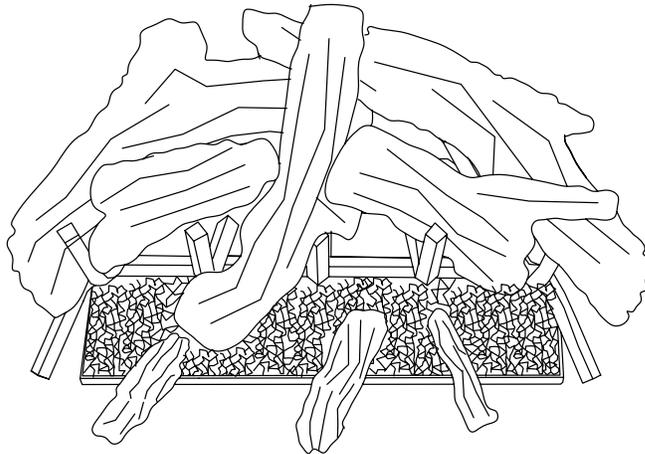


# VENTED NATURAL GAS LOGS

MODEL #SSEAV18RP, SSEAV24RP, SSWV24RP, SSWV30RP

Español p. 24



## **⚠ CAUTION - FOR YOUR SAFETY**

**⚠ WARNING:** IF THE INFORMATION IN THIS MANUAL IS NOT FOLLOWED EXACTLY, A FIRE MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL INJURY, OR LOSS OF LIFE.

– Do not store or use gasoline or other flammable vapors and liquids in 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 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.

This is a gas-fired appliance. It uses air (oxygen) from the room in which it is installed. Provisions for adequate combustion and ventilation air must be provided. Refer to *Air For Combustion and Ventilation* section on page 6 of this manual.

**INSTALLER : DO NOT DISCARD THIS MANUAL - LEAVE FOR HOMEOWNER'S FUTURE REFERENCE.**

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



**Questions, problems, missing parts?** Before returning to your retailer, call our customer service department at 1-866-573-0674, 8:00 a.m -4:30 p.m., EST, Monday - Friday or e-mail [customerservice@usaprocom.com](mailto:customerservice@usaprocom.com).

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**IMPORTANT:** Read instructions and warnings carefully before starting installation. Failure to follow these instructions may result in a possible fire hazard and will void the warranty.

## PRODUCT SPECIFICATIONS

**Note:** This vented appliance must be installed only in a solid-fuel burning fireplace with a working flue and constructed of noncombustible material.

The charts indicate technical information regarding the installation of your gas log set. Please make sure that all of the specifications shown are applicable before installation is attempted.

The fireplace must include a working flue and venting system with the minimum openings shown as below.

ITEM #	BTU Input Natural Gas	BTU Input Propane Gas	Minimum Vent Opening
<b>0004961</b>	45,000	45,000	8 in. dia.
<b>0005584</b>	55,000	55,000	8 in. dia.
<b>0006857</b>	55,000	55,000	8 in. dia.
<b>0008215</b>	65,000	65,000	8 in. dia.

FUEL INLET PRESSURE SPECIFICATIONS (W.C.)		
	Min.	Max.
Natural Gas	5.5 in.	10.5 in.
Propane Gas	11 in.	13 in.

MINIMUM FIREBOX SIZES				
ITEM #	Front Width *	Back Width *	Depth	Height
<b>0004961</b>	24 in.	18 in.	15 in.	18 in.
<b>0005584</b>	28 in.	22 in.	15 in.	18 in.
<b>0006857</b>	28 in.	22 in.	15 in.	18 in.
<b>0008215</b>	34 in.	32 in.	16 in.	19 in.

BURNER ORIFICE	
ITEM #	NUM. (PROPANE/LP)
<b>0004961</b>	18
<b>0005584</b>	24
<b>0006857</b>	24
<b>0008215</b>	30

NUM. is printed on orifice

\* Add 4 in. when using on/off valve safety pilot kit

## SAFETY INFORMATION

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**IMPORTANT:** Read this owner's manual carefully and completely before trying to assemble, operate, or service this heater. Improper use of this heater can cause serious injury or death from burns, fire, explosion, electrical shock, and carbon monoxide poisoning.

Only a qualified installer, service agent, or local gas supplier may install and service this product.

**⚠ WARNING:** Keep flue open when operating unit.

**⚠ DANGER:** Carbon monoxide poisoning may lead to death!

**CARBON MONOXIDE POISONING:** Early signs of carbon monoxide poisoning resemble the flu with headaches, dizziness, or nausea. If you have these signs, the log set may not be working properly. Get fresh air immediately! Have log set serviced. Some people are more affected by carbon monoxide than others. These include pregnant women, people with heart or lung disease, people who are anemic, those under the influence of alcohol, and those living in high altitudes.

**NATURAL GAS:** Natural gas is odorless. An odor-making agent is added to the gas. The odor helps you detect a gas leak. However, the odor added to the gas can fade. Gas may be present even though no odor exists. Make certain you read and understand all warnings. Keep this manual for reference. It is your guide to operating this log set safely.

**⚠ WARNING:** Any change to this log set or its controls can be dangerous.

**⚠ WARNING:** This appliance is for installation only in a solid-fuel burning masonry or factory-built fireplace, constructed of noncombustible material, and connected to a working flue.

