Owner's Manual Care and Operation

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.

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.



This appliance may be installed as an OEM installation in manufactured home (USA only) or mobile home and must be installed in accordance with the manufacturer's instructions and the *Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280* in the United States, or the *Standard for Installation in Mobile Homes, CAN/CSA Z240 MH Series,* in Canada.

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

WARNING:

FIRE OR EXPLOSION HAZARD Failure to follow safety warnings exactly could result in serious injury, death, or property damage.

- **DO NOT** store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- · What to do if you smell gas
 - **DO NOT** try to light any appliance.
 - **DO NOT** touch any electrical switch. **DO NOT** use any phone in your building.
 - Leave the building immediately.
 - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
 - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency, or the gas supplier.



In the Commonwealth of Massachusetts installation must be performed by a licensed plumber or gas fitter. See appliance installation manual for additional Commonwealth of Massachusetts requirements.



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

	Local Dealer Information
DEALER: Fill in your name, address, phone and email information here and appliance information below.	Dealer Name:
Appliance Information: Brand:	Model Name:
Serial Number:	Date Installed:

Listing Label Information/Location

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

Type of Gas	Outdoor Lifestyles, a brand of Hearth & Home Technologies Dy kearth & Home Itechnologies Dy kearth & Home Itechnologies	
Gas and Electric	Not for use with solid fuel. (Ne doit pas entre utilise avec un combustible solide).	
Information	(red off pa's entitle fulling even the formulation example.) Type of Gas (Sorte De Gas: Inite USA or CANICGA B149 installation codes. (if staller "appareil selon les codes our eglements Inter USA or CANICGA B149 installation codes. (installer "appareil selon les codes our eglements locaux ou, en l'absence de tels reglements, selon les codes d'installation CANICGA-B149.) ANSI Z21XX-XXXX · CSA 2.XX-MXX	
	Minimum Permissible Gas Supply for Purposes of Input Adjustment. Approved Minimum (De Gaz) Acceptable 0.0 in w.c. (Po. Col. d'eau) Maximum Pressure (Pression) 0.0 in w.c. (Po. Col. d'eau)	
	Maximum Manifold Pressure (Pression) 0.0 in w.c. (Po. Col. d'eau) Minimum Manifold Pressure (Pression) 0.0 in w.c. (Po. Col. d'eau) Total Electrical Requirements: 000Vac, 00Hz., less than 00 Amperes MADE IN USA	Model Number
	IN CANADA ALTITUDE: 0-0000 FT. 0000-0000FT. (Model: MAX.INPUTBTUH: 00,000 00,000	Serial Number
	MIN.INPUT BTUH: 00,000 00,000 Serial ORIFICE SIZE: #XXXXXX #XXXXXX (Serie): XXXXXXXXX	

A Safety Alert Key:

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

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 \rightarrow = Contains updated information.

B. Limited Lifetime Warranty

Outdoor Lifestyles by Hearth & Home Technologies™ Warranty

Hearth & Home Technologies ("HHT") extends the following warranty for all Outdoor Lifestyles by HHT™ brand products ("Products") that are purchased from an HHT authorized dealer.

WARRANTY COVERAGE:

HHT warrants to the original owner of the Product at the site of installation, and to any transferee taking ownership of the Product at the site of installation within one year following the date of original purchase, that the Product 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. This warranty is subject to conditions, exclusions and limitations as described below.

WARRANTY PERIOD:

The warranty period runs for one year, beginning on the earlier of: (i) the date of invoice for the Product; (ii) in the case of new home construction, the date of first occupancy of the residence or six months after the date of sale of the Product by an HHT authorized dealer, whichever occurs first; or (iii) the date 24 months following the date of Product shipment from HHT, regardless of the invoice or occupancy date.

