



INSTRUCTIONS & OPERATIONS MANUAL WHISTLER EPA EXEMPT



US ENVIRONMENTAL PROTECTION
AGENCY 28A CERTIFIED
WOODSTOVES

Verified and tested following
UL 1482 Standards by:



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INTRODUCTION

Stove Builder International, one of the most important stove and fireplace manufacturer in the Unites States, congratulates you on your purchase and wishes to help you get maximum satisfaction from your wood stove. In the pages that follow, we will give you advice on wood heating and controlled combustion as well as technical specifications regarding installation, operation and maintenance of the model you have chosen.

The instructions pertaining to the installation of your wood stove comply with UL-1482 standards.

We recommend that our wood burning hearth products be installed and serviced by professionals who are certified in the United States by NFI (National Fireplace Institute®).

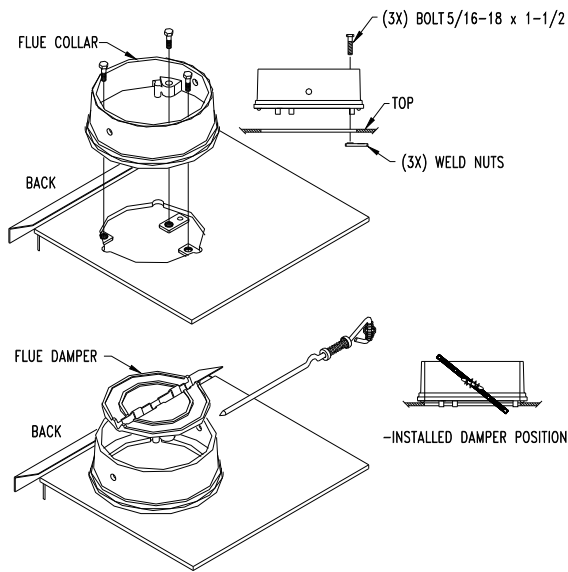
Read this entire manual before you install and use your new stove. If this stove is not properly installed, a house fire may result. To reduce the risk of fire, follow the installation instructions. Failure to follow instructions may result in property damage, bodily injury, or even death.

Consult your municipal building department or fire officials about restrictions and installations requirements in your area and the need to obtain a permit.

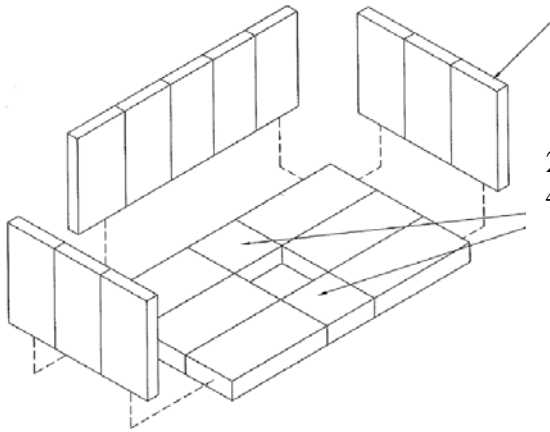
Make sure you keep this instruction manual. It will always be helpful. We also suggest that you consult our web site at www.centuryheating.com. It will provide you with a full range of information, such as how to order replacement parts.

CAUTIONS:

- THE INFORMATION GIVEN ON THE CERTIFICATION LABEL AFFIXED TO THE APPLIANCE ALWAYS OVERRIDES THE INFORMATION PUBLISHED, IN ANY OTHER MEDIA (OWNER'S MANUAL, CATALOGUES, FLYERS, MAGAZINES AND/OR WEB SITES).
- HOT WHILE IN OPERATION. KEEP CHILDREN, CLOTHING AND FURNITURE AWAY. CONTACT MAY CAUSE SKIN BURNS.
- DO NOT USE CHEMICALS OR FLUIDS TO IGNITE THE FIRE.
- DO NOT LEAVE THE STOVE UNATTENDED WHEN THE DOOR IS SLIGHTLY OPENED.
- DO NOT BURN WASTES, FLAMMABLE FLUID SUCH AS GASOLINE, NAPHTHA OR MOTOR OIL.
- DO NOT CONNECT TO ANY AIR DISTRIBUTION DUCT OR SYSTEM.
- ALWAYS CLOSE THE DOOR AFTER THE IGNITION.



17 bricks
4 1/2'' x 9'' x 1 1/4''



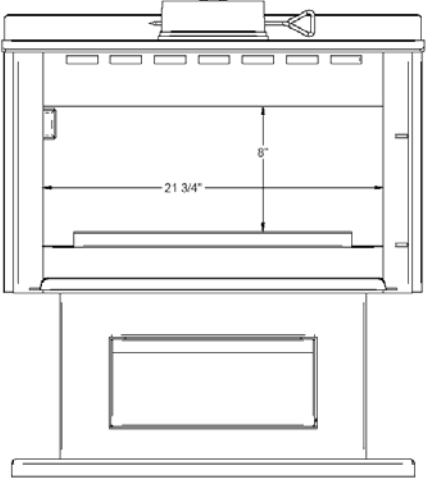
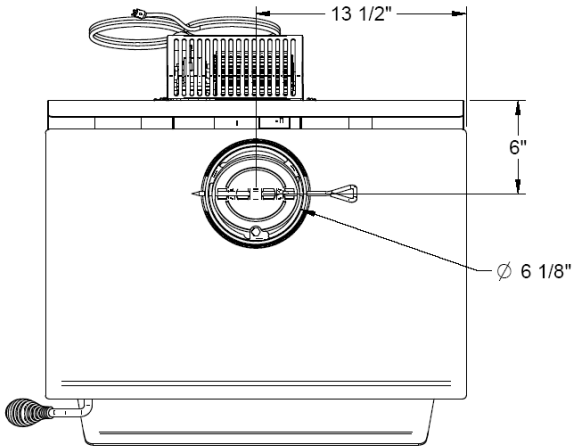
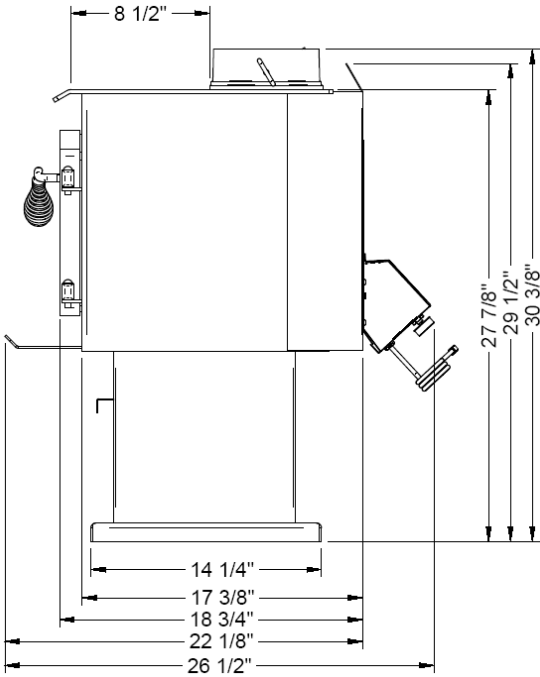
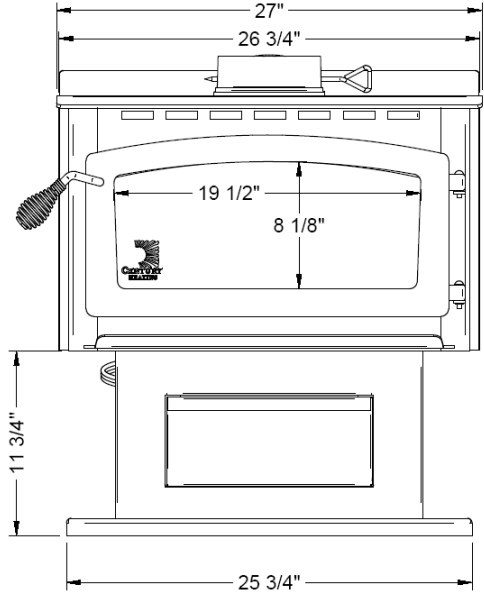
Cast iron flue collar installation:

