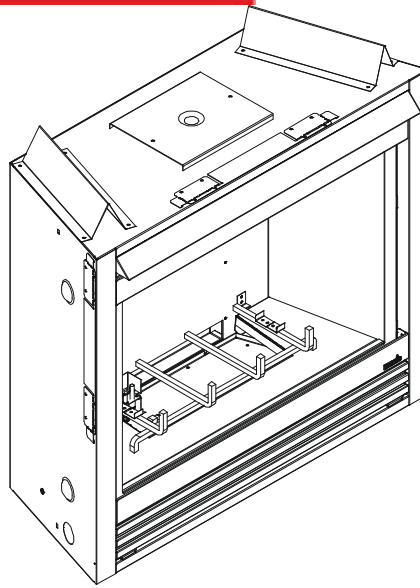


This appliance has been retired.  
Service parts pages within have been removed.  
For replacement parts, please refer to the individual  
service parts list located on the brand websites.

**HEAT-N-GLO**  
No one builds a better fire

**Model:  
SL-550TR-CE-C**

## Installers Guide



**CE**  
**0087**

**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 petrol 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 or competent person.

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

**WARNING: IMPROPER INSTALLATION, ADJUSTMENT, ALTERATION, SERVICE OR MAINTENANCE CAN CAUSE INJURY OR PROPERTY DAMAGE. REFER TO THIS MANUAL. FOR ASSISTANCE OR ADDITIONAL INFORMATION CONSULT A QUALIFIED INSTALLER OR COMPETENT PERSON.**

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

Printed in U.S.A. Copyright 2002,  
Heat-N-Glo, a division of Hearth Technologies Inc.  
20802 Kensington Blvd., Lakeville, MN 55044

Please contact your Heat-N-Glo dealer with any questions or concerns. For the number of your nearest Heat-N-Glo dealer, please call 1-888-427-3973.

This product is covered by one or more of the following patents: (United States) 4,112,913; 4,408,594; 4,422,426; 4,424,792; 4,520,791; 4,793,322; 4,852,548; 4,875,464; 5,000,162; 5,016,609; 5,076,254 5,191,877; 5,218,953; 5,328,356; 5,429,495; 5,452,708; 5,542,407; 5,613,487; (Australia) 543790; 586383; (Canada) 1,123,296; 1,297,746; 2,195,264; (Mexico) 97-0457; (New Zealand) 200265; 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 stove, **READ** the Using Your Fireplace section of the *Users 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 flue system should be **INSPECTED** before initial use and at least annually by a professional service person.



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 fluing systems described in the Installing the Fireplace section of the *Installers Guide*. **NO OTHER** flue systems or components **MAY BE USED**.



This gas stove and flue assembly **MUST** be vented 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 terminal 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 stove 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 stove 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.



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

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## Table of Contents

◆ = Contains updated information.

# 1

## Approvals and Regulations

### Appliance Certification

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

MODEL	LABORATORY	TYPE	CERTIFICATION STANDARD
SL-550TR-CE-C	Advantica	Gas Fireplace	90/396/EEC

### 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.

## Introducing the Heat-N-Glo Gas Fireplaces

Heat-N-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-installation 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 and trim doors 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-N-Glo Fireplace Products, Inc. Warranty will be voided by, and Heat-N-Glo Fireplace Products, Inc. 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-N-Glo Fireplace Products, Inc.
- Improper positioning of the gas logs or the glass door.
- Installation and/or use of any component part not manufactured and approved by Heat-N-Glo Fireplace Products, Inc., not withstanding any independent testing laboratory or other party approval of such component part or accessory.

**ANY SUCH ACTION MAY POSSIBLY CAUSE A FIRE HAZARD.**

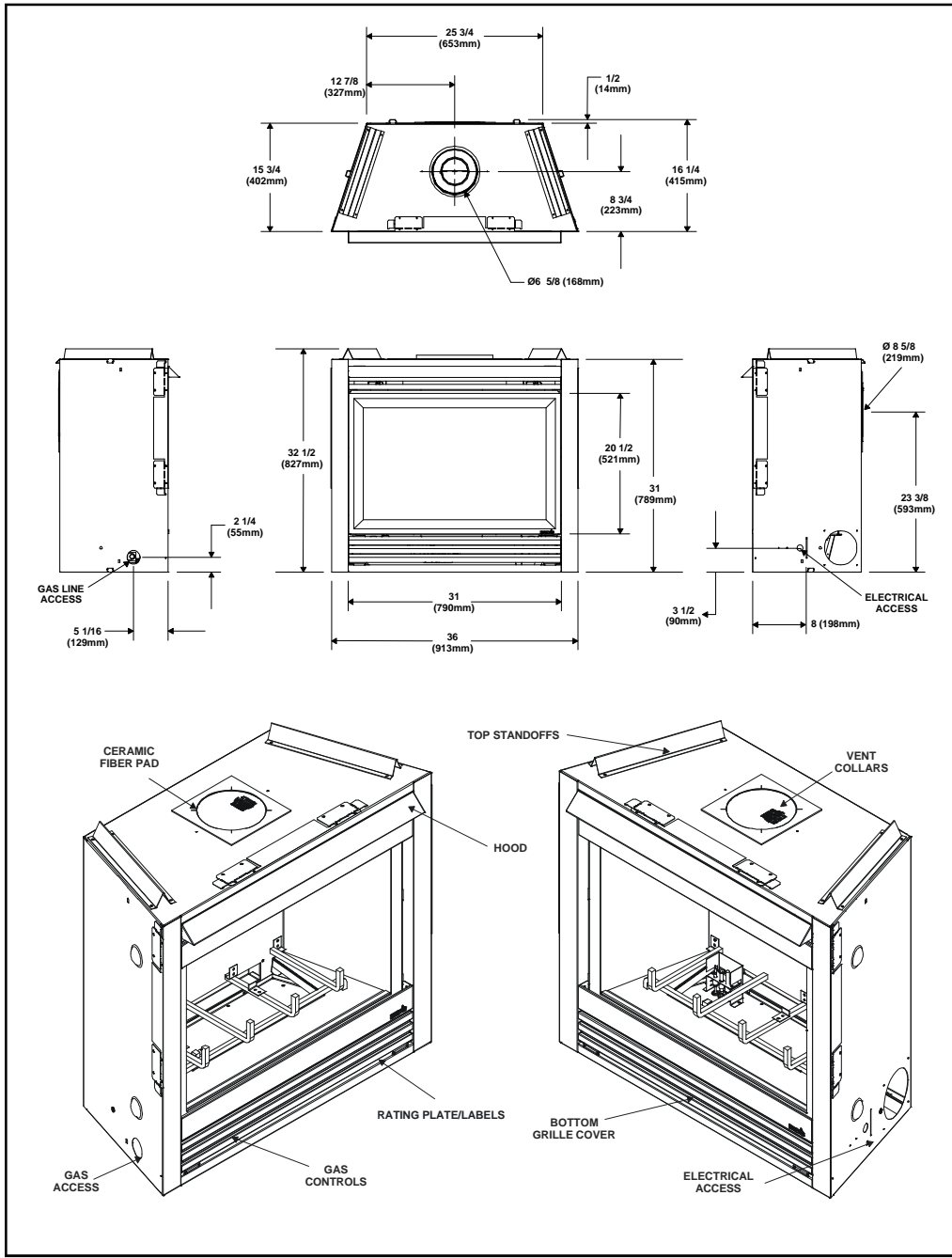
# 2

## Getting Started

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



◆ Figure 1. Diagram of the SL-550TR-CE-C

# 3

## Installing the Fireplace

### Step 1 Locating the Fireplace

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

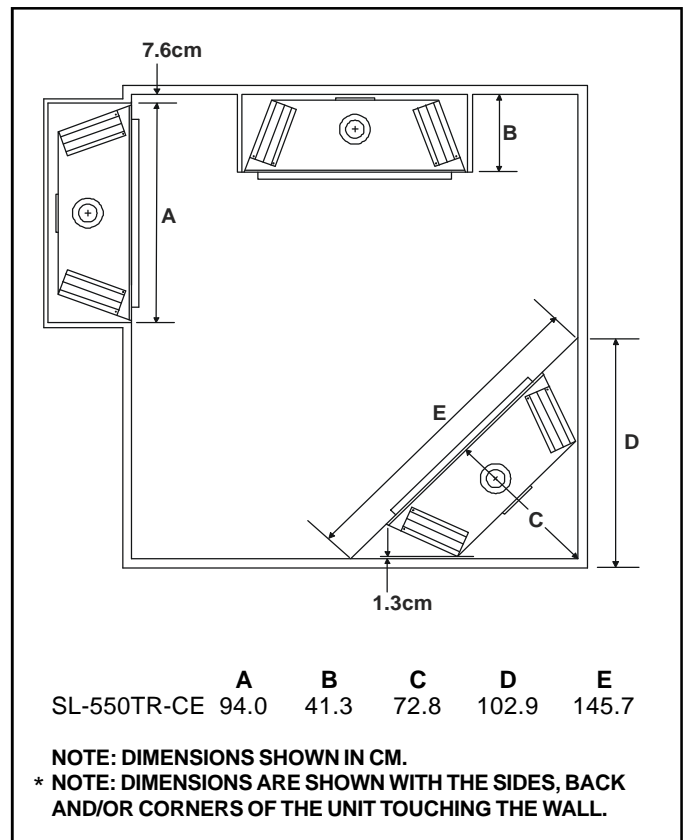


Figure 2. Fireplace Dimensions, Locations, and Space Requirements

### Clearance Requirements

The top and back of the fireplace are defined by stand-offs.

Minimum Clearances from the Fireplace to Combustible Materials					
Glass Front	Floor	Back of Fireplace	Sides of Fireplace	Top of Fireplace	Ceiling
91.4 cm	0	1.3cm	1.3cm	3.8cm	78.7cm

The minimum clearance to a perpendicular wall extending past the face of the fireplace is 7.62cm.

The back of the fireplaces may be recessed into combustible construction, as shown below.

MODEL	RECESSED DEPTH
SL-550TR-CE -C	41.3cm



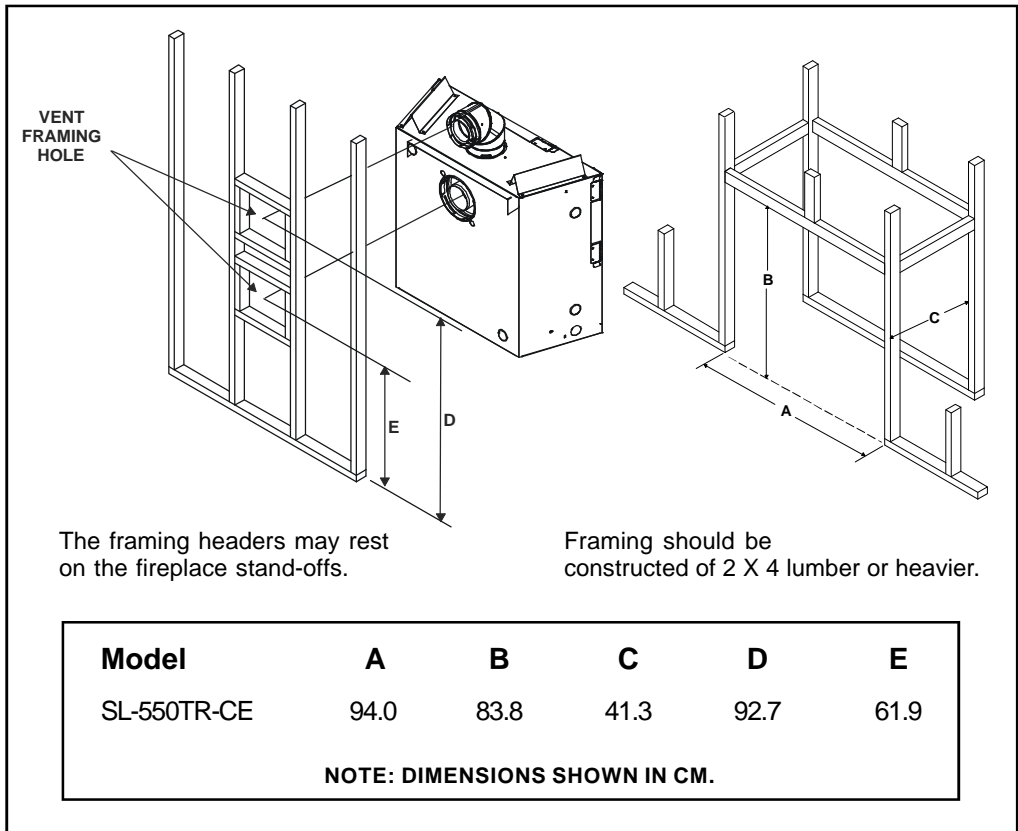
Minimum Clearances from the Flue Pipe to Combustible Materials						
For Horizontal Sections			For Vertical Sections	At Wall Firestops		
Top	Bottom	Sides	2.5 cm	Top	Bottom	Sides
7.5 cm	2.5 cm	2.5 cm		6.4 cm	1.3 cm	2.5 cm

## 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 CONSTRUCTION BEGINS.**



◆ Figure 3. Framing Dimensions

### Step 3 Installing the Flue System

#### A. Flue System Approvals

These models have flue starting collars on both the top and the back of the unit. Depending upon the installation, decide which ONE set of starting collars will be used to attached the flue system. The starting collar sealing cap must remain on the starting collar NOT used.

