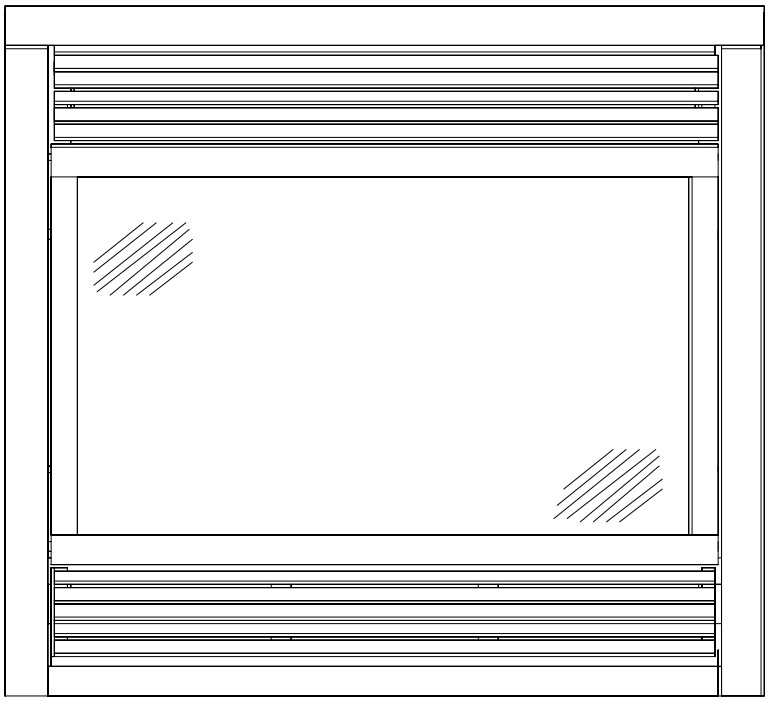
# OSBURN DV36

## Designer Series

**Built-In Direct Vent Gas Fireplace**

**Installation and Operation Instructions**



# The Flame of Desire

**Made in Canada**

DV1037

**02/05/07**

WARNOCK HERSEY

OSBURN™ GAS & WOOD HEARTH SYSTEMS

ISO 9002

**Thank you for choosing to purchase the Osburn DV36 Designer Series Zero Clearance Fireplace. Your decision will be rewarded with many years of heating comfort and unparalleled ambience. The DV36 has been meticulously designed and engineered to provide a unique combination of flame and efficiency.**

**The staff and employees at Osburn take great pride in the quality of our work and are dedicated to innovation. We wish to congratulate you on your choice of our team's most recent addition to our family of product.**

**The following material contains information and instructions on how best to install and operate the Osburn DV36. Please read this entire manual carefully before the unit is installed. Failure to follow the instructions may result in property damage, bodily injury, or loss of life. Proper installation and operation will be rewarded with unsurpassed operation and heating attributes.**

This appliance may be installed in an aftermarket permanently located, manufactured (mobile) home, where not prohibited by local codes.
This appliance is only for use with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases, unless a certified is used.

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

Do not store or use gasoline or other flammable vapours 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.
- Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

A qualified installer, service agency or the gas supplier must perform installation and service.

## WARNING

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

Please read this manual before installing or using this appliance. Retain this manual for future reference.

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# Introduction

## 1.1 Specifications

**Table 1.1 Specifications**

| Item | | Natural Gas (NG) | Propane (LPG) |
|---|---|---|---|
| Input: | High | 40,000 Btu/Hr (42.2 MJ/Hr) | 31,600 Btu/Hr (31.7 MJ/Hr) |
| | Low | 20,000 Btu/Hr (21.1 MJ/Hr) | 22,500 Btu/Hr (23.7 MJ/Hr) |
| Flue Loss Efficiency*: | Fan | 78.0 % | 77.0 % |
| Off | | 79.0 % | 78.5 % |
| Manifold Pressure: | | 3.8" w.c. (0.9 Kpa) | 10.0" w.c. (2.5 Kpa) |
| Gas Inlet Supply Pressure: | | Minimum: 5.0" w.c. (1.2 Kpa) | Minimum: 11.0" w.c. (2.7 Kpa) |
| | | Normal: 7.0" w.c. (1.7 Kpa) | Normal: 13.3" w.c. (3.3 Kpa) |
| | | Maximum: 13.5" w.c. (3.4 Kpa) | Maximum: 13.5" w.c. (3.4 Kpa) |
| Orifice Size: | | 31 DMS (.120") (3.05 mm) | 51 DMS (.067") (1.70 mm) |
| Control Valve: | | Sit 820 Nova | |
| Shipping Weight: | | 185 Lb. (84 Kg) | |
| Chimney: | | Simpson Duravent Model DV-GS | |
| | | Optional Double-Walled Co-Axial Flex (Max 6 Ft) | |

*** The efficiency rating of the appliance is a product thermal efficiency rating determined under continuous operating conditions and was determined independently of any installed system.**

**Options:**

- Standard Remote Control
- Deluxe Remote Control
- Decorative Bay Window Kit
- Decorative Flush Front
- Thermostat
- Single Blower @ 120 cfm
- Fibre Brick Panels
- Porcelain Panels
- Hot Air Ducting Kit

**Approvals and Installation Codes**

Installation must conform to local codes. In the absence of local codes, installation must conform to the National Fuel Gas Code, ANSI Z233.1 1988, (in the U.S.), or with the current installation code CAN/CGA B149.1-M86 (in Canada). The appliance, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the National Electric code ANSI/NFPA No. 70-1990 (in the U.S.) or with the current CSA C22.1 Canadian Electrical code (in Canada).

**High Altitude Installations**

Canada: This appliance has been certified and approved for elevations of up to 4500 feet. For higher elevations the unit must be de-rated (see section 3.10.3 - Altitude Adjustment)

USA: This appliance should be de-rated 4% for every 1000 feet above 2000 feet above sea level.

## 1.2 Features

Ignition system:

Standing pilot ignition system with thermopile and thermocouple flame detection and piezo igniter.

Gas control:

Automatic millivolt powered combination gas control valve with optional remote on/off switch, optional wall thermostat, and/or optional remote control. The gas valve does not require electricity.

Fan with Variable Speed Control (Optional):

A knob controls the fan speed in connection with a heat sensitive switch, which turns on when the heater reaches operating temperature. Turning the knob counter-clockwise turns it to the "**OFF**" position.

Safety controls:

A safety switch will shut the system down in the event of loss of pilot flame.

Outside combustion air supply:

The combustion air supply is obtained entirely from outside the heated living space by the intake of outside air through the outer portion of the 6-5/8" coaxial double wall vent pipe. Exhaust gases pass through the inner portion of 4" pipe.

## 1.3 Intended Use

This appliance is intended to be used as a heater, when installed as a built-in fireplace, according to minimum requirements as described in detail in the installation instructions. This appliance is suitable for installation in bedrooms of 2000 cubic feet or more. The appliance is also suitable for retrofit into mobile homes.

## 1.4 General Safety

The appliance must be properly connected to a venting system in accordance with local codes. This unit must not be connected to a chimney or flue serving any other appliance.

***WARNING:*** ***Operation of this fireplace when not connected to a properly installed and maintained venting system may result in carbon monoxide poisoning.***

Installation and repair should be done by a qualified service person. A professional service technician should inspect the appliance before use and at least annually. Provide adequate clearances around air openings and allow accessibility clearance for servicing and proper operation.

# 2. Operation

## 2.1 Safety

Inspect the appliance before use. Always keep the appliance area clear and free from combustible materials, gasoline and other flammable vapours and liquids. Never obstruct the flow of ventilation air. Keep the front of the appliance clear of all obstacles and foreign materials.

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

**CAUTION: Children and adults should be alerted to the hazards of high surface temperature and should stay away to avoid burns or contact with hot surfaces. Young children should be carefully supervised when they are in the same room as the heater. Clothing or other flammable material should not be placed on or near the unit.**

The glass door and louvers must be properly installed prior to operation. Never operate the unit with the glass door off or with broken or cracked glass since this may cause dangerous indoor air pollution. Replacement of the glass panels should be done by a licensed or qualified service person. This unit is not for use with solid fuel. Do not substitute any parts or materials. Do not abuse the glass door.

## 2.2 Lighting Instructions

**FOR YOUR SAFETY, READ BEFORE LIGHTING**

A. This appliance is provided with a standing pilot flame. When lighting the pilot, follow these instructions exactly:

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

**WHAT TO DO IF YOU SMELL GAS**

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

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

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

**LIGHTING PROCEDURE**

1. **"STOP!"** Read the safety information in the previous section.
2. Set the thermostat to the lowest setting.
3. Turn off all electrical power to the appliance.
4. Open the access door grille, hinged to open downward, by pulling the top grille bar toward you.
5. Push in the gas control knob slightly and turn counter-clockwise to the "**OFF**" position (Figure 2.1).
6. Wait a minimum of five minutes to clear out any residual gas. If you then smell gas, **STOP!** Follow "**B**" in the Lighting Instruction section described on the previous page. If you don't smell gas, go to the next step.
7. Press in the valve knob and turn clockwise to the "**PILOT**" position.
8. Push in the control knob all the way and hold it in. Immediately push the piezo ignition button (the red button to the left) repeatedly so that it clicks. Continue until the pilot ignites. Maintain pressure on the control knob for about one minute after ignition. Then release the control knob; if the pilot flame goes out repeat step 8; if the pilot flame remains on then turn the valve knob clockwise to the "**ON**" position.
9. If the pilot lights but will not stay on after several tries, turn the gas control knob to the "**OFF**" position and call your service technician or gas supplier. If the control knob does not pop out when released, **STOP!** Shut off the gas supply to the control valve, and **IMMEDIATELY** call your service technician or gas supplier.
10. Turn the burner control switch to " **ON**".
11. Close the access door grille by lifting it and allow the springs to pull it closed.
12. If equipped with a wall switch, select the " **ON**" position. If equipped with a thermostat or auxiliary control, set it to the desired setting.

**SHUTDOWN PROCEDURE**

1. To turn off the main burner only, turn off the wall switch, thermostat, or **On/Off** switch located behind the access grille.
2. For complete shutdown of the appliance, depress the valve control knob and turn it counter-clockwise to the "**OFF**" position.

## 2.3 Heat Output Adjustment

The valve supplied with the appliance has a **HI/LO** knob, which may be used to adjust the heat output and flame height. The **HI/LO** knob may be accessed by opening the lower grilles and rotating the adjustment knob between its' two extremes (see Figure 2.1).

