

Installation and Operation Instructions

Vented Gas Log and Burner Set



NATIONAL FIREPLACE INSTITUTE
CERTIFIED
www.nficertified.org

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.

Outdoor Models	MATCH LIT OUTDOOR BURNERS FOR USE WITH NATURAL GAS ONLY!
DUALBURNEROD24N	
DUALBURNEROD30N	
DUALBURNEROD36N	

For use with log sets		
ASHTONWHITEBIRCH24	OZARKCHARREDOAK24	SMOKYWEATHEREDOAK24
ASHTONWHITEBIRCH24	OZARKCHARREDOAK30	SMOKYWEATHEREDOAK30
ASHTONWHITEBIRCH36	OZARKCHARREDOAK36	SMOKYWEATHEREDOAK36

INSTALLER: Leave this manual with the appliance.	CONSUMER: Retain this manual for future reference.
---	---

⚠ WARNING: This appliance is for installation only in a solid-fuel burning masonry or UL127 factory-built fireplace, constructed of noncombustible material, and connected to a working flue. (See page 6 for minimum flue opening.)

WHEN USED AS AN OUTDOOR APPLIANCE

 DANGER  <p>CARBON MONOXIDE WARNING</p> <ul style="list-style-type: none"> This appliance can produce carbon monoxide which has no odor. Using it in an enclosed space can kill you. Never use this appliance in an enclosed space such as a camper, tent, car or home. 	<p>⚠ DANGER FIRE OR EXPLOSION HAZARD If you smell gas:</p> <ul style="list-style-type: none"> Shut off gas to the appliance. Extinguish any open flame. If odor continues, leave the area immediately. After leaving the area, call your gas supplier or fire department. <p>Failure to follow these instructions could result in fire or explosion, which could cause property damage, personal injury, or death.</p> <p>⚠ WARNING: For Outdoor Use Only. Installation and service must be performed by a qualified installer, service agency, or the gas supplier.</p>
--	---

⚠ 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: If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury, or loss of life

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.

TABLE OF CONTENTS

Safety.....	2
Local Codes	3
Product Identification.....	4
Unpacking.....	4
Product Features.....	4
Installation	4
Operation	9
Inspecting Burners.....	10
Cleaning and Maintenance	10
Specifications.....	10
Troubleshooting	11
Replacement Parts.....	12
Service Hints.....	12
Technical Service	12
Parts	12
Warranty	13

SAFETY

⚠ WARNING: This appliance is for installation only in a solid-fuel-burning masonry or UL127 factory-built fireplace.

⚠ 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.

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

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

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

Clothing or other flammable materials shall not be hung from the appliance or placed on or near the appliance. Never place any objects on the fireplace.

Appliance base assembly becomes very hot when running appliance.

⚠ 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 Gas: Natural gas is 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: Do not place log scraps or volcanic stone on burner.

Children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burns or clothing ignition. Appliance will remain hot for a time after shutdown. Allow surfaces to cool before touching.

Installation and repair should be done by a qualified service person. The appliance should be inspected before use and at least annually by a qualified service person. More frequent cleaning may be required as necessary. It is imperative that the control compartment, burners, and circulating air passageways of the appliance are kept clean.

SAFETY *Continued*

⚠ WARNING: Young children should be carefully supervised when they are in the area of 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.

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.

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

Any part removed for servicing the appliance must be replaced prior to operating the appliance.

You must operate this appliance with the fireplace screen in place. Make sure fireplace screen are in place before running appliance. The fireplace screen shall have openings for introduction of combustion air.

1. WARNING: 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. If you smell gas
 - shut off gas supply
 - extinguish any open flame
 - do not touch any electrical switch; do not use any phone in your building
 - if odor continues, leave the area 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
3. This gas log set may not be installed in a bedroom or bathroom in the Commonwealth of Massachusetts.
4. Before installing in a solid fuel-burning fireplace, the chimney flue and firebox must be cleaned of soot, creosote, ashes and loose paint by a qualified chimney cleaner. Creosote will ignite if highly heated. A dirty chimney flue may create and distribute soot within the house. Inspect chimney flue for damage. If damaged, repair flue and firebox before operating appliance.
5. Make sure there are no obstructions across openings of fireplace.
6. To prevent the creation of soot, follow the instructions in *Cleaning and Maintenance, Page 10*.
7. Before using furniture polish, wax, carpet cleaner or similar products, turn appliance off. If heated, the vapors from these products may create a white powder residue within burner box or on adjacent walls and furniture.

