



0063

Meets the essential requirements as described in the Gas Appliances Regulation (Regulation (EU) 2016/426 as brought into GB law and amended), and the Gas Appliances (Enforcement) and Miscellaneous Amendment Regulations 2018 No 389, and amendments to UK SI 2019/696 Product Safety and Metrology, and subsequent amendments, The Product Safety, Metrology and Mutual Recognition Agreement (Amendment) (EU Exit) Regulations 2019 No 1246, and subsequent amendments.

**DANGER - IF YOU SMELL GAS**

1. Shut off gas to the appliance.
2. Extinguish any open flame.
3. If odor continues, keep away from the appliance and immediately call your gas supplier or fire department.

**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.

**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:**

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Read the installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.

**WARNING: FOR OUTDOOR USE ONLY!**



## WARNINGS:

**IMPORTANT:** This appliance should be inspected before use and at least once annually by a qualified service person.

More frequent cleaning may be required as necessary. It is imperative that the control compartment, burners and circulating air passageways of the appliance be kept clean.

**DANGER:** Carbon monoxide poisoning can lead to death!

## CARBON MONOXIDE POISONING:

Early signs of carbon monoxide poisoning resemble the flu, with symptoms including headache, dizziness, or nausea. If you experience these signs, the Fire Pit may not be working properly. Get fresh air at once! Have the Fire Pit serviced. Some people are more affected by carbon monoxide than others, including pregnant women, people with heart or lung disease or anemia, those under the influence of alcohol, and those at high altitudes.

## NATURAL GAS AND PROPANE:

To assist in detecting leaks, an odorant has been added to natural gas and propane. However, this odorant can fade, and gas may be present even though no odor exists. Make certain you read and understand all warnings. Keep this manual for reference. It is your guide to safe and proper operation of this appliance.

**WARNING:** Any modification to this appliance or its controls can be dangerous.

Read instructions before installation and use. Installation and repair must be done by a qualified service person. The appliance should be inspected before use and at least once annually by a qualified service person. More frequent cleaning may be required as necessary. It is imperative that control compartment, burner ports and ventilation passageways of the appliance be kept clean.

1. This appliance, as supplied, is only for use with the type of gas indicated on the rating plate.
2. This appliance is intended to be connected to a fixed piping system. The installation must conform to local and/or national codes.
3. Never leave the fire unattended.
4. Keep the appliance area clear and free from combustible materials, gasoline and other flammable vapors and liquids
5. Use only the type of gas that is specified by the manufacturer.
6. Do not burn solid fuel in this appliance. Do not use this appliance to cook food or to burn paper or other objects.
7. Children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burns or clothing ignition.

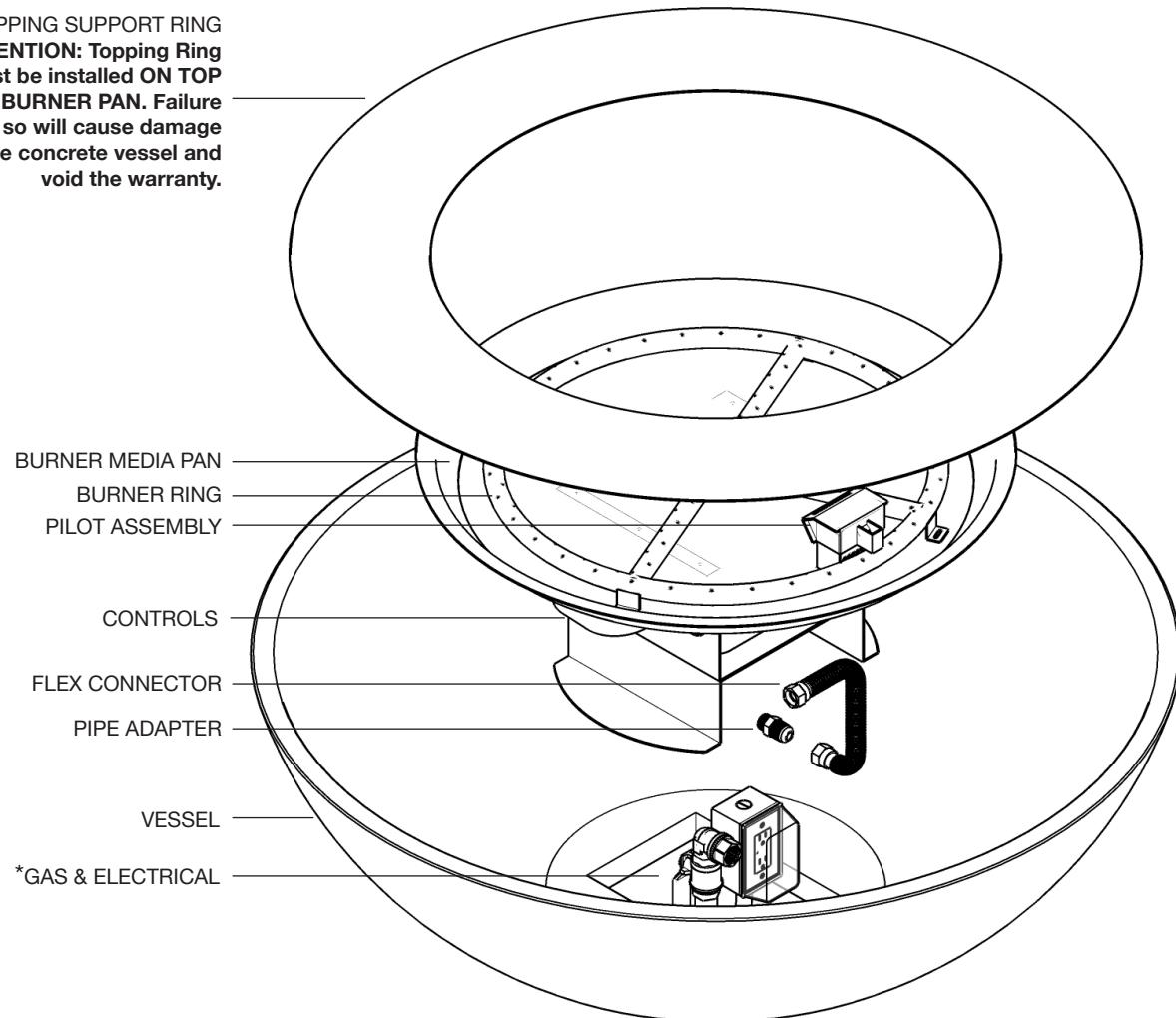
8. Clothing or other flammable materials should not be hung from the appliance, or placed on or near the appliance.
9. Young children should be carefully supervised when they are in the area of the appliance.
10. Do not use the appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.
11. In case of violent wind particular attention must be taken against the tilting of the appliance.
12. Inspect the appliance before each use.
13. Do not move the appliance when in operation. Shut off gas at source before moving the appliance
14. Turn the appliance off and let cool before servicing, installing, repairing or covering. Any guard or other protective device removed for servicing the appliance must be replaced prior to operating the appliance. Only a qualified service person should install, service, or repair the appliance.

