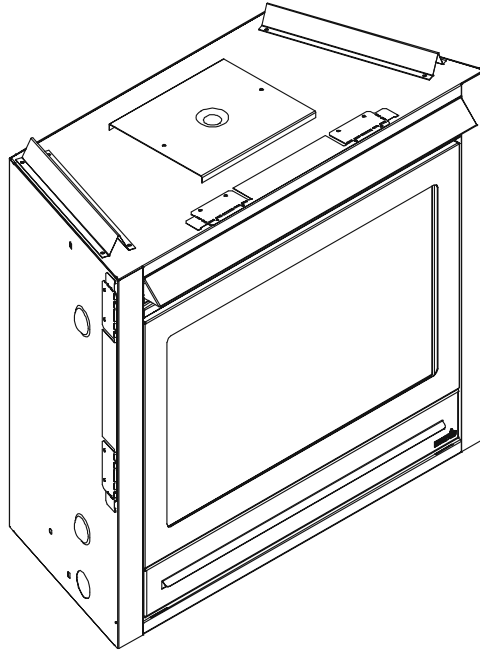




No one builds a better fire

INSTALLATION AND OPERATION INSTRUCTIONS



MODEL: SL-550TRS-AUC

AUSTRALIAN GAS ASSOCIATION APPROVED

Approval Number 5666

**THIS MANUAL MUST BE USED FOR INSTALLATION AND RETAINED
BY HOMEOWNER FOR OPERATION AND MAINTENANCE.**

HEAT-N-GLO, a division of Hearth Technologies Inc.

20802 Kensington Boulevard, Lakeville, MN 55044 USA • 1-888-427-3973

This product is covered by one or more of the following patents: (United States) 4,112,913; 4,408,594; 4,422,426; 4,424,792; 4,520,791; 4,793,322; 4,852,548; 4,875,464; 5,000,162; 5,016,609; 5,076,254 5,191,877; 5,218,953; 5,328,356; 5,429,495; 5,452,708; 5,542,407; 5,613,487; (Australia) 543790; 586383; (Canada) 1,123,296; 1,297,746; 2,195,264; (Mexico) 97-0457; (New Zealand) 200265; or other U.S. and foreign patents pending.



INSTALLATION AND OPERATION INSTRUCTIONS

PLEASE READ THIS MANUAL BEFORE INSTALLING
AND USING THIS APPLIANCE.

**MODEL SL-550TRS-AUC
IS AUSTRALIAN GAS ASSOCIATION
APPROVED FOR NATURAL GAS OR
PROPANE AS A BALANCED FLUE
HEATER.**

Refer to the appliance data plates for gas consumptions and pressures.

Installation of this appliance should only be carried out by an authorized person in accordance with the manufacturer's instructions. All relevant codes and regulations laid down by the gas piping authorities, municipal building regulations, electrical wiring regulations and the requirements of the AGA Gas Installation Code must be observed.

This appliance and its components are tested and safe when installed in accordance with this Installation Manual. Report to your dealer any parts damaged in shipment, specifically check glass condition. The gas logs and flue system components are in separate packages. Read all instructions before starting installation and follow these

instructions carefully during installation to ensure maximum benefit and safety. Failure to follow them will void your warranty and may present a fire hazard.

The Heat-N-Glo, a division of Hearth Technologies Inc. warranty will be voided by, and Heat-N-Glo, a division of Hearth Technologies Inc. disclaims any responsibility for the following actions:

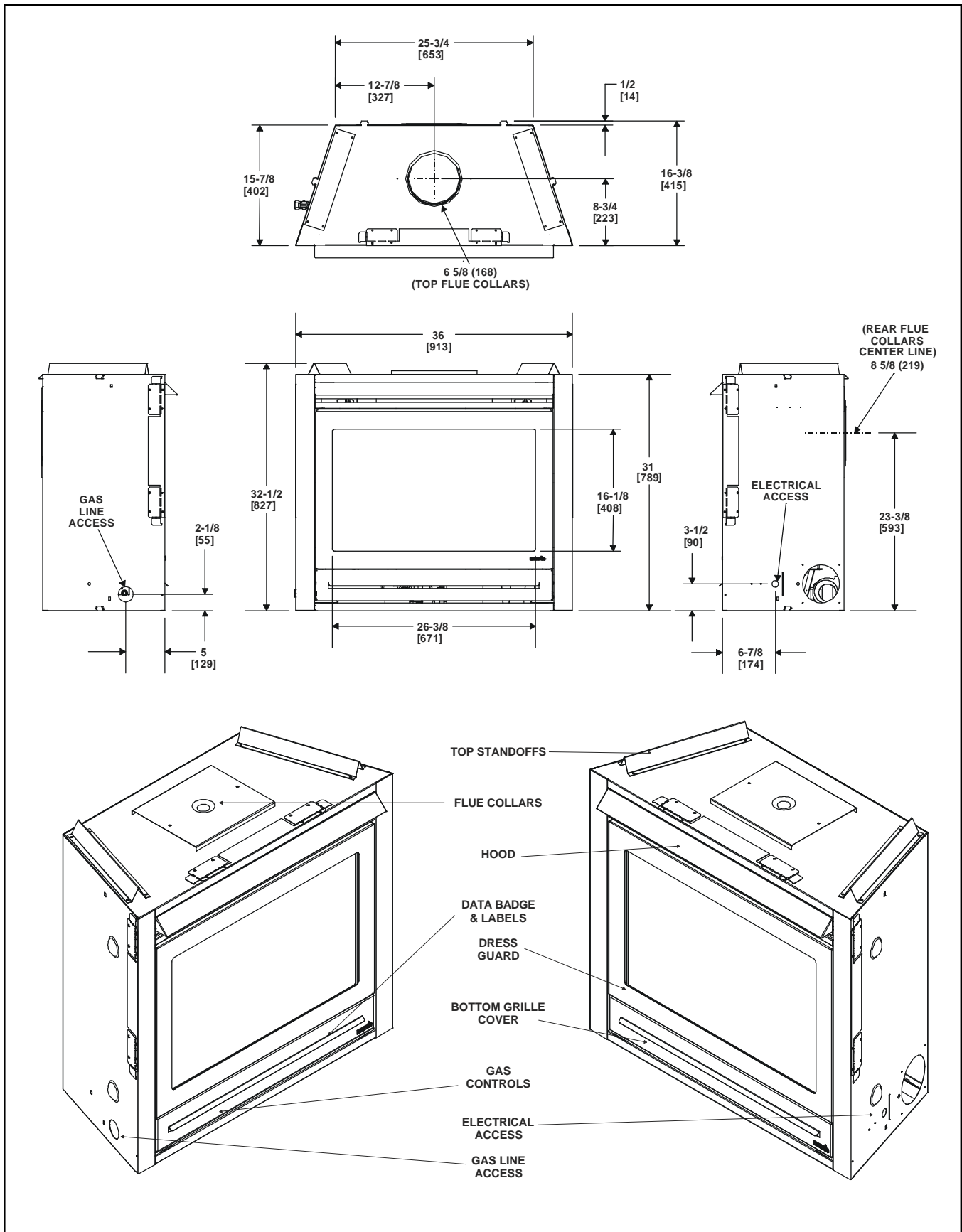
- Installation of any damaged heater or flue system component
- Modification of the heater or balanced flue system installation other than as instructed by Heat-N-Glo, a division of Hearth Technologies Inc.
- Improper positioning of the gas logs or the glass door
- Installation and/or use of any component part not manufactured or approved by Heat-N-Glo, division of Hearth Technologies Inc., not withstanding any independent testing laboratory or other party approval of such component part or accessory.

IMPORTANT: Read all instructions carefully before starting installation. Failure to follow these installation instructions may result in a possible fire hazard and will void the warranty. Save this Manual for future reference.

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◆ = Contains updated information.



◆ FIGURE 1. Diagram of SL-550TRS-AUC

1.0 INSTALLATION INSTRUCTIONS

In planning the installation for the heater it is necessary to determine where the unit is to be installed, the type of flue system to be used (straight out, corner, or elevated), and whether optional accessories (wall switch or remote control) are desired. Gas supply piping should also be planned. Refer to the appliance data plate on the base pan of the heater for all gas pressures and input rate information.

The heater can be mounted on any of the following surface:

1. A flat surface (minimum 6mm base).
2. Four (4) corner supports.

(Example: Four (4) concrete masonry blocks). These supports must be positioned so they contact all four (4) perimeter edges on the bottom of the unit.

Heater framing can be built before or after the heater is set in place. Framing should be positioned to accommodate wall covering and heater facing material. The heater framing should be constructed of 2" X 4" (51 x 102mm) lumber or heavier. The framing headers may rest on the heater standoffs. Refer to Figure 2 and Figure 3 for heater and framing reference dimensions.

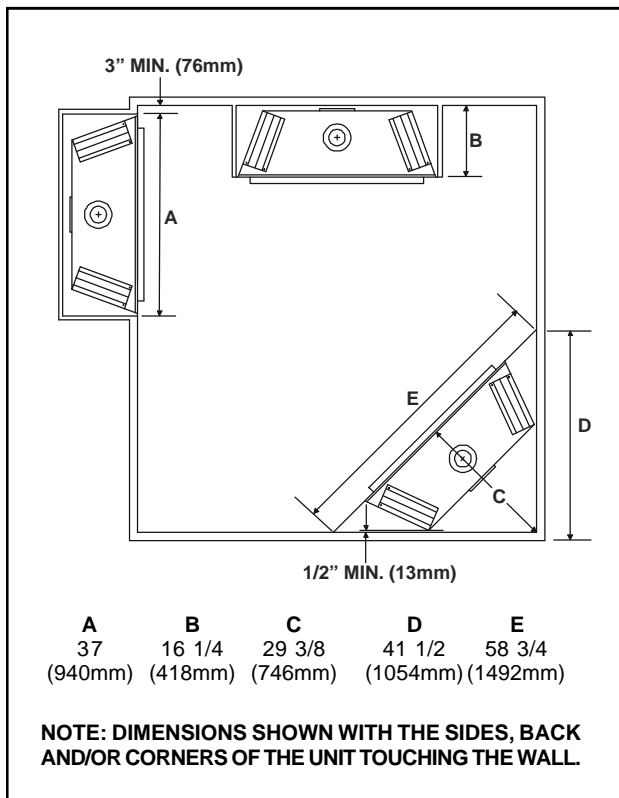


Figure 2. Fireplace Dimensions, Locations, and Space Requirements

Minimum Clearances from the Fireplace to Combustible Materials

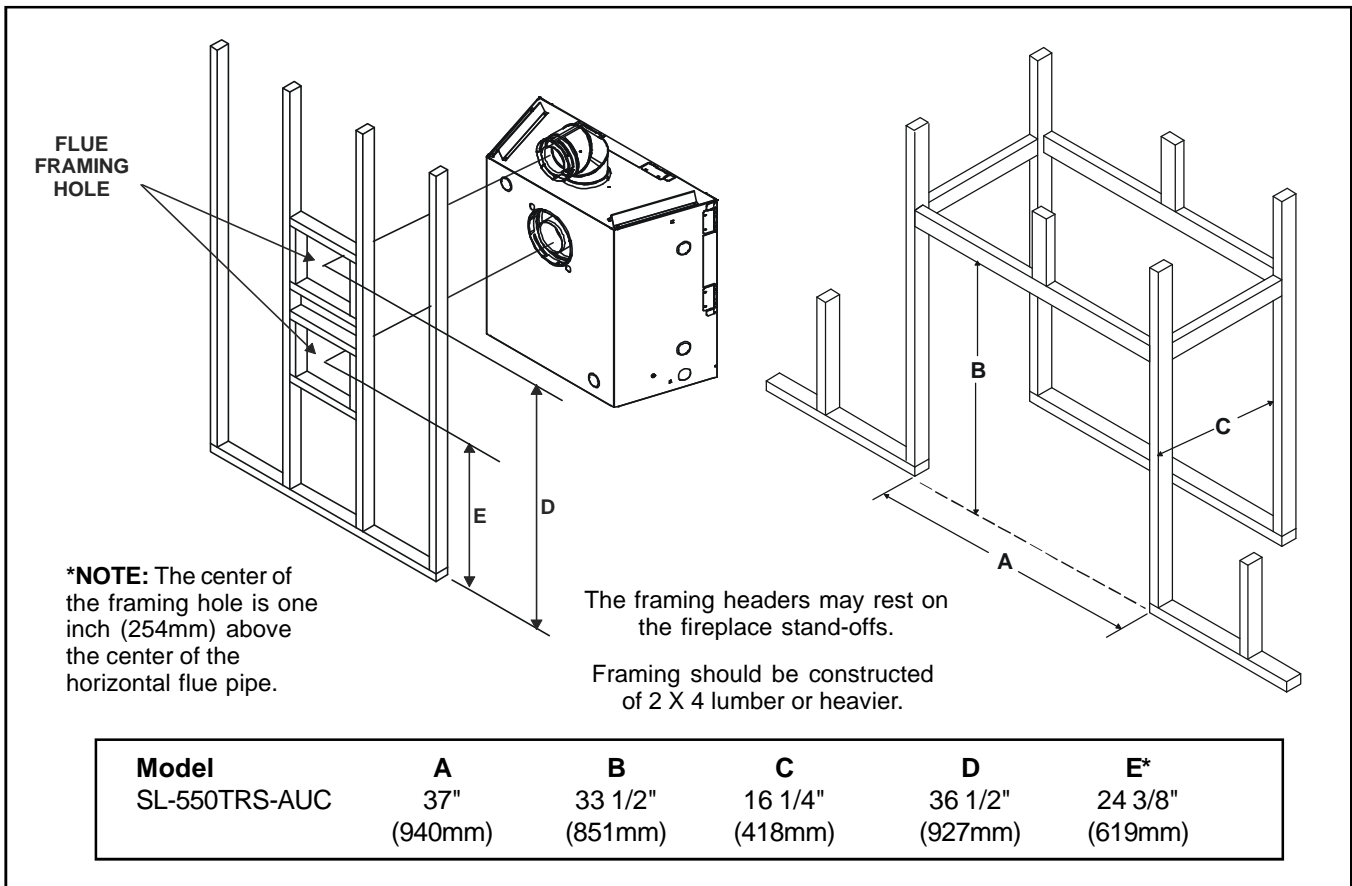
	<u>Inches</u>	<u>mm</u>
Glass Front	36	914
Floor	0	0
Rear	1/2	13
Sides	1/2	13
Top	1 1/2	38
Ceiling*	31	787

*The clearance to the ceiling is measured from the top of the unit, excluding the standoffs (see Figure 27).

Minimum Clearances from the Vent Pipe to Combustible Materials

	<u>Inches</u>	<u>mm</u>
Vertical Sections	1	25
Horizontal Sections		
Top	3	75
Bottom	1	25
Sides	1	25
At Wall Firestops		
Top	2 1/2	63.7
Bottom	1/2	13
Sides	1	25

For minimum clearances, see the direct vent termination clearance in Figures 19 and 24.



◆ **FIGURE 3. Framing Dimensions**

CAUTION: Measure heater dimensions, and verify framing methods and wall covering details before framing construction begins.

1.1 INTRODUCTION

This model is designed to operate with all combustion air being siphoned from the outside of the building and all exhaust gases expelled to the outside of the building.

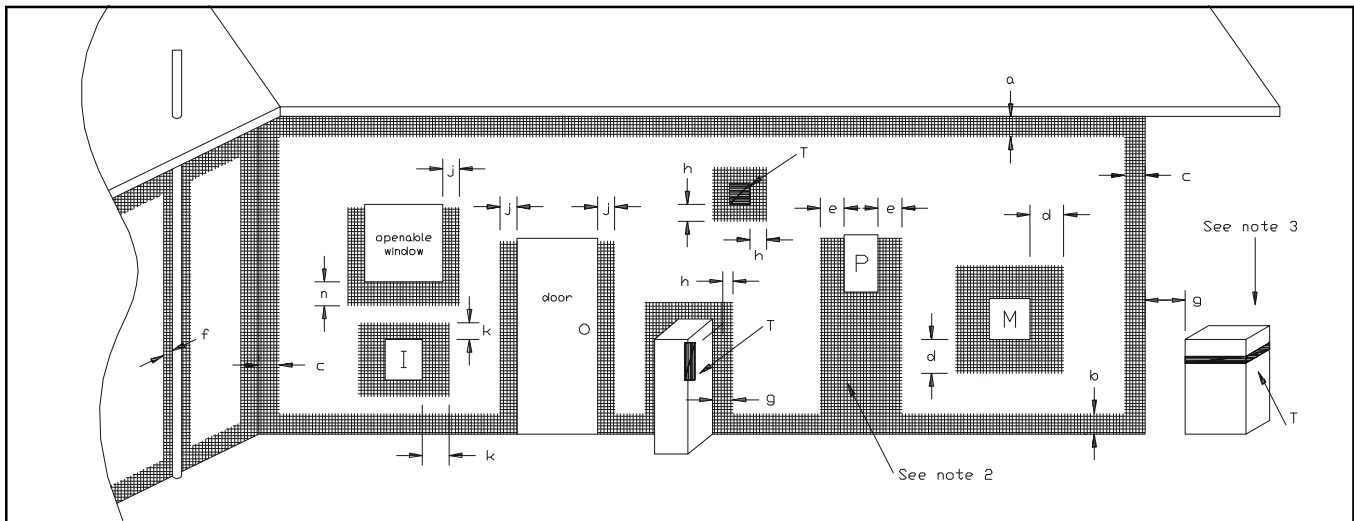
WARNING: THIS UNIT IS NOT FOR USE WITH SOLID FUEL.

