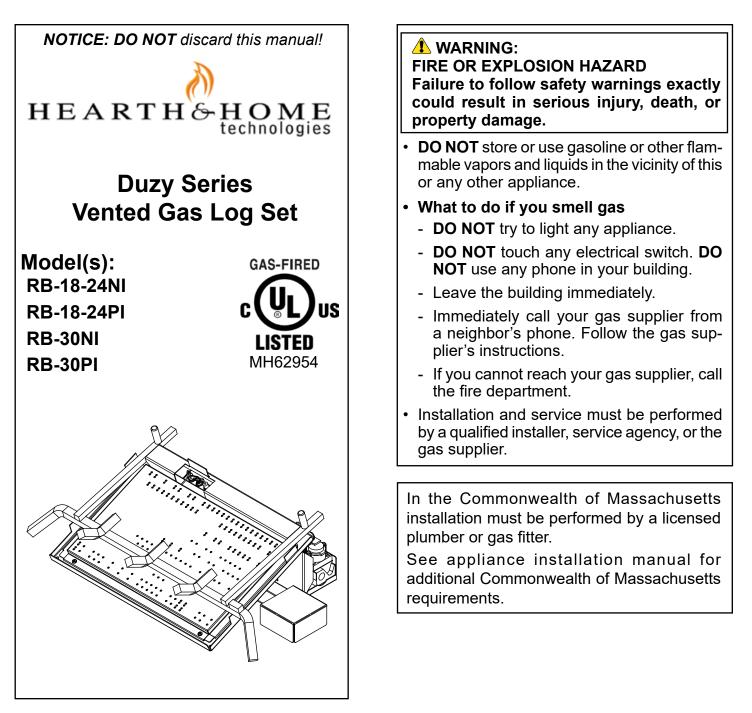
# Owner's Manual Care and Operation

**INSTALLER:** Leave this manual with party responsible for use and operation. **OWNER:** Retain this manual for future reference.



## **1** 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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## **Table of Contents**

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Contains updated information

### A. Congratulations

Congratulations and thank you for selecting a Hearth & Home Technologies vented gas log set, an elegant and clean alternative to wood burning fireplaces. The gas log set you have selected is designed to provide the utmost in safety, efficiency, and style.

As the owner of a new vented gas log set, 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 noted on the cover page.

Your new vented gas log set will give you years of durable use and trouble-free enjoyment. Welcome to the Hearth & Home family.

	Local Dea	ler Information
<b>Dealer:</b> Fill in your name, address, phone number and email information in the space provided.	Dealer Name: Address: Phone Number: Email:	
Appliance Information: Brand: Serial Number:		Model Name: Date Installed:

#### Listing Label Information/Location

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

Type of Gas		-FUEL BURNING FIREPI ERS À COMBUSTIBLES	CSA 2:26-2017 DE LACES; APPAREIL DE SOLIDES.		L US ED	
	MODEL:	*MODEL*	MINIMUM FIR	EBOX SIZE		
	GAS TYPE:	*GAS TYPE*	FRONT WIDTH:	*FRONT*		
	INPUT / PUISSANCE:	*RATE*	REAR WIDTH:	*REAR*	$\sim$	
	ORTFICE SIZE:	*ORIFICE*	DEPTH:	13.5" (343 mm)	Serial N	umber
	MANIFOLD PRESSURE / PRESSION D'ADMISSION:	*MANIFOLD*	HEIGHT:	16.0" (406 mm)		
Model Number	MIN. GAS SUPPLY FOR INPUT ADJ. / ALIMENTATION EN GAZ MIN. POUR REGLAGE:	*INLET MIN*			1	
$\sim$	MAX GAS SUPPLY / ALIMENTATION EN GAZ MAX.:	*INLET MAX*				
	WARNING: FOR INSTALLATION IN A SOLID- PERMANENT VENT OPENING TO THE ATMOS MANUFACTURER'S INSTALLATION INSTRUCTI AVERTISSEMENT: POUR INSTALLATION DA FOYER DOIT COMPORTER UNE SORTIE D'ÉVAP SPÉCIFIÉES DANS LES INSTRUCTIONS D'INSTA	PHERE OF NOT LESS TI ONS. NS UN FOYER À COMB ACUATION PERMANENT ALLATION DU FABRICAT	HAN 64 INCHES, OR SUSTIBLES SOLIDES S TE D'AU MOINS 64 F NT.	AS DETERMINED FROM	INÉE DU	
	Model No:	Serial No:				
				46	660-990A	

