

Owner's Manual

Care and Operation

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

OWNER: Retain this manual for future reference.

Contact your dealer with questions regarding installation, operation or service.

Pour demander un exemplaire en français de ce Manuel du propriétaire, visitez www.majesticproducts.com.

NOTICE: DO NOT discard this manual!

MERCURY SERIES



Models:

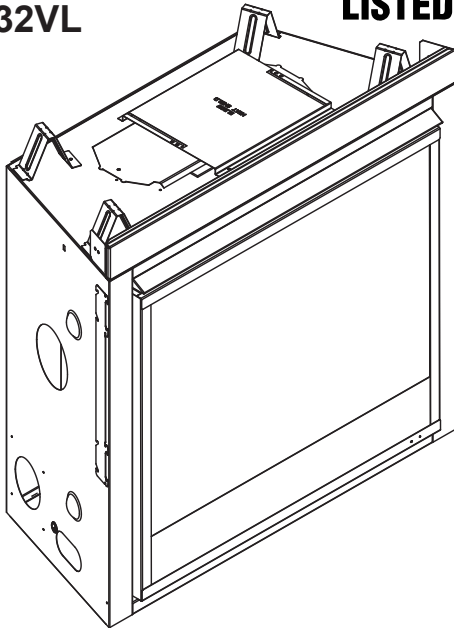
MERC32IN

MERC32IL

MERC32VN

MERC32VL

GAS-FIRED



This appliance may be installed as an OEM installation in manufactured home (USA only) or mobile home and must be installed in accordance with the manufacturer's instructions and the *Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280* in the United States, or the *Standard for Installation in Mobile Homes, CAN/CSA Z240 MH Series*, in Canada.

This appliance is only for use with the type(s) of gas indicated on the rating plate. This appliance is not convertible for use with other gases, unless a certified kit is used.

⚠ 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.

In the Commonwealth of Massachusetts installation must be performed by a licensed plumber or gas fitter.

See Table of Contents for location of additional Commonwealth of Massachusetts requirements.

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 Majestic gas fireplace, an elegant and clean alternative to wood burning fireplaces. The 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 Majestic gas fireplace will give you years of durable use and trouble-free enjoyment. Welcome to the Majestic 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.

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

GAS-FIRED
UL
LISTED

Not for use with solid fuel.
(Ne doit pas être utilisé avec un combustible solide).

Type of Gas (Sorte De Gaz): This appliance must be installed in accordance with local codes, if any; if not, follow ANSI Z223.1 in the USA or CAN/CGA B149 installation codes. (Installer l'appareil selon les codes ou règlements locaux ou, en l'absence de tels règlements, selon les codes d'installation CAN/CGA-B149.)

NATURAL GAS
ANSI Z21XX-XXXX · CSA 2.XX-MXX

| | | | |
|--|-------------|------------------|--------------------|
| Minimum Permissible Gas Supply for Purposes of Input Adjustment. | | | |
| Approved Minimum (De Gaz) Acceptable | 0.0 in w.c. | (Po. Col. d'eau) | |
| Maximum Pressure (Pression) | 0.0 in w.c. | (Po. Col. d'eau) | |
| Maximum Manifold Pressure (Pression) | 0.0 in w.c. | (Po. Col. d'eau) | |
| Minimum Manifold Pressure (Pression) | 0.0 in w.c. | (Po. Col. d'eau) | |
| Total Electrical Requirements: 000Vac, 00Hz., less than 00 Amperes | | | MADE IN USA |

| | | | | | |
|------------------|------------|----------|--------------|-----------|----------|
| ALTITUDE: | 0-0000 FT. | INCANADA | 0000-0000FT. | Model: | XXXXXXXX |
| MAX. INPUT BTUH: | 00,000 | | | (Modele): | |
| MIN. INPUT BTUH: | 00,000 | | | Serial | XXXXXXXX |
| ORIFICE SIZE: | #XXXXX | #XXXXX | | (Serie): | |

▲ 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.

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→ = Contains updated information.

B. Limited Lifetime Warranty

Hearth & Home Technologies LIMITED LIFETIME WARRANTY

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

WARRANTY COVERAGE:

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

WARRANTY PERIOD:

Warranty coverage for consumers begins at the date of installation. In the case of new home construction, warranty coverage begins on the date of first occupancy of the dwelling or six months after the sale of the product by an independent, authorized HHT dealer/distributor, whichever occurs earlier. However, the warranty shall commence no later than 24 months following the date of product shipment from HHT, regardless of the installation or occupancy date. The warranty period for parts and labor for covered components is produced in the following table.

The term “Limited Lifetime” in the table below is defined as: 20 years from the beginning date of warranty coverage for gas appliances, and 10 years from the beginning date of warranty coverage for wood and pellet 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 | | | | | Electrical components limited to modules, remotes/wall switches, valves, pilots, blowers, junction boxes, wire harnesses, transformers and lights (excluding light bulbs) |
| | | X | | X | | | Molded Refractory Panels, Glass Liners |
| 3 years | | | X | | | | Firepots, burnpots, mechanical feeders/auger assemblies |
| 5 years | 1 year | X | | | | | Vent Free Burners, Vent Free Logs |
| | | | X | X | | | Castings, Medallions and Baffles |
| 6 years | 3 years | | | X | | | Catalyst - Limitations Listed |
| 7 years | 3 years | | X | X | | | Manifold tubes, HHT Chimney and Terminations |
| 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 |

See conditions, exclusions and limitations on the next page

B. Limited Lifetime Warranty (*continued*)

WARRANTY CONDITIONS:

- This warranty only covers HHT appliances that are purchased through an HHT authorized dealer or distributor. A list of HHT authorized dealers is available on the HHT branded websites.
- This warranty is only valid while the HHT appliance remains at the site of original installation.
- This warranty is only valid in the country in which the HHT authorized dealer or distributor that sold the appliance resides.
- Contact your installing dealer for warranty service. If the installing dealer or distributor is unable to provide necessary parts, contact the nearest HHT authorized dealer or supplier. Additional service fees may apply if you are seeking warranty service from a dealer other than the dealer from whom you originally purchased the product.
- Check with your dealer in advance for any costs to you when arranging a warranty call. Travel and shipping charges for parts are not covered by this warranty.
- Limited Catalyst Warranty
 - o For wood burning products containing a catalyst, the catalyst will be warranted for a six-year period to the original purchaser at the site of original installation. The purchaser must provide the name, address, and telephone number of the location where the product is installed, proof of original purchase date, date of failure, and any relevant information regarding the failure of the catalyst.

WARRANTY EXCLUSIONS:

This warranty does not cover the following:

- Changes in surface finishes as a result of normal use. As a heating appliance, some changes in color of interior and exterior surface finishes may occur. This is not a flaw and is not covered under warranty.
- Damage to printed, plated, or enameled surfaces caused by fingerprints, accidents, misuse, scratches, melted items, or other external sources and residues left on the plated surfaces from the use of abrasive cleaners or polishes.
- Repair or replacement of parts that are subject to normal wear and tear during the warranty period are not covered. These parts include: paint, wood and pellet gaskets, firebricks, grates, flame guides, 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 operation 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 connections or other accessories used in conjunction with the appliance.
- Any part of a pre-existing fireplace system in which an insert or a decorative gas appliance is installed.
- HHT's obligation under this warranty does not extend to the appliance's capability to heat the desired space. Information is provided to assist the consumer and the dealer in selecting the proper appliance for the application. Consideration must be given to the appliance location and configuration, environmental conditions, insulation and air tightness of the structure.

