

HEATMASTER, LLC AMERICAN GAS LOG, LLC

Installation Instructions

Models:

HM2-SS-24/30LP or NG
Outdoor Clean Burn/Hearth Kits



INSTALLER: Leave this manual with party responsible for use and operation.

OWNER: Retain this manual for future reference.

⚠ WARNING: For Outdoor Use Only.

⚠ WARNING: Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Read the installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.

WARNING: Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance. An LP-Cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

⚠ DANGER

- **What to do if you smell gas:**
 1. Shut off gas to the appliance.
 2. Extinguish any open flames.
 3. If odor continues, keep away from the appliance and immediately call your gas supplier or the fire department.
- Installation and service must be performed by a qualified installer, service agency, or the gas supplier.


⚠ WARNING



HOT! DO NOT TOUCH. SEVERE BURNS MAY RESULT. CLOTHING IGNITION MAY RESULT.

Glass and other surfaces are hot during operation and cool down.

- Keep children away.
- CAREFULLY SUPERVISE children in same room as appliance.
- Alert children and adults to hazards of high temperatures.
- Keep clothing, furniture, draperies and other combustibles away.

⚠ DANGER	CARBON MONOXIDE HAZARD
	This appliance can produce carbon monoxide which has no odor. Using it in an enclosed space can kill you. Never use this appliance in an enclosed space such as a camper, tent, car or home.

**Read this manual before installing or operating this appliance.
Please retain this owner's manual for future reference.**

Congratulations

Congratulations on selecting a Heatmaster/American Gas Log Outdoor gas log set—an elegant and clean alternative to burning wood. The Heatmaster/American Gas Log gas log set you have selected is designed to provide the utmost in safety, reliability, and efficiency.

As the owner of this new gas log set, 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 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 gas log set will give you years of durable use and trouble-free enjoyment. Welcome to the Heatmaster/American Gas Log family of appliance products!

Homeowner Reference Information	<i>We recommend that you record the following pertinent information about your gas log set:</i>
Model Name: _____	Date purchased/installed: _____
Serial Number: _____	Location on appliance: _____
Dealership purchased from: _____	Dealer phone: _____
Notes: _____	

1 Listing and Code Approvals

B. Table 1

A. Appliance Certification

The Heatmaster/American Gas Log Burner/Hearth Kits have been tested for outdoor use in the U.S. In accordance with ANSI Z21.97-2014. CSA2.41-2012 Check with your local building code agency prior to installing this appliance to ensure compliance with local codes, including the need for permits and follow-up inspections. In the absence of local codes, comply with the **National Fuel Gas Code, ANSI Z223.1-Latest Edition** in the U.S.; in Canada, the **CAN/CGA B149 Installation Codes**. If any assistance is required during installation, please contact your local dealer or Technical Services Department at 919.331.0078 or 919.331.0079.

Product		HM2-SS-24LP	HM2-SS-24NG	HM2-SS-30LP	HM2-SS-30NG
Inlet BTU	Nat.	40,000	40,000	40,500	40,500
	LP				
Manifold Pressure IN. WC / KPa	Nat.	11.0 / 0.057	3.5/.018	11.0 / 0.057	3.5/.018
	LP				
Max. Inlet Pressure IN. WC / KPa	Nat.	13.0 / 0.068	10./052	13.0 / 0.068	10./052
	LP				
Min. Inlet Pressure IN. WC / KPa	Nat.	11.0 / 0.057	10./052	11.0 / 0.057	10./052
	LP				
Orifice Size In.	Nat.	(.48)	(.31)	(.45)	(.32)
	LP				
Minimum Fireplace Opening Size In. / cm	Front	25"	25"	34"	34"
	Depth	14"	14"	14"	14"
	Height	15"	15"	15"	15"



California Proposition 65 Warning

WARNING: This part is designed to be used with a product that operates with liquid propane or natural gas. This product and the fuel used to operate this product, and the products of combustion of such fuel, can expose you to chemicals including benzene, which is known in the state of California to cause cancer and chromium, which is known in the state of California to cause birth defects or other reproductive harm. For more information go to: www.P65Warnings.ca.gov

2 Getting Started

A. Size of Firebox

See Table 1 .

