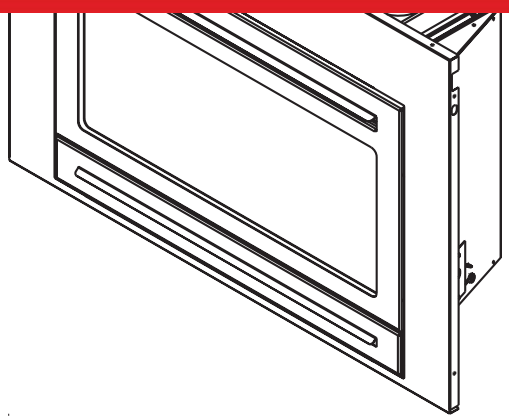
HEAT & GLO

No one builds a better fire

INSTALLATION AND OPERATION INSTRUCTIONS

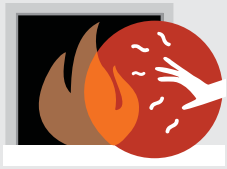
This appliance has been retired.
Service parts pages within have been removed.
For replacement parts, please refer to the individual service parts list located on the brand websites.



MODEL: ATS-AU-D

AUSTRALIAN GAS ASSOCIATION APPROVED
AGA Approval Number 5543

⚠ WARNING



HOT SURFACES!
Glass and other surfaces are hot during operation AND cool down.

Hot glass will cause burns.
- **DO NOT** touch glass until it is cooled
- NEVER allow children to touch glass
- 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.
- Keep clothing, furniture, draperies and other flammable materials away.

This appliance has been supplied with an integral barrier to prevent direct contact with the fixed glass panel. DO NOT operate the appliance with the barrier removed.

THIS MANUAL MUST BE USED FOR INSTALLATION AND RETAINED BY HOMEOWNER FOR OPERATION AND MAINTENANCE.

HEAT & GLO, a brand of Hearth & Home Technologies Inc.
7571 215th Street West, Lakeville, MN 55044, USA, www.heatnglo.com

HEAT & GLO™

No one builds a better fire

INSTALLATION AND OPERATION INSTRUCTIONS

PLEASE READ THIS MANUAL BEFORE INSTALLING AND USING THIS APPLIANCE.

MODEL ATS-AU-D IS AUSTRALIAN GAS ASSOCIATION APPROVED FOR NATURAL GAS OR PROPANE AS A BALANCED FLUE HEATER.

Refer to the appliance data plates for gas consumptions and pressures.

Installation of this appliance should only be carried out by an authorized person in accordance with the manufacturers instructions. All relevant codes and regulations laid down by the gas piping authorities, municipal building regulations, electrical wiring regulations and the requirements of the AGA Gas Installation Code must be observed.

This appliance and its components are tested and safe when installed in accordance with this Installation Manual. Report to your dealer any parts damaged in shipment, specifically check glass condition. The gas logs and flue system components are in separate packages. Read all instructions before starting installation and follow these instructions carefully during installation to ensure maximum benefit and safety. Failure to follow them will void your warranty and may present a fire hazard.

The Heat & Glo, a brand of Hearth Technologies, Inc. warranty will be voided by, and Heat & Glo disclaims any responsibility for the following actions:

- **Installation of any damaged heater or flue system component**
- **Modification of the heater or balanced flue system Installation other than as instructed by Heat & Glo**
- **Improper positioning of the gas logs or the glass door**
- **Installation and/or use of any component part not manufactured or approved by Heat & Glo, not withstanding any independent testing laboratory or other party approval of such component part or accessory.**

IMPORTANT: Read all instructions carefully before starting installation. Failure to follow these installation instructions may result in a possible fire hazard and will void the warranty.

Heat & Glo, a brand of Hearth & Home Technologies, Inc.
7571 215th Street West, Lakeville, MN 55044

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➔ = Contains updated information.

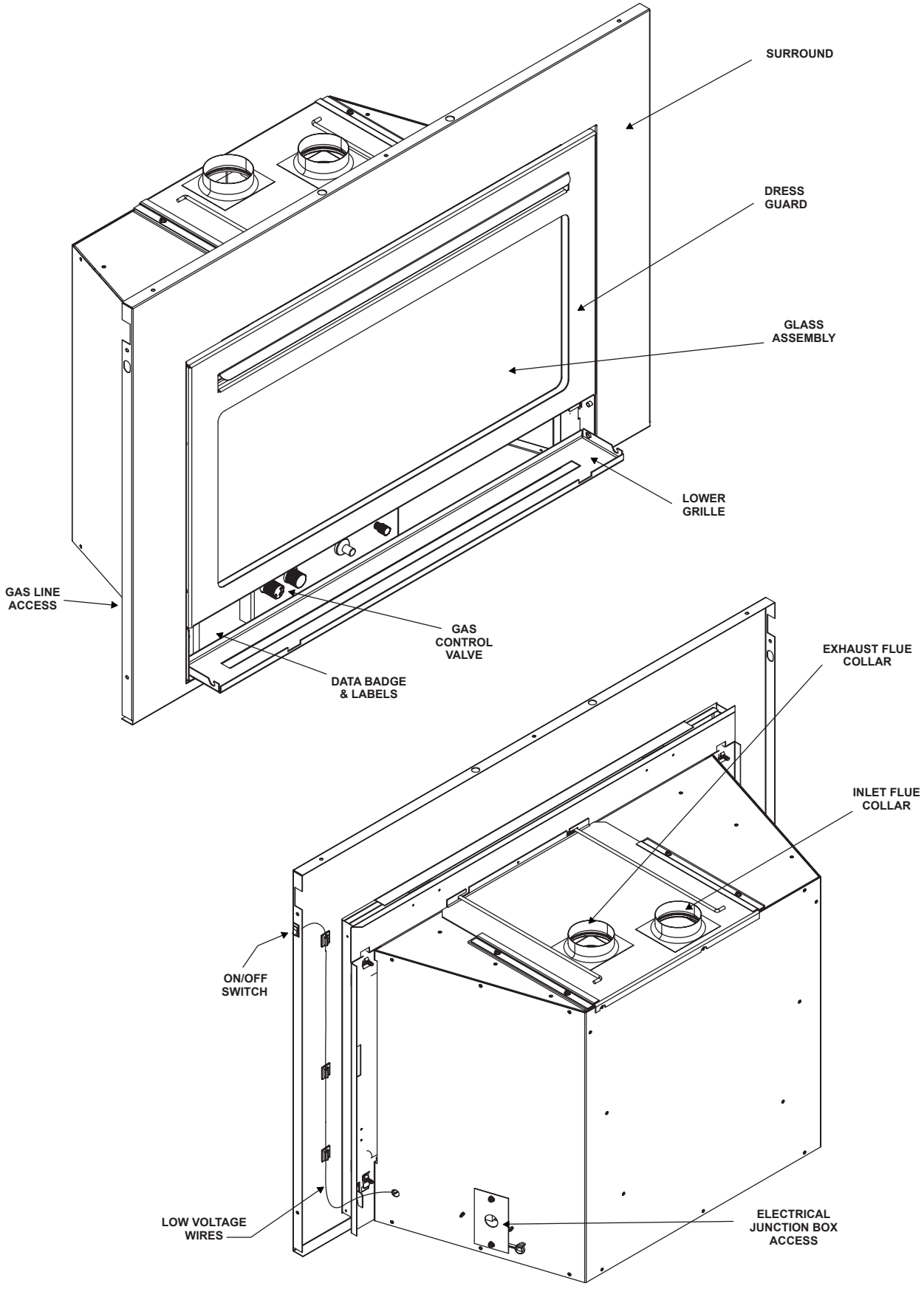
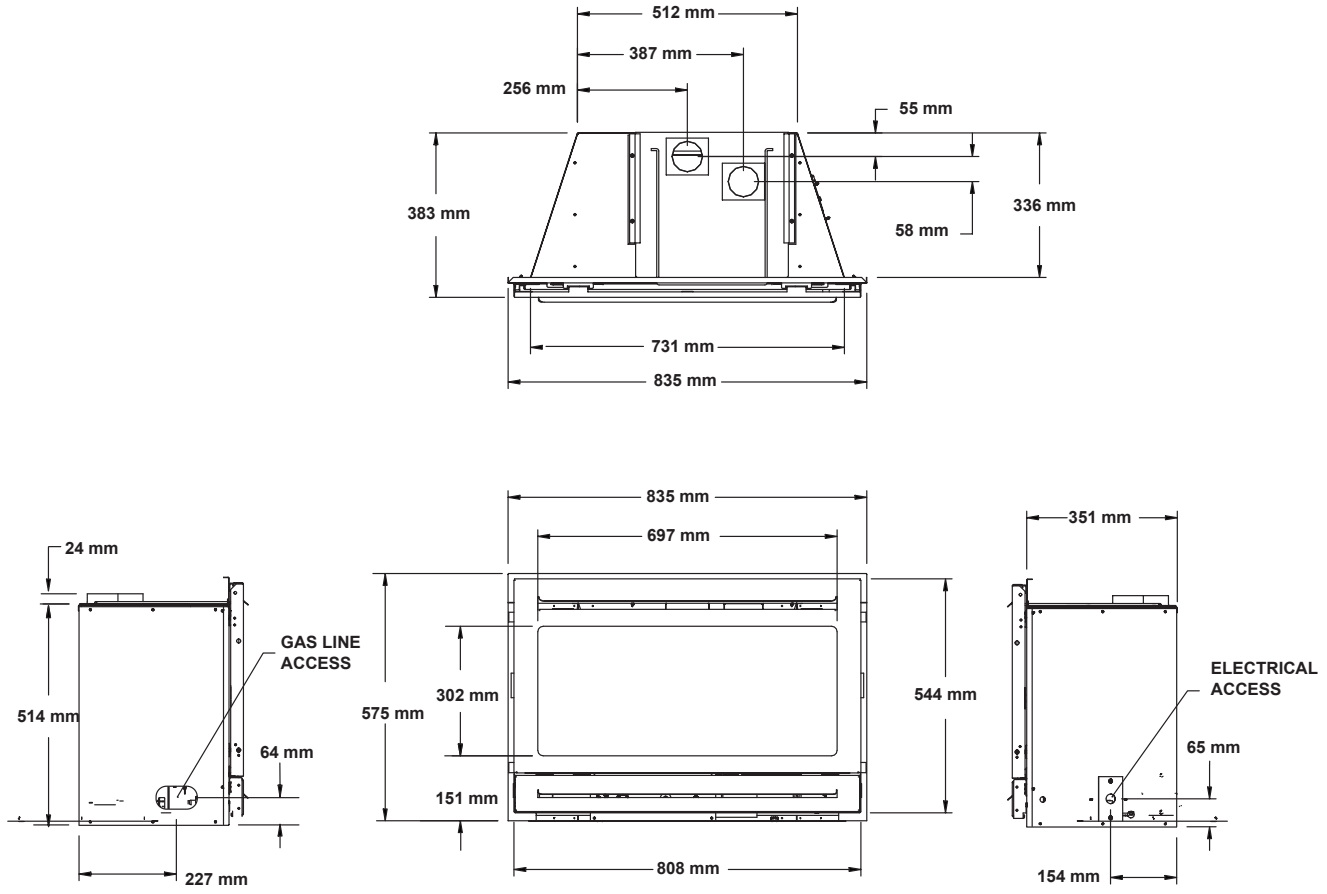
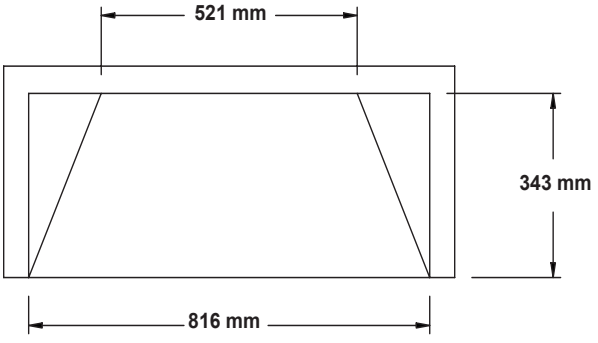

