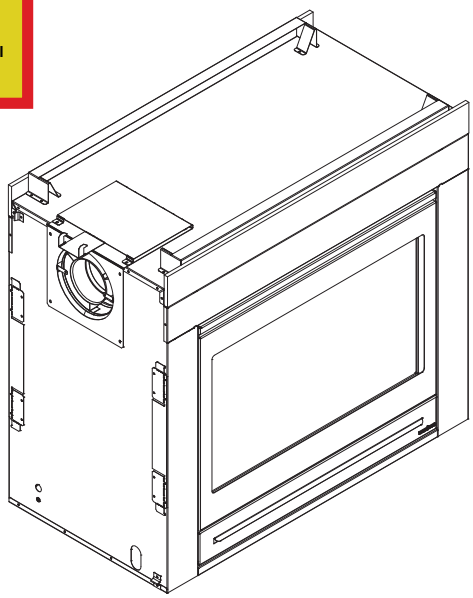
HEAT & GLO™

No one builds a better fire

INSTALLATION AND OPERATION INSTRUCTIONS

**This appliance has been retired.
Service parts pages within have been removed.
For replacement parts, please refer to the individual service parts list located on the brand websites.**



MODEL: ST-HVBI-AU

AUSTRALIAN GAS ASSOCIATION CERTIFIED
CERTIFICATE NUMBER 6027

⚠ WARNING

HOT SURFACES!
Glass and other surfaces are hot during operation AND cool down.

Hot glass will cause burns.

- **DO NOT** touch glass until it is cooled
- NEVER allow children to touch glass
- Keep children away
- CAREFULLY SUPERVISE children in same room as fireplace.
- Alert children and adults to hazards of high temperatures.

High temperatures may ignite clothing or other flammable materials.

- Keep clothing, furniture, draperies and other flammable materials away.

This appliance has been supplied with an integral barrier to prevent direct contact with the fixed glass panel. DO NOT operate the appliance with the barrier removed.

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

HEAT & GLO, a brand of Hearth & Home Technologies Inc.
7571 215th Street West, Lakeville, MN 55044, USA, www.heatnglo.com

HEAT&GLO™

No one builds a better fire

PLEASE READ THIS MANUAL BEFORE INSTALLING AND USING THIS APPLIANCE.

MODEL ST-HVBI-AU
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 manufacturers instructions. All relevant codes and regulations laid down by the gas fitting 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 & Glo warranty will be voided by, and Heat & Glo 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 & Glo.
- Improper positioning of the gas logs or the glass door
- Installation and/or use of any component part not manufactured or approved by Heat & Glo, 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.

Heat & Glo, a brand of Hearth & Home Technologies, Inc.
7571 215th Street West, Lakeville, MN 55044

TABLE OF CONTENTS

1.0 INSTALLATION INSTRUCTIONS

When planning a heater installation, it's necessary to determine:

- Where the unit is to be installed.
- The flue system configuration to be used.
- Gas supply piping.
- Electrical wiring.
- Framing and finishing details.
- Whether optional accessories—devices such as wall switch, or remote control—are desired.

If the heater is to be installed on carpeting or tile, or on any combustible material other than wood flooring, the heater should be installed on a metal or wood panel that extends the full width and depth of the heater.

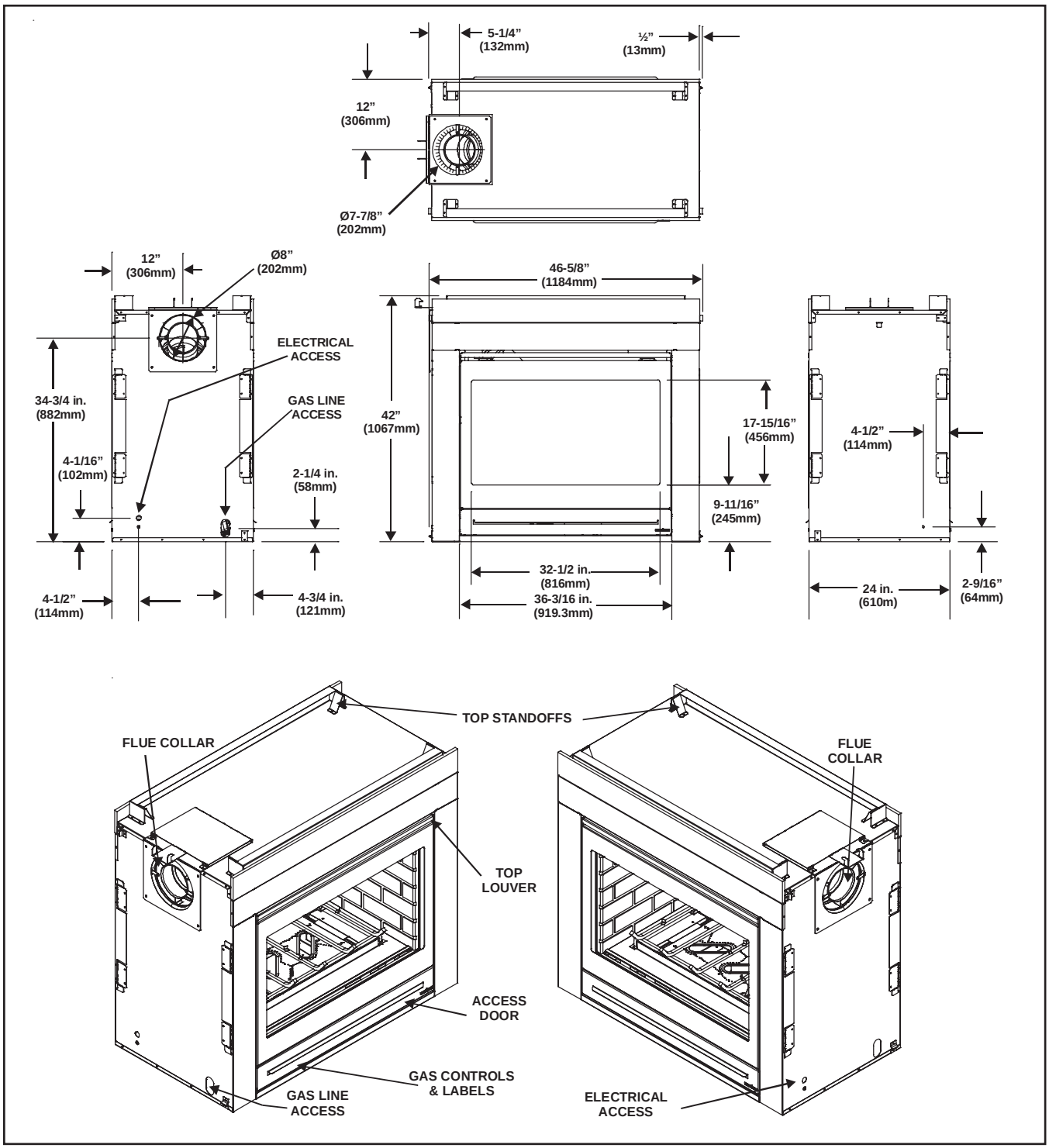


Figure 1. Diagram of the ST-HVBI-AU

1.1 Locating the Heater

The diagram below shows space and clearance requirements for locating a heater within a room.

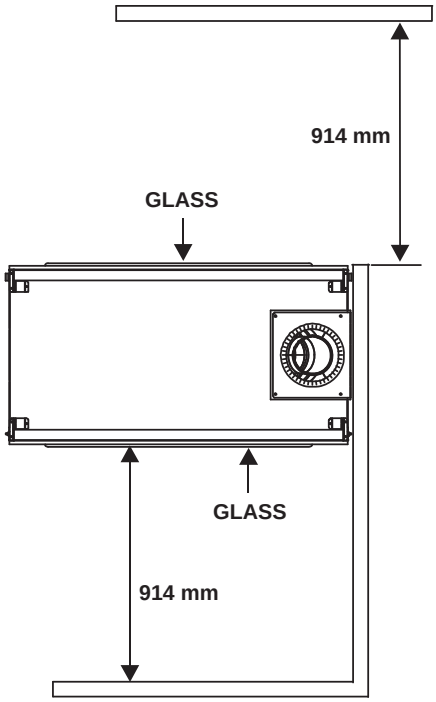


Figure 2. Heater Dimensions and Locations

Clearance Requirements

The top, back, and sides of the heater are defined by stand-offs. The minimum clearance to a perpendicular wall extending past the face of the heater is 25 mm (1 in.). The metal ends of the heater may **NOT** be recessed into combustible construction.

Minimum Clearances from the Heater to Combustible Materials

	mm	inches
Glass Sides or Ends	914	36
Floor	0	0
Rear Flue	13	1/2
Metal Sides or Ends	13	1/2
Top	64	2-1/2
Ceiling*	787	31

* The clearance to the ceiling is measured from the top of the unit, excluding the standoffs (see Figures 1 and 2).

The distance from the unit to combustible construction is to be measured from the unit outer wrap surface to the combustible construction, **NOT** from the screw heads that secure the unit together.

Minimum Clearances from the Flue Pipe to Combustible Materials

	mm	Inches
Vertical Sections	25	1
Horizontal Sections		
Top	75	3
Bottom	25	1
Sides	25	1
At Wall Firestops		
Top	64	2-1/2
Bottom	13	1/2
Sides	25	1

For minimum clearances, see the direct flue termination clearance diagrams on pages 6 and 7 in this manual.

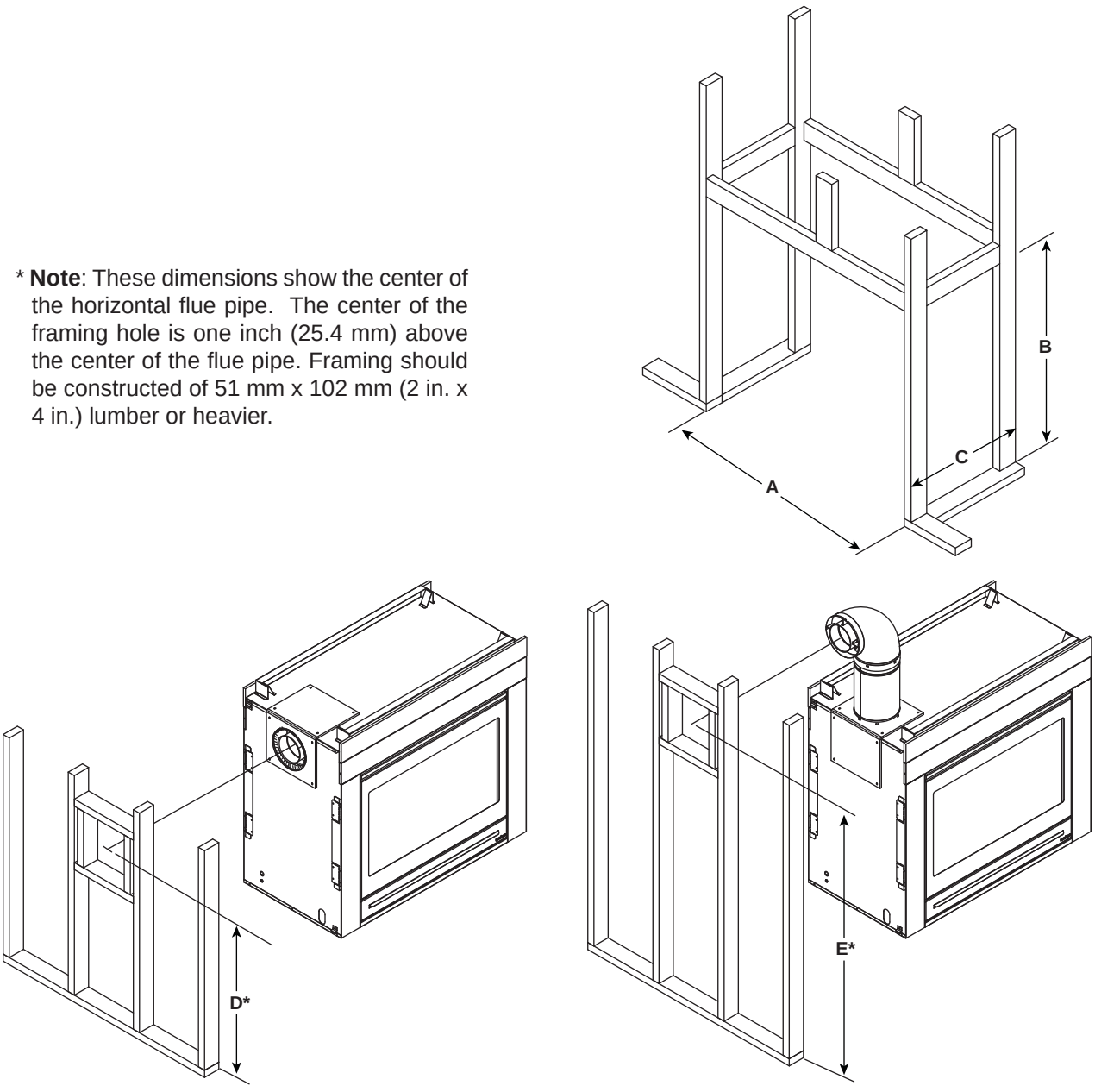
1.2. Framing the Heater

Framing can be built before or after the heater is set in place. Framing should be positioned to accommodate wall coverings and heater facing material. The diagram below shows framing reference dimensions.

CAUTION: MEASURE HEATER DIMENSIONS AND VERIFY FRAMING METHODS AND WALL COVERING DETAILS, BEFORE FRAMING CONSTRUCTION BEGINS.

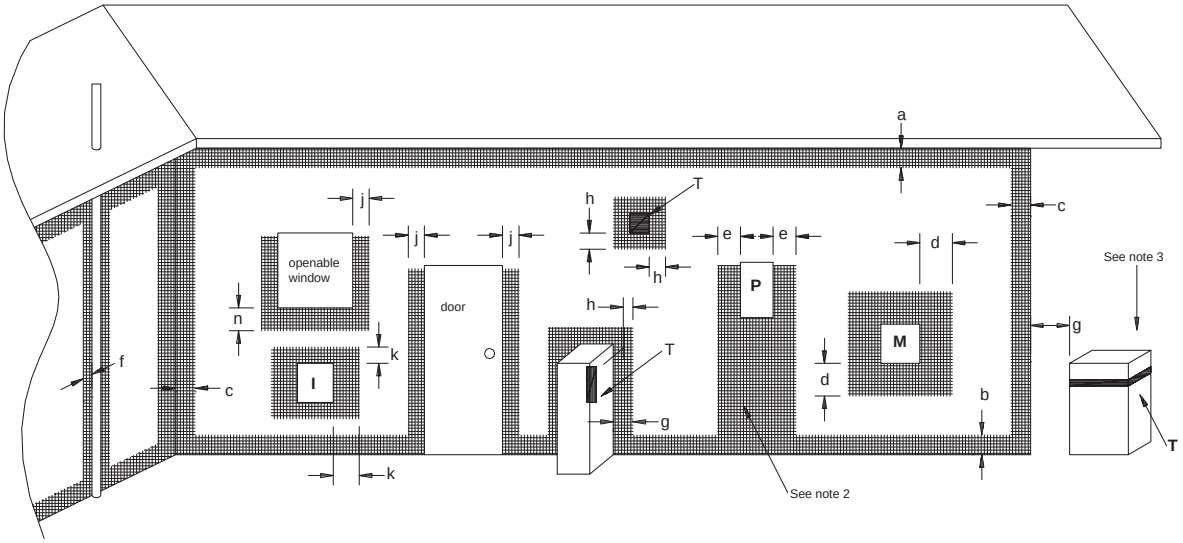
⚠ WARNING: FRAMING DIMENSIONS ASSUME USE OF 1/2 INCH (12.7 MM) (THICK WALL COVERING MATERIALS ON EXTERIOR OF FRAMING ONLY AND NO SHEETROCK ON INTERIOR OF FRAMING.

