

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

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

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

Models: **HEAT&GLO®**

**PRIMO48** No one builds a better fire

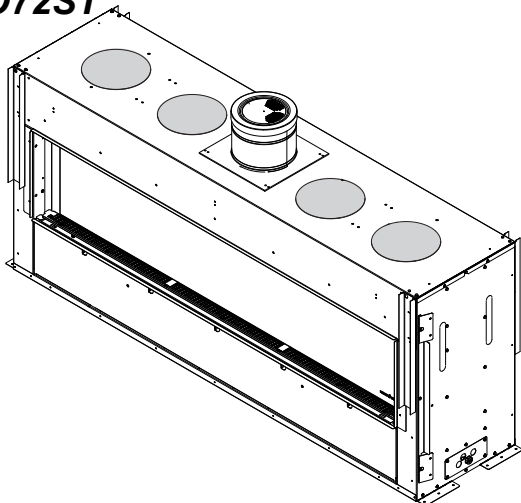
**PRIMO48ST**

**PRIMO60**

**PRIMO60ST**

**PRIMO72**

**PRIMO72ST**



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* in the United States, or the *Standard for Installation in Mobile Homes, CAN/CSA Z240 MH Series*, in Canada.

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

In the Commonwealth of Massachusetts installation must be performed by a licensed plumber or gas fitter.

See appliance Installation Manual for additional Commonwealth of Massachusetts requirements.

### ⚠ 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.

This appliance comes standard with patented SafeSurface™ Glass which keeps the surface temperature of the barrier glass at a safe level and will still be hot to the touch when operated for long periods of time. SafeSurface™ Glass complies with the barrier requirements of ANSI Z21.50-2016 CSA 2.22-2016 for vented gas fireplaces. If the barrier glass is removed, the inner glass temperature will be very hot and cause burns.



**HOT GLASS WILL  
CAUSE BURNS.**

**DO NOT TOUCH GLASS  
UNTIL COOLED.**

**NEVER ALLOW CHILDREN  
TO TOUCH GLASS.**

A (glass) 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.

# 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 a Heat & Glo gas fireplace, an elegant and clean alternative to wood burning fireplaces. The Heat & Glo 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 Heat & Glo gas fireplace will give you years of durable use and trouble-free enjoyment. Welcome to the Heat & Glo 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.

Type of Gas

Gas and Electric Information

Model Number

Serial Number

<b>HEAT &amp; GLO</b> No one builds a better fire		Heat & Glo, a brand of Hearth & Home Technologies 7571 215th Street West, Lakeville, MN 55044		<b>GAS-FIRED</b> <b>UL</b> US <b>LISTED</b>	
Not for use with solid fuel. (Ne doit pas être utilisé avec un combustible solide).					
Type of Gas (Sorte De Gaz): <b>NATURAL GAS</b> This appliance must be installed in accordance with local codes, if any; if not, follow ANSI Z223.1 in the USA or CAN/CGA B149 installation codes. (Installer l'appareil selon les codes ou règlements locaux ou, en l'absence de tels règlements, selon les codes d'installation CAN/CGA-B149.)					
ANSI Z21XX-XXXX · CSA 2.XX-MXX					
Minimum Permissible Gas Supply for Purposes of Input Adjustment.					
Approved Minimum (De Gaz) Acceptable 0.0 in w.c. (Po. Col. d'eau)					
Maximum Pressure (Pression) 0.0 in w.c. (Po. Col. d'eau)					
Maximum Manifold Pressure (Pression) 0.0 in w.c. (Po. Col. d'eau)					
Minimum Manifold Pressure (Pression) 0.0 in w.c. (Po. Col. d'eau)					
Total Electrical Requirements: 000Vac, 00Hz., less than 00 Amperes					
MADE IN USA					
ALTITUDE: 0-0000 FT.		IN CANADA 0000-0000FT.		Model: XXXXXXXX	
MAX. INPUT BTUH: 00,000		00,000		Serial: XXXXXXXX	
MIN. INPUT BTUH: 00,000		00,000			
ORIFICE SIZE: #XXXXX		#XXXXX			

## ▲ 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:** PRIMO48, PRIMO48ST  
PRIMO60, PRIMO60ST, PRIMO72, PRIMO72ST  
**LABORATORY:** Underwriters Laboratories, Inc. (UL)  
**TYPE:** Direct Vent Gas Appliance  
**STANDARD:** ANSI Z21.50-2016 • CSA 2.22-2016

This product is listed to ANSI standards for “Vented Gas Fireplaces” and applicable sections of “Gas Burning Heating Appliances for Manufactured Homes and Recreational Vehicles”, 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.*

**NOT INTENDED FOR USE AS A HEAT SOURCE.**

This appliance is decorative in nature and not intended to be a source of heat.

**NOT FOR USE WITH SOLID FUEL.**

This appliance is not intended to burn solid fuel.

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



### B. Glass Specifications

The firebox glass and barrier glass on this appliance are tempered glass. Hearth & Home Technologies appliances manufactured with tempered glass may be installed in hazardous locations such as bathtub enclosures as defined by the Consumer Product Safety Commission (CPSC). The tempered glass has been tested and certified to the requirements of **ANSI Z97.1** and **CPSC 16 CFR 1202** (Safety Glazing Certification Council **SGCC# 1595** and **1597**. Architectural Testing, Inc. Reports **02-31919.01** and **02-31917.01**).

This statement is in compliance with **CPSC 16 CFR Section 1201.5** “Certification and labeling requirements” which refers to **15 U.S. Code (USC) 2063** stating “...Such certificate shall accompany the product or shall otherwise be furnished to any distributor or retailer to whom the product is delivered.”

Some local building codes require the use of tempered glass with permanent marking in such locations. Glass meeting this requirement is available from the factory. Please contact your dealer or distributor to order.

### C. BTU Specifications

Models (U.S. or Canada)		Maximum Input BTU/h	Minimum Input BTU/h	Orifice Size (DMS)
PRIMO48 (NG)	(0-2000 FT)	45,000	31,000	#30
PRIMO48 (Propane)	(0-2000 FT)	45,000	33,000	#47
PRIMO48ST (NG)	(0-2000 FT)	45,000	31,000	#30
PRIMO48ST (Propane)	(0-2000 FT)	45,000	33,000	#47
PRIMO60 (NG)	(0-2000 FT)	55,000	38,000	#26
PRIMO60 (Propane)	(0-2000 FT)	50,000	35,000	#45
PRIMO60ST (NG)	(0-2000 FT)	55,000	38,000	#26
PRIMO60ST (Propane)	(0-2000 FT)	50,000	35,000	#45
PRIMO72 (NG)	(0-2000 FT)	61,000	41,000	#23
PRIMO72ST (NG)	(0-2000 FT)	61,000	41,000	#23

# 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.

This appliance comes standard with patented SafeSurface™ Glass which keeps the surface temperature of the barrier glass at a safe level and will still be hot to the touch when operated for long periods of time. SafeSurface™ Glass complies with the barrier requirements of ANSI Z21.50-2016 CSA 2.22-2016 for vented gas fireplaces. If the barrier glass is removed, the inner glass temperature will be very hot and cause burns.



**HOT GLASS WILL  
CAUSE BURNS.**

**DO NOT TOUCH GLASS  
UNTIL 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.**

- Clothing, furniture, draperies, and other flammable materials must not be placed on or near the appliance.

**A (glass) 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. DO NOT operate the appliance with the barrier removed. If the barrier becomes damaged, the barrier shall be replaced with the manufacturer's barrier for this appliance.**

Contact your dealer or Hearth & Home Technologies if the barrier is not present or help is needed to properly install one.