SURROUND
DRESS GUARD
GLASS ASSEMBLY
LOWER GRILLE
GAS LINE ACCESS
GAS CONTROL VALVE
DATA BADGE & LABELS
EXHAUST FLUE COLLAR
INLET FLUE COLLAR
ON/OFF SWITCH
LOW VOLTAGE WIRES
ELECTRICAL JUNCTION BOX ACCESS

FIGURE 1



TOP VIEW
MASONRY OF FACTORY-BUILT FIREPLACE



MINIMUM FIREPLACE OPENING

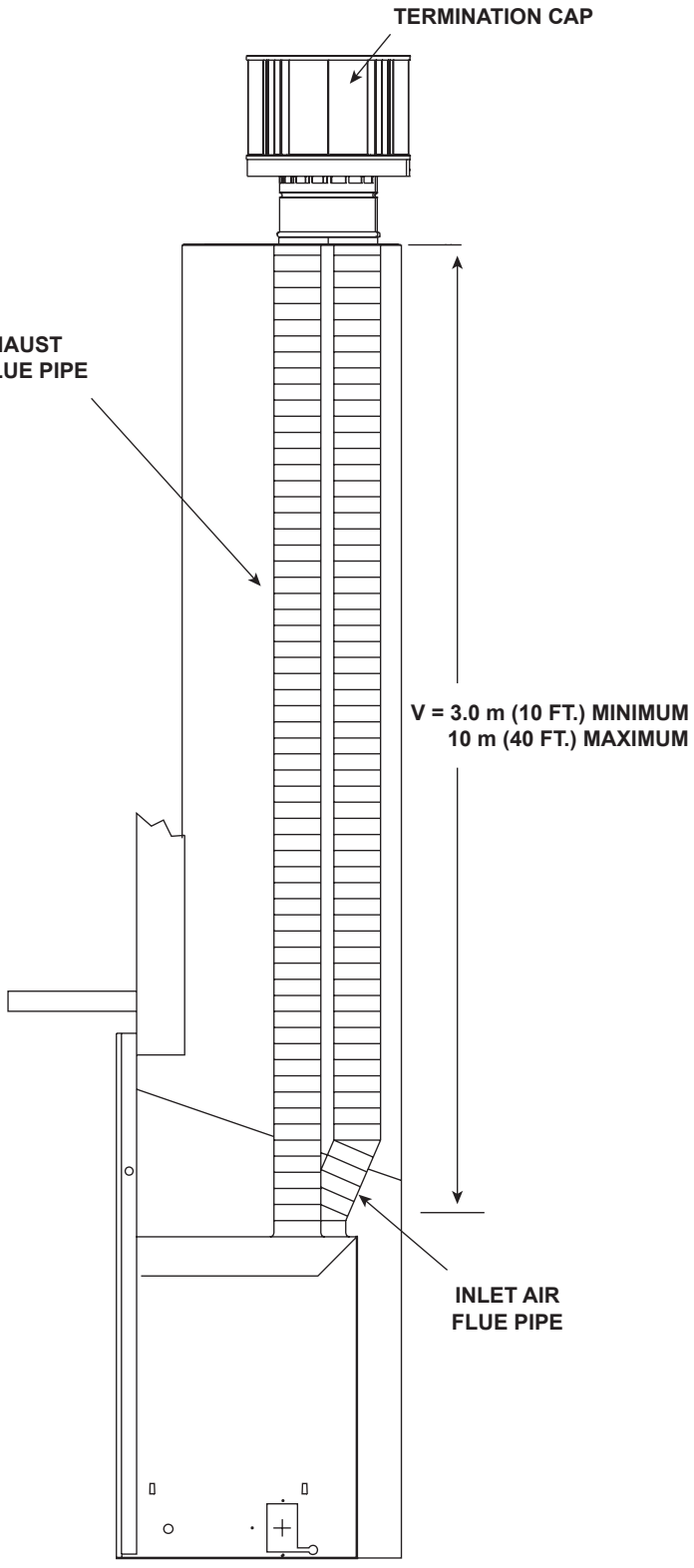
WIDTH:	**32-1/8"**	**(816 mm)**
DEPTH:	**13-1/2"**	**(343 mm)**
HEIGHT:	**20-1/2"**	**(521 mm)**

NOTE: If exhaust collar on insert and fireplace damper do not line up, add 4 inches (102 mm) to minimum fireplace opening height to accommodate bends in vent pipe.

FIGURE 2

MODEL	FLUE TERMINATION APPROVAL	
ATS-AU-D	LINK-DV30B	VERTICAL TERMINATION CAP

TABLE 1



WARNING: THE EXHAUST PIPE MUST ONLY BE CONNECTED TO THE EXHAUST STARTING COLLAR OF THE UNIT AND THE CENTER COLLAR OF THE TERMINATION CAP.

THE INLET AIR PIPE MUST ONLY BE CONNECTED TO THE INLET AIR COLLAR OF THE UNIT AND ATTACHED TO THE INLET AIR COLLAR OF THE TERMINATION CAP.

