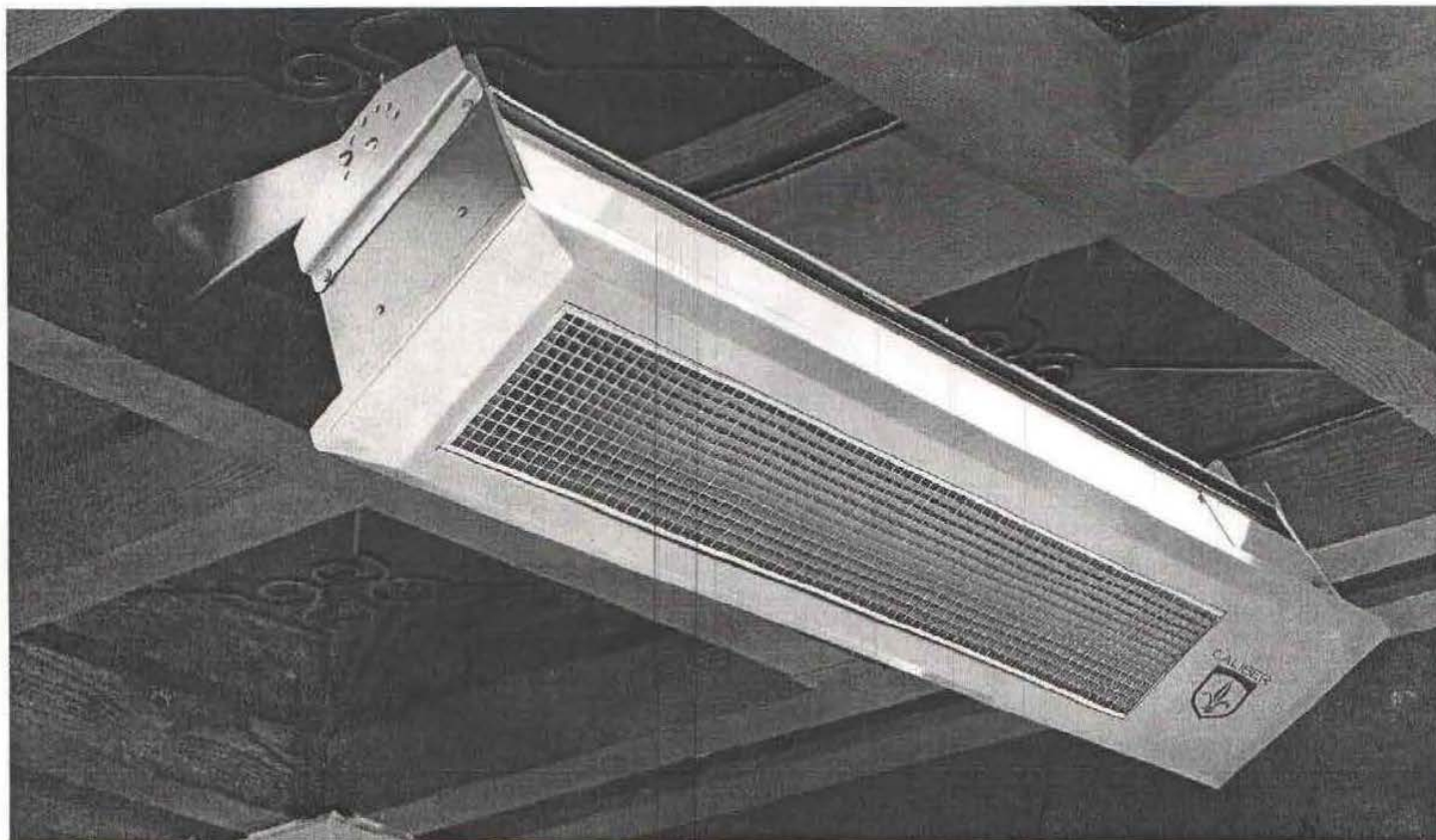




Caliber Outdoor Comfort Heater

Installation Use & Care Guide



Features / Specifications

- Powerful 35,000 BTU ceramic infrared burner provides warmth up to a 10' reach*
- Electronic spark ignition with 100% safety shutoff
- Quality 304 type Stainless Steel mounting brackets and hardware included
- Heater may be mounted horizontally or up to 30° from horizontal
- Easy-use control remote included
- Appealing low profile architectural faceplate is seamlessly welded
- The heater is crafted from commercial grade #304 Stainless Steel for outdoor use
- Available for use with LP or NG gas - may also be converted in either gas on site
- Heater Model #'s: CH48L/N (LP or NG Gas)

* Area warmed by the Caliber Comfort Heater will vary depending on how well protected or open to breezes the area to be warmed is.



Welcome

Thank you for selecting the Caliber Range Outdoor Comfort Heater. Because of its unique features, we have developed this Installation and Operation Guide. This guide contains valuable information on how to properly install, use, and care for your new Heater for years of safe and enjoyable use.

For your convenience, product questions can be answered by a Caliber Range Customer Support Specialist by phone: 1-714-848-1349.

For product questions or concerns, you may also contact us via email at:

info@caliberappliances.com

Additionally, you may also write to us at:

Caliber Range Products Attention:

Customer Service

17812 Metzler Lane, Huntington Beach, CA 92647

**Because of continuing product improvement these specifications are subject to change without notice.*

WARNING:

Improper installation, adjustment alteration, service or maintenance can cause property damage, injury or death and can void your product warranty. Read the installation, operating and maintenance instructions thoroughly before use, installing or servicing this equipment. For outdoor use only.

WARNING:

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

FOR YOUR SAFETY IF YOU SMELL GAS:

1. Shut off gas to the appliance.
2. Extinguish any open flames.
3. If odor continues, immediately call your gas supplier.

