



## Lyric Homeowner's Operation and Maintenance Manual



ORTAL Heating Systems Ltd.



**Welcome to Lyric by ORTAL and ORTAL USA.**

ORTAL, providing heating solutions for over 25 years, is well known for its wide selection of modern gas fireplaces, produced with close attention to detail, finishing, heating efficiency and quality. ORTAL's products combine traditional and modern design with the technology innovation that ensures a green product with high efficiency ratings. Our advanced technology produces eye-catching fires that are safe, beautiful and economical. Our product sophistication allows installation in more locations inside the home.

The Lyric line by ORTAL offers the largest selection of modern gas fireplaces in North America available in an array of sizes, integrating heat into the aesthetics of life. Our high quality fireplaces are CSA and CE certified. Lyric fireplaces are available in North America through ORTAL USA approved dealers who each have a strong commitment to offer the best installation and service.



**Green Statement:** ORTAL offers a green, environmentally friendly heating solution for the modern era. With ORTAL's high efficiency ratings and contemporary designs, you don't have to sacrifice form for function. The unique design maximizes the fireplace's radiant heat. Additional efficient components include ORTAL's use of direct vent technology, electronic ignition (instead of a standing pilot) and low maintenance requirements.

We appreciate you choosing **ORTAL** for your fireplace needs.

Thank you,

*Ortal and Ortal USA*



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## Introduction

Congratulations on the purchase of your new Lyric fireplace. Lyric fireplaces are constructed with the highest quality materials and utilize modern, efficient heat producing methods, so you can benefit from many years of enjoyment.

This booklet provides important safety information and instructions about how to operating and maintaining your fireplace. Please read the booklet carefully before using the unit for the first time, and then store it in a safe place for reference.

## Fireplace Safety Information and Warnings

This section provides safety guidelines and instructions. It is important to **SAVE THESE INSTRUCTIONS** and to make yourself fully aware of all the safety protocols and the many features of the Lyric direct vent gas fireplace appliance.



### **! WARNING –FIREPLACE TEMPERATURE**

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

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

**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 individuals out of the room and away from hot surfaces.

### **! WARNING –FLAMMABLE OBJECTS**

Do not place flammable objects or materials with 3 feet of the appliance. Pay special attention to furnishings and ornaments around the fireplace.



 **WARNING –FIREPLACE BARRIER**

A barrier designed to reduce the risk of burns from hot viewing glass is provided with this appliance.

**Never** use the fireplace with the glass or safety barrier removed.

If the barrier becomes damaged, the barrier shall be replaced with the manufacturer's barrier for this appliance. Any safety screen, guard, or barrier removed for servicing the appliance must be replaced prior to operating.

 **WARNING –GLASS HANDLING**

**Do NOT open the glass.** The glass must be removed ONLY by an authorized and/or qualified installer.

If removing the glass becomes necessary, please contact your dealer.

 **WARNING –PILOT FLAME**

If the pilot flame goes out for any reason, wait for **5 minutes** before attempting to relight it.

 **WARNING –IF YOU SMELL GAS**

If you smell gas, take the following action immediately:

- Do not try to light any appliance.
- Do not touch any electrical switch.
- Do not use any phone in your building.
- Call your gas supplier from a neighbor's phone, and follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

 **WARNING –ANNUAL MAINTENANCE**

It is essential that the fireplace, vent and complete venting are cleaned and inspected annually by a Lyric dealer.



## Initial Operation and Flame Appearance

The following sections explain what to expect in initial and subsequent burning periods.

### Initial Burning Period

Your Lyric fireplace has been painted with a high quality, high temperature paint. It will give off an odor and you may see some white smoke during the first few hours of operation. This is normal and harmless.

In order to fully cure the paint, please run the fireplace for **12 hours**, at least 4 of them continuously. During this process you will see a white buildup on the glass. This is normal and can easily be cleaned off by your dealer.