#### **B. Limited Lifetime Warranty**

#### Hearth & Home Technologies LLC LIMITED WARRANTY

Hearth & Home Technologies LLC ("HHT") extends the following warranty for HHT gas, wood, pellet and electric hearth appliances (each a "Product" and collectively, the "Product(s)") and certain component parts set forth in the table below ("Component Part(s)") that are purchased from a HHT authorized dealer or distributor.

#### WARRANTY COVERAGE:

HHT warrants that the Products and their Component Parts will be free from defects in materials and workmanship for the applicable period of Warranty coverage set forth in the table below ("Warranty Period"). If a Product or Component Parts are found to be defective in materials or workmanship during the applicable Warranty Period, HHT will, at our discretion, repair the applicable Component Part(s), replace the applicable Component Part(s), or refund the purchase price of the applicable Product(s). The maximum amount recoverable under this Warranty is limited to the purchase price of the Product. This Warranty is transferable from the original purchaser to subsequent owners, but the Warranty Period will not be extended in duration or expanded in coverage for any such transfer. This Warranty is subject to conditions, exclusions, and limitations as described below.

#### WARRANTY PERIOD:

Warranty coverage begins at the date of installation. In the case of new home constructions, Warranty coverage begins six months after invoice of the final sale of the Product(s) by an independent, authorized HHT dealer or distributor. However, the Warranty coverage shall commence no later than 24 months following the date of Product shipment from HHT, regardless of the installation or purchase date.

Warranty	Period					HHT Manufactured Appliances and Venting				
Component Parts	Labor	Gas	Pellet	Wood	Electric	Component Parts Covered by this Warranty				
1 Year		1 Year X X X		x		All parts including handles, external enameled components and other material except as covered by Warranty Conditions, Warranty Exclusions, and Warranty Limitations listed				
					x	All parts except as covered by Warranty Conditions, Warranty Exclusions, and Warran Limitations listed				
2 Yea	ars		x	x		Glass, Electrical components limited to heating element/igniters, Top feed auger asse Blowers, Junction Box, Remotes/Wall switches, linear actuator, power cord, vacuum so snap disc, wire harnesses and thermocouple				
		x				Electrical components limited to modules, remotes/wall switches, valves, pilots, blowers, junction boxes, wire harnesses, transformers and lights (excluding light bulbs)				
		х		х		Cement Refractory Panels, Glass Liner Panels				
3 yea	ars		х			Firepots, burnpots, Harman mechanical feeders				
5 yea	ars	x		x		Catalysts, Vented and Vent Free burners and logs				
10 years	1 year	x				Burners, logs and metal/fiber refractory components of HHT manufactured fireplaces or stoves, venting due to poor workmanship				
10 years	3 years		х	x		Castings, Medallions & Baffles, FlexBurn® System (engine, inner cover, access cover and fireback), Firebox and heat exchanger, HHT Chimney & Terminations, Manifolds				
20 years	3 years	Х				Firebox and heat exchanger				
				All pu	rchased rep	blacement parts and optional accessories				
1 Year	1 Year None X X X X All purchased replacement parts and optional accessories					All purchased replacement parts and optional accessories				

