



No one builds a better fire

INSTALLATION AND OPERATION INSTRUCTIONS



MODEL: GRL-850-AU, GRL-850LP-AU

AUSTRALIAN GAS ASSOCIATION APPROVED AS 4558

Approval Number 7671

**THIS MANUAL MUST BE USED FOR INSTALLATION AND RETAINED
BY HOMEOWNER FOR OPERATION AND MAINTENANCE.**

HEAT & GLO, a brand of Hearth & Home Technologies Inc.
7571 215th Street West, Lakeville, MN 55044, U.S.A. • (952) 985-6000



No one builds a better fire

INSTALLATION AND OPERATION INSTRUCTIONS

PLEASE READ THIS MANUAL BEFORE INSTALLING
AND USING THIS APPLIANCE.

**MODEL GRL-850-AU IS AUSTRALIAN
GAS ASSOCIATION APPROVED FOR
NATURAL GAS OR PROPANE AS A
DECORATIVE GAS LOG.**

Refer to the appliance data plates for gas consumptions and pressures.

Installation of this appliance should only be carried out by an authorized person in accordance with the manufacturer's instructions. All relevant codes and regulations laid down by the gas piping authorities, municipal building regulations, electrical wiring regulations and the requirements of the AGA Gas Installation Code must be observed.

This appliance and its components are tested and safe when installed in accordance with this Installation Manual. Report to your dealer any parts damaged in shipment. Read all instructions before starting installation and follow these instructions carefully during installation to ensure maximum benefit and safety. Failure to follow them will void your warranty and may present a fire hazard.

The Heat & Glo, a brand of Hearth & Home Technologies Inc. warranty will be voided by, and Heat & Glo, a brand of Hearth & Home Technologies Inc. disclaims any responsibility for the following actions:

- Installation of any damaged heater.
- Modification of the heater installation other than as instructed by Heat & Glo, a brand of Hearth & Home Technologies Inc.
- Improper positioning of the gas logs.
- Installation and/or use of any component part not manufactured or approved by Heat & Glo, a brand of Hearth & Home Technologies Inc., notwithstanding any independent testing laboratory or other party approval of such component part or accessory.

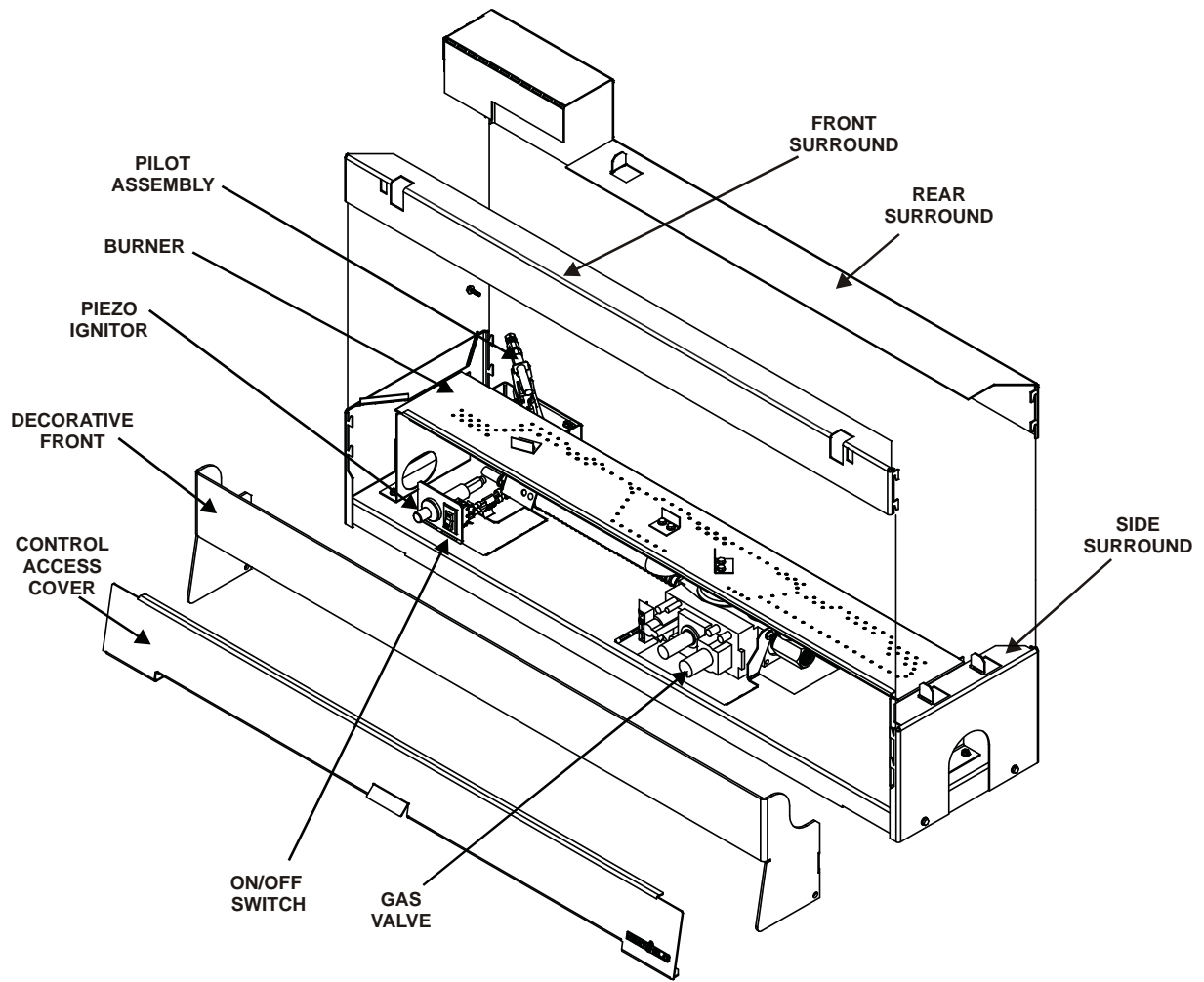
IMPORTANT: Read all instructions carefully before starting installation. Failure to follow these installation instructions may result in a possible fire hazard and will void the warranty. Save this Manual for future reference.