These models use SL-D-series, direct flue components when using the **TOP** flue collars and D-series direct flue components when using the **REAR** flue collars.



**WARNING: YOU MUST NOT MIX D-SERIES AND SL D-SERIES COMPONENTS IN ANY FLUE SYSTEM CONFIGURATION.**

Approved flue system components are labeled for identification. **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*. Figure 4 shows flue system components and terminations.

#### 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 on the next several pages.

**NOTE:** Two 45° elbows may be used in place of one 90° elbow. You **MUST** always maintain the **MAXIMUM** and **MINIMUM** rise-to-run ratios in the flue system when using 45° elbows.

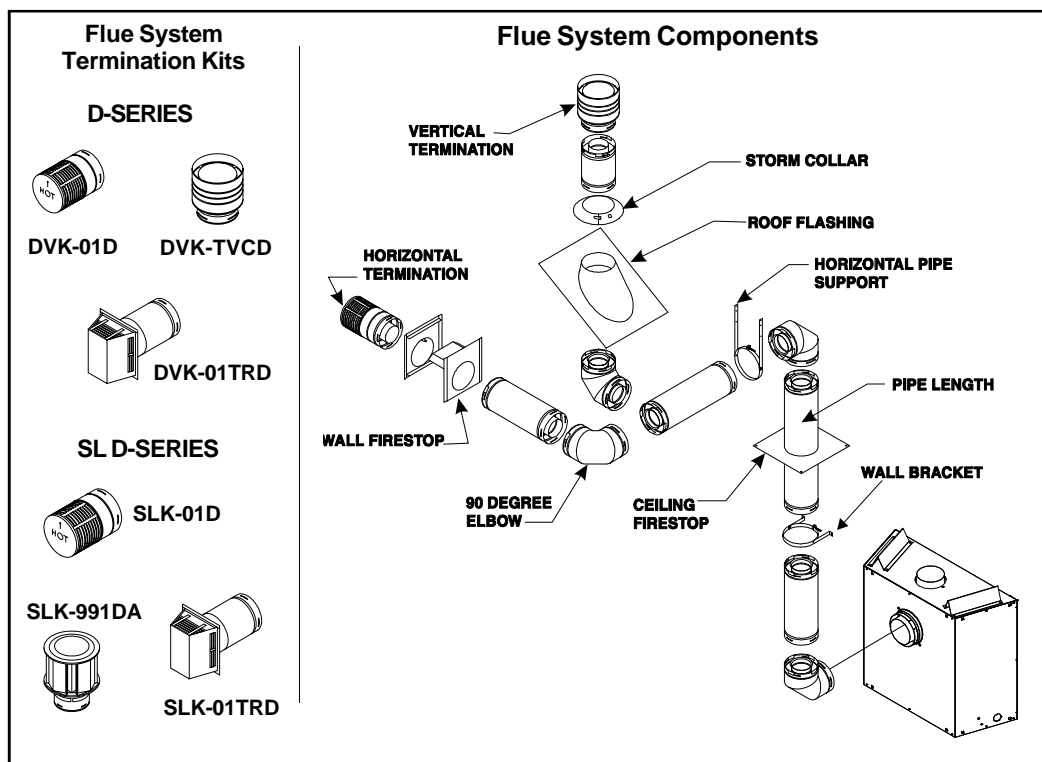
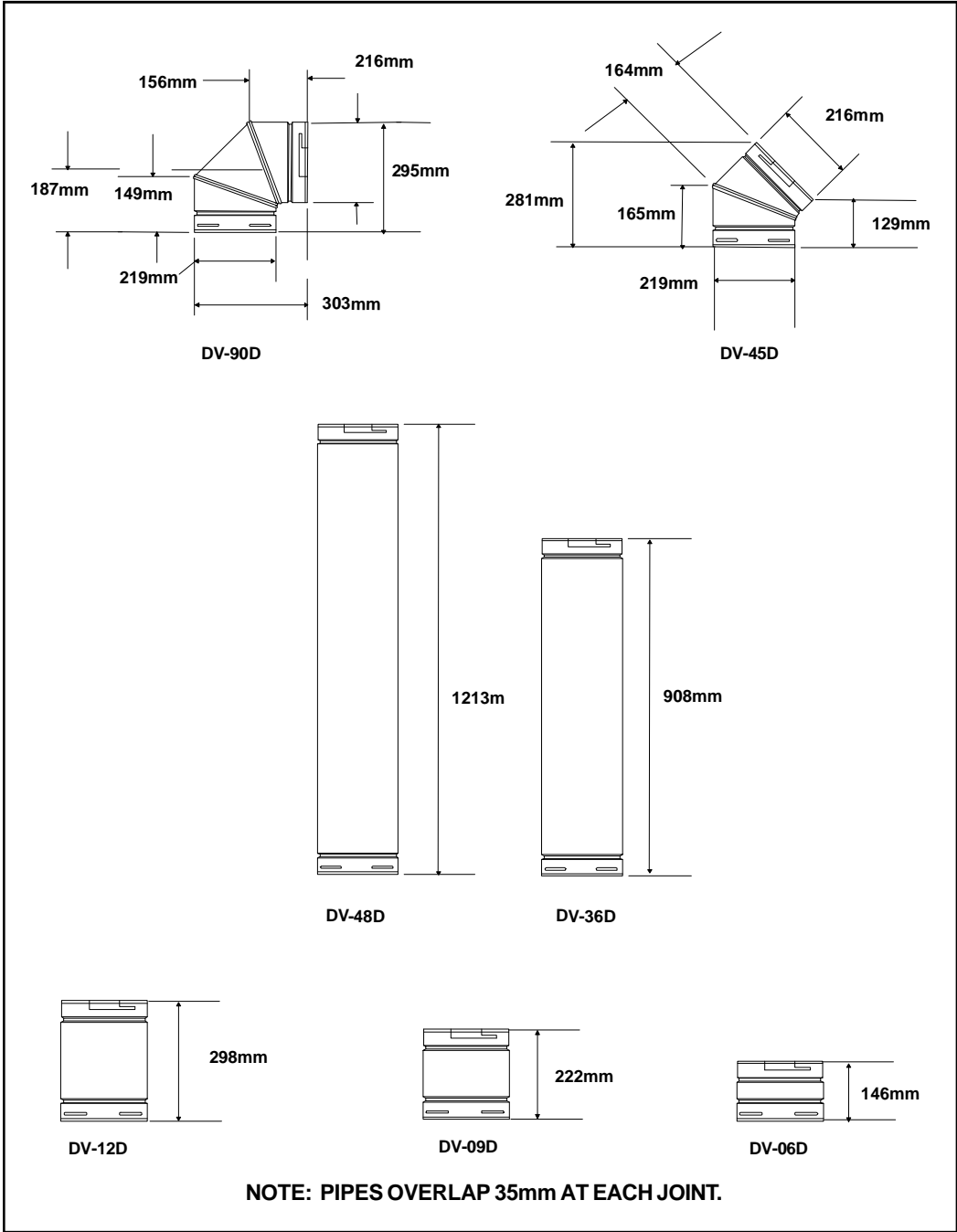
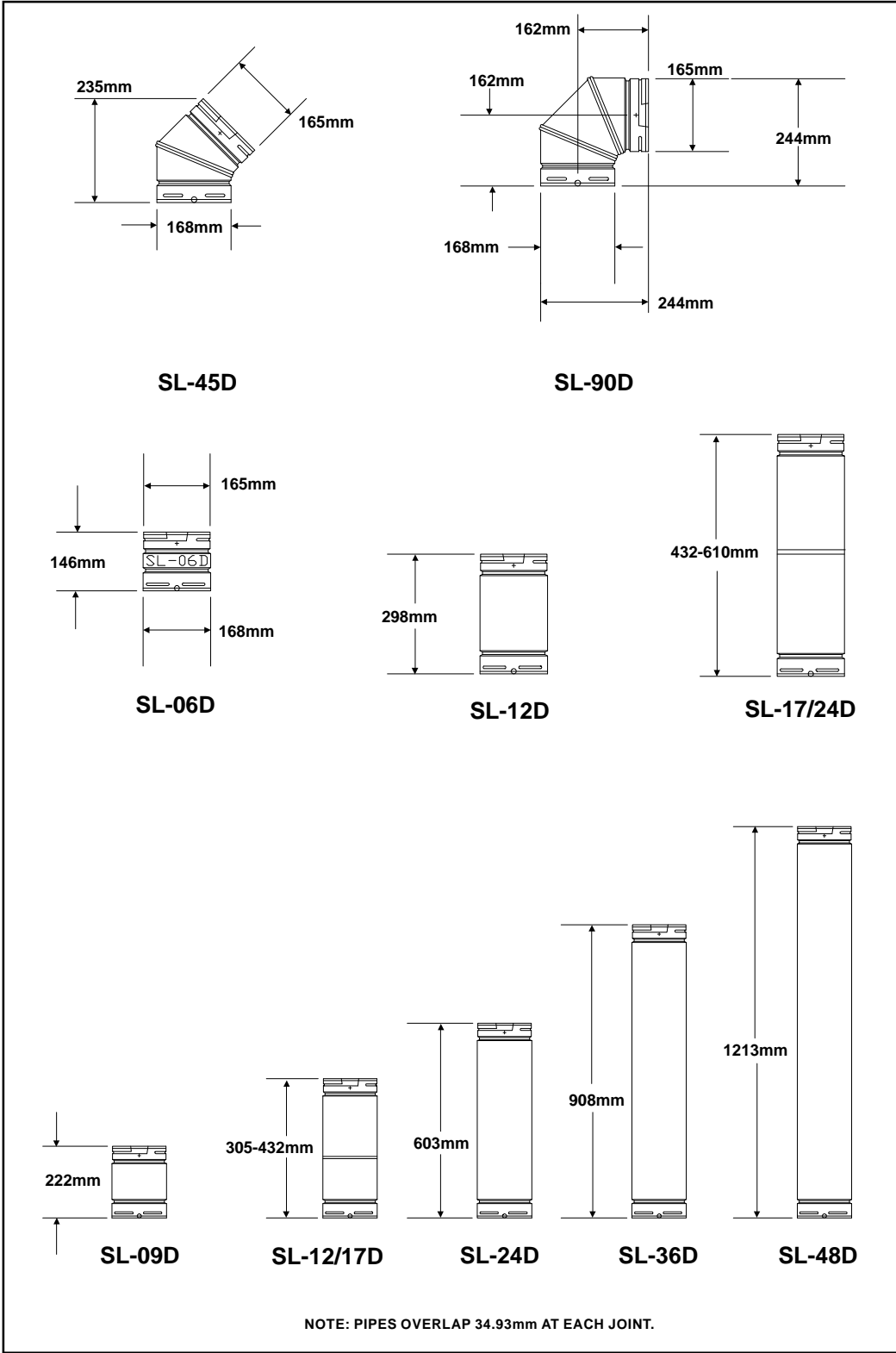