* **Note**: These dimensions show the center of the horizontal flue pipe. The center of the framing hole is one inch (25.4 mm) above the center of the flue pipe. Framing should be constructed of 51 mm x 102 mm (2 in. x 4 in.) lumber or heavier.



A	B	C	D *	E *
42-5/8 in. (1.21 m)	42-1/2 in. (1.08 m)	23 in. (584 mm)	35 in. (889 mm)	53-3/4 in. (1.37 m)

Figure 3. Framing Dimensions



T = Flue terminal
I = Mechanical air inlet

M = Gas meter
P = Electricity meter or fuse box

Shading indicates prohibited areas for flue terminals

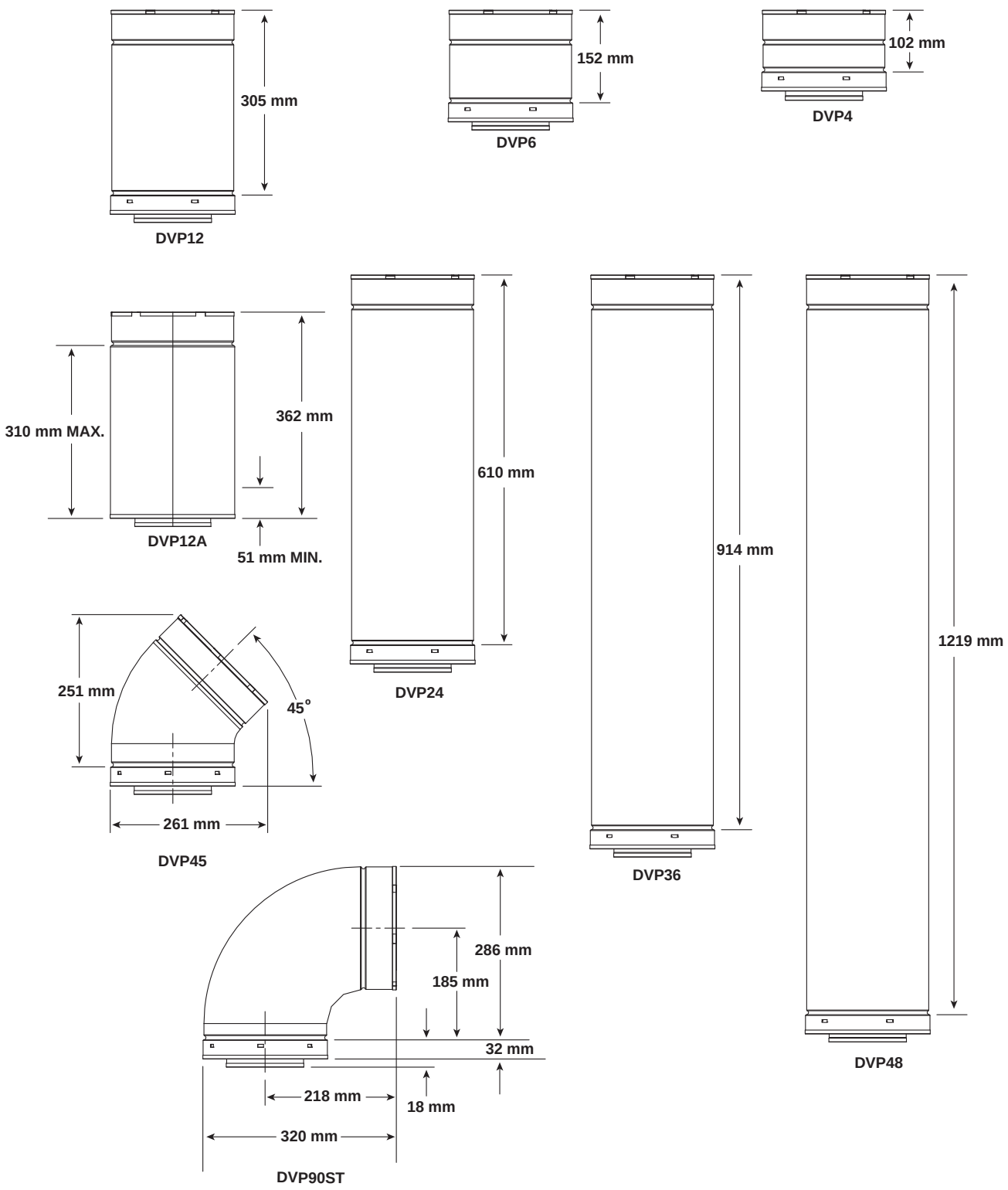
			MIN. CLEARANCE (mm)
a	-	Below eaves, balconies or other projections:	
		Appliances up to 50 MJ/h input	300
		Appliances over 50 MJ/h input	500
b	-	From the ground or above a balcony	300
c	-	From a return wall or external corner	500
d	-	From a gas meter (M)	1000
e	-	From an electricity meter or fuse box (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 ofsub-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	See table below

CLEARANCE 'n' (mm)			
Space Heaters	All other appliances		
Up to 50 MJ/h input	Up to 50 MJ/h input	Over 50 MJ/h input and Up to 150 MJ/h input	Over 50 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



NOTE: PIPES OVERLAP 32 mm (1-1/4 in.) AT EACH JOINT.

Figure 5. DVP-Series Direct Flue Component Specifications (127 mm (5 in.) inner pipe / 203 mm (8 in.) outer pipe)

1.3 Flue System Approvals and Installation

A. Flue System Approvals

These models are approved to use DVP series direct flue pipe components and terminations (see Figures 5 and 6). Approved flue system components are labeled for identification. This pipe is tested and listed as an approved component of the heater. The pipe is tested to be run inside an enclosed wall. There is no requirement for inspection openings at each joint within the wall. There is no required pitch for horizontal flue runs. **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 *Installers Guide*.

The flame and ember appearance may vary based on the type of fuel burned and the flueing configuration used.

Identifying Flue Components

The flue systems installed on this gas heater 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. Refer to the diagrams on the next several pages.

This model has a 450 elbow built into it. It may be positioned to flue either horizontal or vertical. Depending on the installation, decide which direction the elbow should be facing. Remove the 8 screws from the corner cover plate. Position the 45º elbow as desired and replace the corner cover plate with the 8 screws.

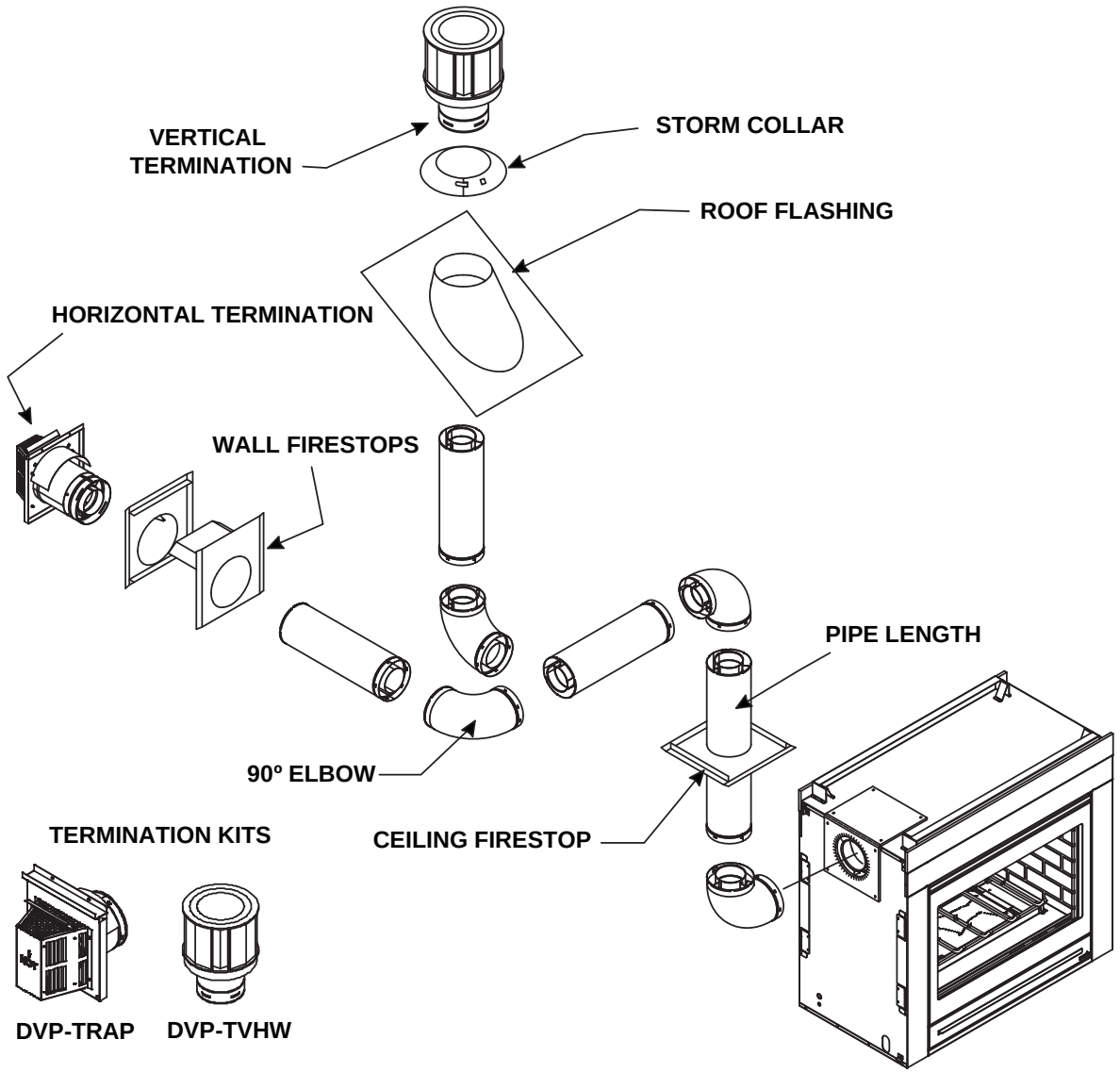


Figure 6. Flue System Components and Termination Kits

STRAIGHT UP
VERTICAL FLUEING
V (FT.)
12.2 M MAX. (40 ft.)

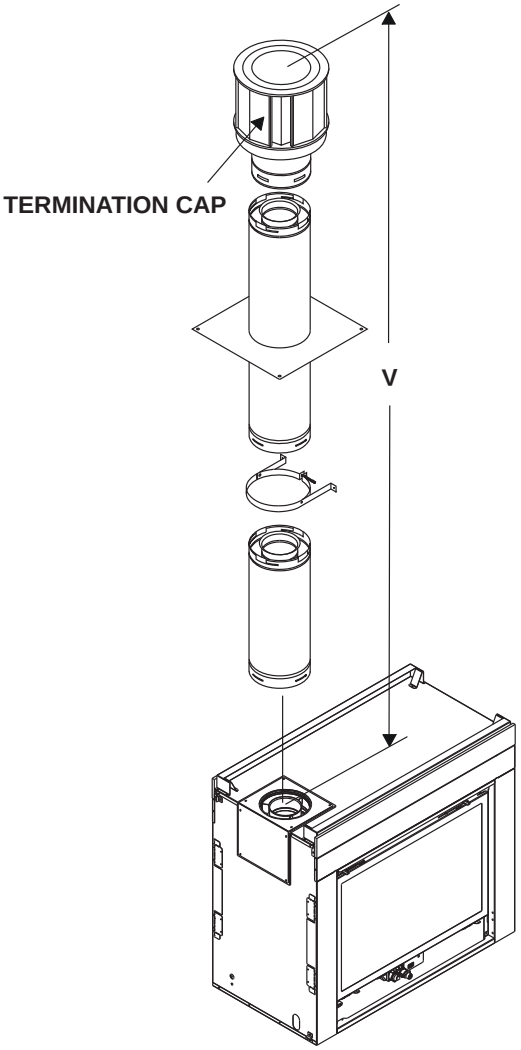


Figure 7

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

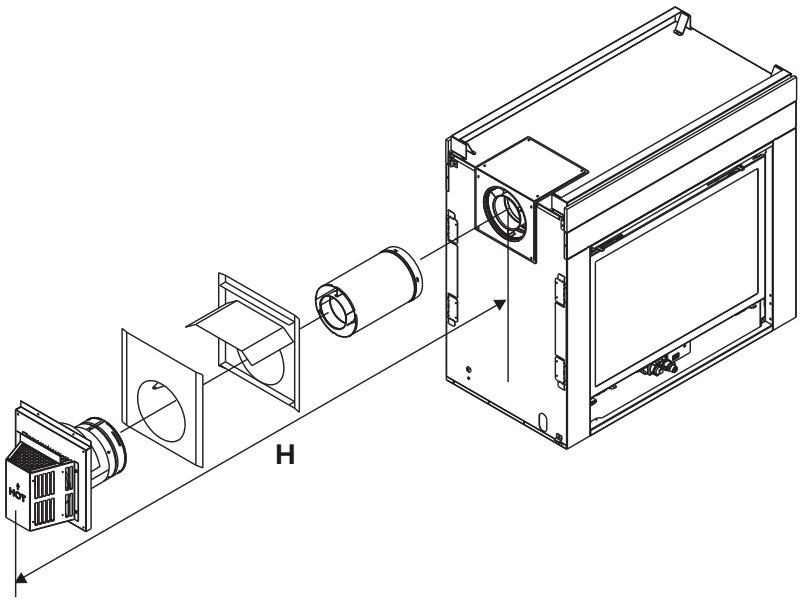


Figure 8

NATURAL GAS - FLUEING WITH ONE 90° ELBOW

V (FT.)	H (FT.)
1' MIN. (305 mm)	3' MAX. (914 mm)
2' MIN. (610 mm)	6' MAX. (1.83 m)
3' MIN. (914 mm)	9' MAX. (2.7 m)
4' MIN. (1.22 m)	12' MAX. (3.6 m)
5' MIN. (1.5 m)	15' MAX. (4.5 m)
6' MIN. (1.83 m)	18' MAX. (5.5 m)

V + H = 40' MAX. (12.2 m)

PROPANE - FLUEING WITH ONE 90° ELBOW

V (FT.)	H (FT.)
1' MIN. (305 mm)	2' MAX. (610 mm)
2' MIN. (610 mm)	4' MAX. (1.22 m)
3' MIN. (914 mm)	6' MAX. (1.83 m)
4' MIN. (1.22 m)	8' MAX. (2.4 m)
5' MIN. (1.5 m)	10' MAX. (3.0 m)
6' MIN. (1.83 m)	12' MAX. (3.6 m)

V + H = 40' MAX. (12.2 m)