1. This appliance, as supplied, is only for use with the type of gas indicated on the rating plate. This appliance is convertible for use with propane/LP, using the MANUAL ON/OFF VALVE/ SAFETY PILOT KIT.
2. If you smell gas:
  - Shut off gas supply
  - Do not try to light any appliance
  - Do not touch any electrical switches; 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
3. Never install the log set:
  - In a recreational vehicle
  - Where curtains, furniture, clothing, or other flammable objects are less than 42 inches from the front, top, or sides of the log set
  - In high traffic areas
  - In windy or drafty areas

4. Before installing in a solid fuel burning fireplace, the chimney flue and fire-box must be cleaned of soot, creosote, ashes and loose paint by a qualified chimney cleaner. Creosote will ignite if highly heated. Inspect chimney flue for damage.
5. You must operate this log set with a fire-place screen in place. Make sure fireplace screen is closed before running log set. If the fireplace has glass doors, they must remain OPEN while this log set is in operation.
6. This log set is designed to be smoke- less. If logs ever appear to smoke, turn off appliance and call a qualified service person. Note: During initial operation, slight smoking could occur due to log curing and the burning of manufacturing residues. You may wish to add more ventilation by opening a window.
7. Do not allow fans to blow directly into the fireplace. Avoid any drafts that alter burner flame patterns. Ceiling fans can create drafts that alter burner flame patterns. Altered burner patterns can increase sooting.
8. Do not use a blower insert, heat exchanger insert, or other accessory not approved for use with this log set.
9. This log set needs fresh, outside air ventilation to run properly. See the Air for Combustion and Ventilation section, page 6.
10. Do not run log set
  - where flammable liquids or vapors are used or stored
  - under dusty conditions
11. Do not burn solid fuel in the fireplace after installing the log set. Do not use this log set to cook food or burn paper or other objects.
12. Log set becomes very hot when in use. Keep children and adults away from hot surface to avoid burns or clothing ignition. Log set will remain hot for a short time after shut-down. Allow surface to cool before touching.
13. Carefully supervise young children when they are in the room with log set.
14. Do not use appliance if any part has been exposed to or under water. Immediately call a qualified service technician to inspect the room appliance and to replace any part of the control system (if using control system) and any gas control which has been under water.
15. To help prevent breakage, new logs must go through the curing process (see Curing Logs, page 14).
16. Turn log set off and let cool before servicing, installing, or repairing. Only a qualified service person should install, service, or repair log set.

## PRODUCT FEATURES

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### ON/OFF VALVE/SAFETY PILOT KIT AND PROPANE/LP CONVERSION

An optional on/off valve/safety pilot kit with a piezo ignitor is available for this appliance. This system requires no matches, batteries, or other sources to light. You must use this optional system for LP conversion.

### LOCAL CODES

Install and use log set with care. Follow all local codes. In the absence of local codes, use the latest edition of The National Fuel Gas Code

ANS Z223.1, also known as NFPA 54\*.

\*Available from:

American National Standards Institute, Inc.  
1430 Broadway  
New York, NY 10018

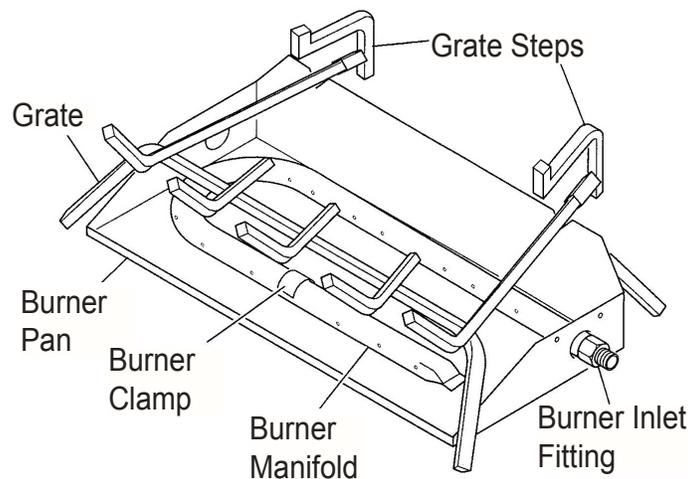
National Fire Protection Association, Inc.  
1 Batterymarch Park  
Quincy, MA 02269

### UNPACKING

**⚠ CAUTION:** Do not remove the metal data plates from the burner pan. The data plates contain important product information.

1. Remove logs, hearth kit, pan materials, and hardware from carton.
2. Remove all protective packaging applied to logs and base for shipment.
3. Check all items for any shipping damage. If damaged, promptly inform dealer where you bought the product.

Fig. 1 – Product Identification



## AIR FOR COMBUSTION AND VENTILATION

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**⚠ WARNING:** This heater should not be installed in a confined space or unusually tight construction unless provisions are provided for adequate combustion and ventilation air. Read the following instructions to ensure proper fresh air for this and other fuel burning appliances in your home.

Today's homes are built more energy efficient than ever. New materials, increased insulation, and new construction methods help reduce heat loss in homes. Home owners weather strip and caulk around windows and doors to keep the cold air out and the warm air in. During heating months, home owners want their homes as airtight as possible.

While it is good to make your home energy efficient, your home needs to breathe. Fresh air must enter your home. All fuel-burning appliances need fresh air for proper combustion and ventilation. Exhaust fans, fireplaces, clothes dryers, and fuel burning appliances draw air from the house to operate. You must provide adequate fresh air for these appliances. This will ensure proper venting of vented fuel-burning appliances.

**⚠ WARNING:** Before installing in a solid fuel burning fireplace, the chimney flue and firebox must be cleaned of soot, creosote, ashes, and loose paint by a qualified chimney cleaner. Creosote will ignite if highly heated. A dirty chimney flue may create and distribute soot within the house. Inspect chimney flue for damage.

**NOTICE:** Installation, service, and repair of this appliance must be performed by a qualified installer, service agency, company or gas supplier experienced with this type of gas appliance. Only factory authorized components listed in these instructions may be used in accordance with the manufacturer's instructions and all codes and requirements of the authority having jurisdiction. Any modifications to this kit, or use of unauthorized components, or accessory items, will void the manufacturer's warranty, and may result in a hazardous condition.

**⚠ CAUTION:** Do not remove the metal data plates attached to the burner pan. The data plates contain important warranty information.

### CHECK GAS TYPE

Use only natural gas. If your gas supply is not natural gas, you must install On/Off Valve/Safety Pilot Kit (see Accessories, page 14).

If the fireplace does not have a gas supply shutoff valve, one must be installed.

## INSTALLATION

### VENTING SPECIFICATIONS FOR INSTALLATION

The fireplace chimney flue and vent must be drafting properly. To check the vent for proper drafting, light a tightly rolled newspaper on one end and place it at the inside front edge of the fireplace. Observe the smoke and be sure the vent is properly drawing it up the chimney. If the smoke spills out into the room, extinguish the flame and remove any obstruction until proper venting is achieved. The chimney flue must remain open a minimum of 3 in. at all times during the operation of this log set.

