

Home Owners Guide

FIRE BY **escea.**

INSTALLER:

Leave this manual with the appliance.

CONSUMER:

Retain this manual for future reference.

WARNING

FIRE OR EXPLOSION HAZARD

Failure to follow safety warnings exactly could result in serious injury, death, or property damage.

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

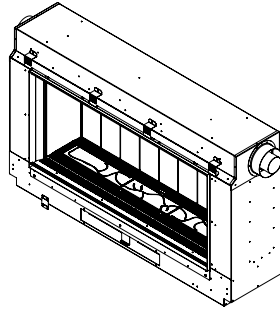
What to do if you smell gas:

- Do not try to light the appliance.
- Do not touch any electrical switch; do not use any phone in your building.
- Leave the building immediately.
- Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's 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 the gas supplier.

DIRECT VENT ZERO CLEARANCE GAS FIREPLACE HEATER MODELS:

NCS5525 / NCD5525
NCS7525 / NCD7525



GAS-FIRED

LISTED
MH63830

This appliance may be installed in an aftermarket, permanently located, manufactured home (USA only) or mobile home, where not prohibited by local codes.

This appliance is only for use with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases, unless a certified kit is used.

DANGER



**HOT GLASS WILL
CAUSE BURNS.
DO NOT TOUCH GLASS
UNTIL COOLED.
NEVER ALLOW CHILDREN
TO TOUCH GLASS.**

A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and shall be installed for the protection of children and other at-risk individuals.

We suggest that our gas hearth products be installed and serviced by professionals who are certified in the U.S. by the National Fireplace Institute (NFI) as NFI Gas Specialists.



**NATIONAL
FIREPLACE
INSTITUTE**
A CERTIFICATION AGENCY
www.nficertified.org

INTERMITTENT PILOT LIGHTING INSTRUCTIONS

FOR YOUR SAFETY READ BEFORE LIGHTING



If you do not follow these instructions exactly, a fire or explosion may result, causing property damage, personal injury, or loss of life.

A. This appliance must be lighted with the remote control. When lighting the pilot, follow these instructions exactly.

B. **BEFORE LIGHTING**, smell around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

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 supplier's instructions.

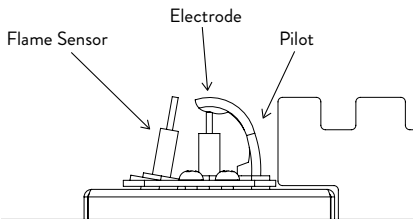
If you can not reach your gas supplier, call the fire department.

C. Use only the remote control to operate the valve. Never use tools. If the valve does not operate, don't try to repair it; call a qualified service technician. Force or attempted repair may result in fire or explosion.

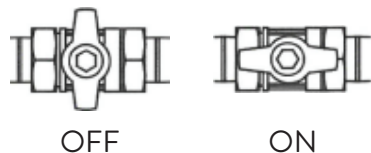
D. Do not use this appliance if any part has been underwater. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been underwater.

LIGHTING INSTRUCTIONS

1. STOP! Read the safety information above.
2. Turn OFF electric power to the appliance.
3. Ensure that the gas shut-off valve is in the "ON" position.
4. Wait ten minutes. Then smell for gas, including near the floor. If you smell gas, STOP! Follow "B" in the safety information above on this page. If you do not smell gas, go to the next step.
5. Turn ON electric power to the appliance.
6. Use the remote to turn your fire on. If the pilot does not light within 60 seconds, stop and go back to step 5.
7. If the burner or pilot does not operate properly after several tries, turn the gas shut-off valve to the "OFF" position and call your service technician or gas supplier.
8. Operation of the fire is controlled by a manual on/off switch or a hand held remote control. Refer to remote instructions for detailed operation information.



SHUT-OFF VALVE



TO TURN OFF GAS TO FIREPLACE

1. Turn off all electrical power to the appliance if service is to be performed (if applicable).
2. Turn gas shut off valve to "OFF" position.

