DVAG11, DVAG17, DVAG30

Owner's Instructions & Operation Manual

DVAG11

DVAG30

DVAG17

FOR QUESTIONS AND CONCERNS, CONTACT US AT

Allparts Equipment & Accessories Inc.

www.allpartsinc.com

Call Us: 1-269-685-4123

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Owner's Instruction and Operation Manual

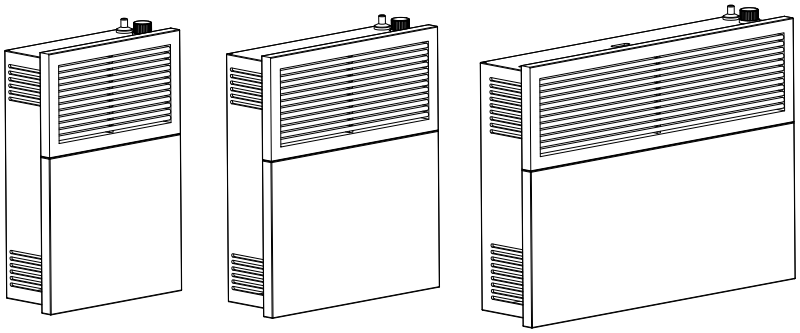
Ashley

America's Hearth Since 1905

Model Number:

DVAG11, DVAG17,

DVAG30



PFS C US

Report Number: F23-193R1

Certified to ANSI STD Z21.86-2016 (R2021)
and Certified to CSA STD 2.32-2016 (R2021)

* All Pictures In This Manual Are For Illustrative Purposes Only. Actual Product May Vary.

853277Q-1903N

Save These Instructions In A Safe Place For Future Reference.

⚠WARNING: If the information in these instructions 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.

*** Installation and service must be performed by a qualified installer, service agency or the gas supplier ***

Please read this manual BEFORE installing and operating this unit.

INSTALLER: Leave this manual with the appliance.

CONSUMER: Retain this manual for future reference.

⚠CALIFORNIA PROPOSITION 65 WARNING:

This product can expose you to chemicals including carbon monoxide, which is known to the State of California to cause cancer, birth defects, and/or other reproductive harm. For more information, go to www.P65warnings.ca.gov

THIS MANUAL IS SUBJECT TO CHANGE WITHOUT NOTICE.

DIMENSIONS

MODEL: DVAG11N/ DVAG11L

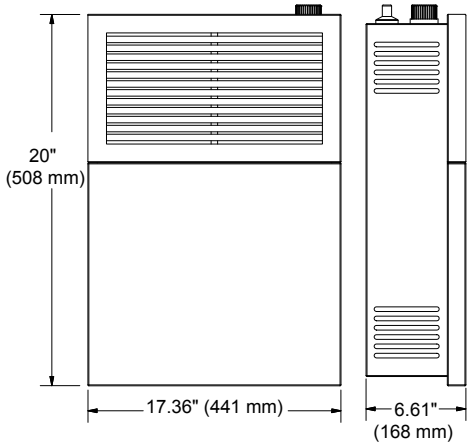


Figure 1

Height	20 (508 mm)
Width	17.36 (441 mm)
Depth	6.61 (168 mm)
Weight lbs. (kg.)	28 (12.7 kg)
Ignition	Piezo-electric ignitor

MODEL: DVAG17N/DVAG17L

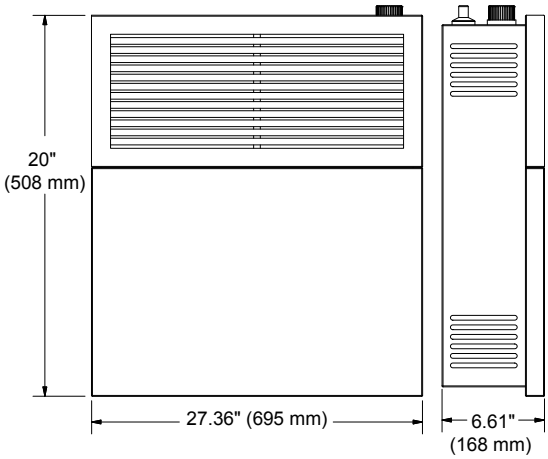


Figure 2

Height	20 (508 mm)
Width	27.36 (695 mm)
Depth	6.61 (168 mm)
Weight lbs. (kg.)	43 (19.5 kg)
Ignition	Piezo-electric ignitor

MODEL: DVAG30N DVAG30L

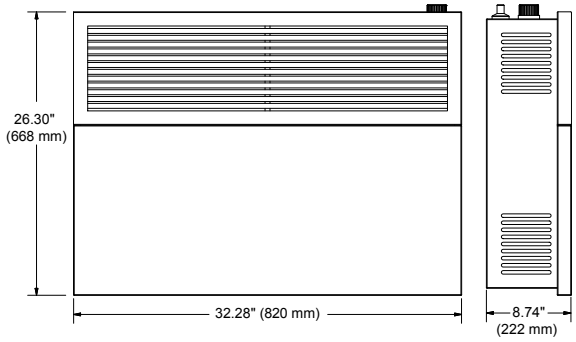


Figure 3

Height	26.30 (668 mm)
Width	32.28 (820 mm)
Depth	8.74 (222 mm)
Weight lbs. (kg.)	62.2 (28.2 kg)
Ignition	Piezo-electric ignitor

INSTALLATION CHECKLIST

Your Gas Stove should be installed by a qualified installer only. An NFI qualified Installer can be found at www.nficertified.org/public/find-an-nfi-pro/

INSTALLER CHECK LIST

This Checklist is to be completed in full by the qualified person who installs this unit. Keep this page for future reference.

Failure to install and commission according to the manufacturer's instructions and complete this checklist will invalidate the warranty.

Please Print

Customer Name:	Telephone Number:
Address:	
Model:	
Serial Number:	
Installation Company Name:	Phone Number:
Installation Technician's Name:	License Number:

DESCRIPTION OF WORK

Location of installed appliance: _____

CHECKLIST

Confirm clearances to combustibles as per installation instructions in this manual ☐

Confirm the venting system is secure and sealed ☐

Confirm the stove starts and operates properly ☐

Check to ensure a CO alarm is installed as per local building codes and is functional ☐

Explain the safe operation, proper fuel usage, cleaning, and routine maintenance requirements ☐

Declaration of Completion: As the qualified person responsible for the work described above, I confirm that the appliance as associated work has been installed as per manufacturer's instructions and following any applicable building and installation codes.

Signed: _____ Print Name: _____ Date: _____

Home Owner: RETAIN THIS INFORMATION FOR FUTURE REFERENCE

Note: Register your product by using your smart phone with the QR code. Save your receipts with your records for any warranty claims.

You can also register your product online at www.usstove.com/support/product-registration / OR by downloading the US Stove Company app available for iOS and Android.

For Customer Service, please call:
1-800-750-2723 Ext 5050 or;
Text to 423-301-5624 or;
Email us at:
customerservice@usstove.com

REQUIREMENTS FOR THE COMMONWEALTH OF MASSACHUSETTS

The following requirements reference various Massachusetts and national codes not contained in this manual. For all sidewall horizontally vented gas fueled equipment installed in every dwelling, building or structure used in whole or in part for residential purposes, including those owned or operated by the Commonwealth and where the side wall exhaust vent termination is less than (7) feet above finished grade in the area of the venting, including but not limited to decks and porches, the following requirements shall be satisfied:

INSTALLATION OF CARBON MONOXIDE DETECTORS

At time of installation of side wall horizontally vented gas fueled equipment, the installing plumber or gas-fitter shall observe that a hard wired carbon monoxide detector with an alarm and battery back-up is installed on the floor level where the gas equipment is to be installed. In addition, the installing plumber or gas-fitter shall observe that a battery operated or hard wired carbon monoxide detector is installed on each additional level of the dwelling, building or structure served by the side wall horizontal vented gas fueled equipment. It shall be the responsibility of the property owner to secure the services of qualified licensed professionals for the installation of hard wired carbon monoxide detectors. In the event that the side wall horizontally vented gas fueled equipment is installed in a crawl space or attic, the hard wired carbon monoxide detector with alarm and battery back-up may be installed on the next adjacent floor level. In the event that the requirements of this subdivision can not be met at the time of completion of installation, the owner shall have a period of thirty (30) days to comply with the above requirements; provided, however, that during said thirty (30) day period, a battery operated carbon monoxide detector with an alarm shall be installed.

APPROVED CARBON MONOXIDE DETECTORS

Each carbon monoxide detector as required in accordance with the above provisions shall comply with NFPA 720 and be ANSI/UL 2034 listed and IAS certified.

SIGNAGE

A metal or plastic identification plate shall be permanently mounted to the exterior of the building at a minimum of eight (8) feet above grade directly in line with the exhaust vent terminal for the horizontally vented gas fueled heating the appliance or equipment. The sign shall read, in print no less the one-half inch (1/2") in size, "GAS VENT DIRECTLY BELOW. KEEP CLEAR OF ALL OBSTRUCTIONS".

INSPECTION

The state or local gas inspector of the side wall horizontally vented gas fueled equipment shall not approve the installation unless, upon inspection, the inspector observes carbon monoxide detectors and signage installed in accordance with the provisions of 248 CMR 5.08 (2) (a) 1 through 4.

EXEMPTIONS

The following equipment is exempt from 248 CMR 5.08 (2) (a) 1 through 4: The equipment listed in Chapter 10 entitled "Equipment Not Required To Be Vented" in the most current edition of NFPA 54 as adopted by the Board; and Product Approved side wall horizontally vented gas fueled equipment installed in a room or structure separate from the dwelling, building or structure used in whole or in part for residential purposes.

