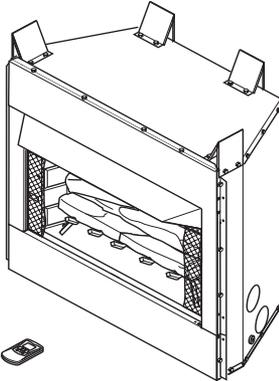




**STAINLESS OUTDOOR GAS
FIREPLACE SYSTEM
OWNER'S OPERATION AND
INSTALLATION MANUAL**



REMOTE CONTROL READY

**NATURAL GAS MODELS (V)O36NRA SERIES AND (V)O42NRA SERIES
PROPANE/LP GAS MODELS (V)O36PRA SERIES AND (V)O42PRA SERIES**

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

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

⚠ WARNING: For Outdoor Use Only.

INSTALLER: Leave this manual with the appliance.
CONSUMER: Retain this manual for future reference.

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SAFETY

⚠ WARNING: Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Read the installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.

⚠ WARNING: This product contains and/or generates chemicals known to the state of California to cause cancer or birth defects or other reproductive harm.

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

⚠ 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 heater may not be working properly. Get fresh air at once! Have heater serviced. Some people are more affected by carbon monoxide than others. These include pregnant women, people with heart or lung disease or anemia, those under the influence of alcohol and those at high altitudes.

Natural and Propane/LP Gas: Natural and propane/LP gases are 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 safe and proper operation of this fireplace.

⚠ WARNING: Any change to this heater or its controls can be dangerous.

Due to high temperatures, the appliance should be located out of traffic and away from furniture and draperies.

Do not place clothing or other flammable material on or near the appliance. Never place any objects on the fireplace.

Fireplace front and screen become very hot when running fireplace. Keep children and adults away from hot surfaces to avoid burns or clothing ignition. Fireplace will remain hot for a time after shutdown. Allow surfaces to cool before touching.

Carefully supervise young children when they are in the area of the fireplace. When using the hand-held remote accessory, keep selector switch in the OFF position to prevent children from turning on burners with remote.

SAFETY

Continued

You must operate this fireplace with the fireplace screen in place. Make sure fireplace screen is in place before running heater.

Keep the appliance area clear and free from combustible materials, gasoline and other flammable vapors and liquids.

1. This fireplace is only for use with the type of gas indicated on the rating plate. This fireplace is not convertible for use with other gases.
2. Do not place propane/LP supply tank(s) inside any structure. Locate propane/LP supply tank(s) outdoors (propane/LP units only).
3. 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
4. This fireplace shall be used only outdoors in a well ventilated space and shall not be used in a building, garage or any other enclosed area.
5. Do not use this fireplace as a wood burning fireplace. Use only the logs provided with the fireplace. Do not burn solid fuels in this fireplace.
6. Do not add extra logs or ornaments such as pine cones, vermiculite or rock wool. Using these added items can cause soot-ing. Do not add lava rock around base. Rock and debris could fall into the control area of fireplace.
7. To prevent the creation of soot, follow the instructions in *Cleaning and Maintenance*, page 13.
8. Before using furniture polish, wax, carpet cleaner or similar products, turn fireplace off. If heated, the vapors from these products may create a white powder residue within burner box or on adjacent walls or furniture.
9. Do not run fireplace
 - where flammable liquids or vapors are used or stored
 - under dusty conditions
10. Do not use this fireplace to cook food or burn paper or other objects.
11. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.
12. Do not operate fireplace if any log is broken. Do not operate fireplace if a log is chipped (dime-sized or larger).
13. Turn fireplace off and let cool before servicing. Only a qualified service person should service and repair fireplace.
14. Operating fireplace above elevations of 4,500 feet could cause pilot outage.
15. Provide adequate clearance around air openings.

LOCAL CODES

Install and use fireplace with care. Follow all local codes. In the absence of local codes, use the latest edition of *The National Fuel Gas Code ANSI Z223.1/NFPA 54**.

*Available from:

American National Standards Institute, Inc.
1430 Broadway
New York, NY 10018
National Fire Protection Association, Inc.
Batterymarch Park
Quincy, MA 02269

State of Massachusetts: The installation must be made by a licensed plumber or gas fitter in the Commonwealth of Massachusetts.

Sellers of unvented propane or natural gas-fired supplemental room heaters shall provide to each purchaser a copy of 527 CMR 30 upon sale of the unit.

Vent-free gas products are prohibited for bedroom and bathroom installation in the Commonwealth of Massachusetts.

PRODUCT FEATURES

REFRACTORY BRICK LINER

Your fireplace features a concrete refractory brick liner. As with all concrete liners, this liner may develop slight cracks when exposed to heat. These cracks will not affect the performance of the fireplace.

LOCATING FIREPLACE

PLANNING

Plan where you will install the fireplace. This will save time and money later when you install the fireplace. Before installation, consider the following:

1. Where the fireplace will be located. Allow for wall and ceiling clearances (see *Installation Clearances*, page 5).
2. Everything needed to complete installation.
3. These models are for outdoor use only.
4. Proper air for combustion and ventilation.

PRODUCT SPECIFICATIONS

36" AND 42" MODELS

Note: If only one dimension is shown, the dimension is the same for both 36" and 42" models.

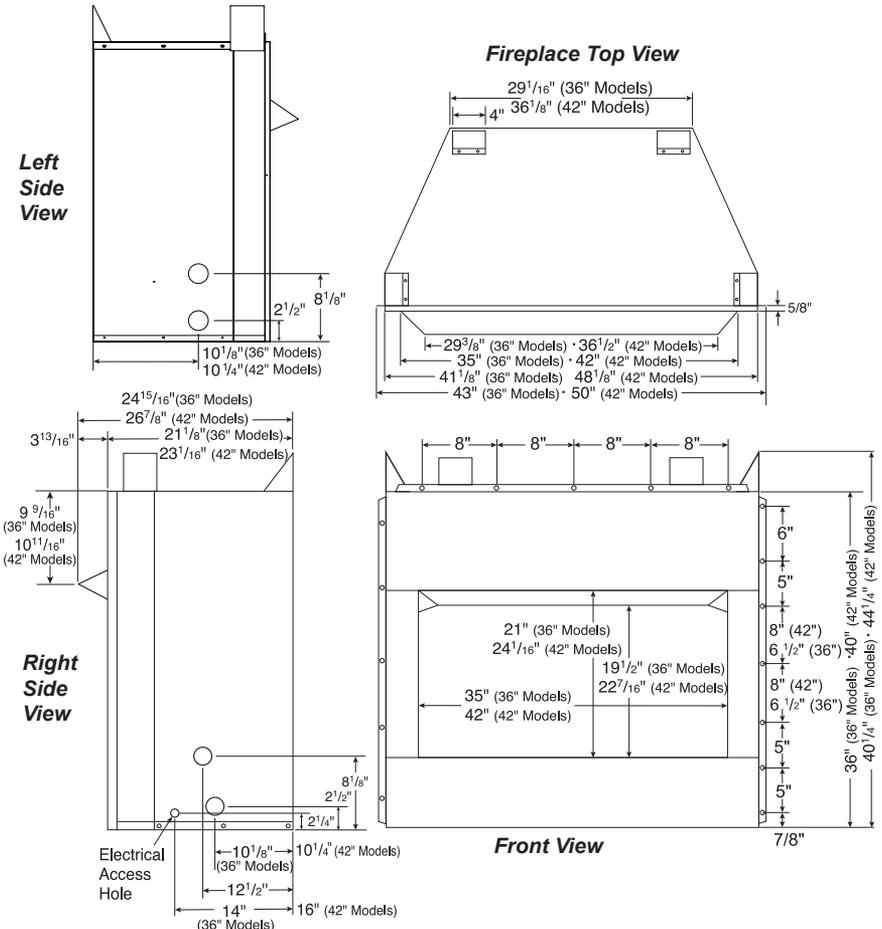


Figure 1 - Fireplace Dimensions (36" and 42" Models)

INSTALLATION

IMPORTANT: Make sure fireplace is level. If fireplace is not level, log set will not work properly.

