

# Greenfire® GC60-2

## TECHNICAL MANUAL

### Freestanding Cast Iron Pellet Stove



French Manual: <https://bit.ly/3bzMqj0>  
Manuel en Français : <https://bit.ly/3bzMqj0>

**PLEASE READ THIS ENTIRE MANUAL BEFORE INSTALLATION AND USE OF THIS PELLET-BURNING ROOM HEATER. FAILURE TO FOLLOW THESE INSTRUCTIONS COULD RESULT IN PROPERTY DAMAGE, BODILY INJURY OR EVEN DEATH.**

Contact your building or fire officials about restrictions and installation inspection requirements in your area.

#### **WARNING:**

Improper installation, adjustment, alteration, service or maintenance can cause injury, property damage, or loss of life. Refer to this manual. For assistance or additional information consult an authorized installer or service agency.

#### **FOR YOUR SAFETY:**

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

Installation and service must be performed by an authorized installer or service agency.

Tested by:



Intertek

***IMPORTANT: SAVE THESE INSTRUCTIONS***

**Safety Note:** If this stove is not properly installed, a house fire may result. For your safety, follow the installation instructions, contact local building, fire officials, or authority having jurisdiction about restrictions and installation inspection requirements in your area.

The authority having jurisdiction should be consulted before installation to determine the need to obtain a permit.

**Emissions and Efficiency:** This manual describes the installation and operation of the Regency GC60-2 pellet heater. This heater is U.S. ENVIRONMENTAL PROTECTION AGENCY certified to comply with 2020 particulate emission standards. Under specific test condition this heater has been shown to deliver heat at rates ranging from: 7,817 - 38,437 Btu/hr



**Efficiency:** 78%\* HHV (PFS TECO 21-703)


\* When using optional top vent adaptor kit (GC60-920) and 4" to 6" flue adaptor (4PVP-X6). See instruction manual for further information.

**FIRE EXTINGUISHER AND SMOKE DETECTION:** All home with a pellet burning stove should have at least one fire extinguisher in a central location known to all the household. Smoke detectors and carbon monoxide detectors should be installed maintained in the room containing the stove. If it sounds the alarm, correct the cause but do not deactivate. You may choose to relocate the smoke the smoke detection device within the room; **DO NOT REMOVE THE SMOKE OR CARBON MONOXIDE DETECTORS FROM THE ROOM.**

**WARNING:** This wood heater needs periodic inspection and repair for proper operation. It is against federal regulation to operate this wood heater in a manner inconsistent with operating instructions in this manual.

**WARNING:** This wood heater has a manufacturer set minimum low burn rate that must not be altered. It is against federal regulations to alter this setting or other wise operate this wood heater in a manner inconsistent with operating instructions in this manual.

 NATIONAL FIREPLACE INSTITUTE  
We recommend that our products be installed and serviced by professionals who are certified in the U.S. by the National Fireplace Institute® (NFI) or in Canada by Wood Energy Technical Training (WETT).  
 Wood Energy Technical Training  
www.wettinc.ca

 **WARNING: Cancer and Reproductive Harm**  
www.P65Warnings.ca.gov  
919-874

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# Safety Warnings & Recommendations

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**\*This manual is designed for the technician in conjunction with the owner's manual.\***

**Please read this entire Technical Manual before installing or operating your Hampton Pellet Stove. Failure to follow these instructions may result in property damage, bodily injury or even death. Any unauthorized modification of the appliance or use of replacement parts not recommended by the manufacturer is prohibited. All national and local regulations shall be complied with when operating this appliance.**

**Caution: Do not connect to any air distribution duct or system.**

**Warning:** Never place wood, paper, furniture, drapes or other combustible materials within 48" (122cm) of the front of the unit, 12" (30.5cm) from each side, and 4" (10cm) from the back of the unit. Do not let children or pets touch it when it is hot.

To prevent the possibility of a fire, ensure that the appliance is properly installed by adhering to the installation instructions. An Hampton dealer will be happy to assist you in obtaining information with regards to your local building codes and installation restrictions.

**FIRE EXTINGUISHER AND SMOKE DETECTION:** All homes with a pellet burning stove should have at least one fire extinguisher in a central location known to all in the household. Smoke detectors should be installed and maintained in the room containing the stove. If it sounds the alarm, correct the cause but do not deactivate. You may choose to relocate the smoke detection device within the room; **DO NOT REMOVE THE SMOKE DETECTOR FROM THE ROOM.**

**CHIMNEY OR RUN AWAY FIRE (SOOT/CREASOTE):** Call local fire department (or dial 911). Close the draft fully. Extinguish the fire in the burn pot liner with a cup of water and close the door. Examine the flue pipes, chimney, attic, and roof of the house, to see if any part has become hot enough to catch fire. If necessary, spray with fire extinguisher or water from the garden hose. **IMPORTANT:** Do not operate the stove again until you are certain the chimney and its lining have not been damaged. Check daily for creasote build-up until experience shows how often you need to clean to be safe.

**OPERATION:** The door and ash drawer must be kept closed when the unit is in operation to prevent fume spillage and for proper and safe operation of the pellet stove. Also ensure all gaskets on the door are checked and replaced when necessary. **Unit hot while in operation. Keep children, clothing and furniture away. Contact may cause skin burns.**

**CAUTION:** When operating during adverse weather, if the unit exhibits dramatic changes in combustion stop using the unit immediately.

**FUEL:** This stove is designed and approved to only burn wood pellets of any quality, corn, wheat, barley, and grass. Dirty fuel will adversely affect the operation and performance of the unit and may void the warranty. Check with your dealer for fuel recommendations. **THE USE OF CORDWOOD IS PROHIBITED BY LAW. Do not burn garbage or flammable fluids such as gasoline, naphtha or engine oil.**

**SOOT/CREASOTE:** Operation of the stove with insufficient combustion air will result in the formation of soot/creasote which will collect on the glass, the heat exchanger, the exhaust vent system, and may stain the outside of the house. Frequently check your stove and adjust the combustion air trim and/or if necessary adjust the slider/damper as needed to ensure proper combustion. **See: "SLIDER/DAMPER SETTING".**

**CLEANING:** There will be some build up of fly ash and small amounts of creasote in the exhaust. This will vary due to the ash content of the fuel used and the operation of the stove. It is advisable to inspect and clean the exhaust vent semi-annually or every two tons of pellets. The appliance, flue gas connector and the chimney flue require regular cleaning. Check them for blockage prior to re-lighting after a prolonged shut down period. If a significant layer of creasote has accumulated in the flue (3mm or more) it should be removed to reduce the risk of a chimney fire.

**ASHES:** Disposed ashes should be placed in a metal container with a tight fitting lid. The closed container of ashes should be on a non-combustible surface, well away from all combustible materials pending final disposal. If the ashes are disposed of by burial in soil or otherwise locally dispensed, they should be retained in the closed container until all cinders have thoroughly cooled.

# Safety Warnings & Recommendations

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**ELECTRICAL: The use of a surge protected power bar is highly recommended.** The unit must be grounded. The grounded electrical cord should be connected to a standard 110-120 volts (4.2 Amps), 60 hertz electrical outlet and also must be accessible. If this power cord should become damaged, a replacement power cord must be purchased from the manufacturer or a qualified Hampton dealer. Be careful that the electrical cord is not trapped under the appliance and that it is clear of any hot surfaces or sharp edges. This unit's maximum power requirement is 504 watts.

When installing the stove in a mobile home, it must be electrically grounded to the steel chassis of the home and bolted to the floor.

**GLASS:** Do not abuse the glass by striking or slamming the door. Do not attempt to operate the stove with broken glass. The stove uses ceramic glass. Replacement glass must be purchased from an Hampton dealer. Do not attempt to open the door and clean the glass while the unit is in operation or if glass is hot. To clean the glass, use a soft cotton cloth and mild window cleaner, gas or wood stove glass cleaner, or take a damp paper towel and dip into the fly ash. This is a very mild abrasive and will not damage the glass. Do not use polishing compounds or abrasive cleaners.

**KEEP ASH PAN FREE OF RAW FUEL.** DO NOT PLACE UNBURNED OR NEW PELLET FUEL IN ASH PAN. A fire in the ash pan may occur.

**INSTALLATION:** Contact your local building or fire official to obtain a permit and any information on installation restrictions and inspection requirements for your area.

Be sure to maintain the structural integrity of your home when passing a vent through walls, ceilings, or roofs, and all construction meets local building codes. It is recommended that the unit be secured into its position in order to avoid any displacement. This appliance must be installed on a floor with an adequate load bearing capacity, if existing construction doesn't meet load capacity, suitable measures (e.g. load distributing plate) must be taken to achieve it.

DO NOT INSTALL A FLUE DAMPER IN THE EXHAUST VENTING SYSTEM OF THIS UNIT.

DO NOT CONNECT THIS UNIT TO A CHIMNEY FLUE SERVING ANOTHER APPLIANCE.

**FRESH AIR:** This unit uses large quantities of air for combustion; outside Fresh Air connection is **strongly** recommended. Fresh Air **must** be connected to all units installed in Mobile and "Air Tight Homes" (R2000) or where required by local codes.

Consider all large air moving devices or any other appliance which may compete for fresh air when installing the unit and provide room air accordingly. NOTE: Extractor fans when operating in the same room or space as the appliance may cause problems. Limited air for combustion may result in poor performance, smoking and other side effects of poor combustion.

The stove's exhaust system works with negative combustion chamber pressure and a slightly positive chimney pressure. It is very important to ensure that the exhaust system be sealed and airtight. The ash pan and viewing door must be locked securely for proper and safe operation of the pellet stove.

Do not burn with insufficient combustion air. A periodic check is recommended to ensure proper combustion air is admitted to the combustion chamber. Setting the proper combustion air is achieved by adjusting the slider damper located on the left side of the stove.

Soot or creosote may accumulate when the stove is operated under incorrect conditions such as a rich burn (black tipped, lazy orange flames).

If you have any questions with regards to your stove or the above-mentioned information, please feel free to contact your local dealer for further clarification and comments.

**SINCE REGENCY FIREPLACE PRODUCTS LTD. HAS NO CONTROL OVER THE INSTALLATION OF YOUR STOVE, REGENCY FIREPLACE PRODUCTS LTD. GRANTS NO WARRANTY IMPLIED OR STATED FOR THE INSTALLATION OR MAINTENANCE OF YOUR STOVE. THEREFORE, REGENCY FIREPLACE PRODUCTS LTD. ASSUMES NO RESPONSIBILITY FOR ANY CONSEQUENTIAL DAMAGE(S). SAVE THIS INSTRUCTION MANUAL FOR FUTURE REFERENCE.**

# Safety Decal

This is a copy of the safety label that accompanies each GC60-2. We have printed a copy of the contents here for your reference.

On the GC60-2 the safety label is located on the underside of the hopper lid.

See next page for location.

**584**  
Serial No. / No. De Série:

**DO NOT REMOVE THIS LABEL / NE RETIREZ PAS CETTE ÉTIQUETTE**

**Model / Modèle:** GC60-2  
**Listed Room Heater, Pelletized Fuel Type (Appareil de chauffage à grandes pellets certifié)**  
 Listed rating when used (Le chauffage (d'énergie aéro):  
 Wood Pellet/Corn (Bouillottes de bois/Mélangé) - 55,000BTU (16.1KW\*H)  
 Wood Pellet (Bois/Orge) - 53,000BTU (15.5KW\*H)  
 Wood Pellet (Bois/Orge) - 53,000BTU (15.5KW\*H)  
 Suitable For Mobile Home Installation (Accepté pour l'installation dans une maison mobile, test)  
 Solid Fuel Room Heaters / Identifié Comme Un Foyer À Combustible Solide ULC-S527 & ORD 1482

This pellet appliance has been tested and listed for use in manufactured homes in accordance with Oregon Administrative rules 814-23-900 through 814-23-909 install and use only in accordance with the manufacturer's installation and operating instructions. Contact local building or fire officials about manufacturers and installation inspection in your area. Do not connect this unit to a chimney, flue serving another appliance. See local building code and manufacturer's instructions for precautions required for passing a chimney through a combustible wall or ceiling. ELECTRICAL RATING: 120 Volts, 60Hz, 4.2 Amps. Route Cord Away From Heater.

For use with pelletized solid fuels - wood, corn, wheat, & barley only. Operate only with viewing door and ashtray (100 mm) listed PL or L vent, complete with components.

Cet appareil a été testé et certifié pour utilisation dans les maisons mobiles en accord avec les "Règles Administratives de l'Oregon 814-23-900 à 814-23-909". Installez et utilisez cet appareil seulement selon les instructions d'installation et d'opération du fabricant. Contactez les autorités locales de votre quartier concernant les restrictions et les inspections d'installation. Consultez les codes de bâtiment locaux et les instructions du fabricant pour les précautions à prendre lorsque une cheminée doit être installée au travers un mur ou un plafond combustible. CLASSEMENT ÉLECTRIQUE : 120 Volts, 60 Hz, 4.2 Amps. Placez le câble électrique loin de la chaleur. Utilisez l'appareil avec grandes - le bois, le maïs, le blé, & l'orge seulement. Utilisez seulement lorsque les portes avant et la porte du réceptacle de cendre sont fermées. Si une ou des vitres devaient être remplacées, utilisez seulement du verre céramique. Les composants requises pour l'installation sont un évent PL ou L certifié de 4in/100mm avec ses composantes.

**DATE OF MANUFACTURE / DATE DE FABRICATION:**  
 J F M A M J J A S O N D 2022 2023 2024

Installed as a freestanding stove - conventional or mobile home -  
 Minimum Clearance to Combustible Material / Installez comme poêle  
 autonome - conventionnel ou mobile - dégagement minimum par rapport aux matériaux combustibles

A = Stove/wall to Unit / Du mur de côté à l'appareil: 9 in / 230mm  
 B = Backwall to Unit / Du mur de derrière à l'appareil: 3 in. / 76 mm  
 C = Corner to Unit / Du coin à l'appareil: 3 in. / 76 mm  
 D = The unit must be installed with a minimum of 6" (152 mm) of floor protection in front of and to the sides of the door opening.

The pedestal base can be adjusted to the forward position to satisfy this requirement. The unit can be installed on a hard, stable combustible surface. (D - L'unité doit être installée avec protection de plancher devant et au bord de la porte ouvrant avec au moins 6" (152 mm). La base du piédestal peut être ajustée à la position avant pour satisfaire cette condition. L'unité peut être installée sur un dur, la surface combustible stable.)

**CAUTION:**  
 HOT WHILE IN OPERATION. DO NOT TOUCH. KEEP CHILDREN, CLOTHING AND FURNITURE AWAY. CONTACT MAY CAUSE BURNS. SEE NAMEPLATE AND INSTRUCTIONS.