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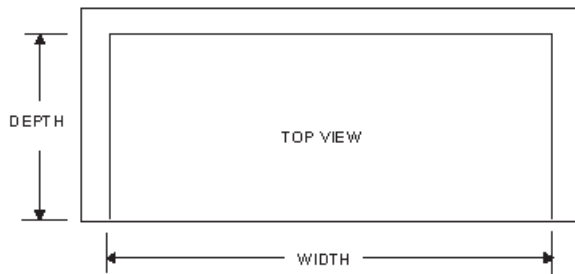
Table of Contents

1.0	INTRODUCTION.....	5
2.0	ASSEMBLY	5
	GAS LINE CONNECTION.....	6
	LOG PLACEMENT	7
3.0	OPERATING GUIDELINES AND MAINTENANCE INSTRUCTIONS	10
	SAFETY INFORMATION	11
	LIGHTING INSTRUCTIONS	12
4.0	REPLACEMENT PARTS:	13
	WARRANTY POLICY.....	15

➔ = Contains updated information.



TOP VIEW - FIREPLACE AREA



FIREPLACE OPENING

	<u>Minimum</u>	<u>Maximum</u>
WIDTH:	850mm	1050mm
DEPTH:	300mm	460mm
HEIGHT:	425mm	540mm

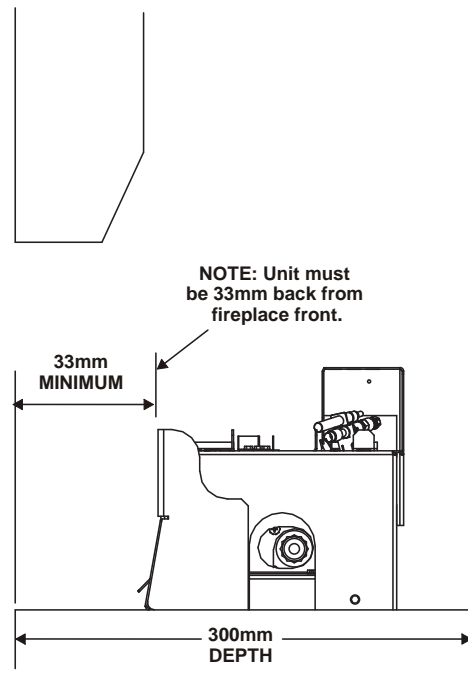




FIGURE 1


1.0 INTRODUCTION

Model GRL-850-AU Gas Log Sets are Decorative Gas Appliances for Installation in a Solid-Fuel Burning Fireplace. Minimum fireplace size for GRL-850-AU: height 425mm, width 850mm, depth 300mm.

This log set is to be installed only in a solid-fuel burning fireplace with a working flue and one constructed of noncombustible material or into an approved Jetmaster gas firebox. The minimum permanent vent opening provided by the fireplace chimney damper to vent the flue products must not be less than 40,000mm². The chimney damper **MUST** be fixed in a fully opened position and the fireplace must have a proper draft.