FIGURE 3

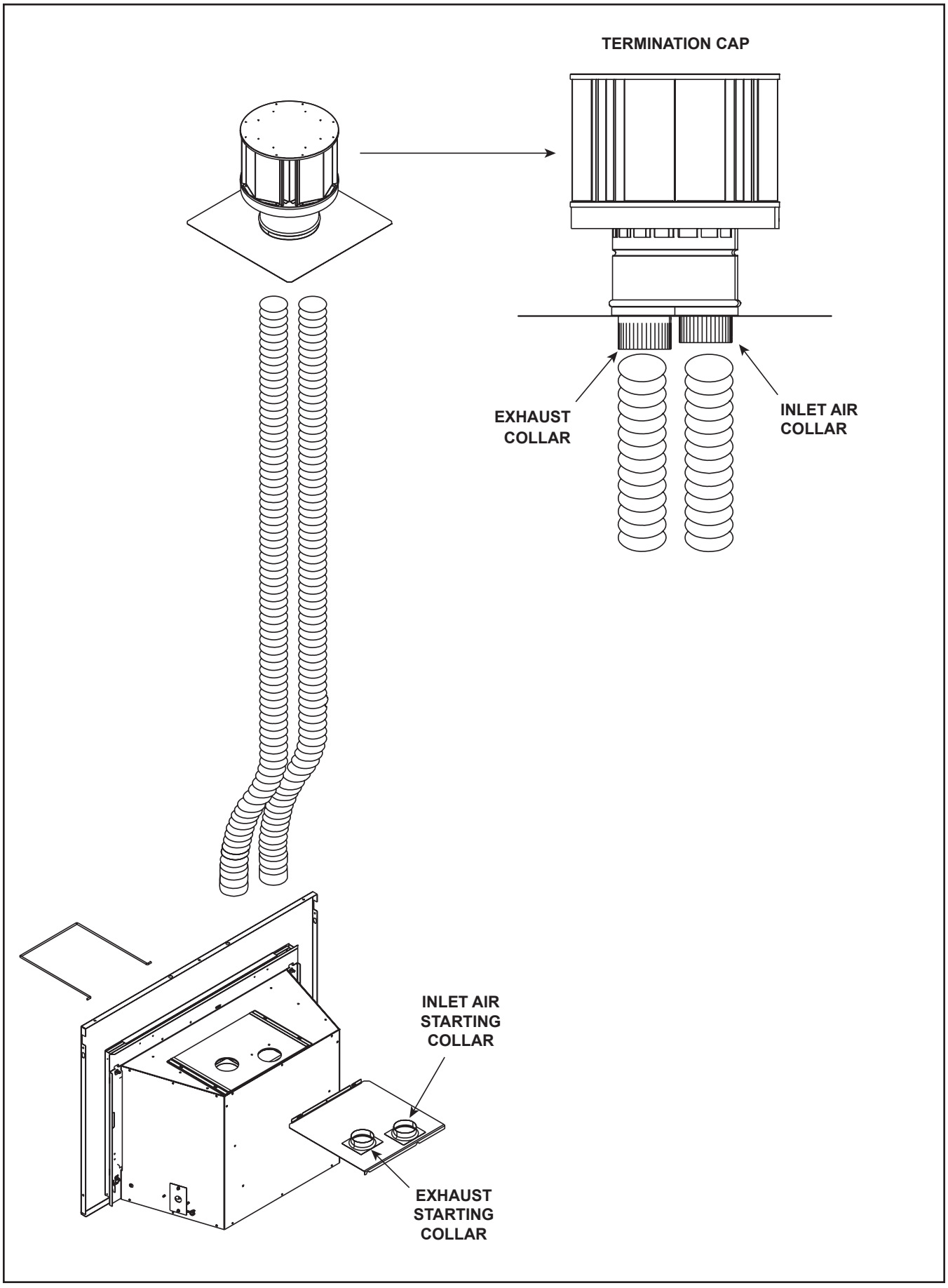

TERMINATION CAP
EXHAUST COLLAR
INLET AIR COLLAR
INLET AIR STARTING COLLAR
EXHAUST STARTING COLLAR

FIGURE 4

1.0 INSTALLATION INSTRUCTIONS

1.1 INTRODUCTION

This model is designed to operate with all combustion air being siphoned from the outside of the building and all exhaust gases expelled to the outside of the building. This model is designed to be installed in a masonry fireplace or factory built fireplace. These units **CANNOT** be recessed inside combustible construction.

Minimum dimensions of the masonry or factory-built fireplace into which these models can be installed, are 32 1/8-inches (816 mm) width x 13 1/2 -inches (343 mm) depth x 20 1/2 inches (521 mm) height.

WARNING: THIS UNIT IS NOT FOR USE WITH SOLID FUEL.

This unit **MUST** use the flue termination described in the flueing section of the manual.

The control system for this model is a millivolt type. It consists of a gas control valve/variable regulator, a standing pilot/thermopile/thermocouple, a piezo ignitor, and an ON/OFF switch. The controls are located behind the lower grille. Access to the controls is gained by rotating the grille up. ON/OFF switch is located on the front surround. See Figures 1 and 7.

Minimum inlet gas supply pressure for purpose of input adjustment is 4.5 inches w.c. (1.13 kPa) for natural gas and 11 inches w.c. (2.75 kPa) for propane. Manifold (outlet) pressures should be set at 3.2 inches w.c. (.80 kPa) for natural gas models and 9.6 inches w.c. (2.40 kPa) for propane models.

In planning the installation for the insert it is necessary to determine where the unit is to be installed, and whether optional accessories (wall switch, thermostat, or remote control) are desired. Gas supply piping should also be planned. Model ATS-AU-D has a factory installed fan.

This model is designed to be installed in a masonry or factory-built fireplace. The separate 3.3 inch (84 mm) combustion air and exhaust pipes must be run up through the chimney and terminated vertically. Horizontal flue terminations **MUST NOT** be done.

Before starting installation of flue kits, the installer should read the Gas Fireplace Instructions and the Flue Kit Instructions to ensure that a proper flue installation is completed.

Consult your local Building Codes before beginning the installation.

WARNING: THIS GAS FIREPLACE AND FLUE ASSEMBLY MUST BE FLUED DIRECTLY TO THE OUTSIDE AND MUST NEVER BE ATTACHED TO A CHIMNEY SERVING A SEPARATE SOLID FUEL BURNING APPLIANCE. EACH GAS APPLIANCE MUST USE A SEPARATE FLUE SYSTEM.

CAUTION: Prior to connecting the flue system to the unit, read sections:

1.3 Connecting the Gas Supply

1.4 Fan

1.2 FLUE SYSTEM

1.2.1 FLUE SYSTEM APPROVALS

Table 1 and Figures 3-5 show the flue termination caps and systems approved for use with this model. Approved flue system terminations are labeled for identification. 3.3 inch (84mm) diameter listed flexible aluminum or stainless steel gas flue is used for both the incoming combustion air and exhaust flue pipes. NO OTHER FLUEING SYSTEMS OR COMPONENTS MAY BE USED. Detailed installation instructions are included with each flue termination kit and should be used in conjunction with this manual.

HORIZONTAL FLUEING

The flue system on this model **CANNOT** be terminated horizontally.

VERTICAL FLUEING

The flue pipes **MUST** be connected to the proper collars on the unit **AND** the exhaust flue pipe **MUST** be connected to the termination cap or the unit will not operate. The combustion air flue pipe **MUST** be connected to the termination cap.

NOTE: The minimum vertical rise (exhaust flue) is 10 feet (3M) and the maximum vertical rise is 40 feet (10M). These dimensions are measured from the starting collars of the unit to the end of the last section of flue pipe (See dimension V in Figure 3).

A vertical flue termination system installed on this model will include one (1) length of 3.3 inch (84 mm) flexible flue pipe for the combustion air, one (1) length of 3.3 inch (84 mm) flexible flue pipe for the exhaust, one (1) LINK-DV30B Vertical Termination Kit.

1.2.2 CONNECTING THE FLUE PIPE

NOTE: The damper of the masonry or factory-built chimney may have to be removed to allow installation of the flexible-flue pipe.

Install the 3.3 inch (84mm) flexible flue pipes down through the chimney. Slide the starting collar bracket towards the back of the unit. See Figure 4. Attach and secure the bottom ends of the flex pipes to the starting collar bracket with 3 plated sheetmetal screws on each collar. Slide the gas insert into place, and position any excess flex flue pipe back up into the chimney. Use the handle to slide the starting collar plate forward. Hold the collar bracket from sliding backwards by inserting a screw through the unit front and into the collar plate.

Attach the pipe-to-cap adaptor to the termination cap and to the top of the flexible flue pipe and set the cap in place at the top of the chimney. See Figures 3 and 4.

CAUTION: To avoid downdrafts and/or cold air problems, it is recommended to seal off the area between the termination cap and the top of the solid-fuel chimney opening into which the flue cap has been installed.

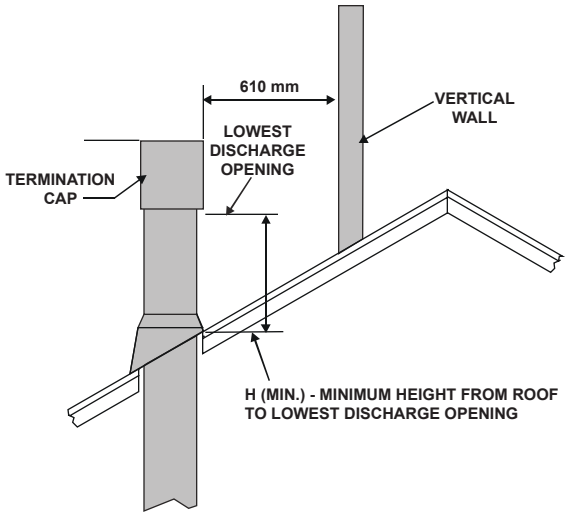
WARNING: A 12-inch (305 mm) minimum chimney and/or flue height above the roof top is necessary in the interest of safety. See Figure 5.

NOTE: THIS ALSO PERTAINS TO VERTICAL FLUE SYSTEMS INSTALLED ON THE OUTSIDE OF THE BUILDING.

1.3 CONNECTING THE GAS SUPPLY

The gas is introduced to the appliance on the left hand side. See Figure 6. After the gas pipe installation is complete, check all gas connections carefully for leaks with a soap solution. DO NOT USE AN OPEN FLAME.

NOTE: THE GAS SUPPLY LINE SHOULD BE PURGED OF ANY TRAPPED AIR PRIOR TO THE FIRST FIRING OF THE UNIT.



Angle	H (Min.) M
0°-26.6°	0.30*
26.6°-30.3°	0.38*
30.3°-33.7°	0.46*
33.7°-36.9°	0.61*
36.9°-39.8°	0.76
39.8°-42.5°	0.99
42.5°-45.0°	1.22
45.0°-49.4°	1.52
49.4°-53.1°	1.83
53.1°-56.3°	2.13
56.3°-59.0°	2.29
59.0°-60.3°	2.44

*.91 M minimum in snow regions

Figure 5 Minimum Height from Roof to Lowest Discharge Opening

FIGURE 5 specifies minimum flue heights for various pitched roofs.