**ATTENTION:**  
 L'APPAREIL EST CHAUD LORSQU'IL FONCTIONNE. NE PAS TOUCHER. GARDER LES ENFANTS, LES VÊTEMENTS ET LES MEUBLES ÉLOIGNÉS DE L'UNITÉ. LE CONTACT PEUT CAUSER DES BRÛLURES. VOIR LA PLAQUE DU FABRICANT ET LES INSTRUCTIONS.

**PESTECO REPORT #21-703**

**MANUFACTURED FOR / FABRIQUÉ POUR:**  
 DELTA, B.C. CANADA  
 G609-00

**Intertek**  
 C#4001609  
 LISTED US

Certified for use in Canada & USA. Refer to Intertek's Directory of Building Products for the location of the nearest Intertek representative. Ce produit est certifié pour l'utilisation au Canada et aux États-Unis. Référez-vous au répertoire des produits de construction d'Intertek pour des informations détaillées. 920-570

**Start Stove:** Select fuel type mode: PREMIUM PELLETS for superior quality pellet fuel, ON/OFF button. A small handful of pellets in the burn pot liner will speed up ignition. HIGH/LOW MODE: (Requires a thermostat) When the thermostat calls for heat, the stove settings are adjustable. When the thermostat contacts open, the HEAT LEVEL and Fans will drop down to the LOW setting contacts close, the unit will light automatically. Once up to temperature the stove settings are adjustable. When the thermostat contacts open, the stove will drop down to the LOW settings for 30 minutes. If within the 30 min contacts remain open the stove begin its shutdown routine and it will restart when the thermostat closes. To Turn Off Stove: MANUAL and HI/LOW mode: Press the ON/OFF button

**PREMIUM PELLETS** pour le carburant : PREMIUM PELLETS pour le carburant de qualité de qualité de pellets de bois & MULTIFUEL pour tous autres carburants. Appuyez sur le bouton "ON/OFF". Une petite poignée de bouillottes dans le pot de brûlure accélère l'allumage.

**MODE "HIGH/LOW"** (Nécessite un thermostat) Lorsque le thermostat requiert de la chaleur, les réglages peuvent être ajustés. Lorsque les contacts du thermostat ouvrent, le réglage du niveau de chaleur et des ventilateurs passent automatiquement au réglage bas. Juste après que les contacts du thermostat se sont fermés, le niveau de chaleur et des ventilateurs du brûleur tomberont à la température basse pendant 30 minutes. Si les contacts du thermostat restent ouverts, la température du brûleur reprendra son réglage normal. Si les contacts du thermostat restent ouverts, le poêle s'allumera automatiquement. Lorsque la température adéquate est atteinte, les réglages peuvent être ajustés. Lorsque les contacts du thermostat ouvrent, le poêle s'allumera automatiquement. Lorsque les contacts du thermostat restent ouverts, le poêle entamera le processus d'arrêt et il voudra redémarrer lorsque les contacts du thermostat refermeront.

Pour éteindre le poêle : MODE MANUEL ET "HIGH/LOW" - Appuyez sur le bouton "ON/OFF".

**MODE "AUTO/OFF"** : Réglage le thermostat à la basse ou éteignez-le.

This wood heater needs periodic inspection and repair for proper operation. Consult the owner's manual for further information. It is against the law to operate this heater in a residential area unless it complies with the requirements of the ENVIRONMENTAL PROTECTION AGENCY. Certified to comply with 2020 particulate emission standard. Under specific test conditions this heater has been shown to have a particulate emission level of 12 g/h.

Ce poêle a grandes besoins inspection périodique et la réparation pour un fonctionnement correct. Consultez le manuel d'owner's pour plus d'informations. Il est illégal d'opérer ce poêle dans une zone résidentielle à moins qu'il ne soit conforme aux exigences de l'ENVIRONMENTAL PROTECTION AGENCY. Certifié pour respecter les exigences de la norme de 2020. Dans des conditions de test spécifiques, ce poêle a été montré pour avoir un niveau d'émission de particules de 12 g/h.

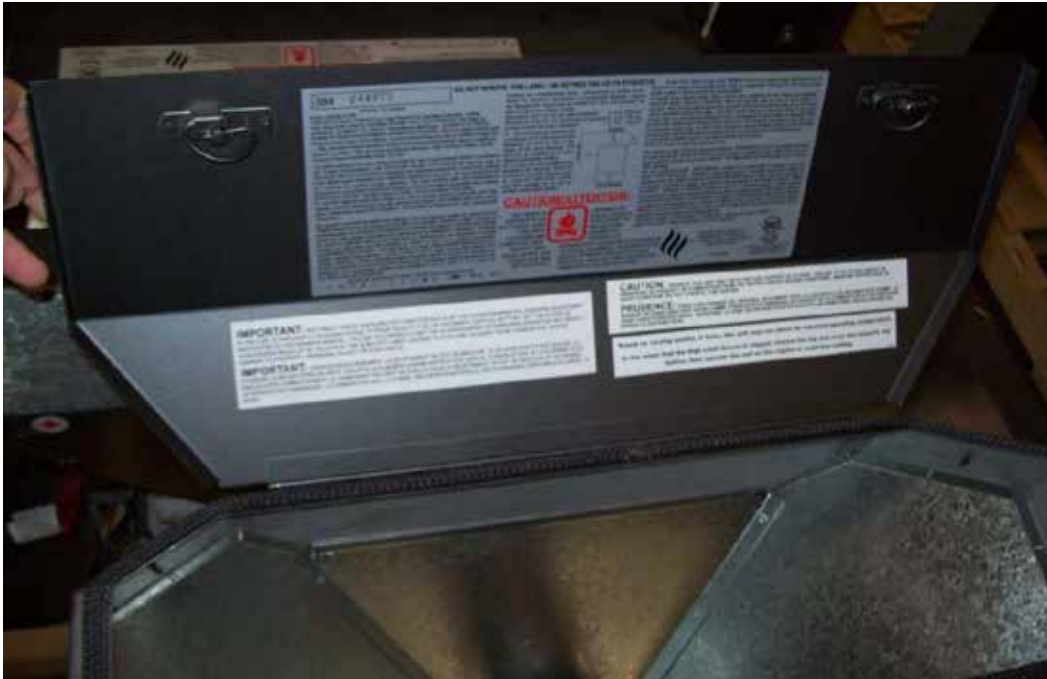
# Specifications

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## **RATING LABEL & LOCATION:**

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Lift the cast top off the stove and place to one side. On the back of the pellet stove there will be two flat head screws that hold the hopper lid shut. Remove both screws. Once both screws have been removed open the hopper lid. The serial number will be on the underside of the hopper lid as illustrated below.



# Specifications

## DIMENSIONS:

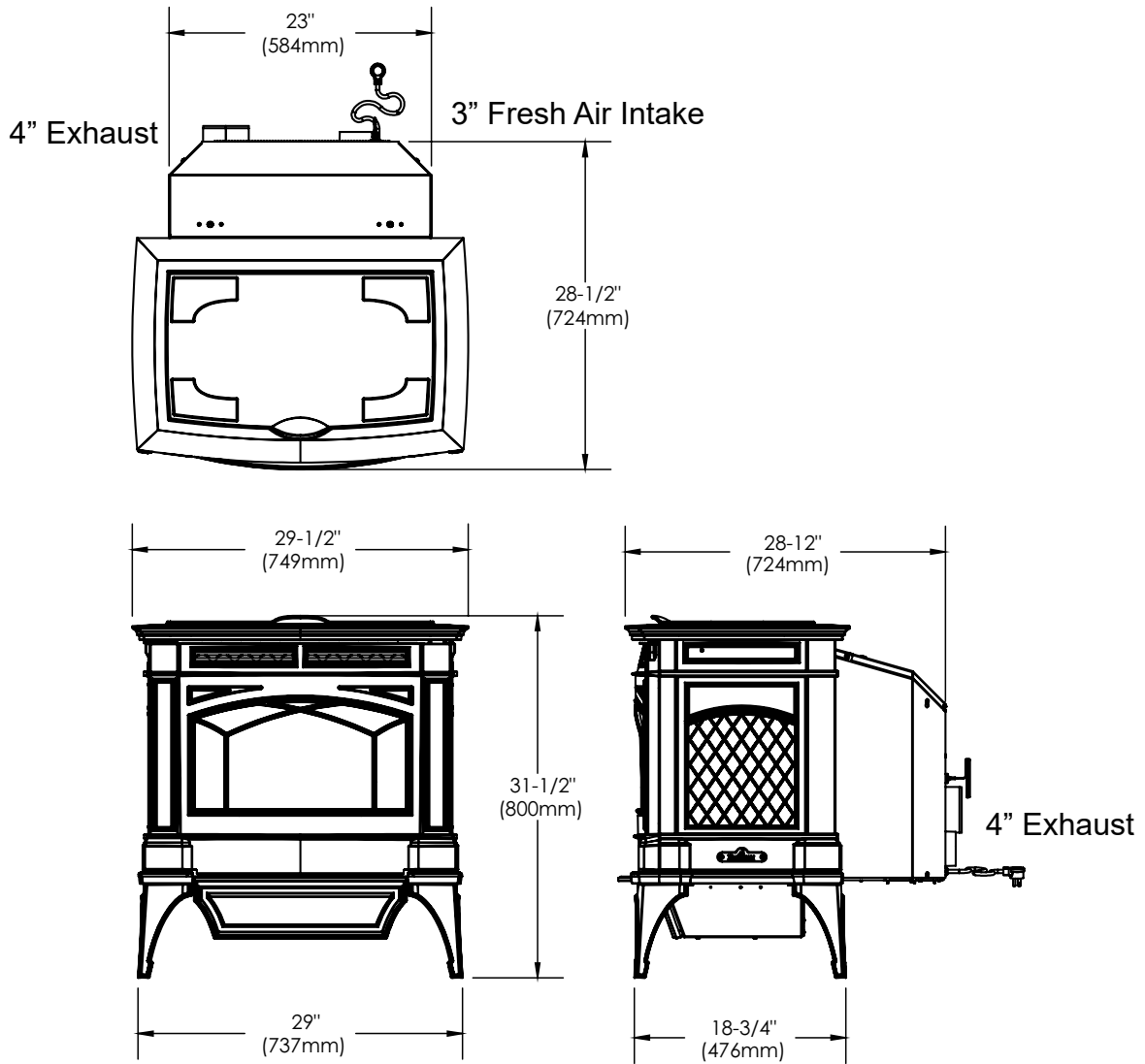


Figure 2: Dimensions of GC60-2.

## SPECIFICATIONS:

Input rating when using: Wood Pellets/Corn - 55,000BTU (16.1KW•hr) & Wheat/Barley - 53,000BTU (15.5KW•hr).

Table 1: GC60-2 Specifications

Description	Fuel type	
Residential Pellet Heater	6mm (1/4") dia. Pellets - wood, corn, wheat, & barley*	
Voltage	Current	Max Power
110 - 120 V	4.2 Amps	504 Watts
Frequency	Hopper Capacity	Consumption on Low
60 Hz	up to 60 lb (36.3 Kg)	1.5 lb/hr (0.68 Kg/hr)*
Testing Standard	Weight (with full hopper)	Consumption on High
ASTM 1509-04	504 lb (229 Kg)	6.5 lb/hr (2.95 Kg/hr)*

\*Note: Consumption will vary with the type and quality of pellets / fuel used.

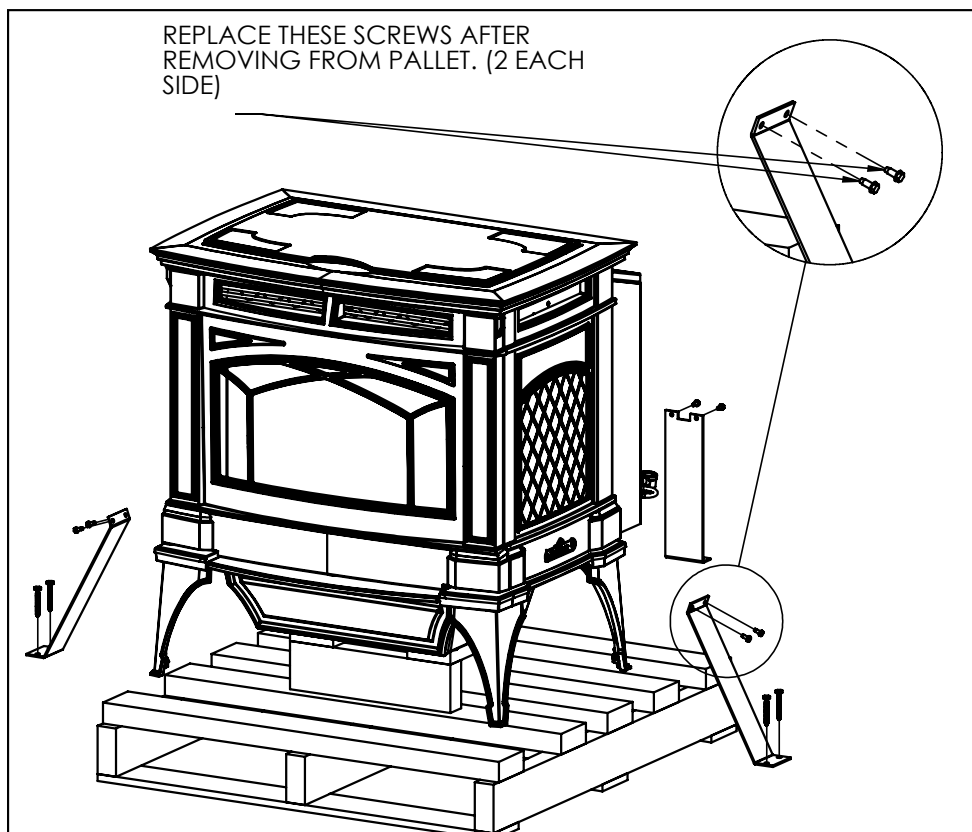


# Installation

## DECIDING WHERE TO LOCATE YOUR PELLET APPLIANCE:

1. Do not install the stove in a bedroom or room where people sleep in.
2. Locate the stove in a large and open room that is centrally located in the house. This will optimize heat circulation.
3. Check clearances to combustibles and for the least amount of interference to house framing, plumbing, wiring, etc.
4. You can vent the stove with approved pipe through an exterior wall behind the unit or pass it through the ceiling and roof. The stove can connect to an existing masonry or metal chimney (must be lined if the chimney is over 6" (15 cm) diameter, or over 28 inches<sup>2</sup> (180 cm<sup>2</sup>) cross sectional area).
5. This unit must not be installed directly onto carpet. If it is to be installed on a carpeted area, a solid surface (metal or approved hearth pad) must be installed between the unit and the carpet.
6. This unit uses large quantities of air for combustion; outside Fresh Air connection is **strongly recommended**. Fresh Air **must** be connected to all units installed in Mobile and "Air Tight Homes" (R2000) or where required by local codes.
7. Do not obtain combustion air from an attic, garage or any unventilated space. Combustion air may be obtained from a ventilated crawlspace.
8. The power cord is 8 feet (2.43 m) long and may require a grounded extension cord to reach the nearest electrical outlet.

