

Installation Manual

EF5000 - US



⚠ WARNING: If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

⚠ DANGER - WHAT TO DO IF YOU SMELL GAS:

- Do not try to light any appliance.
 - Do not touch any electrical switch; do not use any phone in your building.
 - Immediately call your gas supplier from a neighbour's phone. Follow the gas suppliers instructions.
 - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency or gas supplier.
 - Instructions must be left with the consumer and the consumer to retain them for future reference

⚠ WARNING: Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Read the installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.

⚠ WARNING: For Outdoor Use Only.

⚠ DANGER



CARBON MONOXIDE HAZARD

This appliance can produce carbon monoxide which has no odor.

Using it in an enclosed space can kill you.

Never use this appliance in an enclosed space such as a camper, tent, car or home.

⚠ DANGER

If you smell gas:

1. Shut off gas to the appliance.
2. Extinguish any open flame.
3. If odor continues, keep away from the appliance and immediately call your gas supplier or fire department.

⚠ WARNING

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

An LP-cylinder not connected for use shall not be stored in the vicinity of this or any other appliance

Important:

The appliance shall be installed in accordance with;

- Local gas fitting and building codes, or in the absence of local codes, with the *National Fuel Gas Code, ANSI Z223.1 / NFPA 54*
- The appliance, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the *National Electrical Code, ANSI/NFPA 70*. (If applicable)

This appliance must only be installed by an authorized person.

Warning:

The area surrounding the appliance must be clear and free from combustible materials, gasoline and other flammable vapors and liquids.

This appliance must not be installed or used indoors.

Children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burns or clothing ignition.

Young children should be carefully supervised when they are in the area of the appliance.

Clothing or other flammable materials should not be hung from the appliance, or placed on or near the appliance.

Any guard or other protective device removed for servicing the appliance must be replaced prior to operating the appliance.

Installation and repair should be done by a qualified service person. The appliance should be inspected before use and at least annually by a qualified service person. More frequent cleaning may be required as necessary. It is imperative that control compartment, burners and circulating air passageways of the appliance be kept clean.

Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

Under no circumstances should you touch the coals or metalwork during operation.

Contact:

For further information or advice please contact the following Escea distributor:

Fireplace Source North America LLC

Ph. USA: (424) 228-4398

Email: info@escea.com

Manufactured by: Escea Ltd, PO Box 5277 Dunedin NZ, Ph: +64 3 478 8220, email: info@escea.com

PRODUCT SPECIFICATION

MODEL NAME		EF5000	
Description of Appliance		Outdoor Decorative Gas Fire	
ANSI/CSA Approval No.		ANSI Z223.1 / CSA B149.1	
Gas Type		Natural	Propane
Gas input	High	54000 BTU/h (57 MJ/h)	56000 BTU (59 MJ/h)
	Low	36000 BTU (38 MJ/h)	40000 BTU (42MJ/h)
Operating Pressure (High)		5 inch WC (1.25 kPa)	10 inch WC (2.5 kPa)
Operating Pressure (Low)		2 inch WC (0.50 kPa)	4.5 inch WC (1.1 kPa)
Injector Size		Ø3.2mm (1/8")	Ø 1.6mm (1/16")
Pilot injector		Ø 0.54 mm	Ø 0.54 mm
Appliance Dimensions (mm)	Width	39 3/8" (1000 mm)	
	Height	22 13/16" (579 mm)	
	Depth	12 5/8" (320 mm)	
Weight	Kg	97 lbs/44 kg (w/o fascia)	
Ignition System		Electronic Ignition to pilot system (Maxitrol GV60)	
Ignition Activation		15 secs (approx)	
Flame Safeguard		Thermocouple – magnetic cartridge	
Electrical Supply		6.0V DC	
Consumption		2.3 W @ 0.021A 110V	
Connections	Electric	Battery Pack (4 x AA Cells) or optional 6.0V DC transformer	
	Gas	1/2 " NPT female lower left of fireplace	
Data badge location		Lower left of fireplace	

Contents:	Page:
Product description_____	1.0
Power supply _____	2.0
Creating the cavity_____	3.0
Cavity Dimensions_____	4.0
Wall cladding around the fire_____	5.0
Minimum install height off the ground_____	6.0
Corner Installations_____	7.0
Laying gas pipe_____	8.0
Fixing the fire into the cavity_____	9.0
Connecting gas pipe_____	10.0
Connecting the power supply and touch panel_____	11.0
Testing of touch panel and spark ignition_____	12.0
Checking operating pressure_____	13.0
Assembly of stone cartridge_____	14.0
Fitting the fascia_____	15.0
Placement of ceramic pebbles_____	16.0
Operating Instructions_____	17.0
Maintenance and cleaning_____	18.0
Replacement Parts_____	19.0

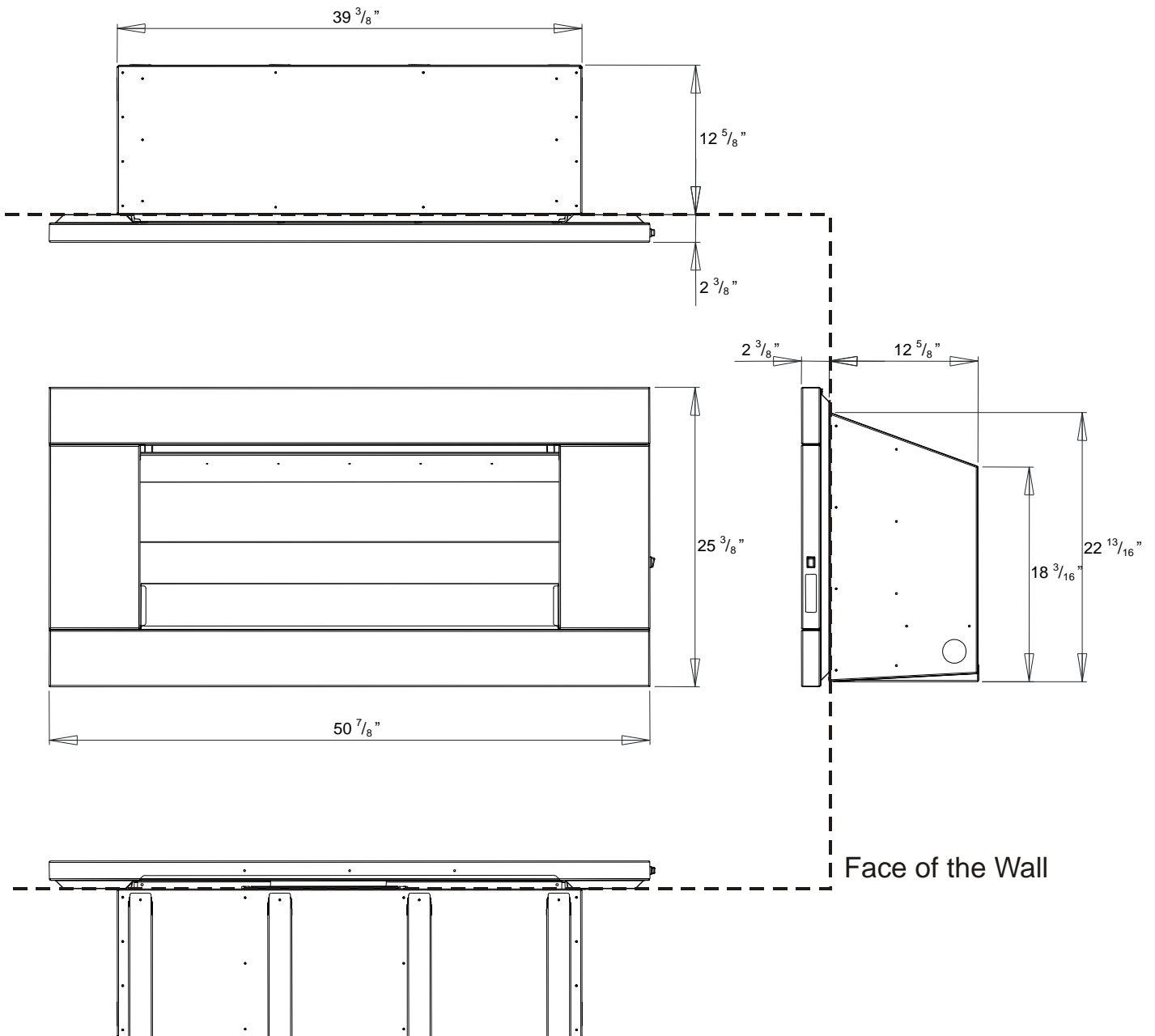
1.0 Product Description:

The Escea EF5000 flame effect gas fire is designed for outdoor use only. This appliance requires no flue and must be permanently installed into a cavity. It may be installed into a timber cavity.

The fire is controlled by the user, from a touch panel that is situated on the lower right hand side of the stainless steel fascia, or if the 'wall mount' option is chosen, the remote will be situated on the wall near the fire, connected by a cord.

