

Versa Heatstorm Material Warranty Process

Heatstorm has a 1 year material warranty for the tempered glass (Versa) heater which can be found on page 16 of the [Installation Brochure](#).

Please follow the steps for an [Ohm Test](#), but since this heater has a plug, you will use the two probes from the multimeter on the flat prongs of the plug. Once we have the results of the Ohm test, we can reach out to the manufacturer regarding the warranty.

Please provide the answers to the below questions:

- What is the voltage of the outlet?
- Is there any smart plug in between the panel and the outlet (is there a smart plug or extension cord in between)?
- Is the heater the only appliance plugged on the circuit or could the circuit be overloaded?
- How many times (roughly) was the heater used before it stopped working?

Please sent the results of the Ohm test to [Heating Green Support](#) with your invoice number, heater model number and the above questions.

Heating Green support will facilitate a warranty replacement with Heatstorm directly and will provide updates.

Heatstorm can also be reached directly by customers at cs@energywise.com.

