



The new name in flame

VENTED DECORATIVE NATURAL GAS LOG HEATER OWNER'S OPERATION AND INSTALLATION MANUAL

TESTED AND
LISTED BY



RG A 2-72

APPROVED

**MODELS VTD-18N-JHB,
VTD-24N-JHB AND VTD-30N-JHB**

These logs are approved by the manufacturer for installation in listed indoor and outdoor solid fuel burning fireplaces. See warranty for additional information.

⚠ 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.

- 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 any appliance.
 - Do not touch any electrical switch; do not use any phone in your building.
 - 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.

INSTALLER: Leave this manual with the appliance
CONSUMER: Retain this manual for future reference.

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SAFETY

⚠ WARNING: Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to this manual for correct installation and operational procedures. For assistance or additional information consult a qualified installer, service agency or the gas supplier.

⚠ WARNING: This appliance is for installation only in a solid-fuel burning masonry or UL127 factory-built fireplace, constructed of noncombustible material and connected to a working flue. (See page 6 for minimum flue opening.)

⚠ WARNING: This is a gas-fired heater. It uses air (oxygen) from the room in which it is installed. Provisions for adequate combustion and ventilation air must be provided. Refer to the *National Fuel Gas Codes, ANSI Z233.1/NFPA 54, Air for Combustion and Ventilation.*

This appliance may be installed in an aftermarket,* permanently located, manufactured (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.

* Aftermarket: Completion of sale, not for purpose of resale, from the manufacturer

⚠ WARNING: This product contains and/or generates chemicals known to the State of California to cause cancer or birth defects or other reproductive harm.

⚠ WARNING: Keep flue open when operating unit.

State of Massachusetts: The installation must be made by a licensed plumber or gas fitter in the Commonwealth of Massachusetts.

SAFETY

Continued

IMPORTANT: Read this owner's manual carefully and completely before trying to assemble, operate or service this log set. Improper use of this log set can cause serious injury or death from burns, fire, explosion, electrical shock and carbon monoxide poisoning.

⚠ DANGER: Carbon monoxide poisoning may lead to death!

Carbon Monoxide Poisoning: Early signs of carbon monoxide poisoning resemble the flu, with headaches, dizziness or nausea. If you have these signs, the log set may not be working properly. **Get fresh air at once!** Have log set serviced. Some people are more affected by carbon monoxide than others. These include pregnant women, people with heart or lung disease or anemia, those under the influence of alcohol and those at high altitudes.

Natural Gas: Natural gas is odorless. An odor-making agent is added to the gas. The odor helps you detect a gas leak. However, the odor added to the gas can fade. Gas may be present even though no odor exists.

Make certain you read and understand all warnings. Keep this manual for reference. It is your guide to safe and proper operation of this log set.

⚠ WARNING: Any change to this log set or its controls can be dangerous.

⚠ WARNING: Do not use a blower insert, heat exchanger insert or other accessory not approved for use with this appliance.

⚠ WARNING: This appliance is equipped for natural gas. Field conversion is not permitted.

⚠ WARNING: Do not allow fans to blow directly into the fireplace. Avoid any drafts that alter burner flame patterns.

Due to high temperatures, the appliance should be located out of traffic and away from furniture and draperies.

Do not place clothing or other flammable material on or near the appliance. Never place any objects on the heater.

Log set becomes very hot when running. Keep children and adults away from hot surface to avoid burns or clothing ignition. Log set will remain hot for a time after shutdown. Allow surface to cool before touching.

Carefully supervise young children when they are in the room with log set.

You must operate this log set with a fireplace screen in place. Make sure fireplace screen is closed before running log set.

Keep the log set area clear and free from combustible materials, gasoline and other flammable vapors and liquids.

Children and adults should be alerted to the hazard of high temperature and should stay away to avoid burns or clothing ignition.

1. This appliance, as supplied, is for use with NATURAL GAS ONLY. This appliance is NOT convertible for use with other gases.

