



# Installation and Operation Instructions Stainless Outdoor Linear Fireplace Models

P/N 127035-01 Rev. H 07/2018



VRE4543EN	VRE4543EP
-----------	-----------

<b>INSTALLER:</b> Leave this manual with the appliance. <b>CONSUMER:</b> Retain this manual for future reference.	<b>Installateur :</b> Laissez cette notice avec l'appareil. <b>Consommateur :</b> Conservez cette notice pour consultation ultérieure.
--	---

## WHEN USED AS AN OUTDOOR APPLIANCE

<p><b>DANGER</b></p>	<p><b>CARBON MONOXIDE WARNING</b></p> <ul style="list-style-type: none"> <li>• This appliance can produce carbon monoxide which has no odor.</li> <li>• Using it in an enclosed space can kill you.</li> <li>• Never use this appliance in an enclosed space such as a camper, tent, car or home.</li> </ul>	<p><b>WARNING:</b> For Outdoor Use Only.</p>
		<p><b>DANGER</b> IF YOU SMELL GAS:</p> <ol style="list-style-type: none"> <li>1. Shut off gas to appliance.</li> <li>2. Extinguish any open flame.</li> <li>3. If odor continues, keep away from the appliance and immediately call your gas supplier or fire department.</li> </ol>

**WARNING:** Do not store 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.

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

**AVERTISSEMENT**  
**RISQUE D'INCENDIE OU D'EXPLOSION**  
Le non-respect Des avertissements de sécurité pourrait d'entraîner des blessures graves, la mort ou des dommages matériels.

- 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.

- Ne pas entreposer ni utiliser d'essence ni d'autres vapeurs ou liquides inflammables dans le voisinage de cet appareil ou de tout autre appareil.
- **QUE FAIRE SI VOUS SENTEZ UNE ODEUR DE GAZ:**
  - Ne pas tenter d'allumer d'appareil.
  - Ne touchez à aucun interrupteur. Ne pas vous servir des téléphones se trouvant dans le bâtiment où vous trouvez.
  - Sortez immédiatement de bâtiment.
  - Appelez immédiatement votre fournisseur de gaz depuis un voisin. Suivez les instructions du fournisseur.
  - Si vous ne pouvez rejoindre le fournisseur de gaz, appelez le service des incendies.
- L'installation et l'entretien doivent être assurés par un installateur ou un service d'entretien qualifié ou par le fournisseur de gaz.

**Thank you for your purchase. We appreciate your business!**

Please carefully read and follow all instructions in this manual. **Pay special attention to all warnings and safety information.**

Following these safety, care, and operation instructions will help ensure many years of dependable and enjoyable service from your fireplace.

**Please read and understand these instructions before installing or operating.**



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

[www.nficertified.org](http://www.nficertified.org)

**TABLE OF CONTENTS**

Safety..... 2  
 Local Codes ..... 3  
 Requirements for the Commonwealth of Massachusetts..... 3  
 Product Identification..... 4  
 Product Features..... 4  
 Installation ..... 4  
 Operation ..... 14  
 Cleaning and Maintenance ..... 15  
 Inspecting Burners ..... 15  
 Replacing Light Bulbs ..... 15  
 Wiring Diagram..... 16  
 Troubleshooting..... 17  
 Parts ..... 20  
 Specifications..... 24  
 Service Hints..... 24  
 Technical Service ..... 24  
 Replacement Parts ..... 24  
 Accessories..... 24  
 Warranty ..... 27

**SAFETY**

**⚠ WARNING: Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to this manual for correct installation and operational procedures. For assistance or additional information consult a qualified installer, service agency or the gas supplier.**

\* Aftermarket: Completion of sale, not for purpose of resale, from the manufacturer

**⚠ WARNING: This product can expose you to chemicals including Carbon Black, which is known to the State of California to cause cancer, and Carbon Monoxide, which is known to the State of California to cause birth defects or other reproductive harm. For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).**

**IMPORTANT: Read this owner’s manual carefully and completely before trying to assemble, operate or service this fireplace. Improper use of this fireplace can cause serious injury or death from burns, fire, explosion, electrical shock and carbon monoxide poisoning.**

**⚠ DANGER: Carbon monoxide poisoning may lead to death!**

**Carbon Monoxide Poisoning:** Early signs of carbon monoxide poisoning resemble the flu, with headaches, dizziness or nausea. If you have these signs, the fireplace may not be working properly. **Get fresh air at once!** Have heater serviced. Some people are more affected by carbon monoxide than others. These include pregnant women, people with heart or lung disease or anemia, those under the influence of alcohol and those at high altitudes.

**Natural and Propane/LP Gas:** Natural and propane/LP gases are odorless. An odor-making agent is added to the gas. The odor helps you detect a gas leak. However, the odor added to the gas can fade. Gas may be present even though no odor exists.

Make certain you read and understand all warnings. Keep this manual for reference. It is your guide to safe and proper operation of this fireplace.

**⚠ WARNING: Any change to this fireplace or its controls can be dangerous.**

**Due to high temperatures, the appliance should be located out of traffic and away from furniture and draperies.**

**Do not place clothing or other flammable material on or near the appliance. Never place any objects on the fireplace.**

**Fireplace become very hot when in use. Keep children and adults away from hot surfaces to avoid burns or clothing ignition. Fireplace will remain hot for a time after shutdown. Allow surfaces to cool before touching.**

## SAFETY *Continued*

**Carefully supervise young children when they are in the room with fireplace. When using the remote control, keep selector switch in the OFF position to prevent children from turning on burners with remote.**

**⚠ WARNING: 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 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.**

**Keep the appliance area clear and free from combustible materials, gasoline and other flammable vapors and liquids.**

**The finish of the front face is protected with a self adhering plastic coating that must be removed before fireplace is operated. To prevent melting, ensure that the plastic coating protecting the finish is removed.**

1. This appliance is only for use with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases.
2. Do not place propane/LP supply tank(s) inside any structure. Locate propane/LP supply tank(s) outdoors (propane/LP units only).
3. If you smell gas
  - shut off gas supply
  - 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
4. This fireplace shall be used only outdoors in a well ventilated space and shall not be used in a building, garage or any other enclosed area.
5. Do not use this fireplace as a wood-burning fireplace. Use only high temperature pebbles that are approved for use with this fireplace.
6. To prevent the creation of soot, follow the instructions in Cleaning and Maintenance, page 15.
7. Before using furniture polish, wax, carpet cleaner or similar products, turn fireplace off. If heated, the vapors from these products may create a white powder residue within burner box or on adjacent walls or furniture.
8. Do not run fireplace
  - where flammable liquids or vapors are used or stored
  - under dusty conditions

9. Do not use this fireplace to cook food or burn paper or other objects.
10. Do not use fireplace if any part has been exposed to or under water. Immediately call a qualified service technician to inspect the fireplace and to replace any part of the control system and any gas control which has been under water.
11. Turn fireplace off and let cool before servicing. Only a qualified service person should service and repair fireplace.
12. To prevent performance problems in propane/LP units, do not use propane/LP fuel tanks of less than 100 lbs. capacity (propane/LP units only).
13. Provide adequate clearances around air openings.

### LOCAL CODES

Install and use fireplace with care. Follow all local codes. In the absence of local codes, use the latest edition of The National Fuel Gas Code ANSI Z223.1/NFPA 54\*.

\*Available from:

American National Standards Institute, Inc.  
25 West 43rd Street, 4th floor  
New York, NY 10036  
National Fire Protection Association, Inc.  
1 Batterymarch Park  
Quincy, MA 02169-7471

**State of Massachusetts:** The installation must be made by a licensed plumber or gas fitter in the Commonwealth of Massachusetts.

Sellers of unvented propane or natural gas-fired supplemental room heaters shall provide to each purchaser a copy of 527 CMR 30 upon sale of the unit.

Vent-free gas products are prohibited for bedroom and bathroom installation in the Commonwealth of Massachusetts.

### COMMONWEALTH OF MASSACHUSETTS REQUIREMENTS

These appliances are approved for installation in the US state of Massachusetts if the following additional requirements are met:

- Un-vented Room Heaters shall be installed in accordance with 527 CMR 30.
- Installation and repair must be done by a plumber or gas fitter licensed in the Commonwealth of Massachusetts.
- The flexible gas line connector used shall not exceed 36 inches (92 centimeters) in length.
- The individual manual shut-off must be a T-handle type valve.
- Unvented appliances may NOT be installed in bedrooms or bathrooms.
- A working smoke detector must be installed in the area where vent-free appliances are installed.

Seller of unvented propane or natural gas-fired supplemental room heaters shall provide to each purchaser a copy of 527 CMR 30 upon sale of the unit.

## PRODUCT IDENTIFICATION

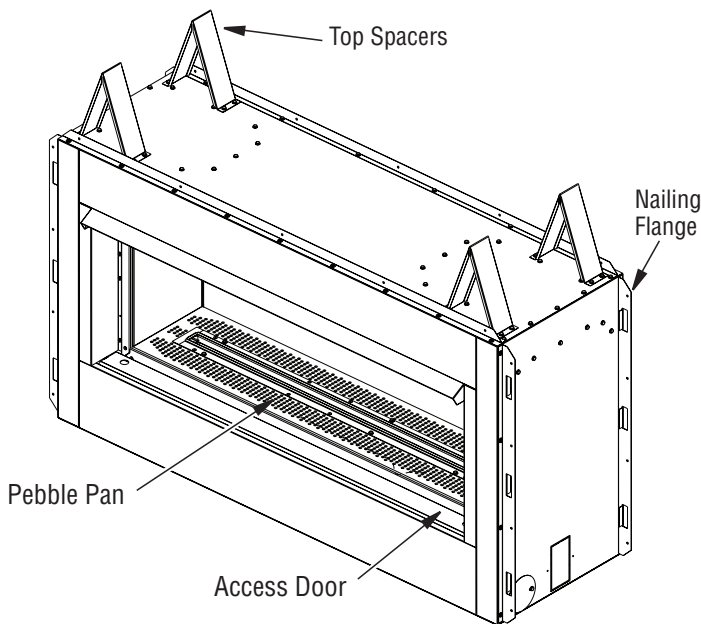


Figure 1 - Outdoor Linear Fireplace

## PRODUCT FEATURES

### OPERATION

This fireplace is clean burning. It requires no outside venting. There is no heat loss out a vent or up a chimney. Heat is generated by realistic flames. This fireplace is designed for outdoor use only. It has been tested and approved to ANSI Z21.97 standard for outdoor decorative gas appliance and CAN 1-2.21-M85 standard for gas-fired appliance for outdoor installation.

## INSTALLATION

**CAUTION:** This fireplace creates warm air currents. These currents move heat to wall surfaces next to fireplace. Installing fireplace next to vinyl or cloth wall coverings or operating fireplace where impurities (such as, but not limited to, tobacco smoke, aromatic candles, cleaning fluids, oil or kerosene lamps, etc.) in the air exist, may discolor walls or cause odors.

**Note:** Standoff spacers are attached to the sides and top of your fireplace, these spacers can be placed directly against wall or framing materials.

**IMPORTANT:** Make sure fireplace is level. If fireplace is not level, burner will not work properly.

Use dimensions shown for rough openings to create the easiest installation (see Figures 2 thru 5, page 5).

### CHECK GAS TYPE

Use the correct gas type (natural or propane/LP) for your fireplace. If your gas supply is not correct, do not install fireplace. Call dealer where you bought fireplace for proper type gas.

## INSTALLATION

**WARNING:** This appliance is equipped for either natural gas or propane/LP gas but not both. Gas type is indicated on the rating plate. Field conversion is not permitted.

### INSTALLATION CLEARANCES

**WARNING:** Maintain the minimum clearances. If you can, provide greater clearances from floor, ceiling and adjoining wall.

Carefully follow the instructions below. This will ensure safe installation.

### CLEARANCES

Minimum clearances to combustibles for the fireplace are as follows:

* Back and sides	1" (26 mm)
Perpendicular walls	8" (203 mm)
Floor (From bottom of Fireplace)	0" (0 mm)
Ceiling (From top of opening)	42" (1067 mm)
Top of Standoffs	0" (0 mm)

\* For back and sides of fireplace, do not pack with insulation or other materials.

### OUTDOOR ENCLOSURE REQUIREMENTS

Must conform to one of the following conditions:

- With walls on all sides, but with no overhead cover;
- Within a partial enclosure which includes an overhead cover and no more than two side walls. These side walls may be parallel, as in breezeway or at right angles to each side; or
- Within a partial enclosure which includes an overhead cover and three sidewalls, as long as 30% or more of the horizontal periphery of the enclosure is permanently open.

