

# Owner's Manual

## Care and Operation

**INSTALLER:** Leave this manual with party responsible for use and operation.

**OWNER:** Retain this manual for future reference.

Contact your dealer with questions regarding installation, operation or service.

**NOTICE:** DO NOT discard this manual!

# HEAT & GLO®

No one builds a better fire



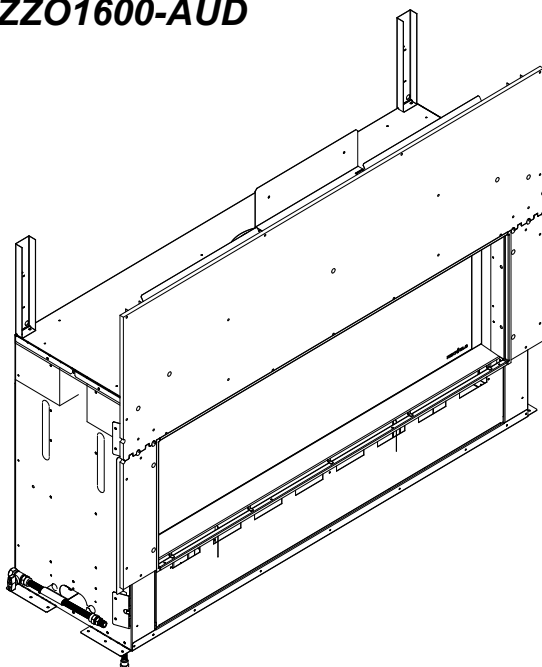
### Models:

Ref No: GMK10222  
AS/NZ 5263.1.8

**MEZZO1300-AUD**

**MEZZO1300ST-AUD**

**MEZZO1600-AUD**



**NOTE:** NOT INTENDED FOR  
FIREPLACE INSERT.

### ⚠ WARNING:

#### FIRE OR EXPLOSION HAZARD

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

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



**HOT GLASS WILL  
CAUSE BURNS.**

**DO NOT TOUCH GLASS  
UNTIL COOLED.**

**NEVER ALLOW CHILDREN  
TO TOUCH GLASS.**

A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and must be installed for the protection of children and other at-risk individuals.

**DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.**

**DO NOT USE OR STORE FLAMMABLE MATERIALS NEAR THIS APPLIANCE.**

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

**DO NOT MODIFY THIS APPLIANCE.**

# 1 Welcome

Read this manual before operating this appliance.

Please retain this Owner's Manual for future reference.

Read the Installation Manual before making any installation or finishing changes.

## A. Congratulations

Congratulations on selecting a Heat & Glo gas fireplace, an elegant and clean alternative to wood burning fireplaces. The Heat & Glo gas fireplace you have selected is designed to provide the utmost in safety, reliability, and efficiency.

As the owner of a new fireplace, you'll want to read and carefully follow all of the instructions contained in this owner's manual. Pay special attention to all cautions and warnings.

This owner's manual should be retained for future reference. We suggest that you keep it with your other important documents and product manuals.

The information contained in this owner's manual, unless noted otherwise, applies to all models and gas control systems.

Your new Heat & Glo gas fireplace will give you years of durable use and trouble-free enjoyment. Welcome to the Heat & Glo family of fireplace products!

### Local Dealer Information

**DEALER:** Fill in your name, address, phone and email information here and appliance information below.

Dealer Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_

### Appliance Information:

Brand: \_\_\_\_\_ Model Name: \_\_\_\_\_  
Serial Number: \_\_\_\_\_ Date Installed: \_\_\_\_\_

## Listing Label Information/Location

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

**HEAT & GLO**  
No one builds a better fire

Heat & Glo, a brand of Hearth & Home Technologies  
7571 215th Street West, Lakeville, MN 55044

ASXXXX Certification N°: GMKXXXXX

Injector Size:..... DMS mm)  
Inlet Gas Pressure:..... kPa  
Outlet (Manifold) Gas Pressure:..... kPa  
Maximum Nominal Gas Consumption..... MJ/h  
Electrical Rating.....240V 50hz 1A

**SAMPLE**

This unit is designed to be recessed into framed construction.  
**TO BE INSTALLED ON WOOD FLOORING OR NON-COMBUSTIBLE FLOORING.**  
See installation manual for details.

Type of Gas → **Gas Type:** \_\_\_\_\_

Model Number → **Model:** \_\_\_\_\_  
Serial Number → **Serial:** \_\_\_\_\_

MADE IN USA

XXXX-XXX

## ▲ 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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➔ = Contains updated information.

## B. Limited Lifetime Warranty

### **AUSTRALIAN WARRANTY INFORMATION**

Hearth & Home Technologies (HHT)  
7571 215th Street West, Lakeville, MN 55044  
0011-1-651-345-1777  
www.hearthnhome.com

HHT extends the following manufacturer's warranty for HHT gas, wood, pellet, coal and electric hearth appliances that are purchased from an HHT authorized dealer.

HHT warrants to the original owner of the HHT appliance at the site of installation, and to any transferee taking ownership of the appliance at the site of installation within two years following the date of original purchase, that the HHT appliance will be free from defects in materials and workmanship at the time of manufacture.

After installation, if covered components manufactured by HHT are found to be defective in materials or workmanship during the applicable warranty period, HHT will, at its option, repair or replace the covered components. HHT, at its own discretion, may fully discharge all of its obligations under this manufacturer's warranty by replacing the product itself or refunding the verified purchase price of the product itself. The maximum amount recoverable under this warranty is limited to the purchase price of the product. This warranty is subject to conditions, exclusions and limitations as described below.

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

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

Warranty Period		HHT Manufactured Appliances and Venting					
Parts	Labor	Gas	Pellet	Wood	Electric	Venting	Components Covered
1 year		X	X	X	X	X	All parts including handles, external enameled components and other material except as covered by Conditions, Exclusions, and Limitations listed
2 years			X	X			Igniters, Auger Motors, Electronic Components, and Glass
		X	X	X			Factory-installed Fans
		X		X			Molded Refractory Panels, Glass Liners
3 years			X				Firepots, Burnpots, Mechanical Feeders/Auger Assemblies
5 years	1 years	X					Vent Free Burners, Vent Free Logs
			X	X			Castings Medallion and Baffles

Warranty Period		HHT Manufactured Appliances and Venting					
Parts	Labor	Gas	Pellet	Wood	Electric	Venting	Components Covered
6 years	3 years			X			Catalyst - Limitations Listed
7 years	3 years		X	X			Manifold Tubes HHT Chimney and Termination
10 years	1 year	X					Burners, Logs and Refractory
Limited Lifetime	3 years	X	X	X			Firebox and Heat Exchanger, FlexBurn® System (engine, inner cover, access cover and fireback)
1 year	None	X	X	X	X	X	All Replacement Parts beyond Warranty Period

## **OTHER RIGHTS**

The HHT manufacturer's warranty is in addition to other rights and remedies that you may have under Australian law.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## **WARRANTY CONDITIONS AND EXCLUSIONS:**

- The HHT manufacturer's warranty only covers HHT appliances that are purchased through an HHT authorized dealer or distributor. A list of HHT authorized dealers is available on the HHT branded websites.
- This warranty is only valid while the HHT appliance remains at the site of original installation.

## **WARRANTY EXCLUSIONS:**

This HHT manufacturer's warranty does not cover the following:

- Changes in surface finishes as a result of normal use. As a heating appliance, some changes in color of interior and exterior surface finishes may occur. This is not a flaw and is not covered under warranty.
- Damage to printed, plated, or enamelled surfaces caused by fingerprints, accidents, misuse, scratches, melted items, or other external sources and residues left on the plated surfaces from the use of abrasive cleaners or polishes.
- Repair or replacement of parts that are subject to normal wear and tear during the warranty period. These parts include: paint, wood, pellet and coal gaskets, firebricks, grates, flame guides, light bulbs, batteries and the discoloration of glass.
- Expansion, contraction, or movement of certain parts causing noise. These conditions are normal and complaints related to this noise are not covered by this warranty.
- Damages resulting from: (1) failure to install, operate, or maintain the appliance in accordance with the installation instructions, operating instructions, and listing agent identification label furnished with the appliance; (2) failure to install the appliance in accordance with local building codes; (3) shipping or improper handling; (4) improper operation, abuse, misuse, continued operation with damaged, corroded or failed components, accident, or improperly/incorrectly performed repairs; (5) environmental conditions, inadequate ventilation, negative pressure, or drafting caused by tightly sealed constructions, insufficient make-up air supply, or handling devices such as exhaust fans or forced air furnaces or other such causes; (6) use of fuels other than those specified in the operating instructions; (7) installation or use of components not supplied with the appliance or any other components not expressly authorized and approved by HHT (8) modification of the appliance not expressly authorized and approved by HHT in writing; and/or (9) interruptions or fluctuations of electrical power supply to the appliance.

- Non HHT venting components, hearth components or other accessories used in conjunction with the appliance.
- Any part of a pre-existing fireplace system in which an insert or a decorative gas appliance is installed.
- Removal, installation, reinstallation, set up or any other costs associated with a claim including travel and shipping charges for parts
- HHT's obligation under this warranty does not extend to the appliance's capability to heat the desired space. Information is provided to assist the consumer and the dealer in selecting the proper appliance for the application. Consideration must be given to appliance location and configuration, environmental conditions, insulation and air tightness of the structure.

**This warranty is void if:**

- The appliance has been over-fired or operated in atmospheres contaminated by chlorine, fluorine, or other damaging chemicals. Over-firing can be identified by, but not limited to, warped plates or tubes, rust colored cast iron, bubbling, cracking and discoloration of steel or enamel finishes.
- The appliance is subjected to prolonged periods of dampness or condensation.

There is any damage to the appliance or other components due to water or weather damage which is the result of, but not limited to, improper chimney or venting installation.

**HOW TO CLAIM**

- To make a claim against this warranty, contact your local distributor during regular business hours. See addresses below for a dealer nearest you.
- Additional service fees may apply if you are seeking warranty service from a dealer other than the dealer from whom you originally purchased the product.
- Check with Jetmaster in advance for any costs to you when arranging a warranty call. Travel and shipping charges for parts are not covered by this manufacturers' warranty.
- HHT and Jetmaster will assess your claim. HHT or Jetmaster may need to inspect the product as part of the assessment of your claim. If the product requires inspection, HHT or Jetmaster will discuss with you the best way for this to occur.
- To make a claim under this manufacturer's warranty, you must be able to prove when you purchased the product. The easiest way to do this is through your original proof of purchase, for example your invoice or receipt. However, if you do not have your original proof of purchase HHT or Jetmaster may accept other evidence of the date of purchase.