## FOR OUTDOOR USE OR IN AMPLY VENTILATED AREAS

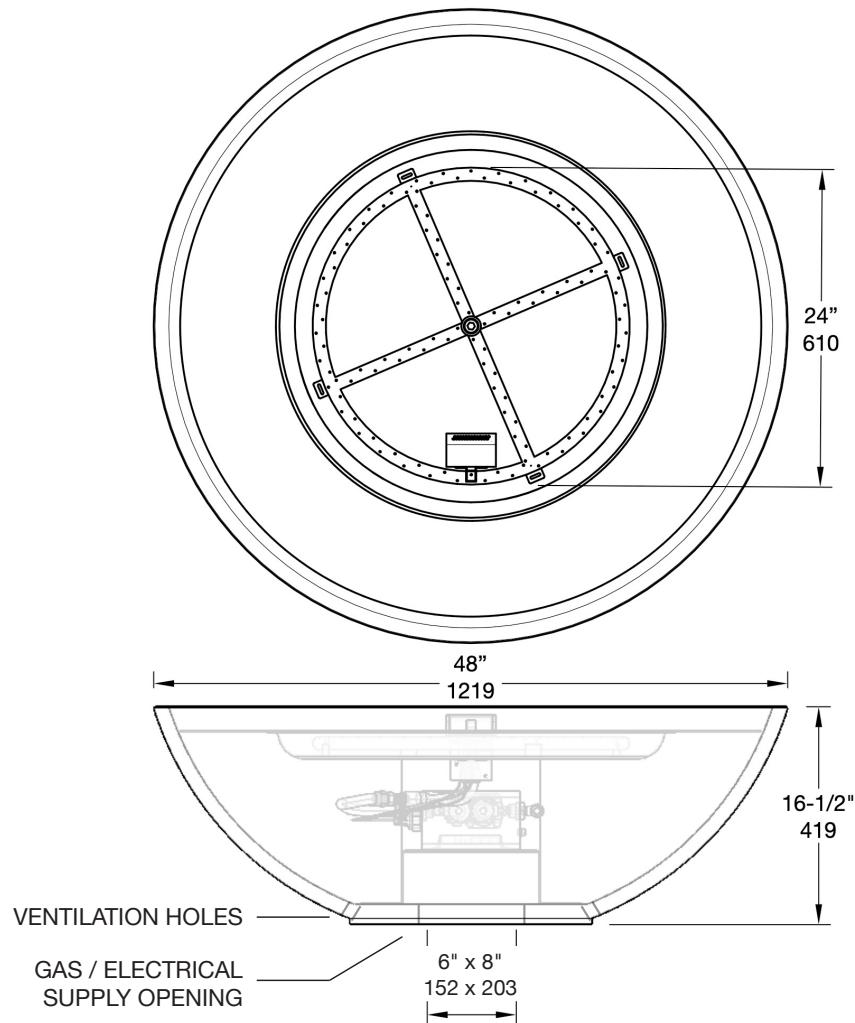
- An amply ventilated area must have a minimum of 25% of the surface area open.
- The surface area is the sum of the walls surface.

1. UNPACK: Account for all parts (see p 15)
2. FRAGILE: Handle with care
3. LEVEL: Place on a solid, level surface
4. AIR VENTS: Do not block ventilation holes in base.
5. GAS / ELECTRICAL: Supply lines are routed through the base of the unit and must be installed by licensed trades.  
Space is tight! Keep gas risers as low and compact as possible.  
**\*We recommend installing electrical using flexible conduit to a length of 6" above grade to allow for installation flexibility.**
6. MEDIA TOPPINGS: Review correct placement (p 10)

TOPPING SUPPORT RING  
**ATTENTION:** Topping Ring must be installed ON TOP OF BURNER PAN. Failure to do so will cause damage to the concrete vessel and void the warranty.



	NATURAL GAS	PROPANE
Burner Model #	CIR-E-24	CIR-E-24P
Nominal Heat Input	G20 20mbar 49 kW	G31 37mbar 49 kW
Burner Pressure	8.7 mbar	25 mbar
Orifice Size	D	27
Burner Ports	114	114
Port Size	1/8" (~3 mm)	1/8" (~3 mm)
Electrical	230V Outdoor Receptacle - Dedicated Circuit with Wall Switch. Burner connects via an AC adapter. Must be installed and grounded in accordance with local codes.	



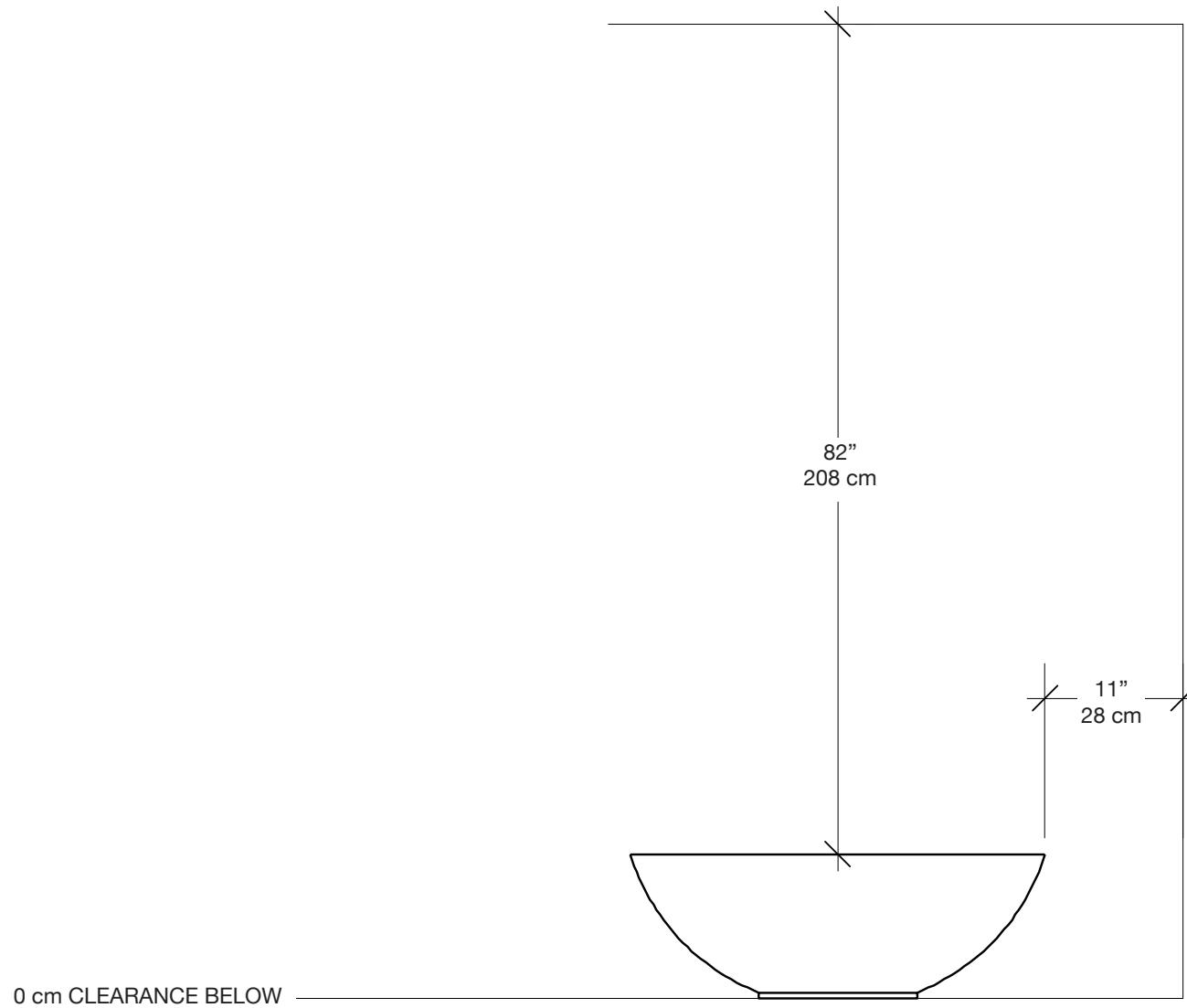


FIG 1. MINIMUM CLEARANCES TO COMBUSTIBLES

**ATTENTION:**

Gas installation and connection must be performed by a certified technician. Follow all local codes.