MANUFACTURER REQUIREMENTS

Gas Equipment Venting System Provided: When the manufacturer of Product Approved side wall horizontally vented gas equipment provides a venting system design or venting system components with the equipment, the instructions provided by the manufacturer for installation of the equipment and the venting system shall include:

Detailed instructions for the installation of the venting system design or the venting system components; and a complete parts list for the venting system design or venting system.

GAS EQUIPMENT VENTING SYSTEM NOT PROVIDED

When the manufacturer of Product Approved side wall horizontally vented gas equipment does not provide the parts for venting the flue gases, but identifies "special venting systems", the following requirements shall be satisfied by the manufacturer:

The referenced “special venting systems” instructions shall be included with the appliance or equipment installation instructions and;

The “special venting systems” shall be Product Approved by the Board, and the instructions for that system shall include a parts list and detailed installation instructions.

A copy of all installation instructions for all Product Approved side wall horizontally vented gas fueled equipment, all venting instructions, all parts lists for venting instructions, and/or all venting design instructions shall remain with the appliance or equipment at the completion of the installation.

PRODUCT IDENTIFICATION

THIS GAS APPLIANCE MUST NOT BE CONNECTED TO A CHIMNEY FLUE SERVING A SEPARATE SOLID-FUEL BURNING APPLIANCE.

IMPORTANT FOR YOUR SAFETY

- **IMPROPER INSTALLATION, ADJUSTMENT, ALTERATION, SERVICE, OR MAINTENANCE CAN CAUSE PROPERTY DAMAGE, PERSONAL INJURY OR LOSS OF LIFE. REFER TO THIS MANUAL.**
- **INSTALLATION AND SERVICE MUST BE PERFORMED BY A QUALIFIED INSTALLER, SERVICE AGENCY, OR THE GAS SUPPLIER.**

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.

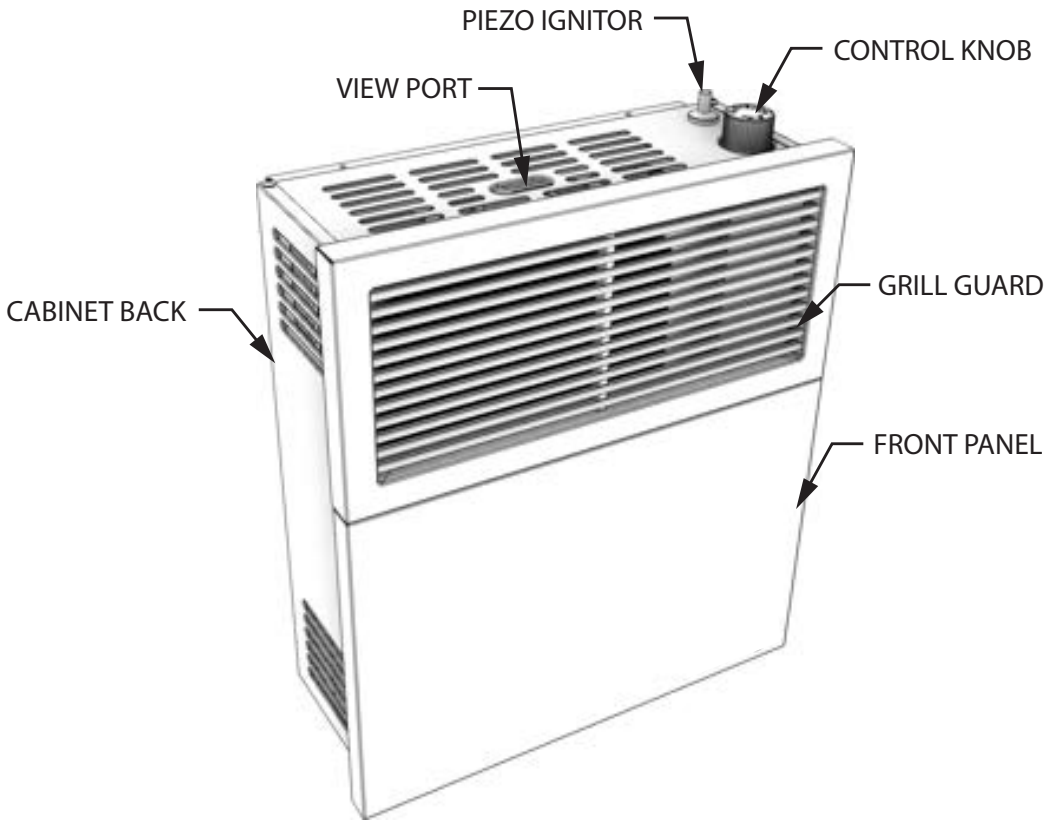


Figure 4

Model No.	Input * Btu/Hr. (kW)	Max. Gas Inlet Pressure inch W.C. (mm. W.C.)	Min. Gas Inlet Pressure inch W.C. (mm. W.C.)	Pres. Reg. Settings Manifold inch W.C. (mm. W.C.)	Valve Type
DVAG 11N	11,000 (3.20 kW)	10.5 (267 mm)	7 (178 mm)	5 (127 mm)	Chant RTZ-WK
DVAG 11L	11,000 (3.20 kW)	14 (355 mm)	11 (280 mm)	10 (254 mm)	Chant RTZ-WK
DVAG 17N	17,000 (4.94 kW)	10.5 (267 mm)	7 (178 mm)	5 (127 mm)	Chant RTZ-WK
DVAG 17L	17,000 (4.94 kW)	14 (355 mm)	11 (280 mm)	10 (254 mm)	Chant RTZ-WK
DVAG 30N	25,000 (7.33 kW)	10.5 (267 mm)	7 (178 mm)	5 (127 mm)	Chant RTZ-WK
DVAG 30L	25,000 (7.33 kW)	14 (355 mm)	11 (280 mm)	10 (254 mm)	Chant RTZ-WK
**NOTE: Minimum Gas Inlet Pressure for purpose of input adjustment. 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.					

*** Installation and service must be performed by a qualified installer, service agency or the gas supplier ***

INSTALLATION

INSTALLATION ITEMS

1. Remove all items from the carton. Remove all packing materials applied to the heater for shipment.
2. Check the heater for shipping damage. If the heater is damaged, promptly inform USSC at (800) 750-2723.

Minimum Clearance From Combustible Construction	
Rear	0.25 inches (with supplied spacers)
Sides	6 inches
Top	46 inches
Floor	6 inches

Example Of Packing Material To Be Removed

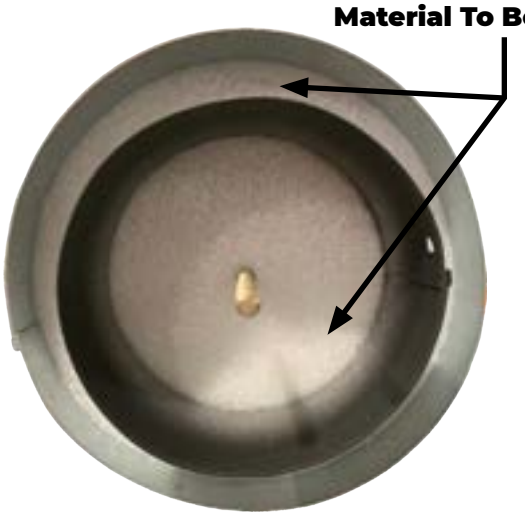


Figure 5

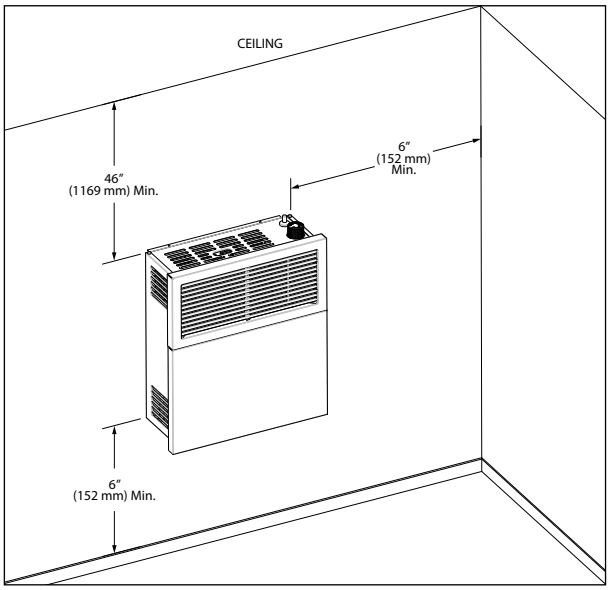
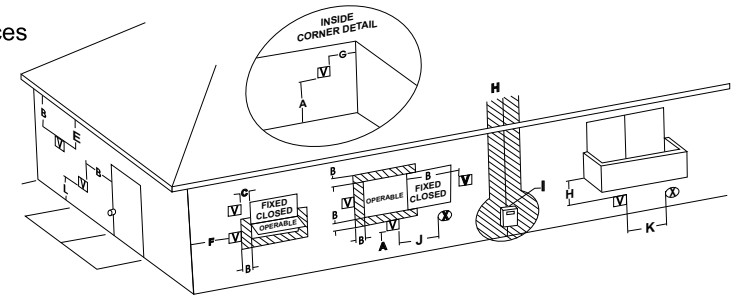


