

# escea.

## GAS FIREPLACE USER GUIDE



# ST900

## NORTH AMERICA

Ce manuel est disponible en Français sur demande

[www.escea.com](http://www.escea.com)

630297\_2\_Manual\_User\_ST900\_US

### **WARNING**



**HOT GLASS WILL  
CAUSE BURNS.**

**DO NOT TOUCH GLASS  
UNTIL COOLED.**

**NEVER ALLOW CHILDREN  
TO TOUCH GLASS**

**SERIAL NUMBER 43000 AND ABOVE**

Any installation or service work carried out on this appliance must only be done by a licenced or qualified service person.

The data plate for this appliance, containing technical information and specifications, can be found in the bottom left corner, near the base of the fireplace. To access this, the fascia must be removed.

Escea recommends the ST900 is inspected and serviced by a licenced or qualified service person once every twelve (12) months.

DO NOT PLACE ARTICLES OR FURNISHINGS ON OR AGAINST THIS APPLIANCE.

DO NOT OPERATE THE FIREPLACE IF THE GLASS HAS BEEN BROKEN, DAMAGED OR IT IS NOT PROPERLY POSITIONED/HOOKED ONTO THE FIREPLACE.

DO NOT OPERATE THE FIREPLACE WITH THE FASCIA PANELS REMOVED.

THIS APPLIANCE IS NOT INTENDED FOR USE BY YOUNG CHILDREN OR INFIRM PERSONS UNLESS THEY HAVE BEEN ADEQUATELY SUPERVISED BY A RESPONSIBLE PERSON TO ENSURE THAT THEY CAN USE THE APPLIANCE SAFELY.

THIS APPLIANCE MUST BE INSTALLED IN ACCORDANCE WITH THE MANUFACTURERS WRITTEN INSTRUCTIONS.

THE GLASS SURFACE ON THE FRONT OF THE FIREPLACE IS CONSIDERED A WORKING SURFACE, AND AS SUCH IS HOT AND CARE MUST BE TAKEN NOT TO TOUCH THIS SURFACE. IT IS RECOMMENDED A SECONDARY GUARD IS FITTED IN PLACES WHERE THERE ARE YOUNG CHILDREN OR AGED OR INFIRM PERSONS.

CURTAINS SHOULD NOT BE POSITIONED ABOVE THE FIREPLACE AND ANY PROTRUDING LEDGES MUST NOT COME WITHIN THE MINIMUM DISTANCES SPECIFIED IN PAGE 7 OF THIS USER MANUAL.


YOUNG CHILDREN SHOULD BE CAREFULLY SUPERVISED WHEN THEY ARE IN THE SAME ROOM AS THE APPLIANCE. TODDLERS, YOUNG CHILDREN AND OTHERS MAY BE SUSCEPTIBLE TO ACCIDENTAL CONTACT BURNS. A PHYSICAL BARRIER IS RECOMMENDED IF THERE ARE AT RISK INDIVIDUALS IN THE HOUSE. TO RESTRICT ACCESS TO A FIREPLACE OR STOVE, INSTALL AN ADJUSTABLE SAFETY GATE TO KEEP TODDLERS, YOUNG CHILDREN AND OTHER AT RISK INDIVIDUAL OUT OF THE ROOM AND AWAY FROM HOT SURFACES

# Quick-Start Guide






**NOTE:** Make sure to install batteries in the remote handset and the receiver (refer to page 5 of this manual) before operating this fireplace for the first time.

## Using the remote handset:



### **To start your fireplace:**

1. Press and hold the  button until you hear 2 beeps and the handset shows a blinking series of lines.
2. Wait until the fire has lit the main burner before any buttons are pressed.



### **To change the desired room temperature:**

1. Press and hold the  button until  displays and the numbers on the screen start to flash.
2. Press the  and  buttons to increase and decrease the desired room temperature respectively.
3. To confirm press the  button and wait.


### **Two basic ways to change the flame height:**

- Press and hold  or , to range the flame up and down.

OR

- While the back-light is ON, you may double tap the  or  button to attain a high or low flame respectively.

### **To turn OFF your fireplace:**

Press and hold the  button until the screen displays 'OFF'.