WARRANTY CONDITIONS:

- This warranty only covers Products 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 Product remains at the site of original installation.
- Contact your installing dealer for warranty service. If the installing dealer is unable to provide necessary parts, contact the nearest HHT authorized dealer or supplier. Additional service fees may apply if you are seeking warranty service from a dealer other than the dealer from whom you originally purchased the Product.
- Check with your dealer in advance for any costs to you when arranging a warranty call. Travel and shipping charges for parts are not covered by this warranty.

WARRANTY EXCLUSIONS:

This warranty does not cover the following:

- Changes in surface finishes as a result of normal use. As a heating appliance, some changes in color of interior and exterior surface finishes may occur; this is not a flaw and not covered under warranty.
- Damage to printed, plated, or enameled surfaces caused by fingerprints, accidents, misuse, scratches, melted items, or other external sources and residues left on 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, firebricks, grates, flame guides and the discoloration of glass.
- Minor expansion, contraction, or movement of certain parts causing noise. These conditions are normal and complaints related to this noise are not covered by this warranty.

B. Limited Lifetime Warranty (continued)

- Damages resulting from: (1) failure to install, operate, or maintain the Product in accordance with the installation instructions, operating instructions, and listing agent identification label furnished with the Product; (2) failure to install the Product in accordance with local building codes; (3) shipping or improper handling; (4) improper operation, abuse, misuse, continued operation with damaged, corroded or failed components, accident, or incorrectly performed repairs; (5) inadequate ventilation, negative pressure or environmental conditions, including, without limitation: hail, snow, ice, fallen branches, flooding, water damage and fading of color; (6) use of fuels other than those specified in the operating instructions; (7) installation or use of components not supplied with the Product or any other components not expressly authorized and approved by HHT; (8) modification of the Product not expressly authorized and approved by HHT in writing; and/or (9) interruptions or fluctuations of electrical power supply to the Product.
- Non-HHT venting components, hearth components or other accessories used in conjunction with the Product.
- Any part of a pre-existing fireplace system in which an insert or a decorative gas appliance is installed.
- The Product'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 the Product's location and configuration and environmental conditions.

This warranty is void if:

- The Product 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 and cracking or spalling of refractory or cementitious materials.
- The Product is subjected to prolonged periods of dampness, condensation, ice or snow.
- There is any damage to the Product or other components due to water or weather damage which is the result of, but not limited to, improper chimney or venting installation.

LIMITATIONS OF LIABILITY:

Repair or replacement in accordance with the provisions of this warranty will be the owner's exclusive remedy for and will constitute HHT's sole obligation under this warranty, under any other warranty (express or implied), or in contract, tort or otherwise; provided, however, that if HHT is unable to provide repair or replacement in an expedient and cost effective manner, HHT may discharge all such obligations by refunding the purchase price of the Product. No employee, agent, dealer, or other person is authorized to give any warranty on behalf of HHT. TO THE EXTENT ALLOWED BY LAW, HHT MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. HHT WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF DEFECTS IN OR USE OF THE PRODUCTS. Some states do not allow exclusions or limitation of incidental or consequential damages, so these limitations may not apply to you. This warranty gives you specific rights; you also may have other rights, which vary from state to state. The duration of any implied warranty is limited to the duration of the warranty period specified herein.

2 Product Specific Information

A. Appliance Certification

MODEL: ODMEZG-36 LABORATORY: CSA TYPE: Direct Vent Heater STANDARD: ANSI Z21.50-2014/CSA 2.22-2014

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

NOTICE: This installation must conform with local codes. In the absence of local codes you must comply with the National Fuel Gas Code, ANSI Z223.1-latest edition in the U.S.A. and the CAN/CGA B149 Installation Codes in Canada.

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

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





B. Glass Specifications

This appliance is equipped with ceramic glass that is used on the inside glass door frames attached to the firebox. Replace glass only with ceramic glass. The outdoor glass in the black frame screwed to the stainless steel frame is tempered glass. Replace only with tempered glass. Please contact your dealer for replacement glass.

