

# G46-02, G46-11, G46-15, G46-17

*Installation & Owner's Manual*



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**Burner Systems:**

G46- \*\* (P)  
 G46- \*\* -02(M)(P)  
 G46- \*\* -11(M)(P)  
 G46- \*\* -15(M)(P)  
 G46- \*\* -17(M)(P)

**\*\*Sizes:**

(18/20, 24, 30)

Regulated burner system for  
 use w/ propane or natural gas



**DESIGN CERTIFIED**  
 to  
**Vented Decorative Appliance**  
 ANSI Z21.60-2017  
 CSA 2.26-2017

**FOR INSTALLATION IN  
 SOLID-FUEL BURNING  
 FIREPLACES\***

**G46 VENTED GAS LOG SETS**

**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 the gas supplier, call the fire department.
- Open a window.

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

This appliance is only for use with the type of gas indicated on the rating plate.

**IMPORTANT: READ THESE INSTRUCTIONS CAREFULLY BEFORE STARTING INSTALLATION OF THE UNIT.**

The gas log set is to be installed only in a solid-fuel burning fireplace with a working flue and constructed of noncombustible material. The installation, and the provisions for combustion and ventilation air must conform to the *National Fuel Gas Code, ANSI Z223.1/NFPA 54*, or the *Natural Gas and Propane Installation Code, CSA B149.1*, and applicable local building codes.

This appliance is designed as an attended appliance. **DONOT** leave this appliance burning when unattended.

**\*Note:** Solid fuels shall not be burned in a fireplace where a decorative appliance is installed.

**INSTALLER:**

Leave this manual with the appliance.

**CONSUMER:**

Retain this manual for future reference.



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## LISTING

This appliance has been certified to:

DECORATIVE GAS APPLIANCES FOR INSTALLATION IN SOLID-FUEL BURNING FIREPLACES  
ANSI Z21.60, CSA 2.26

It has been certified for use with either natural or propane gas, and is approved for installation in a solid-fuel burning fireplace.

## CODE REQUIREMENTS

- A.** The installation, and the provisions for combustion and ventilation air must conform to the *National Fuel Gas Code, ANSI Z223.1/NFPA 54, or the Natural Gas and Propane Installation Code, CSA B149.1*, and applicable local building codes.
- B.** To comply with certification, listings, and building code acceptances, and for safe operation and proper performance of this gas log set, use **ONLY** Peterson parts and accessories. Use of other controls, parts, and accessories that are not designed for use with Real Fyre gas log sets are prohibited and will void all warranties, certifications, listings, and building code approvals, and may cause property damage, personal injury, or loss of life.
- C.** This appliance may be installed in an aftermarket, permanently located, manufactured (mobile) home, where not prohibited by local codes. Installation of appliances designed for manufactured home (U.S. only) or mobile home installation must conform with the *Standard Mobile Housing, CAN/CSA Z240 MH*, in Canada, or with the *Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280*, in the United States, or when such a standard is not applicable, *Manufactured Home Installations Standard ANSI/NCSBCS A225.1/NFPA 501A*.

## COMMONWEALTH OF MASSACHUSETTS REQUIREMENTS (if applicable)

This appliance is approved for installation in the state of Massachusetts subject to the following requirements:

- A.** Install this appliance in accordance with 248 C.M.R., the Rules and Regulations Governing Plumbers and Gas Fitters.
- B.** The installer or service agent must be a plumber or gas fitter licensed in the Commonwealth of Massachusetts.
- C.** The flexible gas line connector used must not exceed 36 inches (92 centimeters) in length.
- D.** The fireplace damper must be removed or permanently fixed/welded in full open position prior to installing this product.



# FIREPLACE IMPORTANT INFORMATION

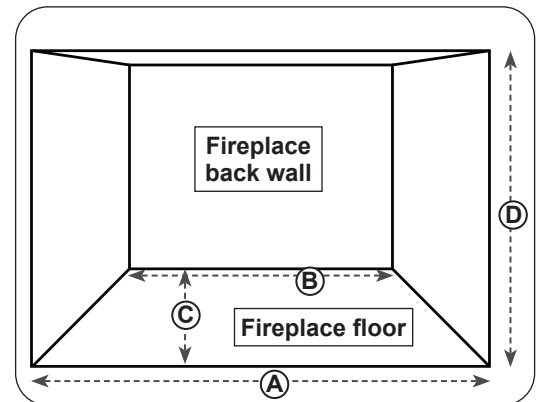
## FIREPLACE REQUIREMENTS

- A. This gas log set is to be installed only in a solid-fuel burning fireplace with a working flue and constructed of noncombustible material. Solid fuels shall not be burned in a fireplace where a decorative appliance is installed.
- B. **WARNING:** When installing in a solid-fuel-burning fireplace, the chimney flue, damper, and firebox must be thoroughly CLEANED of soot, creosote, ashes, and loose paint, and must be inspected by a qualified chimney cleaner. Some older fireplaces may need repair prior to installing this appliance.
- C. The fireplace floor must be level and smooth.
- D. To install the gas appliance in your fireplace, the fireplace **MUST** meet the minimum size requirements (see below).
- E. **DO NOT** install this burner system in a fireplace with an ash lip or recess greater than  $\frac{3}{4}$ " (see below).

## MINIMUM FIREPLACE SIZE REQUIREMENTS

Model	Dimensions			
	Width *		Depth (C) ‡	Height (D)
	Front (A)	Rear (B) †		
G46-18/20	26"	20"	15"	17"
G46-24	30"	24"	15"	17"
G46-30	36"	29"	15"	17"
<b>Important Information Regarding Dimensions</b>				
* These required widths allow for centering of the unit. For 02 models, add 6" to front width and 4" to rear width.				
† Rear width is at corresponding depth.				
‡ If an ash lip exists, the depth requirement begins inside of the lip (see Fig. 4-2 below).				

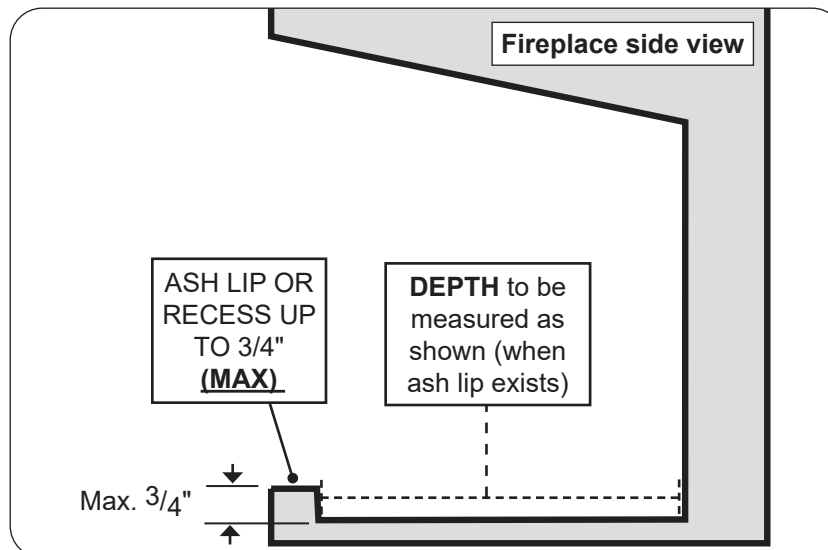
**Table 4-1:** Minimum Fireplace Size Requirements



**Fig. 4-1** Fireplace Dimensions Detail

## ASH LIP/RECESS REQUIREMENTS (if applicable)

- **DO NOT** install this burner system in a fireplace with an ash lip or recess greater than  $\frac{3}{4}$ ".
- The depth (as indicated in the chart above) begins inside of the lip.



**Fig. 4-2** Ash lip/recess detail

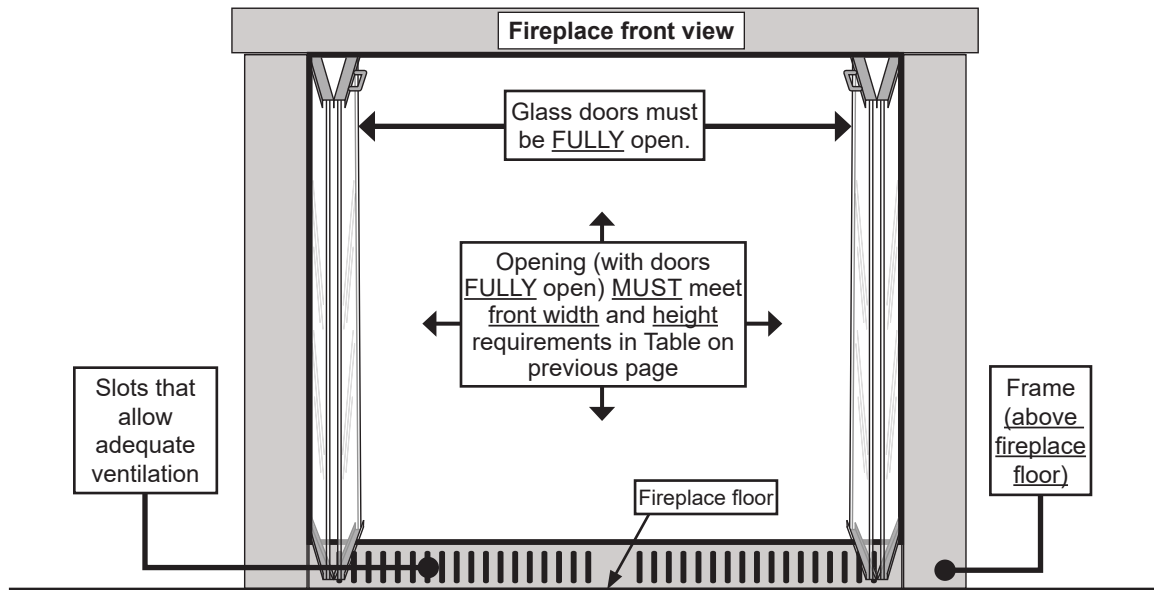
## GLASS DOOR REQUIREMENTS

If this burner system is installed in a fireplace with glass doors, and the door frame bottom is greater than 3/4" in height, the frame MUST have slots (above the fireplace floor) that allow adequate ventilation. This prevents airflow obstruction (to the fireplace floor). See Fig. 5-1.

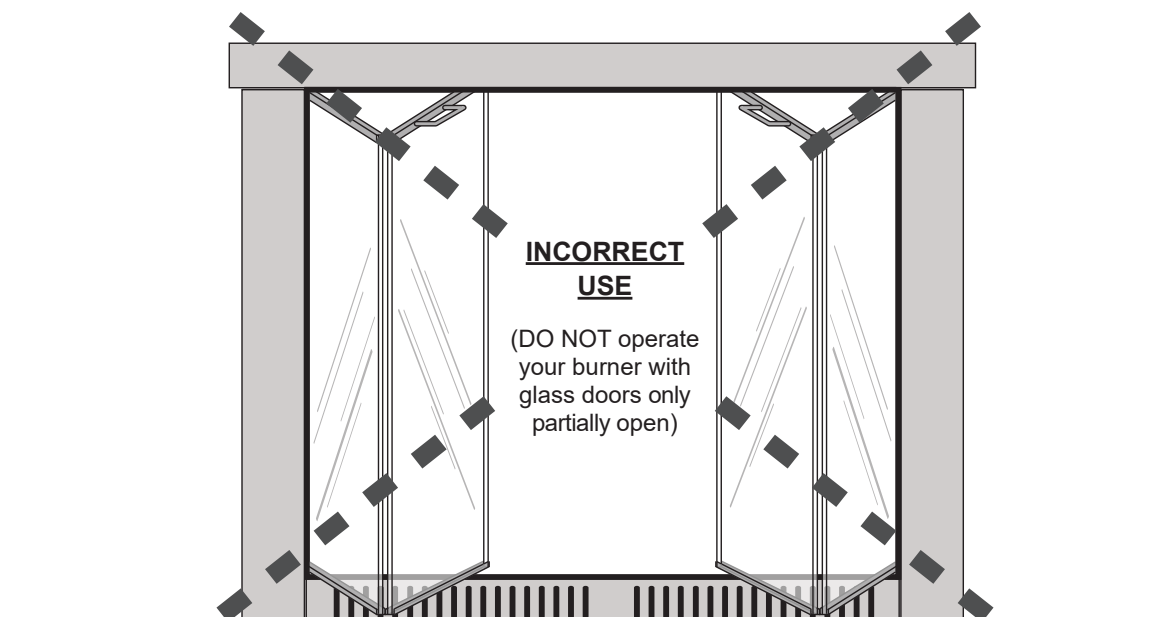
**Note:** The doors can be installed in front of an ash lip (that meets the requirements on the previous page).

**Important:** The opening (with doors fully open) MUST meet the minimum fireplace size front width and height requirements. See the Table on the previous page and Fig. 5-1.

**Important:** The glass doors MUST be fully open when the burner is in operation.



**Fig. 5-1** Correct glass-doors frame setup, ventilation, and use (if applicable)



**Fig. 5-2** Incorrect glass-doors frame setup, ventilation, and use (if applicable)

## VENTING IMPORTANT INFORMATION

### VENTING REQUIREMENTS

- A. A damper clamp, which **MUST** be permanently installed, is included to maintain the minimum permanent free opening requirement in the fireplace chimney, and to prevent full closure of the chimney damper. See table below for the free opening requirement specific to your model and setup.
- B. The chimney damper **MUST** be fully open when burning the unit. The unit is designed to burn with yellow flames; thus adequate ventilation is absolutely necessary.
- C. The minimum chimney height from hearth to top of chimney is 15'.

### MINIMUM PERMANENT FREE OPENING IN CHIMNEY

Chimney height	For factory-built fireplaces		
	18/20"	24"	30"
15'	18 sq. in.	24 sq. in.	30 sq. in.
20'	15 sq. in.	21 sq. in.	25 sq. in.
30'	12 sq. in.	16 sq. in.	19 sq. in.
	For masonry-built fireplaces		
15'	27 sq. in.	35 sq. in.	41 sq. in.
20'	24 sq. in.	32 sq. in.	38 sq. in.
30'	22 sq. in.	29 sq. in.	34 sq. in.

**Table 6-1:** Minimum permanent free opening (at fireplace chimney/damper)

**THESE ARE MINIMUM SPECIFICATIONS FOR THE PERMANENT FREE OPENING REQUIREMENT**

## PRODUCT SPECIFICATIONS

### BTU RATING

Model	Rating	
	Nat. Gas	L.P. Gas
G46-18/20	40k	40k
G46-24	55k	55k
G46-30	65k	65k

**Table 6-1:** BTU Rating

### BATTERY SPECIFICATIONS

Specification	Value	Qty.
02 burner system battery type	D battery	2
Remote transmitter battery type	12V battery	1
Remote receiver battery type	AA battery	4

**Table 6-2:** Battery Specifications (if applicable)

## INSTALLATION IMPORTANT INFORMATION

**CAUTION:** Installation and repair must be done by an NFI Certified or other qualified professional installer.

**Installer:** Carefully read these instructions before installing this gas burner system. Be sure you understand all safety precautions and warnings contained in this manual.

### PRE-INSTALLATION SAFETY GUIDELINES

**A. A shut-off valve (not included) in the gas supply line is required.** It must be installed upstream of the unit and must be easily accessible. The shut-off valve cannot be located in the fireplace firebox. Refer to the NFPA 54 guidelines for further details.

**B.** A sediment trap in the gas supply line is recommended where applicable. It should be installed downstream of the shut-off valve as close to the unit as possible. Refer to the NFPA 54 guidelines for further details.

**C.** This appliance is only for use with the type of gas indicated on the rating plate. This appliance is **NOT FIELD CONVERTIBLE** for use with other gasses.

CHECK GAS TYPE (natural or L.P.): The gas supply must be the same as stated on your burner system rating plate. If gas supply is different, **DO NOT INSTALL**. Contact your dealer for immediate assistance.

**D. This appliance is to be installed only in a solid-fuel burning fireplace, with all fireplace requirements (including firebox dimensions) and venting requirements met. See previous FIREPLACE IMPORTANT INFORMATION and VENTING IMPORTANT INFORMATION sections for complete details.**

**E.** INSUFFICIENT GAS PRESSURE WILL KEEP THE UNIT FROM OPERATING PROPERLY. DO NOT USE IF GAS PRESSURE IS LOWER THAN THE MINIMUM REQUIREMENT.

**F.** The *minimum* inlet gas-supply pressure for purposes of input adjustment is **5"** water column (w.c.) on **natural gas** and **11"** w.c. on **L.P. gas**. Insufficient gas pressure will affect proper operation of the unit. Do not install this gas appliance if minimum pressure is not available. The *maximum* inlet gas-supply pressure is **10.5"** w.c. on natural gas and **13"** w.c. on L.P. gas. **The L.P. source must be regulated, located outside, and hard-lined in (rigid pipe must come into the fireplace). DO NOT connect this appliance to an unregulated L.P. gas tank/cylinder. DO NOT locate the tank/cylinder inside of the home. DO NOT run a rubber hose or flex connector into the fireplace. Failure to follow these requirements can cause an explosion, property damage, personal injury, or loss of life.**

**G.** The gas piping system must be sized to provide minimum inlet pressure at the maximum flow rate (BTU/hr). Undue pressure loss will occur if the pipe is too small, or the run is too long. Gas supply pipe must be 1/2" minimum interior diameter. If the gas line is longer than 20', a larger diameter line may be necessary. Refer to the NFPA 54 guidelines for further details.

**H.** Input ratings shown in BTU per hour are for elevations up to 2,000 ft. For elevations above 2,000 ft., refer to the National Fuel Gas Code or contact manufacturer before installing this product.

### INSTALLATION SAFETY GUIDELINES

**A. BE CAREFUL:** If not installed, serviced, and used correctly per these instructions, this product can cause serious personal injury, property damage, or loss of life.

**B.** This gas 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).

**C.** This gas appliance must be isolated from the gas supply piping system by closing the gas supply shut-off 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).

# GETTING STARTED

## BEFORE YOU BEGIN

**Important:** Prior to installation ensure that all specifications and requirements in this manual are observed. You must read all warnings and important information, and understand all of the information in this manual. All requirements must be observed and met.

**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.

- The burner system must be installed by a qualified professional service technician.
- Instructions must be followed carefully to ensure proper performance and full benefit from the burner system.
- Be sure the gas supply is turned off at its source.
- Check to be sure the burner system is designed and labeled for the type of gas (natural or propane) supplied to the fireplace.
- Confirm the installation site accommodates the unit per the requirements in this manual. Ensure the fireplace floor is level, clean, and smooth.
- Remove all packing material (including any protective coatings) and discard prior to installation.
- Refer to the REPLACEMENT PARTS LIST when following installation instructions.

## TOOLS/ITEMS REQUIRED

The following are the minimum tools required for the installation of your unit. Additional tools may be required for your individual installation.

- |   |                               |                  |
|---|-------------------------------|------------------|
| • appropriate tools/items for gas supply install    | • medium Phillips screwdriver | • cordless drill |
| • drill bits and drivers (based on hardware used)   | • small adjustable wrench     | • pliers         |
| • hardware for securing burner into fireplace floor | • small flathead screwdriver  |                  |

## DAMPER INSTALLATION

**CAUTION:** The chimney damper **MUST** be fixed in a manner that will maintain the minimum permanent vent opening at all times. See below.

**The chimney damper MUST be fully open when burning the unit.**

The damper clamp with hex bolt is provided as a means to prevent full closure of the damper blade. It must be permanently installed.

Attach the damper clamp to the damper blade with pliers or a small adjustable wrench. See Fig. 8-1 through Fig. 8-3.

**Note:** Should the clamp not fit or fail to provide the permanent vent opening listed in the Table found in the VENTING IMPORTANT INFORMATION section, have a permanent stop installed, remove the damper blade, or have the damper cut to provide the minimum permanent free opening required.