Use dimensions shown for rough openings to create the easiest installation (see *Built-In Fireplace Installation*, page 6).

INSTALLATION CLEARANCES

⚠ WARNING: Maintain the minimum clearances. If you can, provide greater clearances from floor, ceiling and adjoining wall.

Carefully follow these instructions. This will ensure safe installation. Fireplace hood must be used if combustible mantel material is installed.

Minimum Wall and Ceiling Clearances (see Figure 2)

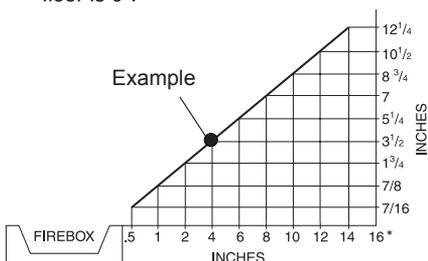
A. Clearances from the side of the fireplace cabinet to any combustible material and wall should follow diagram in Figure 2.

Example: The face of a mantel, bookshelf, etc. is made of combustible material and protrudes 3 1/2" from the wall. This combustible material must be 4" from the side of the fireplace cabinet (see Figure 2).

B. Clearances from the top of the fireplace opening to the ceiling should not be less than 42".

C. When fireplace is installed on carpeting or other combustible material, other than wood flooring, fireplace should be installed on a metal or wood panel extending the full width and depth of enclosure.

D. Clearances from bottom of fireplace to the floor is 0".



*Minimum 16" from Side Wall

Figure 2 - Minimum Clearance for Combustible to Wall

⚠ CAUTION: Do not install the fireplace directly on carpet or vinyl.

⚠ WARNING: Fireplace hood must be used if a combustible mantel material is installed.

Mantel Clearances for Built-In Installation

If placing custom mantel above built-in fireplace, you must meet the minimum allowable clearance between mantel shelf and top of fireplace opening shown in Figure 3, page 6. These are the minimum allowable mantel clearances for a safe installation. Use larger clearances wherever possible to minimize the heating of objects and materials placed on the mantel.

NOTICE: Surface temperatures of adjacent walls and mantels become hot during operation. Walls and mantels above the fireplace may become hot to the touch. If installed properly, these temperatures meet the requirement of the national product standard. Follow all minimum clearances shown in this manual.

NOTICE: If your installation does not meet the minimum clearances shown, you must do one of the following:

- raise the mantel to an acceptable height
- remove the mantel

INSTALLATION

Continued

Wall board or facing material within 12 inches of the firebox must be of noncombustible material, including decorative mantel ornaments or other similar projections off of the facing material.

Mantel Shelf Note: Any portion of the mantel shelf must NOT extend beyond this profile.

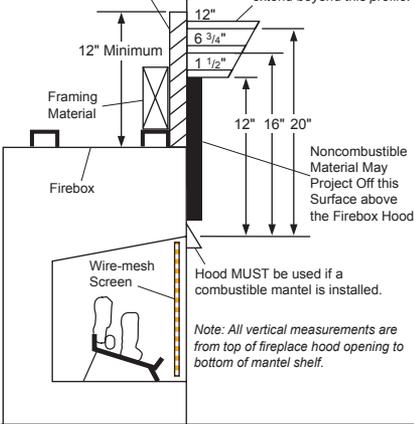


Figure 3 - Minimum Mantel Clearances for Built-In Installation

BUILT-IN FIREPLACE INSTALLATION

1. Frame in rough opening. The fireplace framing should be constructed of steel stud or steel framing. Use dimensions in Table 1 and rough opening layout in Figure 4a. Adjust framing so that fireplace is flush with finished wall surface. If installing in a corner, use dimensions in Figures 4b and 4c for rough opening.
2. Install gas piping to fireplace location (see [Connecting to Gas Supply](#), page 7).
3. Carefully set fireplace in front of rough opening with back of fireplace inside wall opening.
4. Carefully insert fireplace into rough opening.

Table 1

Rough Opening Dimensions for Built-in Installation			
Model	Front Width (Inside to Inside)	Height	Depth (Min.)
36"	41 1/2"	40 1/2"	20 3/4"
42"	48 5/8"	44 1/2"	22 5/8"

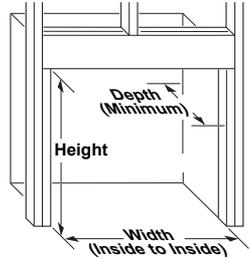


Figure 4a

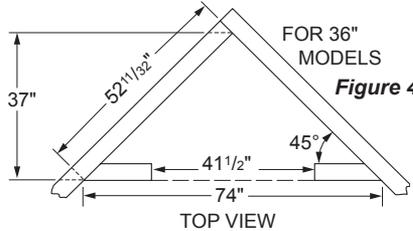


Figure 4b

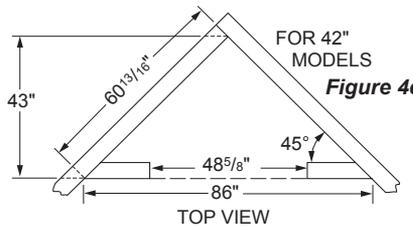


Figure 4c

Figure 4 - Rough Opening for Installing in Wall

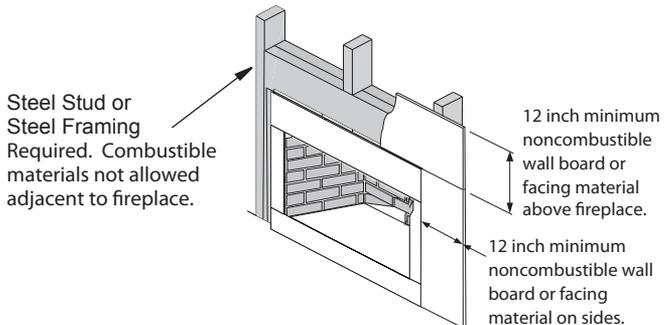


Figure 5 - Installing Firebox

INSTALLATION

Continued

INSTALLING DRAIN PAN DP36/DP42

The fireplace enclosure must allow for adequate drainage and fresh air ventilation. It is recommended that a sealed, corrosion resistant catch pan with provision for drainage be installed under fireplace within fireplace enclosure (see *Accessories*, page 23).

INSTALLING FIREPLACE SCREEN

1. Insert each rod through all rings located at top of screen.
2. Insert first rod into rear hole in left side of fireplace. Fasten rod to rear hole near center of fireplace using #10 x 3/8" Phillips screw provided (see Figure 6).
3. Insert other rod into front hole on right side of fireplace and fasten using remaining Phillips screw.