MULTIFUNCTION REMOTE INSTRUCTIONS



TECHNICAL DATA	
Remote Control	
Supply Voltage	4.5 V (three 1.5 V AAA batteries)
Ambient Temperature Ratings	0-50°C (32 - 122°F)
Radio Frequency	315MHz

⚠ CAUTION

PROPERTY DAMAGE HAZARD.

Excessive heat can cause property damage. The fireplace can stay lit for many hours. Turn off the fireplace if it is not going to be attended for any length of time. Always place the transmitter where children can not reach it.

⚠ WARNING

The transmitter and receiver are radio frequency devices. Placing the receiver in or near metal may severely reduce the signal range.

⚠ WARNING

Turn off the main gas supply and electrical supply to the fireplace during installation and/or maintenance of the receiver device.

⚠ WARNING

FIRE HAZARD.

Can cause severe injury or death. The receiver causes ignition of the fireplace. The fireplace can turn on suddenly. Keep away from the fireplace burner when operating the remote system or activating manual bypass of the remote system.

NOTICE: Not all features called out in the diagram above are available on this fireplace.

NOTICE: The accent light and/or blower features will not operate during a power outage.

NOTICE: Replace all batteries at least once each year, preferably at the beginning of the season.

⚠ WARNING

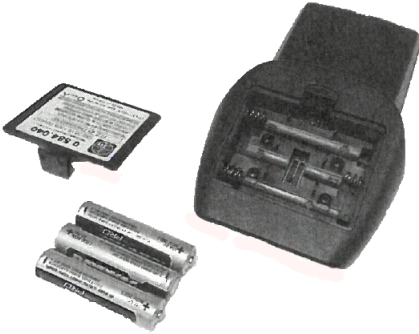
FIRE OR EXPLOSION HAZARD.

Can cause property damage, severe injury or death. Do not attempt to take apart the gas control or to clean it. Improper assembly and cleaning can cause unreliable operation.

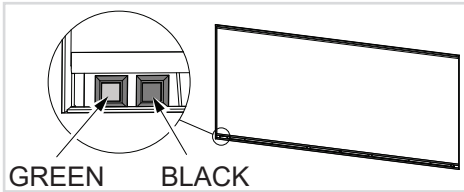
MULTIFUNCTION REMOTE INSTRUCTIONS (CONT'D)

Initializing the System / Pairing the Remote

1. Ensure that the fireplace has power.
2. Install three AAA batteries into the battery bay located on the base of the transmitter.



3. Press the **BLACK** (remote pairing) button, located at the bottom of the fireplace in the opening below the glass (see image). The SIT controller inside the fireplace will beep three times to indicate that it is ready to synchronize with the transmitter.



4. Push the **On/Off** button on the transmitter within 10 seconds. The SIT controller will beep four times to indicate that the transmitter's command is accepted. The system is now initialized.



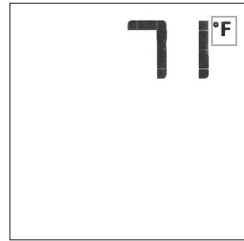
NOTE: Should the SIT controller be replaced, then it may be necessary to hold down the **GREEN** (SIT pairing) button, located at the bottom of the fireplace in the opening below the glass (see image), throughout the whole pairing procedure above.

Turn On the Fireplace

With the system **OFF**, press the **On/Off** button on the transmitter. The transmitter display will show some other active icons on the screen. At the same time the receiver will activate the fireplace. A single beep from the receiver will confirm reception of the command.

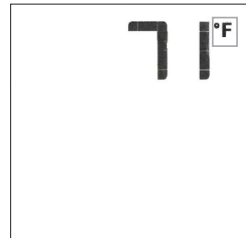
Turn OFF the Fireplace

With the system **ON**, press the **On/Off** button on the transmitter. The transmitter LCD display will only show the room temperature. At the same time the receiver will turn off the fireplace. A single beep from the receiver confirms reception of the command.



