



**Direct Vent Inserts:**  
**DVI-25m Series**  
**DVI-30m Series**  
**DVI-36m Series**



**DESIGN CERTIFIED**  
 to  
**Vented Gas Fireplace Heater**  
**ANSI Z21.88**  
**CSA 2.33**

**DVI DIRECT VENT INSERTS - MILLIVOLT SYSTEM**

**⚠ WARNING:**

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

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

**WHAT TO DO IF YOU SMELL GAS:**

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

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

**⚠ DANGER**



**HOT GLASS WILL CAUSE BURNS.**  
**DO NOT TOUCH GLASS UNTIL COOLED.**  
**NEVER ALLOW CHILDREN TO TOUCH GLASS.**

A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and shall be installed for the protection of children and other at-risk individuals.

**IMPORTANT: READ THESE INSTRUCTIONS CAREFULLY BEFORE STARTING INSTALLATION OR USE.**

**This appliance may be installed in an aftermarket, permanently located, manufactured home (USA only) or mobile home, where not prohibited by local codes.**

**This appliance is only for use with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases, unless a certified kit is used.**



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

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





**Direct Vent Inserts:**

**DVI-25m Série  
DVI-30m Série  
DVI-36m Série**



**CONCEPTION CERTIFIÉE**

à  
Réchauffeur exhalé  
de cheminée de gaz  
**ANSI Z21.88  
CSA 2.33**

**DVI INSERTS À ÉVACUATION DIRECTE - SYSTÈME MILLIVOLT**

**⚠ ATTENTION:**

**INCENDIE OU EXPLOSION**

Le non-respect des avertissements de sécurité serait exactement entraîner des blessures graves, la mort ou des dommages matériels.

**Ne stockez pas ou n'employez pas l'essence ou d'autres vapeurs et liquides inflammables à proximité de ceci ou d'aucun autre appareil.**

**CE QUI À FAIRE SI VOUS SENTEZ LE GAZ:**

- Ouvrez une fenêtre.
- N'essayez pas de n'allumer aucun appareil.
- Ne touchez aucun commutateur électrique; n'utilisez aucun téléphone dans le bâtiment.
- Quitter immédiatement le bâtiment.
- Appelez immédiatement le fournisseur de gaz du téléphone du voisin. Suivez les instructions du fournisseur de gaz.
- Si vous ne pouvez pas atteindre le fournisseur de gaz, appelez le département de feu.

**L'installation et le service doivent être assurés par un installateur qualifié et professionnel, l'agence de service, ou le fournisseur de gaz.**

**⚠ DANGER**



UNA SURFACE VITRÉE CHAUDE PEUT CAUSER DES BRÛLURES.

LAISSER REFROIDIR LA SURFACE VITRÉE AVANT D'Y TOUCHER.

**NE PERMETTEZ JAMAIS À UN ENFANT DE TOUCHER LA SURFACE VITRÉE.**

Une barrière conçu pour réduire le risque de brûlures par le verre de visualisation chaude est fournie avec cet appareil et doit être installé pour la protection des enfants et autres personnes à risque.

**IMPORTANT: LISEZ CES INSTRUCTIONS SOIGNEUSEMENT AVANT DE COMMENCER L'INSTALLATION OU L'UTILISATION.**

Cet appareil peut être installé dans un marché des accessoires, une maison de manière permanente située et manufacturée (Etats-Unis seulement) ou une caravane résidentielle, où non interdit par des codes locaux.

Cet appareil sert seulement avec le type de gaz indiqué de la plaque de contrôle. Cet appareil n'est pas convertible pour l'usage avec d'autres gaz, à moins qu'un kit certifié soit employé.



**INSTALLATEUR :**  
Laissez ce manuel avec l'appareil.  
**CONSOMMATEUR:**  
Maintenez ce manuel pour la future référence.



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## IMPORTANT SAFETY INFORMATION

Congratulations on your purchase of an R. H. Peterson Co. Real Fyre direct vent insert. Made with pride in America, your new insert complies with national safety standards and when installed per these instructions and used as intended it will provide warmth and comfort to your home for many years.

**Due to the extreme heat output of the insert, there is a risk of burns if care is not taken in the operation of the unit.** PLEASE READ THE SAFETY AND OPERATION INFORMATION AND WARNINGS IN THIS MANUAL BEFORE USING YOUR INSERT. Be aware that glass panels and other surfaces get extremely HOT and can cause burns if touched. Factory-provided barrier screens help to reduce the risk of serious burns as they can prevent direct contact with the glass. However, barrier screens still retain heat and must not be touched. The insert glass and surrounding material will remain HOT for a period of time after the unit is turned off, so caution should be used at all times.

Refer to all safety information and warnings provided in this manual.



## AVERTISSEMENT!

- A. Lisez toutes les instructions. Ne pas installer ou d'utiliser cet appareil sans avoir lu et compris ce manuel. Ne pas suivre les instructions de ce manuel se traduira par un appareil mal installé et opérationnel, annuler la garantie, et peut être dangereux.
- B. Une mauvaise installation, le réglage, la modification, le service, la maintenance, ou de l'utilisation peuvent causer des blessures graves, la mort ou des dommages matériels. Reportez-vous à ce manuel. Pour de l'aide ou des informations supplémentaires, consultez un technicien professionnel qualifié de service, un organisme de service ou le fournisseur de gaz. Instructions à la terre électrique - Cet appareil est équipé d'un à trois broches (mise à la terre) pour vous protéger contre les chocs électriques et doit être branchée directement dans une prise à trois broches prise. Ne pas couper ou enlever la broche de terre de cette fiche.
- C. Dispositions pour la combustion adéquate et l'air de ventilation doit être maintenue. Voir la EXIGENCES DE VENTILATION section pour plus de détails.
- D. Instructions à la terre électrique - Cet appareil est équipé d'un à trois broches (mise à la terre) pour vous protéger contre les chocs électriques et doit être branchée directement dans une prise à trois broches prise. Ne pas couper ou enlever la broche de terre de cette fiche.
- E. Ne pas placer les pièces conformément à ce manuel ou de l'échec d'utiliser seulement les pièces approuvées pour cet appareil peut entraîner des dommages matériels ou des blessures corporelles.
- F. Installation, maintenance et de réparation doit être effectuée par un technicien de service professionnel qualifié.
- G. Un inspecteur en bâtiment local devriez revoir vos plans avant l'installation.
- H. Soyez extrêmement prudent lors de la manipulation de ce produit et ses accessoires car ils ont des bords tranchants qui peuvent causer des blessures.
- I. Il est recommandé que les détecteurs de fumée sont installés dans la maison. Si possible, installez un détecteur dans un couloir adjacent à la salle (pour éviter une fausse alarme de la chaleur de l'appareil). Cependant, vous devez suivre les exigences du code local.
- J. Toute modification ou altération peut annuler la garantie, la certification et les annonces de cet appareil.
- K. Dégagements d'accessibilité adéquats pour l'entretien et doit être prévu.
- L. Un dégagement suffisant autour des ouvertures d'air dans la chambre de combustion doit être maintenue.
- M. Cet appareil au gaz ne doit pas être raccordé à un conduit de cheminée desservant un autre appareil de combustion séparée à combustible solide.
- N. Ne pas utiliser cet appareil si une pièce a été sous l'eau. Appelez immédiatement un technicien de service qualifié pour inspecter l'appareil et pour remplacer toute pièce du système de contrôle et de contrôle du gaz qui a été sous l'eau.
- O. En raison des températures élevées, l'appareil doit être placé hors de la circulation et loin des meubles et des rideaux.
- P. Hot en cours de fonctionnement. Enfants et adultes doivent être avertis des dangers de la température de surface élevée et devrait rester à l'écart pour éviter les brûlures ou l'inflammation des vêtements.
- Q. Les jeunes enfants doivent être surveillés quand ils sont dans la même pièce que l'appareil. Tout-petits, les jeunes enfants et d'autres peuvent être sensibles à des brûlures de contact accidentel. Une barrière physique est recommandé s'il ya des individus à risque dans la maison. Pour restreindre l'accès à une cheminée ou un poêle, installer une barrière de sécurité pour garder les tout-petits, les jeunes enfants et d'autres personnes à risque hors de la salle et à l'écart des surfaces chaudes.
- R. Les vêtements ou autres matériaux inflammables ne doivent pas être placés sur ou près de l'appareil. Ne placez jamais les combustibles solides, liquides inflammables, ou des objets étrangers dans cet appareil.
- S. Tout écran ou grille de protection pour l'entretien d'un appareil doit être remplacé avant de faire fonctionner l'appareil.
- T. Installation et réparation doit être effectuée par un technicien qualifié. L'appareil doit être inspecté avant son utilisation et au moins annuellement par une personne un service professionnel. Un nettoyage plus fréquent peut être nécessaire en raison des peluches provenant des tapis, literie, etc. Il est impératif que les compartiments de contrôle, les brûleurs et les passages de circulation d'air de l'appareil être maintenu propre.
- U. Seulement trousse de garniture (s) fournie par le fabricant doivent être utilisées dans l'installation de cet appareil. Ouvertures de secours projets ne doivent pas être couverts ou bloqués. Panneaux de garniture ou entoure ne doit pas sceller les ouvertures de ventilation dans la cheminée.

CONSERVER CES INSTRUCTIONS



## WARNING!

- A. Read all instructions. Do not install or operate this appliance without first reading and understanding this manual. Failure to follow the instructions in this manual will result in an improperly installed and operating appliance, void the warranty, and can be dangerous.
- B. Improper installation, adjustment, alteration, service, maintenance, or use can cause serious injury, death or property damage. Refer to this manual. For assistance or additional information consult a qualified professional service technician, service agency or the gas supplier.
- C. Provisions for adequate combustion and ventilation air must be maintained. See the VENTING REQUIREMENTS section for details.
- D. Electrical Grounding Instructions - This appliance is equipped with a three-prong (grounding) plug for your protection against shock hazard and should be plugged directly into a properly grounded three-prong receptacle. Do not cut or remove the grounding prong from this plug.
- E. Failure to position the parts in accordance with this manual or failure to use only parts specifically approved with this appliance may result in property damage or personal injury.
- F. Installation, service, and repair must be done by a qualified professional service technician.
- G. A local building inspector should review your plans prior to installation.
- H. Use extreme caution whenever handling this product and its accessories as they have sharp edges that can cause personal injury.
- I. It is recommended that smoke detectors are installed in the home. If possible, install a detector in a hallway adjacent to the room (to prevent a false alarm from the heat of the appliance). However, you must follow the requirements of the local code.
- J. Any modification or alteration may void the warranty, certification and listings of this appliance.
- K. Adequate accessibility clearances for servicing and proper operation must be provided.
- L. Adequate clearance around air openings into the combustion chamber must be maintained.
- M. This gas appliance must not be connected to a chimney flue serving a separate solid-fuel burning appliance.
- N. 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.
- O. Due to high temperatures, the appliance should be located out of traffic and away from furniture and draperies.
- P. Hot while in operation. Children and adults should be alerted to the hazards of high surface temperature and should stay away to avoid burns or clothing ignition.
- Q. Young children should be carefully supervised when they are in the same room as the appliance. Toddlers, young children and others may be susceptible to accidental contact burns. A physical barrier is recommended if there are at-risk individuals in the house. To restrict access to a fireplace or stove, install an adjustable safety gate to keep toddlers, young children and other at-risk individuals out of the room and away from hot surfaces.
- R. Clothing or other flammable material should not be placed on or near the appliance. Never place solid fuels, flammable liquids, or foreign objects into this appliance.
- S. Any safety screen or guard removed for servicing an appliance must be replaced prior to operating the appliance.
- T. Installation and repair should be done by a qualified 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, et cetera. It is imperative that control compartments, burners and circulating air passageways of the appliance be kept clean.
- U. Only trim kit(s) supplied by the manufacturer shall be used in the installation of this appliance. Draft relief openings must not be covered or blocked. Trim panels or surrounds must not seal ventilation openings in the fireplace.

SAVE THESE INSTRUCTIONS

## NOTES PAGE

Please use this page to record any information that you may want to have at hand.

# LISTING AND CODE APPROVALS

## LISTING

This direct vent insert has been certified to:

VENTED GAS FIREPLACE HEATER ANSI Z21.88, CSA 2.33

It has been certified for use with either natural or propane gas, and is approved for installation in bedrooms and aftermarket manufactured (mobile) homes.

## CODE REQUIREMENTS

- A. 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*, or the *Natural Gas and Propane Installation Code, CSA B149.1*.
- B. Ensure clearances are in accordance with local installation codes and the requirements of the gas supplier.  
Dégagement conforme aux codes d'installation locaux et aux exigences du fournisseur de gaz.
- C. A manufactured home (USA only) or mobile home OEM installation must conform with the *Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280*, or, when such a standard is not applicable, the *Standard for Manufactured Home Installations, ANSI/NCSCS A225.1*, or *Standard for Gas Equipped Recreational Vehicles and Mobile Housing, CSA Z240.4*.
- D. 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*, or the *Canadian Electrical Code, CSA C22.1*.
- E. To comply with certification, and building code acceptances, and for safe operation and proper performance of this appliance, use ONLY Peterson parts and accessories. Use of other controls, parts, and accessories that are not designed for use with Real Fyre direct vent inserts is prohibited and will void all warranties, certifications, and building code approvals, and may cause property damage, personal injury, or loss of life.

## COMMONWEALTH OF MASSACHUSETTS REQUIREMENTS

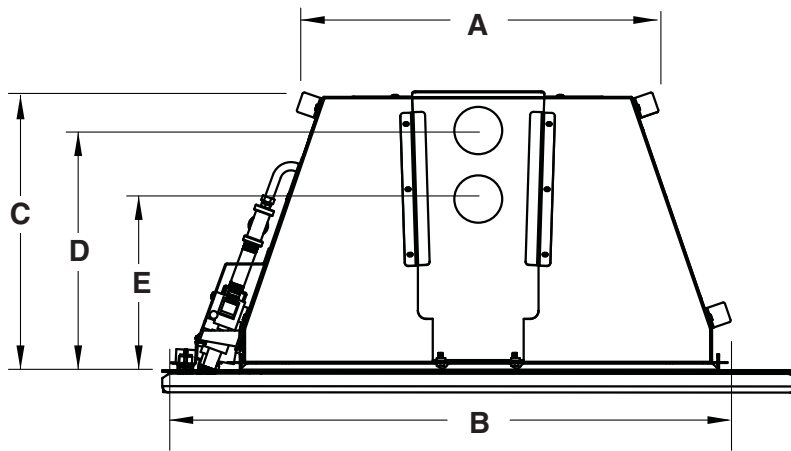
This appliance is approved for installation in the state of Massachusetts subject to the following requirements:

- A. Install this appliance in accordance with 248 C.M.R., the Rules and Regulations Governing Plumbers and Gas Fitters.
- B. The installer or service agent must be a plumber or gas fitter licensed in the Commonwealth of Massachusetts.
- C. The flexible gas line connector used must not exceed 36 inches (92 centimeters) in length.
- D. The individual manual shut-off must be a T-handle type valve, listed and approved by the state of Massachusetts.

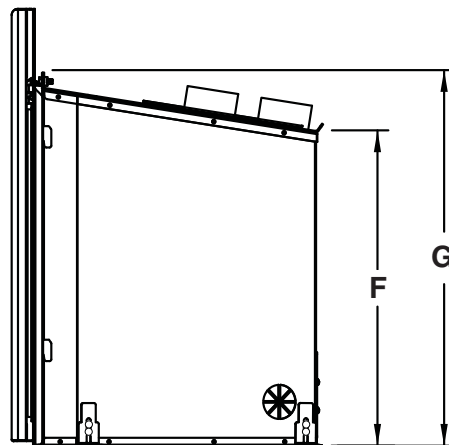
# SPECIFICATIONS AND DIMENSIONS

Description	Dimension		
	25 series	30 series	36 series
A. Unit Rear Width	21"	22"	24 1/2"
B. Unit Front Width	30 3/8"	34 3/4"	37 5/8"
C. Unit Depth	14 1/2"	16 7/8"	17 5/8"
D. Vent Depth - Intake	12"	14 1/2"	14 1/2"
E. Vent Depth - Exhaust	7 7/8"	10 1/4"	10 1/4"
F. Unit Rear Height	15 3/4"	18 3/4"	22"
G. Unit Front Height	19"	22"	25 1/2"

**Table 1 - Unit Dimensions**



**Fig. 8-1 Top View**



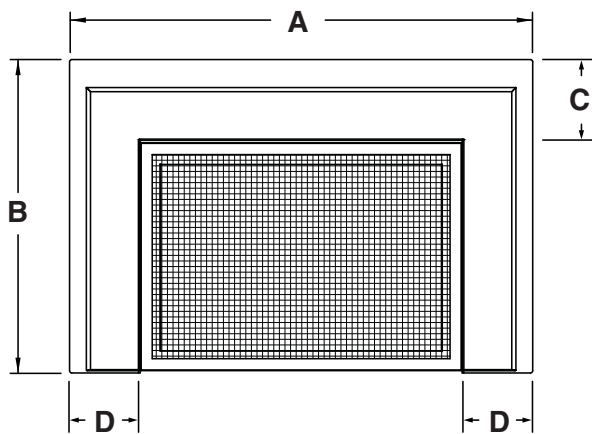
**Fig. 8-2 Side View**



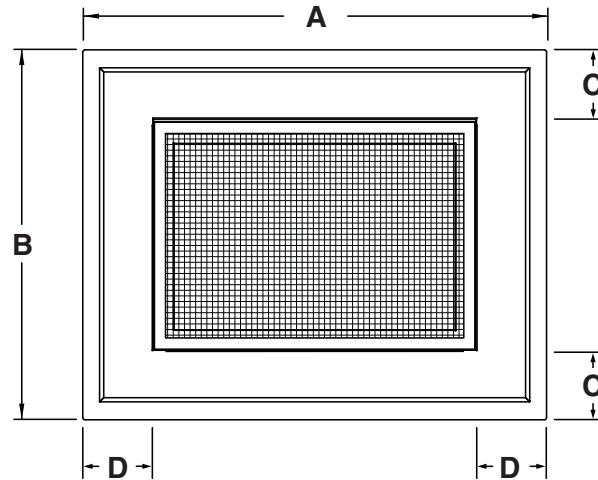
# SPECIFICATIONS AND DIMENSIONS (cont.)

Description	A	B	C	D	E
<b>25 series</b>					
Surround 3-sided, small	34 3/8"	22 1/2"	5"	4 3/4"	1 1/2"
Surround 3-sided, medium	37 3/8"	25 1/4"	7 3/4"	6 1/4"	1 1/2"
Surround 3-sided, large	40 3/8"	28"	10 1/2"	7 3/4"	1 1/2"
Surround 4-sided, small	34 3/8"	27"	4 3/4"	4 3/4"	1 1/2"
Surround 4-sided, medium	37 3/8"	30"	6 1/4"	6 1/4"	1 1/2"
<b>30 series</b>					
Surround 3-sided, small	38 3/8"	25 1/2"	5 1/4"	4 1/2"	1 1/2"
Surround 3-sided, medium	41 3/8"	28"	6 1/4"	7 1/2"	1 1/2"
Surround 3-sided, large	44 3/8"	31"	7 3/4"	10 1/2"	1 1/2"
Surround 4-sided, small	38 3/8"	30"	4 3/4"	4 3/4"	1 1/2"
Surround 4-sided, medium	41 3/8"	33"	6 1/4"	6 1/4"	1 1/2"
<b>36 series</b>					
Surround 3-sided, small	43 3/8"	30"	6"	5 3/4"	1 1/2"
Surround 3-sided, medium	45 3/8"	32"	8"	6 3/4"	1 1/2"
Surround 3-sided, large	49 3/8"	35"	11"	8 3/4"	1 1/2"
Surround 4-sided, small	43 3/8"	33"	4 1/2"	5 3/4"	1 1/2"
Surround 4-sided, medium	45 3/8"	36"	6"	6 3/4"	1 1/2"

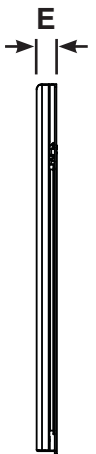
**Table 2 - Surround Kit Dimensions**



**Fig. 9-1** Front View (3 sided surround model)



**Fig. 9-2** Front View (4 sided surround model)



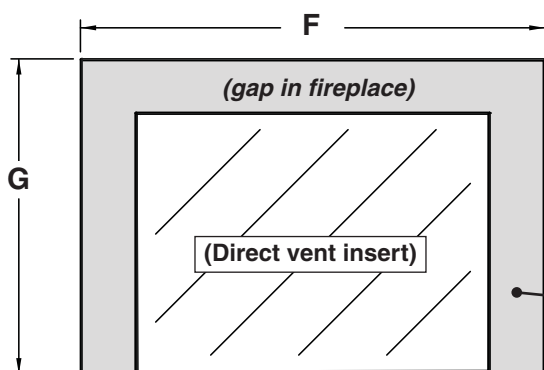
**Fig. 9-3** Side View

## SPECIFICATIONS AND DIMENSIONS (cont.)

**TO DETERMINE THE APPROPRIATE SURROUND FOR YOUR SETUP\* :**

Recommended surround	F max	G max
<b>25 series</b>		
Surround 3-sided, small	32 3/8"	21 1/2"
Surround 3-sided, medium	35 3/8"	24 1/4"
Surround 3-sided, large	38 3/8"	27"
Surround 4-sided, small	32 3/8"	19 3/4"
Surround 4-sided, medium	35 3/8"	24 1/4"
<b>30 series</b>		
Surround 3-sided, small	36 3/8"	24 1/2"
Surround 3-sided, medium	39 3/8"	27"
Surround 3-sided, large	42 3/8"	30"
Surround 4-sided, small	36 3/8"	24 1/4"
Surround 4-sided, medium	39 3/8"	25 3/4"
<b>36 series</b>		
Surround 3-sided, small	41 3/8"	29"
Surround 3-sided, medium	43 3/8"	31"
Surround 3-sided, large	47 3/8"	34"
Surround 4-sided, small	41 3/8"	27 1/2"
Surround 4-sided, medium	43 3/8"	29"

**Table 3** - Recommended Surround (based upon fireplace opening, see Fig. 10-1)



**Fig. 10-1** Insert in Fireplace Opening

\* To complete your insert installation, a matching metal surround is required to cover the gap between the insert and your existing fireplace opening. Available in a black finish, choose from three fixed, non-adjustable 3-sided sizes. If your fireplace opening is raised and flush with the wall; you may choose from two fixed dimension 4-sided surrounds. Consult Table 3 for assistance.

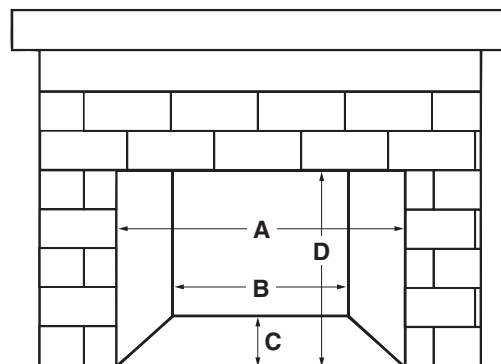
- **F x G** represents fireplace opening
- **Shaded area** represents gap created
- **Surround** is designed to overlay fireplace opening a minimum of 1"

## SPECIFICATIONS AND DIMENSIONS (cont.)

Description	Dimension		
	25 series	30 series	36 series
A. Front Width	30 1/2"	35"	38"
B. Rear Width	21 1/2"	22 1/2"	26"
C. Depth	15 1/2"	18 1/2"	19 1/2"
D. Height *	20"	22 1/2"	26"

**Table 4 - Minimum Fireplace Dimensions**

\* If exhaust collar on direct vent insert and fireplace damper do not line up, add 3 inches to minimum fireplace height to allow offsets of vent pipe.



**Fig. 11-1 Minimum Fireplace Dimensions**

Model	Natural Gas				Propane Gas			
	BTU Rating		Orifice Size		BTU Rating		Orifice Size	
	High setting	Low setting	Front	Rear	High setting	Low setting	Front	Rear
<b>25 series</b> (0-2000 FT) *	25k	17k	#42	-	20k	15k	#55	-
<b>30 series</b> (0-2000 FT) *	32k	23k	#50	#45	29k	23k	#59	#56
<b>36 series</b> (0-2000 FT) *	40k	30k	#47	#39	33k	27k	#57	#56

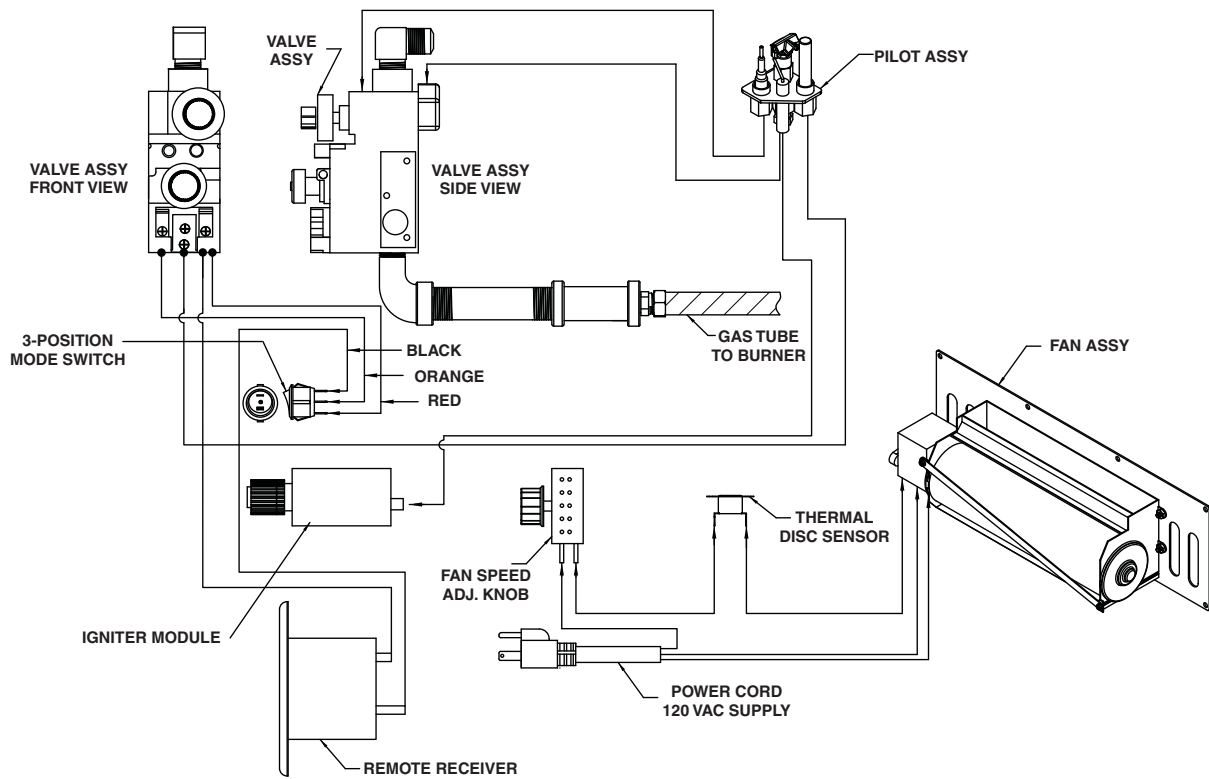
**Table 5 - BTU Ratings and Orifice Sizes**

\* For elevations above 2,000 feet, the BTU rate of the unit is reduced by 4% for each additional 1,000 feet. To install the unit above an elevation of 2,000 feet, you must use proper orifices based on the de-rated BTU.