1. Peel off the tape from the back of the gasket and attach the gasket to the rope groove at the back of the flue collar;
2. Mount flue collar on top of the stove. Make sure that the damper holes on each side of the flue collar are parallel to the back of the stove;
3. Fix the flue collar with the hardware supplied;
4. Install the flue damper inside the flue collar as illustrated.

Firebricks installation:

1. Install the back and side firebricks.
2. Install the bottom firebricks

SPECIFICATIONS



INSTALLATION

SAFETY NOTICE

- IF THIS STOVE IS NOT PROPERLY INSTALLED, A HOUSE FIRE MAY RESULT. TO REDUCE THE RISK OF FIRE, FOLLOW THE INSTALLATION INSTRUCTIONS. FAILURE TO FOLLOW INSTRUCTIONS MAY RESULT IN PROPERTY DAMAGE, BODILY INJURY, OR EVEN DEATH.
- CONSULT YOUR MUNICIPAL BUILDING DEPARTMENT OR FIRE OFFICIALS ABOUT RESTRICTIONS AND INSTALLATIONS REQUIREMENTS IN YOUR AREA.
- USE SMOKE DETECTORS IN THE ROOM WHERE YOUR STOVE IS INSTALLED.
- KEEP FURNITURE AND DRAPES WELL AWAY FROM THE STOVE.
- NEVER USE GASOLINE, GASOLINE-TYPE LANTERN FUEL, KEROSENE, CHARCOAL LIGHTER FLUID, OR SIMILAR LIQUIDS TO START OR "FRESHEN UP" A FIRE. KEEP ALL SUCH LIQUIDS WELL AWAY FROM THE STOVE.
- IN THE EVENT OF A CHIMNEY FIRE, CALL THE FIRE DEPARTMENT.
- DO NOT CONNECT TO ANY AIR DISTRIBUTION DUCT OR SYSTEM.
- A SOURCE OF FRESH AIR INTO THE ROOM OR SPACE HEATED SHALL BE PROVIDED WHEN REQUIRED.

POSITIONING THE STOVE

It is very important to position the wood stove in an area that will favour the most efficient heat distribution throughout the house. The stove should therefore be installed in the room where the most time is spent, and in the most spacious room possible. Recall that wood stoves produce radiating heat, the heat we feel when we are close to a wood stove. A wood stove also functions by convection, that is through the displacement of hot air accelerated upwards and its replacement with cooler air at the floor level. The stove's convection effect is facilitated by the installation of a blower.

CLEARANCES TO COMBUSTIBLES AND FLOOR PROTECTOR

To install your appliance correctly, it is extremely important to respect all clearances to any combustibles as indicated on your stove's certification label.

Clearances to combustible materials

(See figure 1.3 to match each letter to a clearance)

	CLEARANCES (SINGLE WALL PIPE)
A	24" (610 mm)
B	26" (665 mm)
C	18" (460 mm)
D	27" (690 mm)
E	37" (940 mm)
F	29" (740 mm)
K	48" (1220 mm)
L	84" (213 cm)

	CLEARANCES (DOUBLE WALL PIPE)
A	24" (610 mm)
B	26" (665 mm)
C	18" (460 mm)
D	27" (690 mm)
E	37" (940 mm)
F	29" (740 mm)
K	48" (1220 mm)
L	84" (213 cm)