After the initial 12-hour burning period, contact your dealer to clean and check the gaskets. To ensure years of trouble-free operation, have your dealer perform inspection and maintenance at least once a year.

### Flame Effects

The appearance of the flame may vary depending on fuel type, altitude, venting and media placement.

You may notice moisture on the glass at start up. Please allow 15-20 minutes for your fireplace to achieve the best look.



## Operating the Remote Control

The following sections provide safety information and instructions for remote control operation.

 **Read these instructions carefully before lighting the fire.**



### Important Safety Information

Read the following instructions carefully. Failure to follow them could result in a fire or explosion causing property damage, personal injury or loss of life.

 **WARNING –FIRE OR EXPLOSION HAZARD**

The product must be installed and operated according to all codes and local regulations.

Installation and service must be performed by a qualified installer, service agency or the gas supplier. Installation shall conform with local codes or in the absence of local codes, in accordance with the National Fuel Gas Code ANSI Z223.1/NFPA 54 or the IFGC or CSA B149.1. All piping and tubing must comply with local codes and ordinances.

Do NOT store or use gasoline or other flammable vapors and liquids in the vicinity of this control or other appliances.



 **WARNING –IF YOU SMELL GAS**

If you smell gas, take the following action immediately:

- Do not operate any appliance.
- Do not touch any electrical switch.
- Do not use any phone in your building.
- Immediately evacuate the area and contact the gas supplier. Follow the gas supplier's instructions.
- If you cannot reach the gas supplier, call the fire department.

 **WARNING –ELECTRIC SHOCK HAZARD**

This control must be electrically wired and operated in accordance with all codes and local regulations. Service and installation must be performed by a trained, experienced service technician.

Do NOT use the control if you suspect it may be damaged.

Do NOT use this control or any gas appliance if any part has been under water or in contact with water. Immediately call a qualified service technician to replace the control system and any gas control that has been under water or in contact with water.

## General Notes

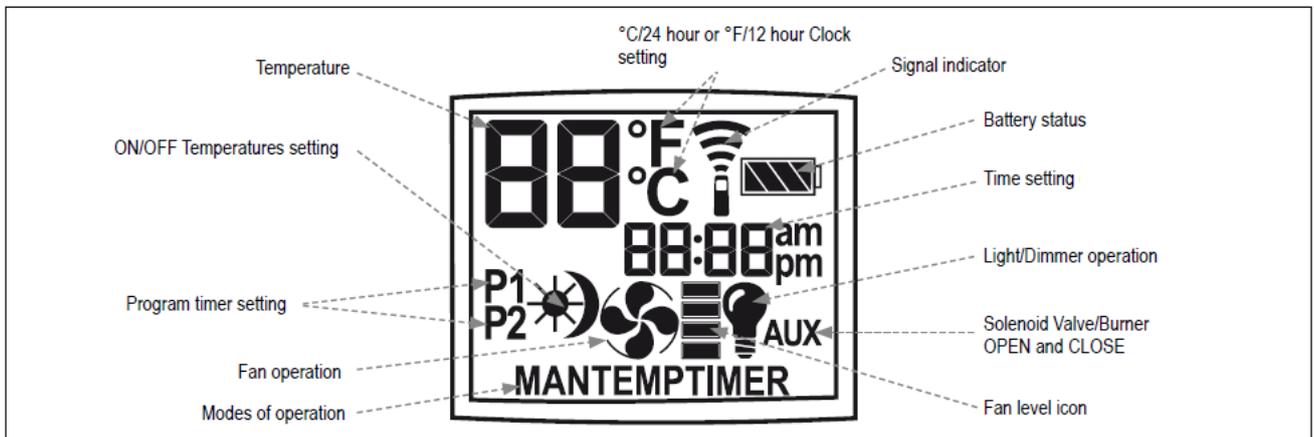
### New GV60 Handset Design

The redesigned GV60 handsets G6R-H...FB and G6R-H...FW operate exactly the same as the previous handset G6R-H...

Only the symbols on the buttons have changed. See the figure below for the corresponding symbols.