 **WARNING: OPEN THE CHIMNEY DAMPER TO ITS FULLY OPEN POSITION WHEN BURNING THIS GAS LOG SET.**

 **WARNING: LOGS MUST NEVER BE BURNED WITHOUT THE FLUE DAMPER IN THE FULL OPEN POSITION. FAILURE TO DO SO IS DANGEROUS TO YOUR HEALTH AND VOIDS ALL WARRANTIES.**

 **WARNING: ALL GAS APPLIANCES PRODUCE SOME CARBON MONOXIDE WHEN OPERATED. CARBON MONOXIDE IS A COLORLESS, ODORLESS, POISONOUS GAS. ADEQUATE PROVISIONS MUST BE MADE TO PROVIDE COMBUSTION AIR FOR THIS GAS LOG SET. IF OUTSIDE AIR IS NOT INCLUDED IN THE FIREPLACE, IT MAY BE NECESSARY THAT AN ADDITIONAL COMBUSTION AIR SOURCE BE PROVIDED.**

 **WARNING: LOGS OTHER THAN THOSE SUPPLIED WITH THIS UNIT MUST NOT BE USED.**

CAUTION: To minimize the possibility of spillage and to maximize proper draft, position the log set as close to the back of the fireplace as possible.


The installation, including provisions for combustion and ventilation air, must conform with the AGA Gas Installation Code.

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 underwater.

CAUTION: DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.

CAUTION: DO NOT USE OR STORE FLAMMABLE MATERIALS NEAR THIS APPLIANCE.

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

 **WARNING: THIS UNIT IS NOT FOR USE WITH SOLID FUEL. SOLID FUELS SHALL NOT BE BURNED IN A FIREPLACE WHERE A DECORATIVE APPLIANCE IS INSTALLED.**

TO REDUCE THE RISK OF FIRE OR INJURY FROM BURNS AND FOR THE PROTECTION OF YOUNG CHILDREN OR THE INFIRM, A SECONDARY GUARD IS RECOMMENDED.

2.0 ASSEMBLY

CAUTION: WHEN INSTALLING THIS LOG SET IN A FACTORY BUILT FIREPLACE, BE CERTAIN TO CONSULT THE FIREPLACE INSTALLATION MANUAL. ALL KNOCKOUTS IN THE FIREPLACE THROUGH WHICH THE GAS SUPPLY LINE IS RUN MUST BE RESEALED WITH INSULATION AFTER THE GAS LINE IS IN PLACE.

Model GRL-850-AU contains complete gas-burner, decorative front, and log components needed. Use caution when handling logs to avoid damage. Position gas-burner assembly to the rear of the fireplace. Once fully assembled slide access door into place.

- D. Your appliance control system is a millivolt type. It consists of a pilot burner, a gas control valve/regulator, a thermopile, a piezo ignitor, and an ON/OFF rocker switch. For control system wiring diagram see Figure 2.

H. Once the gas-burner is test fired and gas supply lines are purged, assembly of the grate and logs is required.

NOTE: Appliances incorporating a live fuel effect may exhibit slight carbon deposits.

