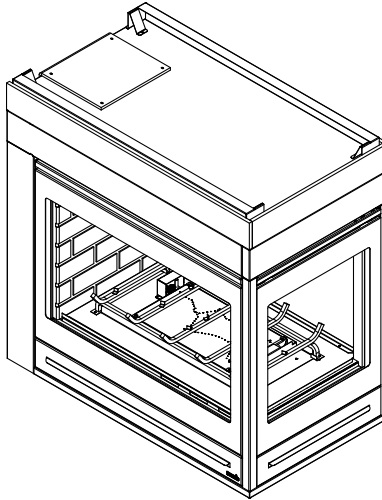


Models:
PIER-HVB-CE
ST-HVB-CE
LCOR-HVB-CE
RCOR-HVB-CE



Installers Guide

CE
0086

⚠ WARNING: If the information in these instructions is not followed exactly, a fire or explosion may result causing property damage, personal injury, or death.

- 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.
 - 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 is a room sealed appliance and no other ventilation is required than what is provided.

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

⚠ WARNING



HOT SURFACES!

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

Hot glass will cause burns.

- **DO NOT** touch glass until it is cooled
- **NEVER** allow children to touch glass
- Keep children away

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

High temperatures may ignite clothing or other flammable materials.

- Keep clothing, furniture, draperies and other flammable materials away.

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

READ THIS MANUAL BEFORE INSTALLING OR OPERATING THIS APPLIANCE. THIS *INSTALLERS GUIDE* MUST BE LEFT WITH APPLIANCE FOR FUTURE REFERENCE.


These instructions are only valid if the following country symbol is on the appliance. If this symbol is not present on the appliance, it is necessary to refer to the technical instructions which will provide the necessary information concerning the modification of the appliance to the conditions of use for the country.


These instructions are valid for the following countries: GB, IE


Please contact your Heat & Glo dealer with any questions or concerns. For the number of your nearest Heat & Glo dealer, please visit www.heatnglo.com.

➔ This product is covered by one or more of the following patents: (United States) 5601073, 5613487, 5647340, 5890485, 5941237, 6006743, 6019099, 6053165, 6145502, 6374822, 6484712, 6601579, 6769426, 6863064, 7077122, 7098269, 7258116, 7470729, 8147240 or other U.S. and foreign patents pending.


Safety and Warning Information


 **READ** and **UNDERSTAND** all instructions carefully before starting the installation. **FAILURE TO FOLLOW** these installation instructions may result in a possible fire hazard and will void the warranty.


 Prior to the first firing of the fireplace, **READ** the Using Your Fireplace section of the *Owners Guide*.


 **DO NOT USE** this appliance if any part has been under water. Immediately **CALL** a qualified service technician to inspect the unit and to replace any part of the control system and any gas control which has been under water.


 **THIS UNIT IS NOT FOR USE WITH SOLID FUEL.**


 Installation and repair should be **PERFORMED** by a qualified service person. The appliance and flueing system should be **INSPECTED** before initial use and at least annually by a professional service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. It is **IMPERATIVE** that the unit's control compartment, burners, and circulating air passageways **BE KEPT CLEAN** to provide for adequate combustion and ventilation air.


 Always **KEEP** the appliance clear and free from combustible materials, petrol, and other flammable vapors and liquids.


 **NEVER OBSTRUCT** the flow of combustion and ventilation air. Keep the front of the appliance **CLEAR** of all obstacles and materials for servicing and proper operations.


 Due to the high temperature, the appliance should be **LOCATED** out of traffic areas and away from furniture and draperies. Clothing or flammable material **SHOULD NOT BE PLACED** on or near the appliance.


 Children and adults should be **ALERTED** to the hazards of high surface temperature and should **STAY AWAY** to avoid burns or clothing ignition. Young children should be **CAREFULLY SUPERVISED** when they are in the same room as the appliance.


 These units **MUST** use one of the flue systems described in the Installing the Fireplace section of the *Installers Guide*. **NO OTHER** flue systems or components **MAY BE USED**.


 This gas fireplace and flue assembly **MUST** flue directly to the outside and **MUST NEVER** be attached to a chimney serving a separate solid fuel burning appliance. Each gas appliance **MUST USE** a separate flue system. Common flue systems are **PROHIBITED**.


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


 The glass door assembly **MUST** be in place and sealed, and the trim door assembly **MUST** be in place on the fireplace before the unit can be placed into safe operation.


 **DO NOT OPERATE** this appliance with the glass door removed, cracked, or broken. Replacement of the glass door should be performed by a licensed or qualified service person. **DO NOT** strike or slam the glass door.

 The glass door assembly **SHALL ONLY** be replaced as a complete unit, as supplied by the gas fireplace manufacturer. **NO SUBSTITUTE** material may be used.

 **DO NOT USE** abrasive cleaners on the glass door assembly. **DO NOT ATTEMPT** to clean the glass door when it is hot.

 Turn off the gas before servicing this appliance. It is recommended that a qualified service technician perform an appliance check-up at the beginning of each heating season.

 Any safety screen or guard removed for servicing must be replaced before operating this appliance.

 **DO NOT** place furniture or any other combustible household objects within 36 inches of the fireplace front.


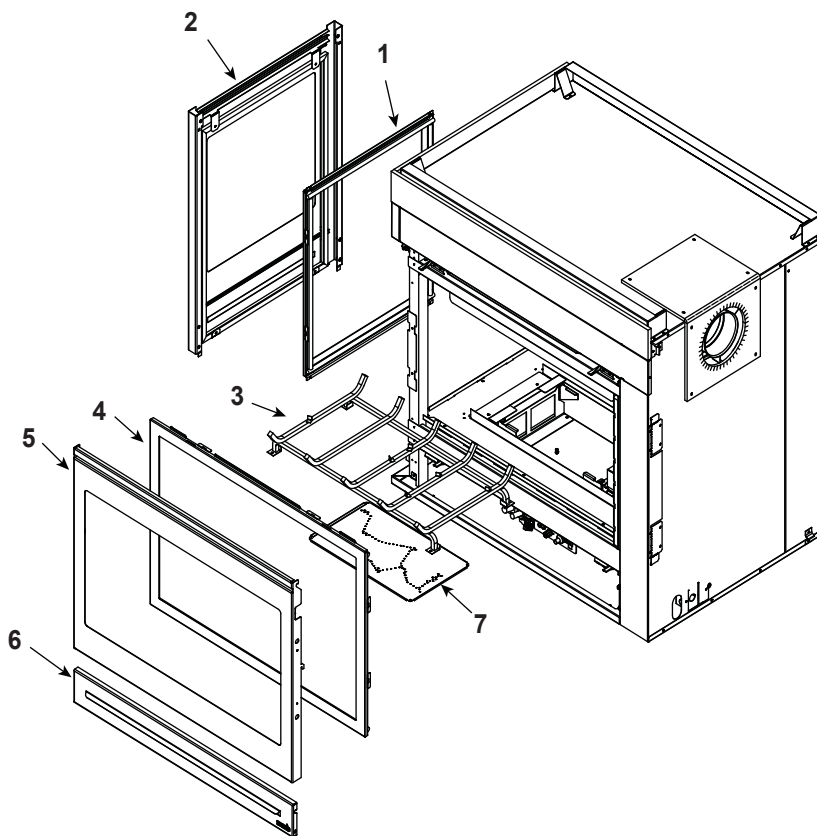
 This appliance is intended for use on a gas installation with a governed meter.

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→ = Contains updated information

Log Set Assembly



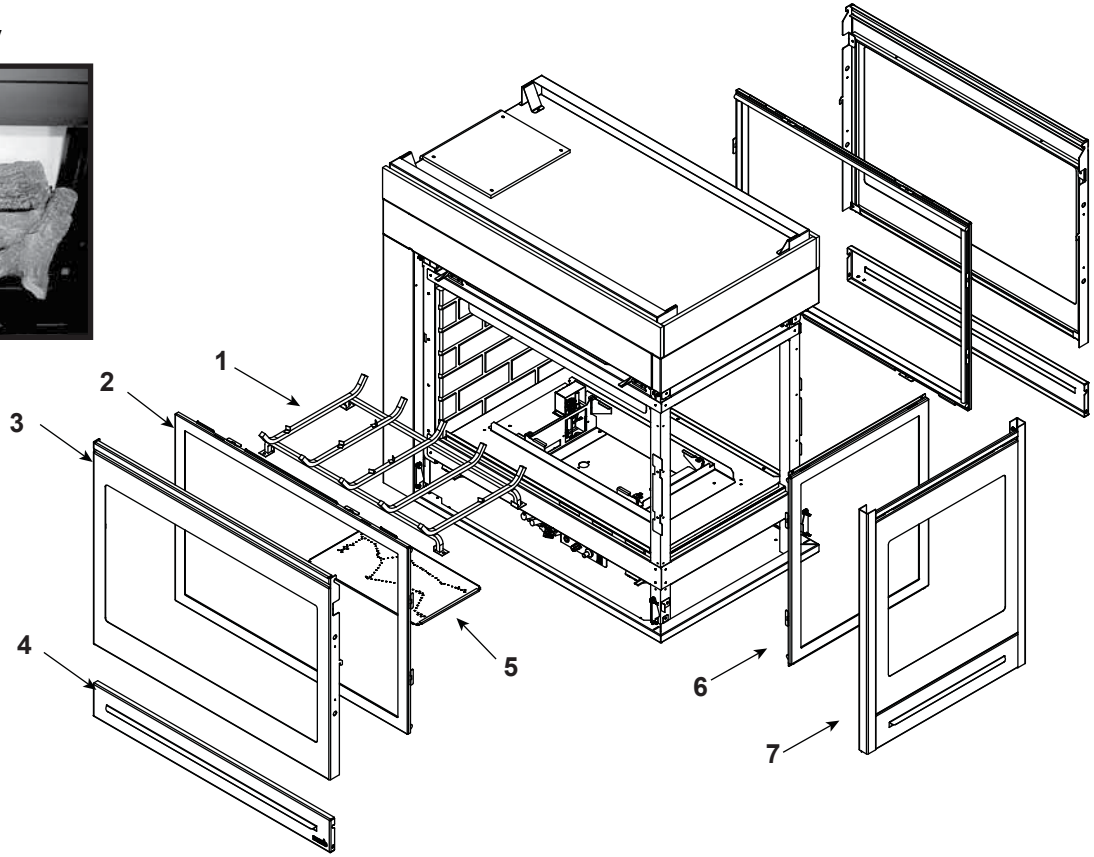
IMPORTANT: THIS IS DATED INFORMATION. When requesting service or replacement parts for your appliance please provide model number and serial number. All parts listed in this manual may be ordered from an authorized dealer.

ITEM	DESCRIPTION	COMMENTS	PART NUMBER
	Log Set Assembly		LOGS-ST-CE
1	Glass Assembly (End)		GLA-MS
2	End Panel Assembly		2069-042
3	Grate Assembly		2068-020
4	Glass Assembly (Side)		GLA-6TROC
5	Dress Guard Assembly		2068-040
6	Lower Door		2068-041
7	Burner N		2068-011
	Burner P & B		2068-013
	Hood, Side, Black		SRV2005-190
	Hood, End, Black		SRV2006-194
	Mesh Assembly (End)		561-330A
	Mesh Assembly (Side)		537-300
	Non-combustible Board (Side)		2006-136
	Non-combustible Board (Back)		2006-137
	Refractory (Side)		SRV2005-730
	Refractory (End)		SRV2005-731

Additional service part numbers appear on following page.

3/13

Log Set Assembly



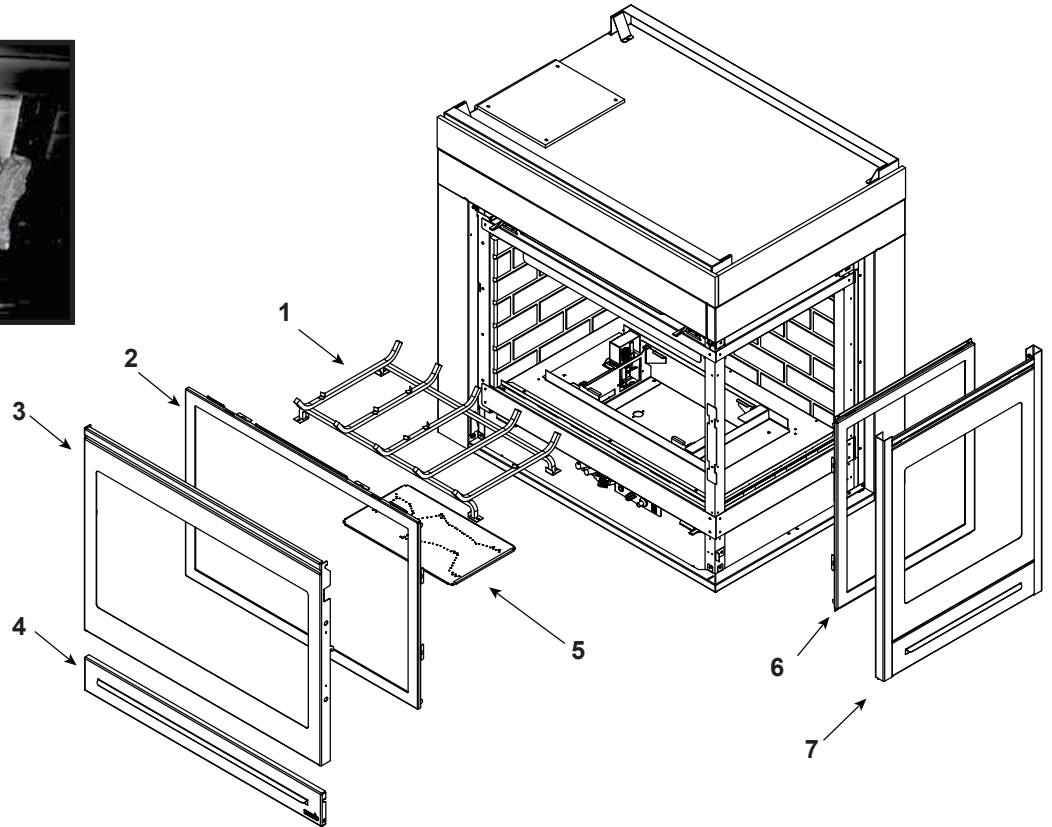
IMPORTANT: THIS IS DATED INFORMATION. When requesting service or replacement parts for your appliance please provide model number and serial number. All parts listed in this manual may be ordered from an authorized dealer.

ITEM	DESCRIPTION	COMMENTS	PART NUMBER
	Log Set Assembly		LOGS-ST-CE
1	Grate Assembly		2068-020
2	Glass Assembly (Side)		GLA-6TROC
3	Dress Guard Assembly		2068-040
4	Lower Door		2068-041
5	Burner N		2068-011
	Burner P & B		2068-013
6	Glass Assembly (End)		GLA-MS
7	End Panel Assembly		2069-042
	Hood, Side, Black		SRV2005-190
	Hood, End, Black		SRV2006-194
	Mesh Assembly (End)		561-330A
	Mesh Assembly (Side)		537-300
	Non-combustible Board (Side)		2006-136
	Non-combustible Board (Back)		2006-137
	Refractory (Side)		SRV2005-730

Additional service part numbers appear on following page.

3/13

Log Set Assembly



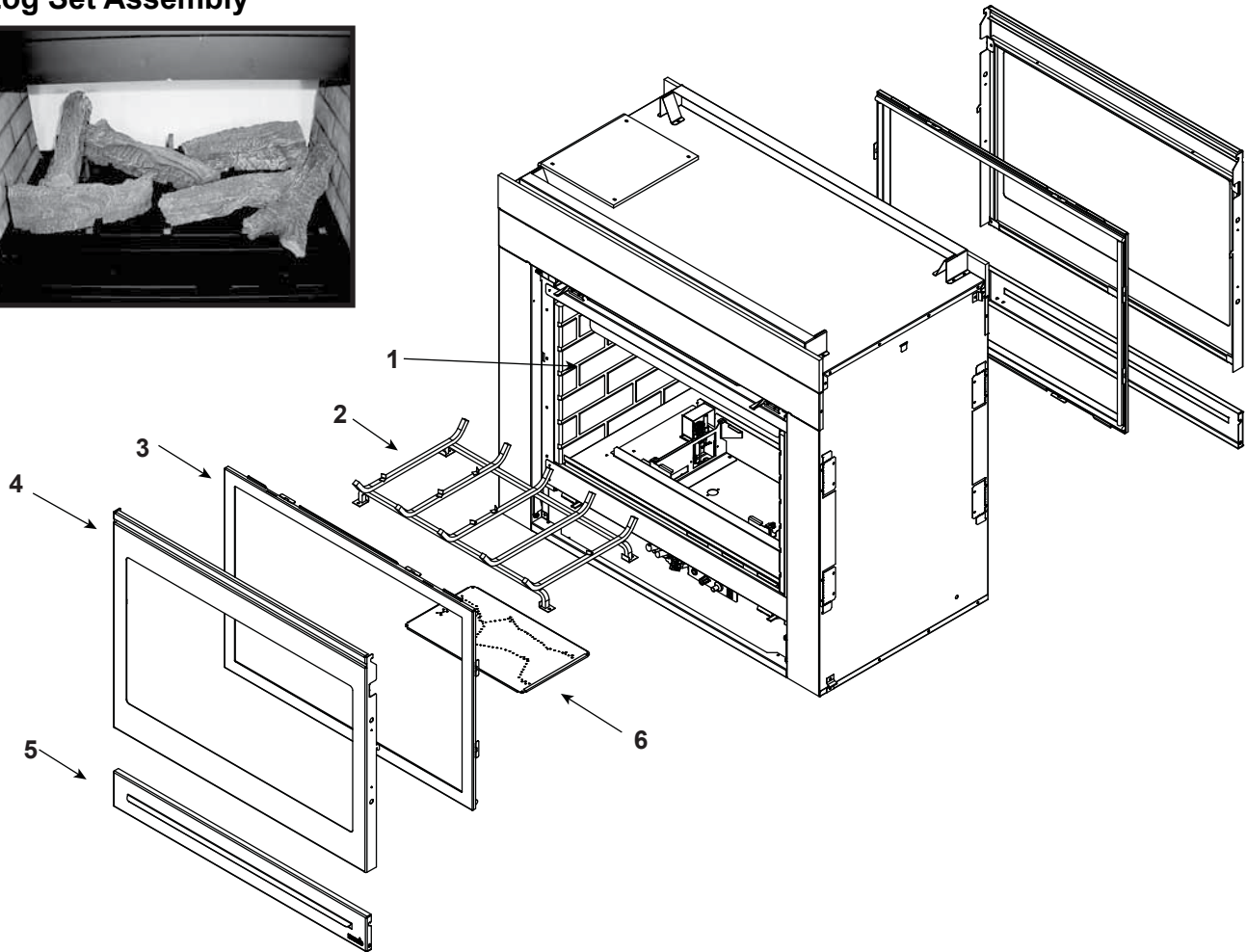
IMPORTANT: THIS IS DATED INFORMATION. When requesting service or replacement parts for your appliance please provide model number and serial number. All parts listed in this manual may be ordered from an authorized dealer.