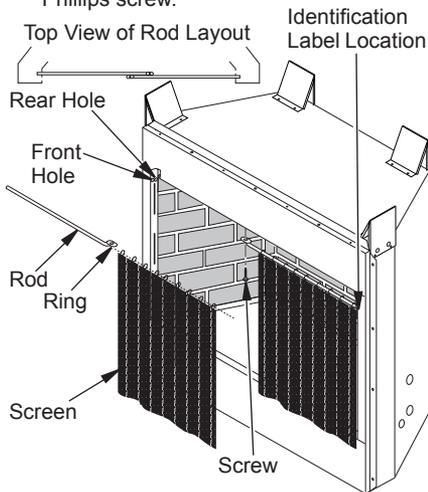


Figure 6 - Installing Fireplace Screen

INSTALLING FIREPLACE HOOD HS36/HS42

1. Remove protective film from stainless hood.
2. Align three notches located on back side of hood with front face of fireplace (see Figure 7). Notches should be at least 3 1/2" up from edge of fireplace opening.
3. Hold fireplace hood in place. Using a #10 drill bit, drill through three notches.
4. Insert three screws through notches in hood into holes in fireplace.

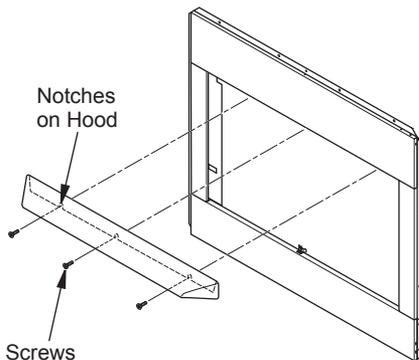


Figure 7 - Installing Hood

CONNECTING TO GAS SUPPLY

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

⚠ WARNING: This appliance requires a 3/8" NPT (National Pipe Thread) inlet connection to the control valve.

⚠ CAUTION: Never connect propane/LP unit directly to the propane/LP supply. This unit requires an external regulator (not supplied). Install the external regulator between the unit and the propane/LP supply.

INSTALLATION

Continued

⚠ WARNING: Never connect natural gas fireplace to private (non-utility) gas wells. This gas is commonly known as wellhead gas.

Installation Items Needed

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

- approved flexible gas hose and fittings (supplied with appliance, if allowed by local codes)
- external regulator (propane/LP models only)
- piping (check local codes)
- sealant (resistant to propane/LP gas)
- equipment shutoff valve*
- test gauge connection*
- sediment trap
- tee joint
- pipe wrench

* A CSA design-certified equipment shutoff valve with 1/8" NPT tap is an acceptable alternative to test gauge connection. Purchase the optional CSA design-certified equipment shutoff valve from your dealer.

For propane/LP units, the installer must supply an external regulator. The external regulator will reduce incoming gas pressure. You must reduce incoming gas pressure to between 11" and 14" of water. If you do not reduce incoming gas pressure, control valve damage could occur. Install external regulator with the vent pointing down as shown in Figure 8. Pointing the vent down protects it from freezing rain or sleet.

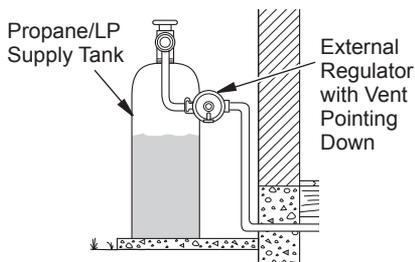


Figure 8 - External Regulator with Vent Pointing Down

REMOTE PROPANE/LP GAS SUPPLIES AND ENCLOSURES

If appliance is to be permanently connected to a gas piping system from a remote supply tank, installation must be in accordance with local codes or, in absence of local codes, with the *National Fuel Gas Codes ANSI Z223.1/NFPA 54*.

Enclosures may be used to conceal propane/LP supply tanks and must be constructed to meet the following minimum construction requirements:

- An enclosure must have either one open side or at least four opposing vent openings, top and bottom, which meet minimum requirements for size and location (see Figure 9).
- Each opening must provide a minimum of 1/2 inches² (3,23 cm²) of open area for each pound propane/LP contained in enclosed supply tank.

Example: A full enclosure for a 20 pound propane/LP tank must have at least four, 10 inches² (65 cm²) openings [a 2" x 5" (5 x 13 cm) square].

- The top openings must be 180° opposing and be placed at valve level.
- The bottom openings must be 180° opposing and be placed 5" (12.7 cm) above bottom floor.
- There must be 2" (5 cm) minimum clearance from the floor to ground level of enclosure.

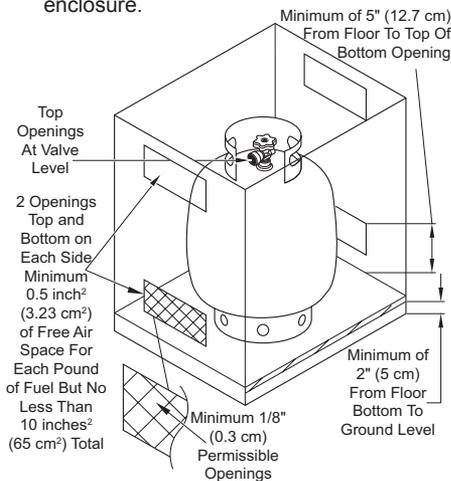


Figure 9 - Propane/LP Tank Enclosure

INSTALLATION

Continued

⚠ CAUTION: Use only 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" diameter or greater to allow proper gas volume to heater. If pipe is too small, undue loss of volume will occur.

Installation must include an equipment shutoff valve, union and plugged 1/8" NPT tap. Locate NPT tap within reach for test gauge hook up. NPT tap must be upstream from log set (see Figure 10).

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 NPT threads. This will prevent excess sealant from going into pipe. Excess sealant in pipe could result in clogged heater valves.

⚠ WARNING: Use pipe joint sealant that is resistant to liquid petroleum (LP) gas.

We recommend that you install a sediment trap in supply line as shown in Figure 10.

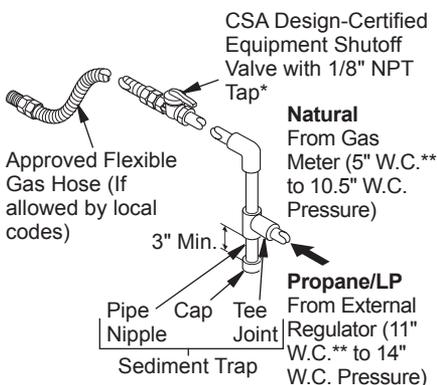


Figure 10 - Gas Connection

* Purchase the optional CSA design-certified shutoff valve from your dealer.

** Minimum inlet pressure for purpose of input adjustment.

Locate sediment trap where it is within reach for cleaning. Install in piping system between fuel supply and appliance. Locate sediment trap where trapped matter is not likely to freeze. A sediment trap traps moisture and contaminants. This keeps them from going into heater controls. If sediment trap is not installed or is installed wrong, heater may not run properly.

⚠ CAUTION: Avoid damage to gas control. Hold gas control with wrench when connecting it to gas piping and/or fittings.

CHECKING GAS CONNECTIONS

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

⚠ WARNING: Never use an open flame to check for a leak. Apply a noncorrosive leak detection fluid to all joints. Bubbles forming show a leak. Correct all leaks at once.

⚠ CAUTION: Make sure external regulator has been installed between propane/LP supply and appliance. See guidelines under Connecting to Gas Supply, page 7.