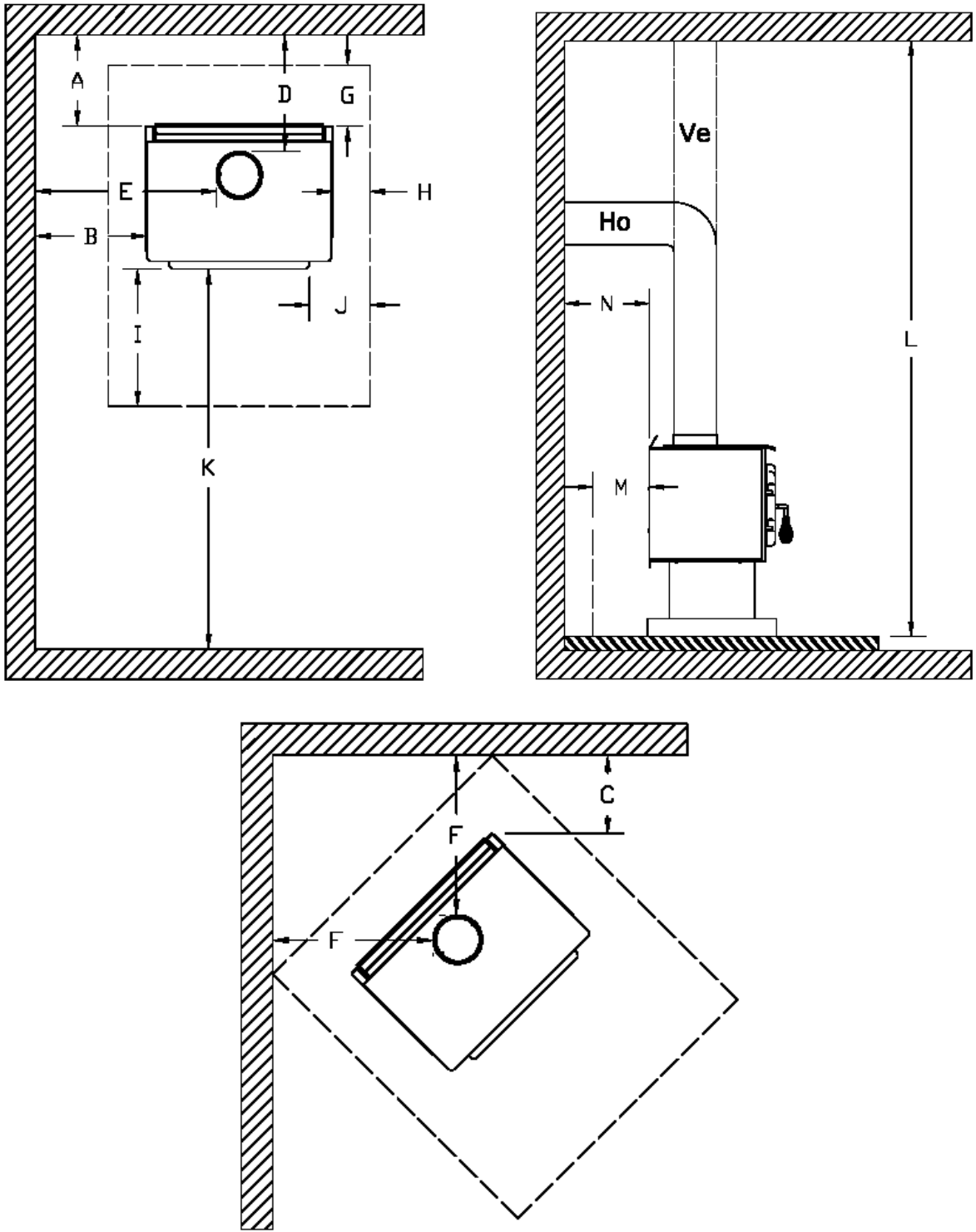


FIGURE 1.3 Clearances to combustible materials and floor protection

Floor protector

If the stove is to be installed on top of a combustible floor, it must be guarded by a non combustible material as shown on figure 1.3 (see the dotted line area).

	FLOOR PROTECTOR*	
	CANADA	USA
G	8" (205 mm) – Note 1	N/A (Canada only)
H	8" (205 mm)	N/A (Canada only)
I	18" (460 mm) From door opening	16" (410 mm) From door opening
J	N/A (USA only)	8" (205 mm)
M	8" (205 mm)	N/A (Canada only)
N	N/A (USA only)	Note 2

**Steel with a minimum thickness of 0.015" (0.38 mm) or ceramic tiles sealed together with grout. No protection is required if the unit is installed on a non-combustible floor (ex: concrete).*

Note 1 : The floor protection at the back of the stove is limited to the stove's required clearance if such clearance is smaller than 8 inches (205 mm).

Note 2 : Only required under the horizontal section of the connector. Must exceed each side of the connector by at least 2 inches (51 mm).

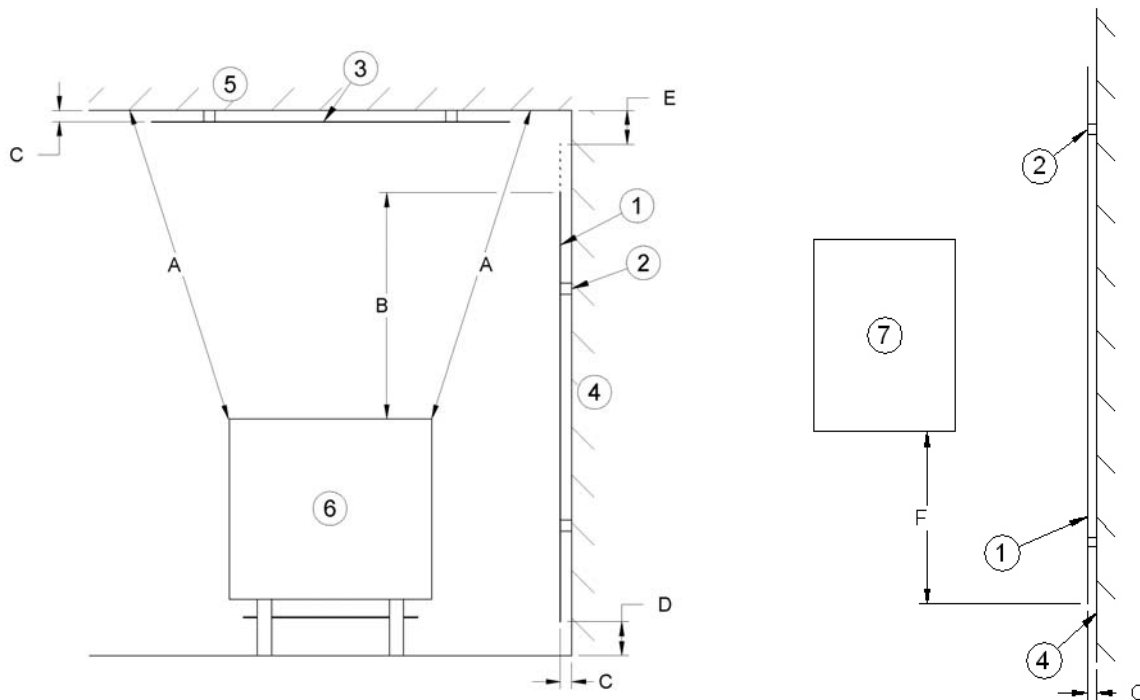
Reduced clearances using shielding

You may decrease the clearances by installing heat radiation shields between the walls or the ceiling and the stove. These heat radiation shields must be installed permanently, and can include sheet metal, a rigid non-combustible sheet or a masonry wall.

Clearances of not less than 1" (25 mm) and not more than 3" (76 mm) between the bottom of the shield and the floor and not less than 3" (76 mm) between the top of the shield and the ceiling must be respected to allow vertical air circulation behind the shield. The shield must extend 20" (500 mm) above the stove top and 18" (450mm) to each side of the stove (**see graphic 1**).

Following the installation of such a heat radiation shield, the clearances mentioned on the stove certification plate may be reduced as stated in the following table.

TYPE OF PROTECTION	Reducing Clearances With Shielding	
	Sides and Rear/Back	Top
Sheet metal, a minimum of 0,024" (0,61mm) spaced out at least 1" (25mm) by non-combustible spacers (see graphic 2).	67%	50%
Ceramic tiles, or an equivalent non-combustible material on fire-proof supports spaced out at least 1" (25 mm) by non-combustible spacers (see graphic 3).	50%	33%
Ceramic tiles, or an equivalent non-combustible material on fire-proof supports with a minimum of 0,024" (0,61 mm) sheet metal backing spaced out at least 1" (25 mm) by non-combustible spacers (see graphic 4)	67%	50%
Brick spaced out at least 1" (25 mm) by non-combustible spacers (see graphic 5)	50%	N/A
Brick with a minimum of 0,024" (0,61 mm) sheet metal backing spaced out at least 1" (25 mm) by non-combustible spacers (see graphic 6).	67%	N/A



Graphic 1

A- Minimum clearance required between the appliance and an unshielded combustible ceiling.