**VIC / TAS**

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

**WA**

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

**SA**

Jetmaster  
40 Maple Ave.  
Forestville SA 5035  
(08) 8371-1222

**NSW**

Jetmaster  
55 Marrickville Rd  
Marrickville NSW 2204  
(02) 9505 8500

**QLD**

Jetmaster  
13 French Ave.  
Brendale QLD 4500  
(07) 3490-5500

## 2 Product Specific Information

### A. Appliance Certification

**MODEL:** MEZZO1300-AUD, MEZZO1300ST-AUD, MEZZO1600-AUD  
**LABORATORY:** IAPMO OCEANA  
**TYPE:** Gas appliances decorative effect gas appliances  
**STANDARD:** AS/NZS 5263.1.8

This appliance must be installed in accordance with the AS/NZS 5601.1 rules in force. PRIMARILY A DECORATIVE AND NOT A HEATING APPLIANCE.

Appliance may exhibit slight carbon deposits.

### B. Glass Specifications

This appliance is equipped with 5 mm ceramic glass. Replace glass only with 5 mm ceramic glass. Please contact your dealer for replacement glass.

**THE GUARD IS FITTED TO THIS APPLIANCE TO REDUCE THE RISK OF FIRE OR INJURY FROM BURNS AND NO PART OF IT SHOULD PERMANENTLY BE REMOVED. FOR PROTECTION OF YOUNG CHILDREN OR THE INFIRM. A SECONDARY GUARD IS REQUIRED.**

### C. High Altitude Installations

**NOTICE:** If the heating value of the gas has been reduced, these rules do not apply. Check with your local gas utility or authorities having jurisdiction.

When installing above 2000 ft. (610 m) elevation:

Reduce input rate 4% for each 1000 ft. (305 m) above 2000 ft. (610 m).

	MEZZO1300-AUD, MEZZO1300ST-AUD			MEZZO1600-AUD		
	NATURAL GAS	PROPANE	ULPG	NATURAL GAS	PROPANE	ULPG
Inlet Gas Pressure	1.13 - 3.40 kPa	2.75 - 3.40 kPa	2.75 - 3.40 kPa	1.13 - 3.40 kPa	2.75 - 3.40 kPa	2.75 - 3.40 kPa
* Outlet (Manifold) Gas Pressure	0.76 kPa	2.40 kPa	2.40 kPa	0.76 kPa	2.40 kPa	2.40 kPa
Max. Gas Consumption	39.22 MJ/h	39.69 MJ/h (39.69 ST)	39.69 MJ/h (39.69 ST)	47.51 MJ/h	44.65 MJ/h	44.65 MJ/h
Min. Gas Consumption	29.63 MJ/h	28.68 MJ/h (28.82 ST)	28.68 MJ/h (28.82 ST)	36.30 MJ/h	32.54 MJ/h	32.54 MJ/h
Burner Injector DMS (mm)	.124 in. (3.15 mm)	#49 (1.85 mm)	#49 (1.85 mm)	#28 (3.57 mm)	#48 (1.93 mm)	#48 (1.93 mm)
Pilot Injector	.023 in. (.584 mm)	.014 in. (.356 mm)	.010 in. (.254 mm)	.023 in. (.584 mm)	.014 in. (.356 mm)	.010 in. (.254 mm)

\* The allowable Outlet (Manifold) Gas Pressure ranges are: Natural Gas 0.63 - .95 kPa (0.76 kPa nominal) and Propane, ULPG 2.37 - 2.61 kPa (2.40 kPa nominal). Certification testing setpoint values are shown.

**NOTE:** The gas control valve supplied with this product is approved for a maximum inlet pressure of **3.40 kPa**. For pressures over **3.40 kPa**, an in line pressure regulator must be installed upstream from the gas control valve.

**NOTE:** To achieve the listed nominal gas consumption for natural gas appliances in areas of reduced inlet pressure (1.13 - 1.30 kPa) it may be necessary to remove the gas shut-off valve and flexible gas line assembly up stream of the gas valve and supply directly into the gas valve. If the provided assembly is removed, it is recommended that a new gas shut-off be installed inside the envelope of the appliance before the gas valve.

## D. Electronic Control Module Compliance

These gas appliance models are built with the following electronic control module which is in compliance with Federal Communications Commission (FCC) and Industry Standard of Canada (IC).

**Model Name:** IntelliFire Touch™ Technology 2.0 - Electronic Control Module (IFT2-ECM)

Model No: 2564-130

### Federal Communications Commission (FCC) Compliance

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The FCC certification number and compliance statement are displayed on the Electronic Control Module (IFT2-ECM) housing as follows:

FCC ID: ULE2564-130

This module complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- (1) This module may not cause harmful interference, and
- (2) This module must accept any interference received, including interference that may cause undesired operation.

### Industry of Canada (IC) Compliance

This gas appliance electronic control module (IFT2-ECM) complies with Industry Canada license exempt RSS standard(s). Operation is subject to the following two conditions: (1) this module may not cause interference, and (2) this module must accept any interference, including interference that may cause undesired operation.

Le présent module est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) module ne doit pas produire de brouillage, et (2) l'utilisateur de module doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The IC certification number is displayed on the Electronic Control Module (IFT2-ECM) housing as follows:

IC: 6732A-2564130

### Australian Communications and Media Authority (ACMA) Compliance

This gas appliance Electronic Control Module (IFT2-ECM) with the Australian Radio Frequency Module (IFT2-RFM-AU) complies with the Australian Communications and Media Authority (ACMA) standards and regulations.

The combined device has been tested and found to comply with the operating frequencies and power levels align with the relevant requirements of AS/NZS 4268 standards. Additionally, this device complies with EN 62333 (AS/NZS 2772.2) and EN 55014 (CISPR 14.1) standards for RF Exposure and Unintentional Radiator requirements respectively.



# 3 Important Safety and Operating Information

## A. Appliance Safety

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



**HOT GLASS WILL CAUSE BURNS.**

**DO NOT TOUCH GLASS UNTIL COOLED.**

**NEVER ALLOW CHILDREN TO TOUCH GLASS.**

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

**High temperatures could ignite clothing or other flammable materials.**

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

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

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

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

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

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

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

Contact your dealer for more information, or visit: [www.hpba.org/Product-Info/Fireplace-Stove-Heater/Glass-Fronts-Safety](http://www.hpba.org/Product-Info/Fireplace-Stove-Heater/Glass-Fronts-Safety).

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

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

## Clear Space

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

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

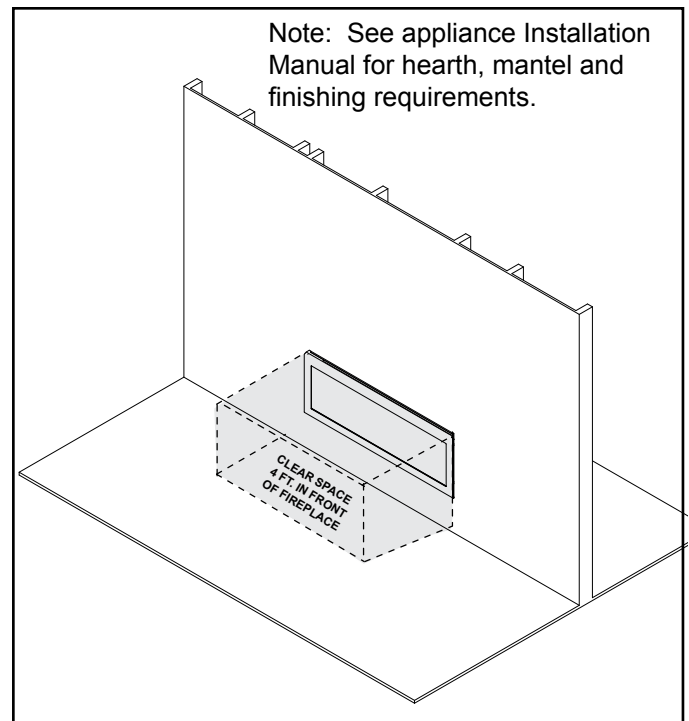


Figure 3.1 Clear Space

## B. General Operating Parts

Figure 3.2 references the general operating parts of the appliance and the section of this manual in which they are discussed.

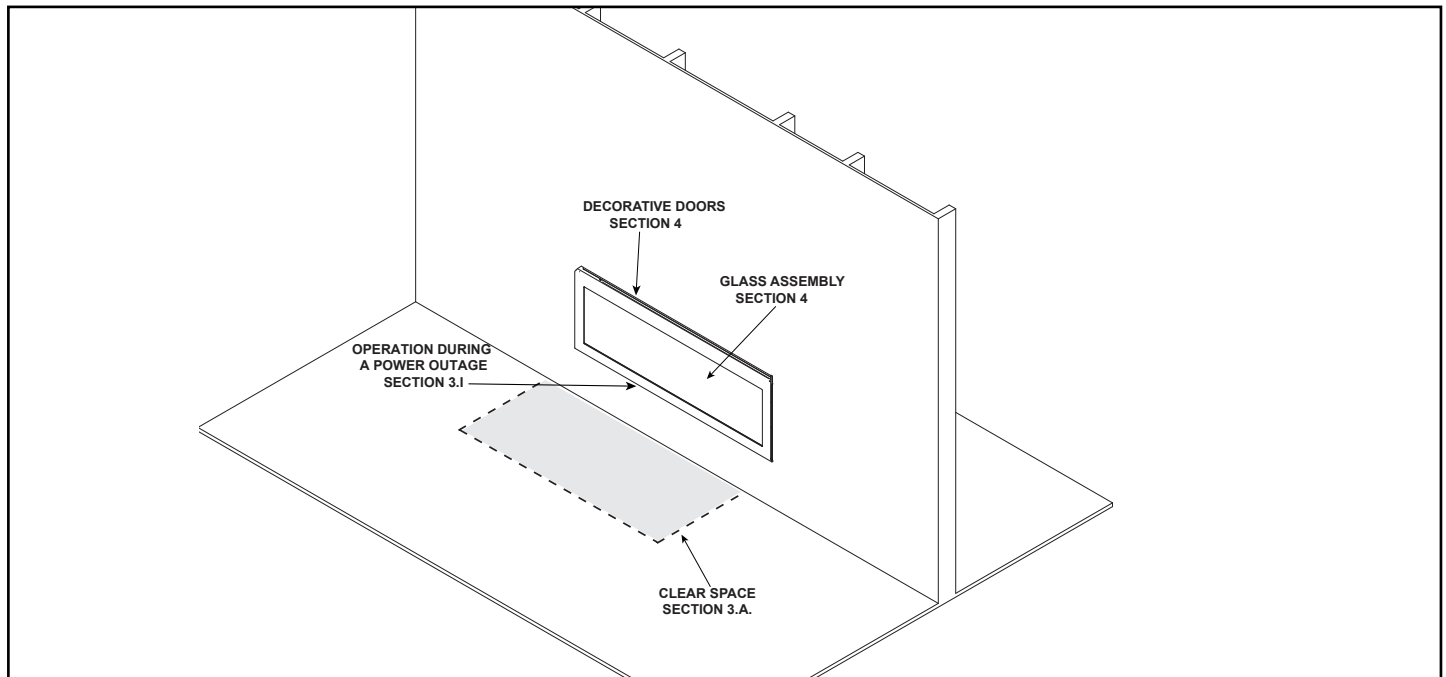


Figure 3.2 General Operating Parts

## C. Fuel Specifications

**WARNING! Risk of Fire or Explosion!** Appliance must be set up for compatible gas type!

- This appliance is designed to operate on either natural gas or ULPG. Make sure the appliance is compatible with gas type selected for installation site.
- Conversions must be made by a qualified service technician using Hearth & Home Technologies specified and approved parts.