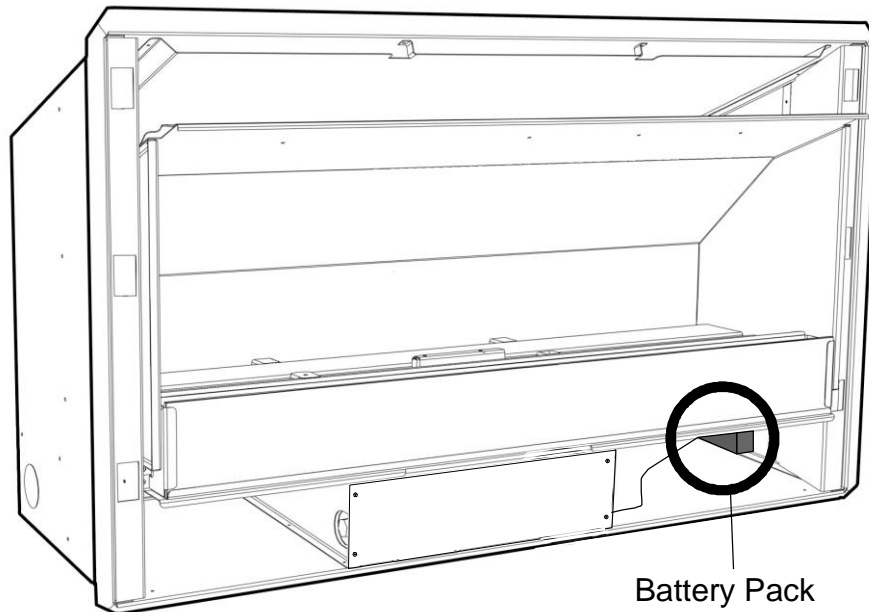
The Data Plate, containing all technical information such as manufacture date, serial number, gas type, jet size, etc, can be found in the lower right hand side of the fire, below the firebox. To access this the fascia must be removed.

1.1 Product dimensions: (in)



2.0 Power Supply:

This appliance requires 4 'AA' sized cell batteries for operation, which are located in a battery pack at the base of the fire against the outer wall as shown in the picture below. Alternatively, you can use the optional external power supply; described in section 2.2 of this manual.



2.1 Replacing Batteries:

To replace the batteries, remove the fascia to gain access to the battery pack pictured above. Pull the battery pack away from the outer wall.

Slide the battery pack lid off to access the batteries for installation/replacement of the batteries. Ensure you replace the batteries in the correct orientation.

Once the new batteries have been placed inside, replace the lid and reattach the battery pack to the Velcro patch on the lower right outer wall in the fireplace.

2.2 Alternate Power Source: (Optional)

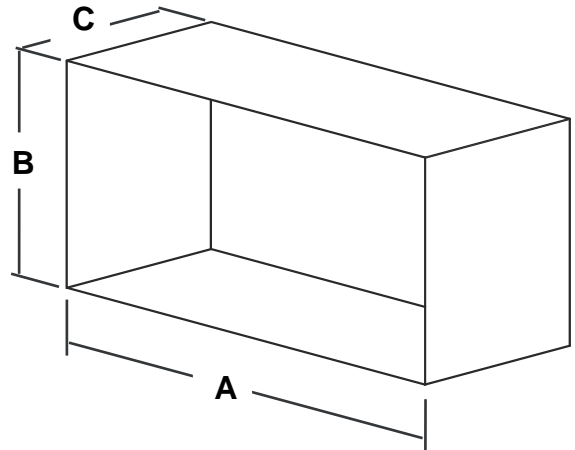
If you wish to connect your outdoor fire to mains electricity instead of using 4x AA sized batteries, you may do so using the transformer available for purchase through your Escea retailer capable of a 6V DC output (Make sure to provide sufficient protection to the mains connection). Connect the transformer plug into the same location on the receiver that the battery pack plug was connected.

3.0 Creating the Cavity:

The dimensioned drawing below shows the size of opening that must be created to install the unit.

4.0 Cavity Dimensions:

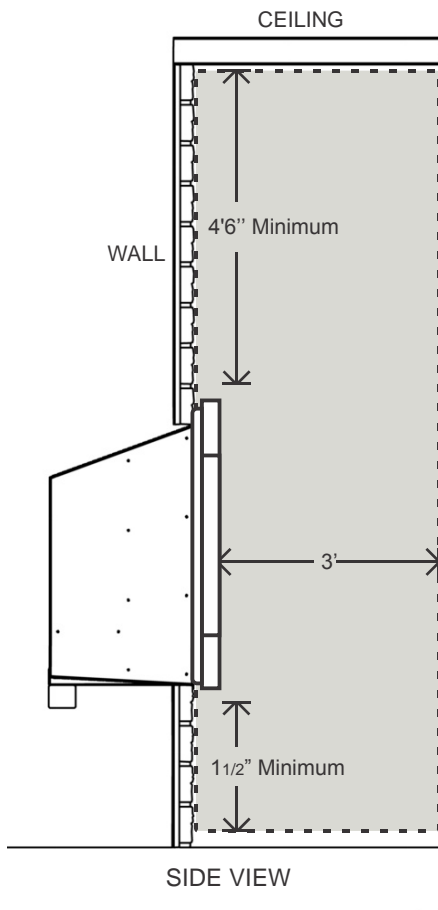
Ideal Cavity Dimensions		
A	B	C
39 ¹³ / ₁₆ "	23"	13"



4.1 Where possible, it is recommended that the cavity is made slightly larger than the above dimensions to give the installer the maximum amount of space to work in.

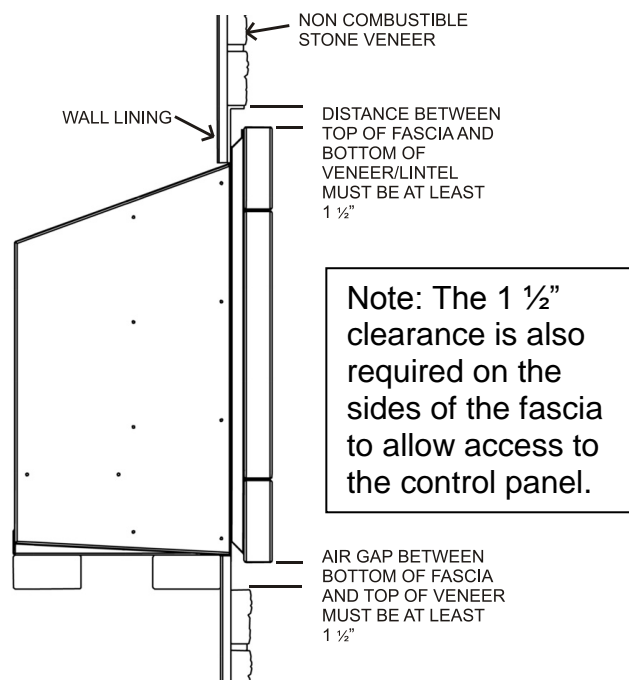
4.2 Clearances to combustibles:

Warning: Do not install a TV above this fire under any circumstances.



Minimum clearance distance between a combustible ceiling and fascia to be no less than 4'6"

Warning: Under no circumstances should any object such as people, pets, furniture, etc. be closer than 3 feet in front of the Escea EF5000.



5.0 Wall cladding around fire:

- 5.1 The temperature of the wall directly above the heater will get hot and hence may discolour paint finishes.
- 5.2 Some dark coloured exhaust stains may also become visible directly above the fire due to exhaust. In most cases this can be cleaned off with water and a brush.

6.0 Minimum install height:

The fire has ventilation gaps behind the fascia at the top and bottom. These must not be blocked, so ensure there is a gap of at least 1 1/2" between the bottom of the fascia and anything below.

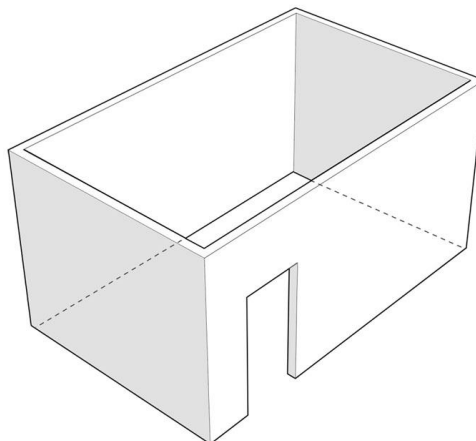
7.0 Types of Installation:

This appliance shall only be used in an open-air situation with natural ventilation, without stagnant areas, where gas leakage and products of combustion are rapidly dispersed by wind and natural convection.

