

# IDV Series Direct Vent Gas Fireplace Insert Installation and Operating Instructions

Models: 380IDVNVSB & 380IDVPVSB

**▲ WARNING:**

**FIRE OR EXPLOSION HAZARD**

Failure to follow safety warnings exactly could result in serious injury, death or property damage.

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- **WHAT TO DO IF YOU SMELL GAS**
  - Do not try to light any appliance.
  - Do not touch any electrical switch; do not use any phone in your building.
  - Leave the building immediately.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency or the gas supplier.

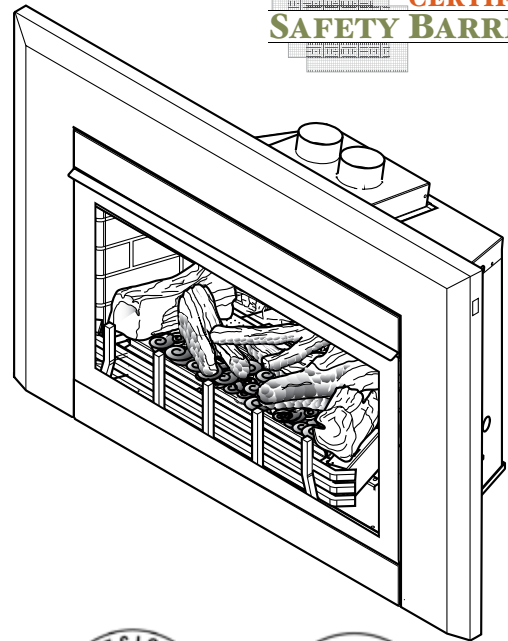
**WARNING:** Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to this manual. For assistance or additional information consult a qualified installer, service agency or the gas supplier.

This appliance may be installed in an aftermarket,\* permanently located, manufactured home (USA only) or mobile home, where not prohibited by local codes.

This appliance is for use only with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases, unless a certified kit is used.

\* Aftermarket: Completion of sale, not for purpose of resale, from the manufacturer.

**CERTIFIED  
SAFETY BARRIER**



**DANGER**



**HOT GLASS WILL  
CAUSE BURNS.**

**DO NOT TOUCH GLASS  
UNTIL COOLED.**

**NEVER ALLOW CHILDREN  
TO TOUCH GLASS.**

A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and shall be installed.

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

**Thank you and congratulations on your purchase of a  
Vermont Castings Group Fireplace Insert.**

**PLEASE READ THE INSTALLATION AND OPERATION INSTRUCTIONS BEFORE USING THE APPLIANCE!**

**IMPORTANT: Read all instructions and warnings carefully before starting installation.**

**Failure to follow these instructions may result in a possible fire hazard and will void the warranty.**

<b>Important Safety Information .....</b>	<b>3</b>	<b>Operating Instructions .....</b>	<b>25</b>
Code Approval .....	4	What To Do If You Smell Gas.....	25
<b>Pre-Installation Information.....</b>	<b>5</b>	Lighting Pilot for the First Time .....	25
Product Specifications .....	5	Lighting Pilot .....	26
High Elevations .....	5	Lighting Burner .....	27
Gas Pressures .....	5	To Turn Off Gas .....	27
Gas Specifications & Orifice Size .....	5	Adjust Blower Speed.....	27
Insert Dimensions .....	6	Air Shutter Adjustment - Natural Gas ONLY .....	28
Minimum Opening Requirements .....	6	<b>Cleaning and Maintenance .....</b>	<b>29</b>
Before You Start.....	7	Venting System .....	29
Installation Planning.....	7	Cleaning Glass.....	29
Insert Applications.....	7	Pilot and Burner Flames .....	29
Clearances.....	8	Firebox Cleaning.....	30
Insert Placement.....	9	Maintaining Heater's Appearance .....	30
Zero-Clearance Requirements.....	10	Yearly Service Procedure.....	31
<b>Venting Installation.....</b>	<b>11</b>	<b>Troubleshooting .....</b>	<b>32</b>
Installation Precautions.....	11	<b>Replacement Parts .....</b>	<b>33</b>
Venting Requirements.....	11	Blower .....	33
Altitude Considerations .....	12	Firebox Components & Accessories .....	34
Vent Configurations.....	13	<b>For Massachusetts Residents Only.....</b>	<b>36</b>
Manifold Removal and Installation .....	14	<b>Warranty .....</b>	<b>37</b>
<b>Insert Installation.....</b>	<b>15</b>	<b>Efficiencies.....</b>	<b>40</b>
Check Gas Type.....	15		
Installing Gas Piping .....	15		
Check Gas Pressure.....	17		
Electrical Wiring .....	18		
Remote Wall Mounted Switch.....	18		
Glass Frame Removal .....	19		
Install Logs and Rock Wool.....	20		
Surround Installation .....	22		
Install On/Off Switch.....	23		
Installing Filigree Panels .....	23		
Safety Barrier Installation.....	24		

**INSTALLER**

Please leave these instructions with the appliance.

**OWNER**

Please retain these instructions for future reference.

**WARNING**

- **Read this owner’s manual carefully and completely before trying to assemble, operate, or service this fireplace.**
- **Any change to this fireplace or its controls can be dangerous.**
- **Improper installation or use of this fireplace can cause serious injury or death from fire, burns, explosions, electrical shock and carbon monoxide poisoning.**

This insert is a vented product. This insert must be properly installed by a qualified service person. The glass door must be properly seated and sealed. If this unit is not properly installed by a qualified service person with glass door properly seated and sealed, combustion leakage can occur.

**CARBON MONOXIDE POISONING:** Early signs of carbon monoxide poisoning are similar to the flu with headaches, dizziness and/or nausea. If you have these signs, the insert may not have been installed properly. Get fresh air at once! Have the insert inspected and serviced by a qualified service person. Some people are more affected by carbon monoxide than others. These include pregnant women, people with heart or lung disease or anemia, those under the influence of alcohol, and those at high altitudes.

Propane/LP gas and natural gas are both odorless. An odor-making agent is added to each of these gases. The odor helps you detect a gas leak. However, the odor added to these gases can fade. 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 insert.

1. This appliance is only for use with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases unless a certified kit is used.
2. For propane/LP insert, do not place propane/LP supply tank(s) inside any structure. Locate propane/LP supply tank(s) outdoors. To prevent performance problems, do not use propane/LP fuel tank of less than 100 lbs. capacity.
3. 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 your building .
  - immediately call your gas supplier from a neighbor’s phone. Follow the gas supplier’s instructions.

4. Never install the insert
  - in a recreational vehicle
  - where curtains, furniture, clothing, or other flammable objects are less than 36" from the front, top, or sides of the insert
  - in high traffic areas
  - in windy or drafty areas
5. This insert reaches high temperatures. Keep children and adults away from hot surfaces to avoid burns or clothing ignition. Insert will remain hot for a time after shutdown. Allow surfaces to cool before touching.
6. Young children should be carefully supervised when they are in the same room as the appliance. Toddlers, young children and others may be susceptible to accidental contact burns. A physical barrier is recommended if there are at risk individuals in the house. To restrict access to a fireplace or stove, install an adjustable safety gate to keep toddlers, young children and other at risk individuals out of the room and away from hot surfaces.
7. Do not modify insert under any circumstances. Any parts removed for servicing must be replaced prior to operating insert.
8. Turn insert off and let cool before servicing, installing, or repairing. Only a qualified service person should install, service, or repair the insert. Have burner system inspected annually by a qualified service person.
9. You must keep control compartments, burners, and circulating air passages clean. More frequent cleaning may be needed due to excessive lint and dust. Turn off the gas valve and pilot light before cleaning insert.
10. Have venting system inspected annually by a qualified service person. If needed, have venting system cleaned or repaired. Refer to *Cleaning and Maintenance*, Page 29.
11. Keep the area around your insert clear of combustible materials, gasoline, and other flammable vapor and liquids. Do not run insert where these are used or stored. Do not place items such as clothing or decorations on or around insert.

12. Do not use this insert to cook food or burn paper or other objects.
13. Never place anything on top of insert.
14. Do not use any solid fuels (wood, coal, paper, cardboard, etc.) in this insert. Use only the gas type indicated on rating plate.
15. This appliance, when installed, must be electrically grounded in accordance with local codes or in the absence of local codes, with the *National Electrical Code, ANSI/NFPA 70*, or the *Canadian Electrical Code, CSA C22.1*.
16. Do not obstruct the flow of combustion and ventilation air in any way. Provide adequate clearances around air openings into the combustion chamber along with adequate accessibility clearance for servicing and proper operation.
17. Do not use insert if any part has been exposed to or has been under water. Immediately call a qualified service technician to inspect the appliance and replace any part of the control system and any gas control which as been submerged in water.
18. Do not operate insert if any log is broken.
20. Do not operate the insert with glass door removed, cracked, or broken.

**CODE APPROVAL**

Direct Vent type appliances draw all combustion air from outside of the dwelling through the vent pipe.

These appliances have been tested by CSA and found to comply with the established standards for DIRECT VENT GAS FIREPLACE HEATERS in the USA and Canada as follows:

**LISTED VENTED GAS FIREPLACE HEATER**

TESTED TO:

ANSI Z21.88-2014/CSA 2.33-2014 STANDARDS

A manufactured home (USA only) or mobile home OEM installation must conform with the **Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280**, or when such a standard is not applicable, the **Standard for Manufactured Home Installations, ANSI/NCSBCS A225.1**, or **Standard for Gas Equipped Recreational Vehicles and Mobile Housing, CSA Z240.4**.

**IMPORTANT:**

**PLEASE READ THE FOLLOWING CAREFULLY**

It is normal for fireplaces fabricated of steel to give off some expansion and/or contraction noises during the start up or cool down cycle. Similar noises are found with your furnace heat exchanger or car engine.

**IMPORTANT:**

**PLEASE READ THE FOLLOWING CAREFULLY**

It is not unusual for gas fireplaces to give off some odor the first time it is burned. This is due to the manufacturing process.

**Please ensure that your room is well ventilated during burn off — open all windows.**

It is recommended that you burn your fireplace for at least ten (10) hours the first time you use it. Place the fan switch in the “OFF” position during this time.

**WARNING**

**Never connect unit to private (non-utility) gas wells. This gas is commonly known as wellhead gas.**



We recommend that our gas hearth products be installed and serviced by professionals who are certified in the U.S. by the National Fireplace Institute® (NFI) as NFI Gas Specialists.

[www.nficertified.org](http://www.nficertified.org)

 **DANGER**

**HOT GLASS WILL CAUSE BURNS.**

**DO NOT TOUCH GLASS UNTIL COOLED.**

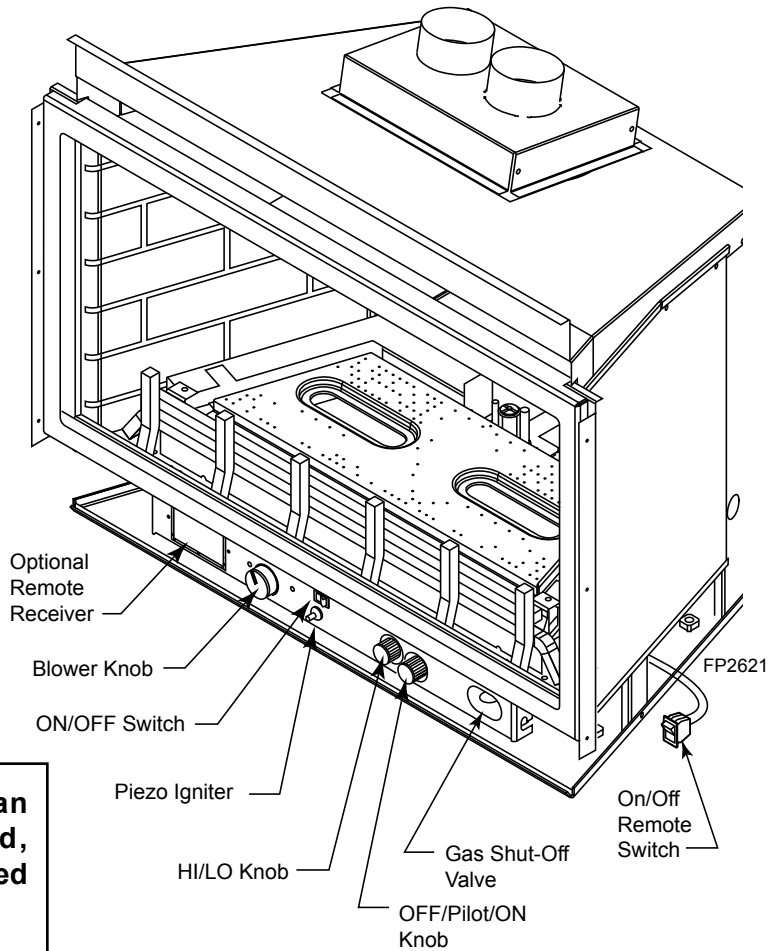
**NEVER ALLOW CHILDREN TO TOUCH GLASS.**

A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and shall be installed.



**PRODUCT SPECIFICATIONS**

- This appliance has been certified for use with either natural or propane gas. Refer to the appropriate data plates.
- This appliance is not for use with solid fuels.
- The appliance is approved for bedroom or bedsitting room installations.
- The appliance must be installed in accordance with local codes if any. If none exist use the current installation code. ANSI Z223.1/NFPA 54 in the USA, CSA B149 in Canada.
- The appliance must be properly connected to a venting system.



**WARNING** This appliance may be installed in an aftermarket\*, permanently located, manufactured home, where not prohibited by local codes

\*Aftermarket: Completion of sale, not for purpose of resale, from the manufacturer.

**HIGH ELEVATIONS**

Input ratings are shown in BTU per hour and are certified without deration for elevations up to 4,500 feet (1,370 m) above sea level.

For elevations above 4,500 feet (1,370 m) in USA, installations must be in accordance with the current ANSI Z223.1/NFPA 54 and/or local codes having jurisdiction.

In Canada, please consult provincial and/or local authorities having jurisdiction for installations at elevations above 4,500 feet (1,370 m).

**GAS PRESSURES**

	Natural	Propane (LP)
Inlet Minimum	4.5" w.c.	11.0" w.c.
Inlet Maximum	10.5" w.c.	13.0" w.c.
Manifold Pressure	3.5" w.c.	10.0" w.c.