8. Do not burn solid fuel in the fireplace after installation of this log set.
9. Do not operate appliance.
 - where flammable liquids or vapors are used or stored
 - under dusty conditions
10. Do not use this appliance to cook food or burn paper or other objects.
11. 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 that has been under water.
12. Do not operate appliance if any log is broken.
13. Turn appliance off and let cool before servicing, installing or repairing. Only a qualified service person should install, service or repair appliance.
14. This appliance must not be connected to any external electrical source.
15. Provide adequate clearances around air openings.

LOCAL CODES

Install and use appliance 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**.

The appliance when installed, must be electrically grounded in accordance with local codes, or in the absence of local codes, with the *National Electrical Code, ANSI/NFPA 70**.

*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

In the Commonwealth of Massachusetts:

- This appliance must be installed by a licensed plumber or gas fitter.
- The chimney flue damper, when used with gas logs, will be welded open or completely removed.
- A CO detector shall be installed in the room where the appliance is installed.

SAFETY *Continued*

PRODUCT IDENTIFICATION



ASHTON WHITE BIRCH 24"



OZARK CHARRED OAK 24"



SMOKY WEATHERED OAK 24"

UNPACKING

1. Remove logs and appliance base assembly from carton(s).
2. Remove all protective packaging applied to logs and appliance for shipment.
3. Check appliance for any shipping damage. If appliance is damaged, promptly inform dealer where you purchased the appliance

⚠ CAUTION: Do not remove the data plates from the grate assembly. The data plates contain important warranty and safety information.

PRODUCT INFORMATION

This appliance is listed as a vented decorative gas appliance to ANSI Z21.97 for installation outdoors. It shall be installed outdoors in a site built wood burning fireplace or a UL 127 listed wood burning fireplace. See **Page 8** for what qualifies as an "outdoor space".

MANUAL IGNITION SYSTEM

This appliance does not incorporate a pilot or electronic igniter. This appliance is intended to be lighted manually each time it is used.

INSTALLATION

⚠ WARNING: A qualified service person must install appliance. Follow all local codes.

⚠ WARNING: Make sure the selector switch is in the OFF position before installing appliance.

⚠ WARNING: Never install the appliance

- in a recreational vehicle
- where curtains, furniture, clothing or other flammable objects are less than the minimal distances required by the manufacturer
- in high traffic areas
- in windy or drafty areas

CHECK GAS TYPE

Gas type will be indicated on the burner and the box. Do not use a natural gas burner with propane gas. If your gas supply is not the correct gas type, do not install appliance. Call dealer where you bought appliance for proper type appliance.

⚠ WARNING: This appliance assembly contains burner orifices specifically for the input gas specified on the burner and box, as well as the BTU rating specified in this manual. Modifying or failure to use the factory orifice may cause property damage, personal injury or loss of life.

⚠ 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 AND CLEARANCES

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

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.

NOTE: When installing your gas logs into a manufactured firebox, follow firebox manufacturer's instructions for minimum clearances to combustible materials.

LOG SET	MINIMUM FIREPLACE SIZE			
	WIDTH		DEPTH	HEIGHT
	FRONT	REAR		
ASHTONWHITEBIRCH24 OZARKCHARREDOAK24 SMOKYWEATHEREDOAK24	36"	24"	18"	24"
ASHTONWHITEBIRCH30 OZARKCHARREDOAK30 SMOKYWEATHEREDOAK30	42"	30"	18"	24"
ASHTONWHITEBIRCH36 OZARKCHARREDOAK36 SMOKYWEATHEREDOAK36	48"	36"	18"	24"

NOTE: Also certified with use of IHP Superior WRE4500, WRE6000, WRT4500 and WRT6000 fireplace models, and IHP Astria Georgian and Oracle Fireplace models. Follow minimum fireplace sizing guidelines as detailed in the chart below for these fireplace models.

LOG SET	MINIMUM FIREPLACE SIZE			
	WIDTH		DEPTH	HEIGHT
	FRONT	REAR		
ASHTONWHITEBIRCH24 OZARKCHARREDOAK24 SMOKYWEATHEREDOAK24	35-1/4"	22-1/2"	19"	24"
ASHTONWHITEBIRCH30 OZARKCHARREDOAK30 SMOKYWEATHEREDOAK30	41-3/8"	26-3/8"	21-3/4"	24"
ASHTONWHITEBIRCH36 OZARKCHARREDOAK36 SMOKYWEATHEREDOAK36	48"	34-3/8"	21-3/4"	24"

INSTALLING DAMPER CLAMP ACCESSORY FOR VENTED OPERATION

NOTE: Appliance must be installed only in a solid-fuel-burning fireplace with a working flue and constructed of noncombustible material. This unit may not be installed in a vented fireplace with a chimney height less than the minimum required by the manufacturer.

