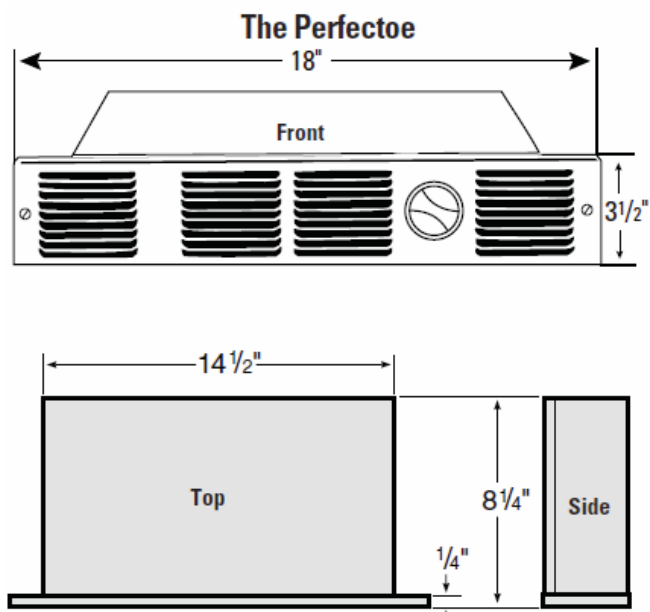


Thank you for contacting Xybix Customer Service and giving us the opportunity to assist you with the problem you are having with your heater. Please see the below trouble shooting steps to determine what is causing the heater to rattle.



Step 1

Put your hand or a weight on top of the heater. This part of the heater sticks out behind the cross bar. If doing this stops the rattling the heater just needs to have:

1. The screws tightened that hold the top plate on. See attached PDF for the screws.

OR

2. The heater needs to be secured better on the cross bar either with a shim or foam insert to prevent it from vibrating and rattling.

Step 2

If Step 1 didn't resolve the rattle, please contact Customer Service to have a representative assist you over the phone. Replacement parts may be needed or the heater may need to be replaced.

If you are continuing to have problems with your heater, please call or email Xybix Customer Service at customerservice@xybix.com or 800.788.2810.