



## Installation and Operation Instructions

### Unvented (Vent-Free) Gas Fireplace Insert

P/N 127119-01 REV. C 04/2017



P127119 01



Report No. F09-121

#### Models

VCI3032ZMN

VCI3032ZMP



We recommend that our gas hearth products be installed and serviced by professionals who are certified in the U.S. by the National Fireplace Institute® (NFI) as NFI Gas Specialists.

**INSTALLER:** Leave this manual with the appliance.

**CONSUMER:** Retain this manual for future reference.

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

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



#### **WARNING:**

##### **FIRE OR EXPLOSION HAZARD**

Failure to follow safety warnings exactly could result in serious injury, death, or property damage.

- 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.
  - Leave the building immediately.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency or the gas supplier.

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## SAFETY

### **⚠ WARNING: FIRE, EXPLOSION, AND ASPHYXIA-TION HAZARD**

Improper adjustment, alteration, service, maintenance, or installation of this heater or its controls can cause death or serious injury.

Read and follow instructions and precautions in User's Information Manual provided with this heater.

**⚠ WARNING:** This is an unvented gas-fired heater. It uses air (oxygen) from the room in which it is installed. Provisions for adequate combustion and ventilation air must be provided. Refer to Air for Combustion and Ventilation section on Page 6 of this manual.

### **SAVE THIS BOOK**

This book is valuable. In addition to instructing you on how to install and maintain your appliance, it also contains information that will enable you to obtain replacement parts or optional accessory items when needed. Keep it with your other important papers.

**⚠ WARNING:** Vent-free products are prohibited for bedroom and bathroom installation in the Commonwealth of Massachusetts.

This appliance may be installed in an aftermarket,\* permanently located, manufactured (mobile) home, where not prohibited by local codes.

This appliance is only for use with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases, unless a certified kit is used.

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

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

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

**Carbon Monoxide Poisoning:** Early signs of carbon monoxide poisoning resemble the flu, with headaches, dizziness or nausea. If you have these signs, the burner system may not be working properly. **Get fresh air at once!** Have burner system serviced. Some people are more affected by carbon monoxide than others. These include pregnant women, people with heart or lung disease or anemia, those under the influence of alcohol and those at high altitudes.

**Propane/LP and Natural Gas:** Propane/LP and natural gas are odorless. An odor-making agent is added to the gas. The odor helps you detect a gas leak. However, the odor added to the gas can fade. Gas may be present even though no odor exists.

Make certain you read and understand all warnings. Keep this manual for reference. It is your guide to safe and proper operation of this stove with burner system.

**⚠ WARNING:** Any change to this fireplace insert or burner system or it's controls can be dangerous. Do not modify this fireplace insert with burner system under any circumstances. Any parts removed for servicing must be replaced prior to operating fireplace insert system.

\* Aftermarket: Completion of sale, not for purpose of resale, from the manufacturer

## SAFETY *Continued*

**⚠ WARNING:** Do not use a blower insert, heat exchanger insert or other accessory not approved for use with this fireplace.

**⚠ WARNING:** Do not allow fans to blow directly into the fireplace insert. Avoid any drafts that alter burner flame patterns. Ceiling fans can create drafts that alter burner flame patterns. Altered burner patterns can cause sooting.

**⚠ WARNING:** Any outside air ducts and/or ash dumps in the fireplace must be permanently closed before installing fireplace insert.

**⚠ WARNING:** A Before installing in a solid fuel burning fireplace, the chimney flue and fireplace must be cleaned of soot, creosote, ashes and loose paint by a qualified chimney cleaner.

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

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

**Fireplace insert front and screen become very hot when running fireplace insert. Children and adults should be alerted to the hazard of high surface temperature and should stay away to avoid burns or clothing ignition.. Fireplace insert will remain hot for a time after shutdown. Allow surfaces to cool before touching.**

**⚠ WARNING:** Do not place volcanic stone on burner.

**Young children should be carefully supervised when they are in the same room with the appliance. When using the hand-held remote accessory, keep selector switch in the OFF position to prevent children from turning on burners with remote.**

**You must operate this fireplace insert with the fireplace insert screen and hood in place. Make sure fireplace insert screen and hood are in place before running fireplace insert.**

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

**Installation and repair should be done by a qualified service person. The appliance should be inspected before use and at least annually by a professional service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. It is imperative that control compartments, burners, and circulating air passageways of the appliance be kept clean.**

**1. WARNING: This appliance is only for use with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases.**

2. Do not place propane/LP supply tank(s) inside any structure. Locate propane/LP supply tank(s) outdoors (propane/LP units only).
3. If you smell gas
  - shut off gas supply
  - do not try to light any appliance
  - do not touch any electrical switch; do not use any phone in your building
  - immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions
  - if you cannot reach your gas supplier, call the fire department.
4. This fireplace insert shall not be installed in a bedroom or bathroom.
5. Do not use this fireplace insert as a wood-burning fireplace. Use only logs provided with fireplace insert.
6. Do not add extra logs or ornaments such as pine cones, vermiculite or glowing embers (rockwool). Using these added items can cause sooting. Do not add volcanic stone around base. Volcanic stone and debris could fall into control area of fireplace insert.
7. This fireplace insert is designed to be smokeless. If logs ever appear to smoke, turn off fireplace insert and call a qualified service person.

**NOTE:** During initial operation, slight smoking could occur due to log curing and burning of manufacturing residues.
8. To prevent creation of soot, follow the instructions in Cleaning and Maintenance, **Page 18**.
9. Before using furniture polish, wax, carpet cleaner or similar products, turn heater off. If heated, vapors from these products may create a white powder residue within burner box or on adjacent walls or furniture.
10. This fireplace insert needs fresh air ventilation to run properly. This fireplace insert has an Oxygen Depletion Sensing (ODS) safety shutoff system. The ODS shuts down the fireplace insert if not enough fresh air is available. See Air for Combustion and Ventilation, **Page 6**. If fireplace insert keeps shutting off, see Troubleshooting, **Page 20**.

## SAFETY *Continued*

11. Do not run fireplace insert
  - where flammable liquids or vapors are used or stored
  - under dusty conditions.
12. Do not use this fireplace insert to cook food or burn paper or other objects.
13. Do not use fireplace insert if any part has been exposed to or under water. Immediately call a qualified service technician to inspect fireplace insert and to replace any part of the control system and any gas control which has been under water.
14. Do not operate fireplace insert if any log is broken. Do not operate fireplace insert if a log is chipped (dime-sized or larger).
15. Turn fireplace insert off and let cool before servicing. Only a qualified service person should service and repair fireplace insert.
16. Operating fireplace insert above elevations of 4,500 feet could cause pilot outage.
17. To prevent performance problems with propane/LP units, do not use propane/LP fuel tanks of less than 100 lb. capacity (propane/LP units only).
18. Provide adequate clearances around air openings.
19. Trim panels and surrounds must not seal ventilation openings in fireplace.
20. Cutting any sheet metal parts of the solid-fuel burning fireplace in which the vent-free fireplace insert is to be installed is prohibited.
21. If factory-built fireplace has no gas access hole(s) provided, an access hole of 1.5" (37.5 mm) diameter or less may be drilled through the lower sides or bottom of firebox in a proper manner. This access hole must be plugged with noncombustible insulation after the gas supply line has been installed.
22. Refractory, glass doors, screen rails, screen mesh and solid fuel log grates (if applicable) can be removed from the fireplace before installing the unvented fireplace insert.
23. Smoke shelves, shields and baffles may be removed if attached by mechanical fasteners.

## LOCAL CODES

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

\*Available from:

American National Standards Institute, Inc.  
25 West 43rd Street, 4th floor  
New York, NY 10036  
National Fire Protection Association, Inc.  
1 Batterymarch Park  
Quincy, MA 02169-7471

## COMMONWEALTH OF MASSACHUSETTS REQUIREMENTS

These appliances are approved for installation in the US state of Massachusetts if the following additional requirements are met:

- Un-vented Room Heaters shall be installed in accordance with 527 CMR 30.
- Installation and repair must be done by a plumber or gas fitter licensed in the Commonwealth of Massachusetts.
- The flexible gas line connector used shall not exceed 36 inches (92 centimeters) in length.
- The individual manual shut-off must be a T-handle type valve.
- Unvented appliances may NOT be installed in bedrooms or bathrooms.
- A working smoke detector must be installed in the area where vent-free appliances are installed.

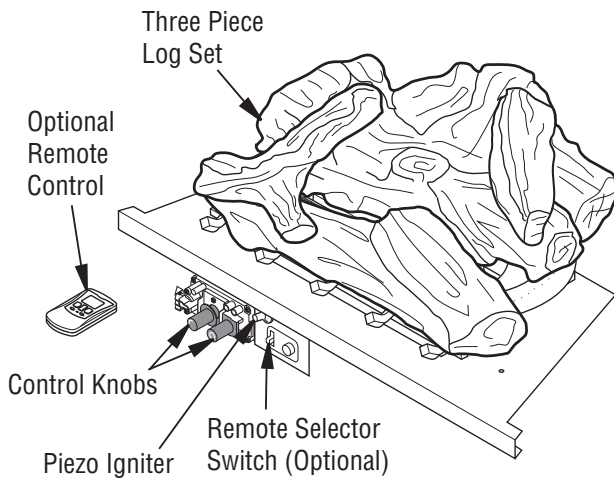
Seller of unvented propane or natural gas-fired supplemental room heaters shall provide to each purchaser a copy of 527 CMR 30 upon sale of the unit.

## UNPACKING

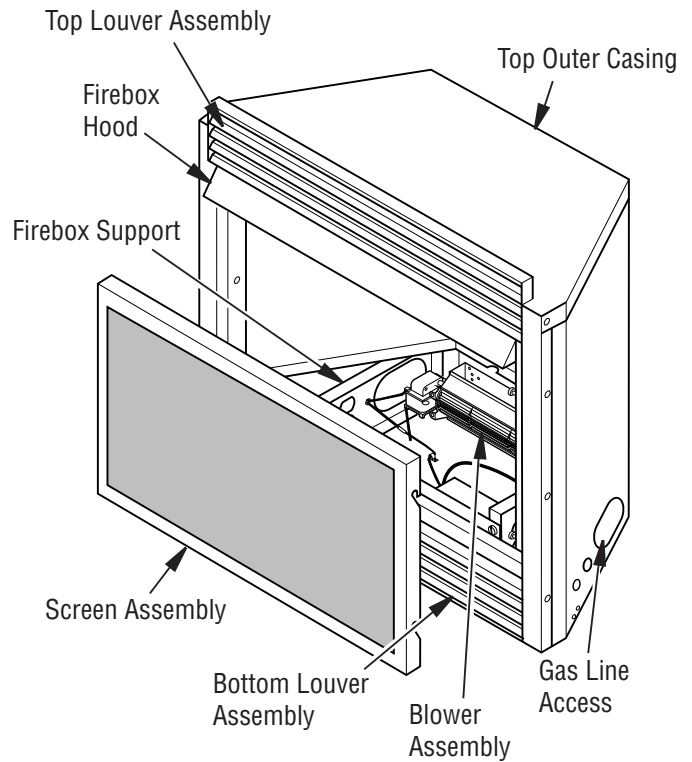
**⚠ CAUTION: Do not remove the warning and instruction labels attached to the heater base assembly. These markings contain important warranty and safety information.**

1. With utility knife, cut carton all the way around above staples on bottom tray. Lift carton off of heater. Remove packing.  
**NOTE:** Hood is located in packing on right hand side of heater front. Lift heater off bottom tray.
2. Locate two screws above top corners of fireplace insert screen. Remove and discard these screws. Lift fireplace insert screen up and pull out to remove.
3. Remove protective packaging applied to logs, log base assembly and fireplace insert.
4. Remove fireplace insert hood from carton insert.
5. Check all items for any shipping damage. If damaged, promptly inform dealer where you purchased your fireplace insert.

## PRODUCT IDENTIFICATION



**Figure 1 - Log Base Assembly**



**Figure 2 - Fireplace Insert**

## REMOTE CONTROL ACCESSORIES

There are four optional remote controls that can be purchased separately for this fireplace insert:

- wall switch
- wall thermostat
- hand-held ON/OFF remote
- hand-held thermostat remote

See Accessories, **Pages 28-29**.

## PRODUCT FEATURES

### OPERATION

This vent-free fireplace insert is clean burning. It requires no outside venting. There is no heat loss out a vent or up a chimney. Heat is generated by both realistic flames and glowing embers. When used without the blower, the fireplace insert requires no electricity making it ideal for emergency backup heat.

### SAFETY DEVICE

This fireplace insert has a pilot with an Oxygen Depletion Sensing (ODS) safety shutoff system. The ODS/pilot is a required feature for vent-free room heaters. The ODS system shuts off the fireplace insert if there is not enough fresh air.

### PIEZO IGNITION SYSTEM

This fireplace insert has a piezo igniter. This system requires no matches, batteries or other sources to light fireplace insert.

### BLOWER ASSEMBLY

This fireplace insert is equipped with a blower assembly. The blower operates thermostatically and has a variable control. The blower circulates heated air from the fireplace insert into the room. Use of blower is optional.



## AIR FOR COMBUSTION AND VENTILATION

**⚠ WARNING: This heater shall not be installed in a room or space unless the required volume of indoor combustion air is provided by the method described in the National Fuel Gas Code, ANSI Z223.1/NFPA 54, the International Fuel Gas Code, or applicable local codes. Read the following instructions to ensure proper fresh air for this and other fuel-burning appliances in your home.**

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

While it is good to make your home energy efficient, your home needs to breathe. Fresh air must enter your home. All fuel-burning appliances need fresh air for proper combustion and ventilation.