ITEM	DESCRIPTION	COMMENTS	PART NUMBER
	Log Set Assembly		LOGS-ST-CE
1	Grate Assembly		2068-020
2	Glass Assembly (Side)		GLA-6TROC
3	Dress Guard Assembly		2068-040
4	Lower Door		2068-041
5	Burner N		2068-011
	Burner P & B		2068-013
6	Glass Assembly (End)		GLA-MS
7	End Panel Assembly		2069-042
	Hood, Side, Black		SRV2005-190
	Hood, End, Black		SRV2006-194
	Mesh Assembly (End)		561-330A
	Mesh Assembly (Side)		537-300
	Non-combustible Board (Side)		2006-136
	Non-combustible Board (Back)		2006-137
	Refractory (End)		SRV2005-731
	Refractory (Side)		SRV2005-730

Additional service part numbers appear on following page.

3/13

Log Set Assembly



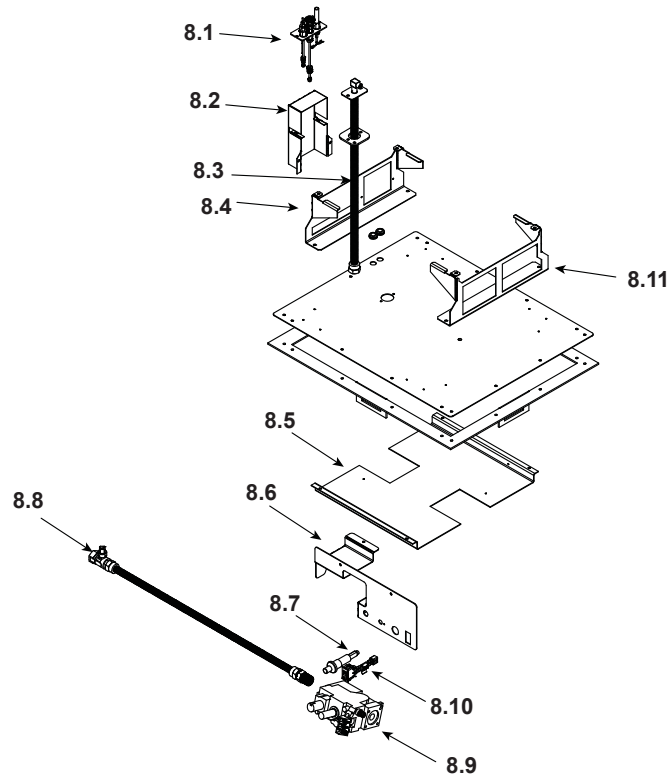
IMPORTANT: THIS IS DATED INFORMATION. When requesting service or replacement parts for your appliance please provide model number and serial number. All parts listed in this manual may be ordered from an authorized dealer.

ITEM	DESCRIPTION	COMMENTS	PART NUMBER
	Log Set Assembly		LOGS-ST-CE
1	Refractory		SRV2005-730
2	Grate Assembly		2068-020
3	Glass Assembly (Side)		GLA-6TROC
4	Dress Guard Assembly		2068-040
5	Lower Door		2068-041
6	Burner N		2068-011
	Burner P & B		2068-013
	Hood, End, Black		SRV2006-194
	Mesh Assembly		537-300
	Non-combustible Board		2006-136

Additional service part numbers appear on following page.

3/13

#8 Valve Assembly



IMPORTANT: THIS IS DATED INFORMATION. When requesting service or replacement parts for your appliance please provide model number and serial number. All parts listed in this manual may be ordered from an authorized dealer.

ITEM	DESCRIPTION	COMMENTS	PART NUMBER
8.1	Pilot Assembly N		529-550A
	Pilot Assembly P		529-551A
8.2	Pilot Bracket		2068-114
8.3	Flexible Gas Connector		530-302A
8.4	Burner Leg, Pilot Support		2068-112
8.5	Universal Bracket		2068-111
8.6	Valve Bracket		2068-115
8.7	Piezo Ignitor		291-513
8.8	Flex Ball Valve Assembly		302-330A
8.9	Valve N		060-524
	Valve P		060-526
8.10	On/ Off Wire Assembly		060-521A
8.11	Burner Leg		2068-113
	20" Wire Harness		107-559A
	Orifice N (#33DMS)		582-833
	Orifice P (#51DMS)		582-851
	Orifice B (#53DMS)		582-853

Additional service part numbers appear on following page.

1

Approvals and Regulations

Appliance Certification

The Heat & Glo fireplace models discussed in this *Installers Guide* have been tested to certification standards and listed by the applicable laboratories.

Certification
MODELS: PIER-HVB-CE, ST-HVB-CE, LCOR-HVB-CE, RCOR-HVB-CE
LABORATORY: BSI
TYPE: Gas Fireplace
STANDARD: BS EN 613:2001 (Amd 1)
DIRECTIVE: GAD2009/142/EC

Installation Regulations

Before installation check that local distribution conditions, nature of gas and pressure, and adjustment of the appliance are compatible.

This appliance must be installed with the rules in force, and used only in a sufficiently ventilated space. Consult instructions before installation and use of this appliance.

2

Getting Started

Introducing the Heat & Glo Gas Fireplaces

Heat & Glo direct flue gas fireplaces are designed to operate with all combustion air siphoned from outside of the building and all exhaust gases expelled to the outside.

The information contained in this *Installers Guide*, unless noted otherwise, applies to all models and gas control systems. Gas fireplace diagrams, including the dimensions, are shown in this section.

Pre-install Preparation

This gas fireplace and its components are tested and safe when installed in accordance with this *Installers Guide*. Report to your dealer any parts damaged in shipment, particularly the condition of the glass. **Do not install any unit with damaged, incomplete, or substitute parts.**

The flue system components are shipped in separate packages. The gas logs are packaged separately and must be field installed.

Read all of the instructions before starting the installation. Follow these instructions carefully during the installation to ensure maximum safety and benefit. Failure to follow these instructions will void the owner's warranty and may present a fire hazard.

The Heat & Glo Warranty will be voided by, and Heat & Glo disclaims any responsibility for, the following actions:

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

ANY SUCH ACTION MAY POSSIBLY CAUSE A FIRE HAZARD.

When planning a fireplace installation, it's necessary to determine:

- Where the unit is to be installed.
- The flue system configuration to be used.
- Gas supply piping.
- Electrical wiring.
- Framing and finishing details.
- Whether optional accessories—devices such as a fan, wall switch, or remote control—are desired.

If the fireplace is to be installed on carpeting, tile or any combustible material other than wood flooring, it should be installed on a metal or wood panel that extends the full width and depth of the fireplace.

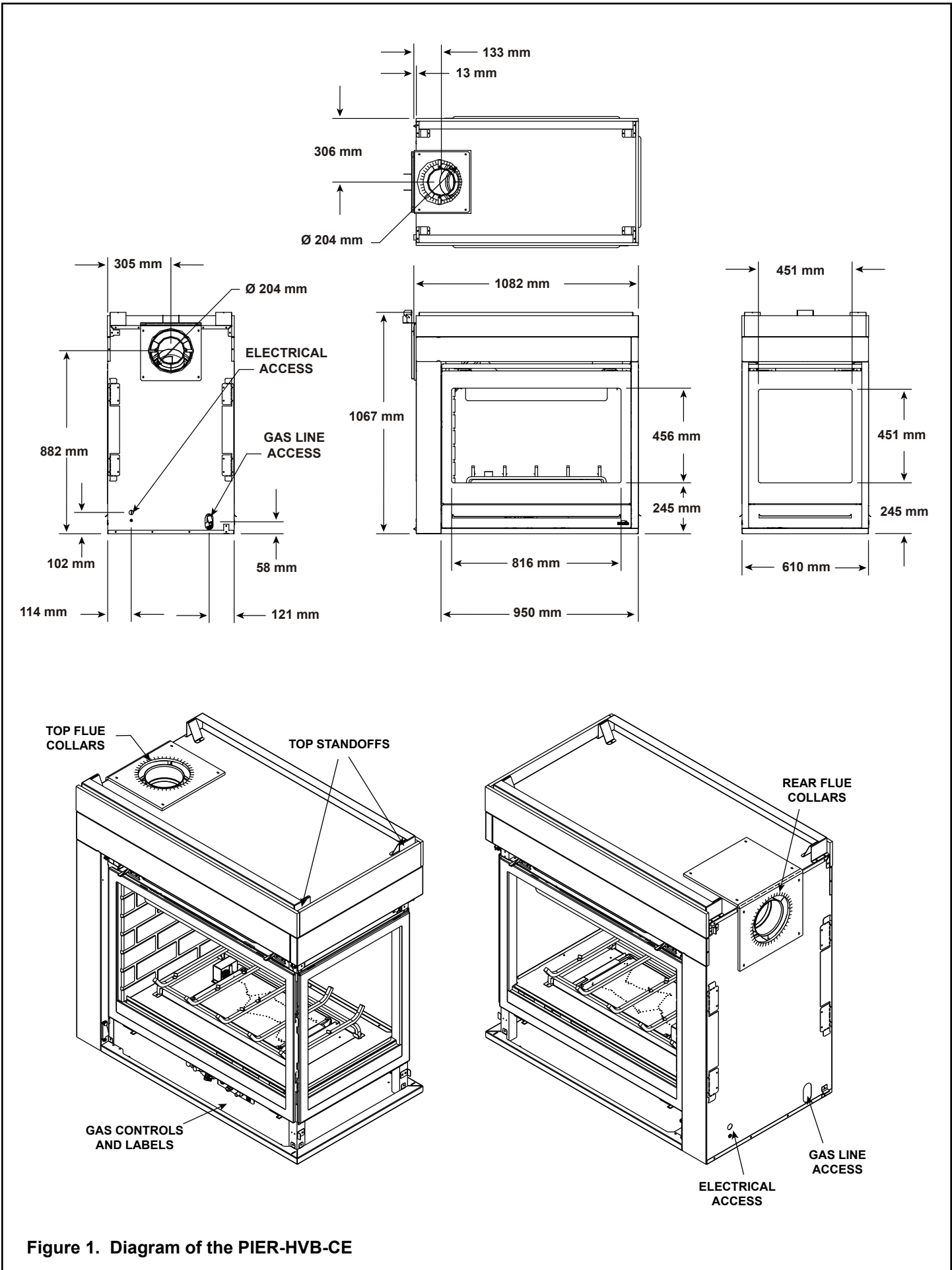


Figure 1. Diagram of the PIER-HVB-CE

3

Installing the Fireplace

Step 1. Locating the Fireplace

The diagram below shows space and clearance requirements for locating a fireplace within a room.

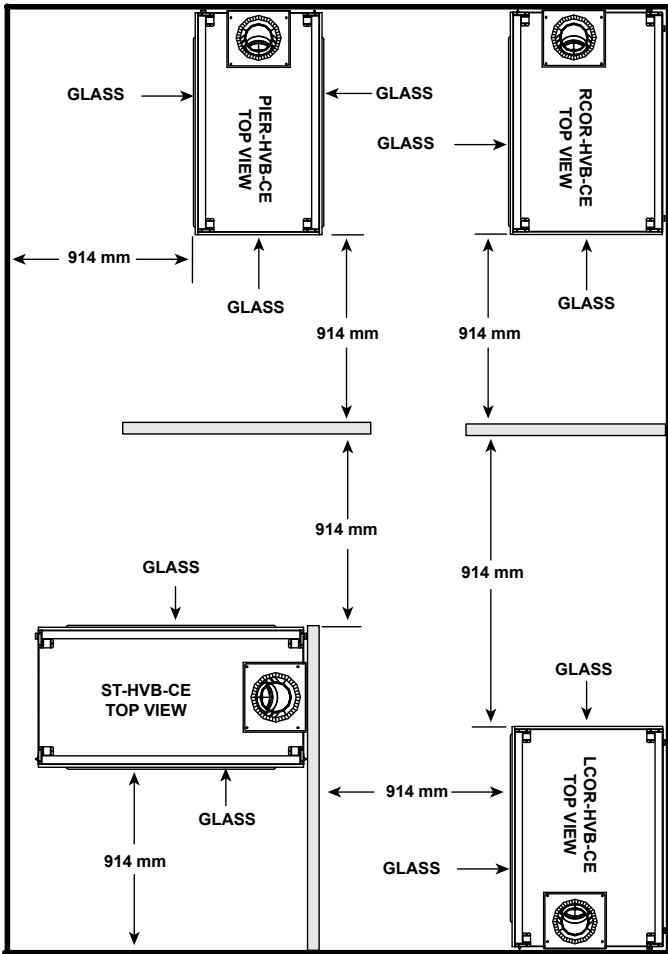


Figure 4. Fireplace Dimensions and Locations

Clearance Requirements

The top, back, and sides of the fireplace are defined by stand-offs. The minimum clearance to a perpendicular wall extending past the face of the fireplace is 25 mm (1 in.). The metal ends of the fireplace may **NOT** be recessed into combustible construction.

Minimum Clearances from the Fireplace to Combustible Materials

	mm	inches
Glass Sides or Ends	914	36
Floor	0	0
Rear Flue	13	1/2
Metal Sides or Ends	13	1/2
Top	64	2 1/2
Ceiling*	787	31

* The clearance to the ceiling is measured from the top of the unit, excluding the standoffs (see Figures 37 & 38).

The distance from the unit to combustible construction is to be measured from the unit outer wrap surface to the combustible construction, **NOT** from the screw heads that secure the unit together.

Minimum Clearances from the Flue Pipe to Combustible Materials

	mm	Inches
Vertical Sections	25	1
Horizontal Sections		
Top	75	3
Bottom	25	1
Sides	25	1
At Wall Firestops		
Top	63.7	2 1/2
Bottom	13	1/2
Sides	25	1

For minimum clearances, see the direct flue termination clearance diagrams on pages 30 and 31 in this manual.

Step 2. Framing the Fireplace

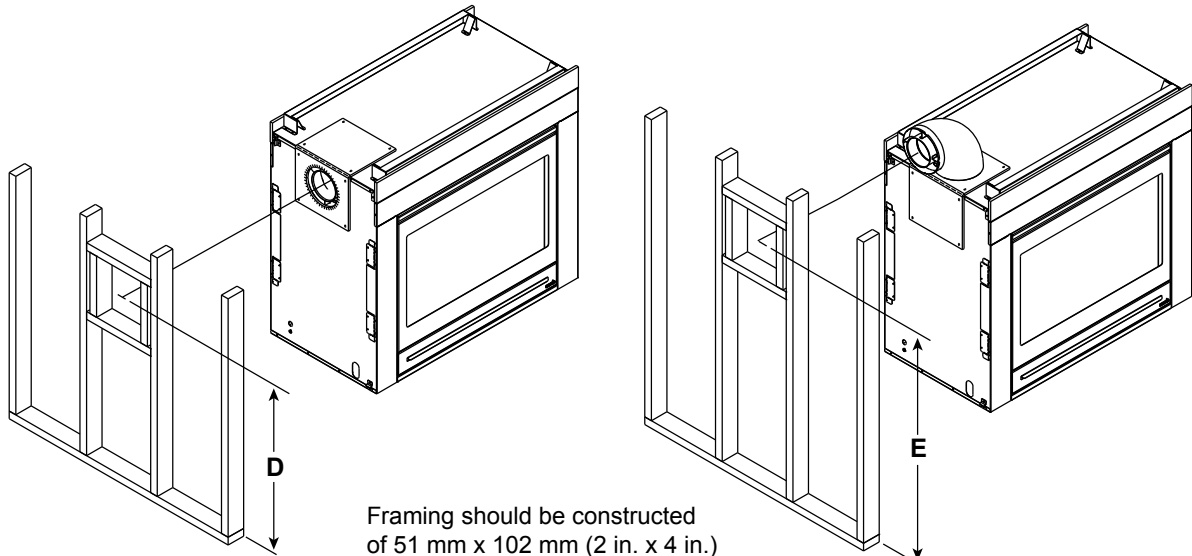
Fireplace framing can be built before or after the fireplace is set in place. Framing should be positioned to accommodate wall coverings and fireplace facing material. The diagram below shows framing reference dimensions.

CAUTION: MEASURE FIREPLACE DIMENSIONS AND VERIFY FRAMING METHODS AND WALL COVERING DETAILS BEFORE FRAMING.