## REMOVING PELLET STOVE FROM PALLET:



1. Remove the two (2) screws that hold the brackets to the pallet on either side of the unit.
2. Remove the two (2)  $\frac{5}{16}$ " hex head screws that hold the brackets to the units.

Figure 3: Screws to take out to remove stove from pallet

# Installation

## CLEARANCES TO COMBUSTIBLES:

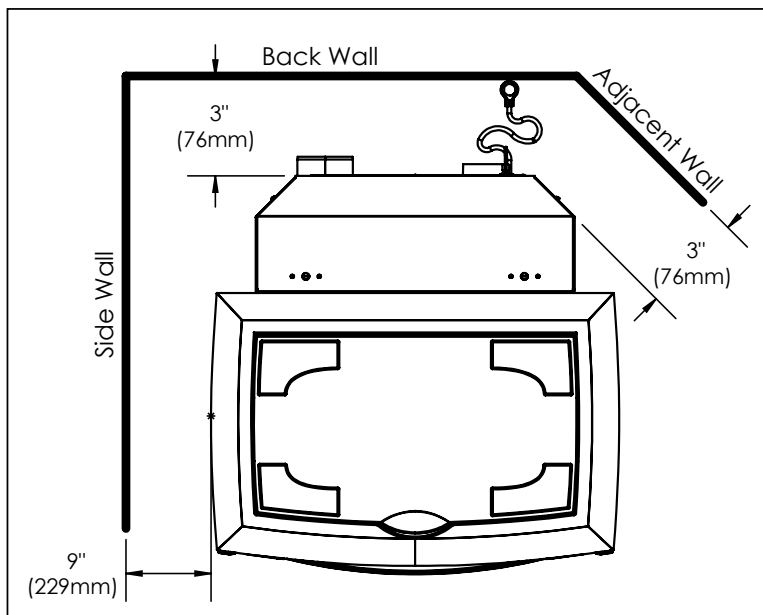


Figure 4: GC60-2 Clearance to Combustibles

These dimensions are minimum clearances but it is recommended that you ensure sufficient room for servicing, routine cleaning and maintenance.

Side wall to unit	9 inches	(229 mm)
Back wall to unit	3 inches	(76 mm)
Corner to unit	3 inches	(76 mm)
Ceiling height	60 inches	(152 mm)

Alcove Maximum Depth	36 inches	(914 mm)
Alcove Minimum Width	48 inches	(1219 mm)
Alcove Minimum Height	60 inches	(1524 mm)

In the USA, the unit must be installed with a minimum of 6" (152 mm) of floor protection in front of and to the sides of the door opening.

In Canada, the unit must be installed with a minimum of 8" (203 mm) of floor protection in front of and to the sides of the door opening.

## LEVELING LEG ADJUSTMENT:

The leveling legs should be adjusted for the unit to sit level and not rock if installed on uneven flooring.

1. Turn levelling legs until they are at the required heights.
2. Tighten the nut to hold the leveling leg in position.

## OPTIONAL THERMOSTAT INSTALLATION:

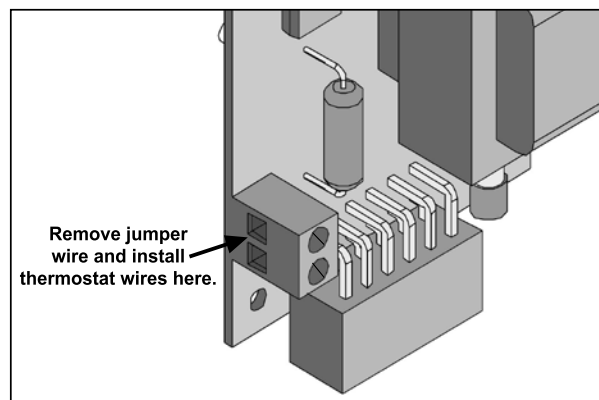


Figure 5: Thermostat wire placement

1. Install the wall thermostat (millivolt rated thermostat recommended, or a 12/24 Volt rated thermostat set to millivolts) in a location that is not too close to the unit but will effectively heat the desired area.
2. Connect the Thermostat using a 2 x 18 gauge wire from the unit to the thermostat.

If the heat in the room becomes too great, the high limit switch may turn the stove off and the switch will have to be manually reset. The switch is found below the firebox top on the hopper's right surface.

# Installation

## VENT TERMINATION REQUIREMENTS:

IT IS RECOMMENDED THAT YOUR PELLET STOVE BE INSTALLED BY AN AUTHORIZED DEALER/INSTALLER.

Table 2: Use in conjunction with Figure 6 for allowable exterior vent termination locations.

Letter	Minimum Clearance	Description
A	24 in (61 cm)	Above grass, top of plants, wood, or any other combustible materials.
B	48 in (122 cm)	Beside/below any door or window that may be opened. (18" (46 cm) if outside fresh air installed.)
C	12 in (30 cm)	Above any door or window that may be opened. (9" (23 cm) if outside fresh air installed.)
D	24 in (61 cm)	To any adjacent building, fences and protruding parts of the structure.
E	24 in (61 cm)	Below any eave or roof overhang
F	12 in (30 cm)	To outside corner.
G	12 in (30 cm)	To inside corner, combustible wall (vertical and horizontal terminations).
H	3 ft (91 cm) within a height of 15 ft (4.5 m) above the meter/regulator assembly	To each side of center line extended above natural gas or propane meter/regulator assembly or mechanical vent.
I	3 ft (91 cm)	From any forced air intake of other appliance
J	12 in (30 cm)	Clearance to non-mechanical air supply inlet to building, or the combustion air inlet to any appliance.
K	24 in (61 cm)	Clearance above roof line for vertical terminations.
L	7 ft (2.13 m)	Clearance above paved sidewalk or paved driveway located on public property.

- Do not terminate the vent in any enclosed or semi-enclosed areas such as a carport, garage, attic, crawlspace, narrow walkway, closely fenced area, under a sundeck or porch, or any location that can build up a concentration of fumes such as stairwells, covered breezeway, etc.

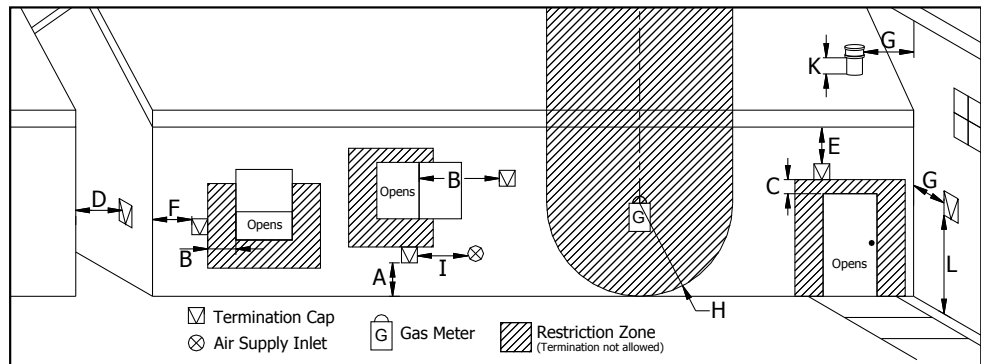


Figure 6: Use in conjunction with Table 2 for allowable exterior vent termination locations.

- Vent surfaces can become hot enough to cause burns if touched by children. Non-combustible shielding or guards may be required.
- Termination must exhaust above the inlet elevation. It is recommended that at least five feet of vertical pipe be installed outside when the appliance is vented directly through a wall, to create some natural draft to prevent the possibility of smoke or odor during appliance shut down or power failure. This will keep exhaust from causing a nuisance or hazard from exposing people or shrubs to high temperatures. In any case, the safest and preferred venting method is to extend the vent through the roof vertically.
- Distance from the bottom of the termination and grade is 12" (30 cm) minimum. This is conditional upon the plants and nature of grade surface. The exhaust gases are hot enough to ignite grass, plants and shrubs located in the vicinity of termination. The grade surface must not be lawn.
- If the unit is incorrectly vented or the air to fuel mixture is out of balance, a slight discoloration of the exterior of the house might occur. Since these factors are beyond the control of Regency Fireplace Products, we grant no guarantee against such incidents.
- Horizontal terminations must extend at least 12" (30 cm) away from the building.

**NOTE: Venting terminals shall not be recessed into walls or siding.**

# Installation

## OUTSIDE FRESH AIR CONNECTION:

**This Heater must have adequate air for proper combustion in the room that it is installed. A Fresh-air intake is strongly recommended for all installations.** Failure to install intake air may result in improper combustion as well as the unit smoking during power failures.

The inlet to the intake must be below and a minimum of 12" (30cm) away from the unit exhaust outlet.

**Outside fresh air is mandatory when installing this unit in airtight homes and mobile homes.**

When connecting to an outside fresh air source, do not use plastic or combustible pipe. A 3" minimum (76 mm) ID (inside diameter) steel, aluminum or copper pipe or ducting should be used. The inlet must have a screen installed. It is recommended, when you are installing a fresh air system, to keep the number of bends in the pipe to a minimum.

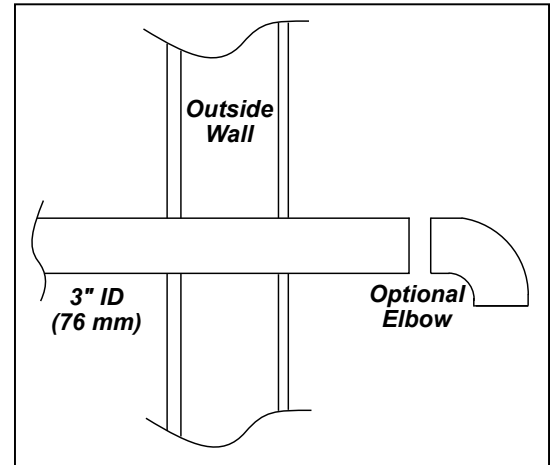


Figure 7: Outside Air Connection

## EXHAUST AND FRESH AIR INTAKE LOCATIONS:

**This unit uses a 4" exhaust vent.**

### EXHAUST:

Base of unit to center of flue  
14-1/2" (368 mm)  
Center of unit to center of flue  
6-1/2" (162 mm)

### FRESH AIR INTAKE.

Base of unit to center of intake  
11" (279 mm)  
Center of unit to center of intake  
4-7/8" (126 mm)

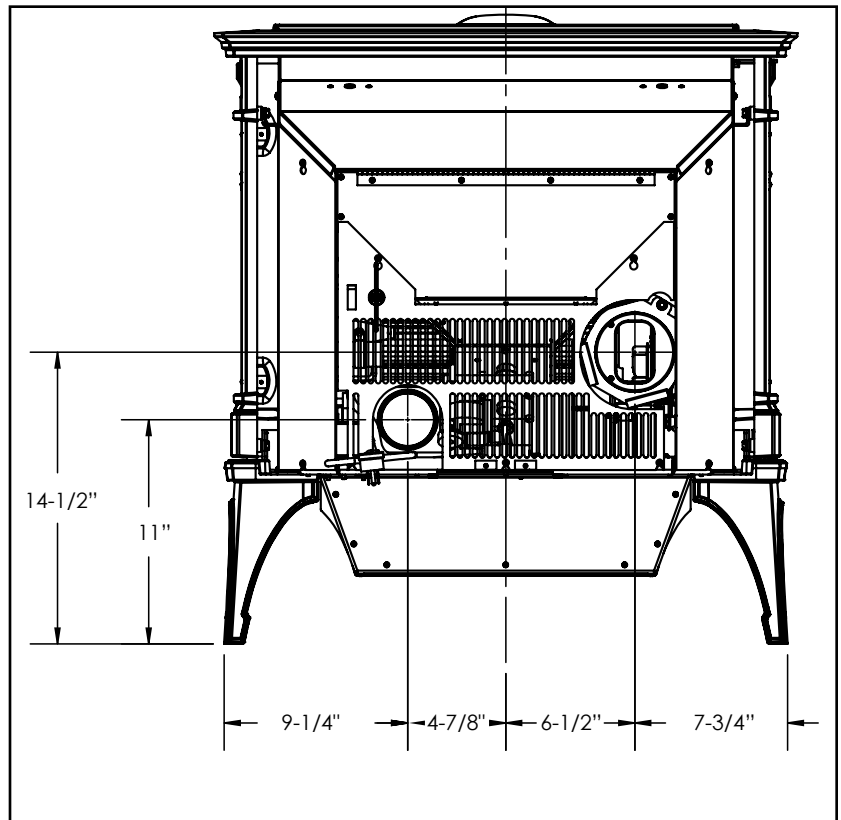


Figure 8: GC60-2 Inlet and Outlet Location

# Installation

## MOBILE HOME INSTALLATION:

- Secure the heater to the floor using the four (4) holes in the pedestal.
- Ensure the unit is electrically grounded to the chassis of your home (permanently).
- Do not install in a room people sleep in.
- Outside fresh air is mandatory. Secure outside air connections directly to fresh air intake pipe and secure with three (3) screws evenly spaced.
- All specified components must be used. Do not use any components other than what's specified.

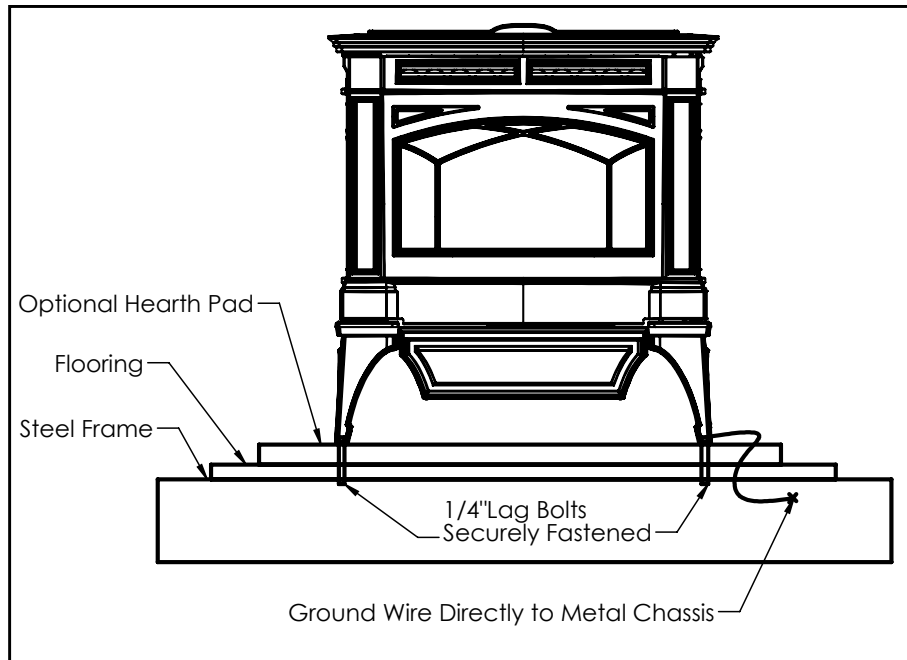


Figure 9: Mobile home installation.