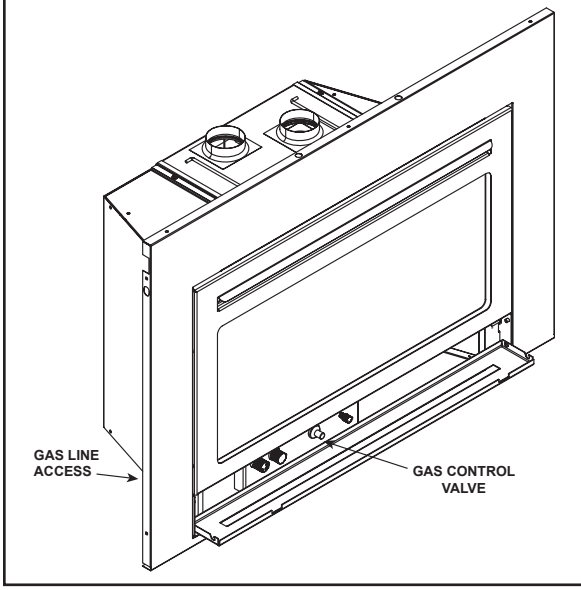


FIGURE 6

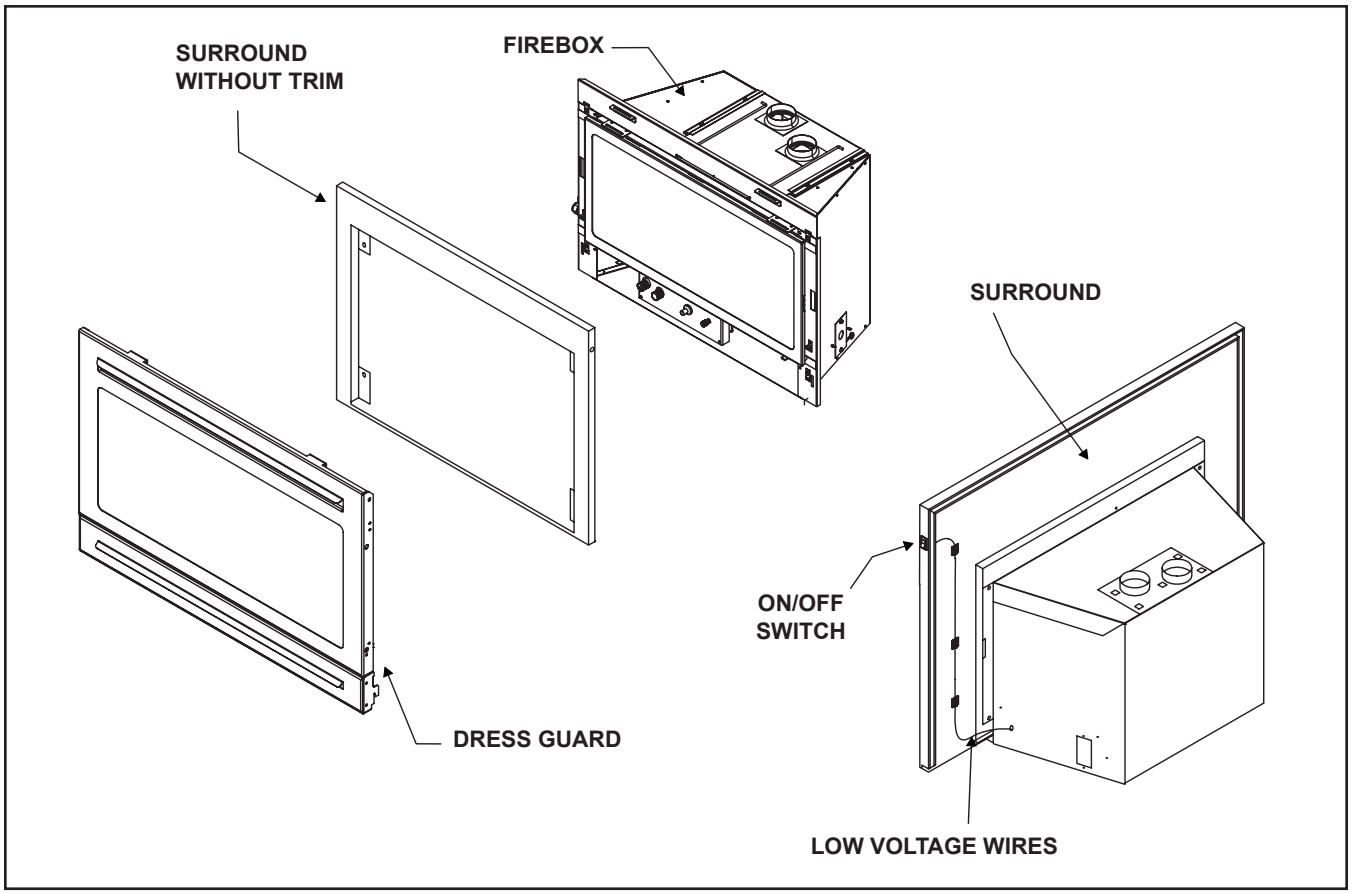


FIGURE 7

1.4 FAN

Model ATS-AU-D has a factory installed Fan, Junction Box, variable speed Rheostat Control Switch, and Temperature Sensor Switch for the fan. The fan, temperature sensor switch, and junction box are located behind the lower grille. To provide the 240 VAC needed at the Junction Box, simply plug the 3-prong grounded cord into a 3-prong grounded 240 VAC wall outlet. This cord exits the unit at the lower right hand corner.

1.5 INSTALLING THE SURROUND

NOTE: REMOVE FRONT TRIM DOOR AND GLASS DOOR ASSEMBLIES FROM THE INSERT BEFORE SURROUND INSTALLATION.

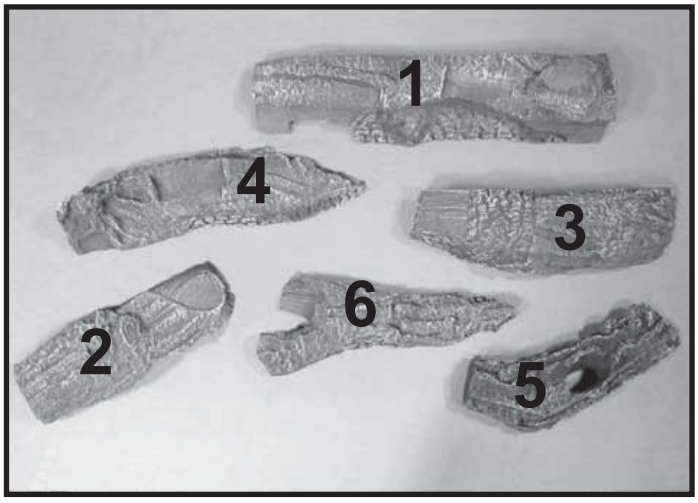
1. Find the coiled low voltage wires and ON/OFF switch attached to outer right side of the insert. See Figure 7.
2. Disconnect the ON/OFF switch from the low voltage wire leads, and insert the short wires of the ON/OFF switch through the hole at the upper right corner of the surround and push the back of the switch through the hole - it will be retained in the hole.
3. Run the low voltage lead wires up the back of the right side of the surround and secure them with the three wire ties found there. Reconnect the low voltage wires to the short wires of the ON/OFF switch.
4. Remove and retain the four surround attachment screws at the corners of the face of the unit. See Figure 7.
5. Slide the surround against the face of the unit, aligning the holes in upper and lower, right and left corners and secure the surround to the unit with the attachment screws.

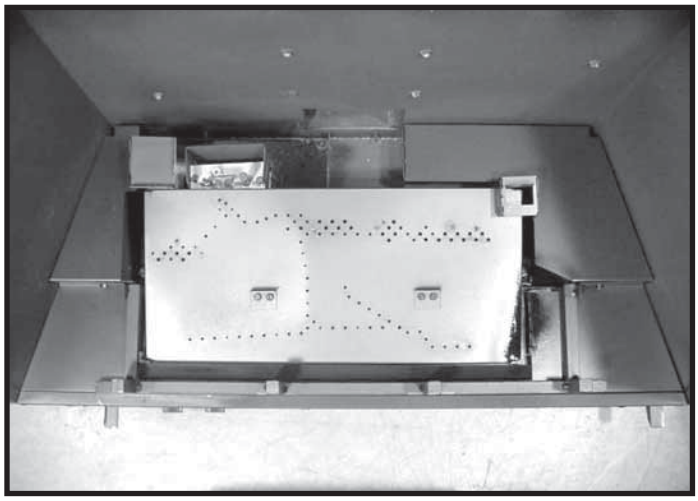
NOTE: PLACE THE THREE INSULATION PIECES INTO THE CAVITIES AT THE BACK OF THE SURROUND BEFORE POSITIONING THE INSERT INTO THE FACTORY-BUILT OR MASONRY FIREPLACE. THIS INSULATION WILL HELP SEAL FOR COLD AIR LEAKS.

Log Assembly: 327-700A
Model: ATS-AU-D

LOG PLACEMENT INSTRUCTIONS

Remove dress guard and glass door from heater.
Carefully remove logs from cardboard.
CAUTION: Logs are fragile!





