

Place serial number here

Owner's Manual

Operation and Maintenance

CAUTION! Risk of Fire! DO NOT store instruction manuals inside fireplace cavity.
High temperatures could cause a fire.

INSTALLER: Leave this manual with party responsible for use and operation.

OWNER: Retain this manual for future reference.

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

NOTICE: DO NOT discard this manual!

HEAT&GLO®

No one builds a better fire

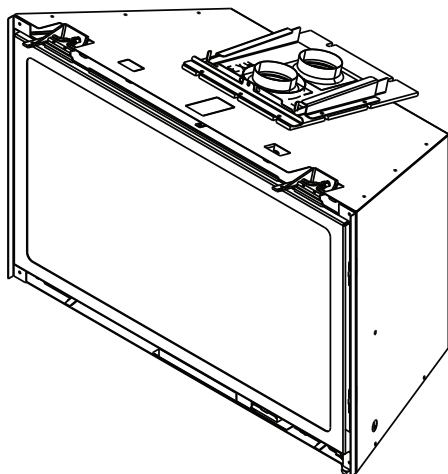
Models:

I25X-N-AUB

I35X-N-AUB



Ref No GMK10553
AS/NZS 5263.1.8



Decorative barrier front must be ordered separately at time of appliance purchase.

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

DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.

DO NOT USE OR STORE FLAMMABLE MATERIALS NEAR THIS APPLIANCE.

DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILE IT IS IN OPERATION.

DO NOT MODIFY THIS APPLIANCE.

1 Welcome

Read this manual before operating this appliance.

Please retain this Owner's Manual for future reference.

Read the Installation Manual before making any installation or finishing changes.

A. Congratulations

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

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

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

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

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

Local Dealer Information

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

Dealer Name: _____
Address: _____

Phone: _____
Email: _____

Appliance Information:

Brand: _____ Model Name: _____
Serial Number: _____ Date Installed: _____

Listing Label Information/Location

The model information regarding your specific fireplace can be found on the rating plate usually located in the control area of the fireplace.

HEAT & GLO
No one builds a better fire

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

ASXXXX Certification N°: GMKXXXXX

Injector Size:..... DMS mm)
Inlet Gas Pressure:..... kPa
Outlet (Manifold) Gas Pressure:..... kPa
Maximum Nominal Gas Consumption..... MJ/h
Electrical Rating.....230V 50hz 1A

QR Code

SAMPLE

Installation Manual Owner's Manual

This unit is designed to be recessed into framed construction.
TO BE INSTALLED ON WOOD FLOORING OR NON-COMBUSTIBLE FLOORING.
See installation manual for details.

Type of Gas

Gas Type: _____

Model: _____

Serial: _____

MADE IN USA

XXXX-XXXX

QR Code

Model Number

Serial Number

▲ Safety Alert Key:

- **DANGER!** Indicates a hazardous situation which, if not avoided will result in death or serious injury.
- **WARNING!** Indicates a hazardous situation which, if not avoided could result in death or serious injury.
- **CAUTION!** Indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.
- **NOTICE:** Used to address practices not related to personal injury.

Table of Contents

1 Welcome

- A. Congratulations 2
- B. Limited Lifetime Warranty. 4

2 Product Specific Information

- A. Appliance Certification 7
- B. BTU Specifications. 7
- C. Glass Specifications. 7
- D. High Altitude Installations. 7
- D. Electronic Control Module Regulatory Compliance 8

3 Important Safety and Operating Information

- A. Appliance Safety 9
- B. General Operating Parts 10
- C. Fuel Specifications. 10
- D. Wall and Mantel Temperatures 10
- E. Good Faith Wall Surface/TV Guidelines 10
- F. Before Lighting Appliance. 10
- G. Lighting Instructions (IPI) 11
- H. Appliance Break-In. 12
- I. Heat Management 13
- J. Operation During A Power Outage - IntelliFire Touch™ . . 14
- K. Detailed Component Operating Instructions - IntelliFire Touch 16

4 Maintenance and Service

- A. Maintenance: Frequency and Tasks 18
- B. Maintenance Tasks - Homeowner 18
- C. Maintenance Tasks - Qualified Service Technician 21

5 Frequently Asked Questions and Troubleshooting

- A. Frequently Asked Questions - Appliance 23
- B. Frequently Asked Questions - IntelliFire Touch Controls (RC450AU). 24
- C. Troubleshooting - IntelliFire Touch 2.0 Ignition System . . 25

6 Reference Materials

- A. Accessories 28
- B. Service Parts 29
- C. Contact Information 34



➔ = Contains updated information.

B. Limited Lifetime Warranty

AUSTRALIAN WARRANTY INFORMATION

Hearth & Home Technologies (HHT)
7571 215th Street West, Lakeville, MN 55044
0011-1-651-345-1777
www.hearthnhome.com

HHT extends the following manufacturer's warranty for HHT gas, wood, pellet, coal and electric hearth appliances that are purchased from an HHT authorized dealer.

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 this manufacturer's warranty 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 coverage begins on the date of original purchase. In the case of new home construction, coverage under this manufacturer's warranty 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 period for this manufacturer's warranty shall commence no later than 24 months following the date of product shipment from HHT, regardless of the installation or occupancy date. The manufacturer's warranty period for parts and labour 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					
Parts	Labor	Gas	Pellet	Wood	Electric	Venting	Components Covered
1 year		X	X	X	X	X	All parts including handles, external enameled components and other material except as covered by Conditions, Exclusions, and Limitations listed
2 years			X	X			Igniters, Auger Motors, Electronic Components, and Glass
		X	X	X			Factory-installed Fans
		X		X			Molded Refractory Panels, Glass Liners
3 years			X				Firepots, Burnpots, Mechanical Feeders/Auger Assemblies
5 years	1 years	X					Vent Free Burners, Vent Free Logs
			X	X			Castings Medallion and Baffles

Warranty Period		HHT Manufactured Appliances and Venting					
Parts	Labor	Gas	Pellet	Wood	Electric	Venting	Components Covered
6 years	3 years			X			Catalyst - Limitations Listed
7 years	3 years		X	X			Manifold Tubes HHT Chimney and Termination
10 years	1 year	X					Burners, Logs and Refractory
Limited Lifetime	3 years	X	X	X			Firebox and Heat Exchanger, FlexBurn® System (engine, inner cover, access cover and fireback)
1 year	None	X	X	X	X	X	All Replacement Parts beyond Warranty Period

OTHER RIGHTS

The HHT manufacturer's warranty is in addition to other rights and remedies that you may have under Australian law.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

WARRANTY CONDITIONS AND EXCLUSIONS:

- The HHT manufacturer's 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.

WARRANTY EXCLUSIONS:

This HHT manufacturer's 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 enamelled 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.
- 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.
- Removal, installation, reinstallation, set up or any other costs associated with a claim including travel and shipping charges for parts
- 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.

HOW TO CLAIM

- To make a claim against this warranty, contact your local distributor during regular business hours. See addresses below for a dealer nearest you.
- 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 Jetmaster in advance for any costs to you when arranging a warranty call. Travel and shipping charges for parts are not covered by this manufacturers' warranty.
- HHT and Jetmaster will assess your claim. HHT or Jetmaster may need to inspect the product as part of the assessment of your claim. If the product requires inspection, HHT or Jetmaster will discuss with you the best way for this to occur.
- To make a claim under this manufacturer's warranty, you must be able to prove when you purchased the product. The easiest way to do this is through your original proof of purchase, for example your invoice or receipt. However, if you do not have your original proof of purchase HHT or Jetmaster may accept other evidence of the date of purchase.

VIC / TAS

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

WA

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

SA

Jetmaster
40 Maple Ave.
Forestville SA 5035
(08) 8371-1222

NSW

Jetmaster
55 Marrickville Rd
Marrickville NSW 2204
(02) 9505 8500

QLD

Jetmaster
13 French Ave.
Brendale QLD 4500
(07) 3490-5500

2 Product Specific Information

A. Appliance Certification

MODELS: I25X-N-AUB, I35X-N-AUB

LABORATORY: IAPMO OCEANA

TYPE: Gas appliances decorative effect gas appliances

STANDARD: AS/NZS 5263.1.8

REFERENCE NUMBER: GMK10553

This appliance must be installed in accordance with the AS/NZS 5601.1 rules in force. PRIMARILY A DECORATIVE AND A NOT HEATING APPLIANCE.

Appliance may exhibit slight carbon deposits.

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



C. Glass Specifications

This appliance is equipped with ceramic glass. Replace glass only with ceramic glass. Please contact your dealer for replacement glass.

THE GUARD IS FITTED TO THIS APPLIANCE TO REDUCE THE RISK OF FIRE OR INJURY FROM BURNS AND NO PART OF IT SHOULD PERMANENTLY BE REMOVED. FOR PROTECTION OF YOUNG CHILDREN OR THE INFIRM. A SECONDARY GUARD IS REQUIRED.

D. High Altitude Installations

NOTICE: If the heating value of the gas has been reduced, these rules do not apply. Check with your local gas utility or authorities having jurisdiction.

When installing above 2000 ft. (610 m) elevation:

Reduce input rate 4% for each 1000 ft. (305 m) above 2000 ft. (610 m).

