



# Vented/Unvented Gas Log Set Installation and Operating Instructions

Models: NBST27



## **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.

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.

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 4.

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

<b>Important Safety Information</b> .....	<b>3</b>	<b>Gas and Valve Connection</b> .....	<b>12</b>
Codes .....	4	Millivolt Valve Control.....	12
<b>Features and Specifications</b> .....	<b>5</b>	<b>Electrical Wiring (Millivolt)</b> .....	<b>13</b>
Check Parts .....	5	Connecting Optional Wall Switch	
Items Needed for INstallation .....	5	or Thermostat .....	13
Gas Pressures .....	5	Connect Remote Receiver .....	14
Gas Specifications .....	5	Checking System Operation.....	14
Pilot/ODS .....	5	<b>Log Placement</b> .....	<b>15</b>
Thermal Generator .....	5	Rockwool Placement .....	15
<b>Product Features and Specifications</b> .....	<b>5</b>	Log Placement.....	15
Gas Pressures .....	5	<b>Flame Appearance</b> .....	<b>17</b>
Gas Specifications .....	5	Check the Pilot Flame .....	17
Ignition Controls.....	5	Check Burner Flame Appearance .....	17
Pilot/ODS .....	5	<b>Operating Instructions</b> .....	<b>18</b>
Thermal Generator .....	5	For Your Safety Read Before Lighting .....	18
<b>Fireplace and Hearth Dimensions</b> .....	<b>6</b>	Millivolt Control Lighting Instructions .....	19
Placement in Fireplace with a Restrictive		To Turn Off Gas to Heater.....	19
Barrier .....	6	Match Lighting Instructions.....	20
<b>Clearances and Height Requirements</b> .....	<b>7</b>	<b>Maintenance</b> .....	<b>20</b>
<b>Floor Clearances</b> .....	<b>9</b>	Cleaning and Servicing.....	20
<b>Fireplace Preparation</b> .....	<b>10</b>	<b>Troubleshooting</b> .....	<b>21</b>
Before Fully Installing the Unit.....	10	<b>Replacement Parts</b> .....	<b>23</b>
Installing in Vented Applications .....	10	<b>Accessories</b> .....	<b>24</b>
Before Installing the Appliance .....	10	<b>Requirements in Massachusetts</b> .....	<b>25</b>
Damper Stop Installation .....	10	<b>Warranty</b> .....	<b>Back Cover</b>
<b>Place and Secure Appliance</b> .....	<b>11</b>		

**INSTALLER**

Please leave these instructions with the appliance.

**OWNER**

Please retain these instructions for future reference.

**IMPORTANT:** Read these instructions carefully before installing or trying to operate this vent-free gas heater.



**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.
- Do not allow fans to blow directly into the fireplace. Avoid any drafts that alter burner flame patterns.
- Do not use a blower insert, heat exchanger insert or other accessory, not approved for use with this heater where applicable.

1. Due to high temperatures, the appliance should be located out of traffic and away from furniture and draperies.
2. Children and adults should be alerted to the hazard of high surface temperature and should stay away to avoid burns or clothing ignition.
3. Young children should be carefully supervised when they are in the same room with the appliance.
4. Do not place clothing or other flammable material on or near the appliance.
5. Any safety screen or guard removed for servicing an appliance, must be replaced prior to operating the heater.
6. Installation and repair should be done by a qualified service person.
7. To prevent malfunction and/or sooting, an unvented gas heater should be cleaned before use and at least annually by a professional service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. It is imperative that control compartments, burners and circulating air passageways be kept clean.

only allow operation of this appliance in a vented configuration. Check your state or local codes. For vented operation, see "Vented Instructions" in this manual.

8. **CARBON MONOXIDE POISONING:** Early signs of carbon monoxide poisoning are similar to the flu with headaches, dizziness and/or nausea. If you have these signs, obtain fresh air immediately. Have the heater serviced as it may not be operating properly.
9. The installation must conform with local codes or, in the absence of local codes, with the **National Fuel Gas Code, ANSI Z223.1/NFPA54**.
10. This unit complies with ANSI Z21.11.2 Unvented Heaters, latest edition and also complies with ANSI Z21.60 Decorative Vented Appliances for Solid Fuel Burning Fireplaces, latest edition. State and local codes may