**Please ensure that you are in compliance with the requirements of your jurisdiction before undertaking the installation of your fire pit as local code may supersede the recommendations in this manual.**

**CAUTION:**  
Use only approved pipe appropriate to your installation requirements and local code. Use pipe of the appropriate size to allow proper gas volume to fire pit burner. If pipe is too small, undue loss of pressure will occur. Refer to specs on p 4.

**GAS INSTALLATION REQUIREMENTS**

Gas lines must be installed in accordance with local codes. At minimum, this will require a manual gas valve at the point-of-use to allow for maintenance. Some jurisdictions require manual gas shut-offs that are visible and/or accessible at all times.

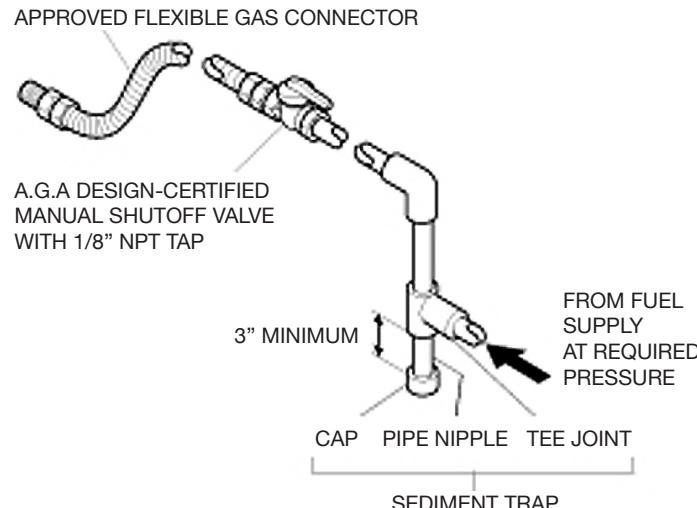
The gas line should be installed underground and routed to the opening at the base of the fire pit. See illustration on p 3.

Propane (LP) fire pits are designed to be connected to permanent fixed piping. Connecting to portable tanks is not recommended.

We recommend installing a sediment trap and a plugged 1/8" NPT tap for test gauge hook-up, upstream from the appliance.

A sediment trap prevents moisture and contaminants from entering the fire pit controls. If a sediment trap is not installed or is installed incorrectly, the unit may not work properly.

Install the sediment trap in supply line as shown below. Locate sediment trap where it is within reach for cleaning and trapped matter is not likely to freeze.



The fire pit includes an approved stainless steel flexible gas connector that can connect to standard pipe fittings. Apply pipe joint sealant lightly to male pipe threads (MPT). Do not use pipe joint sealant on the flare fittings on the gas connectors.

**CHECKING GAS CONNECTION**

**WARNING:** Test all gas piping and connections for leaks after installing or servicing. Correct all leaks immediately.

**WARNING:** Never use an open flame to check for a leak. Apply a mixture of liquid soap and water to all joints. Bubbles forming on joints while the gas is running indicate a leak. Correct all leaks immediately.

**Test Pressures in Excess Of 1/2 psi (3.5 kPa)**

This appliance and its individual shutoff valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psi (3.5 kPa).

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

This appliance must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psi (3.5 kPa).

**ATTENTION:**

Electrical supply must be installed by a certified technician and must comply with local codes.

**ELECTRICAL REQUIREMENT:**

230V 15A outdoor receptacle  
dedicated circuit with GFCI  
protection and wall switch

**NOTE:**  
Wall switches/timers may be installed on walls or bollards. Switches must be line voltage, on/off only.

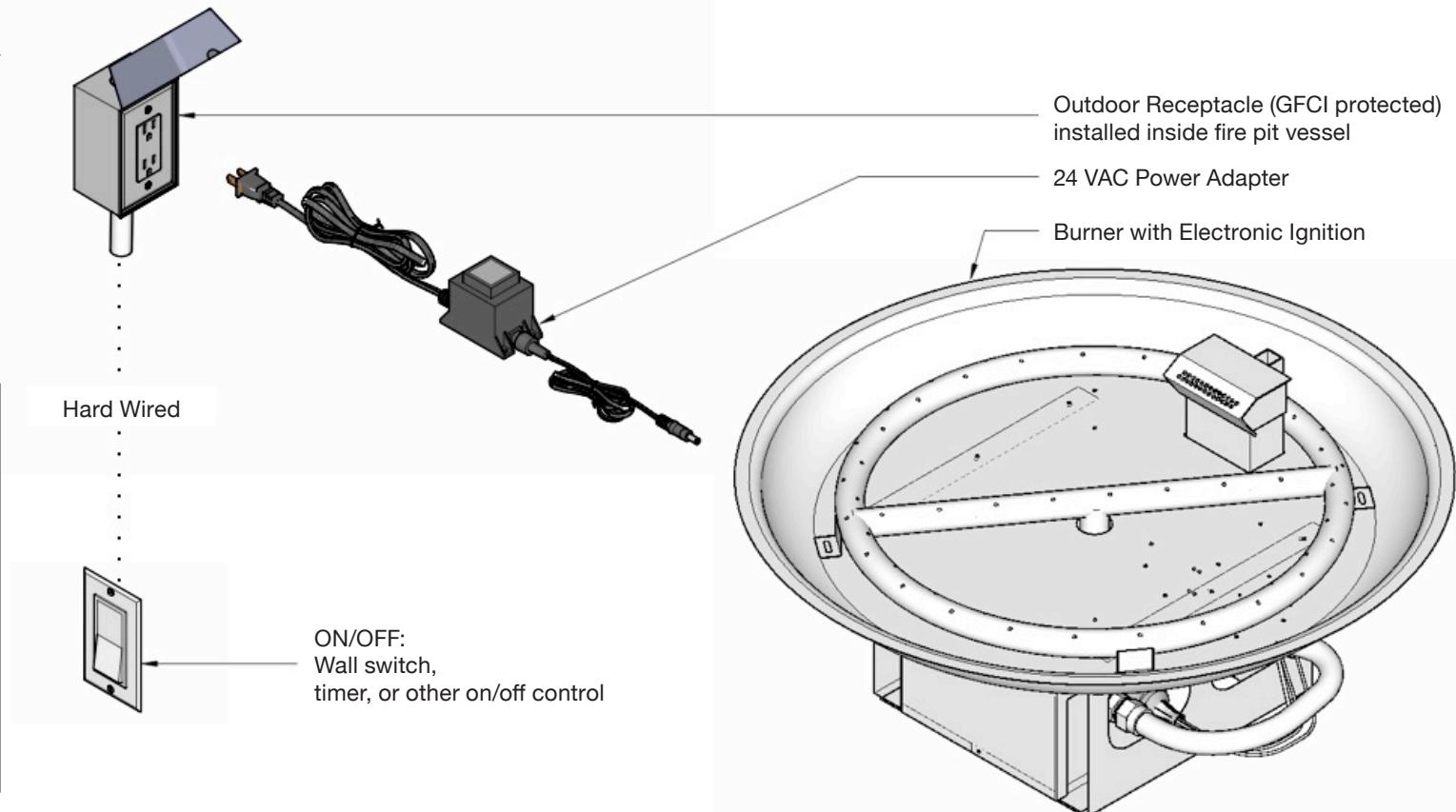
**CAUTION:**  
To prevent unwanted start-up, the power to the fire pit must be locked out when not in use. Alternately, the gas supply can be turned off.