Remote Transmitter	
Supply voltage	3 V (two 1.5V AAA batteries)
Ambient temperature ratings	32 - 122 °F (0-50 °C)
Radio frequency	303.8 MHz
Receiver	
Supply voltage	6.0 V (four 1.5 V AA batteries)
Ambient temperature ratings	32 - 130 °F (0-60 °C)
Radio frequency	303.8 MHz
Fan	
Input voltage / frequency / current	120 V / 60 Hz / 5 A
Electronic Igniter	
Supply voltage	1.5 V (one 1.5 V AA battery)
Ambient temperature ratings	140 °F (60 °C)

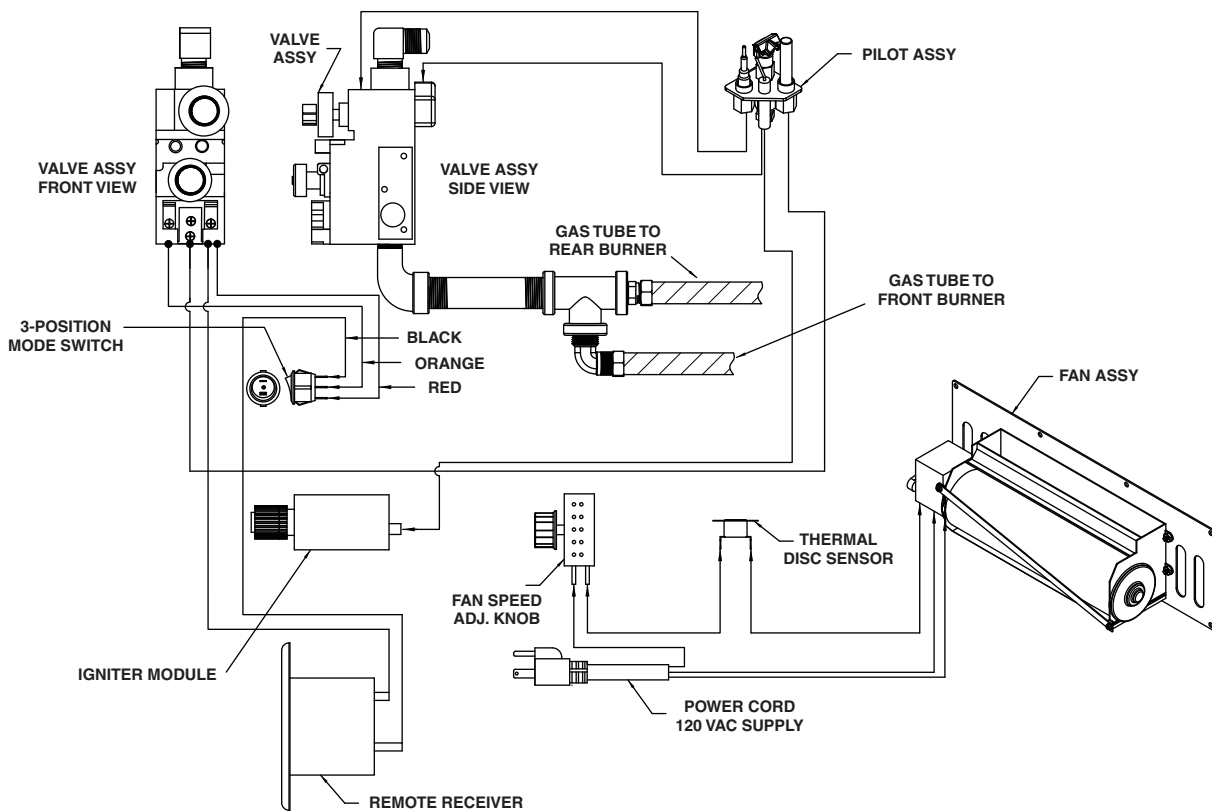
**Table 6 - Technical Data Specifications**

**25 SERIES WIRING DIAGRAM**



**Fig. 12-1**

**30 & 36 SERIES WIRING DIAGRAM**



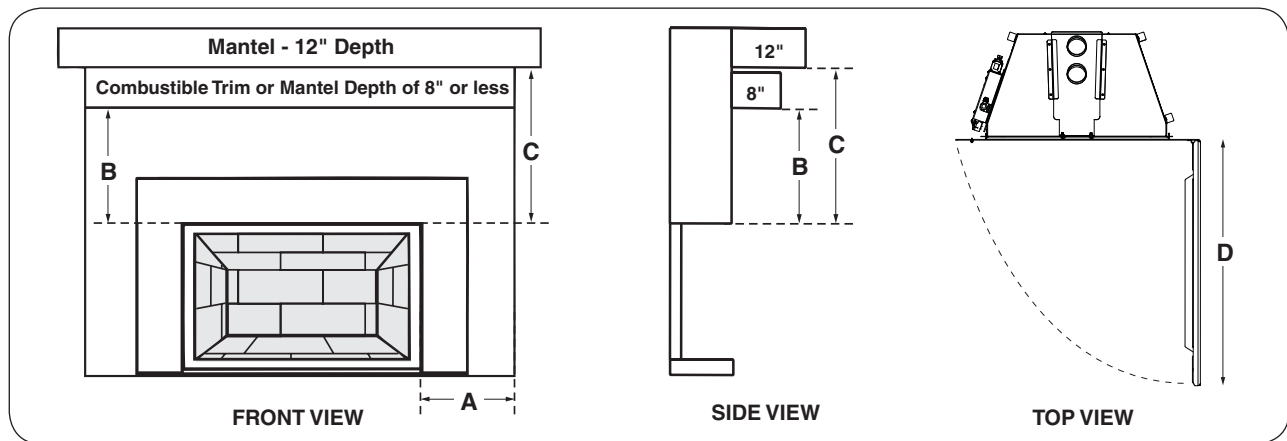
**Fig. 12-2**

## MINIMUM CLEARANCES

All minimum clearances must be met and maintained at all times. The clearances shown below include any adjacent walls, spacers, standoffs, and any projections such as shelves, window sills, or fireplace mantels. They also include any combustible decorations/items. Any finishing on the mantel must be heat resistant.

Description	Dimension		
	25 series	30 series	36 series
A. Clearance required from the side edge of the insert to combustibles or side wall	7"	7"	7"
B. Clearance required from the top edge of the insert to combustibles or 8" mantel	16"	16"	16"
C. Clearance required from the top edge of the insert to combustibles or 12" mantel	22"	22"	22"
D. Clearance required in front of insert to allow door to fully open	35"	39"	44"

**Table 7** - Minimum Clearances



**Fig. 13-1** Minimum Clearances

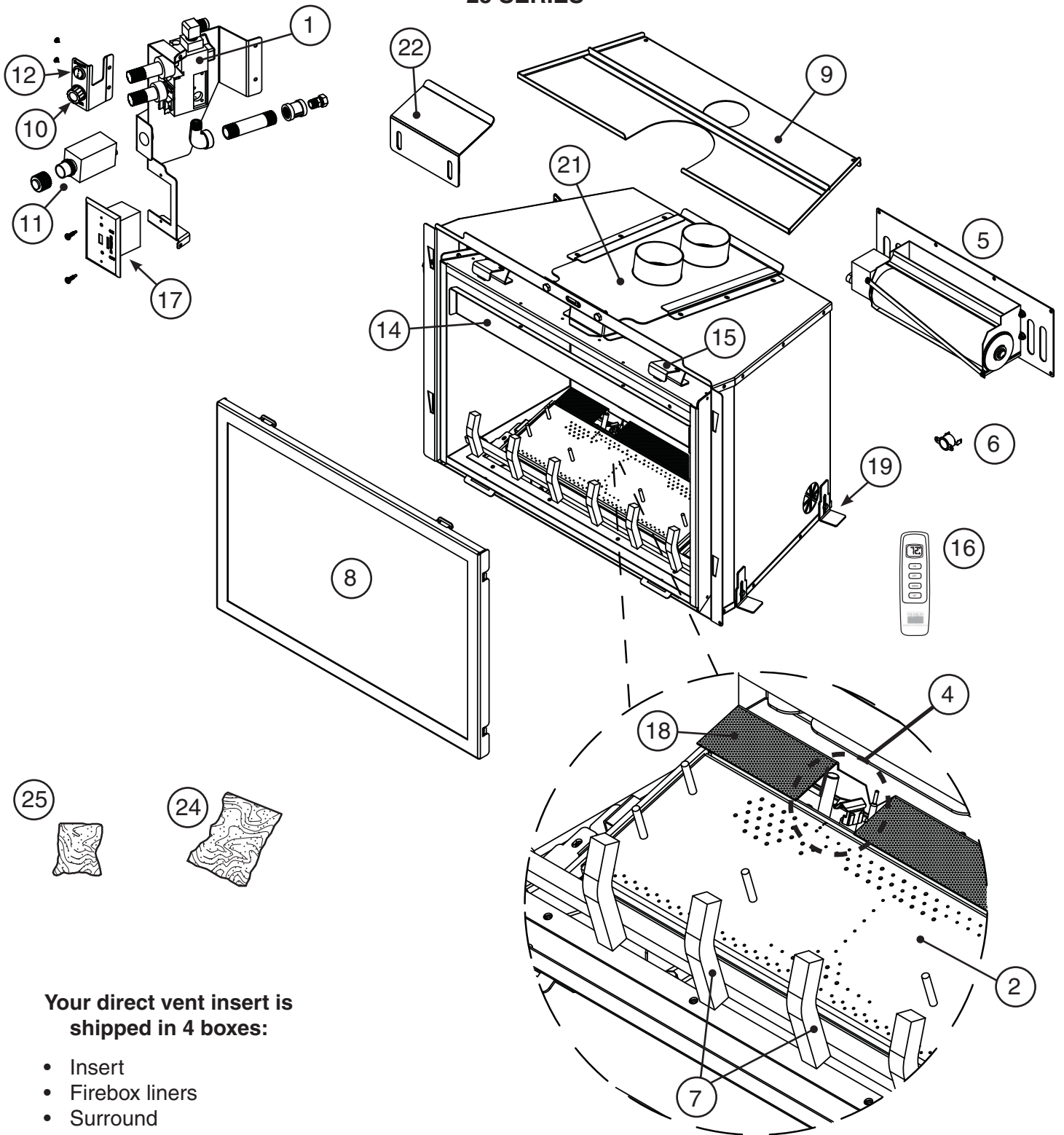
## TOOLS REQUIRED

The following are the minimum tools required for the installation of your direct vent insert. Additional tools may be required for your individual installation.

- 2 assemblers recommended
- rope
- measuring tape
- marker
- appropriate tools for gas supply and electrical install
- reciprocating saw
- Mill-PAC hi temp. sealant
- cordless drill
- drill bits and drivers
- Phillips screwdriver (small & medium size)
- $\frac{5}{16}$ " &  $\frac{7}{16}$ " nut drivers
- $\frac{7}{16}$ " open-end wrench
- utility knife
- tin snip / hacksaw

# REPLACEMENT PARTS LIST

## 25 SERIES



Your direct vent insert is shipped in 4 boxes:

- Insert
- Firebox liners
- Surround
- Log set

Replacement parts can be ordered from your local Real Fyre dealer.

**IMPORTANT**  
Remove all packing material (including any protective coatings) and discard prior to use.

**SHARP EDGES**  
USE CAUTION

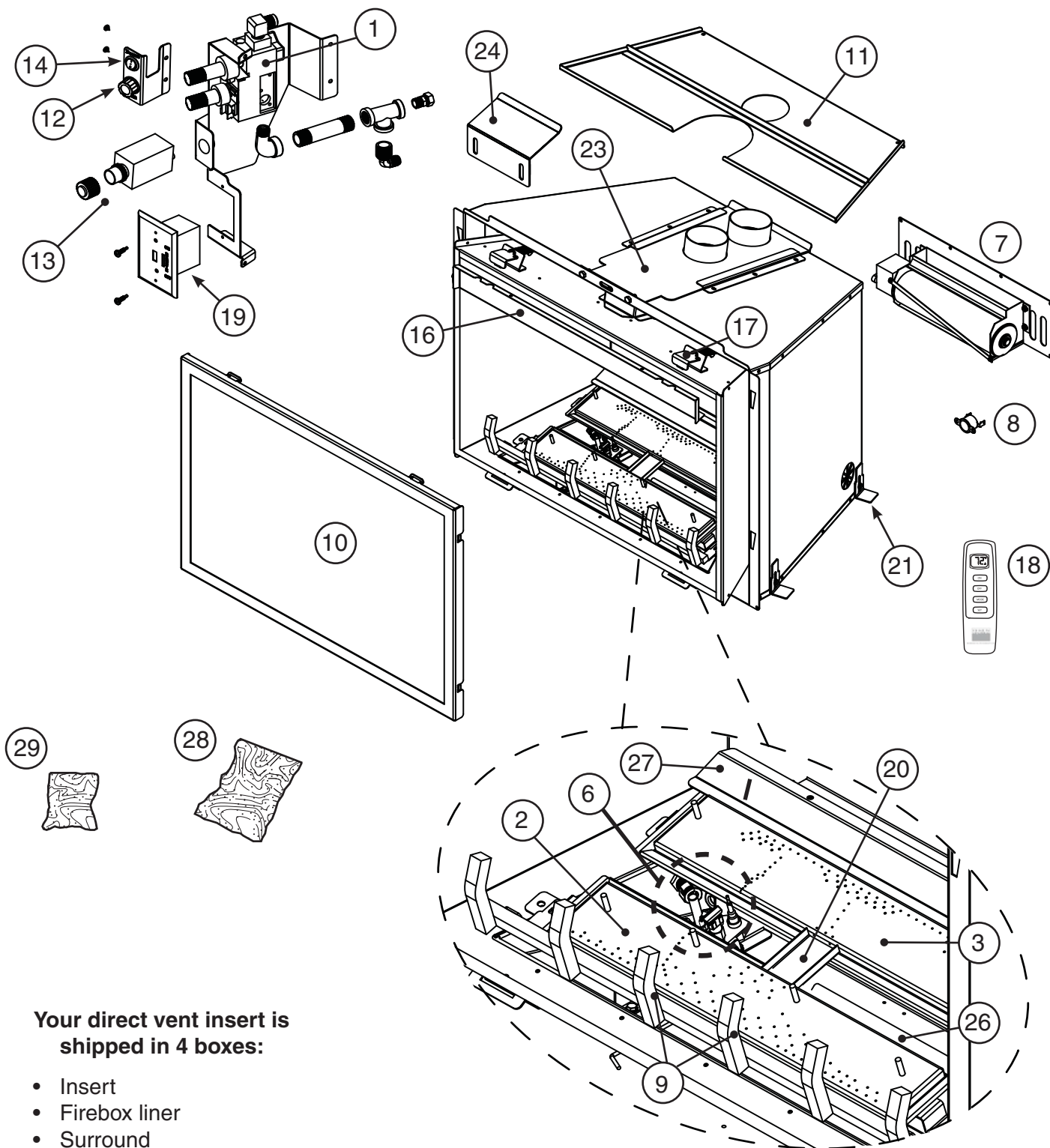
## REPLACEMENT PARTS LIST (cont.)

Item	Description	25 SERIES	
		Part No.	Qty.
1.	Control valve (Nat)	DV-30-721	1
or	Control valve (LP)	DV-30-722	1
2.	Burner assembly	DV-25-703	1
3.	Burner orifice (Nat)*	3001-42-1	1
or	Burner orifice (LP)*	3001-55-1	1
4.	Pilot assembly (Nat)	DV-25-725	1
or	Pilot assembly (LP)	DV-25-726	1
5.	Fan assembly	DV-30-736	1
6.	Thermal disc sensor	TS-3	1
7.	Grate	DV-25-707	1
8.	Glass panel assembly	DV-25-900	1
9.	Top firebox liner	DV-25-918	1
10.	Fan speed adjustment knob	KNOB-11	1
11.	Igniter module	OCR-34-21	1
12.	3-position mode switch	SW-14	1
13.	Switch wire harness *	WH-06	1
14.	Lintel	DV-25-902	1
15.	Spring door latch	DV-30-910	2
16.	Remote transmitter	AT-R2-1	1
17.	Remote receiver	RR-2A	1
18.	Air flow screen	DV-25-711	1
19.	Support leg (set of 4)	DV-30-911	1
20.	Wire harness kit*	WI-3	1
21.	Vent adapter plate	DV-25-912	1
22.	Retention bracket	DV-25-919	1
23.	Wire hook*	DV-30-717	1
24.	Glowing embers	EM-10	1
25.	Bryte coals	EM-11	1

\* Not shown

# REPLACEMENT PARTS LIST (cont.)

## 30 & 36 SERIES



Your direct vent insert is shipped in 4 boxes:

- Insert
- Firebox liner
- Surround
- Log set

Replacement parts can be ordered from your local Real Fyre dealer.

30 model shown

**IMPORTANT**  
Remove all packing material (including any protective coatings) and discard prior to use.

**SHARP EDGES**  
USE CAUTION



## REPLACEMENT PARTS LIST (cont.)

Item	Description	30 SERIES		36 SERIES	
		Part No.	Qty.	Part No.	Qty.
1.	Control valve (Nat)	DV-30-721	1	DV-30-721	1
or	Control valve (LP)	DV-30-722	1	DV-30-722	1
2.	Front burner assembly	DV-30-703	1	DV-36-703	1
3.	Rear burner assembly	DV-30-704	1	DV-36-704	1
4.	Front burner orifice (Nat)*	3001-50-1	1	3001-47-1	1
or	Front burner orifice (LP)*	3001-59-1	1	3001-57-1	1
5.	Rear burner orifice (Nat)*	3001-45-1	1	3001-39-1	1
or	Rear burner orifice (LP)*	3001-56-1	1	3001-56-1	1
6.	Pilot assembly (Nat)	DV-25-725	1	DV-25-725	1
or	Pilot assembly (LP)	DV-25-726	1	DV-25-726	1
7.	Fan assembly	DV-30-736	1	DV-30-736	1
8.	Thermal disc sensor	TS-3	1	TS-3	1
9.	Grate	DV-30-707	1	DV-36-707	1
10.	Glass panel assembly	DV-30-900	1	DV-36-900	1
11.	Top firebox liner	DV-30-918	1	DV-36-918	1
12.	Fan speed adjustment knob	KNOB-11	1	KNOB-11	1
13.	Igniter module	OCR-34-21	1	OCR-34-21	1
14.	3-position mode switch	SW-14	1	SW-14	1
15.	Switch wire harness *	WH-06	1	WH-06	1
16.	Lintel	DV-30-902	1	DV-36-902	1
17.	Spring door latch	DV-30-910	2	DV-30-910	2
18.	Remote transmitter	AT-R2-1	1	AT-R2-1	1
19.	Remote receiver	RR-2A	1	RR-2A	1
20.	Ember screen	DV-30-710	1	DV-30-710	1
21.	Support leg (set of 4)	DV-30-911	1	DV-30-911	1
22.	Wire harness kit*	WI-3	1	WI-3	1
23.	Vent adapter plate	DV-30-912	1	DV-30-912	1
24.	Retention bracket	DV-25-919	1	DV-25-919	1
25.	Wire hook*	DV-30-717	1	DV-30-717	1
26.	Front baffle	DV-30-718	1	n/a	-
27.	Rear baffle	DV-30-719	1	n/a	-
28.	Glowing embers	EM-10	1	EM-10	2
29.	Bryte coals	EM-11	1	EM-11	2

\* Not shown

## REPLACEMENT PARTS LIST (cont.)

Item	Description	25 SERIES		30 SERIES		36 SERIES	
		Part No.	Qty.	Part No.	Qty.	Part No.	Qty.
1.	Left liner (Boston Buff Brick)	DVP-25-800	1	DVP-30-800	1	DVP-36-800	1
or	Left liner (Herringbone Brick)	DVP-25-801	1	DVP-30-801	1	DVP-36-801	1
or	Left liner (Black Porcelainized)	DVP-25-811	1	DVP-30-811	1	DVP-36-811	1
2.	Right liner (Boston Buff Brick)	DVP-25-802	1	DVP-30-802	1	DVP-36-802	1
or	Right liner (Herringbone Brick)	DVP-25-803	1	DVP-30-803	1	DVP-36-803	1
or	Right liner (Black Porcelainized)	DVP-25-812	1	DVP-30-812	1	DVP-36-812	1
3.	Rear liner (Boston Buff Brick)	DVP-25-804	1	DVP-30-804	1	DVP-36-804	1
or	Rear liner (Herringbone Brick)	DVP-25-805	1	DVP-30-805	1	DVP-36-805	1
or	Rear liner (Black Porcelainized)	DVP-25-813	1	DVP-30-813	1	DVP-36-813	1
4.	Left floor panel	DVP-25-808	1	DVP-30-808	1	DVP-30-808	1
5.	Right floor panel	DVP-25-809	1	DVP-30-809	1	DVP-30-809	1
6.	Front floor panel	DVP-25-810	1	DVP-30-810	1	DVP-36-810	1

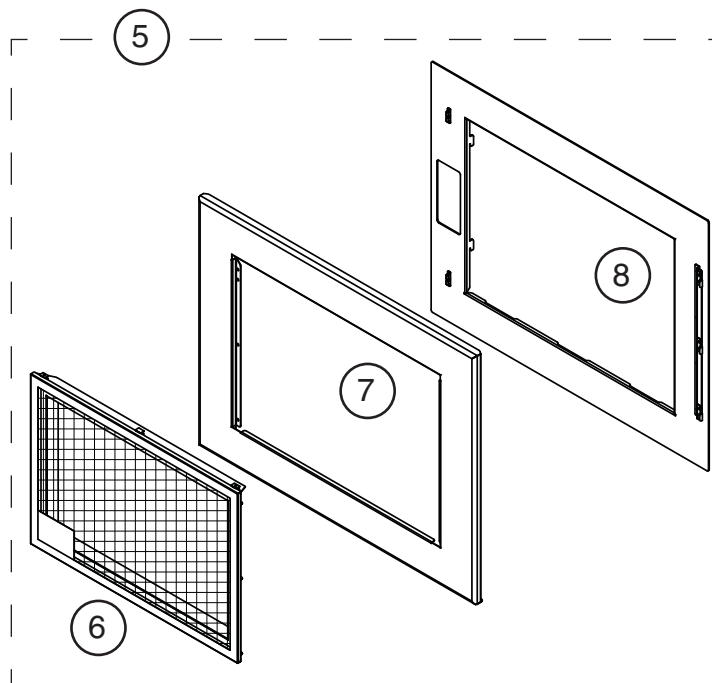
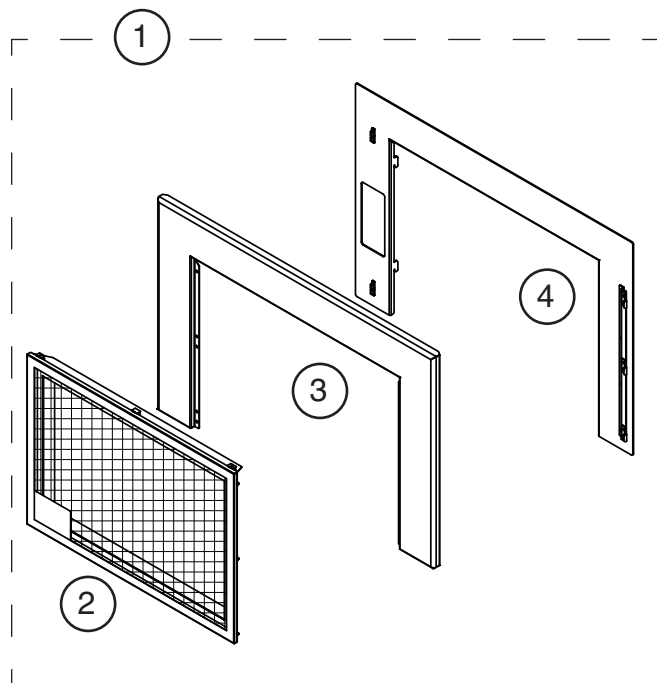


**Boston Buff Brick  
firebox liners shown**

**The log set is purchased and packaged separately; contact your local Real Fyre dealer when ordering. Refer to the instructions included with the log set.**

# REPLACEMENT PARTS LIST (cont.)

Item	Description	25 SERIES		30 SERIES		36 SERIES	
		Part No.	Qty.	Part No.	Qty.	Part No.	Qty.
1.	3-sided surround assembly, small	DVS-25-3A	1	DVS-30-3A	1	DVS-36-3A	1
	or 3-sided surround assembly, medium	DVS-25-3B	1	DVS-30-3B	1	DVS-36-3B	1
	or 3-sided surround assembly, large	DVS-25-3C	1	DVS-30-3C	1	DVS-36-3C	1
2.	Surround screen	DV-25-913	1	DV-30-913	1	DV-36-913	1
3.	3-sided surround door	DV-25-914	1	DV-30-914	1	DV-36-914	1
4.	3-sided surround fascia, small	DV-25-915A	1	DV-30-915A	1	DV-36-915A	1
	or 3-sided surround fascia, medium	DV-25-915B	1	DV-30-915B	1	DV-36-915B	1
	or 3-sided surround fascia, large	DV-25-915C	1	DV-30-915C	1	DV-36-915C	1
5.	4-sided surround assembly, small	DVS-25-4A	1	DVS-30-4A	1	DVS-36-4A	1
	or 4-sided surround assembly, medium	DVS-25-4B	1	DVS-30-4B	1	DVS-36-4B	1
6.	Surround screen	DV-25-913	1	DV-30-913	1	DV-36-913	1
7.	4-sided surround door	DV-25-916	1	DV-30-916	1	DV-36-916	1
8.	4-sided surround fascia, small	DV-25-917A	1	DV-30-917A	1	DV-36-917A	1
	or 4-sided surround fascia, medium	DV-25-917B	1	DV-30-917B	1	DV-36-917B	1



# INSTALLATION REQUIREMENTS

Installation must be done by a qualified professional service technician.