11. Do not install the heaters in a bathroom or bedroom.
12. 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 log placement instructions for proper installation.
13. Avoid any drafts that alter burner flame patterns. Do not allow fans to blow directly into fireplace. Do not place a blower inside burn area of firebox. Ceiling fans may create drafts that alter burner flame patterns. Sooting and improper burning will occur.
14. **Caution:** Candles, incense, oil lamps, etc. produce combustion by-products including soot. Vent-free appliances will not filter or clean soot produced by these types of products. In addition, the smoke and/or aromatics (scents) may be reburnt in the vent-free appliance which can produce odors. It is recommended to minimize the use of candles, incense, etc. while the vent-free appliance is in operation.
15. 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 5*
16. This heater shall not be installed in a room or space unless the required volume of indoor combustion air is provided by the method described in the *National Fuel Gas Code, ANSI Z223.1/NFPA 54*, the *International Fuel Gas Code* or applicable local codes.
17. Keep room area clear and free from combustible materials, gasoline and other flammable vapors and liquids.

18. Unvented gas heaters are a supplemental zone heater. They are not intended to be the primary heating appliance.
19. Unvented gas heaters emit moisture into the living area. In most homes of average construction, this does not pose a problem. In houses of extremely tight construction, additional mechanical ventilation is recommended.
20. 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 four hours to properly cure logs and rock wool, 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 period will be slight and will disappear with continued use.
21. Input ratings are shown in BTU per hour and are for elevations up to 2,000 feet. For elevations above 2,000 feet, input ratings should be reduced 4 percent for each 1,000 feet above sea level. Refer to the National Fuel Gas Code.
22. The appliance and its appliance main gas valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psig (3.5 kPa).
23. The appliance must be isolated from the gas supply piping system by closing its equipment shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psig (3.5 kPa).
24. 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.
25. This appliance must not be used with glass doors in the closed position. This can lead to pilot outages and severe sooting outside the fireplace.
26. Never burn solid fuels in a fireplace where a unvented room heater is installed.
27. Always have a fireplace screen in place when the appliance is in operation and, unless other provisions for combustion air are provided, the screen must have an opening(s) for induction of combustion air.

MASSACHUSETTS RESIDENTS ONLY:  
Refer to page 25 for additional information.

### WARNING

Never connect unit to private (non-utility) gas wells.  
This gas is commonly known as wellhead gas.

**NBST27 is certified to ANSI Z21.11.2  
Latest Edition Unvented Heaters  
& Z21.60 Latest Edition;  
CSA 2.26 Latest Edition**

### WARNING

If the area in which the heater may be operated does not meet the required volume for indoor combustion air, combustion and ventilation air shall be provided by one of the methods described in the *National Fuel Gas Code, ANSI Z223.1/NFPA 54*, the *International Fuel Gas Code* or applicable local codes.

## CODES

Adhere to all local codes or, in their absence, the latest edition of THE NATIONAL FUEL GAS CODE ANSI Z223.1 or NFPA54 which can be obtained from...

**American National Standards Institute, Inc.**

1430 Broadway  
New York, NY 10018

or

**National Fire Protection Association, Inc.**

Batterymarch Park  
Quincy, MA 02269

NATIONAL  
FIREPLACE  
INSTITUTE



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

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

**CHECK PARTS:**

Verify contents to ensure you have received all parts. You should have the following:

- Unvented Gas Log Burner Assembly
- Crushed Volcanic Rock, 3 bags
- Anchoring Screws, 2
- Ceramic Fiber Logs
- Rock wool
- Flickering Bright Embers, 1 bag
- On/Off Log Switch Assembly
- Installation/Operating Instructions

The following options may be used with the milli-volt controlled heater. These options are not packaged with the log set.

- Hand Held Remote with Receiver
- Wall Thermostat with 15' Wire
- Wall Switch with 15' Wire
- Hand held Thermostat Remote with Receiver
- Andirons

Carefully inspect the contents for shipping damage. If any parts are missing or damaged, immediately inform the dealer from whom you purchased the appliance. **Do not attempt to install any part of the appliance unless you have all parts in good condition.**

**ITEMS NEEDED FOR INSTALLATION:**

You should have the following items available before proceeding with installation:

- External regulator (for propane/LPG and 1/2 lb. natural gas systems only)
- Piping which complies with local codes
- Sediment trap (recommended)
- Screwdriver
- Tee joint.
- Pipe sealant approved for use with propane/LPG (Resistant to sulfur compounds)
- Drill with 5/32 masonry bit
- Pipe wrench or appropriate size crescent wrench set
- Manual shutoff valve

**CAUTION** Gloves are recommended when handling ceramic fiber logs to prevent skin irritation from loose fibers. Logs are fragile; handle with care.

