



# Regency Plateau® PTO30 Outdoor Decorative Gas Appliance

## Owners & Installation Manual

Models: PTO30-NG11 / PTO30-LP11



[www.regency-fire.com](http://www.regency-fire.com)

### ⚠ WARNING:

If the information in these instructions are not followed exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

### ⚠ WARNING: For Outdoor Use Only.

Installation and service must be performed by a qualified installer, service agency, or the gas supplier.

### ⚠ WARNING:

Do not store or use gasoline, or other flammable vapors and liquids, in the vicinity of this or any other appliance.  
An LP-cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

### ⚠ DANGER - FIRE OR EXPLOSION HAZARD

If you smell gas:

- Shut off gas to the appliance.
- Extinguish any open flame.
- If odour continues, leave the area immediately.
- After leaving the area, call your gas supplier or fire department.

Failure to follow these instructions could result in fire or explosion, which could cause property damage, personal injury, or death.

Tested by:



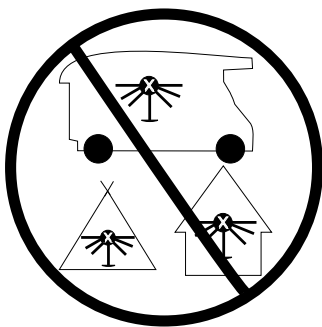
*Installer:* Leave this manual with the appliance.  
*Consumer:* Retain this manual for future reference.

To the New Owner:

Congratulations!

You are the owner of a state-of-the-art Outdoor Decorative Gas Appliance by REGENCY®. The Plateau® PTO30 Outdoor decorative gas appliance has been designed to provide you with all the warmth and charm of a fire at the flick of a switch. The Plateau® PTO30 Outdoor Decorative Gas Appliance has been approved by Warnock Hersey/Intertek for both safety and efficiency. As it also bears our own mark, it promises to provide you with economy, comfort and security for many trouble free years to follow. Please take a moment now to acquaint yourself with these instructions and the many features of your Regency® decorative gas appliance.

## DANGER



### CARBON MONOXIDE HAZARD

This appliance can produce carbon monoxide which has no odor.

Using it in an enclosed space can kill you.

Never use this appliance in an enclosed space such as a camper, tent, car or home.

### MONOXYDE DE CARBONE

Cet appareil peut produire du monoxyde de carbone, un gaz inodore.

L'utilisation de cet appareil dans des espaces clos peut entraîner la mort.

Ne jamais utiliser cet appareil dans un espace clos comme un véhicule de camping, une tente, une automobile ou une maison.

919-780a



## WARNING!



**HOT GLASS WILL  
CAUSE BURNS**

**DO NOT TOUCH GLASS  
UNTIL COOLED**

**NEVER ALLOW CHILDREN  
TO TOUCH GLASS**

### 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.**



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).



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**NOTE:** PTO60 is two PTO30 units assembled end to end.

# 4 | safety decal

This is a copy of the label that accompanies each PTO30 Outdoor decorative gas appliance. We have printed a copy of the contents here for your review.

**NOTE:** Regency® units are constantly being improved. Check the label on the unit and if there is a difference, the label on the unit is the correct one.

For the State of Massachusetts, installation and repair must be done by a plumber or gas fitter licensed in the Commonwealth of Massachusetts.

For the State of Massachusetts, flexible connectors shall not exceed 36 inches in length.

For the State of Massachusetts, the appliances individual manual shut-off must be a t-handle type valve.

## PTO30 DECAL LOCATION

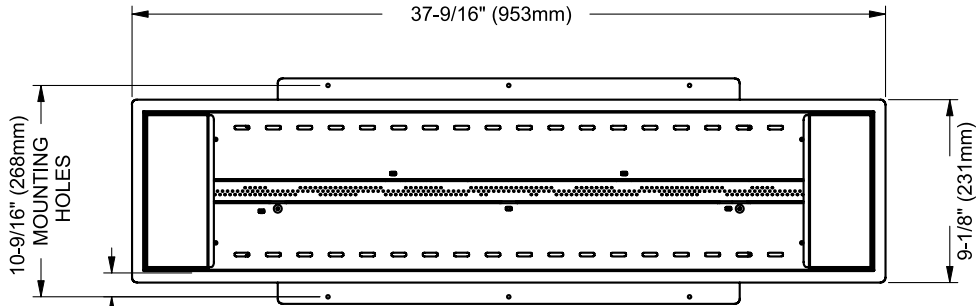
- 1) Remove pilot cover on non pilot assembly side.
- 2) Serial # decal will be affixed to a black metal chain as per below.



## COPY OF SAFETY DECAL

<b>REGENCY</b> INTERTEK PRODUCTS		<b>552</b>	<b>552</b>
<b>DO NOT REMOVE THIS LABEL / NE PAS ENLEVER CETTE ÉTIQUETTE</b>		<b>APPAREIL FONCTIONNANT AU GAZ PROPANE</b>	
<b>PROpane GAS: Model PTO30-LP11</b>		<b>APPAREIL FONCTIONNANT AU GAZ NATUREL</b>	
Maximum supply pressure 14" Minimum supply pressure 11" Manifold pressure high 10" Manifold pressure low 6.4" Orifice size #45 Maximum input 49,000 Btu/h Minimum input 38,000 Btu/h Altitude 0-4500 ft/l (0-1372 m)	W/C.C.E. (3.49 kPa) W/C.C.E. (2.74 kPa) W/C.C.E. (2.49 kPa) W/C.C.E. (1.59 kPa) DMS (14.36 kW) Btu/h (11,13 kW)	Maximum supply pressure 14" Minimum supply pressure 11" Manifold pressure high 10" Manifold pressure low 6.4" Orifice size #45 Maximum input 50,000 Btu/h Minimum input 30,000 Btu/h Altitude 0-4500 ft/l (0-1372m)	W/C.C.E. (3.49 kPa) W/C.C.E. (1.25 kPa) W/C.C.E. (0.87 kPa) W/C.C.E. (0.40 kPa) DMS (14.65 kW) Btu/h (8.79 kW)
The installation must conform with local codes or, in the absence of local codes, with CAN/CSA-B749.1, Natural Gas and Propane Installation Code or ANSI Z223.1/NFPA 54. This appliance is only for use with the type of gas indicated on the rating plate. See owner's manual for details.			
L'installation doit être conforme aux codes locaux ou, en l'absence de codes locaux, avec CAN/CSA-B749.1, gaz naturel et propane ou du Code d'installation au ANSI Z223.1/NFPA 54.			
Cet appareil doit être uniquement utilisé conformément au type de gaz indiqué sur la plaque signalétique. Voir le manuel d'installation pour les détails.			
For Outdoor Use Only / Pour Usage Extérieur Seulement If Stored Indoors, Detach and Leave Cylinder Outdoors / Si à l'Intérieur, Détacher la Bouteille de Gaz et la Laisser à l'Extérieur			
For use with Barter (part # 375632) / À utiliser avec Barre (part # 375632)			
FPI Fireplace Products International Ltd. 6888 Venture St. Delta, BC, Canada V4G 1H4 PT030-NG11 PT030-LP11			

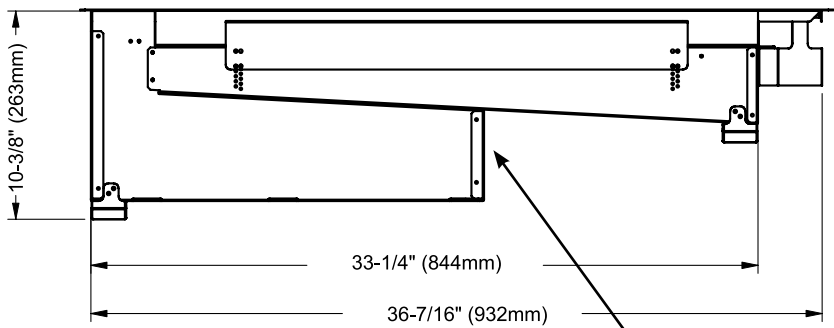
**PTO30 UNIT DIMENSIONS**



**TOP VIEW**

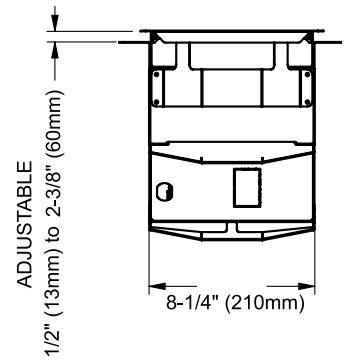
10-9/16" (268mm)  
MOUNTING HOLES

1-3/16" (30mm)  
OUTSIDE OF UNIT TO MOUNTING HOLES



**SIDE VIEW**

Gas Connection/Electrical connections if using optional Hardwire Kit.



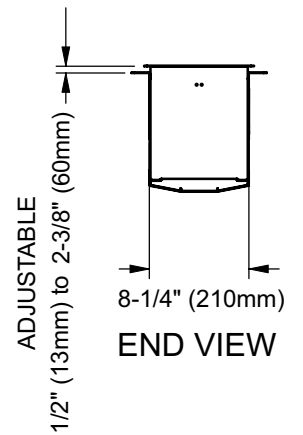
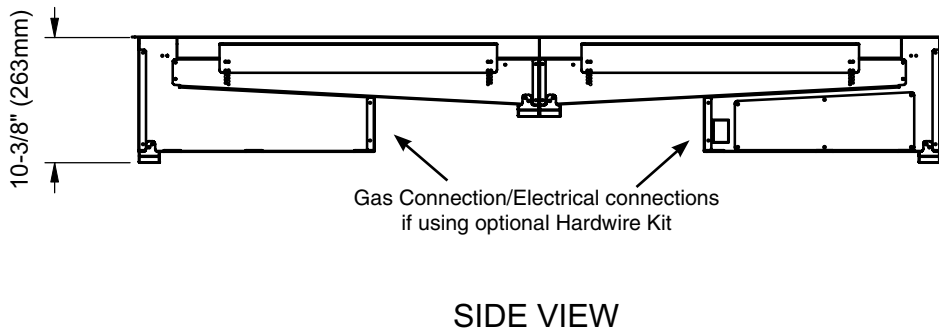
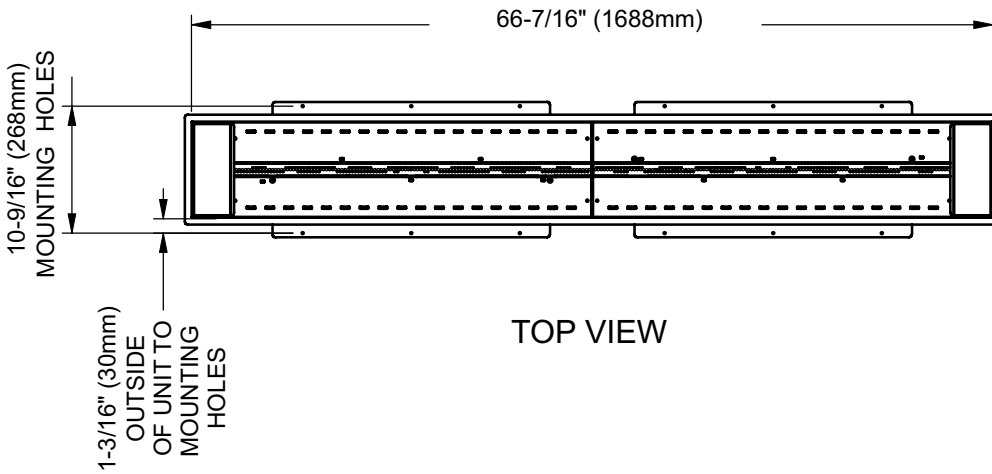
**END VIEW**

**ALL PICTURES / DIAGRAMS SHOWN THROUGHOUT THIS MANUAL ARE FOR ILLUSTRATION PURPOSES ONLY. ACTUAL PRODUCT MAY VARY DUE TO PRODUCT ENHANCEMENTS.**

## 6 | dimensions

### PTO60 UNIT DIMENSIONS

**NOTE:** PTO60 is two PTO30 units assembled end to end (see PT060 assembly for more details).



## GAS INSTALLATION CHECKLIST

This general checklist does not contain all pertinent installation details or specifics and does not supersede the guidelines in this manual. Your Regency dealer/installer should use it in conjunction with manual instructions. Please follow all local codes and jurisdictions in authority.

<b>Customer:</b> _____	<b>Date Installed:</b> _____
<b>Install Address:</b> _____	<b>Location of Fireplace:</b> _____
<b>Serial No:</b> _____	<b>Installer:</b> _____
<b>Model No:</b> _____	

<b>Site Requirements</b>	<b>YES</b>	<b>NO</b>
If applicable, are the insulation, vapour barrier, and drywall present if installed on an outside wall or chase?		
Does the area have a solid continuous base to support the unit?		
Will the area accommodate the size of the appliance and all clearances?		
Are the gas and electrical roughed into the area where the unit is being installed?		
In City & Grandview series cool wall applications, is the chase enclosure sealed to prevent heat from escaping? All hot air from the unit must exit via the mandatory ventilation openings.		
In City & Grandview applications, Is the chase enclosure vented with the mandatory heat ventilation openings? See manual for details.		
If applicable, is the masonry/factory built fireplace in its original condition with no modifications?		
If applicable, have the hearth requirements been met?		
<b>Unit Setup</b>	<b>YES</b>	<b>NO</b>
If applicable, are the standoffs and top nailing flange extensions installed and at the correct depth to accommodate finishing material? See manual for details.		
If applicable, is the fireplace level and secured, meeting framing clearances? See manual for details.		
If applicable, is the unit converted to top or rear vent per manual instructions, and the insulation discarded?		
<b>Venting</b>	<b>YES</b>	<b>NO</b>
Are the venting components approved for the unit installed?		
Does the venting configuration comply with venting diagrams?		
Is venting installed and secured, and are clearances for the vent pipe and termination cap maintained?		
If applicable, was a 1/4" rise maintained for every foot of horizontal run?		
Was the termination installed and sealed?		
Is the direct vent termination at the highest point in the vent assembly?		
If applicable, are both chimney liners continuous from flue collars to termination?		
<b>Electrical and Wiring</b>	<b>YES</b>	<b>NO</b>
Is the appliance connected to the household's 110/120v per local codes? Check local codes for receptacle placement.		
Were the connections in the fireplace tested with a circuit tester?		
Is the appliance properly grounded?		
If applicable, is the supplied electrical/gang box affixed to the wall to facilitate the mounting of the receiver/battery box ?		
<b>Gas</b>	<b>YES</b>	<b>NO</b>
Does the supply pressure meet the requirements shown on the rating plate?		
Was a conversion performed?		
Was a leak check performed and manifold pressures verified?		
Is the shut-off valve installed and easily accessible to the customer?		

## 8 | installation

<b>Finishing</b>	<b>YES</b>	<b>NO</b>
If applicable, is only noncombustible material installed in the noncombustible areas?		
Do clearances meet installation and manual requirements?		
Do the mantels and/or projections comply with the installation manual?		
If applicable, was the solid fuel fireplace warning plate installed?		
<b>Appliance Media Setup</b>	<b>YES</b>	<b>NO</b>
Do commands from the remote or wall switch light the pilot and main burner?		
Are the burner media/log set, glass door, and screen installed per instructions in the manual?		
Was the air shutter on the proper setting after running the unit for 20 minutes?		
If applicable, were the surround and trims installed according to the manual?		
Was the operation of the fan, lights (if installed), and flame modulation checked?		
<b>Customer Tutorial and Presentation</b>	<b>YES</b>	<b>NO</b>
Is the customer confident operating the new gas appliance and aware of all the features on the remote?		
Confirm that the rating and lighting plates are attached to the appliance. Do not remove.		
Was the customer informed of the location of the rating and lighting plates?		
Was accessing unit controls in a power outage explained to the customer?		
Are the model and serial numbers and the date of installation of the unit written in the manual and on the checklist?		
Were the warranty and unit registration reviewed with the customer?		
<b>Comments:</b>		



## IMPORTANT MESSAGE SAVE THESE INSTRUCTIONS

The PTO30 Outdoor Decorative Gas Appliance must be installed in accordance with these instructions. Carefully read all the instructions in this manual first. Consult the "authority having jurisdiction" to determine the need for a permit prior to starting the installation. It is the responsibility of the installer to ensure this decorative gas appliance is installed in compliance with manufacturers instructions and all applicable codes.

### BEFORE YOU START

Safe installation and operation of this appliance requires common sense, however, we are required by the Canadian Safety Standards and ANSI Standards to make you aware of the following:

**INSTALLATION AND REPAIR SHOULD BE DONE BY AN AUTHORIZED SERVICE PERSON. THE APPLIANCE SHOULD BE INSPECTED BEFORE USE AND AT LEAST ANNUALLY BY A PROFESSIONAL SERVICE PERSON. MORE FREQUENT CLEANING MAY BE REQUIRED DUE TO EXCESSIVE LINT FROM CARPETING, BEDDING MATERIAL, ETC. IT IS IMPERATIVE THAT CONTROL COMPARTMENTS, BURNERS AND CIRCULATING AIR PASSAGEWAYS OF THE APPLIANCE BE KEPT CLEAN.**

**ANY GUARD OR OTHER PROTECTIVE DEVICE REMOVED FOR SERVICING THE APPLIANCE MUST BE REPLACED PRIOR TO OPERATING THE APPLIANCE**

**WARNING: FAILURE TO INSTALL THIS APPLIANCE CORRECTLY WILL VOID YOUR WARRANTY AND MAY CAUSE A SERIOUS FIRE.**

**CHILDREN AND ADULTS SHOULD BE ALERTED TO THE HAZARDS OF HIGH SURFACE TEMPERATURES, ESPECIALLY THE DECORATIVE GAS APPLIANCE GLASS AND FACEPLATE, AND SHOULD STAY AWAY TO AVOID BURNS OR CLOTHING IGNITION.**

**THIS APPLIANCE SHALL BE USED ONLY OUTDOORS IN A WELL-VENTILATED SPACE AND SHALL NOT BE USED IN A BUILDING, GARAGE OR ANY OTHER ENCLOSED AREA.**

**DO NOT USE THIS APPLIANCE IF ANY PART HAS BEEN UNDER WATER. IMMEDIATELY CALL A QUALIFIED SERVICE TECHNICIAN TO INSPECT THE APPLIANCE AND TO REPLACE ANY PART OF THE CONTROL SYSTEM AND ANY GAS CONTROL WHICH HAS BEEN UNDER WATER.**

**CLOTHING OR OTHER FLAMMABLE MATERIAL SHOULD NOT BE PLACED ON OR NEAR THE APPLIANCE.**

**SOLID FUELS SHALL NOT BE BURNED IN THIS APPLIANCE.**

**YOUNG CHILDREN SHOULD BE CAREFULLY SUPERVISED WHEN THEY ARE IN THE SAME AREA AS THE APPLIANCE. TODDLERS, YOUNG CHILDREN AND OTHERS MAY BE SUSCEPTIBLE TO ACCIDENTAL CONTACT BURNS. A PHYSICAL BARRIERS IS RECOMMENDED IF THERE ARE AT RISK INDIVIDUAL IN THE HOUSE. TO RESTRICT ACCESS TO A DECORATIVE GAS APPLIANCE OR STOVE, INSTALL AN ADJUSTABLE SAFETY GATE TO KEEP TODDLERS, YOUNG CHILDREN AND OTHER AT RISK INDIVIDUALS OUT OF THE ROOM AND AWAY FROM HOT SURFACES.**

**DONOT SIT OR STAND ON DECORATIVE GAS APPLIANCE.**

### GENERAL SAFETY INFORMATION

1. When an appliance is for connection to a fixed piping system, the installation must conform with local codes or, in the absence of local codes, with the *National Fuel Gas Code*, ANSI Z223.1 - NFPA 54; *National Fuel Gas Code*; *Natural Gas and Propane Installation Code*, CSA B149.1; or *Propane Storage and Handling Code*, CSA B149.2, as applicable.
2. The appliance when installed, must be electrically grounded in accordance with local codes, or in the absence of local codes with the Canadian Electrical Code CSA C22.1 or with the National Electrical Code, ANSI/NFPA 70.