Prior to installation ensure that all specifications, dimensions, and minimum clearances stated in this manual are observed. You must read all warnings and safety information, and understand all of the information in this manual. All of these installation requirements must be observed and met.

## FIREPLACE REQUIREMENTS

- A. This appliance must be vented directly to the outside in accordance with the current edition of the National Fuel Gas Code (NFPA 54 in U.S.A. and CAN/CSA B149.1 in Canada) and must never be attached to a chimney serving a separate solid fuel burning appliance. This appliance is designed to be installed into an existing masonry fireplace (built to UBC 37 or ULC S628 standards) or factory built solid fuel, wood, burning fireplace (listed to UL 127 or ULC S610) only. All exhaust gases must be vented outside the structure. Combustion air is drawn from outside the structure.
- B. Cutting any sheet metal parts of the fireplace in which the gas fireplace insert is to be installed is prohibited, with the exception of the firebox floor. The metal firebox floor may be removed/altered to allow additional room for installation of the insert. Note: a minimum 5" clearance is required between the fireplace floor and the insert. The clearance may be provided by lowering the firebox floor, placing bricks, etc. See Fig. 20-2.
- C. If the factory-built fireplace has no gas access hole(s) provided, an access hole of 1.5 in (37.5 mm) or less may be drilled through the lower sides or bottom of the firebox in a proper workmanship like manner. This access hole must be plugged with non-combustible insulation after the gas supply line has been installed. Si le foyer préfabriqué ne comporte pas d'orifices d'amenée du gaz, un orifice d'au plus 37,5 mm (1,5 po) peut être pratiqué, selon les règles de l'art, dans la partie inférieure des parois ou au fond de la chambre de combustion. Cet orifice doit être obturé au moyen d'isolant incombustible une fois la conduite de gaz en place.
- D. The fireplace flue damper must be removed for installation of the gas fireplace insert.
- E. The fireplace and fireplace chimney must be completely clean. Brush and vacuum all interior surfaces so that no embers, soot, or loose combustion deposits can be drawn into the heat circulation fan and blown into the living area. The fireplace and fireplace chimney must be in good working order and constructed of non-combustible materials. Inspect chimney clean-outs for proper fit and seal. If any portion of the chimney system shows signs of structural or mechanical weaknesses, the faulty portion must be repaired or replaced prior to installing this appliance.
- F. Firebox liners, glass panels, screen rails, screen mesh and log grates may be removed from the fireplace (as needed) before installing the gas fireplace insert. Smoke shelves, shields and baffles may be removed if attached by mechanical fasteners. Any parts that are removed must be retained for later reinstallation to restore the fireplace to its original operating condition. The removal of any part must not alter the integrity of the outer shell of the pre-fab fireplace cabinet in any way. If any parts are removed (or altered) from the existing fireplace, a Warning Label (see Fig. 20-1 below) must be affixed inside the fireplace firebox. The label must be visible upon removal of the direct vent insert.

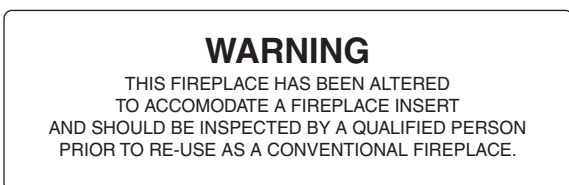


Fig. 20-1 Fireplace Warning Label (see F above)

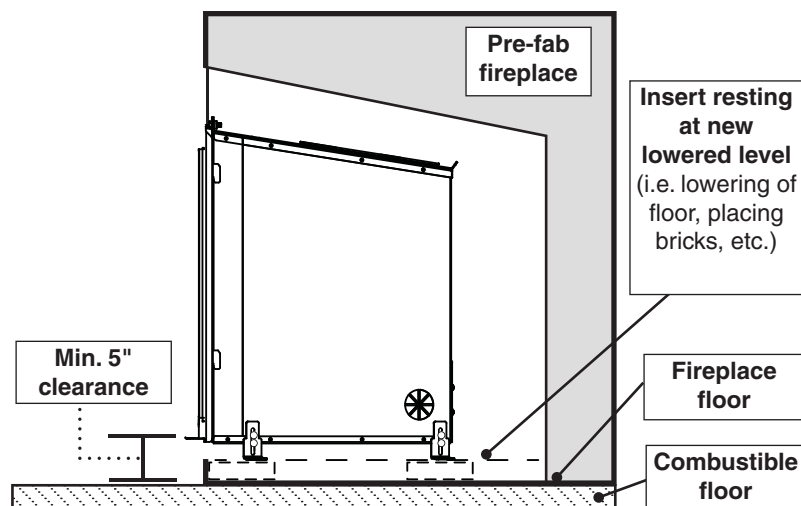


Fig. 20-2 Pre-fab fireplace floor height adjustment

# INSTALLATION REQUIREMENTS (cont.)

## GAS PRESSURE REQUIREMENTS

A. The appliance and its appliance main gas 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 (3.5 kPa).

The appliance must be isolated from the gas supply piping system by closing its equipment shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psi (3.5 kPa).

Fuel Type	Minimum	Normal	Maximum
Natural	5" w.c.	7" w.c.	10.5" w.c.
Propane	10.5" w.c.	11" w.c.	13" w.c.

**Table 8 - Inlet Gas Supply Pressure**

Fuel Type	Low	High
Natural	1.7" w.c.	3.5" w.c.
Propane	6.3" w.c.	10" w.c.

**Table 9 - Manifold Gas Supply Pressure**

## VENTING REQUIREMENTS

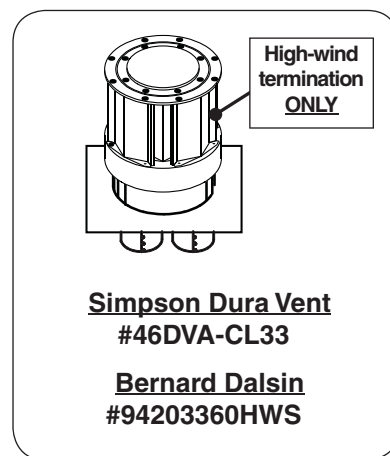
- Installation must be done by a qualified professional service technician.
- This appliance is designed for installation into an existing masonry or factory-built solid fuel burning fireplace.
- **DO NOT** make modifications to the system. **DO NOT** substitute or add components other than those sold and/or approved by RHP.
- It is imperative that the appliance be installed EXACTLY as instructed in this manual.
- It is imperative that the appliance be installed using only one of the following RHP approved direct-vent flex kits (see Fig. 21-1):

### Simpson Dura Vent

*Co-Linear Kit w/ Flex:* Kit w/ high-wind termination cap and two 3" x 35' flexible vent pipes - #46DVA-CL33

### Bernard Dalsin

*Proform Kit w/ Flex:* Kit w/ high-wind termination cap and two 3" x 30' flexible vent pipes - #94203360HWS



**Fig. 21-1**  
RHP approved venting kits

## Incorrect Installation Methods

**DO NOT** use any of these methods, techniques, or products when installing the RHP Direct Vent Insert System. Doing so may result in a malfunctioning appliance and may render it inoperable.

<p><b>DO NOT INSTALL USING SHORT STACK METHOD</b></p>	<p><b>DO NOT VENT PIPES OUT REAR WALL</b></p> <p>REAR WALL</p>	<p><b>DO NOT RUN PIPES HORIZONTALLY</b></p> <p>NO horizontal run</p>	<p><b>DO NOT CRIMP OR RUPTURE PIPES</b></p>	<p><b>DO NOT USE A CORRUGATED CHIMNEY LINER</b></p> <p>MAY CAUSE OVERHEATING</p>	<p><b>DO NOT USE A SHROUD</b></p> <p><b>DO NOT USE THESE PRODUCTS ON PIPES:</b></p> <ul style="list-style-type: none"> <li>• Mill-PAC</li> <li>• Sealant/Silicone (red or black)</li> </ul>
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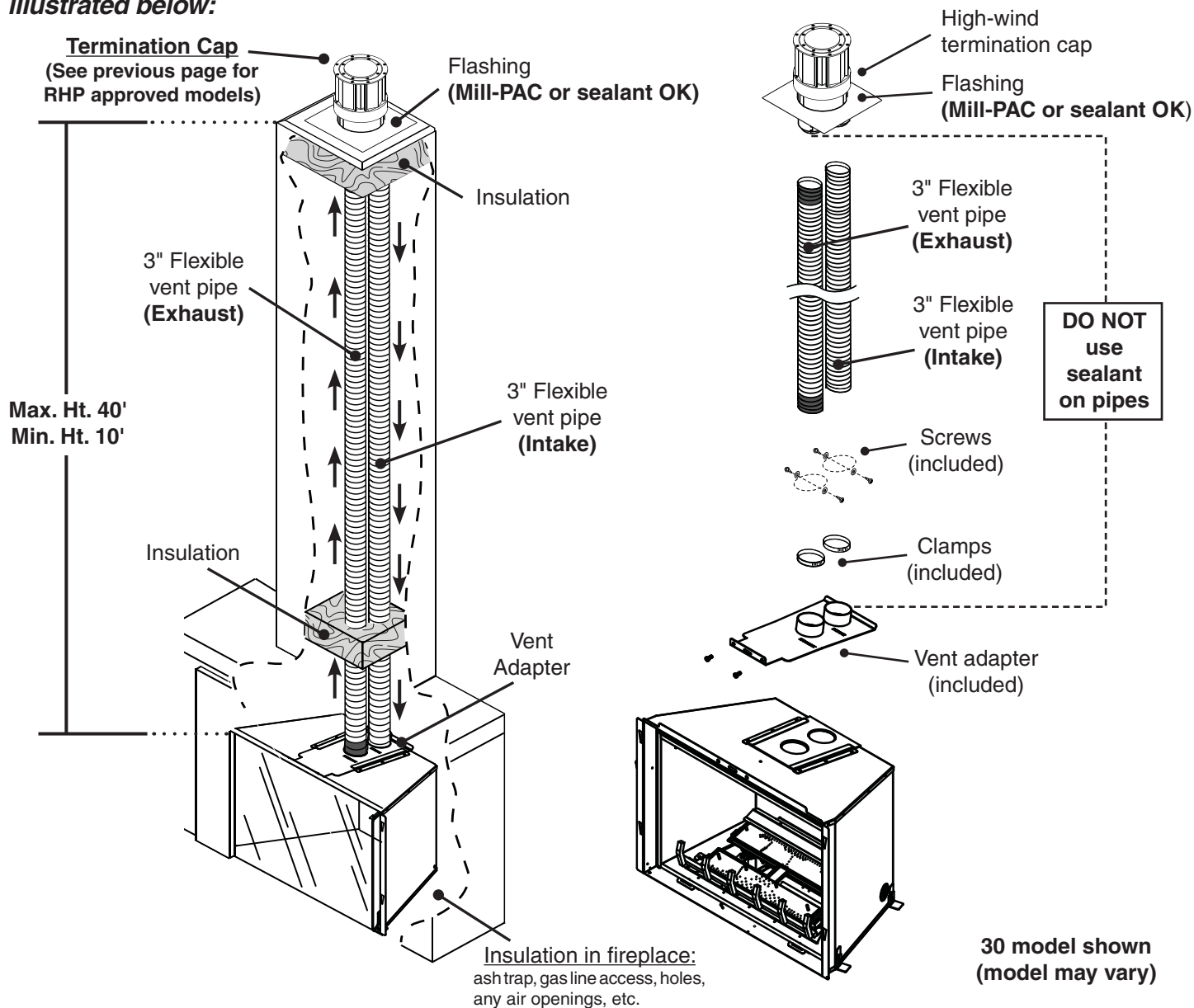
## INSTALLATION REQUIREMENTS (cont.)

### VENTING REQUIREMENTS (cont.)

**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.

- Below are diagrams of a generic installation for the RHP approved installation method.
- This section is just an overview, refer to the **INSTALLATION** section for complete installation details.

*The RHP direct vent insert is ONLY approved for installation using the venting system configuration illustrated below:*



- This appliance must use its own separate vent system.
- The vent system must be vented directly to outside of building.
- Ensure exhaust pipe connects to exhaust port of termination cap and exhaust port of vent adapter.
- Ensure intake pipe connects to intake port of termination cap and intake port of vent adapter.
- **DO NOT** crimp, rupture, or collapse pipes when routing through any fireplace contours.
- Keep pipes as STRAIGHT as possible.
- Ensure pipes pass through fireplace damper area. Remove damper.
- Carefully read all instructions included with venting kit.
- Each installation requires burner air shutter adjustment to ensure optimal flame appearance (see **SERVICING AND CLEANING - AIR SHUTTER ADJUSTMENT** section for details).

# INSTALLATION

## **INSTALLATION MUST BE DONE BY A QUALIFIED PROFESSIONAL SERVICE TECHNICIAN.**

**Important:** All requirements in the INSTALLATION REQUIREMENTS section must be observed and met, prior to proceeding with installation.

**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.

### **BEFORE YOU BEGIN**

Confirm the fireplace accommodates the unit and that all dimensions are met. Reference the SPECIFICATIONS AND DIMENSIONS section.

Ensure the fireplace hearth remains clear to allow for the unit to be installed without any obstructions. This includes all electrical and gas supply installations in the fireplace.

**All plumbing/wiring must be routed along the rear and/or sides of the unit, NEVER ABOVE OR BELOW.**

If required, non-combustible material (such as bricks) may be placed on the fireplace floor to elevate the unit to the appropriate location in the fireplace. See the FIREPLACE REQUIREMENTS section, B.

### **GAS SUPPLY SETUP**

A left-side install is shown here, as the unit's valve is located on the left side. Your individual installation may vary. **Observe the National Fuel Gas Code and all local codes.**

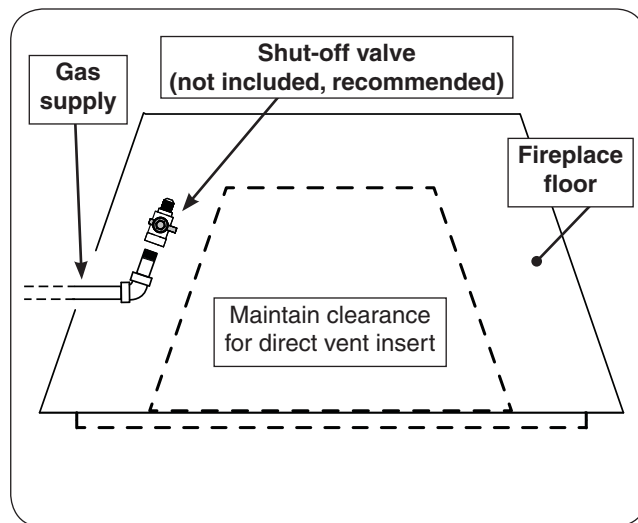
1. Route the gas supply into the left side of the fireplace.
2. It is recommended that a gas shut-off valve (not included) be attached to the gas supply stub. Use a pipe compound resistant to all gasses. See Fig 23-1.

**Note:** A 3/8" C.S.A. approved stainless steel flex connector will be required (not included, length is dependent upon your setup). **The flex will be connected at a later time, when the insert is ready to be installed.**

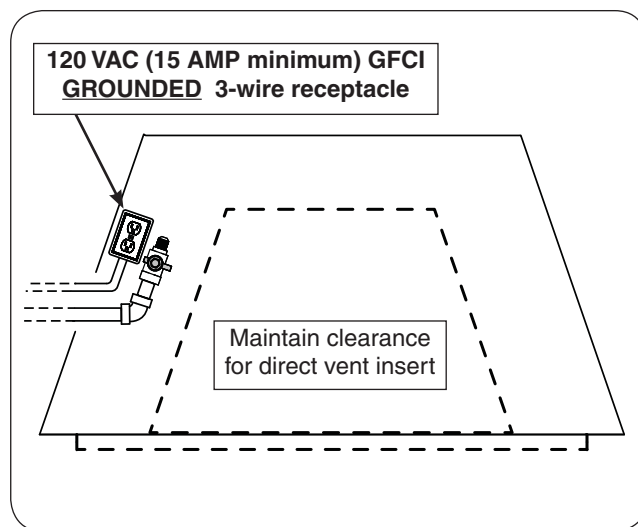
### **ELECTRICAL SETUP**

**A 120 VAC (15 AMP minimum) Ground Fault Circuit Interrupter (GFCI) GROUNDED 3-wire receptacle** (not included) is required within the vicinity of the fireplace to provide power to the unit. A left-side install (inside of fireplace) is shown here, as the unit's power supply cord is located on the left side. Your individual installation may vary. **Observe the National Electric Code and all local codes.**

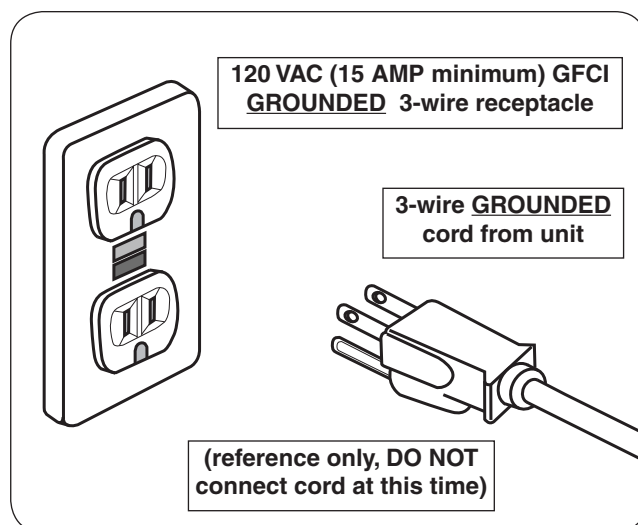
1. Wire the receptacle as applicable into the vicinity of the fireplace (see Fig 23-2 for an example).
  - **Verify proper polarity of the receptacle.**
  - **If an extension cord is used, ensure it is a 3-wire GROUNDED cord. DO NOT use 2-prong adapters.**
  - **DO NOT TAMPER WITH THE EXTENSION CORD OR THE INSERT POWER-SUPPLY CORD.**



**Fig. 23-1** Route gas supply



**Fig. 23-2** Install electrical (receptacle)



**Fig. 23-3** Electrical setup detail

**DO NOT SLIDE IN THE INSERT, OR CONNECT IT TO THE GAS AND ELECTRICAL AT THIS TIME.**

# INSTALLATION (cont.)

## VENTING

Refer to the VENTING REQUIREMENTS section for important information regarding the vent system and the venting kit approved for installation with your unit. Observe all codes.

1. Remove the fireplace damper (to allow for proper clearance of the flexible vent pipes).
2. Preset the insert in the fireplace to ensure a proper fit.
3. Measure from the top of the chimney down to the location that the top of the insert / vent adapter will rest when installed (see Fig. 24-1).
4. Stretch the vent pipes to the measured length. Or, if necessary, cut the pipes to the measured length using snips or a hacksaw. See Fig. 24-2, D.

**Note:** Each 1 foot of pipe can be stretched to a length of 3 feet. It is highly recommended that you DO NOT fully stretch the pipes, to allow for any adjustments during installation and/or future maintenance.

5. Mark each end of one pipe. This is the exhaust. See Fig. 24-2, E.

**Note:** If the pipe is marked w/ arrows (indicating air flow direction): up arrow is exhaust, down arrow is intake.

6. Carefully route the pipes through the chimney (see Fig. 24-2, F).

**Important:** When routing pipes keep them as straight as possible, ensure they pass through damper area, and DO NOT crimp, rupture, or collapse them.

**Note:** Rope and a weight may be temporarily attached to the pipes to assist in routing them down the chimney.

7. Connect the termination cap to the pipes as instructed in the manufacturer instruction (see Fig. 24-2, G, and Fig. 24-3.

**Important:** Ensure the marked / up arrow pipe is connected to the exhaust port on the cap.

8. Pack tightly insulation (not included) around the pipes inside the top of the chimney area (prevents moisture and wind from entering chimney). See Fig. 24-4, H.

9. Place the termination cap assembly in position atop the chimney. Permanently attach using Mill-PAC or sealant and screws (as appropriate for setup). See Fig. 24-4, I.

**Important:** A tight connection **MUST** be made between the gas fireplace insert flue collar and the fireplace chimney.

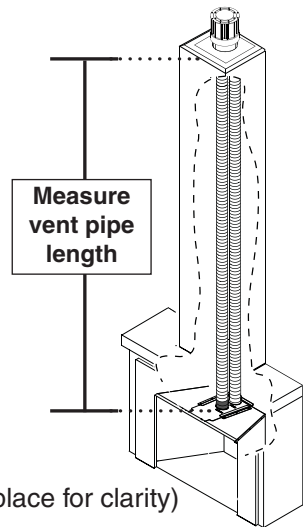
**You are now done outside.**

### Be sure to:

- A. Remove damper
- B. Preset insert to ensure fit

### Then:

- C. Measure vent run



(unit shown in place for clarity)

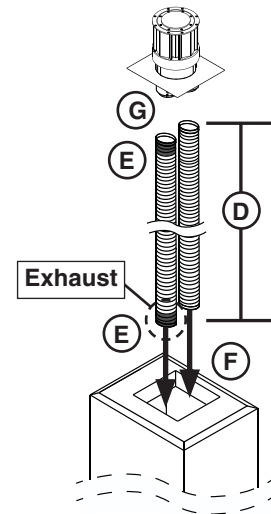
**Fig. 24-1** Prepare fireplace & measure pipe length

- D. Stretch/cut pipes to length

- E. Mark ends of exhaust pipe

- F. Route pipes through chimney

- G. Connect pipes to termination

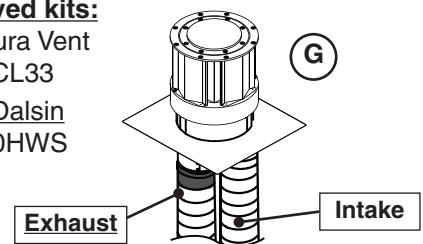


**Fig. 24-2** Prepare, route, & connect pipes

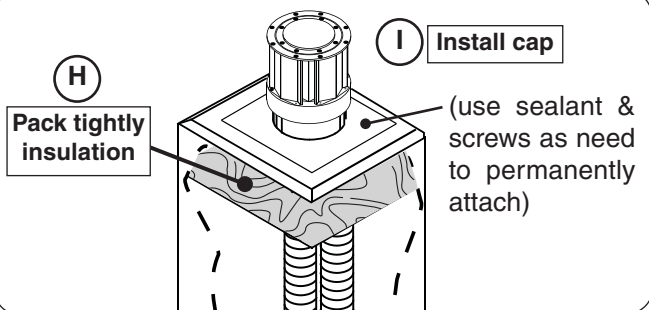
### RHP approved kits:

Simpson Dura Vent  
#46DVA-CL33

Bernard Dalsin  
#94203360HWS



**Fig. 24-3** Termination cap install detail



**Fig. 24-4** Insulate chimney top & install cap



## INSTALLATION (cont.)

10. Remove the vent adapter from the top of the insert. Unfasten the two hex bolts using a  $\frac{7}{16}$ " nut driver and slide the adapter out (see Fig. 25-1, J). Retain the bolts for future install.

11. Remove any excess slack in the pipes. Then attach the pipes to the vent adapter using only the four provided #10 x  $\frac{3}{4}$ " screws, flat washers, and a Phillips screwdriver. Further secure with the supplied pipe clamps. See Fig. 25-2, K.

**Important:** Ensure the marked / up arrow pipe is connected to the exhaust port on the insert. The vent adapter is permanently marked, see Fig. 25-2.

12. Pack tightly insulation (not included) in fireplace around pipes at damper area (inside bottom of chimney), ash trap, gas line access, holes, and any air openings, etc. See Fig. 25-3, L.