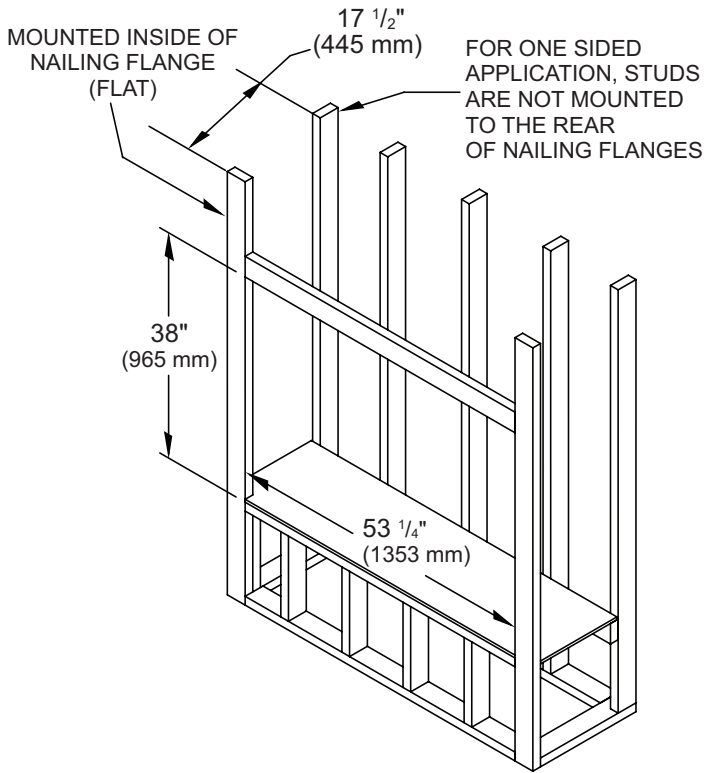
### FRAMING AND FINISHING

**Choose framing application accordingly. Figure 2, page 5 shows typical one sided framing. Figure 3, page 5 shows framing for see-thru installation. Note:** Kit F1029 is required for see-thru application (See upgrading VRE4543 to see-thru application, page 10). All minimum clearances must be met. Steel framing may be necessary or wood studs may be notched. Concrete board is provided for facing around the fireplace as shown in Figure 4, page 5.

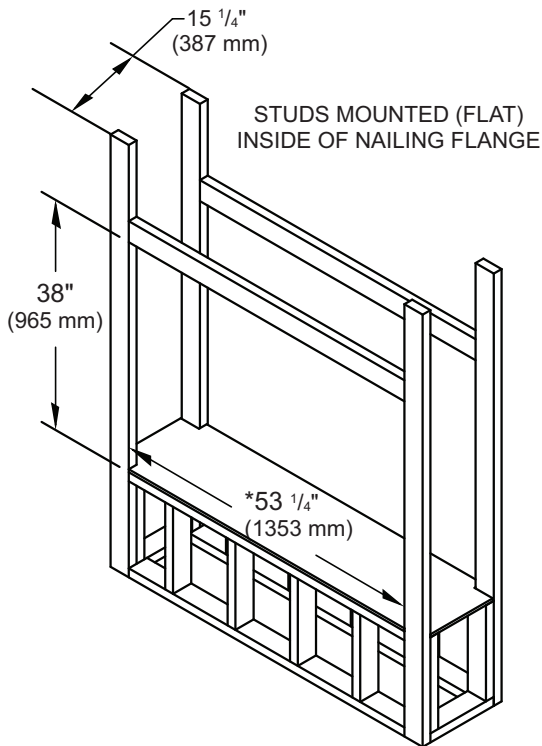
If you are using a separate combustible mantel piece, refer to Figure 5, page 5 for proper installation height. You can install noncombustible mantels at any height above the fireplace.

**NOTE:** To avoid heat-related finish damage, we recommend the use of high temperature paint (rated 175° F or higher) on the underside of the mantel.

## INSTALLATION *Continued*

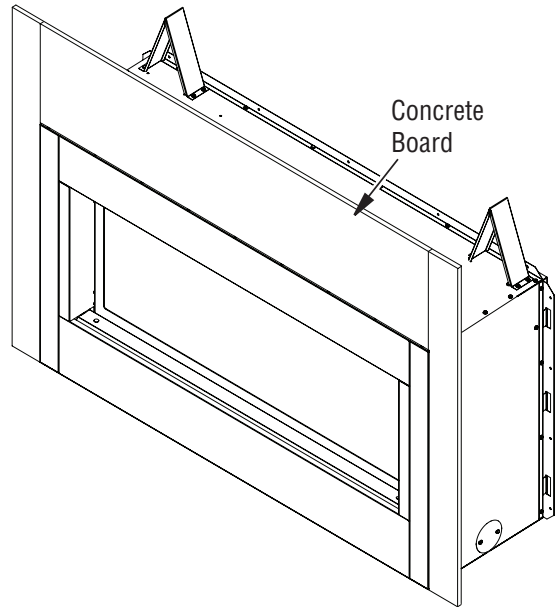


**Figure 2 - Framing Clearances for One Sided Application**

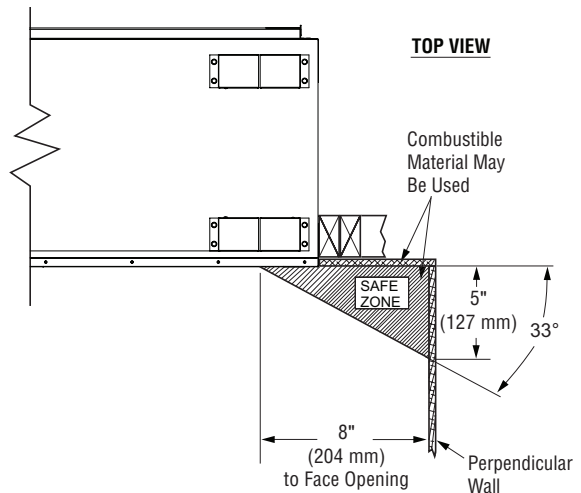
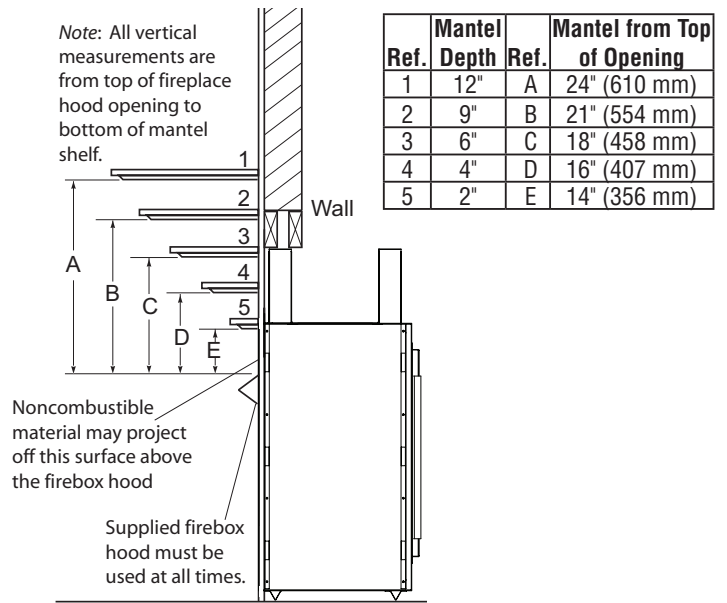


\*Please refer to overall fireplace width (Figure 6, page 6) before rough framing construction.

**Figure 3 - Framing Clearances for See-Thru Application**

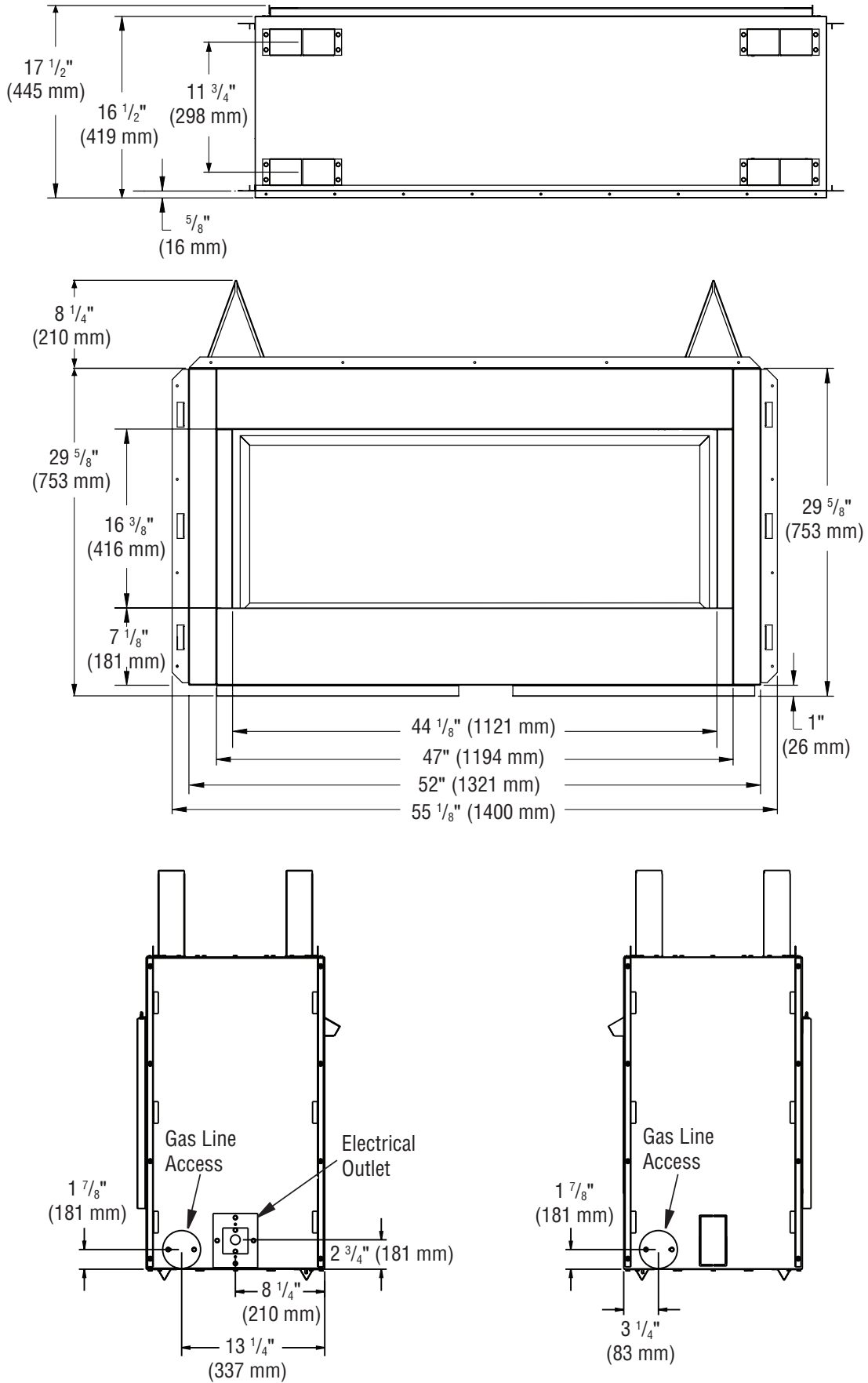


**Figure 4 - Installing Concrete Board**



**Figure 5 - Clearances for Combustible Mantels**

## INSTALLATION *Continued*



**Figure 6 - VRE4543 Series Dimensions**



## INSTALLATION *Continued*

### Mantel Clearances for Built-In Installation

If placing mantel above built-in fireplace, you must meet minimum clearance between mantel shelf and top of fireplace opening.

**NOTICE: If your installation does not meet the minimum clearances shown, you must do one of the following:**

- raise the mantel to an acceptable height
- remove the mantel

**NOTICE: Surface temperatures of adjacent walls and mantels become hot during operation. Walls and mantels above the firebox may become hot to the touch. If installed properly, these temperatures meet the requirement of the national product standard. Follow all minimum clearances shown in this manual.**

### ELECTRICAL WIRING INSTRUCTIONS

1. Remove electrical cover plate with bushing from left side of fireplace front by removing 2 sheet metal screws as shown in Figure 7.
2. Slide power source wiring through electrical bushing opening and electrical cover plate and make all necessary connections.
3. Slide all wiring connections in electrical housing as shown in Figure 7.
4. Secure electrical cover plate with screws previously removed.