This warranty is void if:

- The appliance has been over-fired, 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, deformation/warping of interior cast iron structure or components, rust colored cast iron, bubbling, cracking and discoloration of steel or enamel finishes.
- The appliance is subjected to prolonged periods of dampness or condensation.
- There is any damage to the appliance or other components due to water or weather damage which is the result of, but not limited to, improper chimney or venting installation.

LIMITATIONS OF LIABILITY

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

2 Product Specific Information

A. Appliance Certification

MODELS: MERC32IN, MERC32IL, MERC32VN, MERC32VL
LABORATORY: Underwriters Laboratories, Inc. (UL)
TYPE: Direct Vent Heater
STANDARD: ANSI Z21.88-2017 • CSA 2.33-2017

This product is listed to ANSI standards for “Vented Gas Fireplace Heaters” and applicable sections of “Gas Burning Heating Appliances for Manufactured Homes and Recreational Vehicles”, and “Gas Fired Appliances for Use at High Altitudes”.

NOTICE: This installation must conform with local codes. In the absence of local codes you must comply with the National Fuel Gas Code, ANSI Z223.1-latest edition in the U.S.A. and the CAN/CGA B149 Installation Codes in Canada.

NOT INTENDED FOR USE AS A PRIMARY HEAT SOURCE.
 This appliance is tested and approved as either supplemental room heat or as a decorative appliance. It should not be factored as primary heat in residential heating calculations.

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



B. Glass Specifications (Tempered)

Hearth & Home Technologies appliances manufactured with tempered glass may be installed in hazardous locations such as bathtub enclosures as defined by the Consumer Product Safety Commission (CPSC). The tempered glass has been tested and certified to the requirements of **ANSI Z97.1** and **CPSC 16 CFR 1202** (Safety Glazing Certification Council **SGCC# 1595** and **1597**. Architectural Testing, Inc. Reports **02-31919.01** and **02-31917.01**).

This statement is in compliance with **CPSC 16 CFR Section 1201.5** “Certification and labeling requirements” which refers to **15 U.S. Code (USC) 2063** stating “...Such certificate shall accompany the product or shall otherwise be furnished to any distributor or retailer to whom the product is delivered.”

Some local building codes require the use of tempered glass with permanent marking in such locations. Glass meeting this requirement is available from the factory. Please contact your dealer or distributor to order.

C. BTU Specifications

| Models | | Maximum Input BTU/h | Minimum Input BTU/h | Orifice Size (DMS) |
|--------------------|-------------|---------------------|---------------------|--------------------|
| MERC32IN (NG) | (0-2000 FT) | 19,100 | 13,500 | #45 |
| MERC32IL (Propane) | (0-2000 FT) | 19,100 | 14,500 | #55 |
| MERC32VN (NG) | (0-2000 FT) | 19,100 | 13,500 | #45 |
| MERC32VL (Propane) | (0-2000 FT) | 19,100 | 14,500 | #55 |

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.
- Alert children and adults to hazards of high temperatures.

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 shall 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 shall 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.

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 3 volt adapter plug (IPI) and remove batteries on IPI models.
- Turn off gas controls valve on standing pilot models.

When lighting the pilot light on fireplaces with a standing pilot, remove the fixed glass assembly so you can detect presence of residual gas build-up. See Standing Pilot Lighting instructions and Maintenance Tasks.



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.

Clear Space

WARNING! DO NOT place combustible objects in front of the fireplace or block louvers. 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.

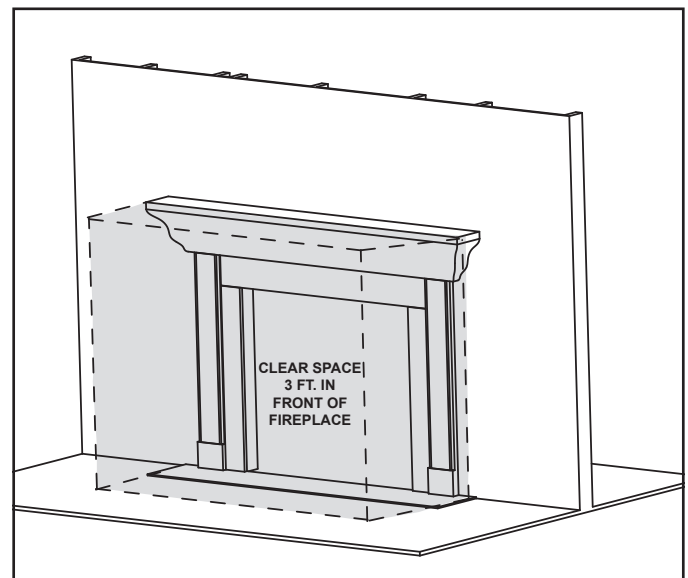


Figure 3.1 Clear Space Requirement - All Models

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.

