



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 a warranty exchange is being processed and your product is requested to be shipped back, **PLEASE MAKE SURE ALL FUELS AND/OR LIQUIDS ARE REMOVED FULLY BEFORE SHIPPING.** If the item is not emptied and/or it smells of fuel, the shipping company has the right to deny transportation.

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.



IMPORTANT NOTICE REGARDING
THIRD PARTY ATTACHMENTS TO MR. HEATER BUDDY HEATERS

Enerco Group Inc., (“Enerco”) is the industry leader in the design and manufacture of consumer, heavy duty commercial, and construction heating products. In 2000 Enerco introduced the Portable Buddy® (Model MH9B) in to commerce. The Portable Buddy®, which is sold under the Mr. Heater brand, incorporates an Oxygen Depletion Sensor (“ODS”), which shuts off the heater if the oxygen in the room gets below a certain point. This allows for the heater to be safely used while camping, ice fishing, working in a garage or workshop, or for emergency home use in the event of a power outage.

Since 2000 Enerco has expanded its Buddy line of heaters to include the Little Buddy® (Model MH4B), Big Buddy® (Model MH18B); and Hunting Buddy® (Model MH12HB). All of the Buddy Heater models are indoor safe and certified to CSA/ANSI standards. The Consumer Product Safety Commission even endorsed the Buddy Heater as a heater that “can save campers’ lives.” Enerco is very proud of the Buddy line of heaters and is constantly striving to ensure they are used safely and properly.

Enerco is now aware of a number of third party attachments primarily aimed at warming or cooking food on our Buddy Heaters. Enerco has reviewed these products and does not believe that they are reasonably safe. Buddy Heaters were designed and certified to a national heating standard (CSA 4.98) and have delivered decades of comfort to consumers of all kinds. Please be advised that Buddy Heaters are neither certified, nor safe to be used to warm or cook food of any kind. Buddy Heaters are not certified as a cooker and not designed to operate in this manner. Moreover, Enerco expressly prohibits the use of any type of non-approved attachments with its Buddy heaters. Any use of non-approved attachments will void the manufacturer’s warranty.