**Figure 1 - IDV Series Fireplace Insert**

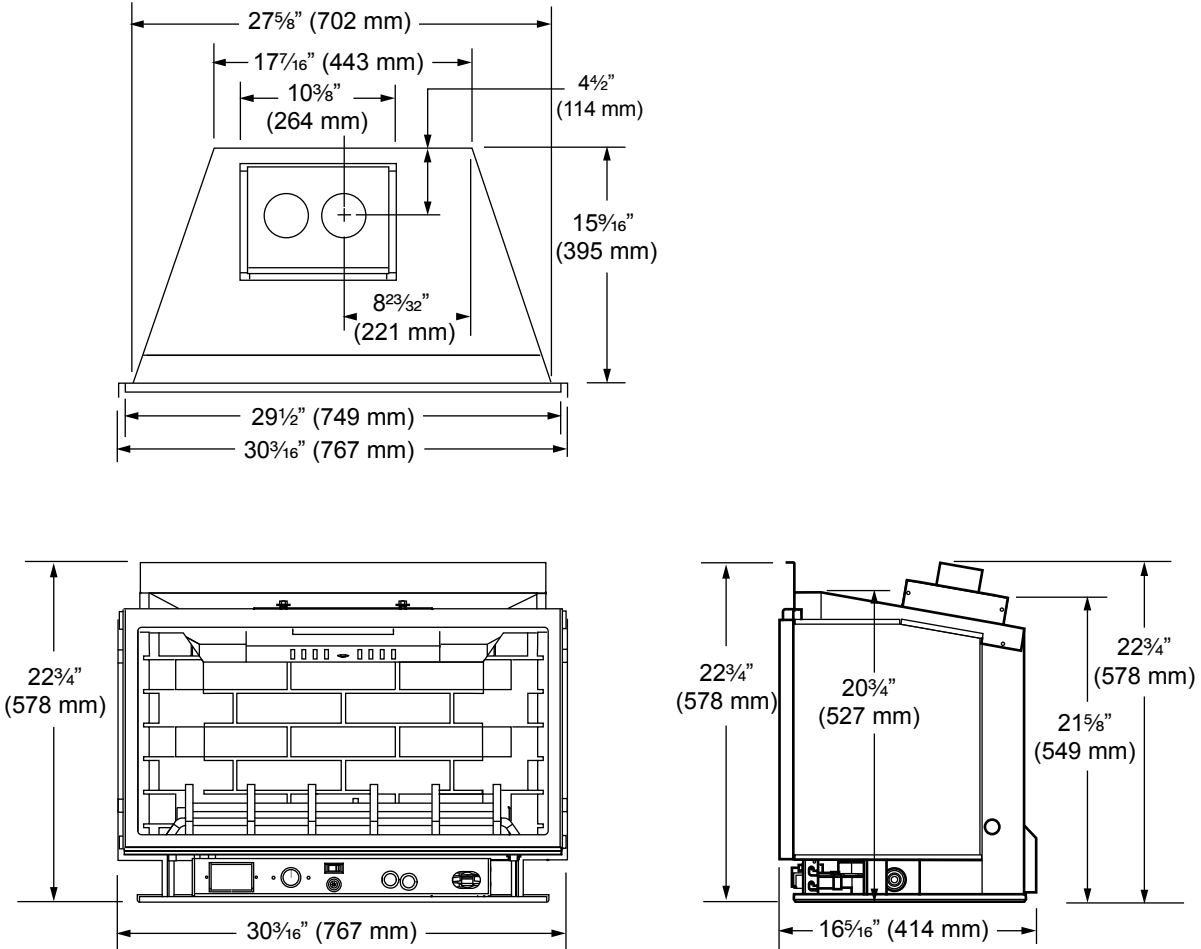
**GAS SPECIFICATIONS & ORIFICE SIZE**

Model	Fuel	Max. Input BTU/h	Min. Input BTU/h	Orifice Size
380IDVNV	Nat.	30,500	20,500	#35
380IDVPV	LP	22,000	18,000	#53

The IDV Series gas inserts are equipped with a variable speed output gas control.

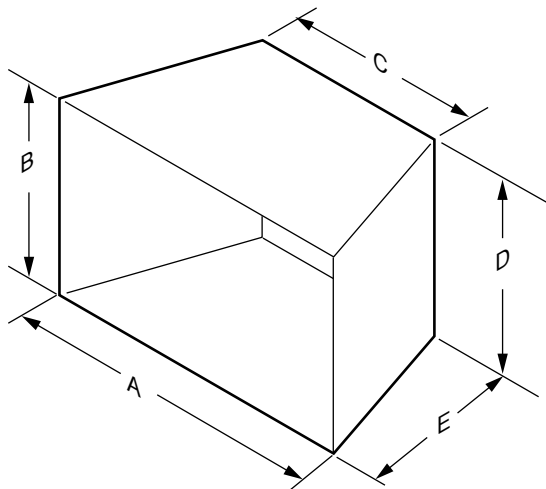
**NOTE:** IDV Series gas inserts operate without any electrical supply. Blower must be attached to 110/120V AC.

**INSERT DIMENSIONS**



**Figure 2 - IDV Fireplace Insert Dimensions**

**MINIMUM OPENING REQUIREMENTS**



Ref.	380IDV
A	28" (711 mm)
B	21" (533 mm)
C	21" (533 mm)
D	21" (533 mm)
E	16" (406 mm)

**Figure 3 - IDV Fireplace Insert Opening Dimensions**

**BEFORE YOU START**

Read this homeowner manual thoroughly and follow all instructions carefully. Inspect all contents for shipping damage and immediately inform your dealer if any damage is found. Do not install any unit with damaged, incomplete, or substitute parts. Check your packing list to verify that all listed parts have been received.

**INSTALLATION PLANNING**

Plan for the installation of your insert. This includes determining the size of fireplace in which unit is to be installed, length of venting to be used and finishing details, and whether any optional accessories (i.e. wall switch, or remote control) are desired. Consult your local building code agency to ensure compliance with local codes, including permits and inspections.

The following factors should be taken into consideration:

- This insert should have sufficient access for its safe operation and maintenance.
- The flow of combustion and ventilation air must not be obstructed.
- Minimum clearances to combustibles, such as mantels, must be maintained. *Refer to Pages 8 and 9, Figures 4 and 5.*
- Never obstruct the front opening of the insert.
- Do not install in the vicinity where gasoline or other flammable liquids may be stored.
- These units can be installed in a bedroom. Refer to National Fuel Gas Code ANSI Z233.1/NFPA 54 (current edition), the Uniform Mechanical Code (current edition), and Local Building Codes for specific installation requirements.

**IMPORTANT: Your direct vent insert was designed to be installed in an existing wood burning fireplace. The location and clearances are subject to local building codes.**

**INSERT APPLICATIONS**

Before installing the gas fireplace insert, consider the functioning needs of the fireplace. Confirm the size of the fireplace cavity, the design of the chimney, and the availability of the gas supply and electricity for the insert fan.

**IMPORTANT: Your direct vent insert is designed to be only vented vertically with a minimum height of 10 feet.**

When the unit is installed into a wood burning fireplace, the minimum distance the mantel can be placed above the fireplace is governed by local building codes applicable to wood burning fireplaces. Consult local authorities having jurisdiction for these clearances. The underside of the mantel will become warm. Use only finishes which are heat resistant and do not discolor.

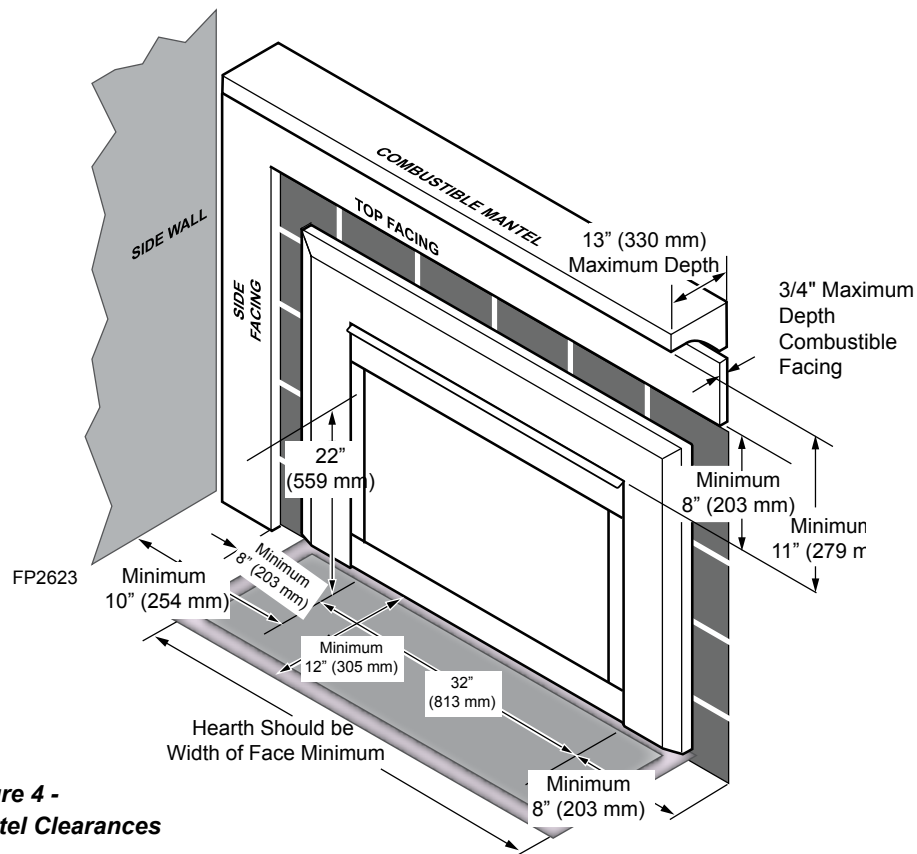
**MINIMUM FIREPLACE SIZE/CLEARANCES TO COMBUSTIBLES**

**WARNING** The dimensions shown on *Pages 8 and 9, Figures 4 and 5*, are minimum clearances to maintain when installing this heater. Follow these instructions carefully to ensure safe installation. Failure to follow instructions exactly can create a fire hazard.

Maintain the following minimum clearances for service and maintenance.

**INSERT CLEARANCES**

No combustibles (ie: drapes, doors) may be within, or swing within 36" of the front of the insert.



**Figure 4 - Mantel Clearances**

**MANTEL CLEARANCES**

**NOTE:** The combustible area above the facing must not protrude more than 3/4" from the facing. If it does, it is considered a mantel and must meet the mantel requirements listed in this manual.

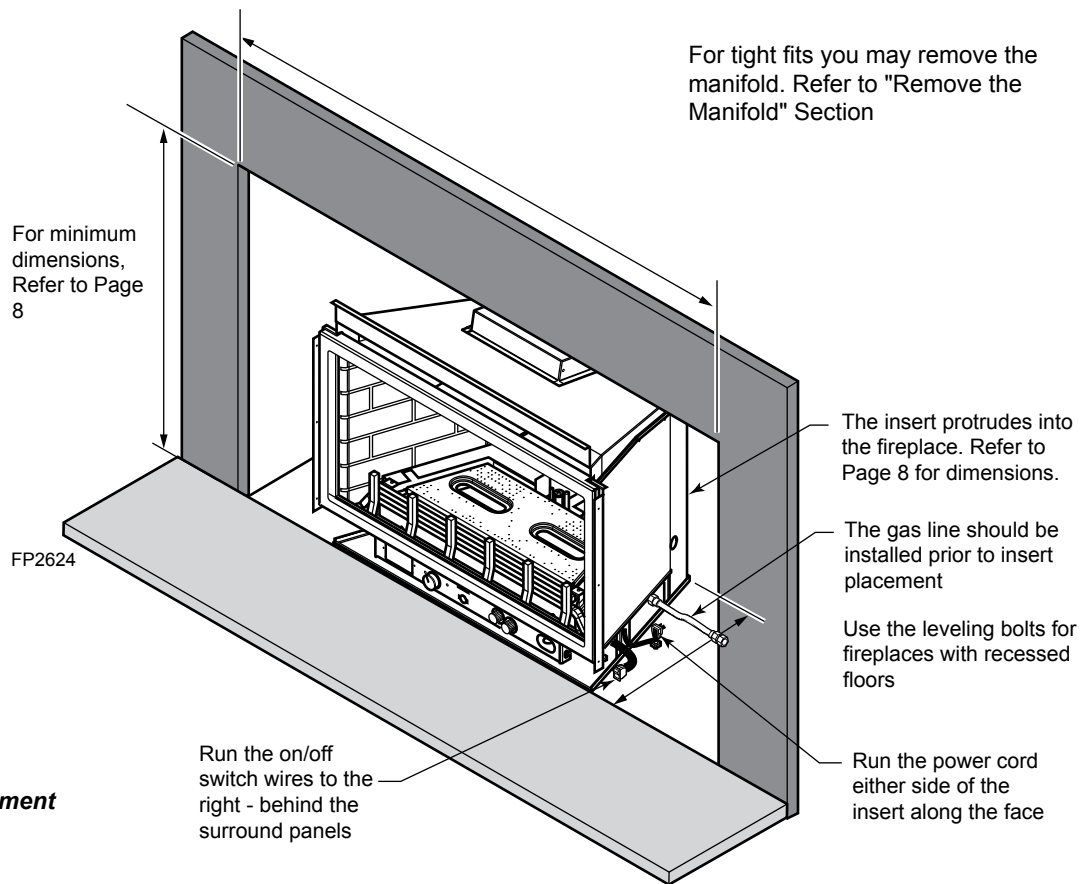
**HEARTH REQUIREMENTS**

The insert must be installed on a noncombustible hearth extending a minimum of 12" from the fireplace opening (local codes may require a larger hearth). The hearth must also extend to both sides of the face.



**INSERT PLACEMENT**

- The insert must be placed within a code-conforming masonry fireplace or a tested and listed zero-clearance (UL-127, solid fuel) fireplace. Repair any fireplace damage prior to installation.
- Because the insert uses a circulation blower, clean the fireplace, smoke shelf and chimney before installing.
- This heater may be placed in a bedroom. Please be aware of the large amount of heat this appliance produces when determining a location.



**Figure 5 -  
Insert Placement**

## ZERO-CLEARANCE (METAL) FIREPLACE REQUIREMENTS

- The damper and grate must be removed.
- The smoke shelf, internal baffles, screen, refractory and metal or glass doors may be removed (if applicable).
- Do not remove or alter the insulation or any structured rigid frame members (metal sides, floor, door frames, face of the fireplace, etc.).