Figure 6

Vent Terminal Clearances



V VENT TERMINAL X AIR SUPPLY INLET AREA WHERE TERMINAL IS NOT PERMITED

		Canadian Installations[1]	US Installations[2]
A=	Clearance above grade, veranda, porch, deck, or balcony	12 inches (30 cm)	12 inches (30 cm)
B=	Clearance to window or door that may be opened	6 inches (15 cm) for appliances £ 10,000 Btuh (3 kW), 12 inches (30 cm) for appliances > 10,000 Btuh (30 kW), 36 inches (91 cm) for appliances > 100,000 Btuh (30 kW)	6 inches (15 cm), for appliances £ 10,000 Btuh (3 kW), 9 inches (23 cm) for appliances > 10,000 Btuh (3 kW) and £ 50,000 Btuh (15 kW), 12 inches (30 cm) for appliances > 50,000 Btuh (15 kW)
C=	Clearance to permanently closed window	*	*
D=	Vertical clearance to ventilated soffit located above the terminal within a horizontal distance of 2 feet (61 cm) from the center line of the terminal	*	*
E=	Clearance to unventilated soffit	*	*
F=	Clearance to outside corner	*	*
G=	Clearance to inside corner	*	*
H=	To each side of the center line extended above meter/regulator assembly	3 feet (91 cm) within a height 15 feet (4.5 m) above the meter/regulator assembly	*
I=	Clearance to service regulator vent outlet	3 feet (91 cm)	*

		Canadian Installations[1]	US Installations[2]
J=	Clearance to nonmechanical air supply inlet to building or the combustion air inlet to any other appliance	6 inches (15 cm.) for appliances £ 10,000 Btuh (3 kW), 12 inches (30 cm) for appliances > 10,000 Btuh (3 kW) and £ 100,000 Btuh (30 kW), 36 inches (91 cm) for appliances > 100,000 Btuh (30 kW)	6 inches (15 cm.) for appliances £ 10,000 Btuh (3 kW), 9 inches (23 cm) for appliances > 10,000 Btuh (3 kW) and £ 50,000 Btuh (15 kW), 12 inches (30 cm) for appliances > 50,000 Btuh (15 kW)
K=	Clearance to a mechanical air supply inlet	6 feet (1.83 m)	3 feet (91 cm) above if within 10 feet (3 m) horizontally
L=	Clearance above paved sidewalk or paved driveway located on public property	7 feet (2.13 m)†	*
M=	Clearance under veranda, porch, deck, or balcony	12 inches (30 cm) ‡	*

1 In accordance with the current CSA B149.1, National Gas and Propane Installation Code
2 In accordance with the current ANSI Z223.1/NFPA 54, National Fuel Gas Code
† A vent shall not terminate directly above a sidewalk or paved driveway that is located between two single family dwellings and serves both dwellings.
‡ Permitted only if veranda, porch, deck, or balcony is fully open on a minimum of two sides beneath the floor.
* For clearances not specified in ANSI Z223.1/NFPA 54 or CSA B149.1: "Clearance in accordance with local installation codes and the requirements of the gas supplier."

Figure 7

This appliance may be installed in an aftermarket, permanently located, manufactured home (USA only) or 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 kit is used.

IMPORTANT:

THIS APPLIANCE SHOULD ONLY BE INSTALLED BY A QUALIFIED INSTALLER. THE INSTALLATION MUST CONFORM WITH LOCAL CODES OR, IN THE ABSENCE OF LOCAL CODES, WITH THE NATIONAL FUEL GAS CODE, ANSI Z223.1/NFPA 54, NATURAL GAS AND PROPANE INSTALLATION CODE, CSA B149.1.

A manufactured home (USA only) or mobile home OEM installation must conform with the Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280, or, when such standard is not applicable, the Standard for Manufactured Home Installations, ANSI Z 225.1, or Standard for Gas Equipped Recreational Vehicles and Mobile Housing, CSA Z 240.4.

IMPORTANT:

- **THE APPLIANCE AREA MUST BE KEPT CLEAR AND FREE FROM COMBUSTIBLE MATERIALS, GASOLINE, AND OTHER FLAMMABLE VAPORS AND LIQUIDS.**
- **DUE TO HIGH TEMPERATURES, THE APPLIANCE SHOULD BE LOCATED OUT OF TRAFFIC AND AWAY FROM FURNITURE AND DRAPERIES.**
- **CHILDREN AND ADULTS SHOULD BE ALERTED TO THE HAZARDS OF HIGH SURFACE TEMPERATURE AND SHOULD STAY AWAY TO AVOID BURNS OR CLOTHING IGNITION.**
- **YOUNG CHILDREN SHOULD BE CAREFULLY SUPERVISED WHEN THEY ARE IN THE SAME ROOM AS THE APPLIANCE.**
- **CLOTHING OR OTHER FLAMMABLE MATERIAL SHOULD NOT BE PLACED ON OR NEAR THE APPLIANCE.**
- **ANY SAFETY SCREEN OR GUARD REMOVED FOR SERVICING AN APPLIANCE MUST BE REPLACED PRIOR TO OPERATING THE APPLIANCE.**

IMPORTANT:
INSTALLATION AND REPAIR SHOULD BE DONE BY A QUALIFIED SERVICE PERSON. THE APPLIANCE SHOULD BE INSPECTED BEFORE USE AND AT LEAST ANNUALLY BY A QUALIFIED SERVICE PERSON. MORE FREQUENT CLEANING MAY BE REQUIRED DUE TO EXCESSIVE LINT FROM CARPETING, BEDDING MATERIAL, ETC. IT IS IMPERATIVE THAT CONTROL COMPARTMENTS, BURNERS AND CIRCULATING AIR PASSAGEWAYS OF THE APPLIANCE BE KEPT CLEAN.

WARNING:
FAILURE TO POSITION THE PARTS IN ACCORDANCE WITH THESE DIAGRAMS, OR FAILURE TO USE ONLY PARTS SPECIFICALLY APPROVED WITH THIS APPLIANCE MAY RESULT IN PROPERTY DAMAGE OR PERSONAL INJURY.

HARDWARE PACKET CONTENTS

KEY	DESCRIPTION	ITEM	QTY
i	Medium Screw		3
ii	Large Screw		4
iii	Washer		4
iv	Spacer Washer		4
v	Rubber Grommet		2
vi	Small Screw		11

INSTALLING THE HANGING BRACKET ON A NON-COMBUSTIBLE WALL (I.E., MASONRY BLOCK OR CONCRETE)

1. Remove the required heat shield from the box and fold it as indicated in the illustration (fold along the perforated lines and break off when installing in a 2 X 4 wall). Align the holes on the heat shield with the holes on the mounting bracket and attach using the six provided small screws (vi).

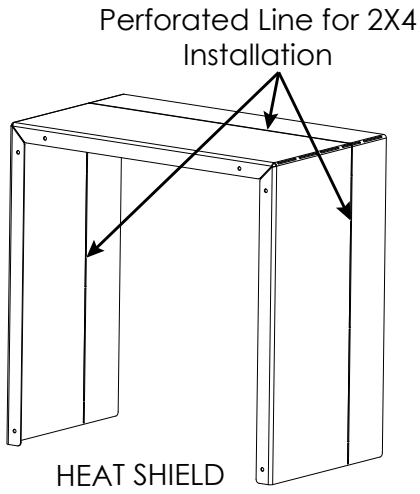


Figure 8


X 6

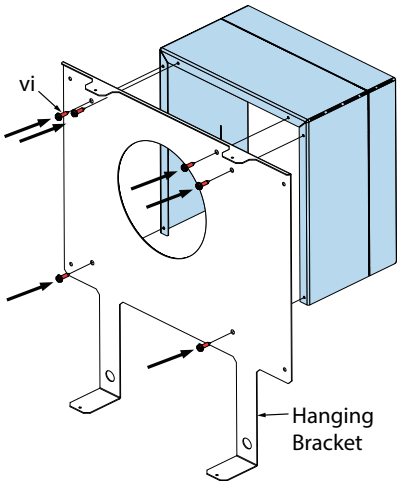


Figure 9

2. Draw the position of the hole for the air-vent intake pipe, taking into account the minimum clearances mentioned in Figure 6. See the dimensions of the square hole “D” and height to the center “C” in Table 1 and Figure 10 for the different models. Height “C” is the minimum recommended.

TABLE 1		
MODEL	C	D
DVAG 11N - DVAG 11L	20-7/32” (514 mm)	11-1/4” x 11-1/4” (286 x 286 mm) square hole
DVAG 17N - DVAG 17L	20” (508 mm)	
DVAG 30N - DVAG 30L	25-7/16” (647 mm)	

3. Cut the square hole through the wall according to the measurements and positions indicated in the figure below.

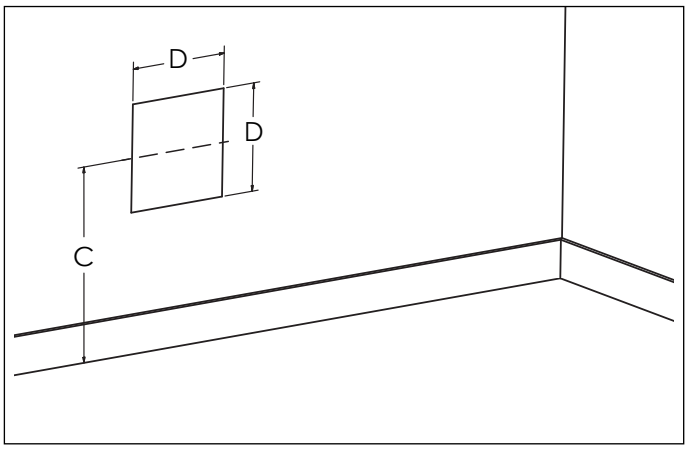


Figure 10

4. Insert the two provided rubber grommets (v) into the lower bracket.

X 2

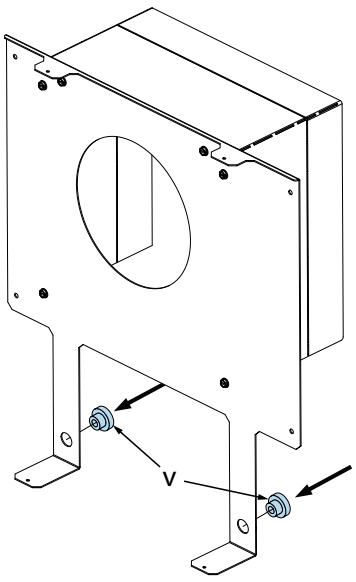


Figure 11

5. Place the hanging bracket over the square hole. Check to see if the bracket is level. After leveling the hanging bracket, mark the four holes.