Figure 4. Flue Components and Terminations



**Figure 5. D-Series Direct Flue Component Specifications  
(127mm inner pipe/219mm outer pipe)**



**Figure 6. SL D-Series Flue Component Specifications (102mm inner pipe/168mm outer pipe)**

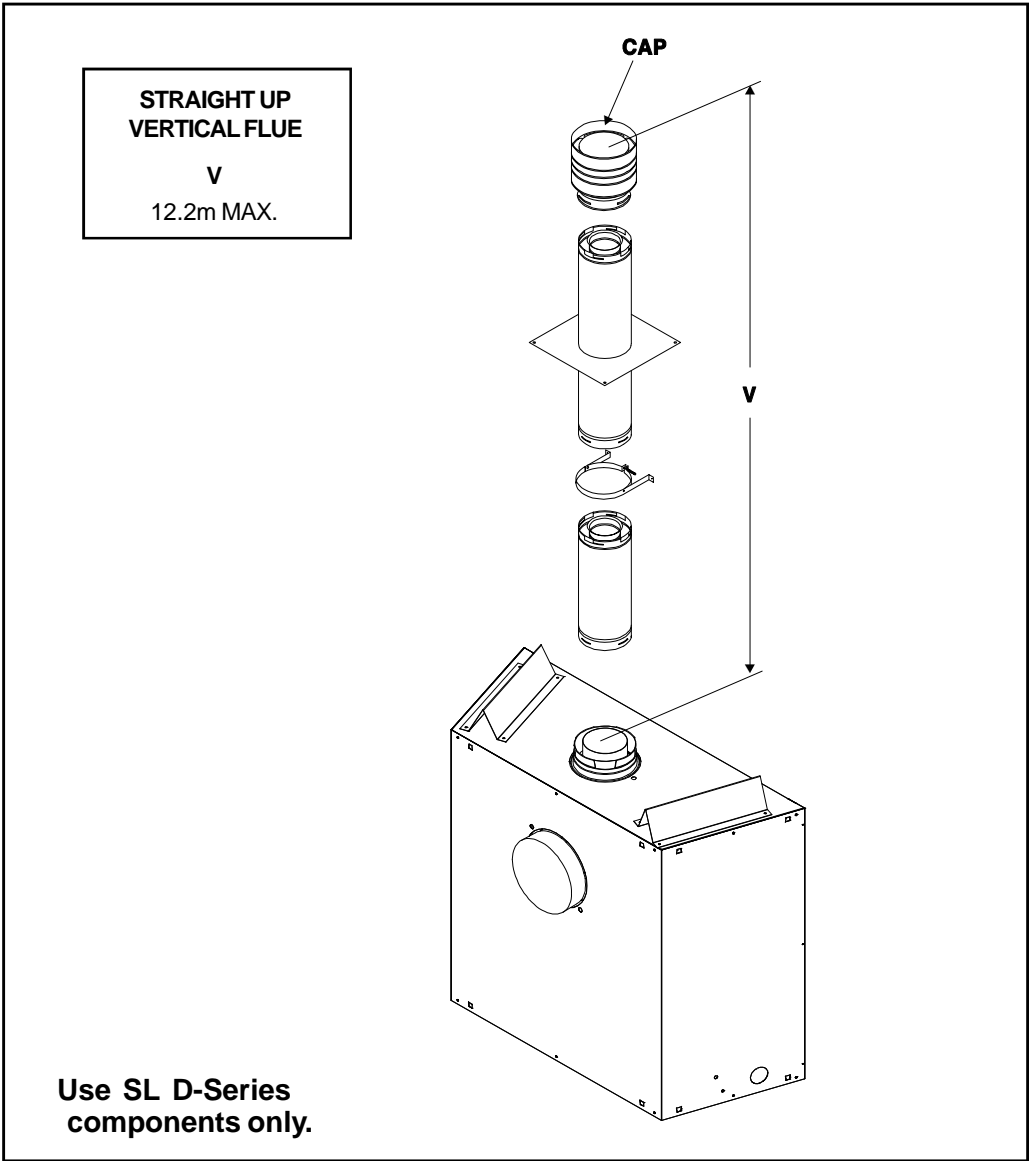
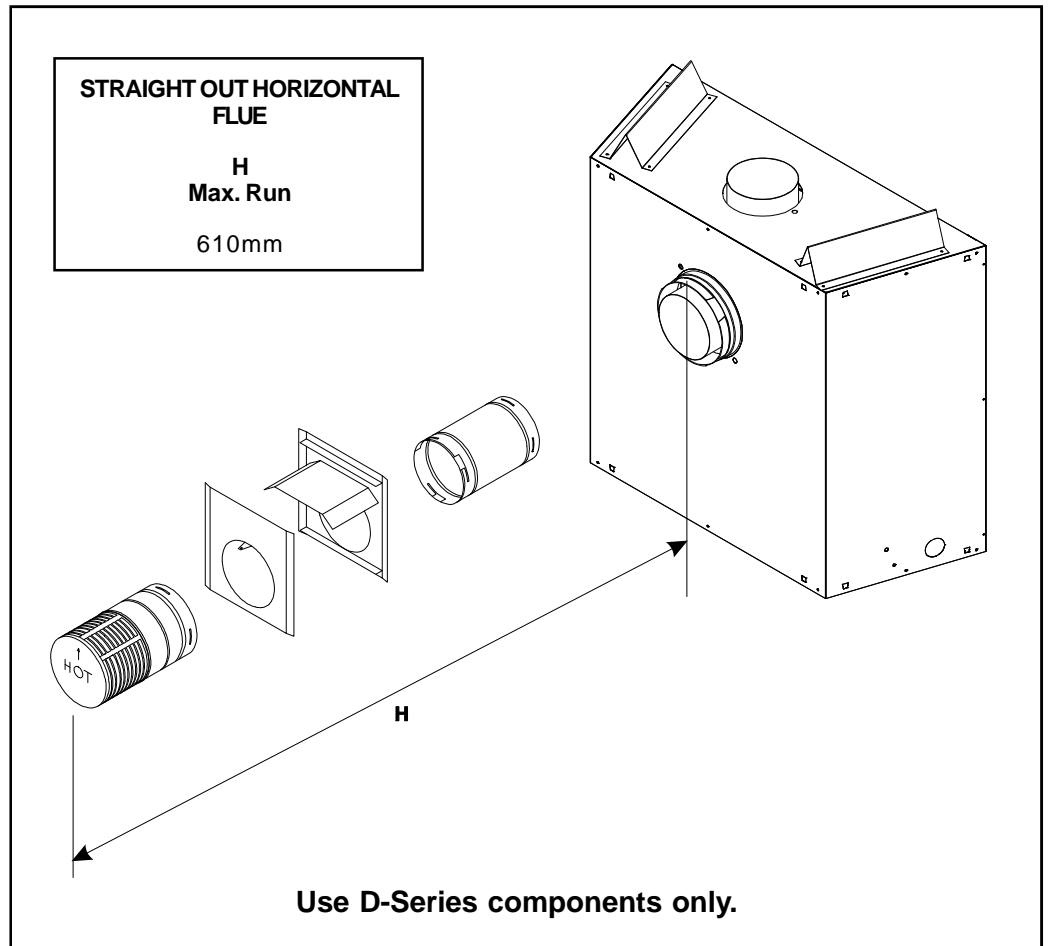


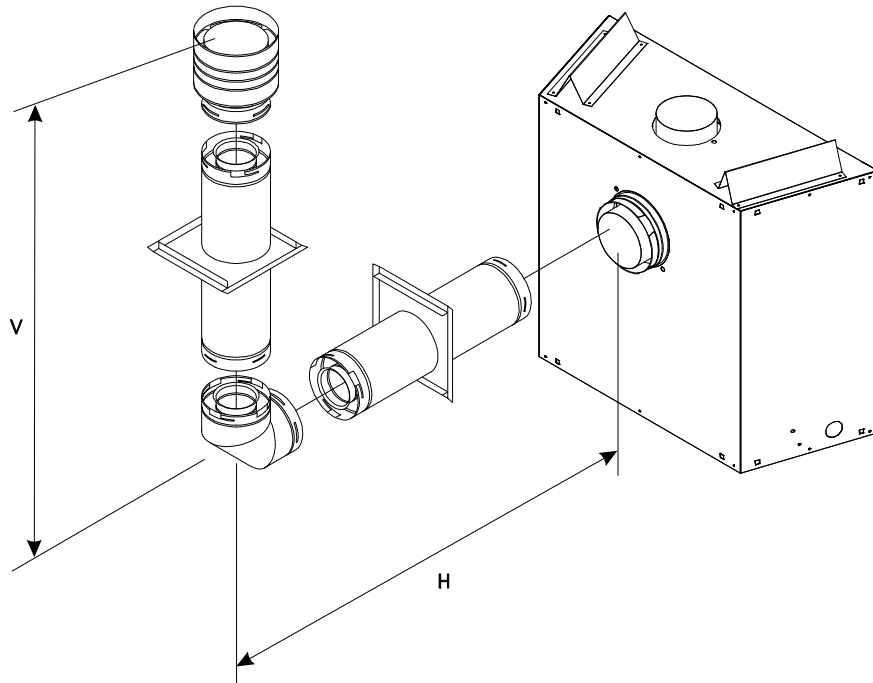
Figure 7. Straight up Vertical Flue



**Figure 8. Straight Out Horizontal Flue**

**FLUE WITH ONE (1) 90° ELBOW**

<b>V</b>	<b>H</b>
MIN. 305mm	MAX. 610mm
MIN. 610mm	MAX. 1.22m
MIN. 914mm	MAX. 1.86m
MIN. 1.22m	MAX. 2.48m
V+H = MAX. 12.2m	H= MAX. 2.48m

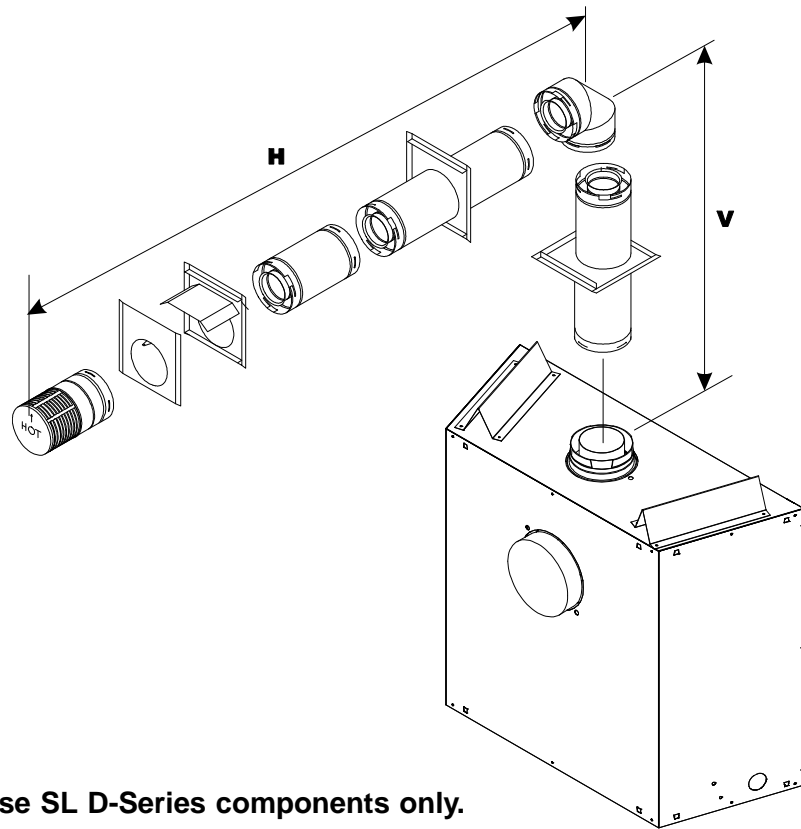


**Use D-Series  
components only.**

**Figure 9. Flue with One 90° Elbow**

**FLUE WITH ONE (1) 90° ELBOW**

<b>V</b>	<b>H</b>
MIN. 305mm	MAX. 1.22m
MIN. 610mm	MAX. 2.4m
MIN. 914mm	MAX. 3.6m
MIN. 1.22m	MAX. 4.8m
V + H = MAX 12.2m	H = MAX. 4.8m



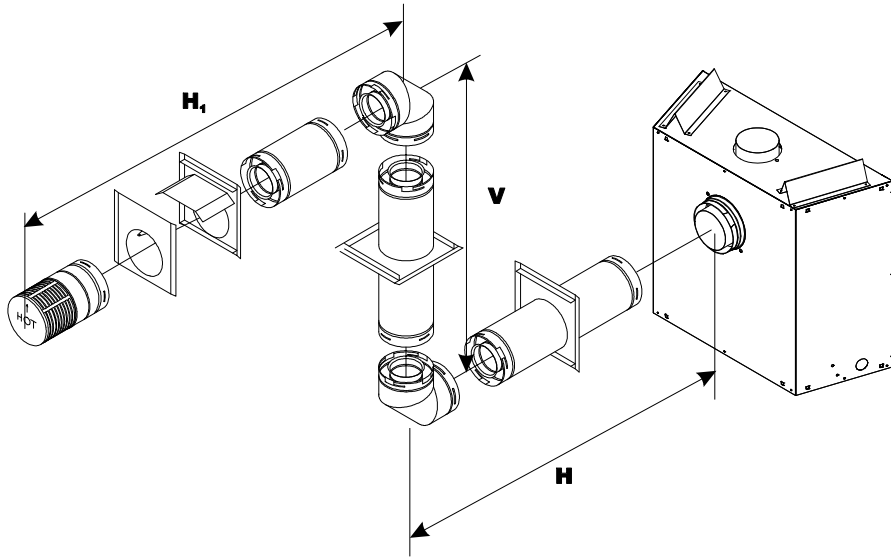
**Figure 10. Flue with One 90° Elbow**

**NOTE:** For corner installations: A 152mm **MINIMUM** length of straight pipe must be first attached to the fireplace before 90° elbow. This will allow the flue pipe to clear the top standoffs.



