



DOVRE®

Aladdin Hearth Products

401 N. Wynne

Colville, WA 99114

A Division of Hearth Technologies, Inc.

SAPPHIRE DDVi **DIRECT VENT GAS-FIRED FIREPLACE INSERT** **ROOM HEATER** **OWNER'S MANUAL** **AND INSTALLATION INSTRUCTIONS** MODELS: DDVi NATURAL GAS DDViL PROPANE GAS

This manual must be used for installation of the DDVi Direct Vent Gas-Fired Fireplace Insert Room Heater and retained by the homeowner for operating and maintenance instructions.

WARNING: If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

-Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other heater.

-WHAT TO DO IF YOU SMELL GAS

- Do not try to light any heater.
- Do not touch any electrical switch.
- Do not use any phone in your building.
- Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

-Installation and service must be performed by a qualified installer, service agency or the gas supplier.

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, service agency or the gas supplier.



FOR YOUR SAFETY

The heater area must be kept clear and free from combustible materials, gasoline and other flammable vapors and liquids.

ATTENTION INSTALLER

Please return these Operating & Installation Instructions to the Consumer.

PLEASE RETAIN THIS MANUAL FOR FUTURE REFERENCE.

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Safety Precautions

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| <p>1. PLEASE READ THESE INSTALLATION INSTRUCTIONS COMPLETELY BEFORE BEGINNING INSTALLATION PROCEDURES. FAILURE TO FOLLOW THEM COULD CAUSE AN HEATER MALFUNCTION RESULTING IN SERIOUS INJURY AND/OR PROPERTY DAMAGE.</p> <p>2. DUE TO HIGH TEMPERATURES THE HEATER SHOULD BE LOCATED OUT OF TRAFFIC AND AWAY FROM FURNITURE AND DRAPERIES.</p> <p>3. CHILDREN AND ADULTS SHOULD BE ALERTED TO THE HAZARDS OF HIGH SURFACE TEMPERATURES AND SHOULD STAY AWAY TO AVOID BURNS OR CLOTHING IGNITION.</p> <p>4. YOUNG CHILDREN SHOULD BE CAREFULLY SUPERVISED WHEN THEY ARE IN THE SAME ROOM AS THE HEATER.</p> <p>5. CLOTHING OR OTHER FLAMMABLE MATERIAL SHOULD NOT BE PLACED ON OR NEAR THE HEATER.</p> <p>6. ANY SAFETY SCREEN OR GUARD REMOVED FOR SERVICING AN HEATER</p> | <p>MUST BE REPLACED PRIOR TO OPERATING THE HEATER.</p> <p>7. WARNING: DO NOT OPERATE HEATER WITH THE PANEL(S) REMOVED, CRACKED OR BROKEN. REPLACEMENT OF THE PANEL(S) SHOULD BE DONE BY A LICENSED OR QUALIFIED SERVICE PERSON.</p> <p>8. INSTALLATION AND REPAIR SHOULD BE DONE BY A QUALIFIED SERVICE PERSON. THE HEATER SHOULD BE INSPECTED BEFORE USE AND AT LEAST ANNUALLY BY A QUALIFIED SERVICE PERSON. MORE FREQUENT CLEANING MAY BE REQUIRED DUE TO EXCESSIVE LINT FROM CARPETING, BEDDING MATERIAL, ETC. IT IS IMPERATIVE THAT CONTROL COMPARTMENTS, BURNERS AND CIRCULATING AIR PASSAGEWAYS OF THE HEATER BE KEPT CLEAN.</p> <p>9. ENSURE THAT THE FLOW OF COMBUSTION AND VENTILATION AIR NOT BE OBSTRUCTED.</p> <p>10. ENSURE THAT ADEQUATE COMBUSTION AND VENTILATION AIR ARE PROVIDED</p> |
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I. LISTINGS AND CODE APPROVALS

U.S. Certification

The DDVi Series Gas-Fired Insert has been tested in accordance with the ANSI standard Z21.11.1-1991 and applicable sections of ANSI Z21.44-1995 and has been listed by Underwriters Laboratory (UL) for installation and operation as described in these Installation and Operating Instructions. All components are A.G.A. or UL safety certified.

Canada Certification

The DDVi Series Gas-Fired Insert has been tested in accordance with the CAN1-2.1M89 and applicable sections of CAN1-2.17M91 and CAN2.19-M81 and the current CAN/CGA M2.22-M86, IR41 and IR55 and has been listed by UL for installation and operation as described in these Installation and Operating Instructions. All components are C.G.A. or C.S.A. safety certified.

Bedroom Certification

This appliance is approved for installation in bedrooms and mobile homes in the United States and Canada.

Local codes

Check with your local building code agency prior to installing this appliance to ensure compliance with local codes, including the need for permits and follow-up inspections. This installation must conform with local codes or, in the absence of local codes, with the National Fuel Gas Code, ANSI Z223.1-latest edition, in the U.S.A. and the CAN1-B149-latest edition, in Canada.

If any assistance is required during installation please contact your local dealer or contact DOVRE Customer Relations Department, Aladdin Hearth Products, 401 N. Wynne, Colville, WA 99114.

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II. DESCRIPTION OF THE APPLIANCE SYSTEM

The DDVi is a direct vent Gas-Fired fireplace insert heater. Combustion air is supplied from outside, not from inside the house as with other types of appliances.

This DOVRE DDVi system consists of the following:

1. Appliance
2. Venting System(must be purchased separately)
3. Termination(must be purchased separately)
4. Blower
5. Surround(must be purchased separately)

Optional components include:

1. DVICAN
2. Remote Control
3. Gold Window Trim

Note: Illustrations throughout these instructions reflect typical installations and are for design purposes only. Actual installation may vary slightly due to individual design preferences. However, minimum and maximum clearances must be maintained at all times.

The illustrations and diagrams used throughout these installation instructions are not drawn to scale.

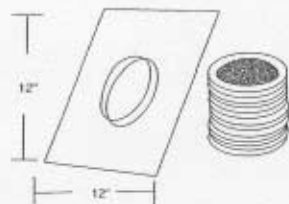
Note: Operation of a direct vent appliance may be sporadic in high wind situations.

III. APPLIANCE SYSTEM COMPONENTS

The table below is a list of only those components which may be safely used with this appliance.

Catalog Number	Description
DDVi	Direct vent Gas-Fired fireplace insert - matte black - natural gas, standing pilot
DDViL	Direct vent Gas-Fired fireplace insert - matte black - propane gas, standing pilot
DDViPBK	Direct vent Gas-Fired fireplace insert - porcelain black - natural gas, standing pilot
DDViPBKL	Direct vent Gas-Fired fireplace insert - porcelain black - propane gas, standing pilot
DDViPCR	Direct vent Gas-Fired fireplace insert - porcelain creme - natural gas, standing pilot
DDViPCRL	Direct vent Gas-Fired fireplace insert - porcelain creme - propane gas, standing pilot
DDViPGR	Direct vent Gas-Fired fireplace insert - porcelain green - natural gas, standing pilot
DDViPGRl	Direct vent Gas-Fired fireplace insert - porcelain green - propane gas, standing pilot
DDViPBL	Direct vent Gas-Fired fireplace insert - porcelain blue - natural gas, standing pilot
DDViPBLl	Direct vent Gas-Fired fireplace insert - porcelain blue - propane gas, standing pilot
CISR40	Cast surround (28 ¹ / ₂ " H x 40 ¹ / ₂ " W) with trim - matte black
CISR40PBK	Cast surround (28 ¹ / ₂ " H x 40 ¹ / ₂ " W) with trim - porcelain black
CISR40PCR	Cast surround (28 ¹ / ₂ " H x 40 ¹ / ₂ " W) with trim - porcelain creme
CISR40PGR	Cast surround (28 ¹ / ₂ " H x 40 ¹ / ₂ " W) with trim - porcelain green
CISR40PBL	Cast surround (28 ¹ / ₂ " H x 40 ¹ / ₂ " W) with trim - porcelain blue
DRC6	Remote control (battery/battery)
FBTA1	Factory built fireplace termination adapter kit
DRC - STAT	Thermostatic Remote Control
MTA2	Masonry fireplace termination adapter kit (1 - 4" exhaust liner and 1 - 3" intake liner)
DVICAN	Can with vent adapter for Dura-Vent and Surround
DT8	Decorative glass accent - Gold Plated

Factory Built Fireplace Termination Adapter Kit



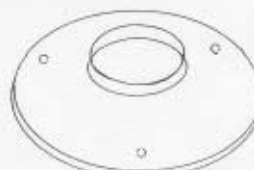
Plate/Collar & Flex



END VIEW

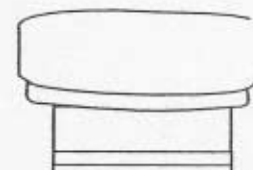


Coaxial Adapter



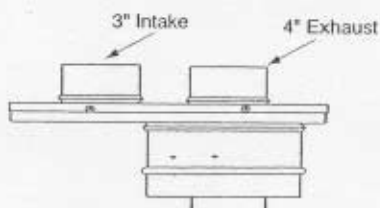
VTA

Vertical Termination Adapter

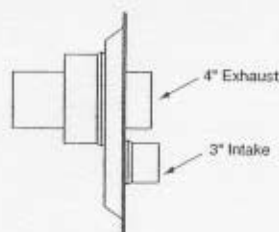


Vertical Termination Cap

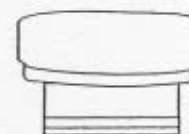
Masonry Fireplace Termination Adapter Kit - MTA2



Coaxial / Colinear Adapter



Termination Cap Flashing



Vertical Termination Cap

**PLEASE NOTE:
THE MTA1 SYSTEM HAS
BEEN DISCONTINUED.**

IV. PRE-INSTALLATION PREPARATION

DUE TO HIGH TEMPERATURES, THE APPLIANCE SHOULD BE LOCATED OUT OF TRAFFIC AND AWAY FROM FURNITURE AND DRAPERIES.

THIS HEATER MUST BE INSTALLED ON A NON-COMBUSTIBLE, FLAT, SOLID, CONTINUOUS SURFACE (i.e. fireplace hearth).

WARNING: THIS HEATER MAY ONLY USE THE DIRECT VENT CHIMNEY SYSTEM REQUIRED WITH THE UNIT AND MUST NOT BE CONNECTED TO A CHIMNEY FLUE SERVICING A SEPARATE SOLID FUEL OR GAS FUEL BURNING APPLIANCE.



A. GAS PRESSURE

For natural gas, the minimum inlet gas supply pressure is 4.5 inches water column, and the maximum inlet gas pressure is 7.0 inches water column, for the purpose of input adjustment. Input rate is 40,000 Btu/hr. For propane gas, the minimum inlet gas supply pressure is 11.0 inches water column and a maximum 14.0 inches water column. Input rate is 35,000 Btu/hr.

Manifold pressure for this appliance is 1.7 - 3.5 inches water column for natural gas and 5.4 - 11.0 inches water column for propane gas. This appliance has a variable adjust manifold.

Input (line) and output (manifold) pressure taps are located at the front of the gas control valve near the variable regulator for test gage connection with a 3/8" diameter hose.

B. HIGH ALTITUDE INSTALLATION

For U.S. installation, this appliance has been tested and approved for elevations from 0-2000 feet.

When installing this appliance at an elevation above 2000 feet, it may be necessary to decrease the input rating by changing the existing burner orifice to a smaller size. Input should be reduced 4 percent for each 1000 feet above sea level. Check with the local gas utility for proper orifice size identification and to see if the gas in your area has been deregulated. This appliance is shipped with a .128 in./3.25 mm. orifice size on natural gas versions and a .070 in./1.77 mm. orifice size on propane gas versions.

For Canadian installation, this appliance is certified for elevations from 0-4500 feet. When installing this unit at an elevation between 0-4500 feet in Canada, the input rating does not need to be reduced.

When installing this appliance at an elevation above 4500 feet in Canada, check with local authorities.

Consult your local gas company for assistance in determining the proper orifice for your location or refer to ANSI Z223.1-latest edition, Appendix F.

