



Electronic Ignition SmartARC Tiki



Tiki SmartARC

Installation & Operation Instructions



FIRE INSPIRED™
Hearth Products Controls
Fire-Inspired Since 1975.
955-TK SmartARC



These are Warning and Danger Symbols

When you see this symbol on the Tiki, or in this manual, look for one of the following signal word panels alerting you to the potential for personal injury, death, or major property damage.

	WARNING: For Outdoor Use Only.
Installation and service must be performed by a qualified installer, service agency, or the gas supplier.	

	DANGER
--	---------------

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

An LP-cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

	DANGER
--	---------------

FIRE OR EXPLOSION HAZARD

If you smell gas:

- Shut off gas to the appliance.
- Extinguish an open flame.
- If the odor continues, leave the area immediately.
- After leaving the area, call your gas supplier or fire department.

Failure to follow these instructions could result in fire or explosion, which could cause property damage, personal injury, or death.

	DANGER
--	---------------

	CARBON MONOXIDE HAZARD
This appliance can produce carbon monoxide which has no odor.	
Using it in an enclosed space can kill you.	
Never use this appliance in an enclosed space such as a camper, tent, car, or home.	

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

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1 Important Safety Information

- Hearth Products Controls Company recommends that our products are installed by professionals locally licensed by the authority having jurisdiction in gas piping. All installation instructions must be followed to ensure proper performance and safety. Hearth Products Controls Company assumes no responsibility for problems relating to the installation.
- To qualify for a warranty, all instructions must be strictly followed. Otherwise, the warranty may be void. Never alter product or configuration in any way.
- Annual servicing should be handled by professionals certified in the US by the National Fireplace Institute (NFI) as NFI Gas Specialists or in Canada by WETT (Wood Energy Technical Training).
- It is the installer's responsibility to ensure a safe installation and to educate the end-user regarding the features, safety recommendations and proper operation of this product.
- Please reference page 2 and pages in section 1 for all warnings.

INSTALLER:
Leave this manual with the appliance.

END USER:
Retain this manual for future reference.

SELECT MODELS
Certified to
ANSI Z21.97-2017
CSA 2.41-2017



Technical Support

For information and support contact your Hearth Products Controls dealer.

1 Important Safety Information

Symbol Legend



These are Warning and Danger Symbols

When you see this symbol on the Tiki, or in this manual, look for one of the following signal word panels alerting you to the potential for personal injury, death, or major property damage.

IMPORTANT

Necessary instructions



The warning label below can be found on your appliance. Please adhere to the requirement to avoid the potential for personal injury, death, or major property damage.



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

An LP-cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

1 Important Safety Information

Please reference page 2 for all warnings and section 1 safety information.

Important Safety Information for Installers

Leave this manual with the end-user and instruct them to retain it for future reference. Instructions and product updates are also available at www.hpcfire.com under the Support tab.

Installers must carefully follow the instructions in this manual to prevent personal injury or property loss. These instructions contain information critical to the safe installation and operation of the Tiki.

- Instructions are updated as needed. It is the responsibility of the installers to check for product updates and installation manual updates at www.hpcfire.com/support.html prior to installation.
- It is the responsibility of the installer to follow:
 - The National Fuel Gas Code, ANSI Z223.1/NFPA 54 or International Fuel Gas Code.
 - Natural Gas and Propane Installation Code CSA B149.1 or CSA B149.2.
 - The National Electrical Code, ANSI/NFPA 70. In Canada, Canadian Electrical Code CSA22.1.
 - Local codes
- **Control Options:** Use of wall switch, optional remote control (#578-C), automatic shut-off timer or whole house system. Appliance may have manual power switch located on the product identified further in this manual.
- **Rating Information:** The rating label can be located on the inside of the decorative Kano cover. The label contains the gas type, gas pressure required, model of the product, model number, serial number, electrical rating, BTU output, and warnings that can also be found in the install/owner's manual. To access the label, remove the Kano top by rotating in clockwise direction then pull straight up. Remove the Kano by lifting straight up. The label will be attached on the inside lower portion of the Kano.

Gas

- Only use the gas/fuel type specified for this Tiki, refer to the label on the Tiki Kano cover. Never use an alternative fuel to include biofuel, ethanol, lighter fluid, or any other types of fuel.
- When servicing and testing for line pressure, the gas must be isolated from the appliance by closing the main gas line shut off valve to the appliance shown on page 10 (gas shut off valve 226-HC).
- Gas pressure and type should be checked prior to use and installation.
 - **Natural Gas:** Required Supply Pressure: minimum – 3.5 inches W.C.; maximum - 7.0 inches W.C.
 - **Propane Gas:** Required Supply Pressure: minimum – 8.0 inches W.C.; maximum - 11.0 inches W.C.

IMPORTANT

If pressure is below stated minimum, this will reduce flame height, resulting in little to no flame variation. This may result in lack of fuel ignition. Pressure check is required. The stated maximum pressure should be maintained at or below to ensure proper flame height and function of appliance.