Note: You must wait at least two minutes after turning the fireplace off before attempting to turn the fireplace on again.

Note: Make sure to avoid pressing more than one button by using the tips of your fingers when pressing buttons.

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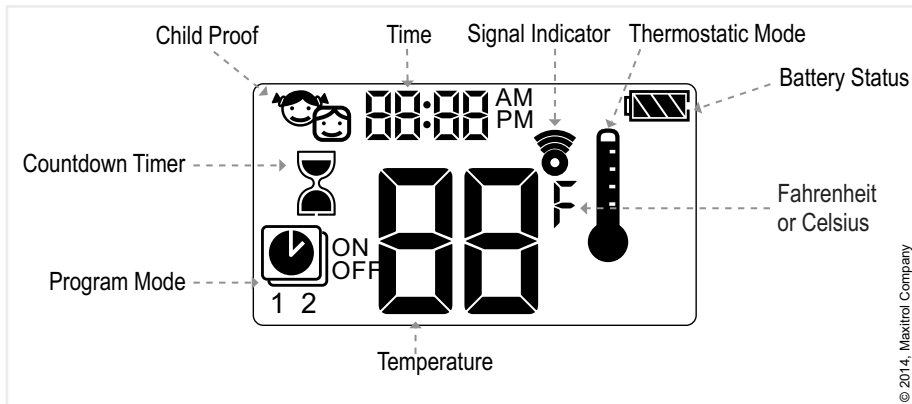
The ST900 electronic control system is designed to work within the temperature range of 32°F to 176°F, with a humidity level that is non condensing. This is to ensure safe operation of the electronic and gas control system.

If the fireplace is subjected to an environment with temperatures very close to or exceeding these temperature limits (irrespective of if the fireplace is on or off at the time) the fireplace may not start up until the temperature returns back to within the operating range.

To remedy this the environmental temperature should be addressed and the fireplace control system given time to adjust accordingly. The fireplace should then function correctly.

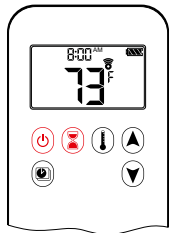
# 1 Advanced Operation

The ST900 remote handset allows the user to: turn the fireplace ON and OFF, control the flame height in Manual mode, or control the room temperature in Thermostat mode. The remote has a maximum range of 30 feet, and because the remote works by radio frequency, it does not need to be aimed at the ST900 for it to operate.



**Warning:** If the pilot does not light or stay lit after several tries, call a qualified service person to have the fireplace serviced.

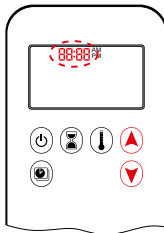
## Changing the display from Celsius to Fahrenheit



Press both and buttons simultaneously to change between Celsius and Fahrenheit.

Note: choosing Fahrenheit will change the clock to a 12hr clock; choosing Celsius will change the clock to a 24hr clock.

## Setting the Time



1. Press the and buttons simultaneously until the word "day" flashes.
2. Press the or button to select a number; each corresponding with a day of the week (eg. Monday = 1, Tuesday = 2).
3. Press the and buttons simultaneously until the word "hour" flashes.
4. To change the hour press the and buttons.
5. Press the and buttons simultaneously until the word "minutes" flashes.
6. To change the minutes press the and buttons.
7. To confirm press the and buttons simultaneously or wait.

## Setting the Child Lock

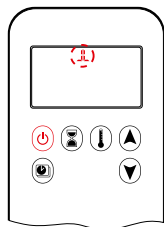



**ON:** To turn on the Child Lock, press and hold and until is displayed. The handset will no longer respond to any button presses except for the OFF function.

**OFF:** To turn the child lock off press and hold and until is no longer displayed.

## To Turn on the Fireplace


### Remote One-Button Startup (Default)

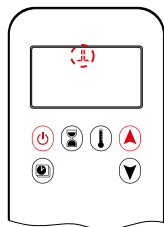


Press the  button until a series of blinking lines and two short beeps confirms the fireplace has turned on.



The remote automatically goes into Manual mode after the main burner is lit.