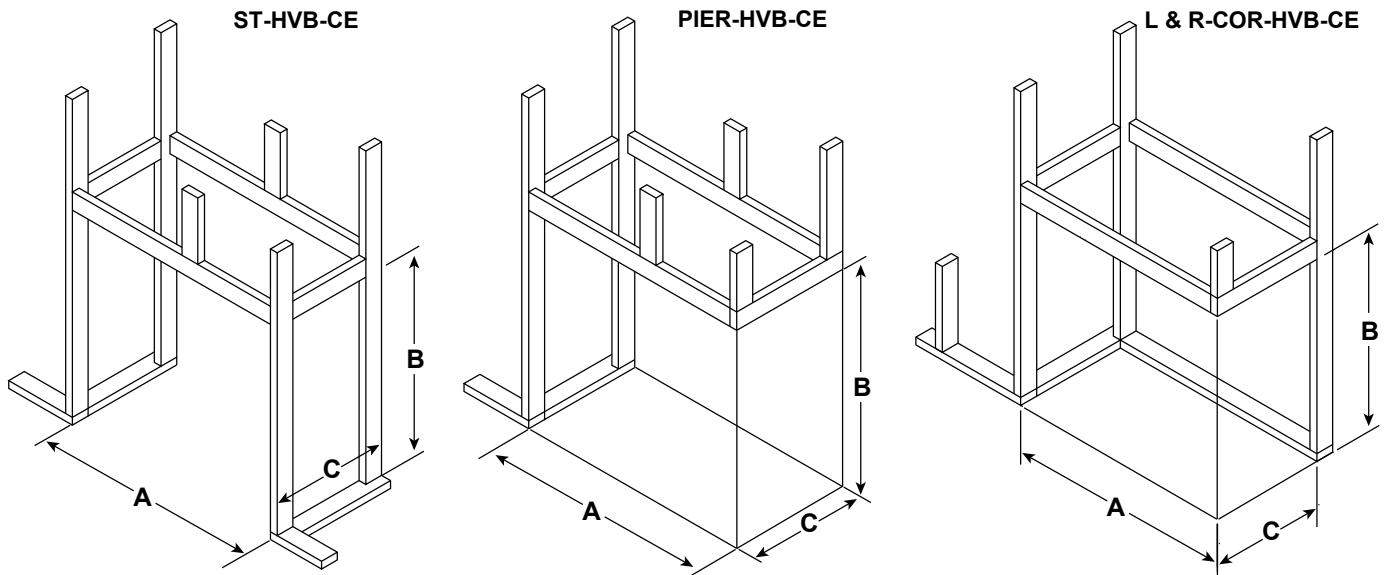


WARNING: FRAMING DIMENSIONS ASSUME USE OF 1/2 INCH THICK WALL COVERING MATERIALS ON EXTERIOR OF FRAMING ONLY AND NO SHEETROCK ON INTERIOR OF FRAMING.

Shows center of 254mm x 305mm (10"x12") flue framing holes for top and rear flueing.
The center of the hole is 25.4mm (one inch) above the center of the horizontal flue pipe.



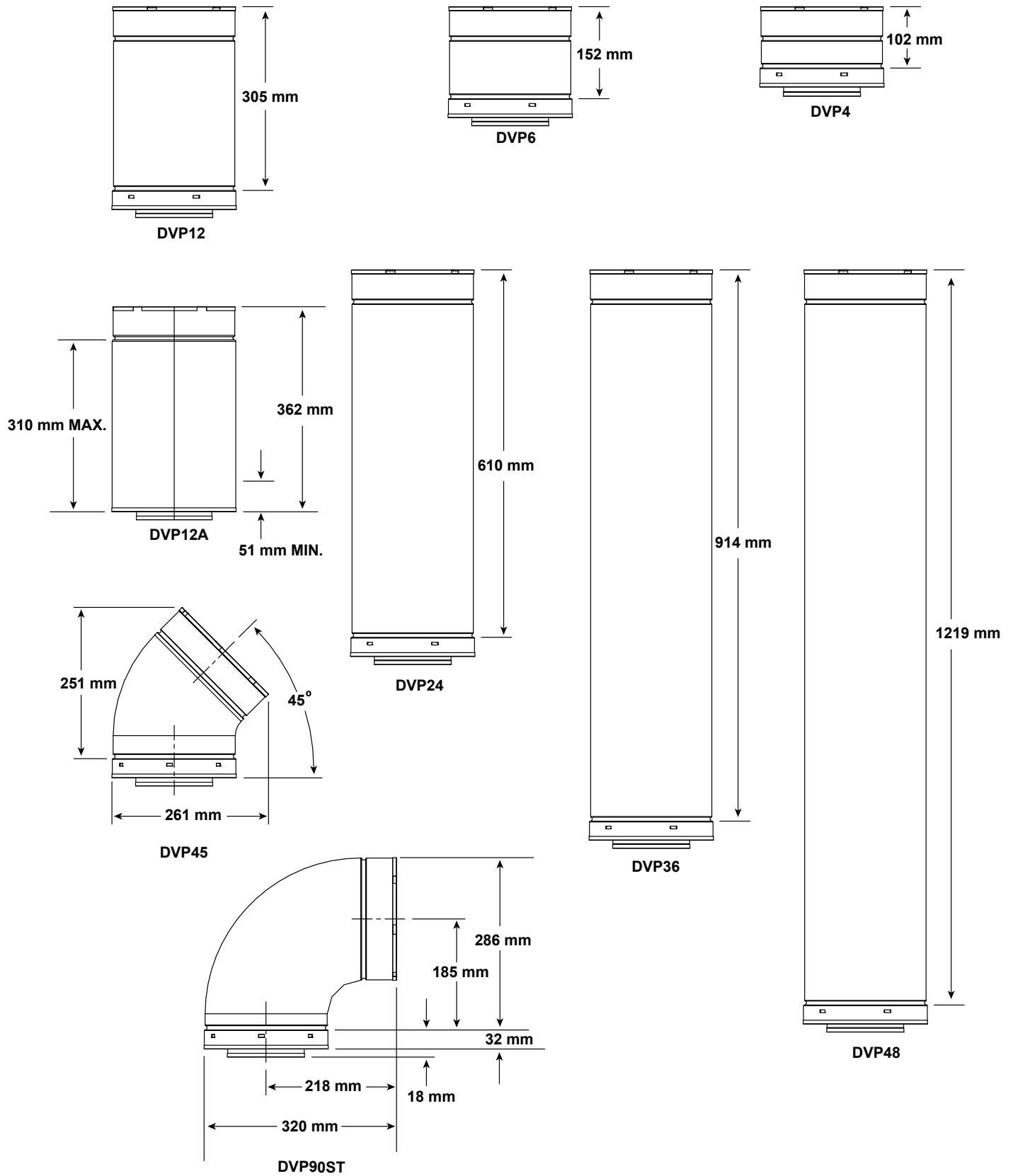
Framing should be constructed of 51 mm x 102 mm (2 in. x 4 in.) lumber or heavier.



NOTE: DIMENSIONS SHOWN IN CENTIMETERS AND (INCHES).

Model	A	B	C	D	E
PIER-HVB-CE	107 (42-1/8)	108 (42-1/2)	58 (23)	91 (35-3/4)	122 (48)
ST-HVB-CE	121 (47-5/8)	108 (42-1/2)	58 (23)	91 (35-3/4)	122 (48)
L&RCOR-HVB-CE	107 (42-1/8)	108 (42-1/2)	73 (28-3/4)	91 (35-3/4)	122 (48)

Figure 5. Framing Dimensions



NOTE: PIPES OVERLAP 32 mm (1-1/4 in.) AT EACH JOINT.

Figure 6. DVP-Series Direct Flue Component Specifications (127 mm (5 in.) inner pipe / 203 mm (8 in.) outer pipe)

Step 3. Installing the Flue System

A. Flue System Approvals

These models are approved to use DVP series direct flue pipe components and terminations (see Figures 6 and 7). Approved flue system components are labeled for identification. This pipe is tested and listed as an approved component of the fireplace. The pipe is tested to be run inside an enclosed wall. There is no requirement for inspection openings at each joint within the wall. There is no required pitch for horizontal flue runs. **NO OTHER FLUEING SYSTEMS OR COMPONENTS MAY BE USED.**

Detailed installation instructions are included with each flue termination kit and should be used in conjunction with this *Installers Guide*.

The flame and ember appearance may vary based on the type of fuel burned and the flueing configuration used.

Identifying Flue Components

The flue systems installed on this gas fireplace may include one, two, or three 90° elbow assemblies. The relationships of vertical rise to horizontal run in flue configurations using 90° elbows **MUST BE** strictly adhered to. The rise to run relationships are shown in the flueing drawings and tables. Refer to the diagrams on the next several pages.

NOTE: Two 45° elbows may be used in place of one 90° elbow. Rise to run ratios in the flue system must be followed if 45° elbows are used.

This model has a 45° elbow built into it. It may be positioned to flue either horizontal or vertical. Depending on the installation, decide which direction the elbow should be facing. Remove the 8 screws from the corner cover plate. Position the 45° elbow as desired and replace the corner cover plate with the 8 screws.

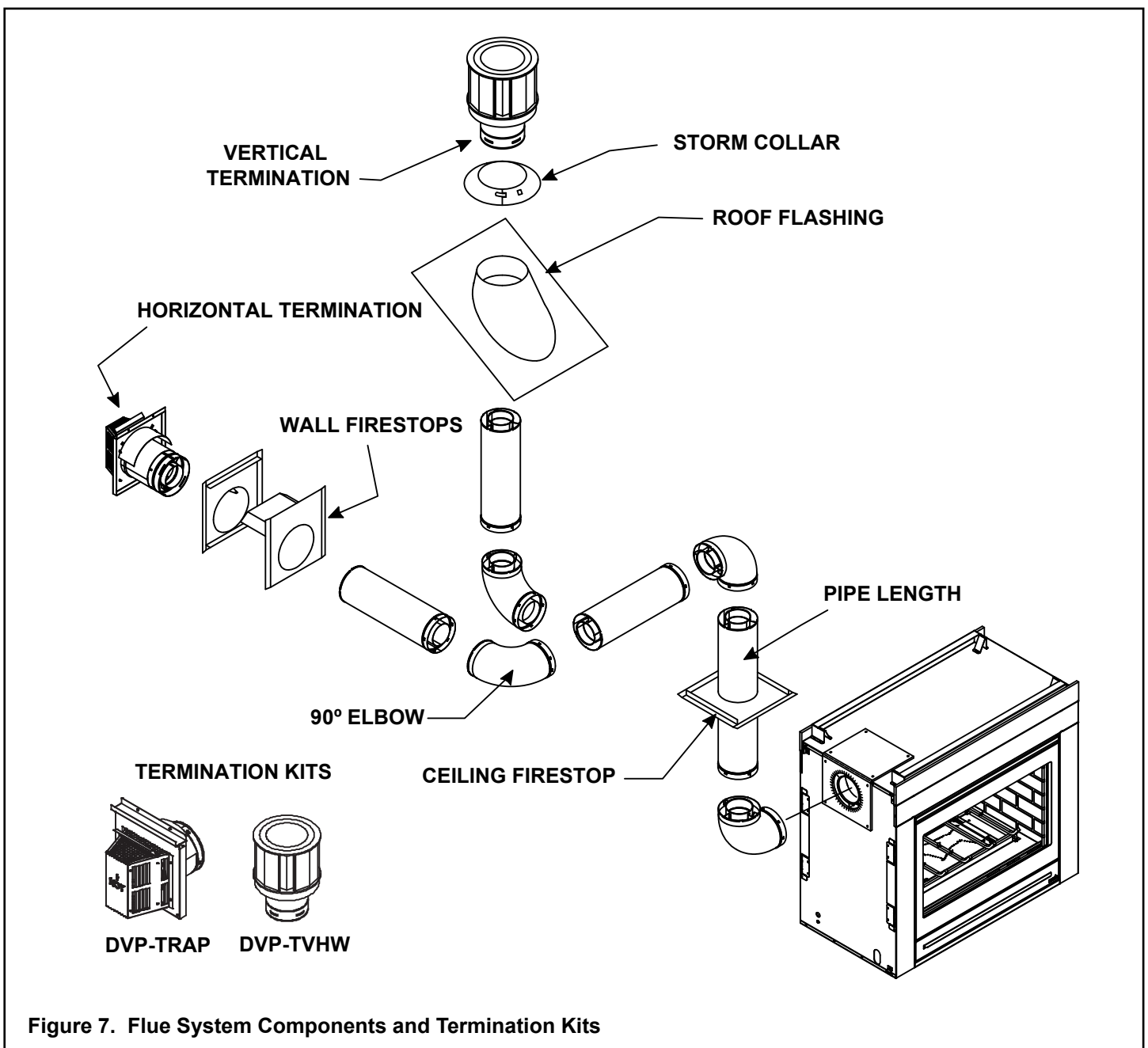


Figure 7. Flue System Components and Termination Kits

**STRAIGHT UP
VERTICAL FLUEING
V (FT.)
12.2M MAX. (40 FT.)**

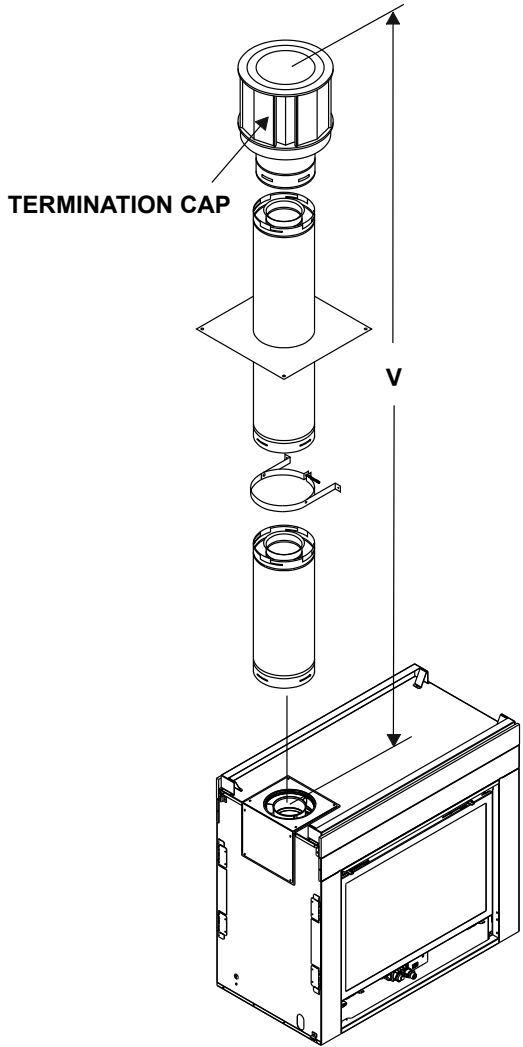


Figure 8

**STRAIGHT OUT
HORIZONTAL FLUEING
H
Max. Run
610 mm (24 in.)**

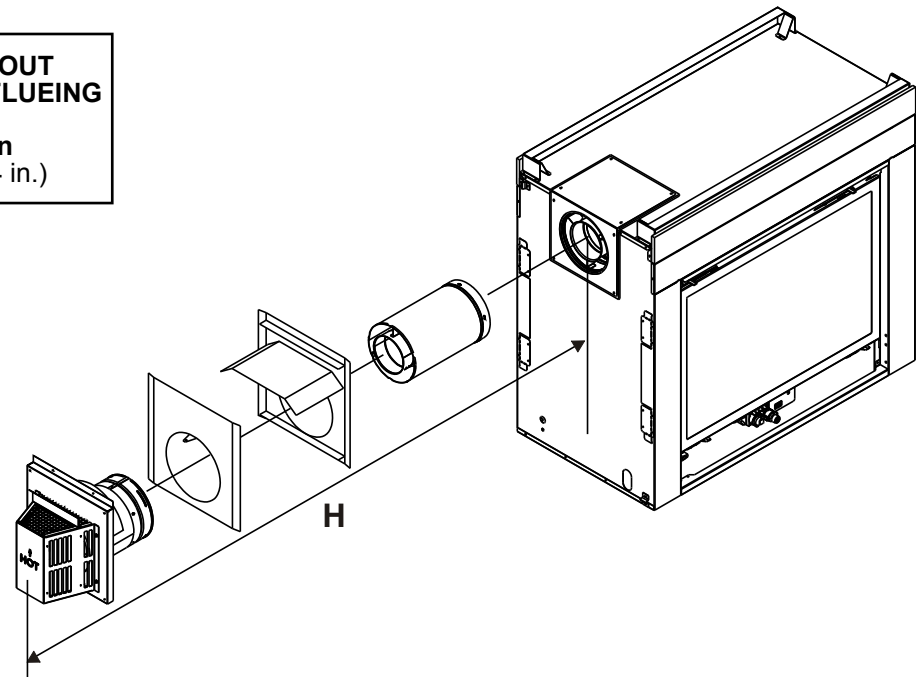


Figure 9.

