Notice: Do Not discard this manual!

Quadra-Fire

Model(s):
QFI30FB-IFT
QFI35FB-IFT

Gas-fired
UL Listed

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.

WARNING:
Fire or Explosion Hazard
Failure to follow safety warnings exactly could result in serious injury, death, or property damage.

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

• What to do if you smell gas
  - Do not try to light any appliance.
  - Do not touch any electrical switch. Do not use any phone in your building.
  - Leave the building immediately.
  - Immediately call your gas supplier from a neighbor’s phone. Follow the gas supplier’s instructions.
  - If you cannot reach your gas supplier, call the fire department.

• Installation and service must be performed by a qualified installer, service agency, or the gas supplier.

DANGER

Hot Glass will cause burns.

Do not touch glass until cooled.

Never allow children to touch glass.

A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and shall be installed for the protection of children and other at-risk individuals.

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.
**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 Quadra-Fire gas fireplace, an elegant and clean alternative to wood burning fireplaces. The Quadra-Fire 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 Quadra-Fire gas fireplace will give you years of durable use and trouble-free enjoyment. Welcome to the Quadra-Fire family of fireplace products!

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

**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.

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**Type of Gas (Home Air-Gas):**
Not for use with solid fuel.
(Ne doit pas être utilisé avec un combustible solide).

- **Type of Gas:** NATURAL GAS
- **Made in:** USA
- **Model:** Xxxxxx
- **Serial:** Xxxxxx

**Gas and Electric Information**
- **Maximum Manifold Pressure (Pression):** 0.0 in w.c.
- **Maximum Manifold Pressure (Pression):** 0.0 in w.c.
- **Minimum Manifold Pressure (Pression):** 0.0 in w.c.
- **Minimum Manifold Pressure (Pression):** 0.0 in w.c.
- **Total Electrical Requirements:** 000Vac, 00Hz., less than 00 Amperes

**Model Number**
Quadra-Fire, a brand of Hearth & Home Technologies
7571 215th Street West, Lakeville, MN 55044

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**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
LIMITED LIFETIME WARRANTY

Hearth & Home Technologies, 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 original purchase. 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.

<table>
<thead>
<tr>
<th>Warranty Period</th>
<th>HHT Manufactured Appliances and Venting</th>
<th>Components Covered</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Parts</td>
<td>Labor</td>
</tr>
<tr>
<td>1 Year</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>2 years</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 years</td>
<td></td>
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</tr>
<tr>
<td>5 years</td>
<td>1 year</td>
<td></td>
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<tr>
<td>7 years</td>
<td>3 years</td>
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<tr>
<td>10 years</td>
<td>1 year</td>
<td></td>
</tr>
<tr>
<td>Limited Lifetime</td>
<td>3 years</td>
<td></td>
</tr>
<tr>
<td>90 Days</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

See conditions, exclusions, and limitations on next page.
B. Limited Lifetime Warranty (continued)

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.
• This warranty is only valid in the country in which the HHT authorized dealer or distributor that sold the appliance resides.
• 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, batteries and the discoloration of glass.
• 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, heath 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.
A. Appliance Certification

**MODELS:** QFI30FB-IFT, QFI35FB-IFT,
**LABORATORY:** Underwriters Laboratories, Inc. (UL)
**TYPE:** Direct Vent Heater
**STANDARD:** ANSI Z21.88-2017 • CSA 2.33-2017

This product is listed to ANSI standards for “Vented Gas Fireplace Heaters” and applicable sections of “Gas Burning Heating Appliances for Manufactured Homes and Recreational Vehicles”, and “Gas Fired Appliances for Use at High Altitudes”.

Quadra-Fire gas inserts are designed for installations into solid fuel masonry or factory built fireplaces that have been installed in accordance with the National, Provincial, State and local building codes. Fireplaces are to be constructed of non-combustible materials and, in the absence of local or regional codes, meet criteria of NFPA 211. No additional outside air source is required.

**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 PRIMARY HEAT SOURCE.**
This appliance is tested and approved as either supplemental room heat or as a decorative appliance. It should not be factored as primary heat in residential heating calculations.

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

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B. Glass Specifications

This appliance is equipped with 5 mm ceramic glass with an anti-reflective coating. Replace glass only with glass with identical specifications. Please contact your dealer for replacement glass.

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C. BTU Specifications

<table>
<thead>
<tr>
<th>Models (U.S. or Canada)</th>
<th>Maximum Input BTU/h</th>
<th>Minimum Input BTU/h</th>
<th>Orifice Size (DMS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>QFI30FB-IFT (NG) (0-2000 FT)</td>
<td>36,000</td>
<td>18,500</td>
<td>33</td>
</tr>
<tr>
<td>QFI30FB-IFT (Propane) (0-2000 FT)</td>
<td>36,000</td>
<td>19,000</td>
<td>50</td>
</tr>
<tr>
<td>QFI35FB-IFT (NG) (0-2000 FT)</td>
<td>40,000</td>
<td>20,000</td>
<td>31</td>
</tr>
<tr>
<td>QFI35FB-IFT (Propane) (0-2000 FT)</td>
<td>38,000</td>
<td>19,000</td>
<td>49</td>
</tr>
</tbody>
</table>
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.

- 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.