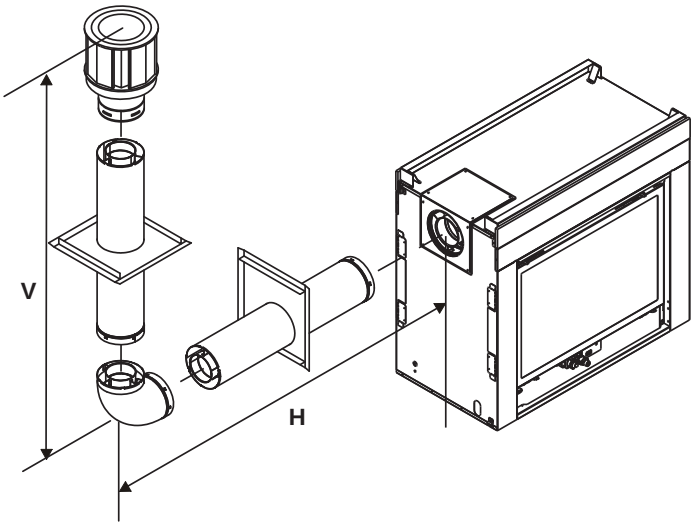
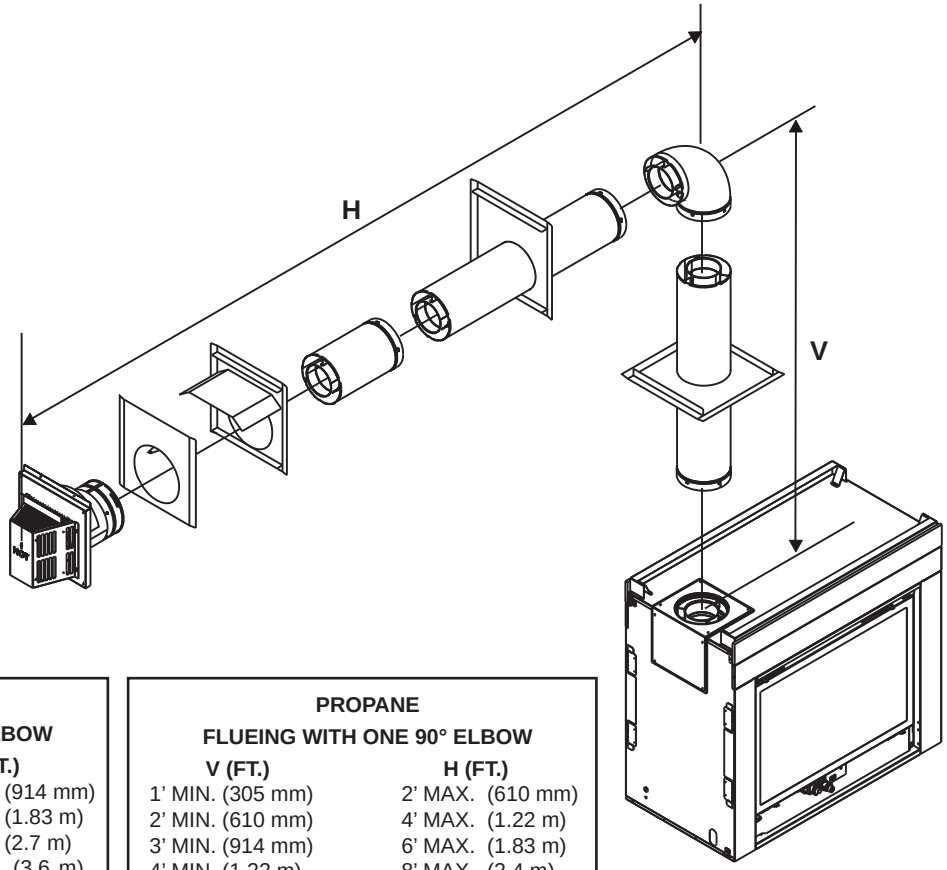


Figure 9. Flueing with One 90° Elbow



NATURAL GAS
FLUEING WITH ONE 90° ELBOW

V (FT.)	H (FT.)
1' MIN. (305 mm)	3' MAX. (914 mm)
2' MIN. (610 mm)	6' MAX. (1.83 m)
3' MIN. (914 mm)	9' MAX. (2.7 m)
4' MIN. (1.22 m)	12' MAX. (3.6 m)
5' MIN. (1.5 m)	15' MAX. (4.5 m)

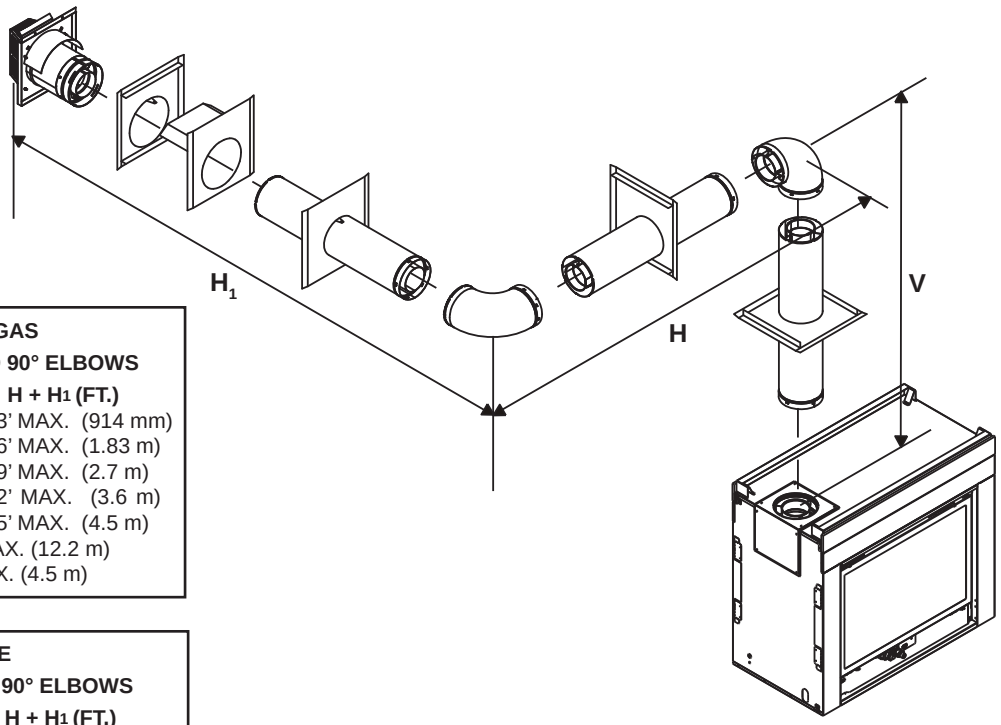
V + H = 40' MAX. (12.2 m)

PROPANE
FLUEING WITH ONE 90° ELBOW

V (FT.)	H (FT.)
1' MIN. (305 mm)	2' MAX. (610 mm)
2' MIN. (610 mm)	4' MAX. (1.22 m)
3' MIN. (914 mm)	6' MAX. (1.83 m)
4' MIN. (1.22 m)	8' MAX. (2.4 m)
5' MIN. (1.5 m)	10' MAX. (3.0 m)

V + H = 40' MAX. (12.2 m)

Figure 10. Flueing with One 90° Elbow



NATURAL GAS

FLUEING WITH TWO 90° ELBOWS

V (FT.)	H + H1 (FT.)
1' MIN. (305 mm)	3' MAX. (914 mm)
2' MIN. (610 mm)	6' MAX. (1.83 m)
3' MIN. (914 mm)	9' MAX. (2.7 m)
4' MIN. (1.22 m)	12' MAX. (3.6 m)
5' MIN. (1.5 m)	15' MAX. (4.5 m)

$V + H + H_1$ = 40' MAX. (12.2 m)

$H + H_1$ = 15' MAX. (4.5 m)

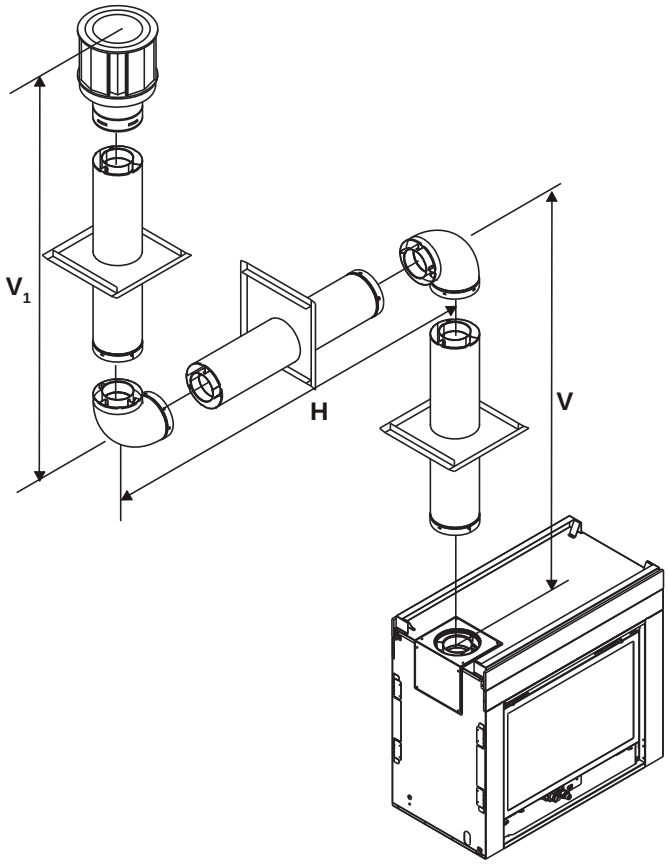
PROPANE

FLUEING WITH TWO 90° ELBOWS

V (FT.)	H + H1 (FT.)
1' MIN. (305 mm)	2' MAX. (610 mm)
2' MIN. (610 mm)	4' MAX. (1.22 m)
3' MIN. (914 mm)	6' MAX. (1.83 m)
4' MIN. (1.22 m)	8' MAX. (2.4 m)
5' MIN. (1.5 m)	10' MAX. (3.0 m)

$V + H + H_1$ = 40' MAX. (12.2 m)

$H + H_1$ = 10' MAX. (3.0 m)



NATURAL GAS

FLUEING WITH TWO 90° ELBOWS

V + V1 (FT.)	H (FT.)
1' MIN. (305 mm)	3' MAX. (914 mm)
2' MIN. (610 mm)	6' MAX. (1.83 m)
3' MIN. (914 mm)	9' MAX. (2.7 m)
4' MIN. (1.22 m)	12' MAX. (3.6 m)
5' MIN. (1.5 m)	15' MAX. (4.5 m)

$V + V_1 + H$ = 40' MAX. (12.2 m)

PROPANE

FLUEING WITH TWO 90° ELBOWS

V + V1 (FT.)	H (FT.)
1' MIN. (305 mm)	2' MAX. (610 mm)
2' MIN. (610 mm)	4' MAX. (1.22 m)
3' MIN. (914 mm)	6' MAX. (1.83 m)
4' MIN. (1.22 m)	8' MAX. (2.4 m)
5' MIN. (1.5 m)	10' MAX. (3.0 m)

$V + V_1 + H$ = 40' MAX. (12.2 m)

Figure 11. Flueing with Two 90° Elbows

NATURAL GAS

FLUEING WITH TWO 90° ELBOWS

V (FT.)	H + H1 (FT.)
1’ MIN. (305 mm)	3’ MAX. (914 mm)
2’ MIN. (610 mm)	6’ MAX. (1.83 m)
3’ MIN. (914 mm)	9’ MAX. (2.7 m)
4’ MIN. (1.22 m)	12’ MAX. (3.6 m)
5’ MIN. (1.5 m)	15’ MAX. (4.5 m)

$V + H + H_1$ = 40’ MAX. (12.2 m)

$H + H_1$ = 15’ MAX. (4.5 m)

PROPANE

FLUEING WITH TWO 90° ELBOWS

V (FT.)	H + H1 (FT.)
1’ MIN. (305 mm)	2’ MAX. (610 mm)
2’ MIN. (610 mm)	4’ MAX. (1.22 m)
3’ MIN. (914 mm)	6’ MAX. (1.83 m)
4’ MIN. (1.22 m)	8’ MAX. (2.4 m)
5’ MIN. (1.5 m)	10’ MAX. (3.0 m)

$V + H + H_1$ = 40’ MAX. (12.2 m)

$H + H_1$ = 10’ MAX. (3.0 m)

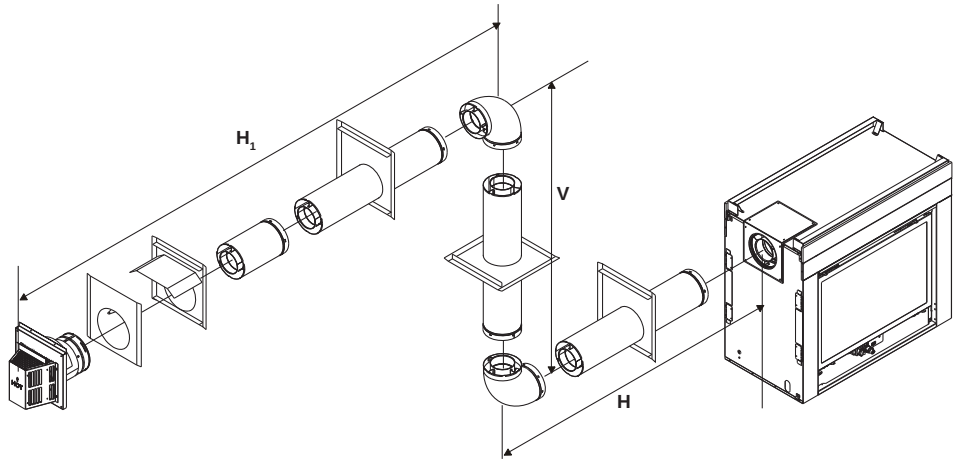


Figure 12. Flueing with Two 90° Elbows

NATURAL GAS

FLUEING WITH TWO 90° ELBOWS

V (FT.)	H + H1 (FT.)
1’ MIN. (305 mm)	3’ MAX. (914 mm)
2’ MIN. (610 mm)	6’ MAX. (1.83 m)
3’ MIN. (914 mm)	9’ MAX. (2.7 m)
4’ MIN. (1.22 m)	12’ MAX. (3.6 m)
5’ MIN. (1.5 m)	15’ MAX. (4.5 m)

$V + H + H_1$ = 40’ MAX. (12.2 m)

$H + H_1$ = 15’ MAX. (4.5 m)

PROPANE

FLUEING WITH TWO 90° ELBOWS

V (FT.)	H + H1 (FT.)
1’ MIN. (305 mm)	2’ MAX. (610 mm)
2’ MIN. (610 mm)	4’ MAX. (1.22 m)
3’ MIN. (914 mm)	6’ MAX. (1.83 m)
4’ MIN. (1.22 m)	8’ MAX. (2.4 m)
5’ MIN. (1.5 m)	10’ MAX. (3.0 m)

$V + H + H_1$ = 40’ MAX. (12.2 m)

$H + H_1$ = 10’ MAX. (3.0 m)