### B. Limited Lifetime Warranty (continued)

#### WARRANTY CONDITIONS:

- Because HHT cannot control the quality of any Products sold by unauthorized sellers, this Warranty only covers Products that are purchased through an HHT authorized dealer or distributor unless otherwise prohibited by law; a list of HHT authorized dealers is available on the HHT branded websites.
- This Warranty is only valid while the applicable Product remains at the site of original installation.
- This Warranty is only valid in the country in which the HHT authorized dealer or distributor that sold the applicable Product is authorized to sell applicable Product.
- Contact your installing distributor or dealer for Warranty service. If the installing dealer or distributor 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 applicable Product.
- No HHT consumer should bear cost of warranty service or costs incurred while servicing warranty claims (i.e., travel, gas, or mileage) when the service is performed within the terms of this Warranty. Check with your dealer or distributor 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 the 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 are not covered. These parts include: paint, wood and pellet gaskets, firebricks, wood grates, flame guides, batteries 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 applicable Product in accordance with the installation instructions, operating instructions, and listing agent identification label furnished with the applicable Product; (2) failure to install the applicable 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 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 operation instructions; (7) installation or use of components not supplied with the applicable Product or any other components not expressly authorized and approved by HHT; (8) modification of the applicable Product.
- Non-HHT venting components, hearth connections or other accessories used in conjunction with the applicable Product.
- Any part of a pre-existing fireplace system in which an insert or a decorative gas applicable Product is installed.
- HHT's obligation under this Warranty does not extend to the Product's capability to heat the desired space. Information is provided to assist the consumer and the dealer in selecting the proper Product for the application. Consideration must be given to the Product location and configuration, environmental conditions, insulation and air tightness of the structure.

#### This warranty is void if:

- The applicable Product has been over-fired, 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, deformation/warping of interior cast iron structure or components, rust colored cast iron, bubbling, cracking and discoloration of steel or enamel finishes.
- The applicable Product is subjected to prolonged periods of dampness or condensation.
- There is any damage to the applicable Product due to water or weather damage which is the result of, but not limited to, improper chimney or venting installation.

#### LIMITATIONS OF REMEDIES AND LIABILITY:

EXCEPT TO THE EXTENT PROVIDED BY LAW, HHT MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY SPECIFIED HEREIN. The owner's exclusive remedy and HHT's sole obligation under this Warranty or in contract, tort or otherwise, shall be limited to, at HHT's sole option, replacement of the Component Part(s), repair of the Component Part(s), or refund of the original purchase price of the applicable Product(s). In no event will HHT be liable for any incidental or consequential damages caused by defects in the applicable Product. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This Warranty gives you specific legal rights and you may also have other rights which vary from State to State. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO DURATION OF THE EXPRESSED WARRANTY SPECIFIED ABOVE FOR THE APPLICABLE PRODUCT. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

# Product Specific and Important Safety Information

## A. Appliance Certification

MODEL: RB-18-24NI, RB-18-24PI,
RB-30NI, RB-30PI
LABORATORY: Underwriters Laboratories (UL)
TYPE: Vented Gas Log Set
STANDARD: ANSI Z21.60-2017 • CSA 2.26-2017
Decorative gas appliances for
installation in solid-fuel burning
fireplaces

This product is listed to ANSI standards for "Vented Gas Log Sets" and applicable sections of "Gas Burning Heating Appliances for Manufactured Homes" and "Gas Fired Appliances for Use at High Altitude."

**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.

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

## B. BTU Specifications and Weight

Models		Maximum Input (BTU/hr)	Main Burner Orifice	Weight (Ibs.)
RB-18-24NI	(0-2000 FT)	50,000	.144 in. (3.7 mm)	31
RB-18-24PI	(0-2000 FT)	50,000	.086 in. (2.2 mm)	31
RB-30NI	(0-2000 FT)	65,000	.161 in. (4.1 mm)	36
RB-30PI	(0-2000 FT)	65,000	.098 in. (2.5 mm)	36

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





## C. Fuel

This appliance must not be used to burn solid fuel.

## D. Glass Doors

This appliance must NOT be operated with glass doors in the closed position.

## E. California

**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.

# **3** Important Safety and Operating Information

### A. Appliance Safety

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



- CAREFULLY SUPERVISE children in same room as appliance.
- 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.

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 appliance, 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 appliance, whether operating or cooling down.
- Teach children to NEVER touch the appliance.
- Consider not using the appliance when children will be present.

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

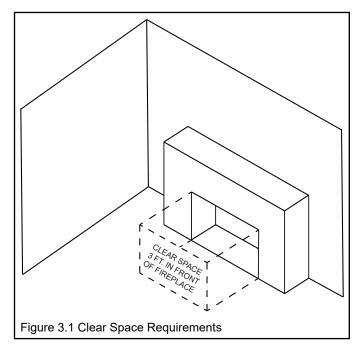
To prevent unintended operation when not using your appliance for an extended period of time (summer months, vacations, trips, etc):

- Remove batteries from remote controls.
- Turn off gas shutoff valve.