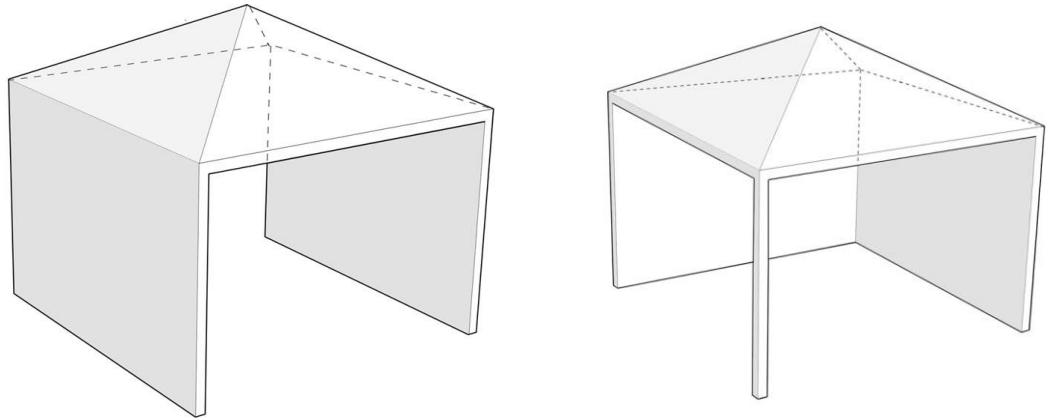
Certain materials or items, when placed under or near the appliance, will be subjected to radiant heat and could become damaged.

Typically an outdoor space is not enclosed but, any enclosure in which the appliance is used shall comply with one of the following:

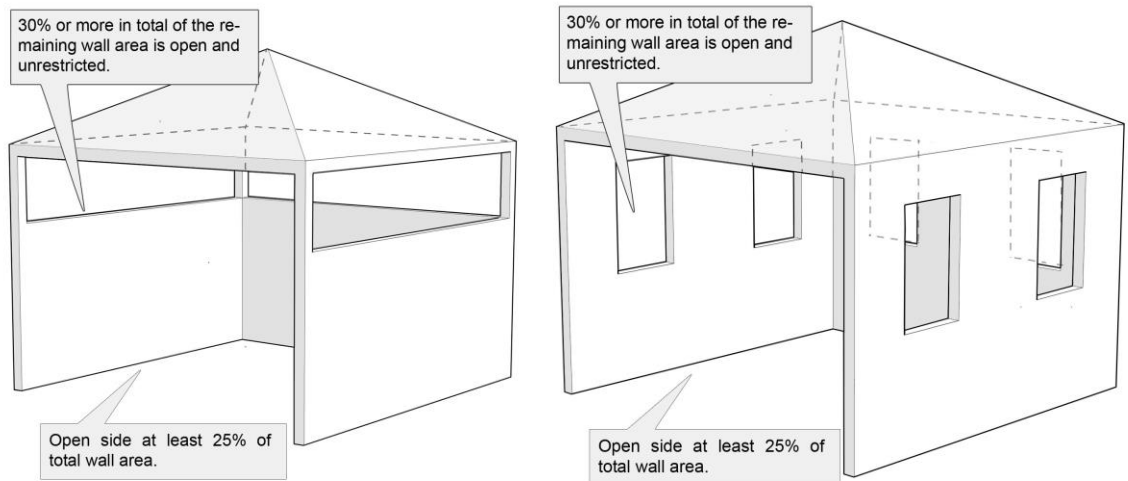
- An enclosure with walls on all sides, but at least one permanent opening at ground level and no overhead cover.



- Within a partial enclosure that includes an overhead cover and no more than two walls.



- Within a partial enclosure that includes an overhead cover and more than two walls, the following shall apply:
 - At least 25% of the total wall area is completely open, and
 - At least 30% of the remaining wall area is open and unrestricted

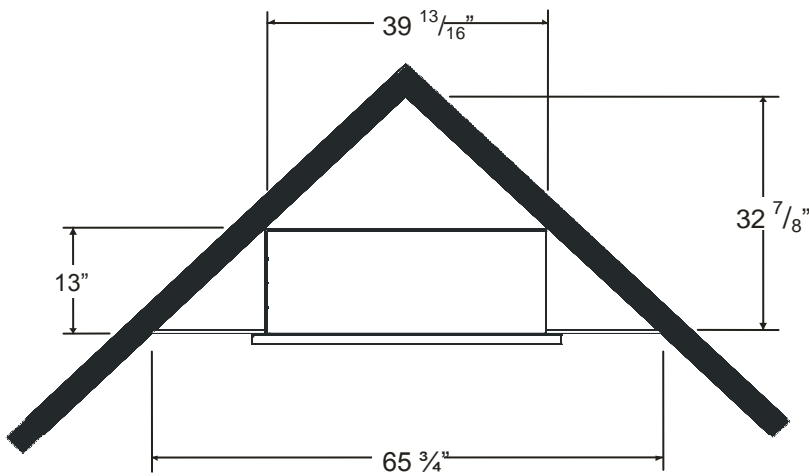


Rectangular areas have been used in the above diagrams, the same principles apply to any other shaped area.

In the case of balconies, at least 20% of the total wall area shall be and remain open and unrestricted.

7.1 Corner Installations:

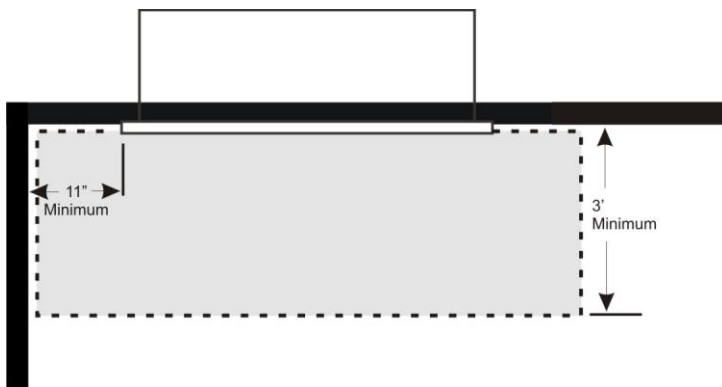
If a cavity is to be created in a corner, the following drawings give the minimum sized interior wall dimensions possible.



Note:

Allowances need to be made for the internal cladding of the cavity.

Dimensions of the cavity in this diagram represent the internal size only.



Minimum clearance distance between adjacent wall and fascia to be no less than 11".

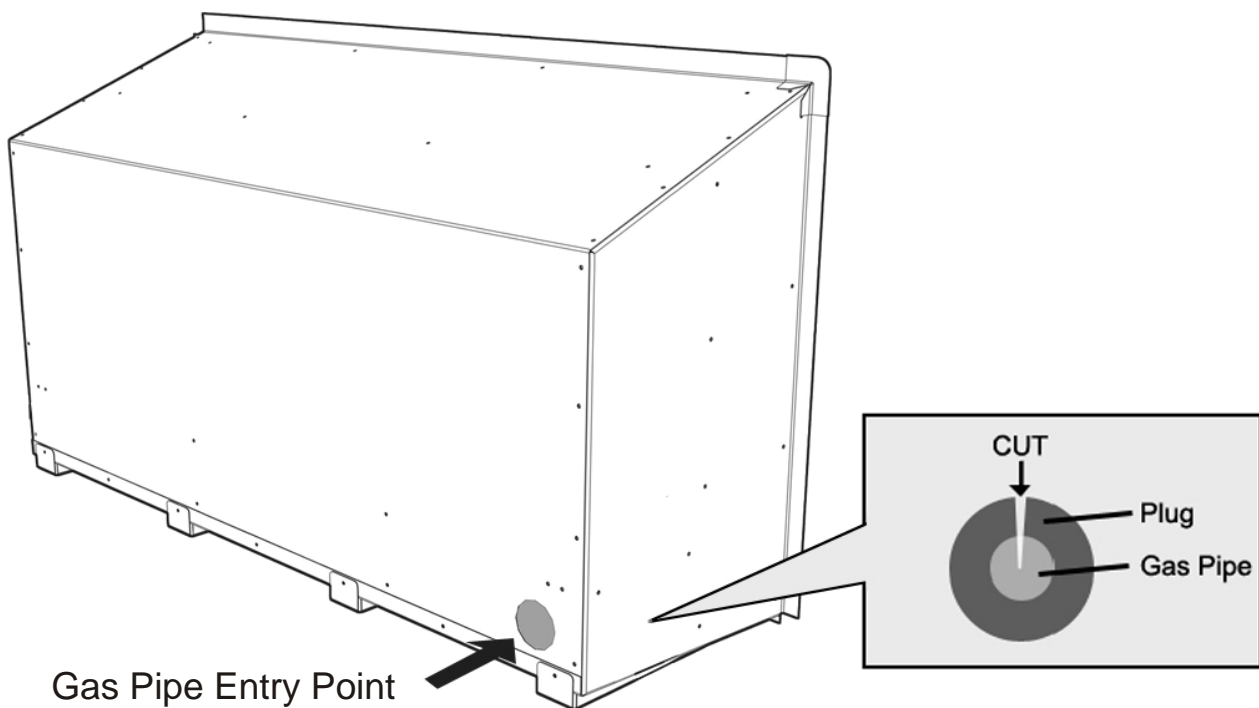
8.0 Laying Gas Pipe:

Gas pipe should be sized as per the requirements of your local council. The pipe sizing must be sufficient to deliver the following volume of gas to the heater with all other gas appliances in the home running at the same time;

$$EF5000 = 60 \text{ Mj/hr} - 56,000 \text{ Btu/hr}$$

It is highly recommended to install an easily accessible isolating shut off valve (ball valve) along the gas line to the EF5000 unit.