C. BTU Specifications

Models (U.S. or Canada)		Maximum Input BTU/h	Minimum Input BTU/h	Orifice Size (DMS)
ODMEZG-36 (NG)	(0-4500 FT)	34,000	27,500	#44
ODMEZG-36 (Propane)	(0-4500 FT)	34,000	27,500	#1.28mm

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.

A. Appliance Safety

WARNING! DO NOT operate fireplace before reading and understanding operating instructions. Failure to operate fireplace according to operating instructions could cause fire or injury.



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

High temperatures may ignite clothing or other flammable materials.

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

A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and shall be installed for the protection of children and other at-risk individuals. DO NOT operate the appliance with the barrier removed. If the barrier becomes damaged, the barrier shall be replaced with the manufacturer's barrier for this appliance.

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

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

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

- A physical barrier is recommended if there are at risk individuals in the house.
- To restrict access to a fireplace or stove, install an adjustable safety gate to keep toddlers, young children and other at risk individuals out of the room and away from hot surfaces.
- Install a switch lock or a wall/remote control with child protection lockout feature.

- · Keep remote controls out of reach of children.
- Never leave children alone near a hot fireplace, whether operating or cooling down.
- Teach children to NEVER touch the fireplace.
- Consider not using the fireplace when children will be present.

Contact your dealer for more information, or visit: <u>www.</u> <u>hpba.org/safety-information</u>.

To prevent unintended operation when not using your fireplace for an extended period of time (summer months, vacations, trips, etc):

- Remove batteries from remote controls.
- Turn off wall controls.
- Unplug 6 volt adapter plug.

Clear Space

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

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



Figure 3.1 Clear Space

Over Firing

The appliance is considered to be over firing if the flames are contacting the top of the firebox. Call a qualified service technician to service the appliance.

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.

WARNING! Risk of Fire! Comply with all minimum clearances to combustibles as specified in the installation instructions.



- be validated at the time of each installation. TVs should not be used in situations where the actual TV temperatures identified in the TV's technical specifications. Contact the TV's manufacturer directly if you cannot locate this information or have questions regarding the information.
- 3. Mantel height and depth must conform to mantle requirements specified in the fireplace installation manual.
- 4. "C" dimension taken from the top of the hood or fireplace opening.
- 5. Suggestions on how to further reduce TV temperatures:
 - a. Increase "A" dimension.
 - b. Increase "C" dimension, however, increasing "B" dimension beyond maximum recommended typically results in higher temperatures.

E. Before Lighting Appliance

Before operating this fireplace for the first time, **have a qualified service technician**:

- Verify all shipping materials have been removed from inside and/or underneath the firebox.
- Review proper placement of ember material.
- · Check the air shutter adjustment.
- · Ensure that there are no gas leaks.
- Ensure that the glass is sealed and in the proper position and that the integral safetybarrier is in place.

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

F. Lighting Instructions (IPI)



G. Appliance Break-In

Initial Break-in Procedure

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

This cures the materials used to manufacture the fire-place.

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

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

H. Heat Management

Burn Rate

The MEZZANINE model has a variable burn rate which is controlled by the remote control. Therefore the flame height is adjustable.

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

I. Operation During A Power Outage

The IntelliFire[™] Touch intermittent pilot ignition system comes with a battery backup system that enables the system to operate in a power outage. The system offers seamless transition from household AC power to battery backup. A factory-installed battery pack is located in the control cavity of the appliance. See Figure 3.4. Battery longevity and performance will be affected by long term exposure to the service temperatures of this appliance.

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

To Operate Fireplace Using Battery Power (DC):

- 1. Access the control cavity of the appliance. See Figure 3.5 for location. Lift the barrier screen off of the appliance.
- Locate the battery tray and insert four AA cell batteries. See Figure 3.5. Battery polarity must be correct or module damage will occur. A complete wiring diagram is included in the Electrical section of the appliance Installation Manual.
- 3. Turn the appliance on according to the instructions below for the appropriate type of control:
- Standard Wall Switch or Factory-Installed ON/OFF Switch:

• Toggle the switch as you would under normal circumstances.