PLEASE RETAIN THIS MANUAL FOR FUTURE REFERENCE



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Safety Practices & Precautions

READ AND UNDERSTAND THESE PRECAUTIONS

- When properly cared for, your Heater will give safe, reliable service for many years. However, extreme care must be used since the heater produces intense heat and can increase accident potential.
- Read this Care and Use Guide carefully and completely before using your heater to reduce the risk of fire, burn hazard or other injury. Begin by ensuring proper installation and servicing. Do not repair or replace any part of the heater unless specifically recommended in this manual. All other service should be referred to a qualified technician.

WARNING:

Do not try lighting this appliance without reading the "LIGHTING INSTRUCTIONS" section of this manual.

- Do not use in an explosive atmosphere, keep heater away from areas where gasoline or other flammable liquids or vapors are stored or used.
- Before each use check for damaged parts such as hoses, wires, batteries or burner.
- Do not attempt to alter unit in any manner.
- It is imperative that the control compartment, burners, and circulation air passageways of the heater must be kept clean. The heater should be inspected before each use, and at least annually by a qualified service person, for the presence of spiders, webs or other insects. The burner area is a common and desired spider haven.

INSECT WARNING:

Spiders and insects can nest in the burner of this and any other heater. Spider webs can present a dangerous condition which can damage the heater and render it unsafe for use.

Safety Practices & Precautions cont.



- Children should not be left alone or unattended in an area where the heater is being used. Never allow them to sit, stand or play on or around the heater at any time. When in use, portions of the heater get hot enough to cause severe burns.
- Never let clothing, or other flammable materials come in contact with or too close to any part of heater or hot surface until it has cooled. Fabric may ignite and result in personal injury.
- Begin by insuring proper installation and servicing. Follow the installation instructions provided with this product. Have your heater installed by a qualified technician. Have the installer show you where the gas supply shut off valve is located so that you know where to shut off the gas to the heater. If you smell gas, your installer has not done a proper job of checking for leaks. If the connections are not perfectly seated and tightened, you can have a leak and therefore a faint gas smell. Finding a leak is not a "do-it-yourself" procedure. Some leaks can only be found with the heater in operation mode and for your protection it must be done by a qualified service technician. Never use an open flame to locate a leak.
- Clean the heater with caution. Avoid steam burns; do not use a wet sponge or cloth to clean the heater while it is hot. Some cleaners produce noxious fumes or can ignite if applied to a hot surface.
- Be sure all heater controls are turned off and the heater is cool before using any type of aerosol cleaner on or around the heater. The chemical that produces the spraying action could, in the presence of heat, ignite or cause metal parts to corrode.
- Do not operate the heater under unprotected combustible construction, maintain clearances. Use only in well ventilated areas.
- Keep the area surrounding the heater free from combustible materials, trash, or combustible fluids and vapors such as gasoline or charcoal lighter fluid. Do not obstruct the flow of combustion and ventilation air.
- To avoid the risk of burns or accidental cloth ignition, do not touch the heater anywhere near the burner assembly during operation.
- Do not touch the burner assembly until after the heater has cooled.
- Carefully monitor young children in the vicinity of any operating heater.
- Do not hang clothing or any other flammable materials from, on, or near the heater.
- All leak tests should be done with a soap solution. Matches should never be used for this purpose.
- This outdoor heater is primarily for temporary heating of outdoor patios, decks, spas, pool, and work areas.

Unpacking the Heater / Items Included

Unpacking the Heater:

Remove packing material but do not discard until all internally packaged parts listed below are accounted for. If box or package is damaged, inspect product carefully before attempting to use or mount the heater unit. Pay attention to the pack list inside the box and note that all parts were accounted for upon assembly at the manufacturing facility.

Parts included:

- (1) CALIBER COMFORT HEATER MODEL #CH48L/N
- (4) 3/8-16 X 3/4" SS BUTTON HEAD BOLTS
- (4) 3/8-16 SS NYLOCK NUTS
- (4) 1/4-20 X 1/2 SS HEX BOLTS
- (2) SS HEATER ARM MOUNT BRACKETS
- (2) SS ARM BRACKETS
- (1) HEATER REMOTE CONTROL
- (1) AC POWER ADAPTER
- (1) AC POWER STEPPER CONVERTOR BOX AF-4000 110H/L
- (4) AA BATTERIES

****If any of these parts are missing call the Caliber Range parts department @ 714 848-1349 before you attempt to mount or use the heater.*

**Because of continuing product improvement these specifications are subject to change without notice.*

Installation:

The Caliber Range Outdoor Comfort Heater provides radiant warmth *indoors (commercial applications only) or outdoors with a powerful 34,000 Btu/hr. All units are equipped with spark ignition and 100% shutoff valve for safety. CRC Heaters to be installed in Aircraft Hangers must be installed in accordance with American National Standards for Aircraft Hangers, ANSI/NFPA No. 409. Heaters to be installed in public garages must be installed in accordance with NFPA No. 88A standards for parking structures. Heaters must be installed so that minimum clearances described in these installation instructions will be maintained from vehicles parked below the heater. The installation must conform with ANSI standard No. Z223.1 National Fuel Gas Code and any applicable local codes. In Canada, the installation must conform with local building codes or, in the absence of local codes, with National standards of Canada CAN/CGA-B 149.1 & 2-M86. Each heater must be electrically grounded in accordance with the National Electrical Code, ANSI/NFPA 70 when an external electrical source is utilized. In Canada, the CSA Canadian Electrical Code, C22.1, Part 1 applies.

The gas inlet supply and normal operating manifold pressure for each heater are as follows. For gas supply line pressures in excess of 1/2 psig, contact your dealer or the factory.

Gas Inlet Pressure

Maximum pressure:

Natural Gas: 10" W.C.

LP Gas: 13" W.C.

Minimum pressure:

Natural Gas: 6" W.C.

LP Gas: 11" W.C.

Manifold pressure:

Natural Gas: 5" W.C.

LP Gas: 10.5" W.C.

****The heater is fitted with an internal 5" W.C. regulator for NAT. convertible to 10.5" W.C. for LP.*



WARNING:

1. This product must be installed by a licensed plumber or gas fitter when installed within the Commonwealth of Massachusetts.
2. When Mounting Body Assembly, make sure left hand and right-hand Body assembly are level. If not, escaping heat could easily cause damage to the components inside the compartment.