3. See general construction and assembly instructions. The appliance should be enclosed.
4. Inspect the burner before each use of the appliance for blockage and any signs of deterioration.
5. To prevent injury, do not allow anyone who is unfamiliar with the operation to use the fireplace.
6. Wear gloves and safety glasses for protection while doing required maintenance.
7. Maximum gas inlet pressure = 1/2 psig.
8. Under no circumstances should this appliance be modified. Parts that have to be removed for servicing should be replaced prior to operating this appliance.
9. Installation and any repairs to this appliance should be done by a qualified service person. A professional service person should be called to inspect this appliance annually. Make it a practice to have all of your gas appliances checked annually.
10. Under no circumstances should any solid fuels (wood, paper, cardboard, coal, etc.) be used in this appliance.
11. The appliance and its individual shutoff valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psi (3.5kPa).
12. The appliance area must be kept clear and free of combustible materials, (gases and other flammable vapours and liquids).

It is highly recommended to protect the interior from moisture (rain, snow). Cover the enclosure opening when not in use. This fireplace is only for use with the type of gas indicated on the rating plate. This fireplace is not convertible for use with other gases, unless a certified kit is used.

13. Cover must be removed when burner is in operation.
14. When not using appliance for extended periods of time - turn off gas supply.
15. Do not operate this appliance with a remote control. Only use the ON/OFF switch supplied with this appliance. The ON/OFF switch must be placed within line of sight of the appliance.

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

919-874

**INSTALLATION CHECKLIST**

If installing as PT060 (2 x PT030 end to end) you must repeat steps 2 - 5 for both units.

1. Locate appliance:
  - a) Refer to "Locating Your Outdoor decorative gas appliance" section
  - b) Clearances to Combustibles (Refer to "Clearances" section)
  - c) Framing & Finishing Requirements (Refer to "Framing & Finishing" section)
2. Drain Installation (recommended).
3. Install ON/OFF switch - ensure it is in the OFF position.
4. Make gas connections - test for leaks.
5. Install 4 "AA" batteries into each battery pack. This unit will not operate without AA batteries in place.
6. Install standard and optional features. Refer to the following sections:
  - a. Glass Crystals
  - b. Volcanic Stone Installation (optional)
  - c. Log Installation (optional)
  - d. Glass Surround Installation (optional)
7. Final check.

**This includes:**

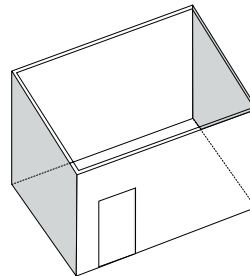
1. Clocking the appliance to ensure the correct firing rate (rate noted on label), after burning appliance for 15 minutes.
2. If required, adjusting the primary air to ensure that the flame does not carbon. First allow the unit to burn for 15-20 min. to stabilize.

**CAUTION: Any alteration to the product that causes sooting or carboning that results in damage is not the responsibility of the manufacturer.**

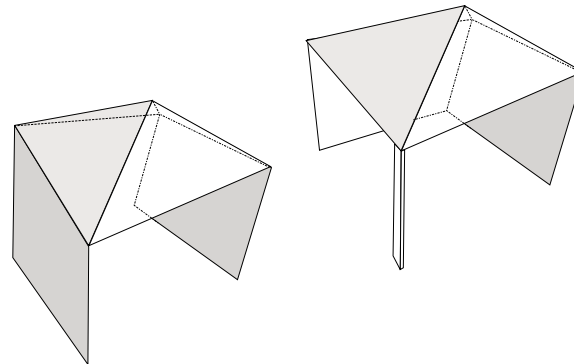
**LOCATING YOUR OUTDOOR DECORATIVE GAS APPLIANCE**

1. When selecting a location for your decorative gas appliance, ensure that the clearances are met.
2. This appliance must be installed in an open-air situation with natural ventilation, without stagnant areas, where gas leakage and products of combustion are rapidly dispersed by wind and natural convection.
3. Certain materials or items, when placed under or near the appliance, will be subjected to radiant heat and could become damaged.
4. Typically an outdoor space is not enclosed but, any enclosure in which the appliance is used shall comply with one of the following:

An enclosure with walls on all sides, but at least one permanent opening at ground level and no overhead cover.



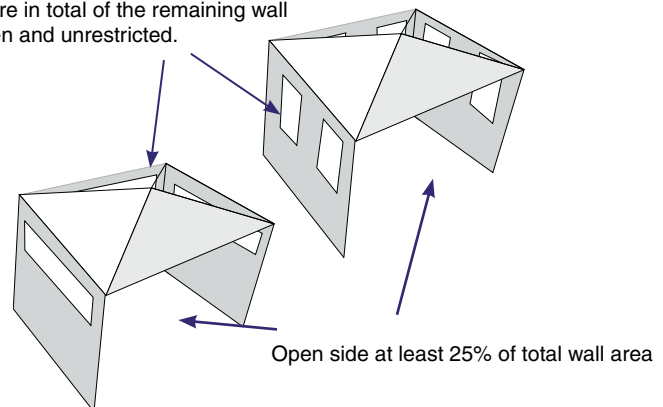
Within a partial enclosure that includes an overhead cover and no more that two walls.



Within a partial enclosure that includes an overhead cover and more than two walls, the following shall apply:

- At least 25% of the total wall area is completely open, and
- At least 30% of the remaining wall area is open and unrestricted

30% or more in total of the remaining wall area is open and unrestricted.



**\*SEE IMPORTANT INSTALLATION NOTES NEXT PAGE**

## IMPORTANT INFORMATION FOR OUTDOOR FIREPLACE INSTALLATIONS

- Never insulate around the body of the unit
- Excessive heat retention in the firebox will lead to component failure and fireplace malfunction
- Excessive heat retention will also increase the risk of fire inside the chase
- Heat retention can cause “Oil-canning” and damage the fireplace due to overheating
- Do not build up a wall of any type in front or to the sides of the appliance, higher than the firebox opening. This will create a pressure zone at the firebox and will prevent the unit from venting
- This is an outdoor appliance with a built-in drain. This drain should be installed and connected in all applications as per the instructions in this manual
- Inadequate drainage will cause rust and reduce the life of your appliance, this is not protected by warranty

### COMPONENTS IN OUTDOOR APPLIANCES

- Outdoor units use the same consistent, reliable Electronic components used in most Regency “E” units
- Installed correctly, these components will be subjected to far lower temperatures than indoor units, which have been certified as safe from heat etc
- Working gas pressures are as critical in outdoor products as they are in indoor products, even more important in Electronic systems

### COMMON MISCONCEPTIONS REGARDING OUTDOOR FIREPLACES

- There is a common misconception that being outdoors, an Outdoor Fireplace will function, regardless of circumstances,
- Outdoor fireplaces require the same amount of ventilation as indoor units, often more
- Outdoor units require adequate ventilation to the atmosphere, which in turn provides ongoing circulatory combustion air
- This type of Appliance Vents.
- All Outdoor Fireplace Products have the same need for Air/Oxygen, and an ability to Vent
- Even though the appliance is outdoors, this doesn't mean it is getting adequate air
- Requirements are not specific to Regency units
- Read and follow critical location guidelines in this manual

### UNDERSTANDING OUTDOOR APPLIANCE REQUIREMENTS

- Don't overlook the obvious
- Widen your margin for error
- Combustion always requires the same three elements
- Only the quantities and volumes change



### IMPORTANT THINGS TO REMEMBER

- Correct Working Gas pressure is critical on “E” units
- Wherever possible avoid locating on a flat wall in a tight corner
- Floor space doesn't count as “open area”
- Install to the manual specs for framing and **do not insulate** unit or enclosure
- Framing enclosure must at least meet minimum dimensional specs as per the installation manual
- Only Regency approved media should be used in the firebox (i.e. stones/glass)
- Be aware of pressure zones due to location (i.e. facing the ocean)
- Open walls and doorways to outside air are beneficial to the performance of an outdoor appliance
- Fixed roof/ceiling open areas count towards the total open area overall requirement
- Screens create 40% or more air restriction
- Screened areas are restrictions and reduce open air space, calculate area based on a **closed** screen
- The biggest problems are created by lack of airflow for the appliance
- Outdoor fireplaces are often built-in systems and incorrect installation can result in high repair costs
- Units must not be modified or altered in any way

### ANTICIPATED ISSUES CAUSED BY INCORRECT LOCATION OR INSTALLATION

- Unit shutting down intermittently
- Overheating of components leading to failure
- Lifting flame
- Poor flame package (i.e. all to one side, lazy flame)
- Failure to ignite
- Excess carbon
- Safety issues and concerns created from the byproducts of combustion

### OUTDOOR APPLIANCES REQUIRE VENTING

- Outdoor appliances must be installed in: open-air situations with natural ventilation and without stagnant areas
- Any gas leakage and products of combustion need to be rapidly dispersed by wind and natural convection
- Typically outdoor spaces are not enclosed, however, failure to adhere to installation guidelines, may cause the outdoor fireplace to be affected by wind or air pressure inside the enclosure
- **ANY** enclosure in which the appliance is used shall comply with one of the diagrams on the previous page.

### OUTDOOR APPLIANCE INSTALLATION SUMMARY

- All walls + overhead cover = 100% total area
- One of four walls or full overhead area must be totally open, plus—one of remaining walls must have a fixed opening
- All outdoor fireplaces/fire tables require total **natural** ventilation of 50% open space

### MINIMUM CLEARANCES TO COMBUSTIBLES

The clearances listed below are minimum distances unless otherwise stated.

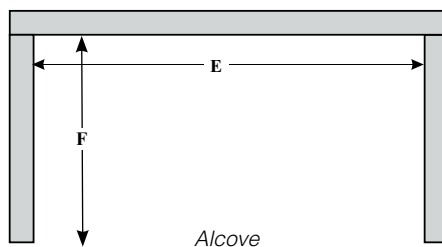
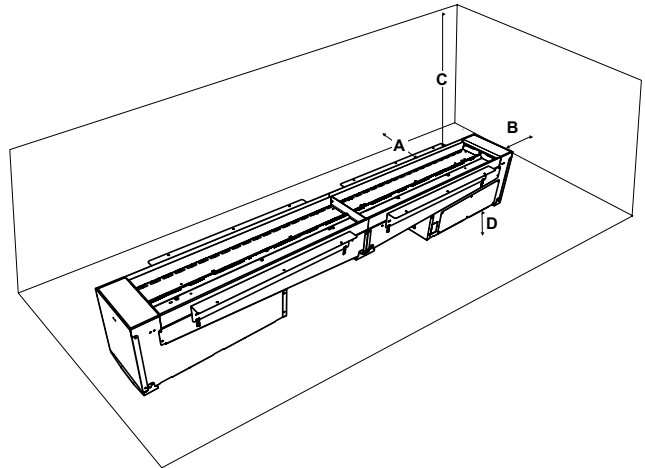
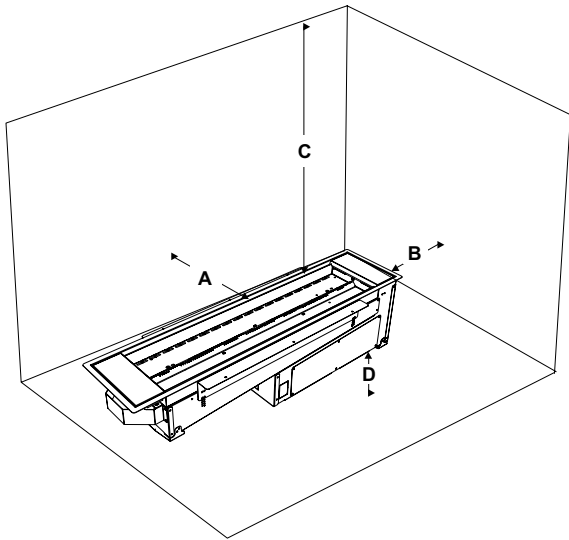
A major cause of fires is failure to maintain required clearances (air space) to combustible materials. It is of the greatest importance that this decorative gas appliance be installed only in accordance with these instructions.

**Caution Requirements**  
 The top, back and sides of the decorative gas appliance are defined by standoffs. The metal ends of the standoff may **NOT** be recessed into combustible construction.

**WARNING**  
 Fire hazard is an extreme risk if these clearances (air space) to combustible materials are not adhered to. It is of greatest importance that this decorative gas appliance be installed only in accordance with these instructions.

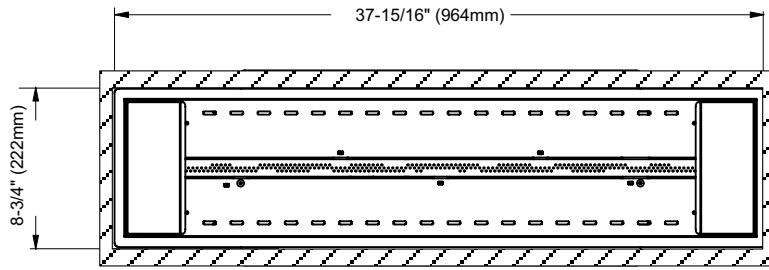
#### PTO30/PT060 Clearance Requirements

Clearances	Dimension	Measured From:
<b>A: Back wall</b>	17" (432mm)	Burner to back wall
<b>B: Sidewall</b>	17" (432mm)	Burner to sidewall
<b>C: Ceiling</b>	45" (1143mm)	Burner to Ceiling
<b>D: Unit Base</b>	1" (25mm)	Unit Base to Combustible
<b>E1: Alcove Width 30"</b> <b>E2: Alcove Width 60"</b>	84" (2134mm) 100" (2540mm)	Wall to Wall (Minimum)
<b>F: Alcove Depth</b>	60" (1524mm)	Front to Back Wall (Maximum)
<b>Notes:</b>	0"	No Hearth Required



**INNER FRAMING DIMENSIONS (REQUIRED)**

**NOTE:FRAMING MATERIAL NOT SUPPLIED**



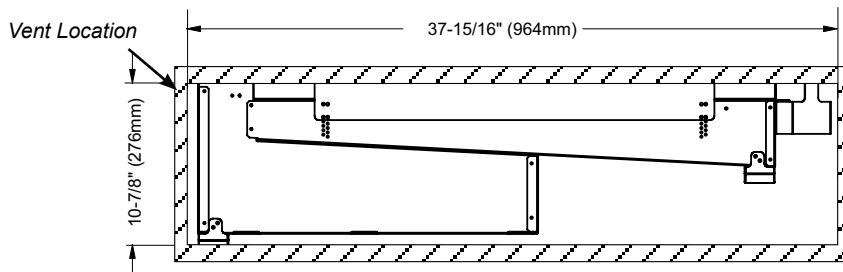
TOP VIEW

**PTO30**

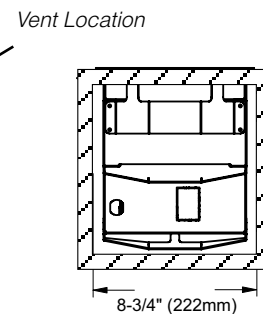
**NOTE:** Framing materials must be non-combustible when used within 4" of the unit. Combustible framing materials may be used outside the 4" clearance range.

Finishing materials **MUST** be non-combustible.

Consideration should be given to weather / elements when choosing framing materials (ie. treated lumber, steel stud).



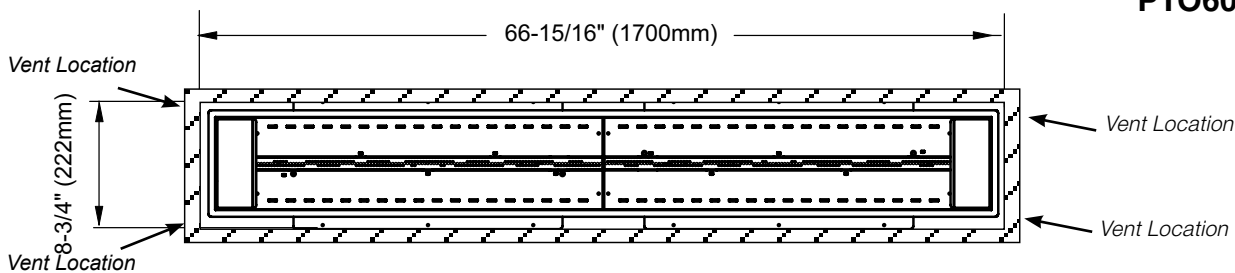
SIDE VIEW



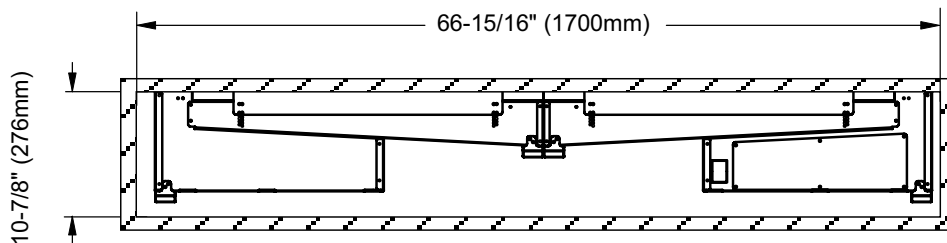
END VIEW

**NOTE:** PTO30 - Two (2) ventilation grills are required for all enclosures. The ventilation grill(s) must be placed at either end as shown to allow the air to circulate from one end to the other. This is to alleviate moisture and allow for air to circulate. Minimum recommended size 20" sq (508 mm<sup>2</sup>) ea.

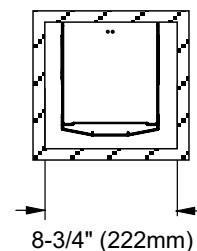
**PTO60**



TOP VIEW



SIDE VIEW



END VIEW

**NOTE:** PTO60 - Four (4) ventilation grills are required for all enclosures. The ventilation grill(s) must be placed at either end as shown to allow the air to circulate from one end to the other. This is to alleviate moisture and allow for air to circulate. Minimum recommended size 20" sq (508 mm<sup>2</sup>) ea.

## ENCLOSURE VENT INSTALLATION

PTO30/PTO50 - Two (2) ventilation grills are required for all enclosures. The ventilation grill(s) must be placed at either end as shown to allow the air to circulate from one end to the other. This is to alleviate moisture and allow for air to circulate. Minimum recommended size 20" sq (508 mm<sup>2</sup>) ea.

PTO60/PTO80/PTO100 - Four (4) ventilation grills are required for all enclosures. Two (2) upper and two (2) lower ventilation grills are required for all enclosures.

This is to alleviate moisture and allow for air to circulate. Minimum recommended size: 20" sq. (508 mm<sup>2</sup>) ea.

If using the grills offered by Regency (supplied), follow the instructions noted below:

Frame the opening for the upper vent at 16" x 1-1/4" - secure the upper vent to the framing with 6 screws.