SAFETY

Continued

2. If you smell gas
 - shut off gas supply
 - 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 neighbor's phone. Follow the gas supplier's instructions
 - if you cannot reach your gas supplier, call the fire department
3. Never install the log set
 - in a recreational vehicle
 - where curtains, furniture, clothing or other flammable objects are less than 42" from the front, top or sides of the log set.
 - in high traffic areas
 - in windy or drafty areas
4. Before installing in a solid fuel burning fireplace, the chimney flue and firebox must be cleaned of soot, creosote, ashes and loose paint by a qualified chimney cleaner. Creosote will ignite if highly heated. Inspect chimney flue for damage. If damaged, repair flue before operating appliance.
5. You must operate this log set with fireplace screen in place and fully closed.
6. This log set is designed to be smokeless. If logs ever appear to smoke, turn off appliance and call a qualified service person.
Note: During initial operation, slight smoking could occur due to log curing and the burning of manufacturing residues.
7. To reduce the creation of soot, follow the instructions in Cleaning and Maintenance, page 10.
8. The installation and provisions for combustion and ventilation air must conform with the *National Fuel Gas Codes, ANSI Z233.1/NFPA 54, Air for Combustion and Ventilation*.
9. Do not run log set
 - where flammable liquids or vapors are used or stored
 - under dusty conditions
10. Do not burn solid fuel in the fireplace after installing the log set. Do not use this log set to cook food or burn paper or other objects.
11. To help prevent breakage, new logs must be broken-in (see Curing Logs, page 10).
12. Do not use heater if any part has been exposed to or under water. Immediately call a qualified service technician to inspect the room heater and to replace any part of the control system and any gas control which has been under water.
13. Turn log set off and let cool before servicing, installing or repairing. Only a qualified service person should install, service or repair log set.
14. Provide adequate clearances around air openings.

LOCAL CODES

Install and use log set with care. Follow all local codes. In the absence of local codes, use the latest edition of the *National Fuel Gas Code ANSI Z223.1/NFPA 54**

*Available from:

American National Standards Institute, Inc.
1430 Broadway
New York, NY 10018
National Fire Protection Association, Inc.
Battery March Park
Quincy, MA 02269

UNPACKING

 **CAUTION: Do not remove the data plates from the grate assembly. The data plates contain important warranty and safety information.**

1. Remove logs, hearth kit, pan materials and hardware from carton.
2. Remove all protective packaging applied to logs and base for shipment.
3. Check all items for any shipping damage. If damaged call DESA Heating, LLC at 1-866-672-6040 for replacement parts before returning to dealer.

PRODUCT IDENTIFICATION

⚠ WARNING: Failure to position the parts in accordance with these diagrams or failure to use only parts specifically approved with this appliance may result in property damage or personal injury.

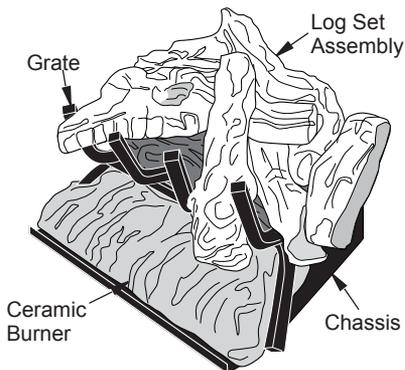


Figure 1 - Product Identification (Ramp Pan Burner)

INSTALLATION

⚠ WARNING: Before installing in a solid fuel burning fireplace, the chimney flue and firebox must be cleaned of soot, creosote, ashes and loose paint by a qualified chimney cleaner. Creosote will ignite if highly heated. A dirty chimney flue may create and distribute soot within the house. Inspect chimney flue for damage. If damaged, repair flue damper before operating appliance.

NOTICE: Installation, service and repair of this appliance must be performed by a qualified installer, service agency, company or gas supplier experienced with this type of gas appliance. Only factory authorized components listed in these instructions may be used in accordance with the manufacturer's instructions and all codes and requirements of the authority having jurisdiction. Any modifications to or use of unauthorized components or accessory items will void the manufacturer's warranty and may result in a hazardous condition.