## D. Good Faith Wall Surface/TV Guidelines

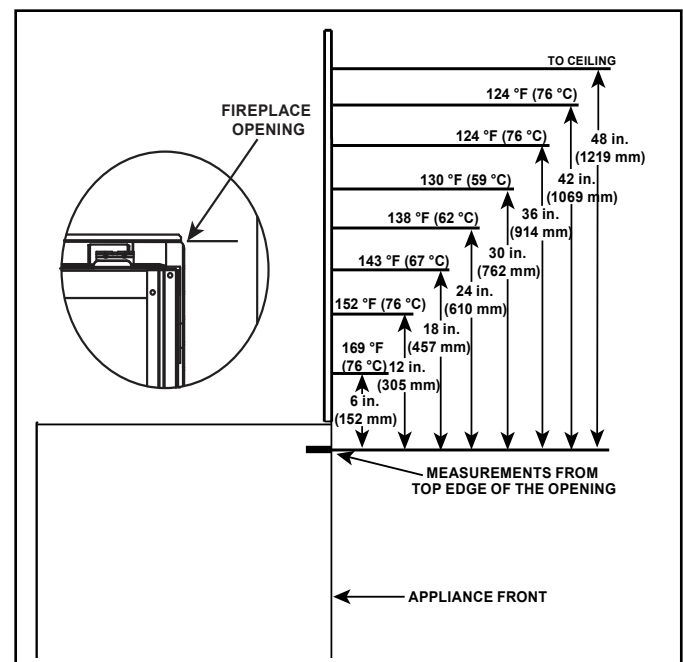
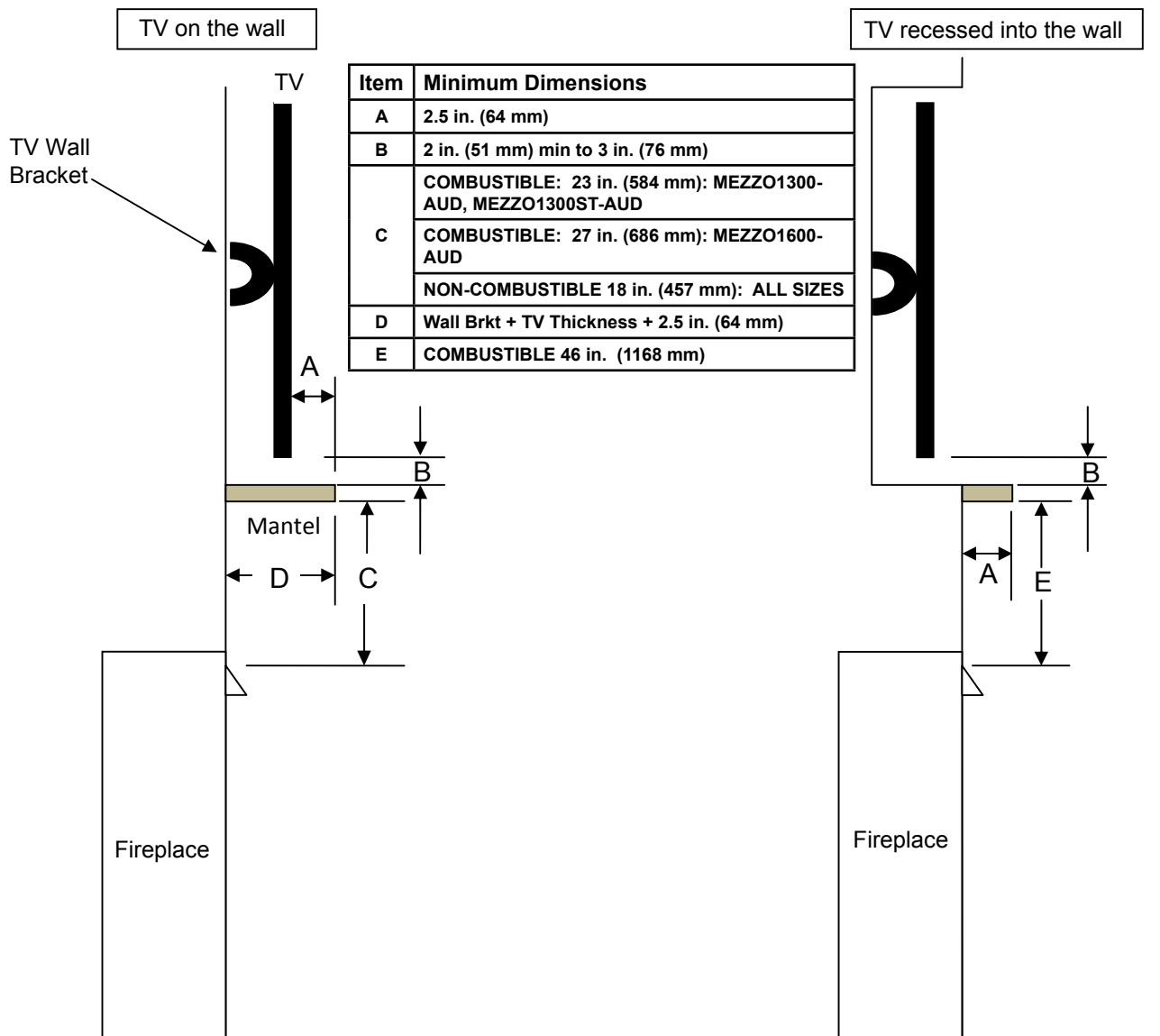


Figure 3.3. Good Faith Wall Surface Temperatures Above Appliance

**NOTICE:** Temperatures listed above are taken with a temperature measuring probe as prescribed by the test standard used for appliance certification. Temperatures on walls or mantels taken with an infrared thermometer may yield increased temperatures of up to 30 degrees or more depending on the thermometer settings and material characteristics being measured.

## Good Faith Guidelines for TV Installations Above a Typical Gas Fireplace



### Notes:

1. These are good faith recommended clearances only and not a guarantee of compliance with all TV manufacturers' maximum allowable operating temperatures.
2. Since every home has unique air flow characteristics and maximum allowable operating temperatures can vary from manufacturer to manufacturer and from model to model, actual TV temperatures should be validated at the time of each installation. TVs should not be used in situations where the actual TV temperature exceeds the manufacturers' maximum allowable operating temperatures identified in the TV's technical specifications. Contact the TV's manufacturer directly if you cannot locate this information or have questions regarding the information.
3. Mantel height and depth must conform to mantel requirements specified in the fireplace installation manual.
4. "C" and "E" dimensions taken from the top of the hood or fireplace opening.
5. Suggestions on how to further reduce TV temperatures:
  - a. Increase "A" dimension.
  - b. Increase "C" and "E" dimension, however, increasing "B" dimension beyond maximum recommended typically results in higher temperatures.

Figure 3.4. Good Faith TV Guidelines

## E. Before Lighting Appliance

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

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

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

## F. Lighting Instructions (IPI)

### FOR YOUR SAFETY READ BEFORE LIGHTING



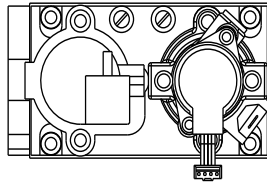
**WARNING:** If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

- This appliance is equipped with an intermittent pilot ignition (IPI) device which automatically lights the burner. **DO NOT** try to light the burner by hand.
  - BEFORE LIGHTING**, smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.
- WHAT TO DO IF YOU SMELL GAS**
- DO NOT** try to light any appliance.
  - DO NOT** touch any electric switch; do not use any phone in your building.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, **DO NOT** try to repair it, call a qualified service technician. Force or attempted repair may result in a fire or explosion.
  - DO NOT** use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

### LIGHTING INSTRUCTIONS (IPI)

- This appliance is equipped with an ignition device which automatically lights the burner. **DO NOT** try to light the burner by hand.
- Wait five (5) minutes to clear out any gas. Then smell for gas, including near the floor. If you smell gas, **STOP!** Follow "B" in the Safety Information located on the top of this label. If you do not smell gas, go to next step.
- To light the burner:  
Equipped with wall switch: Turn ON/OFF switch to ON.  
Equipped with remote or wall control: Press ON or FLAME button.  
Equipped with thermostat: Set temperature to desired setting.
- If the appliance does not light after three tries, call your service technician or gas supplier.

**GAS  
VALVE**



### TO TURN OFF GAS TO APPLIANCE

- Equipped with wall switch: Turn ON/OFF switch to OFF.  
Equipped with remote or wall control: Press OFF button.  
Equipped with thermostat: Set temperature to lowest setting.
- Service technician should turn off electric power to the control when performing service.



# DANGER



**HOT GLASS WILL CAUSE BURNS.  
DO NOT TOUCH GLASS UNTIL COOLED.  
NEVER ALLOW CHILDREN TO TOUCH GLASS.**

A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and must be installed for the protection of children and other at-risk individuals.

## WARNING:

**DO NOT CONNECT LINE VOLTAGE (110/120 VAC OR 220/240 VAC) TO THE CONTROL VALVE.**

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to the owner's information manual provided with this appliance. For assistance or additional information, consult a qualified installer, service agency or the gas supplier.

This appliance needs fresh air for safe operation and must be installed so there are provisions for adequate combustion and ventilation air.



**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](http://www.P65Warnings.ca.gov).

Keep burner and control compartment clean. See installation and operating instructions accompanying appliance.

## CAUTION:

Hot while in operation. **DO NOT** touch. Keep children, clothing, furniture, gasoline and other liquids having flammable vapors away.

**DO NOT** operate the appliance with fixed glass assembly removed, cracked or broken. Replacement of the fixed glass assembly should be done by a licensed or qualified service person.

### NOT FOR USE WITH SOLID FUEL

For use with natural gas and propane. A conversion kit, as supplied by the manufacturer, shall be used to convert this appliance to the alternate fuel.

