

Comfort, Quality & Style Since 1998



## Telescoping Offset Pole Mounted Infrared Patio Heater

Item#: 02117 (Stainless)  
02678 (Black)



### **WARNING** **FOR YOUR SAFETY**

1. Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage.
2. Read the installation, operation, and maintenance instructions thoroughly before installing or servicing this equipment.
3. Failure to follow these instructions could result in fire or explosion, which could cause property damage, personal injury, or death.

### **CAUTION - Risk of Electric Shock**

Unplug power cord from electrical outlet before replacing bulb or performing any other service.



**UNIT MUST BE ON A  
DEDICATED ELECTRICAL  
CIRCUIT.**

**PLEASE READ THESE  
INSTRUCTIONS CAREFULLY  
BEFORE USING YOUR NEW  
HEATER.**

### **WARNING**

This product can expose you to chemicals including Lead, Chromium (hexavalent compounds), Di(2-ethylhexyl) phthalate (DEHP) and Diisononyl phthalate (DINP), which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information, go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).



### **ATTACH YOUR RECEIPT HERE**

Keep a copy of your proof of purchase or order confirmation which will be needed if you need to contact us about warranty coverage.

Purchase Date: \_\_\_\_\_



## Questions, problems, missing parts?

Before returning to your retailer, our Florida-based customer service team is available:

Call toll-free  
Email  
Live chat

(866) 985-7877  
[cservice@welltraveled.net](mailto:cservice@welltraveled.net)  
[www.balkenehome.com](http://www.balkenehome.com)

9 a.m. – 9 p.m., EST

9 a.m. – 6 p.m., EST, Monday – Friday



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## BEFORE YOU BEGIN

Please read and understand this entire manual before attempting to assemble, operate or install this appliance. If you have any questions regarding the product, please contact Customer Service. *(English & Spanish speaking.)*

Call toll-free **(866) 985-7877** 9 a.m. – 9 p.m., EST  
 Email **[cservice@welltraveled.net](mailto:cservice@welltraveled.net)**  
 Live chat **[www.balkenehome.com](http://www.balkenehome.com)** 9 a.m. – 6 p.m., EST, Monday – Friday

This manual contains important information about the assembly, operation and maintenance of this appliance. General safety information is presented in the first few pages and is also located throughout this manual. Keep this manual for future reference and to educate new users of this appliance.



## SAFETY

- Children of less than 3 years old should be kept away unless continually supervised.
- Children aged from 3 years to less than 8 years old shall only switch the appliance on/off provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved. Children aged from 3 years to less than 8 years old shall not plug in, regulate or clean the appliance or perform user maintenance.
- CAUTION: Some parts of this product can become very hot and cause burns. Particular attention must be given where children and vulnerable people are present.
- Children shall not play with appliance. Cleaning and user maintenance shall not be done by children.
- If the power supply cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified professionals in order to avoid a hazard.
- Do not use the heater with a programmer, timer or any other device that switches the heater on automatically.
- DO NOT position immediately above or below an electrical socket.
- WARNING: This heater is not equipped with a device to control the room temperature. Do not use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.



## SAFETY INFORMATION

### WARNING

#### To Reduce the Risk of Fire

1. Do not place any objects such as furniture, papers, clothes and curtains within 3 ft. / .91 m of the head of the heater and keep them away from the sides and rear when the heater is plugged in.
2. Do not place the heater near a bed because objects such as pillows or blankets can be ignited by the heater.
3. Always unplug the heater if it is not being used.
4. Avoid using an extension cord because the extension cord may overheat and cause a risk of fire. However, if you must use an extension cord, the cord should be N014 AWG minimum size and rated not less than 1875 watts.

### CAUTION – Risk of Fire

Keep combustible materials such as furniture, papers, clothes and curtains at least 3 ft. / .91 m from the front, sides and rear of the heating unit.

### CAUTION – Risk of Electric Shock

Unplug power cord from electrical outlet before replacing bulb or performing any other service.



## LISTING APPROVALS

This heater has been tested in accordance with the CSA Standards.