- Ensure that any hose which may be used from the permanent main fuel supply to the product is rated to the stated max BTU of the product for the gas type indicated and that it is certified to ANSI Z21.75*CSA 6.27.

1 Important Safety Information

Electrical

- Verify correct 30 VDC - 6.0amp power supply. Only use the type specified for this Tiki. Refer to the label on the Tiki. All electronic applications should utilize a GFCI-protected circuit.
- If removing power cord and hard wiring within junction box, use only a certified Electrician and must follow the National Electrical Code (NEC), NFPA 70 and all local codes.

IMPORTANT

30 VDC powered Tiki:

- Tiki will not perform properly if the power supply rating is below 120W, or wire size is too small.
- HPC recommends sourcing the following power supply:
 - Meanwell 30VDC electronic power supply
 - HLG-185H-30 (single Tiki Torch)
 - HLG-320H-30 (two Tiki Torches)
- HPC recommends that each 30 VDC Tiki is wired with its own dedicated line and not to be daisy chained in line to maintain proper function.
- Use toggle switch on the underside of the Tiki base to shut power off to the appliance.
- Wire sizing: Wire lengths 75 ft or less: 14 gauge
- Wire lengths greater than 75 ft: 12 gauge

Important Safety Information for End-Users

Important Safety Information for Consumers



WARNING: Never leave an operating Tiki unattended or with someone not familiar with its operation or emergency shut-off locations.



WARNING: Both children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burns and clothing ignition.



WARNING: Young children should be carefully supervised when they are around Tiki.



WARNING: Keep the appliance area clear and free from combustible materials, gasoline, and other flammable vapors and liquids.

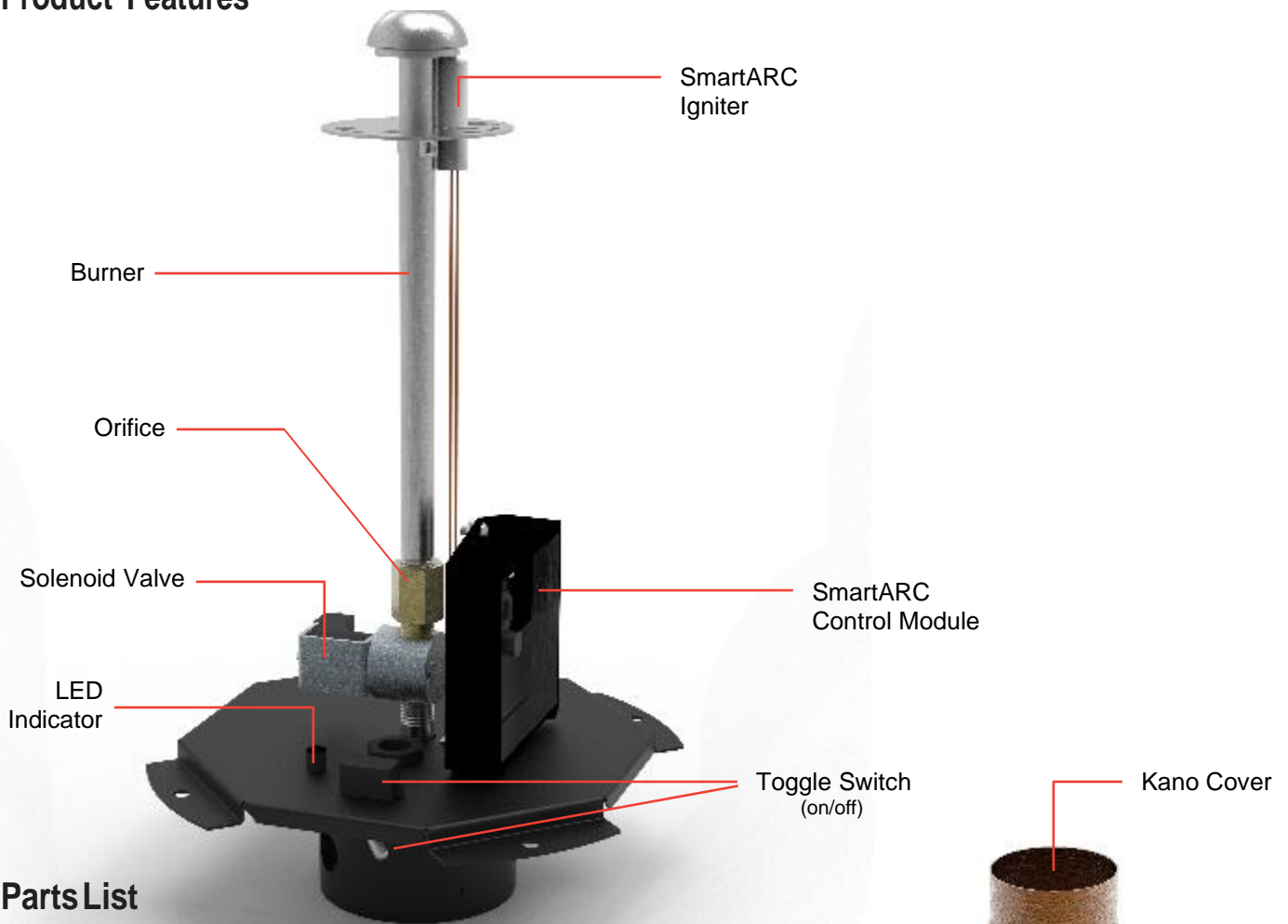
- The warning label below has been provided with your instructions and must be affixed in a conspicuous location adjacent to the appliance prior to use of the appliance.