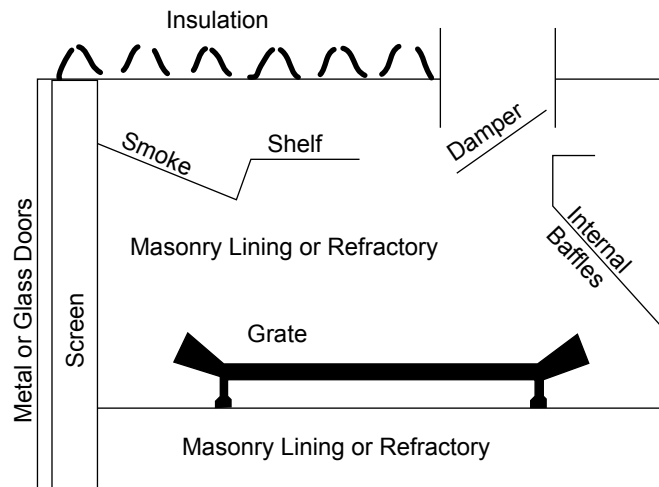
**IMPORTANT:** Please review the following carefully.

It is normal for inserts fabricated of steel to give off some expansion and/or contraction noises during the start up or cool down cycle. Similar noises are found with your furnace heat exchanger or car engine.

It is not unusual for your insert to give off some odor the first time it is burned. This is due to the curing of the paint and any undetected oil from the manufacturing process.

**Please ensure that your room is well ventilated. OPEN ALL WINDOWS DURING INITIAL BURN OFF/CURING PHASE.**

Burn your insert for at least six (6) hours on "HIGH" the first time you use it. Place the fan in the "OFF" position during this time.



**Figure 6 -  
Metal Fireplace Zero-Clearance Requirements**

### WARNING

- **Installer must attach red warning plate to the inside of the firebox of fireplace with screws supplied.**
- **Do not cut any sheet metal parts of the fireplace in which this gas fireplace insert is installed. THIS IS STRICTLY PROHIBITED!**
- **If factory-built fireplace has no gas access hole(s) provided, drill a 1.5" (37.5 mm) or less through lower sides or bottom of firebox. You must plug the access hole with noncombustible insulation after gas supply line has been installed.**
- **If your factory-built fireplace has air passages on the face for zero capabilities, DO NOT BLOCK THESE PASSAGES!**

**WARNING** Read all instructions completely and thoroughly before attempting installation. Failure to do so could result in serious injury, property damage or loss of life. Operation of improperly installed and maintained venting system could result in serious injury, property damage or loss of life.

**NOTICE** Failure to follow these instructions will void the warranty.

**INSTALLATION PRECAUTIONS**

Consult local building codes before beginning the installation. The installer must make sure to select the proper vent system for installation. Before installing vent kit, the installer must read this insert manual and vent kit instructions.

Only a qualified installer/service person should install venting system. The installer must follow these safety rules:

- Wear gloves and safety glasses for protection.
- Use extreme caution when using ladders or when on rooftops.
- Be aware of electrical wiring locations in walls and ceiling.

The following actions will void the warranty on your venting system:

- Installation of any damaged venting component.
- Unauthorized modification of the venting system.
- Installation of any component part not manufactured or approved by Vermont Castings Group.
- Installation other than permitted by these instructions.

**WARNING** This insert must be vented to the outside. The venting system must NEVER be attached to a chimney serving a separate solid fuel burning appliance. Each gas appliance must use a separate vent system. Do not use common vent systems.

**VENTING REQUIREMENTS**

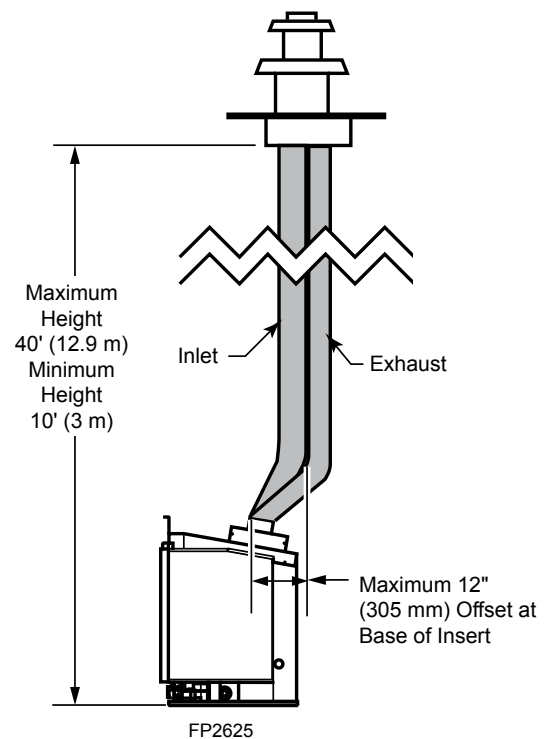
**WARNING**

- Make sure the exhaust pipe on heater connects to exhaust portion of cap. Attach flex liners. *Figure 6*
- Do not crimp or rupture liner when bending it into chimney offsets.

- The exhaust vent must reline the entire length of chimney and terminate above chimney top.
- Vent must meet all vent manufacturer's requirements when installed.
- Make sure you have the following before installing unit:

**380 Series:**

- 3" and 3" UL 1777 Listed gas liner for air inlet and exhaust.
- Vertical termination kit (AI31TK33A)



*Figure 7 - Venting Unit*

### ALTITUDE CONSIDERATIONS

This heater has been tested at altitudes ranging from sea level to 4,500 feet (1,370 m). In this testing, heater with standard orifice burns correctly with just an air shutter adjustment. If you need to resize orifice for use at high altitude, contact your dealer.

**WARNING** Failure to adjust air shutter properly may lead to improper combustion which can create a safety hazard. Consult your dealer or installer if you suspect an improperly adjusted air shutter.

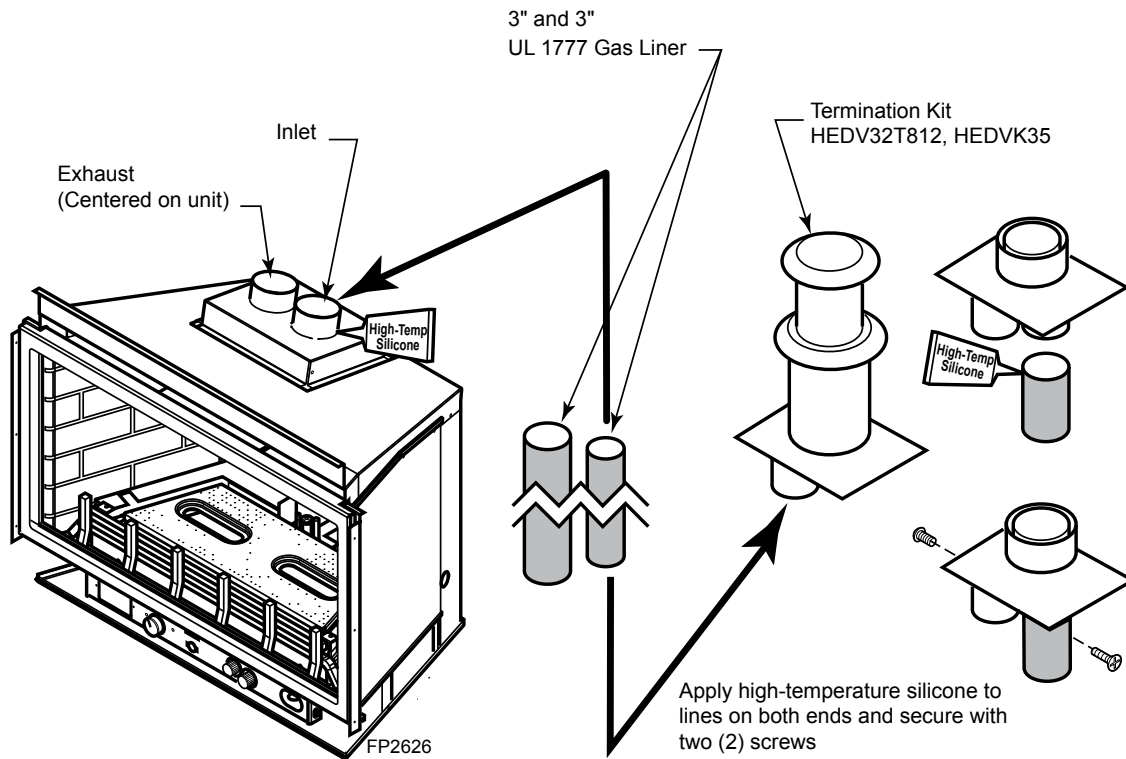
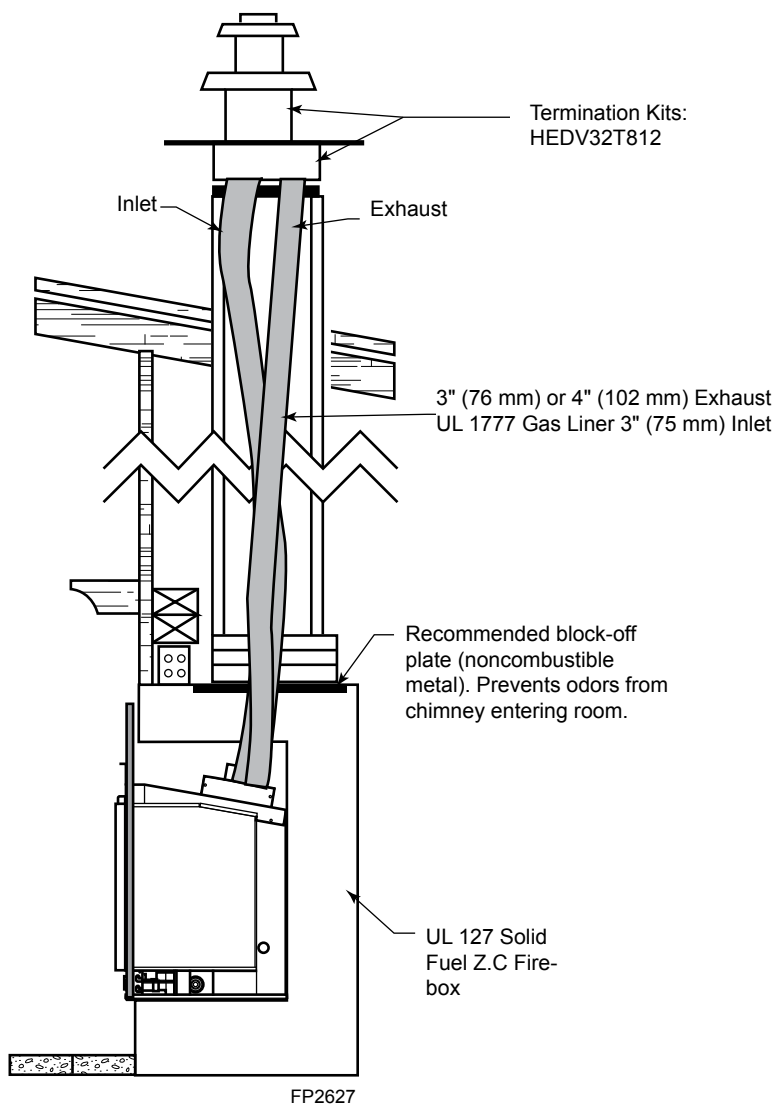


Figure 8 -  
Connecting Vent Pipe to Heater

VENT CONFIGURATIONS



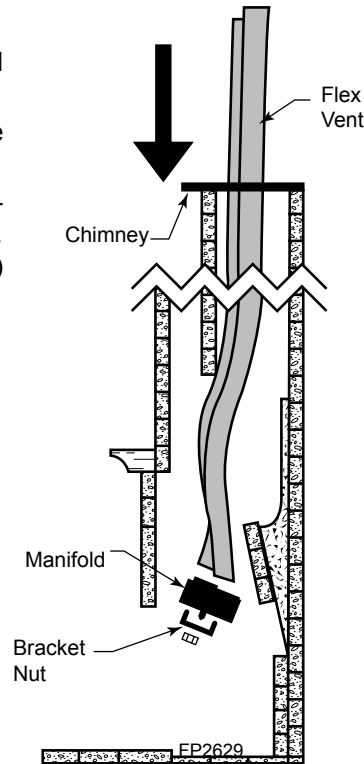
**Figure 9 -  
Inlet and Exhaust Reline**

**NOTE:** You may use either reline configuration with a masonry or zero-clearance fireplace.

**MANIFOLD REMOVAL AND INSTALLATION**

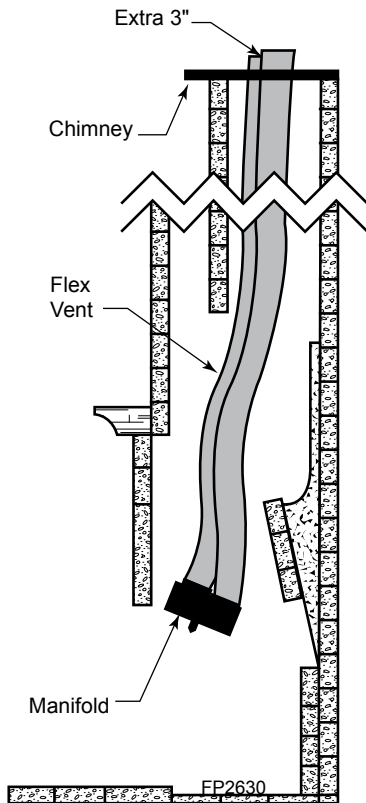
The manifold is shipped attached to insert. It may be removed to allow tight installation. Manifold may be loosened and rotated for desired pipe location.

1. Remove brick liner and baffle.
2. Remove manifold. Place manifold in fireplace.
3. Route flex vent through chimney from above. *Figure 10.* Leave an extra 3" (76 mm) at the top.