Exhaust fans, some fireplaces, clothes dryers and some fuel-burning appliances draw air from the house to operate. You must provide adequate fresh air for these appliances. This will ensure proper venting of vented fuel-burning appliances.

### PROVIDING ADEQUATE VENTILATION

The following are excerpts from National Fuel Gas Code ANSI Z223.1/NFPA 54, Air for Combustion and Ventilation.

All spaces in homes fall into one of the three following ventilation classifications:

1. Unusually Tight Construction
2. Unconfined Space
3. Confined Space.

The information on **Pages 6 through 7** will help you classify your space and provide adequate ventilation.

#### Unusually Tight Construction

The air that leaks around doors and windows may provide enough fresh air for combustion and ventilation. However, in buildings of unusually tight construction, you must provide additional fresh air.

Unusually tight construction is defined as construction where:

- a. **walls and ceilings exposed to the outside atmosphere have a continuous water vapor retarder with a rating of one perm ( $6 \times 10^{-11}$  kg per pa-sec- $m^2$ ) or less with openings gasketed or sealed and**
- b. **weather stripping has been added on openable windows and doors and**
- c. **caulking or sealants are applied to areas such as joints around window and door frames, between sole plates and floors, between wall-ceiling joints, between wall panels, at penetrations for plumbing, electrical and gas lines and at other openings.**

**If your home meets all of the three criteria above, you must provide additional fresh air. See Ventilation Air From Outdoors, Page 7.**

**If your home does not meet all of the three criteria above, proceed to Determining Fresh-Air Flow for Heater Location.**

#### Confined and Unconfined Space

The National Fuel Gas Code, ANSI Z223.1/ NFPA54 allows two methods for determining whether the space in which the heater

is being installed is confined or unconfined space. The standard method defines a confined space as a space whose volume is less than 50 cubic feet per 1,000 Btu per hour (4.8 m<sup>3</sup> per kw) of the aggregate input rating of all appliances installed in that space and an unconfined space as a space whose volume is not less than 50 cubic feet per 1,000 Btu per hour (4.8 m<sup>3</sup> per kw) of the aggregate input rating of all appliances installed in that space. Rooms communicating directly with the space in which the appliances are installed\*, through openings not furnished with doors, are considered a part of the unconfined space.

Where the air infiltration rate of a structure is known, the Known Air Infiltration Rate Method may be used. Follow The National Fuel Gas Code, ANSI Z223.1/NFPA 54 to use this method to determine if the space is confined or unconfined.

\* Adjoining rooms are communicating only if there are doorless passageways or ventilation grills between them.

### DETERMINING FRESH-AIR FLOW FOR HEATER LOCATION

#### Determining if You Have a Confined or Unconfined Space Using the Standard Method

Use this work sheet to determine if you have a confined or unconfined space.

Space: Includes the room in which you will install fireplace plus any adjoining rooms with doorless passageways or ventilation grills between the rooms.

1. Determine the volume of the space (length x width x height).  
Length x Width x Height = \_\_\_\_\_ cu. ft. (volume of space)  
Example: Space size 22 ft. (length) x 18 ft. (width) x 8 ft. (ceiling height) = 3168 cu. ft. (volume of space)  
If additional ventilation to adjoining room is supplied with grills or openings, add the volume of these rooms to the total volume of the space.
2. Multiply the space volume by 20 to determine the maximum Btu/Hr the space can support.  
\_\_\_\_\_ (volume of space) x 20 = (Maximum Btu/Hr the space can support)  
Example: 3168 cu. ft. (volume of space) x 20 = 63,360 (maximum Btu/Hr the space can support)
3. Add the Btu/Hr of all fuel burning appliances in the space.  
Vent-free fireplace \_\_\_\_\_ Btu/Hr  
Gas water heater\* \_\_\_\_\_ Btu/Hr  
Gas furnace \_\_\_\_\_ Btu/Hr  
Vented gas heater \_\_\_\_\_ Btu/Hr  
Gas fireplace logs \_\_\_\_\_ Btu/Hr  
Other gas appliances\* + \_\_\_\_\_ Btu/Hr  
Total = \_\_\_\_\_ Btu/Hr

\* Do not include direct-vent gas appliances. Direct-vent draws combustion air from the outdoors and vents to the outdoors.

Example:

Gas water heater    40,000 Btu/Hr  
Vent-free fireplace + 33,000 Btu/Hr  
Total                    = 73,000 Btu/Hr

## AIR FOR COMBUSTION AND VENTILATION *Continued*

4. Compare the maximum Btu/Hr the space can support with the actual amount of Btu/Hr used.

\_\_\_\_\_ Btu/Hr (maximum the space can support)

\_\_\_\_\_ Btu/Hr (actual amount of Btu/Hr used)

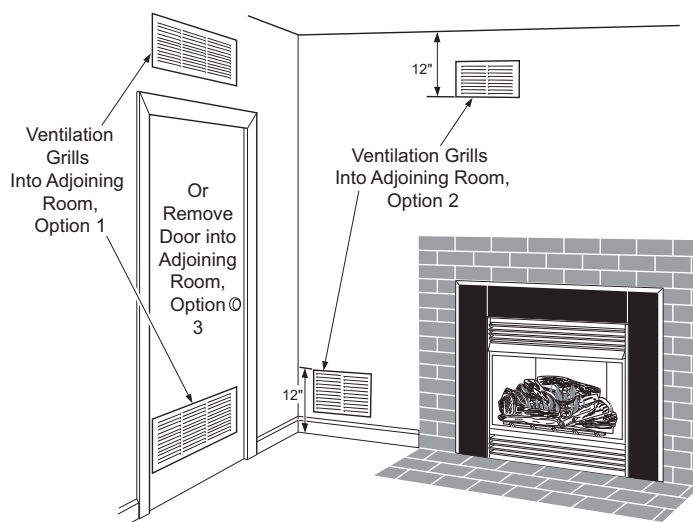
Example: 63,360 Btu/Hr (maximum the space can support)

73,000 Btu/Hr (actual amount of Btu/Hr used)

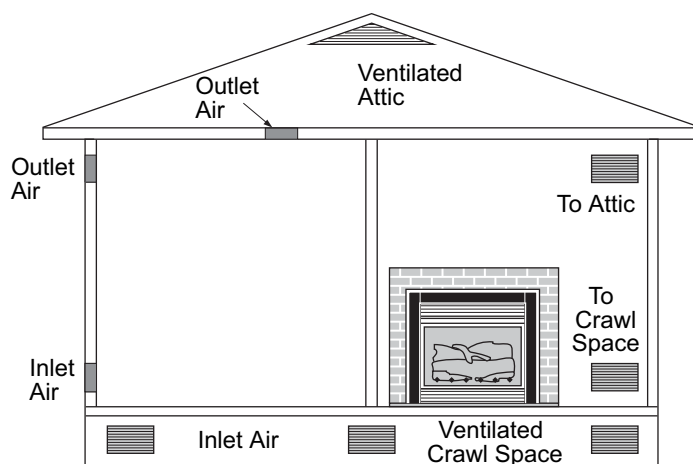
The space in the above example is a confined space because the actual Btu/Hr used is more than the maximum Btu/Hr the space can support. You must provide additional fresh air. Your options are as follows:

- A. Rework worksheet, adding the space of an adjoining room. If the extra space provides an unconfined space, remove door to adjoining room or add ventilation grills between rooms. See Ventilation Air From Inside Building.
- B. Vent room directly to the outdoors. See Ventilation Air From Outdoors.
- C. Install a lower Btu/Hr fireplace, if lower Btu/Hr size makes room unconfined.

If the actual Btu/Hr used is less than the maximum Btu/Hr the space can support, the space is an unconfined space. You will need no additional fresh air ventilation.



**Figure 3 - Ventilation Air from Inside Building**



**Figure 4 - Ventilation Air from Outdoors**

**⚠ WARNING:** If the area in which the heater may be operated does not meet the required volume for indoor combustion air, combustion and ventilation air shall be provided by one of the methods described in the National Fuel Gas Code, ANSI Z223.1/NFPA 54, the International Fuel Gas Code, or applicable local codes.

### VENTILATION AIR

#### Ventilation Air From Inside Building

This fresh air would come from an adjoining unconfined space. When ventilating to an adjoining unconfined space, you must provide two permanent openings: one within 12" of the ceiling and one within 12" of the floor on the wall connecting the two spaces (*see options 1 and 2, Figure 3*). You can also remove door into adjoining room (*see option 3, Figure 3*). Follow the National Fuel Gas Code ANSI Z223.1/NFPA 54, Air for Combustion and Ventilation for required size of ventilation grills or ducts.

#### Ventilation Air from Outdoors

Provide extra fresh air by using ventilation grills or ducts. You must provide two permanent openings: one within 12" of the ceiling and one within 12" of the floor. These spaces include attics and crawl spaces. Follow the National Fuel Gas Code ANSI Z223.1/NFPA 54, Air for Combustion and Ventilation for required size of ventilation grills or ducts.

**IMPORTANT:** Do not provide openings for inlet or outlet air into attic if attic has a thermostat-controlled power vent. Heated air entering the attic will activate the power vent. Any outside air ducts and/or ash dumps in the fireplace shall be permanently closed at the time of appliance installation.

## INSTALLATION

**NOTICE:** This appliance is intended for supplemental heating. Use this heater along with your primary heating system. Do not install this heater as your primary heat source. If you have a central heating system, you may run system's circulating blower while using heater. This will help circulate the heat throughout the house. In the event of a power outage, you can use this heater as your primary heat source.

**⚠ WARNING:** A qualified installer or service person must connect burner system to gas supply. Follow all local codes.

**⚠ WARNING:** Make sure the selector switch is in the OFF position before installing heater.

**⚠ WARNING:** Never install the fireplace insert

- in a bedroom or bathroom
- in a recreational vehicle
- where curtains, furniture, clothing or other flammable objects are less than 36" from front and 42" from top of fireplace insert. For side clearances see *Figure 11, Page 10*
- in high traffic areas
- in windy or drafty areas

**⚠ CAUTION:** This fireplace insert creates warm air currents. These currents move heat to wall surfaces next to fireplace insert. Installing fireplace insert next to vinyl or cloth wall coverings or operating fireplace insert where impurities (such as, but not limited to, tobacco smoke, aromatic candles, cleaning fluids, oil or kerosene lamps, etc.) in the air exist, may discolor walls or cause odors.

**⚠ WARNING:** Before installing in a solid fuel burning fireplace, the chimney flue and firebox must be cleaned of soot, creosote, ashes and loose paint by a qualified chimney cleaner.

**NOTE:** These heaters are designed to be installed into an existing masonry fireplace (built to UBC 37 or ULC S628 standards) or factory built solid fuel, wood burning fireplace (listed to UL 127 or ULC S610) only.

**IMPORTANT:** Vent-free heaters add moisture to the air. Although this is beneficial, installing fireplace in rooms without enough ventilation air may cause mildew to form from too much moisture. See Air for Combustion and Ventilation, *Page 6*.

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

### CHECK GAS TYPE

Use the correct gas type (natural or propane/LP) for your unit. If your gas supply is not correct, do not install fireplace insert. Call dealer where you purchased your fireplace insert for proper type fireplace insert.

### INSTALLING GAS PIPING TO STOVE LOCATION

**⚠ WARNING:** This appliance is equipped for either natural gas or propane/LP gas but not both. Gas type is indicated on the rating plate. Field conversion is not permitted.

### ELECTRICAL HOOKUP

#### (Blower Accessory)

This fireplace insert includes a blower assembly with an electrical cord. The electrical cord is five feet in length. You must locate fireplace insert within reach of a 120 volt grounded electrical outlet. If not, install and properly ground GA3555, three-prong 120 volt electrical outlet, in fireplace insert. Follow instructions included in kit (see *Accessories, Page 28*).

### INSTALLING SURROUND KIT (GB38 OR GB43)

**⚠ CAUTION:** Close masonry fireplace damper securely before installing fireplace insert. If chimney does not have a damper, block or cap top of chimney. Failure to cap an open chimney could cause drafts that can affect the heater's performance and increase surface temperatures.

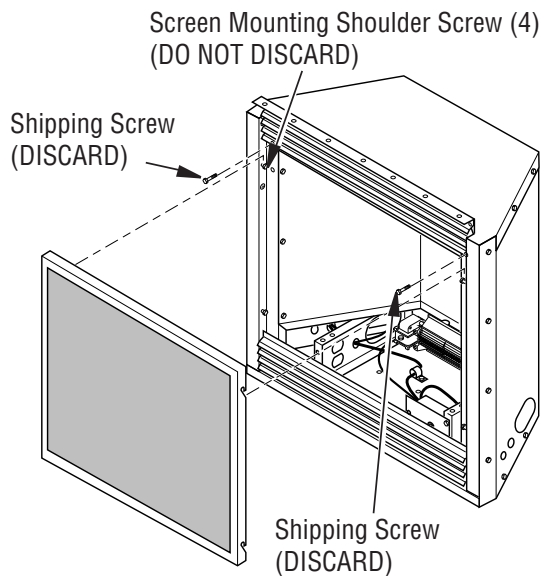
**⚠ CAUTION:** A GB38 or GB43 surround kit accessory must be installed on this fireplace insert before installing into your masonry fireplace.

