

Place serial number here

# Owner's Manual

## Operation and Maintenance

**CAUTION! Risk of Fire! DO NOT** store instruction manuals inside fireplace cavity. High temperatures could cause a fire.

**INSTALLER:** Leave this manual with the appliance, not inside the appliance.

**CONSUMER:** Retain this manual for future reference. Do not store inside the appliance. Contact your dealer with questions regarding installation, operation or service.

**NOTICE: DO NOT** discard this manual!

### HEAT & GLO

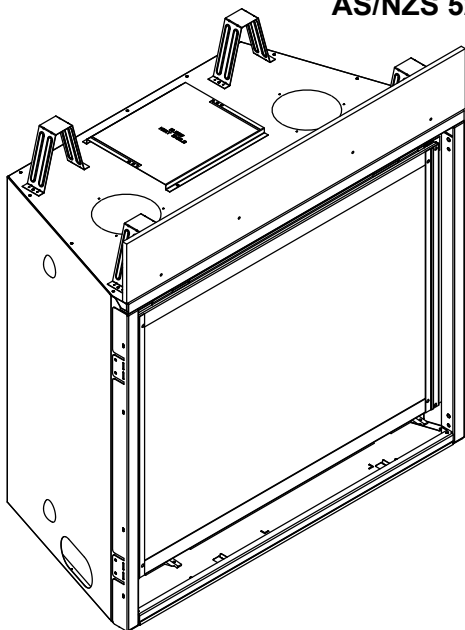
No one builds a better fire

**Models:**

**6KX-AU**



Ref No GMK10810  
AS/NZS 5263.1.8



**NOTE: NOT INTENDED FOR  
FIREPLACE INSERT.**

Decorative barrier front must be ordered separately at time of appliance purchase. See Section 3.A.

**▲ WARNING:**  
**FIRE OR EXPLOSION HAZARD**  
Failure to follow safety warnings exactly could result in serious injury, death, or property damage.

- **DO NOT** store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- **What to do if you smell gas**
  - **DO NOT** try to light any appliance.
  - **DO NOT** touch any electrical switch. **DO NOT** use any phone in your building.
  - Leave the building immediately.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency, or the gas supplier.

**! DANGER**



**HOT GLASS WILL  
CAUSE BURNS.**

**DO NOT TOUCH GLASS  
UNTIL COOLED.**

**NEVER ALLOW CHILDREN  
TO TOUCH GLASS.**

A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and shall be installed for the protection of children and other at-risk individuals.

**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.**

**DO NOT MODIFY THIS APPLIANCE.**

# 1 Welcome

Read this manual before operating this appliance.  
Please retain this Owner's Manual for future reference.

Read the Installation Manual before making any installation or finishing changes.

## A. Congratulations

Congratulations on selecting a Heat & Glo gas fireplace, an elegant and clean alternative to wood burning fireplaces. The Heat & Glo gas fireplace you have selected is designed to provide the utmost in safety, reliability, and efficiency.

As the owner of a new fireplace, you'll want to read and carefully follow all of the instructions contained in this owner's manual. Pay special attention to all cautions and warnings.

This owner's manual should be retained for future reference. We suggest that you keep it with your other important documents and product manuals.

The information contained in this owner's manual, unless noted otherwise, applies to all models and gas control systems.

Your new Heat & Glo gas fireplace will give you years of durable use and trouble-free enjoyment. Welcome to the Heat & Glo family of fireplace products!

### Local Dealer Information

**DEALER:** Fill in your name, address, phone and email information here and appliance information below.

Dealer Name: _____
Address: _____ _____
Phone: _____
Email: _____

#### **Appliance Information:**

Brand: _____	Model Name: _____
Serial Number: _____	Date Installed: _____

### Listing Label Information/Location

The model information regarding your specific fireplace can be found on the rating plate usually located in the control area of the fireplace.

HEAT & GLO  
No one builds a better fire

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

ASXXXX Certification N°: GMKXXXXX

Injector Size:..... DMS mm)  
Inlet Gas Pressure:..... kPa  
Outlet (Manifold) Gas Pressure:..... kPa  
Maximum Nominal Gas Consumption..... MJ/h  
Electrical Rating.....240V 50hz 1A

QR Code to Appliance Installation Manual

QR Code to Appliance Owner's Manual

**SAMPLE**

This unit is designed to be recessed into framed construction.  
**TO BE INSTALLED ON WOOD FLOORING OR NON-COMBUSTIBLE FLOORING.**  
See installation manual for details.

Type of Gas

Gas Type: \_\_\_\_\_

Model Number

Model: \_\_\_\_\_

Serial Number

Serial: \_\_\_\_\_

MADE IN USA

XXXX-XXX

**▲ Safety Alert Key:**

- **DANGER!** Indicates a hazardous situation which, if not avoided will result in death or serious injury.
- **WARNING!** Indicates a hazardous situation which, if not avoided could result in death or serious injury.
- **CAUTION!** Indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.
- **NOTICE:** Used to address practices not related to personal injury.  
**Note:** The term “recommend” or “recommended” does not indicate a requirement. It is a best practice suggested by Hearth & Home Technologies®.

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→ = Contains updated information.

## B. Limited Lifetime Warranty

### AUSTRALIAN WARRANTY INFORMATION

Hearth & Home Technologies (HHT)  
7571 215th Street West, Lakeville, MN 55044  
0011-1-651-345-1777  
www.hearthnhome.com

HHT extends the following manufacturer's warranty for HHT gas, wood, pellet, coal and electric hearth appliances that are purchased from an HHT authorized dealer.

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 this manufacturer's warranty 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 coverage begins on the date of original purchase. In the case of new home construction, coverage under this manufacturer's warranty 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 period for this manufacturer's warranty shall commence no later than 24 months following the date of product shipment from HHT, regardless of the installation or occupancy date. The manufacturer's warranty period for parts and labour 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					
Parts	Labor	Gas	Pellet	Wood	Electric	Venting	Components Covered
1 year		X	X	X	X	X	All parts including handles, external enameled components and other material except as covered by Conditions, Exclusions, and Limitations listed
2 years			X	X			Igniters, Auger Motors, Electronic Components, and Glass
		X	X	X			Factory-installed Fans
		X		X			Molded Refractory Panels, Glass Liners
3 years			X				Firepots, Burnpots, Mechanical Feeders/Auger Assemblies
5 years	1 years	X					Vent Free Burners, Vent Free Logs
			X	X			Castings Medallion and Baffles

Warranty Period		HHT Manufactured Appliances and Venting						
Parts	Labor	Gas	Pellet	Wood	Electric	Venting	Components Covered	
6 years	3 years			X			Catalyst - Limitations Listed	
7 years	3 years		X	X			Manifold Tubes HHT Chimney and Termination	
10 years	1 year	X					Burners, Logs and Refractory	
Limited Lifetime	3 years	X	X	X			Firebox and Heat Exchanger, FlexBurn® System (engine, inner cover, access cover and fireback)	
1 year	None	X	X	X	X	X	All Replacement Parts beyond Warranty Period	

### **OTHER RIGHTS**

The HHT manufacturer's warranty is in addition to other rights and remedies that you may have under Australian law.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### **WARRANTY CONDITIONS AND EXCLUSIONS:**

- The HHT manufacturer's 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.

### **WARRANTY EXCLUSIONS:**

This HHT manufacturer's 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 enamelled 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, light bulbs, batteries and the discoloration of glass.
- 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.
- Removal, installation, reinstallation, set up or any other costs associated with a claim including travel and shipping charges for parts
- 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.

**HOW TO CLAIM**

- To make a claim against this warranty, contact your local distributor during regular business hours. See addresses below for a dealer nearest you.
- 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 Jetmaster in advance for any costs to you when arranging a warranty call. Travel and shipping charges for parts are not covered by this manufacturers' warranty.
- HHT and Jetmaster will assess your claim. HHT or Jetmaster may need to inspect the product as part of the assessment of your claim. If the product requires inspection, HHT or Jetmaster will discuss with you the best way for this to occur.
- To make a claim under this manufacturer's warranty, you must be able to prove when you purchased the product. The easiest way to do this is through your original proof of purchase, for example your invoice or receipt. However, if you do not have your original proof of purchase HHT or Jetmaster may accept other evidence of the date of purchase.

**VIC / TAS**

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

**WA**

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

**SA**

Jetmaster  
40 Maple Ave.  
Forestville SA 5035  
(08) 8371-1222

**NSW**

Jetmaster  
55 Marrickville Rd  
Marrickville NSW 2204  
(02) 9505 8500

**QLD**

Jetmaster  
13 French Ave.  
Brendale QLD 4500  
(07) 3490-5500

# 2 Product Specific Information

## A. Appliance Certification

**MODELS:** 6KX-AU  
**LABORATORY:** IAPMO OCEANA  
**TYPE:** Gas appliances decorative effect gas appliances  
**STANDARD:** AS/NZS 5263.1.8

This appliance must be installed in accordance with the AS/NZS 5601.1 rules in force. PRIMARILY A DECORATIVE AND A NOT HEATING APPLIANCE.

Installation and service of this appliance should be performed by qualified personnel. Hearth & Home Technologies recommends HHT Factory Trained or certified professionals.




## C. Glass Specifications

This appliance is equipped with ceramic glass with an anti-reflective coating. Replace glass only with ceramic glass. Please contact your dealer for replacement glass.

**THE GUARD IS FITTED TO THIS APPLIANCE TO REDUCE THE RISK OF FIRE OR INJURY FROM BURNS AND NO PART OF IT SHOULD PERMANENTLY BE REMOVED. FOR PROTECTION OF YOUNG CHILDREN OR THE INFIRM. A SECONDARY GUARD IS REQUIRED.**

## B. BTU Specifications

	Natural Gas	Propane	ULPG
Inlet Gas Pressure	1.13 - 3.40 kPa	2.75 - 3.40 kPa	2.75 - 3.40 kPa
* Outlet (Manifold) Gas Pressure	.78 kPa	2.44 kPa	2.43 kPa
Nonimal Gas Consumption	38 MJ/h	38 MJ/h	28 MJ/h
Burner Injector	#31 DMS (3.050 mm)	#49 DMS (1.854 mm)	#53 DMS (1.511 mm)
Pilot Injector	Ø .023 (.584 mm)	Ø .014 (.356 mm)	Ø .010 (.254 mm)

 Gas types only through field conversions.