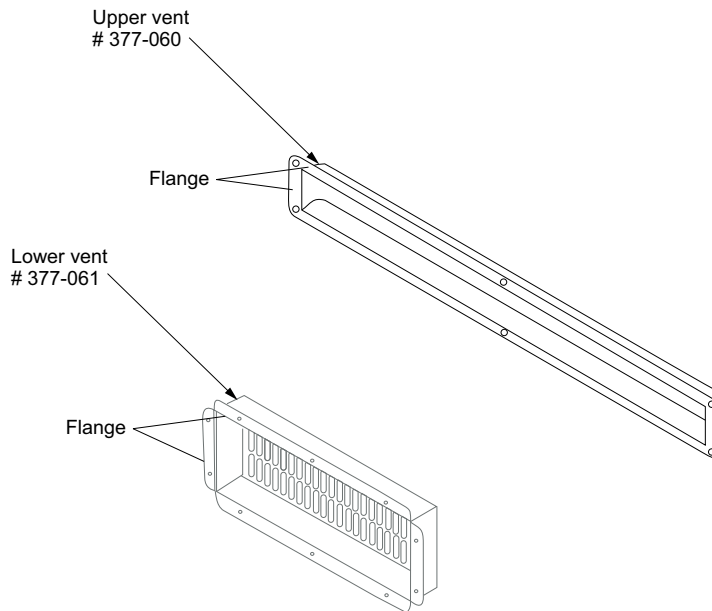
Frame the opening for the lower vent at 8" x 2-7/8" - secure the lower vent with 10 screws.

We highly recommend installing these upper (PTO60/PTO80/PTO100) and lower grills (PTO30/PTO50/PTO60/PTO80/PTO100) at either end of the framed structure to allow the air to circulate from one end to the other.

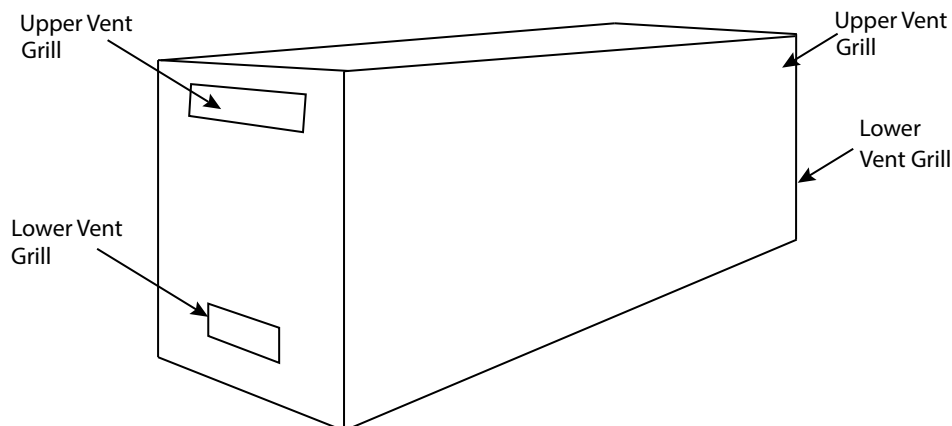
Note: If purchasing grills elsewhere, ensure the minimum recommended size of 20"sq. (508 mm<sup>2</sup>) each is met.

PTO30/PTO50 Optional grills Includes 2 x 377-061 Lower vent (Kit part # 377-946)

PTO60/PTO80/PTO100 Optional grills Includes 2 x 377-061 Lower vent & 2 x 377-060 Upper Vent (Kit part # 377-948)



**Note:** Finishing material can be brought over the flange of the ventilation grills to ensure a clean look.



## OPTIONAL HARD WIRE KIT INSTALLATION

A hard wire kit is available for this unit as an option, to hard wire this appliance, a qualified electrician must remove the cord connection, and wire the appliance directly to the household wiring.

This appliance must be electrically connected and grounded in accordance with local codes, if hard wired.

In the absence of local codes, use the current CSA C22.1 CANADIAN ELECTRICAL CODE in Canada or the current ANSI/NFPA 70 NATIONAL ELECTRICAL CODE in the United States.

### WARNING!

- USE ONLY A GROUND FAULT INTERRUPTER (GFI) PROTECTED CIRCUIT WITH THIS OUTDOOR GAS APPLIANCE .
- ENSURE THAT ALL POWER SOURCES HAVE BEEN SHUT OFF PRIOR TO BEGINNING ANY ELECTRICAL WORK.
- DO NOT USE THIS APPLIANCE IF ANY PART HAS BEEN UNDER WATER.
- CALL A QUALIFIED SERVICE TECHNICIAN IMMEDIATELY TO HAVE THE APPLIANCE INSPECTED FOR DAMAGE TO THE ELECTRICAL CIRCUIT.
- RISK OF ELECTRICAL SHOCK OR EXPLOSION. DO NOT WIRE 110V TO THE VALVE OR TO THE APPLIANCE WALL SWITCH.
- INCORRECT WIRING WILL DAMAGE CONTROLS AND IS NOT COVERED BY THE WARRANTY.
- ALL WIRING SHOULD BE DONE BY A QUALIFIED ELECTRICIAN AND SHALL BE IN COMPLIANCE WITH LOCAL CODES. IN THE ABSENCE OF LOCAL CODES, USE THE CURRENT CSA22.1 CANADIAN ELECTRIC CODE IN CANADA OR THE CURRENT NATIONAL ELECTRIC CODE ANSI / NFPA NO. 70 IN THE UNITED STATES.

**Important :** This electrical box must be located within 10 feet of the burner(s) as the AC adaptor is 10 feet long and will not reach the DC supply wire connection if any farther.

**Note (PTO30/PTO50 only):** If 2 burners are used, an additional AC adaptor will be required to power the second burner.

The 4 AA batteries do not need to be installed if using the AC adaptor. The batteries would only be required in the event that 120V power is lost.

3. Install 4 screws into existing holes in the interior if using the optional framing kit in locations shown in the diagram below. Keep screws loose--do not tighten.

NOTE: If the optional framing is not used the outer box can be installed into conventional framing. See Step 14.

### SHUT OFF GAS AND ELECTRICAL SUPPLY BEFORE STARTING THIS INSTALLATION.

1. Install electrical box into the outer box with 4 screws (Diagram 1).
2. Depending on which side (or conduit size) the electrical outlet will be installed, remove the corresponding knockouts in the outer box and electrical box to allow access for the conduit wiring (supplied by others) (Diagram 1).

ALL WIRING SHOULD BE DONE BY A QUALIFIED ELECTRICIAN

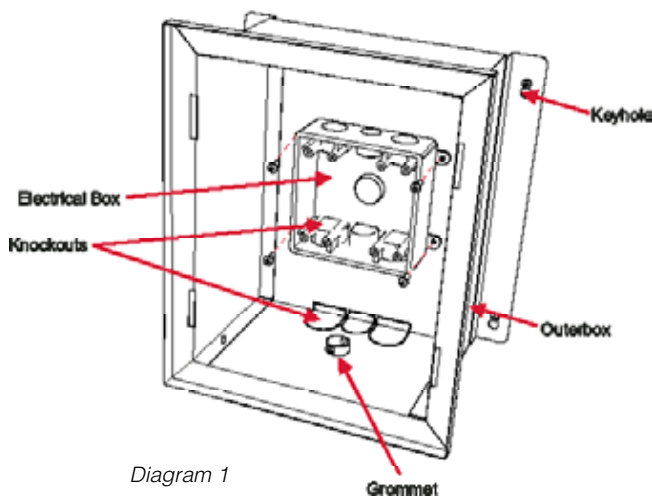
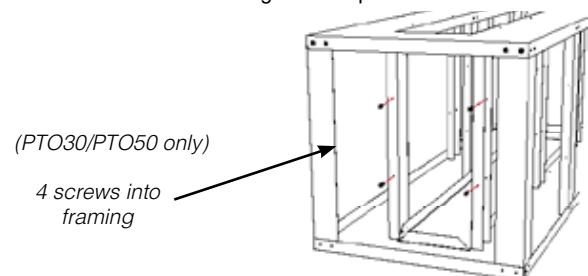


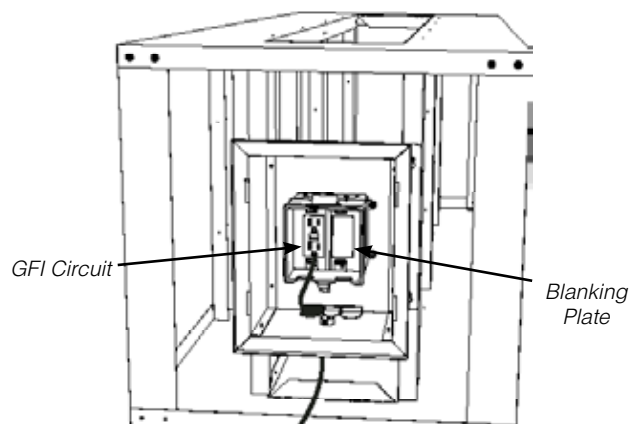
Diagram 1

Install electrical box into the outer box with 4 screws.



In the diagram below the outer box is installed. To install the outer box, line up the keyholes on the box with corresponding screws (installed in previous step) on the framing kit. When the box is in position, tighten the screws. (PTO30/PTO50 only).

4. Run the conduit to the electrical box through the knockout and complete the wiring of the electrical to the GFI circuit supplied with the kit. Once electrical wiring is complete, Secure both the GFI circuit and white blanking plate to the electrical box using 2 screws each.



# 16 | installation

5. Plug in the supplied AC adaptor and run the wire through the bottom of the outer box, be sure to use a grommet to protect the wire.

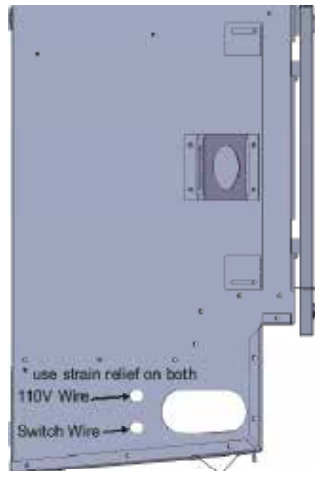


6. Run the AC adaptor wire from the recently installed electrical box, to the back of the unit end.

7. Attach the AC adaptor to the DC supply wire. Secure wire using a strain relief (see enclosed picture). Reinstall the valve cover plate (reverse Step 6).



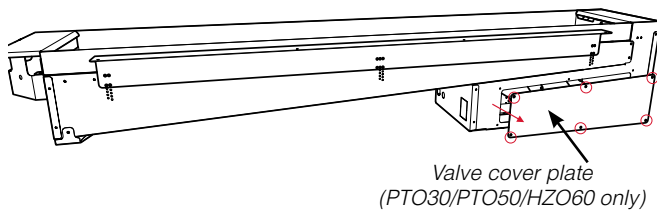
PTO30/PTO50/HZO60



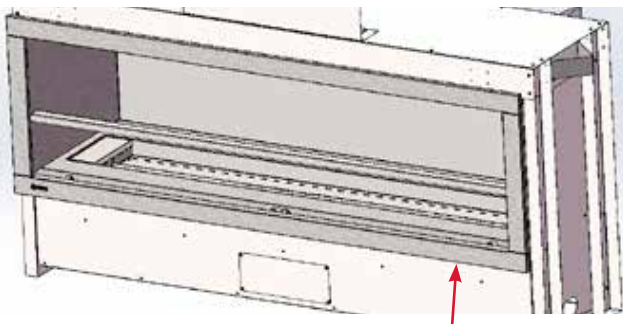
HZO42

8. Remove the valve cover plate on side of unit to expose the DC supply wire by removing 6 screws (PTO30/PTO50/HZO60 only)

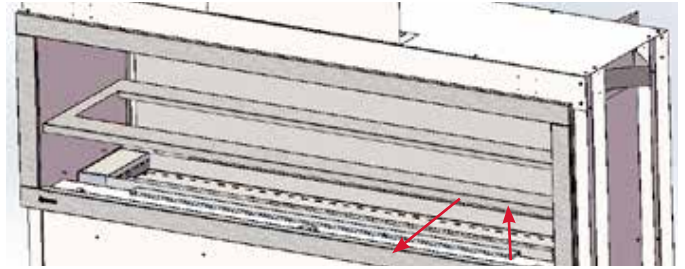
NOTE: The valve cover plate should be removed prior to being installed into the framing kit or framing in general for ease of access to these 6 screws. This would also apply when reinstalling the valve cover plate.



9. HZO42/HZO60 only - Note: Remove glass windshield(s) if installed - Remove the front access panel by lifting up and out.



10. HZO42/HZO60--Remove the burner tray by lifting up and out.

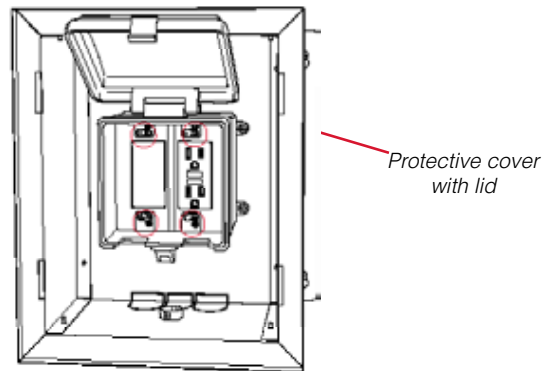


- HZO42 only- remove 6 screws in locations shown below to access DC supply.

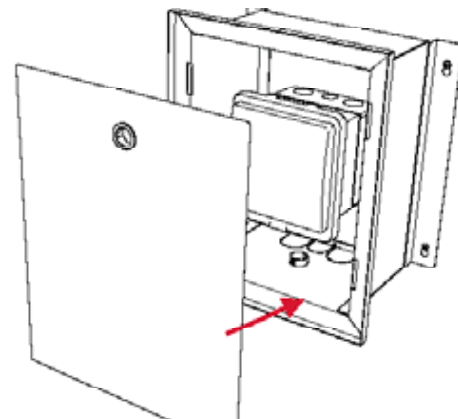


11. Locate the 'DC supply' wire on the wiring harness, the wire will be clearly marked 'DC supply'. See 'AC Adaptor Install' in the manual.

12. Secure protective cover with lid to the receptacle box with 4 screws.



13. Install cover onto outer box.



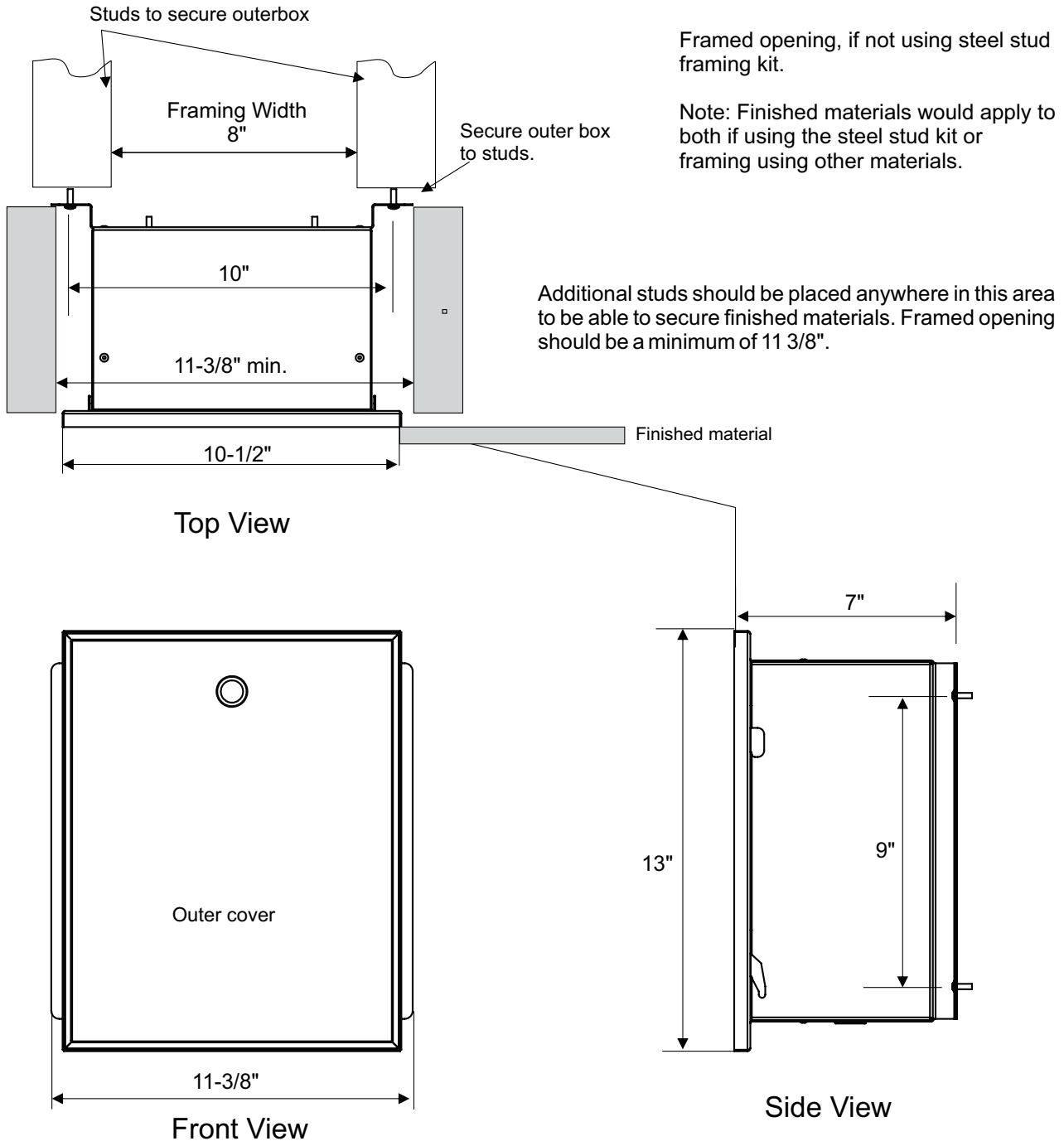
14. Turn on gas and electrical supply and test unit.

15. PTO100 Only:

If a second AC adaptor is required to power a second burner, repeat steps 5-9.



16. Installing the outer box into conventional framing:

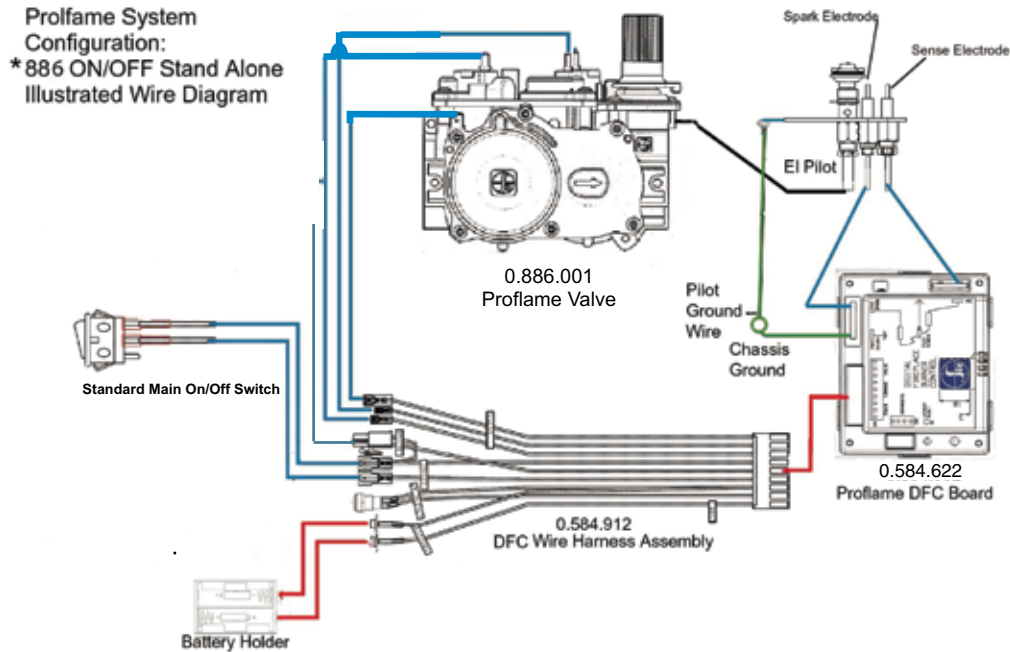


The front outer cover may also be covered with finishing materials if desired. Ensure that the outer cover when using finished materials, that it may be removed if access is ever required to the GFI circuit.