**NOTE:** Adjustment of the knob may be done with the appliance in either the **on** or **off** configurations.

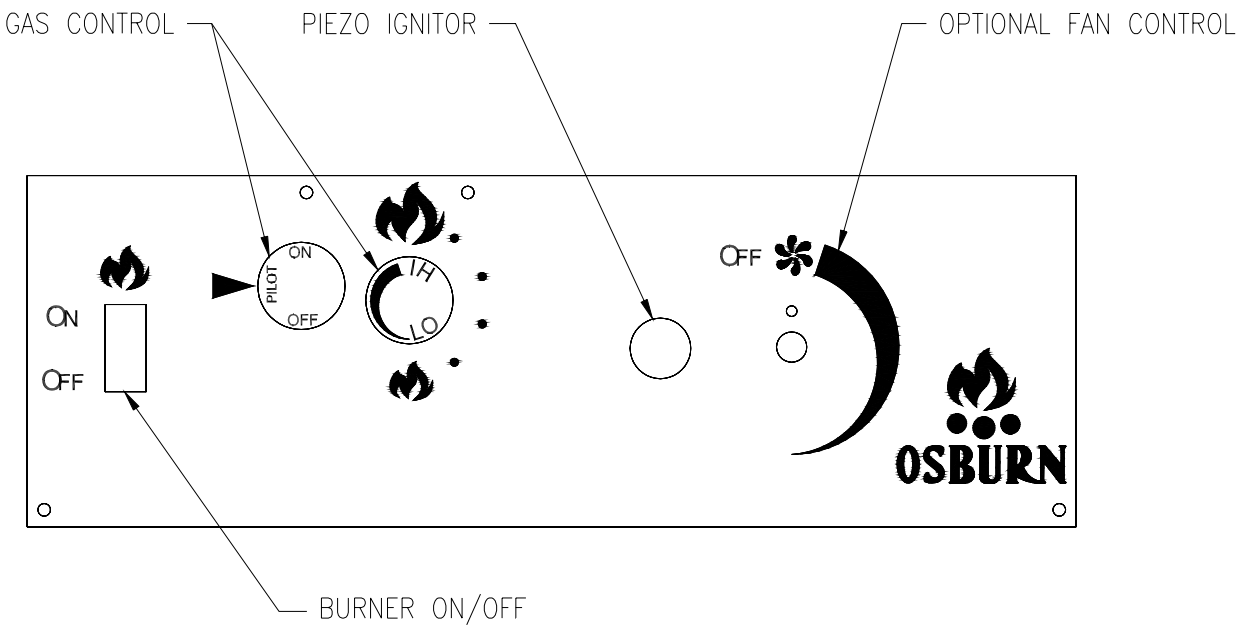



**Figure 2.1 – Control Panel Features**

### 2.4 Fan Operation (Optional)

For units which have had an optional air supply fan installed, the fan control knob is located behind the access door grille assembly and may be adjusted to the following settings:

**OFF**: Turn the control fully counter-clockwise.

**VARIABLE SPEED SETTING (ON):** Turn the control knob to the desired setting. When the knob is turned fully clockwise, the fan will be on low speed.

### 2.5 Remote Control Operation

An optional hand held remote control kit for turning the unit **ON** and **OFF**, is also available. Detailed instructions for the optional Remote Control are included with the kit.

# 3. Installation

**Installation & Safety Notes**

Read all instructions before beginning and follow them carefully during installation to ensure maximum benefit and safety. Failure to follow these instructions will void your warranty and may present a fire hazard. See the Osburn warranty at the back of this manual for improper installation disclaimers. This fireplace and its components are certified and safe when installed in accordance with this manual.

**WARNING: Do not connect 120 VAC to the gas control valve or its wiring, as this will damage the valve.**

**Unpacking**

The fireplace is packaged with the logs and ember medium inside the firebox. The louvre assemblies and trim options are separately packaged.

Report to your dealer any parts that may have been damaged in shipment **(specifically check the condition of the glass).**

Please note: Final installation of the logset/ember and (optional) combustion chamber panels should only be done *after* the unit has been completely positioned and framed. It is further recommended that the vent system, gas line connection, and *ideally* any electrical servicing requirements be similarly completed before proceeding with the final placement of the ember medium. Hearth and mantel configurations are also best completed beforehand. This will prevent accidental jarring and displacement of the ember medium and allow for visual assessment of the completed package as the consumer will receive it. Trim and louvre kits should be installed last.

**Fireplace Installation**

This fireplace is suitable for installation in new construction and wood framed enclosures.

**NOTE: All Installations Require Venting.**

**3.1 Locating the Fireplace**

The first step for installing the fireplace is to determine the final location of the appliance. The installation constraints are provided in Figure 3.1 and Table 3.1.

**Table 3.1 Minimum Clearances from the Fireplace to Combustible Materials**

| Glass Front | Floor | Back | Top | Ceiling | Perpendicular Wall |
|---|---|---|---|---|---|
| 48” | 0” | 0” | 0” | 72” * | 12” |

*** As measured from the bottom of the unit.**

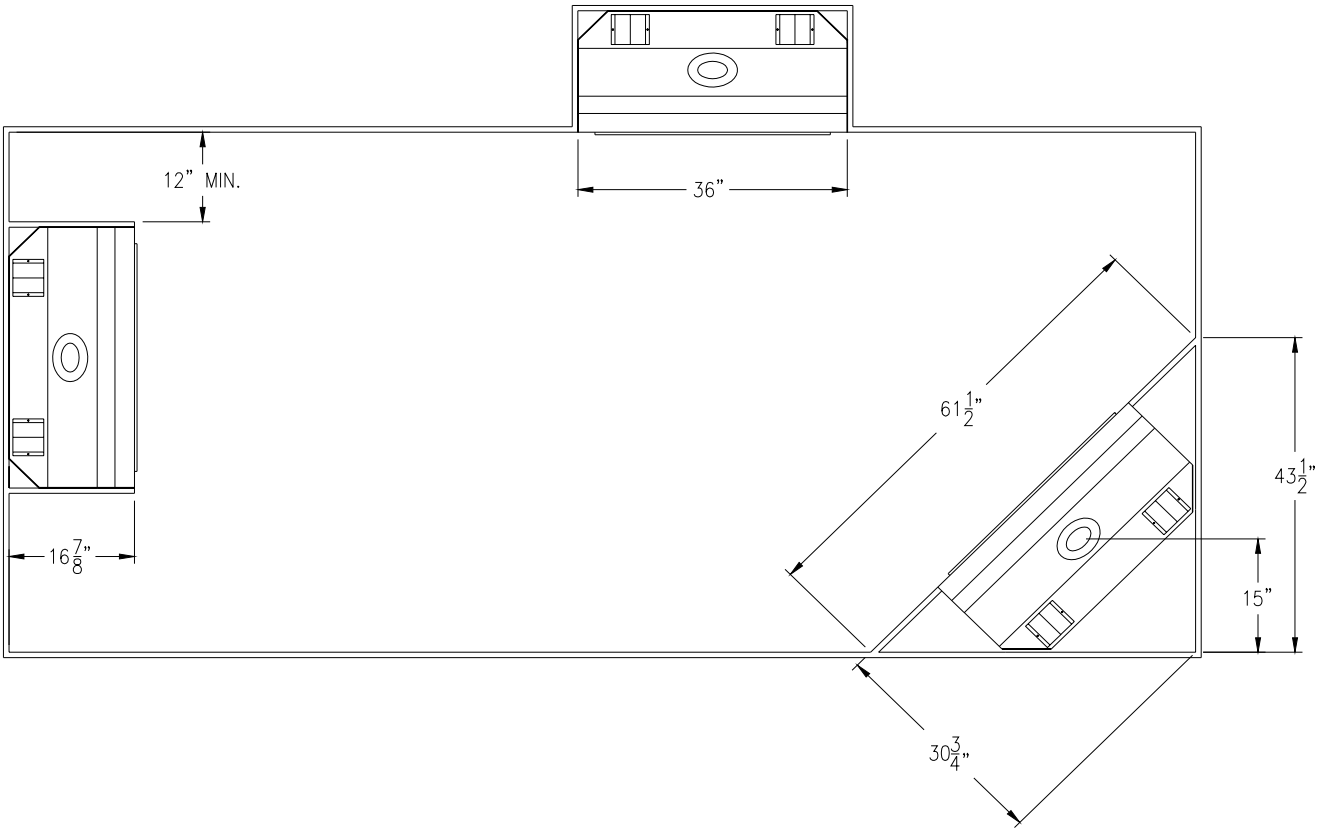



**Figure 3.1 - Space Requirements**

## 3.2 Installation Of Flooring & Framing

**CAUTION: Due to high temperatures, this room heater should be located out of traffic and away from furniture and draperies. Provide a minimum of 48" (1220mm) front clearance to the unit.**

### Framing the fireplace

1. The fireplace may be installed directly on and/or against standard combustible building materials.

2. The recommended framing dimensions are presented in Figures 3.2 and 3.3. The enclosure for the fireplace should be framed with standard framing material Please note that the framing height is to the top of the standoffs; for rear vent applications the framing height 2" above the top of the inlet pipe is 46-1/8" (Figure 3.4).

3. For exterior walls, install a vapour barrier and insulate the enclosure to the same degree as the rest of the house, or according to local installation codes. In colder climates, if the unit is to be installed against an exterior wall or chase, insulate the exterior walls according to local installation codes.

**Note:** For horizontal terminations allow for a minimum of 2" of clearance from the top of the vent to combustibles.

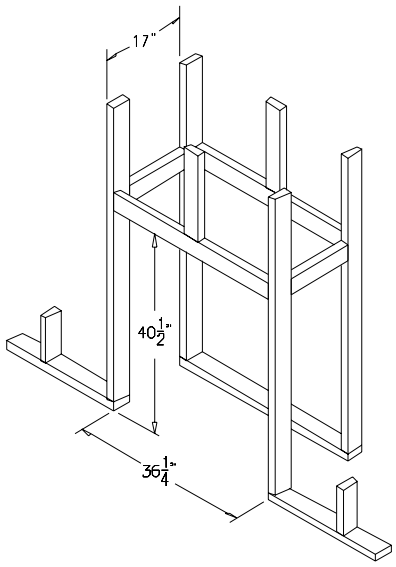



**Figure 3.2 Fireplace Framing Dimensions**

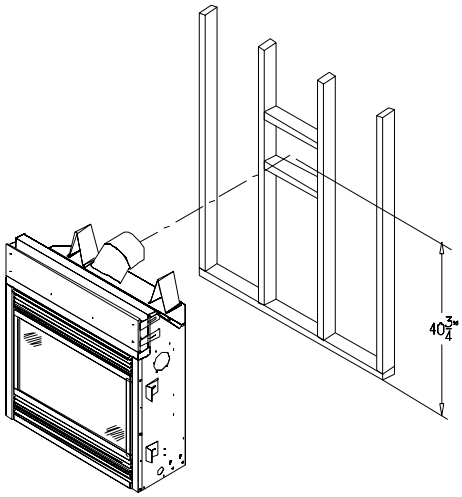



**Figure 3.3 Installation as a Rear Vent**

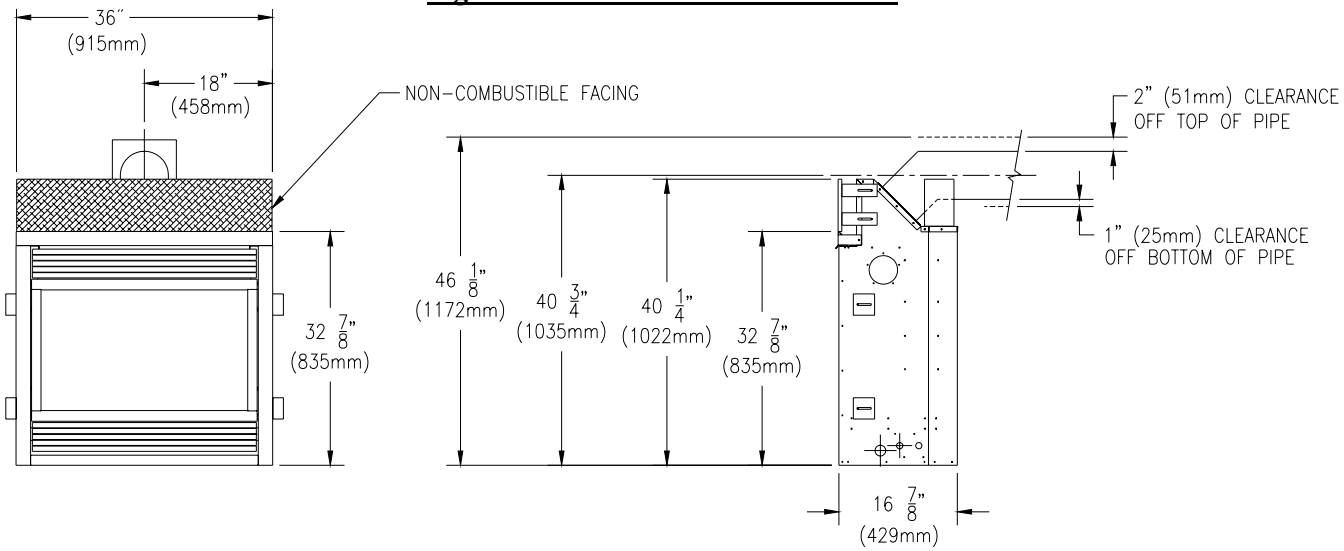



**Figure 3.4 Fireplace Dimensions**

## 3.3 Installing the Vent System

The DV36 has been approved with two vent systems. For vent systems in excess of 6 (six) feet in total length, Simpson Duravent DV-GS components must be exclusively used. For vent systems of 6 feet or less, use of a listed double walled flexible aluminium co-axial vent pipe is permitted, but ***only*** in conjunction with Simpson Duravent vent terminations. ***No other venting systems or components may be used.***

In addition to the system requirements outlined below, when installing the chimney system follow the installation and assembly instructions, which accompany the system components.