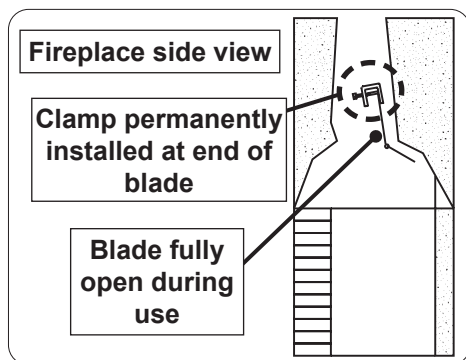


Fig. 8-1 Install damper clamp

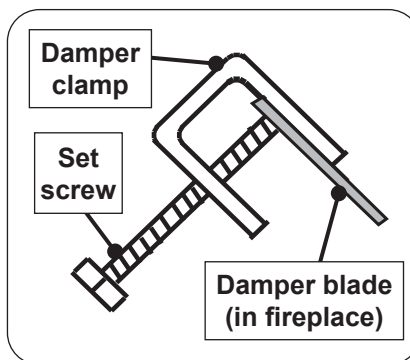


Fig. 8-2 Damper clamp detail

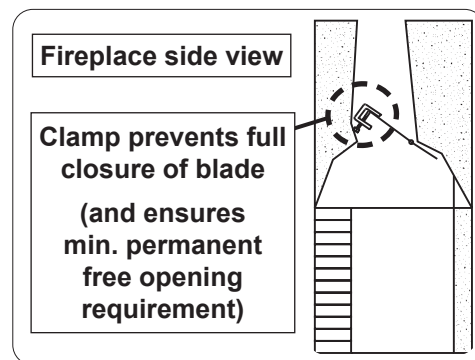


Fig. 8-3 Damper clamp function (if accidental closure)

Installation continued on next page

# BURNER INSTALLATION

Refer to the **REPLACEMENT PARTS LIST** in the **APPENDIX** of this manual when following installation instructions.

24/30" burner, 11 model shown here (unless otherwise noted).

**Note:** Ensure the damper has been installed (per the previous page) before proceeding.

## INSTALL BURNER

1. MAKE SURE FIREPLACE GAS SUPPLY IS TURNED OFF.

2. Locate the gas-supply stub inside the fireplace and remove the cap, if attached (reference Fig. 9-1).

**CAUTION:** When removing the cap, make sure the stub does not turn, loosening the connection inside the wall.

3. Place the burner system in the fireplace. Center the burner from left to right, and position as far back in the fireplace as possible. See Fig. 9-2.

4. **Be sure gas to the fireplace is off.** Remove the adapter connected to the flex connector (pre-installed on the burner system). Attach the adapter to the gas-supply stub using a pipe compound resistant to all gasses. Tighten securely. Then attach the open end of the flex connector to the adapter. Tighten securely. See Fig. 9-1.

**Important:** Ensure the pan is properly placed per step 3, and rests level on the fireplace floor. Adjust if necessary. See Fig. 9-2 and 9-3.

5. **LEAK TEST:** Make sure the burner valve is in the OFF position. Turn on the fireplace gas supply, and test at all connections for leaks using the appropriate soapy water solution. See Fig. 9-4. If bubbles appear, a leak is present. Turn off the gas and tighten at all connections. Repeat until no leaks are present. If a leak persists, turn off the gas supply and contact the local gas company or dealer. **NEVER USE A FLAME TO CHECK FOR LEAKS.**

For models with a switch box or a remote receiver, continue to the following sections (on batteries, the switch box, and the remote receiver).

For models without a switch box or a remote receiver, advance to the **FIRST TIME LIGHTING AND OPERATION** section.

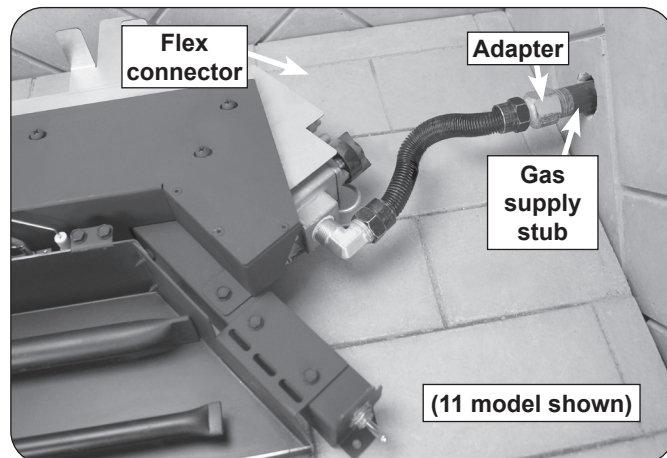


Fig. 9-1 Connect burner to gas supply

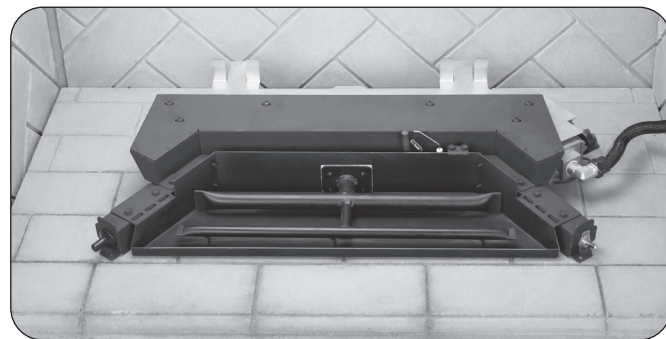


Fig. 9-2 Position burner pan in fireplace

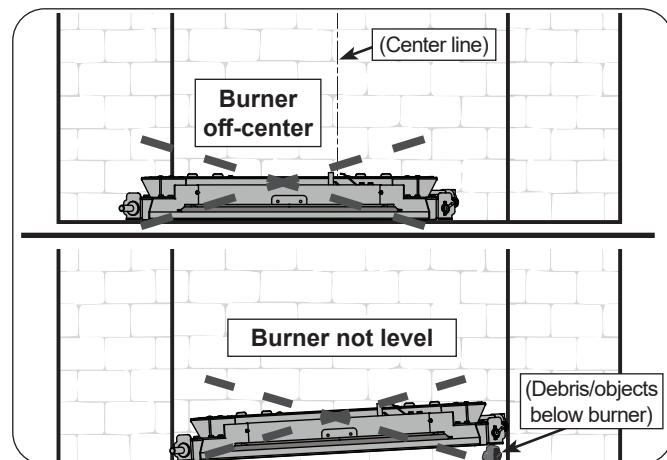


Fig. 9-3 INCORRECT burner pan placement

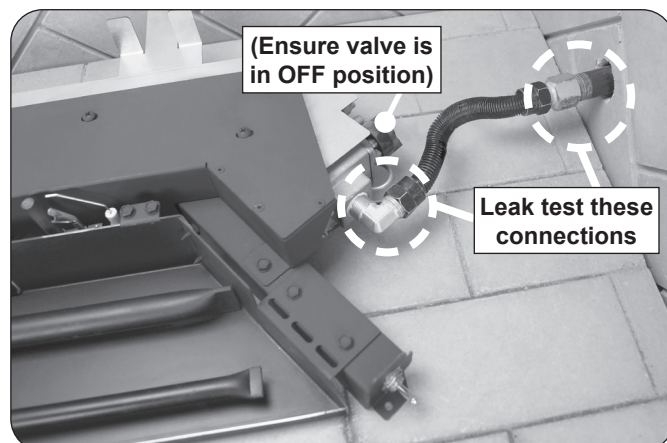


Fig. 9-4 Perform leak test



### INSTALL BATTERIES (if applicable)

Prior to inserting batteries:

- ensure the unit is connected to the gas line, has been tested for leaks, and is off and cool.
- apply a small amount of dielectric grease to both ends of each battery. This will ensure conductivity and prevent moisture from affecting the contact.

#### Remote Transmitter Battery

The remote transmitter requires one 12V battery to operate (included).

Locate the transmitter, remove the lid (found on rear), and properly insert the new battery as marked. Re-secure the lid. See Fig. 10-1.

#### Remote Receiver Batteries

The remote receiver requires 4 AA batteries to operate (included).

Locate the remote receiver and turn it over. Slide open the lid, and properly insert the new batteries as marked. Replace the lid. See Fig. 10-2.

#### Burner System Batteries (02 models)

The burner system requires 2 D batteries to operate (included).

Locate the switch box and turn it over. Use a Phillips screwdriver to remove the screw found on the side of the box, then remove the bracket. Properly insert the new batteries as marked. Replace the bracket. See Fig. 10-3.

Installation continued on next page



Fig. 10-1 Install transmitter battery

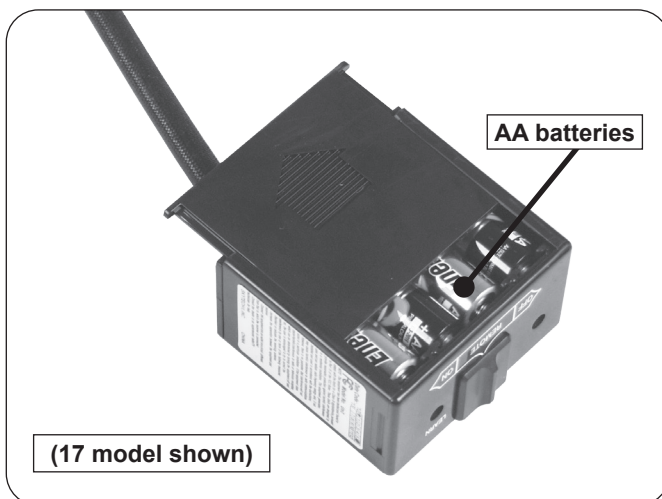


Fig. 10-2 Install remote receiver batteries

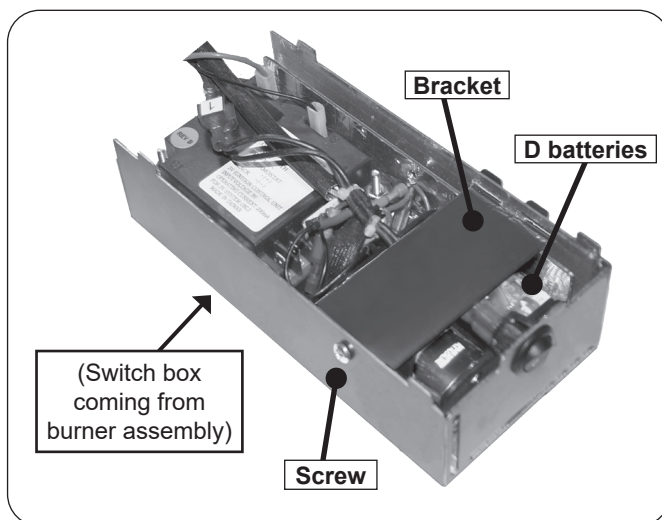


Fig. 10-3 Install burner system batteries

## BURNER INSTALLATION (CONT.)

### POSITION SWITCH BOX (02 models only)

1. It is recommended the switch box be placed outside of the firebox and a minimum of 6" from the burner/flame. See Fig. 11-1, A.

Alternatively, the box can be placed inside of the firebox, but must be oriented as shown in Fig. 11-1, B. Set the box on its side and place the bottom of the box toward the right firebox wall (box must be a minimum of 6" from the burner/flame). DO NOT place at the rear of the firebox.

**Important:** Ensure that the box wires remain away from the burner, valve, and flame at all times. Coil any excess wire within the box.

2. Place the large decorative heat shield over the switch box (see Fig. 11-1, A or B).

### INSTALL REMOTE RECEIVER (if equipped)

If this unit was shipped with a remote, read and follow the separate remote instructions (packed with remote) for complete remote and decorative heat shield installation. Reference Fig. 11-2, A or B.

Installation continued on next page

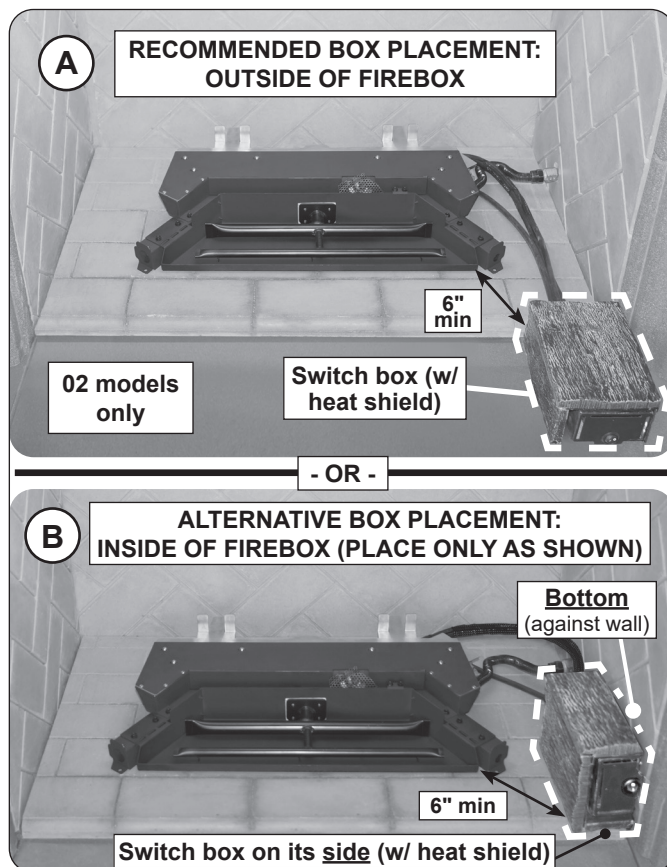


Fig. 11-1 Position switch box (02 models only)

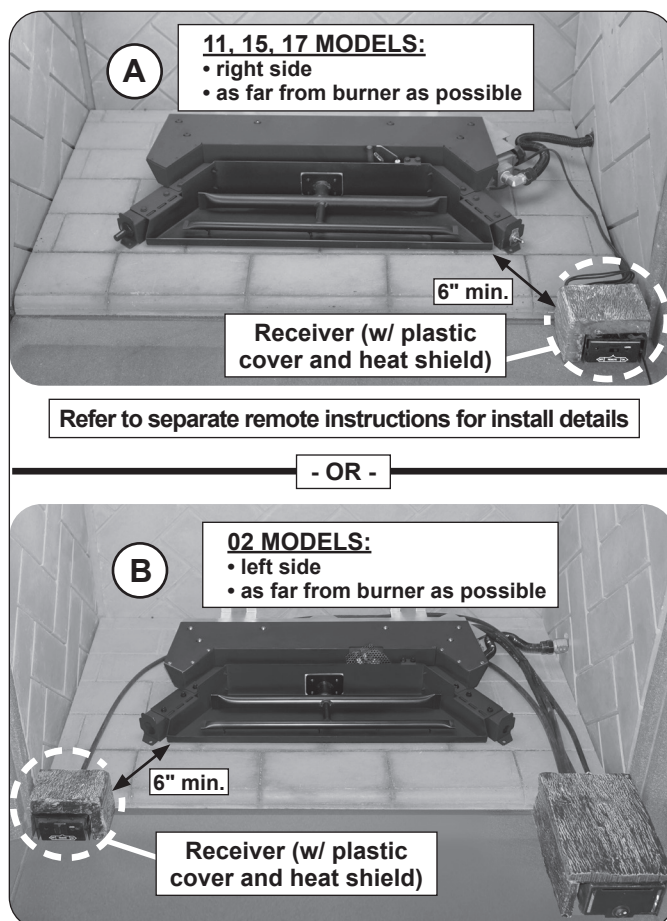


Fig. 11-2 Install remote receiver (if equipped)

# FIRST TIME LIGHTING AND OPERATION TEST

Prior to proceeding with installation, perform a lighting and operation test as instructed below.

**Important:** For all valves, the air **MUST** be purged from the gas line before the pilot will light and burn properly. The time needed to purge will depend on the length of the gas line to the unit and the amount of time since the unit or gas line was last used. It may take several minutes before all the air is purged and the pilot will light and burn properly.

## TEST CHECKLIST

1. Turn on the gas supply.
2. Refer to LIGHTING INSTRUCTIONS in the CONSUMER section and follow the checklist below:
  - ☐ Light pilot (if applicable)
  - ☐ Inspect/adjust pilot - see section below
  - ☐ Light burner manually
  - ☐ Adjust flame height manually (if applicable)
  - ☐ Shut down burner
  - ☐ Light burner with remote (if applicable)
  - ☐ Adjust flame height with remote (if applicable)
  - ☐ Shut down burner
  - ☐ Shut down pilot (if applicable)
3. Turn off the gas supply.

## INSPECT/ADJUST PILOT FLAME

**CAUTION:** Be careful around hot surfaces.

Inspect the pilot flame. It should be a quiet, soft blue flame with yellow tipping that encircles the thermocouple/thermopile/heat sensor. See Fig. 12-1.

The pilot flame can be adjusted if needed. The pilot adjustment screw is located on the front of the gas valve. Using a small flat head screwdriver, adjust the pilot screw to properly size the flames. See Fig. 12-2. Turning the screw clockwise will lower the flame, and turning it counterclockwise will raise it. Be careful not to back the screw out of its threads.

**CAUTION:** After testing, ensure the unit and pilot are completely shutdown, and the gas supply is turned off. Allow the unit to completely cool. Then proceed to the following GRATE AND MEDIA INSTALLATION section.

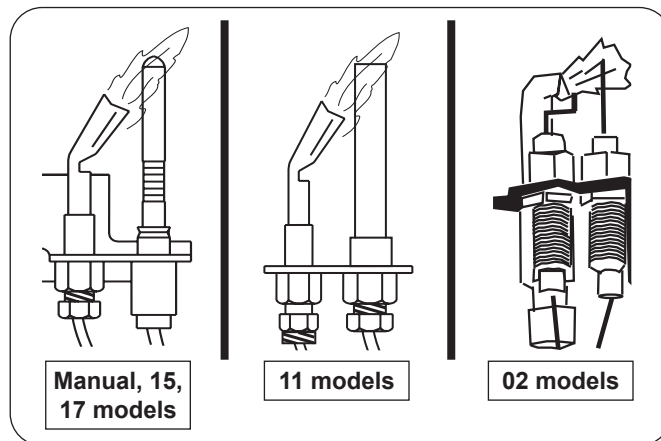


Fig. 12-1 Proper pilot appearance

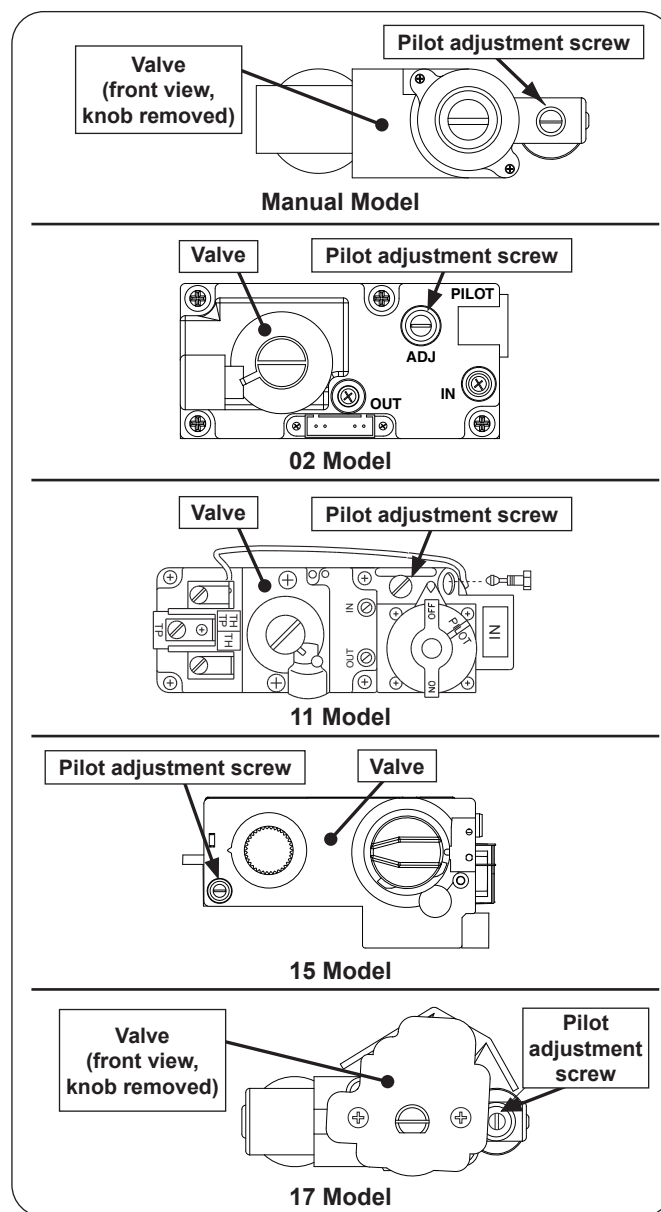
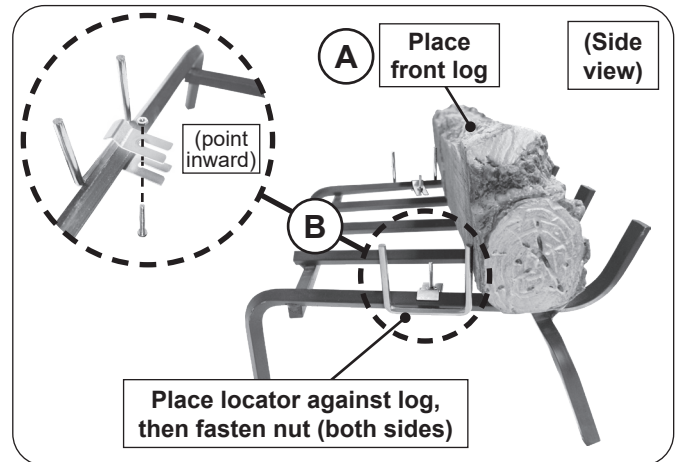


Fig. 12-2 Pilot adjustment detail (if needed)

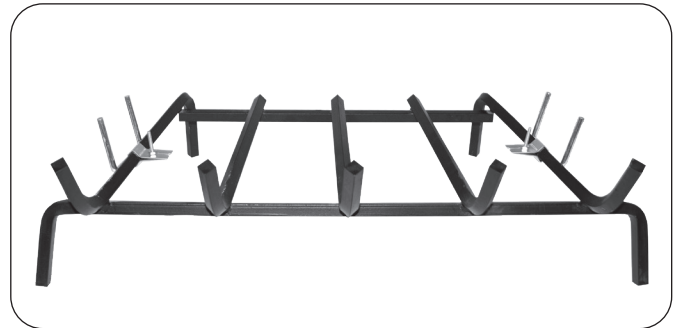


## ATTACH LOG LOCATORS

1. Locate the grate (outside of the fireplace).
2. Temporarily place the front log at the front of the grate as shown in Fig. 13-1, A (to correctly determine the log locator position).
3. Attach the log locators to the 2 outer bars of the grate using the provided screws and nuts. See Fig. 13-1, Fig. 13-2, and the guidelines below.
  - Place the log locators on the middle of the outer bars with screw slots facing inward.
  - Slide the log locators up against the rear of the front log.
  - Tighten the log locators in place.
4. Remove the front log once done and proceed to the next section.



