

Owner's Manual

Care and Operation

INSTALLER: Leave this manual with party responsible for use and operation.

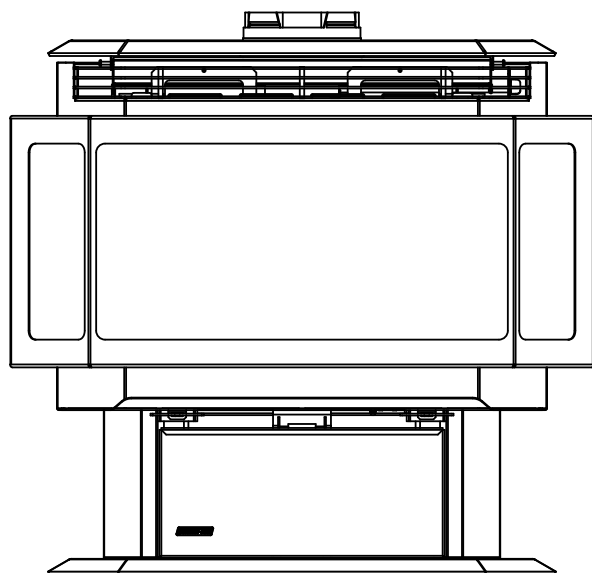
OWNER: Retain this manual for future reference.

Contact your dealer with questions regarding installation, operation or service.

NOTICE: DO NOT discard this manual!

QUADRA-FIRE®

Model:
HUDBAY-FS



This unit has been retired.
Service parts pages within have
been removed.
For replacement parts, please
refer to the individual service parts
list located on the brand website.



This appliance may be installed as an OEM installation in manufactured home (USA only) or mobile home and must be installed in accordance with the manufacturer's instructions and the manufactured home construction and safety standard, *Title 24 CFR, Part 3280* or *Standard for Installation in Mobile Homes, CAN/CSA Z240MH, in Canada*.

This appliance is only for use with the type(s) of gas indicated on the rating plate.

⚠ 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.



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.

In the Commonwealth of Massachusetts:

- Installation must be performed by a licensed plumber or gas fitter.

See Table of Contents for additional Commonwealth of Massachusetts requirements.

NOTE

To obtain a French translation of this manual, please contact your dealer or visit www.quadrafire.com

Pour obtenir une traduction française de ce manuel, s'il vous plaît contacter votre revendeur ou visitez www.quadrafire.com

1 Welcome

Read this manual before operating this appliance.
Please retain this Owner's Manual for future reference.
Read the Installation Manual before making any installation or finishing changes.

A. Congratulations

Hearth & Home Technologies welcomes you to our tradition of excellence! In choosing a Quadra-Fire appliance, you have our assurance of commitment to quality, durability, and performance.

This commitment begins with our research of the market, including 'Voice of the Customer' contacts, ensuring we make products that will satisfy your needs. Our Research and Development facility then employs the world's most advanced technology to achieve the optimum operation of our stoves, inserts and fireplaces. And yet we are old-fashioned when it comes to craftsmanship.

Each appliance is meticulously fabricated and gold and nickel surfaces are hand-finished for lasting beauty and enjoyment. Our pledge to quality is completed as each model undergoes a quality control inspection. From design, to fabrication, to shipping: Our guarantee of quality is more than a word, it's Quadra-Fire tradition, and we proudly back this tradition with a Limited Lifetime Warranty.

We wish you and your family many years of enjoyment in the warmth and comfort of your hearth appliance. Thank you for choosing Quadra-Fire.

DEALER: Fill in your name, address, phone and email information here and appliance information below.

Dealer Name: _____
Address: _____
Phone: _____
Email: _____

Appliance Information:

Brand: _____ Model Name: _____
Serial Number: _____ Date Installed: _____

Listing Label Information/Location The model information regarding your specific stove can be found on the rating plate usually located in the control area of the stove.

Test Lab & Report No.

Model Name	Serial Number	Barcode Label	QUADRA-FIRE
Model(Modèle): Hudson Bay FS Serial No. HF	HF		

APPROVED FOR CANADA AND U.S.A.
ANSI Z18.2014/CSA 2.17-M91 (R2009) Gas Fired Appliances for use at High Altitudes.
Ce appareil est manufacturé pour l'opération avec le Gaz Naturel.
Pour une conversion au gaz propane les pièces du Manufacturier Cet à distance est exigée.

VENTED GAS FIREPLACE HEATER
NOT FOR USE WITH SOLID FUEL
FOURNISE AU GAZ AVEC VENTILATION
NE PAS UTILISER AVEC LE COMBUSTIBLE SOLIDE
ÉTATS-UNIS
ANSI Z18.2014/CSA 2.17-M91 (R2009) Gas Fired Appliances for use at High Altitudes.
Ce appareil est manufacturé pour l'opération avec le Gaz Naturel.
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Ce appareil est manufacturé pour l'opération avec le Gaz Naturel.
Pour une conversion au gaz propane les pièces du Manufacturier Cet à distance est exigée.