WARNING: Improper installation, adjustment, alteration, service, or maintenance can cause property damage, personal injury, or loss of life. Refer to the owner's information manual provided with this appliance. Installation and service must be performed by a qualified installer, service agency, or the gas supplier.

2 Product Features and Parts List

Product Features



Parts List

- Kano Cover
- Kano Top
- Burner
- SmartARC Control Module
- Valve Installation
- SmartARC Igniter
- Orifice
- Toggle Switch
- LED Indicator
- Certified quarter turn shut-off valve, 226-HC
- Installation and Operation Instructions



3 Overhead Structures and Sidewall Clearance Requirements



WARNING: All Tiki systems are designed and intended for outdoor use only.

IMPORTANT

It is recommended that material such as granite, marble or other dense stone be kept away from heat and especially flame due to risk of cracking. HPC is not responsible for damage resulting from failure to follow these recommendations.

- Select a location that.
 - ensures above-grade installation of the Tiki.
 - offers good drainage.
 - allows easy access for installation and maintenance of the Tiki.
 - provides sufficient horizontal room to enjoy the Tiki while allowing a safe distance from the heat and flame.
- Tiki creates extremely elevated temperatures. For clearances refer to table 3.1. Clothing or other flammable materials should not be placed on or near Tiki.



WARNING: Tikis create extremely elevated temperatures between 3,000°F and 3,600° F. For clearances refer to table 3.1. Loose clothing or other flammable materials should not be placed on or near Tiki.

Clearances around Tiki

Tiki Clearances	Clearances
Sides surrounding Tiki from structure or combustibles	36" (12" for non-combustibles)
Overhead clearance above product	84"

Table 3.1 – Tiki Clearances

4 Tiki Installation Requirements



WARNING: It is important to review the clearance requirements below for any type of overhead structure such as pergola, roof, overhang, screens, arbor, etc. or a sidewall to ensure that the distances are met. Figures 4.1 and 4.2.