PRESSURE TESTING GAS SUPPLY PIPING SYSTEM

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

1. Disconnect appliance 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 control valve.
2. Cap off open end of gas pipe where equipment shutoff valve was connected.

INSTALLATION

Continued

- Pressurize supply piping system by either opening propane/LP supply tank valve for propane/LP gas or opening main gas valve located on or near gas meter for natural gas or using compressed air.
- Check all joints of gas supply piping system. Apply noncorrosive leak detection fluid to all joints. Bubbles forming show a leak.
- Correct all leaks at once.
- Reconnect heater and equipment shutoff valve to gas supply. Check reconnected fittings for leaks.
- Light appliance (see *Operation*, page 11). Check all other internal joints for leaks.
- Turn off appliance.

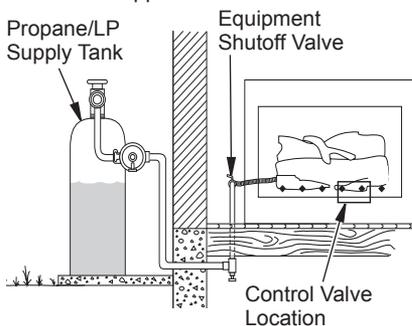


Figure 12 - Checking Gas Joints (Propane/LP Gas Only)

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

- Close equipment shutoff valve (see Figure 11).
- Pressurize supply piping system by either opening propane/LP supply tank valve for propane/LP gas or opening main gas valve located on or near gas meter for natural gas or using compressed air.
- Check all joints from gas meter to equipment shutoff valve for natural gas or propane/LP supply to equipment shutoff valve for propane/LP (see Figure 12 or 13). Apply noncorrosive leak detection fluid to all joints. Bubbles forming show a leak.
- Correct all leaks at once.

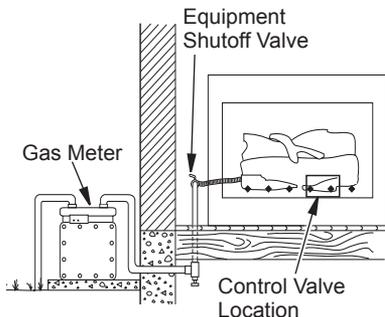


Figure 13 - Checking Gas Joints (Natural Gas Only)

Pressure Testing Appliance Gas Connections

- Open equipment shutoff valve (see Figure 11).
- Open main gas valve located on or near gas meter for natural gas or open propane/LP supply tank valve.
- Make sure control knob of appliance is in the OFF position.
- Check all joints from equipment shutoff valve to gas control (see Figure 12 or 13). Apply noncorrosive leak detection fluid to all joints. Bubbles forming show a leak.
- Correct all leaks at once.

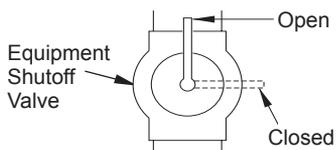


Figure 11 - Equipment Shutoff Valve

PLACEMENT OF LOOSE EMBERS

CAUTION: Do not place any loose embers around pilot assembly.

Two bags of loose embers are provided with this unit. For this installation use the embers that are approximately 1" square in size. If needed, larger embers can be broken to size. These embers aid in concealing the burner pan, directing flames through the ember bed, quiet operation of the unit and gives a natural random flame pattern.

Place embers as follows:

- Place embers around center ember bed or ember pod.

INSTALLATION

Continued

- Place individual embers on their edge (not flat) along the top of burner pan. This aids in directing flames from the burner through ember bed.

Note: Too many embers or embers placed flat along burner pan can suppress the flames.

- When unit is lit, check flames for random appearance and ember bed glowing red-orange in color (see *Burner Flame Pattern*, page 13). If this is not happening, either add, remove or reposition loose embers.

IMPORTANT: Turn unit off and let cool before repositioning loose embers.



Figure 14 - Placement of Embers

OPERATION

FOR YOUR SAFETY READ BEFORE LIGHTING

⚠ WARNING: Keep flue open when operating unit.

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

- This appliance has a pilot which must be lighted with a piezo ignitor. When lightning the pilot, follow these instructions exactly.
- BEFORE LIGHTING** smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

WHAT TO DO IF YOU SMELL GAS

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

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

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

LIGHTING INSTRUCTIONS

- STOP! Read the safety information, above.
- Make sure switch is in the OFF position.
- Be sure gas line shut-off valve is OPEN.
- Press in and turn control knob clockwise ↻ to the OFF position (see Figure 15).

Note: Knob cannot be turned from PILOT to OFF unless knob is pushed in slightly. DO NOT FORCE.

- Wait five (5) minutes to clear out any gas. If you then smell gas, STOP! Follow "B" in the safety information in column 1. If you don't smell gas, go on the next step.
- Press in and turn control knob counter-clockwise ↺ to the PILOT position. Press in control knob for five (5) seconds (see Figure 15).

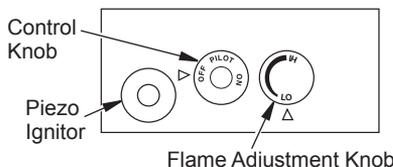


Figure 15 - Setting Control Knobs

OPERATION

Continued

7. With control knob pressed in, press and release ignitor button. This will light pilot. If needed, keep pressing ignitor button until pilot lights.

Note: If pilot does not stay lit, contact a qualified service person or gas supplier for repairs.

8. Keep control knob pressed in for 30 seconds after lighting pilot. After 30 seconds, release control knob.

- If control knob does not pop out when released, turn off gas supply and contact a qualified service person or gas supplier for repairs.

Note: If pilot goes out, repeat steps 4 through 8.

9. Slightly push in and turn control knob counterclockwise  to the ON position.

10. Wait one minute and move switch to the ON position to light burner.

Note: AUTO is only functional when using optional remote control accessory.

11. Set flame adjustment knob to any level between HI and LO.

Note: The burner may light if hand-held remote was on when selector switch was last turned off. You can now turn the burner on and off with the hand-held remote control unit.

IMPORTANT: Do not leave the selector switch in the REMOTE or ON position when the pilot is not lit. This will drain the battery.

ON/OFF SERIES (MODEL HRC100)

Hold the control button on the hand-held remote until burner turns on. Hold the control button again until burner turns off (see Figure 17).

To Lock press both buttons on hand-held remote control until light stops flashing. Hand-held remote control is now locked. If the fire is on it will be turned off automatically. In the locked state, the light will not light up when any button is pressed.

To Unlock press both buttons together on hand-held remote control until the light stops flashing. The hand-held remote is now unlocked.

Control Knob

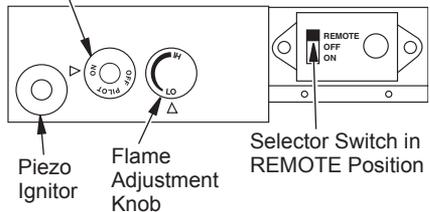


Figure 16 - Setting the Selector Switch, Control Knob and Flame Adjustment Knob for Remote Operation

TO TURN OFF GAS TO APPLIANCE

1. Push switch into OFF position. The pilot will remain lit for normal service.
2. Access control knobs.
3. Press gas control knob slightly and turn clockwise to OFF. Do not force.
4. Close equipment shutoff valve (see Figure 11, page 10).

