

P/N 127042-01 Rev. A 01/2014



Models

VRE3036ZMN	VRE3036ZMP	VRE3042ZMN	VRE3042ZMP
------------	------------	------------	------------



P127042-01

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

**Installateur :** Laissez cette notice avec l'appareil.  
**Consommateur :** Conservez cette notice pour consultation ultérieure.

### WHEN USED AS AN OUTDOOR APPLIANCE

**⚠ DANGER**



**CARBON MONOXIDE WARNING**

- This appliance can produce carbon monoxide which has no odor.
- Using it in an enclosed space can kill you.
- Never use this appliance in an enclosed space such as a camper, tent, car or home.

**⚠ WARNING: For Outdoor Use Only.**

**⚠ DANGER**

**IF YOU SMELL GAS:**

1. Shut off gas to appliance.
2. Extinguish any open flame.
3. If odor continues, keep away from the appliance and immediately call your gas supplier or fire department.

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

**⚠ WARNING:** Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Read the installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.

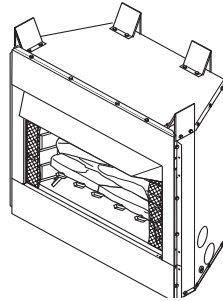
**WARNING:** If the information in these instructions is not followed exactly, a fire or explosion may result causing property damage, personal injury or death.

- 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.
  - 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.

**AVERTISSEMENT :** Assurez-vous de bien suivre les instructions données dans cette notice pour réduire au minimum le risque d'incendie ou d'explosion ou pour éviter tout dommage matériel, toute blessure ou la mort.

- Ne pas entreposer ni utiliser d'essence ni d'autres vapeurs ou liquides inflammables dans le voisinage de cet appareil ou de tout autre appareil.
- **QUE FAIRE SI VOUS SENTEZ UNE ODEUR DE GAZ :**
  - Ne pas tenter d'allumer d'appareil.
  - Ne touchez à aucun interrupteur. Ne pas vous servir des téléphones se trouvant dans le bâtiment où vous trouvez.
  - Appelez immédiatement votre fournisseur de gaz depuis un voisin. Suivez les instructions du fournisseur.
  - Si vous ne pouvez rejoindre le fournisseur de gaz, appelez le service des incendies.
- L'installation et l'entretien doivent être assurés par un installateur ou un service d'entretien qualifié ou par le fournisseur de gaz.

# STAINLESS OUTDOOR GAS FIREPLACE SYSTEM OWNER'S OPERATION AND INSTALLATION MANUAL



**⚠ WARNING:** If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- **WHAT TO DO IF YOU SMELL GAS**
  - Do not try to light any appliance.
  - Do not touch any electrical switch; do not use any phone in your building.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency or the gas supplier.

**⚠ WARNING:** For Outdoor Use Only.

**⚠ WARNING:** Fireplace must be operated only with doors fully open.

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

## TABLE OF CONTENTS

Safety .....	3	Specifications .....	16
Local Codes.....	4	Wiring Diagram.....	16
Product Features .....	5	Replacement Parts.....	17
Locating Fireplace.....	5	Service Hints.....	17
Product Specifications.....	5	Technical Service.....	17
Installation.....	6	Accessories.....	17
Operation.....	13	Troubleshooting.....	18
Inspecting Burners.....	14	Parts.....	21
Cleaning and Maintenance.....	15	Warranty.....	25

## SAFETY

**⚠ WARNING: Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Read the installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.**

**⚠ WARNING: This product contains and/or generates chemicals known to the state of California to cause cancer or birth defects or other reproductive harm.**

**IMPORTANT: Read this owner's manual carefully and completely before trying to assemble, operate or service this fireplace. Improper use of this fireplace can cause serious injury or death from burns, fire, explosion, electrical shock and carbon monoxide poisoning.**

**⚠ DANGER: Carbon monoxide poisoning may lead to death!**

**Carbon Monoxide Poisoning:** Early signs of carbon monoxide poisoning resemble the flu, with headaches, dizziness or nausea. If you have these signs, the heater may not be working properly. Get fresh air at once! Have heater serviced. Some people are more affected by carbon monoxide than others. These include pregnant women, people with heart or lung disease or anemia, those under the influence of alcohol and those at high altitudes.

**Natural and Propane/LP Gas:** Natural and propane/LP gases are odorless. An odor-making agent is added to the gas. The odor helps you detect a gas leak. However, the odor added to the gas can fade. Gas may be present even though no odor exists.

Make certain you read and understand all warnings. Keep this manual for reference. It is your guide to safe and proper operation of this fireplace.

**⚠ WARNING: Any change to this heater or its controls can be dangerous.**

**Due to high temperatures, the appliance should be located out of traffic and away from furniture and draperies.**

**Do not place clothing or other flammable material on or near the appliance. Never place any objects on the fireplace.**

**Fireplace front and screen become very hot when running fireplace. Keep children and adults away from hot surfaces to avoid burns or clothing ignition. Fireplace will remain hot for a time after shutdown. Allow surfaces to cool before touching.**

**Carefully supervise young children when they are in the area of the fireplace. When using the hand-held remote accessory, keep selector switch in the OFF position to prevent children from turning on burners with remote.**

# SAFETY

## Continued

**You must operate this fireplace with the fireplace screen in place. Make sure fireplace screen is in place before running heater.**

**The finish of the front face is protected with a self adhering plastic coating that must be removed before fireplace is operated. To prevent melting, ensure that the plastic coating protecting the finish is removed.**

**Keep the appliance area clear and free from combustible materials, gasoline and other flammable vapors and liquids.**

1. This fireplace is only for use with the type of gas indicated on the rating plate. This fireplace is not convertible for use with other gases.
2. Do not place propane/LP supply tank(s) inside any structure. Locate propane/LP supply tank(s) outdoors (propane/LP units only).
3. If you smell gas
  - shut off gas supply
  - 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
4. This fireplace shall be used only outdoors in a well ventilated space and shall not be used in a building, garage or any other enclosed area.
5. Do not use this fireplace as a wood burning fireplace. Use only the logs provided with the fireplace. Do not burn solid fuels in this fireplace.
6. Do not add extra logs or ornaments such as pine cones, vermiculite or rock wool. Using these added items can cause sooting. Do not add lava rock around base. Rock and debris could fall into the control area of fireplace.
7. To prevent the creation of soot, follow the instructions in Cleaning and Maintenance, page 14.
8. Before using furniture polish, wax, carpet cleaner or similar products, turn fireplace off. If heated, the vapors from these products may create a white powder residue within burner box or on adjacent walls or furniture.
9. Do not run fireplace
  - where flammable liquids or vapors are used or stored
  - under dusty conditions
10. Do not use this fireplace to cook food or burn paper or other objects.
11. 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.
12. Do not operate fireplace if any log is broken. Do not operate fireplace if a log is chipped (dime-sized or larger).
13. Turn fireplace off and let cool before servicing. Only a qualified service person should service and repair fireplace.
14. Operating fireplace above elevations of 4,500 feet could cause pilot outage.
15. Provide adequate clearance around air openings.

## LOCAL CODES

Install and use fireplace with care. Follow all local codes. In the absence of local codes, use the latest edition of *The National Fuel Gas Code ANSI Z223.1/NFPA 54\**.

\*Available from:

American National Standards Institute, Inc.  
1430 Broadway  
New York, NY 10018  
National Fire Protection Association, Inc.  
Batterymarch Park  
Quincy, MA 02269

**State 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.

Vent-free gas products are prohibited for bedroom and bathroom installation in the Commonwealth of Massachusetts.

# PRODUCT FEATURES

## REFRACTORY BRICK LINER

Your fireplace features a concrete refractory brick liner. As with all concrete liners, this liner may develop slight cracks when exposed to heat. These cracks will not affect the performance of the fireplace.

# LOCATING FIREPLACE

## PLANNING

Plan where you will install the fireplace. This will save time and money later when you install the fireplace. Before installation, consider the following:

1. Where the fireplace will be located. Allow for wall and ceiling clearances (see *Installation Clearances*, page 5).
2. Everything needed to complete installation.
3. These models are for outdoor use only.
4. Proper air for combustion and ventilation.

# PRODUCT SPECIFICATIONS

## 36" AND 42" MODELS

Note: If only one dimension is shown, the dimension is the same for both 36" and 42" models.