REVISIONS				
ZONE	REV	DESCRIPTION	DATE	APPROVED

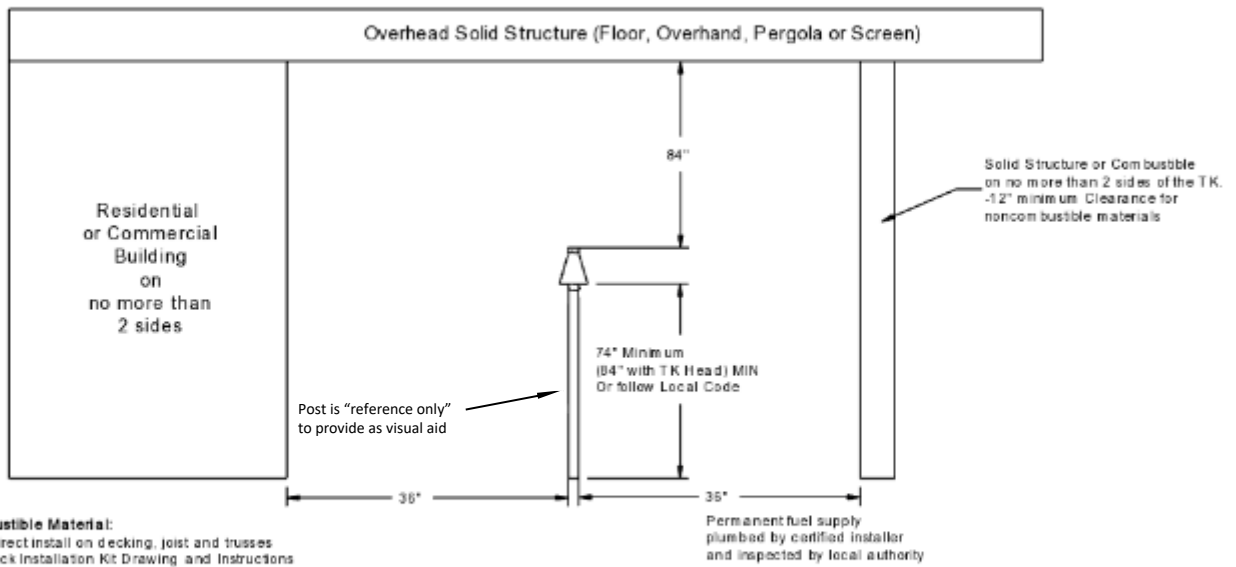


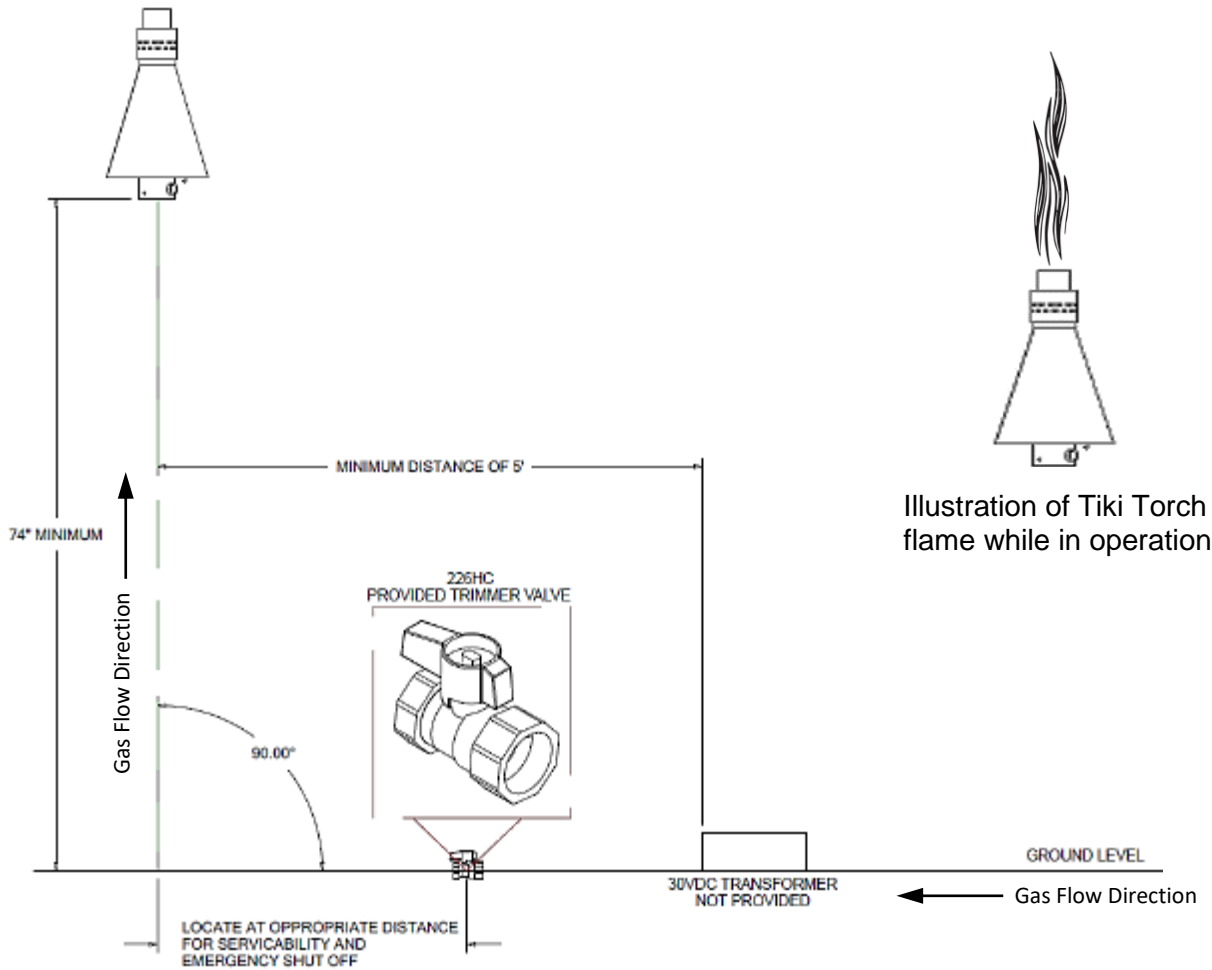
Diagram illustrates common clearance questions Clearance from overhead structure Clearance from structure/combustible All items may or may not apply to your project Clearance's apply to any and all sides of the project	DRAWN	DATE	Clearance's - Standard TK			
	CHECKED	1/4/2023				
	QA					
MFG		SIZE				FORM NO.
Read and follow all instructions and local codes	APPROVED		A			
			SCALE			SHEET

Table 4.1 – Clearances for standard Tiki

4 Tiki Installation Requirements

Location and design

- The platform the Tiki mounts to must be above-grade and allow for drainage to prevent water damage to Tiki.
- Refer to cut sheets on our website for important dimensional information for your Tiki. Visit www.hpcfire.com
- The method chosen for attachment of your Tiki must be constructed on a stable surface and be level.
- The product must be accessible for service and the main gas valve closed when performing pressure testing.
- Properly position Tiki assembly as shown normal to ground level and follow clearances, pg. 9:



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.

4 Tiki Installation Requirements

Gas



WARNING: Fuel line sizing is the responsibility of the installer and must be able to supply the stated maximum BTU for the product – refer to product label on Tiki.

- Fuel line sizing is the responsibility of the installer and must be able to supply the stated maximum BTU for the product – refer to product label on Tiki.
- A certified quarter turn gas shut-off valve must be installed ahead of the Tiki to allow for service of the appliance and for emergency shut-off. HPC valve part 226-HC (3/4" FPT).