Temperature Indication Display °C or °F

With the system **OFF**, press the **Thermostat** button and the **Mode** button at the same time. Look at the LCD screen on the transmitter to verify that a °C or °F is visible to the right of the room temperature display.



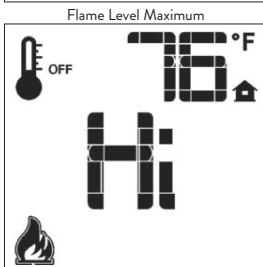
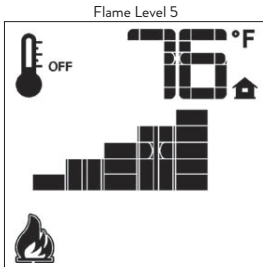
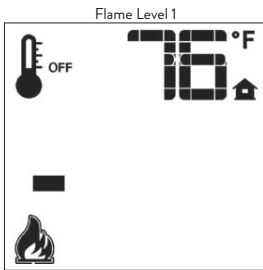
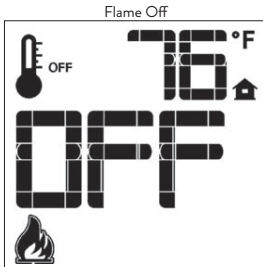
MULTIFUNCTION REMOTE INSTRUCTIONS (CONT'D)

Remote Flame Control

The fireplace has six flame levels. With the system on, and the flame level at the maximum in the fireplace, pressing the **Down Arrow** button once will reduce the flame height by one step until the flame is turned off.

The **Up Arrow** button will increase the flame height each time it is pressed. If the **Up Arrow** button is pressed while the system is on but the flame is off, the flame will come on in the high position. A single beep will confirm reception of the command.

The fan will adjust automatically with the flame height.

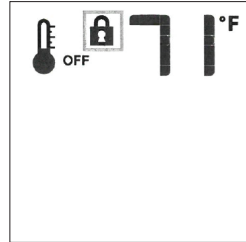


Button Lock

This function will lock the buttons to avoid unsupervised operation.

To activate this function, press the **Mode** and **Up Arrow** buttons at the same time.

To deactivate this function, press the **Mode** and **Up Arrow** buttons at the same time.

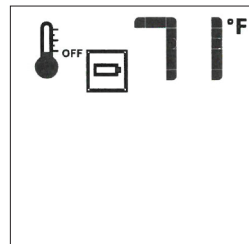


Low Battery Power Detection - Transmitter

The life span of the remote control batteries depends on various factors:

- Quality of the batteries
- How frequently the fireplace cycles on and off

When the transmitter batteries are low, an icon will appear on the LCD display of the transmitter, as shown below. When the batteries are replaced this icon will disappear.



MULTIFUNCTION REMOTE INSTRUCTIONS (CONT'D)

The Thermostat Feature may be disabled if desired.

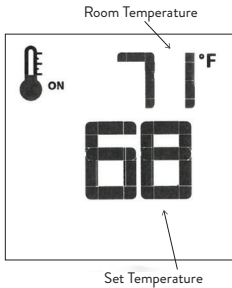
With all the (3) AAA type batteries installed:

1. Take out one AAA battery.
2. While re-inserting the AAA battery, push and hold down the thermostat button. This will disable the thermostat feature on the transmitter.

Room Thermostat (Transmitter Operation)

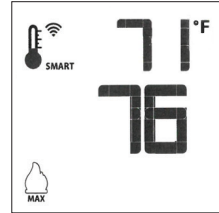
The remote control can operate as a room thermostat. The thermostat can be set to a desired temperature to control the comfort level in a room. To activate this function, press the **Thermostat** button.

The LCD display on the transmitter will change to show that the room thermostat is ON and the set temperature is now displayed. To adjust the set temperature, press the **Up Arrow** or **Down Arrow** buttons until the desired set temperature is displayed on the LCD screen of the transmitter.