HAND-HELD REMOTE OPERATION

NOTICE: You must light the pilot before using the hand-held remote control unit. See [Lighting Instructions](#), page 11.

After lighting, let pilot flame burn for about one minute. Turn control knob to ON position. Adjust flame adjustment knob anywhere between HI and LO. Slide the selector switch to the REMOTE position (see Figure 16).

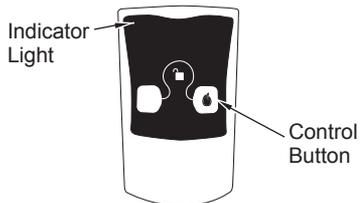


Figure 17 - On/Off Hand-Held Remote Control Unit (HRC100)

INSPECTING BURNERS

Check pilot flame pattern and burner flame patterns often.

PILOT ASSEMBLY

The pilot assembly is factory preset for the proper flame height. Alterations may have occurred during shipping and handling. Call a qualified service person to readjust the pilot if necessary.

The height of the thermopile must be $3/8"$ to $1/2"$ above the pilot flame as shown in Figure 18. The thermocouple must be at a height of about $1/8"$ above the pilot flame. The flame from the pilot burner must extend beyond both the thermocouple and thermopile.

If your pilot assembly does not meet these requirements:

- turn fireplace off (see [To Turn Off Gas to Appliance](#), page 12).
- see [Troubleshooting](#), page 15.

BURNER FLAME PATTERN

Figure 19 shows correct burner flame pattern.

NOTICE: Do not mistake orange flames with yellow tipping. Dirt or other fine particles are burned by appliance, causing brief patches of orange flame.

If burner flame pattern is incorrect, as shown in Figure 20

- turn appliance off (see [To Turn Off Gas to Appliance](#), page 12).
- see [Troubleshooting](#), page 15.

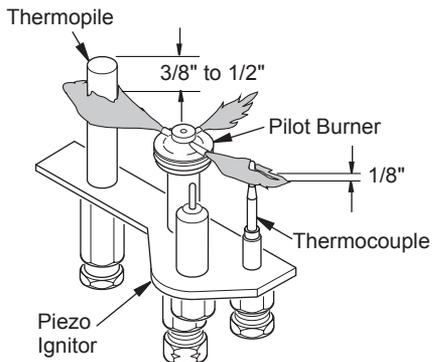


Figure 18 - Pilot Assembly

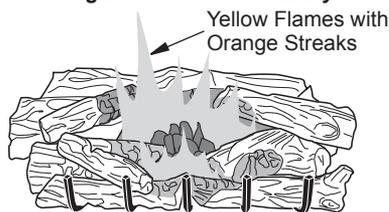


Figure 19 - Correct Burner Flame Pattern

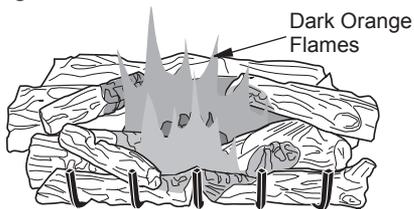


Figure 20 - Incorrect Burner Flame Pattern

CLEANING AND MAINTENANCE

WARNING: Turn off appliance and allow to cool before cleaning.

CAUTION: You must keep control areas, burners and circulating air passageways of fireplace clean. Inspect these areas of fireplace before each use. Have fireplace and chimney (if applicable) inspected yearly by a qualified service person. Fireplace may need more frequent cleaning due to excessive lint from carpeting, bedding material, etc.

Only limited cleaning will be required under normal use of this appliance. Dust the front grate and top of receiver/valve. Do not use cleaning fluids to clean logs or any other part of the appliance.

If, after a period of use, the flames start to exhibit unusual shapes and behavior or the burner fails to ignite smoothly, then the burner holes may require some cleaning. If this happens, we recommend that you contact your nearest authorized service technician to get the appliance serviced.

- Keep area around log set clean and clear of debris.
- Periodically inspect the air mixer and burner tube for foreign matter blocking the air inlet and flame holes.

SPECIFICATIONS

(V)O36NRA Series

- Rating (Variable): 28,000/41,000 Btu/Hr
- Gas Type: Natural
- Ignition: Piezo
- Manifold Pressure: 3.5" W.C.
- Inlet Gas Pressure (inches of water):
Max. 10.5" W.C., Min. 5.0" W.C.*
- Air Shutter: 3/16" OPEN

(V)O36PRA Series

- Rating (Variable): 32,000/41,000 Btu/Hr
- Gas Type: Propane/LP
- Ignition: Piezo
- Manifold Pressure: 10" W.C.
- Inlet Gas Pressure (inches of water):
Max. 14" W.C., Min. 11" W.C.*
- Air Shutter: FULLY OPEN

(V)O42NRA Series

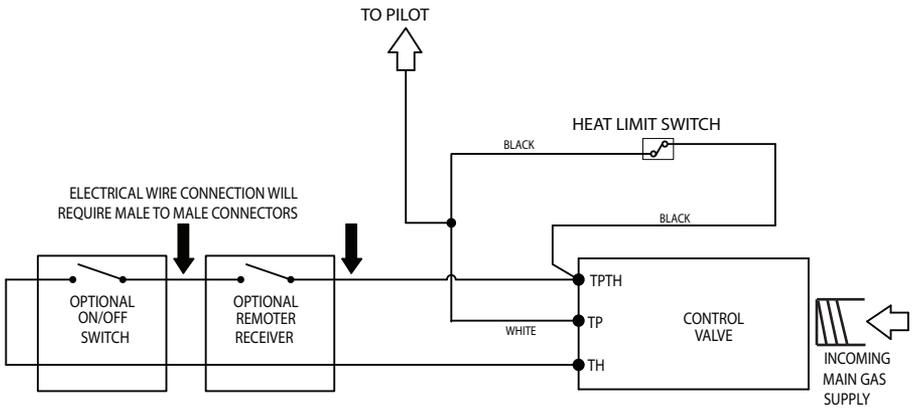
- Rating (Variable): 32,000/47,000 Btu/Hr
- Gas Type: Natural
- Ignition: Piezo
- Manifold Pressure: 3.5" W.C.
- Inlet Gas Pressure (inches of water):
Max. 10.5" W.C., Min. 5.0" W.C.*
- Air Shutter: 3/16" OPEN

(V)O42PRA Series

- Rating (Variable): 35,000/45,000 Btu/Hr
- Gas Type: Propane/LP
- Ignition: Piezo
- Manifold Pressure: 10" W.C.
- Inlet Gas Pressure (inches of water):
Max. 14" W.C., Min. 11" W.C.*
- Air Shutter: FULLY OPEN

*For purpose of input adjustment

WIRING DIAGRAM



TROUBLESHOOTING

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

⚠ CAUTION: Never use a wire, needle or similar object to clean pilot. This can damage pilot unit.