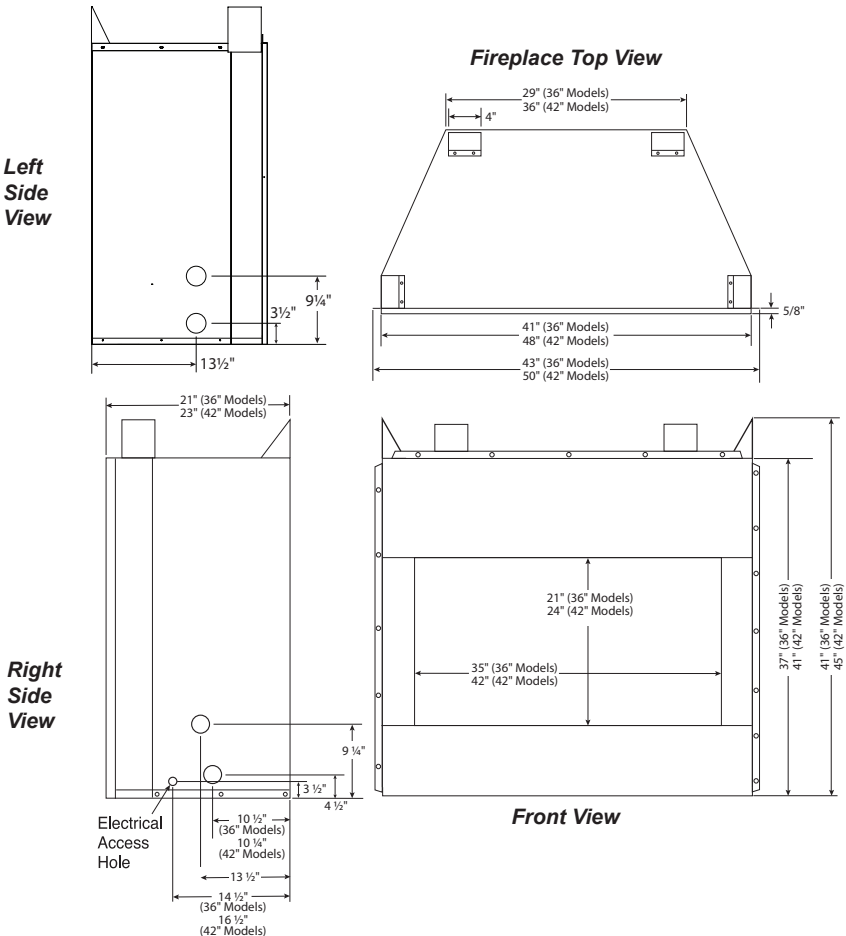


Figure 1 - Fireplace Dimensions (36" and 42" Models)

## INSTALLATION

**IMPORTANT:** Make sure fireplace is level. If fireplace is not level, log set will not work properly. Use dimensions shown for rough openings to create the easiest installation (see *Built-In Fireplace Installation*, page 6).

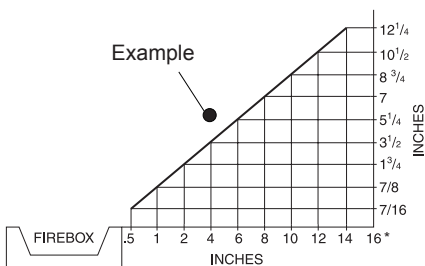
### INSTALLATION CLEARANCES

**⚠ WARNING: Maintain the minimum clearances. If you can, provide greater clearances from floor, ceiling and adjoining wall.**

Carefully follow these instructions. This will ensure safe installation. Fireplace hood must be used if combustible mantel material is installed.

#### Minimum Wall and Ceiling Clearances (see Figure 2)

- Clearances from the side of the fireplace cabinet to any combustible material and wall should follow diagram in Figure 2.  
*Example:* The face of a mantel, bookshelf, etc. is made of combustible material and protrudes 3 1/2" from the wall. This combustible material must be 4" from the side of the fireplace cabinet (see Figure 2).
- Clearances from the top of the fireplace opening to the ceiling should not be less than 42".
- When fireplace is installed on carpeting or other combustible material, other than wood flooring, fireplace should be installed on a metal or wood panel extending the full width and depth of enclosure.
- Clearances from bottom of fireplace to the floor is 0".



\*Minimum 16" from Side Wall

**Figure 2 - Minimum Clearance for Combustible to Wall**

### OUTDOOR ENCLOSURE REQUIREMENTS

Must conform to one of the following conditions:

- With walls on all sides, but with no overhead cover;
- Within a partial enclosure which includes an overhead cover and no more than two side walls. These side walls may be parallel, as in breezeway or at right angles to each side; or
- Within a partial enclosure which includes an overhead cover and three sidewalls, as long as 30% or more of the horizontal periphery of the enclosure is permanently open.

**⚠ CAUTION: Do not install the fireplace directly on carpet or vinyl.**

**⚠ WARNING: Fireplace hood must be used if a combustible mantel material is installed.**

#### Mantel Clearances for Built-In Installation

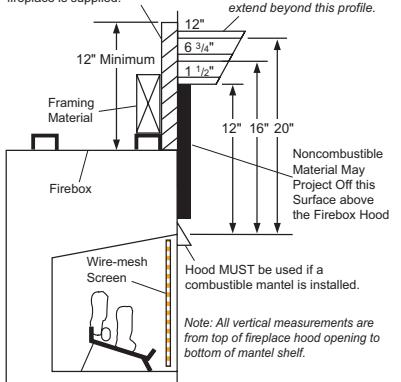
If placing custom mantel above built-in fireplace, you must meet the minimum allowable clearance between mantel shelf and top of fireplace opening shown in Figure 3, page 6. These are the minimum allowable mantel clearances for a safe installation. Use larger clearances wherever possible to minimize the heating of objects and materials placed on the mantel.

**NOTICE: Surface temperatures of adjacent walls and mantels become hot during operation. Walls and mantels above the fireplace may become hot to the touch. If installed properly, these temperatures meet the requirement of the national product standard. Follow all minimum clearances shown in this manual.**

# INSTALLATION

Continued

Facing material above firebox must be of noncombustible material. A 12" concrete board projecting the width of the fireplace is supplied.



**Figure 3 - Minimum Mantel Clearances for Built-In Installation**

**NOTICE: If your installation does not meet the minimum clearances shown, you must do one of the following:**

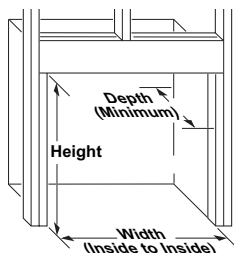
- raise the mantel to an acceptable height
- remove the mantel

## BUILT-IN FIREPLACE INSTALLATION

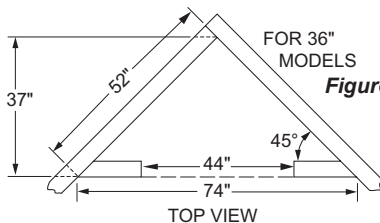
1. Frame in rough opening. The fireplace framing must be constructed of steel stud material. Steel studs are provided and are permanently fixed around the perimeter of the unit. Use dimensions in Table 1 and rough opening layout in Figure 4a. Adjust framing so that fireplace is flush with finished wall surface. If installing in a corner, use dimensions in Figures 4b and 4c for rough opening.
2. Install gas piping to fireplace location (see [Connecting to Gas Supply](#), page 7.)
3. Carefully set fireplace in front of rough opening with back of fireplace inside wall opening.
4. Carefully insert fireplace into rough opening.

**Table 1**

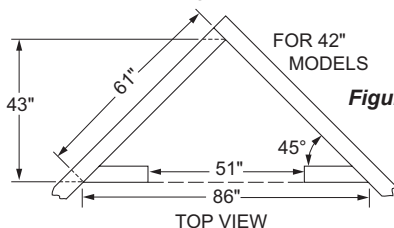
Rough Opening Dimensions for Built-in Installation			
Model	Front Width (Inside to Inside)	Height	Depth (Min.)
36"	44"	42 3/4"	21"
42"	51"	46 1/2"	23"



**Figure 4a**

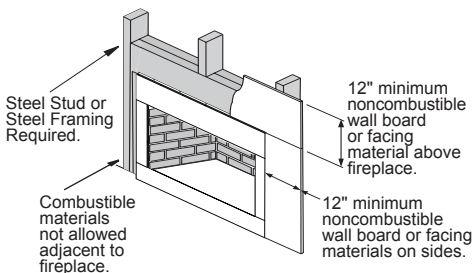


**Figure 4b**



**Figure 4c**

**Figure 4 - Rough Opening for Installing in Wall**



**Figure 5 - Installing Firebox**

# INSTALLATION

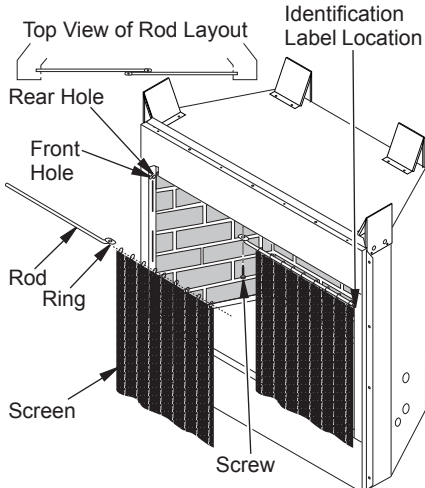
*Continued*

## INSTALLING DRAIN PAN DP36/DP42

The fireplace enclosure must allow for adequate drainage and fresh air ventilation. It is recommended that a sealed, corrosion resistant catch pan with provision for drainage be installed under fireplace within fireplace enclosure (see *Accessories*, page 16).

