

Crestline 27



User Manual for: CL-27-DSI-LP, CL-27-DSI-NG

CAUTION



DO NOT DISCARD THIS MANUAL

- Important operating and maintenance instructions included.
- Read, understand, and follow these instructions for safe installation and operation.



GAS-FIRED



⚠ 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.

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:

- Open a window.
- 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.

INSTALLATION AND SERVICE MUST BE PERFORMED BY A QUALIFIED INSTALLER, SERVICE AGENCY OR THE GAS SUPPLIER.

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

FOR INSTALLATION ONLY IN A SOLID-FUEL BURNING FIREPLACE* WITH A WORKING FLUE OF NON-COMBUSTIBLE CONSTRUCTION.

***NOTE:** Solid fuels shall not be burned in a fireplace where a decorative gas appliance such as this unit is installed.

The installation of this appliance and provisions for combustion and ventilation air must conform to the *National Fuel Gas Code, ANSI Z223.1/NFPA 54*, or *The Natural Gas and Propane Installation Code, CSA B149.1*.

The included damper clamp prevents full closure of the chimney damper and provides and maintains the minimum permanent vent opening. **When the appliance is in operation, the chimney damper MUST be fully open.**

For this appliance to be in compliance with certifications, listings, and building codes, the appliance **MUST NOT** be modified from its original configuration.

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

CONGRATULATIONS

Congratulations on selecting an Outdoor GreatRoom Company decorative gas appliance. The product you have selected is designed to provide the utmost in safety and reliability.

As the owner of an Outdoor GreatRoom Company Crestline 27, you'll want to read and carefully follow all of the instructions contained in this owner's manual. **Pay special attention to all cautions and warnings.**

This owner's manual should be retained for future reference. We suggest you keep it with other important documents and product manuals.

Listing Label Information/Location
 The model information regarding your specific appliance can be found underneath the modern gas hearth set. See the **sample** rating plate below for locations of specifications.


CL-27-DSI (Crestline 27 with Direct Spark Ignition)				
GAS TYPE: Liquid Propane or Natural Gas	LPG:	NAT. GAS:	Manufacturer:	
Input (Direct Spark Ignition):	52,000 BTU/hr. (15.2 kW)	49,000 BTU/hr. (14.4 kW)	The Outdoor GreatRoom Company, LLC 14400 Southcross Dr. Suite 100 Burnsville, MN 55306	
Orifice Size:	#43	#27		
Inlet Pressure:	11 in. WC (2.74 kPa)	7 in. WC (1.74 kPa)		
Test Point Pressure:	10 in. WC (2.49 kPa)	3.5 in. WC (0.87 kPa)		
Min. Gas Supply Pressure:	9.0 in. WC (2.24 kPa)	4.5 in. WC (1.12 kPa)		
Max. Gas Supply Pressure:	14.0 in. WC (3.48 kPa)	11.0 in. WC (2.74 kPa)		
Minimum Fireplace Dimensions for Installation:	Front Opening Height:	Front Opening Width:	Fireplace Depth:	Chimney Flue Height:
	18 in. (457 mm)	30 in. (762 mm)	15 in. (381 mm)	15 ft. (4.57 m)
Testing Agency:	Underwriter's Laboratory	Serial #: XX	Date of Manufacture: XX	
ANSI Z21.60-2017 CSA 2.26-2017 <i>Decorative Gas Appliances for Installation in Solid-Fuel Burning Fireplaces</i>			The gas appliance regulator must be set for the gas with which the appliance is used.	

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1 Listing and Code Approvals

A. Appliance Certification

MODEL: CRESTLINE 27 DIRECT SPARK IGNITION
CL-27-DSI-NG, CL-27-DSI-LP

LABORATORY: Underwriters Laboratories, LLC
(UL LLC)

TYPE: Decorative Gas Appliance

STANDARD: Decorative Gas Appliances for
Installation in Solid-Fuel Burning Fireplaces

ANSI Z21.60-2017 * CSA 2.26-2017

When installing the Crestline 27 Direct Spark Ignition Light Modern Gas Hearth Sets, the installation and provisions for combustion and ventilation air must conform to the *National Fuel Gas Code, ANSI Z223.1/NFPA 54, or The Natural Gas and Propane Installation Code, CSA B149.1.*

WARNING

Do NOT use this appliance if any part of it has been underwater. Have an authorized service technician inspect the appliance and replace any part of the control system and any gas control which has been underwater.



WARNING: This product can expose you to chemicals including Lead, which are known to the State of California to cause cancer or birth defects or reproductive harm. For more information, visit www.P65Warnings.ca.gov

B. Specifications

Model	Orifice Size	Max Input
CL-27-DSI-LP	#43	52,000 BTU/hr. (15.2 kW)
CL-27-DSI-NG	#27	49,000 BTU/hr. (14.4 kW)

WARNING

Do not store or use gasoline, or other flammable vapors and liquids, in the vicinity of this or any other gas appliance.

WARNING

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

- Do NOT install damaged, incomplete, or substitute components

Report damaged parts to your dealer.

WARNING



The Outdoor GreatRoom Company disclaims any responsibility for, and the warranty will be voided by, the following actions:

- Installation and use of any damaged components.
- Modification of the burner assembly
- Installation other than as instructed by the Outdoor GreatRoom Company.

Any such action may cause a fire hazard.



Installation and repair should be performed 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.

2 Getting Started

A. Design and Installation Considerations

When planning an appliance installation, it is necessary to determine the following information before installing:

- Where will the appliance be installed?
 - See Section 3: *Minimum Fireplace Requirements*
- Gas supply piping
 - See Section 4: *Gas Setup and Information*

B. Tools and Supplies Required

Before beginning the installation and setup of the appliance, be sure that the following tools and supplies are available:

- Gloves
- Safety glasses
- Two (2) adjustable wrenches
- Non-corrosive leak-check solution
- Pipe thread sealant
- Slip-joint pliers
- Tape measure
- Manometer (For pressure testing)

C. Inspect the Appliance And Components

Once the necessary tools are gathered, every element and component of the appliance shall be inspected for damage before installation. **NEVER** install a damaged component. Report any damage to the manufacturer or location from which the appliance was purchased.

Review the Limited One Year Warranty information found at the end of this manual and all warnings within this manual.