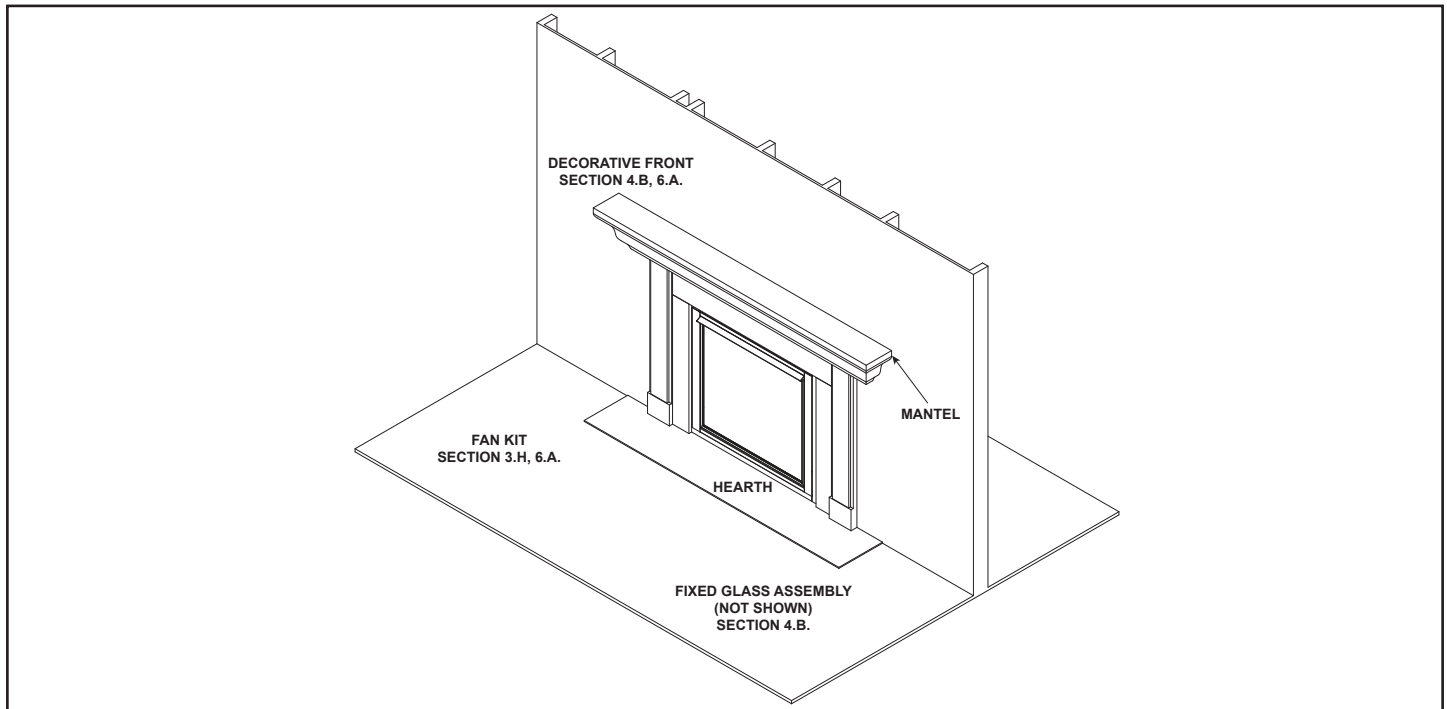


Figure 3.2 General Operating Parts

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 or propane. 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. Good Faith Wall Surface/TV Guidelines

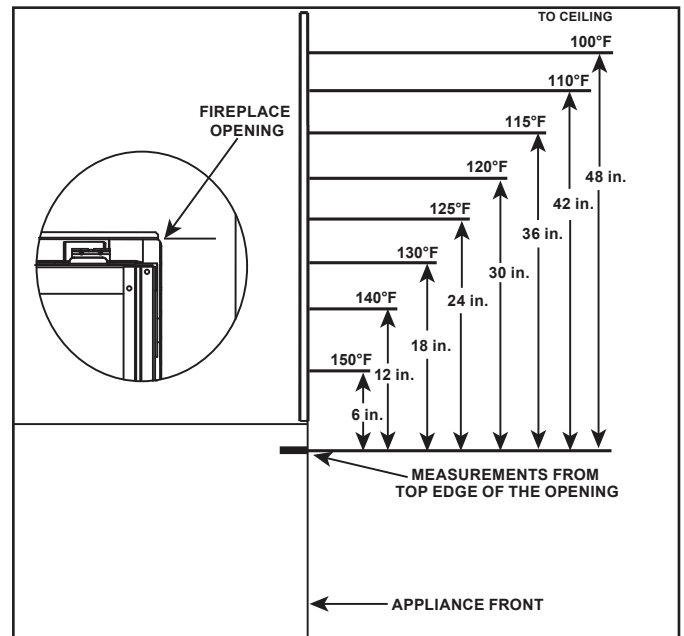
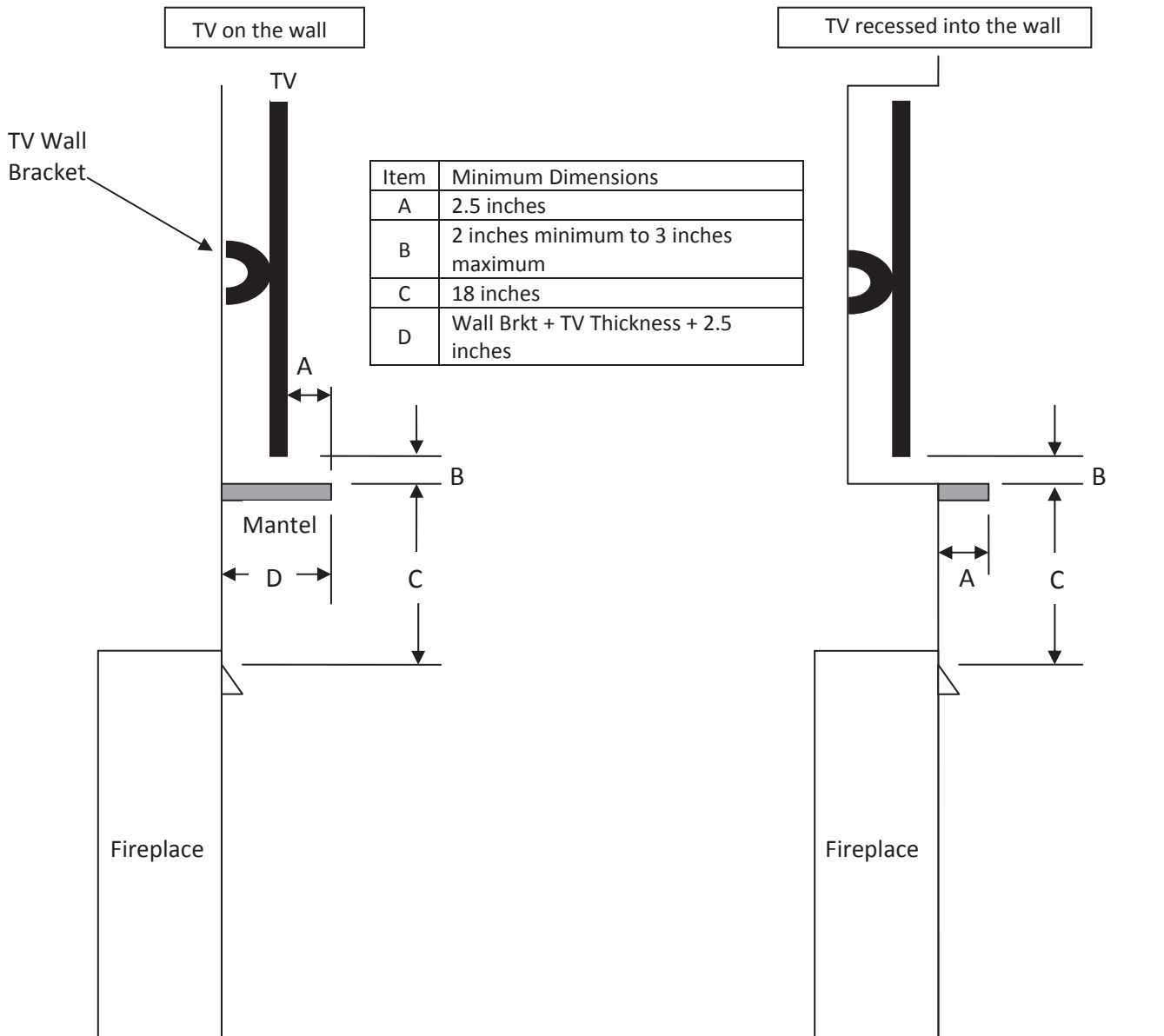


Figure 3.3. Good Faith Wall Surface Temperatures Above Appliance

NOTICE: Temperatures listed above are taken with a temperature measuring probe as prescribed by the test standard used for appliance certification. Temperatures on walls or mantels taken with an infrared thermometer may yield increased temperatures of up to 30 degrees or more depending on the thermometer settings and material characteristics being measured.