Model Number	Length	Height	Depth
02117 / 02678	22"	71"-92"	20"
Description	Telescoping Offset Pole Mounted Infrared Patio Heater		
Voltage	120V AC, 60Hz		
Amps	12.5 amps		
Wattage	1500W		



## IMPORTANT SAFETY INSTRUCTIONS

When using electrical appliances, to reduce the risk of fire, electric shock and injury to persons, always follow basic precautions, including the following:

1. Read all instructions before use.
2. This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. Grasp only non-heating surfaces when moving this heater.
3. Keep combustible materials such as furniture, pillows, bedding, papers, clothes, and 3 ft/1 m or further away from the front, sides, and back of heater.
4. Extreme caution is necessary when any heater is used by or near children or invalids. Whenever the heater is in operation it must not be left unattended.
5. Always unplug the heater when not in use.
6. Do not operate any heater with damaged cord or plug or after the heater has malfunctioned or has been dropped or damaged in any manner. Return heater to an authorized service facility for repair.
7. This heater is not intended for use in bathrooms, laundry areas and similar areas where water may be present. Never locate heater where it may fall into a bathtub, spa, pool, or other water container or body of water.
8. Do not run cord under carpeting. Do not cover cord with throw rugs, runners or the like. Arrange cord away from traffic areas and where it will not be tripped over.
9. To disconnect heater, turn switch to off, then remove plug from outlet.
10. Connect to properly grounded outlet only.
11. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire or damage the heater.
12. To prevent a possible fire, do not block air passages or exhaust ventilation in any manner.
13. Do not use on soft surfaces, like a bed, where openings may become blocked.
14. A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are used or stored.
15. Use this heater only as described in manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.
16. Avoid using an extension cord because the extension cord may overheat and there is a risk of fire. However, if you must use an extension cord, use either a 12-gauge or 14-gauge wire which is rated not less than 1900 watts. The recommended length for a 14-gauge is up to 50 feet but if you must use a longer cord, use a 12-gauge NO LONGER THAN 100 feet.
17. Always use properly grounded outlets; the appliance may break fused and polarized outlets.
18. Always disconnect power before performing any cleaning or maintenance or relocating the heater.
19. When transporting or storing the heater, keep in a dry place, free from excessive vibration and store to avoid damage.
20. While every effort is made to ensure packing materials are kept outside of the plastic bag which

covers your heater in the box, there is some chance that material may lodge itself in the heater part of the unit. If you notice this on inspection, please remove it.

21. When turning on your heater for the first time, it is normal for the heater to emit a mild "new heater" smell which quickly passes.

22. This heater is to be used on a 110 / 120 V, 11.2 AMP, grounded circuit. Do not use in an outlet controlled by a switch or dimmer switch. The cord supplied with the heater has a 2 blade plug with a round pin on the plug for grounding purposes. If a 3-slot receptacle/outlet is not available, you must use an adapter which must be properly grounded to the outlet box. Avoid plugging other appliances into the same circuit as the heater. This unit comes equipped with a Safety Tilt Switch mechanism. Power will shut off automatically should the unit be accidentally knocked over or tilted past 15 degrees. To reset, unplug the unit from the wall outlet, reposition on a flat, level surface, and plug in again.

### DANGER

- RISK OF FIRE – THERE IS ALWAYS A RISK OF FIRE WHEN WORKING WITH A HEATER. KEEP IT AWAY FROM FLAMMABLE LIQUIDS AND ANY MATERIAL THAT COULD EASILY CATCH FIRE
- RISK OF FIRE – IF THE HEATER FALLS OVER, IT COULD START A FIRE
- RISK OF ELECTRIC SHOCK – DISCONNECT ALL ELECTRICAL POWER BEFORE WORKING ON THE UNIT. THERE IS A CHANCE OF ELECTRIC SHOCK IF YOU WORK ON THIS UNIT WHILE IT IS PLUGGED IN TO POWER. THIS UNIT USES ELECTRICITY TO OPERATE. DO NOT USE THIS HEATER AROUND WATER OR IF THE CORD IS DAMAGED.
- DO NOT OPEN THE UNIT – NO USER-SERVICEABLE PARTS INSIDE
- BURN HAZARD – HIGH TEMPERATURES
- KEEP ELECTRICAL CORDS, DRAPERY, AND OTHER FURNISHINGS AT LEAST 3 FT/ 1 M AWAY FROM THE FRONT/SIDES/BACK OF THE HEATING HEAD UNIT