### Setting the Remote to Two-Button Startup

To change from one button startup to two button startup press and hold the  button for 10 seconds immediately after installing the remote batteries. The word 'ON', and '1' is displayed. When the process is complete the '1' will change to '2'.




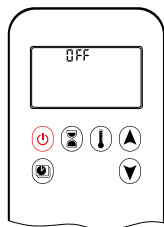
### Remote Two-Button Startup

Press the  and  button simultaneously until a series of blinking lines and two short beeps confirms the fireplace has turned on.


The remote automatically goes into Manual mode after the main burner is lit.

### Setting the Remote to One-Button Startup

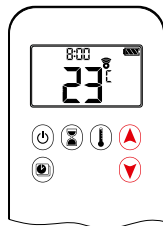
To change from two button startup to one button startup press and hold the  button for 10 seconds immediately after installing the remote batteries. The word 'ON', and '2' is displayed. When the process is complete the '2' will change to '1'.





### To Turn off the Fireplace

Press and hold the  button until the word 'OFF' is displayed on the remote.

## Flame Height Adjustment

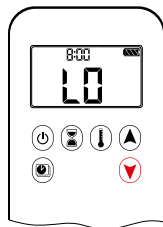



To increase the flame height press and hold the  button until the desired flame height is attained.

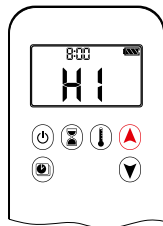
To decrease the flame height or set the fireplace to pilot flame, press and hold the  button until the desired flame height/setting is attained.


## High and Low Flame Settings

Note: The remote handset backlight must be on for the following to work.











To go to a set low flame, double-tap the  button; LO will be displayed on the remote screen.



To go to a set high flame, double-tap the  button; HI will be displayed on the remote screen.



## Countdown Timer

### Setting the Countdown Timer

1. Press and hold the  button until  is displayed and the word 'hour' flashes on the remote screen.
2. To change the hour press the  or  button.
3. To confirm, press the  button. The word 'minutes' will now be flashing on screen.
4. To change the minute press the  or  button.
5. To confirm, press the  button or wait.

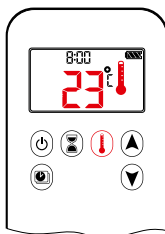
Note: At the end of the countdown timer period, the fireplace will turn off. The countdown timer only works in manual and thermostatic modes. The Maximum countdown period is 9hrs and 50mins.

### Turning off Countdown Timer

Press the  button;  will disappear along with the countdown time.

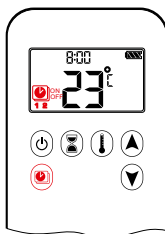
# 3 Advanced Operation

## Operation Modes



### Thermostatic Mode

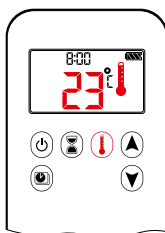
The desired room temperature is set by the user and the fireplace adjusts its flame height automatically to achieve this desired room temperature.



### Program Mode

There are 2 independent programmable channels, each can be configured to turn the fireplace on and off at specific times at a set temperature.

## Thermostatic Mode

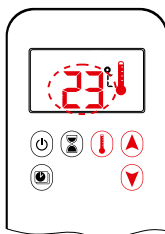


To Turn on:  
Press the **↓** button. **↓** Will be displayed on the remote screen and the desired room temperature will be displayed briefly, followed by the current room temperature.

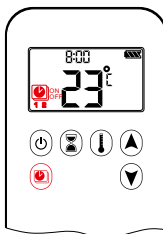
To turn off:  
1. Press the **↓** button.  
2. Press the **▲** or **▼** button to change to Manual mode or press the **⊗** button to enter Program mode.

### Setting:

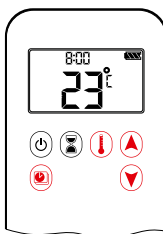
1. Press and hold the **↓** button until **↓** is displayed and the temperature flashes.
2. Press the **▲** or **▼** button to set the temperature.
3. To confirm press the **⊗** button or wait.



## Program Mode



To turn on:  
Press the **⊗** button. **ON**, 1 or 2, ON or OFF will be displayed.