## INSTALLING FIREPLACE SCREEN

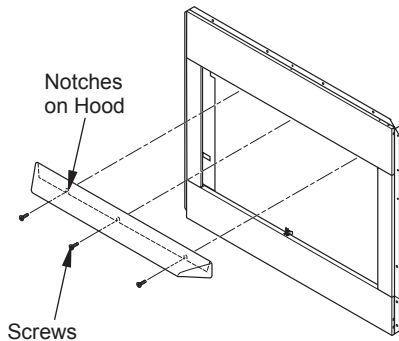
1. Insert each rod through all rings located at top of screen.
2. Insert first rod into rear hole in left side of fireplace. Fasten rod to rear hole near center of fireplace using #10 x 3/8" Phillips screw provided (see Figure 6).
3. Insert other rod into front hole on right side of fireplace and fasten using remaining Phillips screw.



**Figure 6 - Installing Fireplace Screen**

## INSTALLING FIREPLACE HOOD HS36/HS42

1. Remove protective film from stainless steel hood.
2. Align three notches located on back side of hood with front face of fireplace (see Figure 7). Notches should be at least 3 1/2" up from edge of fireplace opening.
3. Hold fireplace hood in place. Using a #10 drill bit, drill through three notches.
4. Insert three screws through notches in hood into holes in fireplace.



**Figure 7 - Installing Hood**

## INSTALLING BI-FOLD GLASS DOORS

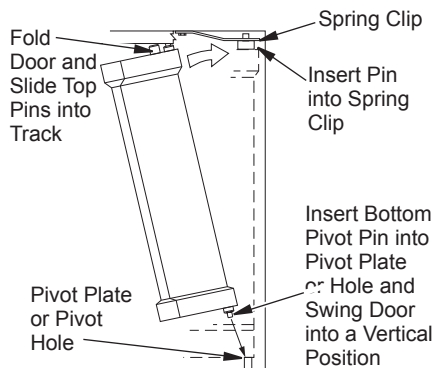
**IMPORTANT:** Use only glass doors certified for use with this fireplace (See *Accessories*, page 16).

### Door Installation

Pivot and spring clips have been installed and pretested at the factory, but some readjustments may be needed due to movement during shipping or handling.

Install doors using the following steps. If you find doors do not close properly or do not appear level or straight, proceed with section on door adjustment.

1. With bi-fold door completely folded, insert bottom pivot pin into pivot plate or pivot hole located near bottom corner of front face opening and swing door to the vertical position making sure top pins slide into door track. Door is installed when top door pin snaps into spring clip (see Figure 8).
2. Repeat step 1 for remaining door.



**Figure 8: Installing Bi-Fold Glass Door**



# INSTALLATION

*Continued*

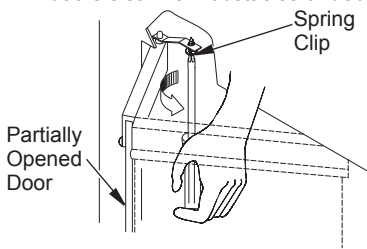
**⚠ WARNING: Fireplace must be operated only with doors fully opened.**

## Door Adjustment

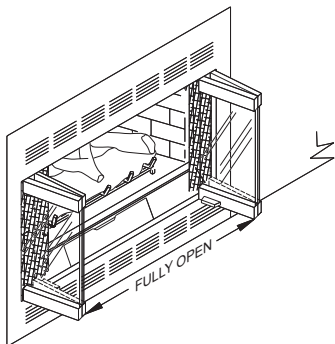
Remove doors and slightly loosen lower pivot plate (if equipped) and upper spring clips. Replace doors and fully close them. Use 1/8" shims (any material) to level doors. Once the proper setting is achieved, carefully open doors enough so that you can access pivot and spring clips with a Phillips screwdriver. Tighten screws (see Figure 9).

Please read the following care and operation guidelines before operating your appliance or fireplace.

- Glass doors should be operated in the fully open position only (see Figure 10).
- If doors are not fully open, the thermo disk will automatically turn off burner. See *Safety Device* on page 15 for instructions on how to reset the thermo disk.
- When operating doors, do not slam shut or abuse them.
- Always keep area below bottom edge of doors clear from obstacles or debris.



**Figure 9: Door Adjustment**



**Figure 10: Bi-Fold Doors Fully Open**

- Do not operate this appliance if glass doors are broken or damaged.
- Do not use abrasive liquids or cleaners for cleaning of glass and door trims. Any household glass cleaner should suffice. Do not clean doors when hot, allow the appliance to cool before cleaning.

## CONNECTING TO GAS SUPPLY

**⚠ WARNING: A qualified service person must connect heater to gas supply. Follow all local codes.**

**⚠ WARNING: This appliance requires a 3/8" NPT (National Pipe Thread) inlet connection to the control valve.**

**⚠ CAUTION: Never connect propane/LP unit directly to the propane/LP supply. This unit requires an external regulator (not supplied). Install the external regulator between the unit and the propane/LP supply.**

**⚠ WARNING: Never connect natural gas fireplace to private (non-utility) gas wells. This gas is commonly known as wellhead gas.**

## Installation Items Needed

Before installing heater, make sure you have the items listed below.

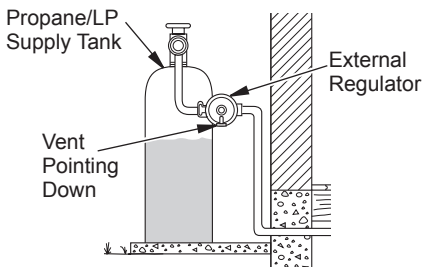
- approved flexible gas hose and fittings (supplied with appliance, if allowed by local codes)
- external regulator (propane/LP models only)
- piping (check local codes)
- sealant (resistant to propane/LP gas)
- equipment shutoff valve\*
- test gauge connection\*
- sediment trap
- tee joint
- pipe wrench

\* An equipment shutoff valve with 1/8" NPT tap is an acceptable alternative to test gauge connection. Purchase the optional equipment shutoff valve from your dealer.

## INSTALLATION

### Continued

For propane/LP units, the installer must supply an external regulator. The external regulator will reduce incoming gas pressure. You must reduce incoming gas pressure to between 11" and 14" of water. If you do not reduce incoming gas pressure, control valve damage could occur. Install external regulator with the vent pointing down as shown in Figure 11. Pointing the vent down protects it from freezing rain or sleet.



**Figure 11 - External Regulator with Vent Pointing Down**

## REMOTE PROPANE/LP GAS SUPPLIES AND ENCLOSURES

If appliance is to be permanently connected to a gas piping system from a remote supply tank, installation must be in accordance with local codes or, in absence of local codes, with the *National Fuel Gas Codes ANSI Z223.1/NFPA 54*.

Enclosures may be used to conceal propane/LP supply tanks and must be constructed to meet the following minimum construction requirements:

- An enclosure must have either one open side or at least four opposing vent openings, top and bottom, which meet minimum requirements for size and location (see Figure 12).
- Each opening must provide a minimum of 1/2 square inches (3.23 cm<sup>2</sup>) of open area for each pound propane/LP contained in enclosed supply tank.

*Example:* A full enclosure for a 20 pound propane/LP tank must have at least four, 10 square inches (65 cm<sup>2</sup>) openings [a 2" x 5" (5 x 13 cm) square].

- The top openings must be 180° opposing and be placed at valve level.

- The bottom openings must be 180° opposing and be placed 5" (12.7 cm) above bottom floor.
- There must be 2" (5 cm) minimum clearance from the floor to ground level of enclosure.

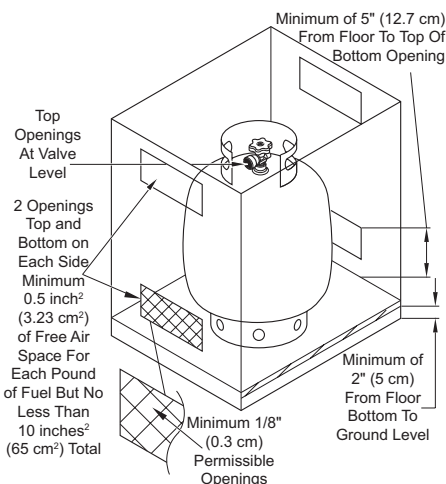
**CAUTION:** Use only new, black iron or steel pipe. Internally-tinned copper tubing may be used in certain areas. Check your local codes. Use pipe of 1/2" diameter or greater to allow proper gas volume to heater. If pipe is too small, undue loss of volume will occur.

Installation must include an equipment shutoff valve, union and plugged 1/8" NPT tap. Locate NPT tap within reach for test gauge hook up. NPT tap must be upstream from log set (see Figure 13, page 10).

**IMPORTANT:** Install equipment shutoff valve in an accessible location. The equipment shutoff valve is for turning on or shutting off the gas to the appliance.

Apply pipe joint sealant lightly to male NPT threads. This will prevent excess sealant from going into pipe. Excess sealant in pipe could result in clogged heater valves.