**FLUE WITH TWO (2) 90° ELBOWS**

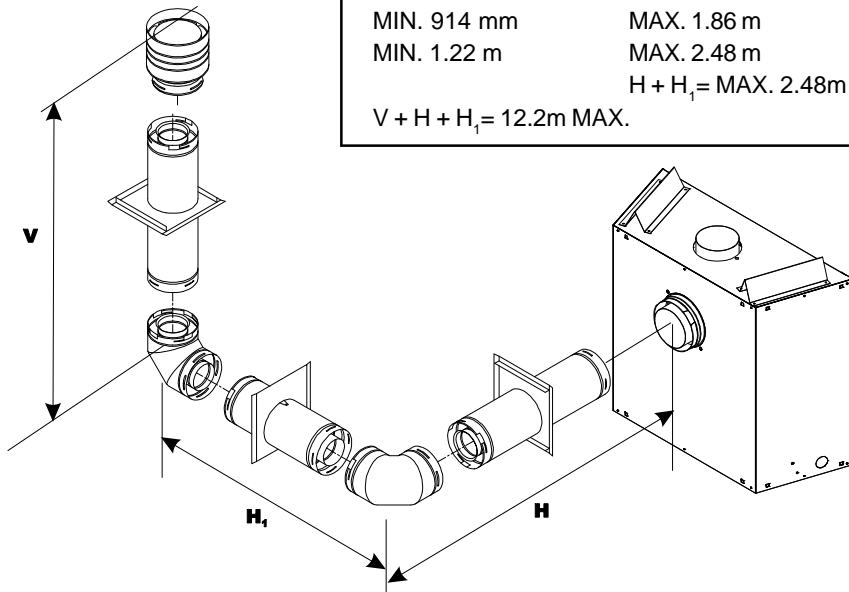
V	H	H + H <sub>1</sub>
MIN. 305 mm	MAX. 610 mm	MAX. 1.22 m
MIN. 610 mm	MAX. 1.22 m	MAX. 2.4 m
MIN. 914 mm	MAX. 1.86 m	MAX. 3.6 m
MIN. 1.22 m	MAX. 2.48 m	MAX. 4.8 m
H = MAX. 2.48 m		H + H <sub>1</sub> = MAX. 4.8m
V + H + H <sub>1</sub> = 12.2m MAX.		



**Use D-Series components only.**

**FLUE WITH TWO (2) 90° ELBOWS**

V	H + H <sub>1</sub>
MIN. 305 mm	MAX. 610 mm
MIN. 610 mm	MAX. 1.22 m
MIN. 914 mm	MAX. 1.86 m
MIN. 1.22 m	MAX. 2.48 m
H + H <sub>1</sub> = MAX. 2.48m	
V + H + H <sub>1</sub> = 12.2m MAX.	



**Figure 11. Flue with Two 90° Elbows**

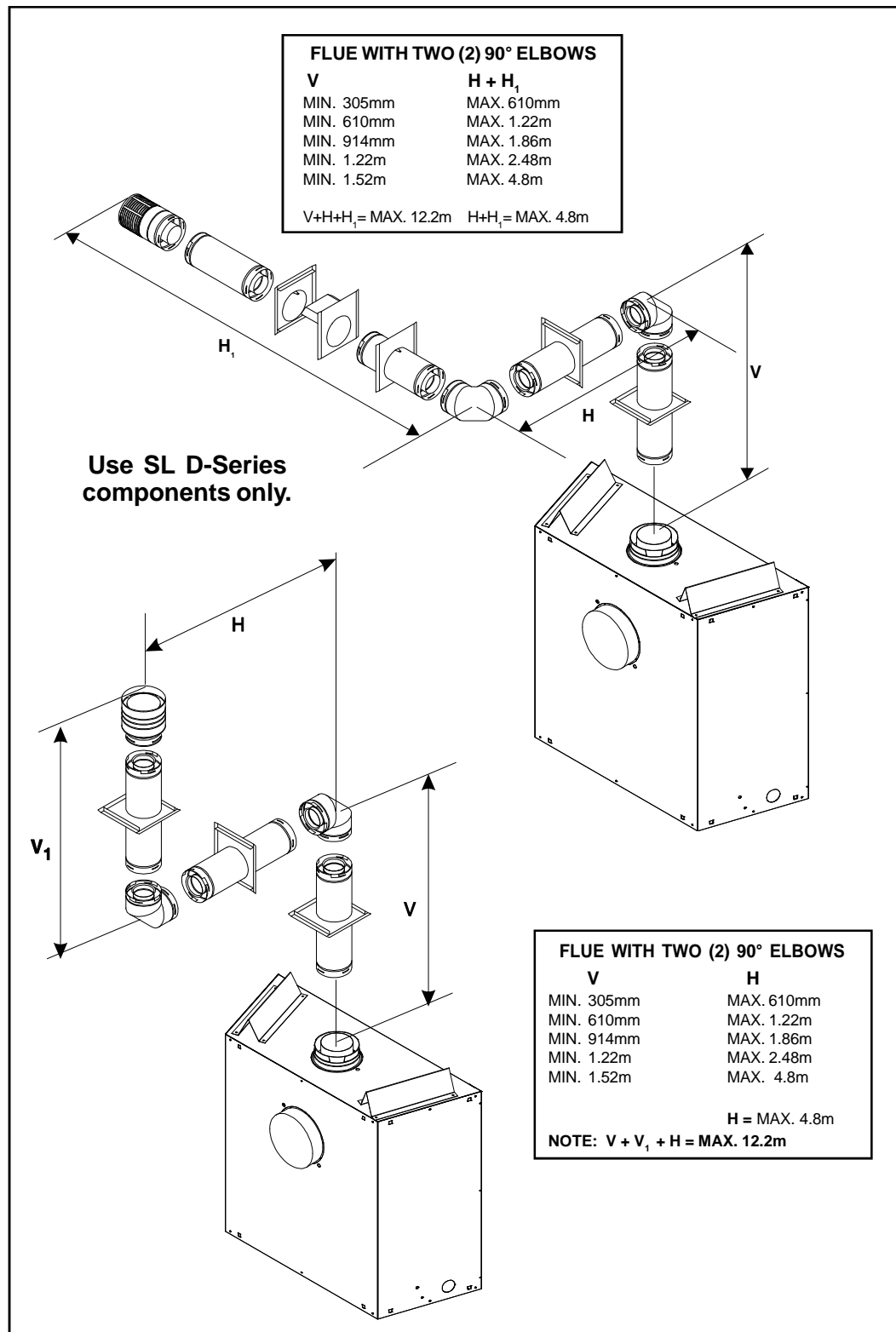


Figure 12. Flue with Two 90° Elbows

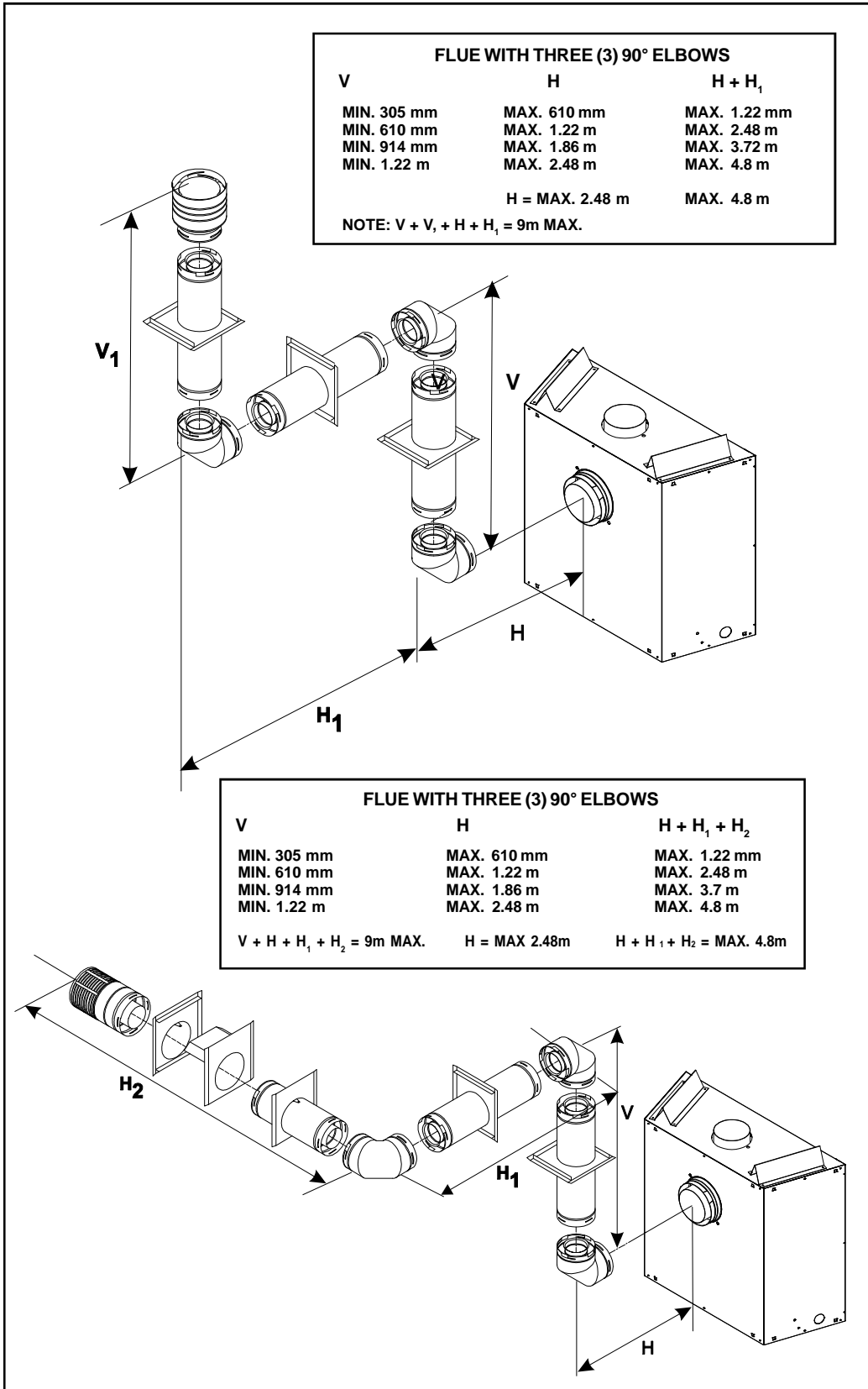
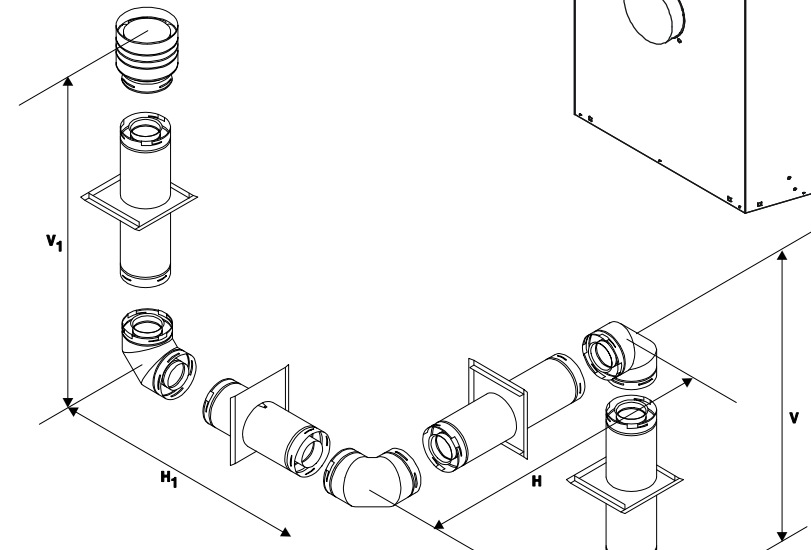
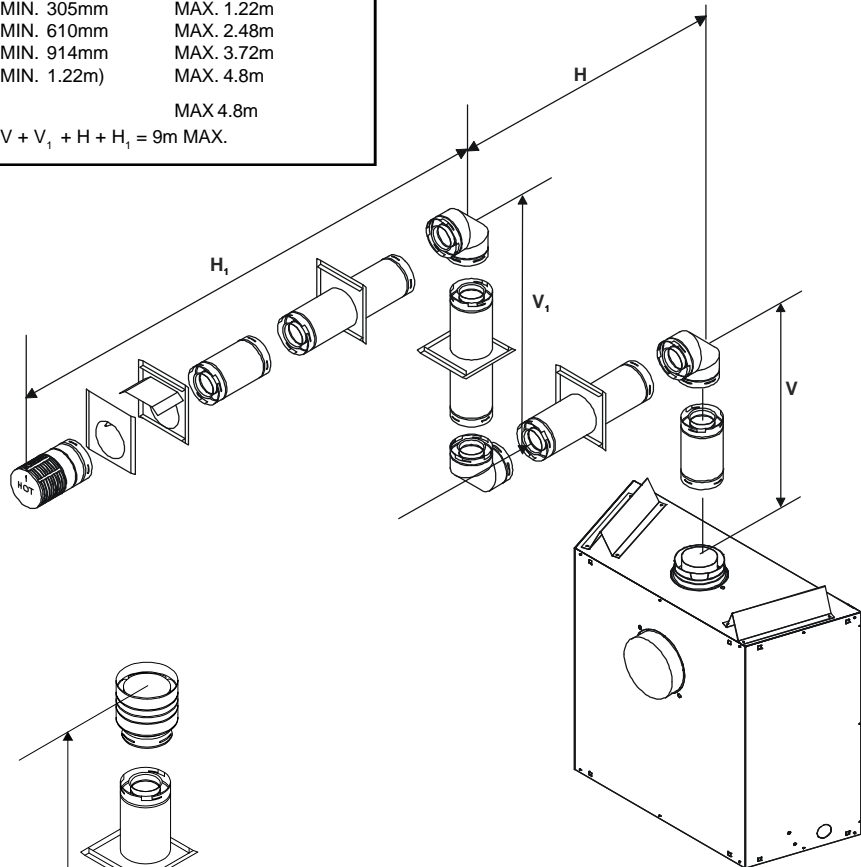