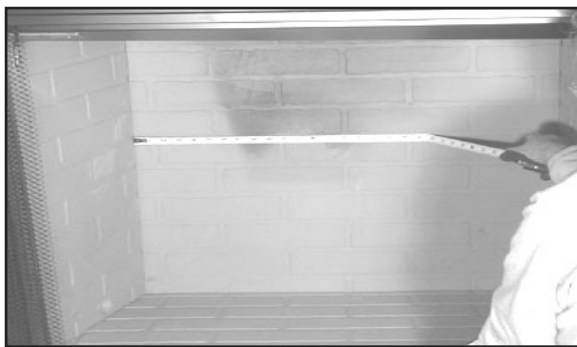


Figure 2.1 Measure Firebox

B. Tools and Supplies Needed

Tools and supplies normally required for installation:

- Pliers
- Phillips screwdriver
- Tape measure
- Crescent wrenches
- Gas shutoff valve
- Non-corrosive leak check solution
- 3/4 in. wrench, 7/16 in. wrench

C. Inspect the Appliance and Components

- Remove the contents from the carton. Attached to the burner are tags identifying the manufacturer name, serial number, model number (including gas log size), BTU ratings, gas type, etc.
- Review the attached tags before proceeding. Ensure that all minimum fireplace dimension requirements are achieved using one of the Tables in Section 1.B. See Figure 2.1. Ensure the gas type provided in the fireplace coincide with the gas type marked on the tag.



WARNING

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.



CAUTION

Sharp Edges

- Wear protective gloves and safety glasses during installation.



WARNING

Heatmaster/American Gas Log disclaims any responsibility for, and the warranty will be voided by, the following actions:

- Installation and use of any damaged appliance or vent system component.
- Modification of the appliance or vent system.
- Installation other than as instructed by Heatmaster/American Gas Log.
- Improper positioning of the gas logs or the glass door.
- Installation and/or use of any component part not approved by Heatmaster/American Gas Log.

Any such action may cause a fire hazard.

3 Appliance Preparation



⚠ WARNING

Inspect appliance and components for damage. Damaged parts may impair safe operation.



- Do NOT install damaged components.
- Do NOT install incomplete components.
- Do NOT install substitute components.

Report damaged parts to dealer.

Note: A listed (and Commonwealth of Massachusetts approved) 1/2 in. (13 mm) T-handle manual shut-off valve and flexible gas connector are connected to the 1/2 in. (13 mm) control valve inlet.

- **If substituting for these components, please consult local codes for compliance.**

D. Components of the Gas Hearth Kit

The Heatmaster/American Gas Log Burner/Hearth Kit consists of the following:

- Burner/Pan Assembly
- Grate Assembly
- Lava Rock
- Damper Stop

Note: Have the gas supply line installed in accordance with local building codes, if any. If not, follow **ANSI 223.1**. Installation should be done by a qualified installer approved and/or licensed as required by the locality. (In the Commonwealth of Massachusetts installation must be performed by a licensed plumber or gas fitter.)

A. Gas Supply Connection

A 3/8 in. flared fitting has been installed on the gas valve inlet at the factory. Ensure fittings are of the appropriate size and type on the gas line connection. If the tubing has to be cut to length be sure to use the proper cutting and flaring tool. Also, be careful not to crimp the tubing while bending. If the tubing becomes crimped, do not use for installation.



⚠ WARNING



Gas Leak Risk

- Support control when attaching pipe to prevent bending gas line.



⚠ WARNING

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.

Joint compound or Teflon tape must be used on all threaded male connections to ensure a tight seal.



⚠ WARNING

Fire Risk Explosion Risk Personal Injury Risk



An explosion could occur if a connection is made directly to an unregulated propane (LP) tank.