**WARNING:** Use pipe joint sealant that is resistant to liquid petroleum (LP) gas.



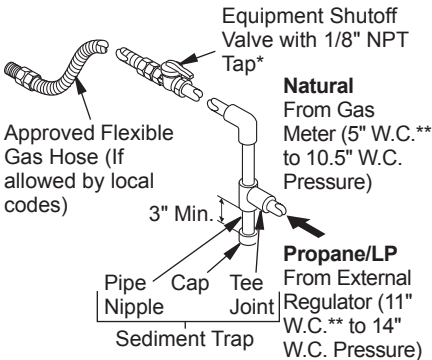
**Figure 12 - Propane/LP Tank Enclosure**

## INSTALLATION

### Continued

We recommend that you install a sediment trap in supply line as shown in Figure 13. Locate sediment trap where it is within reach for cleaning. Install in piping system between fuel supply and appliance. Locate sediment trap where trapped matter is not likely to freeze. A sediment trap traps moisture and contaminants. This keeps them from going into heater controls. If sediment trap is not installed or is installed wrong, heater may not run properly.

**CAUTION: Avoid damage to gas control. Hold gas control with wrench when connecting it to gas piping and/or fittings.**



**Figure 13 - Gas Connection**

\* Purchase the optional shutoff valve from your dealer.

\*\* Minimum inlet pressure for purpose of input adjustment.

## CHECKING GAS CONNECTIONS

**WARNING: Test all gas piping and connections for leaks after installing or servicing. Correct all leaks at once.**

**WARNING: Never use an open flame to check for a leak. Apply a noncorrosive leak detection fluid to all joints. Bubbles forming show a leak. Correct all leaks at once.**

**CAUTION: Make sure external regulator has been installed between propane/LP supply and appliance. See guidelines under Connecting to Gas Supply, page 7.**

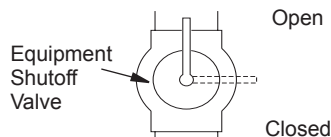
## PRESSURE TESTING GAS SUPPLY PIPING SYSTEM

### Test Pressures In Excess Of 1/2 PSIG (3.5 kPa)

1. Disconnect appliance with its appliance main gas valve (control valve) and equipment shutoff valve from gas supply piping system. Pressures in excess of 1/2 psig will damage control valve.
2. Cap off open end of gas pipe where equipment shutoff valve was connected.
3. Pressurize supply piping system by either opening propane/LP supply tank valve for propane/LP gas or opening main gas valve located on or near gas meter for natural gas or using compressed air.
4. Check all joints of gas supply piping system. Apply noncorrosive leak detection fluid to all joints. Bubbles forming show a leak.
5. Correct all leaks at once.
6. Reconnect heater and equipment shutoff valve to gas supply. Check reconnected fittings for leaks.

### Test Pressures Equal To or Less Than 1/2 PSIG (3.5 kPa)

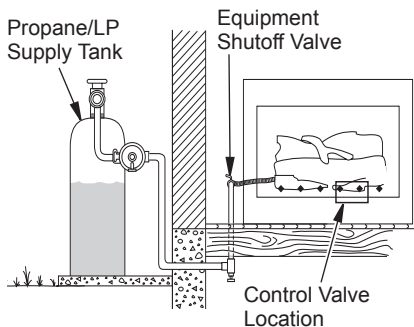
1. Close equipment shutoff valve (see Figure 14).
2. Pressurize supply piping system by either opening propane/LP supply tank valve for propane/LP gas or opening main gas valve located on or near gas meter for natural gas or using compressed air.
3. Check all joints from gas meter to equipment shutoff valve for natural gas or propane/LP supply to equipment shutoff valve for propane/LP (see Figure 15 or 16, page 11). Apply noncorrosive leak detection fluid to all joints. Bubbles forming show a leak.
4. Correct all leaks at once.



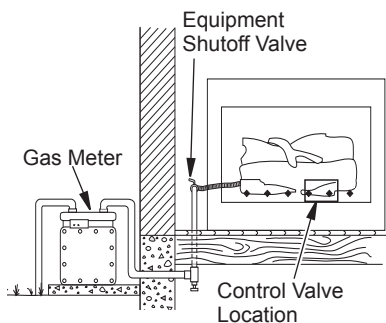
**Figure 14 - Equipment Shutoff Valve**

# INSTALLATION

Continued



**Figure 15 - Checking Gas Joints  
(Propane/LP Gas Only)**



**Figure 16 - Checking Gas Joints  
(Natural Gas Only)**

## Pressure Testing Appliance Gas Connections

1. Open equipment shutoff valve (see Figure 14, page 10).
2. Open main gas valve located on or near gas meter for natural gas or open propane/LP supply tank valve.
3. Make sure control knob of appliance is in the OFF position.
4. Check all joints from equipment shutoff valve to gas control (see Figure 15 or 16). Apply noncorrosive leak detection fluid to all joints. Bubbles forming show a leak.
5. Correct all leaks at once.
6. Light appliance (see [Operation](#), page 12) Check all other internal joints for leaks.
7. Turn off appliance.

## PLACEMENT OF LOOSE EMBERS

**⚠ CAUTION: Do not place any loose embers around pilot assembly.**

Two bags of loose embers are provided with this unit. For this installation use the embers that are approximately 1" square in size. If needed, larger embers can be broken to size. These embers aid in concealing the burner pan, directing flames through the ember bed, quiet operation of the unit and gives a natural random flame pattern.

Place embers as follows:

1. Place embers around center ember bed or ember pod.
2. Place individual embers on their edge (not flat) along the top of burner pan. This aids in directing flames from the burner through ember bed.

*Note: Too many embers or embers placed flat along burner pan can suppress the flames.*

3. When unit is lit, check flames for random appearance and ember bed glowing red-orange in color (see [Burner Flame Pattern](#), page 17). If this is not happening, either add, remove or reposition loose embers.

**IMPORTANT:** Turn unit off and let cool before repositioning loose embers.



**Figure 17 - Placement of Embers**

## OPERATION

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

C. Use only your hand to push in or turn gas control knob. Never use tools. If the knob will not push in or turn by hand, do not try to repair it, call a qualified technician. Force or attempted repair may result in a fire.

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.

If you then smell gas, STOP! Follow "B" in the safety information in column 1. If you don't smell gas, go on the next step.

6. Press in and turn control knob counterclockwise  to the PILOT position. Press in control knob for five (5) seconds (see Figure 18).


7. With control knob pressed in, press and release ignitor button. This will light pilot. If needed, keep pressing ignitor button until pilot lights.

*Note: If pilot does not stay lit, contact a qualified service person or gas supplier for repairs.*

8. Keep control knob pressed in for 30 seconds after lighting pilot. After 30 seconds, release control knob.

• If control knob does not pop out when released, turn off gas supply and contact a qualified service person or gas supplier for repairs.

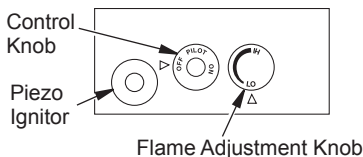
*Note: If pilot goes out, repeat steps 4 through 8.*

9. Slightly push in and turn control knob counterclockwise  to the ON position.

10. Wait one minute and move switch to the ON position to light burner.


*Note: AUTO is only functional when using optional remote control accessory.*

11. Set flame adjustment knob to any level between HI and LO.



**Figure 18 - Setting Control Knobs**

### LIGHTING INSTRUCTIONS

1. STOP! Read the safety information, above.
2. Make sure switch is in the OFF position.
3. Be sure gas line shut-off valve is OPEN.
4. Press in and turn control knob clockwise  to the OFF position (see Figure 18).

*Note: Knob cannot be turned from PILOT to OFF unless knob is pushed in slightly. DO NOT FORCE.*

5. Wait five (5) minutes to clear out any gas.

### TO TURN OFF GAS TO APPLIANCE

1. Push switch into OFF position. The pilot will remain lit for normal service.
2. Access control knobs.
3. Press gas control knob slightly and turn clockwise to OFF. Do not force.
4. Close equipment shutoff valve (see Figure 14, page 10).

## OPERATION

Continued

### HAND-HELD REMOTE OPERATION

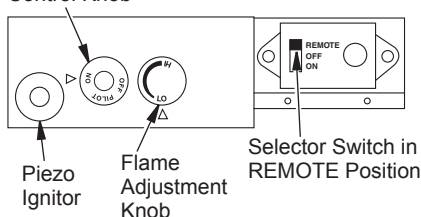
**NOTICE: You must light the pilot before using the hand-held remote control unit. See Lighting Instructions, page 12.**

After lighting, let pilot flame burn for about one minute. Turn control knob to ON position. Adjust flame adjustment knob anywhere between HI and LO. Slide the selector switch to the REMOTE position on Remote Receiver (see Figure 19).

*Note: The burner may light if hand-held remote was on when selector switch was last turned off. You can now turn the burner on and off with the hand-held remote control unit.*

**IMPORTANT:** Do not leave the selector switch in the REMOTE or ON position when the pilot is not lit. This will drain the battery.

Control Knob



**Figure 19 - Settings for Remote Operation**

## INSPECTING BURNERS

Check pilot flame pattern and burner flame patterns often.

### PILOT ASSEMBLY

The pilot assembly is factory preset for the proper flame height. Alterations may have occurred during shipping and handling. Call a qualified service person to readjust the pilot if necessary.

The height of the thermopile must be  $3/8"$  to  $1/2"$  above the pilot flame as shown in Figure 22. The thermocouple must be at a height of about  $1/8"$  above the pilot flame. The flame from the pilot burner must extend beyond both the thermocouple and thermopile.