**GAS PRESSURES**

	Natural	Propane (LP)
Inlet Minimum	5.0" w.c.	11.0" w.c.
Inlet Maximum	10.5" w.c.	13.0" w.c.
Regulator Pressure Setting	3.5" w.c.	11.0" w.c.
Pilot Regulator	3.5" w.c.	n/a

**GAS SPECIFICATIONS**

Model	Fuel	Gas Rate	
		Max. Input BTU/h	Min. Input BTU/h
NBST27NV	Natural	39,000	26,000
NBST27PV	LP	39,000	30,000

**NATURAL GAS:** An external regulator is required to reduce supply pressure to a maximum of 10½" w.c. on natural gas systems operating at higher pressure.

**PROPANE/LPG:** An external regulator is required to reduce supply pressure to a maximum of 13" w.c.

**IGNITION CONTROLS**

The piezo ignitor allows ignition of the pilot without the use of matches or batteries.

**Millivolt control has four (4) positions:**

**OFF:**All gas to the gas logs is shut off at the valve.

**IGN:** Valve position to light/maintain a standing pilot.

**ON:** Valve position to turn ON/OFF log set with remote switch/thermostat.

**LOW/HI:** Variable position to control flame height (heat output).

**PILOT/ODS**

The gas log heater is fitted with a specially designed safety pilot (ODS assembly) which senses the amount of oxygen available in the room and shuts the gas log heater off if the oxygen level begins to drop below a satisfactory level. The pilot can only be relit when adequate fresh air is available.

**THERMAL GENERATOR**

The millivolt gas log pilot is fitted with a millivolt (thermopile) generator to provide power for remote activation.

**▲WARNING**

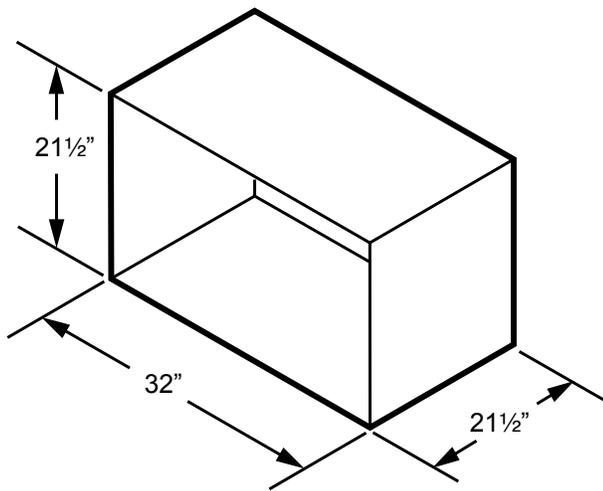
This appliance is for installation only in a solid-fuel burning masonry or UL127 factory-built fireplace, vent free appliance, or in listed ventless firebox enclosure. It has been design certified for these installations.

**Exception:** DO NOT install this appliance in a factory-built fireplace that includes instructions stating it has not been tested or should not be used with unvented gas logs.

Use the fireplace manufacturer's installation and clearance requirements as defined in their manual.

The NBST27 unvented room heater is approved for installation into the following unvented fireboxes: LSTF36, LPF36, LRF36, LLF36

The NBST27 unvented room heater may also be installed into a Ventless Firebox Enclosure for Gas Fired Decorative Type Unvented Room Heaters per IAS Requirement No. 2-97 ANSI Z21.91-2001 (typically referred to as a "Universal Firebox"), as long as firebox hearth dimensions meet the minimum hearth dimensions shown below.



**Figure 1 -**  
Hearth Minimum Dimensions for Solid Fuel Burning Fireplaces and UL127 Factory Built Fireplaces

**▲WARNING**

Barriers such as the bottom of a glass door frame placed in front of a gas log set can change the air flow characteristics of the fireplace which in turn can cause the unit to overheat and malfunction.

**PLACEMENT IN FIREPLACE WITH A RESTRICTIVE BARRIER**

The following are guidelines for placing a gas log set in a fireplace that has a restrictive barrier along the bottom front opening of the fireplace. Some examples of barriers are glass/screen door frames and sunken/recessed fireplaces.

