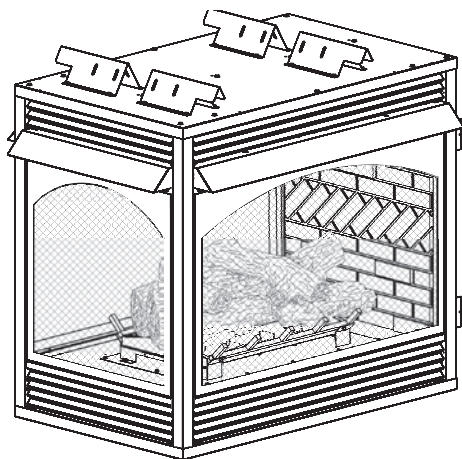


# INSTALLATION INSTRUCTIONS AND OWNER'S MANUAL

## PENINSULA SHOWN



GAS-FIRED



**LISTED**

U.L. FILE:  
MH46389

ANSI Z21.11.2 Gas Fired Decorative Type  
Unvented Room Heaters.

### INSTALLER:

Leave this manual with the appliance.

### CONSUMER:

Retain this manual for future reference.

### ⚠ 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**
  - Do not try to light any appliance.
  - Do not touch any electrical switch; do not use any phone in your building.
  - Leave the building immediately.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency or the gas supplier.

## PREMIUM VENT-FREE MULTI-SIDED FIREPLACES

### SEE-THROUGH FIREPLACE MODELS:

VFP36SP32EN-3  
VFP36SP32EP-3

### PENINSULA FIREPLACE MODELS:

VFP36PP32EN-3  
VFP36PP32EP-3

### ⚠ WARNING

If not installed, operated and maintained in accordance with the manufacturer's instructions, this product could expose you to substances in fuel or from fuel combustion which can cause death or serious illness.

This is an unvented gas-fired heater. It uses air (oxygen) from the room in which it is installed. Provisions for adequate combustion and ventilation air must be provided. Refer to page 8.

### WATER VAPOR: A BY-PRODUCT OF UNVENTED ROOM HEATERS

Water vapor is a by-product of gas combustion. An unvented room heater produces approximately one (1) ounce (30ml) of water for every 1,000 BTU's (.3KW's) of gas input per hour. Refer to page 8.

This appliance may be installed in an aftermarket permanently located, manufactured (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.

NATIONAL  
FIREPLACE  
INSTITUTE



**CERTIFIED**  
[www.nficertified.org](http://www.nficertified.org)

We suggest 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.

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# CARTON CONTENTS

## CARTON CONTENTS

- Fireplace Assembly
- Lava Rock Package
- Soot Warning Sheet

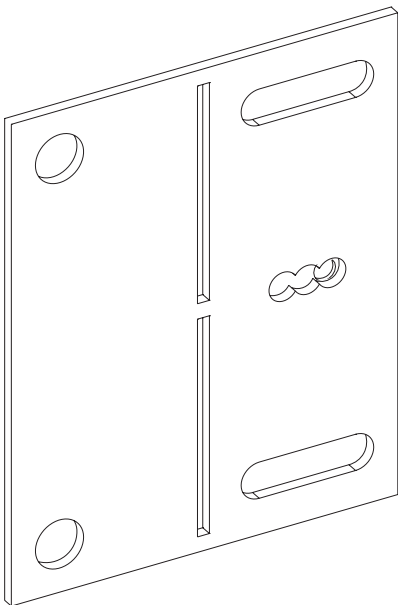
## INSTALLATION PACKAGE

1. Rockwool Packet
2. Installation Instructions
3. Serial Number Tag
4. Warranty Card

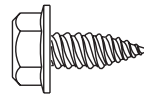
## HARDWARE PACKAGE (SEE FIGURE BELOW)

- Nailing Flange
- #10 x 1/2" Phillips Hex Head Screw
- #10 x 1/2" Phillips Truss Head Screw
- Romex Connector

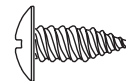
# HARDWARE PACKAGE



NAILING FLANGE (8)



#10 X 1/2" PHILLIPS HEX HEAD SCREW (24)



#10 X 1/2" PHILLIPS HEX HEAD SCREW (10)

**NOTICE:** Hardware shown to scale where possible.

**NOTICE:** Two hardware packages are included in the carton contents. Hardware quantities shown above are total received.

# IMPORTANT SAFETY INFORMATION

**⚠ DANGER:** Indicates a hazardous situation which, if not avoided, will result in death or serious injury.

**⚠ WARNING:** Indicates a hazardous situation which, if not avoided, could result in death or serious injury.

**⚠ CAUTION:** Indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

**NOTICE:** Addresses practices not related to personal injury.

- An unvented room heater having an input rating of more than 6,000 Btu per hour shall not be installed in a bathroom
- An unvented room heater having an input rating of more than 10,000 Btu per hour shall not be installed in a bedroom or bathroom.
- Due to high temperatures, the appliance should be located out of traffic and away from furniture and draperies.
- Children and adults should be alerted to the hazard of high surface temperature and should stay away to avoid burns or clothing ignition.
- Young children should be carefully supervised when they are in the same room with the appliance.
- Do not place clothing or other flammable material on or near the appliance.
- Avoid the use of scented air fresheners (plug in type air fresheners, etc.) while the fireplace is in operation. Air fresheners produce a residue in the air similar to candles and may produce a soot like substance.
- Avoid the use of scented or decorative candles while the log set is in operation. Candles produce a residue in the air that creates a soot like substance. Burning candles while the log set is operating magnifies the problem. It should be noted that candles, in general, produce soot. The amount of time burned and the quantity of candles burned will determine the amount of soot produced and deposited.
- Installation and repair should be done by a QUALIFIED SERVICE PERSON. This 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 materials, etc. It is imperative that control compartments, burners and circulating air passageways of the appliance be kept clean.
- DO NOT use this room heater if any part has been under water. Immediately call a qualified service technician to inspect the room heater and to replace any part of the control system and any gas control which has been under water.
- You must operate heater with fireplace screen in place.
- Do not place trash, logs or other articles on the log set during operation.
- During manufacturing, fabricating and shipping, various components of this appliance are treated with certain oils, films or bonding agents. These bonding agents are not harmful but may produce annoying smoke and smells as they are burned off during initial operation of the appliance. This is a normal temporary occurrence. A window should be opened during the initial bake out period.
- Correct installation of the ceramic fiber logs, proper location of the heater and annual cleaning are necessary to avoid potential problems with sooting. Sooting, resulting from improper installation or operation, can settle on surfaces outside the fireplace. See instructions for proper installation.
- **⚠ WARNING:** Do not allow fans to blow directly into the fireplace. Avoid any drafts that alter burner flame patterns.
- **⚠ WARNING:** Do not use a blower insert, heat exchanger insert or other accessory not approved for use with this heater.

- **⚠ WARNING!** This fireplace needs fresh air for ventilation to run properly. This fireplace has an ODS (oxygen depletion sensor) which will shut down the heater if adequate fresh air is not available. See troubleshooting section in the instructions.
- **⚠ WARNING:** DO NOT operate this appliance unless all components including logs, burners, and controls are in good working condition. Never operate this appliance if any log or twig is broken, or out of their intended position. Refer to the Log set placement instructions for correct log and twig positioning. Replacement components are available through your local dealer as indicated in the How to Order Repair Parts section of the appliance manual.
- Keep appliance area clear and free from combustible materials, gasoline and other flammable vapors and liquids.
- **⚠ WARNING:** Failure to keep the primary air opening(s) of the burner(s) clean may result in sooting and property damage.

## **⚠ WARNING**

When used without adequate combustion and ventilation air, heater may give off CARBON MONOXIDE, an odorless, poisonous gas.

Do not install heater until all necessary provisions are made for combustion and ventilation air. Consult the written instructions provided with the heater for information concerning combustion and ventilation air. In the absence of instructions, refer to the National Fuel Gas Code, ANSI Z223.1/NFPA 54, Air for Combustion and Ventilation, or applicable local codes.

This heater is equipped with a PILOT LIGHT SAFETY SYSTEM designed to turn off the heater if not enough fresh air is available.

### **DO NOT TAMPER WITH PILOT LIGHT SAFETY SYSTEM!**

If heater shuts off, do not relight until you provide fresh air.

If heater keeps shutting off, have it serviced. Keep burner and control compartment clean.

### **CARBON MONOXIDE POISONING MAY LEAD TO DEATH.**

Early signs of carbon monoxide poisoning resemble the flu, with headache, dizziness and/or nausea. If you have these signs, heater may not be working properly. Get fresh air at once! Have heater serviced.

Some people — pregnant women, persons with heart or lung disease, anemia, those under the influence of alcohol, those at high altitudes — are more affected by carbon monoxide than others.

The pilot light safety system senses the depletion of oxygen at its location. If this heater is installed in a structure having a high vertical dimension, the possibility exists that the oxygen supply at the higher levels will be less than that at the heater. In this type of application, a fan to circulate the structure air will minimize this effect. The use of this fan will also improve the comfort level in the structure. When a fan is used to circulate air, it should be located so that the air flow is not directed at the burner.

# SAFETY INFORMATION FOR USERS OF PROPANE GAS

Propane is a flammable gas which can cause fires and explosions. In its natural state, propane is odorless and colorless. You may not know all the following safety precautions which can protect both you and your family from an accident. Read them carefully now, then review them point by point with the

members of your household. Someday when there may not be a minute to lose, everyone's safety will depend on knowing exactly what to do. If, after reading the following information, you feel you still need more information, please contact your gas supplier.

## PROPANE GAS WARNING ODOR

**If a gas leak happens, you should be able to smell the gas because of the odorant put in the Propane Gas. That's your signal to go into immediate action!**

- Do not operate electric switches, light matches, use your phone. Do not do anything that could ignite the gas.
- Get everyone out of the building, vehicle, trailer, or area. Do that IMMEDIATELY.
- Close all gas tank or cylinder supply valves.
- Propane Gas is heavier than air and may settle in low areas such as basements. When you have reason to suspect a gas leak, keep out of basements and other low areas. Stay out until firefighters declare them to be safe.
- Use your neighbor's phone and call a trained Propane Gas service person and the fire department. Even though you may not continue to smell gas, do not turn on the gas again. Do not re-enter the building, vehicle, trailer, or area.
- Finally, let the service man and firefighters check for escaped gas. Have them air out the area before you return. Properly trained Propane Gas service people should repair the leak, then check and relight the gas appliance for you.

## NO ODOR DETECTED - ODOR FADE

**Some people cannot smell well. Some people cannot smell the odor of the chemical put into the gas. You must find out if you can smell the odorant in propane.** Smoking can decrease your ability to smell. Being around an odor for a time can affect your sensitivity or ability to detect that odor. Sometimes other odors in the area mask the gas odor. People may not smell the gas odor or their minds are on something else. Thinking about smelling a gas odor can make it easier to smell.

**The odorant in Propane Gas is colorless, and it can fade under some circumstances.** For example, if there is an underground leak, the movement of the gas through soil can filter the odorant. Odorants in Propane Gas also are subject to oxidation. This fading

can occur if there is rust inside the storage tank or in iron gas pipes.

The odorant in escaped gas can adsorb or absorb onto or into walls, masonry and other materials and fabrics in a room. That will take some of the odorant out of the gas, reducing its odor intensity.

Propane Gas may stratify in a closed area, and the odor intensity could vary at different levels. Since it is heavier than air, there may be more odor at lower levels. Always be sensitive to the slightest gas odor. If you detect any odor, treat it as a serious leak. Immediately go into action as instructed earlier.

## SOME POINTS TO REMEMBER

- **Learn to recognize the odor of Propane Gas.** Your local Propane Gas Dealer can give you a "Scratch and Sniff" pamphlet. Use it to find out what the propane odor smells like. If you suspect that your Propane Gas has a weak or abnormal odor, call your Propane Gas Dealer.
- If you are not qualified, do not light pilot lights, perform service, or make adjustments to appliances on the Propane Gas system. If you are qualified, consciously think about the odor of Propane Gas prior to and while lighting pilot lights or performing service or making adjustments.
- Sometimes a basement or a closed-up house has a musty smell that can cover up the Propane Gas odor. Do not try to light pilot lights, perform service, or make adjustments in an area where the conditions are such that you may not detect the odor if there has been a leak of Propane Gas.
- Odor fade, due to oxidation by rust or adsorption on walls of new cylinders and tanks, is possible. Therefore, people should be particularly alert and careful when new tanks or cylinders are placed in service. Odor fade can occur in new tanks, or reinstalled old tanks, if they are filled and allowed to set too long before refilling. Cylinders and tanks which have been out of service for a time may develop internal rust which will cause odor fade. If such conditions are suspected to exist, a periodic sniff test of the gas is advisable. **If you have any question about the gas odor, call your Propane Gas Dealer. A periodic sniff test of the Propane Gas is a good safety measure under any condition.**
- If, at any time, you do not smell the Propane Gas odorant and you think you should, assume you have a leak. Then take the same immediate action recommended above for the occasion when you do detect the odorized Propane Gas.
- If you experience a complete "gas out," (the container is under no vapor pressure), turn the tank valve off immediately. If the container valve is left on, the container may draw in some air through openings such as pilot light orifices. If this occurs, some new internal rusting could occur. If the valve is left open, then treat the container as a new tank. Always be sure your container is under vapor pressure by turning it off at the container before it goes completely empty or having it refilled before it is completely empty.



# INTRODUCTION

## Instructions to Installer

1. Installer must leave instruction manual with owner after installation.
2. Installer must have owner fill out and mail warranty card supplied with unvented room heater.
3. Installer should show owner how to start and operate unvented room heater.

Always consult your local Building Department regarding regulations, codes or ordinances which apply to the installation of an unvented room heater.

This appliance may be installed in an aftermarket\* manufactured (mobile) home, where not prohibited by state or local codes.

\*Aftermarket: Completion of sale, not for purpose of resale, from the manufacturer.

## Well Head Gas Installations

Some natural gas utilities use "well head" gas. This may affect the Btu output of the unit and promote sooting. Units shall not be converted to use well head gas.

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.

### WARNING

**Any change to this heater or its controls can be dangerous. Improper installation or use of the heater can cause serious injury or death from fire, burns, explosion or carbon monoxide poisoning.**

This series is design certified in accordance with American National Standard Z21.11.2 by the Underwriters Laboratories, Inc. as an Unvented Room Heater and should be installed according to these instructions.

**Any alteration of the original design, installed other than as shown in these instructions or use with a type of gas not shown on the rating plate is the responsibility of the person and company making the change.**

## 750 Millivolt System

When you ignite the pilot, the thermocouple produces millivolts (electrical current) which energizes the magnet in the gas valve. After 30 seconds to 1 minute time period you can release the gas control knob and the pilot will stay ON. Allow your pilot flame to operate an additional one (1) to two (2) minutes before you turn the gas control knob from the PILOT position to the ON position. This time period allows the millivolts (electrical energy) to build-up to a sufficient level allowing the gas control to operate properly.

## Important

All correspondence should refer to complete Model Number, Serial Number and type of gas.

**Attention: During initial use of ceramic log you will detect an odor as the ceramic log is cured. Also, during the curing process the ceramic log will burn with a yellow flame.**

**NOTICE:** During initial firing of this unit, its paint will bake out, and smoke will occur. To prevent triggering of smoke alarms, ventilate the room in which the unit is installed.

## Installation on Rugs and Tile

If this appliance is installed directly on carpeting, tile or other combustible material other than wood flooring the appliance shall be installed on a metal or wood panel extending the full width and depth of the appliance.

The base referred to above does not mean the fire-proof base as used on wood stoves. The protection is for rugs that are extremely thick and light colored tile.

Solid-fuels shall not be burned in a masonry or *UL 127* factory-built fireplace in which an unvented room heater is installed.

## Qualified Installing Agency

Installation and replacement of gas piping, gas utilization equipment or accessories and repair and servicing of equipment shall be performed only by a qualified agency. The term "qualified agency" means any individual, firm, corporation or company which either in person or through a representative is engaged in and is responsible for (a) the installation or replacement of gas piping or (b) the connection, installation, repair or servicing of equipment, who is experienced in such work, familiar with all precautions required and has complied with all the requirements of the authority having jurisdiction.

Commonwealth of Massachusetts: The installation must be made by a licensed plumber or gas fitter in the Commonwealth of Massachusetts.

Sellers of unvented propane or natural gas-fired supplemental room heaters shall provide to each purchaser a copy of 527 CMR 30 upon sale of the unit.

In the Commonwealth of Massachusetts, unvented propane and natural gas-fired space heaters shall be prohibited in bedrooms and bathrooms.

The installation must conform with local codes or, in the absence of local codes, with the National Fuel Gas Code, International Fuel Gas Code, ANSI Z223.1.\*

\*Available from the American National Standards Institute, Inc. 1430 Broadway, New York, N.Y. 10018.

### WARNING

**This appliance is equipped for (natural gas or propane) gas. Field conversion is not permitted.**

# SPECIFICATIONS

Model	VFP36(SP,PP)32EN (Natural)	VFP36(SP,PP)32EP (Propane)
Input Maximum	38,000	38,000
Minimum	25,000	30,000
Overall Dimensions		
Height without standoff	37 3/4"	37 3/4"
Width	39"	39"
Depth	24"	24"
Gas Inlet	3/8"	3/8"

Log Sets (Ordered Separately)
LSU24RR-2

Accessories	
EK-1	Embers Kit
EK2	Embers Kit
PE-20	Platinum Embers
FBB5	Automatic Blower
SCV-1	Speed Control, Variable for use with FBB5
FRBC	Battery Operated Remote Control
FRBTC	Battery Operated Remote Control with Thermostat
FRBTP	Remote-Battery Operated with Programmable Thermostat
FREC	Electric Remote Control
FWS	Wall Switch
TMV	Wall Thermostat, Millivolt - Reed Switch
TRW	Remote Wall Thermostat
LK2	Accent Light Kit

# WATER VAPOR: A BY-PRODUCT OF UNVENTED ROOM HEATERS

Water vapor is a by-product of gas combustion. An unvented room heater produces approximately one (1) ounce (30ml) of water for every 1,000 BTU's (.3KW's) of gas input per hour.