**Clearances:** All horizontal runs must have a minimum of 2" (50mm) clearance from the topmost surface of the pipe to the nearest combustible surface. All other vent system clearances must be a minimum of 1" (25mm).

**Termination requirements:**

**Note:** Venting terminals shall not be recessed into a wall or siding.

Horizontal

Horizontal termination cap (either the standard 984 cap or the high wind 985 cap).

Horizontal terminations against vinyl sidings must use a vinyl siding stand-off.

Use a round support box/wall thimble when penetrating an inside wall, or on an outside wall only when additional support or decorative trim is required. The round support box is not required on basic instructions.

**NOTE: In Canada local codes may require the use of a wall thimble on horizontal termination. Use part #942.**

Vertical

Firestop (when penetrating a ceiling)

Flashing

Collar

Vertical termination cap (980)

**SEALANT**

Sealant is required on the chimney system. Sealant will ensure that the inlet air for combustion enters from outdoors and not through joints in the system, and that flue gases properly exit the system and are not re-circulated. On the 4" inner flue pipe joints Mil-Pac Black sealant (or equivalent) is required (available from local suppliers or Osburn dealer). The sealant should be applied to the male component's joints. A bead of high temperature silicone should be used on the outside of the 6-5/8 joints after assembly is complete.

**Simpson Duravent Components only**

When using Simpson components a maximum of two 90° elbows or four 45° elbows are allowed in the system (these are in addition to the 45° elbow off of the top of the unit). Horizontal runs must be upwardly sloped at a minimum of a 1/4" (6mm) rise per foot of horizontal run.

When configuring the vent system the following equivalent lengths for elbows should be used in conjunction with Figure 3.5.

For elbows in a horizontal plane a 90° elbow should be treated as 4 equivalent horizontal feet, and a 45° elbow as 2 equivalent horizontal feet. For elbows in the vertical plane a 90° elbow should be treated as 2 equivalent *horizontal* feet, and a 45° elbow as 1 equivalent *horizontal* foot. The 45° elbow off the back of the units is not to be included in these calculations.

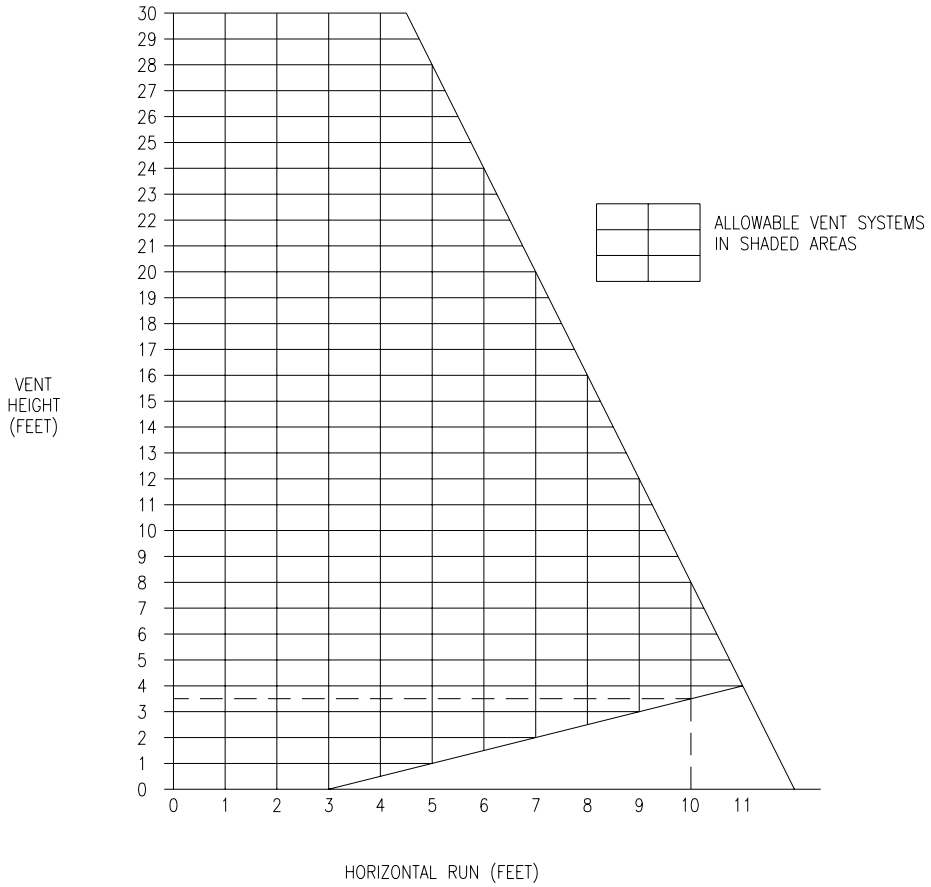



**Figure 3.5 Allowable Vent Lengths**

**Example 1**

The figure below shows an installation in which there is a vertical rise off the back of unit in where two 45° elbows have been employed, followed by a 90° elbow, a horizontal run, and the vent termination. In this example the equivalent lengths of the 45° elbows would be 1 *horizontal* foot each, and the 90° elbow would have an equivalent *horizontal* length of 2 feet. If the design of the system is constrained by the horizontal run, then Figure 3.6 must be used to determine the ***minimum*** vertical rise necessary in order for the appliance to properly function.

In this example, if $H_1$ were to be 6 feet, then the total equivalent horizontal length would be calculated as follows:

$$H_T = H_1 + H_{Equivalent}$$
$$= 6 + (2 \times 1) + 2$$
$$= 10 \text{ feet}$$

Referring to Figure 3.6, for a horizontal run of 10 feet, the minimum vertical rise must be 3 ½ feet. Therefore $V_1 + V_2 + V_3$ will be need to be a minimum of 3 ½ feet.

**Example 2**

Figure 3.7 (below) shows an installation in which there is a vertical rise $V_1$ off the back of unit, followed by a $90^o$ elbow, a horizontal run $H_1$, another $90^o$ elbow, and a horizontal run $H_2$ to the vent termination. In this example the equivalent length of the first $90^o$ elbow would be 2 *horizontal* feet; the second $90^o$ elbow would have an equivalent *horizontal* length of **4** feet. If in this example the design of the system is constrained by the vertical run $V_1$ and the horizontal run $H_2$, then the Figure 3.5 would be used to determine the ***maximum*** horizontal run H1 allowable in order for the appliance to properly function.

In this example if $V_1$ were to be 3 ½ feet, then by again referring to Figure 3.5 it can be determined that for a vertical rise of 3 ½ feet the maximum horizontal run must be 10 feet.

$$H_T = H_1 + H_{Equivalent} + H_2$$
$$= 10 \text{ feet}$$

$$\text{Where } H_{Equivalent} = 2 + H_1 + 4 + H_2$$
$$\text{Therefore } H_1 + H_2 = 10 - 6$$
$$= 4 \text{ feet.}$$

Therefore in order for this system to be viable the total horizontal length $H_1 + H_2$ must not exceed 4 feet.

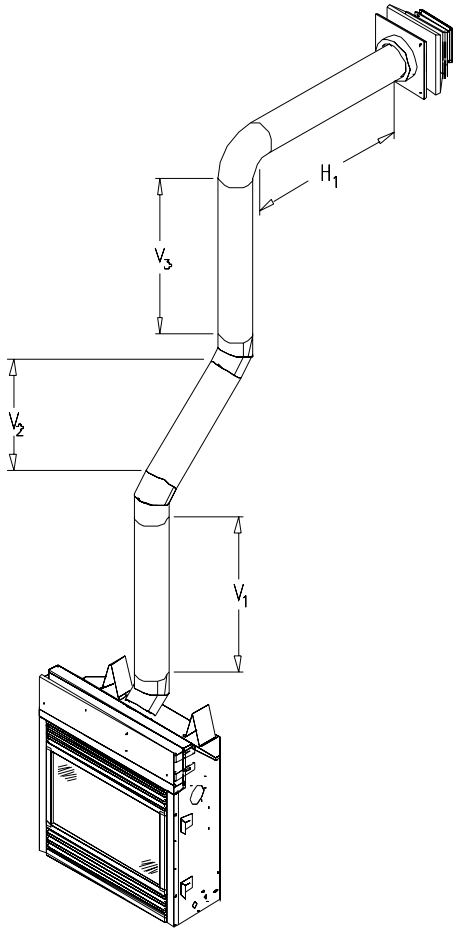



**Figure 3.6 – Example 1**
**Determining Allowable Vent Configurations**

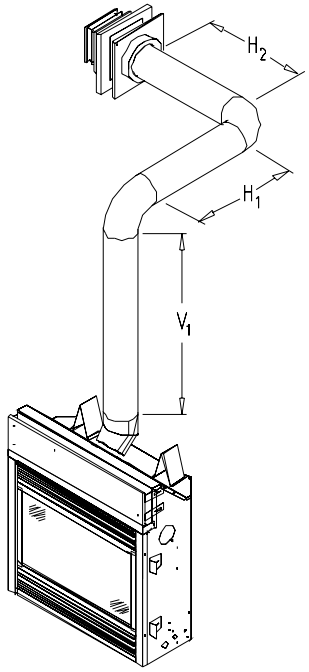
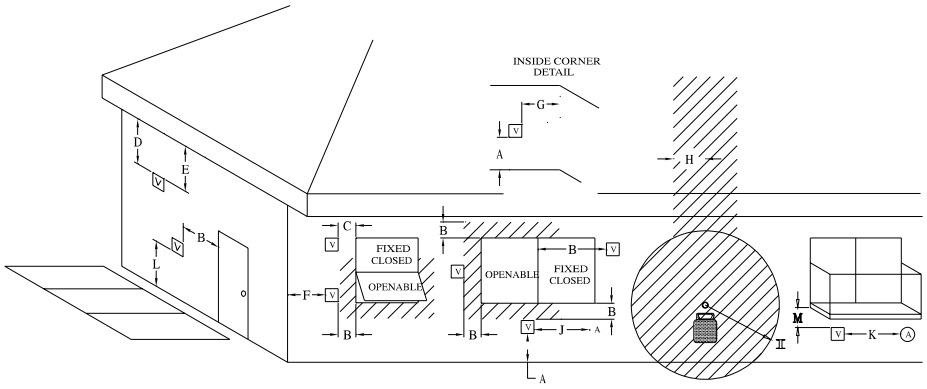



**Figure 3.7 – Example 2**
**Determining Allowable Vent Configurations**

## 3.4 Vent Terminal Locations




V = Vent Termination

A = Air Supply Inlet

A = clearances above grade, veranda, porch, deck, or balcony [* 12" (30cm) minimum]

B = clearance to window or door that may be opened [* 12" (30cm) minimum]

C = clearance to permanently closed window [minimum 12" (30cm) recommended to prevent condensation on window]

D = vertical clearance to ventilated soffit located above the terminal within a horizontal distance of 2' (60cm) from the centre-line of the terminal [36" (cm) minimum]

E = clearance to un-ventilated soffit [36" (90 cm) minimum]

F = clearance to outside corner = 36"

G = clearance to inside corner = 36"

H = * not to be installed above a meter/regulator assembly within 3' (90cm) horizontally from the centre-line of the regulator

I = clearance to service regulator vent outlet [* 6' (1.8 m) minimum]

J = clearance to non-mechanical air supply inlet to building or the combustion air inlet to any other appliance [* 12" (30cm) minimum]

K = clearance to a mechanical air supply inlet [* 6' (1.8m) minimum]

L = † clearance above paved side-walk or a paved driveway located on public property [* 7' (2.1m) minimum]

M = clearance under veranda, porch, deck, or balcony [* 12" (30cm) minimum ‡]

† A vent shall not terminate directly above a sidewalk or paved driveway which is located between two single family dwellings and serves both dwellings*

‡ Only permitted if veranda, porch, deck, or balcony is fully open on a minimum of 2 sides beneath the floor*

* As specified in CGA B149 Installation Code (1991) **NOTE:** local codes or regulations may require different clearances

- Follow ANSI Z223.1 for U.S.A

**Figure 3.8 - Vent Terminal Locations**

## 3.5 Mantels

Where a mantel is to be installed, Figure 3.9 may be used to determine the allowable clearances suitable for various mantel depths.