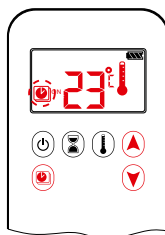


To turn off:  
1. Press the **⊗** or **▲** or **▼** button to enter Manual mode.  
2. Press the **↓** button to enter Thermostatic mode.

Note: The temperature set in Thermostatic mode is the temperature used for the ON time in Program mode.

### Default settings:

ON time (thermostatic) temperature: 21°C  
OFF time temperature: '---' (pilot flame)



### Setting the Temperature:

1. Press and hold the **⊗** button until **⊗** flashes. 'ON' and the thermostatic temperature is displayed.
2. To continue press the **⊗** button or wait. **⊗**, 'OFF' is displayed and the temperature flashes.
3. Change the off temperature by pressing the **▲** or **▼** button to increase or decrease the temperature respectively.
4. To confirm, press the **⊗** button.

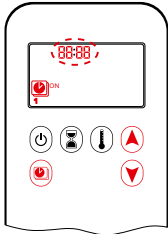
Note: The on (Thermostatic) and off set temperatures are the same for each day.



### Setting the Day:

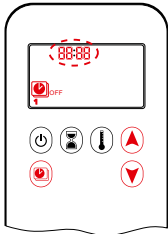
5. **ALL** flashes. Press the **▲** or **▼** button to change between **ALL**, **SRSU**, **1**, **2**, **3**, **4**, **5**, **6**, **7**.
6. To confirm press the **⊗** button.

## RLL Selected



### Setting the ON time (Program 1)

7. , **1, ON** is displayed, RLL is displayed briefly and hours flash.
8. Change the hour by pressing the or button.
9. To confirm, press the button.
- , **1, ON** is displayed, RLL is displayed briefly and minutes flash.
10. To select minutes press the or button.
11. To confirm, press the button.



### Setting the OFF time (Program 1)

7. , **1, OFF** is displayed, RLL is displayed briefly and hours flash.
8. Change the hour by pressing the or button.
9. To confirm, press the button.
- , **1, OFF** is displayed, RLL is displayed briefly and minutes flash.
10. To select the minutes press the or button.
11. To confirm, press the button.

NOTE: Either continue to Program 2 and set the ON and OFF times, or stop programming at this point and Program 2 remains deactivated.

NOTE: Program 1 and 2 use the same ON (Thermostatic) and OFF temperatures for RLL, 5R5U and Daily timers (1, 2, 3, 4, 5, 6, 7). Once a new ON (Thermostatic) and/or OFF temperature has been set, that temperature becomes the new default setting.

NOTE: If RLL, 5R5U or Daily timers are programmed for Program 1 and/or Program 2 ON and OFF times, these become the new default times. The batteries must be removed to clear the Program 1 and 2 ON and OFF times and temperatures.

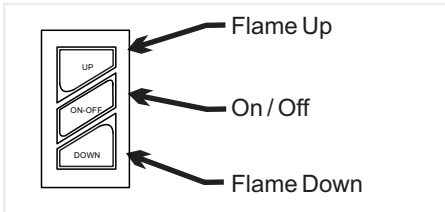
## 5R5U or Daily timers (1, 2, 3, 4, 5, 6, 7) selected

- Set the ON time and OFF time using the same procedure as 'RLL Selected' (above)
- 5R5U sets the ON and OFF time for both Saturday and Sunday.
- Daily Timer: Unique ON and OFF times can be set for a single day of the week, multiple days of the week or for every day of the week.
- Wait to finish setting.



**Touch Pad**

This should only be used when the remote handset is unavailable. To access this touch pad you must remove the fascia (refer to page 8 of this manual). It is located in the lower right corner on the base of the fireplace.

**To Turn ON the Fireplace**

- Press the **ON-OFF** button until two short beeps confirm the start sequence has begun.

**Pilot Flame Mode (Standby)**

- Press and hold the **▲** (small flame/DOWN) button to set appliance to Pilot Flame Mode.

**To Turn OFF the Fireplace**

- Press the **ON-OFF** button.

**Flame Height Adjustment**

- Press and hold **▲** (large flame/UP) button to increase the flame height.
- Press and hold **▼** (small flame/DOWN) button to decrease the flame height.