### INSTALLING DAMPER CLAMP

Secure the damper stop clamp provided to the leading edge of the damper as shown in Fig. 2. If for any reason this clamp doesn't work on your fireplace, another suitable clamp or permanent stop must be installed, or the damper blade must be cut or removed.

### HEARTH KIT ASSEMBLY

**Note:** The following instructions apply to dual flame "U" style burners. Be sure all pipe threaded connections are tight, and have thread compound to prevent leaks.

1. Determine which side the gas line will be coming into the fireplace.
2. Using a hammer and screwdriver, remove knock-out plug from the side of the pan that corresponds to the gas line (see Fig. 3).
3. Unscrew burner inlet fitting from burner manifold (see Fig. 4).
4. Place burner manifold in pan with threaded opening facing open knock-out plug.
5. Using thread sealant (resistant to the action of natural gas) on larger end of fitting, screw the burner inlet fitting through hole and into burner manifold. Tighten using a wrench.

Fig. 2 – Attaching Damper Clamp

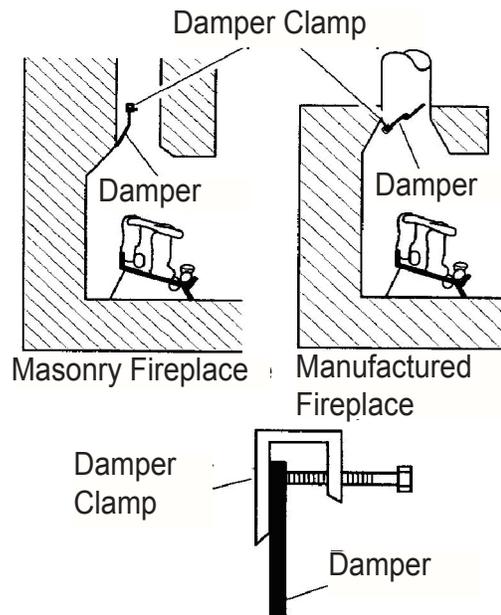
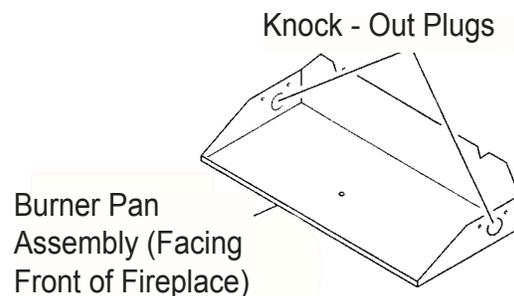


Fig. 3 – Knock-Out Plug Locations



6. Using burner clamp, screw, and nut provided, assemble clamp to pan. This will hold the burner manifold in place.
7. If using optional control system kit, follow instructions included with kit for installation and operation.

**Installation and Gas Connection**

1. Place the burner pan assembly in the center of the fireplace floor. Make sure the front of pan faces forward.
2. Thread the gas supply fitting to the fireplace gas supply pipe. Use thread sealant.
3. Install adapter fitting onto the burner inlet fitting using thread sealant on male threads of burner inlet fitting (see Fig. 5).
4. Install the gas connector tube to the gas supply fitting. Carefully shape tube to attach to adapter fitting.

**CONNECTION TO GAS SUPPLY**

**⚠ WARNING:** A qualified service person must connect log set to gas supply. Follow all local codes.

**INSTALLTION ITEMS NEEDED**

Before installing log set, make sure you have the items listed below.

- piping (check local codes)
- sealant (resistant to natural gas)
- equipment shutoff valve
- test gauge connection
- adjustable (crescent) wrench or pliers
- sediment trap
- tee joint
- pipe wrench

Fig. 4 – Installing Burner

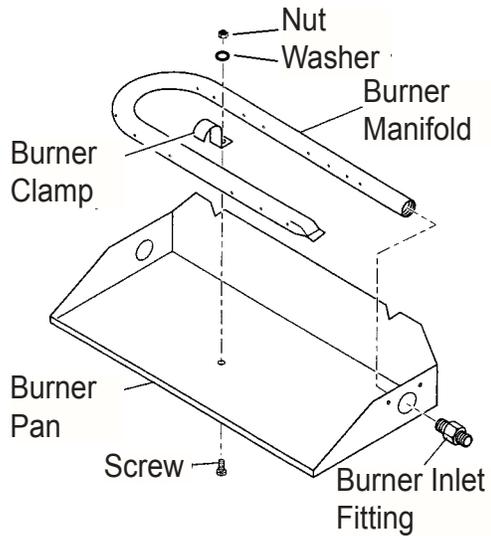
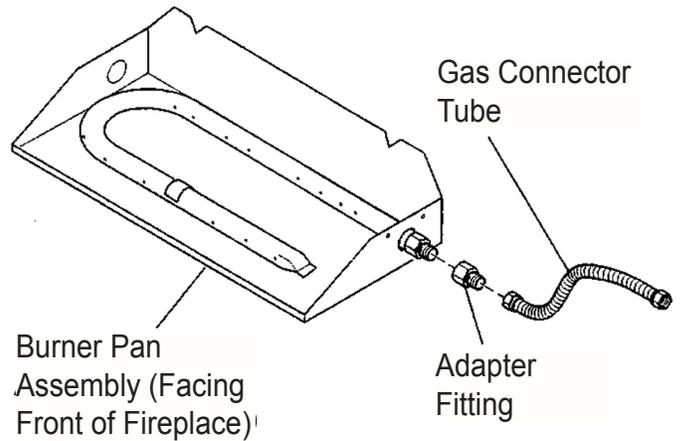


Fig. 5 – Connecting Gas to Appliance



**CAUTION:** Only use a new, black iron or steel pipe. Internally-tinned copper tubing may be used in certain areas. Check your local codes. Use pipe of 1/2 in. diameter or greater to allow proper gas volume to log set. If pipe is too small, loss of pressure will occur.