Figure 13. Flue with three 90° elbows

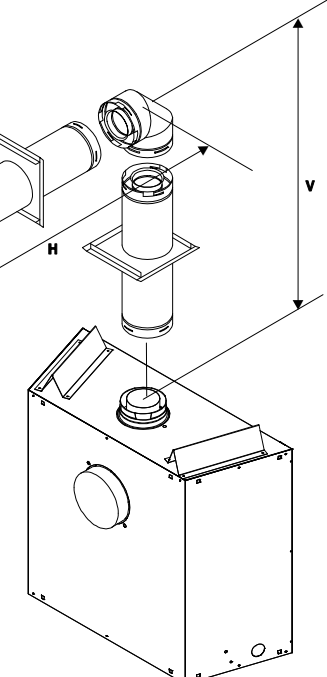
**FLUE WITH THREE (3) 90° ELBOWS**

<b>V</b>	<b>H + H<sub>1</sub></b>
MIN. 305mm	MAX. 1.22m
MIN. 610mm	MAX. 2.48m
MIN. 914mm	MAX. 3.72m
MIN. 1.22m)	MAX. 4.8m
	MAX 4.8m
$V + V_1 + H + H_1 = 9m \text{ MAX.}$	



**FLUE WITH THREE (3) 90° ELBOWS**

<b>V</b>	<b>H + H<sub>1</sub></b>
MIN. 305mm	4' MAX. 1.22m
MIN. 610mm	8' MAX. 2.48m
MIN. 914mm	12' MAX. 3.72m
MIN. 1.22m	16' MAX. 4.8m
$H + H_1 = \text{MAX. } 4.8m$	
$V + V_1 + H + H_1 = \text{MAX. } 9m$	



**Figure 14. Flue with three 90° elbows**

## B. Installing Flue Components

After determining which set of starting collars will be used (top or rear), follow venting instructions accordingly.

### Venting Out the Rear Flue

Remove the installed rear seal cap from the rear starting collars by cutting the strap at each end (See Figure 15). Follow the flue configuration tables accordingly.

Remove the 127mm diameter heat shield from the 127mm diameter collar by sliding it out.

**! WARNING: THE TOP HEAT SHIELD (INSIDE THE FIREBOX) MUST REMAIN ATTACHED IF THE FLUE SYSTEM IS ATTACHED TO THE REAR STARTING COLLARS. SEE FIGURE 15.**

### Venting Out the Top Flue

Remove the top flue collar seal cap and the two pieces of insulation inside the top two starting collars (see Figure 15). Next remove the glass door.

Remove the 102mm diameter heat shield from the 102mm diameter collar by sliding it out.

You have to take the glass off again for positioning the logs when the unit is finally installed in place and finished around it. Re-install the glass door. Attach flue system to the top starting collars.

**! WARNING: THE REAR FLUE COLLAR SEAL CAP MUST REMAIN ATTACHED TO THE REAR FLUE COLLARS IF THE FLUE SYSTEM IS ATTACHED TO THE TOP STARTING COLLARS. SEE FIGURE 15.**

**! WARNING: FAILURE TO REMOVE INSULATION IN THE SET OF COLLARS YOU ARE USING COULD CAUSE A FIRE.**

**! WARNING: YOU MUST LEAVE THE INSULATION IN PLACE IN THE SET OF COLLARS YOU ARE NOT USING.**

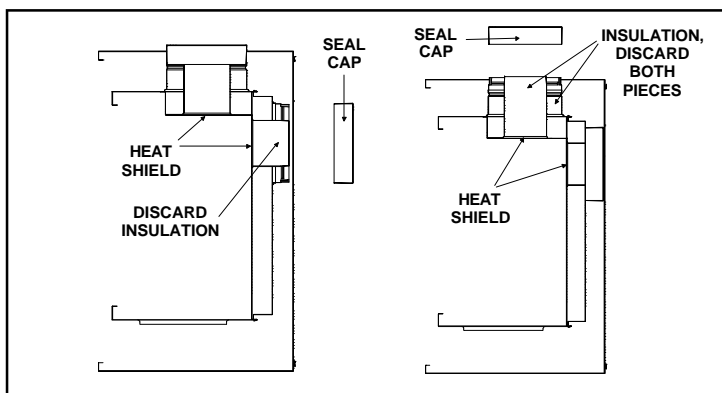


Figure 15

## 1. Attach the First Flue Component to the Starting Collars

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

- Apply a 9.5 mm bead of stove cement around the fireplace inner flue starting collar.
- Make sure that the fireplace rope gasket supplied with the fireplace seals between the first flue component and the outer fireplace wrap.
- Lock the flue components into place by sliding the concentric pipe sections with four (4) equally spaced interior beads into the fireplace collar or previously installed component end with four (4) equally spaced indented sections.
- When the internal beads of each outer pipe line up, rotate the pipe section clockwise about one-quarter (1/4) turn. The flue pipe is now locked together.

1. Apply the stove cement.
2. Line up the internal beads and rotate the pipe sections clockwise until locked.
3. Lock the flue components into place.
4. Check the seal on the rope gasket.

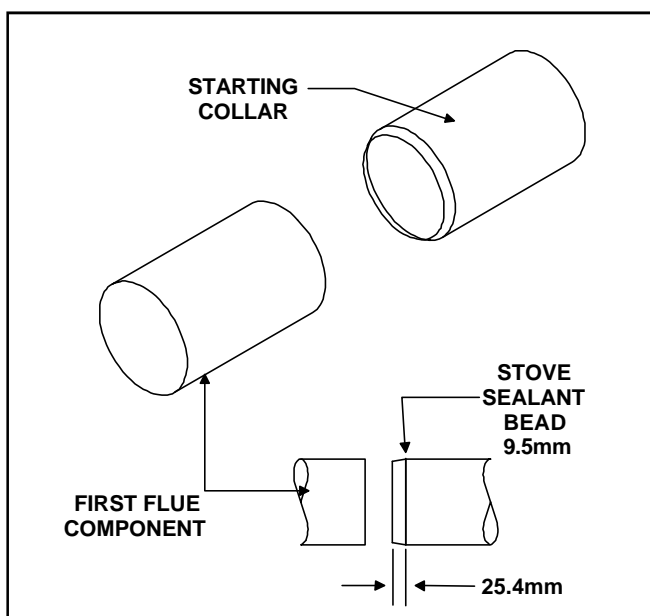


Figure 16. Attaching the First Flue Component to the Starting Collars



**WARNING:**  
A 9.5 MM BEAD OF STOVE CEMENT MUST BE PLACED AROUND THE FIREPLACE INNER FLUE STARTING COLLAR BEFORE ATTACHING THE FIRST FLUE COMPONENT. FAILURE TO SEAL THIS JOINT MAY CAUSE THE FIREPLACE TO OPERATE IMPROPERLY. SEE THE DIAGRAM.

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

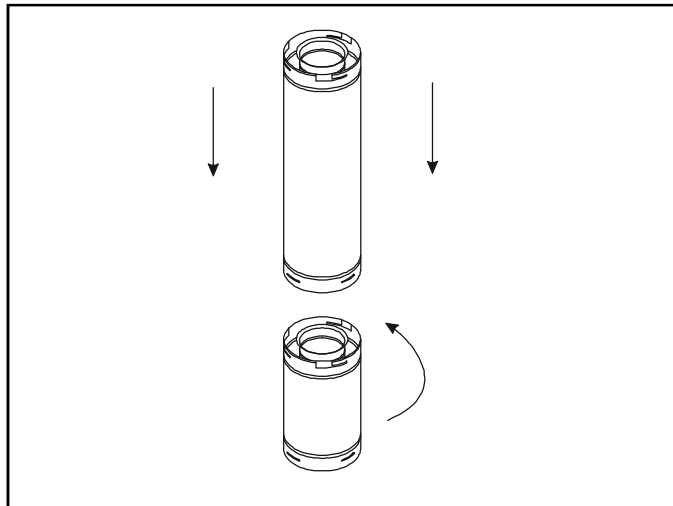
## 2. Continue Adding Flue Components

To continue adding flue components in accordance with the pre-planned flue system configuration:

- Ensure that each succeeding flue component is securely fitted and locked into the preceding component in the flue system.

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.

Continue adding flue components, locking each succeeding component into place.



**Figure 17. Adding Flueing Components**

## 3. Install Support Brackets

**For Horizontal Runs** - The flue system must be supported every 1.5m of horizontal run by a horizontal pipe support.

To install support brackets for horizontal runs:

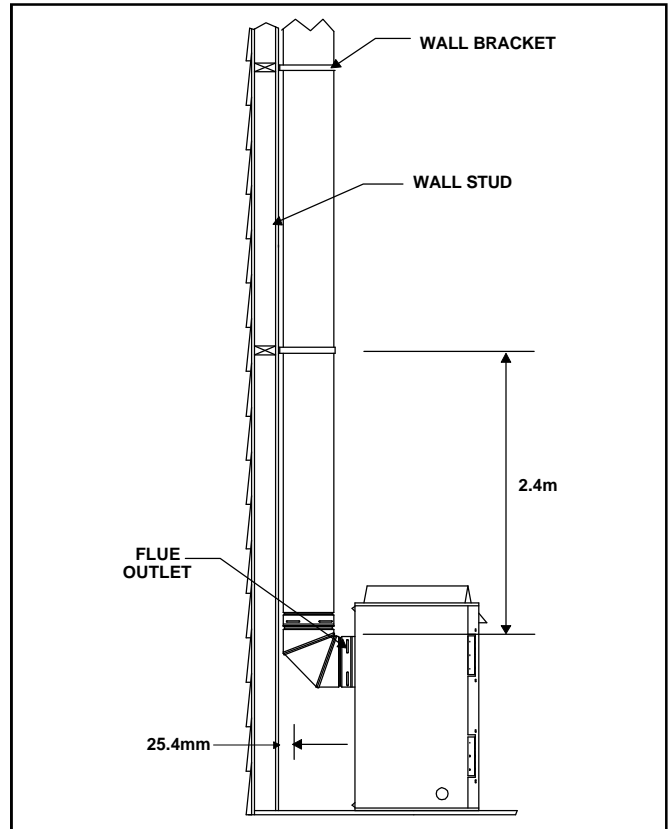
- Place the pipe supports around the flue pipe.
- Nail the pipe supports to the framing members.

**For Vertical Runs** - The flue system must be supported every 2.4 m above the fireplace flue outlet by wall brackets.

To install support brackets for vertical runs:

- Attach wall brackets to the flue pipe and secure the wall bracket to the framing members with nails or screws.

Use wall brackets to support vertical runs every 2.4 m above the fireplace flue outlet.