⚠ WARNING






Shock Risk Fire Risk

Use ONLY optional accessories approved for this appliance.

- Using non-listed accessories voids warranty.
- Using non-listed accessories may result in a safety hazard.
- Only Heatmaster/American Gas Log approved accessories may be used safely.










Note: An individual manual shutoff valve (not supplied) is required when installing this appliance. The manual shutoff valve must be located in an easily accessible area, no more than 6 feet from the appliance.




 WARNING	
	Fire Risk
	Explosion Risk
	Verify inlet pressures.
	<ul style="list-style-type: none"> • High pressure may cause overfire condition. • Low pressure may cause explosion.
	Install regulator upstream of valve if line pressure is greater than 1/2 psig.

C. Gas Pressure




Proper input pressures are required for optimum appliance performance. Gas line sizing requirements need to be made following **NFPA51**.

 WARNING	
	CHECK FOR GAS LEAKS
	Fire Risk
	Explosion Risk
	Asphyxiation Risk
	<ul style="list-style-type: none"> • Check all fittings and connections. • Do not use open flame. • After the gas line installation is complete, all connections must be tightened and checked for leaks with a commercially available, non-corrosive leak check solution. Be sure to rinse off all leak check solution following testing.
	Fittings and connections may have loosened during shipping and handling.

 WARNING	
	Fire Risk
	Explosion Risk
	High pressure will damage valve.
	<ul style="list-style-type: none"> • Disconnect gas supply piping BEFORE pressure testing gas line at test pressures above 1/2 psig. • Close the manual shutoff valve BEFORE pressure testing gas line at test pressures equal to or less than 1/2 psig.

 WARNING	
	Shock Risk
	Explosion Risk
	Do NOT wire 110V to valve.
	

- Gas Supply Pressure: Minimum inlet gas supply pressure must be 11 in. W.C. for LP gas for the purpose of input adjustment. Maximum inlet gas pressure must not exceed 13 in. W.C. for LP gas. The gas line supplying the appliance must be sufficient size to furnish the appropriate supply pressure to the appliance while operating in the “High” setting. (Minimum line ID of 1/2 in. required if the line is longer than 20 ft.)
- Gas Line Pressure Test: Perform pressure test according to state and local code (if pressure exceeds 1/2 in. psi [3.5 kPa]) before appliance is connected. Be sure to release air pressure from the gas line before connection is made to the appliance. Excessive pressure will damage the gas control and may cause a gas leak.
- Gas Leak Test: Make sure the gas connections are tight. Turn on the gas and coat each joint with a non-corrosive gas leak check solution. Air bubbles will form indicating any leaks. **DO NOT USE A FLAME OR ANY TYPE OF IGNITION SOURCE TO CHECK FOR LEAKS.** All leaks must be corrected before proceeding with installation.

 WARNING	
	Fire Risk
	Explosion Risk
	Do NOT change the valve settings.
	<ul style="list-style-type: none"> • This valve has been preset at the factory. • Changing valve settings may result in fire hazard or bodily injury.

CAUTION
<ul style="list-style-type: none"> • Prevent accidental appliance operation when not attended. • Unplug or remove batteries from remote control if absent or if appliance will not be used for an extended period of time. • Property damage possible from elevated temperatures.

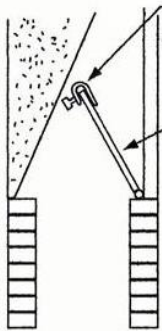
4 Installation Instructions

Important: Cover the pilot assembly to protect it before installing the Lava rock.

A. Install the Damper Stop

If the fireplace is constructed with a flue:

- Open the damper to the fully open position and secure it open with the stop as shown below.
- If the damper stop does not fit your application, a permanent means that will keep the damper open.



B. Inspect the Venting System

The fireplace venting system, if equipped with, shall be designed and constructed to develop a positive flow adequate to remove flue gases to the outside atmosphere. See fireplace installation instructions.

Cleaning

Periodic examination and cleaning of the venting system of the fireplace should be done before initial use and at least annually by a qualified agency.

