

This appliance 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 websites.

# Owner's Manual

## Care and Operation

**INSTALLER:** Leave this manual with party responsible for use and operation.  
**OWNER:** Retain this manual for future reference.

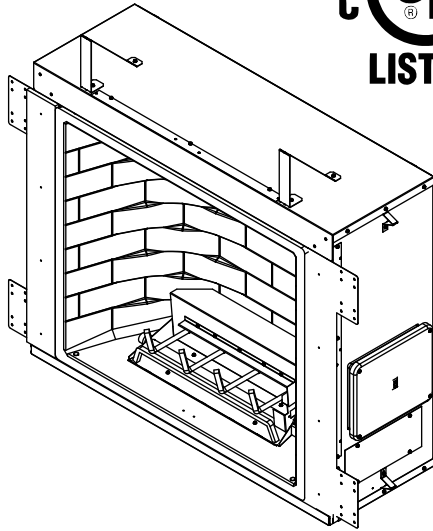
**NOTICE: DO NOT** discard this manual!

outdoor  
**lifestyles**  
by hearth & home technologies®

**Models:**

CARODG36I-B  
CARODG42I-B

GAS-FIRED



### **⚠ DANGER**

If you smell gas:

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

### **⚠ WARNING: For Outdoor Use Only.**

### **⚠ WARNING**

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

An LP-cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

### **⚠ WARNING! Risk of Fire!**

Do not install glass doors on this fireplace.  
Glass doors could cause overheating of adjacent structures.

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

# **⚠ DANGER**



### **CARBON MONOXIDE HAZARD**

This appliance can produce carbon monoxide which has no odor.

Using it in an enclosed space can kill you.

Never use this appliance in an enclosed space such as a camper, tent or home.

Pour demander un exemplaire en français de ce Manuel du propriétaire, visitez [www.heatnglo.com/translations](http://www.heatnglo.com/translations).

# 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

Congratulations on selecting an Outdoor Lifestyles gas fireplace, an elegant and clean alternative to wood burning fireplaces. The Outdoor Lifestyles gas fireplace you have selected is designed to provide the utmost in safety, reliability, and efficiency.

As the owner of a new fireplace, you'll want to read and carefully follow all of the instructions contained in this owner's manual. Pay special attention to all cautions and warnings.

This owner's manual should be retained for future reference. We suggest that you keep it with your other important documents and product manuals.

The information contained in this owner's manual, unless noted otherwise, applies to all models and gas control systems.

Your new Outdoor Lifestyles gas fireplace will give you years of durable use and trouble-free enjoyment. Welcome to the Outdoor Lifestyles family of fireplace products!

### Local Dealer Information

**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 fireplace can be found on the rating plate usually located in the control area of the fireplace.

 7571 215th Street West, Lakeville, MN 55044 <small>Outdoor Gas appliance - for outdoor installation only. Not for use with solid fuel. (Appareil à gaz à flamme nue - pour installation à l'extérieur seulement. Ne doit pas être utilisé avec un combustible solide.)</small>	ANSI Z21.97-2014 CSA 2.41-2014 Outdoor Decorative Gas Appliances	<b>GAS-FIRED</b>  <b>LISTED</b> 29LD <small>OUTDOOR FIREPLACE MH10080</small> <b>MADE IN USA</b>
	<p><b>⚠ WARNING!</b> Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to owner's information manual provided with this appliance. For assistance or additional information, consult a qualified installer, service agency or the gas supplier.</p> <p><b>⚠ AVERTISSEMENT!</b> Une installation, un ajustement, une modification, une réparation ou un entretien inapproprié peuvent être la cause de blessures ou de dommages. Veuillez lire attentivement les instructions d'installation, d'utilisation et d'entretien avant d'installer ou de réparer ce matériel.</p>	Type of Gas (Sorte De Gaz): <b>NATURAL GAS</b>
Minimum Permissible Gas Supply for Purposes of Input Adjustment. Approved Minimum (De Gaz) Acceptable ..... X.X in. w.c. (Po. Col. d'eau) Maximum Pressure (Pression) ..... X.X in. w.c. (Po. Col. D'eau) Min/Max Input BTUH: ..... XX,XXX/XX,XXX Orifice Size: ..... #XX/ XXX	Model: (Modèle): Serial: (Série):	

Gas Information

Type of Gas

Model Number

## ▲ 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 Warranty

### Outdoor Lifestyles by Hearth & Home Technologies™ Limited Warranty

Hearth & Home Technologies (“HHT”) extends the following warranty for all Outdoor Lifestyles by HHT™ brand products (“Products”) that are purchased from an HHT authorized dealer.