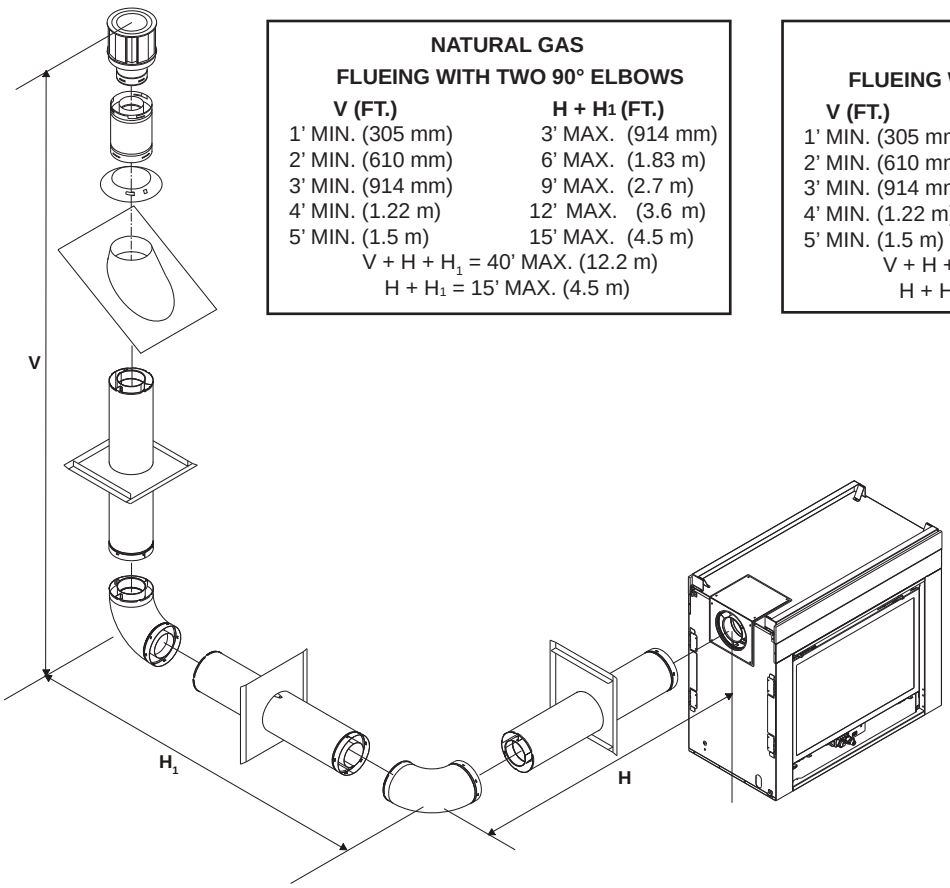


Figure 13. Flueing with Two 90° Elbows

NATURAL GAS

FLUEING WITH THREE 90° ELBOWS

V + V1 (FT.)	H + H1 (FT.)
1' MIN. (305 mm)	3' MAX. (914 mm)
2' MIN. (610 mm)	6' MAX. (1.83 m)
3' MIN. (914 mm)	9' MAX. (2.7 m)
4' MIN. (1.22 m)	12' MAX. (3.6 m)
5' MIN. (1.5 m)	15' MAX. (4.5 m)

$V + V_1 + H + H_1 = 36'$ MAX. (10.9 m)

$H + H_1 = 15'$ MAX. (4.5 m)

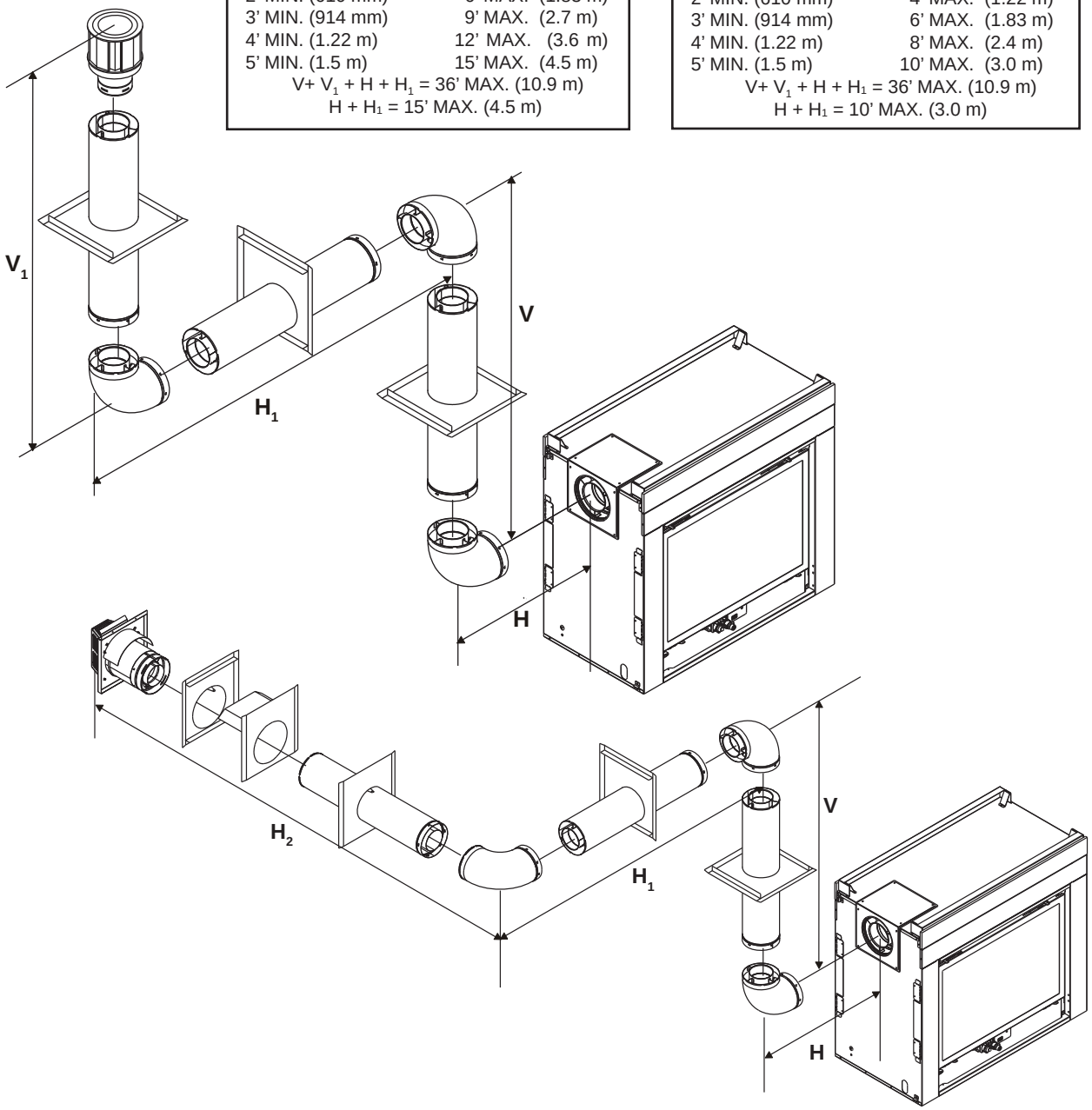
PROPANE

FLUEING WITH THREE 90° ELBOWS

V + V1 (FT.)	H + H1 (FT.)
1' MIN. (305 mm)	2' MAX. (610 mm)
2' MIN. (610 mm)	4' MAX. (1.22 m)
3' MIN. (914 mm)	6' MAX. (1.83 m)
4' MIN. (1.22 m)	8' MAX. (2.4 m)
5' MIN. (1.5 m)	10' MAX. (3.0 m)

$V + V_1 + H + H_1 = 36'$ MAX. (10.9 m)

$H + H_1 = 10'$ MAX. (3.0 m)



NATURAL GAS

FLUEING WITH THREE 90° ELBOWS

V + V1 (FT.)	H + H1 + H2 (FT.)
1' MIN. (305 mm)	3' MAX. (914 mm)
2' MIN. (610 mm)	6' MAX. (1.83 m)
3' MIN. (914 mm)	9' MAX. (2.7 m)
4' MIN. (1.22 m)	12' MAX. (3.6 m)

$V + V_1 + H + H_1 + H_2 = 36'$ MAX. (10.9 m)

$H + H_1 + H_2 = 12'$ MAX. (3.6 m)

PROPANE

FLUEING WITH THREE 90° ELBOWS

V + V1 (FT.)	H + H1 + H2 (FT.)
1' MIN. (305 mm)	2' MAX. (610 mm)
2' MIN. (610 mm)	4' MAX. (1.22 m)
3' MIN. (914 mm)	6' MAX. (1.83 m)
4' MIN. (1.22 m)	8' MAX. (2.4 m)

$V + V_1 + H + H_1 + H_2 = 36'$ MAX. (10.9 m)

$H + H_1 + H_2 = 8'$ MAX. (2.4 m)

Figure 14. Flueing with three 90° elbows

NATURAL GAS

FLUEING WITH THREE 90° ELBOWS

V + V1 (FT.)	H + H1 (FT.)
1' MIN. (305 mm)	3' MAX. (914 mm)
2' MIN. (610 mm)	6' MAX. (1.83 m)
3' MIN. (914 mm)	9' MAX. (2.7 m)
4' MIN. (1.22 m)	12' MAX. (3.6 m)

V+ V_1 + H + H_1 = 36' MAX. (10.9 m)

H + H_1 = 12' MAX. (3.6 m)

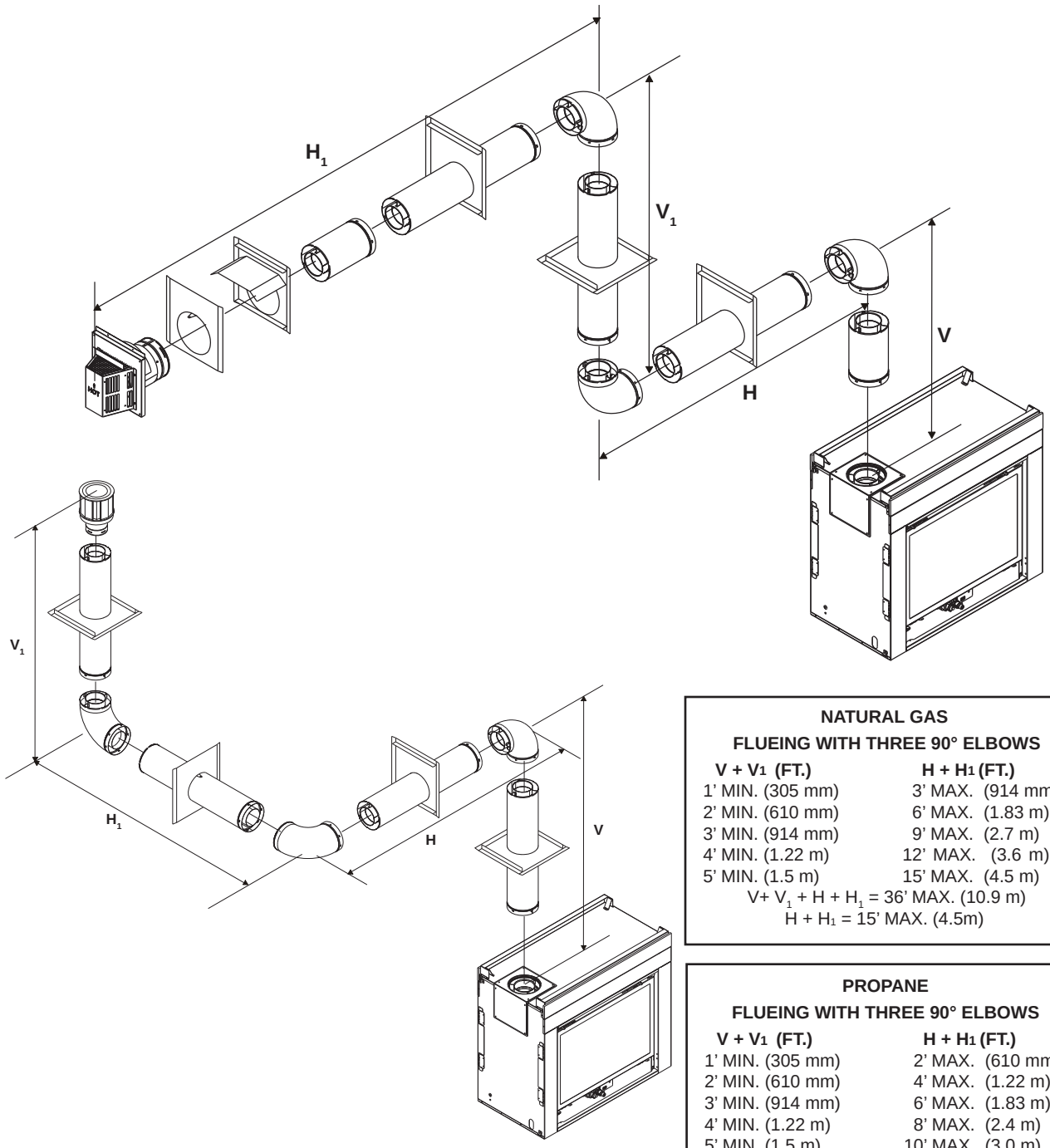
PROPANE

FLUEING WITH THREE 90° ELBOWS

V + V1 (FT.)	H + H1 (FT.)
1' MIN. (305 mm)	2' MAX. (610 mm)
2' MIN. (610 mm)	4' MAX. (1.22 m)
3' MIN. (914 mm)	6' MAX. (1.83 m)
4' MIN. (1.22 m)	8' MAX. (2.4 m)

V+ V_1 + H + H_1 = 36' MAX. (10.9 m)

H + H_1 = 8' MAX. (2.4 m)



NATURAL GAS

FLUEING WITH THREE 90° ELBOWS

V + V1 (FT.)	H + H1 (FT.)
1' MIN. (305 mm)	3' MAX. (914 mm)
2' MIN. (610 mm)	6' MAX. (1.83 m)
3' MIN. (914 mm)	9' MAX. (2.7 m)
4' MIN. (1.22 m)	12' MAX. (3.6 m)
5' MIN. (1.5 m)	15' MAX. (4.5 m)

V+ V_1 + H + H_1 = 36' MAX. (10.9 m)

H + H_1 = 15' MAX. (4.5m)

PROPANE

FLUEING WITH THREE 90° ELBOWS

V + V1 (FT.)	H + H1 (FT.)
1' MIN. (305 mm)	2' MAX. (610 mm)
2' MIN. (610 mm)	4' MAX. (1.22 m)
3' MIN. (914 mm)	6' MAX. (1.83 m)
4' MIN. (1.22 m)	8' MAX. (2.4 m)
5' MIN. (1.5 m)	10' MAX. (3.0 m)

V+ V_1 + H + H_1 = 36' MAX. (10.9 m)

H + H_1 = 10' MAX. (3.0 m)

Figure 15. Flueing with three 90° elbows

B. Installing Flue Components

After determining which direction the 45º elbow will be used follow flueing instructions accordingly.

- This heater requires the attachment of supplied 45º elbow to unit before connection of flue components.
- To attach the elbow flue, the elbow cover plate must first be removed from the unit (see Figure 16).
- The elbow can be removed from the unit by aligning the seams of the elbow to the arrows on the surrounding heat shield (see Figure 17).
- Position the elbow in the horizontal or the vertical position. Snap in place with the starting collar.
- Replace the elbow cover plate aligning it with the elbow and secure in place with the 8 screws.
- Place the rope ring around the first section of pipe and slide it up against the cover plate.

NOTE: The rope ring is needed for the heat management and to prevent cold air infiltration.