- 8.1 Solid pipe should be run to the inside lower left hand side of the fire. Insert the supplied rubber plug and cut it as shown below to allow the gas pipe to pass through, keeping the plug as air-tight as possible.



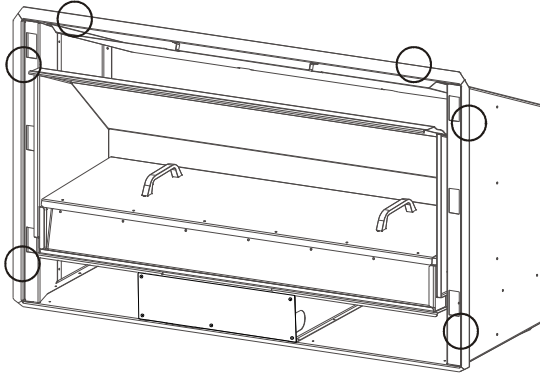
- 8.2 It is required by law that an approved shut off valve (not supplied) be installed in the line between the EF5000 Gas Fire and the gas supply.
- 8.3 All hoses and gas pipes must be located out of pathways where people may trip over it and must not be in areas where the hose may be subject to accidental damage.

9.0 Fixing the fire into the cavity:

To fix the fire to the cavity, first drill 4 to 6 (3/16" diameter) holes in the *outer flange* (as shaded grey in the picture below) in locations which will give you the most support from the cavity framework behind, and evenly spaced around the flange. Using the supplied Stainless Steel screws, fasten the fire to the cavity through these drilled holes.

Ensure that the fire is securely located and free from movement.

Suggested location of screws for mounting



10.0 Connecting the Gas Pipe:

When the fire unit has been pushed into position and secured the gas pipe can be connected to the Dormont hose (1/2" NPT) at the front left of the fire. The hose and pipe assembly should have been tested prior to this as per section 8.2.

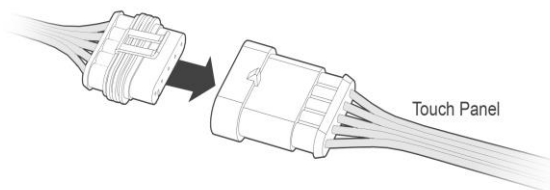
- 10.1 The EF5000 must be isolated from the gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psi (14"WC).

The gas fireplace and its individual shutoff valve must be disconnected from the gas supply piping during any pressure testing of that system at test pressures in excess of 1/2 psi (3.5 kPa – 14" w.c.).

11.0 Connecting the Touch panel:

- 11.1 The Touch Panel is located on the RH side of the Fascia.

- 11.2 The Touch Panel socket plugs into the 5 pin plug lead situated at the front RH side of the fire. Push them together until they 'click',



12.0 Testing of the Touch panel and spark ignition:

IMPORTANT: Before the operating pressure can be checked and the fascia fitted, The touch panel and spark ignition must be tested.

- 12.1 This can be done with the gas supply either turned on or off. With the power supply and touch panel connected, Lean the fascia 'Right end' up beside the fire and run through the steps for igniting the pilot (refer to section 17.0 for instructions).

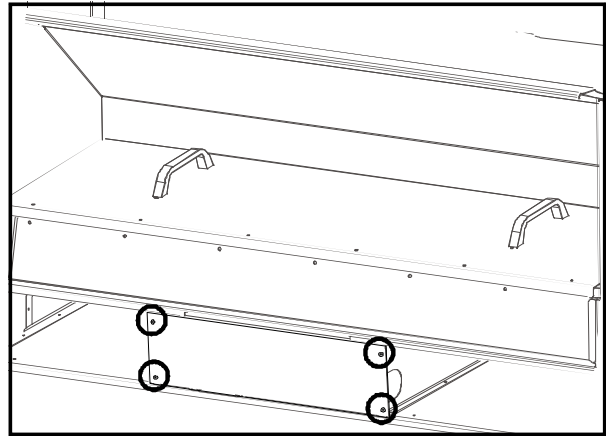
13.0 Converting the Appliance to Propane:

This appliance must be disconnected from the gas supply piping system during any pressure testing exceeding ½ PSI (3.5 kPa)

This is done at the valve located in the engine of the appliance.

To access the engine, remove the screws circled in the picture on the right.

This must be done before the fascia has been fitted.

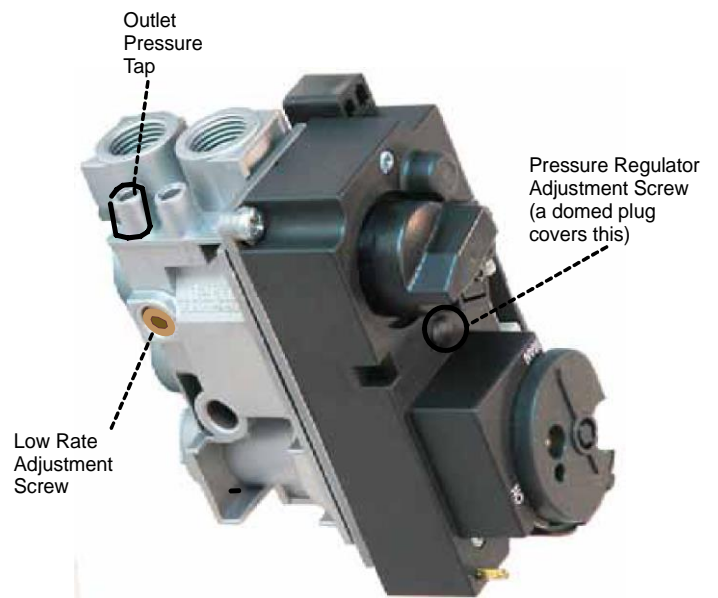


13.1 Changing Operating Pressure to Propane

To convert the operating pressure to Propane you must change the maximum and minimum pressures (refer to product specification sheet at start of manual) separately using the following instructions:

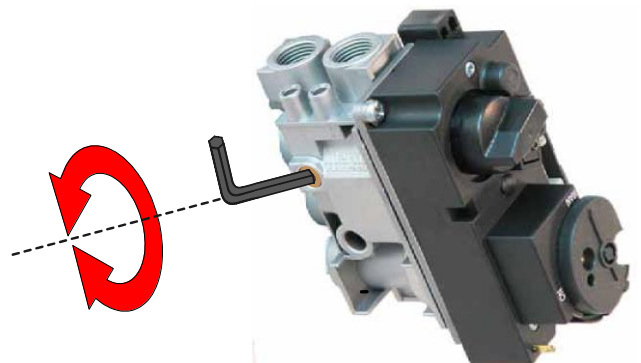
13.2 Setting Maximum pressure:

1. Connect a pressure manometer to the valve outlet pressure tap. Pressure tap is opened by turning the screw counter-clockwise. The pressure regulator can be reached by removing the domed-plug.
2. Turn the fireplace on and set to high flame.
3. Turn pressure regulator adjustment screw to set required burner pressure on high flame. Pressure is increased by turning the screw clockwise or decreased by turning the screw counter-clockwise.
4. After adjustment, replace the plug.



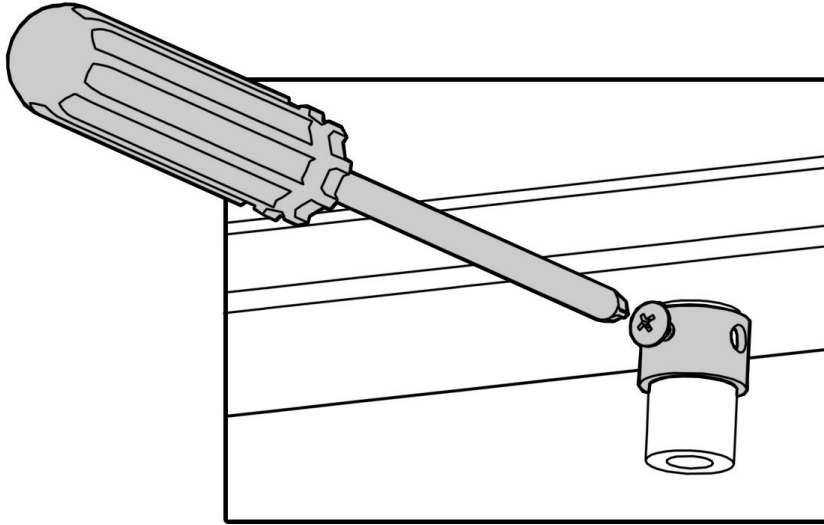
13.3 Setting Minimum Pressure:

1. Turn fire on low by turning the fire down to pilot and then pushing the flame up button until the main burner lights.
2. Confirm low rate pressure is correct.
3. If further adjustment is needed, increase low rate pressure by turning Allen key clockwise or decrease low rate pressure by turning Allen key counter-clockwise; until the pressure detailed in the product specification sheet at the start of this manual is achieved.
4. If no other adjustments are required, close the outlet pressure tap by turning the screw clockwise. Check all connections and pressure taps for leaks.
5. Finally, put the sticker supplied in the conversion kit onto the existing dataplate of the EF5000.