#### **WARRANTY COVERAGE:**

HHT warrants to the original owner of the Product at the site of installation, and to any transferee taking ownership of the Product at the site of installation within one year following the date of original purchase, that the Product will be free from defects in materials and workmanship at the time of manufacture. After installation, if covered components manufactured by HHT are found to be defective in materials or workmanship during the applicable warranty period, HHT will, at its option, repair or replace the covered components. This warranty is subject to conditions, exclusions and limitations as described below.

#### **WARRANTY PERIOD:**

The warranty period runs for one year, beginning on the earlier of: (i) the date of invoice for the Product; (ii) in the case of new home construction, the date of first occupancy of the residence or six months after the date of sale of the Product by an HHT authorized dealer, whichever occurs first; or (iii) the date 24 months following the date of Product shipment from HHT, regardless of the invoice or occupancy date.

#### **WARRANTY CONDITIONS:**

- This warranty only covers Products that are purchased through an HHT authorized dealer or distributor. A list of HHT authorized dealers is available on the HHT branded websites.
- This warranty is only valid while the Product remains at the site of original installation.
- Contact your installing dealer for warranty service. If the installing dealer 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 Product.
- Check with your dealer 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 not covered under warranty.
- Damage to printed, plated, or enameled surfaces caused by fingerprints, accidents, misuse, scratches, melted items, or other external sources and residues left on 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. These parts include: paint, firebricks, grates, flame guides 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.

## **B. Limited Warranty (*continued*)**

- Damages resulting from: (1) failure to install, operate, or maintain the Product in accordance with the installation instructions, operating instructions, and listing agent identification label furnished with the Product; (2) failure to install the 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 incorrectly performed repairs; (5) inadequate ventilation, negative pressure or environmental conditions, including, without limitation: hail, snow, ice, fallen branches, flooding, water damage and fading of color; (6) use of fuels other than those specified in the operating instructions; (7) installation or use of components not supplied with the Product or any other components not expressly authorized and approved by HHT; (8) modification of the Product not expressly authorized and approved by HHT in writing; and/or (9) interruptions or fluctuations of electrical power supply to the Product.
- Non-HHT venting components, hearth components or other accessories used in conjunction with the Product.
- Any part of a pre-existing fireplace system in which an insert or a decorative gas appliance is installed.
- The Product's capability to heat the desired space. Information is provided to assist the consumer and the dealer in selecting the proper appliance for the application. Consideration must be given to the Product's location and configuration and environmental conditions.

### **This warranty is void if:**

- The Product has been over-fired or 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, rust colored cast iron, bubbling, cracking and discoloration of steel or enamel finishes and cracking or spalling of refractory or cementitious materials.
- The Product is subjected to prolonged periods of dampness, condensation, ice or snow.
- There is any damage to the Product or other components due to water or weather damage which is the result of, but not limited to, improper chimney or venting installation.

### **LIMITATIONS OF LIABILITY:**

Repair or replacement in accordance with the provisions of this warranty will be the owner's exclusive remedy for and will constitute HHT's sole obligation under this warranty, under any other warranty (express or implied), or in contract, tort or otherwise; provided, however, that if HHT is unable to provide repair or replacement in an expedient and cost effective manner, HHT may discharge all such obligations by refunding the purchase price of the Product. No employee, agent, dealer, or other person is authorized to give any warranty on behalf of HHT. TO THE EXTENT ALLOWED BY LAW, HHT MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. HHT WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF DEFECTS IN OR USE OF THE PRODUCTS. Some states do not allow exclusions or limitation of incidental or consequential damages, so these limitations may not apply to you. This warranty gives you specific rights; you also may have other rights, which vary from state to state. The duration of any implied warranty is limited to the duration of the warranty period specified herein.

## 2 Product Specific Information

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### A. Appliance Certification

**MODELS:** CARODG36I-B, CARODG42I-B  
**LABORATORY:** Underwriters Laboratories, Inc. (UL)  
**TYPE:** Outdoor Decorative Gas Appliances  
**STANDARD:** ANSI Z21.97-2014, CSA 2.41-2014

This product is listed to ANSI standards for “Outdoor Decorative Gas Appliances” and “Gas Fired Appliances for Use at High Altitudes”.

**NOTICE:** *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.*

When an appliance is for connection to a fixed piping system, the installation must conform with local codes, or in the absence of local codes with the **National Fuel Gas Code, ANSI Z223.1/NFPA 54, or International Fuel Gas Code.**

### B. BTU Specifications

Models	Min/Max Input BTUH	Orifice Size (DMS)
CARODG36I-B (NG)	36,000/55,000	#27 / .144
CARODG36I-B (LP)	29,000/50,000	#46 / .081
CARODG42I-B (NG)	33,000/65,000	#24 / .152
CARODG42I-B (LP)	37,000/62,000	#43 / .089

# 3 Important Safety and Operating Information

## A. Appliance Safety

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

# ! WARNING



**HOT SCREENS WILL CAUSE BURNS. DO NOT TOUCH FIREPLACE UNTIL COOLED. NEVER ALLOW CHILDREN TO TOUCH FIREPLACE.**

- Keep children away.
- CAREFULLY SUPERVISE children in same room as fireplace.
- Alert children and adults to hazards of high temperatures.