D. Included Items

The following items are included with *Crestline 27 Direct Spark Ignition* modern gas hearth sets:

- CF-DSI Direct Spark Ignition System
- Three (3) bags of GFC-D glass media
- Stainless steel flex-line for connection to main gas supply
- 3/8" Flare X 1/2" FPT Ball valve
- Battery pack with heat-shield box

Optional items for *Crestline 27 Direct Spark Ignition* modern gas hearth sets:

- ON/OFF Remote transmitter
- A23 Battery (For remote transmitter)
- 115 VAC/3.3 VDC Power Adaptor

E. Additional Required Items

The following items are required for operation on *Crestline 27 Direct Spark Ignition* modern gas hearth sets:

- Two (2) D-Cell batteries
- Fireplace Screen

3 Minimum Fireplace Requirements

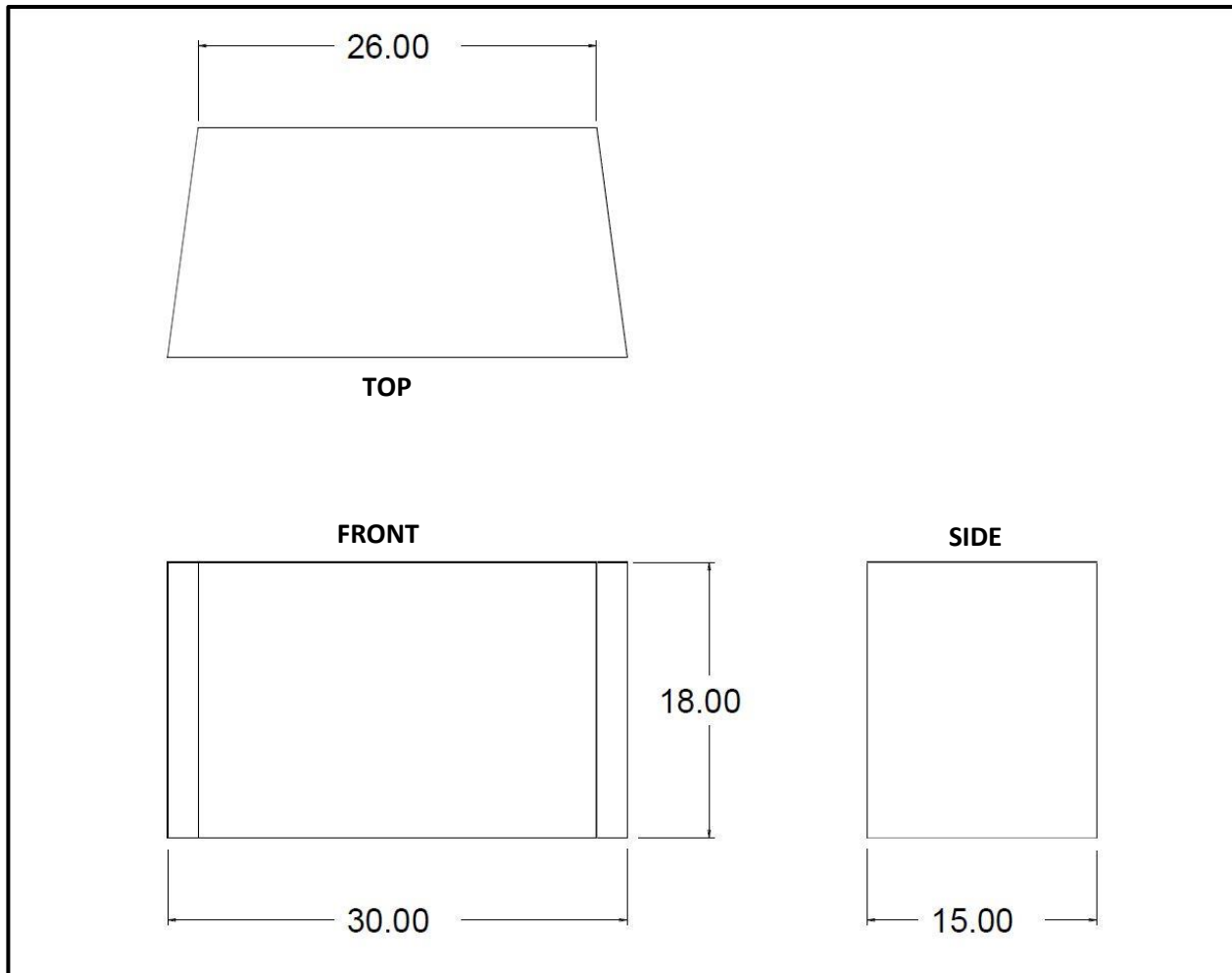


IMAGE 3.1

Minimum Fireplace Front Opening Width:	Minimum Fireplace Opening Height:	Minimum Fireplace Depth:	Minimum Fireplace Rear Opening Width:	Minimum Chimney Flue Height*:
30 in. (762 mm)	18 in. (457 mm)	15 in. (381 mm)	26 in. (660 mm)	15 ft. (4.57 m)

***NOTE:** Minimum chimney flue height is measured from the hearth to the top of the chimney. The minimum chimney flue height applies to both masonry fireplaces and factory-built fireplaces.

⚠ WARNING
 Failure to follow these requirements will nullify the certification and listing of this product and will cause unsafe component temperatures and operation.

4 Gas Setup and Information

⚠ WARNING: FIRE AND EXPLOSION RISK

VERIFY INLET PRESSURES

- High pressure may cause an over-fire condition.
- Low pressure may cause delayed ignition and explosion.
- Minimum pressures must be verified when ALL household appliances are operating.

AN APPLIANCE REGULATOR MUST BE INSTALLED UPSTREAM OF THE APPLIANCE FOR ALL PRESSURES ABOVE 14 IN. WC FOR LIQUID PROPANE AND ALL PRESSURES ABOVE 11 IN. WC FOR NATURAL GAS.

A. Fuel Type

- Before making any gas connections, ensure that the appliance being installed is compatible with the available gas type.
- This appliance comes setup for a specific gas type from the manufacturer. **Field conversion from one gas type to another is not recommended.**

B. Gas Pressure

Proper input pressures are required for optimum performance and safety. Gas line sizing is **extremely** important and should be performed only by a qualified gas professional. Supply line sizing requirements need to be made following *National Fuel Gas Code, ANSI Z223.1/NFPA 54*, or *The Natural Gas and Propane Installation Code, CSA B149.1*.

Pressure requirements for the appliance are shown in the table above and to the right. Pressure readings must be attained **WHILE THIS APPLIANCE AND ALL OTHER GAS APPLIANCES ARE IN OPERATION.**

Although it is safe to operate at minimum pressure, the unit should be operating at ideal inlet pressure, shown in the table above and to the right.