These units **MUST** use the flue termination described

in the flueing section of the manual.

The control system for these models are a millivolt type. It consists of a gas control valve/variable regulator, a standing pilot/thermopile/thermocouple, a piezo ignitor, and an ON/OFF switch. The controls are located behind the lower grille. Access to the controls is gained by rotating the grille down. See Figure 1.

Minimum inlet gas supply pressure for purpose of input adjustment is 4.5 inches w.c. (1.13kPa) for natural gas and 11 inches w.c. (2.75kPa) for propane. Manifold (outlet) pressures should be set at 3.5 inches w.c. (.8kPa) for natural gas models and 9.6 inches w.c. (2.40kPa) for propane models.



T = Flue terminal
 I = Mechanical air inlet
 M = Gas meter
 P = Electricity meter or fuse box
 Shading indicates prohibited areas for flue terminals

- | | | |
|-----|--|----------------------------|
| a - | Below eaves, balconies or other projections: | MIN. CLEARANCE (mm) |
| | Appliances to 50 MJ/h input | 300 |
| | Appliances over 50 MJ/h input | 500 |
| b - | From the ground or above a balcony | 300 |
| c - | From a return wall or external corner | 500 |
| d - | From a gas meter (M) | 1000 |
| e - | From an electricity meter or fuse box (P) | 500 |
| f - | From a drain or soil pipe | 150 |
| g - | Horizontally from any building structure (unless appliance approved for closer installation) or obstruction facing a terminal | 500 |
| h - | From any other flue terminal, cowl, or combustion air intake | 500 |
| j - | Horizontally from an openable window, door, non-mechanical air inlet, or any other opening into a building, with the exception of sub-floor ventilation: | |
| | Appliances up to 150 MJ/h input | 500 |
| | Appliances over 150 MJ/h input | 1500 |
| k - | From a mechanical air inlet, including a spa blower | 1500 |
| n - | Vertically below an openable window, non-mechanical air inlet or any other opening into a building, with the exception of sub-floor ventilation | See table below |

CLEARANCES 'n' (mm)			
Space heaters	All other appliances		
Up to 50 MJ/h input	UP to 50 MJ/h input	Over 50 MJ/h & up to 150 MJ/h	Over 150 MJ/h input
150	500	1000	1500

- NOTES:**
1. All distances are measured vertically or horizontally along the wall to a point in line with the nearest part of the terminal.
 2. Prohibited area below electricity meter or fuse box extends to ground level.
 3. See clause 5.13.6.6 for restrictions on a flue terminal under a roofed area.
 4. See Appendix J, Figure J1(a) and J2(a) for clearances required from a flue terminal to a LP Gas cylinder. A flue terminal is considered to be a source of ignition.

MINIMUM CLEARANCES REQUIRED FOR BALANCED FLUE TERMINALS OR THE FLUE TERMINALS OF OUTDOOR APPLIANCES

FIGURE 4

TABLE 1

<p>MODEL SL-550TRS-AUC</p>	<p>FLUE TERMINATION APPROVALS DVK-01DA & SLK-01DA HORIZONTAL TERMINATION CAP DVK-TVCD & SLK-991DA VERTICAL TERMINATION CAP</p>
---------------------------------------	---

1.2 FLUE SYSTEM APPROVALS

These models have flue starting collars on both the top and the back of the unit. Depending upon the installation, decide which **ONE** set of starting collars will be used to attach the flue system. The starting collar sealing cap must remain on the starting collar NOT used.

These models use SL-D-series direct flue components when using the **TOP** flue collars and D-series direct flue components when using the **REAR** flue collars.

WARNING: YOU MUST NOT MIX D-SERIES AND SL D-SERIES COMPONENTS IN ANY FLUE SYSTEM CONFIGURATION.

Approved flue system components are labeled for identification. **NO OTHER FLUEING SYSTEMS OR COMPONENTS MAY BE USED.** Detailed installation instructions are included with each flue termination kit and should be used in conjunction with this *manual*. Figure 5 below shows flue system components and terminations.

Identifying Flue Components

The flue systems installed on this gas fireplace may include one, two, or three 90° elbow assemblies. The relationships of vertical rise to horizontal run in flue configurations using 90° elbows **MUST BE** strictly

adhered to. The rise to run relationships are shown in the flueing drawings and tables on the next few pages.

If a 90° elbow is first attached to the unit, the maximum horizontal run is 2 feet (610mm).

WARNING: THIS GAS APPLIANCE AND FLUE ASSEMBLY MUST FLUE DIRECTLY TO THE OUTSIDE AND MUST NEVER BE ATTACHED TO A CHIMNEY SERVING A SEPARATE SOLID FUEL BURNING APPLIANCE. EACH GAS APPLIANCE MUST USE A SEPARATE FLUE SYSTEM-COMMON FLUE SYSTEMS ARE PROHIBITED.

CAUTION: UNDER NO CONDITION SHOULD COMBUSTIBLE MATERIAL BE CLOSER THAN 3 INCHES (2 1/2 INCHES (64MM) AT WALL FIRESTOPS) FROM THE TOP OF THE PIPE OR 1-INCH TO THE SIDES AND THE BOTTOM FOR HORIZONTAL SECTIONS OF THIS FLUE SYSTEM. VERTICAL SECTIONS OF THIS SYSTEM REQUIRE A MINIMUM OF 1-INCH (25MM) CLEARANCE TO COMBUSTIBLE MATERIALS ALL AROUND THE PIPE.

For alternative installations, other than depicted, contact your dealer for further information.

Refer to Figure 4 for required clearances to flue terminals.

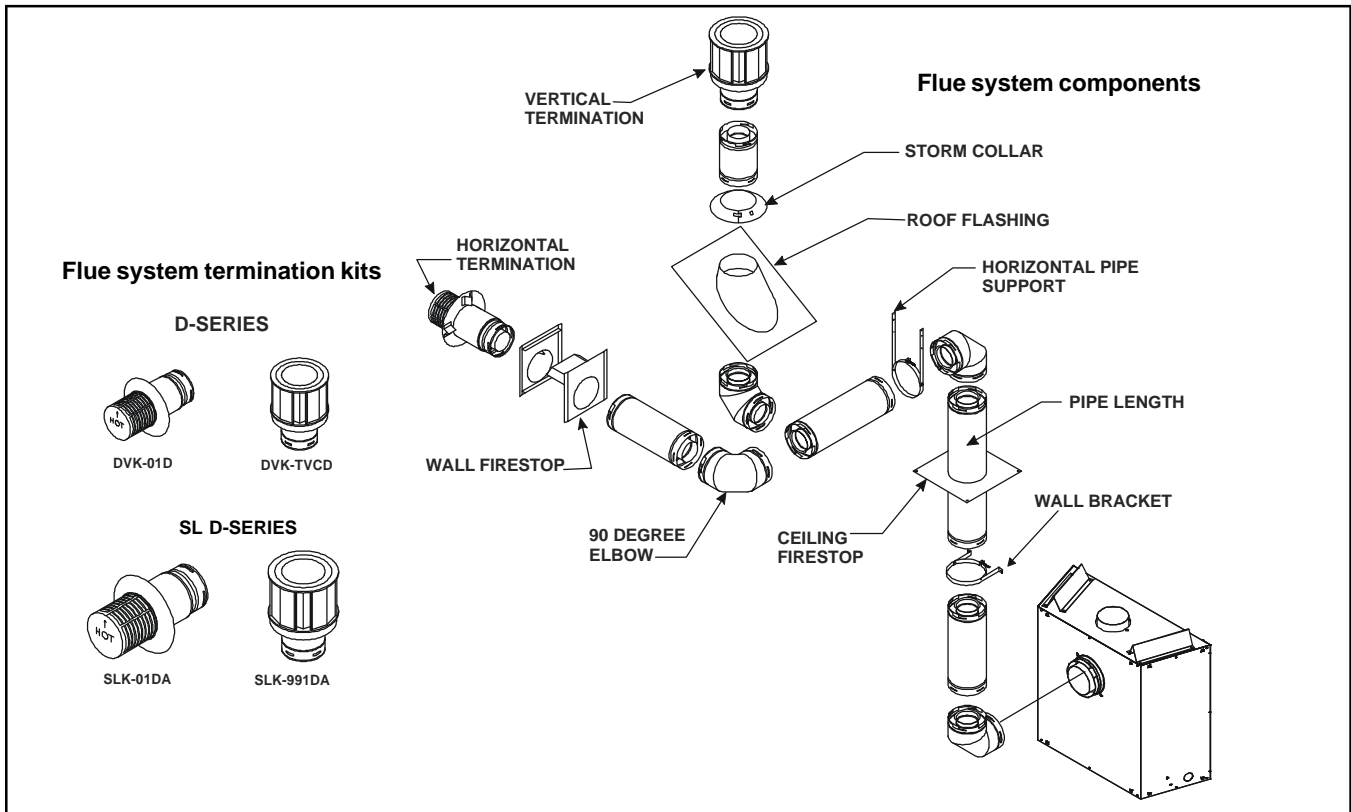


FIGURE 5 Flue Components and Terminations

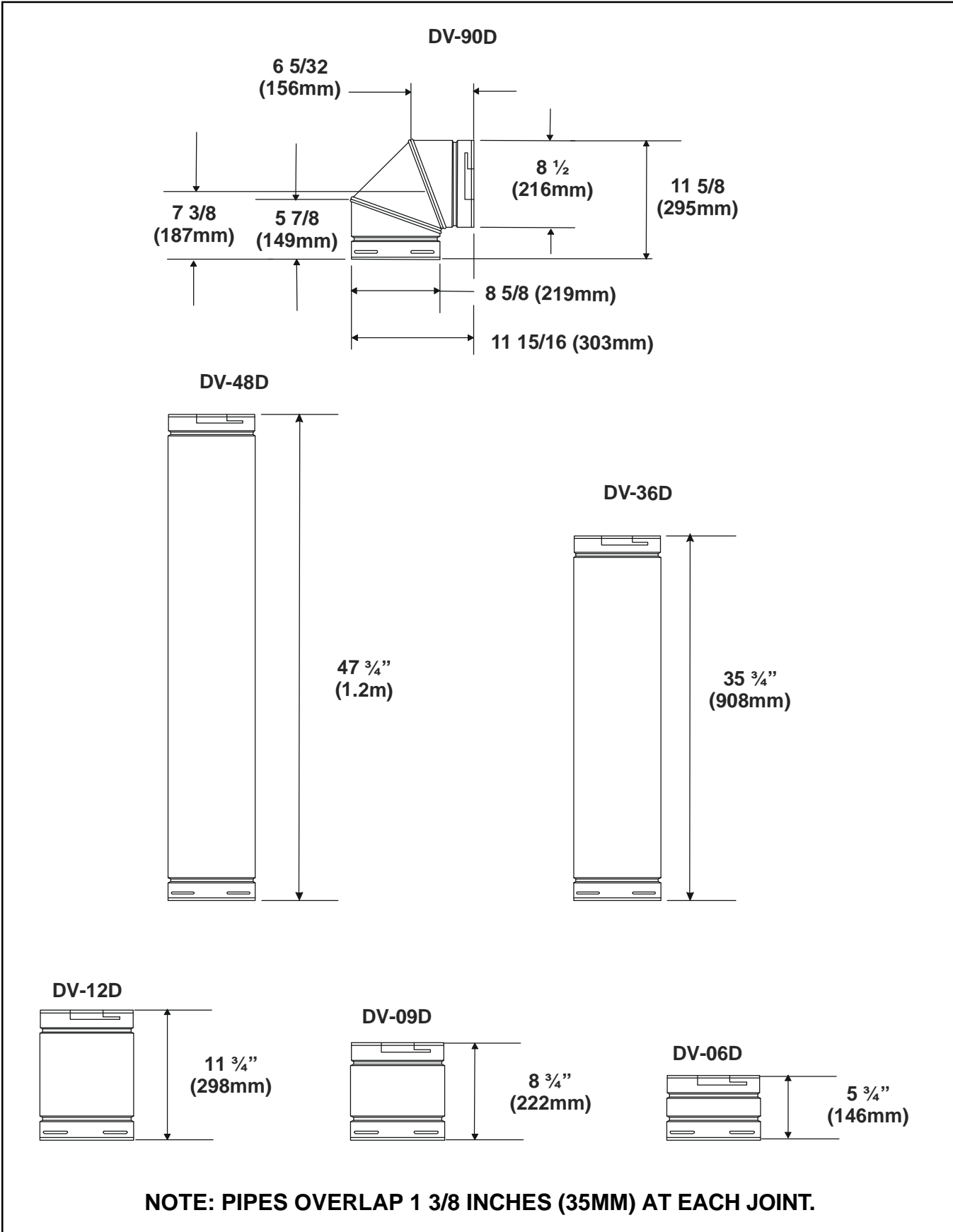


FIGURE 6 D-Series Balanced Flue Component Specifications
 (5-inch (127mm) inner pipe / 8 5/8-inch (219mm) outer pipe)

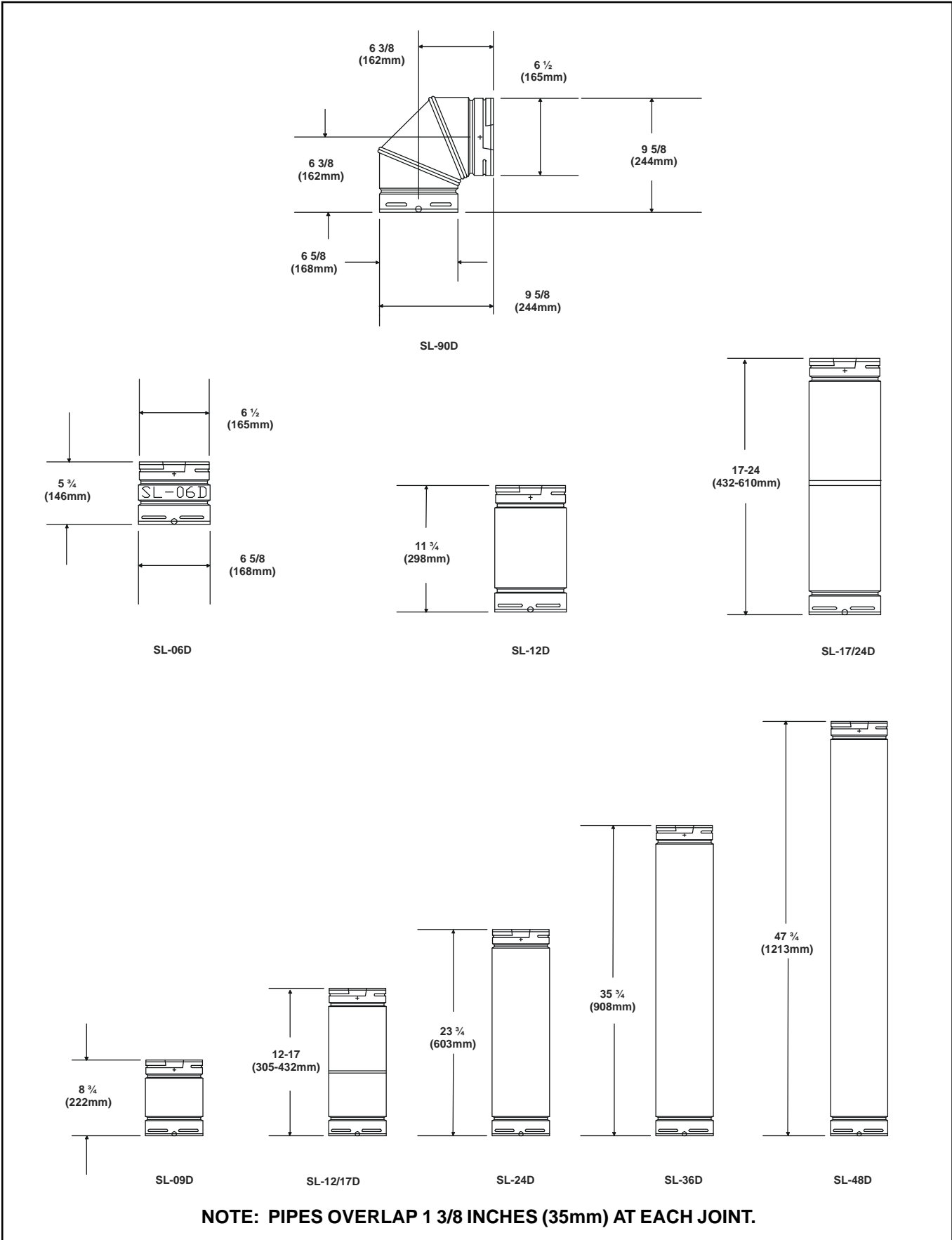
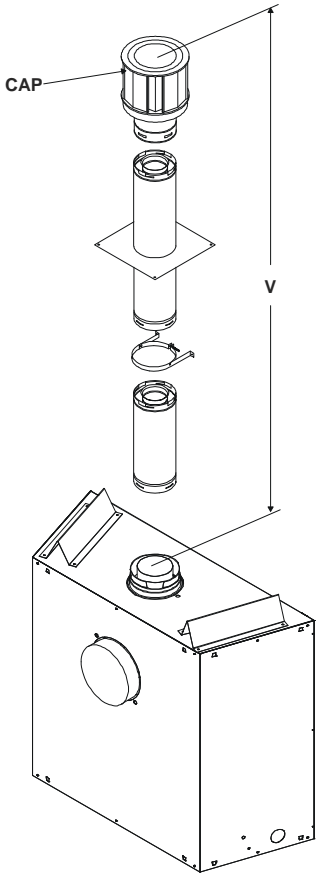