CHECK GAS TYPE

Use only natural gas. If your gas supply is not natural gas, DO NOT install this gas log set. If the fireplace does not have a gas supply shutoff valve, one must be installed.

⚠ WARNING: This appliance is equipped for natural gas. Field conversion is not permitted.

FLUE OPENING SPECIFICATIONS

Note: This vented appliance must be installed only in a solid-fuel burning fireplace constructed of noncombustible material.

The charts in Figure 2, page 6 indicate technical information regarding the installation of your gas log set. Please make sure that all of the specifications shown are applicable before installation is attempted.

The fireplace must include a flue and venting system with the minimum openings shown in Figure 2, page 6.

INSTALLATION

Continued

MODEL	BURNER DESCRIPTION	BTU INPUT	MINIMUM VENT OPENING
VTD-18N-JHB	18" Ramp	59,000	8" dia.
VTD-24N-JHB	24" Ramp	69,000	8" dia.
VTD-30N-JHB	30" Ramp	74,000	8" dia.

MINIMUM FIREBOX SIZES				
MODEL	FRONT WIDTH	BACK WIDTH*	DEPTH	HEIGHT
VTD-18N-JHB	28"	16"	14"	18"
VTD-24N-JHB	29 3/4"	17"	15 1/2"	18"
VTD-30N-JHB	36"	27"	18"	18"

*At depth indicated

BURNER ORIFICE		
LOG SIZE	NATURAL	
	INCHES	NUMBER
18"	0.1495	25
24"	0.1570	22
30"	0.1660	19

FUEL INLET PRESSURE SPECIFICATIONS (W.C.)		
	MIN.	MAX.
NG	5.5"	10.5"

Figure 2 - Technical Information Charts

VENTING SPECIFICATIONS FOR INSTALLATION

The fireplace chimney flue and vent must be drafting properly. To check the vent for proper drafting: Light a tightly rolled newspaper on one end and place it at the inside front edge of the fireplace. Observe the smoke and be sure the vent is properly drawing it up the chimney. If the smoke spills out into the room, extinguish the flame and remove any obstruction until proper venting is achieved.

The chimney flue must remain open a minimum of 3" at all times during the operation of this log set.

INSTALLING DAMPER CLAMP

Secure the damper stop clamp to the edge of the damper as shown in Figure 3. If for any reason this clamp doesn't work on your fireplace, another suitable clamp or permanent stop must be installed, or the damper blade must be cut or removed.

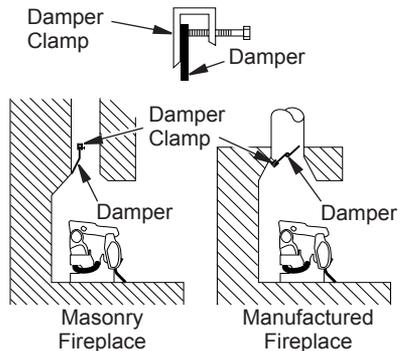


Figure 3 - Attaching Damper Clamp

INSTALLATION

Continued

CHECKING GAS CONNECTIONS

⚠ WARNING: Test all gas piping and connections, internal and external to unit, for leaks after installing or servicing. Correct all leaks at once.

⚠ WARNING: Never use an open flame to check for a leak. Apply a noncorrosive leak detection fluid to all joints. Bubbles forming show a leak. Correct all leaks at once.

PRESSURE TESTING GAS SUPPLY PIPING SYSTEM

Test Pressures In Excess Of 1/2 PSIG (3.5 kPa)

1. Disconnect log set with its individual equipment shutoff valve from gas supply piping system.
2. Cap off open end of gas pipe where equipment shutoff valve was connected.
3. Pressurize supply piping system by either using compressed air or opening main gas valve located on or near gas meter.
4. Check all joints of gas supply piping system. Apply noncorrosive leak detection fluid to gas joints. Bubbles forming show a leak.
5. Correct all leaks at once.
6. Reconnect log set and equipment shutoff valve to gas supply. Check reconnected fittings for leaks.