\* The allowable Outlet (Manifold) Gas Pressure ranges are: Natural Gas .78 - .95 kPa (.78 kPa nominal) and Propane, ULPG 2.37 - 2.61 kPa (2.44 kPa nominal). Certification testing setpoint values are shown.

# 3 Important Safety and Operating Information

## A. Appliance Safety

**WARNING! DO NOT operate fireplace before reading and understanding operating instructions. Failure to operate fireplace according to operating instructions could cause fire or injury.**



**HOT GLASS WILL CAUSE BURNS.**

**DO NOT TOUCH GLASS UNTIL COOLED.**

**NEVER ALLOW CHILDREN TO TOUCH GLASS.**

- Keep children away.
- CAREFULLY SUPERVISE children in same room as fireplace.
- Children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burns or clothing ignition.

**High temperatures may ignite clothing or other flammable materials.**

- Clothing, furniture, draperies, and other flammable materials must not be placed on or near the appliance.

**A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and must be installed for the protection of children and other at-risk individuals. DO NOT operate the appliance with the barrier removed. If the barrier becomes damaged, the barrier must be replaced with the manufacturer's barrier for this appliance.**

Contact your dealer or Hearth & Home Technologies if the barrier is not present or help is needed to properly install one.

- Young children should be carefully supervised when they are in the same room as the appliance. Toddlers, young children and others may be susceptible to accidental contact burns.

A physical barrier is recommended if there are at risk individuals in the house. To restrict access to a fireplace or stove, install an adjustable safety gate to keep toddlers, young children and other at risk individuals out of the room and away from hot surfaces.

- Install a switch lock or a wall/remote control with child protection lockout feature.
- Keep remote controls out of reach of children.
- Never leave children alone near a hot fireplace, whether operating or cooling down.
- Teach children to NEVER touch the fireplace.

- Consider not using the fireplace when children will be present.

Contact your dealer for more information, or visit: [www.hpba.org/Product-Info/Fireplace-Stove-Heater/Glass-Fronts-Safety](http://www.hpba.org/Product-Info/Fireplace-Stove-Heater/Glass-Fronts-Safety).

To prevent unintended operation when not using your fireplace for an extended period of time (summer months, vacations, trips, etc):

- Remove batteries from remote controls.
- Turn off wall controls.
- Unplug 6 volt adapter plug and remove batteries.
- Set the selector switch on the control module to the OFF position and remove batteries.

## Clear Space

**WARNING! DO NOT place combustible objects in front of the fireplace or fireplace openings. High temperatures could start a fire. See Figure 3.1.**

Avoid placing candles and other heat-sensitive objects on mantel or hearth. Heat could damage these objects.

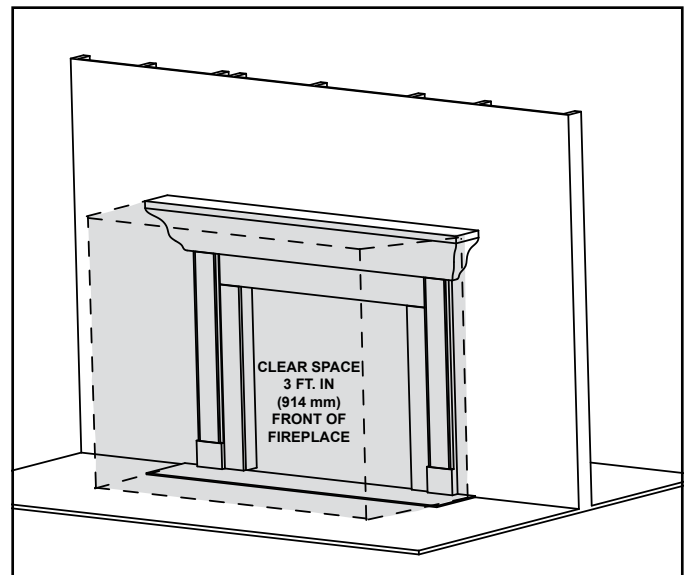


Figure 3.1 Clear Space Requirement - All Models



## B. General Operating Parts

Figure 3.2 references the general operating parts of the appliance and the section of this manual in which they are discussed.

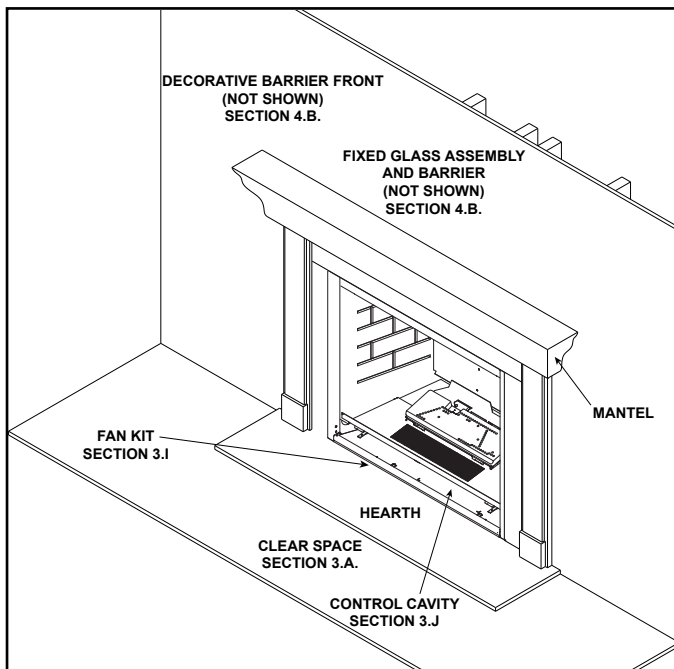


Figure 3.2 General Operating Parts

## C. Fuel Specifications

**WARNING! Risk of Fire or Explosion!** Appliance must be set up for compatible gas type!

- This appliance is designed to operate on either natural gas, propane or ULPG. Make sure the appliance is compatible with gas type selected for installation site.
- Conversions must be made by a qualified service technician using Hearth & Home Technologies specified and approved parts.

## D. Wall and Mantel Temperatures

### Combustible Mantel and Surfaces around a Fireplace

The allowable temperature rise above ambient is 117 °F (47 °C) for all exposed combustible surfaces around the fireplace, including the mantel, when installed according to the installation instructions. Non-combustible surfaces and mantels do not have a maximum temperature limit; however the installation instructions must still be followed for any restrictions on placement of non-combustible materials on or around the fireplace.

Example: The mantel above a fireplace in a room that is 70 °F (21 °C) is allowed to reach but not exceed 187°F (86 °C) (70 °F (21 °C) +117 °F (47 °C) = 187 °F (86 °C).

## E. Good Faith Wall Surface/TV Guidelines

If installing a television (TV) above the appliance, see appliance Installation Manual Section 2.B and 10.C.

## F. Before Lighting Appliance

Before operating this fireplace for the first time, it is recommended that a qualified service technician:

- Verify all shipping materials have been removed from inside and/or underneath the firebox.
- Review proper placement of logs, ember material and/or other decorative materials.
- Check the wiring.
- Check the air shutter adjustment.
- Ensure that there are no gas leaks.
- Ensure that the glass is sealed and in the proper position and that the integral barrier is in place.

**WARNING! Risk of Fire or Asphyxiation! DO NOT operate fireplace with fixed glass assembly removed.**

## G. Lighting Instructions (IPI)

### FOR YOUR SAFETY READ BEFORE LIGHTING



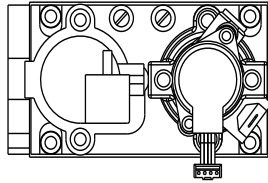
**WARNING:** If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

- A. This appliance is equipped with an intermittent pilot ignition (IPI) device which automatically lights the burner. **DO NOT** try to light the burner by hand.
  - B. **BEFORE LIGHTING**, smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.
- WHAT TO DO IF YOU SMELL GAS**
- **DO NOT** try to light any appliance.
  - **DO NOT** touch any electric switch; do not use any phone in your building.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- C. Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, **DO NOT** try to repair it, call a qualified service technician. Force 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 control system and any gas control which has been under water.

### LIGHTING INSTRUCTIONS (IPI)

1. This appliance is equipped with an ignition device which automatically lights the burner. **DO NOT** try to light the burner by hand.
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 top of this label. If you do not smell gas, go to next step.
3. To light the burner:  
Equipped with wall switch: Turn ON/OFF switch to ON.  
Equipped with remote or wall control: Press ON or FLAME button.  
Equipped with thermostat: Set temperature to desired setting.
4. If the appliance does not light after three tries, call your service technician or gas supplier.

**GAS  
VALVE**



### TO TURN OFF GAS TO APPLIANCE

1. Equipped with wall switch: Turn ON/OFF switch to OFF.  
Equipped with remote or wall control: Press OFF button.  
Equipped with thermostat: Set temperature to lowest setting.
2. Service technician should turn off electric power to the control when performing service.



# DANGER



**HOT GLASS WILL CAUSE BURNS.  
DO NOT TOUCH GLASS UNTIL COOLED.  
NEVER ALLOW CHILDREN TO TOUCH GLASS.**

A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and must be installed for the protection of children and other at-risk individuals.

## WARNING:

**DO NOT CONNECT LINE VOLTAGE (110/120 VAC OR 220/240 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 appliance. For assistance or additional information, consult a qualified installer, service agency or the gas supplier.

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



**WARNING:** This product and the fuels used to operate this product (liquid propane or natural gas), and the products of combustion of such fuels, can expose you to chemicals including benzene, which is known to the State of California to cause cancer and reproductive harm. For more information go to: [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

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

## CAUTION:

Hot while in operation. **DO NOT** touch. Keep children, clothing, furniture, gasoline and other liquids having flammable vapors away.

