

Diagnostic Check Sheet



This sheet must be completed and faxed to Escea on **Fax#: (770) 412-8403** before escea will issue spare parts or labor credits for any warranty work.

Date form filled in: ____/____/____

How to use this form: This form must be filled out by a staff member of the dealer who sold the Escea appliance and this person should be very familiar with the workings of gas appliances. Ideally this form is filled out by a technical representative of the dealer who is visiting the installation (note: the labour cost of this initial visit will not be reimbursed) but if a physical visit is unpractical, then please record here as much information as possible from the customer's account of the problem. A more complete diagnostic flow chart can be found in the back of the product's Installation manual.

Escea Dealer business name: _____
 State: _____ Contact ph: _____
 Person who filled in this form: _____
 Your email address: _____
 Form filled in after or during a visit to site; YES / NO (delete one)

Homeowner's Name: _____
 _____ ph: _____
 Address: _____
 City: _____ State: _____
 email: _____

Product Details: Circle Model: (EF5000 Outdoor Fireplace) (ST900 fireplace)
 Product serial #: _____ (found on data plate) Date that appliance was sold: ____/____/____
 Gas Type: (circle one) LP NG Fuel Bed type: _____ Date of last annual service: ____/____/____

Description of the problem: (circle YES or NO as the checks are being done, fill in all appropriate fields where the information is available)

	YES , the unit tries to ignite but fails. Carry on to question 2	NO , there is no response circle appropriate checks below
1) Is there any response to ON button?:		
1.a) Have you replaced the appliance's batteries and tried again?	YES	NO
1.b) Is red power isolating switch turned on and illuminated (EF5000 only)?	YES	NO
1.c) Record any Flashes present on key pad LED	____ No. of cycles	____ No. of flashes
1.d) Can you hear the valve motor hum when ON is pushed?	YES	NO
1.e) For units fitted with a remote control, does appliance light using the keypad but not the remote?	YES	NO
2) Does the ignition spark but no pilot flame appears?:	NO , this is not the case. Carry on to question 3	YES , this is the case, circle appropriate checks below
2.a) Check that gas supply is present at appliance test point	YES	NO
2.b) Record inlet gas pressure here	_____	If measurement is available
2.c) Record how many failed tries where made to ignite unit	_____	No. of tries

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3) Does pilot flame establish but then goes out straight away?	NO , this is not the case. Carry on to question 4	YES , this is the case, circle appropriate checks below
3.a) Does pilot flame look like it is the correct height and therefore it is touching thermocouple?	YES	NO
3.b) If a technician is on site, please record thermocouple millivolt reading here	_____mV	If measurement is available
3.c) Is there any fuel effect coal, glass or ceramic ember covering pilot flame? (if YES please remove obstruction and try again)	YES	NO
4) Does the Product work via key pad but not via the remote? (indoor fires only)	NO , this is not the case. Please fill in box 5 below	YES , this is the case, circle appropriate checks below
4.a) Have you replaced batteries in remote and tries again;	YES	NO
4.b) Have you tried to re-match remote to appliance (as per instructions in manual)	YES	NO

5) Please record your own thoughts on what is wrong with appliance here:

6) Please do a sketch here of the venting of the appliance or other installation detail if you think it may be relevant to the problem:

*Thank you for your time in filling in this form. Please now fax it to Fax#: (770) 412-8403 or scan and email it to **technical@escea.com**. Escea's technical staff will soon contact you to help resolve this situation. This may involve us sending you replacement parts and an associated credit for the fixed rate labour allowance to fit them. We may also contact you or the homeowner if we require further information.*