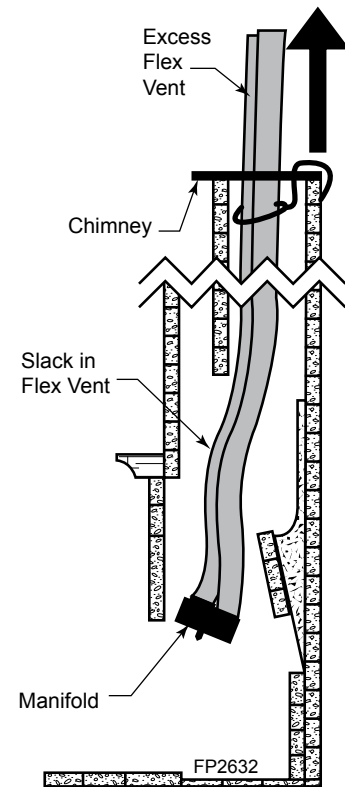
**Figure 10 - Place Manifold into Fireplace**

4. Attach flex vent to manifold. *Figure 11.* Seal with silicone and attach with screws.

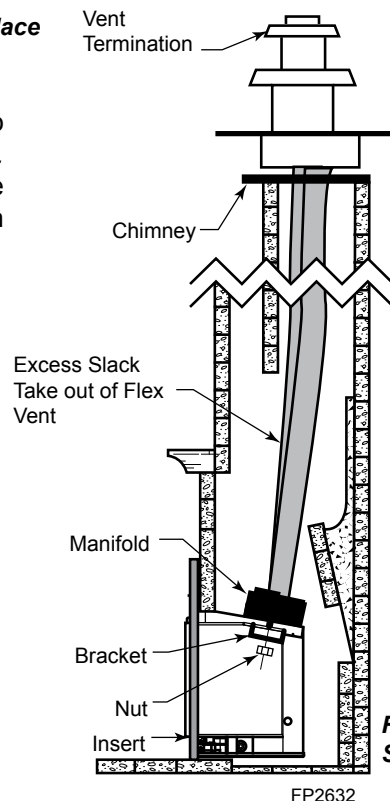


**Figure 11 - Attach Flex Vent to Manifold**

5. Place manifold in an upright position. Pull on excess vent. *Figure 12.* Temporarily attach flex vent to top of chimney. Leave some extra slack in flex vent.



**Figure 12 - Pull on Excess Flex Vent**



**Figure 13 - Slide Insert into Place**

6. Slide insert into place. Guide the manifold over the insert until it is fully in place. *Figure 13*
7. Remove any slack from flex vent. Attach manifold to insert. *Figure 13*
8. Remove any excess slack in flex line. Attach vent termination. *Figure 13*
9. Replace baffle and brick liner.

**CHECK GAS TYPE**

Use proper gas type for the fireplace you are installing. If you have conflicting gas type, do not install fireplace. See dealer where you purchased the fireplace for proper fireplace according to your gas type.

**INSTALLING GAS PIPING TO FIREPLACE LOCATION**

**WARNING**  
**A qualified installer or service person must connect appliance to gas supply. Follow all local codes.**

**INSTALLATION ITEMS NEEDED**

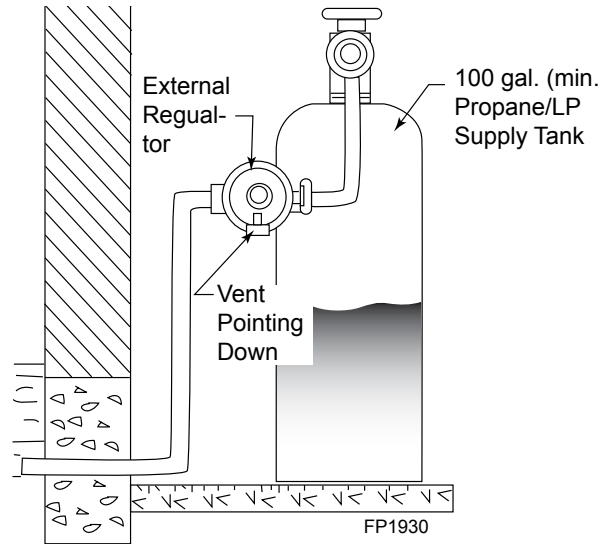
Make sure you have the items listed below before installing appliance.

- External regulator (supplied by installer)
- Piping (check local codes)
- Test gauge connection\*
- Sealant (resistant to propane/LP gas)
- Sediment trap (optional but recommended)
- Tee joint
- Pipe wrench
- Approved flexible gas line with gas connector (if allowed by local codes — not provided)

\* A CSA design-certified equipment shutoff valve with 1/8" NPT tap is an acceptable alternative to test gauge connection. Purchase the CSA design-certified equipment shutoff valve from your dealer.

For propane/LP connections only, the installer must supply an external regulator. The external regulator will reduce incoming gas pressure. You must reduce incoming gas pressure to between 11 and 13 inches of water. If you do not reduce incoming gas pressure, burner system regulator damage could occur. Install external regulator with the vent pointing down as shown in *Figure 14*. Pointing the vent down protects it from freezing rain or sleet.

**CAUTION**  
**For propane/LP units, never connect fireplace directly to the propane/LP supply. This burner system requires an external regulator (not supplied). Install the external regulator between the burner system and propane/LP supply.**



**Figure 14 - External Regulator with Vent Pointing Down (Propane/LP Only)**

**CAUTION**  
**Use only new black iron or steel pipe. Internally tinned copper or copper tubing can be used per National Fuel Gas Code, Section 2.6.3, providing gas meets hydrogen sulfide limits, and where permitted by local codes. Gas piping system must be sized to provide minimum inlet pressure (listed on data plate) at the maximum flow rate (BTU/hr). Undue pressure loss will occur if the pipe is too small.**

When using copper or flex connectors use only fittings approved for gas connections. The gas control inlet is 3/8" NPT.

**WARNING** Only persons licensed to work with gas piping may make the necessary gas connections to this appliance.

**CAUTION** A manual shut-off valve is factory installed upstream of the appliance. Union tee and plugged 1/8" NPT pressure tapping point should be installed upstream of the appliance. *Figure 15*

**NOTE :** The gas line connection may be made using 1/2" rigid tubing or an approved flex connector. Since some municipalities have additional local codes it is always best to consult your local authorities and the current edition of the National Fuel Gas Code ANSI.Z223.1, NFPA54. In Canada CSA-B149 (1 or 2) Installation Code.

We recommend that you install a sediment trap/drip leg in supply line as shown in *Figure 15*. Locate sediment trap/drip leg where it is within reach for cleaning. Install in piping system between fuel supply and burner system. Locate sediment trap/drip leg where trapped matter is not likely to freeze. A sediment trap traps moisture and contaminants. This keeps them from going into the burner system gas controls. If sediment trap/drip leg is not installed or is installed wrong, burner system may not run properly.

A listed manual shutoff is factory installed upstream of appliance. Union tee and plugged 1/8" NPT pressure tapping point should be installed upstream of the appliance. *Figure 15*

**CAUTION** Use pipe joint sealant that is resistant to liquid petroleum (LP) gas.

**IMPORTANT:** The main gas valve is for turning on or shutting off the gas to the insert.

Check your building codes for any special requirements for locating equipment shutoff valve to inserts.

Apply pipe joint sealant lightly to threads. This will prevent excess sealant from going into pipe. Excess sealant in pipe could result in clogged burner system valves.

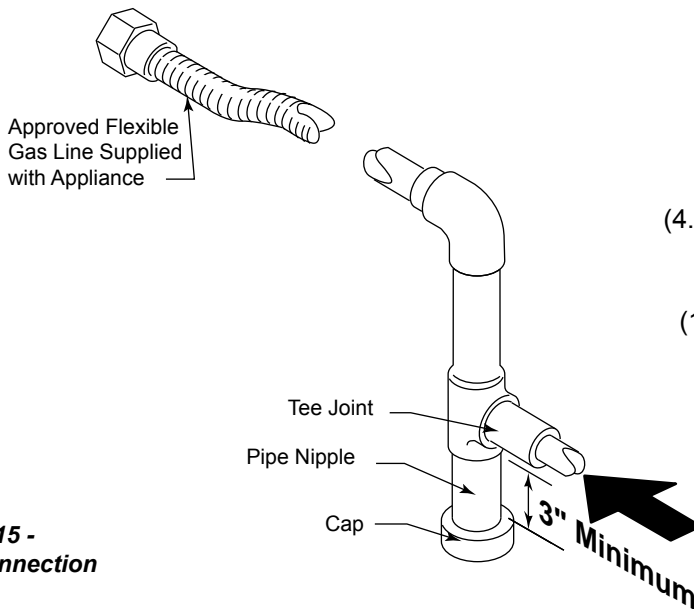


Figure 15 - Gas Connection

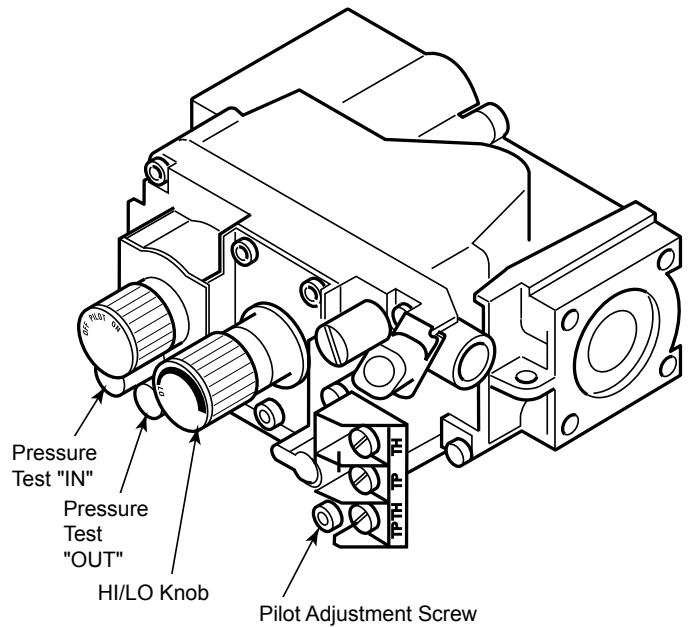
**Natural Gas**  
From Gas Meter  
(4.5" w.c. to 10.5" w.c. Pressure)  
**Propane/LP**  
From External Regulator  
(11" w.c. to 13" w.c. Pressure)

**WARNING** Do not use open flame to check for gas leaks.



**CHECK GAS PRESSURE**

1. Check gas type. The gas supply must be the same as stated on the appliance's rating decal. If the gas supply is different from the fireplace, **STOP!** Do not install the appliance. Contact your dealer immediately.
2. Install and attach flex line provided on this appliance to 1/2" gas line.
3. After completing gas line connection, purge air from gas line and test all gas joints from the gas meter to the fireplace for leaks. Use a soap and water solution or a gas sniffer.
4. To adjust flame height, turn HI/LO knob to HI to get maximum pressure to burner. Turn HI/LO knob to LO to get minimum pressure.
5. To check gas pressures at valve, turn captured screw counter clockwise 2 or 3 turns and then place tubing to pressure gauge over test point. Turn unit to high. *Figure 16*. After taking pressure reading, be sure and turn captured screw clockwise firmly to reseal. Do not over torque. Check test points for gas leaks with a soap and water solution or an electronic gas leak detector.



**Figure 16 - Gas Pressure Check at Gas Valve**

**ELECTRICAL WIRING**

This insert will work without any electrical supply. Electricity is only needed to operate blower.

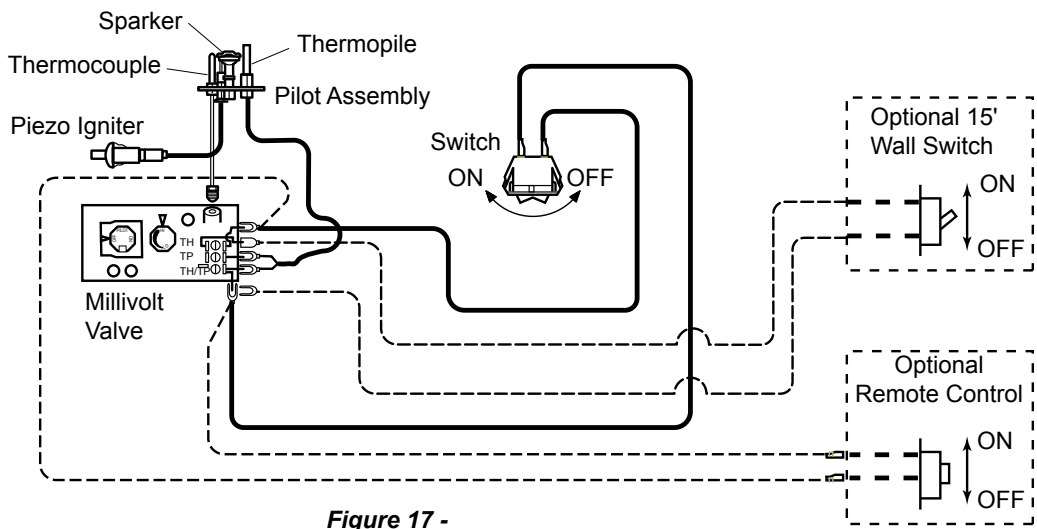
**REMOTE WALL MOUNTED SWITCH**

A remote wall switch and up to fifteen (15) feet of 18 Ga. wire may be used with this appliance. Attach the wall switch in a junction box at the desired location on the wall. *Figure 17* Verify proper operation after servicing.

**NOTE:** Extended lengths of wire may cause the fireplace not to function properly. Longer length of wire is permitted if the wire is made out of larger gauge (diameter) wire. Always check with local code.

**WARNING** Electrical connections should only be performed by a qualified, licensed electrician. Main power must be off when connecting to main electrical power supply or performing service. All wiring shall be in compliance with all local, city and state codes. The appliance, when installed, must be electrically grounded in accordance with local codes, or in the absence of local codes, with the *National Electrical Code ANSI/NFPA 70 (latest edition)* and *Canadian Electrical Code, CSA C22.1*.

**CAUTION** Label all wires before disconnecting when servicing controls. Wiring errors can cause improper and dangerous operation.



**Figure 17 - Wiring Diagram for Wall Switch**

**GLASS FRAME REMOVAL**

**NOTE:** If the safety barrier is in place, you must first remove it before you remove the glass frame. To remove the barrier, simply lift up and pull out until the tabs are clear of their corresponding slots on the firebox. Then proceed to remove the glass frame by following the steps below.

1. Release two clamps on bottom of fireplace.
2. Tilt glass frame out and lift glass frame up until it clears three tabs on top of fireplace.
3. Set glass frame aside.