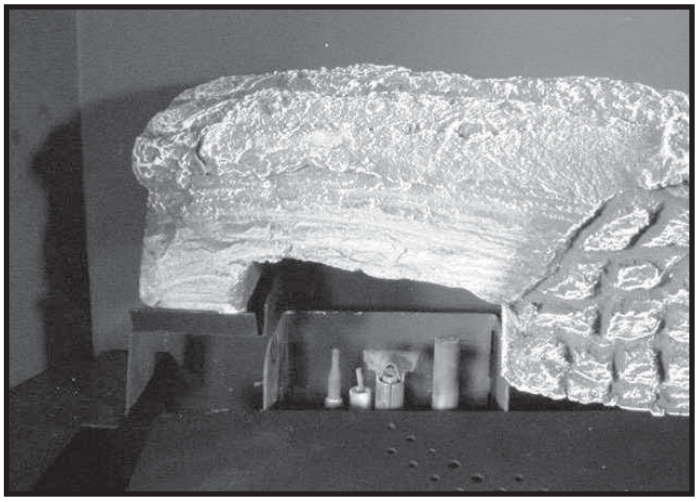
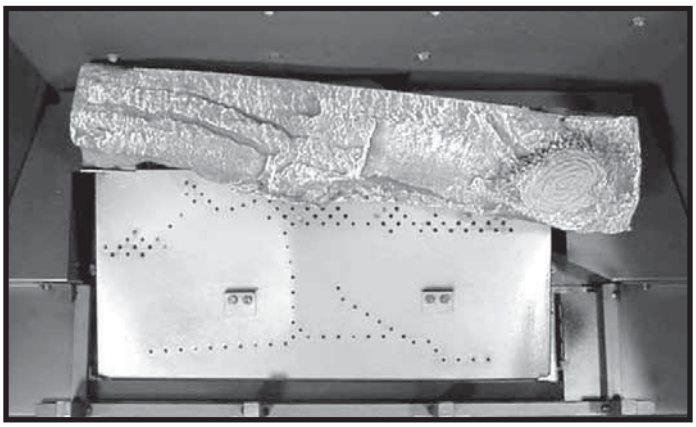
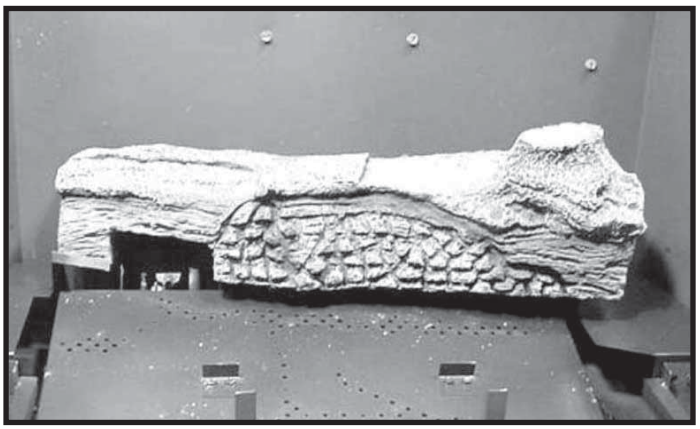
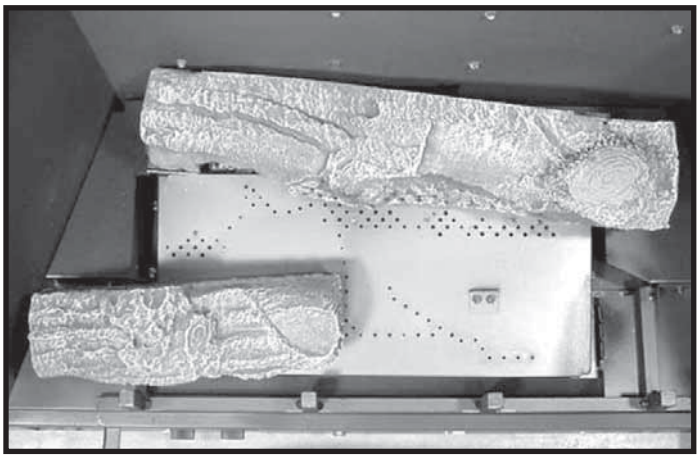


Photo A

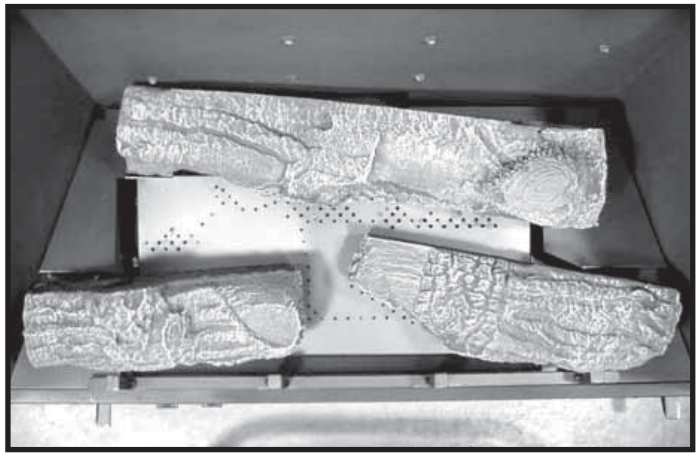




LOG #1 (SRV327-701): Place log #1 in the back of the heater, locating it's slot on the right over the protruding tab. The left end of the log is positioned by the two bend up tabs shown in Photo A.

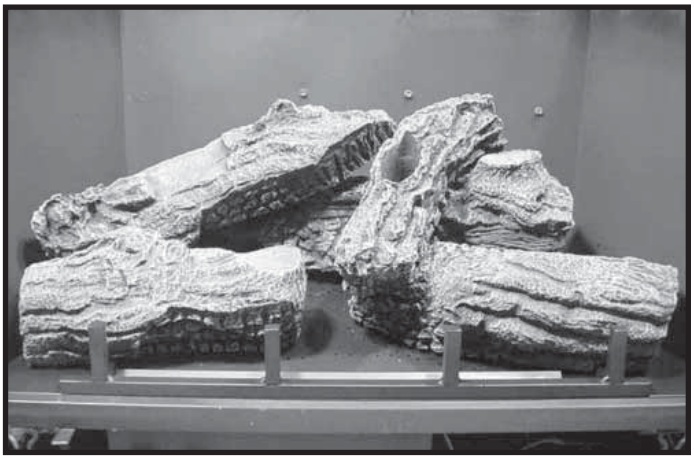


LOG #2 (SRV327-702): Position log #2 by locating its slot over the tab on the front left of the burner. The slot of the left side of log #2 fits over the bar grate. Push the left side back onto it so it rests against the step.



LOG #3 (SRV327-703): Position log #3 by locating its slot over the tab on the right front of the burner. The slot on the right side of log #3 fits over the bar grate.

LOG #4 (SRV327-704): Place the bottom left corner of log #4 behind log #2 and rest its top right corner on log #1.



LOG #5 (SRV327-705): Rest log #5 in the cutouts on both log #1 and log #2 as shown.

LOG #6 (SRV438-724): Position the "Y" end of log #6 into the cutout on log #4 and its opposite end into the groove on log #2.

1.6 FINISHING

Figure 8 shows the minimum vertical and corresponding maximum horizontal dimensions of mantels or other combustible projections above the gas heater.

1.7 LOG INSTALLATION

Carefully remove the log package from the fireplace and the logs from their package. **Handle logs gently.**

Place the logs in the fireplace by following the steps shown on pages 11-13.

Replace the glass door and trim door previously removed prior to lighting the unit. Be certain the gas logs are properly positioned.

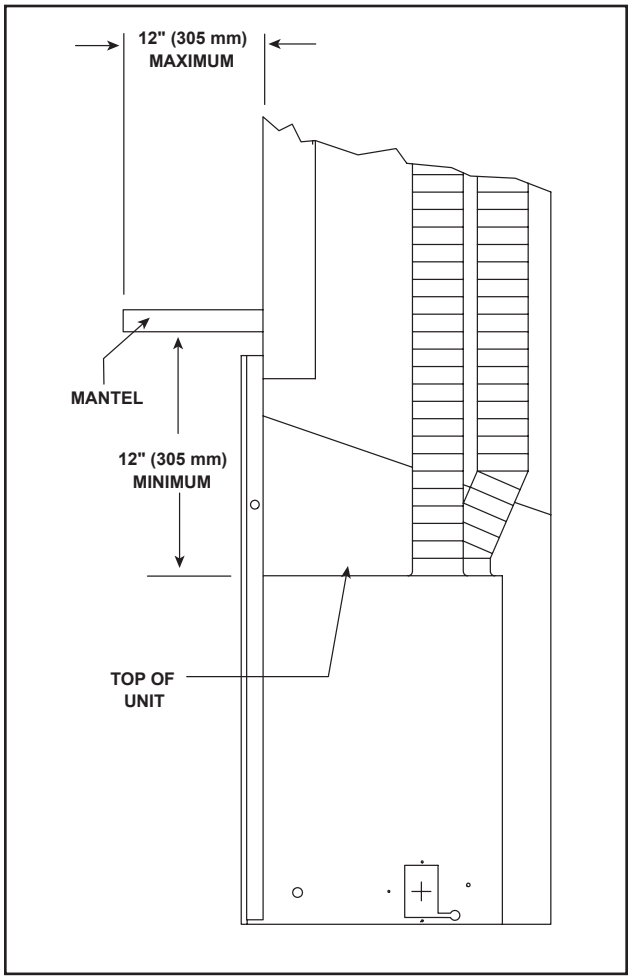


FIGURE 8

1.8 INSTALLER TESTING

The space heater must be tested and be operating according to manufacturer's specifications prior to the installer leaving the site. Note: The tips of the flames should never hit the top of the firebox after the unit has warmed up. Please contact your dealer or a qualified service person to replace injector or adjust valve.