A permanent free opening must be provided by either the fireplace chimney or chimney damper to vent carbon monoxide and other flue gases. Any chimney damper must be fixed in a manner which will maintain the permanent free opening at all times. Use the Tables found on **Page 6** (For Factory Built Fireplaces and For Masonry Built Fireplaces Free Opening Area of Chimney Damper for Venting Combustion Products From Decorative Appliances For Installation in Solid Fuel Burning Fireplaces) to determine the minimum permanent free opening based on chimney height and the appliance BTU rating. The Damper Clamp (see Figure A) with bolt is provided as a means to prevent the full closure of the damper blade. The clamp is easily attached to most damper blades with pliers or a wrench, and must be permanently installed. The clamp is designed to prevent accidental closure of the damper when installed as pictured. Should the clamp not fit, or fail to provide the required permanent vent opening, do any of the following:

- Have a permanent stop installed
- Remove the damper blade
- Install a screw or bolt on the edge of the damper
- Weld damper in place

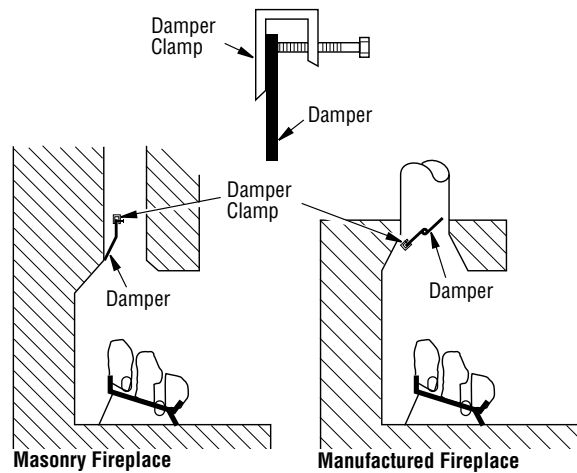


Figure A - Attaching Damper Clamp

INSTALLATION *Continued*

For Factory Built Fireplaces Free Opening Area of Chimney Damper for Venting Combustion Products From Decorative Appliances For Installation In Solid Fuel Burning Fireplaces												
	Appliance Input Rate (kBTU/hr)											
	20	30	40	50	60	70	80	90	100	110	120	
Chimney Height* (ft)	Minimum Opening** (sq. in.)											Max. Input***
10	11.3	16.6	22.1	28.3	35.3	44.2	---	---	---	---	---	77.6
15	8.6	12.6	17.3	21.2	26.4	32.2	38.5	45.4	---	---	---	98.2
20	7.5	10.8	14.5	18.1	22.1	26.4	31.2	37.4	43.0	---	---	114.2
25	6.6	9.6	12.6	15.9	18.1	22.9	27.3	31.2	36.3	43.0	50.3	121.0
30	6.2	9.1	11.3	14.5	17.3	20.4	24.6	28.3	33.2	37.4	44.2	130.1
35	5.7	8.0	10.8	13.2	15.9	18.9	22.1	25.5	30.2	34.2	39.6	141.2
40	5.3	7.5	10.2	12.6	15.2	18.1	20.4	23.8	27.3	31.2	35.3	158.5

* Height is from hearth to top of chimney and the minimum height is 10 feet.

** Chart shows mainimum opening (sq. in.) for the given height and input rate.

*** Column marked ("Max input" corresponds to the maximum allowable input rate (kBTU/hr) for the given height.

For Masonry Built Fireplaces Free Opening Area of Chimney Damper for Venting Combustion Products From Decorative Appliances For Installation In Solid Fuel Burning Fireplaces												
	Appliance Input Rate (kBTU/hr)											
	20	30	40	50	60	70	80	90	100	110	120	
Chimney Height* (ft)	Minimum Opening** (sq. in.)											
6	17.6	25.7	33.8	41.7	49.2	56.6	64.0	71.4	78.8	86.2	93.5	
8	16.5	23.7	31.2	38.7	45.5	52.4	59.7	66.9	74.1	81.3	88.6	
10	15.1	21.7	28.7	35.2	41.7	48.2	54.3	60.2	66.1	72.0	77.9	
15	14.1	19.9	26.1	32.0	37.7	43.2	48.8	54.1	59.4	64.6	69.9	
20	12.9	18.5	23.7	28.8	34.3	39.8	44.4	49.1	53.8	58.4	63.0	
30	12.2	16.9	21.6	26.5	31.2	35.9	40.3	44.5	48.6	52.7	56.6	

* Height is from hearth to top of chimney and the minimum height is 10 feet.