**High temperatures may ignite clothing or other flammable materials.**

- 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 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.
- 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 fireplace, whether operating or cooling down.
- Teach children to NEVER touch the fireplace.
- Consider not using the fireplace when children will be present.

Contact your dealer for more information, or visit: [www.hpba.org/safety-information](http://www.hpba.org/safety-information).

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

- Put module switch in the OFF position (Figure 3.3) to disable all fireplace controls or;
- Remove batteries from remote controls.
- Turn off wall controls.
- Unplug 6 volt adapter plug and remove batteries.
- Turn off gas shutoff valve.

## Screens

- Screens are standard on the fireplace.
- Keep screens closed when in operation.

## Clear Space

**WARNING! DO NOT place combustible objects in front of the fireplace. High temperatures could start a fire. See Figure 3.1.**

Avoid placing candles and other heat-sensitive objects on mantel or hearth. Heat could damage these objects.

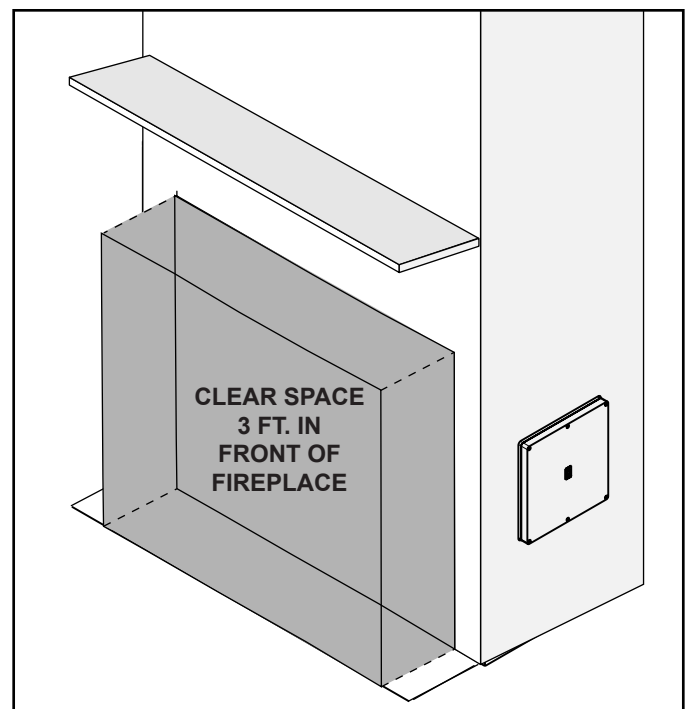


Figure 3.1 Clear Space Requirement - All Models

## 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. General Operating Parts

Figure 3.2 references the general operating parts of the appliance and the section of this manual in which they are discussed.

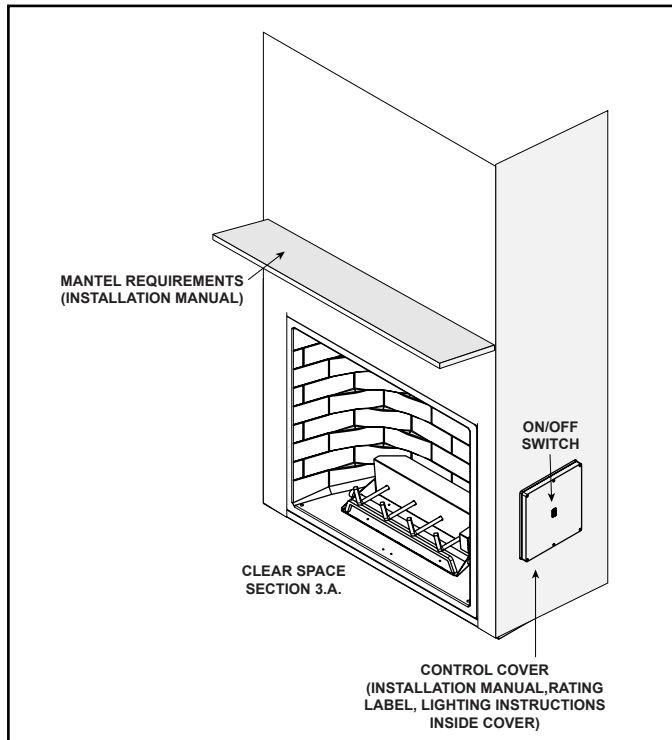


Figure 3.2 General Operating Parts

## 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.

## D. Before Lighting Appliance

Before operating this fireplace for the first time, **have a qualified service technician:**

- Verify all shipping materials have been removed from inside and/or underneath the firebox.
- Review proper placement of logs and lava rock.
- Check the wiring.
- Ensure that there are no gas leaks.