Upon completing the gas line connection, a small amount of air will be in the lines. When first lighting the pilot light, it will take a few minutes for the lines to purge themselves of this air. Once the purging is complete, the pilot and burner will light and operate as indicated in the Lighting Instructions.

Subsequent lights of the appliance will not require such purging.

CAUTION: DURING THE INITIAL PURGING AND SUBSEQUENT LIGHTINGS, NEVER ALLOW THE GAS VALVE CONTROL KNOB TO REMAIN DEPRESSED IN THE "PILOT" POSITION WITHOUT PUSHING THE RED IGNITOR BUTTON AT LEAST ONCE EVERY SECOND.

Follow the Safety Information and Lighting Instructions pages of this manual to light the appliance.

To obtain proper operation, it is imperative that the pilot and main burner flame characteristics are steady, not lifting or floating. Typically, the top 3/8-inch (10 mm) of the pilot generator should be engulfed in the pilot flame. (Figure 9).

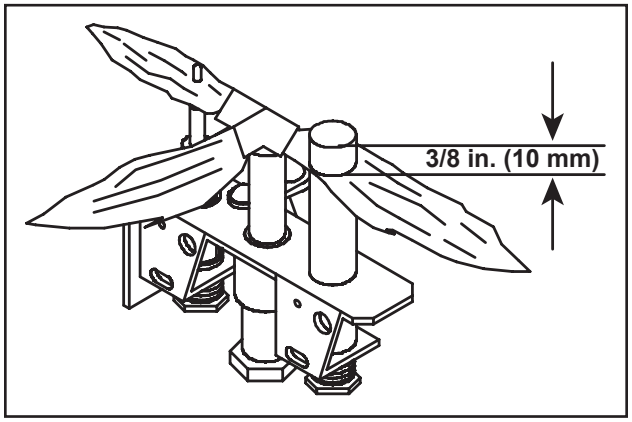


FIGURE 9

Proper gas log positioning is shown on pages 11-13.

Follow Section 3.5 TROUBLESHOOTING for adjusting the appliance to operate properly.

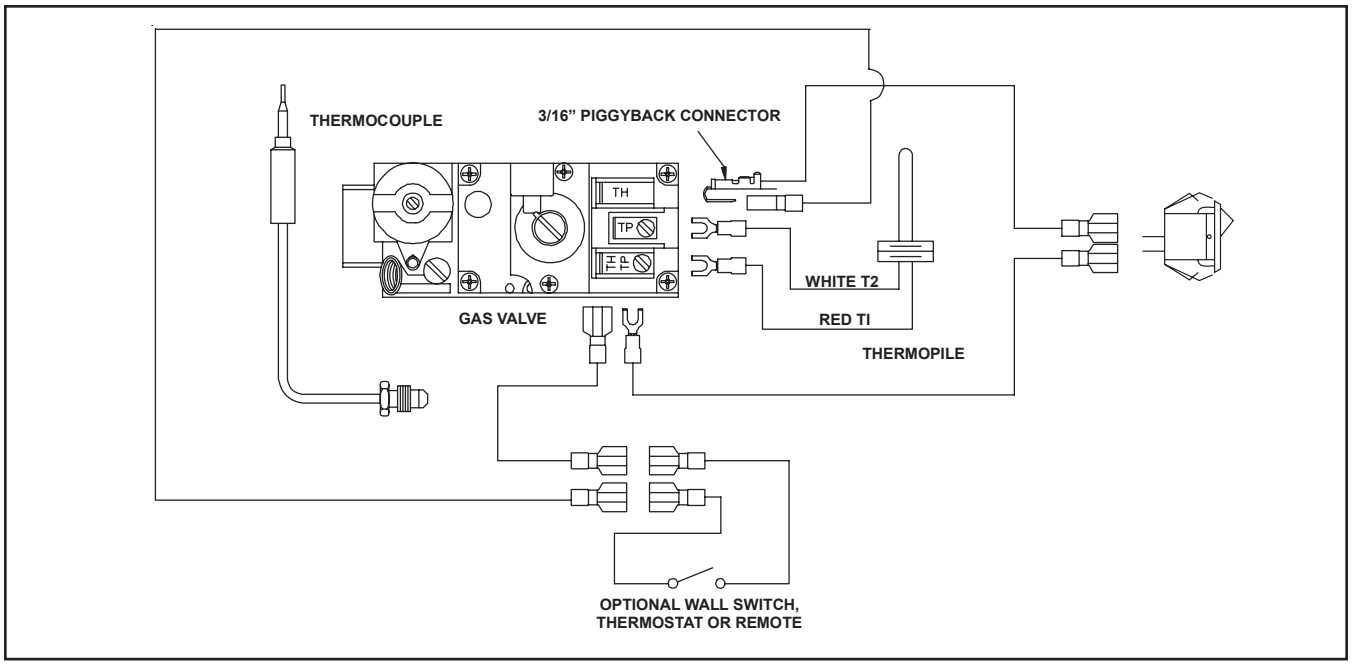


FIGURE 10

2.0 OPERATING INSTRUCTIONS

⚠ WARNING

HOT SURFACES!
Glass and other surfaces are hot during operation AND cool down.

Hot glass will cause burns.
- **DO NOT** touch glass until it is cooled
- NEVER allow children to touch glass
- 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.
- Keep clothing, furniture, draperies and other flammable materials away.

This appliance has been supplied with an integral barrier to prevent direct contact with the fixed glass panel. DO NOT operate the appliance with the barrier removed.

The control system for these models is a millivolt type. It consists of a gas control valve/variable regulator, a standing pilot assembly, a thermopile, a piezo ignitor, and an ON/OFF rocker switch. The controls are located in the lower compartment behind the lower grille. Access to this compartment is gained by rotating the grille up. See Figure 1.

WARNING: DO NOT CONNECT 240 VAC TO THE GAS CONTROL VALVE OR CONTROL WIRING SYSTEM OF THIS UNIT.

The gas control system is wired so the thermopile, when heated with the pilot light, will provide approximately 350 to 500 millivolts. This activates the gas control valve. See Figure 11 for appliance wiring diagram.

When lit for the first time, the appliance will emit a slight odor for an hour or two. This is due to paint and lubricants used in the manufacturing process. Additionally, for the first few minutes after each lighting, vapor may condense and fog the glass and the flames may be blue. After a few minutes this moisture will disappear and within 15-30 minutes the flames should become yellow.

Following this initial burn, turn off the fireplace and allow the glass to cool completely. Remove the glass using the appropriate removal instructions. Clean the glass with any common household glass cleaner and soft cloth. Cleaning the glass after the initial burn will prevent the film from becoming baked onto the glass. After this initial cleaning it should only be necessary to clean the glass occasionally as required. **Never scrape or rub glass with any abrasive materials or cleaners.**

The heater may produce a noise, caused from metal expansion and contraction as it heats up and cools down. This noise is similar to one that a furnace heat duct may produce and does not affect the operation or longevity of the heater.

OPERATING CAUTIONS

- **THIS APPLIANCE MAY EXHIBIT A SLIGHT CARBON DEPOSITION.**
- **DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.**
- **DO NOT USE OR STORE FLAMMABLE MATERIALS NEAR THIS APPLIANCE.**
- **DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILE IT IS IN OPERATION.**
- **THE DRESS GUARD IS FITTED TO THIS APPLIANCE TO REDUCE THE RISK OF FIRE OR INJURY FROM BURNS AND NO PART OF IT SHOULD BE PERMANENTLY REMOVED. FOR PROTECTION OF YOUNG CHILDREN OR THE INFIRM, A SECONDARY GUARD IS REQUIRED.**
- **THE GLASS DOOR ASSEMBLY MUST BE IN PLACE AND SEALED AND THE FIXED MESH DRESS GUARD MUST BE IN PLACE ON THE HEATER BEFORE THE UNIT CAN BE PLACED INTO SAFE OPERATION.**
- **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 UNDERWATER.**
- **DO NOT OPERATE THIS APPLIANCE WITH THE GLASS DOOR REMOVED, CRACKED, OR BROKEN. REPLACEMENT OF THE GLASS DOOR SHOULD BE DONE BY A LICENSED OR QUALIFIED PERSON. DO NOT STRIKE OR SLAM THE GLASS DOOR.**
- **THE GLASS DOOR ASSEMBLY SHALL ONLY BE REPLACED AS A COMPLETE UNIT AS SUPPLIED BY THE GAS HEATER MANUFACTURER. NO SUBSTITUTE MATERIALS MAY BE USED.**

2.1 SAFETY AND LIGHTING INFORMATION

Follow Section **2.2 SAFETY INFORMATION** and **2.3 LIGHTING INSTRUCTIONS** to light the appliance.

By design, the flame pattern will not be identical from unit to unit. Additionally, flame pattern may vary depending on installation type and weather conditions.

NOTE: THE TIPS OF THE FLAMES SHOULD NEVER HIT THE TOP OF THE FIREBOX.

2.2 SAFETY INFORMATION

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. When lighting the pilot, follow these instructions exactly.

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.

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.