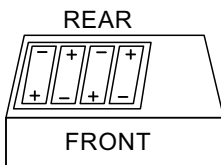
**Installing the Batteries in the Receiver**

NOTE: If batteries are installed in the receiver with the transformer plugged in, the batteries will only be consumed in the event of a loss of mains power.

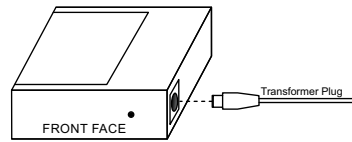
1. Slide the cover off the receiver as shown in the picture below.



2. Place the 4 x AA Cell Batteries in the orientation shown in the diagram below. We recommend using good quality alkaline batteries.

**Transformer plug location**

The transformer plugs into the receiver as shown in the diagram below.

**Automatic Turndown**

The valve will turndown to pilot flame if there is not communication with the remote and the receiver for a 3 hour period. The fire will continue to function normally when communication is restore between the remote and the receiver.

**Automatic Shutdown**

Countdown timer:

At the end of the countdown timer period, the fireplace will turn off.

Low Battery Receiver:

If the receiver has low batteries the fireplace will shutdown. This will not happen is the power supply is interrupted.

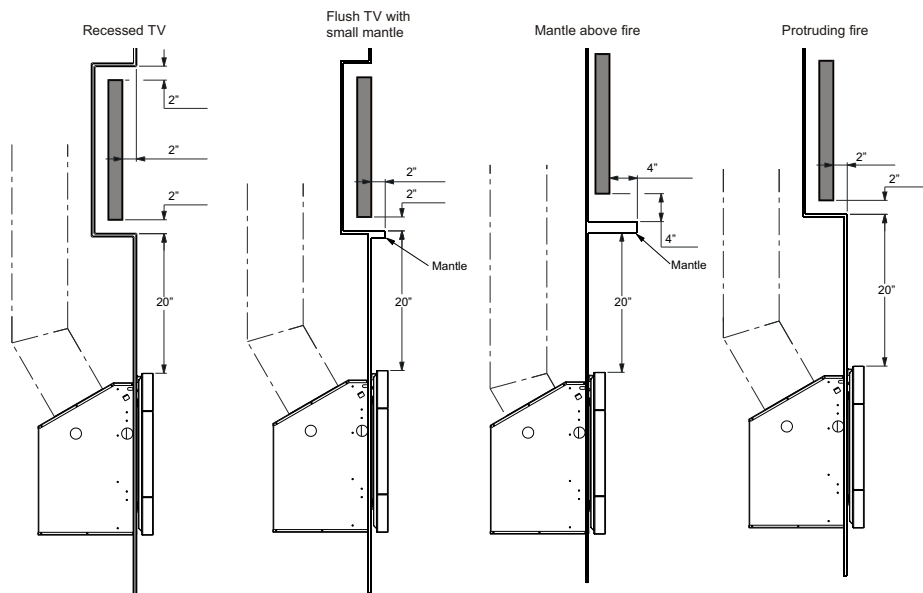
## Cabinet Clearances

There must be a minimum of 4" from the sides of the fascia to any protruding side walls or cabinetry.

## Television Positioning Considerations

It is becoming common practice for consumers to mount flat screen TV's above their gas fireplace. Most TV manufacturers have specified in their instructions that the TV should not be installed on, near or above a heat source. For this reason TV location decisions rest solely with the householder and the manufacturer / distributor will not be held liable for any adverse affects on a TV located near to the ST900 fireplace that may be caused by heat.

The drawings below are suggestions that may be used as a GUIDE for those consumers who do decide to locate their TV above an ST900 gas fire. These drawings show ways to reduce the amount of warm air rising off the fireplace and onto the TV.