C. Install the Stainless Burner/Pan Assembly

The burner/pan assembly is shipped ready for right-hand gas connection. See Section 3.B. for left-hand connection.




- Remove the existing cap or gas jet assembly from the gas stub in your fireplace. Clean the threads using a wire brush or steel wool. Apply Teflon tape or joint compound to the steel fitting and attach the provided brass adapter to the stub.
- Place the burner/pan assembly in the fireplace. The pan should be centered both front to back and side to side.
- Bend the provided gas connector to facilitate its installation between the burner and the gas stub.
- Attach one end of the gas connector to the brass elbow or safety pilot fitting. Attach the other end to the brass adapter at the gas tube.

D.1 Place Lava Rock

- Place the desired amount of lava rock on the floor of the fireplace.

Note: Use caution so Lava rock does not get into the air mixer on LP models.

E. Install the Logs

	WARNING	
	Fire Risk Explosion Risk Personal Injury Risk	
	Failure to position the parts in accordance with the diagrams provided with the log packages or failure to use only parts approved with this appliance may result in property damage or personal injury.	

- Install the logs using the installation instructions included with them.
- Light the burner as outlined in the operating section. Allow the flame pattern to stabilize. If you are satisfied with the flame pattern go to the next step. If you want more or less flame around the front log, turn off the gas and move the grate backward or forward.
- Once you are satisfied, turn on the gas and go on to the next step.
- Arrange the top logs as shown in your log set up instructions. Light the burner as outlined in the operating instructions and allow the flame to stabilize.
- Spread additional lava rock around the outside of the burner pan on the floor of the fireplace. If possible, cover the gas connector with the cinders. **DO NOT** cover any part of the pilot assembly.

F. Adjust the Pilot Flame

The pilot flame should be a soft blue color and should surround the last 1/2 in. of the thermocouple tip. The pilot adjustment screw is located on pilot valve beside control knob. Refer to Figure 4.3. If pilot flame must be adjusted, use a standard slotted screwdriver to turn screw clockwise to reduce flame or counterclockwise to increase flame.

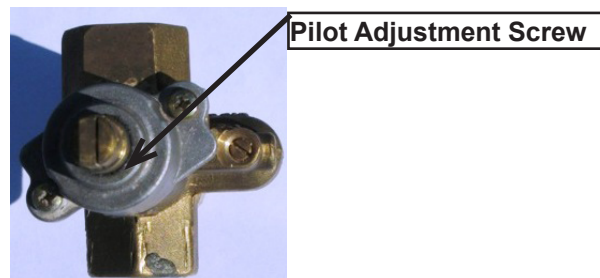


Figure 4.3 Pilot Adjustment Screw

5 Operating Instructions




A. Lighting Instructions

FOR YOUR SAFETY READ BEFORE LIGHTING

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

- A. This appliance has a pilot that must be lighted by hand. 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 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 handle. Never use tools. If the handle 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 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 part of the gas control that has been under water.

LIGHTING INSTRUCTIONS

1. **STOP!** Read the safety information listed above.
2. Turn gas control handle clockwise  to the "OFF" position.
3. Wait 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 above. If you do not smell gas go on to next step.
4. Locate pilot (mounted on the right side of the top burner pan).
5. Turn control handle counterclockwise  to the "PILOT" position.
6. Place a lit match at the pilot burner and simultaneously push in on the control handle. This should ignite the pilot.
7. Once the pilot lights, continue to depress the control handle for 1 minute.
8. After 1 minute slowly release control handle and it will pop back out. Pilot should remain lit.
If it goes out, repeat steps 1 through 7.
If the handle does not pop out when released, stop immediately and call your service technician or gas supplier.
If the pilot will not stay lit after several tries, turn the gas control handle to the "OFF" position and call your service technician or gas supplier.
9. Turn gas control handle counterclockwise  to the "ON" position.

TO TURN GAS OFF TO APPLIANCE




Turn gas control handle clockwise  to the "OFF" position. Do not force.