## E. Lighting Instructions (IPI)

Lighting instructions may be found on the inside of the control box cover.

### 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 an intermittent pilot ignition (IPI) device which automatically lights the burner. **DO NOT** try to light the burner by hand.
- 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.

- B. BEFORE LIGHTING,** 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.
- C. 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.

#### 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.

### WARNING:

**DO NOT CONNECT LINE VOLTAGE (110/120 VAC OR 220/240 VAC) TO THE CONTROL VALVE.**

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to the owner's information manual provided with this appliance.

This appliance needs fresh air for safe operation and must be installed so there are provisions for adequate combustion and ventilation air.

If not installed, operated, and maintained in accordance with the manufacturer's instructions, this product could expose you to substances in fuel or fuel combustion which are known to the State of California to cause cancer, birth defects, or other reproductive harm.

Keep burner and control compartment clean. See installation and operating instructions accompanying appliance.

For additional information on operating your

Hearth & Home Technologies fireplace, please refer to [www.fireplaces.com](http://www.fireplaces.com).

### CAUTION:

Hot while in operation. **DO NOT** touch. Keep children, clothing, furniture, gasoline and other liquids having flammable vapors away.

### NOT FOR USE WITH SOLID FUEL

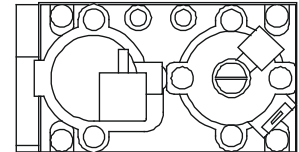
For use with natural gas and propane. A conversion kit, as supplied by the manufacturer, shall be used to convert this appliance to the alternate fuel.

For assistance or additional information, consult a qualified installer, service agency or the gas supplier.

### LIGHTING INSTRUCTIONS (IPI)

1. This appliance is equipped with an ignition device which automatically lights the burner. **DO NOT** try to light the burner by hand.

**GAS  
VALVE**



2. Wait five (5) minutes to clear out any gas. Then smell for gas, including near the floor. If you smell gas, **STOP!** Follow "B" in the Safety Information located on the left side of this label. If you do not smell gas, go to next step.

3. To light the burner:

Equipped with wall switch: Turn ON/OFF switch to ON.

Equipped with remote or wall control: Press ON or FLAME button.

Equipped with thermostat: Set temperature to desired setting.

4. If the appliance does not light after three tries, call your service technician or gas supplier.

### TO TURN OFF GAS TO APPLIANCE

1. Equipped with wall switch: Turn ON/OFF switch to OFF.

Equipped with remote or wall control: Press OFF button.

Equipped with thermostat: Set temperature to lowest setting.

2. Service technician should turn off electric power to the control when performing service.

Final inspection by \_\_\_\_\_

## F. Appliance Break-In

### Initial Break-in Procedure

When you light the appliance, you may notice that it produces heat which does have an associated odor or smell. This appliance should be run three to four hours on the initial start-up. Turn it off and let it cool completely. Run the appliance for an additional 12 hours. This will help cure the products used in the paint and logs.

**WARNING! Risk of Fire or Burns!** Provide adequate clearance for service access. **Due to high temperatures, the appliance should be located out of traffic and away from furniture and draperies.**

**WARNING! DO NOT** place combustible objects in front of the fireplace. High temperatures could start a fire.

## G. Heat Management

Heat output can be controlled using the HI/LOW setting on the control module. See Figure 3.3.

## H. Detailed Component Operating Instructions - IntelliFire™ Plus

### Control Module Operation

1. The control module has an ON/OFF/REMOTE selector switch that must be set. See Figure 3.3.

**OFF Position:** Appliance will ignore all power inputs and will not respond to any commands from a wall switch or remote. The unit should be in the OFF position during installation, service, battery installation, fuel conversion, and in the event that the control goes into LOCK-OUT mode as a result of an error code. The external control switch must be in the OFF position also.

**ON Position:** Appliance will ignite and run continuously in the HI flame setting, with no adjustment in flame output. This mode of operation is primarily used for initial installation or power outage operation with battery backup. The external control switch must be in the ON position also.

**REMOTE Position:** Appliance will initiate commands from an optional wired wall switch and/or one of the optional wireless remote options. The external control switch must be in the ON position also.

2. With the module in REMOTE mode, the flame output can be adjusted with the HI/LO selector switch on the module. See Figure 3.3. Note that the control module will always ignite the fireplace on HI and remain so for the initial 10 seconds of operation. If the HI/LO is switched to the LO position, the flame output will automatically drop to the lowest setting after the flame has been established for 10 seconds. After this 10-second period, the flame can be adjusted from HI to LO with the switch.