Wireless Remote:

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

Ignition Module:

- · Locate the ignition module in the control cavity.
- Slide the ON/REMOTE/OFF switch to the ON position.

NOTICE: Some functionality will be lost when using battery backup including remote control, lights, or any other auxiliary functions that require household 110-120 VAC power.

To Return to Operation Using Electrical (AC) Power

CAUTION! Risk of Overheating! Component heat shield MUST be installed before operating appliance. Electrical components will be damaged.

Standard Wall Switch or Factory-Installed ON/OFF Switch:

- Toggle the switch to OFF.
- Remove the batteries from the battery tray.

Wireless Remote:

- Slide the ON/REMOTE/OFF switch to the REMOTE position.
- Remove the batteries from the battery tray.

Ignition Module:

- Slide the ON/REMOTE/OFF switch to the REMOTE position.
- · Remove the batteries from the battery tray.



3.4 Control Cavity Location (Cut away front view only for location purpose, no direct access from front)





I. Detailed Component Operating Instructions - Intellifire™ Touch

 The Electronic Control Module (IFT-ECM) has a three-position ON/OFF/REMOTE selector switch that must be set for proper operation. See Figure 3.6. When changing switch positions, it is important to pause in each position for 1-2 seconds.

OFF Position:

The appliance will not respond to any commands from a wired wall switch, IFT-RC150 or IFT-RC400 remote controls. The unit should be in the OFF position during installation, service, backup battery installation, fuel conversion and to reset the IFT-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 HI flame setting. No adjustment in flame height is possible.

Remote Position:

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

2. If multiple control options are installed, the IFT-ECM will respond to the last command from the wired wall switch, IFT-RC400 or IFT-RC150. The wired wall switch is NOT available if a Power Vent is used.

- 3. The Pilot button on the IFT-ECM activates the Cold Climate function of the fireplace. This function lights the pilot flame ONLY to provide enough heat in the firebox to reduce condensation in cool, high humidity ambient conditions. To activate the Cold Climate press and hold the Pilot button for one second and release. The IFT-ECM will flash two green LED blinks, beep twice and light and rectify the pilot flame when pressed to activate. To turn off Cold Climate, press and hold the Pilot button for one second and release. The IFT-ECM will flash one green LED blink, beep once and shut down the pilot flame. If remote controls are paired with the IFT-ECM, this feature can also be activated with the IFT-RC400 and/or IFT-RC150.
- 4. An IFT-ECM reset is required if the module is in a lock-out condition. When this occurs, the appliance is shut down and the IFT-ECM status indicator LED will be blinking a RED/GREEN error code along with a one-time audible double- beep. If the IFT-ECM is in a lock-out condition, refer to the troubleshooting chart to interpret the error code and take corrective action as required. To reset the IFT-ECM after a lock-out error:



Figure 3.6 IFT-ECM

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.

- Be aware the appliance may be HOT, use care in accessing the IFT-ECM.
- Set the IFT-ECM 3-position selector switch to OFF position.
- Wait five (5) minutes to allow possible accumulated gas to clear.
- Set the IFT-ECM 3-position selector switch to ON or IFT-REM position. Module will beep once and flash a three GREEN LED code on successful startup.
- If placed in ON position, the appliance will ignite normally if the error condition was corrected.
- If placed in IFT-REM position, use the paired IFT-RC400, IFT-RC150 or wired wall switch to start the appliance; appliance will ignite normally if the error condition was corrected.
- If the IFT-ECM re-enters the lock-out condition after these steps, call your dealer for service.

5. Module Reset

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

- Check battery tray. Remove batteries if installed. Batteries should only be installed for use during power outages. See Section H.
- Locate the module selector switch. (See Figure 3.6).
- Set the module selector switch to the OFF position.
- Wait five (5) minutes to allow possible accumulated gas to clear.
- Set the module selector switch to ON or REMOTE position.
- Start the appliance.