**PTO30 WIRING DIAGRAM (BATTERY OPERATION)**

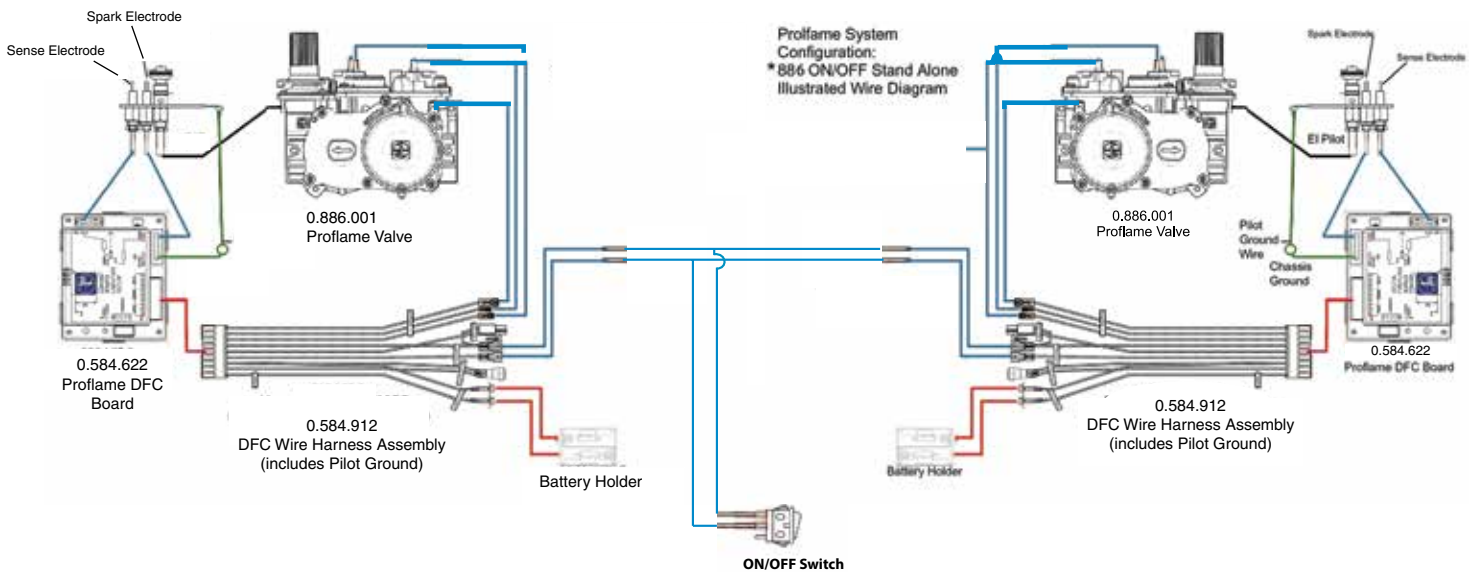
This appliance does not require a 120V A.C. supply for operation.

**NOTE: 4 AA batteries must be installed in the battery pack to operate the burner switch. Do not use a 9 volt battery.**

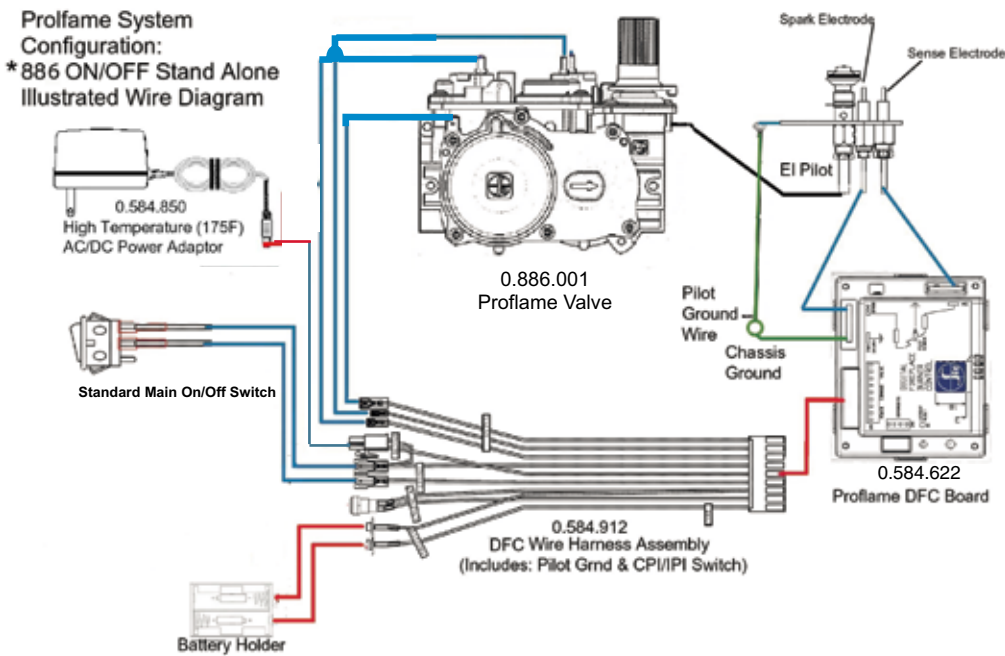


The appliance, when installed, must be electrically grounded in accordance with local codes, or in the absence of local codes with the *National Electrical Code, ANSI/NFPA 70*, if applicable.

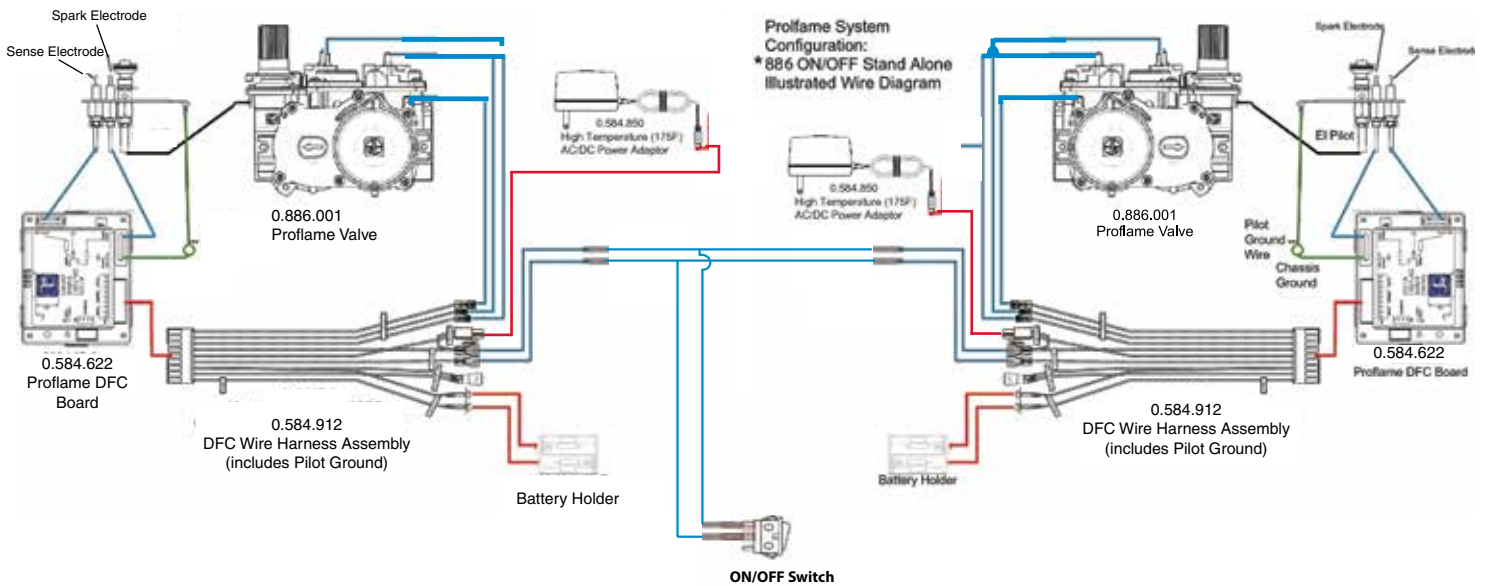
**PTO60 WIRING DIAGRAM (BATTERY OPERATION)  
(PTO60 = 2 X PTO30 ASSEMBLED END-TO-END)**



**PTO30 WIRING DIAGRAM  
USING AC ADAPTOR**



**PTO60 WIRING DIAGRAM  
(TWO PTO30S ASSEMBLED END-TO-END)  
USING AC ADAPTOR**



## AC ADAPTOR INSTALLATION

A hard wire kit is available for this unit as an option (see hard wire kit instructions), to hard wire this appliance, a qualified electrician must remove the cord connection, and wire the appliance directly to the household wiring.

This appliance must be electrically connected and grounded in accordance with local codes, if hard wired.

In the absence of local codes, use the current CSA C22.1 CANADIAN ELECTRICAL CODE in Canada or the current ANSI/NFPA 70 NATIONAL ELECTRICAL CODE in the United States.

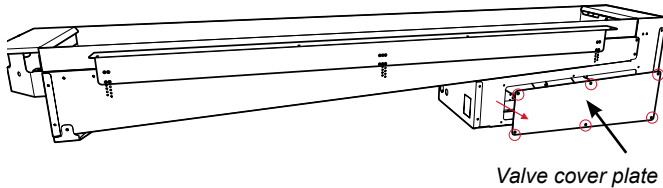
### WARNING!

- USE ONLY A GROUND FAULT INTERRUPTER (GFI) PROTECTED CIRCUIT WITH THIS OUTDOOR GAS APPLIANCE .
- ENSURE THAT ALL POWER SOURCES HAVE BEEN SHUT OFF PRIOR TO BEGINNING ANY ELECTRICAL WORK.
- DO NOT USE THIS APPLIANCE IF ANY PART HAS BEEN UNDER WATER.
- CALL A QUALIFIED SERVICE TECHNICIAN IMMEDIATELY TO HAVE THE APPLIANCE INSPECTED FOR DAMAGE TO THE ELECTRICAL CIRCUIT.
- RISK OF ELECTRICAL SHOCK OR EXPLOSION. DO NOT WIRE 110V TO THE VALVE OR TO THE APPLIANCE WALL SWITCH.
- INCORRECT WIRING WILL DAMAGE CONTROLS AND IS NOT COVERED BY THE WARRANTY.
- ALL WIRING SHOULD BE DONE BY A QUALIFIED ELECTRICIAN AND SHALL BE IN COMPLIANCE WITH LOCAL CODES. IN THE ABSENCE OF LOCAL CODES, USE THE CURRENT CSA22.1 CANADIAN ELECTRIC CODE IN CANADA OR THE CURRENT NATIONAL ELECTRIC CODE ANSI / NFPA NO. 70 IN THE UNITED STATES.

**Important:** Electrical box must be located within 10 feet of the burner(s) as the AC adaptor is 10 feet long and will not reach the DC supply wire connection if any farther.

The 4 AA batteries do not need to be installed if using the AC adaptor. The batteries would only be required in the event that 120V power is lost.

1. Remove the valve cover plate on side of unit to expose the DC supply wire by removing 6 screws
2. Locate the 'DC supply' wire on the wiring harness, the wire will be clearly marked.
3. Run the AC adaptor wire from the recently installed electrical box, to the back of the unit end, connect the AC Adaptor with the DC supply wire in the previous step.
4. Attach the AC adaptor to the DC supply wire. Secure wire using a strain relief ( see enclosed picture) Reinstall the valve cover plate (reverse Step 2).
5. Plug the AC adaptor into a grounded fault interrupter (GFI) protected circuit.
6. Turn on gas and electrical supply and test unit.



2. Locate the 'DC supply' wire on the wiring harness, the wire will be clearly marked.



AC adaptor

DC supply wire from wiring harness

LP CONVERSION

**THIS CONVERSION MUST BE DONE BY A QUALIFIED GAS FITTER  
IF IN DOUBT DO NOT DO THIS CONVERSION !!**

Each Kit contains one LP Conversion Kit

**Conversion Kit # 376-969 Contains:**

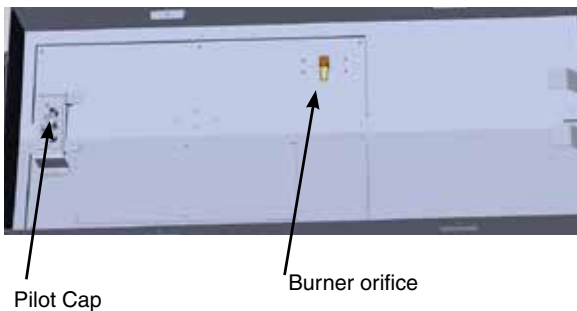
Qty.	Part #	Description
1	904-655	Burner Orifice #45
1	910-101	Pilot Orifice LP
1	904-529	5/32" Allen Key
1	918-590	Decal "Converted to LPG"
1	908-528	Red "LP" label
1	911-009	Hi/Lo conversion LP For 886
1	919-038	Instruction Sheet

Turn the unit off and allow to cool to room temperature.  
Turn off gas supply.

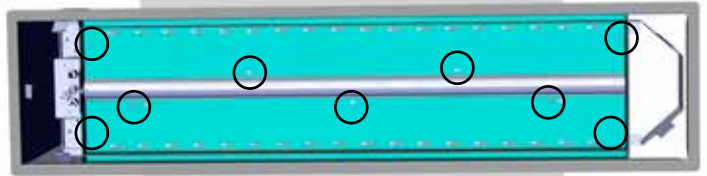
1. Remove table top(if installed) by lifting up and off, use caution if glass surround is in place.
2. Remove glass crystals, garden stones, and log set, if installed.
3. Locate and remove 2 screws at each end of burner assembly - see locations in Diagram 1 below.



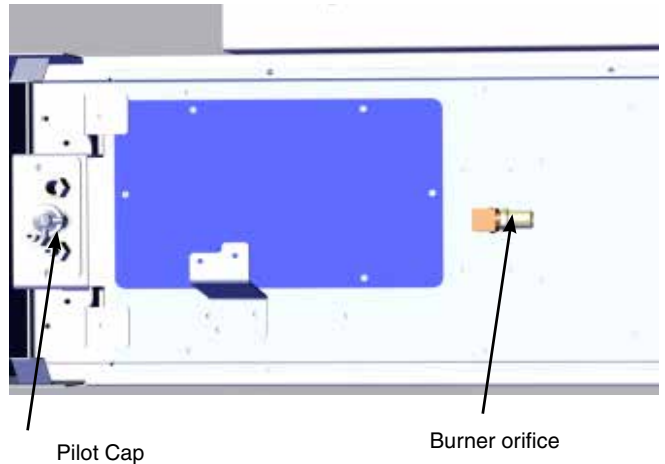
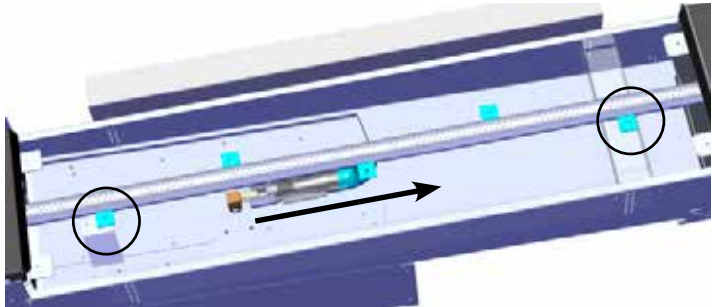
4. Slide burner away from burner orifice and lift up to remove burner assembly.  
\* Proceed to Step 7.



5. Locate and remove 9 screws to remove the burner tray.

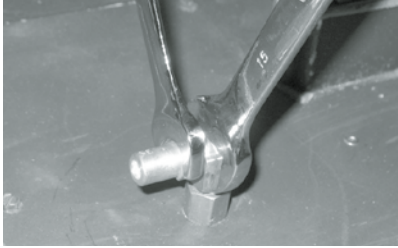


6. Lift burner tray off.

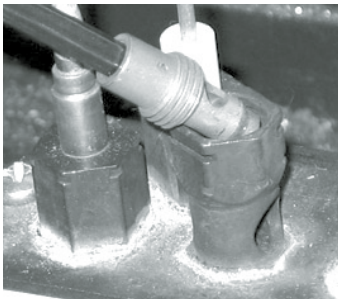


## 22 | installation

7. Remove burner orifice with a 1/2" wrench. Use another wrench to hold on to the elbow behind the orifice. Discard orifice. Install new NG orifice supplied with kit. Repeat steps to install LP orifice.

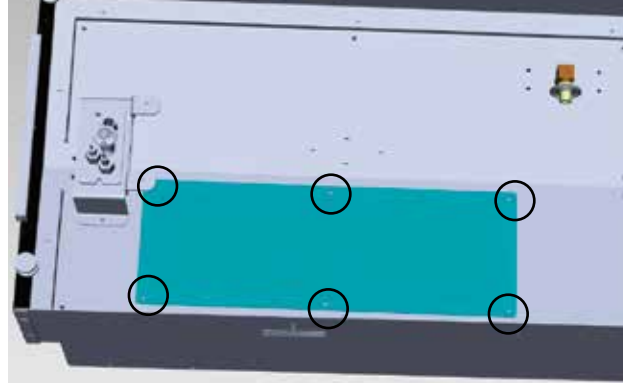


8. Pull off the pilot cap to expose the pilot orifice. Using a 5/32" allen key, remove pilot orifice and replace with LP pilot orifice.



9. Re-install pilot cap.
10. Adjust aeration accordingly - see manual for details.

11. Remove 6 screws on valve access cover.



12. Remove Hi/Lo pressure regulator by removing 2 screws as shown below. Reverse steps to install LP pressure regulator. (Be sure diaphragm and spring are removed.)



*Hi/Lo pressure regulator*

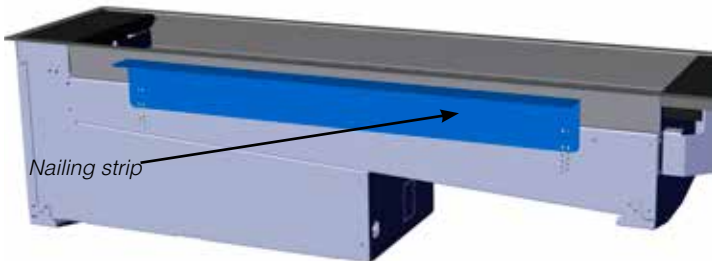
13. Attach the label "This unit has been converted to LPG" near or on top of the serial # decal.
14. Replace yellow "NG" label with red "LPG" label. Make appropriate gas connections.
15. Check all gas connections under normal operating pressure, for leaks, with soapy water.

**NOTE:** If soap bubbles, this would indicate a gas leak.

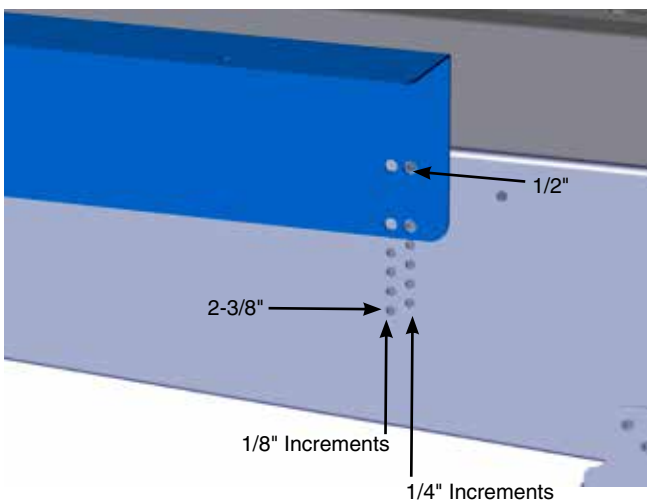
16. Check inlet and outlet pressures.
17. Check operation of flame control.