**DO NOT** operate the appliance with fixed glass assembly removed, cracked or broken. Replacement of the fixed glass assembly should be done by a licensed or qualified service person.

### NOT FOR USE WITH SOLID FUEL

For use with natural gas and propane. A conversion kit, as supplied by the manufacturer, shall be used to convert this appliance to the alternate fuel.

Also Certified for Installation in a Bedroom or a Bedsitting Room.

This appliance must be installed in accordance with local codes, if any; if none, follow the *National Fuel Gas Code, ANSI Z223.1/NFPA 54*, or the *National Gas and Propane Installation code, CSA B149.1*.

**For additional information on operating your  
Hearth & Home Technologies fireplace, please  
refer to [www.hearthnhome.com](http://www.hearthnhome.com).**

593-913K

## H. Appliance Break-In

**NOTICE! Open windows for air circulation during fireplace break-in.**

- *Some people may be sensitive to smoke and odors.*
- *Smoke detectors may activate.*

Follow the initial break-in procedure below to cure the materials used to manufacture the fireplace and the finishing materials around it.

- The fireplace should be run three to four hours continuously on high.
- Turn the fireplace off and allow it to cool completely.
- Remove fixed glass assembly. See Section 4.B.
- Clean fixed glass assembly. See Section 4.B.
- Replace the fixed glass assembly.

**Note:** Some installations may require additional run time to cure. If odors persist after the initial break-in period, run the fireplace for an additional three to four hours continuously on high.

**Note:** IPI systems have a safety feature that automatically shuts down the fireplace after 9 hours of continuous operation without receiving a command from the remote control. If this occurs, restart the appliance.

## I. Heat Management

### Heat Output

- Heat output may be controlled on these models by adjusting the “Flame Height” setting on the remote control.
- Fan speed may be controlled using the “Fan Speed” setting on the remote control.

### Optional Heat Management Systems

An optional heat management system, which allows the heat from the appliance to be redirected as desired, may be installed with this appliance. A Heat-Zone®-240V which diverts heat into an adjacent room or Passive Heat Kit which disperses the heat into the same room as the fireplace.

Refer to Section 6 of the appliance installation manual to confirm which of the heat management systems may be installed together. All heat management systems must be installed by a qualified service technician at the time of appliance installation.

### Optional Heat-Zone®-240V Kit

The HEAT-ZONE®-240V heat management option is available for use with this appliance models. The Heat-Zone-240V Kit draws heat from your fireplace to an adjacent room in your home, up to 20 feet away.

### Optional Passive Heat Kit (PH-MR)

The Passive Heat heat management option is available for use with these appliance models. The Passive Heat Kit allows the heat to be vented into the room through one front discharge, two side discharges or an open top discharge while the fireplace is in operation. Passive Heat can be used in conjunction with HEAT-ZONE®-240V kit.

**Note:** When a fan is operated with the Passive Heat system, there will be a decrease in the amount of air flowing from the appliance opening. Air will be flowing from both the appliance opening and the passive heat opening.

## J. Operation During A Power Outage

The IntelliFire™ Plus intermittent pilot ignition system comes with a battery backup system that enables the system to operate in a power outage. The system offers seamless transition from household AC power to battery backup. A factory-installed battery pack is located in the control cavity of the appliance. See Figure 3.5. Battery longevity and performance will be affected by long term exposure to the service temperatures of this appliance.

**NOTICE:** Batteries should only be used as a power source in the event of an emergency power outage. Batteries should not be used as a primary long-term power source.

### To Operate Fireplace Using Battery Power (DC):

1. Access the control cavity of the appliance. See Figure 3.5 for location. Lift the decorative front off of the appliance. Slide the ignition module ON/REMOTE/OFF switch to the OFF position.
2. Locate the battery tray and insert four AA cell batteries. See Figure 3.5. Battery polarity must be correct or module damage will occur. A complete wiring diagram is included in the Electrical section of the appliance Installation Manual.
3. Turn the appliance on according to the instructions below for the appropriate type of control:

Standard Wall Switch or Factory-Installed ON/OFF Switch:

- Toggle the switch as you would under normal circumstances.

Wireless Remote:

- Remote receiver is integrated into the ignition module
- Use the remote to turn the appliance on.
- To preserve battery life, do not use the HI/LO flame or THERMOSTAT options.

Ignition Module:

- Locate the ignition module in the control cavity.
  - Slide the ON/REMOTE/OFF switch to the ON position.
4. Replace decorative front on appliance.

**NOTICE:** Some functionality will be lost when using battery backup including remote control, lights, or any other auxiliary functions that require household 220/240 VAC power.

### To Return to Operation Using Electrical (AC) Power

Standard Wall Switch or Factory-Installed ON/OFF Switch:

- Toggle the switch to OFF.
- Remove the batteries from the battery tray.
- Replace decorative front on appliance.

Wireless Remote:

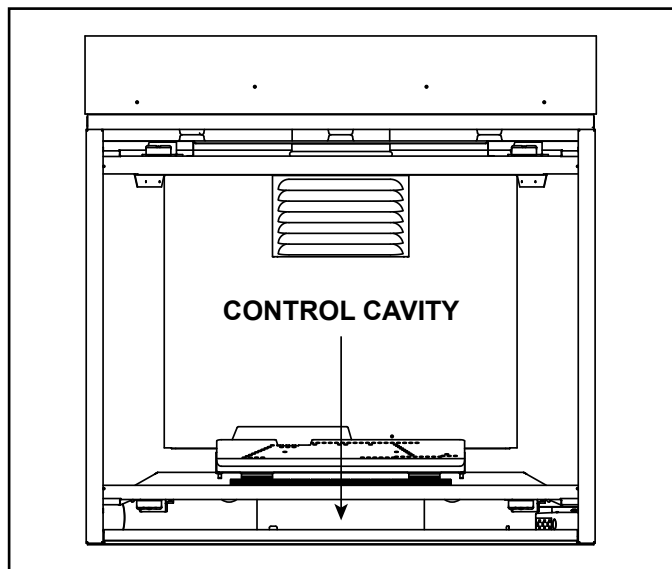
- Slide the ON/REMOTE/OFF switch to the REMOTE position.
- Remove the batteries from the battery tray.
- Replace decorative front on appliance.

**CAUTION! Risk of Overheating!** Component heat shield **MUST** be installed before operating appliance. Electrical components will be damaged.

Ignition Module:

- Slide the ON/REMOTE/OFF switch to the ON position.
- Remove the batteries from the battery tray.
- Replace decorative front on appliance.

**CAUTION! Risk of Overheating!** Component heat shield **MUST** be installed before operating appliance. Electrical components will be damaged.



3.5 Control Cavity / Battery Pack Location

## K. Control Module Operation

1. The control module has an ON/OFF/REMOTE selector switch that must be set. See Figure 3.6.

**OFF Position:** Appliance will ignore all power inputs and will not respond to any commands from a wall switch or remote. The unit should be in the OFF position during installation, service, battery installation, fuel conversion, and in the event that the control goes into LOCK-OUT mode as a result of an error code.

**ON Position:** Appliance will ignite and run continuously in the HI flame setting, with no adjustment in flame output. This mode of operation is primarily used for initial installation or power outage operation with battery backup.

**REMOTE Position:** Appliance will initiate commands from an optional wired wall switch and/or the wireless remote (RC300AU).

2. If using a wired wall switch with the module in REMOTE mode, the flame output can be adjusted with the HI/LO selector switch on the module. See Figure 3.6. Note that the flame HI/LO selector switch will become inactive once a remote control (RC300AU) is programmed to the control module. Note that the control module will always ignite the fireplace on HI and remain so for the initial 10 seconds of operation. If the HI/LO is switched to the LO position, the flame output will automatically drop to the lowest setting after the flame has been established for 10 seconds. After this 10 second period, the flame can be adjusted from HI to LO with the switch.
3. The control module has a safety feature that automatically shuts down the fireplace after 9 hours of continuous operation without receiving a command from the RC300AU remote.
4. If you intend to use both an optional wired wall switch and the RC300AU remote control to operate your fireplace, the wall switch will override any commands given by the remote.
5. The module has the capability to recognize potential malfunctions. If these occur, it will fail to ignite and/or respond to a command to ignite via the wall switch and/or remote. In this case, the module may have gone into LOCK-OUT mode. In this state, it will emit a LED error code. To reset the error code, switch the selector to OFF, and then back to REMOTE or ON. If the ignition command again fails, the module will emit an LED error code, prior to going back into LOCK-OUT mode. Contact your dealer for service if this occurs.

**Note:** If the module is in LOCK-OUT mode, resetting the circuit breaker to the appliance will also reset the module.

**Note:** For units installed in Australia, the residence's 220/240 wall outlet to which this appliance's power cord is connected, must be wired to an in-line on/off switch. This is required for servicing and/or resetting the control module in the event of a control module LOCK-OUT.

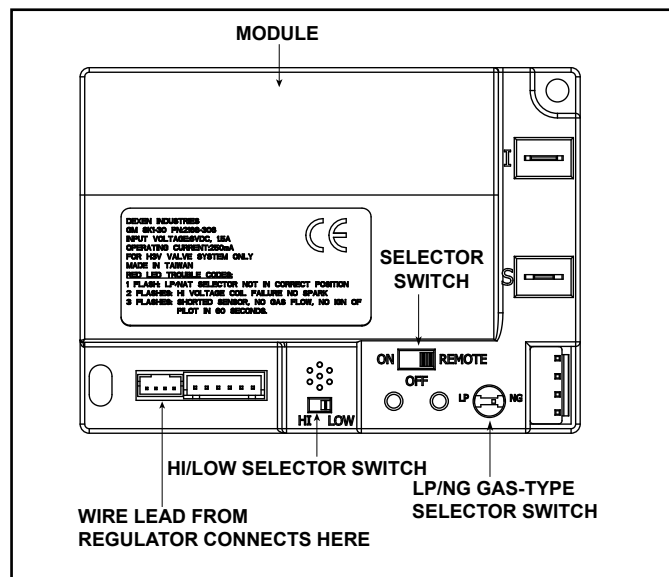


Figure 3.6 Control Module

## 6. Module Reset

This module may lock-out under certain conditions. When this occurs, the appliance will not ignite or respond to commands. The module will go into lock-out mode by emitting three audible beeps, then continuously displaying a RED/GREEN error code at its status indicator LED.