FIGURE 7 SL D-Series Balanced Flue Component Specifications (4-inch (102mm) inner pipe / 6 5/8-inch (168mm) outer pipe)

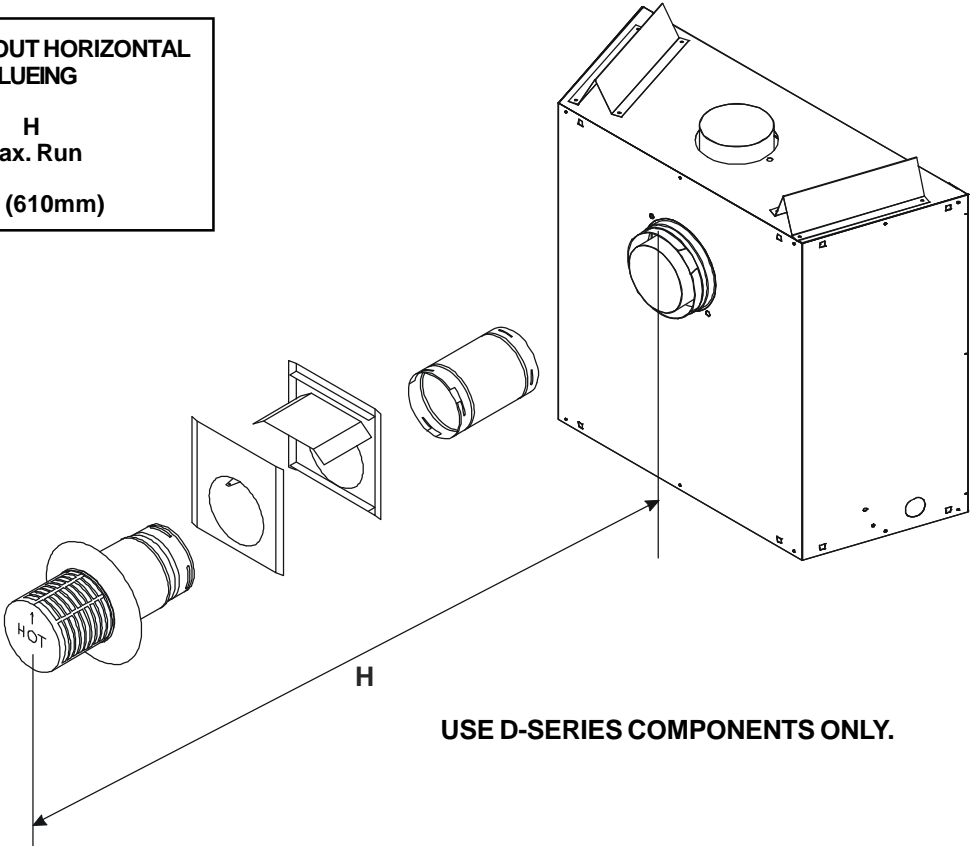
VERTICAL FLUEING
V
FT. (M)
30' MAXIMUM (9.1M)



USE SL D-SERIES COMPONENTS ONLY.

FIGURE 8

STRAIGHT OUT HORIZONTAL FLUEING
H
Max. Run
24" (610mm)



USE D-SERIES COMPONENTS ONLY.

FIGURE 9

**USE SL D-SERIES
COMPONENTS
ONLY.**

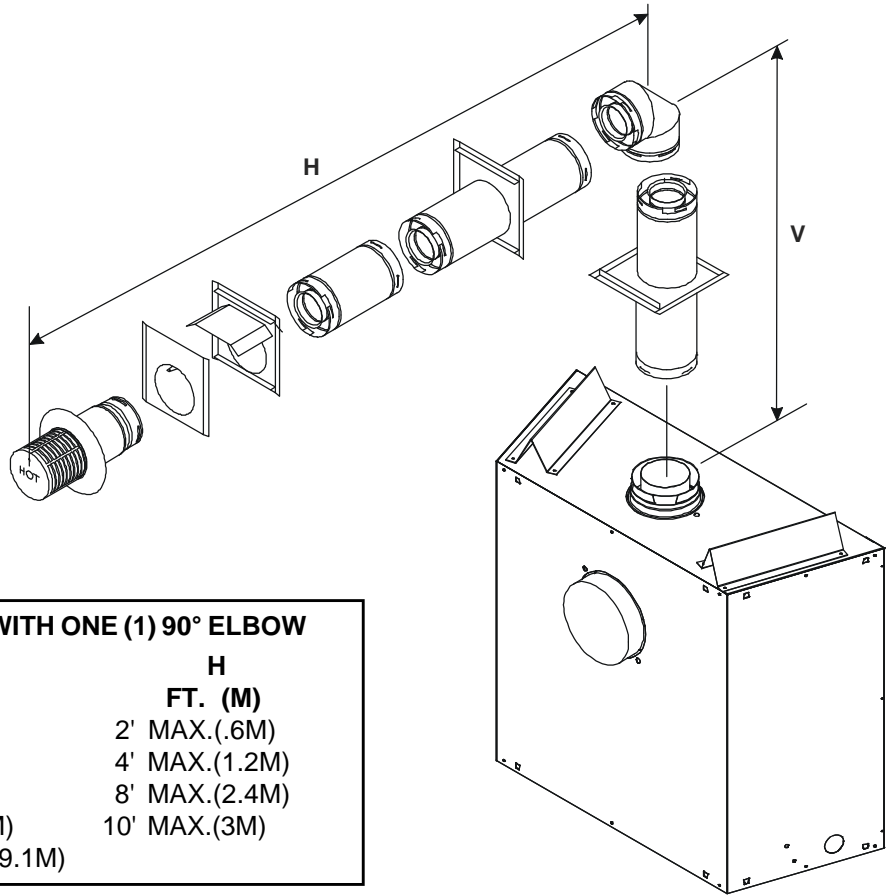


FIGURE 10

FLUEING WITH ONE (1) 90° ELBOW

V (FT.)	H (FT.)
1' MIN. (.3M)	3' MAX. (.9M)
2' MIN. (.6M)	6' MAX. (1.8M)
3' MIN. (.9M)	9' MAX. (2.7M)
4' MIN. (1.2M)	12' MAX. (3.7M)
V+H = 30' MAX. (9.1M)	H = 12' MAX. (3.7M)

**USE D-SERIES
COMPONENTS
ONLY.**

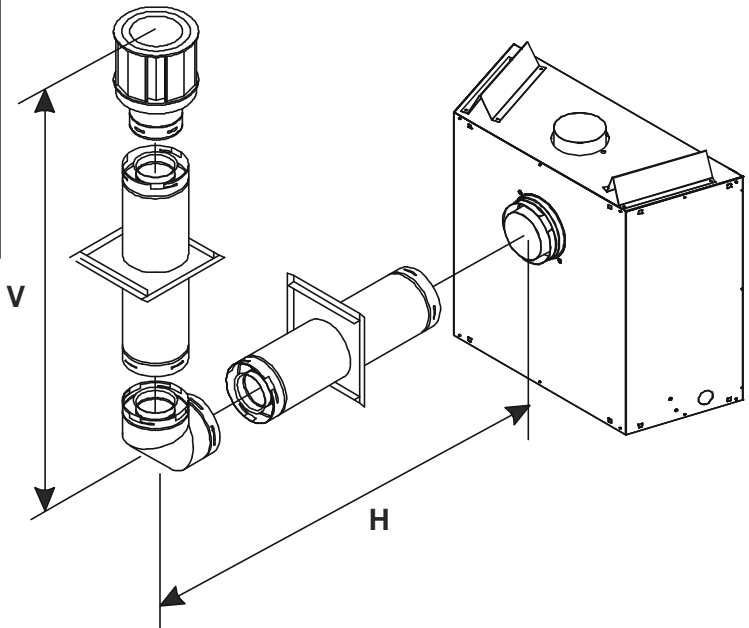
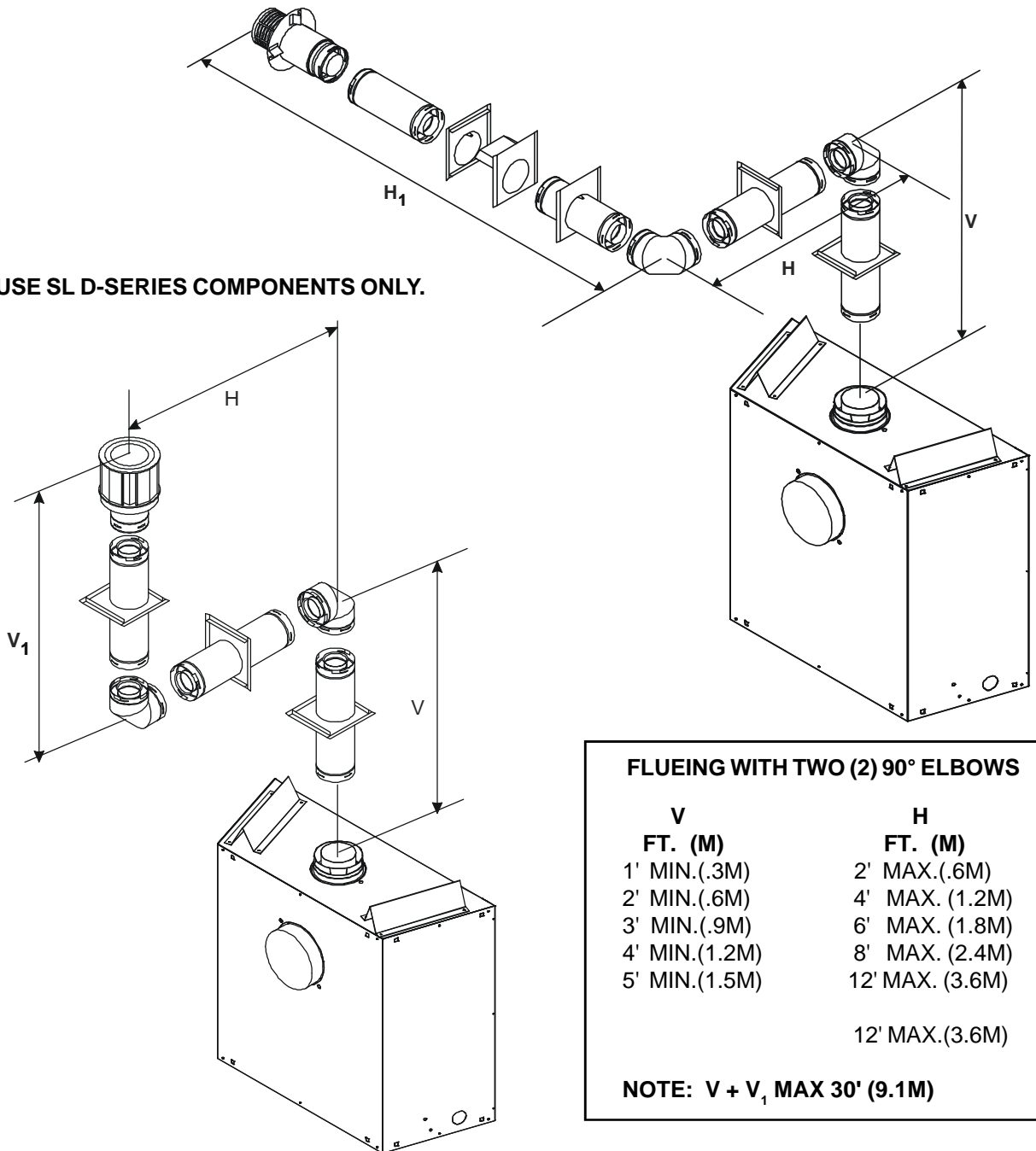


FIGURE 11

FLUEING WITH TWO (2) 90° ELBOWS

V FT. (M)	H + H ₁ FT. (M)
1' MIN.(.3M)	2' MAX.(.6M)
2' MIN.(.6M)	4' MAX.(1.2M)
3' MIN.(.9M)	6' MAX.(1.8M)
4' MIN.(1.2M)	8' MAX.(2.4M)
5' MIN.(1.5M)	10' MAX.(3M)
30' MAX.(9.1M)	10' MAX.(3M)

USE SL D-SERIES COMPONENTS ONLY.



FLUEING WITH TWO (2) 90° ELBOWS

V FT. (M)	H FT. (M)
1' MIN.(.3M)	2' MAX.(.6M)
2' MIN.(.6M)	4' MAX.(1.2M)
3' MIN.(.9M)	6' MAX.(1.8M)
4' MIN.(1.2M)	8' MAX.(2.4M)
5' MIN.(1.5M)	12' MAX.(3.6M)
	12' MAX.(3.6M)

NOTE: V + V₁ MAX 30' (9.1M)

FIGURE 12

FLUEING WITH TWO (2) 90° ELBOWS

V	H	H + H ₁
1' MIN. (.3M)	1' MAX. (.3M)	2' MAX. (.6M)
2' MIN. (.6M)	2' MAX. (.6M)	4' MAX. (1.2M)
3' MIN. (.9M)	3' MAX. (.9M)	8' MAX. (2.4M)
4' MIN. (1.2M)	4' MAX. (1.2M)	10' MAX. (3M)
		H = 8' MAX. (2.4M) H + H ₁ = 10' MAX. (3M)
V + H + H ₁ = 30' (9.1M) MAX.		