**NOTE:** Use the accessory which best covers the existing masonry fireplace opening.

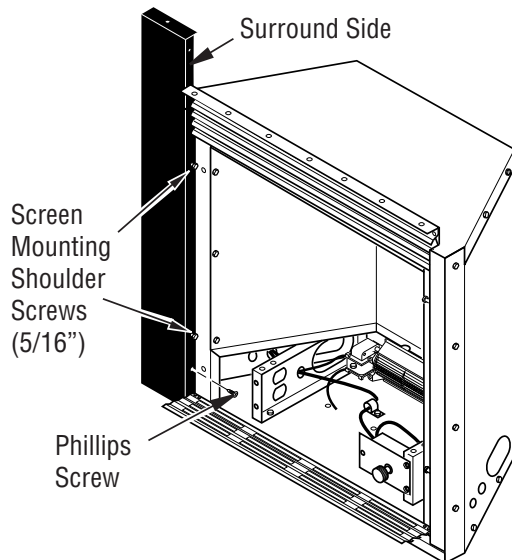
- Model GB38 Surround Kit (for use with fireplaces with an opening smaller than 30" H and 38" W).
  - Model GB43 Surround Kit (for use with fireplaces with an opening 30" to 36-3/4" H and 38 to 43" W).
1. Using a 5/16" nut driver, remove two shipping screws and screen (see *Figure 5, Page 9*). Discard these screws. Remove 5/16" screen mounting shoulder screws (do not discard).
  2. Remove log packaging from firebox cavity.
  3. Align holes in left surround side panel with screen mounting screw holes. Replace 5/16" screen mounting shoulder screws removed in step 1 (see *Figure 6, Page 9*). Do not tighten. Install Phillips screw in bottom (see *Figure 6, Page 9*). Repeat for right side.
  4. Using Phillips screwdriver, remove 4 screws attaching top louver (see *Figure 7, Page 9*).



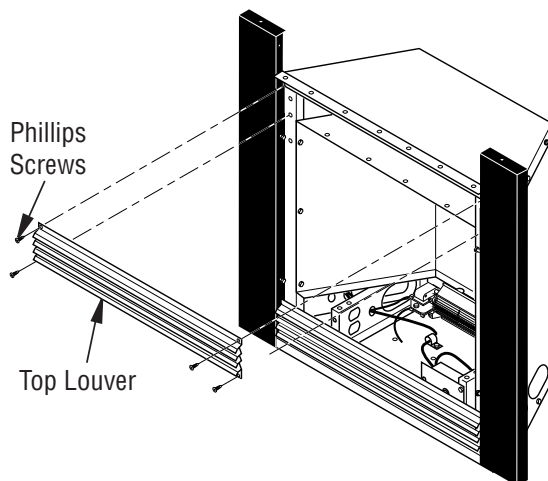
## INSTALLATION *Continued*



**Figure 5 - Removing Screws and Screen**



**Figure 6 - Attaching Left Surround Side Panel**

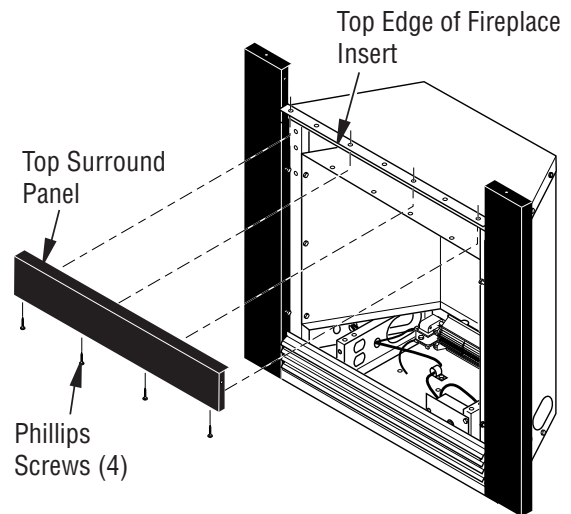


**Figure 7 - Removing Louver**

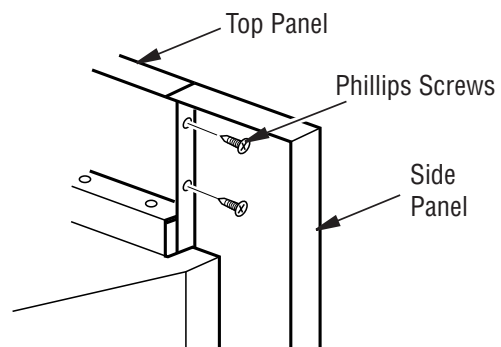
1. Place top surround panel at top of fireplace insert. Bottom edge of panel will slide under top edge of insert. Align top panel screw holes with those in insert. Install four #8 Phillips screws, do not tighten. See **Figure 8**.
2. Align screw holes in side panels with holes in top panel (see Figure 9). Insert and tighten #8 Phillips screws.
3. Reinstall louver removed in step 4, **Page 8**.
4. Carefully inspect fireplace surround assembly. Make sure each part fits properly. Firmly tighten all screws installed during assembly.

**⚠ CAUTION: Do not overtighten. Metal can bend, warp or break under excessive strain.**

5. Install trim after final finishing and/or painting of wall.



**Figure 8 - Attaching Top Surround Panel**

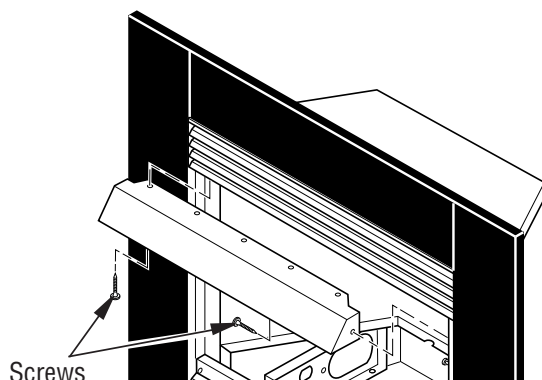


**Figure 9 - Attaching Side Panels to Top Panel**

## INSTALLATION *Continued*

### INSTALLING HOOD

Install hood to top of firebox as shown in **Figure 10**. Use 5 Phillips screws (provided) to attach hood to fireplace insert and 2 Phillips screws (provided) to attach hood and surround sides to fireplace insert.



**Figure 10 - Installing Hood to Firebox**

### INSTALLATION CLEARANCES

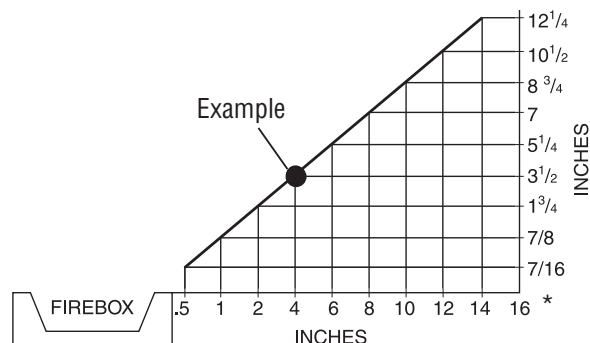
**⚠ WARNING: Maintain the minimum clearances. If you can, provide greater clearances from floor, ceiling and adjoining wall.**

Carefully follow instructions below. This will ensure safe installation.

#### Minimum Clearances For Side Combustible Material, Side Wall and Ceiling

- Clearances from side of fireplace cabinet to any combustible material and wall should follow diagram in **Figure 12, Page 12**.  
Example: The face of a mantel, bookshelf, etc. is made of combustible material and protrudes 3-1/2" from the wall. This combustible material must be 4" from side of fireplace opening (see **Figure 11**).
- Clearances from top of fireplace opening to ceiling should not be less than 42".

**Maintain adequate clearances for accessibility for purposes of servicing and proper operation.**



\*Minimum 16" from Side Wall

**Figure 11 - Minimum Clearance for Combustible to Wall**

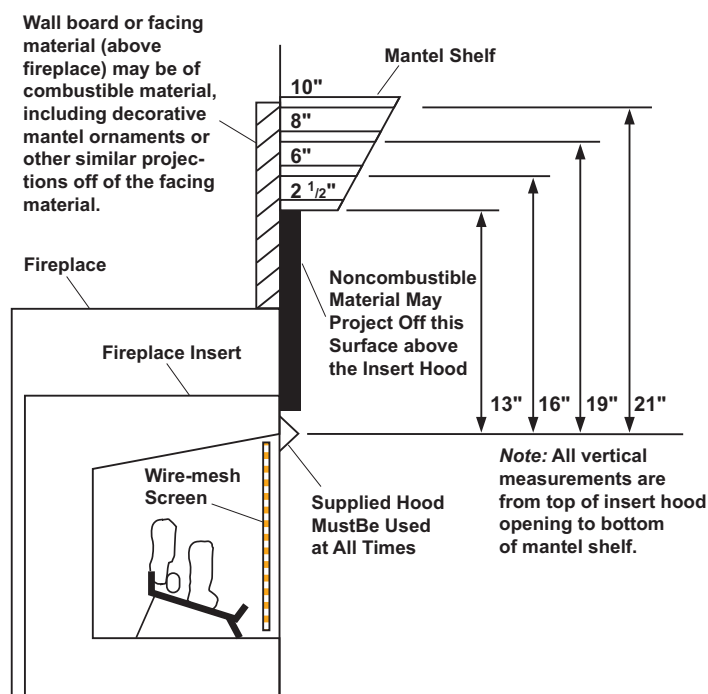
### Mantel Clearances for Insert Installation

If there is a mantel above masonry fireplace, you must meet minimum clearance between mantel shelf and top of fireplace opening (see **Figure 12**).

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

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

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



**Figure 12 - Minimum Mantel Clearances for Fireplace Insert Installation**

**Minimum clearance requirements include any projections such as shelves, window sills, mantels, etc. above the appliance.**

## INSTALLATION *Continued*

### INSTALLING GAS PIPING TO FIREPLACE LOCATION

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

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

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

#### Installation Items Needed

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

- external regulator (supplied by installer)
- piping (check local codes)
- sealant (resistant to propane/LP gas)
- equipment shutoff valve \*
- test gauge connection \*
- sediment trap
- tee joint
- pipe wrench
- approved flexible gas line with gas connector (if allowed by local codes) (not provided)

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

For propane/LP units, installer must supply an external regulator. External regulator will reduce incoming gas pressure. You must reduce incoming gas pressure to between 11" and 14" of water. If you do not reduce incoming gas pressure, heater regulator damage could occur. Install external regulator with the vent pointing down as shown in **Figure 13**. Pointing vent down protects it from freezing rain or sleet.

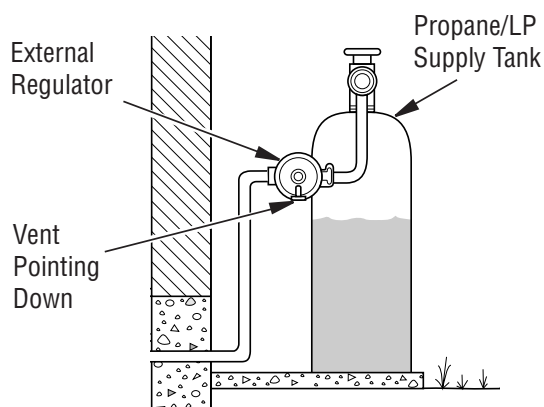
**⚠ CAUTION:** Use only new, black iron or steel pipe. Internally-tinned copper tubing may be used in certain areas. Check your local codes. Use pipe of 1/2" diameter or greater to allow proper gas volume to fireplace insert. If pipe is too small, undue loss of volume will occur.

Installation must include an equipment shutoff valve and plugged 1/8" NPT tap. Locate NPT tap within reach for test gauge hook up. NPT tap must be upstream from fireplace insert (*see Figure 14*).

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

Check your building codes for any special requirements for locating equipment shutoff valve to fireplaces.

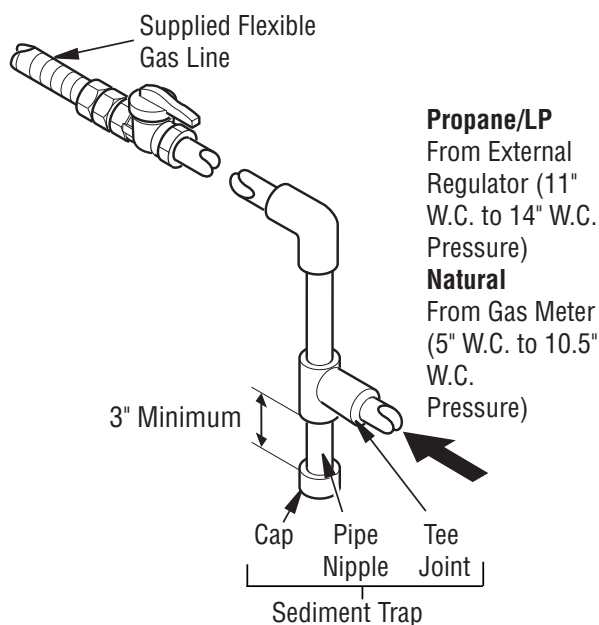
Apply pipe joint sealant lightly to male NPT threads. This will prevent excess sealant from going into pipe. Excess sealant in pipe could result in clogged fireplace valves.



**Figure 13 - External Regulator with Vent Pointing Down**

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

We recommend that you install a sediment trap in supply line as shown in **Figure 14**. Locate sediment trap where it is within reach for cleaning. Install in piping system between fuel supply and heater. Locate sediment trap where trapped matter is not likely to freeze. A sediment trap traps moisture and contaminants. This keeps them from going into fireplace insert gas controls. If sediment trap is not installed or is installed wrong, fireplace may not run properly.