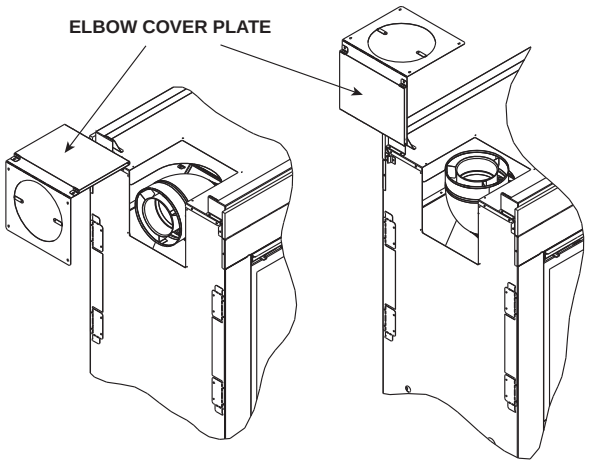


Figure 16

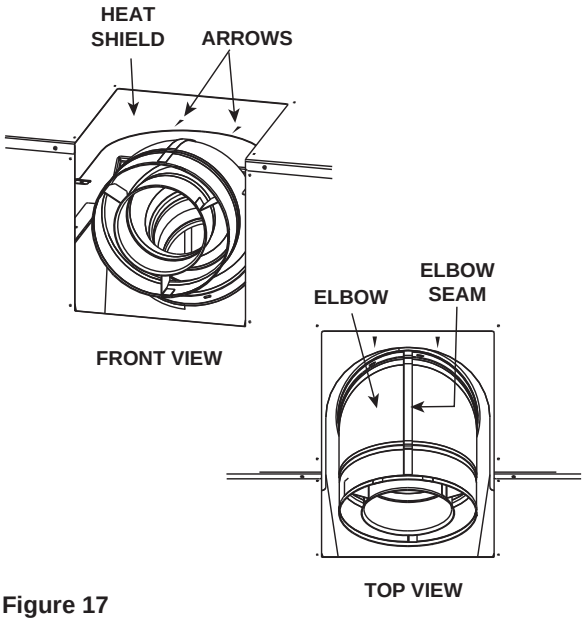


Figure 17

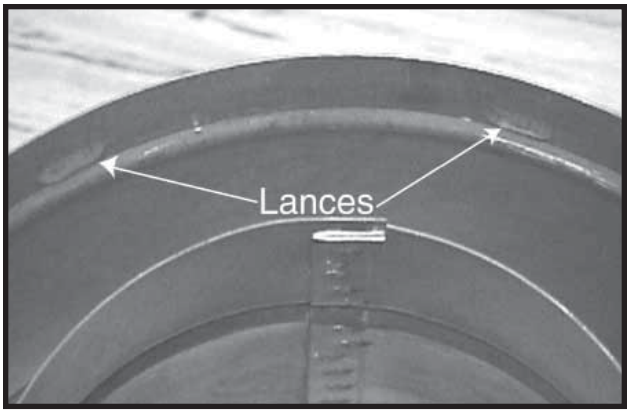


Figure 18

⚠ WARNING

Fire Risk
Exhaust Fumes Risk
Impaired Performance of Appliance

- Overlap pipe slip sections at least 1-1/2 inches (38 mm).
- Use pilot holes for screws.
- Screws must not exceed one inch long.
- Pipe may separate if not properly joined.

C. Assembling Flue Components

Insert the inner flue of section A into the flared inner flue of section B.

Start the outer flue of section A over the outer flue of section B (see Figure 19). **Note:** The end of the pipe sections with the lances/tabs on it will face towards the appliance.

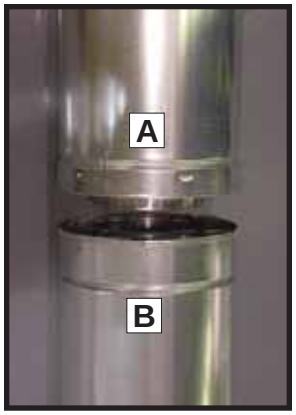
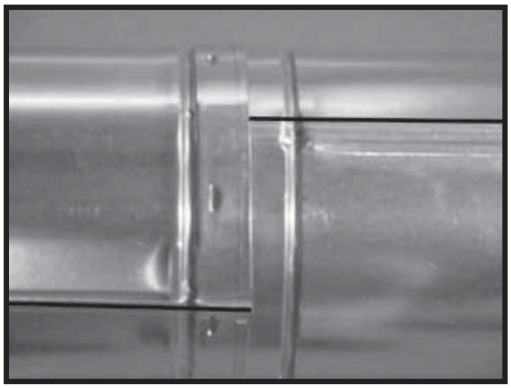


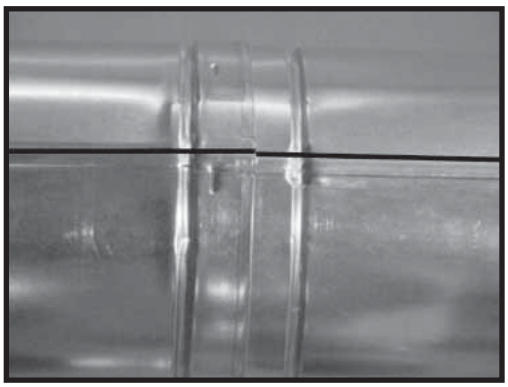
Figure 19

Figure 20

Once both inner and outer flues are started, press section A onto section B firmly until all lances have snapped into place. Check to make sure they have snapped together (see Figure 20) and the seams are not aligned (see Figure 21). Tug slightly on section A to confirm it has completely locked into place.



CORRECT



INCORRECT

Note: Make sure that the seams are not aligned to prevent unintentional disconnection.

Figure 21. Seams

Note: Make sure that seams are **NOT** aligned to prevent unintentional disconnection.

For elbows that are changing the flue direction, two screws minimum should be put in the outer flue at the joint to prevent the elbow from rotating.

D. Install Support Brackets

Refer to Cinch Pipe and Termination Cap installation Instructions.

E. Install Firestops

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

> **Note:** Model DVP-TRAP does not need an exterior firestop on an exterior combustible wall. The firestop is built into the cap.

To install firestops (heat shield) for horizontal runs that pass through either interior or exterior walls:

- Cut a 10-inch by 12-inch (254 mm X 305 mm) hole through the wall.

> **Note:** The center of the hole is one (1) inch (25.4 mm) 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 bottom of the firestop.
- Continue the flue run through the firestop.

> **Note:** There must be NO INSULATION or other combustibles inside the framed firestop opening.

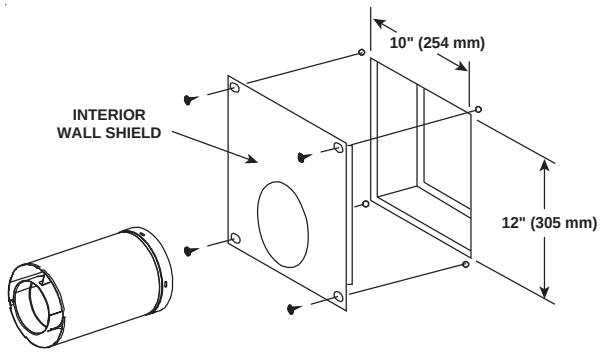


Figure 22. 254 mm x 305 mm Hole and Flue Pipe

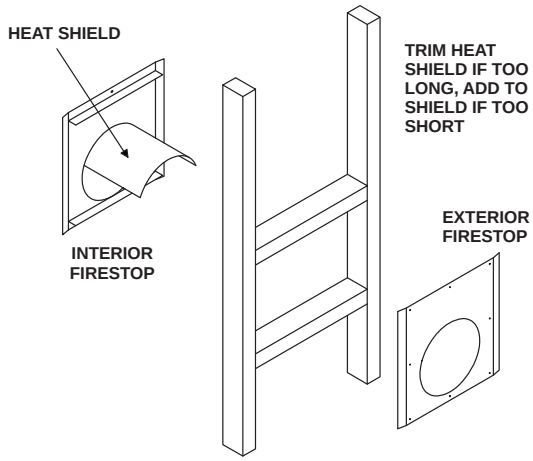


Figure 23. Heat Shield, Interior & Exterior Firestops

For Vertical Runs - One 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 center point.
- 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 a 10" x 10" (254 mm X 254 mm) hole through the ceiling, using the firestop pipe opening as a guide.
- Frame the hole with framing lumber the same size as the ceiling joists.

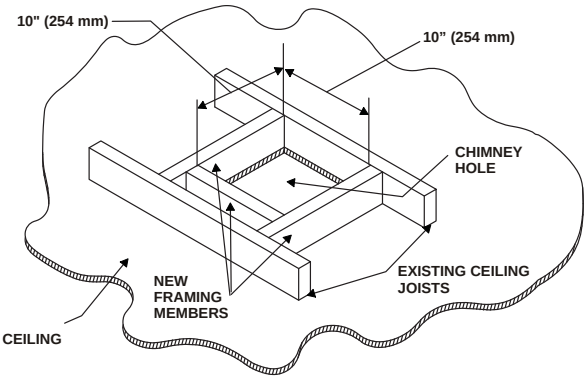


Figure 24. Hole & New Framing Members

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.

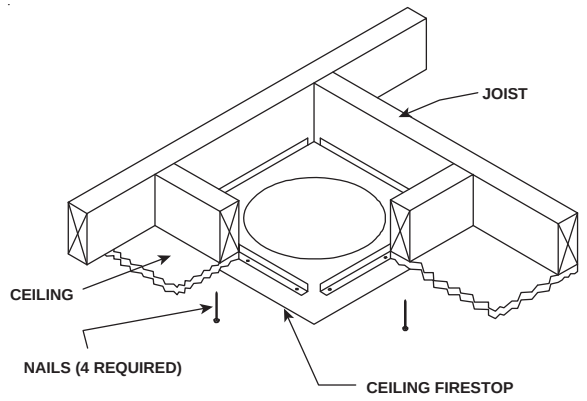


Figure 25. Ceiling Firestop (Ceiling Side)

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

NOTE: Keep insulation away from the flue pipe at least 25 mm.

NOTE: There must be NO INSULATION or other combustibles inside the framed firestop opening.

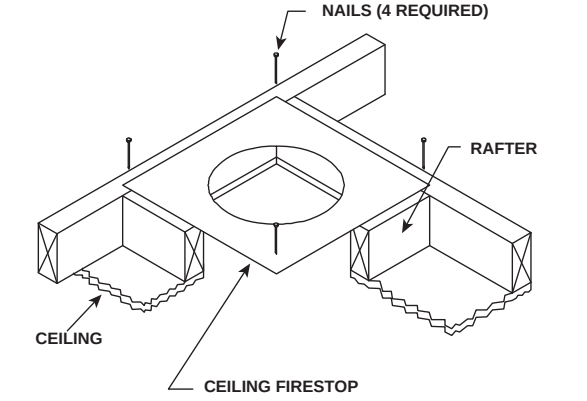


Figure 26. Attic Firestop

F. Flue Termination

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

- The rear flue heat shield MUST be placed one inch above the top of the flue between the wall shield and the base of the termination cap.
- One section of the heat shield is attached to the wall shield. The other is attached to the termination cap in the same manner.
- The heat shield sections will overlap to match the wall thickness (depth).
- If the wall thickness does not allow the required 1-1/2 inch heat shield overlap, an extended heat shield must be used. The extended heat shield will need to be cut to the thickness of the wall and be attached to the wall shield.
- The small leg in the shield rests on top of the flue to properly space it from the pipe section (see Figure 27).

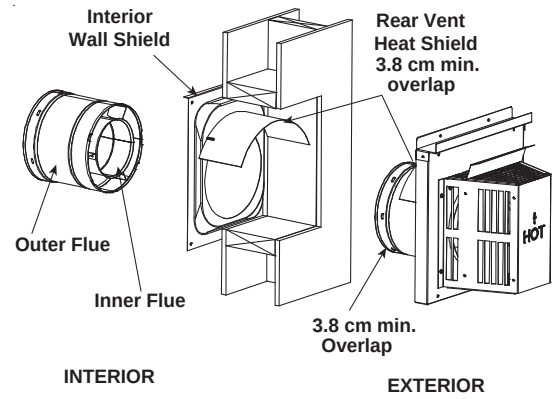


Figure 27. Flueing through the Wall

- 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 and interlock the flue sections.

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

- Use a high-temperature sealant gasket to seal between the pipe and exterior firestop.

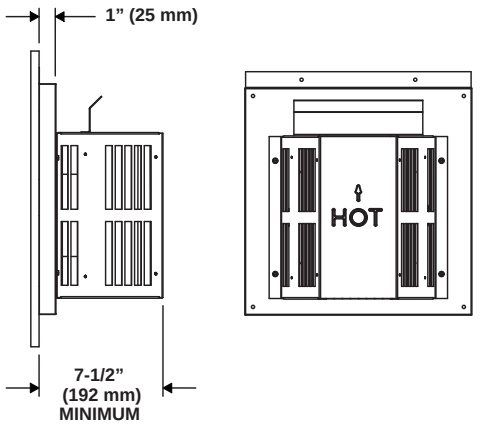


Figure 28. Termination Cap

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

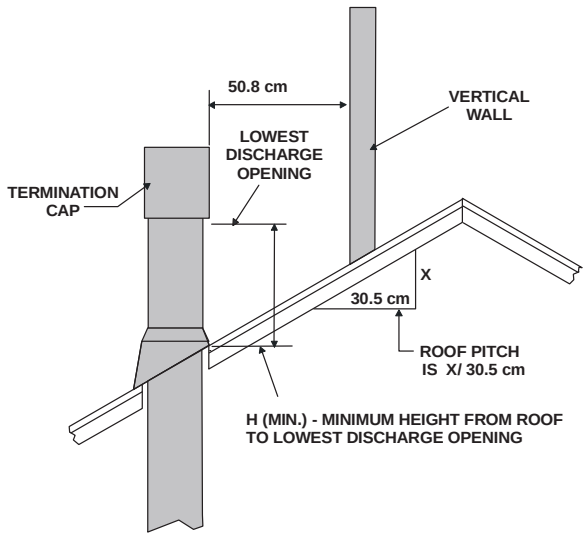
- Locate and mark the flue center point on the underside of the roof, and drive a nail through the center point.
- Make the outline of the roof hole around the center point nail.
- The size of the roof hole framing dimensions depend on the pitch of the roof. There **MUST BE** a 1-inch (25 mm) clearance 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.

⚠ WARNING: FOLLOWING NATIONAL REGULATIONS AND CODES OF PRACTICE FOR MINIMUM CLEARANCES FROM GAS TERMINALS, AND PLACEMENT OF GAS TERMINAL.

NOTE: This also pertains to vertical flue systems installed on the outside of the building.

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

- 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 snap into place.



Roof Pitch	H (min.)
Flat to 6/12	305 mm (1.0 ft.)*
6/12 to 7/12	381 mm (1.25 ft.)*
Over 7/12 to 8/12	458 mm (1.5 ft.)*
Over 8/12 to 9/12	610 mm (2.0 ft.)*
Over 9/12 to 10/12	762 mm (2.5 ft.)*
Over 10/12 to 11/12	991 mm (3.25 ft.)
Over 11/12 to 12/12	1.2 m (4.0 ft.)
Over 12/12 to 14/12	1.5 m (5.0 ft.)
Over 14/12 to 16/12	1.9 m (6.0 ft.)
Over 16/12 to 18/12	2.2 m (7.0 ft.)
Over 18/12 to 20/12	2.3 m (7.5 ft.)
Over 20/12 to 21/12	2.5 m (8.0 ft.

* 91.4 cm minimum in snow regions

Figure 29. Minimum Height from Roof to Lowest Discharge Opening

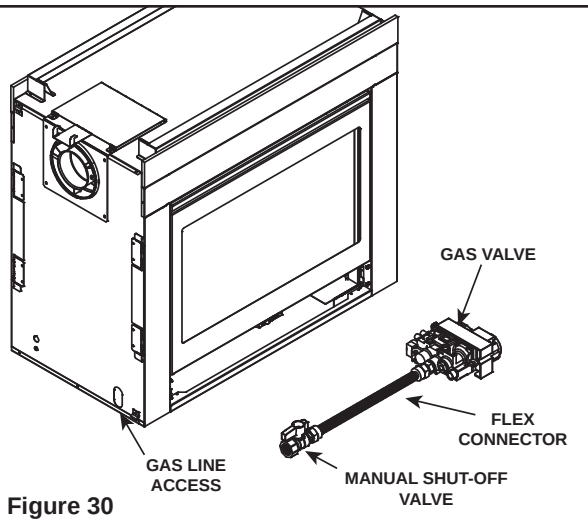


Figure 30

1.4 CONNECTING THE GAS SUPPLY

The gas is introduced to the appliance on the left hand side (see Figure 30). 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.