C. DIMENSIONAL REQUIREMENTS

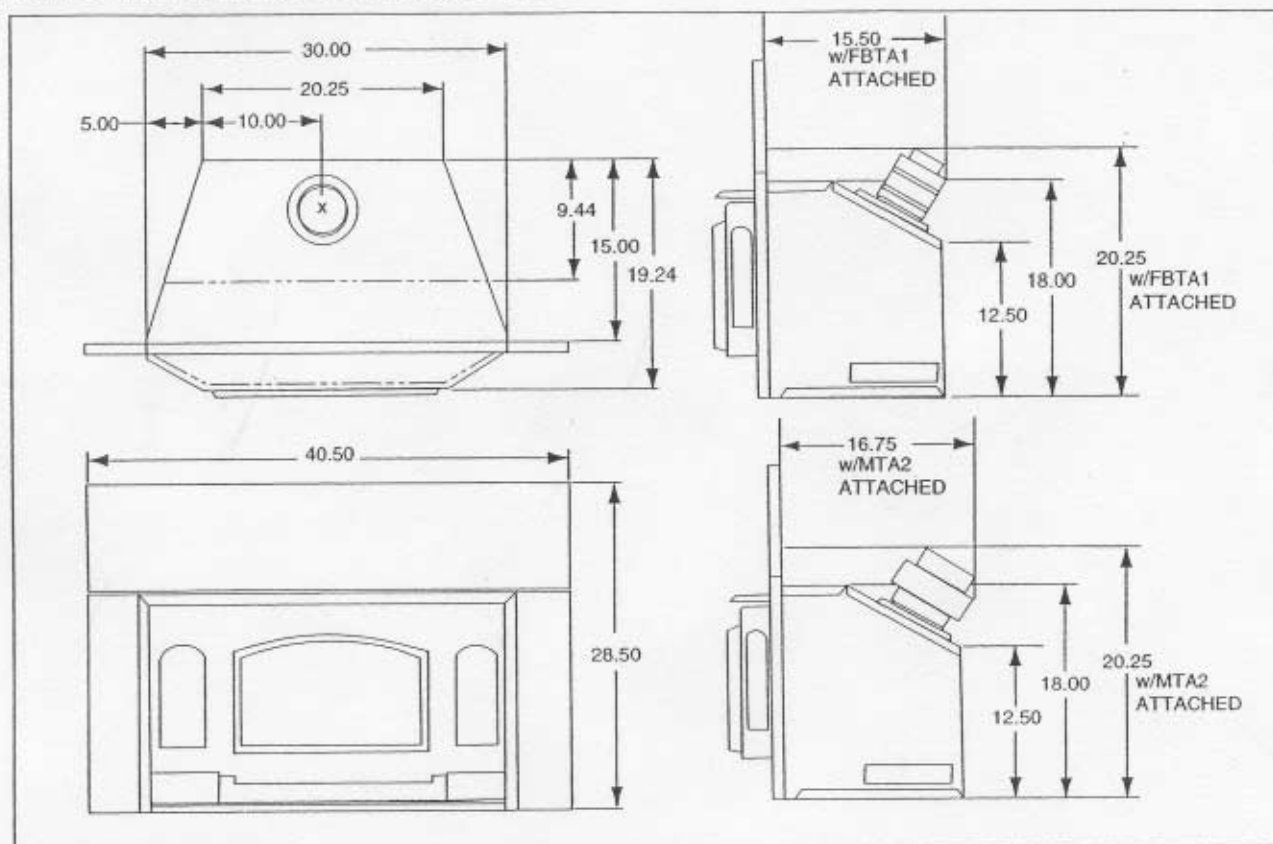


Figure 1
DDVi Dimensions

V. STEP-BY-STEP INSTALLATION OF THE DDVi SYSTEM

INSTALLATION AND REPAIR SHOULD BE DONE BY A QUALIFIED SERVICE PERSON. THE APPLIANCE SHOULD BE INSPECTED BEFORE USE AND AT LEAST ANNUALLY BY A QUALIFIED SERVICE PERSON. MORE FREQUENT CLEANING MAY BE REQUIRED DUE TO EXCESSIVE LINT FROM CARPETING, BEDDING MATERIAL, ETC. IT IS IMPERATIVE THAT CONTROL COMPARTMENTS, BURNERS AND CIRCULATING AIR PASSAGEWAYS OF THE APPLIANCE BE KEPT CLEAN.

WARNING**BEFORE STARTING, DO THE FOLLOWING:**

1. WEAR GLOVES AND SAFETY GLASSES FOR PROTECTION.
2. KEEP HAND TOOLS IN GOOD CONDITION. SHARPEN CUTTING EDGES AND MAKE SURE TOOL HANDLES ARE SECURE.
3. ALWAYS MAINTAIN THE MINIMUM AIR SPACE REQUIRED TO THE ENCLOSURE TO PREVENT FIRE.

Tools and building supplies normally required for installation.

Pliers
Phillips screwdriver
Tape measure
Level
Electrical drill and bits
Square
High Temperature Sealant Material

High Temperature Sealant Material. Sealants that will withstand high temperatures (at least 350 degrees Fahrenheit); General Electric RTV103 (Black), or equivalent. Rutland, Inc. Fireplace Mortar #63, or equivalent; Dow Corning 732 or equivalent.

A. INSTALLATION INTO A FACTORY BUILT FIREPLACE.

A flue from the top of the heater to the roof termination is required. The minimum inside diameter of the fireplace chimney system is 6". A minimum venting height of 10' above the base of the heater must be maintained. Any horizontal run must not exceed 50% of the vertical rise of the fireplace chimney system.

Note: Fireplace chimney systems must be cleaned thoroughly and inspected before installation of the heater. If any portion of the chimney system shows signs of structural or mechanical weaknesses, such as cracks, leaky joints, corroded or warped surfaces, the faulty portion must be repaired or replaced.

1. Direct Connect. The direct connect installation uses the existing fireplace chimney system for intake air. The minimum inside diameter of the existing system must be 6".

A 4" UL 1777 listed gas vent flex liner must be used for the exhaust portion of the direct vent system. Make sure that the 4" liner will pass by the damper. If the damper must be removed or locked out of place, retain parts for future use and seal any holes with a high temperature silicone.

Remove the existing chimney cap and position the VTA on top of the last section of existing chimney and adjust the legs on the VTA around the outside of the chimney section and secure with the screws provided. See Figures 2 and 3.

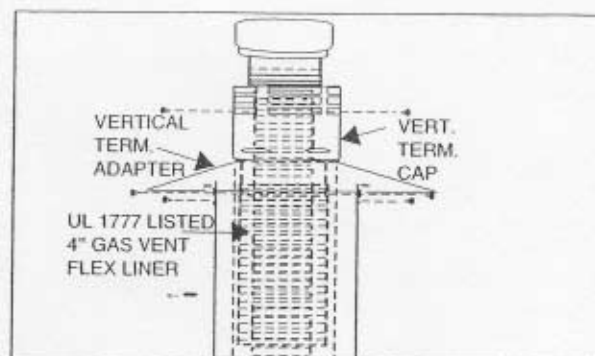


Figure 2
Termination of the Vertical Termination Cap

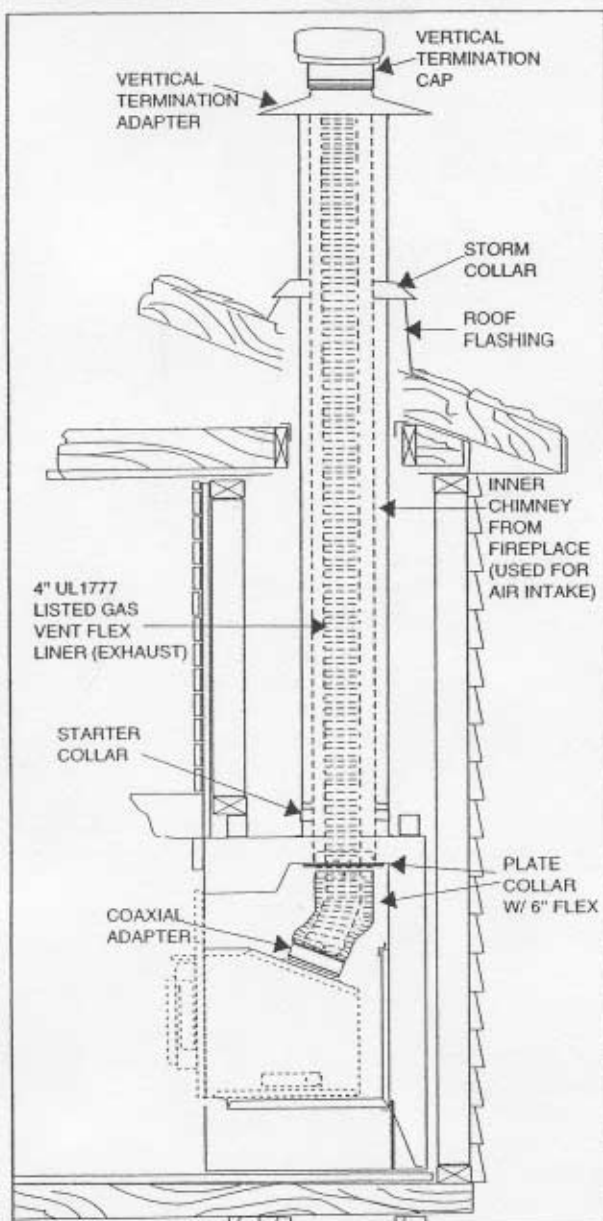


Figure 3
Direct Connect Termination

Stretch the 4" listed flexible gas liner out and feed it down the existing chimney until it reaches the hearth. Leave 12" sticking out the top of the VTA and cut off excess.

Attach the 4" flex to the Vertical Termination Cap with screws provided. Place the cap on the VTA and attach with screws provided. See Figures 2 and 3.

Remove the flue adapter collar from the factory built fireplace adapter kit, position it against the top of the existing firebox top and determine if the adapter, which is 12" x 12", needs to be trimmed. If needed, trim the adapter with tin snips to size. Drill 4 holes in adapter 3/16" dia.

From the factory built fireplace adapter kit, attach the 6" flex pipe to the flue adapter collar. Place a bead of high temperature silicone on the top of the adapter collar and position the adapter collar w/flex pipe to the top of the existing fireplace firebox. Screw the adapter to the firebox top with four (4) self-tapping screws. See Figure 4.

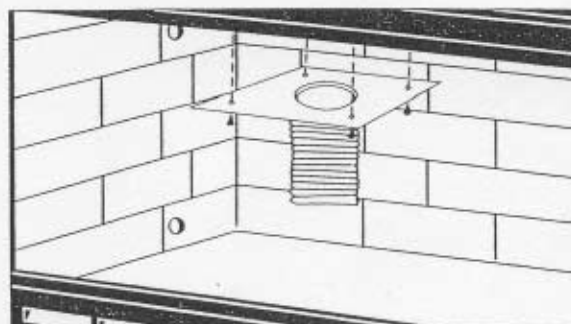


Figure 4
Installation of the Adapter Collar w/ Flex

Inside the existing fireplace firebox attach the 4" flexible liner to the coaxial adapter (from the Factory built fireplace adapter kit) with provided screws. Next attach the 6" flexible adapter to the coaxial adapter with screws provided. After the two flex liners are secured, press the coaxial adapter upwards to compress the flexible liners.

2. Relining an existing Factory Built Fireplace Chimney system. When relining an existing system use a 6" listed flexible liner that meets UL listed 181 or a 6" gas vent aluminum flexible liner can be used (UL1777).

Stretch the 6" flexible liner out and feed down the chimney until it reaches the hearth. Leave 12" sticking out the top of the chimney and cut off excess. Attach the 6" flexible liner to the VTA using screws provided. Place the VTA onto the top of the existing chimney and adjust the legs on the VTA around the outside of the chimney and secure with the screws provided. See Figures 5 and 6.

Stretch the 4" UL 1777 listed gas vent flex liner out and feed it down the 6" listed aluminum flex liner until it reaches the hearth. Leave 12" sticking out the top of the VTA and cut off excess.

Attach the 4" flex to the Vertical Termination Cap with screws provided. Place the cap on the VTA and attach with screws provided. See Figures 5 and 6.

Inside the existing fireplace firebox attach the 4" flexible liner to the coaxial adapter (from the Factory built fireplace adapter kit) with provided screws. Next attach the 6" flexible liner to the coaxial adapter with screws provided. After the two flex liners are secured, press the coaxial adapter upwards to compress the flexible liners.