KEY ASSIGNMENTS		
G6R-H...FB(W)		G6R-H...
	=	
	=	
	=	
	=	
	=	

New style
Old style





## Radio Frequency Handset

433.92 MHz for Europe; 315 MHz for U.S. and Canada. This device complies with part 15 of the FCC Rules. Operation is subject to the following conditions:

- This device may not cause harmful interference
- This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



**NOTE: Wiring of valve and receiver must be completed before starting ignition. Failure to do so could damage the electronics.**

## Batteries

### Handset:

- 3 x "AAA" (alkaline recommended).
- Low battery indicator on handsets with display.
- Handsets without display: the red LED gets darker.
- Battery replacement is recommended after 2 years.
- The handset may display options that are not available on all fireplaces

### Receiver:

- 4 x 1.5V "AA" (alkaline recommended).
- Low battery indication: Frequent beeps for 3 seconds when motor turns.
- The AC Mains Adapter must be used for all units except screen units with no options.
- The module for fan speed control and light/dimmer includes mains power together with batteries in the receiver for automatic backup in case of power outage.



**NOTE: Power vented units will not operate during a power failure, and need to be run with the AC Adapter.**

- Without using a mains adapter, battery replacement is recommended at the beginning of each heating season.



**NOTE: Only the Mertik Maxitrol AC Mains Adapter or one pre-approved by Mertik Maxitrol can be used. Use of other adapters can render the system inoperable. The handsets, receivers, wall switches switch panels and touchpads are not interchangeable with previous electronics.**

## Operating Instructions

Instructions are shown in the diagrams below. Some options on the remote may not be available for all units.

### TO TURN ON APPLIANCE

#### ▲ WARNING

When pilot ignition is confirmed, motor turns automatically to maximum flame height.

- Turn MANUAL knob on valve to the **ON**, full counter-clockwise ↺ position (see figure 24, page 9).
- Place ON/OFF switch (if equipped) in I (ON position).

#### Handset



- Simultaneously press the OFF and 🔥 (large flame) buttons until a short beep confirms the start sequence has begun; release buttons.
- Continuing beeps confirm the ignition is in process.
- Once pilot ignition is confirmed, there is main gas flow.
- After main burner ignition the handset will automatically go into manual mode (CSA version, CE version).

#### Wall Switch/Touchpad/Switch Panel

- Press button "B" (see figure 22) until a short beep confirms the start sequence has begun; release button.
- Continuing beeps confirm the ignition is in process.
- Once pilot ignition is confirmed, there is main gas flow.

#### ▲ WARNING

If the pilot does not stay lit after several tries, turn the main valve knob to **OFF** and follow the instructions "TURN OFF GAS TO APPLIANCE" (page 9).

### STANDBY MODE (Pilot Flame)

#### Handset

- Press and hold 🔥 (small flame) to set appliance at pilot flame.

#### Wall Switch/Touchpad/Switch Panel

- Press and hold button "C" (see figure 22) to set appliance at pilot flame.

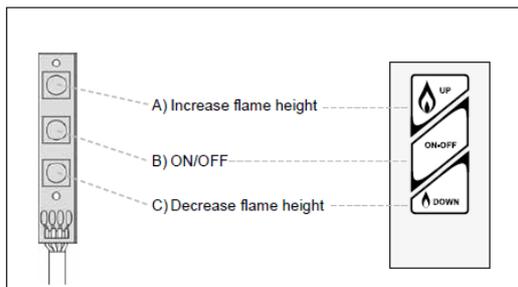
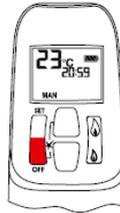


Figure 22: Switch Panel and Wall Switch/Touchpad

### TO TURN OFF APPLIANCE



#### Handset

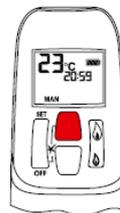
- Press **OFF** button.