Test Pressures Equal To or Less Than 1/2 PSIG (3.5 kPa)

1. Close equipment shutoff valve (see Figure 5).
2. Pressurize supply piping system by either using compressed air or opening main gas valve located on or near gas meter.

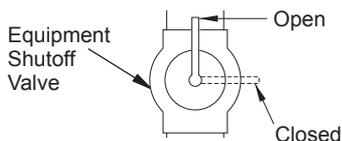


Figure 5 - Equipment Shutoff Valve

3. Check all joints from gas meter to equipment shutoff valve (see Figure 6). Apply noncorrosive leak detection fluid to all joints. Bubbles forming show a leak.
4. Correct all leaks at once.

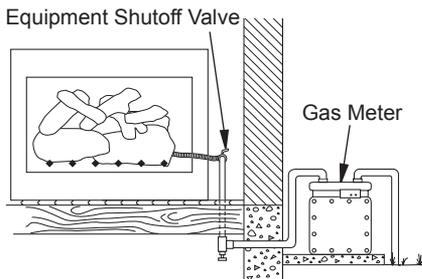


Figure 6 - Checking Gas Joints

HEARTH KIT ASSEMBLY AND INSTALLATION

1. Determine which side the gas line will be coming into the fireplace.
NOTICE: Unit comes preassembled with gas inlet on right side. If your fireplace gas supply is on the left, gas inlet should be repositioned to left side of unit.
2. If gas supply line in your fireplace is on the right side, continue to step 3. If not, see [Repositioning the Gas Inlet to the Left Side of Unit](#), page 9.
3. Install adapter fitting that comes with log set into fireplace gas supply pipe (see Figure 7). Seal using thread sealant.

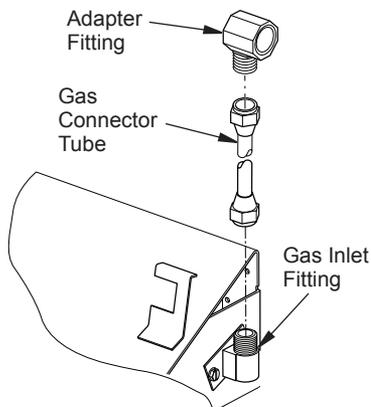


Figure 7 - Connecting Adapter to Gas Supply

INSTALLATION

Continued

- Place log set assembly in center of fireplace floor. Make sure front faces forward.
- Install gas connector tube into gas supply fitting. Carefully shape tube to attach to adapter fitting being careful not to kink tube.
- Install provided gas connector tube into the gas inlet fitting (see Figure 7, page 8).
- Test for leaks following instructions under Testing Burner for Leaks.

Repositioning Gas Inlet to Left Side of Unit

- Remove venturi and gasket by unscrewing two screws under chassis (see Figure 8).