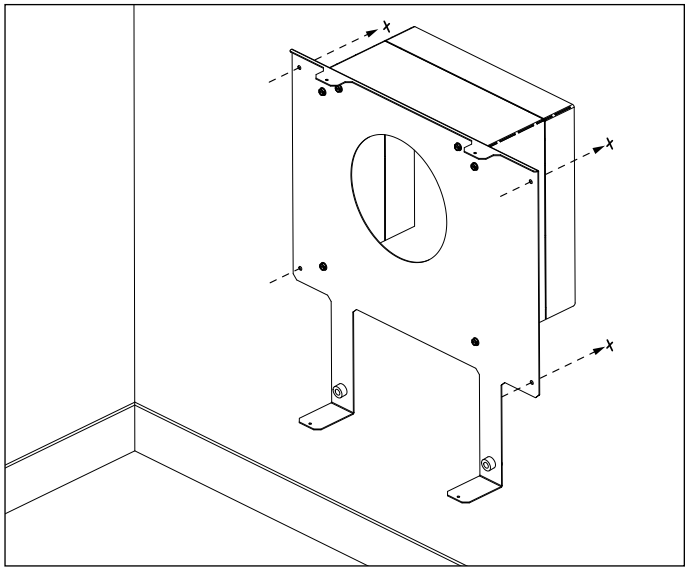


Figure 12

6. Remove the hanging bracket and drill the four holes using a masonry drill bit. NOTE: The masonry drill bits size must match the size of the masonry screw that will be used (masonry screws and drill bit not included).
7. Secure the hanging bracket to the wall. IMPORTANT: The four 1/4” spacer washers (iv) provided must be put between the bracket and the wall.

X 4

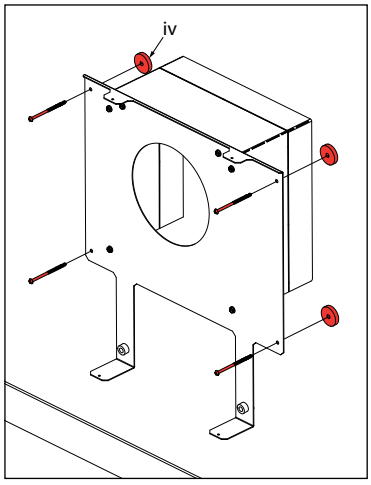


Figure 13

8. Proceed to the "MOUNTING THE HEATER ONTO THE HANGING BRACKET" section of this manual.

INSTALLING THE HANGING BRACKET ON A COMBUSTIBLE WALL (I.E, DRYWALL/WOODEN WALL)

1. Remove the required heat shield from the box and fold it as indicated in the illustration (fold along the perforated lines and break off when installing in a 2 X 4 wall). Align the holes on the heat shield with the holes on the mounting bracket and attach using the six provided small screws (vi).

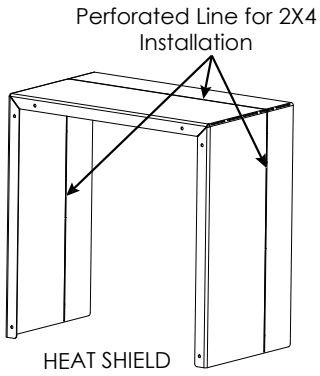


Figure 14

X 6

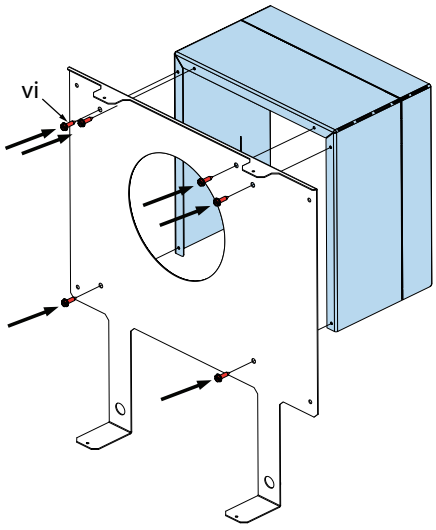


Figure 15

2. Taking into account the minimum clearances mentioned in table 2, locate the closest wall stud (which will serve to hold the appliance) and mark the square hole center at a distance "A", (if the wall stud is at the right), or "B", (if the stud is at the left)(see table 2 and Figures 16 and 17).

   Note: Use the heat shield to help hold the bracket in place when marking the square hole locations.

3. Cut the square hole through the wall.

TABLE 2			
A	B	C	D
DVAG11N / DVAG11L			
9-1/8" (233 mm)	6-13/16" (174 mm)	20-3/16" (514 mm)	11-1/4" X 11-1/4" (286 x 286 mm) square hole
DVAG17 / DVAG17L			
8" (204 mm)	8" (204 mm)	19-1/2" (495 mm)	11-1/4" X 11-1/4" (286 x 286 mm) square hole
DVAG30N / DVAG30L			
8" (204 mm)	8" (204 mm)	23-3/16" (590 mm)	11-1/4" X 11-1/4" (286 x 286 mm) square hole

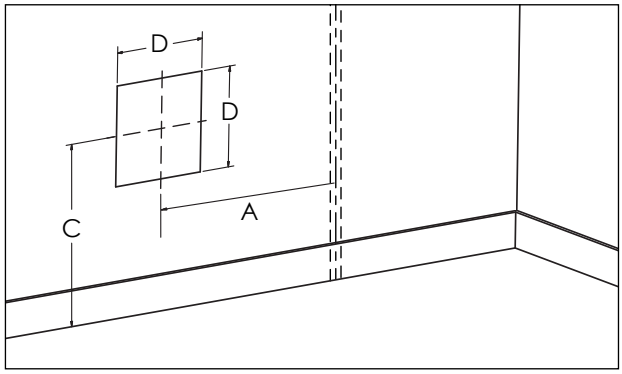


Figure 16

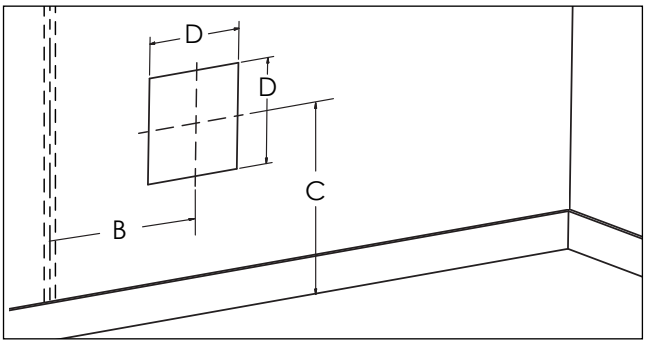


Figure 17

4. Insert the two provided rubber grommets (v) into the lower bracket as shown.

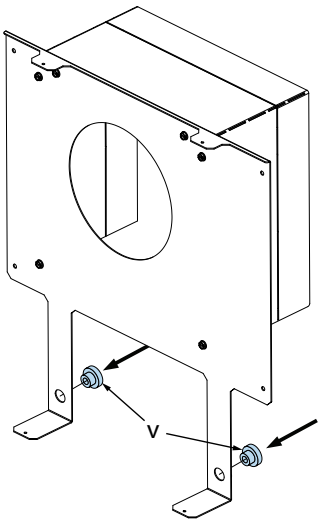


Figure 18

5. Place the wall bracket with the heat shield attached into the square hole. Check to see that the bracket is level. If not, you may have to trim the hole you cut to ensure the bracket is level when installed. After leveling the hanging bracket, mark the 4 holes as shown.

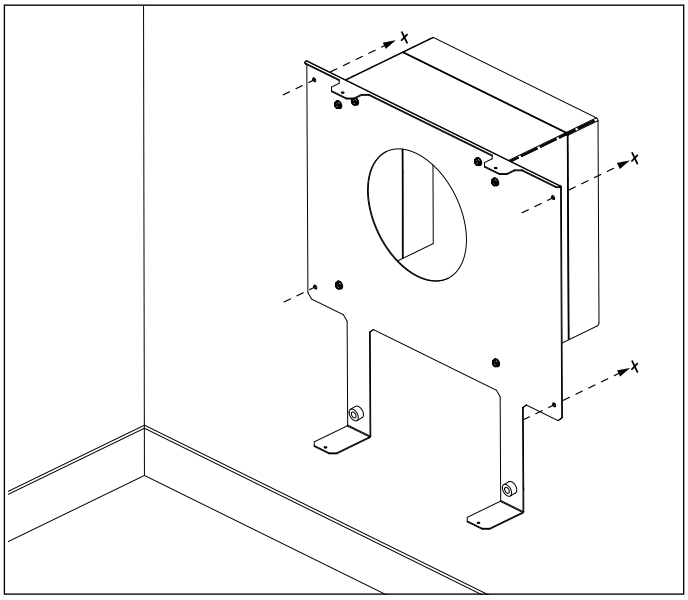
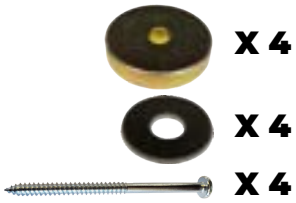


Figure 19

6. Remove the hanging bracket and drill the four holes using a 3/32” drill bit.

7. Place the hanging bracket and attach it with four screws (ii) and four washers (iii). IMPORTANT: The four 1/4” spacer washers (iv) provided must be put between the bracket and the wall.