B. BTU Specifications

I25X-AUB	Natural Gas	Propane
Inlet Gas Pressure	1.13 - 3.40 kPa	2.75 - 3.40 kPa
* Outlet (Manifold) Gas Pressure	0.77 kPa	2.46 kPa
Gas Rate	0.741 m ³ /h	0.292 m ³ /h
Maximum Gas Consumption	28.0 MJ/h	28.0 MJ/h
Burner Injector	#40 DMS (2.4892 mm)	#53 DMS (1.5113 mm)
Pilot Injector	Ø .023 (.584 mm)	Ø .012 (.305 mm)

I35X-AUB	Natural Gas	Propane
Inlet Gas Pressure	1.13 - 3.40 kPa	2.75 - 3.40 kPa
* Outlet (Manifold) Gas Pressure	0.78 kPa	2.44 kPa
Gas Rate	0.976 m ³ /h	0.371 m ³ /h
Maximum Gas Consumption	36.9 MJ/h	35.5 MJ/h
Burner Injector	#33 DMS (2.8702 mm)	#51 DMS (1.7018 mm)
Pilot Injector	Ø .023 (.584 mm)	Ø .012 (.305 mm)

Gas types only through field conversions.

* The allowable Outlet (Manifold) Gas Pressure ranges are: Natural Gas 0.63 - .95 kPa (0.76 kPa nominal) and Propane 2.37 - 2.61 kPa (2.40 kPa nominal). Certification testing setpoint values are shown.

D. Electronic Control Module Regulatory Compliance

This appliance is equipped with an electronic control module that meets all applicable regulatory requirements. The module complies with the standards and regulations of:

- Federal Communications Commission (FCC) – United States
- Industry Canada (IC) – Canada
- Australian Communications and Media Authority (ACMA) – Australia

This ensures that the appliance operates safely within approved electromagnetic and radio frequency emission limits.

Model Name: IntelliFire Touch™ Technology 2.0 - Electronic Control Module (IFT2-ECM)

Model No: 2564-130

Federal Communications Commission (FCC) Compliance

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The FCC certification number and compliance statement are displayed on the Electronic Control Module (IFT2-ECM) housing as follows:

FCC ID: ULE2564-130

This module complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- (1) This module may not cause harmful interference, and
- (2) This module must accept any interference received, including interference that may cause undesired operation.

Industry of Canada (IC) Compliance

This gas appliance electronic control module (IFT2-ECM) complies with Industry Canada license exempt RSS standard(s). Operation is subject to the following two conditions: (1) this module may not cause interference, and (2) this module must accept any interference, including interference that may cause undesired operation.

Le présent module est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) module ne doit pas produire de brouillage, et (2) l'utilisateur de module doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The IC certification number is displayed on the Electronic Control Module (IFT2-ECM) housing as follows:

IC: 6732A-2564130

Australian Communications and Media Authority (ACMA) Compliance

The Electronic Control Module (IFT2 ECM), when used in conjunction with the Australian Radio Frequency Module (IFT2 RFM AU), complies with all applicable standards and regulatory requirements established by the Australian Communications and Media Authority (ACMA).

This combined device has been evaluated and confirmed to operate within the permitted frequency bands and output power limits specified in AS/NZS 4268.

Furthermore, this device complies with the requirements of ARPANSA RPS S-1 for radiofrequency (RF) exposure and meets the AS/NZS CISPR 14.1 standard for unintentional radiated emissions.

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.



**HOT GLASS WILL
CAUSE BURNS.**

**DO NOT TOUCH GLASS
UNTIL COOLED.**

**NEVER ALLOW CHILDREN
TO TOUCH GLASS.**

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

High temperatures may ignite clothing or other flammable materials.

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

A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and must be installed for the protection of children and other at-risk individuals. DO NOT operate the appliance with the barrier removed. If the barrier becomes damaged, the barrier must 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. Children of less than 3 years should be kept away unless continuously supervised.

- Teach children to NEVER touch the fireplace.
- Consider not using the fireplace when children will be present.
- The appliance is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.

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.
- Set the selector switch on the control module to the OFF position and remove the battery pack.
- The installed appliance wiring must allow for disconnection from the supply mains by means such as a circuit breaker or accessible plug.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

Clear Space

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

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

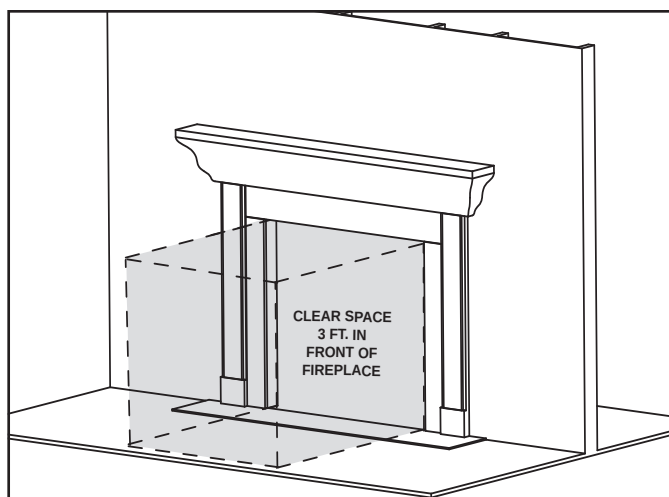


Figure 3.1 Clear Space Requirement - All Models

B. General Operating Parts

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

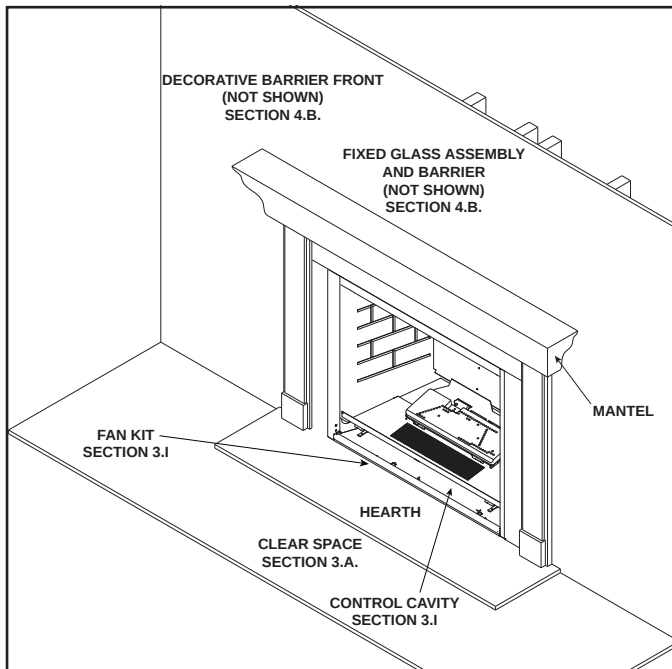


Figure 3.2 General Operating Parts

C. Fuel Specifications

WARNING! Risk of Fire or Explosion! Appliance must be set up for compatible gas type!

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

D. Wall and Mantel Temperatures

Combustible Mantel and Surfaces around a Fireplace

The allowable temperature rise above ambient is 117 °F (47 °C) for all exposed combustible surfaces around the fireplace, including the mantel, when installed according to the installation instructions. Non-combustible surfaces and mantels do not have a maximum temperature limit; however the installation instructions must still be followed for any restrictions on placement of non-combustible materials on or around the fireplace.

Example: The mantel above a fireplace in a room that is 70 °F (21 °C) is allowed to reach but not exceed 187°F (86 °C) (70 °F (21 °C) +117 °F (47 °C) = 187 °F (86 °C).

E. Good Faith Wall Surface/TV Guidelines

If installing a television (TV) above the appliance, see appliance Installation Manual Section 2.B.

F. 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.
- Verify Glass Seal Plate is properly installed. See Figure 3.4.

WARNING! Glass seal plate must be properly installed. Risk of elevated component temps and carbon monoxide exposure.

- 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.

- Verify collar slide plate screw is attached see Figure 3.3.

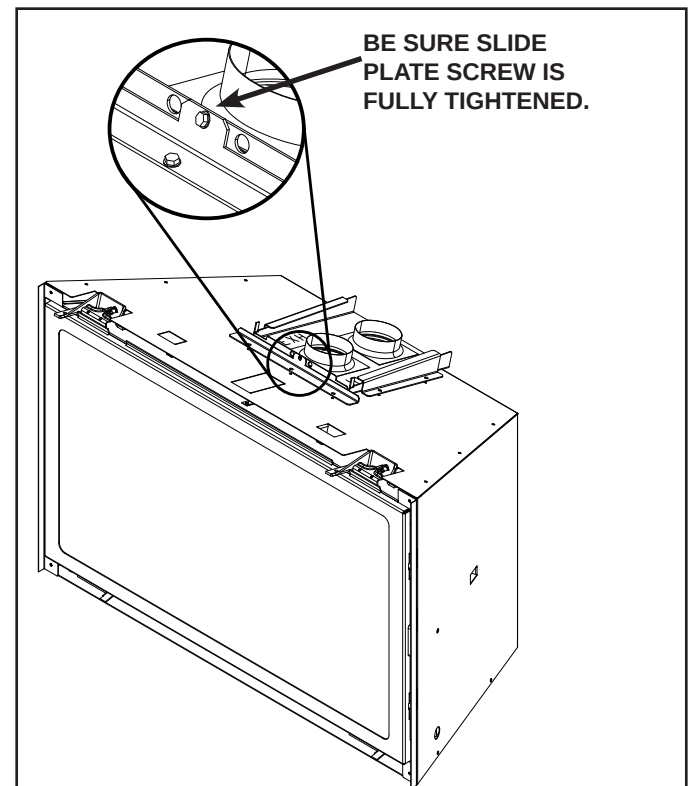


Figure 3.3 Collar slide plate Screw Detail

G. Lighting Instructions (IPI)

FOR YOUR SAFETY READ BEFORE LIGHTING



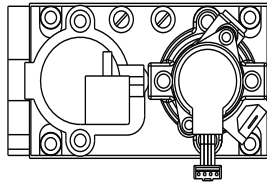
WARNING: If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

- A. This appliance is equipped with an intermittent pilot ignition (IPI) device which automatically lights the burner. **DO NOT** try to light the burner by hand.
 - B. **BEFORE LIGHTING**, smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.
- WHAT TO DO IF YOU SMELL GAS**
- **DO NOT** try to light any appliance.
 - **DO NOT** touch any electric switch; do not use any phone in your building.
 - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
 - If you cannot reach your gas supplier, call the fire department.
 - C. Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, **DO NOT** try to repair it, call a qualified service technician. Force or attempted repair may result in a fire or explosion.
 - D. **DO NOT** use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

LIGHTING INSTRUCTIONS (IPI)

1. This appliance is equipped with an ignition device which automatically lights the burner. **DO NOT** try to light the burner by hand.
2. Wait five (5) minutes to clear out any gas. Then smell for gas, including near the floor. If you smell gas, **STOP!** Follow "B" in the Safety Information located on the top of this label. If you do not smell gas, go to next step.
3. To light the burner:
Equipped with wall switch: Turn ON/OFF switch to ON.
Equipped with remote or wall control: Press ON or FLAME button.
Equipped with thermostat: Set temperature to desired setting.
4. If the appliance does not light after three tries, call your service technician or gas supplier.