**Figure 14 - Gas Connection**

## INSTALLATION *Continued*

### CONNECTING FIREPLACE INSERT TO GAS SUPPLY

#### Installation Items Needed

- 5/16" hex socket wrench or nut-driver
- Phillips screwdriver
- sealant (resistant to propane/LP gas, not provided)

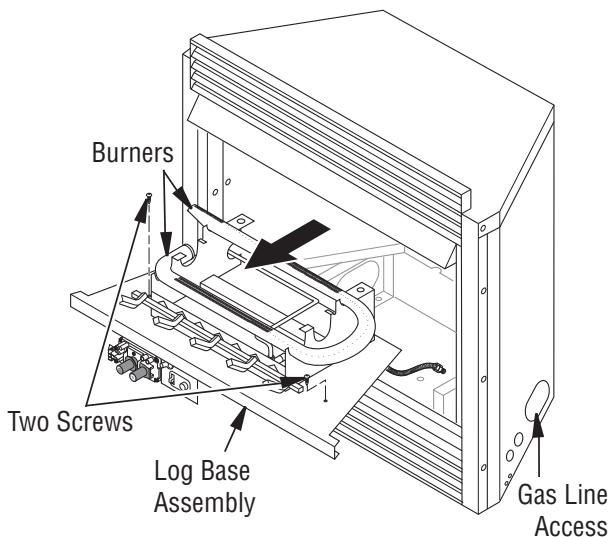
1. Remove fireplace insert screen. Lift fireplace insert screen up and pull out to remove.
2. Remove screws that attach log base assembly to fireplace insert (see **Figure 15**). Carefully lift up log base assembly and remove from fireplace insert (see **Figure 15**).

**⚠ CAUTION:** Do not pick up log base assembly by burners. This could damage burners. Only handle base by grates.

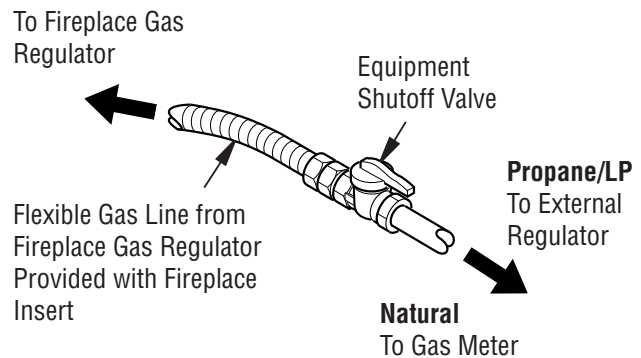
3. Route gas supply line through access opening of fireplace insert (see **Figure 15**).

**NOTICE:** Most building codes do not permit concealed gas connections. A flexible gas line is provided to allow accessibility from the fireplace (see **Figure 16**). The flexible gas supply line connection to the equipment shutoff valve should be accessible.

4. Connect gas supply line to flexible gas line attached to gas regulator of fireplace insert (see **Figure 16**). Use sealant on all male pipe threads.
5. Check all gas connections for leaks. See Checking Gas Connections.
6. Replace log base assembly back into fireplace insert. Feed flexible gas line into fireplace insert base area while replacing log base assembly. Make sure the entire flexible gas line is in fireplace insert base area. Reattach log base assembly to fireplace insert with screws removed in step 2.



**Figure 15 - Removing Log Base Assembly From Fireplace Insert**



**Figure 16 - Attaching Flexible Gas Lines Together**

### CHECKING GAS CONNECTIONS

**⚠ WARNING:** Test all gas piping and connections, internal and external to unit, for leaks after installing or servicing. Correct all leaks at once.

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

### PRESSURE TESTING GAS SUPPLY PIPING SYSTEM

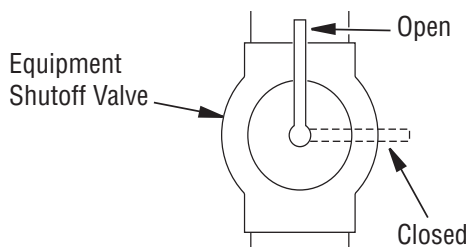
#### Test Pressures In Excess Of 1/2 PSIG (3.5 kPa)

1. Disconnect appliance with its appliance main gas valve (control valve) and equipment shutoff valve from gas supply piping system. Pressures in excess of 1/2 psig will damage fireplace insert gas regulator.
2. Cap off open end of gas pipe where equipment shutoff valve was connected.
3. Pressurize supply piping system by either opening propane/LP supply tank for propane/LP gas or opening main gas valve located on or near gas meter or using compressed air.
4. Check all joints of gas supply piping system. Apply a noncorrosive leak detection fluid to all joints. Bubbles forming show a leak.
5. Correct all leaks at once.
6. Reconnect fireplace insert and equipment shutoff valve to gas supply. Check reconnected fittings for leaks.

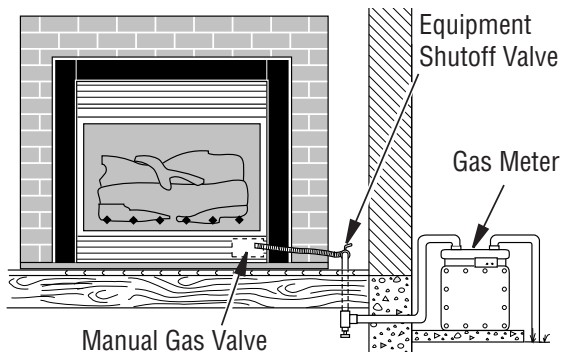
#### Test Pressures Equal To or Less Than 1/2 PSIG (3.5 kPa)

1. Close equipment shutoff valve (see **Figure 17, Page 13**).
2. Pressurize supply piping system by either opening propane/LP supply tank for propane/LP gas or opening main gas valve located on or near gas meter or using compressed air.
3. Check all joints from gas meter to equipment shutoff valve for natural gas (see **Figure 18, Page 13**) or propane/LP supply to equipment shutoff valve for propane/LP (see **Figure 19, Page 13**). Apply a noncorrosive leak detection fluid to all joints. Bubbles forming show a leak.
4. Correct all leaks at once.

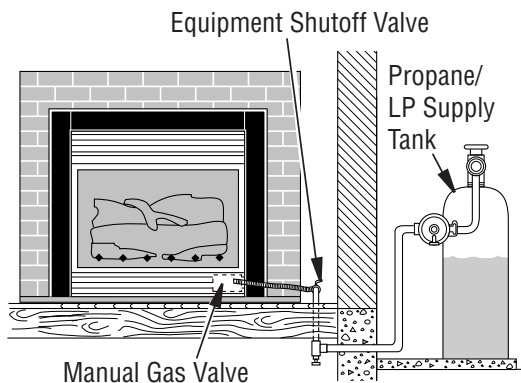
## INSTALLATION *Continued*



**Figure 17 - Equipment Shutoff Valve**



**Figure 18 - Checking Gas Joints (Natural Gas)**



**Figure 19 - Checking Gas Joints (Propane/LP Gas)**

### FIREPLACE INSERT INSTALLATION INTO MASONRY FIREPLACE

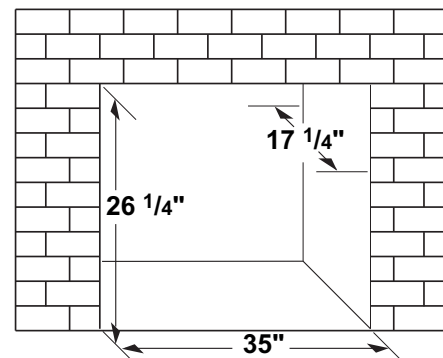
**NOTE:** These heaters are designed to be installed into an existing masonry fireplace (built to UBC 37 or ULC S628 standards) or factory built solid fuel, wood-burning fireplace (listed to UL 127 or ULC S610) only.

If using a mantel above the fireplace, you must follow the clearances shown in **Figure 12, Page 10**. Follow instructions below to install fireplace insert in this manner.

1. Use dimensions shown in **Figure 20** for masonry fireplace opening.
2. Install and properly ground GA3555, three-prong 120 volt electrical outlet, in fireplace insert. Follow instructions included in kit (see [Accessories, Page 28](#)).
3. Install gas piping to fireplace location. This installation includes an approved flexible gas line (if allowed by local codes) after equipment shutoff valve. Flexible gas line must be the last item installed on gas piping. See [Installing Gas Piping to Fireplace Location, Page 11](#).
4. Carefully set fireplace insert in front of masonry fireplace with back of insert inside opening.
5. Attach flexible gas line to gas supply. See [Connecting Fireplace Insert to Gas Supply, Page 12](#).
6. Plug electrical cord into electrical outlet installed in step 2.
7. Carefully place fireplace insert into masonry fireplace.
8. Check all gas connections for leaks. See [Checking Gas Connections, Page 12](#).
9. Install trim after final finishing and/or painting of wall (see **Figure 22, Page 14**).

### ASSEMBLING AND ATTACHING TRIM

	Insert	Minimum Fireplace Opening
Height	25 <sup>9</sup> / <sub>16</sub> "	26-1/4"
Front Width	34 <sup>5</sup> / <sub>16</sub> "	35"
Depth	16 <sup>11</sup> / <sub>16</sub> "	17-1/4"



**Figure 20 - Rough Opening for Installing in Masonry Fireplace**

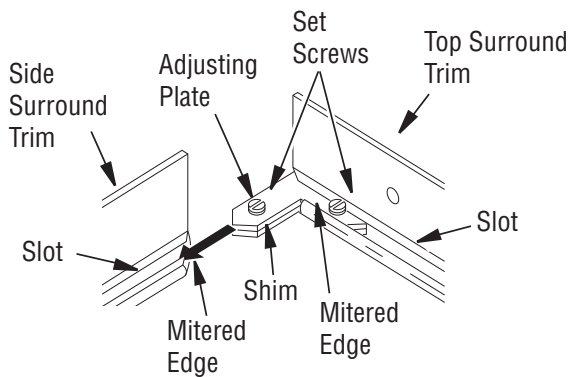
### PRESSURE TESTING FIREPLACE INSERT GAS CONNECTIONS

1. Open equipment shutoff valve (see **Figure 17**).
2. Open main gas valve located on or near gas meter for natural gas or open propane/LP supply tank valve.
3. Make sure control knob of fireplace insert is in the OFF position.
4. Check all joints from gas meter to equipment shutoff valve for natural gas (see **Figure 18**) or propane/LP supply to equipment shutoff valve for propane/LP (see **Figure 19**). Apply a noncorrosive leak detection fluid to all joints. Bubbles forming show a leak.
5. Correct all leaks at once.
6. Light fireplace insert (see [Operation, Page 16](#)). Check all other internal joints for leaks.
7. Turn off fireplace insert (see [To Turn Off Gas to Appliance, Page 17](#)).

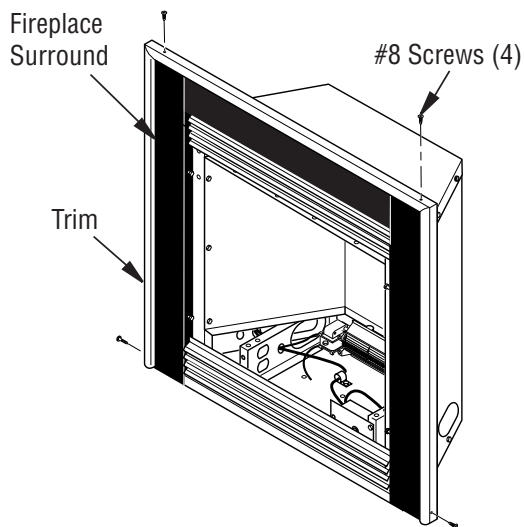


## INSTALLATION *Continued*

1. Remove three pieces of surround trim from packaging.
2. Locate four #8 screws, two adjusting plates with set screws and two shims in the hardware packet.
3. Align shim under adjusting plate as shown in **Figure 21**.
4. Slide one end of adjusting plate/shim in slot of top surround trim (see **Figure 21**).
5. Slide other end of adjusting plate/shim in slot on mitered edge of side surround trim (see **Figure 21**).
6. While firmly holding edges of trim together, tighten both set screws on adjusting plate with slotted screwdriver.
7. Repeat steps 3 through 6 for other side.
8. Line up holes in surround trim with holes on side panels of fireplace surround assembly. Attach with screws provided (see **Figure 22**).
9. Move heater and surround assembly to fireplace opening. Make sure heater and surround assembly fit properly.



**Figure 21 - Assembling Surround Trim**



**Figure 22 - Attaching Trim to Fireplace Surround**

## INSTALLING LOGS

**⚠ CAUTION:** Do not remove the warning and instruction labels attached to the heater base assembly. These markings contain important warranty and safety information.