Unvented room heaters are recommended as supplemental heat (a room) rather than a primary heat source (an entire house). In most supplemental heat applications, the water vapor does not create a problem. In most applications, the water vapor enhances the low humidity atmosphere experienced during cold weather.

The following steps will help insure that water vapor does not become a problem.

1. Be sure the heater is sized properly for the application, including ample combustion air and circulation air.
2. If high humidity is experienced, a dehumidifier may be used to help lower the water vapor content of the air.
3. Do not use an unvented room heater as the primary heat source.

## PROVISIONS FOR ADEQUATE COMBUSTION & VENTILATION AIR

This heater shall not be installed in a confined space or unusually tight construction unless provisions are provided for adequate combustion and ventilation air.

A confined space is an area with volume less than 50 cubic feet per 1,000 Btuh of the combined input rates of all appliances drawing combustion air from that space. Small areas such as equipment rooms are confined spaces. Furnaces installed in a confined space which supply heated air to areas outside the space must draw return air from outside the space through tightly sealed return air ducts. A confined space must have 2 openings into the space for combustion air. One opening must be within 12 inches of the ceiling and the other must be within 12 inches of the floor. The required sizing of these openings is determined by whether inside or outside air is used to support combustion, the method by which the air is brought to the space (vertical or horizontal duct) and by the total input rate of all appliances in the space.

### Unusually Tight Construction

The air that leaks around doors and windows may provide enough fresh air for combustion and ventilation. However, in buildings of unusually tight construction, you must provide additional fresh air.

**Unusually tight construction is defined as construction where:**

- a. Walls and ceilings exposed to the outside atmosphere have a continuous water vapor retarder with a rating of one perm or less with openings gasketed or sealed, and
- b. Weather-stripping has been added on openable windows and doors, and
- c. Caulking or sealants are applied to areas such as joints around window and door frames, between sole plates and floors, between wall-ceiling joints, between wall panels, at penetrations for plumbing, electrical, and gas lines, and at other openings.

If your home meets all of the three criteria above, you must provide additional fresh air. See "**Ventilation Air From Outdoors**," page 9.

### Determining if You Have a Confined or Unconfined Space

Use this worksheet to determine if you have a confined or unconfined space.

**Space:** Includes the room in which you will install heater plus any adjoining rooms with doorless passageways or ventilation grills between the rooms.

1. Determine the volume of the space (length x width x height).  
Length x Width x Height = \_\_\_\_\_ cu. ft. (volume of space)  
*Example:* Space size 16 ft. (length) x 10 ft. (width) x 8 ft. (ceiling height) = 1,280 cu. ft. (volume of space)

If additional ventilation to adjoining room is supplied with grills or openings, add the volume of these rooms to the total volume of the space.

2. Divide the space volume by 50 cubic feet to determine the maximum BTU/Hr the space can support.

\_\_\_\_\_ (volume of space) ÷ 50 cu. ft. = (maximum BTU/Hr the space can support)

*Example:* 1,280 cu. ft. (volume of space) ÷ 50 cu. ft. = 25.6 or 25,600 (maximum BTU/Hr the space can support)

3. Add the BTU/Hr of all fuel burning appliances in the space.

Vent-free heater	_____	BTU/Hr
Gas water heater	_____	BTU/Hr
Gas furnace	_____	BTU/Hr
Vented gas heater	_____	BTU/Hr
Gas fireplace logs	_____	BTU/Hr
Other gas appliances* +	_____	BTU/Hr
Total =	_____	BTU/Hr

*Example:*

Vented gas heater	20,000	BTU/Hr
Vent-free heater +	18,000	BTU/Hr
Total =	38,000	BTU/Hr

\*Do not include direct-vent gas appliances. Direct vent draws combustion air from the outdoors and vents to the outdoors.

4. Compare the maximum BTU/Hr the space can support with the actual amount of BTU/Hr used.

\_\_\_\_\_ BTU/Hr (maximum the space can support)  
\_\_\_\_\_ BTU/Hr (actual amount of BTU/Hr used)

*Example:*

25,600	BTU/Hr (maximum the space can support)
38,000	BTU/Hr (actual amount of BTU/Hr used)

### WARNING

**If the area in which the heater may be operated is smaller than that defined as an unconfined space or if the building is of unusually tight construction, provide adequate combustion and ventilation air by one of the methods described in the National Fuel Gas Code, ANSI Z223.1/NFPA 54, Air for Combustion and Ventilation, or applicable local codes.**



## PROVISIONS FOR ADEQUATE COMBUSTION & VENTILATION AIR (CONT'D)

The space in the above example is a confined space because the actual BTU/Hr used is more than the maximum BTU/HR the space can support. You must provide additional fresh air. Your options are as follows:

- A. Rework worksheet, adding the space of an adjoining room. If the extra space provides an unconfined space, remove door to adjoining room or add ventilation grills between rooms. See **Ventilation Air From Inside Building**.
- B. Vent room directly to the outdoors. See **Ventilation Air From Outdoors**.
- C. Install a lower BTU/Hr heater, if lower BTU/Hr size makes room unconfined.

If the actual BTU/Hr used is less than the maximum BTU/Hr the space can support, the space is an unconfined space. You will need no additional fresh air ventilation.

### WARNING

**You must provide additional ventilation air in a confined space.**

### Ventilation Air

#### Ventilation Air From Inside Building - Figure 1

This fresh air would come from an adjoining unconfined space. When ventilating to an adjoining unconfined space, you must provide two permanent openings: one within 12" of the ceiling and one within 12" of the floor on the wall connecting the two spaces (see options 1 and 2, Figure 1). You can also remove door into adjoining room (see option 3, Figure 1). Each ventilation grill or opening shall have a minimum free area of one square inch per 1,000 BTUH of the total input rating of the gas equipment in the confined space.

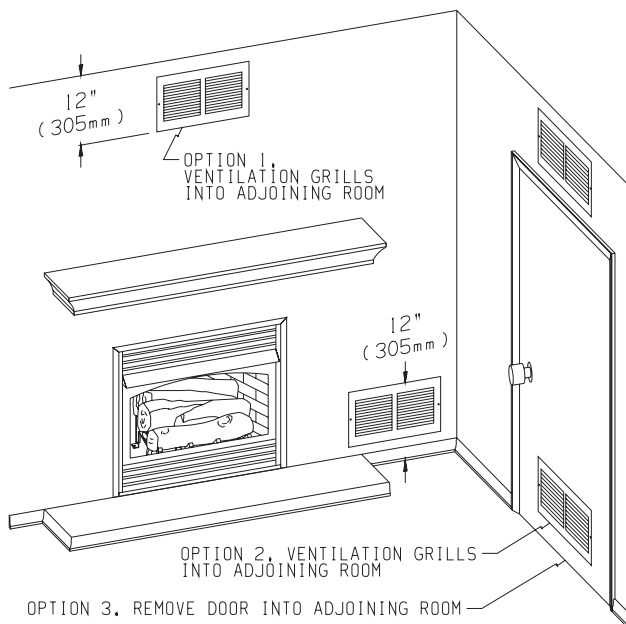


Figure 1

### WARNING

**Rework worksheet, adding the space of the adjoining unconfined space. The combined spaces must have enough fresh air to supply all appliances in both spaces.**

#### Ventilation Air From Outdoors - Figure 2

Provide extra fresh air by using ventilation grills or ducts. You must provide two permanent openings: one within 12" of the ceiling and one within 12" of the floor. Connect these items directly to the outdoors or spaces open to the outdoors. These spaces include attics and crawl spaces. In most cases for direct communication with the outdoors or direct communication through a vertical duct a free area opening of one square inch per 4,000 BTU/Hr of heater input rating for each grill. If a horizontal duct is used, a grill free area or duct opening shall have a free area opening of one square inch per 2,000 BTU/Hr for each grill. Follow the *National Fuel Code ANSI Z223.1/NFPA54, Air for Combustion and Ventilation* for required size of ventilation grills or ducts.

**IMPORTANT:** Do not provide openings for inlet or outlet air into attic if attic has a thermostat-controlled power vent. Heated air entering the attic will activate the power vent.

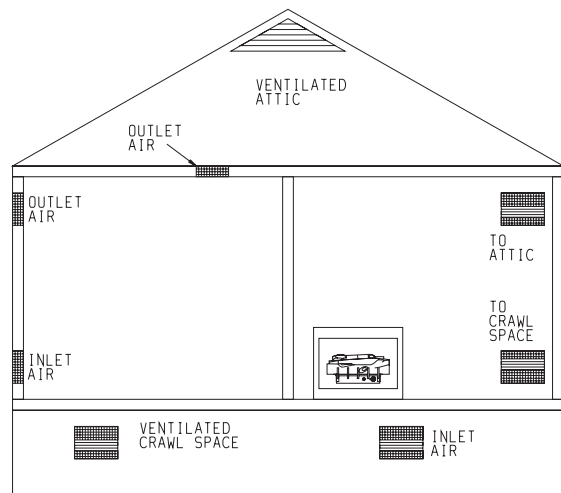


Figure 2

# GAS SUPPLY

Check all local codes for requirements, especially for the size and type of gas supply line required.

RECOMMENDED GAS PIPE DIAMETER				
Pipe Length	Schedule 40 Pipe Inside Diameter		Tubing, Type L Outside Diameter	
	Natural	Propane	Natural	Propane
0-10 feet 0-3 meters	1/2" 12.7mm	3/8" 9.5mm	1/2" 12.7mm	3/8" 9.5mm
10-40 feet 4-12 meters	1/2" 12.7mm	1/2" 12.7mm	5/8" 15.9mm	1/2" 12.7mm
40-100 feet 13-30 meters	1/2" 12.7mm	1/2" 12.7mm	3/4" 19mm	1/2" 12.7mm
100-150 feet 31-46 meters	3/4" 19mm	1/2" 12.7mm	7/8" 22.2mm	3/4" 19mm

**NOTICE:** Never use plastic pipe. Check to confirm whether your local codes allow copper tubing or galvanized.

**NOTICE:** Since some municipalities have additional local codes, it is always best to consult your local authority and installation code.

## Installing a New Main Gas Shut-Off

Each appliance should have its own manual gas shut-off.

A manual main gas shut-off should be located in the vicinity of the unit. Where none exists, or where its size or location is not adequate, contact your local authorized installer for installation or relocation.

Compounds used on threaded joints of gas piping shall be resistant to the action of liquefied petroleum gases. The gas lines must be checked for leaks by the installer. This should be done with a soap solution watching for bubbles on all exposed connections, and if unexposed, a pressure test should be made.

**Never use an exposed flame to check for leaks. Appliance must be disconnected from piping at inlet of control valve and pipe capped or plugged for pressure test. Never pressure test with appliance connected; control valve will sustain damage!**

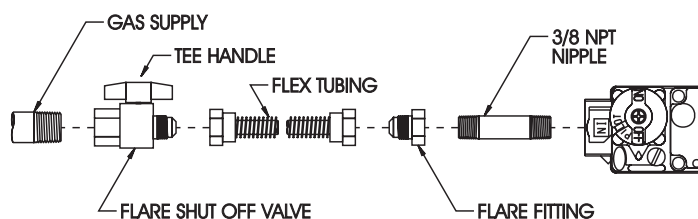
A gas valve and ground joint union should be installed in the gas line upstream of the gas control to aid in servicing. It is required by the National Fuel Gas Code that a drip line be installed near the gas inlet. This should consist of a vertical length of pipe tee connected into the gas line that is capped on the bottom in which condensation and foreign particles may collect.

The use of the following gas connectors is recommended:

- ANS Z21.24 Appliance Connectors of Corrugated Metal Tubing and Fittings
- ANS Z21.45 Assembled Flexible Appliance Connectors of Other Than All-Metal Construction

The above connectors may be used if acceptable by the authority having jurisdiction. The Commonwealth of Massachusetts requires that a flexible appliance connector cannot exceed three feet in length.

## FLEXIBLE GAS LINE CONNECTION



## RIGID GAS LINE CONNECTION

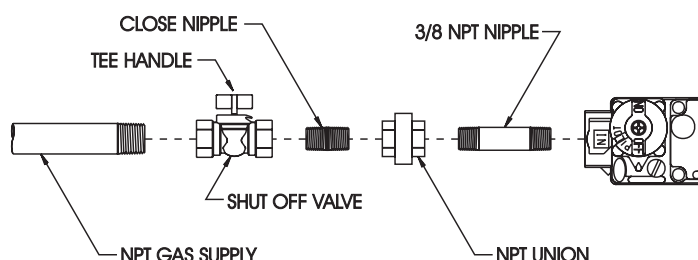


Figure 3

## Checking Manifold Pressure

**NATURAL GAS MODELS (N)** will have a manifold pressure of approximately 3.5" w.c. (.871kPa) for maximum input or 1.7" w.c. (.423kPa) for minimum input at the pressure regulator outlet with the inlet pressure to the pressure regulator from a minimum of 4.5" w.c. (1.120kPa) for the purpose of input adjustment to a maximum of 10.5" w.c. (2.614kPa).

**PROPANE GAS MODELS (P)** will have a manifold pressure approximately 10.0" w.c. (2.49kPa) at the pressure regulator outlet with the inlet pressure to the pressure regulator from a minimum of 11.0" w.c. (2.739kPa) for the purpose of input adjustment to a maximum of 13.0" w.c. (3.237kPa).

A test gage connection is located downstream of the gas appliance pressure regulator for measuring gas pressure. The connection is a 1/8 inch (3mm) N.P.T. plugged tapping.

## MILLIVOLT CONTROL

The valve regulator controls the burner pressure which should be checked at the pressure test point. Turn captured screw counter clockwise 2 or 3 turns and then place tubing to pressure gauge over test point (Use test point "A" closest to control knob). After taking pressure reading, be sure and turn captured screw clockwise firmly to re-seal. Do not over torque. Check for gas leaks.

# CLEARANCES

**Sidewall Clearances:** The clearance from the inside of the fireplace to perpendicular combustible side wall should not be less than 1 3/4". See Figures 4a and 4b.

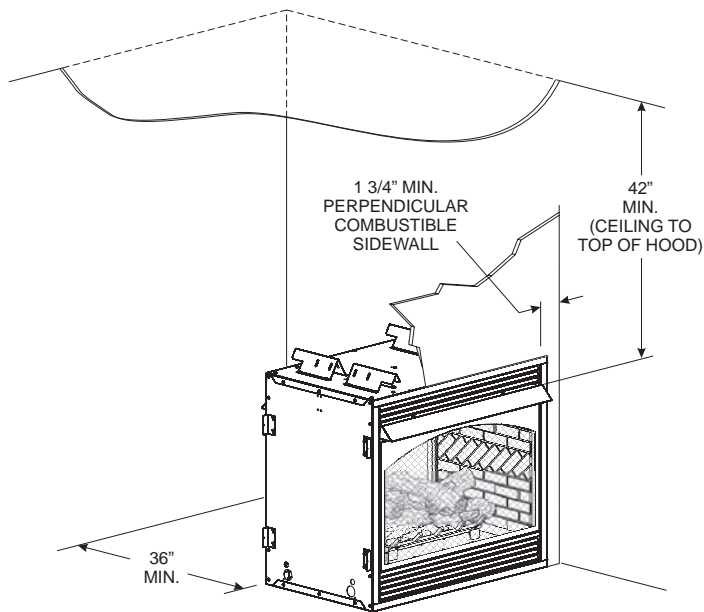


Figure 4a - See Through Fireplace Clearances

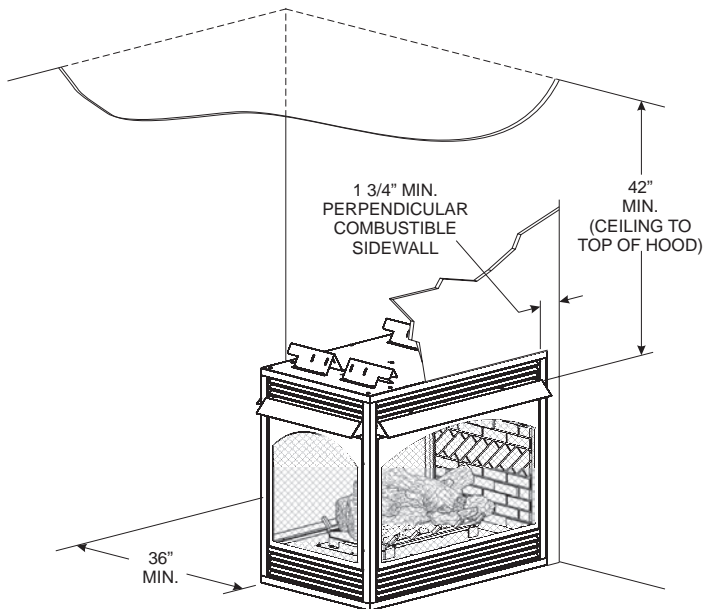


Figure 4b - Peninsula Fireplace Clearances

**Combustible material clearance from front of firebox: 36" minimum**

**Fireplace Side and Back Clearances:** The fireplace outer casing side(s) require a minimum 1/2" clearance to combustibles.

**Top Framing and Finishing:** Combustible framing may rest on top of standoffs. Combustible finishing materials may extend to the top standoff screws on the front edge of the top outer wrap. See Figure 5.

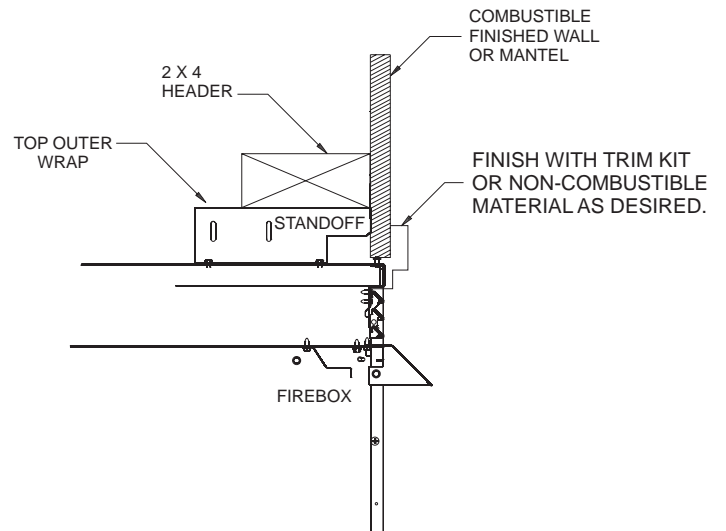


Figure 5

# CLEARANCES (CONT'D)

**Ceiling Clearances:** The ceiling height should not be less than 42" from the top of the hood. **See Figures 6a and 6b.**

**Mantel Clearances:** Vent free fireplace models must use the hood supplied with the fireplace, or one of the optional hood kits available for each model. If a combustible mantel is installed, it must meet

the clearance requirements detailed below.