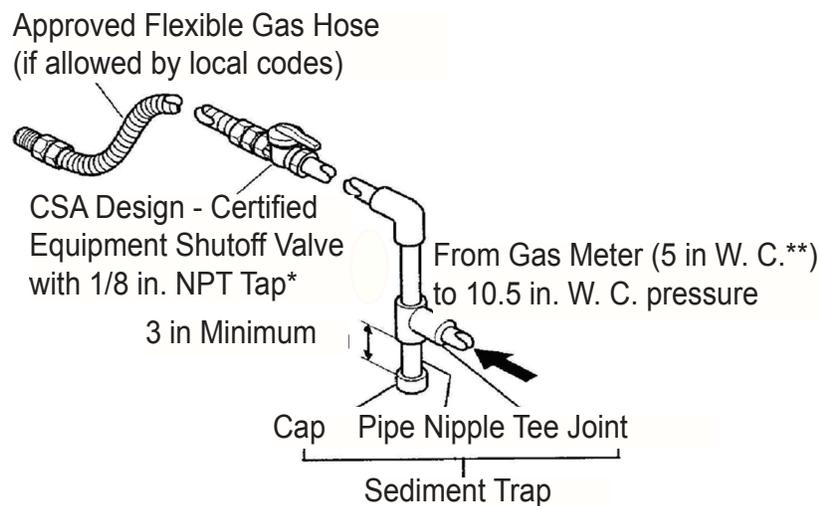
Installation must include an equipment shutoff valve, union, and plugged 1/8 in. NPT tap. Locate NPT tap within reach for test gauge hook up. NPT tap must be upstream from log set (see Fig. 6).

**IMPORTANT:** Install equipment shutoff valve in an accessible location. The equipment shutoff valve is for turning on or shutting off the gas to the appliance.

Apply pipe joint sealant lightly to male threads. This will prevent excess sealant from going into pipe. Excess sealant in pipe could result in a clogged burner injector.

Install sediment trap in supply line as shown in Fig. 6. Locate sediment trap where it is within reach for cleaning. Locate sediment trap where trapped matter is not likely to freeze. A sediment trap traps moisture and contaminants. This keeps them from going into log set controls. If sediment trap is not installed or is installed incorrectly, log set may not run properly.

Fig. 6 – Gas connection



\* Purchase the optional CSA design-certified equipment shutoff valve from dealer. See Accessories page 14.

\*\* Minimum inlet pressure for purpose of input adjustment.

## CHECKING GAS CONNECTIONS

**⚠ WARNING:** Test all gas piping and connections for leaks after installing or servicing. Correct all leaks immediately.

**⚠ WARNING:** Never use an open flame to check for a leak. Apply a mixture of liquid soap and water to all joints. Bubbles forming show a leak. Correct all leaks immediately.

### Pressure Testing Gas Supply Piping System

#### Test Pressures In Excess Of 1/2 PSIG ( 3.5kPa )

1. Disconnect heater with its appliance main gas valve (control valve) and equipment shutoff valve from gas supply piping system. Pressures in excess of 1/2 PSIG will damage heater regulator.
2. Cap off open end of gas pipe where equipment shutoff valve was connected.
3. Pressurize supply piping system by either using compressed air or opening gas supply tank valve.
4. Check all joints of gas supply piping system. Apply mixture of liquid soap and water to gas joints. Bubbles forming show a leak.
5. Correct all leaks immediately.
6. Reconnect log set and equipment shutoff valve to gas supply. Check reconnected fittings for leaks.

#### Test Pressures Equal To or Less Than 1/2 PSIG (3.5 kPa)

1. Close equipment shutoff valve (see Fig. 7).
2. Pressure supply piping system by either using compressed air or opening gas supply tank valve.
3. Check all joints from gas meter to equipment shutoff valve (see Fig. 7). Apply mixture of liquid soap and water to gas joints. If bubbles form, there may be a leak.
4. Correct all leaks immediately.

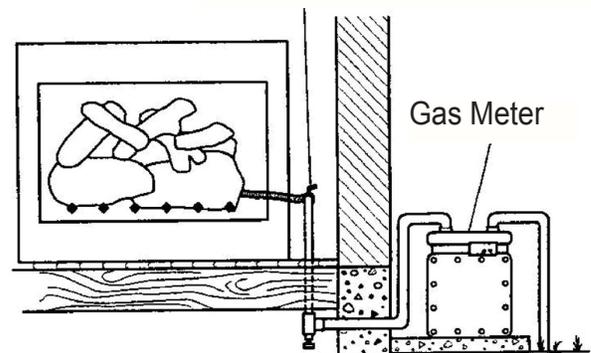
### TESTING BURNER FOR LEAKS

1. Generously apply soapy solution to all connections.

**⚠ WARNING:** Never check for gas leaks with open flame.

2. Light the burner with the shutoff valve, no more than half open, and holding a match slightly in front of the pan (see Lighting Instructions, page 13).
3. Inspect all connections for bubbles, raw gas odor, or flame from any area other than the burner (leaks). If leaks are detected, shut off the gas valve immediately. Tighten, or reassemble the loose connection(s) using pipe joint compound until burner system is leak free.
4. When the burner is tested and leak free, observe the individual tongues of flame on the burner. Note: Let the burner manifold cool first before removing to unclog port blockages. The burner design includes more ports on the outside of the bar. Make sure that all ports are clear and producing flame evenly across the burner. If any ports appear blocked, clear them by removing the burner manifold and reaming the ports with a modified paper clip or other suit able tool.
5. When finished testing, turn the gas shutoff valve OFF to extinguish all flames.

Fig. 7 – Checking Gas Joints  
Equipment Shutoff Valve



## INSTALLING LOGS (Item #0004961 & Item #0005584)

**⚠ WARNING:** Failure to position the parts in accordance with these diagrams or failure to use only parts specifically approved with this heater may result in property damage or personal injury.

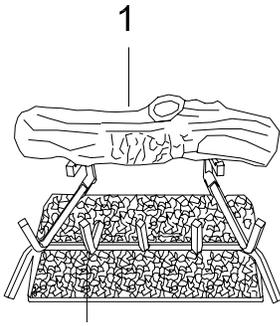
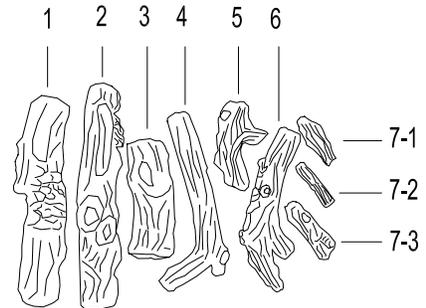
**⚠ CAUTION:** After installation and periodically thereafter, check to ensure that no yellow flame comes in contact with any log. With the heater set to High, check to see if yellow flames contact any log. If so, reposition logs according to the log installation instructions in this manual. Yellow flames contacting logs will create soot.