B. Glass Doors

If your fireplace is equipped with glass doors:


- Glass doors should be in fully open position when appliance is operating.
- Operating in the closed position will block the radiant heat output and may cause incomplete combustion of the gas and will cause the gas valve to overheat and be damaged.

	WARNING
	Fire Risk
	Explosion Risk
	Do not close the glass doors during appliance operation.
	<ul style="list-style-type: none">• Could cause incomplete combustion of the gas.



- Glass doors may be closed when the hearth kit is not being used.

C. Important Safeguards

- Other Fuels
 - Although your gas log set is very realistic in appearance, it is not a real woodburning fire and must not be used for burning any fuel other than natural or propane gas.
 - To avoid irreparable damage to the appliance and/or personal injury, wood, matches, paper, garbage or any other material must not be placed or thrown on top of the logs.
- Appliance Safety
 - To avoid personal injury, do not touch hot surfaces when the appliance is operating.
 - Always ensure that the fireplace screen is closed when the appliance is operating.
 - Close supervision is necessary when the appliance is being used near children.
- Do not remove any of the attached metal plates, which contain important safety and operating information.
- Keep the appliance area clear and free of all combustible materials, gasoline and other flammable vapors and liquids.

	WARNING
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.	

- **A qualified service technician must perform installation and repair.** The appliance should be inspected and cleaned annually by a qualified service technician. More frequent cleaning may be required due to excessive lint, dust, pet hair, etc. It is imperative that the control compartments, burners and air passageways are unobstructed during operation.
 - Review proper placement of logs and lava rock.
 - Check the wiring.
 - Ensure there are no gas leaks.
 - Ensure the flow of combustion and ventilation air is not obstructed (front grilles and vent caps).
- Before installing into a solid fuel burning fireplace, the chimney and firebox should be inspected and cleaned to remove soot, creosote, ashes, paint, bird nests etc.
- Annual examination of the chimney must be performed by a qualified agency to ensure proper ventilation of flue gases created by this appliance.
- Have the chimney and adjacent structure inspected and cleaned by qualified professionals. Heatmaster/American Gas Log recommends that NFI certified professionals, or technicians under the direction of certified professionals, conduct a minimum of an **NFPA 211 Level 2** inspection of the chimney.
- Replace component parts of the chimney and fireplace as specified by the professionals.
- Ensure all joints are properly engaged and the chimney is properly secured.
- Do not use a blower insert, heat exchanger insert or other accessories not approved for use with this appliance. Solid fuels shall not be burned in a fireplace where a decorative appliance is installed.
- If glass doors are present, the **glass doors must be fully opened** while appliance is in operation.

	WARNING
	Fire Risk
	High Temperatures
	Keep combustible household items away from appliance.
	Do NOT obstruct combustion and ventilation air.
	<ul style="list-style-type: none">• Do NOT place combustible items on top of or in front of appliance.• Keep furniture, draperies away from appliance.

6 Maintaining and Servicing the Appliance

A. Servicing Your Appliance

WARNING

Risk of injury or property damage

Before servicing:

- Turn off gas.
- Turn off electricity to appliance.
- Disable remote control, if one is present.
- Ensure appliance is completely cooled.

After Servicing:

- Replace any screen or barrier that was removed.
- Reseal and reinstall any venting removed for servicing.

- Repair and replacement work should be done by a qualified service technician.
- Always shut off the gas supply and make sure the appliance is cool before beginning any service operation.
- Always check for gas leaks after servicing.
- Always check for proper venting.

B. Cleaning Your Appliance

Your gas logs require little care. Keep the burner assembly, logs and burner area surrounding the logs clean by vacuuming or brushing with a dry paint brush at least twice a year.

- The logs become fragile after burning. Take care in handling.
- Always turn off the gas to the pilot before cleaning. For relighting, refer to lighting instructions located Section 5 of these instructions.
- Always keep the appliance clear and free from combustible materials, gasoline, and other flammable vapors and liquids.
- Never obstruct the flow of combustion and ventilation air. Keep the front of the appliance clear of all obstacles and materials.
- Leave clearance of at least 36 in. from the front of the fireplace.
- The air mixer should not be blocked.