## FINISHING

Side nailing strips are adjustable for material from a minimum of 1/2" thick up to a maximum of 2-3/8" thick. **The finishing materials cannot extend beyond the height of the burner.**

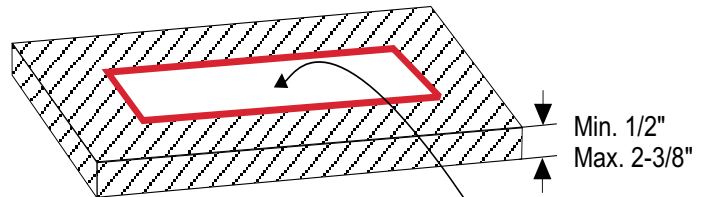


Side nailing strips are adjustable in 1/4" or 1/8" increments. Each hole on the inside line is 1/8", each hole on the outside line is 1/4". Determine the thickness of the finishing material before adjusting the nailing strips.



## FINISHING MATERIALS:

This burner is designed to be finished with non-combustible materials (ie. tile, granite, marble, brick, etc.) with a minimum thickness of 1/2" to a maximum thickness of 2-3/8".



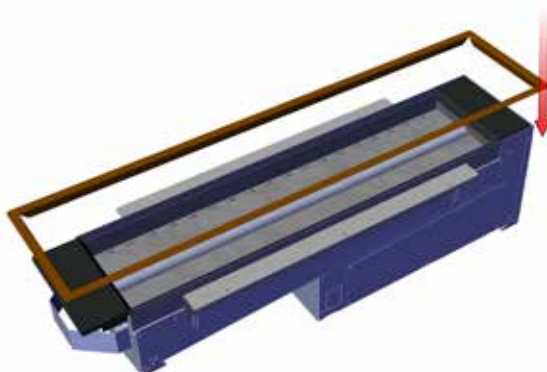
Burner Opening Size  
 PTO30 36-7/16" x 8-1/4"  
 PTO60 66-7/16" x 8-1/4"

**Important Note:** Two (2) ventilation grills, (PTO30), Four (4) ventilation grills (PTO60) are required for all enclosures. This is to alleviate moisture and allow for air to circulate. Minimum recommended size : 20" sq (508 mm <sup>2</sup>) each.

## OPTIONAL FINISHING TRIM

Optional finishing trim is supplied with the PTO30 - place finishing trim on unit between unit and finishing material.

Note: If installing a PTO60 the optional trim on the PTO30 cannot be used and should be discarded. An optional trim (part number 377-957) can be purchased for the PTO60.



PTO30-NG11 SYSTEM DATA	
Max. Supply Pressure	14" WC (3.49 kPa)
Min. Supply Pressure	5" WC (1.25 kPa)
Manifold Pressure	3.5" WC (0.87 kPa)
Manifold Pressure -Low	1.6" WC (0.40 kPa)
Orifice Size	#25 DMS
Minimum Input	30,000 Btu/h (8.79 kW)
Maximum Input	50,000 Btu/h (14.65 kW)

PTO30-LP11 SYSTEM DATA	
Max. Supply Pressure	14" WC (3.49 kPa)
Min. Supply Pressure	11" WC (2.73 kPa)
Manifold Pressure	10" WC (2.49 kPa)
Manifold Pressure-Low	6.4" WC (1.59 kPa)
Orifice Size	#45 DMS
Minimum Input	38,000 Btu/h (11.13 kW)
Maximum Input	49,000 Btu/h (14.36 kW)

**NOTE:**  
The PTO60 has a combined min. input of 60,000 Btu - NG/ 76,000 Btu - LP and max. input of 100,000 Btu - NG / 98,000 Btu - LP. Care should be taken when sizing the gas pipe due to the extremely high Btu of this unit.

### HIGH ELEVATION

This unit is approved for altitude 0 to 4500 ft. (CAN/CGA 2.17-M91).

### GAS LINE INSTALLATION

Since some municipalities have additional local codes it is always best to consult with your local authorities and the CAN/CGA B149 installation code.

For USA installations follow local codes and/or the current National Fuel Gas Code, ANSI Z223.1.

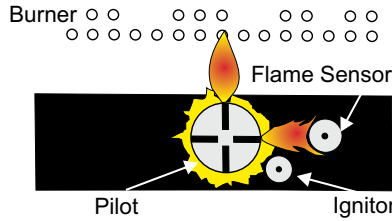
When using copper or flex connectors use only approved fittings. Always provide a union so that gas lines can be easily disconnected for servicing. Flare nuts for copper lines and flex connectors are usually considered to meet this requirement.

**NOTE: A shutoff / dante valve should be supplied in or near the unit (or as per local codes) for ease of servicing this appliance.**

**IMPORTANT: Always check for gas leaks with a soap and water solution or gas leak detector. Do not use open flame for leak testing.**

### PILOT ADJUSTMENT

Periodically check the pilot flames. Correct flame pattern has two strong blue flames: 1 flowing around the flame sensor and 1 flowing across the burner (it does not have to be touching the burner).



**Note: If you have an incorrect flame pattern, contact your Regency® dealer for further instructions.**

Incorrect flame pattern will have small, probably yellow flames, not coming into proper contact with the rear burner or flame sensor.

### GAS PIPE PRESSURE TESTING

The appliance must be isolated from the gas supply piping system by closing its individual manual shut-off valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psig. (3.45 kPa). Disconnect piping from valve at pressures over 1/2 psig.

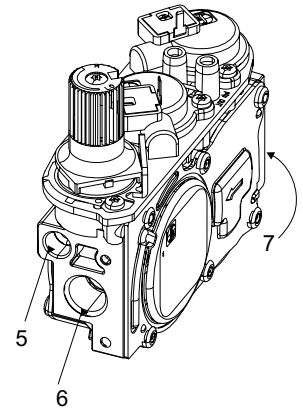
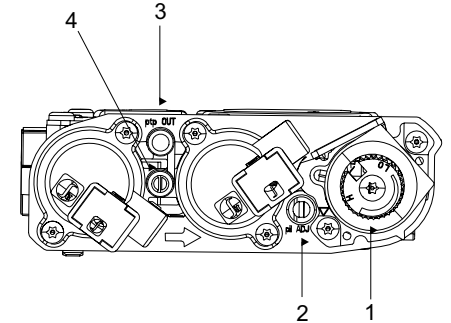
The manifold pressure is controlled by a regulator built into the gas control, and should be checked at the pressure test point.

**Note: To properly check gas pressure, both inlet and manifold pressures should be checked using the valve pressure ports on the valve.**

1. Make sure the valve is in the "OFF" position.
2. Loosen the "IN" and/or "OUT" pressure tap(s), turning counterclockwise with a 1/8" wide flat screwdriver.
3. Attach manometer to "IN" and/or "OUT" pressure tap(s) using a 5/16" ID hose.
4. Light the pilot and turn the valve to "ON" position.
5. The pressure check should be carried out with the unit burning and the setting should be within the limits specified on the safety label.
6. When finished reading manometer, turn off the gas valve, disconnect the hose and tighten the screw (clockwise) with a 1/8" flat screwdriver. **Note: Screw should be snug, but do not over tighten.**

### 886 S.I.T. VALVE DESCRIPTION

- 1) Manual high/low adjustment
- 2) Pilot adjustment
- 3) Outlet Pressure Tap
- 4) Inlet Pressure Tap
- 5) Pilot Outlet
- 6) Main Gas Outlet
- 7) Main Gas Inlet



### AERATION ADJUSTMENT

The burner aeration is factory set but may need adjusting due to either the local gas supply or altitude. Open the air shutter for a blue flame or close for a more yellow flame.

**Minimum Air Shutter Opening:**

Fully Closed	NG
1/2"	LP

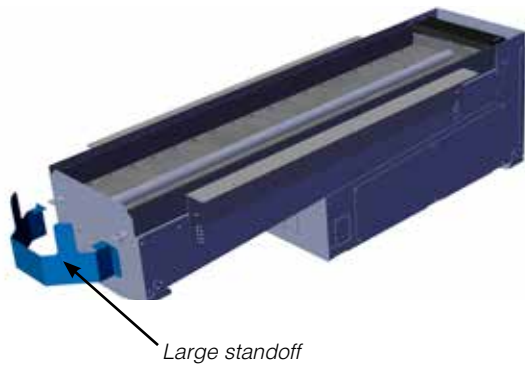
**Note: Any damage due to carboning resulting from improperly setting the aeration controls is NOT covered under warranty.**



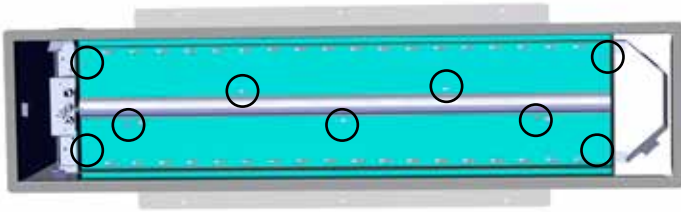
## PTO60 ASSEMBLY

**NOTE:** PTO60 is two PTO30 units assembled end to end. You must purchase two PTO30s to make a PTO60.

- 1 Remove the large stand off on the end of the unit from both PTO30 units - by removing 2 screws per side.

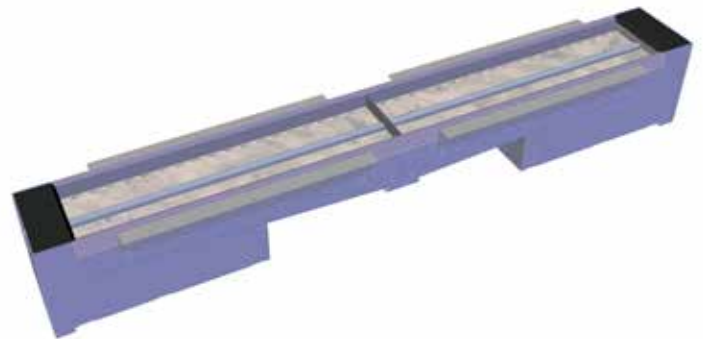
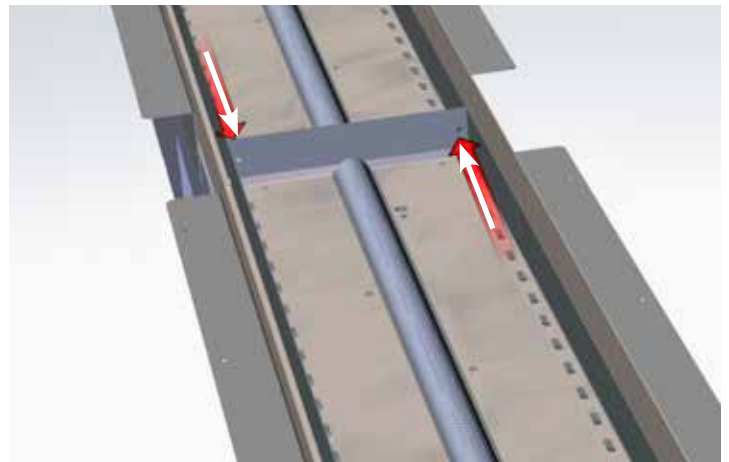


- 2 Remove 9 screws in locations shown below to remove burner tray (remove from both units).



- 3 Lift burner tray off-burner tube can remain in place.

- 4 Line the two units up end to end. Screw fireboxes together (one from each side).
- 5 Reinstall burner trays.



- 6 Install units together into framing (refer to framing section). Secure in place with nailing strips.

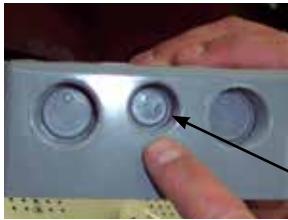
### PTO30 WALL SWITCH AND BATTERY INSTALLATION (INCLUDED WITH UNIT)

The unit comes with low voltage wire and a battery extension wire installed.

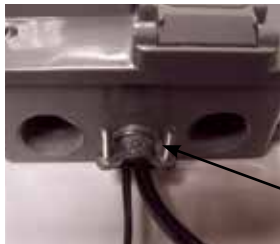
- 1) Run supplied wire to desired location - to a max. of 9 feet.
- 2) Install supplied electrical box in desired location.



- 3) Remove center knock out from electrical box and install strain relief (strain relief nut not required).



Center knock out



Strain Relief

- 4) Route low voltage wire and battery extension wire through the strain relief.
- 5) Connect low voltage wire to supplied switch, fasten switch to right side of electrical box (polarity not important).



- 6) Install supplied 4-AA batteries into the battery holder. Using velcro install battery holder to the backside of the battery compartment door. Connect battery terminal.
- 7) Using silicone, completely seal strain relief to protect from water or moisture.



- 8) Place supplied gasket on top of electrical box.
- 9) Fasten cover to electrical box using supplied screws.
- 10) Place switch in OFF position until final installation is complete.



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

## PTO60 WALL SWITCH AND BATTERY INSTALLATION (INCLUDED WITH UNIT)

**NOTE:** PTO60 is two PTO30 units assembled end to end.  
PTO100 is two PTO50 units assembled end to end.

Note: Each PTO30 / PTO50 comes with a wall switch. However, only **one** wall switch is required. The 2nd switch can either be discarded or saved as a spare part.

The units come with a low voltage wire and a battery extension wire installed on each burner.

- 1) Run supplied wire to desired location - to a max. of 9 feet for both burners.
- 2) Install supplied electrical box in desired location.



- 3) Remove center knock out from electrical box and install strain relief (strain relief nut not required).



Center knock out



Strain Relief

- 4) Connect both sets of low voltage wires together from each burner - white with white and black with black.
- 5) Route low voltage wires and battery extension wire through the strain relief.

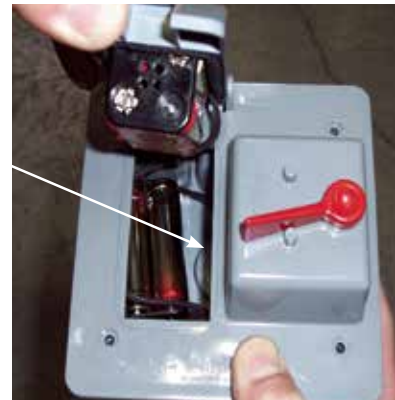
**Note:** Ensure the battery extension wires are approx. 8" in length inside the electrical box.  
This excess will ensure ease of battery replacement and servicing in the future.



- 6) Attach low voltage wires to the switch - ensure to attach on the right side of the switch. This will make it easier to remove the 2nd battery terminal when replacing batteries. Fasten switch to right side of electrical box as shown below.



- 7) Install 4- AA batteries into each battery terminal. Ensure correct polarity. Slide the first battery terminal all the way to the right - until it is next to the switch. The 2nd battery terminal can be attached to the battery cover with the supplied velcro.



Slide 1st battery pack to the right.

- 8) Using silicone, completely seal strain relief to protect from water or moisture.
- 9) Place supplied gasket on top of electrical box.
- 10) Fasten cover to electrical box using supplied screws.
- 11) Place switch in OFF position until final installation is complete.



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

## PTO30/PT060 DRAIN INSTALLATION (RECOMMENDED)

Although this decorative gas appliance is designed to operate outdoors safely, rain and other sources of moisture may enter the burner area, which will cause water to collect inside the base of the unit.

**NOTE:** The PT060 requires installation of 4 drains (two per PTO30).

**To prevent excessive water collection, the installer should provide a way to drain the water from the base of the unit by building or installing a water collector before positioning the decorative gas appliance in its location.**

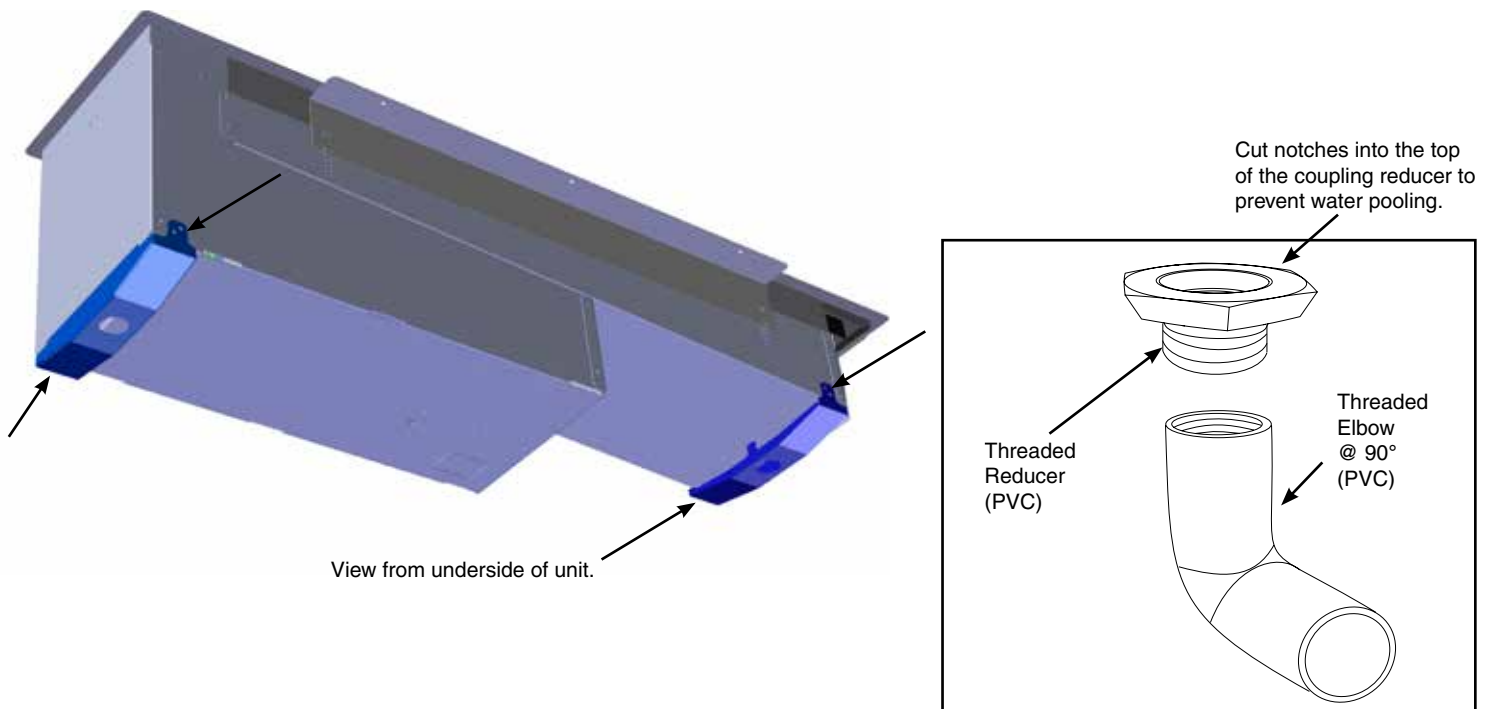
### INSTALLATION INSTRUCTIONS

1. Remove 4 screws (2 each side) to remove the bracket from the bottom of the burner.
2. On the exposed drain hole (see location below), install a PVC 3/4" threaded coupling reducer going from the top of the pan, down through the hole. Apply a silicone-based sealant around the base and threads before installation. Cut notches into the top of the coupling reducer to prevent water pooling.
3. Holding the reducer coupling with a wrench, thread a 90° PVC elbow (from the underside of the unit) to the reducer until it is tight to the metal.
4. Reinstall bracket from Step 1.
5. Repeat steps 1-4 on bracket at other end of burner.
6. Apply a silicone based sealant to the bracket (along all edges).

