

## Need Support? Who to call!

Heating Green is solely the retailer for infrared heating products and there are multiple parties involved in shipping, transit, installation, troubleshooting, and operation. If you experience an issue with your heater, we want to be sure the correct party is contacted!

For more information on Heating Green's scope of work, visit [Who We Are And What We Do](#).

### Shipping:

If you are wondering **if your order has shipped**, look for the below information in your inbox. Most heaters are made to order and do not ship immediately. Check the paid invoice for additional details. Our manufacturers email tracking information directly to our customers!

- Cove heaters & Heliosa - Radiant Electric Heat- Shipped via UPS or LTL freight
- SolaRay heaters- Ducoterra- Shipped via FedEx
- Infratech heaters- AEI Corporation- Shipped via UPS or LTL freight
- Versa & ILO heaters- Shipped via FedEx

If you have any questions regarding transit or delivery once your order is in transit, contact the carrier directly for immediate assistance. Your email shipping confirmation will contain tracking information to verify with the carrier and get the information directly from them.

If you are contacting us to **report shipping damage**, please take pictures of the damaged boxes and the resulting damage on the heater itself. Please take pictures as you open the box, and send the photos to [orders@heatinggreen.com](mailto:orders@heatinggreen.com). Shipping damage needs to be reported ASAP (within 7 days of delivery) in order to file a claim with the carrier. Visit our [Shipping Policy](#) here.

### Installation & Troubleshooting Support:

- If you need to troubleshoot or need installation support, first visit our [Support Hub](#) for resources at the bottom of the page.
- If your electrician has any questions about wiring the controls (thermostat, relays, transformer) they can reach out directly to the [Professional Technical Support Line at Jackson Systems 1-888-652-9663](#). They are available 8 AM - 6 PM EST M-F.

If something happened to the heater while operating:

- First, contact your electrician to remove power from the heater and troubleshoot
  - Verify voltage
  - Inspect wiring for shorts and loose connections
- Visit our website for support and troubleshooting resources to guide the electrician
  - [Heater Troubleshooting](#)
  - [OHM Test and Warranty](#)
  - [Infrared Hot Yoga Support](#)
- Heating Green will be able to contact the manufacturer regarding their material warranty once the outlined steps have been followed by your electrician.

