

INSTALLER:

Leave this manual with the appliance.

CONSUMER:

Retain this manual for future reference.

⚠ 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.

DIRECT VENT ZERO CLEARANCE GAS FIREPLACE HEATER

MODEL SERIES:

MULTIFUNCTION
REMOTE (MF)
DVLL(60,72)BP90(N,P)-2



⚠ WARNING

If not installed, operated and maintained in accordance with the manufacturer's instructions, this product could expose you to substances in fuel or from fuel combustion which can cause death or serious illness.

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

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

This appliance is not convertible for use with other gases, unless a certified kit is used.

⚠ WARNING



**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.

**NATIONAL
FIREPLACE
INSTITUTE**



CERTIFIED
www.nficertified.org

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

NOTICE: Barrier required.

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COMBUSTIBLE MATERIAL

⚠ WARNING

Do not attach combustible material above your fireplace. This is a fire hazard. No greeting card, stockings or ornamentation of any type should be placed on or attached to the fireplace. This is a heating appliance. The flow of heat can ignite combustibles.

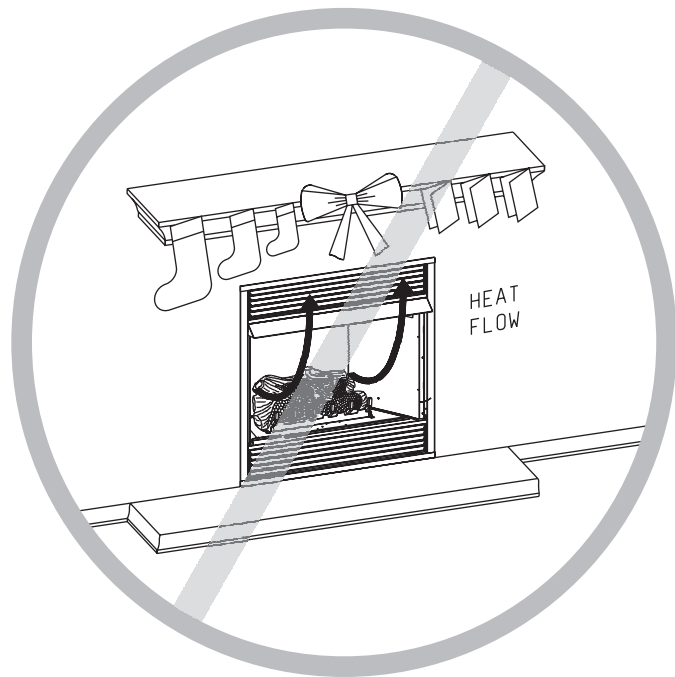


Figure 1
GENERIC MODEL SHOWN

Television Considerations

Installing a television above a fireplace has become increasingly popular; however, the areas above any fireplace gets hot and most TV manufacturers recommend against placing their products near a heat source.

If you install a television above this fireplace insert, Empire Comfort Systems accepts no responsibility for damage or injuries. Follow the television manufacturers installation instructions, including any recommendations regarding proximity to heat sources.

If you have a TV above your fireplace turn off the fireplace and let it cool completely before servicing or touching any buttons on the TV.

MULTIFUNCTION REMOTE OPERATING INSTRUCTIONS

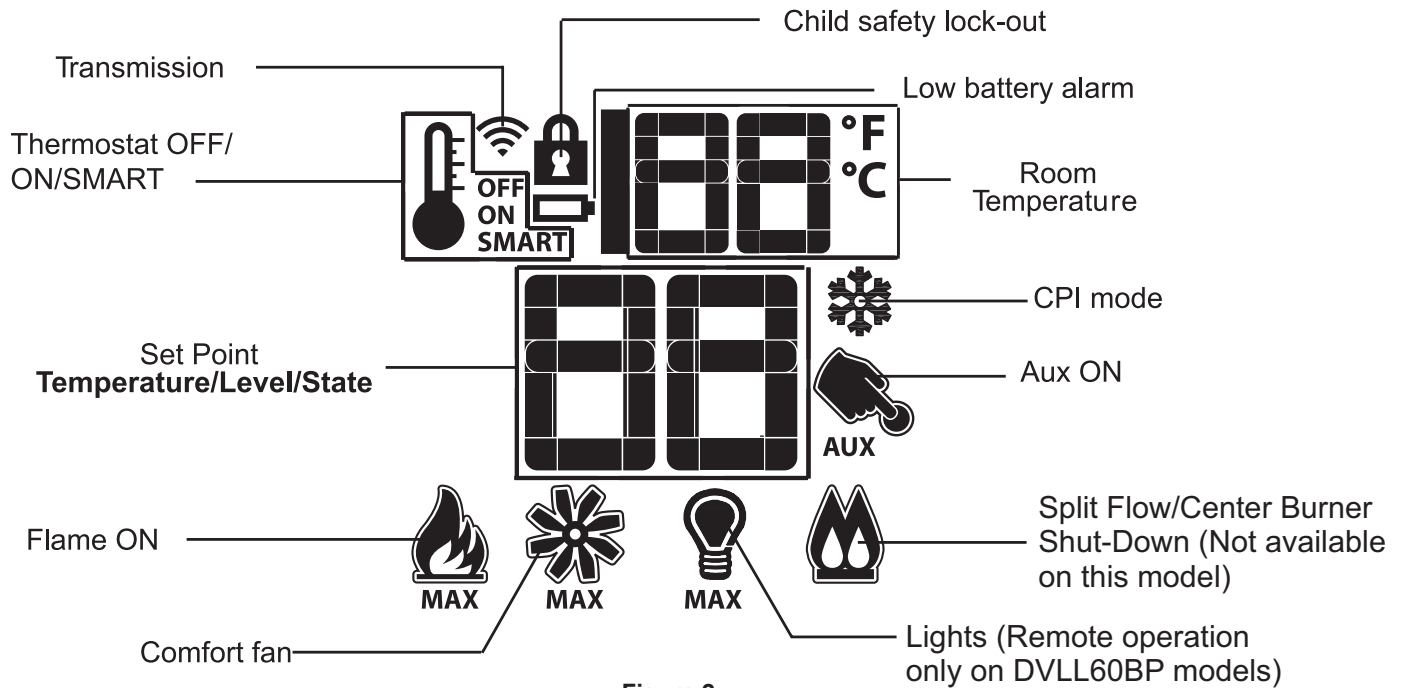


Figure 2

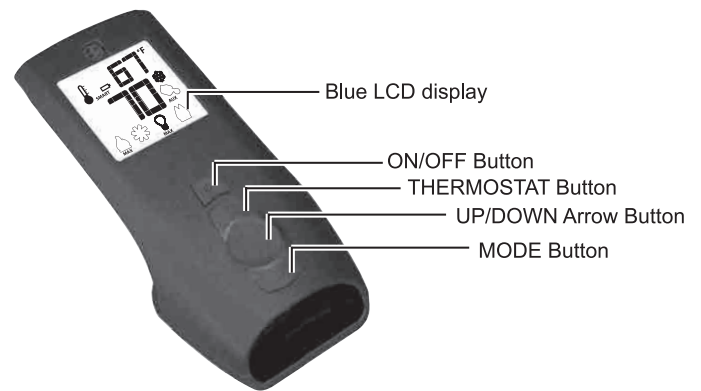


Figure 3

NOTICE: This control system includes a Battery Back-up pack that allows the Fireplace to operate in the event of a power outage.