Mounting Notes:

Do not locate either the gas or electrical supply line directly over the flue outlet of the heater. Electrical supply line shortage and / or control overheating may occur. The heater must be installed in a location such that it is accessible for servicing and have no restriction of air flow to the air inlet of the heaters casing.

Each heater must be installed such that the minimum clearance to combustibles are maintained. Combustible materials are defined as wood, paper, foliage, plastic, plexiglass or other materials capable of being ignited and burned. Such materials shall be considered combustible even though flameproofed, fire retardant treated or plastered. Additional clearances may be required for glass, painted surfaces and other materials which may be damaged by radiant or convection heat.

A minimum pipe size of 1/2" is required for inlet piping. A 1/2" lever handled shut-off gas cock should be installed within 4 feet of the appliance for servicing the unit. Check with local and state plumbing and heating codes regarding sizing of the gas lines. Installation of a drip leg in the gas supply line going to each heater is required to minimize the possibility of any loose scale or dirt within the gas supply line from entering the heater's control system.

Note: Where applied, the Uniform Mechanical Code requires that all portions of overhead radiant heaters are located at least 8 feet above the floor.

Bracket Assembly / Wall Mounting

Desired Heating Area Coverage:

Mounting Height: 8-9ft.

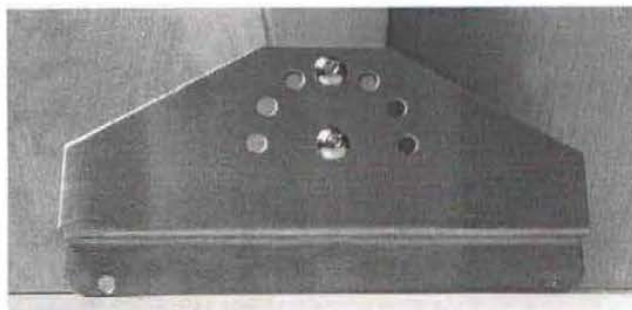
Cold / Breezy: 6ft. x 6ft.

Mild: 8ft. x 8ft.

Well Protected: 10ft. x 10ft.

Mount bracket Assembly, Wall Mounting:

Step one: Locate the (2) Heater Arm Mount Brackets and install them on each end of the Heater using the (2) 1/4-20 X 1/2" SS Hex Bolts as shown below.



NOTE:

Use only the mounting brackets provided by the manufacturer heater must be leveled only on a Horizontal Axis but can be angled to a maximum of 30 degrees in reference to the floor. DO NOT mount the heater on a vertical axis. DO NOT modify brackets. Such installation is considered unsafe and improper and will automatically VOID the product's warranty.

Step Two, Wall Mounting: Mount the assembled mount brackets on the wall or overhead fixture keeping in mind installation specifications and clearances. The hole to hole dimensions from one bracket to the next should be exactly 48" on center. Mount the brackets into a solid material such as wall studs, Eave Joists, concrete block or comparable. Ensure that your installation can hold at least 100 lbs and resist extra strain from weather/wind which may act on your installation. We recommend at least 3/8" lag bolts but more substantial fasteners may be warranted in other situations. Consult a licensed contractor if needed to determine what is best for your installation.

Step Three: Two people on step ladders will be needed for this step. Mount the heater on the already mounted mount arm brackets using the (4) 3/8-16 X 3/4" SS button head bolts, (4) 3/8 SS lock washers and (4) 3/8-16 SS hex nuts provided as shown below. Position the heater according to the installation clearance section in this manual. Do not exceed 30° from a level straight down installation.



Warning:

Mounting this heater at more than 30° from a level straight down installation will cause the flue products to melt the front screen or control unit. This is not covered under warranty and will void the warranty on the heater!

Tighten all mounting fasteners with a 7/32" allen wrench and 9/16" open end wrench. See diagrams below for variations of mounting on wall or ceiling at either 0 or 30 degrees off of the floor.

Note:

Failure to mount according to these instructions will void your warranty.



Mounting Tips

The heater may be mounted at a 0 degree angle or at a maximum of a 30 degree angle in reference to the floor. The heater must always be horizontal to the floor.

Warning:

Mounting the heater at greater than a 30 degree angle will cause improper flue exhaust of combustion gases which may result in damage to the front grill and will overheat the electronic control.

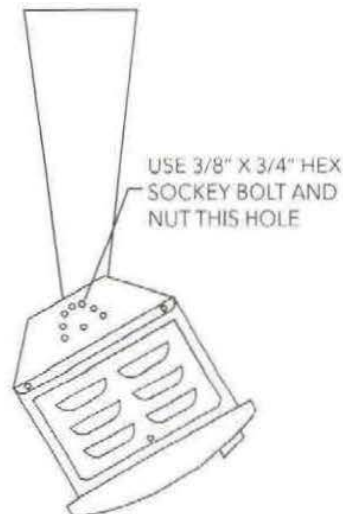
Note:

Use only the mounting brackets provided by the manufacturer. Heater must be leveled only on a horizontal axis but can be angled to a maximum of 30 degrees in reference to the floor. DO NOT mount the heater on a vertical axis. Such installation is considered unsafe and improper and will automatically VOID the product's warranty. Any modification to heater brackets could void the factory warranty of the heater.

- Clearance around the heater must be maintained to prevent fire hazard and to allow proper ventilation of the heater. Heater must be in a location that allows uniform air pressure around the entire heater.



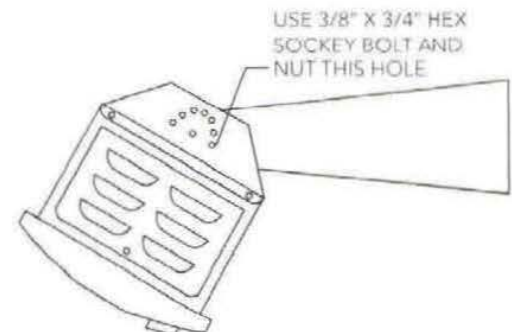
Ceiling mount level with deck.