1.5 IGNITION SYSTEM WIRING

- This gas heater is equipped with an electronic ignition system which operates on a 6 volt system.
- This appliance requires 240 VAC to be wired to the factory installed junction box. Check factory installed power cord for damage before using.

⚠ WARNING

Shock hazard.

- Replace damaged wire with type 105º C rated wire.
- Wire must have high temperature insulation.

CAUTION

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

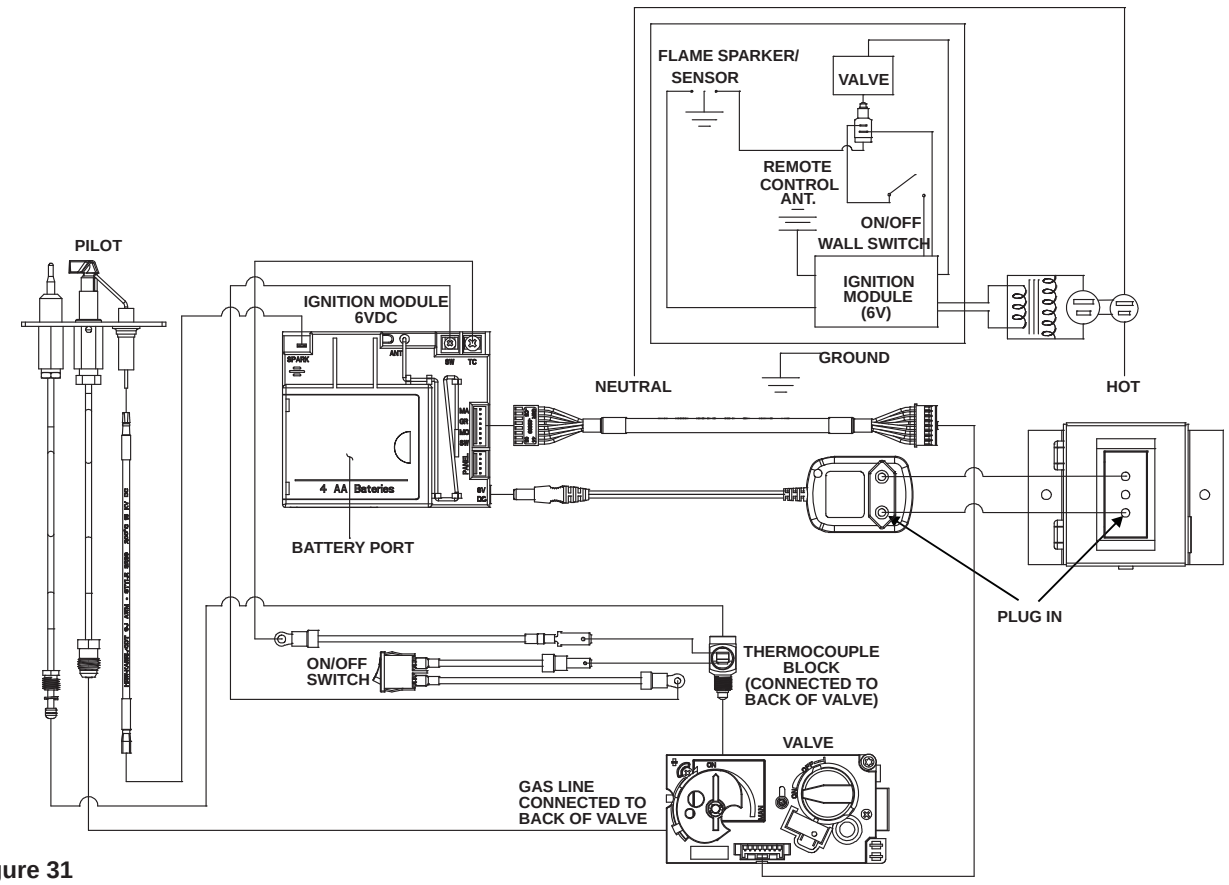


Figure 31

NOTE: IF ANY OF THE ORIGINAL WIRE AS SUPPLIED WITH THE APPLIANCE MUST BE REPLACED, IT MUST BE REPLACED WITH TYPE 105º C RATED WIRE.

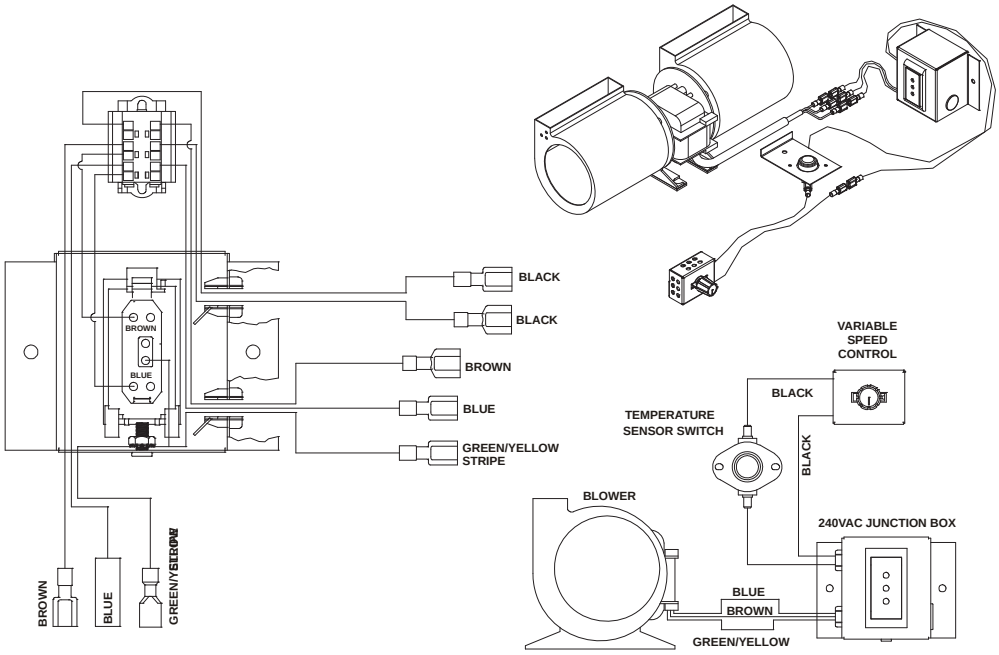


Figure 32. Fan, Switches and Fan Wiring Diagram

1.6 BLOWER WIRING

These heaters have a factory installed fan, electrical junction boxes, 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 lower exterior side of the unit. Figure 32 shows the fan, switches, and fan wiring diagram. Figure 33 shows the wire connection detail.

NOTE: If the supply cord is damaged, it must be replaced by the manufacturer, an authorized service agent, or a similarly qualified person in order to avoid a hazard.

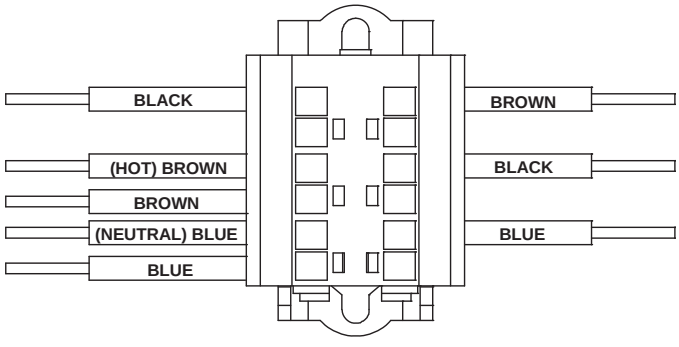


Figure 33. Wire Connection Detail

1.7. MANTEL CLEARANCES

Clearance to a mantelpiece is 279 mm. See Figure 34.

If joints between the finished walls and the heater surround (top and sides) are sealed, a 150º C. minimum sealant material must be used. These joints are not required to be sealed. Only non-combustible material (using 150º C. minimum adhesive, if needed) can be applied as facing to the heater surround (see Figure 35).

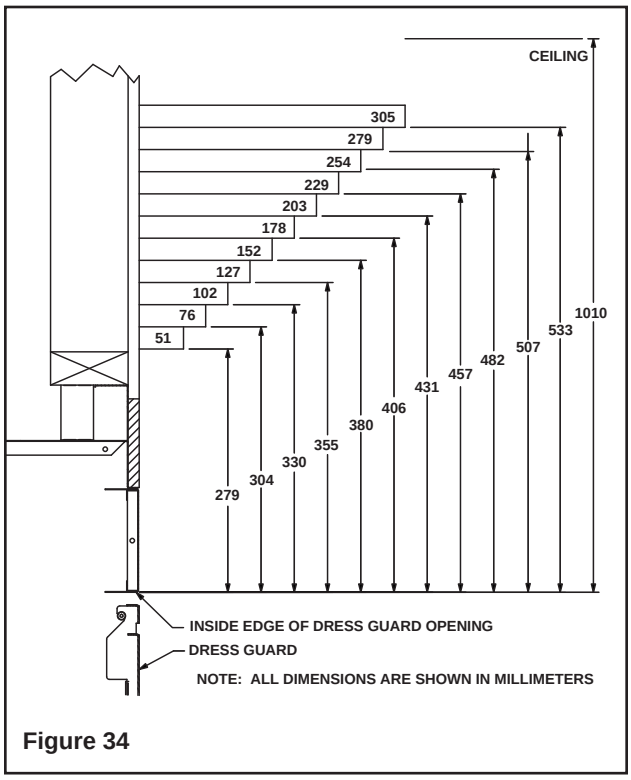


Figure 34

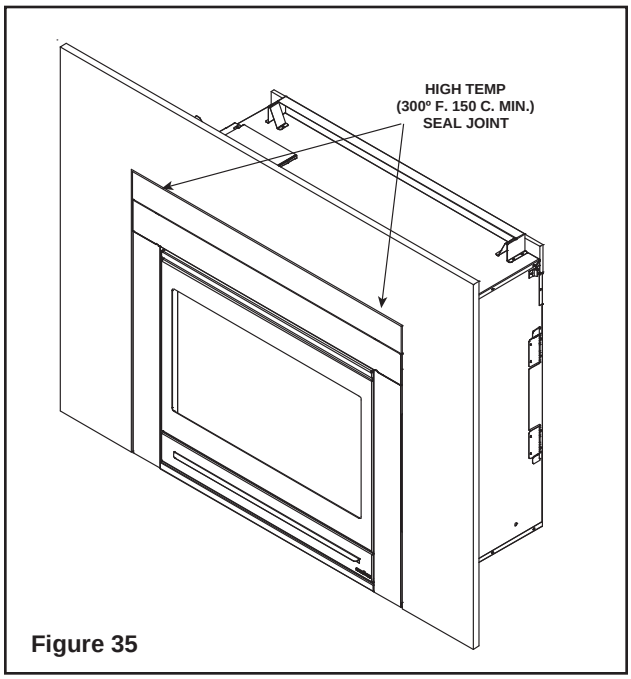
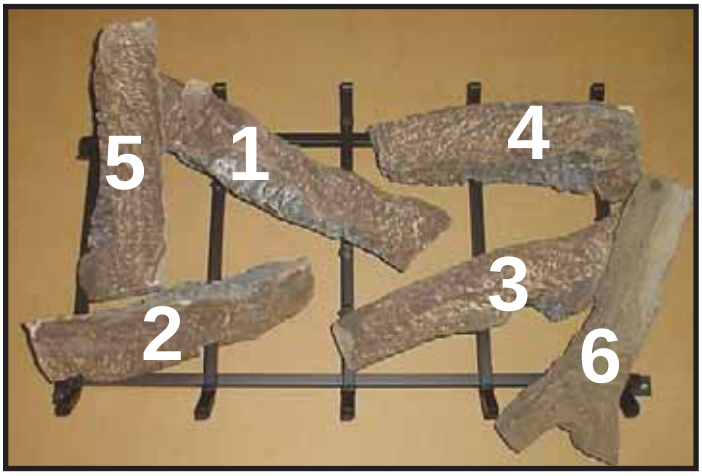
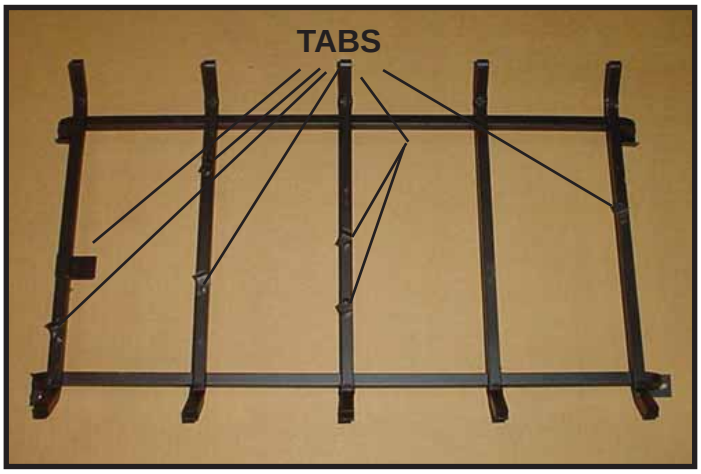


Figure 35

1.8 LOG INSTRUCTION

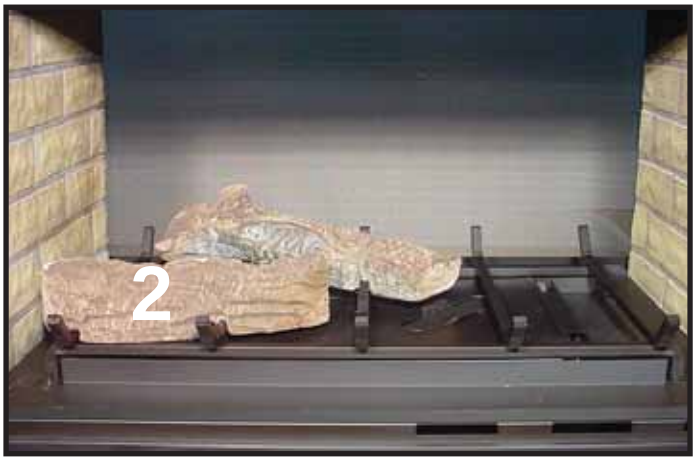
Log Assembly: LOG-ST-CE

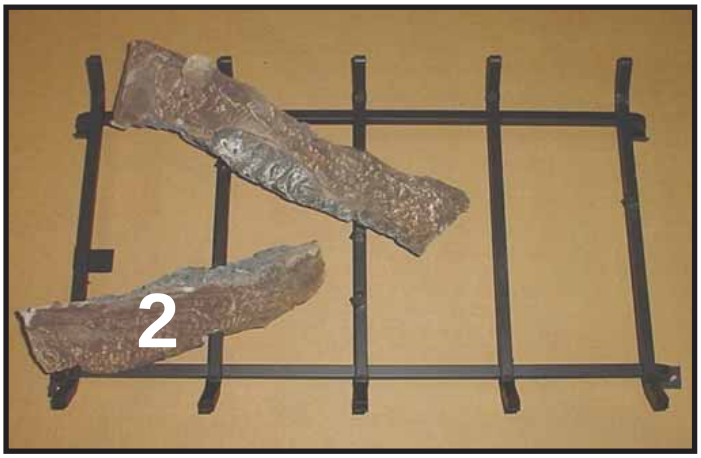




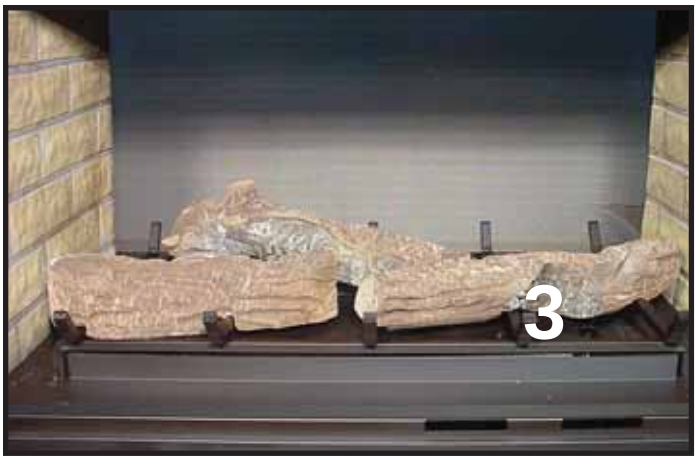
CAUTION: Logs are fragile. Carefully remove the log packages from the heater and the tags from their packages. Handle logs gently. Place the logs in the heater by following the steps shown. Replace the glass door and dress guard previously removed prior to lighting the unit. Be certain the gas logs are properly positioned. Logs #4 and #5 are the same log. See Service Parts pages for individual assembly photos.