**Fig. 13-1** Attach log locators to grate



**Fig. 13-2** Log locators attachment detail

## POSITION GRATE AND CENTER

1. Position the grate over the burner pan. Ensure it is up against the tabs on the rear of the burner, and that the assembly is centered from left to right, and as far back as possible (see Fig. 13-3).
2. Once the assembly is positioned, remove the grate and proceed to the next section.

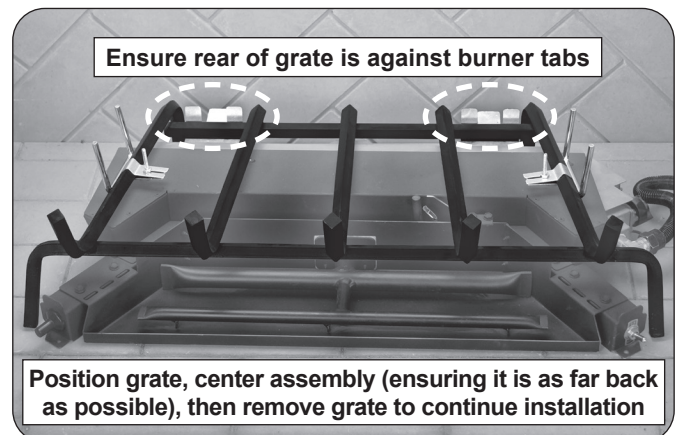
## SECURE BURNER TO FLOOR

The burner has two anchoring tabs located at its front (on left and right sides) and must be secured to the fireplace floor.

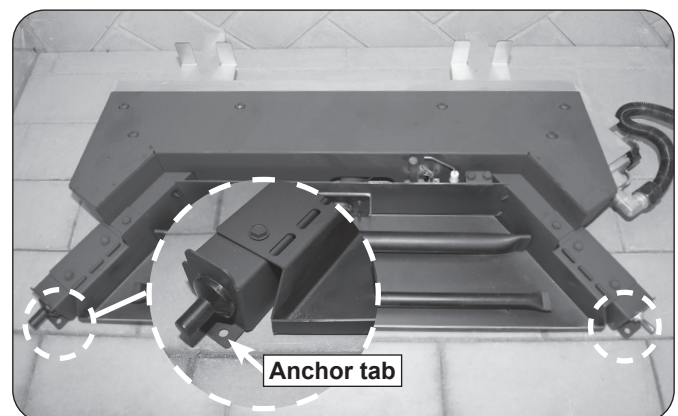
Using the appropriate hardware for your fireplace construction (not included), secure the burner into the fireplace floor (see Fig. 13-4).

**Important:** Ensure the burner is properly located when securing (see previous section).

Installation continued on next page



**Fig. 13-3** Position grate and center assembly



**Fig. 13-4** Secure burner to floor

## PLACE BURNER PAN MEDIA

Fill the burner pan completely with the sand/vermiculite (see Fig. 14-1 and Fig. 14-2).

- **Slope the sand/vermiculite at the same angle as the burner pan.** This is important to ensure quiet lighting and even flame distribution. See Fig. 14-2.
- **Avoid spilling the sand/vermiculite on the pilot assembly. DO NOT place sand/vermiculite on any other parts of the burner.**
- **Use only sand for natural gas burners and vermiculite for propane gas burners.**
- Store unused media for later use/replacement.



Fig. 14-1 Place burner pan media

## PLACE GLOWING EMBERS

Sprinkle the glowing embers lightly and evenly over the entire surface of the sand/vermiculite as shown in Fig. 14-3.

- **Keep sand/vermiculite, embers, and all foreign objects away from the pilot assembly and valve assembly during media placement and at all times. See Fig. 14-4 for pilot detail.**
- Break up any clumps that may have developed during shipment.
- Store unused embers for later use/replacement.

Installation continued on next page

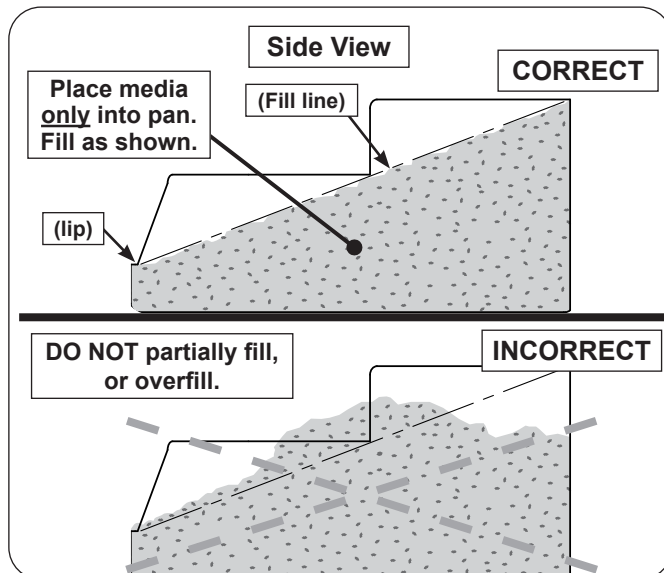


Fig. 14-2 Correct / Incorrect media placement



Fig. 14-3 Place glowing embers

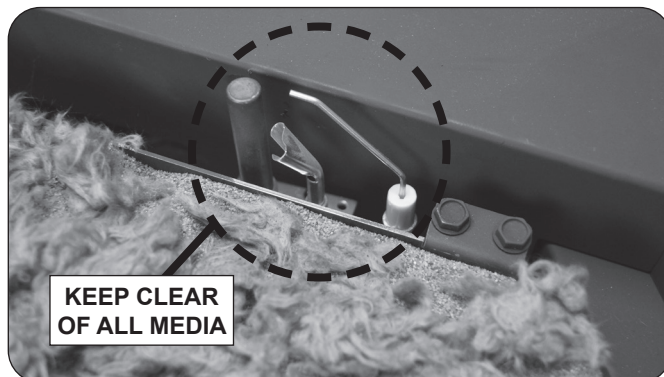


Fig. 14-4 Glowing embers placement detail



## GRATE AND MEDIA INSTALLATION (CONT.)

### PLACE LAVA MEDIA (if option purchased)

Optional lava granules and lava coals are available for decorative purposes. Contact your dealer for ordering information.

1. Spread the lava granules on the floor of the fireplace, around the front and sides of the burner system (see Fig. 15-1).
  - **DO NOT place any lava media on the burner system, behind it, or under a knob/igniter/switch if one exists (at the ends of the burner).** See Fig. 15-2.
  - If applicable, the lava media may be placed around the receiver/switch box. Leave the front of the receiver/switch box clear for control access.
  - Store unused granules for later use/replacement.
2. If lava coals were also purchased, repeat this process for the coals (on top of the already placed lava granules).

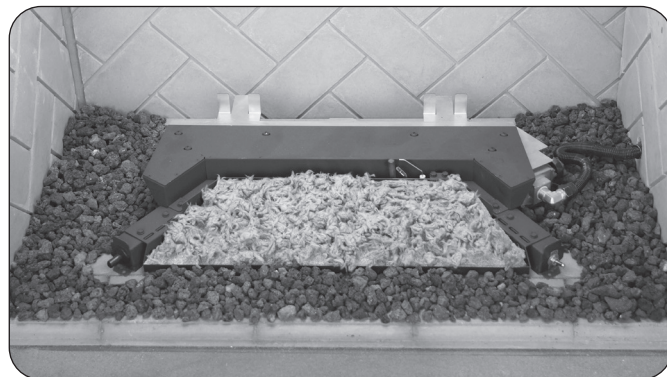
### PLACE GRATE

Place the grate over the burner pan. Ensure it is centered, and up against the tabs on the rear of the burner (see Fig. 15-3).

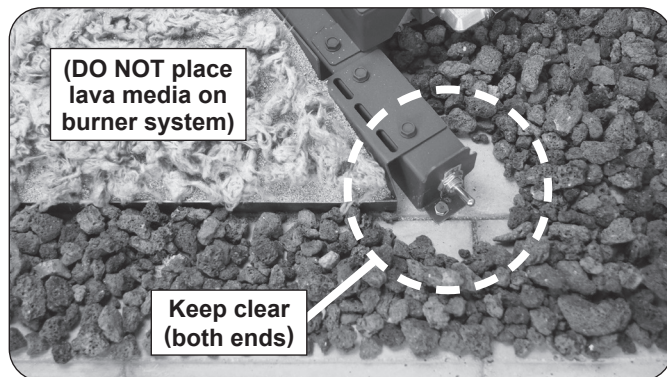
**At this stage the burner, media, and grate installation should look as depicted in Fig. 15-4.**

**Note:** For 02 models, switch box is located on right side, and remote receiver on left side (if equipped).

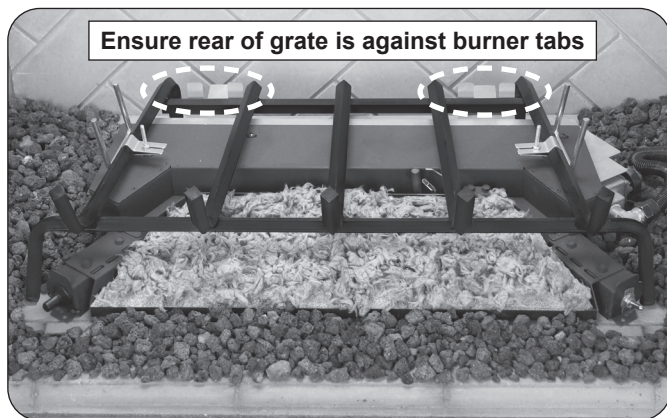
Installation continued on next page



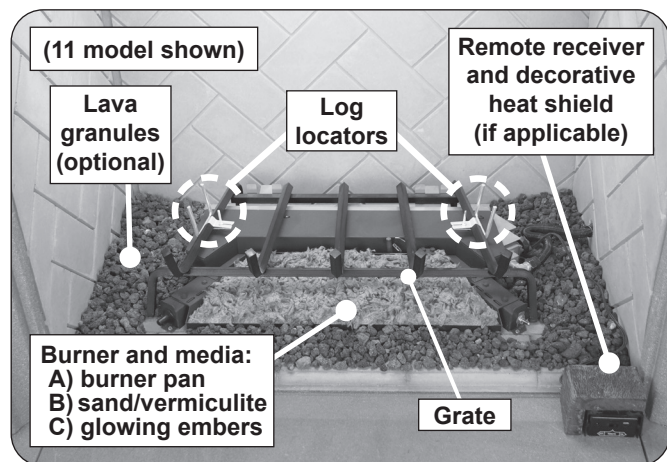
**Fig. 15-1** Place lava media (if option purchased)



**Fig. 15-2** Lava media placement detail



**Fig. 15-3** Place grate



**Fig. 15-4** Verify setup at this stage

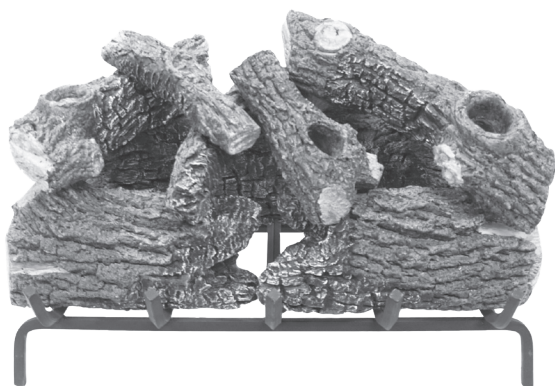


## LOG SET PLACEMENT

The log set is purchased separately. Many options are available. Contact your local dealer for ordering information if needed. **Follow the instructions included with the log set for step by step log placement.**

- Read all safety warnings and important information in the instructions supplied with the log set to ensure proper placement.
- DO NOT add any additional embers to this log set. Any additional embers will cause unsafe operation.
- IF A CHARRED LOG SET IS PURCHASED:  
Discard the ember screen and additional embers provided with the charred log set as they are not applicable to this burner system.

**Below are examples of available log sets for this burner system:**



**Charred Oak (CHD-24)**



**Golden Oak Designer Plus (RDP-24)**

**Important:** **Adequate ventilation is absolutely necessary!** Provided significant, noticeable sooting does not occur, some flexibility is possible in log placement to suit your individual preference. If you experience a continued accumulation of black carbon (soot) on your logs it is an indication of incomplete combustion and you should move the effected log(s) so as to minimize the flame contact on the effected log(s). Read the instructions supplied with the log set completely and carefully.

**CAUTION:** **Burn hazard! Logs will remain hot for some time after use. Use heat resistant gloves or allow logs adequate time to cool before handling.**

## COMPLETE THE INSTALLATION

**Follow these final steps to complete installation:**

1. Turn on the gas supply.
2. Refer to the LIGHTING INSTRUCTIONS section to light the pilot so that the burner system is ready for consumer use (not applicable for 02 models).
3. **Leave this owner's manual with the consumer. They MUST completely read and understand the OWNER'S MANUAL AND OPERATION section prior to operation.**

**If you experienced any issues during installation,  
refer to the TROUBLESHOOTING section.**

## OPERATION IMPORTANT INFORMATION

**Consumer:** Carefully read these instructions before operating this gas burner system. Be sure you understand all safety precautions and warnings contained in this manual.

### OPERATION SAFETY GUIDELINES

- A. BE CAREFUL:** If not used correctly per these instructions, this product can cause serious personal injury, property damage, or loss of life.
- B.** Adults MUST be present when this gas appliance is operating. This appliance MUST NOT be left burning when unattended or while anyone is sleeping.
- C.** The remote receiver, switch box, and decorative heat shield(s) will be hot during and after operation.
- D. The chimney damper MUST be fully open when burning the unit.** The unit is designed to burn with yellow flames; thus adequate ventilation is absolutely necessary.
- E.** Keep the appliance area clear and free from combustible materials, gasoline, and other flammable vapors and liquids.
- F.** Keep sand/vermiculite, embers, and all foreign objects away from the pilot assembly and valve assembly at all times.
- G. 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. Attempted operation may result in fire or explosion resulting in property damage, personal injury or loss of life.
- H. A fireplace screen must be in place when the appliance is operating.** Provisions for adequate combustion air must be maintained. Unless other provisions for combustion air are provided, the screen shall have an opening(s) for introduction of combustion air. Combustion air is adequate when all flames curl into the fireplace and away from the screen. **When a glass fireplace enclosure (door) is used, the glass doors MUST be fully open when the burner is in operation.**
- I.** Do not remove the rating plates or the warning tags. These are an integral safety and identification component of this appliance.
- J.** Be sure to read the ROUTINE MAINTENANCE & SERVICE section.

### BEFORE INITIAL USE

#### Ensure that:

- the unit has been properly installed and leak tested by a qualified professional service technician and as instructed in this manual.
- you have read and understand all of the information in this manual.

### BEFORE EACH USE

#### Ensure that:

- the gas supply is turned on and the shut-off valve is open
- the propane tank/cylinder is not empty (if applicable)
- you smell around the area for gas. If you smell gas (and the burner valve is in **OFF** position), immediately shut off the gas supply and contact a qualified professional service technician or the gas supplier for inspection.
- the chimney damper is fully open
- there are no obstructions in front of the fireplace
- any glass doors meet all requirements and are fully open
- there are batteries with an adequate power level in the switch box and/or remote transmitter (as applicable)
- you inspect the overall installation for issues or missing components

**Proceed to the LIGHTING INSTRUCTIONS specific to your model.**

# LIGHTING INSTRUCTIONS - MANUAL SERIES

## FOR YOUR SAFETY, READ BEFORE LIGHTING

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

- A.** This appliance has a pilot that can be lit using the built-in piezo igniter, or by hand using a long fireplace match or lighter. When lighting the pilot, follow these instructions exactly.
- B. BEFORE LIGHTING**, smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

### WHAT TO DO IF YOU SMELL GAS

- Do not try to light any appliance.
- Do not touch any 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.

- C.** Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it. Call a qualified professional service technician. Force or attempted repair may result in fire or explosion.
- D.** Do not use this appliance if any part has been under water. Immediately call a qualified professional service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

## PILOT OPERATION

### Lighting

1. STOP! Read the safety information above.
2. Locate the valve on the side of the unit. Push in the gas control knob slightly and turn clockwise to **OFF** (see Fig. 19-2).

**Note:** The control knob cannot be turned from **PILOT** to **OFF** unless the 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 above. If you do not smell gas, go to the next step.**

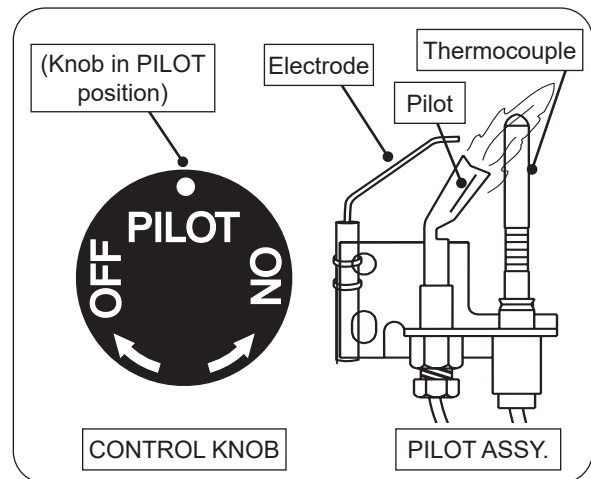
3. Locate the pilot assembly on the side or the rear of the burner pan (see Fig. 19-1).
4. Turn the control knob counterclockwise to **PILOT**. Push the knob **firmly and fully** in and hold. Push the piezo igniter button several times until the pilot lights. Continue to hold the knob in for about one (1) minute after the pilot is lit. Release the knob and it will pop back out. The pilot will remain lit. See Fig. 19-1. If it goes out, repeat steps 2-4.