- 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.
- Glass service and cleaning of the inside of the glass must be performed by a qualified service technician.

Contact your dealer for more information, or visit: [www.hpba.org/Product-Info/Fireplace-Stove-Heater/Glass-Fronts-Safety](http://www.hpba.org/Product-Info/Fireplace-Stove-Heater/Glass-Fronts-Safety).

To prevent unintended operation when not using your fireplace 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.



**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](http://www.P65Warnings.ca.gov).

**WARNING! Choking Hazard!** Keep media out of reach of children.

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.

## B. General Operating Parts

Figure 3.1 references the general operating parts of the appliance and the section of this manual in which they are discussed.

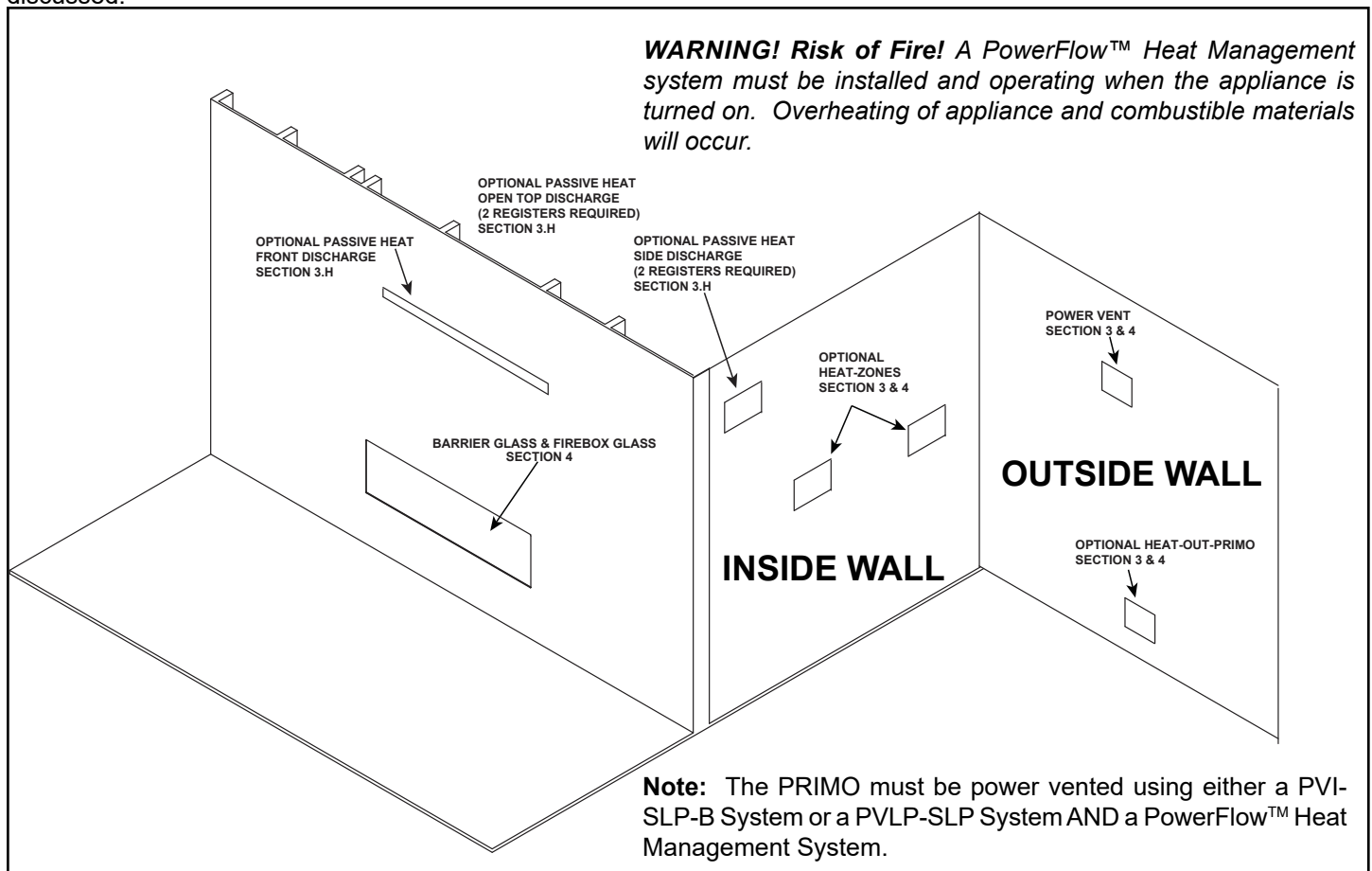


Figure 3.1 General Operating Parts

## 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.
- Conversion to propane not allowed on PRIMO72 and PRIMO72ST models.

## D. Good Faith Wall Surface/TV Guidelines

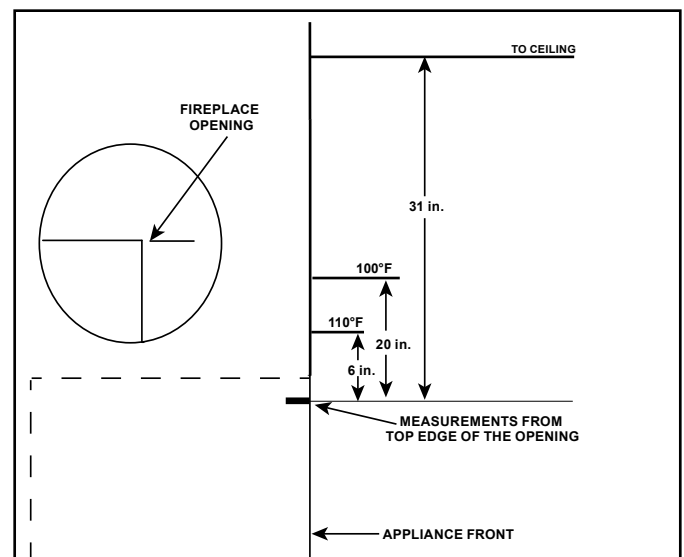
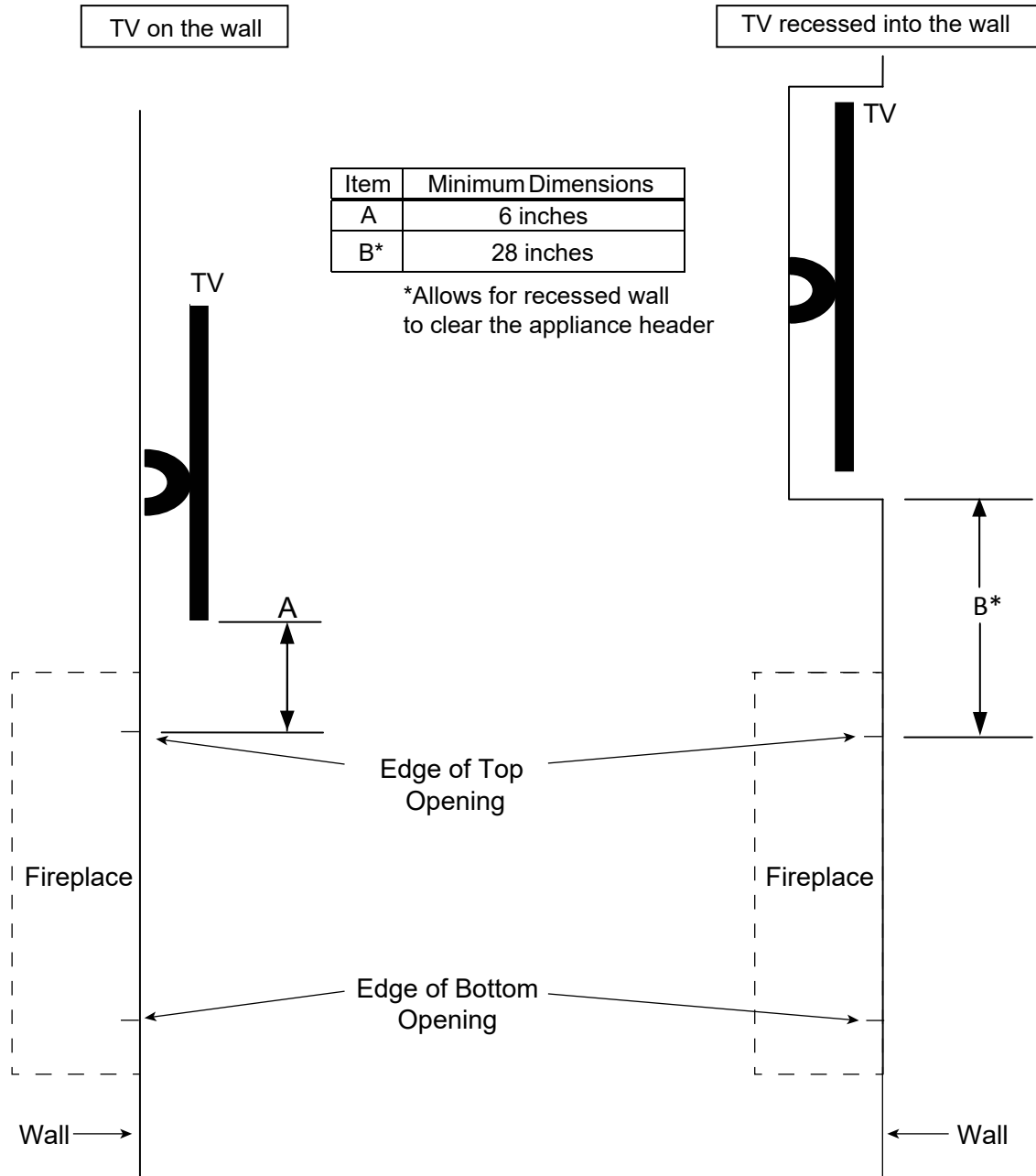