#### Wall Switch/Touchpad/Switch Panel

- Press button "B" (see figure 22).

### FLAME HEIGHT ADJUSTMENT

#### Handset



- In standby mode: Press and hold 🔥 (large flame) button to increase flame height.



- Press and hold 🔥 (small flame) button to decrease flame height or to set appliance at pilot flame.
- For fine adjustment tap the 🔥 (large flame) or 🔥 (small flame) buttons.

#### Wall Switch/Touchpad/Switch Panel (see figure 22)

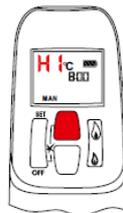
- Press and hold button "A" to increase flame height.
- Press and hold button "C" to decrease flame height or to set appliance at pilot flame.
- For fine adjustment tap button "A" or "C".

### Designated Low Fire and High Fire



- Double-click 🔥 (small flame) button. "LO" will be displayed.

**NOTE:** Flame goes to high fire first before going to designated low fire.



- Double-click 🔥 (large flame) button. Flame automatically goes to high fire. "HI" will be displayed.

#### ▲ WARNING

If the appliance will not operate, follow the instructions "TURN OFF GAS TO APPLIANCE" (page 9).

## TO OPEN AND CLOSE SOLENOID VALVE/BURNER

**NOTE:** The latching solenoid valve cannot operate manually. If the battery runs down it will remain in the last operating position. During normal operation the solenoid valve will be reset to the ON position when the GV60 is switched OFF remotely.



Burner OFF

- Upon ignition Main Burner and Decorative Burner are ON.
- Simultaneously press **SET** and 🔥 (small flame) buttons to switch the Burner OFF. Printed instructions are on the battery cover (see figure 23).
- Simultaneously press **SET** and 🔥 (large flame) buttons to switch Burner ON. (The **AUX** symbol on the display indicates the solenoid valve is OPEN.)



Burner ON

**NOTE:** The operation of the AUX is blocked in timer OFF mode, when the setting of the 🌙 Nighttime Setback Temperature is "--".



Figure 23: Instructions for Latching Solenoid Valve (on battery cover)

## LIGHT/DIMMER OPERATION

### 💡 Light/Dimmer



- Briefly press SET button to scroll to 💡 (light bulb) mode. Light bulb icon flashes.
- Press and hold 🔥 (large flame) button to turn ON the light or increase brightness.
- Press and hold 🔥 (small flame) button to decrease brightness.
- In the Light/Dimmer mode, the OFF button shuts OFF the light.
- If you want the light ON but no flame, press and hold the 🔥 (small flame) button and turn to Pilot flame.

**NOTE:** The light bulb icon is displayed during light/dimmer setting only. 8 seconds after the light/dimmer has been set, the handset will automatically go into temperature control mode (CSA version) or manual mode (CE version).

## CIRCULATING FAN OPERATION

### 🌀 Circulating Fan

The circulating fan has 4 speed levels from low (1 bar) to high (4 bars).



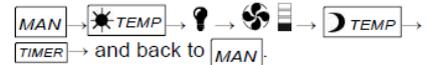
- Briefly press SET button to scroll to 🌀 (fan) mode. Fan and Level icons flash.
- Press 🔥 (large flame) button to switch ON and increase fan speed.
- Press 🔥 (small flame) button to decrease fan speed.
- To turn OFF fan, press 🔥 (small flame) button until all 4 speed level bars disappear.

**NOTE:** 8 seconds after the fan has been set, the handset will automatically go into temperature control mode (CSA version) or manual mode (CE version). The fan starts 4 minutes after the gas opens (from OFF or from pilot) at maximum speed and goes to the displayed level after 10 seconds. The fan stops 10 minutes after the gas is OFF or at pilot.

## MODES OF OPERATION



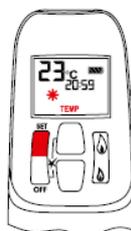
- Briefly pressing the SET button changes the mode of operation in the following order:



**NOTE:** Manual mode can also be reached by pressing either the 🔥 (large flame) or the 🔥 (small flame) button.

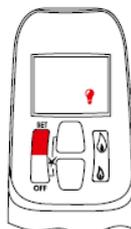


- **MAN Manual Mode**  
Manual flame height adjustment.