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

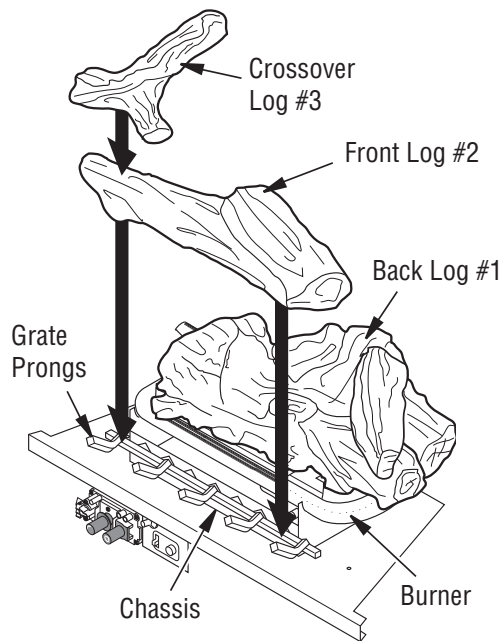
**⚠ WARNING:** After installation and periodically thereafter, check to ensure that no flame comes in contact with any log. With the heater set to HI, check to see if flames contact any log. If so, reposition logs according to the log installation instructions in this manual. Flames contacting logs will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

It is very important to install logs exactly as instructed. Do not modify logs. Only use logs supplied with heater.

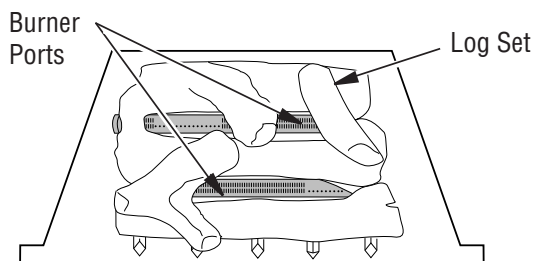
1. Place back log #1 on grate to fit as illustrated in Figure 23. Make sure middle section at bottom of log set is seated into "U"-shaped cutout in center of chassis (see **Figure 23, Page 15**). **IMPORTANT:** Make sure log does not cover any burner ports (see **Figure 24, Page 15**).
2. Place front log #2 against front grate prongs as shown in **Figure 23, Page 15**.
3. Place crossover log #3 on top of front and back logs as shown in **Figure 23, Page 15**.
4. Place volcanic stone around base of heater if desired.

**⚠ WARNING:** You must operate this fireplace insert with the fireplace insert screen in place. Make sure fireplace insert screen is in place before running fireplace insert.

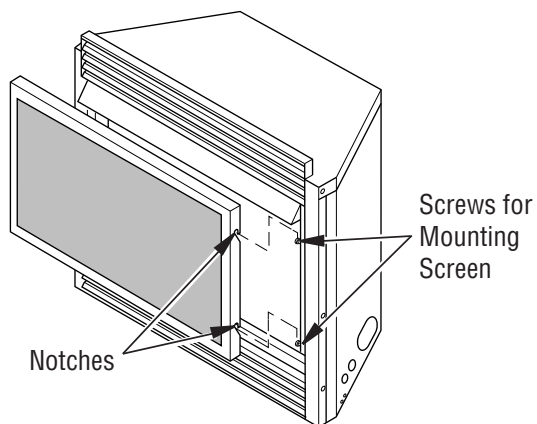
## INSTALLATION *Continued*



**Figure 23 - Installing Log Set**



**Figure 24 - Installing Log Set (Top View)**

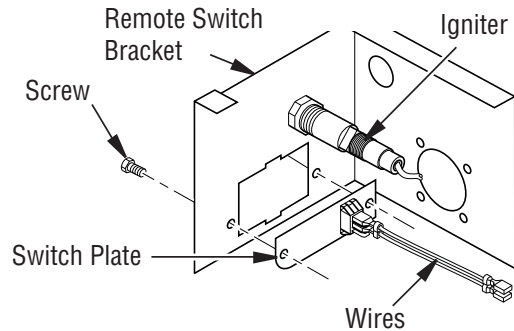


**Figure 25 - Installing Screen**

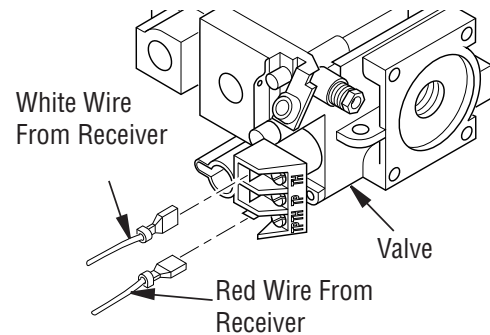
## OPTIONAL WIRELESS HAND-HELD REMOTE CONTROL ACCESSORIES (RCKIT4001 AND TRC)

### Installing Remote Receiver Unit

1. Disconnect switch wires from control valve.
2. Remove screws attaching switch plate.
3. Remove switch plate (*see Figure 26*). Discard after removing.
4. Install remote receiver unit onto gas log heater base or set on fireplace floor.
5. Connect wires as shown in *Figure 27*.



**Figure 26 - Switch Plate and Wiring Harness**



**Figure 27 - Connecting Wires**

## OPERATION

### 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.

- This appliance is equipped with an ignition device which automatically lights the pilot. Do not light pilot by hand.
- 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.
- 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 service technician. Force or attempted repair may result in a fire or explosion.
- Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.



### LIGHTING INSTRUCTIONS

**⚠ WARNING:** You must operate this heater with the fireplace insert screen in place. Make sure fireplace insert screen is installed before running fireplace insert.

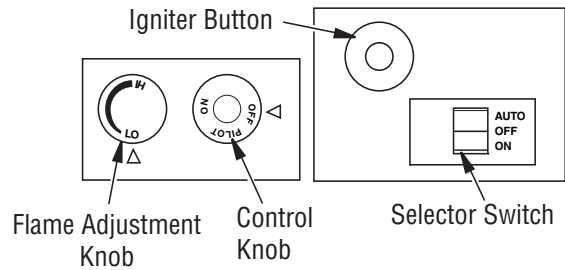
**NOTICE:** During initial operation of new fireplace insert, burning logs will give off a paper-burning smell. Open damper or window to vent smell. This will only last a few hours.

- STOP! Read the safety information above.
- Make sure equipment shutoff valve is fully open.
- Set switch to OFF position.



**⚠ WARNING:** Burners will come on automatically within one minute when the remote selector switch is in the ON position after the pilot is lit.

- Press in and turn control knob clockwise  to the OFF position.
- Wait five (5) minutes to clear out any gas. Then smell for gas, including near the floor. If you smell gas, STOP! Follow "B" in the safety information in column 1. If you don't smell gas, go to the next step.
- Press in and turn control knob counterclockwise  to the PILOT position. Press in control knob for five (5) seconds (see **Figure 28**).

**NOTE:** You may be running this heater for the first time after hooking up to gas supply. If so, the control knob may need to be pressed in for 30 seconds or more. This will allow air to bleed from the gas system.

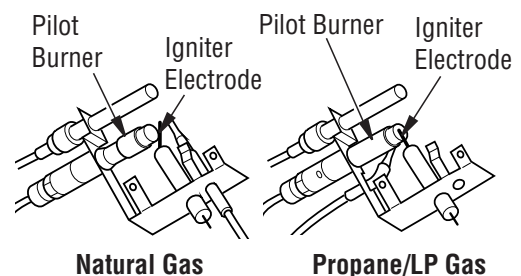


**Figure 28 - Control Knob and Igniter Button Location (Shown as Supplied, No Control Options)**

- With control knob pressed in, press and release igniter button. This will light pilot. The pilot is attached to the front burner. If needed, keep pressing igniter button until pilot lights.  
**NOTE:** If pilot does not stay lit, contact a qualified service person or gas supplier for repairs. Until repairs are made, light pilot with match. To light pilot with match, see Manual Lighting Procedure, Page 17.
- Keep control knob pressed in for 30 seconds after lighting pilot. After 30 seconds, release control knob.
  - If control knob does not pop out when released, contact a qualified service person or gas supplier for repairs.
- NOTE:** If pilot goes out, repeat steps 4 through 8.
- Slightly push in and turn control knob counterclockwise  to the ON position.
- Wait one minute and switch selector switch to the ON position to light burners.
- Set flame adjustment knob to any level between HI and LO.
- To leave pilot lit and shut off burners only: turn control knob clockwise  to the PILOT position, or use remote control manual OFF button, or set selector switch in the OFF position.

**⚠ CAUTION:** Do not try to adjust heating levels by using the equipment shutoff valve.


**⚠ WARNING:** Make sure the selector switch is in the OFF position when you are away from home for long periods of time. Heater will come on automatically with selector switch in the ON position.



**Figure 29 - Pilot**

## OPERATION *Continued*

### TO TURN OFF GAS TO APPLIANCE

1. Turn control knob clockwise  to the OFF position.
- 2a. Set selector switch in the OFF position.
- 2b. If Using Optional Hand-Held Remote: Set remote selector switch in the OFF position to keep from draining battery.
3. Close equipment shutoff valve (see **Figure 17, Page 13**).

### MANUAL LIGHTING PROCEDURE

1. Follow steps 1 through 6 under Lighting Instructions, Page 16.
2. Press control knob and light pilot with match.
3. Keep control knob pressed in for 30 seconds after lighting pilot. After 30 seconds, release control knob. Now follow steps 9 through 11 under Lighting Instructions, Page 16.

### OPTIONAL HAND-HELD REMOTE OPERATION

**NOTE:** All remote control accessories must be purchased separately (see Accessories, Page 28). Follow instructions included with the remote control.

**NOTICE:** You must light the pilot before using the hand-held remote control unit. See Lighting Instructions on Page 16.

After lighting, let pilot flame burn for about one minute. Turn control knob to ON position. Adjust flame adjustment knob anywhere between HI and LO. Slide selector switch to REMOTE position (see **Figure 30**).

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

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

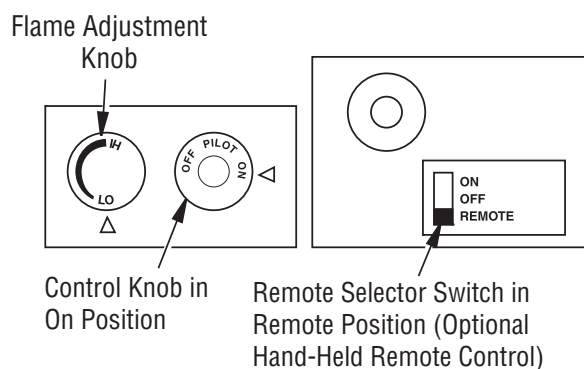
### BLOWER OPERATION

Locate blower switch by opening lower louver on fireplace insert. Blower switch is located at lower left inside louver door.

This thermostat-controlled blower has three settings: ON, OFF and AUTO. In the ON position, blower will operate constantly. In the OFF position, blower will not operate. In the AUTO position, blower will start when thermostat senses a sufficient increase in firebox temperature.

**NOTE:** Your gas logs and thermostat blower will not turn on and off at the same time. The fireplace insert may run for several minutes before blower turns on. After heater modulates to pilot position, blower will continue to run. Blower will shut off after firebox temperature decreases.

**NOTE:** It is safe to operate fireplace insert with blower turned off. However, blower helps distribute heated air from fireplace insert.



**Figure 30 - Setting the Remote Selector Switch, Control Knob and Flame Adjustment Knob for Remote Operation**

## INSPECTING BURNERS

Check pilot flame pattern and burner flame patterns often.

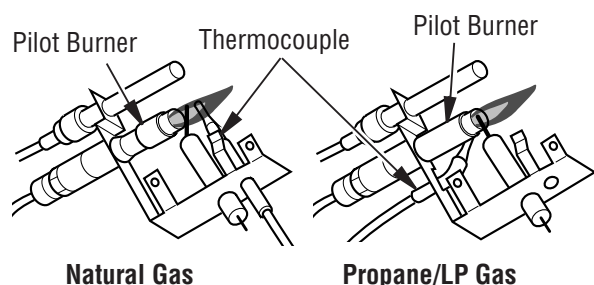
### PILOT FLAME PATTERN

**Figure 31** shows a correct pilot flame pattern. **Figure 32** shows an incorrect pilot flame pattern. The incorrect pilot flame is not properly heating the thermocouple. When the thermocouple cools, the heater will shut down.

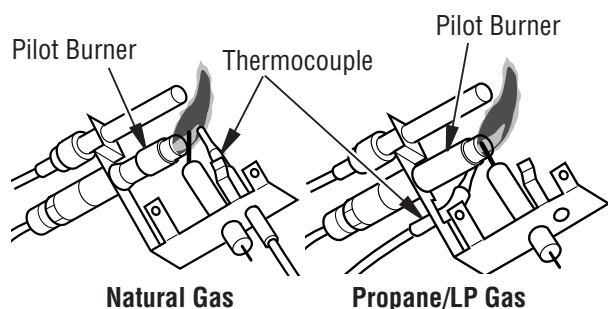
If pilot flame pattern is incorrect, as shown in **Figure 32**

- turn heater off (see *To Turn Off Gas to Appliance, Page 17*)
- see Troubleshooting, **Page 20**

**NOTE:** The pilot flame on natural gas units will have a slight curve, but flame should be blue and have no yellow or orange color.



**Figure 31 - Correct Pilot Flame Pattern**



**Figure 32 - Incorrect Pilot Flame Pattern**

### BURNER FLAME PATTERN

**Figure 33** shows a correct burner flame pattern. **Figure 34** shows an incorrect burner flame pattern. If burner flame pattern is incorrect,

- turn heater off (see *To Turn Off Gas to Appliance, Page 17*)
- see Troubleshooting, **Page 20**.

### BURNER PRIMARY AIR HOLES

Air is drawn into the burner through holes in fitting at burner entrance. These holes may become blocked with dust or lint. Periodically inspect these holes for any blockage and clean if needed. Blocked air holes will create soot.

### MAIN BURNER

Periodically inspect all burner flame holes with heater running. All slotted burner flame holes should be open with yellow flame present. All round burner flame holes should be open with a small blue flame present. Some burner flame holes may become blocked by debris or rust, with no flame present. If so, turn off heater and let cool. Remove blockage, blocked burner flame holes will create soot.