	Usage Au Gaz Naturel "3.2000"	Usage Au Gaz Propane "5.2000"	For use with Natural Gas "3.2000"	For use with Propane "5.2000"
Input Rate on 1" (ET/UN).....	42,000	40,500	42,000	40,500
Input Rate on 1.5" (ET/UN).....	28,000	31,000	28,000	31,000
Main Burner Orifice (DMS).....	125"	076"	125"	076"
Minimum Inlet Pressure (Inches WC).....	4.5"	11"	4.5"	11"
Maximum Inlet Pressure (Inches WC).....	7.7"	14"	7.7"	14"
Manifold Pressure on 1" (Inches WC).....	3.5"	10"	3.5"	10"

2

Quadra-Fire • Hudson Bay • 3-90-7003998_R31 • 06/22

3-90-7003998

▲ Safety Alert Key:

- **DANGER!** Indicates a hazardous situation which, if not avoided will result in death or serious injury.
- **WARNING!** Indicates a hazardous situation which, if not avoided could result in death or serious injury.
- **CAUTION!** Indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.
- **NOTICE:** Used to address practices not related to personal injury.

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➔ = Contains updated information.

B. Limited Lifetime Warranty

Hearth & Home Technologies LLC LIMITED LIFETIME WARRANTY

Hearth & Home Technologies LLC (“HHT”) extends the following warranty for HHT gas, wood, pellet and electric hearth appliances (each a “Product” and collectively, the “Product(s)”) and certain component parts set forth in the table below (“Component Part(s)”) that are purchased from a HHT authorized dealer or distributor.

WARRANTY COVERAGE:

HHT warrants that the Products and their Component Parts will be free from defects in materials and workmanship for the applicable period of Warranty coverage set forth in the table below (“Warranty Period”). If a Product or Component Parts are found to be defective in materials or workmanship during the applicable Warranty Period, HHT will, at its option, repair the applicable Component Part(s), replace the applicable Component Part(s), or refund the purchase price of the applicable Product(s). The maximum amount recoverable under this Warranty is limited to the purchase price of the Product. This Warranty is transferable from the original purchaser to subsequent owners, but the Warranty Period will not be extended in duration or expanded in coverage for any such transfer. This Warranty is subject to conditions, exclusions, and limitations as described below.

WARRANTY PERIOD:

Warranty coverage begins at the date of installation. In the case of new home constructions, Warranty coverage begins on the date of first occupancy of the dwelling or six months after the sale of the Product(s) by an independent, authorized HHT dealer or distributor, whichever occurs earlier. However, the Warranty coverage shall commence no later than 24 months following the date of Product shipment from HHT, regardless of the installation or occupancy date.

The term “Lifetime” in the table below is defined as: 20 years from the beginning date of warranty coverage for gas appliances, 10 years from the beginning date of warranty coverage for wood and pellet appliances, and 5 years from the beginning of warranty coverage for standalone gas log sets. These time periods reflect the minimum expected useful lives of the designated Component Parts under normal operating conditions.

Warranty Period		HHT Manufactured Appliances and Venting					
Component Parts	Labor	Gas	Pellet	Wood	Electric	Venting	Component Parts Covered by this Warranty
1 Year		X	X	X		X	All parts including handles, external enameled components and other material except as covered by Warranty Conditions, Warranty Exclusions, and Warranty Limitations listed
2 Years					X		All parts except as covered by Warranty Conditions, Warranty Exclusions, and Warranty Limitations listed
2 years			X	X			Igniters, Auger Motors, Electronic Components, and Glass
		X					Electrical components limited to modules, remotes/wall switches, valves, pilots, blowers, junction boxes, wire harnesses, transformers and lights (excluding light bulbs)
		X		X			Molded Refractory Panels, Glass Liners
3 years			X				Firepots, burnpots, mechanical feeders/auger assemblies
5 years		X					Burners and logs for standalone gas log sets (Vented and Vent Free gas log sets not sold as components of the fireplace or stove)
5 years	1 year	X					Vent Free Burners and Vent Free Log components of HHT manufactured fireplaces or stoves
			X	X			Castings, Medallions and Baffles
6 years	3 years			X			Catalysts
7 years	3 years		X	X			Manifold tubes, HHT Chimney and Terminations
10 years	1 year	X					Burners, logs and refractory components of HHT manufactured fireplaces or stoves
Limited Lifetime	3 years	X	X	X			Firebox and heat exchanger, FlexBurn® System (engine, inner cover, access cover and fireback)
1 Year	None	X	X	X	X	X	All purchased replacement parts

B. Limited Lifetime Warranty (continued)

WARRANTY CONDITIONS:

- Because HHT cannot control the quality of any Products sold by unauthorized sellers, this Warranty only covers Products that are purchased through an HHT authorized dealer or distributor unless otherwise prohibited by law; a list of HHT authorized dealers is available on the HHT branded websites.
- This Warranty is only valid while the applicable Product remains at the site of original installation.
- This Warranty is only valid in the country in which the HHT authorized dealer or distributor that sold the applicable Product is authorized to sell applicable Product.
- Contact your installing distributor or dealer for Warranty service. If the installing dealer or distributor is unable to provide necessary parts, contact the nearest HHT authorized dealer or supplier. Additional service fees may apply if you are seeking Warranty service from a dealer other than the dealer from whom you originally purchased the applicable Product.
- No HHT consumer should bear cost of warranty service or costs incurred while servicing warranty claims (i.e., travel, gas, or mileage) when the service is performed within the terms of this Warranty. Check with your dealer or distributor in advance for any costs to you when arranging a warranty call. Travel and shipping charges for parts are not covered by this Warranty.