NOTICE: The Accent Light and/or Blower features will not operate during a power outage.

NOTICE: Replace all Batteries at least once each year, preferably before at the beginning of the season.

TECHNICAL DATA	
Remote Control	
Supply voltage	4.5 V (three 1.5 V AAA batteries)
Ambient temperature ratings	0-50°C (32 - 122°F)
Radio frequency	315 MHz

⚠ WARNING

The transmitter and receiver are radio frequency devices. Placing the receiver in or near metal may severely reduce the signal range.

⚠ WARNING

Turn off the main gas supply and electrical supply to the fireplace during installation and/or maintenance of the receiver device.

⚠ WARNING

FIRE HAZARD

Can cause severe injury or death. The Receiver causes ignition of the FIREPLACE. The FIREPLACE can turn on suddenly. Keep away from the FIREPLACE burner when operating the remote system or activating manual bypass of the remote system.

⚠ CAUTION

PROPERTY DAMAGE HAZARD.

Excessive heat can cause property damage. The FIREPLACE can stay lit for many hours. Turn off the FIREPLACE if it is not going to be attended for any length of time. Always place the Transmitter where children can not reach it.

⚠ CAUTION

FIRE OR EXPLOSION HAZARD.

Can cause property damage, severe injury or death. Do not attempt to take apart the gas control or to clean it. Improper assembly and cleaning can cause unreliable operation.

MULTIFUNCTION REMOTE OPERATING INSTRUCTIONS

Initializing the System for the First Time

1. Remove the wall cover. Open the wall mounted battery back-up holder. **See Figure 4.** Install the four AA batteries into the wall mounted battery back-up holder then reinstall the cover. **See Figure 5.**
2. Install three AAA batteries into the battery bay located on the base of the transmitter. **See Figure 6.**
3. Set the wall remote slide switch to the REMOTE position. **See Figure 5.**
4. Press and release the SWI button on the wall control with a paper clip and the IFC module will beep three times to indicate the IFC module is ready to synchronize with the transmitter within ten seconds. **See Figure 5.**

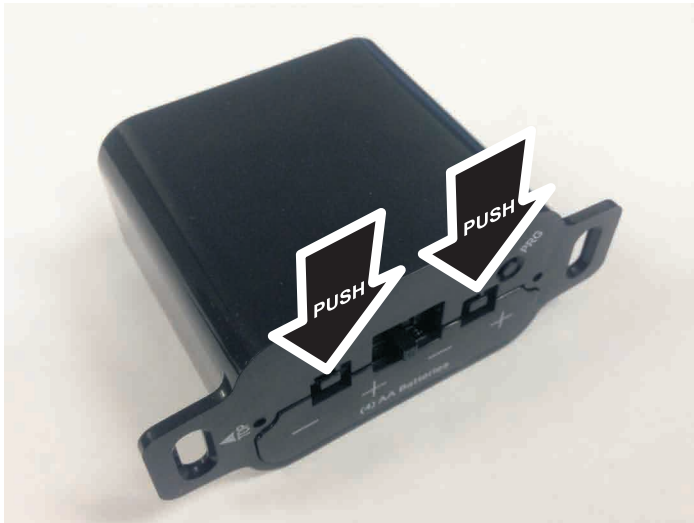


Figure 4



Figure 5

5. With the batteries already installed in the Transmitter, push the ON button. The Receiver will beep four times to indicate the Transmitter's command is accepted and sets to the matching code of that Transmitter. The system is now initialized.



Figure 6

Temperature Indication Display °C or °F

With the system in the OFF position, press the Thermostat Button and the Mode Button at the same time. Look at the LCD screen on the Transmitter to verify that a °C or °F is visible to the right of the Room Temperature display. **See Figures 7 and 8.**

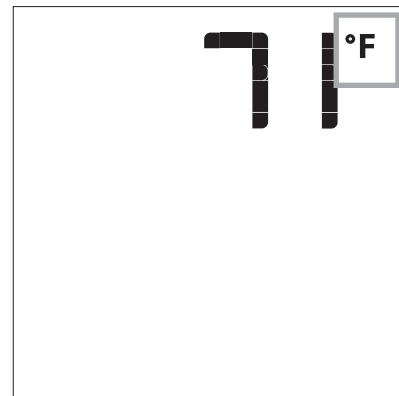


Figure 7

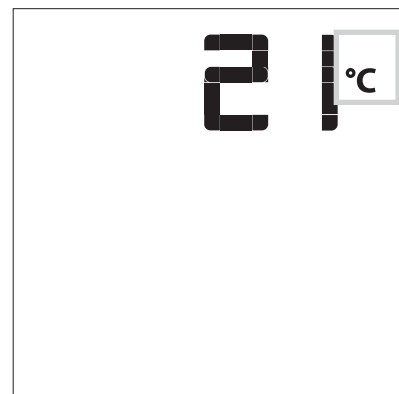


Figure 8

MULTIFUNCTION REMOTE OPERATING INSTRUCTIONS

Turn On the Fireplace

With the system OFF, press the ON/OFF Button on the Transmitter. The Transmitter display will show some other active icons on the screen. At the same time the Receiver will activate the fireplace. A single beep from the Receiver will confirm reception of the command.

Turn OFF the Fireplace

With the system ON, press the ON/OFF Button on the Transmitter. The Transmitter LCD display will only show the room temperature. **See Figure 9.** At the same time the Receiver will turn off the fireplace. A single beep from the Receiver confirms reception of the command.



Remote Control Display - Figure 9

Remote Flame Control

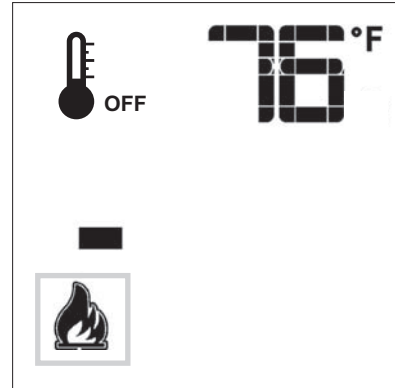
The Proflame control has six flame levels. With the system on, and the flame level at maximum, each press of the Down Arrow Button once will reduce the flame height by one step—until the flame is turned off.

The Up Arrow Button will increase the flame height each time it is pressed. If you press the Up Arrow Button while the system is on but the flame is off, the flame will come on in the high position.

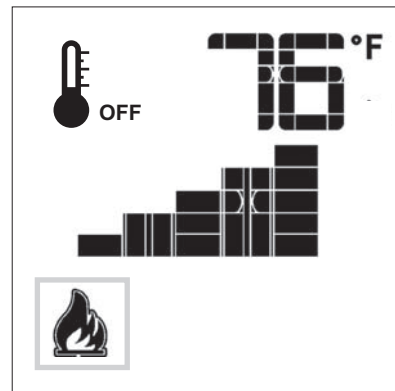
See Figures 10 through 13. A single beep will confirm reception of the command.