**Figure 33 - Correct Flame Pattern with Control Knob Set to High Flame.**



**Figure 34 - Incorrect Flame Pattern with Control Knob Set to High Flame**

## CLEANING AND MAINTENANCE

**WARNING:** Turn off heater and let cool before cleaning.

**CAUTION:** You must keep control areas, burner and circulating air passageways of heater clean. Inspect these areas of heater before each use. Have heater inspected yearly by a qualified service person. Heater may need more frequent cleaning due to excessive lint from carpeting, pet hair, bedding material, etc.

**WARNING:** Failure to keep the primary air opening(s) of the burner(s) clean may result in sooting and property damage.

### BURNER INJECTOR HOLDER AND PILOT AIR INLET HOLE

The primary air inlet holes allow the proper amount of air to mix with the gas. This provides a clean burning flame. Keep these holes clear of dust, dirt, lint and pet hair. Clean these air inlet holes prior to each heating season. Blocked air holes will create soot. We recommend that you clean the unit every three months during operation and have heater inspected yearly by a qualified service person.

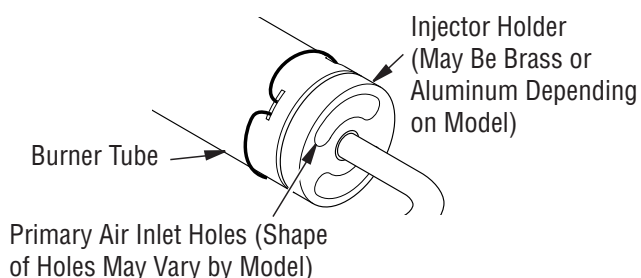
We also recommend that you keep the burner tube and pilot assembly clean and free of dust and dirt. To clean these parts we recommend using compressed air no greater than 30 PSI. Your local computer store, hardware store or home center may carry compressed air in a can. If using compressed air in a can, please follow directions on can. If you don't follow directions on can, you could damage pilot assembly.



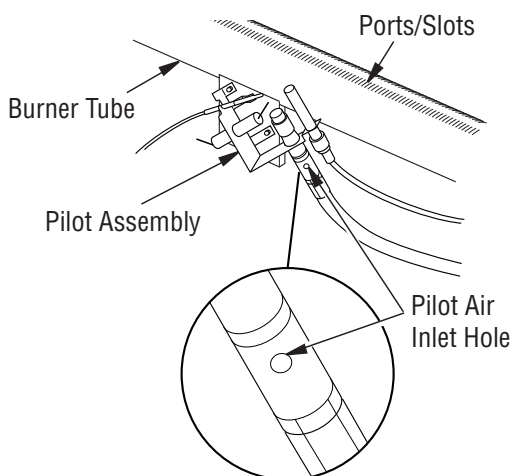
## CLEANING AND MAINTENANCE *Continued*

1. Shut off unit, including pilot. Allow unit to cool for at least thirty minutes.
2. Inspect burner, pilot and primary air inlet holes on injector holder for dust and dirt (see **Figure 35**).
3. Blow air through ports/slots and holes in burner (see **Figure 36**).
4. Check injector holder located at the end of burner tube again. Remove any large particles of dust, dirt, lint or pet hair with a soft cloth or vacuum cleaner nozzle.
5. Blow air into primary air holes on injector holder.
6. In case any large clumps of dust have now been pushed into burner repeat steps 3 and 4.

Clean pilot assembly also. A yellow tip on pilot flame indicates dust and dirt in pilot assembly. There is a small pilot air inlet hole about 2" from where pilot flame comes out of pilot assembly (see **Figure 36**). With unit off, lightly blow air through air inlet hole. You may blow through a drinking straw if compressed air is not available.



**Figure 35 - Injector Holder On Outlet Burner Tube**



**Figure 36 - Pilot Inlet Air Hole**

## LOGS

- If you remove logs for cleaning, refer to [Installing Logs](#), **Page 14**, to properly replace logs.
- Replace log(s) if broken or chipped (dime-sized or larger).

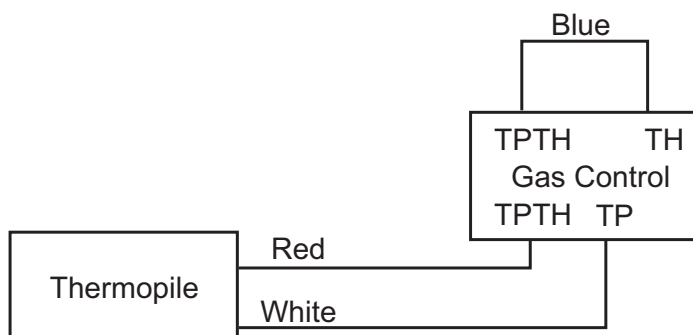
## BURNER PRIMARY AIR HOLES

Air is drawn into burner through holes in fitting at burner entrance. These holes may become blocked with dust or lint. Periodically inspect these holes for any blockage and clean if needed. Blocked air holes will create soot.

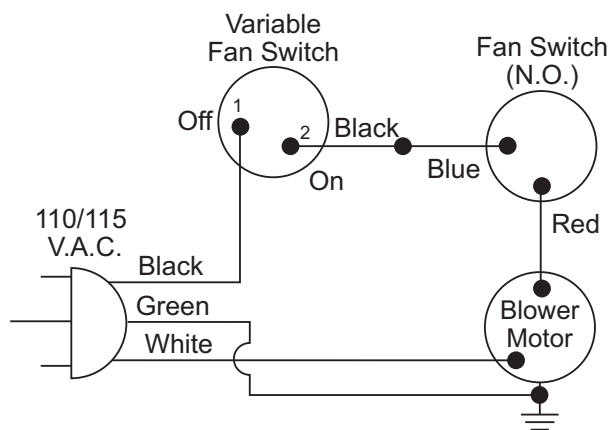
## WIRING DIAGRAMS

**NOTE:** For proper operation of optional accessories, the wires from the switch to the control must be connected exactly as shown in **Figures 37 and 38**.

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



**Figure 37 - Switch Wiring Diagram**



**Figure 38 - Blower Wiring Diagram**

## TROUBLESHOOTING

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

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

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

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
When igniter button is pressed, there is no spark at ODS/pilot	<ol style="list-style-type: none"> <li>1. Igniter electrode not connected to igniter cable</li> <li>2. Igniter cable pinched or wet</li> <li>3. Piezo igniter nut is loose</li> <li>4. Broken igniter cable</li> <li>5. Bad piezo igniter</li> <li>6. Igniter electrode broken</li> <li>7. Igniter electrode positioned wrong</li> </ol>	<ol style="list-style-type: none"> <li>1. Reconnect igniter cable</li> <li>2. Free igniter cable if pinched by any metal or tubing. Keep igniter cable dry</li> <li>3. Tighten nut holding piezo igniter to base panel of log set. Nut is located behind base panel</li> <li>4. Replace igniter cable</li> <li>5. Replace piezo igniter</li> <li>6. Replace pilot assembly</li> <li>7. Replace pilot assembly</li> </ol>
When igniter button is pressed, there is spark at ODS/pilot but no ignition	<ol style="list-style-type: none"> <li>1. Gas supply turned off or equipment shutoff valve closed</li> <li>2. Control knob not in PILOT position</li> <li>3. Control knob not pressed in while in PILOT position</li> <li>4. Air in gas lines when installed</li> <li>5. Depleted gas supply (propane/LP only)</li> <li>6. ODS/pilot is clogged</li> <li>7. Gas regulator setting is not correct</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn on gas supply or open equipment shutoff valve</li> <li>2. Turn control knob to PILOT position</li> <li>3. Press in control knob while in PILOT position</li> <li>4. Continue holding down control knob. Repeat igniting operation until air is removed</li> <li>5. Contact local propane/LP gas company</li> <li>6. Clean ODS/pilot (<i>see <a href="#">Cleaning and Maintenance</a>, Page 18</i>) or replace ODS/pilot assembly</li> <li>7. Replace gas control</li> </ol>
ODS/pilot lights but flame goes out when control knob is released	<ol style="list-style-type: none"> <li>1. Control knob not fully pressed in</li> <li>2. Control knob not pressed in long enough</li> <li>3. Equipment shutoff valve not fully open</li> <li>4. Pilot flame not touching thermocouple, which allows thermocouple to cool, causing pilot flame to go out. This problem could be caused by one or both of the following: <ol style="list-style-type: none"> <li>A) Low gas pressure</li> <li>B) Dirty or partially clogged ODS/pilot</li> </ol> </li> <li>5. Thermocouple connection loose at control valve</li> <li>6. Thermocouple damaged</li> <li>7. Control valve damaged</li> </ol>	<ol style="list-style-type: none"> <li>1. Press in control knob fully</li> <li>2. After ODS/pilot lights, keep control knob pressed in 30 seconds</li> <li>3. Fully open equipment shutoff valve</li> <li>4. <ol style="list-style-type: none"> <li>A) Contact local natural or propane/LP gas company</li> <li>B) Clean ODS/pilot (<i>see <a href="#">Cleaning and Maintenance</a>, Page 18</i>) or replace ODS/pilot assembly</li> </ol> </li> <li>5. Hand tighten until snug, then tighten 1/4 turn more</li> <li>6. Replace pilot assembly</li> <li>7. Replace control valve</li> </ol>

## TROUBLESHOOTING *Continued*

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Burner does not light after ODS/pilot is lit	<ol style="list-style-type: none"> <li>1. Burner orifice clogged</li> <li>2. Inlet gas pressure is too low</li> <li>3. Thermopile leads disconnected or improperly connected</li> <li>4. Burners will not come on in remote position</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean burner (<i>see <u>Cleaning and Maintenance</u>, Page 18</i>) or replace burner orifice</li> <li>2. Contact local natural gas company</li> <li>3. Reconnect leads (<i>see <u>Wiring Diagrams</u>, Page 19</i>)</li> <li>4. Replace battery in transmitter and receiver</li> </ol>
Delayed ignition burner	<ol style="list-style-type: none"> <li>1. Manifold pressure is too low</li> <li>2. Burner orifice clogged</li> </ol>	<ol style="list-style-type: none"> <li>1. Contact local natural or propane/LP gas company</li> <li>2. Clean burner (<i>see <u>Cleaning and Maintenance</u>, Page 18</i>) or replace burner orifice</li> </ol>
Burner backfiring during combustion	<ol style="list-style-type: none"> <li>1. Burner orifice is clogged or damaged</li> <li>2. Damaged burner</li> <li>3. Gas regulator defective</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean burner (<i>see <u>Cleaning and Maintenance</u>, Page 18</i>) or replace burner orifice</li> <li>2. Replace damaged burner</li> <li>3. Replace gas control</li> </ol>
Slight smoke or odor during initial operation	<ol style="list-style-type: none"> <li>1. Not enough air</li> <li>2. Gas regulator defective</li> <li>3. Residues from manufacturing processes and logs curing</li> </ol>	<ol style="list-style-type: none"> <li>1. Check burner for dirt and debris. If found, clean burner (<i>see <u>Cleaning and Maintenance</u>, Page 18</i>)</li> <li>2. Replace gas control</li> <li>3. Problem will stop after a few hours of operation</li> </ol>
Moisture/condensation noticed on windows	<ol style="list-style-type: none"> <li>1. Not enough combustion/ventilation air</li> </ol>	<ol style="list-style-type: none"> <li>1. Refer to <u>Air for Combustion and Ventilation</u> requirements (<b>Page 6</b>)</li> </ol>
Heater produces a whistling noise when burner is lit	<ol style="list-style-type: none"> <li>1. Turning control knob to HI position when burner is cold</li> <li>2. Air in gas line</li> <li>3. Air passageways on heater blocked</li> <li>4. Dirty or partially clogged burner orifice</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn control knob to LO position and let warm up for a minute</li> <li>2. Operate burner until air is removed from line. Have gas line checked by local natural or propane/LP gas company</li> <li>3. Observe minimum installation clearances (<i>see <b>Page 10</b></i>)</li> <li>4. Clean burner (<i>see <u>Cleaning and Maintenance</u>, Page 18</i>) or replace burner orifice</li> </ol>
White powder residue forming within burner box or on adjacent walls or furniture	<ol style="list-style-type: none"> <li>1. When heated, vapors from furniture polish, wax, carpet cleaners, etc. may turn into white powder residue</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn heater off when using furniture polish, wax, cleaners or similar products</li> </ol>
Remote does not function	<ol style="list-style-type: none"> <li>1. Battery is not installed. Battery power is low</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace batteries in receiver and handheld remote control</li> </ol>
Fireplace insert produces a clicking/ticking noise just after burners are lit or shut off	<ol style="list-style-type: none"> <li>1. Metal expanding while heating or contracting while cooling</li> </ol>	<ol style="list-style-type: none"> <li>1. This is normal with most fireplaces. If noise is excessive, contact qualified service person</li> </ol>