Leave furniture and other combustible items at least 36" away from the front openings of the fireplace.

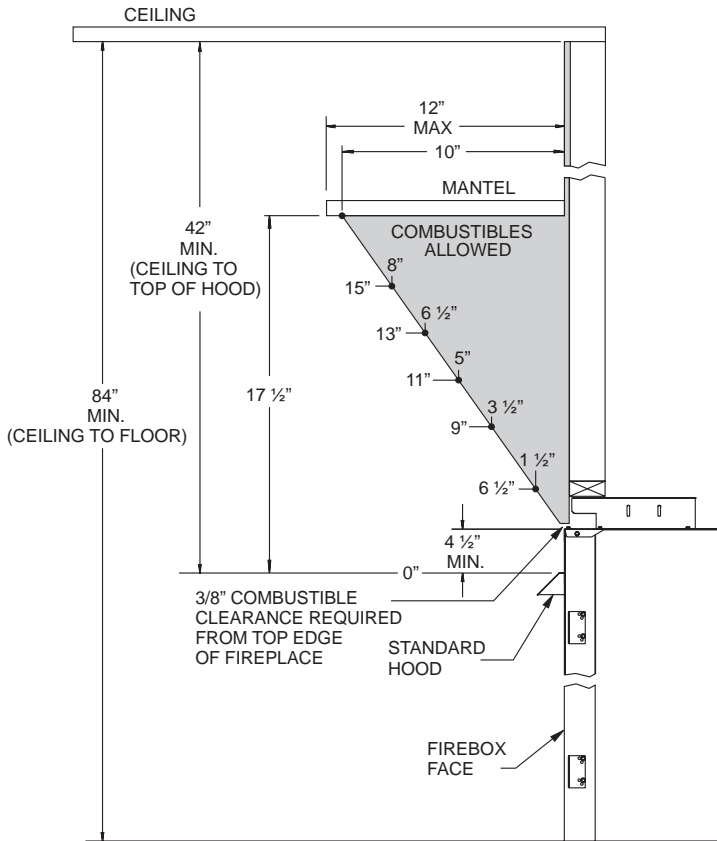


Figure 6a - Mantel Clearances with Standard Hood

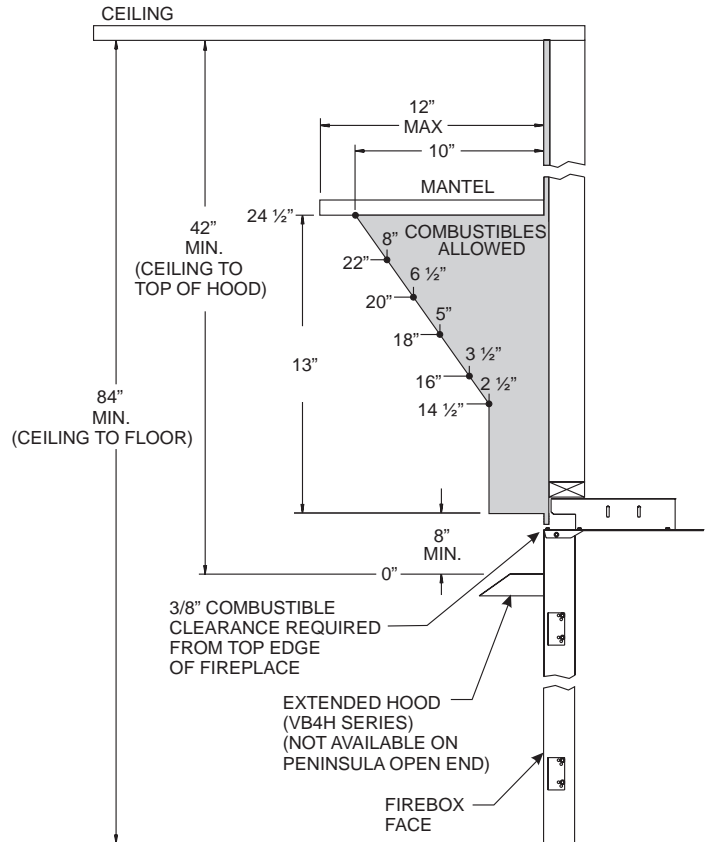


Figure 6b - Mantel Clearances with Optional Extended Hood

# COMBUSTIBLE MATERIALS

Do not attach combustible material to the mantel of your fireplace. This is a fire hazard.

No greeting cards, stockings or ornamentation of any type should be placed on or attached to the fireplace. This is a heating appliance. The flow of heat can ignite combustibles.

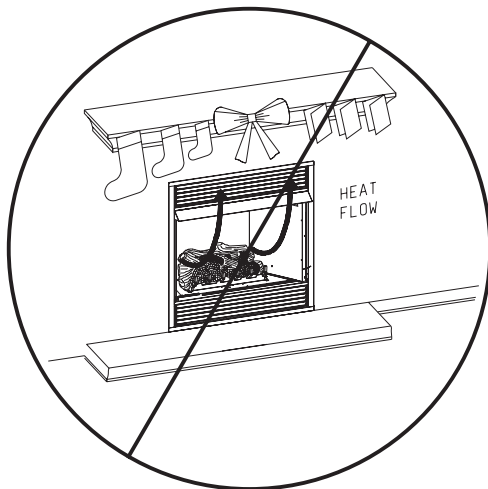


Figure 7

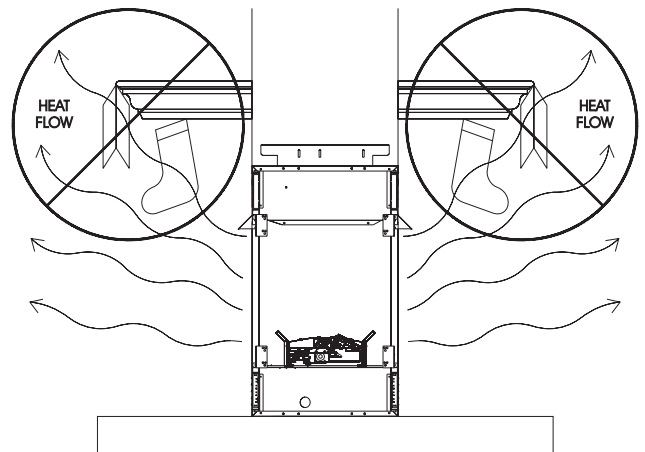


Figure 8

# PLANNING INSTALLATION

In planning the installation for the fireplace, it is necessary to determine where the unit is to be installed and whether optional accessories are desired. Gas supply piping should also be planned at this time. A gas shutoff must be installed in this line.

The fireplace can be mounted on any of these surfaces:

1. A flat hard combustible or non-combustible surface.
2. A raised platform of combustible or non-combustible material.

If the fireplace is installed directly on carpeting, tile or other combustible material other than wood flooring, it should be installed on a metal or wood panel extending the full width and depth of the unit.

At this point, you should have decided what components to include in your installation, and where the fireplace is to be located. If this has not been done, stop and consult your dealer for assistance with this planning.

Accessory kits such as the FBB5 Blower kit, Trim kits, Mantels, plus other Decorative Frame, Hood, and Door accessory kits may be installed after the fireplace is secured to the framing.

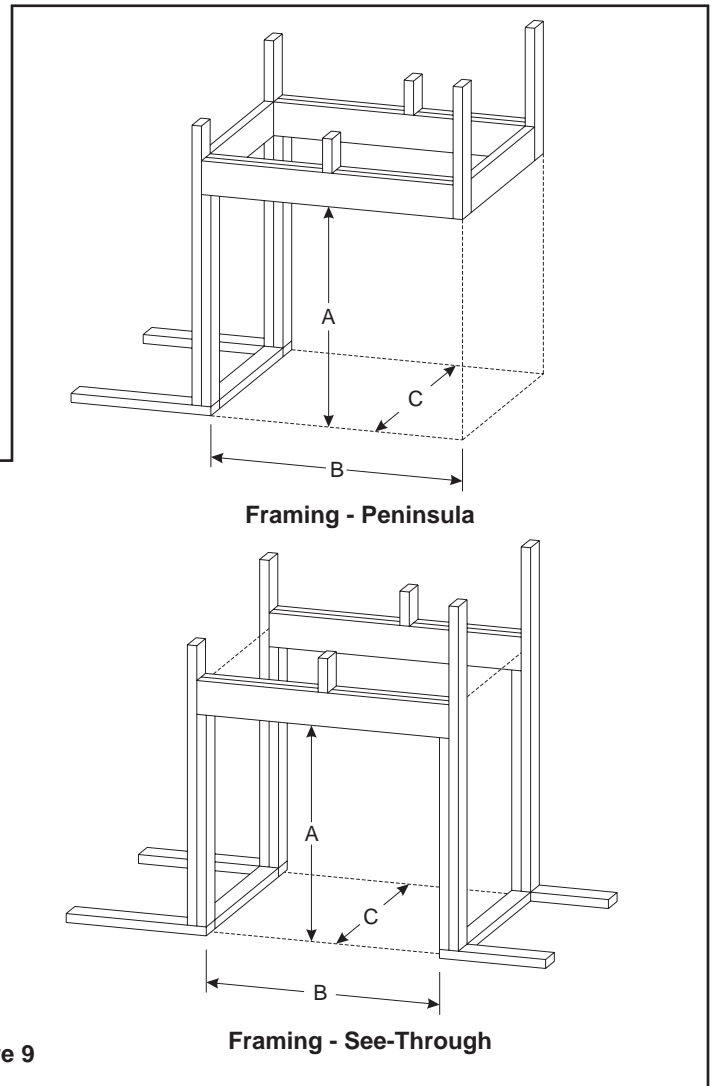
Refer to the instructions provided with each of the optional accessory kits for proper installation and operation.

## FIREPLACE INSTALLATION INSTRUCTIONS

### Fireplace Framing

Framing can be built before or after the fireplace is set in place. Framing should be constructed to accommodate wall covering and fireplace facing material. The fireplace framing should be constructed of 2 x 4 lumber or heavier. The framing headers may rest on the top of the fireplace standoffs. Refer to **Figures 5 and 9** for framing dimensions.

**NOTICE:** On Peninsula models, a maximum weight of 250 lbs. is recommended when construction materials are supported by the top standoff spacers.



PREMIUM VENT-FREE FIREPLACE FRAMING DIMENSIONS (IN INCHES)			
Model	"A" Framing Height	"B" Framing Width	"C" Framing Depth
VFP36SP	38"	40"	23"
VFP36PP	38"	39"	23"

**Attention:** Add height of base to "A" Dimension when elevating fireplace if installing on an elevated base.

**Framing dimension A includes a three inch clearance for standoffs on top of fireplace.**

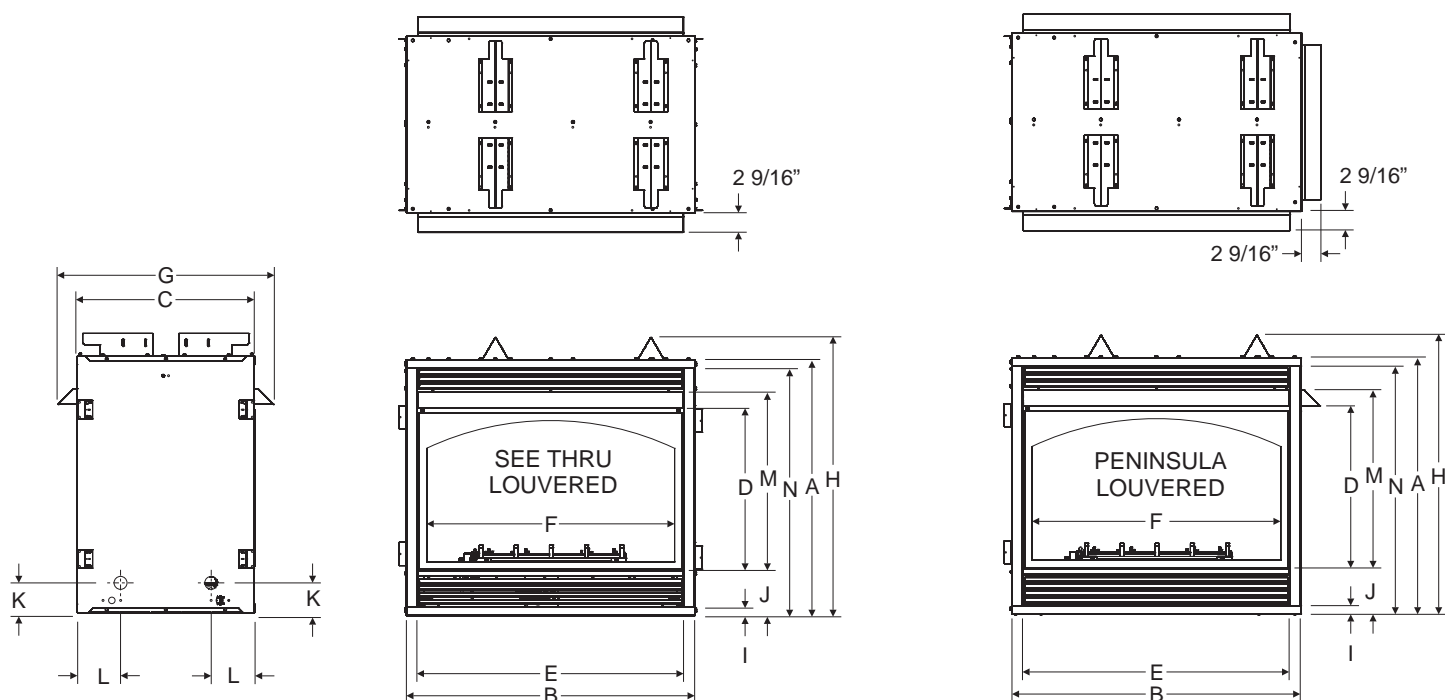
\*Dimension "C" assumes use of 1/2" wall board flush to both front faces.

\*\* Peninsula model framing width assumes use of 1/2" wall board flush to the end face.

Figure 9



# FIREPLACE INSTALLATION INSTRUCTIONS (CONT'D)



	VFP36SP	VFP36PP
A	34 3/4"	34 3/4"
B	39"	39"
C	24"	24"
D	22"	22"
E	36"	36"
F	34 1/4"	35 1/4"
G	29 1/8"	29 1/8"
H	37 3/4"	37 3/4"
I	1 1/4"	1 1/4"
J	6 1/8"	6 1/8"
K	4"	4"
L	5 7/8"	5 7/8"
M	24 1/8"	24 1/8"
N	33 1/2"	33 1/2"

**Figure 10**  
**Fireplace Dimensions**

# FIREPLACE INSTALLATION INSTRUCTIONS (CONT'D)

## Locating Fireplace

Place fireplace in framed opening. Attach the framing brackets to the fireplace and secure to framing. Different hole locations can be used for finishing materials with thicknesses of 3/8", 1/2" and 3/4". Secure the brackets with screws provided using two (2) per framing bracket. **See Figure 11.**

Framing brackets should fit directly against framing material. Use at least one (1) nail or screw per bracket to secure in place.

**IMPORTANT!** Check squareness of the fireplace prior to securing to framed opening. **See Figure 12.**

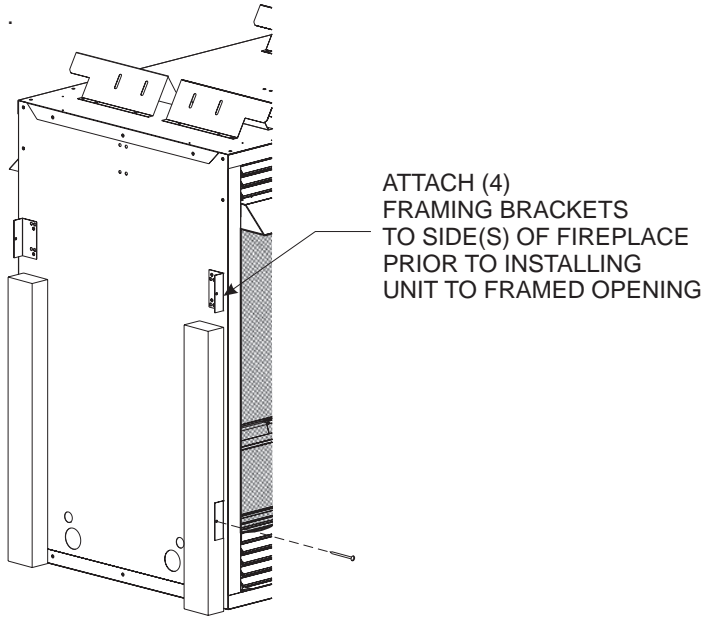


Figure 11

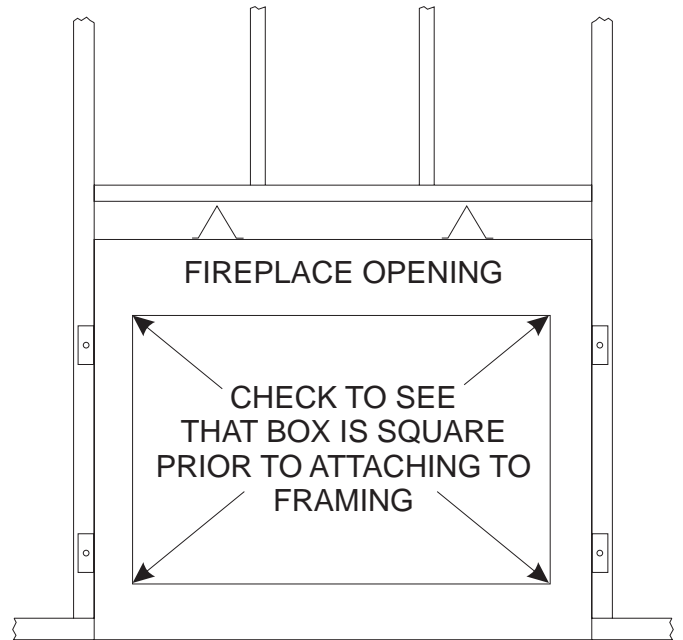


Figure 12

# INSTALLATION

You must install certain components before the fireplace is permanently installed. These include the gas piping for the appliance and the electrical wiring. (If the optional blower is used.)