WARRANTY EXCLUSIONS:

This Warranty does not cover the following:

- Changes in surface finishes as a result of normal use. As a heating appliance, some changes in color of interior and exterior surface finishes may occur. This is not a flaw and is not covered under the Warranty.
- Damage to printed, plated, or enameled surfaces caused by fingerprints, accidents, misuse, scratches, melted items or other external sources and residues left on the plated surfaces from the use of abrasive cleaners or polishes.
- Repair or replacement of parts that are subject to normal wear and tear during the Warranty Period are not covered. These parts include: paint, wood and pellet gaskets, firebricks, grates, flame guides, batteries and the discoloration of glass.
- Minor expansion, contraction, or movement of certain parts causing noise. These conditions are normal and complaints related to this noise are not covered by this Warranty.
- Damages resulting from: (1) failure to install, operate, or maintain the applicable Product in accordance with the installation instructions, operating instructions, and listing agent identification label furnished with the applicable Product; (2) failure to install the applicable Product in accordance with local building codes; (3) shipping or improper handling; (4) improper operation, abuse, misuse, continued operation with damaged, corroded or failed components, accident, or improperly/incorrectly performed repairs; (5) environmental conditions, inadequate ventilation, negative pressure, or drafting caused by tightly sealed constructions, insufficient make-up air supply, or handling devices such as exhaust fans or forced air furnaces or other such causes; (6) use of fuels other than those specified in the operation instructions; (7) installation or use of components not supplied with the applicable Product or any other components not expressly authorized and approved by HHT; (8) modification of the appliance not expressly authorized and approved by HHT in writing; and/or (9) interruptions or fluctuations of electrical power supply to the applicable Product.
- Non-HHT venting components, hearth connections or other accessories used in conjunction with the applicable Product.
- Any part of a pre-existing fireplace system in which an insert or a decorative gas applicable Product is installed.
- HHT's obligation under this Warranty does not extend to the Product's capability to heat the desired space. Information is provided to assist the consumer and the dealer in selecting the proper Product for the application. Consideration must be given to the Product location and configuration, environmental conditions, insulation and air tightness of the structure.

This warranty is void if:

- The applicable Product has been over-fired, operated in atmospheres contaminated by chlorine, fluorine, or other damaging chemicals. Over-firing can be identified by, but not limited to, warped plates or tubes, deformation/warping of interior cast iron structure or components, rust colored cast iron, bubbling, cracking and discoloration of steel or enamel finishes.
- The applicable Product is subjected to prolonged periods of dampness or condensation.
- There is any damage to the applicable Product due to water or weather damage which is the result of, but not limited to, improper chimney or venting installation.

LIMITATIONS OF REMEDIES AND LIABILITY:

- **EXCEPT TO THE EXTENT PROVIDED BY LAW, HHT MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY SPECIFIED HEREIN. The owner's exclusive remedy and HHT's sole obligation under this Warranty or in contract, tort or otherwise, shall be limited to replacement of the Component Part(s), repair of the Component Part(s), or refund of the original purchase price of the applicable Product(s), as specified above; provided, however, that (i) if HHT is unable to provide replacement of the Component Part(s) and repair of the Component Part(s) is not commercially practicable or cannot be timely made, or (ii) the customer is willing to accept a refund of the purchase price of the applicable Product(s), HHT may discharge all such obligations by refunding the purchase price of the applicable Product. In no event will HHT be liable for any incidental or consequential damages caused by defects in the applicable Product. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This Warranty gives you specific legal rights and you may also have other rights which vary from State to State. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO DURATION OF THE EXPRESSED WARRANTY SPECIFIED ABOVE FOR THE APPLICABLE PRODUCT. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.**

2 Product Specific Information

A. Appliance Certification

MODEL:	Quadra-Fire Hudson Bay
LABORATORY:	OMNI Test Laboratories, Inc.
REPORT #	0061GS029S
TYPE:	Direct Vent Gas Heater
STANDARD:	ANSI Z21.88-2014, CSA 2.33-2014, CAN/CSA 2.17-M91 (R2009)

The product is listed to ANSI standards for "Vented Gas Appliance Heaters" and applicable sections of "Gas Burning Heating Appliances for Manufactured Homes and Recreational Vehicles" and "Gas Fired Appliances for use at High Altitudes".

Manufactured Home or Mobile Home installation may occur only after the home is site located and 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/NCSCBS A225.1, or Standard for Gas Equipped Recreational Vehicles and Mobile Housing, CSA Z240.4.