### WARNING

- RISK OF FIRE – KEEP COMBUSTIBLE MATERIAL AWAY FROM TOP OF HEATER
- SERVICING SHOULD BE DONE ONLY WHILE THE HEATER IS UNPLUGGED FROM POWER SUPPLY

This appliance **MUST** be grounded. When using outdoors, use a certified GFI (Ground Fault Interrupt) outlet to protect against electrical shock. All installations must be in accordance with IEE safety regulations or the equivalent. **THIS UNIT MUST BE ON A DEDICATED ELECTRICAL CIRCUIT.**



## PARTS LIST

- 1- IR Head unit w/Protective Shield with:
- \* Pre-installed Tilt Switch (safety cut off)
  - \* Angle Adjustment Bar
  - \* 1500 Watt quartz halogen bulb
  - \* Swivel Bracket
  - \* 1.1m female connector power cord pre-assembled at head unit, 16/3 grounded electrical cord



- 2 – Mounting Bracket – attaches head unit to telescopic pole  
 3 – Curved Upper Arm  
 4 – Telescopic Body with On/Off switch (adjustable height)  
 5 – Base connection pole section (3.4m male connector power cord pre-assembled between 4&5)  
 6 – Support Collar w/Flange for Telescopic Body  
 7 – Base Assembly w/wheels  
 8 – Protective vinyl cover for head unit  
 9 – Hardware blister pack:



- A** 19x M6x12 threaded bolts/lock washers
- B** 2x M4x10 bolt/M4 washer
- C** 1x M12 washer/spring washer/nut

7



8





## PREPARATION

Before beginning assembly, be sure to read and familiarize yourself with the overall assembly process and instructions in this manual. It may be helpful to have someone assist you with the assembly. You will need the following tools (NOT INCLUDED):

- #2 or #3 Philips Screwdriver (or standard slotted screwdriver)
- Adjustable Wrench

Complete assembly on a clean, level, preferably carpeted location. A flat piece of cardboard will also work for assembly. Unpack and identify all components listed on page 3 of this manual and lay them out on the carpeted floor or piece of cardboard and then follow the steps below:

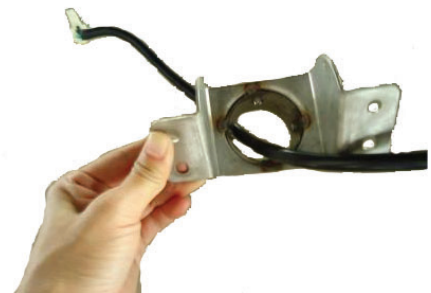


## ASSEMBLY

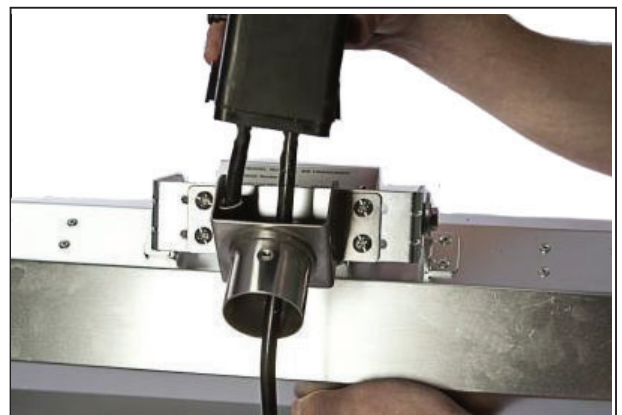
- 1 Loosen and remove the top 2 screws on each side of the **Head Unit 1** and attach the angle adjustment handle (included with **Head Unit**) as shown.



- 2 Thread electrical cord through the **Mounting Bracket 2**.

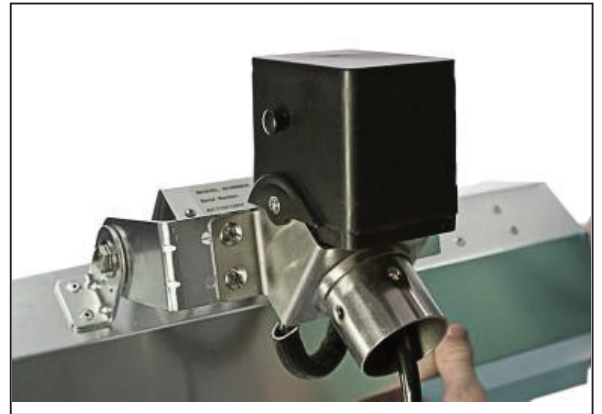


- 3 Using 4 **Threaded Bolts** and **Lock Washers A**, attach **Mounting Bracket 2** to **Head Unit 1**.