**GAS
VALVE**



TO TURN OFF GAS TO APPLIANCE

1. Equipped with wall switch: Turn ON/OFF switch to OFF.
Equipped with remote or wall control: Press OFF button.
Equipped with thermostat: Set temperature to lowest setting.
2. Service technician should turn off electric power to the control when performing service.



DANGER



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

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

WARNING:

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

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to the owner's information manual provided with this appliance. For assistance or additional information, consult a qualified installer, service agency or the gas supplier.

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



WARNING: This product and the fuels used to operate this product (liquid propane or natural gas), and the products of combustion of such fuels, can expose you to chemicals including benzene, which is known to the State of California to cause cancer and reproductive harm. For more information go to: www.P65Warnings.ca.gov.

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

CAUTION:

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

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

NOT FOR USE WITH SOLID FUEL

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

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

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

**For additional information on operating your
Hearth & Home Technologies fireplace, please
refer to www.hearthnhome.com.**

593-913K

H. Appliance Break-In

Initial Break-in Procedure

- The fireplace should be run three to four hours continuously on high flame and high fan speed.

This cures the materials used to manufacture the fireplace.

NOTICE! This product comes equipped with a fan that provides remote control of heat output. See Section I. Set the fan speed to high on the RC450AU remote control during the first three to four hours of break-in operation. This break-in will ensure optimum speed control of the fan during subsequent use.

- Turn the fireplace off and allow it to completely cool.
- Remove decorative front and fixed glass assembly. See Section 4.B.
- Clean fixed glass assembly. See Section 4.B.
- Verify Glass Seal Plate is properly installed. See Figure 3.4.

WARNING! Glass seal plate must be properly installed. Risk of elevated component temps and carbon monoxide exposure.

- Replace the fixed glass assembly and run continuously on high an additional 12 hours.

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.

- Verify collar slide plate screw is attached see Figure 3.3.

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

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

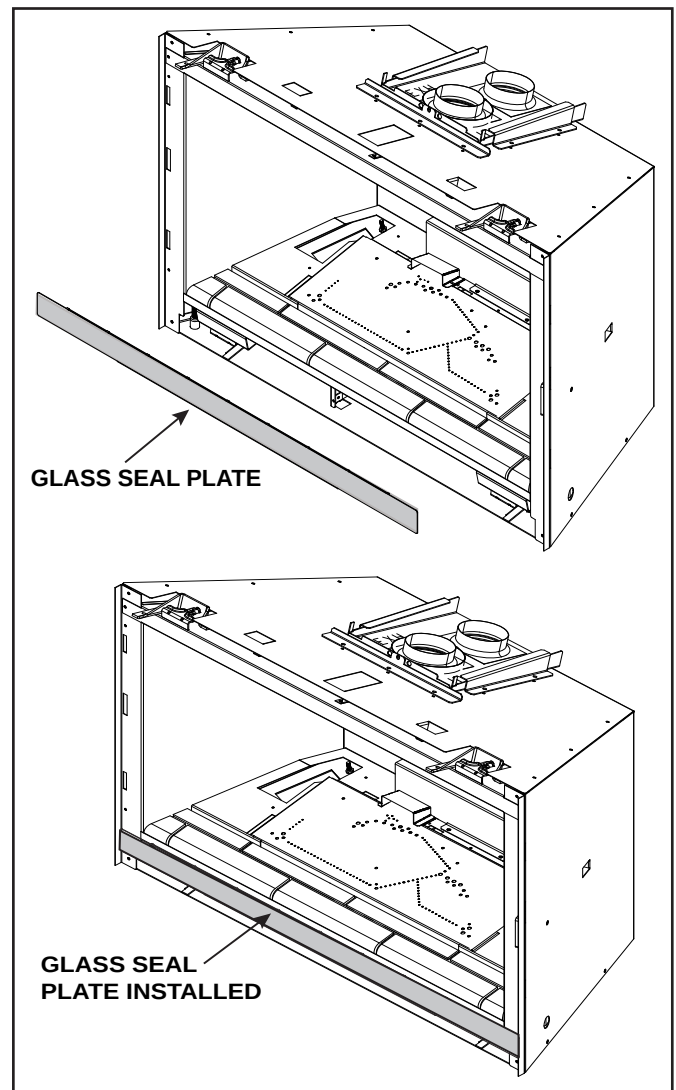


Figure 3.4 Glass Seal Plate

I. Heat Management

Heat Output

Heat output may be controlled on appliance by adjusting the “FLAME” setting and “FAN” setting on the RC450AU remote control.

NOTICE! Set the fan speed to high on the RC450AU remote control during the first three to four hours of break-in operation. See Section 3.H. This break-in will ensure optimum speed control of the fan during subsequent use.

SEE SECTION 4 FOR COMPONENT ACCESS DETAILS.

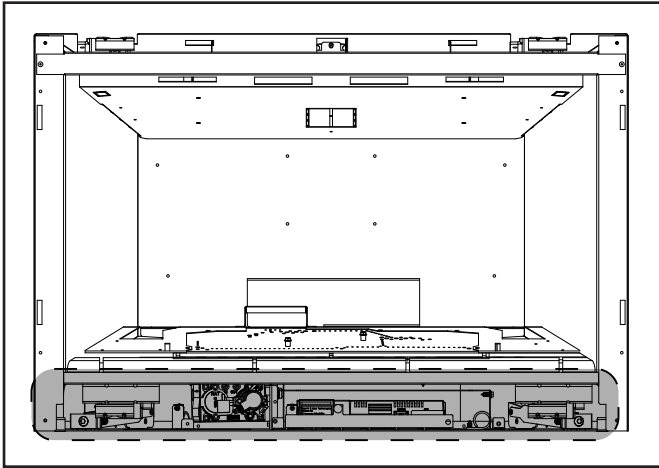


Figure 3.5 Control Cavity

J. 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. This gas appliance is equipped with a USB-C connector to use battery backup power sources. The included 4xAA battery backup power source can support gas appliance operation for up to 72 hours. Other optional battery backup power sources may be used, and could support gas appliance operation for up to 172 hours (7 days). The optional battery backup power sources will require a single cable that has USB-C male connectors to connect the gas appliance to a battery backup power source or any other commercially available battery power sources such as laptops or Lithium-Ion based battery pack (power bank) chargers.

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.

Operation with 4xAA Battery Backup Power Source:

1. The decorative barrier front should be removed to ease the connection of the battery pack and re-placed during operation of the appliance.
2. Locate the USB-C battery power source that was shipped in the gas appliance manual bag.
3. Insert four safety certified 1.5A AA batteries into the battery backup power source.
4. Make sure that the 4xAA batteries are inserted matching the indicators shown on the battery backup power source. If not installed correctly, module damage could occur. A complete wiring diagram is included in the Electrical section of the appliance installation manual.

5. Locate the USB-C port on the appliance as shown in Figure 3.6. Remove rubber plug from the USB-C port and insert the battery backup power source USB-C connector into the appliance USB-C port. Save USB-C rubber plug for reusing after power has been restored.
6. Place the battery backup power source away from any heat source and hot surface to the extent possible. Excessive heat will reduce the battery life. See Figure 3.6.
7. Turn on the gas appliance by using RC450AU Remote Control or through the Ignition Module.

RC450AU 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 (Figure 3.5) will require the decorative barrier front, glass panel and the glass seal plate to be removed.
- Slide the ON/REMOTE/OFF switch to the ON position.
- Replace the glass seal plate, glass panel and decorative barrier front. The decorative barrier front must be installed while operating the appliance.

NOTICE: Some functionality will be lost when using the battery backup power source. The RC450AU remote control will not operate fan or any other auxiliary functions that require the AC power.

Operation with Laptop:

The USB-C equipped gas appliance can be easily operated from a laptop during an AC power loss.

The following steps should be followed to turn on the gas appliance.

1. A single cable that has USB-C male connectors or an older version USB cable with suitable adapter is required.
2. Establish a connection between the USB port (USB-C or older version USB) of the laptop and the USB-C port of the gas appliance.
3. The power settings of the laptop may be readjusted to increase runtime from the laptop battery.
4. Make sure that the laptop is kept away from any heat source and hot surface while operating.
5. When the AC power is restored, disconnect the laptop from the USB-C of the gas appliance by removing the USB-C connection cable.

Operation with Portable USB Battery Packs (Power Banks):

The USB-C port can also be used to operate a gas appliance from portable battery packs that charge smartphones and other portable devices.