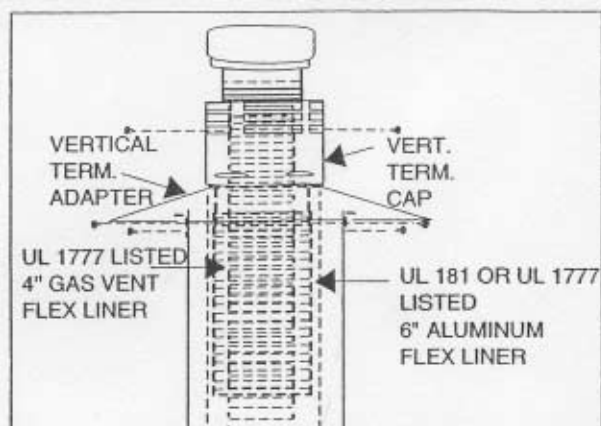


Figure 5
Installation of Vertical Cap

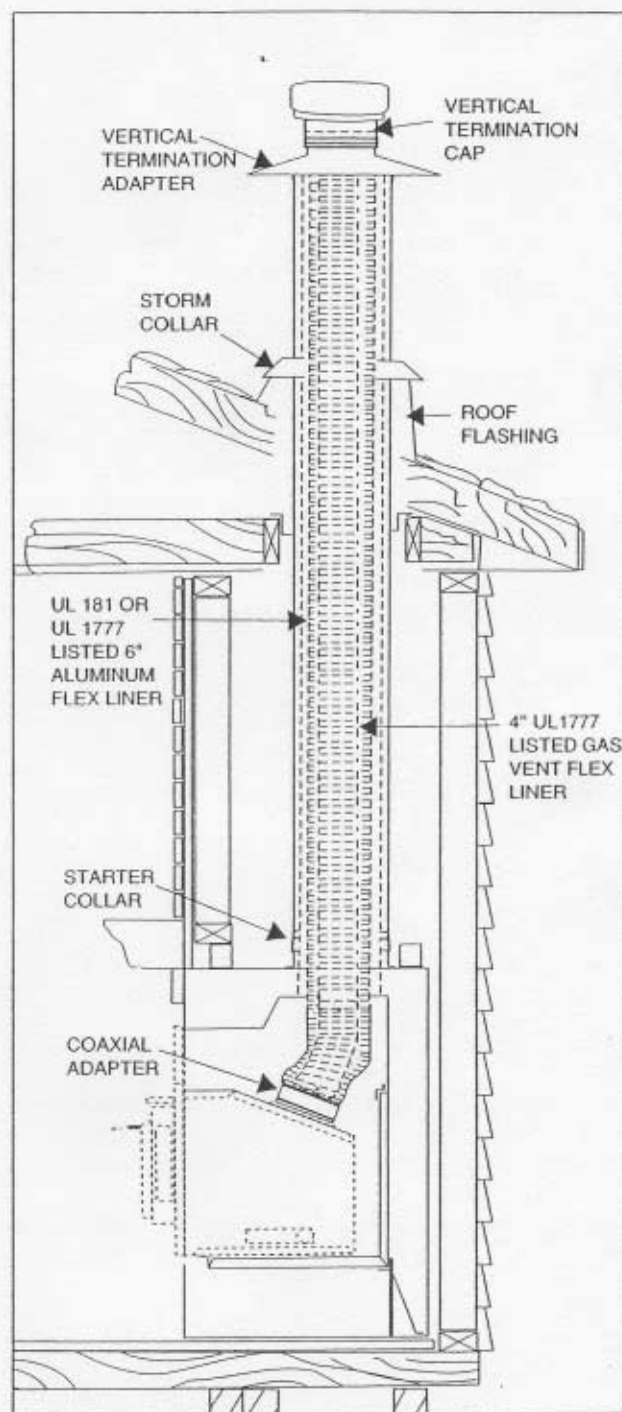


Figure 6
Relined Chimney for DDVi

A. INSTALLATION INTO A MASONRY FIREPLACE USING THE MTA2.

For masonry installation, one (1) 4" flexible liner and one (1) 3" liner are needed. The 3" single wall aluminum flexible liner can meet UL 181 or UL1777 (this liner will only be used for intake air). The 4" flexible liner must be a gas vent aluminum flexible liner that meets UL1777 (this is used for exhaust gas and extends from the hearth to the masonry termination cap).

Before running the flexible liners, make sure that both liners will pass through existing damper area. Remove or lock damper to allow the passage of the flexible liners. If the damper will not allow the passage of both liners, **DO NOT PROCEED FURTHER**, without consulting a local mason on how to remove or alter the damper without risk of structural damage or leakage.

Stretch the flex liners and run them down the chimney until they reach the hearth. Leave an additional 6" to each of the flex liners extending from the chimney and cut off excess.

Cut the Termination cap flashing and bend it to fit the chimney top.

Attach the flex liners to the collars on the Masonry Termination Cap.

Place a bead of silicone on the bottom of the cap flashing, position the flashing, and secure it to the chimney.

Measure up from the hearth **18 inches**, mark both 4" and 3" flexible liners. Cut both liners on the mark. Pack the area at the damper seal with noncombustible insulation to prevent cold air infiltration into the fireplace cavity. Connect the 4" exhaust liner to the 4" collar on the colinear adapter with the screws provided. Then, connect the 3" intake flexible liner to the 3" collar on the colinear adapter with the screws provided. After both liners are attached, push the adapter up until the flexible liners are compressed.

See Figure 7a for reference. See Figure 7b for optional installation.

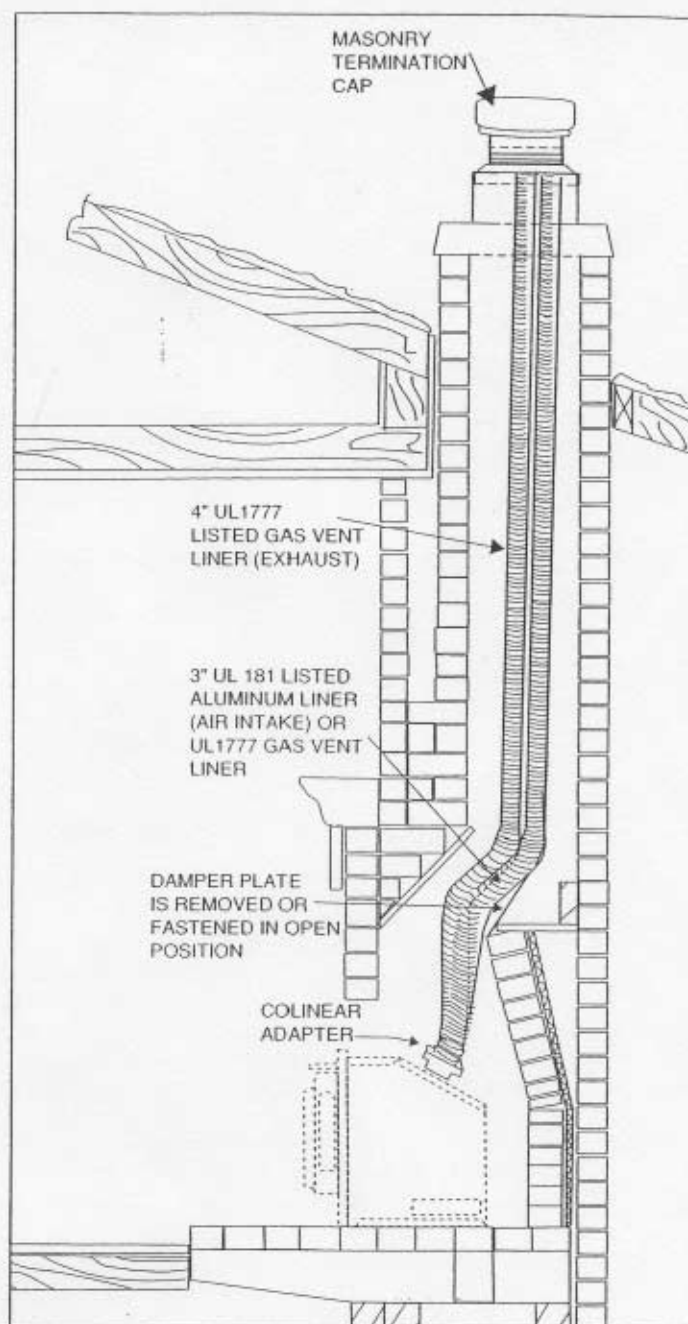


Figure 7a
Masonry Installation

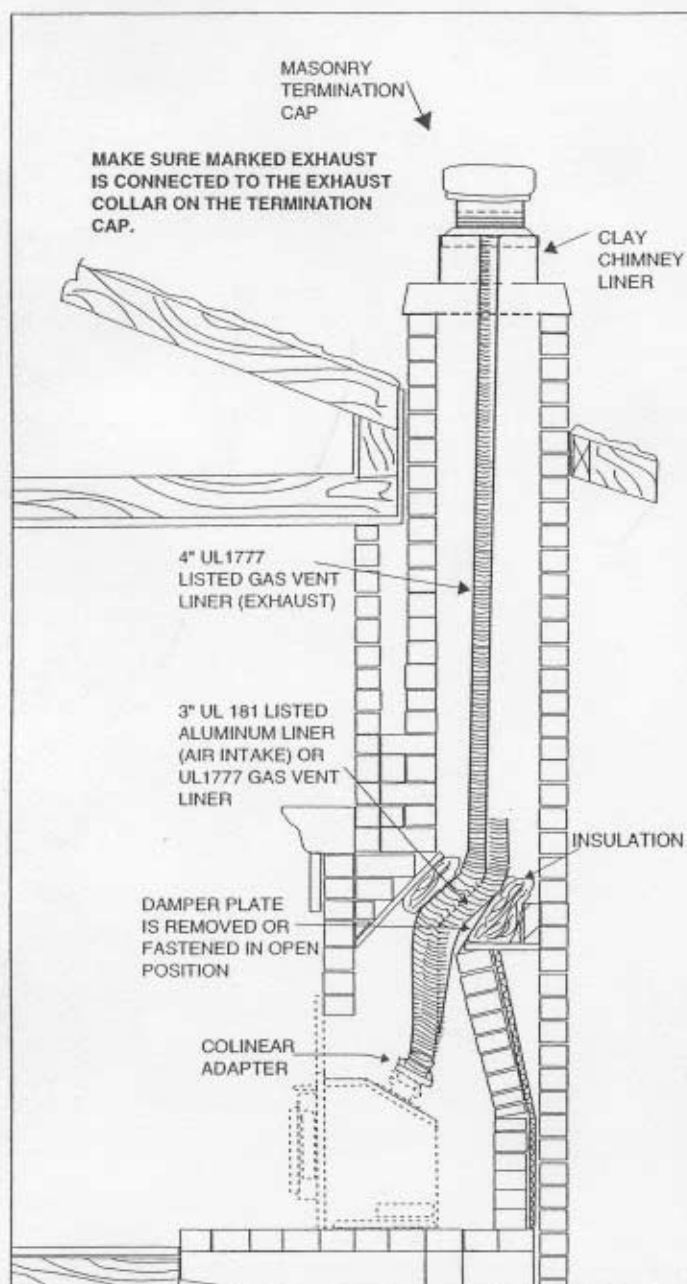


Figure 7b
Masonry Installation

C. GAS LINE INSTALLATION

A gas line must be run into the existing woodburning fireplace, for either a factory built fireplace or masonry. If it is a factory built fireplace the gas line should be brought into the fireplace through the gas knockouts provided.

It is recommended that 1/2" inside diameter Black pipe be run into the fireplace through the right side. If the existing unit already has gas run to it, but through the left side, it is recommended that the gas line be rerouted to the right side. The gas line should enter the existing firebox at least far enough to ensure that it will extend approximately 2" inside the heater.

Place an elbow at the end of the Black pipe with the opening facing forward. See Figure 8. Attach a 3/8" flare adaptor (not supplied) to the elbow. Assemble the flex line (supplied in the log set) to the flare adaptor. Be sure the flex line is started to the inside of unit when the unit is being inserted into the existing fireplace. After the unit is installed, remove the lower right Access Cover. Connect the flare to the shut-off valve. Turn gas shut-off valve to the "OFF" position.

Check for leaks using a soap and water solution.