IMPORTANT

Do not use trimmer valve on Tiki to serve as shut-off for servicing the appliance or in the event of an emergency.

- Optional gas hose sold separately. part# 580-tiki

Venting

- The venting built into the appliance also works as a drain to prevent water build up.



WARNING: Failure to properly vent the appliance may result in the Tiki overheating or explosion and possible water retention.

- **OVERHEATING:** the Tiki will automatically close the gas valve if the temperature exceeds 191°F inside the Tiki kano to prevent component damage. Once Tiki has cooled where the temperature drops to 160°F, turn the main power to the Tiki off and on to reset. To correct overheating, ensure enclosure has adequate ventilation per the guidelines in this section.

5 Operating the Tiki

Fuel line



WARNING: Tiki must have a gas shutoff on the exterior of the appliance ahead of the Tiki to allow for emergency shut off and maintenance. The gas shutoff should not be used to adjust flame height. Recommended certified quarter turn valve HPC part 226-HC (3/4" FPT)

- The installer is responsible for using the correct fuel line sizing that can supply the stated maximum BTU for the product – refer to product label on the Tiki for specifications. Gas hose available separately.
- Appliance must be isolated during any pressure testing by closing its individual manual shut off valve.

INSTALLATION

We suggest that our products be installed by professionals that are locally licensed by the authority having jurisdiction in gas piping.

- Perform all leak tests with leak detector or leak reactant.

IMPORTANT

To prevent damage and ensure safety, isolate the gas supply from Tiki by shutting off gas valve ahead of Tiki to pressure test the supply line.

IMPORTANT

Burn Testing: It is the responsibility of the qualified installer to test for gas leaks at all connections.

IMPORTANT

Gas Plumbing Connections: Use joint compound or tape that is resistant to all gases. Apply joint compound only to all male pipe fittings. **DO NOT use thread sealant on flared fittings.** Be sure to tighten every joint securely.

Installation Steps:

1. Set Tiki in properly constructed enclosure, read **Section 5 – Tiki Enclosure Requirements.**
2. Position Tiki following safety recommendations with access to all gas connections for testing. **Read Section 3 - Selecting the Tiki Location for more details.**
3. Shut off gas supply to Tiki. Ensure all gas supply valves are closed including trimmer valve on Tiki base.
4. Connect proper 30 VDC electrical power following all local codes. See wiring pg.18 section 9.
5. Connect Tiki to main gas supply. Warning: avoid sharp bends with flex line to prevent whistling and poor flow.
6. Turn on gas supply, purge gas lines of air and perform leak test on all inlet connections. Repair as needed.
7. Initial Start-up after install:
NOTE: Several "ON/OFF" cycles may be necessary to purge air in gas lines after system installation. Follow start up and shut down instruction located on the lower portion of the Tiki Torch head near the toggle switch and the brass trimmer valve knob. See page 16 for example of startup and shut down labels.

5 Operating the Tiki

1. Turn "ON" gas to Tiki.
2. Remove Kano Top to allow viewing of SmartARC igniter.
3. Turn "ON" electrical power to Tiki via wall switch or breaker then, flip on toggle switch at Tiki base.
4. Internal system safety checks will be performed prior to the start of ignition sequence.
5. SmartARC igniter will begin to cycle. Each cycle is 6 seconds (2 second igniter duration, 4 seconds off)
6. Gas solenoid valve will open to allow fuel movement (audible click).
7. Burner will ignite.
8. Once Tiki is lit, the qualified installer must perform leak tests on all gas connections. Repair as needed.
9. Verify correct operation and lighting.
10. Turn off Tiki by first shutting off at toggle switch then secondary supplied power switch or breaker.
11. Review safety manual with end-user. Instruct end-users that Tiki must not be changed or modified.
12. Leave manual with end user.

5 Operating the Tiki



WARNING: Before use, be sure to test all gas connections for leaks. Do not use a Tiki if there is any evidence of leaking gas. If leaking gas is suspected, turn off the main gas supply and repair it immediately.

- Wind and gusty conditions will affect the flame in an unpredictable manner. If conditions exist that are not safe for patrons, turn off the Tiki.
- If applicable, the fuel line should be inspected periodically throughout the use of the Tiki and repaired or replaced prior to use if there is evidence of excessive deterioration, wear or leakage that may cause a safety concern. In the event the fuel line or hose must be replaced, the manufacture shall specify the replacement.
- Do not use the Tiki if any part has been under water. Immediately call a qualified service technician to inspect the Tiki and to replace any part of the control system and any gas control that has been under water.
- Solid fuels shall not be burned in the Tiki.



WARNING: Leaves, sticks, wood, paper, clothing, food material, should be kept away from the Tiki. Clothing or other flammable materials should not be hung from the appliance or placed on or near the appliance. Keep the appliance area free from gasoline, and other flammable vapors and liquids.

- Tiki is not for cooking.
- Make sure that there is no vegetation or other objects over the top or sides of the Tiki that could interfere with safe operation. See clearances in **Section 3 – Selecting the Tiki Location**.