Good Faith Guidelines for TV Installations above a Typical Gas Fireplace



Notes:

1. These are good faith recommended clearances only and not a guarantee of compliance with all TV manufacturers' maximum allowable operating temperatures.
2. Since every home has unique air flow characteristics and maximum allowable operating temperatures can vary from manufacturer to manufacturer and from model to model, actual TV temperatures should be validated at the time of each installation. TVs should not be used in situations where the actual TV temperature exceeds the manufacturers' maximum allowable operating temperatures identified in the TV's technical specifications. Contact the TV's manufacturer directly if you cannot locate this information or have questions regarding the information.
3. Mantel height and depth must conform to mantel requirements specified in the fireplace installation manual.
4. "C" dimension taken from the top of the hood or fireplace opening.
5. Suggestions on how to further reduce TV temperatures:
 - a. Increase "A" dimension.
 - b. Increase "C" dimension, however, increasing "B" dimension beyond maximum recommended typically results in higher temperatures.

Figure 3.4. Good Faith TV Guidelines

E. Before Lighting Appliance

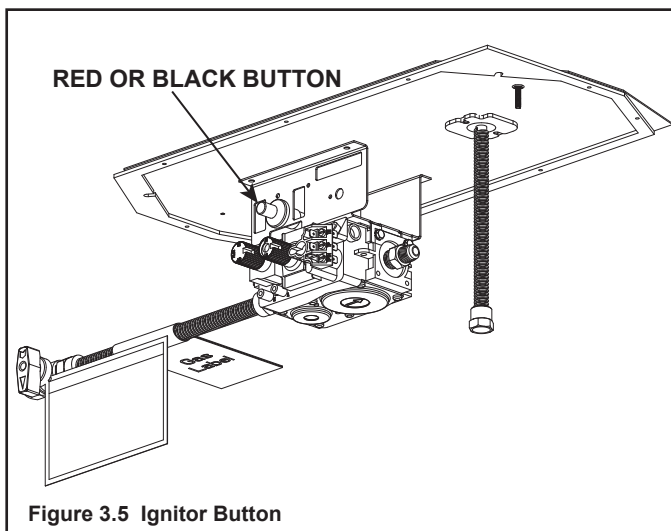
Before operating this fireplace for the first time, **have a qualified service technician:**

- 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.

Determine if this fireplace has a standing pilot or an IntelliFire® ignition system. Ask your dealer or open control access panel, look at gas valve assembly.

- A standing pilot ignition will have a red or black ignitor button (refer to Figure 3.5).
- An IntelliFire ignition system will not have a button.



F. Lighting Instructions

Lighting Instructions (IPI)

The IPI system may be operated with two D-cell batteries. When using batteries, unplug the transformer. To prolong battery life, remove them when using the transformer.

FOR YOUR SAFETY READ BEFORE LIGHTING



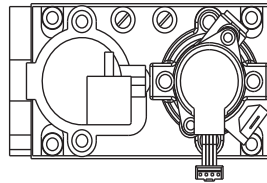
WARNING: If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

- 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 shall 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.

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.**

Lighting Instructions (Standing Pilot)

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.

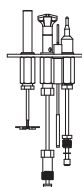
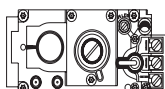
- This appliance has a pilot which must be lighted by hand. When lighting the pilot, follow these instructions exactly.
 - BEFORE LIGHTING**, smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.
- WHAT TO DO 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.
- 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.
 - 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

- Turn off all electric power to the appliance
- Push in gas control knob slightly to turn clockwise to "OFF".

Note: Knob cannot be turned from "PILOT" to "OFF" unless knob is pushed in slightly. **DO NOT** force.

- Open the fixed glass assembly. You may need to remove the decorative front.
- 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 at the top of this label.
- Find the pilot. The pilot is inside combustion chamber next to the main burner.



- Turn knob on gas control counterclockwise to "PILOT".
- Push in control knob all the way and hold in. Immediately depress red or black piezo button until PILOT lights. If PILOT light does not light after 10 seconds, return to step 2. Continue to hold the control knob in for about one minute after the pilot is lit. Release knob and it will pop back out. Pilot should remain lit. If it goes out, repeat steps 2 through 5.
- Reinstall fixed glass assembly. Reinstall decorative front.
- Turn gas control knob counterclockwise to "ON".
- Turn on electric power to the appliance.
- To light burner, turn the wall control or on/off switch to "ON".

TO TURN OFF GAS TO APPLIANCE

- Turn off all electric power to the appliance if service is to be provided.
- Move switch to "OFF" position.
- Push in gas control knob slightly and turn clockwise to "OFF". **DO NOT** force.



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.

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.

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

CAUTION:

Hot while in operation. DO NOT touch. Severe burns may result. 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.

G. Appliance Break-In

NOTICE! Open windows for air circulation during fire-place 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: Some 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.

H. Heat Management

Heat Output

The Mercury models have a variable burn rate which is controlled by the HI/LO knob on the gas valve. Therefore the flame height is adjustable. The HI/LO knob is shown in Figure 3.6. It is located in the control cavity of the appliance. The HI/LO knob may be adjusted as desired by turning clockwise to the HIGH position and by turning counterclockwise to the LO position.

If an optional fan is installed, the fan speed is controlled by adjusting the speed control knob. Turn the knob to increase the fan speed as desired.

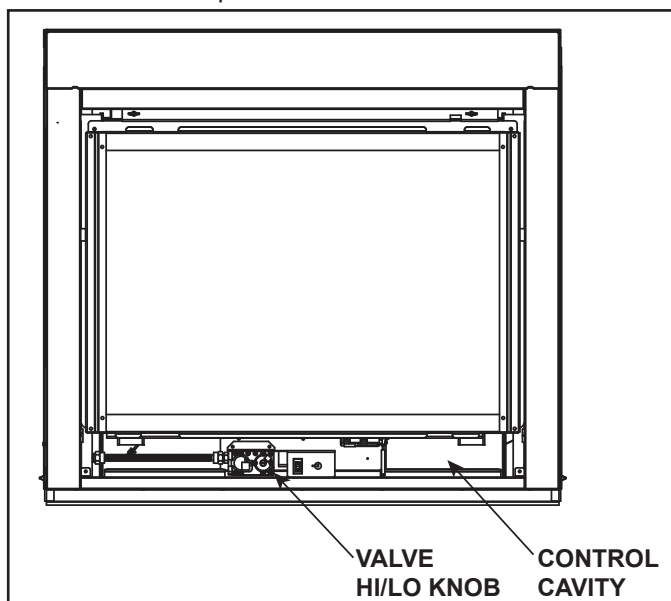


Figure 3.6 Control Cavity/Valve Location

Majestic • MERC321N, MERC321L, MERC32VN, MERC32VL Owner's Manual • 2401-981 Rev. L • 9/20

I. Operation During A Power Outage

IntelliFire Ignition System

The IntelliFire intermittent pilot ignition system comes with a battery backup system that enables the system to operate in a power outage. A factory-installed battery pack is located in the control cavity of the appliance. See Figure 3.6. Batteries should not be placed in the battery tray while using electrical power to operate the fireplace. Remove batteries from battery tray when power has been restored.

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 3.6 for location. The decorative front may need to be removed.
2. Locate the battery tray and insert two D cell batteries. 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.