The appliance can be mounted on any of the following surfaces:

1. A flat, hard combustible (burnable) surface.
2. A raised wooden platform.
3. Four corner supports. (Example: masonry blocks) Position these supports so they contact all four perimeter edges on the bottom of the unit.

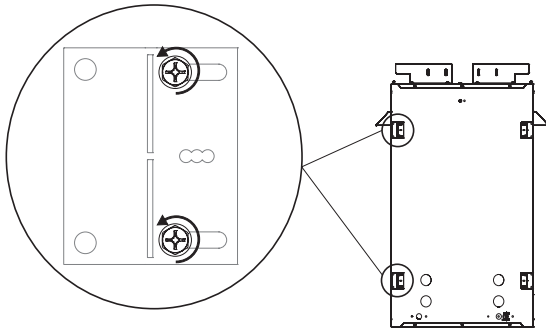
## FRAMING - IN THE WALL

Fireplace framing can be built before or after the fireplace is set in place. Framing should be positioned to accommodate wall covering and fireplace facing material. The fireplace framing should be constructed of 2 x 4 lumber.

**NOTICE:** Measure fireplace dimensions and verify framing methods, and wall covering details before framing construction begins.

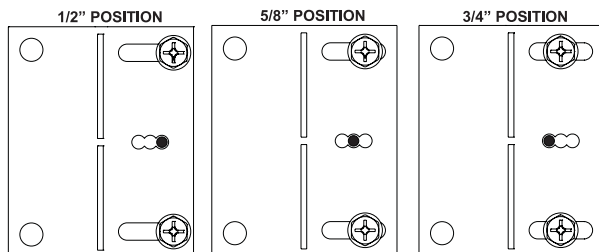
## FRAMING THE FIREPLACE

1. Choose fireplace location.
2. Frame in fireplace with a header across the top. It is important to allow for finished face when setting the depth of the frame.
3. Attach fireplace to frame using adjustable frame. Preset depth to suit facing material (adjustable to 1/2 inch, 5/8 inch or 3/4 inch depths).
4. Loosen but do not remove the eight screws securing the nailing flanges to the firebox. **See Figure 13.**



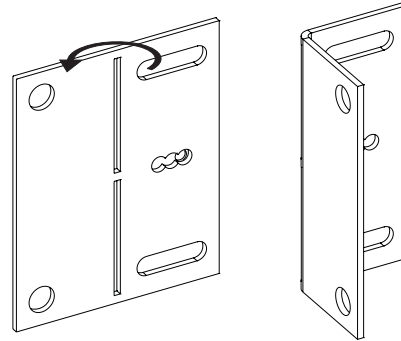
**Figure 13**

5. Measure from face of fireplace to face of drywall strip to determine final depth and adjust nailing flanges as shown in **Figure 14.**



**Figure 14**

6. Tighten the eight screws loosened in step 4.
7. Bend the nailing flanges 90 degrees as shown in **Figure 15.**



**Figure 15**

8. Slide unit into position and secure to wall with nailing flanges.

# INSTALLING HOODS

Black hoods are furnished with each fireplace (or the optional hood(s)) and **MUST** be installed before the fireplace is used. Failure to do so may create a possible fire hazard. For shipping purposes, the hoods are located behind the upper or lower louvers. If brass, stainless steel, or hammered pewter hoods are desired, they can be purchased as an option. Attachment is the same as the standard black hood.

## Hood Installation

1. Remove upper louver.
2. Place the top hood flange on top of the inner firebox top, then install three screws through the firebox top from below and screw into the pilot holes in the hood flange (B).
3. Install one (1) screw at each end of the hood as shown (C).
4. Re-install louver(s).

**CAUTION: All hoods must be installed prior to operation of appliance.**

### ⚠ CAUTION

**All hoods must be installed prior to operation of appliance.**

See Figure 16.

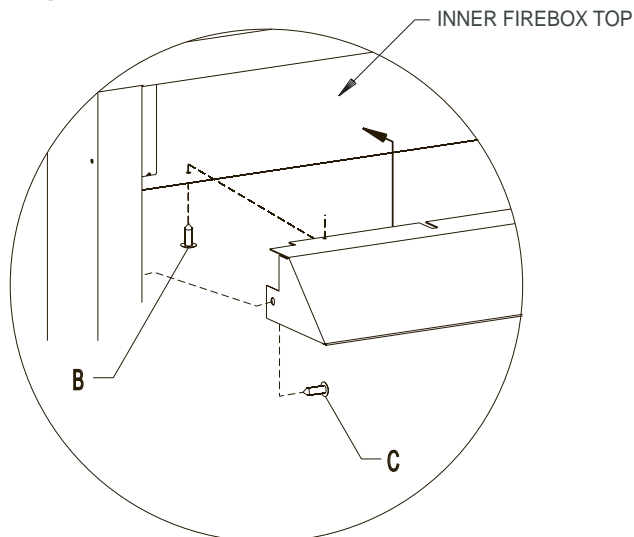


Figure 16

## Extended Hoods

If your non-combustible facing material is over 1" in thickness and will be used to finish this fireplace, extended hoods are available that will extend out 2" farther into the room. Extended hoods are not available for the peninsula open ends. Contact your local dealer for details.

### EXTENDED HOOD

VB4H36BL

Standard Black (1 each)

## Finishing

All joints (top, bottom and sides), where the wall or decorative facing material meets the fireplace surround should be sealed with a non-combustible material.

Louvers and decorative louver panels are interchangeable, and may be mixed and matched as desired.

**Attention:** Flush panels may not be used on these models.

# GAS LINE CONNECTION

The fireplace is designed to accept a gas line for connection to the gas valve. Have the line installed by a qualified service person in accordance with all building codes. Consult local building codes to properly size the gas supply line leading to the connection of the valve. The Commonwealth of Massachusetts requires that a flexible appliance connector cannot exceed three feet in length.

Gas access holes are provided through the side panel(s) of the fireplace. **See Figure 17.**

Check gas type. Use only the gas type indicated on the rating plate. If the gas listed on the plate is not your type of gas supply, DO NOT INSTALL. Contact your dealer for proper model.

Always use an external regulator to reduce the supply tank pressure to a maximum of 10.5" w.c. (Natural), or 13" w.c. (Propane). See page 10.

## WARNING

**Connection directly to an unregulated Propane Tank. Can cause explosion.**

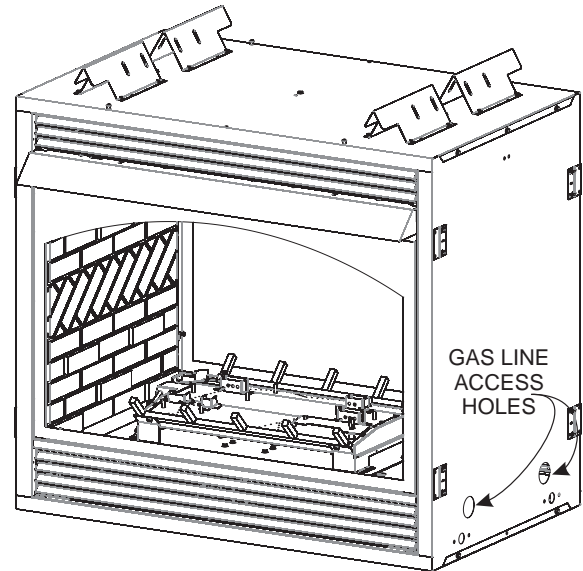


Figure 17



# PLACEMENT OF GLOWING EMBERS AND LAVA ROCK

Placement of the glowing embers (rockwool) is very individual and light coverage of the areas indicated will provide your best effects. We recommend separation of the rockwool by hand and to make your coverage as light and fluffy as possible.

Place just enough embers on the burner to obtain the glow and a gold yellow flame.

Do not place rockwool over large port areas.

Rockwool should not be placed in the area of the pilot assembly.

Over time, the rockwool will break down and new rockwool will need to be placed to recreate the original glowing embers effect. Remove all old rockwool from the appliance and apply new rockwool as shown in **Figure 18**.

**NOTICE:** Only the rockwool supplied with this unit or ordered in accordance with the Parts List on pages 32 and 33 should be used on this burner. See the Parts List on pages 32 and 33 to order replacement rockwool.

## Placing Lava Rock in Front of Burner on Fireplace Floor

Spread lava rocks on fireplace floor in front of the burner pan. The lava rocks are for decorative effect and are not required for fireplace operation.

**Attention:** Do not place lava rocks on burner, logs or rockwool. The lava rocks should only be placed on the fireplace floor.

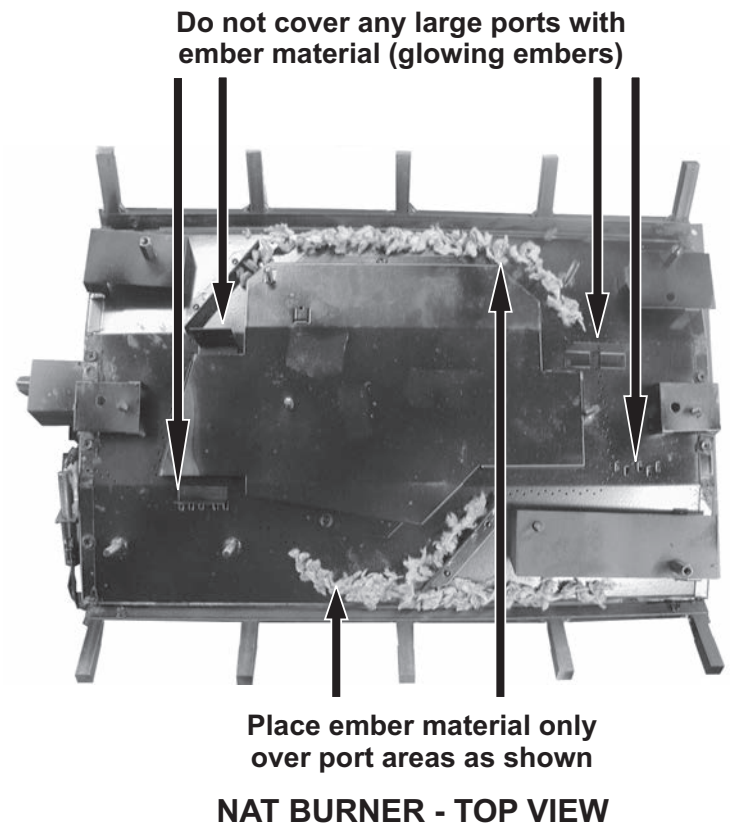
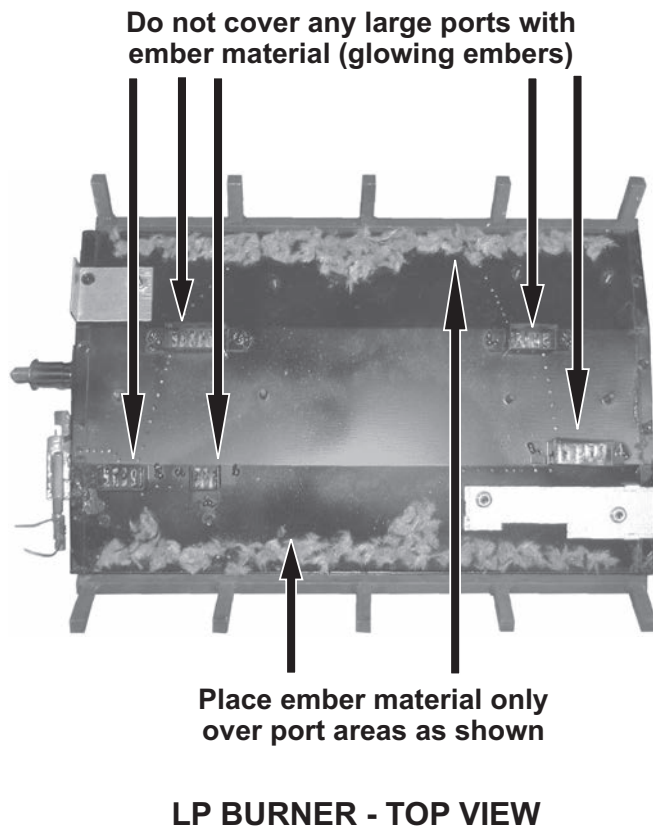


Figure 18

# OPERATION INSTRUCTIONS/FLAME APPEARANCE

Before you begin: Do not handle the logs with your bare hands! Always wear gloves to prevent skin irritation. After handling logs, wash your hands gently with soap and water.

## All Logs

The positioning of the logs is critical to the safe and clean operation of this heater. Sooting and other problems may result if the logs are not properly and firmly positioned in the appliance.

Instructions for placement of the logs in the fireplace are included with the logset. The logset approved for use is the **LSU24RR-2**, and must be ordered separately.

Flames from the pilot (rear right back side of the pan burner) as well as the main flame should be visually checked as the log set is installed.

In normal operation at full rate after 10 to 15 minutes, the flame appearance should be sets of yellow flames. Natural gas burners will tend to have blue flames with yellow flame tips.

**NOTICE:** All flames will be random by design, flame height will go up and down.

Glowing embers (rockwool) can cover the pan burner in between the front and middle logs, but very little is necessary to cover this area. Excess ember material causes the yellow flame to become orange and stringy. Apply just enough to obtain slow glow and a gold yellow flame.

Avoid any drafts that alter burner flame patterns. Do not allow fans to blow directly into fireplace. Do not place a blower inside the burner area of the fireplace. Ceiling fans may create drafts that alter flame patterns. Sooting and improper burning will result.

During manufacturing, fabricating and shipping, various components of this appliance are treated with certain oils, films or bonding agents. These chemicals are not harmful, but may produce annoying smoke and smells as they are burned off during the initial operation of the

appliance, possibly causing headaches or eye or lung irritation. This is a normal and temporary occurrence.

The initial break-in operation should last 2-3 hours with the burner at the highest setting. Provide maximum ventilation by opening windows or doors to allow odors to dissipate. Any odors remaining after this initial break-in will be slight and will disappear with continued use.

## PERIODIC CLEANING – Refer to parts diagram for location of items discussed below.

- Do not use cleaning fluid to clean logs or any part of heater.
- Logs - brush with soft bristle brush or vacuum with brush attachment.
- Remove loose particles and dust from the burner areas, controls, piezo covers and grate. Don't remove ceramic media from inside burner box.
- Inspect and clean burner air intake hole. Remove lint or particles with brush. Failure to keep air intake hole clean will result in sooting and poor combustion.

## ANNUAL CLEANING/INSPECTION – Refer to parts diagram for location of items discussed below.

- Inspect and clean burner air intake hole. Remove lint or particles with vacuum or brush. Failure to keep air intake hole clean will result in sooting and poor combustion.
- Inspect and clean all burner ports.
- Inspect ODS pilot for operation and accumulation of lint at air intake holes.
- Verify flame pattern and log placement for proper operation.
- Verify smooth and responsive ignition of main burner.
- Check level of ceramic media in burner. Burner should be full, up to the level of openings in burner top.

# MILLIVOLT VALVE LIGHTING INSTRUCTIONS

## FOR YOUR SAFETY READ BEFORE LIGHTING



### WARNING

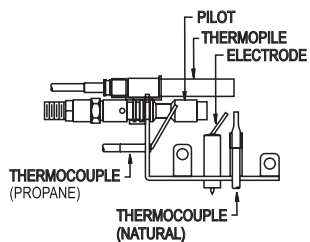
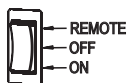
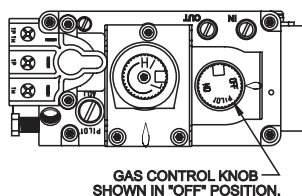
If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.


- A. This appliance has a pilot which must be lighted by hand. When lighting the pilot, follow these instructions exactly.
- B. **BEFORE LIGHTING** smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.  
**WHAT TO DO IF YOU SMELL GAS**
  - Do not try to light any appliance.
  - Do not touch any electrical switch; Do not use any phone in your building.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- C. Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it; call a qualified service technician. Force or attempted repair may result in a fire or explosion.
- 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.

## LIGHTING INSTRUCTIONS


1. STOP! Read the safety information label.

2. Open bottom louver assembly.
3. Set REMOTE/OFF/ON switch to "OFF."
4. Turn off all electric power to the appliance (if applicable).
5. Push in gas control knob slightly and turn clockwise  to "OFF." NOTE: Knob cannot be turned from "PILOT" to "OFF" unless knob is pushed in slightly. Do not force.
6. Wait ten (10) minutes to clear out any gas. Then smell for gas, including near the floor. If you smell gas, STOP! Follow "B" in the safety information above. If you do not smell gas, go to the next step.
7. Find pilot - Follow metal tube from gas control. The pilot is behind the burner on the right side.
8. Turn gas control knob counterclockwise  to "PILOT."



9. Push in control knob all the way and hold in. Repeatedly push the Piezo Ignitor Button until the pilot is lit. Continue to hold the control knob in for about one (1) minute after the pilot is lit. Release knob, and it will pop back up. Pilot should remain lit. If it goes out, repeat steps 5 through 9.
  - If knob does not pop up when released, STOP and IMMEDIATELY call a qualified service technician or gas supplier.
  - If the pilot will not stay lit after several tries, turn the gas control knob to "OFF" and call your service technician or gas supplier.
10. Turn gas control knob counterclockwise  to "ON."
11. Set REMOTE/OFF/ON switch to desired setting.
12. Turn on all electric power to the appliance (if applicable).
13. Close bottom louver assembly.