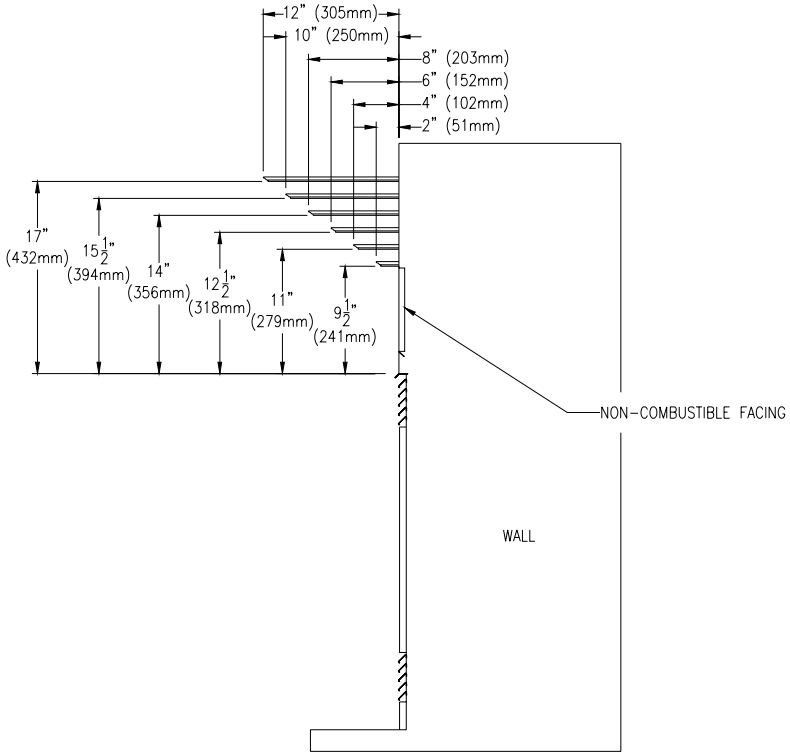



**Figure 3.9 – Mantel Clearances**

## 3.6 Gas Line Installation

- Install supply line using any piping approved for your installation meeting CAN/CGA 6.10, AGA 3, ANSI Z21.24 or Z21.45. A qualified gas fitter should install the gas line in accordance with all local building codes. If codes permit, coiled copper tubing may be used for the gas supply line.
- A slotted screw tapping is provided on the gas control for a test gauge connection to measure the manifold pressure, as well as a connection for inlet pressure measurement.
- This appliance must be isolated from the gas supply piping system by closing its individual manual shut off valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psig (3.45 kPa).
- The appliance and its individual shut off valve must be disconnected from the gas supply piping system during any pressure testing of the system at test pressures in excess of 1/2 psig (3.45 kPa).

1. The point of entry of the gas line to the gas valve is on the left side of the unit. The gas line may be passed through the left side of the unit, or alternatively through the bottom of the unit. Although gas line access is available on the right side and bottom of the unit, bringing the line in on this side will cause interference if the optional fan were to be later serviced or installed. An AGA & CGA approved shutoff valve can be installed if so desired.
2. Purge the gas line of air.
3. Test the gas line for leaks using an electronic gas leak detector or soapy solution.

### 3.7 Thermostat, Wall Switch, or Remote Control Installation

**WARNING: Do not use an open flame to test for gas leaks.**

For your convenience, the fireplace can be operated by a thermostat, a wall switch or a remote control. Millivolt thermostats and remote control kits are available from any authorised Osburn dealer.

**NOTE: The thermostat or wall switch MUST be rated for millivolt use. Minimise splicing in all millivolt wiring & solder all unavoidable splices.**

1. Mount the thermostat or wall switch in the desired location and run *two conductor thermostat wire* to the heater's lower right hand corner, close to the gas supply line. Purchase the two conductor thermostat wire, which is not provided, at any local supplier. The gauge of thermostat wire will determine the maximum wire length and distance at which to locate the thermostat or wall switch. See Table 3.1 below and the information packaged with thermostat. Be aware that as the length of wire increases, the probability of adequate operating voltage decreases.

| Wire Size | | Max. Wire Length | |
|---|---|---|---|
| **millimetres** | **feet** | **AWG** | **Meters** |
| 0.6 | 10 | 22 | 3.1 |
| 0.8 | 25 | 20 | 7.6 |
| 1.0 | 40 | 18 | 12.2 |
| 1.3 | 64 | 16 | 19.5 |
| 1.6 | 100 | 14 | 30.5 |

**Table 3.2 – Thermostat Wire Lengths**

2. While the fireplace is being installed and the gas line is connected, solder a female spade connector to each wire and connect them to the male connectors provided on the rear of the burner switch.

3. Check tests can be performed on the valve by using the trouble-shooting guide.

To install a remote control, please read instructions included with kit.

## 3.8 Wiring Connections

**Burner Switch**

1. If employing additional switches, connect the wiring for the thermostat or the wall switch as noted in item 2 of Section 3.7.

**Optional Fan Wiring**

Run electrical power to the right side of the appliance, and secure it with a strain relief to the hole provided.

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

## 3.9 Log Set Installation

**IMPORTANT NOTE:** If optional Fibre Brick Panels or Porcelain Panels are to be installed, do so now, before proceeding with the log set installation. Refer to the Installation and Operation Instructions which accompany the unit, or to the installation instructions accompanying each kit.

1. Remove the boxed log set and ember medium from within the unit.
2. Open the box and ***carefully*** remove the logs.

**Note:** The log set is comprised of seven individual pieces. These are identified in Figures 3.10 and 3.11. With the exception of logs F and G, each log has two locating pins. The logs are correctly positioned when the pins are inserted through the pin holes on the top of the burner tray. Logs F and G each have two holes on their undersides. These holes are to line up with the pins at the front of the burner. The logs are secured by pushing each down until they rest on the bottom of the coal grate.

3. Locate the logs to the burner tray in the following order:

   (i) log D (face the textured surface to the front)
   (ii) log E (position so that the *un-charred* face of the log is to the right)
   (iii) log C (position so that the *un-charred* face of the log is to the right)
   (iv) log B (position so that the *un-charred* face of the log is to the left)
   (v) log A (position so that the charred portion of the log faces towards the rear)
   (vi) log F (position so that the *un-charred* face of the log is to the left)
   (vii) log G (position so that the *un-charred* face of the log is to the right)

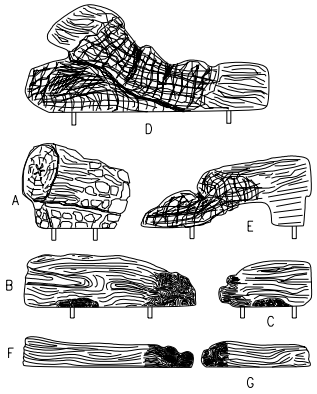



**Figure 3.10 – Front View of Log Set**

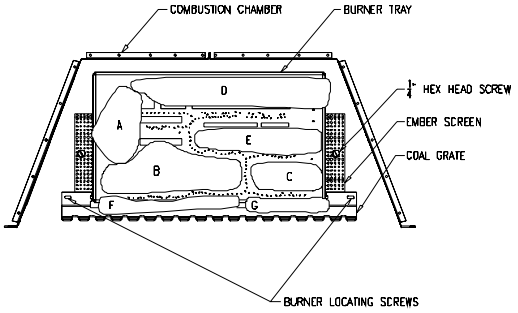



**Figure 3.11 – Top View of Log Placement**

4. Optionally apply the ember medium to the burner tray, evenly distributing between the logs.

**NOTE:** Do not over apply the ember medium in any one area over another and avoid blocking the open slots on the top of the tray – excessive application on any one spot, or blockage of the burner ports and air openings can lead to localized flame impingement and sooting.

**NOTE:** The vermiculite is **not** suitable for direct application to the burner. The vermiculite has been provided as a medium to be spread about the visible areas to the left and right of the burner tray. Crushing small amounts of the solid ember pieces and mixing them with the vermiculite is recommended to visually enhance the overall appearance of the medium.

### 3.10 Initial Firing

When lit for the first few times, the appliance may emit an odour resulting from evaporation of paint and lubricants used in the manufacturing process. Open a door or window for ventilation. Anyone with a respiratory condition may need to leave the room during the initial firings.

Occasionally, after a cold start water vapour may condense and fog the glass. After a few minutes the moisture will disappear and after several more minutes the flames will become yellow.

### 3.10.1 Manifold Pressure Regulator Adjustment

The manifold pressure regulator controls gas input and flame height, and is pre-adjusted at the factory. No further adjustment is required.

### 3.10.2 Pilot Flame Adjustment

For proper operation, the pilot and main burner flames must be steady and not lifting off or floating. The pilot flame should engulf the top 3/8" - 1/2" (10-13mm) of the thermopile. The pilot flame adjustment should be performed by a qualified service person only. To adjust the pilot flame, turn the pilot adjustment screw counter-clockwise to increase, and clockwise to decrease the flame. Ensure that the pilot flame completely engulfs the thermopile (See Figure 3.12).

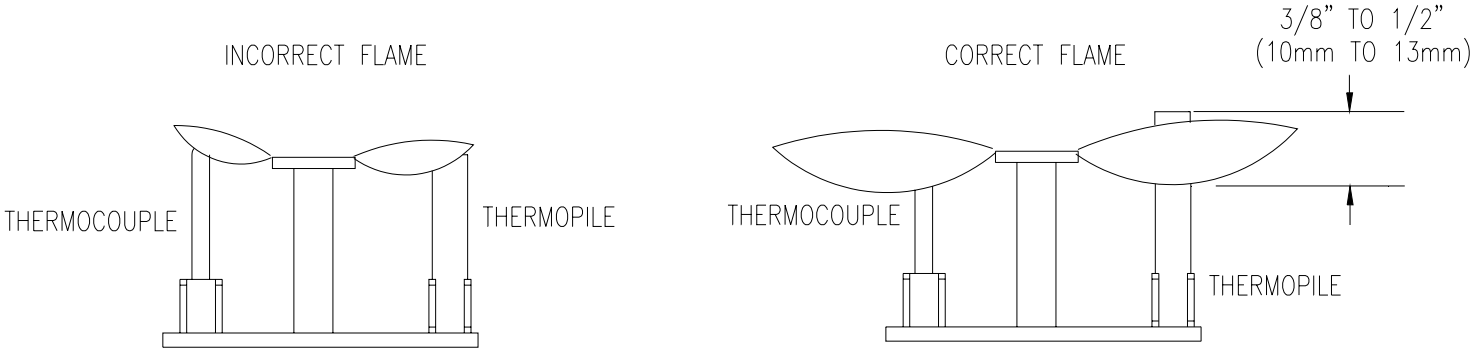



**Figure 3.12 Pilot Flame**

### 3.10.3 Initial Firing

occasionally , after a cold start, vapour may condense and fog the glass, and the flames may be partially blue. After a few minutes the moisture will disappear and the flames will become yellow. Visually check the maximum flame height after the unit has warmed up (15 to 20 minutes). The tips of the flame (Figure 3.13) should be no closer than 1 to 2 inches below the top of the firebox chamber.