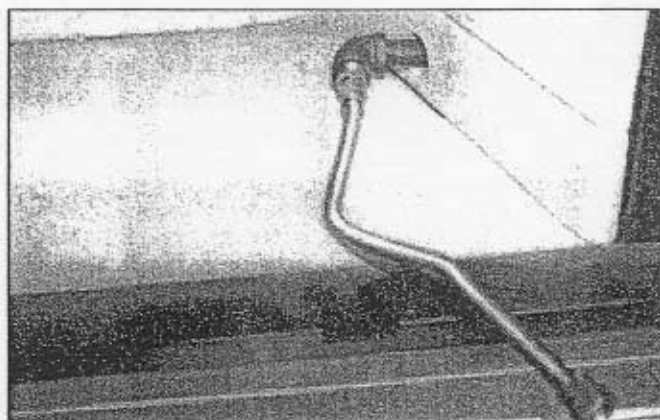


Figure 8
Gas Line Installation

Note: Seal with high temperature silicone at the point where the gas line enters the existing fireplace to prevent cold air infiltration.

THIS FIREPLACE HAS BEEN ALTERED TO ACCOMMODATE AN INSERT AND SHOULD BE INSPECTED BY A QUALIFIED PERSON PRIOR TO RE-USE AS A CONVENTIONAL FIREPLACE.

Note: The above label, located in the instruction package, must be affixed to the existing fireplace prior to installation of the DDVi Direct Vent Gas-Fired Fireplace Insert Room Heater.

D. APPLIANCE INSTALLATION

1. Firebox Entry.

To gain access to the firebox, carefully lift up the front face and pull it away from the unit. Place it in a safe place. Carefully lift up the left and right side faces and pull away from unit. See Figure 9a. Place in a safe place.

For your convenience, the glass mounting hardware is shipped loose. Retain them until the glass installation is required. To remove the sealed glass, loosen the two (2) nuts at the bottom of the glass frame with a 3/8" nut driver, but DO NOT REMOVE. Loosen the two (2) nuts on the top glass retainer. See Figure 9b. Hold the glass in place while removing the nuts and top retainer. Carefully lift the glass frame out and place it aside, making sure to avoid disturbing the gasket or breaking the glass. See Figure 9c.

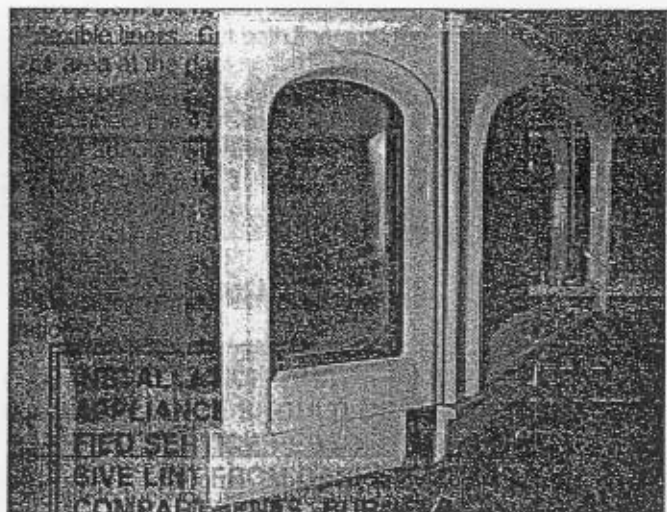


Figure 9a
Access Firebox

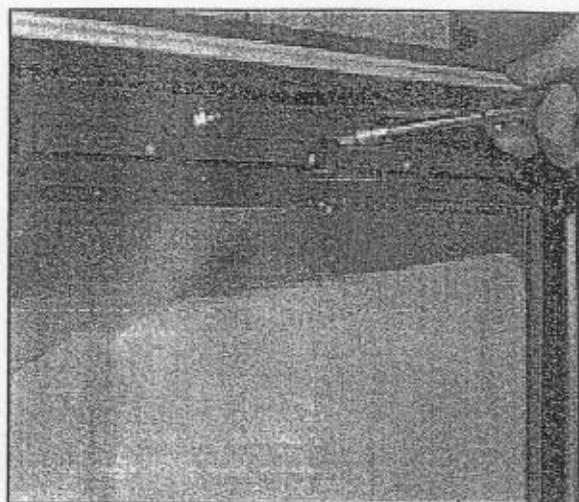


Figure 9b
Access Firebox

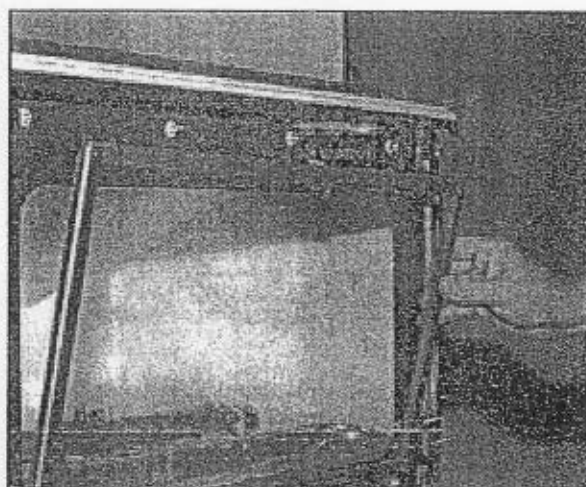


Figure 9c
Access Firebox

2. Surround Installation.

Carefully remove the surround parts from the shipping carton.

A. Remove the front screw in the bottom pan. See Figure 10a. Attach the side cast bracket using the front two holes in the bottom pan. See Figure 10b.

B. Lay the side panel on carpet or cardboard so it will not chip. Attach the side clip to the side panel and insert the bolt (provided) in the top hole. See Figure 10c. Place the side on the unit (See Figure 10d) and secure the bottom with bolt (provided) through bracket.

C. Repeat for other side.

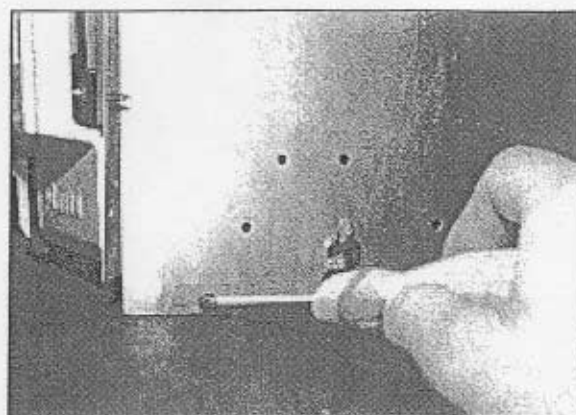


Figure 10a
Remove Bottom Pan Screw

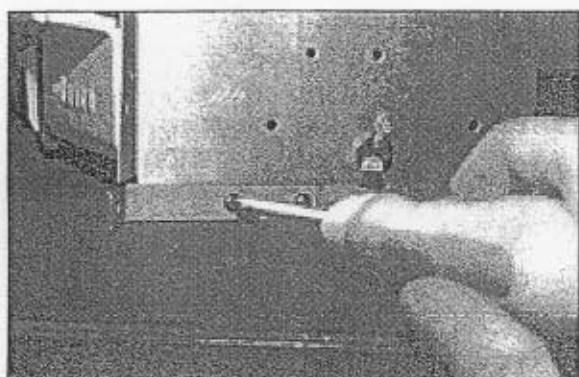


Figure 10b
Attaching Bracket

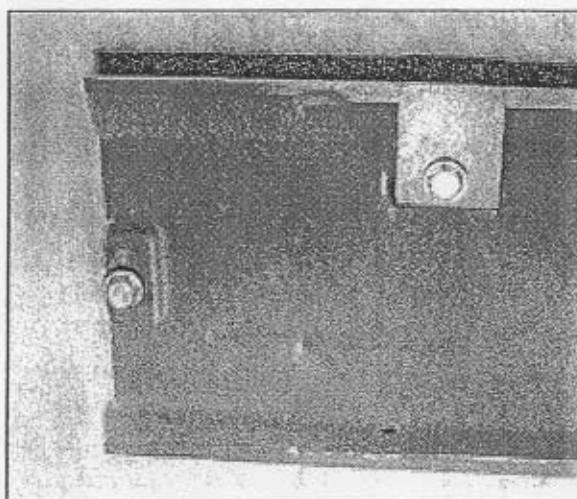


Figure 10c
Side Clip

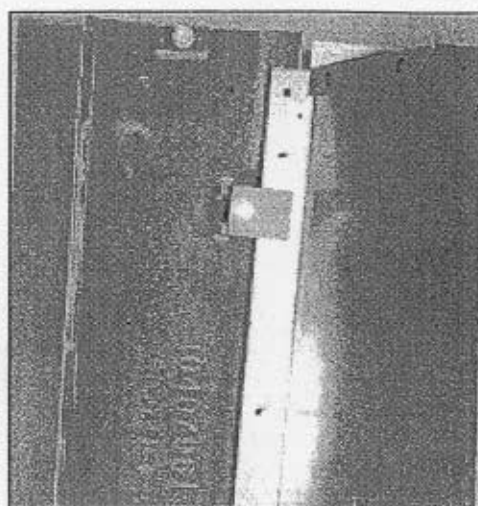


Figure 10d
Secure to Unit

D. Place the left upper panel face down and position shim on lugs. See Figure 10e. Place right upper panel on top of shim. See Figure 10f. Using the plate and bolts provided, secure the upper panels together. See Figure 10g. Attach the top clip to each side. See Figure 10h.

E. Place the upper panels on appliance, placing top clip over bolt on each side panel. See Figure 10i. Tighten all brackets and clips.

F. Assemble the gold trim kit with corner brackets (provided) and slide trim around the surround. See Figure 10j.

G. Pull the wire harness through the surround and trim. Attach the ON/OFF rocker switch (provided in the package) to the wires. See Figure 10k. Push the rocker switch into the hole. See Figure 10l.