WARNING! Risk of Explosion! DO NOT press the module reset switch more than one time within a five minute time period. Gas could accumulate in firebox. Call a qualified service technician.

Nine Hour Safety Shutdown Feature

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

Appliance ON/OFF

Use the IntelliFire[™] Touch Remote Control to control the ON/OFF function of the appliance. Follow instructions included with the installed control. If desired, a wall switch may be installed to control the ON/OFF function of the appliance.

Halogen Lights Lighting

Once the bulbs are installed and the remote married to the unit, they system will automatically detect the lights. To turn on or off, select the light function on the remote and adjust between High, Medium, Low and Off cycles.



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, trouble-shooting and service for your appliance. Visit www.majesticproducts.com to locate a dealer. We recommend annual service by a gualified service technician.

A. Maintenance: Frequency and Tasks

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

Task	Frequency	To be completed by	
Glass Cleaning (Interior)	Seasonally		
Surrounds	Annually	Homeowner	
Remote Control	Seasonally		
Venting	Seasonally		
Gasket Seal and Glass Inspection	Annually		
Log Inspection	Annually]	
Firebox Inspection	Annually	Qualified Service	
Control Compartment & Firebox Top	Annually		
Burner Ignition & Operation	Annually		
Light Bulbs	As Needed		
Exterior Glass Cleaning (Removal)	Annually		

B. Maintenance Tasks: Homeowner

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

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

More frequent cleaning may be required due to lint from carpeting or other factors. Control compartment, burner and circulating air passageway of the fireplace must be kept clean. **CAUTION!** Risk of Burns! The fireplace should be turned off and cooled before servicing.

Glass Cleaning (Interior)

Frequency: Seasonally

By: Homeowner

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

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

- Avoid striking, scratching or slamming glass
- Avoid abrasive cleaners
- DO NOT clean glass while it is hot
- Replace as a complete assembly.
- Prepare a work area large enough to accommodate fixed glass assembly and door frame by placing a drop cloth on a flat, stable surface.
- Opposite side glass panel can be wiped down by reaching through the unit, or can be cleaned by Qualified Service Technician when the OD glass is removed.

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

Removing Fixed Glass Assembly

- 1. Remove the Screen Barrier by lifting screen up and out.
- 2. Rotate the three (3) cam levers in the lower access area 90° clockwise. See Figure 4.2.
- 3. Tilt glass away fromt unit. Lift glass frame up and away from unit. See Figure 4.3.



Figure 4.1 Glass and Screen Removal



Figure 4.2 Cam Levers



Figure 4.3 Lift Glass

Cleaning Fixed Glass Assembly

- 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)

Replacing Fixed Glass Assembly

- 1. Align tabs on top of firebox with slots in the top of the glass frame.
- 2. Tilt frame away from unit and pull down onto tabs until glass frame is fully seated against the firebox top.
- 3. Push glass frame back towards the firebox.
- 4. Use provided handle turn cams over glass frame lip and tighten glass frame against firebox.
- 5. Replace barrier screen by pushing the tabs on the barrier screen into the slots on the face of the unit and pushing the screen barrier down into the teeth of the barrier screen.

Note: Keep an eye on glass frame and make sure that the cams don't push the glass frame up off the tabs at the top.

Surrounds

Frequency: Annually

By: Homeowner

Tools needed: Protective gloves, stable work surface

- · Assess condition of screen and replace as necessary.
- Inspect for scratches, dents or other damage and repair as necessary.
- Check that louvers are not blocked.
- · Vacuum and dust surfaces.

Remote Control

Frequency: Seasonally

By: Homeowner

Tools needed: Replacement batteries and remote control instructions.

- · Locate remote control transmitter and receiver.
- Verify operation of remote. Refer to remote control operation instructions for proper calibration and setup procedure.
- Replace batteries as needed in remote transmitters and battery-powered receivers.
- Place remote control out of reach of children.