**CAUTION** Always use gloves when handling broken glass.

**WARNING** Make sure the glass panel edges do not touch any metal parts during thermal expansion.



# DANGER

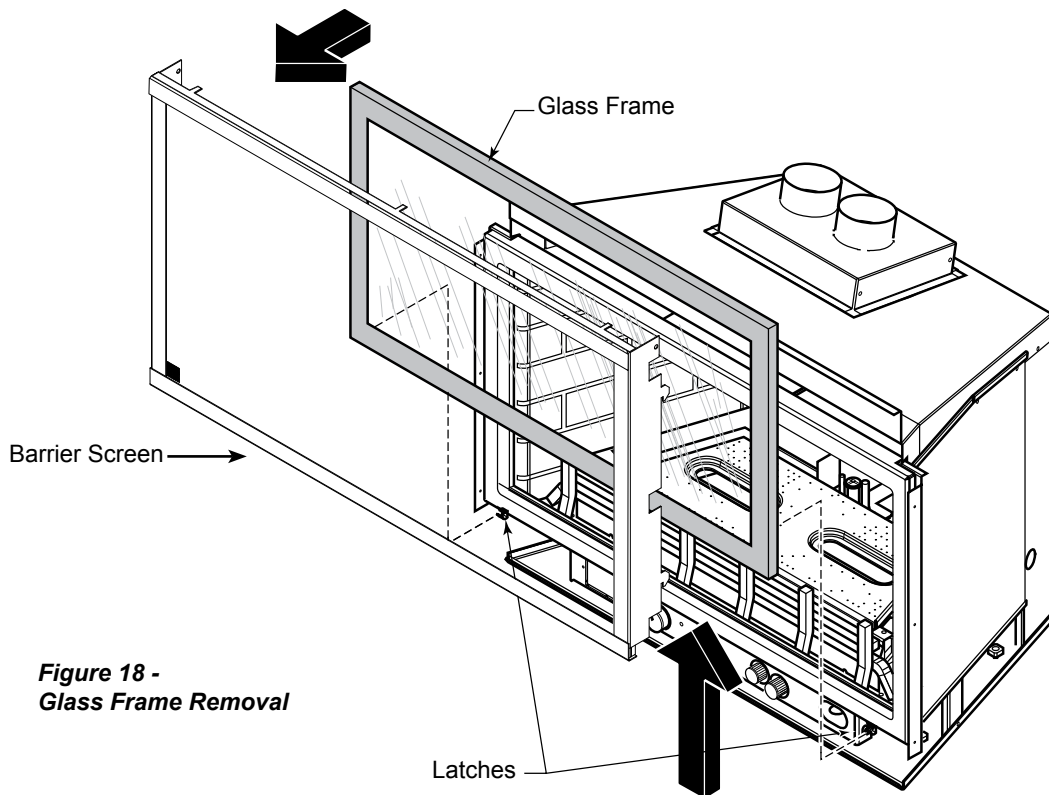


**HOT GLASS WILL CAUSE BURNS.**

**DO NOT TOUCH GLASS UNTIL COOLED.**

**NEVER ALLOW CHILDREN TO TOUCH GLASS.**

A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and shall be installed.

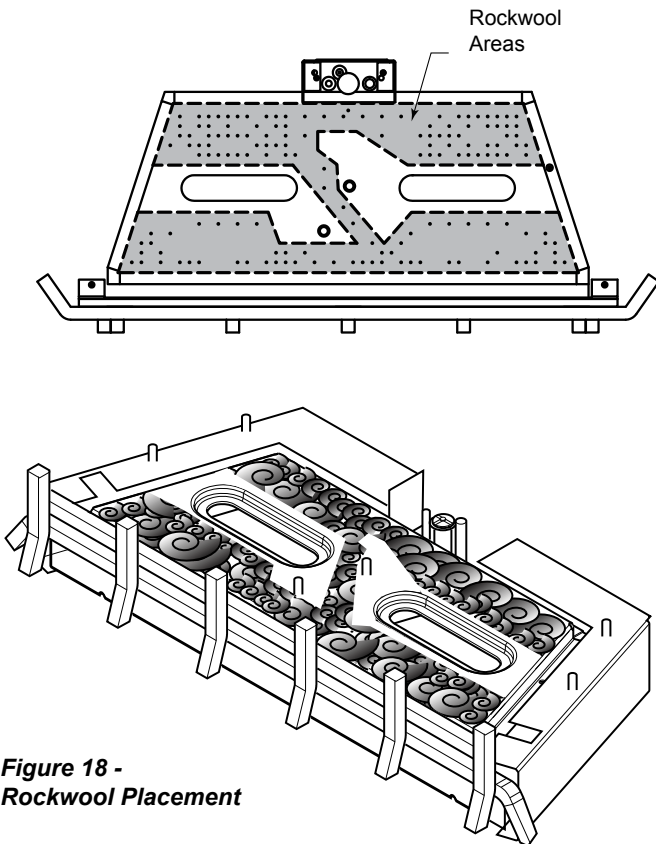


**Figure 18 - Glass Frame Removal**

### INSTALL LOGS AND ROCK WOOL (EMBER MATERIAL) IN FIREBOX

**Before you begin** - This unit is supplied with seven (7) ceramic fiber logs. Do not handle these logs with your bare hands. **Always wear gloves to prevent skin irritation from ceramic fibers.** After handling the logs, wash your hands gently with soap and water to remove any traces of fibers.

1. Open front door of firebox.
2. Break up rock wool (ember material) into dime-sized pieces. Place evenly as shown. Do not exceed 1" layer. *Figure 18*
3. Carefully remove the seven (7) logs from wrapping.



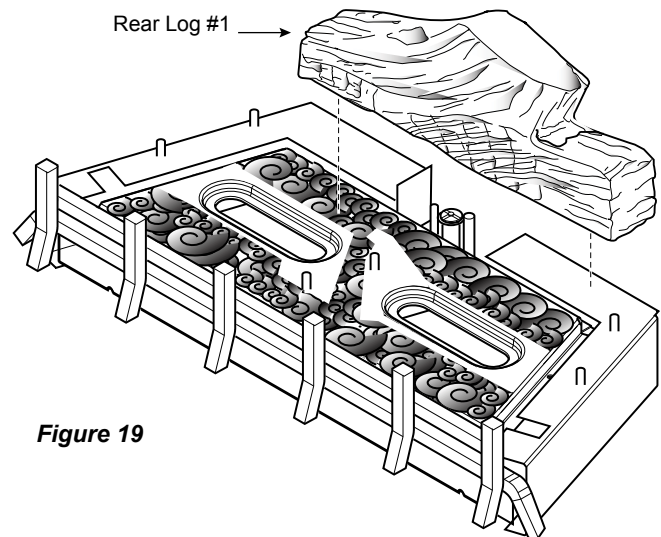
**Figure 18 -**  
**Rockwool Placement**

**WARNING**

The positioning of the logs is critical to the safe and clean operation of this heater. Sooting and other problems may result if the logs are not properly and firmly positioned in the appliance. Never add additional logs or embellishments such as pine cones or vermiculite to the heater. Only use the logs supplied with the unit.

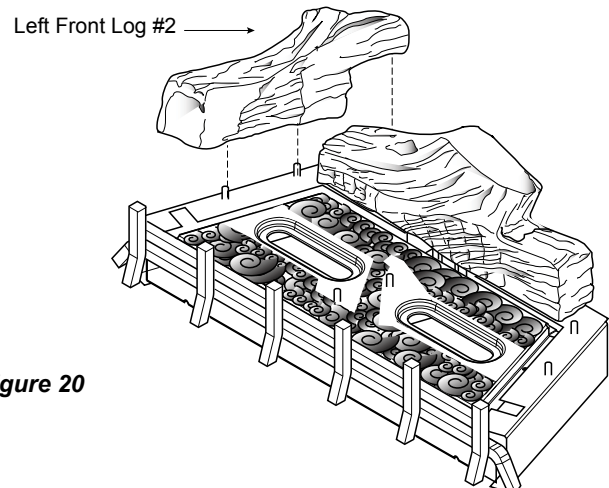
Failure to position the parts in accordance with diagrams below or to use only parts specifically approved for this heater may result in property damage or personal injury.

4. Place rear log #1 against back of firebox. *Figure 19*



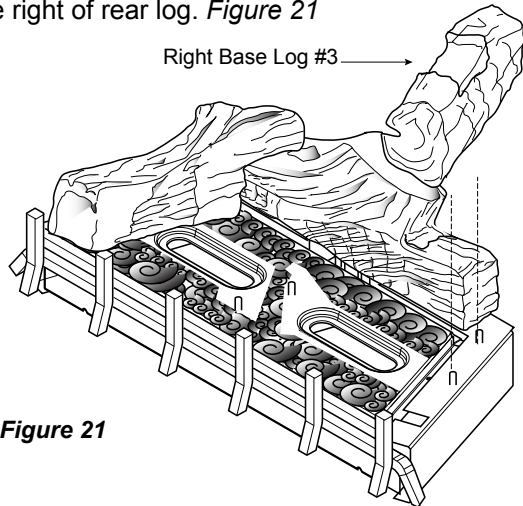
**Figure 19**

5. Align holes in the bottom of the left base log #2 with two (2) pins on the left side of insert. Install left base log. *Figure 20*



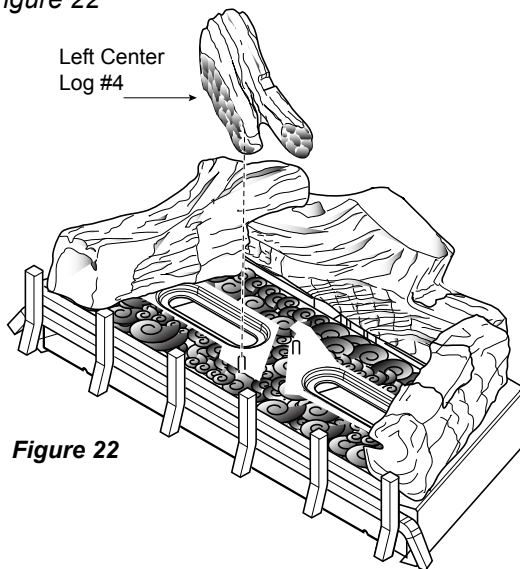
**Figure 20**

6. Align holes in bottom of right base log #3 with two (2) to the right of rear log. *Figure 21*



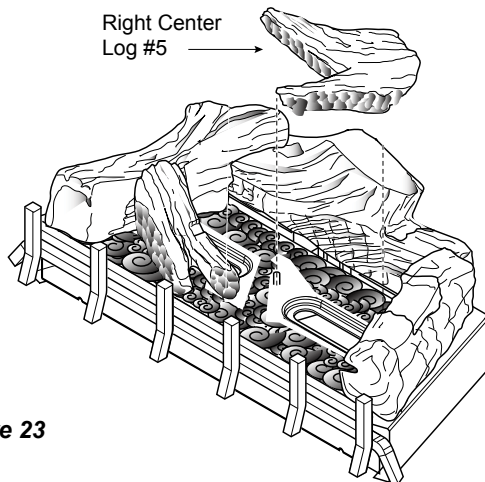
**Figure 21**

7. Align hole in bottom left center log #4 with pin on burner. *Figure 22*



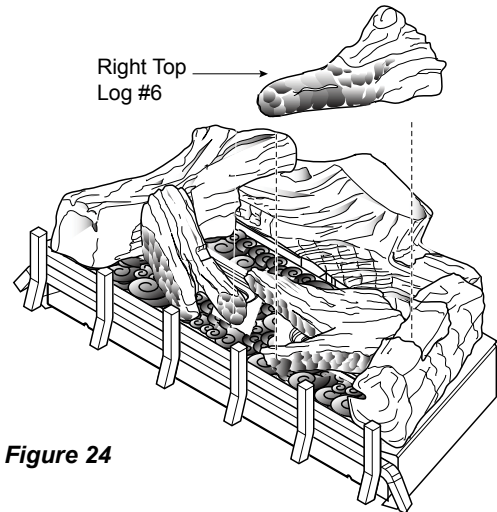
**Figure 22**

8. Set right center log #5 on center pin to the left of right base log. *Figure 23*



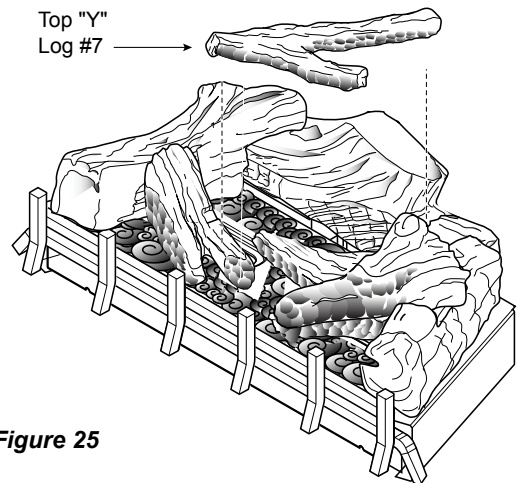
**Figure 23**

9. Place one end of right top log #6 on cutout of right base log. Align opposite end on right center log. *Figure 24*



**Figure 24**

10. Lay top "Y" log #7 across rear log and center logs. Log #1 and log #4 have cutouts for log #7. *Figure 25*

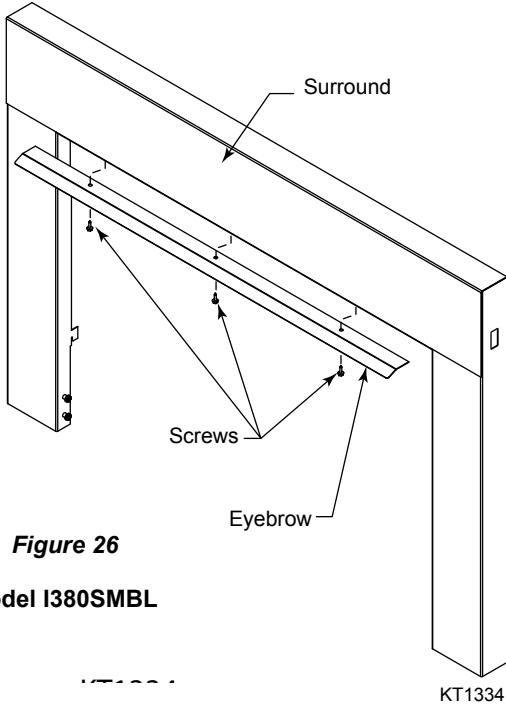


**Figure 25**

**SURROUND INSTALLATION**

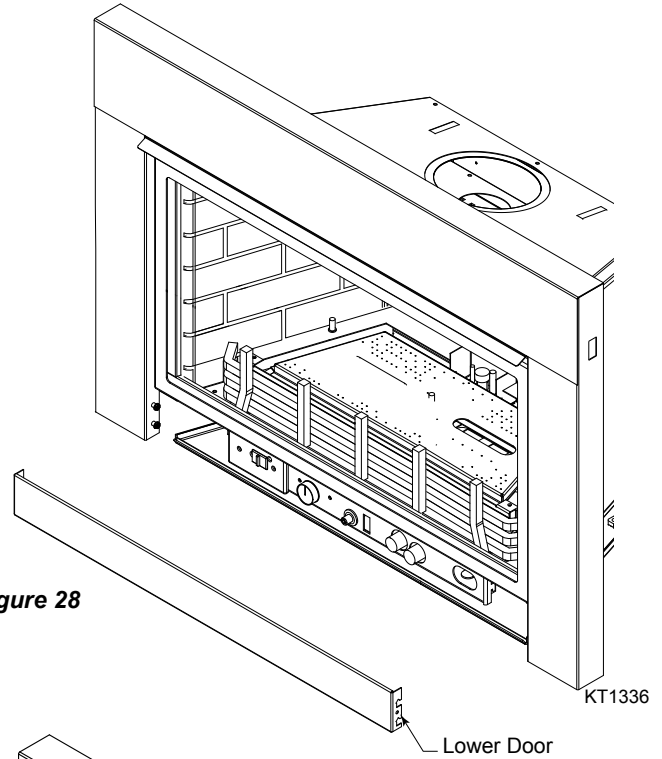
1. Attach the eyebrow canopy to the surround using three (3) screws provided. *Figure 26*
2. Ensure glass frame is centered on unit. Install surround on unit by aligning four (4) hooks on back of surround with four (4) square notches on unit. *Figure 27*