**CAUTION: THE STRUCTURAL INTEGRITY OF THE MANUFACTURED HOME FLOOR, WALL AND CEILING/ROOF MUST BE MAINTAINED.**

## CORNER THROUGH WALL INSTALLATION:

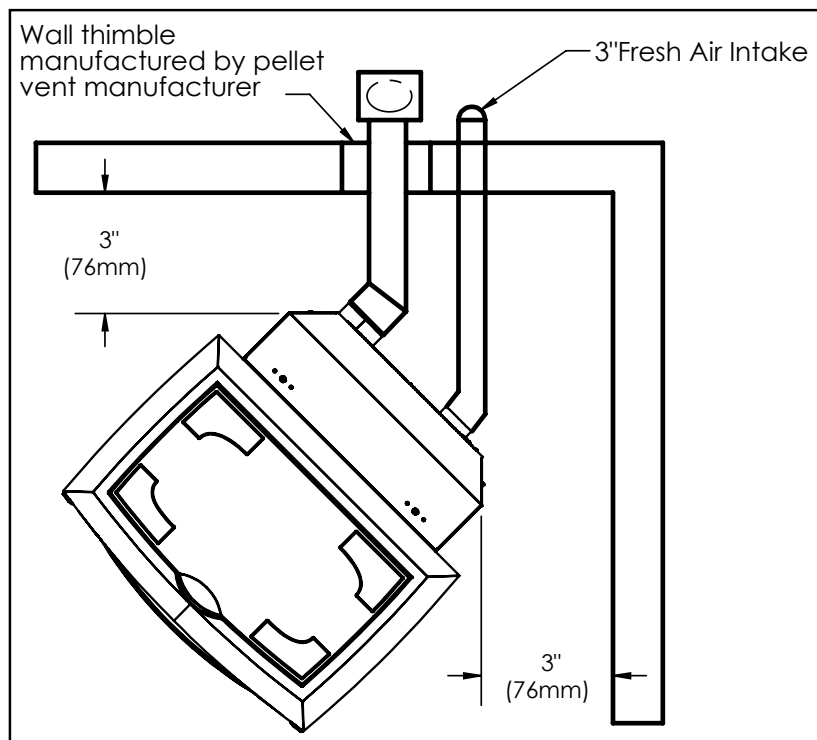


Figure 10: Corner Installation.

# Installation

## HORIZONTAL EXHAUST THROUGH WALL INSTALLATION:

### Vent installation: install vent at clearances specified by the vent manufacturer.

A chimney connector shall not pass through an attic or roof space, closet or similar concealed spaces, or a floor, or ceiling. Where passage through a wall or partition of combustible construction is desired, the installation must conform to CAN/CSA-B365 Installation Code for Solid-Fuel-Burning Appliances and Equipment and with all local regulations, including those referring to regional and national. Only use venting of L or PL type or corn certified venting if corn will be burned as a fuel with an inside diameter of 4 inches (100 mm). All joints in the exhaust venting system must be fastened with at least three (3) screws.

1. Place the appliance 15" (37.5 cm) away from the wall. If the stove will be installed on a hearth pad, set the unit on it.
2. Locate the center of the exhaust pipe on the stove. Extend that line to the wall. Once you have located the center point on the wall, refer to pellet vent manufacturer installation instructions for correct hole size and clearance to combustibles.
3. Install the wall thimble as per the instructions written on the thimble. Maintain an effective vapour barrier in accordance with local building codes.
4. Install a length of vent pipe into the wall thimble. Try not to have joints inside the thimble. The pipe should install easily into the thimble.
5. Connect the exhaust vent pipe to the exhaust pipe on the stove. Seal the connection with high temperature silicone.
6. Install the fresh air intake (see OUTSIDE FRESH AIR CONNECTION).
7. Push the stove straight back, leaving a minimum of 3" (7.6 cm) clearance from the back of the stove to the wall. Refer to Vent Manufacturers' instructions if sealant is required.

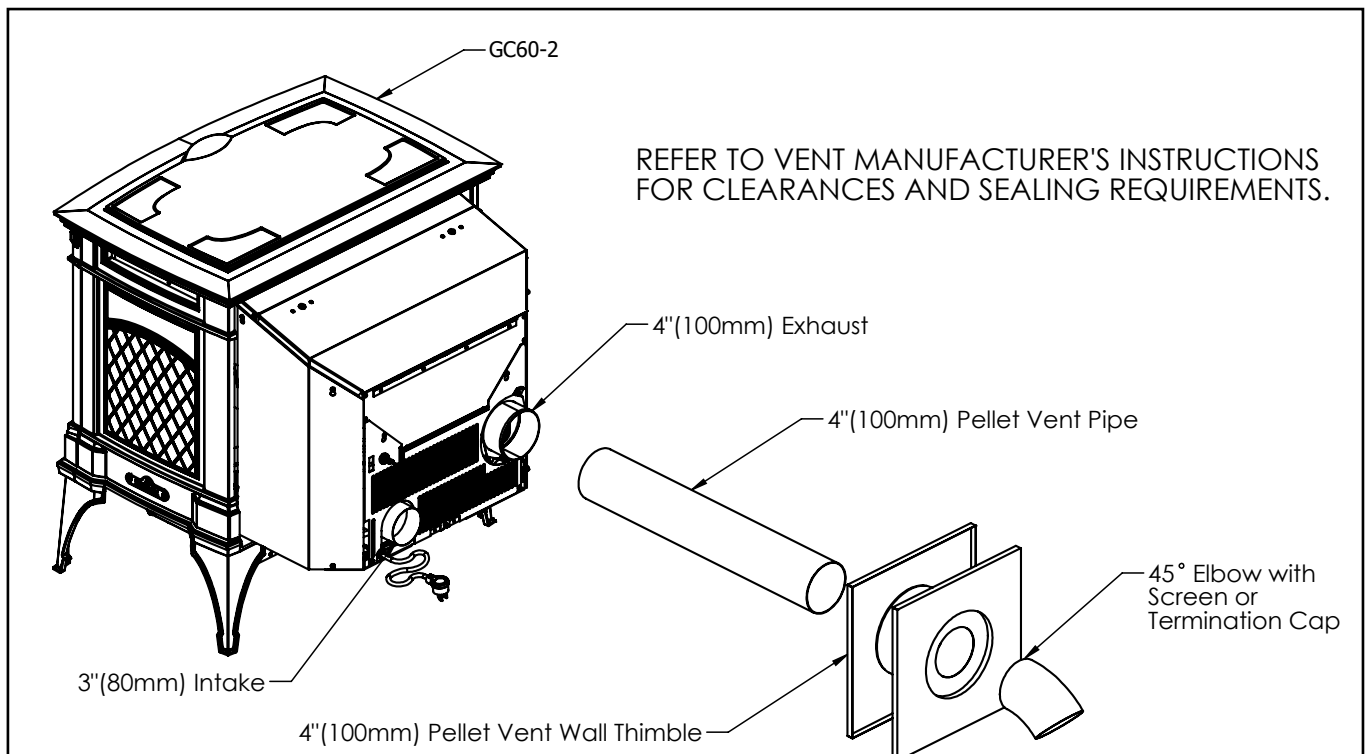


Figure 11: Straight through wall Installation.

# Installation

- The pipe must extend at least 12" (30 cm) away from the building. If necessary, bring another length of pipe to the outside of the home to connect to the first section. Do not forget to place high temperature silicone around the pipe that passes through the thimble if required by vent manufacturer.
- Install a vertical pipe, or if all requirements for direct venting are met, install vent termination. The stainless steel cap termination manufactured by the vent manufacturer is recommended. However, when the vent terminates several feet above ground level and there are no trees, plants, etc. within several feet, a 45° elbow can be used as termination. The elbow must be turned down to prevent rain from entering.

## NOTE:

- It is recommended that horizontal through wall installations have 3 to 5 feet (91 to 152 cm) of vertical pipe in the system to help naturally draft the unit in the event of extreme weather or a power outage.
- Some horizontal through wall installations may require a "T" and 3 to 5 feet (91 to 152 cm) of vertical pipe outside the building to help draft the unit. This may be required if a proper burn cannot be maintained, after the stove has been tested and the airflow set. This is due to the back pressure in the exhaust caused by airflow around the structure.
- Follow vent manufacturer guidelines for installation, clearance to combustibles, and sealing of venting. High temp Sealant must be used when connecting vent pipe to the unit's starter pipe. Improper seals at the vent joints may cause combustion by-products to leak into the room where installed - **seal as required by vent manufacturer.**

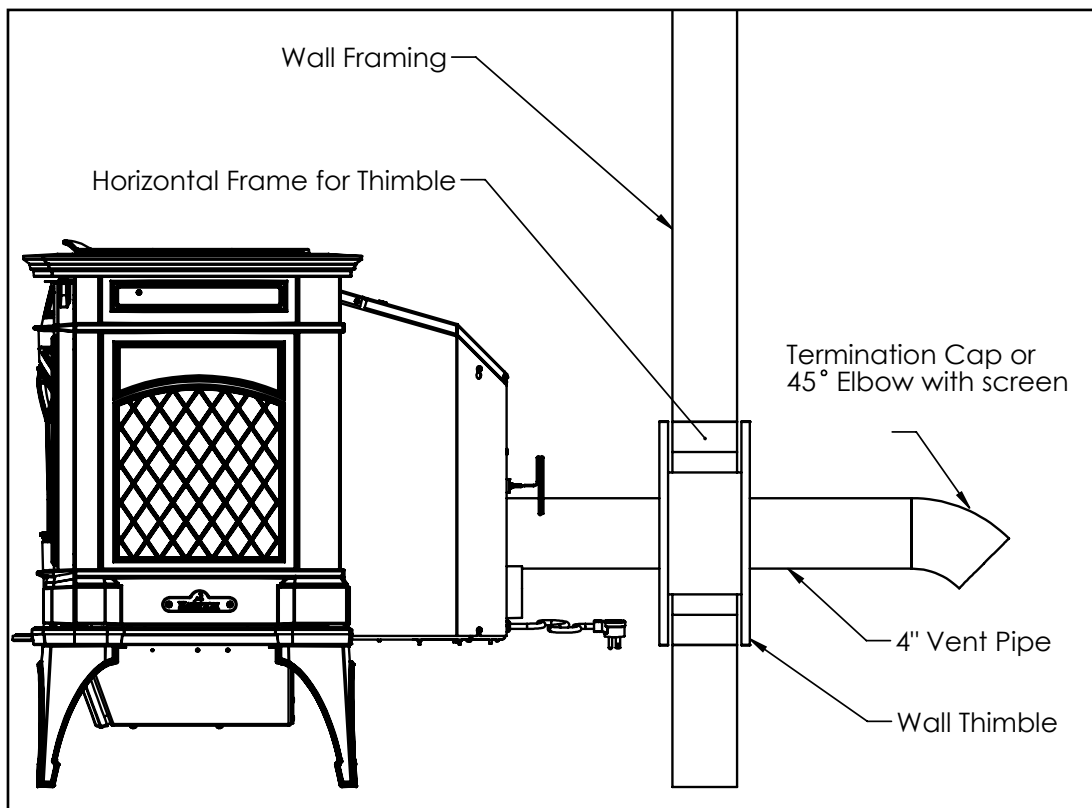


Figure 12: Straight through Wall Installation - Side View

# Installation

## RECOMMENDED - THROUGH WALL WITH VERTICAL RISE AND HORIZONTAL TERMINATION INSTALLATION:

A 45° down elbow with a screen may be used in place of the termination cap (or stainless steel termination hood).

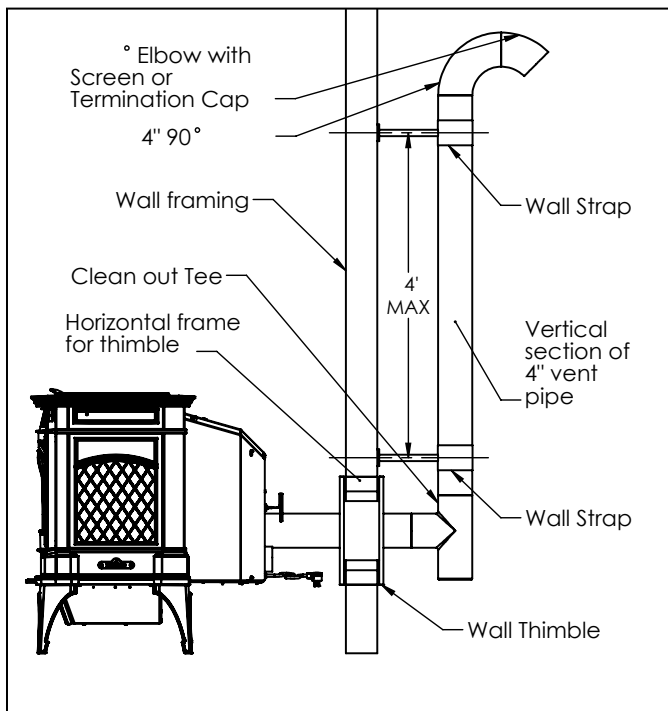


Figure 13: Venting horizontally with rise.

## THROUGH CONCRETE WALL WITH VERTICAL RISE INSTALLATIONS:

Installation to use if there is a concrete or retaining wall in line with exhaust vent on pellet stove.

A 45° down elbow with a screen may be used in place of the termination cap (or stainless steel termination hood).

The termination must be 12 inches (30 cm) from the outside wall and 12 inches (30 cm) above the ground.