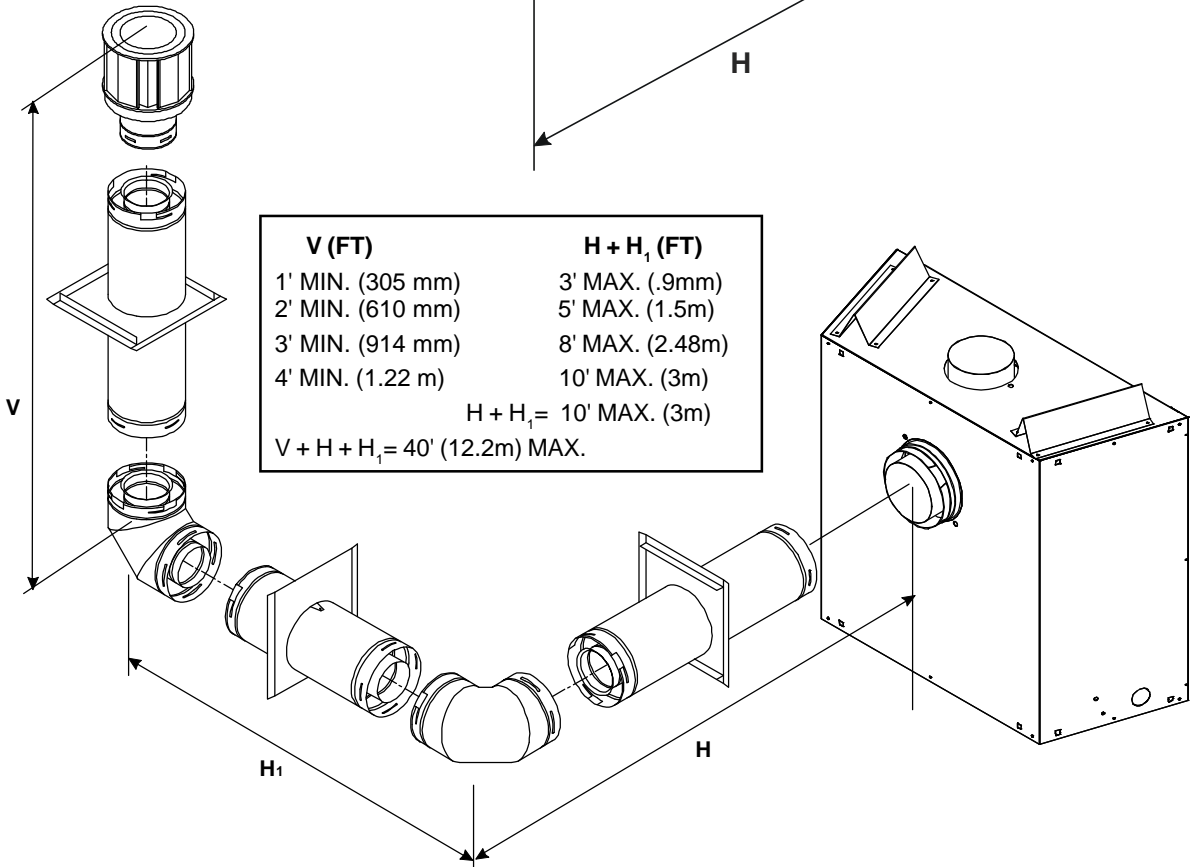
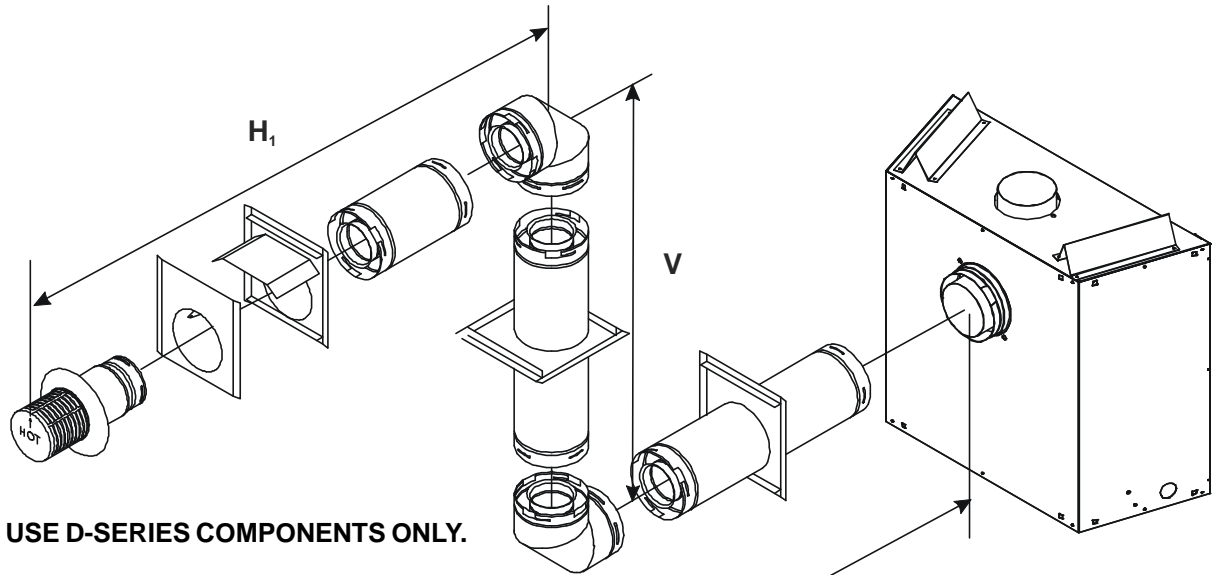
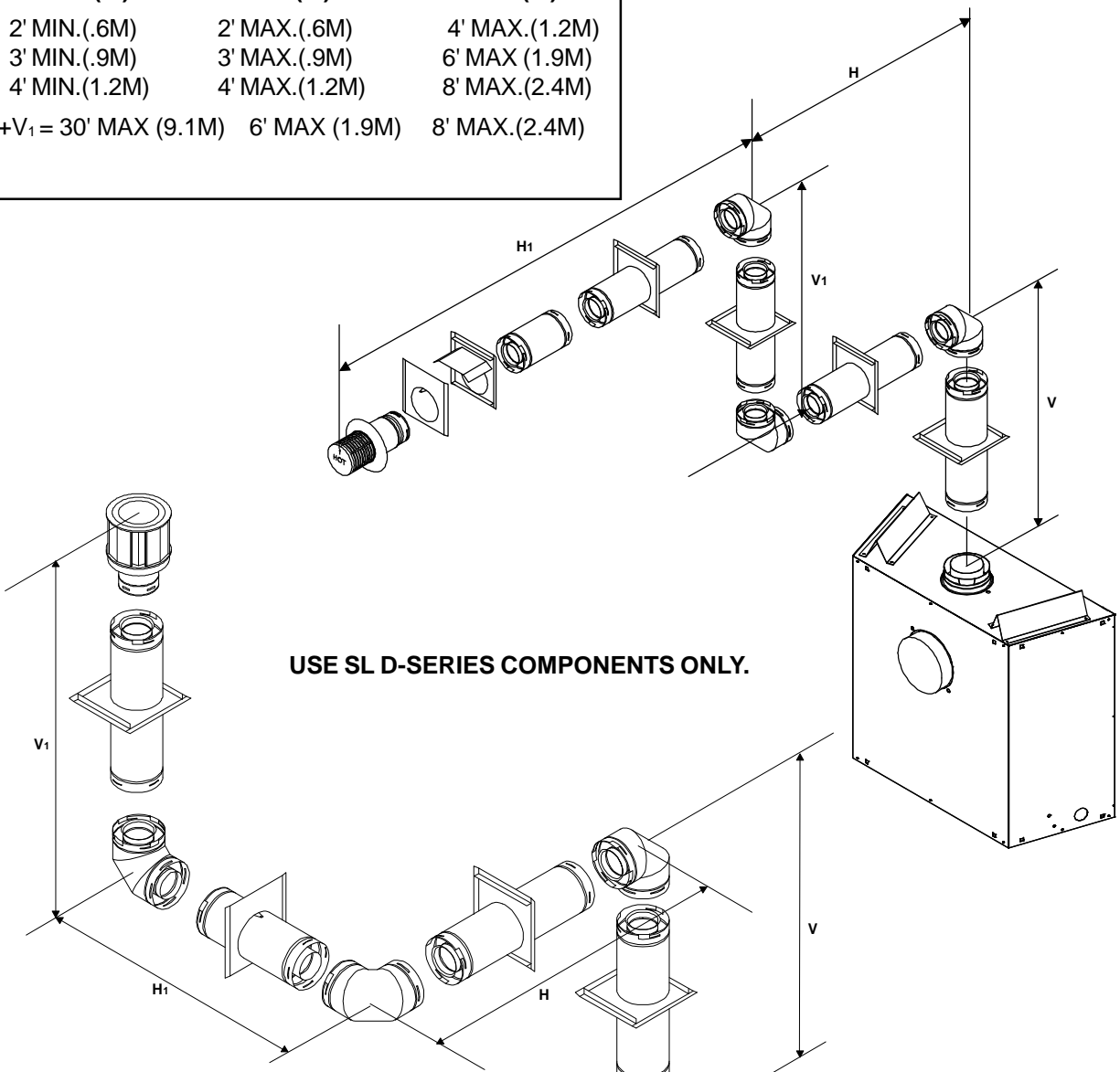


FIGURE 13

FLUEING WITH THREE (3) 90° ELBOWS

V	H	H + H ₁
FT. (M)	FT. (M)	FT. (M)
2' MIN.(.6M)	2' MAX.(.6M)	4' MAX.(1.2M)
3' MIN.(.9M)	3' MAX.(.9M)	6' MAX.(1.9M)
4' MIN.(1.2M)	4' MAX.(1.2M)	8' MAX.(2.4M)
V+V ₁ = 30' MAX (9.1M)	6' MAX (1.9M)	8' MAX.(2.4M)



FLUEING WITH THREE (3) 90° ELBOWS

V	H + H ₁
FT. (M)	FT. (M)
1' MIN.(.3M)	2' MAX.(.6M)
2' MIN.(.6M)	4' MAX.(1.2M)
3' MIN.(.9M)	6' MAX.(1.8M)
4' MIN.(1.2M)	8' MAX.(2.5M)
5' MIN.(1.5M)	12' MAX.(3.6M)
	12' MAX.(3.6M)
NOTE: V + V₁ MAX. 30'(9.1M)	

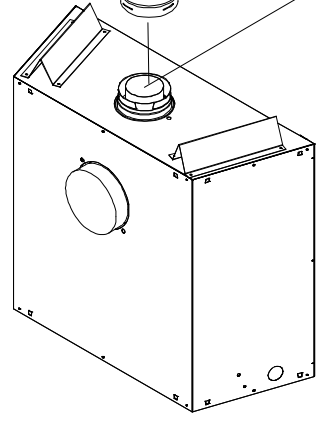


FIGURE 14

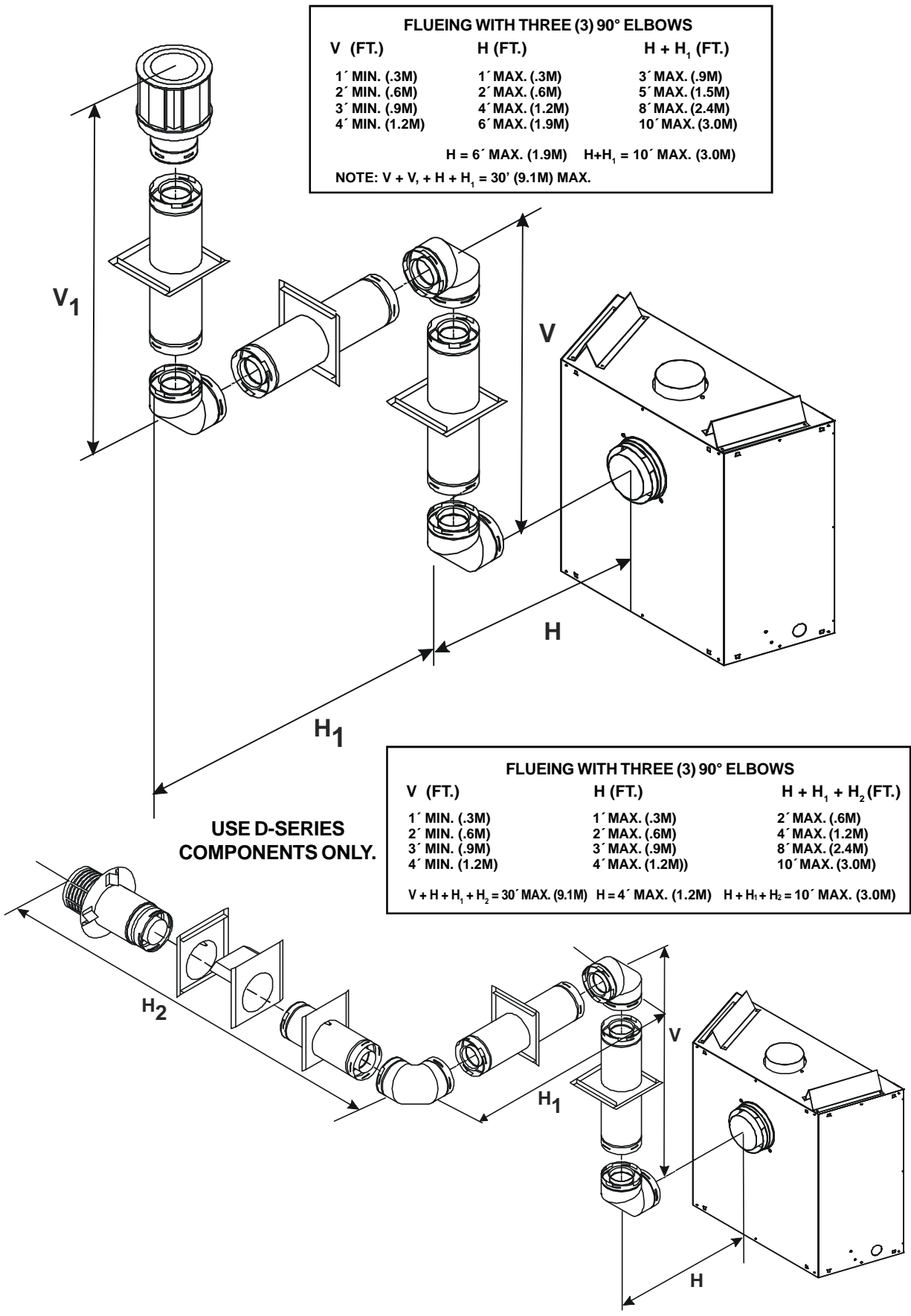


FIGURE 15

Installing Flue Components

After determining which set of starting collars will be used (top or rear), follow flueing instructions accordingly.

Flueing Out the Rear Flue

Remove the rear collar seal cap by cutting the strap at each end (See Figure 16).

Next, remove the insulation from the rear flue, pull the heat shield out from outside of the heater.

WARNING: THE TOP FLUE COLLAR SEAL CAP MUST REMAIN ATTACHED TO THE TOP FLUE COLLAR IF THE FLUE SYSTEM IS ATTACHED TO THE REAR STARTING COLLARS. SEE FIGURE 16.

Flueing Out the Top Flue

Remove the top collar seal cap by cutting the strap at each end. Remove the seal cap and both pieces of insulation in the top collars (See Figure 16). Remove the heat shield inside the top collars from the outside of the heater.



WARNING: THE REAR FLUE COLLAR SEAL CAP MUST REMAIN ATTACHED TO THE REAR FLUE COLLARS IF THE FLUE SYSTEM IS ATTACHED TO THE TOP STARTING COLLARS. SEE FIGURE 16.



WARNING: FAILURE TO REMOVE INSULATION IN THE SET OF COLLARS YOU ARE USING COULD CAUSE A FIRE.



WARNING: YOU MUST LEAVE THE INSULATION IN PLACE IN THE SET OF COLLARS YOU ARE NOT USING.

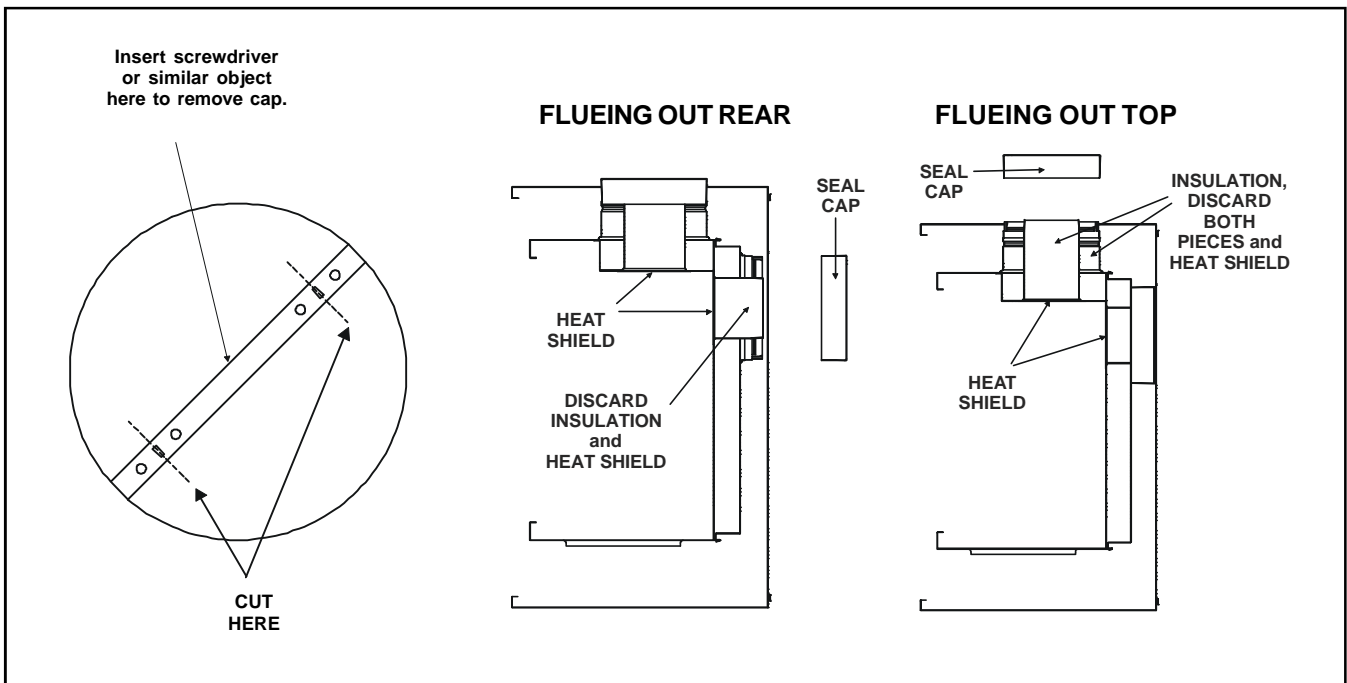


Figure 16

Vertical Flue Restrictor

If the heater installation requires a vertical flue exceeding 4.5m above the unit with no horizontal flue or elbows a vertical flue restrictor must be installed. See instructions with the BAF-VERT kit.

1. Attach the First Flue Component to the Starting Collars

To attach the first flue component to the starting collars of the fireplace:

- Apply a 3/8 inch (10mm) bead of stove cement around the inner pipe heater starting collar.
- Make sure that the heater rope gasket supplied with the heater seals between the first flue component and the outer heater wrap.
- Lock the flue components into place by sliding the concentric pipe sections with four (4) equally spaced interior beads into the heater collar or previously installed component end with four (4) equally spaced indented sections.
- When the internal beads of each outer pipe line up, rotate the pipe section clockwise about one-quarter (1/4) turn. The flue pipe is now locked together.
- Slide the ceramic fiber pad over the first flue section and place it flush to the fireplace. Continue to add vent components.