Ceiling mount at 30° from level with deck.

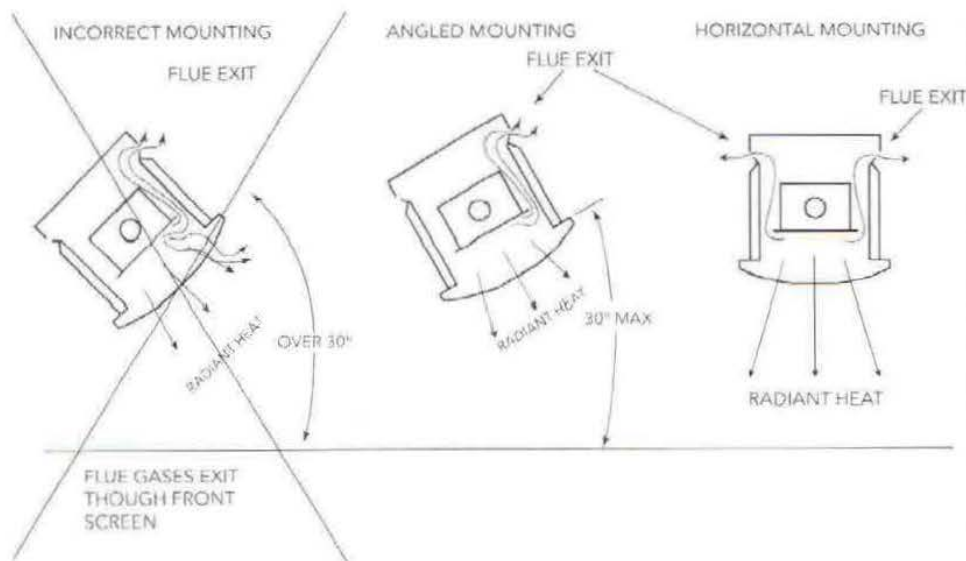


Wall mounting at 0° from level with deck



Wall mounting at 30° from level with deck.

Battery Installation / Connect Gas Supply



Battery Installation

Remote Control:

The Remote control uses one A23 12v battery installed under the cover on the back of the remote. This battery should be installed at the factory.

Heater Control:

The Heater Control can be powered by either AC power or DC power. If you are using the DC power option you will need to install four AA 1.5v batteries before operating heater. You do this through the rear access cover near the right end of the heater. Remove the screw holding the rear cover on the heater and manipulate it from around the gas supply line. Locate the small black plastic box and remove the battery cover as shown below. Install the four (4) AA batteries as indicated,

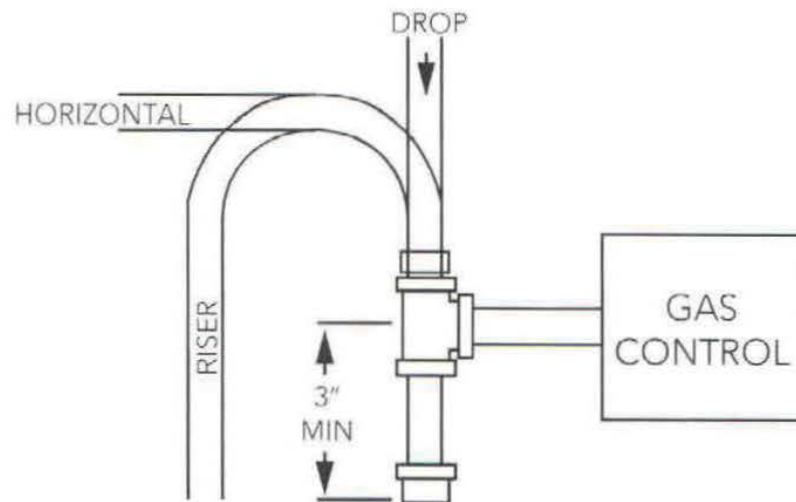
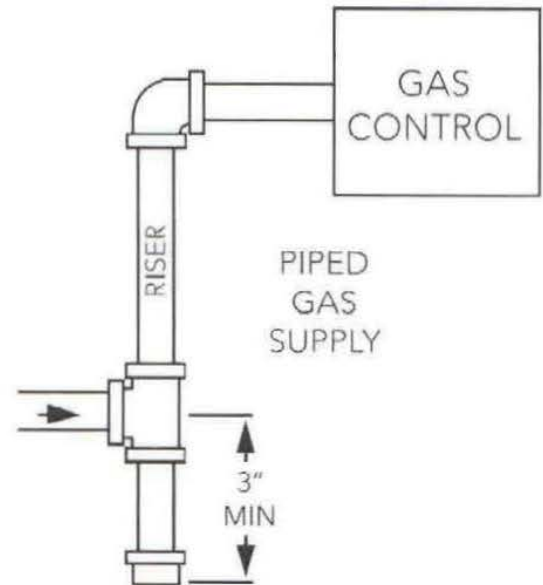
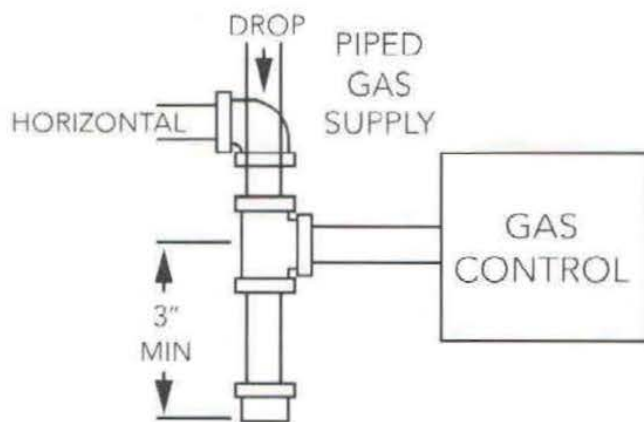
Connect Gas Supply

Gas line requirements:

A minimum pipe size of 1/2" is required for inlet piping. A 1/2" lever handled shut-off gas cock should be installed within 4 feet of the appliance for servicing the unit. We recommend using 1/2" Stainless Steel corrugated hose with 3/8" flare fittings on each end to match up with the existing fittings on the heater. Ensure that there is plenty of slack in installation in case adjustment of the heater's angle is required. Installation of a drip leg in the gas supply line going to each heater is required to minimize the possibility of any loose scale or dirt within the gas supply line from entering the heater's control system.