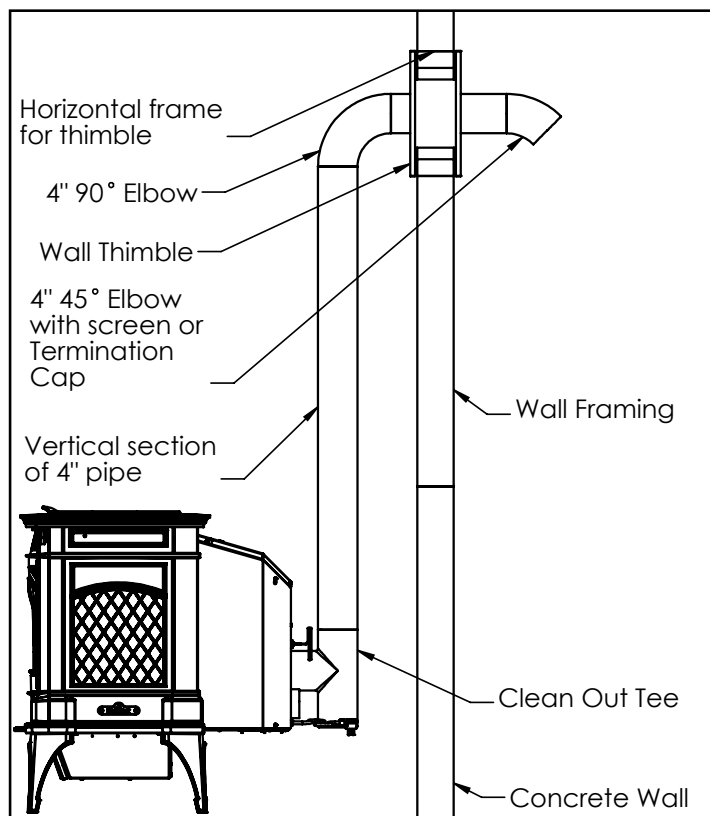


Figure 14: Venting with concrete wall behind unit .



# Installation

## OUTSIDE VERTICAL INSTALLATIONS:

To accomplish an outside vertical pipe installation, follow the "HORIZONTAL EXHAUST THROUGH WALL INSTALLATIONS" section and then finish it by performing the following (refer to Figure 15).

1. Install a tee with clean out on the outside of the house.
2. Install PL vent upward from the tee. Make sure that you install support brackets to keep the vent straight and secure. All joints in the exhaust venting system must be fastened with at least three (3) screws.
3. Install ceiling thimble and secure the flashing as you go through the roof.
4. Ensure that the rain cap is a minimum of 24" (61 cm) above the roof.

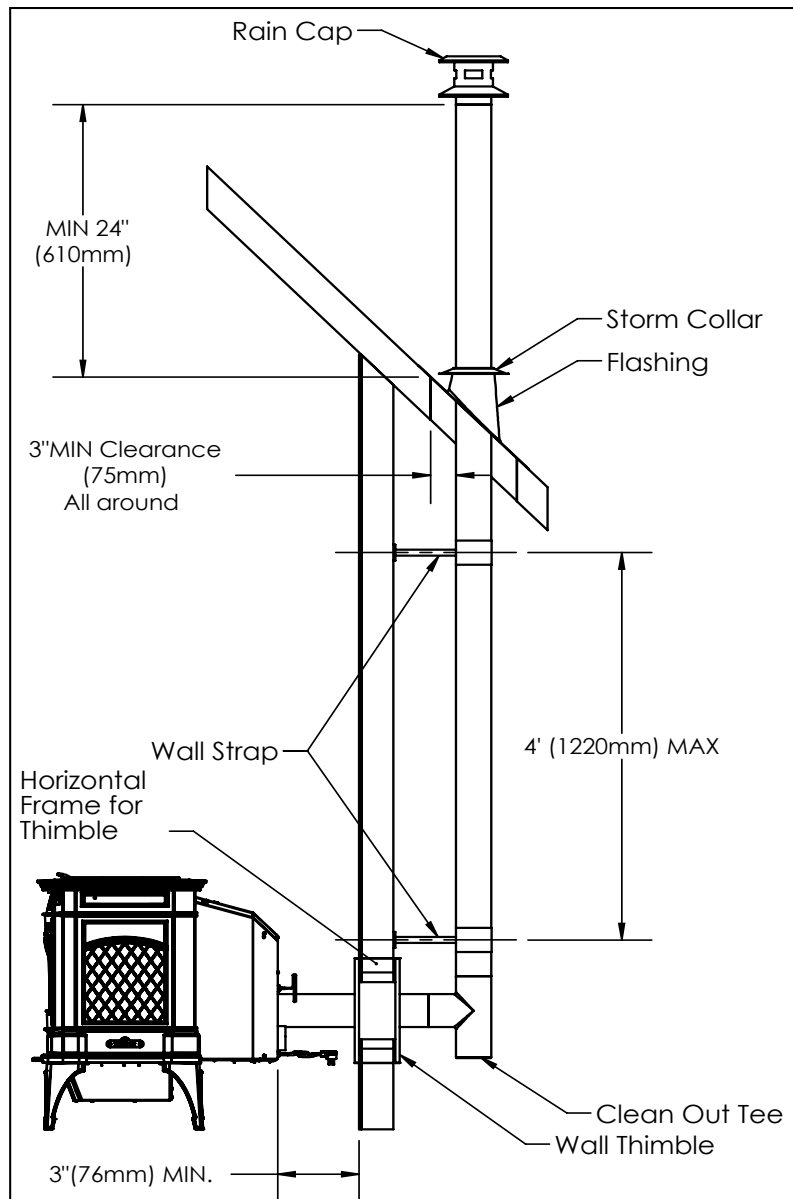


Figure 15: Outside Vertical Installation.

# Installation

## INSIDE VERTICAL INSTALLATIONS:

1. Place the unit on the hearth pad if a hearth pad is to be used (or on solid material if installed on a carpeted surface) and space the unit in a manner so when the pellet vent is installed vertically, it will meet the minimum clearance from a combustable wall stated by the vent manufacturer.
2. Install the tee with clean out.
3. Install the pellet vent upward from tee. When you reach the ceiling, make sure that the vent goes through a ceiling fire stop. Keep attic insulation away from the vent pipe & maintain an effective vapor barrier. All joints in the exhaust venting system must be fastened with at least three (3) screws. Refer to vent manufacturer for distance to combustibles & follow the vent manufacturer's instructions on sealing.
4. Finally, extend the pellet vent to go through the roof flashing.
5. Ensure that the rain cap is a minimum of 24" (61 cm) above the roof.
6. Install the fresh air system.

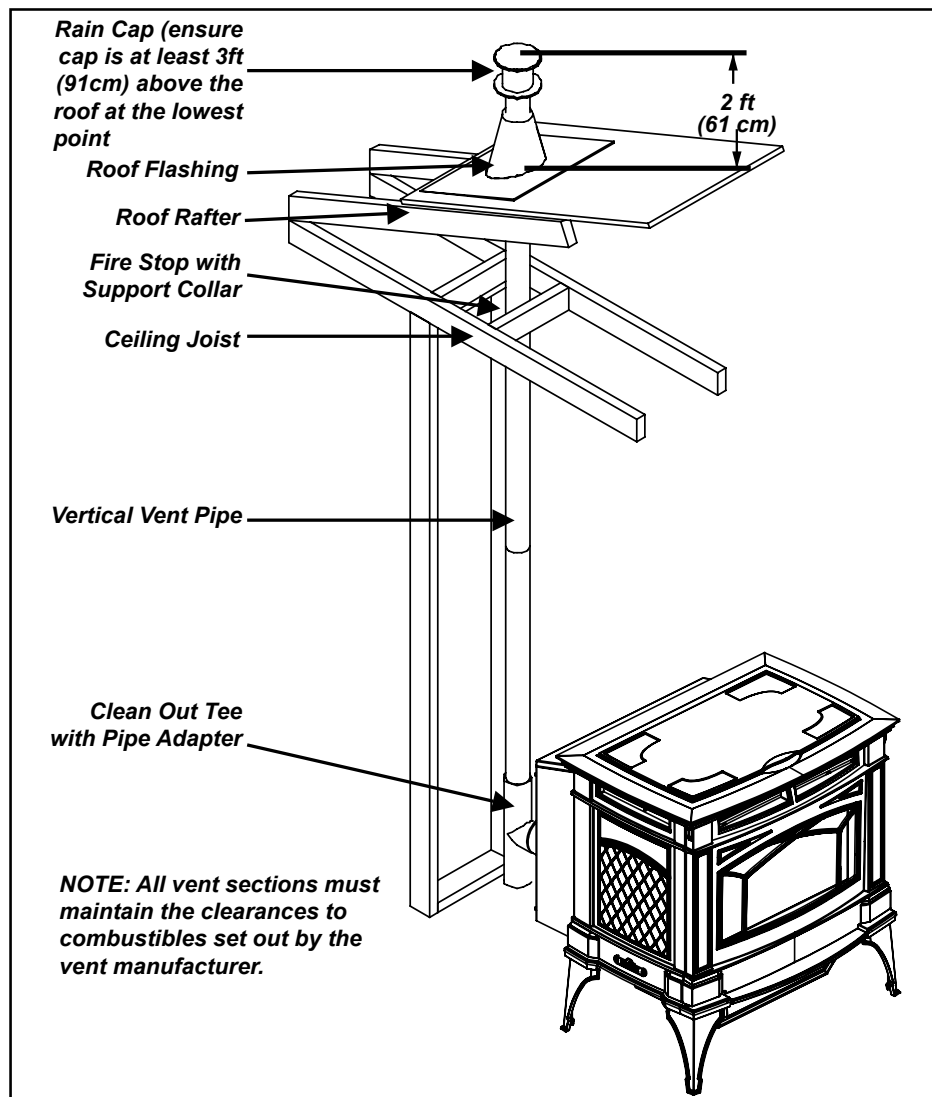


Figure 16: Inside Vertical Installation.

# Installation

## HEARTH MOUNT INSTALLATION:

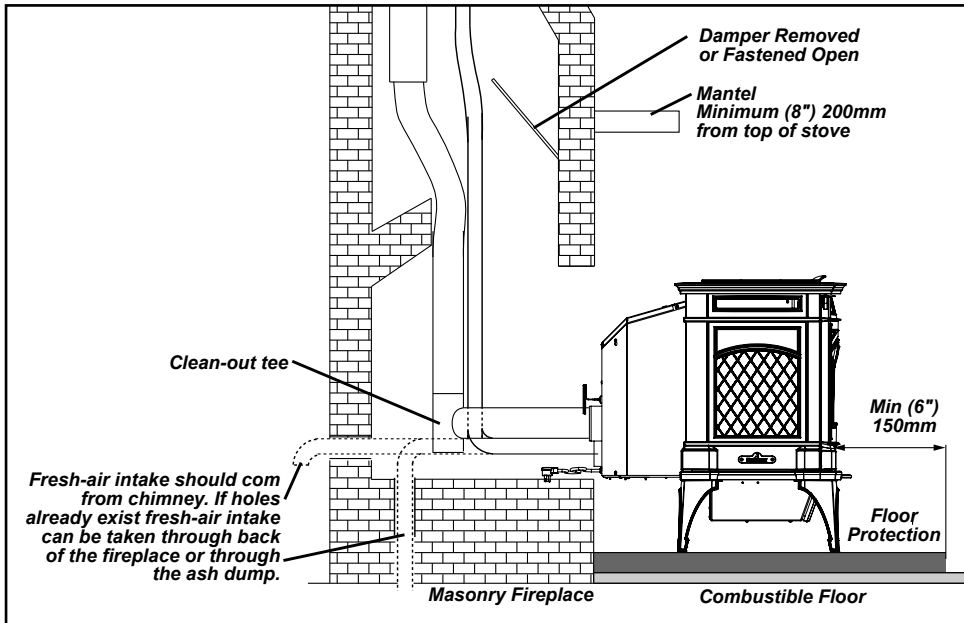


Figure 17: Hearth Mount - Side View.

1. Lock fireplace damper in the open position.
2. Install flexible stainless steel liner or listed pellet vent to the top of the chimney. All joints in the exhaust venting system must be fastened with at least three (3) screws.
3. Install a sealing plate at the top of the chimney.
4. Connect a rain cap and flex adapter to the chimney liner/pipe.
5. Connect a clean-out tee or a 90° elbow to the liner/pipe.
6. Install tee onto stove.