- Check battery tray. Remove batteries if installed. Batteries should only be installed for use during power outages. See Section I.
- Locate the module selector switch. (See Figure 3.6).
- Set the module selector switch to the OFF position.
- Wait five (5) minutes to allow possible accumulated gas to clear.
- Set the module selector switch to ON or REMOTE position.
- Start the appliance.

### Nine Hour Safety Shutdown Feature

The appliance has a safety feature that automatically shuts down the fireplace after nine hours of continuous operation without receiving a command from the wall switch or optional remote.

## Appliance ON/OFF

Use the IntelliFire™ Plus Remote Control to control the ON/OFF function of the appliance. Follow instructions included with the installed control. If desired, a wall switch may be installed to control the ON/OFF function of the appliance.

## LED Lighting

The ON/OFF function for the LED lighting option is controlled by the IntelliFire™ Plus remote control. Follow instructions included with the installed control.

## L. Remote Control Operation

### REM300-HNG-AU

#### Fireplace Specific Information

Standard fireplace features vary. Consult the installation manual for available options.

The included **AUX300CE** receiver provides additional features: Fan control and two Aux functions.

The **REM300-HNG-AU** remote control system functions include: On/Off, Thermostat Mode, Timer Countdown, and Flame Adjustment (for fireplaces with variable flame).

#### Kit Contents

- REM300-HNG-AU Transmitter
- AAA Batteries (3)
- Wall Holder
- Drywall Anchor (2)
- Screws (2)

#### Introduction

The RC300AU multifunctional remote control is designed to control pilot light, flame height, fan speed, and up to two 220/240VAC auxiliary functions on your gas fireplace. The RC300AU is equipped with thermostat functions which can automatically control the temperature in the room in which it is installed. The control is only for use with the Hearth & Home Technologies IntelliFire Plus™ system (IFI). The AUX300CE module is rated for 220/240VAC, 50-60 Hz, and is required for operation of this remote control device.

#### Installation Precautions

The installation of this remote control must be performed by a qualified service technician. This remote control is tested and safe when installed in accordance with this installation manual. Do not install any components that may be damaged.

Do not modify, disassemble, or substitute any of the components included with this kit. Installation of this unit must be done by a qualified service technician.

Placement of this remote control may affect performance. An assessment of the space should be done prior to installation for optimum performance.

#### Determine Location

Determine the location for the remote control. The selected location should be in the same space as the gas fireplace. Never place this unit in a separate room. The remote control must be placed within 30 ft. (9.14 m) of the fireplace but should not be exposed to extreme heat.

The RC300AU is approved for interior installation and should not be used in exterior applications.

- Keep remote control out of reach of children.

#### FCC Requirements

**WARNING! Risk of Fire!** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and EN298 for multi-functional control. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, could cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Contact the dealer or an experienced radio TV technician for help.

#### Changing Temperature Scale

To change the temperature display between Celsius and Fahrenheit, remove the battery cover from the back of the remote control and slide the switch to your desired temperature scale. See Figure 3.7. The screen will automatically change the indicators on the room temperature and set temperature portion.



Figure 3.7 Temperature Scale

#### Installation of Remote Control Housing

**CAUTION! Risk of Fire! DO NOT** install damaged or modified components. Warranty will be voided if damaged or modified components are installed.

1. Remove remote control components from packaging.
2. Remove battery cover from the back of the remote by sliding it down and install 3 AAA batteries.

To prevent unintended operation when not using your fireplace for an extended period of time (summer months,

vacation, trips, etc):

- Remove batteries from remote control.
  - Unplug switching adapter and remove back-up batteries.
3. Secure the remote control housing on a flat wall surface using the two screws and wall anchors provided. See Figure 3.8.

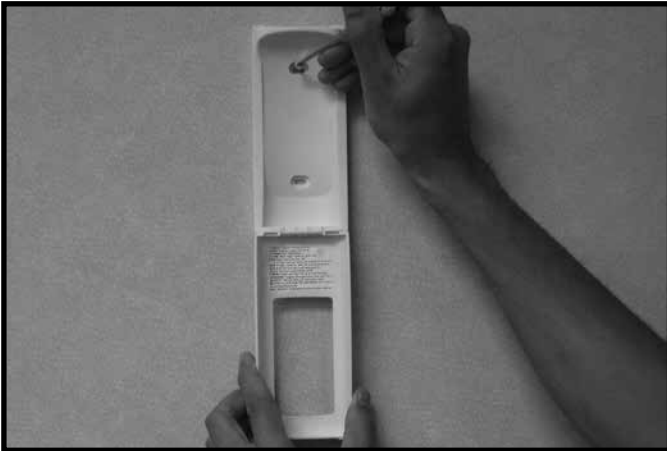


Figure 3.8 Mounting Remote Control Housing

4. Place remote control inside housing. See Figure 3.9.



Figure 3.9 Remote in Housing

5. Close the housing door. See Figure 3.10.



Figure 3.10 Mounted Remote Control Housing

## AUX300CE Module Installation

- Insert the 4 hole harness from the AUX300CE module into the 4 pin plug on the control module. See Figure 3.11.

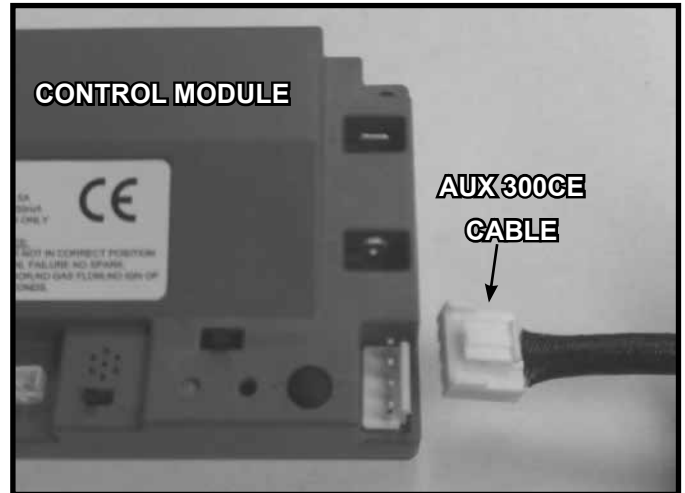


Figure 3.11 AUX 300 Module Installation

## Programming the RC300AU to the Control Module

**CAUTION! Risk of burns! DO NOT program the remote control to the control module when fireplace is hot.**

- Verify the ON/OFF/REMOTE switch is in the REMOTE position. Green LED light will blink three times and the control module will beep once 5 seconds later when ready. See Figure 3.6.
- Using a small item (such as a paper clip) press and release the LEARN button located near the ON/OFF/REMOTE switch. See Figure 3.12.
- Control module will beep once and LED will blink green for 10 seconds.
- While the LED is blinking, press the POWER button on the remote control. A double beep will come out of the control module to indicate that it has been programmed successfully.

**NOTICE:** Up to three remote controls can be programmed into the control module. Simply press a button on the other remote controls during the 10 second programming process to add another remote into the system. It is recommended to program only one RC300AU remote control.

To clear memory in the control module, use a small item (such as a paper clip) to press and release the LEARN button. Control module will beep once and LED will blink green for 10 seconds **DO NOT** press any buttons on the remote during the ten seconds that the green LED blinks. The memory will be cleared. Note that the RC300AU will not be programmed if it's in STANDBY mode. Press the ON/OFF button twice to switch to IDLE mode.