Model	Maximum Inlet Pressure	Minimum Inlet Pressure
CL-27-DSI-LP	14.0 in. WC (3.48 kPa)	9.0 in. WC (2.24 kPa)
CL-27-DSI-NG	11.0 in. WC (2.74 kPa)	4.5 in. WC (1.12 kPa)

Model	Ideal Inlet Pressure
CL-27-DSI-LP	11.0 in. WC (2.74 kPa)
CL-27-DSI-NG	7.0 in. WC (1.74 kPa)

C. Gas Supply and Connection

All fixed fuel piping (hard-piped) systems shall be installed in accordance to local building codes, if none exist the *National Fuel Gas Code, ANSI Z223.1/NFPA 54*, or *The Natural Gas and Propane Installation Code, CSA B149.1* should be followed.

Installation of fixed fuel piping (hard-piped) systems should be performed **only by authorized installers approved and/or licensed as required by the locality.**

- The included ball valve (dedicated manual shut-off valve) shall be installed upstream of this appliance and its controls.
- This appliance and its dedicated manual shutoff valve need to be disconnected from the main gas supply system during any pressure testing in excess of ½ psi (3.5 kPa).
- This appliance must be isolated from the main gas supply by closing the dedicated manual shutoff valve during any pressure testing of the gas supply system at test pressures equal to or less than ½ psi (3.5 kPa).

D. Leak Check and Line Purge

Once the gas piping system is in place, all fittings and connections need to be checked for leaks.

- Use a commercially available, non-corrosive leak-check solution.
- Once leak test is complete, be sure to rinse off all remaining leak-check solution from the gas piping system.

WARNING: CHECK FOR GAS LEAKS

FIRE RISK

EXPLOSION RISK

ASPHYXIATION RISK

- Check all fittings and connections.
- Do not use an open flame.
- Eliminate possible ignition sources such as open flames and sparks during leak check.
- Presence of gas leaks can lead to high levels of carbon monoxide. If leaks are detected, ensure proper ventilation is available to expedite the dissipation of leaked gas.

- After leak check has been performed and the gas supply system is leak-free, a purge of the air in the supply line should be performed in order to ensure a safe first ignition of the appliance.

WARNING:

FIRE RISK

EXPLOSION RISK

- Gas build-up during purge may ignite.
- Purge should be performed by an authorized gas technician.
- Eliminate possible ignition sources such as open flames and sparks during leak check.
- Ensure adequate ventilation.

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

Installation and repair should be performed only by a qualified service technician.

5 Installation

A. Damper Clamp Installation

The damper clamp that is included with the *Crestline 27 Direct Spark Ignition Modern Gas Hearth Sets* is provided as a means to keep the chimney damper from fully closing. See **Image 5.1**. **The damper clamp must be permanently installed.**

1. Attach the damper clamp to the damper blade using a wrench or slip-joint pliers by tightening set-screw. See **Image 5.2**.
2. Measure the opening length and width to get the opening area and compare to the table below.

If the damper clamp does not fit the damper blade, or fails to provide the minimum permanent free opening listed in the table shown below, have a permanent stop installed, or cut the damper blade to ensure that minimum permanent

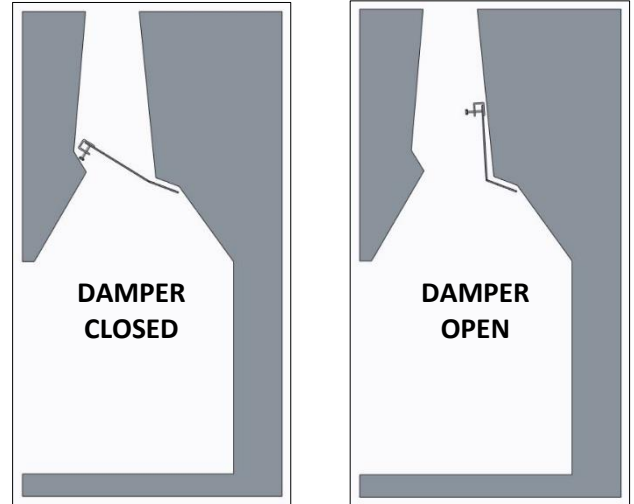


IMAGE 5.1



IMAGE 5.2

B. Chimney Damper Minimum Free Opening Area

Minimum permanent free opening area of chimney damper (Minimum venting requirement)

For factory built fireplaces:

Chimney height*:

15 ft. (4.57 m)

20 ft. (6.10 m)

25 ft. (7.62 m)

30 ft. (9.14 m)

Opening:

22 in.² (142 cm²)

19 in.² (123 cm²)

16 in.² (104 cm²)

15 in.² (97 cm²)

For masonry fireplaces:

Chimney height*:

15 ft. (4.57 m)

20 ft. (6.10 m)

30 ft. (9.14 m)

Opening:

32 in.² (207 cm²)

29 in.² (187 cm²)

27 in.² (175 cm²)

*NOTE: The MINIMUM chimney height is 15 ft. (4.57 m) from hearth to top of chimney.

THESE ARE MINIMUM DAMPER OPENING REQUIREMENTS. THE DAMPER MUST BE FULLY OPENED WHEN THE APPLIANCE IS IN OPERATION TO PROVIDE ADEQUATE VENTILATION.

C. Gas Connection

Ensure the appliance is designed for the gas supplied to the fireplace (LP or natural gas). Ensure that the fireplace floor is swept clean and level. Follow all instructions and diagrams carefully.

1. Ensure the main gas supply valve to the gas system is closed prior to making any connections.
2. Connect the supplied 3/8" Flare X 1/2" FPT ball valve to the gas supply line. Pipe thread sealant should be applied to the gas supply pipe. Tighten the connection with two (2) adjustable wrenches. See **Image 5.3**. When installed, the ball valve should be closed.
3. Connect the stainless steel flex-line from the *Crestline 27 Modern gas hearth set* to the 3/8" Flare X 1/2" FPT ball valve. **This connection does not require pipe thread sealant.** Tighten connection with two (2) adjustable wrenches. See **Image 5.4**.
4. Open the main gas supply valve and apply non-corrosive leak check solution to the connection between the main gas supply and the ball valve. Clean off residual leak check solution.
5. If any leaks are present, turn off the main gas supply and check all connections, tightening as necessary. Repeat **Step 4**. If no leaks are present, continue to **Step 6**.
6. Open the ball valve and apply non-corrosive leak check solution to the connection between the stainless steel flex-line from the *Crestline 27 Direct Spark Ignition Modern gas hearth set* and the ball valve. Clean off residual leak check solution.
7. If any leaks are present, turn off the main gas supply and check all connections, tightening as necessary. Repeat **Step 6**. If no leaks are present, gas connection is complete.

⚠ WARNING

Installation and repair should be performed only by a qualified service technician.