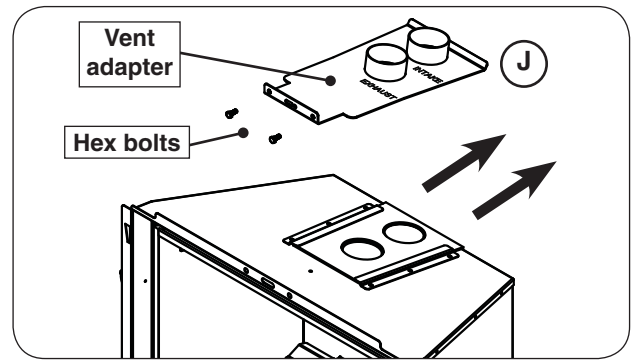


Fig. 25-1 Remove vent adapter

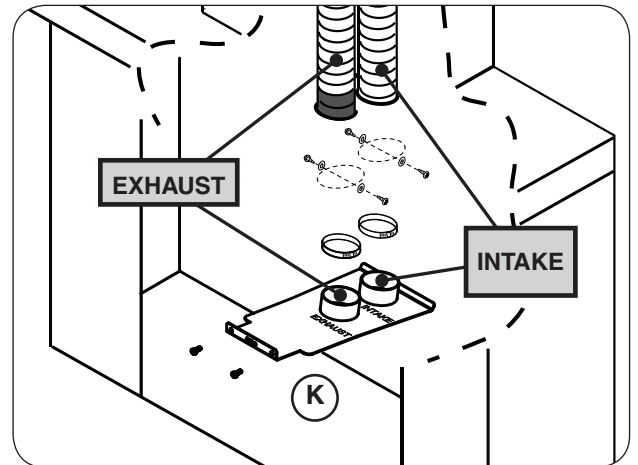


Fig. 25-2 Install vent adapter

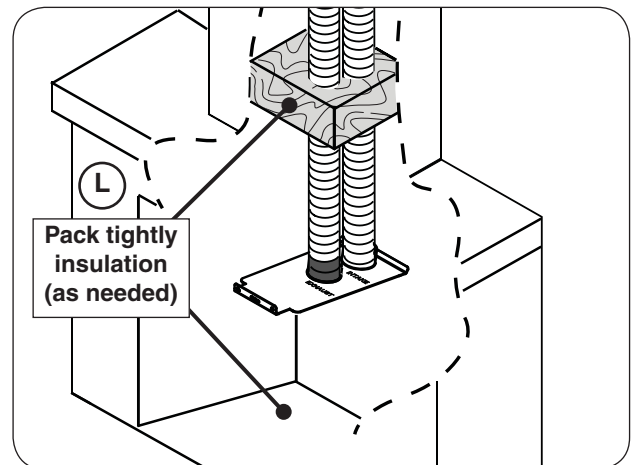
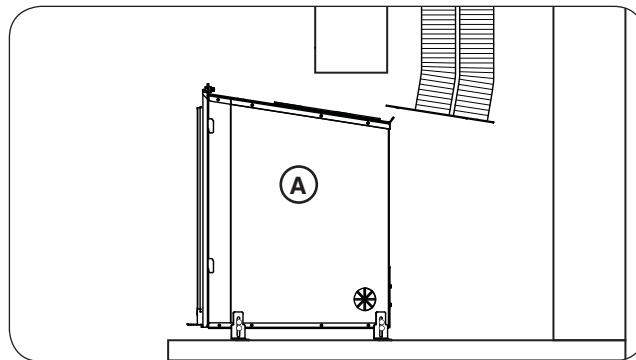


Fig. 25-3 Insulate chimney and fireplace

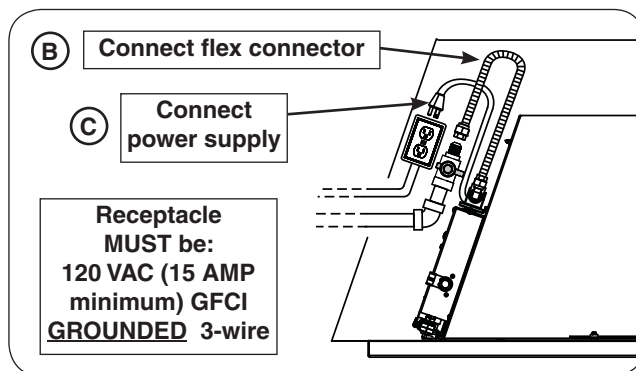
## DIRECT VENT INSERT

1. Carefully slide the direct vent insert just inside of the fireplace opening, still allowing for access to the interior of the fireplace (see Fig. 26-1, A). Ensure the insert is properly supported during this entire process.
2. **MAKE SURE THE FIREPLACE GAS SUPPLY IS TURNED OFF.**
3. Connect a  $\frac{3}{8}$ " C.S.A. approved stainless steel flex connector (not included) to the gas valve on the left side of the insert. Tighten securely. Then connect the open end of the flex connector to the previously plumbed gas supply / shut-off valve (see Fig. 26-2, B). Use a pipe compound resistant to all gasses on all male connections except brass to brass connections.
4. **LEAK TEST:** Turn on the fireplace gas supply, open the shut-off valve, and test at all connections for leaks using an appropriate soapy water solution. If bubbles appear, a leak is present. Turn off the gas and tighten at all connections. Repeat until no leaks are present. If a leak persists, turn off the gas supply and contact the local gas company or dealer. **NEVER USE A FLAME TO CHECK FOR LEAKS.**
5. Connect the power supply cord coming from the left side of the unit to the previously wired **120 VAC (15 AMP minimum) GFCI GROUNDED 3-wire receptacle** (see Fig. 26-2, C).

**WARNING: Electrical Grounding Instructions - This appliance is equipped with a three-prong (grounding) plug for your protection against shock hazard and should be plugged directly into a properly grounded three-prong receptacle. Do not cut or remove the grounding prong from this plug.**



**Fig. 26-1** Partially slide in unit



**Fig. 26-2** Make gas & electrical connections

## INSTALLATION (cont.)

- Slide the vent adapter into the top of the direct vent insert as shown in Fig. 27-1, D. Simultaneously slide the direct vent insert fully into the fireplace. The supplied wire hook can be used to assist in pulling the vent adapter forward into the insert.

**Important:** When sliding in the unit, ensure all plumbing/wiring is routed along the rear and/or sides of the unit, NEVER ABOVE OR BELOW.

- Fasten the vent adapter using the two hex bolts and a  $\frac{7}{16}$ " nut driver.

- OR -

If the fireplace height creates a gap between the top of the insert and the fireplace, a retention bracket is provided to prevent the unit from tipping forward. If needed, install:

Locate the bracket and use the two hex bolts to fasten the plate and vent adapter as shown in Fig. 27-2, E.

**Note:** If retention bracket is installed, only hand tighten the hex bolts at this stage (to allow for insert to be moved during installation).

If only the vent adapter is installed, fully tighten the hex bolts at this stage.

- The unit has four adjustable legs for leveling purposes. Adjust each leg as needed to level the unit. Ensure each leg rests on the fireplace floor. Use a  $\frac{5}{16}$ " nut driver to loosen the two hex screws on a leg, move it to the required height, and then re-tighten the screws. See Fig. 27-3, F.

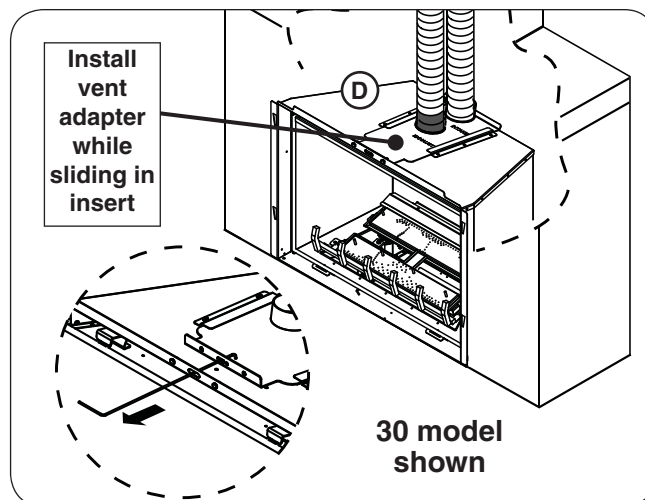


Fig. 27-1 Fully slide-in unit / install vent adapter

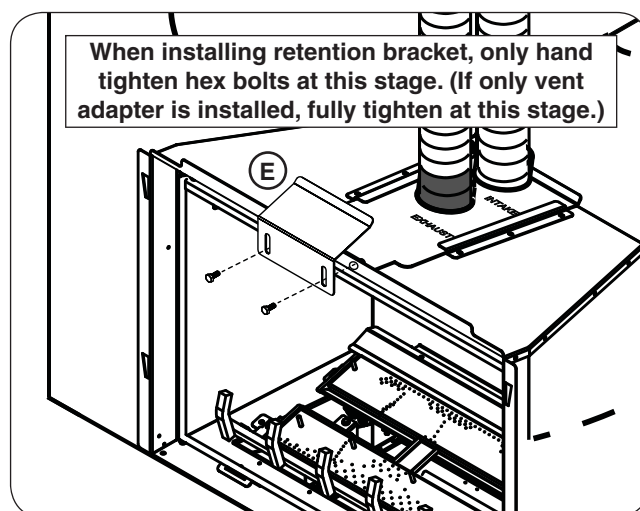


Fig. 27-2 Install retention plate (if needed)

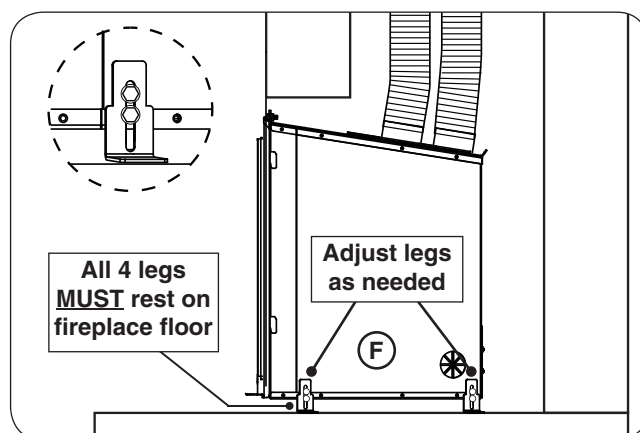


Fig. 27-3 Use adjustable legs to level (as needed)

## INSTALL BATTERIES

Ensure all control/remote system components are in the **OFF** position prior to installing any batteries. Turn off gas to the unit.

### Remote transmitter:

The remote transmitter requires two AAA batteries (included) to operate. Locate the transmitter, remove the lid (found on rear), and properly insert the batteries as marked. Re-secure the lid. See Fig. 28-1.

### Remote receiver:

The remote receiver requires 4 AA batteries (included) to operate. Locate the receiver on the control box (see Fig. 28-2).

Remove the switch on the plate, then unfasten the plastic plate using a Phillips screwdriver (see Fig. 28-3). Slide the receiver to the left and out. Snap off the plate from the receiver. Remove the battery lid and properly insert new batteries as marked. See Fig. 28-4. Re-secure the lid, snap the plate back onto the receiver, replace the receiver, refasten using the screws, and replace the switch.

**Note:** Ensure the remote receiver is in the **REMOTE** position after battery installation - for ease of future remote lighting (manual lighting is not affected by this setting).

### Igniter module:

The igniter requires 1 AA battery to operate (included). Locate the igniter on the control box (see Fig. 28-2). Unscrew the igniter cap (see Fig. 28-5, A).

Insert the battery (negative end first) into the igniter, then replace the cap and tighten until snug (see Fig. 28-5, B). **DO NOT** overtighten.

Turn back on the gas to the unit.

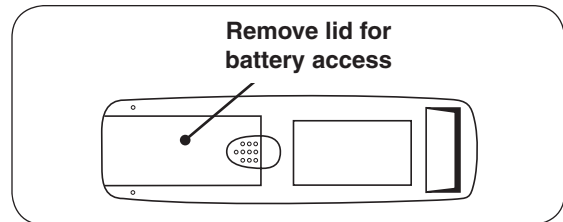


Fig. 28-1 Install remote transmitter battery

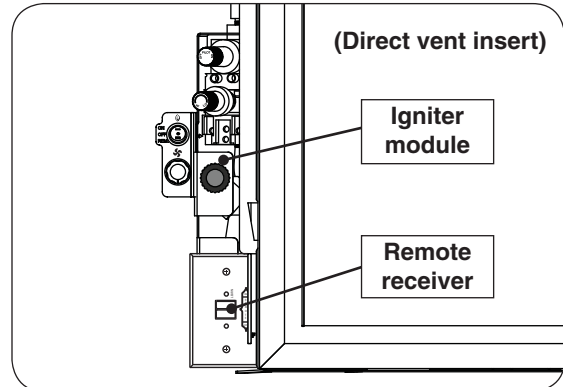


Fig. 28-2 Control box (left side if unit)

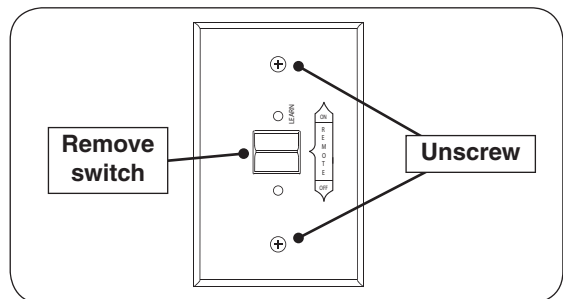


Fig. 28-3 Remove receiver for battery access

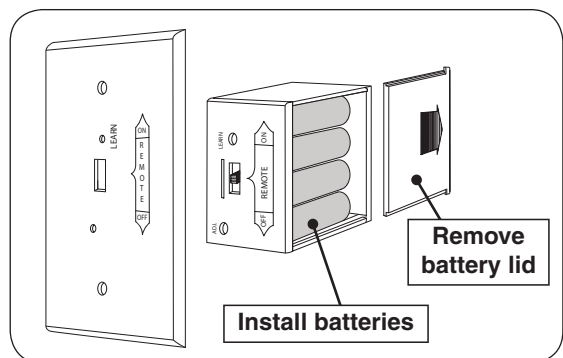


Fig. 28-4 Install receiver batteries

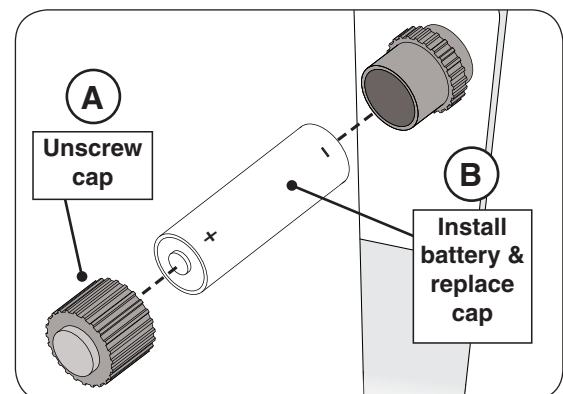


Fig. 28-5 Install igniter battery

## FIRST TIME PILOT LIGHTING TEST

The insert comes with the glass panel pre-installed. **Prior to testing the pilot, the glass panel must be removed (wear gloves).** This is required to purge the gas line of air and to inspect the pilot lighting spark. For removal reference the **SERVICING & CLEANING, GLASS PANEL REMOVAL** section.

**BEFORE OPERATING**, smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

### WHAT TO DO IF YOU SMELL GAS

- Do not light any appliance.
- Do not touch any electric switch; do not use any phone in your building.
- Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions. If you cannot reach your gas supplier, call the fire department.

**CAUTION:** Begin with all control/remote system components in the **OFF** position.

1. Locate the PILOT/ON/OFF control knob on the control box (see Fig. 29-1). Push in the control knob slightly and turn clockwise to **OFF** (see Fig. 29-2).

**Note:** The control knob cannot be turned from **PILOT** to **OFF** unless the knob is pushed in slightly. Do not force.

**Allow five (5) minutes for any gas in the unit to dissipate. IF YOU SMELL GAS, SEE ABOVE.** If you don't smell gas, go on to step 2.

2. Turn the PILOT/ON/OFF control knob counterclockwise to **PILOT**. Push the control knob **firmly and fully** in and hold. Push the igniter button (located below knobs) until the pilot lights. While pressing, allow the pilot to stay lit for at least 15 seconds, then release the knob. See Fig. 29-1 and Fig. 29-2. The pilot will remain lit.

**Note:** When running a first time pilot test, allow adequate time for the air in the gas-line to purge.

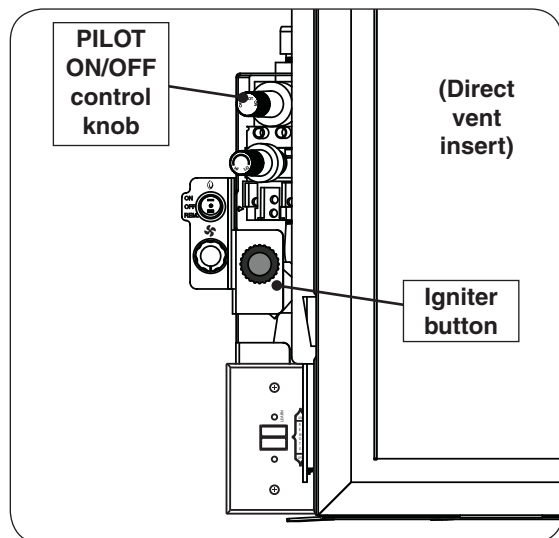
**WARNING: If the pilot fails to light, repeat steps 1 and 2.**

If the pilot fails to light after several attempts at the sequence above, turn all control/remote system components to **OFF** and refer to the **TROUBLESHOOTING** section for further details.

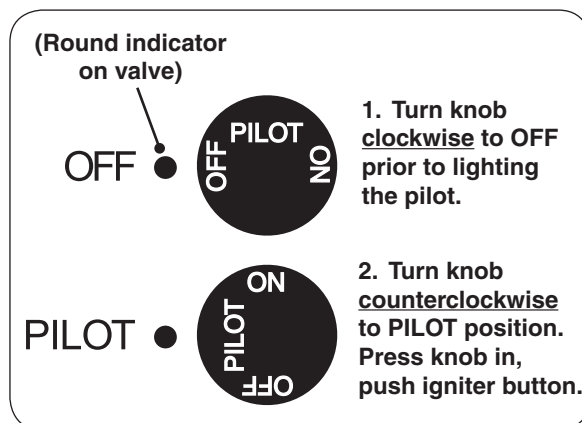
3. After the pilot has lit and burned for a few minutes, observe the pilot flames. They should be blue and of large and equal size. The center flame should directly hit and fully engulf the thermopile. **If the pilot flame burns incorrectly, turn all control/remote system components to OFF and contact a qualified professional service technician**

4. Re-install the glass panel per the INSTALLATION, GLASS PANEL section, then proceed to the following burner lighting test section.

**WARNING: DO NOT IGNITE MAIN BURNER WITH GLASS PANEL REMOVED.**



**Fig. 29-1** Control box (left side of unit)



**Fig. 29-2** Control knob detail (OFF, PILOT)

## FIRST TIME BURNER LIGHTING TEST

1. Ensure the pilot is burning and the glass panel is re-installed. Turn the PILOT/ON/OFF control knob counterclockwise to **ON** (see Fig. 30-1).
2. Press the 3-position mode switch to the **ON (-)** position (see Fig. 30-2). The burner system will ignite.

**WARNING: If the burner fails to light within 5 seconds, press the mode switch to OFF (O) position. Allow five (5) minutes for any gas in the unit to dissipate, then repeat step 2 above. IF YOU SMELL GAS, SEE THE PREVIOUS PAGE.**

3. Completely turn the HI/LO control knob (on the valve) clockwise to **HI** setting (see Fig. 30-3).
4. At this time with burner system on, perform the gas pressure test as instructed in the following section.

## GAS PRESSURE TEST

1. With burner system on, check the gas pressure to ensure all requirements are met. Reference Fig. 30-4 for pressure tap locations, and the GAS PRESSURE REQUIREMENTS section for details.
2. Turn all control/remote system components to **OFF**.

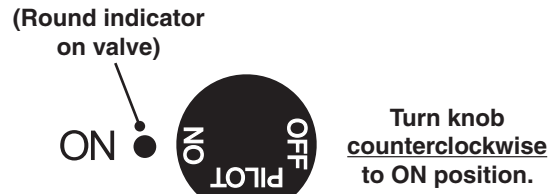


Fig. 30-1 Control knob detail (ON)

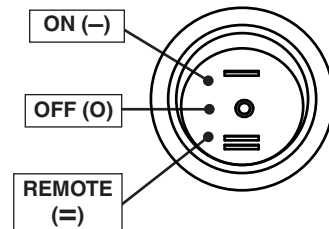


Fig. 30-2 Mode switch detail



Fig. 30-3 Adjustment knob detail

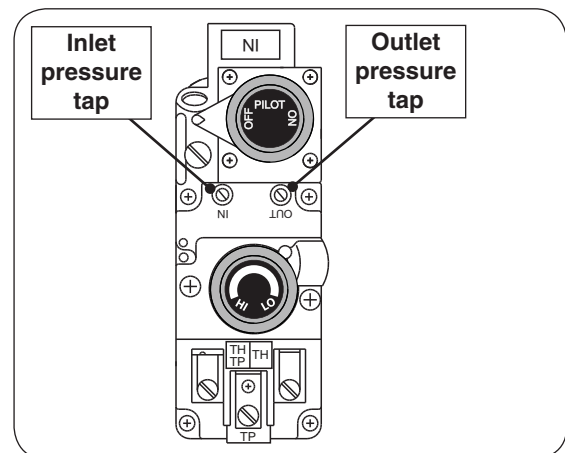


Fig. 30-4 Gas valve detail

## FIREBOX LINERS

**CAUTION:** Prior to proceeding with liner installation, the insert must be installed in the fireplace, the venting system must be attached, the gas line must be connected, and the initial pilot and burner operation must be checked.

**Important:** Use care when handling and installing the liners to prevent damage to the finish.

**Note:** Brick and black porcelainized liners follow these instructions. A 30 model with herringbone liners is shown here. Your design may slightly vary, installation is the same.

### Prior to liner placement:

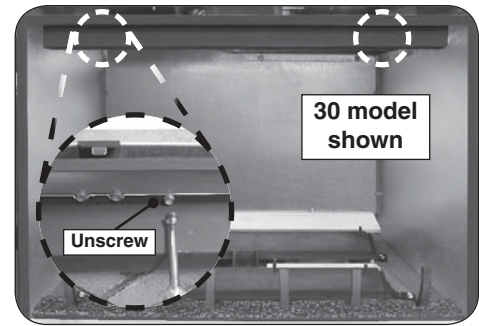
1. Remove the glass panel (wear gloves). For removal reference the SERVICING & CLEANING, GLASS PANEL REMOVAL section.
2. Remove the lintel found at the top front of the unit (to allow for liner placement). For 30 and 36 models, use a  $\frac{5}{16}$ " nut driver to remove the two hex screws found on each side of the lintel. For 25 models, use a Phillips screw driver. See Fig. 31-1.
3. Remove the grate. Use a  $\frac{5}{16}$ " nut driver to remove the two hex screws found on each side of the grate. Then remove the front floor panel. See Fig. 31-2.

### Liner placement:

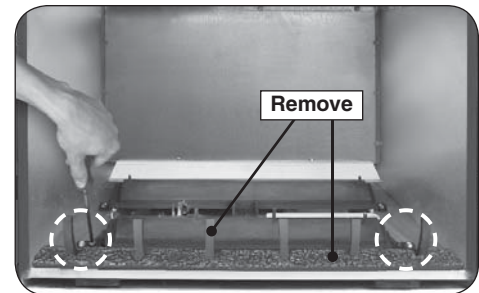
4. Place the rear liner at the rear of the unit. It will rest on the shelf/baffle found on the lower rear of the unit. See Fig. 31-3, "A".
- Note:** For black porcelainized models, the rear liner must be placed with the bottom flange facing inward and against the rear wall of the insert. See Fig. 31-4.
5. Place the left liner in the left side of the unit. Ensure it completely rests inside of the front lip of the unit. See Fig. 31-3, "B".
6. Place the top liner into the unit as shown in Fig. 31-5, "C". It will be supported by the left liner.

**Note:** The top liner is metal and is packed with the insert.

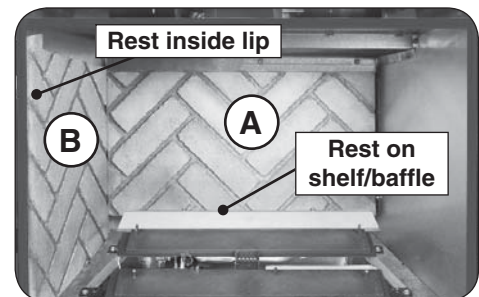
Procedure continued on next page



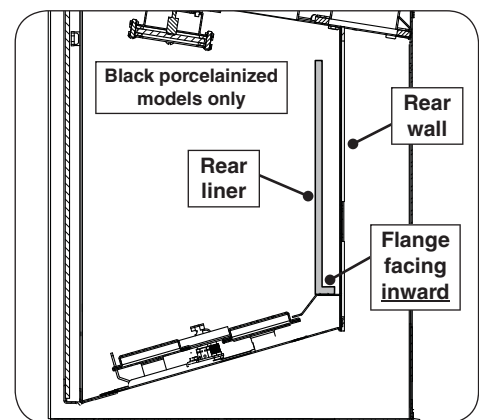
**Fig. 31-1** Remove lintel



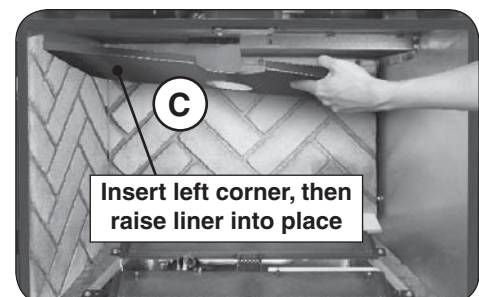
**Fig. 31-2** Remove grate & front floor panel



**Fig. 31-3** Place rear liner, left liner



**Fig. 31-4** Rear liner detail (if applicable)



**Fig. 31-5** Place top liner

## INSTALLATION (cont.)

7. Place the right liner in the right side of the unit. Ensure it completely rests inside of the front lip of the unit. See Fig. 32-1, "D".
8. Reinstall the lintel at the top front of the unit. See Fig. 32-2, "E".
9. Reinstall the front floor panel at the front of the unit floor. Ensure it completely rests inside of the front lip of the unit. See Fig. 32-3, "F".
10. Reinstall the grate in between the front burner and front floor panel. See Fig. 32-3, "G".
11. Install the left and right floor panels on each side of the burner assembly. See Fig. 32-3, "H" and "I".
12. **30 & 36 Models:** Prior to proceeding to log set and ember placement, ensure the ember screen that rests in between the front and rear burner is properly positioned. See Fig. 32-4 for details.