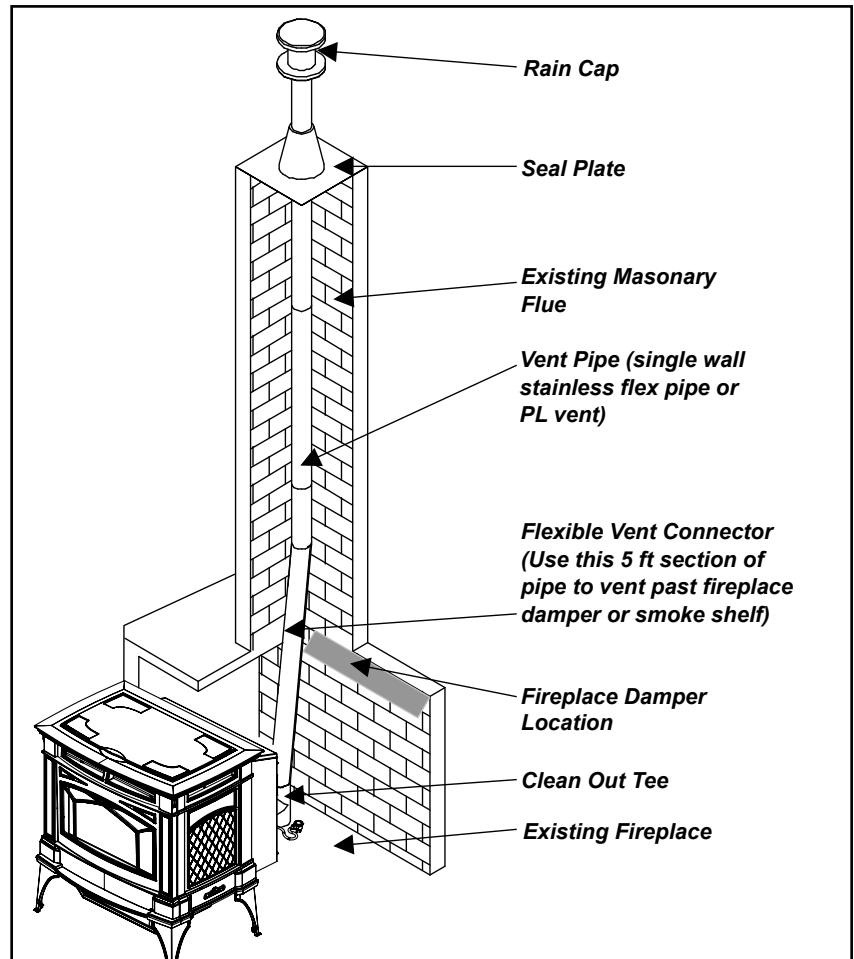
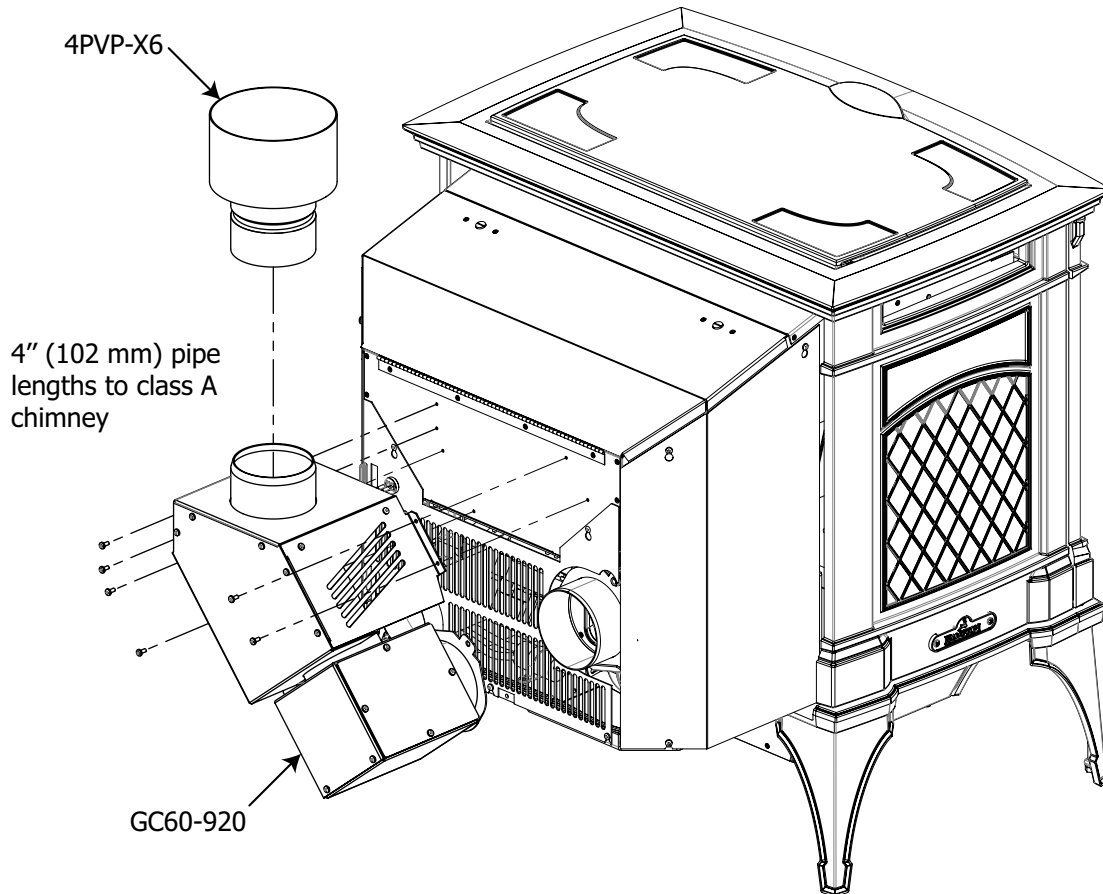


Figure 18: Hearth Mount - Over View.

# Top Vent Adaptor Kit & 4" (102 mm) to 6" (152 mm) Flue Adaptor (approved for vertical installations only)



\*In order to achieve the maximum rated efficiency of 78% HHV purchase of a top vent adaptor kit (GC60-920) is required. Use the sheet metal screws provided to attach the kit to the rear of the unit as shown. Please see kit instruction manual for more detailed installation instructions. The stove must also be connected to a 6" (152 mm) Class A flue (where permitted) using the 4" (102 mm) to 6" (152 mm) Flue Adaptor (4PVP-X6). See separate instruction manual for complete details.

**Note:** Part # 6DVL-ADT Simpson Duravent DVL adaptor would also be required to connect the 4" (102 mm) - 6" (152 mm) increaser to class A chimney when going through the wall or ceiling when using Simpson Duravent Duraplus/Duratech chimney systems. Not required with DuraTech Premium or DuraTech Canada. DTC ceiling supports feature a built-in flue extension which eliminates the need for this Simpson Duravent DVL adaptor.

# Installation

## SLIDER/DAMPER SET-UP:

This is used to regulate the airflow through the pellet stove and has been set at the factory.

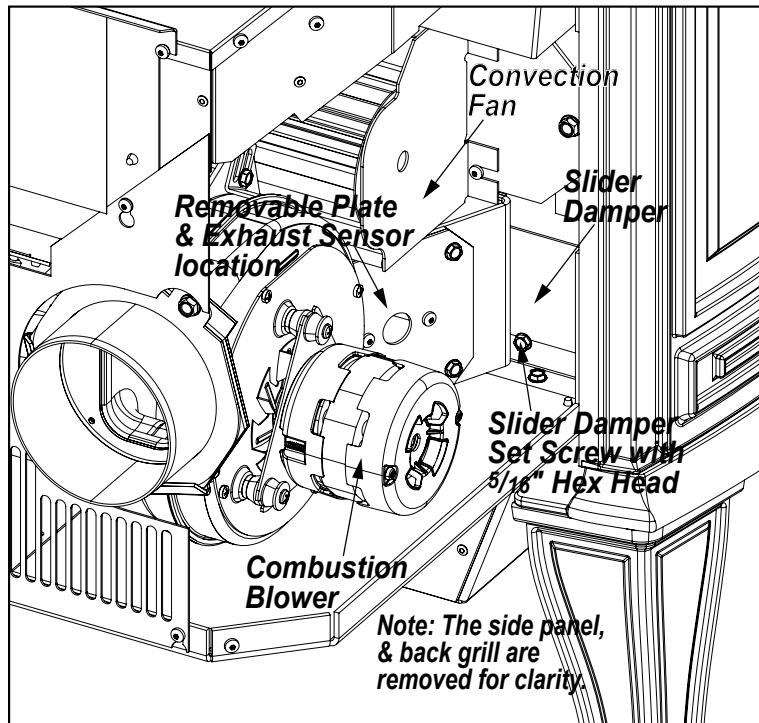


Figure 19: Slider/Damper Plate in Unit.



Figure 20: Efficient Flame.

This unit is designed to operate within a negative pressure range that may only be adjusted by a qualified technician. This can be measured using a Magnahelic pressure gauge once the unit has been running on heat level 5 setting after one hour of burn time. This adjustment is necessary for varying venting configurations. The reading can be taken from the 1/8" hole located on the right side of the Ash Box.

The Combustion Trim, Feed Trim and Fuel Type Functions can be used to compensate for varying fuel qualities. Refer to the Owners Manual for circuit board operation.

If, after long periods of burning, the fire builds up or there is a build up of clinkers, this would be a sign that the fuel quality is poor - this requires more air.

The easiest way to make sure that an efficient flame is achieved is to understand the characteristics of the fire.

- A tall, lazy flame with dark orange tips requires more air.
- A short, brisk flame, like a blowtorch, has too much air .
- If the flame is in the middle of these two characteristics with a bright yellow/orange, active flame with no black tips then the air is set for proper operation, refer to Figure 20.

### **SPECIAL NOTES:**

Fuel quality is a major factor in how the stove will operate. If the fuel has a high moisture content or ash content the fire will be less efficient and has a higher possibility of the fire building up and creating clinkers (hard ash build-up).

# Troubleshooting

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## **DO NOT:**

- Service the stove with wet hands. The stove is an electrical appliance, which may pose a shock hazard if handled improperly. Only qualified technicians should deal with possible internal electrical failures.
- Do not remove from the firebox any screws without penetrating oil lubrication.

## **WHAT TO DO IF:**

1. The stove will not start.
2. The stove will not operate when hot.
3. The exhaust blower will not function normally.
4. Light # 3 on Heat output bar flashing.
5. Auger light flashes but auger motor does not turn at all.
6. The 200 °F (93 °C) high limit temperature sensor has tripped.
7. The convection blower will not function normally.
8. Ignitor- the Fuel will not light.
9. Control settings (Heat Level) has no effect on the fire.
10. The stove keeps going out.
11. The agitator does not turn.

\*NOTE: All troubleshooting procedures should be carried out by qualified technicians or installers.

### **1. The stove will not start.**

- Check the line fuse to see if it has blown.
- Make sure the stove is plugged in and the wall outlet is supplying power.
- If the Control Board has been placed in the ON /OFF thermostat mode, then turn the thermostat up to call for heat.
- Ensure the burn pot liner is correctly placed in the burn pot
- Check the Heat Level Indicator. - If the # 3 light is flashing (unit may be out of fuel)
- Check the Door and Ash Pan door - THEY MUST BE CLOSED TIGHT.
- See section 8 "The Fuel will not light".
- Check the fuse on the circuit board.
- If the unit still does not start, contact your local service dealer for service.

### **2. The stove will not operate when hot.**

- Check the Heat Level Indicator if a fire is not detected or if the fire has gone out the #3 light will flash because the Exhaust Temperature Sensor's contacts have opened.
- Check the hopper for fuel.
- Incorrect air damper/combustion air trim setting.  
Excessive air may consume the fire too quickly before the next drop of fuel, leaving completely unburned fuel in the burn pot liner.  
Insufficient air may cause the vacuum switch to open or will cause build up, further restricting the air flow through the Burn Pot Liner. This in turn will cause the fuel to burn cold and very slowly. Fuel may build up and smother the fire. In this case clean the burn pot.  
NOTE: The unit may require a change to the vent system or installation of fresh air to correct Air to Fuel ratio problems if unable to achieve proper damper setting.
- Combustion Blower failure. - The Combustion Blower is not turning fast enough to generate the proper vacuum in the fire box. Visual Check – is the blower motor turning. See section #3 - *The Exhaust Blower will not function normally.*
- Poor Quality Fuel – Insufficient energy in the fuel to produce enough heat to keep the stove burning

# Troubleshooting

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- Exhaust Temperature Sensor failure. Bypass sensor located on Exhaust Blower, if stove now operates properly, the unit may require cleaning or a new sensor. Contact your local dealer for service.
- Check the agitator to make sure it is turning properly

### **3. The exhaust motor will not function normally.**

- Check the line fuse to see if it has blown.
- Open the access panels; check all connections against the wiring diagram.
- Check the Exhaust Blower voltage across the blower motor wires ( $\geq 115V$  on #5 setting and  $\geq 75V$  on #1 setting). – Replace the Circuit Board if the Voltage reading is less than 75 V. with a line voltage of  $>115 V AC$ .
- Clean all exhaust passages and venting.
- Check and, if necessary, replace capacitor.

### **4. Light # 2 on heat output bar flashing (indicates loss of vacuum) check the following:**

- Make sure the ash pan is closed and sealed
- Make sure unit and venting is clear of fly ash
- Check the vacuum switch
- Check all wires and connections
- Check hose from vacuum switch to hose barb
- Check hose barb that connects hose to back of unit
- Check combustion blower fuse
- Confirm combustion blower voltage to determine that it is working properly

### **5. Light # 3 on Heat output bar flashing** (The Exhaust Temp. Switch contacts have opened.)

- Stove ran out of fuel - check fuel level in the hopper.
- See sections #2 - *Stove will not operate when hot*, #3 - *The Exhaust motor will not function normally*, and #5 - *Unit is on but auger does not turn at all* for more suggestions.
- Severe negative pressure in area where unit is installed - Check the operation by opening a window, does this solve the problem? If it does, install fresh air intake to unit or room. Venting system may require vertical section to move termination into a low pressure zone.
- To reset Circuit Board after a trouble code - push the ON/OFF button.

### **6. Unit is on but auger motor does not turn at all.**

- Check the line fuse to see if it has blown.
- Check the Door and Ash Pan door - THEY MUST BE CLOSED TIGHT.
- If the Auger gear box does not turn but the motor's armature does try to spin, then the auger is jammed. Try to break apart jam by poking at the jam through the drop tube. If this fails then empty the hopper and remove the Auger Cover **\*\*Remember to re-seal the cover after installation\*\***
- Auger stopped running. Pinch, break or blockage in Vacuum Hose - Check hose for pinch points or damage, replace or re-route as required. Blow out Vacuum Hose and intake pipe.
- Damage to wires between Circuit Board and Vacuum Switch and Auger Motor - Inspect wires and connectors.
- Vacuum Switch failure - Bypass the vacuum switch, if this corrects the problem check for above problems before replacing the Vacuum Switch.
- Blocked exhaust / venting system - Have stove and venting cleaned and inspected.
- Check Vacuum levels at the Vacuum Switch, with a Magnahelic Gauge (readings must be above .07" W.C. on low fire).

# Troubleshooting

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## **7. Light # 4 on Heat output bar flashing The 200 °F ( 93 °C) high limit temperature sensor has tripped.**

- Reset sensor and determine cause. Was it Convection Blower failure or Circuit board control problems?
- Hopper lid has been left open for longer than two minutes.

## **8. The convection blower will not function normally.**

- Check the line fuse to see if it has blown.
- Clean all grill openings at the back and below unit .
- Check the Voltage across the blower wires, It should adjust with the heat output settings. If not contact your local dealer for service.

## **9. Ignitor - the pellets will not light.**

- Check the line fuse to see if it has blown.

NOTE: The ignitor should be bright orange in color.

- Everything else in the stove operates but the ignitor will not light the pellets.
- Make sure the burn pot liner is up tight and square to the ignitor
- Check to see if the exhaust blower is operating. If not, contact your local dealer for service.

## **10. Control settings (Heat Level) has no effect on the fire.**

- Check position of the Thermostat slide switch on the Circuit Board.
- If there is no control of the Heat Level button, make sure the thermostat is calling for heat.
- Call your local dealer for service.

## **11. The stove keeps going out.**

If the stove goes out and leaves fresh unburned fuel in the burn pot liner, the fire is going out before the stove shuts off.

- Trim the combustion air down to decrease the magnahelic pressure.
- Turn the Heat Level up slightly (poor quality fuels will require slightly higher settings).
- Set the auger trim up one setting

If the stove goes out and there are partially burned pellets left in the burn pot liner, the stove has shut down due to a lack of air, exhaust temperature, or power failure.

