



# PARAGON OUTDOOR



**ALFRESCO<sup>®</sup>**  
**HEATING.COM**  
888-WARM-GLO

# warranty

*Thank you for choosing to buy a PARAGON OUTDOOR product.*

If you have a question about your PARAGON OUTDOOR heater, please call our Customer Service Team at 1-877-782-4482 with your serial number and details of where and when you purchased the unit.

Most questions can be solved over the phone by one of our Customer Service representatives. If your heater needs service, we will discuss the available options. If your heater is under warranty, and it is a covered repair, it will be repaired at no cost.

To help us ensure you receive prompt and efficient service, please register as a Paragon Outdoor owner. There are two ways to do this:

- by completing and returning the enclosed form to us by mail
- online at [www.paragon-outdoor.com](http://www.paragon-outdoor.com)

This will confirm ownership of your Paragon Outdoor Heater in the event of an insurance loss, and enable us to contact you if necessary.  
Terms and conditions of the Paragon Outdoor **5.3.1**. year limited warranty:

## WHAT IS COVERED:

Your Paragon Outdoor heater is warranted against original defects in material and workmanship for a period of 5 years on the frame, 3 years on the parts and 1 year on the burner from the date of purchase, when used for private household purposes in accordance with the PO Owner's Manual. This warranty provides, at no extra cost to you, all parts to place your heater in proper operating condition during the warranty period.

**REGISTERED OWNER IS RESPONSIBLE FOR THE COST OF SHIPPING ON ANY PARTS OR REPLACEMENTS** This warranty is subject to the following terms:

## WHAT IS NOT COVERED:

PARAGON OUTDOOR is a division of Paragon Group USA LLC. and shall not be liable for costs incurred as a result of:

- Heaters purchased from an unauthorized dealer.
- Use of parts not in accordance with the Owner's Manual.
- Careless operation or handling, misuse, abuse and/or lack of maintenance or use not in accordance with the Owner's Manual.
- External sources such as weather.
- Repairs or alterations carried out by unauthorized parties or agents.
- Use of the heater other than for normal domestic purposes within the United States, e.g. for commercial or rental purposes.
- Use of parts and accessories other than those produced or recommended by Paragon Outdoor.

FOR IMMEDIATE ASSISTANCE



**PARAGON OUTDOOR  
CUSTOMER SERVICE:**

Call 1-877-782-4482 toll free,  
7 days a week.  
Please register your  
PARAGON OUTDOOR product



# par·a·gon

*/ˈpərəˌɡən/*

*noun*

a person or thing regarded as a perfect example of a particular quality.  
"it would have taken a paragon of virtue not to feel viciously jealous"  
a person or thing viewed as a model of excellence.  
"your cook is a paragon"

## Warranty Service

- Please fill out and return the Product Registration form, or register online at [www.paragon-outdoor.com](http://www.paragon-outdoor.com)
- Before service can take place, the terms of the warranty require that you contact the PO Helpline with your model name/number, serial number, date and place of purchase. Please keep your purchase receipt in a safe place to ensure you have this information.
- All work will be carried out by PARAGON OUTDOOR or its authorized agents.
- Any replaced defective parts will not extend the period of this warranty.
- Service under this warranty will not extend the period of this warranty

PLEASE CONTACT THE MANUFACTURER DIRECTLY WITH ANY QUESTIONS, COMMENTS OR CONCERNS WITH THIS PRODUCT:

PARAGON OUTDOOR: (US) OFFICES: 100 West Forest Avenue, Unit C, Englewood, NJ 07631, MON-FRI 9AM - 5PM EST

PARAGON OUTDOOR TEL: (US) 1-877-782-4482 EMAIL: [support@paragon-outdoor.com](mailto:support@paragon-outdoor.com) WEB: [www.paragon-outdoor.com](http://www.paragon-outdoor.com)

MANUFACTURED BY:

**PARAGON OUTDOOR**, a division of  
Paragon Group USA LLC.  
100 W. FOREST AVE. UNIT C  
ENGLEWOOD, NJ 07631  
[www.paragon-outdoor.com](http://www.paragon-outdoor.com)