3. Install lower door by aligning notches in door with shoulder bolts installed on bottom of surround. *Figure 28*

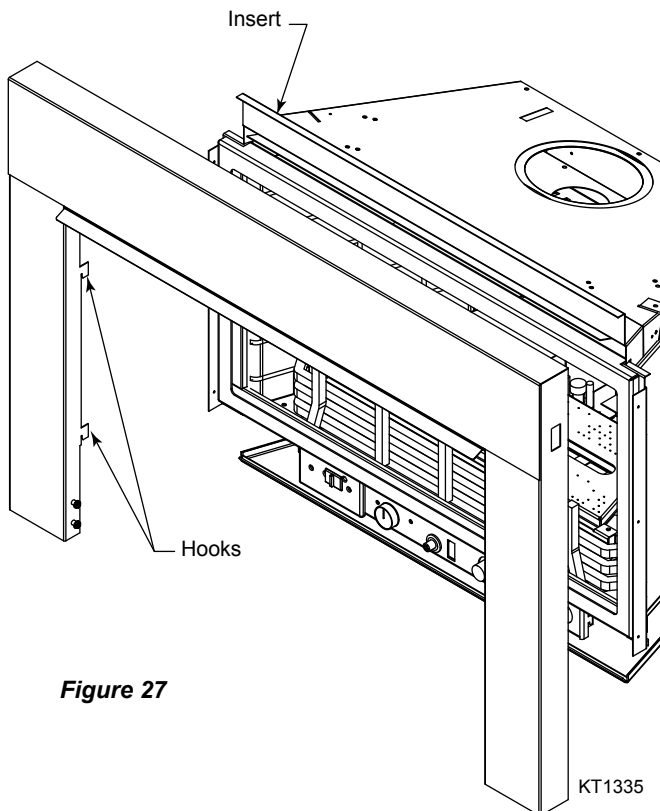


**Figure 26**

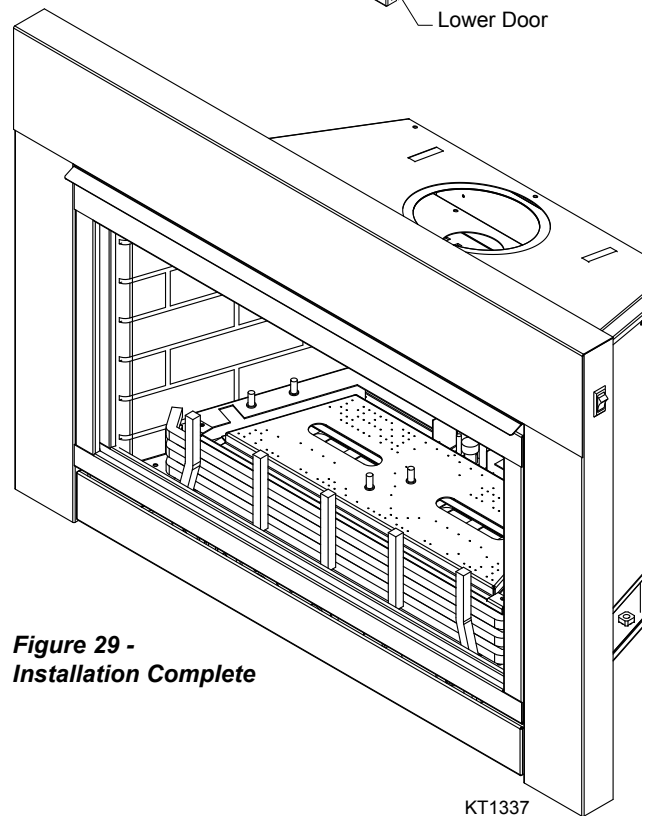
**Model I380SMBL**



**Figure 28**



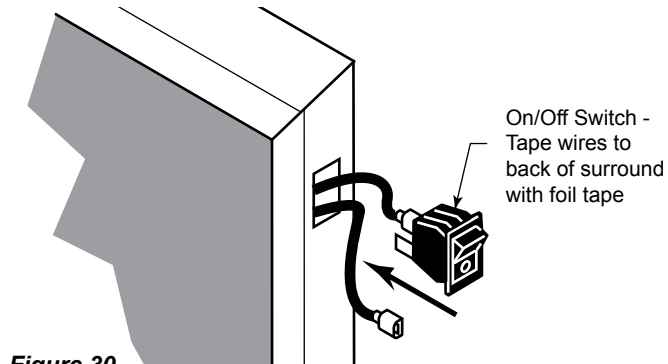
**Figure 27**



**Figure 29 -  
Installation Complete**

**INSTALL ON/OFF SWITCH**

1. After installing surround, disconnect the on/off switch from wires leading from heater.
2. Insert switch into hole in upper right side of the trim.  
*Figure 30*
3. Reattach wires. *Figure 30*



*Figure 30 -  
Install On/Off Switch*

**NOTICE** Remove all fingerprints from facing with a 50/50 vinegar and water solution before lighting the heater. Any fingerprints left on the facing will be permanent when heater is lit.

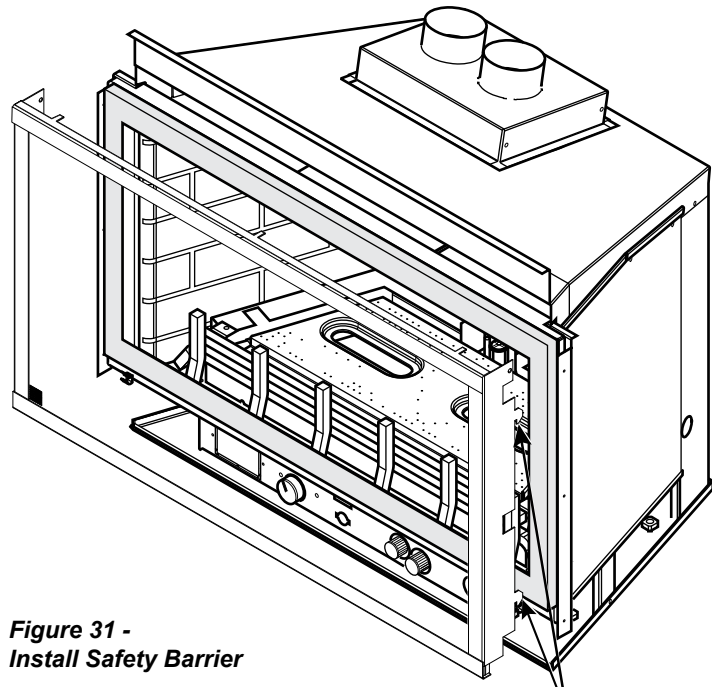
**SAFETY BARRIER INSTALLATION INSTRUCTIONS**



**NOTE:** A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and shall be installed for the protection of children and other at risk individuals. If the barrier becomes damaged, the barrier shall be replaced with the manufacturer's barrier for this appliance.\* Any safety screen, guard, or barrier removed for servicing the appliance must be replaced prior to operating the appliance.  
\* See parts list for model number.

1. Remove screen from packaging.
2. Align the four tabs on the sides of the screen frame (two top, two bottom) with the corresponding slots on the firebox. *Figure 31.*
3. Slide the screen down into the slots until it fits securely in place.

**NOTICE:** It is the responsibility of the installer to ensure the barrier is affixed to the fireplace at the time of installation.



**Figure 31 - Install Safety Barrier**

Two (2) tabs per side

DANGER

**HOT GLASS WILL CAUSE BURNS.**

**DO NOT TOUCH GLASS UNTIL COOLED.**

**NEVER ALLOW CHILDREN TO TOUCH GLASS.**

A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and shall be installed.

**WARNING:** The safety screen barrier must be installed after the glass front is in place. It is **NOT** a replacement for the glass and the unit must **NOT** be operated without the glass in place.



**FOR YOUR SAFETY READ BEFORE LIGHTING****WARNING**

If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

- A. This appliance is equipped with a pilot which must be lit with built-in piezo ignitor while following these instructions exactly.
- B. BEFORE OPERATING smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

**WHAT TO DO IF YOU SMELL GAS:**

- Turn off all gas to the appliance.
  - Open windows.
  - Do not attempt to light any appliance.
  - Do not touch any electric switch; do not use any phone in your building.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- C. Use only your hand to push in, or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it. Call a qualified service technician. Force or attempted repair may result in a fire or explosion.
  - D. 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.

**LIGHTING PILOT FOR THE FIRST TIME****INITIAL LIGHTING**

Purge air from the supply line as follows:

- Open main shutoff valve.
- Unscrew main pressure test point.
- Leave inlet test screw open until gas comes in.
- When gas is flowing, tighten inlet screw immediately.

**WARNING**

Never use an open flame to check for gas leak.

**LEAK TESTING**

1. Follow the pipe from the gas supply line connection to the gas valve. Check connection for leaks with soap and water mixture.
2. Next check for gas leaks at the burner with soap and water mixture.
3. Check the pilot for gas leaks with soap and water mixture.

## LIGHTING PILOT FOR THE FIRST TIME

### APPROVED LEAK TESTING METHOD

You may check for gas leaks with the following methods only:

- Soap and water solution
- An approved leak testing spray
- Electronic sniffer

**WARNING**

If using a soap and water solution to test for leaks, **DO NOT** spray solution onto control body.

**DANGER**

**Never check for gas leak with open flame!**

**NOTE:** Remove any excessive pipe compound from the connections. Excessive pipe compound can set off electronic sniffers.

Check for gas leaks in each of the following locations:


- Pipe from the gas supply line connection to the gas valve
- Burner connections
- Pilot
- Each joint or connection
- Field made joints / gas shutoff valve
- Factory made joints
- All joints on valve and control body

## LIGHTING PILOT

**WARNING**

The control has an interlock device that does not allow the lighting of the fireplace up to the moment the safety device of the flame has not interrupted the gas flow. After that period of time (when the magnet is closed), it is possible to start the lighting operation.

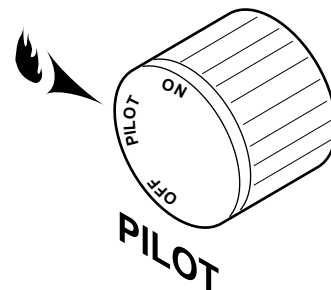
The gas control knob is designed to be operated by hand. **DO NOT** use any tools during this operation. Damaged knobs may result in serious injury.

1. Depress and turn knob counterclockwise  to pilot position.
2. Depress fully and hold pilot gas knob. Depress piezo igniter as many times as needed to ignite pilot. Keep knob fully depressed for a few seconds. Release and check that pilot continues to burn.

If the pilot does not stay lit, repeat steps 1 and 2.

**WARNING**

If the knob does not "pop" out to its original position when released, turn off gas to appliance and contact qualified service technician.



*Pilot Position*

*Continued on next page*

## LIGHTING BURNER

### MAIN BURNER SWITCH

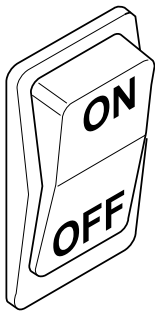
The “ON/OFF” switch for the main burner can be found on the right side of insert surround. This switch allows you to turn on and to turn off the main burner without using the gas valve knob. Make sure the button is in the “ON” position to light the main burner.

### LIGHTING THE BURNER

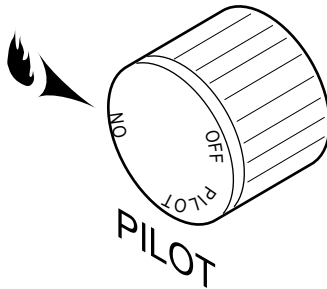
Depress and turn the knob counterclockwise ↶ to the “ON” position. It will take less than four (4) seconds for the burner to ignite.

### PILOT POSITION

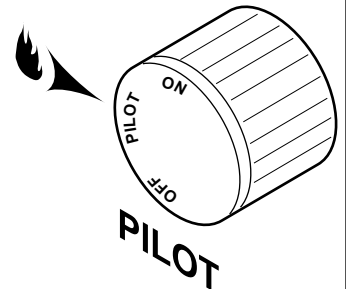
Depress and turn knob to pilot position to keep burner off while maintaining the pilot light.



On/Off Switch



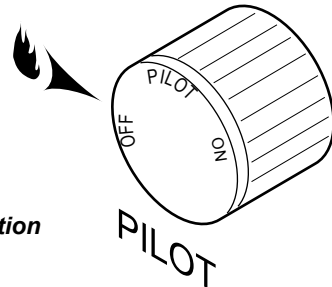
On Position



Pilot Position

## TO TURN OFF GAS

Depress and turn knob clockwise ↷ to “OFF” position.