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

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
When ignitor button is pressed, there is no spark at pilot.	<ol style="list-style-type: none"> 1. Ignitor electrode not connected to ignitor cable. 2. Ignitor cable pinched or wet 3. Piezo ignitor nut is loose. 4. Broken ignitor cable. 5. Bad piezo ignitor. 6. Ignitor electrode broken. 7. Ignitor electrode positioned wrong. 	<ol style="list-style-type: none"> 1. Reconnect ignitor cable. 2. Free ignitor cable if pinched by any metal or tubing. Keep ignitor cable dry. 3. Tighten nut holding piezo ignitor. Nut is located behind the mounting bracket. 4. Replace ignitor cable. 5. Replace piezo ignitor. 6. Replace pilot assembly. 7. Tighten electrode. Replace if necessary.
When ignitor button is pressed, there is spark at pilot but no ignition.	<ol style="list-style-type: none"> 1. Gas supply turned off or equipment shutoff valve closed. 2. Gas control knob not in PILOT position. 3. Gas control knob not pressed in while in PILOT position. 4. Air in gas lines when installed. 5. Depleted gas supply (propane/LP models only). 6. Pilot is clogged. 7. Gas regulator setting is not correct. 	<ol style="list-style-type: none"> 1. Turn on gas supply or open equipment shutoff valve. 2. Turn gas control knob to PILOT position. 3. Press in gas control knob while in PILOT position. 4. Continue holding down control knob. Repeat igniting operation until air is removed. 5. Contact local propane/LP gas company. 6. Clean pilot (see Cleaning and Maintenance, page 13) or replace pilot assembly. 7. Replace gas regulator.
Burner does not light after pilot is lit.	<ol style="list-style-type: none"> 1. Burner orifice clogged. 2. Inlet gas pressure is too low. 3. Thermopile leads disconnected or improperly connected. 4. Thermopile is defective. 	<ol style="list-style-type: none"> 1. Clean burner (see Cleaning and Maintenance, page 13) or replace burner orifice. 2. Contact local propane/LP or natural gas company. 3. Reconnect leads to TP & TPTH terminals on control valve. 4. Replace thermopile.

TROUBLESHOOTING

Continued

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Pilot lights but flame goes out when control knob is released.	<ol style="list-style-type: none"> 1. Gas control knob not fully pressed in. 2. Gas control knob not pressed in long enough. 3. Equipment shutoff valve not fully open. 4. Pilot flame not touching thermocouple, which allows thermocouple to cool, causing pilot flame to go out. This problem could be caused by one or both of the following: A) Low gas pressure B) Dirty or partially clogged pilot 5. Thermocouple connection loose at control valve. 6. Thermocouple damaged. 7. Control valve damaged. 	<ol style="list-style-type: none"> 1. Press in gas control knob fully. 2. After pilot lights, keep gas control knob pressed in 30 seconds. 3. Fully open equipment shutoff valve. 4. A) Contact local natural or propane/LP gas company B) Clean pilot (see <i>Cleaning and Maintenance</i>, page 13) or replace pilot assembly. 5. Hand tighten until snug, then tighten 1/4 turn more. 6. Replace pilot assembly. 7. Replace control valve.
Delayed ignition burner.	<ol style="list-style-type: none"> 1. Manifold pressure is too low. 2. Burner porting or orifice clogged. 3. Orifice misaligned. 4. Air shutter setting incorrect. 	<ol style="list-style-type: none"> 1. Contact local propane/LP or natural gas company. 2. Clean burner (see <i>Cleaning and Maintenance</i>, page 13) or replace burner orifice. 3. Straighten alignment. 4. Set air shutter to correct opening (see <i>Specifications</i>, page 14).
Burner backfiring during combustion.	<ol style="list-style-type: none"> 1. Burner orifice is clogged or damaged. 2. Damaged burner. 3. Gas regulator defective. 	<ol style="list-style-type: none"> 1. Clean burner (see <i>Cleaning and Maintenance</i>, page 13) or replace burner orifice. 2. Replace damaged burner. 3. Replace gas control.
Slight smoke or odor during initial operation.	<ol style="list-style-type: none"> 1. Residues from manufacturing processes and logs curing. 	<ol style="list-style-type: none"> 1. Problem will stop after a few hours of operation.
Heater produces a whistling noise when burner is lit.	<ol style="list-style-type: none"> 1. Turning gas control knob to HI position when burner is cold. 2. Air in gas line. 3. Dirty or partially clogged burner orifice. 	<ol style="list-style-type: none"> 1. Turn gas control knob to LO position and let warm up for a minute. 2. Operate burner until air is removed from line. Have gas line checked by local propane/LP or natural gas company. 3. Clean burner (see <i>Cleaning and Maintenance</i>, page 13) or replace burner orifice.
Fireplace produces a clicking/ticking noise just after burners are lit or shut off.	<ol style="list-style-type: none"> 1. Metal expanding while heating or contracting while cooling. 	<ol style="list-style-type: none"> 1. This is normal. If noise is excessive, contact qualified service person.