It is very important to install the logs exactly as instructed. Do not modify logs. Use only logs supplied with heater.

Each log is marked with a number. This number will help you to identify the logs when installing.

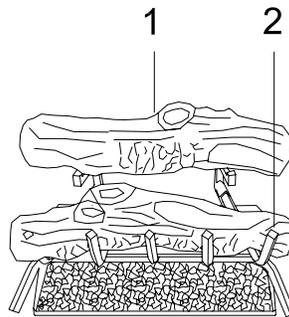
After installing logs, add decorative cinders around the grate base, do not place any decorative cinders on logs or burner.

Provided Logs: 9

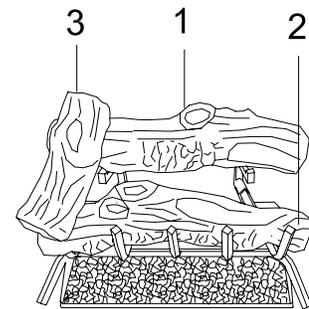


Vermiculite and Glowing Ember

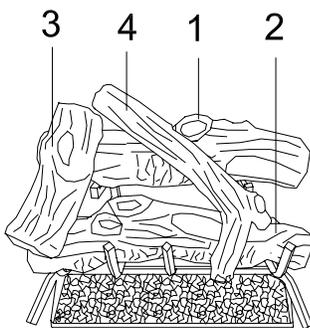
1. Firstly put vermiculite into burn pan. Then pulling glowing ember loosely, and sprinkle uniformly the surface of vermiculite. And insert log #1 into slots in rear log bracket on grate base.



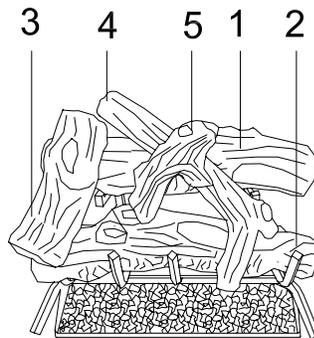
2. Insert log #2 into slots in middle grate bracket.



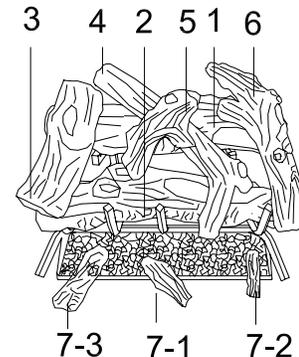
3. Insert #3 on log #1 and log #2.



4. Insert log #4 on log #1 and log #2.



5. Insert log #5 on log #4 and log #2.



6. Insert log #6 on log #1 and log #2. And place log #7-1, 7-2, 7-3 in front.

## INSTALLING LOGS (Item #0006857 Item #0008215)

**⚠ WARNING:** Failure to position the parts in accordance with these diagrams or failure to use only parts specifically approved with this heater may result in property damage or personal injury.

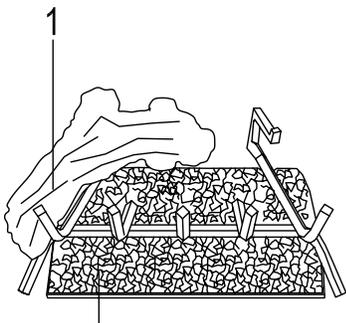
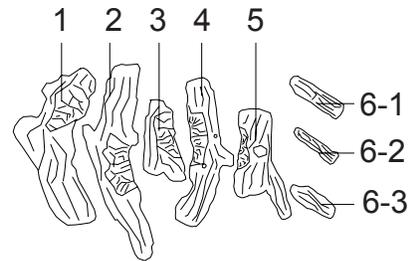
**⚠ CAUTION:** After installation and periodically thereafter, check to ensure that no yellow flame comes in contact with any log. With the heater set to High, check to see if yellow flames contact any log. If so, reposition logs according to the log installation instructions in this manual. Yellow flames contacting logs will create soot.

It is very important to install the logs exactly as instructed. Do not modify logs. Use only logs supplied with heater.

Each log is marked with a number. This number will help you to identify the logs when installing.

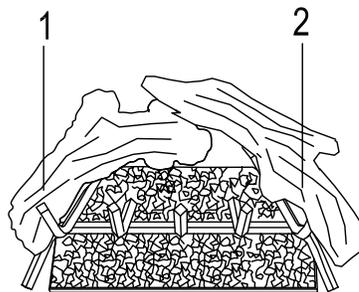
After installing logs, add decorative cinders around the grate base, do not place any decorative cinders on logs or burner.

Provided Logs: 8

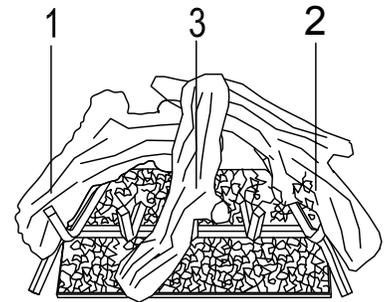


Vermiculite and Glowing Ember

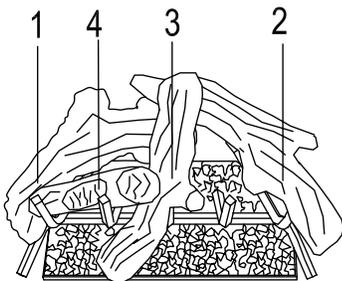
1. Firstly put vermiculite into burn pan. Then pulling glowing ember loosely, and sprinkle uniformly the surface of vermiculite. And insert log #1 into slots in left log bracket on grate base.