**4** Align Tilt Switch (black box on **Head Unit 1**) to threaded holes on **Mounting Bracket 2**, then secure with 2 **Bolts/Washers 3**.



**5** Thread electrical cord through **Curved Upper Arm 4** and attach with 4 threaded **Bolts/Lock Washers 5**. Ensure that tilt switch (black box) stays horizontal/level.



**6** Tighten clamp collar as shown.



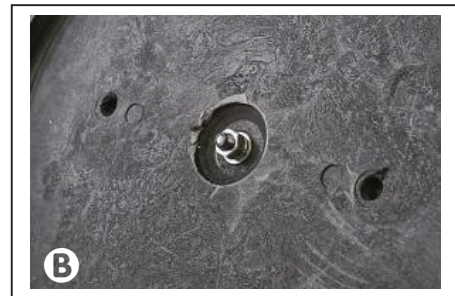
**7** Join the two sections of the electrical cord together as shown in Figure A and affix **Curved Upper Arm** to inner support tube above power switch with one threaded **Bolt/Lock Washer 6** as shown in Figure B.



**8** Attach the **Base Connection Pole Section 5** using 4 threaded **Bolts/Lock Washers A**.



**9** Mount **Support Collar Flange 6** to **Base Assembly with Wheels 7** as shown in Figure A. Then, secure with **Washer/Spring Washer/Nut 8** as shown in Figure B.



**10** Carefully lift pole and head unit assembly and insert lower end of pole into **Support Collar Flange 6**. Secure with 6 threaded **Bolts/Lock Washers A**.







**CAUTION!**

## OPERATING INSTRUCTIONS

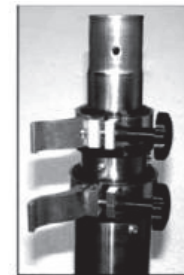
This appliance **MUST** be grounded.

- When using outdoors, we recommend using a certified GFI (Ground Fault Interrupt) outlet to protect against electrical shock.
- ALL installations must be in accordance with I.E.E. safety regulations or equivalent.
- Avoid the use of an extension cord with this appliance. If one is used, it must meet the following requirements: Use either a 12 gauge or 14 gauge wire which is rated not less than 1900 watts. The recommended length for a 14 gauge is 0-50 feet but if you must use a longer cord, use a 12 gauge **NO LONGER** than 100 feet.
- Do not place any objects such as furniture, papers, clothing, or curtains closer than 3 feet to the front, top or sides of this heater.
- **ALWAYS** unplug the heater when it is not in use.

For optimal performance and safety concerns, we **HIGHLY** recommend that the Infrared Heating System be operated at a minimum of 92" in height or the maximum extended length of the telescopic body sections. You should only lower the height of the unit for storage purposes when it has completely cooled and is not in operation.

To adjust the IR telescopic body:

Pull up on the release levers of the tightening clamps and adjust tension using the tension knobs. Raise and lower the telescopic sections and/or swivel to desired position and then push in clamp levers to secure. **DO NOT** over tighten tension knobs. There should only be a moderate amount of tension to maintain the telescopic position of your heater.



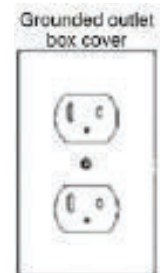
Lever clamps and adjustment knobs

### Step 1

Before turning on your Infrared Heating System, check to make sure the tilt switch (black box) on the head unit is horizontal/level. (The tilt-switch will not allow the unit to operate on uneven ground). Next, ensure the "On/Off" switch located on the pole is in "OFF" position, and extend all 3 telescopic sections to their maximum extended height. Release clamp levers and pull up on each of the sectional steel tubes until each tube stops. Then push in clamp levers to secure sections in place. Adjust the tension knobs as needed to maintain height position.