NATURAL GAS - FLUEING WITH ONE 90° ELBOW

V (FT.)	H (FT.)
1' MIN. (305 mm)	3' MAX. (914 mm)
2' MIN. (610 mm)	6' MAX. (1.83 m)
3' MIN. (914 mm)	9' MAX. (2.7 m)
4' MIN. (1.22 m)	12' MAX. (3.6 m)
5' MIN. (1.5 m)	15' MAX. (4.5 m)
6' MIN. (1.83 m)	18' MAX. (5.5 m)
V + H = 40' MAX. (12.2 m)	

PROPANE / BUTANE - FLUEING WITH ONE 90° ELBOW

V (FT.)	H (FT.)
1' MIN. (305 mm)	2' MAX. (610 mm)
2' MIN. (610 mm)	4' MAX. (1.22 m)
3' MIN. (914 mm)	6' MAX. (1.83 m)
4' MIN. (1.22 m)	8' MAX. (2.4 m)
5' MIN. (1.5 m)	10' MAX. (3.0 m)
6' MIN. (1.83 m)	12' MAX. (3.6 m)
V + H = 40' MAX. (12.2 m)	

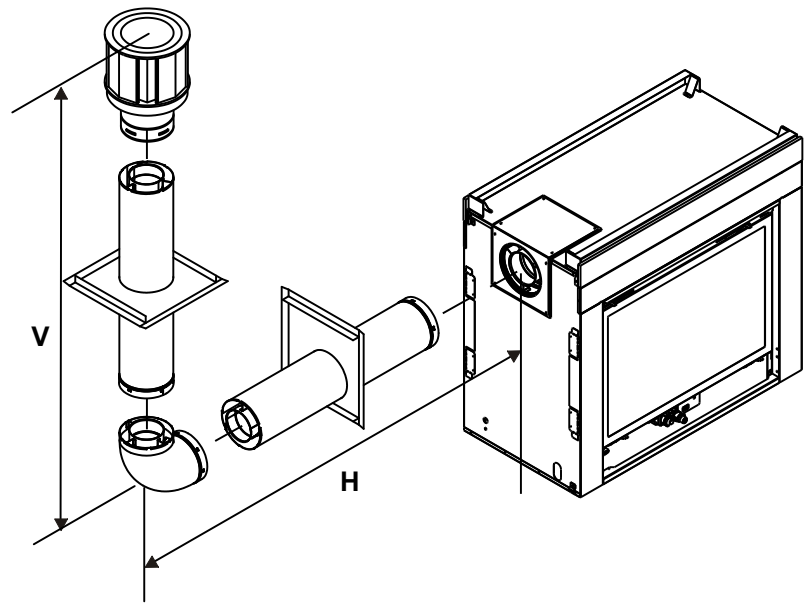
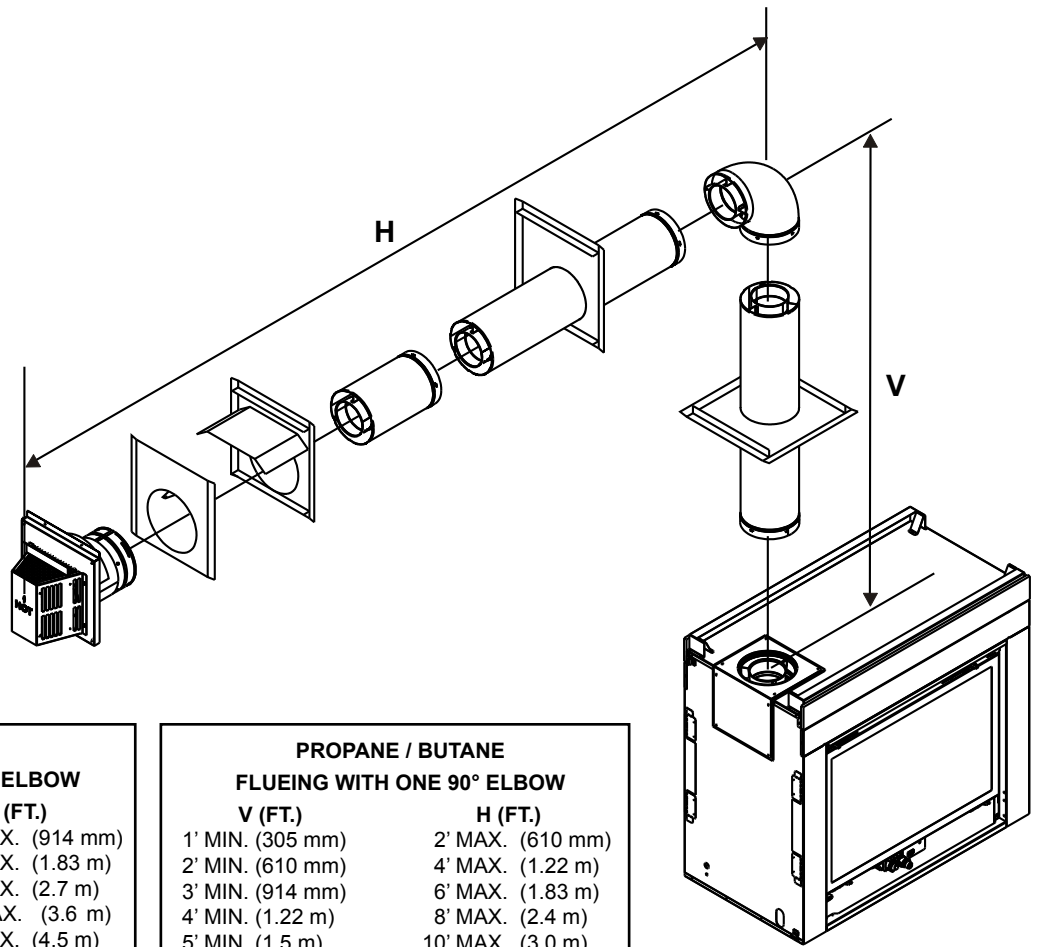


Figure 10. Flueing with One 90° Elbow



**NATURAL GAS
FLUEING WITH ONE 90° ELBOW**

V (FT.)	H (FT.)
1' MIN. (305 mm)	3' MAX. (914 mm)
2' MIN. (610 mm)	6' MAX. (1.83 m)
3' MIN. (914 mm)	9' MAX. (2.7 m)
4' MIN. (1.22 m)	12' MAX. (3.6 m)
5' MIN. (1.5 m)	15' MAX. (4.5 m)
V + H = 40' MAX. (12.2 m)	

**PROPANE / BUTANE
FLUEING WITH ONE 90° ELBOW**

V (FT.)	H (FT.)
1' MIN. (305 mm)	2' MAX. (610 mm)
2' MIN. (610 mm)	4' MAX. (1.22 m)
3' MIN. (914 mm)	6' MAX. (1.83 m)
4' MIN. (1.22 m)	8' MAX. (2.4 m)
5' MIN. (1.5 m)	10' MAX. (3.0 m)
V + H = 40' MAX. (12.2 m)	

Figure 11. Flueing with One 90° Elbow

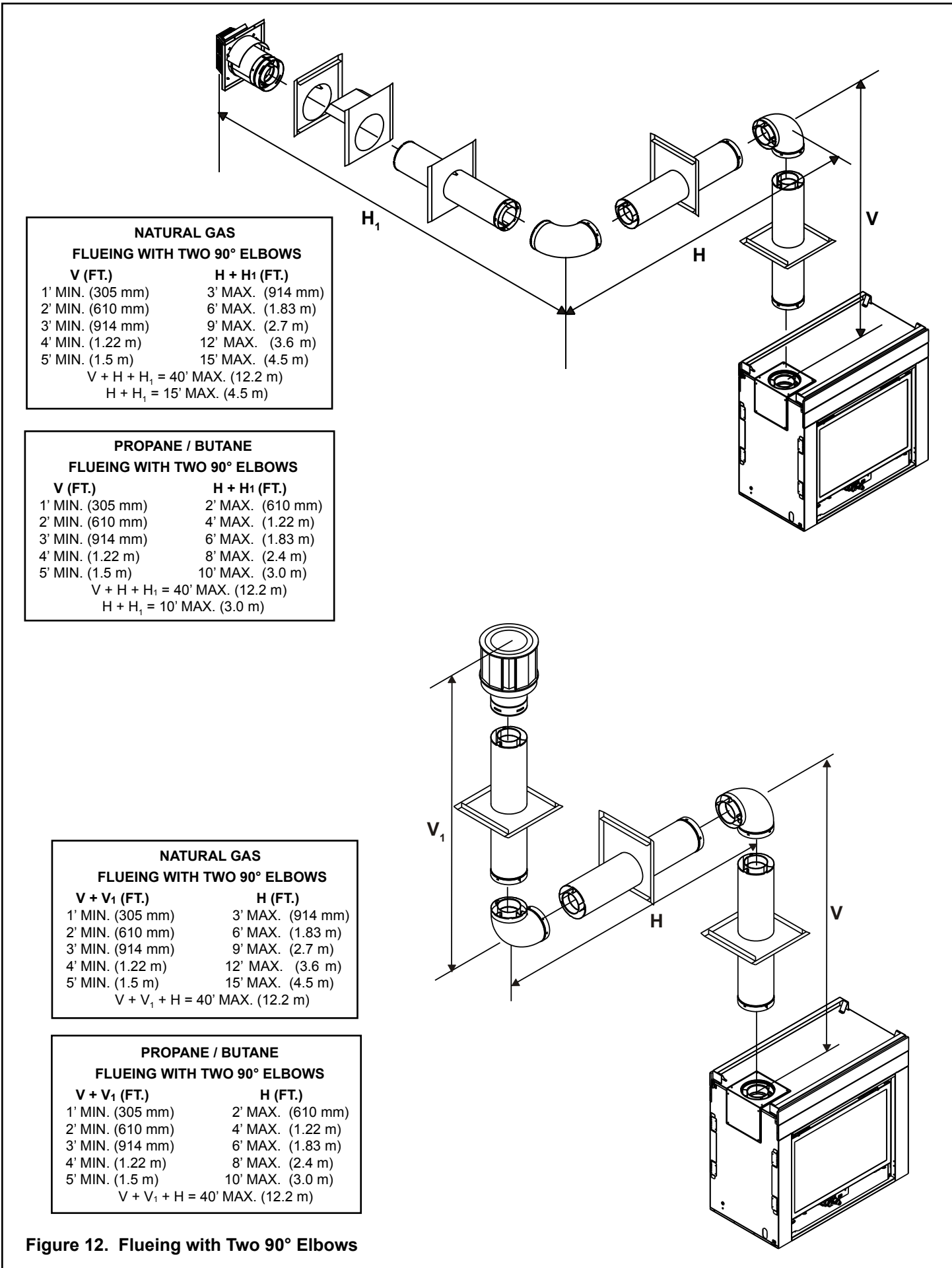


Figure 12. Flueing with Two 90° Elbows

NATURAL GAS FLUEING WITH TWO 90° ELBOWS	
V (FT.)	H + H ₁ (FT.)
1' MIN. (305 mm)	3' MAX. (914 mm)
2' MIN. (610 mm)	6' MAX. (1.83 m)
3' MIN. (914 mm)	9' MAX. (2.7 m)
4' MIN. (1.22 m)	12' MAX. (3.6 m)
5' MIN. (1.5 m)	15' MAX. (4.5 m)
V + H + H ₁ = 40' MAX. (12.2 m)	
H + H ₁ = 15' MAX. (4.5 m)	

PROPANE / BUTANE FLUEING WITH TWO 90° ELBOWS	
V (FT.)	H + H ₁ (FT.)
1' MIN. (305 mm)	2' MAX. (610 mm)
2' MIN. (610 mm)	4' MAX. (1.22 m)
3' MIN. (914 mm)	6' MAX. (1.83 m)
4' MIN. (1.22 m)	8' MAX. (2.4 m)
5' MIN. (1.5 m)	10' MAX. (3.0 m)
V + H + H ₁ = 40' MAX. (12.2 m)	
H + H ₁ = 10' MAX. (3.0 m)	

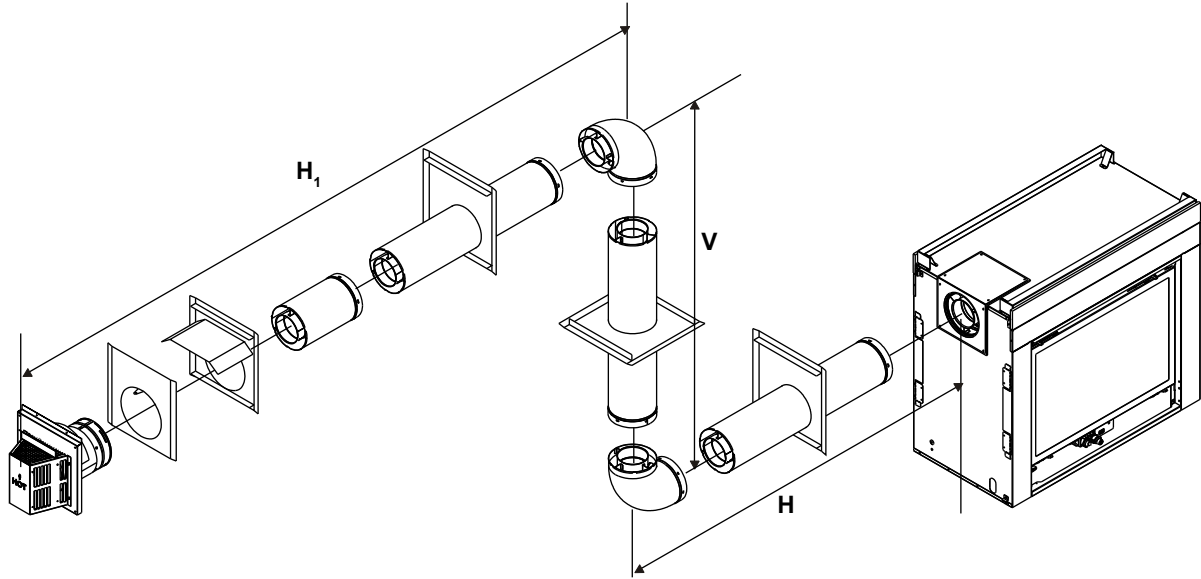
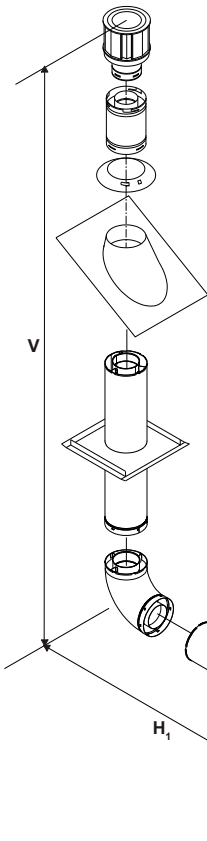


Figure 13. Flueing with Two 90° Elbows



NATURAL GAS FLUEING WITH TWO 90° ELBOWS	
V (FT.)	H + H ₁ (FT.)
1' MIN. (305 mm)	3' MAX. (914 mm)
2' MIN. (610 mm)	6' MAX. (1.83 m)
3' MIN. (914 mm)	9' MAX. (2.7 m)
4' MIN. (1.22 m)	12' MAX. (3.6 m)
5' MIN. (1.5 m)	15' MAX. (4.5 m)
V + H + H ₁ = 40' MAX. (12.2 m)	
H + H ₁ = 15' MAX. (4.5 m)	

PROPANE / BUTANE FLUEING WITH TWO 90° ELBOWS	
V (FT.)	H + H ₁ (FT.)
1' MIN. (305 mm)	2' MAX. (610 mm)
2' MIN. (610 mm)	4' MAX. (1.22 m)
3' MIN. (914 mm)	6' MAX. (1.83 m)
4' MIN. (1.22 m)	8' MAX. (2.4 m)
5' MIN. (1.5 m)	10' MAX. (3.0 m)
V + H + H ₁ = 40' MAX. (12.2 m)	
H + H ₁ = 10' MAX. (3.0 m)	