B- 20 in. (500 mm) minimum;

C- 1 in. (25 mm) minimum;

D- Between 1 in. and 3 in. (25 mm and 75 mm);

E- 3 in. (75 mm) minimum;

F- 18 in. (457 mm) minimum.

1- Shielding;

2- Non-combustible spacers;

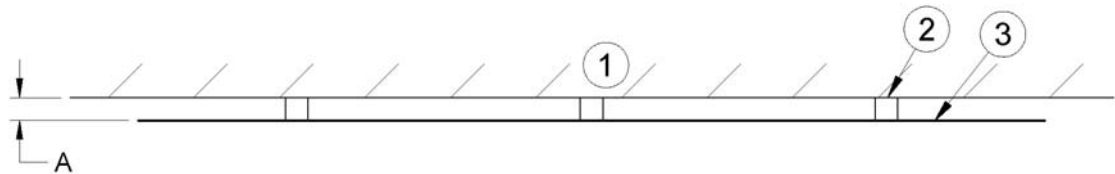
3- Ceiling protector;

4- Combustible wall;

5- Ceiling;

6- Appliance (side view);

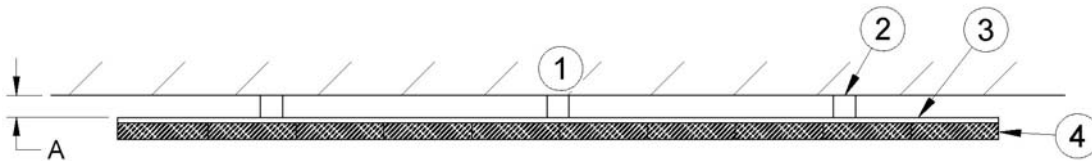
7- Appliance (top view).



Graphic 2

A- 1 in.(25 mm) minimum;

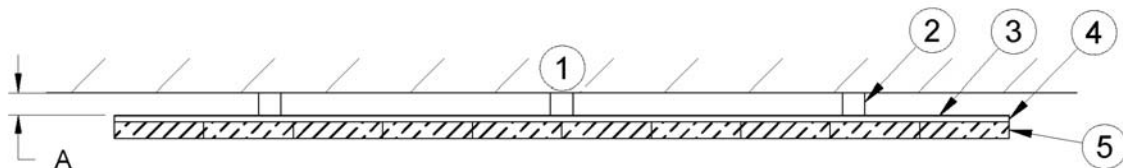
- 1- Combustible wall;
- 2- Non-combustible spacers;
- 3- 0.024” (0.61mm) sheet metal.



Graphic 3

A- 1 in. (25 mm) minimum;

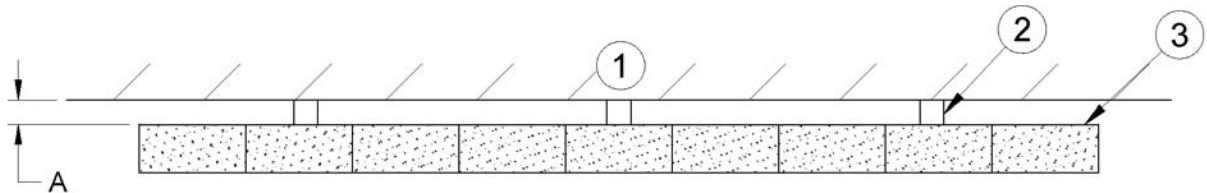
- 1- Combustible wall;
- 2- Non-combustible spacers;
- 3- Non-combustible support;
- 4- Ceramic tile or non-combustible material.



Graphic 4

A- 1 in. (25 mm) minimum;

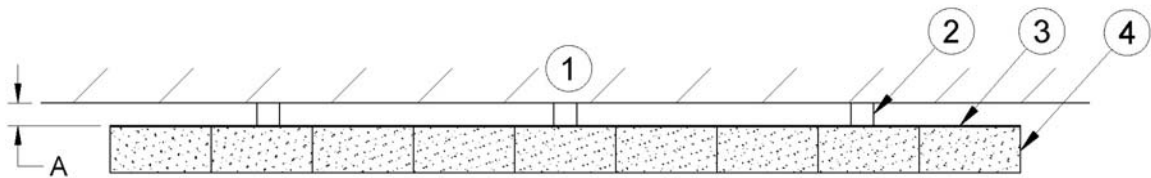
- 1- Combustible wall;
- 2- Non-combustible spacer;
- 3- 0.024” (0.61 mm) thick sheet metal;
- 4- Non-combustible support;
- 5- Ceramic tile or non-combustible material.



Graphic 5

A- 1 in. (25 mm) minimum;

- 1- Combustible wall;
- 2- Non-combustible spacers;
- 3- Brick.



Graphic 6

A- 1 in. (25 mm) minimum;

- 1- Combustible wall;
- 2- Non-combustible spacers;
- 3- 0.024" (0.61 mm) thick sheet metal;
- 4- Brick.

CHIMNEY

Your wood stove may be hooked up with a factory built or masonry chimney. If you are using a factory built chimney, it must comply with UL 103 standards; therefore it must be a Type HT (2100°F). It is extremely important that it be installed according to the manufacturer's specifications.

If you are using a masonry chimney, it is important that it be built in compliance with the specifications of the National Building Code. It must be lined with fire clay bricks, metal or clay tiles sealed together with fire cement. (Round flues are the most efficient).

The interior diameter of the chimney flues must be identical to the stove's smoke exhaust. (6"). A flue which is too small may cause draught problems, while a large flue favours rapid cooling of the gas, and hence the build-up of creosote and the risk of chimney fires. Note that it is the chimney and not the stove which creates the draught effect; your stove's performance is directly dependent on an adequate draught from your chimney.

The following recommendations may be useful for the installation of your chimney:

1. Do not connect this unit to a chimney flue serving another appliance.
2. It must rise above the roof at least 3' (0.9 m) from the uppermost point of contact.
3. The chimney must exceed any part of the building or other obstruction within a 10' (3.04 m) distance by a height of 2' (0.6 m).
4. Installation of an interior chimney is always preferable to an exterior chimney. Indeed, the interior chimney will, by definition, be hotter than an exterior chimney, being heated up by the ambient air in the house. Therefore the gas which circulates will cool more slowly, thus reducing the build-up of creosote and the risk of chimney fires.
5. The draught caused by the tendency for hot air to rise will be increased with an interior chimney.
6. Using a fire screen at the extremity of the chimney requires regular inspection in order to insure that it is not obstructed thus blocking the draught, and it should be cleaned when necessary.
7. Clean your chimney every 2 months.

CHIMNEY CONNECTOR

Your chimney connector (commonly called stove pipe) and chimney must have the same diameter as the stove's exhaust outlet. The stove pipe must be made of aluminized or cold roll steel with a minimum 24-gauge thickness (0.021" or 0.53 mm). It is strictly forbidden to use galvanized steel.