### Step 2

The Infrared Heating System comes equipped with a heavy duty, 16/3 gauge wire and grounded plug. This appliance must be used with an outlet that has been installed and grounded in accordance with local codes and ordinances. Make sure the heater is connected to an outlet having the same configuration as shown in the figure shown at right. **DO NOT** use an adapter with this product. Check with a licensed electrician if the grounding instructions are not understood completely or if the wall outlet does not match the plug. Make sure to turn the switch to "Off" and unplug the ground electrical cord when the heater is not in use.



### Step 3

Your Infrared Heater is ready to enjoy. Plug in the appliance, turn the "On/Off" switch to "On" and enjoy the warmth!



### Specifications

Model:	02117/60694/02678
Voltage:	120 volts
Amps:	12.5 amps
Wattage:	1500 watts
Lamp Type:	Quartz Halogen
Minimum Operational Height:	92 in.
Assembled Weight:	53 lbs.
Head Unit Dimensions:	4.5" x 7" x 22"
Heater Assembled Dimensions:	22" diameter base, 92" height

### Storage

\* **Always UNPLUG the unit when not in use.**

\* Once the head unit has completely cooled, store the heater with the protective vinyl cover on the head unit.

\* When heater is not in use for an extended period of time, store in a covered location that is dry and out of the weather. Make sure the heater is stored in a location that is out of the way of people and pets that may accidentally knock the heater over or damage the appliance. Before storing the heater, make sure the electrical cord is coiled and out of the way.

\* When storing, **ALWAYS** lower the telescopic pole to its lowest level. This will make it easier to store and reduce the risk of any accidental tipping over of the heater.

### Maintenance

Your Infrared Heating System is virtually maintenance free! A minute to wipe down exposed surfaces is all it takes to maintain your heater.

\* Head unit and shield: Use a non-abrasive cleaner and a soft cloth to wipe off debris and dirt from the exposed surfaces. **NEVER spray liquids or cleaners into the housing area where the halogen lamp is located.** Do not try to disassemble or clean the inner cavity where the halogen lamp is located. For any maintenance on the head unit, please call the toll free customer service hotline.

\* Telescopic pole and curved arm components: These can easily be wiped clean using a non-abrasive cleaner and a soft cloth.

\* Base with wheel assembly: Use non-abrasive cleaner and a soft cloth. Any scratches, chips or rust spots can be touched up using an exterior matte finish black paint.

# INFRARED HEATING ELEMENT BULB REPLACEMENT



Use **ONLY** approved original equipment and replacement bulbs to ensure the safe operation and maximum performance of your heater.



**NOTE:** Do **NOT** touch the new bulb with bare fingers. Oils from your hand can reduce the lifespan of the bulb by causing a heat spot. Use a clean cloth or gloves to handle the bulb. A clean paper towel will also work.



**TURN OFF AND DISCONNECT THE HEATER FROM THE ELECTRICAL OUTLET BEFORE YOU BEGIN!**

**TO REPLACE THE BULB: UNPLUG THE HEATER** from the wall outlet. Remove the head unit assembly from the telescopic pole. Perform procedure detailed below, then re-install head assembly onto the unit.

**Step 1:** Remove top 2 screws from each end plates. **Step 2:** Loosen or remove next 2 screws from end plates. **Step 3:** Gently remove the air vent panels from each end and protective wire grill.



Figure 1



Figure 2

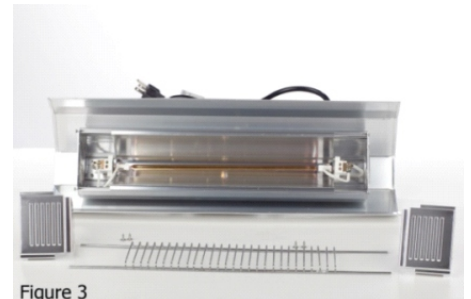


Figure 3

**Step 4:** Loosen screw from each side to remove wire leads from terminals. See figures 4 & 5.

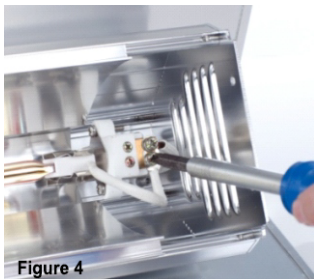


Figure 4

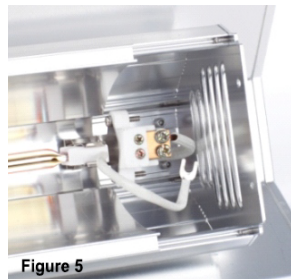


Figure 5

**Step 5:** Remove bulb from the clips at the terminal connection ends by gently pushing apart the clips and lifting out heating element. See figures 6-8