**Note:** Electrical housing and cover plate have sharp edges. Wear protective gloves.

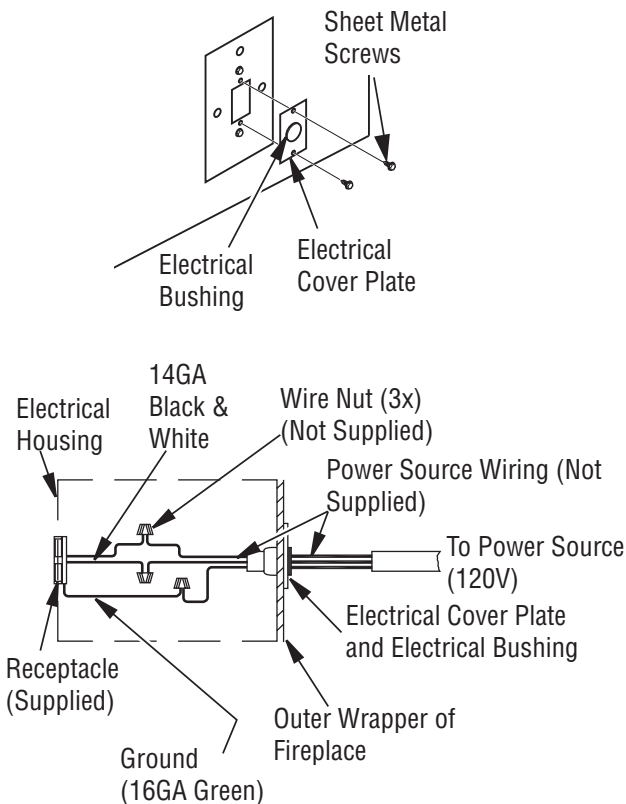


Figure 7 - Connecting Electricity

### CHECK GAS TYPE

Use proper gas type for the fireplace unit you are installing. If you have conflicting gas types, do not install fireplace. See retailer where you purchased the fireplace for proper fireplace according to your gas type.

### INSTALLING GAS PIPING TO FIREPLACE LOCATION

**⚠ WARNING: A qualified service person must connect fireplace to gas supply. Follow all local codes.**

**⚠ CAUTION: Never connect propane/LP fireplace directly to the propane/LP supply. This fireplace requires an external regulator (not supplied). Install the external regulator between the fireplace and propane/LP supply.**

**⚠ WARNING: Never connect natural gas fireplace to private (non-utility) gas wells. This gas is commonly known as wellhead gas.**

### Installation Items Needed

Before installing fireplace, make sure you have the items listed below.

- external regulator for propane/LP unit only (supplied by installer)
- piping (check local codes)
- sealant (resistant to propane/LP gas)
- equipment shutoff valve \*
- test gauge connection \*
- sediment trap (optional)
- tee joint
- pipe wrench
- approved flexible gas line with gas connector (if allowed by local codes) (not provided)

\* An equipment shutoff valve with 1/8" NPT tap is an acceptable alternative to test gauge connection. Purchase the optional equipment shutoff valve from your dealer.

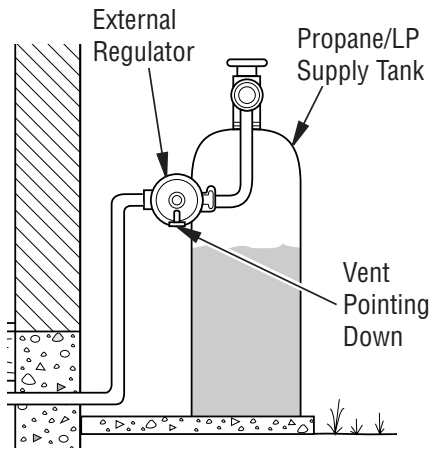
For propane/LP units, the installer must supply an external regulator. The external regulator will reduce incoming gas pressure. You must reduce incoming gas pressure to between 11" and 14" of water. If you do not reduce incoming gas pressure, fireplace regulator damage could occur. Install external regulator with the vent pointing down as shown in Figure 8, page 8. Pointing the vent down protects it from freezing rain or sleet.

**⚠ CAUTION: Use only new, black iron or steel pipe. Internally-tinned copper tubing may be used in certain areas. Check your local codes. Use pipe of 1/2" diameter or greater to allow proper gas volume to fireplace. If pipe is too small, undue loss of volume will occur.**

Installation must include an equipment shutoff valve, union and plugged 1/8" NPT tap. Locate NPT tap within reach for test gauge hook up. NPT tap must be upstream from fireplace (see Figure 8, page 8).

**IMPORTANT:** Install equipment shutoff valve in an accessible location. The equipment shutoff valve is for turning on or shutting off the gas to the appliance.

## INSTALLATION *Continued*



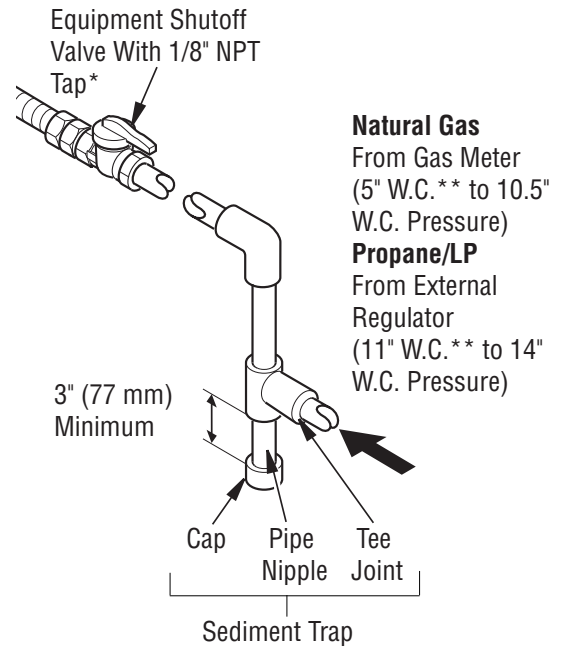
**Figure 8 - External Regulator on Propane/LP Supply Tank with Vent Pointing Down**

Check your building codes for any special requirements for locating equipment shutoff valve to fireplaces.

Apply pipe joint sealant lightly to male NPT threads. This will prevent excess sealant from going into pipe. Excess sealant in pipe could result in clogged fireplace valves. Never use sealant on flare threads.

**⚠ WARNING: Use pipe joint sealant that is resistant to liquid petroleum (LP) gas.**

We recommend that you install a sediment trap in supply line as shown in Figure 9. Locate sediment trap where it is within reach for cleaning. Install in piping system between fuel supply and fireplace. Locate sediment trap where trapped matter is not likely to freeze. A sediment trap traps moisture and contaminants. This keeps them from going into fireplace gas controls. If sediment trap is not installed or is installed wrong, fireplace may not run properly.



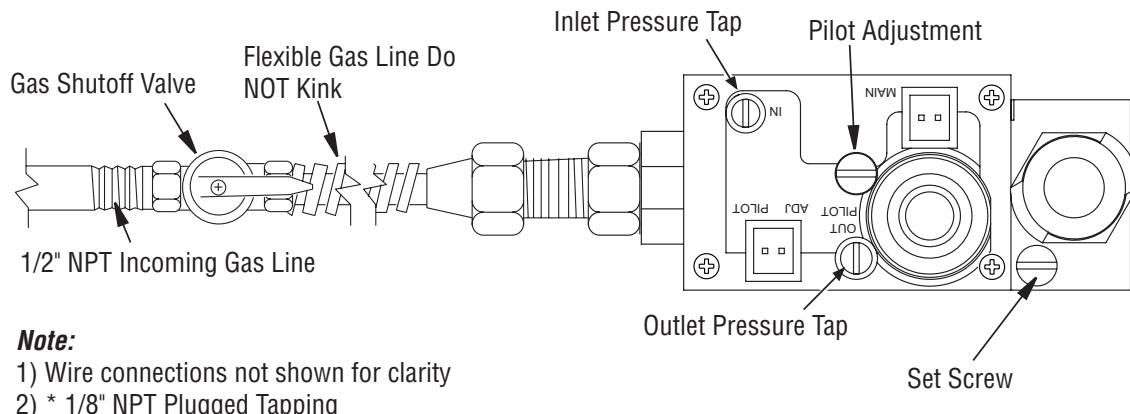
- \* Purchase the optional equipment shutoff valve from your dealer.
- \*\* Minimum inlet pressure for purpose of input adjustment.

**Figure 9 - Gas Connection**

### CONNECTING FIREPLACE TO GAS SUPPLY

Installation Items Needed

- 5/16" hex socket wrench or nut-driver
  - sealant (resistant to propane/LP gas, not provided)
1. Route flexible gas line (provided by installer) from equipment shutoff valve to fireplace. Route flexible gas supply line through one of the access holes on side of fireplace.
  2. Attach flexible gas line from gas supply to control valve (see Figure 10).
  3. Check all gas connections for leaks. See [Checking Gas Connections](#), page 9.



**Note:**

- 1) Wire connections not shown for clarity
- 2) \* 1/8" NPT Plugged Tapping

**Figure 10 - Connecting Incoming Gas Line to Flex Gas Line**



## INSTALLATION *Continued*

### CHECKING GAS CONNECTIONS

**⚠ WARNING:** Test all gas piping and connections, internal and external to unit, for leaks after installing or servicing. Correct all leaks at once.

**⚠ WARNING:** Never use an open flame to check for a leak. Apply a noncorrosive leak detection fluid to all joints. Bubbles forming show a leak. Correct all leaks at once.

**⚠ CAUTION:** Make sure external regulator has been installed between propane/LP supply and fireplace. See guidelines under **Connecting Fireplace to Gas Supply**.

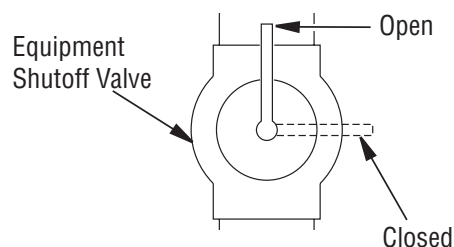
### PRESSURE TESTING GAS SUPPLY PIPING SYSTEM

#### Test Pressures In Excess Of 1/2 PSIG (3.5 kPa)

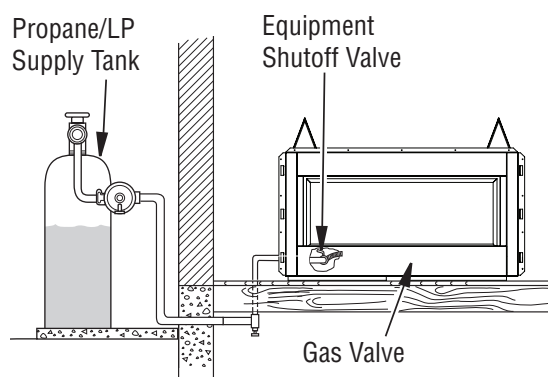
1. Disconnect fireplace with its appliance main gas valve (control valve) and equipment shutoff valve from gas supply piping system. Pressures in excess of 1/2 psig will damage fireplace regulator.
2. Cap off open end of gas pipe where equipment shutoff valve was connected.
3. Pressurize supply piping system by either opening propane/LP supply tank valve for propane/LP gas or opening main gas valve located on or near gas meter for natural gas or using compressed air.
4. Check all joints of gas supply piping system. Apply noncorrosive leak detection fluid to all joints. Bubbles forming show a leak.
5. Correct all leaks at once.
6. Reconnect fireplace and equipment shutoff valve to gas supply. Check reconnected fittings for leaks.

#### Test Pressures Equal To or Less Than 1/2 PSIG (3.5 kPa)

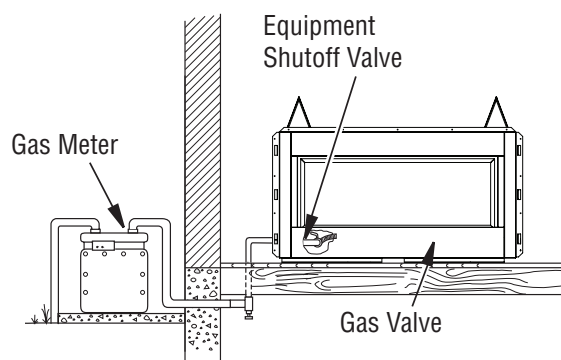
1. Close equipment shutoff valve (see Figure 11).
2. Pressurize supply piping system by either opening propane/LP supply tank valve for propane/LP gas or opening main gas valve located on or near gas meter for natural gas or using compressed air.
3. Check all joints from gas meter to equipment shutoff valve for natural gas or propane/LP supply to equipment shutoff valve for propane/LP (see Figures 12 or 13). Apply noncorrosive leak detection fluid to all joints. Bubbles forming show a leak.
4. Correct all leaks at once.