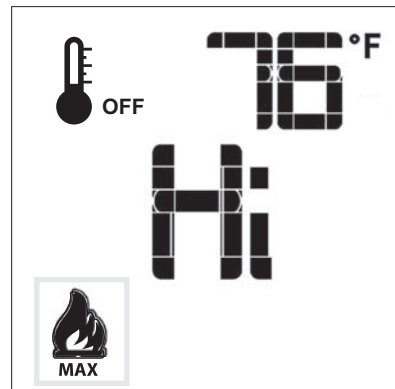
Flame Off - Figure 10



Flame Level 1 - Figure 11



Flame Level 5 - Figure 12



Flame Level Maximum - Figure 13

MULTIFUNCTION REMOTE OPERATING INSTRUCTIONS

Room Thermostat (Transmitter Operation)

The Remote Control can operate as a room thermostat. The thermostat can be set to a desired temperature to control the comfort level in a room. To activate this function, press the Thermostat Button. The LCD display on the Transmitter will change to show that the room thermostat is ON and the set temperature is now displayed. **See Figure 14.** To adjust the set temperature, press the Up or Down Arrow Buttons until the desired set temperature is displayed on the LCD screen of the Transmitter. **See Figure 15.**

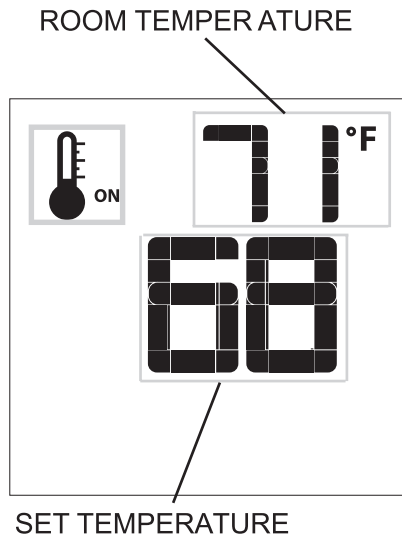


Figure 14

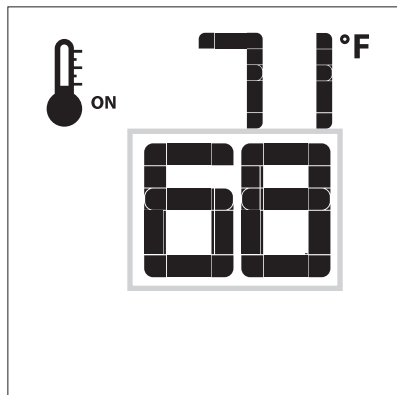


Figure 15

Smart Thermostat (Transmitter Operation)

The Smart Thermostat function adjusts the flame height in accordance to the difference between the set point temperature and the actual room temperatures. As the room temperature gets closer to the set point the Smart Function will modulate the flame down. To activate this function, press the Thermostat Button until the word SMART appears to the right of the temperature bulb graphic. **See Figure 16.** To adjust the set temperature, press the Up or Down Arrow Buttons until the desired set temperature is displayed on the LCD screen of the Transmitter. **See Figure 17.**

NOTICE: When Smart Thermostat is activated, manual flame height adjustment is disabled.

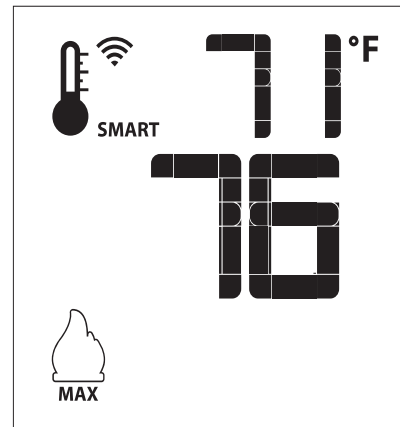


Figure 16

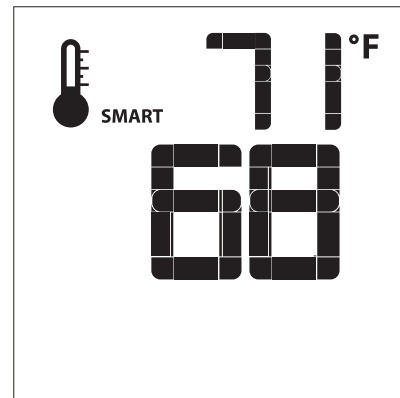


Figure 17

Manual ON/OFF (Transmitter Operation)

The Thermostat Feature may be disabled so the fireplace will operate only in manual mode.

With all (3) AAA type batteries installed:

1. Take out one AAA battery.
2. While re-inserting the battery, push and hold down the thermostat button. This will disable the thermostat feature on the transmitter.

MULTIFUNCTION REMOTE OPERATING INSTRUCTIONS

Blower Control

If the fireplace is equipped with a blower assembly, the fan speed can be controlled by the Proflame remote. The fan can be adjusted through six speeds. To activate this function, use the Mode Button to index the fan control icon. **See Figure 17.** Use the Up/Down Arrow Buttons to adjust the fan speed. **See Figure 19.** A single beep will confirm reception of the command.



Figure 18

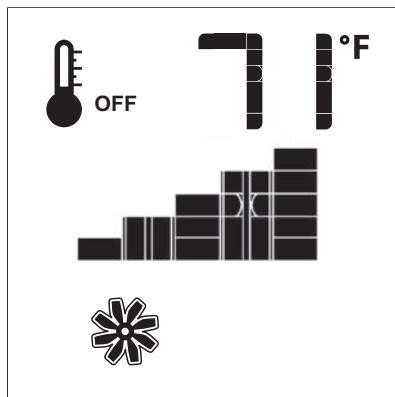


Figure 19

Remote Dimmer Control (Light) — Not applicable on DVLL72BP Models.

Split Flow Control (Option not available for the DVLL(60,72) BP Series Fireplaces)

Remote Light Control (Accent Light) (DVLL60 ONLY)

If the fireplace is equipped with accent lights below the hearth, the intensity of the lights can be controlled by the Proflame system. The light has five levels of intensity, plus off. To activate this function, use the Mode Button **Figure 3** to index the light control icon. **See Figure 20.** Use the Up/Down Arrow Buttons **Figure 3** to turn On/Off, or adjust the light intensity level. **See Figure 21.** A single beep will confirm reception of the command.

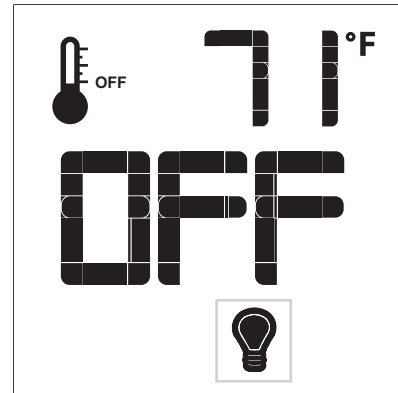


Figure 20

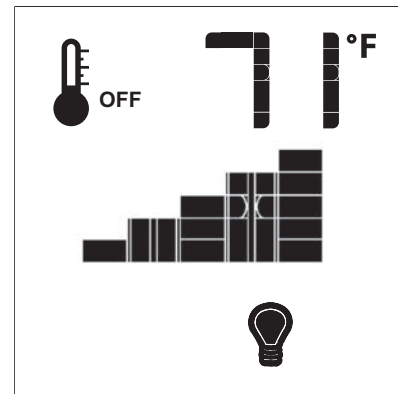


Figure 21

MULTIFUNCTION REMOTE OPERATING INSTRUCTIONS

During a prolonged power outage, the fireplace can operate in Continuous Pilot Mode. This reduces drain on the batteries used to ignite the burner and ensures the fireplace will continue to operate throughout the outage.