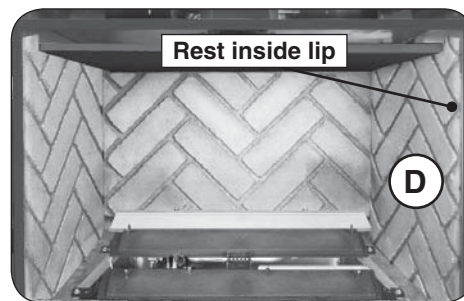


Fig. 32-1 Place right liner

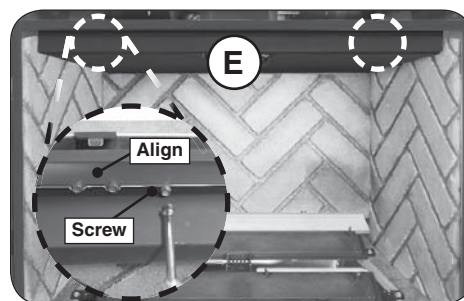


Fig. 32-2 Install lintel

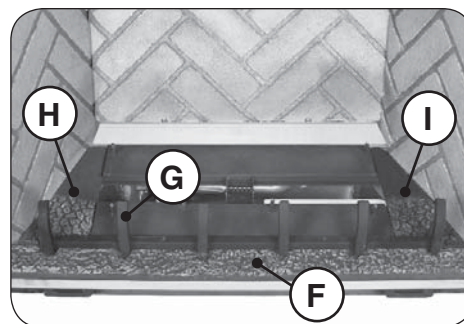


Fig. 32-3 Floor panel, grate, left/right floor panel

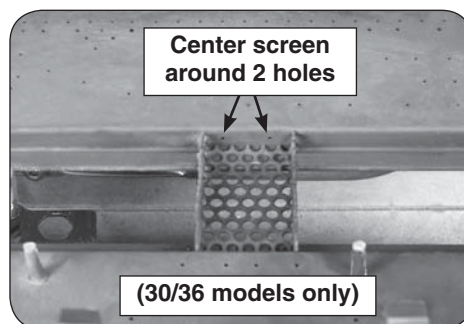


Fig. 32-4 Proper screen position (if applicable)



### LOG SET AND EMBER PLACEMENT

- Follow the instructions included with the log set for step by step log and ember placement. (The embers are supplied with your direct vent insert.)
- Read all safety warnings and important information in the instructions supplied with the log set to ensure proper placement.
- **DO NOT** add any additional embers to this setup. Any additional embers will cause unsafe operation.
- Periodically check the positioning of the logs to ensure proper log placement.



**Burnt American Oak (DVL-30-2A) shown**

**If a Charred Mountain Birch log set is purchased:**

During initial use, the logs will go through a curing process and will temporarily turn a darker color. This will last for approximately 6-8 hours (of burn time); then the logs will return to their original white color.

When handling the surround components and glass panel, be sure to wear clean non-marking gloves to ensure a clean finish and avoid any fingerprints.

## SURROUND FASCIA

1. Slide the unit a few inches forward in the fireplace to assist in the fascia installation.
2. The rear of the fascia has 4 hooks. Insert the hooks into the four slots found on the front of the unit. Ensure the fascia firmly rests down in place. Wear gloves. See Fig. 34-1.
3. Slide the unit back into the fireplace. Ensure that the fascia sits flush against the front wall of the fireplace and that the unit is level.

## FASTEN RETENTION BRACKET (if applicable)

1. Reach in and push up the loosely installed retention bracket until it stops (against fireplace), then use a  $\frac{7}{16}$ " open-end wrench to fully tighten the two hex bolts (from below fascia). See Fig. 34-2.

## SECURE UNIT TO FLOOR

1. Locate the two  $\frac{5}{16}$ " holes on the far left and right front floor of the unit. Using appropriate mounting hardware for your fireplace construction, secure the unit to the floor. See Fig. 34-3.

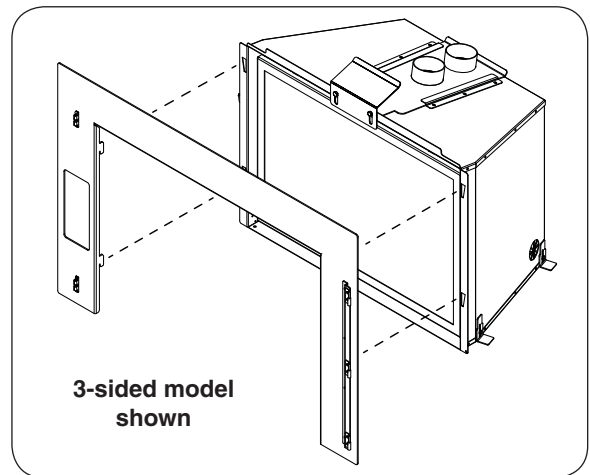


Fig. 34-1 Install surround fascia

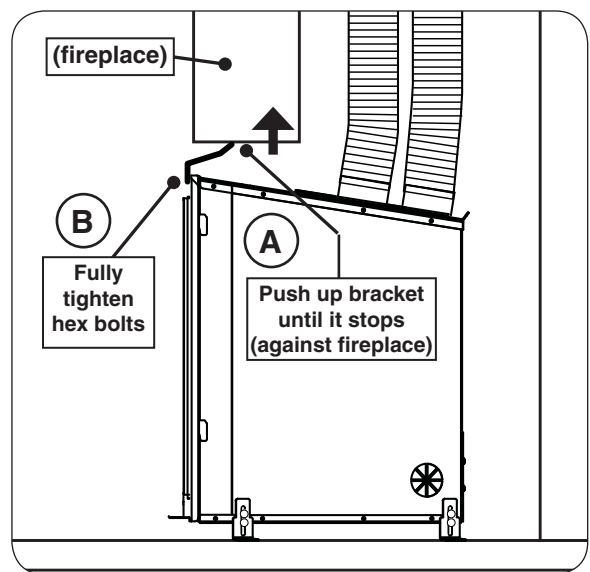


Fig. 34-2 Fasten retention bracket (if applicable)

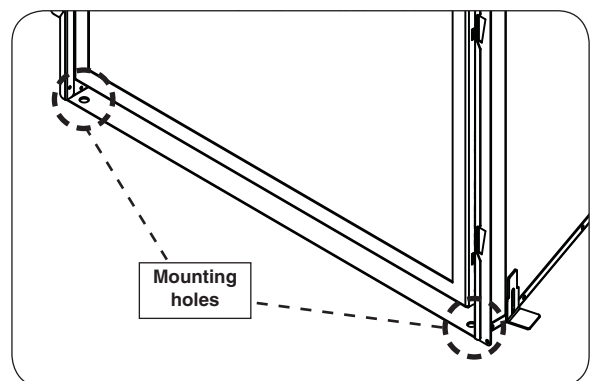


Fig. 34-3 Secure direct vent to fireplace floor

## GLASS PANEL

**Important:** When installing the glass panel, ensure that no media, objects, or debris exist along the bottom of the unit that may obstruct/damage the glass panel. See Fig. 35-3.

1. The bottom of the glass panel has two tabs. Insert the tabs into the two slots found on the bottom of the unit. Wear gloves. See Fig. 35-1, "A".
2. With the bottom of the panel in place, rotate the panel upward until it closes. Then pull the spring latches (found on the top of the unit) out and over the two tabs found on the top of the panel. See Fig. 35-2, "B".

## SURROUND DOOR

1. The surround door has 2-3 hinges. Align the door over the hinges found on the right side of the surround fascia and drop in place. Wear gloves. See Fig. 35-3.
2. Close the door.

## INITIAL AIR SHUTTER ADJUSTMENT

Each installation requires burner air shutter adjustment to ensure optimal flame appearance. Refer to the SERVICING AND CLEANING - AIR SHUTTER ADJUSTMENT section for details.

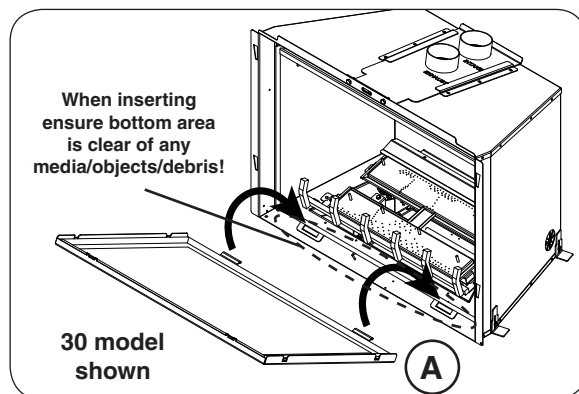
For 30 and 36 models, only the **rear** burner requires adjustment.

## FIRST TIME BURN-OFF PERIOD

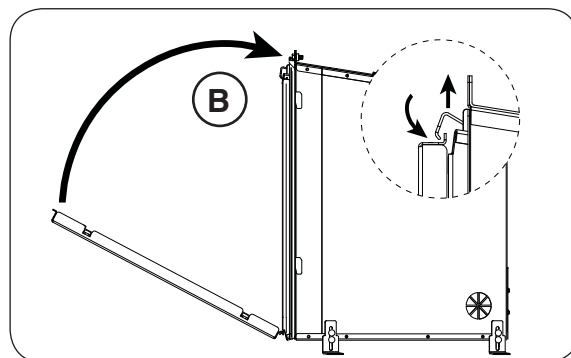
A 4 hour burn-off period is required. See the LIGHTING INSTRUCTIONS section for lighting the system.

This initial burn-off period requires the burner to operate for a minimum of 4 hours.

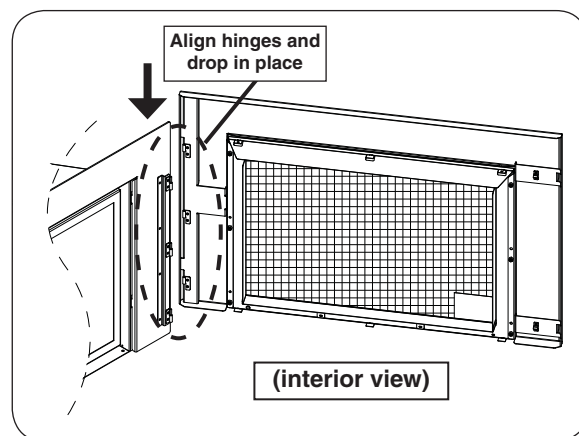
Initial operation will produce an odor and some smoke due to lubricants used in the manufacturing process. This is normal and will cease after operation. Keep the house well ventilated during this process.



**Fig. 35-1** Insert glass panel bottom



**Fig. 35-2** Secure glass panel



**Fig. 35-3** Install surround door

**Prior to lighting and operating your unit, you must read and understand the following sections:**

- LIGHTING INSTRUCTIONS
- REMOTE OPERATING INSTRUCTIONS

Please use this page to record any information that you may want to have at hand.

# LIGHTING INSTRUCTIONS

## FOR YOUR SAFETY READ BEFORE LIGHTING

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

**WARNING:** The glass panel and other surfaces of this appliance get extremely **HOT** and can cause burns if touched. Carefully read, understand, and follow the lighting and operation instructions, and use caution at all times.



- A.** This appliance is equipped with an ignition device that lights the pilot. DO NOT attempt to light the pilot by hand using a match or lighter. ONLY LIGHT USING IGNITION DEVICE.
- B. BEFORE OPERATING,** smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

### WHAT TO DO IF YOU SMELL GAS

- Do not light any appliance.
  - Do not touch any electric switch; do not use any phone in your building.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions. If you cannot reach your gas supplier, call the fire department.
- C.** Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it. Call a qualified professional service technician. Excessive force or attempted repair may result in fire or explosion.
- D.** 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. Attempted operation may result in fire or explosion resulting in property damage, personal injury or loss of life.

**Initial operation will produce an odor and some smoke due to lubricants used in the manufacturing process. This is normal and will cease after operation. Keep the house well ventilated during this process.**

**If a Charred Mountain Birch log set is purchased, refer to the LOG SET PLACEMENT section for details on a temporary log color change.**

### LIGHTING THE PILOT

1. Open the surround door. Locate the PILOT/ON/OFF control knob on the control box (see Fig. 37-1). Push in the control knob slightly and turn clockwise to **OFF** (see Fig. 37-2).

**Note:** The control knob cannot be turned from **PILOT** to **OFF** unless the knob is pushed in slightly. Do not force.

**Allow five (5) minutes for any gas in the unit to dissipate. IF YOU SMELL GAS, SEE STEP (B) ABOVE.** If you don't smell gas, go on to step 2.

2. Turn the PILOT/ON/OFF control knob counterclockwise to **PILOT**. Push the control knob **firmly and fully** in and hold. Push the igniter button (located below knobs) until the pilot lights. While pressing, allow the pilot to stay lit for at least 15 seconds, then release the knob. See Fig. 37-1 and Fig. 37-2. The pilot will remain lit.

**WARNING:** If the pilot fails to light repeat steps 1 and 2.

If the pilot fails to light after several attempts at the sequence above, turn all control/remote system components to **OFF** and refer to the TROUBLESHOOTING section for further details.

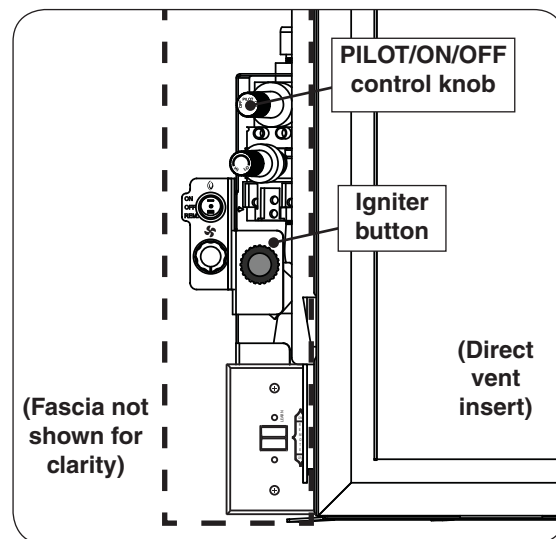


Fig. 37-1 Control box (left side of unit)

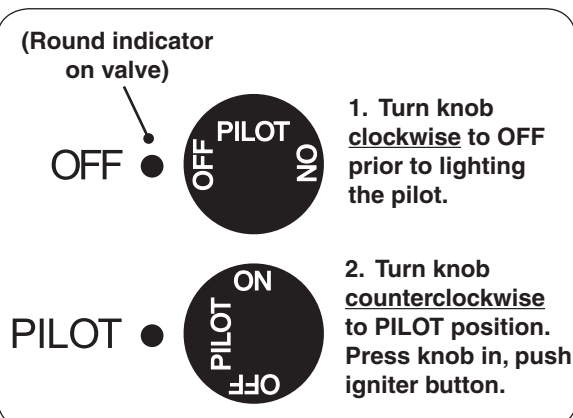


Fig. 37-2 Control knob detail (OFF, PILOT)

# INSTRUCTIONS D'ALLUMAGE

## POUR VOTRE SÉCURITÉ LISEZ AVANT D'ALLUMER

**AVERTISSEMENT:** Si vous ne suivez pas ces instructions à la lettre, un incendie ou une explosion entraînant des dommages matériels, des blessures ou des pertes de vie.

**A.** Cet appareil est équipé d'un dispositif d'allumage qui allume automatiquement la veilleuse. **NE PAS** essayer d'allumer la veilleuse manuellement. **NE PAS** essayer d'allumer la veilleuse à la main en utilisant une allumette ou un briquet. Seule la lumière **UTILISATION DISPOSITIF D'ALLUMAGE**.

**B. AVANT DE FAIRE FONCTIONNER**, sentez autour de l'appareil pour le gaz. Assurez-vous de sentir près du plancher, car certains gaz sont plus lourds que l'air et se déposent sur le sol.

### QUE FAIRE SI UNE ODEUR DE GAZ

- Ne pas allumer l'appareil.
- Ne touchez à aucun interrupteur électrique; n'utilisez aucun téléphone dans votre bâtiment.
- Appelez immédiatement votre fournisseur de gaz à partir du téléphone d'un voisin. Suivez les instructions du fournisseur de gaz. Si vous ne pouvez joindre votre fournisseur de gaz, appeler les pompiers.

**C.** N'utilisez que votre main pour enfoncer ou tourner le bouton de contrôle du gaz. Ne jamais utiliser d'outils. Si le bouton ne sera pas enfoncer ou à tourner à la main, n'essayez pas de le réparer. Appelez un technicien de service qualifié. Une force excessive ou une tentative de réparation pourrait provoquer un incendie ou une explosion.

**D.** Ne pas utiliser cet appareil si une partie quelconque a été submergée. Appelez immédiatement un technicien de service qualifié pour inspecter l'appareil et pour remplacer toute pièce du système de contrôle et toute commande de gaz qui a été sous l'eau. Tentative d'opération peut entraîner un incendie ou une explosion entraînant des dommages matériels, des blessures ou des pertes de vie.

**Mise en service produira une odeur et de la fumée grâce aux lubrifiants utilisés dans le processus de fabrication. Ceci est normal et cessera après l'opération. Garder la maison bien aérée pendant ce processus.**

**Si vous avez acheté un jeu de bûches Charred Mountain Birch, reportez-vous à la section PLACEMENT DU LOGEMENT pour plus de détails sur un changement temporaire de couleur du journal.**

## ALLUMAGE DU PILOTE

1. Ouvrez la porte surround. Localisez le bouton de commande PILOT/ON/OFF sur la boîte de commande (voir la Fig. 38-1). Appuyez légèrement sur le bouton de commande et tournez-le dans le sens des aiguilles d'une montre sur **OFF** (éteindre) (voir la Fig. 38-2).

**Note:** Le bouton de commande ne peut être tourné de **PILOT OFF** moins que le bouton est enfoncé légèrement. Ne forcez pas.

**Autoriser cinq (5) minutes pour tout gaz dans l'unité à se dissiper. SI VOUS UNE ODEUR DE GAZ, VOIR L'ÉTAPE (B) CI-DESSUS.**

Si vous ne sentez pas de gaz, passez à l'étape 2.

2. Tournez le PILOT/ON/OFF bouton de commande vers la gauche pour **PILOT** (pilote). Poussez le bouton de commande fermement et entièrement et maintenez. Appuyez sur le bouton d'allumage (situé en dessous de boutons) jusqu'à ce que les voyants. Tout en appuyant, permettre au pilote de rester allumé pendant au moins 15 secondes, puis relâchez le bouton. Voir Fig. 38-1 et la Fig. 38-2. Le pilote restera allumé.

**AVERTISSEMENT: Si le pilote ne parvient pas à allumer répétez les étapes 1 et 2.**

Si le pilote ne parvient pas à allumer après plusieurs tentatives à la séquence ci-dessus, mettez tous les composants système de contrôle / télécommande sur **OFF** (éteindre) et se référer à la section DÉPANNAGE pour plus de détails.

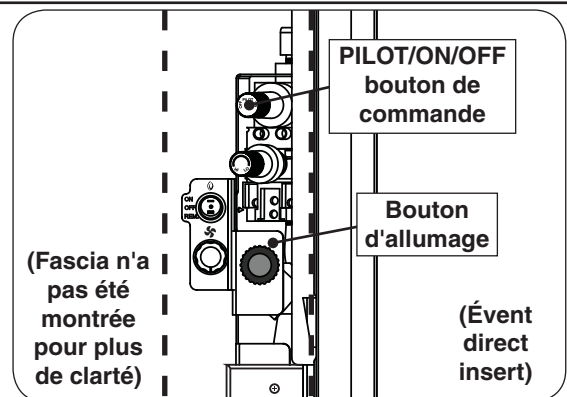
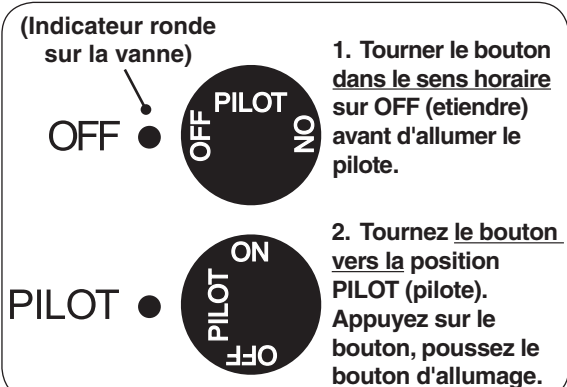


Fig. 38-1 Le boîtier de commande (côté gauche de l'unité)



1. Tourner le bouton dans le sens horaire sur **OFF** (éteindre) avant d'allumer le pilote.

2. Tournez le bouton vers la position **PILOT** (pilote). Appuyez sur le bouton, poussez le bouton d'allumage.

Fig. 38-2 Détail du bouton de commande

## SURROUND DOOR

Open the door by grabbing the middle left-side and pulling it outward. When closing the door, slightly lift the door as it shuts (to ensure it properly engages the latch).

**CAUTION:** Unit will be HOT during use. Use heat-resistant gloves to open/close the door when hot.

## REMOTE LIGHTING

**CAUTION:** **DO NOT** operate this appliance without the glass panel installed.

**Note:** If the remote does not function, and batteries with an adequate power level are installed, refer to the SYNCHRONIZE REMOTE SYSTEM section.

**Note:** Steps 1-3 may not be required if previously done during an earlier lighting.

1. Ensure the pilot is burning. Open the surround door. Locate the PILOT/ON/OFF control knob on the control box (see Fig. 39-1). Turn the control knob counterclockwise to **ON** (see Fig. 39-2).
2. Remove the surround fascia. Locate the remote receiver on the control box (see Fig. 39-1). Slide the 3-position switch on the receiver to the **REMOTE** position (see Fig. 39-3).
3. Locate the 3-position mode switch on the control box (see Fig. 39-1). Press the switch down to the **REMOTE (=)** position (see Fig. 39-4).
4. Locate the remote transmitter and press the **ON** key (see Fig. 39-5). The system will beep and the ignition sequence will begin.

**Note:** The ignition sequence will take approximately 3-5 seconds.

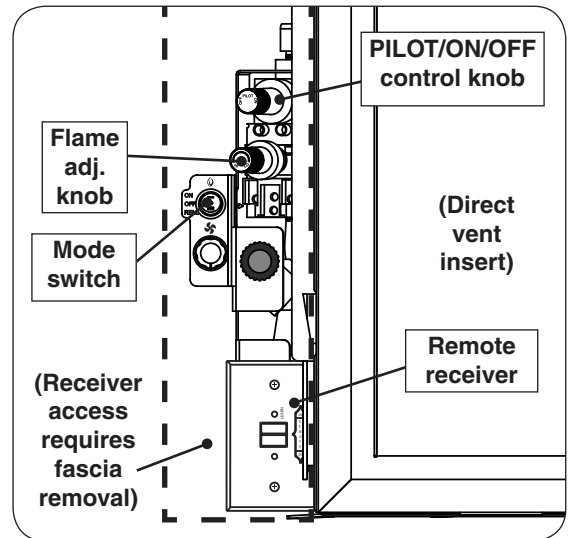
**WARNING:** If the burner fails to light within 5 seconds, press the **OFF** button on the remote transmitter and/or press the mode switch to the **OFF (O)** position. Allow five (5) minutes for any gas in the unit to dissipate, then repeat steps 3-4 above. **IF YOU SMELL GAS, SEE STEP (B) AT BEGINNING OF LIGHTING INSTRUCTIONS.**

If the burner fails to light after several attempts at the sequence above, turn all control/remote system components to **OFF** and refer to the TROUBLESHOOTING section for further details.

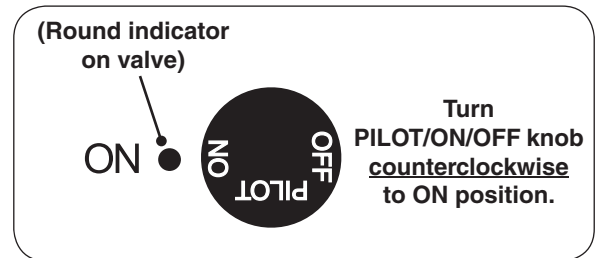
**Note:** It is normal for condensation to form on the inside of the glass panel during start-up. This condensation will disappear within a few minutes.

## Flame Height Adjustment

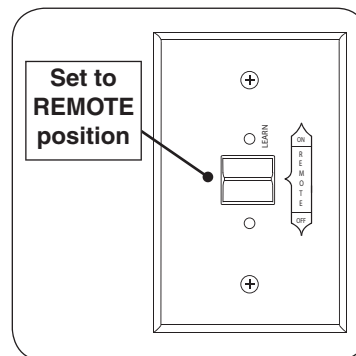
The flame height may be adjusted via the adjustment knob on the valve. Open the surround door (use heat-resistant gloves, unit will be HOT). Turn the HI/LO control knob clockwise to **HI** to increase the flame height. Turn the control knob counterclockwise to **LO** to decrease the flame height. See Fig. 39-1 and Fig. 39-6.



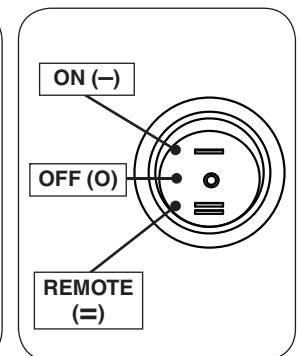
**Fig. 39-1** Control box (left side of unit)



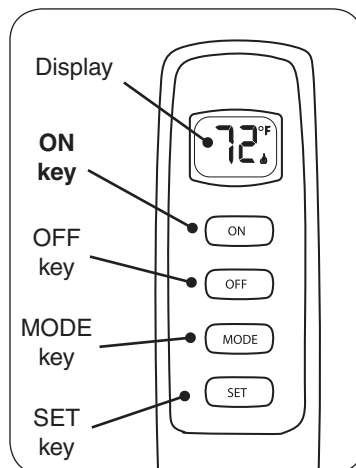
**Fig. 39-2** Control knob detail (ON)



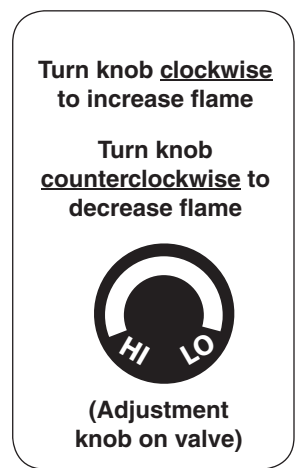
**Fig. 39-3** Remote receiver



**Fig. 39-4** Mode switch



**Fig. 39-5** Remote transmitter



**Fig. 39-6** Adjust. knob

# INSTRUCTIONS D'ALLUMAGE (continu)

## PORTE SURROUND

Ouvrez la porte en prenant le milieu gauche et en le tirant vers l'extérieur. Lorsque vous fermez la porte, soulevez légèrement la porte lorsqu'elle s'arrête (pour assurer qu'elle s'engage correctement sur le loquet).