Image 5.3



Image 5.4

⚠ WARNING

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

D. Electrical Connection (Battery Operation)

1. Ensure the appliance control switch is in the **OFF** position and the appliance ball valve is closed before making any connections. See **Image 5.5**.
2. Insert two (2) D-Cell batteries into the battery holder. See **Image 5.6**.
3. Connect the battery pack to the control module wiring harness. The battery pack wires and wire harness connection points are labelled 3.3 VDC + and 3.3 VDC -. **If wires are reversed, unit will not function.** See **Image 5.7**.
4. With the appliance oriented vertically, feed the wires from the battery pack into the unit through the hole shown in **Image 5.8**.
5. Position the battery pack as shown in **Image 5.9**.
6. **With the appliance ball valve shut and the appliance placed back in its operating position,** turn the appliance control switch to the **ON** position. One (1) audible beep should be heard and the appliance should begin sparking. Electrical connection is complete.

E. Electrical Connection (Power Adaptor Operation)

1. Ensure the appliance control switch is in the **OFF** position and the appliance ball valve is closed before making any connections. See **Image 5.5**.
2. Connect power adaptor to an available 115 VAC outlet. Ensure that this outlet is installed in accordance with local electrical codes. If none exist, the *National Electrical Code, NFPA 70*, or *Canadian Electrical Code, CSA C22.1* should be followed.
3. Connect the power adaptor to the control module wiring harness. The power adaptor wires and wire harness connection points are labelled 3.3 VDC + and 3.3 VDC -. **If wires are reversed, unit will not function.** See **Image 5.8**.



Image 5.5

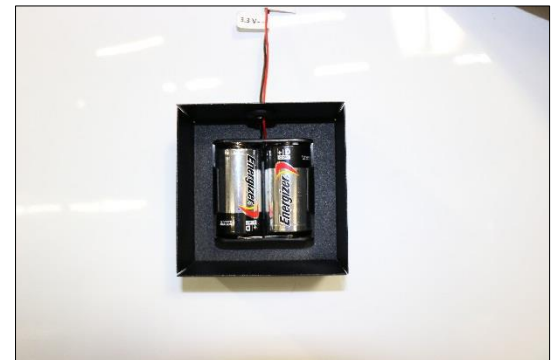


Image 5.6

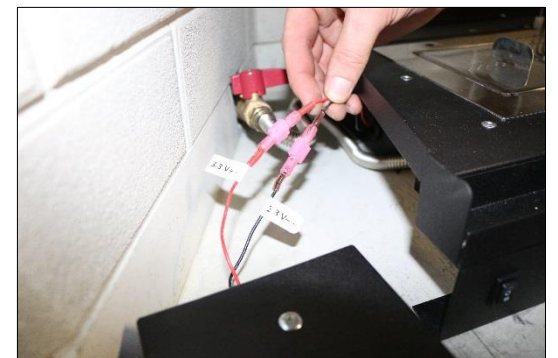


Image 5.7



Image 5.8

4. With the appliance oriented vertically, feed the wires from the power adaptor into the unit through the hole shown in **Image 5.7**.

5. Route wires out of the fireplace so that they are as far away from the appliance as possible. See **Image 5.10**.

6. **With the appliance ball valve closed and the appliance placed back in its operating position**, turn the appliance control switch to the **ON** position. One (1) audible beep should be heard and the appliance should begin sparking. Electrical connection is complete.



Image 5.9



Image 5.10

⚠ WARNING:

ELECTRIC SHOCK HAZARD



- Do not make modifications to the electrical wiring of this appliance.
- Disconnect appliance from power source before attempting service.
- Service should only be performed by qualified professionals.

F. Optional Remote Pairing

1. Install one (1) A23 battery in the remote transmitter.

2. Put the appliance into **Remote Operation** mode. See **Image 5.11**.

3. With the appliance oriented vertically, push the control module “program” button with a paperclip or other small, thin tool. See **Image 5.12**. A single beep will be audible.

4. Press the “Set” button on the remote transmitter. See **Image 5.13**. A series of three beeps will be audible. Remote pairing is complete.



Image 5.11

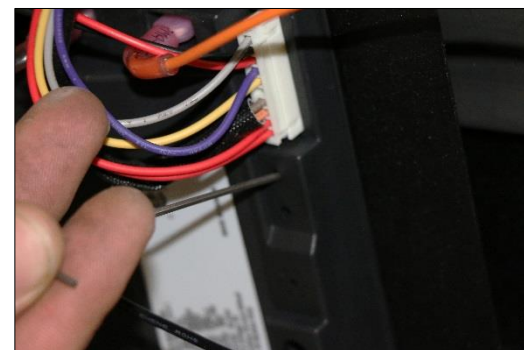


Image 5.12



Image 5.13

G. Media Installation

1. Open the three (3) bags of supplied GFC-D glass media.
2. Empty the bags carefully onto the burner surface and sheet metal surround piece.
3. Spread the glass media evenly across the entire top surface of the log set.
4. Media should NOT be contacting the electrodes.
5. Refer to **Image 5.14** for recommended media installation and distribution.

Other media options can be used in the *Crestline 27 Direct Spark Ignition Modern gas hearth set*, but are to be approved and supplied by the Outdoor GreatRoom Company. This ensures that the proper amount of media is used and that the media is safe for use in gas



Image 5.14

MEDIA MUST BE IN PLACE DURING OPERATION.
Operation of appliance without media will damage the burner.

Overfilling of the burner with media can cause adverse operational issues.

Use of burner media other than that supplied by The Outdoor GreatRoom Company is not recommended and could lead to operational issues.

Additional media can be used to fill the surrounding area of the fireplace around the *Crestline 27 Direct Spark Ignition Modern gas hearth set*.

Contact your local *Outdoor GreatRoom Company* dealer to purchase additional glass media.

H. Additional Operating Safety Information

- Adults shall be present when this appliance is in operation. The appliance shall be attended when in use and shall not be left burning when unattended or when anyone is asleep.
- A fireplace screen must be in place when the appliance is in operation. Provisions for adequate combustion air must be maintained. The screen shall have opening(s) for introduction of combustion air unless other provisions for combustion air are provided. Adequate combustion air is achieved when all flames curl away from the screen and into the fireplace.
- When a glass fireplace door is used, leave the doors **FULLY OPEN** when the appliance is operating.

6 Lighting and Operation

A. Manual Lighting

1. Ensure that burner and igniter are free of obstructions and debris.
2. Ensure the dedicated gas supply valve is open.
3. Fully open the chimney damper.
4. Turn the control switch to the **ON** position. See **Image 6.1**.
5. The system will begin sparking and ignition should occur within 5 seconds. See **Image 6.2**. If ignition takes longer than 12 seconds, the system will shut down. **If system does not achieve ignition, turn switch to OFF and wait 5 minutes before reattempting ignition.**
6. To extinguish, turn control switch to the **OFF** position.