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

A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and shall be installed for the protection of children and other at-risk individuals. 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.

Young children should be carefully supervised when they are in the same room as the appliance. Toddlers, young children and others may be susceptible to accidental contact burns.

- A physical barrier is recommended if there are at risk individuals in the house.
- To restrict access to a fireplace or stove, install an adjustable safety gate to keep toddlers, young children and other at risk individuals out of the room and away from hot surfaces.
- Install a switch lock or a wall/remote control with child protection lockout feature.
- Keep remote controls out of reach of children.
- Never leave children alone near a hot fireplace, whether operating or cooling down.

Teach children to NEVER touch the fireplace.
- Consider not using the fireplace when children will be present.

Contact your dealer for more information, or visit: www.hpba.org/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 (IPI) and remove batteries on IPI models.

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.

Clear Space

WARNING! DO NOT place combustible objects in front of the appliance. High temperatures may start a fire. See Figure 3.1. Appliance requires room air to cool electrical components. Do not block the air passages at the bottom of the appliance, or the air passages between the decorative front and the appliance.

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

Figure 3.1 Clear Space Requirement - All Models
B. General Operating Parts

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

C. Fuel Specifications

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

D. Wall Surface/TV Guidelines

**NOTICE:** *When installing a TV above this appliance, ensure wall temperature will not exceed temperatures for operation of TV designated by TV manufacturer.*

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, ember material and/or other decorative materials.
- Check the wiring.
- Check the air shutter adjustment.
- Ensure that there are no gas leaks.
- Ensure that the glass is sealed and in the proper position and that the integral barrier is in place.

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

This fireplace has an IntelliFire™ Touch ignition system.
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.

WARNING:
- DO NOT use with solid fuel.

GAS VALVE

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 OFF to switch to ON.
   - Equipped with remote or wall control: Press ON or FLAME button.
   - Equipped with thermostat: Set temperature to desired setting.

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

TO TURN OFF GAS TO APPLIANCE

1. Equipped with wall switch: Turn 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 shall 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.

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 bed sitting 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.
G. Appliance Break-In
Follow the initial break-in procedure below to cure the materials used to manufacture the fireplace and the finishing materials around it.

- The fireplace should be run three to four hours continuously on high flame and high fan.
- Turn the fireplace off and allow it to cool completely.
- Remove fixed glass assembly. See Section 4.B.
- Clean fixed glass assembly. See Section 4.B.
- Replace the fixed glass assembly and run continuously on high an additional 12 hours.

**Note:** For best results, complete second burn with the fan off.

**NOTICE!** This product comes equipped with fans that provide remote control of heat output. See Section H. Set the fan speed to high on the RC400 remote control during the first three to four hours of break-in operation. This break-in will ensure optimum speed control of the fans during subsequent use.

**NOTICE!** In some cases, residue may appear on the top fiber refractory piece at the end of the initial break-in period. Remove the residue by gently brushing with a soft-bristle brush.

**Note:** The IntelliFire™ Touch system has a safety feature that automatically shuts down the fireplace after 9 hours of continuous operation without receiving a command from the remote control. If this occurs, restart the appliance.

**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

Heat Output
Heat Output is managed through the RC400 remote control that comes standard with the fireplace.

- Turn the appliance on and off.
- Adjust the height of the flame by varying the input using the remote control.
- Adjust the fan speed.

For more information, see the instructions that accompany the remote control.

**NOTICE!** Set the fan speed to high on the RC400 remote control during the first three to four hours of break-in operation. See Section G. This break-in will ensure optimum speed control of the fans during subsequent use.

I. Operation During A Power Outage - IntelliFire™ Touch

The IntelliFire™ Touch intermittent pilot ignition system comes with a battery backup system that enables the system to operate in a power outage. The system offers seamless transition from household AC power to battery backup. The battery pack is located in the manual bag that was shipped with the appliance. Battery longevity and performance will be affected by long term exposure to the service temperatures of this appliance.

**NOTICE:** Batteries should only be used as a power source in the event of an emergency power outage. Batteries should not be used as a primary long-term power source.

To Operate Fireplace Using Battery Power (DC):

1. The decorative front should be removed to ease the connection of the battery pack and replaced during operation of the appliance.
2. Locate the battery pack that was shipped with your manual, insert four AA cell batteries. Battery polarity must be correct or module damage will occur. A complete wiring diagram is included in the Electrical section of the appliance Installation Manual.
3. Locate battery wire tray and pull tray completely out to expose wire connectors. See Figure 3.4 and 3.5.
4. Connect battery tray wires to the battery pack. See Figure 3.5.
5. Gently place the battery pack on the hearth as far right as possible and approximately 2-1/2 inches away from the appliance. See Figure 3.6.
6. Turn the appliance on according to the instructions below for the appropriate type of control:

**IFT-RC150 Wireless Wall Switch:**
- Toggle the switch as you would under normal circumstances.

**Wireless Remote:**
- Remote receiver is integrated into the ignition module
- Use the remote to turn the appliance on.
- To preserve battery life, do not use the HI/LO flame or THERMOSTAT options.