CAUTION

- Logs can get very hot. Handle only when they are cool.

C. Annual Inspection

WARNING



Annual inspection by qualified technician recommended.

Check:

- Condition of doors, surrounds and fronts.
- Obstructions of combustion and ventilation air.
- Condition of logs.
- Condition of firebox.
- Gas connections and fittings.
- Obstructions of termination cap.



Clean:

- Glass.
- Logs.
- Burner, burner ports.

Risk of:

- Fire
- Delayed ignition or explosion
- Exposure to combustion fumes
- Odors

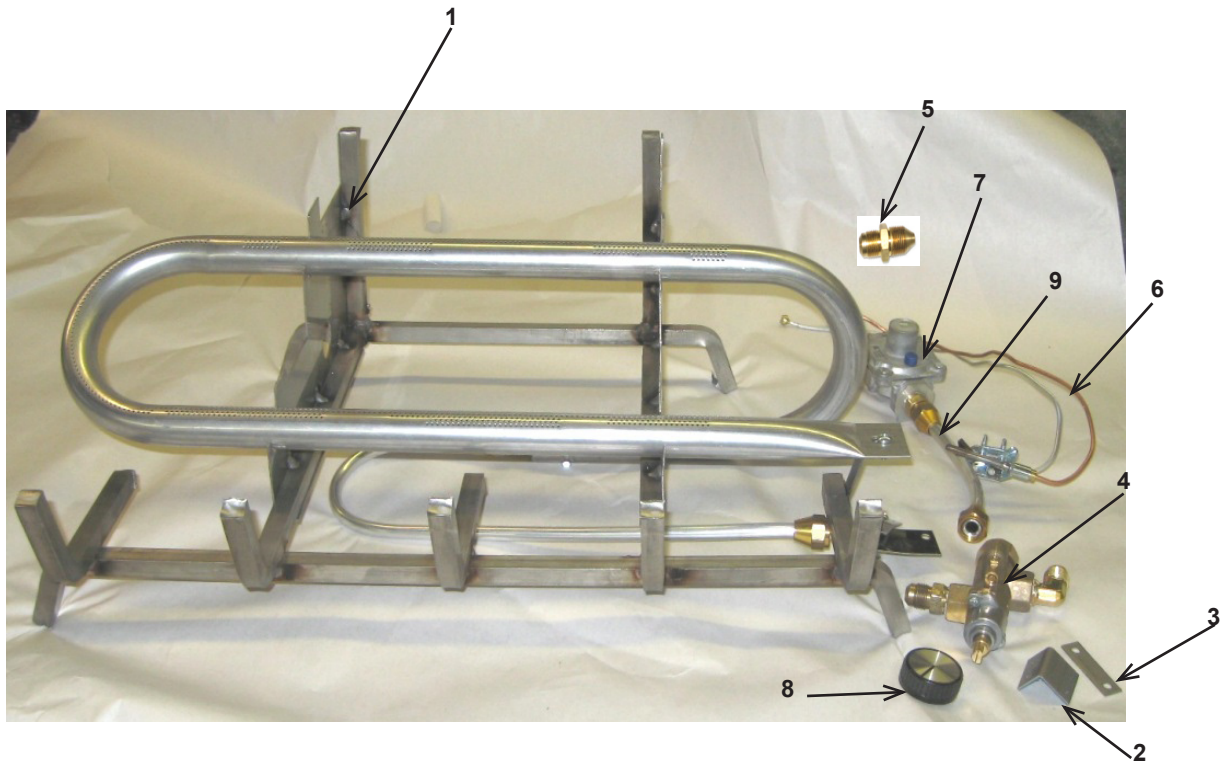
D. Troubleshooting

With proper installation and maintenance, your new decorative gas appliance should provide years of trouble-free service. If you do experience a problem, refer to the troubleshooting guide below. This guide will assist you or a qualified service technician in the diagnosis of problems and the corrective action to be taken.

