

Warranty Policy

All product from Mr. Heater includes a 1-year limited warranty, except for the Mr. Heater Unit Heaters which carry a 3-year limited warranty and any factory reconditioned heater which will carry a 90 day limited warranty. Limited warranties include coverage for product and/or parts replacement but does not include servicing product. Warranties do not cover defects determined to be caused by normal wear or due to customer negligence. Please refer to the manuals on individual products for maintenance instructions and details. Manuals are included with most products or may be available online to view or download. A valid serial number may be required to access the correct manual.

You can register your warranty information on the Mrheater.com website. The link is under the Service menu. You should keep a copy of your receipt for proof of purchase. When calling in concerning product under warranty, it will be required for you to email or fax in a copy of proof of purchase and to confirm that you have a valid serial number off of any applicable device. Please note, it is at Mr. Heater's sole discretion to replace product or provide service parts.

Any returns completed under warranty will be issued a prepaid FedEx shipping label from Mr. Heater. Labels will be emailed, faxed, or mailed and expire after 30 days of them being generated. Each return label is assigned to a specific return. To make sure that you receive the correct refund, please do not include items from multiple orders or shipments in the same box.

Mr. Heater may determine that a refund can be issued without returning the item if it is a warranty issue. If you are not required to ship your item back for a refund, you will be notified by the Technical Service Representative.

If your heater is out of warranty and is not working to your satisfaction, you may contact us either via the [Contact Us](#) form online, the chat function online, or a phone call to 1(800) 251-0001 and follow the prompts for Technical Service. Or you may also contact an authorized [Mr. Heater Service Center](#) for repairs. Utilize the [Find a Service Center](#) tool to find an authorized Service Center near you. Mr. Heater does not bring product back to our facilities for repair. If your unit requires repairs that you are unable or uncomfortable performing yourself over the phone with a Technical Service representative, you will need the assistance of an authorized Service Center.

Consumer Contacts:

For inquiries regarding Mr. Heater, Sunrite, and BaseCamp products, please call **800-251-0001 (USA & Canada)** or 216-916-3000, fax 800-321-0552 or 216-916-3012

For Service Parts only in Canada, please call 877-477-3353 or click www.ipspower.com

Business Hours:

Monday-Friday 8:00am - 5:00pm EST

SPECIAL HOURS: We are closed from 4:00pm EST **Wednesday, November 25th through Friday, November 27th** to celebrate Thanksgiving. We will resume normal business hours at 8:00am EST on Monday, November 30th. Thank you.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.