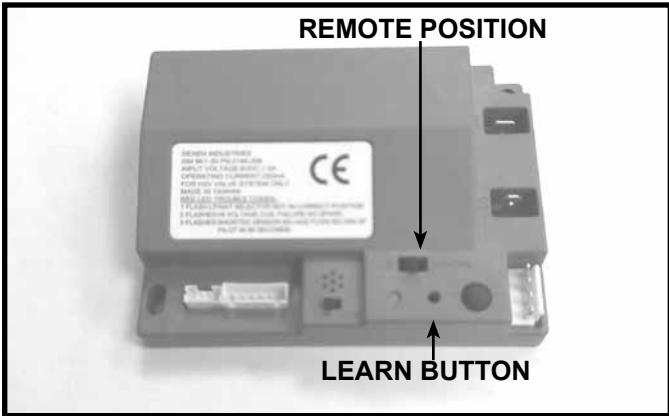


Figure 3.12 Programming RC300AU

### Display Screen

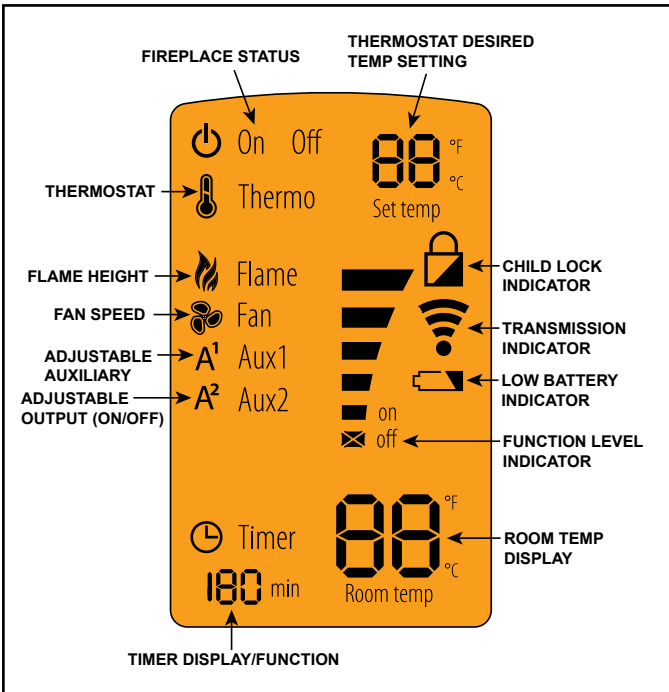







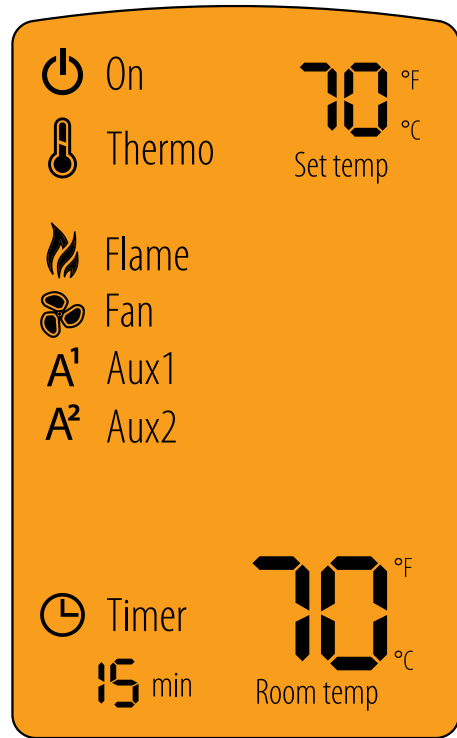
Figure 3.13 RC300AU Display Screen

### Function Buttons

-  Use POWER button to turn the unit on and off.
-  **Menu** Use MENU button to display the menu functions. Only functions that can be activated will be displayed. *For example: Flame Height will not be displayed when the remote status is OFF.*
-  **Select** Use the SELECT button to select the current feature.
-  Use the UP and DOWN arrows to toggle through the menu functions and value selections in the submenus.
- 

### Idle When Remote is in ON Mode

The remote control will go into an idle mode if no buttons are pressed within 5 seconds. Press any button to resume full functionality. In idle mode only active functions will show on the screen.



### Standby mode

The remote control will go into a standby mode if no buttons are pressed within 5 minutes. Press the POWER button to reactivate the remote control to ON mode. Active functions will be displayed





## About ON Mode

- All functions can be accessed when the remote control is in the ON mode.
- Only active functions will be displayed when the remote control is in the ON mode. For example: if the fan is the only function that's active, the fan icon and flame will be the only icon shown in the display.

## About OFF Mode

Only the following functions can be accessed in the OFF mode:

- AUX1
- AUX2

Only active functions will be displayed when the remote control is in the OFF mode.

## Turning ON the Fireplace

- Press the POWER button to turn the fireplace ON. The fireplace will first ignite the pilot. Once the pilot flame is established the main burner will be lit.

**NOTICE:** Whenever the fireplace is cycled from OFF to ON, the main burner will light on high for 10 seconds before returning to the previous user setting.

## Adjusting Flame Height

- Press the MENU button to activate the menu.
- Using the UP and DOWN arrows highlight the FLAME icon and press SELECT.
- Use the UP and DOWN arrows to adjust the FLAME HEIGHT, then press SELECT. The FLAME HEIGHT can be adjusted to 5 different settings.

**NOTICE:** FLAME HEIGHT will not be adjustable for first ten seconds when fireplace is turned on.

**NOTICE:** The system will remember the previous FLAME HEIGHT setting and will automatically adjust after 10 seconds.

## AUX1 Function (Unit dependent Function)

- Press the MENU button to activate the menu.
- Using the UP and DOWN arrows highlight the AUX1 icon and press SELECT.
- Use the UP and DOWN arrows to adjust the AUX1 output, then press SELECT. The AUX1 function can be adjusted to 4 different settings: HI, MED, LOW and OFF.

## AUX2 Function (Unit dependent Function)

- Press the MENU button to activate the menu.
- Using the UP and DOWN arrows highlight the AUX2 icon and press SELECT.
- Use the UP and DOWN arrows to turn the AUX2 ON or OFF, then press SELECT. The AUX2 function can be either be turned ON or OFF.

**NOTICE:** When the fireplace is turned OFF both AUX1 and AUX2 will be turned off. The AUX1 and AUX2 functions can be activated from the remote's OFF mode, when the flame is off. When the fireplace is turned back ON, the AUX1 and AUX2 settings will be restored to the previous setting.

## Adjusting Thermostat

- Press the MENU button to activate the menu.
- Using the UP and DOWN arrows highlight the THERMO icon and press SELECT.
- Use the UP and DOWN arrows to turn the THERMO ON or OFF, then press SELECT (the SET TEMP will start blinking). Using the UP and DOWN arrows select the desired temperature and press SELECT.

**NOTICE:** If the THERMO function is on, the SET TEMP can be adjusted at any time by pressing the UP and DOWN arrows.

**NOTICE:** As the ROOM TEMP (RT) approaches SET TEMP (ST), the remote system will automatically adjust the flame height. If the RT rises above ST, the fireplace will shut down the main burner. After this, the fireplace will turn back on after the RT drops below the ST.

**NOTICE:** The system will remember the previous TEMPERATURE setting when THERMOSTAT mode is cycled ON or OFF.

**NOTICE:** If your installation includes an optional wired ON/OFF wall switch, it should be in the OFF position when using the RC300AU in thermostat mode.

## Adjusting Timer

- Press the MENU button to activate the menu.
- Using the UP and DOWN arrows highlight the TIMER icon and press SELECT.
- Use the UP and DOWN arrows to turn the TIMER ON or OFF, then press SELECT. Using the UP and DOWN arrows select the desired set time and press SELECT. Timer operates in increments of 15, 30, 45, 60, 90, 120 and 180 minutes.

## Setting the Child Lock

- Press and hold the MENU and UP arrow buttons simultaneously for 4 seconds to enable or disable the child lock feature.

**NOTICE:** No functions will be usable until child lock feature is disabled.

## Power Outage

- If fireplace battery backup system IS installed at time of power outage, fireplace operation will not be interrupted.
- If fireplace battery backup system IS NOT installed at time of power outage, fireplace will shut off. To resume fireplace operation, install battery backup.

**NOTICE:** Battery polarity must be correct or module damage will occur.

## Manual Fireplace Shutoff

In the unlikely event that the remote wall switch malfunctions and will not turn off the fireplace, call your dealer for service assistance. In the meantime, you may choose one of the following actions to turn off the fireplace:

**CAUTION! Risk of burns!** Fireplace surfaces are hot when operating and during cool down. Use care and wear gloves when opening the front and accessing components inside the fireplace.

Check remote screen for battery level indicator, replace the batteries if low battery is indicated (See Figure 3.13).

### Turn off the control module:

- Open or remove the decorative front to access the control module.
- Move switch to OFF (See Figure 3.6).

### Disconnect power to the control module:

- Open or remove the decorative front to access power cord and/or back-up batteries.
- Unplug the control module and/or remove back-up batteries.

### Shut off gas to the appliance:

- Open or remove the decorative front and locate the gas shut-off valve to the left of the gas control.
- Rotate the shut off valve 90 degrees to turn off gas supply.

### Turn off power to the fireplace (if back-up batteries are not installed):

- Locate house circuit breaker for fireplace.
- Turn off the circuit breaker.

## Frequently Asked Questions/Troubleshooting

Symptom	Possible Cause	Corrective Action
Remote control will not transmit	Batteries	Verify batteries are functional and installed correctly.
	Remote control is in Child Lock mode	Disengage Child Lock mode.
	Buttons not being pressed firmly	Press button firmly for one to two seconds to ensure transmission to module.
Control module will not take commands from remote control	Control module is not in "REMOTE" mode	Ensure module switch is set to REMOTE.
	Control module and remote control are not programmed to each other	The control module will beep when it successfully receives a command. If it does not beep, clear module memory and reprogram the remote control.
	Control module is unplugged. In case of power outage, backup batteries are depleted or missing	If the transmission indicator comes on when power button is pressed, verify that the control module is plugged in the fireplace junction cord located in the controls area. Also verify that the batteries are installed in the battery pack.
Fireplace shuts down after extended periods	Built-in timer	The fireplace will automatically shut down after nine hours of continuous operation if it does not receive a command from the remote.
Fireplace is on but will not shut off with the remote control	External wired wall switch	The fireplace cannot be turned off by remote if an external wired switch is installed and in the ON position. Turn external wall switch to OFF.
	Remote control or control module failure	At control module, turn off fireplace by sliding the ON/OFF/REMOTE switch to OFF. Warning! Risk of Burns! Fireplace is hot. Use caution when accessing module.

# 4 Maintenance and Service

**IMPORTANT!** Any safety screen, decorative barrier front or guard removed for servicing must be replaced prior to operating the fireplace.

When properly maintained, your fireplace will give you many years of trouble-free service. **Contact your dealer** to answer questions regarding proper operation, troubleshooting and service for your appliance. Visit [www.heatnglo.com](http://www.heatnglo.com) to locate a dealer. We recommend annual service by a qualified service technician.

## A. Maintenance: Frequency and Tasks

Task	Frequency	To be completed by
Glass Cleaning	Seasonally	Homeowner
Decorative Barrier Fronts	Annually	
Remote Control	Seasonally	
Termination Cap	Seasonally	
Gasket Seal and Glass Assembly Inspection	Annually	Qualified Service Technician
Log Inspection	Annually	
Firebox Inspection	Annually	
Control Compartment & Firebox Top	Annually	
Interior Ceramic Glass Panel Cleaning	Seasonally	
Pilot and Burner Ignition and Operation	Annually	
LED Accent Lights and LED Illuminated Embers Replacement	As needed	
Valve Plate Assembly Removal	As needed	
Electrical Service and Repair	As needed	
Optional Black Gass Refractory	Annually	

More frequent cleaning may be required due to excessive lint from carpeting, bedding material, et cetera. It is imperative that control compartments, burners and circulating air passageways of the appliance be kept clean. Any safety screen, guard, or barrier removed for servicing the appliance must be replaced prior to operating the appliance.