Continuous Pilot/Intermittent Pilot (CPI/IPI) Selection

With the system in OFF position press the Mode Button to index to the CPI mode icon. See Figures 22 and 23.

Pressing the Up Arrow Button will activate the CPI. Pressing the Down Arrow Button will return to IPI. A single beep will confirm the reception of the command.

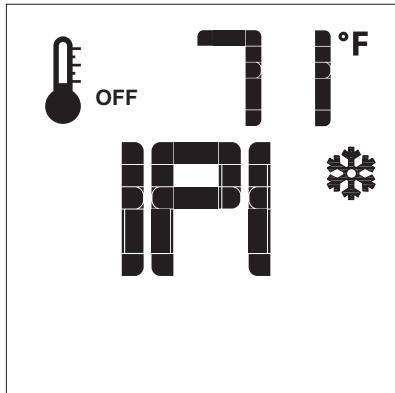


Figure 22

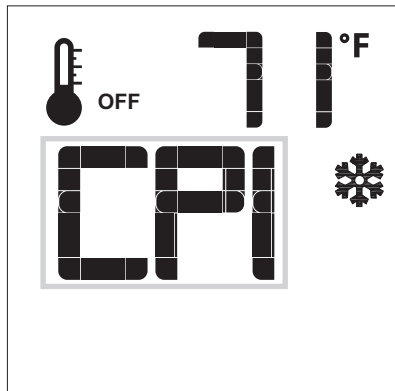


Figure 23

Button Lock

This function will lock the Buttons to prevent unsupervised operation.

To activate this function, press the MODE and UP Buttons at the same time. See Figure 24.

To deactivate this function, press the MODE and UP Buttons at the same time.

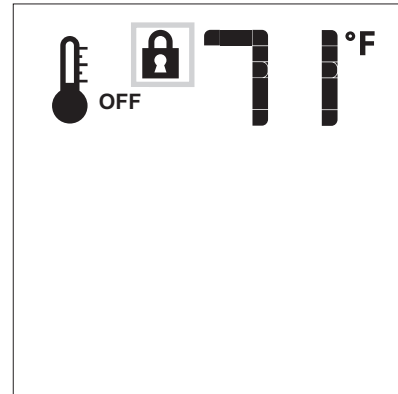


Figure 24

Low Battery Power Detection - Transmitter

The life span of the remote control batteries depends on various factors:

- Quality of the batteries
 - How frequently the fireplace cycles on and off
- When the transmitter batteries are low, an Icon will appear on the LCD display of the transmitter. See Figure 25 before all battery power is lost. When the batteries are replaced this Icon will disappear.

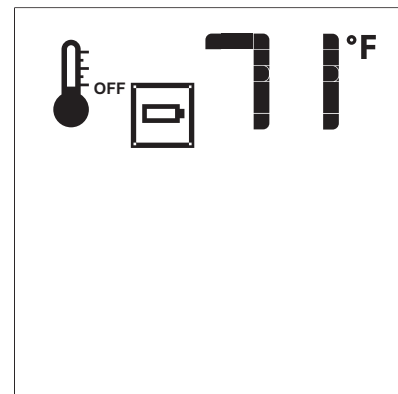


Figure 25

MULTIFUNCTION REMOTE OPERATING INSTRUCTIONS

Using the Fireplace without a Remote Control

The fireplace can be turned ON (HI only) and OFF with the wall switch. The fireplace flame ON/OFF is the only function that will operate; no flame adjustment, light or blower will work when using the wall switch. The wall control switch should be turned OFF when the fireplace is not being used for extended periods of time.

Battery Backup Operation

Install batteries (See initialization sequence on page 41). In case of power loss, the fireplace will switch to battery mode automatically. The fireplace will operate normally without the fan or light control when in battery mode.

Low Battery Detection

When the backup batteries are low, the module emits a double-beep when it receives an on/off command. The system will not accept any commands until the batteries are replaced or A/C power is restored.

Lockout State Definition

To prevent damage to the fireplace, IFC board will automatically lockout the remote control if it detects a anomalous flame or too many unsuccessful ignition attempts. The lockout state will remain as long as the power supplies are applied.

When the IFC board goes into lockout state:

1. both the Pilot and the Main Burner solenoids in the gas valve are de-energized;
2. a diagnostic code is sent through the diagnostic red LED.
3. the IFC board will ignore any burner ignition command and remain in the OFF state unless the unlock command sequence is met.

Turn the system power supplies (to the wall control or remote control) OFF for two or three seconds and then restore power. If the lockout reoccurs, call your dealer. The causes of lockout must be investigated under safe conditions by trained service personnel.

INTERMITTENT PILOT LIGHTING INSTRUCTIONS



FOR YOUR SAFETY READ BEFORE LIGHTING

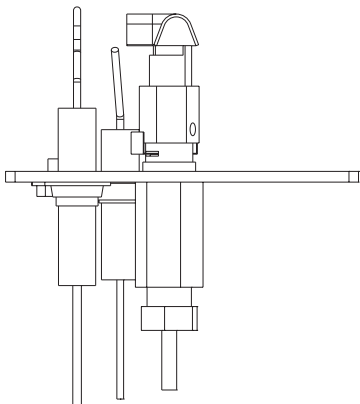
⚠ WARNING

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

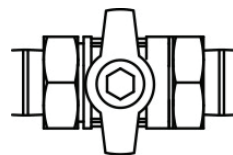
- A. This appliance has a pilot which can be lit with the manual on/off switch, a remote control, or by switching the remote receiver switch to the "ON" position. When lighting the pilot, follow these instructions exactly.
- B. Before lighting smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.
- What To Do If You Smell Gas
- Do not try to light any appliance.
 - Do not touch any electrical switch;
 - Do not use any phone in your building.
 - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
 - If you cannot reach your gas supplier, call the fire department.
- C. Use only the remote control or manual remote receiver switch to operate the gas valve. Never use tools. If valve does not operate, don't 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

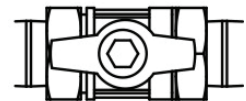
1. STOP! Read the safety information above.
2. Turn OFF electric power to the appliance.
3. Remove front surround panel assembly or bottom louver if included.
4. Turn gas shut-off valve counterclockwise  to "On" position.
5. Wait ten minutes to clear out any gas. Then smell for gas, including near the floor. If you smell gas, STOP! Follow "B" in the safety information above on this page. If you do not smell gas, go to the next step.
6. Turn ON electric power to the appliance.
7. Find pilot - Follow metal tube from gas control. The pilot is behind the burner on the right side.
8. Turn main flame to on. If the pilot does not light within 60 seconds, stop and go to Step 5.
9. If the burner or pilot does not operate properly after several tries, turn the gas shut-off valve clockwise  to "OFF" and call your service technician or gas supplier.
10. Replace the front surround assembly or close bottom louver assembly (if applicable).
11. Operation of the gas valve is controlled by a manual on/off switch or a hand held remote control. Refer to remote instructions for detailed operation information.