- **TEMP Daytime Temperature Mode**  
(Appliance must be in standby mode; pilot ignited)

The room temperature is measured and compared to the set temperature. The flame height is then automatically adjusted to achieve the Daytime Set Temperature.



- **Light/Dimmer Setting Mode**  
Turns light/dimmer ON and OFF and adjusts brightness.



- Circulating Fan Setting Mode**  
 Turns circulating fan ON and OFF and adjusts fan speed.



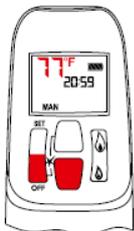
- Nighttime Setback Temperature Mode**  
 (Appliance must be in standby mode; pilot ignited)  
 The room temperature is measured and compared to the Nighttime Setback Temperature. The flame height is then automatically adjusted to achieve the Nighttime Setback Temperature.



- Timer Mode**  
 (Appliance must be in standby mode; pilot ignited)  
 The Timers P1 and P2 (Program 1, Program 2) each can be programmed to go ON and OFF at specific times. For instructions see Timer Programming Mode.

**NOTE:** The display shows the set temperature every 30 seconds.

## SETTING °C/24 HOUR OR °F/12 HOUR CLOCK



- Press **OFF** and (small flame) button until display changes from Fahrenheit/12 hour clock to Celsius/24 hour clock and vice versa.

## SETTING THE TIME



- The Time display will flash after either:
  - Installing the battery or
  - Simultaneously pressing the (large flame) and (small flame) buttons.
- Press (large flame) button to set the hour.
- Press (small flame) button to set the minute.
- Press **OFF** or simply wait to return to manual mode.

## SETTING THE ON/OFF TEMPERATURES

### Setting the "DAYTIME" Temperature

DEFAULT SETTINGS: TEMP (sun), 23°C/74°F



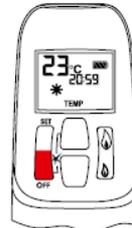
- Briefly press **SET** button to scroll to TEMP (sun) mode. Hold the **SET** button until the TEMP flashes.



- Press (large flame) button to increase Daytime Set Temperature.



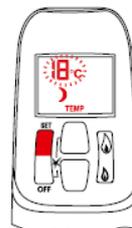
- Press (small flame) button to decrease Daytime Set Temperature.



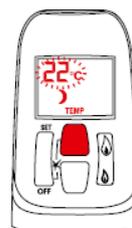
- Press **OFF** or simply wait to complete programming.

### Setting the "NIGHTTIME SETBACK" Temperature

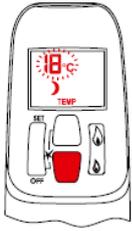
DEFAULT SETTINGS: TEMP (moon), "--" (OFF)



- Briefly press **SET** button to scroll to TEMP (moon) mode. Hold the **SET** button until the Temperature flashes.



- Press (large flame) button to increase Nighttime Setback Temperature.



- Press  (small flame) button to decrease Nighttime Setback Temperature.



- Press OFF or simply wait to complete programming.

## SETTING PROGRAM TIMERS

### Default Settings

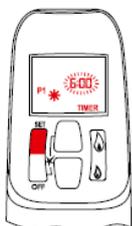
CE: Program 1: P1  6:00 P1  8:00  
 Program 2: P2  23:50 P2  23:50  
 CSA: Program 1: P1  6:00<sup>am</sup> P1  8:00<sup>am</sup>  
 Program 2: P2  11:50<sup>pm</sup> P2  11:50<sup>pm</sup>

- 2 ON times can be programmed  per day.
- CE: The day starts at 0:00, ends at 23:50.
- CSA: The day starts at 12:00<sup>am</sup>, ends at 11:50<sup>pm</sup>.
- The ON/OFF times have to be programmed in the order P1  ≤ P1  < P2  ≤ P2 .
- If P1  = P1  or P2  = P2  the timer is deactivated.
- To have the fire over night, it can be set:  
 CE: P2  23:50 and P1  0:00  
 CSA: P2  11:50<sup>am</sup> and P1  12:00<sup>am</sup>



- Select Timer Mode by briefly pressing the SET button.