**Figure 18. Installing Support Brackets**

**4. Seal all outer pipe joints with RTV compound.**

**5. Install Firestops**

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

*Model DVK-01TRD or SLK-01TRD do not need an exterior firestop on an exterior combustible wall.*

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

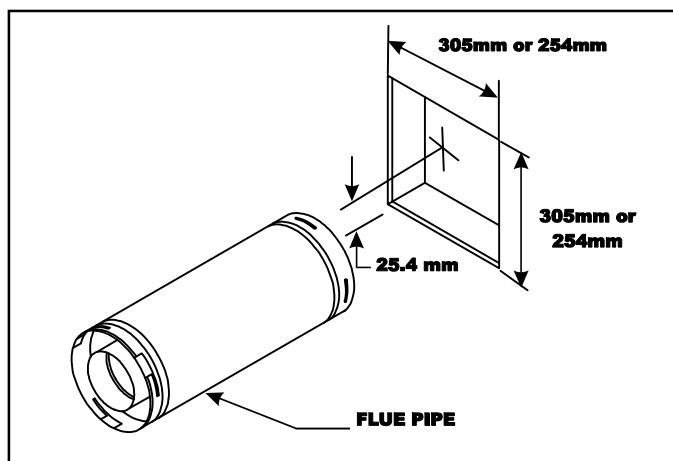
- Cut a 305 mm X 305 mm hole through the wall for D-series or a 254 mm X 254 mm hole for SL-D-series pipe. The center of the hole is 25.4 mm above the center of the horizontal flue pipe.

**NOTE**



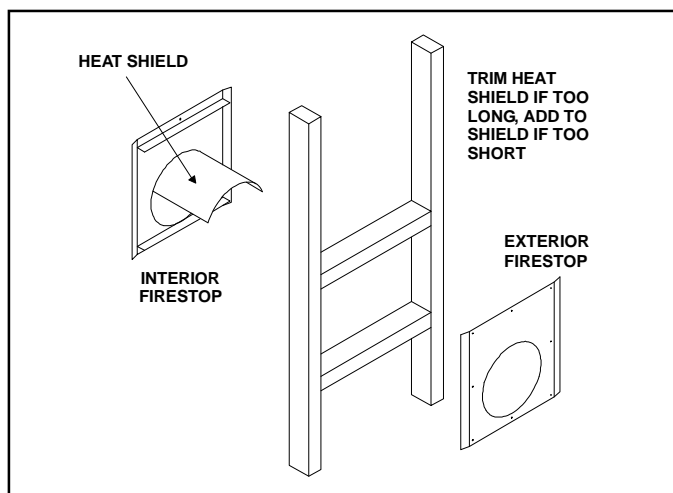
- Position the firestops on both sides of the hole previously cut and secure the firestops with nails or screws.
- The heat shields of the firestops **MUST BE** placed towards the top of the hole.
- Continue the flue run through the firestops.

1. Cut the hole through the wall.



**Figure 19. Hole and Flue Pipe**

2. Position the firestops.
3. Place the heat shield to the top.
4. Continue the flue run.



**Figure 20. Heat Shield, Interior and Exterior Firestops**

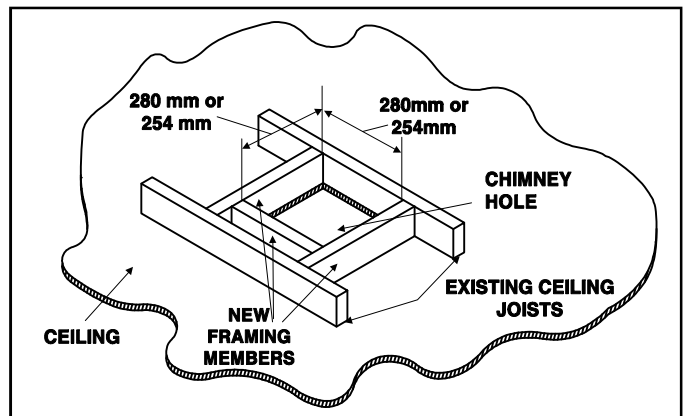
**For Vertical Runs** - One ceiling firestop is **REQUIRED** at the hole in each ceiling through which the flue passes.

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 a 280 mm X 280 mm for D-series or 254 mm X 254 mm for SL D-series pipe hole through the ceiling, using the centerpoint previously marked.
- Frame the hole with framing lumber the same size as the ceiling joists.

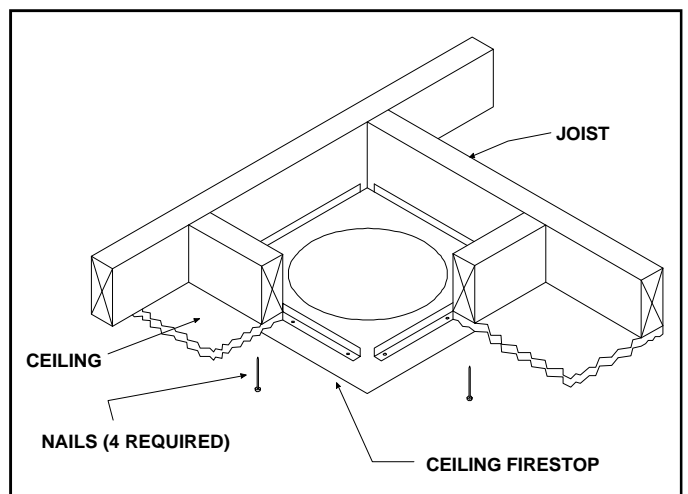
1. Cut the ceiling hole.
2. Add the new framing members.



**Figure 21. Hole and New Framing Members**

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.

This shows a ceiling installation.

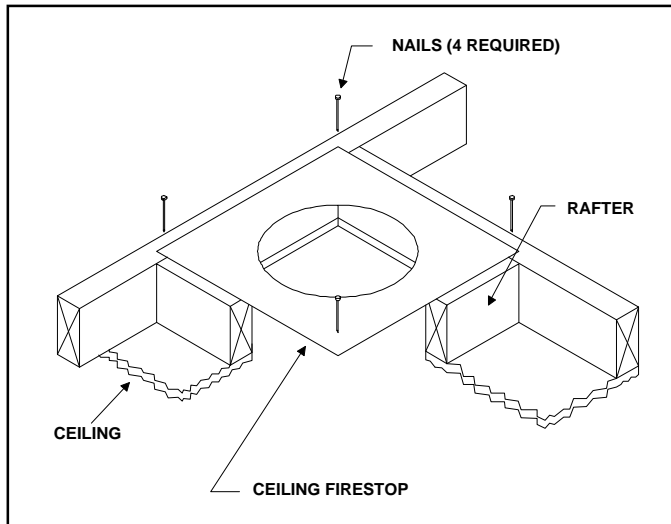


**Figure 22. Ceiling Firestop (Ceiling Side)**

If the area above the ceiling **IS** an attic, position and secure the firestop on top of the previously framed hole.

This shows an attic installation.

1. Keep insulation away from the flue pipe at least 25 mm.



**Figure 23. Attic Firestop**

### C. Flue Termination

**For Horizontal Terminations** - To attach and secure the termination to the last section of horizontal flue:

- Rotate and interlock the ends 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.



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

For roundcap termination kits:

- Use the exterior pipelock hole provided on the round flange of the wall firestop to secure the flue pipe in place.

For trapezoidal cap termination kits:

- Using screws, secure the cap to the exterior wall through the flanges built into the cap.
- Use a high-temperature sealant or fiberglass rope gasket to seal between the flue pipe and exterior firestop.

For round cap termination:

1. Secure the pipe, using the exterior pipelock hole on the round flange of the wall firestop.

For trapezoidal termination:

1. Screw the cap to the exterior wall through the flanges in the cap.
2. Seal the joint between the pipe and the exterior firestop.

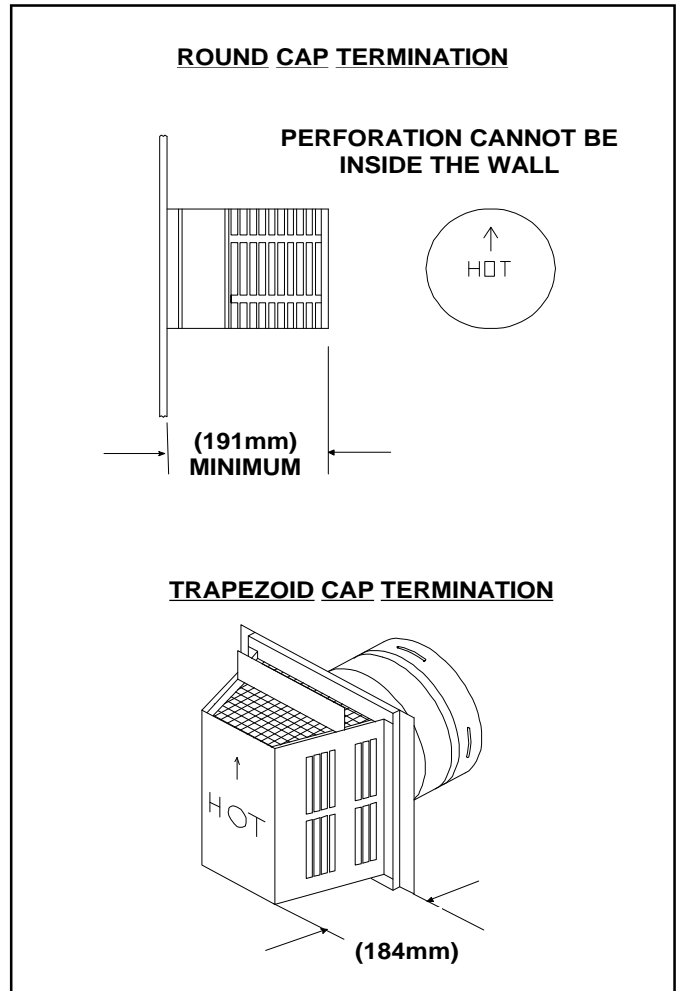


Figure 24. Round and Trapezoid Termination Caps



**WARNING:**  
THE BOTTOM OF THE FLUE TERMINATION CAP MUST BE A MINIMUM OF 305 MM ABOVE GROUND LEVEL (GRADE). THE TOP OF THE CAP MUST BE A MINIMUM OF 457 MM BELOW COMBUSTIBLE MATERIAL, SUCH AS A DECK, AND THE SIDE OF THE CAP MUST BE A MINIMUM OF 152 MM AWAY FROM A PARALLEL OUTSIDE WALL. FLUEING TERMINALS SHALL NOT BE RECESSED INTO A WALL OR SIDING. SEE THE FOLLOWING DIAGRAM FOR FLUE TERMINATION CLEARANCES.

## CAUTION

**IF EXTERIOR WALLS ARE FINISHED WITH VINYL SIDING, IT IS NECESSARY TO INSTALL THE VINYL PROTECTOR KIT (VPK-DV) TO THE TOP OF THE EXTERIOR FIRESTOP FOR ALL ROUND TERMINATION CAPS).**

**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 25.4 mm 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 and up past the roof line until you reach the appropriate distance above the roof.



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

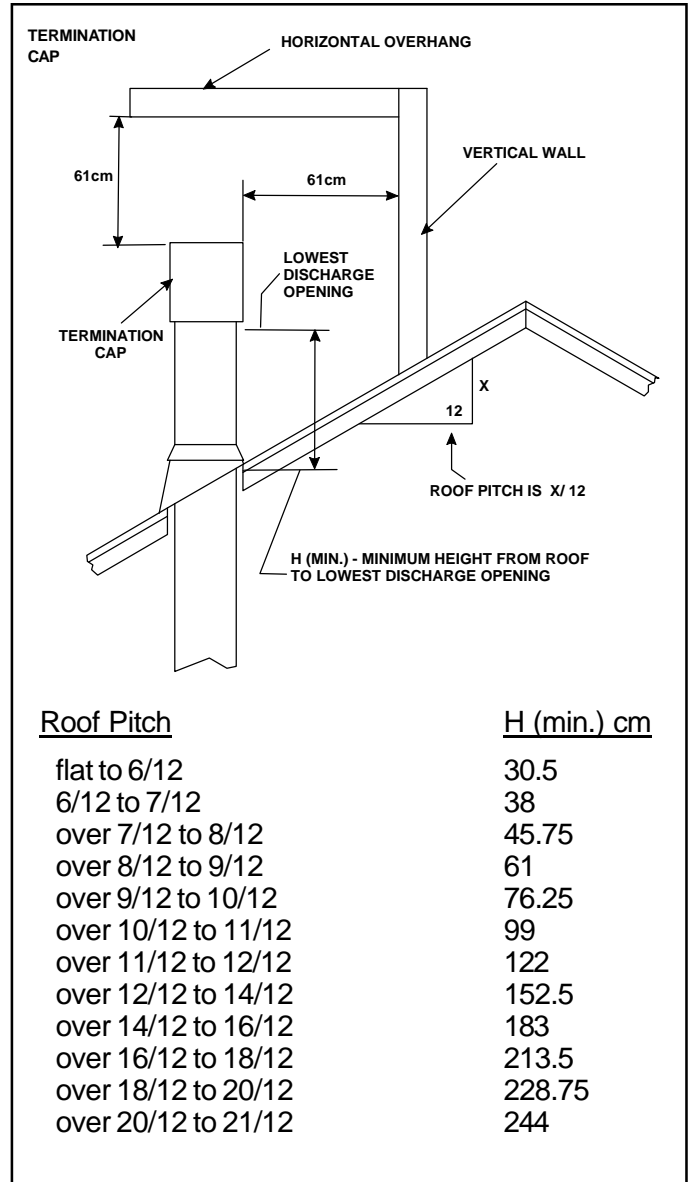
## NOTE

*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 rotate the pipe clockwise 1/4 turn.