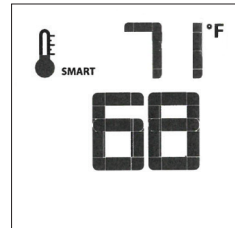
Smart Thermostat (Transmitter Operation)

The Smart Thermostat function adjusts the flame height in accordance to the difference between the set point temperature and the actual room temperatures. As the room temperature gets closer to the set point the Smart Function will modulate the flame down. To activate this function, press the **Thermostat** button until the word SMART appears to the right of the temperature bulb graphic.

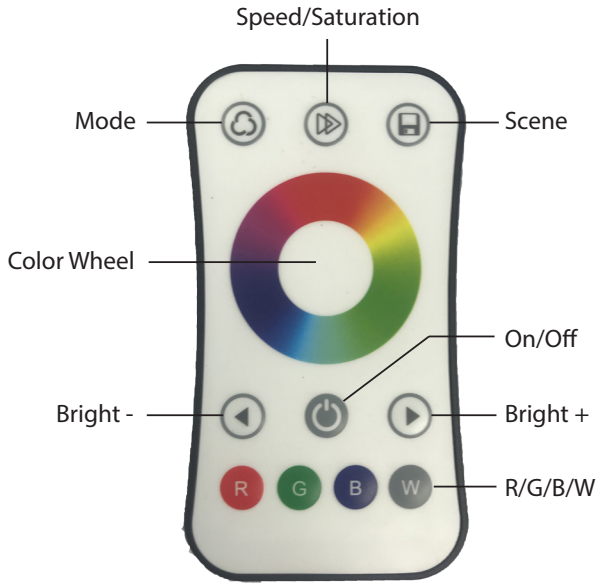


To adjust the set temperature, press the **Up Arrow** or **Down Arrow** buttons until the desired set temperature is displayed on the LCD screen of the Transmitter.

NOTICE: When Smart Thermostat is activated, manual flame height adjustment is disabled.



LED REMOTE INSTRUCTIONS



- **On/Off:** Turn On/Off
- **Dynamic Mode:** Turn on using **Mode** button.
- **Static Mode:** Turn on using **Color Wheel** or **R/G/B** buttons.
- **Color Wheel:** Touch to change and set static RGB color.
- **Mode:** Short press run the next dynamic mode, long press 2s reset mode cycle.
- **Speed/Saturation:** For dynamic mode, adjust speed, short press 10 levels, long press 2s to reset back to default speed. For static color mode, adjust saturation, namely change current static RGB color to mixed white slowly, short press 11 levels, long press 1-5s for continuous 256 levels of adjustment to white and back to chosen static color.
- **Bright +/-:** Adjust brightness, short press 10 levels, long press 1-5s for continuous 256 levels of brightness adjustment.
- **R/G/B:** Short press get red, green or blue color directly, long press 1-5s adjust R/G/B brightness continuously to achieve millions of colors.
- **W +/-:** Short press turn on/off white (RGB mix), long press 1 - 5s adjust saturation continuously, namely change current static RGB color to mixed white slowly.
- **Scene:** Short press recall the scene, long press 2s save the current color into the scene.

When LEDs are on, touch the color wheel, the indicator will display red.

To extend battery life, after a few seconds of no interaction, the remote will enter sleep state, to wake the remote press any key.

MAINTENANCE AND SERVICE

Important:

- This appliance should be serviced every 12 months, preferably at the start of each heating season. More frequent inspection may be required if the fireplace is installed in an area exposed to pet hair, dust, or excessive lint from new carpeting or bedding materials.
- Any service operation should be carried out only by a suitably qualified and trained person.
- Gas and electricity supply **MUST** be isolated before any service operation is carried out on this appliance.
- This manual should be left with the appliance for future reference.
- **DO NOT MODIFY THIS APPLIANCE.**

NOTE: It is normal for steel appliances to make expansion/contraction noises as they heat up or cool down. Similar noises are found with your furnace or car engine.

Burn the fireplace for at least six hours the first time you use it. It is normal for your gas fireplace to give off some odor the first time it is burned. This is due to the curing of the paint and any oil from the manufacturing process. If odor becomes offensive, open windows to allow it to clear.