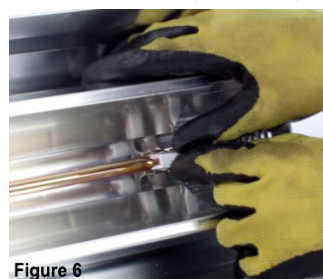


Figure 6

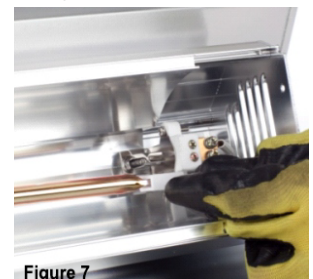


Figure 7

**Step 6:** Wear gloves to gently reinsert connection ends of the new bulb into the clips. Do not let the clips touch the glass of the heating element tube.

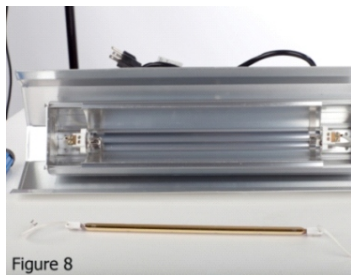


Figure 8



Figure 9

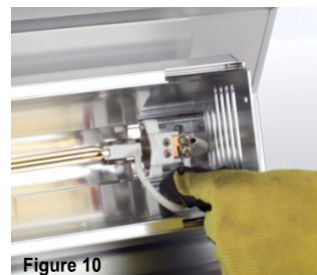


Figure 10

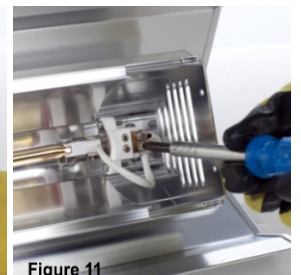


Figure 11

**Step 8:** Reinstall one air vent panel, then fit protective wire grill into place by following the grooves in housing body. Reinstall the other air vent panel. See figures 12 & 13.



Figure 12

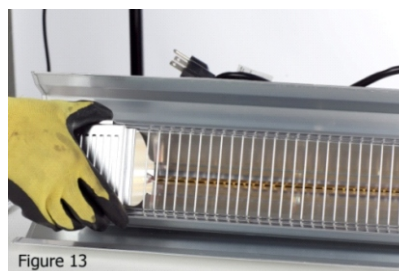


Figure 13

**Step 9:** Align the the screw holes, then gently tighten the 2 top screws from each end plate into air vent panel. Gently tighten the next 2 screws from end plates.