#### Clear Space

**WARNING! DO NOT** place combustible objects in front of the appliance. High temperatures may start a fire. See Figure 3.1.

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

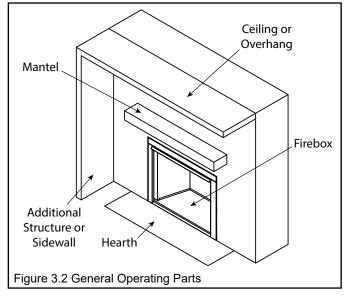


## **Over Firing**

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 a typical installation.



## 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.

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

## D. Before Lighting Appliance

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

- Verify all shipping material have been removed from inside and/or underneath the gas log set.
- Review proper placement of logs.
- Ensure there are no gas leaks.

**Caution:** This appliance must NOT be operated with glass doors in the closed position.

#### E. Initial Use

Initial Break-in Procedure:

- The burner should run three to four hours continuously on high.
- Turn the burner off and allow it to completely cool.

This cures the materials used to manufacture the burner. *NOTICE! Open windows for air circulation during appliance break-in.* 

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

## F. Controls

The Duzy series vented log set comes standard with an On/Off Switch and a battery powered Remote Control with a built in switch. See Figures 3.3 and 3.4.

The On/Off Switch and Remote Control can be used together or individually to control the operation of the appliance.

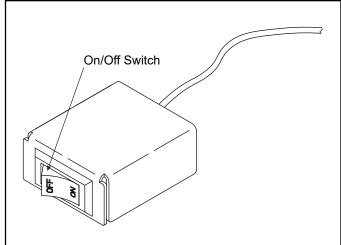
For proper electrical connections see wiring diagram shown in the appliance Installation Manual.

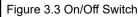
On/Off Switch:

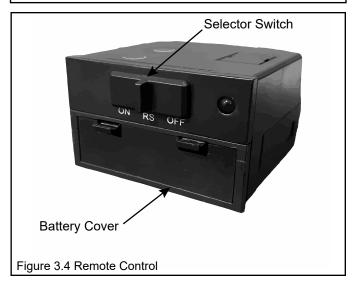
- On Position = Appliance main burner ON
- Off Position = Appliance main burner OFF

Remote Control:

- On Position = Appliance main burner ON.
- RS Position = Appliance ON/OFF function will be controlled by the handheld transmitter.
- Off Position = Appliance main burner OFF.







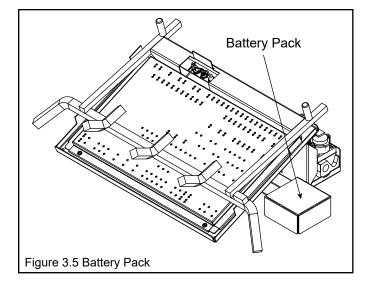
#### G. Battery Pack

The Duzy series gas log set comes standard with an integrated battery pack, that holds (2) D size batteries.

This appliance utilizes battery power for normal operation. The battery pack is located on the right side of the appliance. See Figure 3.5.

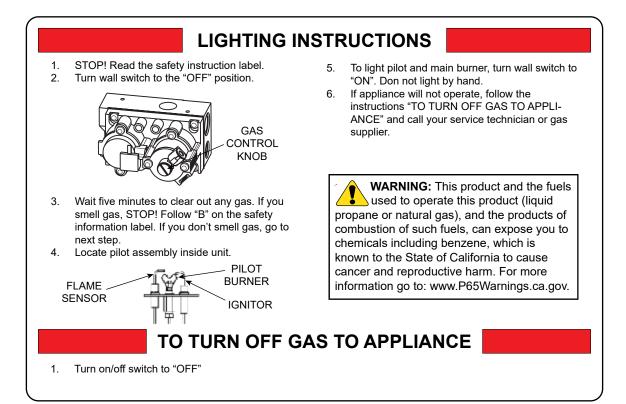
To replace batteries:

- Locate battery tray to the right side of the appliance.
- Rotate battery tray to gain access to batteries.
- Replace (2) D size batteries.
- Replace battery tray back to the orginal postion.