GAS SHUT-OFF VALVE



OFF



ON

TO TURN OFF GAS TO FIREPLACE

1. Turn off all electric power to the appliance if service is to be performed (if applicable).
2. Turn gas shut-off valve to "OFF" position.

MAINTENANCE AND SERVICE

MAINTENANCE AND SERVICE

Removing the Barrier Screen

Lift the barrier up approximately 1/4 inch with one hand under the lower barrier frame edge to disengage. Grasp the top of the barrier and pull forward. Remove the barrier by pulling straight forward.

Remove Door Limiter Bracket

Before the Glass Door can be removed, a Door Limiter Bracket must be removed. Using a 5/16-inch hex nut driver, remove (5) #10-24 x 3/8-inch screws that retain the Limiter Bracket to the bottom flange of the Glass Door frame, and set the bracket aside. See Figures 26 and 27.

NOTICE: The Door Limiter Bracket must be re-installed to the Glass Door frame prior to operation of the fireplace.

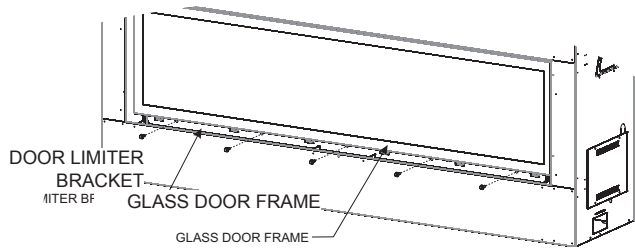


Figure 26

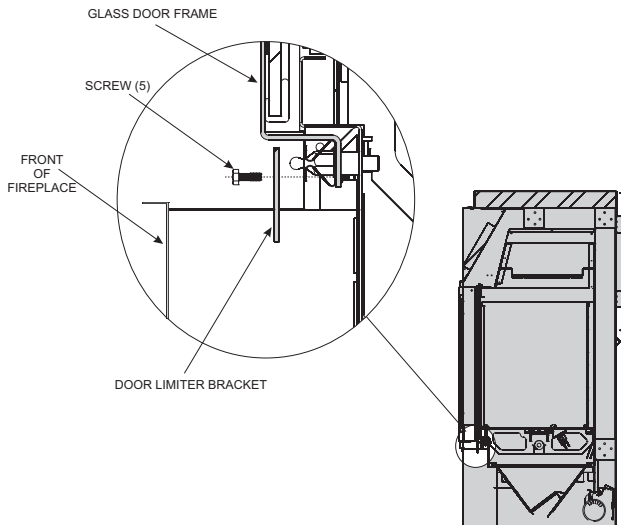


Figure 27

Removing the Glass Door Assembly

Locate the glass door tool (secured to the top of the fireplace for shipping). Use the tool as a lever to release the bottom of the glass door as shown in Figure 28.

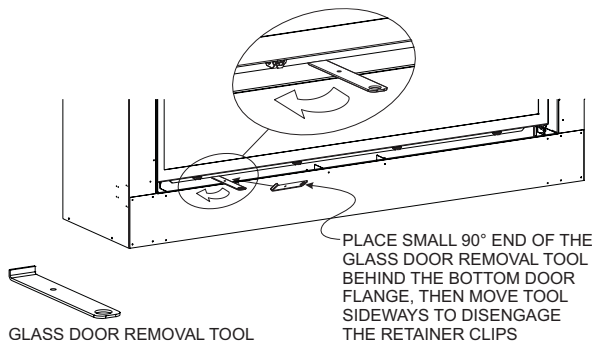


Figure 28

NOTICE: The glass door is secured to the top of the firebox with tabs that allow it to pivot outward at the bottom. The bottom of the door frame engages into the four bullet type retainers.

Pivot the glass door out until the bottom of the door is about 6 to 8 inches from the firebox face, then lift upward on the door assembly to disengage the top of the door from the tab retainers on top of the firebox. See Figure 29.

⚠ CAUTION

The glass door is wide and heavy and can be difficult to install or remove by a single person. It is recommended that two people remove the glass door.

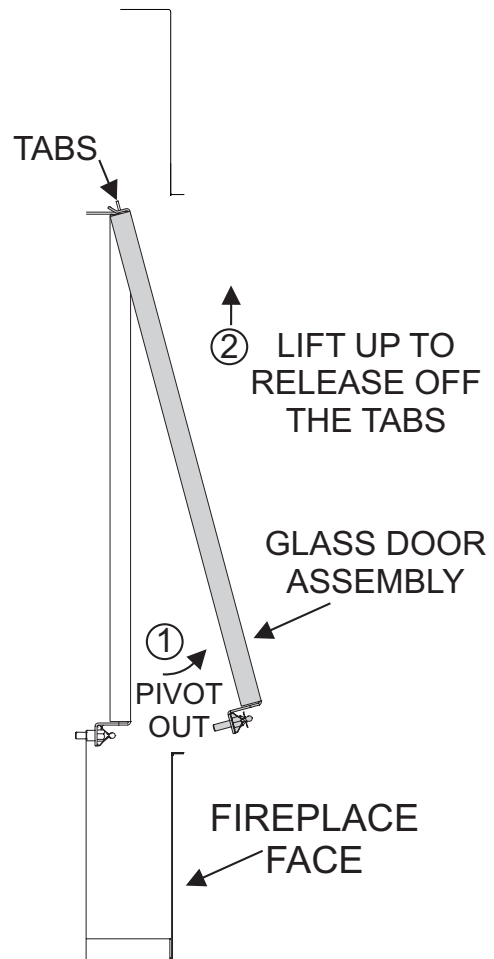


Figure 29

MAINTENANCE AND SERVICE (CONT'D)

CHECK THAT ALL BOTTOM GLASS DOOR CLOSURE PINS ARE FULLY ENGAGED TO THE SPRING CLIPS.

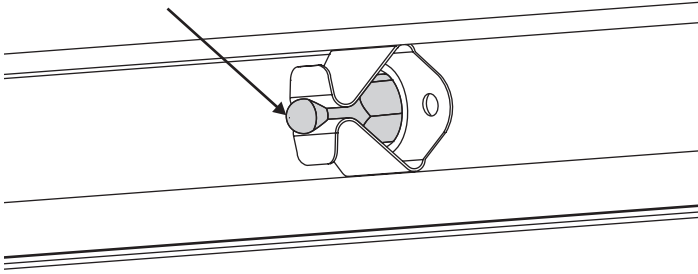


Figure 30

MAINTENANCE AND SERVICE

The only recommended maintenance for the homeowner is periodically cleaning the glass. Before cleaning the glass read the warnings below.

This fireplace has no user-serviceable mechanical components. Contact your dealer or a qualified gas appliance service technician for all service and repair.

ACCESSING THE CONTROL MODULE

WARNING

Always turn off gas and electrical supply to the fireplace before servicing.

NOTICE: It is normal for fireplaces fabricated of steel to give off some expansion and/or contraction noise during the start up or cool down cycle. Similar noises are found with your furnace heat exchanger or car engine.