## TO TURN OFF GAS TO APPLIANCE

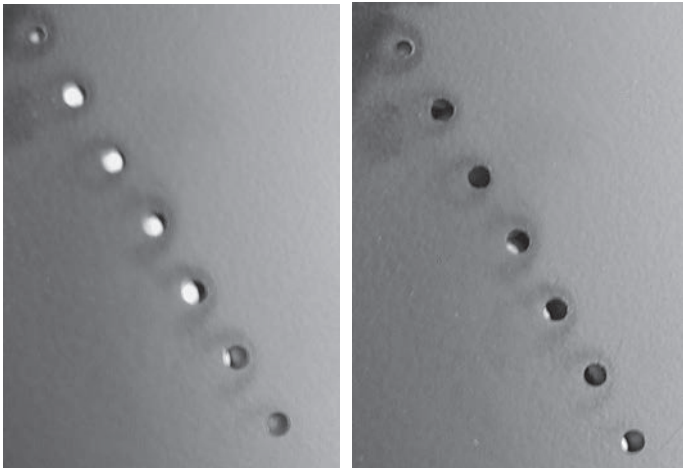
1. Open bottom louver assembly.
2. Set REMOTE/OFF/ON switch to "OFF."
3. Turn off all electric power to the appliance if service is to be performed (if applicable).
4. Push in gas control knob slightly and turn clockwise  to "OFF." Do not force.
5. Close bottom louver assembly.

# BURNER INSTRUCTIONS

**Check the following items during installation prior to lighting the multisided burner:**

- Check all carryover ports for blockage from the ceramic media
  - o If there is blockage, use a small pointed tool to move the ceramic media away from the carryover port.
- Check air shutter for correct setting.

**BLOCKED CARYOVER PORTS   UNBLOCKEDCARYOVER PORTS**



- For best results when lighting the burner, have your adjustable flame knob to the HI position, then adjust to a lower setting after the burner has ignited.
- When first lighting the pilot on the burner, it takes approximately 60 to 75 seconds to fully heat and energize the thermopile. Once the thermopile is energized, turn on the gas valve and light the burner.

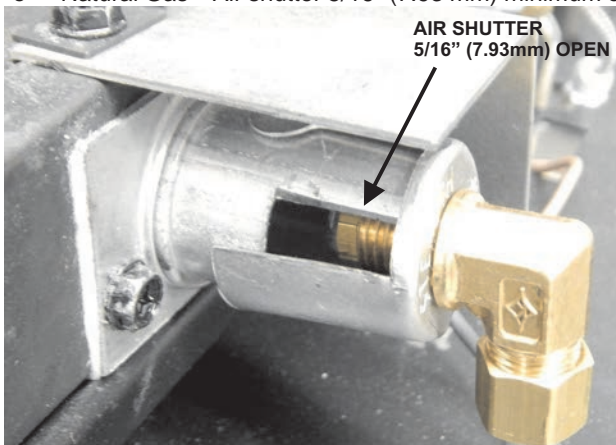


KNOB SET TO HI

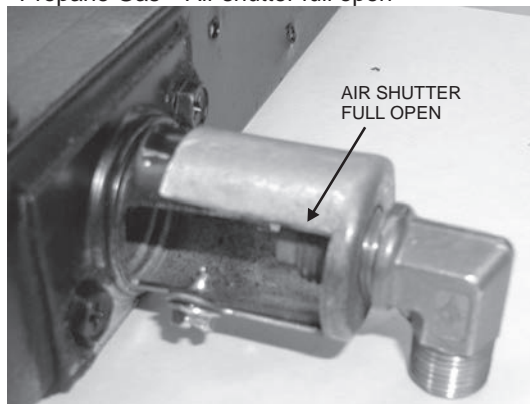


KNOB SET TO LO

- o Natural Gas – Air shutter 5/16" (7.93 mm) minimum open

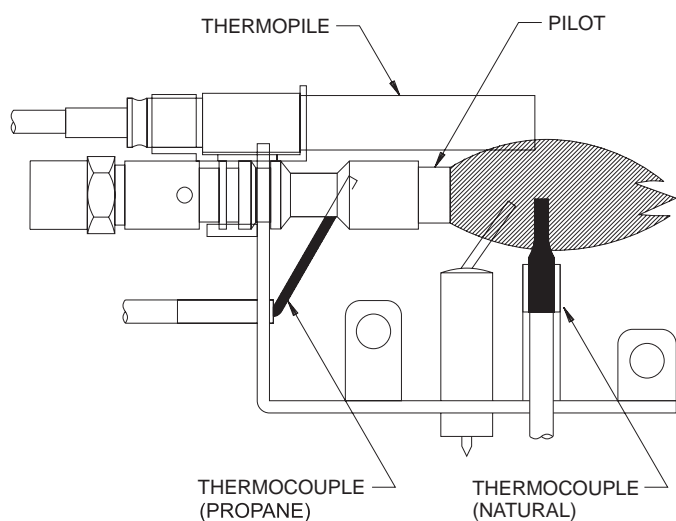


- o Propane Gas – Air shutter full open

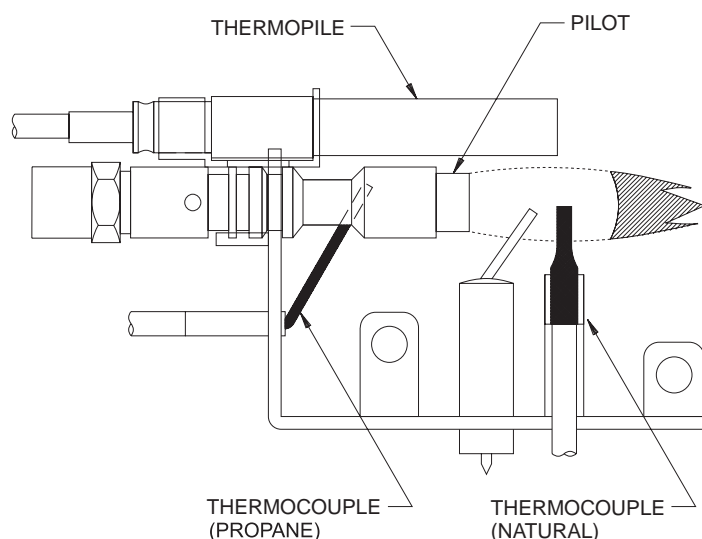


# PILOT FLAME CHARACTERISTICS

**Figure 19** show a correct pilot flame pattern. The correct flame will be blue and will extend beyond the thermocouple. The flame will surround the thermocouple just below the tip. A slight yellow flame may occur where the pilot flame and main burner flame meet. **Figure 20** show an incorrect pilot flame pattern. The incorrect pilot flame is not touching the thermocouple. This will cause the thermocouple to cool. When the thermocouple cools, the heater will shut down.



**Correct Pilot Flame Pattern**  
**Figure 19**



**Incorrect Pilot Flame Pattern**  
**Figure 20**

If pilot flame pattern is incorrect, as shown in **Figure 20**

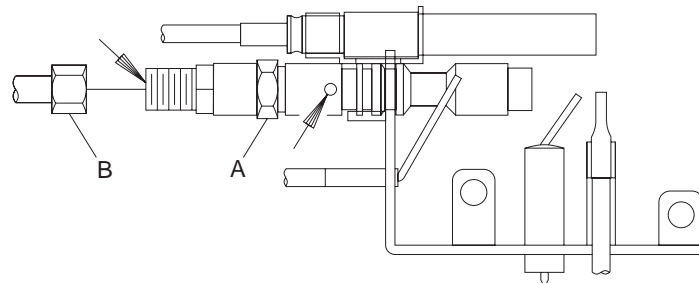
- See Troubleshooting, page 24.

## Cleaning and Pilot Maintenance

### Oxygen Depletion Sensor Pilot - Figure 21

When the pilot has a large yellow tip flame, clean the Oxygen Depletion Sensor as follows:

1. Clean the ODS pilot by loosening nut B from the pilot tubing. When this procedure is required, grasp nut A with an open end wrench.
2. Blow air pressure through the holes indicated by the arrows. This will blow out foreign materials such as dust, lint and spider webs. Tighten nut B also by grasping nut A.



**Figure 21**

## ⚠ WARNING

**Never use needles, wires, or similar cylindrical objects to clean the pilot to avoid damaging the calibrated ruby that controls the gas flow.**



## WIRING

Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing.

Millivolt thermopile is self powered, gas valve does not require 110 volts. Maximum length of 20 feet of 16 AWG two (2) conductor wires should be used with all optional switches.

Use the two leads (Red and Green) to attach optional components.

## Check 750 Millivolt System Operation

Millivolt system and all individual components may be checked with a millivolt meter 0-1000 MV range.

## Remote Receiver

Use the following steps to place the remote receiver adjacent to

the gas valve.

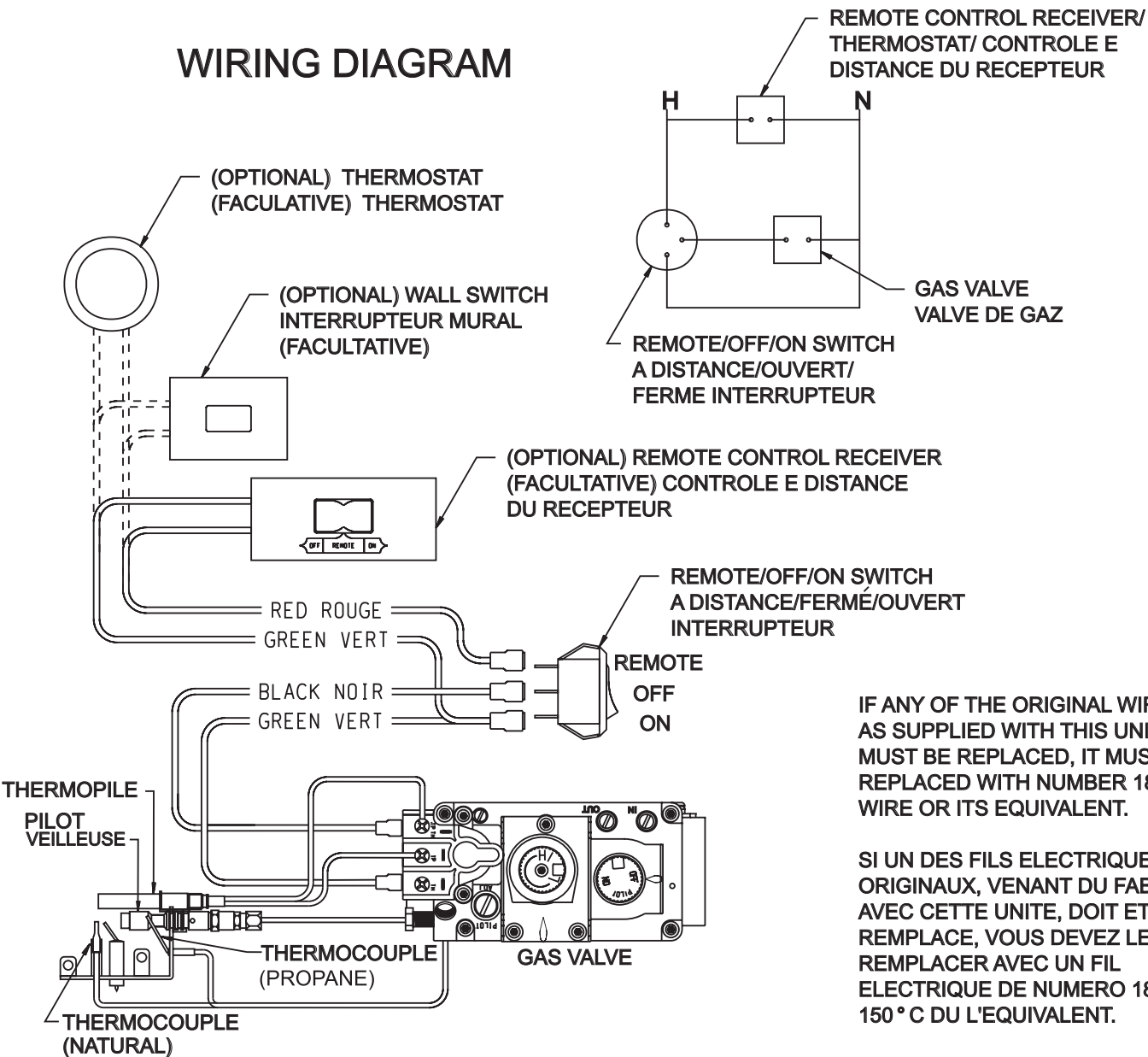
**Attention:** The remote receiver bracket is not used in this installation.

1. The remote receiver can not be placed behind the gas valve and burner assembly.
2. When facing the appliance, place the remote receiver next to the gas valve.

Install remote control receiver behind bottom louver.

Refer to remote control installation and operating instructions for more details on remote control.

## WIRING DIAGRAM



**IF ANY OF THE ORIGINAL WIRE  
AS SUPPLIED WITH THIS UNIT  
MUST BE REPLACED, IT MUST BE  
REPLACED WITH NUMBER 18, 150°C  
WIRE OR ITS EQUIVALENT.**

**SI UN DES FILS ELECTRIQUES  
ORIGINAUX, VENANT DU FABRICANT  
AVEC CETTE UNITE, DOIT ETRE  
REMPLACE, VOUS DEVEZ LE  
REMPLACER AVEC UN FIL  
ELECTRIQUE DE NUMERO 18,  
150 ° C DU L'EQUIVALENT.**

### Figure 22

## TROUBLESHOOTING

### SYMPTOMS - POSSIBLE CAUSES AND CORRECTIONS

Turn appliance OFF and allow to cool before servicing. Only a qualified service person should service and repair the heater.

- 1. When ignitor button is pressed, there is no spark at ODS/pilot.**
  - a. Ignitor electrode positioned wrong - Replace pilot.
  - b. Ignitor electrode is broken - Replace pilot.
  - c. Ignitor electrode not connected to ignitor cable - Reconnect ignitor cable.
  - d. Ignitor cable pinched or wet. Keep ignitor cable dry - Free ignitor cable if pinched by any metal or tubing.
  - e. Broken ignitor cable - Replace ignitor cable.
  - f. Bad piezo ignitor - Replace piezo ignitor.
- 2. Appliance produces unwanted odors.**
  - a. Appliance burning vapors from paint, hair spray, glues, etc. - Ventilate room. Stop using odor causing products while heater is running.
  - b. Gas leak - Locate and correct all leaks.
- 3. Appliance shuts off during use. (Pilot and main burner are off.)**
  - a. Not enough fresh air is available for ODS/pilot to operate - Open window and/or door for ventilation.
  - b. Low line pressure - Contact local gas company.
  - c. ODS/pilot is partially clogged - Clean ODS/pilot.
  - d. Defective thermocouple - Replace pilot.
- 4. Appliance shuts off during use. (Pilot stays on.)**
  - a. Low line pressure - Check line pressure to the valve.
  - b. Defective thermopile - Check pilot flame, check wire connections, output should be a minimum of 325 millivolts across TH/TP and TP terminals with ON/OFF switch off.
- 5. Gas odor even when control knob is in OFF position.**
  - a. Gas leak - Locate and correct all leaks.
  - b. Control valve defective - Replace control valve.
- 6. When ignitor button is pressed, there is spark at ODS/pilot, but no ignition.**
  - a. Gas supply turned off or manual shutoff valve closed - Turn on gas supply or open manual shutoff valve.
  - b. Control knob not in PILOT position - Turn control knob to PILOT position.
  - c. Control knob not pressed in while in PILOT position - Press in control knob while in PILOT position.
  - d. Air in gas lines when installed - Continue holding down control knob. Repeat igniting operation until air is removed.
  - e. ODS/pilot is clogged - Replace ODS/pilot assembly or get it serviced.
  - f. Gas regulator setting is not correct - Replace gas regulator.
- 7. ODS/pilot lights but flame goes out when control knob is released.**
  - a. Control knob not fully pressed in - Press in control knob fully.
  - b. Control knob not pressed in long enough - After ODS/pilot lights, keep control knob pressed in 30 seconds.
  - c. Manual Shutoff valve not fully open - Fully open manual shutoff valve.
  - d. Thermocouple connection loose at control valve - Hand tighten until snug, then tighten 1/4 turn more.
  - e. Pilot flame not touching thermocouple, which allows thermocouple to cool, causing pilot flame to go out. This problem could be caused by either low gas pressure or dirty or partially clogged ODS/pilot - Contact local gas company.
  - f. Thermocouple damaged - Replace thermocouple.
  - g. Control valve damaged - Replace control valve.
- 8. Burner does not light after ODS/pilot is lit.**
  - a. Burner orifice clogged - Clean burner or replace main burner orifice.
  - b. Burner orifice diameter is too small - Replace burner orifice.
  - c. Inlet gas pressure is too low - Contact qualified service person.
- 9. If burning at main burner orifice occurs (a loud, roaring blow torch noise).**
  - a. You must turn off burner assembly and contact a qualified service person.
  - b. Manifold pressure is too low - Contact local gas company.
  - c. Burner orifice clogged - Clean burner or replace burner orifice.
- 10. Logs appear to smoke after initial operation.**
  - a. Vapors from paint or curing process of logs - Problem will stop after a few hours of operation. Run the heater with the damper open if you have one, or open a window for the first few hours.  
Log heater is intended to be smokeless. Turn OFF heater and call qualified service person.
- 11. Heater produces a whistling noise when main burner is lit.**
  - a. Turning control knob to HIGH position when main burner is cold - Turn control knob to LOW position and let warm up for a minute.
  - b. Air in gas line - Operate burner until air is removed from line. Have gas line checked by local gas company.
  - c. Dirty or partially clogged burner orifice - Clean burner or replace burner orifice.
- 12. No gas to pilot.**
  - a. Propane-regulator shut down due to inlet pressure too high - Verify propane tank regulator is installed and set at 11" to 13" w.c. Replace regulator on heater.