## A. Intermittent Pilot (IPI)



	ARNING: If you do not follow these inst sult causing property damage, persona		
A.	This appliance has an intermittent pilot. When lighting the pilot, follow these instructions exactly.	C.	Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to
В.	BEFORE LIGHTING smell all around the appliance area for gas. Be sure to smell next to the floor bacause some gas is heavier than air and will settle to the floor.		replace any part of the control system and any gas control whcih has been under water.
	<ul> <li>WHAT TO DO IF YOU SMELL GAS</li> <li>Do not try to light any appliance.</li> <li>Do not touch any electric switch; do not use any phone in your building.</li> <li>Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.</li> <li>If you cannot reach your gas supplier, call the fire department.</li> </ul>		
	e to high surface temperatures, keep children, clothir ep burner and control compartment clean. See install		



Any safety screen removed for servicing must be replaced prior to operating the appliance.

When properly maintained, your appliance 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.hearthnhome.com to locate a dealer. We recommend annual service by a qualified service technician.

### A. Maintenance: Frequency and Tasks

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

Task	Frequency	To be completed by
Pilot Inspection & Cleaning	Annually	
Log Inspection	Annually	Qualified Service
Firebox Inspection	Annually	Technician
Burner Ignition & Operation	Annually	

#### B. Maintenance Tasks: Qualified Service Technician

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

#### Pilot Inspection & Cleaning

Frequency: Annually

By: Qualified Service Technician

#### Tools needed: Small soft brush, pipe cleaner

- Inspect and remove dust, spider webs and lint
- · Gently run pipe cleaner through air intake port
- Inspect IPI flame sensing rod for soot, corrosion an deterioration. Polish with 320 grit Emery cloth and/or 3M<sup>™</sup> Scotch-Brite Abrasive Hand Pad.

#### Log Inspection

Frequency: Annually

By: Qualified Service Technician

#### Tools needed: Small soft brush

- Inspect for broken, cracked or misplaced logs
- Gently remove any dust and/or soot buildup

#### **Firebox Inspection**

Frequency: Annually

By: Qualified Service Technician

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

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

#### **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.
- 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. Clean or replace orifice spud as necessary.

#### C. Cleaning and Servicing

Annual inspection and cleaning by your dealer or qualified service technician is recommended to prevent malfunction and/or sooting.

**Caution!** Before cleaning make sure the appliance is cool and the power to the unit is turned off.

**Note:** During normal operation it is common that some sooting may occur on the logs as well as internal panels. This can be more prevalent with propane (LP). Clean soot from the appliance as frequently as necessary to eliminate a buildup of soot or permanent discoloration.

#### Periodic Cleaning:

- Remove logs carefully, by holding gently at each end. Gloves are recommended to prevent skin irritation. If skin irritation occurs, wash gently with soap and water. Refer to installation manual for correct log placement.
- Do NOT use cleaning fluid to clean logs or any part of the appliance.
- Brush logs with soft bristle brush or vacuum with brush attachment.
- Vacuum loose particles and dust from the burner, controls and grate weldment.
- Replace battery in remote control device.

#### Annual Cleaning/Inspection:

- Inspect and clean burner air intake shutter. Remove lint or particles with vacuum, brush, or pipe cleaners.
   Failure to keep air intake shutter clean may result in sooting and/or poor combustion.
- Inspect and clean all burner ports.
- Inspect pilot for proper operation.
- Verify flame pattern and log placement for proper operation.
- Verify smooth and responsive ignition of main burner

#### A. Frequently Asked Questions

ISSUE	SOLUTION
Odor from appliance	When first operated, this appliance may release an odor for the first several hours. This is caused by the burning off of any oils remaining from manufacturing. Odor may also be released from finishing materials and adhesives used around the appliance.
Metallic noise	Noise is cause by metal expanding and contracting as it heats up and cools down, simi- lar to the sound produced by a furnace or heating duct. This noise does not affect the operation or longevity of the appliance.
Wall above appliance feels hot to the touch	The area around, specifically above the firebox opening will become hot to the touch dur- ing operation. This is normal, no action is necessary.

#### **B.** 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 should only be used by a qualified service technician. Contact a dealer to arrange a service call by a qualified service technician.