**Ignition Module:**
- Access to the control cavity (See Figure 3.3) will require the fireplace to be pulled out from the chimney. This may require the removal of the decorative front and surround.
- Open right side cover plate, locate the ignition module in the control cavity.
- Slide the ON/REMOTE/OFF switch to the ON position.
7. Replace the decorative front. The decorative front must be installed while operating the appliance.
NOTICE: Some functionality will be lost when using battery backup including remote control, fan, lights, or any other auxiliary functions that require household 110-120 VAC power.

To Return to Operation Using Electrical (AC) Power
IFT-RC150 Wireless Wall Switch or Wireless Remote:
• Remove the batteries and uninstall the battery pack. Replace door or decorative barrier front on appliance.
Ignition Module:
• Slide the ON/REMOTE/OFF switch to the REMOTE position.
• Remove the batteries and uninstall the battery pack. Replace door or decorative front on appliance.

Figure 3.3 Access to Control Cavity

With the appliance pulled out of the chimney, the removal of the front screw will allow panel to rotate up. The module can gently be removed from the cavity to adjust the switch to the proper settings.

Figure 3.4

Removing Battery Wire Tray - Pulling the left side out first will allow the tray to clear the notch on the right side edge. To re-install the tray, do the reverse and install the notch to the edge first.

Figure 3.5

Battery Wire Tray is located to the left of the reset switch and glass clip. Plug the battery Tray’s red wire to the red wire, and black wire to black wire. Rotate connectors 180 degrees if plugging is difficult. Connectors will not plug into the wrong connector.

Figure 3.6
J. Detailed Component Operating Instructions - IntelliFire™ Touch

IFT-ECM Detailed Operating Instruction

This model is shipped from the factory equipped with the IFT-RC400 remote.

1. The Electronic Control Module (IFT-ECM) has a three-position ON/OFF/REMOTE selector switch that must be set for proper operation. See Figure 3.7. When changing switch positions, it is important to pause in each position for 1-2 seconds.

**OFF Position:**
The appliance will not respond to any commands from the IFT-RC150 or IFT-RC400 remote controls. The unit should be in the OFF position during service, fuel conversion. When switched to the OFF position while the appliance is operating, the system will shut down.

**ON Position:**
The appliance will ignite and run continuously at the HI flame setting. No adjustment in flame height is possible.

**Remote Position:**
The remote position allows operation of the appliance from the IFT-RC400 or IFT-RC150 remote controls. The IFT-ECM switch must be in this position to pair the IFT-ECM with the IFT-ACM (if installed), and/or IFT-RC400 and IFT-RC150 remote controls. See the IFT-RC400 or IFT-RC150 installation manual for detailed instructions on pairing the IFT-ECM with the remote controls. After successfully pairing a IFT-RC400, all installed accessories can be controlled by the IFT-RC400 (see IFT-RC400 user manual). The RC150 allows the user to turn ON/OFF the flame in the appliance and activate the Cold Climate mode if desired. The IFT-ECM has a safety feature that will automatically shut down the fireplace after 9 hours of continuous operation without receiving a command from the IFT-RC400 or IFT-RC150.

The IFT-ECM has a safety feature that will automatically shut down the fireplace after 9 hours of continuous operation in the ON position, except when operated in active thermostat mode.

2. If multiple control options are installed, the IFT-ECM will respond to the last command from the IFT-RC400 or IFT-RC150. The Pilot button on the IFT-ECM activates the Cold Climate function of the fireplace. This function lights the pilot flame ONLY to provide enough heat in the firebox to reduce condensation in cool, high humidity ambient conditions. To activate the Cold Climate press and hold the Pilot button for one second and release. The IFT-ECM will flash two green LED blinks, beep twice and light and rectify the pilot flame when pressed to activate. To turn off Cold Climate, press and hold the Pilot button for one second and release. The IFT-ECM will flash one green LED blink, beep once and shut down the pilot flame. If remote controls are paired with the IFT-ECM, this feature can also be activated with the IFT-RC400 and/or IFT-RC150.

---

DANGER

Risk of Explosion

DO NOT cycle the ON/OFF/REM selector switch more than one time within a five minute period. Gas may accumulate in firebox. Call a qualified service technician.
Reset Switch Operation

**CAUTION! Risk of burns!** Appliance surfaces are hot when operating and during cool down. Use care and wear gloves when opening the front and accessing components inside the appliance.

The control module (IFT-ECM) may lock out under certain conditions. When this occurs, the appliance will not ignite or respond to commands and is shut down. If the IFT-ECM is in the LOCK-OUT mode, it will be necessary to reset the control module.

The appliance has a reset switch located on the lower right hand side of the appliance behind the decorative front. See Figure 3.8.

**To reset the IFT-ECM Control Module:**

- Be aware the appliance may be HOT, use care in accessing the reset switch.
- Turn the appliance off at a wall switch location if so equipped.
- Wait five minutes to allow possible accumulated gas to clear.
- Remove decorative front from appliance.
- Locate reset switch inside the appliance. See Figure 3.8. Hold reset switch down for one second and release. A "beep" will signal module is reset.

**Appliances with Wall Switch and Remote**

- Turn wall switch back to “ON” position. Go to main menu on remote control and restart fireplace. The fireplace will start as it would under normal circumstances.

**Appliances with Wall Switch Only:**

- Turn wall switch back to “ON” position. The fireplace will ignite as it would under normal circumstances.