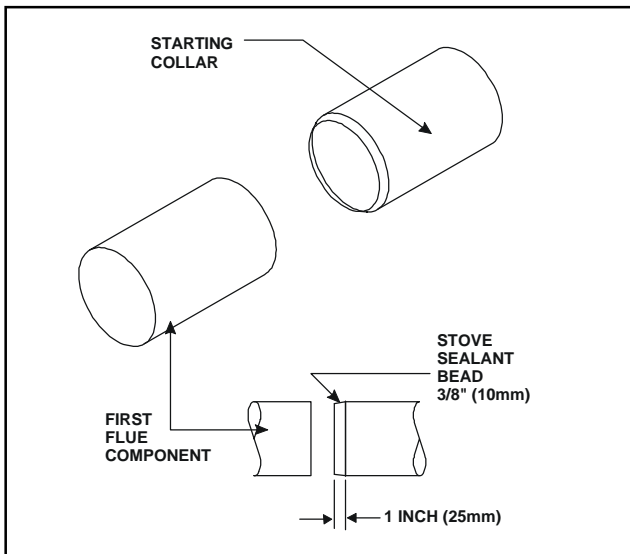


Figure 17 Attaching the First Flue Component to the Starting Collars

WARNING: A 3/8 INCH (10MM) BEAD OF STOVE CEMENT MUST BE PLACED AROUND THE INNER PIPE HEATER STARTING COLLAR BEFORE ATTACHING THE FIRST FLUE COMPONENT. FAILURE TO SEAL THIS JOINT MAY CAUSE THE HEATER TO OPERATE IMPROPERLY. SEE FIGURE 17.

WARNING: ENSURE THAT THE FIBERGLASS ROPE GASKET SUPPLIED WITH THE HEATER SEALS BETWEEN THE FIRST FLUE COMPONENT AND THE OUTER HEATER WRAP.

2. Continue Adding Flue Components

To continue adding flue components in accordance with the pre-planned flue system configuration:

- Ensure that each succeeding flue component is securely fitted and locked into the preceding component in the flue system.

90° elbows may be installed and rotated to any point around the preceding component's vertical axis. If an elbow does not end up in a locked position with the preceding component, attach with a minimum of two (2) sheet metal screws.

3. Install Support Brackets

For Horizontal Runs - The flue system must be supported every five (5) feet (1.5M) of horizontal run by a horizontal pipe support.

To install support brackets for horizontal runs:

- Place the pipe supports around the flue pipe.
- Nail the pipe supports to the framing members.

For Vertical Runs

The flue system must be supported every eight (8) feet (2.4M) above the heater flue outlet by wall brackets.

To install support brackets for vertical runs:

- Attach wall brackets to the flue pipe and secure the wall bracket to the framing members with nails or screws.

Use wall brackets to support vertical runs every 8 feet (2.4M) above the heater flue outlet.

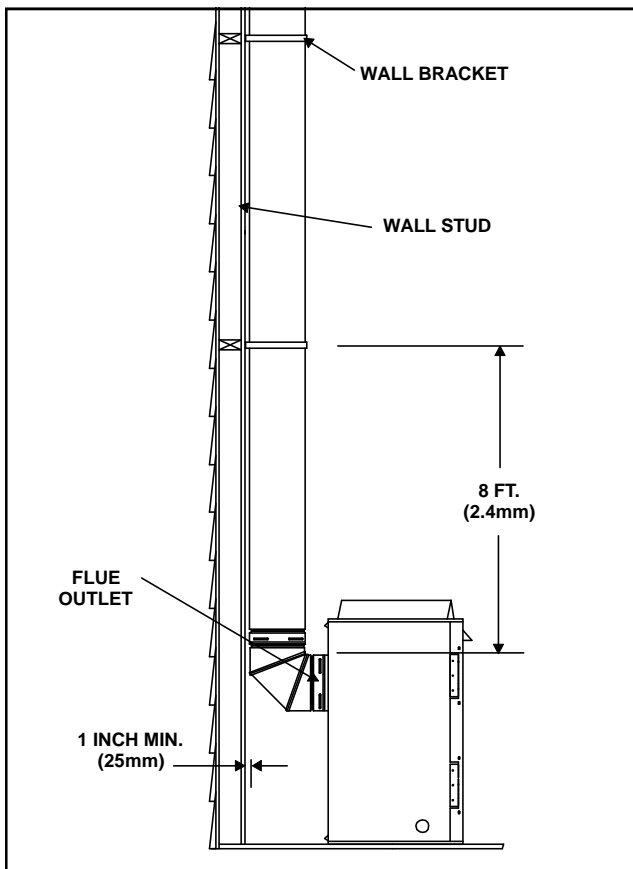


Figure 18 Installing Support Brackets

4. Install Firestops

For Horizontal Runs - Firestops are **REQUIRED** on both sides of a combustible wall through which the flue passes.

To install firestops for horizontal runs that pass through either interior or exterior walls:

- Cut a 12-inch by 12-inch (305 mm X 305 mm) hole through the wall for D-series or a 10-inch by 10-inch (254mm x 254mm) hole for SL D-series pipe. The center of the hole is one (1) inch (25mm) above the center of the horizontal flue pipe.

- Position the firestops on both sides of the hole previously cut and secure the firestops with nails or screws.
- The heat shields of the firestops **MUST BE** placed towards the top of the hole.
- Continue the flue run through the firestops.

NOTE: There must be no insulation or other combustibles inside the framed firestop opening.

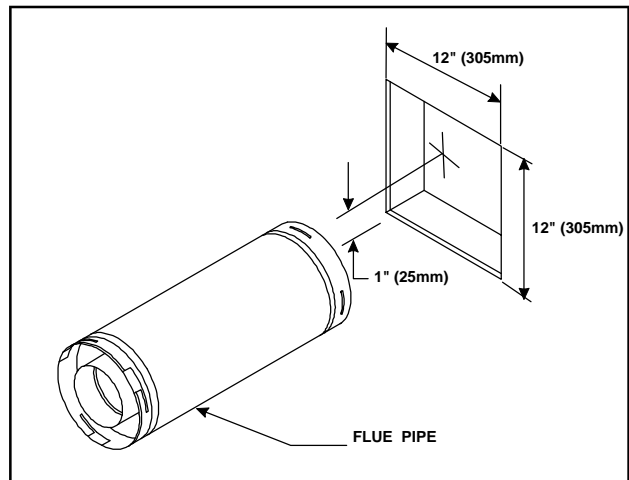


Figure 19 Hole and Flue Pipe

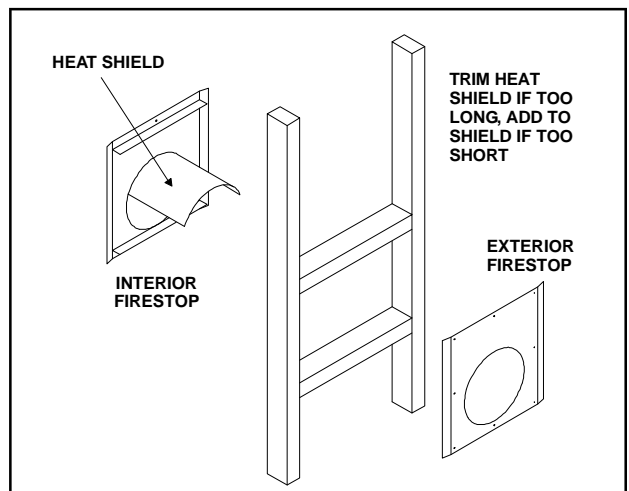


Figure 20 Heat Shield, Interior and Exterior Firestops

For Vertical Runs - One ceiling firestop is **REQUIRED** at the hole in each ceiling through which the flue passes.

To install firestops for vertical runs that pass through ceilings:

- Position a plumb bob directly over the center of the vertical flue component.
- Mark the ceiling to establish the centerpoint of the flue.

- Drill a hole or drive a nail through this centerpoint.
- Check the floor above for any obstructions, such as wiring or plumbing runs.
- Reposition the heater and flue system, if necessary, to accommodate the ceiling joists and/or obstructions.
- Cut an 11-inch X 11-inch (280 mm X 280 mm) for D-series or 10-inch x 10-inch (254mm x 254mm) for SL D-series pipe hole through the ceiling, using the center point previously marked.
- Frame the hole with framing lumber the same size as the ceiling joists.

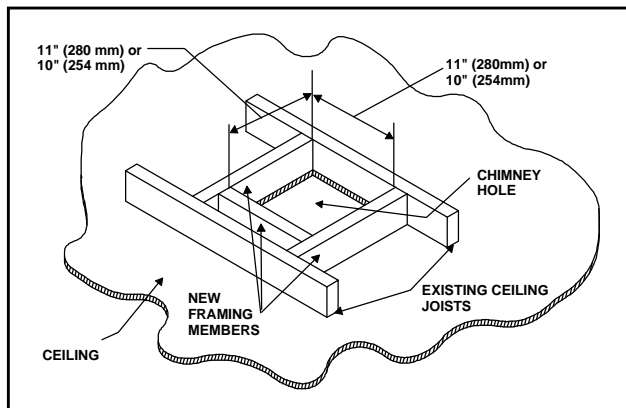


Figure 21 Hole and New Framing Members

If the area above the ceiling is **NOT** an attic, position and secure the ceiling firestop on the ceiling side of the previously cut and framed hole.

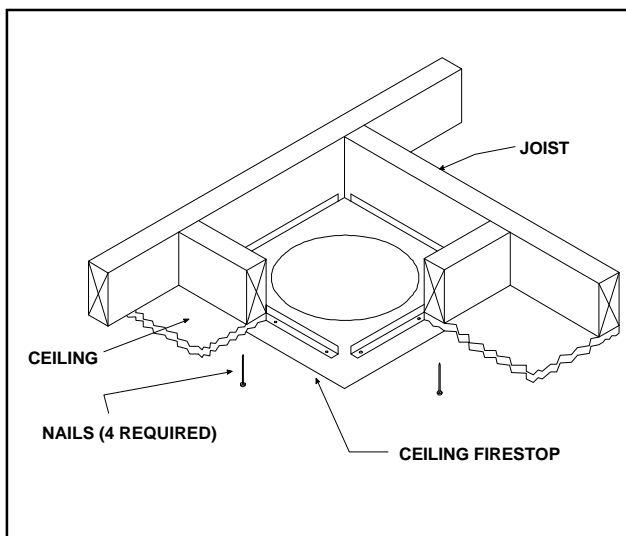


Figure 22 Ceiling Firestop (Ceiling Side)

If the area above the ceiling **IS** an attic, position and secure the firestop on top of the previously framed hole.

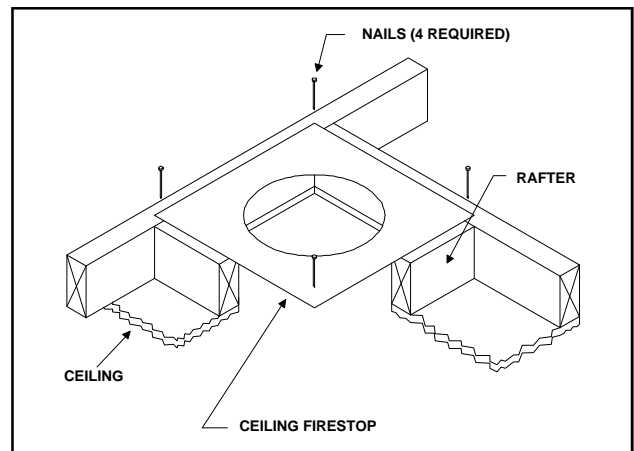


Figure 23 Attic Firestop

C. Flue Termination

For Horizontal Terminations - To attach and secure the termination to the last section of horizontal flue:

- Rotate and interlock the ends as described at the beginning of the Installing Flue Components section.
- The termination kit should pass through the wall firestops from the exterior of the building.
- Adjust the termination cap to its final exterior position on the building.



WARNING: THE TERMINATION CAP MUST BE POSITIONED SO THAT THE ARROW IS POINTING UP.

- Use the exterior pipelock hole provided on the round flange of the wall firestop to secure the flue pipe in place.
- Use a high-temperature sealant or fiberglass rope gasket to seal between the pipe and exterior firestop.
- See Figure 4 for flue termination clearances.

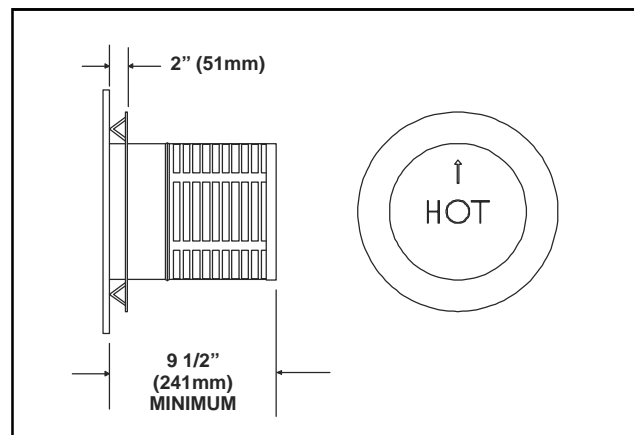


Figure 24 Round Termination Cap

For Vertical Terminations - To locate the flue and install the flue sections:

- Locate and mark the flue centerpoint on the underside of the roof, and drive a nail through the centerpoint.
- Make the outline of the roof hole around the centerpoint nail.
- The size of the roof hole framing dimensions depend on the pitch of the roof. There **MUST BE** a 1-inch (25mm) clearance from the vertical flue pipe to combustible materials.
- Mark the roof hole accordingly.
- Cover the opening of the installed flue pipes.
- Cut and frame the roof hole.
- Use framing lumber the same size as the roof rafters and install the frame securely. Flashing anchored to the frame must withstand heavy winds.
- Continue to install concentric flue sections up through the roof hole and up past the roof line until you reach the appropriate distance above the roof.

CAUTION: FOLLOW THE REQUIREMENTS OF THE AGA GAS INSTALLATION CODE FOR MINIMUM HEIGHT REQUIREMENTS ABOVE THE ROOF.

To seal the roof hole, and to divert rain and snow from the flue system:

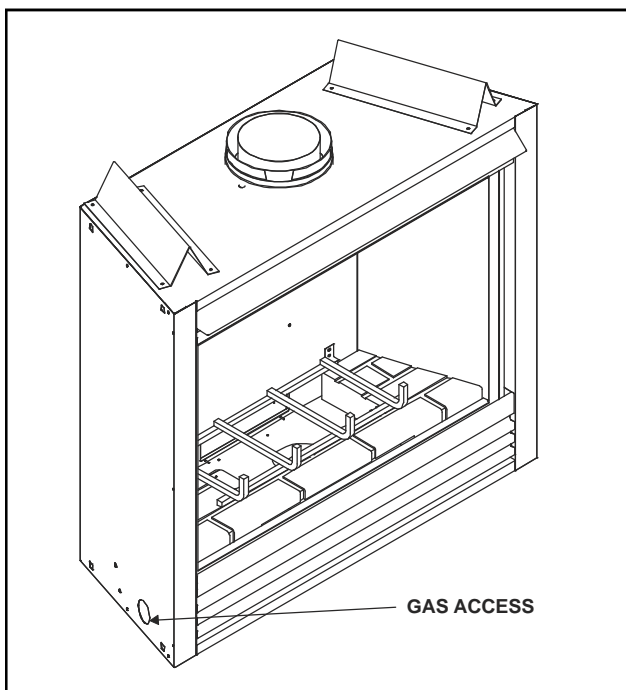


FIGURE 25

- Attach a flashing to the roof using nails, and use a non-hardening mastic around the edges of the flashing base where it meets the roof.
- Attach a storm collar over the flashing joint to form a water-tight seal. Place non-hardening mastic around the joint, between the storm collar and the vertical pipe.
- Slide the termination cap over the end of the flue pipe and rotate the pipe clockwise 1/4 turn.

1.3 CONNECTING THE GAS SUPPLY

The gas is introduced to the appliance on the left hand side. See Figure 25. After the gas pipe installation is complete, check carefully all gas connections for leaks with a soap solution. **DO NOT USE AN OPEN FLAME.**

NOTE: THE GAS SUPPLY LINE SHOULD BE PURGED OF ANY TRAPPED AIR PRIOR TO THE FIRST FIRING OF THE UNIT.

1.4 FAN

These heaters have a factory installed Fan, Electrical Junction Box, Variable Speed Rheostat Control Switch and Temperature Sensor Switch for the fan. These components are located behind the lower grille.

Use of the fan requires that the Junction Box (factory installed) be connected to 240 VAC service before permanently enclosing the heater. The access hole for connecting the service wires is found on the right exterior side of the unit. Figure 26 shows the fan, switches, and fan wiring diagram.