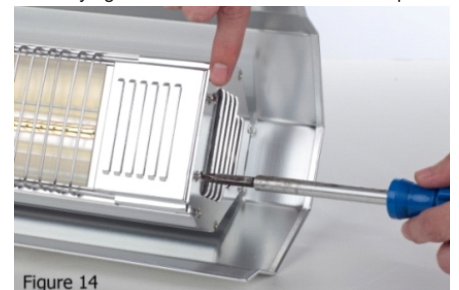


Figure 14



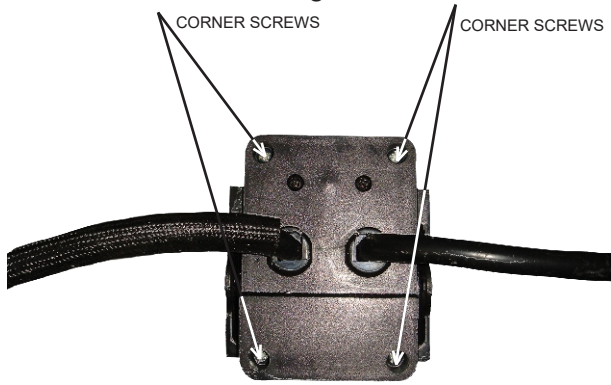
# THERMOSTAT REPLACEMENT



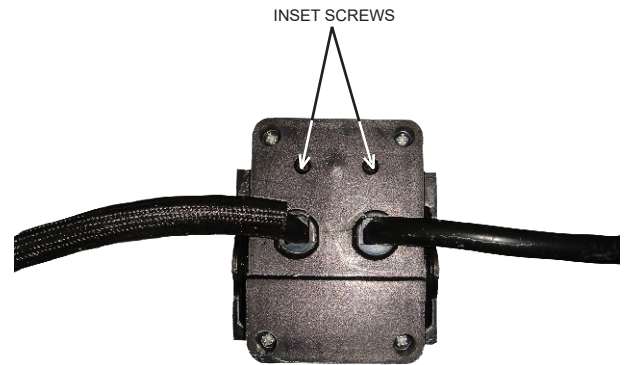
Use **ONLY** approved original equipment and replacement parts to ensure the safe operation and maximum performance of your heater.

**STOP** TURN OFF AND DISCONNECT THE HEATER FROM THE ELECTRICAL OUTLET BEFORE YOU BEGIN!

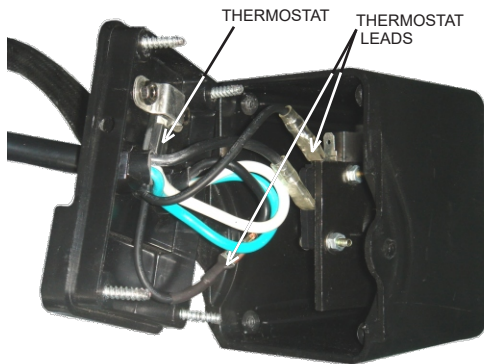
**Step 1:** Remove four corner screws from the tilt switch housing.



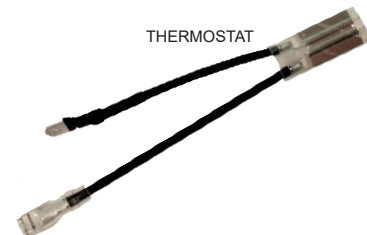
**Step 2:** Loosen the two remain inset screws.



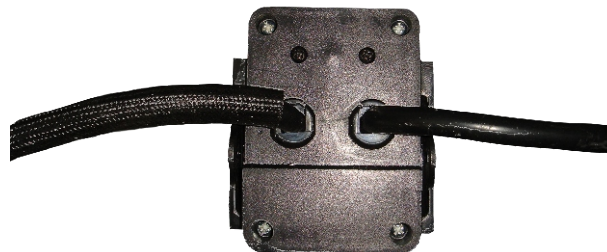
**Step 3:** Open the switch housing and disconnect the male and female thermostat leads from the tilt switch.



**Step 4:** Replace original thermostat with new thermostat connecting the lids of the new thermostat. Tighten inset screws.



**Step 5:** Reassemble tilt switch housing.





## TROUBLESHOOTING

Problem	Possible Solution
Unit fails to turn on	Check electrical plug connection at wall outlet for a complete, snug fit.
Unit fails to turn on	Check to make sure unit is on a dedicated electrical circuit.
Unit fails to turn on	Make sure unit is on flat ground and tilt switch is LEVEL/horizontal with the ground.
Unit fails to turn on	Make sure ON/OFF power switch on pole is in ON position.
Unit fails to turn on	If unit is plugged into wall outlet wired to a wall switch, make sure switch is in ON position.
Unit fails to turn on	Reset safety tilt switch. Unplug unit from wall outlet and re-position on flat, level surface. Plug heater back in to outlet.
Unit fails to turn on	Damaged halogen bulb. Contact Customer Service.
Telescopic pole slips down	Tighten black tension knobs on clamp collars.
Telescopic pole is unsteady	Tighten screws on support collar at base.
Telescopic pole won't adjust	Electrical cord may be kinked. Gently pull end of cord until taut.
Head unit is loose/wobbly	Tighten screws on curved upper arm mounting bracket.
Head unit is hard to adjust	Loosen connecting bolts/nuts at adjustment bracket
Smoke appears from head unit	Unplug IMMEDIATELY and allow to cool completely. Make sure heater is at least 3 ft/.91 m from nearby objects. After completely cool, inspect for foreign objects.
Weak output from halogen bulb	Life span of bulb has been reached, or bulb has been damaged. Contact Customer Service for assistance. <b>NOTE: this product comes with a limited 1-year warranty. After the warranty period, you may purchase replacement bulbs from <a href="http://www.balkenehome.com">www.balkenehome.com</a> at the lowest cost available.</b>