**Appliances with Remote Only:**

- Turn fireplace back on using the main menu on the remote control. The fireplace will ignite as it would under normal circumstances.
- Reinstall decorative front on appliance.
- If the IFT-ECM re-enters the LOCK-OUT condition after this procedure, contact your dealer for service.

**Appliance ON/OFF:**

This appliance is supplied with a fully functional remote control. This remote controls:

- ON/OFF Functions
- Flame height adjustments
- Thermostat
- Cold Climate Feature
- Fan Speed
- Lights

Please refer to the instructions included with the remote control for more detailed operating instructions.
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.quadrafire.com to locate a dealer. We recommend annual service by a qualified service technician.

A. Maintenance: Frequency and Tasks

<table>
<thead>
<tr>
<th>Task</th>
<th>Frequency</th>
<th>To be completed by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Glass Cleaning</td>
<td>Seasonally</td>
<td>Homeowner</td>
</tr>
<tr>
<td>Doors/Fronts/Surrounds</td>
<td>Annually</td>
<td></td>
</tr>
<tr>
<td>Remote Control</td>
<td>Seasonally</td>
<td></td>
</tr>
<tr>
<td>Venting</td>
<td>Seasonally</td>
<td></td>
</tr>
<tr>
<td>Gasket Seal and Glass Inspection</td>
<td>Annually</td>
<td>Qualified Service Technician</td>
</tr>
<tr>
<td>Log Inspection</td>
<td>Annually</td>
<td></td>
</tr>
<tr>
<td>Firebox Inspection</td>
<td>Annually</td>
<td></td>
</tr>
<tr>
<td>Control Compartment &amp; firebox Top</td>
<td>Annually</td>
<td></td>
</tr>
<tr>
<td>Burner Ignition &amp; Operation</td>
<td>Annually</td>
<td></td>
</tr>
<tr>
<td>Light Bulbs</td>
<td>As needed</td>
<td></td>
</tr>
<tr>
<td>Firebox (FireBrick)</td>
<td>Annually</td>
<td></td>
</tr>
</tbody>
</table>

B. Maintenance Tasks - Homeowner

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

More frequent cleaning may be required due to excessive lint from carpeting, bedding material, et cetera. It is imperative that control compartments, burners and circulating air passageways of the appliance be kept clean. Any safety screen, guard, or barrier removed for servicing the appliance must be replaced prior to operating the appliance.

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

---

**Glass Cleaning**

**Frequency:** Seasonally

**By:** Homeowner

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

**CAUTION! Handle fixed glass assembly with care.** Glass is breakable.
- Avoid striking, scratching or slamming glass
- Avoid abrasive cleaners
- **DO NOT** clean glass while it is hot

- Prepare a work area large enough to accommodate fixed glass assembly and door frame by placing a drop cloth on a flat, stable surface.

**Note:** Fixed glass assembly and gasketing may have residue that can stain carpeting or floor surfaces.
- Remove door or decorative front from fireplace and set aside on work surface.

**Removing Fixed Glass Assembly**

- The glass assembly fastens to the fireplace in four places. The fastening mechanisms are spring-loaded glass latches. An example of the top glass latch is shown in Figure 4.1 and an example of the bottom glass latch is shown in Figure 4.2.
• To remove glass assembly, release one top glass latch at a time. Use one hand to support the glass while pulling the top spring-loaded latch forward with the other hand. See Figure 4.3.

Replacing Fixed Glass Assembly
• Tilt glass assembly toward fireplace and slide glass assembly downward to engage bottom latches. Verify bottom latches are fully engaged and then fasten the two top latches.
• Note that the extended glass latch tabs on the glass frame are for the bottom glass latches.

Decorative Fronts, Surrounds
Frequency: Annually
By: Homeowner
Tools needed: Protective gloves, stable work surface
• Assess condition of screen and replace as necessary.
• Inspect for scratches, dents or other damage and repair as necessary.
• Check that louvers are not blocked.
• Vacuum and dust surfaces.

Remote Control
Frequency: Seasonally
By: Homeowner
Tools needed: Replacement batteries and remote control instructions.
• Locate remote control transmitter and receiver.
• Verify operation of remote. Refer to remote control operation instructions for proper calibration and setup procedure.
• Place batteries as needed in remote transmitters and battery-powered receivers.
• Place remote control out of reach of children.

If not using your fireplace for an extended period of time (summer months, vacations/trips, etc), to prevent unintended operation:
• Remove batteries from remote controls.
• Unplug 6 volt adapter plug on IPI models.

Venting
Frequency: Seasonally
By: Homeowner
Tools needed: Protective gloves and safety glasses.
• Inspect venting and termination cap for blockage or obstruction such plants, bird nests, leaves, snow, debris, etc.
• Verify termination cap clearance to subsequent construction (building additions, decks, fences, or sheds).
• Inspect for corrosion or separation.
• Verify weather stripping, sealing and flashing remains intact.
• Inspect draft shield to verify it is not damaged or missing.

Figure 4.3 Release Glass Latches One at a Time

• Once both top latches are disengaged, grab the glass frame assembly by the sides and tilt it outward and downward. Lift up slightly to disengage the glass assembly from the bottom glass latches. See Figure 4.4.