13.4 Removing Aeration Collars for Propane

For Natural Gas to Propane conversion you will also need to remove the natural gas restrictor sleeve. The collars are located on the underside of the burners; a small screw must be removed to get the collar off.

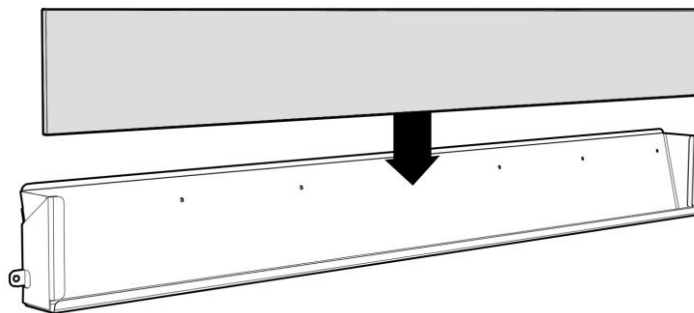


13.5 Swapping to Propane Main Burner Jets

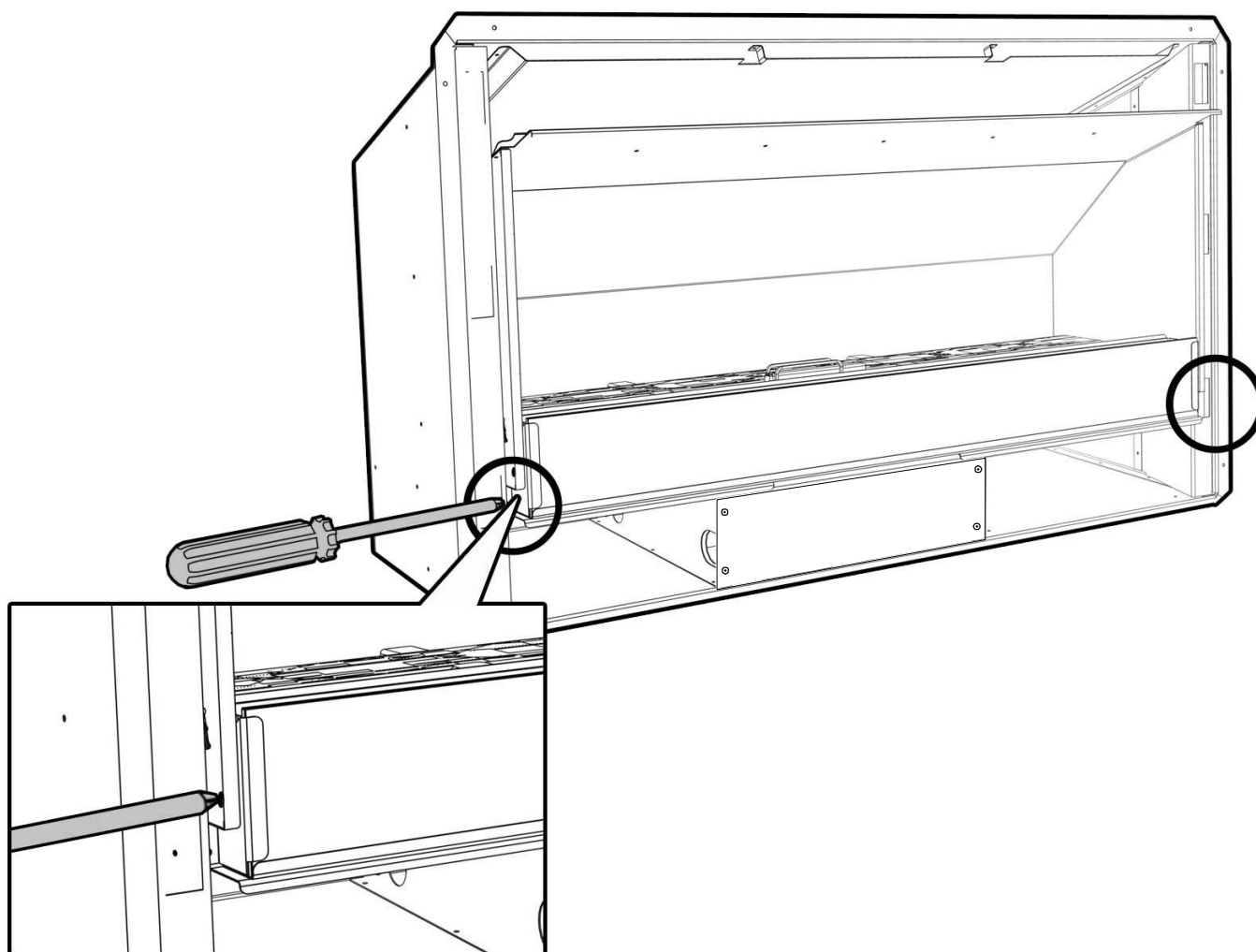
Swap the main burner jets for those supplied in the conversion kit.

14.0 Assembly of stone cartridge:

The glass which fits inside in the stone Cartridge has been packaged to protect it during transit, and can be found inside the firebox. Insert the glass strip into the stone cartridge as shown to the right, between the two metal flanges and push it all the way to the bottom. A bag of pebbles (River Stones) are also supplied, use these to fill the stone cartridge.



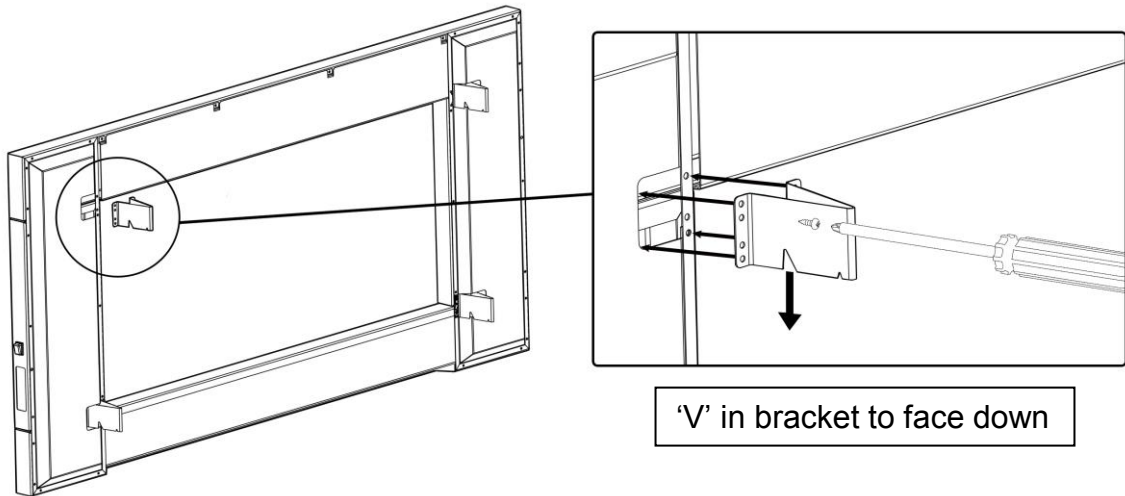
- 14.1 With the glass in position, fix the stone cartridge to the fire by using the two supplied screws in the location shown below. Do this before the fascia is fitted.



15.0 Fitting the Fascia:

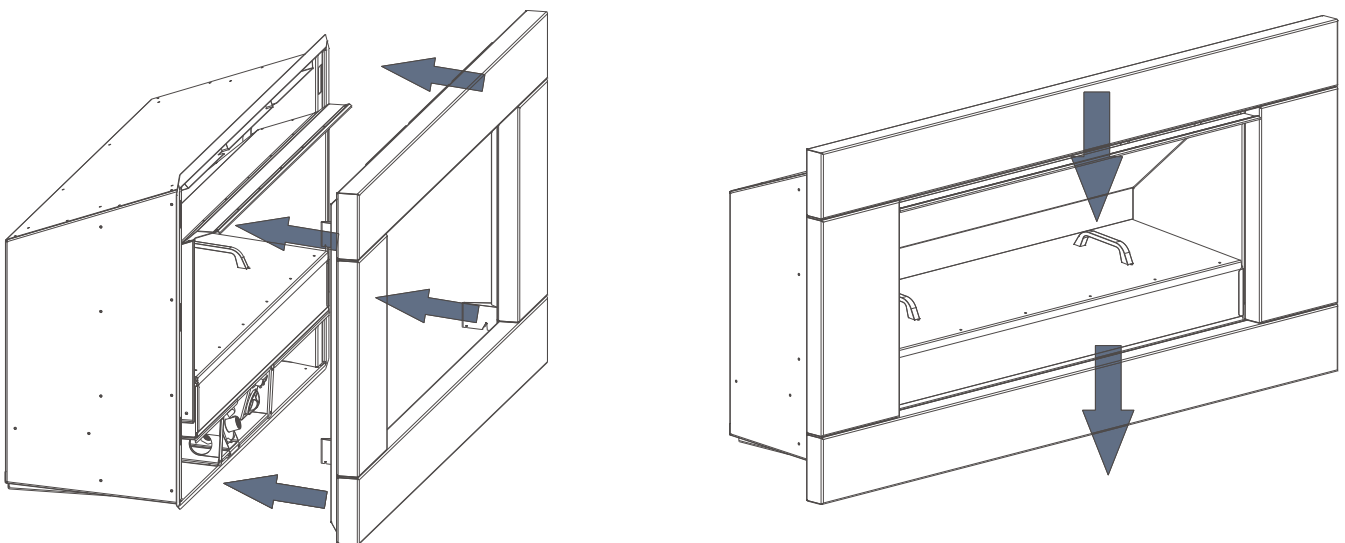
Before fitting the fascia, the hooks must be attached using the screws provided. Ensure the two wires connecting the fascia to the fire are securely connected, as per section 11.0.