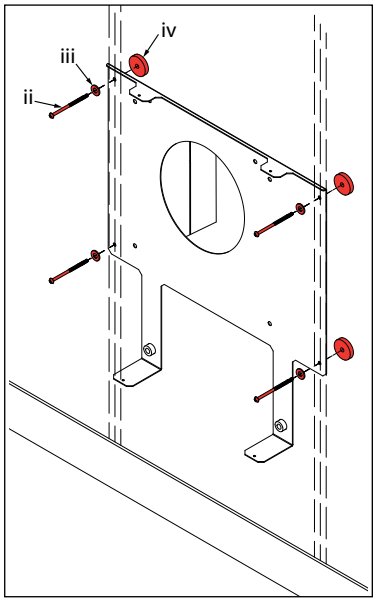


Figure 20

MOUNTING THE HEATER ONTO THE HANGING BRACKET

1. Place the heater on the hanging bracket and secure with two small screws (vi).

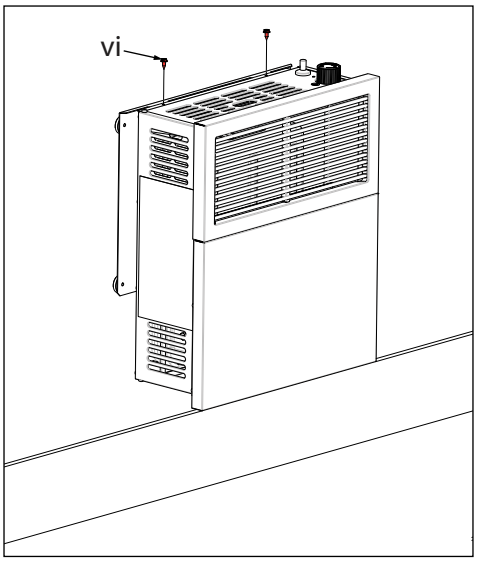


Figure 21

2. Use two medium screws (i) to secure the bottom bracket to the unit.

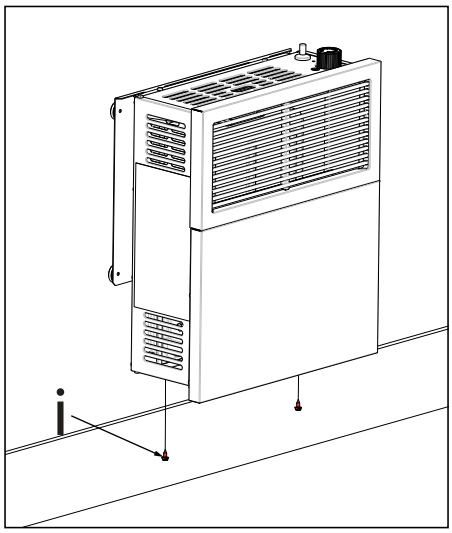


Figure 22

ATTENTION:
THE ATTACHED SET OF THREE MARKING PLATES (RATING PLATE, OPERATION INSTRUCTIONS, AND SAFETY PLATE) MUST NOT BE REMOVED FROM THE APPLIANCE AT ANY TIME.

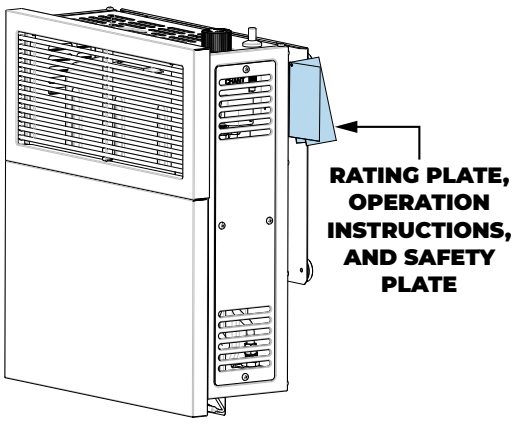


Figure 23

INSTALLING THE VENTING SYSTEM

These models of wall furnaces are designed for direct venting through a wall. Only venting components specifically approved for these furnaces may be used. The flow of combustion gases and ventilation air must not be obstructed. Minimum clearance between pipes and combustible materials is one (1) inch (25.4 mm). Vent terminal must be 18.0" away from an adjacent wall. Minimum clearance between vent cap and combustible material 1-3/4".

IMPORTANT:
THE VENT-AIR INTAKE SYSTEM MUST BE PROPERLY INSTALLED TO ENSURE PROPER AND SAFE OPERATION. THE VENT-AIR INTAKE SYSTEM MUST ALSO BE PROPERLY RE-INSTALLED AND RESEALED TO ENSURE PROPER AND SAFE OPERATION.

WARNING:
FAILURE TO POSITION THE PARTS IN ACCORDANCE WITH THESE DIAGRAMS OR FAILURE TO USE ONLY PARTS SPECIFICALLY APPROVED WITH THIS APPLIANCE MAY RESULT IN PROPERTY DAMAGE OR PERSONAL INJURY.

IMPORTANT:
THE APPLIANCE'S VENTING SYSTEM SHOULD BE INSPECTED AT LEAST ONCE A YEAR AND IMMEDIATELY CLEANED IF NECESSARY.

CAUTION:
ALL JOINTS MUST BE AIR-TIGHT.

CAUTION:
THE VENT PIPE MUST HAVE A SLIGHT DOWNWARD SLOPE. 1/4" PER FOOT.

The venting system consists of:

A	Vent Cap
B	Vent Pipe
C	Vent-Air Intake Pipe
D	Rod
E	Nut
F	Outdoor Mounting Plate
G	Silicon-Rubber Ring
H	Tape
i	Insulation
J	Rain Shield
K	Heat Shield

Table 3 Lengths Of Pipes And Rod.		
Vent Pipe (B)	Vent-Air Intake Pipe (C)	Rod (D)
Wall Thickness + 3-3/8“ (86 mm)	Wall Thickness + 2-1/2“ (64 mm)	Wall Thickness + 5-7/8“ (149.5 mm)

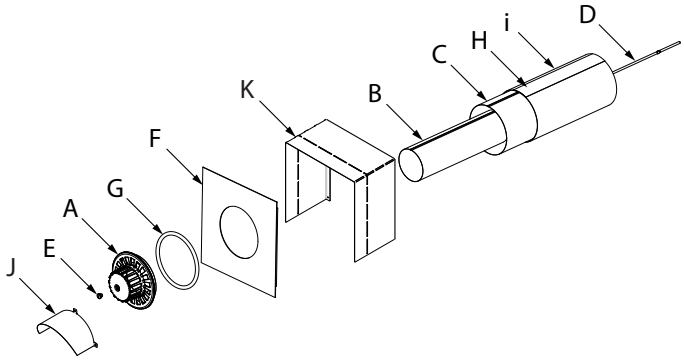


Figure 24

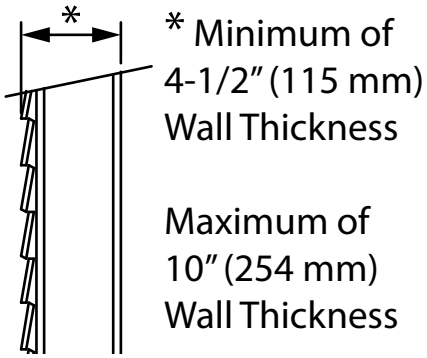


Figure 25

Measure thickness of the wall as shown in figure 25.

1. If any of the following are long trim them according to thickness of the wall, (see table 3):

- (B) vent pipe
- (C) vent-air intake pipe
- (i) insulation
- (D) rod

2. The hole at the outside of the wall must be a square of 11-1/4” (286 mm) x 11-1/4” (286 mm).
3. Slide the heat shield (K) into the 11-1/4” (286 mm) x 11-1/4” (286 mm) square hole. Secure the heat shield (K) to the wall bracket using the appropriate hardware.
4. From the outside of the wall, screw the rod (D) slightly onto support located inside the appliance flue outlet.
5. Wrap the vent-air intake pipe (C) with the provided insulation (i) (foil side out) and place the provided strip of tape (H) down the seam to secure it.
6. Slide the smaller vent pipe (B) (from outside your house) through the hole in the wall and attach to the mounted heater inside your house. Be sure the vent pipe is snug and engaged to the heater. Then slide the larger Vent-Air Intake Pipe, with the insulation wrapped and taped to the outside of the pipe, through the same hole and over the smaller Vent Pipe (B) and attach to the heater.

NOTE: It is critical that the insulation wrap (i) be wrapped and secured with the tape on the outside of the larger Vent-Air Intake Pipe (C). The insulation is NOT to be wrapped in between Vent Pipe (B) and Vent-Air Intake Pipe (C).