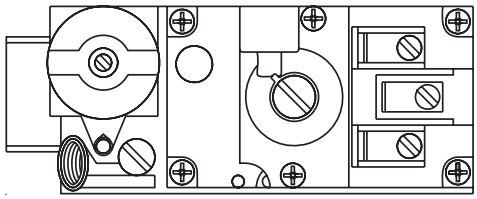
C. Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it. Call a qualified service technician. Forced or attempted repair may result in a fire or explosion.

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 gas control system which has been under water.

2.3 LIGHTING INSTRUCTIONS

LIGHTING INSTRUCTIONS

1. "STOP!" Read the safety information on previous page.
2. To access controls, open the bottom grille.
3. Turn the valve control knob to the "OFF" position. To do this, you must turn the knob clockwise to the "Pilot" position, and then press in and continue turning clockwise to the "OFF" position.



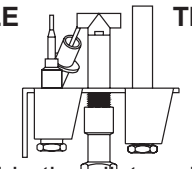
GAS CONTROL VALVE

NOTE: Knob cannot be turned from "PILOT" to "OFF" unless knob is pushed in slightly. Do not force.

4. WAIT FIVE (5) MINUTES TO CLEAR OUT ANY GAS. Then smell for gas, including near the floor. If you then smell gas, STOP! Follow "B" in the safety information above. If you don't smell gas, go to the next step.
5. The pilot should not require accessing for lighting purposes. The pilot is located inside the combustion chamber. If it is necessary to access the pilot, follow the instructions in Section 3.1 and 3.3 for glass door removal and replacement.

PILOT BURNER

THERMOCOUPLE **THERMOPILE**



6. To put the control in the pilot position, turn the control knob counter-clockwise to the "Pilot" position.
7. To light the pilot depress the control knob and then depress the red piezo button until it makes a clicking sound. It may be necessary to repeat this step. If the pilot does not light after 10 seconds, go back to step 3. The control knob should be held down for a MINUTE after pilot ignition.
   - If the control knob does not pop out when released, **STOP**-shut off the gas supply to the heater control valve, and **IMMEDIATELY** call your service technician or gas supplier.
   - If the pilot will not stay lit after two tries, turn the control knob to the "OFF" position and call your service technician or gas supplier.
8. After the pilot has been lit, the burner can be turned on by turning the knob counter-clockwise to the "ON" position. Flip the ON/OFF switch to the "ON" position.
9. Close the bottom grille.

TO TURN OFF GAS APPLIANCE

1. Turn ON/OFF switch to "OFF".
2. Open the bottom grille.
3. Turn the valve control knob clockwise to the "Pilot" position, then depress knob and continue turning to "OFF" position.
4. Close the bottom grille.

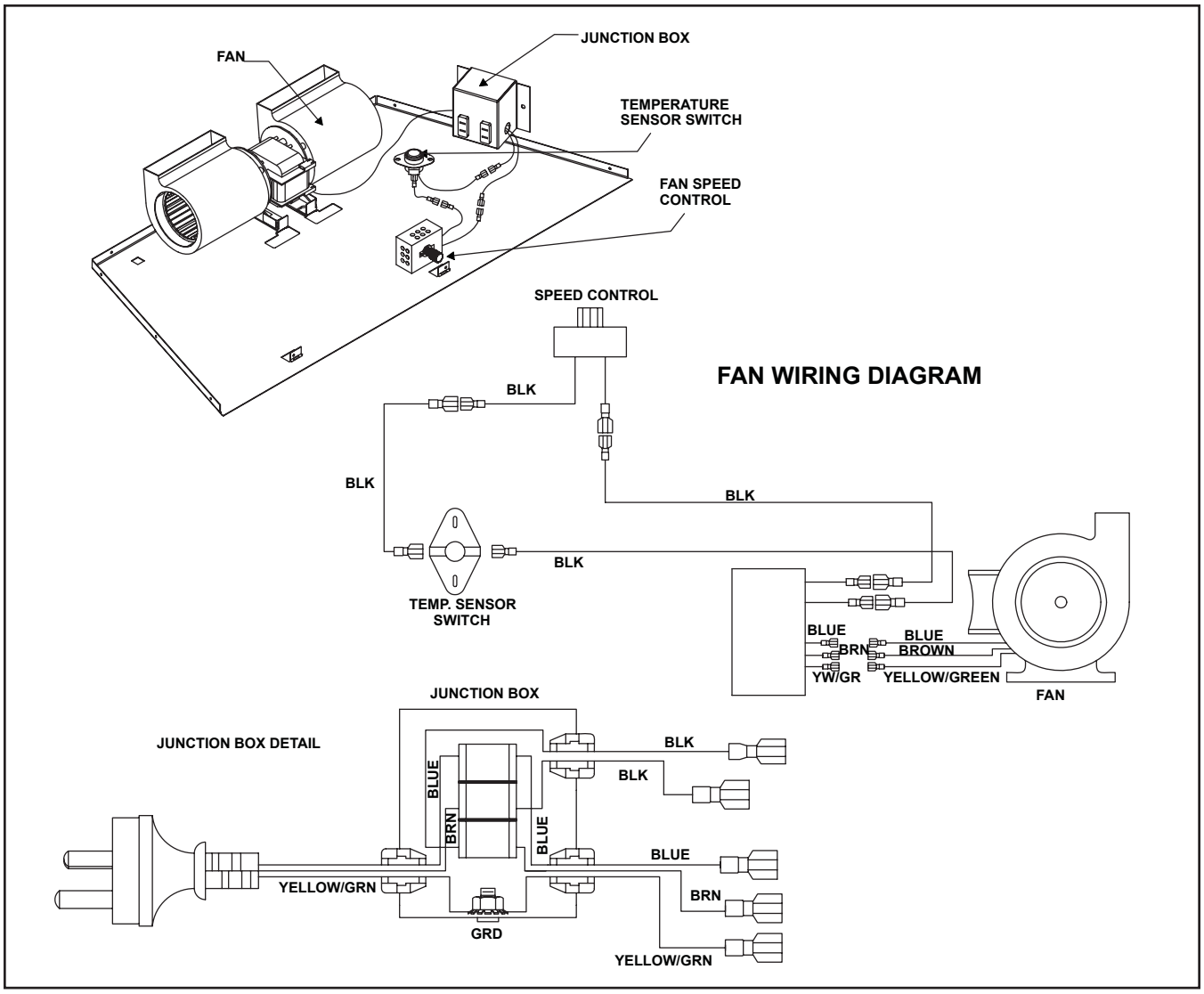


FIGURE 11

2.4 FAN OPERATION

The accessory fan is wired in series with a speed control switch and a temperature sensor switch. Set the speed control to an "ON" position and light the heater. The temperature sensor switch will automatically start the fan when the switch warms up—and stop the fan when it cools down. You can manually stop the fan by turning the speed control switch to "OFF". See Figure 11 for fan wiring diagram.

3.0 SERVICING AND MAINTENANCE

A. **HEATER SERVICING:** Frequency of heater servicing will depend upon use and type of installation.

B. **IMPORTANT:** TURN OFF GAS BEFORE SERVICING APPLIANCE. IT IS RECOMMENDED THAT A COMPETENT SERVICE TECHNICIAN PERFORM SERVICE CHECK-UPS AT THE BEGINNING OF EACH HEATING SEASON.

C. The appliance and flue system should be inspected before initial use and at least annually by a qualified field service person.

D. Inspect the external flue cap on a regular basis to make sure that no debris is interfering with the air flow.

E. Keep the control compartment, logs, and burner area surround the logs clean by vacuuming or brushing at least twice a year.

CAUTION: THE LOGS GET VERY HOT - HANDLE ONLY WHEN COOL.

WARNING: DO NOT USE ABRASIVE CLEANERS ON THE GLASS DOOR ASSEMBLY. DO NOT ATTEMPT TO CLEAN THE GLASS DOOR WHEN IT IS HOT.

F. The glass door should be cleaned using a household glass cleaner. **DO NOT** handle or attempt to clean the glass when it is **HOT.**

G. In order to properly clean the burner and pilot assembly, turn off the gas to the unit and remove the logs exposing the burner and pilot assembly. Clean all foreign materials from top of burner. Check to make sure that the burner orifice is clean.

Visually inspect the pilot periodically. Brush or blow away any dust or linen accumulations. If the pilot orifice is plugged, disassembly may be required to remove any foreign materials from the orifice or tubing.

To obtain proper operation, it is imperative that the pilot and main burner flame characteristics are steady, not lifting or floating. Typically, the top 3/8-inch (9.5m) of the pilot generator should be engulfed in the pilot flame (Figure 9).

3.1 REMOVAL OF COVERS FOR SERVICING

1. Control Compartment Grille
    - Rotate the bottom grille down to access the gas controls.
2. Dress Guard and Glass Door
    - Pull the bottom of the dress guard out to disengage its retaining clips. Lift the guard up and forward to remove. Replace the dress guard when servicing is complete.
    - Rotate the bottom grille down. Release the two spring latches, at the bottom of the glass door, releasing the glass frame. Carefully rotate the glass door out at its bottom and lower the top clips to clear their retainers.

3.2 REMOVAL OF COMPONENTS FOR SERVICE

1. Burner

- Carefully remove the log set. Next, unscrew the two fasteners holding the grate. The grate and base pan can now removed.
- Unscrew the brackets at both ends of the burner and slide the burner to the right away from the burner orifice.