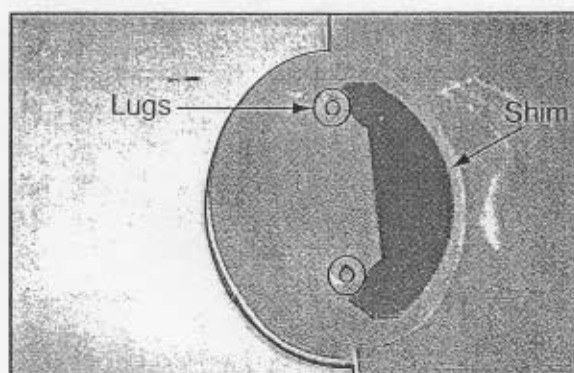


Figure 10e
Left Upper Panel

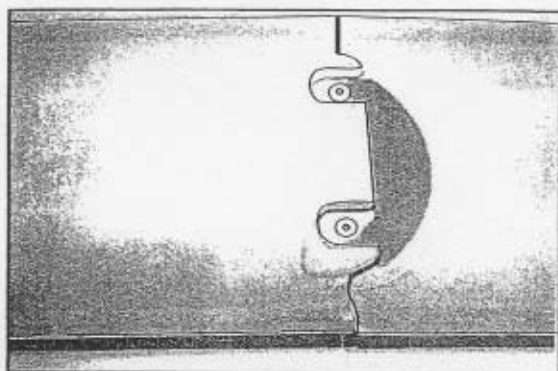


Figure 10f
Upper Panels

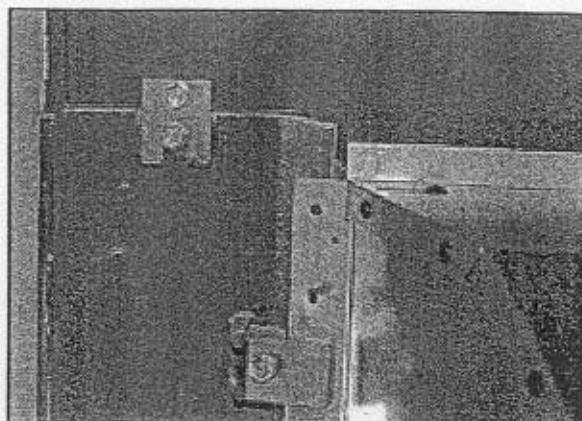


Figure 10i
Placing Upper Panels on Appliance

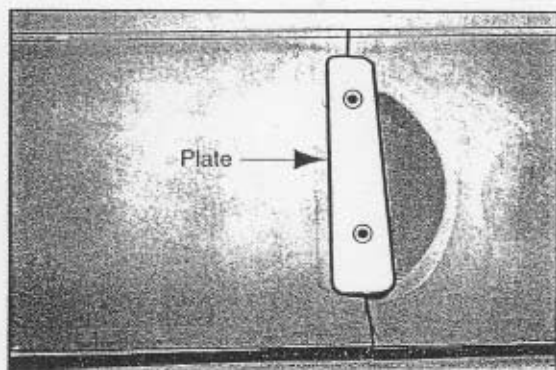


Figure 10g
Attaching Upper Panels

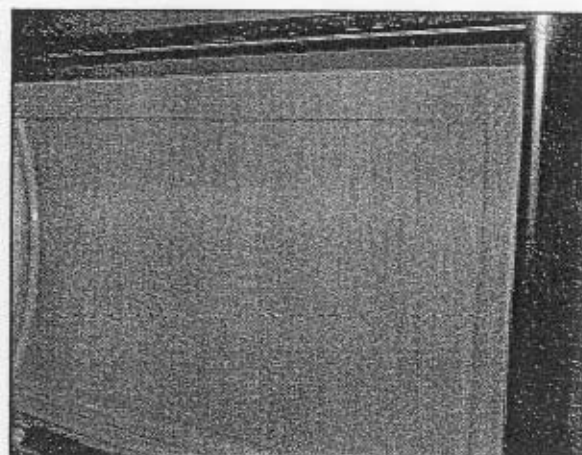


Figure 10j
Gold Trim

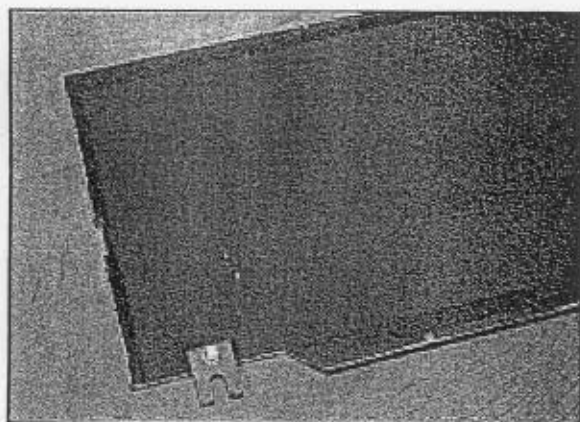


Figure 10h
Top Clip



Figure 10k
ON/OFF Rocker Switch

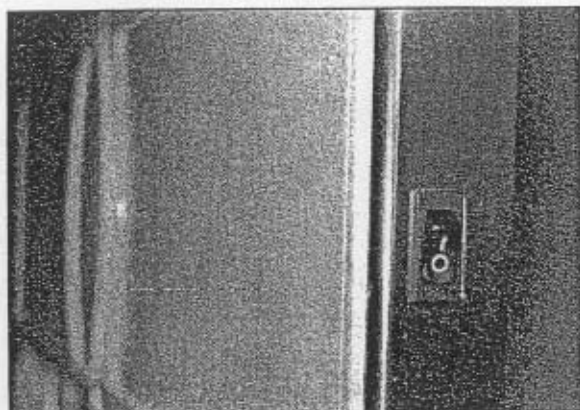


Figure 10
ON/OFF Rocker Switch

3. Installation of Appliance.

Remove baffle from unit by unscrewing [11] screws located around the baffle. See Figure 11a.

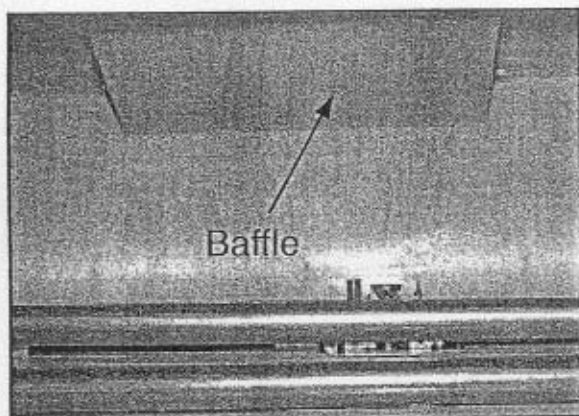


Figure 11a
Remove Baffle

Remove the right hand access to access the gas line hookup.

Place the unit on the hearth and carefully slide it into the firebox. Be sure that the gas line enters the unit through the gas access opening (see Figure 11b) and that the electrical cord is hanging out the front of the unit.

Reach into unit up through the flue and grasp the handle on the colinear/coaxial adapter, pulling it down onto the flue of the unit.

Keep downward pressure on the colinear/coaxial adapter and continue to slide the unit into the fireplace.

Bend locking tabs on the colinear/coaxial adapter and secure in the holes with screws provided.

Re-install the upper baffle and secure with the eleven (11) screws.

Turn the gas shutoff valve to "ON" and check for leaks with a soap and water solution.

Reinstall the right hand access cover

Route the electrical cord away from unit.

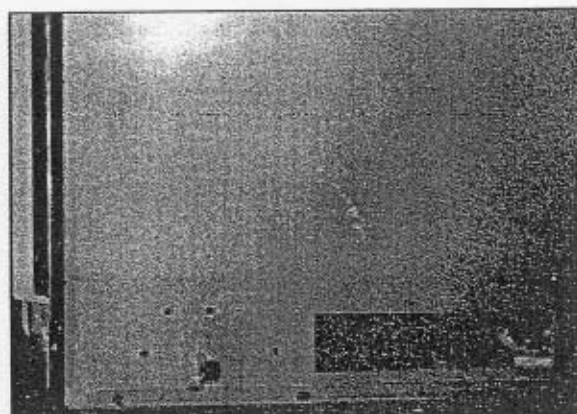


Figure 11b
Gas Line Access

Note: During shipment, the burner may have shifted. Make sure the burner is over the burner orifice and locked in position with the locating bracket. See Figure 12.

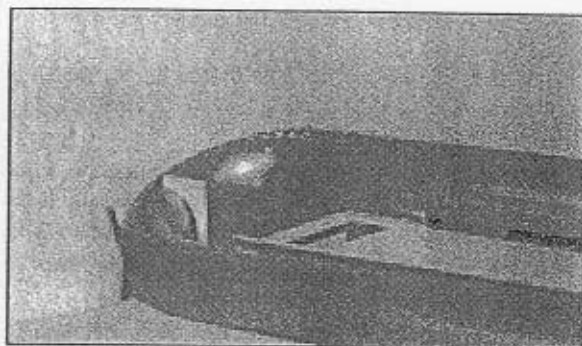


Figure 12
Burner Locating Bracket

4. Log Placement

Carefully unpackage the seven (7) logs from the shipping carton and inspect for the condition of the logs.

Place the outer left and right log pieces at each bend of the burner. See Figures 13 and 14.

Place the back log in the firebox on the rear support. The notch will provide clearance for the pilot assembly. See Figure 15.

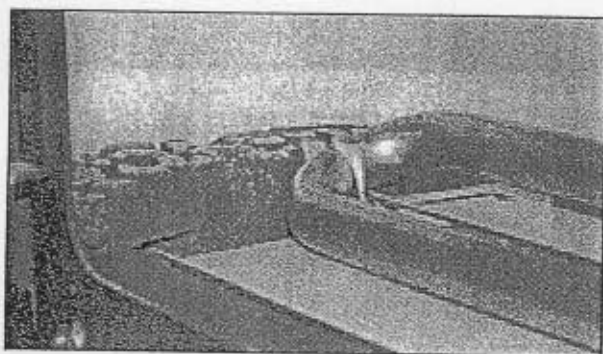


Figure 13
Outer Left Log Placement

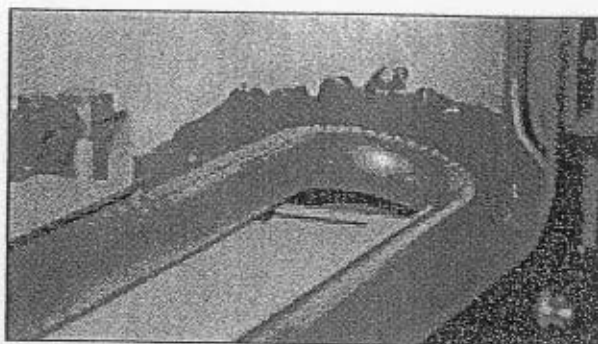


Figure 14
Outer Right Log Placement

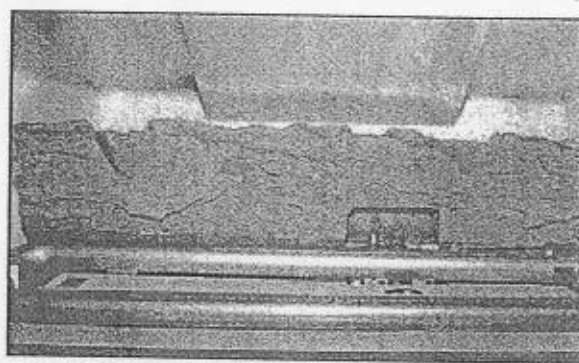


Figure 15
Back Log Placement

The middle log should be placed between the rear and middle burner tube. See Figure 16.

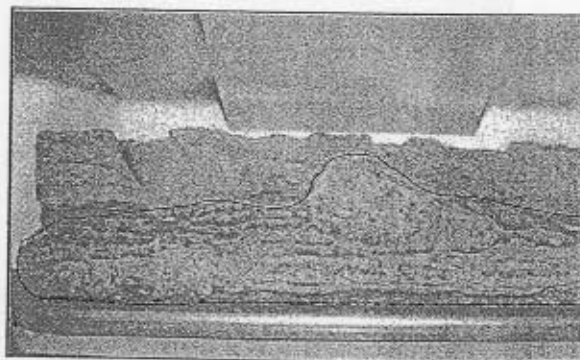


Figure 16
Middle Log Placement
(Emphasis Added to Middle Log)

The front log should be placed between the middle and front tube. The right side of the log should rest against the bend. See Figure 17.

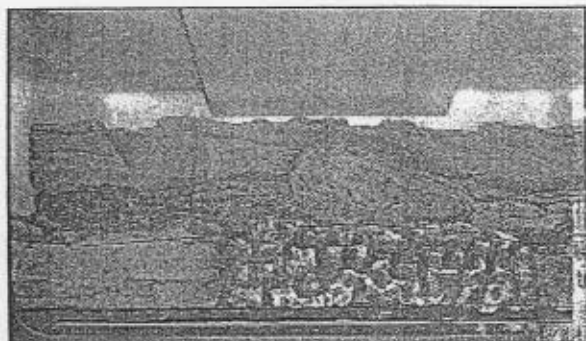


Figure 17
Front Log Placement
(Emphasis Added to Front Log)

The left top log should be positioned in the notches of the back and front logs on the left side. See Figure 18.

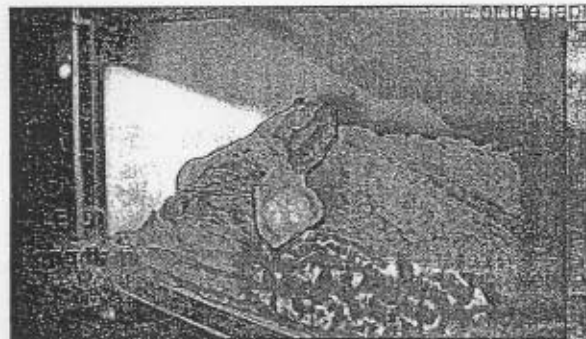


Figure 18
Left Top Log Placement
(Emphasis Added to Left Top Log)

The right top log should be positioned in the notches of the back and front logs on the right side. See Figure 19.



Figure 19
Right Top Log Placement
(Emphasis Added to Right Top Log)

5. Rock Wool Placement

Tear the rock wool into pieces no larger than 1/2" diameter.

Lay the rock wool pieces on the front gas ports and on each bend of the burner so that the flame can touch the rock wool and create the glowing ember look. Be sure not to pack the rock wool against the gas ports of the burner. See Figure 20.

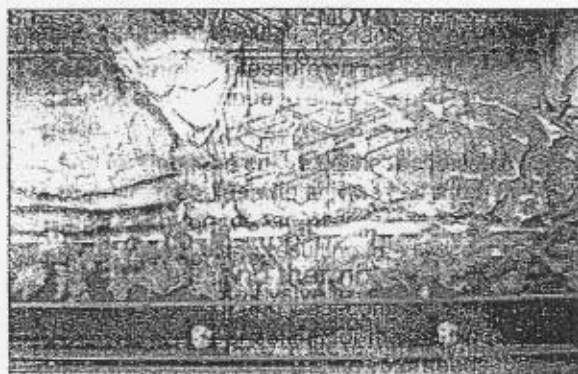


Figure 20
Placing Rock Wool

Note: Placement of the logs and rock wool should be done with care and time, as this will create the look of the fire when burning.