NOTICE: Turn off the gas and power before servicing appliance.

During the annual checkup, the technician will:

- Inspect the pilot (flame safety system) and burner(s) for proper operation and replace any damaged parts.
- Check the glass and gasket for proper seal.
- Vacuum and clean any foreign debris in the firebox that is not supposed to be there.
- Clean glass with a suitable fireplace glass cleaner. Abrasive cleaners must not be used. Be careful not to scratch the glass when cleaning.
- Check all latches or other door retention components for proper operation, tension, and relief mechanisms are free from obstructions.
- Inspect the log set (if applicable) and decorative media (if applicable) for debris or damage.
- Freshen up the glowing embers if applicable.
- Replace batteries in the remote transmitter and receiver if applicable.
- Inspect the venting and vent termination cap for damage, corrosion, sooting, or obstruction and correct if present.
- In addition, clean and inspect the fireplace following any remodeling work in your home.

Annual Service Procedure:

Have a qualified service person perform the following at the beginning of each heating season:

- **Check Vent System**
Inspect the fireplace and venting system before initial use and at least annually. Inspect the external vent cap on a regular basis to make sure no debris is interfering with the air flow.
- **Clean Burner and Control Compartment**
Keep the control compartment, logs, and burner areas surrounding the logs clean by vacuuming or brushing.

Cleaning Procedure

1. Ensure gas and power have been turned off and the fire is cooled down.
2. Remove outer and inner glass.
3. Remove fuel bed.
4. Vacuum burner compartment.
5. Replace fuel bed.
6. Clean the glass.
7. Re-install inner and outer glass.
8. Turn gas and power back on.
9. Turn the fire on to ensure normal operation.

MAINTENANCE AND SERVICE

Cleaning the Fuelbed and the Glass

During start-up, condensation forms on the inside of the glass causing lint, dust, and other airborne particles to cling to the glass. Also, initial paint curing may deposit a film on the glass. Allow the fireplace to cool and then clean the glass (See warning below). After that, clean the glass two or three times during each heating season or more often if necessary.

WARNING

Clean glass with cleaner designed for gas fireplaces.
Do not use ammonia based or abrasive cleaners on glass.
Do not attempt to clean glass when glass is hot.

WARNING

1. Avoid breaking the glass.
2. Do not abuse or strike the glass.
3. Have a qualified service person replace damaged glass and gasket using materials specified by Escea.
4. The use of substitute glass will void all product warranties.

WARNING

DO NOT operate the appliance with the glass removed.
DO NOT operate the appliance with cracked or broken glass.

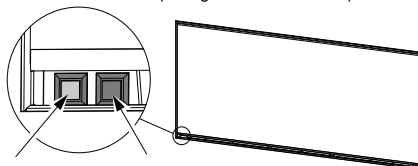
Wiring

If any of the original wire supplied with this unit must be replaced, order from an Escea approved dealer.

Replacing a Remote Control

If the wireless control becomes lost or damaged, a new one can be ordered from any Escea approved dealer. When you have the new remote, the following procedure needs to be followed to pair the remote with the fireplace.