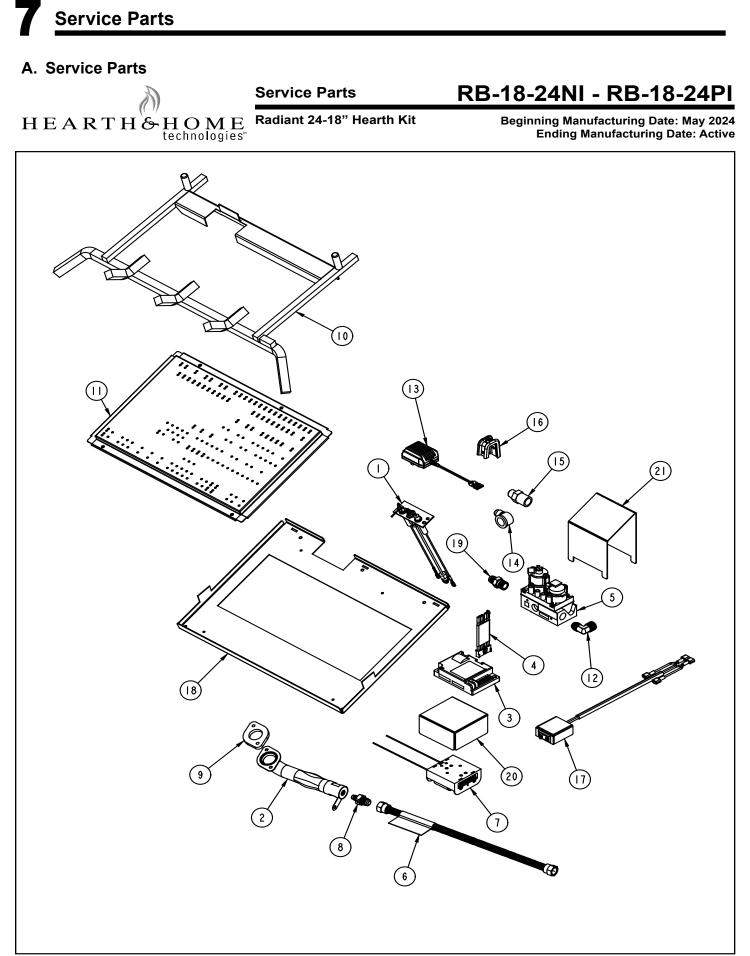
#### IntelliFire<sup>™</sup> Ignition System

SYMPTOM	POSSIBLE CAUSE	CORRECTIVE ACTION
	Incorrect Wiring	Verify sensor wire (white) and igniter wire (orange) are con- nected to correct terminals on module and pilot assembly.
Pilot won't light. The igni- tion/module makes noise, but no spark.	Loose connections or elec- trical shorts in the wiring	Verify no loose connections or electrical shorts in wiring from module to pilot assembly. Verify connections under- neath pilot assembly are tight; also verify igniter and flame sense wires are not grounding out to metal chassis, pilot burner, pilot enclosure, mesh screen if present, or any other metal object.
	Ignitor gap is too large	Verify gap of igniter to right side of pilot hood. The gap should be approximately .125 in. or 1/8 in. (3 mm).
	Bad/Dead Batteries	Replace (2) D size batteries, located on the right side of appliance.
	No power, transformer installed incorrectly.	Verify that transformer is installed and plugged into mod- ule. Check voltage of transformer at connection to module. Acceptable readings of a good transformer are between 3.2 and 2.8 volts AC (if applicable).
Pilot won't light. There is no noise or spark.	A shorted or loose connec- tion in wiring configuration or wire harness.	Remove and reinstall the wiring harness that plugs into module. Verify there is a tight fit. Verify pilot assembly wir- ing to module. Remove and verify continuity of each wire in wiring harness. Replace any damaged components.
	Junction box Wiring	Verify that 110-120 VAC power is "ON" to junction box (if applicable).
	Module not grounded	Verify black ground wire from module wire harness is grounded to metal chassis of appliance.