## TROUBLESHOOTING *Continued*

### **⚠ WARNING: If you smell gas**

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

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

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Fireplace insert produces unwanted odors	<ol style="list-style-type: none"> <li>1. Fireplace insert burning vapors from paint, hair spray, glues, cleaners, chemicals, new carpet, etc. (see IMPORTANT statement above)</li> <li>2. Low fuel supply (propane/LP only)</li> <li>3. Gas leak. See Warning statement above</li> </ol>	<ol style="list-style-type: none"> <li>1. Open window and ventilate room. Stop using odor causing products while fireplace insert is running</li> <li>2. Refill supply tank (propane/LP only)</li> <li>3. Locate and correct all leaks (see <u>Checking Gas Connections</u>, <b>Page 12</b>)</li> </ol>
Fireplace insert shuts off in use (ODS operates)	<ol style="list-style-type: none"> <li>1. Not enough fresh air is available</li> <li>2. Low line pressure</li> <li>3. ODS/pilot is partially clogged</li> </ol>	<ol style="list-style-type: none"> <li>1. Open window and/or door for ventilation</li> <li>2. Contact local natural gas company</li> <li>3. Clean ODS/pilot (see <u>Cleaning and Maintenance</u>, <b>Page 18</b>)</li> </ol>
Gas odor even when control knob is in OFF position	<ol style="list-style-type: none"> <li>1. Gas leak. See Warning statement above</li> <li>2. Control valve defective</li> </ol>	<ol style="list-style-type: none"> <li>1. Locate and correct all leaks (see <u>Checking Gas Connections</u>, <b>Page 12</b>)</li> <li>2. Replace control valve</li> </ol>
Gas odor during combustion	<ol style="list-style-type: none"> <li>1. Foreign matter between control valve and burner</li> <li>2. Gas leak. See Warning statement above</li> </ol>	<ol style="list-style-type: none"> <li>1. Take apart gas tubing and remove foreign matter</li> <li>2. Locate and correct all leaks (see <u>Checking Gas Connections</u>, <b>Page 12</b>)</li> </ol>
Dark residue on logs or inside of fireplace insert. <b>NOTE:</b> After removing all causes of residue deposits, completely clean fireplace and appliance of all residue before reusing appliance	<ol style="list-style-type: none"> <li>1. Improper log placement</li> <li>2. Drafts or other air currents affecting flame pattern</li> <li>3. Air holes at burner inlet blocked</li> <li>4. Burner flame holes blocked</li> </ol>	<ol style="list-style-type: none"> <li>1. Properly locate logs (see <u>Installing Logs</u>, <b>Page 14</b>)</li> <li>2. Eliminate source of drafts around heater</li> <li>3. Clean out air holes at burner inlet. Periodically repeat as needed</li> <li>4. Remove blockage</li> </ol>

## SPECIFICATIONS

### VCI3032ZMN

- Rating: 22,000/33,000 Btu/Hr
- Gas Type: Natural Gas
- Ignition: Piezo
- Pressure Manifold: 3.5" W.C.
- Inlet Gas Pressure (inches of water):  
Max. - 10.5" W.C., Minimum\* - 5" W.C.

\* For input adjustment

### VCI3032ZMP

- Rating: 22,000/33,000 Btu/Hr
- Gas Type: Propane/LP Gas
- Ignition: Piezo
- Pressure Manifold: 8.0" W.C.
- Inlet Gas Pressure (inches of water):  
Max. - 14" W.C., Minimum\* - 11" W.C.

\* For input adjustment

## REPLACEMENT PARTS

See **Pages 24-27** for a complete replacement parts list. Use only parts supplied from the manufacturer.

Normally, all parts should be ordered through your IHP distributor or dealer. Parts will be shipped at prevailing prices at time of order.

**NEVER USE SUBSTITUTE MATERIALS. USE OF NON-APPROVED PARTS CAN RESULT IN POOR PERFORMANCE AND SAFETY HAZARDS.**

**When ordering repair parts, always give the following information:**

1. The model number of the appliance.
2. The serial number of the appliance.
3. The part number.
4. The description of the part.
5. The quantity required.
6. The installation date of the appliance.

If you encounter any problems or have any questions concerning the installation or application of this appliance, please contact your dealer.

## SERVICE HINTS

### When Gas Pressure Is Too Low

- pilot will not stay lit
- burners will have delayed ignition
- appliance will not produce specified heat
- propane/LP gas supply may be low

You may feel your gas pressure is too low. If so, contact your local propane/LP or natural gas supplier.

## TECHNICAL SERVICE

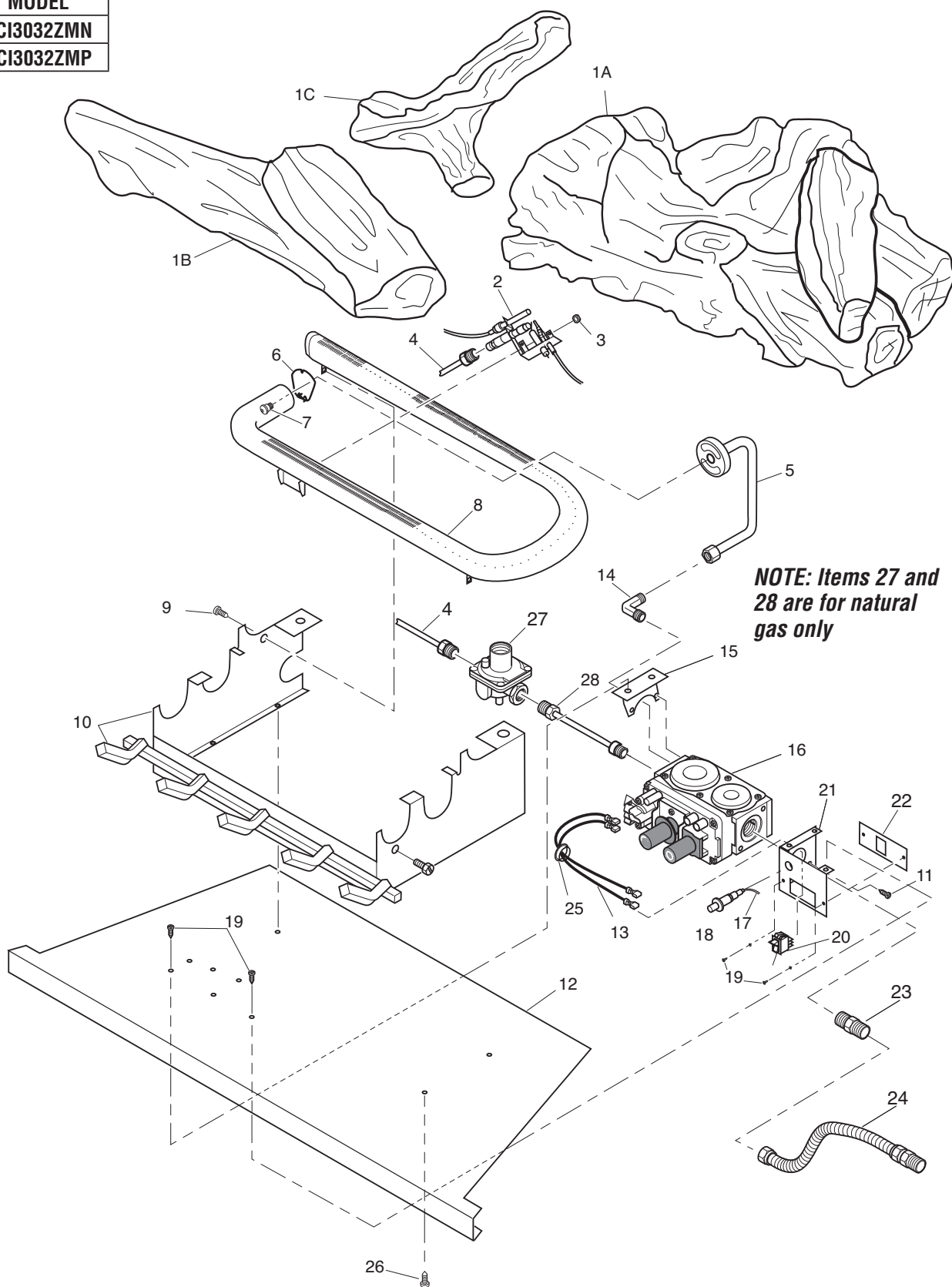
You may have further questions about installation, operation, or troubleshooting. Please contact your IHP dealer for any questions or concerns. When contacting your dealer please have your model and serial numbers of your appliance ready. You can also visit our web site at [SuperiorFireplaces.us.com](http://SuperiorFireplaces.us.com).



## PARTS

MODELS VCI3032ZMN AND VCI3032ZMP

CAT NO.	MODEL
F1790	VCI3032ZMN
F2055	VCI3032ZMP



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

## PARTS

This list contains replaceable parts used in your fireplace insert. When ordering parts, follow the instructions listed under Replacement Parts on **Page 23** of this manual.

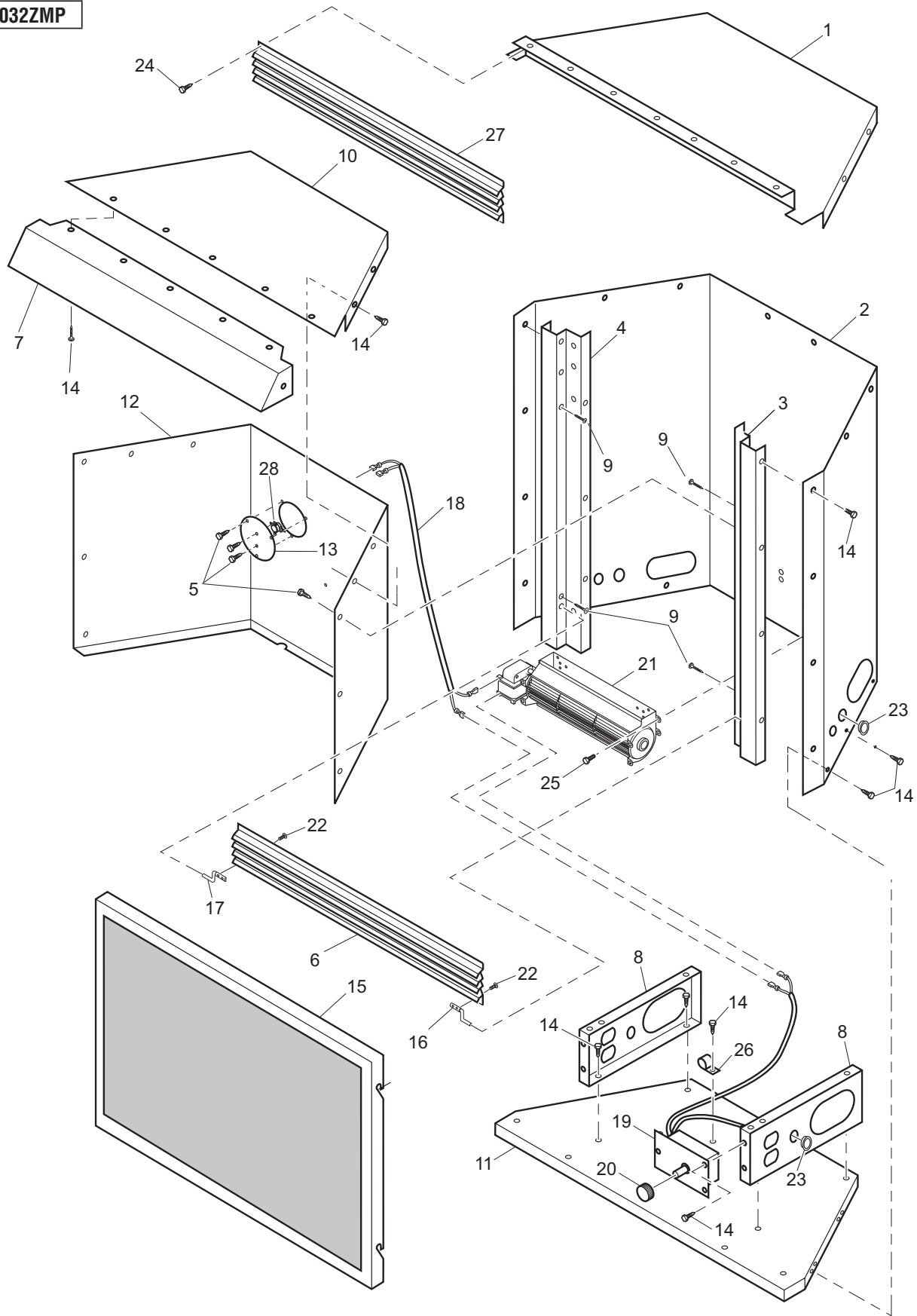
KEY NO.	CAT. NO.	DESCRIPTION	VCI3032ZMN	VCI3032ZMP	QTY.
			F1790	F2055	
1A	J5755	LOG, VYD24 BACK	•	•	1
1B	J5756	LOG, VYD24 FRONT	•	•	1
1C	J5757	LOG, VYD24 CROSSOVER	•	•	1
2	J3831	PILOT, ODS NG (8218)	•		1
	J3830	PILOT, ODS LP (8414)		•	1
3	J3558	NUT, ODS (M5 X 0.8)	•	•	2
4	J3639	TUBE, PILOT	•		1
	J3635	TUBE, PILOT		•	1
5	J4551	KIT, OUTLET TUBE SERVICE	•		1
	J3856	TUBE, OUTLET		•	1
6	J4514	SPRING, BURNER RETAINER	•	•	1
7	J3612	INJECTOR, (.1070) 2.72MM	•		1
	J3607	INJECTOR, .0670 1.70MM		•	1
8	J3763	BURNER, DUAL 24"	•	•	2
9	J1958	SCREW, HWH AB 8-18 X .38	•	•	2
10	J3857	ASM, CARRIAGE, BURNER, WELDED	•	•	1
11	J1961	SCREW, HX SLT WSR 10-32X3/8	•	•	4
12	**	FIREBOX BOTTOM	•	•	1
13	J3795	WIRE, HARNESS	•	•	1
14	J3564	ELBOW, MALE	•	•	1
15	J3838	BRACKET, VALVE	•	•	1
16	J3836	VALVE, GAS NG (0.820.643)	•		1
	J3837	VALVE, GAS LP (0.820.642)		•	1
17	J3569	CABLE, Igniter	•	•	1
18	J3746	KIT, Igniter SERVICE	•	•	1
19	J3574	SCREW, PPH AB 10-16 X .38	•	•	7
20	J3656	SWITCH, ON/AUTO/OFF	•	•	1
21	J3860	BRACKET, VALVE	•	•	1
22	RP103587-01	PLATE, SWITCH	•	•	1
23	J3551	FITTING, MALE 3/8NPTF X 3/8FLAR	•	•	1
24	J3726	CONNECTOR, FLEXIBLE 22"	•	•	1
25	J1989	BUSHING SHORTY	•	•	1
26	J1955	SCREW, HWH AB 10-16 X .38	•	•	4
27	J3654	REGULATOR, PILOT	•		1
28	J3637	TUBE, PILOT	•		1
<b>PARTS AVAILABLE — NOT SHOWN</b>					
	J3846	PLATE, LIGHTING INSTRUCTIONS	•	•	1
	J3658	PLATE, WARNING	•	•	1

\*\* Not a field replacement part.

