

escea.

OUTDOOR GAS FIREPLACE USER GUIDE North America

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EF5000

www.escea.net

SERIAL NUMBER 71000 AND ABOVE

Any service work carried out on this appliance must only be done by a recognised escea technician or authorized personnel.

The data plate for this appliance, containing technical information and specifications, can be found to the right of the control tray, near the base of the fire. To access this, the fascia must be removed.

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.

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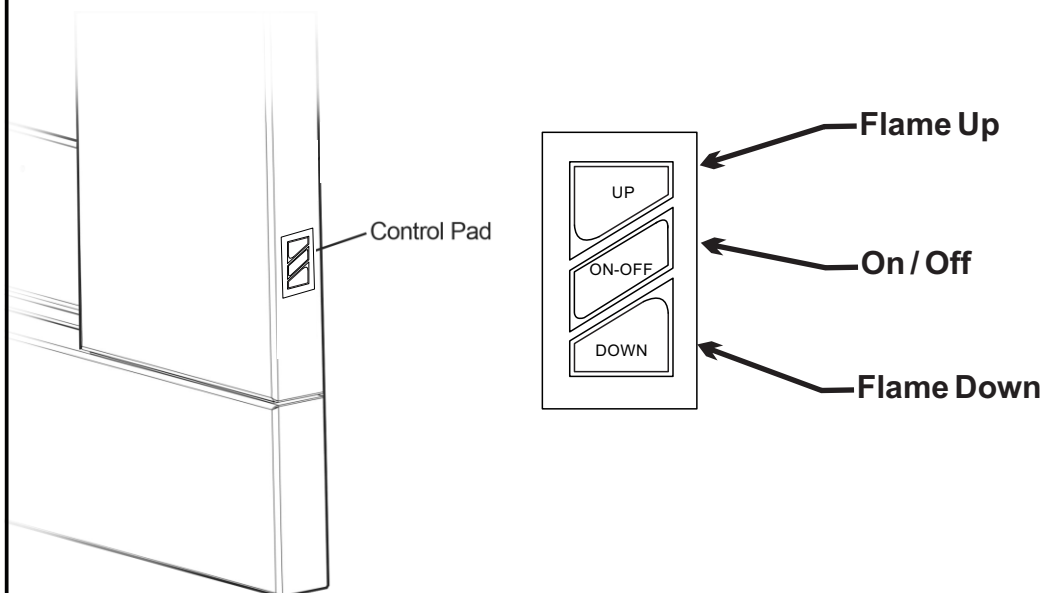
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Basic Operation

The EF5000 is operated by the touch control 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.



Ignition:

To turn on the fire 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.

The ignition process takes a duration of 30 seconds. No other button should be pressed during those 30 seconds.

Basic Operation

Adjusting the flame height:

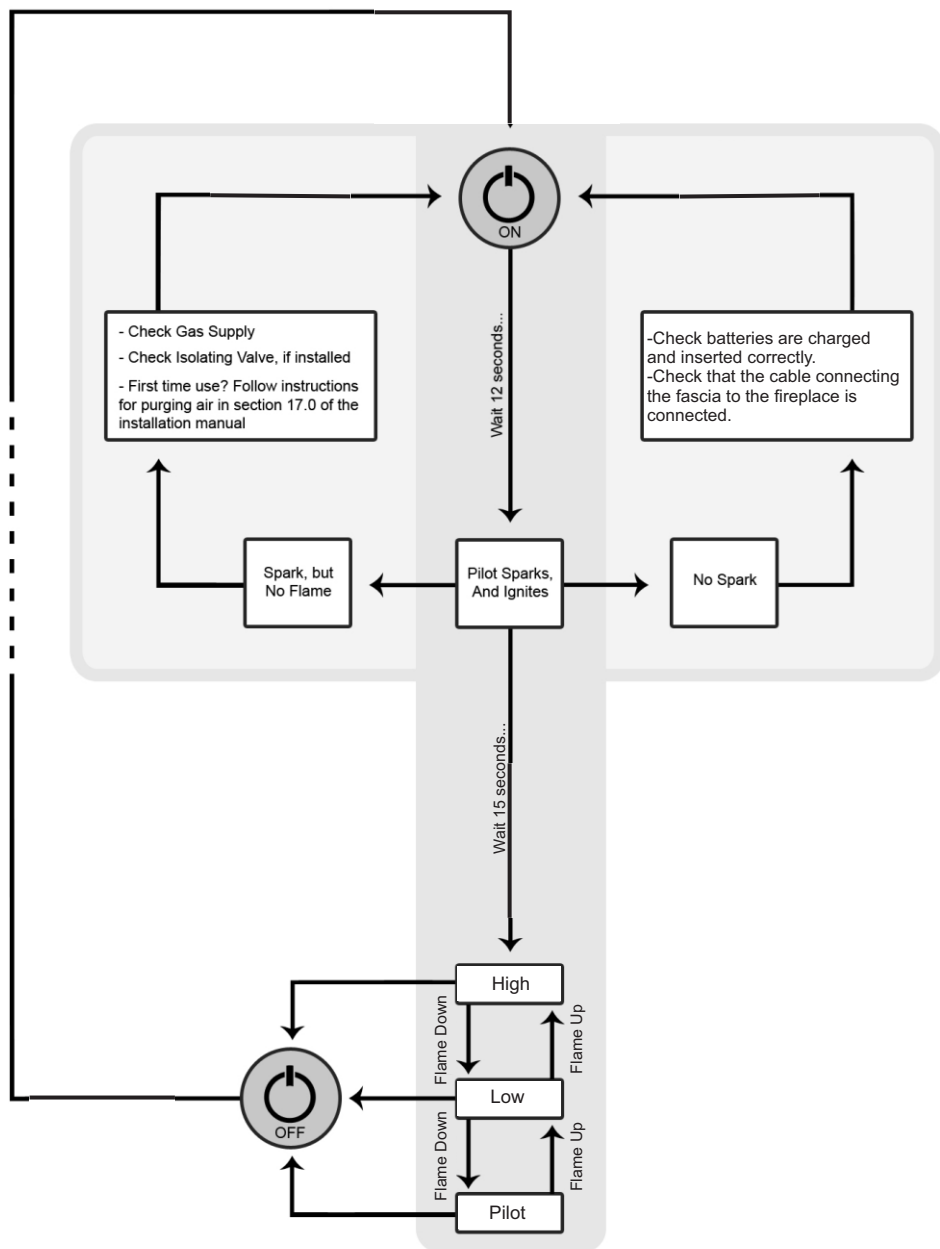
While the fire is on, push the **FLAME UP** button or the **FLAME DOWN** button to increase or decrease the flame height.

If the **FLAME UP** button is pushed while the fire is on 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.

Turning off the fire:

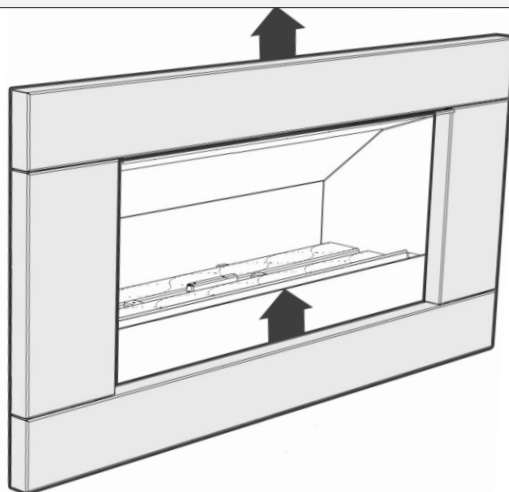
To turn the fire off, you must push the **ON/OFF** button. This will shut down the gas flow to the pilot flame and both burners.