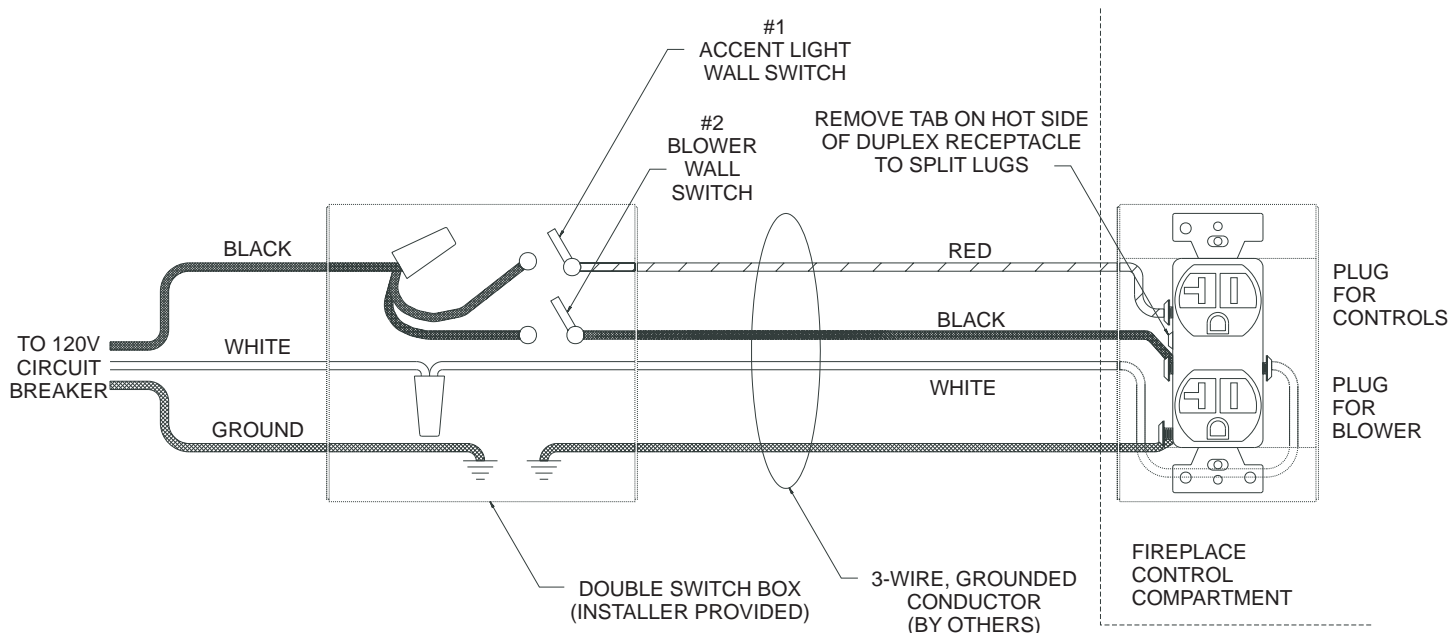
**If the gas quality is bad, your pilot may not stay lit, the burners may produce soot and the heater may backfire when lit. If the gas quality or pressure is low, contact your local gas supplier immediately.**

# WIRING INSTRUCTIONS FOR INSTALLING A DUAL SWITCH / RECEPTACLE

In order to install both the optional Blower and Accent Light accessories, it will be necessary to install the junction box so that the Duplex Receptacle wiring is split. This will allow each side of the receptacle to operate independently off separate wall switches. See diagram below.

## CAUTION

All wiring should be done by a qualified electrician and shall be in compliance with all local, city and state building codes. Before making the electrical connection, make sure that main power supply is disconnected. 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 (latest edition).



## DUAL SWITCH ELECTRICAL WIRING TO FIREPLACE RECEPTACLE

1. To wire Junction Box Receptacle, remove the tab on the side of the receptacle (hot side) to split receptacle. This will be required to separate blower and Accent Light circuits.
2. Power for switched and live sides of Duplex Receptacle must come from the same power source. (One circuit breaker on main panel must switch all power off.)
3. From the wall box to the fireplace a 3-wire conductor with ground is recommended, however (2) two-wire conductors with grounds may be used in place of a 3-wire conductor with a ground if the black wires from the Accent Light and blower accessories are identified.
4. Two wall switches may be used to activate the two receptacle plugs independently.

# OPTIONAL FBB5 BLOWER INSTALLATION INSTRUCTIONS

**Attention:** Install blower assembly before connecting gas inlet supply line.

## Wiring

The appliance, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the *National Electrical Code, ANSI/NFPA 70*, if an external electrical source is utilized. **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.** For an ungrounded receptacle, an adapter, which has two prongs and a wire for grounding, can be purchased, plugged into the ungrounded receptacle and its wire connected to the receptacle mounting screw. With this wire completing the ground, the appliance cord plug can be plugged into the adapter and be electrically grounded.

### ⚠ CAUTION

**Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing.**

1. If installed, turn OFF gas supply to fireplace.
2. If applicable, turn OFF electric supply to fireplace.
3. Remove bottom louver from fireplace.

### ⚠ CAUTION

**All wiring should be done by a qualified electrician and shall be in compliance with all local, city and state building codes. Before making the electrical connection, make sure that main power supply is disconnected. The appliance, when installed, must be electrically grounded in accordance with local codes, with the national electrical code ansi/nfpa 70 (latest edition).**

To install the blower kit, access the junction box, or install a light kit, remove lower louver as illustrated by **Figure 24**.

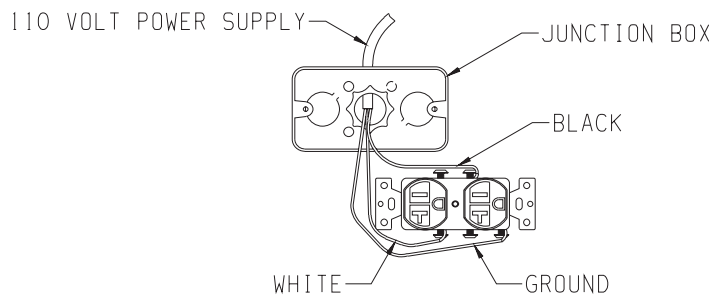
A factory included junction box is located on the lower right side of the fireplace. Wiring must be fed through the 7/8" diameter hole provided on the lower side of the fireplace, and secured to the outer wrap with the clamp provided. Leave approximately 6" of wire in the junction box for connection.

Attach black wire to one side of the receptacle and white wire to opposite side of receptacle. The ground wire should be attached to the green (ground) screw. **See Figure 23.**

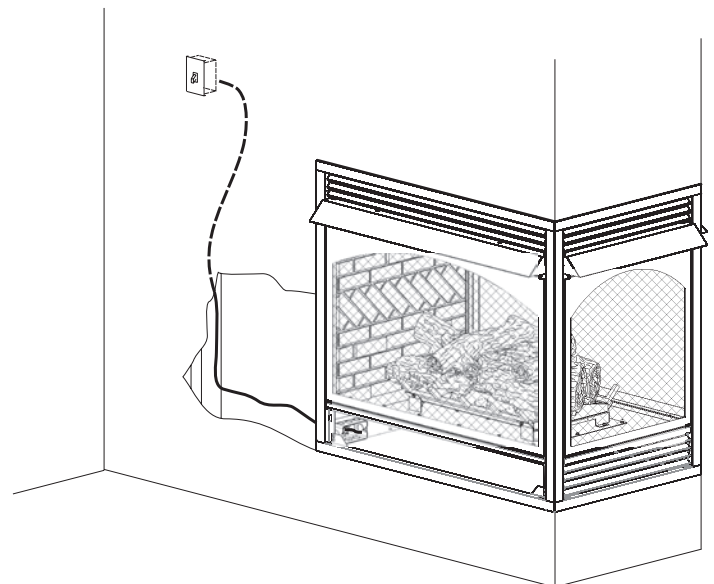
Install the receptacle into the junction box as illustrated. Attach cover plate. Place Junction Box so that it is approximately 8 to 12" away from the outer wrap wall. Secure wiring at outer wrap of fireplace with wire clamp provided.

**Attention:** If installed, do not damage gas inlet supply line when blower assembly is inserted into fireplace. In some cases, removal of the gas inlet supply line may be necessary.

## JUNCTION BOX CONNECTIONS



**Figure 23**



**Figure 24**

# OPTIONAL BLOWER INSTALLATION INSTRUCTIONS (CONT'D)

4. Insert blower assembly into interior, bottom of firebox.  
**NOTICE:** On peninsula models, the blower must be installed at the end which has the brick panel installed. Position blower assembly so that you align the notch on back of blower assembly with the center screw on side/end panel, then push the blower assembly against firebox outer panel. The blower wheel must be centered with the side/end wall of the firebox. The magnets on the back and bottom of blower assembly will sufficiently hold blower assembly in place. **See Figure 26.**
5. Once the blower assembly is in position, locate the plug button in the top corner of the firebox. Remove the plug with a standard screwdriver and discard plug.
6. Next, find the fan control switch and wire assembly. Feed the wires through the hole at the top of the firebox, and secure the fan control switch with two (2) #6 screws (provided). The fan control wires will slide down between the firebox and outer wrap near the blower assembly. **See Figure 25.**
7. Route the wires away from moving parts of the blower assembly and retain wires together near the blower motor using the plastic purse clip provided.

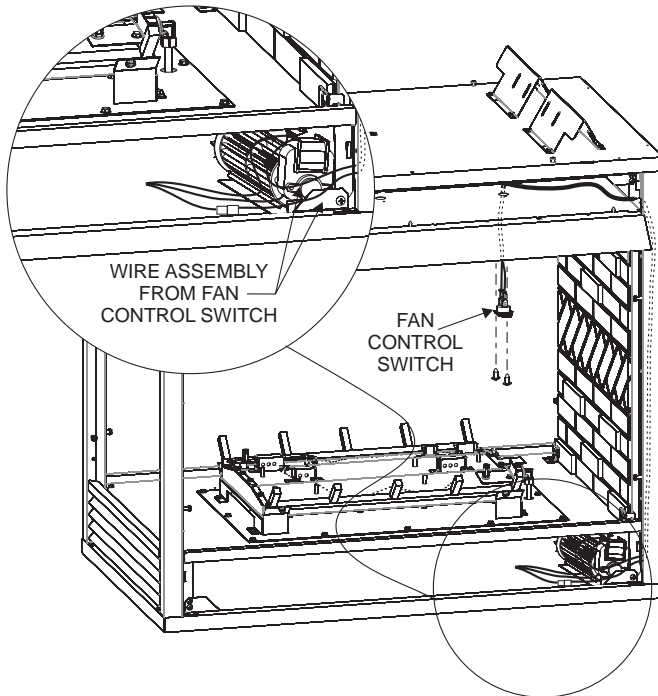


Figure 25

8. To complete the installation, plug the power cord into the junction box receptacle previously installed in the bottom of the fireplace. **See Figure 26.**
9. Once all connections are made electrically, it is recommended that you test the blower fan control operation by turning on power to the blower (**CAUTION: 110 Volt**). Turn the fireplace on and let run until blower is activated. This should take approximately 10 to 20 minutes from a cold start. Once blower is activated, check for proper operation. Do not place hands near blower assembly or other wiring while power is on.
10. Replace louver(s).
11. This completes the installation of the optional FBB5 Blower kit accessory.

**NOTICE:** This blower is equipped with a heat activated fan control switch. Blower will operate when the fireplace warms up, and will turn off automatically when the fireplace cools down. The time will vary for the activation of the fan control switch depending on several factors including fireplace type, BTU input variables, and log set style. Generally, it may take from 10 to 20 minutes to activate blower/fan control from a cold start.

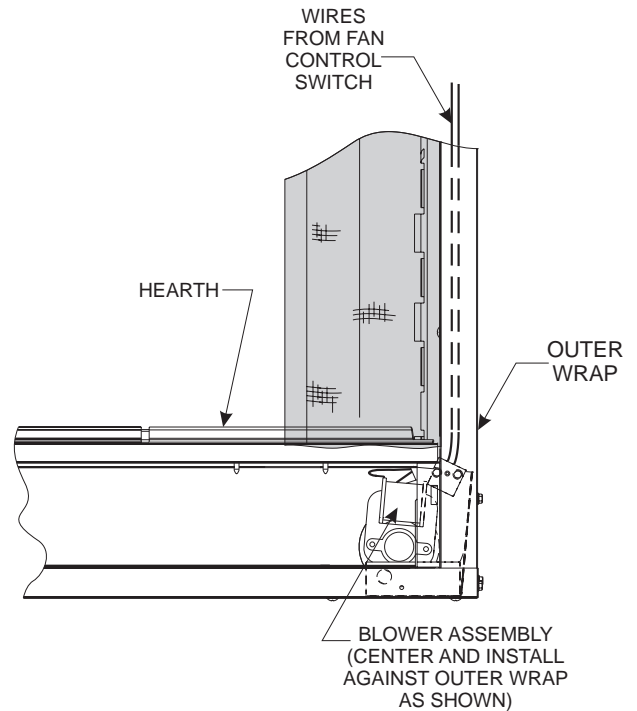


Figure 26

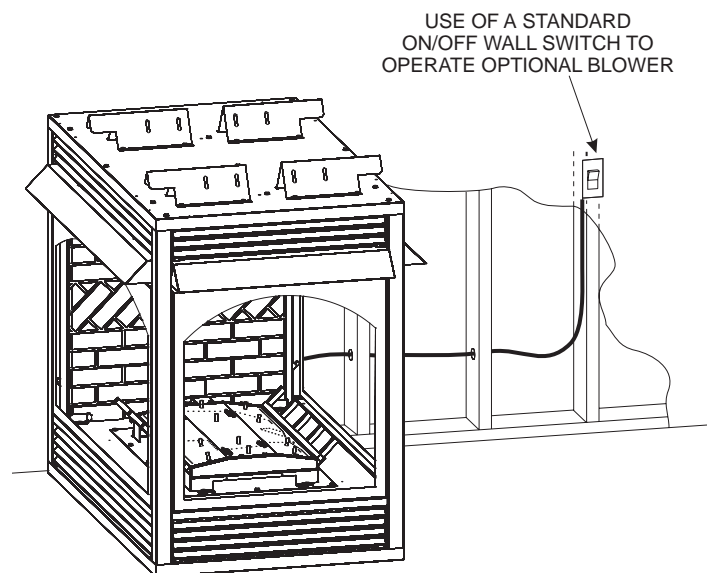


Figure 27



# OPTIONAL BLOWER INSTALLATION INSTRUCTIONS (CONT'D)

## Wiring

The appliance, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the *National Electrical Code, ANSI/NFPA 70*, if an external electrical source is utilized. **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.** For an ungrounded receptacle, an adapter, which has two prongs and a wire for grounding, can be purchased, plugged into the ungrounded receptacle and its wire connected to the receptacle mounting screw. With this wire completing the ground, the appliance cord plug can be plugged into the adapter and be electrically grounded.

### ⚠ CAUTION

**Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing.**

## Blower Motor

The blower motor does not have oiling holes. Do not attempt to oil the blower motor.

## Blower Wheels

The blower wheels will collect lint and could require periodic cleaning. If the air output decreases or the noise level increases, it indicates a dirty blower wheel. Remove blower and clean blower wheels.

### ⚠ WARNING

**Unplugging of blower accessory will not stop the heater from cycling. To turn off gas to the unvented heater: Push in gas control knob slightly and turn clockwise to "OFF." Do not force.**

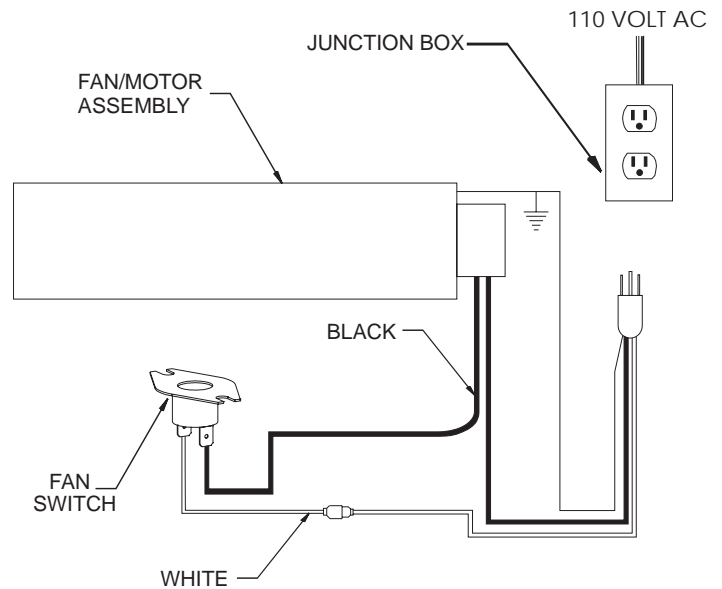
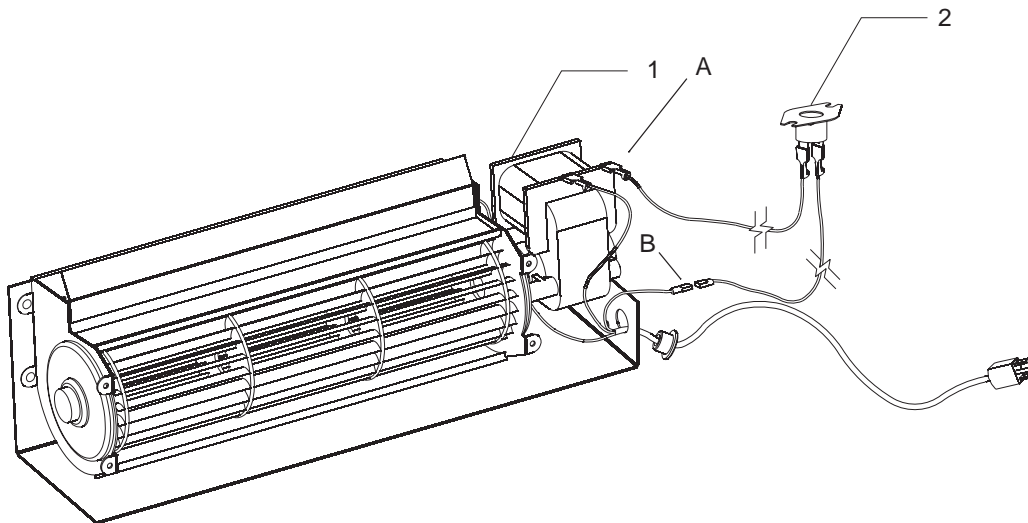


Figure 28



1	R7731	BLOWER ASSEMBLY COMPLETE
2	R8199	FAN CONTROL SWITCH

Figure 29

## LK2 ACCENT LIGHT ACCESSORY

An Accent Light Kit model LK2 is available for installation in the top of the firebox. Providing the junction box has been pre-wired with separate circuits as described in the "Wiring for a dual switch/receptacle" section.