**ELECTRICAL INSTALLATION REQUIREMENTS**

The electronic ignition on this fire pit is controlled by the flow of electricity to the unit. When the electrical circuit is turned on, the fire pit will ignite; when the circuit is turned off, the fire pit will turn off.

- Wire should be routed underground to a GFCI-protected outdoor receptacle installed inside the fire pit vessel. See diagram on p 3.
- Receptacle to be hard-wired to a standard wall switch. See diagram below.

**Please ensure that you are in compliance with the requirements of your jurisdiction before undertaking the installation of your fire pit as local code may supersede the recommendations in this manual.**



## WARNING:

Installation must be done by a licensed technician.

Failure to position parts in accordance with diagrams and instructions in this manual and/or failure to use parts specifically approved for use with this appliance may result in property damage or personal injury.

Do not remove the data plates attached to the Outdoor Fire Pit Burner. These plates contain important information.

**Before operating the appliance, check all around the appliance area and on the surrounding floor for the smell of gas - some gas is heavier than air and may settle on the floor in the event of a leak.**

**IF YOU SMELL GAS, follow the safety instructions on p 1 of this manual.**

## CONNECTING BURNER TO THE GAS SUPPLY

1. Make sure the power to the receptacle is off and that the manual gas valve on the gas line is in the full "off" position.
2. Place the burner assembly on a flat surface close to the fire pit vessel opening. If using the fire pit top surface, use cardboard or other means to protect the fire pit vessel from damage. Make sure the burner assembly is level and stable.
3. Connect the Burner Assembly to the gas/propane supply using the supplied flex connector. Avoid tight bends in the flex connector as this may cause unwanted noise. Use joint compound or tape that is resistant to all gases. Apply joint compound all male pipe fittings only. DO NOT use thread sealant on flare fittings. Be sure to tighten every joint securely.
4. Connect barrel connector of the 24 VAC power adapter into fire pit and plug into the electrical receptacle.
5. Remove the pilot cover so that the pilot is visible.
6. Turn on the gas supply, purge the gas line of air and perform leak test on all inlet connections. Repair if needed.

## TEST FIRE & LEAK TEST:

## INITIAL LIGHTING INSTRUCTIONS

1. Staying clear of the area above the burner, turn on the power to the fire pit. The pilot will begin to spark and the gas valve to the pilot will open. It may take several seconds to light for the first time as the remaining air bleeds from the gas line.
2. Once the pilot flame lights the main gas valve will immediately open and the fire pit will ignite.

**NOTE: When there is no media covering the burner, flame will be small; flame may not spread to the entire burner. Fan or blow the flame towards unlit burner ports until all burner ports are lit.**

3. Leak test all gas connections and repair if necessary.
4. Turn the burner on and off several times and check for predictable functioning.
5. Turn off the power to the fire pit to turn it off. Allow the burner to thoroughly cool.
6. Place the burner into the vessel as per the diagram on p 3.
7. Carefully follow Burner Media & Decorative Topping instructions on p 9 and p 10.

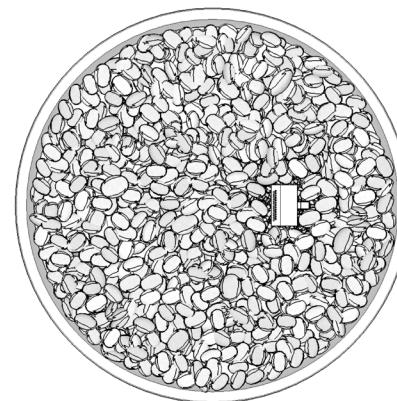
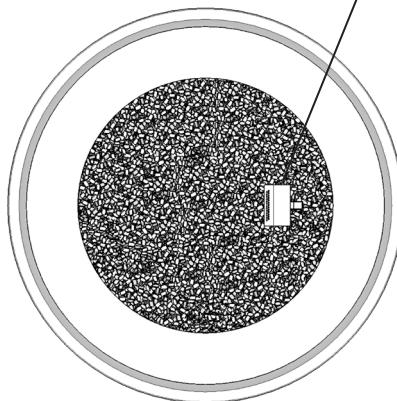
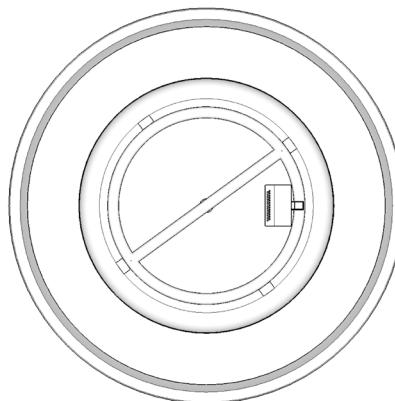
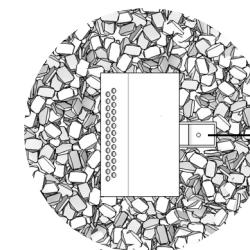
Refer to the diagrams on this page and p 10.

**Paloform fire pits use a layer of burner media (crushed tempered glass for natural gas; volcanic lava pebble for propane); and a second layer of decorative topping (various). The correct placement of the media and topping is critical to the proper functioning of the fire pit. Failure to use both layers may result in damage that will not be covered under warranty.**

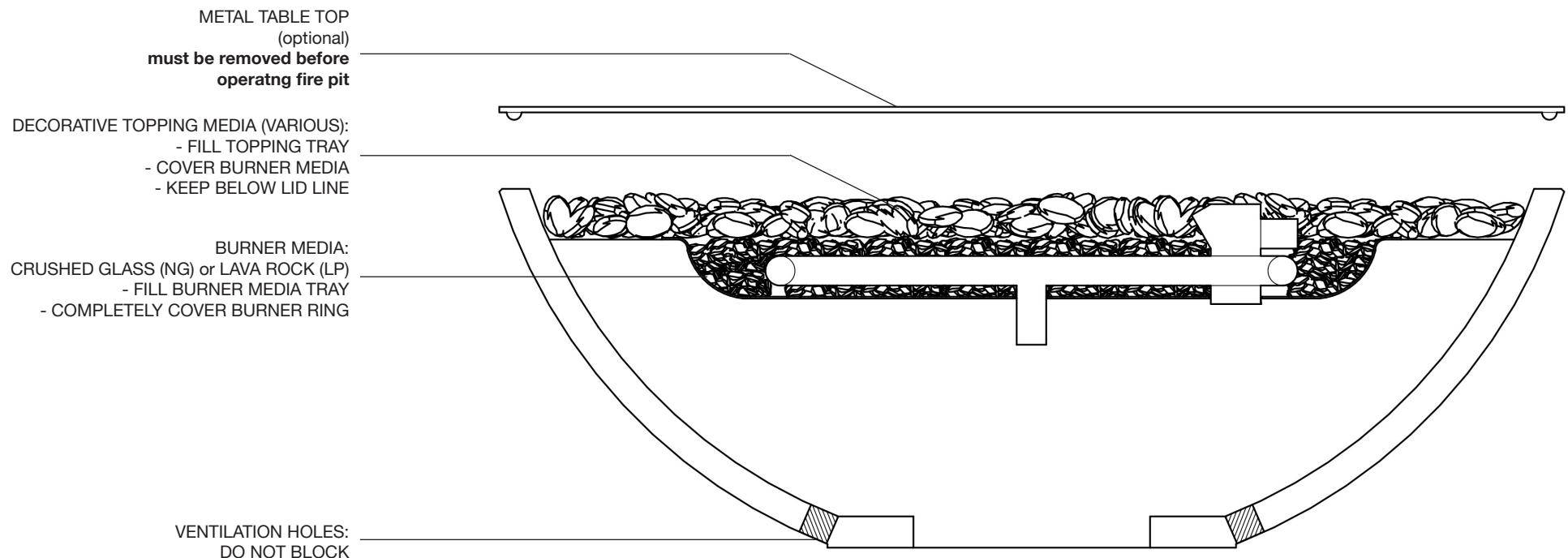
#### INSTALLING BURNER MEDIA & DECORATIVE TOPPING