### Setting P1 ON Time



- Hold the SET button until P1 and  (sun) are displayed and the time flashes.

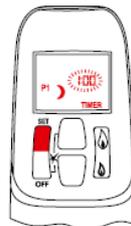


- Set the hour by pressing the  (large flame) button.



- Set the minutes by pressing the  (small flame) button.

### Setting P1 OFF Time



- Briefly press SET button to scroll to setting P1 OFF time. P1 and  (moon) are displayed and the time flashes.



- Set the hour by pressing the  (large flame) button.



- Set the minutes by pressing the  (small flame) button.

### Setting P2 ON Time

- Briefly press SET button to scroll to setting P2 ON time. P2  (sun) is displayed and the time flashes.
- See instructions "Setting P1 ON Time".

### Setting P2 OFF Time

- Briefly press SET button to scroll to setting P2 OFF time. P2  (moon) is displayed and the time flashes.
- See instructions "Setting P1 OFF Time".
- This concludes programming Timers P1 and P2. Press OFF or wait. The handset will automatically save your changes.

## MANUAL OPERATION

(Only possible, when MANUAL knob is used)

Access to the pilot burner is only required for ignition with a match.

When turning main valve knob, do NOT force. Knob has a slip clutch that clicks until the end stops are reached. This allows for manual flame height adjustment as well as adjustment to pilot standby position.



## AUTOMATIC TURN DOWN

### 6 Hour no Motor Movement (CSA version)

- Manual Mode/Temperature/Timer Mode: The valve will turn to pilot flame if there is no change in flame height for a 6 hour period. In Temperature/Timer Mode if the ambient room temperature changes, the flame height will adjust automatically to maintain set temperature, and the fire will continue to function normally. The valve will turn to pilot flame if the set temperature and the ambient room temperature remain the same over a 6 hour period.

### Receiver Overheating

(only if module is connected)

- Valve turns to pilot flame if the temperature in the receiver is higher than 140 °F (60 °C). The main burner comes back on only when the temperature is below 140 °F (60 °C).

## AUTOMATIC SHUT OFF

### Low Battery Receiver

- With low battery power in the receiver the system shuts off the fire completely. This will not happen if the power supply is interrupted.

## Replacing the Batteries

The hand-held transmitter/receiver batteries have a service life of approximately one year. We recommend that you use alkaline batteries. Rechargeable batteries are not permitted.

The procedures below explain how to replace the batteries. Be sure to follow the instructions carefully. If the batteries are inserted incorrectly, the electronics or drive may be irreparably damaged.

 **Replace the batteries only after the appliance has been completely switched off.**



### To replace hand-held transmitter batteries:

1. Open the cover on the back of the transmitter.
2. Remove the batteries from the battery compartment.
3. Place three new 1.5V batteries (AAA type) in the battery compartment, as indicated.
4. Close the cover.

### To replace receiver batteries:

1. If you have an access panel, open it and carefully pull the receiver out. Do NOT disconnect any wires.
2. Open the cover.
3. Remove the batteries from the battery compartment.
4. Place four new 1.5V batteries (AA type) in the battery compartment, as indicated. The negative end (-) of the battery must always be at the contact spring end of the compartment.
5. Close the cover and return the receiver to its place.



## Cleaning and Maintenance

The following sections describe how to care for your Lyric fireplace.

### Routine Care

Exterior parts of the fireplace should be cleaned as necessary with a dry, lint-free cloth and a non-ammonia glass cleaner. Never use scouring powder, aggressive cleaners or ammonia cleaners on your fireplace.