Symptoms	Possible Causes	Corrective Action
1. A match will not light the pilot.	A. Main gas shutoff valve is closed	1. Make sure that the shutoff valve located on the incoming gas line is open.
	B. There is air in the gas line.	1. Light a match. Turn the valve knob to the "PILOT" position and depress. Keep the match near the pilot burner until it lights.
	C. The valve knob is in the "OFF" position.	1. Turn the valve knob to the "PILOT" position and depress. Keep the match near the pilot burner until it lights.
	D. The pilot orifice is plugged, not allowing gas to flow.	1. This repair requires tools and some degree of experience. Call a qualified service technician.
	E. There is no gas supply to the fireplace.	1. Check the plumbing to ensure the fireplace has been hooked up the gas supply line. 2. The propane tank is empty.
2. The pilot lights, but will not stay lit after carefully following lighting instructions.	A. The thermocouple is too tight or too loose.	1. The thermocouple must be attached to the valve finger-tight plus a 1/8 turn with a wrench.
	B. There is a weak pilot flame.	1. The pilot flame must engulf the thermocouple. Clean and/or adjust the pilot for maximum flame impingement on the thermocouple.
	C. Defective thermocouple	1. Check the thermocouple with a millivolt meter as follows: Disconnect the thermocouple from the valve and connect the red lead of the meter to the silver end of the thermocouple. Connect the black lead of the meter to the copper tubing of the thermocouple. Light the pilot and keep the knob depressed while taking readings. The meter readings should be greater than 14 mV. If not, replace the thermocouple.
3. The pilot is on, but there is no gas to the main burner; the valve knob is on.	A. A blockage is preventing gas flow.	1. Inspect the burner orifice for obstruction. Call a qualified service technician.
	B. Defective valve.	1. Replace the gas valve. Call a qualified service technician.

**HM2-SS-18/24/LP or Natural
Service Parts**

HEATMASTER/AMERICAN GAS LOG



#	Description of Part	18	24	30	Qty.
1	HM2 SS Grate Assembly	11-1265SS	11-1270SS	11-1275SS	1
2	Pilot Bracket	MT-1200-PB	MT-1200-PB	MT-1200-PB	1
3	Strap Plate	MT-1200-SP	MT-1200-PB	MT-1200-PB	1
4	Valve	07-1025	07-1025	07-1025	1
5	Orifice	11-1036	11-1036	11-1036	1
6	Pilot (LP)	E61L503B1	E61L503B1	E61L503B1	1
6	Pilot (Natural)	07-1008	07-1008	07-1008	1
7	Regulator	08-1030	08-1030	08-1030	1
8	Control Knob	07-1030	07-1030	07-1030	1
9	Regulator Connector Tube (6 inch)	N/A	N/A	N/A	1
	Union, 3/8" MFL X 3/8" MIP	01-1004	01-1004	01-1004	3
	Elbow, 3/8" FL x 3/8" MIP Forged	11-1300	11-1300	11-1300	1
	Hearth Kit Install				

DECORATIVE GAS LOG LIMITED WARRANTY

Heatmaster/American Gas Log, LLC. extends the following warranty for decorative gas log sets as described herein, while it is in its location or original installation. Dealers and employees of Heatmaster/American Gas Log, LLC. have no authority to make any warranty or authorize any remedies in addition to or inconsistent with the terms of this Program. This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

LIMITED WARRANTY. This decorative gas log set is comprised of a gas burner assembly with safety pilot valve and ceramic logs. This Limited Warranty does not cover any part of the woodburning fireplace system in which this decorative gas appliance must be installed. This decorative gas log set and burner is warranted to be free of defects in material and workmanship for a period of five (5) years from the date of installation. Mechanical parts are warranted for one (1) year. This Limited Warranty extends only to decorative gas log sets installed in the United States or Canada.