If not using your fireplace for an extended period of time (summer months, vacations/trips, etc), to prevent unintended operation:

- Remove batteries from remote controls.
- Unplug 6 volt adapter plug on IPI models.

Venting

Frequency: Seasonally

By: Homeowner

Tools needed: Protective gloves and safety glasses.

- Inspect venting and termination cap for blockage or obstruction such plants, bird nests, leaves, snow, debris, etc.
- Verify termination cap clearance to subsequent construction (building additions, decks, fences, or sheds).
- Inspect for corrosion or separation.
- Verify weather stripping, sealing and flashing remains intact.
- Inspect draft shield to verify it is not damaged or missing.

C. Maintenance Tasks: Qualified Service Technician

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

Gasket Seal and Glass Assembly Inspection

Frequency: Annually

By: Qualified Service Technician

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

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

Firebox

Frequency: Annually

By: Qualified Service Technician

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

- Inspect for paint condition, warped surfaces, corrosion or perforation. Sand and repaint as necessary.
- Replace fireplace if firebox has been perforated.

Control Compartment and Firebox Top

Frequency: Annually

By: Qualified Service Technician

Tools needed: Protective gloves, vacuum cleaner, dust cloths

- Vacuum and wipe out dust, cobwebs, debris or pet hair. Use caution when cleaning these areas. Screw tips that have penetrated the sheet metal are sharp and should be avoided.
- Remove all foreign objects.
- Verify unobstructed air circulation.

Light Bulbs

- 1. Remove 2 inside screws along front lip of hearth plate.
- 2. Remove 6 scews along the edge of the burner.
- 3. Lift out hearth plate.
- 4. Repeat steps for opposite side.
- 5. Install 6 halogen bulbs per side. Do not touch light bulbs directly with fingers.
- 6. Replace hearth plates, install 2 screws along front edge to hold hearth plate.
- 7. Reinstall 6 screws along edge of burner. Overtightening may cause distortion of screen. See Figure 4.5.

Exterior Glass Cleaning (Removal)

- 1. Remove strip from above outer cover by pulling straight away from unit. Trim strip is very tight and may require a small flat head screw driver to pry away from unit.
- 2. Remove the outer cover with screen barrier by lifting up and pulling away from unit.
- 3. With the outer cover removed you can access the screws used to mount the outer glass frame to the unit. Loosen the 2 screws in the center at the bottom, then remove the 4 screws across the top of the glass frame, 1 on each side and the 2 outer most screws on the bottom. This should allow for the glass to be tilted away from the fireplace and removed for cleaning.
- 4. Just for cleaning purposes at this point the exterior of the second piece of glass is accessible to clean. If the inner

piece of the glass is damaged and needs to be removed there are 6 stainless screws holding the inner frame in. 3 across the top and 3 across the bottom. Remove them to pull the inner frame away from the unit to access the inner glass frame for removal. See Figure 4.6.

5. To reassemble repeat steps in reverse order. Once back to the trim strip, a small mallet may need to be used to tap one corner in then press back into place by hand.

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.
- · Inspect for lifting or other flame problems.
- Verify air shutter setting is correct. See Installation Manual for required air shutter setting. Verify air shutter is clear of dust and debris.
- Inspect orifice for soot, dirt and corrosion. Verify orifice size is correct. See Service Parts List for proper orifice sizing.
- Verify manifold and inlet pressures. Adjust regulator as required.
- Inspect pilot flame pattern and strength. See Figure 4.7 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 IPI millivolt output. Replace as necessary.
- · Verify that there is not a short in flame sense circuit



Figure 4.5 Replace Light Bulbs

by checking continuity between pilot hood and flame sensing rod. Replace pilot as necessary.