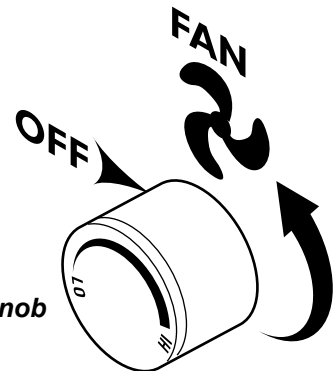


Off Position

### ADJUSTING BLOWER SPEED

The internal blower helps transfer heat from heater into room. It will not turn on until heater is up to temperature (approximately 10 minutes after starting).

To turn blower off, turn knob all the way counterclockwise ↶. One click clockwise turns blower to high speed. Turning knob clockwise ↷ from high position decreases speed of blower.

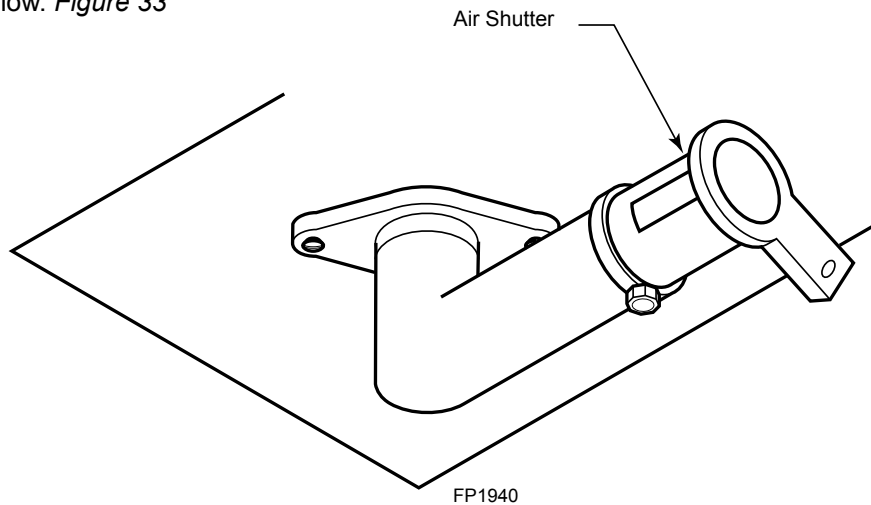


Blower Knob

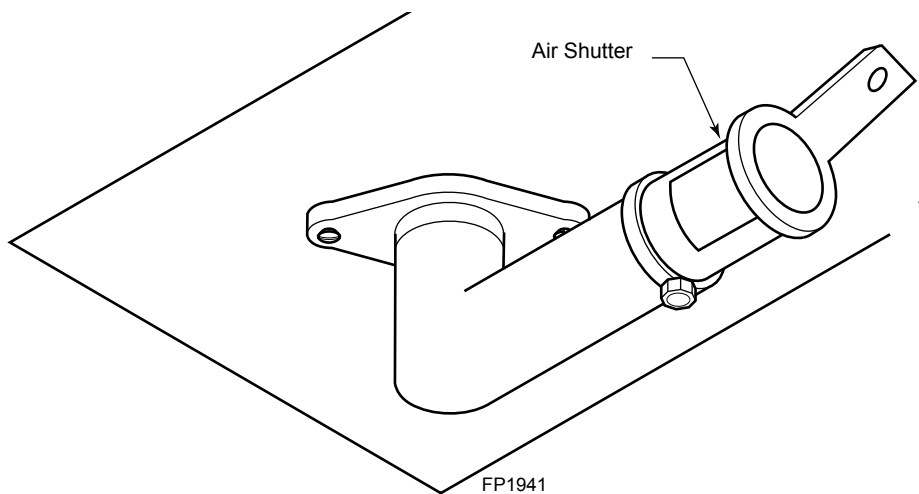
## ADJUST THE AIR SHUTTER (Natural Gas Only)

The venturi of the burner is equipped with an air shutter. The opening of the venturi has been set at 1/4" for Natural Gas and fully open for Propane installation at sea level. The burner on Natural Gas models may be adjusted for high altitude as follows:

- To increase air mixture, open the shutter more. This will reduce soot formation. *Figure 32*
- To decrease air mixture, close the shutter. Flames will be more yellow. *Figure 33*



**Figure 32 -  
Push Adjustment Lip Up to Open Air Shutter**



**Figure 33 -  
Pull Adjustment Lip to Close Air Shutter**

Make sure the gas valve knob is in the "OFF" position. Wait at least five (5) minutes before starting maintenance.

### VENTING SYSTEM

A qualified agency should examine the venting system annually.

### CLEANING GLASS

Clean the ceramic glass periodically. Condensation will sometimes form on the glass during a cold startup. This is normal for all gas fireplaces and inserts. This condensation often attracts dust and lint to the surface of the glass. The initial paint curing of the appliance can also leave a slight film on the glass. This is a temporary problem.

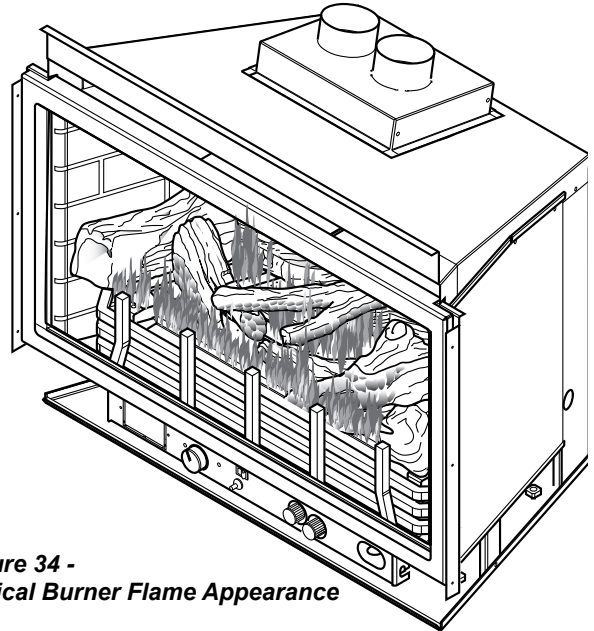
You should clean the glass after the first two weeks of use. After that, you should clean the glass no more than two or three times a season. Use a mild glass cleaner to clean the door. Do not use abrasive cleaners. They will damage the glass surface.

**CAUTION**

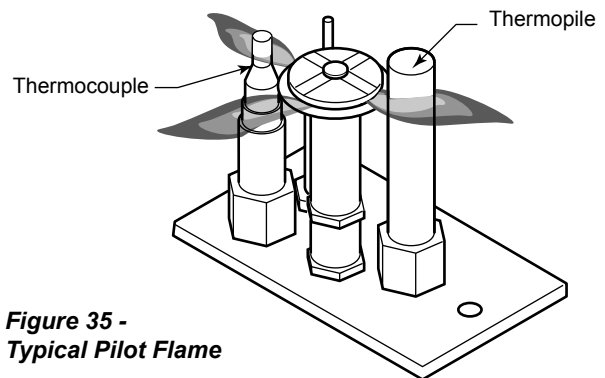
**Allow glass to cool completely before cleaning.  
Do not clean glass when it is hot.  
Damage could occur.**

### PILOT AND BURNER FLAMES

Visually check pilot and burner flames periodically. Refer to Figure 34 for typical burner flame. Refer to Figure 35 for typical pilot flame.



**Figure 34 -  
Typical Burner Flame Appearance**



**Figure 35 -  
Typical Pilot Flame**

## FIREBOX CLEANING

1. Carefully remove log set, and embers from combustion chamber.
2. Vacuum burner compartment thoroughly.
3. Vacuum any dust off logs.
4. Remove any lint from main burner and pilot.
5. Carefully replace log set, and embers in their correct positions. *Refer to pages 20 - 21.*
6. Replace door.
7. Relight pilot. *Refer to Page 25.*
8. Turn on main burners.

**WARNING**

- **Allow logs to cool completely before cleaning. Logs reach high temperatures.**
- **Make sure clearances to combustibles leave enough room for maintenance and service.**
- **Carefully reassemble and reseal insert properly after any cleaning or servicing.**

## MAINTAINING YOUR HEATER'S APPEARANCE

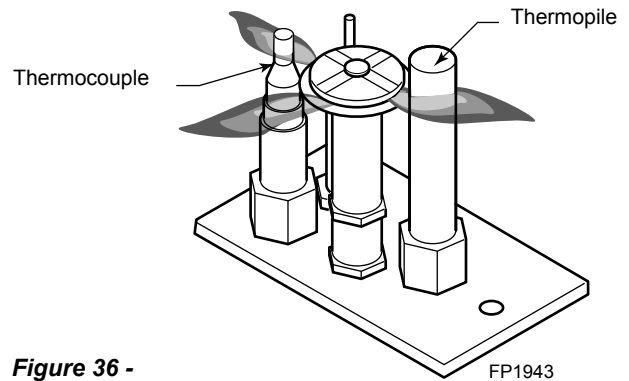
Fingerprints or other marks left on optional gold or nickel surface may become etched in place if they are not wiped clean prior to turning stove on. Clean gold or nickel with a 50/50 vinegar and water solution and soft cloth.

**NOTE:** Make sure heater is cool before cleaning. Using cleaners other than a 50/50 vinegar and water solution may leave a film that becomes permanently etched into the gold or nickel.

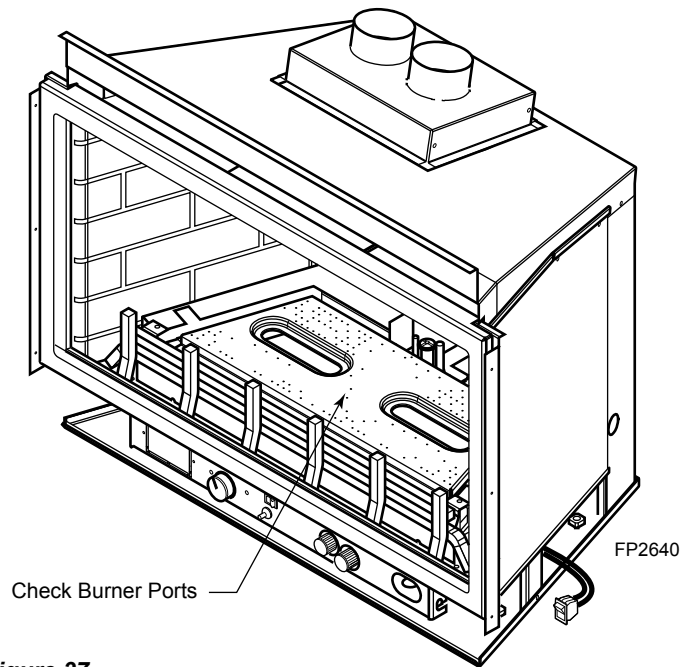
**YEARLY SERVICE PROCEDURE**

Failure to inspect and maintain heater may lead to improper combustion and a potentially dangerous situation. A qualified technician should do the following once a year.

1. Check pilot flame. Flame should touch approximately 3/8" of the top of thermopile and touch top of thermocouple. *Figure 36*. If not, contact dealer for service.
2. Turn gas control knob to "OFF" position to shut off gas to heater. *See step "To Turn Off Gas", Page 27*. Allow heater to cool for 15 minutes. Remove faceplate (see instructions included with face plate) and glass. *Page 19*.
3. Carefully remove log set. If logs are severely deteriorated, replace logs. Check logs for sooting. A small amount of soot along bottom of logs is normal. If excessive sooting is found, heater must be adjusted. Contact dealer where you bought heater.
4. Clean burner and burner ports. *Figure 37*
5. Replace log set and rock wool per instructions on Pages 20 - 21. Replace glass. Make sure gasket along perimeter of glass contacts face of firebox and forms an airtight seal. Realign if airtight seal is not formed. Replace glass and glass frame if damaged.
6. Inspect area behind face plate. Clean if necessary. Check gas control valve and all gas lines. If damaged, do not use heater. Contact your dealer.
7. Start pilot and turn on main burner. Flames should be orange/yellow and not touch top of firebox. If pilot or main burners do not burn correctly, contact your dealer for service. Monitor blower operation.



**Figure 36 -**  
**Before taking unit apart, check pilot flame. Flame should touch thermo-**  
**couple and thermopile.**



**Figure 37 -**  
**Check Burner Ports and Burners**

**WARNING**

Turn appliance OFF and allow to cool before servicing. Only a qualified service person should service and repair the heater.

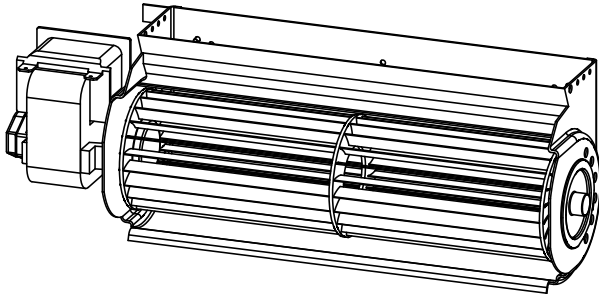
**NOTE:** All troubleshooting items are listed in order of operation.