Follow the instructions provided with the LK2 Accent Light kit for proper installation in the fireplace.

## MAINTENANCE

Keep the control compartment, logs and burner area surrounding the logs clean by vacuuming or brushing area at least twice a year.

**THE LOGS CAN GET VERY HOT - HANDLE ONLY WHEN COOL.**

Always turn off gas to the pilot before cleaning. For relighting, refer to the lighting instructions plate located in the lower compartment near the gas valve.

Never obstruct the flow of the combustion and ventilation air. Keep the front of the firebox clear of all obstacles and materials.

Screen panels must be in position while fireplace is in operation.

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# PARTS LIST

ATTENTION: When ordering parts, it is very important that part number and description of part coincide.

INDEX NO.	PART NUMBER				DESCRIPTION
	VFP36SP32EN	VFP36SP32EP	VFP36PP32EN	VFP36PP32EP	
1	-	-	-	-	FIREBOX ASSEMBLY
2	17301 (4)	17301 (4)	17301 (4)	17301 (4)	TOP STANDOFF
3	R3491	R3491	R3491	R3491	JUNCTION BOX COVER
4	R3492	R3492	R3492	R3492	RECEPTACLE
5	R9719 (2)	R9719 (2)	R9719	R9719	BRICK PANEL - SIDE
6	29270 (8)	29270 (8)	29270 (4)	29270 (4)	BRICK BRACKET
7	R3490	R3490	R3490	R3490	JUNCTION BOX
8	18807 (2)	18807 (2)	18807 (2)	18807 (2)	LOUVER ASSEMBLY - UPPER - LONG
9	18808 (2)	18808 (2)	18808 (2)	18808 (2)	LOUVER ASSEMBLY - LOWER - LONG
10	-	-	24059 (2)	24059 (2)	LOUVER ASSEMBLY - UPPER - SHORT
11	-	-	24058 (2)	24058 (2)	LOUVER ASSEMBLY - LOWER - SHORT
12	20145 (2)	20145 (2)	20145 (2)	20145 (2)	HOOD - LONG
13	-	-	24056	24056	HOOD - SHORT
14	20143 (2)	20143 (2)	20143 (2)	20143 (2)	FRAME ASSEMBLY - LONG
15			24149	24149	FRAME ASSEMBLY - SHORT
16	31579 (8)	31579 (8)	31579 (4)	31579 (4)	NAILING FLANGE
17	P253	P253	P253	P253	FITTING, ORIFICE ANGLED
18	P209	-	P209	-	ORIFICE #31 (NATURAL)
	-	P245	-	P245	ORIFICE #50 (PROPANE)
19	R5676	R5676	R5676	R5676	AIR SHUTTER
20	R3624	R3623	R3624	R3623	PILOT ASSEMBLY
21	24756	24756	24756	24756	BURNER ASSEMBLY
22	R5677	R5677	R5677	R5677	VENTURI ASSEMBLY
23	24119	24119	24119	24119	BURNER BASE
24	24143 (2)	24143 (2)	24143 (2)	24143 (2)	BURNER SUPPORT
25	24144 (2)	24144 (2)	24144 (2)	24144 (2)	GRATE ASSEMBLY
26	24146	24146	24146	24146	TUBING ASSEMBLY, INLET
27	-	32754	-	32754	TUBING ASSEMBLY, PILOT
28	R2423	R2423	R2423	R2423	MALE CONNECTOR, 5/16 X 3/8 NPT
29	20115	20115	20115	20115	VALVE BRACKET
30	R3626	R3625	R3626	R3625	VALVE
31	23244	23244	23244	23244	VENTURI SHIELD
32	R10947	R10947	R10947	R10947	WIRE ASSEMBLY
33	R3436	R3436	R3436	R3436	SWITCH
34	R2313	R2313	R2313	R2313	IGNITER
35	24148	-	24148	-	TUBING ASSEMBLY, PILOT TO REGULATOR
36	R7063	-	R7063	-	PILOT REGULATOR
37	20116	-	20116	-	TUBING ASSEMBLY, REGULATOR TO VALVE

USE ONLY MANUFACTURER'S REPLACEMENT PARTS. USE OF ANY OTHER PARTS COULD CAUSE INJURY OR DEATH.

**NOTICE:** SEE LOG INSTRUCTION MANUAL FOR DETAILS ON LOGS AND EMBERS

# PARTS LIST

ATTENTION: When ordering parts, it is very important that part number and description of part coincide.

INDEX NO.	PART NUMBER				DESCRIPTION
	VFP36SP32EN	VFP36SP32EP	VFP36PP32EN	VFP36PP32EP	
38	R7591	R7591	R7591	R7591	FLEXLINE
39	15999	15999	15999	15999	ROCKWOOL BAG
40	-	24675	-	24675	BRACKET, LOG SUPPORT (REAR)
41	-	24676	-	24676	BRACKET, LOG SUPPORT (FRONT)
42	R2792	R2792	R2792	R2792	IGNITOR WIRE
43	24291	-	24291	-	LOG SPACER PLATE
44	24661 (2)	-	24661 (2)	-	LOG SUPPORT 1
45	24664	-	24664	-	LOG SUPPORT 2
46	24662	-	24662	-	LOG SUPPORT 3
47	24663	-	24663	-	LOG SUPPORT 4
N/S	11788	11788	11788	11788	DECORATIVE ROCK BAG
N/S	M162	M162	M162	M162	VENTURI GASKET

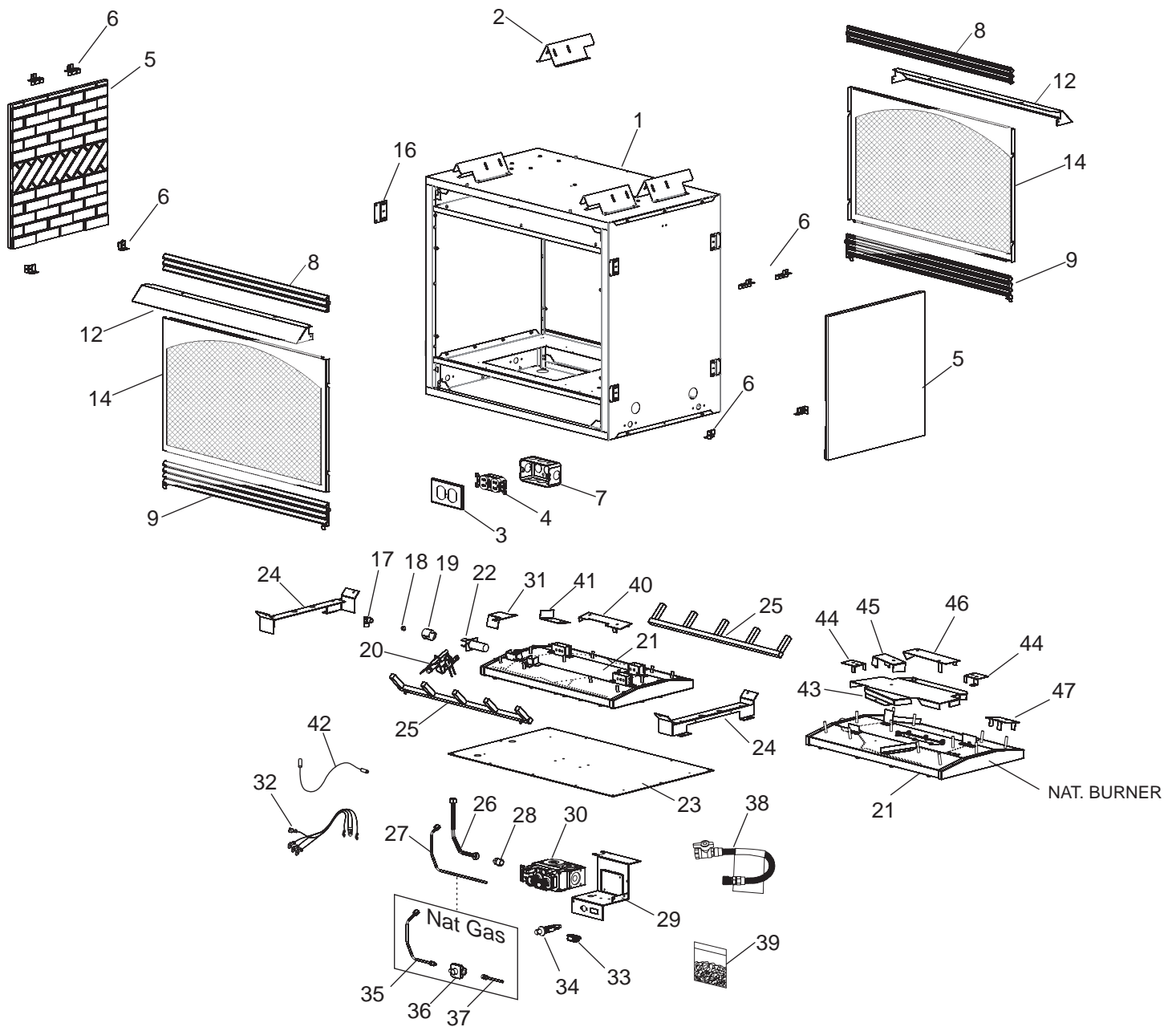
See page 32 for See-Through models VFP36SP series Parts View for ordering parts.

See page 33 for Peninsula models VFP36PP series Parts View for ordering parts.

USE ONLY MANUFACTURER'S REPLACEMENT PARTS. USE OF ANY OTHER PARTS COULD CAUSE INJURY OR DEATH.

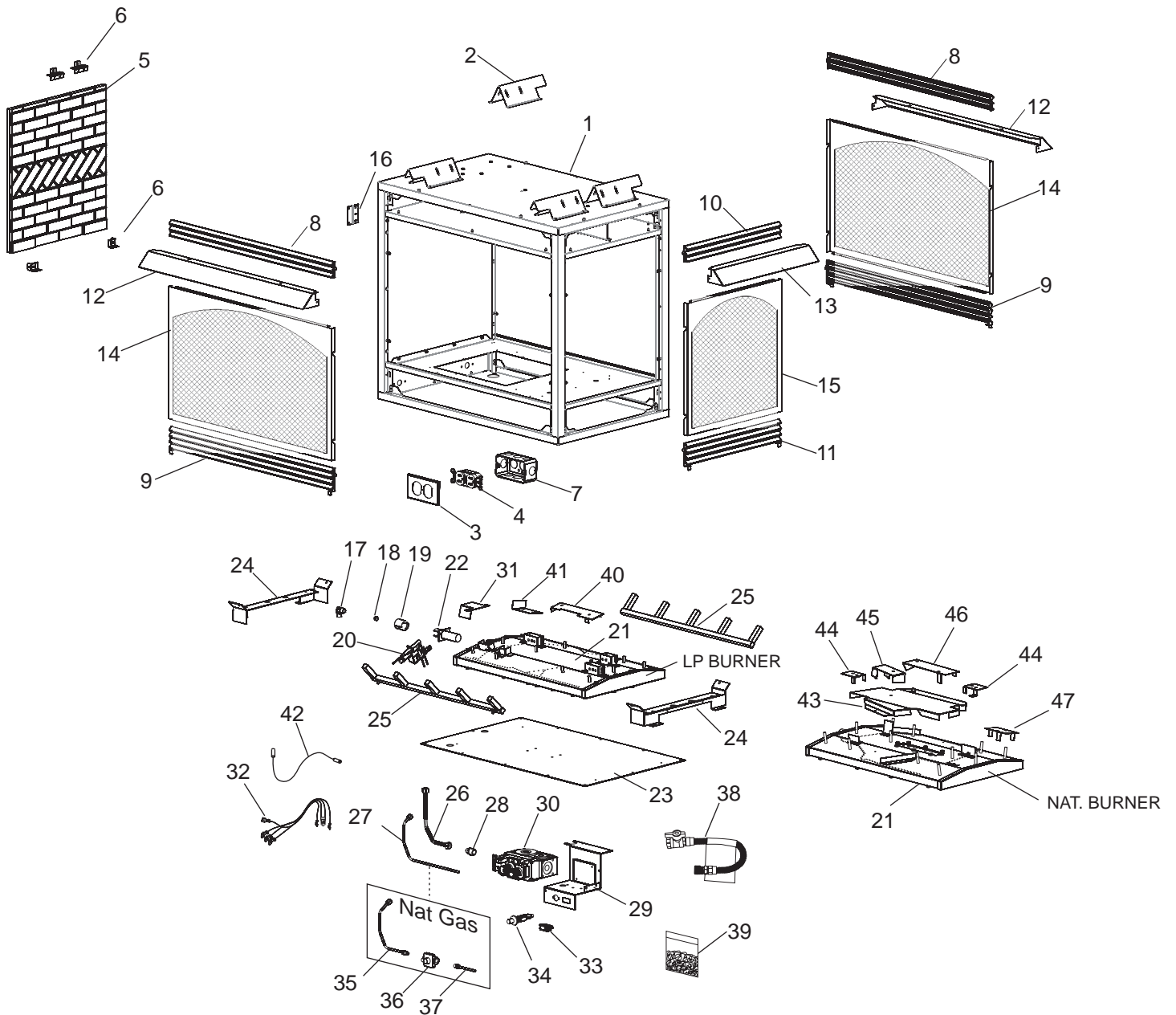
**NOTICE:** SEE LOG INSTRUCTION MANUAL FOR DETAILS ON LOGS AND ROCKWOOL.

# SEE-THROUGH FIREPLACE PARTS VIEW

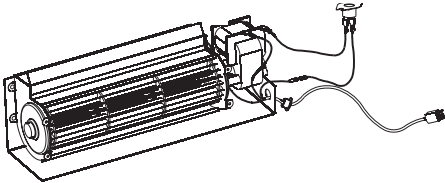
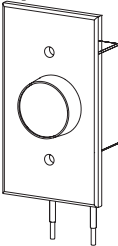
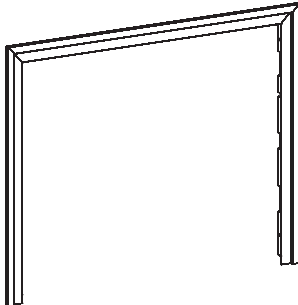





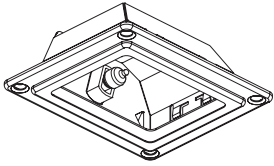
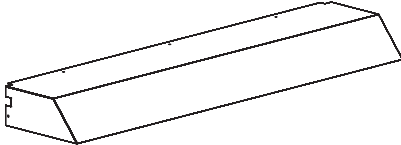

# PENINSULA FIREPLACE PARTS VIEW



# ACCESSORIES

Accessory	Description	Model Numbers
<b>Fan Kit</b> 	Designed to provide forced air flow.	FBB5
<b>Variable Speed Control Kit</b> 	Wall mounted variable speed control for use with FBB5 blower	SCV-1
<b>Frame Kits</b> 	Standard 3-Piece Frame Kits in Black or Hammered Pewter.	<p>For use with See-Through models: VFP36SP32 SERIES ONLY</p> <p>Contact dealer for all available optional frame kits</p>
<b>Bottom Trim Strip</b> 	Available as optional kits in Black or Hammered Pewter finishes.	<p>For VFP36SP32 SERIES ONLY</p> <p>Contact dealer for all available optional trim accessories</p>

## ACCESSORIES (CONT'D)

Accessory	Description	Model Numbers
<b>Accent Light Kit</b> 	<p>Optional light kit that installs in top of firebox to enhance logset. Operates with a Rheostat control to vary brightness of light for desired effect.</p> <p>R9645 - REPLACEMENT BULB - (25W , 300°C, 125-130 VAC)</p>	LK2
<b>Extended 4" Hoods</b> 	<p>Extended hoods that extend out 2" farther than the standard hoods, to accommodate thicker surround materials.</p> <p>Available as optional kits in Black.</p> <p><b>NOTE:</b> Not available for Peninsula open ends.</p>	Contact dealer for all available optional hood accessories
<b>Louvers</b> 	<p>Styles include Mission and Arch.</p> <p>Available as optional kits in Black or Hammered Pewter.</p>	Contact dealer for all available optional louver accessories
<b>Decorative Door Kits</b>	Available as optional kits in Black or Hammered Pewter.	Contact dealer for all available optional door kit accessories
<b>Decorative Frame Kits</b>	Available as optional kits in Black or Hammered Pewter.	Contact dealer for all available optional decorative frame kit accessories
<b>Mantel Systems</b>	Available in various styles and finishes.	Contact dealer for all available mantel options.

## MASTER PARTS DISTRIBUTOR LIST

To Order Parts Under Warranty, please contact your local Empire dealer. See the dealer locator at [www.empirecomfort.com](http://www.empirecomfort.com). To provide warranty service, your dealer will need your name and address, purchase date and serial number, and the nature of the problem with the unit.

To Order Parts After the Warranty Period, please contact your dealer or one of the Master Parts Distributors listed below. This list changes from time to time. For the current list, please click on the Master Parts button at [www.empirecomfort.com](http://www.empirecomfort.com).

Please note: Master Parts Distributors are independent businesses that stock the most commonly ordered Original Equipment repair parts for Heaters, Grills, and Fireplaces manufactured by Empire Comfort Systems Inc.