3. The control module has a safety feature that automatically shuts down the fireplace after nine hours of continuous operation without receiving a command from the wall switch or optional remote.

4. The module has the capability to recognize potential malfunctions. If these occur, it will fail to ignite and/or respond to a command to ignite. If it fails to ignite, turn off the external control switch and wait five seconds and turn back on. If it fails to light the second time, see Trouble Shooting guide. In this case, the module may have gone into LOCK-OUT mode. In this state, it will emit a RED/GREEN LED error code. To reset the error code, switch the selector to OFF, and then back to REMOTE or ON. If the ignition command again fails, the module will emit an LED error code prior to going back into LOCK-OUT mode. Contact your dealer for service if this occurs.

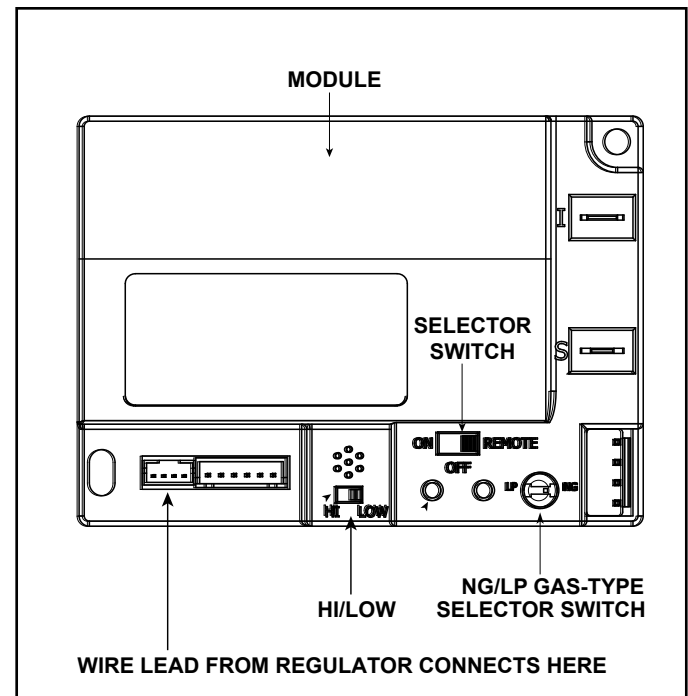


Figure 3.3 Control Module

### Nine Hour Safety Shutdown Feature

The appliance has a safety feature that automatically shuts down the fireplace after nine hours of continuous operation without receiving a command from the wall switch or optional remote.

## Appliance ON/OFF

If an optional remote control or wall control is installed, it should be used to control the ON/OFF function of the appliance. Follow instructions included with the installed control.

To operate the appliance without a wall control or remote control, use the ON/OFF switch located on the control box cover on the side of the appliance. See Figure 3.2.

**CAUTION! Risk of Electric Shock!** Avoid touching wires and electrical components in appliance control cavity.

# 4 Maintenance and Service

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

When properly maintained, your fireplace 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.hearthnhome.com](http://www.hearthnhome.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
Screens, Screen doors	Annually	Homeowner
Remote Control	Seasonally	
Log Inspection	Annually	Qualified Service Technician
Burner Ignition & Operation	Annually	
Firebox (FireBrick)	Annually	

## B. Maintenance Tasks - Homeowner

Installation and repair should be done by a qualified service technician only. The appliance 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 excessive dirt, dust, leaves, insects, et cetera. It is imperative that control compartments, burners and circulating air passageways of the appliance be kept clean. Any safety screen, guard, or barrier removed for servicing the appliance must be replaced prior to operating the appliance.

**CAUTION! Risk of Burns!** The fireplace shall be turned off and cooled before servicing.

## Screens, Screen Doors

**Frequency:** Annually

**By:** Homeowner

**Tools needed:** Protective gloves, stable work surface

- Assess condition of screen and replace as necessary.
- Inspect for scratches, dents or other damage that can lead to rust when exposed to weather. Repair as necessary.
- Vacuum and dust surfaces.

**NOTICE:** Soot may accumulate on the logs, pilot assembly, and the area above the firebox opening. Periodic cleaning may be required.

## 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 fireplace for an extended period of time (summer months, vacations/trips, etc), to prevent unintended operation:

- Remove batteries from remote controls.
- Unplug 6 volt adapter plug on IPI models.

## C. Maintenance Tasks - Qualified Service Technician

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

### 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.

- 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 manifold and inlet pressures. Adjust regulator as required.
- Inspect pilot flame pattern and strength. See Figure 4.1 for proper pilot flame pattern. Clean or replace orifice spud as necessary.
- Inspect flame sensing rod for soot, corrosion and deterioration. Polish with fine steel wool or replace as required.
- Verify that there is not a short in flame sense circuit by checking continuity between pilot hood and flame sensing rod. Replace pilot as necessary.