Multifunctional Wired Wall Switch Control System:

- Locate the wired wall switch control module in control cavity.
- Locate battery operation switch on the side of the module.
- Slide the switch to the BATTERY ON or ON position.

NOTICE: Some functionality will be lost when using battery backup including remote control, fan, lights, or any other auxiliary functions that require household 110-120 VAC power.

To Return to Operation Using Electrical (AC) Power:

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

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

Multifunctional Wired Wall Switch Control System:

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

I. Operation During A Power Outage

Standing Pilot

The MERC32VN and MERC32VL models do not require electrical power to operate. Electrical power is required for accessories such as a remote control and/or fan.

J. Detailed Component Operating Instructions

IntelliFire Ignition System

IntelliFire, an ignition system exclusively featured in Hearth & Home Technologies products, is an energy-saving pilot ignition system for gas fireplaces and inserts. It provides an ignition flame only when needed and has a battery backup system that supplies power to spark the ignition flame in the event of a power outage.

IntelliFire is an intermittent pilot ignition, which is an electronic system. The term Intermittent is used because the pilot burner flame is only present when the main burner is operating. When the main burner is off the pilot is also off.

NOTICE: Batteries should not be placed in the battery pack while using the transformer. Remove batteries before using the transformer, and unplug the transformer before installing the batteries. Battery polarity must be correct or module damage will occur.

Standing Pilot Ignition System

A standing pilot system includes a millivolt control valve, standing pilot, thermopile generator, thermocouple flame sensor, and piezo igniter. See Section 3.F for standing pilot lighting instructions.

Appliance ON/OFF

A wall control, thermostat or remote control may be used to control the ON/OFF function of the appliance. Follow instructions included with the installed control.

Optional Fan Kit (IPI or Standing Pilot)

If desired, a fan kit may be added. Contact your dealer to order the correct fan kit. Heat management for the fan is discussed in Section 3.H. Detailed instructions are included with the fan kit.

4 Maintenance and Service

Any safety screen 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.hearthnhome.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 Front | Annually | |
| Remote Control | Seasonally | |
| Venting | Seasonally | |
| Gasket Seal and Glass Inspection | Annually | Qualified Service Technician |
| Log Inspection | Annually | |
| Firebox Inspection | Annually | |
| Control Compartment & firebox Top | Annually | |
| Burner Ignition & Operation | Annually | |

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.

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.

Glass Cleaning

Frequency: Seasonally

By: Homeowner

Tools Needed: Protective gloves, 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
 - Avoid abrasive cleaners
 - **DO NOT** clean glass while it is hot
- Prepare a work area large enough to accommodate fixed glass assembly and door frame 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 door or decorative front from fireplace and set aside on work surface.

WARNING! Risk of Asphyxiation! Handle fixed glass assembly with care. Inspect the gasket to ensure it is undamaged and inspect the glass for cracks, chips or scratches.

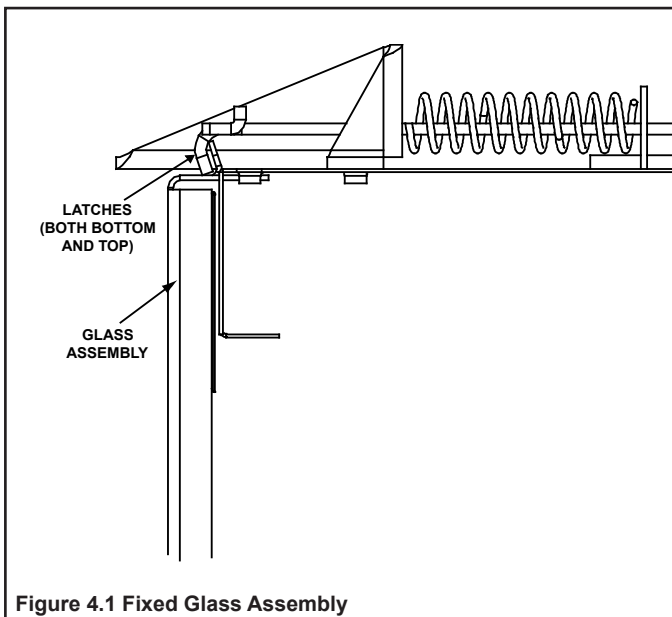
- **DO NOT** strike, slam or scratch glass.
- **DO NOT** operate fireplace with glass removed, cracked, broken or scratched.
- Replace as a complete assembly.

Removing Fixed Glass Assembly

- Pull the four glass assembly latches out of the groove on the glass frame. Remove glass assembly from the appliance. See Figure 4.1.

Replacing Fixed Glass Assembly

- Replace the glass assembly on the appliance. Pull out and latch the four glass assembly latches into the groove on the glass frame.
- 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)
- Carefully set fixed glass assembly in place on fireplace. Hold glass in place with one hand and secure glass latches with the other hand.
- Inspect and operate all glass latches to ensure they move freely and no obstructions are present.
- Reinstall decorative front.



Decorative Front

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 mesh is not obstructed.
- 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.
- Unplug 3 volt adapter plug on IPI models.

Venting

Frequency: Seasonally

By: Homeowner

Tools needed: Protective gloves and safety glasses.

- Inspect 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.
- Verify weather stripping, sealing and flashing remains intact.
- Inspect draft shield to verify it is not damaged or missing.

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

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

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.

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.

- 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.
- Replace ember material with new dime-size pieces. **DO NOT** block ports or obstruct lighting paths. Refer to appliance installation manual for proper ember placement.
- Verify batteries have been removed from battery back-up IPI systems to prevent premature battery failure or leaking.
- 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 air shutter setting is correct. See Installation Manual for required air shutter setting. Verify air shutter is clear of dust and debris.
- Inspect orifice for soot, dirt and corrosion. Verify orifice size is correct. See Service Parts List for proper orifice sizing.
- Inspect pilot flame pattern and strength. See Figures 4.2 and 4.3 for proper pilot flame pattern. Clean or replace orifice spud as necessary.
- Inspect thermocouple/thermopile or IPI flame sensing rod for soot, corrosion and deterioration. Polish with fine steel wool or replace as required.
- Verify thermocouple/thermopile millivolt output. Replace pilot as necessary (Standing pilot only).
- 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 (IPI only).

- Verify manifold and inlet pressures. Adjust regulator as required.
- Check all accessible gas-carrying tubes, connections, pipes and other components for leaks.