WARNING: When the Tiki is not in operation, turn off the gas valve and ensure the power toggle switch is in the off position.

- When not in use, the Tiki must always be covered.
- During operation, it is recommended to visually check flame presence periodically to ensure Tiki is operating properly. Below is an image that represents an example of Tiki torch while in operation.



5 Operating the Tiki


Start-up

Boost Mode: When the arc power supply is initially started after power up and when the arc is started from an error condition, boost mode is applied for 0.2 seconds. This increases power to the igniter to help the arc start properly and to clean any oxidation from the igniter electrodes. After 0.2 seconds of boost mode, the power will be reduced to normal level.

Sequence of Operation:

When power is applied to the SmartARC Control Module, the control will perform a series of system checks as follows:

1. After power is applied to the SmartARC Control Module, there is a 0.5 second delay before any measurements are made. This allows time for the primary power supply to start up and achieve a stable output.
2. Next the temperature is checked. The temperature needs to be below 191° F for the system to continue. If it is too hot, the control will remain off until the temperature drops below 160° F. The status LED will flash 4 times to indicate the over temperature error has occurred.
3. Next the input voltage and the gas valve are checked. The gas valve must be connected to the control and the input voltage to the control must be in the range of 20VDC to 35VDC for the control to continue start up. If the gas valve is not connected or the input voltage is low, the LED will blink 3 times.
4. Next, the high voltage arc power supply is energized in boost mode for 0.2 seconds then back to normal power mode. The current is then checked for 0.5 seconds. If the current is above or below the expected current the system will turn off the arc for 4 seconds, then the control will attempt to restart the system. There is a limit of 10 restart attempts before the control will lock out permanently. After a lock out, power must be cycled off then on to restart the control. While the error is present, the LED will flash. This error could be caused by:
 - a. Open igniter lead or severely worn igniter electrode on the igniter (1 flash).
 - b. Shorted or fouled igniter (2 flashes).
 - c. Failed component in High voltage circuit.
5. After passing the current check, the SmartARC Control Module will energize the gas valve. At this point the flame will ignite, and all systems are functioning normally. The control will continually monitor the high voltage primary circuit voltage and current as well as temperature at the control. If any parameters go out of range the control will shut down the system for 5 seconds, then the control will attempt to restart. There is a limit of 10 restart attempts before the control will lock out. At this point, power must be cycled off for 10 seconds then on to restart the control. In the case of over temperature, the system will turn off until the temperature drops to normal level. When any error is present, the LED will report the error by flashing a series of blinks (See error codes above and in troubleshooting section of this manual).

	DANGER
If you smell gas: <ol style="list-style-type: none">1) Shut off gas to appliance.2) Extinguish any open flame.3) If the odor continues, keep away from appliance and immediately call gas supplier or fire department.	

5 Operating the Tiki

6. The arc will now be cycled on for 2 seconds then off for 4 seconds. During normal operation, the arc will be started in normal power mode to reduce wear of the igniter electrodes. Depending on the setting of the mode
7. Note: After an error occurs, if the system restarts successfully and operates normally for 1 minute, the retry attempt counter will be reset to 0.
8. See Tiki Torch Start up and Shutdown instruction below that are also attached to the appliance.

Tiki Torch START UP	Tiki Torch SHUTDOWN
<ol style="list-style-type: none">1. STOP! Read the safety information on "What to do if smell gas" (Pg. 1)2. Confirm there are no obstructions (as mentioned in warnings) including water, snow, ice, or other debris.3. Turn "ON" electrical power and gas to tiki.4. Using the switch on underside of tiki base, flip the toggle switch to the "ON" position. It may take several cycles to purge air prior to ignition.5. To reset after lockout, power unit down, wait 5 minutes, then restart.6. Once Tiki Torch has igniter, DO NOT leave unattended.	<ol style="list-style-type: none">1. Turn "OFF" Tiki with toggle switch on underside of Tiki base.2. Turn off electrical power ahead of Tiki Torch. IMPORTANT ENSURE THAT TOGGLE SWITCH IS OFF AND THAT THE FLAME IS COMPLETELY EXTINGUISHED.3. Once Tiki is cooled, use appropriate cover to protect electronics and kano top

6 Maintaining the Tiki

- We suggest that our products be serviced annually by a professional certified in the US by the National Fireplace Institute (NFI) as NFI Gas Specialists.
- Ensure gas is shut off and Tiki is cool before servicing.
- Keep Tiki always covered when not in use and free of debris.
- In some areas of the country, spiders or insects have been known to build nests and/or lay eggs in the venturi holes of the air-mixer for LP units. This can cause fuel to fill the fire feature cavity and result in personal injury or property damage. Periodic inspection by a qualified service technician of the air-mixer is required to ensure your fire feature performs properly, Figure 9.1.
- **Burner Cleaning: One time a year.** If flames exhibit any abnormal shapes or behavior, or if burner fails to ignite properly, then the burner holes may require cleaning. The appliance can be cleaned by carefully removing the black top by rotating clockwise and then carefully lifting the Kano cover. Use a brush to remove dust, spider webs, and loose particles from base, and burner itself. If there is evidence of damage, the burner must be replaced with the burner specified by the manufacturer.

