

Blaze King

Technical Support Request Form

The first step in solving a performance issue is to contact the Blaze King dealer where you purchased the product. If you have contacted your dealer and still require help we will need additional information, including 4 images of the stove and installation, as outlined below. Our goal is to get a clear picture of your installation. Email images and form once completed to: fherrera@blazeking.com

You Must Include The Four Images Requested or Contact Your Dealer For Technical Support

- 1) Floor to ceiling picture of the stove/Insert and black pipe (for stoves)
- 2) Close-up picture of where the black pipe connects to the stove's flue collar. (for stoves)
- 3) Picture of the entire outside chimney.
- 4) Picture of the inside of the stove/insert firebox.

Please answer the following questions:

- 1) What is the total length of pipe from the top of the stove/insert to the chimney cap?
- 2) If your installation uses a masonry chimney, does it have a insulated stainless steel liner?
- 3) Does your chimney cap have a spark arrestor screen?
- 4) Is there a fresh air kit connected to the stove?
- 5) What year was your home built?
- 6) Do you own a moisture meter?
- 7) Who installed your stove/insert?
- 8) Have you contacted the dealer where you purchased your Blaze King?
- 9) If so, with whom did you speak and when?

Contact Information (You Must Complete Section)

Name:

Address:

City:

State:

Zip:

Day Time Phone Number: ()

Are you the original purchaser:

Blaze King Model Name:

Model Number:

Serial Number:

Purchase Location:

Date of Purchase: / /

In the space provided please provide a very brief description of the issue. (limited characters)