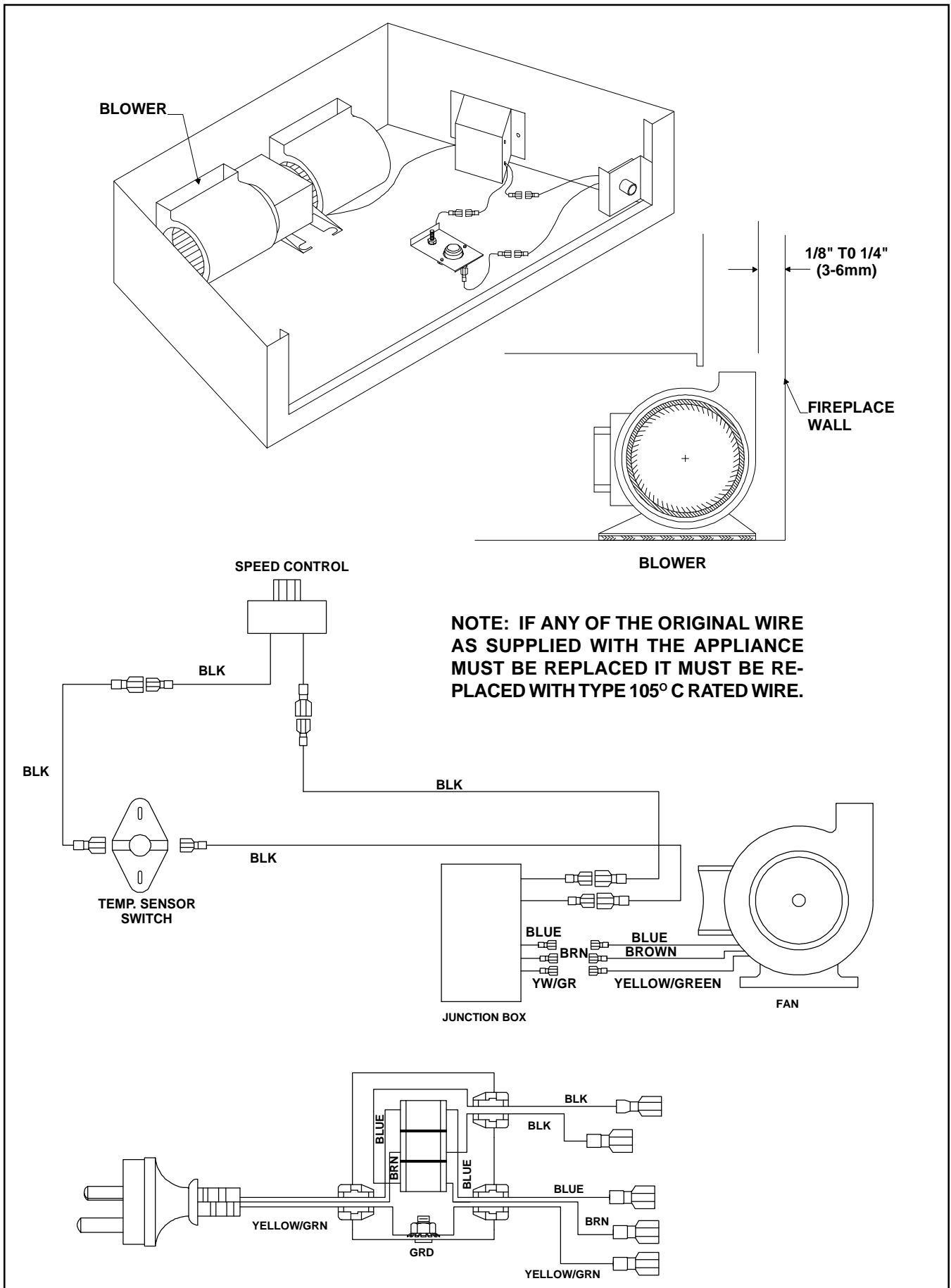


FIGURE 26

1.5 FINISHING

The minimum clearance to combustibles are 0 from the sides, floor, back and top (these clearances are defined by the standoffs). The minimum distance to the perpendicular side wall extending past the appliance front is 2-inches (51mm). Clearance to a mantelpiece is shown in Figure 27.

IF JOINTS BETWEEN THE FINISHED WALLS AND THE FIREPLACE SURROUND (TOP AND SIDES) ARE SEALED, A 300° F (149°C). MINIMUM SEALANT MATERIAL MUST BE USED. THESE JOINTS ARE NOT REQUIRED TO BE SEALED. ONLY NON-COMBUSTIBLE MATERIAL (USING 300° F. (149°C) MINIMUM ADHESIVE, IF NEEDED) CAN BE APPLIED AS FACING TO THE FIREPLACE SURROUND. SEE FIGURE 27.

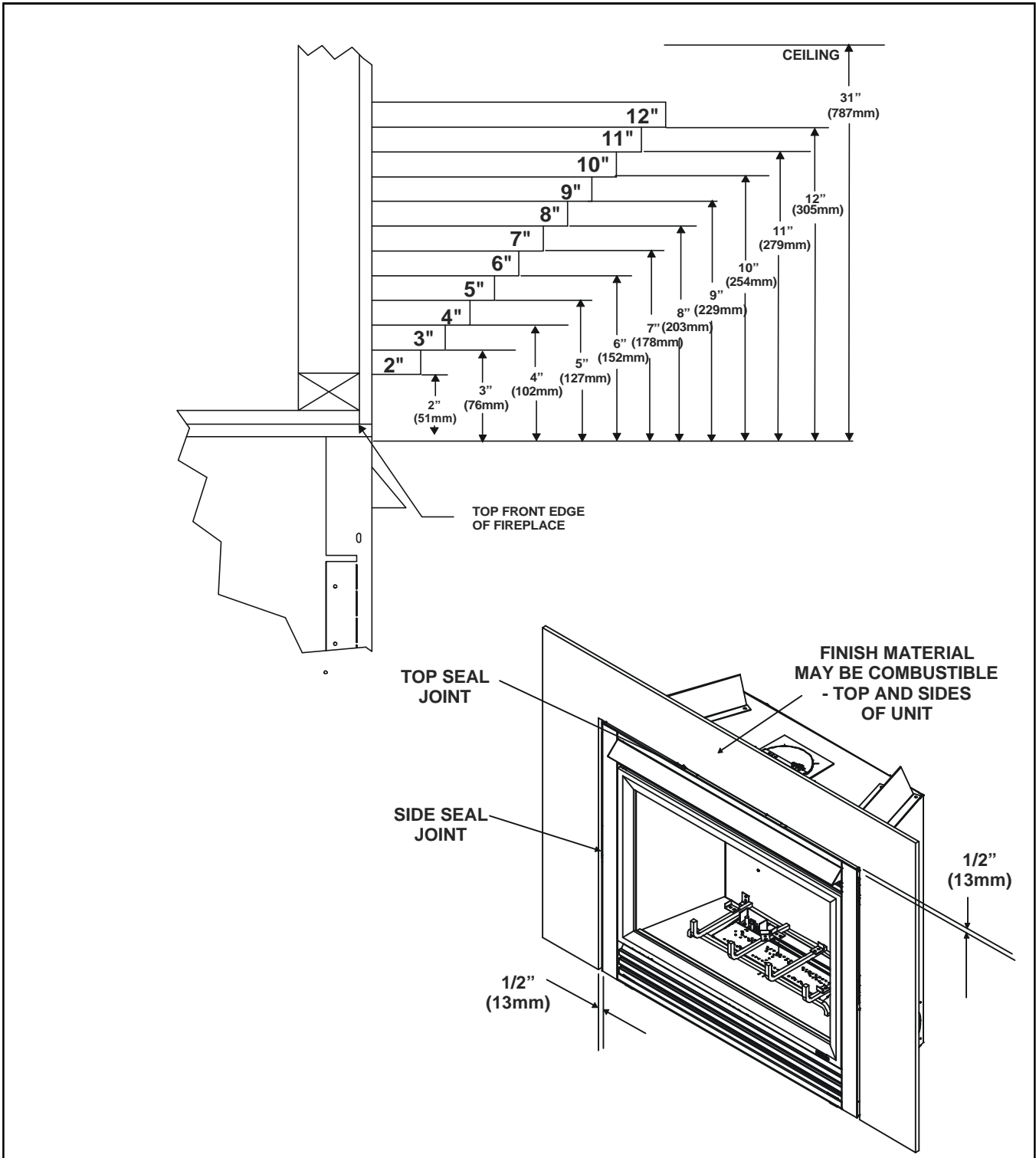


FIGURE 27

Installing the Trim

Combustible materials may be brought up to the specified clearances on the side and top front edges of the fireplace, but **MUST NEVER** overlap onto the front face. The joints between the finished wall and the fireplace top and sides can only be sealed with a 300° F. (149° C) minimum sealant.



WARNING: WHEN FINISHING THE FIREPLACE, NEVER OBSTRUCT OR MODIFY THE AIR INLET/OUTLET GRILLES IN ANY MANNER.

Install optional marble and brass trim surround kits as desired. Marble, brass, brick, tile, or other non-combustible materials can be used to cover up the gap between the sheet rock and the fireplace.

Do not obstruct or modify the air inlet/outlet grilles. When overlapping on both sides, leave enough space so that the bottom grille can be opened and the trim door removed.

1.6 INSTALLER TESTING

The space heater must be tested and be operating according to manufacturer's specifications prior to the installer leaving the site. Note: the tips of the flames should never hit the top of the firebox after the unit has warmed up. Please contact your dealer or a qualified service person to replace injector or adjust valve.

Upon completing the gas line connection, a small amount of air will be in the lines. When first lighting the pilot light, it will take a few minutes for the lines to purge themselves of this air. Once the purging is complete, the pilot and burner will light and operate as indicated in the Lighting Instructions.

Subsequent lightings of the appliance will not require such purging.

CAUTION: DURING THE INITIAL PURGING AND SUBSEQUENT LIGHTINGS, NEVER ALLOW THE GAS VALVE CONTROL KNOB TO REMAIN DEPRESSED IN THE "PILOT" POSITION WITHOUT PUSHING THE RED IGNITOR BUTTON AT LEAST ONCE EVERY SECOND.

Follow the Safety Information and Lighting Instructions pages of this manual to light the appliance.

To obtain proper operation, it is imperative that the pilot and main burner flame characteristics are steady, not lifting or floating. Typically, the top 3/8-inch (10mm) at the pilot generator should be engulfed in the pilot flame. (Figure 28.)

Burner flame patterns are shown in Figure 29.

Proper gas log positioning is shown in Figure 30.

Follow Section 3.5 TROUBLESHOOTING for adjusting the appliance to operate properly.

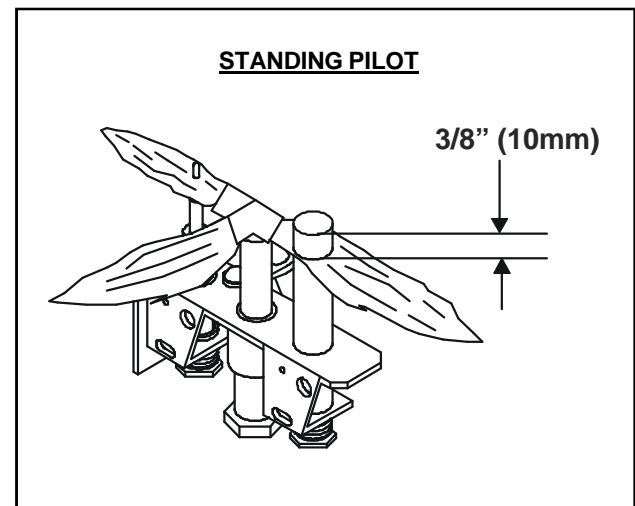


FIGURE 28

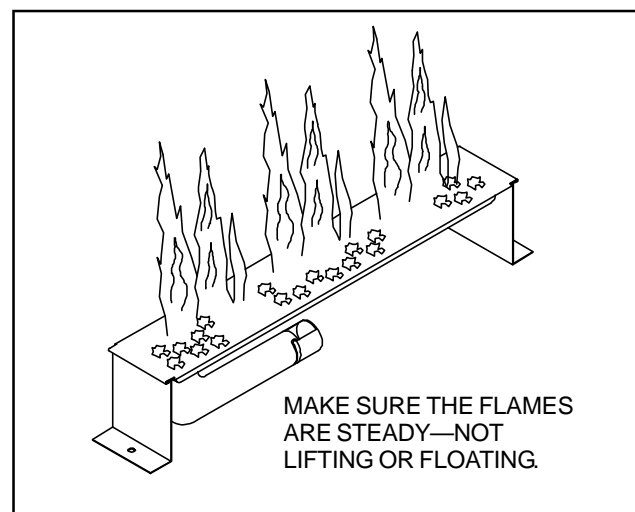
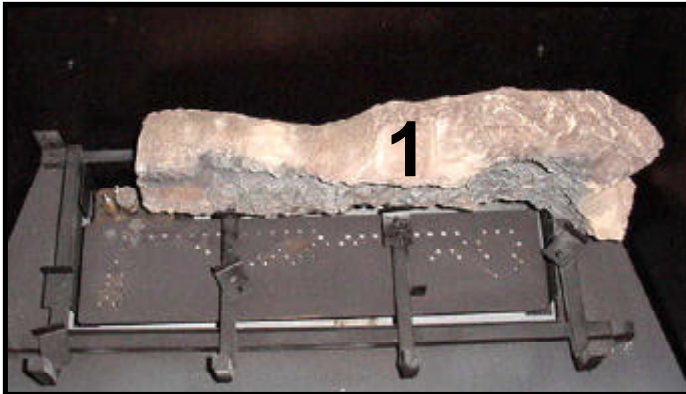


FIGURE 29

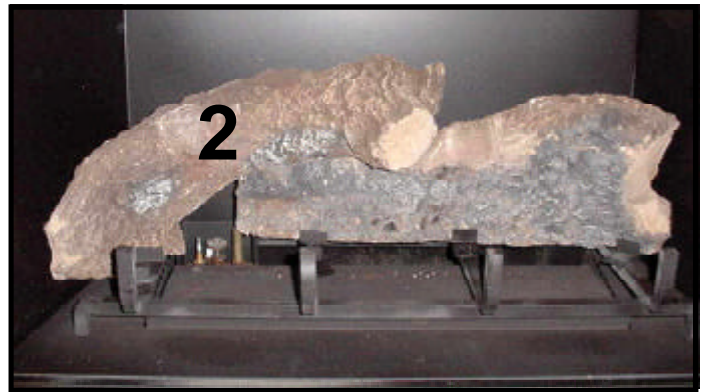
1.7 LOG PLACEMENT INSTRUCTIONS

Log Assembly: 347-700A

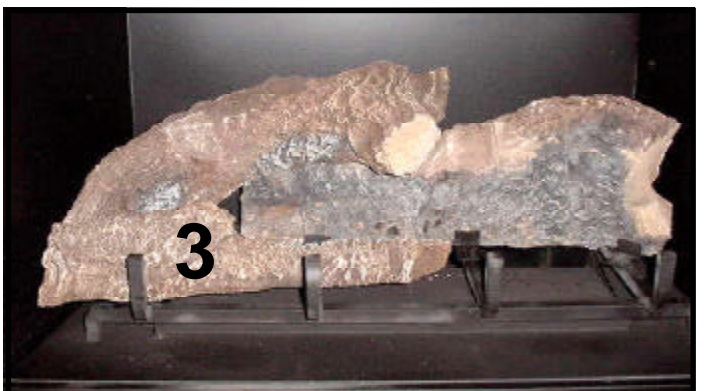
CAUTION: Logs are fragile! Carefully remove the logs from the packaging.



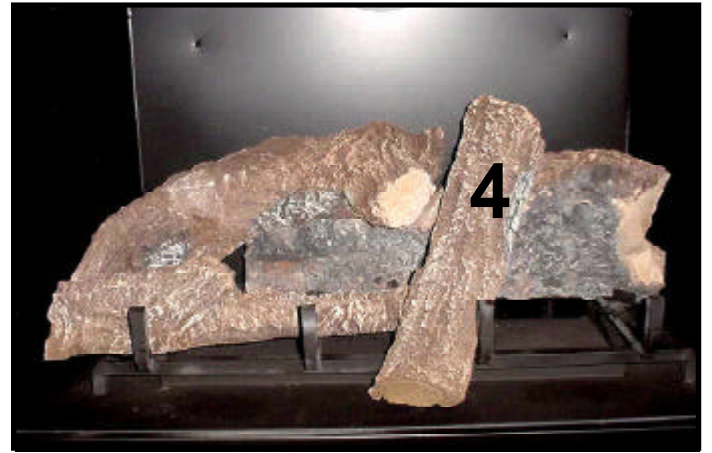
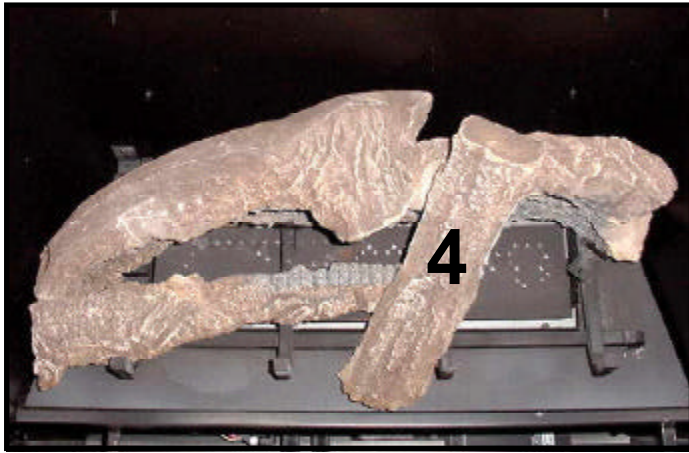
LOG #1 (SRV550-715): Place log #1 onto the log grate so that the notches in the bottom of the log fit on the right three grate bars. Push log #1 towards the rear locating tabs.