** Chart shows mainimum opening (sq. in.) for the given height and input

INSTALLATION *Continued*

For Massachusetts Residents Only: Installation of this gas log set as a vented indoor appliance in the Commonwealth of Massachusetts requires the damper be permanently removed or welded in the fully open position.

You must install the damper clamp accessory.. This will ensure vented operation (see **Figure A on Page 5**). The damper clamp will keep damper open.

See chart on **Page 6** for minimum permanent flue opening you must provide. Attach damper clamp so the minimum permanent flue opening will be maintained at all times.

INSTALLING APPLIANCE BASE ASSEMBLY

Clear fireplace of all debris. Center burner inside the fireplace left to right and push burner in the back as far back in the fireplace as possible.



CONNECTING TO GAS SUPPLY

⚠ WARNING: This appliance requires a 1/2" NPT (National Pipe Thread) inlet connection to the pressure regulator.

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

⚠ WARNING: Never connect this appliance to private (non-utility) gas wells. This gas is commonly known as wellhead gas and does not have odorants and may have impurities, and variations in BTU content. The use of well-head gas will void the manufacturer's warranty to this appliance.

When an appliance is for connection to a fixed piping system, the installation must conform with local codes, or in the absence of local codes with the **National Fuel Gas Code, ANSI Z223.1 • NFPA 54; National Fuel Gas Code.**

Installation Items Needed

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

- external regulator (supplied by installer)
- piping (check local codes)
- sealant (resistant to propane/LP gas)
- equipment shutoff valve *
- test gauge connection *
- sediment trap
- 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.

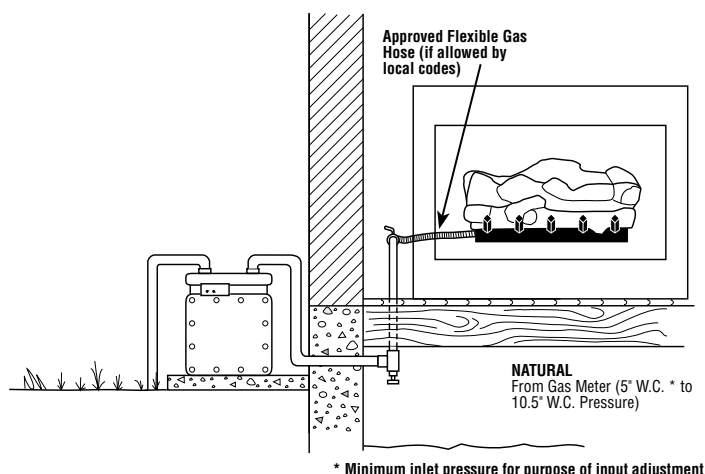
⚠ CAUTION: Use only new, black iron or steel pipe. Internally-tinned copper tubing may be used in certain areas. Check your local codes. Use pipe of 1/2" diameter or greater to allow proper gas volume to appliance. If pipe is too small, undue loss of volume will occur.

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 appliance (see **Figure B**).

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.

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

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 appliance valves.



* Minimum inlet pressure for purpose of input adjustment

Figure B - Checking Gas Joints (Natural Gas Only)

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.

OUTDOOR SPACES - An appliance is considered to be outdoors if installed with shelter no more inclusive than:

1. with walls on all sides, but with no overhead cover;
2. within a partial enclosure that includes an overhead cover and no more than two sidewalls. The sidewalls may be parallel, as in a breezeway, or at right angles to each other; or
3. within a partial enclosure that includes an overhead cover and three sidewalls, as long as 30 percent or more of the horizontal periphery of the enclosure is permanently open.

INSTALLING LOGS AND MEDIA PLACEMENT

⚠ WARNING: Failure to position the parts in accordance with these diagrams or failure to use only parts specifically approved with this appliance may result in property damage or personal injury.