**Note:** To assure proper drainage, the decorative gas appliance must be installed on a leveled surface

7. Add additional piping to route the drain to an appropriate location.

**NOTE:** Install two drains on both burners for the PTO60 (four total).



Reducer and elbow can be purchased from your local hardware store.

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

## GLASS CRYSTAL / BASALT VOLCANIC STONES INSTALLATION

Evenly spread the Glass Crystals and optional Basalt Volcanic Stones over the burner. Ensure the crystals (or stones) do not overlap too much as this will effect the flame pattern.

**IMPORTANT NOTE:**

Only the supplied approved Glass Crystals and Basalt Volcanic stones are to be used with these fireplaces. Use of any other type of glass crystals or stones can alter the unit's performance, any damage caused by the use of any unapproved glass or stones will not be covered under warranty.

When using Basalt Volcanic Stones DO NOT cover pilot light that lead to pilot flame.  
Do not add Basalt Volcanic Stones when using driftwood log set.

BURNER PACKAGES		
Unit	Glass Crystals Only	*Glass Crystals + Volcanic stones <sup>1</sup>
PTO30	10 lbs	5lb glass + 1 box stones- recommended
PTO60	20lbs	10lb glass + 2 boxes - recommended

**NOTE:** \* Glass Crystals are available in 1lb and 5lb bags.  
<sup>1</sup> Glass Crystals to be installed on the burner prior to installing stones.  
 Basalt Volcanic Stones are measured by weight not quantity. Each bag contains 15 lbs of stones, however the exact quantity and size vary. Sizes vary between 2" - 3"



1. Start pouring Crystals on one end of the burner.

2. Work Crystals to other end of the Burner. Base and burner tube should not be visible when crystals are spread out.



3. Work Crystals downwards to front edge of top edge of burner.

4. Basalt Volcanic Stones shown spread evenly over the burner and crystal base.

5. Ensure Crystals do not block the front of the pilot hood and flame to light the burner.

**NOTE:** Correct final glass installation of Crystals as shown in step 2 and 3.  
The Burner should not be visible when the flame is out.

**NOTE: Basalt Volcanic Stones are NOT to be placed anywhere on the Pilot assembly area. Glass Crystals to be installed on the burner prior to installing stones.**

**OPTIONAL LOG SET INSTALLATION**

**NOTE:** PTO60 requires 2 log sets.

Read the instructions below carefully and refer to the images. If the Logs are broken do not use the unit until they are replaced. Broken Logs can interfere with pilot operation.

Install 10lbs (PTO30)/20lbs (PTO60) of glass crystals or firebeads on the burner (follow glass crystal or firebead instruction sheet) before installing logs.

Improper positioning of the Logs may create carbon build-up and can alter the unit's performance which is not covered under warranty.

Log kit # 326-930 contains the following pieces:

Description

- Log A
- Log B
- Log C
- Log D
- Log E
- Log F

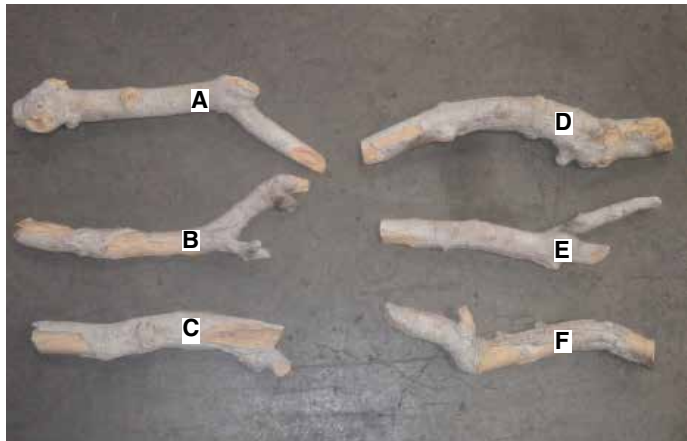


Diagram 1

- 1) Install Log A as shown below. Orient the log in the same way and in a similar location on the right side of the burner as shown in Diagram 2.



Diagram 2

**A**

- 2) Install Log D on the burner as shown below. Orient the log in the same way and in a similar location on the right side of the burner as shown in Diagram 3.



Diagram 3

**D**

- 3) Install Log E on the burner as shown below. Orient Log E across Log D in the same way and in a similar position as shown in Diagram 4.



Diagram 4

**E**

**D**

- 4) Install Log B on the left side of the burner as shown below. Orient Log B in the same way and in a similar position as shown in Diagram 5.



Diagram 5

- 5) Install Log F on the burner as shown below. Orient Log F across Log A in the same way and in a similar position as shown in Diagram 6.



Diagram 6

- 6) Install Log C on the left side of the burner as shown below. Orient Log C in the same way and in a similar position as shown in Diagram 7.



Diagram 7



Final Install

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

**OPTIONAL GLASS SURROUND INSTALLATION**

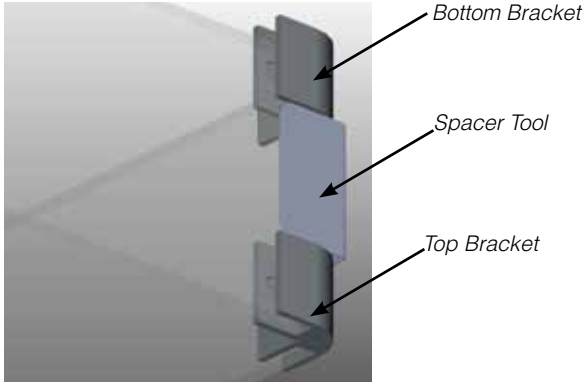
PTO 30-11  
 Part N° 378-932  
 Overall Dimensions: 37-15/16" long x 16-5/16" wide x 5-5/16" high

PTO60-11  
 Part N° 378-955  
 Overall Dimensions: 68" long x 16-5/16" wide x 5-5/16" high

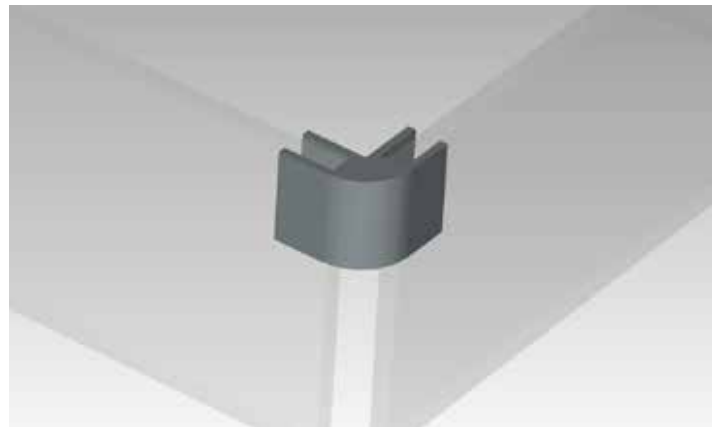
1. Remove metal fasteners from the corner brackets.
2. Assemble the 4 pieces of the glass surround/windshield and fasten together with 4 corner top brackets and supplied nylon fasteners as shown below.



- 4b. Use supplied spacer tool to determine where the bottom bracket should be placed and secured.

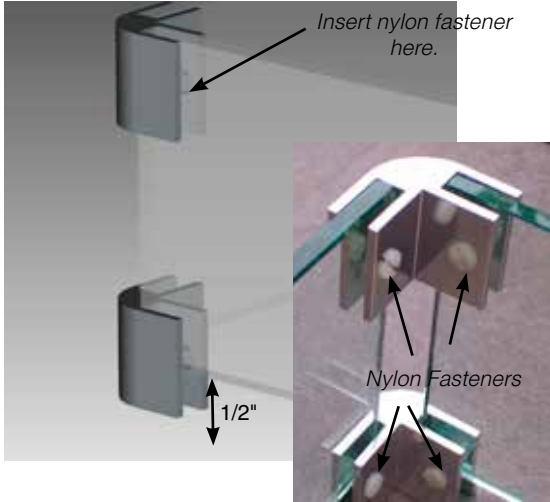


3. Using a flat screwdriver, secure 4 top corner brackets with nylon fasteners in each corner, bracket should be flush with the top of glass as shown below.



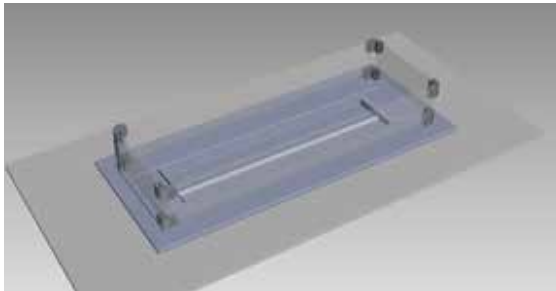
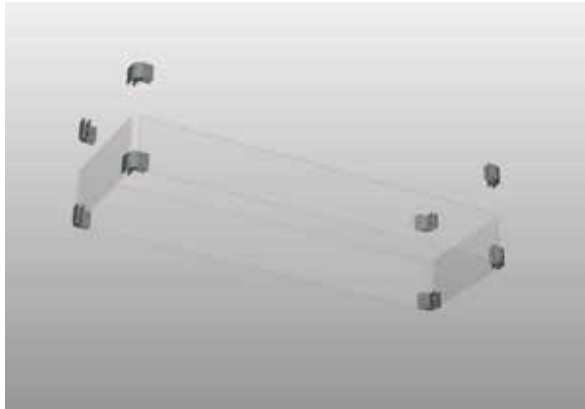
5. Secure bottom corner brackets with nylon fasteners in each corner.

6. Flip the glass back over and place on a soft surface. The glass is now rig side up. The glass should be raised up 1/2" in bracket as shown below.



- 4a. After the 4 top brackets are installed - flip over and place on a soft surface, to install the 4 bottom brackets.

7. Place assembled glass surround/windshield on table top - ensure glass centered on the table top. Once in correct position, lift up one end, app double sided tape that has been cut to size, to the bottom of the bracket Repeat process on other end. Press down firmly from to secure glass surround/windshield in position. Use care not to scratch surfaces.



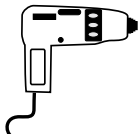





## ASSEMBLY INSTRUCTIONS FOR A STEEL STUD SEE THROUGH FRAMING KIT FOR PTO30

Follow these instructions for the 30" burner;

\*\*Non-combustible finishing board not supplied with kit. Board may be purchased at your local hardware/building supply store.

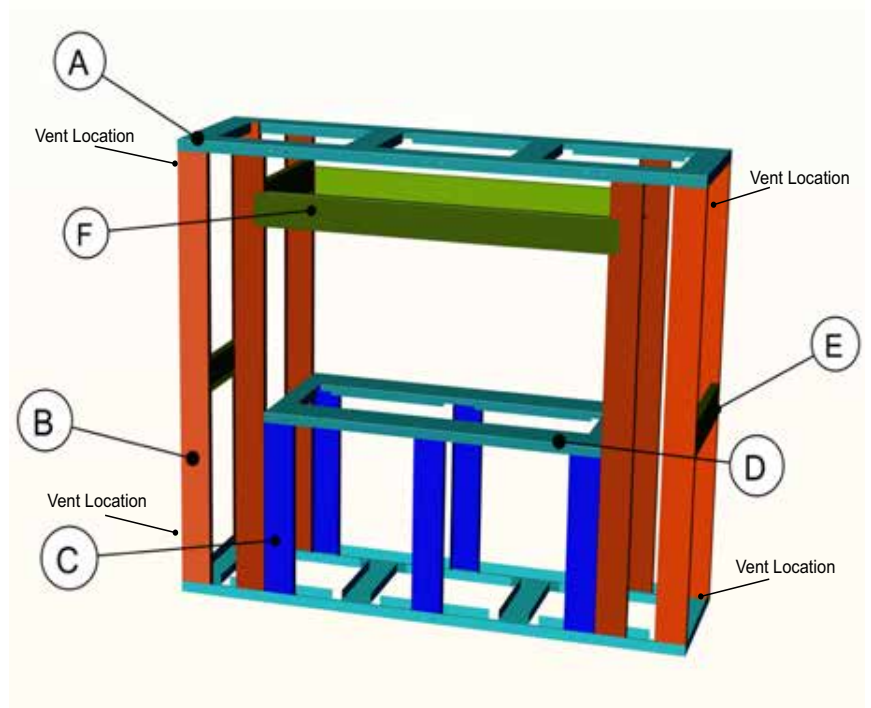
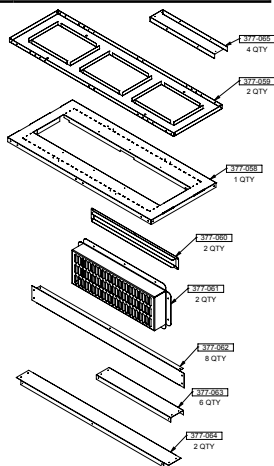
**IMPORTANT:** Supplied vents need to be installed into non-combustible finishing board, before applying finishing materials. Follow guidelines included with these instructions.

Tools Required	
1 power drill + #2 phillips bit	
1 hand #2 screwdriver (Phillips)	
1 level	
1 tape measure	

**NOTE:** Four (4) ventilation grills are required for all enclosures. The ventilation grill(s) must be placed at either end as shown to allow the air to circulate from one end to the other.

This is to alleviate moisture and allow for air to circulate. Minimum recommended size 20" sq (508 mm<sup>2</sup>) ea.

377-908 CONTENTS:	
Top / Bottom	(A) x 2 (377-059)
Vertical Supports - Tall	(B) x 8 (377-062)
Vertical Supports - Short	(C) x 6 (377-063)
Base	(D) x 1 (377-058)
Short Brace	(E) x 4 (377-065)
Header	(F) x 2 (377-064)
Vents	4
Wafer Screws	80



Overall dimensions: 64-1/16" W x 51" H x 19" D  
Opening dimensions: 42" W x 20-1/2" H



See finishing details in instruction manual.

See Through Framing Kit Video

## 34 | installation

1. Attach six (6) short vertical supports (Part C) to base (Part D) with two (2) screws for each support - twelve (12) screws total. Do not install corner screws.

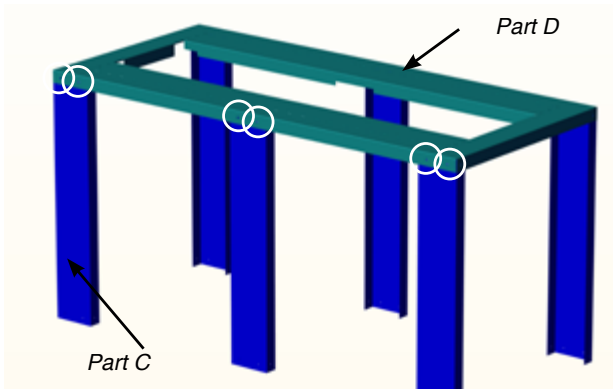


Diagram 2 - Base Subassembly

2. Rest subassembly and inner tall vertical supports (Part B) on lower frame (Part A).

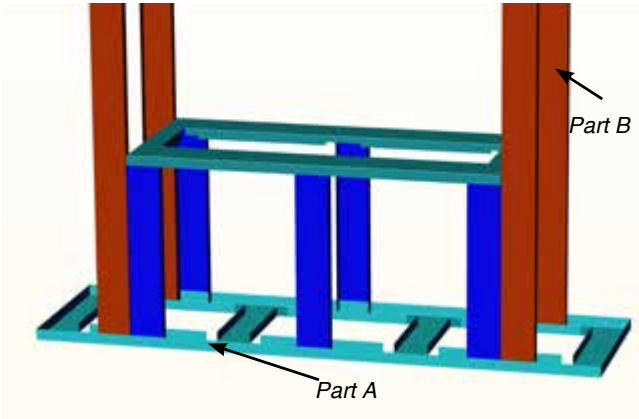


Diagram 3

3. Attach inside tall vertical supports (Part B) to short vertical supports (Part C) with one (1) screw each.

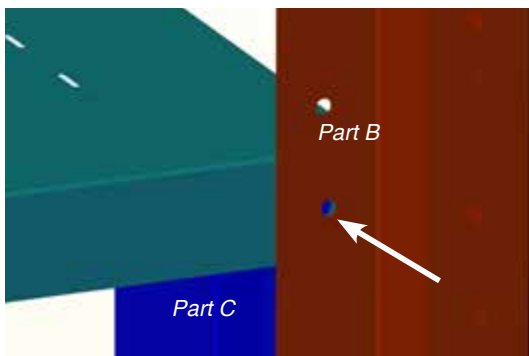


Diagram 4

4. Secure all vertical supports (Part B) with two (2) screws each to lower frame (Part A).
5. Place top frame (Part A) on inside tall vertical supports (Part B).
6. Secure in place with two (2) screws for each support

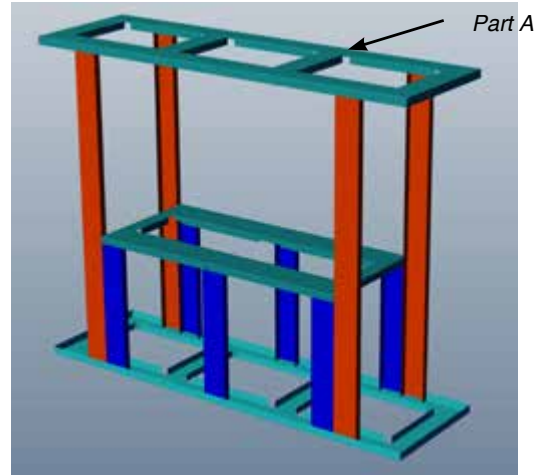


Diagram 5 - Top Frame

7. Manoeuvre in outside tall vertical supports (Part B).

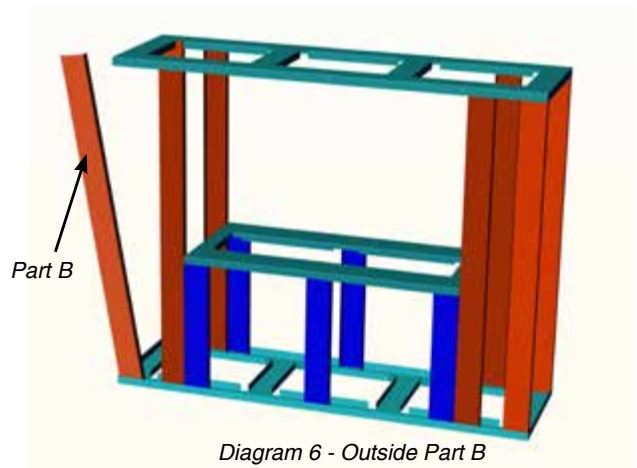


Diagram 6 - Outside Part B

8. Secure all tall vertical supports (Part B) to Top and Bottom Frame (Part A) with three (3) screws each,

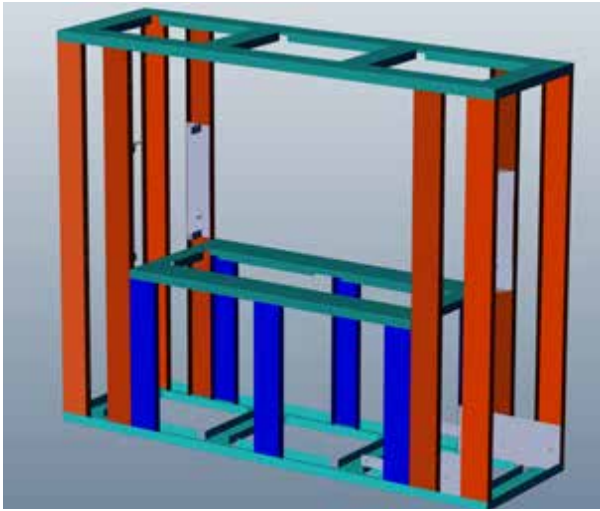


Diagram 7

10. Install two (2) headers (Part F) with four (4) screws each to complete frame installation

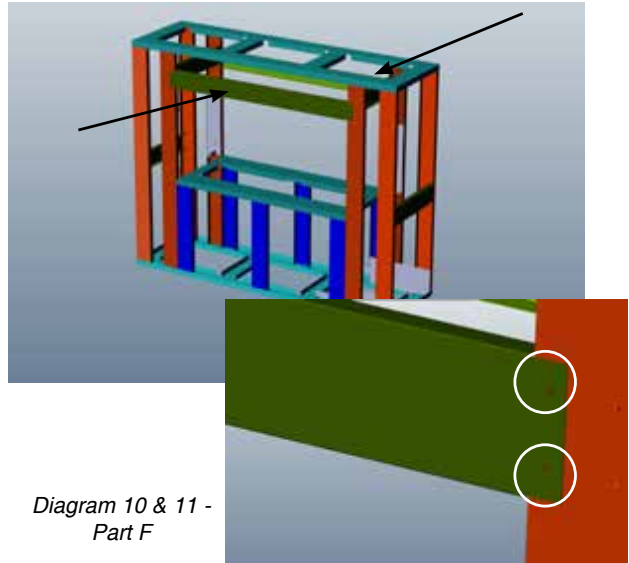


Diagram 10 & 11 - Part F

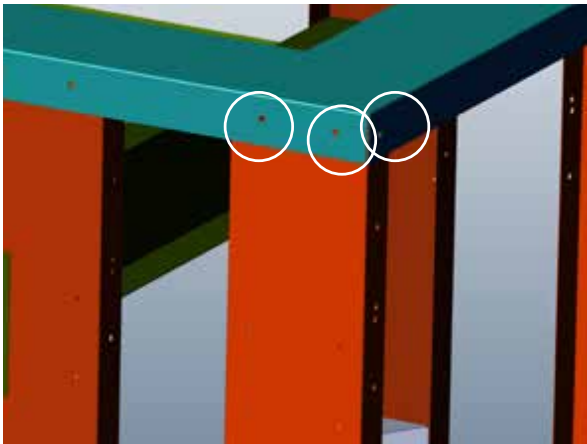


Diagram 8 - Screw Locations

9. Install four(4) short horizontal supports (Part E) - using four (4) screws for each support.  
Install supplied vents to framing -locations shown below.