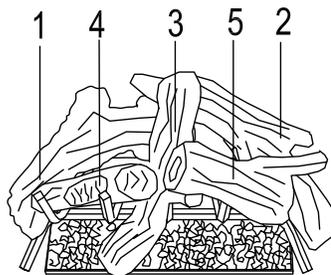
2. insert log #2 into slots in right log bracket on grate base.



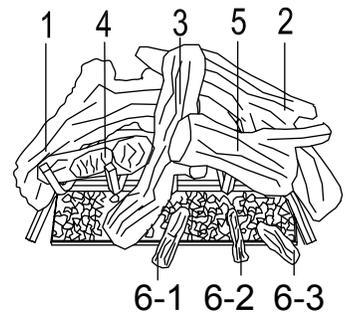
3. Insert log #3.



4. Insert log #4 on log #1 and log #3.



5. Insert log #5 on log #3 and log #2.



6. Place log #6-1, #6-2, #6-3 in front.

## OPERATION

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### 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.

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 neighbor's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

### LIGHTING INSTRUCTIONS

1. STOP! Read the safety information above.
2. Turn the gas shutoff valve to OFF.
3. Wait five (5) minutes to clear out any gas. If you still smell gas, STOP! Follow the safety information above. If you don't smell gas, go on to the next step.
4. Light a match and lay it on top of the pan material about 2 in. from the end of the supply side of the pan.
5. Slowly turn the gas shutoff valve ON until the burner ignites. If the burner doesn't ignite within 10 seconds with the match burning, turn the shutoff valve OFF and repeat steps 1 through 4 again.

### GAS SHUTOFF VALVE OPERATION

#### Flame Adjustment

Adjust the flame ON/OFF by turning the gas shutoff valve counterclockwise  to open or clockwise  to close, as necessary.

#### Shutting Off Appliance

Turn gas shutoff valve clockwise  to the OFF position.

## CARE AND MAINTENANCE

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- Keep the area around the log set clean and clear of debris.
- Occasionally, you may use a soft bristle brush to clean logs.
- Once every year a qualified agency or certified chimney sweep should examine and clean the venting system of the fireplace.

### ACCESSORIES

Purchase these fireplace accessories from your local dealer. If they can not supply these accessories, contact customer service department for information.

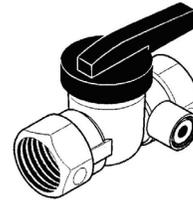
#### EQUIPMENT SHUTOFF VALVE

For all models. Equipment shutoff valve with 1/8 in. NPT tap. Fits 1/2 in. NPT pipe.

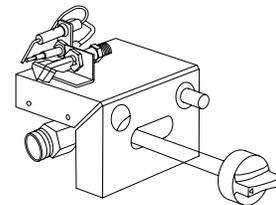
#### ON/OFF VALVE/SAFETY PILOT KIT

For all models. Required for propane/LP installation.

Equipment shutoff valve



ON/OFF Valve/Safety Pilot Kit



## CURING LOGS

During the 2-3 hour appliance curing period, you may detect an odor from the appliance as the various paints and compounds used in the manufacturing of this log set cure. This is a normal and temporary situation that is not cause for alarm. However, you may want to provide extra ventilation to the room during this time.

To ensure proper curing of the logs:

- Ignite a 2 in. flame and maintain it for 1 hour.
- Burn the logs in consecutive 1 hour periods raising the flame an additional 2 in. to full flame height for a total of three hours.

## TROUBLESHOOTING

**⚠ WARNING:** If you smell gas:

- Shut off gas supply.
- 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 neighbor's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

**IMPORTANT:** Operating heater where impurities in air exist may create odors. Cleaning supplies, paint, paint remover, cigarette smoke, cements and glues, new carpet or textiles, etc., create fumes. These fumes may mix with combustion air and create odors.

**⚠ Note:** All troubleshooting items are listed in order of operation.

**⚠ WARNING:** Turn off log set and let cool before servicing. Only a qualified service person should service and repair heater.

Problem	Possible Cause	Corrective Action
Log set is smoking/sooting excessively (Note: It is natural and unavoidable for vented gas log sets to produce moderate levels of carbon (soot) where flames contact the logs).	<ol style="list-style-type: none"> <li>1. Poor fuel quality.</li> <li>2. Fireplace venting system not drafting properly.</li> <li>3. Excessive flame impingement or blockage.</li> <li>4. Improper fuel/air mixture.</li> <li>5. Excessive gas supply/pressure.</li> </ol>	<ol style="list-style-type: none"> <li>1. Contact local natural gas company.</li> <li>2. Adjust damper wide open and/or have fireplace and venting professionally cleaned and checked.</li> <li>3. Separate the logs to allow more flame passage.</li> <li>4. Remove any foreign items from the flame pattern.</li> <li>5. Preheat flue in very cold weather.</li> </ol>
Burner is excessively noisy. (Note: The movement and combustion of gas will create low, unavoidable levels of noise.)	<ol style="list-style-type: none"> <li>1. Passage of air/gas across irregular surfaces.</li> </ol>	<ol style="list-style-type: none"> <li>1. Relieve any tight bends or kinks in gas supply line.</li> </ol>
Burner flame is too low or too high.	<ol style="list-style-type: none"> <li>1. Incorrect gas supply or pressure.</li> <li>2. Blocked burner orifice or burner manifold ports.</li> <li>3. Improper burner orifice size.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check for proper gas supply pressure.</li> <li>2. Free burner orifice and manifold ports of any burrs, paint, or other blockage.</li> <li>3. Verify proper burner orifice sizing (see page 2).</li> </ol>

<b>Problem</b>	<b>Possible Cause</b>	<b>Corrective Action</b>
Log Set produces a clicking/ticking noise just after burner is lit or shut off.	1. Metal expanding while heating or contracting while cooling.	1. This is common with most log sets. If noise is excessive, contact qualified service person.
Log Set produces unwanted odors.	1. Log Set burning vapors from paint, hair spray, glues, cleaners, chemicals, new carpet, etc. (See IMPORTANT statement page 15). 2. Gas leak. See Warning statement at top of page 15.	1. Open flue to maximum. Stop using odor causing products while log set is running. 2. Locate and correct all leaks (see Checking Gas Connections, page 10).
Gas odor even when control knob is in OFF position.	1. Gas leak. See Warning statement at top of page. 2. Control valve defective	1. Locate and correct all leaks (see Checking Gas Connections, page 10). 2. Replace control valve.
Gas odor during combustion.	1. Gas leak. See Warning statement at top of page.	1. Locate and correct all leaks (see Checking Gas Connections, page 10).