Figure 14. Flueing with Two 90° Elbows

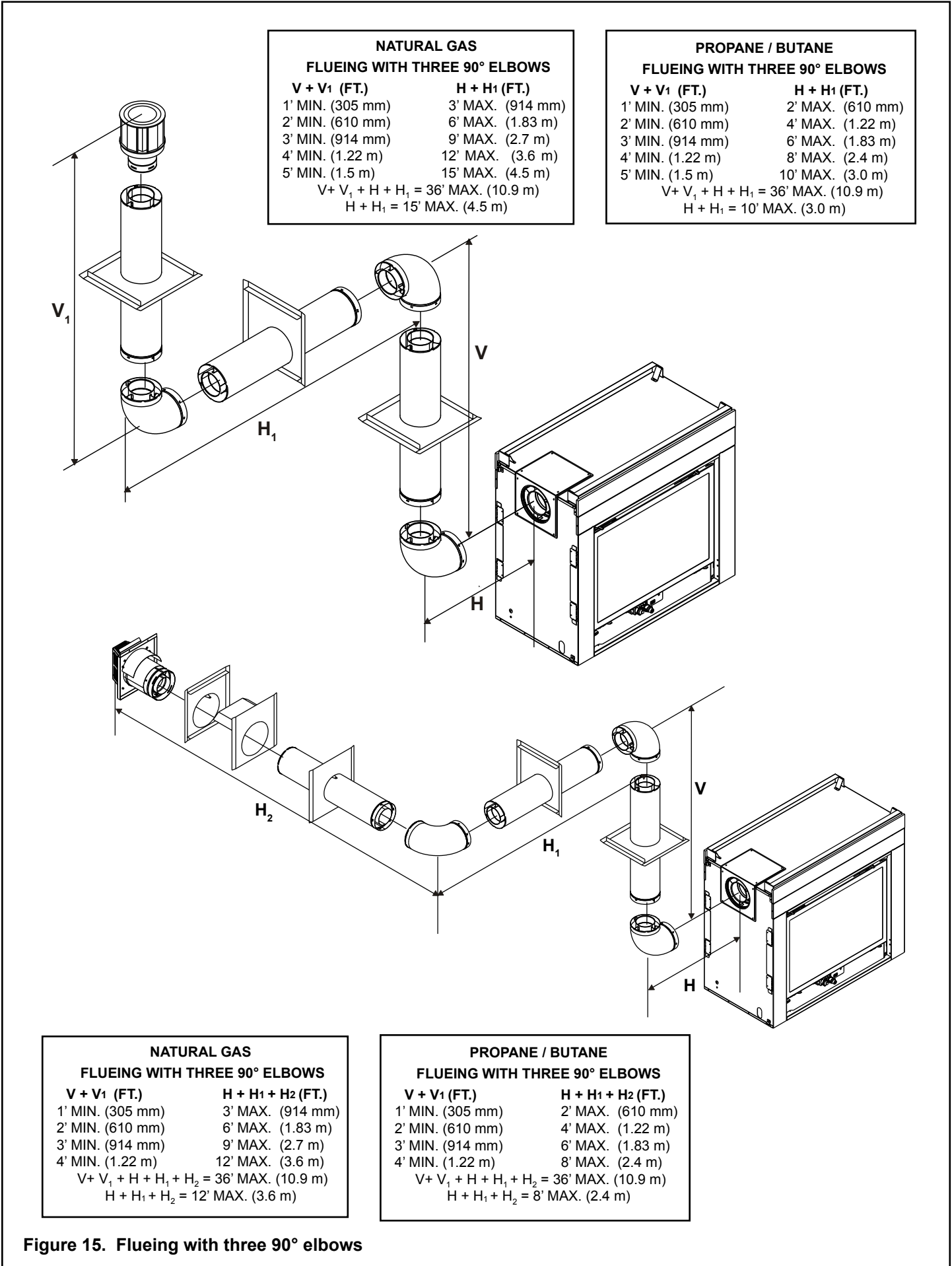
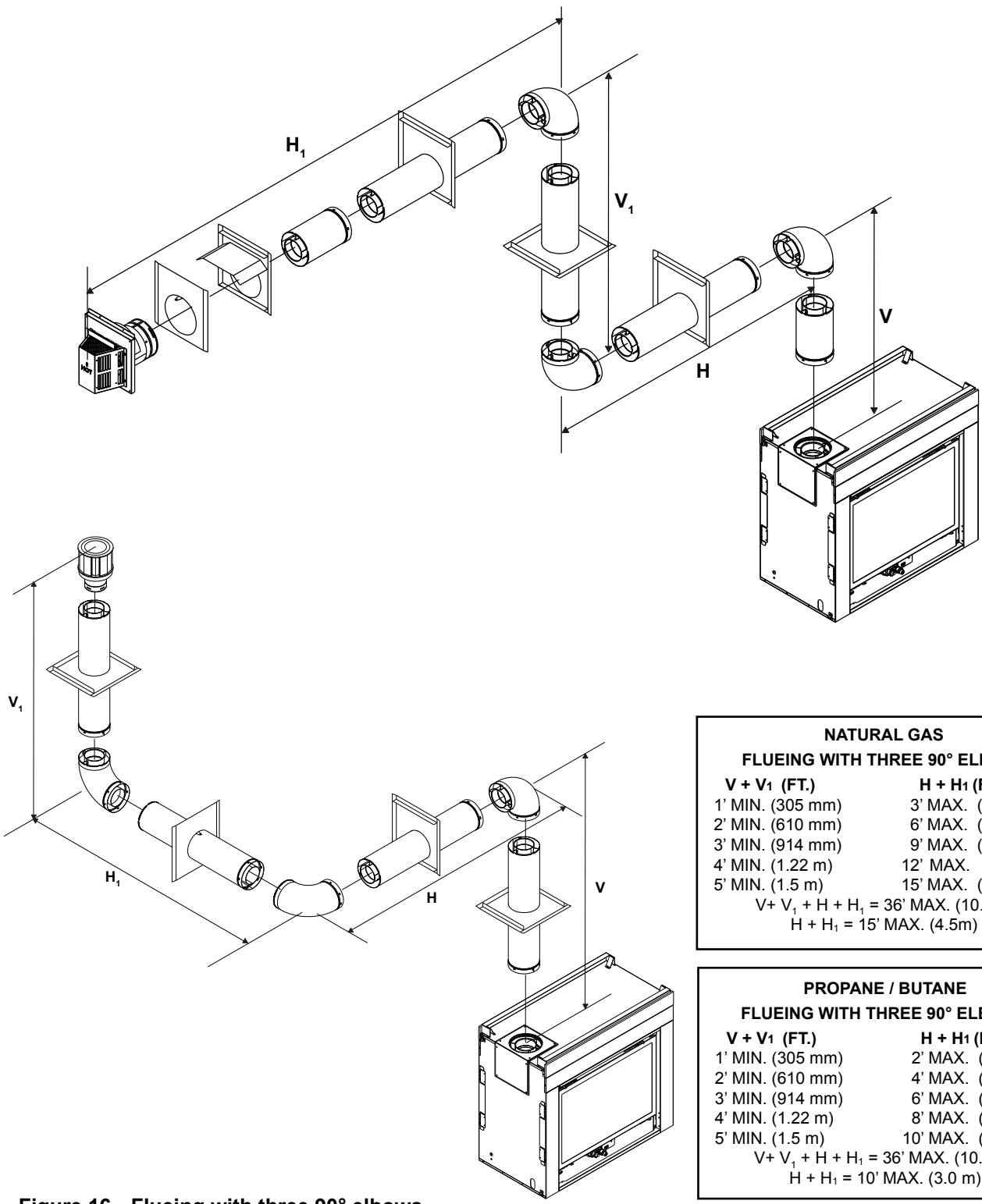


Figure 15. Flueing with three 90° elbows

NATURAL GAS FLUEING WITH THREE 90° ELBOWS	
V + V ₁ (FT.)	H + H ₁ (FT.)
1' MIN. (305 mm)	3' MAX. (914 mm)
2' MIN. (610 mm)	6' MAX. (1.83 m)
3' MIN. (914 mm)	9' MAX. (2.7 m)
4' MIN. (1.22 m)	12' MAX. (3.6 m)
V + V ₁ + H + H ₁ = 36' MAX. (10.9 m)	
H + H ₁ = 12' MAX. (3.6 m)	

PROPANE / BUTANE FLUEING WITH THREE 90° ELBOWS	
V + V ₁ (FT.)	H + H ₁ (FT.)
1' MIN. (305 mm)	2' MAX. (610 mm)
2' MIN. (610 mm)	4' MAX. (1.22 m)
3' MIN. (914 mm)	6' MAX. (1.83 m)
4' MIN. (1.22 m)	8' MAX. (2.4 m)
V + V ₁ + H + H ₁ = 36' MAX. (10.9 m)	
H + H ₁ = 8' MAX. (2.4 m)	



NATURAL GAS FLUEING WITH THREE 90° ELBOWS	
V + V ₁ (FT.)	H + H ₁ (FT.)
1' MIN. (305 mm)	3' MAX. (914 mm)
2' MIN. (610 mm)	6' MAX. (1.83 m)
3' MIN. (914 mm)	9' MAX. (2.7 m)
4' MIN. (1.22 m)	12' MAX. (3.6 m)
5' MIN. (1.5 m)	15' MAX. (4.5 m)
V + V ₁ + H + H ₁ = 36' MAX. (10.9 m)	
H + H ₁ = 15' MAX. (4.5 m)	

PROPANE / BUTANE FLUEING WITH THREE 90° ELBOWS	
V + V ₁ (FT.)	H + H ₁ (FT.)
1' MIN. (305 mm)	2' MAX. (610 mm)
2' MIN. (610 mm)	4' MAX. (1.22 m)
3' MIN. (914 mm)	6' MAX. (1.83 m)
4' MIN. (1.22 m)	8' MAX. (2.4 m)
5' MIN. (1.5 m)	10' MAX. (3.0 m)
V + V ₁ + H + H ₁ = 36' MAX. (10.9 m)	
H + H ₁ = 10' MAX. (3.0 m)	

Figure 16. Flueing with three 90° elbows

B. Installing Flue Components

After determining which direction the 45° elbow will be used follow flueing instructions accordingly.

- This fireplace comes ready to flue horizontally. **Before attaching additional flue pipe, inspect 45° elbow connection to unit starting collar, if required, snap in place.**
- To flue off the unit vertically, the elbow cover plate must first be removed from the unit (see Figure 17).
- The elbow can be removed from the unit by aligning the seams of the elbow to the arrows on the surrounding heat shield (see Figure 18).
- Position the elbow in the vertical position. Snap in place with the starting collar.
- Replace the elbow cover plate aligning it with the elbow and secure in place with the 8 screws.
- Place the rope ring around the first section of pipe and slide it up against the cover plate.

NOTE: The rope ring is needed for the heat management and to prevent cold air infiltration.

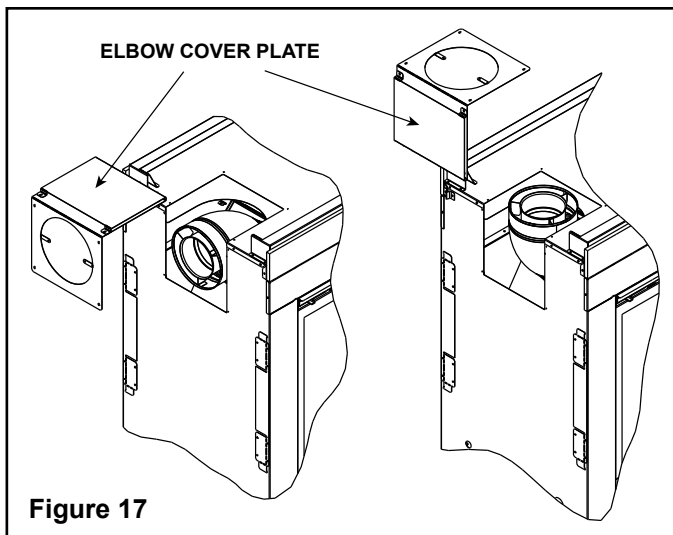


Figure 17

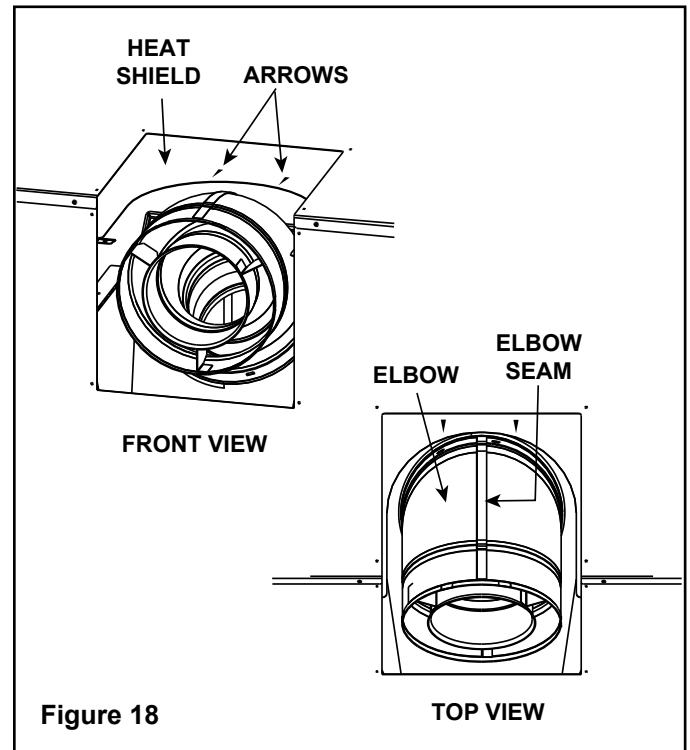


Figure 18

1. Attach the First Flue Component to the Starting Collars

To attach the first flue component to the starting collars of the fireplace:

- Slide the first flue section onto the unit and push in until they snap lock in position.
- Rotate this section to the desired position.
- Using the two tabs provided on the elbow cover plate, secure the first section of flueing to the fireplace with two screws.

Refer to Cinch Pipe and Termination Cap installation instructions.

If the installation is for a termination cap attached directly to the fireplace, skip to the sections, **Install Firestops and Flue Termination.**

2. Continue Adding Flue Components

Refer to Cinch Pipe and Termination Cap installation instructions.

- Continue adding flue components, locking each succeeding component into place.
- Ensure that each succeeding flue component is securely fitted and locked into the preceding component in the flue system. Securing pipe sections with a maximum of two screws is recommended.
- 90° elbows may be installed and rotated to any point around the preceding component's vertical axis. If an elbow does not end up in a locked position with the preceding component, attach with a minimum of two (2) sheet metal screws.

3. Install Support Brackets

Refer to Cinch Pipe and Termination Cap installation instructions.

4. Install Firestops

For Horizontal Runs - Firestops are **REQUIRED** on both sides of a combustible wall through which the flue passes.

NOTE: Model DVP-TRAP does not need an exterior firestop on an exterior combustible wall. The firestop is built into the cap.

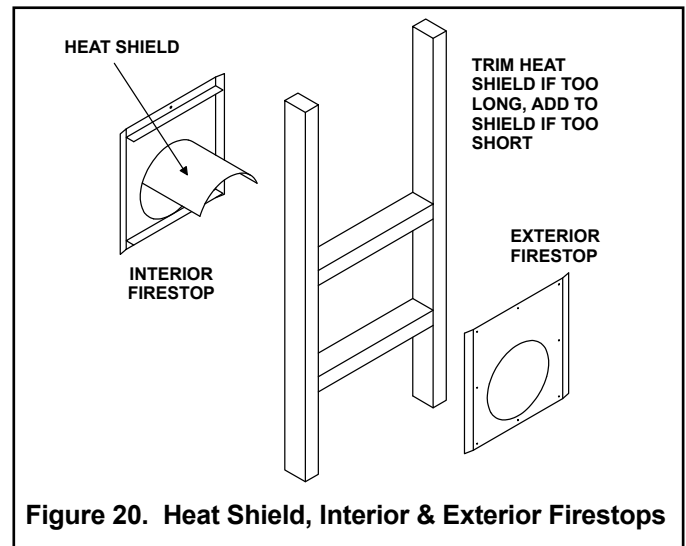
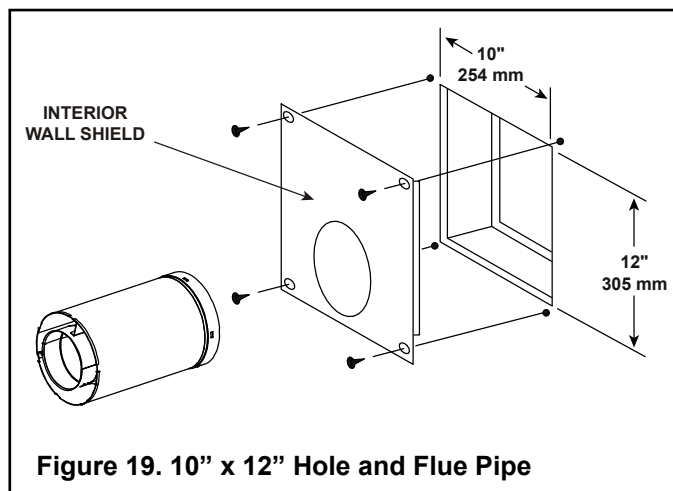
To install firestops for horizontal runs that pass through either interior or exterior walls:

- Cut a 10" x 12" (254 mm X 305 mm) hole through the wall.

NOTE: The center of the hole is one (1) inch (25.4mm) above the center of the horizontal flue pipe.

- Position the firestops on both sides of the hole previously cut and secure the firestops with nails or screws.
- The heat shields of the firestops **MUST BE** placed towards the top of the hole.
- Continue the flue run through the firestops.

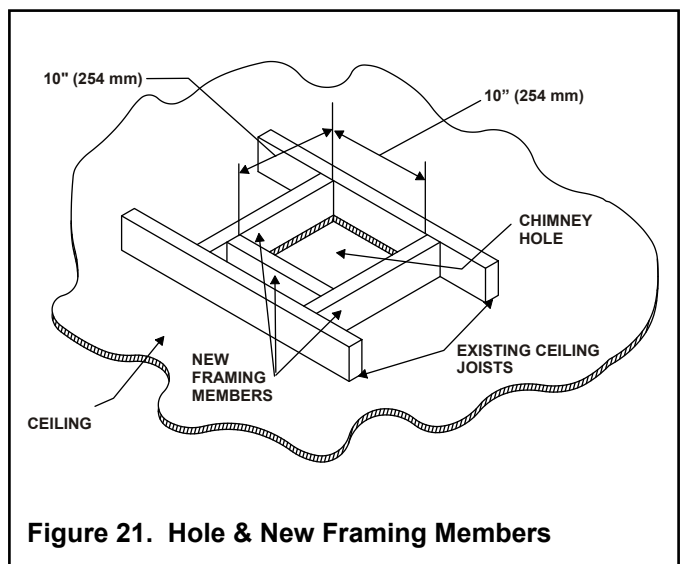
NOTE: There must be **NO INSULATION** or other combustibles inside the framed firestop opening.



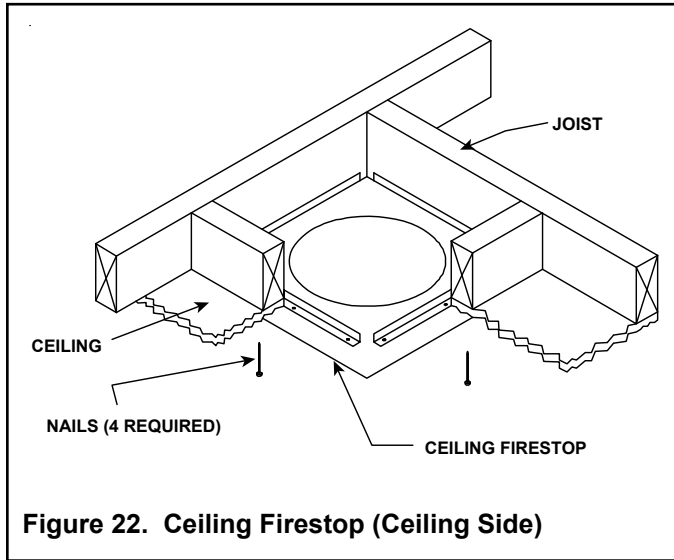
For Vertical Runs - One ceiling firestop is **REQUIRED** at the hole in each ceiling through which the flue passes.