NOTICE: Some power banks and many USB battery packs may switch off if the current being drawn is too low. IF this is the case, different low power devices such as a cell phone, laptop, etc. can be attached to the portable USB battery packs while operating the gas appliance. Any additional load may work to keep a portable USB battery pack active to run the gas appliance.

To Return to Operation Using Electrical (AC) Power:

RC450AU Wireless Remote

- Unplug the USB-C battery backup power source from the USB-C port of the gas appliance. Replace the USB-C rubber plug back into port on appliance.
- Remove the 4xAA batteries from the battery pack power source.

Ignition Module:

- Slide the ON/REMOTE/OFF switch to the Remote position.
- Unplug the USB-C battery backup power source from the USB-C port of the gas appliance. Replace the USB-C rubber plug back into port on appliance.
- Remove the 4xAA batteries from the battery pack power source.
- Replace any items removed, including the decorative barrier front.

DISCLAIMER: This port is not a power input port or power source. No data input or output.

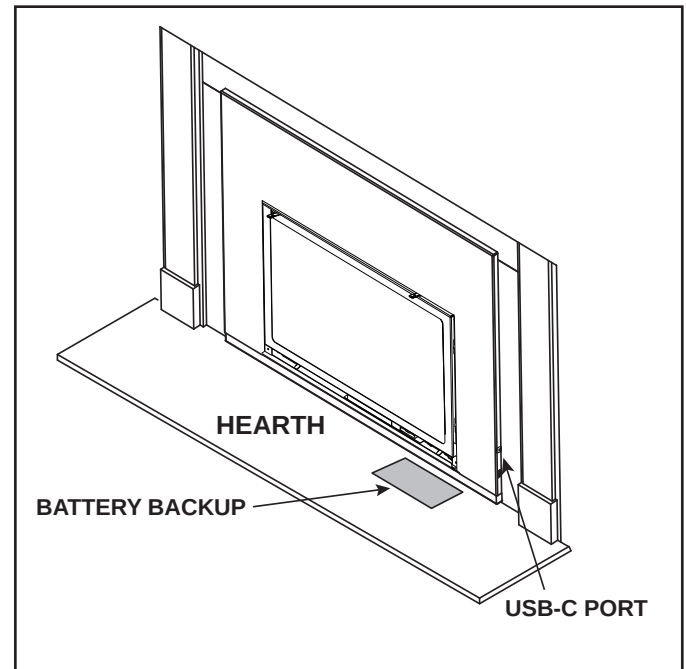


Figure 3.6

K. Detailed Component Operating Instructions - IntelliFire Touch

IFT2-ECM Detailed Operating Instruction

This model is shipped from the factory equipped with the RC450AU remote control.

1. The Electronic Control Module (IFT2-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.

The ECM has a safety feature that will automatically shut down the fireplace after 9 hours of continuous operation in the ON position or in the REMOTE position without receiving a command from the RC450, except when operated in active thermostat mode (when applicable).

OFF Position:

The appliance will not respond to any commands from the RC450 remote controls. The unit should be in the OFF position during installation, service, fuel conversion and to reset the ECM in the event the system goes into a LOCK-OUT mode as the result of a system error. 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 HIGH flame setting. No adjustment in flame height is possible.

NOTICE! When the ECM selector switch is in the ON position, the ECM shall not respond to the wired wall switch, mobile app or wireless remote controls.

REMOTE Position:

The ECM switch must be in the REMOTE position to pair the ECM with the RC450 remote control. See the RC450 installation manual for detailed instructions on pairing the ECM with the remote controls. After successfully pairing an RC450, all installed accessories can be controlled by the RC450 (see RC450 user manual).

2. If multiple control options are installed, the ECM will respond to the last command from the wired wall switch or RC450.

3. An ECM reset is required if the module is in a lock-out condition. When this occurs, the appliance is shut down and the ECM status indicator LED will be blinking a RED/GREEN error code along with a one-time audible double-beep. If the ECM is in a lock-out condition, refer to the troubleshooting chart to interpret the error code and take corrective action as required.

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.

NOTE: A reset can be achieved by cycling the circuit breaker to which the appliance is wired, instead of accessing the ECM 3-position selector switch.

- Be aware the appliance may be HOT. Use care in accessing the ECM.
- Set the ECM 3-position selector switch to OFF position.
- Wait five (5) minutes to allow possible accumulated gas to clear.
- Set the ECM 3-position selector switch to REMOTE position. Module will beep once and flash a three GREEN LED code on successful startup.
- If placed in REMOTE position, use the paired RC450 or wired wall switch to start the appliance; appliance will ignite normally if the error condition was corrected.
- If the ECM re-enters the lock-out condition after these steps, call your dealer for service.

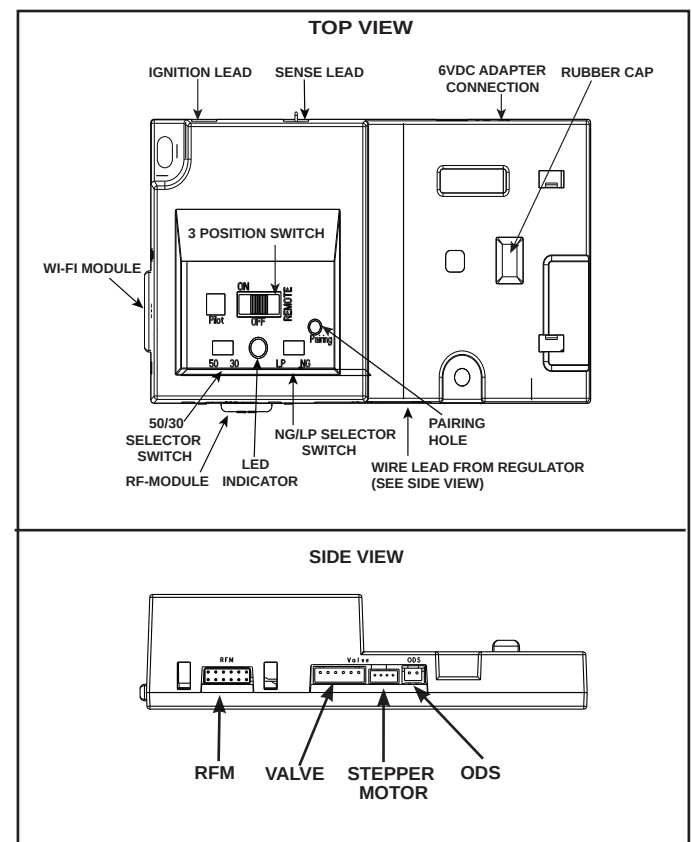


Figure 3.7 IFT-ECM 2.0



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.

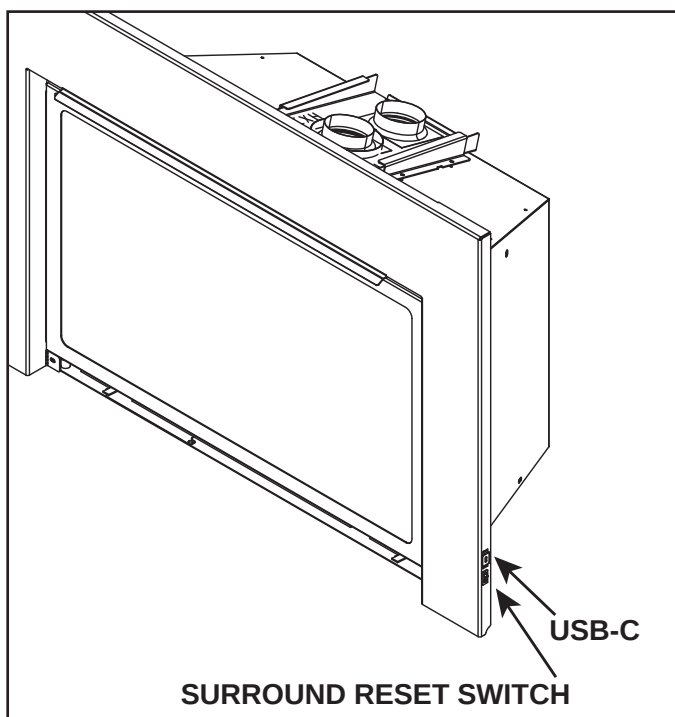


Figure 3.8 Surround Reset Switch

Appliance ON/OFF:

A remote control, wireless wall switch or optional Wi-Fi may be used to control the ON/OFF function of the appliance. Follow instructions included with the installed control. The appliance is to be installed so that switches and other controls cannot be touched by a person in the bath or shower.

Manual Fireplace Shutoff

In the unlikely event that the remote wall switch malfunctions and will not turn off the fireplace, call your dealer for service assistance. In the meantime, you may choose one of the following actions to turn off the fireplace:

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

Check remote screen for battery level indicator, replace the batteries if low battery is indicated.

Turn off the control module:

- Open or remove the decorative front to access the control module.
- Move the 3 position switch to OFF (See Figure 3.7).

Disconnect power to the control module:

- Open or remove the decorative front to access power cord and/or back-up batteries.
- Unplug the control module and/or remove back-up batteries.

Shut off gas to the appliance:

- Open or remove the decorative front and locate the gas shut-off valve to the left of the gas control.
- Rotate the shut off valve 90 degrees to turn off gas supply.

Turn off power to the fireplace (if back-up batteries are not installed):

- Locate house circuit breaker for fireplace.
- Turn off the circuit breaker.

Reset Switch:

- Turn reset switch on side of the surround to the "OFF" position. See Figure 3.8.

4 Maintenance and Service

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

When properly maintained, your fireplace will give you many years of trouble-free service. **Contact your dealer** to answer questions regarding proper operation, troubleshooting and service for your appliance. Visit www.heatnglo.com to locate a dealer. We recommend annual service by a qualified service technician.