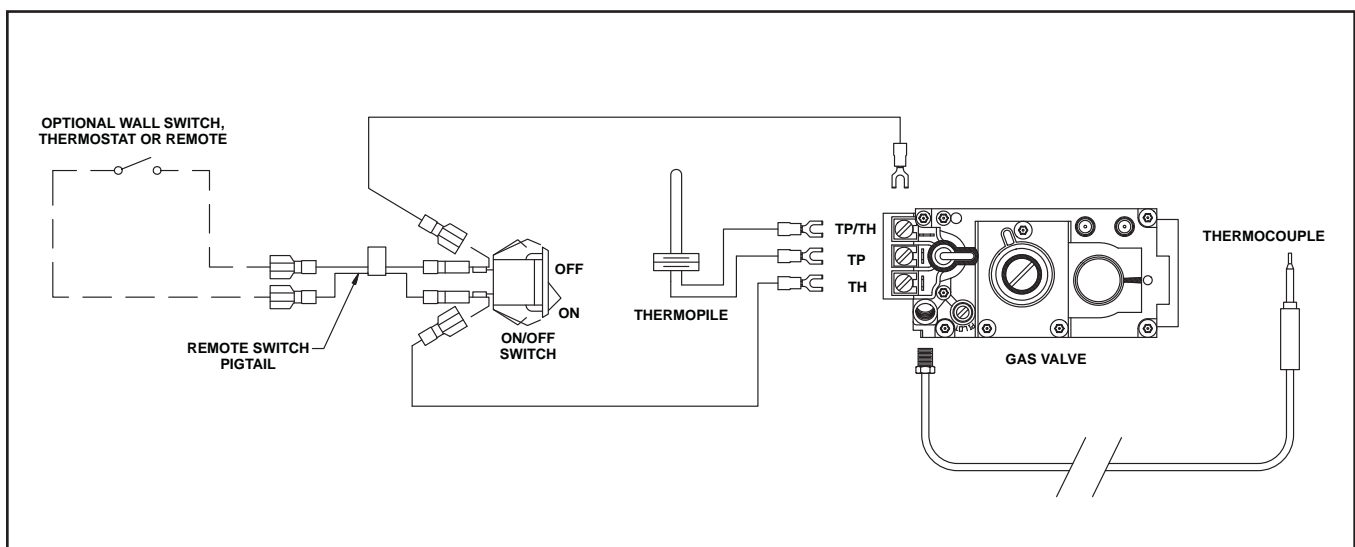


Figure 2

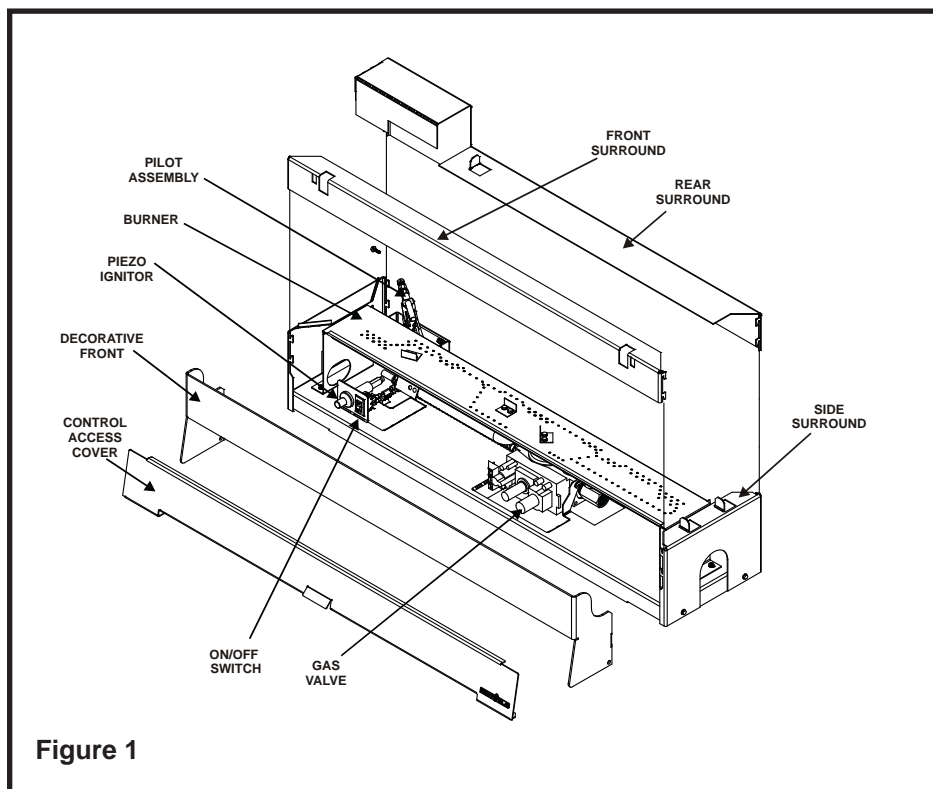
Log Set Assembly: GRL-850-AU-LOGS

Model: GRL-850-AU

LOG PLACEMENT INSTRUCTIONS

STEP 1: Attach grate to assembly by sliding hooks into openings on the front surround.

STEP 2: Ensure that tabs on the rear and side surround are bent as shown in Figure 1. Carefully remove logs from carton and place as shown.



CAUTION: Logs are fragile. Carefully remove the logs from the packaging.



NOTE: Overhead view of burner, decorative front and surround.



STEP 3: LOG #1 (SRV2011-707)

Put log #1 behind the locating tab on the right rear corner and up against the locating tab in the center.



STEP 4: LOG #2 (SRV530-717)

Place log #2 on the left front corner of the grate using its locating groove and tab.



STEP 5: LOG #3 (SRV2011-703)

Place log #3 onto the center of the burner using its locating tabs and slot.