To install firestops for vertical runs that pass through ceilings:

- Position a plumb bob directly over the center of the vertical flue component.
- Mark the ceiling to establish the centerpoint of the flue.
- Drill a hole or drive a nail through this centerpoint.
- Check the floor above for any obstructions, such as wiring or plumbing runs.
- Reposition the fireplace and flue system, if necessary, to accommodate the ceiling joists and/or obstructions.
- Cut an 10-inch X 10-inch (254mm x 254mm) hole through the ceiling, using the centerpoint previously marked.
- Frame the hole with framing lumber the same size as the ceiling joists.

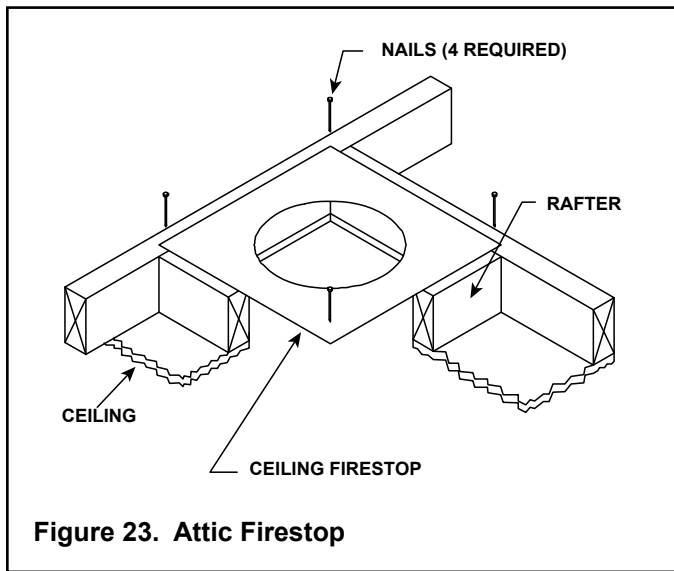


If the area above the ceiling is **NOT** an attic, position and secure the ceiling firestop on the ceiling side of the previously cut and framed hole.



If the area above the ceiling **IS** an attic, position and secure the firestop on top of the previously framed hole.
NOTE: Keep insulation away from the flue pipe at least 25 mm.

NOTE: There must be **NO INSULATION** or other combustibles inside the framed firestop opening.



C. Flue Termination

For Horizontal Terminations - To attach and secure the termination to the last section of horizontal flue refer to the Cinch Pipe and Termination Cap installation instructions.

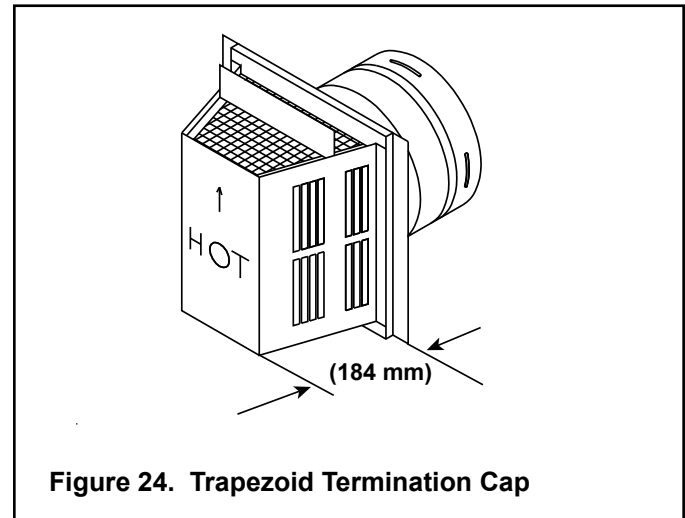
- Push on and snap lock as described at the beginning of the Installing Flue Components section.
- The termination kit should pass through the wall firestops from the exterior of the building.
- Adjust the termination cap to its final exterior position on the building and interlock the flue sections.

WARNING: THE TERMINATION CAP MUST BE POSITIONED SO THAT THE ARROW IS POINTING UP.

For trapezoidal cap termination kits:

- Using screws secure the cap to the exterior wall through the flanges in the cap.

WARNING: FLUEING TERMINALS SHALL NOT BE RECESSED INTO A WALL OR SIDING. FLUE TERMINATION CLEARANCES MUST BE FOLLOWED TO AVOID FIRE DANGER.



For Vertical Terminations - To locate the flue and install the flue sections:

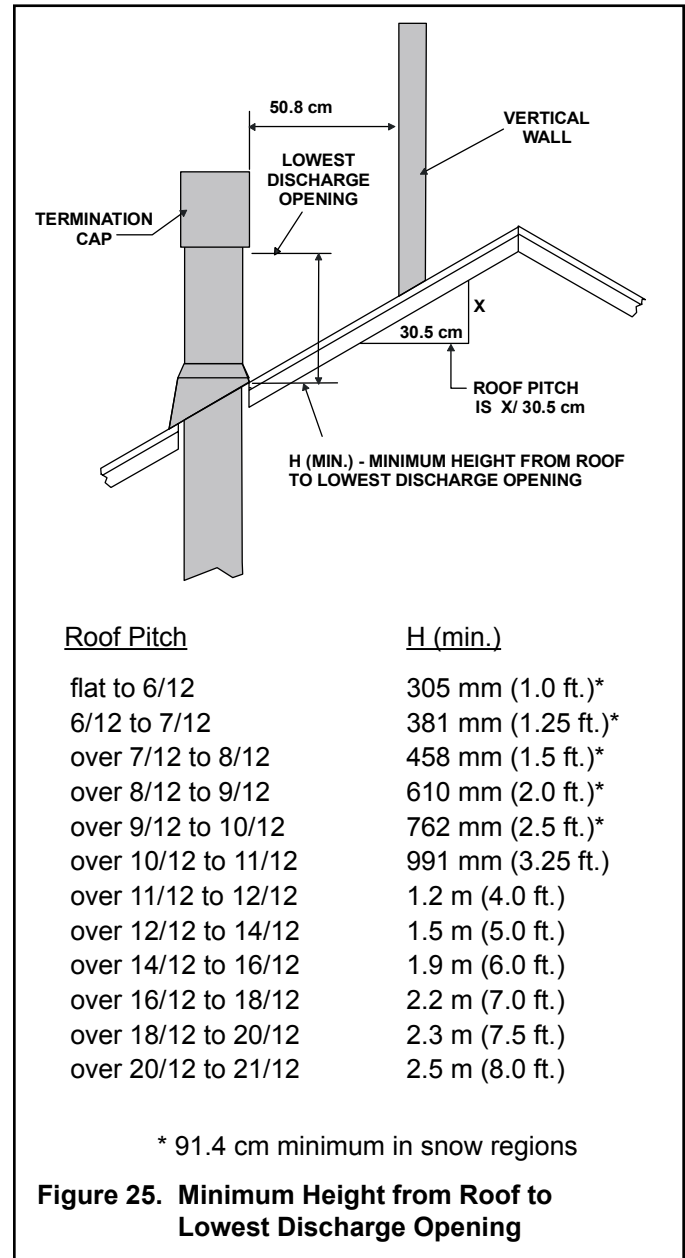
- Locate and mark the flue centerpoint on the underside of the roof, and drive a nail through the centerpoint.
- Make the outline of the roof hole around the centerpoint nail.
- The size of the roof hole framing dimensions depend on the pitch of the roof. There **MUST BE** a 25.4mm clearance from the vertical flue pipe to combustible materials.
- Mark the roof hole accordingly.
- Cover the opening of the installed flue pipes.
- Cut and frame the roof hole.
- Use framing lumber the same size as the roof rafters and install the frame securely. Flashing anchored to the frame must withstand heavy winds.
- Continue to install concentric flue sections up through the roof hole (for inside flue installations) or up past the roof line until you reach the appropriate distance above the roof (for outside terminations).

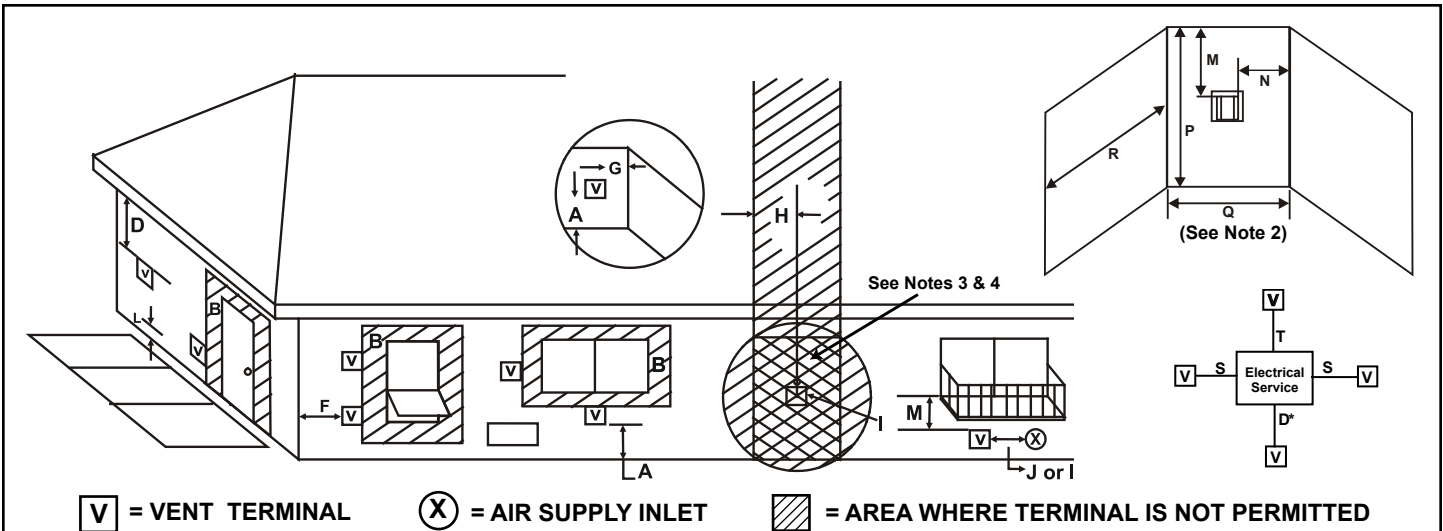
WARNING: FOLLOWING NATIONAL REGULATIONS AND CODES OF PRACTICE FOR MINIMUM CLEARANCES FROM GAS TERMINALS, AND PLACEMENT OF GAS TERMINAL.

NOTE: This also pertains to vertical flue systems installed on the outside of the building.

To seal the roof hole, and to divert rain and snow from the flue system:

- Attach a flashing to the roof using nails, and use a non-hardening mastic around the edges of the flashing base where it meets the roof.
- Attach a storm collar over the flashing joint to form a water-tight seal. Place non-hardening mastic around the joint, between the storm collar and the vertical pipe.
- Slide the termination cap over the end of the flue pipe and snap into place.





V = VENT TERMINAL **X** = AIR SUPPLY INLET **[Hatched]** = AREA WHERE TERMINAL IS NOT PERMITTED

<p>A = 30.5 cmclearances above grade, veranda, porch, deck or balcony (See Note 1)</p> <p>B = 30.5 cmclearances to window or door that may be opened, or to permanently closed window. (Glass)</p> <p>D* = 50.8 cmvertical clearance to unventilated soffit or to ventilated soffit located above the terminal 84.8 cmfor vinyl clad soffits and below electrical service</p> <p>F = 22.9 cmclearance to outside corner</p> <p>G = 15.3 cmclearance to inside corner</p> <p>H = 91.4 cmnot to be installed above a gas meter/regulator assembly within 91.4 cm horizontally from the center-line of the regulator</p> <p>I = 91.4 mclearance to gas service regulator flue outlet</p> <p>J = 22.9 cmclearance to non-mechanical air supply inlet to building or the combustion air inlet to any other appliance</p>	<p>K = 91.4 mclearance to a mechanical (powered) air supply inlet</p> <p>L = 2.1 mclearance above paved sidewalk or a paved driveway located on public property (See Note 1)</p> <p>M* = 50.8 cmclearance under veranda, porch, deck, balcony or overhang 118.9 mvinyl</p> <p>S = 15.3 cmclearance from sides of electrical service (See Note 5)</p> <p>T = 30.5 cmclearance above electrical service (See Note 5)</p>
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Alcove Applications

N = 15.3 cmnon-vinyl sidewalls
30.5 cmvinyl sidewalls

P = 2.4 m

	Q_{MIN}	R_{MAX}
1 cap	.91 m	$2 \times Q_{ACTUAL}$
2 caps	1.8 m	$1 \times Q_{ACTUAL}$
3 caps	2.7 m	$2/3 \times Q_{ACTUAL}$
4 caps	3.7 m	$1/2 \times Q_{ACTUAL}$

$Q_{MIN} = \# \text{ termination caps} \times 3$ $R_{MAX} = (2 / \# \text{ termination caps}) \times Q_{ACTUAL}$

* only permitted if veranda, porch, deck or balcony is fully open on a minimum of 2 sides beneath the floor, or meets Note 2.

NOTE 1: On private property where termination is less than 2.1 M above a sidewalk, driveway, deck, porch, veranda or balcony, use of a listed cap shield is suggested. (See vents components page)

NOTE 2: Termination in an alcove space (spaces open only on one side and with an overhang) are permitted with the dimensions specified for vinyl or non-vinyl siding and soffits. **1.** There must be 91.4 cm minimum between termination caps. **2.** All mechanical air intakes within 3.0 M of a termination cap must be a minimum of 91.4 cm below the termination cap. **3.** All gravity air intakes within 91.4 cm of a termination cap must be a minimum of 30.5 cm below the termination cap.

NOTE 3: Local codes or regulations may require different clearances.

NOTE 6: Vent system termination is permitted in porch areas with two or more sides open. You must follow all side walls, overhang and ground clearances as stated in the instructions.

NOTE 7: For terminals adjacent to walkways, terminal guards in accordance with BS EN 483:2001 are strongly recommended.

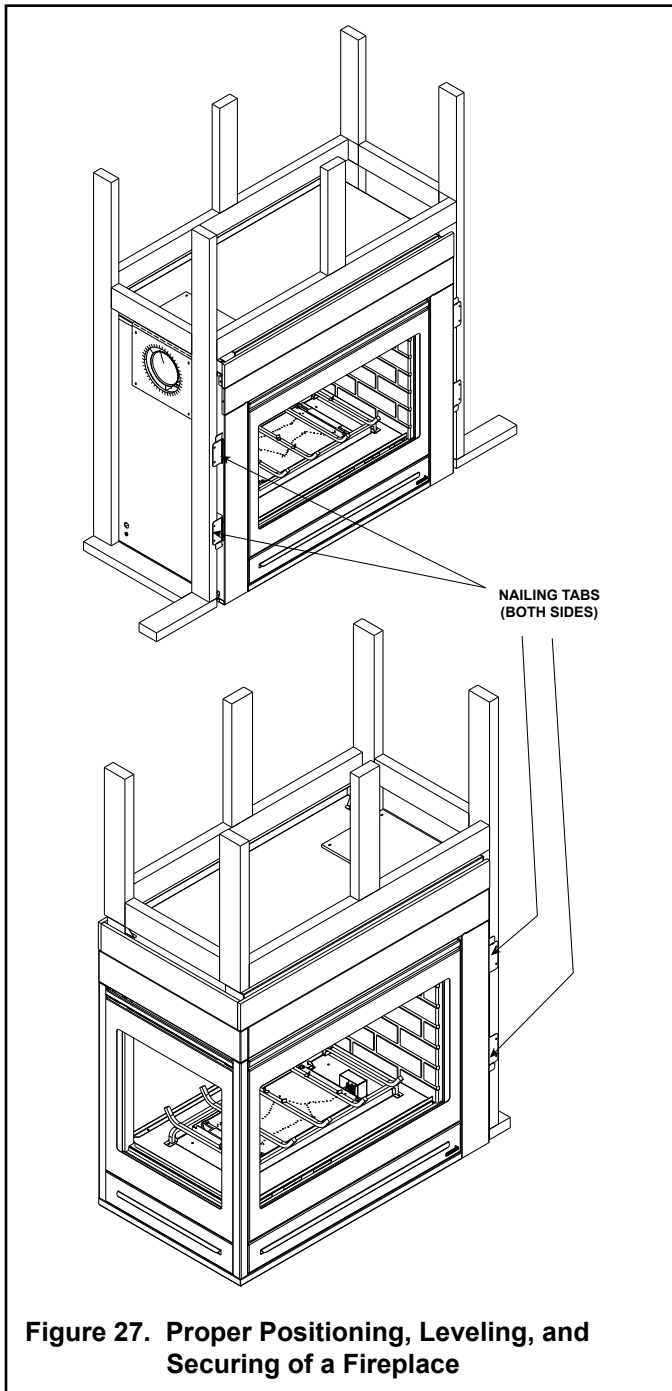
Heat & Glo assumes no responsibility for the improper performance of the appliance when the venting system does not meet these requirements.

Figure 26. Vent Termination Minimum Clearances

CAUTION: IF EXTERIOR WALLS ARE FINISHED WITH VINYL SIDING, IT IS SUGGESTED THAT A VINYL PROTECTOR KIT BE INSTALLED.

Step 4. Positioning, Leveling, and Securing the Fireplace

The diagram below shows how to properly position, level, and secure the fireplace.