See diagrams on next page for Gas supply installation.

Gas Connection Diagrams



Leak Testing

IMPORTANT

Ventilation:

A minimum building ventilation rate of 4 CFM per 1,000 BTU's of installed heater input must be provided. This rate of ventilation may be obtained through either gravity or mechanical ventilation of the building. In conjunction with building ventilation system, adequate fresh air into the building must be provided through fresh air inlets and/or building inlets. It is recommended that state and local codes be checked to assure the ventilation system and heat installation are in compliance with state and local codes.

When checking for gas leaks, **do not use an open flame**. Use a soap and water solution. Installation of 1/8" NPT plugged tapping, accessible for test gage connections, is required upstream of the gas supply connection to the heater.

Note:

Gas connections on the heater are leak tested at the factory prior to shipment.

Precautions:

- Periodically check the whole gas system for leaks or immediately check if the smell of gas is detected. Extinguish all open flames.
- Never leak test while smoking.
- Do not use heater until all connections have been leak tested and do not leak.
- When leak testing, refer to the connection diagrams.
- Only those parts recommended by the manufacturer should be used.
- Substitution can void warranty.

Leak Test:

Make a soap solution of one part liquid detergent, and one part water. The soap solution can be applied with a spray bottle, brush or rag. Soap bubbles will appear where a leak is present. Turn the gas supply "ON". Turn the heater unit on and let run on "HI". check for leaks at leakpoints. If a leak is present, turn off heater and gas supply. Tighten any leaking fittings, turn unit on and recheck.

Turn Power On & Off / Lighting & Operation Instructions



Turn Power ON:

The Outdoor Comfort Heater normally operates in a state of readiness meaning that the power to the unit is left in the "remote" position but powers down waiting for a command from the remote control. This uses a minimal drain on the batteries or your household power if you have the heater hooked up to AC power. Therefore there is no need to turn any switch on other than the "on" button the remote.

Note:

During normal operation you can turn the heater to "HI" or "LOW" at any time but once the heater is turned to "OFF" the heater will first light on the "HI" setting for fifteen seconds and then default to the setting that was used when the heater was last used. Either "HI" or "LO".

Turning off the heater:

1. To turn the heater "OFF" using the normal method you must simply press the "OFF" button while the heater is turned on. The heater will simply go through its cycle of turning the main burner off and then automatically turn the heater pilot burner off. Once off the Heater defaults to the "HI" setting.

Lighting Instructions:

Lighting the Heater can be accomplished only by using the remote control.

1. To turn the heater "ON" you must simply press the "ON" button while the gas supply is turned on. The heater will simply go through its cycle of turning the pilot burner on and then automatically turn the heater main burner on. Once lit the Heater defaults to the "HI" setting for 15 seconds and then reverts to whatever setting it was on the last time it was operated. The HI setting will burn at 34'000 BTU's per hour. You can press the "LOW" button to turn the heater down to low which burns at 25,000 BTU's per hour.

 **Warning:**
If burner fails to ignite, use the remote to turn heater to "OFF" and wait 5 minutes before trying to re-lite to allow any gas to dissipate.

Note:

Some white smoke and green flame may appear during the initial start-up of the heater but it will dissipate with proceeding use.

Remote Setup / AC Power Hookup

Programming the Remote Control:

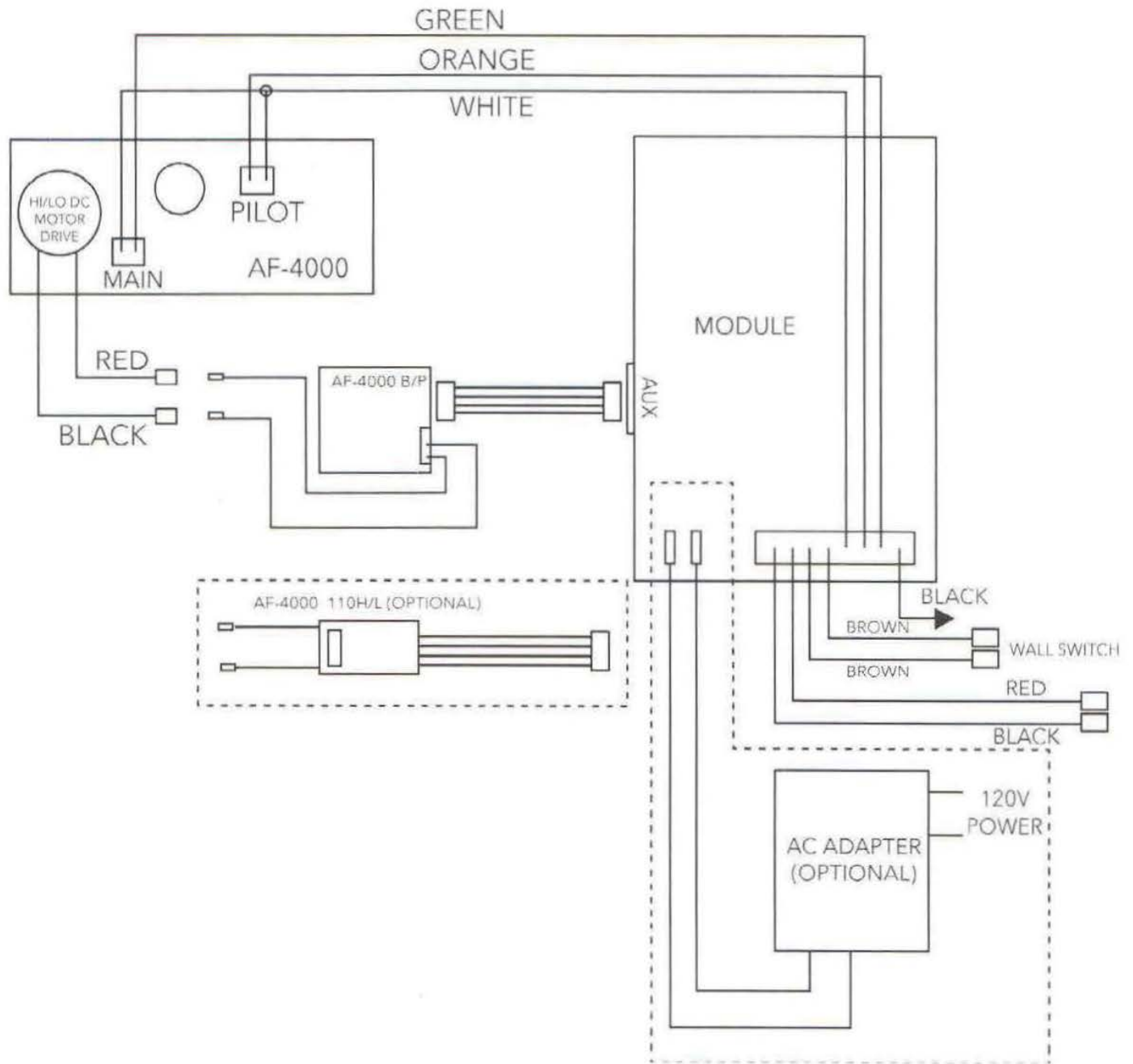
The Outdoor Comfort Heater must be programmed to the Remote control before it will operate. It is possible to program up to three different remote controls to each heater as well as program infinitely many heaters to one remote control for multiple operation at one time.