1. When placing granular media, do not obstruct the pilot lighting port! Use burner media and toppings supplied by Paloform only!
2. Fill the burner pan evenly with the correct burner media for the fuel type. The burner media should completely cover the burner tube to a thickness of 1/2" - 3/4" (12 - 18 mm). The top surface of this layer should be flattened and leveled.
3. Evenly distribute decorative topping (river stones, crushed glass or lava rock) on top of burner media. An uneven or excessively thick layer of topping can result in an uneven flame. Depending on topping type, this layer can be 1 - 1-1/2" (25 - 37 mm)
4. The topping placement will affect the flame pattern. Fire emerging too close to the vessel can lead to damage. Adjust topping so that the fire is not emerging more than 1-1/2" (37 mm) past the extents of the burner.
5. Light the fire pit by turning on the power. Observe the flame pattern. Extinguish the fire pit, let cool and adjust toppings as necessary.

**CAUTION:**  
New Lava Rock may pop or crackle when first heated. This should subside after 30 minutes to one hour or more of operation. Maintain safe distance during this time.



**CAUTION:** Do not use any media over the burner that have not been supplied by Paloform. Landscape stone or other natural or manufactured materials may explode when heated.





## WARNINGS:

Failure to follow these instructions exactly may result in fire or explosion causing property damage, personal injury or loss of life.

Before operating the appliance, check all around the appliance area and on the surrounding floor for the smell of gas - some gas is heavier than air and may settle on the floor in the event of a leak. **IF YOU SMELL GAS**, follow the safety instructions on page 1 of this manual.

This appliance is equipped with an ignition device that automatically lights the pilot. Do not try to light the pilot manually.

The main gas valve in this appliance is not serviceable and does not have any control knobs or switches to operate. Do not remove the heat shields covering the valve and electronic devices. Do not try to repair or modify the valve, as doing so may result in a fire or explosion. Call a qualified service technician if you have any safety concerns.

Do not use this appliance if any part of it has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control that has been under water.

Improper installation, adjustment, alteration, service or maintenance can result in injury or property damage. For assistance or additional information, consult a qualified installer, service agency or the gas supplier.

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

**BEFORE LIGHTING:** Ensure there is nothing covering any part of the burner or topping tray (p 3), nor within the combustible clearances of the fire pit (p 5). If you are utilizing a tempered glass screen, ensure nothing is obstructing the open top of the screen.

## LIGHTING INSTRUCTIONS

**To light the fire pit, turn on the electrical power.** This will initiate the ignition sequence.

- You will hear the rapid clicking sound of the spark igniter, which will then light the pilot.
- Once the pilot is lit, you will hear a more distinctive click as the main burner opens. This will ignite the main burner.

**To turn off the fire pit, turn off the electrical power.**

- Turning off the power will immediately close the main valve and extinguish the fire pit. It may take several seconds before the flame is completely out.

## IMPORTANT: Preventing accidental ignition

Electronic ignition fire pits have the convenience of lighting at the flick of the switch. However, this means that accidental ignition is possible if proper precautions are not taken. To eliminate the possibility of accidental ignition, turn off the gas at the source and/or lock out the power at the breaker panel when the fire pit is not in use.

Turn off the gas supply to the appliance and turn off power before servicing.

# CLEANING AND MAINTENANCE

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## COVERING YOUR FIRE PIT

Paloform fire pits are designed to withstand rain and the elements under normal weather conditions.

- You do not need to use the cover on a day-to-day basis during “use” season.
- Do not cover the fire pit if it is wet. Allow it to dry before using this cover.
- The all-weather cover is recommended for winterization; seasonally, when the fire pit is not in use for extended periods; and during periods of extreme weather conditions.
- Note that concrete and corten steel age and form natural patinas over time.

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**WARNING:** Turn off gas before servicing fire pit.

We recommend that a qualified service technician perform the following check-ups at the beginning of each fire pit season.

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If any irregularities are apparent with operation, refer to Troubleshooting guide, p 13.

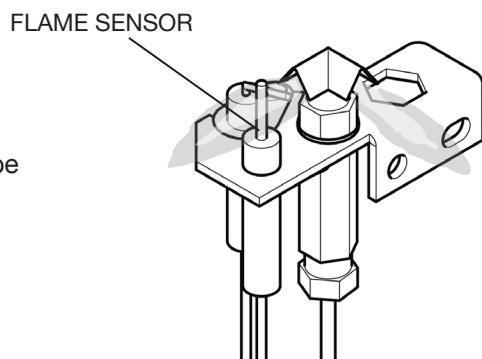
## BURNER ELEMENT AND PILOT

Inspect the burner at regular intervals at least twice a year. Keep the burner and pilot area clean by vacuuming or brushing. Make sure the burner porting and burner air openings are free of obstructions at all times. Remove pilot cover to inspect pilot.

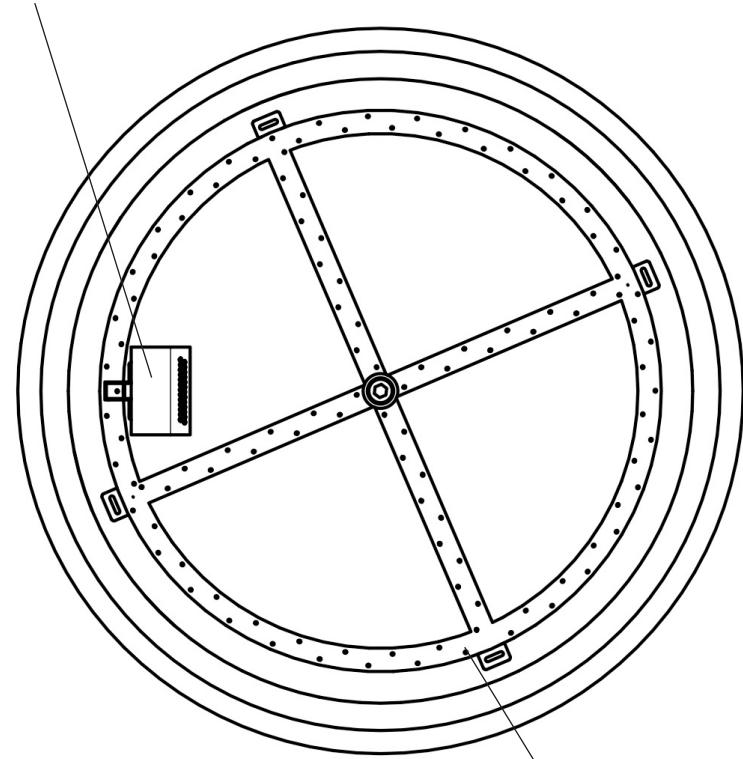
Remove topping from top of burner ring and Inspect area around the burner. Remove any foreign material with a brush or vacuum cleaner.

## PILOT FLAME

The flames from the pilot should be visually checked as soon as the unit is installed, and periodically during normal operation. The pilot flame must always be present when the fire pit is in operation. The pilot flame has two distinct flames: one engulfing the flame sensor and the other reaching to the main burner.