The EF5000 Stainless Steel fascia is attached to the combustion box by four 'hooks' on the corners of the fascia.



- 15.1 Line up the hooks with the receptacles on the Outdoor Fire pictured below, and push the fascia into position.

When you have pushed the fascia in as far as it will go, briefly push down on the fascia to secure the fascia into position.



16.0 Placement of ceramic stones:

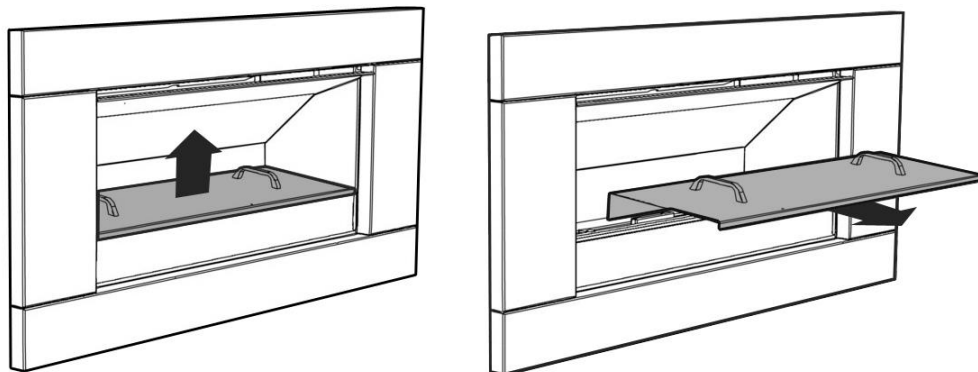
EF5000 fuel beds should be evenly spread out with a maximum one layer of media. Do not heap or mound the fuel bed media, but attempt to get an even spread across the top of the burners.



16.1 **UNDER NO CIRCUMSTANCES SHOULD THE SUPPLIED SMALL STONE PEBBLES (RIVER STONES) BE PLACED ON THE BURNERS. THEY ARE FOR USE INSIDE THE STONE CARTRIDGE ONLY. SOLID FUELS ARE NOT TO BE BURNED IN THIS APPLIANCE**

16.2 If desired, an optional Weather Cover can be purchased from your Escea retailer, which protects the fuelbed and burners. This should be replaced when while the fire is not in use.

16.3 To fit the weather cover ensure fire is off and cooled, and place the front edge on the glass at the front of the fire, the rear flange of the Weather Cover will rest on the burner supports behind the rear burner. To remove, lift the Weather Cover upwards and then towards yourself.



16.4 The fire **MUST NOT** be operated while the cover is fitted.

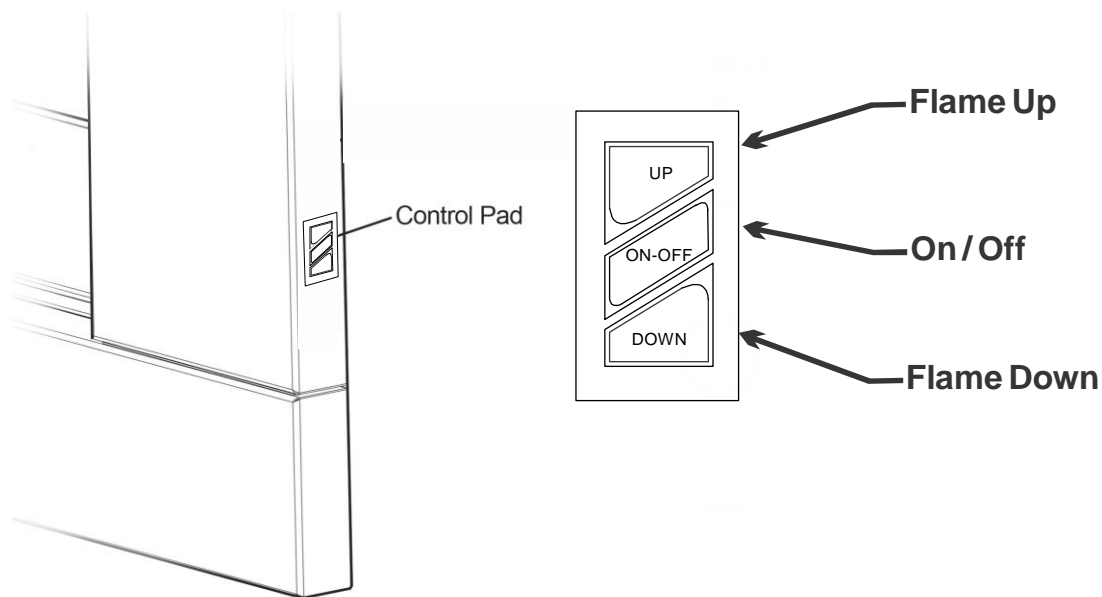
16.5 The cover **MUST NOT** be fitted while the fire is hot. A cooling period of 30 minutes must be observed before fitting.

16.6 Objects such as wood, coal, fire logs or any other solid fuels shall not be burned in the gas fireplace.

Under no circumstances should any objects enter the gas fireplace during the start-up or whilst the fire is running.

17.0 Operating Instructions:

The EF5000 is operated by the touch control panel located on the Right hand side outer edge of the fascia. The basic operations possible from the touch control are ON/OFF and manual adjustment of the flame height.



17.1 Igniting the pilot flame:

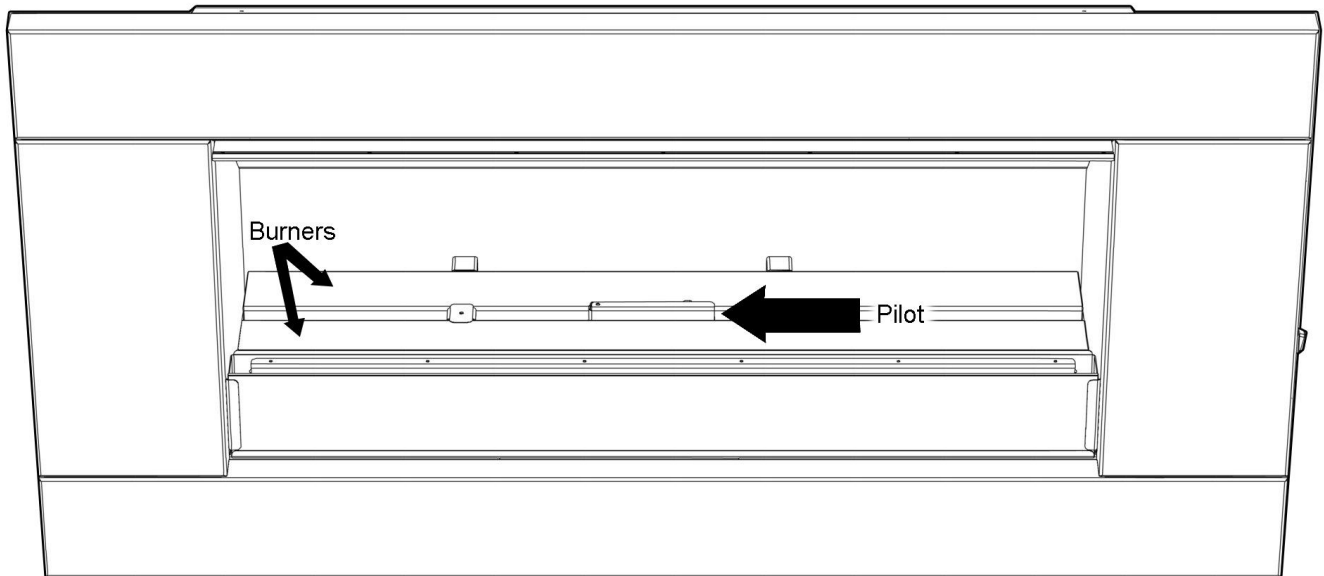
- 17.2 To turn the fireplace on push the **ON-OFF** button on the touch control. The pilot will start sparking and gas will start flowing to the pilot which should light and be visible in a few seconds.

NOTE: The first time you attempt to ignite the EF5000 after connecting it to a gas supply, will take between 1 and 4 lighting attempts in order to let gas flow through the pipe system and purge all air. To do this, push '**ON-OFF**' to switch the fire on and wait for 12 seconds. If there is a spark but no flame, push '**ON-OFF**' again to switch off (you will hear 2 short beeps) and then repeat until you get a pilot flame.

- 17.3 The pilot ignition process takes a duration of 12 seconds. No other button should be pressed during those 12 seconds. Once the pilot is lit, the main burner will automatically go to HIGH flame after 15 seconds.