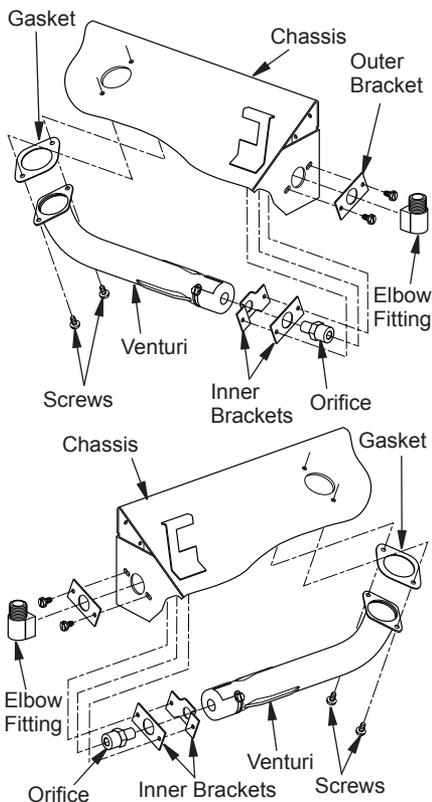


Figure 8 - Repositioning Gas Inlet to Left Side of Unit

- Unthread elbow fitting from orifice (see Figure 8).
- Remove orifice and brackets by unscrewing two screws on right side of unit (see Figure 8).
- Install orifice and brackets into left side of unit using screws removed in step 1.
- Install venturi and gasket under bottom burner and into repositioned orifice and brackets (see Figure 8).
- Thread elbow fitting back into orifice. Apply thread sealant to orifice threads (see Figure 8).
- Install gas connector tube that comes with log set into gas inlet fitting (see Figure 8).
- Install supplied brass adapter fitting that comes with log set into fireplace gas supply pipe. Use thread sealant (see Figure 8).
- Place log set assembly in center of fireplace floor. Make sure front faces forward.
- Install gas connector tube into gas supply fitting. Carefully shape tube to attach to adapter fitting. Be careful not to cause kinks in tube.
- Test for leaks following instructions under Testing Burner for Leaks.

TESTING BURNER FOR LEAKS

- Generously apply noncorrosive leak detection fluid to all connections.

⚠ WARNING: Never check for gas leaks with open flame.

- Light burner with shutoff valve no more than half open and holding a match slightly in front of the pan (see Lighting Instructions, page 10).
- Inspect all connections for bubbles, raw gas odors, or flame from any area other than burner. If leaks are detected, shut off gas valve immediately. Tighten or reassemble the loose connections using pipe joint compound until burner system is leak free.
- When finished testing, turn gas shutoff valve OFF to extinguish all flames.

OPERATION

FOR YOUR SAFETY READ BEFORE LIGHTING

⚠ WARNING: Keep flue open when operating unit.

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

- A. **BEFORE LIGHTING** smell all 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 electric switch; do not use any phone in your building.
 - 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.
- B. 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.

LIGHTING INSTRUCTIONS

1. STOP! Read the safety information, above.
2. Turn gas shutoff valve to OFF.

3. Wait five (5) minutes to clear out any gas. If you then smell gas, STOP! Follow "A" in the safety information, column 1. If you don't smell gas, go on the next step.
4. Light a match and lay it on top of pan material about 2" from end of supply side of pan.
5. Slowly turn gas shutoff valve ON until the burner ignites. If burner does not ignite within 10 seconds with the match burning, turn shutoff valve OFF and repeat steps 1 through 4 again.

GAS SHUTOFF VALVE OPERATION

Flame Adjustment

Adjust flame ON/OFF by turning gas shutoff valve counterclockwise ↺ to open and clockwise ↻ to close as necessary.

Shutting Off Appliance

Turn gas shutoff valve clockwise ↻ to OFF position (see Figure 5, page 8).

CURING LOGS

During the 2-3 hour appliance break in period, you may detect an odor from appliance as the various paints and compounds used in the manufacturing of this log set cure. This is a normal and temporary situation that is not cause for alarm. However, you may want to provide extra ventilation to the room during this time.

To ensure proper curing of logs:

- Ignite a 2" flame and maintain for 1 hour
- Burn logs in consecutive 1 hour periods raising flame an additional 2" to full height for a total of 3 hours.

CLEANING AND MAINTENANCE

- Keep area around log set clean and clear of debris.
- Occasionally use a soft bristle brush to clean logs.
- Once every year a qualified agency or certified chimney sweep should examine and clean the venting system of the fireplace.

TROUBLESHOOTING

⚠ WARNING: Turn off log set and let cool before servicing. Only a qualified service person should service and repair log set.

Note: All troubleshooting items are listed in order of operation.

