



# Maintain Your Investment

## Montigo Commercial Fireplaces

A Montigo custom fireplace is carefully built by hand in North America, utilizing the highest quality materials and craftsmanship. It is engineered to maintain its beauty and function with proper servicing and general maintenance for the installed environment and periods of use.

### Newly Installed Units

It is common for newly installed units to develop a white film on the glass during the first few weeks of consistent use. The unit should be cleaned within that first month of operation. Your installation professional is the best source for service, and this first cleaning is a great opportunity to train any on-site maintenance team.

### Required Service

The frequency of your fireplace cleaning and service is based on how often the unit is running. High-use fireplaces will need to be cleaned quarterly, while low-use units may be cleaned, serviced, and inspected annually<sup>†</sup>.

Montigo recommends an ongoing service contract for consistent care of your newly installed unit. Please inquire as to options appropriate for your installation with the installing professional. All inspections, service and cleaning should only be performed by licensed professionals familiar with Montigo commercial fireplaces.

<sup>†</sup>Failure to properly inspect, service and maintain the unit may result in a voidance of any remaining product warranty

<sup>†</sup>If a heavy white film is developing, increase the frequency of your cleanings.

### Common Service Points

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Clean or replace glass

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Clean or replace media/logset

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Inspect and clean air intake

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Inspect for fault codes in the panel

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Inspect combustion chamber for rust, corrosion and cracking

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Check pilot assembly to ensure a smooth non-delayed ignition

Have a general service question or need to contact us?

Please email [techsupport@Montigo.com](mailto:techsupport@Montigo.com)

**MONTIGO**<sup>®</sup>  
the art of **fireplaces**

## Service Record

Regularly scheduled maintenance is an important part of maintaining the proper operation of your Montigo fireplace. Use the form below to properly track the maintenance of your fireplace.

To find a certified service person in your area, use our online search tool at [www.montigo.com/find-a-dealer/](http://www.montigo.com/find-a-dealer/)

Unit Serial #	
Unit installing contractor	
Unit Install Date	
Model	
Gas type	

Example

Service provider	Flameco								
Service performed by	J. Doe								
Date	01/01/20								
Clean or replace glass	✓								
Clean or replace media/logset	✓								
Inspect and clean air intake	✓								
Inspect for fault codes in the panel	✓								
Inspect combustion chamber for rust, corrosion and cracking	✓								
Check pilot assembly to ensure a smooth non-delayed ignition	✓								
Recommendations	Replace valve								