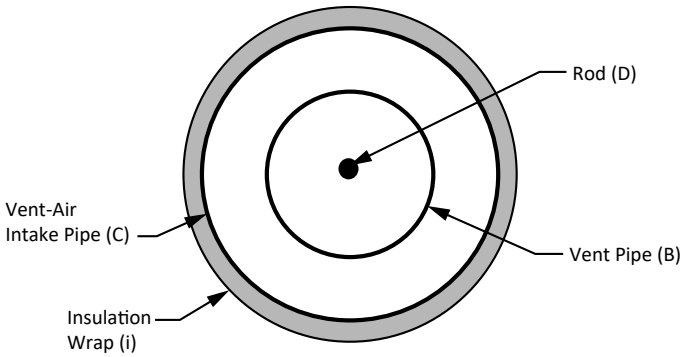


Figure 26

7. The outdoor mounting plate (F) and the silicon rubber ring (G) should be installed between the vent cap (A) and the exterior wall. Note: For additional security, the outdoor mounting plate (F) can be attached to the outside of the wall using the appropriate hardware for mounting to the surface of the building. The outdoor mounting plate (F) must be positioned flush to the wall and sealed with a non-hardening mastic (silicone caulk).
8. Before attaching the vent cap (A) to the exterior wall, run a bead of non-hardening mastic (silicone caulk) around its outside edge, so as to make a seal between it and the outdoor mounting plate (F).
9. Slide the vent cap (A) into position and secure into place using the provided nut (E). Tighten nut (E) down until the vent cap (A) leans against the outdoor mounting plate (F).

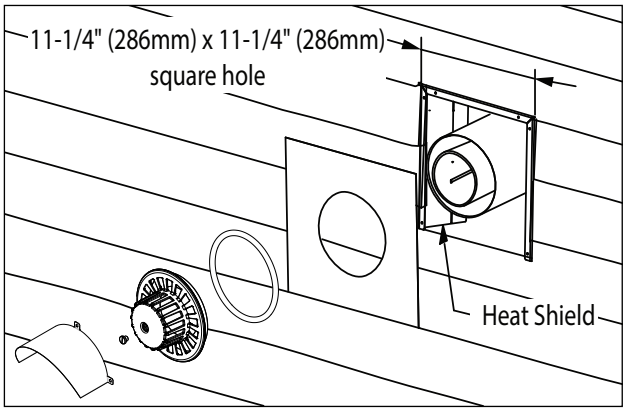


Figure 27

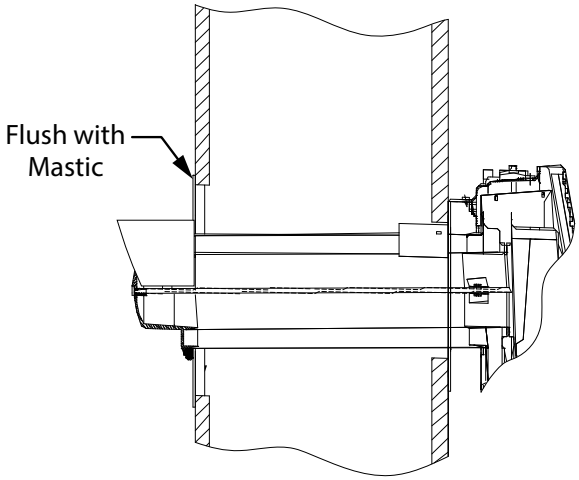
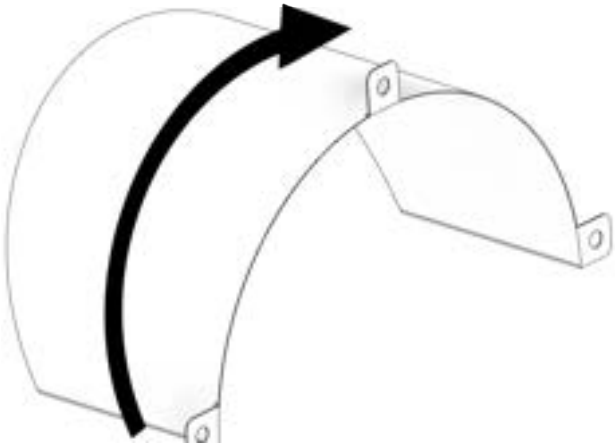


Figure 28

10. Hand-bend the rain shield (J) into a semi-circle and align it with the mounting holes located in the outdoor mounting plate (F). Secure the rain shield (J) to the outdoor mounting plate (F) using three (3) small screws (vi) included in the hardware packet.



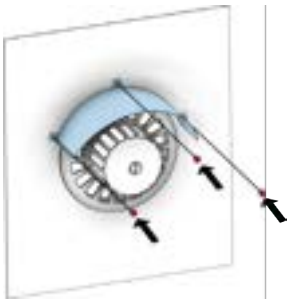


Figure 29

INSTALLING THE THERMOSTAT SENSOR

In order to protect the thermostat sensor from any damage during shipping, or while handling it before it is definitely installed, the thermostat sensor has not been attached to its final location in the appliance. So, once the heater is installed, the thermostat sensor must be placed and secured in position. To do so, follow these steps:

1. Reach in through the bottom of the unit and cut the cable tie holding the thermostat sensor to the unit.
2. Place the thermostat sensor under the right bottom of the bracket and attach it with the provided medium screw (i) that fixes the appliance to the bracket as shown.

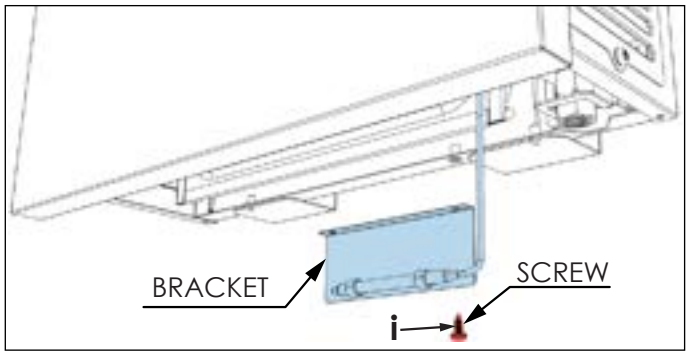


Figure 30

GAS CONNECTION

1. We recommend using only new black iron or steel pipe. CHECK LOCAL CODES.
2. The gas supply line shall be sized and installed to provide a sufficient supply of gas to meet the maximum demand of the heater without undue loss of pressure.
3. The sealant used on the threaded joints of the gas pipe must be a type resistant to the action of L.P. Gas. (This sealant should be applied

lightly to main threads to ensure excess sealant does not enter lines.)

4. The gas supply system must include a manual shut off valve and connection in the line, so the heater can be disconnected for servicing.
5. Include a drip leg (trap) and a plugged 1/8" N.P.T. tapping in the line. The tapping should be accessible for test gauge connections upstream of the gas supply connection to the heater.

IMPORTANT:
HOLD THE GAS INLET OF THE APPLIANCE WITH WRENCH WHEN CONNECTING IT TO GAS PIPING AND/OR FITTINGS.

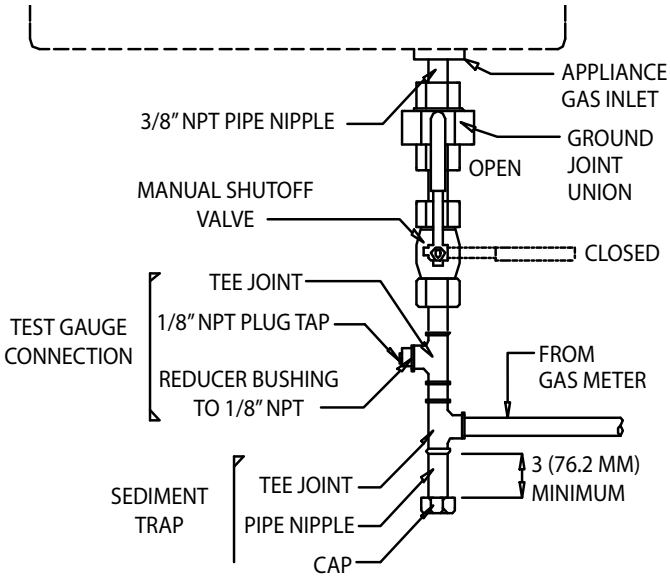


Figure 31

Inlet Pressure	
Nat. Gas	7" W.C to 10.5" W.C.
Nat. Gas	178 mm W.C. to 267 mm W.C.
L.P. Gas	11" W.C. to 14" W.C.
L.P. Gas	280 mm W.C. to 356 mm W.C.

WARNING:
• **FOR L.P. GAS, USE PRESSURE REGULATED GAS SUPPLY. DO NOT DIRECTLY CONNECT LP SUPPLY TANK TO THE PRESSURE REGULATOR ON THE HEATER. THE LP SUPPLY TANK MUST HAVE ITS OWN SEPARATE PRESSURE REGULATOR THAT CAN REDUCE THE SUPPLY TANK GAS PRESSURE DOWN TO A MAXIMUM OF 14 INCHES (355 MM) OF WATER COLUMN PRESSURE.**
• **ALL GAS PIPING AND CONNECTIONS MUST BE TESTED FOR LEAKS AFTER INSTALLATION OR SERVICING. ALL LEAKS MUST BE CORRECTED IMMEDIATELY.**

CHECK AFTER GAS CONNECTION

1. Make sure the control of the heater is in the "OFF" position.
2. Open the manual shut off valve. Test for leaks by applying liquid detergent to all joints. Check all joints from gas meter to thermostat gas valve. (Bubbles forming indicate a gas leak)
3. Correct any leak defect at once.