It is normal for your gas fireplace to give off some odor the first time it is burned. This is due to the curing of the paint and oil from the manufacturing process.

Please ensure that your room is well ventilated - open a window.

Burn your fireplace for at least one hour the first time you use it. If optional fan kit has been installed, place fan in the OFF position during this time.

IMPORTANT: Turn off gas before servicing fireplace. Have a qualified service person perform these check-ups once a year preferably before the using of the fireplace.

• Clean Burner and Control Compartment

Keep the control compartment and burner area clean by vacuuming or brushing at least twice a year.

CLEANING PROCEDURE

1. Turn off fireplace.
2. Remove the barrier screen and glass door assembly. See Glass Door Removal.
3. Remove decorative media (a clean portable shop-vac is recommended).
4. Vacuum burner cover and burner screen areas. The control module located in the bottom front corner can also be vacuumed off.
5. Replace decorative media.
6. Reinstall the glass door and barrier screen.
7. Ignite fireplace. See Lighting Instructions.
8. If flame appears abnormal, call a service person.

WARNING

Handle the glass with care to avoid breaking it. Never strike the glass. To prevent etching or discoloring, clean the glass with Fireplace Glass Cleaner (available from your dealer). Never use cleaners that contain ammonia or abrasives. Never clean the glass while it is hot or even warm. Touching hot glass can cause severe burns. Using liquids or aerosols on hot glass will cause it to shatter. Never operate the fireplace with the glass removed or cracked. Have your dealer replace damaged glass only with glass and gasket material from Empire Comfort Systems. Using substitute glass will void the warranty.

MAINTENANCE AND SERVICE (CONT'D)

GLASS CLEANING

Clean the glass before use and two or three times each heating season. During start-up condensation (which is normal) forms on the inside of the glass and causes lint, dust and other airborne particles to cling to the glass surface. Also initial paint curing may deposit a slight film on the glass. Use a non-abrasive household cleaner and warm water (we recommend gas fireplace glass cleaner).

WARNING

Do not use Ammonia based or abrasive cleaners on glass. Do not attempt to clean glass when glass is hot.

GENERAL GLASS INFORMATION

WARNING

Do not operate fireplace with the glass front removed, cracked or broken.

Only glass approved for use by the manufacturer in fireplace may be used for replacement. The glass replacement should be done by a licensed or qualified service person.

WARNING

- 1. The use of substitute glass will void all product warranties.**
- 2. Care must be taken to avoid breakage of the glass.**
- 3. Under no circumstances should this fireplace be operated without the glass front or with a broken glass front. Replacement of the glass (with gasket) as supplied by the manufacturer should be done by a qualified service person.**
- 4. Do not abuse the glass by striking or hitting it.**

GLASS DOOR AND BARRIER SCREEN REMOVAL AND REPLACEMENT

Refer to page 10 for removal of the barrier screen and glass door assemblies.

Refer to the Parts View and Parts List in the install manual to identify replacement parts such as the barrier screen and glass door assemblies.

GLASS DOOR INSTALLATION

Refer to **Figures 96 and 97** to install the glass door assembly. Because of the width of the door assembly, it is recommended that two people install it. Hold the door at an angle so the bottom is about 8 inches from the fireplace face. Engage the top slots in to door frame with the tabs located at the top of the firebox. Gently pivot the door inward to align the four bullet catches across the bottom of the door frame. Once the bullet pins are aligned with the spring catches on the door frame, push the bottom of the door inward to engage the spring catches with the bullet pins.

DOOR LIMITER BRACKET INSTALLATION

After the Glass Door is installed, the Door Limiter Bracket must be attached. Using a 5/16-inch hex nut driver, install (5) #10-24 x 3/8-inch screws to retain the Limiter Bracket to the bottom flange of the Glass Door frame.

NOTICE: The Door Limiter Bracket must be re-installed to the Glass Door frame prior to operation of the fireplace.

BARRIER INSTALLATION

The barrier screen assembly installs onto the glass door assembly without fasteners. Install the barrier by placing the angular notches located on the outer edges of the frame over the shoulder screws located on the sides of the glass door frame assembly.

IMPORTANT SAFETY INFORMATION

⚠ WARNING

Read and follow these safety precautions prior to operating this fireplace. Failure to follow these precautions may result in death, injury, or property damage.

Before enclosing the vent pipe assembly, operate the fireplace to ensure it is venting properly.

⚠ WARNING

DO NOT operate this fireplace without the glass panel installed.

- Alert children and adults to the hazards of high surface temperatures and warn them to stay away to avoid burns or clothing ignition.
- Carefully supervise young children when they are in the same room as the fireplace.
- Do not place clothing or other flammable material on or near the fireplace.
- Keep the area around your fireplace clear of combustible materials, gasoline and other flammable vapor and liquids.
- Never burn solid fuels (wood, coal, paper or cardboard etc.) in this fireplace.
- Do not restrict the flow of combustion and ventilation air around the fireplace.
- Due to high temperatures, keep furniture and draperies away from the fireplace.
- Replace the glass front or any part removed for servicing prior to operating the fireplace.
- Vent cap is **hot** while fireplace is in operation and some time afterward.
- Installation and repair should be done by a **QUALIFIED SERVICE PERSON**. The fireplace should be inspected before use and at least annually by a qualified service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding materials, etc. Keep the control compartments, burners and circulating air passageways clean.

⚠ CAUTION

If the glass is cracked or damaged in any way, it should be replaced only with a complete glass frame assembly from Empire. See parts list on pages 50 and 51 for ordering.

- Do not use this fireplace if any part has been under water. Immediately call a qualified service technician to inspect the fireplace and to replace any part of the control system and any gas control which has been under water.
- Have a qualified technician examine the venting system each year and replace damaged parts.
- Make a periodic visual check of pilot and burners. Clean and replace damaged parts.
- A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this fireplace and shall be installed for the protection of children and other at-risk individuals.
- If the barrier becomes damaged, the barrier shall be replaced with the manufacturer's barrier for this fireplace.

Combustible Material

Do not attach combustible material to the mantel of your fireplace. This is a fire hazard. No greeting card, stockings or ornamentation of any type should be placed on or attached to the fireplace. This is a heating appliance. The heat can ignite combustibles.

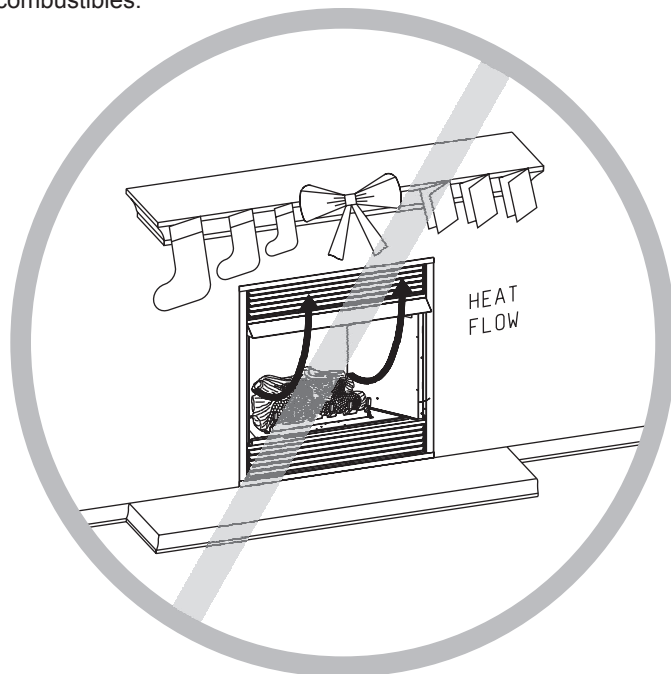


Figure 31

Annual Inspection

- Have the fireplace inspected annually before use.
- More frequent inspection and cleaning may be required if the fireplace is installed in an area exposed to pet hair or dust, or to excessive lint from new carpeting or bedding materials.