Figure 3.2 Wall Surface Temperatures Above Appliance

**NOTICE:** Temperatures listed above are taken with a temperature measuring probe as prescribed by the test standard used for appliance certification. Temperatures on walls or mantels taken with an infrared thermometer may yield increased temperatures of up to 30 degrees or more depending on the thermometer settings and material characteristics being measured.

## Good Faith Guidelines for TV Installations above Fireplace



### Notes:

1. These are good faith recommended clearances only and not a guarantee of compliance with all TV manufacturers' maximum allowable operating temperatures.
2. Since every home has unique air flow characteristics and maximum allowable operating temperatures can vary from manufacturer to manufacturer and from model to model, actual TV temperatures should be validated at the time of each installation. TVs should not be used in situations where the actual TV temperature exceeds the manufacturers' maximum allowable operating temperatures identified in the TV's technical specifications. Contact the TV's manufacturer directly if you have you cannot locate this information or have questions regarding the information.
3. Mantel height and depth must conform to mantel requirements specified in the fireplace installation manual.
4. "A" dimension taken from the top of the fireplace opening.
5. Suggestions on how to further reduce TV temperatures: Increase "A" dimension.

**Figure 3.3 Good Faith TV Guidelines**

## E. 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 media, if installed.
- Check the wiring.
- Check the air shutter adjustment.
- Ensure that there are no gas leaks.
- Ensure that the firebox glass is sealed and in the proper position and that the integral glass barrier is in place.
- Ensure the appliance is vented with the approved power vent system: PVI-SLP-B or PVLP-SLP.
- Ensure the appliance has one or more compatible PowerFlow™ Heat Management Systems. See Section 3.H.
- Barrier glass is installed properly with “THIS SIDE OUT” text on outside. See Section 4.C.
- Ensure there is a vertical gap of approximately 3/8 inch between the bottom of the barrier glass and the transition media tray for adequate air flow. If using the Passive Heat heat management option, the gap will be approximately 5/8 inch.
- Verify proper damper adjustment setting. See appliance installation manual.

***WARNING! Risk of Fire or Asphyxiation! DO NOT operate fireplace with firebox glass assembly removed.***

## F. Lighting Instructions (IPI)

### FOR YOUR SAFETY READ BEFORE LIGHTING



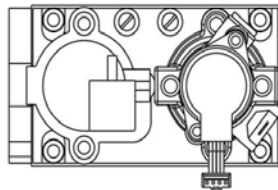
**WARNING:** If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

- 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.
  - 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.
  - 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, **DO NOT** 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 (IPI)

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

**GAS  
VALVE**



### 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.



# 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 must be installed for the protection of children and other at-risk individuals.

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

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



**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](http://www.P65Warnings.ca.gov).

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

## CAUTION:

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

**DO NOT** operate the appliance with fixed glass assembly removed, cracked or broken. Replacement of the fixed glass assembly should be done by a licensed or qualified service person.

### 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.

Also Certified for Installation in a Bedroom or a Bedsitting Room.

This appliance must be installed in accordance with local codes, if any; if none, follow the *National Fuel Gas Code, ANSI Z223.1/NFPA 54*, or the *National Gas and Propane Installation code, CSA B149.1*.

**For additional information on operating your  
Hearth & Home Technologies fireplace, please  
refer to [www.hearthnhome.com](http://www.hearthnhome.com).**

593-913K



## G. Appliance Break-In

### Initial Break-in Procedure

- The fireplace should be run three to four hours continuously on high.
- Turn the fireplace off and allow it to completely cool.
- Have a qualified service technician remove barrier glass and firebox glass. See Section 4.
- Have a qualified service technician clean firebox glass. See Section 4.
- Have a qualified service technician replace the barrier glass and firebox glass. Run appliance continuously on high an additional 12 hours.

This cures the materials used to manufacture the fireplace.

**NOTICE! Open windows for air circulation during fireplace break-in.**

- Some people may be sensitive to smoke and odors.
- Smoke detectors may activate.

## H. Heat Management

### Burn Rate

The PRIMO models have a variable burn rate which is controlled by the remote control. Therefore the flame height is adjustable.

The flame height may be adjusted as desired by locating the flame option on the remote control and adjusting up or down to desired flame height.

**WARNING! Risk of Fire! A PowerFlow™ Heat Management system must be installed and operating when the appliance is turned on. Overheating of appliance and combustibles will occur.**

The PRIMO requires a PowerFlow™ Heat Management System. It may be either a HEAT-ZONE-PRIMO, which diverts heat into an adjacent room, and/or a HEAT-OUT-PRIMO which will divert heat outside the home/building and/or a Passive Heat kit which disperses the heat into the same room as the fireplace. Reference Section 6 the appliance installation manual to confirm which of the PowerFlow™ Heat Management systems may be installed together.

### HEAT-ZONE-PRIMO

Use the optional HEAT-ZONE-PRIMO systems for heat management with the PRIMO. The HEAT-ZONE-PRIMO must be installed by a qualified service technician at the time of appliance installation. The PRIMO will not function properly unless the HEAT-ZONE-PRIMO systems are properly installed. HEAT-ZONE-PRIMO systems are designed to keep the barrier glass from overheating and to keep the controls and gas train cool.

### HEAT-OUT-PRIMO

Use the optional HEAT-OUT-PRIMO for heat management with the PRIMO. The HEAT-OUT-PRIMO allows the heat to be removed from the home while the fireplace is in operation. This feature is useful when heat is not needed, but ambiance is desired. The optional heat management system is designed to keep the barrier glass from overheating and to keep the controls and gas train cool. It must be installed by a qualified service technician at the time of appliance installation.