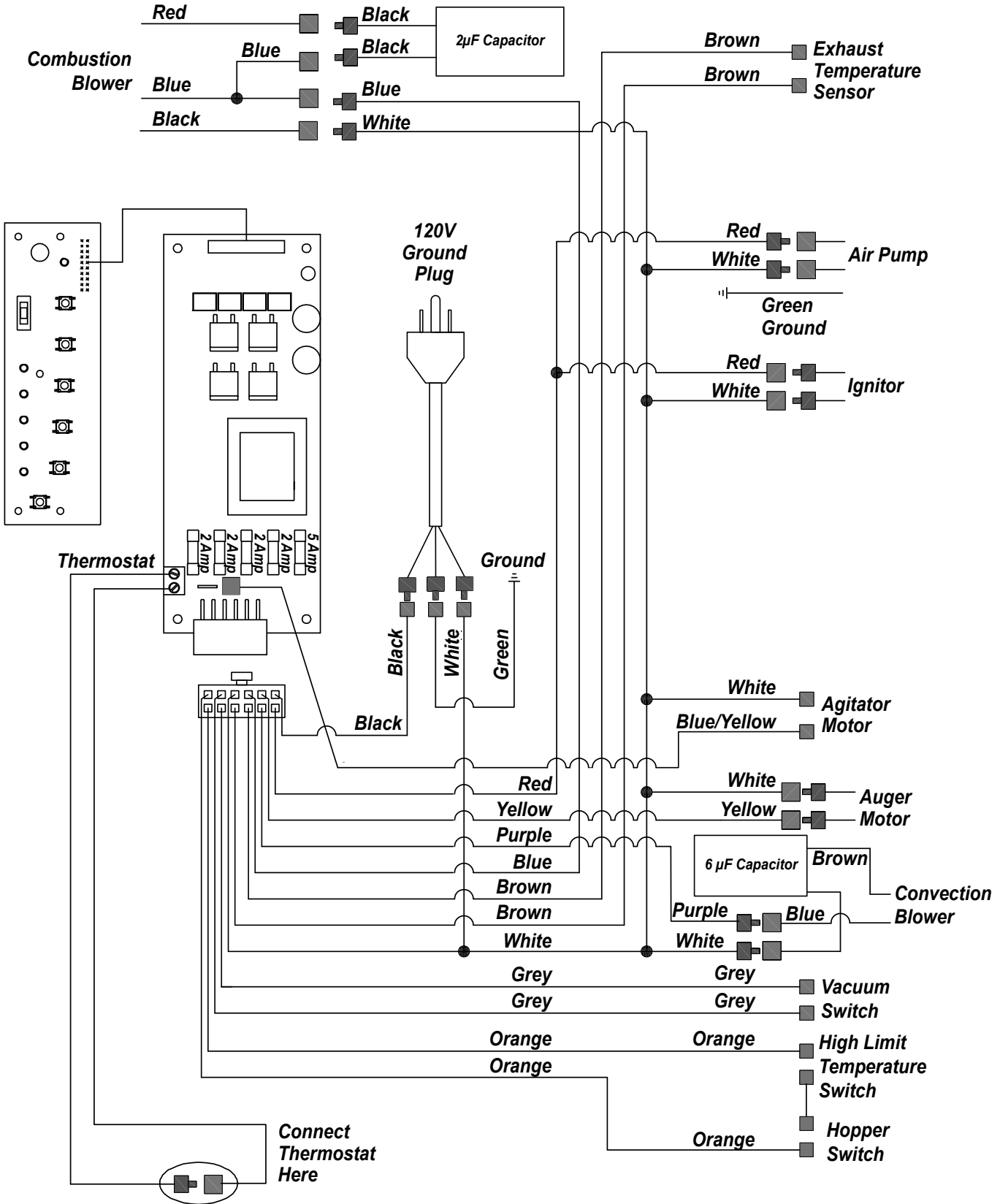
- Trim the combustion air to a higher setting to increase the magnahelic pressure inside the stove.
- Check to see if the stove needs a more complete cleaning.
- Turn the Heat Level up slightly (poor quality fuel will require slightly higher settings).
- Jump the exhaust temperature sensor, if this fixes the problem then replace the white 120 °F ( 49 °C) sensor
- Did the power go out?
- Contact your local Dealer for service.

## **12. The agitator does not turn.**

- Ensure unit has finished start-up.
- Ensure agitator is locked into the drive shaft properly and is not jammed.
- Check drive chain assembly and gear motor for damage.
- Check the agitator motor is functioning properly.



# Wiring Diagram



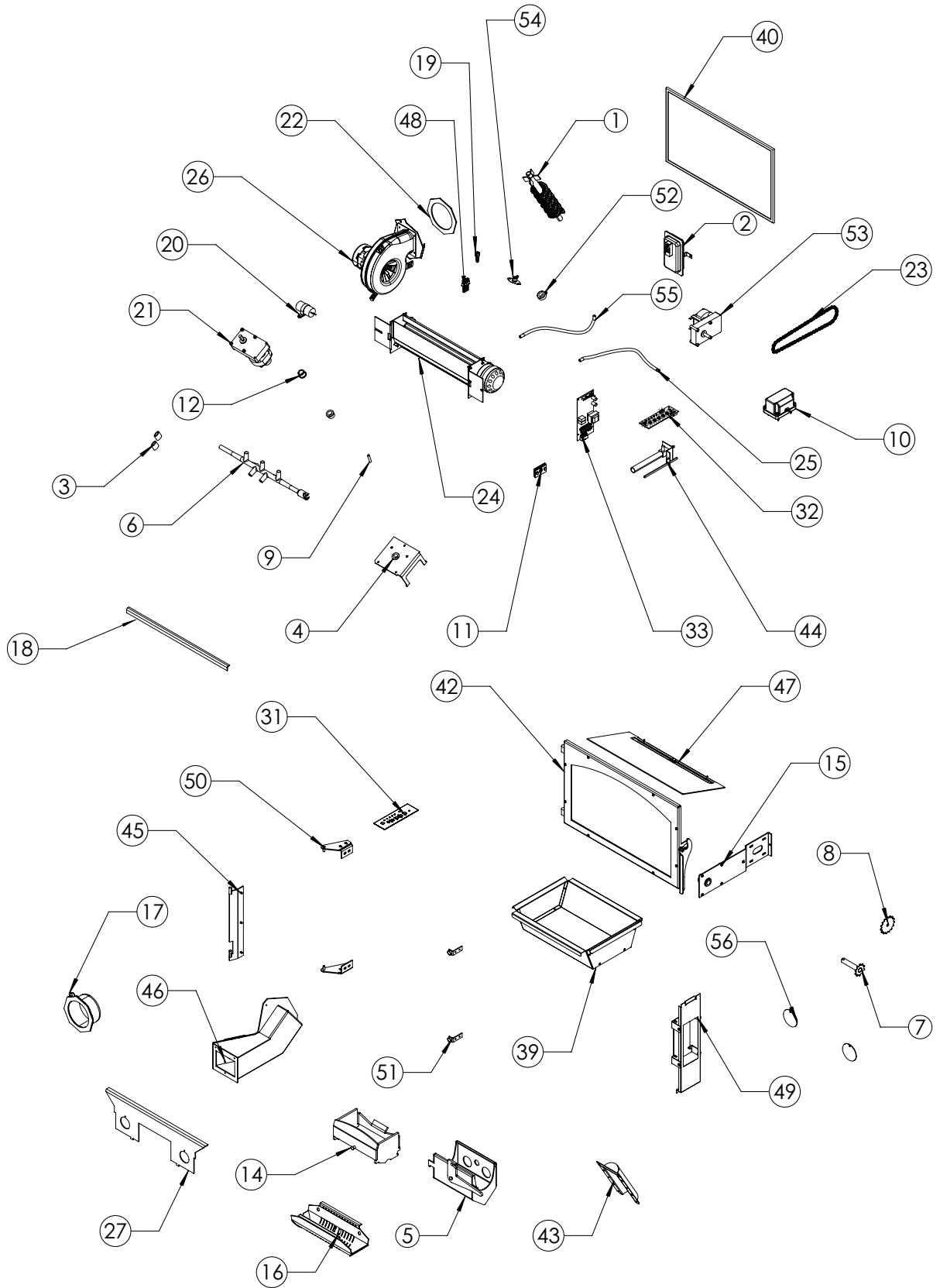
## Parts List

<b>ITEM #</b>	<b>DESCRIPTION</b>	<b>PART #</b>
not shown	Log Set (optional)	GC60-930
not shown	120 CERAMIC EXHAUST TEMP SENSOR	GF55-009
not shown	WINDOW CHANNEL TAPE 72"	GF55-018
not shown	5/8" DOOR GASKET 7'	GF55-019
not shown	PED & ASHPAN GASKET 10'	GF55-020
not shown	PELLET MECHANICAL & ELEC FASTENER BAG	GF55-021
not shown	BURN POT SCRAPER TOOL	GF55-023
not shown	DOMESTIC POWER CORD	GF55-025
not shown	HEYCO STRAIN RELIEF	GF55-026
not shown	PELLET SERVICE TOOL KIT	GF55-031
not shown	MAGNAHELIC GAUGE (TESTING UNIT)	GF55-035
not shown	PELLET STOVE CLEANING BRUSH	GF55-048
not shown	DOOR & ASH DOOR GASKET 9/16 FIRM (10') W/JOINING TAPE(2)	GC60-019
not shown	GLASS RETAINER	GC60-025
not shown	LATCH BOLT & ROLLERS C/W NUT	GC60-031
not shown	2 AMP SMALL FUSE	GC60-032
not shown	4 AMP SMALL FUSE IGNITOR	GC60-033
not shown	ADJ AUGER FEED COVER KIT (N/C) PRE NOV 2010	GC60-034
not shown	COMBUSTION BLOWER MOUNTING GASKET C-10859	GC60-035
not shown	MAGNET 0.5" X 0.25" (NEO 45)	GC60-036
not shown	CONVECTION FAN CAPACITOR	GC60-039
not shown	CERAMIC REFRACTORY BRICK LINER KIT	GC60-044
not shown	HEAT EXCHANGER SCRAPER ROD	GC60-047
not shown	GC60 OWNERS MANUAL	GC60-053
not shown	GC60 TECHNICAL MANUAL	GC60-054
1	AUGER WITH PADDLES	GC60-002
2	VACUUM SWITCH LOW PRESURE	GC60-003
3	AUGER STOPS (CLEAR RUBBER)	GC60-004
4	AUGER PLATE AND BUSHING (ASSEMBLY)	GC60-005
5	BURN POT	GC60-006
6	STAINLESS STEEL CAST AGITATOR W/ COUPLER	GC60-007
7	AGITATOR DRIVE SHAFT W/SPROCKET	GC60-008
8	MOTOR DRIVE SPROCKET	GC60-009
9	1/4" SPRING PIN	GC60-010
10	AIR PUMP	GC60-011
11	AGITATOR BUSHING LEFT SIDE	GC60-012
<b>ITEM #</b>	<b>DESCRIPTION</b>	<b>PART #</b>

## GC60-2 Parts List

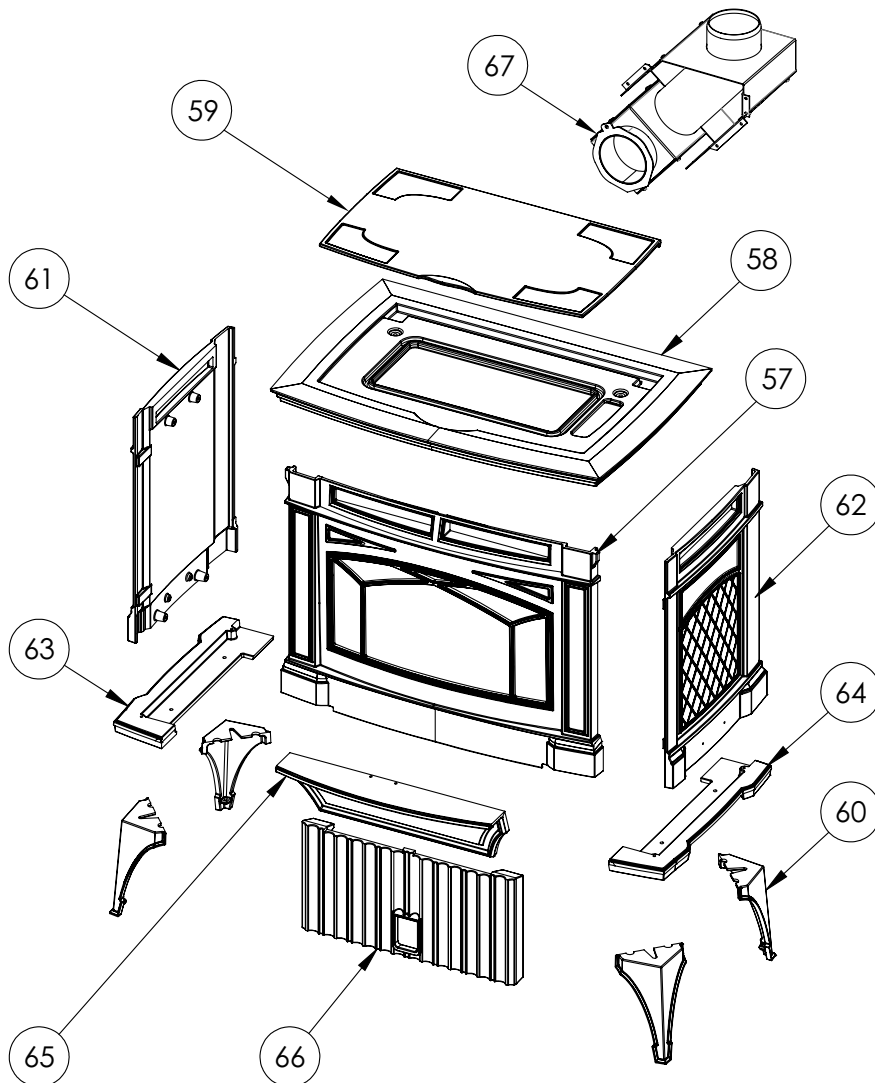
12	AUGER BRASS BUSHINGS (2)	GF55-045
14	FIRE GRATE	GC60-013
15	AGITATOR DRIVE BRACKET	GC60-067
15A	AGITATOR DRIVE BRACKET ASSEMBLY C/W HARDWARE	GC60-068
16	SS BURN POT LINER	GC60-289
17	4" EXHAUST STARTER TUBE C/W GASKET	GC60-040
18	AIR DEFLECTOR	GC60-290
19	HOPPER SWITCH	GC60-016
20	EXHAUST MOTOR CAPACITOR C/W STRAP	GC60-017
21	AUGER MOTOR 2 RPM	GC60-018
22	EXHAUST STARTER TUBE GASKET ONLY	GC60-042
23	DRIVE CHAIN	GC60-020
24	CONVECTION FAN 80MM	GC60-037
25	SILICONE HOSE (BLACK) (AIR PUMP)	GC60-021
26	FS COMBUSTION BLOWER CW HOUSING /MOUNT/ GASKET	GC60-043
27	FIREBOX LOWER	GC60-045
31	GC60 CONTROL PANEL WITH DECAL	GC60-055
32	DAUGHTER BOARD	GC60-022
33	MOTHER BOARD	GC60-023
39	ASH PAN	GC60-046
40	GLASS	GC60-024
42	DOOR COMPLETE	GC60-026
43	AUGER TUBE COVER	GC60-027
44	IGNITOR ASSEMBLY	GC60-028
45	HINGE BRACKET (INNER)	GC60-029
46	EXHAUST CHANNEL CW SENSOR	GC60-048
47	BAFFLE	GC60-049
48	WIRING HARNESS	GC60-030
49	MOTHERBOARD MOUNTING PANEL	GC60-050
50	CAST FRONT MOUNTING BRACKETS (SET OF 2)	GC60-052
51	MAGNET LATCH (SET OF 2)	GC60-051
52	5/8" I.D. AUGER COLLAR W/SCREW	GF55-047
53	AUGER MOTOR 1 RPM	GF55-001
54	200 HIGH LIMIT SENSOR MANUAL RESET	GF55-011
55	SILICONE HOSE (ORANGE) (VACUUM SWITCH)	GF55-013
56	FIREBOX CLEANING PORT COVERS	GC60-038
66	CAST FLUTED FIREBOX LINER	GC60-041