Also Certified for Installation in a Bedroom or a Bedsitting Room.

This appliance must be installed in accordance with local codes, if any; if none, follow the *National Fuel Gas Code, ANSI Z223.1/ NFPA 54, or the National Gas and Propane Installation code, CSA B149.1.*

**For additional information on operating your  
Hearth & Home Technologies fireplace, please  
refer to [www.hearthnhome.com](http://www.hearthnhome.com).**

593-913K

## G. Appliance Break-In

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

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

Follow the initial break-in procedure below to cure the materials used to manufacture the fireplace and the finishing materials around it.

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

**Note:** Some installations may require additional run time to cure. If odors persist after the initial break-in period, run the fireplace for an additional three to four hours continuously on high.

**Note:** Some IPI systems have a safety feature that automatically shuts down the fireplace after 9 hours of continuous operation without receiving a command from the remote control. If this occurs, restart the appliance.

## H. Heat Management

### Burn Rate

The MEZZO-AUD models have a variable burn rate which is controlled by the remote control. Therefore the flame height is adjustable.

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

### Optional Heat Management System

The Heat-Zone-240V heat management option is available for use with the MEZZO-AUD appliances. The Heat Zone system is used to draw heat from your fireplace and direct it to an adjacent room in your home, up to 6 meters (20 ft.) away.

## I. Operation During A Power Outage- IntelliFire Touch™

The IntelliFire Touch™ intermittent pilot ignition system comes with a battery backup feature that enables the system to operate in a power outage. The system offers seamless transition from household AC power to battery backup. A factory-supplied battery pack is shipped in the owners manual bag, and can be placed in the control cavity of the appliance and connected to the system wire harness. See Figure 3.5 and Figure 3.6. Battery longevity and performance will be affected by long term exposure to the service temperatures of this appliance.

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

### To Operate Fireplace Using Battery Power (DC):

1. Access the control cavity of the appliance. See Figure 3.5 for location. The decorative barrier front, bottom glass shield, insulation and component heat shield will need to be removed.
2. Locate the battery tray and insert four AA cell batteries. Battery polarity must be correct or module damage will occur. See Figure 3.5. A complete wiring diagram is included in the Electrical section of the appliance Installation Manual.
3. Reinstall the component heat shield, insulation, bottom glass shield and decorative barrier front.
4. Turn the appliance on according to the instructions below for the appropriate type of control:

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

- Toggle the switch as you would under normal circumstances.

Wireless Remote:

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

**NOTICE:** Some functionality will be lost when using battery backup including fan, lights, or any other auxiliary functions that require household 220-240 VAC power.

### To Return to Operation Using Electrical (AC) Power

Wall Switch

- Toggle the switch to OFF.
- Allow the appliance to cool down completely.
- Remove the batteries from the battery tray.
- Reinstall the component heat shield and insulation.
- Replace decorative barrier front on appliance.

Wireless Remote:

- Use the remote to turn the appliance OFF.
- Allow the appliance to cool down completely.
- Remove the batteries from the battery tray.
- Reinstall the component heat shield and insulation.
- Replace decorative barrier front on appliance.

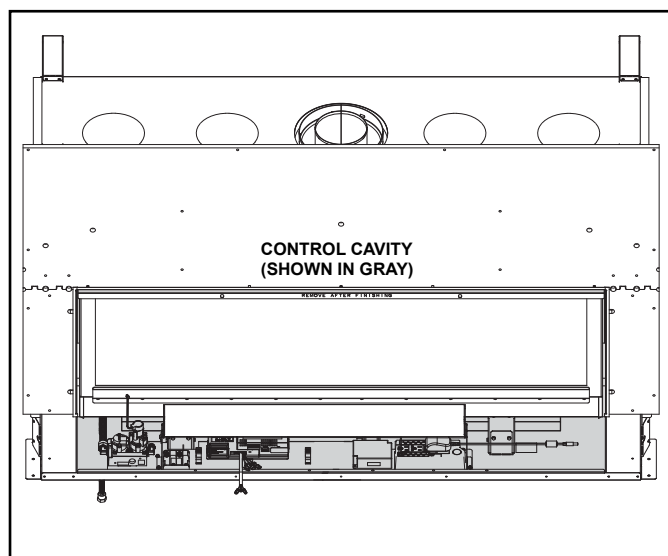
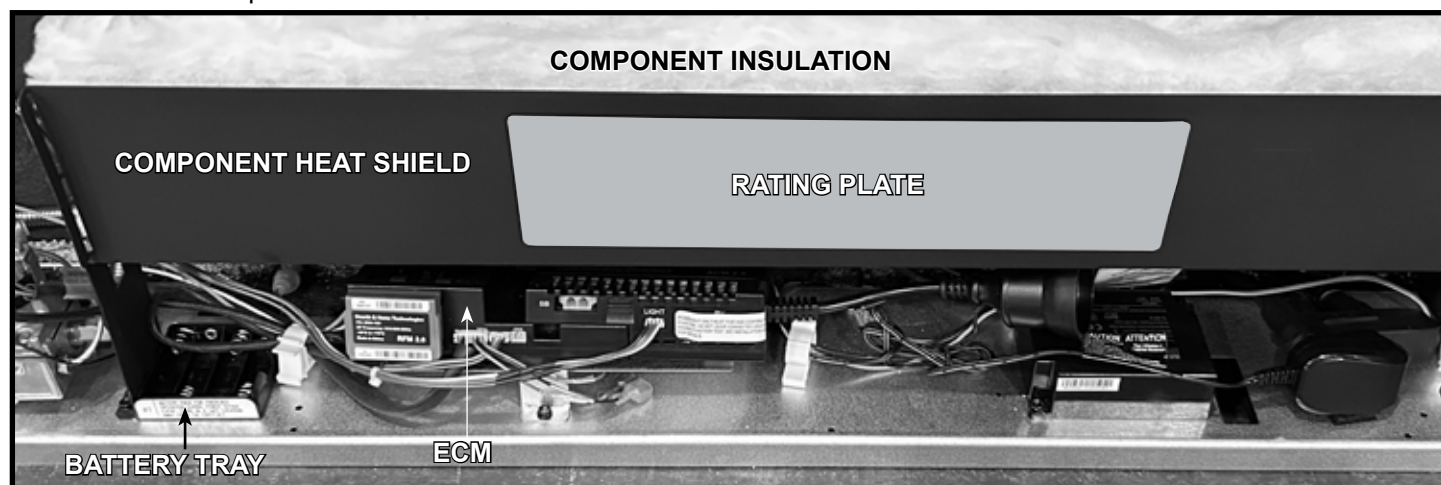


Figure 3.6 Control Cavity Location



3.5 Battery Tray Location



## J. Detailed Component Operating Instructions - IntelliFire Touch

### IFT2-ECM Detailed Operating Instruction

This model is shipped from the factory equipped with the IFT2-RC450 remote.

1. The Electronic Control Module (IFT2-ECM) has a three-position ON/OFF/REMOTE selector switch that must be set for proper operation. See Figure 3.7. When changing switch positions, it is important to pause in each position for 1-2 seconds.

**The ECM has a safety feature that will automatically shut down the fireplace after 9 hours of continuous operation in the ON position or in the REMOTE position without receiving a command from the RC450, except when operated in active thermostat mode (when applicable).**

#### OFF Position:

The appliance will not respond to any commands from the RC450 remote controls. The unit should be in the OFF position during installation, service, fuel conversion and to reset the ECM in the event the system goes into a LOCK-OUT mode as the result of a system error. When switched to the OFF position while the appliance is operating, the system will shut down.

#### ON Position:

The appliance will ignite and run continuously at the HIGH flame setting. No adjustment in flame height is possible.

**NOTICE! When the ECM selector switch is in the ON position, the ECM shall not respond to the wired wall switch, mobile app or wireless remote controls.**

#### REMOTE Position:

The ECM switch must be in the REMOTE position to pair the ECM with the RC450 remote control. See the RC450 installation manual for detailed instructions on pairing the ECM with the remote controls. After successfully pairing an RC450, all installed accessories can be controlled by the RC450 (see RC450 user manual).

2. If multiple control options are installed, the ECM will respond to the last command from the wired wall switch or RC450.

3. An ECM reset is required if the module is in a lock-out condition. When this occurs, the appliance is shut down and the ECM status indicator LED will be blinking a RED/GREEN error code along with a one-time audible double-beep. If the ECM is in a lock-out condition, refer to the troubleshooting chart to interpret the error code and take corrective action as required.

**CAUTION! Risk of burns! Appliance surfaces are hot when operating and during cool down. Use care and wear gloves when opening the front and accessing components inside the appliance.**

**NOTE:** A reset can be achieved by cycling the circuit breaker to which the appliance is wired, instead of accessing the ECM 3-position selector switch.

- Be aware the appliance may be HOT. Use care in accessing the ECM.
- Set the ECM 3-position selector switch to OFF position.
- Wait five (5) minutes to allow possible accumulated gas to clear.
- Set the ECM 3-position selector switch to REMOTE position. Module will beep once and flash a three GREEN LED code on successful startup.
- If placed in REMOTE position, use the paired RC450 or wired wall switch to start the appliance; appliance will ignite normally if the error condition was corrected.
- If the ECM re-enters the lock-out condition after these steps, call your dealer for service.

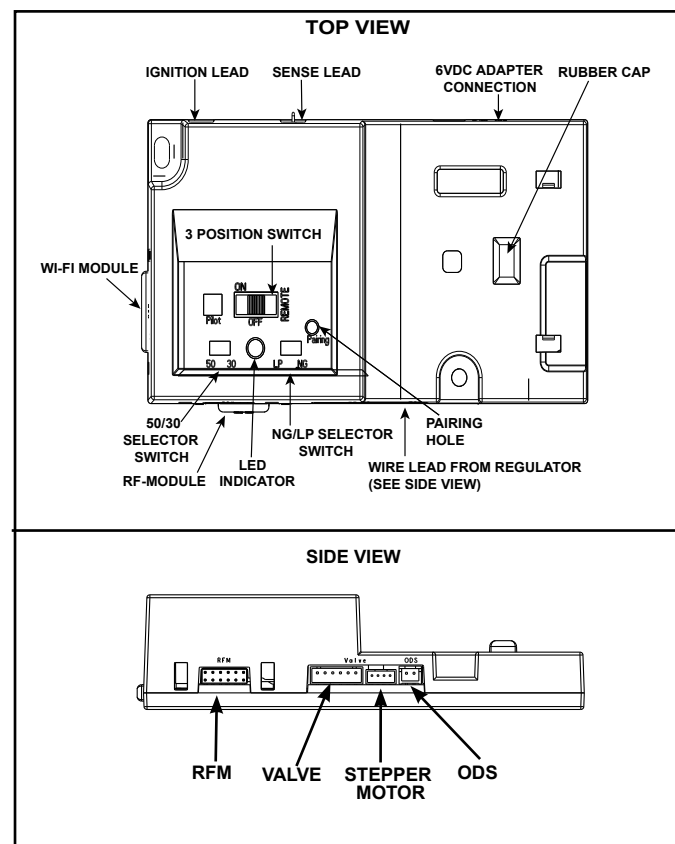




Figure 3.7 IFT-ECM 2.0



# DANGER



## Risk of Explosion

**DO NOT** cycle the ON/OFF/REM selector switch more than one time within a five minute period. Gas may accumulate in firebox. Call a qualified service technician.