by

BALKENE  
— HOME —



## LIMITED WARRANTY

Customers in the Contiguous US

With proof of purchase from an authorized retailer, this product is warranted for a period of 1 year from original purchase date against defects in materials and workmanship under normal use. This warranty does NOT cover normal wear/weathering, exposure to water, freezing temperatures, oils, fluids, or chemicals OR use in a commercial context if the unit is not designated as a commercial model. At Well Traveled Living's sole discretion, products under warranty will be repaired and/or replaced at no charge to the customer. Returns sent back to Well Traveled Living must be sent via prepaid freight in the original retail packaging.

For warranty service, contact Balkene Home/Well Traveled Living at the address, phone numbers or website and email listed in this owner's manual. Be sure to have your sales receipt, date of purchase and catalogue/model numbers available when calling. All warranty service will be coordinated by Well Traveled Living's Amelia Island, Florida service center. This warranty is extended only to the original owner. Proof of purchase will be required before warranty service is rendered. The sales receipt is the only valid proof of purchase. This warranty only covers failures due to defects in materials or workmanship which occur during normal use. Failures and/or damage which result from accident, negligence, misuse, abuse, neglect, mishandling, alteration or modification, failure to maintain, improper assembly or maintenance, service by unauthorized agency or use of unauthorized components or damage that is attributable to acts of God are NOT covered.

This limited warranty gives you specific legal rights and you may also have other rights which vary from jurisdiction to jurisdiction. The provisions of the United Nations Convention on Contracts for the Sales of Goods shall not apply to this limited warranty or the sale of products covered by this limited warranty.

- THERE ARE NO EXPRESS WARRANTIES EXCEPT AS LISTED.
- PURCHASER ASSUMES ALL RISKS IN THE ASSEMBLY AND OPERATION OF THIS UNIT.
- FAILURE TO FOLLOW WARNINGS AND OPERATIONAL INSTRUCTIONS CONTAINED IN THIS MANUAL CAN RESULT IN SEVERE PROPERTY DAMAGE AND/OR PERSONAL INJURY.
- IN NO EVENT WILL WELL TRAVELED LIVING, OR ITS DIRECTORS, OFFICERS OR AGENTS BE LIABLE TO THE PURCHASER OR ANY THIRD PARTY, WHETHER IN CONTRACT, IN TORT, OR ON ANY OTHER BASIS, FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL LOSS, COST, OR DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE SALE, MAINTENANCE, USE, OR INABILITY TO USE THE PRODUCT, EVEN IF WELL TRAVELED LIVING OR ITS DIRECTORS, OFFICERS OR AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES, COSTS OR DAMAGES, OR IF SUCH LOSSES, COSTS, OR DAMAGES ARE FORESEEABLE. IN NO EVENT WILL WELL TRAVELED LIVING, OR ITS OFFICERS, DIRECTORS, OR AGENTS BE LIABLE FOR ANY DIRECT LOSSES, COSTS OR DAMAGES THAT EXCEED THE PURCHASE PRICE OF THE PRODUCT.
- SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER.

## EXTEND YOUR WARRANTY

When you purchase a Fire Sense or Balkene Home product from any authorized retailer, you'll have peace of mind in knowing that it comes with a one-year warranty. Extend your warranty for *an additional year* when you review your item at [balkenehome.com](http://balkenehome.com) within 365 days of purchase.



### Important Notice

Before returning to place of purchase—for customer service and warranty issues:

Call toll-free	<b>(866) 985-7877</b>	9 a.m. – 9 p.m., EST
Email	<b><a href="mailto:cservice@welltraveled.net">cservice@welltraveled.net</a></b>	
Live chat	<b><a href="http://balkenehome.com">balkenehome.com</a></b>	9 a.m. – 6 p.m., EST, Mon – Fri

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