



DO YOU WANT TO GET MORE LIFE OUT OF YOUR HEATER AND SAVE MONEY?

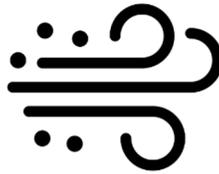
Your heater is up against elements that affect its longevity and performance every day.



Rain



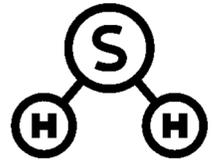
Snow



Wind and Dust



Humidity



Gas Impurities

No matter how well you protect your heater, a combination of these factors will cause the heater's performance to deteriorate over time.

Catco understands your frustration. Your equipment should last a long time when well cared for. There's no reason a heater in good physical shape shouldn't work as well as it did its first season of operation.

That's why Catco has been refurbishing all brands of industrial catalytic heaters for decades.

The process is simple.



Contact your distributor and send in your heaters today!

Heaters that are showing the signs of poor performance now will cause you trouble before long. Leaving them in service means a freezing emergency next winter. By replacing these heaters, you ensure you'll be ready. You'll keep your equipment unfrozen and you'll keep providing reliable service downstream.

Contact your Catco distributor, get your poorly performing heaters out of the field, and avoid the hassle of freezing problems next fall and winter!

Not sure if your heater needs to be replaced? Need help finding your Catco distributor? Questions about the program? **Call Catco at 972-563-8065 or email us at info@catcoUSA.com.**



HEATER REPLACEMENT FORM

Replace or refurbish any brand. Don't settle for poor performance.

Customer Info

Name:

Company:

Position:

Email:

Phone:

Shipping Instructions

This form is your packing slip. It must include a Catco Distributor name and reference number. Send all shipments to:

Catalytic Heater Company

Attn: Heater Replacement Program
451 Apache Trail
Terrell, TX 75160

Distributor Name:

Reference Number:

Fill out the information below.

Heater Size (length x width in inches)	Heater BTU rating	Qty

Review the information below and tell us what to do with any accessories.

By sending in items for the Catco Heater Replacement Program, I agree to the following:

- This program is run through Catco distributors. Only items with a distributor PO number will be accepted.
- Only catalytic heaters in good structural condition are eligible. Items with significant rust or physical damage will be disposed of and not returned. Catco will determine which items qualify.
- Only the catalytic heater itself is eligible for repair or replacement (when installed in a larger assembly, the catalytic heater is often called the *heater pad* or *element*). Sending additional accessories or a larger assembly may raise the price of refurbishment. Additional parts will be discarded or returned in their original condition based on the preference indicated.
- I will be receiving a unit comparable to the one I sent in, but not necessarily the exact same unit. The unit shipped back will have the same hazardous location certification (if applicable) and be comparable size and BTU.

Catco recommends you only send in the catalytic heater, not units still installed in larger assemblies. Please do the following with any additional accessories included in this shipment:

Responsibly dispose of them for me

Return them to me in their current condition

What is eligible for refurbishment/replacement?

ANY BRAND of catalytic heater including Catco, Bruest, Catadyne, Scott Can, and others. Units must be in good physical condition, meaning it has no severe structural damage including rust damage that has caused or will cause a hole.

What should I NOT send in?

Catalytic heaters are often part of larger assemblies -- enclosures that fit around valves and regulators, or small heat exchangers that heat gas for pilot operated regulators or instrumentation. When installed in these assemblies, catalytic heaters are often called the "heater pad" or "element." We recommend you send in **ONLY** the catalytic heater and not the larger assembly. Anything aside from the heater that is sent in will either be disposed of responsibly or returned to you in its original condition depending on the preference you indicate on the form.



NO



YES



NO



YES

How do I know if my heater needs to be replaced?

Signs include visible signs of water damage (the face will be stained, similar to if you spilled coffee on a t-shirt) or the heater needing to be restarted frequently. If you're on the fence, we recommend you send it in. Being proactive now means preventing downtime later.

Will I get my exact unit back?

It depends on what components need to be replaced. We can usually refurbish Catco heaters and you'll often receive your exact unit back. This isn't typically the case for heaters made by other manufacturers. In the event your unit is qualified for the program but we can't refurbish it, we will replace it with a refurbished or new Catco heater (comparable BTU rating, size, and the same hazardous location Class/Division/Group rating).

What are the dates for the program?

We will accept heaters until August 31, 2019. Make sure to stay in touch with your Catco distributor so you can find out information about the program for next year.