 **Allow the fireplace to cool down completely before cleaning.**

The recommended frequency of cleaning depends on the degree of dirt buildup. Infrequent cleaning can cause the glass to become dull and more difficult to clean.

 **DO NOT OPEN THE GLASS. For all other cleaning or maintenance, contact your Lyric dealer.**

 **CRACKED OR BROKEN GLASS:**

If the glass becomes cracked or broken, do NOT operate the fireplace and call your Lyric dealer immediately to replace the glass.

**Broken ceramic heat-resistant glass may not be placed in a glass recycling container.** Dispose of it in your normal household waste.

### Annual Maintenance

To ensure continued safe operation of your fireplace, it is essential that the appliance, the flue and the burner air intake be inspected and cleaned by a Lyric dealer at least once a year.



## Warranty Policy

Below is the warranty policy of Ortal Ltd. and Ortal USA, Inc. for Standard products sold and distributed in North America. Warranties may vary for custom models.

### THE WARRANTY

The Ortal Ltd. and Ortal USA, Inc. Limited Warranty warrants your Ortal USA gas fireplace ("Product") to be free from defects in materials and workmanship at the time of manufacture. The Product body and firebox carry the 10 Year Limited Warranty. Ceramic glass carries the 5 Year Limited Warranty against thermal breakage only. After installation, if covered components manufactured by Ortal are found to be defective in materials or workmanship during the Limited Warranty period and while the Product remains at the site of the original installation, Ortal USA will, at its option, repair or replace the covered components. If repair or replacement is not commercially practical, Ortal USA will, at its option, refund the purchase price or wholesale price of the Ortal product, whichever is applicable. Ortal USA will also pay Ortal USA prevailing labor rates, as determined in its sole discretion, incurred in repairing or replacing such components for up to five years. There are exclusions and limitations to this limited warranty as described herein.

### COVERAGE COMMENCEMENT DATE

Warranty coverage begins on the date of installation subsequent to the completion and return of the signed warranty card and to Ortal USA's receipt of payment in full for the Product. In the case of new home construction, warranty begins on the date of first occupancy of the dwelling or six months after the sale of the Product by an independent Ortal USA dealer/distributor, whichever occurs earlier. The warranty shall commence no later than 24 months following the date of product shipment from Ortal or Ortal USA, regardless of the installation or occupancy date.

### EXCLUSIONS AND LIMITATIONS

This Limited Warranty applies only if the Product is installed in the United States or Canada and only if installed, operated and maintained in accordance with the printed instructions accompanying the Product and in compliance with all applicable installation and building codes and good trade practices. Printed instructions include those which direct the installer and/or owner to refer to the product information, diagrams, and operation and maintenance manuals available on Ortal USA's website, [www.ortalheat.com](http://www.ortalheat.com). These can also be requested in digital format direct from Ortal USA's office(s).

This warranty is non-transferable and extends to the original owner only. The Product must be purchased through a listed supplier of Ortal USA and proof of purchase must be provided. The Product body and firebox carry the 10 Year Limited Warranty from the date of installation. Vent components, trim components and paint are excluded from this Limited Warranty. The following components are part of the Limited Warranty and are warranted as follows:

- **Burner:** Repair or replacement for two years from the date of installation
- **Gas Components (including the valve):** Repair or replacement for one year from the date of installation
- **Gaskets:** Repair or replacement for one year from the date of installation
- **Interior Decorative Media:** Replacement for one year from the date of installation against thermal breakage only



- **Optional Blowers and Remote Controls:** Repair or replacement for one year from the date of installation. Water damage and batteries are entirely excluded.
- **Ceramic Glass:** Replacement for five years from the date of installation against thermal breakage only.
- **Labor Coverage:** Prevailing Ortal USA labor rates apply for the warranty period of components. Labor coverage is for actual repair and/or replacement of components. Troubleshooting is excluded.