PILOT ASSEMBLY



BURNER ELEMENT

## WARNING:

Turn off appliance and let cool before servicing. Only a qualified service person should service and repair this appliance.

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

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Burner shuts off/reignites intermittently.	<ol style="list-style-type: none"> <li>Wind or gusts in excess of 16 km/h (10 mph).</li> <li>Air present in gas line</li> <li>Not enough air to pilot</li> </ol>	<ol style="list-style-type: none"> <li>Protect pilot from wind with decorative topping - sides of pilot housing may be covered. DO NOT BLOCK IGNITION PORT. In the case of consistently windy conditions, a protective glass barrier may be necessary.</li> <li>Ensure gas line is thoroughly bled</li> <li>Ensure ventilation holes/gaps are not obstructed</li> </ol>
Unit is smoking / sooting excessively. (Note: It is natural and unavoidable for appliance sets to produce moderate levels of carbon (soot) where flames contact the media.)	<ol style="list-style-type: none"> <li>Poor fuel quality</li> <li>Excessive flame impingement or blockage</li> <li>Improper fuel/air mixture</li> </ol>	<ol style="list-style-type: none"> <li>Contact local natural gas company</li> <li>Separate the stones to allow more flame passage</li> <li>Remove any foreign items from the flame pattern and/or check for proper orifice sizing</li> </ol>
Burner is excessively noisy (Note: The movement and combustion of gas will create low, unavoidable levels of noise.)	<ol style="list-style-type: none"> <li>Passage of air/gas across irregular surfaces</li> <li>Excessive gas pressure on natural gas units</li> </ol>	<ol style="list-style-type: none"> <li>Relieve any tight bends or kinks in gas supply line</li> <li>Check/reset gas regulator pressure</li> </ol>
Gas odor even when power is off	<ol style="list-style-type: none"> <li>Gas leak. See Warning statement above.</li> <li>Main gas valve defective.</li> </ol>	<ol style="list-style-type: none"> <li>Locate and correct all leaks.</li> <li>Replace gas valve</li> </ol>
Unit produces unwanted odors	<ol style="list-style-type: none"> <li>Gas leak. See Warning statement below.</li> </ol>	<ol style="list-style-type: none"> <li>Locate and correct all leaks.</li> </ol>



## IF YOU SMELL GAS:

Shut off gas supply.

Do not try to light any appliance.

Do not touch any electrical switch; do not use any phone in the vicinity of the appliance.

Immediately call your gas supplier from a safe distance. Follow your gas supplier's instructions.

**WARNING:**

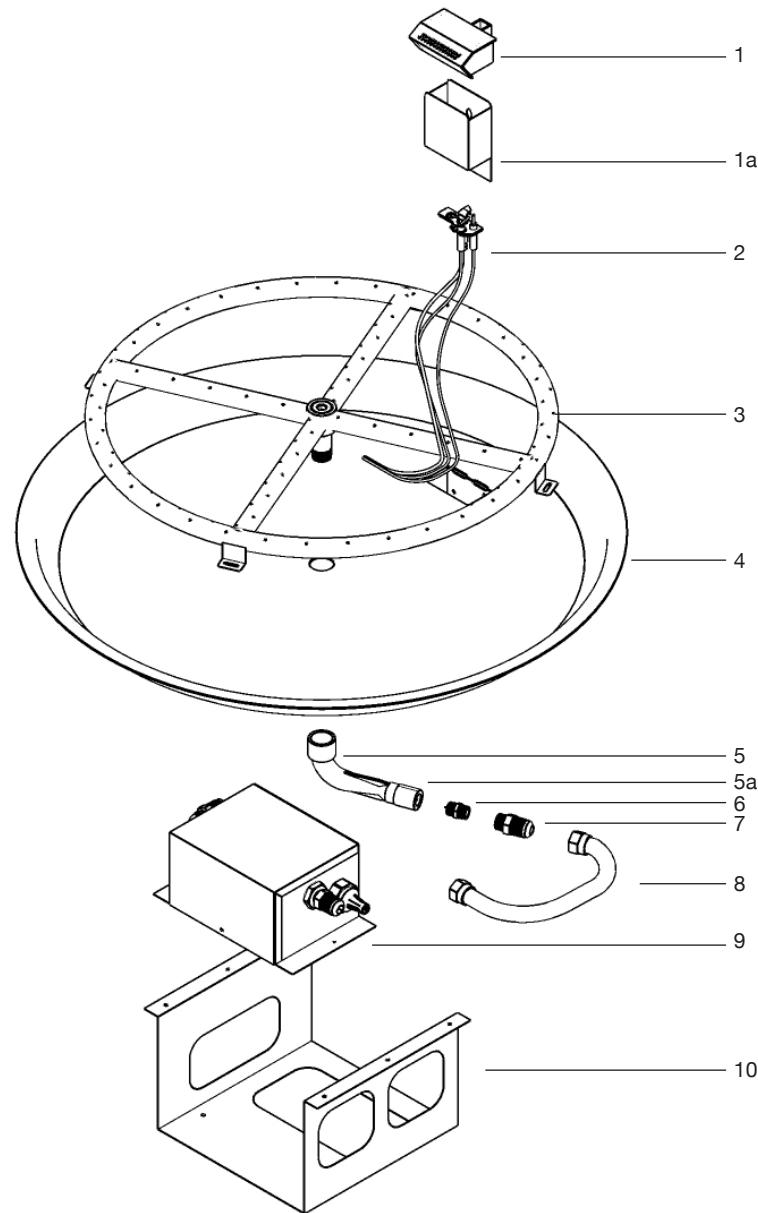
Turn off appliance and let cool before servicing. Only a qualified service person should service and repair this appliance.

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
When power is turned on, nothing happens	1. No power to unit	1. Check connections between controls, power adapter and power source 2. Check power at source 3. Verify that power adapter is functioning correctly 4. If you are using a third-party remote control unit, verify that this unit is functioning correctly
When power is turned on, there is a spark at pilot but no ignition	1. Gas supply turned off or manual shutoff valve closed 2. Air in gas lines when installed 3. Pilot is clogged 4. Pilot valve lead is loose/disconnected	1. Turn off gas supply or open manual shutoff valve 2. Purge air from the supply line 3. Clean pilot (see <i>Cleaning and Maintenance</i> , p 12) or replace pilot assembly 4. Check/reconnect lead
Burner does not light after pilot is lit	1. Burner orifice is clogged 2. Inlet gas pressure is too low 3. Flame sensor or Main Valve lead loose/disconnected 4. Ignition Control Board failure	1. Clean burner orifice 2. Contact local gas or propane supplier 3. Reconnect / replace lead 4. Replace Board
Delayed burner ignition	1. Lighting port is blocked	1. Remove burner media/debris from Lighting Port
Burner flame is too low or too high	1. Incorrect gas supply or pressure 2. Blocked burner orifice or burner ports 3. Improper burner orifice size	1. Check for proper gas supply pressure 2. Free burner orifice and burner ports of any burrs, paint, or other blockage 3. Verify proper burner orifice sizing (see p 4)