1. Press **BLACK** (remote pairing) button on the fireplace.

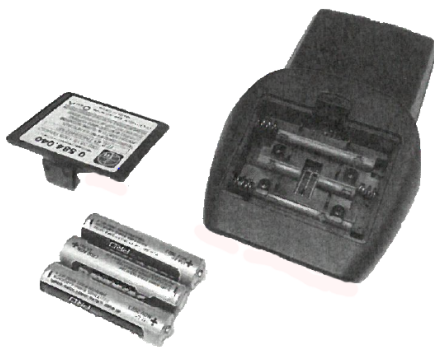


GREEN BLACK

2. Press the **On/Off** button on remote transmitter. An audible four beeps will be heard.



3. Remove the cover and replace existing batteries with three AAA batteries.
4. Replace cover.



FOR THE HOMEOWNER

- This fireplace must be installed and serviced by your dealer or a qualified service technician. Other than cleaning the outer surface of the glass, there are no user-serviceable components.
- Keep the area around the fireplace clean and free of debris. This fireplace requires an unimpeded flow of air to circulate warm air. Do not place objects on or around the fireplace that may restrict air flow.
- Keep the area around the fireplace free of combustible materials - including drapery, upholstered furniture, paper, boxes, and clothing. Never hang stockings or cards above the fireplace.
- Never operate the fireplace with the glass front removed or damaged. Any part removed for cleaning or servicing must be replaced prior to operating the fireplace.
- The fireplace gets hot during operation and may remain hot for an hour after use. When operated by thermostat, the fireplace will turn on and off automatically.
- This fireplace may become hot enough to burn skin and ignite clothing after prolonged contact. To prevent injury, alert people in your home - especially children - to the hazards of high surface temperatures and warn them to stay away from the fireplace.
- Supervise children whenever the fireplace is hot. Young children and others may be susceptible to accidental contact burns. Have your dealer install a physical barrier if there are at-risk individuals in your home. To restrict access to a fireplace or stove, install an adjustable safety gate to keep toddlers, young children, and other at-risk individuals out of the room and away from hot surfaces.
- The vent cap, located on the outside of your home, will also become very hot. Alert everyone, adults and children, to stay clear and avoid touching the vent cap. Keep the area around the vent cap clear of combustibles, including shrubs and trees.
- Do not use this fireplace if any part has been underwater. Have a qualified technician inspect the fireplace and replace any part that has been underwater. In the event of a natural disaster (tornado, earthquake, fire, etc.) have a qualified technician inspect the fireplace for damage or potential gas leaks. Repair or replace any damaged components before operating this fireplace.
- Never burn solid fuels such as wood, coal, paper or cardboard in this fireplace.

SAFETY INFORMATION FOR USERS OF PROPANE GAS

Propane is a flammable gas which can cause fires and explosions. In its natural state, propane is odorless and colorless. You may not know all the following safety precautions which can protect both you and your family from an accident. Read them carefully now, then review them point by point with the members of your household. Someday when there may not be a minute to lose; everyone's safety will depend on knowing exactly what to do. If, after reading the following information, you feel you still need more information, please contact your gas supplier.

PROPANE GAS WARNING ODOR



If a gas leak happens, you should be able to smell the gas because of the odorant put in the Propane Gas. That's your signal to go into immediate action!

- Do not operate electric switches, light matches, or use your phone. Do not do anything that could ignite the gas.
- IMMEDIATELY get everyone out of the building, vehicle, trailer, or area.
- Close all gas tank or cylinder supply valves.
- Propane gas is heavier than air and may settle in low areas such as basements. When you have reason to suspect a gas leak, keep out of basements and other low areas. Stay out until firefighters declare them to be safe.
- Use your neighbor's phone and call a trained propane gas service person and the fire department. Even though you may not continue to smell gas, do not turn on the gas again. Do not re-enter the building, vehicle, trailer, or area.
- Finally, let the service man and firefighters check for escaped gas. Have them air out the area before you return. Properly trained propane gas service people should repair the leak, then check and relight the gas appliance for you.

NO ODOR DETECTED - ODOR FADE

Some people cannot smell well. Some people cannot smell the odor of the chemical put into the gas. You must find out if you can smell the odorant in propane. Smoking can decrease your ability to smell. Being around an odor for a time can affect your sensitivity or ability to detect that odor. Sometimes other odors in the area mask the gas odor. People may not smell the gas odor or their minds are on something else. Thinking about smelling a gas odor can make it easier to smell.

The odorant in propane gas is colorless, and it can fade under some circumstances. For example, if there is an underground leak, the movement of the gas through soil can filter the odorant. Odorants in propane gas are also subject to oxidation. This fading can occur if there is rust inside the storage tank or in iron gas pipes.

The odorant in escaped gas can adsorb or absorb onto or into walls, masonry and other materials and fabrics in a room. That will take some of the odorant out of the gas, reducing its odor intensity.