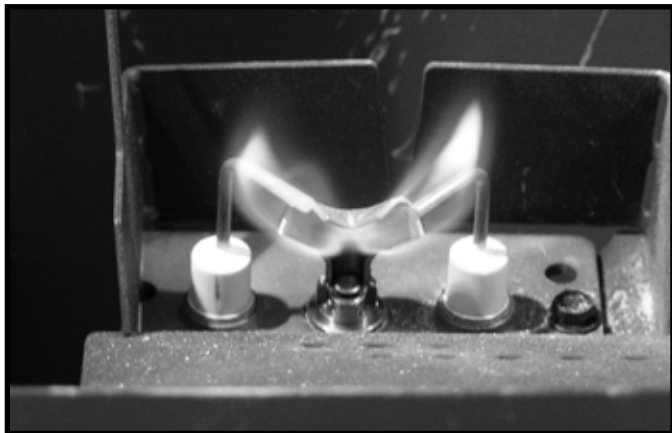


Figure 4.1 IPI Pilot Flame Patterns

**NOTE:** Appearance of rock jig, pilot shield and media tray may vary between appliance models.

### Firebox

**Frequency:** Annually

**By:** 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 appliance if firebox has been perforated.

Surface cracking or crazing of firebrick material is normal and expected. All cracks are acceptable and do not require replacement of the unit or the firebox with the exception of:

- Cracks compromising the surface plane of the firebox. See Figure 4.6.

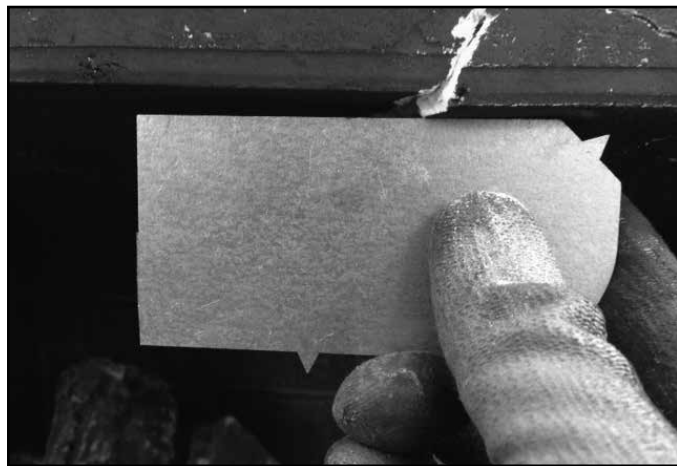


Figure 4.2. Surface plane of firebox is comprised and should be replaced.

## Logs

**Frequency:** Annually

**By:** Qualified Service Technician

**Tools needed:** Protective gloves.

- Inspect for damaged or missing logs. Replace as necessary. Refer to log placement instructions below if necessary.
- Verify correct log placement and no flame impingement causing sooting. Correct as necessary.
- Logs may be vacuumed gently.

### Log Installation

- Place the rear log on the shelf against the appliance rear wall. Position log as far back on the shelf as possible.

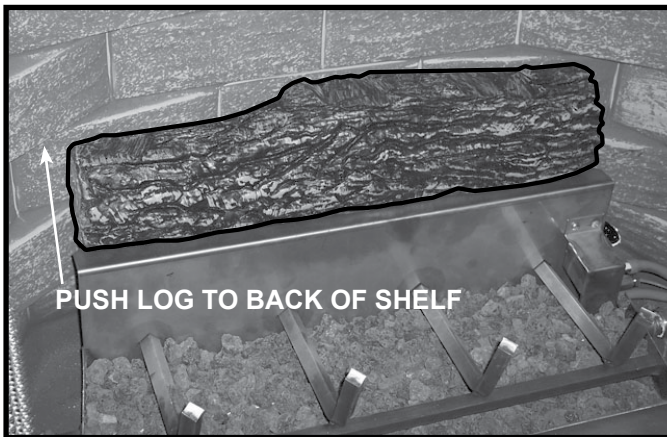


Figure 4.3 Place Rear Log

- Place the left front log on the grate against the front of the grate. Fit notch in log to grate bar as shown below.