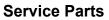
## IntelliFire<sup>™</sup> Ignition System (Continued)

SYMPTOM	POSSIBLE CAUSE	CORRECTIVE ACTION
	Pilot covered with media.	Verify that the pilot is clear of all media. If covered, re- move media and restart.
	No gas supply.	Verify that incoming gas line ball valve is "open". Verify that inlet pressure reading is within acceptable limits.
Pilot sparks, but will not light.	Ignitor gap is too large.	Verify gap of igniter to right side of pilot hood. The gap should be approximately .125 in. or 1/8 in. (3 mm).
	Module is not grounded.	Verify module is securely grounded to metal chassis of appliance.
	Pilot valve solenoid	Verify that 1.5 to 1.8 VDC is supplied to pilot solenoid from module. If below 1.5 volts, replace module. If 1.5 volts or greater, replace valve.
	A short or loose connection in flame sensing rod.	Verify all connections to wiring diagram in manual. Verify connections underneath pilot assembly are tight. Verify connections are not grounding out to metal chassis, pilot burner, pilot enclosure or screen if present, or any other metal object.
	Poor flame rectification or contaminated flame sens- ing rod.	Verify correct pilot orifice is installed and gas inlet is set to pressure specifications. Check pilot for soot. Clean if necessary.
Pilot lights but continues to spark, and burner will not ignite. (If the pilot continues	Module is not grounded.	Verify module is securely grounded to metal chassis of appliance. Verify that wire harness is firmly connected to the module.
to spark after the pilot flame has been lit, flame rectifica- tion has not occurred).	Damaged pilot assembly or contaminated flame sens- ing rod.	Verify that ceramic insulator around the flame sensing rod is not cracked, damaged, or loose. Verify connection from flame sensing rod to white sensor wire. Polish flame sens- ing rod with fine steel wool to remove any contaminants that may have accumulated on flame sensing rod. Verify continuity with a multimeter with ohms set at lowest range. Replace pilot if any damage is detected.
	Module	Turn wall control to OFF position. Remove ignitor wire "I" from module. Turn wall control to "ON" position. If there is no spark at "I" terminal module must be replaced. If there is a spark at "I" terminal, module is fine.

Contact your dealer for additional information regarding operating and troubleshooting. Visit <u>www.hearthnhome.com</u> to locate a dealer



Hearth & Home Technologies • Duzy Owner's Manual • 4660-900 Rev C • 3/25



## RB-18-24NI - RB-18-24PI

#### HEARTH& HOME technologies

Beginning Manufacturing Date: May 2024 Ending Manufacturing Date: Active

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

Stocked at

or distrik						
ITEM	DESCRIPTION	COMMENTS	PART NUMBER			
1	Pilot Assembly	NG	SRV2106-169	Y		
		LP	SRV2106-170	Y		
2	Venturi Assembly (Includes gasket and screws)	NG	SRV4018-073			
		LP	SRV4099-033			
3	Control Module		SRV593-592	Y		
4	Wire Assembly		SRV593-590	Y		
5	Fixed Dexen Valve	NG LP	SRV593-500 SRV593-501	Y Y		
6	Flow Coo Line SS 16 NW		SRV593-501 SRV4121-006	T T		
	Flex Gas Line SS 16 NW		+	V		
7	Battery Pack		SRV593-594	Y		
8	Orifice Flare	NG LP	SRV4018-401 SRV4018-381			
	Varturi Caakat		+			
9	Venturi Gasket		SRV4099-191			
10	Grate Assembly		SRV4660-036			
11	Burner Pan Weldment		SRV4660-005			
12	SAE 90 MLE Elbow 3/8TX 3/8		SRV27D7307			
13	3V Transformer	Accessory	SRV593-593	Y		
14	3/8 Flare to 1/2 Female		SRV27D5134			
15	Fitting 1/2 MPT to 3/8 Flare		SRV27D7306			
16	Beam Clamp		SRV00F0545			
17	Switch Assemlby		SRV4660-011			
18	Chassis		SRV4660-107			
19	Male Connector		SRV303-315			
20	D Batt Shield		SRV4660-118			
21	Shield		SRV4660-114			
	Dual Lock Pair 2" Velcro (Not Shown)		SRV4121-200			
	RCB Remote (Not Shown)		RCB			
			1			
				1		
	Conversion Kits					
	LP Conversion Kit (Not Shown)		SRV4660-051			
	NG Conversion Kit (Not Shown)		SRV4660-050			