**Figure 11 - Equipment Shutoff Valve**



**Figure 12 - Checking Gas Joints for Propane/LP Gas Fireplace**



**Figure 13 - Checking Gas Joints for Natural Gas Fireplace**

### PRESSURE TESTING FIREPLACE GAS CONNECTIONS

1. Open equipment shutoff valve (see Figure 11).
2. Open main gas valve located on or near gas meter for natural gas or open propane/LP supply tank valve.
3. Make sure control knob of fireplace is in the OFF position.
4. Check all joints from equipment shutoff valve to gas control valve (see Figures 12 or 13). Apply noncorrosive leak detection fluid to all joints. Bubbles forming show a leak.
5. Correct all leaks at once.
6. Light fireplace (see **Operation**, page 14). Check all other internal joints for leaks.
7. Turn off fireplace (see **To Turn Off Gas to Appliance**, page 14).

## INSTALLATION *Continued*

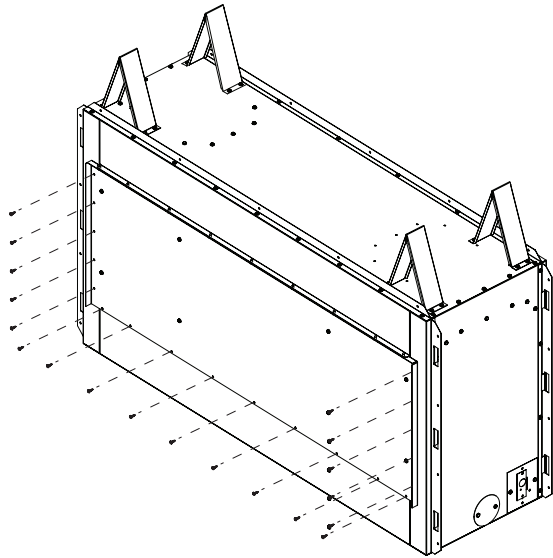
### FINISHING FIREPLACE FOR INSTALLATION

The VRE4543 series fireplace come with the rear panel semi-installed. If you will be using the fireplace for a one sided regular application, you will need to finish the installation of the rear panel. If you will be upgrading the fireplace to a see-thru, the rear panel will need to be removed (See [Upgrading VRE4543 Series to See-Thru Application](#)).

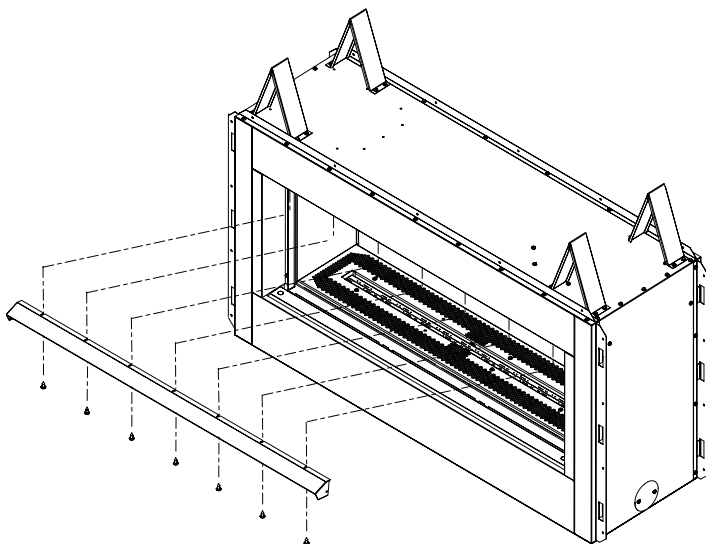
1. Using self-tapping screws provided and holes on rear panel as a guide, screw the rear panel to the fireplace as shown in Figure 14.

### INSTALLING HOOD

1. Loosen screws at top of face opening and slide hood through screws as shown in Figure 15.
2. Tighten screws securing hood to fireplace.



**Figure 14 - Installing Rear Panel for Regular Applications**

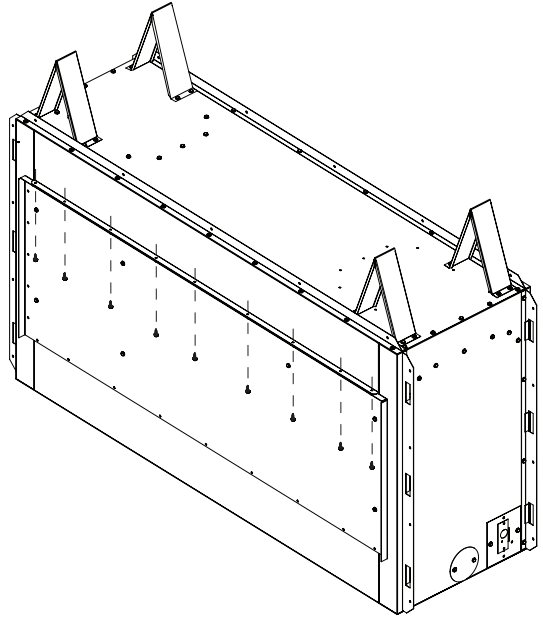


**Figure 15 - Installing Hood**

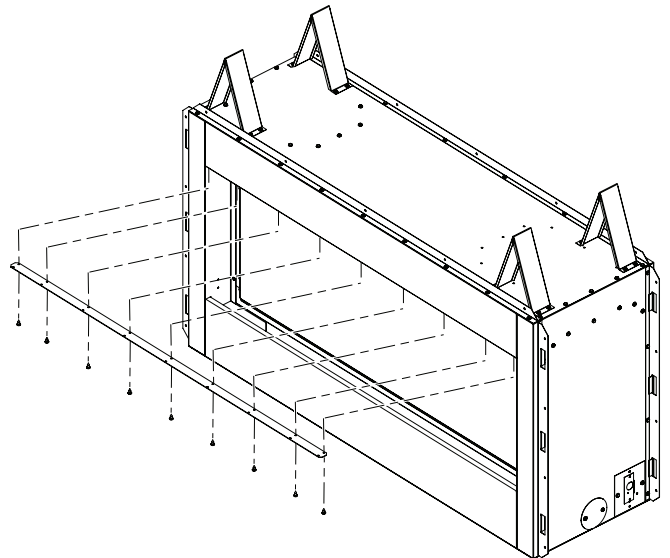
### UPGRADING VRE4543 TO SEE-THRU APPLICATION

#### Removing Rear Panel

1. In the rear of the fireplace, locate screws at top of rear panel and remove as shown in Figure 16. Discard screws and rear panel.
2. Unscrew mount bracket from top face as shown in Figure 17. Discard mounting bracket and replace screws.



**Figure 16 - Removing Rear Panel for See-Thru Applications**

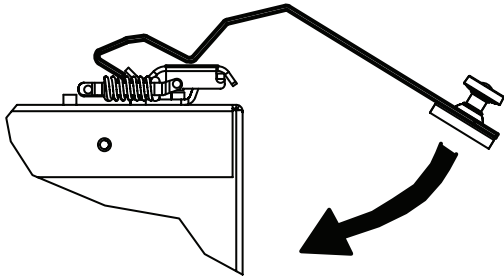


**Figure 17 - Removing for See-Thru Applications**

## INSTALLATION *Continued*

### Removing False Door

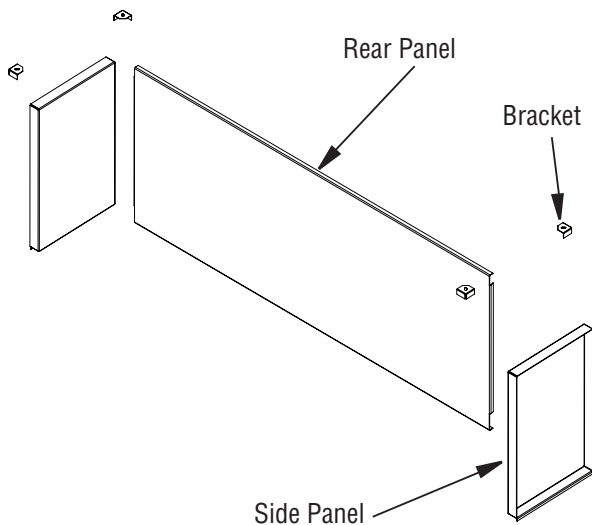
1. In the rear of the fireplace, Unlock 3 door latches on top of firebox using your fingers or the latch opener provided.
2. Hook opener over latch as shown in Figure 18. Swing the bottom of the opener down toward the door. You will not need to pull down.
3. Tilt open false door 45° from the top of firebox and lift up to release door from retaining channel.



**Figure 18 - Latch Opener**

### Removing Rear Interior Wall

1. Through firebox opening in the front of the fireplace, unscrew 4 corner brackets from the firebox top (See Figure 19).
2. Remove 2 side walls and then the rear wall. Discard rear wall.
3. Replace 2 side walls and reinstall the corner brackets.



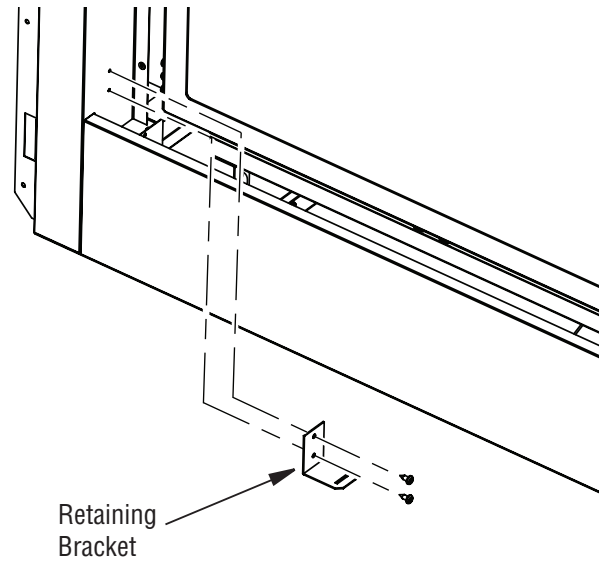
**Figure 19 - Removing Rear Interior Wall for See-Thru Applications**

### Installing Access Door Retaining Brackets

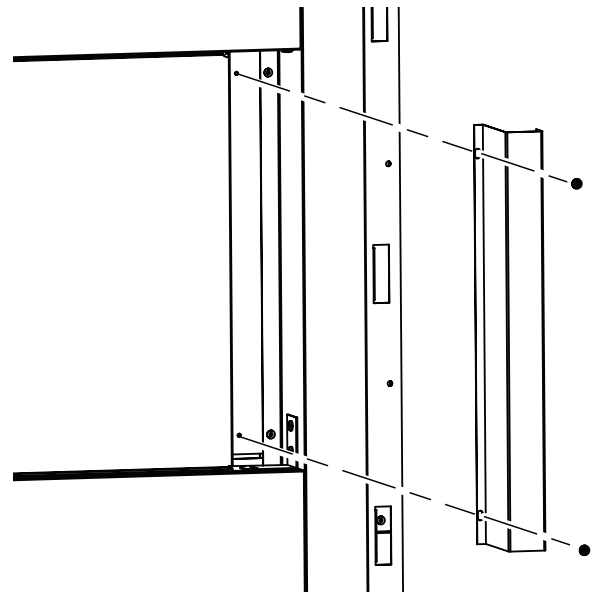
1. Screw access door retaining brackets into the inner side face using 2 screws on both the left and right side as shown in Figure 20.