Figure 4.4 Tilt Glass Down and Lift Up to Disengage Bottom Latch

• 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)
• Carefully set fixed glass assembly in place on fireplace. Hold glass in place with one hand and secure glass latches with the other hand.
• Inspect and operate all glass latches to ensure they move freely and no obstructions are present.
• Reinstall door or decorative front.

Figure 4.3 Release Glass Latches One at a Time

Figure 4.4 Tilt Glass Down and Lift Up to Disengage Bottom Latch
C. Maintenance Tasks - Qualified Service Technician

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

**Gasket Seal and Glass Assembly Inspection**

**Frequency:** Annually  
**By:** Qualified Service Technician  
**Tools needed:** Protective gloves, drop cloth and a stable work surface.

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

**Logs**

**Frequency:** Annually  
**By:** Qualified Service Technician

**Tools needed:** Protective gloves.  
- Inspect for damaged or missing logs. Replace as necessary. Refer to Installation manual for log placement instructions.  
- Verify correct log placement and no flame impingement causing sooting. Correct as necessary.

**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 top, inspect for plugged ports, corrosion or deterioration. Replace burner if necessary.  
- Replace Glowing Embers® with new dime-size pieces. **DO NOT** block ports or obstruct lighting paths. Refer to Section 11 in the Appliance Installation Manual for proper ember placement.  
- Check for smooth lighting and ignition carryover to all ports. Verify that there is no ignition delay. Inspect and ensure the lighting on the main burner occurs within four seconds of the main gas valve opening.  
- 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 4.5 for proper pilot flame pattern. Clean or replace orifice spud as necessary.  
- Inspect IPI flame sensing rod for soot, corrosion and deterioration. Polish with fine steel wool or replace as required.  
- Verify that there is not a short in flame sense circuit by checking continuity between pilot hood and flame sensing rod. Replace pilot as necessary.
**Light Bulbs**

**Frequency:** As needed  
**By:** Service Technician  
**Tools needed:** Protective gloves, replacement light bulbs. 1/4 in. nut driver.  
- Remove the glass assembly. See Section 4.B.  
- Remove the logs, grate, and burner.  
- Remove the two ember glass retainer tabs.  
- Remove the ember glass.  
- Replace light bulb.  
- Reassemble components in reverse order of disassembly.

**Firebox**

**Frequency:** Annually  
**By:** Service Technician  
**Tools needed:** Protective gloves, sandpaper, steel wool, cloths, mineral spirits, primer and touch-up paint.  
- Inspect for paint condition, warped surfaces, corrosion or perforation. Sand and repaint as necessary.  
- Replace appliance if firebox has been perforated.  
Surface cracking or crazing of firebrick material is normal and expected. All cracks are acceptable and do not require replacement of the unit or the firebox with the exception of:  
- Cracks compromising the surface plane of the firebox. See Figure 4.6.

![Figure 4.6](image)

**Figure 4.6.** Surface plane of firebox is comprised and should be replaced.
## Frequently Asked Questions and Troubleshooting

### A. Frequently Asked Questions

<table>
<thead>
<tr>
<th>ISSUE</th>
<th>SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Condensation on the glass</td>
<td>This is a result of gas combustion and temperature variations. As the appliance warms, this condensation will disappear.</td>
</tr>
<tr>
<td>Blue flames</td>
<td>This is a result of normal operation and the flames will begin to yellow as the appliance is allowed to burn for 20 to 40 minutes.</td>
</tr>
<tr>
<td>Odor from appliance</td>
<td>When first operated, this appliance may release an odor for the first several hours. This is caused by the curing of the paint and the burning off of any oils remaining from manufacturing. Odor may also be released from finishing materials and adhesives used around the appliance.</td>
</tr>
<tr>
<td>Film on the glass</td>
<td>This is a normal result of the curing process of the paint and logs. Glass should be cleaned within 3 to 4 hours of initial burning to remove deposits left by oils from the manufacturing process. A non-abrasive cleaner such as gas fireplace glass cleaner may be necessary. See your dealer.</td>
</tr>
<tr>
<td>Metallic noise</td>
<td>Noise is caused by metal expanding and contracting as it heats up and cools down, similar to the sound produced by a furnace or heating duct. This noise does not affect the operation or longevity of the appliance.</td>
</tr>
<tr>
<td>Is it normal to see the pilot flame burn continually?</td>
<td>In an intermittent pilot ignition system (IPI), the pilot flame should turn off when appliance is turned off. Some optional control systems available with IPI models may allow pilot flame to remain lit.</td>
</tr>
<tr>
<td>Ember Glass Media</td>
<td>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.</td>
</tr>
<tr>
<td>Power Outages (battery backup)</td>
<td>This appliance can operate on battery power in the event of a power outage. To access the battery pack, the decorative front, mesh and glass assembly must be removed. Refer to Section 3.1 for more details.</td>
</tr>
</tbody>
</table>

**Contact your dealer** for additional information regarding operation and troubleshooting. Visit [www.quadrafire.com](http://www.quadrafire.com) to locate a dealer.
## B. Frequently Asked Questions - IntelliFire™ Touch Controls (IFT-RC400)