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
<p>Log set is smoking/sooting excessively <i>(Note: It is natural and unavoidable for vented gas log sets to produce moderate levels of carbon (soot) where flames contact logs.)</i></p>	<ol style="list-style-type: none"> 1. Poor fuel quality 2. Fireplace venting system not drafting properly 3. Improper fuel/air mix 4. Excessive gas supply or pressure 	<ol style="list-style-type: none"> 1. Contact local gas supplier 2. Adjust damper wide open and/or have fireplace and venting professionally cleaned and checked 3. Remove any foreign items from flame pattern and/or check for proper orifice sizing 4. Preheat flue in very cold weather.
<p>Burner is excessively noisy <i>(Note: The movement and combustion of gas will create low, unavoidable levels of noise.)</i></p>	<ol style="list-style-type: none"> 1. Passage of air or gas across irregular surfaces 	<ol style="list-style-type: none"> 1. Relieve any tight bends or kinks in gas supply line
<p>Burner flame is too low or too high</p>	<ol style="list-style-type: none"> 1. Incorrect gas supply or pressure 2. Blocked burner orifice or burner manifold 3. Improper burner orifice size 	<ol style="list-style-type: none"> 1. Check for proper gas supply pressure 2. Free burner orifice and manifold ports of any burrs, paint or other blockage 3. Verify proper burner orifice sizing (see Figure 2, page 6)

TROUBLESHOOTING

Continued



WARNING: If you smell gas

- Shut off gas supply.
- 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 neighbor's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

IMPORTANT: Operating log set where impurities in air exist may create odors. Cleaning supplies, paint, paint remover, cigarette smoke, cements and glues, new carpet or textiles, etc., create fumes. These fumes may mix with combustion air and create odors. These odors will disappear over time.

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Log set produces a clicking/ticking noise just after burners are lit or shut off	1. Metal expanding while heating or contracting while cooling	1. This is normal with most appliances. If noise is excessive, contact qualified service person
Log set produces unwanted odors	1. Log set burning vapors from paint, hair spray, glues, cleaners, chemicals, new carpet, etc. (See <i>IMPORTANT</i> statement above) 2. Gas leak. See Warning statement at top of page	1. Open window to ventilate room. Stop using odor causing products while appliance is running 2. Locate and correct all leaks (see <i>Checking Gas Connections</i> , page 8)
Gas odor even when control knob is in OFF position	1. Gas leak. See Warning statement at top of page 2. Control valve or gas control defective	1. Locate and correct all leaks (see <i>Checking Gas Connections</i> , page 8) 2. Replace control valve or gas control
Gas odor during combustion	1. Gas leak. See Warning statement at top of page	1. Locate and correct all leaks (see <i>Checking Gas Connections</i> , page 8)

REPLACEMENT PARTS

Note: Use only original replacement parts. This will protect your warranty coverage for parts replaced under warranty.

PARTS UNDER WARRANTY

Contact authorized dealers of this product. If they can't supply original replacement part(s), call DESA Heating, LLC at 1-866-672-6040.

When calling DESA Heating, LLC, have ready:

- your name
- your address
- model and serial numbers of your heater
- how heater was malfunctioning
- purchase date

Usually, we will ask you to return the part to the factory.

PARTS NOT UNDER WARRANTY

Contact authorized dealers of this product. If they can't supply original replacement part(s), call DESA Heating, LLC at 1-866-672-6040 for referral information. A list of authorized dealers can be found by visiting www.desatech.com.

When calling DESA Heating, LLC, have ready:

- model and serial numbers of your heater
- the replacement part number

SERVICE HINTS

When Gas Pressure is Too Low

- pilot will not stay lit
- burners will have delayed ignition
- heater will not produce specified heat

You may feel your gas pressure is too low. If so, contact your local natural gas supplier.

TECHNICAL SERVICE

You may have further questions about installation, operation, or troubleshooting. If so, contact DESA Heating, LLC at 1-866-672-6040. When calling please have your model and serial numbers of your heater ready.

You can also visit DESA Heating, LLC's web site at www.desatech.com.