CAUTION:
NEVER USE AN OPEN FLAME TO CHECK FOR LEAKS

PRESSURE TESTING SUPPLY LINE

ATTENTION: This appliance and its appliance main gas valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psi (3,5 kPa). The appliance must be isolated from the gas supply piping system by closing equipment shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psi (3,5 kPa).

HIGH ALTITUDE INSTALLATIONS

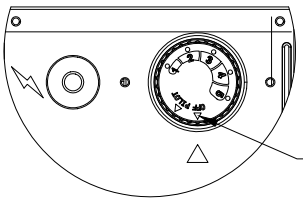
This appliance may be installed at higher altitudes. Please refer to National Fuel Gas Code ANSI Z223.1/ NFPA 54, CSA-B149.1 Natural Gas and Propane Installation Code, local authorities, or codes having jurisdiction in your area regarding derate guidelines. Per the above reference codes, for elevations above 2000 ft , (4,500 ft (1,372 m) in Canada) input ratings are to be reduced by 4% for each 1,000 ft (305 m).

WARNING:

IF YOU DO NOT FOLLOW THESE INSTRUCTIONS EXACTLY, A FIRE EXPLOSION MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL INJURY OR LOSS OF LIFE.

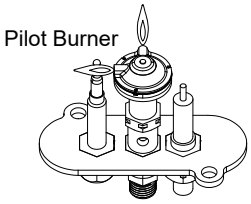
LIGHTING INSTRUCTIONS

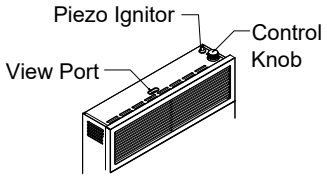
1. STOP! Read the safety information on the attached plate.
2. Check that gas supply to heater is on.
3. Set the thermostat to the lowest setting. (If applicable).
4. Push in gas control knob slightly and turn clockwise to "OFF" position. Do not force.



NOTE: Knob cannot be turned from "PILOT" to "OFF" unless knob is pushed in slightly. Do not force.

5. Wait five (5) minutes to clear out any gas. If you then smell gas, STOP! Follow "B" in the safety information above this label. If you don't smell gas, go to the next step.
6. Find pilot. The pilot can be seen through the view port on the top of the appliance.





7. Turn gas control knob counterclockwise to "Pilot". Keep control knob depressed and repeatedly push the piezo button. This should cause the spark from the ignitor to light the pilot gas. Keep control knob depressed for ten (10) seconds before releasing. If Pilot does not light, repeat step 6. NOTE: It may be necessary to press for thirty (30) seconds if this is first time heater is connected to the gas supply. If the knob does not pop up when released, stop and immediately call your service technician or gas supplier. If the pilot will not stay lit after several tries, turn the gas control knob to "OFF" and call your service technician or gas supplier.
8. When pilot is lit, turn the control knob counterclockwise to desired heating level.
9. Set thermostat to desired setting. (If applicable).

TO TURN OFF GAS TO APPLIANCE

1. Set thermostat to lowest setting. (If applicable).
2. Turn control knob clockwise to the "OFF" position. Do not Force.

CAUTION:Wait five (5) minutes before re-lighting heater.

853265D

Figure 32

CAUTION:

DO NOT TRY TO ADJUST HEATING LEVELS BY USING THE MANUAL SHUTOFF VALVE.

IMPORTANT:
• **DO NOT DRY CLOTHES OVER THE HEATER.**
• **DO NOT SPRAY ANY AEROSOL NEAR THE HEATER WHEN FUNCTIONING. DO NOT STORE THESE ELEMENTS NEAR THE APPLIANCE.**
• **DO NOT TOUCH GRILL TO AVOID BURNS.**
• **AVOID BLOCKING AIR INLET AND HOT AIR OUTLET.**
• **DO NOT SPILL WATER OVER THE HEATER AS IT MAY CAUSE CORROSION OR DAMAGE.**
• **DO NOT TOUCH VENT CAP WHILE HEATER IS OPERATING, TO AVOID BURNS.**
• **IF YOU SMELL GAS, SHUT OFF CONTROL VALVE, OPEN DOORS AND WINDOWS AND DO NOT LIGHT ANY ELECTRICAL FIXTURE NEAR THE HEATER. CALL YOUR GAS SUPPLIER.**

NOTE: It is normal for the new wall furnace to give some odor the first time it is burned. This is due to the curing of the paint and any undetected oil from the manufacturing process. It is recommended to burn a new wall furnace for at least two (2) hours the first time it is used.

CAUTION:
YOU MUST KEEP CONTROL AREAS AND CIRCULATING AIR PASSAGEWAYS OF HEATER CLEAN. INSPECT THESE AREAS OF HEATER BEFORE EACH USE. HAVE HEATER INSPECTED YEARLY BY A QUALIFIED SERVICE PERSON. HEATER MAY NEED MORE FREQUENT CLEANING DUE TO EXCESSIVE LINT FROM CARPETING, BEDDING MATERIAL, ETC. VERIFY PROPER OPERATION AFTER SERVICING.

ATTENTION:
VERIFY PROPER OPERATION AFTER SERVICING

*** Installation and service must be performed by a qualified installer, service agency or the gas supplier ***

CLEANING & MAINTENANCE

- Exterior - Use a soft cloth dampened with a mild soap and water mixture. Wipe the cabinet to remove dust.
- Air Passageways - Use a vacuum cleaner or pressurized air to clean.
- Vent Cap - Use a vacuum cleaner or pressurized air to clean.
- Pilot and Burner - Periodically visually check the pilot and burner flames (view flames through view port). The correct flame pattern should be viewed by looking through the view port on top of the unit.

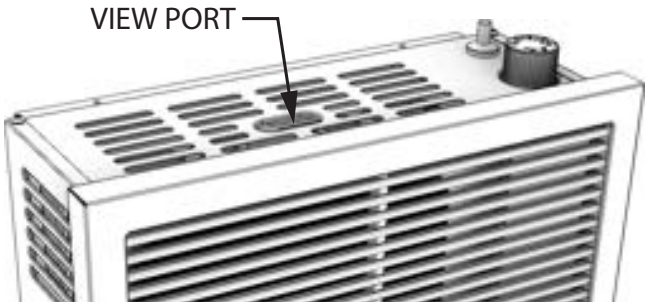
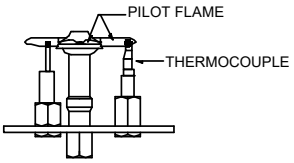


Figure 33

The correct flame pattern of the pilot is shown.



Correct pilot burner flame pattern

Figure 34

CLEANING THE MAIN BURNER ORIFICE & MAIN BURNER

1. Turn OFF gas supply to the heater.
2. Remove casing assembly.
3. Disconnect burner tubing and remove orifice holder.
4. Apply compressed air to the orifice holder assembly to remove dust, lint or spider webs.
5. Apply compressed air through the hole on the combustion chamber wall where the orifice holder was originally located to remove dust, lint or spider webs.
6. As parts are being replaced in reverse order, check for gas leaks at all gas connections before replacing the casing assembly.

HOW TO ORDER REPAIR PARTS

For Parts Assistance, Call 800-750-2723 ext 5051 or Email: parts@usstove.com , or order at www.myreplacementparts.com

The information in this owner's manual is specific to your unit. When ordering replacement parts the information in this manual will help to ensure the correct items are ordered. Before contacting customer service write down the model number and the serial number of this unit. That information can be found on the certification label attached to the back of the unit. Other information that may be needed would be the part number and part description of the item(s) in question. Part numbers and descriptions can be found in the "Repair Parts" section of this manual. Once this information has been gathered you can contact customer service by phone 1-800-750-2723 Ext 5051 or Email parts@usstove.com.

Model Information	
Model Number	
Serial Number	

WARNING:
TURN OFF HEATER AND LET COOL BEFORE SERVICING. ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR HEATER.