### Passive Heat Kit

#### (PHFR-PRIMO-48/PHFR-PRIMO-60/PHSI-PRIMO)

Use the optional Passive Heat Kit for heat management with the PRIMO48/PRIMO48ST/PRIMO60/PRIMO60ST. The optional heat management system is designed to keep the barrier glass from overheating and to keep the controls and gas train cool. The appropriate Passive Heat Kit must be installed by a qualified service technician at the time of appliance installation. The Passive Heat Kit allows the heat to be vented into the room through one front discharge, two side discharges or an open top discharge while the fireplace is in operation.

**Note:** The Passive Heat kit is not approved for use with the PRIMO72 or PRIMO72ST.

## I. Operation During A Power Outage

The PRIMO model requires electrical power in order to operate the required heat management system and power vent. If electrical power service is interrupted during operation of this model, the appliance will not operate.

**Battery power is not an option on the PRIMO.**

**NOTE:** Once the appliance is installed, access to the module is limited or not available, depending on the finishing method. Call a qualified service technician for assistance.

1. The control module has an ON/OFF/REMOTE selector switch that must be set. See Figure 3.4.

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.

- 
2. The control module has safety feature that automatically shuts down the fireplace after 9 hours of continuous operation without receiving a command from the RC300 remote.



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

- Use a small, flat object to access and press the RESET switch.



This module may lock-out under certain conditions. When this occurs, the appliance will not ignite or respond to commands. The module will go into lock-out mode by emitting three audible beeps, then continuously displaying a RED/GREEN error code at its status indicator LED. The module can be reset with the switch.

- Locate the module selector switch. (See Figure 3.4).
- Set the module selector switch to the OFF position.
- Set the module selector switch to ON or REMOTE position.
- Start the appliance.

Use the IntelliFire Plus Remote Control to control the ON/OFF function of the appliance. Follow instructions included with the installed control.

LED Lighting

**WARNING! Risk of Shock!** Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing.

**WARNING! Risk of Shock!** Replace damaged wire with type 105° C rated wire. Wire must have high temperature insulation.

The functions and colors for the LED lighting on the PRIMO appliance are controlled by the included wall switch.

LED Switch Operation

Three white toggle switches are used to operate the exterior lighting control for the fireplace. There are seven color options. See Figure 3.6. Flipping a combination of these three buttons activates the desired color. The chart in Figure 3.6 shows the combinations for each of the seven colors.

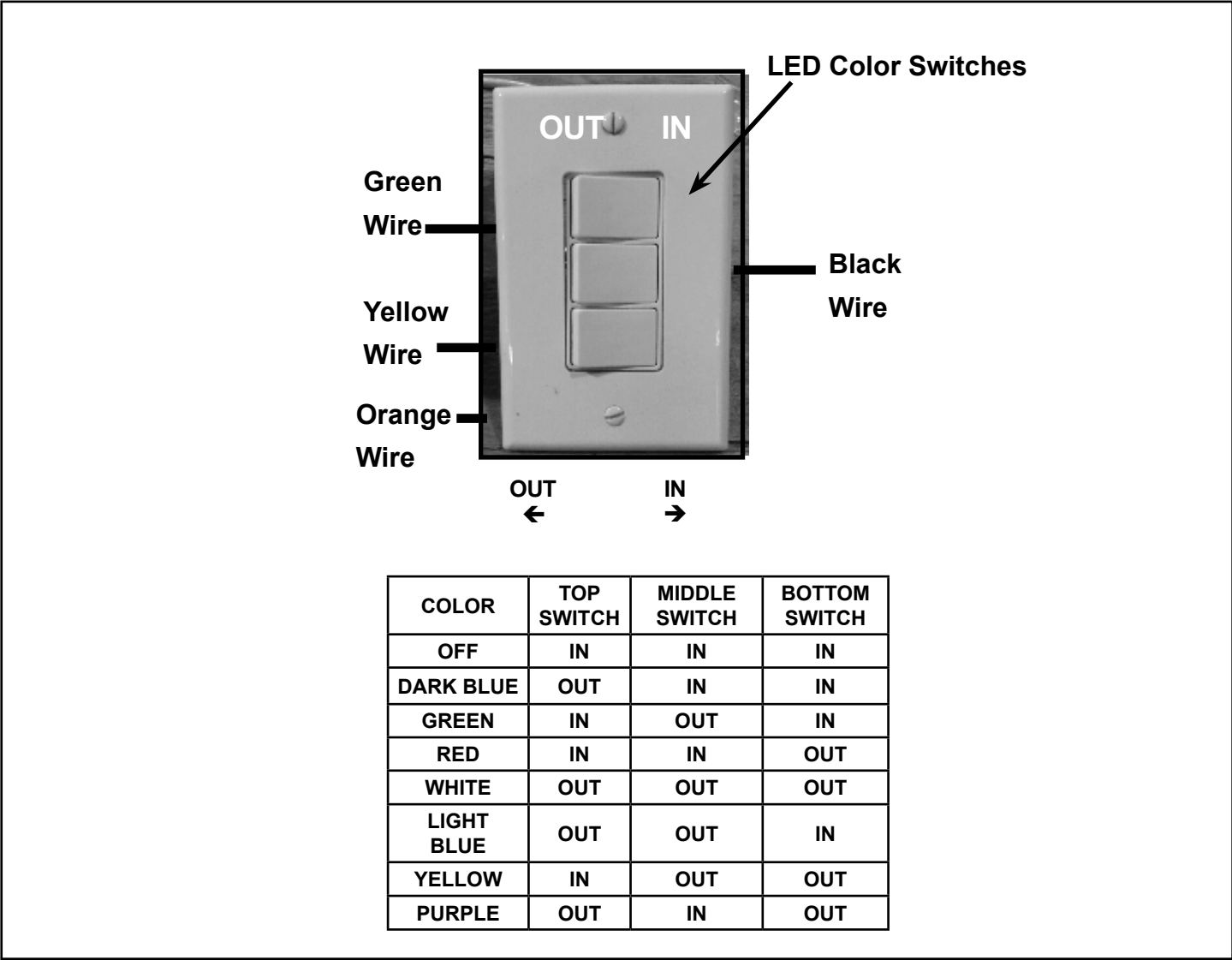


Figure 3.6 LED Color Combinations

## Power Vent System

### PVI-SLP-B, PVV-SLP or PVLP-SLP

**WARNING! Risk of Fire!** PRIMO models must be power vented using PVI-SLP-B, PVV-SLP or PVLP-SLP. Failure to vent properly could cause overheating and fire.

A qualified service technician will install desired power vent system at the time of appliance installation.

The PRIMO comes standard with a 2 minute pre-purge function designed to remove cold air and excess gas from the gas lines.

The PRIMO comes standard with a 20 minute post-purge function designed to eliminate condensation in the venting system components.

For additional information, see the instructions included with the power vent product.

## PowerFlow™ Heat Management Systems

The PRIMO requires a PowerFlow™ Heat Management System. System options are:

- HEAT-ZONE-PRIMO: The heat is diverted into an adjacent room.
- HEAT-OUT-PRIMO: The heat is diverted outside the home/building.
- PRIMO Passive Heat: The heat is vented into the room in which the appliance is installed through discharge opening(s).

At least one of these options must be installed and in operation whenever the appliance is turned on. Because the Passive Heat option is naturally drafted, it is the only PowerFlow™ Heat management system that operates automatically when the appliance is turned on.

**WARNING! Risk of Fire!** A PowerFlow™ Heat Management system must be installed and operating when the appliance is turned on. Overheating of appliance and combustible materials will occur.