2. Pilot Assembly/Ignition System

- Remove the log set, log grate, and base pan.
- Disconnect the gas supply tube from the underside of the pilot burner.
- Disconnect the electrode wire from the piezo ignitor (found adjacent to the gas control valve).
- Unscrew the pilot assembly bracket and remove. **NOTE:** When removing the pilot assembly, carefully pull the electrode wire up through the grommeted hole in the base pan.

3.3 PARTS REPLACEMENT

1. Fan

- Unplug the power cord.
- Remove the electrical cover plate from the lower right hand side of the heater. Loosen the retaining screws on the wire connector to disconnect the fan wires. Disconnect earth wire from junction box stud.
- Slide the fan out the front of the lower controls compartment.

2. Fan Speed Control

- Disconnect the wires from the fan speed control switch, pull off the knob, and remove the nut holding the speed control to the bracket.

3. Temperature Sensor

- Disconnect the wires from the fan temperature sensor switch and remove the nut holding the switch bracket onto the side of the firebox.

4. Glass Panel

- To replace the glass door, insert the top two tabs into the receiving slots. Push glass against unit and latch the spring latches onto the bottom two tabs of the glass frames.

3.4 ADJUSTMENTS AND REPLACEMENT PARTS

Adjustments and replacement parts for this appliance should only be done by a qualified service person. A wiring diagram for the appliance is shown in **SECTION 2.0 OPERATING INSTRUCTIONS**. A replacement part table is shown in **SECTION 4.0** of this manual.

3.6 TROUBLESHOOTING ATS-AU-D

With proper installation and maintenance, your new Gas Heater should provide years of trouble-free service. If you do experience a problem, refer to the Trouble Shooting Guide below. This guide will assist a qualified service person in the diagnosis of problems and the corrective action to be taken.

Electronic Ignition System

Symptom	Possible Causes	Corrective Actions
1. Spark Ignitor will not light pilot after repeated triggering of red button.	a. Defective ignitor (no spark at electrode).	Check for spark at electrode and pilot; if no spark and electrode wire is properly connected, replace ignitor.
	b. Defective pilot.	Using a match, light pilot. If pilot lights, turn off pilot and trigger the red button again. If pilot lights, an improper gas/air mixture caused the bad lighting and a longer purge period is recommended.
	c. No gas or low gas pressure.	Check unit's shut-off valve and remote shut-off valves from heater. Usually there is a valve near the main. There can be more than one (1) valve between the heater and main. Low pressure can be caused by a variety of situations such as a bent line, too narrow diameter of pipe or even low line pressure. Check for kinked lines. If none, consult with plumber or gas supplier.
	d. No L.P. in tank.	Check L.P. (propane) tank. Refill the fuel tank.
2. Pilot will not stay lit after carefully following lighting instructions.	a. Defective thermocouple.	Check that pilot flame impinges on thermocouple. Clean and/ or adjust pilot for maximum flame impingement. Ensure that the thermocouple connection at the gas valve is fully inserted and tight (hand tight plus 1/4 turn). Disconnect the thermocouple from the valve, place one millivolt meter lead wire on the tip of the thermocouple and the other meter lead wire on the thermocouple copper lead. Start the pilot and hold the valve knob in. If the millivolt reading is less than 15 mv, replace the thermocouple.
	b. Defective valve.	If thermocouple is producing more than 15 millivolts, replace faulty valve.
3. **Pilot burning, no gas burner, valve knob "ON", "on-off" switch "ON".**	a. ON-OFF" switch or wires defective.	Check "on-off" switch and wires for proper connections. Place jumper wires across terminals at switch-if burner comes on, replace defective switch. If OK, place jumper wires across switch wires at gas valve-if burner comes on, wires are faulty or connections are bad.
	b. Thermopile may not be generating sufficient millivoltage.	If the pilot flame is not close enough physically to the thermopile, adjust the pilot flame. Be sure the wire connections from the thermopile at the gas valve terminals are tight and the thermopile is fully inserted into the pilot bracket. 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. 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.
	c. Defective valve.	Turn valve knob to “ON”. Place ON/OFF switch to “ON”. Check with millivolt meter at thermopile terminals. Millivolt meter should read greater than 100 m.v. If the reading is okay and the burner does not come on, replace the gas valve.
	d. Plugged burner orifice.	Check burner orifice for stoppage and remove.
	e. Wall switch, or wires defective.	Follow corrective action in A.1 above; check 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 pilot safety to drop out.	Clean and adjust pilot flame for maximum flame impingement on the thermocouple. Follow lighting instruction carefully.

5. The pilot and main burner extinguish while in operation.	a. No L.P. in tank.	Check L.P. (Propane) tank. Refill fuel tank.
	b. Inner flue pipe leaking exhaust gases back into system.	Check for leaks.
	c. Glass too loose and air tight, gasket leaks in corners after usage.	Be certain glass assembly is installed correctly and tighten corner.
	d. Horizontal flue improperly pitched.	The horizontal flue cap should slope down only enough to prevent any water from entering the unit. The maximum downward slope is 1/4 inch.
	e. Bad thermopile or thermo-couple.	Replace if necessary.
	f. Improper flue cap installation.	Check for proper installation and freedom from debris or blockage.
6. Glass soots.	a. Flame impingement on logs.	Adjust the log set so that the flame does not excessively impinge on it.
	b. Improper venturi setting.	Adjust the air shutter at the base of the burner.
	c. Debris around venturi.	Inspect the opening at the base of the burner. It is imperative that **NO** material be placed in this opening.
5. Flame burns blue and lifts off burner.	a. Insufficient oxygen being supplied	Check to make sure flue cap is installed properly and free of debris. Make sure that flue system joints are tight and have no leaks. Check to make sure that no material has been placed at the burner base. Be sure glass is tightened properly on unit, particularly on top corners.

➔ Limited Lifetime Warranty

Hearth & Home Technologies Inc.
LIMITED LIFETIME WARRANTY

Hearth & Home Technologies Inc., on behalf of its hearth brands (”HHT”), extends the following warranty for HHT gas, wood, pellet, coal and electric hearth appliances that are purchased from an HHT authorized dealer.

WARRANTY COVERAGE:

HHT warrants to the original owner of the HHT appliance at the site of installation, and to any transferee taking ownership of the appliance at the site of installation within two years following the date of original purchase, that the HHT appliance 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. HHT, at its own discretion, may fully discharge all of its obligations under such warranties by replacing the product itself or refunding the verified purchase price of the product itself. The maximum amount recoverable under this warranty is limited to the purchase price of the product. This warranty is subject to conditions, exclusions and limitations as described below.

WARRANTY PERIOD:

Warranty coverage begins on the date of installation. In the case of new home construction, warranty coverage begins on the date of first occupancy of the dwelling or six months after the sale of the product by an independent, authorized HHT dealer/ distributor, whichever occurs earlier. The warranty shall commence no later than 24 months following the date of product shipment from HHT, regardless of the installation or occupancy date. The warranty period for parts and labor for covered components is produced in the following table.

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

Warranty Period		HHT Manufactured Appliances and Venting							Components Covered
Parts	Labor	Gas	Wood	Pellet	EPA Wood	Coal	Electric	Venting	
1 Year		X	X	X	X	X	X	X	All parts and material except as covered by Conditions, Exclusions, and Limitations listed
2 years				X	X	X			Igniters, electronic components, and glass
		X	X	X	X	X			Factory-installed blowers
			X						Molded refractory panels
3 years				X					Firepots and burnpots
5 years	1 year			X	X				Castings and baffles
7 years	3 years		X	X	X				Manifold tubes, HHT chimney and termination
10 years	1 year	X							Burners, logs and refractory
Limited Lifetime	3 years	X	X	X	X	X			Firebox and heat exchanger
90 Days		X	X	X	X	X	X	X	All replacement parts beyond warranty period

See conditions, exclusions, and limitations on next page.

WARRANTY CONDITIONS:

- This warranty only covers HHT appliances 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 HHT appliance 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 is 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 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. These parts include: paint, wood, pellet and coal gaskets; 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.
- Damages resulting from: (1) failure to install, operate, or maintain the appliance in accordance with the installation instructions, operating instructions, and listing agent identification label furnished with the appliance; (2) failure to install the appliance 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 operating instructions; (7) installation or use of components not supplied with the appliance 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 appliance.
- Non-HHT venting components, hearth components or other accessories used in conjunction with the appliance.
- Any part of a pre-existing fireplace system in which an insert or a decorative gas appliance is installed.
- HHT's obligation under this warranty does not extend to the appliance'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 appliance location and configuration, environmental conditions, insulation and air tightness of the structure.

This warranty is void if:

- The appliance 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.
- The appliance is subjected to prolonged periods of dampness or condensation.
- There is any damage to the appliance 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:

- The owner's exclusive remedy and HHT's sole obligation under this warranty, under any other warranty, express or implied, or in contract, tort or otherwise, shall be limited to replacement, repair, or refund, as specified above. In no event will HHT be liable for any incidental or consequential damages caused by defects in the appliance. 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 may also have other rights, which vary from state to state. EXCEPT TO THE EXTENT PROVIDED BY LAW, HHT MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY SPECIFIED HEREIN. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO DURATION OF THE EXPRESSED WARRANTY SPECIFIED ABOVE.

For Service or Replacement Parts Contact:

Melbourne

Jetmaster
444 Swan Street
Richmond 3121
(03) 9429-5573

Perth

Fireplace Corner
277 Lord Street
East Perth 6000
(08) 9228-2600

Sydney

Jetmaster
10 Martin Avenue
Arncliff 2205
(02) 9597-7222