When installed, the appliance 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.

B. Glass Specifications

This appliance is equipped with 5mm ceramic glass. Replace glass only with 5mm ceramic glass. Please contact your dealer for replacement glass.

Installation and service of this appliance should be performed by qualified personnel. Hearth & Home Technologies recommends HHT Factory Trained or NFI certified professionals.



NOTE: This installation must conform with local codes. In the absence of local codes you must comply with the **National Fuel Gas Code, ANSI Z223.1-latest edition** in the U.S.A. and the **CAN/CGA B149 Installation Codes** in Canada.

WARNING

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

C. BTU Specifications

Model <i>(US or Canada)</i>	Maximum Input BTU	Minimum Input BTU	Orifice Size (DMS)	*Steady State Efficiency %	**P.4 %
Hudson Bay (NG)	42,000	28,000	.125	84.02	64.03
Hudson Bay (LP)	40,500	31,000	.076	85.71	65.43



* Thermal efficiency maximum pipe with blower on.

** Canada minimum pipe.

3 Important Safety and Operating Information

A. Appliance Safety

WARNING! DO NOT operate stove before reading and understanding operating instructions. Failure to operate stove according to operating instructions could cause fire or injury.

 WARNING	
	HOT GLASS WILL CAUSE BURNS. DO NOT TOUCH GLASS UNTIL COOLED. NEVER ALLOW CHILDREN TO TOUCH GLASS.
	<ul style="list-style-type: none">• Keep children away.• CAREFULLY SUPERVISE children in same room as stove.• Alert children and adults to hazards of high temperatures. <p>High temperatures may ignite clothing or other flammable materials.</p> <ul style="list-style-type: none">• Clothing, furniture, draperies, and other flammable materials must not be placed on or near the appliance.

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 stove 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.
- Install a switch lock or a wall/remote control with child protection lockout feature.
- Keep remote controls out of reach of children.
- Never leave children alone near a hot stove, whether operating or cooling down.
- Teach children to NEVER touch the stove.
- Consider not using the stove when children will be present.

Contact your dealer for more information, or visit: www.hpba.org/safety-information.

To prevent unintended operation when not using your stove for an extended period of time (summer months, vacations, trips, etc):

- Remove batteries from remote controls.
- Turn off wall controls.
- Unplug 6 volt adapter plug and remove batteries.

Clear Space


WARNING! DO NOT place combustible objects in front of the stove or block louvers. High temperatures may start a fire.

Avoid placing candles and other heat-sensitive objects on top of appliance or in clear space. Heat may damage these objects. See appliance installation manual for additional clearance information.

Over Firing

The appliance is considered to be over firing if the flames are contacting the top of the firebox. Call a qualified service technician to service the appliance.




B. California Safety Information



 WARNING	
This product and the fuels used to operate this product (liquid propane or natural gas), and the products of combustion of such fuels, can expose you to chemicals including benzene, which is known to the State of California to cause cancer and reproductive harm. For more information go to: www.P65Warnings.ca.gov .	


C. Fuel Specifications

WARNING! Risk of Fire or Explosion! Appliance must be set up for compatible gas type!

- This appliance is designed to operate on either natural gas or propane. Make sure the appliance is compatible with gas type selected for installation site.
- Conversions must be made by a qualified service technician using Hearth & Home Technologies specified and approved parts.

 WARNING	
	Glass door must be in place when appliance is operating. Risk of: <ul style="list-style-type: none">• Combustion Fumes• Fire
	Do NOT operate appliance with glass door removed. <ul style="list-style-type: none">• Open viewing glass for servicing only.• Glass door MUST be in place and sealed before operating appliance.• Only use glass door certified for use with appliance.• Glass replacement should be done by qualified technician.

 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 for the protection of the children and other at-risk individuals.	

 WARNING	
Do NOT use this 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.	

D. Before Lighting Appliance

Read this entire manual prior to using the appliance. Failure to follow the instructions may result in property damage, bodily injury, or even death.

- Remove all shipping materials from inside and/or underneath the firebox.
- Review proper placement of logs, mineral wool.
- Check the wiring.
- Check the baffle adjustment.
- Ensure that there are no gas leaks.
- Ensure that the glass is sealed and in the proper position.
- Ensure that the flow of combustion and ventilation air is not obstructed (front grilles and vent caps).

E. Controls

Fan Speed: This knob controls the speed of the blower that pushes the heated air into the room.


Main Burner: This control is used to turn the appliance on and off.

Pilot Ignitor: The pilot ignitor is used only to start the pilot. When the valve control knob is turned to the pilot position and fully depressed press the piezo ignitor repeatedly creating a blue spark directly next to the pilot, igniting the pilot flame.

Valve Control: This knob is used to control gas to the appliance and for starting the pilot. There are three positions, **ON, OFF, & PILOT**. The indicator on the valve indicates the position of the knob.

Comfort Control: This knob controls the flame height from low ("LO") to high ("HI").