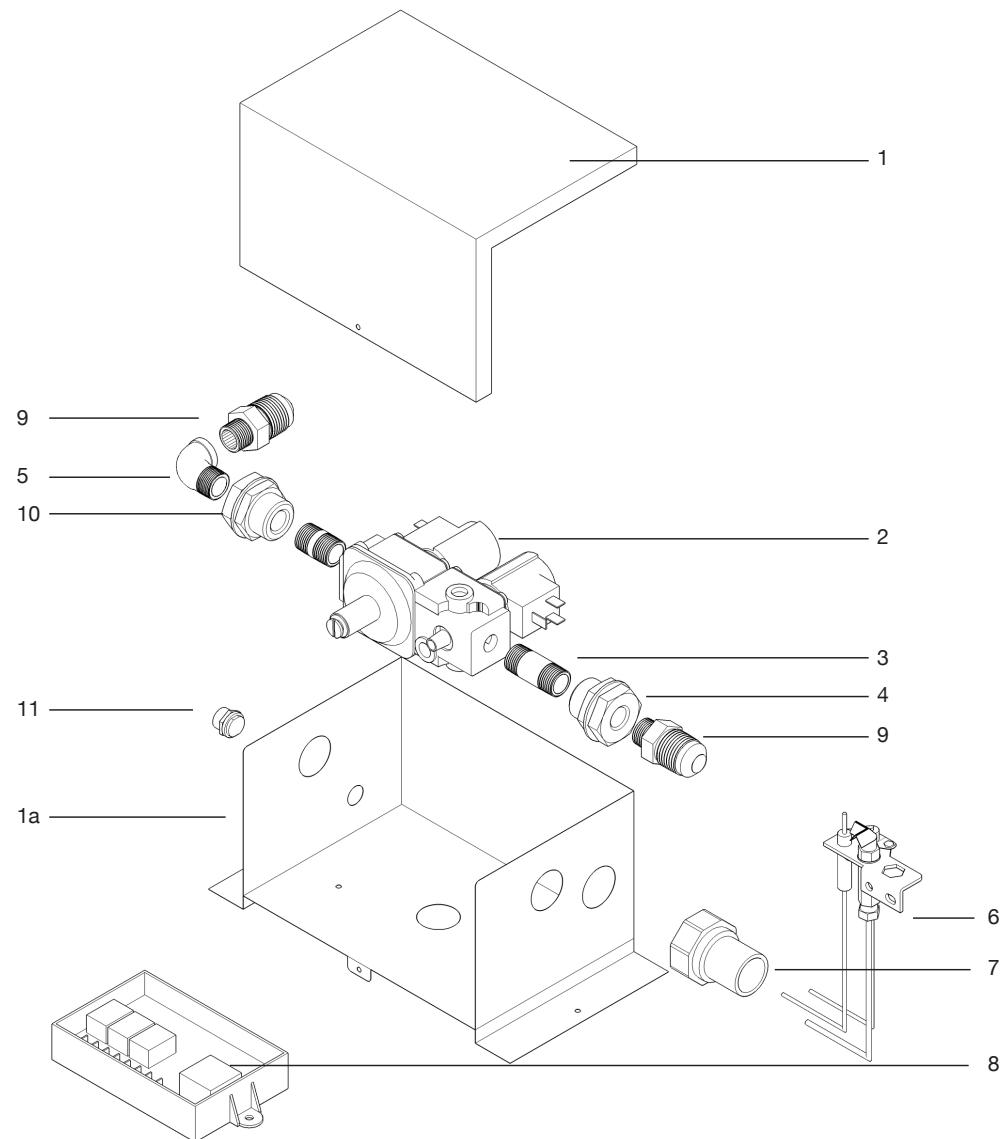
	Natural Gas	Propane
1	Pilot Cover	CIR-EPC
1a	Pilot Shroud	CIR-EPC
2	Pilot Assembly	PIL-E-410
3	18" Burner Ring	CIR-24-BUR
4	Burner Pan	CIR-24-PAN
5	Venturi	CIR-VEN-1
5a	Air Shutter	-
6	Orifice	FIT-ORI-J
7	3/8" Flare Adapter	-
8	Flex Connector	CON-SS-5MM-12
9	CIR Control Box	see drawing
10	Control Box Chassis	CIR-E-CHA
11	Power Adapter 230V-UK (not shown)	POW-24VAC-UK
12	Burner Media (not shown)	Crushed Glass 25 kg
13	Topping Media (not shown)	Various
14	Fabric Cover (not shown)	COV-MIS48-LC
15	Concrete Vessel (not shown)	MIS48-(colour code)

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

REPLACEMENT PARTS ARE AVAILABLE FROM PALOFORM



		Natural Gas	Propane
1	CIR Control Box Cover	C-BUR-CIR-E-24-BOX	same
1a	CIR Control Box Housing	C-BUR-CIR-E-24-BOX	same
2	Dual Solenoid Valve	C-BUR-E-VAL-BASO-278	w/ LP reg. spring
3	3/8" x 1-1/2" - Nipple	-	-
4	3/8" Bulkhead Union	-	-
5	3/8" Street Elbow	-	-
6	Pilot Assembly	PIL-E-410	PIL-E-410LP
7	Shrink-fit Cord Grip	-	-
8	Ignition Control Board	E-BOARD-CC9	same
9	3/8" Flare Adapter	-	-
10	3/8" Close Nipple	-	-
11	Barrel Connector	part of wiring harness	-
12	Wiring Harness (not shown)	E-WIR-KIT	same