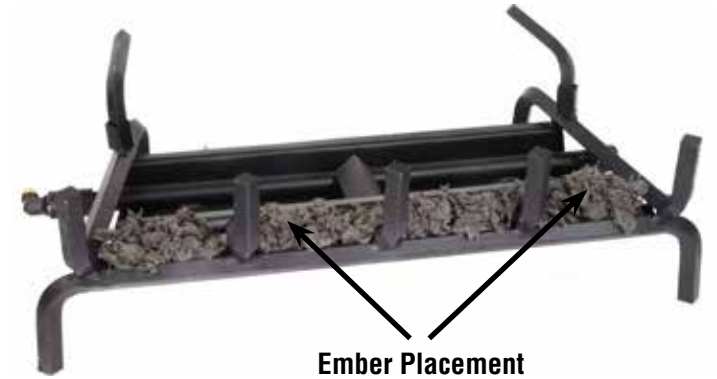
LOG/MEDIA PLACEMENT

It is very important to install these logs exactly as instructed. Do not modify logs. **Please refer to specific Log Placement Guides placed inside each Log Set.**

DUALBURNEROD24/30/36-N BURNER SYSTEM LOG COMPATIBILITY CHART	
Burner System Model	Log Sets For Use With This Burner System
DUALBURNEROD24N	ASHTONWHITEBIRCH24 OZARKCHARREDOAK24 SMOKYWEATHEREDOAK24
DUALBURNEROD30N	ASHTONWHITEBIRCH30 OZARKCHARREDOAK30 SMOKYWEATHEREDOAK30
DUALBURNEROD36N	ASHTONWHITEBIRCH36 OZARKCHARREDOAK36 SMOKYWEATHEREDOAK36

MEDIA PLACEMENT - NATURAL GAS

Tear ember material into pieces the size of a corn kernel and place fingernail deep.. Use either a comb or brush to achieve this. The smaller the piece, the better the ember glow. Spread the embers across the front burner and fill up the pan. The front burner should be completely covered. Dump lava rock around the burner covering the hearth.



LIGHTING INSTRUCTIONS

FOR YOUR SAFETY READ BEFORE LIGHTING

⚠ WARNING

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

- A. 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.
- B. WHAT TO DO IF YOU SMELL GAS**
- Shut off gas.
 - Extinguish any open flame.
 - If odor continues, immediately call your gas supplier or 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, don't try to repair it, call a qualified service technician. Force or attempted repair may result in a fire or explosion.

LIGHTING INSTRUCTIONS

1. **STOP!** Read the safety information above on this label.
2. Ensure the key valve is completely in the **OFF** position before beginning lighting sequence.
3. Lay a lighted match on the center of the top burner (**do not hold the match in your hand**) or use a lighted long-stem match/long-necked butane lighter (Fig. 1)
4. Once the match is burning and in position, slowly turn the key valve counter-clockwise toward the **ON** position until it no longer rotates (Fig. 2). Your burner should light.

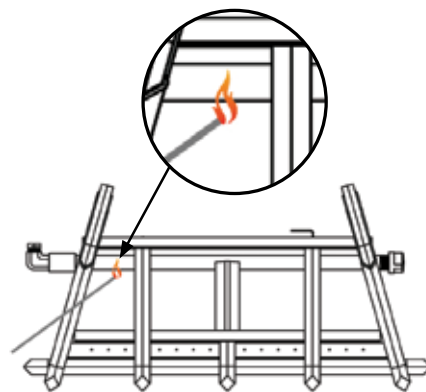


Fig. 1

WARNING: If the burner does not light within five (5) seconds of turning on the key valve, immediately turn the key valve clockwise toward the OFF position until it no longer rotates.

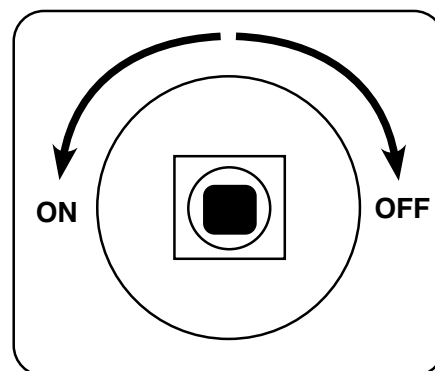
Wait approximately five (5) minutes to clear out any gas, and repeat steps 3-4 above

If your burner fails to light again, turn the key valve clockwise toward the OFF position until it no longer rotates and contact your dealer or gas supplier,

Note: the flame height can be adjusted via the key valve.