NOTE: If using a remote control wall switch, or thermostat, the On/Off Switch must be left "OFF". Turning the On/Off Switch to "ON" will keep the appliance on continually.

 WARNING	
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.	
Clothing or other flammable material should not be placed on or near the appliance.	
Any safety screen, guard, or barrier removed for servicing an appliance must be replaced prior to operating the appliance.	

F. Lighting Appliance

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

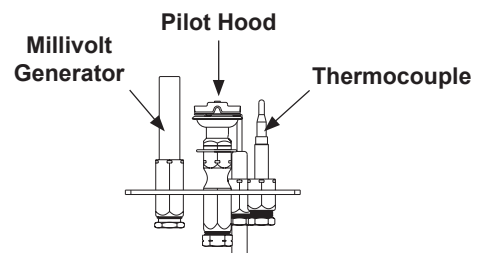
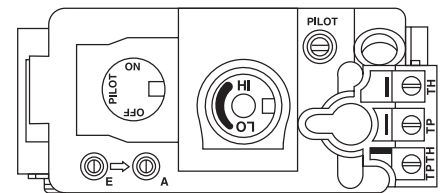
- A. This appliance has a pilot that must be lit manually. When lighting the pilot, follow these instructions exactly.
- B. **BEFORE LIGHTING**, smell around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

WHAT TO DO IF YOU SMELL GAS:


- * Do not try 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 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.

Lighting Instructions

1. STOP! Read the safety information above on this label.
2. Set the thermostat to the lowest setting (if applicable) and turn off the switch at the control panel.
3. Disconnect the power from the appliance.
4. Open the door of the appliance. May need to remove face/front first.
5. Push in gas control knob slightly and turn clockwise  to the "OFF" position. Do not force.
6. Wait five (5) minutes to clear out any gas. Smell for gas, including near the floor. If you smell gas, STOP! Follow "B" of the safety information above. If you don't smell gas go to the next step.
7. Push gas control knob in and turn counterclockwise  to the pilot position. NOTE: Knob cannot be turned unless knob is pushed in slightly. Do not force.
8. PIEZO IGNITER: Press down on the gas control knob in pilot position and simultaneously press the piezo igniter. (This may take many repetitions for lighting.) ELECTRONIC IGNITER: If the unit is equipped with an electronic igniter it should begin sparking right away.
9. The pilot should be visible through the door opening.
10. After the pilot is lit, continue holding control knob down for approximately 30 seconds. Release the knob and it will pop back up. Pilot should remain lit. If it goes out, repeat steps 7 through 9.
 - * If the knob does not pop up when released, stop and immediately call your service technician or gas supplier.
 - * If the pilot will not stay lit after several tries, turn the gas control knob clockwise  to "OFF" and call your service technician or gas supplier.
11. Reinstall door and face. Wait five minutes to allow pilot flame to stabilize and establish proper draft.
12. Push down and turn gas control knob counterclockwise  to "ON".
13. Push burner rocker switch on the control panel to "ON". If thermostat is to be used, leave switch in "OFF" position and set the thermostat to desired setting.
14. Reconnect electrical power to appliance.



Lighting Instructions

1. Set the thermostat to lowest setting.
2. Turn off all electric power to the appliance if service is to be performed.
3. Push in gas control knob slightly and turn clockwise  to "OFF" position.



G. Appliance Break-In


Initial Break-in Procedure


When you light your appliance, you may notice that it produces heat which does have an associated odor or smell. If you feel this odor is excessive it may require the initial three to four hour continuous burn on high followed by a second burn up to 12 hours to fully drive off any odor from paint and lubricants used in the manufacturing process. Condensation on the glass is normal.



NOTE: The appliance should be run three to four hours on the initial start-up. Turn it off and let it cool completely. Remove and clean the glass. Replace the glass and run the appliance for an additional 12 hours. This will help to cure the products used in the paint and logs.

During this break-in period it is recommended that some windows in the house be opened for air circulation. This will help avoid setting off smoke detectors, and help eliminate any odors associated with the appliance's initial burning.

 WARNING	
	Fire Risk. High Temperatures.
	Keep combustible household items away from appliance.
Do NOT obstruct combustion and ventilation air.	
<ul style="list-style-type: none">• Do NOT place combustible items on top of or in front of appliance.• Keep furniture, draperies away from appliance.	

 CAUTION	
<ul style="list-style-type: none">• Prevent accidental appliance operation when not attended.• Unplug or remove batteries from remote control if absent or if appliance will not be used for an extended period of time.• Property damage possible from elevated temperatures.	

 CAUTION	
Smoke and odors released during initial operation.	
<ul style="list-style-type: none">• Open windows for air circulation.• Leave room during initial operation.• Smoke may set off smoke detectors.	
Smoke and odors may be irritating to sensitive individuals.	

 WARNING	
	Fire Hazard. Keep combustible materials, gasoline and other flammable vapors and liquids clear of appliance.
	<ul style="list-style-type: none">• Do NOT store flammable materials in the appliance's vicinity.• Do NOT use gasoline, lantern fuel, kerosene, charcoal lighter fluid or similar liquids in this appliance.• Combustible materials may ignite.