TROUBLESHOOTING

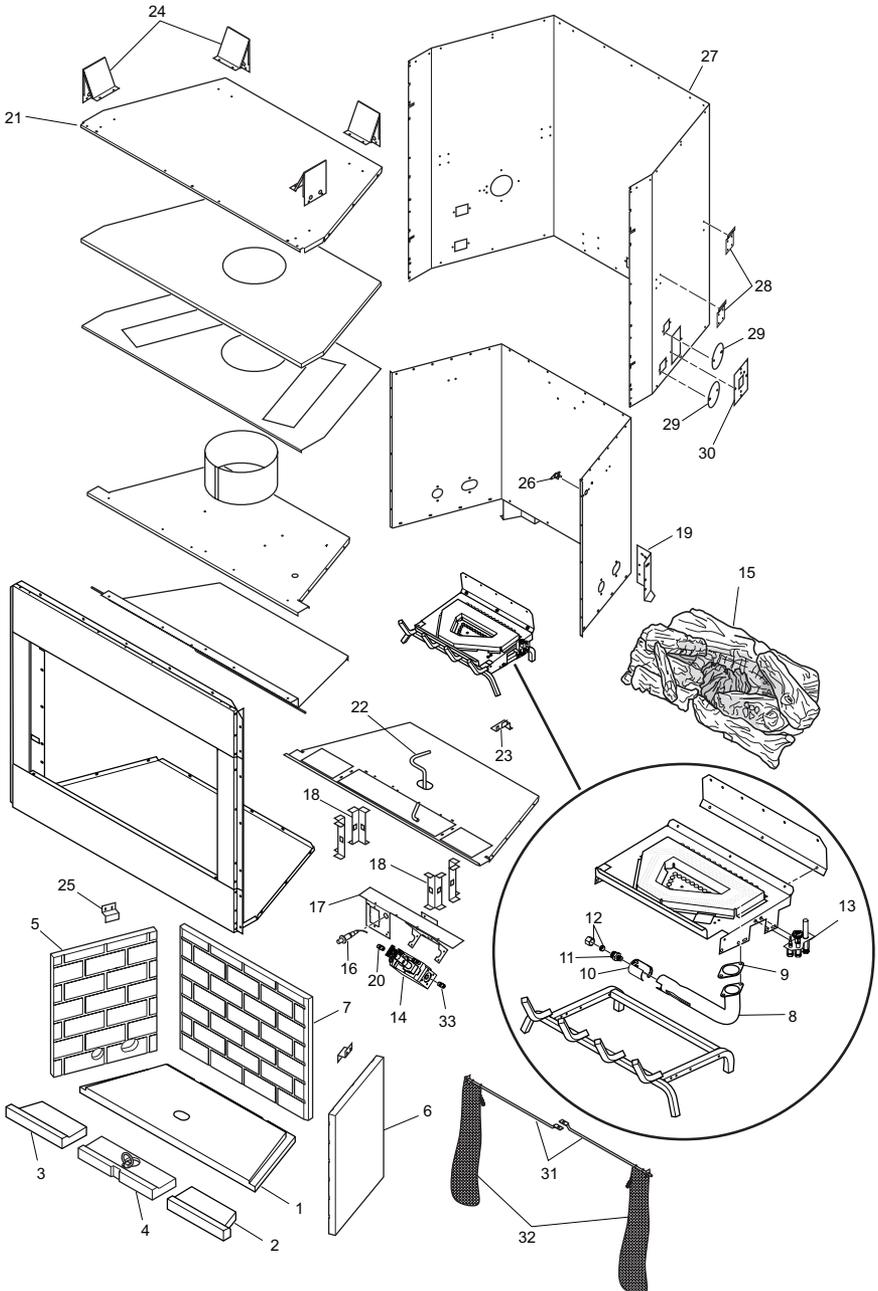
Continued

- ⚠ 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.**

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Remote does not function.	1. Battery is not installed or battery power is low.	1. Replace 9-volt batteries in receiver and hand-held remote control.
Fireplace produces unwanted odors.	1. Gas leak. See Warning statement above.	1. Locate and correct all leaks (see <i>Checking Gas Connections</i> , page 9).
Fireplace shuts off in use.	1. High or gusting winds. 2. Low line pressure. 3. Pilot is partially clogged. 4. Bad thermopile or thermocouple. 5. Improper vent cap installation.	1. Fireplace has been tested for up to 40 mph winds. However, extreme conditions may occur. See <i>Lighting Instructions</i> on page 11. 2. Contact local propane/LP or natural gas company. 3. Clean pilot (see <i>Cleaning and Maintenance</i> , page 13). 4. Replace faulty component. 5. Check for proper installation and freedom from debris or blockage.
Gas odor even when control knob is in OFF position.	1. Gas leak. See Warning statement above. 2. Control valve defective.	1. Locate and correct all leaks (see <i>Checking Gas Connections</i> , page 9). 2. Replace control valve.
Gas odor during combustion.	1. Gas leak. See Warning statement above.	1. Locate and correct all leaks (see <i>Checking Gas Connections</i> , page 9).
Dark residue on logs or inside of fireplace.	1. Air holes at burner inlet blocked. 2. Burner flame holes blocked. 3. Improper venting or excessive blockage. 4. Excessive amounts of embers and pan material.	1. Clean out air holes at burner inlets. Periodically repeat as needed. 2. Remove blockage or replace burner. 3. Have the vent system inspected, including the termination cap. Remove any restrictions or obstruction. 4. Clear excess embers until a minimum gap of 1/2" remains under the grate.

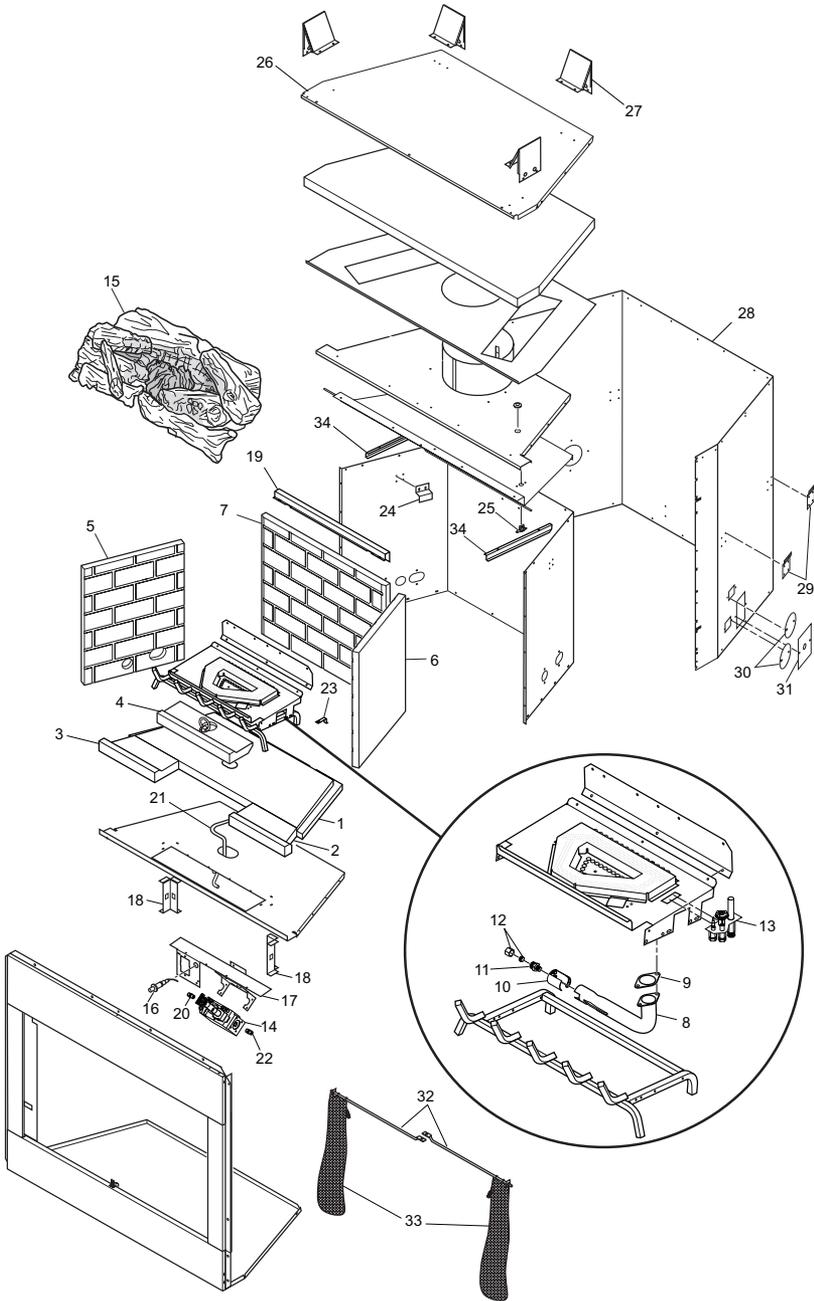
PARTS

MODELS VO36NRA, VO36PRA, VO36NRRA, VO36PRRA, VO36NRHA,
VO36PRHA, VO36NRRHA, VO36PRRHA, O36NRA, O36PRA, O36NRHA,
O36PRHA, O36NRRA, O36PRRA, O36NRRHA AND O36PRRHA



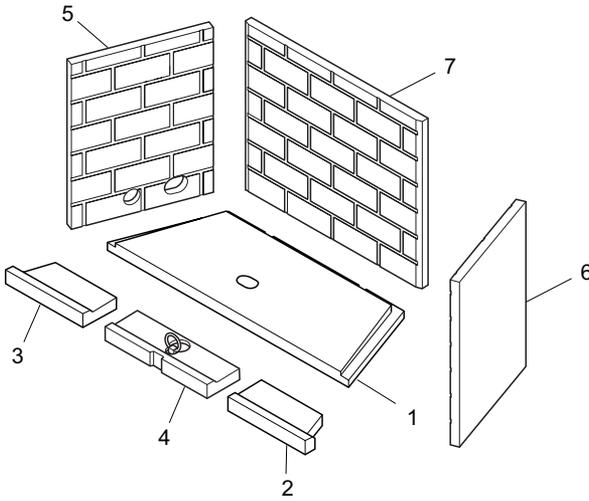
PARTS

MODELS VO42NRA, VO42PRA, VO42NRRRA, VO42PRRA, VO42NRHA,
VO42PRHA, VO42NRRHA, VO42PRRHA, O42NRA, O42PRA, O42NRHA,
O42PRHA, O42NRRRA, O42PRRA, O42NRRHA AND O42PRRHA