**Appliance ON/OFF:**

A wall control, thermostat or remote control may be used to control the ON/OFF function of the appliance. Follow instructions included with the installed control.

**LED's**

- This appliance is shipped standard with LED lights.
- The LED's must be used in conjunction with the IFT2-RC450 remote control. The intensity of the these lights is controlled through the remote.

# 4 Maintenance and Service

Any safety screen or guard removed for servicing must be replaced prior to operating the fireplace.

When properly maintained, your fireplace will give you many years of trouble-free service. **Contact your dealer** to answer questions regarding proper operation, troubleshooting and service for your appliance. Visit [www.heatnglo.com](http://www.heatnglo.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. Sections B and C give details and instructions needed to assist the appropriate person in performing the tasks.

Task	Frequency	To be completed by
Glass Cleaning	Seasonally	Homeowner
Doors/Fronts/Surrounds	Annually	
Remote Control	Seasonally	
Venting	Seasonally	
Gasket Seal and Glass Inspection	Annually	Qualified Service Technician
Log Inspection	Annually	
Firebox Inspection	Annually	
Control Compartment & Firebox Top	Annually	
Burner Ignition & Operation	Annually	

## B. Maintenance Tasks: Homeowner

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

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

More frequent cleaning may be required due to lint from carpeting or other factors. Control compartment, burner and circulating air passageway of the fireplace must be kept clean.

**CAUTION! Risk of Burns!** The fireplace should be turned off and cooled before servicing.

## Glass Cleaning

**Frequency:** Seasonally

**By:** Homeowner

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

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

- Avoid striking, scratching or slamming glass
  - Avoid abrasive cleaners
  - **DO NOT** clean glass while it is hot
  - Replace as a complete assembly.
- Prepare a work area large enough to accommodate fixed glass assembly and door frame by placing a drop cloth on a flat, stable surface.

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

### Removing Fixed Glass Assembly

1. Remove the decorative front from fireplace and set aside on work surface.
2. Locate the glass spring latches that are on the upper edge of the glass frame of the appliance. See Figure 4.1.
3. Use both index fingers to release spring latches. See Figure 4.1.
4. Allow glass to tilt forward. Grasp glass on the upper return lip of glass frame and lift up and out. The glass should lift easily out of the bottom retaining lip.

### Cleaning Fixed Glass Assembly

- Clean glass with a non-abrasive commercially available cleaner.
  - Light deposits: Use a soft cloth with soap and water
  - Heavy deposits: Use commercial fireplace glass cleaner (consult with your dealer)
- Carefully set fixed glass assembly in place on fireplace. Hold glass in place with one hand and secure glass latches with the other hand.
- Reinstall door or decorative front.

### Replacing Fixed Glass Assembly

1. Locate retaining lip on lower front face of firebox.
2. Place glass assembly into retaining lip end. Tilt top of glass assembly toward fireplace.
3. Assure proper left and right placement of glass and engage all four spring latches.

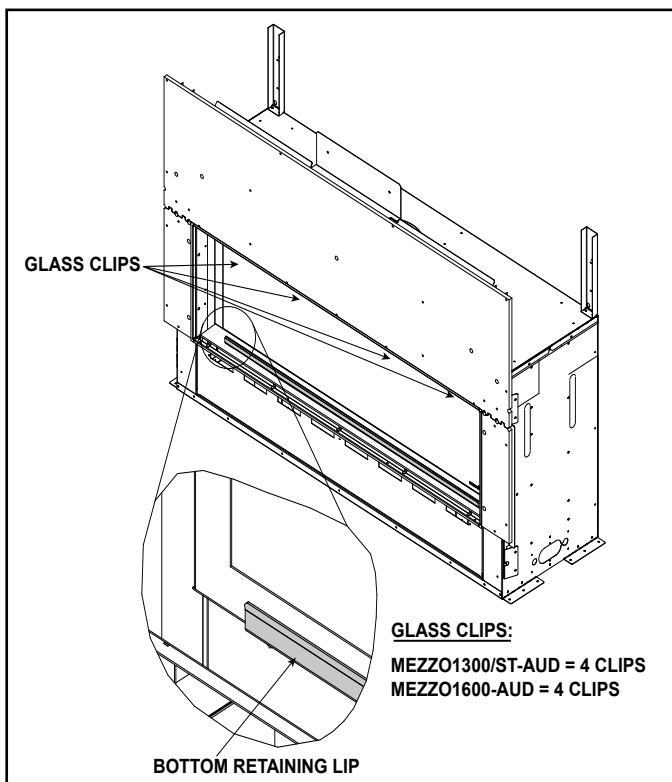


Figure 4.1 Fixed Glass Assembly

## Decorative Barrier Fronts and Surrounds

### Frequency: Annually

**By:** Homeowner

**Tools needed:** Protective gloves, stable work surface

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

## Remote Control

**Frequency:** Seasonally

**By:** Homeowner

**Tools needed:** Replacement batteries and remote control instructions.

- Locate remote control transmitter and control module.
- Verify operation of remote. Refer to remote control operation instructions for proper calibration and setup procedure.
- Place batteries as needed in remote control.
- Place remote control out of reach of children.

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

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

## Venting

**Frequency:** Seasonally

**By:** Homeowner

**Tools needed:** Protective gloves and safety glasses.

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

## C. Maintenance Tasks: Qualified Service Technician

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

### Gasket Seal and Glass Assembly Inspection

**Frequency:** Annually

**By:** Qualified Service Technician

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

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

### Log Inspection

**Frequency:** Annually

**By:** Qualified Service Technician

**Tools needed:** Protective gloves.

- Inspect for damaged or missing logs. Replace as necessary. Refer to Installation manual for log placement instructions.
- Verify correct log placement and no flame impingement causing sooting. Correct as necessary.

### 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.

### Control Compartment and Firebox Top

**Frequency:** Annually

**By:** Qualified Service Technician

**Tools needed:** Protective gloves, vacuum cleaner, dust cloths

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

## Pilot and 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.

- Inspect orifice for soot, dirt and corrosion. Verify orifice size is correct. See Service Parts List for proper orifice sizing.
- Verify air shutter setting is correct. See Installation Manual for required air shutter setting. Verify air shutter is clear of dust and debris.
- 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 flame sensing rod for soot, corrosion and deterioration. Polish with 320 grit Emery cloth and/or 3M™ Scotch-Brite Abrasive Hand Pad.
- Verify that there is not a short in flame sense circuit by checking continuity between pilot hood and flame sensing rod. Replace pilot as necessary.
- Verify manifold and inlet pressures. Adjust regulator as required.
- Check all accessible gas-carrying tubes, connections, pipes and other components for leaks.
- Inspect pilot flame pattern and strength. See Figure 4.2 for proper pilot flame pattern. Clean or replace orifice spud as necessary.
- Check for smooth lighting and ignition carryover to all ports. Verify that there is no ignition delay. Inspect and ensure the lighting of the main burner occurs within four seconds of the main gas valve opening.
- Inspect for lifting or other flame problems.
- Verify batteries have been removed from battery back-up IPI systems to prevent premature battery failure or leaking.

**NOTE:** Appearance of rock jig, pilot shield and media tray may vary between appliance models.

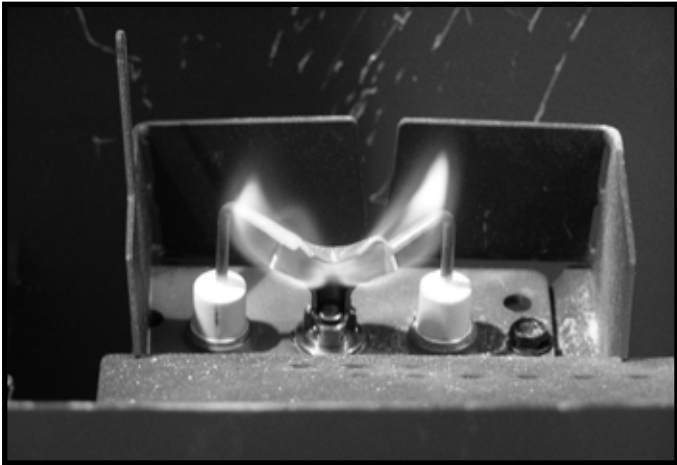


Figure 4.2 IPI Pilot Flame Patterns

## Electrical Service and Repair

***WARNING! Risk of Shock!*** Label all wires prior to disconnection when servicing controls. Wiring errors could cause improper and dangerous operation. Verify proper operation after servicing.

***WARNING! Risk of Shock!*** Replace damaged wire with type 105° C rated wire. Wire must have high temperature insulation.

# 5 Frequently Asked Questions and Troubleshooting


## A. Frequently Asked Questions - Appliance

ISSUE	SOLUTIONS
Condensation on the glass	<p>This is a result of gas combustion and temperature variations. Prior to appliance being turned on, the inside of the glass has cooled below the dew point producing a byproduct of combustion: water in the form of condensation. As the fireplace glass warms, the condensation will disappear.</p> <p>In the summer, the inside of your fireplace contains hot humid air from outdoors. When the air from outdoors contacts glass cooled below the dew point by your air conditioning, moisture in that air will condense.</p>
Blue flames	This is a result of normal operation and the flames will begin to yellow as the fireplace is allowed to burn for 20 to 40 minutes.
Erratic flames	Verify that the glass assembly is correctly installed and that all glass latches are engaged over the tabs on the glass frame. Vent baffle/flue restrictor may be needed when long vertical vent runs are used. Refer to Installation Manual, Section 4 Vent Diagrams.
Odor from fireplace	When first operated, this fireplace may release an odor for the first several hours. This is caused by the curing of the paint and the burning off of any oils remaining from manufacturing. Odor may also be released from finishing materials and adhesives used around the fireplace. These circumstances may require additional curing related to the installation environment.
Film on the glass	This is a normal result of the curing process of the paint and logs. Glass should be cleaned within 3 to 4 hours of initial burning to remove deposits left by oils from the manufacturing process. A non-abrasive cleaner such as gas fireplace glass cleaner may be necessary. Contact your dealer.
Metallic noise	Noise is caused by metal expanding and contracting as it heats up and cools down, similar to the sound produced by a furnace or heating duct. This noise does not affect the operation or longevity of the fireplace.
Is it normal to see the pilot flame burn continually?	In an intermittent pilot ignition system (IPI), the pilot flame should turn off when appliance is turned off. Some optional control systems available with IPI models may allow pilot flame to remain lit.
Power Outages (battery backup)	This appliance can be operated on battery power in the event of a power outage. To access the battery pack, the decorative barrier front must be removed. Refer to Section 3 for more details.
Wall above appliance feels hot to the touch.	No action necessary. This appliance ships with a non-combustible material attached. Specifications of the attached non-combustible material are listed in the Installer's Manual for this appliance.