H. Heat Management

Heat Output

This model has a variable burn rate which is controlled by the HI/LO switch on the control module. Therefore the flame height is adjustable. It is located in the control cavity of the appliance.

If a remote control is installed, the flame height may also be controlled by the remote, if flame height is a function of that particular model of remote control.

The fan speed is controlled by adjusting the speed control knob. Turn the knob clockwise to increase the fan speed and counterclockwise to decrease the fan speed.

4 Maintenance and Service

Any safety screen or guard removed for servicing must be replaced prior to operating the stove.

When properly maintained, your stove will give you many years of trouble-free service. **Contact your dealer** to answer questions regarding proper operation, troubleshooting and service for your appliance. Visit www.quadra-fire.com to locate a dealer. We recommend annual service by a qualified service technician.

A. Maintenance - Frequency and Tasks

Task	Frequency	To be completed by
Glass Cleaning	Seasonally	Homeowner
Remote Control	Seasonally	
Venting	Seasonally	
Gasket Seal and Glass Inspection	Annually	Qualified Service Technician
Log Inspection	Annually	
Firebox Inspection	Annually	
Control Compartment & firebox Top	Annually	
Burner Ignition & Operation	Annually	

B. Maintenance Tasks - Homeowner

Installation and repair should be done by a qualified service technician only. The stove should be inspected before use and at least annually by a professional service person.

The following tasks may be performed annually by the homeowner. If you are uncomfortable performing any of the listed tasks, please call your dealer for a service appointment.

More frequent cleaning may be required due to lint from carpeting or other factors. Control compartment, burner and circulating air passageway of the stove must be kept clean.

CAUTION! Risk of Burns! The stove should be turned off and cooled before servicing.

Glass Cleaning

Frequency: Seasonally

By: Homeowner

Tools Needed: Protective gloves, glass cleaner, drop cloth and a stable work surface.

CAUTION! Handle glass assembly with care.

CAUTION



Handle glass assembly with care.

NOTE: Clean glass after initial 3-4 hours operation. **Longer operation without cleaning glass may cause a permanent white film on glass.**

When cleaning glass door:

- Avoid striking, scratching or slamming glass.
- Do NOT use abrasive cleaners.
- Use a hard water deposit glass cleaner on white film.
- Do NOT clean glass when hot.
- Turn off appliance after 3-4 hours of operation and ALLOW TO COOL.
- Remove and clean glass assembly.
- Replace glass assembly and operate appliance for additional 12 hours.

Refer to maintenance instructions.

GLASS IS BREAKABLE.

- Avoid striking, scratching or slamming glass.
- Avoid abrasive cleaners.
- **DO NOT** clean glass while it is hot.
- Prepare a work area large enough to accommodate fixed glass assembly and door frame by placing a drop cloth on a flat, stable surface.
- **Note:** Fixed glass assembly and gasketing may have residue that can stain carpeting or floor surfaces.
- Remove safety barrier
- Remove front door by pulling forward and down on latches located at the underside of door. Slide bottom of door away from appliance and pick up.

CAUTION! Risk of Injury! Door is very heavy. Handle with care.

- Clean glass with a non-abrasive commercially available cleaner.
 - Light deposits: Use a soft cloth with soap and water.
 - Heavy deposits: Use commercial stove glass cleaner (consult with your dealer).
- Reinstall the glass frame by reattaching the Phillips head fasteners. Tighten until snug. Do not overtighten.
- Reinstall front Door.
- Reinstall safety barrier

Remote Control

Frequency: Seasonally

By: Homeowner

Tools needed: Replacement batteries and remote control instructions.

- Locate remote control transmitter and receiver.
- Verify operation of remote. Refer to remote control operation instructions for proper calibration and setup procedure.
- Place batteries as needed in remote transmitters and battery-powered receivers.
- Place remote control out of reach of children.

If not using your stove for an extended period of time (summer months, vacations/trips, etc), to prevent unintended operation:

- Remove batteries from remote controls.



Venting

Frequency: Seasonally

By: Homeowner

Tools needed: Protective gloves and safety glasses.

- Inspect venting and termination cap for blockage or obstruction such plants, bird nests, leaves, snow, debris, etc.
- Verify termination cap clearance to subsequent construction (building additions, decks, fences, or sheds).
- Inspect for corrosion or separation.
- Verify weather stripping, sealing and flashing remains intact.
- Inspect draft shield to verify it is not damaged or missing.

 WARNING	
	<p>Inspect external vent cap regularly.</p> <ul style="list-style-type: none">• Ensure no debris blocks cap.• Combustible materials blocking cap may ignite.• Restricted air flow affects burner operation.



WARNING

Installation and repair should be done by a qualified service person. The appliance should be inspected before use and at least annually by a professional service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. It is imperative that control compartments, burners, and circulating air passageways of the appliance be kept clean.



CAUTION

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.”



WARNING



Annual inspection by qualified technician recommended.

Check:

- Condition of glass, glass assembly and glass seal.