Alternatively, a long-stem match/ long-necked butane lighter can be held near the thermocouple to light the pilot.

- 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 light after several tries, see shutdown step below and contact a qualified professional service technician.

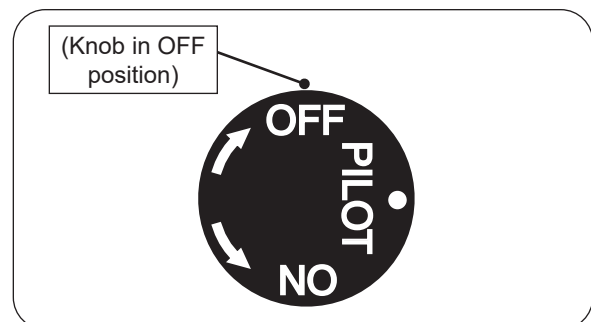
### Shutting Down

Push in the control knob slightly and turn clockwise to **OFF**. Do not force. See Fig. 19-2.



**Fig. 19-1 Pilot lighting**

- turn knob to OFF, wait 5 minutes
- turn knob to PILOT
- push knob in and hold
- use piezo or match/lighter to light pilot



**Fig. 19-2 Pilot shut down**

- turn knob to OFF to shut down pilot

## BURNER OPERATION

### Lighting

1. Ensure the pilot is burning. Turn the control knob counterclockwise ↺ to **ON** to ignite the burner (see Fig. 20-1). The valve will open and the burner will light.

**Note:** This sequence will take approximately 5 seconds.

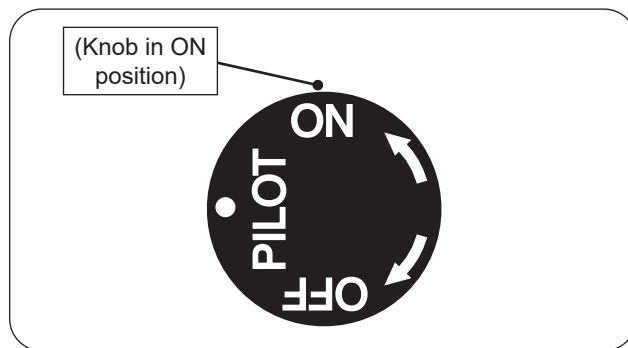
**WARNING:** If burner will not light within 5 seconds, turn control knob clockwise ↻ to **PILOT**. Wait five (5) minutes to clear out any gas, then repeat step 1. **IF YOU THEN SMELL GAS, STOP! SEE STEP B AT BEGINNING OF LIGHTING INSTRUCTIONS.**

If the burner will not light after several tries, see total shutdown step below and contact a qualified professional service technician.

### Shutting Down

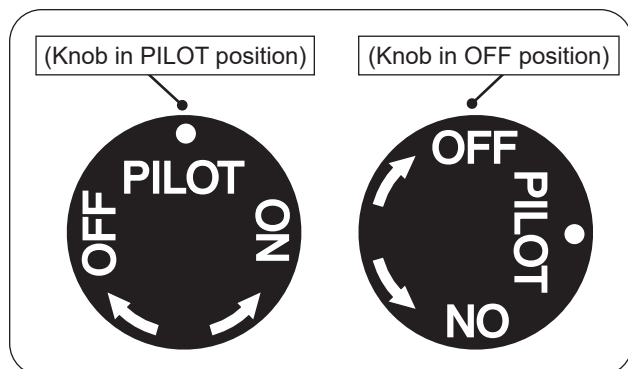
**To shut down the main burner (pilot will remain lit),** turn the control knob clockwise ↻ to **PILOT** (see Fig. 20-2).

**To shut down the burner and pilot (total shutdown),** push in the control knob slightly and turn clockwise ↻ to **OFF** (see Fig. 20-2).



**Fig. 20-1 Manual lighting**

- ensure pilot lit
- turn knob to ON to light burner



**Fig. 20-2 Manual shut down**

- turn knob to **PILOT** to shut down burner (only)
- turn knob to **OFF** to shut down burner and pilot

# LIGHTING INSTRUCTIONS - 02 SERIES

## FOR YOUR SAFETY, READ BEFORE LIGHTING

**WARNING:** If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life. The switch box will be hot during and after operation. Be cautious around all hot surfaces.

- A. This appliance is equipped with an ignition device that automatically lights the pilot. DO NOT attempt to light the pilot by hand.
- B. **BEFORE OPERATING**, 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.
- C. Use only the control system (or remote if equipped) to light the pilot. This valve will not operate if the pilot is not lit and stable.
- D. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

## BURNER OPERATION - MANUAL MODE

During manual mode, if a remote system is equipped, the transmitter will not operate the burner system.

### Lighting

**CAUTION:** DO NOT attempt to light the pilot by hand.

1. STOP! Read the safety information above.
2. Locate the ON/OFF switch at the front of the switch box (and the 3-position switch on the remote receiver - if applicable), and press/slide to the **OFF** position(s).

**Wait five (5) minutes to clear out any gas. If you then smell gas, STOP! Follow "B" in the safety information above. If you do not smell gas, go to the next step.**

3. Press the ON/OFF switch to the **ON (I)** position (see Fig. 21-1).

**Note:** If a remote system is equipped, ensure that the 3-position switch on the remote receiver remains in the **OFF** position when manual lighting.

The igniter will begin to spark. After the pilot lights and is established, the valve will open and the burner will light.

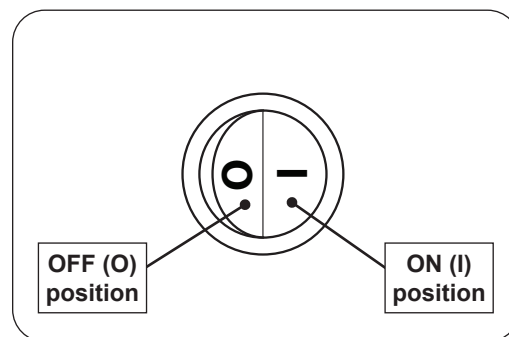
**Note:** This sequence will take approximately 5 seconds.

**WARNING:** If pilot will not light within 5 seconds, or burner does not light within 5 seconds of pilot lighting, press switch to OFF. Wait five (5) minutes to clear out any gas, then repeat step 3. IF YOU THEN SMELL GAS, STOP! SEE STEP B ABOVE.

If the burner will not light after several tries, see shutdown step below and contact a qualified professional service technician.

### Shutting Down

Press the ON/OFF switch at the front of the switch box to the **OFF (O)** position.



**Fig. 21-1 Manual operation**

- set switch to ON (I) to light burner
- set switch to OFF (O) to shut down burner



## BURNER OPERATION - REMOTE MODE (if equipped)

**Note:** If the remote does not function, and new batteries are installed, refer to the SYNC THE REMOTE SYSTEM section.

### Lighting

**CAUTION:** DO NOT attempt to light the pilot by hand.

1. STOP! Read the safety information at the beginning of the lighting instructions.
2. Locate the ON/OFF switch at the front of the switch box and the 3-position switch on the remote receiver, and press/slide to the **OFF** positions.

**Wait five (5) minutes to clear out any gas. If you then smell gas, STOP! Follow "B" in the safety information at the beginning of the lighting instructions. If you do not smell gas, go to the next step.**

3. Slide the 3-position switch on the remote receiver to **REMOTE** (see Fig. 22-1).

**Note:** Ensure that the ON/OFF switch at the front of the switch box remains in the **OFF (O)** position when remote lighting.

4. Locate the remote transmitter and press the **ON** button (see Fig. 22-1). The ignition sequence will begin.

The remote receiver will emit an audible "beep"; then the igniter will begin to spark. After the pilot lights and is established, the valve will open and the burner will light.

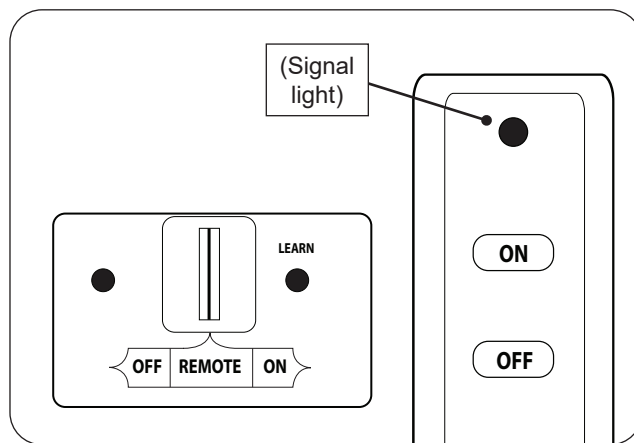
**Note:** The ignition sequence will take approximately 5 seconds.

**WARNING:** If pilot will not light within 5 seconds, or burner does not light within 5 seconds of pilot lighting, press OFF button on remote transmitter and slide switch to OFF. Wait five (5) minutes to clear out any gas, then repeat steps 3 and 4. IF YOU THEN SMELL GAS, STOP! SEE STEP B AT BEGINNING OF LIGHTING INSTRUCTIONS.

If the burner will not light after several tries, press the **OFF** button on the remote transmitter, slide the switch on the remote receiver to **OFF**, and contact a qualified professional service technician.

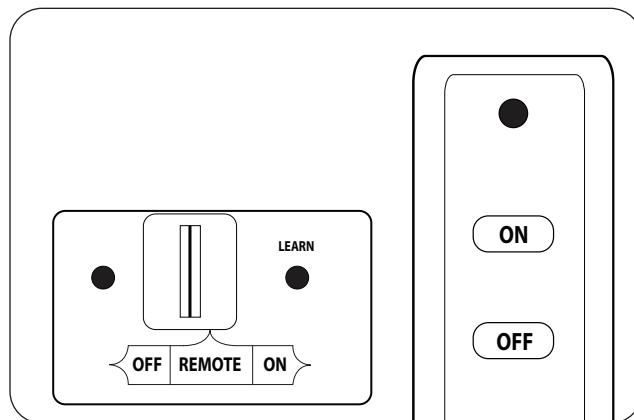
### Shutting Down

Press the **OFF** button on the remote transmitter. **If remote is unavailable**, slide the 3-position switch on the remote receiver to **OFF**. See Fig. 22-2.



**Fig. 22-1 Remote lighting**

- set switch to REMOTE
- press ON button to light burner



**Fig. 22-2 Remote shut down**

- press OFF button to shut down burner (set switch to OFF if remote is unavailable)

# LIGHTING INSTRUCTIONS - 11 SERIES

## FOR YOUR SAFETY, READ BEFORE LIGHTING

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

**A.** This appliance has a pilot that can be lit using the built-in piezo igniter, or by hand using a long fireplace match or lighter. When lighting the pilot, follow these instructions exactly.

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

### WHAT TO DO IF YOU SMELL GAS

- Do not try to light any appliance.
- Do not touch any 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.

**C.** Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it. Call a qualified professional service technician. Force or attempted repair may result in fire or explosion.

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

## PILOT OPERATION

### Lighting

1. STOP! Read the safety information above.
2. Locate the valve on the side of the unit. Push in the gas control knob slightly and turn clockwise to **OFF** (see Fig. 23-2).

**Note:** The control knob cannot be turned from **PILOT** to **OFF** unless the 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 above. If you do not smell gas, go to the next step.**

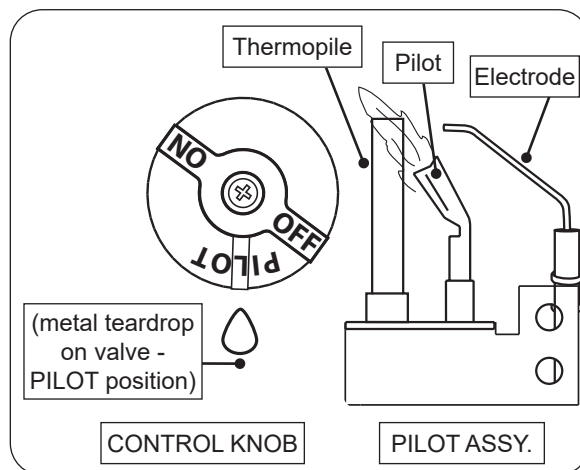
3. Locate the pilot assembly on the side or rear of the burner pan (see Fig. 23-1).
4. Turn the control knob counterclockwise to **PILOT**. Push the knob **firmly and fully** in and hold. Push the piezo igniter button several times until the pilot lights. Continue to hold the knob in for about one (1) minute after the pilot is lit. Release the knob and it will pop back out. The pilot will remain lit. See Fig. 23-1. If it goes out, repeat steps 2-4.

Alternatively, a long-stem match/ long-necked butane lighter can be held near the thermopile to light the pilot.

- If knob does not pop up when released, stop and immediately call your service technician or gas supplier.
- If pilot will not stay light after several tries, see shutdown step below and contact a qualified professional service technician.

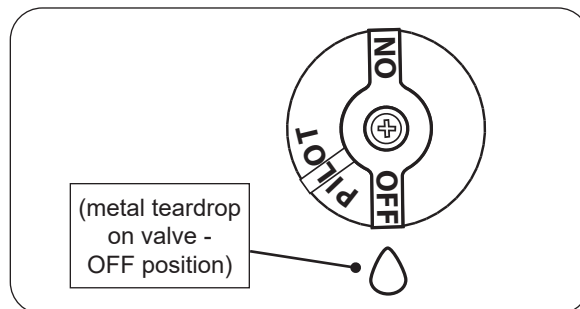
### Shutting Down

Push in the control knob slightly and turn clockwise to **OFF**. Do not force. See Fig. 23-2.



**Fig. 23-1 Pilot lighting**

- turn knob to OFF, wait 5 minutes
- turn knob to PILOT
- push knob in and hold
- use piezo or match/lighter to light pilot



**Fig. 23-2 Pilot shut down**

- turn knob to OFF to shut down pilot

## BURNER OPERATION - MANUAL MODE

During manual mode, if a remote receiver is equipped, the transmitter will not operate the burner system.

### Lighting

1. Ensure the pilot is burning. Turn the control knob counterclockwise ↺ to **ON** (see Fig. 24-1).
2. Flip the toggle switch to **ON** to ignite the burner (see Fig. 24-1).

**Note:** If a remote system is equipped, ensure that the 3-position switch on the remote receiver remains in the **OFF** position when manual lighting.

The valve will open and the burner will light.

**Note:** This sequence will take approximately 5 seconds.

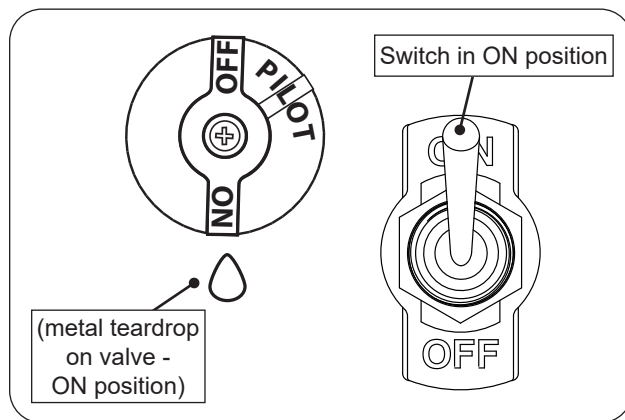
**WARNING:** If burner will not light within 5 seconds, flip toggle switch to **OFF** and turn control knob clockwise ↻ to **PILOT**. Wait five (5) minutes to clear out any gas, then repeat steps 1 and 2. **IF YOU THEN SMELL GAS, STOP! SEE STEP B AT BEGINNING OF LIGHTING INSTRUCTIONS.**

If the burner will not light after several tries, see total shutdown steps below and contact a qualified professional service technician.

### Shutting Down

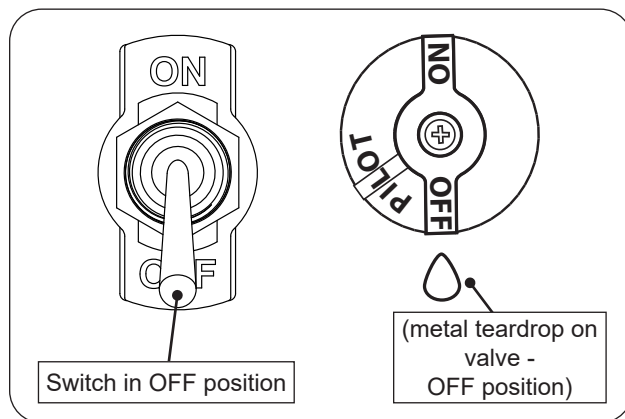
**To shut down the main burner (pilot will remain lit),** flip the toggle switch to **OFF** (see Fig. 24-2).

**To shut down the burner and pilot (total shutdown),** flip the toggle switch to **OFF**, and push in the control knob slightly and turn clockwise ↻ to **OFF** (see Fig. 24-2).



**Fig. 24-1 Manual lighting**

- ensure pilot lit
- turn knob to ON
- flip switch to ON to light burner



**Fig. 24-2 Manual shut down**

- flip switch to OFF to shut down burner (only)
- flip switch to OFF and turn knob to OFF to shut down burner and pilot

## BURNER OPERATION - REMOTE MODE (if equipped)

**Note:** If the remote does not function, and new batteries are installed, refer to the SYNC THE REMOTE SYSTEM section.

### Lighting

1. Ensure the pilot is burning. Turn the control knob counterclockwise ↺ to **ON** (see Fig. 25-1).

**Note:** Ensure that the toggle switch remains in the **OFF** position when remote lighting.

2. Locate the 3-position switch on the remote receiver, and slide the switch to **REMOTE** (see Fig. 25-1).
3. Locate the remote transmitter and press the **ON** button (see Fig. 25-1). The ignition sequence will begin.

The remote receiver will emit an audible "beep"; then the valve will open and the burner will light.

**Note:** This sequence will take approximately 5 seconds.

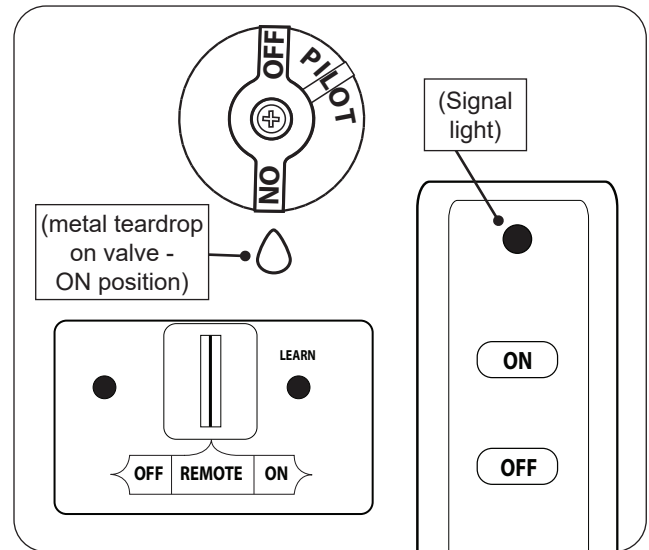
**WARNING:** If burner will not light within 5 seconds, press **OFF** button on remote transmitter, slide switch to **OFF**, and turn control knob clockwise ↻ to **PILOT**. Wait five (5) minutes to clear out any gas, then repeat steps 1-3. **IF YOU THEN SMELL GAS, STOP! SEE STEP B AT BEGINNING OF LIGHTING INSTRUCTIONS.**

If the burner will not light after several tries, see total shutdown steps below and contact a qualified professional service technician.