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>The appliance does not respond to commands from the remote control</td>
<td>Batteries are depleted.</td>
<td>Verify batteries are new.</td>
</tr>
<tr>
<td>display does not light up when screen is touched.</td>
<td>Batteries are incorrectly oriented.</td>
<td>Verify batteries are installed in correct orientation as shown on batteries receptacle.</td>
</tr>
<tr>
<td>The display on remote lights up when screen is touched but it does</td>
<td>Touchscreen has lost calibration.</td>
<td>Touchscreen needs to be re-calibrated. Call dealer to have screen re-calibrated.</td>
</tr>
<tr>
<td>not respond to commands.</td>
<td>Child Lock is ON.</td>
<td>Check child lock icon located at the top of the remote display. If ON, it will show as a 'locked' symbol. To unlock, remove battery compartment door, locate child lock switch and move to 'unlock' position. Verify child lock icon on screen is now displayed in 'unlock' position.</td>
</tr>
<tr>
<td>The remote displays the following message on-screen: No dealer info</td>
<td>Dealer information not programmed into</td>
<td>Remote will still provide all available functions, and appliance is fully available for use. Call dealer to have them program.</td>
</tr>
<tr>
<td>available</td>
<td>remote.</td>
<td></td>
</tr>
<tr>
<td>The remote displays the following message on-screen: 300 hours of use.</td>
<td>Remote is placed at a very short distance or too far away from the appliance.</td>
<td>Try to keep the remote close to the appliance but not directly in front of it. The remote acts as the thermostat.</td>
</tr>
<tr>
<td>Appliance is still fully functional.</td>
<td>Remote is placed in the path of an air draft or vent.</td>
<td>Move the remote away from the direct path of air flow. The remote acts as the thermostat.</td>
</tr>
<tr>
<td>The room temperature displayed on the remote is either slow or quick</td>
<td>Flame Modulation</td>
<td>The control system is designed to automatically adjust the flame intensity based on the difference between the desired room temperature, and actual temperature. In thermostat mode, the hearth appliance will start in HI flame, but as the actual temperature approaches the desired set temperature on the remote, the flame intensity will automatically decrease. Automatic flame modulation will result in more control of the temperature, but will cause the appliance to cycle OFF/ON less.</td>
</tr>
<tr>
<td>to respond while operating in thermostat mode.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The appliance turns OFF the flame after extended periods of operation</td>
<td>9 hour safety shutdown timer</td>
<td>This is normal behavior. The appliance has a safety timer that will automatically turn OFF the flame after nine hours of uninterrupted operation.</td>
</tr>
<tr>
<td>The remote displays the following message on-screen: Fan will turn on</td>
<td>Functioning as intended.</td>
<td>The appliance has a three minute delay timer before the fan is turned ON. This allows the air surrounding the appliance to be heated before being pushed into the room.</td>
</tr>
<tr>
<td>within 3 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The remote displays the following message on-screen: &quot;Replace remote</td>
<td>Low batteries in remote.</td>
<td>Install new batteries in the remote.</td>
</tr>
<tr>
<td>batteries.&quot;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The remote is displaying an incorrect brand.</td>
<td>Remote was programmed incorrectly.</td>
<td>Call dealer to have them program the remote with correct branding. Remote is still fully functional and the appliance is unaffected.</td>
</tr>
<tr>
<td>After turning flame ON using remote, the flame does not turn ON</td>
<td>Power vent is installed on the appliance.</td>
<td>This is expected behavior and the two minute timer is called a pre-purge timer. The flame will turn ON at the expiration of the timer.</td>
</tr>
<tr>
<td>immediately and instead a two minute timer is displayed.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The remote displays the following message on-screen: &quot;Remote Control</td>
<td>No power to appliance.</td>
<td>Verify home circuit breaker is on.</td>
</tr>
<tr>
<td>Communication Error.&quot;</td>
<td>Power outage.</td>
<td>Install new batteries in battery backup.</td>
</tr>
</tbody>
</table>
C. 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™ Touch

Error Codes:

<table>
<thead>
<tr>
<th>ECM LED Error Codes</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 Red: 1 Green</td>
<td>IFT-RC400 error message: 'Appliance Safely Disabled', pilot sparks for 60 sec, no flame rectification.</td>
</tr>
<tr>
<td>2 Red: 1 Green</td>
<td>IFT-RC400 display: 'Error Pilot Flame', pilot valve solenoid not detected.</td>
</tr>
<tr>
<td>2 Red: 2 Green</td>
<td>Sparking feedback signal error, spark coil failure.</td>
</tr>
<tr>
<td>5 Red: 1 Green</td>
<td>IFT-RC400 display: 'Error Power Vent' (if installed).</td>
</tr>
</tbody>
</table>

See Troubleshooting matrix for more detail on Lock-out Error Codes, Possible Causes and Corrective Actions.