- Obstructions of combustion and ventilation air.
- Obstructions of termination cap.
- Burner ignition and operation.
- Burner air shutter adjustment
- Gas connections and fittings.

Clean:

- Glass
- Air passageways, grilles, control compartment
- Burner, burner ports. **USE CAUTION WHEN CLEANING/ HANDLING CERAMIC BURNER.**



Risk of:

- Fire
- Delayed ignition or explosion
- Exposure to combustion fumes
- Odors

C. Maintenance Tasks - Qualified Service Technician

The following tasks must be performed by a qualified service technician.

Gasket Seal and Glass Assembly Inspection

Frequency: Annually

By: Qualified Service Technician

Tools needed: Protective gloves, drop cloth and a stable work surface.

- Inspect gasket seal and its condition.
- Inspect fixed glass assembly for scratches and nicks that can lead to breakage when exposed to heat.
- Confirm there is no damage to glass or glass frame. Replace as necessary.
- Verify that fixed glass assembly is properly retained and attachment components are intact and not damaged. Replace as necessary.

Logs

Frequency: Annually

By: Qualified Service Technician

Tools needed: Protective gloves.

- Inspect for damaged or missing logs. Replace as necessary. Refer to Installation Manual for log placement instructions.
- Verify correct log placement and no flame impingement causing sooting. Correct as necessary.

Firebox

Frequency: Annually

By: Qualified Service Technician

Tools needed: Protective gloves, sandpaper, steel wool, cloths, mineral spirits, primer and touch-up paint.

- Inspect for paint condition, warped surfaces, corrosion or perforation. Sand and repaint as necessary.
- Replace stove if firebox has been perforated.

Control Compartment and Firebox Top

Frequency: Annually

By: Qualified Service Technician

Tools needed: Protective gloves, vacuum cleaner, dust cloths

- Vacuum and wipe out dust, cobwebs, debris or pet hair. Use caution when cleaning these areas.
- Remove all foreign objects.
- Verify unobstructed air circulation.

Burner Ignition and Operation

Frequency: Annually

By: Qualified Service Technician

Tools needed: Protective gloves, vacuum cleaner, whisk broom, flashlight, voltmeter, indexed drill bit set, and a manometer.

- Verify burner is properly secured and aligned with pilot or igniter.
- Clean off burner top, inspect for plugged ports, corrosion or deterioration. Replace burner if necessary.
- Replace Glowing embers with new dime-size pieces. **DO NOT** block ports or obstruct lighting paths. Refer to Installation Manual for proper ember placement.
- Check for smooth lighting and ignition carryover to all ports. Verify that there is no ignition delay.
- Inspect for lifting or other flame problems.
- Verify air shutter setting is correct. See Installation Manual for required air shutter setting. Verify air shutter is clear of dust and debris.
- Inspect orifice for soot, dirt and corrosion. Verify orifice size is correct. See Service Parts List for proper orifice sizing.
- Verify manifold and inlet pressures. Adjust regulator as required.
- Inspect pilot flame pattern and strength. Clean or replace orifice spud as necessary.

5 Frequently Asked Questions and Troubleshooting

A. Frequently Asked Questions

ISSUE	SOLUTIONS
Condensation on the glass	This is a result of gas combustion and temperature variations. As the appliance warms, this condensation will disappear.
Blue flames	This is a result of normal operation and the flames will begin to yellow as the appliance is allowed to burn for 20 to 40 minutes.
Odor from appliance	When first operated, this appliance may release an odor for the first several hours. This is caused by the curing of the paint and the burning off of any oils remaining from manufacturing. If appliance has not been used for some time, dust can build up and cause an odor.
Film on the glass	This is a normal result of the curing process of the paint and logs. Glass should be cleaned within 3 to 4 hours of initial burning to remove deposits left by oils from the manufacturing process. A non-abrasive cleaner such as gas appliance cleaner may be necessary. See your dealer.
Metallic noise	Noise is caused by metal expanding and contracting as it heats up and cools down, similar to the sound produced by a furnace or heating duct. This noise does not affect the operation or longevity of the appliance.

Contact your dealer for additional information regarding operation and troubleshooting. Visit www.quadra-fire.com to locate a dealer.

B. Troubleshooting

With proper installation, operation, and maintenance your gas appliance will provide years of trouble-free service. If you do experience a problem, this troubleshooting guide will assist a qualified service person in the diagnosis of a problem and the corrective action to be taken. This troubleshooting guide can only be used by a qualified service technician.