Image 6.1



Image 6.2

B. Optional Remote Operation

ALWAYS visually confirm that appliance is safe to ignite before initiating ignition with remote transmitter.

1. Ensure that burner and igniter are free of obstructions and debris.
2. Ensure the dedicated gas supply valve is open.
3. Fully open the chimney damper.
4. Turn the control switch to the **REMOTE** position. See **Image 6.1**.
5. Press the **ON/OFF** button on the remote transmitter. See **Image 6.3**.
6. The system will begin sparking and ignition should occur within 5 seconds. See **Image 6.2**. If ignition takes longer than 12 seconds, the system will shut down. **If system does not achieve ignition, turn switch to OFF and wait 5 minutes before reattempting ignition.**
7. To extinguish, press the **ON/OFF** button on the remote transmitter again.



Image 6.3

When unit will not be operated for extended periods of time, turn the control switch to the OFF position to prevent battery drainage and accidental ignition.

Keep remote out of reach of children.

7 Troubleshooting

Symptom		Possible Causes		Corrective Actions
1.	Burner will not ignite	A.	Appliance ball valve is closed.	Open appliance ball valve and reattempt ignition.
		B.	Dead batteries or no power from power adaptor	Replace batteries as necessary. Ensure that power adaptor is connected to an outlet with power.
		C.	Obstruction in gas pathway.	Check the burner orifice and burner neck for blockage. <i>This should be done by a qualified service technician.</i>
2.	Low flames and/or burner will not stay lit.	A.	Improper air shutter adjustment.	The air shutter is adjusted from the factory for optimal performance. For NG, air shutter will be fully closed. For LP, the air shutter will be 3/16" open.
		B.	Improper gas supply pressure.	Ensure that appliance is operating at the ideal inlet gas pressure detailed on Pg. 7. <i>This should be done by a qualified service technician.</i>
3.	Flames from burner are blue and translucent.	A.	Improper air shutter adjustment.	The air shutter is adjusted from the factory for optimal performance. For NG, air shutter will be fully closed. For LP, the air shutter will be 3/16" open.
		B.	Improper gas supply pressure.	Ensure that appliance is operating at the ideal inlet gas pressure detailed on Pg. 7. <i>This should be done by a qualified service technician.</i>
4.	During operation, metallic pinging noises are occurring.	A.	Different thermal expansion rates of different components.	Do nothing. This is a normal physical characteristic of metal components when they are heated. Various components will expand at different rates resulting in metallic noises.
5.	Decorative glass media cracking and/or splitting.	A.	Normal use over a long period of time.	Over time, the tempered glass media supplied with the appliance can break down. Replacement glass can be installed after damaged glass is removed.
		B.	Excessive thermal shock (abrupt temperature changes) over a short period of time.	Avoid the dumping of liquids (beverages) into the appliance. Replacement glass can be installed after damaged glass is removed.
6.	Ignitor makes clicking sound but no visible spark is produced.	A.	Gap between sparker electrode and ground electrode is too great.	Ensure that the gap between sparking electrode and ground electrode is 1/4" or less.
		B.	Excessive media buildup around igniter.	Ensure that media installation instructions are followed and media is not contacting the sparking and ground electrodes.

7.	Ignitor makes no clicking sound and no visible spark is produced.	A.	Battery is dead or not installed or power adaptor unplugged	Ensure that new D-Cell batteries are installed in the battery pack OR check power adaptor.
		B.	Gap between sparker electrode and ground electrode is too great.	Ensure that the gap between sparking electrode and ground electrode is 1/4".
		C.	Excessive media buildup around igniter.	Ensure that media installation instructions are followed and media is not contacting the sparking and ground electrodes.
8.	Excessive soot buildup in firebox, or soot buildup in room.	A.	Improper gas supply pressure.	Ensure that appliance is operating at the ideal inlet gas pressure detailed on Pg. 7. <i>This should be done by a qualified service technician.</i>
		B.	Drafts present in room or house.	Close air conditioning and heating vents, returns, and outside air intake vents. Any fans blowing in the direction of the fireplace should not be operated when appliance is in use.
		C.	Obstruction in gas pathway.	Check the burner orifice and burner neck for blockage. <i>This should be done by a qualified service technician.</i>
		D.	Wrong gas being supplied to appliance.	Ensure that the gas being supplied to the appliance matches the gas for which the appliance is setup.
		E.	Addition of non-approved accessories to the appliance.	Turn off appliance and allow to cool. Remove all non-approved accessories from appliance.
9.	Excessive odors during operation.	A.	Gas leak present somewhere in gas system.	Shut off gas supply to appliance with dedicated shut-off valve and follow instructions on front page of this manual. A smell like rotten eggs means that raw gas is present.
		B.	New paint, new carpet, or other fumes being drawn into fireplace and combusting.	A smell like a kerosene lamp represents dirty combustion caused by the presence of various fumes in the air. Oil-based stains and other products can cause odors when combusted. Shut down appliance and thoroughly ventilate the area before reattempting operation.

This list is not exhaustive but contains the most common problems to be encountered in the field.

For additional troubleshooting information not detailed in this manual, first contact the dealer or location from which the product was purchased.

**If additional assistance is required, contact:
The Outdoor GreatRoom Company at 1-866-303-4028**

8 Service and Maintenance

For service calls: Contact the dealer from which the appliance was purchased first.

Contact The Outdoor GreatRoom Company at 1-866-303-4028 if further assistance is required.

A. Regular Maintenance Tasks

Maintenance of the appliance should be performed by a qualified professional at a minimum of one (1) year intervals.

Depending on use and environmental conditions, service and maintenance may be required at more frequent intervals.

Disconnect power supply and close dedicated gas shutoff valve to appliance before performing any service or maintenance on this appliance.

1. Inspect burner surface for damage and debris.
 - a. Remove glass media. See **Image 8.1**.
 - b. Remove dirt and debris with compressed air.
 - c. Wipe surface clean with soft cotton rag.
 - d. Check for damage and corrosion of the burner surface that would cause gas leaks. See **Image 8.2**.
2. Inspect igniter for buildup and corrosion. See **Image 8.3**
 - a. Clean electrodes with fine-grit emery cloth.
 - b. Remove dust and debris with compressed air.
3. Verify function of appliance.
 - a. Ensure that unit operates as detailed in Section 6 of this manual.

The venting system (chimney flue) must be maintained in order for the appliance to continue to operate safely.

Annual inspection and cleaning of the flue by a qualified professional is recommended.