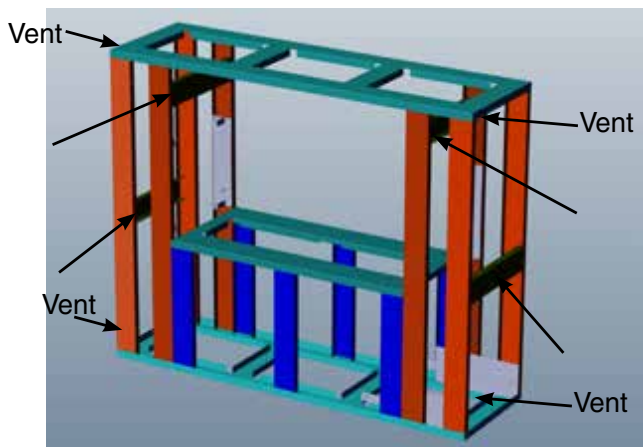


Diagram 9- Part E locations

## 36 | installation

### OPTIONAL PANELS:

1. Bend tabs on top flange of side panel to 90°.

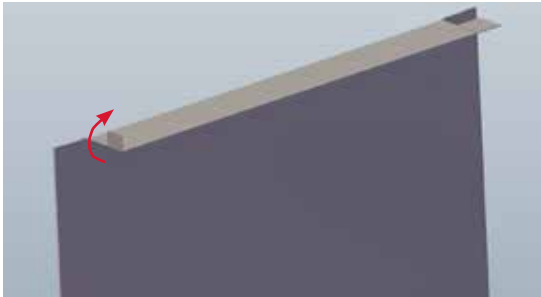


Diagram 1 - Bend tabs to 90°

2. Position panel - lower tabs line up with indents in base.

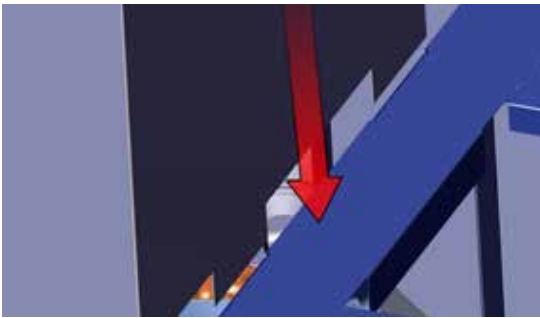


Diagram 2 - Lower tabs on panel aligned with base

3. Bend tabs flat, the side panel will then be supported to allow the installation of the top panel.

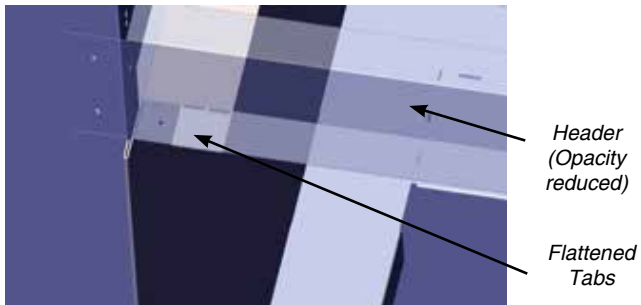


Diagram 3 - Bend tabs flat, panels is supported on headers.

4. Install top panel with six (6) screws in locations shown below.

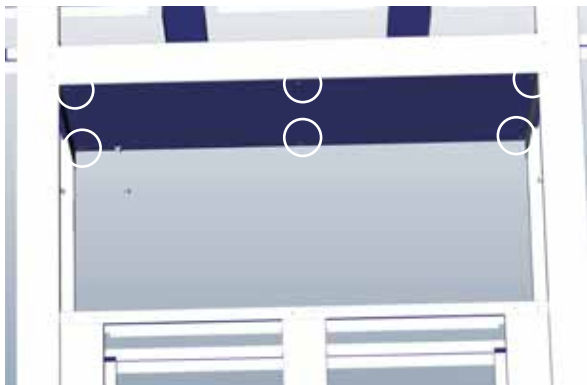


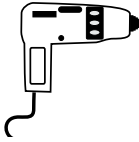
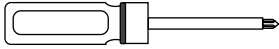


Diagram 4 - Top Panel screw locations

## ASSEMBLY INSTRUCTIONS FOR A STEEL STUD TABLE FRAMING KIT FOR PTO60

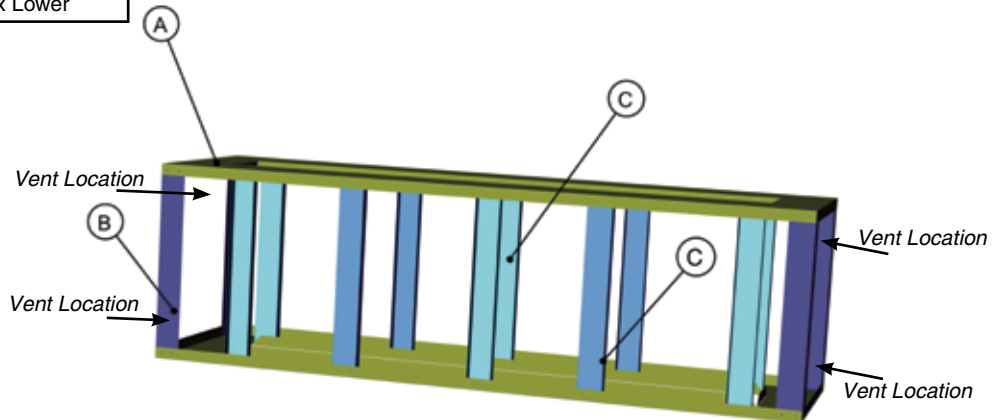
Follow these instructions to construct a steel stud table for the 60" burner;  
Overall dimensions = 24" W x 24" H x 79" L.

**NOTE:** 60" Unit is two 30" Units assembled end to end.

\*\*Non-combustible finishing board not supplied with kit. Board may be purchased at your local hardware/building supply store.

Tools Required	
1 power drill + #2 phillips bit	
1 hand #2 screwdriver (Phillips)	
1 level	
1 tape measure	

377-910 CONTENTS:	
Top / Bottom	(A) x 2
Vertical Supports - Corner	(B) x 4
Vertical Supports - Inner	(C) x 6
Vertical Supports - Outer	(C) x 4
Wafer Screws	80
Vent (377-060)	2 x Upper
Vent (377-061)	2 x Lower



**Important Note:** Four (4) ventilation grills are required for all the PTO60 steel stud framing kit. This is to alleviate moisture and allow for air to circulate underneath this burner. Minimum required size: 20" sq (508 mm<sup>2</sup>) ea.

# 38 | installation

1. Position each corner vertical support on lower frame and secure with four (4) screws each.

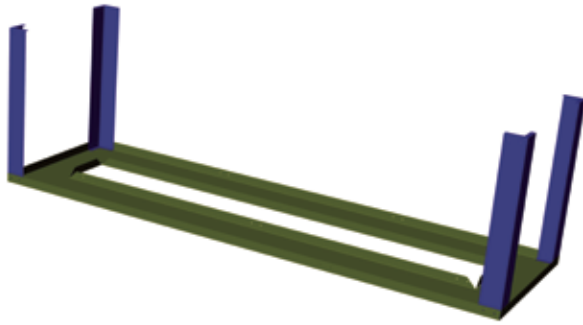


Diagram 1 - Corner supports on lower frame.

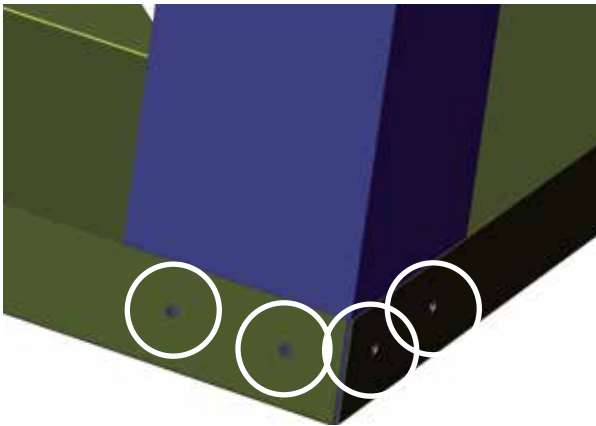


Diagram 2 - Corner supports screw locations

2. Place top frame onto corner vertical supports and secure to each support with four (4) screws.



Diagram 3 - Corner supports with top frame

3. Install six (6) inner vertical supports - secure each support with two (2) screws to top frame and two (2) screws to bottom frame.

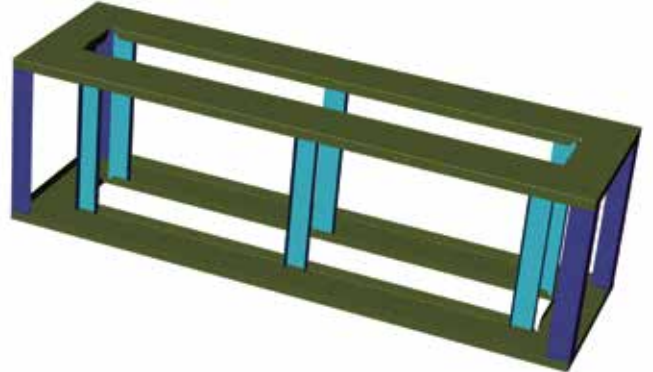


Diagram 4 - Inside vertical supports

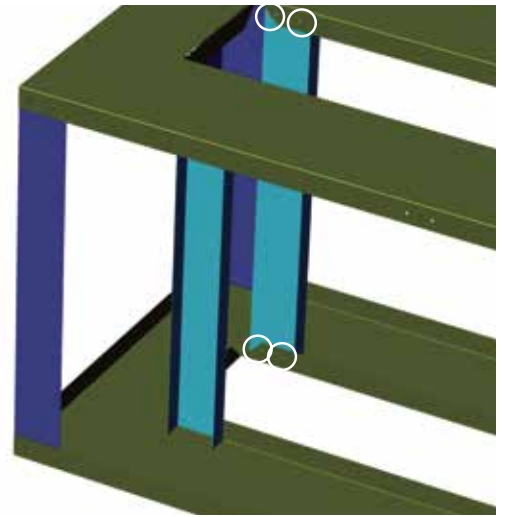


Diagram 5 - Inside vertical support screw locations

4. Install four (4) outer vertical supports - secure each support with two (2) screws to top frame and two (2) screws to bottom frame.

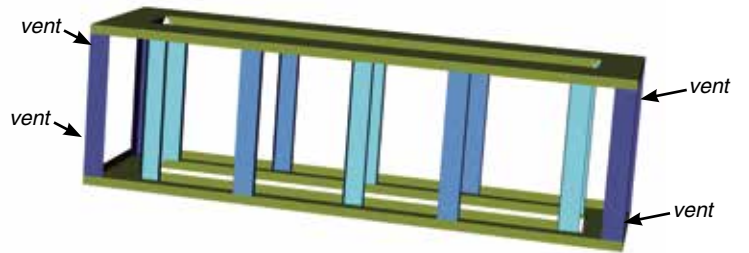


Diagram 6 - Outside vertical supports

## OPERATING INSTRUCTIONS

1. Read and understand these instructions before operating this appliance.
  2. Check to see that all wiring is correct and enclosed to prevent possible shock.
  3. Check to ensure there are no gas leaks.
  4. **Verify log placement. If the pilot cannot be seen when lighting the unit, the logs have been incorrectly positioned.**
  5. The unit should never be turned off, and on again without a minimum of a 60 second wait.
- 

## FIRST FIRE

The first fire in your decorative gas appliance is part of the paint curing process. To ensure that the paint is properly cured, it is recommended that you burn your decorative gas appliance for at least one (1) hours the first time you use it.

When first operated, the unit will release an odour caused by the curing of the paint, the burning off of any oils remaining from manufacturing.

**DO NOT ATTEMPT TO CLEAN THE GLASS WHILE IT IS HOT.**

## LIGHTING PROCEDURE

1. Turn on ON/OFF switch.
2. After approximately 4 seconds the spark ignition system will spark for 60 seconds to light the main burner.
3. The unit will turn on.

**Note:** The first try for ignition will last approximately 60 seconds. If there is no flame ignition (rectification) the board will stop sparking for approximately 35 seconds. After wait time, the board will start second try for ignition by sparking for approximately 60 seconds. If there is still no positive ignition the board will go into lock out.

The system will need to be reset as follows:

- a. Turn the system off using ON/OFF switch.
  - b. After approximately 2 seconds turn on ON/OFF switch.
  - c. Unit will repeat step 2.
- 

## SHUTDOWN PROCEDURE

1. Turn ON/OFF switch.
2. If service is to be performed - you must disconnect power to the unit, by removing the battery pack.

# COPY OF LIGHTING PLATE INSTRUCTIONS

The lighting plate is located on the underside of the table top on the unit.

<p><b>FOR YOUR SAFETY READ BEFORE LIGHTING</b></p> <p>WARNING: If you do not follow the instructions exactly, you may create a fire, cause an explosion, or cause property damage, personal injury or loss of life. Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Read the owner's manual carefully and follow the instructions. For additional information consult a qualified installer, service agency or gas supplier.</p> <p><b>ATTENTION:</b> Quel que soit le fabricant, il est recommandé de lire attentivement les instructions de l'appareil et de suivre les instructions de l'installateur qualifié. Une agence de service ou un fournisseur de gaz.</p>	<p><b>CAUTION:</b> Hot while in operation. Do not touch burner. Burns may result. Due to high surface temperature, do not touch furniture, gasoline, oil, or other flammable liquids. Do not touch any hot surfaces. The system will lock out if the system will not ignite after the second attempt the board into lock out mode:</p> <ol style="list-style-type: none"> <li>1) After approximately 2 seconds turn ON/OFF switch.</li> <li>2) Wait 30 seconds.</li> <li>3) Turn the system off using ON/OFF switch.</li> </ol> <p>1) After approximately 2 seconds turn ON/OFF switch. </p>	<p><b>WHAT TO DO IF YOU SMELL GAS</b></p> <ul style="list-style-type: none"> <li>- Do not try to light any appliance.</li> <li>- Do not use any phones in your building.</li> <li>- Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.</li> <li>- If you cannot reach your gas supplier, call the fire department.</li> </ul> <p><b>AVANT DE FAIRE FONCTIONNER L'APPAREIL,</b> remplir autour de l'appareil pour déceler la présence de gaz. Ne tentez pas d'allumer l'appareil, ne téléphonez pas de votre bâtiment.</p> <p><b>QUE FAIRE SI VOUS SENTEZ UNE ODEUR DE GAZ.</b></p> <ul style="list-style-type: none"> <li>- Ne tentez pas d'allumer l'appareil.</li> <li>- Ne téléphonez pas de votre bâtiment.</li> <li>- Appelez immédiatement votre fournisseur de gaz depuis un voisin. Suivez les instructions du fournisseur de gaz.</li> <li>- Si vous ne pouvez pas rejoindre le fournisseur de gaz, appelez le service incendies.</li> </ul>	<p><b>LIGHTING INSTRUCTIONS</b></p> <p><b>STOP</b> Read the safety information on this label.</p> <ol style="list-style-type: none"> <li>1) Turn ON/OFF switch.</li> <li>2) After approximately 4 seconds the spark ignition system will spark for 60 seconds to light the main burner.</li> <li>3) The unit will turn on.</li> </ol> <p>Note: The first attempt to ignition will last approximately 60 seconds. If the system will not ignite after the second attempt the board into lock out mode:</p> <ol style="list-style-type: none"> <li>a) After approximately 2 seconds turn ON/OFF switch.</li> <li>b) Wait 30 seconds.</li> <li>c) Turn the system off using ON/OFF switch.</li> </ol> <p>1) After approximately 2 seconds turn ON/OFF switch. </p>	<p><b>TO TURN OFF GAS APPLIANCE</b></p> <ol style="list-style-type: none"> <li>1) Turn off ON/OFF switch.</li> <li>2) If service is to be performed - refer to manual.</li> </ol> <p>1) Appuyer sur le bouton ON / OFF.</p> <p>2) Si vous devez débrancher l'appareil, du bloc-piles, voir le manuel d'instruction pour plus de détails.</p> <p><b>DO NOT REMOVE THIS INSTRUCTION PLATE</b></p>
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## MAINTENANCE INSTRUCTIONS

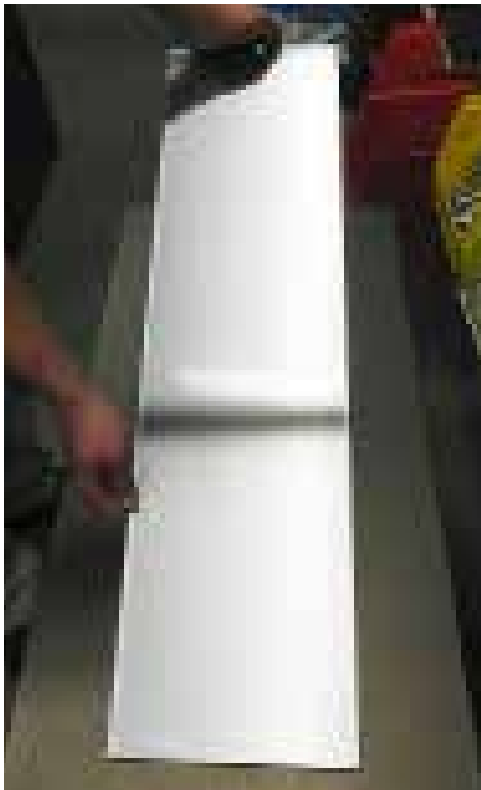
1. Always turn off the gas valve and unplug the batteries before cleaning. For relighting, refer to lighting instructions. Keep the burner and control compartment clean by brushing and vacuuming at least once a year. When cleaning the logs, use a soft clean paint brush as the logs are fragile and easily damaged.
2. Clean off leaves etc. before burning.
3. Clean appliance with a damp cloth (never when unit is hot). Never use an abrasive cleaner. The glass should be cleaned with a outdoor decorative gas appliance glass cleaner.
4. Hand and finger marks should be cleaned off with a soft cloth and a stainless steel cleaner. Most stainless steel cleaners leave a film/residue on the surface of the panels. Use an ammonia based cleaner (ie. glass cleaner) to remove this film before applying heat to the unit. Failure to do this will result in burn stains on panels which you will be unable to remove.
5. The heater is finished in a heat resistant paint and should only be refinished with heat resistant paint. Regency® uses StoveBright Paint - Metallic Black #6309.
6. Make a periodic check of burner for proper position and condition. Visually check the flame of the burner periodically, making sure the flames are steady; not lifting or floating. If there is a problem, call a qualified service person.
7. Do not use this appliance if the valve and/or electronic components have been or are submerged under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water. This is not covered under the terms of the warranty policy.
8. Verify operation after servicing.