### Installing Side Face Filler

1. Screw side face filler into firebox side baffle using 2 screws on both the left and right side as shown in Figure 21.



**Figure 20 - Installing Access Door Retaining Brackets for See-Thru Applications**

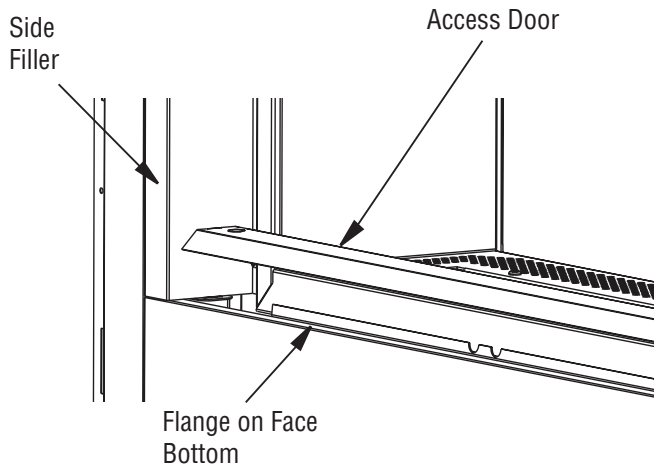


**Figure 21 - Installing Side Face Filler for See-Thru Applications**

## INSTALLATION *Continued*

### Installing Access Door

1. Place access door into rectangular opening in front of the glass door with the slanted side facing forward. The slanted surface will slide underneath the flange of the bottom face. Insert tabs on side of access door into slots on retaining brackets (See Figure 22).



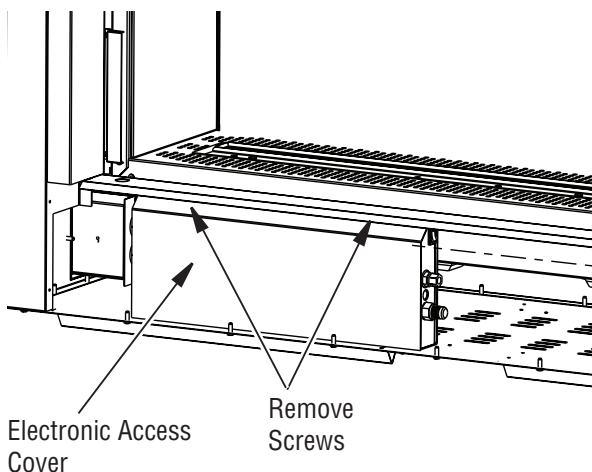
**Figure 22 - Access Door for See-Thru Applications**

### Installing Hood

1. Install hood as shown in Figure 15 page 10.

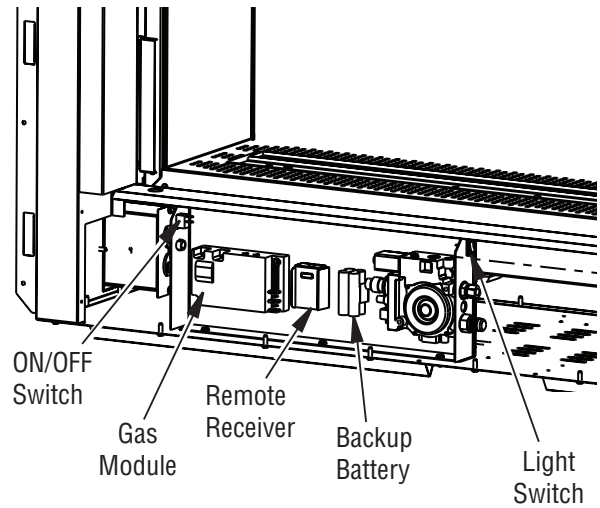
### Locating Control Module

1. Remove Access Plate (See Figure 22).
2. Remove 2 screws on top of the electronic access cover (See Figure 23).
3. Remove electronic access cover by gently pulling up and out of the fireplace. There are two switches connected to cover.
4. The control module is located on the left as shown in Figure 24.



**Figure 23 - Removing Control Access Cover (Face Bottom not shown for Clarity)**

5. Light switch is located on the right hand side as shown in Figure 24.
6. ON/OFF switch is located on the left hand side as shown in Figure 24.



**Figure 24 - Control Module (Face Bottom not shown for Clarity)**

### GLASS PEBBLE INSTALLATION

**⚠ WARNING: Do not change or substitute glass pebbles provided with this fireplace. If replacing, use only replacement glass pebbles. See [Parts](#) page 21.**

**⚠ WARNING: Do not block pilot ports with glass pebbles.**

**⚠ WARNING: Do not place the glass pebbles on the burner, only on the burner tray as illustrated in Figure 25.**



**Figure 25 - Placing Glass Pebbles**

Green glass pebbles are included with your fireplace. Install the glass pebbles before installation of Draft Shield Kit, included.

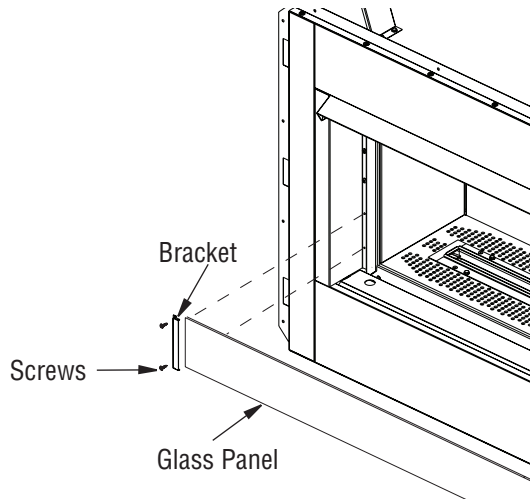
1. Place glass pebbles in a single layer evenly on the pebble pan. Make certain that the correct media is used. If crushed glass or other media is used, replaced it with the proper media listed on the price list. Make certain the media is placed precisely as indicated in this instruction manual (single layer of pebbles in straight rows) and all glass remains on the pebble tray with no glass at all on the burner.

## INSTALLATION *Continued*

### DRAFT SHIELD KIT INSTALLATION (F1031)

**⚠ WARNING: Do not slam or strike glass panel. Damage can result in a hazardous condition.**

**Discontinue use of the appliance immediately if glass panel is damaged and contact a qualified installer for repair. Only glass panel certified with the appliance shall be used.**



**Figure 25a - Installing Draft Shield Kit**

The draft shield kit should be installed after the fireplace is completely framed and finished. The brackets are attached to the front side face of the fireplace using two screws as shown in Figure 25a. Position the glass panel in the bracket so that it is securely in place. The glass panel can be placed in two different height locations.

### GAS CONTROL MODULE SYSTEM

#### REMOTE CONTROL FEATURE

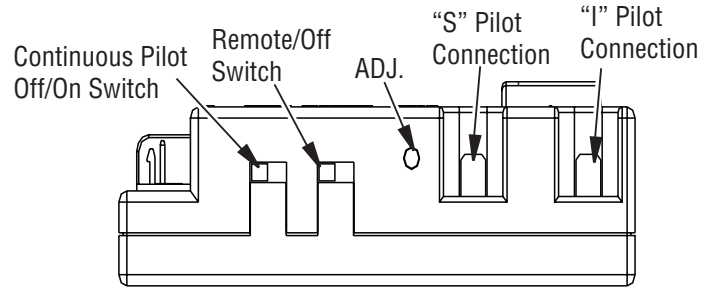
The module has a built in remote control receiver that allows the user to program the remote transmitter at any time during or after the installation of the burner.

1. There is a switch located on the right side of the module that reads REMOTE/OFF (Figure 26).
2. When the remote/off switch is in the OFF position, the burner will operate from the rocker switch or wall switch connected to the two BROWN wires on the module.
3. When the remote/off is in the REMOTE position the burner will operate from the Remote Control Transmitter.

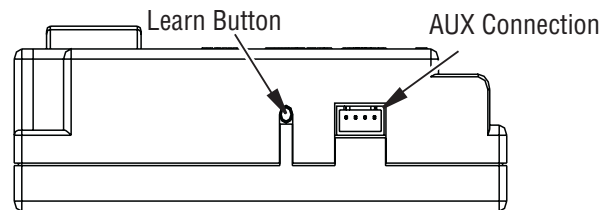
**NOTE:** The module must be programmed to the Remote Control Transmitter.

- To program the module (make sure the system has power), locate the learn button (Figure 27) on the module. Locate the metal shield that is covering the module and remove the screw on top. Use a small thin object like a paper clip (not sharp points) to press and release the learn button. There will be a beep sound from the module. Then press any button on the remote transmitter. Once the module's internal receiver accepts the transmitter code, there will be a series of confirming beeps.
- The remote system is ready for use.

- Pushing and holding the LEARN button for 6 seconds will result in clearing the transmitter security code from the module's memory. The module will make three long beeps in succession when it has been cleared.



**Figure 26 - Gas Module Right Side**



**Figure 27 - Gas Module Left Side**

#### IGNITOR ASSEMBLY

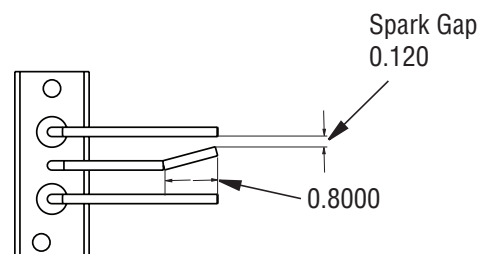
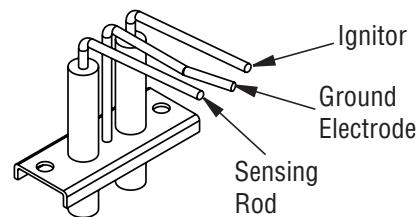
The ignitor assembly is factory preset for proper ignition of the burner. Alterations may have occurred during shipping and handling. Call a qualified service person to readjust the ignitor assembly if necessary. The ignitor should be positioned as shown in Figure 28.

**Note:** Figure 28, shows the correct positioning of the ignitor and sensing rod.

If your ignitor assembly does not meet these requirements:

- turn appliance off (see [To Turn Off Gas to Appliance](#), page 14).
- see [Troubleshooting](#), page 17.

**Note:** Reference only, not to scale



**Figure 28 - Ignitor**

## OPERATION

**FOR YOUR SAFETY  
READ BEFORE LIGHTING**

**LIGHTING  
INSTRUCTIONS**

**⚠ 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 does not have a pilot, it is equipped with an ignition device which automatically lights the pilot. Do not light pilot 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. 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.**

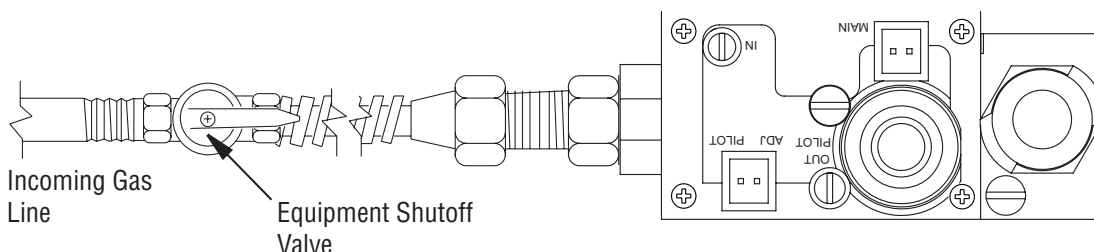
This appliance requires 120V electricity for normal operation. Control module should be plugged into electrical outlet located underneath firebox bottom. Back up battery supply is available for power outages.

1. STOP! Read the safety information, column 1.
2. Make sure equipment shutoff valve is fully open.
3. Turn safety shutoff switch to the OFF position.
4. Remove access cover.
5. Turn equipment shutoff valve clockwise ↻ to the OFF position (see Figure 29). Do not force.
6. 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. If you don't smell gas, go to the next step.
7. Turn equipment shutoff valve counterclockwise ↻ to the ON position. Do not force.
8. Replace access cover.
9. Turn on all electric power to appliance.
10. Turn safety shutoff switch to the ON position.
11. Visually locate ignitor. Ignitor should begin to spark and main burner should ignite once flame appears at pilot.
  - If lighting appliance for the first time each season, it may take several attempts before supply gas can reach pilot and main burners.
  - If appliance will not stay lit after several attempts, follow instructions under [To Turn Off Gas To Appliance](#) and call your service technician or gas supplier.

**⚠ CAUTION: Do not try to adjust heating levels by using the equipment shutoff valve.**

**TO TURN OFF GAS  
TO APPLIANCE**

1. Push remote control to "OFF" position.
2. Turn off all electric power to appliance if service is to be performed.
3. Turn equipment shutoff valve clockwise ↻ to OFF. Do not force.
4. Replace access cover.



**Figure 29 - Turning Equipment Shutoff Valve to the OFF Position**



## CLEANING AND MAINTENANCE

**⚠ WARNING:** Turn off fireplace and let cool before cleaning.

**⚠ CAUTION:** You must keep control areas, burner and circulating air passageways of fireplace clean. Inspect these areas of fireplace before each use. Have fireplace inspected yearly by a qualified service person.