In the event of the pilot not igniting after 12 seconds press the **ON/OFF** button this will turn the valve and gas off. Now repeat the process from 17.2 until the pilot ignites.

17.4 Pilot Flame and Burner Positioning



17.5 Adjusting the flame height

While the fire is on, push the **FLAME UP** button or the **FLAME DOWN** button to increase or decrease the flame height.

17.6 If the **FLAME UP** button is pushed while the fire is in HIGH burner flame position, nothing will happen. Similarly if the **FLAME DOWN** button is pushed while fire is in the PILOT flame position, nothing will happen.

17.7 Turning off the fire

To turn the fire off, you must push the **ON/OFF** button this will shut down the gas flow to the pilot flame and both burners.

18.0 Maintenance and Cleaning

The unit must be cold before starting any form of maintenance or cleaning. To remove the glass and stones in the front stone tray simply reverse the steps in section 15.0. The glass can be cleaned using standard window cleaner and the quartz stones can be washed using soapy water

18.1 For Stainless Steel Fascias:

1. Ensure that the Gas Fireplace is off, and that the fascia is cold.
2. Using the gloves provided with your fascia, remove the towelette from the sachet and wipe the fascia with even, straight strokes.
3. Make sure your strokes follow the direction of the grain or brush finish. Wiping across the grain can leave small scratches.
4. The wipe will leave a very fine film over the fascia, ensure this film is distributed evenly.
5. If the film is applied too heavily and is quite visible, you can remove the excess by gently wiping dry with a microfibre cloth. Ensure your strokes still follow the direction of the grain or brush finish.
6. Ensure that no film is applied to the glass of your Escea Gas Fireplace. If applied accidentally, wipe off with an absorbent microfibre cloth.

For Powder Coated Fascias:

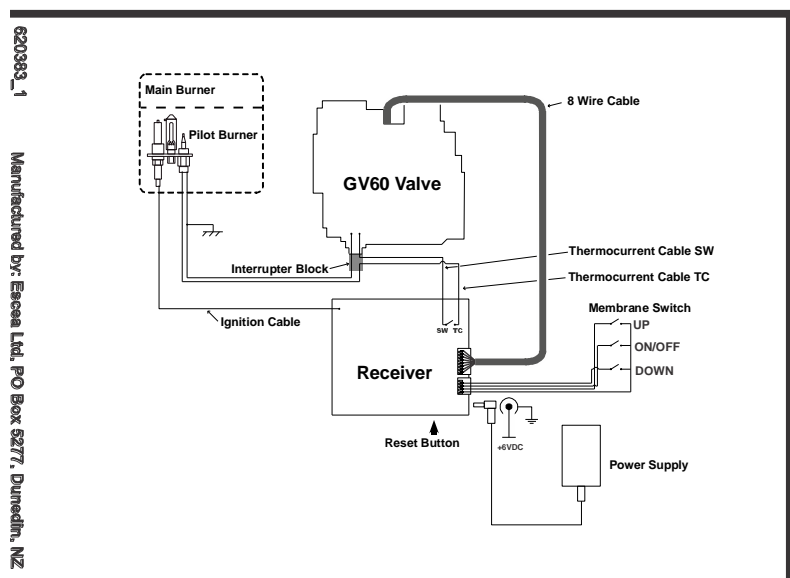
1. Ensure that the Gas Fireplace is off, and that the fascia is cold to the touch.
2. Using the gloves provided with your fascia, gently clean the fascia with a non-abrasive cloth and warm soapy water.
3. Wipe off with an absorbent microfibre cloth.

Cleaning of the burners and ceramic stones can be carried out using a brush and a dry cloth and should be done at least annually. This will remove carbon or soot build-up. If there is evidence that the burner is damaged in any way it must be replaced prior to the appliance being operated, and must only be replaced with an official Escea replacement part.

Periodically the pilot and burners should be checked visually for carbon and soot build-up, consistent flame and clean burning.

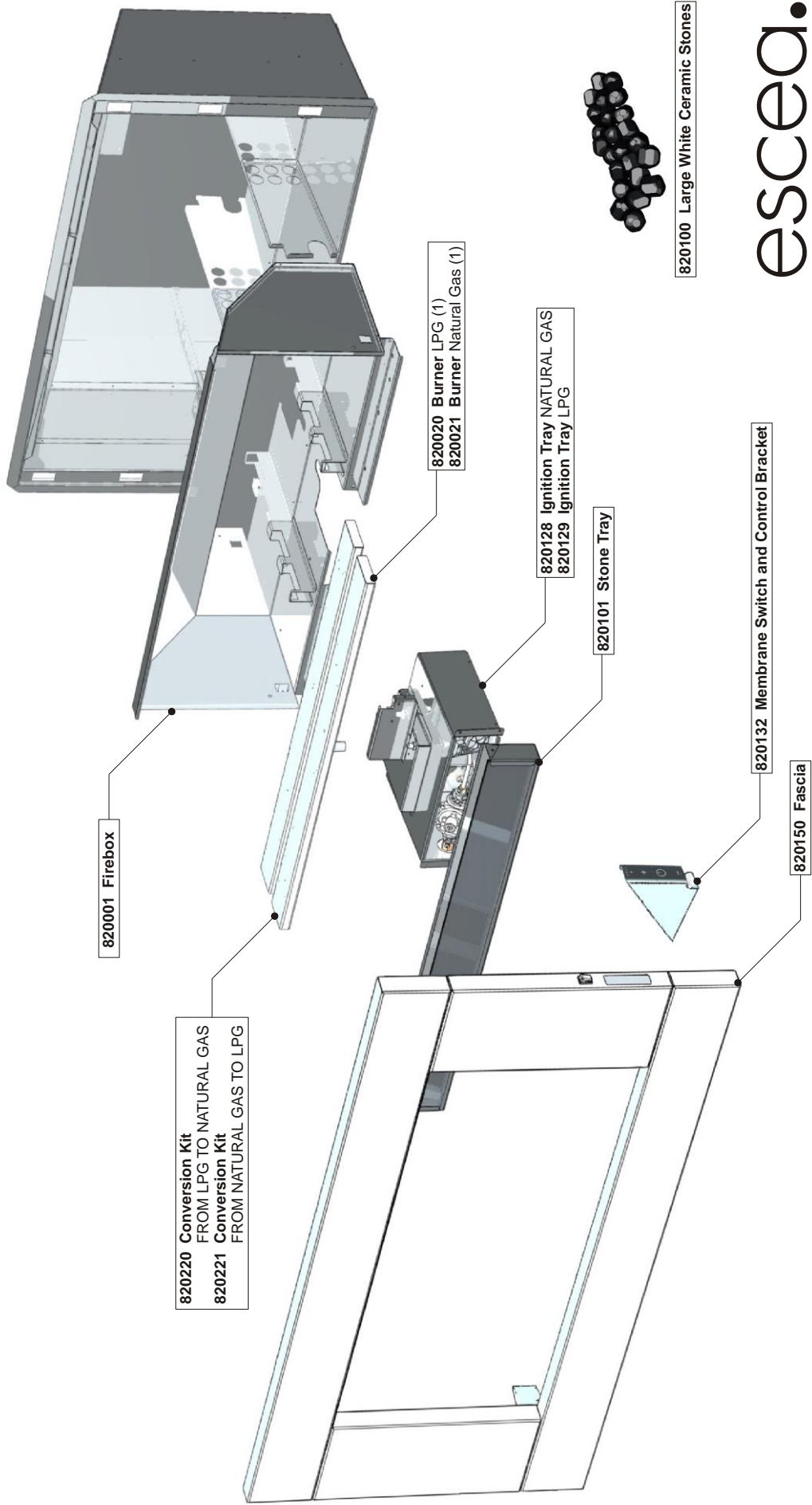
- 18.2 Periodical visual checks of the pilot and burner flames should be carried out to ensure consistent flame and clean burning, then turn off the battery isolating switch.