## HEAT-ZONE-PRIMO

The HEAT-ZONE-PRIMO is operated using a temperature switch. When the appliance is turned on, the HEAT-ZONE-PRIMO will automatically turn on when the appliance stabilizes at its operating temperature. This process will take approximately 10-20 minutes.

After a qualified service technician has installed the appliance, including the Heat-Zones®, follow the instruction supplied with the appliance manual and accessory instruction for operation. Contact your dealer if you have questions.

## HEAT-OUT-PRIMO

The HEAT-OUT-PRIMO is operated using a temperature switch. When the appliance is turned on, the HEAT-OUT-PRIMO will not turn on until the temperature switch has reached a predetermined temperature. This process will take approximately 10-20 minutes.

## PRIMO Passive Heat Kit

The Primo Passive Heat Kit (PHFR-PRIMO-48/PHFR-PRIMO-60/PHSI-PRIMO) is operational when the appliance is turned on. The heat is vented into the room.

After a qualified service technician has installed the appliance, including the PowerFlow™ Heat Management system, follow the instructions supplied with the appliance manual and accessory instruction for operation. Contact your dealer if you have questions.

For additional information, see the instructions included with the appropriate PowerFlow™ Heat Management System.

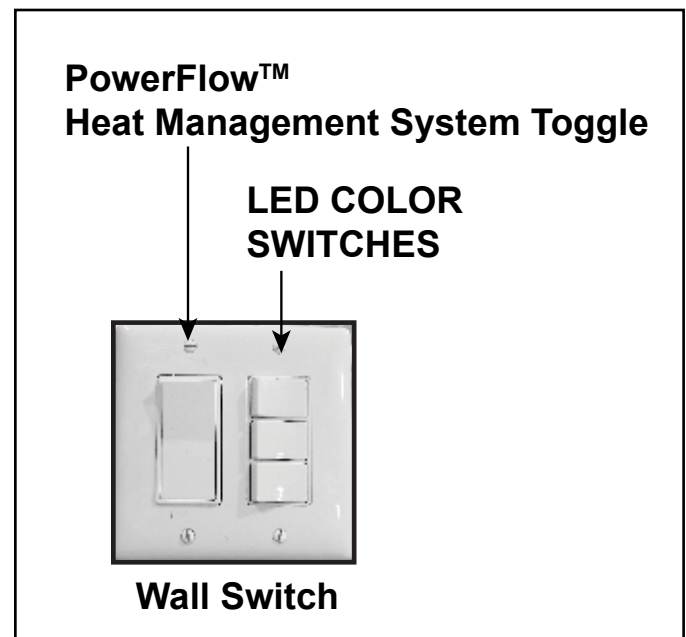


Figure 3.7 PowerFlow™ Heat Management and LED Switch

# 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.heatnglo.com](http://www.heatnglo.com) to locate a dealer. We recommend annual service by a qualified service technician.

## A. Maintenance: Frequency and Tasks

The matrix below is an overview of maintenance tasks to be performed on the appliance. Sections B and C give details and instructions needed to assist the appropriate person in performing the tasks.

Task	Frequency	To be completed by
Decorative Surrounds, Finishes	Annually	Homeowner
Remote Control	Seasonally	
Venting	Seasonally	
PowerFlow™ Heat Management System	Seasonally	
Power Vent	Seasonally	
Firebox Glass Cleaning	Seasonally	Qualified Service Technician
Barrier Glass Cleaning	Seasonally	
Gasket Seal and Glass Inspection	Annually	
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 fireplace 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 fireplace must be kept clean.

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

## Decorative Surrounds, Finishes

**Frequency:** Annually

**By:** Homeowner

**Tools needed:** Protective gloves

- Inspect for scratches, dents or other damage. Call a qualified service technician for assistance if any damage is found.
- Verify the 3/8 in. gap between barrier glass and transition media tray is not blocked. Gap must be 5/8 in. if Passive Heat option is installed.
- Dust barrier glass and finishing material.

## Remote Control

**Frequency:** Seasonally

**By:** Homeowner

**Tools needed:** Replacement batteries and remote control instructions.

- Locate and verify operation of remote. Refer to remote control operation instructions for proper calibration and setup procedure.
- Place batteries as needed in remote.
- 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.

## Venting

**Frequency:** Seasonally

**By:** Homeowner

**Tools needed:** Protective gloves and safety glasses.

- Inspect venting and termination cap for blockage or obstruction such as 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.

## PowerFlow™ Heat Management System

**WARNING! Risk of Fire!** A PowerFlow™ Heat Management system must be installed and operating when the appliance is turned on. Overheating of appliance and combustible materials will occur.

**Frequency:** Seasonally

**By:** Homeowner

**Tools Needed:** Protective gloves and safety glasses.

### HEAT-ZONE-PRIMO

- Inspect venting and air register(s) clean and free of any blockage or obstructions.
- Verify fan is working properly.

### HEAT-OUT-PRIMO

- Inspect venting and termination cap for blockage or obstructions inside such as plants, bird nests, leaves, snow, debris, etc.
- Verify termination cap clearance to subsequent construction (building additions, decks, fences, or sheds).
- Verify fan is working properly.

### PASSIVE HEAT (Front, Side, or Open Top Discharge)

- Inspect venting and ensure air register(s) is clean and free of any blockage or obstructions.

## Power Vent System

**Frequency:** Seasonally

**By:** Homeowner

**Tools Needed:** Protective gloves and safety glasses.

- Inspect venting and termination cap for blockage or obstruction such as plants, bird nests, leaves, snow, debris, etc.
- Verify termination cap clearance to subsequent construction (building additions, decks, fences, or sheds).
- Verify fan is working properly.

**Note:** The PRIMO must be power-vented using a PVI-SLP-B, PVV-SLP or a PVLP-SLP system.

**WARNING! Risk of Shock!** Before performing any maintenance or repair to the power vent assembly, make sure electrical power to the fireplace is disconnected.

- Access Panel: Inspect at least annually. Ensure vertical gap, located between transition media tray and bottom edge of the barrier glass, is free of dust and debris.

## C. Maintenance Tasks: Qualified Service Technician

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

### Glass Cleaning

**Frequency:** Seasonally

**By:** Qualified Service Technician

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

**WARNING! Risk of Asphyxiation!** Handle firebox glass assembly with care. Inspect the gasket to ensure it is undamaged and inspect the glass for cracks, chips or scratches.

- **DO NOT** strike, slam or scratch glass.
- **DO NOT** operate fireplace with glass removed, cracked, broken or scratched.
- Replace as a complete assembly.

**CAUTION! Risk of Injury!** Glass assembly installation and removal must be performed by a qualified service technician. See chart below for glass assembly weights.

- **PRIMO60 AND PRIMO72 MODELS:** It is recommended that Glass installation and removal be performed by two qualified service technicians.

**CAUTION! Risk of Cuts or Abrasions.** Wear protective gloves and safety glasses during installation. Sheet metal edges are sharp.

**WARNING! Risk of Injury!** Glass is heavy. Use suction cups to handle glass.

Inspect and operate all glass latches to ensure they move freely and no obstructions are present.

Barrier Glass Weights		
PRIMO48	PRIMO60	PRIMO72
12 lbs	16 lbs	18 lbs

Firebox Glass Weights		
PRIMO48	PRIMO60	PRIMO72
20.2 lbs	23.5 lbs	28.5 lbs

**WARNING! Handle glass with care.** Glass is breakable. Inspect the gasket to ensure it is undamaged and inspect the glass for cracks, chips or scratches.

- Avoid striking, scratching or slamming glass.
- Avoid abrasive cleaners.
- **DO NOT** clean glass while it is hot.
- Replace as a complete assembly.
- Prepare a work area large enough to accommodate firebox glass assembly and barrier glass by placing a drop cloth on a flat, stable surface.