A. Maintenance: Frequency and Tasks

Task	Frequency	To be completed by
Decorative Front	Annually	Homeowner
Glass Cleaning	Seasonally	
Control Access	Seasonally	
Remote Control	Seasonally	
Venting	Seasonally	
Gasket Seal and Glass Inspection	Annually	Qualified Service Technician
Log Inspection	Annually	
Firebox Inspection	Annually	
Control Compartment & firebox Top	Annually	
Burner Ignition & Operation	Annually	

B. Maintenance Tasks - Homeowner

Installation and repair should be done by a qualified service technician only. The appliance should be inspected before use and at least annually by a professional service person.

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

More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. 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.

Decorative Front

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.
- Vacuum and dust surfaces.

Glass Cleaning

Frequency: Seasonally

By: Homeowner

Tools Needed: Protective gloves, glass cleaner, drop cloth, multi-purpose tool, 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 decorative front from fireplace and set aside on work surface.

Removing Fixed Glass Assembly

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

- **DO NOT** strike, slam or scratch glass.
- **DO NOT** operate fireplace with glass removed, cracked, broken, or scratched.
- Replace as a complete assembly.
- The glass assembly fastens to the fireplace in four places. The four fastening mechanisms are spring-loaded glass latches. An example of the glass latch is shown in Figure 4.2.
- To release glass assembly, use the supplied multi-purpose tool. See Figure 4.1. While supporting glass assembly, pull the two bottom spring-loaded latches forward and allow them to retract away from the glass assembly. Tilt the bottom of the glass assembly outward until the top latches disengage.
- 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).

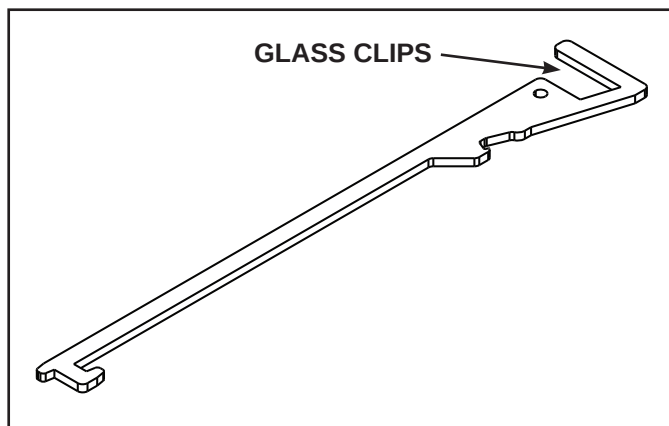


Figure 4.1 Multi-Purpose Tool

Replacing Fixed Glass Assembly

- Verify Glass Seal Plate is properly installed. See Figure 4.3.

WARNING! Glass seal plate must be properly installed. Risk of elevated component temps and carbon monoxide exposure.

- Tilt the top of the glass assembly toward fireplace and slide glass assembly upward to engage top latches. Verify top latches are fully engaged and then fasten the two bottom latches using the supplied multi-purpose tool.
- Reinstall decorative front.

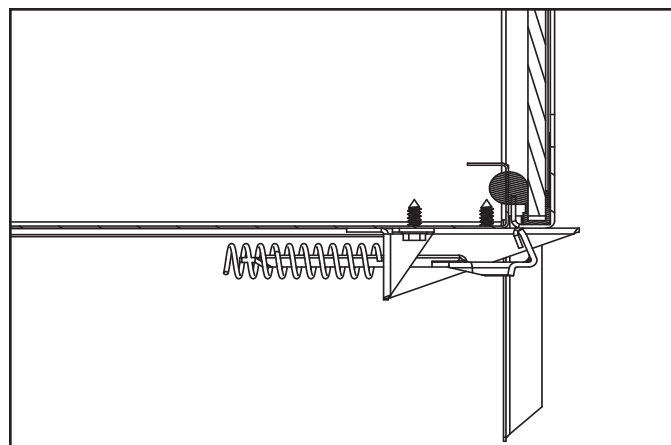


Figure 4.2 Fixed Glass Assembly

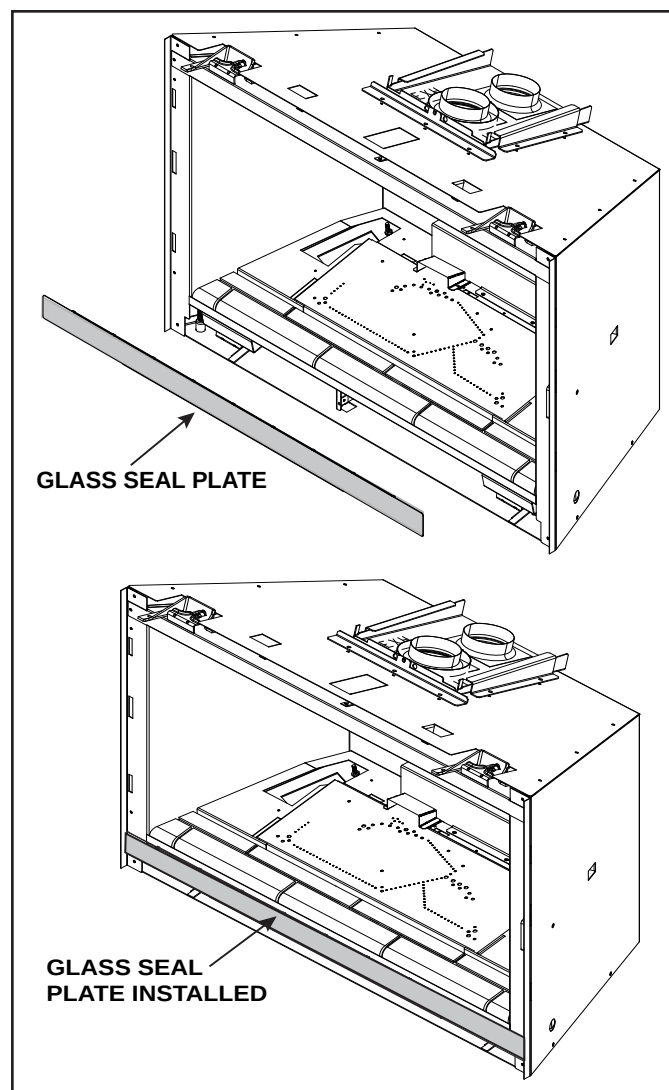


Figure 4.3 Glass Seal Plate

Control Cavity Access

Tools needed: Protective gloves, multi-purpose tool, 1/4" driver

- Remove decorative front.
- Remove fixed glass assembly.
- Remove glass seal plate. See Figure 4.3.
- For easier access, glass clip assemblies can be removed. See Figure 4.5. Be careful when handling base refractory.
- For access, slide out component tray. See Figure 4.4.

Note: Wires may need to be removed from clips for full access. See Figure 4.4.

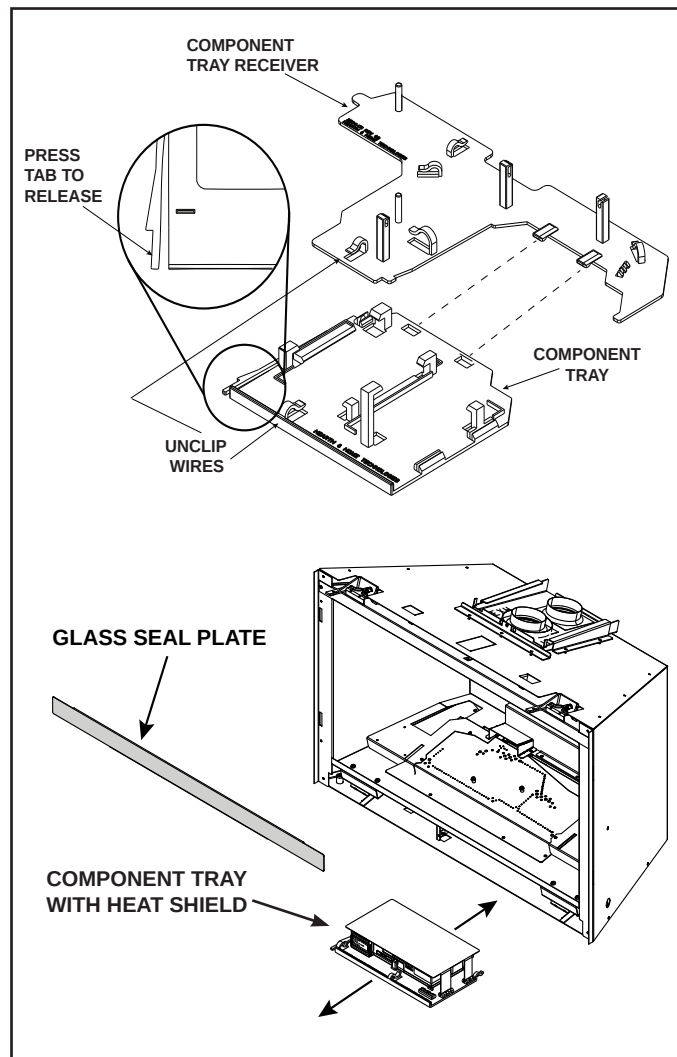


Figure 4.4 Component Tray Access

CAUTION: Be sure to reinstall the component heat shield before firing the appliance. Components will overheat.