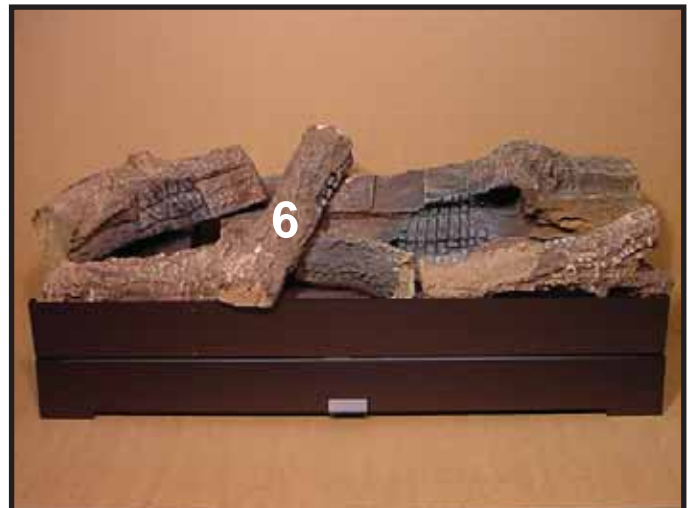
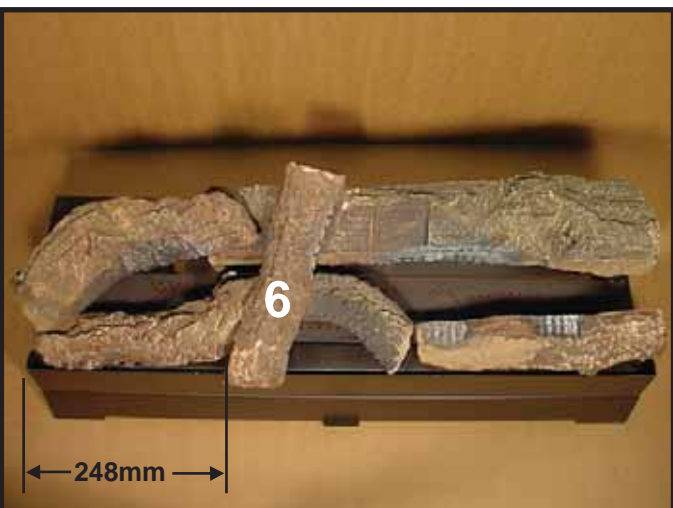
STEP 6: LOG #4 (SRV568-706)

Rest log #4 in the front right hand side between log #3 and the right edge of the set.



STEP 7: LOG #5 (SRV720-722)

Rest log #5 on log #2 and rest the top in the groove on log #1.



STEP 8: LOG #6 (SRV347-712)

Place log #6 in the groove on top of log #1 with its front on log #2. The left front edge of log #6 must be located 248mm from the left decorative front corner.



STEP 9: LOG #7 (SRV571-707)

Place log #7 in the groove on log #1 with its front resting on log #4.

3.0 OPERATING GUIDELINES AND MAINTENANCE INSTRUCTIONS

Upon completing the gas line connection, a small amount of air will be in the lines. When first lighting the pilot light, it will take a few minutes for the lines to purge themselves of this air. Once the purging is complete, the pilot and burner will light and operate as indicated in the instruction manual. Subsequent lighting of the appliance will not require such purging.



WARNING: BE SURE FIREPLACE SCREEN OR GLASS DOORS ARE IN PLACE WHEN BURNING FIREPLACE LOGS. UNLESS OTHER PROVISIONS FOR COMBUSTION AIR ARE PROVIDED, THE SCREEN OR DOORS SHALL HAVE AN OPENING FOR INTRODUCTION OF COMBUSTION AIR. THIS GAS LOG SET IS NOT DESIGNED TO OPERATE WITH AIR TIGHT GLASS DOORS. IF GAS ODOR IS NOTICEABLE, TURN CONTROL KNOB TO "OFF" POSITION AND CHECK ALL CONNECTIONS FOR LEAKS. DO NOT USE OPEN FLAME. ADEQUATE COMBUSTION AND COOLING AIR MUST BE PROVIDED OR THE UNIT WILL NOT FUNCTION PROPERLY.

The following conditions must not cause spillage of combustion products:

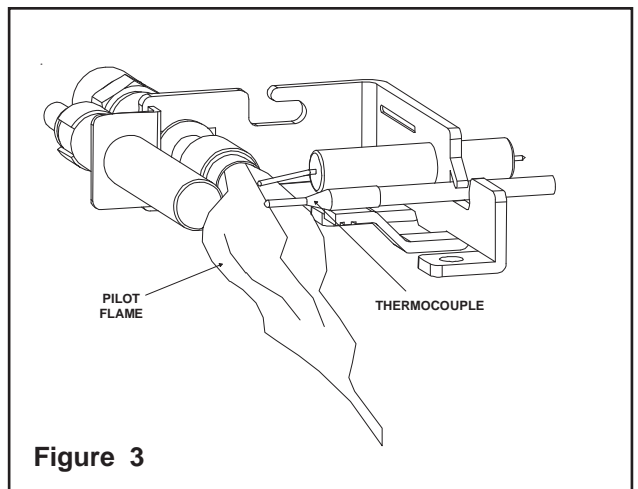
- cold chimney or flue system
- open or closed doors or windows
- operation of any exhaust or extraction fans
- operation of any other gas appliance in the room or dwelling

Proper means must be employed to ensure sufficient draft.