TO SHUT OFF GAS TO THE APPLIANCE

To extinguish your gas burner, turn the key valve clockwise toward the OFF position until it no longer rotates (see Fig. 2). Be sure the key valve is turned off to avoid any gas leakage.



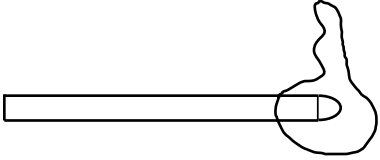
Typical Application
Fig. 2

OPERATION *Continued*

MATCHLITE/MANUALLY LIGHTED MODELS

This appliance does not incorporate a pilot or electronic igniter. This appliance is intended to be lighted manually each time it is used by placing a lighted match on ember material toward the middle of the burner pan and slowly turning on gas supply.

⚠ WARNING! Do not hold match in your hand when igniting gas supply!



⚠ WARNING: Glass doors shall be fully open when appliance is in operation.

CLEANING AND MAINTENANCE

⚠ WARNING: Turn off appliance and let cool before cleaning.

⚠ CAUTION: You must keep control areas, burners and circulating air passageways of appliance clean. Inspect these areas of appliance before each use. Have appliance 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.

LOGS

- If you remove logs for cleaning, refer to *Installing Logs and Media Placement, Page 8*, to properly replace logs.
- Replace log(s) if broken or chipped (dime-sized or larger).

MAIN BURNER

Periodically inspect all burner flame holes with appliance running. All slotted burner flame holes should be open with flame present. All round burner flame holes should be open with a small blue flame present. Some burner flame holes may become blocked by debris or rust, with no flame present. If so, turn off appliance and let cool. Remove blockage, blocked burner flame holes will create soot.

The burner must be replaced prior to the appliance being put into operation if it is evident that the burner is damaged (use only factory original replacement burner).

At least once a year, the vent system for the fireplace in which this appliance is installed shall be inspected, cleaned, and repaired as necessary by a qualified service person.

SPECIFICATIONS

Models	Natural Gas
	High Rate
DUALBURNEROD24N	55,000
DUALBURNEROD30N	65,000
DUALBURNEROD36N	65,000

Manually lighted/Match lit gas log sets are only for use with Natural gas.

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.

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Delayed ignition of burner	<ol style="list-style-type: none"> 1. Manifold pressure is too low 2. Burner orifice clogged 	<ol style="list-style-type: none"> 1. Contact local natural or propane/LP gas company 2. Clean burner (<i>see Cleaning and Maintenance, Page 10</i>) or replace burner orifice(s)
Burner backfiring during combustion	<ol style="list-style-type: none"> 1. Burner orifice is clogged or damaged 2. Damaged burner 	<ol style="list-style-type: none"> 1. Clean burner (<i>see Cleaning and Maintenance, Page 10</i>) or replace burner orifice 2. Replace damaged burner
Slight smoke or odor during initial operation	<ol style="list-style-type: none"> 1. Residues from manufacturing processes and logs curing 	<ol style="list-style-type: none"> 1. Problem will stop after a few hours of operation
Appliance produces a whistling noise when burners are lit	<ol style="list-style-type: none"> 1. Air in gas line 2. Air passageways on appliance blocked 3. Dirty or partially clogged burner orifice. 4. Flex line has kink 	<ol style="list-style-type: none"> 1. Operate burners until air is removed from line. Have gas line checked by local natural or propane/LP gas company 2. Observe minimum installation clearances (<i>see Page 6</i>) 3. Clean burner (<i>see Cleaning and Maintenance, Page 10</i>) or replace burner orifice(s) 4. Straighten flexible connector
White powder residue forming within burner box or on adjacent walls or furniture	<ol style="list-style-type: none"> 1. When heated, vapors from furniture polish, wax, carpet cleaners, etc. may turn into white powder residue 	<ol style="list-style-type: none"> 1. Turn appliance off when using furniture polish, wax, carpet cleaners or similar products