**Note:** Firebox glass assembly and gasketing may have residue that can stain carpeting or floor surfaces.

### Cleaning Barrier Glass and Firebox Glass

- See below for proper glass removal instructions.
- Clean glass with a non-abrasive commercially available cleaner.
  - Light deposits: Use a soft cloth with soap and water.
  - Heavy deposits: Use commercial fireplace glass cleaner (consult with your dealer).

**WARNING! Risk of Injury!** Glass is heavy. Use suction cups to handle glass.

- **PRIMO60 AND PRIMO72 MODELS:** It is recommended that Glass installation and removal be performed by two qualified service technicians.

#### Removing Barrier Glass - Clean Face Finish

1. Press glass suction cups firmly against glass to create a solid hold.
2. Slide glass straight up behind finishing material. See Figure 4.1.
3. Tilt bottom out as shown in Figure 4.2. Slide glass down to remove it from the appliance.
4. Set glass on prepared work surface.

**WARNING! Risk of Fire!** Vertical gap required for proper airflow. Required gap size depends on PowerFlow™ Heat Management system installed.

- **HEAT-OUT-PRIMO/HEAT-ZONE-PRIMO = 3/8 INCH**
- **PASSIVE HEAT = 5/8 INCH**

**NOTE:** Barrier glass must be installed between the finishing material and the barrier glass tabs. If not installed correctly, appliance will not operate as intended. See Figure 4.3.

**WARNING! Risk of Fire!** Install barrier glass as instructed. Overheating will occur.

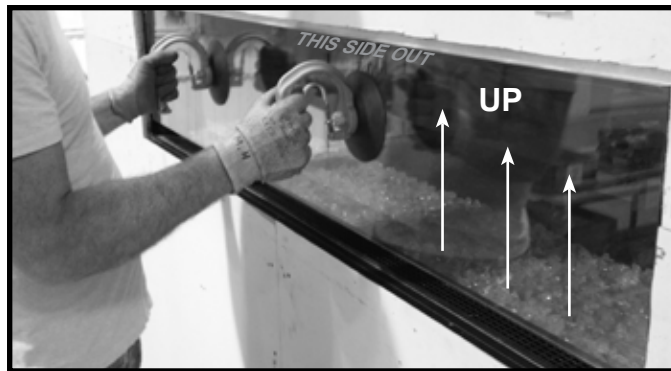


Figure 4.1 Slide Barrier Glass Up

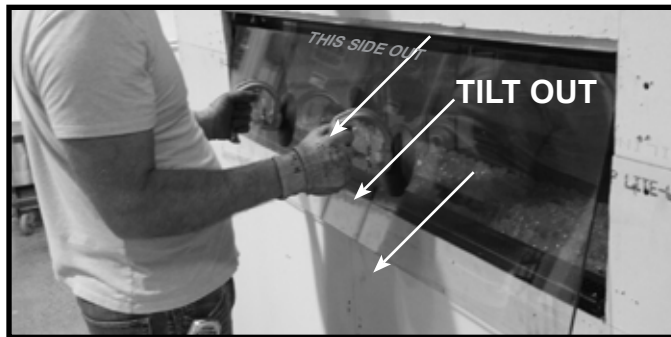


Figure 4.2 Tilt Barrier Glass and Remove



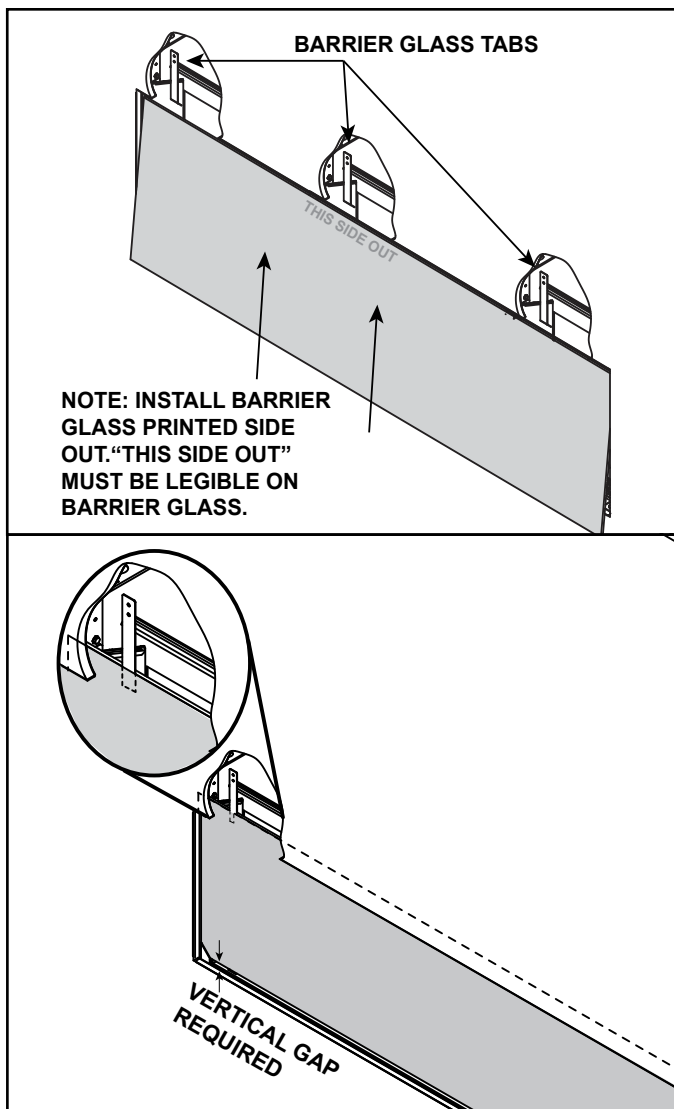


Figure 4.3 Replace Barrier Glass - Clean Face Finish

## Removing Firebox Glass Assembly

1. Remove the transition media from the appliance. Lift the transition media tray out of appliance. Disconnect the wires that are connected to the reset switch. The transition media tray fits tightly, lift carefully. See Figure 4.4.
2. Locate the glass clips that are on the upper edge of the glass frame of the appliance. See Figure 4.4.
3. Use both index fingers to release the glass clips.
4. Allow glass to tilt forward. Lift up and out. The glass will lift out of the bottom retaining lip.

## Replacing Firebox Glass Assembly

1. Locate retaining lip on lower front face of firebox.  
**Note:** Remove any media that may have fallen into the glass retaining lip.
2. Place glass assembly into retaining lip. Tilt top of glass assembly toward fireplace.
3. Assure proper left to right placement of glass and engage all four spring latches.