### Shutting Down

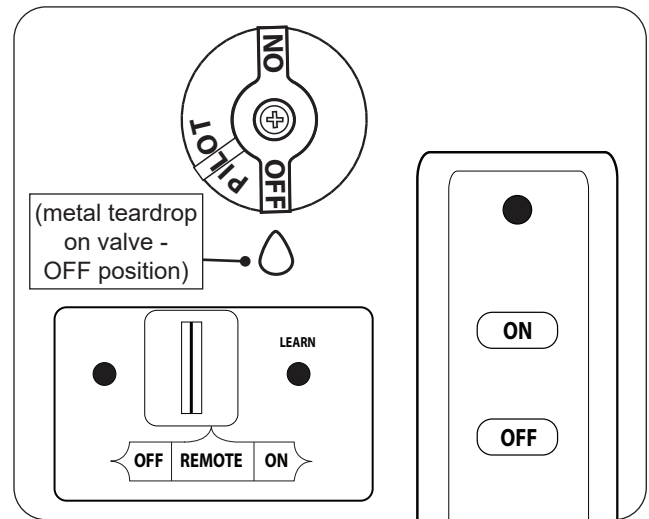
**To shut down the main burner (pilot will remain lit),** press the **OFF** button on the remote transmitter. **If remote is unavailable,** slide the switch on the receiver to **OFF**. See Fig. 25-2.

**To shut down the burner and pilot (total shutdown),** press the **OFF** button on the remote transmitter, slide the switch on the receiver to **OFF**, and push in the control knob slightly and turn clockwise ↻ to **OFF**. See Fig. 25-2.



**Fig. 25-1 Remote lighting**

- ensure pilot lit
- turn knob to ON
- set switch to REMOTE
- press ON button to light burner



**Fig. 25-2 Remote shut down**

- press OFF button to shut down burner (only)
- press OFF button, set switch to OFF, and turn knob to OFF to shut down burner and pilot

# LIGHTING INSTRUCTIONS - 15 SERIES

## FOR YOUR SAFETY, READ BEFORE LIGHTING

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

- A. This appliance has a pilot that can be lit using the built-in piezo igniter, or by hand using a long fireplace match or lighter. When lighting the pilot, follow these instructions exactly.
- B. **BEFORE LIGHTING**, smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

### WHAT TO DO IF YOU SMELL GAS

- Do not try to light any appliance.
  - Do not touch any 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.
- C. Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it. Call a qualified professional service technician. Force or attempted repair may result in fire or explosion.
- D. Do not use this appliance if any part has been under water. Immediately call a qualified professional service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

## PILOT OPERATION

### Lighting

1. STOP! Read the safety information above.
2. Locate the valve on the side of the unit. Push in the ignition knob slightly and turn clockwise so the indicator points to **OFF** on the valve (see Fig. 26-2).

**Note:** The ignition knob cannot be turned from **PILOT** to **OFF** unless the 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 above. If you do not smell gas, go to the next step.**

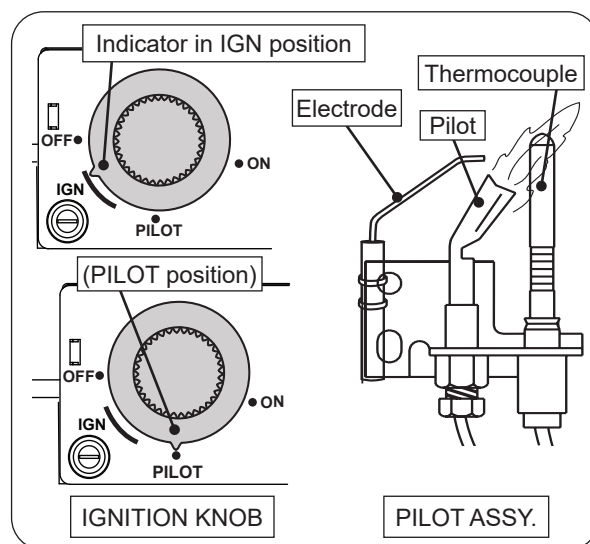
3. Locate the pilot assembly on the side or rear of the burner pan (see Fig. 26-1).
4. Turn the ignition knob counterclockwise toward **IGN** until it stops. Push the knob **firmly and fully** in and hold for 5 seconds (only pilot gas will flow).
5. While still holding the knob in, turn the knob counterclockwise to **PILOT** until you hear a click (piezo igniter will activate and light pilot). Continue to hold the knob in for about one (1) minute after the pilot is lit. Release the knob and it will pop back out. The pilot will remain lit. See Fig. 26-1. If it goes out, repeat steps 2-5.

Alternatively, a long-stem match/ long-necked butane lighter can be held near the thermocouple to light the pilot.

- If knob does not pop up when released, stop and immediately call your service technician or gas supplier.
- If pilot will not stay light after several tries, see shutdown step below and contact a qualified professional service technician.

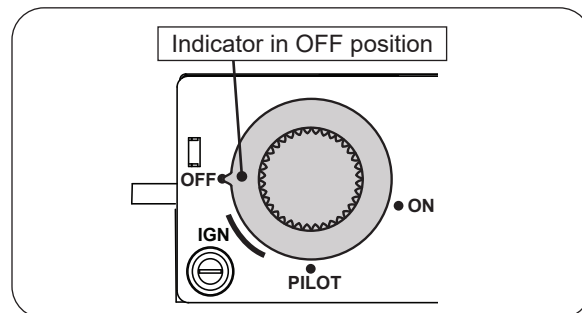
### Shutting Down

Push in the ignition knob slightly and turn clockwise to **OFF**. Do not force. See Fig. 26-2.



**Fig. 26-1 Pilot lighting**

- turn knob to OFF, wait 5 minutes
- turn knob to IGN, push in and hold 5 sec.
- turn knob to PILOT and keep held in 60 sec.



**Fig. 26-2 Pilot shut down**

- turn knob to OFF to shut down pilot

## BURNER OPERATION - MANUAL MODE

During manual mode, if a remote receiver is equipped, the transmitter will not operate the burner system.

### Lighting

1. Ensure the pilot is burning. Turn the ignition knob counterclockwise ↺ to **ON** (see Fig. 27-1).
2. Turn the control knob counterclockwise ↺ to the fully ON position to ignite the burner (see Fig. 27-1).

**Note:** If a remote system is equipped, ensure that the 3-position switch on the remote receiver remains in the **OFF** position when manual lighting.

The valve will open and the burner will light.

**Note:** This sequence will take approximately 5 seconds.

**WARNING:** If burner will not light within 5 seconds, turn control knob clockwise ↻ to fully OFF position and ignition knob clockwise ↻ to **PILOT**. Wait five (5) minutes to clear out any gas, then repeat steps 1 and 2. **IF YOU THEN SMELL GAS, STOP! SEE STEP B AT BEGINNING OF LIGHTING INSTRUCTIONS.**

If the burner will not light after several tries, see total shutdown steps below and contact a qualified professional service technician.

### Adjusting Flame Height

The flame height may be adjusted via the control knob. Turn the knob counterclockwise ↺ toward **ON** to increase the flame height. Turn clockwise ↻ toward **OFF** to decrease the flame height.

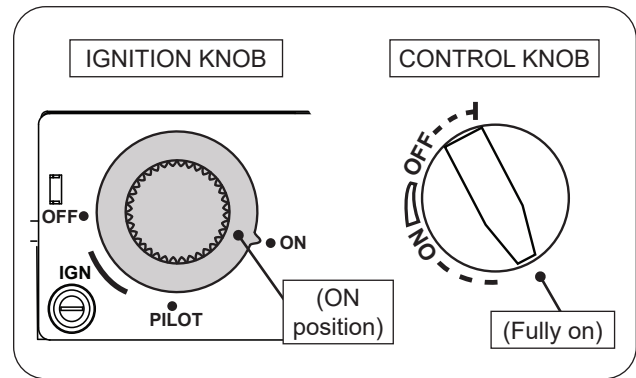
**Note:** Turning the control knob the fully OFF position will turn off the burner. The pilot will remain lit.

### Shutting Down

**To shut down the main burner (pilot will remain lit),** turn the control knob clockwise ↻ to the fully OFF position (see Fig. 27-2).

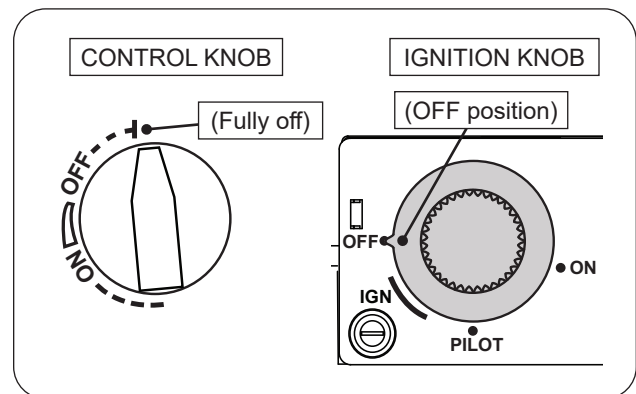
**To shut down the burner and pilot (total shutdown),** turn the control knob clockwise ↻ to the fully OFF position, and push in the ignition knob slightly and turn clockwise ↻ to **OFF** (see Fig. 27-2).

**Important:** When turning back on, wait at least 1 minute to allow the valve to reset (for relighting).



**Fig. 27-1 Manual lighting**

- ensure pilot lit
- turn ignition knob to ON
- turn control knob to fully ON to light burner



**Fig. 27-2 Manual shut down**

- turn control knob to fully OFF to shut down burner (only)
- turn control knob to fully OFF and turn ignition knob to **OFF** to shut down burner and pilot



## BURNER OPERATION - REMOTE MODE (if equipped)

**Note:** If the remote does not function, and new batteries are installed, refer to the SYNC THE REMOTE SYSTEM section.

### Lighting

1. Ensure the pilot is burning. Turn the ignition knob counterclockwise ↶ to **ON** (see Fig. 28-1).
2. Locate the 3-position switch on the remote receiver, and slide the switch to **REMOTE** (see Fig. 28-1).
3. Locate the remote transmitter and press and hold the **ON/HI** button (see Fig. 28-1). The ignition sequence will begin.

The remote receiver will emit an audible "beep"; then the valve will open and the burner will light.

**Note:** This sequence will take approximately 5 seconds.

**Note:** Upon initial use or after an extended period of no use, the **ON/HI** button may have to be pressed for up to 3 seconds prior to functioning.

**WARNING:** If burner will not light within 5 seconds, **press and hold LO/OFF button on remote transmitter, slide switch to OFF, and turn ignition knob clockwise ↷ to PILOT. Wait five (5) minutes to clear out any gas, then repeat steps 1-3. IF YOU THEN SMELL GAS, STOP! SEE STEP B AT BEGINNING OF LIGHTING INSTRUCTIONS.**

If the burner will not light after several tries, see total shutdown steps below and contact a qualified professional service technician.

### Adjusting Flame Height

The flame height may be adjusted via the remote transmitter. Press and hold the **ON/HI** button to increase the flame height. Press and hold the **LO/OFF** button to decrease the flame height. A click will be heard when the max/minimum setting is reached.

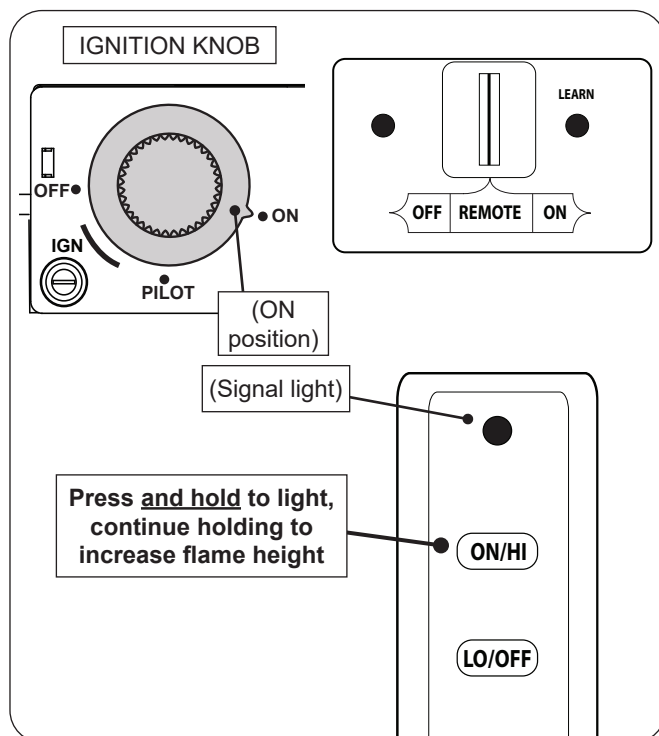
**Note:** Continuing to hold the **LO/OFF** button will turn off the burner. The pilot will remain lit.

### Shutting Down

**To shut down the main burner (pilot will remain lit),** press and hold the **LO/OFF** button on the remote transmitter until the burner shuts off. **If remote is unavailable,** slide the switch on the receiver to **OFF**. See Fig. 28-2.

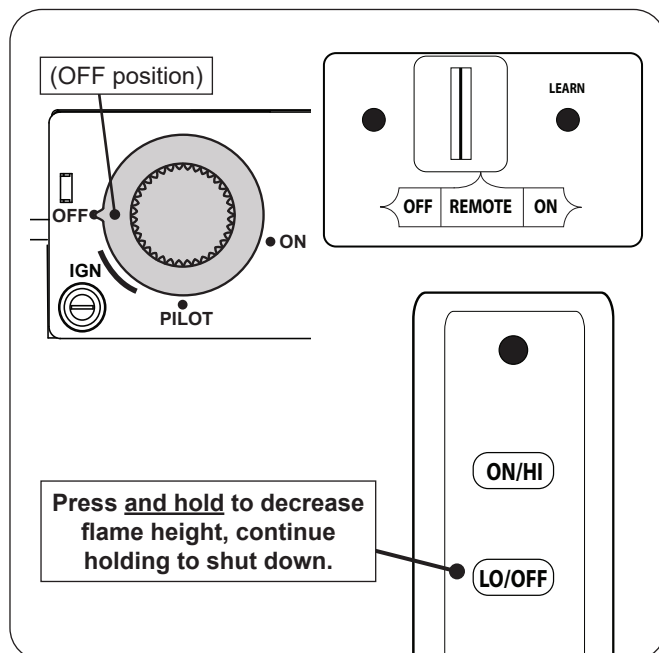
**To shut down the burner and pilot (total shutdown),** press and hold the **LO/OFF** button on the remote transmitter until the burner shuts off, slide the switch on the receiver to **OFF**, and push in the ignition knob slightly and turn clockwise ↷ to **OFF**. See Fig. 28-2.

**Important:** When turning back on, wait at least 1 minute to allow the valve to reset (for relighting).



**Fig. 28-1 Remote lighting**

- ensure pilot lit
- turn ignition knob to ON
- set switch to REMOTE
- press and hold ON/HI button to light burner



**Fig. 28-2 Remote shut down**

- press and hold LO/OFF button to shut down burner
- press and hold LO/OFF button, set switch to OFF, and turn ignition knob to OFF to shut down burner and pilot

# LIGHTING INSTRUCTIONS - 17 SERIES

## FOR YOUR SAFETY, READ BEFORE LIGHTING

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

- A. This appliance has a pilot that can be lit using the built-in piezo igniter, or by hand using a long fireplace match or lighter. When lighting the pilot, follow these instructions exactly.
- B. **BEFORE LIGHTING**, smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

### WHAT TO DO IF YOU SMELL GAS

- Do not try to light any appliance.
- Do not touch any 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.

- C. Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it. Call a qualified professional service technician. Force or attempted repair may result in fire or explosion.
- D. Do not use this appliance if any part has been under water. Immediately call a qualified professional service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

## PILOT OPERATION

### Lighting

1. STOP! Read the safety information above.
2. Locate the valve on the side of the unit. Push in the gas control knob slightly and turn clockwise to **OFF** (see Fig. 29-2).

**Note:** The control knob cannot be turned from **PILOT** to **OFF** unless the 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 above. If you do not smell gas, go to the next step.**

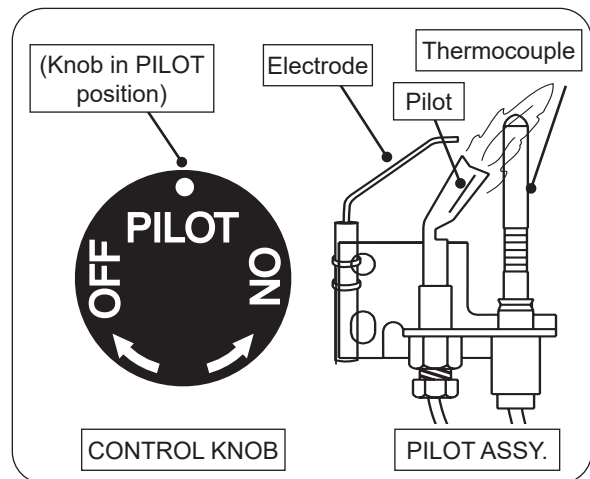
3. Locate the pilot assembly on the side or rear of the burner pan (see Fig. 29-1).
4. Turn the control knob counterclockwise to **PILOT**. Push the knob **firmly and fully** in and hold. Push the piezo igniter button several times until the pilot lights. Continue to hold the knob in for about one (1) minute after the pilot is lit. Release the knob and it will pop back out. The pilot will remain lit. See Fig. 29-1. If it goes out, repeat steps 2-4.

Alternatively, a long-stem match/ long-necked butane lighter can be held near the thermocouple to light the pilot.

- 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 light after several tries, see shutdown step below and contact a qualified professional service technician.

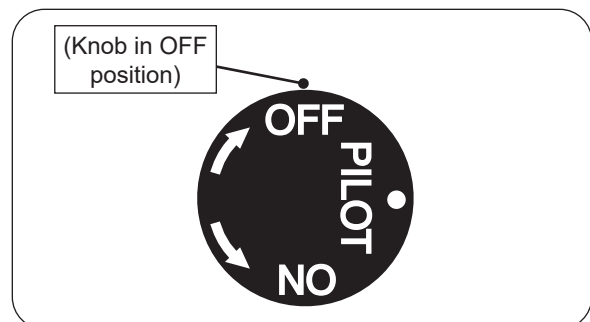
### Shutting Down

Push in the control knob slightly and turn clockwise to **OFF**. Do not force. See Fig. 29-2.



**Fig. 29-1 Pilot lighting**

- turn knob to OFF, wait 5 minutes
- turn knob to PILOT
- push knob in and hold
- use piezo or match/lighter to light pilot



**Fig. 29-2 Pilot shut down**

- turn knob to OFF to shut down pilot

## BURNER OPERATION - MANUAL MODE

During manual mode, if a remote receiver is equipped, the transmitter will not operate the burner system.

### Lighting

1. Ensure the pilot is burning. Turn the control knob counterclockwise ↺ to **ON** to ignite the burner (see Fig. 30-1).

**Note:** If a remote system is equipped, ensure that the 3-position switch on the remote receiver remains in the **OFF** position when manual lighting.

The valve will open and the burner will light.

**Note:** This sequence will take approximately 5 seconds.

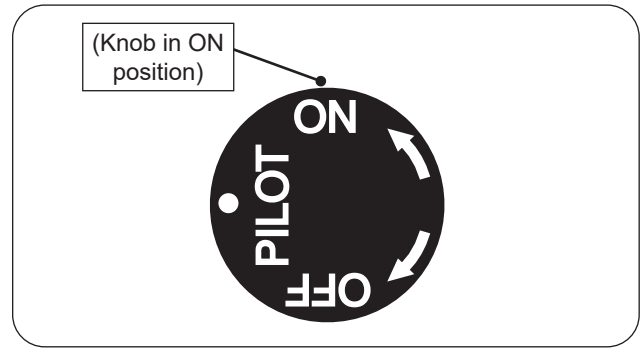
**WARNING:** If burner will not light within 5 seconds, turn control knob clockwise ↻ to **PILOT**. Wait five (5) minutes to clear out any gas, then repeat step 1. **IF YOU THEN SMELL GAS, STOP! SEE STEP B AT BEGINNING OF LIGHTING INSTRUCTIONS.**

If the burner will not light after several tries, see total shutdown step below and contact a qualified professional service technician.

### Shutting Down

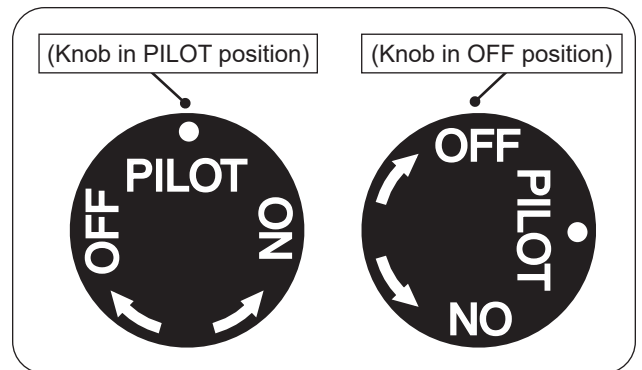
**To shut down the main burner (pilot will remain lit),** turn the control knob clockwise ↻ to **PILOT** (see Fig. 30-2).