If your pilot assembly does not meet these requirements:

- turn fireplace off (see To Turn Off Gas to Appliance, page 12)
- see Troubleshooting, page 17

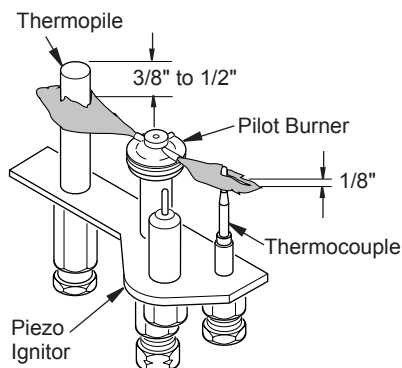
### BURNER FLAME PATTERN

Figure 23 shows correct burner flame pattern.

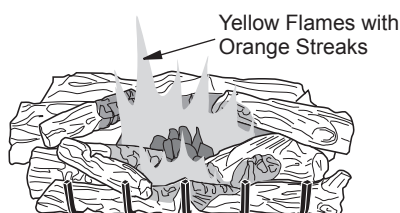
**NOTICE: Do not mistake orange flames with yellow tipping. Dirt or other fine particles are burned by appliance, causing brief patches of orange flame.**

If burner flame pattern is incorrect, as shown in Figure 24.

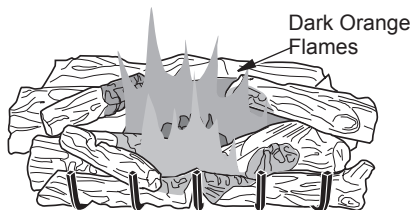
- turn appliance off (see To Turn Off Gas to Appliance, page 12)
- see Troubleshooting, page 17



**Figure 22 - Pilot Assembly**



**Figure 23 - Correct Burner Flame Pattern**



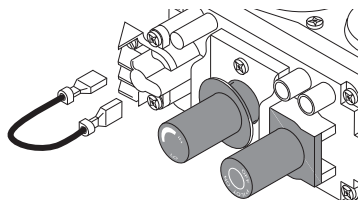
**Figure 24 - Incorrect Burner Flame Pattern**

## OPTIONAL HAND-HELD REMOTE CONTROL ACCESSORIES - MRC

**NOTICE:** Use only alkaline batteries (included with MRC).

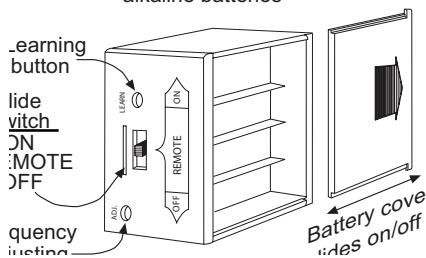
### Installing Receiver

1. Disconnect jumper wires from the control valve (see Figure 20).
2. Locate the battery cover on the back of the receiver (see Figure 21).
3. Install 4-AA batteries (included) into receiver before installing into fireplace.
4. Connect wires from remote receiver to control valve. See instructions provided with remote control kit for further information.



**Figure 20 - Disconnecting Jumper Wires From Control Valve**

Requires 4-AA 1.5V  
alkaline batteries



**Figure 21 - Attaching Batteries to Receiver**

## CLEANING AND MAINTENANCE

**WARNING:** Turn off the appliance and allow to cool before cleaning.

**CAUTION:** You must keep control areas, burners and circulating air passageways of fireplace clean. Inspect these areas of fireplace before each use. Have fireplace inspected yearly by a qualified service person. Fireplace may need more frequent cleaning due to excessive lint from carpeting, bedding material, etc.

Only limited cleaning will be required under normal use of this appliance. Dust the front grate and top of receiver/valve. Do not use cleaning fluids to clean logs or any other part of the appliance.

If, after a period of use, the flames start to exhibit unusual shapes and behavior or the burner fails to ignite smoothly, then the burner holes may require some cleaning. If this happens, we recommend that you contact your nearest authorized service technician to get the appliance serviced.

- Keep area around log set clean and clear of debris.
- Periodically inspect the air mixer and burner tube for foreign matter blocking the air inlet and flame holes.

### HIGH ALTITUDE INSTALLATION

When the fireplace is installed at an elevation above 2000 feet, you may need to decrease the input rating by changing the existing burner orifice to a smaller size. Reduce input 4% for every 1000 feet above 2000 feet which they are installed. Check with your local gas company for proper orifice size identification.

## SAFETY DEVICE

### High Temperature Limit Switch

The high temperature limit switch is located inside the upper right hand corner of the firebox. This feature will prevent the fireplace from operating at abnormally high temperatures. The burner will automatically turn off without interrupting the pilot flame; the limit switch will lock out and must be reset manually. To reset the limit switch:

1. Turn off the burner by turning the gas control knob clockwise to the off position.
2. Remove limit switch plate by removing two screws.

3. Carefully pull limit plate out and press the reset button.
4. Mount limit switch plate back using two screws previously removed.
5. Re-light the burner following instructions on page 12.



**WARNING: Only a qualified service person should service the fireplace.**

## SPECIFICATIONS

### VRE3036ZMN Series

- Rating (Variable): 28,000/41,000 Btu/Hr
- Gas Type: Natural
- Ignition: Piezo
- Manifold Pressure: 3.5" W.C.
- Inlet Gas Pressure (inches of water): Max. 10.5" W.C., Min. 5.0" W.C.\*
- Air Shutter: 3/16 OPEN

### VRE3036ZMP Series

- Rating (Variable): 32,000/41,000 Btu/Hr
- Gas Type: Propane/LP
- Ignition: Piezo
- Manifold Pressure: 10" W.C.
- Inlet Gas Pressure (inches of water): Max. 14" W.C., Min. 11" W.C.\*
- Air Shutter: FULLY OPEN

### VRE3042ZMN Series

- Rating (Variable): 32,000/47,000 Btu/Hr
- Gas Type: Natural
- Ignition: Piezo
- Manifold Pressure: 3.5" W.C.
- Inlet Gas Pressure (inches of water): Max. 10.5" W.C., Min. 5.0" W.C.\*
- Air Shutter: 3/16 OPEN

### VRE3042ZMP Series

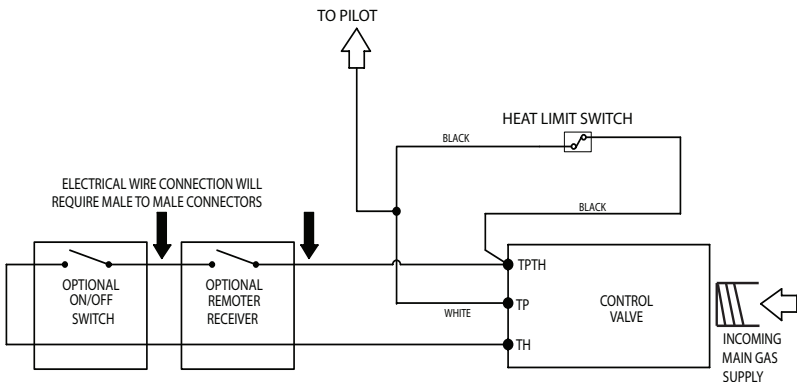
- Rating (Variable): 35,000/45,000 Btu/Hr
- Gas Type: Propane/LP
- Ignition: Piezo
- Manifold Pressure: 10" W.C.
- Inlet Gas Pressure (inches of water): Max. 14" W.C., Min. 11" W.C.\*
- Air Shutter: FULLY OPEN

\*For purpose of input adjustment

## WIRING DIAGRAM



**WARNING: Fireplace must be operated only with doors fully open.**





## REPLACEMENT PARTS

*Note: Use only original replacement parts. This will protect your warranty coverage for parts replaced under warranty.*

Contact authorized dealers of this product. If they can't supply original replacement part(s), call INNOVATIVE HEARTH PRODUCTS at 1-800-655-2008.

When calling, have ready:

- your name
- your address
- model and serial numbers of your heater
- how heater was malfunctioning
- purchase date

Usually, we will ask you to return the part to the factory.

## SERVICE HINTS

### When Gas Pressure Is Too Low

- pilot will not stay lit
- burner will have delayed ignition
- fireplace will not produce specified heat
- propane/LP gas supply may be low if using propane/LP gas

If using propane/LP gas, you may feel your gas pressure is too low. If so, contact your local propane/LP gas supplier.

## TECHNICAL SERVICE

You may have further questions about installation, operation, or troubleshooting. If so, contact INNOVATIVE HEARTH PRODUCTS at 1-800-655-2008. When calling please have your model and serial numbers of your heater ready.

You can also visit INNOVATIVE HEARTH PRODUCTS's web site at **www.IHP.US.com**.

## ACCESSORIES

Purchase these accessories from your local dealer. If they can not supply these accessories call INNOVATIVE HEARTH PRODUCTS at 1-1-800-655-2008 for information. You can also write to the address listed on the back page of this manual.

### FIREPLACE HOOD

#### HS36 (36" MODELS)

#### HS42 (42" MODELS)

Helps deflect heat away from mantel or wall above fireplace.