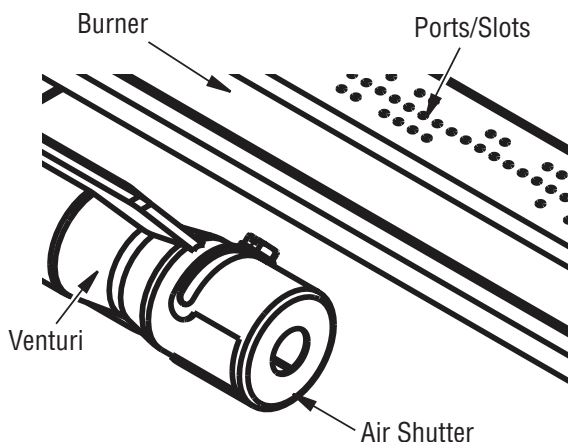
**⚠ WARNING:** Failure to keep the primary air opening(s) of the burner(s) clean may result in sooting and property damage.

### BURNER INJECTOR HOLDER AND PILOT AIR INLET HOLE

The primary air inlet holes allow the proper amount of air to mix with the gas. This provides a clean burning flame. Keep these holes clear of dust, dirt, lint and pet hair. Clean these air inlet holes prior to each heating season. Blocked air holes will create soot. We recommend that you clean the unit every three months during operation and have fireplace inspected yearly by a qualified service person.

We also recommend that you keep the burner tube and pilot assembly clean and free of dust and dirt. To clean these parts we recommend using compressed air no greater than 30 PSI. Your local computer store, hardware store or home center may carry compressed air in a can. If using compressed air in a can, please follow the directions on the can. If you don't follow directions on the can, you could damage the ignitor.

1. Shut off the unit. Allow the unit to cool for at least thirty minutes.
2. Inspect burner, air shutter and orifice for dust and dirt (see Figure 30).
3. Blow air through the ports/slots and holes in the burner.
4. Check the orifice located at the end of the burner tube again. Remove any large particles of dust, dirt, lint or pet hair with a soft cloth or vacuum cleaner nozzle.
5. Blow air into the primary air holes on the injector holder.
6. In case any large clumps of dust have now been pushed into the burner repeat steps 3 and 4 above.



**Figure 30 - Injector Holder On Outlet Burner Tube**

## INSPECTING BURNERS

### BURNER PRIMARY AIR HOLES

Air is drawn into the burner through the holes in the fitting at the burner entrance. These holes may become blocked with dust or lint. Periodically inspect these holes for any blockage and clean if needed. Blocked air holes will create soot.

### MAIN BURNER

Periodically inspect all burner flame holes with the fireplace running. Some burner flame holes may become blocked by debris or rust, with no flame present. If so, turn off fireplace and let cool. Remove blockage. Blocked burner flame holes will create soot.

### BURNER FLAME PATTERN

**⚠ WARNING:** If yellow tipping occurs, your fireplace could produce increased levels of carbon monoxide.

**NOTICE:** Do not mistake orange flames with yellow tipping. Dirt or other fine particles enter the fireplace and burn causing brief patches of orange flame.

Burner flames will be steady, not lifting or floating. Flame patterns will be different from unit to unit and will vary depending on installation type and weather conditions. This can be dangerous. Inspect flames after installation to ensure proper installation and performance.

If burner flame pattern differs from that described:

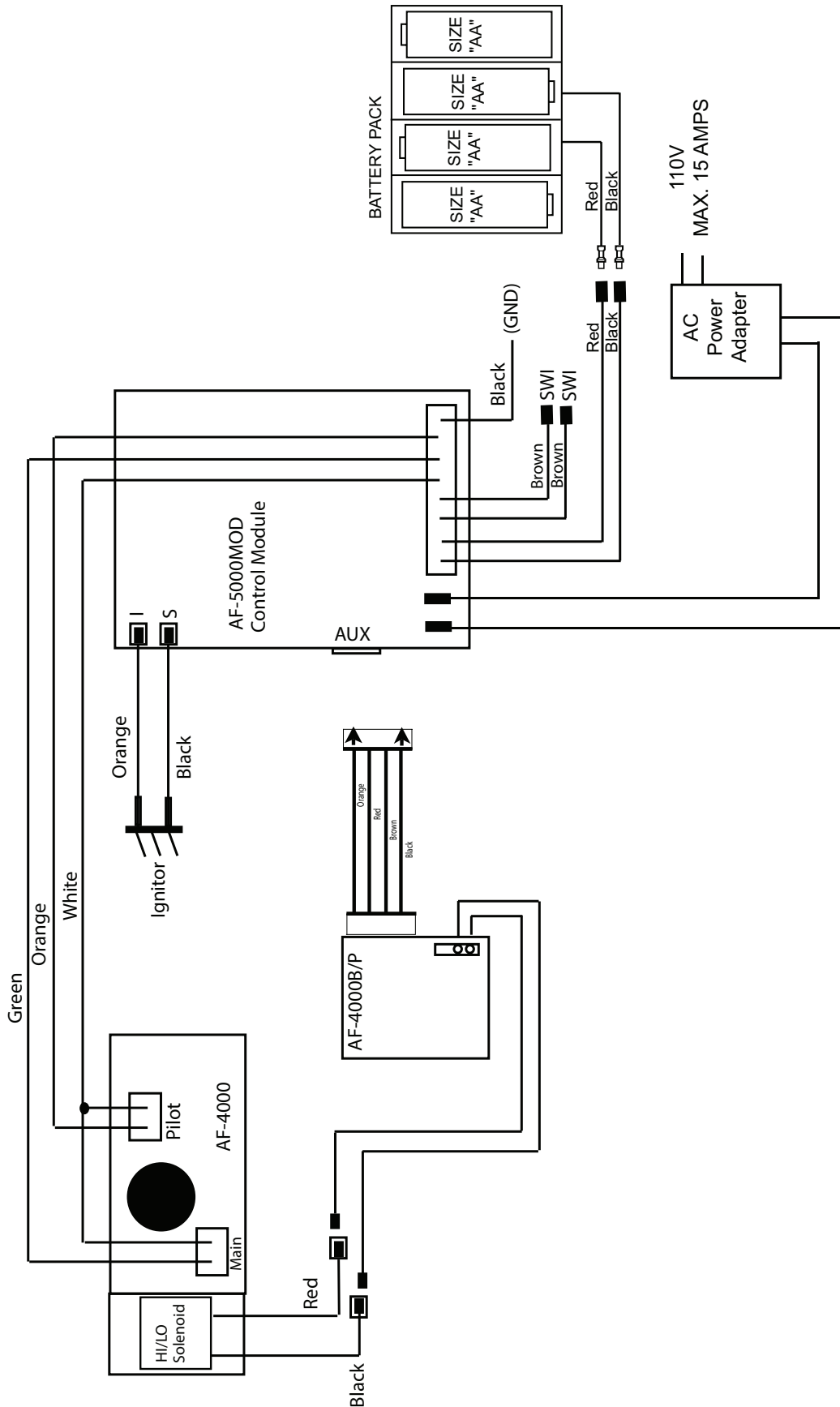
- turn fireplace off (see [To Turn Off Gas to Appliance](#), page 14)
- see [Troubleshooting](#), page 17

## REPLACING LIGHT BULB

Light assembly is located underneath the burner assembly (see page 24 for reference).

1. Unplug power supply.
2. Remove access door (Figure 22, page 12).
3. Remove glass panel if installed (Figure 25a, page 13).
4. Remove rear interior panels (Figure 19, page 11).
5. Remove glass Pebbles (see Figure 25, page 12).
6. Remove six screws holding the pebble pan (see item #17 on page 22 for reference).
7. Using a small slotted screw driver, carefully slide it under the edge of light bulb cover and pry it open. Pull burned out bulb and replace.
8. Replace all in reverse order.

# WIRING DIAGRAM



## TROUBLESHOOTING

**⚠ WARNING: Turn off appliance and let cool before servicing. Only a qualified service person should service and repair appliance.**

**Note:** All troubleshooting items are listed in order of operation.

Remote /Ignitor has a special feature. It will allow heat from the burner to dry the probe and burner assembly due to excess moisture, caused by rain, humidity or condensation. To activate:

- Press and hold the HI and LO buttons on the transmitter for 30-45 seconds. This allows the sparking to start and the burner to ignite.
- Release the HI and LO buttons, after the allotted time, sparking will stop and the burner will go out.
- Press and hold the ON button and sparking will start again and burner should ignite.
- Release the ON button. The sparking will stop, and the burner should stay ON.
- Repeat if necessary.

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
When "ON" button on remote control is pressed, there is no spark at ignitor assembly	<ol style="list-style-type: none"> <li>1. Ignitor electrode not connected to ignitor cable</li> <li>2. Ignitor cable pinched or wet</li> <li>3. Broken ignitor cable</li> <li>4. Bad ignitor</li> <li>5. Ignitor electrode positioned wrong</li> <li>6. Ignitor electrode broken</li> <li>7. Battery not installed, battery power low or battery not installed correctly (electronic ignition models only)</li> </ol>	<ol style="list-style-type: none"> <li>1. Reconnect ignitor cable</li> <li>2. Free ignitor cable if pinched by any metal or tubing. Keep ignitor cable dry</li> <li>3. Replace ignitor</li> <li>4. Replace ignitor</li> <li>5. Adjust ignitor wires as shown in Figure 28 on page 13. Replace ignitor assembly if repositioning does not correct the problem</li> <li>6. Replace ignitor</li> <li>7. Install new alkaline battery in remote control and battery pack. Verify batteries are installed correctly. (5.4 volts batteries required to operate valve system)</li> </ol>
When "ON" button on remote control is pressed, there is spark at ignitor but no ignition	<ol style="list-style-type: none"> <li>1. Gas supply turned off or equipment shutoff valve closed</li> <li>2. Air in gas lines when installed</li> <li>3. Depleted gas supply (propane/LP only)</li> <li>4. Control module not in REMOTE position</li> <li>5. Gas control valve pressure setting is not correct</li> <li>6. Inlet gas pressure is too low</li> <li>7. Burner orifice(s) clogged</li> <li>8. Wire disconnected from gas control</li> <li>9. Ground wire issue</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn on gas supply or open equipment shutoff valve</li> <li>2. Repeat igniting operation until air is removed</li> <li>3. Contact local propane/LP gas company</li> <li>4. Set control module to REMOTE position</li> <li>5. Contact qualified service person to check pressure</li> <li>6. Contact local natural or propane/LP gas company</li> <li>7. Clean burner (see <a href="#">Cleaning and Maintenance</a>, page 15) or replace burner orifice(s)</li> <li>8. See <a href="#">Wiring Diagram</a>, page 16</li> <li>9. Verify black ground wire from module is secured under screw adjacent to ignitor</li> </ol>

## TROUBLESHOOTING *Continued*

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Delayed ignition of burner	<ol style="list-style-type: none"> <li>1. Manifold pressure is too low</li> <li>2. Burner orifice clogged</li> </ol>	<ol style="list-style-type: none"> <li>1. Contact local natural or propane/LP gas company</li> <li>2. Clean burner (see <a href="#">Cleaning and Maintenance</a>, page 18) or replace burner orifice(s)</li> </ol>
Burner backfiring during combustion	<ol style="list-style-type: none"> <li>1. Burner orifice is clogged or damaged</li> <li>2. Damaged burner</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean burner (see <a href="#">Cleaning and Maintenance</a>, page 18) or replace burner orifice</li> <li>2. Replace damaged burner</li> </ol>
Slight smoke or odor during initial operation	<ol style="list-style-type: none"> <li>1. Residues from manufacturing processes</li> </ol>	<ol style="list-style-type: none"> <li>1. Problem will stop after a few hours of operation</li> </ol>
Appliance produces a whistling noise when burners are lit	<ol style="list-style-type: none"> <li>1. Air in gas line</li> <li>2. Air passageways on appliance blocked</li> <li>3. Dirty or partially clogged burner orifice.</li> </ol>	<ol style="list-style-type: none"> <li>1. Operate burners until air is removed from line. Have gas line checked by local natural or propane/LP gas company</li> <li>2. Observe minimum installation clearances (see pages 5 through 8)</li> <li>3. Clean burner (see <a href="#">Cleaning and Maintenance</a>, page 18) or replace burner orifice(s)</li> </ol>
White powder residue forming within burner box or on adjacent walls or furniture	<ol style="list-style-type: none"> <li>1. When heated, vapors from furniture polish, wax, carpet cleaners, etc. may turn into white powder residue</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn appliance off when using furniture polish, wax, carpet cleaners or similar products</li> </ol>
Remote does not function	<ol style="list-style-type: none"> <li>1. Battery is not installed. Battery power is low</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace batteries in battery pack and in hand-held remote</li> </ol>
Appliance produces a clicking/ticking noise just after burners are lit or shut off	<ol style="list-style-type: none"> <li>1. Metal expanding while heating or contracting while cooling</li> <li>2. Ignitor Assembly is out of position</li> <li>3. Wind is disturbing the burner flame and the ignitor assembly is relighting the burner</li> <li>4. Wire connection loose or wire broken</li> </ol>	<ol style="list-style-type: none"> <li>1. This is normal with most appliances. If noise is excessive, contact qualified service person</li> <li>2. Check ignitor position and adjust if needed. See Figure 28 page 16.</li> <li>3. Should wind disturb the burner flame, the ignitor will automatically spark to relight the burner. This is normal when the appliance is installed outdoors in windy conditions.</li> <li>4. Check wiring connections (see <a href="#">wiring diagram</a>, page 20). Replace wire harness if necessary.</li> </ol>