**Parts not otherwise listed carry a 90-day warranty from the date of installation.**

**Whenever practicable, Ortal USA will provide replacement parts, if available, for a period of 5 years from the last date of manufacture of the Product.**

Ortal USA will not be responsible for: (a) damages caused by normal wear and tear, accident, riot, fire, flood, climate and weather corrosion or natural disaster; (b) damages caused by abuse, negligence, misuse, or unauthorized alternation or repair of the Product affecting its stability or performance. The Product must be subjected to normal use. The Product is designed to burn on either natural or propane gas only as determined by the costumer when originally purchased or changed after installation by an authorized installer only. Burning conventional fuels such as wood, coal or any other solid fuel will cause damage to the Product, will produce excessive temperatures and could result in a fire hazard.); (c) damages caused by failing to provide proper maintenance and service in accordance with the instructions provided with the Product; (d) damages, repairs or inefficiency resulting from faulty installation or application of the Product.

Ortal USA is not responsible for inadequate fireplace system draft caused by air conditioning and heating systems, mechanical ventilation systems, or general construction conditions which may generate negative pressure in the room in which the appliance is installed. Additionally, Ortal USA assumes no responsibility for drafting conditions caused by venting configurations, adjoining trees or buildings, adverse wind conditions or unusual environmental factors and conditions that affect the operation of the unit.

This Limited Warranty covers only parts and labor as provided herein. In no case shall Ortal USA be responsible for materials, components or construction, which are not manufactured or supplied by Ortal USA or for the labor necessary to install, repair or remove such materials, components or construction. Additional utility bills incurred due to any malfunction or defect in equipment are not covered by this warranty. All replacement or repair components will be shipped F.O.B. from the nearest stocking Ortal USA warehouse.

#### **LIMITATION ON LIABILITY**

It is expressly agreed and understood that Ortal USA's sole obligation and the purchaser's exclusive remedy under this warranty, under any other warranty, expressed or implied, or in contract, tort or otherwise, shall be limited to replacement, repair, or refund, as specified herein.

In no event shall Ortal USA be liable for any incidental or consequential damages caused by defects in the Product, whether such damage occurs or is discovered before or after repair or replacement, and whether such damage is caused by Ortal USA's negligence. Ortal USA has not made and does not make any representation or warranty of fitness for a particular use or purpose, and there is no implied condition of fitness for a particular use or purpose.

Ortal USA makes no expressed warranties except as stated in the Limited Warranty. The duration of any implied warranty is limited to the duration of this expressed warranty.



No one is authorized to change this Limited Warranty or to create for Ortal USA any other obligation or liability in connection with the Product. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. The provisions of the Limited Warranty are in addition to and not a modification of or subtraction from any statutory warranties and other rights and remedies provided by law.

#### **INVESTIGATION OF CLAIMS AGAINST WARRANTY**

Ortal USA reserves the right to investigate any and all claims against this Limited Warranty and to decide, in its sole discretion, upon the method of settlement.

To receive the benefits and advantages described in this Limited Warranty, the appliance must be installed and repaired by either a qualified or authorized Ortal USA installation technician. Refer to your dealer/distributor sales agreement for requirements. Contact Ortal USA at the address provided herein to obtain a listing of approved dealers/distributors and certified/ authorized installer companies. **Ortal USA shall in no event be responsible for any warranty work done by an installer that is not approved without first obtaining Ortal USA's prior written consent.**

#### **HOW TO REGISTER A CLAIM AGAINST WARRANTY**

In order for any claim under this warranty to be valid, you must contact the Ortal USA dealer/distributor from which you purchased the product. If you cannot locate the dealer/distributor, then you must notify Ortal USA in writing. Submission of a completed warranty claim is the preferred method of warranty claim notification. Ortal USA must be notified of the claimed defect in writing within 90 days of the date of failure. Notices should be directed to the Ortal USA Warranty Department at 8421 Canoga Avenue, Canoga Park, CA 91304 or visit our website at [www.ortalheat.com/](http://www.ortalheat.com/)

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