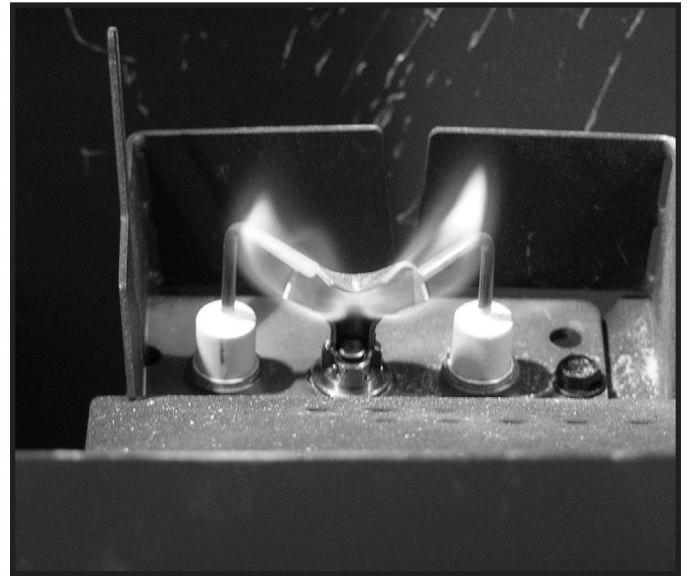


Figure 4.2 IPI Pilot Flame Patterns

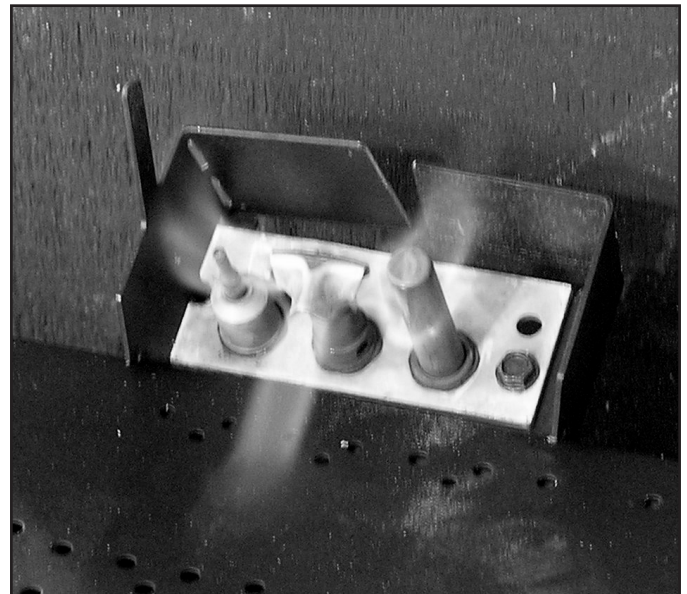


Figure 4.3 Standing Pilot Flame Patterns

5 Frequently Asked Questions and Troubleshooting

A. Frequently Asked Questions

| ISSUE | SOLUTIONS |
|---|---|
| Condensation on the glass | This is a result of gas combustion and temperature variations. As the fireplace warms, this condensation will disappear. |
| 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. |
| 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. |
| 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. See 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. In a standing pilot system the pilot will always stay on. |
| Power Outages Battery backup (IPI Models) | This appliance (IPI Models) can be operated on battery power in the event of a power outage. To access the battery pack, the decorative 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.majesticproducts.com to locate a dealer.

B. Troubleshooting - IntelliFire® Ignition System

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.

| 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 connections 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 .095 in. (2.41 mm) to .135 in. (3.43 mm). |
| | D. Module. | Turn ON/OFF rocker switch or wall switch to OFF position. Remove ignitor wire "I" from module. Place a grounded wire about 3/16 in. (5 mm) away from "I" terminal on module. Place ON/OFF rocker switch or wall switch in ON position. If there is no spark at "I" terminal module must be replaced. If there is a spark at "I" terminal, module is fine. Inspect pilot assembly for shorted sparker wire or cracked insulator around electrode. Replace pilot if necessary. |
| 2. Pilot won't light, there is no noise or spark. | A. No power or transformer installed incorrectly. | Verify that transformer is installed and plugged into module. Check voltage of transformer under load at spade connection on module with ON/OFF switch in ON position. Acceptable readings of a good transformer are between 3.2 and 2.8 volts AC. |
| | 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 110-120 VAC power is "ON" to junction box. |
| | D. Module not grounded. | Verify black ground wire from module wire harness is grounded to metal chassis of appliance. |
| | E. Module. | Turn ON/OFF rocker switch or wall switch to OFF position. Remove ignitor wire "I" from module. Place ON/OFF rocker switch or wall switch in ON position. If there is no spark at "I" terminal module must be replaced. If there is a spark at "I" terminal, module is fine. Inspect pilot assembly for shorted sparker wire or cracked insulator around electrode. |
| 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 .095 in. (2.41 mm) to .135 in. (3.43 mm). |
| | C. Module is not grounded. | Verify module is securely grounded to metal chassis of appliance. |
| | D. Module voltage output / Valve/Pilot solenoid ohms readings. | Verify battery voltage is at least 2.7 volts. Replace batteries if voltage is below 2.7. |

| Symptom | Possible Cause | Corrective Action |
|---|---|--|
| <p>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.)</p> | <p>A. A shorted or loose connection in flame sensing rod.</p> | <p>Verify all connections to wiring diagram in manual. Verify connections underneath pilot assembly are tight. Verify connections are not grounding out to metal chassis, pilot burner, pilot enclosure or screen if present, or any other metal object.</p> |
| | <p>B. Poor flame rectification or contaminated flame sensing rod.</p> | <p>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. 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.</p> |
| | <p>C. Module is not grounded.</p> | <p>Verify module is securely grounded to metal chassis of appliance. Verify that wire harness is firmly connected to the module.</p> |
| | <p>D. Damaged pilot assembly or contaminated flame sensing rod.</p> | <p>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 multimeter with ohms set at lowest range. Replace pilot if any damage is detected.</p> |
| | <p>E. Module.</p> | <p>Turn ON/OFF rocker switch or wall switch to OFF position. Remove ignitor wire "I" from module. Place ON/OFF rocker switch or wall switch in ON position. If there is no spark at "I" terminal module must be replaced. If there is a spark at "I" terminal, module is fine.</p> |

C. Troubleshooting - Standing Pilot Ignition

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.

Standing Pilot Ignition System

| Symptom | Possible Causes | Corrective Action |
|---|--|---|
| 1. After repeated triggering of the red or black piezo ignitor button, the spark ignitor will not light the pilot. | A. No gas or low gas pressure. | Check the remote shut-off valves from the appliance. Usually, there is a valve near the gas main. There can be more than one valve between the appliance and the main. |
| | B. No propane in tank. | Check the propane tank. You may be out of fuel. |
| | C. Ignitor. | Check the spark at the electrode and pilot. If no spark and electrode wire is properly connected, replace the ignitor. Verify that there is no short in electrode wire. |
| | D. Pilot or misaligned electrode (spark at electrode). | Using match, light the pilot. If the pilot lights, turn off the pilot and trigger the piezo ignitor button again. If the pilot lights, an improper gas/air mixture caused the bad lighting and a longer purge period is recommended. If the pilot will not light, ensure the gap at the electrode and pilot is one-eighth in. to have a strong spark. If the gap is OK, replace the pilot. |
| 2. The pilot will not stay lit after carefully following the lighting instructions. | A. Thermocouple. | Check that the pilot flame impinges on the thermocouple. Adjust the pilot for proper flame impingement. Ensure that the thermocouple connection at the gas valve is fully inserted and tight (hand tighten plus 1/4 turn). Verify proper voltage output from the thermocouple to the valve. Place one millivolt meter lead wire on the thermocouple copper lead. Place the second lead wire on the solder button on the back of the valve (blue wire). Start the pilot and hold the valve knob in. The millivolt reading should read 8-16 millivolts. If millivolt reading is less than 8 millivolts, replace thermocouple. |
| | B. Improper gas inlet pressure. | Natural gas should be 5-10 in. w.c. Propane should be 11-13 in. w.c. Verify pressure with manometer. |
| | C. Valve. | If the thermocouple is producing 8-16 millivolts, replace control valve. |
| 3. The pilot is burning, there is no burner flame, the valve knob is in the ON position, and the ON/OFF switch is in the ON position. | A. ON/OFF switch or wires. | Check the ON/OFF switch and wires for proper connections. Place the jumper wires across the terminals at the ON/OFF switch. If the burner comes on, replace the ON/OFF switch. If the ON/OFF switch is OK, place the jumper wires across the ON/OFF switch wires at the gas valve. If the burner comes on, the wires are faulty or connections are bad. |
| | B. Thermopile may not be generating sufficient millivoltage. | Check that the pilot flame impinges thermopile properly. Be sure the wire connections from the thermopile at the gas valve terminals are tight and that the thermopile is fully inserted into the pilot bracket. Check the thermopile with a millivolt meter. Take the reading at TH-TP&TP terminals of the gas valve. The meter should read 350 millivolts minimum, while holding the valve knob depressed in the pilot position, with the pilot lit, and the ON/OFF switch in the OFF position. Replace the thermopile if the reading is below the specified minimum. With the pilot in the ON position, disconnect the thermopile leads from the valve. Take a reading at the thermopile leads. The reading should be 350 millivolts minimum. Replace the thermopile if the reading is below the minimum. |