## TROUBLESHOOTING *Continued*

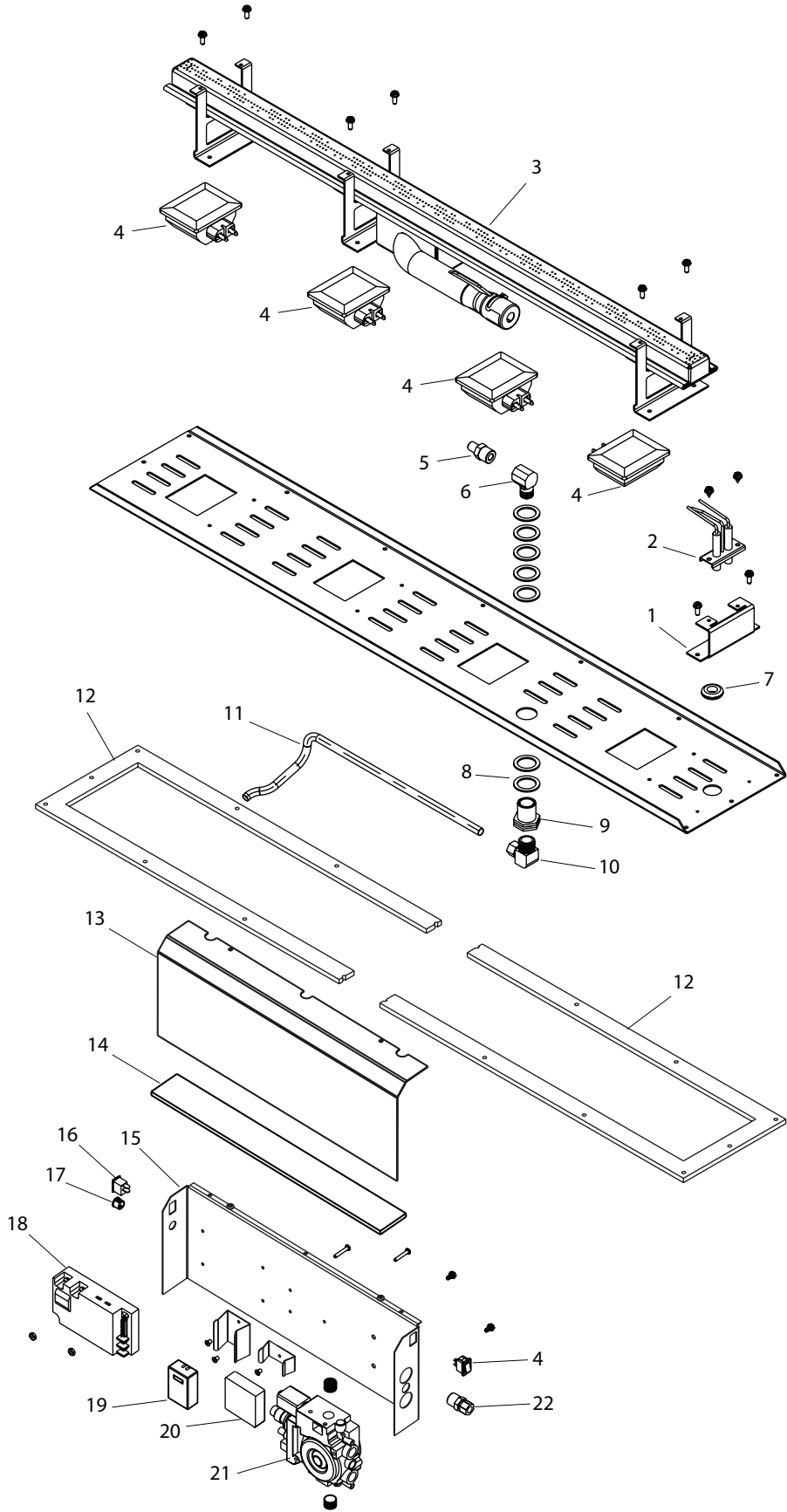
- ⚠ WARNING: If you smell gas**
- Shut off gas supply.
  - Do not try to light any appliance.
  - Do not touch any electrical switch; do not use any phone in your building.
  - Leave the building immediately.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.

**IMPORTANT:** Operating fireplace where impurities in air exist may create odors. Cleaning supplies, paint, paint remover, cigarette smoke, cements and glues, new carpet or textiles, etc., create fumes. These fumes may mix with combustion air and create odors. These odors will disappear over time.

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Appliance produces unwanted odors	<ol style="list-style-type: none"> <li>1. Appliance burning vapors from paint, hair spray, glues, cleaners, chemicals, new carpet, etc. (See IMPORTANT statement above)</li> <li>2. Low fuel supply (propane/LP only)</li> <li>3. Gas leak. <b>See Warning statement at top of page</b></li> </ol>	<ol style="list-style-type: none"> <li>1. Stop using odor causing products while appliance is running</li> <li>2. Refill supply tank (propane/LP only)</li> <li>3. Locate and correct all leaks (see <a href="#">Checking Gas Connections</a>, page 10)</li> </ol>
Appliance shuts off in use	<ol style="list-style-type: none"> <li>1. Low line pressure</li> </ol>	<ol style="list-style-type: none"> <li>1. Contact local natural or propane/LP gas company</li> </ol>
Gas odor even when control knob is in OFF position	<ol style="list-style-type: none"> <li>1. Gas leak. <b>See Warning statement at top of page</b></li> <li>2. Control valve or gas control defective</li> </ol>	<ol style="list-style-type: none"> <li>1. Locate and correct all leaks (see <a href="#">Checking Gas Connections</a>, page 10)</li> <li>2. Replace control valve or gas control</li> </ol>
Module makes one beep every one second	<ol style="list-style-type: none"> <li>1. The burner did not successfully ignite</li> </ol>	<ol style="list-style-type: none"> <li>1. Press OFF then ON buttons to re-attempt ignition. Refer to "When "on" button on remote control is pressed, there is spark at ignitor but no ignition" on page 21</li> </ol>
Gas odor during combustion	<ol style="list-style-type: none"> <li>1. Gas leak. <b>See Warning statement at top of page</b></li> </ol>	<ol style="list-style-type: none"> <li>1. Locate and correct all leaks (see <a href="#">Checking Gas Connections</a>, page 10)</li> </ol>

# PARTS

MODELS VRE4543EN AND VRE4543EP





## PARTS

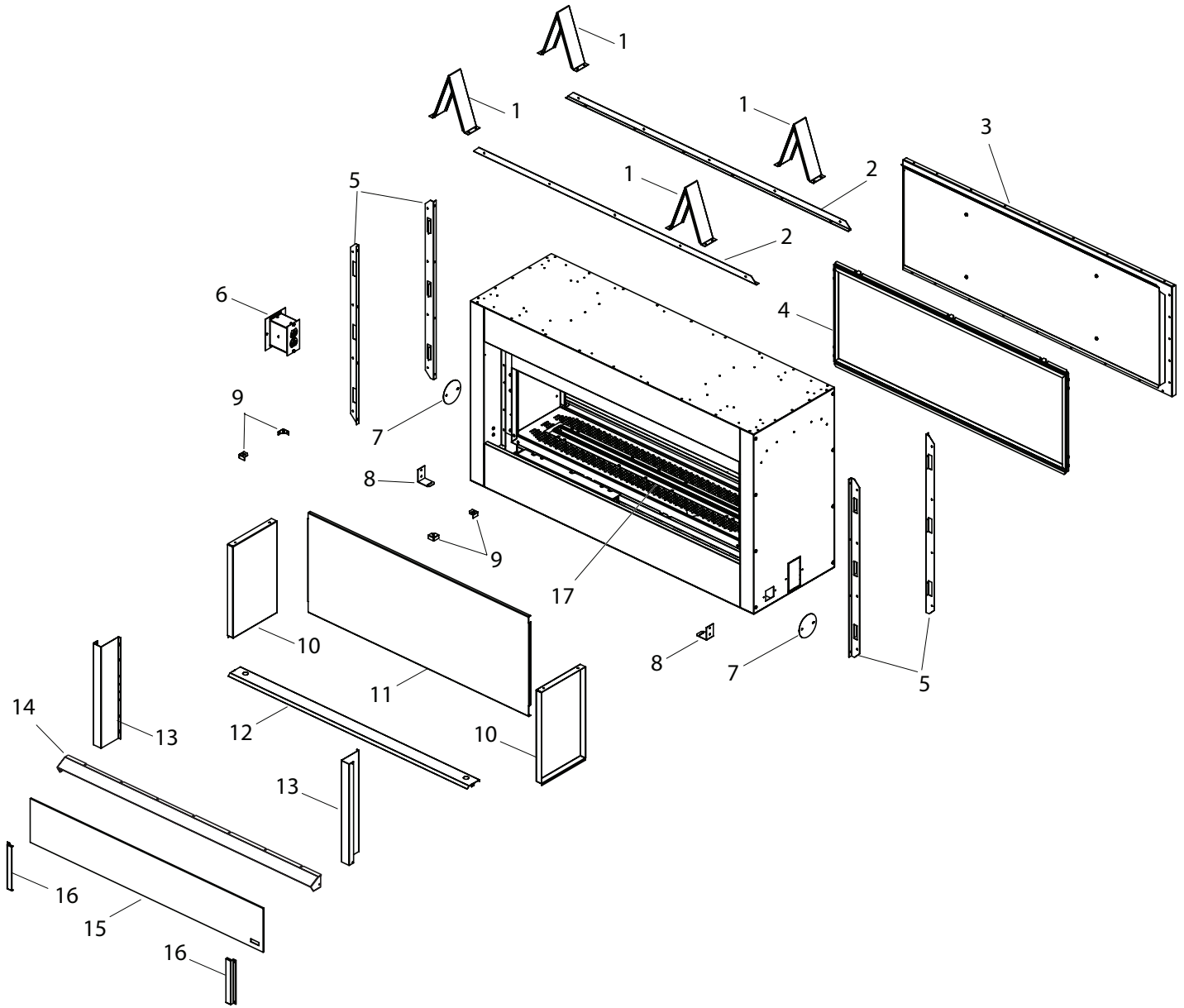
This list contains replaceable parts used in your fireplace. When ordering parts, follow the instructions listed under [Replacement Parts](#) on page 24 of this manual.