## REPLACEMENT PARTS

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**NOTE:** Use only original replacement parts. This will protect your warranty coverage for parts replaced under warranty.

### **PARTS UNDER WARRANTY**

Call Customer Service toll free at (1-866-573-0674) for referral information.

When calling Customer Service, have ready:

- Your name
- Your address
- Model and serial number of your heater
- How heater was malfunctioning
- Type of gas used (Propane/LP or Natural gas/NG)
- Purchase date
- Usually, we will ask you to return the defective part to the factory

### **PARTS NOT UNDER WARRANTY**

Call Customer Service toll free at (1-866-573-0674) for referral information.

When calling Customer Service have ready:

- Model number of your heater
- The replacement part number

## REPLACEMENT PARTS LIST (Item #0004961 Model #SSEAV18RP)

For replacement parts, call our customer service department at 1-866-573-0674,  
8:00 a.m - 4:30 p.m., EST, Monday - Friday or e-mail [customerservice@usaprocom.com](mailto:customerservice@usaprocom.com).

Part	Description	Part #	QTY
1	1/2 in. Female x 5/8 in. Flare Adapter	WAL08-02	1
2	3/8 in. Female x 5/8 in. Flare Adapter	BL050-01	1
3	Injector Mounting	WAL06-01	1
4	Injector	WAL07-01N	1
5	18 in. Pan	WAL01-01	1
6	18 in. Burner Tube	WAL02-01LS	1
7	18 in. Logs Grate	WAB01	1
8	Grate Step	WAL18-01	2
9	Nut	GB/T6170-M4Z	1
10	Washer	GB/T861.1-4Z	1
11	Burner Strap	WAL19-01	1
12	Screw	GB818-M4X10	1
13	Damper Clamp	WAL13-01	1
PARTS AVAILABLE----NOT SHOWN			
	Vermiculite	WAL11-01	1
	Glowing Embers	WAL12-01	1
	Log 1	SSEAV18-1	1
	Log 2	SSEAV18-2	1
	Log 3	SSEAV18-3	1
	Log 4	SSEAV18-4	1
	Log 5	SSEAV18-5	1
	Log 6	SSEAV18-6	1
	Log 7-1	SSEAV18-7-1	1
	Log 7-2	SSEAV18-7-2	1
	Log 7-3	SSEAV18-7-3	1

**REPLACEMENT PARTS LIST (Item #0005584 Model #SSEAV24RP)**

For replacement parts, call our customer service department at 1-866-573-0674,  
8:00 a.m - 4:30 p.m., EST, Monday - Friday or e-mail [customerservice@usaprocom.com](mailto:customerservice@usaprocom.com).

<b>Part</b>	<b>Description</b>	<b>Part #</b>	<b>QTY</b>
1	1/2 in. Female x 5/8 in. Flare Adapter	WAL08-02	1
2	3/8 in. Female x 5/8 in. Flare Adapter	BL050-01	1
3	Injector Mounting	WAL06-01	1
4	Injector	WAL07-02N	1
5	24 in. Pan	WAL01-02	1
6	24 in. Burner Tube	WAL02-02LS	1
7	24 in. Logs Grate	WAB02	1
8	Grate Step	WAL18-01	2
9	Nut	GB/T6170-M4Z	1
10	Washer	GB/T861.1-4Z	1
11	Burner Strap	WAL19-01	1
12	Screw	GB818-M4X10	1
13	Damper Clamp	WAL13-01	1
<b>PARTS AVAILABLE----NOT SHOWN</b>			
	Vermiculite	WAL11-01	1.5
	Glowing Embers	WAL12-01	1
	Log 1	SSEAV24-1	1
	Log 2	SSEAV24-2	1
	Log 3	SSEAV24-3	1
	Log 4	SSEAV24-4	1
	Log 5	SSEAV24-5	1
	Log 6	SSEAV24-6	1
	Log 7-1	SSEAV24-7-1	1
	Log 7-2	SSEAV24-7-2	1
	Log 7-3	SSEAV24-7-3	1

## REPLACEMENT PARTS LIST (Item #0006857 Model #SSWV24RP)

For replacement parts, call our customer service department at 1-866-573-0674,  
8:00 a.m - 4:30 p.m., EST, Monday - Friday or e-mail [customerservice@usaprocom.com](mailto:customerservice@usaprocom.com).