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
<b>Piezo ignitor will not light the pilot after repeated pressing of piezo ignitor.</b>	<ol style="list-style-type: none"> <li>1. Defective ignitor</li> <li>2. Misaligned spark electrode</li> </ol>	<ol style="list-style-type: none"> <li>1. Check connections to ignitor. Replace ignitor if ignitor connections are good, but there is no spark.</li> <li>2. Check for spark arcing from the electrode to pilot. Adjust and retighten.</li> </ol>
<b>Pilot will not stay lit.</b>	<ol style="list-style-type: none"> <li>1. Defective thermocouple. Loose thermocouple</li> <li>2. Air in gas line</li> <li>3. No gas</li> </ol>	<ol style="list-style-type: none"> <li>1. Check for proper connection of thermocouple to rear of valve.</li> <li>2. Bleed line. Contact dealer</li> <li>3. Check shutoff valve and gas supply (LPG tank)</li> </ol>
<b>Burner will not light when valve and burner switch are both on.</b>	<ol style="list-style-type: none"> <li>1. Defective switch</li> <li>2. Defective thermopile</li> <li>3. Thermostat set too low/defective</li> </ol>	<ol style="list-style-type: none"> <li>1. Check switch connections. Jump wires at switch.</li> <li>2. Check connections to valve. Contact dealer.</li> <li>3. Turn up thermostat to start unit. Check thermostat connections.</li> </ol>
<b>Glass fogs up</b>	<ol style="list-style-type: none"> <li>1. Normal condition</li> </ol>	<ol style="list-style-type: none"> <li>1. Allow appliance to warm up. Glass will clear. Additives in the gas may dirty glass. Clean glass when cool.</li> </ol>
<b>Blue flames</b>	<ol style="list-style-type: none"> <li>1. Normal during start up</li> </ol>	<ol style="list-style-type: none"> <li>1. Flames will yellow as appliance heats up.</li> </ol>
<b>Sooting</b>	<ol style="list-style-type: none"> <li>1. Flame impingement</li> </ol>	<ol style="list-style-type: none"> <li>1. Check log position. Open shutters to increase primary air.</li> </ol>

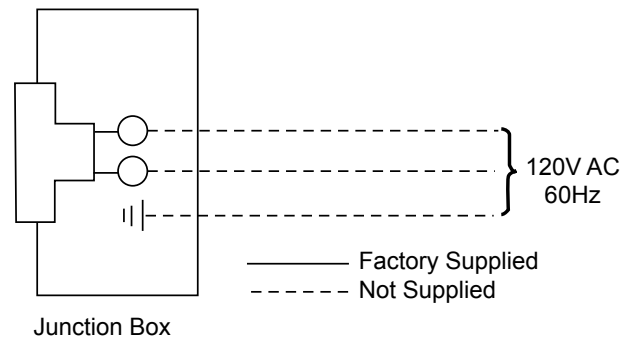
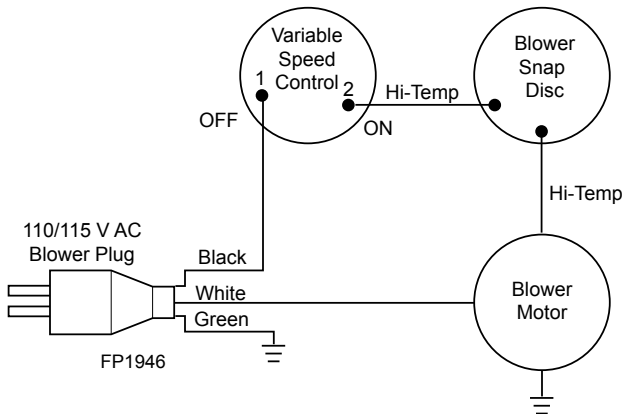


**BLOWER PARTS LIST**

Description	Qty.	Part No.
Blower	1	20302445
<b>Parts not shown</b>		
Thermostat Bracket	1	26D3320
Thermostat	1	49D0130
Speed Control	1	26D0746
Wire Harness	1	41D0203



**CAUTION** Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing.



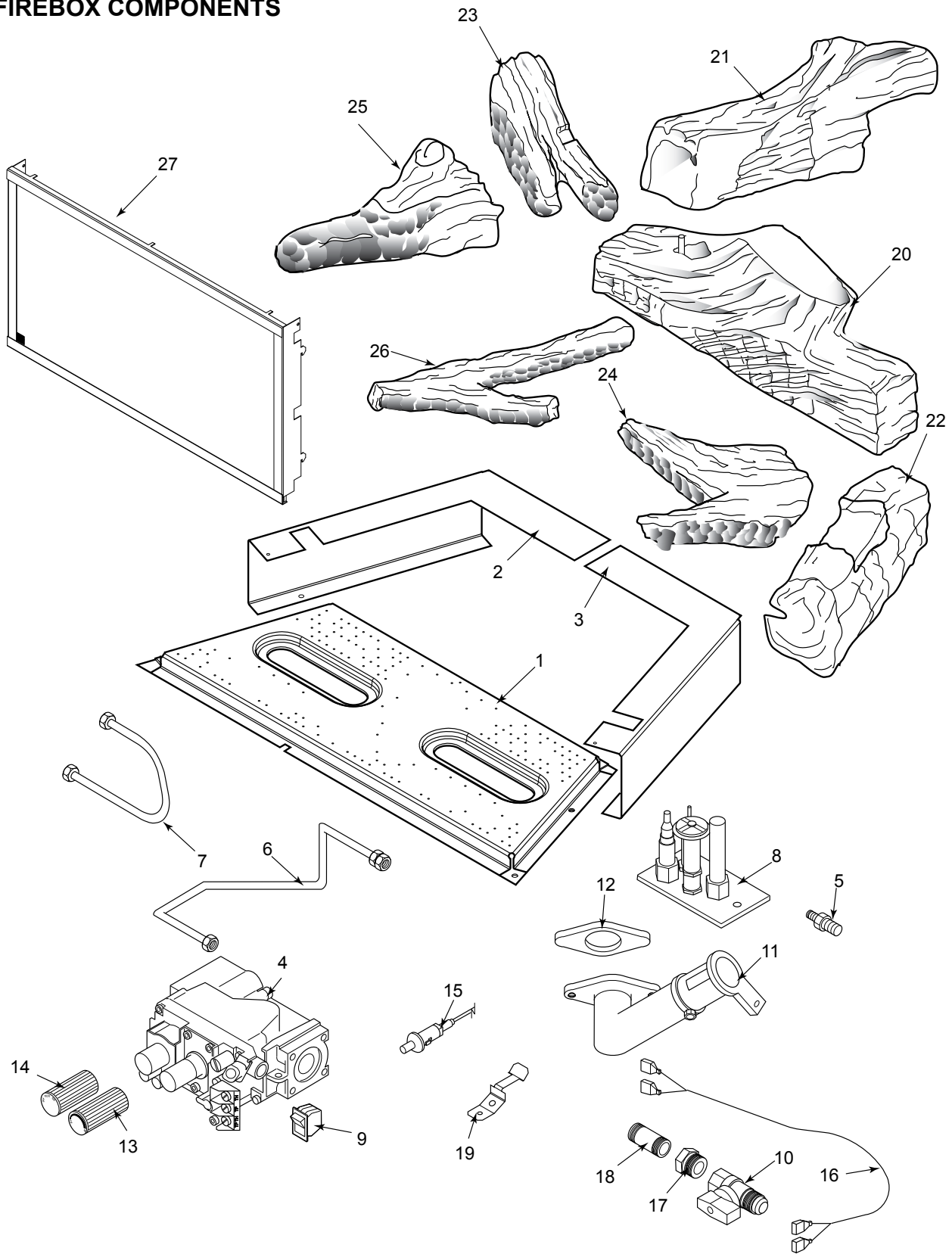
**Junction Box Wiring Diagram**

**NOTE:** Blower removal can be accomplished from the rear of the unit by removing the rear blower access panel and removing the screws that secure the blower.

The blower may be removed from the front of the unit by removing the complete engine base and the screws that secure the blower.

**NOTE:** Unplug power cord before servicing.

FIREBOX COMPONENTS





# MASSACHUSETTS RESIDENTS ONLY

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## Please read and follow these special requirements

### NOTE REGARDING VENTED PRODUCTS

This product must be installed by a licensed plumber or gas fitter when installed within the Commonwealth of Massachusetts.

Any residence with a direct vent product must have a carbon monoxide (CO) detector installed in the residence.

Installation of the fireplace or vented gas log in the State of Massachusetts requires the damper to be permanently removed or welded in the fully open position.

In addition, a naturally vented gas log may not be installed in a bedroom or bathroom in the State of Massachusetts.

Flex line installation must not exceed 36 inches and must have a T shutoff valve.

### NOTE REGARDING VENT FREE PRODUCTS

This product must be installed by a licensed plumber or gas fitter when installed within the Commonwealth of Massachusetts.

In addition, vent free products may not be installed in a bedroom or bathroom regardless of size or type in the State of Massachusetts.

Flex line installation must not exceed 36 inches and must have a T shutoff valve.

### CARBON MONOXIDE DETECTOR REQUIREMENTS

(2) Revise 10.8.3 by adding the following additional requirements:

(a) For all side wall horizontally vented gas fueled equipment installed in every dwelling, building or structure used in whole or in part for residential purposes, including those owned or operated by the Commonwealth and where the side wall exhaust vent termination is less than seven (7) feet above finished grade in the area of the venting, including but not limited to decks and porches, the following requirements shall be satisfied:

1. **Installation of carbon monoxide detectors.** At the time of installation of the side wall horizontal vented gas fueled equipment, the installing plumber or gas fitter shall observe that a hard wired carbon monoxide detector with an alarm and battery back-up is installed on the floor level where the gas equipment is to be installed. In addition, the installing plumber or gas fitter shall observe that a battery operated or hard wired carbon monoxide detector with an alarm is installed on each additional level of the dwelling, building or structure served by the side wall horizontal vented gas fueled equipment. It shall be the responsibility of the property owner to secure the services of qualified licensed professionals for the installation of hard wired carbon monoxide detectors

a. In the event that the side wall horizontally vented gas fueled equipment is installed in a crawl space or an attic, the hard wired carbon monoxide detector with alarm and battery back-up may be installed on the next adjacent floor level.

b. In the event that the requirements of this subdivision can not be met at the time of completion of installation, the owner shall have a period of thirty (30) days to comply with the above requirements; provided, however, that during said thirty (30) day period, a battery operated carbon monoxide detector with an alarm shall be installed.

2. **Approved Carbon Monoxide Detectors.** Each carbon monoxide detector as required in accordance with the above provisions shall comply with NFPA 720 and be ANSI/UL 2034 listed and IAS certified.

3. **Signage.** A metal or plastic identification plate shall be permanently mounted to the exterior of the building at a minimum height of eight (8) feet above grade directly in line with the exhaust vent terminal for the horizontally vented gas fueled heating appliance or equipment. The sign shall read, in print size no less than one-half (1/2) inch in size, "GAS VENT DIRECTLY BELOW. KEEP CLEAR OF ALL OBSTRUCTIONS."

4. **Inspection.** The state or local gas inspector of the side wall horizontally vented gas fueled equipment shall not approve the installation unless, upon inspection, the inspector observes carbon monoxide detectors and signage installed in accordance with the provisions of 248 CMR 5.08(2)(a)1 through 4.

(b) **Exemptions:** The following equipment is exempt from 248 CMR 5.08(2)(a)1 through 4:

1. The equipment listed in Chapter 10 entitled "Equipment Not Required To Be Vented" in the most current edition of NFPA 54 as adopted by the Board; and

2. Product Approved side wall horizontally vented gas fueled equipment installed in a room or structure separate from the dwelling, building or structure used in whole or in part for residential purposes.

(c) **Manufacturer requirements — Gas Equipment Venting System Provided.** When the manufacturer of Product Approved side wall horizontally vented gas equipment provides a venting system design or venting system components with the equipment, the instructions provided by the manufacturer for installation of the equipment and the venting system shall include:

1. Detailed instructions for the installation of the venting system design or the venting system components; and

2. A complete parts list for the venting system design or venting system.

(d) **Manufacturer requirements — Gas Equipment Venting System Not Provided.** When the manufacturer of a Product Approved side wall horizontally vented gas fueled equipment does not provide the parts for venting the flue gases, but identifies "special venting systems," the following requirements shall be satisfied by the manufacturer:

1. The referenced "special venting system" instructions shall be included with the appliance or equipment installation instructions; and

2. The "special venting systems" shall be Product Approved by the Board, and the instructions for that system shall include a parts list and detailed installation instructions.

(e) A copy of all installation instructions for all Product Approved side wall horizontally vented gas fueled equipment, all venting instructions, all parts lists for venting instructions, and/or all venting design

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## LIMITED LIFETIME WARRANTY POLICY

### LIFETIME WARRANTY

The following components are warranted for life to the original owner, subject to proof of purchase: Firebox, Combustion Chamber and Heat Exchanger.

### FIVE YEAR WARRANTY

The following components are warranted five (5) years to the original owner, subject of proof of purchase: Ceramic Fiber Logs.

### BASIC WARRANTY

Vermont Castings Group warrants the components and materials in your gas appliance to be free from manufacturing and material defects for a period of two years from date of installation. After installation, if any of the components manufactured by Vermont Castings Group in the appliance are found to be defective in materials or workmanship, Vermont Castings Group will, at its option, replace or repair the defective components at no charge to the original owner. Vermont Castings Group will also pay for reasonable labor costs incurred in replacing or repairing such components for a period of two years from date of installation. Any products presented for warranty repair must be accompanied by a dated proof of purchase.

This Limited Lifetime Warranty will be void if the appliance is not installed by a qualified installer in accordance with the installation instructions. The Limited Lifetime Warranty will also be void if the appliance is not operated and maintained according to the operating instructions supplied with the appliance, and does not extend to (1) firebox/burner assembly damage by accident, neglect, misuse, abuse, alterations, negligence of others, including the installation thereof by unqualified installers, (2) the costs of removal, re-installation or transportation of defective parts on the appliance, or (3) incidental or consequential damage. All service work must be performed by an authorized service representative.

This warranty is expressly in lieu of other warranties, express or implied, including the warranty of merchantability of fitness for purpose and of all other obligations or liabilities. Vermont Castings Group does not assume for it any other obligations or liabilities in connection with sale or use of the appliance. It states that do not allow limitations on how long an implied warranty lasts, or do not allow exclusion of indirect damage, those limitations of exclusions may not apply to you. You may also have additional rights not covered in the Limited Lifetime Warranty.

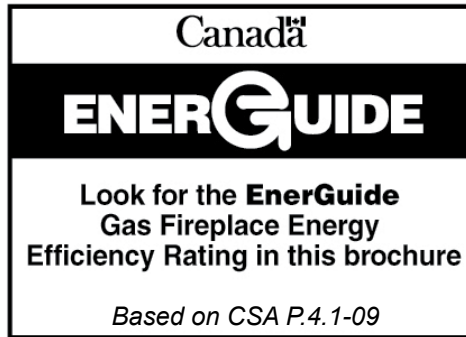
Vermont Castings Group reserves the right to investigate any and all the claims against the Limited Lifetime Warranty and decide upon method of settlement.

### IF WARRANTY SERVICE IS NEEDED:

1. Contact your supplier. Make sure you have your warranty, your sales receipt and the model/serial number of your Vermont Castings Group product.
2. DO NOT ATTEMPT TO DO ANY SERVICE WORK YOURSELF.

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**EFFICIENCY RATINGS**

<b>MODEL</b>	<b>ENERGUIDE RATINGS FIREPLACE EFFICIENCY PERCENTAGE</b>
380IDVNV	69.6
380IDVPV	66.2



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