Service



We suggest that our products be serviced by a professional certified in the US by the National Fireplace Institute (NFI) as NFI Gas Specialists.



Figure 9.1 – Locating orifice for cleaning.

7 Troubleshooting

Table 10.1 and 10.2, below indicate some potential causes and countermeasures to the symptoms indicated in bold type. **Please contact your retailer or certified technician for service and repair.**

- The error number and description are shown by the number of blinks the LED indicator light gives at the bottom of the TIKI base.

Service



We suggest that our products be serviced by a professional certified in the US by the National Fireplace Institute (NFI) as NFI Gas Specialists.

30VDC units only

Error Number Description	Problem	Possible Causes	Solution
1 Open or Worn-Out Igniter	- Cycling off / on - No fuel ignition - No arc - Receiving error code flash from LED	excessive erosion of igniter electrodes creating a wide	Replace serviceable igniter
		internal short of conductor wire attachment to the electrode	Replace serviceable igniter
2 Shorted or fouled igniter	- Cycling off / on - Noisy igniter - No fuel ignition - No arc - Receiving error code flash from LED	debris or objects resting against the igniter electrodes	Clean igniter with a soft bristle brush
		excessive soot builds up from poor fuel/air ratio	Check venturi holes are clear from any debris
		conductor wires shorted between transformer and	Replace serviceable igniter
		blocked air mixer venturi holes creating excessive	Clean air mixer with soft bristle brush
		corrosive material on igniter electrodes blocking arc from	Clean air mixer with soft bristle brush
3 Gas valve not present OR input voltage is below 20V	- No fuel ignition - Do not hear valve open - No fuel flow	disconnected wire at SmartARC Control Module or	Reconnect wires (see section 9 Wire Diagram)
		shorted power wire to valve	Replace wire by certified electrician
		valve stuck in open position unable to close	Measure incoming power to valve at circuit board then cycle on/off for function
		valve stuck in closed position unable to open	Measure incoming power to valve at circuit board then cycle on/off for function
4 High temperature shutdown	- system running fine then shuts off	circuit board over temperature	Vent for proper venting. Ensure air gaps are not blocked.
		inside overall temperature of system reached 191° F	Allow to cool 30 minutes or once temperature has reached 160°F then restart
		backpressure inside protective cover created flameout against SmartARC	Condition created by LP unit. Remove protective cover, inspect for damage, and replace
		Blocked vents	Inspect bottom of kano and tiki base to ensure pass through venting is not blocked by heat shield cone