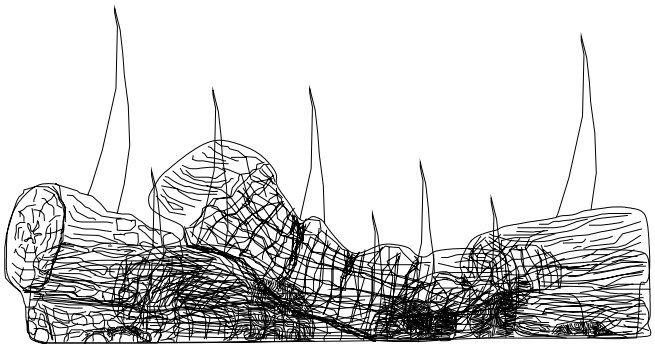


**Figure 3.13 Flame Height**

### 3.10.4 Altitude Adjustment

All valves have been pre-set and certified for installation at elevations from 0 - 4500 feet (0-1370 m) above sea level.

When installing this fireplace at higher elevations, it is necessary to decrease the input rating, by changing the existing burner orifice to a smaller size. Input should be reduced 4% for each additional 1000 feet above sea level.

Use Tables 3.3 and 3.4 or check with the local gas authorities for proper orifice size identification. In the USA, de-rate the heater from sea level according to the gas installation code.

**Table 3.3 - Altitude Adjustment by Changing Orifice**
**(Natural Gas Only At 3.8" W.C. Manifold Pressure)**

| Altitude (Ft) | Reduction (%) | Orifice Size (DMS No.) | Target Input (Btu/h) |
|---|---|---|---|
| 0-4500 | - | 31 | 40,000 |
| 4500-5500 | 4 | 32 | 38,400 |
| 5500-6500 | 8 | 33 | 36,800 |
| 6500-7500 | 12 | 34 | 35,200 |
| 7500-8500 | 16 | 35 | 33,600 |
| 8500-9500 | 20 | 35 | 32,000 |
| 9500-10500 | 24 | 36 | 30,400 |
| 10500-11500 | 28 | 37 | 28,800 |

**Table 3.4 - Altitude Adjustment by Changing Orifice**
**(Propane/LP Gas only at 10” W.C. Manifold Pressure)**

| ALTITUDE (Ft) | Reduction (%) | Orifice Size (DMS No) | Target Input (Btu/h) |
|---|---|---|---|
| 0-4500 | - | 51 | 31,600 |
| 4500-5500 | 4 | 52 | 30,300 |
| 5500-6500 | 8 | 52 | 29,100 |
| 6500-7500 | 12 | 53 | 27,800 |
| 7500-8500 | 16 | 53 | 26,500 |
| 8500-9500 | 20 | 54 | 25,300 |
| 9500-10500 | 24 | 54 | 24,000 |
| 10500-11500 | 28 | 54 | 22,750 |

## 4. Maintenance

### 4.1 Maintenance Safety

**Turn off the gas to the main burner and allow the heater to cool before servicing.** Service and repair should be done by a qualified service person. A professional service technician should inspect the appliance before use and at least annually. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. It is important that the access door and circulating air passageways be kept clean to provide for adequate cooling airflow. Do not substitute materials or use components other than factory supplied.

### 4.2 Recommended Service

1. Examine the venting system periodically.
2. Visually check the burner and pilot flame periodically (See Section 3.10.2 and Figure 3.12).
3. Visually check height and colour of flame periodically (See Section 3.10.3 and Figure 3.13).
4. Clean the glass as needed. See section 4.3 for instructions on glass cleaning.
3. Have the appliance inspected annually by a professional service technician.
5. Clean the appliance periodically and as required.

### 4.3 Glass Cleaning

The inside of the glass may require periodic cleaning to remove deposits left from impurities in the gas and combustion air. For best results, use a ceramic glass cleaner or polish. A suitable cleaner is available from your dealer. Avoid the use of ammonia based cleaners such as Windex. *Do not* clean while hot. *Do not* use abrasive cleaners.

**CAUTION: Be careful not to abuse the glass door, such as by striking or slamming it shut.**

**Door Removal**

1. Ensure that the unit has cooled down.
2. Remove any door trim pieces as required. Most installations will be equipped with door trim pieces, which are magnetically affixed to the doorframe. These pieces may be removed without any mechanical aids.
3. Remove the top louvre assembly by lifting the assembly upwards and then out; (see Figure 4.1).
4. Release the door latches by pressing down on the individual toggles. ***PLEASE NOTE:*** *The latches are under tension – care should be taken when releasing them*.
5. Rotate the top of the door outwards, and lift out (see Figure 4.2).
6. Handle the door very carefully and set it **in a safe place**, away from traffic areas.
7. Re-install in reverse order.

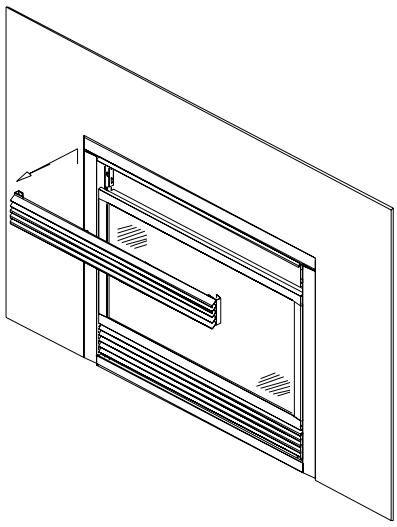


**Figure 4.1 – Top Louvre Assembly Removal**

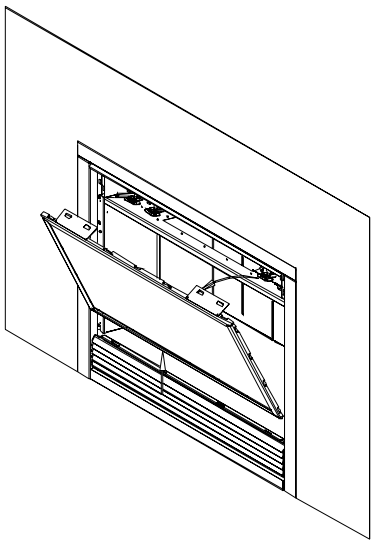


**Figure 4.2 – Glass Door Removal**

**4.4 Burner Removal and Servicing**

To access any combustion chamber components it is first necessary to remove the glass door (see Section 4.3 Glass Cleaning - Door Removal).

1. Remove all ember medium from the ember screens on each side of the burner, and place in a safe area.

2. Remove the ember screens by unfastening the ¼" hex head screws that hold each in place (see Figure 4.3).

3. Remove the screws at each end of the coal grate on the burner tray assembly (see Figure 4.3).

4. Grasp the front corner of the coal grate and the diagonally opposite rear corner of the burner tray and lift the assembly up and out. Set the burner tray assembly out of traffic areas to avoid damage to the log set.

5. Inspect and clean all burner ports as required.

6. If no further servicing is required, replace the burner and logset in the reverse order.

7. Replace the ember screens and distribute the ember medium evenly over the bottom of the unit.

8. Replace the screws at each end of the coal grate.

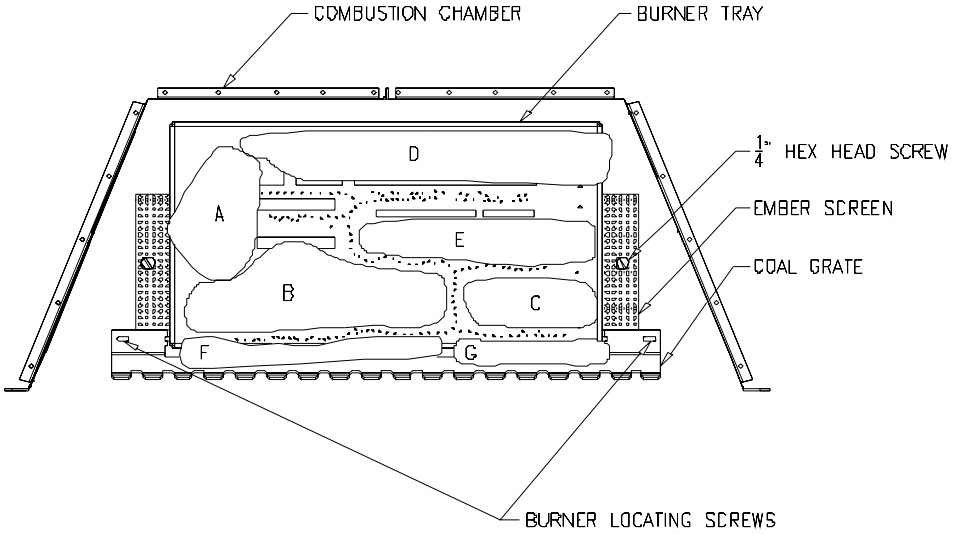



**Figure 4.3 Burner Removal**

**4.5 Gas Valve Removal and Servicing (Including Pilot Assemblies)**

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

In order to remove the gas valve and pilot assemblies first follow sections 4.3 Glass Cleaning - Door Removal, and 4.4 Burner Removal and Servicing.

Please note that valve assembly and pilot assembly may be removed individually or as a complete assembly.

**4.5.1 Complete Assembly Removal**

1. With the burner and logset removed from the unit, loosen off and remove the ¾" hex nut which fixes the orifice on the inside of the orifice well.
2. Remove the lower grille from the front of the unit by unhooking each of the two (2) springs and removing one (1) of either the left or right pivot screws (see Figure 5.3).
3. Remove the bottom fireplace trim by first unscrewing the two (2) 5/16" screws on each side. Push the trim away and towards the back of the unit so as to disengage it from the fastening clips, and then pull the trim out of unit (see Figures 5.3 and 5.4).
4. Remove the control panel (see Figure 2.1) by removing the four (4) Phillips screws which secure it in place, and disconnecting the thermostat and ignitor connections from behind the panel. Move the panel aside.
5. Remove the six (6) 5/16 hex head screws, which hold the pilot well to the underside of the bottom of the combustion chamber.
6. Remove the four (4) 5/16" hex head screws from the valve mounting brackets, detaching the brackets(and valve) from the valve heat shield. The valve and pilot assemblies can now be removed as a whole.

   ***PLEASE NOTE:*** *The pilot gas line is fragile. To avoid possible breakage, care should be taken not to overwork it and cause stress hardening.*
7. Re-assemble in the reverse order.

**4.5.2 Pilot Assembly Removal Only**

1. Follow steps 1-4 above.
2. Remove the two (2) 5/16" hex head screws attaching the pilot to the pilot well.
3. Carefully lift the pilot upward to avoid damaging the 1/8" pilot gas line.
4. Disconnect the pilot gas line, thermopile wire connections, and thermocouple junction from the gas valve. The pilot assembly may now be completely pulled from the unit.

**4.5.3 Pilot Assembly *Servicing* Only**

1. Remove the two (2) 5/16" hex head screws attaching the pilot to the pilot well.
2. Carefully lift the pilot upward to avoid damaging the 1/8" pilot gas line. Some of the various pilot components may now be serviced.

## 4.6 Primary and Secondary Air Adjustment

This unit is equipped with both primary and secondary air adjustment mechanisms. These may be accessed through the bottom of the unit.

### Primary Air Adjustment

1. Open the lower louvre.

2. Remove the two (2) 5/16” hex head screws from the front and right sides of the orifice well cover (see Figure 4.4).

3. To adjust the primary air, loosen the Phillips screw on the Venturi tube and adjust as required (see Figure 4.5). Tighten the screw after the adjustment is complete.