**CAUTION! Risk of Burns!** The fireplace shall be turned off and cooled before servicing.

## B. Maintenance Tasks - Homeowner

Installation and repair should be done by a qualified service technician only. The appliance should be inspected before use and at least annually by a professional service person.

The following tasks may be performed annually by the homeowner. If you are uncomfortable performing any of the listed tasks, please call your dealer for a service appointment.

### Glass Cleaning

**Frequency:** Seasonally

**By:** Homeowner

**Tools Needed:** Protective gloves, gas fireplace glass cleaner, drop cloth and a stable work surface.

**CAUTION! Handle fixed glass assembly with care. Glass is breakable.**

- Avoid striking, scratching or slamming glass
- **DO NOT** use abrasive cleaners
- **DO NOT** clean glass while it is hot
- Prepare a work area large enough to accommodate fixed glass assembly and decorative barrier front by placing a drop cloth on a flat, stable surface.

**Note:** Fixed glass assembly and gasketing may have residue that can stain carpeting or floor surfaces.

- Remove decorative barrier front from fireplace and set aside on work surface.

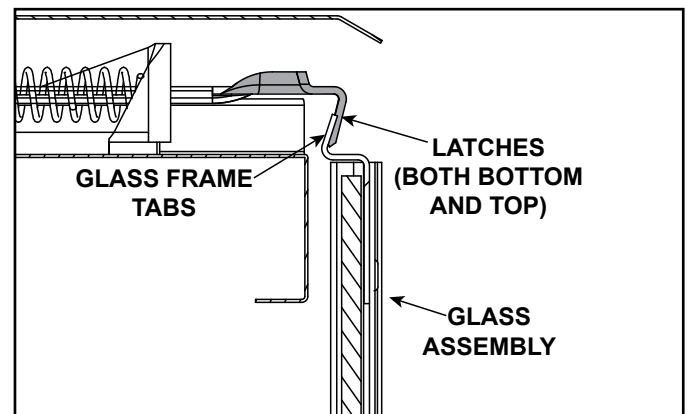


Figure 4.

## Removing Fixed Glass Assembly

- Pull the four glass assembly latches away from the tabs on the glass frame. Remove glass assembly from the appliance. See Figure 4.1.
- Clean glass with a non-abrasive, non-ammonia based, commercially available gas fireplace glass cleaner.
  - Light deposits: Use a soft cloth with soap and water
  - Heavy deposits: Use commercial fireplace glass cleaner (consult with your dealer)

## Replacing Fixed Glass Assembly

- Replace the glass assembly on the appliance. Hold glass in place with one hand. Use the other hand to pull out and latch the four glass assembly latches onto the glass frame tabs.
- Inspect and operate all glass latches to ensure they move freely and no obstructions are present.
- Reinstall decorative barrier front.

## Decorative Barrier Fronts

**Frequency:** Annually

**By:** Homeowner

**Tools needed:** Protective gloves, stable work surface

- Assess condition of screen and replace as necessary.
- Inspect for scratches, dents or other damage and repair as necessary.
- Check that air intake and discharge areas are not blocked.
- Vacuum and dust surfaces.

## Remote Control

**Frequency:** Seasonally

**By:** Homeowner

**Tools needed:** Replacement batteries and remote control instructions.

- Locate remote control transmitter and receiver.
- Verify operation of remote. Refer to remote control operation instructions for proper calibration and setup procedure.
- Place batteries as needed in remote transmitters and battery-powered receivers.
- Place remote control out of reach of children.

If not using your fireplace for an extended period of time (summer months, vacations/trips, etc), to prevent unintended operation:

- Remove batteries from remote controls.
- Turn the ON/OFF/REMOTE switch on the control module to OFF.

## Termination Cap

**Frequency:** Seasonally

**By:** Homeowner

**Tools needed:** Protective gloves and safety glasses.

- Inspect exposed venting and termination cap for blockage or obstruction such as plants, bird nests, leaves, snow, debris, etc.
- Verify termination cap clearance to subsequent construction (building additions, decks, fences, or sheds).
- Inspect for corrosion or separation.

## C. Maintenance Tasks - Qualified Service Technician

The following tasks must be performed by a qualified service technician.

### Gasket Seal and Glass Assembly Inspection

**Frequency:** Annually

**By:** Qualified Service Technician

**Tools needed:** Protective gloves, drop cloth and a stable work surface.

- Inspect gasket seal and its condition.
- Inspect fixed glass assembly for scratches and nicks that can lead to breakage when exposed to heat.
- Confirm there is no damage to glass or glass frame. Replace as necessary.
- Verify that fixed glass assembly is properly retained and attachment components are intact and not damaged. Replace as necessary.

### Logs Inspection

**Frequency:** Annually

**By:** Qualified Service Technician

**Tools needed:** Protective gloves.

- Inspect for damaged or missing logs. Replace as necessary. Refer to Installation manual for log placement instructions.
- Verify correct log placement and no flame impingement causing sooting. Correct as necessary.

### Firebox Inspection

**Frequency:** Annually

**By:** Qualified Service Technician

**Tools needed:** Protective gloves, sandpaper, steel wool, cloths, mineral spirits, primer and touch-up paint.

- Inspect for paint condition, warped surfaces, corrosion or perforation. Sand and repaint as necessary.
- Replace fireplace if firebox has been perforated.

### Control Compartment and Firebox Top

**Frequency:** Annually

**By:** Qualified Service Technician

**Tools needed:** Protective gloves, vacuum cleaner, dust cloths

- 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.
- Remove all foreign objects.
- Verify unobstructed air circulation.

## Interior Ceramic Glass Panel Cleaning

**Frequency:** Seasonally

**By:** Qualified Service Technician

**Tools Needed:** Protective gloves, glass cleaner.

**CAUTION! Handle glass with care. Glass is breakable.**

- Avoid striking, scratching or slamming glass
- Avoid abrasive cleaners
- **DO NOT** clean glass while it is hot
- Clean glass with a non-abrasive commercially available cleaner.
  - Light deposits: Use a soft cloth with soap and water
  - Heavy deposits: Use commercial fireplace glass cleaner (consult with your dealer)

## Pilot and Burner Ignition and Operation

**Frequency:** Annually

**By:** Qualified Service Technician

**Tools needed:** Protective gloves, vacuum cleaner, whisk broom, flashlight, voltmeter, indexed drill bit set, and a manometer.

- Inspect orifice for soot, dirt and corrosion. Verify orifice size is correct. See Service Parts List for proper orifice sizing.
- Verify air shutter setting is correct. See Installation Manual for required air shutter setting. Verify air shutter is clear of dust and debris.
- Verify burner is properly secured and aligned with pilot or igniter.
- Clean off burner top, inspect for plugged ports, corrosion or deterioration. Replace burner if necessary.
- Inspect flame sensing rod for soot, corrosion and deterioration. Polish with 320 grit Emery cloth and/or 3M™ Scotch-Brite Abrasive Hand Pad.
- Verify that there is not a short in flame sense circuit by checking continuity between pilot hood and flame sensing rod. Replace pilot as necessary.
- Verify manifold and inlet pressures. Adjust regulator as required.
- Check all accessible gas-carrying tubes, connections, pipes and other components for leaks.
- Inspect pilot flame pattern and strength. See Figure 4.2 for proper pilot flame pattern. Clean or replace orifice spud as necessary.
- Replace Glowing embers with new dime-size pieces. **DO NOT** block ports or obstruct lighting paths. Refer to appliance installation manual for proper ember placement.
- Check for smooth lighting and ignition carryover to all ports. Verify that there is no ignition delay. Inspect and ensure the lighting of the main burner occurs within four seconds of the main gas valve opening.

- Inspect for lifting or other flame problems.
- Verify batteries have been removed from battery back-up to prevent premature battery failure or leaking.

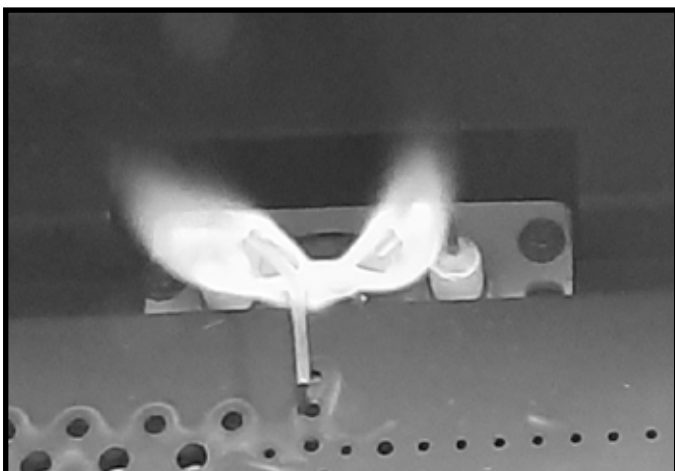


Figure 4.2 IPI Pilot Flame Patterns - Generic Pilot Bracket Shown

## Electrical Service and Repair

**WARNING! Risk of Shock!** Label all wires prior to disconnection when servicing controls. Wiring errors could cause improper and dangerous operation. Verify proper operation after servicing.

**WARNING! Risk of Shock!** Replace damaged wire with type 105° C rated wire. Wire must have high temperature insulation.

## LED Illuminated Embers Replacement

**Frequency:** As needed

**By:** Qualified Service Technician

**Tools needed:** Protective gloves, replacement LED assembly, 1/4 inch nut driver, LED gasket, valve plate gaskets.

The LED Illuminated Embers installed in this appliance do not require any annual service. However, the LED assembly can be replaced. To replace:

- Remove decorative barrier front and fixed glass assembly.
- Remove the log set, front and rear base refractory.
- Remove the ember bed basket and valve plate.
- Disassemble the LED assembly from the valve plate.
- See replacement parts list for LED part numbers.

