

BROMIC[®]
HEATING

FAQS

FREQUENTLY ASKED QUESTIONS

BROMICHEATING.COM

Why are your heaters better than other heaters?

- Bromic heaters are the most stylish and functional heaters on the market, offering industry leading wind resistance and performance along with unmatched aesthetics. It is important to stress all of the below selling points:
 - Bromic offers a full range of heating solution – wall mounted gas and electric heaters, and a portable, something other heater manufacturers can't offer.
 - Efficiency – Compared with the standard “dome” or “mushroom” style mobile heaters, Bromic's heaters will heat up to twice the area per heater. This allows for a reduction in energy consumption as well as increased floor space for the customer (less heaters overall means more room for socializing and relaxing).
 - Bromic's Tungsten Portable offers directional heating, a stronger/larger heating area, and more efficient use of fuel.
 - Wind Resistance Rating – Bromic offer's the highest wind resistance on the market. Via our patented technology, Bromic's heaters can resist gusts of up to 11mph and still stay lit. The flames won't blow out due to increased wind activity in the area, allowing owners to avoid frequent re-lights.
 - Heat capacity – Bromic offers the largest heat area for the small form factor; Our wall mounted gas line offers the most heat for the size
 - Commercial construction – Bromic's Heaters are designed and constructed with the commercial industry in mind, meaning that they will stand up to the rigors of everyday use and abuse and not lose their excellent performance.
 - Support – Bromic has a dedicated technical and quality team on hand to help with any issues that arise. This includes our free design service – simply send in plans, photos, or dimensions and our engineers will create a custom optimal



How do you turn on or off?

- You can simply unplug or hardwire the unit to an on/off switch.

Are dimmers available for the heaters?

- Dimmers are available for the Tungsten Electric line only, but not on gas. The reason a dimmer isn't available for the gas wall mounted heaters is that the temperature is needed to insure the best radiant heat and efficiency. Control for gas heaters is via the different sized heaters, and the ability to swivel the heater head to direct heat as needed.
- The Tungsten Portable can be manually adjusted from a low of 21,300 BTU to a high of 38,500 BTU

How do you control the heat?

- The wall mounted gas units operate either at full off or full on, no control within. The Tungsten Electric line can be paired with our Dimmer Controller, allowing for an adjustable range of heat. Another option for the Tungsten Electric 4000W and 6000W is to wire each element separately, allowing for a half and full strength setting. The Tungsten Portable can be adjusted from a low to a high setting.

Is there a remote control system for the heaters?

- Bromic is developing a remote system for our wall mounted heaters. In the interim, you can purchase one at a local electrical retail store.

Is there a thermostat?

- No, we do not recommend using a thermostatic control with our heaters because thermostats designed for indoor use only.

What are smart controls?

- Dimmers and remote controls

Is there a cover for the heaters?

- Covers will be available soon for the Tungsten Portable. For the wall mounted units, we don't recommend the use of a cover, as the heaters could be turned on with the cover still on, resulting in a fire risk.



How many square footage of coverage?

- [Numbers are based on ideal ambient conditions: 60 degrees and in a low wind covered environment.]
 - Tungsten 300 and Platinum 300: 120 square feet
 - Tungsten 500 and Platinum 500: 200 square feet
 - Tungsten Electric 2000W: 65 square feet
 - Tungsten Electric 3000W: 100 square feet
 - Tungsten Electric 4000W: 130 square feet
 - Tungsten Electric 6000W: 160 square feet
 - Tungsten Portable: 180 square feet

What is the minimum clearance?

- Tungsten Gas: Floor to bottom of heater: 8 feet. From top of heater to ceiling: 14" (with heat deflector); 3'6" (without heat deflector). Side wall to side of heater: 3'
- Tungsten Electric: Floor to bottom of heater: 8 feet. From top of heater to ceiling: 12". Side wall to side of heater: 12"
- Reference appendix images below, and supplement product briefs

Can I mount the heaters flush against the ceiling? (Or is there a recessed mounting option?)

- The Tungsten Electric line can be mounted flush.
- Heaters should always be installed with manufacturer's instructions. Please contact manufacturer for detailed information.

Can I use Bromic Heaters in coastal regions? Do they rust?

- In coastal areas, it is recommended that the heaters are always under a protective cover. Regular cleaning is necessary, to be done in line and care and maintenance instructions below. For coastal installs, it is best to consult with Bromic directly, as salt air and moisture can be hazardous to all metals.

Can I put the heaters in an uncovered patio?