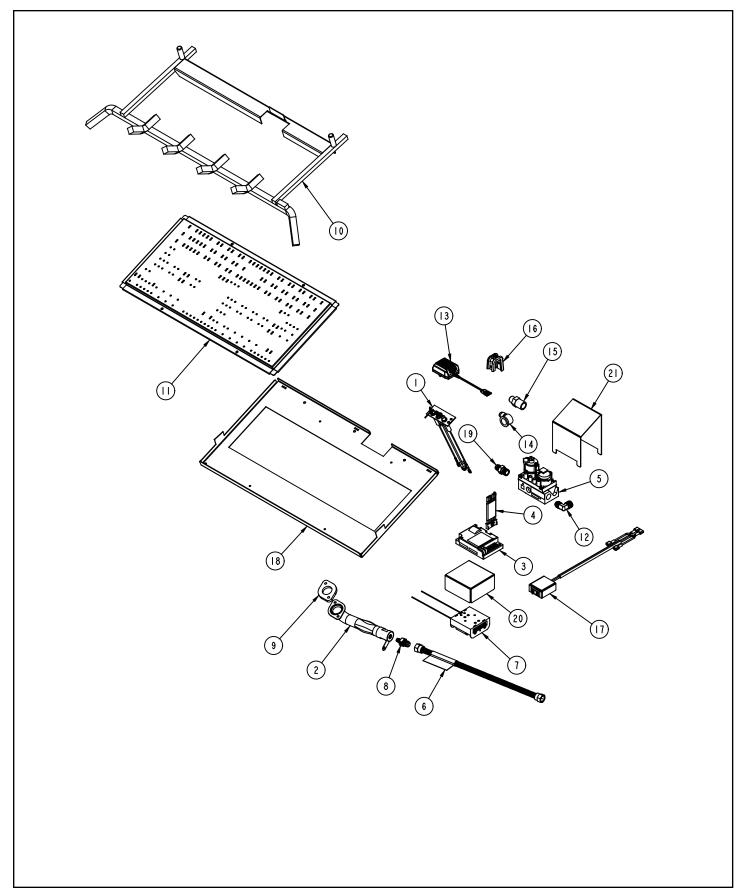


#### **Service Parts**

Radiant 30" Hearth Kit

## **RB-30NI - RB-30PI**

Beginning Manufacturing Date: May 2024 Ending Manufacturing Date: Active



#### **Service Parts**

## **RB-30NI - RB-30PI**

Stocked at

#### HEARTH& HOME technologies

#### Beginning Manufacturing Date: May 2024 Ending Manufacturing Date: Active

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	istributor.			Depot
ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
1	Pilot Assembly	NG	SRV2106-169	Y
		LP	SRV2106-170	Y
2	Venturi Assembly (Includes gasket and screws)	NG	SRV4018-073	
		LP	SRV4099-033	
3	Control Module		SRV593-592	Y
4	Wire Assembly		SRV593-590	Y
5	Fixed Dexen Valve	NG	SRV593-500	Y
0		LP	SRV593-501	Y
6	Flex Gas Line SS 16 NW		SRV4121-006	
7	Battery Pack		SRV593-594	Y
8	Orifice Flare	NG	SRV4095-346	Y
		LP	SRV4095-345	Y
9	Venturi Gasket		SRV4099-191	
10	Grate Assembly		SRV4661-036	
11	Burner Pan Weldement		SRV4661-005	
12	SAE 90 MLE Elbow 3/8TX 3/8		SRV27D7307	
13	3V Transformer	Accessory	SRV593-593	Υ
14	3/8 Flare to 1/2 Female		SRV27D5134	
15	Fitting 1/2 MPT to 3/8 Flare		SRV27D7306	
16	Beam Clamp		SRV00F0545	
17	Switch Assemlby		SRV4660-011	
18	Chassis		SRV4661-107	
19	Male Connector		SRV303-315	
20	D Batt Shield		SRV4660-118	
21	Shield		SRV4660-114	
	Dual Lock Pair 2" Velcro (Not Shown)		SRV4121-200	
	RCB Remote (Not Shown)		RCB	
	Conversion Kits			
	LP Conversion Kit (Not Shown)		SRV4660-051	
	NG Conversion Kit (Not Shown)		SRV4660-050	

#### **B.** Contact Information



Hearth & Home Technologies 7571 215<sup>th</sup> Street West, Lakeville, MN 55044 www.hearthnhome.com

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

#### - NOTES -



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

2000-945F

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