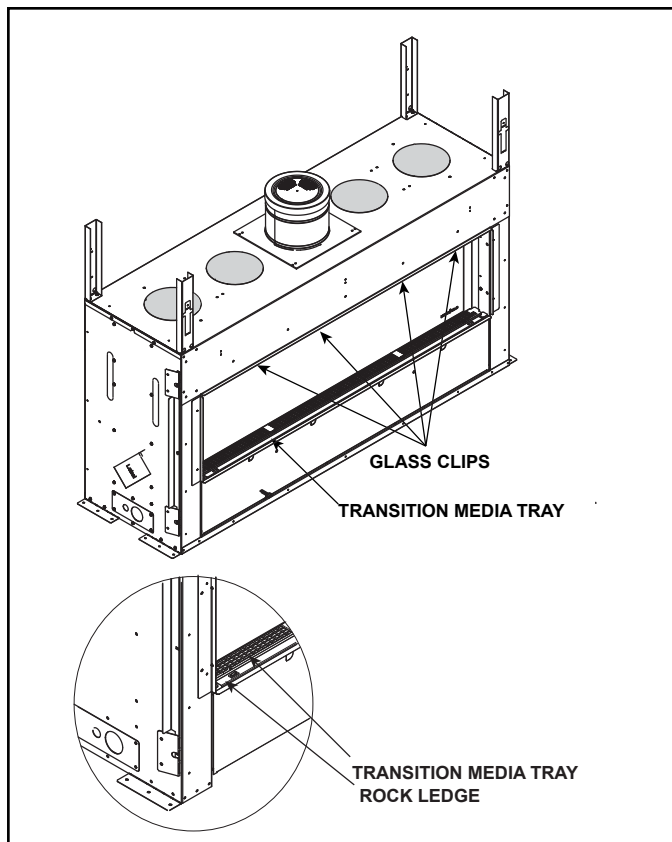


Figure 4.4 Location of Glass Clips and Transition Media Tray

## Firebox Gasket Seal and Firebox Glass

### Assembly Inspection

**Frequency:** Annually

**By:** Qualified Service Technician

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

- Inspect condition of gasket seal.
- Inspect firebox glass 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 firebox glass is properly retained and attachment components are intact and not damaged. Replace 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 fireplace 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. Screw tips that have penetrated the sheet metal are sharp and should be avoided.
- Remove all foreign objects.
- Verify unobstructed air circulation.

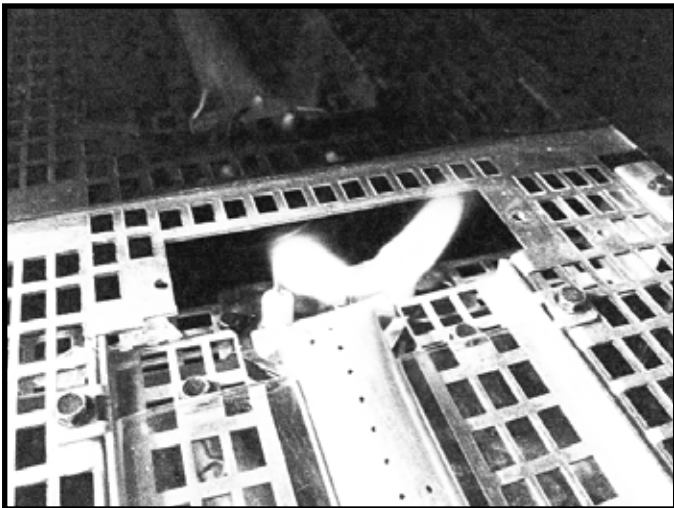
## Burner Ignition and Operation

**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 tube, inspect for plugged ports, corrosion or deterioration. Replace burner if necessary.
- 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.
- Check all accessible gas-carrying tubes, connections, pipes and other components for leaks.
- Inspect pilot flame pattern and strength. See Figure 45 for proper pilot flame pattern. Clean or replace orifice spud as necessary.
- Inspect IntelliFire Plus flame sensing rod for soot, corrosion and deterioration. Polish with fine steel wool or replace as required.
- Verify IntelliFire Plus micro-amp output. Replace as necessary.
- 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.
- Check for smooth lighting and ignition carryover to all ports. Verify that there is no ignition delay. Inspect and ensure the lighting of the main burner occurs within four seconds of the main gas valve opening.



**Figure 4.5** IPI Pilot Flame Pattern

# 5 Frequently Asked Questions and Troubleshooting

## A. Frequently Asked Questions

ISSUE	SOLUTIONS
Appliance shuts down without command from remote control.	<p>This model is equipped with a safety limit switch that force shutdown of the appliance if temperature exceeds specifications. Verify that power vent and optional PowerFlow™ Heat Management system(s) are functioning correctly.</p> <p>The appliance has a safety feature that automatically shuts down the fireplace after nine hours of continuous operation without receiving a command from the remote.</p>
Condensation on the glass	This is a result of gas combustion and temperature variations. As the fireplace warms, this condensation will disappear.
Blue flames	This is a result of normal operation and the flames will begin to yellow as the fireplace is allowed to burn for 20 to 30 minutes.
Odor from fireplace	When first operated, this fireplace may release an odor for the first several hours. This is caused by the curing of materials from manufacturing. Odor may also be released from finishing materials and adhesives used near the fireplace. These circumstances may require additional curing related to the installation environment.
Flame appears colorless	Burner glass is installed incorrectly or media pieces may be lodged between burner glass and burner tube.
Film on the glass	This is a normal result of the curing process of the paint. Glass should be cleaned within 3 to 4 hours of initial burning. A non-abrasive cleaner such as gas appliance glass 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 fireplace.
Rock noise	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.
Rocks falling through basepan	It is expected that a few small pieces of rock may fall through the basepan and come to rest on the fireplace bottom. This has no affect on fireplace performance.
Wall above appliance feels hot to the touch.	Contact your dealer. The wall above the PRIMO appliance should remain slightly warm to the touch.
Power vent turns on, but appliance does not light.	Appliance is equipped with a pre-purge safety feature. The appliance will take approximately 2 to 3 minutes to light. If appliance does not light after three attempts using the reset switch, contact a qualified service technician.
Power vent runs after appliance shuts down.	Appliance is equipped with a post-purge system/feature to eliminate condensation and keep the appliance components cool. The power vent will run approximately 20 minutes. If power vent does not shut off, contact a qualified service technician.
HEAT-ZONE-PRIMO and/or HEAT-OUT-PRIMO does not turn on when appliance is turned on.	Allow the limit switch to reach the temperature required for the PowerFlow™ Heat Management System to begin operation. The HEAT-ZONE-PRIMO and/or HEAT-OUT-PRIMO features should begin operation within twenty minutes of appliance ignition. The HEAT-ZONE-PRIMO and/or HEAT-OUT-PRIMO may cycle on and off until appliance reaches the desired temperature.
HEAT-ZONE-PRIMO and/or HEAT-OUT-PRIMO runs after appliance is shut down.	Appliance is equipped with a post-purge feature. This ensures that the barrier glass and appliance components remain cool to the touch. If these systems do not shut down, contact a qualified service technician. The HEAT-ZONE-PRIMO and/or HEAT-OUT-PRIMO may cycle on and off until appliance cools completely.

**Contact your dealer** for additional information regarding operation and troubleshooting. Visit [www.heatnglo.com](http://www.heatnglo.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.	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.
	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. 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 lights but continues to spark, and main 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 flame sense or igniter wires 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.	With firebox glass assembly in place, verify that flame is engulfing flame sensing rod on left side of pilot hood. Flame sensing rod should glow shortly after ignition. With a multi-meter, verify that current in series between module and sense lead is at least 0.14 microamps. Verify correct pilot orifice is installed and gas inlet is set to pressure specifications. Polish flame sensing rod with fine steel wool to remove any contaminants that may have accumulated on flame sensing rod.
	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 multi-meter with ohms set at lowest range. Replace pilot if any damage is detected.
5. Appliance lights and runs for a few minutes and then shuts down and/or appliance cycles on and off.	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 flame sense or igniter wires 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.	With fixed glass assembly in place, verify that flame is engulfing flame sensing rod on left side of pilot hood. Flame sensing rod should glow shortly after ignition. With a multi-meter, verify that current in series between module and sense lead is at least 0.14 microamps. Verify correct pilot orifice is installed and gas inlet is set to pressure specifications. Polish flame sensing rod with fine steel wool to remove any contaminants that may have accumulated on flame sensing rod.
	C. Logs are set up incorrectly.	Remove and reinstall logs per the log placement instructions.
	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 multi-meter with ohms set at lowest range. Replace pilot if any damage is detected.