The following recommendations may be useful for the installation of your chimney connector:

- Your chimney connector should be assembled in such a way that the male end (crimped) faces down to prevent creosote dripping outside the joints. Attach each of the sections to one another with three equidistant metal screws. Also use three equidistant metal screws to attach the connector to the stove's exhaust collar. See Figure 2.3 (A) and Figure 2.3 (B).
- The pipe must be short and straight. All sections installed horizontally must slope at least ¼ inch per foot, with the upper end of the section toward the chimney. See Figure 2.3 Detail B.
- To insure a good draft, the total horizontal length of the connector should never exceed 8' to 10' (2.4 to 3.04 m). In the case of vertical installation, the total length of the connector can be much longer and connected without problem to the chimney at the ceiling level.

- There should never be more than two 90 degree elbows in the whole connector and chimney system. Never start with a 90° elbow. Always go up vertically for at least 2 feet from the flue spigot before using a 90° elbow.
- The connector must not pass through any combustible material, nor may it pass through a concealed space (such as an attic, roof space, or closet). If passing through a wall, ceiling, or into a masonry chimney, use either chimney components listed for that specific use, or means acceptable to local authorities having jurisdiction over the installation.
- Installation of a "barometric draft stabiliser" (fireplace register) on a connector is not recommended.

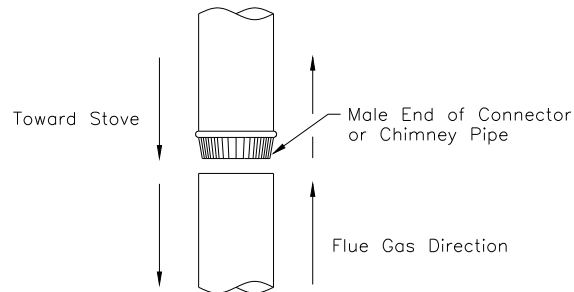


FIGURE 2.3 (A) Connecting Sections

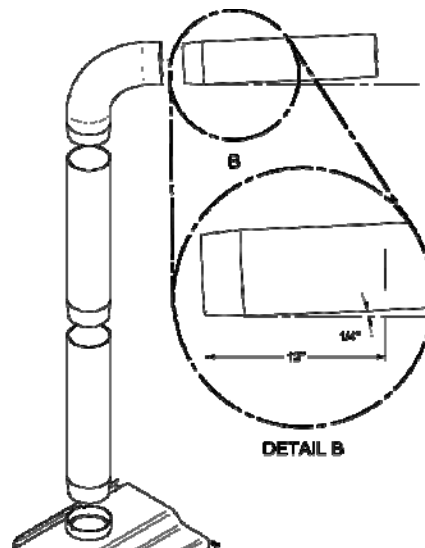


FIGURE 2.3 (B) Minimum Slope

- The assembly should be as short and direct as possible between the stove and chimney (See figure 2.4 (A)). The use of two 45 degree elbows (See figure 2.4 (C)) is often preferable to a single 90 degree elbow (See figure 2.4 (B)) because less turbulence is created in the exhaust flow and they result in less horizontal run.

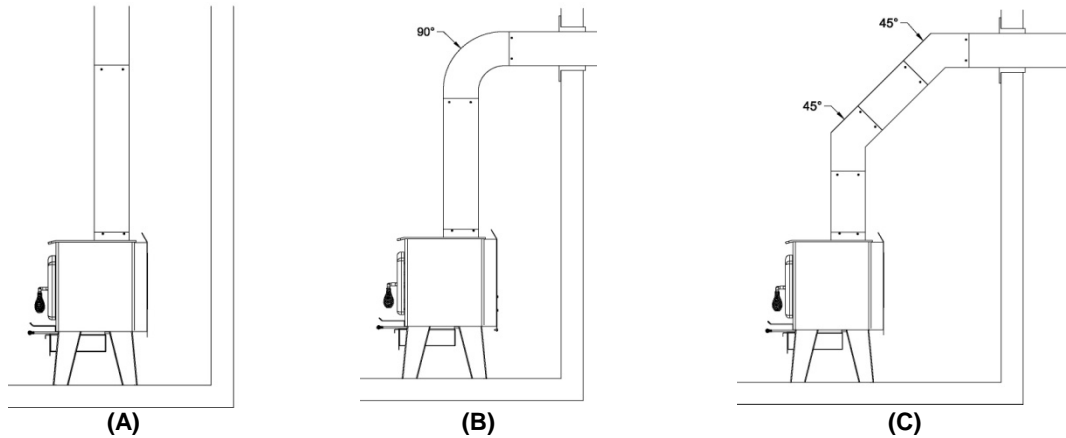
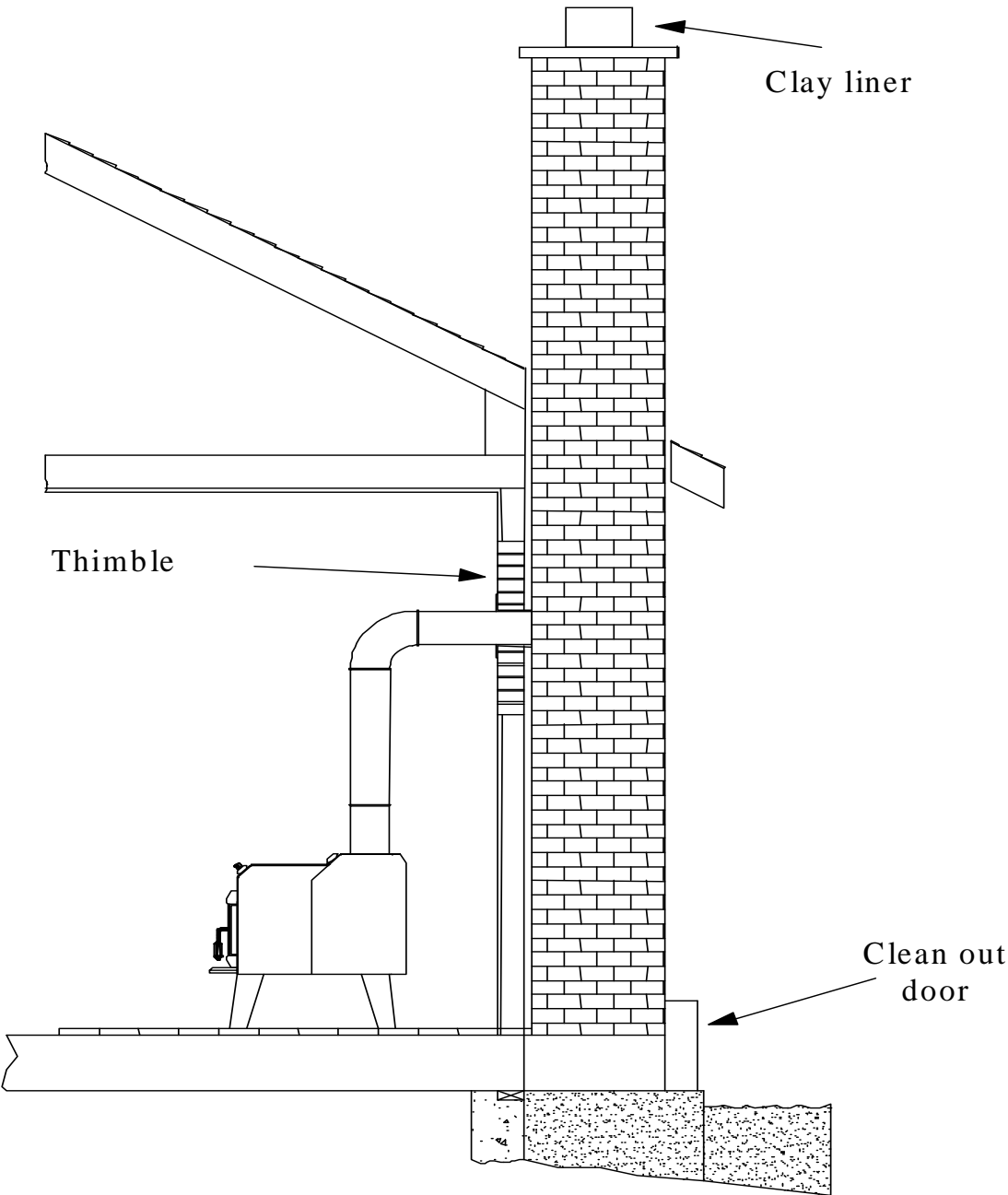