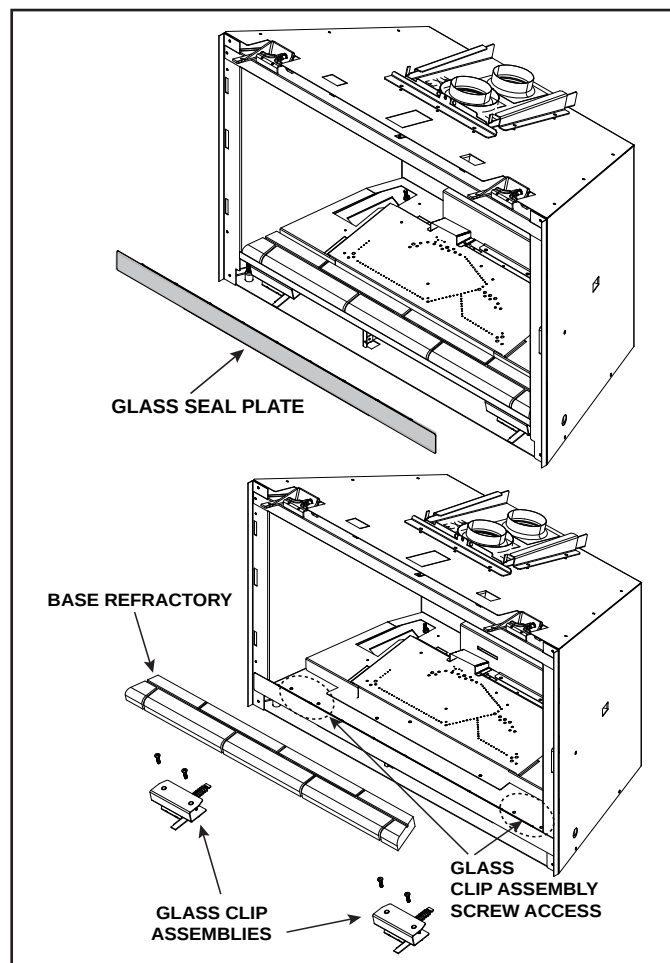


Figure 4.5 Glass Clip Removal

Remote Control

Frequency: Seasonally

By: Homeowner

Tools needed: Replacement batteries and remote control instructions.

- Locate remote control transmitter and control module.
- Verify operation of remote. Refer to remote control operation instructions for proper calibration and setup procedure.
- Replace batteries as needed in remote transmitters.
- 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.
- Turn the ON/OFF/REMOTE switch on the control module to OFF.

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).
- Verify collar slide plate screw is attached see Figure 3.3.
- Inspect for corrosion or separation.
- Verify weather stripping, sealing and flashing remains intact.
- Inspect draft shield to verify it is not damaged or missing.

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, multi-purpose tool, 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.
- Verify Glass Seal Plate is properly installed. See Figure 4.3.

WARNING! Glass seal plate must be properly installed. Risk of elevated component temps and carbon monoxide exposure.

Log Inspection

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.

Firebox Inspection

Frequency: Annually

By: Qualified Service Technician

Tools needed: Protective gloves, sandpaper, steel wool, cloths, mineral spirits, primer and touch-up paint.

- Inspect for paint condition, warped surfaces, corrosion or perforation. Sand and repaint as necessary.
- Power must be disconnected from the appliance, either by removing the plug from the socket-outlet or switching circuit breaker, before inspecting and cleaning the firebox.
- Replace fireplace if firebox has been perforated.

Control Compartment and Firebox Top

Frequency: Annually

By: Qualified Service Technician

Tools needed: Protective gloves, vacuum cleaner, dust cloths

- Vacuum and wipe out dust, cobwebs, debris or pet hair. Use caution when cleaning these areas. Screw tips that have penetrated the sheet metal are sharp and should be avoided.
- Verify that the collar slide plate screw is installed. See Figure 3.3.
- Remove all foreign objects.
- Verify unobstructed air circulation.
- Ensure no wire connections become disengaged.

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 critical lighting paths. Refer to appliance installation manual for proper ember placement.
- Verify batteries have been removed from battery back-up IPI systems to prevent premature battery failure or leaking.
- Check for smooth lighting and ignition carryover to all ports. Verify that there is no ignition delay. Inspect and ensure the lighting of the main burner occurs within four seconds of the main gas valve opening.
- 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.
- Verify vertical restrictor setting is correct. See Installation Manual for required vertical restrictor setting.
- 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 4.6 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.

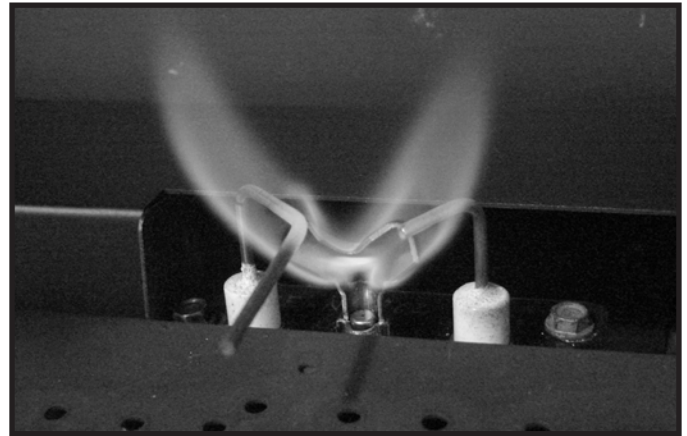


Figure 4.6 IPI Pilot Flame Patterns

5 Frequently Asked Questions and Troubleshooting

A. Frequently Asked Questions - Appliance

ISSUE	SOLUTIONS
Condensation on the glass	This is a result of gas combustion and temperature variations. As the appliance warms, this condensation will disappear.
Blue flames	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.
Odor from appliance	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. See recommended appliance break-in procedures (Section 3.H).
Film on the glass	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.
Metallic noise	Noise is caused by metal expanding and contracting as it heats up and cools down, similar to the sound produced by a furnace or heating duct. This noise does not affect the operation or longevity of the appliance.
Is it normal to see the pilot flame burn continually?	In an intermittent pilot ignition system (IPI), the pilot flame should turn off when appliance is turned off.
Power Outages (battery backup)	This appliance can be operated on battery power in the event of a power outage. To install the battery pack, the decorative front and glass assembly must be removed. The battery pack is shipped in the appliance manual bag (4 AA cell batteries required). Refer to Section 3.J for more details.

Contact your dealer for additional information regarding operation and troubleshooting. Visit www.heatnglo.com to locate a dealer.

B. Frequently Asked Questions - IntelliFire Touch Controls (RC450AU)

Symptom	Possible Cause	Corrective Action
The appliance does not respond to commands from the remote control display does not light up when screen is touched.	Batteries are depleted.	Verify batteries are new.
	Batteries are incorrectly oriented.	Verify batteries are installed in correct orientation as shown on batteries receptacle.
The display on remote lights up when screen is touched but it does not respond to commands.	Touchscreen has lost calibration.	Touchscreen needs to be re-calibrated. Call dealer to have screen re-calibrated.
	Child Lock is ON.	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.
The remote displays the following message on-screen: No dealer info available	Dealer information not programmed into remote.	Remote will still provide all available functions, and appliance is fully available for use. Call dealer to have them program.
The remote displays the following message on-screen: Call "Dealer Name & Number" to schedule maintenance.	300 hours of use. Appliance is still fully functional.	The appliance has been burning for 300 hours and is due for a regular maintenance. Call dealer to have them perform maintenance.
Thermostat mode is displayed on remote.	Thermostat mode has not been disabled.	Call your dealer.
The appliance turns OFF the flame after extended periods of operation	9 hour safety shutdown timer	This is normal behavior. The appliance has a safety timer that will automatically turn OFF the flame after nine hours of uninterrupted operation.
The remote displays the following message on-screen: Fan will turn on within 3 minutes	Functioning as intended.	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.
The remote displays the following message on-screen: "Replace remote batteries."	Low batteries in remote.	Install new batteries in the remote.
The remote is displaying an incorrect brand.	Remote was programmed incorrectly.	Call dealer to have them program the remote with correct branding. Remote is still fully functional and the appliance is unaffected.
The remote displays the following message on-screen: "Remote Control Communication Error."	No power to appliance.	Verify home circuit breaker is on and master reset is on (if equipped).
	Power outage.	Wait for power to be restored to appliance.
The remote displays the following message on -screen: Sorry your appliance did not start. Try again by pressing Flame On.	No power to appliance. No gas to appliance. Accumulation of air in gas line from extended period of appliance inactivity. Gas control system failure.	Verify that appliance has power and gas. Verify that the appliance accepts flame ON commands with an audible beep, and successfully turns flame on within 90 seconds. If this failure persists, contact dealer for service.

C. Troubleshooting - IntelliFire Touch 2.0 Ignition System



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.

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.

Note to Qualified Service Technician: Additional resources including troubleshooting guides and service videos are available through Hearth & Home Technologies. Contact your dealer or access resources through your myhht.com account.

IntelliFire Touch 2.0 Ignition System

Error Codes:

IFT2-ECM LED Error Codes	Description
2 Red: 1 Green	RC450 display: "Error Pilot Flame", pilot valve solenoid not detected or open pilot flame coil.
2 Red: 2 Green	Ignition feedback signal and spark coil failures associated with the ECM or a low-impedance short in the pilot assembly. Inspect the pilot assembly electrodes for shorts or poor grounding. If no issues are found, replace the ECM control.
3 Red: 1 Green	RC450 error message: "Appliance Safely Disabled", pilot sparks for 90 seconds, no flame rectification.
4 Red: 1 Green	230VAC power is connected to the wall switch.
6 Red: 1 Green	RC450 error message: "Error Heat Management". This error occurs when AC power to the appliance is interrupted or unstable.
8 Red: 1 Green	RC450 error message: "ECM error".

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

Troubleshooting:

NOTICE! Please contact your Hearth & Home Technologies dealer if the Corrective Actions do not resolve the issues with your appliance.