4. Reassemble in the reverse order.

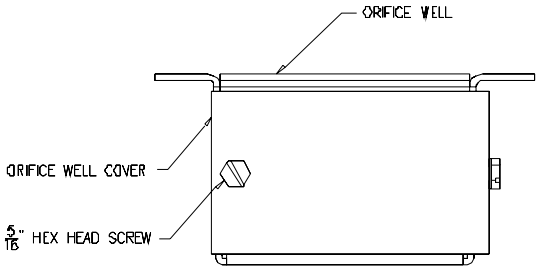



**Figure 4.4 – Orifice Well Cover**

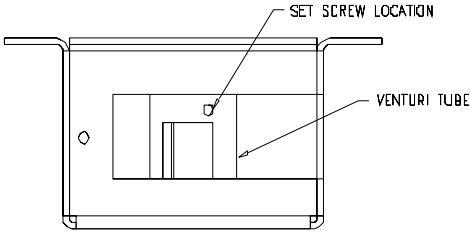



**Figure 4.5 - Primary Air Adjustment**

### Secondary Air Adjustment

1. Open the lower louvre.
2. Remove the control panel (Figure 2.1) by removing the four (4) Phillips screws which secure it in place, and sliding the panel to the right.
3. The adjusters are each held in place with one (1) 5/16” hex head screw. To change the position of each, loosen the appropriate screw and slide the adjusters to their new position. Tighten each screw when done (see Figure 4.6).
4. Re-assemble in the reverse order.

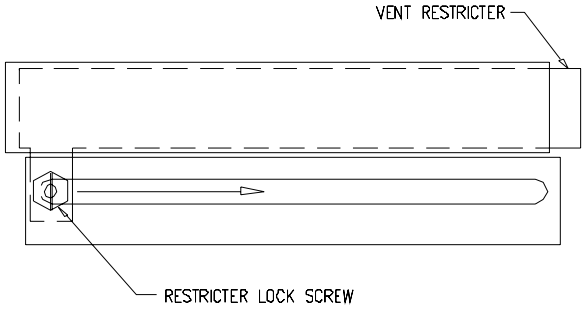



**Figure 4.6 Secondary Air Adjustment**

## 5. Accessories

### 5.1 Porcelainized Combustion Chamber Panels

For installations where the Porcelainized panels are to be fitted into the combustion chamber, the following installation and cleaning instructions are recommended.

#### 5.1.1 Installation

1. Follow the service instructions in Section 4.4 that describe the step by step procedure to remove the burner and logset from the combustion chamber. This must be done in advance of the panel installation. Set the burner and log set aside and out of any traffic areas to avoid damage to the log set.

2. Position the bottom tabs of the left and right side panels into the slots on the bottom of the combustion chamber, and rotate each into the upright position. Push the panels towards the rear of the unit, making sure to capture the inside lip of the front of each panel with the two screw heads located on each of the combustion chamber sides (see Figure 5.1). There are two slots in each panel that should fit snuggly underneath the screw heads. These screws may need to be adjusted in order that the panels are properly secured.

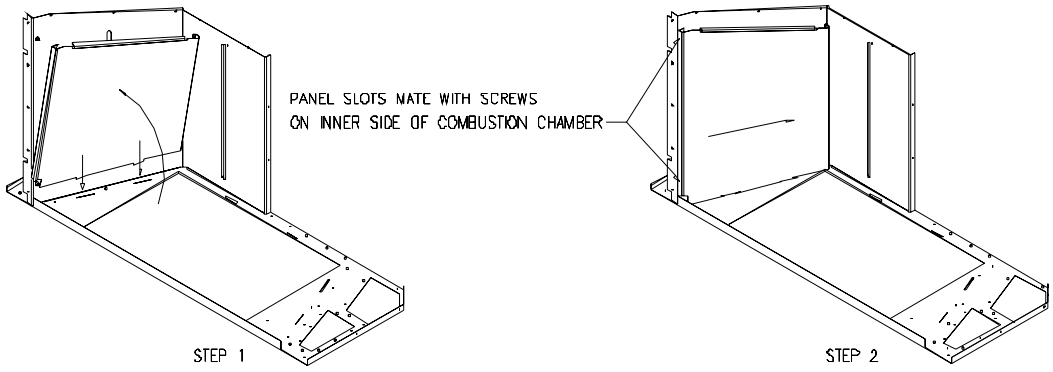



**Figure 5.1 Installation of Left and Right Porcelain Panels**

3. Remove the two 1/4 " hex head screws from the top rear of the combustion chamber. Position the rear panel into the combustion chamber with the tabs at the bottom locating into the slots at the bottom back of the combustion chamber. Pivot the panel towards the rear of the unit ensuring that the panel is flush against the rear of the combustion chamber. The rear panel has been designed to fix the side panels in place at the back of the combustion chamber. Secure the rear panel to the back with the two screws previously removed (see Figure 5.2).

4. Re-assemble the unit.

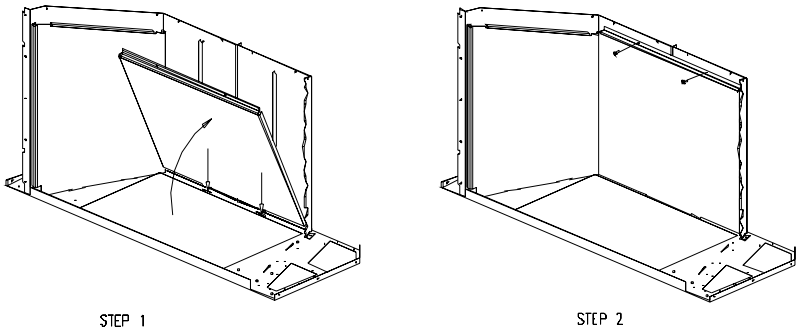



**Figure 5.2 Installation of Rear Porcelain Panel**

**NOTE:** If cold start-up problems and turbulence around the pilot are experienced after installing the panels, it is recommended that the left side secondary air inlet of the unit be partially shut (Figure 4.6), until the pilot flame settles.

### 5.1.2 Cleaning

The porcelain panels *may* periodically require cleaning to remove any filmy build upon their surfaces. It is not necessary to remove the panels in order to clean them, however if the burner and logset have already been removed for maintenance servicing then it is recommended.

For best cleaning results use a ceramic glass cleaner or polish. A suitable cleaner is available from your dealer. Avoid the use of ammonia based cleaners (such as Windex) never use abrasive cleaners as they may permanently scratch the panel surfaces.

## 5.2 Refractory Brick Combustion Chamber Panels

For installations where the Refractory Brick panels are to be fitted into the combustion chamber, the following installation instructions are recommended.

### 5.2.1 Installation

1. Follow the service instructions in Section 4.4, which describe the step by step procedure to remove the burner and log set from the combustion chamber. This must be done in advance of the brick panel installation. Set the burner and logset aside and out of any traffic areas to avoid damage to the log set.
2. Place the bottom edge of the side brick panel into the bottom side corner of the fire-box. Rotate the top edge of the brick panel up to locate the brick panel flush to side of fire-box. Secure the panel by screwing one brick panel clip into the hole on the underside of the fire-box baffle. Repeat this for the opposite panel (see Figure 5.3).
3. Before placing the bottom edge of the rear brick panel into the bottom corner of fire-box, remove the screws from the upper face of the fire-box rear. Rotate the top edge of the panel towards the back of the unit until the panel is flush with the back of the fire-box. Locate the " Z" bracket over the top edge of the brick panel and fasten with the previously removed screws (see Figure 5.3).
4. Re-assemble the unit.

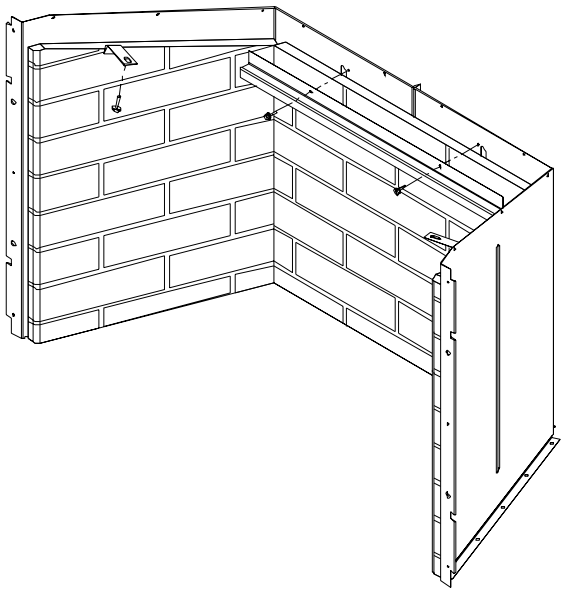


**Figure 5.3 –Installation of Refractory Panels**

## 5.3 Room Air Supply Fan

For installations where a room air supply fan is to be fitted to the unit, the following installation and operating instructions are recommended.

### 5.3.1 Installation

1. Remove the lower grille from the front of the unit by unhooking each of the two (2) springs and removing one (1) of either the left or right pivot screws (see Figure 5.4).

2. Remove the bottom fireplace trim by first unscrewing the two (2) 5/16” screws on each side. Push the trim away and towards the back of the unit so as to disengage it from the fastening clips, and then pull the trim out of unit (see Figures 5.4 and 5.5).

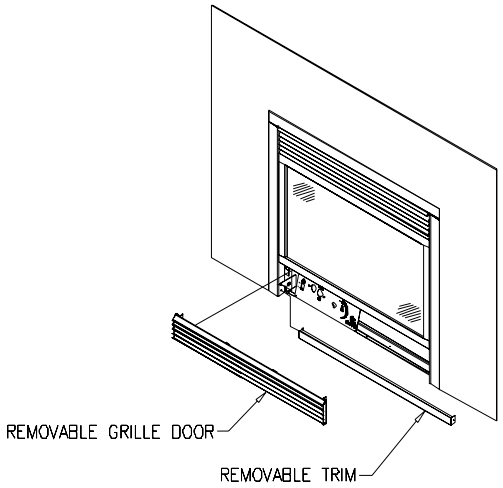



**Figure 5.4 - Lower Louvre Removal**

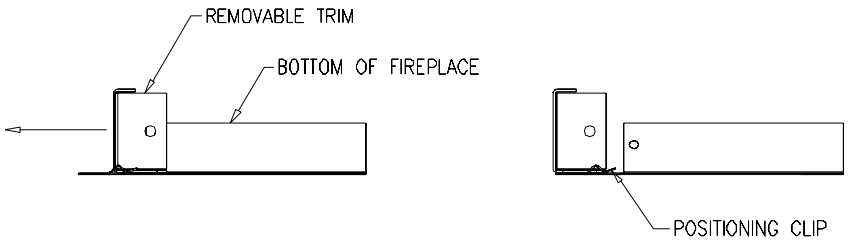



**Figure 5.5 - Lower Trim Removal**

3. Facing the fireplace, place the fan assembly on the floor with the wires towards you and turn the fan 90$^{o}$ clockwise.

4. Slide the fan assembly into the opening towards the rear. Turn the fan 90$^{o}$ counter-clockwise and move the fan toward the left. Line up the clips on the bottom of the unit with the two (2) square holes in the fan base. Slide the fan towards the rear of the unit until the clips engage into the slots in the fan base (see Figure 5.6).