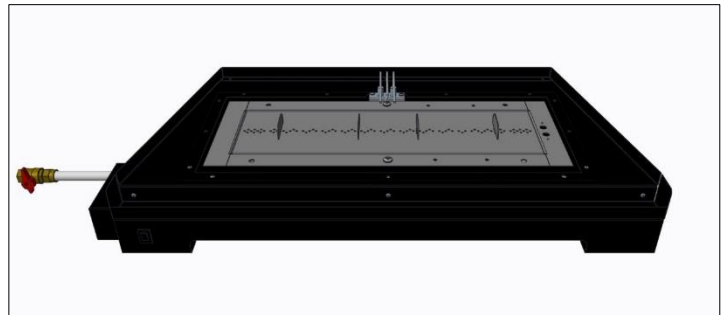


Image 8.1

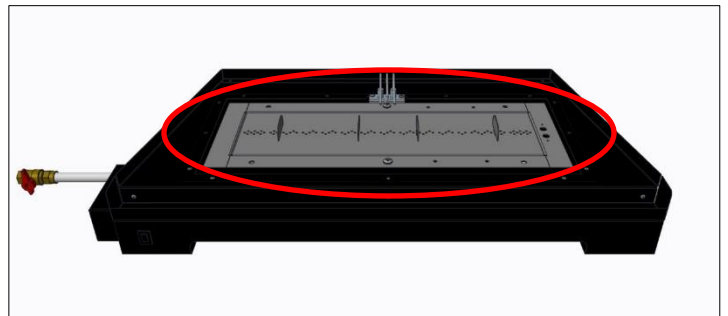


Image 8.2

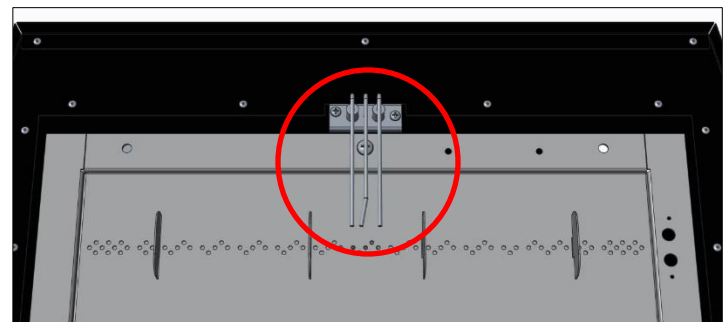


Image 8.3

B. Cleaning the Appliance

1. Remove glass media from top surface of appliance.
2. Clean glass media in a basin of water mixed with dish soap. Allow to dry on a towel.
3. Burner surface can be cleaned with a vacuum cleaner and wiped with a soft cotton rag. See **Image 8.4**.
4. Outer surfaces of the appliance can be cleaned with an ammonia-free household cleaner and a soft cotton rag. See **Image 8.5**.
5. Clean burner neck and orifice with compressed air if obstructions in gas pathway are suspected. See **Image 8.6**.

Disconnect power supply and close dedicated gas shutoff valve to appliance before cleaning this appliance.

C. Burner Flame Inspection

The burner flame appearance should be verified on a monthly basis.

The burner flames should be blue at the base and yellow at the tips of the flames. See **Image 8.7** for a visual representation of acceptable flame appearance and performance. **There should be no soot at the top of the flames.**

The appliance in this image is operating on natural gas. A propane flame will be more yellow than a natural gas flame.