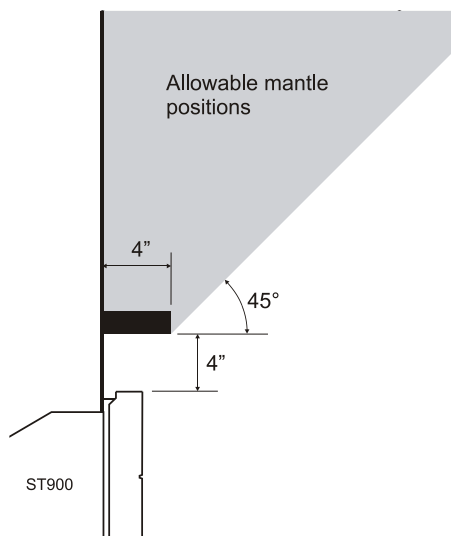
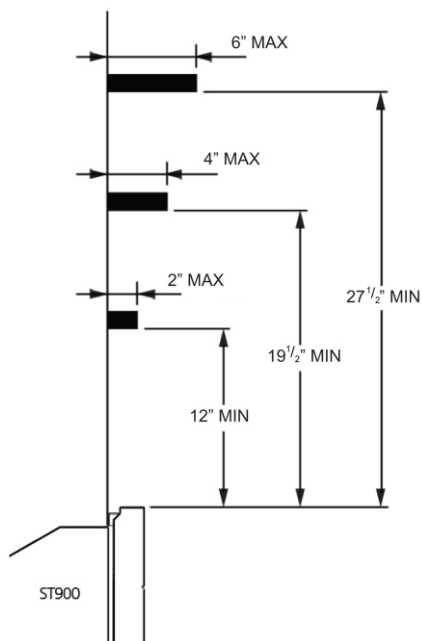


The material that the wall and mantle are made from will also affect the operating temperature of the TV so it is the customers responsibility to satisfy themselves that their TV mounting and mantle design will not exceed the listed maximum operating temperature of their electronic goods.

### ST900 Mantle Clearances

If any part of the installation (mantle, wall or cavity) is constructed from **COMBUSTIBLE** materials, the diagram below shows the maximum allowable size for mantles or protruding surfaces mounted above an ST900

If the entire installation (mantle, wall and cavity) is constructed from **NON-COMBUSTIBLE** materials, then the clearances to mantles or protruding surfaces mounted above an ST900 may be as shown by the shaded area in the diagram below



## Annual Servicing

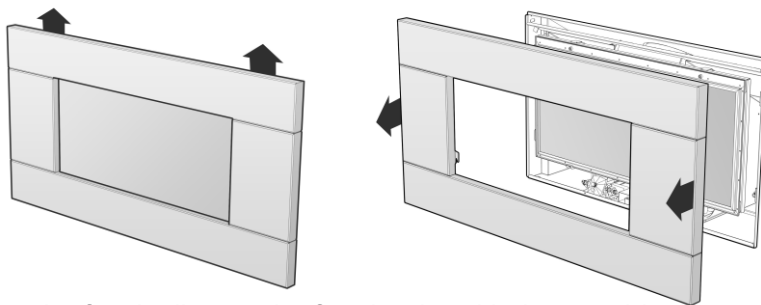
Your ST900 Decorative Gas Fireplace requires that annual service checks be carried out by a Registered Installer to ensure that it will continue to operate in a safe manner.

Please ensure that you schedule annual service checks for your ST900 with your local Registered Installer or service agent.

## Removing the ST900 Fascia

Ensure the fascia is allowed to cool before handling.

The ST900 fascia attaches to the fire by four hooks. To remove the fascia, simply lift it upwards 15-20mm, and pull towards you. Care should always be taken when handling the fascia.



To replace the fascia, line up the four hooks with the matching receptacles on the fire and push the fascia into place and let it drop down, the fascia should now be securely in position

If you have a Velo fascia, the instructions above also apply (lift upwards then outwards), however before removing the fascia the lower trim must be removed

## Removing the ST900 Glass Assembly

Ensure the ST900 is allowed to cool before continuing with the following procedure.