Note to Installer: Disconnect this appliance and advise owner if any spillage or abnormal operation occurs

trouble free operation. When the appliance is put back in service, check the burner flame patterns.

The appliance and venting system should be inspected before initial use and inspected and cleaned at least annually by an authorized field service person.



which can't be rechecked immediately.

To obtain proper operation, it is imperative that the pilot and main burner flame characteristics are steady, not lifting or floating. The thermocouple should be engulfed in the pilot flame (see Figure 3).

Periodically examine the area around the burner neck and the pilot. Any dirt or lint in this area should be removed. Confirm the proper air shutter setting as shown in Table 1 below. This will ensure long life and

TABLE 1.

BURNER	NG	LP
GRL-850-AU	9.5 mm	FULL OPEN

SAFETY INFORMATION

FOR YOUR SAFETY READ BEFORE LIGHTING



WARNING: IF YOU DO NOT FOLLOW THESE INSTRUCTIONS EXACTLY, A FIRE OR EXPLOSION MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL INJURY, OR LOSS OF LIFE.

A. This appliance has a pilot which must be lighted by hand. When lighting the pilot, follow these instructions exactly.

B. BEFORE LIGHTING smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

WHAT TO DO IF YOU SMELL GAS:



- Do not try to light any appliance.
- Do not touch any electric switch; do not use any phone in your building.
- Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.

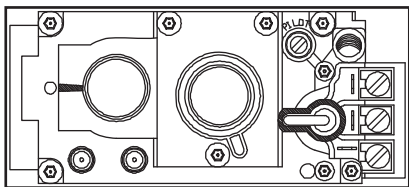
C. Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it, call a qualified service technician. Force or attempted repair may result in a fire or explosion.

D. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

LIGHTING INSTRUCTIONS

LIGHTING INSTRUCTIONS

1. **"STOP!"** Read the safety information on previous page.
2. Remove the control access cover.
3. Turn the valve control knob to the "OFF" position. To do this, you must turn the knob clockwise  to the "Pilot" position, and then press in and continue turning clockwise  to the "OFF" position.

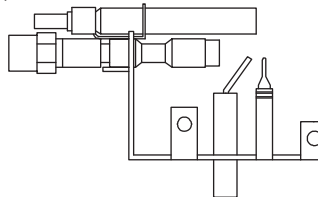




GAS CONTROL VALVE

NOTE: Knob cannot be turned from "PILOT" to "OFF" unless knob is pushed in slightly. Do not force.


4. WAIT FIVE (5) MINUTES TO CLEAR OUT ANY GAS. Then smell for gas, including near the floor. If you then smell gas, **STOP!** Follow "B" in the safety information on the previous page. If you don't smell gas, go to the next step.
5. The pilot should not require accessing for lighting purposes. The pilot is located at the left end of the burner.