**To shut down the burner and pilot (total shutdown),** push in the control knob slightly and turn clockwise ↻ to **OFF** (see Fig. 30-2).



**Fig. 30-1 Manual lighting**

- ensure pilot lit
- turn knob to ON to light burner



**Fig. 30-2 Manual shut down**

- turn knob to PILOT to shut down burner (only)
- turn knob to OFF to shut down burner and pilot

## BURNER OPERATION - REMOTE MODE (if equipped)

**Note:** If the remote does not function, and new batteries are installed, refer to the SYNC THE REMOTE SYSTEM section.

### Lighting

1. Ensure the pilot is burning. Locate the 3-position switch on the remote receiver, and slide the switch to **REMOTE** (see Fig. 31-1).
2. Locate the remote transmitter and press and hold the **ON/HI** button (see Fig. 31-1). The ignition sequence will begin.

The remote receiver will emit an audible "beep"; then the valve will open and the burner will light.

**Note:** This sequence will take approximately 5 seconds.

**Note:** Upon initial use or after an extended period of no use, the **ON/HI** button may have to be pressed for up to 3 seconds prior to functioning.

**WARNING:** If burner will not light within 5 seconds, press and hold **LO/OFF** button on remote transmitter and slide switch to **OFF**. Wait five (5) minutes to clear out any gas, then repeat steps 1 and 2. **IF YOU THEN SMELL GAS, STOP! SEE STEP B AT BEGINNING OF LIGHTING INSTRUCTIONS.**

If the burner will not light after several tries, see total shutdown steps below and contact a qualified professional service technician.


### Adjusting Flame Height

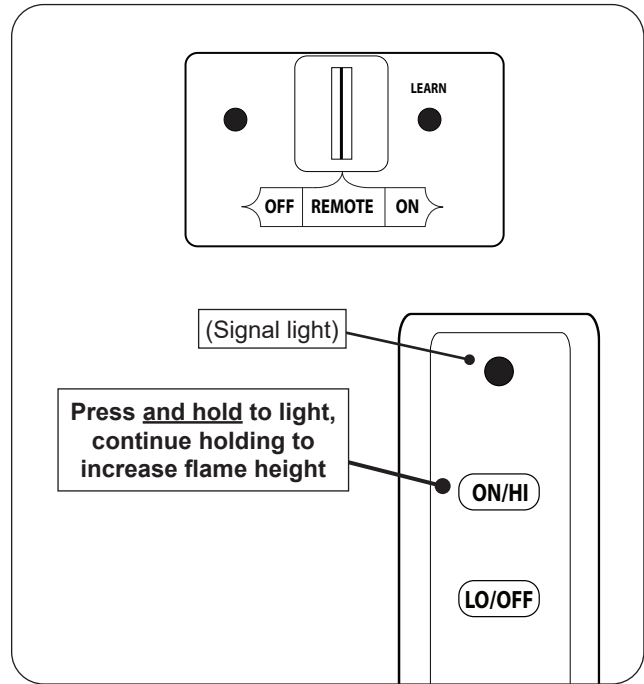
The flame height may be adjusted via the remote transmitter. Press and hold the **ON/HI** button to increase the flame height. Press and hold the **LO/OFF** button to decrease the flame height. A click will be heard when the max/minimum setting is reached.

**Note:** Continuing to hold the **LO/OFF** button will turn off the burner. The pilot will remain lit.

### Shutting Down

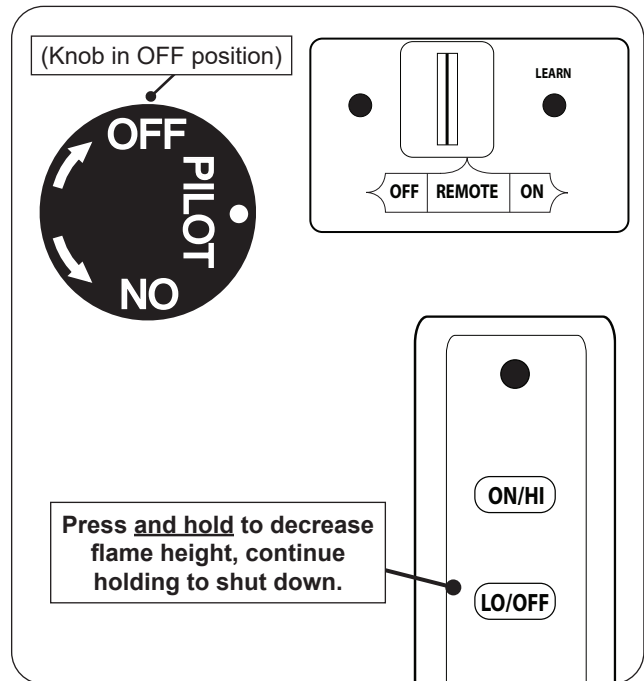
**To shut down the main burner (pilot will remain lit),** press and hold the **LO/OFF** button on the remote transmitter until the burner shuts off. **If remote is unavailable,** slide the switch on the receiver to **OFF**. See Fig. 31-2.

**To shut down the burner and pilot (total shutdown),** press and hold the **LO/OFF** button on the remote transmitter until the burner shuts off, slide the switch on the receiver to **OFF**, and push in the control knob slightly and turn clockwise  to **OFF**. See Fig. 31-2.



**Fig. 31-1 Remote lighting**

- ensure pilot lit
- set switch to REMOTE
- press and hold ON/HI button to light burner

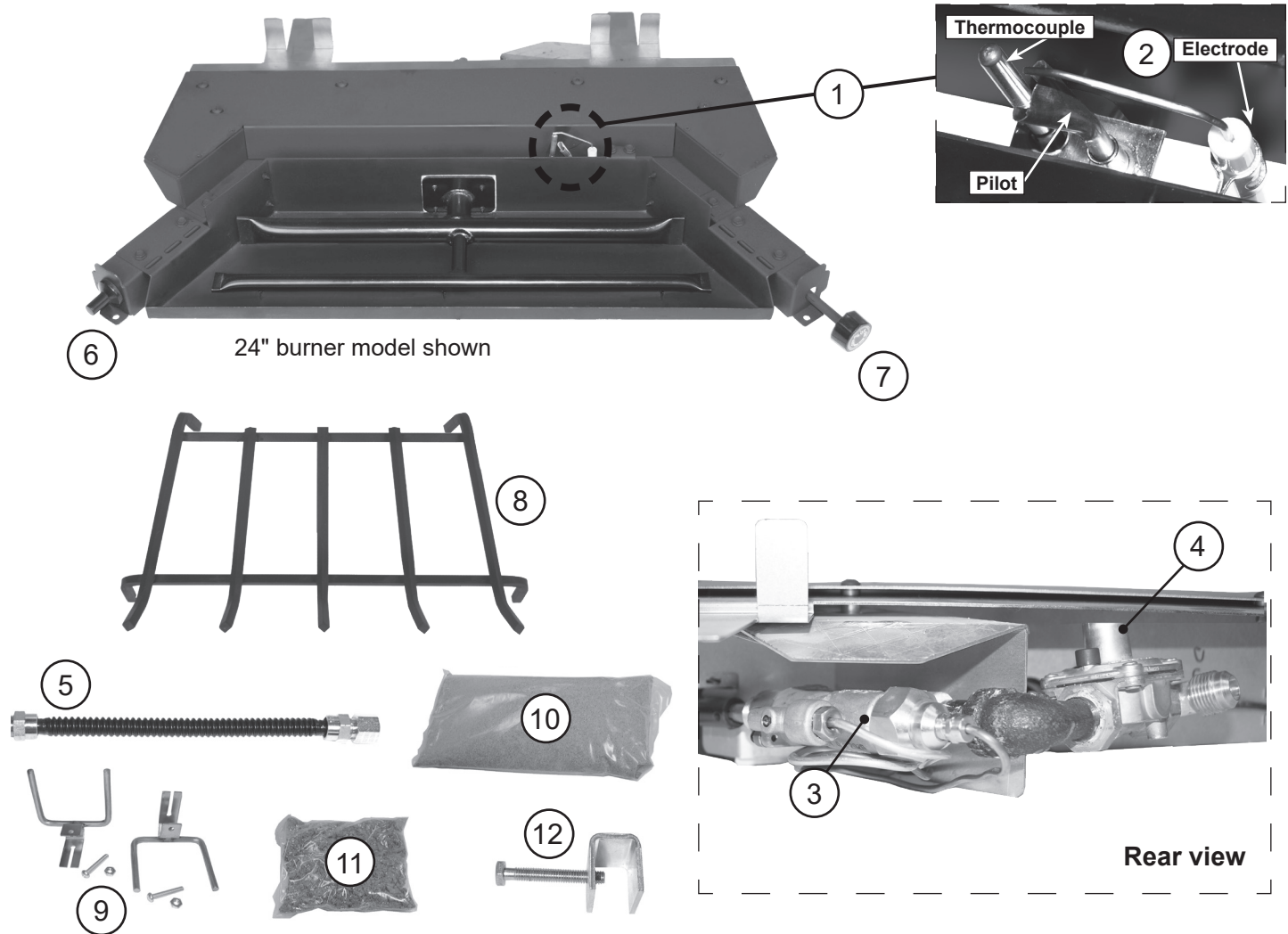


**Fig. 31-2 Remote shut down**

- press and hold LO/OFF button to shut down burner
- press and hold LO/OFF button, set switch to OFF, and turn knob to OFF to shut down burner and pilot

Please use this page to record any information that you may want to have at hand.

# REPLACEMENT PARTS LIST - MANUAL SERIES



**Note: Photos not to scale**

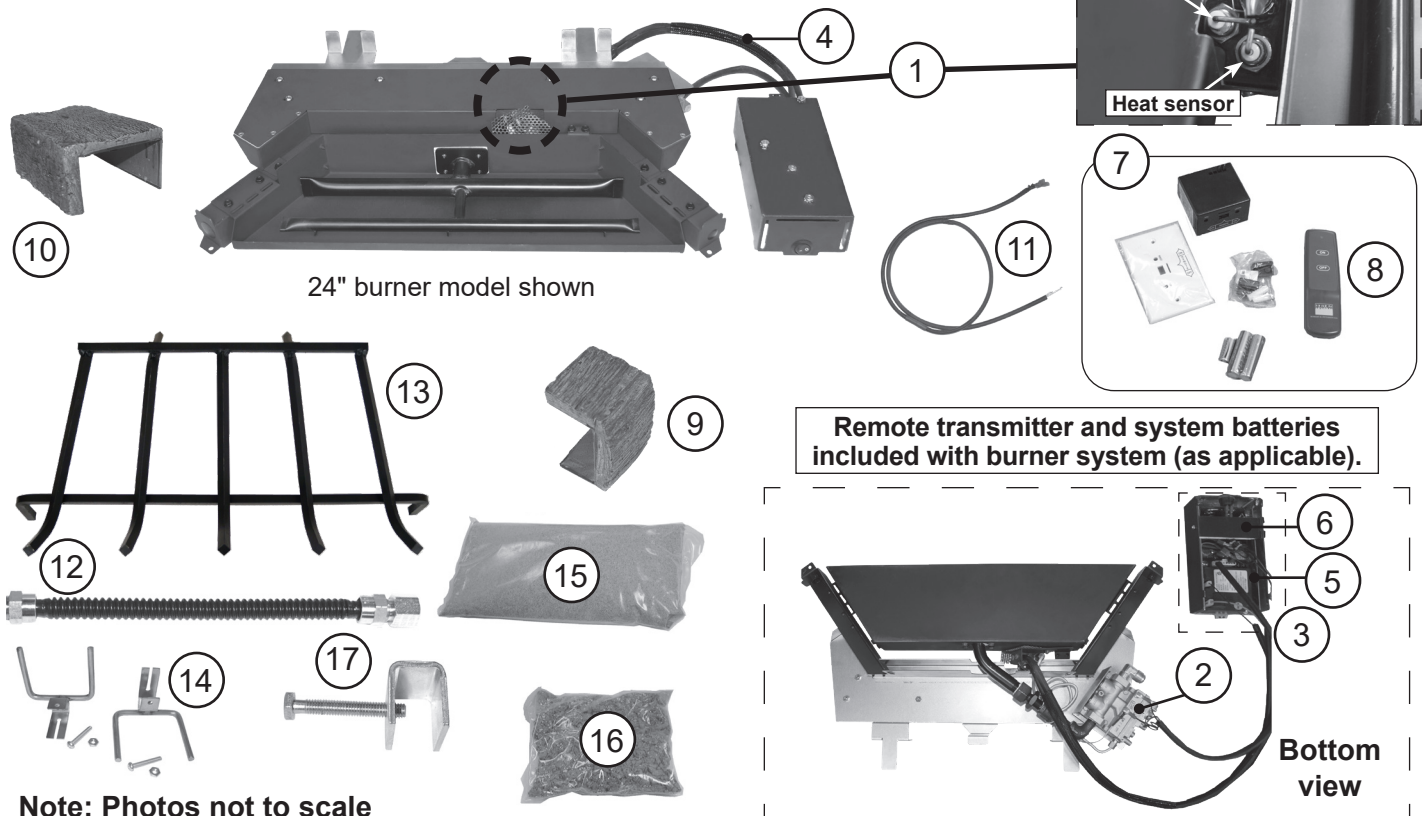
**Replacement parts can be ordered from your local Real Fyre dealer.**

**The log set is purchased and packaged separately; contact your local Real Fyre dealer when ordering. Refer to the instructions included with the log set.**

Item	Description	18/20" model		24" model		30" model	
		Part No.	Qty.	Part No.	Qty.	Part No.	Qty.
1. or	Pilot assembly (natural) Pilot assembly (propane)	PT-1NAT PT-1LP	1 1	PT-1NAT PT-1LP	1 1	PT-1NAT PT-1LP	1 1
2.	Electrode (only)	CE-15	1	CE-15	1	CE-15	1
3.	Control valve (natural or propane models)	SV-19	1	SV-19	1	SV-19	1
4. or	Pressure regulator (natural) Pressure regulator (propane)	PR-1NAT PR-1LP	1 1	PR-1NAT PR-1LP	1 1	PR-1NAT PR-1LP	1 1
5.	Flex connector (w/ adapter), 1/2" O.D. x 24"	CK-5-24	1	CK-5-24	1	CK-5-24	1
6.	Piezo igniter	PZ-1	1	PZ-1	1	PZ-1	1
7.	Control knob w/extension	EH-13	1	EH-13	1	EH-13	1
8.	Grate	S4-18	1	S4-24	1	S4-30	1
9.	Log locator (w/ screw and nut)	UP-17	2	UP-17	2	UP-17	2
10. or	Sand (natural gas) Vermiculite (propane gas)	CS-6 LF-15-3.5	1 1	CS-8 LF-15-7	1 1	CS-10 LF-15	1 1
11.	Glowing embers	EM-1	1	EM-1	1	EM-1	1
12.	Damper clamp	DC-1	1	DC-1	1	DC-1	1



# REPLACEMENT PARTS LIST - 02 SERIES



Replacement parts can be ordered from your local Real Fyre dealer.

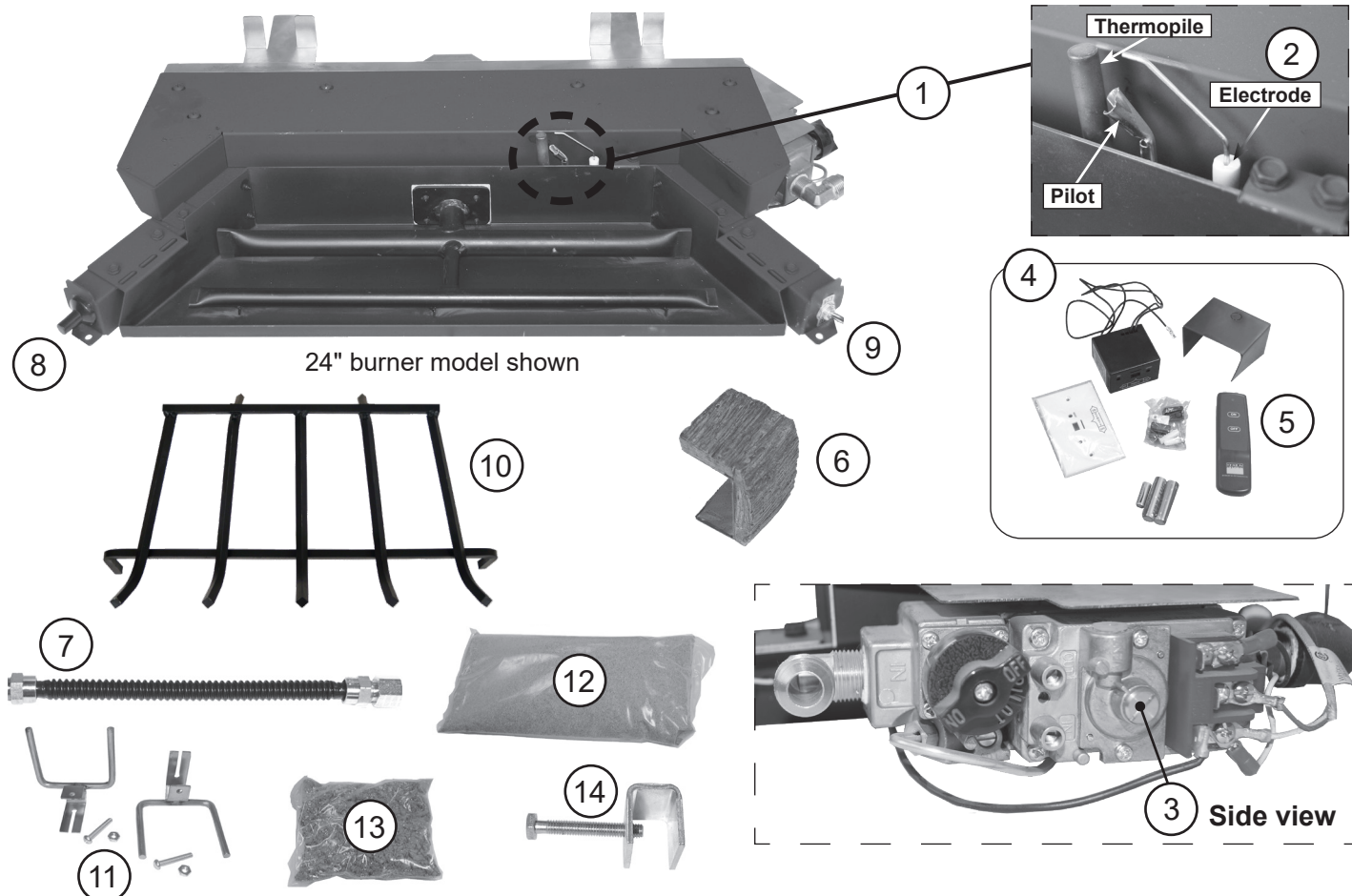
The log set is purchased and packaged separately; contact your Real Fyre dealer when ordering. Refer to instructions included with log set.