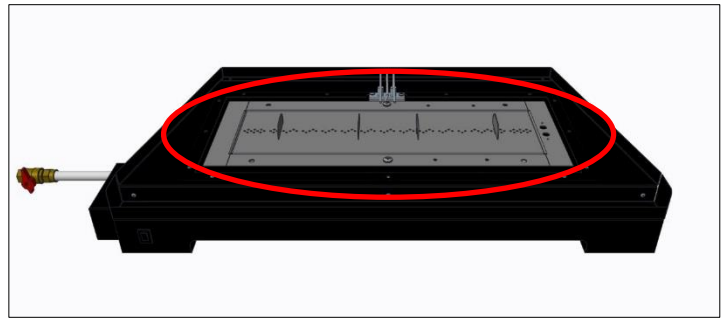


Image 8.4

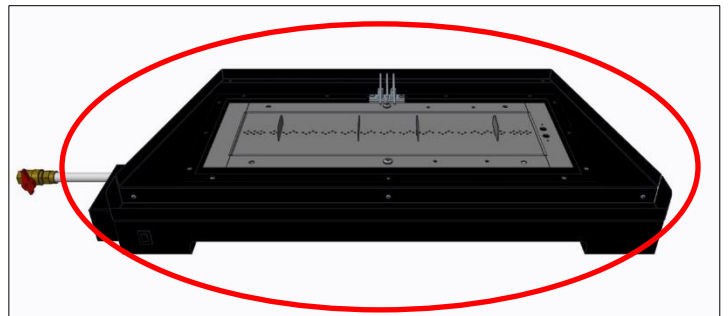


Image 8.5

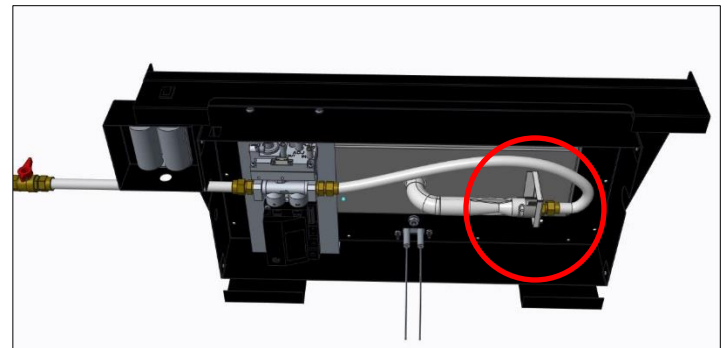


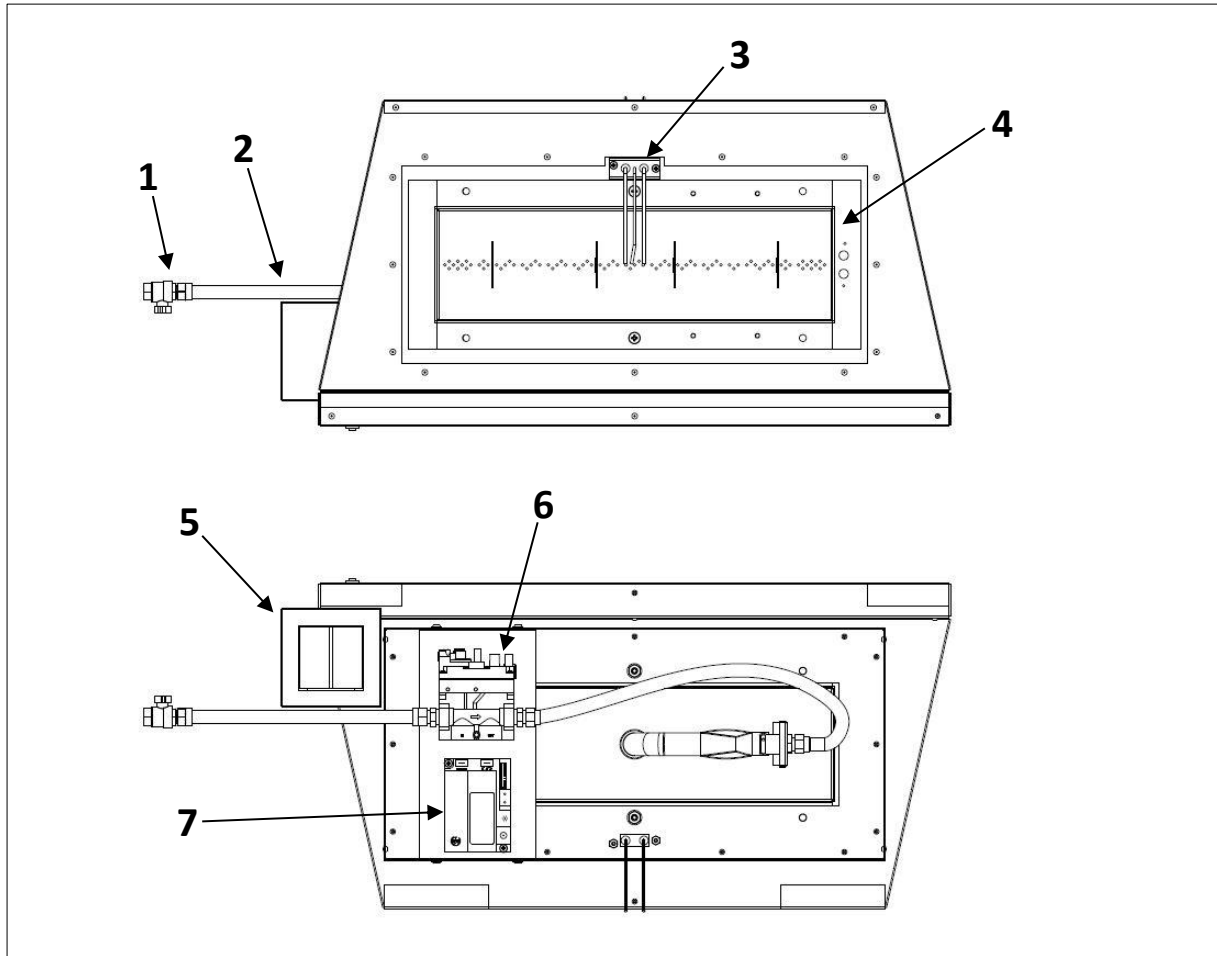
Image 8.6



Image 8.7

9 Reference Materials

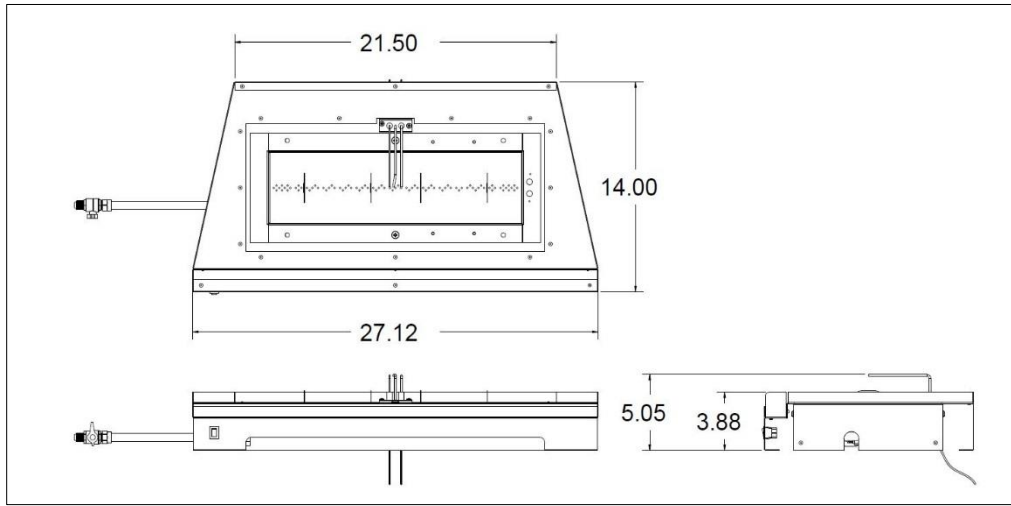
A. Service Parts



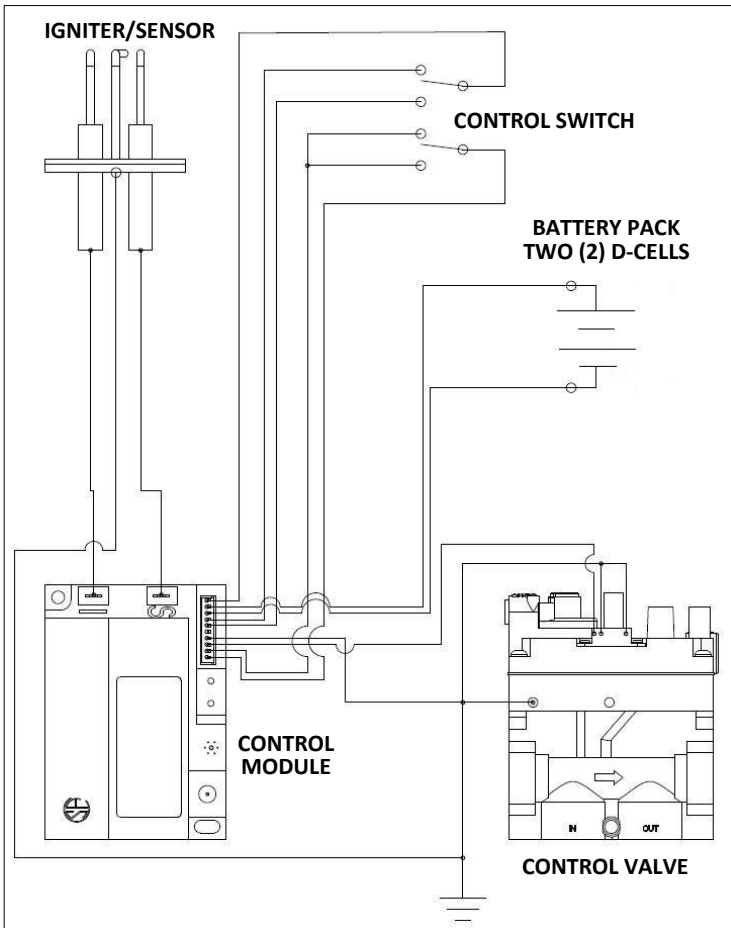
#	Part Description	Part Number
1	3/8" Male Flare X 1/2" NPTF Ball Valve	01-387
2	16" Long 3/8" Flare Stainless Steel Flex-Line	T100-9898-16
3	3-Prong Ignitor for Direct Spark Ignition System	CF-DSI-ELECTRODE
4	7" X 19" Crystal Fire Burner Pan	NF-7X19
5	Crestline Battery Pack	CL-BP
6	Direct Spark Ignition Control Valve	OGR-6003V-LP
7	Direct Spark Ignition Control Module	OGR-6KR-NT
8	115 VAC / 3 VDC Power Adaptor (Not Pictured)	OGR-3V-ADP
9	Clear Glass Media (Not Pictured)	GFC-D