Symptom	Possible Cause	Corrective Action
1. After repeated triggering of the piezo button, the spark ignitor will not light the pilot.	a. Defective ignitor.	Check the spark at the electrode and pilot. If no spark and electrode wire is properly connected, replace the ignitor.
	b. Defective pilot or misaligned electrode (spark at electrode).	Using a match, light the pilot. If the pilot lights, turn off the pilot and trigger the piezo button again. If the pilot lights, an improper gas/air mixture caused the bad lighting and a longer purge period is recommended. If the pilot will not light, ensure the gap at the electrode and pilot is one-eighth (1/8) inch to have a strong spark. If the gas is OK, replace the pilot.
	c. No gas or low gas pressure.	Check the remote shut-off valve from the appliance. Usually, there is a valve near the gas main. There can be more than one (1) valve from the appliance and the main.
	d. No LP in tank.	Check the LP (propane) tank. You may be out of fuel.
2. The pilot will not stay lit after carefully following the lighting instructions.	a. Defective thermocouple.	<p>Check that the pilot flame impinges on the thermocouple. Clean and /or adjust the pilot for maximum flame impingement.</p> <p>Ensure that the thermocouple connection at the gas valve is fully inserted and tight (hand tighten plus 1/4 turn).</p> <p>Disconnect the thermocouple from the valve, place one millivolt lead wire on the tip of the thermocouple and the other meter wire on the thermocouple copper lead. Start the pilot and hold the valve knob in. If the millivolt reading is less than 15mV, replace the thermocouple.</p>
	b. Defective valve.	If the thermocouple is producing more than 15 millivolts, replace faulty valve.
3. The pilot is burning, there is no gas to the burner, the valve knob is in the ON position, and the ON/OFF switch is in the ON position.	a. ON/OFF switch or wires defective.	Check the ON/OFF switch and wires for proper connections. Place the jumper wires across the terminals at the switch. If the burner comes on, replace the defective switch. If the switch is OK, place the jumper wires across the switch wires at the gas valve. IF the burner comes on, the wires are faulty or connections are bad.
	b. Thermopile may not be generating sufficient millivolts.	<p>If the pilot flame is not close enough physically to the thermopile, adjust the pilot flame.</p> <p>Be sure the wire connections from the thermopile at the gas valve terminals are tight and that the thermopile is fully inserted into the pilot bracket.</p> <p>Check the thermopile with a millivolt meter. Take the reading at TH-TP&TP terminals of the gas valve. The meter should read 325 millivolts minimum, while holding the valve knob depressed in the pilot position, with the pilot lit, and the ON/OFF switch in the OFF position. Replace the faulty thermopile if the reading is below the specified minimum.</p> <p>With the pilot in the ON position, disconnect the thermopile leads from the valve. Take a reading at the thermopile leads. The reading should be 325 millivolts minimum. Replace the thermopile if the reading is below the minimum.</p>

B. Troubleshooting (Continued)

Symptom	Possible Cause	Corrective Action
3. (Continued)	c. Defective valve.	Turn the valve knob to the ON position. Place the ON/OFF switch in the ON position. Check the millivolt meter at the thermopile terminals. The millivolt meter should read greater than 125mV. If the reading is acceptable, and if the burner does not come on, replace the gas valve.
	d. Plugged burner orifice.	Check the burner orifice for stoppage. Remove stoppage.
	e. Wall switch or wires are defective.	Follow the corrective action in Symptom and Possible Cause 1.a. Check the switch and wiring. Replace where defective.
4. Frequent pilot outage problem.	a. Pilot flame may be too high or too low, or blowing (high), causing safety pilot to drop out.	Clean and adjust the pilot flame for maximum flame impingement on thermocouple. Follow lighting instructions carefully.
5. The pilot and main burner extinguish while in operation.	a. No LP in tank.	Check the LP (propane) tank. Refill the fuel tank.
	b. Inner vent pipe leaking exhaust gases back into the system.	Check for proper vent connection at flue collar and all vent joints.
	c. Horizontal vent improperly pitched.	The horizontal vent cap should slope down only enough to prevent any water from entering the appliance.
	d. Bad thermopile or thermocouple.	Replace if necessary.
	e. Improper vent cap installation.	Check for proper installation and freedom from debris or blockage.
6. Glass soots.	a. Flame impingement.	Adjust the log set so that the flame does not excessively impinge on it. Check that logs are placed according to installation instructions.
	b. Improper shutter setting.	Adjust the air shutter at the base of the burner.
	c. Debris around opening at base of burner.	Inspect the opening at the base of the burner. NO MATERIAL SHOULD BE PLACED IN THIS OPENING.
7. Flame burns blue and lifts off burner.	a. Insufficient oxygen being supplied.	<p>Ensure that the vent cap is installed properly and free of debris. Ensure that the vent system joints are tight and have no leaks.</p> <p>Ensure that no debris has been placed at the base of, or in the area of the air holes in the center of the base pan beneath the burner.</p> <p>Ensure that the glass is tightened properly on the appliance, particularly on top corners.</p>

6 Reference Materials

A. Accessories

Install approved accessories per instructions included with accessories. Contact your dealer for a list of approved accessories.

WARNING! Risk of Fire and Electric Shock! Use ONLY Hearth & Home Technologies-approved optional accessories with this appliance. Using non-listed accessories could result in a safety hazard and will void the warranty.

Smart Remote Controls

After a qualified service technician has installed the remote control, follow the instructions supplied with the control installed to operate your stove:

For safety:

- Install a switch lock or a remote control with child protection lockout feature.
- Keep remote controls out of reach of children.

See your dealer if you have questions.