PARTS

BRICK REFRACTORIES



36" MODELS

42" MODELS

KEY NO.	PART NO.					DESCRIPTION					PART NO.	QTY.
		<i>(V)O36(N,P)RA</i>	<i>(V)O36(N,P)RRA</i>	<i>(V)O36(N,P)RHA</i>	<i>(V)O36(N,P)RRHA</i>		<i>(V)O42(N,P)RA</i>	<i>(V)O42(N,P)RRA</i>	<i>(V)O42(N,P)RHA</i>	<i>(V)O42(N,P)RRHA</i>		
1	123164-01	•	•			Bottom Rear (White)	•	•			123160-01	1
	123164-02			•	•	Bottom Rear (Red)			•	•	123160-02	1
2	123165-01	•	•			Bottom Right (White)	•	•			123161-01	1
	123165-02			•	•	Bottom Right (Red)			•	•	123161-02	1
3	123166-01	•	•			Bottom Left (White)	•	•			123162-01	1
	123166-02			•	•	Bottom Left (Red)			•	•	123162-02	1
4	119467-01	•	•			Bottom Center (White)	•	•			119467-01	1
	119467-02			•	•	Bottom Center (Red)			•	•	119467-02	1
5	106658-01	•				Left (White)	•				107812-01	1
	106658-02		•			Left (Red)		•			107812-02	1
	108164-01			•		Left (White Herr)			•		108169-01	1
	108164-02			•		Left (Red Herr)			•		108169-02	1
6	106659-01	•				Right (White)	•				107814-01	1
	106659-02		•			Right (Red)		•			107814-02	1
	108165-01			•		Right (White Herr)			•		108170-01	1
	108165-02			•		Right (Red Herr)			•		108170-02	1
7	106660-01	•				Rear (White)	•				107816-01	1
	106660-02		•			Rear (Red)		•			107816-02	1
	108166-01			•		Rear (White Herr)			•		108171-01	1
	108166-02			•		Rear (Red Herr)			•		108171-02	1

REPLACEMENT PARTS

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

PARTS UNDER WARRANTY

Contact authorized dealers of this product. If they can't supply original replacement part(s), call DESA Heating, LLC at 1-866-672-6040. When calling DESA Heating, LLC, have ready:

- your name
- your address
- model and serial numbers of your heater
- how heater was malfunctioning
- purchase date

SERVICE HINTS

When Gas Pressure Is Too Low

- pilot will not stay lit
- burner will have delayed ignition
- fireplace will not produce specified heat
- propane/LP gas supply may be low if using propane/LP gas

If using propane/LP gas, you may feel your gas pressure is too low. If so, contact your local propane/LP gas supplier.

Usually, we will ask you to return the part to the factory.

PARTS NOT UNDER WARRANTY

Contact authorized dealers of this product. If they can't supply original replacement part(s), call DESA Heating, LLC at 1-866-672-6040 for referral information. A list of authorized dealers can be found by visiting www.desatech.com.

When calling DESA Heating, LLC, have ready:

- model and serial numbers of your heater
- the replacement part number

TECHNICAL SERVICE

You may have further questions about installation, operation, or troubleshooting. If so, contact DESA Heating, LLC at 1-866-672-6040. When calling please have your model and serial numbers of your heater ready.

You can also visit DESA Heating, LLC's web site at www.desatech.com.

ACCESSORIES

Purchase these accessories from your local dealer. If they can not supply these accessories call DESA Heating, LLC at 1-866-672-6040 for information. You can also write to the address listed on the back page of this manual.

FIREPLACE HOOD

HS36 (36" MODELS)

HS42 (42" MODELS)

Helps deflect heat away from mantel or wall above fireplace.

DRAIN PAN

DP36 (36" MODELS)

DP42 (42" MODELS)

A sealed, corrosion resistant catch pan with provisions for draining to be installed under fireplace within fireplace enclosure.

CLEANING KIT - CCK

Your gas appliance requires regular cleaning and maintenance to prevent performance problems. This kit gives you the tools and instructions to make it easy to clean all critical areas of your appliance.



RECEIVER AND HAND-HELD REMOTE CONTROL KIT - HRC100

Allows the log set to be turned on and off by using a hand-held remote control. A wall-mount docking station is included.

METAL OUTDOOR COVER - OC36 AND OC42

Door for closing unit when not in use.

WARRANTY

KEEP THIS WARRANTY

Model (located on product or identification tag) _____

Serial No. (located on product or identification tag) _____

Date Purchased _____

Keep receipt for warranty verification.

DESA HEATING, LLC LIMITED WARRANTIES

New Products

Standard Warranty: DESA Heating, LLC warrants this new product and any parts thereof to be free from defects in material and workmanship for a period of two (2) years from the date of first purchase from an authorized dealer provided the product has been installed, maintained and operated in accordance with DESA Heating, LLC's warnings and instructions.

For products purchased for commercial, industrial or rental usage, this warranty is limited to 90 days from the date of first purchase.

Factory Reconditioned Products

Limited Warranty: DESA Heating, LLC warrants factory reconditioned products and any parts thereof to be free from defects in material and workmanship for 30 days from the date of first purchase from an authorized dealer provided the product has been installed, maintained and operated in accordance with DESA Heating, LLC's warnings and instructions.

Terms Common to All Warranties

The following terms apply to all of the above warranties:

Always specify model number and serial number when contacting the manufacturer. To make a claim under this warranty the bill of sale or other proof of purchase must be presented.

This warranty is extended only to the original retail purchaser when purchased from an authorized dealer, and only when installed by a qualified installer in accordance with all local codes and instructions furnished with this product.

This warranty covers the cost of part(s) required to restore this product to proper operating condition and an allowance for labor when provided by a DESA Heating, LLC Authorized Service Center or a provider approved by DESA Heating, LLC. Warranty parts must be obtained through authorized dealers of this product and/or DESA Heating, LLC who will provide original factory replacement parts. Failure to use original factory replacement parts voids this warranty.

Travel, handling, transportation, diagnostic, material, labor and incidental costs associated with warranty repairs, unless expressly covered by this warranty, are not reimbursable under this warranty and are the responsibility of the owner.

Excluded from this warranty are products or parts that fail or become damaged due to misuse, accidents, improper installation, lack of proper maintenance, tampering, or alteration(s).

This is DESA Heating, LLC's exclusive warranty, and to the full extent allowed by law; this express warranty excludes any and all other warranties, express or implied, written or verbal and limits the duration of any and all implied warranties, including warranties of merchantability and fitness for a particular purpose to two (2) years on new products and 30 days on factory reconditioned products from the date of first purchase. DESA Heating, LLC makes no other warranties regarding this product.

DESA Heating, LLC's liability is limited to the purchase price of the product, and DESA Heating, LLC shall not be liable for any other damages whatsoever under any circumstances including indirect, incidental, or consequential damages.

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

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

For information about this warranty contact:



DESA Heating, LLC
2701 Industrial Drive
Bowling Green, KY 42101
www.desatech.com
1-866-672-6040

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Rev. A
02/09