## C. PVLP-SLP and PVV-SLP Power Vent Troubleshooting

Symptoms	Possible Causes	Corrective Action
IntelliFire Plus System		
1. Main Closes/ Pilot open, 5 seconds later pilot sparking with power vent ON. If condition persists for 60 seconds, 8K-1 locks out with 3 LED alarm.	A. Pilot Rectification Failure	<ol style="list-style-type: none"> <li>1. Verify that black wire on IPI wire harness is properly grounded to the fireplace chassis.</li> <li>2. Verify that pilot is not being compromised by draft such that it fails to rectify. With the glass assembly in place, verify that the pilot flame is engulfing the flame sensing rod on the left side of the pilot hood. With a multi-meter, verify that the current in series between the module and the sense lead is at least 0.14 microamps.</li> <li>3. Verify that line inlet pressure is within range on rating plate and correct pilot orifice is in pilot.</li> <li>4. If #1-3 are correct, replace IPI module.</li> </ol>
2. Pilot and Main shut down and 8K1-PVI locks out with 4 LED alarm.	A. Blocked Flue/Insufficient Draft	<ol style="list-style-type: none"> <li>1. Verify the teflon pressure tube is connected between power vent impeller housing and vacuum switch.</li> <li>2. Verify that wiring within Power Vent is correct and that the power vent operates during the ignition command.</li> <li>3. Verify that the venting is connected and sealed properly.</li> <li>4. Verify that the vent termination is not blocked.</li> <li>5. If #1 thru #4 are complete, connect black and red wires to bypass vacuum switch. If malfunction is corrected, lock-out system until the vacuum switch can be replaced.</li> <li>6. Verify 3/8 in. barrier glass gap is maintained and not obstructed. Gap must be 5/8 in. if Passive Heat option is installed.</li> </ol>
3. Main Closes, 5 seconds later pilot sparking with power vent ON. If condition persists for 60 seconds, 8K-1 locks out with 3 LED alarm.	A. Shorted Pilot Sense	<ol style="list-style-type: none"> <li>1. Verify that the white sensor lead is properly connected to the S-terminal on the module.</li> <li>2. Check for soot deposits on the pilot sense rod, adjacent shielding, or logs. If so, clean affected parts.</li> <li>3. Verify that the white sense lead from the pilot is not damaged or melted within the firebox or valve compartment. Replace pilot if damage exists.</li> </ol>
4. Main Closes, 5 seconds later pilot sparking with power vent ON. If condition persists for 60 seconds, 8K-1 locks out with 3 LED alarm.	A. Disconnected Pilot Sense	<ol style="list-style-type: none"> <li>1. Verify that white sensor lead is properly connected to the S-terminal and the orange ignitor lead is connected to the I-terminal on the module.</li> </ol>
5. If given ignition command in both ON and REMOTE modes, system immediately locks-out with 3 LED alarm. Does not spark or attempt to ignite.	A. Pre-Existing/False Pilot Flame	<ol style="list-style-type: none"> <li>1. Check for pre-existing pilot flame. If so, th-valve is defective and should be replaced.</li> </ol>
6. PRIMO48/PRIMO48ST (NG only): Pilot extinguishes	A. Air from power vent moves more quickly through the smaller size appliances.	<p>PVLP-SLP:</p> <ol style="list-style-type: none"> <li>1. Open power vent baffle no more than 1/2 inch.</li> </ol> <p>PVV-SLP:</p> <ol style="list-style-type: none"> <li>1. Install flue restrictor at no more than the 1-1 setting.</li> </ol>



## D. PVI-SLP-B Power Vent Troubleshooting

Symptoms	Possible Causes	Corrective Action
IntelliFire Plus System		
1. Main Closes/ Pilot open, 5 seconds later pilot sparking with power vent ON. If condition persists for 60 seconds, 8K-1 locks out with 3 LED alarm.	A. Pilot Rectification Failure	<ol style="list-style-type: none"> <li>1. Verify that black wire on IPI wire harness is properly grounded to the fireplace chassis.</li> <li>2. Verify that pilot is not being compromised by draft such that it fails to rectify. With the glass assembly in place, verify that the pilot flame is engulfing the flame sensing rod on the left side of the pilot hood. With a multi-meter, verify that the current in series between the module and the sense lead is at least 0.14 microamps.</li> <li>3. Verify that line inlet pressure is within range on rating plate and correct pilot orifice is in pilot.</li> <li>4. If #1-4 are correct, replace IPI module.</li> </ol>
2. Pilot and Main shut down and 8K1-PVI locks out with 4 LED alarm.	B. Blocked Flue/Insufficient Draft	<ol style="list-style-type: none"> <li>1. Verify the teflon pressure tube is connected between power vent blower impeller housing and vacuum switch.</li> <li>2. Verify that wiring within PVI is correct and that the blower operates during the ignition command.</li> <li>3. Verify that the venting is connected and sealed properly.</li> <li>4. Verify that the vent termination is not blocked.</li> <li>5. If #1 thru #4 are complete, connect black and red wires to bypass vacuum switch. If malfunction is corrected, lock-out system until the vacuum switch can be replaced.</li> <li>6. Verify 3/8 in. barrier glass gap is maintained and not obstructed.</li> </ol>
3. Main Closes, 5 seconds later pilot sparking with power vent ON. If condition persists for 60 seconds, 8K-1 locks out with 3 LED alarm.	C. Shorted Pilot Sense	<ol style="list-style-type: none"> <li>1. Verify that the white sensor lead is properly connected to the S-terminal on the module.</li> <li>2. Check for soot deposits on the pilot sense rod, adjacent shielding, or logs. If so, clean affected parts.</li> <li>3. Verify that the white sense lead from the pilot is not damaged or melted within the firebox or valve compartment. Replace pilot if damage exists.</li> </ol>
4. Main Closes, 5 seconds later pilot sparking with power vent ON. If condition persists for 60 seconds, 8K-1 locks out with 3 LED alarm.	E. Disconnected Pilot Sense	<ol style="list-style-type: none"> <li>1. Verify that white sensor lead is properly connected to the S-terminal and the orange ignitor lead is connected to the I-terminal on the module.</li> </ol>
5. If given ignition command in both ON and REMOTE modes, system immediately locks-out with 3 LED alarm. Does not spark or attempt to ignite.	F. Pre-Existing/False Pilot Flame	<ol style="list-style-type: none"> <li>1. Check for pre-existing pilot flame. If so, the valve is defective and should be replaced.</li> </ol>

# 6 Reference Materials

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## A. 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.*

### **Fire Art**

Fire art accessories may be installed by a qualified service technician following the instructions included with the accessory.

Optional accessories include modern logs, driftwood logs, and multiple media options. Contact your dealer for details.

## C. Contact Information



No one builds a better fire

Heat & Glo, a brand of Hearth & Home Technologies  
7571 215<sup>th</sup> Street West, Lakeville, MN 55044  
[www.heatnglo.com](http://www.heatnglo.com)

Please contact your Heat & Glo dealer with any questions or concerns.  
For the location of your nearest Heat & Glo dealer,  
please visit [www.heatnglo.com](http://www.heatnglo.com).

### - NOTES -

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### NOTICE



#### DO NOT DISCARD THIS MANUAL

- Important operating and maintenance instructions included.
- Read, understand and follow these instructions for safe installation and operation.
- Leave this manual with party responsible for use and operation.



This product may be covered by one or more of the following patents: (United States) 6601579, 6769426, 6863064, 7077122, 7074035, 7098269, 7234932, 7258116, 7322819, 7422011, 7470729, 7726300, 8147240, 9625149 or other U.S. and foreign patents pending.

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