To order service parts: Contact the dealer from which the appliance was purchased.

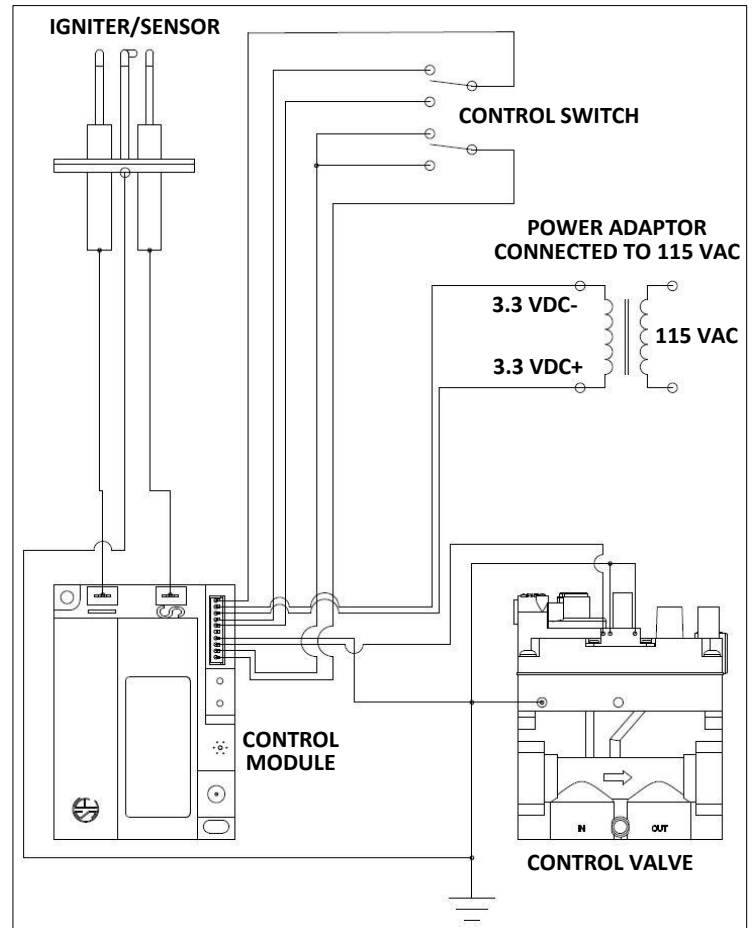
B. Dimensional Information



C. Wiring Diagrams



BATTERY OPERATION



POWER ADAPTOR OPERATION

10 Warranty Information



The Outdoor GreatRoom Company, LLC Outdoor Products Limited Warranty

The Outdoor GreatRoom Company, LLC (OGC) extends the following warranty for OGC outdoor products used in the United States of America or Canada. Dealers and employees of The Outdoor GreatRoom Company, LLC have no authority to make any warranty or authorize any remedies in addition to or inconsistent with the terms of this warranty. This warranty gives you specific legal rights. You may also have other rights that vary from state to state.

The Outdoor GreatRoom Company, LLC warrants that this OGC Outdoor Product (the "Product") will be free from defects in material and workmanship for a period of **one (1) year** from its date of purchase. Stainless steel parts and assemblies carry a **limited lifetime warranty**. This warranty is subject to the conditions, exclusions and limitations described below.

This warranty applies only to the original owner of the Product and is non-transferable. The Outdoor GreatRoom Company, LLC obligation under this warranty does not extend to damages resulting from (1) assembly, operation or maintenance of the Product not in accordance with the Installation/Assembly Instructions, Operating Instructions and the Listing Agency Identification Label furnished with the Product; (2) installation or use which does not comply with local building codes and ordinances; (3) shipping, improper handling, improper operation, abuse, misuse, accident or unworkmanlike repairs; (4) use of fuels other than those specified in the Operating Instructions; (5) Installation or use of components not supplied with the Product or any other components not expressly authorized and approved in writing by OGC and/or (6) modification of the Product not expressly authorized and approved in writing by OGC. Any of the circumstances described in the previous sentence voids this warranty. This warranty is void if the Product or any component has been removed, repaired, or replaced before OGC has been afforded a reasonable opportunity to inspect the Product.

This warranty is limited to the replacement or repair of defective components or workmanship and OGC may fully discharge its obligations under this warranty by repairing or replacing, at its discretion, the defective components. The Outdoor GreatRoom Company, LLC will provide replacement parts at no charge and will pay reasonable and necessary labor and freight costs related to replacing or repairing defective components under this warranty. The maximum amount recoverable under this warranty is limited to the purchase price of the Product and, if OGC is unable to provide replacement or repair in an expedient and cost-effective manner OGC may discharge all obligations under this warranty by refunding the purchase price of the Product.

EXCEPT TO THE EXTENT PROVIDED BY LAW, THE OUTDOOR GREATROOM COMPANY, LLC MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY EXPRESSED HEREIN. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO THE DURATION OF THE WARRANTY SPECIFIED ABOVE. IN NO EVENT SHALL THE OUTDOOR GREATROOM COMPANY BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY DEFECTS IN THE PRODUCT. Some states do not allow limitations on how long an implied warranty lasts, or do not allow exclusion or limitation of incidental or consequential damages, so these limitations may not apply to you.

To obtain service under this warranty, you must:

- Send written notice of the claimed condition to: The Outdoor GreatRoom Company, 14400 Southcross Dr. W, Suite 100, Burnsville, MN 55306 or contact OGC via phone at: 1-866-303-4028.
- Affirm that you are the original owner of the Product.
- Provide The Outdoor GreatRoom Company, LLC reasonable opportunity to investigate the claim, including reasonable opportunity to inspect the Product prior to any repair or replacement work and before the Product or any component of the Product has been removed.