



Eco-Energy
at the heart of your home



Internet Sales Policy

PSG furnaces are designed to provide wood and pellet central heating that will give you a level of comfort and protection above the North American standards for solid fuel central heating systems. We manufacture high quality products with premium components and unique combustion technology, bringing you outstanding performance for many years of use.

We understand that Internet has become a fantastic and essential tool to promote products and services; it is also a great method for making a more informed decision about the product you wish to buy. Our authorized dealers may therefore choose to advertise and promote PSG products through their own websites. However, due to their technical nature and professional installation requirements, **PSG does not support the sale of its products over the Internet.** There are strict regional and national regulations and codes that apply to the installation of central heating systems. Failure to comply, including not using certified installers, may void the home owner's insurance. Only a PSG specialized dealer is authorized to sell, support, and service your PSG furnace. Authorized dealers are trained to anticipate your installation needs and ensure that you get many years of enjoyment out of your PSG purchase. **PSG will not cover any expense related to any return, service call and labor claim for any of its products sold over the Internet.** Claims also include, but are not limited to, component defects and performance related problems.

We recommend using our "Dealer Locator" to find an authorized PSG dealer near you. Even if there is no dealer located within a reasonable driving distance, the name of the closest distributor will appear. Please contact them. They will be able to direct you to the closest dealer in your area. You can also contact us directly using the "Contact Us" link located in the "Services and Support" area of our PSG website.

We hope this advice will prove useful. PSG manufactures some of the finest and most technologically advanced solid fuel central heating systems. The reputation of the PSG brand is to a large extent due to the dedicated work and professionalism of our PSG dealer and distributor network. Together, they have been supporting the thousands of satisfied home owners who have purchased PSG products since 1978.