### Dey Distributing

1401 Willow Lake Boulevard  
Vadnais Heights, MN 55101

**Phone:** 651-490-9191

**Toll Free:** 800-397-1339

**Website:** [www.deydistributing.com](http://www.deydistributing.com)

**Parts:** Heater & Hearth

### East Coast Energy Products

10 East Route 36  
West Long Branch, NJ 07764

**Phone:** 732-870-8809

**Toll Free:** 800-755-8809

**Fax:** 732-870-8811

**Website:** [www.eastcoastenergy.com](http://www.eastcoastenergy.com)

**Parts:** Heater & Hearth and Grills

### F. W. Webb Company

200 Locust Street  
Hartford, CT 06114

**Phone:** 860-722-2433

**Toll Free:** 800-243-9360

**Fax:** 860-293-0479

**Toll Free Fax:** 800-274-2004

**Websites:** [www.fwwebb.com](http://www.fwwebb.com) & [www.victormfg.com](http://www.victormfg.com)

**Parts:** Heater & Hearth and Grills

## HOW TO ORDER REPAIR PARTS

### Parts Not Under Warranty

Parts can be ordered through your Service Person, Dealer, or a Master Parts Distributor. See this page for the Master Parts Distributors list. For best results, the **service person or dealer** should order parts through the distributor. Parts can be shipped directly to the **service person/dealer**.

### Warranty Parts

Warranty parts will need a proof of purchase and can be ordered by your Service Person or Dealer. Proof of purchase is **required** for warranty parts.

All parts listed in the Parts List have a Part Number. When ordering parts, first obtain the Model Number and Serial Number from the name plate on your equipment. Then determine the Part Number (**not** the Index Number) and the Description of each part from the following illustration and part list. Be sure to give all this information . . .

Appliance Model Number \_\_\_\_\_ Part Description \_\_\_\_\_

Appliance Serial Number \_\_\_\_\_ Part Number \_\_\_\_\_

Type of Gas (Propane or Natural) \_\_\_\_\_

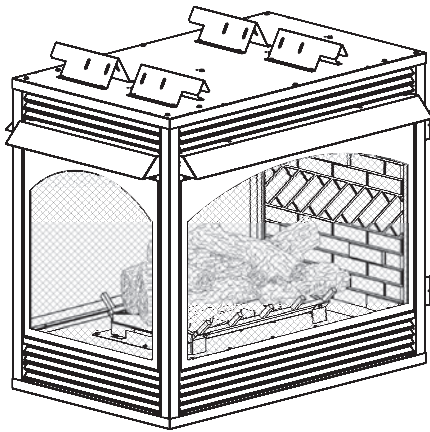
Do not order bolts, screws, washers or nuts. They are standard hardware items and can be purchased at any local hardware store.

Shipments contingent upon strikes, fires and all causes beyond our control.



Empire Comfort Systems  
918 Freeburg Avenue  
Belleville, Illinois 62220-2623

Web Site: [www.empirecomfort.com](http://www.empirecomfort.com)



GAS-FIRED



## Premium Vent-Free Fireplaces

### SEE-THROUGH FIREPLACE MODELS:

VFP36SP32EN  
VFP36SP32EP

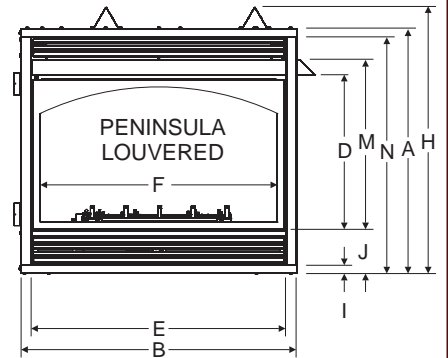
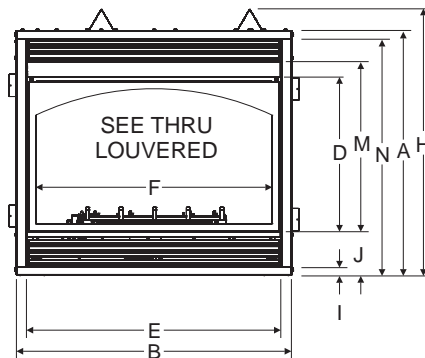
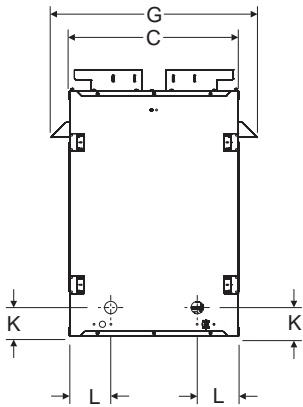
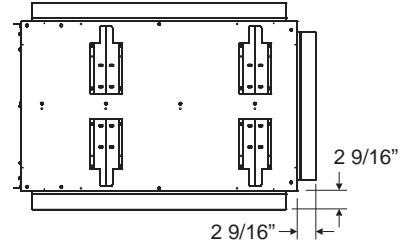
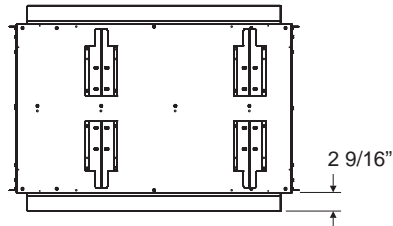
### PENINSULA FIREPLACE MODELS:

VFP36PP32EN  
VFP36PP32EP

**36-inch Fireplace accommodates the following Log Set:**

**Refractory Log Set:** LSU-24RR-2

Banded Brick Liners are made from Ceramic Fiber for rich detail and lasting beauty. Banded Brick Liners have dark "creamed-coffee" bricks with charcoal mortar in running bond courses, plus an accent band of diagonal bricks.



VFP36SP				VFP36PP			
A	34 3/4"	H	37 3/4"	A	34 3/4"	H	37 3/4"
B	39"	I	1 1/4"	B	39"	I	1 1/4"
C	24"	J	6 1/8"	C	24"	J	6 1/8"
D	22"	K	4"	D	22"	K	4"
E	36"	L	5 7/8"	E	36"	L	5 7/8"
F	34 1/4"	M	24 1/8"	F	35 1/4"	M	24 1/8"
G	29 1/8"	N	33 1/2"	G	29 1/8"	N	33 1/2"



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VFP36SP32EN  
VFP36SP32EP

#### PENINSULA FIREPLACE MODELS:

VFP36PP32EN  
VFP36PP32EP

## Clearances

**Combustible material clearance (furniture, parallel walls) from front of fireplace: 36" minimum**

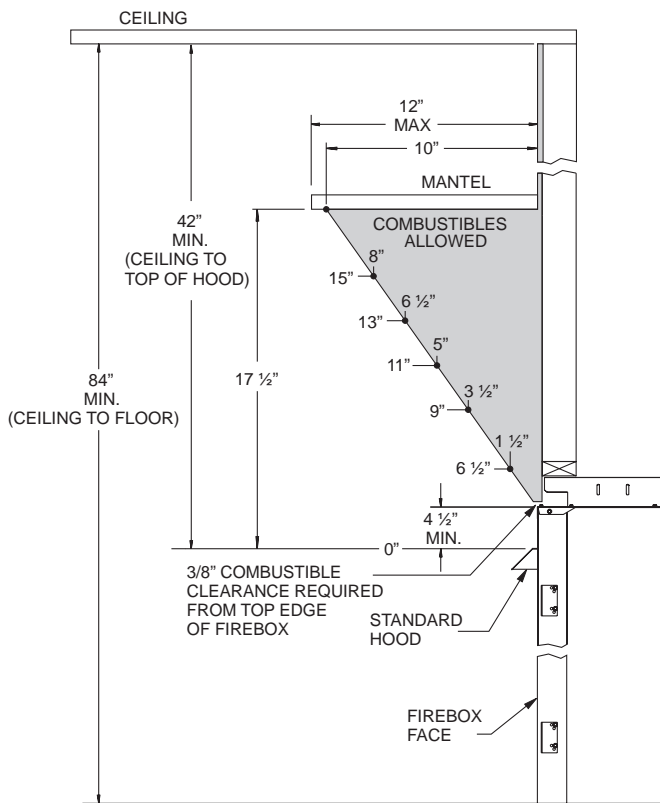
**Sidewall Clearances:** The clearance from the inside opening of the firebox to perpendicular combustible side wall should not be less than 1 3/4".

**Firebox Side and Back Clearances:** The fireplace outer casing side(s) require a minimum 1/2" clearance to combustibles.

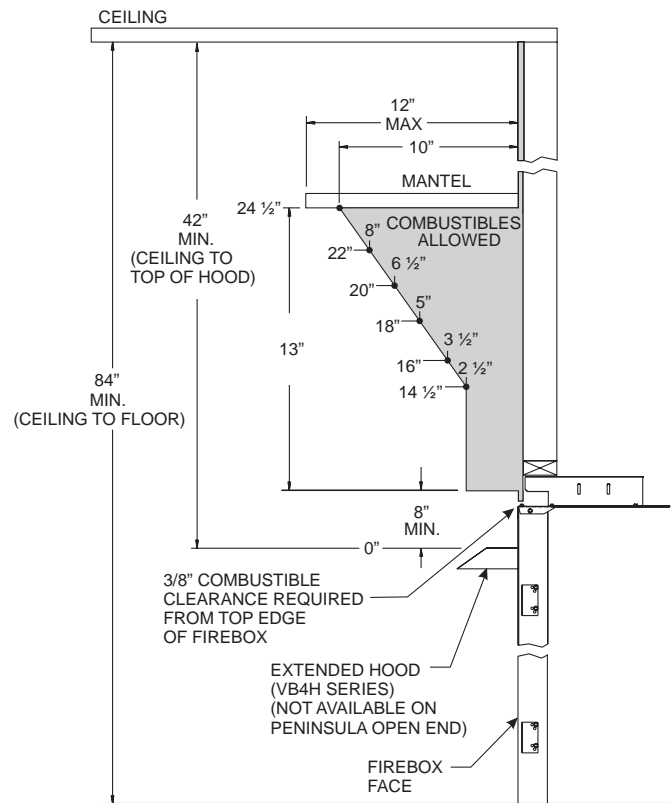
**Top Framing and Finishing:** Combustible framing may rest on top of standoffs. Combustible finishing materials may extend to the top standoff screws on the front edge of the top outer wrap.

**Ceiling Clearances:** The ceiling height should not be less than 42" from the top of the hood.

**Mantel Clearances:** Vent free fireplace models must use the hood supplied with the fireplace, or one of the optional hood kits available for each model. If a combustible mantel is installed, it must meet the clearance requirements detailed below.



Mantel Clearances with Standard Hood



Mantel Clearances with Optional Extended Hood





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### Premium Vent-Free Fireplaces

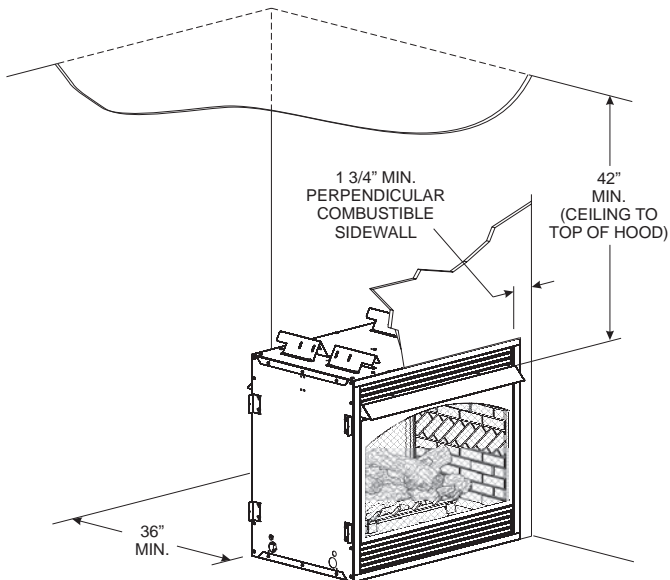
#### SEE-THROUGH FIREPLACE MODELS:

VFP36SP32EN  
VFP36SP32EP

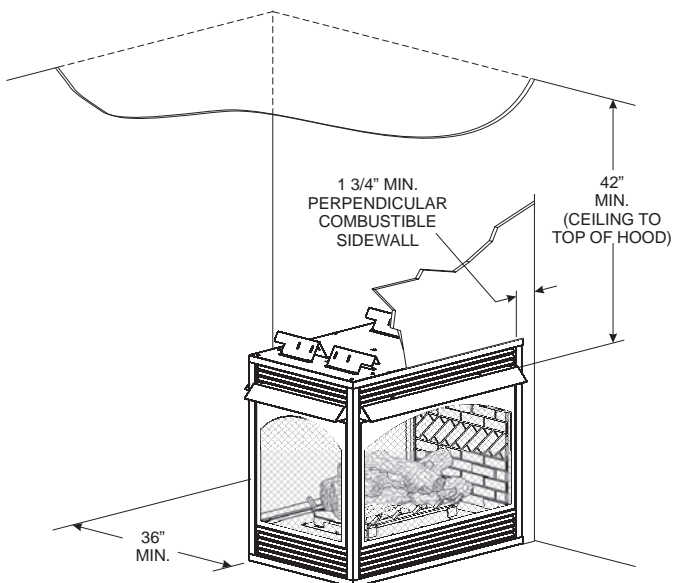
#### PENINSULA FIREPLACE MODELS:

VFP36PP32EN  
VFP36PP32EP

#### Clearances (continued)

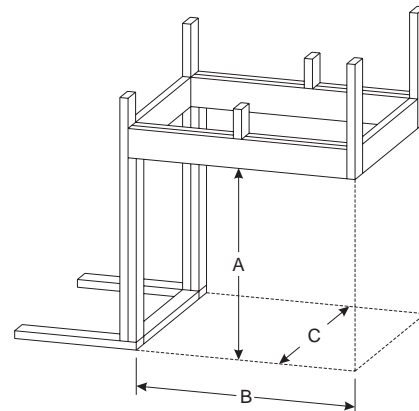


#### See Through Fireplace Clearances

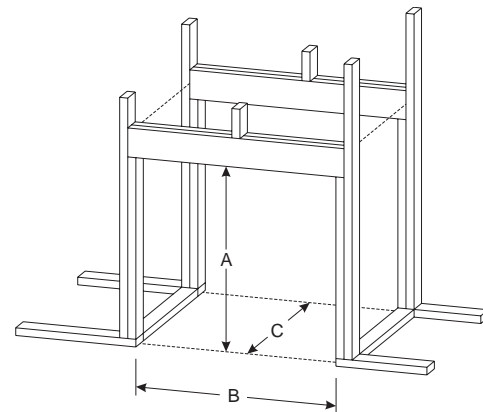


#### Peninsula Fireplace Clearances

#### Framing



#### Framing - Peninsula



#### Framing - See-Through

#### Premium Vent-Free Fireplace Framing Dimensions (inches)

	"A"	"B"	"C"
Model	Framing Height	Framing Width	Framing Depth
VFP36SP	41 1/2"	40"	23"
VFP36PP	41 1/2"	39"	23"

**Attention:** Add height of base to "A" Dimension when elevating fireplace if installing on an elevated base.

**Framing dimension A includes a three inch clearance for standoffs on fireplace.**

\* Dimension "C" assumes use of 1/2" wall board flush to both front faces.

\*\* Peninsula model framing width assumes use of 1/2" wall board flush to the end face.

## APPLIANCE SERVICE HISTORY

Date	Dealer Name	Service Technician Name	Service Performed/Notes

APPLIANCE SERVICE HISTORY

Date	Dealer Name	Service Technician Name	Service Performed/Notes

# WARRANTY

Empire Comfort Systems Inc. warrants this hearth product to be free from defects at the time of purchase and for the periods specified below. Hearth products must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner's manual. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

***Limited Lifetime Parts Warranty with a Five-Year Limited Labor Warranty – Combustion Chamber and Heat Exchanger***

If the combustion chamber or heat exchanger (see parts list) fails because of defective workmanship or material, Empire will repair or replace at Empire's option. Within five years from the date of purchase, Empire will pay reasonable labor to have the defective part repaired or replaced at Empire's option.

***Limited Five-Year Parts & Labor Warranty – All Other Components***

***(Except Remote Controls, Thermostats, Accessories and Replacement Parts)***

Should any part fail because of defective workmanship or material within five years from the date of purchase, Empire will repair or replace at Empire's option. Within five years from the date of purchase, Empire will pay reasonable labor to have that defect repaired at Empire's option.

***Limited One-Year Parts Warranty – Remote Controls, Thermostats, Accessories, and Parts***

Should any remote control, thermostat, accessory, or other part fail because of defective workmanship within one year from the date of purchase, Empire will repair or replace at Empire's option.

***Duties Of The Owner***

The appliance must be installed by a qualified installer and operated in accordance with the instructions furnished with the appliance. A bill of sale, cancelled check, or payment record should be kept to verify purchase date and establish warranty period. Ready access to the appliance for service.

***What Is Not Covered***

Damages that might result from the use, misuse, or improper installation of this appliance.  
Travel, diagnostic costs and freight charges on warranted parts to and from the factory.  
Claims that do not involve defective workmanship or materials.  
Unauthorized service or parts replacements.  
Removal and reinstallation cost.  
Inoperable due to improper or lack of maintenance.

***How To Get Service***

To make a claim under this warranty, please have your receipt available and contact your installing dealer. Provide the dealer with the model number, serial number, type of gas, and purchase verification. The installing dealer is responsible for providing service and will contact the factory to initiate any warranted parts replacements. Empire will make replacement parts available at the factory. Shipping expenses are not covered.

If, after contacting your Empire dealer, service received has not been satisfactory, contact: Consumer Relations Department, Empire Comfort Systems Inc., PO Box 529, Belleville, Illinois 62222, or send an e-mail to [info@empirecomfort.com](mailto:info@empirecomfort.com) with "Consumer Relations" in the subject line.

***Your Rights Under State Law***

This warranty gives your specific legal rights, and you may also have other rights, which vary from state to state.



SINCE 1932

**Empire Comfort Systems Inc.  
Belleville, IL**

If you have a general question  
about our products, please e-mail  
us at [info@empirecomfort.com](mailto:info@empirecomfort.com).

If you have a service or repair  
question, please contact your dealer.

**[www.empirecomfort.com](http://www.empirecomfort.com)**