**Note:** Replace valve plate gasket, LED ember tub gasket, if necessary.

## Valve Assembly Removal

It may become necessary to remove the valve assembly. This task should be performed by a qualified service technician. The refractory panels and base refractory pieces **do not** need to be removed to service the burner assembly. See Section 9 of Appliance Installation Manual for details.

**CAUTION! Risk of Cuts, Abrasions or Flying Debris.** Wear protective gloves and safety glasses during removal and installation. Sheet metal edges are sharp.

## Optional Fiber Refractory

**Frequency:** Annually

**By:** Qualified Service Technician

**Tools needed:** Protective gloves and dust cloths.

- Remove decorative front from fireplace and set aside on work surface.
- Pull the four glass assembly latches out of the groove on the glass frame. Remove glass assembly from the appliance See Figure 4.1.

**CAUTION! Handle fixed glass assembly with care.** Glass is breakable.

- Avoid striking, scratching or slamming glass
- Avoid abrasive cleaners
- **DO NOT** clean glass while it is hot

**Note:** It may be necessary to remove logs in order to clean and inspect the fiber refractory. Reinstall logs using instructions included in appliance installation manual.

- Carefully set fixed glass assembly in place on fireplace. Hold glass in place with one hand and secure glass latches with the other hand.
- Replace the glass assembly on the appliance. Pull out and latch the four glass assembly latches into the groove on the glass frame.
- Reinstall decorative front.

# 5 Frequently Asked Questions and Troubleshooting

## A. Frequently Asked Questions - Appliance

ISSUE	SOLUTIONS
Condensation on the glass	<p>This is a result of gas combustion and temperature variations. Prior to appliance being turned on, the inside of the glass has cooled below the dew point producing a byproduct of combustion: water in the form of condensation. As the fireplace glass warms, the condensation will disappear.</p> <p>In the summer, the inside of your fireplace contains hot humid air from outdoors. When the air from outdoors contacts glass cooled below the dew point by your air conditioning, moisture in that air will condense.</p>
Blue flames	This is a result of normal operation and the flames will begin to yellow as the fireplace is allowed to burn for 20 to 40 minutes.
Erratic flames	<p>Verify that the glass assembly is correctly installed and that all glass latches are engaged over the tabs on the glass frame.</p> <p>Vent baffle/flue restrictor may be needed when long vertical vent runs are used. Refer to Installation Manual, Section 4 Vent Diagrams.</p>
Odor from fireplace	When first operated, this fireplace may release an odor for the first several hours. This is caused by the curing of the paint and the burning off of any oils remaining from manufacturing. Odor may also be released from finishing materials and adhesives used around the fireplace. These circumstances may require additional curing related to the installation environment.
Film on the glass	This is a normal result of the curing process of the paint and logs. Glass should be cleaned within 3 to 4 hours of initial burning to remove deposits left by oils from the manufacturing process. A non-abrasive cleaner such as gas fireplace glass cleaner may be necessary. Contact your dealer.
Metallic noise	Noise is caused by metal expanding and contracting as it heats up and cools down, similar to the sound produced by a furnace or heating duct. This noise does not affect the operation or longevity of the fireplace.
Is it normal to see the pilot flame burn continually?	In an intermittent pilot ignition system (IPI), the pilot flame should turn off when appliance is turned off. Some optional control systems available with IPI models may allow pilot flame to remain lit.
Power Outages (battery backup)	This appliance can be operated on battery power in the event of a power outage. To access the battery pack, the decorative barrier front, mesh and glass assembly must be removed. Refer to Section 3 for more details.
Wall above appliance feels hot to the touch.	No action necessary. This appliance ships with a non-combustible material attached. Specifications of the attached non-combustible material are listed in the Installer's Manual for this appliance.

**Contact your dealer** for additional information regarding operation and troubleshooting. Visit [www.heatnglo.com](http://www.heatnglo.com) to locate a dealer.

## B. Troubleshooting

With proper installation, operation, and maintenance your gas appliance will provide years of trouble-free service. If you do experience a problem, this troubleshooting guide will assist a qualified service technician in the diagnosis of a problem and the corrective action to be taken. This troubleshooting guide can only be used by a qualified service technician. Contact your dealer to arrange a service call by a qualified service technician.

### IntelliFire™ Plus Ignition System

Symptom	Possible Cause	Corrective Action
1. Pilot won't light. The ignitor/module makes noise, but no spark.	A. Incorrect wiring.	Verify "S" wire (white) for sensor and "I" wire (orange) for ignitor are connected to correct terminals on module and pilot assembly.
	B. Loose connections or electrical shorts in the wiring.	Verify no loose connections or electrical shorts in wiring from module to pilot assembly. Verify connections underneath pilot assembly are tight; also verify igniter and flame sense wires are not grounding out to metal chassis, pilot burner, pilot enclosure, mesh screen if present, or any other metal object.
	C. Ignitor gap is too large.	Verify gap of igniter to right side of pilot hood. The gap should be approximately .17 in. or 1/8 in. (3 mm).
2. Pilot won't light, there is no noise or spark.	A. No power, transformer installed incorrectly, or depleted batteries.	Verify that transformer is installed and plugged into module. Check voltage of transformer at connection to module. Acceptable readings of a good transformer are between 6.4 and 6.6 volts DC. Battery power supply voltage must be at least 4 volts. If less than 4 volts, replace batteries.
	B. A shorted or loose connection in wiring configuration or wiring harness.	Remove and reinstall the wiring harness that plugs into module. Verify there is a tight fit. Verify pilot assembly wiring to module. Remove and verify continuity of each wire in wiring harness. Replace any damaged components.
	C. Improper wall switch wiring.	Verify that 220/240 VAC service power is "ON" to appliance.
	D. Module not grounded.	Verify black ground wire from module wire harness is grounded to metal chassis of appliance.
3. Pilot sparks, but Pilot will not light.	A. Gas supply.	Verify that incoming gas line ball valve is "open". Verify that inlet pressure reading is within acceptable limits.
	B. Ignitor gap is too large.	Verify gap of igniter to right side of pilot hood. The gap should be approximately .17 in. or 1/8 in. (3 mm).
	C. Module is not grounded.	Verify module is securely grounded to metal chassis of appliance.
	D. Pilot valve solenoid.	Verify that 1.5 to 1.8 VDC is supplied to pilot solenoid from module. If below 1.5 volts, replace module. If 1.5 volts or greater, replace valve.



## Intellifire™ Plus Ignition System - (continued)

Symptom	Possible Cause	Corrective Action
4. Pilot lights but continues to spark, and main burner will not ignite. (If the pilot continues to spark after the pilot flame has been lit, flame rectification has not occurred.)	A. A shorted or loose connection in flame sensing rod.	Verify all connections to wiring diagram in manual. Verify connections underneath pilot assembly are tight. Verify flame sense or igniter wires are not grounding out to metal chassis, pilot burner, pilot enclosure or screen if present, or any other metal object.
	B. Poor flame rectification or contaminated flame sensing rod.	With fixed glass assembly in place, verify that flame is engulfing flame sensing rod on left side of pilot hood. Flame sensing rod should glow shortly after ignition. With a multi-meter, verify that current in series between module and sense lead is at least 0.14 microamps. Verify correct pilot orifice is installed and gas inlet is set to pressure specifications. Polish flame sensing rod with fine steel wool to remove any contaminants that may have accumulated on flame sensing rod.
	C. Module is not grounded.	Verify module is securely grounded to metal chassis of appliance. Verify that wire harness is firmly connected to the module.
	D. Damaged pilot assembly or contaminated flame sensing rod.	Verify that ceramic insulator around the flame sensing rod is not cracked, damaged, or loose. Verify connection from flame sensing rod to white sensor wire. Polish flame sensing rod with fine steel wool to remove any contaminants that may have accumulated on flame sensing rod. Verify continuity with a multi-meter with ohms set at lowest range. Replace pilot if any damage is detected.
5. Appliance lights and runs for a few minutes and then shuts down and/or appliance cycles on and off.	A. A shorted or loose connection in flame sensing rod.	Verify all connections to wiring diagram in manual. Verify connections underneath pilot assembly are tight. Verify flame sense or igniter wires are not grounding out to metal chassis, pilot burner, pilot enclosure or screen if present, or any other metal object.
	B. Poor flame rectification or contaminated flame sensing rod.	With fixed glass assembly in place, verify that flame is engulfing flame sensing rod on left side of pilot hood. Flame sensing rod should glow shortly after ignition. With a multi-meter, verify that current in series between module and sense lead is at least 0.14 microamps. Verify correct pilot orifice is installed and gas inlet is set to pressure specifications. Polish flame sensing rod with fine steel wool to remove any contaminants that may have accumulated on flame sensing rod.
	C. Logs are set up incorrectly.	Remove and reinstall logs per the log placement instructions.
	D. Damaged pilot assembly or contaminated flame sensing rod.	Verify that ceramic insulator around the flame sensing rod is not cracked, damaged, or loose. Verify connection from flame sensing rod to white sensor wire. Polish flame sensing rod with fine steel wool to remove any contaminants that may have accumulated on flame sensing rod. Verify continuity with a multi-meter with ohms set at lowest range. Replace pilot if any damage is detected.
6. Carbon Deposition	A. Log Placement	Verify placement and assure flame is not excessively impinging on log.
	B. Shutter Setting	Check to assure correct shutter setting for your model and gas type.
	C. Gas Type	Assure correct fuel matches unit gas model and components.

# 6 Reference Materials

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## A. Accessories

### Remote Controls, Wall Controls and Wall Switches

Follow the instructions supplied with the control installed to operate your fireplace:

For safety:

- Install a switch lock or a wall/remote control with child protection lockout feature.
- Keep remote controls out of reach of children.

See your dealer if you have questions.

### Optional Heat-Zone®-240V Kit

Follow the instruction supplied with the kit for operation.