EXCLUSIONS AND QUALIFICATIONS. This Limited Warranty is subject to the following exclusions and qualifications: (1) This Limited Warranty does not apply to, and Heatmaster/American Gas Log, LLC. assumes no responsibility for any damages that result due to the installation or operation of this decorative gas log set not in accordance with both the installation instructions and operating instructions furnished. (2) The decorative gas log set must be subjected to normal use as explained in the operating instructions and the listing agency identification label attached to the burner pan assembly. This decorative gas log set is only intended to burn the fuel specified on the listing agency identification label. Use of any other fuel other than specified on the listing agency identification label can create a life threatening situation and will void this limited warranty. (3) This Limited Warranty applies only if the decorative gas log system has been installed in a vented fireplace that is suitable for burning wood. Adequate ventilation must be provided to allow proper drafting of the fireplace chimney system. Heatmaster/American Gas Log, LLC., assumes no responsibility for improper performance of the decorative gas log set caused by inadequate draft due to environmental conditions (e.g. wind currents, downdrafts), tight-sealing construction of the structure, or mechanical devices (e.g. air handling devices that include forced air furnaces and air conditioning units, exhaust fans and ventilating devices), any and all of which may cause a negative pressure within the structure where the decorative gas log set is installed. (4) This Limited Warranty applies only to the components of the Appliance manufactured by Heatmaster/American Gas Log, LLC. Heatmaster/American Gas Log, LLC expressly excludes from this Limited Warranty any liability hereunder for defects or damage caused by the installation or use of any parts, devices or components that are not manufactured by Heatmaster/American Gas Log, LLC. (5) As part of this limited warranty no Labor costs will be paid by Heatmaster/American Gas Log, LLC. (6) This Limited Warranty will be voided if the decorative gas log set is at any time removed or has been removed from the location in which it was originally installed. (7) Since building code requirements vary greatly throughout the United States and Canada, users of this decorative gas log set should determine in advance whether there are any building code restrictions on the installation and use of this product. Heatmaster/American Gas Log, LLC makes no representation or warranty regarding building code compliance and shall not be responsible for compliance therewith.

THERE ARE NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE LIMITATION OF LIABILITY. IT IS EXPRESSLY AGREED AND UNDERSTOOD THAT HEATMASTER/AMERICAN GAS LOG, LLC., OBLIGATION AND PURCHASERS EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY, UNDER ANY OTHER WARRANTY, EXPRESSED OR IMPLIED (INCLUDING MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE), OR OTHERWISE, SHALL BE LIMITED TO THE REPLACEMENT OR REPAIR OF ONLY HM/AGL BRAND COMPONENTS AND OPTIONAL COMPONENTS AS SPECIFIED ABOVE. THE DURATION OF ANY IMPLIED WARRANTY INCLUDING MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE APPLICABLE TO THIS GAS APPLIANCE IS LIMITED TO THE DURATION OF THE FOREGOING WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS SO THE ABOVE WARRANTY MAY NOT APPLY TO YOU. IN NO EVENT SHALL HM/AGL BE RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY DEFECTS IN THE DECORATIVE GAS LOG SET, WHETHER SUCH DAMAGE OCCURS OR IS DISCOVERED BEFORE OR AFTER REPLACEMENT OR REPAIR, AND WHETHER SUCH DAMAGE IS CAUSED BY HM/AGL NEGLIGENCE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

HOW TO OBTAIN SERVICE. To obtain service under this Program, you must:

1. Send written notice of the claimed condition to the Technical Service Department, Heatmaster/American Gas Log, LLC. 3625 Benson Rd, Angier, NC 27501
2. Provide proof of purchase to Heatmaster/American Gas Log, LLC.
3. Provide Heatmaster/American Gas Log, LLC reasonable opportunity to investigate the claim, including reasonable opportunity to inspect the Fireplace prior to any repair or replacement work and before the Fireplace has been removed from the place of original installation.
4. Obtain Heatmaster/American Gas Log, LLC consent to any warranty work before the work is done.