⚠ 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.
- 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 appliance 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"> 1. Appliance burning vapors from paint, hair spray, glues, cleaners, chemicals, new carpet, etc. (See IMPORTANT statement above) 2. Gas leak. See Warning: If you smell gas statement above 	<ol style="list-style-type: none"> 1. Open window to ventilate room. Stop using odor causing products while appliance is running 2. Locate and correct all leaks (<i>see Checking Gas Connections, Page 8</i>)
Appliance shuts off in use	<ol style="list-style-type: none"> 1. Low line pressure 	<ol style="list-style-type: none"> 1. Contact local natural or propane/LP gas company
Gas odor even when control knob is in OFF position	<ol style="list-style-type: none"> 1. Gas leak. See Warning: If you smell gas statement above 2. Control valve or gas control defective 	<ol style="list-style-type: none"> 1. Locate and correct all leaks (<i>see Checking Gas Connections, Page 8</i>) 2. Replace control valve or gas control
Gas odor during combustion	<ol style="list-style-type: none"> 1. Gas leak. See Warning: If you smell gas statement above 	<ol style="list-style-type: none"> 1. Locate and correct all leaks (<i>see Checking Gas Connections, Page 8</i>)

REPLACEMENT PARTS

See **Parts Section below** 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 appliance.
2. The serial number of the appliance.
3. The part number.
4. The description of the part.
5. The quantity required.
6. The installation date of the appliance.

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

IHP

**1769 East Lawrence Street
Russellville, AL 35654
Visit us at ihp.us.com**

SERVICE HINTS

When Gas Pressure Is Too Low

- burners will have delayed ignition
 - appliance will not produce specified heat
- You may feel your gas pressure is too low. If so, contact your local propane/LP or natural 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 appliance ready. You can also visit our web site at ihp.us.com.

PARTS

LOG SET MODELS

ASHTONWHITEBIRCH24, ASHTONWHITEBIRCH30, ASHTONWHITEBIRCH36, OZARKCHARREDOAK24, OZARKCHARREDOAK30, OZARKCHARREDOAK36, SMOKYWEATHEREDOAK24, SMOKYWEATHEREDOAK30, AND SMOKYWEATHEREDOAK36

This list contains replaceable parts used in your appliance. When ordering parts, follow the instructions listed above under Replacement Parts in this manual.

CAT. NO.	MODEL	DESCRIPTION
F4739	ASHTONWHITEBIRCH24	24" ASHTON WHITE BIRCH LOGS 7 PCS SET
F4740	ASHTONWHITEBIRCH30	30" ASHTON WHITE BIRCH LOGS 8 PCS SET
F4741	ASHTONWHITEBIRCH36	36" ASHTON WHITE BIRCH LOGS 9 PCS SET
F4736	OZARKCHARREDOAK24	24" OZARK CHARRED OAK LOGS 8 PCS SET
F4737	OZARKCHARREDOAK30	30" OZARK CHARRED OAK LOGS 9 PCS SET
F4738	OZARKCHARREDOAK36	36" OZARK CHARRED OAK LOGS 10 PCS SET
F4733	SMOKYWEATHEREDOAK24	24" SMOKY WEATHERED OAK LOGS 7 PCS SET
F4734	SMOKYWEATHEREDOAK30	30" SMOKY WEATHERED OAK LOGS 8 PCS SET
F4735	SMOKYWEATHEREDOAK36	36" SMOKY WEATHERED OAK LOGS 9 PCS SET

Innovative Hearth Products Gas Log Set Limited Three Year Warranty

THE WARRANTY

Innovative Hearth Products Limited Three Year Warranty ("IHP") warrants your IHP Gas Log Set ("Product") to be free from defects in materials and workmanship at the time of manufacture. The logs and grate carry the Limited Three Year Warranty. After installation, if covered components manufactured by IHP are found to be defective in materials or workmanship during the Limited Three Year 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. THERE ARE EXCLUSIONS AND LIMITATIONS to this Limited Three Year 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, 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 Limited Three Year 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 following do not carry the Limited Three Year Warranty but are warranted as follows:

Gas components – Repair or replacement for one year from the date of installation.

Remote control – Repair or 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.

This Limited Three Year 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 replacement or repair, 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 Limited Three Year Warranty. The duration of any implied warranty is limited to the duration of this expressed warranty.

No one is authorized to change this Limited Three Year 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 Limited Three Year 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 Limited Three Year Warranty and to decide, in its sole discretion, upon the method of settlement.

To receive the benefits and advantages described in this Limited Three Year 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.IHP.US.COM.

ihp.us.com

Record the following important information about your appliance:

Appliance model number	
Appliance serial number	
Date appliance was Installed	
Type of gas appliance uses	
Dealer name	

Innovative Hearth Products (IHP) 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.