1. To program the Remote (make sure power is on) locate the learn button through the hole near the louvre on the right end of the heater. Using a small allen wrench or other thin object press and release the learn button. There will be a beep sound from the control module inside the heater. Then press any key on the remote control. Once the internal receiver accepts the transmitter code there will be a series of confirming beeps. The remote system is ready for use.
2. To program multiple remotes to multiple heaters you will need to turn off the power on all but the current heater that you are programming so that the surrounding heaters do not pick up the signal and program themselves. Repeat the process in step 1 for every heater you want to program.
3. To program multiple remotes to one heater unit you will just need to repeat step #1 for every remote you intend on using with up to three allowed per heater.

AC Power Hookup:

To Hook up AC power you will need to change one component and add another. Follow the directions below step by step to accomplish this task:

1. Remove the heater back access panel by removing the screw holding it to the unit.
2. Unhook the four wire assembly that leads from the battery box/stepper control to the AF-4000 MOD. control module. Remove wire assembly by pulling straight out from module body. Disconnect the Red and Black wires leading to the stepper motor. Set this stepper motor battery box aside for future use should you decide to change back to battery power. (See diagram at right)
3. Replace this box with extra black AC power stepper box labeled AF-4000 H/L supplied with your heater. Connect four wire lead to control module AF-4000 MOD. Connect remaining red wire and black wire to stepper motor making sure to attach Black to Black and Red to Red.
4. Connect wire leads from power convertor supplied with your heater unit to the AF- 4000 MOD. control module located inside the heater control area. (See diagram at right)
5. Peel double sided tape paper from stepper control box and affix box to original location of DC stepper battery box.
6. Re-install Heater access panel while routing AC power cord through gas supply cutout in panel.



Converting to LP or Natural Gas

Converting to LP or Natural Gas:

In order to change your heater to Natural Gas from LP or vice versa you will need to change three parts as well as change the gas setting on the fuel control:

1. Main Orifice
2. Pilot Flame level adjustment
3. Minimum Rate screw
4. Gas setting on fuel control

⚠ Warning:

Using LP gas on the Natural Gas setting on the fuel control can cause great injury to self as well as to your heater unit. Double check that you have the gas setting on the appropriate setting for the gas that you are using.

⚠ Caution:

If you do not feel confident in performing any of these steps contact a licensed plumber or appliance tech. to do the conversion for you.

Step 1: Remove the control access panel located on the side of the heater using a phillips screwdriver. Locate the Brass main orifice fitting at the root of the burner. Using a 1/2" open end wrench remove the orifice fitting and replace it with the #50 if you are converting to LP or the #35 if you are converting to Natural Gas.

Step 2: Remove the Stepper motor that looks like a square box with the wires attached on the bottom of the control with a flat head screwdriver. Lay aside without damaging wires. Locate the Minimum Rate orifice under where the Stepper motor mounts. Remove the minimum rate orifice with a flat head screwdriver. Install the LP or Natural gas minimum rate orifice being careful not to damage the o-ring attached. Re-install the stepper motor being sure to tighten proportionate to previous torque.

Converting to LP or Natural Gas cont.



Step 3:

1. Locate and remove the aluminum cap on the fuel control by unscrewing the cap off.

Note:

The position of the marker on the shaft of the rotary knob. This mark will point to Nat. or Lp that indicates the type of gas the valve is set on.

2. To convert the fuel control from Natural Gas setting simply push in the rotary knob and rotate 90°.

Note:

The marker will now point to Lp and the shaft will stay in.

3. To convert the fuel control from LP setting simply push in the rotary knob and rotate 90°.

Note:

The marker will now point to NAT and the shaft will stay out.

4. After the conversion has been made check the outlet pressure with a manometer. The factory setting on the internal regulator is 5" wc natural and 10.5" wc propane.

5. Replace the aluminum cover cap.

Step 4: Locate on the control the screw that says "pilot adj" and adjust flame height using a small flathead screwdriver. To lower the flame screw in clockwise until a flame height of 1.5" is achieved. To raise the flame height screw out counter-clockwise until a flame height of 1.5" is achieved. This adjustment only affects the flame height of the pilot burner. If you experience the pilot burner blowing out too often you will need to raise the pilot burner flame height until it maintains a decent flame.