ACCESSORY

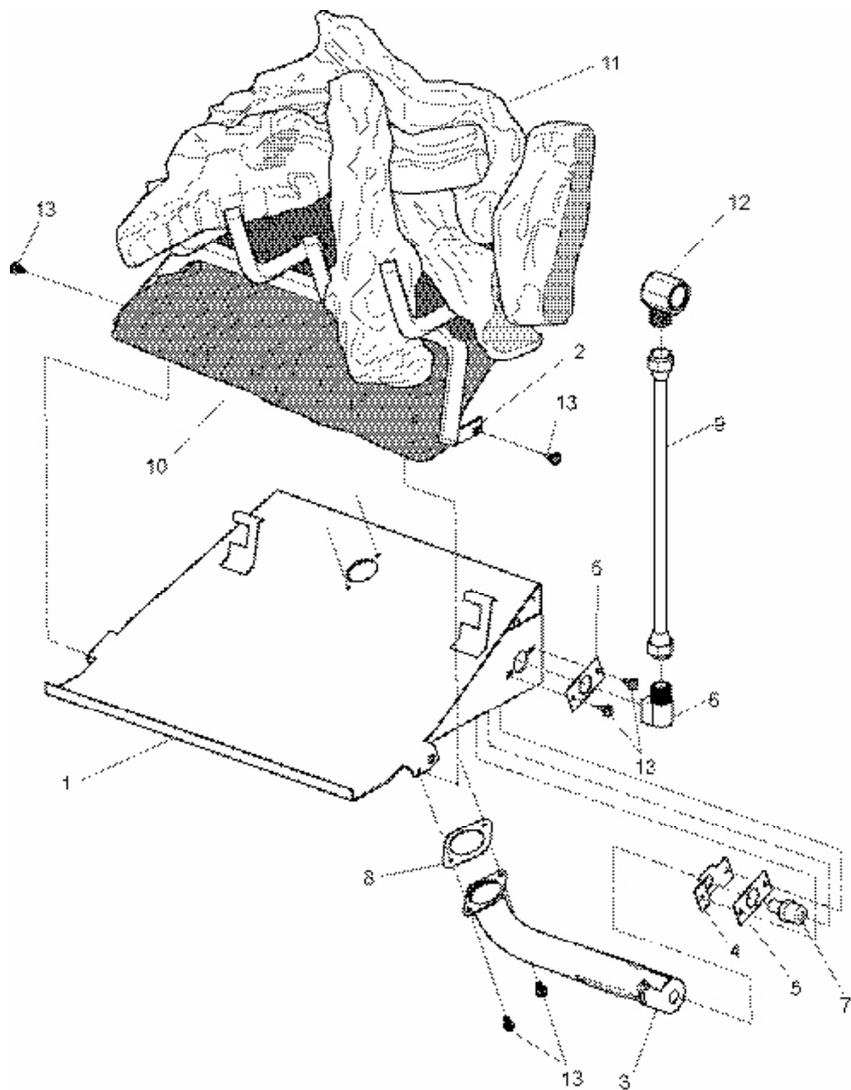
Purchase this accessory from your local dealer. If they can not supply this accessory, call DESA Heating, LLC at 1-866-672-6040 for information. You can also write to the address listed on the back page of this manual.

LAVA ROCK - GA6060

Order when additional rock is desired (1.8 lb. bag).

PARTS

MODELS VTD-18N-JHB, VTD-24N-JHB AND VTD-30N-JHB



PARTS

This list contains replaceable parts used in your heater. When ordering parts, follow the instructions listed under Replacement Parts on page 13 of this manual.