Figure 4.6 Exterior Glass Cleaning



Figure 4.7 IPI Pilot Flame Patterns



A. Frequently Asked Questions

ISSUE	SOLUTIONS
Condensation on the glass	This is a result of gas combustion and temperature variations. As the fireplace warms, this conden- sation will disappear.
Blue flames	This is a result of normal operation and the flames will begin to yellow as the fireplace is allowed to burn for 20 to 40 minutes.
Odor from fireplace	When first operated, this fireplace may release an odor for the first several hours. This is caused by the curing of materials from manufacturing. Odor may also be released from finishing materials and adhesives used near the fireplace. These circumstances may require additional curing related to the installation environment.
Film on the glass	This is a normal result of the curing process of the paint. Glass should be cleaned within 3 to 4 hours of initial burning. A non-abrasive cleaner such as gas appliance glass cleaner may be necessary. See your dealer.
Metallic noise	Noise is caused by metal expanding and contracting as it heats up and cools down, similar to the sound produced by a furnace or heating duct. This noise does not affect the operation or longevity of the fireplace.
Rock noise	There may be some "cracking" noise coming from the fireplace during the first few heating and cooling cycles. This noise is associated with settling rock and some minor cracking of larger pieces of rock. This will lessen over time as the glass rock is conditioned to the heating and cooling temperature changes.
Rocks falling through basepan	It is expected that a few small pieces of rock may fall through the basepan and come to rest on the fireplace bottom. This has no affect on fireplace performance.
Wall above appliance feels hot to the touch.	The appliance requires the use of noncombustible material 6 inches above the fireplace.

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

B. Frequently Asked Questions - IntelliFire™ Touch Controls (IFT-RC400)

Symptom	Possible Cause	Corrective Action
The appliance does not respond to commands from the IFT-RC400	Batteries are depleted.	Verify Batteries are new.
 display does not light up when screen is touched. 	Batteries are incorrectly oriented.	Verify batteries are installed in correct orientation as shown on batteries receptacle.
The display on IFT-RC400 lights up when screen is touched but it does not respond to commands.	Child Lock is ON.	Check child lock icon located at the top of the RC400 display. If ON, it will show as a 'locked' symbol. To unlock, remove battery compartment door, locate child lock switch and move to 'un- lock' position. Verify child lock icon on screen is now displayed in 'unlock' posiiton.
IFT-RC400 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 IFT-RC400.
IFT-RC400 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.
	IFT-RC400 is placed at a very short distance or too far away from the appliance.	Try to keep the IFT-RC400 close to the appliance but not di- rectly in front of it. The remote acts as the thermostat.
The room temperature displayed	IFT-RC400 is placed in the path of an air draft or vent.	Move the IFT-RC400 away from the direct path of air flow. The remote acts as the thermostat.
on the IFT-RC400 is either slow or quick to respond while operating in thermostat mode.	Flame Modulation	The IFT system is designed to automatically adjust the flame intensity based on the difference between the desired room temperature, and actual temperature. In thermostat mode, the hearth appliance will start in HI flame, but as the actual temperature approaches the desired set temperature on the remote, the flame intensity will automatically decrease. Auto- matic flame modulation will result in more control of the tem- perature, but will cause the appliance to cycle OFF/ON less.
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 unin- terrupted operation.
IFT-RC400 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.
IFT-RC400 displays the following message on-screen: "Replace remote batteries."	Low batteries in IFT-RC400.	Install new batteries in the IFT-RC400.
IFT-RC400 is displaying an incorrect brand.	IFT-RC400 was programmed incorrectly.	Call dealer to have them program the IFT-RC400 with correct branding. IFT-RC400 is still fully functional and the appliance is unaffected.
After turning flame ON using IFT- RC400, the flame does not turn ON immediately and instead a two minute timer is displayed.	Power vent is installed on the appliance.	This is expected behavior and the two minute timer is called a pre-purge timer. The flame will turn ON at the expiration of the timer.
IFT-RC400 displays the following message on-screen:	No power to appliance.	Verify home circuit breaker is on and master reset is on (if equipped).
"Remote Control Communication Error."	Power outage.	Install new batteries in battery backup.