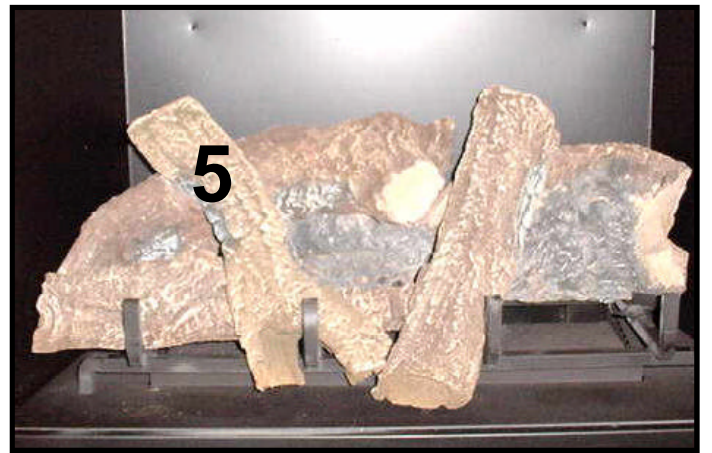
LOG #2 (SRV550-714): Place log #2 so that its right edge sits on log #1 as shown. The notch on the left edge of log #2 sits on the left grate bar behind its locating tab.



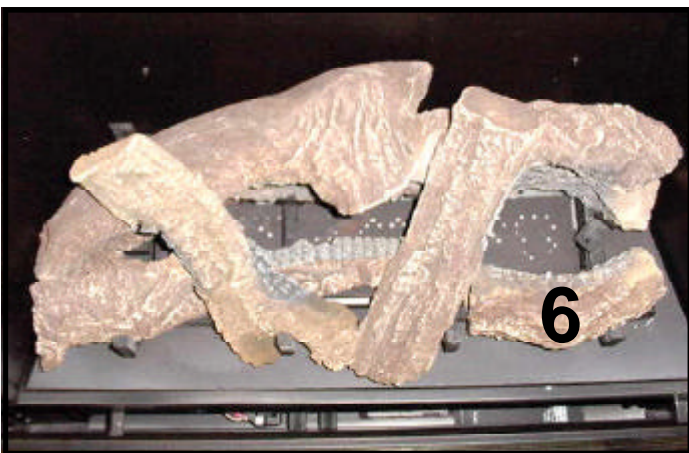
LOG #3 (SRV506-717): Position log #3 between log #2 and the front of the grate by locating its bottom slot over the left tab. Push the right side of log #3 back against the center tab.



LOG #4 (SRV347-712): Position log #4 with its top resting on log #1 as shown. The notch on the lower right side of log #4 rests against the third grate bar front.



LOG #5 (SRV347-702): Put the forked end of log #5 over the second vertical bar and rest the top end to the right of the grooved section of log #1.



LOG #6 (SRV593-703): Place log #6 on top of the third and fourth grate bars as shown.

2.0 OPERATING INSTRUCTIONS

This appliance is a balanced flue heater and is designed to operate with all combustion air being siphoned from the outside of the building and all exhaust gases expelled to the outside of the building.



WARNING: THIS UNIT IS NOT FOR USE WITH SOLID FUEL.

The control system for these models is a millivolt type. It consists of a gas control valve/variable regulator, a standing pilot/thermopile/thermocouple assembly, a piezo ignitor, and an ON/OFF rocker switch. The controls are located in the lower compartment behind the lower grille. Access to this compartment is gained by rotating the grille up. See Figure 1.



WARNING: DO NOT CONNECT 240 VAC TO THE GAS CONTROL VALVE OR CONTROL WIRING SYSTEM OF THIS UNIT.

The gas control system is wired so the thermopile, when heated with the pilot light, will provide approximately 350 to 500 millivolts. This activates the gas control valve. See Figure 31 for appliance wiring diagram.

When lit for the first time, the appliance will emit a slight odor for an hour or two. This is due to paint and lubricants used in the manufacturing process. Additionally, for the first few minutes after each lighting, vapor may condense and fog the glass and the flames may be blue. After a few minutes this moisture will disappear and within 15-30 minutes the flames should become yellow.

The heater may produce a noise, caused from metal expansion and contraction as it heats up and cools down. This noise is similar to one that a furnace or heat duct may produce and does not affect the operation or longevity of the heater.

OPERATING CAUTIONS

- **THIS APPLIANCE MAY EXHIBIT A SLIGHT CARBON DEPOSITION.**
- **DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.**
- **DO NOT USE OR STORE FLAMMABLE MATERIALS NEAR THIS APPLIANCE.**
- **DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILE IT IS IN OPERATION.**

- **THE DRESS GUARD IS FITTED TO THIS APPLIANCE TO REDUCE THE RISK OF FIRE OR INJURY FROM BURNS AND NO PART OF IT SHOULD BE PERMANENTLY REMOVED. FOR PROTECTION OF YOUNG CHILDREN OR THE INFIRM, A SECONDARY GUARD IS REQUIRED.**
- **THE GLASS DOOR ASSEMBLY MUST BE IN PLACE AND SEALED AND THE FIXED MESH DRESS GUARD MUST BE IN PLACE ON THE FIREPLACE BEFORE THE UNIT CAN BE PLACED INTO SAFE OPERATION.**
- **DO NOT USE THIS APPLIANCE IF ANY PART HAS BEEN UNDER WATER. IMMEDIATELY CALL A QUALIFIED SERVICE TECHNICIAN TO INSPECT THE UNIT AND TO REPLACE ANY PART OF THE CONTROL SYSTEM AND ANY GAS CONTROL WHICH HAS BEEN UNDERWATER.**
- **DO NOT OPERATE THIS APPLIANCE WITH THE GLASS DOOR REMOVED, CRACKED, OR BROKEN. REPLACEMENT OF THE GLASS DOOR SHOULD BE DONE BY A LICENSED OR QUALIFIED PERSON. DO NOT STRIKE OR SLAM THE GLASS DOOR.**
- **THE GLASS DOOR ASSEMBLY SHALL ONLY BE REPLACED AS A COMPLETE UNIT AS SUPPLIED BY THE GAS FIREPLACE MANUFACTURER. NO SUBSTITUTE MATERIALS MAY BE USED.**

2.1 SAFETY AND LIGHTING INFORMATION

Follow Section **2.2 SAFETY INFORMATION** and **2.3 LIGHTING INSTRUCTIONS** to light the appliance.

By design, the flame pattern will not be identical from unit to unit. Additionally, flame pattern may vary depending on installation type and weather conditions.

After the unit has warmed up (i.e. approximately 15 minutes) flame height should be slightly [about 2" (51mm)] below the top of the dress guard. If the flame height is higher than this, adjustments must be made to prevent overheating the gasket and glass. Please contact your dealer or a qualified service person to replace the injector or adjust the valve.

NOTE: THE TIPS OF THE FLAMES SHOULD NEVER HIT THE TOP OF THE FIREBOX.

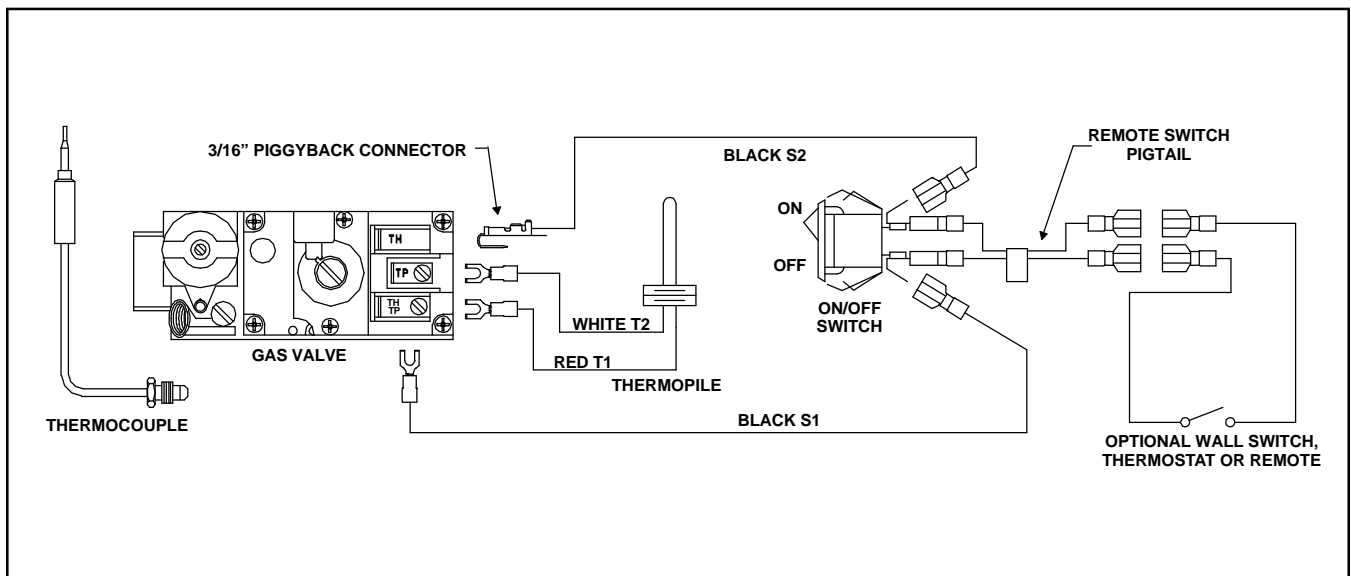


FIGURE 31

2.2 SAFETY INFORMATION

FOR YOUR SAFETY READ BEFORE LIGHTING

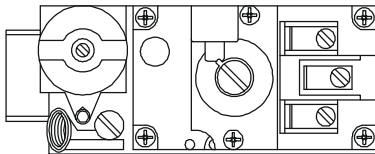
WARNING: IF YOU DO NOT FOLLOW THESE INSTRUCTIONS EXACTLY, A FIRE OR EXPLOSION MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL INJURY, OR LOSS OF LIFE.

- A. This appliance has a pilot. 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.
 - 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 service technician. Forced or attempted repair may result in a fire or explosion.
 - 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 gas control system which has been under water.
- 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.

2.3 LIGHTING INSTRUCTIONS

LIGHTING INSTRUCTIONS

1. "STOP!" Read the safety information on previous page.
2. To access controls, open the bottom grille.
3. Turn the valve control knob to the "OFF" position. To do this, you must turn the knob clockwise to the "Pilot" position, and then press in and continue turning clockwise to the "OFF" position.

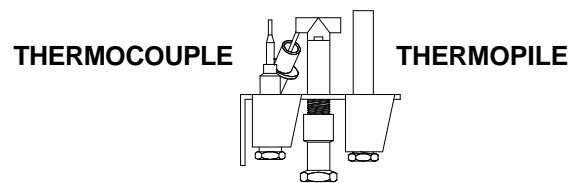


GAS CONTROL VALVE

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

4. WAIT FIVE (5) MINUTES TO CLEAR OUT ANY GAS. Then smell for gas, including near the floor. If you then smell gas, STOP! Follow "B" in the safety information on the previous page. If you don't smell gas, go to the next step.
5. The pilot should not require accessing for lighting purposes. The pilot is located inside the combustion chamber.

PILOT BURNER



6. To put the control in the pilot position, turn the control knob counter-clockwise to the "Pilot" position.
7. To light the pilot depress the control knob and then depress the red or black piezo button until it makes a clicking sound. It may be necessary to repeat this step. If the pilot does not light after 10 seconds, go back to step 3. The control knob should be held down for a MINUTE after pilot ignition.
 - If the control knob does not pop out when released, **STOP**-shut off the gas supply to the fireplace control valve, and **IMMEDIATELY** call your service technician or gas supplier.
 - If the pilot will not stay lit after two tries, turn the control knob to the "OFF" position and call your service technician or gas supplier.
8. After the pilot has been lit, the burner can be turned on by turning the knob counter-clockwise to the "ON" position. Flip the ON/OFF switch to the "ON" position.
9. Close the bottom grille.

TO TURN OFF GAS APPLIANCE

1. Open the bottom grille.
2. Turn ON/OFF switch to "OFF".
3. Turn the valve control knob clockwise to the "Pilot" position, then depress knob and continue turning to "OFF" position.
4. Close the bottom grille.

2.4 FAN OPERATION

The accessory fan is wired in series with a speed control switch and a temperature sensor switch. Set the speed control to an "ON" position and light the heater. The temperature sensor switch will automatically start the fan when the switch warms up—and stop the fan when it cools down. You can manually stop the fan by turning the speed control switch to "OFF". See Figure 26 for fan wiring diagram.

3.0 SERVICING AND MAINTENANCE

- A. **HEATER SERVICING:** Frequency of heater servicing will depend upon use and type of installation.
- B. **IMPORTANT:** TURN OFF GAS BEFORE SERVICING APPLIANCE. IT IS RECOMMENDED THAT A COMPETENT SERVICE TECHNICIAN PERFORM SERVICE CHECK-UPS AT THE BEGINNING OF EACH HEATING SEASON.
- C. The appliance and flue system should be inspected before initial use and at least annually by a qualified field service person.
- D. Inspect the external flue cap on a regular basis to make sure that no debris is interfering with the air flow.
- E. Keep the control compartment, logs, and burner area surround the logs clean by vacuuming or brushing at least twice a year.

CAUTION: THE LOGS GET VERY HOT - HANDLE ONLY WHEN COOL.

WARNING: DO NOT USE ABRASIVE CLEANERS ON THE GLASS DOOR ASSEMBLY. DO NOT ATTEMPT TO CLEAN THE GLASS DOOR WHEN IT IS HOT.

- F. The glass door should be cleaned using a household glass cleaner. **DO NOT** handle or attempt to clean the glass when it is **HOT**.
- G. In order to properly clean the burner and pilot assembly, turn off the gas to the unit and remove the logs exposing the burner and pilot assembly. Clean all foreign materials from top of burner. Check to make sure that the burner orifice is clean.

Visually inspect the pilot periodically. Brush or blow away any dust or linen accumulations. If the pilot orifice is plugged, disassembly may be required to remove any foreign materials from the orifice or tubing.

When the appliance is put back in service check burner flame patterns with Figure 32.

To obtain proper operation, it is imperative that the pilot and main burner flame characteristics are steady, not lifting or floating. Typically, the top 3/8-inch (10m) at the pilot generator should be engulfed in the pilot flame (Figure 33).

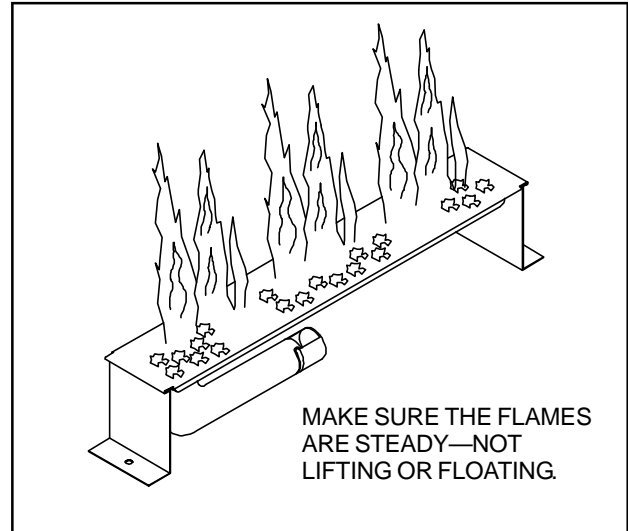


FIGURE 32

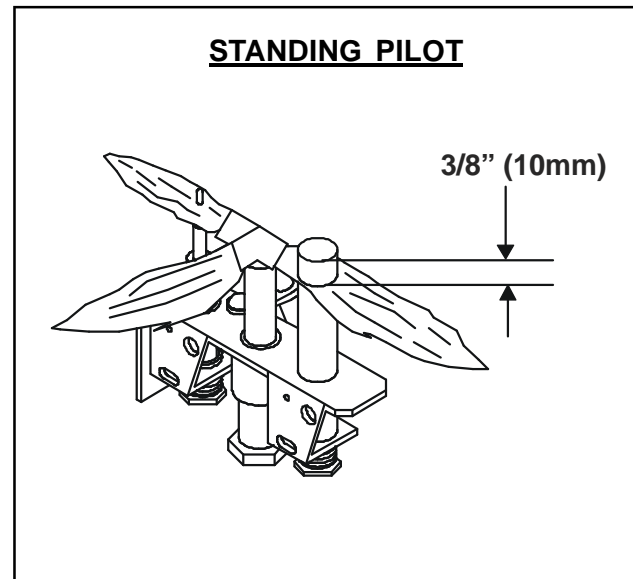


FIGURE 33

3.1 REMOVAL OF COVERS FOR SERVICING

A. Control Compartment Grille

- Rotate the bottom grille down to access the gas controls.

B. Dress Guard and Glass Door

- Lift the front dress guard up and out away from the appliance side surrounds. Replace the dress guard when servicing is complete.
- Release the glass clips around the glass door. Carefully lift the glass up and out away from the appliance (see Figure 34).

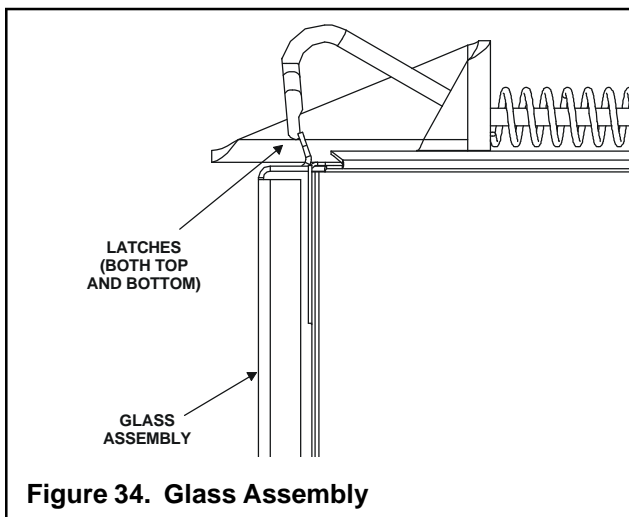


Figure 34. Glass Assembly

3.2 REMOVAL OF COMPONENTS FOR SERVICE

1. BURNER

- Remove the rear screws holding the log grate. Carefully lift up and remove the log set, log grate, and metal base pan.
- Unscrew the brackets at both ends of the burner and slide the burner towards the right away from the burner orifice.