E - CLEANING THE GLASS

When cleaning the glass, use only non-caustic, non-abrasive cleaners. **DO NOT ATTEMPT TO CLEAN HOT GLASS.** It is dangerous, and the glass is more likely to be stained by the cleaning agent. Stubborn film can often be removed using Cook Top Cleaning Creme available at appliance centers.

F - INSTALLATION OF GLASS

After cleaning the glass, position the glass frame over the four bolts at the bottom. Hold the glass in place and slide the top glass retainer over the bolts at the top. Replace the 4 nuts and tighten, but be careful to not overtighten. Tighten the nuts at the bottom of the glass frame.

WARNING

NEVER OPERATE THIS APPLIANCE WITH THE DOOR AND/OR GLASS REMOVED OR NOT SEALED.

G - REPLACE THE FRONT AND SIDE FACES

Carefully lift the side face into position and hook the tab into the slot to hold it in place. Repeat the procedure with the other side. Carefully lift the front face into position and insert the four bolts on the back of the face into the slots on the front of the unit. Push down slightly until the face is in position.

H - ACCESS DOOR OPENING

The valve access door, located at the base of the unit in the front is opened by sliding to the left. See Figure 21. This will expose the gas valve and the pilot controls as shown in Figure 22.

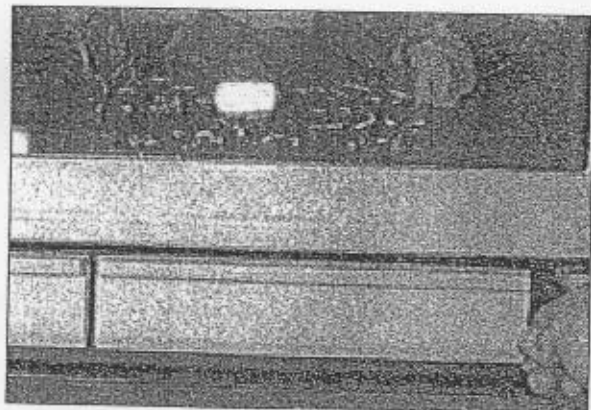


Figure 21
Access Door

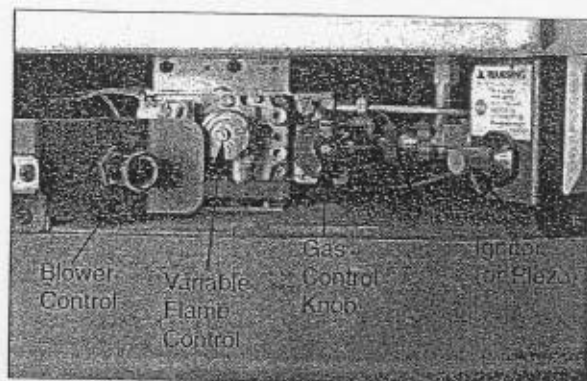


Figure 22
Valve Control

I - GOLD TRIM CLEANING

All prints and smudges must be wiped clean from the gold trim prior to initial burn. If this is not done, these prints will be cured into the gold finish and set for the life of the heater. To keep the finish looking its best, gently wipe with a soft cloth. If desired, use a non-abrasive cleaner such as soap and water. Never use any solvent, thinner, or abrasive cleaner since these will damage the finish.

NOTE: All prints and smudges must be wiped clean from the gold trim prior to initial burn. If this is not done, these prints will be cured into the gold finish and set for the life of the stove.

To keep the finish looking its best, gently wipe with a soft cloth. If desired, use a non-abrasive cleaner such as soap and water, window cleaner, or vinegar and water. Never use any solvent, thinner, or abrasive cleaner since these will damage the finish.

I - WIRING



Note: This appliance must be electrically wired and grounded in accordance with local codes or, in the absence of local codes, with National Electric Code ANSI/NFPA 70-latest edition. This appliance can be used with a thermostat.

Note: This appliance DOES require a 110VAC supply for operation of the blower.

A 110VAC outlet should be located close to the lower left side of the appliance to allow the blower to be plugged in.

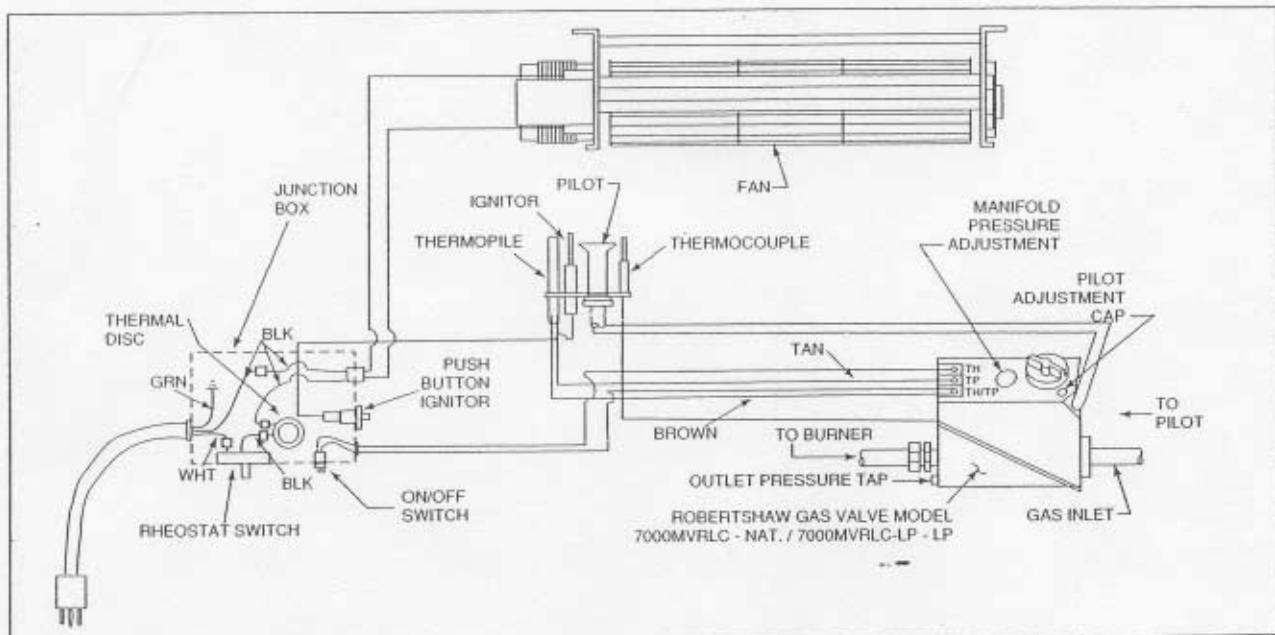


Figure 23
Wiring Diagram

1a. Optional Wall Thermostat. The use of a millivolt thermostat is allowed. It must be located within 20 feet. Figure 24 shows how to connect the thermostat.

Remove ON/OFF switch wires from valve. Place Thermostat wires to the posts marked TH and TH/TP.

Note: The ON/OFF switch now becomes inoperable.

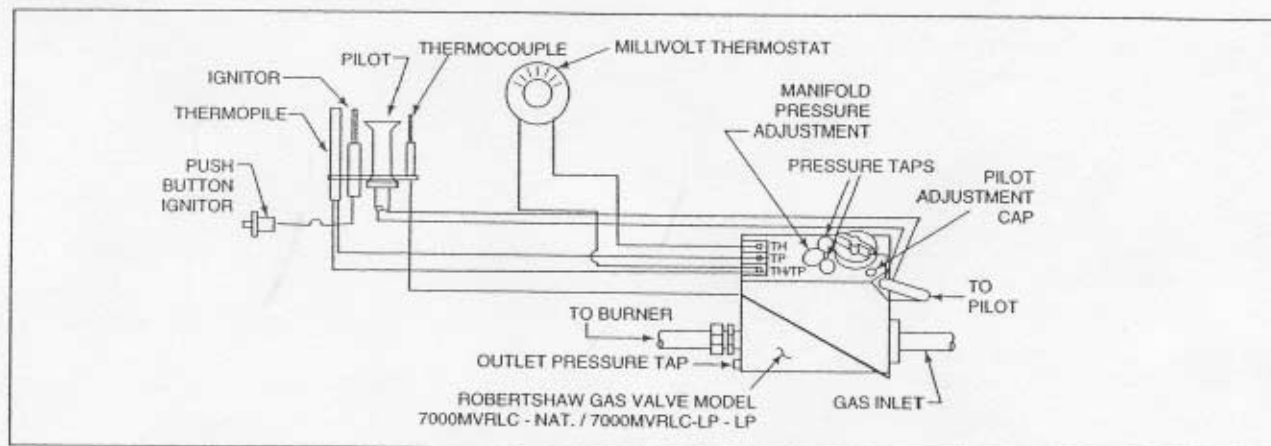


Figure 24
Wiring Diagram

K. PRE-USE CHECK

Before operating this heater, please review the safety precautions given on page 2 as well as the items listed below:

1. The air shutter on the burner stem should be secured to a minimum opening of 3/8" for natural gas (3/8" is a recommended setting but not necessarily the exact setting for all installations) and wide open for propane gas. The air shutter may need to be adjusted to different settings, depending on the installation and conditions.
 2. Check to make sure the logs have all been placed correctly.
 3. Check to see that all wiring is correct and enclosed to prevent possible shock. This is done by opening the access panel (follow Step A below) to access the control area.
 4. Check to ensure there are no gas leaks. This may be done with a soap and water solution.
 5. Make sure the front door is sealed and in its proper position. Never operate this heater with the door removed or not sealed.
 6. Read and understand these Instructions thoroughly before attempting to operate this heater.
- A. Opening the access panel.** The access door, located at the base of the heater in the front, opens simply by pulling open. This will expose the gas valve and pilot controls. To close, simply raise the door and lift slightly.

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.

Subsequent lightings of the appliance will not require such purging.

CAUTION: During the initial purging and subsequent lightings, NEVER allow the gas valve control knob to remain depressed in the "pilot" position without pushing the red ignitor button at least once every second.

When lit for the first time, the appliance will emit a slight odor for an hour or two. This is due to paint and lubricants used in the manufacturing process.

Additionally, for the first few minutes after each lighting, vapor may condense and fog the glass and the flames may be blue. After a few minutes, this moisture will disappear and within 15-30 minutes the flames should become yellow.

B. On/Off switch for the burner. The on/off switch for the burner is located at the front lower left of the unit.

C. Operation Procedure During Regular Use. Simply turn the switch to the ON position. This will ignite the main burner.

D. Shutdown During Regular Use. Simply turn the switch to OFF. This will disengage the burner and the flames will extinguish.

VI. OPERATING INSTRUCTIONS

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 gas heater has a manual ignition device that lights the pilot. When lighting the pilot, follow these instructions exactly.

B. **STOP! BEFORE READING FURTHER**, smell around the heater area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle to the floor.

WHAT TO DO IF YOU SMELL GAS:

- *Do not try to light the heater.
- *Do not touch any electric switch; do not use any telephone in your building.
- *Immediately call your gas supplier from a neighbor's telephone. Follow the instructions of your utility.
- *If you cannot reach your utility, call the fire department.

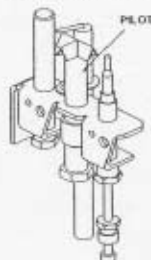
C. IF THE PILOT LIGHT AND BURNER WENT OUT DURING USE, YOU MUST TAKE THE GLASS OFF THE HEATER AND WAIT TO CLEAR OUT ANY GAS. FOLLOW THE LIGHTING INSTRUCTIONS BELOW.

D. Use only your hand to push in or turn the gas control knob to light the pilot. Never use tools. If the knob will not push in or turn by hand, do not try to repair it; call a qualified service technician. Using a tool or attempting repairs may result in a fire or explosion.

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

LIGHTING INSTRUCTIONS

1. **STOP!** Read the safety information above.
2. Turn off all electric power to the heater. If your heater has a thermostat, set to lowest setting.
3. Open control access panel.
4. Find the pilot. The pilot is inside the combustion chamber next to the main burner.



5. If the gas control knob is at the "OFF" position, go to step 7. If the gas control knob is at the "ON" position, go to step 6.



6. If the pilot light went out during normal use with the gas control knob at the "ON" position, turn the gas control knob to the "OFF" position. **REMOVE THE FIXED GLASS PANEL.** Wait ten (10) minutes to clear out any gas.