1. Attach the flashing and apply sealant around the edges of the flashing base.
2. Attach the storm collar over the flashing joint and apply sealant between the storm collar and vertical pipe.



**Figure 25. Minimum Height from Roof to Lowest Discharge Opening**

## Step 4 Positioning, Leveling, and Securing the Fireplace

1. Place the fireplace into position.
2. Level the fireplace from side to side and from front to back.
3. Shim the fireplace with non-combustible material, such as sheet metal, as necessary.
4. Secure the fireplace to the framing by nailing or screwing.

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

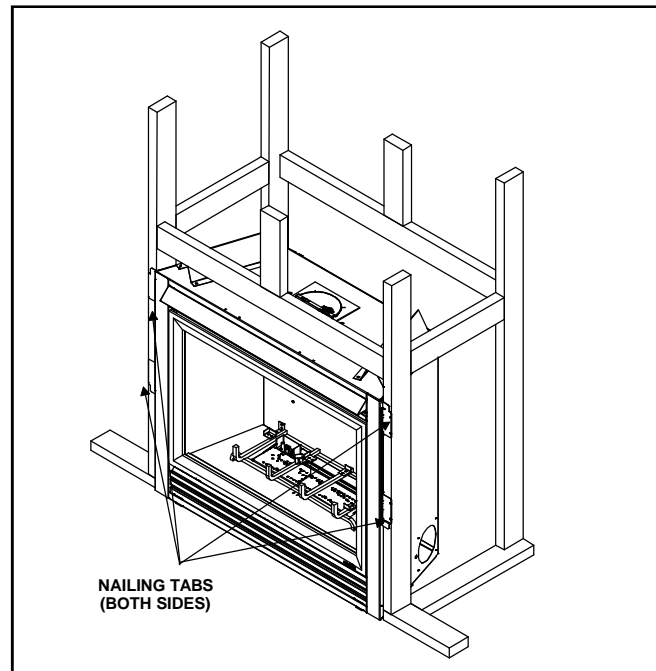


Figure 26. Proper Positioning, Leveling, and Securing of a Fireplace

## Step 5 The Gas Control Systems



**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.**

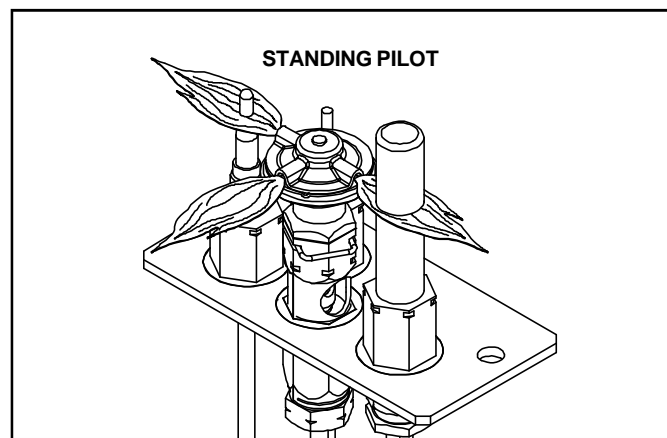


Figure 27. Gas Control System

## Step 6 The Gas Supply Line

**NOTE:** Have the gas supply line installed by a qualified service technician in accordance with all building regulations.

**NOTE:** Before the first firing of the stove, 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") hook-up at the unit.

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

To install the gas supply line:

- When attaching the pipe, support the control so that the lines are not bent or torn.
- After the gas line installation is complete, use a soap solution to carefully check all gas connections for leaks.



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

- At the gas line access hole, use insulation to repack the space around the gas pipe.
- Insert insulation from the outside of the fireplace and pack the insulation tightly to totally seal between the pipe and the outer casing.

The gas line should be installed by a qualified service technician.

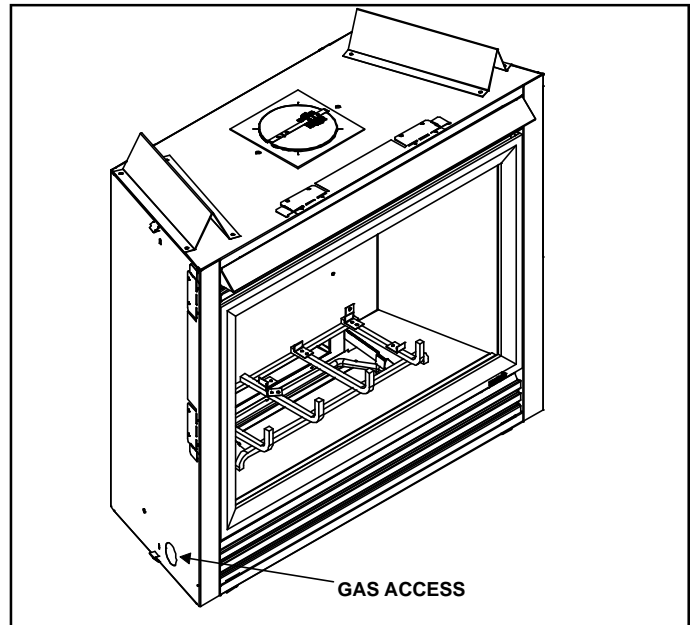


Figure 28



## Step 7 Gas Pressure Requirements

Pressure requirements for Heat-N-Glo gas fireplaces are shown in the table below.

	Natural Gas (G20)	Propane (G31)	Butane (G30)	Natural Gas (G25)
Inlet Pressure	20mbar	37 or 50mbar	30 or 50mbar	25mbar
Manifold Pressure	4-8.7mbar	15.7-25mbar	15.7-25mbar	4-8.7mbar
Gas Rate	.54 m <sup>3</sup> /h	.24 m <sup>3</sup> /h	.16 m <sup>3</sup> /h	.54 m <sup>3</sup> /h
Max.Input(NETCV)	5.1 kW	5.8 kW	5.1kW	4.8 kW
Burner Injector	DMS 44	DMS 54	DMS 56	DMS 44
Pilot Injector	51	30	30	51

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 stove.

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

## Step 8 Wiring the Fireplace

**NOTE: Electrical wiring must be installed by a competent electrician.**

### For Standing Pilot Ignition Wiring

#### Appliance Requirements

- This appliance **DOES NOT** require 230 VAC to operate.



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

#### Optional Accessories

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

#### Remote Wall Switch

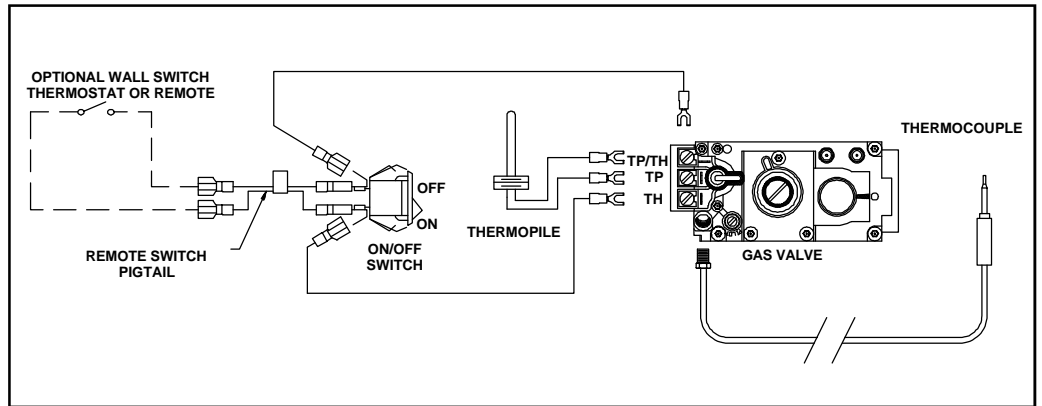
Position the remote wall switch in the desired position on a wall. Run a maximum of 7.8 m or less length of 1.02 mm diameter minimum wire and connect it to the stove ON/OFF switch pigtails.



**WARNING: DO NOT CONNECT 230 VAC TO THE REMOTE WALL SWITCH OR THE CONTROL 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.***



**Figure 29. Standing Pilot Ignition Wiring Diagram**

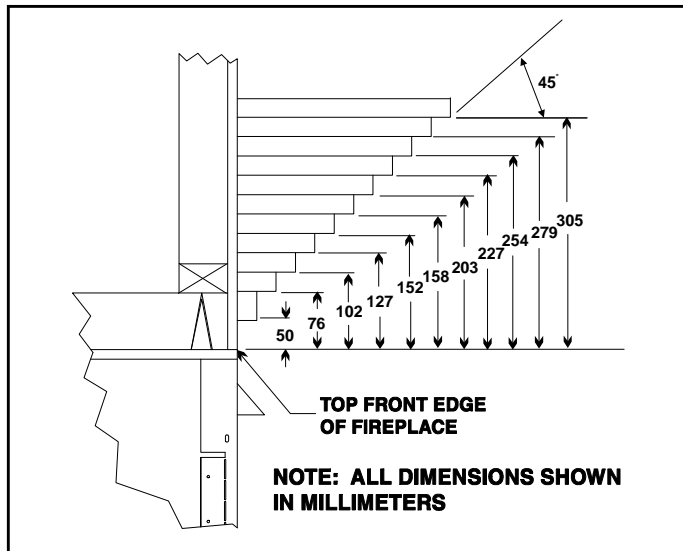


**WARNING: WHEN FINISHING THE STOVE, NEVER OBSTRUCT OR MODIFY THE AIR INLET/OUTLET GRILLES IN ANY MANNER.**

## Step 9 Finishing

Only non-combustible materials may be used to cover the black fireplace front.

The following diagram 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 2 and 3 for other fireplace clearances.



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



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

## 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 THE DIAGRAM SHOWN BELOW.**

1. Apply only non-combustible facing material to the fireplace surround.

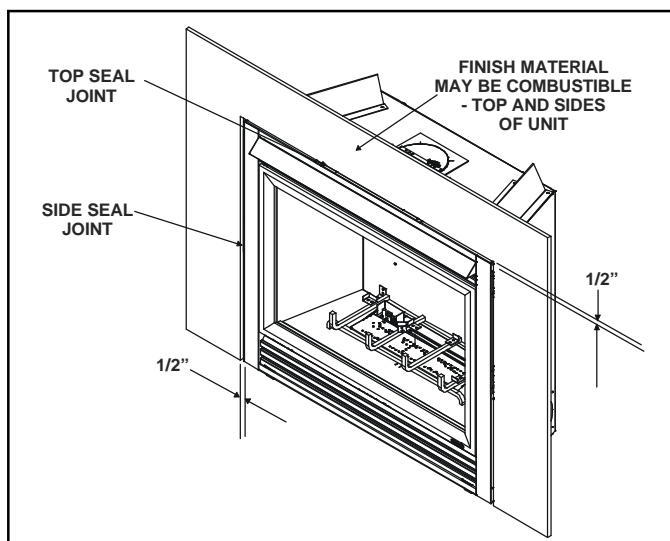


Figure 31. Sealant Material

## Step 10 Installing Trim, Logs, and 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 150° 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 the sheet rock 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 opened and the trim door removed.

### Removing Grate Shipping Support

- Remove the log pack and hood, if applicable.
- Bend top retaining tab of grate shipping support into vertical position (see Figure 32).
- Lift grate slightly upward with one hand so that the grate clears the support.
- Slide shipping support to side, remove and discard.
- Lower grate onto refractory.