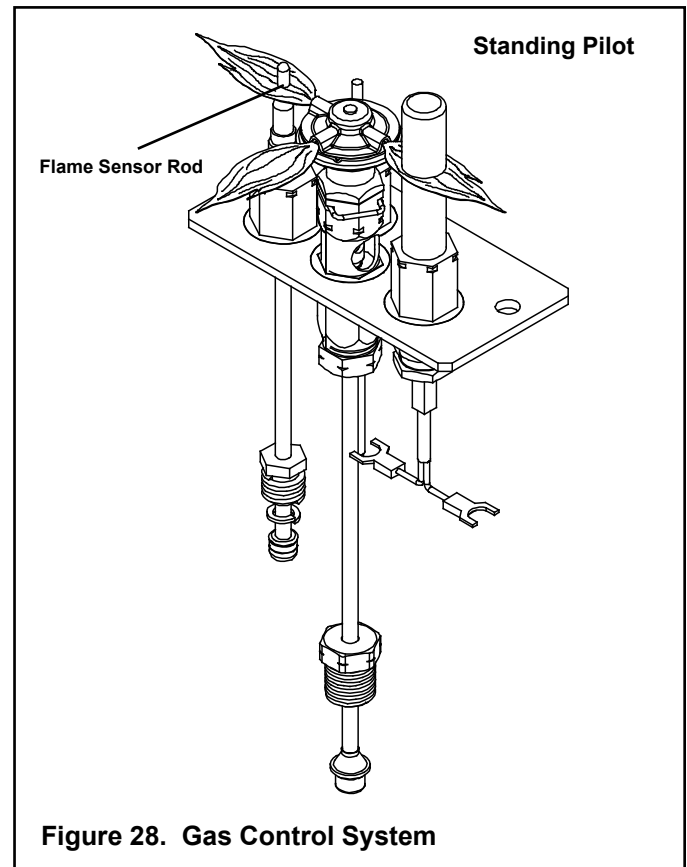


- Place the fireplace into position.
- Level the fireplace from side to side and from front to back.
- Shim the fireplace with non-combustible material, such as sheet metal, as necessary.
- Secure the fireplace to the framing by nailing or screwing.
- Holes are provided in the base pan for securing the unit to the floor.

Step 5. The Gas Control System



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



Standing Pilot Ignition System

This system includes millivolt control valve, Standing Pilot, thermopile/thermocouple flame sensor, and piezo ignitor.



WARNING: 230 VAC MUST NEVER BE CONNECTED TO A CONTROL VALVE IN A MILLIVOLT SYSTEM.

Step 6. The Gas Supply Line

NOTE: Have the gas supply line installed in accordance with local building codes by a qualified installer approved and/or licensed as required by the locality.

NOTE: Before the first firing of the fireplace, the gas supply line should be purged of any trapped air.

NOTE: Consult local building regulations to properly size the gas supply line leading to the (Rp 1/2 in.) hook-up at the unit.

This threaded gas inlet connection is ISO 7-Rp 1/2 (BSP Rp 1/2).

To install the gas supply line:

- Locate the gas line access hole in the outer casing of the fireplace.
- The gas line may be run from either side of the fireplace provided the hole in the outer wrap does not exceed 51mm (2 in.) in diameter and it does not penetrate the actual firebox.
- Open the fireplace lower grille, insert the gas supply line through the gas line hole, and connect it to the shut-off valve.
- When attaching the pipe, support the control so that the lines are not bent or torn.
- After the gas line installation is complete, all connections must be tightened and checked for leaks with a commercially-available, non-corrosive leak check solution. Be sure to rinse off all leak check solution following testing.



WARNING: DO NOT USE AN OPEN FLAME TO CHECK FOR GAS LEAKS.

- Insert insulation from the outside of the fireplace and pack the insulation tightly to totally seal between the pipe and the outer casing.
- At the gas line access hole the gap between the supply piping and gas access hole can be plugged with non-combustible insulation to prevent cold air infiltration.

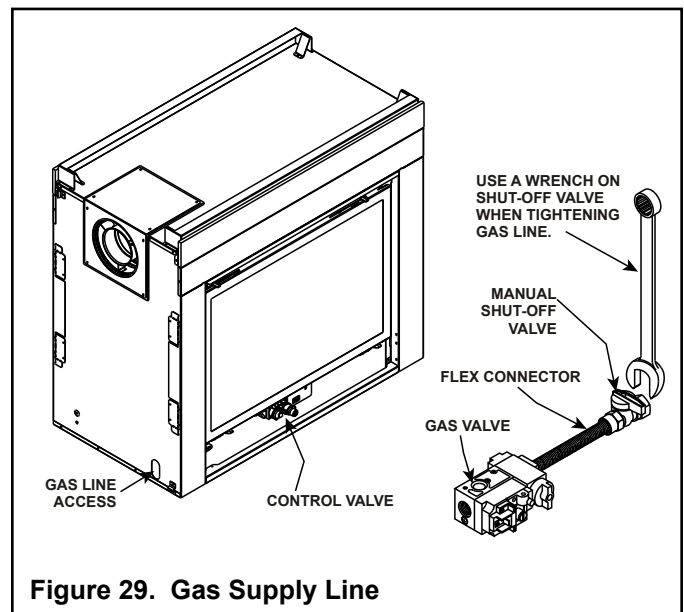


Figure 29. Gas Supply Line

Step 7. Gas Pressure Requirements

Pressure requirements for Heat & Glo gas fireplaces are shown in Table 1 below.

A tap is provided on the outlet side of the gas control for a test gauge connection to measure the manifold pressure. To measure inlet pressure, provisions must be made to attach a test gauge to the tap immediately upstream of the gas supply connection to the fireplace.

The fireplace and its individual shut-off valve must be disconnected from the gas supply piping system during any pressure testing of the system at test pressures in excess of 60 mbar.

If the fireplace must be isolated from the gas supply piping system by closing an individual shut-off valve, it must be of the handle-less type.

Table 1

	Natural Gas (G20)	Propane (G31)	Butane (G30)	Natural Gas (G25)
→ Inlet Pressure	20 mbar	30 o 50 mbar	30 o 50 mbar	25 mbar
Manifold Pressure	4-8,7 mbar	15,7-25 mbar	15,7-25 mbar	4-8,7 mbar
Gas Rate	,54 m ³ /h	,24 m ³ /h	.16 m ³ /h	.54 m ³ /h
Max.Input(NETCV)	9,6 kW	9,9 kW	7,9 kW	7,8 kW
Burner Injector	DMS 33	DMS 51	DMS 53	DMS 33
Pilot Injector	51	30	30	51

Step 8. Wiring the Fireplace

NOTE: Electrical wiring must be installed by a licensed electrician.

For Standing Pilot Ignition Wiring

Appliance Requirements

Optional Accessories

Optional remote control kits require that 230 VAC be wired to the factory installed junction box before the fireplace is permanently installed.

Wall Switch

Position the wall switch in the desired position on a wall. Run a maximum of 780 cm or less length of 0.102 cm diameter minimum wire and connect it to the fireplace ON/OFF switch pigtails.



WARNING: DO NOT CONNECT 230 VAC TO THE GAS CONTROL VALVE OR THE APPLIANCE WILL MALFUNCTION AND THE VALVE WILL BE DESTROYED.

CAUTION: LABEL ALL WIRES PRIOR TO DISCONNECTION WHEN SERVICING CONTROLS. WIRING ERRORS CAN CAUSE IMPROPER AND DANGEROUS OPERATION. VERIFY PROPER OPERATION AFTER SERVICING.

Step 9. Finishing

Figure 30 shows the minimum vertical and corresponding maximum horizontal dimensions of fireplace mantels or other combustible projections above the top front edge of the fireplace. See Figures 4 and 5 for other fireplace clearances. **Only non-combustible materials may be used to cover the black fireplace front.**

Note: Factory installed non-combustible board may only be replaced with HHT product code **SUPERM-60** material and must be fully replaced in its entirety.

CAUTION: IF JOINTS BETWEEN THE FINISHED WALLS AND THE FIREPLACE SURROUND (TOP AND SIDES) ARE SEALED, A 150° C. MINIMUM SEALANT MATERIAL MUST BE USED. THESE JOINTS ARE NOT REQUIRED TO BE SEALED. ONLY NON-COMBUSTIBLE MATERIAL (USING 150° C. MINIMUM ADHESIVE, IF NEEDED) CAN BE APPLIED AS FACING TO THE FIREPLACE SURROUND (SEE FIGURE 31).

NOTE: Sheetrock or other combustible material such as wood can be placed on the top edge and sides of the fireplace.



WARNING: WHEN FINISHING THE FIREPLACE, NEVER OBSTRUCT OR MODIFY THE AIR INLET/OUTLET GRILLES IN ANY MANNER.

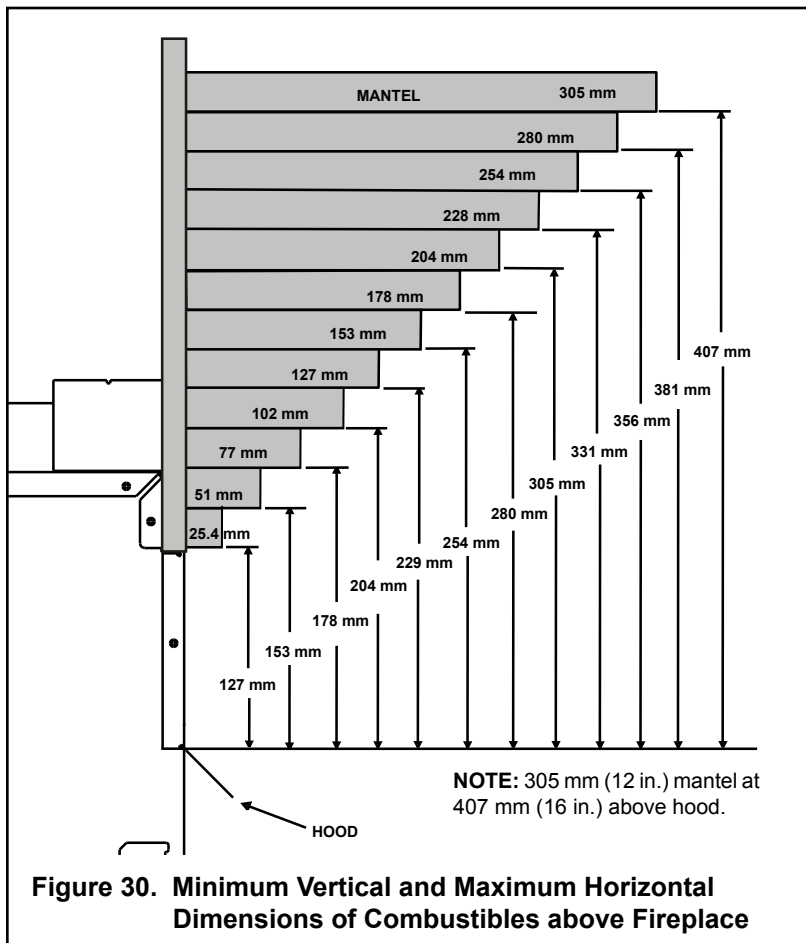


Figure 30. Minimum Vertical and Maximum Horizontal Dimensions of Combustibles above Fireplace

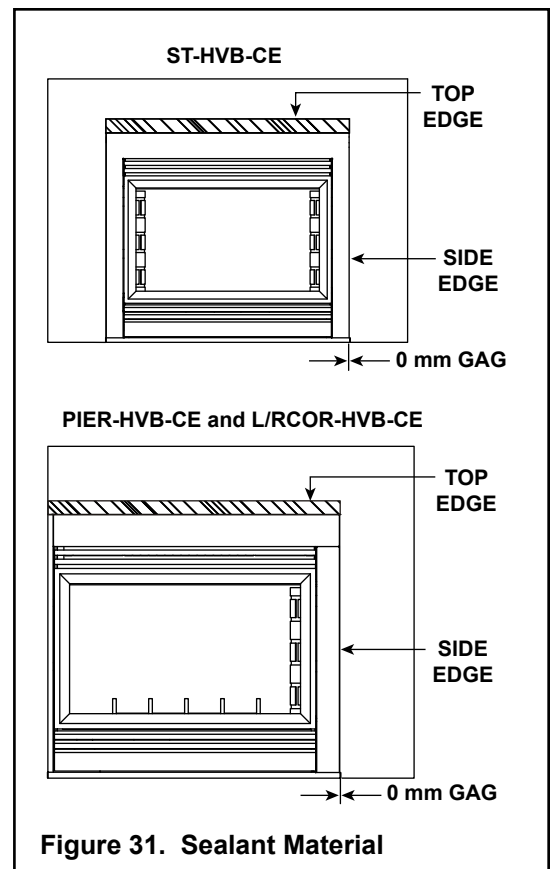


Figure 31. Sealant Material

Step 10. Installing Trim, Logs & Ember Material

Installing the Trim

Combustible materials may be brought up to the specified clearances on the side and top front edges of the fireplace, but **MUST NEVER** overlap onto the front face. The joints between the finished wall and the fireplace top and sides can only be sealed with a 149° C minimum sealant.

WARNING: WHEN FINISHING THE FIREPLACE, NEVER OBSTRUCT OR MODIFY THE AIR INLET/OUTLET GRILLES IN ANY MANNER.

Install optional marble and brass trim surround kits as desired. Marble, brass, brick, tile, or other non-combustible materials can be used to cover up the gap between combustible material (sheetrock or wood) and the fireplace.

Do not obstruct or modify the air inlet/outlet grilles. When overlapping on both sides, leave enough space so that the bottom grille can be lowered and the trim door removed.

WARNING: CHILDREN AND ADULTS SHOULD BE ALERTED TO THE HAZARDS OF HIGH TEMPERATURES OF WORKING SURFACES ON THESE FIREPLACES. WORKING SURFACES INCLUDE ALL GLASS PANELS AND DECORATIVE DOORS. YOUNG CHILDREN SHOULD BE CAREFULLY SUPERVISED WHEN THEY ARE IN THE SAME ROOM AS THE APPLIANCE.

Attachment of Lower Door Assembly

This unit is shipped with the door stops unattached to assist in the set-up of the unit. After the gas and electrical have been run, the door stops can be used if desired as shown in Figure 32.

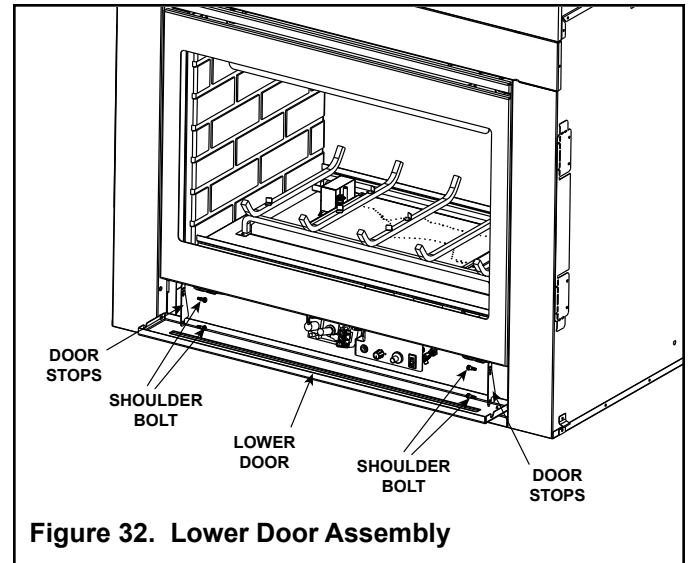
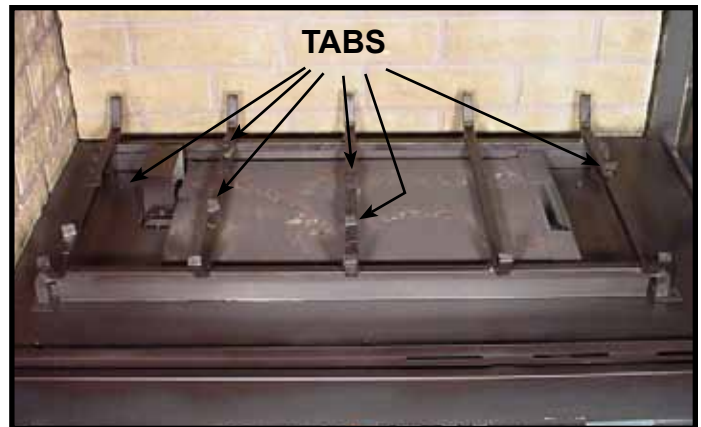


Figure 32. Lower Door Assembly

Log placement

Log Set Assembly: LOGS-ST-CE

Only for Models: ST-HVB-CE, PIER-HVB-CE and RCOR-HVB-CE



CAUTION: Logs are fragile. Carefully remove the logs from the packaging. Logs #4 and #5 are the same log. See Service Parts pages for individual assembly photos.



LOG #1 (SRV2068-700): Place log #1 behind grate tabs on the second and third grate bars on the left rear corner. Position so that the bottom grooves fit over bars and the log is snug against the grate tabs.



LOG #2 (SRV2068-701): Locate log #2 in left front corner of the log grate using bottom grooves for placement. Push log against grate tabs on first and second bars.



LOG #3 (SRV2068-702): Position log #3 across the third, fourth and fifth grate bars and push towards the rear against the grate tabs on bars three and five.



LOG #4 (SRV2068-703): Place log #4 in the right rear corner of the log grate using bottom grooves for placement. Align log #4 by using the grate corner and rear cross bar as stops.

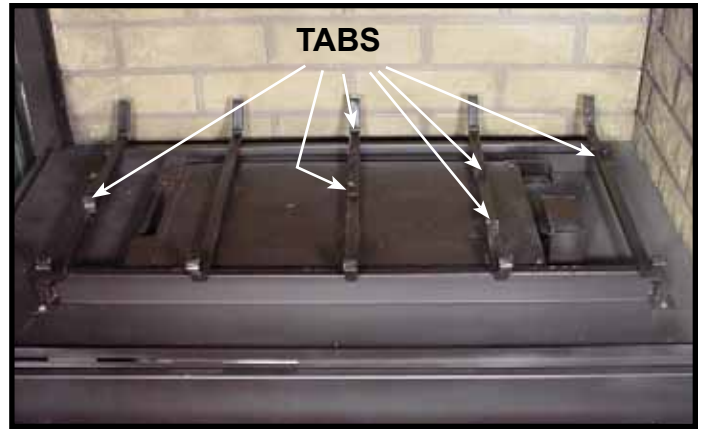


LOG #5 (SRV2068-703): Place log #5 on top of flat spot on log #1 and against the inside of log #2. Be careful not to reposition log #2 when placing this log.