7. Smell for gas, including near the floor. If you don't smell gas, go to the next step. If you smell gas, wait another five (5) minutes or until the gas odor is no longer present before continuing. If the odor of gas does not disappear after fifteen (15) minutes, **STOP!** Follow "B" in the safety information above.

8. Replace glass panel if it has been removed.

9. Turn gas control knob counterclockwise to the "PILOT" position.

10. Push the gas control knob in all the way and hold. At the same time, push in red ignition button repeatedly until the pilot lights. Never hold the gas control knob in for more than ten (10) seconds if the pilot does not light. Once the pilot lights, continue to hold the gas control knob in for 15 seconds. Release the gas control knob and it will pop back up. If pilot does not remain lit, repeat steps 6 through 9.

*If gas control knob does not pop back up when released, turn the knob to "OFF" and call your service technician or gas supplier.

*If the pilot will not stay on after two attempts, turn the gas control knob to "OFF" and call your service technician or gas supplier.

11. Turn gas control knob counterclockwise to the "ON" position. The knob can be turned to the "ON" position only if it is popped out.

12. Close the access panel.

13. Turn on electrical power to the heater. If equipped with a thermostat, set to the desired setting.

TO TURN OFF GAS TO HEATER

1. Turn rocker switch to OFF or the wall thermostat to lowest setting if your unit is so equipped.
2. Turn off all electric power to the heater if service is to be performed.
3. Open control access panel.
4. Turn gas control clockwise to "OFF".
5. Close control access panel.

SEASONAL SHUTDOWN

When the burning season comes to an end, the entire system should be shut down to prevent gas running to the heater while it is not in use.

OPERATION PROCEDURE DURING REGULAR USE

Simply turn the switch/thermostat to the ON position. This will ignite the main burner.

BLOWER OPERATION

To turn the blower on, simply turn the knob, located on the bottom left side (behind the access door). See Figure 22 on page 18.

Note: The blower will not turn on until the heater has reached its proper operating temperature. This is determined by a thermal disc in the blower assembly. Also, the blower will continue to run until the heater has cooled sufficiently after shutdown.

SHUTDOWN DURING REGULAR USE

Simply turn the switch/thermostat to OFF. This will disengage the burner and the flames will extinguish.

Note: Keep the area near the heater clear and free from combustible materials, gasoline and other flammable vapors and liquids.

WARNING

DO NOT OPERATE APPLIANCE WITH THE PANEL(S) REMOVED, CRACKED OR BROKEN. REPLACEMENT OF THE PANEL(S) SHOULD BE DONE BY A LICENSED OR QUALIFIED SERVICE PERSON.

WARNING

PROVIDE ADEQUATE ACCESSIBILITY CLEARANCES FOR SERVICING AND PROPER OPERATION.

VII. MAINTENANCE INSTRUCTIONS

CAUTION: Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing.

Cleaning the burner and control compartment

Keep the burner and control compartment clean with a clean, dry paint brush and vacuuming at least once a year. Always turn off the gas valve and the switch before cleaning.

Air Shutter Adjustment

The air shutter adjusts the amount of air that mixes the gas as it enters the burner pan. It is used to fine tune the flame as necessary for differences in altitude and vent configuration. The shutter is shipped in the open position.

Allow the unit to operate about 15-20 minutes. This will give the flame time to reach its height and color before making adjustment to the air shutter. As the shutter is closed, the flame should get taller and darker.

The appliance may produce a noise, caused from metal expansion and contraction as it heats up and cools down. This noise is similar to one that a furnace or heat duct may produce and does not affect the operation or longevity of the unit.

CAUTION: THE LOGS CAN GET VERY HOT - HANDLE ONLY WHEN COOL.

Checking flame patterns

Visually check the flame of the burner periodically, making sure the flames are steady; not lifting or floating. The flame color should be blue with yellow tips. The thermopile tip should be covered with flame. See Figure 25.

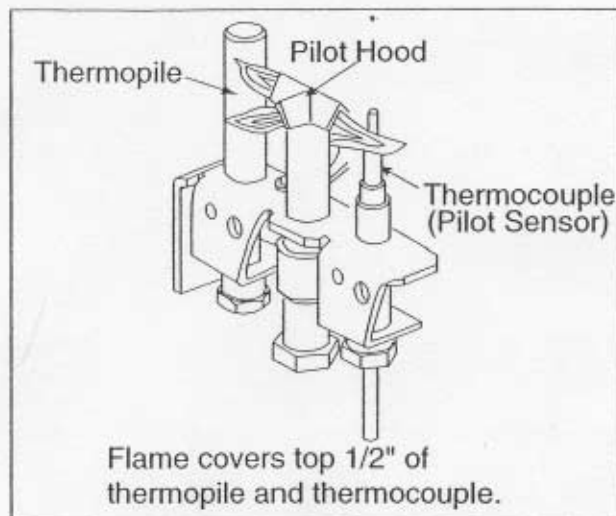


Figure 25
Standing Pilot

Venting system inspection

Visually check the flame of the burner periodically, making sure the flames are steady; not lifting or floating. The flame color should be blue with yellow tips. The thermopile tip should be covered with flame. See Figure 26.

If the vent configuration is installed incorrectly, the vent may cause the flames inside the appliance to lift or "ghost" - a dangerous situation. Inspect the flames after installation to ensure proper performance. See Figure 26. If the vent configuration is correct, yet the flames are lifting or ghosting, shut off gas to the appliance and contact the dealer for information on remedying the problem.

The room heater and venting system should be inspected before use each season, and at least annually, by a qualified field service person, to ensure that the flow of combustion and ventilation air is not obstructed.

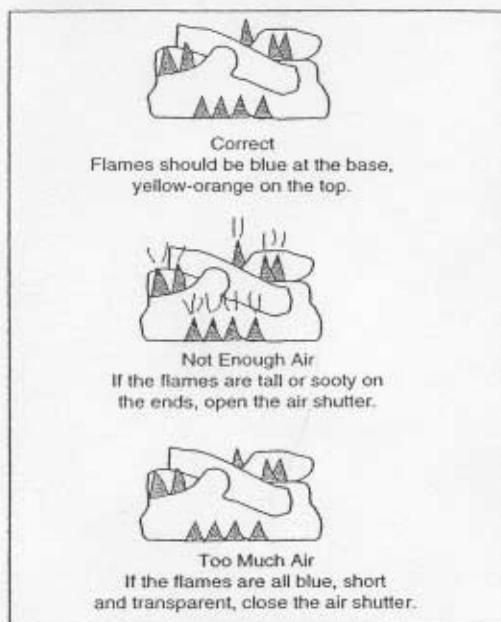


Figure 26
Flame Pattern

Cleaning the glass

It is recommended to wear gloves while handling or removing the glass. **DO NOT REMOVE THE GLASS WHEN HOT.**

Note: When cleaning the glass, NEVER use abrasive materials. NEVER clean glass when hot.

To open the glass for cleaning, follow Step 1 on page 12.

To clean the glass, use a non-abrasive, mild cleaning solution. (For example, a glass cleaner or for stubborn film, an oven cleaner.) Simply apply an adequate amount to the glass and wipe off with a damp cloth. Please be sure all cleaner is thoroughly rinsed from the glass.

Never operate this heater without the glass properly secured in place or if the glass is broken.

In the event of glass breakage, follow glass removal instructions. This will allow the removal of all glass fragments and sheet metal edge protection strips. Vacuum all remaining glass pieces with a shop vac. (DO NOT VACUUM IF PIECES ARE HOT.) Replace access door only with the correct ARROW part ordered direct or through your local distributor. Never use substitute material. Only ceramic glass may be used on this heater.

Log cleaning

Logs can be easily lifted out of position. Carbon build-up can be removed with a vacuum cleaner.

STANDING PILOT

Problem	Cause	Corrective Action
1. Spark ignitor will not light pilot after repeated pressing of red button.	A. Defective ignitor. B. Misaligned electrode. C. No gas to pilot/plugged orifice. D. Ignitor wire grounding out. E. Loose ignitor wiring.	Replace ignitor. Spark should be approximately 1/8" to bottom of pilot hood. Adjust gap to give proper spark. Remove hands from electrode before pressing red button. Check valve knob position & any shut-off valves. If propane, check for empty tank. Check pilot orifice; remove any blockage. Replace pilot assembly. Check for spark. If electrode connection is correct & no spark, replace ignitor.
2. Pilot will not stay lit.	A. Pilot flame not in constant contact with pilot sensor. B. Pilot sensor not tightened/seated in valve properly. C. Defective pilot sensor thermocouple. D. Faulty valve.	Check log placement. Check pilot flame; adjust flame if necessary. Check that pilot sensor connector is tight in valve. Replace pilot sensor thermocouple. Replace valve.
3. With pilot lit, valve and ON/OFF switch in "ON" position, burner will not light.	A. 110 volts of electricity has burned out valve. B. ON/OFF switch defective. C. Plugged burner orifice. D. Defective thermopile. E. Burner not on orifice. F. Loose or faulty wiring. G. Faulty valve.	Remove voltage and replace valve. Check ON/OFF switch for proper connections. Connect wires across terminal at ON/OFF switch. If burner comes on, replace ON/OFF switch. If burner doesn't come on, connect to ON/OFF switch junctions at valve. If burner comes on, replace wires. Check burner orifice, remove blockage. Replace thermopile. Check burner; place on orifice. Check for loose connections; verify wiring (See Figure 23). Replace valve.
4. Appliance turns itself off after a period of time, but pilot stays lit.	A. Intermittent short in ON/OFF wiring system. B. Defective thermopile.	Have a qualified service technician check venting system for blockage (i.e. bird nests, damage). Ensure proper venting condition. Check/replace ON/OFF wiring system. Replace thermopile.
5. Appliance turns itself off after a period of time, pilot no longer lit.	A. Pilot flame not in constant contact with pilot sensor. B. Defective pilot sensor thermocouple.	Check log placement; check pilot flame, adjust flame if necessary. Replace pilot sensor thermocouple.
6. Glass doors fog up.	A. Normal result of gas combustion.	No action necessary - glass will clear as appliance warms.
7. Blue flames.	A. Normal result during first 20 minutes of burning.	No action necessary - flames will turn more yellow after about 20 minutes.
8. Glass has film on it.	A. Normal result during initial few hours of operation. B. Improper log placement causing soot. C. Dark yellow tipped flame.	Clean glass with Brasso or silver polish. Check log placement; reposition if necessary. Open air shutter to increase air to gas ratio.

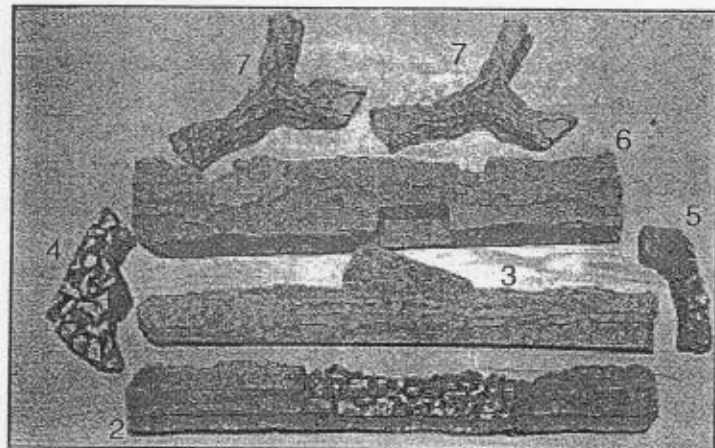
IX. REPLACEMENT PARTS

Replacement parts are available from your distributor/dealer, or through ARROW/DOVRE customer relations, Aladdin Hearth Products, 401 N. Wynne, Colville, WA 99114.

See Figure A for a replacement parts diagram.

If necessary, a conversion kit is available from your distributor/dealer, or through Arrow/Dovre. To convert from propane to natural gas, use the NCK40. To convert from natural to propane gas, use the PCK40.