Symptom	Possible Cause	Corrective Action
Pilot does not light, module clicks but no spark 90 seconds, 3 Red/1 Green Lock out.	Incorrect wiring.	Verify "S" (White) sense wire and "I" (orange) ignitor wire are connected to correct terminals on ECM.
	Loose connections or electrical shorts in wiring.	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.
	Ignitor gap is too large.	Verify spark gap is approximately 0.095" (2.41 mm) to 0.135" (3.43 mm).
Pilot does not light, there is no noise or spark.	No AC power, AC/DC adaptor faulty, ECM slider switch in OFF position.	Verify ECM slider switch is in ON or REMOTE position. Verify AC power available to junction cord. Verify 6 VDC power adapter is plugged into junction cord and ECM. Verify 6 VDC power adapter output voltage is between 5.7-6.3 VDC.
	Shorted or loose connection in system wiring or wiring harness.	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.
	Poor or no system ground.	Verify black ground wire in valve harness is connected to metal chassis of fireplace.
Pilot does not light, there is no noise or spark, 2 Red/1 Green Lockout.	Pilot solenoid not detected.	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.

Troubleshooting (continued)

Symptom	Possible Cause	Corrective Action
Pilot does not light, there is no noise or spark, 2 Red/2 Green Lockout.	Spark coil failure.	Replace ECM.
Pilot sparks but does not light, after 90 seconds, 3 Red/1 Green Lockout.	No gas supply.	Verify incoming gas line ball valve is "Open". Verify inlet pressure is within requirement for gas type used. Contact gas supplier.
	ECM has poor ground.	Verify wiring, check valve harness black wire is securely grounded to metal chassis.
	Gas valve defective.	Check pilot valve solenoid kick and hold voltages during ignition cycle. Kick V should be >1 V, hold V minimum 0.26 V. If voltages are OK, replace gas valve.
Pilot lights but main burner does not light. Pilot continues to spark for 90 seconds then goes into 3 Red/1 Green Lockout.	No flame detected. Flame rectification issue.	Check if white sense lead is securely connected to "S" terminal of ECM. Check resistance of sense lead between sense rod tip and connector to 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 (>1 M-ohm).
	No flame detected or sense rod contamination.	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.
	No flame detected, sense rod short issue.	Remove firebox glass assembly and verify there is no glass media touching the flame sense rod or glass media blocking the pilot orifice.
Pilot lights and rectifies, but main burner does not light.	Main valve solenoid.	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.
Appliance lights and runs for a few minutes then shuts down and/or appliance cycle ON and OFF with less than 90 seconds of ON time.	Shorted or loose connection in flame detection circuit.	Check if white sense lead is securely connected to "S" terminal of ECM. Check resistance of sense lead between sense rod tip and connector to 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 (>1 M-ohm).
	Poor flame rectification or contaminated sense rod.	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.
	Logs are set up wrong.	Remove and re-install logs per the log placement instructions.
	Damaged pilot assembly.	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 ECM connector, should be less than 1 ohm. Replace pilot assembly if damage is detected.
System does not display LED lights or fan after a power cycle of the appliance.	Load detection failed (lights/fan).	Check all wiring for correct connections.
	Remote not refreshed.	Allow remote to go to sleep, wake remote up and confirm correct options appear.

Troubleshooting (*continued*)

Symptom	Possible Cause	Corrective Action
Appliance does not respond to RC450 commands, or it shuts down and then does not respond to commands. RC450 may display "Heat Management" error and ECM may display the 6 Red/1 Green Lockout.	AC power was abruptly interrupted.	Reset power to the control module using the three-position slider switch, the reset switch (if equipped), or by cycling the circuit breaker.
	AC power was restored and then lost again while in battery backup mode.	Unplug the battery pack and plug it back in.

6 Reference Materials

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

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 / Surround

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

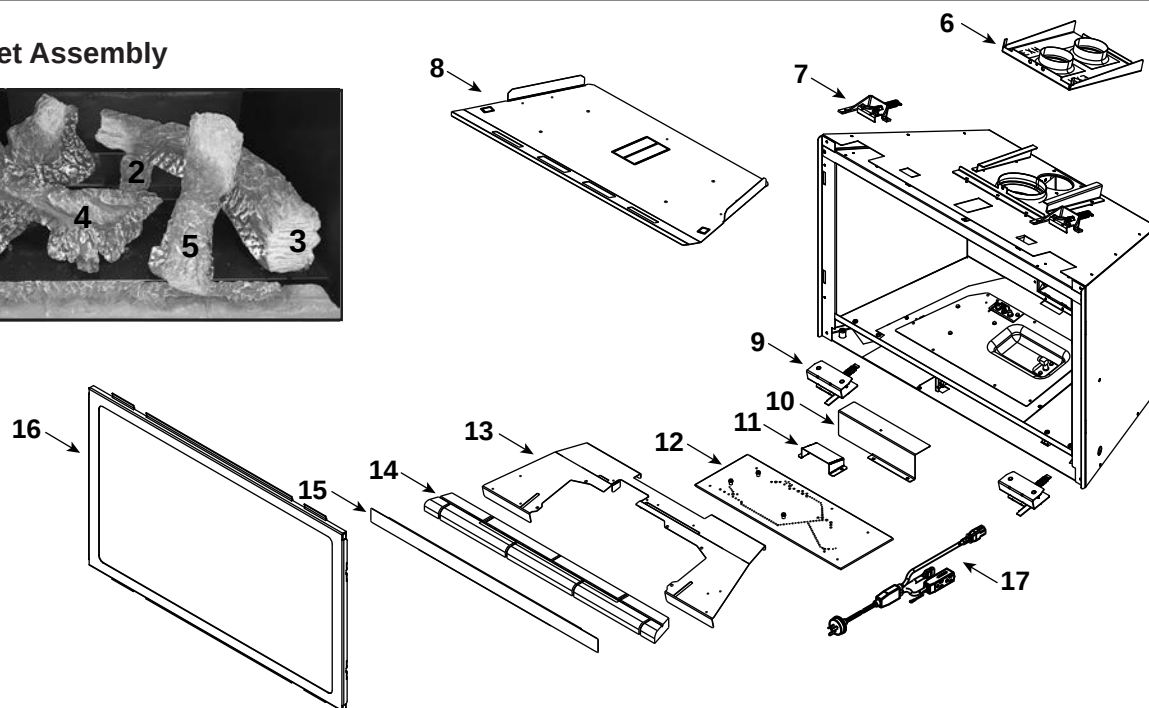
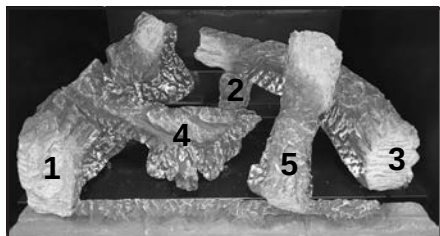
WARNING! Risk of Fire! Install ONLY doors or fronts approved by Hearth & Home Technologies. Unapproved doors or fronts may cause fireplace to overheat.

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 front.

Log Set Assembly

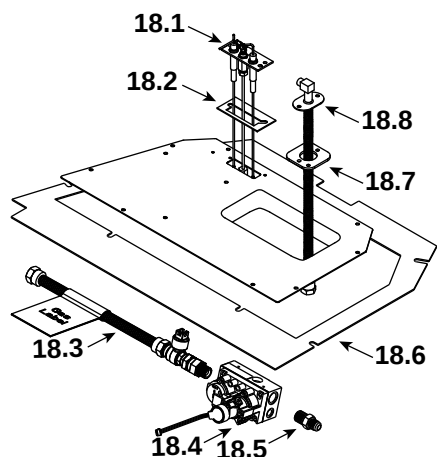


IMPORTANT: THIS IS DATED INFORMATION. Parts must be ordered from a dealer or distributor. **Hearth and Home Technologies** does not sell directly to consumers. Provide model number and serial number when requesting service parts from your dealer or distributor.

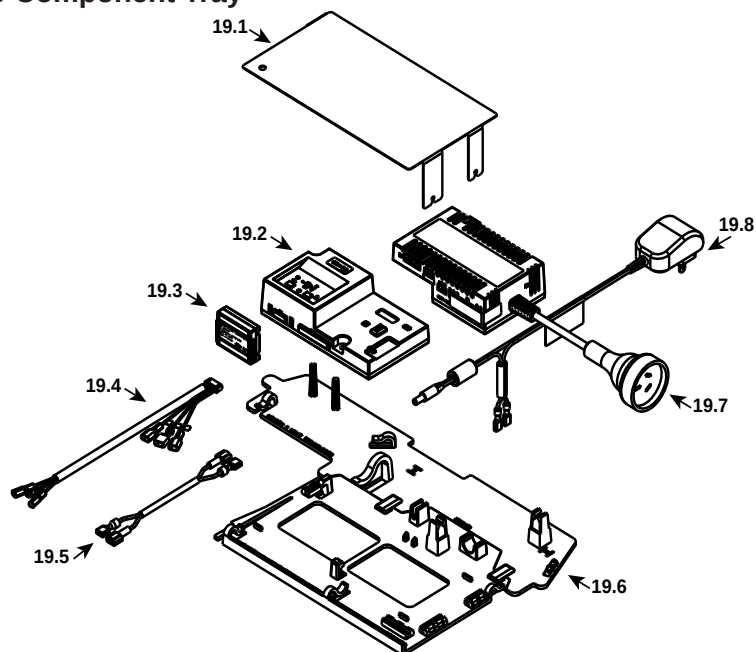
ITEM	DESCRIPTION	COMMENTS	PART NUMBER
	Log Assembly (Hearth Refractory not Included)		LOGS-2531
1	Log 1		SRV2531-711
2	Log 2		SRV2531-712
3	Log 3		SRV2531-713
4	Log 4		SRV2531-714
5	Log 5		SRV2531-715
6	Slide Plate Assembly		2532-014
	Tool, Slide Plate (Multi-purpose)		2532-140
	Gasket		2532-113
7	Glass Clip Assembly, Top	Qty 2 req	2155-046
8	Baffle, Firebox		2531-138
9	Glass Clip Assembly, Bottom	Qty 2 req	2532-009
10	Air Scoop		2532-135
11	Pilot Shield		2532-153
12	Burner Assembly		2531-007
13	Base Pan		2531-130
14	Hearth Refractory (Not for use with BRICK-MI25-TR/BRICK-MI25-HB)		SRV2540-704
15	Seal, Glass Frame		2531-122
16	Glass Door Assembly		GLA-2531
17	Power Cord		SRV2718-550
	Fan		2264-500A

Additional service part numbers appear on following page.