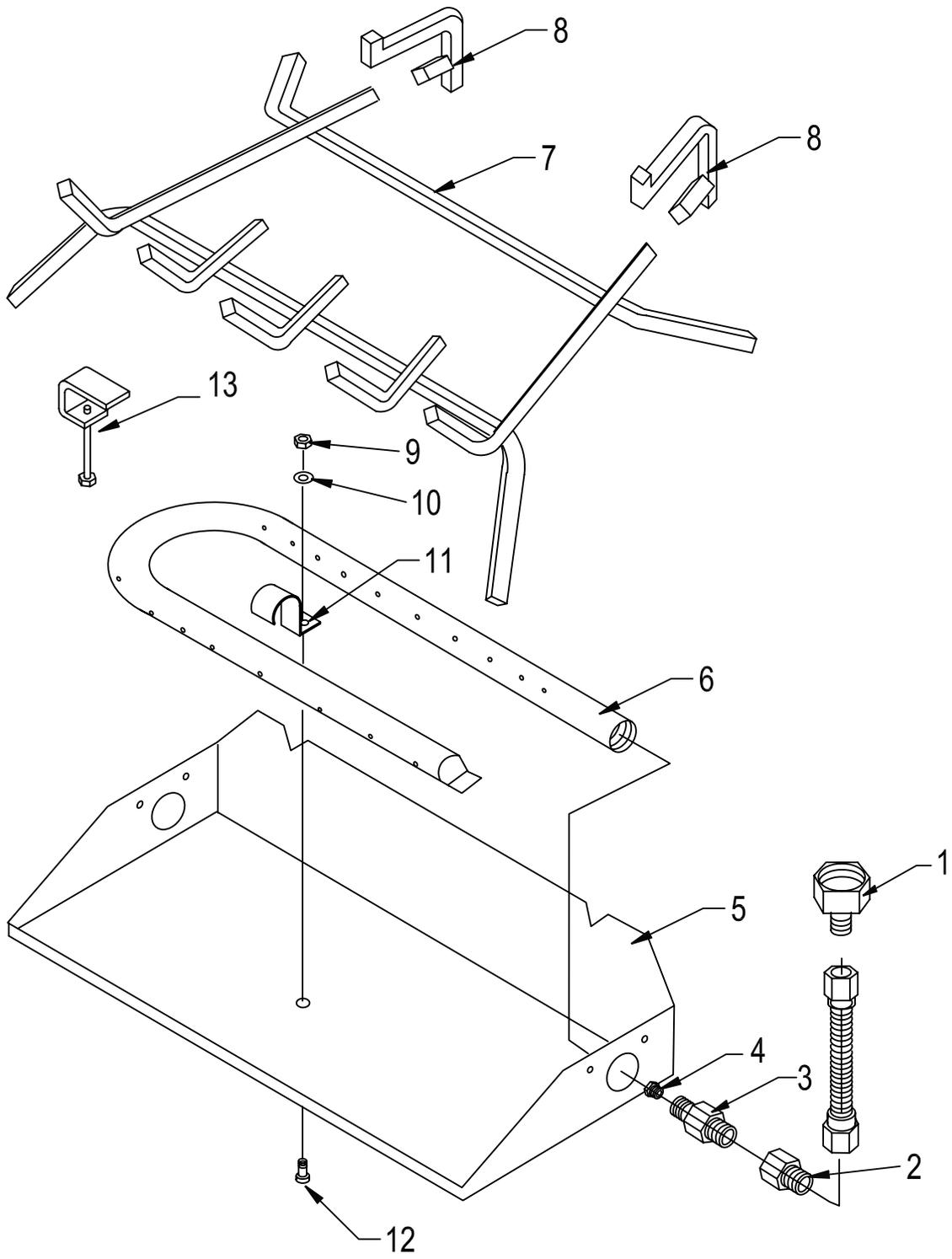
Part	Description	Part #	QTY
1	1/2 in. Female x 5/8 in. Flare Adapter	WAL08-02	1
2	3/8 in. Female x 5/8 in. Flare Adapter	BL050-01	1
3	Injector Mounting	WAL06-01	1
4	Injector	WAL07-02N	1
5	24 in. Pan	WAL01-02	1
6	24 in. Burner Tube	WAL02-02LS	1
7	24 in. Logs Grate	WAB02	1
8	Grate Step	WAL18-01	2
9	Nut	GB/T6170-M4Z	1
10	Washer	GB/T861.1-4Z	1
11	Burner Strap	WAL19-01	1
12	Screw	GB818-M4X10	1
13	Damper Clamp	WAL13-01	1
PARTS AVAILABLE----NOT SHOWN			
	Vermiculite	WAL11-01	1.5
	Glowing Embers	WAL12-01	1
	Log 1	SSWV24-1	1
	Log 2	SSWV24-2	1
	Log 3	SSWV24-3	1
	Log 4	SSWV24-4	1
	Log 5	SSWV24-5	1
	Log 6-1	SSEAV24-6-1	1
	Log 6-2	SSEAV24-6-2	1
	Log 6-3	SSEAV24-6-3	1

**REPLACEMENT PARTS LIST (Item #0008215 Model #SSWV30RP)**

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For replacement parts, call our customer service department at 1-866-573-0674,  
 8:00 a.m - 4:30 p.m., EST, Monday - Friday or e-mail [customerservice@usaprocom.com](mailto:customerservice@usaprocom.com).

<b>Part</b>	<b>Description</b>	<b>Part #</b>	<b>QTY</b>
1	1/2 in. Female x 5/8 in. Flare Adapter	WAL08-02	1
2	3/8 in. Female x 5/8 in. Flare Adapter	BL050-01	1
3	Injector Mounting	WAL06-01	1
4	Injector	WAL07-03N	1
5	30 in. Pan	WAL01-03	1
6	30 in. Burner Tube	WAL02-03LS	1
7	30 in. Logs Grate	WAB03	1
8	Grate Step	WAL18-01	2
9	Nut	GB/T6170-M4Z	1
10	Washer	GB/T861.1-4Z	1
11	Burner Strap	WAL19-01	1
12	Screw	GB818-M4X10	1
13	Damper Clamp	WAL13-01	1
PARTS AVAILABLE----NOT SHOWN			
	Vermiculite	WAL11-01	2
	Glowing Embers	WAL12-01	2
	Log 1	SSEAV30-1	1
	Log 2	SSEAV30-2	1
	Log 3	SSEAV30-3	1
	Log 4	SSEAV30-4	1
	Log 5	SSEAV30-5	1
	Log 6-1	SSEAV30-6-1	1
	Log 6-2	SSEAV30-6-2	1
	Log 6-3	SSEAV30-6-3	1



## 2-YEAR LIMITED WARRANTY

The manufacturer warrants this product to be free from defects in workmanship and material present at time of shipment from the factory for two (2) years from the date of purchase. This warranty applies only to the original purchaser. The manufacturer agrees to correct such defect at no charge or, at our option, replace the product with a comparable or superior model.

To obtain warranty service, call our customer service department at 1-866-573-0674. You may be required to present a copy of your sales receipt as proof of purchase. All costs of removal and reinstallation are the expressed responsibility of the purchaser. Any damage to the product by accident, misuse, improper installation, or by affixing accessories not produced by the manufacturer, are the purchaser's responsibility. The manufacturer assumes no responsibility whatsoever for installation during the warranty period.

There is no further expressed warranty. The manufacturer disclaims any and all implied warranties. The manufacturer shall not be liable for incidental, consequential, or special damages arising at or in connection with product use or performance except as may otherwise be accorded by law. This warranty gives you specific legal rights, and you also have other rights which vary from state to state. This warranty supersedes all prior warranties.