FIGURE 2.4 The use of elbows

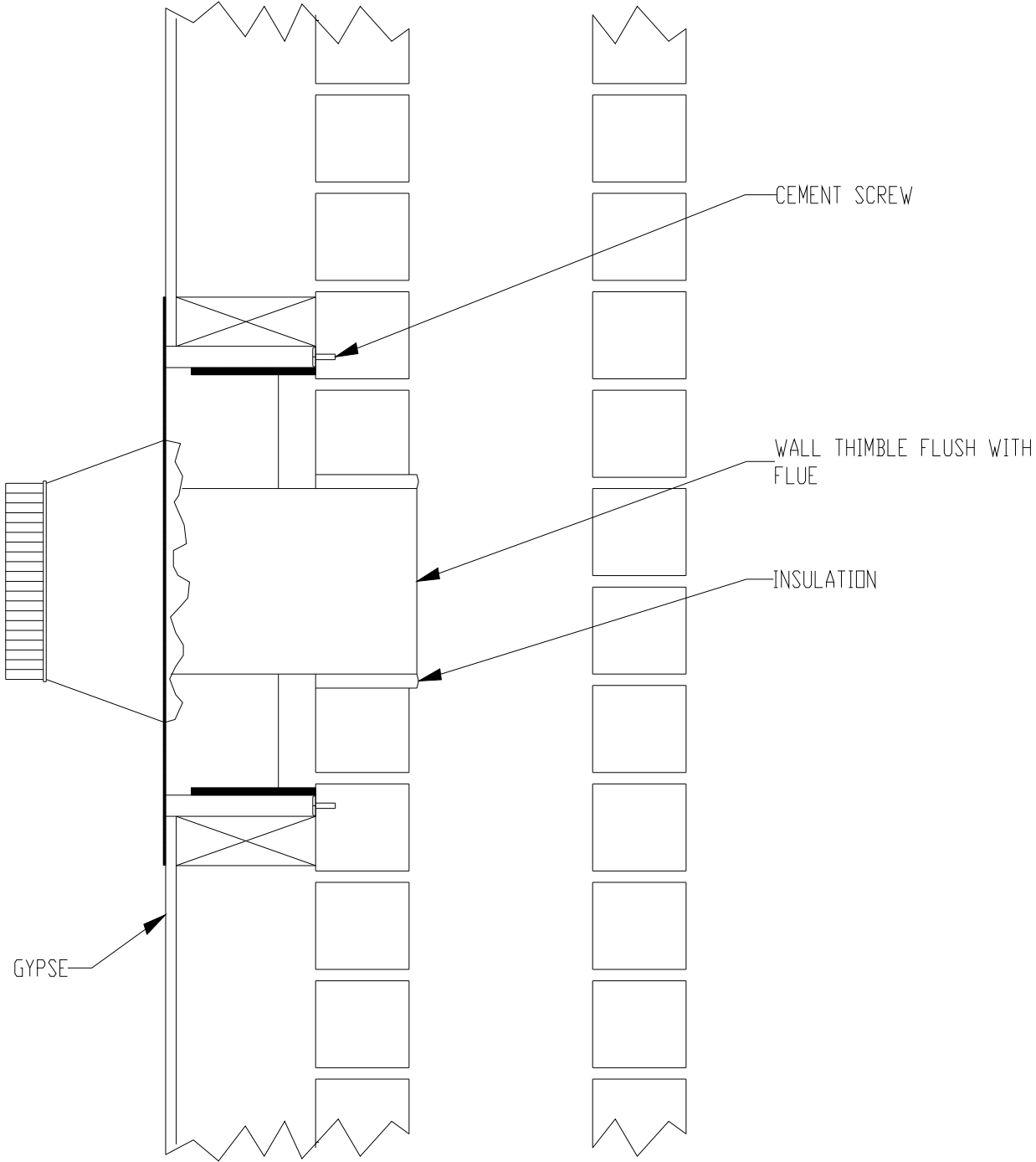
DRAFT

Your E.P.A Drolet stove's performance will be optimised if it is installed with a chimney (flue) system that provides an adequate draft. The draft is the force that moves air from the appliance up through the chimney and is predominantly affected by the height and diameter of the chimney, as well as the stack temperatures of the stove. If you test the draft using a pressure gauge, the reading should be between .05 - .07 inches of water column (w.c.) at a medium-high fire. A draft measure of less than .03" w.c. will cause operational difficulties while too much draft (greater than .10" w.c.) will result in over-firing of the stove. This can result in excessive operating temperatures. In this case, the installation of elbows totaling no more than 180° (ex.: 2 x 30° elbows, 2 x 45° elbows or 2 x 90° elbows) can be installed to help reduce excessive draft. If the addition of elbows is not sufficient, a manual damper can be installed in the vertical flue pipe.