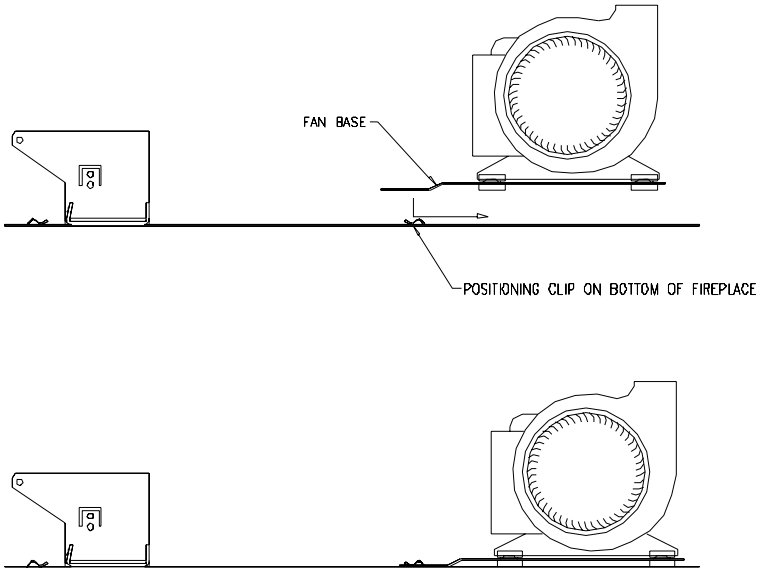



**Figure 5.6 - Fan Installation**

1. Position the thermal switch assembly with the wires facing you. Align the slots in the bracket with the two (2) 5/16” hex head screws on the underside of combustion chamber. These screws *may* need to be loosened in order to slip the bracket in between the heads of the screws and the underside of the combustion chamber. Tighten the screws until they are snug **(DO NOT OVER-TIGHTEN)**.
2. Slide the 1/2” flange of the mesh guard under the two (2) clips on the bottom of the unit and underneath the thermal switch assembly.
3. Attach the bare end of the green/yellow ground wire to the grounding screw located inside the junction box.
4. Plug the white rectangular connector to its mate inside the junction box (the connector inside the box will first have to have the empty plug side discarded).
5. Insert the speed control shaft through the opening in the control panel. Secure the speed control with the hexagonal nut supplied with this kit. Attach the knob to the speed control. (North America Only)
6. Reinstall the bottom fireplace trim in the reverse order (see #2).
7. Reinstall the lower grille in the reverse order (see #1).

### 5.3.2 Operation (North America Only)

5. Turn the control knob clockwise to turn the fan **ON.**
6. Adjust the control knob clockwise for **LOWER** speed or counter-clockwise for **HIGHER** speed.
7. Turn the control knob fully counter-clockwise to turn the fan **OFF**.

**NOTE**: The fan will not operate until the stove warms up (approximately 12-15 minutes).

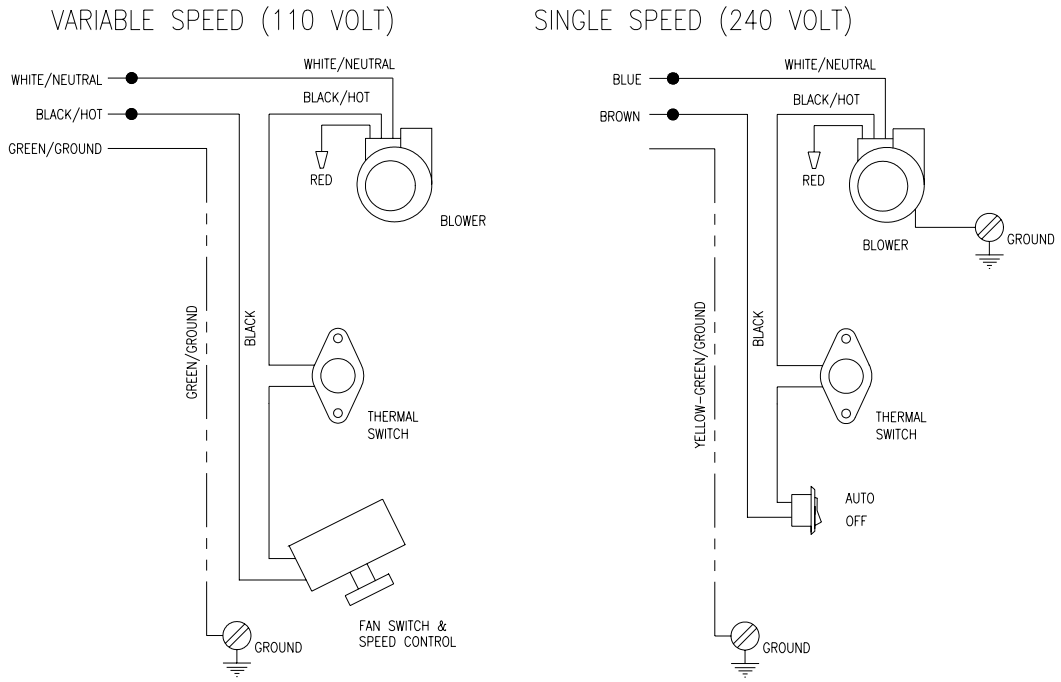



**Figure 5.7 - Fan and Thermal Switch Wiring**

## 5.4 Hot Air Duct Kit

The Hot Air Duct Kit conveys warm air from the fireplace through air duct(s) to remote locations in the same room or other rooms of the building (See Figure 1). One or two Hot Air Duct Kits can be installed on this fireplace. The installation lengths may vary from a minimum of 6 ft. to a maximum of 20ft.

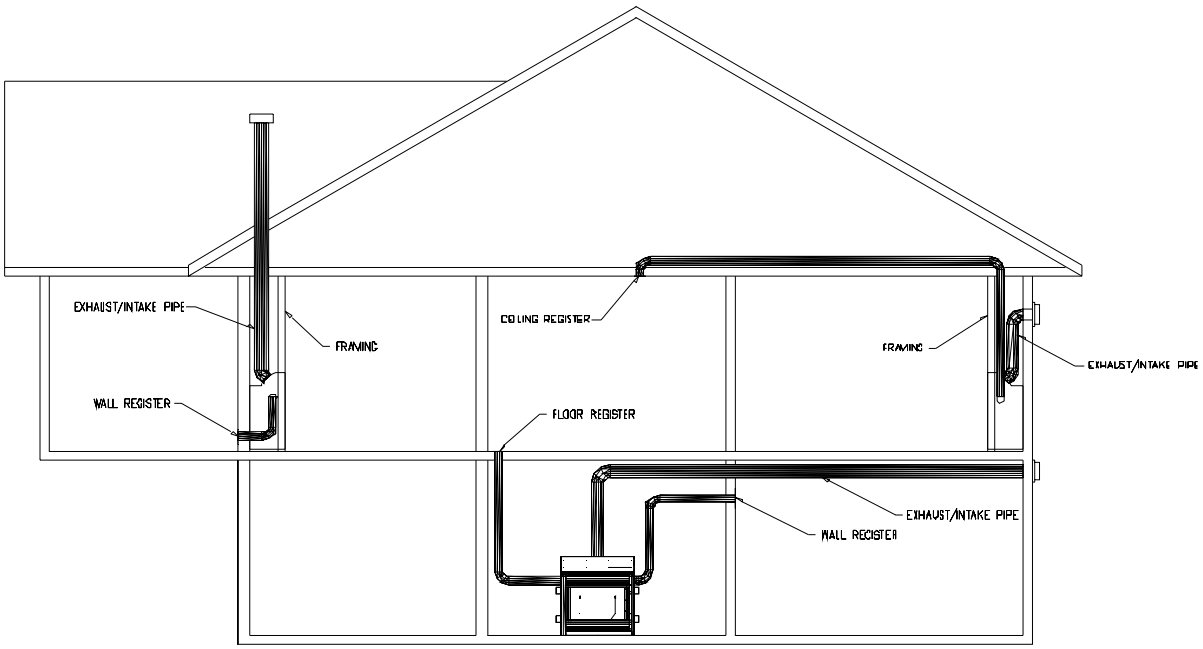



**Figure 5.8 - Possible Air Duct Runs/Locations**

**5.4.1 Installation**

1. Remove the cover plate and ring from the side of the fireplace and discard them. Save the screws for Step #2.

2. Center the Duct Collar Assembly around the exposed hole and attach it to the fireplace with the 5 screws from Step #1. **NOTE:** Do this before final positioning of the fireplace (See Figure 2).

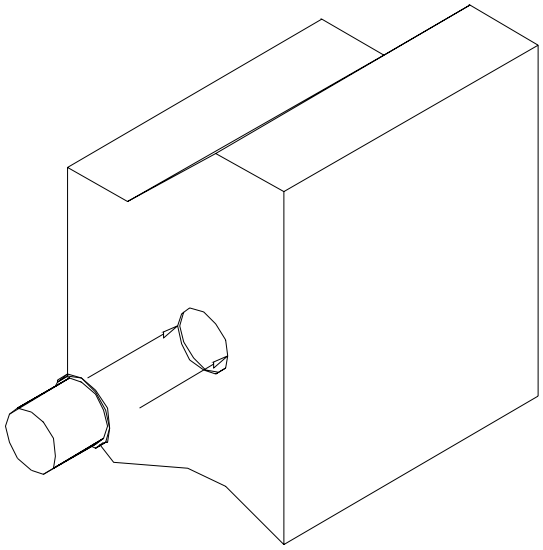


**Figure 5.9 –Duct Collar Assembly installation**

3. Determine the location for the air register/fan housing assembly. Frame a 7 3/4-inch x 12 1/2-inch (197 x 318 mm) hole between the framing members (wall studs or floor joists).

4. Mount the fan housing assembly to the framing members of the wall or floor surface, and secure it using nails (not provided in kit).

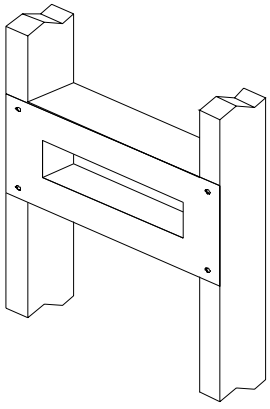


**Figure 5.10 – Mounting**

5. Attach the 4” diameter flexible air duct (supplied in the kit) to the fireplace collar, and run the duct to the fan housing. **NOTE:** The air duct has a 1” clearance to combustible construction. Cut the pipe to a suitable length. Use the hose clamps to secure the flex pipe to the fireplace collar and the fan housing collar. **CAUTION SHOULD BE USED, AS THE FLEXIBLE PIPE CAN HAVE SHARP EDGES.**

6. Install the wall switch and cover plate in a convenient location. This switch will control the fan operation.

7. Wire 110V AC service to the junction box and the wall switch. Use the wire nuts to secure the 110 V AC service wires to the fan wires and then screw the 110V AC ground wire to the fan junction box. See Wiring Diagram – Figure 4.

   **NOTE:** The hot air duct kit, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the *National Electrical Code, ANSI/NFPA 70* or the *Canadian Electrical Code, CSA C22.1*.

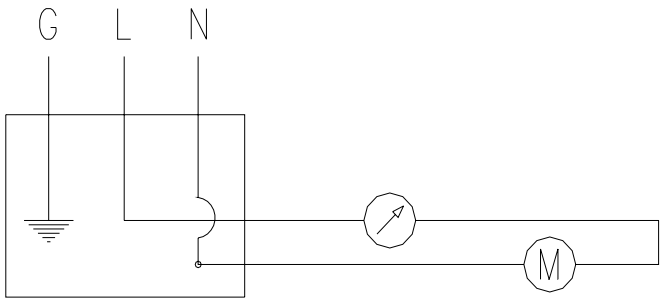



**Figure 5.11 – Wiring Diagram**

8. Attach the junction box cover to the junction box.

9.Attach the air register to the fan housing.

### 5.4.2 Operation

Start the fireplace as per the Instruction manual and allow it to warm up.

Turn the wall switch “ON”.

### MAINTENANCE

Service and maintain the gas fireplace as per the Instruction manual.