L'unité sera **CHAUD** pendant l'utilisation. Utilisez des gants résistant à la chaleur pour ouvrir ou fermer la porte à chaud.

## ÉCLAIRAGE À DISTANCE

**ATTENTION: NE PAS** utiliser cet appareil sans le panneau de verre installé.

**Note:** Si la télécommande ne fonctionne pas, et des batteries avec un niveau de puissance adéquate sont installés, reportez-vous à la section REMOTE SYSTEM SYNCHRONISER.

**Note:** Les étapes 1-3 ne peut être nécessaire si déjà fait lors d'un éclairage plus tôt.

1. Assurez-vous que le pilote brûle. Ouvrez la porte surround. Localisez le bouton de commande PILOT/ON/OFF sur la boîte de commande (voir la Fig. 40-1). Tournez le bouton de commande dans le sens inverse des aiguilles d'une montre sur **ON** (allumer) (voir la Fig. 40-2).
2. Supprimer le fascia surround. Placez le récepteur de télécommande sur le boîtier de commande (voir Fig. 40-1). Faites glisser le commutateur 3 positions sur le récepteur à la position **REMOTE** (éloigné)(voir Fig. 40-3).
3. Localisez le commutateur de mode 3 positions sur le boîtier de commande (voir Fig. 40-1). Appuyez sur le bouton vers le bas à la position **ÉLOIGNÉ (=)** (voir Fig. 40-4).
4. Localiser la télécommande et appuyez sur la touche **ON** (allumer) (voir Fig. 40-5). Le système émettra un bip et la séquence d'allumage commencera.

**Note:** La séquence d'allumage prendra environ 3-5 secondes.

**Si le brûleur ne s'allume dans les 5 secondes, appuyez sur le bouton OFF de la télécommande et/ou appuyez sur le sélecteur de mode sur la position OFF (O). Autoriser cinq (5) minutes pour tout gaz dans l'unité à se dissiper, puis répétez les étapes 3-4 ci-dessus. SI VOUS UNE ODEUR DE GAZ, VOIR L'ÉTAPE (B) AU DÉBUT DE INSTRUCTIONS D'ALLUMAGE.**

Si le brûleur ne parvient pas à allumer après plusieurs tentatives à la séquence ci-dessus, mettez tous les composants système de contrôle / télécommande sur **OFF** et se référer à la section DÉPANNAGE pour plus de détails.

**Note:** Il est normal que la formation de condensation à l'intérieur du panneau de verre lors du démarrage. Cette condensation disparaîtra au bout de quelques minutes.

## Flamme Réglage de la Hauteur

La hauteur de flamme peut être ajustée par l'intermédiaire du bouton de réglage sur la vanne. Ouvrez la porte surround (utilisez des gants résistant à la chaleur, l'appareil sera **CHAUD**). Tournez le bouton de commande HI/LO à **HI** horaire pour augmenter la hauteur de la flamme. Tournez le bouton de commande dans le sens antihoraire à **LO** pour diminuer la hauteur de la flamme. Voir Fig. 40-1, Fig. 40-6.

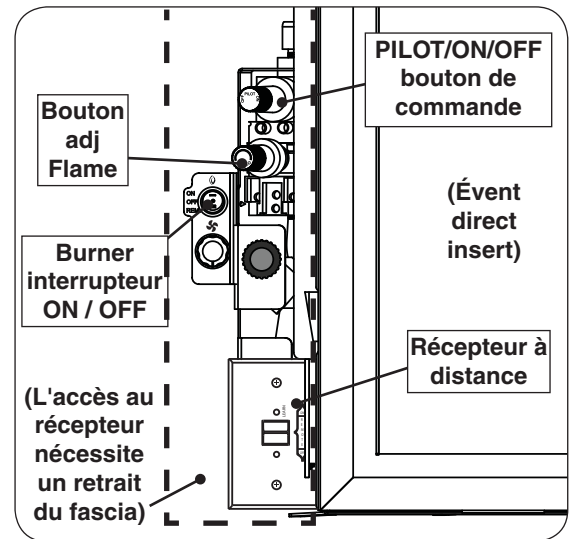


Fig. 40-1 Le boîtier de commande (côté gauche de l'unité)

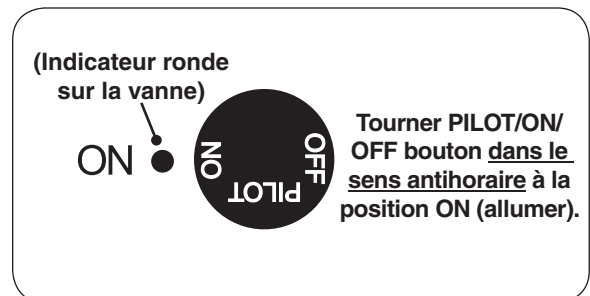


Fig. 40-2 Control knob detail (ON)

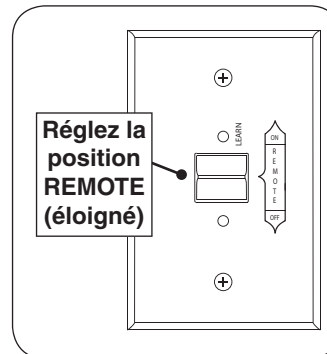


Fig. 40-3 Télécommande détail récepteur

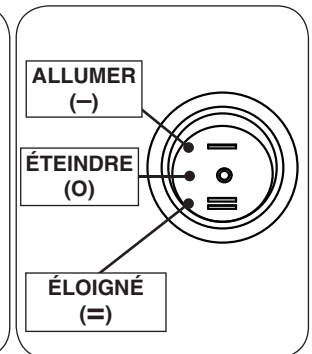


Fig. 40-4 Changement de mode

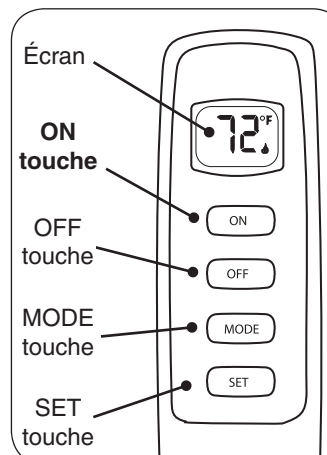


Fig. 40-5 Télécommande



Fig. 40-6 Bouton de réglage



## MANUAL LIGHTING

If the remote transmitter is misplaced or lost, the appliance can be turned on manually as instructed below.

**CAUTION: DO NOT** operate this appliance without the glass panel installed.

**Note:** Step 1 may not be required if previously done during an earlier lighting.

1. Ensure the pilot is burning. Open the surround door. Locate the PILOT/ON/OFF control knob on the control box (see Fig. 41-1). Turn the control knob counterclockwise to **ON** (see Fig. 41-2).
2. Locate the 3-position mode switch on the control box (see Fig. 41-1). Press the switch up to the **ON (—)** position (see Fig. 41-3). The ignition sequence will begin.

**Note:** The ignition sequence will take approximately 3-5 seconds.

**WARNING: If the burner fails to light within 5 seconds, press the mode switch to the OFF (O) position. Allow five (5) minutes for any gas in the unit to dissipate, then repeat step 2 above. IF YOU SMELL GAS, SEE STEP (B) AT THE BEGINNING OF THE LIGHTING INSTRUCTIONS.**

If the burner fails to light after several attempts at the sequence above, turn all control/remote system components to **OFF** and refer to the TROUBLESHOOTING section for further details.

**Note:** It is normal for condensation to form on the inside of the glass panel during start-up. This condensation will disappear within a few minutes.

## Flame Height Adjustment

The flame height may be adjusted via the adjustment knob on the valve. Open the surround door (use heat-resistant gloves, unit will be HOT). Turn the HI/LO control knob clockwise to **HI** to increase the flame height. Turn the control knob counterclockwise to **LO** to decrease the flame height. See Fig. 41-1 and Fig. 41-4.

## SHUTTING DOWN

- **For a remote shutdown,** press the **OFF** key on the remote transmitter.  
**If your remote is lost,** press the mode switch (behind surround door) to **OFF (O)** position.
- **For a manual shutdown,** press the mode switch (behind surround door) to **OFF (O)** position.
- **For a complete shutdown,** turn off the remote transmitter (if applicable) and turn off the mode switch, then turn the PILOT/ON/OFF control knob (behind surround door) clockwise to **OFF**.

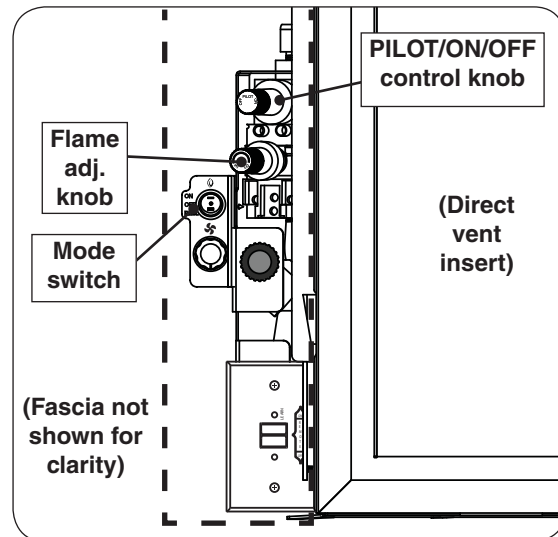


Fig. 41-1 Control box (left side of unit)

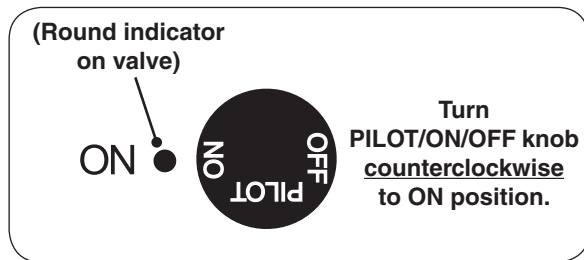


Fig. 41-2 Control knob detail (ON)

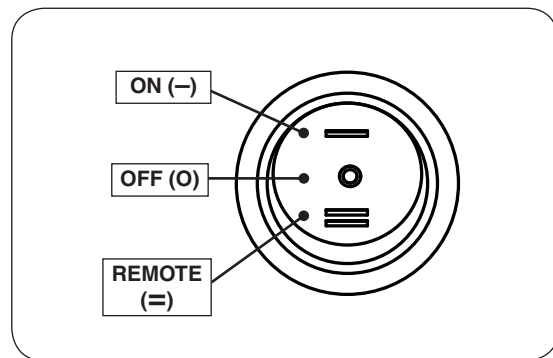


Fig. 41-3 Mode switch

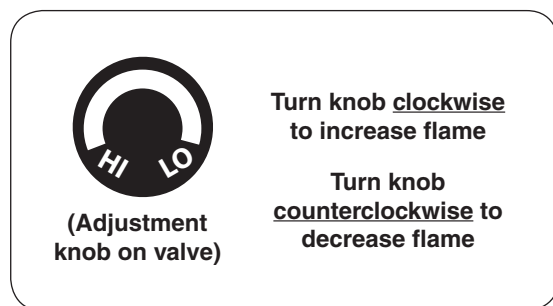


Fig. 41-4 Adjustment knob detail

## ÉCLAIRAGE MANUEL

Si la télécommande est égaré ou perdu, l'appareil peut être activé manuellement comme indiqué ci-dessous.

**CAUTION: NE PAS** utiliser cet appareil sans le panneau de verre installé.

**Note:** Étape 1 peut ne pas être nécessaire si elle a déjà fait au cours d'un éclairage plus tôt.

1. Assurez-vous que le pilote brûle. Ouvrez la porte surround. Localisez le bouton de commande PILOT/ON/OFF sur la boîte de commande (voir la Fig. 42-1). Tournez le bouton de commande dans le sens inverse des aiguilles d'une montre sur **ON** (allumer) (voir la Fig. 42-2).
2. Localisez le commutateur de mode 3 positions sur le boîtier de commande (voir Fig. 42-1). Appuyez sur l'interrupteur à **ON (-)** position (voir Fig. 42-3.) Séquence d'allumage .Le commencera.

**Note:** La séquence d'allumage prendra environ 3-5 secondes.

**Si le brûleur ne s'allume dans les 5 secondes, appuyez sur le sélecteur de mode sur la position OFF (O). Autoriser les cinq (5) minutes pour tout gaz dans l'unité à se dissiper, puis répétez l'étape 2 ci-dessus. SI VOUS UNE ODEUR DE GAZ, voir l'étape (B) AU DÉBUT DES INSTRUCTIONS D'ALLUMAGE.**

Si le brûleur ne parvient pas à allumer après plusieurs tentatives à la séquence ci-dessus, mettez tous les composants système de contrôle / télécommande sur **OFF** et se référer à la section DÉPANNAGE pour plus de détails.

**Note:** Il est normal que la formation de condensation à l'intérieur du panneau de verre lors du démarrage. Cette condensation disparaîtra au bout de quelques minutes.

## Flamme Réglage de la Hauteur

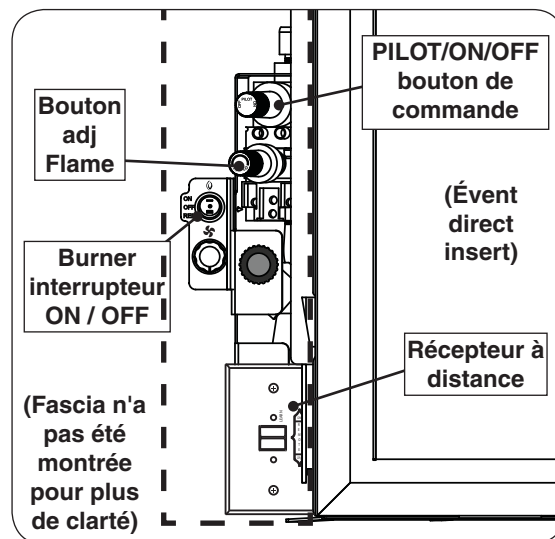
La hauteur de flamme peut être ajustée par l'intermédiaire du bouton de réglage sur la vanne. Ouvrez la porte surround (utilisez des gants résistant à la chaleur, l'appareil sera **CHAUD**). Tournez le bouton de commande HI/LO à **HI** horaire pour augmenter la hauteur de la flamme. Tournez le bouton de commande dans le sens antihoraire à **LO** pour diminuer la hauteur de la flamme. Voir Fig. 42-1, Fig. 42-4.

## ÉTEINDRE

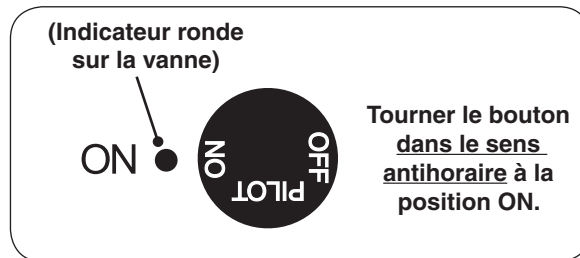
- **Pour un arrêt à distance**, appuyez sur la touche **OFF** de la télécommande.

**Si votre télécommande est perdue**, appuyez sur le commutateur de mode (derrière la porte surround) à la position **OFF (O)**.

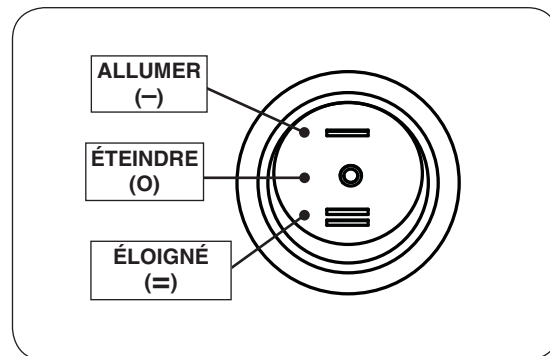
- **Pour un arrêt manuel**, appuyez sur le commutateur de mode (derrière la porte surround) à la position **OFF (O)**.
- **Pour un arrêt complet**, éteignez l'émetteur à distance (s'il y a lieu) et éteignez le commutateur de mode, puis tournez le PILOT/ON/OFF bouton de commande (derrière la porte surround) dans le sens horaire sur **OFF**.



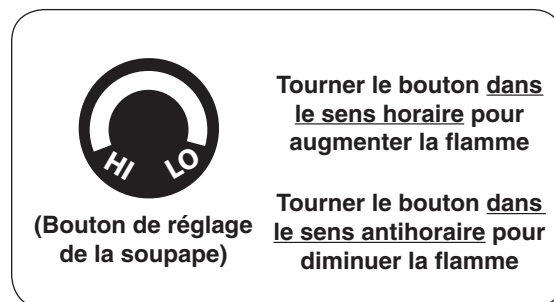
**Fig. 42-1** Le boîtier de commande (côté gauche de l'unité)



**Fig. 42-2** Détail de bouton de commande (ON)



**Fig. 42-3** Mode switch



**Fig. 42-4** Bouton de réglage

# REMOTE OPERATION INSTRUCTIONS

## ORIENTATION

Prior to remote transmitter use, light the appliance per the REMOTE LIGHTING section. The remote will only operate the burner system in remote mode. Familiarize yourself with the transmitter keys and display, as illustrated in Fig. 43-1 and Fig. 43-2.

Identify the four transmitter keys:

- **ON KEY:** This key turns the system ON.
- **OFF KEY:** This key turns the system OFF. When the system is turned OFF, the pilot flame will stay ON if the PILOT/ON/OFF control knob is in the ON position.
- **MODE KEY:** This key, when the system is on, changes the unit from MANUAL mode to Thermostat mode.
- **SET KEY:** This key, when the system is on, sets the desired temperature in Thermostat mode.

The display will show all active icons on the screen. The remote receiver (in the control box) will "beep" once every time a transmitter key is pressed, signaling that the command has been received.

**The flame icon  will appear when the burner is in operation.**

## MANUAL MODE AND THERMOSTAT MODE

When the system is on, pressing the MODE key will switch between two modes:

- **Manual Mode (Fig. 43-3):** In this mode, the room temperature is ignored and the fireplace can be turned on indefinitely. The room temperature rise has no effect on this mode. The screen will default to display room temperature (according to the remote transmitter) and the word TEMP will show.
- **Thermostat Mode (Fig. 43-4):** In this mode, the fireplace will remain functioning until the room temperature increases 2°F above the set temperature.

To set to Thermostat Mode: press the MODE key until the word ROOM is shown on the display.

To set the desired room temperature, press the SET key repeatedly until the set temperature is reached. The word SET will display on the screen during temperature selection. See Fig. 43-5. Numbers will increase from 45° to 99° then start over at 45°. For Celsius, numbers will increase from 6° to 32°.

**Note:** Press and hold the SET key to adjust the temp. rapidly.

Once the desired temp. is reached, allow to show for 3 seconds. The display will flash then default to display the room temperature.

Press the MODE key to exit Thermostat mode. The word ROOM will no longer show on the display and the system will switch to MANUAL mode.

**Note:** Locating the remote transmitter too close or too far from the unit will affect thermostat operation.

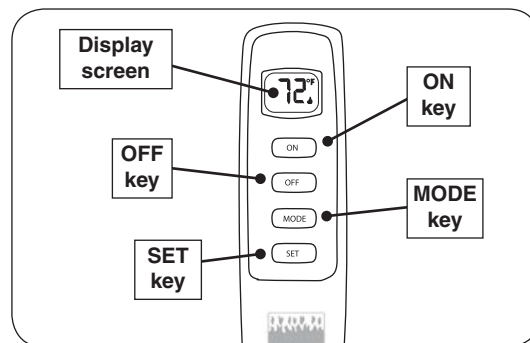


Fig. 43-1 Remote transmitter detail

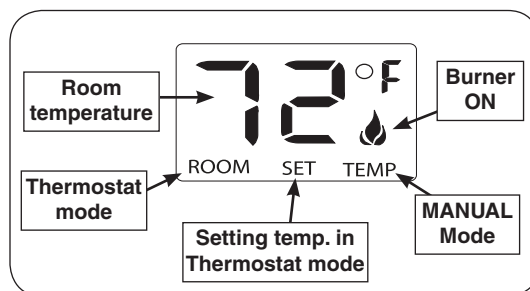


Fig. 43-2 Remote display detail

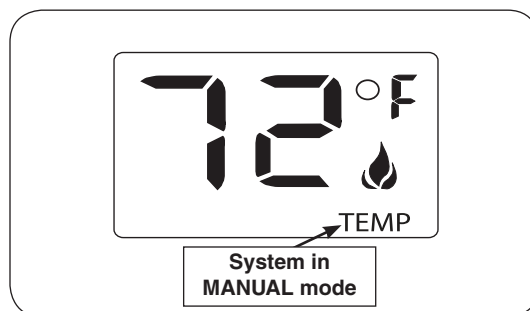


Fig. 43-3 MANUAL mode - default screen

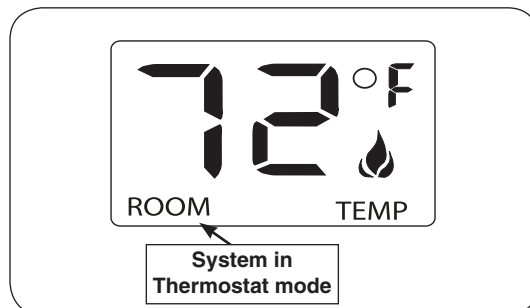


Fig. 43-4 Thermostat mode - default screen

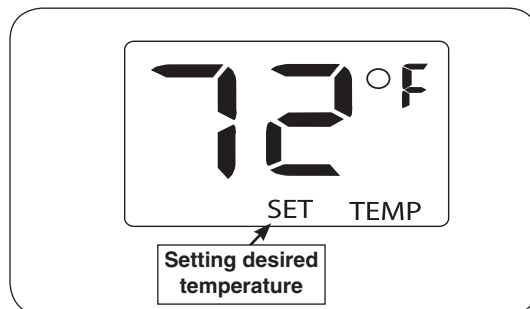


Fig. 43-5 Thermostat mode - set temp.

## ORIENTATION

Avant l'utilisation de l'émetteur à distance, la lumière de l'appareil par la section ÉCLAIRAGE REMOTE. La télécommande ne fait fonctionner le système de brûleurs qu'en mode distant. Familiarisez-vous avec les touches et l'affichage de l'émetteur, comme illustré sur la Fig. 44-1, Fig. 44-2.

Identifier les quatre touches de l'émetteur:

- **ON touche:** Cette touche allume le système.
- **OFF touche:** Cette touche transforme le OFF du système. Lorsque le système est mis hors tension, la flamme de la veilleuse restera ON si le / ON / OFF bouton de commande PILOT est en position ON.
- **MODE touche:** Cette clé, lorsque le système est activé, l'unité change du mode MANUEL au mode Thermostat.
- **SET touche:** Cette clé, lorsque le système est activé, définit la température désirée en mode Thermostat.

L'écran affiche toutes les icônes actives sur l'écran. Le récepteur à distance (dans la boîte de commande) émet un "bip" une fois à chaque fois qu'une touche de l'émetteur est enfoncé, signalant que la commande a été reçue.

L'icône de la flamme  apparaîtra lorsque le brûleur est en fonctionnement.

## MODE D'EMPLOI ET THERMOSTAT MODE

Lorsque le système est activé, appuyez sur la touche MODE pour commuter entre deux modes:

- **Mode Manuel (Fig. 44-3):** Dans ce mode, la température ambiante est ignorée et la cheminée peut être activé indéfiniment. L'élévation de la température ambiante n'a aucun effet sur ce mode. L'écran affiche par défaut la température ambiante (selon l'émetteur à distance) et le mot TEMP s'affiche.
- **Mode de Thermostat (Fig. 44-4):** Dans ce mode, le foyer restera fonctionner jusqu'à ce que la chambre température augmente de 2°F au-dessus de la température de consigne.

Pour régler le mode Thermostat: appuyez sur la touche MODE jusqu'à ce que le mot ROOM est affiché sur l'écran.

**Note:** Pour régler la température ambiante souhaitée, appuyez sur la touche SET jusqu'à ce que la température de consigne est atteinte. Le mot SET affichera sur l'écran lors de la sélection de la température. Voir Fig. 44-5. Numbers va augmenter de 45° à 99°, puis recommencer à 45°. Pour Celsius, les chiffres vont augmenter de 6° à 32°.

**Note:** Appuyez et maintenez la touche SET pour régler la température rapidement.

Une fois que la température désirée. est atteint, permettra de montrer pendant 3 secondes. L'affichage clignote alors par défaut pour afficher la empérature ambiante.

Appuyez sur la touche MODE pour quitter le mode Thermostat. Le mot ROOM ne sera plus affichée sur l'écran et le système passe en mode MANUEL.

**Note:** Localisation de la télécommande trop près ou trop loin de l'unité aura une incidence sur le fonctionnement du thermostat.