Troubleshooting (continued)

| Symptom | Possible Cause | Corrective Action |
|---|--|---|
| 3. (Continued) | C. Valve. | Turn the valve knob to the ON position. Place the ON/OFF switch in the ON position. Take a reading with a millivolt meter at the thermopile terminals. The millivolt meter should read greater than 125mV. If the reading is acceptable, and if the burner does not come on, replace the gas valve. |
| | D. Plugged burner orifice. | Check the burner orifice for stoppage. Remove stoppage. |
| | E. Wall switch or wires. | Check the wall switch and wires for proper connections. Place the jumper wires across the terminals at the wall switch. If the burner comes on, replace the wall switch. If the wall switch is OK, place the jumper wires across the wall switch wires at the gas valve. If the burner comes on, the wires are faulty or connections are bad. |
| 4. Frequent pilot outage problem. | A. Pilot flame may be too high or too low, or blowing out (high pressure), causing pilot safety to drop out. | Clean thermocouple and adjust the pilot flame for proper flame impingement. Follow lighting instructions carefully. |
| 5. The pilot and main burner extinguish while in operation. | A. No propane in tank. | Check the propane tank. Refill the fuel tank. |
| | B. Improper gas inlet pressure. | Natural gas should be 5-10 in. w.c. Propane should be 11-13 in. w.c. Verify pressure with manometer. |
| | C. Inner vent pipe leaking exhaust gases back into the system. | Check venting system for damage. Replace/repair improperly assembled pipe sections. |
| | D. Glass installed improperly. | Check to ensure glass is installed properly. Replace fixed glass panel assembly. |
| | E. Thermopile or thermocouple. | Replace pilot if necessary. |
| | F. Improper vent cap installation. | Check for proper installation and freedom from debris or blockage. |
| 6. Glass soots. | A. Flame impingement. | Adjust the log set so that the flame does not excessively impinge on it. Refer to log instructions. |
| | B. Improper air shutter setting. | Refer to manual for shutter set points. Ensure that set point is correct for appliance/gas type. If unit has adjustable shutter, it may be necessary to increase shutter opening. |
| | C. Debris around air shutter. | Inspect the opening at the base of the burner. NO MATERIAL SHOULD BE PLACED IN THIS OPENING. |
| 7. Flame burns blue and lifts off burner. | A. Insufficient oxygen being supplied. | <p>Ensure that the vent cap is installed properly and free of debris. Ensure that the vent system joints are tight and have no leaks.</p> <p>Ensure that no debris has been placed at the base of, or in the area of the air holes in the center of the base pan beneath the burner.</p> <p>Ensure that the glass is tightened properly on the unit, particularly on top corners.</p> |

6 Reference Materials

A. Accessories

Install approved accessories per instructions included with accessories. Contact your dealer for a list of approved accessories.

WARNING! Risk of Fire and Electric Shock! Use ONLY *Hearth & Home Technologies-approved optional accessories with this appliance. Using non-listed accessories could result in a safety hazard and will void the warranty.*

Decorative Front

WARNING! Risk of Fire! *Install ONLY the decorative front approved by Hearth & Home Technologies. Unapproved decorative fronts may cause fireplace to overheat.*

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

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

For more information refer to the instructions supplied with your decorative front.

Remote Controls, Wall Controls and Wall

Switches

After a qualified service technician has installed the remote control, wall control or wall switch, 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 Fan

After a qualified service technician has installed your fan, follow the instructions supplied with the fan kit to operate your fan. See your dealer if you have questions.

B. Service Parts



Service Parts

MERC32

Mercury 32" Gas Fireplace - DV

Beginning Manufacturing Date: June 2016

Ending Manufacturing Date: Active

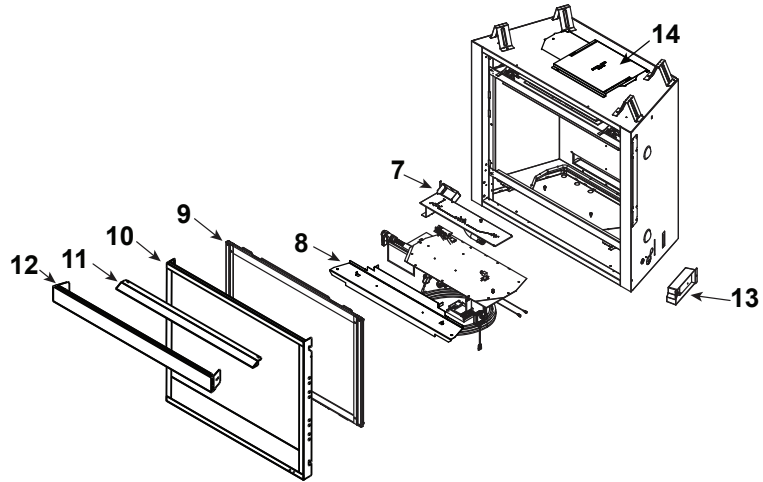
MERC32IN - Active

MERC32VN - Ending Manufacturing Date: April 2020

MERC32IL - Active

MERC32VL - Ending Manufacturing Date: April 2020

Log Set Assembly



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.