C. Troubleshooting

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

IntelliFire[™] Touch

Error Codes:

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

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

Troubleshooting:

Symptom	Possible Cause	Corrective Action
Pilot won't light, module clicks but no spark 60 sec, 3 Red/1 Green Lock out.	Incorrect wiring.	Verify 'S' (White) sense wire and 'I' (orange) ignitor wire are connected to correct terminals on IFT-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 dam- aged. Verify wires are not grounding out to chassis, pilot burn- er, 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 won't light, there is no noise or spark.	No AC power, AC/DC adaptor faulty, backup batteries (if being used) depleted, IFT- ECM slider switch in OFF position.	Verify IFT-ECM slider switch is in ON or IFT-REM position. Verify AC power available to junction box. Verify AC/DC adap- tor is plugged into junction box and ECM. Verify AC/DC adaptor output voltage is between 5.7-6.3 Vdc. If battery pack is used, check battery pack voltage is >4.2 V (if not, replace batteries).
	Shorted or loose connection in system wiring or wiring harness.	Verify system wiring configuration. Remove and reinstall wir- ing harness that plugs into module. Check contnuity of wires in valve wiring harness. Replace any damaged components.
	Poor or no system ground.	Verify black gound wire in valve harness is connected to metal chassis of fireplace.
Pilot won't 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 so- lenoid 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.
Pilot won't light, there is no noise or spark, 2 Red/2 Green Lockout.	Spark coil failure.	Replace ECM.

Intellifire™ Touch - (continued)

Symptom	Possible Cause	Corrective Action
Pilot sparks for 60 sec, but will not light, 3 Red/1 Green Lockout.	No gas supply.	Verify incoming gas line ball valve is 'Open'. Verify inlet pres- sure is within requirement for gas type used. Contact gas sup- plier.
	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 igni- tion cycle. Kick V should be >1 V, hold V minimum 0.26 V. If voltages are OK, replace gas valve.
Pliot lights but main burner does not light. Pilot continues to spark for 60 sec 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 IFT-ECM. Check resistance of sense lead between sense rod tip and connector to IFT-ECM, should be less than 1 ohm - if not, replace pilot assembly. Check system ground, ensure black valve harness wire is securely attached to metal chassis. Check wiring for damage. With system OFF, check resistance between tip of sense rod and pilot hood, should be resistance (>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.
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.
Pilot and main do not light, ECM goes into 5 Red/1 Green Lockout.	Power Vent (PV) Failure.	Power Vent blower defective - check wiring to IFT-ACM, check if blower is working. Check if PV pressure switch is connected to brown and black wire in 6-pin valve wire harness. Check if pressure switch is closed (shorted) when PV blower is running. Refer to PV troubleshooting instructions.
Appliance lights and runs for a few minutes then shuts down and/or appliance cycle ON and OFF with less than 60 sec of ON time.	Shorted or loose connection in flame detection circuit.	Check if white sense lead is securely connected to 'S' terminal of IFT-ECM. Check resistance of sense lead between sense rod tip and connector to IFT-ECM, should be less than 1 ohm - if not, replace pilot assembly. Check system ground, ensure black valve harness wire is securely attached to metal chassis. Check wiring for damage. With system OFF, check resistance between tip of sense rod and pilot hood, should be resistance (>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 re- sistance between tip of sense rod and IFT-ECM connector, should be less than 1 ohm. Replace pilot assembly if damage is detected.



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 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.



Outdoor Lifestyles, a brand of Hearth & Home Technologies 7571 215th Street West, Lakeville, MN 55044 www.Outdoor Lifestylesproducts.com

Please contact your Outdoor Lifestyles dealer with any questions or concerns. For the location of your nearest Outdoor Lifestyles dealer, please visit www.OutdoorLifestylesproducts.com

- NOTES -



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

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