Propane gas may stratify in a closed area, and the odor intensity could vary at different levels. Since it is heavier than air, there may be more odor at lower levels. Always be sensitive to the slightest gas odor. If you detect any odor, treat it as a serious leak. Immediately go into action as instructed earlier.

SOME POINTS TO REMEMBER

- Learn to recognize the odor of propane gas. Your local propane gas dealer can give you a "Scratch and Sniff" pamphlet. Use it to find out what the propane odor smells like. If you suspect that your propane gas has a weak or abnormal odor, call your propane gas dealer.
- If you are not qualified, do not light pilot lights, perform service, or make adjustments to appliances on the propane gas system. If you are qualified, consciously think about the odor of propane gas prior to and while lighting pilot lights or performing service or making adjustments.
- Sometimes a basement or a closed-up house has a musty smell that can cover up the propane gas odor. Do not try to light pilot lights, perform service, or make adjustments in an area where the conditions are such that you may not detect the odor if there has been a leak of propane gas.
- Odor fade, due to oxidation by rust or adsorption on walls of new cylinders and tanks, is possible. Therefore, people should be particularly alert and careful when new tanks or cylinders are placed in service. Odor fade can occur in new tanks, or reinstalled old tanks, if they are filled and allowed to set too long before refilling. Cylinders and tanks which have been out of service for a time may develop internal rust which will cause odor fade. If such conditions are suspected to exist, a periodic sniff test of the gas is advisable. If you have any question about the gas odor, call your propane gas dealer. A periodic sniff test of the propane gas is a good safety measure under any condition.
- If, at any time, you do not smell the propane gas odorant and you think you should, assume you have a leak. Take the same immediate action recommended above for the occasion when you do detect the odorized propane gas.
- If you experience a complete "gas out," (the container is under no vapor pressure), turn the tank valve off immediately. If the container valve is left on, the container may draw in some air through openings such as pilot light orifices. If this occurs, some new internal rusting could occur. If the valve is left open, then treat the container as a new tank. Always be sure your container is under vapor pressure by turning it off at the container before it goes completely empty or having it refilled before it is completely empty.

Warranty

10
YEAR | FIREBOX
WARRANTY

2
YEAR | TOTAL
WARRANTY

Escea Warranty Conditions

North America/Canada

WARRANTY

1. Express warranty

- 1.1 This document sets out the warranty that applies in respect of Escea products purchased in countries/ regions administered by Escea Distributors listed in the appendix.
- 1.2 This warranty is valid only within the country of purchase.
- 1.3 This warranty applies to new Escea products purchased after January 1, 2022.

2. Nature of warranty

- 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 Warranty	Parts Only Warranty
Firebox & Heat Exchanger		10 year*
All other Parts	2 year*	

*From date of purchase

- 2.2 Where an Escea product is covered by a parts and labor warranty, the warranty 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 warranty, the warranty 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 warranty without notice.
- 2.5 Escea or Escea distributor must preauthorize all warranty work.

3. Warranty exclusions

- 3.1 This warranty 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 warranty period, including paint, gaskets, batteries, and the discoloration of the firebox, glass or 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;

WARRANTY

- 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 warranty.
- 3.3 This warranty 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 warranty, 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 warranty 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 provinces or territories 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 warranty claim

- 5.1 To make a claim under this warranty, follow the process outlined in the appendix.
- 5.2 To make a valid claim under this warranty, 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. Warranty claims

- 6.1 If you make a valid claim under a parts and labor warranty 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 warranty 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 warranty.

WARRANTY

Escea Warranty Conditions Appendix

In this warranty, the words “we”, “our”, and “us” refer to all of the companies listed below depending on the region/country.

Regions	Escea Distributor	Filing a Claim
	Escea North America Inc C/- 17 Carnforth Street Dunedin, 9018, New Zealand +1 855 217 1046 www.escea.com	Contact the dealer you purchased the fire from.

Where you make a claim under this warranty, 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.

FIRE BY **escea.**

www.escea.com