LOG #6 (SRV582-705): Position log #6 on top of the groove in log #3 with the forked end resting on the grate assembly as shown.

Only for Model: LCOR-HVB-CE



CAUTION: Logs are fragile. Carefully remove the logs from the packaging. Logs #4 and #5 are the same log. See Service Parts pages for individual assembly photos.



LOG #1 (SRV2068-700): Place log #1 in front of grate tabs on the third and fourth grate bars on the right front corner. Position so that the bottom grooves fit over bars and the log is snug against the grate tabs.



LOG #2 (SRV2068-701): Locate log #2 in right rear corner of the log grate using bottom grooves for placement. Place log against grate tabs on fourth and fifth bars.



LOG #3 (SRV2068-702): Position log #3 across the first, second and third grate bars and pull towards the front against the grate tabs on bars one and three.



LOG #4 (SRV2068-703): Place log #4 in the left front corner of the log grate using bottom grooves for placement. Align log #4 by using the grate corner and front cross bar as stops.



LOG #5 (SRV2068-703): Place log #5 on top of flat spot on log #1 and against the inside of log #2. Be careful not to reposition log #2 when placing this log.



LOG #6 (SRV582-705): Position log #6 on top of the groove in log #3 with the forked end resting on the grate assembly as shown.

Placing the Ember Material

Ember material is shipped with this gas fireplace. To place the ember material:

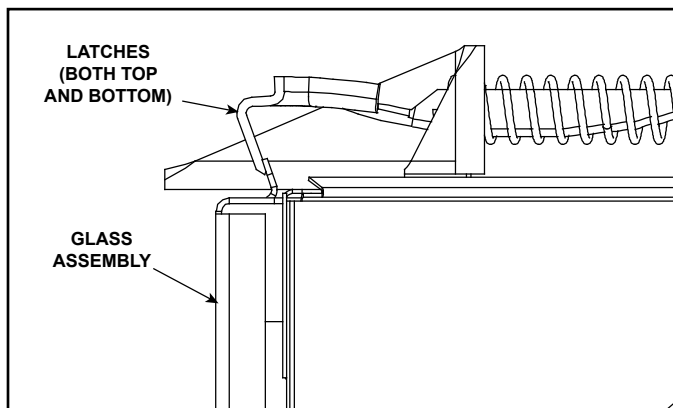


Figure 33.

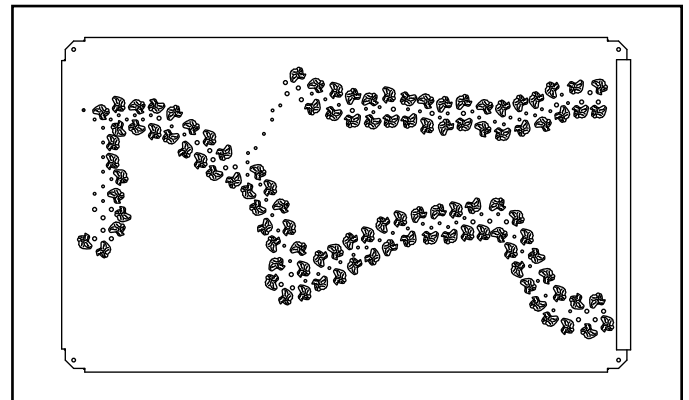



Figure 34. Placement of Embers

- Remove the tension springs around the glass door.
- Remove the glass door from the unit.
- Remove the log set.
- Place dime size pieces of ember material about 1/2 inch apart **near** port holes in burner top. Do **NOT** place embers over burner ports. Cover the top of the burner with a single layer of ember material.
- Save the remaining ember materials for use during fireplace servicing. The bag of embers provided is sufficient for 3 to 5 applications.
- Install the Lava Rock (supplied) to the firebox base pan being careful not to cover the burner with the Lava Rock.
- Replace the logs, glass door, and a front trim door on the unit.

Step 11. Before Lighting the Fireplace

⚠ WARNING	
	HOT SURFACES! Glass and other surfaces are hot during operation AND cool down.
	Hot glass will cause burns. <ul style="list-style-type: none">• DO NOT touch glass until it is cooled• NEVER allow children to touch glass• Keep children away
<ul style="list-style-type: none">• 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.	
<ul style="list-style-type: none">• Keep clothing, furniture, draperies and other flammable materials away.	
<hr/> <i>This appliance has been supplied with an integral barrier to prevent direct contact with the fixed glass panel. DO NOT operate the appliance with the barrier removed.</i>	

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

Step 12. Lighting the Fireplace

You've reviewed all safety warnings, you've checked the fireplace for gas leaks, you know the flue system is unobstructed, and you've checked for faulty components. Now you're ready to light the fireplace.

After the Installation



LEAVE THIS INSTALLATION MANUAL WITH THE APPLIANCE FOR FUTURE REFERENCE.

Before lighting the fireplace, be sure to do the following:

Remove all paperwork from underneath the fireplace.

Review safety warnings and cautions

- Read the **Safety and Warning Information** section at the beginning of this *Installers Guide*.

Double-check for gas leaks

- Before lighting the fireplace, double-check the unit for possible gas leaks.

Double-check flue terminations and front grilles for obstructions.

- Before lighting the fireplace, double-check the unit for possible obstructions that could be blocking the flue terminations or the front grilles.

Double-check for faulty components

- Any component that is found to be faulty **MUST BE** replaced with an approved component. Tampering with the fireplace components is **DANGEROUS** and voids all warranties.

A small amount of air will be in the gas supply lines. When first lighting the fireplace, it will take a few minutes for the lines to purge themselves of this air. Once the purging is complete, the fireplace will light and will operate normally.

Subsequent lightings of the fireplace will not require this purging of air from the gas supply lines, **unless the gas valve has been turned to the OFF position**, in which case the air would have to be purged.

NOTE: The fireplace should be run 3 to 4 hours on the initial start-up. Turn it off and let it cool completely. Remove and clean the glass. Replace the glass and run the fireplace for an additional 8 hours. This will help to cure the products used in the paint and logs.

4

Maintaining and Servicing Your Fireplace

Fireplace Maintenance

Although the frequency of your appliance servicing and maintenance will depend on use and the type of installation, you should have a qualified service technician perform an appliance check-up at the beginning of each heating season. See the table below for specific guidelines regarding each fireplace maintenance task.

IMPORTANT: TURN OFF THE GAS BEFORE SERVICING YOUR FIREPLACE.

Replacing old ember material

Frequency: Once annually, during the checkup.

By: Qualified service technician.

Task: Brush away loose ember material near the burner. Replace old ember material with new 1 cm thin pieces. New ember material should be placed on top of the burner; **near**, but NOT on top of any burner ports. Save the remaining ember material and repeat this procedure at your next servicing. For more information, see **Placing Ember Material** in the **INSTALLERS GUIDE**.

Cleaning Burner and Controls

Frequency: Once annually.

By: Qualified service technician.

Task: Brush or vacuum the control compartment and burner areas surrounding the logs.

Checking Flame Patterns, Flame Height

Frequency: Periodically.

By: Qualified service technician/Home owner.

Task: Make a visual check of your stove's flame patterns. Make sure the flames are steady - not lifting or floating. See Figure 35. The thermopile/thermocouple tips should be covered with flame. See Figure 36.

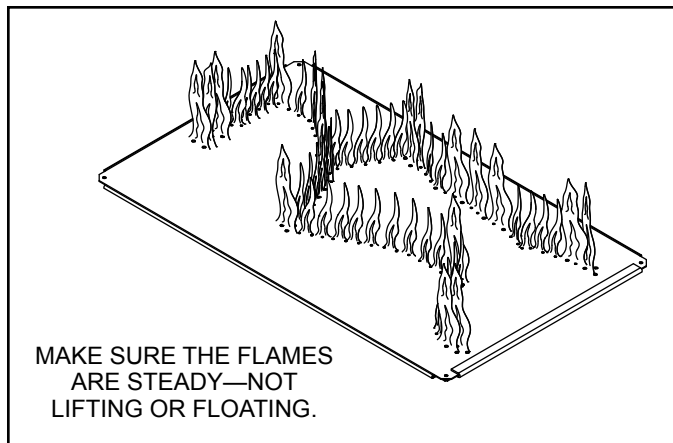


Figure 35. Burner Flame Patterns

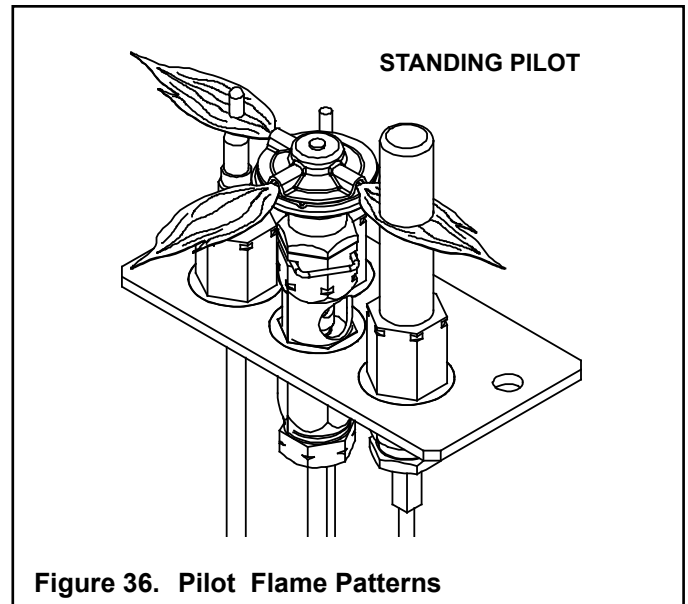


Figure 36. Pilot Flame Patterns

Checking Flue System

Frequency: Before initial use and at least annually thereafter, more frequently if possible.

By: Qualified service technician/Home owner.

Task: Inspect the external cap on a regular basis to ensure that no debris is interfering with the flow of air. Inspect entire flue system for proper function.

Cleaning Glass Door

Frequency: After the first 3 to 4 hours of use. As necessary after initial cleaning.

By: Qualified Service Technician

Task: Remove and clean glass after the first 3 to 4 hours of use. After the initial cleaning, clean as necessary, particularly after adding new ember material. Film deposits on the inside of the glass door should be cleaned off using a household glass cleaner. **NOTE: DO NOT handle or attempt to clean the door when it is hot and DO NOT use abrasive cleaners.**

5

Troubleshooting

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

Symptom	Possible Cause	Corrective Action
1. After repeated triggering of the red or black piezo button, the spark ignitor will not light the pilot.	a. Defective ignitor	Check the spark at the electrode and pilot. If no spark and electrode wire is properly connected, replace the ignitor.
	b. Defective pilot or misaligned electrode (spark at electrode)	Using a match, light the pilot. If the pilot lights, turn off the pilot and trigger the red or black piezo button again. If the pilot lights, an improper gas/air mixture caused the bad lighting and a longer purge period is recommended. If the pilot will not light, ensure that the gap at the electrode and pilot is 0.3 cm to have a strong spark. If the gap is OK, replace the pilot.
	c. No gas or low gas pressure	Check the remote shut-off valves from the fireplace. Usually, there is a valve near the gas main. There can be more than one (1) valve between the fireplace and the main.
	d. No LP in the tank	Check the LP (propane) tank. You may be out of fuel.
2. The pilot will not stay lit after carefully following the lighting instructions.	a. Defective thermocouple	Check that the pilot flame impinges on the thermocouple. Clean and/or adjust the pilot for maximum flame impingement. Ensure that the thermocouple connection at the gas valve is fully inserted and tight (hand tighten plus 1/4 turn). Disconnect the thermocouple from the valve, place one millivolt meter lead wire on the tip of the thermocouple and the other meter lead wire on the thermocouple copper lead. Start the pilot and hold the valve knob in. If the millivolt reading is less than 15mV, replace the thermocouple.
	b. Defective valve	If thermocouple is producing more than 15 millivolts, replace faulty valve.
3. The pilot is burning, there is no gas burner, the valve knob is in the ON position, and the ON/OFF switch is in the ON position.	a. ON/OFF switch or wires defective	Check the ON/OFF switch and wires for proper connections. Place the jumper wires across the terminals at the switch. If the burner comes on, replace the defective switch. If the switch is OK, place the jumper wires across the switch wires at the gas valve. If the burner comes on, the wires are faulty or connections are bad.
	b. Thermopile may not be generating sufficient millivoltage	If the pilot flame is not close enough physically to the thermopile, adjust the pilot flame. Be sure the wire connections from the thermopile at the gas valve terminals are tight and that the thermopile is fully inserted into the pilot bracket. Check the thermopile with a millivolt meter. Take the reading at TH-TP&TP terminals of the gas valve. The meter should read 325 millivolts minimum, while holding the valve knob depressed in the pilot position, with the pilot lit, and the ON/OFF switch in the OFF position. Replace the faulty thermopile if the reading is below the specified minimum. With the pilot in the ON position, disconnect the thermopile leads from the valve. Take a reading at the thermopile leads. The reading should be 325 millivolts minimum. Replace the thermopile if the reading is below the minimum.
	c. Defective valve	Turn the valve knob to the ON position. Place the ON/OFF switch in the ON position. Check the millivolt meter at the thermopile terminals. The millivolt meter should read greater than 125mV If the reading is acceptable, and if the burner does not come on, replace the gas valve.
	d. Plugged burner orifice	Check the burner orifice for stoppage. Remove stoppage.
	e. Wall switch or wires are defective	Follow the corrective action in Symptom and Possible Cause 1. a. above. Check the switch and wiring. Replace where defective.

Troubleshooting continued

Symptom	Possible Cause	Corrective Action
4. Frequent pilot outage problem.	a. Pilot flame may be too high or too low, or blowing (high), causing pilot safety to drop out	Clean and adjust the pilot flame for maximum flame impingement on thermocouple. Follow lighting instructions carefully.
5. The pilot and main burner extinguish while in operation.	a. No LP in the tank	Check the LP (propane) tank. Refill the fuel tank.
	b. Inner flue pipe leaking exhaust gases back into the system	Check for gas leaks.
	c. Horizontal flue improperly pitched	The horizontal flue cap should slope down only enough to prevent any water from entering the unit. The maximum downward slope is 0.6 cm.
	d. Glass too loose and air tight packet leaks in corners after usage	Tighten the corner.
	e. Bad thermopile or thermocouple	Replace if necessary.
	f. Improper flue cap installation	Check for proper installation and freedom from debris or blockage.
6. Glass soots.	a. Flame impingement	Adjust the log set so that the flame does not excessively impinge on it.
	b. Improper venturi setting	Adjust the air shutter at the base of the burner.
	c. Debris around venturi	Inspect the opening at the base of the burner. NO MATERIAL SHOULD BE PLACED IN THIS OPENING.
7. Flame burns blue and lifts off burner.	a. Insufficient oxygen being supplied	<p>Ensure that the flue cap is installed properly and free of debris. Ensure that the flue system joints are tight and have no leaks.</p> <p>Ensure that no debris has been placed in the area at the base of, or in the area of, the air holes in the center of the base pan beneath the burner.</p> <p>Ensure that the glass is tightened properly on the unit, particularly on top corners.</p>

Limited Lifetime Warranty

Hearth & Home Technologies Inc. LIMITED LIFETIME WARRANTY

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

WARRANTY COVERAGE:

HHT warrants to the original owner of the HHT appliance at the site of installation, and to any transferee taking ownership of the appliance at the site of installation within two years following the date of original purchase, that the HHT appliance will be free from defects in materials and workmanship at the time of manufacture. After installation, if covered components manufactured by HHT are found to be defective in materials or workmanship during the applicable warranty period, HHT will, at its option, repair or replace the covered components. HHT, at its own discretion, may fully discharge all of its obligations under such warranties by replacing the product itself or refunding the verified purchase price of the product itself. The maximum amount recoverable under this warranty is limited to the purchase price of the product. This warranty is subject to conditions, exclusions and limitations as described below.

WARRANTY PERIOD:

Warranty coverage begins on the date of 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.

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

See conditions, exclusions, and limitations on next page.

WARRANTY CONDITIONS:

- This warranty only covers HHT appliances that are purchased through an HHT authorized dealer or distributor. A list of HHT authorized dealers is available on the HHT branded websites.
- This warranty is only valid while the HHT appliance remains at the site of original installation.
- Contact your installing dealer for warranty service. If the installing dealer is unable to provide necessary parts, contact the nearest HHT authorized dealer or supplier. Additional service fees may apply if you are seeking warranty service from a dealer other than the dealer from whom you originally purchased the product.
- Check with your dealer in advance for any costs to you when arranging a warranty call. Travel and shipping charges for parts are not covered by this warranty.

WARRANTY EXCLUSIONS:

This warranty does not cover the following:

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

This warranty is void if:

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

LIMITATIONS OF LIABILITY:

- The owner's exclusive remedy and HHT's sole obligation under this warranty, under any other warranty, express or implied, or in contract, tort or otherwise, shall be limited to replacement, repair, or refund, as specified above. In no event will HHT be liable for any incidental or consequential damages caused by defects in the appliance. Some states do not allow exclusions or limitation of incidental or consequential damages, so these limitations may not apply to you. This warranty gives you specific rights; you may also have other rights, which vary from state to state. EXCEPT TO THE EXTENT PROVIDED BY LAW, HHT MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY SPECIFIED HEREIN. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO DURATION OF THE EXPRESSED WARRANTY SPECIFIED ABOVE.