KEY NO.	PART NO.	DESCRIPTION	<div style="display: flex; justify-content: space-around; font-size: small;"> VTD-18N-JHB VTD-24N-JHB VTD-30N-JHB </div>			QTY.
1	112801-01	Chassis	•			1
	112801-02	Chassis		•		1
	112801-03	Chassis			•	1
2	**	Grate	•	•	•	1
3	112372-07	Venturi/Shutter	•			1
	112372-08	Venturi/Shutter		•		1
	112372-09	Venturi/Shutter			•	1
4	112804-03	Bracket	•	•	•	1
5	112804-04	Plate	•	•	•	1
6	901057-01	Brass Elbow	•	•	•	1
7	112371-09	Orifice	•			1
	112371-10	Orifice		•		1
	112371-11	Orifice			•	1
8	112370-01	Gasket	•	•	•	1
9	901232-01	Flexible Connector	•	•	•	1
10	112832-01	Ceramic Burner	•			1
	112832-02	Ceramic Burner		•		1
	112832-03	Ceramic Burner			•	1
11	112833-01	Log Assembly	•			1
	112833-02	Log Assembly		•		1
	112833-03	Log Assembly			•	1
12	14325	Brass Elbow	•	•	•	1
13	111800-01	Screw, #10 Self THD	•	•	•	6
PARTS AVAILABLE - NOT SHOWN						
	112363-01	Log Scrap Kit #1	•	•	•	1
	112364-01	Log Scrap Kit #2	•	•	•	1
	GA6060	Lava Rock	•	•	•	1
	901242-01	Damper Clamp	•	•	•	1
	114371-01	Warning Plate	•	•	•	1
	114366-02	Rating Plate	•			1
	114366-05	Rating Plate		•		1
	114366-08	Rating Plate			•	1
	112799-01	Ember Flakes Kit	•	•	•	1
	26839	Rock Wool	•	•	•	1

**Not a field replaceable part

WARRANTY

KEEP THIS WARRANTY

Model (located on product or identification tag) _____

Serial No. (located on product or identification tag) _____

Date Purchased _____

Keep receipt for warranty verification.

DESA HEATING, LLC LIMITED WARRANTIES

New Products

Standard Warranty: DESA Heating, LLC warrants this new product and any parts thereof to be free from defects in material and workmanship for a period of four (4) years from the date of first purchase from an authorized dealer provided the product has been installed, maintained and operated in accordance with DESA Heating, LLC's warnings and instructions. When installed in a listed outdoor solid fuel burning fireplace, the warranty is limited to one (1) year for the burner system and logs.

For products purchased for commercial, industrial or rental usage, this warranty is limited to 90 days from the date of first purchase.

Factory Reconditioned Products

Limited Warranty: DESA Heating, LLC warrants factory reconditioned products and any parts thereof to be free from defects in material and workmanship for 30 days from the date of first purchase from an authorized dealer provided the product has been installed, maintained and operated in accordance with DESA Heating, LLC's warnings and instructions.

Terms Common to All Warranties

The following terms apply to all of the above warranties:

Always specify model number and serial number when contacting the manufacturer. To make a claim under this warranty the bill of sale or other proof of purchase must be presented.

This warranty is extended only to the original retail purchaser when purchased from an authorized dealer, and only when installed by a qualified installer in accordance with all local codes and instructions furnished with this product.

This warranty covers the cost of part(s) required to restore this product to proper operating condition and an allowance for labor when provided by a DESA Heating, LLC Authorized Service Center or a provider approved by DESA Heating, LLC. Warranty parts must be obtained through authorized dealers of this product and/or DESA Heating, LLC who will provide original factory replacement parts. Failure to use original factory replacement parts voids this warranty.

Travel, handling, transportation, diagnostic, material, labor and incidental costs associated with warranty repairs, unless expressly covered by this warranty, are not reimbursable under this warranty and are the responsibility of the owner.

Excluded from this warranty are products or parts that fail or become damaged due to misuse, accidents, improper installation, lack of proper maintenance, tampering, or alteration(s).

This is DESA Heating, LLC's exclusive warranty, and to the full extent allowed by law; this express warranty excludes any and all other warranties, express or implied, written or verbal and limits the duration of any and all implied warranties, including warranties of merchantability and fitness for a particular purpose to four (4) years on new products and 30 days on factory reconditioned products from the date of first purchase. DESA Heating, LLC makes no other warranties regarding this product.

DESA Heating, LLC's liability is limited to the purchase price of the product, and DESA Heating, LLC shall not be liable for any other damages whatsoever under any circumstances including indirect, incidental, or consequential damages.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

For information about this warranty contact:



DESA Heating, LLC
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1-866-672-6040

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