Troubleshooting:

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pilot won’t light, module clicks but no spark</td>
<td>Incorrect wiring.</td>
<td>Verify 'S' (White) sense wire and 'I' (orange) ignitor wire are connected to correct terminals on IFT-ECM.</td>
</tr>
<tr>
<td>60 sec, 3 Red/1 Green Lock out.</td>
<td>Loose connections or electrical shorts in wiring.</td>
<td>Verify no loose connections or electrical shorts in wiring from module to pilot assembly. Verify wire insulation is not damaged. Verify wires are not grounding out to chassis, pilot burner, or any other metal object. Replace any damaged wires.</td>
</tr>
<tr>
<td></td>
<td>Ignitor gap is too large.</td>
<td>Verify spark gap is approximately 0.095” (2.41 mm) to 0.135” (3.43 mm).</td>
</tr>
<tr>
<td>Pilot won’t light, there is no noise or spark.</td>
<td>No AC power, AC/DC adaptor faulty, backup batteries (if being used) depleted, IFT-ECM slider switch in OFF position.</td>
<td>Verify IFT-ECM slider switch is in ON or IFT-REM position. Verify AC power available to junction box. Verify AC/DC adaptor is plugged into junction box and ECM. Verify AC/DC adaptor output voltage is between 5.7-6.3 Vdc. If battery pack is used, check battery pack voltage is &gt;4.2 V (if not, replace batteries).</td>
</tr>
<tr>
<td></td>
<td>Shorted or loose connection in system wiring or wiring harness.</td>
<td>Verify system wiring configuration. Remove and reinstall wiring harness that plugs into module. Check continuity of wires in valve wiring harness. Replace any damaged components.</td>
</tr>
<tr>
<td></td>
<td>Poor or no system ground.</td>
<td>Verify black ground wire in valve harness is connected to metal chassis of fireplace.</td>
</tr>
<tr>
<td>Pilot won’t light, there is no noise or spark,</td>
<td>Pilot solenoid not detected.</td>
<td>Check if valve harness orange wire is connected to pilot solenoid valve. Check pilot solenoid resistance, nominal is 40 ohms. If open or shorted, replace valve. Check valve harness wire continuity, if open replace 6-pin harness.</td>
</tr>
<tr>
<td>2 Red/1 Green Lockout.</td>
<td>Spark coil failure.</td>
<td>Replace ECM.</td>
</tr>
<tr>
<td>Pilot won’t light, there is no noise or spark,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Red/2 Green Lockout.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Intellifire™ Touch - (continued)

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pilot sparks for 60 sec, but will not light, 3 Red/1 Green Lockout.</td>
<td>No gas supply.</td>
<td>Verify incoming gas line ball valve is ‘Open’. Verify inlet pressure is within requirement for gas type used. Contact gas supplier.</td>
</tr>
<tr>
<td></td>
<td>ECM has poor ground.</td>
<td>Verify wiring, check valve harness black wire is securely grounded to metal chassis.</td>
</tr>
<tr>
<td></td>
<td>Gas valve defective.</td>
<td>Check pilot valve solenoid kick and hold voltages during ignition cycle. Kick V should be &gt;1 V, hold V minimum 0.26 V. If voltages are OK, replace gas valve.</td>
</tr>
<tr>
<td>Pilot lights but main burner does not light. Pilot continues to spark for 60 sec then goes into 3 Red/1 Green Lockout.</td>
<td>No flame detected. Flame rectification issue.</td>
<td>Check if white sense lead is securely connected to ‘S’ terminal of IFT-ECM. Check resistance of sense lead between sense rod tip and connector to IFT-ECM, should be less than 1 ohm - if not, replace pilot assembly. Check system ground, ensure black valve harness wire is securely attached to metal chassis. Check wiring for damage. With system OFF, check resistance between tip of sense rod and pilot hood, should be resistance (&gt;1 M-ohm).</td>
</tr>
<tr>
<td></td>
<td>No flame detected or sense rod contamination.</td>
<td>With glass assembly installed, verify pilot flame is engulfing flame sense rod on pilot assembly. Verify inlet gas pressure is correct for gas type. Polish flame sense rod with fine steel wool to remove any contaminants that may have accumulated.</td>
</tr>
<tr>
<td>Pilot lights and rectifies, but main burner does not light.</td>
<td>Main valve solenoid.</td>
<td>Check if green wire in valve harness is connected to green main valve solenoid. Check main valve solenoid resistance, nominal is 60 ohms. If open or shorted, replace valve. Verify valve inlet pressure is correct for gas type.</td>
</tr>
<tr>
<td>Pilot and main do not light, ECM goes into 5 Red/1 Green Lockout.</td>
<td>Power Vent (PV) Failure.</td>
<td>Power Vent blower defective - check wiring to IFT-ACM, check if blower is working. Check if PV pressure switch is connected to brown and black wire in 6-pin valve wire harness. Check if pressure switch is closed (shorted) when PV blower is running. Refer to PV troubleshooting instructions.</td>
</tr>
<tr>
<td>Appliance lights and runs for a few minutes then shuts down and/or appliance cycle ON and OFF with less than 60 sec of ON time.</td>
<td>Shorted or loose connection in flame detection circuit.</td>
<td>Check if white sense lead is securely connected to ‘S’ terminal of IFT-ECM. Check resistance of sense lead between sense rod tip and connector to IFT-ECM, should be less than 1 ohm - if not, replace pilot assembly. Check system ground, ensure black valve harness wire is securely attached to metal chassis. Check wiring for damage. With system OFF, check resistance between tip of sense rod and pilot hood, should be resistance (&gt;1 M-ohm).</td>
</tr>
<tr>
<td></td>
<td>Poor flame rectification or contaminated sense rod.</td>
<td>With glass assembly installed, verify pilot flame is engulfing flame sense rod on pilot assembly. Verify inlet gas pressure is correct for gas type. Polish flame sense rod with fine steel wool to remove any contaminants that may have accumulated. Verify no soot deposits are in sense rod to pilot hood gap.</td>
</tr>
<tr>
<td></td>
<td>Logs are set up wrong.</td>
<td>Remove and re-install logs per the log placement instructions.</td>
</tr>
<tr>
<td></td>
<td>Damaged pilot assembly.</td>
<td>Verify the pilot assembly ceramic insulator around the flame sensing rod is not cracked, damaged or loose. Check resistance between tip of sense rod and IFT-ECM connector, should be less than 1 ohm. Replace pilot assembly if damage is detected.</td>
</tr>
</tbody>
</table>
A. Accessories

Install approved accessories per instructions included with accessories.