Stocked at Depot

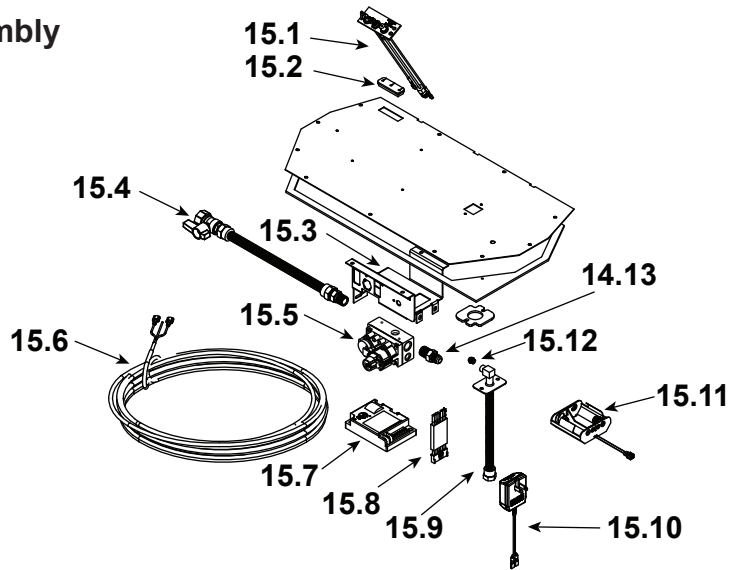
| ITEM | DESCRIPTION | COMMENTS | PART NUMBER | |
|------|--|-----------|----------------------------|---|
| | Log Assembly | | LOGS-MERC32 | Y |
| 1 | Log 1 | | SRV2401-701 | |
| 2 | Log 2 | | SRV2401-702 | |
| 3 | Log 3 | | SRV2401-703 | |
| 4 | Log 4 | | SRV2218-706 | |
| 5 | Log 5 | | SRV2397-705 | |
| 6 | Log 6 | | SRV2397-705 | |
| 7 | Burner Assembly | | 2355-007 | Y |
| 8 | Base Pan | | 2355-110 | |
| 9 | Glass Door Assembly | | GLA-550TR | Y |
| 10 | Fire Screen Front | | SRV2401-021 | Y |
| 11 | Hood | | 2115-230 | |
| 12 | Drywall Support | | 2391-119 | |
| 13 | Junction box | | SRV4021-013 | Y |
| 14 | Elbow Heat Shield | | 385-290 | |
| | Valve Assembly | | See Following Pages | |
| | Exhaust Restrictor | | 530-299 | |
| | Exhaust Baffle | | 550-155 | |
| | Gasket Assembly Contains Burner neck, shutter bracket, vent, seal cap, valve plate, and air passage gaskets | | 2115-080 | |
| | Glass Latch Assembly | Qty req 2 | 2382-400 | Y |
| | Lava Rock | | 4021-297 | |
| | Mineral Wool | | 050-721 | |
| | Touch Up Paint | | TUP-GBK-12 | |

Additional service part numbers appear on following page.

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#15 IPI Valve Assembly



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.

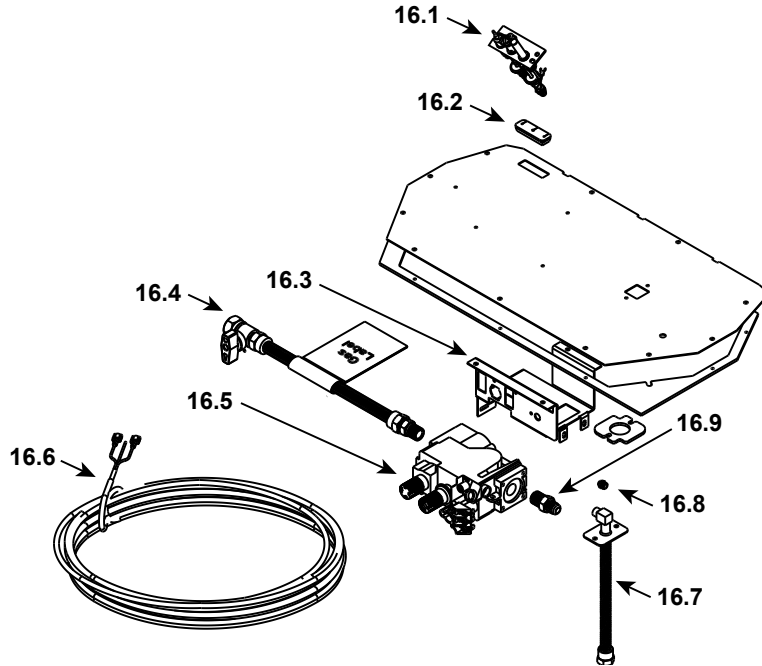


Stocked at Depot

| ITEM | DESCRIPTION | COMMENTS | PART NUMBER | |
|-------|------------------------|----------|-------------|---|
| 15.1 | Pilot Assembly NG | | 2106-169 | Y |
| | Pilot Assembly LP | | 2107-070 | Y |
| | Pilot Tube | | SRV485-301 | Y |
| 15.2 | 3-Hole Grommet | | SRV2118-420 | |
| 15.3 | Valve Bracket | | 2118-104 | |
| 15.4 | Flexible Gas Connector | | SRV302-320 | Y |
| 15.5 | Valve NG | | 750-500 | Y |
| | Valve LP | | 750-501 | Y |
| 15.6 | Thermostat Wire | | SRV2118-170 | Y |
| 15.7 | Module | | SRV593-592 | Y |
| 15.8 | Wire Assembly | | SRV593-590 | Y |
| 15.9 | Flex Tube Assembly | | SRV7000-156 | Y |
| 15.10 | 3 Volt Transformer | | SRV593-593 | Y |
| 15.11 | Battery Pack | | SRV593-594 | Y |
| 15.12 | Orifice NG (#45C) | | 582-845 | Y |
| | Orifice LP (#55C) | | 582-855 | Y |
| 15.13 | Male Connector | Pkg of 5 | 303-315/5 | |
| | Conversion Kit NG | | NGK-3732 | Y |
| | Conversion Kit LP | | LPK-3732 | Y |
| | Regulator NG | | SRVNGK-DXV | Y |
| | Regulator LP | | SRVLPK-DXV | Y |
| | Pilot Orifice NG | | SRV593-528 | Y |
| | Pilot Orifice LP | | SRV593-527 | Y |



#16 SIT Valve Assembly



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.



Stocked at Depot

| ITEM | DESCRIPTION | COMMENTS | PART NUMBER | |
|------|------------------------|----------|-------------|---|
| 16.1 | Pilot Assembly NG | | 2103-010 | Y |
| | Pilot Assembly LP | | 2103-011 | Y |
| | Pilot Tube | | SRV485-301 | Y |
| 16.2 | 3-Hole Grommet | | SRV2118-420 | |
| 16.3 | Valve Bracket | | 2118-104 | |
| 16.4 | Flexible Gas Connector | | SRV302-320 | Y |
| 16.5 | Valve NG | | 230-0710 | Y |
| | Valve LP | | SRV230-0720 | Y |
| 16.6 | Thermostat Wire | | 2045-024 | Y |
| 16.7 | Flex Tube Assembly | | SRV7000-156 | Y |
| 16.8 | Orifice NG (#45C) | | 582-845 | Y |
| | Orifice LP (#55C) | | 582-855 | Y |
| 16.9 | Male Connector | Pkg of 5 | 303-315/5 | |
| | Conversion Kit NG | | NGK32VL | Y |
| | Conversion Kit LP | | LPK32VN | Y |
| | Regulator NG | | 230-1570 | Y |
| | Regulator LP | | 230-1520 | Y |
| | Pilot Orifice NG | | SRV2103-116 | Y |
| | Pilot Orifice LP | | 2103-117 | Y |