**⚠ WARNING: Contact an IHP dealer to obtain any of these parts. Never use substitute materials not approved by IHP. Use of non-approved parts can result in poor performance and safety hazards.**

KEY NO.	CATALOG NO.	DESCRIPTION	VRE4543EN	VRE4543EP	QTY.
			F0497	F0498	
1	F2707	Pilot Bracket	•	•	1
	RP126396-02	Bracket, Pilot Top LVFO	•	•	1
2	J6789	Pilot, ST-3-091-1007	•	•	1
3	RP125752-02	Assy, Burner Linear LVFO	•	•	1
4	J6711	Kit, Light 4 Pack 120V/40W	•	•	1
	J6757	Bulb, G9 120V/20W T300 Degc	•	•	2
5	J7053	Orifice, #32 (0.115 Dia.)	•	•	1
	J6989	Orifice, #49 (0.073 Dia.)	•	•	1
6	J6819	Elbow, Street 3/8In	•	•	1
7	J4953	Grommet Sc 1/2"Id 1-1/16"OD	•	•	1
8	J5207	Washer, Flat 7/8 X1-1/4"OD	•	•	7
9	J4775	Bulkhead Fitting	•	•	1
10	J6834	Elbow,90D 3/8 Tube X 3/8 MPT	•	•	2
11	J4711	Flextube, Dormont 3/8 X 15"	•	•	1
12	J6694	Gasket, Burner, Linear DV.	•	•	2
13	RP126050-02	Cover, Electronics LVFO	•	•	1
14	RP126051-01	Insulation, Heat Shield LVF	•	•	1
15	RP125976-02	Bracket, Elec Mount LVFO	•	•	1
16	J6868	Switch, Rocker On/Off/Remote	•	•	1
17	J4955	Bushing Dbl. Insul.	•	•	1
18	J6547	Board,Skytech AF-5000MOD Main	•	•	1
19	J6204	Power, Module (AF-4000-110H/L)	•	•	1
20	J6205	Battery, Backup (W/Batteries)	•	•	1
21	RP125236-02	Valve,Skytech AF-4023 W/LSS-00	•	•	1
	F2870	Valve,Skytech AF-4023 W/LSS-51	•	•	1
22	J6833	Connector, 3/8 Tube X 3/8 MPT	•	•	1
<b>PARTS AVAILABLE NOT SHOWN</b>					
	J6201	Wire Harness, AF-400008PIN24WH2	•	•	1
	J6549	Control, Remote (RCAF-3)	•	•	1
	J8041	Line, Gas 30"W/Shut Off	•	•	1
	F1099	Pebbles, Green 6 Lbs.	•	•	1
	J6203	Adapter, A/C With 24" Con.Wire	•	•	1

# PARTS

MODELS VRE4543EN AND VRE4543EP



## PARTS

### MODELS VRE4543EN AND VRE4543EP

This list contains replaceable parts used in your fireplace. When ordering parts, follow the instructions listed under [Replacement Parts](#) on page 24 of this manual.

**⚠ WARNING: Contact an IHP dealer to obtain any of these parts. Never use substitute materials not approved by IHP. Use of non-approved parts can result in poor performance and safety hazards.**

KEY NO.	CATALOG NO.	DESCRIPTION	VRE4543EN	VRE4543EP	QTY.
			F0497	F0498	
1	J6630	Spacer, Top Linear	•	•	4
2	J6566	Flange, Nailing Top Linear	•	•	2
3	J7644	Assy, Heat Shield Linear DV	•	•	1
4	RP125741-02	Assy, Door False	•	•	1
5	J7454	Flange, Nailing Sides Linear	•	•	4
6	J4387	Electrical Duct Assembly	•	•	1
7	J6934	Cover, Gas Conduit Plate 36E	•	•	2
8	J7516	Bracket, Access Cover LVFO	•	•	2
9	J7628	Bracket, Corner Wall LVFO	•	•	4
10	J7379	Wall, Side (False) LVFO	•	•	2
11	J6571	Wall, Back (False) LVFO	•	•	1
12	J7517	Cover, Access LVFO	•	•	1
13	J6573	Filler, Sides LVFO	•	•	2
14	J6721	Hood, Deflector LVFO	•	•	1
15	J6790	Glass, Tempered 42.75W x 7.00H	•	•	1
16	J6787	Bracket, Glass Retainer LVFO	•	•	2
17	RP125753-02	Pan, Pebbles LVFO	•	•	1

## SPECIFICATIONS

### VRE4543EN

- Rating (Variable): 25/39,000 Btu/Hr
- Gas Type: Natural Gas
- Ignition: Electronic
- Pressure Manifold Setting: 3.5" W.C.
- Inlet Gas Pressure (in. of water):  
Maximum - 10.5" W.C.,  
Minimum\* - 5.5" W.C.

\* For purposes of input adjustment

### VRE4543EP

- Rating (Variable): 29/37,000 Btu/Hr
- Gas Type: Propane/LP Gas
- Ignition: Electronic
- Pressure Manifold Setting: 10.5" W.C.
- Inlet Gas Pressure (in. of water):  
Maximum - 14" W.C.  
Minimum\* - 11" W.C.

\* For purposes of input adjustment

## SERVICE HINTS

When Gas Pressure Is Too Low

- pilot will not stay lit
- burner will have delayed ignition
- fireplace will not produce specified heat
- for propane/LP unit, propane/LP gas supply may be low

You may feel your gas pressure is too low. If so, contact your local gas supplier.

## TECHNICAL SERVICE

You may have further questions about installation, operation, or troubleshooting. Please contact your IHP dealer for any questions or concerns. When contacting your dealer please have your model and serial numbers of your fireplace ready. You can also visit our web site at [Superiorfireplaces.us.com](http://Superiorfireplaces.us.com).

## REPLACEMENT PARTS

See Pages 20 to 23 for a complete replacement parts list. Use only parts supplied from the manufacturer.

Normally, all parts should be ordered through your IHP distributor or dealer. Parts will be shipped at prevailing prices at time of order.

When ordering repair parts, always give the following information:

1. The model number of the fireplace.
2. The serial number of the fireplace.
3. The part number.
4. The description of the part.
5. The quantity required.
6. The installation date of the fireplace.

If you encounter any problems or have any questions concerning the installation or application of this fireplace, please contact your dealer.

### IHP

**1769 East Lawrence Street  
Russellville, AL 35654  
Visit us at [Superiorfireplaces.us.com](http://Superiorfireplaces.us.com).**

## ACCESSORIES

Purchase these accessories from your local dealer. If they can not supply these accessories contact IHP at [Superiorfireplaces.us.com](http://Superiorfireplaces.us.com). for information.

CAT NO.	MODEL	DESCRIPTION
<b>LINEAR OD. SEE-THRU CONVERSION KIT</b>		
F1029	LVSTO	Linear OD. VF See-Thru Conversion Kit
<b>GLASS MEDIA</b>		
F1097	GP43A	6.0 lb. Bag Smooth Glass Pebbles - Amber
F1098	GP43B	6.0 lb. Bag Smooth Glass Pebbles - Blue
F1099	GP43G	6.0 lb. Bag Smooth Glass Pebbles - Green
F1101	GP43C	6.0 lb. Bag Clear Glass Pebbles







# Innovative Hearth Products Superior® Brand Gas Fireplaces, Stoves and Inserts 20 Year Limited Warranty

## THE WARRANTY

Innovative Hearth Products ("IHP") 20 Year Limited Warranty warrants your Superior® Brand gas fireplace, Stove or Insert ("Product") to be free from defects in materials and workmanship at the time of manufacture. The product body, firebox and barrier carry the 20 Year Limited Warranty. Ceramic glass carries the 20 Year Limited Warranty against thermal breakage only. After installation, if covered components manufactured by IHP are found to be defective in materials or workmanship during the 20 Year Limited Warranty period and while the Product remains at the site of the original installation, IHP will, at its option, repair or replace the covered components. If repair or replacement is not commercially practical, IHP will, at its option, refund the purchase price or wholesale price of the IHP product, whichever is applicable. IHP will also pay IHP prevailing labor rates, as determined in its sole discretion, incurred in repairing or replacing such components for up to five years. THERE ARE EXCLUSIONS AND LIMITATIONS to this 20 Year Limited Warranty as described herein.

## COVERAGE COMMENCEMENT DATE

Warranty coverage begins on the date of purchase. 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 IHP dealer/distributor, whichever occurs earlier. The warranty shall commence no later than 24 months following the date of product shipment from IHP, regardless of the installation or occupancy date.

## EXCLUSIONS AND LIMITATIONS

This 20 Year Limited Warranty applies only if the Product is installed in the United States or Canada and only if operated and maintained in accordance with the printed instructions accompanying the Product and in compliance with all applicable installation and building codes and good trade practices.

This warranty is non-transferable and extends to the original owner only. The Product must be purchased through a listed supplier of IHP and proof of purchase must be provided. The product body, firebox and barrier carry the 20 Year Limited Warranty from the date of installation. Vent components, trim components and paint are excluded from this 20 Year Limited Warranty. The following do not carry the 20 Year Limited Warranty but are warranted as follows:

- Burner** – Repair or replacement for one year from the date of installation
- Gas components** – Repair or replacement for one year from the date of installation
- Gaskets** – Repair or replacement for one year from the date of installation
- Logs** – Replacement for one year from the date of installation against thermal breakage only
- Optional blowers & remote controls** – Repair or replacement for one year from the date of installation
- Optional glass doors** – Repair or replacement for 90 days from the date of installation
- Tempered glass** – Replacement for one year from the date of installation
- Labor coverage** – Prevailing IHP labor rates apply for the warranty period of the component

**Parts not otherwise listed carry a 90 day warranty from the date of installation.**

**Whenever practicable, IHP will provide replacement parts, if available, for a period of 10 years from the last date of manufacture of the Product.**

IHP will not be responsible for: (a) damages caused by normal wear and tear, accident, riot, fire, flood or acts of God; (b) damages caused by abuse, negligence, misuse, or unauthorized alteration or repair of the Product affecting its stability or performance (The Product must be subjected to normal use. The Product is designed to burn either natural or propane gas only. Burning conventional fuels such as wood, coal or any other solid fuel will cause damage to the Product, will produce excessive temperatures and could result in a fire hazard.); (c) damages caused by failing to provide proper maintenance and service in accordance with the instructions provided with the Product; (d) damages, repairs or inefficiency resulting from faulty installation or application of the Product.

IHP is not responsible for inadequate fireplace system draft caused by air conditioning and heating systems, mechanical ventilation systems, or general construction conditions which may generate negative pressure in the room in which the appliance is installed. Additionally IHP assumes no responsibility for drafting conditions caused by venting configurations, adjoining trees or buildings, adverse wind conditions or unusual environmental factors and conditions that affect the operation of the unit.

This 20 Year Limited Warranty covers only parts and labor as provided herein. In no case shall IHP be responsible for materials, components or construction, which are not manufactured or supplied by IHP or for the labor necessary to install, repair or remove such materials, components or construction. Additional utility bills incurred due to any malfunction or defect in equipment are not covered by this warranty. All replacement or repair components will be shipped F.O.B. from the nearest stocking IHP factory.

## LIMITATION ON LIABILITY

It is expressly agreed and understood that IHP's sole obligation and the purchaser's exclusive remedy under this warranty, under any other warranty, expressed or implied, or in contract, tort or otherwise, shall be limited to replacement, repair, or refund, as specified herein.

In no event shall IHP be liable for any incidental or consequential damages caused by defects in the Product, whether such damage occurs or is discovered before or after repair or replacement, and whether such damage is caused by IHP's negligence. IHP has not made and does not make any representation or warranty of fitness for a particular use or purpose, and there is no implied condition of fitness for a particular use or purpose.

IHP makes no expressed warranties except as stated in this 20 Year Limited Warranty. The duration of any implied warranty is limited to the duration of this expressed warranty.

No one is authorized to change this 20 Year Limited Warranty or to create for IHP any other obligation or liability in connection with the Product. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. The provisions of this 20 Year Limited Warranty are in addition to and not a modification of or subtraction from any statutory warranties and other rights and remedies provided by law.

## INVESTIGATION OF CLAIMS AGAINST WARRANTY

IHP reserves the right to investigate any and all claims against this 20 Year Limited Warranty and to decide, in its sole discretion, upon the method of settlement.

To receive the benefits and advantages described in this 20 Year Limited Warranty, the appliance must be installed and repaired by a licensed contractor approved by IHP.

Contact IHP at the address provided herein to obtain a listing of approved dealers/distributors. **IHP shall in no event be responsible for any warranty work done by a contractor that is not approved without first obtaining IHP's prior written consent.**

## HOW TO REGISTER A CLAIM AGAINST WARRANTY

In order for any claim under this warranty to be valid, you must contact the IHP dealer/distributor from which you purchased the product. If you cannot locate the dealer/distributor, then you must notify IHP in writing. IHP must be notified of the claimed defect in writing within 90 days of the date of failure. Notices should be directed to the IHP Warranty Department at 1769 East Lawrence Street; Russellville, AL 35654 or visit our website at [WWW.SUPERIORFIREPLACES.US.COM](http://WWW.SUPERIORFIREPLACES.US.COM).

**Superiorfireplaces.us.com**

Record the following important information about your fireplace:

Fireplace model number	
Fireplace serial number	
Date fireplace was Installed	
Type of gas fireplace uses	
Dealer name	



P127035-01

Innovative Hearth Products reserves the right to make changes at any time, without notice, in design, materials, specifications, prices and also to discontinue colors, styles and products. Consult your local distributor for fireplace code information.

Printed in U.S.A. © 2014 Innovative Hearth Products LLC

P/N 127035-01 Rev. H 06/2018



1769 East Lawrence Street • Russellville, AL 35654