#18 Valve Assembly



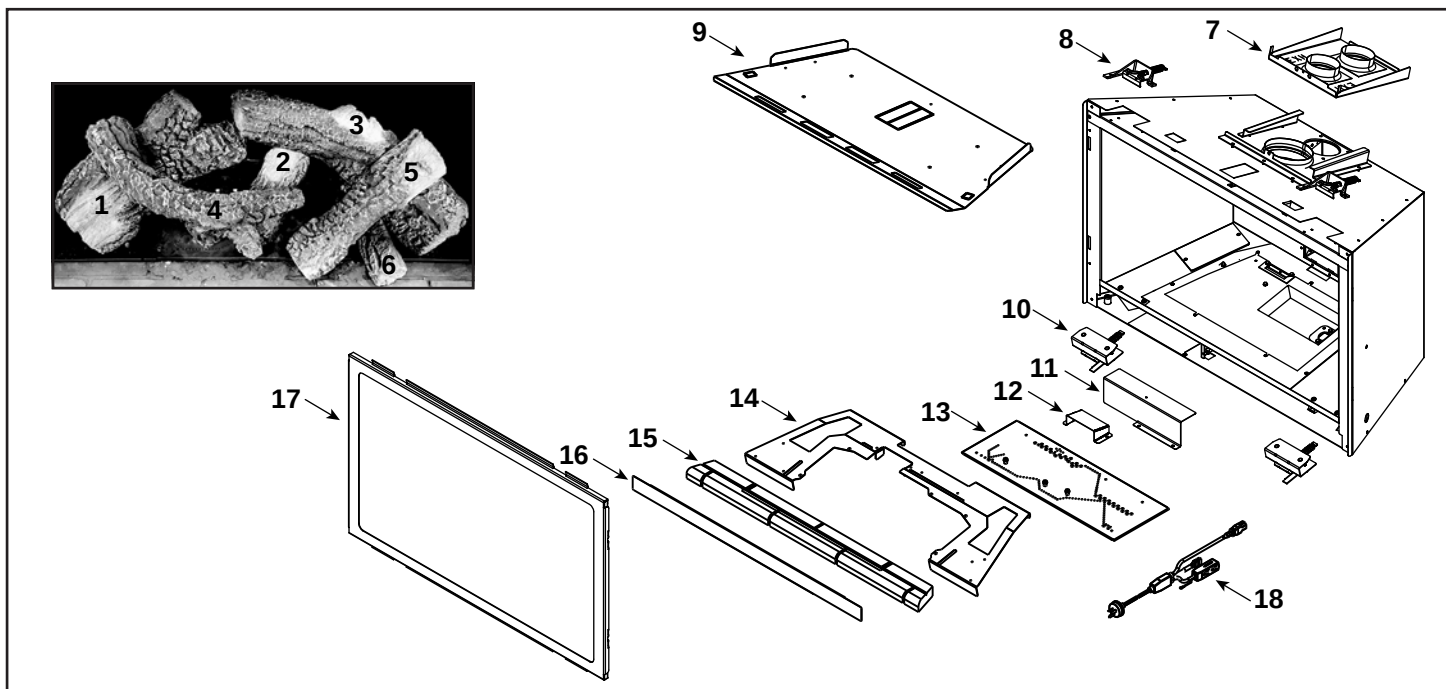
#19 Component Tray



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.

ITEM	DESCRIPTION	COMMENTS	PART NUMBER
18.1	Pilot Assembly NG		2550-013
	Pilot Assembly Propane		2550-014
18.2	Pilot Gasket		2532-134
18.3	Flex Ball Valve Assembly		2532-081
18.4	Valve NG		SRV2166-302
	Valve Propane		2166-303
18.5	Male Connector	Pkg of 5	303-315/5
18.6	Gasket, Valve Plate		2532-131
18.7	Gasket, Bulkhead		438-407
18.8	Bulkhead w/Flex Tube		SRV7000-156
	Orifice NG (#40C)		582-840
	Orifice Propane (#53C)		582-853
19.1	Component Heat Shield		2532-144
19.2	Module, IFT2 Control		SRV2564-130
19.3	Module, RF FCC		SRV2564-121
19.4	Wire Harness		SRV2326-132
19.5	Jumper Wire		SRV2531-140
19.6	Tray, Component		2532-172
19.7	AU-ACM Module		SRV2564-151
19.8	6 Volt DC Power Adapter		2326-191

Additional service part numbers appear on following page.

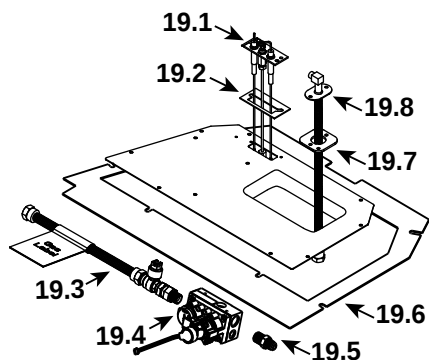


IMPORTANT: THIS IS DATED INFORMATION. Parts must be ordered from a dealer or distributor. **Hearth and Home Technologies does not sell directly to consumers.** Provide model number and serial number when requesting service parts from your dealer or distributor.

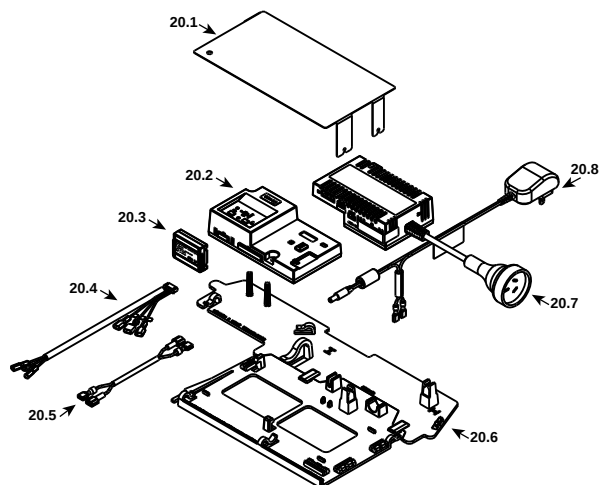
ITEM	DESCRIPTION	COMMENTS	PART NUMBER
	Log Assembly (Hearth Refractory not Included)		LOGS-2533
1	Log 1		SRV2533-711
2	Log 2		SRV2533-712
3	Log 3		SRV2533-713
4	Log 4		SRV2533-714
5	Log 5		SRV2532-715
6	Log 6		SRV2538-715
7	Slide Plate Assembly		2532-014
	Tool, Slide Plate (Multi-purpose)		2532-140
	Gasket		2532-113
8	Glass Clip Assembly, Top	Qty 2 req	2155-046
9	Baffle, Firebox		2533-138
10	Glass Clip Assembly, Bottom	Qty 2 req	2532-009
11	Air Scoop		2532-135
12	Pilot Shield		2532-153
13	Burner Assembly		2533-007
14	Base Pan		2533-130
15	Hearth Refractory (Not for use with BRICK-MI35-TR/BRICK-MI35-HB)		SRV2544-704
16	Seal, Glass Frame		2533-122
17	Glass Door Assembly		GLA-2533
18	Power Cord		SRV2718-550
	Fan		2264-500A

Additional service part numbers appear on following page.

#19 Valve Assembly



#20 Component Tray



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.

ITEM	DESCRIPTION	COMMENTS	PART NUMBER
19.1	Pilot Assembly NG		2550-013
	Pilot Assembly Propane		2550-014
19.2	Pilot Gasket		2532-134
19.3	Flex Ball Valve Assembly		2532-081
19.4	Valve NG		SRV2166-302
	Valve Propane		2166-303
19.5	Male Connector	Pkg of 5	303-315/5
19.6	Gasket, Valve Plate		2532-131
19.7	Gasket, Bulkhead		438-407
19.8	Bulkhead w/Flex Tube		SRV7000-156
	Orifice NG (#33C)		582-833
	Orifice Propane (#51C)		SRV582-851
20.1	Component Heat Shield		2532-144
20.2	Module, IFT2 Control		SRV2564-130
20.3	Module, RF FCC		SRV2564-121
20.4	Wire Harness		SRV2326-132
20.5	Jumper Wire		SRV2531-140
20.6	Tray, Component		2532-172
20.7	AU-ACM Module		SRV2564-151
20.8	6 Volt DC Power Adapter		2326-191

Additional service part numbers appear on following page.



I25X-N-AUB,I35X-N-AUB

End Manufacturing Date: Active

[illegible]

33

C. Contact Information



No one builds a better fire

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

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

- NOTES -

NOTICE



DO NOT DISCARD THIS MANUAL

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



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

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