19.0 Electrical Schematic



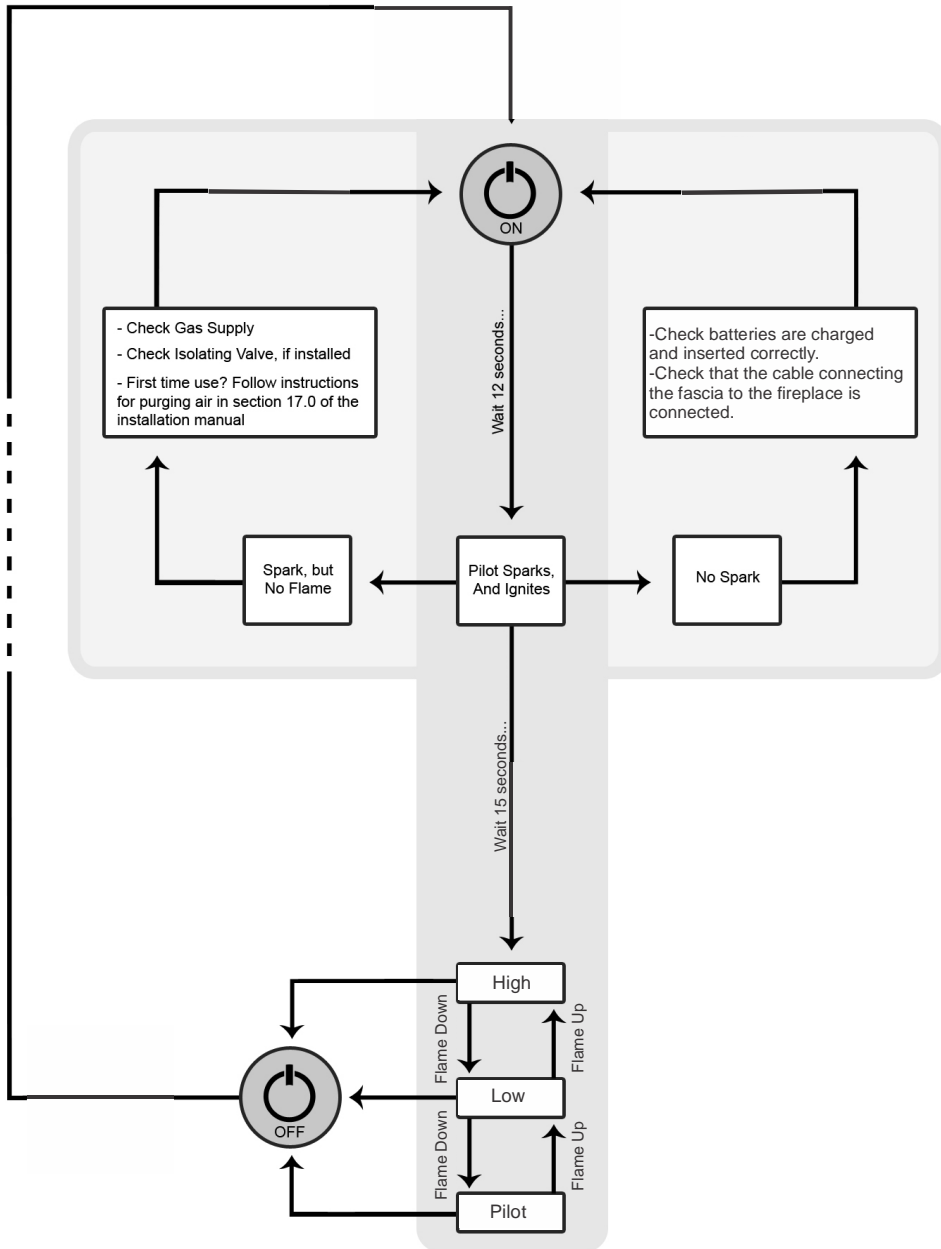
EF5000 Replacement Parts

Please use part numbers listed if ordering replacement parts.



Replacement parts can be ordered by contacting info@escea.com

19.1 Operation Chart



For certification inquiries, please contact certinfo@csa-international.org or contact our Client Services Centre at 1.866.797.4272 or (416) 747-2661

CSA.
Cleveland, Ohio
8501 East Pleasant Valley Road
Cleveland, Ohio, USA, 44131-5575

1. Express warrantee

- 1.1 This document sets out the warrantee that applies in respect of Escea products purchased in countries/regions administered by Escea Distributors listed in the appendix.
- 1.2 This warrantee is valid only within the country of purchase.
- 1.3 This warrantee applies to new Escea products purchased after January 1, 2014.

2. Nature of warrantee

- 2.1 Subject to the exclusions in section 3 and clauses 2.2 – 2.5, we undertake to put right any defects of materials or workmanship by Escea for the periods specified below:

Parts	Parts and Labor Warrantee	Parts Only Warrantee
Firebox	2 year *	5 year *
All other parts	2 year *	

*From date of purchase

- 2.2 Where an Escea product is covered by a parts and labor warrantee, the warrantee covers both the repair by Escea of the defective part or the provision of a spare part to replace the defective part and the installation of that part.
- 2.3 Where an Escea product is covered by a parts only warrantee, the warrantee covers only the repair by Escea of the defective part or the provision of a spare part to replace the defective part and does not include costs associated with the removal of the defective part or the installation of the repaired or replaced part.
- 2.4 Due to ongoing product development, Escea reserves the right to change any specifications listed in this warrantee without notice.
- 2.5 Escea or Escea distributor must preauthorize all warrantee work.

3. Warrantee exclusions

- 3.1 This warrantee excludes:
 - 3.1.1 Improper installation, failure to function due to accident, negligence or misuse, alteration or adjustment of the manufacturer's settings of components, any other alteration, lack of proper and regular maintenance, incidental or consequential damage, damage incurred while the appliance is in transit, and act of God.
 - 3.1.2 Any repair and replacements of parts that are subject to normal wear and tear during the warrantee period, including paint, gaskets, batteries, and the discoloration of glass or the fuel bed.
 - 3.1.3 Minor expansion, contraction, or movement of certain parts causing noise;
 - 3.1.4 Changes in the interior/exterior surface finishes (e.g. any staining or soot/smoke damage caused by flue products);
 - 3.1.5 Damage to surfaces caused by fingerprints, scratches, or melted items;
 - 3.1.6 Damage caused by abnormally corrosive environments (e.g. sea salt corrosion);
 - 3.1.7 The use of products, including flue systems, that are not specified by Escea;
 - 3.1.8 Damage caused by the installation of indoor fires outdoors and outdoor fires indoors;
 - 3.1.9 Cost of building work to access parts that need change or repair of wall afterwards;

- 3.1.10 Cost of travel if the fireplace is installed further than the distance from the nearest service centre as specified in the appendix.
- 3.1.11 Subjective factors (e.g. like noise or smell) that have been investigated by Escea (or their technicians) and confirmed to be within normal operational parameters;
- 3.1.12 Any differences in fireplace appearance from Escea promotional images that is due to printing limitations, environmental factors or gas type.
- 3.1.13 Damage caused by water entering the Escea indoor products;
- 3.1.14 Any consequential damage (refer to section 4);
- 3.2 No dealer, distributor, or similar person has the authority to warrant Escea products beyond the terms contained in this warrantee.
- 3.3 This warrantee is automatically voided if the appliance's serial number has been removed or altered in any way.

4. LIMITATION OF REMEDIES:

4.1 TO THE EXTENT PERMITTED BY LAW:

- 4.1.1 This limited warrantee, and the remedies set forth above, are exclusive and in lieu of all other warrantees, remedies and conditions, whether verbal or written, statutory, express or implied.
- 4.1.2 Escea specifically disclaims any and all statutory or implied warrantees and conditions, including, without limitation, warrantees of merchantability, fitness for a particular purpose and warranties against latent defects.
- 4.1.3 Except as provided herein, Escea is not responsible for direct, special, incidental or consequential loss or damages resulting from any breach of warrantee or condition, or under any other legal theory, including but not limited to the loss of any of the following: use; revenue; actual or anticipated profits (including loss of profits on contracts); use of money; anticipated savings; business; opportunity; goodwill; reputation; any or indirect or consequential loss or damage howsoever caused including the replacement or equipment and property.
- 4.1.4 Some states in Canada and in some States in the United States do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to buyer.

5. How to make a warrantee claim

- 5.1 To make a claim under this warrantee, follow the process outlined in the appendix.
- 5.2 To make a valid claim under this warrantee, you must:
 - 5.2.1 Lodge the claim with us as soon as you first become aware of the breakdown;
 - 5.2.2 Provide us with the Escea product serial number;
 - 5.2.3 Provide us with reasonable proof of purchase for the Escea product; and
 - 5.2.4 If required by us, provide us (or any person nominated by us) with access to the premises at which the Escea product is located at times nominated by us (so that we can inspect the Escea product).

6. Warrantee claims

- 6.1 If you make a valid claim under a parts and labor warrantee and none of the exclusions set out in section 3 and clauses 2.2-2.5 apply, Escea will, at Escea's election, either:
 - 6.1.1 Repair the relevant part of the Escea product; or
 - 6.1.2 Replace the relevant part of the Escea product with a product of identical specification (or where the product is superseded or no longer in stock, with a product of as close a specification as possible).
- 6.2 If you make a valid claim under a parts only warrantee and none of the exclusions set out in section 3 and clauses 2.2-2.5 apply, we will, at our election, repair or provide a replacement part at no cost. Installation of that part is not covered under a parts only warrantee.

Escea Warrantee Conditions Appendix

In this warrantee, the words “we”, “our”, and “us” refer to the Distributor listed below.

Regions	Escea distributor	Filing a claim
USA / Canada	Fireplace Source North America 2426 1/2 Lincoln Blvd Venice CA 90291 info@esceasales.com www.esceasales.com Phone: 424.228.4398 Fax: 424.228.4451	Visit the distributor website or call distributor directly

Where you make a claim under this warrantee, an authorized repairer may need to attend your premises to inspect the Escea product. We may charge you a service call fee if a repairer will be required to travel more than 30 miles from the nearest service centre to your location. You may obtain details on the location of service centres and service call fees by visiting the distributor website or calling distributor customer care line.