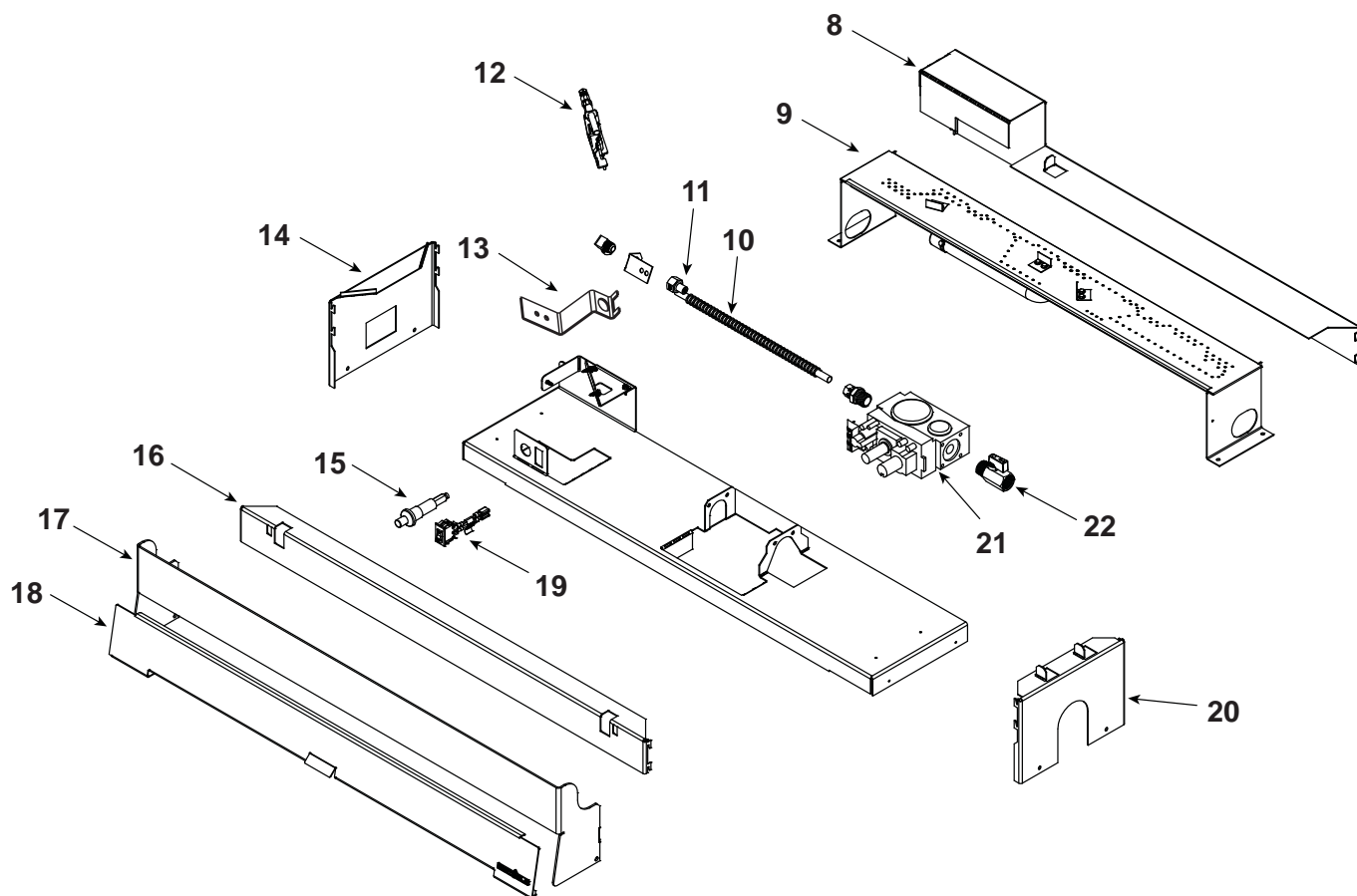
PILOT ASSEMBLY



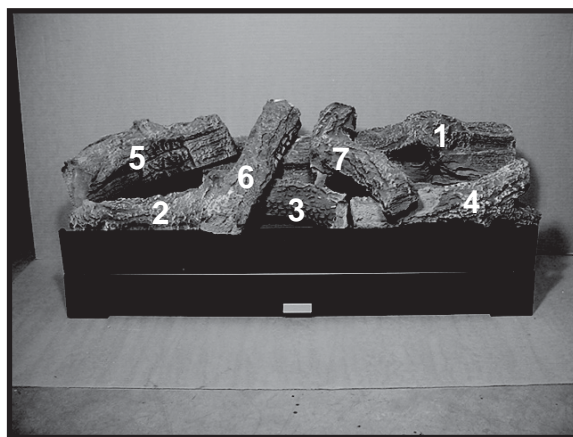
6. To put the control in the "Pilot" position, turn the control knob counter-clockwise  to the "Pilot" position.
7. To light the pilot depress the control knob and then depress the red piezo button until it makes a clicking sound. It may be necessary to repeat this step. If the pilot does not light after 10 seconds, go back to step 3. The control knob should be held in for a MINUTE after pilot ignition.
 - If the control knob does not pop out when released, **STOP**-shut off the gas supply to the fireplace control valve, and **IMMEDIATELY** call your service technician or gas supplier.
 - If the pilot will not stay lit after two tries, turn the control knob to the "OFF" position and call your service technician or gas supplier.
8. After the pilot has been lit, the burner can be turned on by turning the knob counter-clockwise  to the "ON" position. Flip the ON/OFF switch to the "ON" position.
9. Replace control access cover.

TO TURN OFF GAS APPLIANCE

1. Remove the control access cover.
2. Turn ON/OFF switch to "OFF".
3. Turn the valve control knob clockwise  to the "Pilot" position, then depress knob and continue turning to "OFF" position.
4. Replace control access cover.



Log Set Assembly



Part number list on following page.