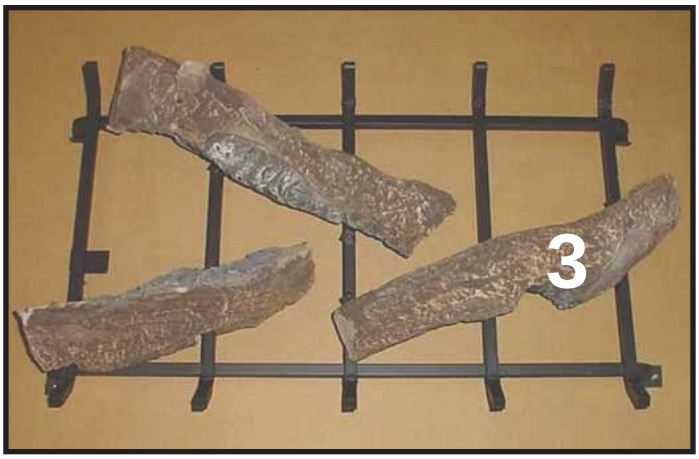
LOG #1 (SRV2068-700): Place log #1 behind grate tabs on the second and third grate bars on the left rear corner. Position so that the bottom grooves fit over bars and the log is snug against the grate tabs.



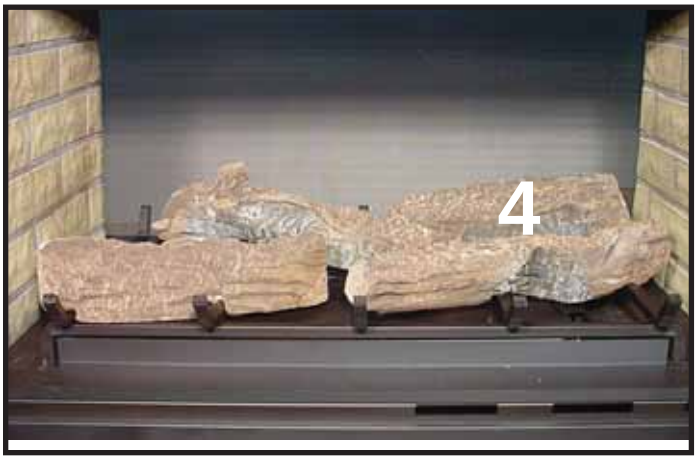


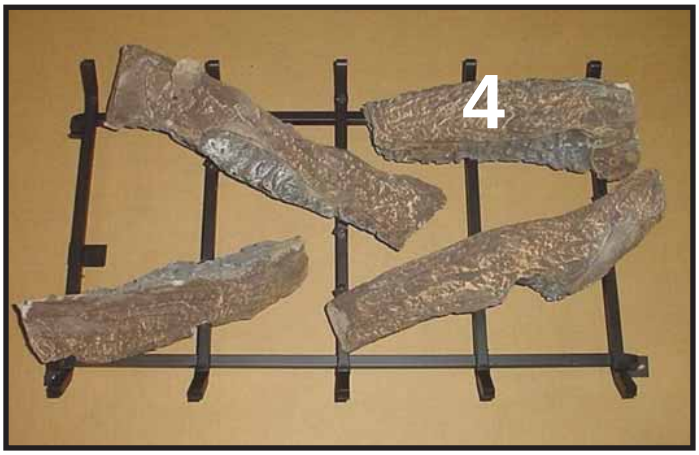
LOG #2 (SRV2068-701): Locate log #2 in left front corner of the log grate using bottom grooves for placement. Push log against grate tabs on first and second bars.



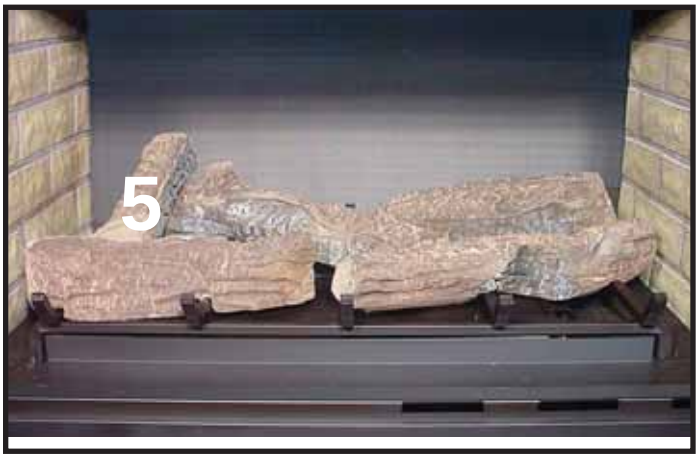


LOG #3 (SRV2068-702): Position log #3 across the third, fourth and fifth grate bars and push towards the rear against the grate tabs on bars three and five.





LOG #4 (SRV2068-703): Place log #4 in the right rear corner of the log grate using bottom grooves for placement. Align log #4 by using the grate corner and rear cross bar as stops.



LOG #5 (SRV2068-703): Place log #5 on top of flat spot on log #1 and against the inside of log #2. Be careful not to reposition log #2 when placing this log.

LOG #6 (SRV582-705): Position log #6 on top of the groove in log #3 with the forked end resting on the grate assembly as shown.

1.9 INSTALLER TESTING

The space heater must be tested and be operating according to manufacturers 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.

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 (9.5 mm) of the flame sensor rod should be engulfed in the pilot flame (see Figure 36). See Table 1 for pressure requirements.

Follow TROUBLESHOOTING section for adjusting the appliance to operate properly.

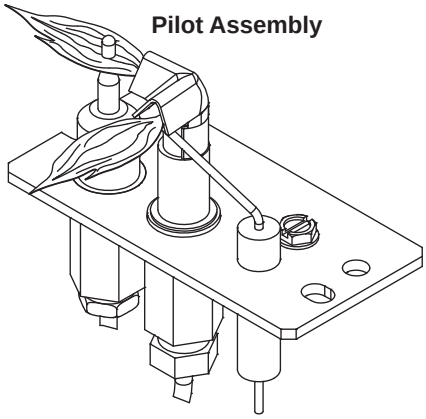


Figure 36

Table 1.

	Natural Gas	Propane Gas
Inlet Pressure	1.13 kPa	2.75 kPa
Outlet Pressure	.70 kPa	2.36 kPa
Max. Gas Consumption	44.0 mJ/h	34.0 mJ/h
Burner Injector	3.26 mm	1.70 mm

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 this model employs an electronic pilot ignition. It consists of a 6V gas control valve/variable regulator, an electronic module, a thermocouple and a remote control. The controls are located in the lower compartment behind the lower door, and access is gained by lifting the door up. See Figure 1.

⚠ WARNING: DO NOT CONNECT 220-240 VAC TO THE GAS CONTROL VALVE OR CONTROL WIRING SYSTEM OF THIS UNIT.

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.

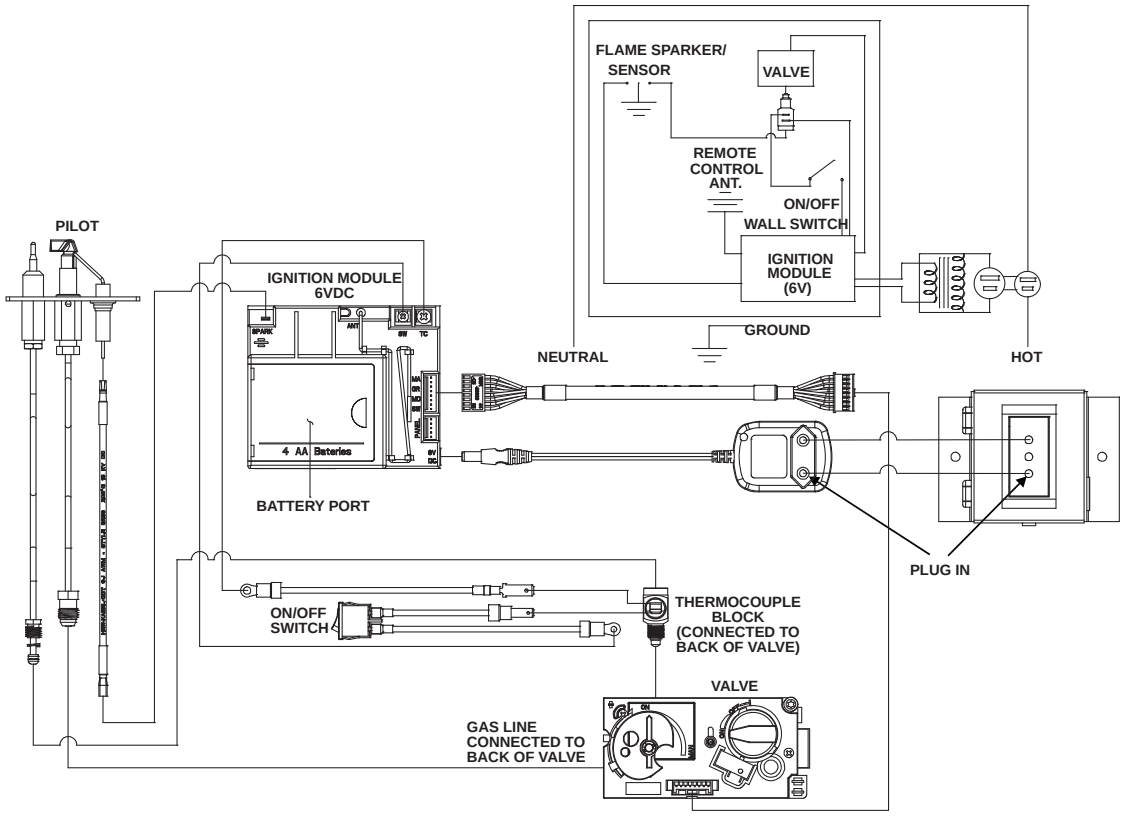


Figure 37

⚠ WARNING

HOT SURFACES!
Glass and other surfaces are hot during operation AND cool down.

Hot glass will cause burns.
- **DO NOT** touch glass until it is cooled
- NEVER allow children to touch glass
- Keep children away

- CAREFULLY SUPERVISE children in same room as fireplace.
- Alert children and adults to hazards of high temperatures.

High temperatures may ignite clothing or other flammable materials.
- Keep clothing, furniture, draperies and other flammable materials away.

This appliance has been supplied with an integral barrier to prevent direct contact with the fixed glass panel. DO NOT operate the appliance with the barrier removed.

2.1 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 dress guard must be in place and sealed and the fixed mesh trim assembly must be in place on the heater 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 heater manufacturer. No substitute materials may be used.

2.2. SAFETY & LIGHTING INFORMATION

Follow **SAFETY INFORMATION** and **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.

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

These gas models have remote control valve which allow you to increase or decrease the height of the main burner flames. Push the ▲ button to increase the flame height and the ▼ button to decrease the flame height.

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 heater is equipped with an electronic pilot ignition device which automatically lights the burner. Do not try to light the burner by hand.

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

WHAT TO DO IF YOU SMELL GAS

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

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

WARNING:

DO NOT CONNECT 240 VAC TO THE CONTROL VALVE.

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to the owner's information manual provided with this heater.

This heater needs fresh air for safe operation and must be installed so there are provisions for adequate combustion and ventilation air.

If not installed, operated, and maintained in accordance with the manufacturer's instructions, this product could expose you to substances in fuel or fuel combustion.

Keep burner and control compartment clean. See installation and operating instructions accompanying heater.

CAUTION:

Hot while in operation. Do not touch. Keep children, clothing, furniture, gasoline and other liquids having flammable vapors away.

Do not operate the heater with panel(s) removed, cracked or broken. Replacement of the panel (s) should be done by a licensed or qualified service person.

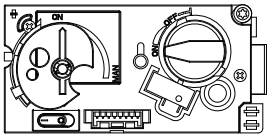
NOT FOR USE WITH SOLID FUEL

For use with natural, propane and butane gases.

LIGHTING INSTRUCTIONS

1. This heater is equipped with an ignition device which automatically lights the burner. Do not try to light the burner by hand.

GAS VALVE



2. 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 located on the left side of this label. If you don't smell gas, go to next step.
3. To light the burner, simultaneously press the star ✨ and up▲ arrow buttons on the remote control until a short acoustic signal confirms the start sequence has begun.
4. If the heater will not operate, check the batteries then follow the instructions "To Turn Off Gas to Heater" and call your service technician or gas supplier.

TO TURN OFF GAS TO HEATER

1. Push the 'OFF' button on remote.
2. Remove batteries from receiver.

2.3 POWER OUTAGE

In the event of a power interruption during operation, either push the OFF button on the remote control or open access door and push the switch to OFF (as shown in Figure 38) to shut off manually. The switch must be returned to the ON position prior to operation once power is restored.

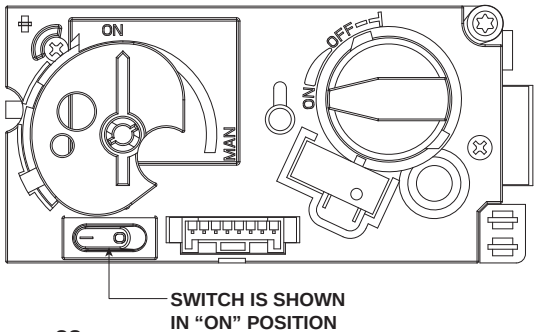


Figure 38

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 32 for fan wiring diagram.

3.0 SERVICING AND MAINTENANCE

1. **HEATER SERVICING:** Frequency of heater servicing will depend upon use and type of installation.
2. **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.
3. The appliance and flue system should be inspected before initial use and at least annually by a qualified field service person.
4. Inspect the external flue cap on a regular basis to make sure that no debris is interfering with the air flow.
5. Keep the control compartment, logs, and burner area surrounding 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.

6. The glass door should be cleaned using a household glass cleaner. **DO NOT** handle or attempt to clean the glass when it is **HOT.**
7. Visually inspect the flexible power supply cord; if damaged, contact the service agent for a special replacement cord assembly.
8. 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. Flames should be steady, not floating.

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 of the thermocouple should be engulfed in the pilot flame (See Figure 39).