During the annual checkup, the technician will:

- Inspect the pilot (flame safety system) and burner(s) for proper operation and replace any damaged parts.
- Check the glass and gasket for proper seal.
- Vacuum and clean any foreign debris in the firebox that is not supposed to be there.
- Clean Glass with a suitable fireplace glass cleaner. Abrasive cleaners must not be used. Be careful not to scratch the glass when cleaning.
- Check the barrier screen for fit and structural integrity. **See Figure 29.**
- Check all latches or other door retention components for proper operation, tension, and relief mechanisms are free from obstructions. **See Figures 26 and 30.**
- Inspect the log set (if applicable) and decorative media (if applicable) for debris or damage.
- Freshen up the glowing embers if applicable.
- Replace batteries in the remote transmitter and receiver if applicable.
- Inspect the venting and vent termination cap for damage, corrosion, sooting, or obstruction and correct if present.
- *In addition, clean and inspect the fireplace following any remodeling work in your home.*

SAFETY INFORMATION FOR USERS OF PROPANE GAS

Propane is a flammable gas which can cause fires and explosions. In its natural state, propane is odorless and colorless. You may not know all the following safety precautions which can protect both you and your family from an accident. Read them carefully now, then review them point by point with the members of your household. Someday when there may not be a minute to lose, everyone's safety will depend on knowing exactly what to do. If, after reading the following information, you feel you still need more information, please contact your gas supplier.

PROPANE GAS WARNING ODOR

If a gas leak happens, you should be able to smell the gas because of the odorant put in the Propane Gas. That's your signal to go into immediate action!

- Do not operate electric switches, light matches, use your phone. Do not do anything that could ignite the gas.
- Get everyone out of the building, vehicle, trailer, or area. Do that IMMEDIATELY.
- Close all gas tank or cylinder supply valves.
- Propane Gas is heavier than air and may settle in low areas such as basements. When you have reason to suspect a gas leak, keep out of basements and other low areas. Stay out until firefighters declare them to be safe.
- Use your neighbor's phone and call a trained Propane Gas service person and the fire department. Even though you may not continue to smell gas, do not turn on the gas again. Do not re-enter the building, vehicle, trailer, or area.
- **Finally**, let the service man and firefighters check for escaped gas. Have them air out the area before you return. Properly trained Propane Gas service people should repair the leak, then check and relight the gas fireplace for you.

NO ODOR DETECTED - ODOR FADE

Some people cannot smell well. Some people cannot smell the odor of the chemical put into the gas. You must find out if you can smell the odorant in propane. Smoking can decrease your ability to smell. Being around an odor for a time can affect your sensitivity or ability to detect that odor. Sometimes other odors in the area mask the gas odor. People may not smell the gas odor or their minds are on something else. Thinking about smelling a gas odor can make it easier to smell.

The odorant in Propane Gas is colorless, and it can fade under some circumstances. For example, if there is an underground leak, the movement of the gas through soil can filter the odorant. Odorants in Propane Gas also are subject to oxidation. This fading can occur if there is rust inside the storage tank or in iron gas pipes.

The odorant in escaped gas can adsorb or absorb onto or into walls, masonry and other materials and fabrics in a room. That will take some of the odorant out of the gas, reducing its odor intensity. Propane Gas may stratify in a closed area, and the odor intensity could vary at different levels. Since it is heavier than air, there may be more odor at lower levels. Always be sensitive to the slightest gas odor. If you detect any odor, treat it as a serious leak. Immediately go into action as instructed earlier.

SOME POINTS TO REMEMBER

- **Learn to recognize the odor of Propane Gas.** Your local Propane Gas Dealer can give you a "Scratch and Sniff" pamphlet. Use it to find out what the propane odor smells like. If you suspect that your Propane Gas has a weak or abnormal odor, call your Propane Gas Dealer.
- If you are not qualified, do not light pilot lights, perform service, or make adjustments to appliances on the Propane Gas system. If you are qualified, consciously think about the odor of Propane Gas prior to and while lighting pilot lights or performing service or making adjustments.
- Sometimes a basement or a closed-up house has a musty smell that can cover up the Propane Gas odor. Do not try to light pilot lights, perform service, or make adjustments in an area where the conditions are such that you may not detect the odor if there has been a leak of Propane Gas.
- Odor fade, due to oxidation by rust or adsorption on walls of new cylinders and tanks, is possible. Therefore, people should be particularly alert and careful when new tanks or cylinders are placed in service. Odor fade can occur in new tanks, or reinstalled old tanks, if they are filled and allowed to set too long before refilling. Cylinders and tanks which have been out of service for a time may develop internal rust which will cause odor fade. If such conditions are suspected to exist, a periodic sniff test of the gas is advisable. **If you have any question about the gas odor, call your Propane Gas Dealer. A periodic sniff test of the Propane Gas is a good safety measure under any condition.**
- If, at any time, you do not smell the Propane Gas odorant and you think you should, assume you have a leak. Then take the same immediate action recommended above for the occasion when you do detect the odorized Propane Gas.
- If you experience a complete "gas out," (the container is under no vapor pressure), turn the tank valve off immediately. If the container valve is left on, the container may draw in some air through openings such as pilot light orifices. If this occurs, some new internal rusting could occur. If the valve is left open, then treat the container as a new tank. Always be sure your container is under vapor pressure by turning it off at the container before it goes completely empty or having it refilled before it is completely empty.

REQUIREMENTS FOR MASSACHUSETTS

For all side wall horizontally vented gas fueled equipment installed in every dwelling, building or structure used in whole or in part for residential purposes, including those owned or operated by the Commonwealth and where the side wall exhaust vent termination is less than seven feet above finished grade in the area of the venting, including but not limited to decks and porches, the following requirements shall be satisfied:

1. **INSTALLATION OF CARBON MONOXIDE DETECTORS.**
At the time of installation of the side wall horizontal vented gas fueled equipment, the installing plumber or gasfitter shall observe that a hard wired carbon monoxide detector with an alarm and battery back-up is installed on the floor level where the gas equipment is to be installed. In addition, the installing plumber or gasfitter shall observe that a battery operated or hard wired carbon monoxide detector with an alarm is installed on each additional level of the dwelling, building or structure served by the side wall horizontal vented gas fueled equipment. It shall be the responsibility of the property owner to secure the services of qualified licensed professionals for the installation of hard wired carbon monoxide detectors
 - a. In the event that the side wall horizontally vented gas fueled equipment is installed in a crawl space or an attic, the hard wired carbon monoxide detector with alarm and battery back-up may be installed on the next adjacent floor level.
 - b. In the event that the requirements of this subdivision can not be met at the time of completion of installation, the owner shall have a period of thirty days to comply with the above requirements; provided, however, that during said thirty day period, a battery operated carbon monoxide detector with an alarm shall be installed.
2. **APPROVED CARBON MONOXIDE DETECTORS.** Each carbon monoxide detector as required in accordance with the above provisions shall comply with NFPA 720 and be ANSI/UL 2034 listed and IAS certified.
3. **SIGNAGE.** A metal or plastic identification plate shall be permanently mounted to the exterior of the building at a minimum height of eight feet above grade directly in line with the exhaust vent termination for the horizontally vented gas fueled appliance or equipment. The sign shall read, in print size no less than 1/2 inch in size, **“GAS VENT DIRECTLY BELOW. KEEP CLEAR OF ALL OBSTRUCTIONS”**.
4. **INSPECTION.** The state or local gas inspector of the side wall horizontally vented gas fueled equipment shall not approve the installation unless, upon inspection, the inspector observes carbon monoxide detectors and signage installed in accordance with the provisions of 248 CMR 5.08(2)(a) 1 through 4.
 - (b) **EXEMPTIONS:** The following equipment is exempt from 248 CMR 5.08(2)(a)1 through 4:
 1. The equipment listed in Chapter 10 entitled “Equipment Not Required To Be Vented” in the most current edition of NFPA 54 as adopted by the Board; and
 2. Product Approved side wall horizontally vented gas fueled equipment installed in a room or structure separate from the dwelling, building or structure used in whole or in part for residential purposes.
 - (d) **MANUFACTURER REQUIREMENTS - GAS EQUIPMENT VENTING SYSTEM NOT PROVIDED.** When the manufacturer of a Product Approved side wall horizontally vented gas fueled equipment does not provide the parts for venting the flue gases, but identifies “special venting systems”, the following requirements shall be satisfied by the manufacturer:
 1. The referenced “special venting system” instructions shall be included with the appliance or equipment installation instructions; and
 2. The “special venting systems” shall be Product Approved by the Board, and the instructions for that system shall include a parts list and detailed installation instruction.
 - (e) A copy of all installation instructions for all Product Approved side wall horizontally vented gas fueled equipment, all venting instructions, all parts lists for venting instructions, and/or all venting design instructions shall remain with the appliance or equipment at the completion of the installation.

MASTER PARTS DISTRIBUTOR LIST

To Order Parts Under Warranty, please contact your local Empire dealer. See the dealer locator at www.empirecomfort.com. To provide warranty service, your dealer will need your name and address, purchase date and serial number, and the nature of the problem with the unit.

To Order Parts After the Warranty Period, please contact your dealer or one of the Master Parts Distributors listed below. This list changes from time to time. For the current list, please click on the Master Parts button at www.empirecomfort.com. Please note: Master Parts Distributors are independent businesses that stock the most commonly ordered Original Equipment repair parts for Heaters, Grills, and Fireplaces manufactured by Empire Comfort Systems Inc.

Dey Distributing

1401 Willow Lake Boulevard
Vadnais Heights, MN 55101

Phone: 651-490-9191

Toll Free: 800-397-1339

Website: www.deydistributing.com

Parts: Heater, Hearth and Grills

F. W. Webb Company

200 Locust Street
Hartford, CT 06114

Phone: 860-722-2433

Toll Free: 800-243-9360

Fax: 860-293-0479

Toll Free Fax: 800-274-2004

Websites: www.fwwebb.com & www.victormfg.com

Parts: Heater, Hearth and Grills

East Coast Energy Products

10 East Route 36
West Long Branch, NJ 07764

Phone: 732-870-8809

Toll Free: 800-755-8809

Fax: 732-870-8811

Website: www.eastcoastenergy.com

Parts: Heater, Hearth and Grills

HOW TO ORDER REPAIR PARTS

Parts Not Under Warranty

Parts can be ordered through your Service Person, Dealer, or a Master Parts Distributor. See this page for the Master Parts Distributors list. For best results, the **service person or dealer** should order parts through the distributor. Parts can be shipped directly to the **service person/dealer**.

Warranty Parts

Warranty parts will need a proof of purchase and can be ordered by your Service Person or Dealer. Proof of purchase is **required** for warranty parts.

All parts listed in the Parts List have a Part Number. When ordering parts, first obtain the Model Number and Serial Number from the name plate on your equipment. Then determine the Part Number (**not** the Index Number) and the Description of each part from the following illustration and part list. Be sure to give all this information . . .

Fireplace Model Number _____

Part Description _____

Fireplace Serial Number _____

Part Number _____

Type of Gas (Propane or Natural) _____

Do not order bolts, screws, washers or nuts. They are standard hardware items and can be purchased at any local hardware store.

Shipments contingent upon strikes, fires and all causes beyond our control.

WARRANTY

Empire Comfort Systems Inc. warrants this hearth product to be free from defects at the time of purchase and for the periods specified below. Hearth products must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner's manual. Empire will not warranty any Château, Boulevard, or Mantis fireplace that is not installed by the selling dealer or that dealer's direct contract agents. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

Limited Lifetime Parts Warranty – Combustion Chamber, Heat Exchanger, and Factory-Installed Glass

If the combustion chamber, heat exchanger (see parts list) or factory-installed glass fails because of defective workmanship or material, Empire will repair or replace at Empire's option.

**Limited Three-Year Parts Warranty – All Other Components
(Except Remote Controls, Thermostats, Accessories and Replacement Parts)**

Should any part fail because of defective workmanship or material within three years from the date of purchase, Empire will repair or replace at Empire's option.

Limited One-Year Parts Warranty – Remote Controls, Thermostats, Accessories, and Parts

Should any remote control, thermostat, accessory, or other part fail because of defective workmanship within one year from the date of purchase, Empire will repair or replace at Empire's option.

Duties of the Owner

The appliance must be installed by a qualified installer and operated in accordance with the instructions furnished with the appliance. A bill of sale, cancelled check, or payment record should be kept to verify purchase date and establish warranty period. Ready access to the appliance for service.

What Is Not Covered

Damages that might result from the use, misuse, or improper installation of this appliance.
Travel, diagnostic costs and freight charges on warranted parts to and from the factory.
Claims that do not involve defective workmanship or materials.
Unauthorized service or parts replacements.
Removal and reinstallation cost.
Inoperable due to improper or lack of maintenance.

How To Get Service

To make a claim under this warranty, please have your receipt available and contact your installing dealer. Provide the dealer with the model number, serial number, type of gas, and purchase verification. The installing dealer is responsible for providing service and will contact the factory to initiate any warranted parts replacements. Empire will make replacement parts available at the factory. Shipping expenses are not covered. If, after contacting your Empire dealer, service received has not been satisfactory, contact: Consumer Relations Department, Empire Comfort Systems Inc., PO Box 529, Belleville, Illinois 62222, or send an e-mail to info@empirecomfort.com with "Consumer Relations" in the subject line.

Your Rights Under State Law

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.



**Empire Comfort Systems Inc.
Belleville, IL**

If you have a general question
about our products, please e-mail
us at info@empirecomfort.com.

If you have a service or repair
question, please contact your dealer.

SINCE 1932

www.empirecomfort.com