Item	Description	18/20" model		24" model		30" model	
		Part No.	Qty.	Part No.	Qty.	Part No.	Qty.
1. or	Pilot assembly (natural) Pilot assembly (propane)	PAC-11 PAC-11P	1 1	PAC-11 PAC-11P	1 1	PAC-11 PAC-11P	1 1
2. or	Control valve (natural) Control valve (propane)	SV-45 SV-45P	1 1	SV-45 SV-45P	1 1	SV-45 SV-45P	1 1
3.	Switch box assembly (includes battery box, module, ON/OFF switch, thermo switch, metal heat shield)	EPK-64A	1	EPK-64A	1	EPK-64A	1
4.	Main harness assembly	WH-12	1	WH-12	1	WH-12	1
5.	Control module	IMP-1	1	IMP-1	1	IMP-1	1
6.	Battery pack	IMP-2	1	IMP-2	1	IMP-2	1
7.	Remote kit * † (includes receiver, transmitter, batteries, plastic cover)	RR-1A	1	RR-1A	1	RR-1A	1
8.	Remote transmitter (only) *	AT-R1-1	1	AT-R1-1	1	AT-R1-1	1
9.	Decorative heat shield (remote) * †	HS-36	1	HS-36	1	HS-36	1
10.	Decorative heat shield (valve)	HS-38A	1	HS-38A	1	HS-38A	1
11.	Remote receiver wire harness * †	WH-10	1	WH-10	1	WH-10	1
12.	Flex connector (w/ adapter), 1/2" O.D. x 24"	CK-5-SP	1	CK-5-SP	1	CK-5-SP	1
13.	Grate	S4-18	1	S4-24	1	S4-30	1
14.	Log locator (w/ screw and nut)	UP-17	2	UP-17	2	UP-17	2
15. or	Sand (natural gas) Vermiculite (propane gas)	CS-6 LF-15-3.5	1 1	CS-8 LF-15-7	1 1	CS-10 LF-15	1 1
16.	Glowing embers	EM-1	1	EM-1	1	EM-1	1
17.	Damper clamp	DC-1	1	DC-1	1	DC-1	1

\* if equipped

† to add a remote system to an 02M model, use RR-1A, HS-36, and WH-10

# REPLACEMENT PARTS LIST - 11 SERIES



**Note: Photos not to scale**

**Replacement parts can be ordered from your local Real Fyre dealer.**

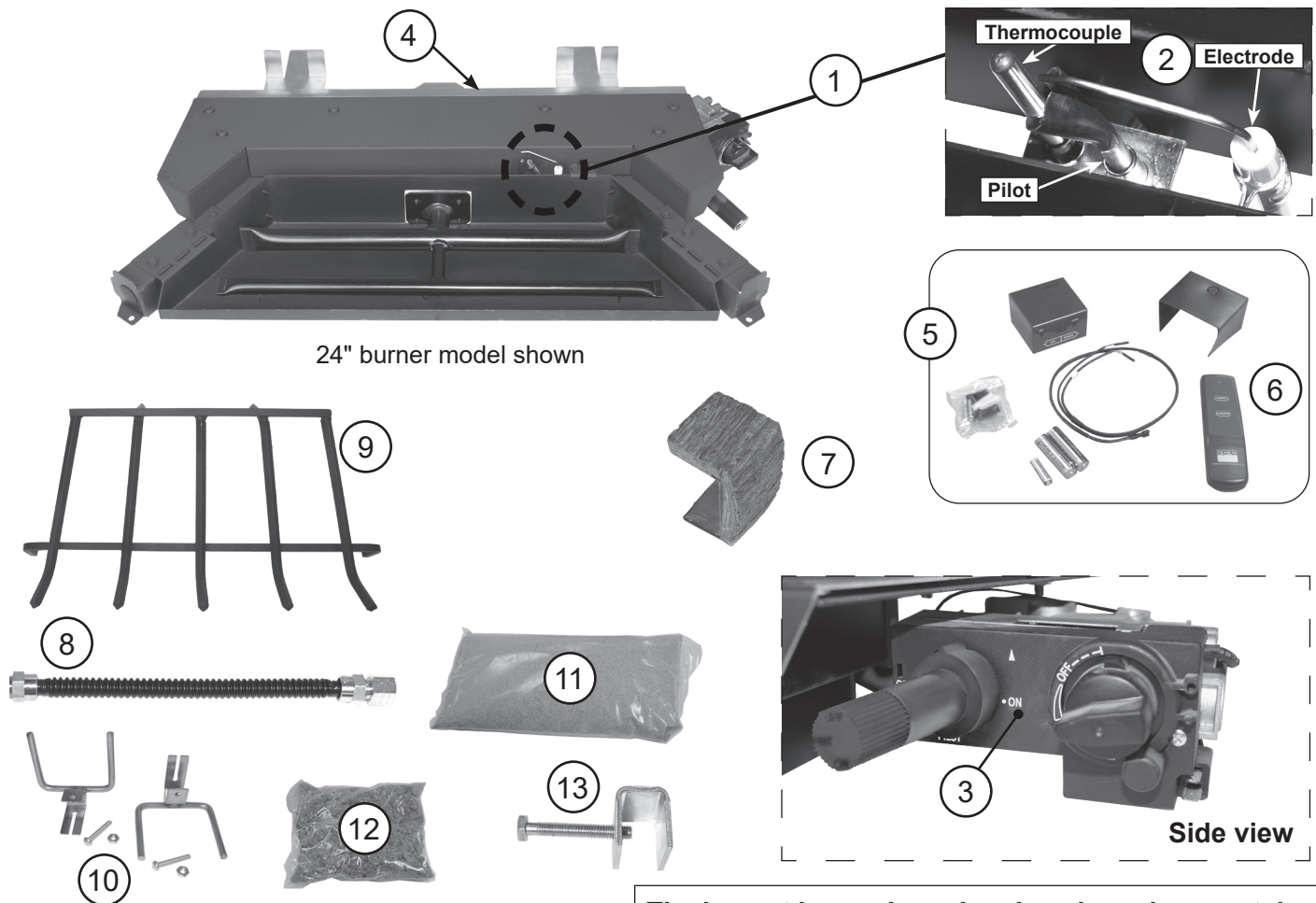
**The log set is purchased and packaged separately; contact your local Real Fyre dealer when ordering. Refer to the instructions included with the log set.**

Item	Description	18/20" model		24" model		30" model	
		Part No.	Qty.	Part No.	Qty.	Part No.	Qty.
1. or	Pilot assembly (natural) Pilot assembly (propane)	PG-1-12NAT PG-1-12LP	1 1	PG-1-12NAT PG-1-12LP	1 1	PG-1-12NAT PG-1-12LP	1 1
2.	Electrode (only)	CE-15	1	CE-15	1	CE-15	1
3. or	Control valve (natural) Control valve (propane)	SV-6 SV-6P	1 1	SV-6 SV-6P	1 1	SV-6 SV-6P	1 1
4.	Remote kit * † (includes receiver, transmitter, batteries, plastic cover)	RR-1A	1	RR-1A	1	RR-1A	1
5.	Remote transmitter (only) *	AT-R1-1	1	AT-R1-1	1	AT-R1-1	1
6.	Decorative heat shield * †	HS-36	1	HS-36	1	HS-36	1
7.	Flex connector (w/ adapter), 1/2" O.D. x 24"	CK-5-SP	1	CK-5-SP	1	CK-5-SP	1
8.	Piezo igniter	PZ-1	1	PZ-1	1	PZ-1	1
9.	Toggle switch	SW-2	1	SW-2	1	SW-2	1
10.	Grate	S4-18	1	S4-24	1	S4-30	1
11.	Log locator (w/ screw and nut)	UP-17	2	UP-17	2	UP-17	2
12. or	Sand (natural gas) Vermiculite (propane gas)	CS-6 LF-15-3.5	1 1	CS-8 LF-15-7	1 1	CS-10 LF-15	1 1
13.	Glowing embers	EM-1	1	EM-1	1	EM-1	1
14.	Damper clamp	DC-1	1	DC-1	1	DC-1	1

\* if equipped

† to add a remote system to an 11M model, use RR-1A and HS-36

# REPLACEMENT PARTS LIST - 15 SERIES



24" burner model shown

Side view

Note: Photos not to scale

Replacement parts can be ordered from your local Real Fyre dealer.

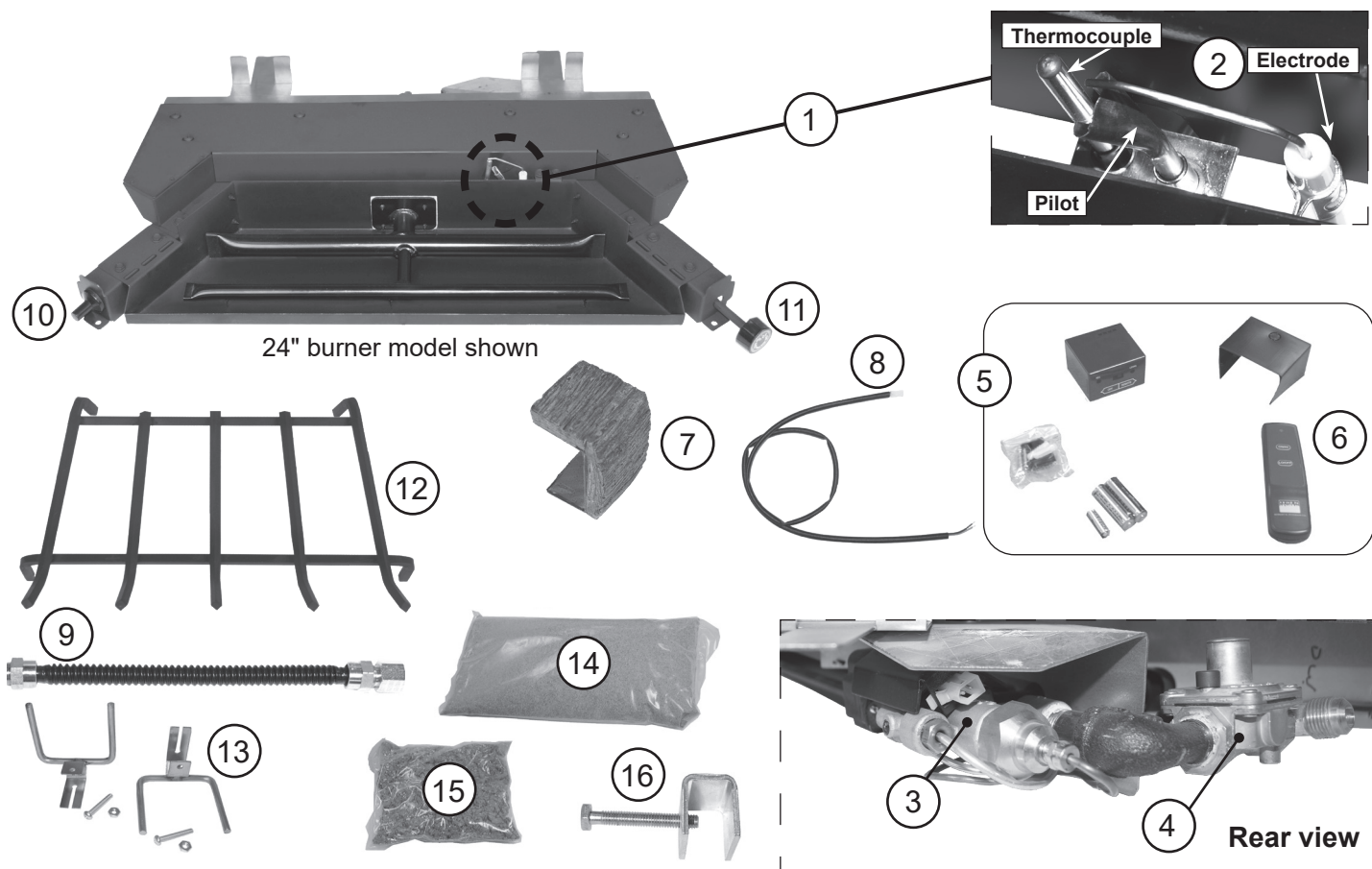
The log set is purchased and packaged separately; contact your local Real Fyre dealer when ordering. Refer to the instructions included with the log set.

Item	Description	18/20" model		24" model		30" model	
		Part No.	Qty.	Part No.	Qty.	Part No.	Qty.
1.	Pilot assembly (natural)	PT-1NAT	1	PT-1NAT	1	PT-1NAT	1
or	Pilot assembly (propane)	PT-1LP	1	PT-1LP	1	PT-1LP	1
2.	Electrode (only)	CE-15	1	CE-15	1	CE-15	1
3.	Control valve (natural)	SV-56	1	SV-56	1	SV-56	1
or	Control valve (propane)	SV-57	1	SV-57	1	SV-57	1
4.	Pressure regulator (natural)	PR-3NAT	1	PR-3NAT	1	PR-3NAT	1
or	Pressure regulator (propane)	PR-2LP	1	PR-2LP	1	PR-2LP	1
5.	Remote kit * † (includes receiver, transmitter, batteries, plastic cover)	VR-1A	1	VR-1A	1	VR-1A	1
6.	Remote transmitter (only) *	AT-V1-1	1	AT-V1-1	1	AT-V1-1	1
7.	Decorative heat shield * †	HS-36	1	HS-36	1	HS-36	1
8.	Flex connector (w/ adapter), 1/2" O.D. x 24"	CK-5-24	1	CK-5-24	1	CK-5-24	1
9.	Grate	S4-18	1	S4-24	1	S4-30	1
10.	Log locator (w/ screw and nut)	UP-17	2	UP-17	2	UP-17	2
11.	Sand (natural gas)	CS-6	1	CS-8	1	CS-10	1
or	Vermiculite (propane gas)	LF-15-3.5	1	LF-15-7	1	LF-15	1
12.	Glowing embers	EM-1	1	EM-1	1	EM-1	1
13.	Damper clamp	DC-1	1	DC-1	1	DC-1	1

\* if equipped

† to add a remote system to a 15M model, use VR-1A and HS-36

# REPLACEMENT PARTS LIST - 17 SERIES



Note: Photos not to scale

Replacement parts can be ordered from your local Real Fyre dealer.

The log set is purchased and packaged separately; contact your Real Fyre dealer when ordering. Refer to instructions included with log set.

Item	Description	18/20" model		24" model		30" model	
		Part No.	Qty.	Part No.	Qty.	Part No.	Qty.
1.	Pilot assembly (natural)	PT-1NAT	1	PT-1NAT	1	PT-1NAT	1
or	Pilot assembly (propane)	PT-1LP	1	PT-1LP	1	PT-1LP	1
2.	Electrode (only)	CE-15	1	CE-15	1	CE-15	1
3.	Control valve (natural or propane models)	SV-37	1	SV-37	1	SV-37	1
4.	Pressure regulator (natural)	PR-1NAT	1	PR-1NAT	1	PR-1NAT	1
or	Pressure regulator (propane)	PR-1LP	1	PR-1LP	1	PR-1LP	1
5.	Remote kit * † (includes receiver, transmitter, batteries, plastic cover)	VR-1A	1	VR-1A	1	VR-1A	1
6.	Remote transmitter (only) *	AT-V1-1	1	AT-V1-1	1	AT-V1-1	1
7.	Decorative heat shield * †	HS-36	1	HS-36	1	HS-36	1
8.	Remote receiver wire harness * †	WH-01	1	WH-01	1	WH-01	1
9.	Flex connector (w/ adapter), 1/2" O.D. x 24"	CK-5-24	1	CK-5-24	1	CK-5-24	1
10.	Piezo igniter	PZ-1	1	PZ-1	1	PZ-1	1
11.	Control knob w/extension	EH-13	1	EH-13	1	EH-13	1
12.	Grate	S4-18	1	S4-24	1	S4-30	1
13.	Log locator (w/ screw and nut)	UP-17	2	UP-17	2	UP-17	2
14.	Sand (natural gas)	CS-6	1	CS-8	1	CS-10	1
or	Vermiculite (propane gas)	LF-15-3.5	1	LF-15-7	1	LF-15	1
15.	Glowing embers	EM-1	1	EM-1	1	EM-1	1
16.	Damper clamp	DC-1	1	DC-1	1	DC-1	1

\* if equipped

† to add a remote system to a 17M model, use VR-1A, HS-36, and WH-01



## ROUTINE MAINTENANCE AND SERVICE

**The appliance, the fireplace, and the installation should be examined before use, and must be inspected annually. The appliance requires annual maintenance by a qualified professional service technician.** Refer to these instructions for details. Performing these procedures will ensure proper operation, appearance, and safety.

**WARNING:** Unless turning on the unit is required: Turn off the gas to the unit and allow it to completely cool prior to servicing or cleaning.

- A.** Servicing may be necessary to ensure proper pilot operation and proper burn characteristics.
- B.** It is imperative that all control components and compartments, burner(s), air shutters, and circulating air passageways of the appliance be kept clean and free of all obstructions (as applicable).  
In addition, a periodic examination and cleaning of the venting system of the solid-fuel-burning fireplace should be conducted by a qualified professional service technician.
- C. Any safety screen or guard removed for servicing must be replaced prior to operating this appliance.**
- D.** Verify proper operation after servicing.
- E.** If, after a period of use, the flames start to exhibit unusual shapes and behavior, or the burners fail to ignite smoothly, the burner may require cleaning or servicing. If this happens, it is recommended to contact the nearest dealer to get the appliance serviced.
- F. Do not remove the rating plates or the warning tags. These are an integral safety and identification component of this appliance.**
- G.** Discoloration is common on the grate after burning.
- H. More frequent cleaning and maintenance may be necessary when burning propane gas than with natural gas.**

### INSPECT OVERALL INSTALLATION

When the unit is cool, inspect the installation. See the list below, the following service sections, and review the INSTALLATION sections as needed.

- The damper clamp is installed.
- The burner is properly connected to the gas supply, and positioned and secured in the fireplace.
- The burner pan is full of sand/vermiculite, and topped with glowing embers.
- The pilot assembly is clear of all media and foreign objects.
- The switch box and/or remote receiver are properly connected and located, with functioning batteries (if applicable).
- The grate and logs are properly placed, with the log locators attached (to the grate).
- The lava media is only placed around the front and sides of the burner - and not on or in the burner (if applicable).
- The pilot and burner flames are burning properly.

### REPLACE THE BATTERIES (if applicable)

**Important:** Low/dead batteries will affect burner system operation. Replace batteries any time the burner will not turn on.

**Important:** Be sure to replace the decorative heat shield(s) over the switch box assembly and/or remote receiver after battery replacement, and to properly re-position the items in the fireplace.

Prior to inserting batteries:

- ensure the unit is connected to the gas line, has been tested for leaks, and is off and cool.
- apply a small amount of dielectric grease to both ends of each battery. This will ensure conductivity and prevent moisture from affecting the contact.

Replace the batteries as applicable. Refer to the following sections, and if needed the INSTALL BATTERIES section found in BURNER INSTALLATION.



## Remote Transmitter Battery

The remote transmitter requires one 12V battery to operate. Locate the transmitter, remove the lid (found on rear), and properly insert the new battery as marked. Re-secure the lid.

## Remote Receiver Batteries

The remote receiver requires 4 AA batteries to operate. Locate the remote receiver and turn it over. Slide open the lid, and properly insert the new batteries as marked. Replace the lid, and the plastic cover over the receiver.

## Burner System Batteries (02 models)

The burner system requires 2 D batteries to operate. Locate the switch box and turn it over. Use a Phillips screwdriver to remove the screw found on the side of the box, then remove the bracket. Properly insert the new batteries as marked. Replace the bracket.

## SYNC THE REMOTE SYSTEM (if applicable)

Ensure the burner system is off and completely cool.

Locate the 3-position switch on the remote receiver and slide it to the **REMOTE** position. Use the tip of a pen or a wire clip to push the **LEARN** button and release. See Fig. 39-1. A beep will be heard. Then press and hold the **ON** or **ON/HI** button on the remote transmitter; a series of beeps should be heard. The remote system is now synced. Refer to the LIGHTING INSTRUCTIONS to test.

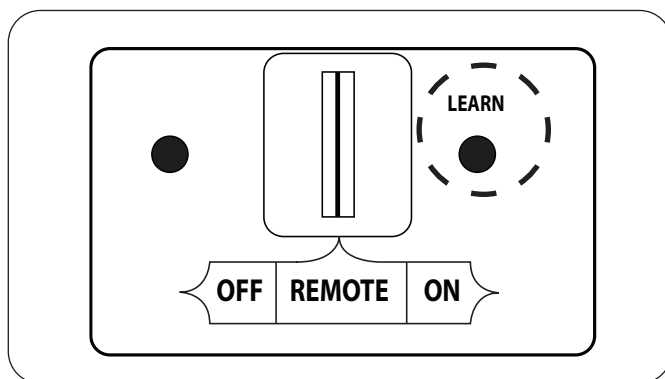


Fig. 39-1 Remote receiver sync detail

## INSPECT PILOT FLAME

**CAUTION: Be careful around hot surfaces.**

Inspect the pilot flame. It should be a quiet, soft blue flame with yellow tipping that encircles the thermocouple/thermopile/heat sensor. See Fig. 39-2.