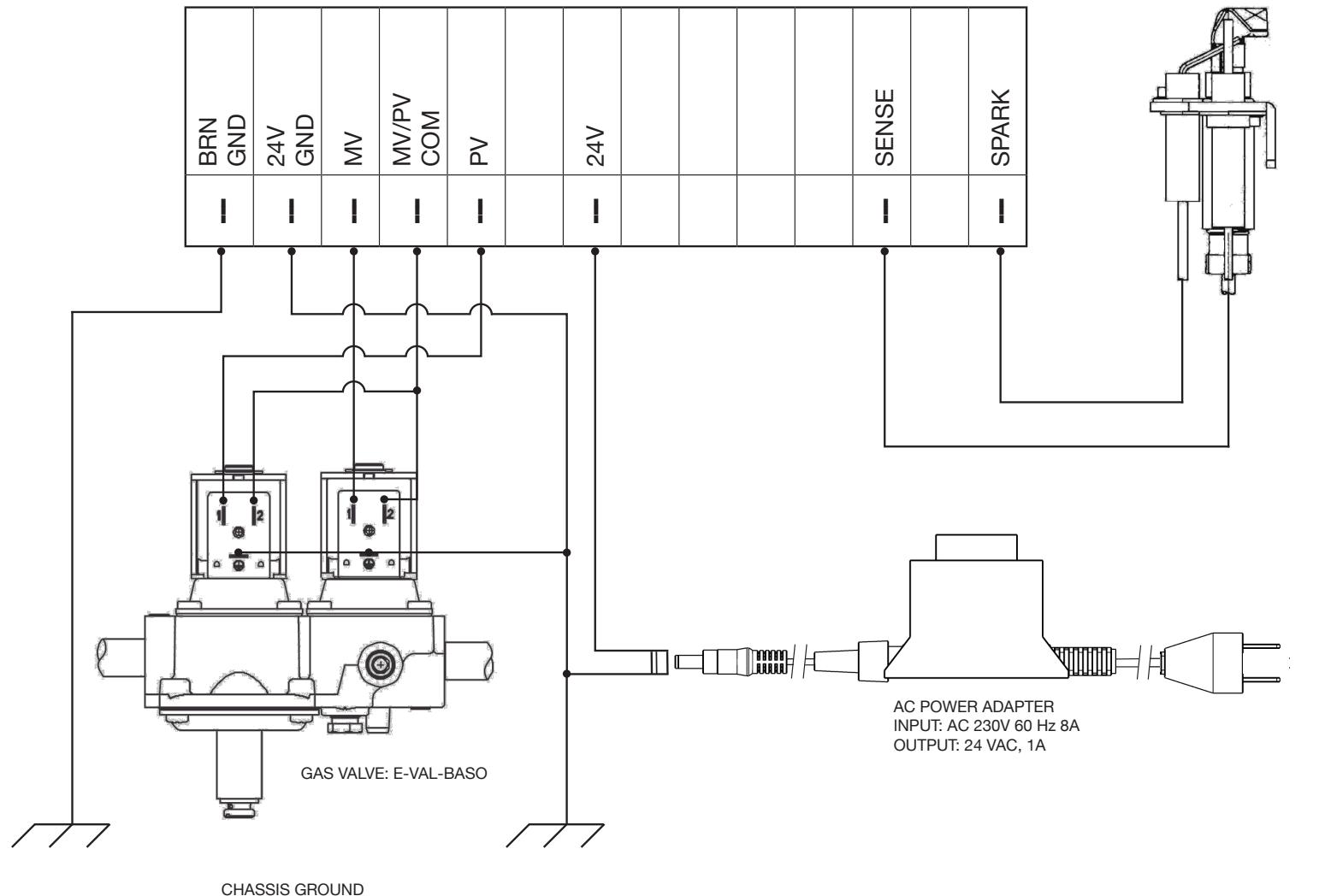


# WIRING DIAGRAM

## Baso C-Series Board

IGNITION CONTROL BOARD - BASO C-SERIES

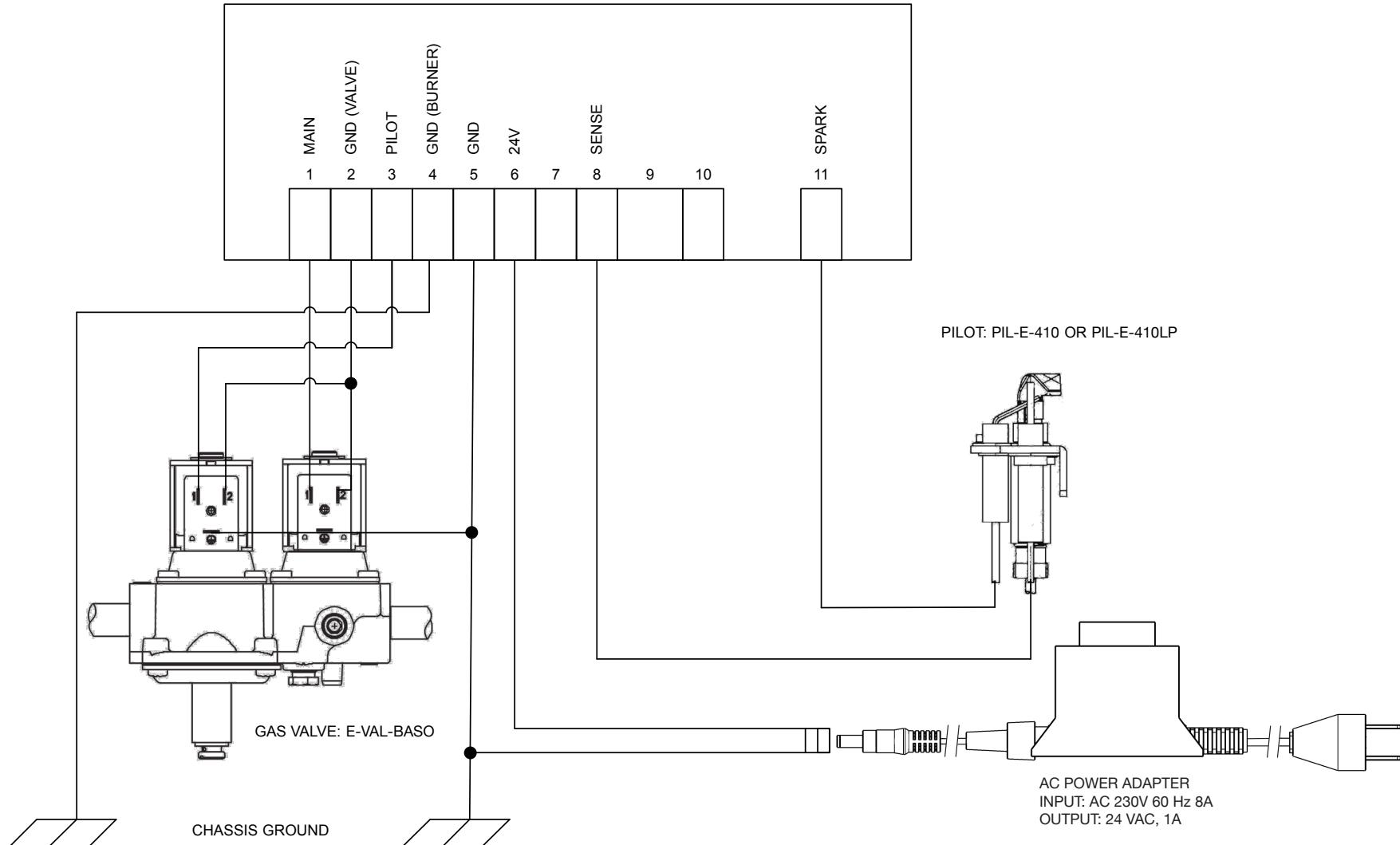
PILOT PIL-E-410 OR PIL-E-410P



# WIRING DIAGRAM (alternate)

## For Capable Control 9X Board

IGNITION CONTROL BOARD - CAPABLE 9X



## RETAIN FOR WARRANTY

MODEL: (circle one)      Miso 48-E NG  
                                  Miso 48-E LP

SERIAL NO: \_\_\_\_\_

DATE PURCHASED: \_\_\_\_\_

Paloform's priority is to meet or exceed your expectations with our products and service—we take pride in our products and unequivocally stand behind them. If your product has issues, we will work with you to make things right.

This said, fires pit's are mechanical appliances that are installed in uncontrolled and unpredictable environments. For this reason it is critical that your unit be inspected by a qualified service technician regularly, dependent on use and site conditions, but at minimum once per year. This will ensure that it receives the type of general cleaning and maintenance that will maximize its performance and lifespan. Furthermore, there are various "wear" components which have a limited lifespan due to the fact that their function is to sustain extreme conditions. Over the functional life of your fire pit, you can expect that parts such as pilots, control devices and valves, may need to be replaced periodically. Materials such as cast concrete and Corten Steel are expected to weather naturally over their lifetime and changes in appearance are normal and do not constitute failure in the materials.

**WARRANTY - This product is warranted to the original owner, subject to proof of purchase:**

Paloform warrants the components and materials in your appliance to be free from manufacturing and material defects for a period of one year from date of delivery. During this time, if any of the components in the appliance are found to be defective in materials or workmanship, Paloform will, at its option, replace or repair the defective components at no charge to the original owner. Paloform will also pay for reasonable labor cost incurred in replacing or repairing such components. Any products presented for warranty repair must be accompanied by a dated proof of purchase.

This Warranty will be void if:

- the appliance is not installed by a qualified installer in accordance with installation instructions.
- the appliance is not operated and maintained according to the operating instructions supplied with the appliance, including regular inspections by a qualified technician
- the appliance is damaged by accident, neglect, misuse, abuse, alterations, negligence of others, including the installation thereof by unqualified installers, incidental or consequential damage
- the appliance is partially or totally submerged under water for any length of time

This Warranty does not cover normal wear and tear, including but not limited to extraordinary environmental factors such as salt-saturated environments or extreme weather events.

All service work must be performed by an qualified service technician.

Paloform reserves the right to investigate any and all the claims against this Warranty and decide upon method of settlement. For information about this warranty contact:

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