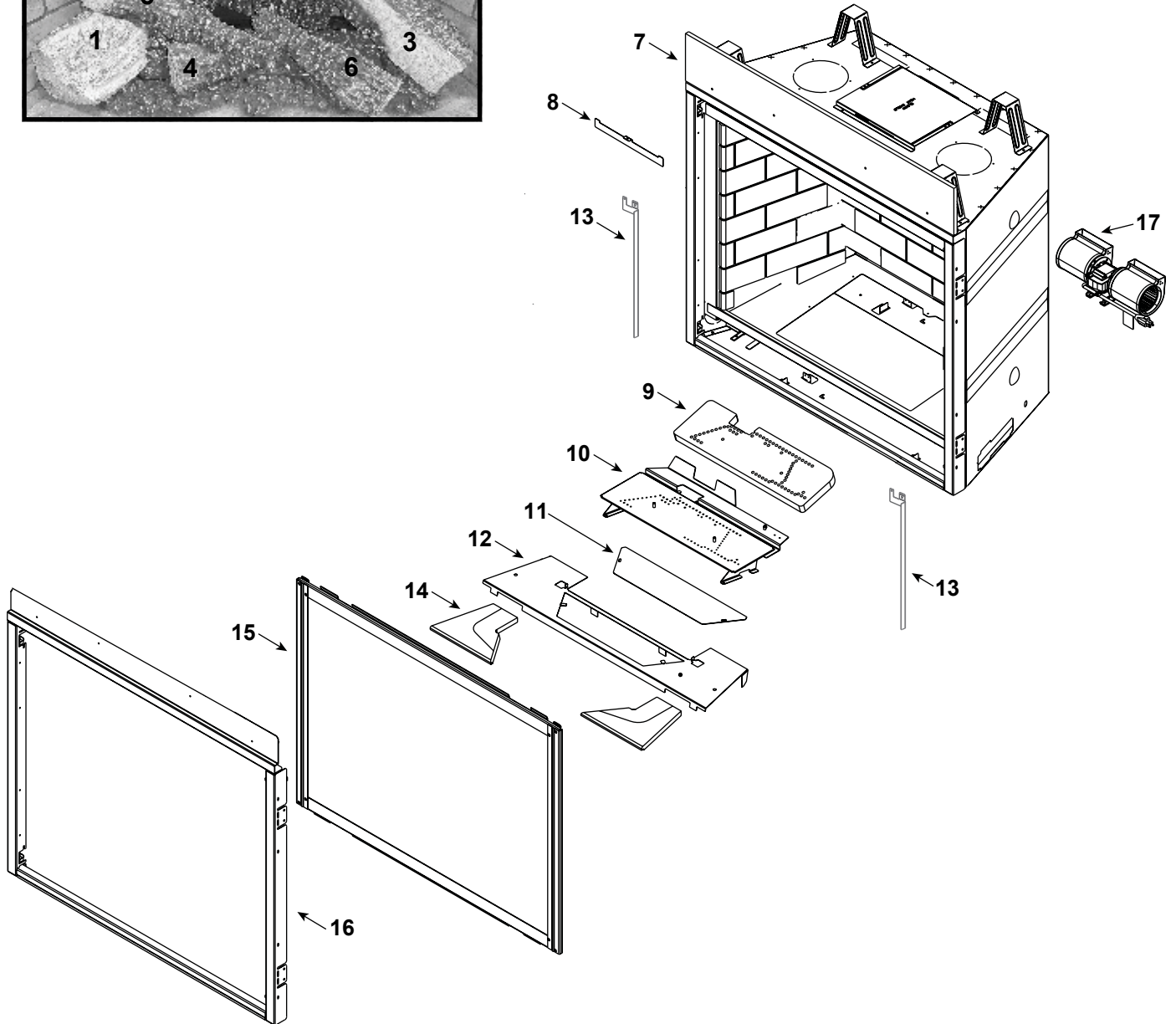
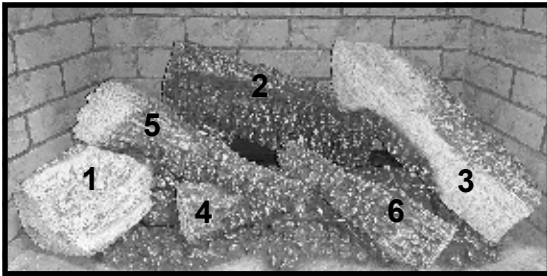
- Preparation of the appliance for installation of the kit is discussed in Section 6.B.

Contact your dealer if you have questions.

### Optional Fiber Refractory Kit

Follow the instructions supplied to install the kit. Contact your dealer if you have questions.

### Log Set Assembly



Part number list on following page.

**IMPORTANT: THIS IS DATED INFORMATION.** Parts must be ordered from a dealer or distributor. **Hearth and Home Technologies does not sell directly to consumers.** Provide model number and serial number when requesting service parts from your dealer or distributor.

ITEM	DESCRIPTION	COMMENTS	PART NUMBER
	Log Assembly		LOGS-6K
1	Log #1		SRV2582-700
2	Log #2		SRV2582-701
3	Log #3		SRV2582-702
4	Log #4		SRV2582-703
5	Log #5		SRV2582-704
6	Log #6		SRV2582-705
7	Non-combustible board		2583-137
8	Curtain, Flue Light		2583-179
9	Burner Overlay		SRV2583-127
10	Burner Assembly	NG & Propane	2589-007
		ULPG	2589-008
11	Mesh, Ember Bed		2583-157
12	Basket, Ember Bed		2583-156
	Glass Liner Kit (Back, Left, Right, Bases, Top, & Insulation Boards)		GL-36MX
	Magic Glass Assembly (Back, Left, & Right)		2592-079
13	Refractory Brackets BK (Right and Left)		SRV2583-747
14	Refractory Base (Right & Left)		SRV2583-076-BK
15	Glass Assembly		GLA-6KX
	Finishing Strips	Sold as set only	SRVFS-6K
16	Surround		SRV2583-019
	Surround Bottom		SRV2583-193-1
17	Blower		2264-500A
	Elbow Heat Shield		385-290
	Flue Restrictor		385-128
	Gasket Assembly (Vent, seal cap, cover, drawn neck, shutter, valve, & bulkhead)		2583-080
	Glass Clip Assembly (Top)	Qty 2 req	2155-047
	Glass Clip Assembly (Bottom)	Qty 2 req	2155-045
	Mineral Wool		050-721
	Seal Cap	Qty 2 req	4031-221
	Illuminated Embers Glass Media	4lbs.	2680-753

Additional service part numbers on following page.

No one builds a better fire

Beginning Manufacturing Date: Jun 2023  
Ending Manufacturing Date: Active

**IMPORTANT: THIS IS DATED INFORMATION.** Parts must be ordered from a dealer or distributor. **Hearth and Home Technologies does not sell directly to consumers.** Provide model number and serial number when requesting service parts from your dealer or distributor.

ITEM	DESCRIPTION	COMMENTS	PART NUMBER
<b>#17 Valve Assembly</b>			
17.1	Shutter Assembly		2583-011
17.2	Bulkhead W/Flex tube		SRV7000-156
17.3	Pilot Assembly, NG		SRV2106-169
	Pilot Assembly, LP		SRV2106-170
	Pilot Tube		SRV485-301
17.4	3-Hole Grommet		SRV2118-420
17.5	Flex Ball Valve Assembly		SRV303-330
17.6	Valve, NG		SRV2166-302
	Valve, LP		2166-303
17.7	Male Connector	Pkg of 5	303-315/5
17.8	Kapton, Ember		2583-171
17.9	Glass, Ember		2583-173
17.10	LED Assemby, Ember Bed		2583-061
	Battery Holder		SRV2326-142
	Orifice, NG (#31C)		SRV582-831
	Orifice, LP (#49C)		SRV582-849
	Orifice, ULPG (#53C)		582-853

\*\*Fuse for battery pack can be sourced locally, not a warranty item. Specs are 250v, 3A fuse, 3/4" long

Additional service part numbers on following page.

IMPORTANT: THIS IS DATED INFORMATION. Parts must be ordered from a dealer or distributor. **Hearth and Home Technologies does not sell directly to consumers.** Provide model number and serial number when requesting service parts from your dealer or distributor.

ITEM	DESCRIPTION	COMMENTS	PART NUMBER
<b>#18 Component Tray</b>			
18.1	LED Wire		2589-160
18.2	LED Resistor Module		2326-125
18.3	AUX300 CE		2166-340
18.4	Harness, 6 Pin		SRV2583-063
18.5	Transformer, 6 Volt Wall		SRV2326-131
18.6	Module, IPI		2166-306
18.7	LED 12 Volt Power Supply		2326-114
18.8	Power Cord Assembly		2222-037
<b>Conversion Kits</b>			
	Conversion Kit NG		NGK-MID
	Conversion Kit Propane		LPK-MID
	Conversion Kit ULPG		6KX-N2B
	Pilot Orifice, NG		SRV593-528
	Pilot Orifice, Propane		SRV593-527
	Pilot Orifice, ULPG		593-529
	Regulator, NG		NGK-DXV-50
	Regulator, Propane		SRVLPK-DXV-50

## C. Contact Information



No one builds a better fire

Heat & Glo, a brand of Hearth & Home Technologies  
7571 215<sup>th</sup> Street West, Lakeville, MN 55044  
[www.heatnglo.com](http://www.heatnglo.com)

Please contact your Heat & Glo dealer with any questions or concerns.  
For the location of your nearest Heat & Glo dealer,  
please visit [www.heatnglo.com](http://www.heatnglo.com).

### - NOTES -

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### NOTICE



- Important operating and maintenance instructions included.

#### DO NOT DISCARD THIS MANUAL

- Read, understand and follow these instructions for safe installation and operation.

- Leave this manual with party responsible for use and operation.



This product may be covered by one or more of the following patents: (United States) 7077122, 7074035, 7234932, 7322819, 7422011, 7726300, 8147240, 9625149 or other U.S. and foreign patents pending.

2000-945F

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