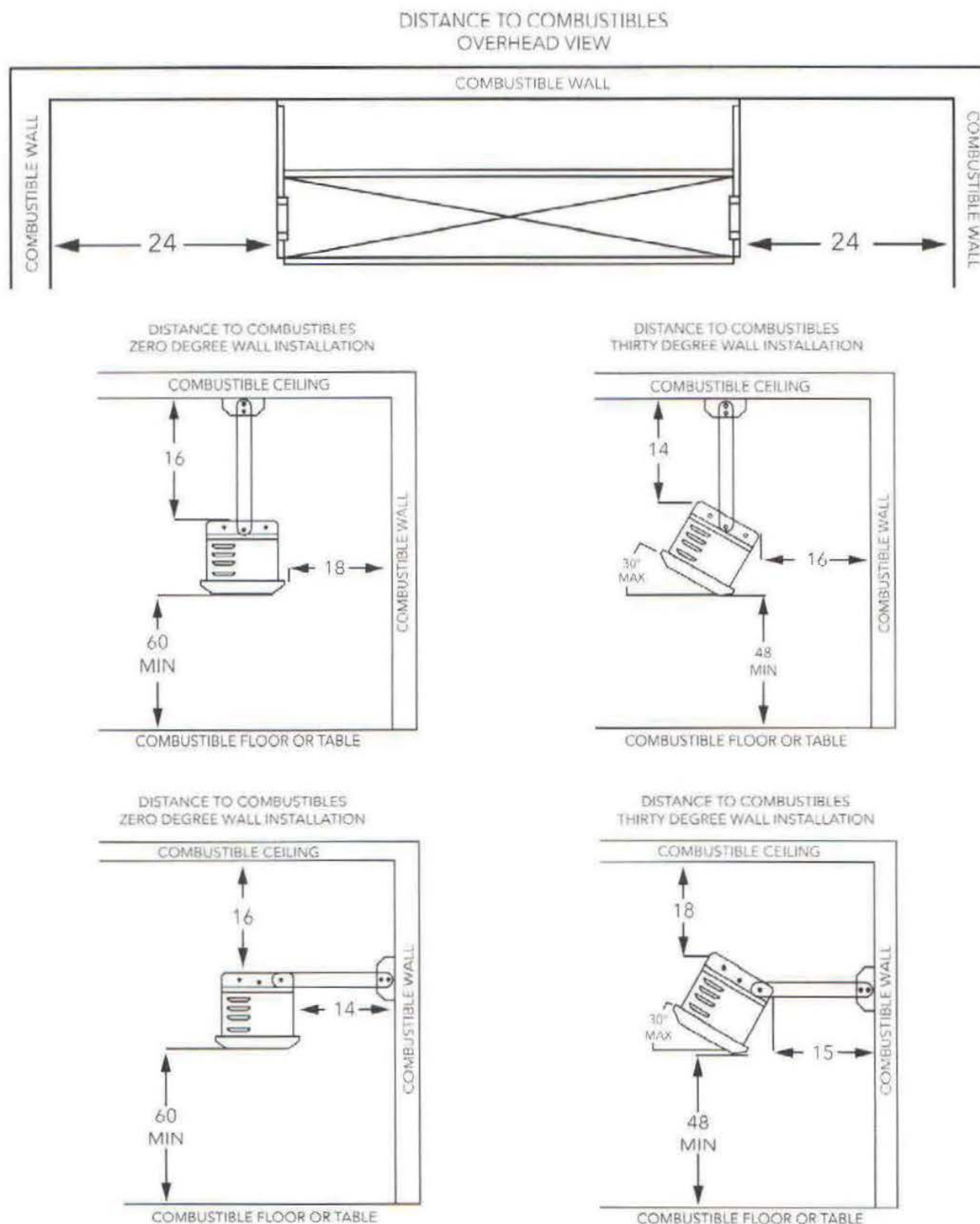
Note:

This heater is only rated for winds up to 15 mph. Trying to use heater in stronger winds can cause flame out, damage to heater, property or serious bodily injury.

Step 5: Operate heater under normal load and check all of the gas fittings that were loosened and tightened with a soapy water solution. If no leaks are present re-attach access panel and operate as described in previous sections.

Converting to LP or Natural Gas cont.

Warning: Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death. Read the installation, operation and maintenance instructions thoroughly before installing or servicing this equipment. Failure to mount according to these dimensions may void your warranty.





Care and Cleaning:

To keep your Outdoor Comfort Heater functioning well, we recommend the following to be performed annually.

1. With an air hose regulated to 30 psig, blow off any dust and dirt that has accumulated around the burner and inside the control compartment of the heater. Proper eye protection required.
2. From the front of the heater, direct the air hose from a distance of approximately 12 inches over the entire exposed area of each burner's ceramics.
3. Do not insert air hose into the inlet of the burner.
4. Remove main burner orifice, clean and re-install.
5. Check to insure heater is securely mounted and the clearance from combustible materials is maintained.
6. If additional service to the heater is required contact your local dealer or the factory for assistance.

Important Notes:

- 1) It is normal to see warpage on the housing since the housing expands while heated but after it cools back down it will come back to its original shape.
- 2) After initial usage it is normal to see white smoke come out the flue exit. This eventually will go away and it doesn't effect the performance of the heater.

Before Calling for Service: *Basic Troubleshooting*

Important:

An experienced qualified service technician should perform troubleshooting procedures.

Symptom:

Heater valve will not switch from Hi to Low and vice versa

1. Low battery pack. Replace 4 AA batteries.
2. Ground wire not connected. Connect ground wire to chassis and remove and reinstall 4 AA batteries to clear memory.
3. Defective gas valve. Contact **Caliber** to replace the gas valve.

Symptom:

Batteries in the battery pack drain fast.

1. The battery pack is switched to DC MOTOR instead of LATCHING SOLENOID. Make sure that the battery pack is switched to LATCHING SOLENOID.

Troubleshooting cont.

Symptom:

Burner makes loud rumbling noise during operation. Burner does not glow and flares out.