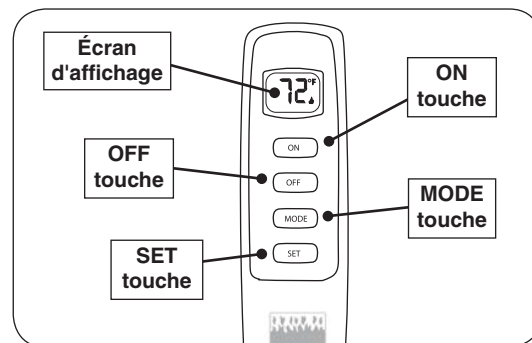


Fig. 44-1 Télécommande détail de l'émetteur

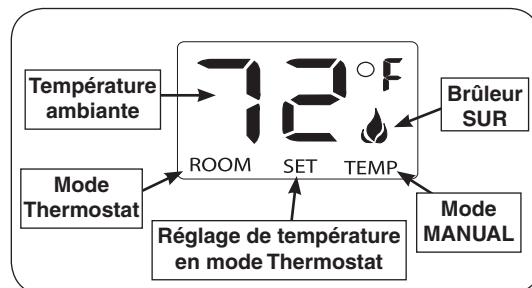


Fig. 44-2 Détail de l'affichage à distance

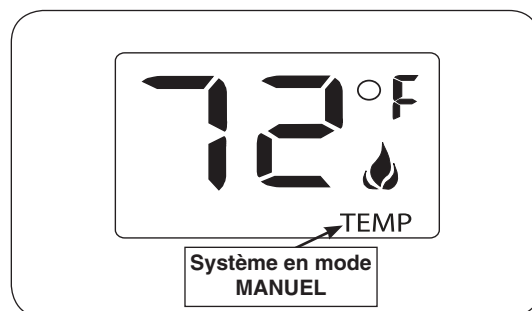


Fig. 44-3 Mode MANUEL - écran par défaut

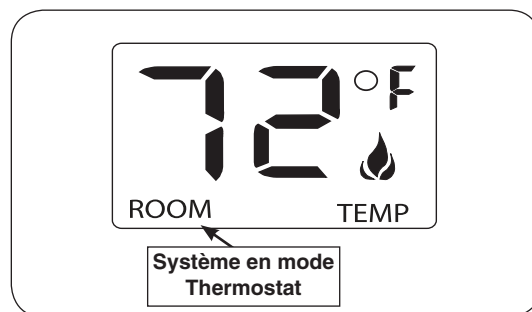


Fig. 44-4 Mode Thermostat - écran par défaut

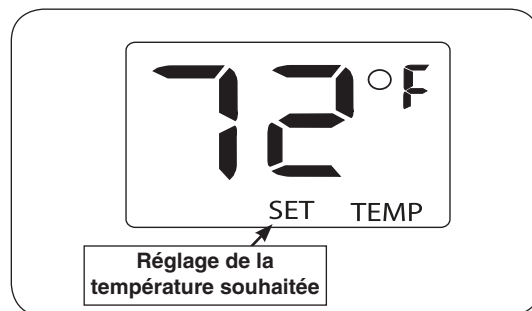


Fig. 44-5 Mode Thermostat - Réglez la température

## REMOTE OPERATION INSTRUCTIONS (cont.)

### TEMPERATURE INDICATOR (°F or °C)

The temperature can be displayed in °F or °C. Simultaneously press the ON key and OFF key. The display will alternate between °F and °C. See Fig. 45-1.

### KEY LOCK

To prevent unsafe operation of the appliance, a Key Lock function is provided with this remote control system. To activate the key lock function, press (and hold) the ON key and MODE key simultaneously for 5 seconds. The letters CP will appear on the screen once activated, and whenever any button is pressed, until deactivated. (see Fig. 45-2). To deactivate, repeat this process.

During key lock mode, none of the keys will function. You must deactivate the system before you can use the remote transmitter.

### OPERATING DURING A POWER OUTAGE

If the AC power is interrupted during a power outage, this system utilizes the batteries (installed in the remote receiver) as a back-up power source. During the power outage the appliance will function, with the exception of the Fan feature (which is dependent on 120 VAC power).

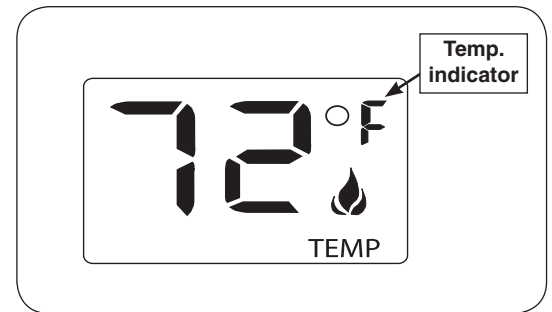


Fig. 45-1 Temp. indicator detail

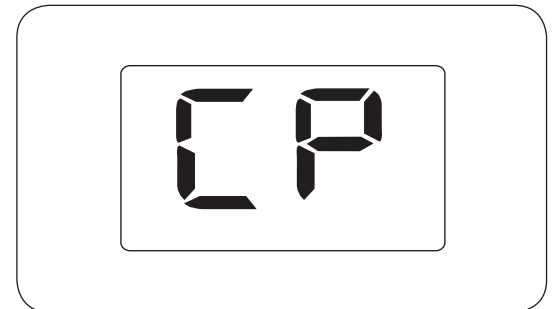


Fig. 45-2 KEY LOCK function

## FAN OPERATION INSTRUCTIONS

**Important:** When the burner is turned ON, the fan stays **OFF** until the unit reaches 140° F, then turns on automatically.

The fan will automatically turn on once the blower once the unit reaches 140° F (approx. 10 minutes after the burner is turned ON). When the burner is shut OFF, the fan will continue to blow air (while the unit is off). Once the unit cools down to 120° F, the fan will automatically shut off (approx. 13 minutes after the burner is turned OFF).

**Note:** The fan will operate at the maximum airflow.

### Fan Airflow Adjustment

The fan airflow may be adjusted via the adjustment knob on the control box. Open the surround door (use heat-resistant gloves, unit will be **HOT**). Turn the knob clockwise to turn on the fan and increase the airflow. Turn the knob counterclockwise to decrease the airflow and to turn off the fan if needed. See Fig. 45-3 and 45-4.

**Note:** If the adjustment knob is set to the **OFF** position, the fan will not turn on automatically when the burner is turned on. The fan must be set to the desired airflow setting in order to turn on automatically.

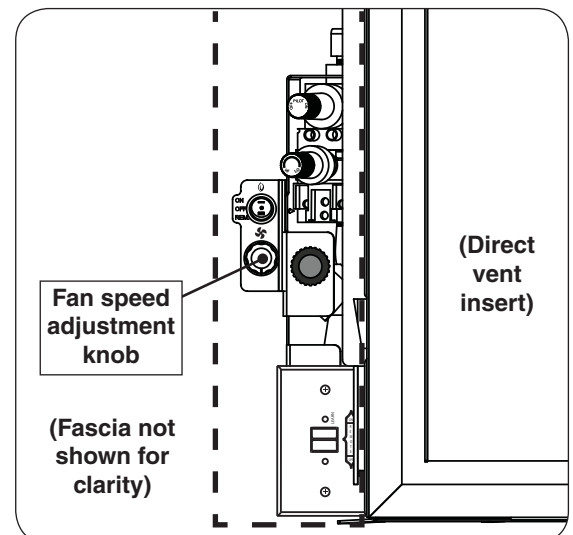


Fig. 45-3 Control box (left side of unit)

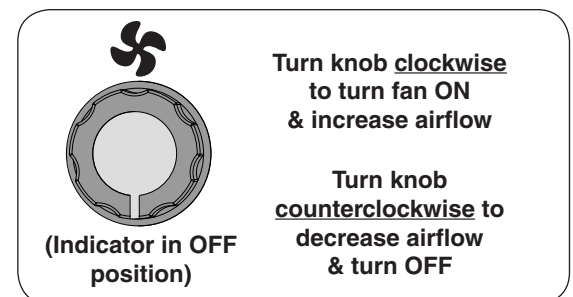


Fig. 45-4 Fan speed adjust. knob detail

## INDICATEUR DE TEMPÉRATURE (°F ou °C)

La température peut être affichée en °F ou °C. Appuyez simultanément sur la touche ON et OFF. L'affichage alternera entre °F et °C. Voir Fig. 46-1.

## SERRURE À CLÉ

Pour éviter un fonctionnement dangereux de l'appareil, une fonction de verrouillage des touches est fourni avec ce système de commande à distance. Pour activer la fonction de verrouillage des touches, appuyez sur (et maintenez) la touche ON et la touche MODE simultanément pendant 5 secondes. Les lettres CP apparaîtra sur l'écran une fois activé, et chaque fois qu'un bouton est enfoncé, jusqu'à ce que désactivé. (Voir Fig. 46-2). Pour désactiver, répétez ce processus.

Pendant le mode de verrouillage du clavier, aucune des touches fonctionnera. Vous devez désactiver le système avant de pouvoir utiliser la télécommande.

## FONCTIONNEMENT PENDANT UNE PANNE DE PUISSANCE

Si l'alimentation secteur est interrompue pendant une panne de courant, ce système utilise les piles (installées dans le récepteur à distance) en tant que source d'alimentation de secours. Durant la panne de courant, l'appareil fonctionnera, à l'exception de la fonction Fan (qui dépend de la puissance 120 VAC).

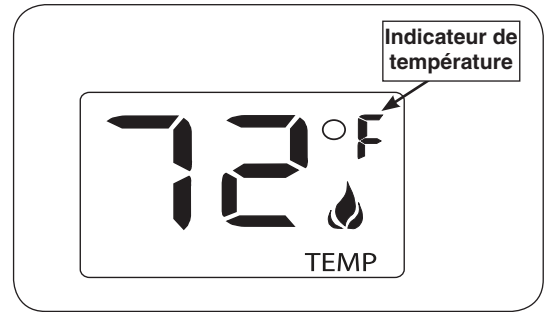


Fig. 46-1 Température détail de l'indicateur

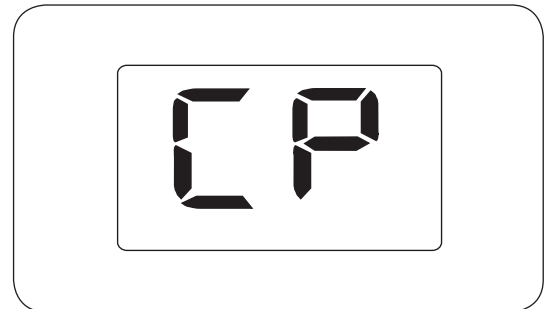


Fig. 46-2 Fonction SERRURE À CLÉ

## FAN MODE D'EMPLOI

**Important:** Lorsque le brûleur est allumé, le ventilateur reste éteint jusqu'à ce que l'appareil a atteint 140° F, puis se tourne automatiquement.

Le ventilateur se met en marche automatiquement une fois le ventilateur une fois que l'appareil a atteint 140° F (env. 10 minutes après que le brûleur est allumé). Lorsque le brûleur est éteint, le ventilateur continuera à souffler de l'air (lorsque l'appareil est éteint). Une fois que l'unité se refroidit à 120° F, le ventilateur se met automatiquement hors tension (env. 13 minutes après que le brûleur est éteint).

**Note:** Le ventilateur fonctionne au débit d'air maximal.

### Fan Airflow Ajustement

Le débit d'air du ventilateur peut être réglé via le bouton de réglage de la boîte de commande. Ouvrez la porte surround (utilisez des gants résistant à la chaleur, l'appareil sera CHAUD). Tournez la molette de commande vers la droite pour allumer le ventilateur et d'augmenter le flux d'air. Tournez le bouton de commande vers la gauche pour diminuer le flux d'air et d'éteindre le ventilateur, si nécessaire. Voir Fig. 46-3 et 46-4.

**Note:** Si le bouton de réglage du ventilateur est réglé sur la position **OFF**, le ventilateur ne se met en marche automatiquement lorsque le brûleur est allumé. Le ventilateur doit être réglé sur le réglage du débit d'air désiré afin d'allumer automatiquement.

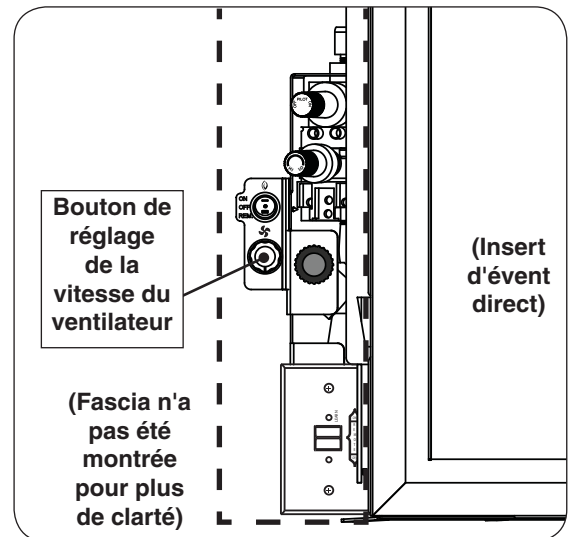


Fig. 46-3 Le boîtier de commande

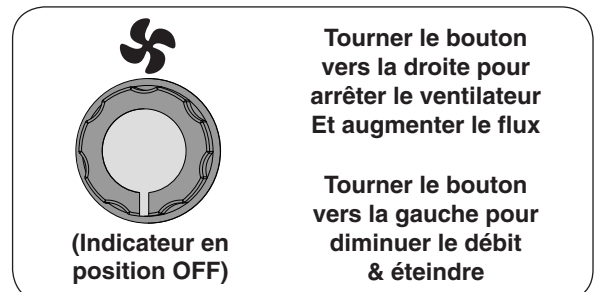


Fig. 46-4 Fan détail de bouton de réglage

## SERVICING AND CLEANING

The appliance, the fireplace, and the installation must be inspected annually. The appliance requires annual maintenance by a qualified professional service technician. Refer to these instructions for details. Performing these procedures will ensure proper operation, appearance, and safety.

**WARNING:** Unless turning on the unit is required: Turn off the gas and power to the unit and allow it to completely cool prior to servicing or cleaning.

**CAUTION:** Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation. Au moment de l'entretien des commandes, étiquetez tous les fils avant de les débrancher. Des erreurs de câblage peuvent entraîner un fonctionnement inadéquat et dangereux.

- Wear appropriate gloves and safety glasses during any servicing or cleaning. When handling the surround components and glass panel, be sure to wear clean non-marking gloves to ensure a clean finish and avoid any fingerprints.
- **DO NOT** use substitute materials when replacing any components of the appliance.
- Verify proper operation after servicing. S'assurer que l'appareil fonctionne adéquatement une fois l'entretien terminé.
- **DO NOT** clean when hot.

### ANNUAL CLEAN / INSPECTION

The following should only be performed annually by a qualified professional service technician:

1. When the unit is cool, remove the surround components from the appliance (wear gloves).
2. Remove the glass panel (wear gloves). Inspect it thoroughly for any damage to the glass, gasket, or overall assembly. Replace if necessary. Clean the glass to remove any build-up (which is a by-product of combustion). Reference the GLASS PANEL REMOVAL AND MAINTENANCE section for details.
3. **Carefully** remove the logs and glowing embers. **USE LATEX GLOVES AND HANDLE WITH CARE!** Inspect the logs. Chalking on the logs is normal. If excessive soot is present, reference the AIR SHUTTER ADJUSTMENT section, and ensure proper log placement when replacing. **DO NOT** ATTEMPT TO BRUSH OR VACUUM THE LOGS.  
**Store on a soft surface and in a safe location for future reinstallation.**
4. Inspect the burner and pilot assembly for any debris/blockages. Vacuum the firebox floor of the appliance, then use a compressed air duster (commonly available at an office supply store) to blow through all of the burner ports and the pilot assembly area.
5. Remove the insert from the fireplace (see the INSTALLATION - DIRECT VENT INSERT section for assistance in removal) and remove the rear panel (fan assembly attached). Vacuum the fan assembly. See the FAN ASSEMBLY CLEANING section for details. Re-install fan assembly and insert.
6. Check that the control box (left side of unit) and all appliance openings are clean and clear of any debris/blockages. The flow of combustion and ventilation air must not be obstructed.
7. Inspect the condition of any wiring for melting or damage. Refer to the wiring diagram in the SPECIFICATIONS AND DIMENSIONS section of this manual for overall orientation.
8. Check that the area around the appliance is kept clear and free from combustible materials, gasoline, and other flammable vapors and liquids.
9. Examine the entire vent system and termination for signs of blockage, obstruction, or dislocation of vent components. Reference the INSTALLATION section for re-installation details if required.
10. **Carefully** place new embers (contact your dealer) and replace the logs. Replace the glass panel and surround components as instructed in the INSTALLATION section of this manual.

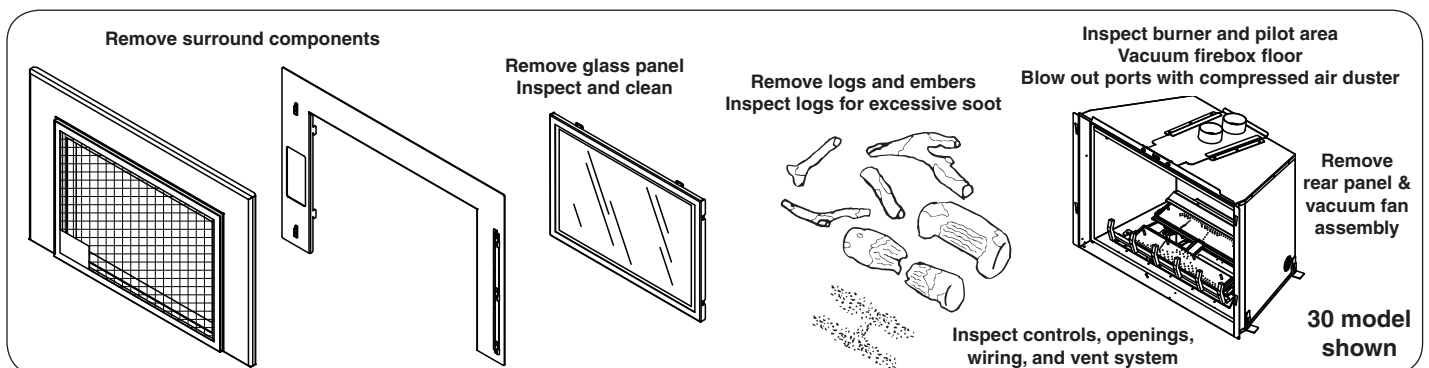


Fig. 47-1 Annual clean / inspection firebox overview

## GLASS PANEL REMOVAL AND MAINTENANCE

**WARNING:** DO NOT operate the appliance with the glass panel removed, cracked or broken. Replacement of the glass panel must be done by a qualified professional service technician.

Ne pas utiliser l'appareil si le panneau frontal en verre n'est pas en place, est craqué ou brisé. Confiez le remplacement du panneau à un technicien agréé.

- When handling the glass panel, be sure to wear clean non-marking gloves to ensure a clean finish and avoid any fingerprints.
- The glass panel of this appliance must only be replaced as a complete assembly provided by the manufacturer. DO NOT replace the glass separately.
- DO NOT abuse the glass panel by striking it or slamming it shut. Handle with extreme care!
- DO NOT use abrasive cleaners on the glass.
- DO NOT touch the glass panel when HOT!

### To remove the glass panel:

Open the surround door. Pull the spring latches (found on the top of the unit) outward and up over the two tabs found on the top of the panel. Then slowly rotate the panel downward and out of the tabs found on the bottom of the unit. See Fig. 48-1, "A-C".

To replace the glass panel, reference the INSTALLATION, GLASS PANEL section. *When inserting ensure that no media, objects, or debris exist along the bottom of the unit!*

### To clean the glass panel:

Clean the glass periodically to remove any build-ups caused by lint, dust, and/or combustion. It is recommended that the glass be cleaned 2-3 times during each heating season, depending on use and environment conditions.

Clean using a non-abrasive glass cleaner and a clean lint-free cloth.

Contact your local dealer if a glass panel replacement is required.

## PILOT BURNER APPEARANCE

Inspection requires the gas and power to be on. Reference the ANNUAL CLEAN/INSPECTION section for details on accessing the pilot.

Check the pilot system for proper flame size and appearance (see Fig. 48-2). The pilot flames should be blue and of large and equal size. The center flame should directly hit and fully engulf the thermopile. **If the pilot flame burns incorrectly, turn all control/remote system components to OFF and contact a qualified professional service technician.**

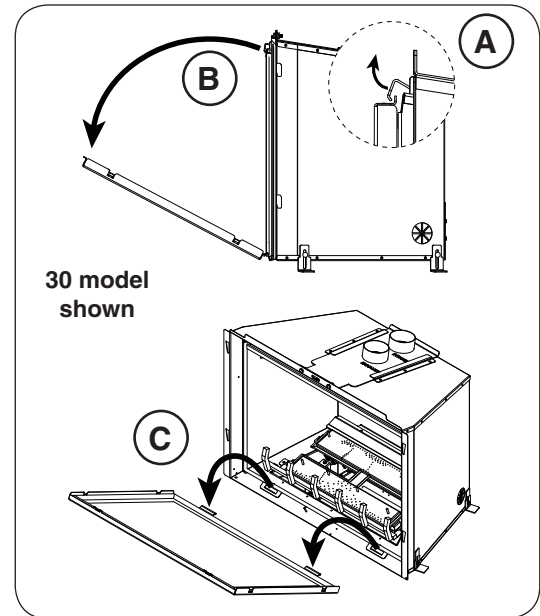


Fig. 48-1 Remove glass panel to clean

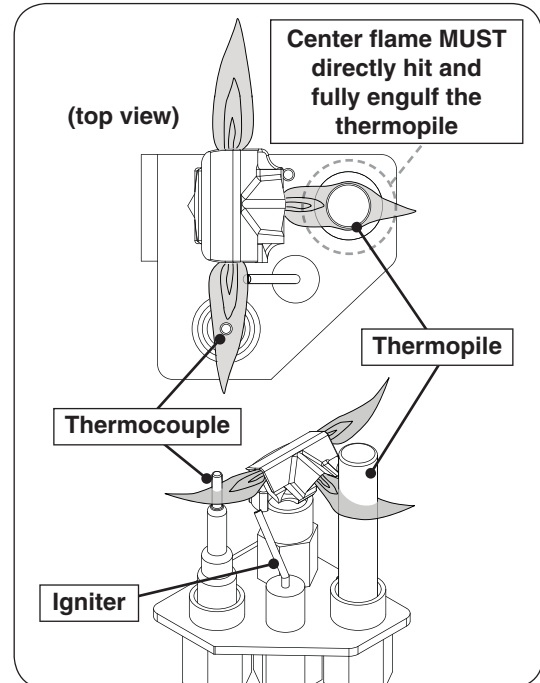


Fig. 48-2 Proper pilot flame appearance



## AIR SHUTTER ADJUSTMENT

The following should only be performed, if required, by a qualified professional service technician. Service requires the gas and power to be on.

The air shutters regulate the amount of primary air the burners receive, which affects flame appearance. The air shutters are preset at the factory based upon the gas the appliance is designed to burn. However, certain conditions like altitude and venting length may require air shutter field adjustment for proper combustion and flame presentation.

**The appliance should burn for approximately 15 minutes. By this time, the flames should be blue at the base and a combination of blue/yellow at the body and tips. Adjust the air shutter as needed.**

**Important:** For 30 and 36 models, only the **rear burner** requires adjustment.

**CAUTION:** Excessive sooting will occur when the air shutter(s) are closed too much. Lifting of the flame from the burner will occur when the air shutter(s) are open too much. Adjust accordingly.

### Air Shutter Adjustment Handle

25 burners and 30/36 rear burners are equipped with a wire handle to easily adjust the air shutter.

The air shutter adjustment handle is located at the bottom front of the unit. To gain access, open the surround door.

1. Ignite the burner.
2. Using needle nose pliers, gently grab the adjustment handle, and push/pull the wire as needed. **Pull to open, push to close.** See Fig. 49-1.

More air will result in shorter flames and less color, less air will result in bigger flames and more color.

**Note:** Make minimal adjustments. Very small changes result in major changes in flame appearance.

3. Observe the flames. Repeat the adjustment process until the proper flame is achieved.

### Air Shutter Adjustment via Burner Removal

**Note:** It is not recommended to adjust a 30/36 model front burner (to maintain proper operation).

1. Completely shut down the burner. Allow the appliance to completely cool.
2. An air shutter is located beneath each burner. Reference the ANNUAL CLEAN/INSPECTION section for details on accessing the front/rear burner. 30" rear burner adjustment shown here.
3. Remove the ember screen (if applicable) and left and right floor panels. See Fig. 49-3, "A" and "B".

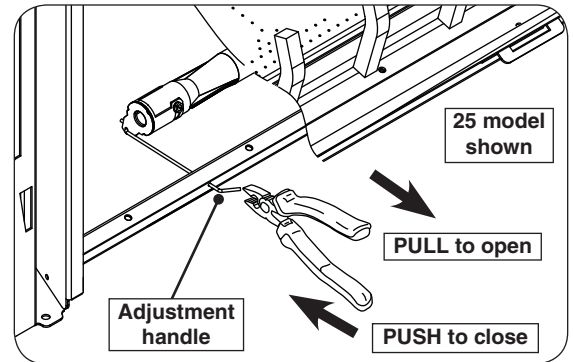


Fig. 49-1 Air shutter adjustment handle



Fig. 49-2 Proper flame appearance

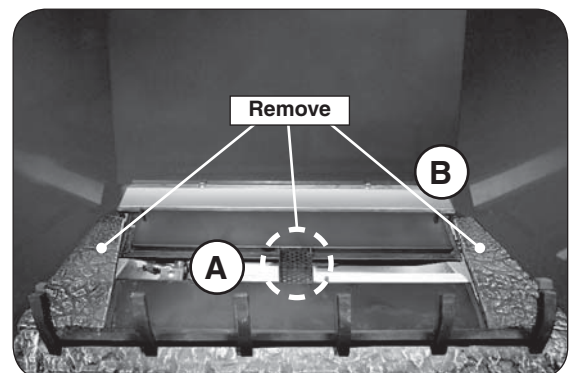


Fig. 49-3 Remove ember screen & floor panels

## SERVICING AND CLEANING (cont.)

4. Remove the grate and front burner. Use a  $\frac{5}{16}$ " nut driver to remove the two hex screws found on each side of the grate and front burner. See Fig. 50-1, "C".
5. Remove the 2 hex screws found on the rear baffle (30 models only) and the 2 hex screws found on the ends of the rear burner using a  $\frac{5}{16}$ " nut driver. Remove the baffle and rear burner (as applicable). See Fig. 50-1, "D" and "E".
6. Remove burners by sliding to the right, so that the venturi tubes clear the orifices, then fully out. See Fig. 50-2, "F".