## OPTIONAL LEAF COVER INSTALLATION

Place the leaf cover over the PTO30 burner.

Note: If this is a 60" burner (2 x PTO30's), 2 of the leaf covers will be required. When in place the leaf covers will overlap each other.

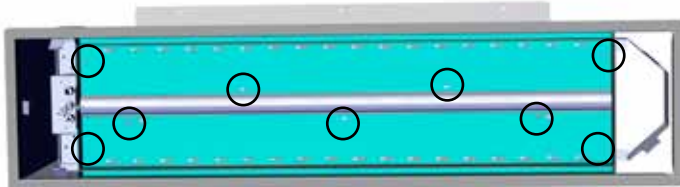
**IMPORTANT: The leaf cover(s) must always be removed and put aside when this appliance is used.**



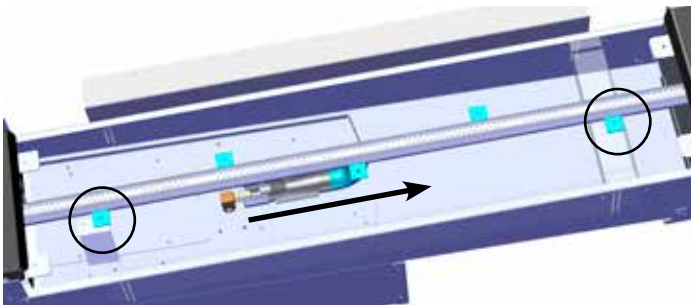
### VALVE ASSEMBLY REPLACEMENT

Turn the unit off and allow to cool to room temperature.

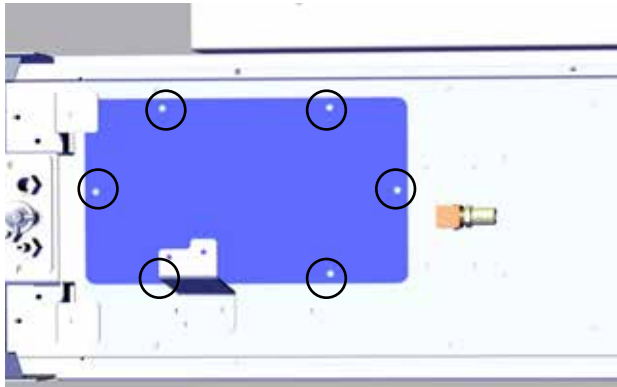
1. Turn off gas supply
2. Remove the pilot shield.
3. Remove glass crystals, garden stones and log set, if installed.
4. Locate and remove 9 screws to remove the burner tray.



5. Lift burner tray off.



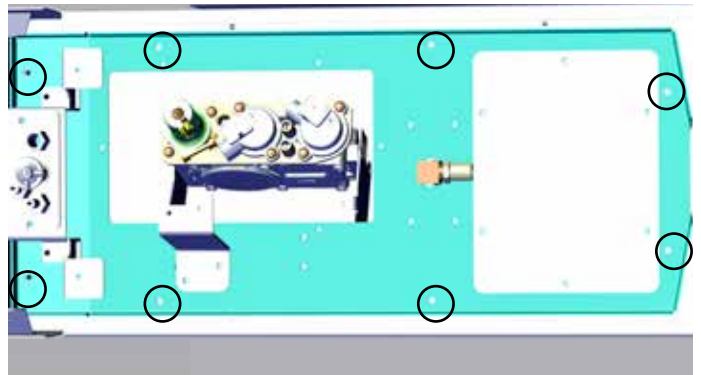
6. Remove 6 screws on valve access cover.



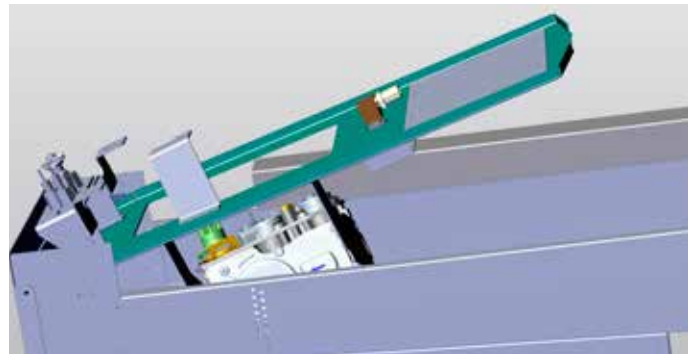
7. Turn off gas supply and remove flex connection at valve.
8. Remove orange EV1 wire connected to the gas valve.
9. Remove green EV2 wire connected to the gas valve.



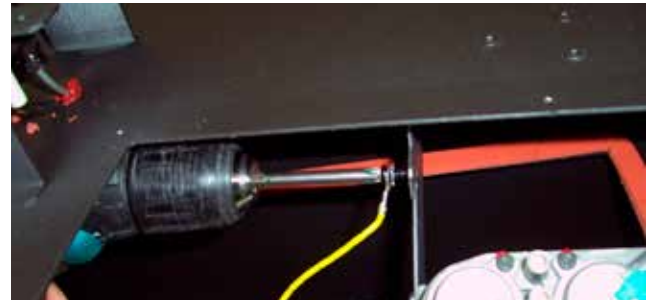
10. Remove 8 screws securing valve assembly.



11. Lift valve assembly up and out.



12. Remove both yellow/green ground wires from valve and valve bracket.



13. Replace valve assembly gasket if necessary.
14. Rotate HI/LO modulating valve all the way to the left for HI position.
15. Install new valve assembly and reverse steps 11-1.
16. Test gas connections for leaks.

## GAS MAINTENANCE

In order for your Regency appliance to continue to provide comfort to your home periodic maintenance must be performed to ensure it is operating at peak efficiency. The items in the list should be checked by a licensed gas service technician during the annual service check. Your unit may require more frequent maintenance checks if you notice any changes in how it operates. Operational changes to look for can include, but are not limited to, extended start up time, increased fan noise, residue/carbon build up, white build up on the glass/firebox, increased operating noise etc. Should any of these or other conditions arise, discontinue use and schedule a service check with your local licensed gas technician. The list below shows items your licensed service technician will need to check and service at least annually.

### Clean

- Glass
- Interior bricks / panels
- Burner ports & burner air shutter
- Fan blades
- Log set
- Pilot orifices
- Pilot hood (change as needed)
- Flame sensor (electronic ignition models)
- Flame electrode
- Burner orifice
- Thermocouple (millivolt models)
- Thermopile (millivolt models)

### Inspect

- Pilot assembly
- Burner
- Pressure relief gaskets/doors
- Flue connector gasket if present
- Door seal
- Firebox
- Venting
- Batteries (remote handheld, remote receiver, DC sparker, change as needed)
- Burner media (change as needed)
- Air shutter setting
- Wiring

### Check

- Voltage on thermocouple/thermopile (millivolt models)
- Ohms reading on flame sense (electronic ignition models)
- Inlet/outlet fuel pressures as per rating plate
- Voltage/ohms readings on gas valve
- Ohms reading to on/off switch circuit (Millivolt models)

### Gas Leak Tests

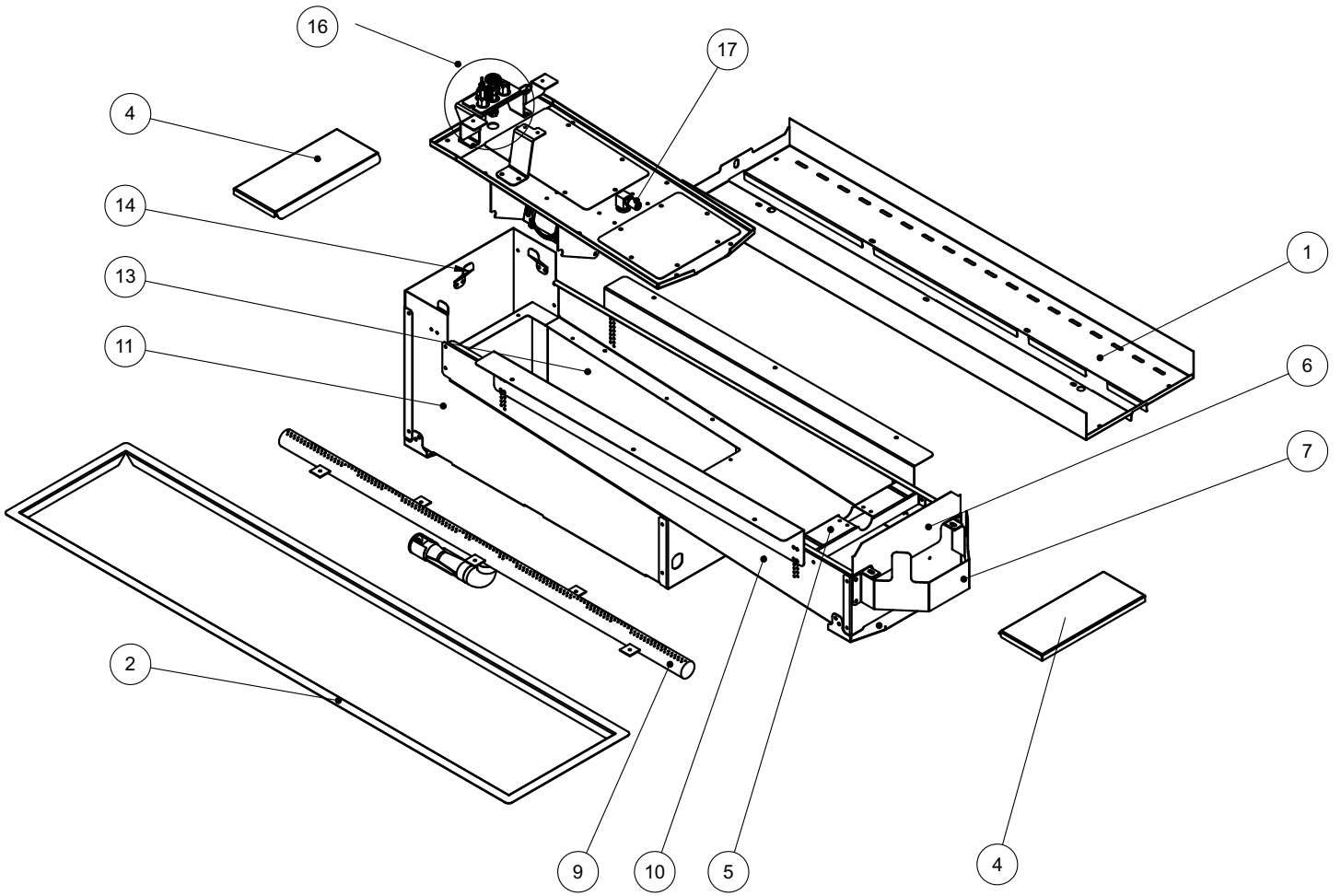
- Check main gas line connection to valve
- Check shut off valve connections
- Check connection at gas valve outlet
- Check connection at main burner orifice
- Check pilot fuel line at valve and at pilot assembly

## PARTS

	Part #	Description
1	377-024	Burner Tray
2	377-035	Finishing trim
4	647-519	Pilot Shield
5	377-027	Burner Mount
6	377-086	Burner Tray End
7	377-087	Offset Bracket
9	376-526	Burner Tube Assembly NG/LP
13	377-047	Components Cover
N/S	911-004	Valve NG 886 SIT IPI On/Off 0.886.002
N/S	911-005	Valve LP 886 SIT IPI On/Off 0.886.003
16	911-276	Pilot Assembly IPI NG 2 Flame 0.199.067
16	911-007	Pilot Assembly IPI LP 2 Flame
N/S	911-008	Novasit Regulator - NG 3.5 " 0.907.016
N/S	911-009	Novasit Regulator - LP 10" 0.907.014
17	904-951	Burner Orifice #25 NG
17	904-655	Burner Orifice #45 LP
N/S	910-036	Pilot Orifice - NG #51
N/S	910-101	Pilot Orifice - LP #35
N/S	910-432	Novasit Pilot Tubing With Nuts
N/S	911-039	Pilot Hood 2 Flame
N/S	911-137	Pilot Hood Clip
N/S	911-037	Flame Sensor 0.915.905
N/S	911-038	Flame Electrode 0.915.020
N/S	911-265	Ignition Control Board (DFC) SIT IPI 7 days + 5 Sec. FFRT 0.584.622
N/S	911-013	Valve Wiring Harness 0.584.912
N/S	911-018	Holder Battery W/9V Snap 4 Cell Stack AA
N/S	911-086	Wire 9 Volt Battery Extension
	920-280	Manual

N/S	932-009	3/8" Stainless Steel Flexible Tubing
N/S	904-658	Gas Inlet Line 24 Inches
N/S	911-087	Double Gang Front Cover
N/S	911-088	Double Gang Box Grey
N/S	910-363	Wall Switch
N/S	940-532/P	Tempered Glass Sides 5" X 14-5/8 " (Each)
N/S	940-374/P	Tempered Glass Front 5" X 36" (PTO30) (Each)
N/S	940-377/P	Tempered Glass Front 5" X 66-1/2 " (PTO60)(Each)
N/S	904-952	Nylon Screws (Each)
N/S	948-053	Nickel Glass Decorative Corners (Glass)
N/S	N/A	Polyester Black Windshield Cover (30")
N/S	N/A	Polyester Black Windshield Cover (60")
<b>Optional Accessories</b>		
N/S	376-969	Conversion Kit - LP
N/S	946-675	Fireglass Black Reflective 1/4in.1Lb Pkg
N/S	946-676	Fireglass Copper 1/4 in. 1Lb Pkg
N/S	946-677	Fireglass Starfire 1/4 in. 1Lb Pkg
N/S	946-775	Fireglass Black Reflective 1/4in.5Lb Pkg
N/S	946-776	Fireglass Copper 1/4 in. 5Lb Pkg
N/S	946-777	Fireglass Starfire 1/4 in. 5Lb Pkg
N/S	946-735	Firebeads Black 1 Lb Pkg
N/S	946-736	Firebeads Sangria Luster 1 Lb Pkg
N/S	946-737	Firebeads Glacier Ice 1 Lb Pkg
N/S	946-738	Firebeads Caramel Luster 1 Lb Pkg
N/S	946-739	Firebeads Black 5 Lb Pkg
N/S	946-740	Firebeads Sangria Luster 5 Lb Pkg
N/S	946-741	Firebeads Glacier Ice 5 Lb Pkg
N/S	946-742	Firebeads Caramel Luster 5 Lb Pkg
N/S	378-932	4 Piece Glass Surround (30")
N/S	378-955	4 Piece Glass Surround (60")
N/S	946-710	Slate / Gray Volcanic Basalt Natural Stones
N/S	946-711	Ivory / Tan Volcanic Basalt Natural Stones
N/S	326-930	Ceramic Log Set
N/S	377-908	Steel Stud See-Through Framing Kit
N/S	377-907	3 pc Brushed Stainless Steel Panels
N/S	377-955	Inner Trim Stainless Steel 60"
N/S	377-910	Steel Framing Kit 60"
N/S	377-946	Ventilation Grill Kit - 2 pieces (1 set)
N/S	377-948	Ventilation Grill Kit - 4 pieces (2 sets)

PARTS



**NOTE:** PTO60 is two PTO30 units assembled end to end.

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**Limited Warranty**

FPI Fireplace Products International Ltd. (for Canadian customers) and Fireplace Products U.S., Inc. (for U.S. customers) (collectively referred to herein as “FPI”) extends this Limited Warranty to the original purchaser of this appliance provided the product remains in the original place of installation. The items covered by this limited warranty and the period of such coverage is set forth in the table below.

Some conditions apply (see below).

The policy is not transferable, amendable or negotiable under any circumstances.

Outdoor Gas Products	Component Coverage		Labor Coverage
	2 years	1 year	1 year
Burner tube assembly			
Valve assembly	✓		✓
Pilot assembly			
Flame sensor/Spark electrode			
Ignition Control Boards	✓		✓
Wiring/Switches/Battery Pack/Batteries	✓		✓
Pilot Tube/Burner and Pilot Orifices	✓		✓
All hardware including wheels and rubber feet	✓		✓
Weather covers	✓		✓
Thermocouple		✓	✓
Electrical components		✓	✓
Tempered Glass		✓	✓
All media		✓	✓
Stainless components/ Paint/Gaskets/ All finishes/Plated Corners			

**Conditions:**

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

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 may at its own discretion fully discharge all of its obligations under the 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 complaints on location in the field claimed to be defective prior to processing or authorizing of 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 units are limited to one per warranty term.

Unit 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 to ensure the unit is operating as designed at the time of installation.

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

Repair/replacement parts purchased by the consumer from FPI after the original coverage has expired on the unit will carry a 90 day warranty, 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 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.), door or glass gasketing, or any other additional factory fitted gasketing.

Malfunction, damage or performance based issues as a result of environmental conditions, location, chemical damages, downdrafts, installation error, 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, 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 malfunction of the appliance are not covered under the terms of this Limited Warranty.

FPI has no obligation to enhance or modify any unit 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 for diagnostic or service work. All labor rates paid to authorized dealers are subsidized, pre-determined rates. Dealers may charge homeowner for travel and additional time beyond their subsidy.

Any unit showing signs of neglect or misuse will not be covered under the terms of this warranty policy and may void this warranty. This includes units with rusted or corroded fireboxes which have not been reported as rusted or corroded within three (3) months of installation/purchase.

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

Units 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.

FPI is not liable for the removal or replacement of facings or finishing in order to repair or replace any appliance in the field.

Freight damages for products or parts are not covered under the terms of the 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 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 U.S. 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 U.S. should consult their local, provincial or national legal codes for additional terms which may be applicable 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

U.S. Warrantor:

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

Or contact the Regency Customer Care Centre at 1-800-442-7432 (phone)/604-946-4349 (fax)

**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.



**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**  
1- 3 Conquest Way  
Hallam, VIC  
Australia, 3803

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