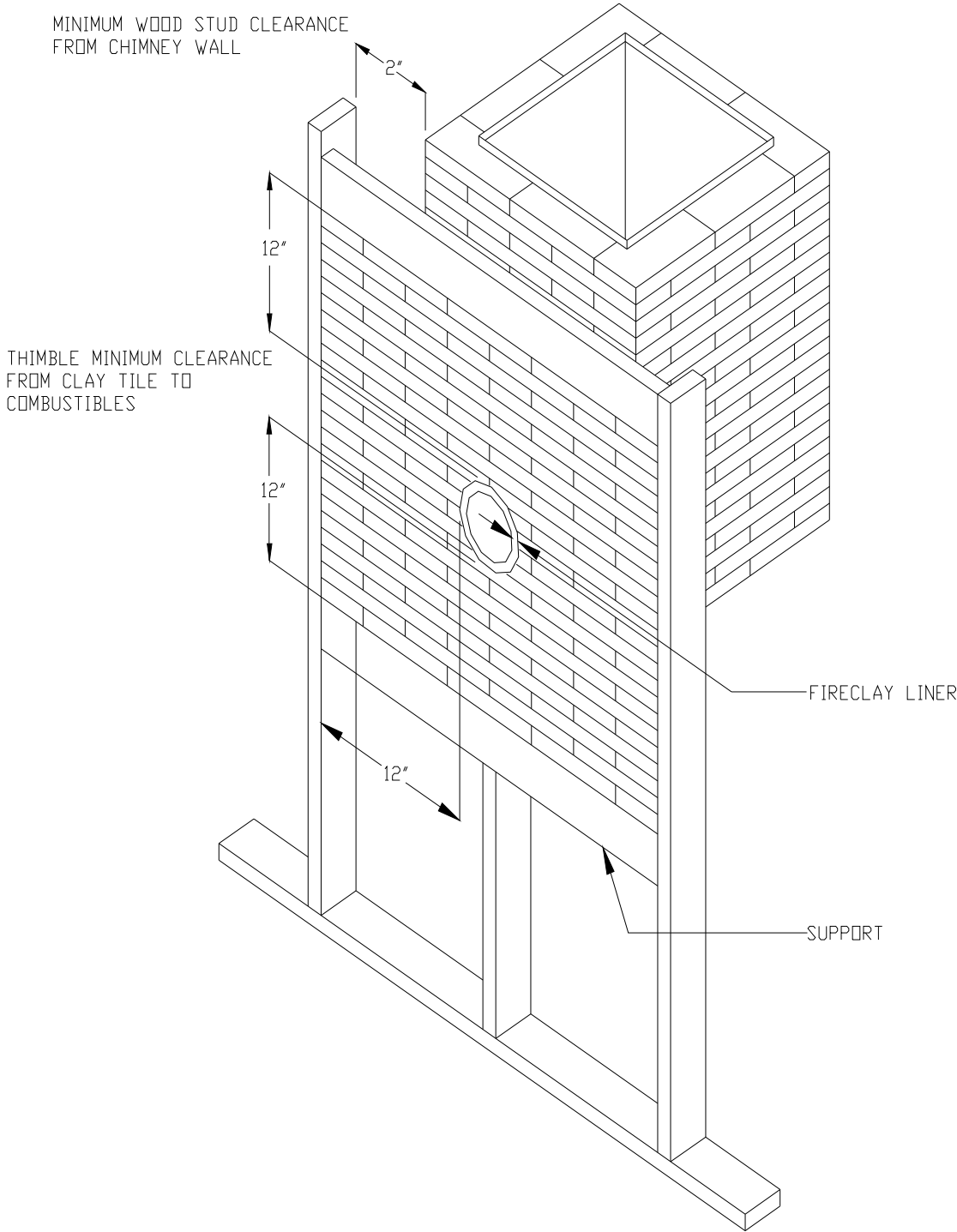
MASONRY CHIMNEY:



FACTORY BUILT THIMBLE:



BRICK THIMBLE:



WOODSTOVE UTILISATION

Your heating unit was designed to burn wood only; no other materials should be burnt. Wastes and other flammable materials should not be burnt in your wood stove. Any type of wood may be used in your stove, but specific varieties have better energy yields than others. Please consult the following table in order to make the best possible choice.

AVERAGE ENERGY YIELD OF ONE AIR DRIED CORD OF CUT WOOD

	Wood species	Energy yield (millions of BTU/cord)
High energy yield	Oak	29
	Sugar Maple	28
	Beech	26
	Yellow birch	25
	Ash	24
	Elm	23
Medium energy yield	Larch (Tamarack)	23
	Red Maple	23
	Douglas red fir	23
	Silver birch	22
	Alder	18
	Poplar	17
	Hemlock	17
Low energy yield	Spruce	17
	Pine	17
	Bass	16
	Fir	13

Data provided by Energy, Mines and Resources - Canada

IT IS EXTREMELY IMPORTANT THAT YOU USE DRY WOOD ONLY IN YOUR WOOD STOVE. The wood must have dried for 9 to 15 months, such that the humidity content (in weight) is reduced below 20% of the weight of the log. It is very important to keep in mind that even if the wood has been cut since one, two or even more years, it is not necessarily dry, if it has been stored in poor conditions; under extreme conditions, it may even rot instead of drying. The vast majority of the problems related to the operation of a wood stove are caused by the fact that the wood used was too damp or had dried in poor conditions. These problems can be:

- ignition problems
- creosote build-up causing chimney fires
- low energy yield
- blackened windows
- incomplete log combustion

Smaller pieces of wood will dry faster. All logs exceeding 6" in diameter should be split. The wood should not be stored directly on the ground. Air should circulate through the cord. A 24" to 48" air space should be left between each row of logs, which should be placed in the sunniest location possible. The upper layer of wood should be protected from the element but not the sides.

TESTING YOUR WOOD

When the stove is thoroughly warmed, place one piece of split wood (about five inches in diameter) parallel to the door on the bed of red embers.

Close the door. If ignition of the piece is accomplished within 90 seconds from the time it was placed in the stove, your wood is correctly dried. If ignition takes longer, your wood is damp.

If your wood hisses and water or vapour escapes at the ends of the piece, your wood is soaked or freshly cut. Do not use this wood in your stove. Large amounts of creosote could be deposited in your chimney, creating potential conditions for a chimney fire.

THE FIRST FIRES

The fresh paint on your stove needs to be cured to preserve its quality. Once the fuel charge is properly ignited, only burn small fires in your stove for the first four hours of operation.

Make sure that there's enough air circulation while curing the stove. The odours could be smelled during the 3 or 4 first fires. Never start your stove outside. You will not be able to see if you are over heating.

IGNITION

Place several rumpled sheets of paper in the centre of the combustion chamber. Place 8 to 10 pieces of small dry kindling wood over the paper in the form of a tent. You may also place a few pieces of heating wood, but choose the smaller ones. No chemical product should be used to light the fire.

Before igniting the paper and kindling wood, it is recommended that you warm up the chimney. This is done in order to avoid back draft problems often due to negative pressure in the house. If such is the case, open a window slightly near the stove and twist together a few sheets of newspaper into a torch. Light up this paper torch and hold it as close as possible to the mouth of the pipe inside the combustion chamber to warm up the chimney. Once the updraft movement is initiated, you are ready to ignite the stove by lighting the paper and kindling wood inside the combustion chamber.