A



ITEM	PART NO.	DESCRIPTION
1	25645	DDVI Log Assembly
2	25643	Front Log
3	25644	Middle Log
4	25648	Outer Log Left
5	25646	Outer Log Right
6	21334	Back Log
7	26104	Top Log (qty. 2)
8	14333	Mineral Wool

ITEM	PART NO.	DESCRIPTION
1	20433	Burner
2	20613	Variable Speed Switch for Blower
3	21614	Blower Assembly
4	14213	Thermostat

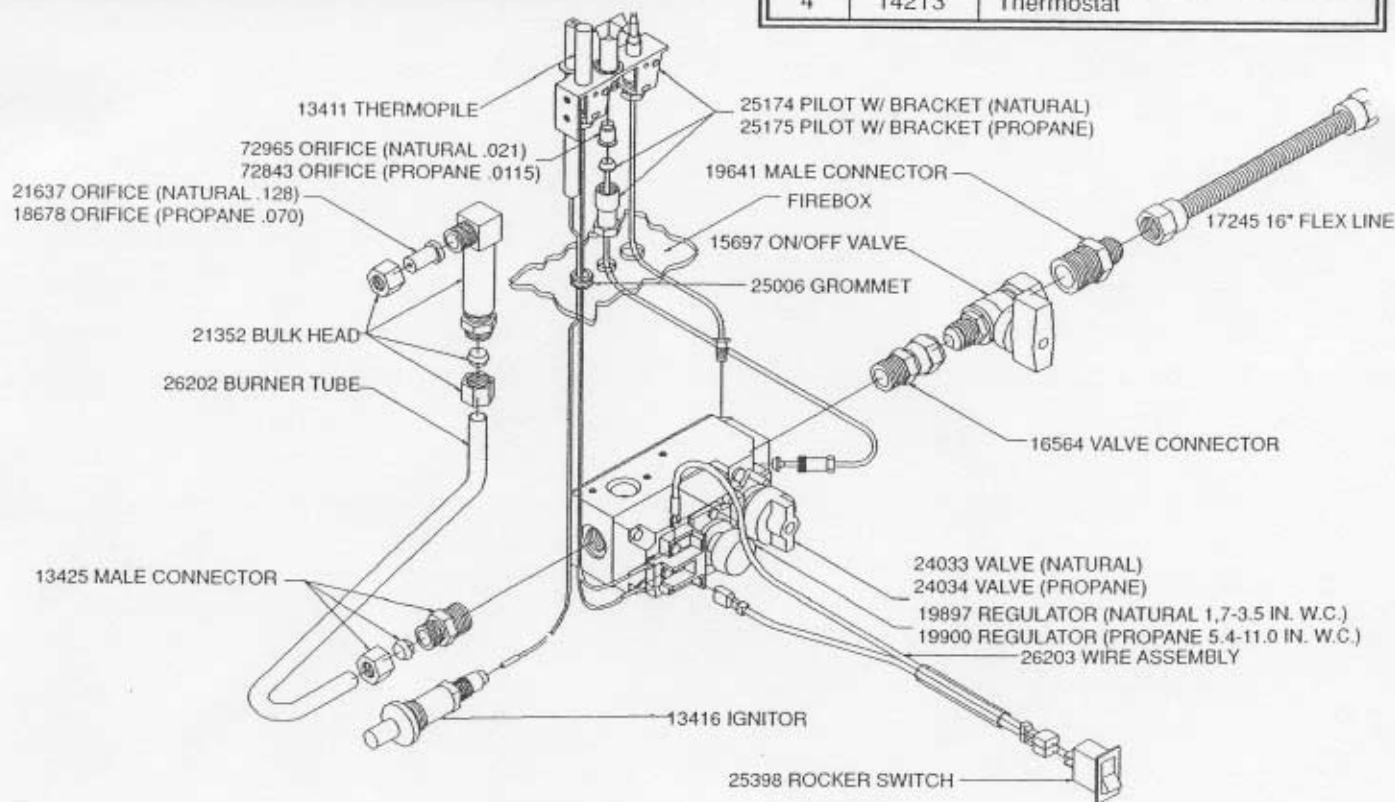
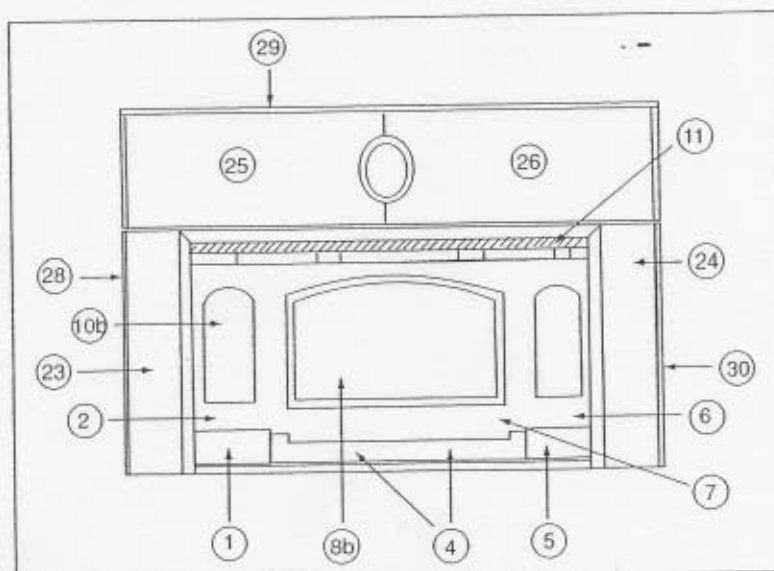


Figure A
Replacement Parts

ITEM	PART	DESCRIPTION
1	25872	Access Cover Left
2	25565	Front Plate Left - Black
	25964	Front Plate Left - Porcelain Black
	25969	Front Plate Left - Porcelain Blue
	25974	Front Plate Left - Porcelain Creme
	25979	Front Plate Left - Porcelain Green
3	25982	Access Door Assembly
4	25559	Lower Panel Door - Black
	25966	Lower Panel Door - Porcelain Black
	25971	Lower Panel Door - Porcelain Blue
	25976	Lower Panel Door - Porcelain Creme
	25981	Lower Panel Door - Porcelain Green
5	25784	Access Cover Right
6	25566	Front Plate Right - Matte Black
	25965	Front Plate Right - Porcelain Black
	25970	Front Plate Right - Porcelain Blue
	25975	Front Plate Right - Porcelain Creme
	25980	Front Plate Right - Porcelain Green
7	25564	Front Plate - Black
	25963	Front Plate - Porcelain Black
	25968	Front Plate - Porcelain Blue
	25973	Front Plate - Porcelain Creme
	25978	Front Plate - Porcelain Green
8	25807	Glass Frame Assembly
8a	25935	Frame Assembly
8b	23924	Glass Assembly
9	25864	Top Glass Retainer Assembly
10	25863	Side Glass Frame Assembly
10a	23065	Glass Bracket
10b	21608	Glass Assembly
11	25558	Top Plate - Black
	25962	Top Plate - Porcelain Black
	25967	Top Plate - Porcelain Blue
	25972	Top Plate - Porcelain Creme
	25977	Top Plate - Porcelain Green

12	25173	Side Plate Clip - Casting Bracket
13	25177	1/4 - 20 x 3/8 Hex Bolt - Casting Bracket
14	25636	10 - 32 x 1/2 Bolt
15	25637	Push Nut
16	104127	10-32 Nut
17	25806	Side Cast Bracket
18	25172	Side Surround Clip
19	25171	Surround Top Clip
20	25815	Surround Plate
21	25176	Front Retainer
22	12387	10 - 32 x 3/8 Phillips Screw
23	25563	Side Panel Left - Black
	25944	Side Panel Left - Porcelain Black
	25948	Side Panel Left - Porcelain Blue
	25952	Side Panel Left - Porcelain Creme
	25956	Side Panel Left - Porcelain Green
24	25562	Side Panel Right - Black
	25943	Side Panel Right - Porcelain Black
	25947	Side Panel Right - Porcelain Blue
	25951	Side Panel Right - Porcelain Creme
	25955	Side Panel Right - Porcelain Green
25	25560	Upper Panel Left - Black
	25941	Upper Panel Left - Porcelain Black
	25945	Upper Panel Left - Porcelain Blue
	25949	Upper Panel Left - Porcelain Creme
	25953	Upper Panel Left - Porcelain Green
26	25561	Upper Panel Right - Black
	25942	Upper Panel Right - Porcelain Black
	25946	Upper Panel Right - Porcelain Blue
	25950	Upper Panel Right - Porcelain Creme
	25954	Upper Panel Right - Porcelain Green
27	25816	Surround Shim
28	21766	Left Side Trim
29	19177	Top Trim
30	25869	Right Side Trim



**ALADDIN HEARTH PRODUCTS FULL AND LIMITED WARRANTIES
FOR ARROW®/DOVRE® GAS APPLIANCES**

Aladdin Hearth Products (Aladdin) extends the following warranties for ARROW®/DOVRE® gas appliances installed in the United States or the Dominion of Canada. Dealers and Aladdin's employees have no authority to make any warranty or authorize any remedy in addition to or inconsistent with the terms of these warranties.

FULL WARRANTY. Aladdin warrants the following components of your ARROW®/DOVRE® gas appliances (the "Appliance") under normal use in accordance with the Operating Instructions and the Listing Agency Identification Label against any original defects in material and workmanship for a period of one (1) year from the date of installation: firebox assembly, standard and optional components manufactured by Aladdin (not including the logs, baffle, or vent system components), blower assembly, speed control switch, valve, pilot assembly, burner, piezo ignitor, electronic ignition assembly (where applicable), and door seal.

This Warranty runs only to the original consumer purchaser while the Appliance is in its location of original installation. In the event of a defect covered by this Warranty, Aladdin will, at its sole option, repair or replace the appliance at no charge to you.

LIMITED WARRANTY. Aladdin warrants the steel and cast iron components of the Appliance under normal use in accordance with the Operating Instructions and the Listing Agency Identification Label against any original defects in material and workmanship for an additional four (4) years after expiration of the full warranty. In the event of a defect covered by this Warranty, Aladdin will replace the steel and cast iron components of the appliance, but will not pay any freight or labor expenses associated with repairing or replacing such components.

Aladdin's obligation under these warranties does not extend to damages resulting from (1) installation or operation not in accordance with both the Installation Instructions and the Operating Instructions furnished with the Appliance; (2) installation which does not comply with local building codes; (3) shipping, improper handling, improper operation, abuse, misuse, accident or unworkmanlike repairs; (4) use of fuels other than those specified in the Operating Instructions; (5) installation or use of any components not expressly authorized and approved by Aladdin; and/or (6) modification of the Appliance not expressly authorized and approved by Aladdin.

These warranties give you specific legal rights. You may also have other rights which vary from state to state.

LIMITATION OF LIABILITY.

ALADDIN'S OBLIGATION AND PURCHASER'S EXCLUSIVE REMEDY UNDER THE FULL AND LIMITED WARRANTIES, ANY OTHER WARRANTY EXPRESS OR IMPLIED (INCLUDING MERCHANTABILITY), OR OTHERWISE SHALL BE LIMITED TO REPLACEMENT OR REPAIR OF THE APPLIANCE OR COMPONENTS; PROVIDED, HOWEVER, THAT ALADDIN HAS NO OBLIGATION TO REPAIR OR REPLACE ANY APPLIANCE OR COMPONENT WHERE EITHER THE APPLIANCE OR THE COMPONENT HAS BEEN REMOVED OR REPAIRED OR REPLACED PRIOR TO ALADDIN HAVING BEEN AFFORDED THE OPPORTUNITY TO INSPECT, REPAIR OR REPLACE THE APPLIANCE OR COMPONENT. IN NO EVENT SHALL ALADDIN BE RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY DEFECTS IN THE APPLIANCE WHETHER SUCH DAMAGE OCCURS OR IS DISCOVERED BEFORE OR AFTER REPLACEMENT OR REPAIR, AND WHETHER SUCH DAMAGE WAS CAUSED BY ALADDIN'S NEGLIGENCE. THE DURATION OF IMPLIED WARRANTIES (INCLUDING MERCHANTABILITY) APPLICABLE TO THE APPLIANCE IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTIES.

Because some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, the above limitations or exclusions may not apply to you.

HOW TO OBTAIN SERVICE. To obtain service under these warranties, you must:

1. Send written notice of the claimed condition to Aladdin, ARROW®/DOVRE® Customer Relations Department, 401 N. Wynne, Colville, WA 99114.
2. Provide proof of purchase to Aladdin.
3. Provide Aladdin reasonable opportunity to investigate the claim, including reasonable opportunity to inspect the appliance prior to any repair or replacement work and before the Appliance or any component of the Appliance has been removed from the place of original installation.
4. Obtain Aladdin's consent to any warranty work before the work is done.