### DRAIN PAN

#### DP36 (36" MODELS)

#### DP42 (42" MODELS)

A sealed, corrosion resistant catch pan with provisions for draining to be installed under fireplace within fireplace enclosure.

### BI-FOLD GLASS DOORS

#### BDO36 - 36" BLACK

#### BDO36B - 36" BRUSHED BRASS

#### BDO36P - 36" PLATINUM

#### BDO42 - 42" BLACK

#### BDO42B - 42" BRUSHED BRASS

#### BDO42P - 42" PLATINUM

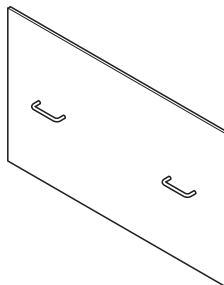
### RECEIVER AND HAND-HELD REMOTE CONTROL KIT - MRC

Allows the log set to be turned on and off by using a hand-held remote control. A wall-mount docking station is included.



### METAL OUTDOOR COVER - OC36 AND OC42

Door for closing unit when not in use.



### METAL OUTDOOR COVER - OC36 AND OC42

Door for closing unit when not in use.

## TROUBLESHOOTING

**⚠ WARNING:** Turn off heater and let cool before servicing. Only a qualified service person should service and repair heater.

**⚠ CAUTION:** Never use a wire, needle or similar object to clean pilot. This can damage pilot unit.

*Note: All troubleshooting items are listed in order of operation.*

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
When ignitor button is pressed, there is no spark at pilot	<ol style="list-style-type: none"> <li>1. Ignitor electrode not connected to ignitor cable</li> <li>2. Ignitor cable pinched or wet</li> <li>3. Piezo ignitor nut is loose</li> <li>4. Broken ignitor cable</li> <li>5. Bad piezo ignitor</li> <li>6. Ignitor electrode broken</li> <li>7. Ignitor electrode positioned wrong</li> </ol>	<ol style="list-style-type: none"> <li>1. Reconnect ignitor cable</li> <li>2. Free ignitor cable if pinched by any metal or tubing. Keep ignitor cable dry</li> <li>3. Tighten nut holding piezo ignitor. Nut is located behind the mounting bracket</li> <li>4. Replace ignitor cable</li> <li>5. Replace piezo ignitor</li> <li>6. Replace pilot assembly</li> <li>7. Tighten electrode. Replace if necessary</li> </ol>
When ignitor button is pressed, there is spark at pilot but no ignition	<ol style="list-style-type: none"> <li>1. Gas supply turned off or equipment shutoff valve closed</li> <li>2. Gas control knob not in PILOT position</li> <li>3. Gas control knob not pressed in while in PILOT position</li> <li>4. Air in gas lines when installed</li> <li>5. Depleted gas supply (propane/LP models only)</li> <li>6. Pilot is clogged</li> <li>7. Gas regulator setting is not correct</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn on gas supply or open equipment shutoff valve</li> <li>2. Turn gas control knob to PILOT position</li> <li>3. Press in gas control knob while in PILOT position</li> <li>4. Continue holding down control knob. Repeat igniting operation until air is removed</li> <li>5. Contact local propane/LP gas company</li> <li>6. Clean pilot (see <a href="#">Cleaning and Maintenance</a>, page 14) or replace pilot assembly</li> <li>7. Replace gas regulator</li> </ol>
Burner does not light after pilot is lit	<ol style="list-style-type: none"> <li>1. Burner orifice clogged</li> <li>2. Inlet gas pressure is too low</li> <li>3. Thermopile leads disconnected or improperly connected</li> <li>4. Thermopile is defective</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean burner (see <a href="#">Cleaning and Maintenance</a>, page 14) or replace burner orifice</li> <li>2. Contact local propane/LP or natural gas company</li> <li>3. Reconnect leads to TP &amp; TPTH terminals on control valve</li> <li>4. Replace thermopile</li> </ol>

# TROUBLESHOOTING

*Continued*

<b>OBSERVED PROBLEM</b>	<b>POSSIBLE CAUSE</b>	<b>REMEDY</b>
Pilot lights but flame goes out when control knob is released	<ol style="list-style-type: none"><li>1. Gas control knob not fully pressed in</li><li>2. Gas control knob not pressed in long enough</li><li>3. Equipment shutoff valve not fully open</li><li>4. Pilot flame not touching thermocouple, which allows thermocouple to cool, causing pilot flame to go out. This problem could be caused by one or both of the following: A) Low gas pressure B) Dirty or partially clogged pilot</li><li>5. Thermocouple connection loose at control valve</li><li>6. Thermocouple damaged</li><li>7. Control valve damaged</li></ol>	<ol style="list-style-type: none"><li>1. Press in gas control knob fully</li><li>2. After pilot lights, keep gas control knob pressed in 30 seconds</li><li>3. Fully open equipment shutoff valve</li><li>4. A) Contact local natural or propane/LP gas company B) Clean pilot (see <i>Cleaning and Maintenance</i>, page 14) or replace pilot assembly</li><li>5. Hand tighten until snug, then tighten 1/4 turn more</li><li>6. Replace pilot assembly</li><li>7. Replace control valve</li></ol>
Delayed ignition burner	<ol style="list-style-type: none"><li>1. Manifold pressure is too low</li><li>2. Burner porting or orifice clogged</li></ol>	<ol style="list-style-type: none"><li>1. Contact local propane/LP or natural gas company</li><li>2. Clean burner (see <i>Cleaning and Maintenance</i>, page 14) or replace burner orifice</li></ol>
Burner backfiring during combustion	<ol style="list-style-type: none"><li>1. Burner orifice is clogged or damaged</li><li>2. Damaged burner</li><li>3. Gas regulator defective</li></ol>	<ol style="list-style-type: none"><li>1. Clean burner (see <i>Cleaning and Maintenance</i>, page 14) or replace burner orifice</li><li>2. Replace damaged burner</li><li>3. Replace gas control</li></ol>
Slight smoke or odor during initial operation	<ol style="list-style-type: none"><li>1. Residues from manufacturing processes and logs curing</li></ol>	<ol style="list-style-type: none"><li>1. Problem will stop after a few hours of operation</li></ol>
Heater produces a whistling noise when burner is lit	<ol style="list-style-type: none"><li>1. Turning gas control knob to HI position when burner is cold</li><li>2. Air in gas line</li><li>3. Dirty or partially clogged burner orifice</li></ol>	<ol style="list-style-type: none"><li>1. Turn gas control knob to LO position and let warm up for a minute</li><li>2. Operate burner until air is removed from line. Have gas line checked by local propane/LP or natural gas company</li><li>3. Clean burner (see <i>Cleaning and Maintenance</i>, page 14) or replace burner orifice</li></ol>
Fireplace produces a clicking/ticking noise just after burners are lit or shut off	<ol style="list-style-type: none"><li>1. Metal expanding while heating or contracting while cooling</li></ol>	<ol style="list-style-type: none"><li>1. This is normal. If noise is excessive, contact qualified service person</li></ol>
Remote does not function	<ol style="list-style-type: none"><li>1. Battery is not installed or battery power is low</li></ol>	<ol style="list-style-type: none"><li>1. Replace batteries in receiver and hand-held remote control (see page 13)</li></ol>