If pilot flame adjustment is needed, it must be performed by a qualified professional service technician. See INSPECT/ADJUST PILOT under the INSTALLATION section for details.

## INSPECT BURNER FLAME APPEARANCE

Observe the flames. The main burner flames should be blue at the base and a combination of blue/yellow at the body and at the tips. They should be approximately 5-8" above the logs, with the center flame being the tallest. The ember flames should be 1/4" above the embers (See 39-3 for example.).

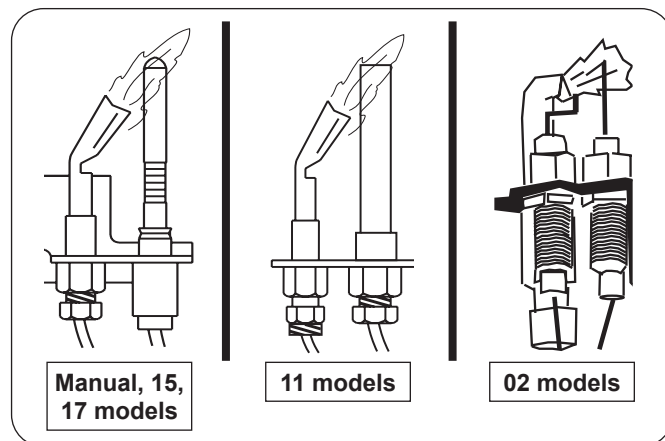


Fig. 39-2 Inspect pilot



Fig. 39-3 Inspect burner flame appearance

# WIRING DIAGRAMS

## 02 SERIES WIRING DIAGRAM

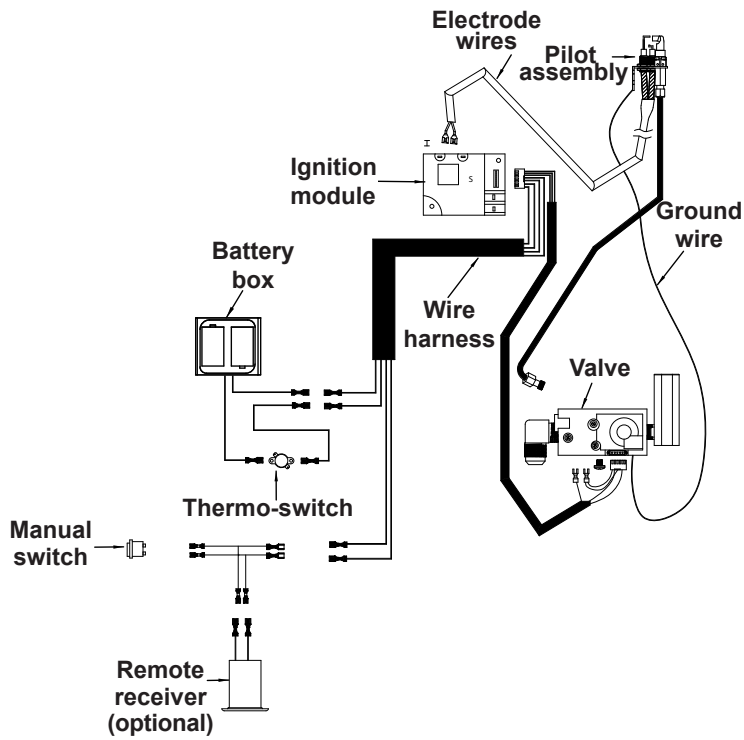


Fig. 40-1

## 11 SERIES WIRING DIAGRAM

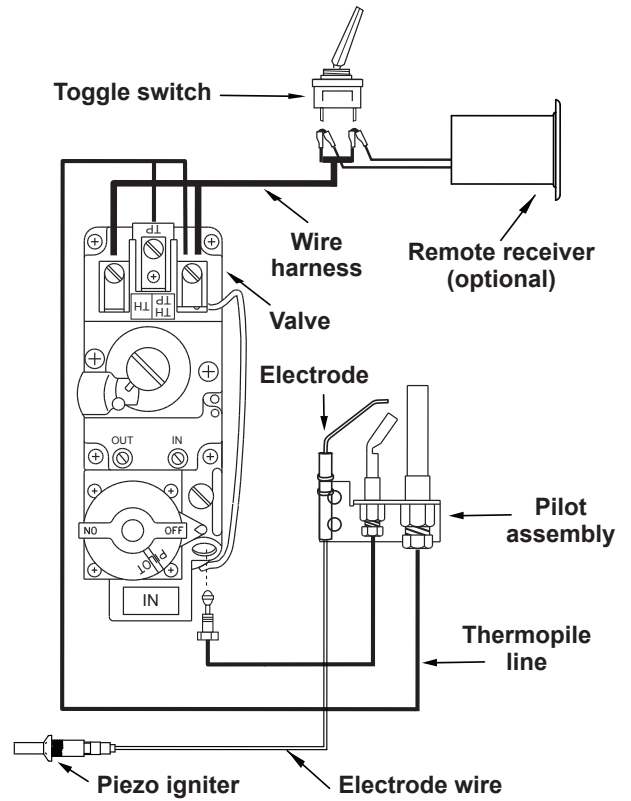


Fig. 40-2

## 15 SERIES WIRING DIAGRAM

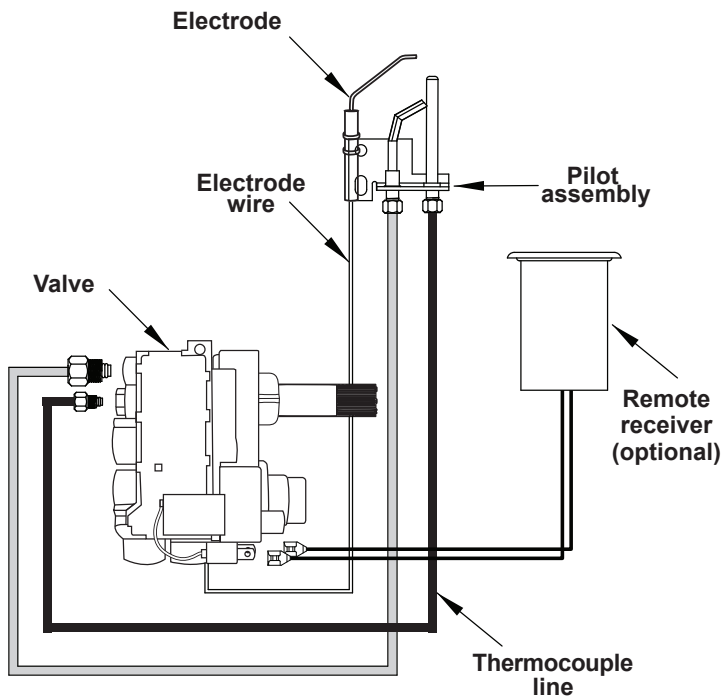


Fig. 40-3

## 17 SERIES WIRING DIAGRAM

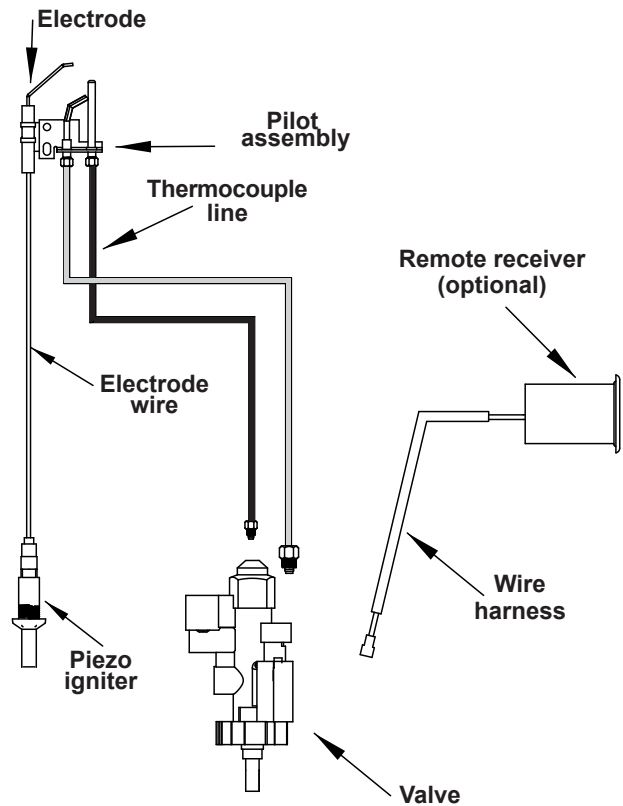


Fig. 40-4

## VERIFICATION CHECKLIST

Prior to proceeding with troubleshooting, make sure of the following:

- the minimum fireplace size requirements are met
- the gas pressure is within the minimum/maximum range (with unit on and unit off)
- the burner system is connected to the correct gas type
- the ash lip/recess requirements are met
- the gas supply is turned on and the shut-off valve is open
- the propane tank/cylinder is not empty (if applicable)
- the chimney damper is fully open (when burning the unit)
- the damper clamp is installed to meet the minimum permanent free opening requirement
- there are no obstructions in front of the fireplace
- any glass doors meet all requirements and are fully open
- there are fresh batteries in the switch box and/or remote transmitter (as applicable)

## TROUBLESHOOTING CODES

Burner System	Description	Applicability Code
G46-**- (P)	Manual valve	
G46-**-02(P)	Electronic ON/OFF Remote Ready Valve	02
G46-**-11(P)	ON/OFF Remote Ready Valve	11
G46-**-15(P)	Variable Remote Ready Valve	15
G46-**-17(P)	Manual Variable Remote Ready Valve	17

**Table 41-1:** Troubleshooting Codes

**After verifying the information above, if an issue still exists, continue to the TROUBLESHOOTING ISSUES section on the next page.**

## TROUBLESHOOTING (CONT.)

### TROUBLESHOOTING ISSUES

Based on the issue described, locate the appropriate category, failure, cause(s), and solution(s).

**WARNING:** Ensure the unit is off and completely cool prior to any troubleshooting.

#### BURNER IGNITION ISSUES

*Progress through A-D as applicable until problem is resolved.*

*If pilot lights correctly, skip to D.*

##### A. PILOT WILL NOT SPARK, OR UNIT SPARKING IN WRONG LOCATION

Root Cause		02	11	15	17	Corrective Action
Dead batteries		X	X	X	X	Replace batteries (if applicable).
Pilot hood blocked	X	X	X	X	X	Clean pilot hood of any debris.
Loose or melted wires	X	X	X	X	X	Check all wires/harnesses are securely in place, not melted, and kept away from burner flame. Replace harnesses if needed.
Pilot sparking to screen (not electrode)		X				Adjust screen to 1/4" minimum clearance from pilot (see ELECTRONIC PILOT TROUBLESHOOTING section, DETAIL C)
Faulty electrode	X	X	X	X	X	Check/replace electrode.
Faulty ON/OFF switch		X	X			Check/replace switch.
Faulty control module		X				Check/replace control module.
Faulty remote system		X	X	X	X	Check/replace remote system.

##### B. PILOT WILL NOT LIGHT (NO FLAME)

Root Cause		02	11	15	17	Corrective Action
No gas to unit	X	X	X	X	X	Ensure gas supply turned on / shut-off valve open / propane tank not empty.
Air in gas line	X	X	X	X	X	Bleed gas supply line; attempt to light.
Valve not in proper position / incorrect lighting	X	X	X	X	X	See LIGHTING INSTRUCTIONS for your model.
Pilot adjustment screw closed or not open enough	X	X	X	X	X	See INSPECT/ADJUST PILOT FLAME section for your model and adjust screw for proper pilot flame.
Obstruction in pilot gas supply line, or line is kinked.	X	X	X	X	X	Clear out obstruction. Replace pilot gas supply line if kinked.

##### C. PILOT HAS FLAME, BUT WILL NOT STAY LIT

Root Cause		02	11	15	17	Corrective Action
Pilot hood not aimed at thermocouple/thermopile/heat sensor	X	X	X	X	X	Angle pilot hood properly so pilot flame hits thermocouple/thermopile/heat sensor.
Thermocouple/thermopile is loose, cracked, or worn out	X		X	X	X	Tighten thermocouple/thermopile nut at gas control valve. (Do not overtighten.) Check/replace thermocouple/thermopile.
Valve won't hold	X	X	X	X	X	Check/replace valve.
Excessive down draft (chimney too close to other peaks, designed poorly, or min. flue height not met)	X	X	X	X	X	Install chimney cap. Verify all chimney and flue specifications are met. Burner use is not permitted in a fireplace if any requirements are not met.
<b>Faulty Pilot</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>If A-C do not resolve the issue(s), replace the faulty pilot assembly.</b>

## TROUBLESHOOTING (cont.)

### BURNER IGNITION ISSUES (cont.)

#### D. BURNER WILL NOT LIGHT

Root Cause		02	11	15	17	Corrective Action
Dead batteries		X	X	X	X	Replace batteries (if applicable).
Valve not in proper position / incorrect lighting	X	X	X	X	X	See LIGHTING INSTRUCTIONS for your model.
Incorrect media/log placement blocking gas flow near pilot	X	X	X	X	X	Correct media/log placement (refer to this manual and the manual included with the log set). Ensure no media or foreign objects are on or near the pilot assembly.
Loose or melted wires		X	X	X	X	Check all wires/harnesses are securely in place, not melted, and kept away from burner flame. Replace harnesses if needed.
Faulty control module		X				Check/replace control module.
Faulty valve	X	X	X	X	X	Check/replace valve.

#### E. BURNER HAS DELAYED IGNITION

Root Cause		02	11	15	17	Corrective Action
Pilot hood not aimed at thermocouple/thermopile/heat sensor	X	X	X	X	X	Angle pilot hood properly so pilot flame hits thermocouple/thermopile/heat sensor.
Incorrect media/log placement, media obstruction on or near pilot assembly	X	X	X	X	X	Correct media/log placement (refer to this manual and the manual included with the log set). Ensure no media or foreign objects are on or near the pilot assembly.
Pilot flame too small due to pilot adjustment screw not open enough	X	X	X	X	X	See INSPECT/ADJUST PILOT FLAME section for your model and adjust screw for proper pilot flame.
Pilot flame too small due to: 1. low gas pressure						1. Check gas pressure (see INSTALLATION IMPORTANT INFORMATION section, & check with local gas company). Other gas appliances may be on the same gas line, dropping gas pressure to log set. Check pressures with everything operating to ensure adequate pressure.  2. Clear out obstruction in pilot gas supply line. Replace line if kinked.  3. Check/replace valve.
	X	X	X	X	X	
2. obstruction in pilot gas supply line, or line is kinked.						
3. faulty valve						



## TROUBLESHOOTING (CONT.)

### BURNER PERFORMANCE ISSUES

*Locate issues specific to problem until resolved.*

#### A. BURNER HAS LOW FLAME

Root Cause		02	11	15	17	Corrective Action
Remote set on low flame				X	X	Adjust flame with remote transmitter (if applicable).
Incorrect media (sand, vermiculite) for gas type	X	X	X	X	X	Contact dealer for proper media and have installed accordingly.
Shut-off valve or burner valve not fully open	X	X	X	X	X	Open valve(s) fully.
Low gas pressure	X	X	X	X	X	Check gas pressure (see INSTALLATION IMPORTANT INFORMATION section, & check with local gas company). Other gas appliances may be on the same gas line, dropping gas pressure to log set. Check pressures with everything operating to ensure adequate pressure.
Blockage/kink in flex connector, plumbing, or burner orifice	X	X	X	X	X	Clean out blockage(s). If flex connector is kinked, replace it.

#### B. BURNER HAS UNEVEN FLAME

Root Cause		02	11	15	17	Corrective Action
Blockages on burner	X	X	X	X	X	Remove any lava granules or material that may have fallen onto burner port area (other than burner media and embers).
Burner media packed unevenly	X	X	X	X	X	Even out burner media in burner pan and ensure media is properly installed.
Incorrect log placement	X	X	X	X	X	Correct log placement (refer to this manual and the manual included with the log set).
Burner ports clogged	X	X	X	X	X	Clean burner ports.

#### C. BURNER SHUTS DOWN DURING OPERATION

Root Cause		02	11	15	17	Corrective Action
Low batteries		X	X	X	X	Replace batteries (if applicable).
Incorrect log placement	X	X	X	X	X	Correct log placement (refer to this manual and the manual included with the log set).
Fireplace too small for unit	X	X	X	X	X	Ensure minimum fireplace size requirements are met (see SPECIFICATIONS section). They MUST be met to use burner system.
Control module overheating / thermal safety device activated		X				Turn off unit and allow to cool completely. Ensure any glass doors meet all requirements and are <u>fully</u> open. Ensure damper is <u>fully</u> open. Turn unit back on.
Low or high gas pressure (may also be causing pilot flame to lift off thermocouple/thermopile/heat sensor)	X	X	X	X	X	Check gas pressure (see INSTALLATION IMPORTANT INFORMATION section, & check with local gas company). Other gas appliances may be on the same gas line, dropping gas pressure to log set. Check pressures with everything operating to ensure adequate pressure.
Fireplace, damper, or flue area dirty/obstructed. Damper not properly open, or closed.	X	X	X	X	X	Clean around, above, and under damper thoroughly. Clean fireplace, removing loose material, soot, and creosote. Ensure damper is <u>fully</u> open.
Faulty pilot	X	X	X	X	X	Check/replace pilot.
Faulty valve	X	X	X	X	X	Check/replace valve.
Faulty control module		X				Check/replace control module.

## TROUBLESHOOTING (cont.)

### BURNER PERFORMANCE ISSUES (cont.)

#### A. BURNER HAS HIGH FLAME

Root Cause		02	11	15	17	Corrective Action
Using natural-gas burner on propane gas	X	X	X	X	X	If gas listed on nameplate does not match gas you are burning, discontinue use and contact dealer for proper burner system. Have installed accordingly.
High gas pressure	X	X	X	X	X	Check gas pressure (see INSTALLATION IMPORTANT INFORMATION section, & check with local gas company).

### OTHER ISSUES

*Locate issues specific to problem until resolved.*

#### A. ODORS

Root Cause		02	11	15	17	Corrective Action
Gas leak	X	X	X	X	X	Shut off gas (if possible). Follow instructions on front page. Have a qualified professional service technician or the gas company correct all leaks.
Damper not properly open, or closed.	X	X	X	X	X	Ensure damper is <u>fully</u> open.
New home, new carpet, or new paint	X	X	X	X	X	When these odors are drawn into the fireplace, they may cause objectionable odors. Thoroughly ventilate the area before restarting your burner system.

#### B. SMOKING AND/OR SOOTING

Root Cause		02	11	15	17	Corrective Action
Damper not properly open, or closed.	X	X	X	X	X	Ensure damper is <u>fully</u> open.
Incorrect media/log placement	X	X	X	X	X	Correct media/log placement (refer to this manual and the manual included with the log set).
Burner is positioned too close to front of firebox	X	X	X	X	X	Move burner system back to the rear of the firebox. Ensure media and logs are still properly installed.
Incorrect accessories w/burner system	X	X	X	X	X	Remove any accessories that do not belong with the system.
Using natural-gas burner on propane gas, or propane burner on natural gas	X	X	X	X	X	If gas listed on nameplate does not match gas you are burning, discontinue use and contact dealer for proper burner system. Have installed accordingly.
Air mixer closed (propane models)	X	X	X	X	X	Open air mixer completely.
Poor draft or downdraft	X	X	X	X	X	Check for chimney blockage. Be sure chimney is at least 3' taller than anything within 10' of it in all directions. If not, consult a chimney sweep. A chimney cap or fan may help.

#### C. FLAME AT AIR MIXER (PROPANE MODELS)

Root Cause		02	11	15	17	Corrective Action
Air mixer clogged	X	X	X	X	X	Clean air mixer of any spider webs or debris.
Burner ports clogged	X	X	X	X	X	Clean burner ports.
Incorrect burner media (sand) for propane gas	X	X	X	X	X	Contact dealer for <u>vermiculite</u> media and install accordingly.
High gas pressure	X	X	X	X	X	Check gas pressure (see INSTALLATION IMPORTANT INFORMATION section, & check with local gas company).