**Note:** When removing a burner with a wire adjustment handle, be sure the handle comes out with the burner.

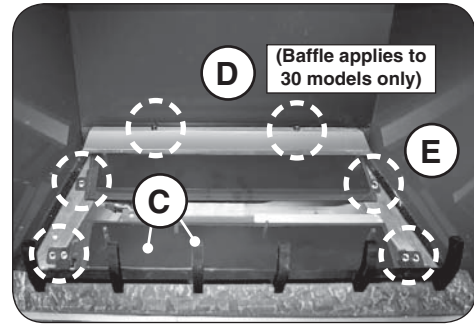
7. Adjust the air shutter (by hand) as needed (see Fig. 50-3).
  - More air will result in shorter flames and less color, less air will result in bigger flames and more color.
  - Make adjustments in  $\frac{1}{8}$ " increments. Very small changes result in major changes in flame appearance.
  - If adjustment is needed for a 30/36 model front burner, use a  $\frac{1}{4}$ " nut driver to loosen the air shutter screw. Be certain to re-tighten the screw when done.

**Note:** Do not tighten the screw on a burner equipped with a wire adjustment handle, as doing so will prevent the wire handle from functioning.

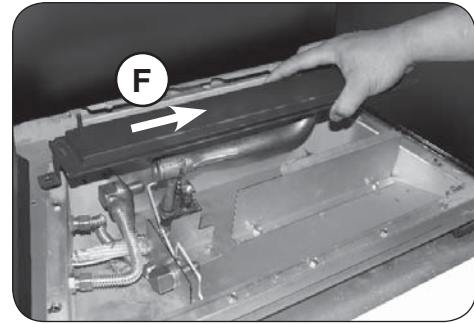
8. Properly replace the burner(s). Ensure the orifice is centered and completely inside the venturi tube.

**Note:** When replacing a burner with a wire adjustment handle, you will need to first place the wire into the hole found on the bottom front of the unit, then rotate the burner into place (see Fig. 50-4).

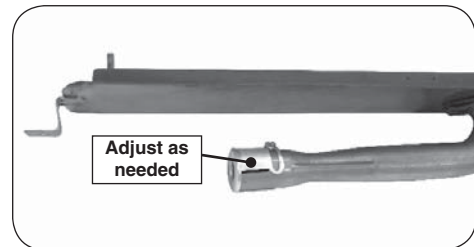
9. Ignite the burner and observe the flames. If required, repeat the adjustment process until the proper flame is achieved.
10. Be sure to properly re-install all appliance components.



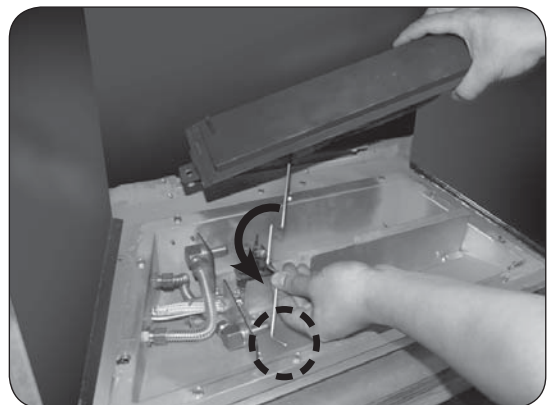
**Fig. 50-1** Remove grate, baffle hex screws, & burner(s)



**Fig. 50-2** Remove burner detail



**Fig. 50-3** Adjust air shutter



**Fig. 50-4** Replace burner & wire handle (select burners)



**Fig. 50-5** Proper flame appearance

## BATTERY REPLACEMENT

Ensure all control/remote system components are in the **OFF** position prior to any battery replacements. Turn off gas to the unit.

**Note:** Remote system syncing may be required after any battery replacements. See the SYNCHRONIZE REMOTE SYSTEM section if needed.

### Remote transmitter:

The remote transmitter requires two AA batteries to operate. Locate the transmitter, remove the lid (found on rear), and properly insert new batteries as marked. Re-secure the lid. See Fig. 51-1.

### Remote receiver:

The remote receiver requires 4 AA batteries to operate. Open the surround door and remove the surround fascia. Locate the receiver on the control box (see Fig. 51-2).

Remove the switch on the plate, then unfasten the plastic plate using a Phillips screwdriver (see Fig. 51-3). Slide the receiver to the left and out. Snap off the plate from the receiver. Remove the battery lid and properly insert new batteries as marked. See Fig. 51-4. Re-secure the lid, snap the plate back onto the receiver, replace the receiver, refasten using the screws, and replace the switch. Then replace the surround fascia and close the surround door.

**Note:** Ensure the remote receiver is in the **REMOTE** position after battery replacement - for ease of future remote lighting (manual lighting is not affected by this setting).

### Igniter:

The igniter requires 1 AA battery to operate. Open the surround door and locate the igniter on the control box (see Fig. 51-2). Unscrew the igniter cap (see Fig. 51-5, A).

Remove the old battery. Insert the new battery (negative end first) into the igniter, then replace the cap and tighten until snug (see Fig. 51-5, B). **DO NOT** overtighten.

Turn back on the gas to the unit.

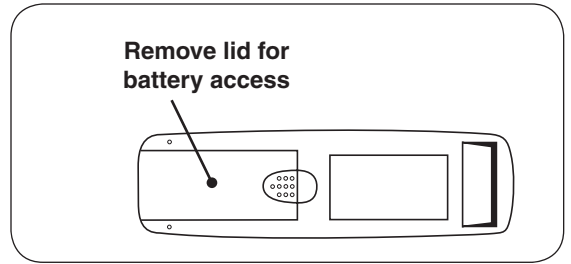


Fig. 51-1 Transmitter battery replacement

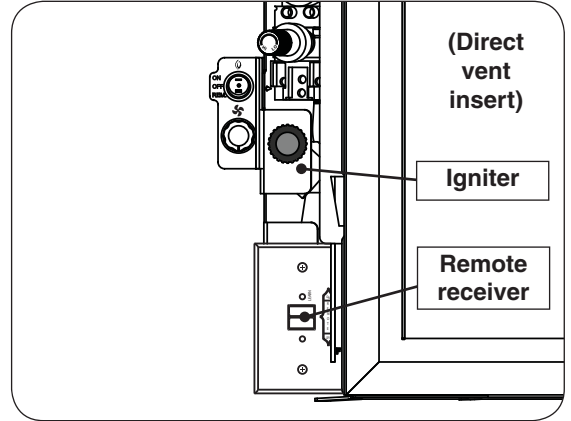


Fig. 51-2 Control box (left side of unit)

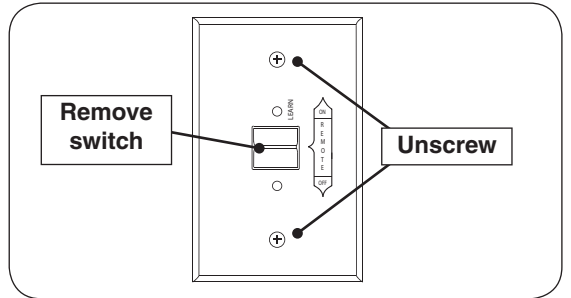


Fig. 51-3 Remove receiver for battery access

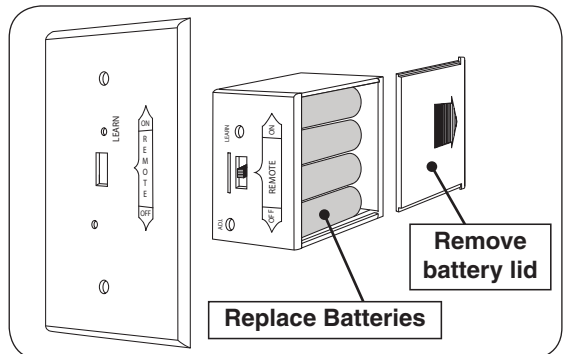


Fig. 51-4 Receiver battery replacement

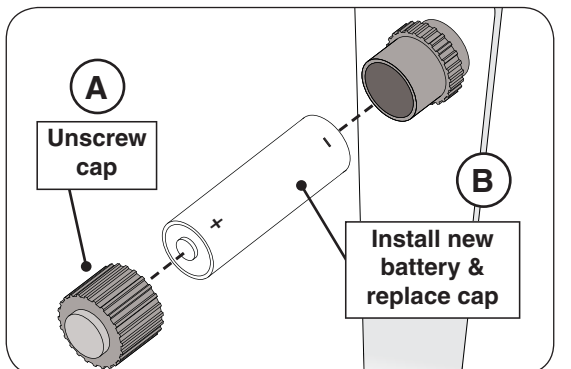


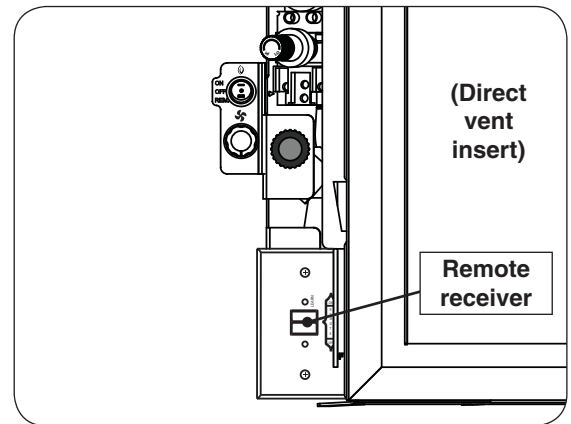
Fig. 51-5 Igniter battery replacement

## SYNCHRONIZE REMOTE SYSTEM

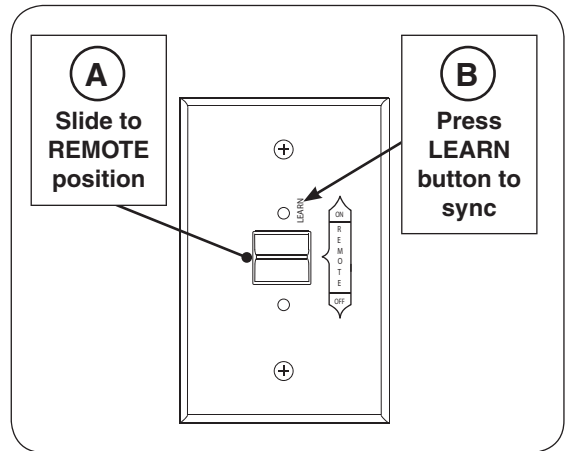
The remote system is synchronized at the manufacturer. However, should the remote transmitter and receiver require to be synced, follow the procedure below.

1. Open the surround door and remove the surround fascia. Locate the receiver on the control box (see Fig. 52-1).
2. Slide the 3-position switch on the receiver to the **REMOTE** position (reference Fig. 52-2, A).
3. Locate the **LEARN** button on the receiver (reference Fig. 52-2, B). Use the tip of a pen or a wire clip to push the **LEARN** button. The receiver will beep 1 time indicating that it is ready to synchronize with the remote transmitter.
4. Press and hold the **ON** button on the remote transmitter. A series of beeps will be heard to indicate that the transmitter's command is accepted and set to the particular code of the transmitter. The system is now synced.
5. Replace the surround fascia and close the surround door.

**Note:** Ensure the remote receiver remains in the **REMOTE** position after syncing - for ease of future remote lighting (manual lighting is not affected by this setting).



**Fig. 52-1** Control box (left side of unit)



**Fig. 52-2** Remove plate for battery access

## FAN ASSEMBLY CLEANING

The fan assembly **MUST** be cleaned annually to remove lint, dust, and any debris / build up. It is mounted to the rear of the insert.

1. Remove the insert from the fireplace. See the **INSTALLATION - DIRECT VENT INSERT** section for assistance in removal.
2. Disconnect the electrical cord from the power supply. Disconnect the flex connector from the gas supply (if needed for clearance).
3. Remove the 8 securing hex screws and the rear panel (fan assembly attached) using a  $\frac{5}{16}$ " nut driver or equivalent. See Fig. 53-1.
4. Slightly lift the panel up, then pull the panel and fan assembly out of the unit (see Fig. 53-2 and 53-3).
5. Vacuum the fan assembly, ensuring to remove all debris / build-up.
6. Re-install the fan assembly by first dropping in the bottom of the panel, then lifting up into place (see Fig. 53-4). Use the screws to re-fasten the panel.
7. Re-install the insert.

**CAUTION:** Ensure all interior components of the insert (i.e. decorative media, liners, panels) remain in their proper position after re-installing the insert (due to movement). **Adjust if needed.**

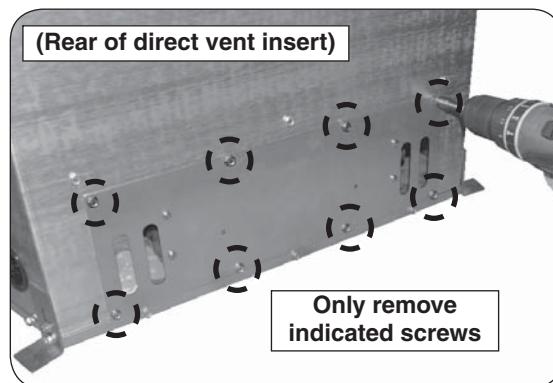
8. Be sure to re-connect the power cord, gas supply, and properly re-install all appliance components.

## FUEL CONVERSION KITS

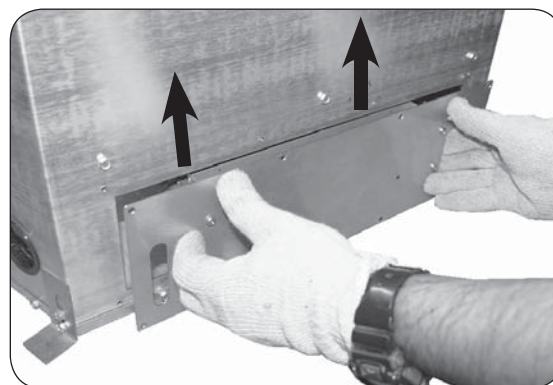
A certified kit is available from the manufacturer to convert your appliance from natural gas to L.P. or vice versa. Contact your dealer for ordering information.

CK32NAT(25,30,36)m    L.P. to Nat. Conversion Kit  
 CK32LP(25,30,36)m    Nat. to L.P. Conversion Kit

Follow the instructions provided with the kit when converting.



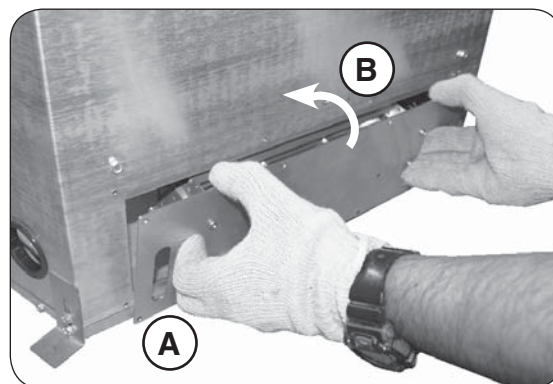
**Fig. 53-1** Unfasten rear panel



**Fig. 53-2** Lift panel for removal



**Fig. 53-3** Remove panel / fan assembly & clean



**Fig. 53-4** Re-install detail

Please use this page to record any information that you may want to have at hand.

## TROUBLESHOOTING

If you have trouble with your unit, please use this list to identify the problem. By trying one or more of the solutions to the possible cause, you should be able to solve the problem. If this list does not cover your present problem, or if you have other technical difficulties with your unit, please contact your local dealer or visit our web site at [www.rhpeterson.com](http://www.rhpeterson.com).

SYMPTOM	PROBABLE CAUSE	CORRECTIVE ACTION
<b>Soot (black coating) forms on glass panel, logs, or firebox liners</b>	<ol style="list-style-type: none"> <li>1. Improper log or ember placement</li> <li>2. Improper air shutter setting</li> <li>3. Not enough combustion air</li> </ol>	<ol style="list-style-type: none"> <li>1. Reference the instructions included with the log set for proper placement.</li> <li>2. Reference the AIR SHUTTER ADJUSTMENT section to properly adjust.</li> <li>3. Check venting system for proper air flow / venting.</li> </ol>
<b>White logs turn a darker color on initial use (Charred Mountain Birch log set only)</b>	<ol style="list-style-type: none"> <li>1. Curing process</li> </ol>	<ol style="list-style-type: none"> <li>1. Allow to burn for 6-8 hours, logs will return to original color.</li> </ol>
<b>Whistling coming from insert</b>	<ol style="list-style-type: none"> <li>1. Obstructed orifice opening, or flashback</li> <li>2. Gas supply flex line over-bent.</li> </ol>	<ol style="list-style-type: none"> <li>1. If noise is excessive, have a qualified professional service technician check the burners and the pilot orifices.</li> <li>2. Straighten bends in flex line or replace if whistling still occurs.</li> </ol>
<b>A change in flame appearance or burner operation</b>	<ol style="list-style-type: none"> <li>1. Change in gas pressure</li> <li>2. Improper log or ember placement</li> </ol>	<ol style="list-style-type: none"> <li>1. Contact the gas supplier to check gas pressure.</li> <li>2. Reference the instructions included with the log set for proper placement.</li> </ol>
<b>Low flame</b>	<ol style="list-style-type: none"> <li>1. Low gas pressure</li> <li>2. The flame height is set to the lowest setting</li> <li>3. Blocked burner ports</li> <li>4. Faulty valve</li> </ol>	<ol style="list-style-type: none"> <li>1. Contact the gas supplier to check gas pressure.</li> <li>2. Adjust the flame height (see LIGHTING INSTRUCTIONS section, Flame Height Adjustment).</li> <li>3. Contact a qualified professional service technician.</li> <li>4. Contact a qualified professional service technician.</li> </ol>
<b>Burner(s) turns on, then go out</b>	<ol style="list-style-type: none"> <li>1. Gas not reaching appliance</li> <li>2. Improper venting system setup</li> <li>3. Pilot flame is not engulfing the thermopile or thermopile sensors</li> </ol>	<ol style="list-style-type: none"> <li>1. Check the gas supply and gas shut-off valve.</li> <li>2. Check venting system to ensure that the <i>intake</i> vent pipe coming from the termination connects to the <i>intake</i> port on the appliance below, and that the <i>exhaust</i> vent pipe coming from the termination connects to the <i>exhaust</i> port on the appliance. Contact a qualified professional service technician.</li> <li>3. Contact a qualified professional service technician.</li> </ol>
<b>Main burner turns on, then flame lifts off of burner until it completely extinguishes (Cycle repeats every 15 seconds)</b>	<ol style="list-style-type: none"> <li>1. Vent blockage</li> <li>2. Long venting system or cold weather</li> <li>3. Inlet/exhaust connection is reversed</li> </ol>	<ol style="list-style-type: none"> <li>1. Ensure that the vent pipes are not crimped, and the termination cap is not obstructed. See VENTING REQUIREMENTS section.</li> <li>2. Establish a proper air flow by operating the pilot (only) for approximately 10 minutes. For models vented 20' or more ensure the air shutter is adjusted for proper burner ignition. <b>For D1-30 and D1-36 models adjust the rear burner only.</b></li> <li>3. Check for proper vent connection. See INSTALLATION section.</li> </ol>

## TROUBLESHOOTING (cont.)

SYMPTOM	PROBABLE CAUSE	CORRECTIVE ACTION
<p><b>Flame is blue and lifting off of burner</b></p> <p style="text-align: center;">-or-</p> <p><b>Flame is yellow and causing sooting</b></p>	<p>1. Improper air shutter setting</p>	<p>1. Reference the AIR SHUTTER ADJUSTMENT section to properly adjust.</p>
<p><b>The pilot does not light and the igniter is sparking</b></p>	<p>1. Gas is not reaching the appliance</p> <p>2. Air in gas line</p> <p>3. Improper lighting</p>	<p>1. Check the gas supply and gas shut-off valve.</p> <p>2. Purge gas line of air (contact a qualified professional service technician if required).</p> <p>3. Refer to LIGHTING INSTRUCTIONS section regarding proper lighting.</p>
<p><b>No spark at pilot</b></p>	<p>1. Igniter battery drained</p> <p>2. Loose wire connections</p>	<p>1. Check/replace batteries in igniter module (see BATTERY REPLACEMENT section).</p> <p>2. Ensure all wire connections are secure (see the appropriate wire diagram).</p>
<p><b>Nothing happens when the appliance is turned on, but the pilot is on</b></p>	<p>1. Thermopile not generating sufficient millivolts.</p> <p>2. REMOTE LIGHTING: 3-position mode switch or remote receiver is in off position (not remote)</p> <p>3. 3-position mode switch malfunction</p>	<p>1. Allow 30 seconds for pilot to stabilize, then turn unit on.</p> <p>2. Refer to LIGHTING INSTRUCTIONS section regarding proper lighting.</p> <p>3. Check terminal at switch for proper connections, or contact dealer for replacement.</p>
<p><b>Unit stays "ON" when turned off</b></p>	<p>1. Remote transmitter or remote receiver batteries drained</p> <p>2. 3-position mode switch is in the <b>ON</b> position.</p>	<p>1. Check/replace batteries (see BATTERY REPLACEMENT section).</p> <p>2. Turn mode switch to <b>REMOTE</b> position to turn off via remote control or turn mode switch to <b>OFF</b> position to turn off manually.</p>



## TROUBLESHOOTING (cont.)

SYMPTOM	PROBABLE CAUSE	CORRECTIVE ACTION
<p><b>Remote receiver does not respond to remote transmitter</b></p>	<ol style="list-style-type: none"> <li>1. Receiver batteries are dead</li> <li>2. Remote system is not synced</li> <li>3. Transmitter out of range</li> <li>4. Remote transmitter in KEY LOCK mode</li> <li>5. 3-position mode switch or remote receiver is in off position (not remote)</li> </ol>	<ol style="list-style-type: none"> <li>1. Check/replace batteries in remote receiver (see BATTERY REPLACEMENT section).</li> <li>2. See SYNCHRONIZE REMOTE SYSTEM section to sync.</li> <li>3. Ensure transmitter is within 20'-25' operating range.</li> <li>4. See REMOTE OPERATION INSTRUCTIONS, KEY LOCK section.</li> <li>5. Refer to LIGHTING INSTRUCTIONS section regarding proper lighting.</li> </ol>
<p><b>Fan does not work</b></p>	<ol style="list-style-type: none"> <li>1. Appliance is not receiving power</li> <li>2. Thermal disc sensor malfunction</li> </ol>	<ol style="list-style-type: none"> <li>1. Check that power supply cord is properly plugged in. Check building circuit breaker.</li> <li>2. Contact dealer for replacement.</li> </ol>

# WARRANTY

## PETERSON REALFYRE DIRECT-VENT GAS APPLIANCE INSERT LIMITED WARRANTY

Robert H. Peterson Co. ("RHP") warrants your Realfyre direct-vent gas insert ("insert") to be free from defects in materials and workmanship.

The insert body and firebox are **WARRANTED as long as you own them (lifetime)**.

Peterson burner assemblies are **WARRANTED for TEN (10) YEARS**.

Peterson ceramic glass panel is **WARRANTED for FIVE (5) YEARS (thermal breakage only)**.

Peterson gas logs, glass, gems, and nuggets are **WARRANTED for FIVE (5) YEARS**.

Peterson electrical and gas components, igniters, remote controls and all other components are covered by a **ONE (1) YEAR Limited Warranty (excluding batteries, light bulbs and venting components supplied by others)**.

### A COPY OF YOUR SALES SLIP FOR PROOF OF PURCHASE IS REQUIRED

This warranty applies to the original purchaser for products which are installed in the United States or Canada and which are operated and maintained as intended for single family residential usage. This warranty is valid only with proof of purchase, shall commence on the date of purchase, and shall terminate (both as to original and any replacement products) on the anniversary date of the original purchase of the product stated on the above schedules.

This warranty covers defects in material and workmanship. This warranty **does not** cover parts which become defective as a result of negligence, misuse, use not in compliance with the Owner's Manual/Installation Instructions, accidental damage, improper handling, improper storage, improper installation, **lack of required routine maintenance** (as specified in the Owner's Manual/Installation Instructions), electrical damage, local gas impurities or failure to protect against combustibles. Product must be installed (and gas must be connected) as specified in the Owner's Manual/Installation Instructions by a **qualified professional installer**. Modifications to products which are not specifically authorized will void this warranty. Accessories, parts, valves, remotes, etc. when used must be Peterson products or this warranty is void. Warranted items will be repaired or replaced at Peterson's sole discretion. This warranty **does not** apply to rust, corrosion, oxidation, or discoloration unless the affected part becomes inoperable.

This warranty **does not** cover labor or labor related charges, except as provided by separate specific written programs from the Peterson Co. All repair work must be performed by a qualified professional service person and requires prior approval of Peterson.

Peterson may require the defective product or part to be returned to the factory to determine the cause of failure. Peterson will pay freight charges if the product or part is determined to be defective. This warranty does not cover breakage in shipment from our (Independent) distributor to its customer if the damage is determined to have occurred during that shipment.

This warranty specifically excludes liability for **indirect, incidental**, or consequential damages. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you. This warranty gives you specified legal rights, and you may have other rights that vary from state to state or province.

For additional information regarding this warranty, or to place a warranty claim, contact the R. H. Peterson dealer where the product was purchased.

When contacting your Peterson dealer or the R. H. Peterson Co., please provide the following information:

- Your name, address, telephone number, e-mail
- Sales receipt showing where purchased and date purchased
- Model number, serial number of product, date code
- Relevant information: installer, additions, repairs, when defect was first noted

**TO REGISTER YOUR PRODUCT ONLINE GO TO: WWW.RHPETERSON.COM, AND CLICK ON PRODUCT REGISTRATION. THANK YOU FOR YOUR PURCHASE.**

<b>Quality Check</b>			<b>Date:</b> _____		
<b>Burner Orifices</b>	Nat.	L.P.	<b>Leak Test:</b> _____	<b>Model#:</b> _____	
<b>Front:</b>	_____	_____	<b>Burn Test:</b> _____	<b>Serial#:</b> _____	
<b>Rear:</b>	_____	_____	<b>Gas Type:</b> <u>Nat. / L.P.</u>	<b>Air Shutter:</b> _____	
				<b>Inspector:</b> _____	