# PARTS

## FIREPLACE INSERT MODELS VCI3032ZMN AND VCI3032ZMP

CAT NO.	MODEL
F1790	VCI3032ZMN
F2055	VCI3032ZMP



## PARTS

### FIREPLACE INSERT MODELS VCI3032ZMN AND VCI3032ZMP

This list contains replaceable parts used in your fireplace insert. When ordering parts, follow the instructions listed under Replacement Parts on **Page 23** of this manual.

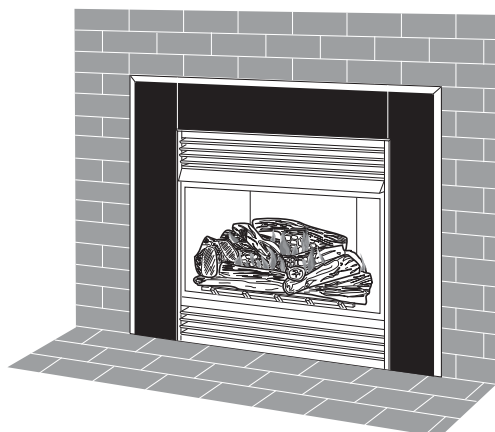
KEY NO.	CAT. NO.	DESCRIPTION	QTY.
1	**	TOP OUTER CASING	1
2	**	OUTER CASING	1
3	**	RIGHT FRONT SIDE	1
4	**	LEFT FRONT SIDE	1
5	J3574	SCREW, PPH AB 10-16 X .38	9
6	J6500	ASSY, TOP LOUVER 33" PWR BLK	1
7	J3920	HOOD, FIREBOX	1
8	**	FIREBOX SUPPORT	2
9	J3629	SCREW, HWH SHLDR AB 10 X .63	4
10	**	FIREBOX TOP	1
11	**	OUTER BASE	1
12	**	FIREBOX WRAPPER	1
13	J3721	COVER, PAINTED	1
14	J1955	SCREW, HWH AB 10-16 X .38	46
15	J3923	ASSEMBLY, SCREEN, PAINTED	1
16	J3869	HINGE, PIN RIGHT	1
17	J3870	HINGE, PIN LEFT	1
18	J3717	HARNESS, WIRE	1
19	J3925	ASSEMBLY, SPEED CONTROL	1
20	J3824	KNOB, CONTROL	1
21	J5458	BLOWER, FLEXIBLE MANUF	1
22	J1953	SCREW, HEX WSR HEAD TAPPING	4
23	J3728	BUSHING	2
24	J3574	SCREW, PPH AB 10-16 X .38	4
25	J1958	SCREW, HWH AB 8-18 X .38	4
26	J3593	CLIP, THERMOBULB	1
27	J6501	ASSY, BTM LOUVER 33" PWD BLK	1
28	J3713	SWITCH, 100 DEGREE THERMOSTAT	1

\*\* Not a field replacement part.

## ACCESSORIES

Purchase these appliance accessories from your local dealer. If they can not supply these accessories, contact IHP at SuperiorFireplaces.us.com for referral information. You can also write to the address listed on the back page of this manual.

**Only kits supplied by IHP shall be used in the installation of this appliance. Use of non-approved accessory/part kit(s) can result in poor performance and safety hazards.**



**FIREPLACE SURROUND KIT** (Surround Kit Required for Installation)

**Cat. No. F1823, Model GB38**

30" H x 38" W Small Black Surround with Black Trim

**Cat. No. F1824, Model GB43**

36-3/4" H x 43" W Large Black Surround with Black Trim

**For all models.** Allows insert to be fitted to fireplace opening. A surround is required for installation.

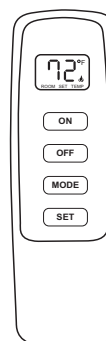
**NOTE:** Use the accessory which best covers the existing masonry fireplace opening.

- 38" Kit (for use with fireplaces with an opening smaller than 30" H and 38" W)
- 43" Kit (for use with fireplaces with an opening 30" to 36-3/4" H and 38" to 43" W)

### DUPLEX OUTLET KIT

**Cat. No. J1284 Model GA3555**

For built-in installation when accessory blowers are used.



### RECEIVER AND HAND-HELD THERMOSTAT REMOTE CONTROL KIT - TRC

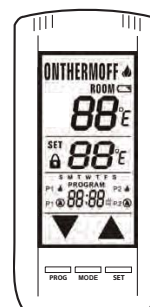
For all models. Allows the gas log heater to be operated in a manually or thermostatically-controlled mode. You can turn the gas log heater on and off without ever leaving the comfort of your easy chair. A wall-mount docking station is included.



### ON/OFF REMOTE AND RECEIVER WITH WHITE WALL PLATE

**Cat. No. F2236, Model RCKIT 4001**

**For all Remote-Ready Models** - Allows the appliance to be turned on and off by using a hand-held remote control.



### RECEIVER AND HAND-HELD TOUCH-SCREEN THERMOSTAT REMOTE CONTROL KIT

**Cat. No. F1079, Model TSRC**

**For all Remote-Ready Models** - Allows appliance to be operated in a manually, thermostatically, or programmed controlled mode.



## ACCESSORIES

*Continued*



### WALL-MOUNT THERMOSTAT SWITCH

**Cat. No. F2040, Model GWMT1**

**For all models.** The desired comfort setting can be selected on the wall thermostat and the log heater will automatically cycle from pilot to the heat setting selected. Includes thermostat assembly, 25' of wire and two mounting screws.



### WALL-MOUNT ON/OFF SWITCH

**Cat. No. F0245, Model GWMS2**

**For all models.** Allows the gas log heater to be turned on and off with a wall switch.

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# Innovative Hearth Products

## Superior® Brand Gas Fireplaces, Stoves and Inserts

### 20 Year Limited Warranty

#### THE WARRANTY

Innovative Hearth Products ("IHP") 20 Year Limited Warranty warrants your Superior® Brand gas fireplace, Stove or Insert ("Product") to be free from defects in materials and workmanship at the time of manufacture. The product body, firebox and barrier carry the 20 Year Limited Warranty. Ceramic glass carries the 20 Year Limited Warranty against thermal breakage only. After installation, if covered components manufactured by IHP are found to be defective in materials or workmanship during the 20 Year Limited Warranty period and while the Product remains at the site of the original installation, IHP will, at its option, repair or replace the covered components. If repair or replacement is not commercially practical, IHP will, at its option, refund the purchase price or wholesale price of the IHP product, whichever is applicable. IHP will also pay IHP prevailing labor rates, as determined in its sole discretion, incurred in repairing or replacing such components for up to five years. THERE ARE EXCLUSIONS AND LIMITATIONS to this 20 Year Limited Warranty as described herein.

#### COVERAGE COMMENCEMENT DATE

Warranty coverage begins on the date of purchase. In the case of new home construction, warranty coverage begins on the date of first occupancy of the dwelling or six months after the sale of the Product by an independent IHP dealer/distributor, whichever occurs earlier. The warranty shall commence no later than 24 months following the date of product shipment from IHP, regardless of the installation or occupancy date.

#### EXCLUSIONS AND LIMITATIONS

This 20 Year Limited Warranty applies only if the Product is installed in the United States or Canada and only if operated and maintained in accordance with the printed instructions accompanying the Product and in compliance with all applicable installation and building codes and good trade practices.

This warranty is non-transferable and extends to the original owner only. The Product must be purchased through a listed supplier of IHP and proof of purchase must be provided. The product body, firebox and barrier carry the 20 Year Limited Warranty from the date of installation. Vent components, trim components and paint are excluded from this 20 Year Limited Warranty. The following do not carry the 20 Year Limited Warranty but are warranted as follows:

**Burner** – Repair or replacement for one year from the date of installation  
**Gas components** – Repair or replacement for one year from the date of installation  
**Gaskets** – Repair or replacement for one year from the date of installation  
**Logs** – Replacement for one year from the date of installation against thermal breakage only  
**Optional blowers & remote controls** – Repair or replacement for one year from the date of installation  
**Optional glass doors** – Repair or replacement for 90 days from the date of installation  
**Tempered glass** – Replacement for one year from the date of installation  
**Labor coverage** – Prevailing IHP labor rates apply for the warranty period of the component

Parts not otherwise listed carry a 90 day warranty from the date of installation.

Whenever practicable, IHP will provide replacement parts, if available, for a period of 10 years from the last date of manufacture of the Product.

IHP will not be responsible for: (a) damages caused by normal wear and tear, accident, riot, fire, flood or acts of God; (b) damages caused by abuse, negligence, misuse, or unauthorized alteration or repair of the Product affecting its stability or performance (The Product must be subjected to normal use. The Product is designed to burn either natural or propane gas only. Burning conventional fuels such as wood, coal or any other solid fuel will cause damage to the Product, will produce excessive temperatures and could result in a fire hazard.); (c) damages caused by failing to provide proper maintenance and service in accordance with the instructions provided with the Product; (d) damages, repairs or inefficiency resulting from faulty installation or application of the Product.

IHP is not responsible for inadequate fireplace system draft caused by air conditioning and heating systems, mechanical ventilation systems, or general construction conditions which may generate negative pressure in the room in which the appliance is installed. Additionally IHP assumes no responsibility for drafting conditions caused by venting configurations, adjoining trees or buildings, adverse wind conditions or unusual environmental factors and conditions that affect the operation of the unit.

This 20 Year Limited Warranty covers only parts and labor as provided herein. In no case shall IHP be responsible for materials, components or construction, which are not manufactured or supplied by IHP or for the labor necessary to install, repair or remove such materials, components or construction. Additional utility bills incurred due to any malfunction or defect in equipment are not covered by this warranty. All replacement or repair components will be shipped F.O.B. from the nearest stocking IHP factory.

#### LIMITATION ON LIABILITY

It is expressly agreed and understood that IHP's sole obligation and the purchaser's exclusive remedy under this warranty, under any other warranty, expressed or implied, or in contract, tort or otherwise, shall be limited to replacement, repair, or refund, as specified herein.

In no event shall IHP be liable for any incidental or consequential damages caused by defects in the Product, whether such damage occurs or is discovered before or after repair or replacement, and whether such damage is caused by IHP's negligence. IHP has not made and does not make any representation or warranty of fitness for a particular use or purpose, and there is no implied condition of fitness for a particular use or purpose.

IHP makes no expressed warranties except as stated in this 20 Year Limited Warranty. The duration of any implied warranty is limited to the duration of this expressed warranty.

No one is authorized to change this 20 Year Limited Warranty or to create for IHP any other obligation or liability in connection with the Product. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. The provisions of this 20 Year Limited Warranty are in addition to and not a modification of or subtraction from any statutory warranties and other rights and remedies provided by law.

#### INVESTIGATION OF CLAIMS AGAINST WARRANTY

IHP reserves the right to investigate any and all claims against this 20 Year Limited Warranty and to decide, in its sole discretion, upon the method of settlement.

To receive the benefits and advantages described in this 20 Year Limited Warranty, the appliance must be installed and repaired by a licensed contractor approved by IHP.

Contact IHP at the address provided herein to obtain a listing of approved dealers/distributors. IHP shall in no event be responsible for any warranty work done by a contractor that is not approved without first obtaining IHP's prior written consent.

#### HOW TO REGISTER A CLAIM AGAINST WARRANTY

In order for any claim under this warranty to be valid, you must contact the IHP dealer/distributor from which you purchased the product. If you cannot locate the dealer/distributor, then you must notify IHP in writing. IHP must be notified of the claimed defect in writing within 90 days of the date of failure. Notices should be directed to the IHP Warranty Department at 1508 Elm Hill Pike, Suite 108; Nashville, TN 37210 or visit our website at [WWW.SUPERIORFIREPLACES.US.COM](http://WWW.SUPERIORFIREPLACES.US.COM).

## SuperiorFireplaces.us.com

Record the following important information about your fireplace:

Appliance model number	
Appliance serial number	
Date appliance was Installed	
Type of gas appliance uses	
Dealer name	

IHP reserves the right to make changes at any time, without notice, in design, materials, specifications, prices and also to discontinue colors, styles and products. Consult your local distributor for fireplace code information.