1. Damaged burner. Contact Caliber Range to replace burner.

Symptom:

Front grill deteriorates.

1. Tip angle exceeds 30 degrees such that combustion gases vent out to the front grill instead of out the top of the heater. Correct installation and make sure only radiant heat passes throughout the front grill.
2. Windy condition. Excessive wind disrupts flow of combustion gases such that combustion gases flow through the front grill instead of out the top of the heater. Locate Heater in less windy conditions.

Symptom:

Remote control will not communicate with heater module

1. Low battery in remote. Replace battery.
2. Low battery in battery pack or battery pack is unplugged. Reconnect battery pack or replace two AA batteries.
3. Module switch is set to "OFF". Make sure module switch is set to "REMOTE"
4. Remote is not programmed to module. Check in manual on how to program remote with module.

Symptom:

Igniter sparks but pilot burner will not ignite and igniter goes to lock-out.

1. No gas supply to the pilot. Check if gas supply valve is turned on.
2. Air trapped in gas line (VERY COMMON DURING INITIAL START-UP). Turn on remote control 3 times to purge air. If unsuccessful, disconnect gas hose from heater inlet and purge air until you smell gas. Then reconnect gas hose to heater inlet.

Symptom:

Igniter gives very weak or slow sparks

1. Low battery in battery pack. Open heater control panel and replace 4 AA batteries.
2. Ground wire is not connected. With the control panel open, check if green wire is grounded.

**Symptom:**

Remote control communicates with heater but heater will beep and no sparks to pilot.

1. Pilot sensor is dampened or wet. Installation must be located in dry condition.
2. Defective pilot sensor. Replace pilot burner assembly.
3. Low battery pack. Replace 4 AA batteries.

Symptom:

Pilot turns on and off. Burner turns on and off.

1. Windy condition. Pilot sensor senses flame inconsistently. Do not operate equipment until wind subsides down or heater is relocated to less windy condition.
2. Pilot flame is too small for flame sensing. Increase pilot flame such that flame surrounds the pilot sensor rod.

Symptom:

Pilot burner stays on after heater is turned off.

1. Defective gas valve. Contact Caliber to replace the gas valve.

Symptom:

Heater operates but makes continuous beeps.

1. Module exceeds designed operating temperature. Improper installation such that the combustion gases flow through the front grill instead of out the top of the heater. This could be due to exceeding the 30 degree tip angle or windy conditions. Correct installation such that only radiant heat passes through the front Grill.

Warranty

LENGTH OF WARRANTY

One (1) Year Full parts and Labor residential warranty: Covers the entire product from the original purchase date indicated on the sales receipt.

Ninety (90) days commercial warranty: Full parts and Labor Covers the entire product from the original purchase date indicated on the sales receipt for units installed in commercial applications such as apartments, restaurants, service garages, car dealerships and food service locations etc.

CALIBER RANGE WILL PAY FOR

All repair labor and parts found to be defective due to materials or workmanship for one full year "IN HOME" warranty during the first year of ownership. This does not apply if the unit was subjected to other than normal household use or mis-installation. Service must be provided by Authorized Factory Agent during normal working hours. No charges will be made for repair or replacement at the location of initial installation or factory for parts returned pre-paid, through the dealer and claimed within the warranty period, and found by Caliber Range to be defective. Replacement will be F.O.B. Caliber Range and Caliber Range will not be liable for any transportation costs, labor costs, or export duties. This warranty shall not apply, nor can we assume responsibility for damage that might result from failure to follow manufacturers instructions or local codes, where the appliance has been tampered with or altered in any way or which, in our judgement, has been subjected to misuse, negligence, misinstallation or accident. Implied warranty shall not extend beyond the duration of this written warranty. This warranty is in lieu of all warranties expressed or implied and all other obligations or liability in connection with the sale of this appliance.

CALIBER RANGE WILL NOT PAY FOR:

- Installation or start-up.
- Shipping damage.
- Service calls to diagnose a problem.
- Service by an unauthorized agency.
- Damage or repairs due to service by an unauthorized agency or the use of unauthorized parts.
- Service during other than normal working hours.
- Any service if the included regulator is not used.
- Costs to correct improper installation, such as improper hook-up, mounting etc.
- Service visits to teach you how to use the appliance; correct the installation; reset circuit breakers or replace home fuses.
- Cleaning of filters and outer panels.
- Repairs due to other than normal household use.
- Damage caused from accident, abuse, alteration, misuse, incorrect installation or installation not in accordance with local codes.
- Units installed in non-residential application such as day care centers, bed and breakfast centers, churches, nursing homes, restaurants, hotels, schools, Rental units etc. are covered for a period of 90 days from the original purchase date
- Cosmetic damage past the first 90 days.
- Normal surface corrosion, or corrosion as a result of geographical location. (i.e. coastal locations)

This warranty applies to appliances used in residential applications; it does not cover their use in commercial situations past 90 days. This warranty is for products purchased and retained in the 50 states of the U.S.A., the District of Columbia and Canada. This warranty applies even if you should move during the warranty period. Should the appliance be sold by the original purchaser during the warranty period, the new owner continues to be protected until the expiration date of the original purchaser's warranty period. This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

**Because of continuing product improvement these specifications are subject to change without notice.*



How to obtain service:

Before you call for service:

- 1) Is the circuit breaker tripped or the fuse blown?
- 2) Is there a power outage in the area?
- 3) Have you checked the batteries?
- 4) Is the gas supply "on"?

For your convenience, product service questions can be answered by a Caliber Range Customer Support Specialist by phone: 1-714-848-1349. Monday thru Friday, 8:00am - 4:00 pm PST.

Before you call, please have the following information ready:

- Model Number
- Serial Number
- Date of installation
- A brief description of the problem

Your satisfaction is of the utmost importance to us. If a problem cannot be resolved to your satisfaction, please write or email us at:

Write: Caliber Range Corp.

Attention: Customer Support Manager

17812 Metzler Lane, Huntington Beach, Ca. 92647

Email: info@caliberappliances.com

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