→ 4.0 REPLACEMENT PARTS: GRL-850-AU

When Requesting service or replacement parts for your appliance, please provide model number and serial number. All parts listed in this manual may be ordered from an authorized dealer.

ITEM	DESCRIPTION	COMMENTS	PART NUMBER
	Log Assembly		LOGS-850-AU
1	Log 1		SRV2011-707
2	Log 2		SRV530-717
3	Log 3		SRV2011-703
4	Log 4		SRV568-706
5	Log 5		SRV720-722
6	Log 6		SRV347-712
7	Log 7		SRV571-707
8	Surround Rear		2011-203
9	Burner Assembly, N		2011-003
	Burner Assembly, P		2011-005
10	Flex Gas Line Supply		477-301A
11	Orifice N		526-801
	Orifice P		526-800
12	Pilot Assembly N		506-510A
	Pilot Assembly P		596-511A
13	Bracket, Pilot Orifice		2011-113
14	Surround Left		2011-205
15	Piezo Ignitor		291-513
16	Surround Front		2011-200
17	Decorative Front		2011-217
18	Access Door		2011-012
19	ON/OFF Rocker Switch		060-521A
20	Surround Right		2011-201
21	Valve N		060-524
	Valve P		060-526
22	Shut Off Valve		2010-120
	Mineral Wool		050-721
	Wire Assembly 24 In		089-550A
	Touch Up Paint		TUP-GBK-12

Warranty Policy

Hearth & Home Technologies Inc. LIMITED LIFETIME WARRANTY

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

WARRANTY COVERAGE:

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

WARRANTY PERIOD:

Warranty coverage begins on the date of installation. In the case of new home construction, warranty coverage begins on the date of first occupancy of the dwelling or six months after the sale of the product by an independent, authorized HHT dealer/ distributor, whichever occurs earlier. The warranty shall commence no later than 24 months following the date of product shipment from HHT, regardless of the installation or occupancy date. The warranty period for parts and labor for covered components is produced in the following table.

The term "Limited Lifetime" in the table below is defined as: 20 years from the beginning date of warranty coverage for gas appliances, and 10 years from the beginning date of warranty coverage for wood, pellet, and coal appliances. These time periods reflect the minimum expected useful lives of the designated components under normal operating conditions.

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

See conditions, exclusions, and limitations on next page.

Warranty Policy (*continued*)

WARRANTY CONDITIONS:

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

WARRANTY EXCLUSIONS:

This warranty does not cover the following:

- Changes in surface finishes as a result of normal use. As a heating appliance, some changes in color of interior and exterior surface finishes may occur. This is not a flaw and is not covered under warranty.
- Damage to printed, plated, or enameled surfaces caused by fingerprints, accidents, misuse, scratches, melted items, or other external sources and residues left on the plated surfaces from the use of abrasive cleaners or polishes.
- Repair or replacement of parts that are subject to normal wear and tear during the warranty period. These parts include: paint, wood, pellet and coal gaskets; firebricks; grates; flame guides; and the discoloration of glass.
- Minor expansion, contraction, or movement of certain parts causing noise. These conditions are normal and complaints related to this noise are not covered by this warranty.
- Damages resulting from: (1) failure to install, operate, or maintain the appliance in accordance with the installation instructions, operating instructions, and listing agent identification label furnished with the appliance; (2) failure to install the appliance in accordance with local building codes; (3) shipping or improper handling; (4) improper operation, abuse, misuse, continued operation with damaged, corroded or failed components, accident, or improperly/incorrectly performed repairs; (5) environmental conditions, inadequate ventilation, negative pressure, or drafting caused by tightly sealed constructions, insufficient make-up air supply, or handling devices such as exhaust fans or forced air furnaces or other such causes; (6) use of fuels other than those specified in the operating instructions; (7) installation or use of components not supplied with the appliance or any other components not expressly authorized and approved by HHT; (8) modification of the appliance not expressly authorized and approved by HHT in writing; and/or (9) interruptions or fluctuations of electrical power supply to the appliance.
- Non-HHT venting components, hearth components or other accessories used in conjunction with the appliance.
- Any part of a pre-existing fireplace system in which an insert or a decorative gas appliance is installed.
- HHT's obligation under this warranty does not extend to the appliance's capability to heat the desired space. Information is provided to assist the consumer and the dealer in selecting the proper appliance for the application. Consideration must be given to appliance location and configuration, environmental conditions, insulation and air tightness of the structure.

This warranty is void if:

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

LIMITATIONS OF LIABILITY:

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

For Service or Replacement Parts Contact:

Melbourne

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

Perth

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

Sydney

Jetmaster
10 Martin Avenue
Arncliffe 2205
(02) 9597-7222