Basic Operation



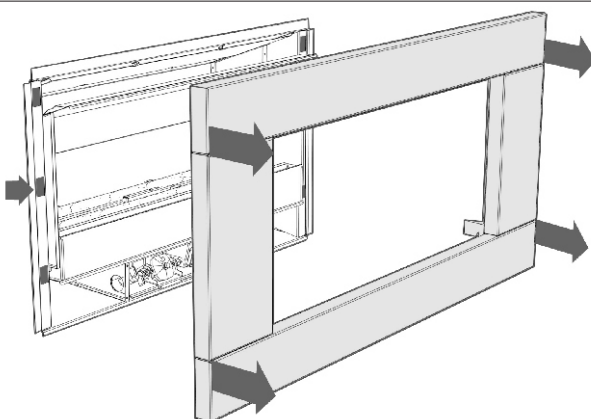
Removing the Fascia

The EF5000 Stainless Steel fascia is attached to the fire by four 'hooks' on the corners of the fascia. If you need to remove the fascia, first give the fascia a brief lift upwards as shown.



Now pull the fascia towards you, and rest the Fascia on the brackets half way down the firebox, or on the ground while you unplug the cord connecting the fascia to the fire.

Brackets to rest the top fascia hooks on while disconnecting the control cords.

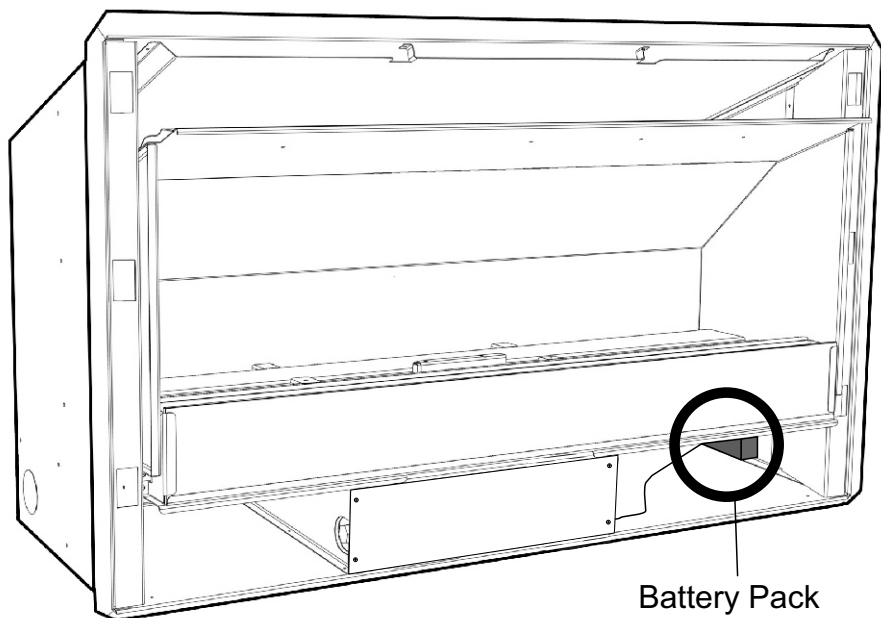


Reverse these steps to re-fit the Fascia, ensuring the cord is correctly plugged in by testing the fire.

Replacing Batteries

The EF5000 uses 4x AA sized batteries, To access the battery pack you will need to remove the fascia (as described on previous page).

When the fascia has been removed, you will find the battery pack located in the lower right of the fire, velcroed to the chassis wall.



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.

Cleaning your EF5000

Note: Always ensure the fireplace is cold before starting any cleaning or maintenance.

To clean the glass and stones in the front stone tray, first remove the stones from inside the tray and the glass will then be free to slide upwards.

The glass can be cleaned using standard window cleaner. The quartz stones can be washed using soapy water

To clean the weather cover warm soapy water should be used.

Cleaning of the ceramic stones and burners can be carried out using a brush and a dry cloth

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.

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:

Cleaning your EF5000

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.

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 warranties, remedies and conditions, whether verbal or written, statutory, express or implied.
- 4.1.2 Escea specifically disclaims any and all statutory or implied warranties and conditions, including, without limitation, warranties 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.