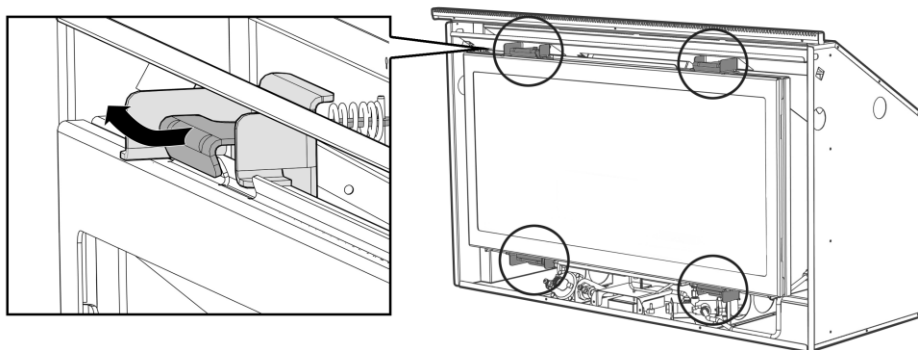
Pull the four hooks (refer to page 9 diagram) towards you and then away from the glass to release the glass frame underneath the hook.

Lift the glass assembly towards you to clear the locating supports and place it flat upon some newspaper or a sheet of cardboard to protect your floor coverings.

# 9 Cleaning and Maintenance

Follow the instructions on page 8 in reverse to refit the glass assembly to the fireplace.

Do not operate the appliance if the glass has been broken, damaged, or the glass is not properly positioned/hooked onto the appliance.



## **Cleaning your ST900**

The unit must be cold before starting any form of maintenance or cleaning.

The glass can be cleaned using standard window cleaner. If you wish to clean the inside of the glass, you can remove the glass assembly by following the instructions on page 8.

Take care while cleaning the glass so as not to interfere with or damage the fibreglass gasket material on the glass assembly.

## **Fuel Bed Media**

Some discolouration of the coals may occur over time, particularly on white coals. The gravel, driftwood, or glass layout and the quantity of material contained therein must not be altered.

## **Cleaning the fascia**

The Fascia is the visible surround of your Escea Gas Fireplace and must be treated carefully to prevent unsightly marks from tarnishing the visual quality of the product. Some marking over time is inevitable however, so the following directions will assist you in getting the maximum enjoyment from your Escea Gas Fireplace.

**Never ever rub the fascia.** For example, the high temperature silver powder coating that is used on some Escea fascia parts contains certain amounts of aluminium that when rubbed too hard will oxidise leaving a big black smudge that cannot be removed. If the fire is operated with finger or other marks present on the fascia panels, there is a risk of them being burnt into the fascia as the fire gets hot from normal running.

The outside of an Escea Fascia must only be cleaned with a soft microfibre cloth. If heavier cleaning is required for the likes of grease or stubborn fingerprint removal we recommend the use of: Steel Kleen brand Ezi Wipes for stainless steel fascias only, and warm soapy water for powder coated fascia's. These recommendations have been tested by Escea technicians and produce satisfying results when used correctly. Instructions for their use follows:

### **For Stainless Steel Fascias (Outdoor and Direct Vent products):**

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 (Inbuilt, Outdoor and Direct Vent products):**

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 cloth and warm soapy water.
3. Wipe off with an absorbent microfibre cloth.

*Note: Each time the fire is lit from cold the glass will fog up with condensation. This is normal and the condensation will disappear within a few minutes once the glass heats up.*

## **Sounds**

It is possible that you will hear some sounds from your gas appliance. This is perfectly normal due to the fact that there various types of materials used within your appliance. Listed below are some examples. These are all normal operating sounds and should not be considered as defects in your appliance.

### **Gas Control Valve:**

As the gas control valves turn ON and OFF, a dull clicking sound may be audible, this is normal operation of a valve. When the fire is switched off after being run for a while, there may be popping and fluttering noises as the residual gas in the burner burns away. These are normal and should be no cause for concern.

### **Unit Body / Firebox:**

Different types and thickness' of steel will expand and contract at different rates resulting in some "dull drumming" and "ticking" sounds being heard throughout the cycling process.

## **Smells**

The first few times the unit is operated, the unit may release an odour and the flames may appear orange caused by the curing of the paint, the burning off of the starch in the gas coals and the oils in the metal. This is a temporary curing process which will disappear with use.

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	Firebrands 13287 West Star Drive Shelby Township MI 48315 <a href="http://www.firebrands.biz">www.firebrands.biz</a> Phone: (866)343-3130	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.