## B. Frequently Asked Questions - IntelliFire Touch Controls (IFT2-RC450)

Symptom	Possible Cause	Corrective Action
The appliance does not respond to commands from the remote control display does not light up when screen is touched.	Batteries are depleted.	Verify batteries are new.
	Batteries are incorrectly oriented.	Verify batteries are installed in correct orientation as shown on batteries receptacle.
The display on remote lights up when screen is touched but it does not respond to commands.	Touchscreen has lost calibration.	Touchscreen needs to be re-calibrated. Call dealer to have screen re-calibrated.
	Child Lock is ON.	Check child lock icon located at the top of the remote display. If ON, it will show as a 'locked' symbol. To unlock, remove battery compartment door, locate child lock switch and move to 'unlock' position. Verify child lock icon on screen is now displayed in 'unlock' position.
The remote displays the following message on-screen: No dealer info available	Dealer information not programmed into remote.	Remote will still provide all available functions, and appliance is fully available for use. Call dealer to have them program.
The remote displays the following message on-screen: Call "Dealer Name & Number" to schedule maintenance.	300 hours of use. Appliance is still fully functional.	The appliance has been burning for 300 hours and is due for a regular maintenance. Call dealer to have them perform maintenance.
Thermostat mode is displayed on remote.	Thermostat mode has not been disabled.	Call your dealer.
The appliance turns OFF the flame after extended periods of operation	9 hour safety shutdown timer	This is normal behavior. The appliance has a safety timer that will automatically turn OFF the flame after nine hours of uninterrupted operation unless in active thermostat mode.
The remote displays the following message on-screen: Fan will turn on within 3 minutes	Functioning as intended.	The appliance has a three minute delay timer before the fan is turned ON, (if equipped). This allows the air surrounding the appliance to be heated before being pushed into the room.
The remote displays the following message on-screen: "Replace remote batteries."	Low batteries in remote.	Install new batteries in the remote.
The remote is displaying an incorrect brand.	Remote was programmed incorrectly.	Call dealer to have them program the remote with correct branding. Remote is still fully functional and the appliance is unaffected.
The remote displays the following message on-screen: "Remote Control Communication Error."	No power to appliance.	Verify home circuit breaker is on and master reset is on (if equipped).
	Power outage.	Wait for power to be restored to appliance.
	No power to appliance from the power vent control system.	Initiate the power vent by turning on the wall switch. Wait for the pre-purge to complete and power to the appliance will be restored.
The remote displays the following message on -screen: Sorry your appliance did not start. Try again by pressing Flame On.	No power to appliance. No gas to appliance. Accumulation of air in gas line from extended period of appliance inactivity. Gas control system failure.	Verify that appliance has power and gas. Verify that the appliance accepts flame ON commands with an audible beep, and successfully turns flame on within 90 seconds. If this failure persists, contact dealer for service.

## C. Troubleshooting - IntelliFire Touch 2.0 Ignition System



# DANGER



## Risk of Explosion

**DO NOT** cycle the ON/OFF/REM selector switch more than one time within a five minute period. Gas may accumulate in firebox. Call a qualified service technician.

### Troubleshooting

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

**Note to Qualified Service Technician:** Additional resources including troubleshooting guides and service videos are available through Hearth & Home Technologies. Contact your dealer or access resources through your myhht.com account.

### IntelliFire Touch 2.0 Ignition System

#### Error Codes:

IFT2-ECM LED Error Codes	Description
2 Red: 1 Green	RC450 display: "Error Pilot Flame", pilot valve solenoid not detected or open pilot flame coil.
2 Red: 2 Green	CSA error message. Ignition feedback signal error, spark coil failure, low-impedance short.
3 Red: 1 Green	RC450 error message: "Appliance Safely Disabled", pilot sparks for 90 seconds, no flame rectification.
4 Red: 1 Green	240VAC power is connected to the wall switch.
6 Red: 1 Green	RC450 error message: "Error Heat Management". This error occurs when AC power to the appliance is interrupted or unstable.
8 Red: 1 Green	RC450 error message: "ECM error".

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

#### Troubleshooting:

**NOTICE!** Please contact your *Hearth & Home Technologies* dealer if the *Corrective Actions* do not resolve the issues with your appliance.

Symptom	Possible Cause	Corrective Action
Pilot does not light, module clicks but no spark 90 seconds, 3 Red/1 Green Lock out.	Incorrect wiring.	Verify "S" (White) sense wire and "I" (orange) ignitor wire are connected to correct terminals on ECM.
	Loose connections or electrical shorts in wiring.	Verify no loose connections or electrical shorts in wiring from module to pilot assembly. Verify wire insulation is not damaged. Verify wires are not grounding out to chassis, pilot burner, or any other metal object. Replace any damaged wires.
	Ignitor gap is too large.	Verify spark gap is approximately 0.095" (2.41 mm) to 0.135" (3.43 mm).
Pilot does not light, there is no noise or spark.	No AC power, AC/DC adaptor faulty, ECM slider switch in OFF position.	Verify ECM slider switch is in ON or REMOTE position. Verify AC power available to junction cord. Verify 6 VDC power adapter is plugged into junction cord and ECM. Verify 6 VDC power adapter output voltage is between 5.7-6.3 VDC.
	Shorted or loose connection in system wiring or wiring harness.	Verify system wiring configuration. Remove and reinstall wiring harness that plugs into module. Check continuity of wires in valve wiring harness. Replace any damaged components.
	Poor or no system ground.	Verify black ground wire in valve harness is connected to metal chassis of fireplace.
Pilot does not light, there is no noise or spark, 2 Red/1 Green Lockout.	Pilot solenoid not detected.	Check if valve harness orange wire is connected to pilot solenoid valve. Check pilot solenoid resistance, nominal is 40 ohms. If open or shorted, replace valve. Check valve harness wire continuity, if open replace 6-pin harness.



## Troubleshooting (continued)

Symptom	Possible Cause	Corrective Action
Pilot does not light, there is no noise or spark, 2 Red/2 Green Lockout.	Spark coil failure.	Replace ECM.
Pilot sparks but does not light, after 90 seconds, 3 Red/1 Green Lockout.	No gas supply.	Verify incoming gas line ball valve is "Open". Verify inlet pressure is within requirement for gas type used. Contact gas supplier.
	ECM has poor ground.	Verify wiring, check valve harness black wire is securely grounded to metal chassis.
	Gas valve defective.	Check pilot valve solenoid kick and hold voltages during ignition cycle. Kick V should be >1 V, hold V minimum 0.26 V. If voltages are OK, replace gas valve.
Pilot lights but main burner does not light. Pilot continues to spark for 90 seconds then goes into 3 Red/1 Green Lockout.	No flame detected. Flame rectification issue.	Check if white sense lead is securely connected to "S" terminal of ECM. Check resistance of sense lead between sense rod tip and connector to ECM, should be less than 1 ohm - if not, replace pilot assembly. Check system ground, ensure black valve harness wire is securely attached to metal chassis. Check wiring for damage. With system OFF, check resistance between tip of sense rod and pilot hood, should be resistance (>1 M-ohm).
	No flame detected or sense rod contamination.	With glass assembly installed, verify pilot flame is engulfing flame sense rod on pilot assembly. Verify inlet gas pressure is correct for gas type. Polish flame sense rod with fine steel wool to remove any contaminants that may have accumulated.
	No flame detected, sense rod short issue.	Remove firebox glass assembly and verify there is no glass media touching the flame sense rod or glass media blocking the pilot orifice.
Pilot lights and rectifies, but main burner does not light.	Main valve solenoid.	Check if green wire in valve harness is connected to green main valve solenoid. Check main valve solenoid resistance, nominal is 60 ohms. If open or shorted, replace valve. Verify valve inlet pressure is correct for gas type.
Appliance lights and runs for a few minutes then shuts down and/or appliance cycle ON and OFF with less than 90 seconds of ON time.	Shorted or loose connection in flame detection circuit.	Check if white sense lead is securely connected to "S" terminal of ECM. Check resistance of sense lead between sense rod tip and connector to ECM should be less than 1 ohm - if not, replace pilot assembly. Check system ground, ensure black valve harness wire is securely attached to metal chassis. Check wiring for damage. With system OFF, check resistance between tip of sense rod and pilot hood, should be resistance (>1 M-ohm).
	Poor flame rectification or contaminated sense rod.	With glass assembly installed, verify pilot flame is engulfing flame sense rod on pilot assembly. Verify inlet gas pressure is correct for gas type. Polish flame sense rod with fine steel wool to remove any contaminants that may have accumulated. Verify no soot deposits are in sense rod to pilot hood gap.
	Logs are set up wrong.	Remove and re-install logs per the log placement instructions.
	Damaged pilot assembly.	Verify the pilot assembly ceramic insulator around the flame sensing rod is not cracked, damaged or loose. Check resistance between tip of sense rod and ECM connector, should be less than 1 ohm. Replace pilot assembly if damage is detected.
System does not display LED lights or fan after a power cycle of the appliance.	Load detection failed (lights/fan).	Check all wiring for correct connections.
	Remote not refreshed.	Allow remote to go to sleep, wake remote up and confirm correct options appear.

## Troubleshooting (*continued*)

Symptom	Possible Cause	Corrective Action
Appliance does not respond to RC450 commands, or it shuts down and then does not respond to commands. RC450 may display “Heat Management” error and ECM may display the 6 Red/1 Green Lockout.	AC power was abruptly interrupted.	Reset power to the control module using the three-position slider switch, the reset switch (if equipped), or by cycling the circuit breaker.
	AC power was restored and then lost again while in battery backup mode.	Unplug the battery pack and plug it back in.

# 6 Reference Materials

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## A. Accessories

Install approved accessories per instructions included with accessories. Contact your dealer for a list of approved accessories.