# GC60-2 Parts Diagram - Components



# Parts Diagram - CAST

ITEM #	DESCRIPTION	PART #
57	GC60 CAST FRONT - CHARCOAL	GC60-201
58	GC60 CAST TOP - CHARCOAL	GC60-211
59	GC60 CAST HOPPER LID - CHARCOAL	GC60-221
60	GC60 CAST LEG - CHARCOAL	GC60-231
61	GC60 CAST SIDE LEFT - CHARCOAL	GC60-241
62	GC60 CAST SIDE RIGHT - CHARCOAL	GC60-251
63	GC60 CAST LEG LIP LEFT - CHARCOAL	GC60-261
64	GC60 CAST LEG LIP RIGHT - CHARCOAL	GC60-271
65	GC60 CAST ASH DOOR - CHARCOAL	GC60-281
67	TOP VENT ADAPTOR	GC60-920
N/S	4" (102 MM) TO 6" (152 MM) FLUE INCREASER	4PVP-X6
N/S	DVL ADAPTOR	6DVL-ADT



# WARRANTY

## Limited Lifetime Warranty

FPI Fireplace Products International Ltd. (for Canadian customers) and Fireplace Products US, Inc. (for US customers) (collectively referred to herein as "FPI") extends this Limited Lifetime Warranty to the original purchaser of this Appliance provided the product remains in the original place of installation. The items covered by this Limited Lifetime Warranty and the period of such coverage are set forth in the table below.

\*The term "Limited Lifetime" in the table below is defined as **7 years** beginning the date when the Appliance was purchased. The "Limited Lifetime" warranty coverage period (**7 years**) reflects the minimum expected useful life of the designated Appliance or component under normal operating conditions. Some conditions apply (see below).

An Appliance in this policy is defined as an Indoor Pellet stove and Pellet insert.

**This Appliance has only been certified and listed for use indoors.**

This Limited Lifetime Warranty starts on the day the Appliance was purchased.

**The Limited Lifetime Warranty is not transferable, amendable or negotiable under any circumstances.**

Indoor Pellet Products Warranty Coverage for Components and labor is as follows:	Limited Lifetime Component Coverage 7 years	2 years	Subsidized Labour Coverage (Years)**
*Firebox/Heat exchanger	✓		2
*Surrounds, castings, door assembly.	✓		2
*Burn Pot, Log sets, Firebox panels,	✓		2
*Ceramic Glass (Thermal Breakage)	✓		2
*Pedestals, legs	✓		2
Burn Pot Liner		✓	2
Agitator		✓	2
Auger Motor, Combustion blower, Convection blower		✓	2
Wiring, all switches, Wiring harness, Powercords		✓	2
Circuit boards, Circuit board ribbon cable		✓	2
Vacuum switch, Ignitor, Air pump, Temperature sensors, Wall thermostat		✓	2
Auger		✓	2
Circuit Board Decals		✓	
Hopper Rails/ Baffle		✓	2

**Note:** Warranty coverage noted above may not be applicable as components/options vary based on appliance purchased.

### Conditions:

Warranty protects against defect in manufacture or FPI factory-assembled components only, unless herein specified otherwise.

**\*\*This warranty does not cover dealer travel costs, mileage, fuel, tolls for diagnostic or service work. All labor rates paid to authorized dealers are subsidized, pre-determined rates. Dealers may charge you for travel and additional time beyond their subsidy.**

Any part(s) found to be defective during the warranty period as outlined above will be repaired or replaced at FPI's option through an accredited distributor, dealer or pre-approved and assigned agent provided that the defective part is returned to the distributor, dealer or agent for inspection if requested by FPI. Alternatively, FPI

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may, at its own discretion, fully discharge all of its obligations under warranty by refunding the verified purchase price of the product to the original purchaser. The purchase price must be confirmed by the original Bill of Sale.

**The authorized selling dealer, or an alternative authorized FPI dealer if pre-approved by FPI, is responsible for all in-field diagnosis and service work related to all warranty claims. FPI is not responsible for results or costs of workmanship of unauthorized FPI dealers or agents in the negligence of their service work.**

At all times, FPI reserves the right to inspect reported in the field/on location complaints of products claimed to be defective before processing or authorizing any claim. Failure to allow this upon request will void the warranty.

All warranty claims must be submitted by the dealer servicing the claim, including a copy of the Bill of Sale (proof of purchase by you). All claims must be complete and provide full details as requested by FPI to receive consideration for evaluation. **Incomplete claims may be rejected.**

**Replacement Appliances to the original purchaser are limited to one per warranty term.**

The Appliance must be installed according to all manufacturers' instructions as per the manual.

All Local and National required codes must be met.

The installer is responsible for ensuring the Appliance is operating as designed at the time of installation.

The original purchaser is responsible for the annual maintenance of the Appliance, as outlined in the owner's manual. As outlined below, the warranty may be voided due to problems caused by a lack of maintenance.

If freight damage has been found either externally or internally, the dealer must be informed within 3 days. All claims as a result of damage must be submitted by the dealer servicing the claim, including a copy of the Bill of Sale (proof of purchase). All claims must be complete and provide full details as requested by FPI to receive consideration for evaluation. **Incomplete claims may be rejected.**

As this is a **7-year** Limited Lifetime Warranty, if the Appliance needs to be replaced, the Appliance that was purchased at the time of sale might not be replaced with exactly the same model Appliance. In that case, FPI will replace your Appliance with one that is similar at the time of replacement under the terms of this Limited Lifetime Warranty, but **ONLY** in the event that an item covered by the Limited Lifetime Warranty is found to be defective. Please refer to the table on first page of this warranty for items covered by the Limited Lifetime Warranty. Product changes might be the result of the original Appliance being discontinued, changes in regulatory requirements, product advancements, etc., which are beyond the control of FPI. **This Limited Lifetime Warranty does not cover any installation costs, or costs associated with changes of required clearances for the replacement Appliance, hearth pads, mantles, facing and/or facing materials such as framing, completed walls made of drywall, wood, non-combustible board, tile, brick, stone, marble etc., venting/chimney systems, or components of the chimney system.**

If a suitable replacement is not available, FPI will refund **50%** of the purchase price of the Appliance and any applicable FPI accessories (faceplates, brick panels, media, etc.) purchased at the time of sale. **In no event will FPI refund any portion of the purchase price of, or reimburse costs associated with, any other items, including without limitation, installation of a new Appliance, changes of required clearances for a new Appliance, hearth pads, mantles, facing and/or facing materials such as framing, completed walls made of drywall, wood, non-combustible board, tile, brick, stone, marble etc., venting/chimney systems, or components of the chimney system. A copy of the receipt or bill of sale will be necessary to validate the purchase price.**

Purchased parts: Repair/replacement parts purchased by the consumer from FPI after the original coverage has expired on the Appliance will carry a **90-day** warranty from the purchase date, valid with a receipt only. Any item shown to be defective will be repaired or replaced at our discretion. No labor coverage is included with these parts.

## Exclusions:

This Limited Lifetime Warranty does not extend to paint, rust or corrosion of any kind due to a lack of maintenance or improper venting, combustion air provision, corrosive chemicals (i.e. chlorine, salt, air, etc.), inner panels, door or glass gasketing, or any other additional factory fitted gasketing, color fading, carbon/sooting of the log sets due to use.

Malfunction, damage or performance based issues as a result of environmental conditions, location, chemical damages, downdrafts, installation error, an installation by an unqualified installer, incorrect chimney components (including but not limited to cap size or type), operator error, abuse, misuse, use of improper fuels (plastics, garbage, solvents,

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cardboard, coal or coal products, oil-based products, waxed cartons, compressed pre-manufactured logs), lack of regular maintenance and upkeep, acts of God, weather-related problems from hurricanes, tornados, earthquakes, floods, lightning strikes/bolts or acts of terrorism or war, which result in a malfunction of the Appliance are not covered under the terms of this Limited Lifetime Warranty.

FPI has no obligation to enhance or modify any Appliance once manufactured (i.e. as products evolve, field modifications or upgrades will not be performed on existing Appliances).

**This warranty does not cover dealer travel costs, mileage, fuel, tolls for diagnostic or service work. All labor rates paid to authorized dealers are subsidized, pre-determined rates. Dealers may charge you for travel and additional time beyond their subsidy.**

Any Appliance showing signs of neglect or misuse will not be covered under the terms of this warranty policy and may void this warranty, including Appliances with rusted or corroded fireboxes that have not been reported as rusted or corroded within **three (3)** months of installation/purchase.

Appliances which show evidence of being operated while damaged, or with problems known to the purchaser and causing further damages will void this warranty.

Appliances where the serial no. has been altered, deleted, removed or made illegible will void this warranty.

Minor movement, expansion and contraction of the steel is normal and is not covered under the terms of this warranty.

Freight damages for products or parts are not covered under the terms of this warranty.

Products made or provided by other manufacturers and used in conjunction with the FPI Appliance without prior authorization from FPI may void this warranty.

## **Limitations of Liability:**

The original purchaser's exclusive remedy under this warranty, and FPI's sole obligation under this Limited Lifetime Warranty, express or implied, in contract or in tort, shall be limited to replacement, repair, or refund, as outlined above. IN NO EVENT WILL FPI BE LIABLE UNDER THIS WARRANTY FOR ANY INCIDENTAL OR CONSEQUENTIAL COMMERCIAL DAMAGES OR DAMAGES TO PROPERTY. TO THE EXTENT PERMITTED BY APPLICABLE LAW, FPI MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY SPECIFIED HEREIN. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO DURATION OF THE EXPRESSED WARRANTY SPECIFIED ABOVE. IF IMPLIED WARRANTIES CANNOT BE DISCLAIMED, THEN SUCH WARRANTIES ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.

Some US states do not allow limitations on how long an implied warranty lasts, or allow exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

Customers located outside the US should consult their local, provincial or national legal codes for additional terms which may apply to this warranty.

## **How to Obtain Warranty Service:**

Customers should contact the authorized selling dealer to obtain warranty service. In the event the authorized selling dealer is unable to provide warranty service, please contact FPI by mail at the address listed below. Please include a brief description of the problem and your address, email and telephone contact information. A representative will contact you to make arrangements for an inspection and/or warranty service.

### Canadian Warrantor:

**FPI Fireplace Products  
International Ltd.**  
6988 Venture St. Delta,  
British Columbia Canada,  
V4G 1H4

### US Warrantor:

**Fireplace Products U.S., Inc.**  
PO Box 2189 PMB 125  
Blaine, WA  
United States, 98231



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Or contact the Regency Customer Care Centre at 1-800-442-7432 (phone) / 604-946-4349 (fax)  
/customerservice@regency-fire.com (e-mail)

## **Product Registration and Customer Support:**

Thank you for choosing a Regency Fireplace. Regency strives to be a world leader in the design, manufacture, and marketing of hearth products. To provide the best support for your product, we request that you complete a product registration form at <http://www.regency-fire.com/Customer-Care/Warranty-Registration.aspx> within **ninety (90)** days of purchase.

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## Warranty Registration Card



### Product Registration and Customer Support:

Thank you for choosing a Regency Fireplace. Regency strives to be a world leader in the design, manufacture, and marketing of hearth products. To provide the best support for your product, we request that you complete a product registration form found on our Web Site under Customer Care within ninety (90) days of purchase.

For purchases made in **CANADA or the UNITED STATES:**

<http://www.regency-fire.com/Customer-Care/Warranty-Registration.aspx>

For purchases made in AUSTRALIA:

<http://www.regency-fire.com.au/Customer-Care/Warranty-Registration.aspx>

You may also complete the warranty registration form below to register your Regency Fireplace Product and mail and/or fax it back to us, and we will register the warranty for you. It is important you provide us with all the information below in order for us to serve you better.

### Warranty Registration Form (or Register online immediately at the above Web Site):

<b>Warranty Details</b>	
Serial Number (required):	
Purchase Date (required) (mm/dd/yyyy):	
<b>Product Details</b>	
Product Model (required):	
<b>Dealer Details</b>	
Dealer Name (required):	
Dealer Address:	
Dealer Phone #:	
Installer:	
Date Installed (mm/dd/yyyy):	
<b>Your Contact Details (required)</b>	
Name:	
Address:	
Phone:	
Email:	

For purchases made in CANADA:

**FPI Fireplace Products International Ltd.**  
6988 Venture St.  
Delta, British Columbia  
Canada, V4G 1H4

Phone: 604-946-5155  
Fax: 1-866-393-2806

For purchases made in the UNITED STATES:

**Fireplace Products US, Inc.**  
PO Box 2189 PMB 125  
Blaine, WA  
United States, 98231

Phone: 604-946-5155  
Fax: 1-866-393-2806

For purchases made in AUSTRALIA:

**Fireplace Products Australia Pty Ltd**  
99 Colemans Road  
Dandenong South, Vic.  
Australia, 3175

Phone: +61 3 9799 7277  
Fax: +61 3 9799 7822

For fireplace care and tips and answers to most common questions please visit our Customer Care section on our Web Site. Please feel free to contact your selling dealer if you have any questions about your Regency product.

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***Installer: Please complete the following information***

**Dealer Name & Address:** \_\_\_\_\_  
\_\_\_\_\_

**Installer:** \_\_\_\_\_

**Phone #:** \_\_\_\_\_

**Date Installed:** \_\_\_\_\_

**Serial #:** \_\_\_\_\_