# TROUBLESHOOTING

*Continued*



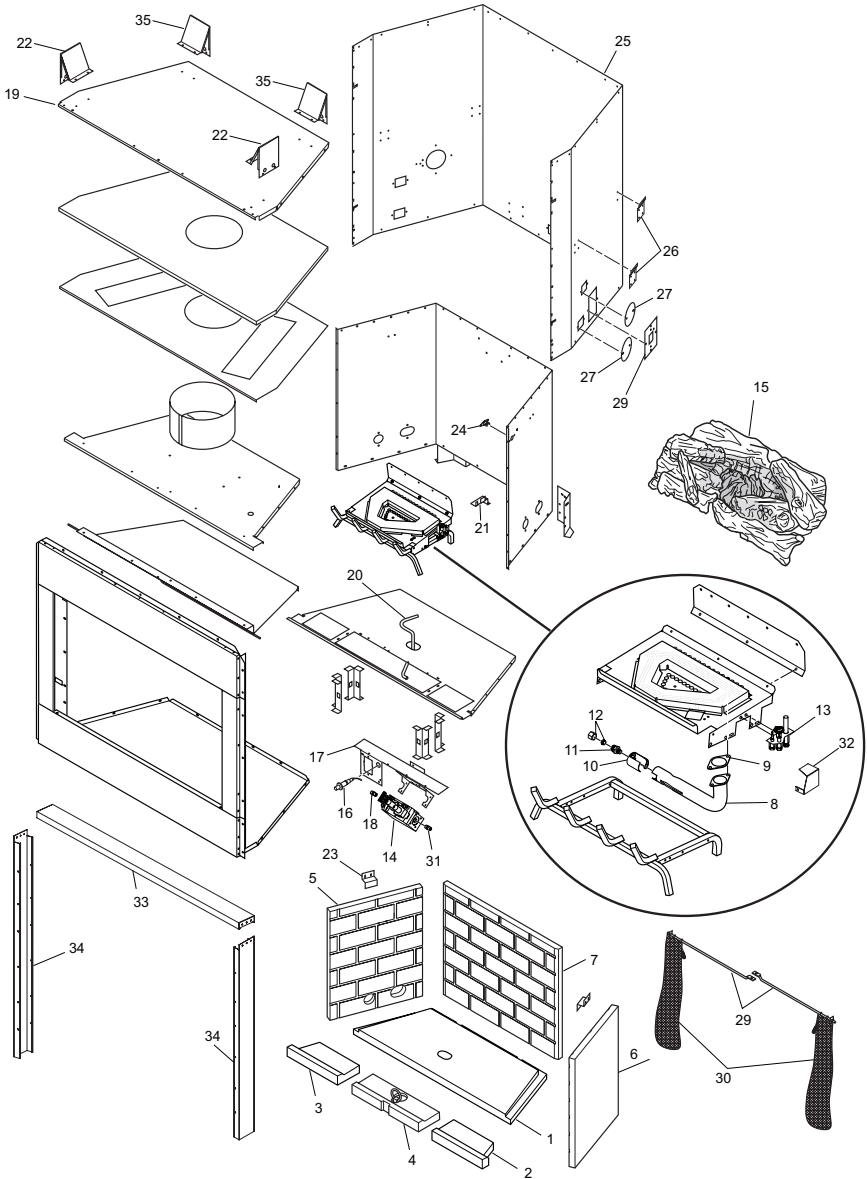
**WARNING:** If you smell gas

- Shut off gas supply.
- 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.

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Fireplace produces unwanted odors	1. Gas leak. <b>See Warning statement above</b>	1. Locate and correct all leaks (see <u><i>Checking Gas Connections</i></u> , page 9)
Fireplace shuts off in use	1. High or gusting winds 2. Low line pressure 3. Pilot is partially clogged 4. Inner vent pipe leaking exhaust gasses into system 5. Glass too loose and air tight gasket leaks in corners after usage 6. Bad thermopile or thermocouple 7. Improper vent cap installation 8. Abnormal temperature in firebox due to doors not being fully open	1. Fireplace has been tested for up to 40 mph winds. However, extreme conditions may occur. See <u><i>Lighting Instructions</i></u> on page 12 2. Contact local propane/LP or natural gas company 3. Clean pilot (see <u><i>Cleaning and Maintenance</i></u> , page 14) 4. Locate and correct all leaks (see <u><i>Checking Gas Connections</i></u> , page 9) 5. Tighten glass 6. Replace faulty component 7. Check for proper installation and freedom from debris or blockage 8. See <u><i>Safety Device</i></u> , page 15
Gas odor even when control knob is in OFF position	1. Gas leak. <b>See Warning statement above</b> 2. Control valve defective	1. Locate and correct all leaks (see <u><i>Checking Gas Connections</i></u> , page 9) 2. Replace control valve
Gas odor during combustion	1. Gas leak. <b>See Warning statement above</b>	1. Locate and correct all leaks (see <u><i>Checking Gas Connections</i></u> , page 9)
Dark residue on logs or inside of fireplace	1. Air holes at burner inlet blocked 2. Burner flame holes blocked 3. Improper venting or excessive blockage 4. Excessive amounts of embers and pan material	1. Clean out air holes at burner inlets. Periodically repeat as needed 2. Remove blockage or replace burner 3. Have the vent system inspected, including the termination cap. Remove any restrictions or obstruction 4. Clear excess embers until a minimum gap of 1/2" remains under the grate

# PARTS

MODELS VRE3036ZMN, VRE3036ZMP, VRE3042ZMN AND VRE3042ZMP



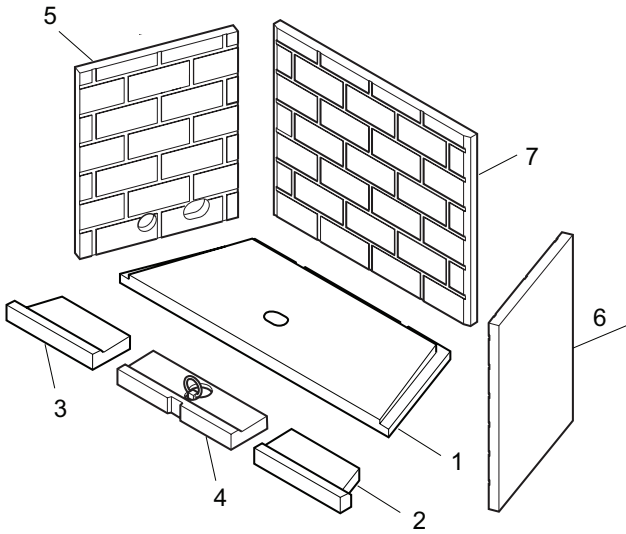
## PARTS

This list contains replaceable parts used in your firebox. When ordering parts, follow the instructions listed under Replacement Parts on page 16 of this manual.

KEY			36ZNM	36ZPM	42ZNM	42ZPM	QTY.
NO.	PART NO.	DESCRIPTION					
1	See Page 23	Refractory, Bottom Rear	•	•			1
2	See Page 23	Refractory, Bottom Right	•	•			1
3	See Page 23	Refractory, Bottom Left	•	•			1
4	See Page 23	Refractory, Bottom Center	•	•			1
5	See Page 23	Refractory, Left	•	•			1
6	See Page 23	Refractory, Right	•	•			1
7	See Page 23	Refractory, Rear	•	•			1
8	114936-01	1 1/4" Elbow Venturi			•	•	1
	114936-02	1 1/4" Elbow Venturi	•	•			1
9	112370-01	Venturi Gasket	•	•	•	•	1
10	116559-01	Air Shutter	•	•	•	•	1
11	114365-09	Brass Orifice LP				•	1
	114365-10	Brass Orifice NG			•		1
	114365-11	Brass Orifice NG	•				1
	114365-12	Brass Orifice LP		•			1
12	111824-01	3/8" Compression Nut/Sleeve	•	•	•	•	1
13	126093-01	Assembly, Pilot NT. (Alpine)	•		•		1
	126093-02	Assembly, Pilot LP. (Alpine)		•		•	1
14	14389	Gas Valve (Natural)	•		•		1
	14390	Gas Valve (Propane/LP)		•		•	1
15	117427-01	Log Set			•	•	1
	117427-02	Log Set	•	•			1
16	097159-04	Piezo Ignitor	•	•	•	•	1
17	107741-03	Valve Bracket	•	•	•	•	1
18	14396	3/8 x 3/8 Brass Adapter	•	•	•	•	1
19	107940-01	Fireplace Top	•	•			1
	107945-01	Fireplace Top			•	•	1
20	111817-08	Dormont T6-36 3.8 x 18" Flextube	•	•	•	•	1
21	119686-01	Log Set Retainer	•	•			2
	119686-02	Log Set Retainer			•	•	2
22	20280	Top Spacer	•	•	•	•	2
23	20027	Firebrick Retainer	•	•	•	•	2
24	125359-01	High Limit Switch Assembly	•	•	•	•	1
25	106641-01	Fireplace Surround	•	•			1
	107800-01	Fireplace Surround			•	•	1
26	117891-01	Handle Bracket	•	•	•	•	4
27	21171	Gas Conduit Cover	•	•	•	•	4
28	20042	Cover Outside Air Plate	•	•	•	•	1
29	106691-01	Screen Rod	•	•			2
	107839-01	Screen Rod			•	•	2
30	110890-01	Stainless Screen	•	•			2
	100891-01	Stainless Screen			•	•	2
31	116786-01	Fitting, 1/2" FLR x 3/8" MPT	•	•	•	•	1
32	125356-01	Pilot Sheild	•	•			1
33	125354-01	Frame, Top	•	•			1
	125354-02	Frame, Top			•	•	1
34	125355-01	Frame, Sides	•	•			2
	125355-02	Frame, Sides			•	•	2
35	125353-01	Top Spacer	•	•			2
	125353-02	Top Spacer			•	•	2
<b>PARTS AVAILABLE — NOT SHOWN</b>							
	108005-05	Wire Harness	•	•	•	•	1
	14253	Flex Gas Line	•	•	•	•	1
	112799-01	Ember Flakes Kit	•	•	•	•	2
	125611-01	On/Off Remote (VO36N/PRB1 Models Only)	•				1
	GWMS1	Wall Switch (VO36N/PRB1 Models Only)	•				1

## PARTS

MODELS VRE3036ZMN, VRE3036ZMP, VRE3042ZMN AND VRE3042ZMP



**PARTS**

This list contains replaceable parts used in your firebox. When ordering parts, follow the instructions listed under Replacement Parts. Parts listed by Catalog number.