***WARNING! Risk of Fire and Electric Shock! Use ONLY Hearth & Home Technologies-approved optional accessories with this appliance. Using non-listed accessories could result in a safety hazard and will void the warranty.***

## Remote Controls, Wall Controls and Wall

### Switches

After a qualified service technician has installed the remote control or wall switch, follow the instructions supplied with the control installed to operate your fireplace:

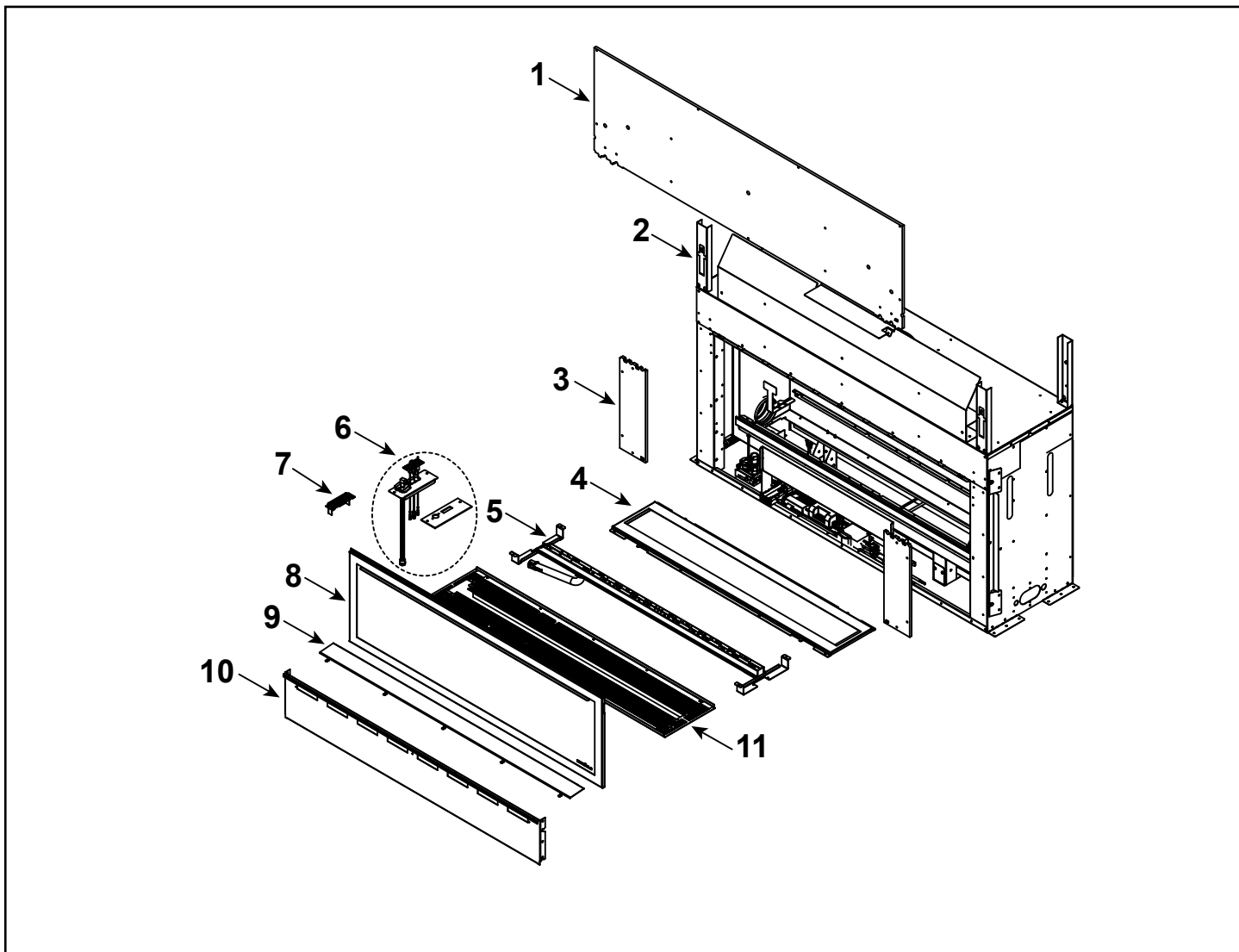
For safety:

- Install a switch lock or a wall/remote control with child protection lockout feature.
- Keep remote controls out of reach of children.

See your dealer if you have questions.

### Heat-Zone-240 Kit

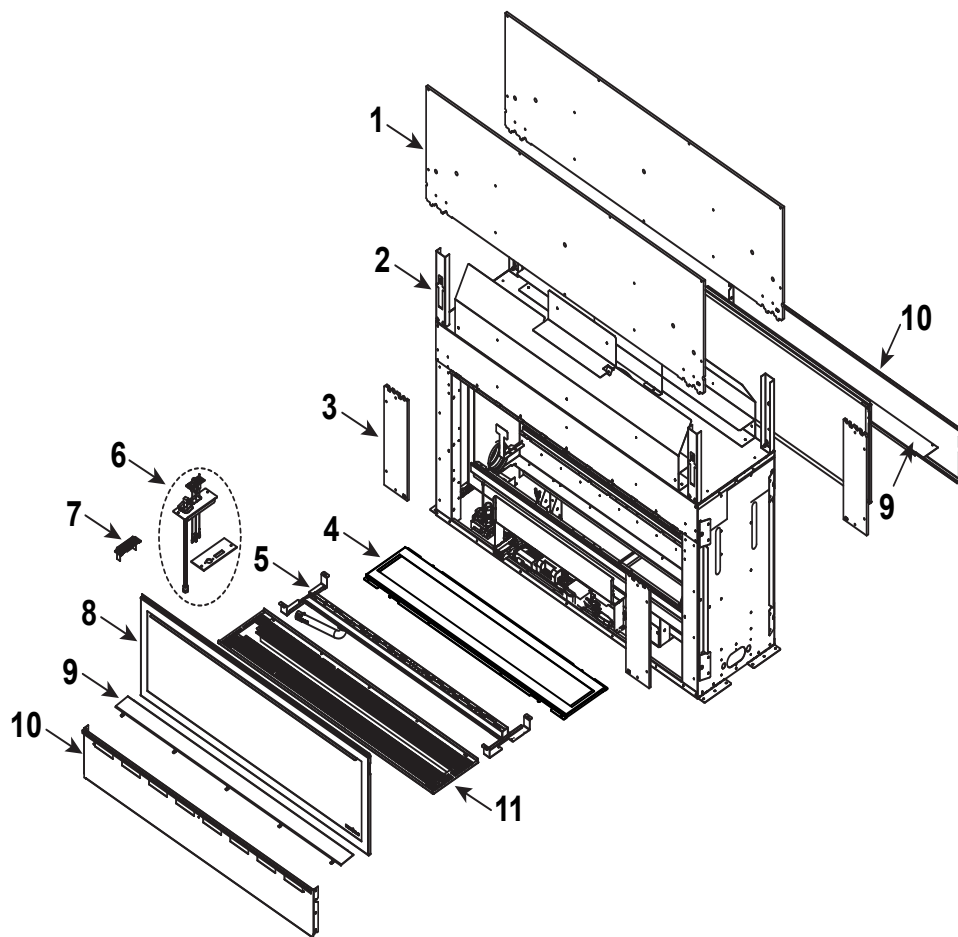
After a qualified service technician has installed the Heat-Zone Kit, follow the instruction supplied with the kit for operation. See your dealer if you have questions.



**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.

ITEM	DESCRIPTION	COMMENTS	PART NUMBER
1	Non-combustible Board, Top		SRV2304-460
2	Standoff, Top	Qty 4 req	2604-283
3	Non-combustible Board, Side Pkg of 2		2304-461
4	Bottom Glass		2300-018
5	Burner		2300-007
6	Pilot Assembly	<b>See Breakdown for Item #6</b>	
7	Shield, Pilot		2300-195
8	Glass Assembly		GLA-48-HNG
9	Shield, Bottom Glass		2300-179
10	Panel, Bottom		2304-147
11	Rock Tray		2300-151

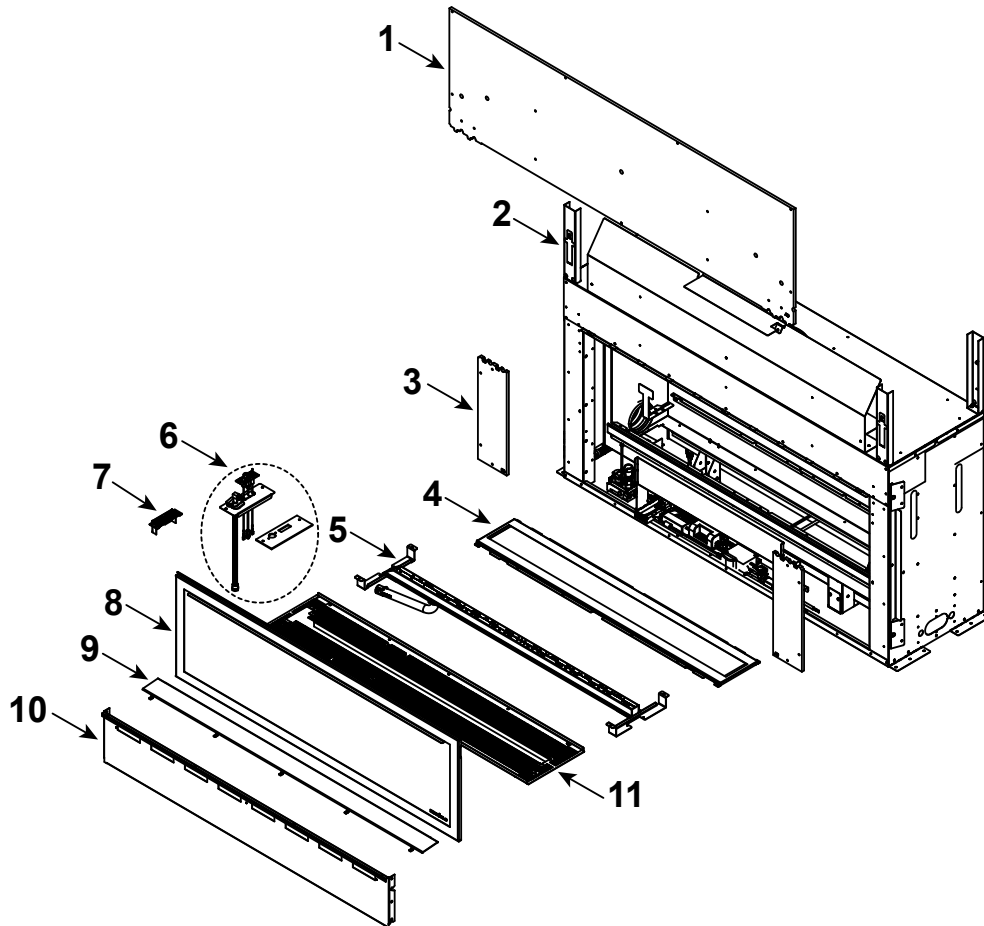
Additional service part numbers on following page.