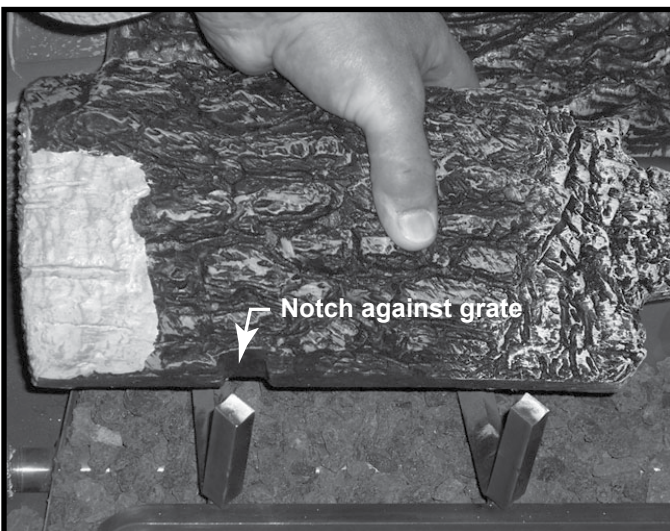


Figure 4.4 Place Left Front Log

- Place right front log on the grate against the front of the grate. Fit notches into the bottom of the log to position it as shown in Figure 4.5.

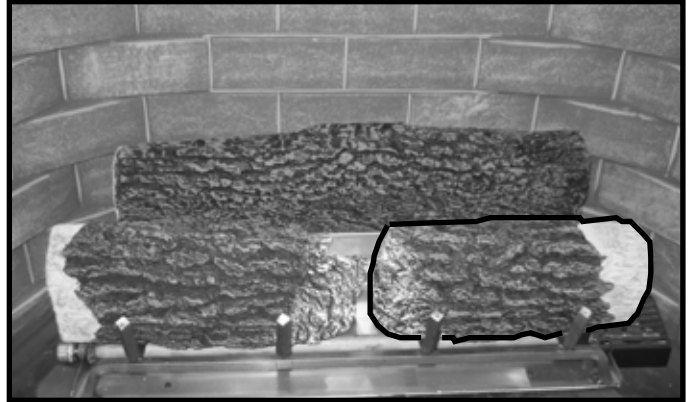


Figure 4.5 Place Right Front Log

- Place top left log on the indentations in the front left log and back log as shown in Figure 4.6.



Figure 4.6 Place Top Left Log

- Place the top right log on indentations in the front right log and back log as shown in Figure 4.7.



Figure 4.7 Place Top Right Log

- Place top log on the front left log and the top left log as shown in Figure 4.8.



Figure 4.8 Place Top Log on Left Side

- Place the top log on the indentations of the right front log and the right rear log as shown in Figure 4.11.



Figure 4.11 Place Right Center Log

- Place the top log on the indentations of the right front log and the back log as shown in Figure 4.9 for Carolina-42.



Figure 4.9 Place Top Log in Center- Carolina 42

- Place the top log on the indentations of the left front log and the back log as shown in Figure 4.10 for Carolina-36.

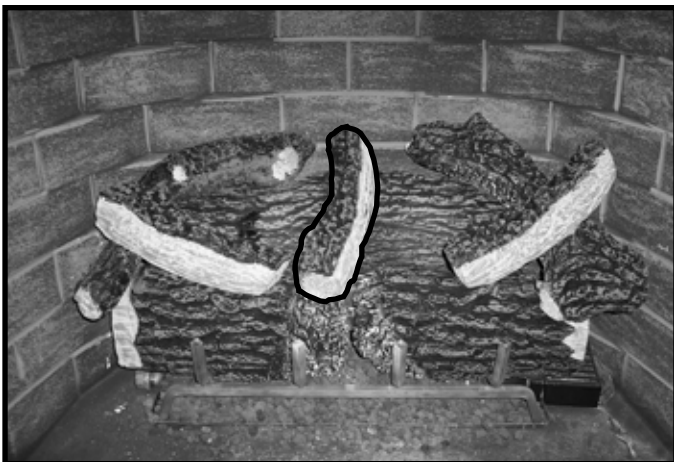


Figure 4.10 Place Top Log in Center- Carolina 36

# 5 Frequently Asked Questions and Troubleshooting

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## A. Frequently Asked Questions

ISSUE	SOLUTIONS
Odor from fireplace	When first operated, this fireplace 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. Odor may also be released from finishing materials and adhesives used around the fireplace.
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 fireplace.
Lava Rock	There may be some “cracking” noise coming from the fireplace during the first few heating and cooling cycles. This noise is associated with settling rock and some minor cracking of larger pieces of rock. This will lessen over time as the glass rock is conditioned to the heating and cooling temperature changes.
Wall above appliance feels hot to the touch.	No action necessary. This appliance ships with a non-combustible material attached. Specifications of the attached non-combustible material are listed in the Installer’s Manual for this appliance.

**Contact your dealer** for additional information regarding operation and troubleshooting. Visit [www.hearthnhome.com](http://www.hearthnhome.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 technician 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. Contact your dealer to arrange a service call by a qualified service technician.