We therefore advise you to leave the door slightly opened (1/4") for a 10 to 30 minutes period, **under supervision**, in order to allow for good combustion. After this time, you must close the door.

ASH DISPOSAL

Ashes should be removed from the stove every few days or when ashes get to 2 to 3 inches deep. Always empty the stove when it is cold, such as in the morning.

Always dispose of ashes in a metal container with a tight fitting lid. Place this container on a non combustible floor or on the ground, well away from all combustible materials, pending final disposal. If the ashes are disposed of by burial in soil or otherwise locally dispersed, they should be retained in the close container until all cinders have thoroughly cooled.

CAUTIONS:

- ASHES COULD CONTAIN HOT EMBERS EVEN AFTER TWO DAYS WITHOUT OPERATING THE STOVE.
- THE ASH PAN CAN BECOME VERY HOT. WEAR GLOVES TO PREVENT INJURY.
- NEVER BURN THE STOVE WITH THE ASH TRAP OPEN. THIS WOULD RESULT IN OVER FIRING THE STOVE. DAMAGE TO THE STOVE AND EVEN HOUSE FIRE MAY RESULT.
- THE INSTALLATION OF A LOG CRADLE IS NOT RECOMMENDED IN YOUR NORTHERN TOOL + EQUIPMENT WOOD STOVE.
- NEVER PUT WOOD ABOVE THE FIREBRICK LINING OF THE FIREBOX.

FAN (BLOWER) OPERATION

Allow the stove to reach operating temperature (approximately one hour), before turning on the fan. The increased airflow from the fan will cool the firebox and affect the start-up combustion efficiency if the fan is turned on too quick.

It is possible to have an automatic activation of the blower with the installation of a thermodisc kit AC05530.

CAUTIONS:

- ENSURE THAT THE FAN'S OR THERMODISC'S POWER CORD ARE NOT IN CONTACT WITH ANY SURFACE OF THE STOVE TO PREVENT ELECTRICAL SHOCK OR FIRE DAMAGE. DO NOT RUN ANY POWER CORD BENEATH THE STOVE.

MAINTENANCE

It is important to perform a visual inspection of the stove every time it is emptied, in order to insure that no parts have been damaged, in which case repairs must be performed immediately.

GLASS

- Inspect the glass regularly in order to detect any cracks. If you spot one, turn the stove off immediately. Do not abuse the glass door by striking or slamming shut. Do not use the stove if the glass is broken.
- If the glass on your stove breaks, replace only with glazing supplied from the dealer.
- To replace the glass, remove the screws retaining the glass mouldings inside the door. Remove the mouldings and replace the damaged piece with a new one. Perform the procedure backwards after replacing. When replacing the glass, you should change the glass gasket to make sure you keep it sealed.
- Never wash the glass with a product that may scratch. Use a specialized product, available in the stores where wood stoves are sold.
- The glass should be washed only when cold.

GASKETING

It is recommended that you change the door gasket (which makes your stove door air tight) once a year, in order to insure good control over the combustion, maximum efficiency and security. To change the door gasket, simply remove the damaged one. Carefully clean the available gasket groove, apply a high temperature silicone sold for this purpose, and install the new gasket. You may light up your stove again approximately 24 hours after having completed this operation.

WARNING:

- NEVER OPERATE THE STOVE WITHOUT A GASKET OR WITH A BROKEN ONE. DAMAGE TO THE STOVE OR EVEN HOUSE FIRE MAY RESULT

PAINT

Only clean your stove with a dry soft clothe that will not harm the paint finish.

If the paint becomes scratched or damaged, it is possible to give your wood stove a brand new look, by repainting it with a 1200° F heat resistant paint. For this purpose, simply scrub the surface to be repainted with fine sand paper, clean it properly, and apply thin coats (2) of paint successively. Refer to page 20 of the present manual for the paint curing process.

CENTURY HEATING LIMITED WARRANTY

The warranty of the manufacturer extends only to the original consumer purchaser and is not transferable. This warranty covers brand new products only, which have not been altered, modified nor repaired since shipment from factory. Proof of purchase (dated bill of sale), model name and serial number must be supplied when making any warranty claim to your CENTURY dealer.

This warranty applies to normal residential use only. Damages caused by misuse, abuse, improper installation, lack of maintenance, over firing, negligence or accident during transportation, power failures, downdrafts, or venting problems are not covered by this warranty.

This warranty does not cover any scratch, corrosion, distortion, or discoloration. Any defect or damage caused by the use of unauthorized parts or others than original parts void this warranty. An authorized qualified technician must perform the installation in accordance with the instructions supplied with this product and all local and national building codes. Any service call related to an improper installation is not covered by this warranty.

The manufacturer may require that defective products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer for investigation. If a product is found to be defective, the manufacturer will repair or replace such defect. Transportation fees to ship the product back to the purchaser will be paid by the manufacturer. Repair work covered by the warranty, executed at the purchaser's domicile by an authorized qualified technician requires the prior approval of the manufacturer. Labour cost and repair work to the account of the manufacturer are based on predetermined rate schedule and must not exceed the wholesale price of the replacement part. All parts and labour costs covered by this warranty are limited according to the table below.

The manufacturer at its discretion may decide to repair or replace any part or unit after inspection and investigation of the defect. The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of any warranted but defective parts. The manufacturer shall in no event be responsible for any special, indirect, consequential damages of any nature, which are in excess of the original purchase price of the product. This warranty applies to products purchased after October 1st, 2011.

DESCRIPTION	WARRANTY APPLICATION	
	PARTS	LABOUR
Combustion chamber (welds only) and castings.	5 years	3 years
Stainless steel firebox components, secondary air tubes*, surrounds and heat shields, ash drawer, steel legs, pedestal, trims (aluminum extrusions), plating* (defective manufacture), and convector air-mate.	3 years	2 years
Carbon steel firebox components, glass retainers, handle assembly, C-Cast baffle*, and vermiculite baffle*.	2 years	1 year
Standard blowers, heat sensors, switches, rheostat, wiring, and other controls.	1 year	1 year
Optional blowers, ceramic glass (thermal breakage only*), paint (peeling), gaskets, insulation, and ceramic fibre blankets.	1 year	n/a
Firebrick	n/a	n/a

**Pictures required*

Shall your unit or a components be defective, contact immediately your **CENTURY** dealer. Prior to your call make sure you have the following information necessary to your warranty claim treatment:

- Your name, address and telephone number;
- Bill of sale and dealer's name;
- Serial number and model name as indicated on the nameplate fixed to the back of your unit;
- Nature of the defect and any relevant information.

Before shipping your unit or defective component to our plant, you must obtain from your CENTURY dealer an Authorization Number. Any merchandise shipped to our plant without authorization will be refused automatically and returned to sender.