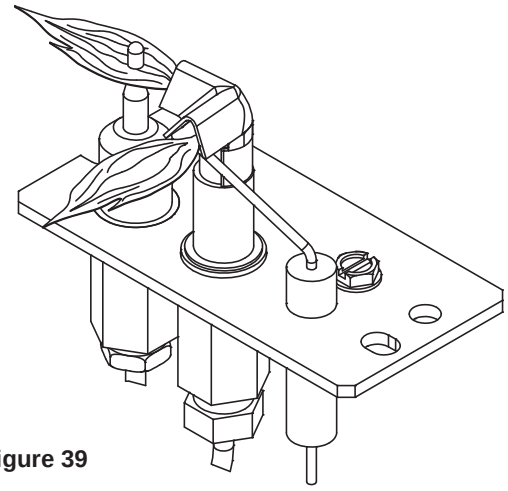


Figure 39

A. REMOVAL OF COVERS FOR SERVICING

A. Control Compartment Access Door

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

B. Trim door and Glass Door

- Lift the front trim door up and out away from the appliance side surrounds. Replace the door when servicing is complete.
- Note carefully how the glass assembly is held in place. Release the four spring latches at the bottom and top of the glass door. Carefully lift the glass up and out away from the appliance. See Figure 40.

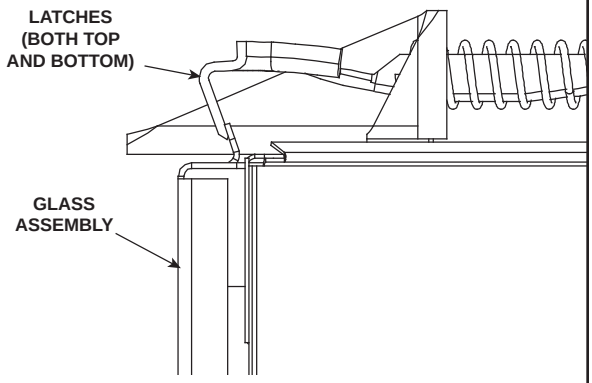


Figure 40

B. REMOVAL OF COMPONENTS FOR SERVICE

A. Burner

- Remove the logs and grate.
- Remove the cover plates at the ends of the burner.
- Remove the four retaining screws in the burner corners. Remove two pilot bracket retaining screws (see Figure 41.) Slide the burner away from the burner orifice.

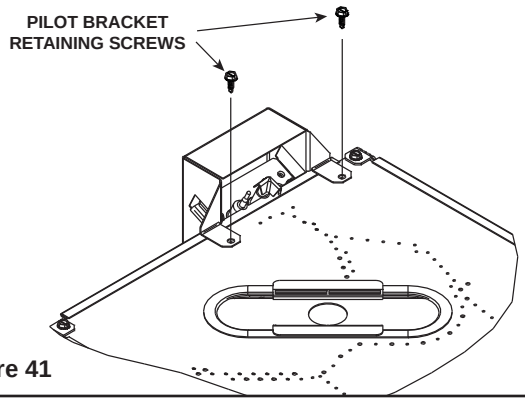


Figure 41

CAUTION: ALL SCREWS WHICH WERE REMOVED MUST BE REPLACED.

B. Pilot Assembly/Ignition System

- Remove the log set, log grate, base pan and burner.
- Disconnect the gas supply tube from the underside of the gas valve.
- Disconnect the ignition cable and thermocouple retaining nut.
- Unscrew the pilot assembly bracket and remove.

3.3 PARTS REPLACEMENT

A. Fan/Switches

- Unplug 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.

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.

E. MAINTENANCE TASKS

Inspect	Maintenance Tasks
Doors	1. Inspect for scratches, dents or other damage and repair as necessary.
	2. Verify no obstructions to airflow.
	3. Verify maintenance of proper clearance to combustible household objects.
Gasket Seal, Glass Assembly and Glass	1. Inspect gasket seal and its condition.
	2. Inspect glass panels for scratches and nicks that can lead to breakage when exposed to heat.
	3. Confirm there is no damage to glass or glass frame. Replace as necessary.
	4. Verify that latches engage properly, clip studs are not stripped, and glass attachment components are intact and operating properly. Replace as necessary.
	5. Clean glass. Replace glass assembly if severely coated with silicate deposits that cannot be removed.
Valve Compartment and Firebox Top	1. Vacuum and wipe out dust, cobwebs, debris or pet hair. Use caution when cleaning these areas. Screw tips that have penetrated the sheet metal are sharp and should be avoided.
	2. Remove any foreign objects.
	3. Verify unobstructed air circulation.
Logs	1. Inspect for broken, damaged, or missing logs. Replace as necessary.
	2. Verify correct log placement and no flame impingement causing sooting. Correct as necessary.
Firebox	1. Inspect for paint condition, warpage, corrosion or perforation. Sand and repaint as necessary.
	2. Replace appliance if firebox has been perforated.
Burner Ignition and Operation	1. Verify burner is properly secured and aligned with pilot or igniter.
	2. Clean off burner top, inspect for plugged ports, corrosion or deterioration. Replace burner if necessary.
	3. Replace ember materials with new dime-size and shape pieces. Do not block ports or obstruct lighting paths.
	4. Check for smooth lighting and ignition carryover to all ports. Verify there is no ignition delay.
	5. Inspect for lifting or other flame problems.
	6. Inspect orifice for soot, dirt or corrosion.
	7. Verify manifold and inlet pressures. Adjust regulator as required.
	8. Inspect pilot flame strength. Clean or replace orifice as necessary.
	9. Inspect thermocouple/thermopile or IPI sensor rod for soot, corrosion and deterioration. Clean with emery cloth or replace as required.
Flueing	1. Inspect venting for blockage or obstruction such as bird nests, leaves, etc.
	2. Confirm that termination cap remains clear and unobstructed by plants, etc.
	3. Verify that termination cap clearance to subsequent construction (building additions, decks, fences or sheds) has been maintained.
	4. Inspect for corrosion or separation.
	5. Verify weather stripping, sealing and flashing remains intact.
Remote controls	1. Verify operation of remote.
	2. Replace batteries in remote transmitters and battery-powered receivers.

F. TROUBLESHOOTING

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 Troubleshooting Guide below. This guide will assist a qualified service person in the diagnosis of problems and the corrective action to be taken.

Electronic Ignition System

Symptom	Possible Causes	Corrective Actions
1. No transmission, motor does not turn.	a. Receiver must learn new code.	Press and hold the receiver's reset button until you hear 2 acoustic signals. After the second longer acoustic signal, release the reset button and within the subsequent 20 seconds, press the down arrow on the remote handset until you hear an additional long acoustic signal confirming the new code is set.
2. No ignition. No tone.	a. Receiver	Replace receiver and reprogram code.
3. No ignition; one 5 seconds continuous tone (7 shorts beeps might be heard prior to the 5 seconds tone).	a. ON/OFF switch is in OFF position.	Push switch to ON position.
	b. Loose wire.	Secure wire.
	c. Receiver.	Replace receiver and reprogram.
	d. Bent pins on 8 wire connector.	Straighten pins on 8 wire connector.
	e. Valve.	Replace valve.
4. No pilot flame and control continues to spark.	a. Air in the pilot supply line.	Purge the line or start ignition several times.
	b. Thermocouple circuit wired incorrectly.	Check polarity of the thermocouple wires.
	c. No spark at pilot burner	Check spark gap, check wiring connection. Check for spark in location along cable.
	d. Valve.	Replace valve. Do not over tighten.
	e. Over tightened thermocouple interrupter.	Replace valve and thermocouple interrupter.
	f. Receiver.	Replace receiver and reprogram code.
5. Pilot is lit and control continues to spark. Valve shuts off after 10 to 30 seconds. Valve operates manually.	a. Receiver.	Replace receiver and reprogram code.
6. Pilot is lit, sparking stops if a flame is present. Valve shuts off after 10 to 60 seconds. Valve does not work manually.	a. Thermocouple.	Replace thermocouple.
	b. Low inlet pressure to valve.	Confirm sufficient inlet pressure to the valve. Adjust or replace inlet regulator if necessary.
	c. Valve.	Replace valve and the thermocouple interrupter.
7. 3 short beeps while the motor turns.	a. Batteries are low.	Replace batteries - quality alkaline recommended. WARNING: Creating an electrical short between the batteries/battery box and metal parts of the appliance may render the receiver inoperable.
8. Pilot flame lights but there is no main gas flow.	a. Manual override know (if equipped) is in MAN position.	Turn Manual override know to ON position.
	b. Valve turned don to pilot flow.	Turn flame to high fire by pressing up button on remote handset.
	c. Low inlet pressure to valve.	Confirm sufficient inlet pressure to the valve.
9. Pilot sparks, but pilot will not light.	a. Correct gas supply.	Verify that incoming gas line ball valve is "open". Verify that inlet pressure reading is within acceptable limits, inlet pressure must not exceed 50 mbar.
	b. Ignitor gap is too large.	Verify that spark gap from ignitor to pilot hood is .43 cm.
	c. Module is not grounded.	Verify module is securely grounded to metal chassis of heater.

Electronic Ignition System - *(continued)*

Symptom	Possible Causes	Corrective Actions
10. Glass soots.	a. Flame impingement on logs.	Adjust the log set so that the flame does not impinge on it.
	b. Improper venturi setting.	Adjust the air shutter at the base of the burner.
	c. Debris around venturi.	Inspect the opening at the base of the burner. It is imperative that NO material be placed in this opening.
11. 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 points are tight and have no leaks. 2. Check to make sure that no material has been placed in the opening at the burner base or in the area of the air holes in the center of the base pan beneath the burner. 3. Be sure glass is tightened properly on unit, particularly on top corners.

Hearth & Home Technologies Inc.
LIMITED LIFETIME WARRANTY

Hearth & Home Technologies Inc., on behalf of its hearth brands (”HHT”), extends the following warranty for HHT gas, wood, pellet, coal and electric hearth appliances that are purchased from an HHT authorized dealer.

WARRANTY COVERAGE:

HHT warrants to the original owner of the HHT appliance at the site of installation, and to any transferee taking ownership of the appliance at the site of installation within two years following the date of original purchase, that the HHT appliance will be free from defects in materials and workmanship at the time of manufacture. After installation, if covered components manufactured by HHT are found to be defective in materials or workmanship during the applicable warranty period, HHT will, at its option, repair or replace the covered components. HHT, at its own discretion, may fully discharge all of its obligations under such warranties by replacing the product itself or refunding the verified purchase price of the product itself. The maximum amount recoverable under this warranty is limited to the purchase price of the product. This warranty is subject to conditions, exclusions and limitations as described below.

WARRANTY PERIOD:

Warranty coverage begins on the date of installation. 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, authorized HHT dealer/ distributor, whichever occurs earlier. The warranty shall commence no later than 24 months following the date of product shipment from HHT, regardless of the installation or occupancy date. The warranty period for parts and labor for covered components is produced in the following table.

The term “Limited Lifetime” in the table below is defined as: 20 years from the beginning date of warranty coverage for gas appliances, and 10 years from the beginning date of warranty coverage for wood, pellet, and coal appliances. These time periods reflect the minimum expected useful lives of the designated components under normal operating conditions.

Warranty Period		HHT Manufactured Appliances and Venting							Components Covered
Parts	Labor	Gas	Wood	Pellet	EPA Wood	Coal	Electric	Venting	
1 Year		X	X	X	X	X	X	X	All parts and material except as covered by Conditions, Exclusions, and Limitations listed
2 years				X	X	X			Igniters, electronic components, and glass
		X	X	X	X	X			Factory-installed blowers
			X						Molded refractory panels
3 years				X					Firepots and burnpots
5 years	1 year			X	X				Castings and baffles
7 years	3 years		X	X	X				Manifold tubes, HHT chimney and termination
10 years	1 year	X							Burners, logs and refractory
Limited Lifetime	3 years	X	X	X	X	X			Firebox and heat exchanger
90 Days		X	X	X	X	X	X	X	All replacement parts beyond warranty period

See conditions, exclusions, and limitations on next page.

WARRANTY CONDITIONS:

- This warranty only covers HHT appliances that are purchased through an HHT authorized dealer or distributor. A list of HHT authorized dealers is available on the HHT branded websites.
- This warranty is only valid while the HHT appliance remains at the site of original installation.
- Contact your installing dealer for warranty service. If the installing dealer is unable to provide necessary parts, contact the nearest HHT authorized dealer or supplier. Additional service fees may apply if you are seeking warranty service from a dealer other than the dealer from whom you originally purchased the product.
- Check with your dealer in advance for any costs to you when arranging a warranty call. Travel and shipping charges for parts are not covered by this warranty.

WARRANTY EXCLUSIONS:

This warranty does not cover the following:

- Changes in surface finishes as a result of normal use. As a heating appliance, some changes in color of interior and exterior surface finishes may occur. This is not a flaw and is not covered under warranty.
- Damage to printed, plated, or enameled surfaces caused by fingerprints, accidents, misuse, scratches, melted items, or other external sources and residues left on the plated surfaces from the use of abrasive cleaners or polishes.
- Repair or replacement of parts that are subject to normal wear and tear during the warranty period. These parts include: paint, wood, pellet and coal gaskets; firebricks; grates; flame guides; and the discoloration of glass.
- Minor expansion, contraction, or movement of certain parts causing noise. These conditions are normal and complaints related to this noise are not covered by this warranty.
- Damages resulting from: (1) failure to install, operate, or maintain the appliance in accordance with the installation instructions, operating instructions, and listing agent identification label furnished with the appliance; (2) failure to install the appliance in accordance with local building codes; (3) shipping or improper handling; (4) improper operation, abuse, misuse, continued operation with damaged, corroded or failed components, accident, or improperly/incorrectly performed repairs; (5) environmental conditions, inadequate ventilation, negative pressure, or drafting caused by tightly sealed constructions, insufficient make-up air supply, or handling devices such as exhaust fans or forced air furnaces or other such causes; (6) use of fuels other than those specified in the operating instructions; (7) installation or use of components not supplied with the appliance or any other components not expressly authorized and approved by HHT; (8) modification of the appliance not expressly authorized and approved by HHT in writing; and/or (9) interruptions or fluctuations of electrical power supply to the appliance.
- Non-HHT venting components, hearth components or other accessories used in conjunction with the appliance.
- Any part of a pre-existing fireplace system in which an insert or a decorative gas appliance is installed.
- HHT's obligation under this warranty does not extend to the appliance's capability to heat the desired space. Information is provided to assist the consumer and the dealer in selecting the proper appliance for the application. Consideration must be given to appliance location and configuration, environmental conditions, insulation and air tightness of the structure.

This warranty is void if:

- The appliance has been over-fired or operated in atmospheres contaminated by chlorine, fluorine, or other damaging chemicals. Over-firing can be identified by, but not limited to, warped plates or tubes, rust colored cast iron, bubbling, cracking and discoloration of steel or enamel finishes.
- The appliance is subjected to prolonged periods of dampness or condensation.
- There is any damage to the appliance or other components due to water or weather damage which is the result of, but not limited to, improper chimney or venting installation.

LIMITATIONS OF LIABILITY:

- The owner's exclusive remedy and HHT's sole obligation under this warranty, under any other warranty, express or implied, or in contract, tort or otherwise, shall be limited to replacement, repair, or refund, as specified above. In no event will HHT be liable for any incidental or consequential damages caused by defects in the appliance. Some states do not allow exclusions or limitation of incidental or consequential damages, so these limitations may not apply to you. This warranty gives you specific rights; you may also have other rights, which vary from state to state. EXCEPT TO THE EXTENT PROVIDED BY LAW, HHT MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY SPECIFIED HEREIN. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO DURATION OF THE EXPRESSED WARRANTY SPECIFIED ABOVE.

For Service or Replacement Parts Contact:

Melbourne

Jetmaster
444 Swan Street
Richmond 3121
(03) 9429-5573

Perth

Fireplace Corner
277 Lord Street
East Perth 6000
(08) 9228-2600

Sydney

Jetmaster
10 Martin Avenue
Arncliff 2205
(02) 9597-7222