2. PILOT ASSEMBLY/IGNITION SYSTEM

- Remove the log set, log grate, and metal base pan.
- Disconnect the gas supply tube from the underside of the pilot burner.

- Disconnect the electrode wire from the piezo ignitor (found adjacent to the gas control valve).
- Disconnect the attachment nut from the underside of the thermopile. The thermopile can then be separated from the pilot bracket.
- Unscrew the pilot assembly bracket and remove. **NOTE:** When removing the pilot assembly, carefully pull the electrode wire up through the grommeted hole in the base pan.

3.3 PARTS REPLACEMENT

1. FAN/SWITCHES

- Disconnect the fan wires from the junction box wires by pulling the male and female connectors apart and slide the fan out the front of the lower controls compartment.
- Disconnect the wires from the fan speed control switch, pull off the knob, and remove the nut holding the speed control to the bracket.
- Disconnect the wires from the fan temperature sensor switch and remove the nut holding the switch bracket onto the side of the firebox.

2. GLASS PANEL

- To replace the glass door, place the bottom edge on top of the bottom mounting brackets. Push glass against unit and latch the two fasteners at the top of the glass door and the two fasteners at the bottom (see Figure 34).

3.4 ADJUSTMENTS AND REPLACEMENT PARTS

Adjustments and replacement parts for this appliance should only be done by a qualified service person. A wiring diagram for the appliance is shown in **SECTION 2.0 OPERATING INSTRUCTIONS**. A replacement part table is shown in **SECTION 4.0** of this manual.

3.5 TROUBLE SHOOTING - SL-550TRS-AUC

With proper installation and maintenance, your new Gas Heater should provide years of trouble-free service. If you do experience a problem, refer to the Trouble Shooting Guide below. This guide will assist a qualified service person in the diagnosis of problems and the corrective action to be taken.

SYMPTOM	POSSIBLE CAUSE	CORRECTIVE ACTION
I. Spark Ignitor will not light pilot after repeated triggering of red or black button.	A. Defective ignitor (no spark at electrode).	1. Check for spark at electrode and pilot; if no spark and electrode wire is properly connected, replace ignitor.
	B. Defective pilot or misaligned electrode (spark at electrode).	1. Using a match, light pilot. If pilot lights, turn off pilot and trigger the red or black button again. If pilot lights, an improper gas/air mixture caused the bad lighting and a longer purge period is recommended. If pilot will not light - check gas at electrode and pilot - should be 1/8 inch (3.2mm) to have a strong spark. If OK, replace pilot.
	C. No gas or low gas pressure.	1. Check unit's shut-off valve and remote shut-off valves from fireplace. Usually there is a valve near the main. There can be more than one (1) valve between the fireplace and main. 2. Low pressure can be caused by a variety of situations such as a bent line, too narrow diameter of pipe or even low line pressure. Check for kinked lines. If none, consult with plumber or gas supplier.
	D. No L.P. in tank.	3. Check L.P. (propane) tank. Refill the fuel tank.
II. Pilot will not stay lit after carefully following lighting instructions.	A. Defective thermocouple.	1. Check that pilot flame impinges on thermocouple. Clean and/ or adjust pilot for maximum flame impingement. 2. Ensure that the thermocouple connection at the gas valve is fully inserted and tight (hand tight plus 1/4 turn).

SYMPTOM	POSSIBLE CAUSE	CORRECTIVE ACTION
III. Pilot burning, no gas burner, valve knob "ON", "on-off" switch "ON".	B. Defective valve.	3. Disconnect the thermocouple from the valve, place one millivolt meter lead wire on the tip of the thermocouple and the other meter lead wire on the thermocouple copper lead. Start the pilot and hold the valve knob in. If the millivolt reading is less than 15 mv, replace the thermocouple.
	A. "ON-OFF" switch or wires defective.	1. If thermocouple is producing more than 15 millivolts, replace faulty valve. 1. Check "on-off" switch and wires for proper connections. Place jumper wires across terminals at switch-if burner comes on, replace defective switch. If OK, place jumper wires across switch wires at gas valve-if burner comes on, wires are faulty or connections are bad.
	B. Thermopile may not be generating sufficient millivoltage.	1. If the pilot flame is not close enough physically to the thermopile, adjust the pilot flame. 2. Be sure the wire connections from the thermopile at the gas valve terminals are tight and the thermopile is fully inserted into the pilot bracket. 3. Check the thermopile with a millivolt meter. Take the reading at TH-TP & TP terminals of the gas valve. The meter should read 325 millivolts minimum, while holding the valve knob depressed in the pilot position, with the pilot lit, and the ON/OFF switch in the OFF position. Replace the faulty thermopile if the reading is below the specified minimum.

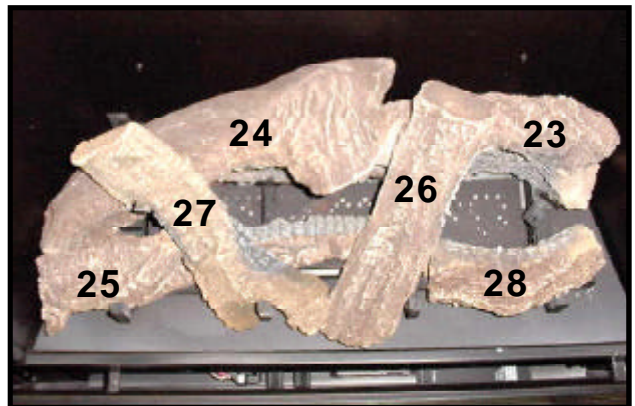
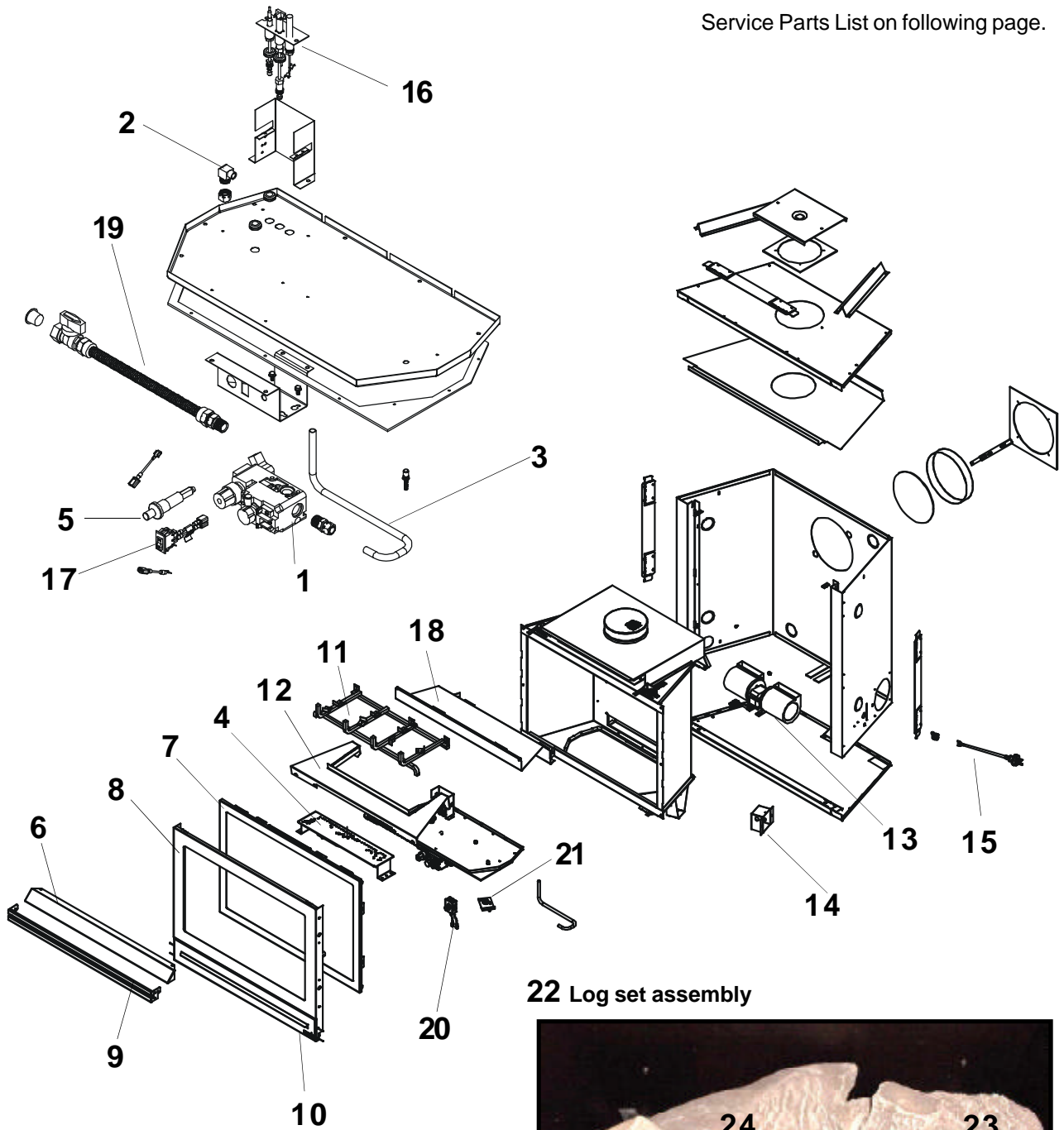
SYMPTOM	POSSIBLE CAUSE	CORRECTIVE ACTION
IV. Frequent pilot outage problem.	C. Defective valve.	<p>With the pilot in the ON position, disconnect the thermopile leads from the valve. Take a reading at the thermopile leads. The reading should be 325 millivolts minimum. Replace the thermopile if the reading is below the minimum.</p> <p>1. Turn valve knob to "ON". Place ON/OFF switch to "ON". Check with millivolt meter at thermopile terminals. Millivolt meter should read greater than 100 m.v. If the reading is okay and the burner does not come on, replace the gas valve.</p>
	D. Plugged burner orifice.	<p>1. Check burner orifice for stoppage and remove.</p>
	E. Wall switch, or wires defective.	<p>1. Follow corrective action in A.1 above; check switch and wiring. Replace where defective.</p>
	A. Pilot flame may be too high or too low, or blowing (high), causing pilot safety to drop out.	<p>1. Clean and adjust pilot flame for maximum flame impingement on the thermocouple. Follow lighting instruction carefully.</p>

SYMPTOM	POSSIBLE CAUSE	CORRECTIVE ACTION
V. The pilot and main burner extinguish while in operation.	A. No L.P. in tank.	1. Check L.P. (Propane) tank. Refill fuel tank.
	B. Inner flue pipe leaking exhaust gases back into system.	1. Check for leaks.
	C. Glass too loose and air tight, gasket leaks in corners after usage.	1. Be certain glass assembly is installed correctly and tighten corner.
	D. Horizontal flue improperly pitched.	1. The horizontal flue cap should slope down only enough to prevent any water from entering the unit. The maximum downward slope is 1/4 inch.
	E. Bad thermopile or thermocouple.	1. Replace if necessary.
	F. Improper flue cap installation.	1. Check for proper installation and freedom from debris or blockage.
VI. Glass soots.	A. Flame impingement on logs.	1. Adjust the log set so that the flame does not excessively impinge on it.
	B. Debris around venturi.	1. Inspect the opening at the base of the burner. It is imperative that NO material be placed in this opening.
VII. Flame burns blue and lifts off burner.	A. Insufficient oxygen being supplied.	1. Check to make sure flue cap is installed properly and free of debris. Make sure that flue system joints are tight and have no leaks. 2. Check to make sure that no material has been placed at the burner base. 3. Be sure glass is tightened properly on unit, particularly on top corners.

4.0 Replacement Parts

◆ SL-550TRS-AUC Exploded Parts Diagram

Service Parts List on following page.



SL-550TRS-AUC Service Parts List

IMPORTANT: When ordering, supply serial and model numbers to ensure correct service parts.

ITEM	PARTS	PART NUMBER
1	Valve NG	060-522
	Valve LP	060-523
2	Orifice NG	582-838
	Orifice LP	582-853
3	Burner Tube	567-301A
4	Burner Assembly NG	347-176A
	Burner Assembly LP	347-175A
5	Piezo Ignitor	418-513
6	Hood	SRV550-175
7	Glass Door Assembly	GLA-550TRS
8	Dress Guard	347-180A
9	Top Louver w/ Lower Door	550-251A
10	Lower Door (only)	347-181
11	Grate	347-360A
12	Base Refractory	550-117
13	Blower Assembly 240v.	100-505A
14	Junction Box	546-250A
15	Power Cord	546-251A
16	Pilot Assembly NG	530-510A
	Pilot Assembly LP	530-511A
17	ON/OFF Rocker Switch	060-511
18	Exhaust Baffle	347-153
19	Flex Ball Valve	302-320A
20	Rheostat	491-510A
21	Temperature Sensor	107-531
22	Log Set Assembly	LOGS-550TRSAUC
23	Log #1	SRV550-715
24	Log #2	SRV550-714
25	Log #3	SRV506-717
26	Log #4	SRV347-712
27	Log #5	SRV347-702
28	Log #6	SRV593-703
Accessories		
	Pilot Orifice NG	446-505
	Pilot Orifice LP	446-517
	Thermocouple	446-511
	Thermopile	060-512
	Vertical Flue Resistor	BAF-VERT
	Conversion Kit LP	LPK-550TRSAUC

LIMITED 10 YEAR WARRANTY

HEAT-N-GLO, a division of Hearth Technologies Inc.

In order to presumptively establish the dates to which your HEAT-N-GLO Limited 10 Year Warranty runs, you must mail the completed warranty card to HEAT-N-GLO, a division of Hearth Technologies Inc., 20802 Kensington Boulevard, Lakeville, MN 55044, within 60 days of the date of fireplace installation. If you fail to do so, you may be required to prove the date of installation before warranty work can be performed.

The warranty exclusions and limitations of liability are effective upon installation of the fireplace.

Subject to the conditions set forth herein, HEAT-N-GLO, a division of Hearth Technologies Inc. ("HEAT-N-GLO") extends the following warranty with respect to HEAT-N-GLO, a division of Hearth Technologies Inc..

If HEAT-N-GLO is reasonably satisfied that any part or portion of the fireplace covered by this Limited Warranty is defective in material or workmanship under normal use and service as described in the Operating Instructions, HEAT-N-GLO will take the following actions:

1. If the defect is reported during the first year from the date of installation (stainless steel burners and fiber logs are covered for 3 years), HEAT-N-GLO will replace or repair the defective components at its sole expense. The decision whether to replace a component shall be made at HEAT-N-GLO's sole discretion. This Limited Warranty does not cover components broken during shipping, misuse or careless handling. HEAT-N-GLO shall be not responsible for any indirect, incidental, or consequential damages or for any costs other than those incurred by HEAT-N-GLO to repair or replace the defective component. If components (including venting) other than factory approved components are used, all warranty and liability on the fireplace is voided. **Defects reported after the first year will not be covered by warranty unless they fall within the purview of paragraph 2 or 3 below.**
2. If the following defects are reported during the second year after the date of installation, HEAT-N-GLO will supply replacement parts at the current wholesale price: defective electrical or manual components, optional components or accessories, and glass panels (not including glass panels broken during misuse or careless handling). HEAT-N-GLO shall not be responsible for any labor, transportation or other costs. Furthermore, it shall not be liable for any indirect, incidental or consequential damages.
3. HEAT-N-GLO will replace or repair a defective firebox or heat exchanger, at any time during the 10 years from the date of installation. The decision whether to replace the defective component shall be made at HEAT-N-GLO's sole discretion. HEAT-N-GLO shall not be responsible for any indirect, incidental or consequential damages or for any costs other than those incurred by HEAT-N-GLO to repair or replace the defective component.

This Limited Warranty is the exclusive remedy available to you. If HEAT-N-GLO cannot effectively resolve a warranty problem in an expedient and cost-effective manner, it can discharge its entire warranty liability by refunding the price of the product to you.

Products made by other manufacturers, whether sold with the fireplace or added thereafter, are NOT covered by this Limited Warranty. The use of other unauthorized components will make this warranty null and void. This Limited Warranty will also be void if the appliance is not installed by a qualified installer in accordance with the Installation Instructions. Furthermore, the Limited Warranty will be void if the fireplace is not operated, at all times, according to the Operating Instructions furnished with the fireplace. Any service work must be performed by authorized service representatives.

EXCEPT TO THE EXTENT PROVIDED BY LAW, NO OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY TO THE FIREPLACE PRODUCT. In States that do not allow limitations on how long an implied warranty lasts, or do not allow exclusion of indirect damages, those limitations or exclusions may not apply to you. You may also have additional rights not covered in this Limited Warranty.

HEAT-N-GLO reserves the right to make changes at any time, without notice, in design, material, specifications and prices. It also reserves the right to discontinue styles and products.