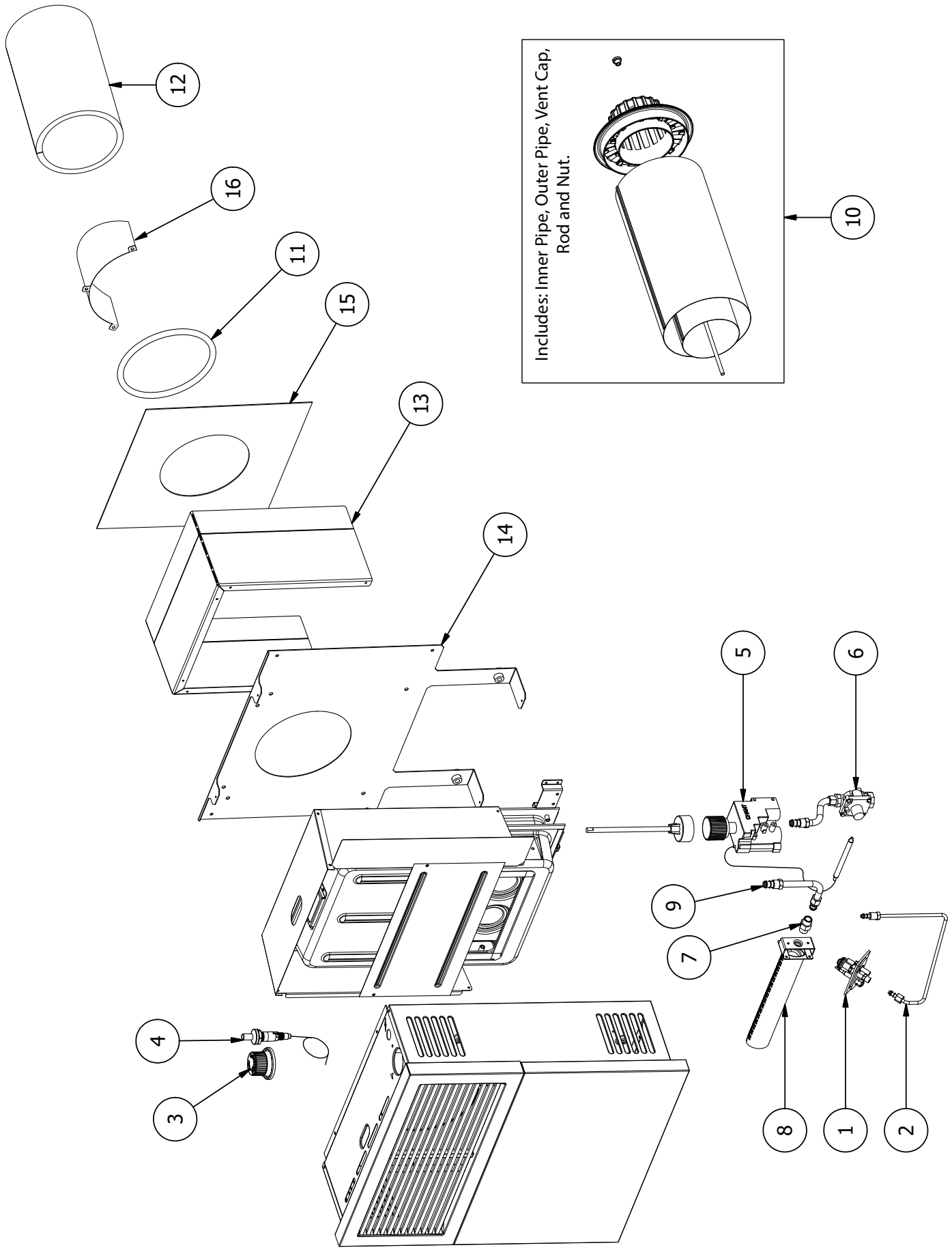
PROBLEM	POSSIBLE CAUSE	REMEDY
When ignitor button is pressed, there is no spark at pilot.	Ignitor electrode broken.	Replace ignitor electrode.
	Ignitor electrode or piezo igniter not connected to ignitor cable.	Reconnect ignitor cable or piezo igniter.
	Ignitor cable pinched or wet.	Free ignitor cable if pinched by any metal or tubing. Keep ignitor cable dry.
	Broken ignitor cable.	Replace ignitor cable.
	Bad piezo ignitor.	Replace piezo ignitor.
When ignitor button is pressed, there is spark at pilot but no ignition.	Gas supply is turned off or manual shutoff valve closed.	Turn on gas supply or open manual shutoff valve.
	Control knob not in PILOT position.	Turn control knob to PILOT position.
	Control knob not pressed in while in pilot position.	Press in control knob while in PILOT position.
	Air in gas lines when installed.	Continue holding down control knob. Repeat igniting operation until air is removed.
	Pilot is clogged.	Clean pilot orifice or replace pilot assembly.
Pilot lights but flame goes out when control knob is released.	Control knob not fully pressed in.	Press in control knob fully.
	Control knob not depressed long enough.	After pilot lights, keep control knob pressed in 30 seconds.
	Manual shutoff valve not fully open.	Fully open manual shutoff valve.
	Thermocouple connection or pilot gas line loose at control valve.	Hand tighten until snug, then tighten 1/4 turn more.
	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: Low gas pressure. Dirty or partially clogged pilot.	Contact local gas company. Clean pilot or replace pilot assembly.
	Thermocouple damaged.	Replace thermocouple.
	Control valve damaged.	Replace control valve.

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	REMEDY
Burner does not light after pilot is lit.	Burner orifice is clogged.	Clean burner orifice or replace burner orifice.
	Inlet gas pressure is too low.	Contact local Gas Company.
Slight smoke or odor during initial operation.	Residues from manufacturing processes.	It is normal for the new wall furnace to give some odor the first time it is burned. This is due to the curing of the paint and any undetected oil from the manufacturing process. It is recommended to burn a new wall furnace for at least two (2) hours the first time that it is used.
	Dust accumulation from non-use will cause a slight odor when turned back on.	It is normal for the unit to give some odor the first time it is burned after it has not been used for an extended period.
Heater produces a clicking/ticking noise just after burner is lit or shut off.	Metal expanding while heating or contracting while cooling.	This is common with most heaters. If noise is excessive, contact qualified service person.
Heater shuts off in use.	Contact customer service	Contact customer service if pilot light goes out also.
Gas odor even when control knob is in OFF position.	Gas leak. See WARNING statement below.	Exit your home immediately and call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions. Replace the control valve.
	Control valve defective.	

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.**



Key	Part #	Description		Model
1	81347	Pilot Assembly	NAT	DVAG11, DVAG17, DVAG30
	81303		LP	DVAG11, DVAG17, DVAG30
2	81342	Pilot Connection Tube		DVAG11
	81343			DVAG17
	81344			DVAG30
3	893041	Control Knob		
4	80808	Piezo Ignitor (Supplied with wire)		
5	81304	Control Valve (includes Temp Sensor)		DVAG11
	81305			DVAG17
	81306			DVAG30
6	81307	Regulator	NAT	DVAG11
	81308		LP	DVAG11
	81348		NAT	DVAG17
	81349		LP	DVAG17
	81350		NAT	DVAG30
	81351		LP	DVAG30
7	81309	Orifice - 1.48mm	NAT	DVAG11
	81314	Orifice - 1.0mm	LP	DVAG11
	81315	Orifice - 1.83mm	NAT	DVAG17
	81316	Orifice - 1.24mm	LP	DVAG17
	81340	Orifice - #43 (2.26mm)	NAT	DVAG30
	81341	Orifice - #53 (1.51mm)	LP	DVAG30

Key	Part #	Description	Model
8	81311	Burner	DVAG11
	81312		DVAG17
	81313		DVAG30
9	81345	Burner Connection Tube	DVAG11, DVAG17
	81346		DVAG30
10	893236	“Vent Pipe Kit (Includes inner/outer pipe, vent cap, hardware)”	DVAG11
	893237		DVAG17
	893238		DVAG30
11	88333	Silicone Seal	DVAG11
	88334		DVAG17, DVAG30
12	88312	Vent Blanket	
13	28994	Venting Heat Shield	
14	894057	Mounting Bracket, SM	DVAG11
	894058	Mounting Bracket, MED	DVAG17
	894099	Mounting Bracket, LG	DVAG30
15	894059	Outside Mounting Plate	DVAG11
	894060		DVAG17
	894099		DVAG30
16	894008	Rain Shield	
N/S	83990	Hardware Kit	
	88174	Adhesive Backed Gasket-52”	
	88346	Pilot Gasket	

To order parts:

Call 1-800-750-2723 Ext 5051 or

Email to: parts@usstove.com

IN ORDER TO MAINTAIN WARRANTY, COMPONENTS MUST BE REPLACED USING ORIGINAL MANUFACTURERS PARTS PURCHASED THROUGH YOUR DEALER OR DIRECTLY FROM THE APPLIANCE MANUFACTURER. USE OF THIRD PARTY COMPONENTS WILL VOID THE WARRANTY.

SERVICE RECORD

Ashley
America's Hearth Since 1905

It is recommended that your heating system is serviced regularly and that the appropriate Service Interval Record is completed.

SERVICE PROVIDER

Before completing the appropriate Service Record below, please ensure you have carried out the service as described in the manufacturer's instructions. Always use the manufacturer's specified spare part when replacement is necessary.

Service 01 Date:_____
Engineer Name: _____
License No.:_____
Company: _____
Telephone No.:_____
Stove Inspected: ☐ Chimney Swept: ☐
Items Replaced: _____

Service 02 Date:_____
Engineer Name: _____
License No.:_____
Company: _____
Telephone No.:_____
Stove Inspected: ☐ Chimney Swept: ☐
Items Replaced: _____

Service 03 Date:_____
Engineer Name: _____
License No.:_____
Company: _____
Telephone No.:_____
Stove Inspected: ☐ Chimney Swept: ☐
Items Replaced: _____

Service 04 Date:_____
Engineer Name: _____
License No.:_____
Company: _____
Telephone No.:_____
Stove Inspected: ☐ Chimney Swept: ☐
Items Replaced: _____

Service 05 Date:_____
Engineer Name: _____
License No.:_____
Company: _____
Telephone No.:_____
Stove Inspected: ☐ Chimney Swept: ☐
Items Replaced: _____

Service 06 Date:_____
Engineer Name: _____
License No.:_____
Company: _____
Telephone No.:_____
Stove Inspected: ☐ Chimney Swept: ☐
Items Replaced: _____

Service 07 Date:_____
Engineer Name: _____
License No.:_____
Company: _____
Telephone No.:_____
Stove Inspected: ☐ Chimney Swept: ☐
Items Replaced: _____

Service 08 Date:_____
Engineer Name: _____
License No.:_____
Company: _____
Telephone No.:_____
Stove Inspected: ☐ Chimney Swept: ☐
Items Replaced: _____

NOTES