- Bromic always recommends mounting under a cover for maximum life. If this is not possible, please consult with Bromic's technical department to confirm the suitability of the site.



The platinum and tungsten gas heaters are constructed using stainless steel to help ensure maximum life in the outdoor environment. Stainless Steel offers greater protection against corrosion however like all ferrous metals, it is not completely corrosion resistant. To maximize the life of your platinum heater it is therefore important that frequent cleaning is performed and appropriate care is taken. Bromic recommends the following:

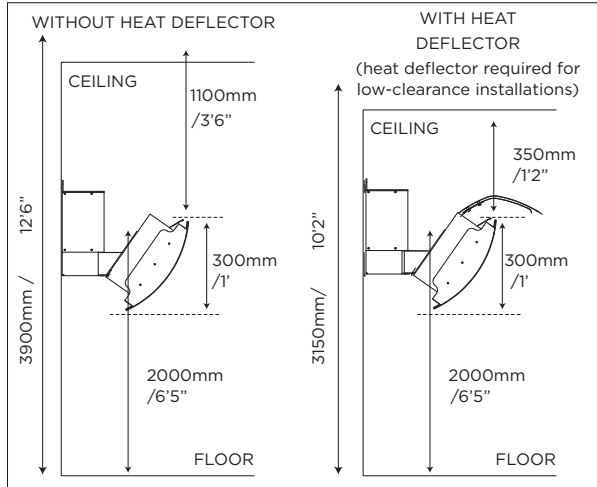
- Where heaters are not positioned under full cover, always install with the corresponding Bromic heat shield and clean according to Bromic instructions (see below)
- Clean the heater weekly during regular use and at least monthly when not in use. To clean effectively, Bromic recommends the following:
 - Rinse and clean all exposed stainless steel surfaces with fresh water and dry thoroughly with a clean soft cloth.
 - Apply 3M™ stainless steel cleaner and polish to protect the stainless steel from corrosion (NOTE: Cleaner should not be applied on any internal heater components or any other parts which come into direct contact with flame).
- Where ever possible, remove the heater from the bracket in the summer months and store away in adry protected area (NOTE: removal of the heater requires disconnection of electrical and gas supply. ONLY authorized technicians are permitted to carry out this task. Please consult your installer or contact Bromic at 1800 301 1293 if further information is required)



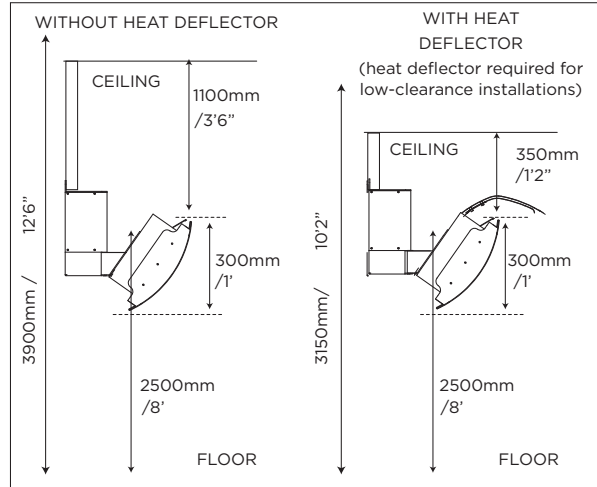
Clearance Dimensions

Tungsten Smart-Heat™ Gas and Platinum Smart-Heat™ Gas

Wall Mounting

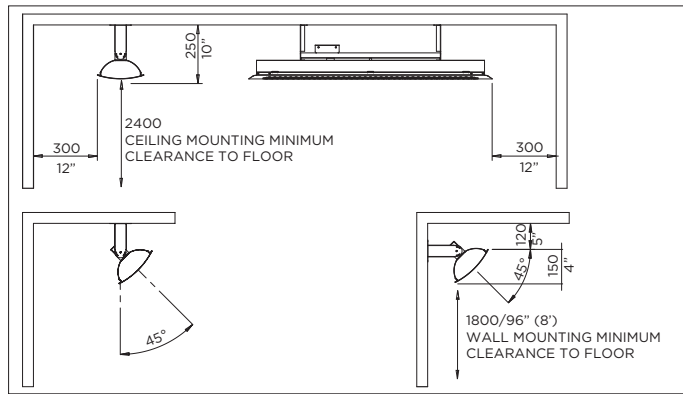


Ceiling Mounting



Tungsten Smart-Heat™ Electric

2000/3000W Models



4000/6000W Models