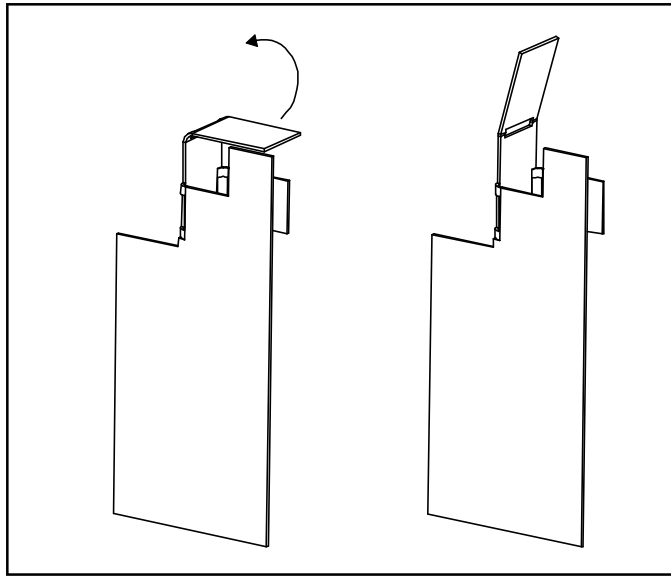


Figure 32

### Positioning the Logs

If the gas logs have been factory installed they should not need to be positioned.

If the logs have been packaged separately, refer to the installation instructions that accompany the logs. **Save the log instructions with this manual.**

If sooting occurs, the logs might need to be repositioned slightly to avoid excessive flame impingement.

## Placing the Ember Material

Ember material is shipped with this gas fireplace. The bag labeled Glowing Ember (050-721) is standard glowing ember material. To place the ember material:

- Remove latches and tension springs around the glass door.
- Remove the glass door from the unit (Figure 33).

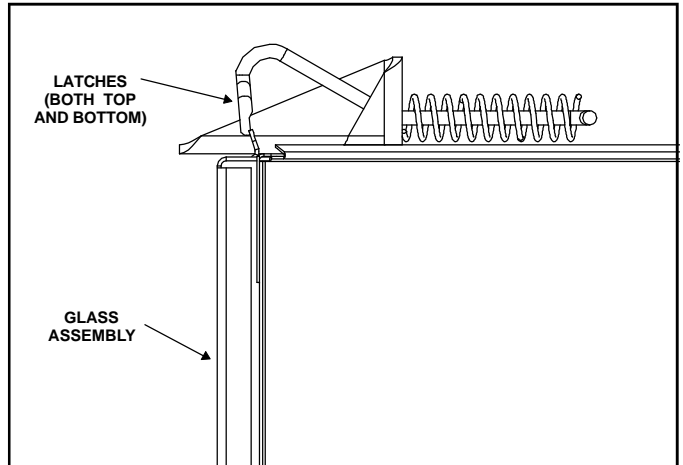


Figure 33. Glass Assembly

- Place small pieces of ember material on burner top (Figure 34). Do NOT press embers into burner ports. Cover the top of the burner with a single layer of ember material. Then sprinkle GE-93 on top of the burner. Do NOT place embers on the ports as noted in Figure 34.
- Save the remaining ember materials for use during fireplace servicing.
- Replace the glass door and a front trim door on the unit (see Replacement Parts Section of the manual.)
- Replace the latches and tension springs.

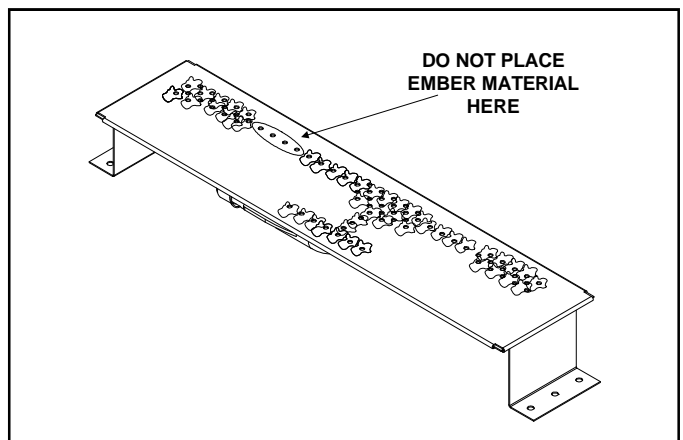


Figure 34. Placement of the Ember Material

## CAUTION

**IT IS STRONGLY RECOMMENDED THAT TRIM DOORS WITH OPTIONAL MESH SCREENS BE INSTALLED ON PROPANE MODELS.**

## Step 11 Before Lighting the Fireplace

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

### 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 that grate shipping support was removed (see page 37).

- Make sure that the grate is resting directly on the refractory.

### 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.

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.



**WARNING:**  
**PLEASE REFER TO THE USER'S  
MANUAL FOR ALL CAUTIONS, SAFETY,  
AND WARNING INFORMATION  
PERTAINING TO THE LIGHTING AND  
OPERATION OF THE FIREPLACE.**

## Step 12 Lighting the Fireplace

## After the Installation

**LEAVE THIS INSTALLATION MANUAL  
WITH THE APPLIANCE FOR FUTURE  
REFERENCE.**

# 4

## Maintaining and Servicing Your Fireplace

### Fireplace Maintenance

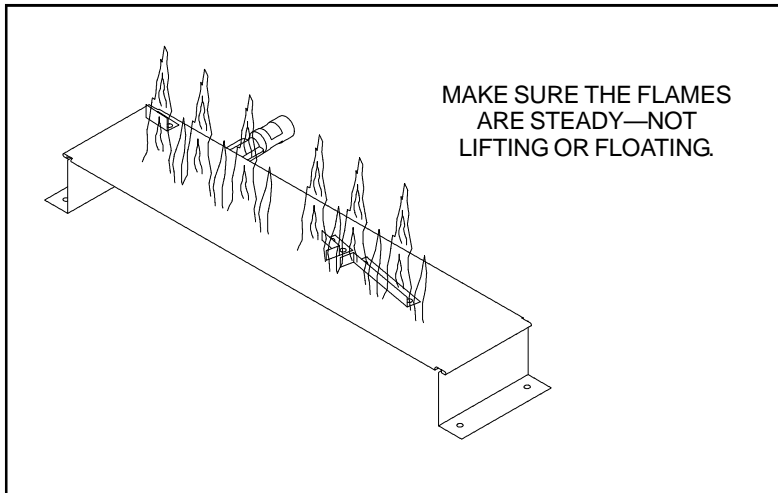
Although the frequency of your appliance servicing and maintenance will depend on use and the type of installation, you should have a qualified service technician perform an appliance check-up at the beginning of each heating season. See the table below for specific guidelines regarding each fireplace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

#### **IMPORTANT**

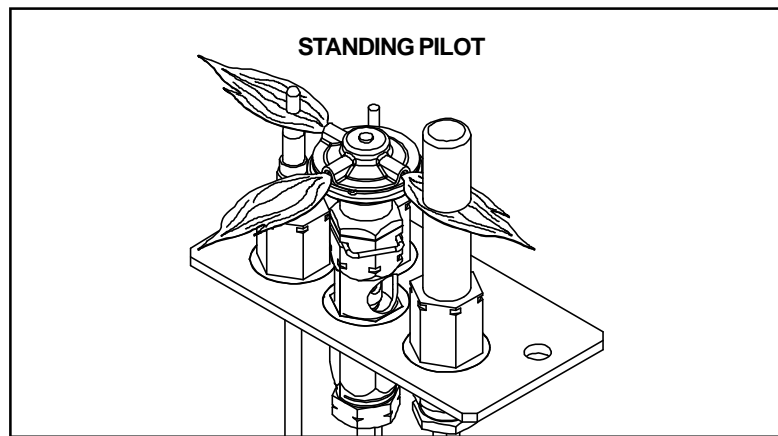
**TURN OFF THE GAS BEFORE SERVICING YOUR FIREPLACE.**

Type of Fireplace Maintenance	Frequency	By	Stove Maintenance Task To Be Completed
<b>Replacing Old Ember Material</b>	Once annually, during the annual check-up	Qualified Service Technician	Brush away loose ember material near the burner. Replace old ember material with new 10mm thin pieces Glowing Ember (050-721). New ember material should be placed on top of the burner. Save the remaining ember material and repeat this procedure at your next servicing. For more information, see <b>Placing Ember Material</b> in the <b>INSTALLERS GUIDE</b> .
<b>Cleaning Burner &amp; Controls</b>	Once annually	Qualified Service Technician	Brush or vacuum the control compartment, and burner areas surrounding the logs.
<b>Checking Flame Patterns, Flame Height</b>	Periodically	Qualified Service Technician/ Owner	Make a visual check of your stove's flame patterns. Make sure the flames are steady — not lifting or floating. See the picture in Figure 35. The thermopile/thermocouple tips should be covered with flame. See the picture in Figure 36.
<b>Checking Flue System</b>	Before initial use and at least annually thereafter, more frequently if possible	Qualified Service Technician/ Owner	Inspect the external terminal cap on a regular basis to ensure that no debris is interfering with the flow of air. Inspect entire flue system for proper function.
<b>Cleaning Glass Door</b>	As necessary	Qualified Service Technician	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. <b>NOTE: DO NOT handle or attempt to clean the door when it is hot and DO NOT use abrasive cleaners.</b>





**Figure 35. Burner Flame Patterns**



**Figure 36. Pilot Flame Patterns**

# 5

## Troubleshooting

With proper installation, operation, and maintenance your gas fireplace will provide years of trouble-free service. If you do experience a problem, this troubleshooting 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.

## Standing Pilot Troubleshooting

Symptom	Possible Cause	Corrective Action
1. After repeated triggering of the red or black piezo button, the spark ignitor will not light the pilot.	<ul style="list-style-type: none"> <li>a. Defective ignitor</li> <li>b. Defective pilot or misaligned electrode (spark at electrode)</li> <li>c. No gas or low gas pressure</li> <li>d. No LP in the tank</li> </ul>	<p>Check the spark at the electrode and pilot. If no spark and electrode wire is properly connected, replace the ignitor.</p> <p>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 3 mm to have a strong spark. If the gap is OK, replace the pilot.</p> <p>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.</p> <p>Check the LP (propane) tank. You may be out of fuel.</p>
2. The pilot will not stay lit after carefully following the lighting instructions.	<ul style="list-style-type: none"> <li>a. Defective thermocouple</li> <li>b. Defective valve</li> </ul>	<p>Check that the pilot flame impinges on the thermocouple. Clean and/or adjust the pilot for maximum flame impingement.</p> <p>Ensure that the thermocouple connection at the gas valve is fully inserted and tight (hand tighten plus 1/4 turn).</p> <p>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.</p> <p>If thermocouple is producing more than 15 millivolts, replace faulty valve.</p>
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.	<ul style="list-style-type: none"> <li>a. ON/OFF switch or wires defective</li> <li>b. Thermopile may not be generating sufficient millivoltage</li> </ul>	<p>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.</p> <p>If the pilot flame is not close enough physically to the thermopile, adjust the pilot flame.</p> <p>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.</p>

Symptom	Possible Cause	Corrective Action
3. (Continued)	<p>c. Defective valve</p> <p>d. Plugged burner orifice</p> <p>e. Wall switch or wires are defective</p>	<p>Check the thermopile with a millivolt meter. Take the reading at TH-TP&amp;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.</p> <p>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.</p> <p>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.</p> <p>Check the burner orifice for stoppage. Remove stoppage.</p> <p>Follow the corrective action in Symptom and Possible Cause 1. a. above. Check the switch and wiring. Replace where defective.</p>
4. Frequent pilot outage problem.	<p>a. Pilot flame may be too high or too low, or blowing (high), causing pilot safety to drop out</p>	<p>Clean and adjust the pilot flame for maximum flame impingement on thermocouple. Follow lighting instructions carefully.</p>

Symptom	Possible Cause	Corrective Action
5. The pilot and main burner extinguish while in operation.	<ul style="list-style-type: none"> <li>a. No LP in the tank</li> <li>b. Inner flue pipe leaking exhaust gases back into the system</li> <li>c. Horizontal flue improperly pitched</li> <li>d. Glass too loose and air tight packet leaks in corners after usage</li> <li>e. Bad thermopile or thermocouple</li> <li>f. Improper flue cap installation</li> </ul>	<p>Check the LP (propane) tank. Refill the fuel tank.</p> <p>Check for gas leaks.</p> <p>The horizontal flue cap should slope down only enough to prevent any water from entering the unit. The maximum downward slope is 6 mm.</p> <p>Tighten the corner.</p> <p>Replace if necessary.</p> <p>Check for proper installation and freedom from debris or blockage.</p>
6. Glass soots.	<ul style="list-style-type: none"> <li>a. Flame impingement</li> <li>b. Improper venturi setting</li> <li>c. Debris around venturi</li> </ul>	<p>Adjust the log set so that the flame does not excessively impinge on it.</p> <p>Adjust the air shutter at the base of the burner.</p> <p>Inspect the opening at the base of the burner. NO MATERIAL SHOULD BE PLACED IN THIS OPENING.</p>
7. Flame burns blue and lifts off burner.	<ul style="list-style-type: none"> <li>a. Insufficient oxygen being supplied</li> </ul>	<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>