KEY NO.	PART NO.	DESCRIPTION	F0519/F0523	F0520/F0524	F0521/F0525	F0522/F0526	F0527/F0531	F0528/F0532	F0529/F0533	F0530/F0534	QTY.
1	123164-01	Refractory, 36" Bottom Rear (White)	•								1
	123164-02	Refractory, 36" Bottom Rear (Red)		•							1
	123160-01	Refractory, 42" Bottom Rear (White)						•	•		1
	123160-02	Refractory, 42" Bottom Rear (Red)							•	•	1
2	123165-01	Refractory, 36" Bottom Right (White)	•		•						1
	123165-02	Refractory, 36" Bottom Right (Red)		•		•					1
	123161-01	Refractory, 42" Bottom Right (White)				•		•			1
	123161-02	Refractory, 42" Bottom Right (Red)					•		•		1
3	123166-01	Refractory, 36" Bottom Left (White)	•		•						1
	123166-02	Refractory, 36" Bottom Left (Red)		•							1
	123162-01	Refractory, 42" Bottom Left (White)				•		•			1
	123162-02	Refractory, 42" Bottom Left (Red)					•		•		1
4	119467-01	Refractory, 36" Bottom Center (White)	•	•	•		•	•			1
	119467-02	Refractory, 36" Bottom Center (Red)		•		•		•	•		1
5	106658-01	Refractory, 36" Left (White)	•								1
	106658-02	Refractory, 36" Left (Red)		•							1
	108164-01	Refractory, 36" Left (White Herringbone)			•						1
	108164-02	Refractory, 36" Left (Red Herringbone)				•					1
	107812-01	Refractory, 42" Left (White)				•					1
	107812-02	Refractory, 42" Left (Red)					•				1
	108169-01	Refractory, 42" Left (White Herringbone)						•			1
	108169-02	Refractory, 42" Left (Red Herringbone)							•		1
6	106659-01	Refractory, 36" Right (White)	•								1
	106659-02	Refractory, 36" Right (Red)		•							1
	108165-01	Refractory, 36" Right (White Herringbone)			•						1
	108165-02	Refractory, 36" Right (Red Herringbone)				•					1
	107814-01	Refractory, 42" Right (White)					•				1
	107814-02	Refractory, 42" Right (Red)						•			1
	108170-01	Refractory, 42" Right (White Herringbone)						•			1
	108170-02	Refractory, 42" Right (Red Herringbone)							•		1
7	106660-01	Refractory, 36" Rear (White)	•								1
	106660-02	Refractory, 36" Rear (Red)		•							1
	108166-01	Refractory, 36" Rear (White Herringbone)			•						1
	108166-02	Refractory, 36" Rear (Red Herringbone)				•					1
	107816-01	Refractory, 42" Rear (White)				•					1
	107816-02	Refractory, 42" Rear (Red)					•				1
	108717-01	Refractory, 42" Rear (White Herringbone)						•			1
	108717-02	Refractory, 42" Rear (Red Herringbone)							•		1



# Innovative Hearth Products Superior™ Brand Gas Fireplaces, Stoves and Inserts 20 Year Limited Warranty

## THE WARRANTY

Innovative Hearth Products ("IHP") 20 Year Limited Warranty warrants your Superior™ Brand gas fireplace, Stove or Insert ("Product") to be free from defects in materials and workmanship at the time of manufacture. The Product body and firebox carry the 20 Year Limited Warranty. Ceramic glass carries the 20 Year Limited Warranty against thermal breakage only. After installation, if covered components manufactured by IHP are found to be defective in materials or workmanship during the 20 Year Limited Warranty period and while the Product remains at the site of the original installation, IHP will, at its option, repair or replace the covered components. If repair or replacement is not commercially practical, IHP will, at its option, refund the purchase price or wholesale price of the IHP product, whichever is applicable. IHP will also pay IHP prevailing labor rates, as determined in its sole discretion, incurred in repairing or replacing such components for up to five years. THERE ARE EXCLUSIONS AND LIMITATIONS to this 20 Year Limited Warranty as described herein.

## COVERAGE COMMENCEMENT DATE

Warranty coverage begins on the date of installation. In the case of new home construction, warranty coverage begins on the date of first occupancy of the dwelling or six months after the sale of the Product by an independent IHP dealer/distributor, whichever occurs earlier. The warranty shall commence no later than 24 months following the date of product shipment from IHP, regardless of the installation or occupancy date.

## EXCLUSIONS AND LIMITATIONS

This 20 Year Limited Warranty applies only if the Product is installed in the United States or Canada and only if operated and maintained in accordance with the printed instructions accompanying the Product and in compliance with all applicable installation and building codes and good trade practices.

This warranty is non-transferable and extends to the original owner only. The Product must be purchased through a listed supplier of IHP and proof of purchase must be provided. The Product body and firebox carry the 20 Year Limited Warranty from the date of installation. Vent components, trim components and paint are excluded from this 20 Year Limited Warranty. The following do not carry the 20 Year Limited Warranty but are warranted as follows:

- Burner** – Repair or replacement for one year from the date of installation
- Gas components** – Repair or replacement for one year from the date of installation
- Gaskets** – Repair or replacement for one year from the date of installation
- Logs** – Replacement for one year from the date of installation against thermal breakage only
- Optional blowers & remote controls** – Repair or replacement for one year from the date of installation
- Optional glass doors** – Repair or replacement for 90 days from the date of installation
- Tempered glass** - Replacement for one year from the date of installation
- Labor coverage** – Prevailing IHP labor rates apply for the warranty period of the component

**Parts not otherwise listed carry a 90 day warranty from the date of installation.**

**Whenever practicable, IHP will provide replacement parts, if available, for a period of 10 years from the last date of manufacture of the Product.**

IHP will not be responsible for: (a) damages caused by normal wear and tear, accident, riot, fire, flood or acts of God; (b) damages caused by abuse, negligence, misuse, or unauthorized alteration or repair of the Product affecting its stability or performance (The Product must be subjected to normal use. The Product is designed to burn either natural or propane gas only. Burning conventional fuels such as wood, coal or any other solid fuel will cause damage to the Product, will produce excessive temperatures and could result in a fire hazard.); (c) damages caused by failing to provide proper maintenance and service in accordance with the instructions provided with the Product; (d) damages, repairs or inefficiency resulting from faulty installation or application of the Product.

IHP is not responsible for inadequate fireplace system draft caused by air conditioning and heating systems, mechanical ventilation systems, or general construction conditions which may generate negative pressure in the room in which the appliance is installed. Additionally IHP assumes no responsibility for drafting conditions caused by venting configurations, adjoining trees or buildings, adverse wind conditions or unusual environmental factors and conditions that affect the operation of the unit.

This 20 Year Limited Warranty covers only parts and labor as provided herein. In no case shall IHP be responsible for materials, components or construction, which are not manufactured or supplied by IHP or for the labor necessary to install, repair or remove such materials, components or construction. Additional utility bills incurred due to any malfunction or defect in equipment are not covered by this warranty. All replacement or repair components will be shipped F.O.B. from the nearest stocking IHP factory.

## LIMITATION ON LIABILITY

It is expressly agreed and understood that IHP's sole obligation and the purchaser's exclusive remedy under this warranty, under any other warranty, expressed or implied, or in contract, tort or otherwise, shall be limited to replacement, repair, or refund, as specified herein.

In no event shall IHP be liable for any incidental or consequential damages caused by defects in the Product, whether such damage occurs or is discovered before or after repair or replacement, and whether such damage is caused by IHP's negligence. IHP has not made and does not make any representation or warranty of fitness for a particular use or purpose, and there is no implied condition of fitness for a particular use or purpose.

IHP makes no expressed warranties except as stated in this 20 Year Limited Warranty. The duration of any implied warranty is limited to the duration of this expressed warranty.

No one is authorized to change this 20 Year Limited Warranty or to create for IHP any other obligation or liability in connection with the Product. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. The provisions of this 20 Year Limited Warranty are in addition to and not a modification of or subtraction from any statutory warranties and other rights and remedies provided by law.

## INVESTIGATION OF CLAIMS AGAINST WARRANTY

IHP reserves the right to investigate any and all claims against this 20 Year Limited Warranty and to decide, in its sole discretion, upon the method of settlement.

To receive the benefits and advantages described in this 20 Year Limited Warranty, the appliance must be installed and repaired by a licensed contractor approved by IHP.

Contact IHP at the address provided herein to obtain a listing of approved dealers/distributors. **IHP shall in no event be responsible for any warranty work done by a contractor that is not approved without first obtaining IHP's prior written consent.**

## HOW TO REGISTER A CLAIM AGAINST WARRANTY

In order for any claim under this warranty to be valid, you must contact the IHP dealer/distributor from which you purchased the product. If you cannot locate the dealer/distributor, then you must notify IHP in writing. IHP must be notified of the claimed defect in writing within 90 days of the date of failure. Notices should be directed to the IHP Warranty Department at 1508 Elm Hill Pike, Suite 108; Nashville, TN 37210 or visit our website at [WWW.SUPERIORFIREPLACES.US.COM](http://WWW.SUPERIORFIREPLACES.US.COM).

---

---

**KEEP THIS WARRANTY**

---

---

Model (located on product or identification tag) \_\_\_\_\_

Serial No. (located on product or identification tag) \_\_\_\_\_

Date Purchased \_\_\_\_\_

Keep receipt for warranty verification.

## NOTES



P127042-01



1508 Elm Hill Pike, Suite 108  
Nashville, TN 37210  
1-800-655-2008  
**[www.IHP.US.com](http://www.IHP.US.com)**

127042-01  
Rev. A  
01/14