### IntelliFire™ Plus Ignition System

Symptom	Possible Cause	Corrective Action
1. Pilot won't light. The ignitor/module makes noise, but no spark.	A. Incorrect wiring.	Verify "S" wire (white) for sensor and "I" wire (orange) for ignitor are connected to correct terminals on module and pilot assembly.
	B. Loose connections or electrical shorts in the wiring.	Verify no loose connections or electrical shorts in wiring from module to pilot assembly. Verify connections underneath pilot assembly are tight; also verify igniter and flame sense wires are not grounding out to metal chassis, pilot burner, pilot enclosure, mesh screen if present, or any other metal object.
	C. Ignitor gap is too large.	Verify gap of igniter to right side of pilot hood. The gap should be approximately .17 in. or 1/8 in. (3 mm).
2. Pilot won't light, there is no noise or spark.	A. No power, transformer installed incorrectly, or depleted batteries.	Verify that transformer is installed and plugged into module. Check voltage of transformer at connection to module. Acceptable readings of a good transformer are between 6.4 and 6.6 volts DC. Battery power supply voltage must be at least 4 volts. If less than 4 volts, replace batteries.
	B. A shorted or loose connection in wiring configuration or wiring harness.	Remove and reinstall the wiring harness that plugs into module. Verify there is a tight fit. Verify pilot assembly wiring to module. Remove and verify continuity of each wire in wiring harness. Replace any damaged components.
	C. Improper wall switch wiring.	Verify that 110-120 VAC power is "ON" to junction box.
	D. Module not grounded.	Verify black ground wire from module wire harness is grounded to metal chassis of appliance.
3. Pilot sparks, but Pilot will not light.	A. Gas supply.	Verify that incoming gas line ball valve is "open". Verify that inlet pressure reading is within acceptable limits.
	B. Ignitor gap is too large.	Verify gap of igniter to right side of pilot hood. The gap should be approximately .17 in. or 1/8 in. (3 mm).
	C. Module is not grounded.	Verify module is securely grounded to metal chassis of appliance.
	D. Pilot valve solenoid.	Verify that 1.5 to 1.8 VDC is supplied to pilot solenoid from module. If below 1.5 volts, replace module. If 1.5 volts or greater, replace valve.



## IntelliFire™ Plus Ignition System - (continued)

Symptom	Possible Cause	Corrective Action
4. Pilot sparks, but Pilot will not light.	A. Gas supply.	Verify that incoming gas line shutoff valve is "open". Verify that inlet pressure reading is within acceptable limits.
	B. Ignitor gap is incorrect.	Verify that spark gap from ignitor to pilot hood is .17 in. or 1/8 in (3 mm).
	C. Module is not grounded.	Verify black ground wire from module wire harness is grounded to metal chassis of appliance.
	D. Module voltage output is low.	Verify battery voltage is at least 4 volts. Replace batteries if voltage is below 4.
5. Pilot lights but continues to spark, and burner will not ignite. (If the pilot continues to spark after the pilot flame has been lit, flame rectification has not occurred.)	A. A shorted or loose connection in flame sensing rod.	Verify all connections to wiring diagram in manual. Verify connections underneath pilot assembly are tight. Verify connections are not grounding out to metal chassis, pilot burner, pilot enclosure or screen if present, or any other metal object.
	B. Poor flame rectification or contaminated flame sensing rod.	Verify correct pilot orifice is installed and gas inlet is set to pressure specifications. Check pilot for soot. Clean if necessary.
	C. Module is not grounded.	Verify module is securely grounded to metal chassis of appliance. Verify that wire harness is firmly connected to the module.
	D. Damaged pilot assembly or contaminated flame sensing rod.	Verify that ceramic insulator around the flame sensing rod is not cracked, damaged, or loose. Verify connection from flame sensing rod to white sensor wire. Polish flame sensing rod with fine steel wool to remove any contaminants that may have accumulated on flame sensing rod. Verify continuity with a multimeter with ohms set at lowest range. Replace pilot if any damage is detected.
	E. Module.	Turn ON/OFF rocker switch or wall switch to OFF position. Remove ignitor wire "I" from module. Place ON/OFF rocker switch or wall switch in ON position. If there is no spark at "I" terminal module must be replaced. If there is a spark at "I" terminal, module is fine.
6. No pilot, no burner flame; 3 Flashes on the Module Red LED.	A. False flame detected.	Shut off gas and power immediately and call a technician.

# 6 Reference Materials

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## A. Accessories

### Optional Screen Door

Install approved doors per instructions included with the product.

**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.*

### Remote Controls, Wall Controls and Wall

#### Switches

After a qualified service technician has installed the remote control, wall control or wall switch, follow the instructions supplied with the control installed to operate your fireplace:

For safety:

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

See your dealer if you have questions.