Contact your dealer for a list of approved accessories.

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

Remote Controls, Wall Controls and Wall Switches

An RC400 remote control system is included with this appliance. After a qualified service technician has installed the remote control, wall control or wall switch, follow the instructions supplied with the control installed to operate your fireplace:

For safety:

• Install a switch lock or a wall/remote control with child protection lockout feature.

• Keep remote controls out of reach of children.

See your dealer if you have questions.

Required Decorative Front

This appliance requires a Surround/Decorative Front. For available options, consult your dealer.

**WARNING! Risk of Fire!** Install ONLY doors or fronts approved by Hearth & Home Technologies. Unapproved doors or fronts may cause fireplace to overheat.

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

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

For more information refer to the instructions supplied with your decorative door or front.
**Log Set Assembly**

![Log Set Assembly Diagram]

**Important:** This is dated information. Parts must be ordered from a dealer or distributor. **Hearth and Home Technologies does not sell directly to consumers.** Provide model number and serial number when requesting service parts from your dealer or distributor.

### Stocked at Depot

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<td>1</td>
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<td>LOGS-QFI30FB</td>
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<tr>
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<td>Log 1</td>
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<td>SRV2221-703</td>
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<td>3</td>
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<td>4</td>
<td>Log 3</td>
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<td>Gasket, Termination Plate</td>
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<td>2201-401</td>
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<tr>
<td></td>
<td>Slide Plate Handle</td>
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<td>2019-201</td>
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<tr>
<td>9</td>
<td>Left Side Cover, Plate</td>
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<td>2550-129</td>
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<td>Burner Assembly</td>
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<td>2221-009</td>
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<td>Media Tray, Mesh</td>
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<td>Valve Assembly</td>
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<td>Refer to valve page</td>
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<tr>
<td>15</td>
<td>Bottom Assembly</td>
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<td>Refer to valve page</td>
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<tr>
<td>16</td>
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<td>19</td>
<td>Cover Plate, Back</td>
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Additional service part numbers on following page.

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Quadra-Fire • QFI30FB-IFT, QFI35FB-IFT Owner's Manual • 2555-981 Rev. H • 9/19
### Stocked at Depot

**Log Set Assembly**

**Beginning Manufacturing Date:** June 2018  
**Ending Manufacturing Date:** Active

**IMPORTANT:** THIS IS DATED INFORMATION. Parts must be ordered from a dealer or distributor. **Hearth and Home Technologies does not sell directly to consumers.** Provide model number and serial number when requesting service parts from your dealer or distributor.

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Additional service part numbers on following page.

9/19
#14 Valve Assembly

## Important Information

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### Service Parts

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Additional service part numbers on following page.
#15 Bottom Assembly

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<td>Cable, B Type AC Module</td>
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<td>Fiber Patch Kit</td>
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<td>Glass Latch Support Assembly</td>
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<tbody>
<tr>
<td>**Fuse for battery pack can be sourced locally, not a warranty item. Specs are 250v, 3A fuse, 3/4&quot; long</td>
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| QFI30FB-IFT Conversion Kits                    |          |             |
| Conversion Kit NG                             |          | NGK-I30FB-IFT Y |
| Conversion Kit Propane                        |          | LPK-I30FB-IFT Y |
| Pilot Orifice NG                              |          | SRV593-528  Y |
| Pilot Orifice Propane                         |          | SRV593-527  Y |
| Regulator NG                                  |          | NGK-DXV-50  Y |
| Regulator Propane                             |          | SRVLPK-DXV-50 Y |

| QFI35FB-IFT Conversion Kits                    |          |             |
| Conversion Kit NG                             |          | NGK-I35FB-IFT Y |
| Conversion Kit Propane                        |          | LPK-I35FB-IFT Y |
| Pilot Orifice NG                              |          | SRV593-528  Y |
| Pilot Orifice Propane                         |          | SRV593-527  Y |
| Regulator NG                                  |          | NGK-DXV-50  Y |
| Regulator Propane                             |          | SRVLPK-DXV-50 Y |
C. Contact Information

Quadra-Fire, a brand of Hearth & Home Technologies
7571 215th Street West, Lakeville, MN 55044
www.quadrafire.com

Please contact your Quadra-Fire dealer with any questions or concerns.
For the location of your nearest Quadra-Fire dealer,
please visit www.quadrafire.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) 5613487, 6006743, 6019099, 6053165, 6145502, 6374822, 6484712, 6601579, 6769426, 6863064, 7077122, 7074035, 7098269, 7258116, 7322819, 7470729, 7726300, 8147240, 9625149 or other U.S. and foreign patents pending.