**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.

ITEM	DESCRIPTION	COMMENTS	PART NUMBER
1	Non-combustible Board, Top	Qty 2 req	SRV2304-460
2	Standoff, Top	Qty 4 req	2604-283
3	Non-combustible Board, Side Pkg of 2	Qty 2 req	2304-461
4	Bottom Glass		2300-018
5	Burner		2300-007
6	Pilot Assembly	<b>See Breakdown for Item #6</b>	
7	Shield, Pilot		2300-195
8	Glass Assembly	Qty 2 req	GLA-48-HNG
9	Shield, Bottom Glass w/vent		2300-179
	Shield, Bottom Glass		2301-179
10	Panel, Bottom w/vent		2304-147
	Panel, Bottom		2305-147
11	Rock Tray		2300-151

Additional service part numbers on following page.



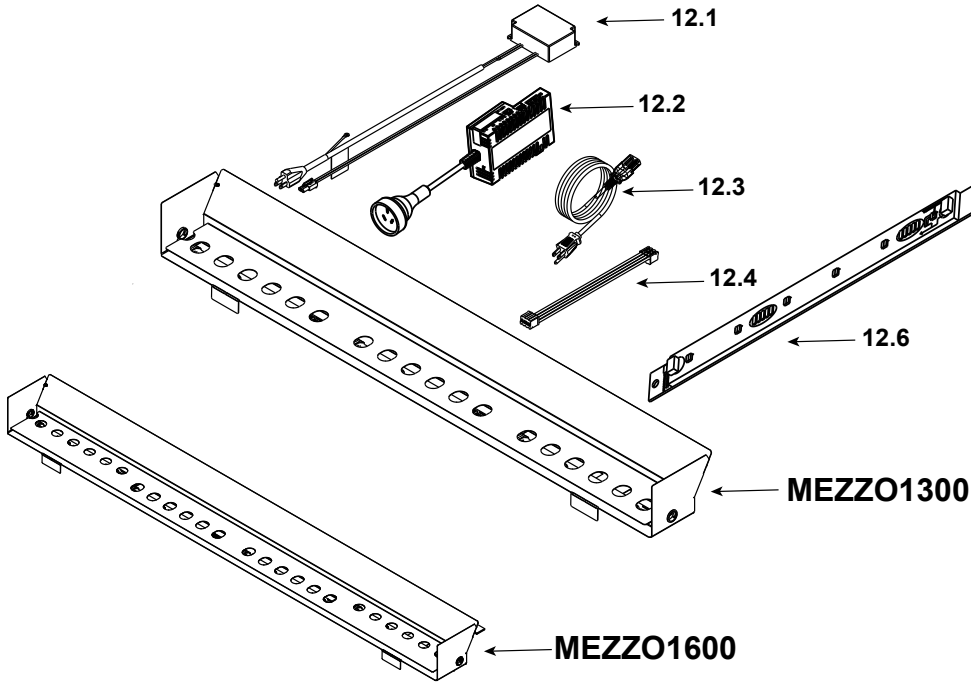
**IMPORTANT: THIS IS DATED INFORMATION.** Parts must be ordered from a dealer or distributor. **Hearth and Home Technologies does not sell directly to consumers.** Provide model number and serial number when requesting service parts from your dealer or distributor.

ITEM	DESCRIPTION	COMMENTS	PART NUMBER
1	Non-combustible Board, Top		SRV2323-460
2	Standoff, Top	Qty 4 req	2604-283
3	Non-combustible Board, Side Pkg of 2		2304-461
4	Bottom Glass		2321-018
5	Burner		2321-007
6	Pilot Assembly	<b>See Breakdown for Item #6</b>	
7	Shield, Pilot		2300-195
8	Glass Assembly		GLA-60-HNG
9	Shield, Bottom Glass		2321-179
10	Panel, Bottom		2323-147
11	Rock Tray		2321-151

Additional service part numbers on following page.

No one builds a better fire

#12 LED Light Assembly

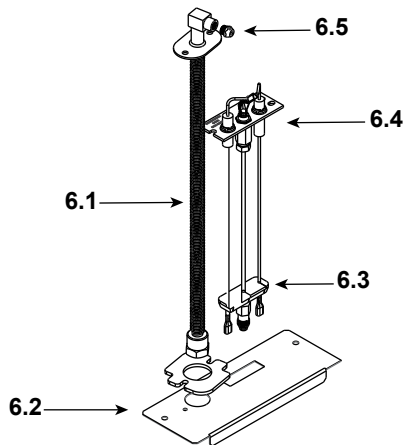


IMPORTANT: THIS IS DATED INFORMATION. Parts must be ordered from a dealer or distributor. **Hearth and Home Technologies does not sell directly to consumers.** Provide model number and serial number when requesting service parts from your dealer or distributor.

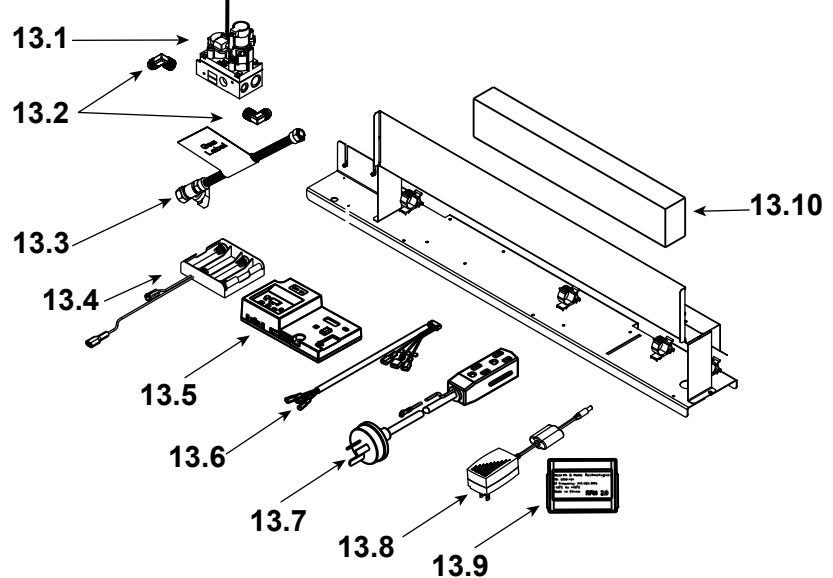
ITEM	DESCRIPTION	COMMENTS	PART NUMBER
12	LED Light Assembly		
12.1	Power Supply, LED 40W		SRV2577-113
12.2	AU-ACM Module		SRV2564-151
12.3	Cable, B Type AC Module		SRV2326-152
12.4	4 in LED Jumper Wire		2300-753
12.5	Main LED Wire Harness (not shown)		2326-185
12.6	LED Board and Strip Assembly		SRV2300-062

Additional service part numbers on following page.

## #6 Pilot Assembly



## #13 Valve Assembly



**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.

ITEM	DESCRIPTION	COMMENTS	PART NUMBER
6.1	Bulkhead w/Flex tube		SRV2166-119
6.2	Plate, Flex and Pilot		2300-163
6.3	3-Hole Grommet		SRV2118-420
6.4	Pilot Assembly, NG		2406-012
	Pilot Assembly, Propane		2406-012 w/ SRV593-527
	Pilot Assembly, Butane		2406-012 w/ 593-529
6.5	Orifice, NG #.124	MEZZO1300-AUD & MEZZO1300ST-AUD	582-8124
	Orifice, Propane #49C		SRV582-849
	Orifice, NG #28C	MEZZO1600-AUD	582-828
	Orifice, Propane #48C		SRV582-848
13.1	Valve, NG		SRV2166-302
	Valve, Propane		2166-303
13.2	Elbow	Qty 2 req	SRV4021-045
13.3	Flex Ball Valve Assembly		SRV2078-022
13.4	Battery Pack		SRV2326-134
13.5	Module IFT 2.0 Control		SRV2564-130
13.6	IFT 6 Pin Wiring Harness		SRV2326-132
13.7	Junction Cord		SRV2574-024
13.8	Transformer, 6 Volt Wall		SRV2326-131
13.9	Module RF AU		SRV2564-121
13.10	Component Insulation		2604-102

Additional service part numbers on following page.



**MEZZO1300 / 1300ST / 1600-AUD**

**Ending Manufacturing Date: Active**

[illegible]

Heat &amp; Glo • MEZZO1300-AUD, MEZZO1300ST-AUD, MEZZO1600-AUD Owner's Manual • 2718-981 • 5/25



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## Service Parts

**MEZZO1300 / 1300ST / 1600-AUD**

**Beginning Manufacturing Date: July 2025**

**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.

ITEM	DESCRIPTION	COMMENTS	PART NUMBER
Media Options - MEZZO1300-AUD			
	Media Kit, Red		MEDIA-RED-48
	Media Kit, Fog		MEDIA-FOG-48
	Media Kit, Ebony		MEDIA-EBONY-48
	Media Kit, Cobalt		MEDIA-COBALT-48
	Media Kit, Clear		MEDIA-CLEAR-48
	Media Kit, Amber		MEDIA-AMBER-48
Media Options - MEZZO1600-AUD			
	Media Kit, Red		MEDIA-RED-60
	Media Kit, Fog		MEDIA-FOG-60
	Media Kit, Ebony		MEDIA-EBONY-60
	Media Kit, Cobalt		MEDIA-COBALT-60
	Media Kit, Clear		MEDIA-CLEAR-60
	Media Kit, Amber		MEDIA-AMBER-60
Conversion Kits			
	Conversion Kit NG		N/A
	Conversion Kit ULPK	MEZZO1300-AUD	ULPK-1300
		MEZZO1300ST-AUD	
		MEZZO1600-AUD	ULPK-1600
	Pilot Orifice, NG		SRV593-528
	Pilot Orifice, Butane		593-529
	Pilot Orifice, Propane		SRV593-527
	Regulator, NG		NGK-DXV-50
	Regulator, Propane		SRVLPK-DXV-50

## C. Contact Information



No one builds a better fire

Heat & Glo, a brand of Hearth & Home Technologies  
7571 215<sup>th</sup> Street West, Lakeville, MN 55044  
[www.heatnglo.com](http://www.heatnglo.com)

Please contact your Heat & Glo dealer with any questions or concerns.  
For the location of your nearest Heat & Glo dealer,  
please visit [www.heatnglo.com](http://www.heatnglo.com).

### - NOTES -

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### NOTICE



#### DO NOT DISCARD THIS MANUAL

- Important operating and maintenance instructions included.
- Read, understand and follow these instructions for safe installation and operation.
- Leave this manual with party responsible for use and operation.



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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