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## 6. Trouble Shooting

| Symptom | Possible Cause | Corrective Action |
|---|---|---|
| **I. Pilot will not light after repeated triggering of the red piezo ignition button** | ***A. No spark at electrode (weak or no heat source for pilot ignition)*** | |
| | 1. Improper ignition | 1. Align the electrode with 1/8" gap to pilot hood |
| | 2. Poor connections at starter and ignition electrode | 2. Reconnect if loose |
| | 3. Broken ceramic cover on ignition electrode | 3. Replace pilot assembly |
| | 4. Defective piezo igniter | 4. Replace piezo igniter |
| | 5. Poor grounding of piezo igniter | 5. Tighten mounting nut and/or igniter screws |
| | ***B. No gas or low gas pressure*** | |
| | 1. Gas line shut off(s) may not be turned on | 1. Turn on shut-off valves |
| | 2. No gas supply (LPG) | 2. Check propane tank, you may be out of fuel |
| | 3. Air in gas lines | 3. Purge gas lines |
| | 4. Gas lines may not be connected | 4. Connect all gas lines |
| | 5. Low pressure may be caused by bent line | 5. Check for a kinked line |
| | 6. Valve control knob not fully depressed in "PILOT" position | 6. Fully depress control knob |
| **II Pilot will not stay lit after following the lighting instructions** | ***Thermopile/valve*** | |
| | 1. Weak or improperly located pilot flame | 1. Adjust and clean pilot. The flame must impinge on or engulf the thermopile, as shown in Figure 16. |
| | 2. Defective thermopile | 2. Replace thermopile. |
| | 3. Overheated thermopile | 3. Make sure no foreign objects are in the way. |
| | 4. Thermopile not installed properly | 4. Make sure all wire connections at the gas valve terminals are tight and the thermopile is fully inserted into the mounting bracket. |
| | 5. Open wire connection in pilot circuit | 5. Check wire continuity and connections in the pilot circuit. |

| Symptom | Possible Cause | Corrective Action |
|---|---|---|
| **II Pilot will not stay lit after following the lighting instructions (continued)** | 6. Defective valve | 6. Connect the millivolt meter probes to the thermopile terminals on the gas valve. Turn the valve to the "PILOT" position, depress and light. If the meter reading is greater than 250 millivolts after 30 seconds, the thermopile is good. If the pilot does not stay lit, the valve is defective. Check section "B" below, before replacing valve. |
| | ***B. Defective safety Circuit*** | |
| | 1. Improperly wired | 1. Rewire correctly. |
| | 2. Loose or defective connections | 2. Check continuity, tighten wiring or connections and repair. |
| | 3. Defective electromagnet power unit (EPU) | 3. Check and replace if required. |
| | ***A. Valve/Switches*** | |
| **III. Main burner will not light** | 1. Valve control off | 1. Turn to "ON" position. |
| | 2. Blockage at the burner (line, orifice, or ports) | 2. Check and clean. |
| | 3. Defective wall switch or thermostat | 3. Conduct a continuity test or jumper wire test and replace if defective. |
| | 4. Defective wiring or connections | 4. Conduct a test with a jumper wire and repair as required. |
| | 5. Excessive length of thermostat wire from valve to wall switch or thermostat | 5. Reduce wire length to less than 100 feet, or increase wire size. |
| | 6. Wall switch or thermostat incorrectly wired | 6. Wire correctly. |
| | 7. Defective remote control | 7. Check batteries and replace if required |
| | 8. Mismatched remote control frequencies | 8. Match frequencies |
| | ***A. Valve/Switches (continued)*** | |
| | 9. Defective valve | 9. Turn valve and "ON/OFF" switch to the "ON" position. Check with millivolt meter at terminals TP-TH. Millivolt meter should read greater than 100 millivolts, if the reading is OK and the burner does not come on, replace the gas valve. |
| | 10. Thermopile may not be generating sufficient voltage 325 mV Robertshaw/Honeywell | 10. Recheck using the millivolt meter. The pilot flame may not be high enough for the flame to properly engulf the thermopile. If so, adjust and reset. If voltage is still insufficient, replace thermopile. |

| Symptom | Possible Cause | Corrective Action |
|---|---|---|
| **III. Main burner will not light (continued)** | 11. Wall switch, thermostat, remote control, or wires are defective. | 11. Follow previous corrective action, check switch and wiring. Replace where defective. |
| **IV. Soot deposits on glass** | 1. Flame impingement on logs | 1. Adjust the log set to avoid direct flame impingement. Follow log placement instructions. |
| | 2. Improper venturi setting | 2. Ensure the air shutter is properly set to NG = .42" and LP = .27". |
| | 3. Foreign material impeding burner | 3. Ensure that no foreign material blocks burner flame ports. |
| | 4. Air inlet blocked or restricted | 4. Clean air inlets. |
| | 5. Vent system is restricted or inadequate | 5. Correct flue as required. |
| **V. Flame burns blue and lifts off burner** | 1. Insufficient combustion air being supplied | 1. Ensure that no foreign material blocks air inlets and that the burner shutter is correctly adjusted. Ensure the vent is adequate. |
| | 2. Manifold pressure set too high | 2. Check manifold pressure. |
| | 3. Vent system restricted | 3. Check vent system |
| **VI. Frequent pilot outage problem** | See V | |
| **VII. Flames impinge on firebox top** | 1. Vent system is restricted or inadequate | 1. Correct flue as required. |
| | 2. Manifold pressure too high | 2. Check manifold pressure as required. |

## 7. Replacement Parts

When requesting service or replacement parts for your fireplace, please provide model number and serial number. All parts listed below may be ordered from an authorized dealer.

**Table 7.1 - Replacement Parts List**

| Component | Part No. |
|---|---|
| Gas Control Valve - NG | HG69 |
| Gas Control Valve - LP | HG34 |
| Pilot Flame Igniter | HG58 |
| Pilot Assembly – NG (incl. thermocouple and wire) | HG70 |
| Pilot Assembly – LP (incl. thermocouple and wire) | HG71 |
| On/Off rocker switch | HE23 |
| Blower Style Fan | HE64 |
| Variable Fan Speed Controller | HE38 |
| Fan Switch | HE57 |
| Fan Speed Controller Knob | HE66 |
| PAL nut for Fan Speed Controller | HE55 |
| Valve Assembly - NG | DV103 |
| Valve Assembly - LP | DV104 |
| Door Assembly (incl. glass) | N/A |
| Coals | CZ037 |
| Vermiculite | BC043 |
| Embers (rockwool) | BC044 |
| Porcelainized Panels | |
| Rear | DV1088 |
| Left | DV1079 |
| Right | DV1089 |
| Fiber Panels | |
| Rear | DV2027 |
| Left | DV2025 |
| Right | DV2026 |
| Log Set | DV100 |

| Log Set Components | Part No. |
|---|---|
| Log A, Rear Left Chunk | DV2000 |
| Log B, Front Left | DV2001 |
| Log C, Front Right | DV2002 |
| Log D, Rear Right Combo | DV2003 |
| Log E, Mid Right Split | DV2004 |
| Log F, Front Left Split | DV2005 |
| Log G, Front Right Split | DV2006 |

**Table 7.1 - Replacement Parts List Continued**

| | |
|---|---|
| Glass, Flush | DV2006 |
| Glass, Centre, Bay | DV2008 |
| Glass, Side, Bay | DV2009 |
| Flush Door Complete | DV119 |
| Burner Assembly,  NG/LP | DV101 |
| Burner Orifice #31 NG | CZ0096 |
| Burner Orifice #51 LP | JD0049 |
| Ignitor | HG58 |
| Knob Extension On/Off SIT | HG60 |
| Knob Extension HI/LO SIT | HG61 |
| Control Panel | DV1102 |
| Zero Clearance Can, Bottom Trim | DV1010 |
| Pressure Relief Plate | DV1021 |
| Pressure Relief Gasket | DV1022 |
| Coal Grate | DV1098 |
| Flush Grille Upper Assembly | DV115 |
| Flush Grille Lower Assembly | DV116 |
| Bay Louvre Upper Assembly | DV153 |
| Bay Louvre Lower Assembly | DV148 |
| Door Trim, Top, Brass | DV1200 |
| Door Trim, Bottom, Brass | DV1201 |
| Door Trim, Side, Black | DV1203 |
| Door Trim, Top, Black | DV1210 |
| Door Trim, Bottom, Black | DV1211 |
| Door Tim, Side Brass | DV1212 |

## 8. Osburn Limited Warranty & Extended Lifetime Protection for All Osburn Gas Fireplace Products

### BASIC WARRANTY

Osburn Manufacturing Inc. (hereafter referred to as Osburn) warrants that your new Osburn gas appliance is free from manufacturing and material defects for a period of one year from the date of sale, subject to the following conditions and limitations.

### EXTENDED LIFETIME WARRANTY

The heat exchanger, combustion chamber, glowing embers and glass (against thermal breakage only) of every Osburn gas product are warranted for the life to the ***original*** owner, subject to proof of purchase and with the following conditions and limitations:

1. The new Osburn product must be installed by a qualified gas fitter. The appliance must be installed and operated at all times in accordance with the installation and operating instructions supplied with the appliance, and installation must be to local and national codes. Any alteration, willful abuse, accident, over firing, or misuse of the appliance shall nullify this warranty. Any service call related to improper installation will not be covered under warranty. Note - Some minor movement of certain parts is normal and is not a defect and therefore, not covered under warranty.

2. The warranty is non-transferable, and is made to the ***original*** owner, provided that the purchase was made through an authorized supplier of Osburn. The serial number must be supplied along with the Bill of Sale, showing date of purchase, at the time the claim is submitted.

3. This warranty is limited to the repair or replacement of parts(s) only found to be defective in material or workmanship, provided that such part(s) have been subjected to normal conditions of use and service, after said defect has been confirmed by Osburn's, or an authorized representative's, inspection. Defective part(s) must be shipped back, transportation prepaid, to the accredited representative. Credits will be issued upon receipt of return of the defective product to Osburn.

4. Osburn may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of the defective part(s).

5. Any installation, labor, construction, transportation, or other related costs or expenses arising from defective part(s), repair, replacement, or otherwise of same, will not be covered by this warranty, nor shall Osburn assume responsibility for same. Further, Osburn will not be responsible for any incidental, indirect or consequent damages, except as provided by law and in no event shall they exceed the original purchase price.

6. All other warranties - expressed or implied - with respect to the product, it's components and accessories, or any obligations/liabilities on the part of Osburn are hereby expressly excluded.

7. Osburn neither assumes, nor authorizes any third party to assume, on its behalf, any other liabilities with respect to the sale of this Osburn product.

8. The warranties as outlined within this document do not apply to chimney components or other products made by other manufacturers when used in conjunction with the installation of this product. Improper use or the use of non-listed components made by other manufacturers may nullify your warranty. If in doubt, contact your nearest authorized Osburn supplier.

9. Osburn will not be responsible for.....

   - down drafts or spillage caused by environmental conditions such as near-by trees, buildings, rooftops, hills or mountains.

   - inadequate ventilation, excessive offsets, or negative air pressure caused by mechanical systems such as furnaces, fans, clothes dryers, etc.

10. This warranty is void if:

   - the appliance has been operated in atmospheres contaminated by chlorine, fluorine or other damaging chemicals.

   - the appliance has been subjected to prolonged periods of dampness or condensation.

   - the appliance has any damage to the combustion chamber, heat exchanger or other components due to water, or weather damage that is the result of, but not limited to, improper chimney/venting installation.

   - the appliance has been subjected to willful or accidental abuse or misuse.

## GLASS DOORS & BRASS OR GOLD PLATED PARTS

- Glass doors are warranted against thermal breakage only. To clean glass, use a ceramic glass cleaner or polish. Do not use ammonia-based cleaners such as Windex. A suitable cleaner is available from your nearest Hearth Products dealer. DO NOT CLEAN GLASS WHILE HOT AND DO NOT USE ABRASIVE CLEANERS.

- Brass parts will not be covered under this warranty. Brass parts should be cleaned with lemon oil only. Brass cleaners should not be used. Mortar mix and masonry cleaners may corrode the brass finish. Brass parts may also be damaged by external chemicals or down draft conditions.

- Gold plated parts will not be covered under this warranty. Gold plated surfaces should be cleaned by using de-natured alcohol only and rubbed lightly with a lint-free non-abrasive cloth. Excessive rubbing or polishing may remove the plated finish.

Discoloration of certain parts is normal and is not a defect, and therefore not covered under warranty.

**If warranty service is required....**

- contact your supplier. Make sure you have your sales receipt and the model/serial number of your Osburn product.

- do not attempt to do any service work yourself. This will void the warranty.

- Osburn must authorize service and provide a Warranty Claim Number prior to any warranty related service calls. Without an authorization number any service work will not be deemed warranty.

## 9. Label Information