Table 10.1 – Troubleshooting

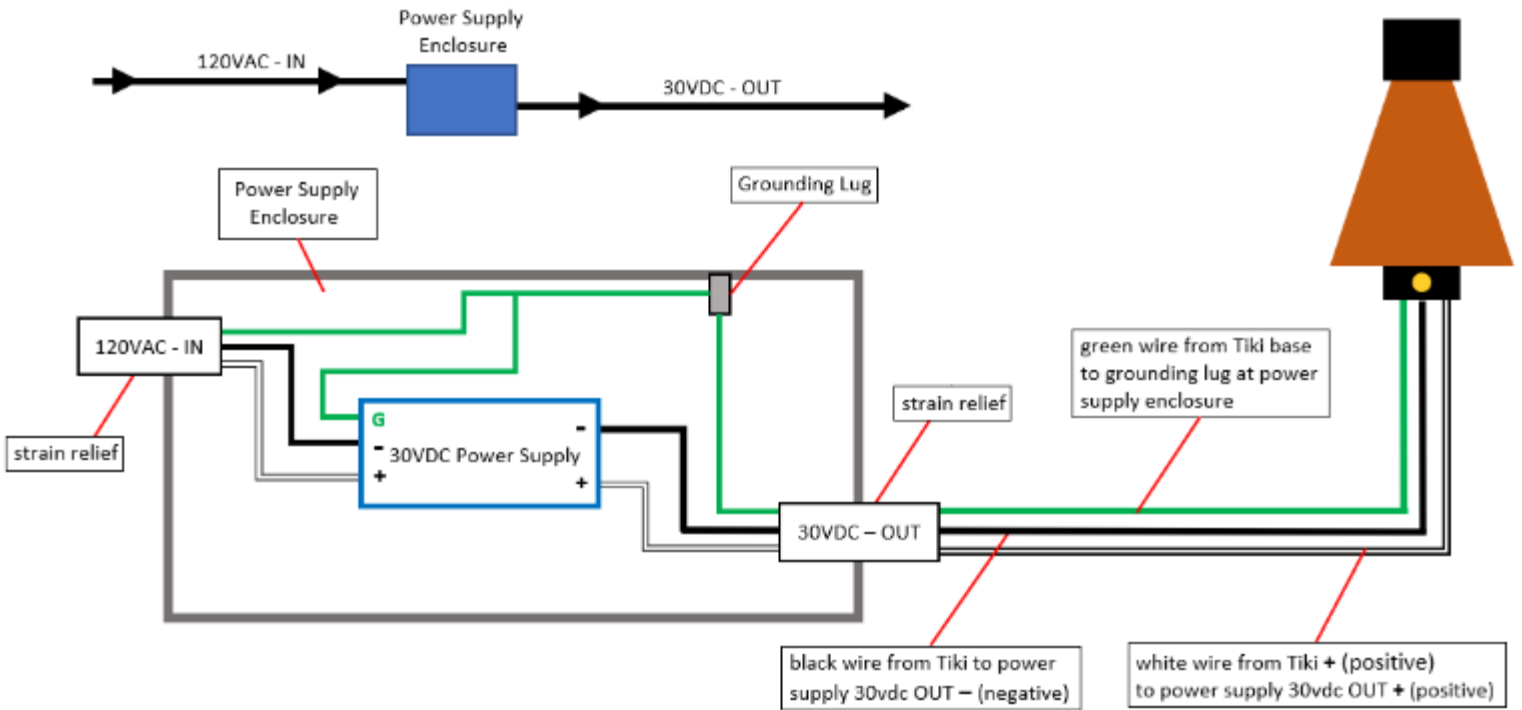
8 Wiring Diagram

30VDC Models:

(Source Power Supply Separately)

Electronic HLG-185H-30, HLG-320H-30

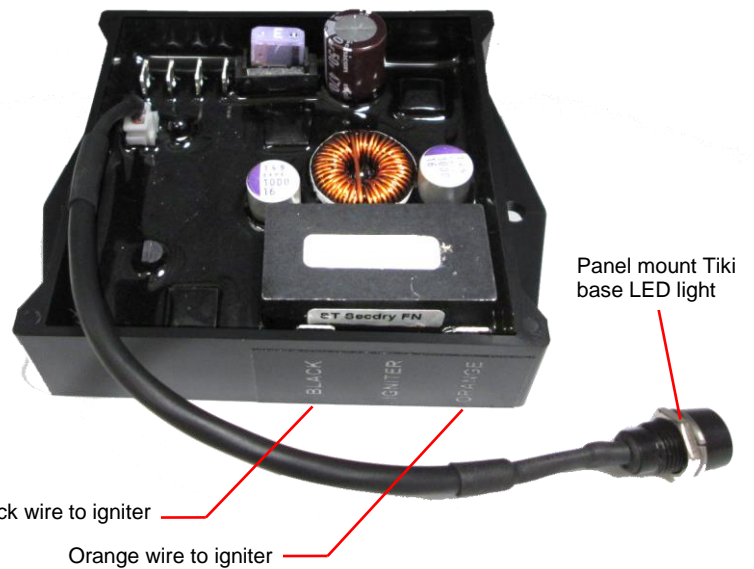
NOTE: Minimum 120W Output Required



Tiki Ignition Control Module



- 3-amp fuse
- 30VDC +
- 30VDC -
- Valve -
- Valve +



9 Compatible Accessories

Tiki cover – Hearth Products Controls has heavy-duty vinyl covers for your Tiki that will protect it from rain, snow, and moisture. See Figure 12.1.

For a complete list of accessories, visit www.hpcfire.com



Figure 12.1 – Tiki cover

10 Replacement Parts

Please contact your dealer for parts – if unsure please contact HPC or visit our website at www.hpcfire.com and we will be happy to help you.

Replacement Components List

Part Number	Item Description
940-KANO-HC	Kano Cover – Hammered Copper
940-KANO-BPC	Kano Cover – Black Powder Coat
940-TOP	Kano Top
940-BURNER	Burner
314-SAMOD-TK	SmartARC Control Module
940-GV-TK	Valve
940-SAI-10	SmartARC Igniter
940-TS	Toggle Switch
940-TSS	Toggle Switch Seal
230LP-LNG	Trimmer Valve
940-LED	LED Indicator Harness

11 Warranty

Warranty

Hearth Products Controls Co. (HPC) warrants Tiki against manufacturing defects that prevent safe and correct function as follows:

Tiki SmartARC - Lifetime Warranty

Limited Warranty:

- 1) Electronics, Gas Valve: Commercial-1 year; Residential-3 year.
- 2) SmartARC Igniter: Commercial-1 year; Residential-2 year.
- 3) Stainless Steel Components: Commercial-1 year; Residential-5 years

Warranty commences from the date of original sale / shipment from HPC FOB Dayton, Ohio. This warranty is for parts and in-house (HPC) labor. The defective product must be sent back to HPC with a Return Merchandise Authorization (RMA) issued by HPC for that specific product and any other additional information for the nature of the defect or warranty claim. The warranty does not cover items that have been damaged by overheating, modification, abuse, or improper storage. Also, any labor involving installation or maintenance with the unit is not covered. This warranty excludes claims for consequential, indirect-collateral expenses arising from product defects or warranty recovery.

Rev.0 5/8/2019



FIRE INSPIRED™

Hearth Products Controls

Fire-inspired since 1975.

2225 Lyons Road

Miamisburg, Ohio 45342

For detailed product information, go to www.hpcfire.com



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