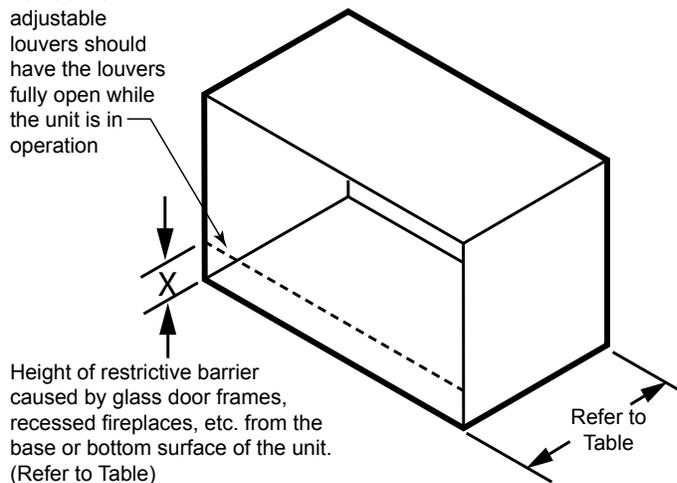
Height of Restriction (x)	Minimum Depth of Fireplace/Firebox
No Restriction	21½"
0" to 1½"	25¼"
Greater than 1½" to 3"	27¼"
Greater than 3"	*

\*Any barrier greater than 3" placed in front of the gas log set is not recommended by the manufacturer.

**NOTE:** Non-combustible material such as refractory brick may be used to line the floor of the fireplace in order to raise the height of the gas log set in relation to a restrictive barrier. If the unit is raised, the minimum height dimension listed in the homeowner's manual must not be exceeded.

**NOTE:** If the log set is equipped with a remote receiver, a restrictive barrier may reduce the battery life by increasing the ambient temperature inside the fireplace. Placement of the receiver outside of the fireplace will extend the battery life.

Glass door frames with adjustable louvers should have the louvers fully open while the unit is in operation



**Figure 2 -**  
Reference Drawing of NBST27 Log Set in an Enclosure

**WARNING**

The dimensions shown in *Figures 3 through 9* and defined in the fireplace manufacturer's instructions are minimum clearances to maintain when installing this heater. Left and right clearances are determined when facing the front of the heater.

When heater is installed into a ventless firebox, minimum clearances, as specified by the ventless firebox manufacturer, must be met.

Follow these instructions carefully to ensure safe installation. Failure to follow instructions exactly can create a fire hazard.

**Sidewall and ceiling clearances:** The *sides* of the fireplace opening must be **at least 1 3/4"** from any combustible wall. The *ceiling* must be **at least 42"** from the top of the fireplace opening. The wall parallel to the side of the heater must be **at least 36"** from the side of the heater. Refer to your firebox owners manual for more information.

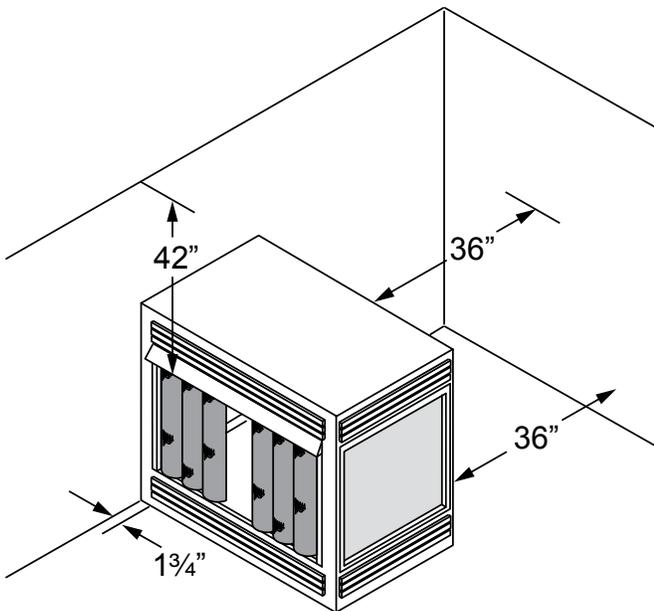


Figure 3 - Sidewall and Ceiling Clearances

**IMPORTANT:**

1. If installing unit into an unvented firebox, minimum required clearances listed in the firebox installation manual must be met.
2. If installing unit into a vented firebox with a working damper, minimum clearances shown in *Figure 8* through *10* must be met
3. If installing unit into a vented firebox with a damper that is always open, no minimum clearances are required.

**Heat resistant material (minimum requirements) with no wooden mantel or other combustible projection:**

To install the gas logs into a fireplace with no wooden mantel, shelf or other combustible projection above the fireplace opening, measure the heat resistant material height, *per Figure 4*, then see **TABLE A**.

Heat resistant materials such as slate and marble must be **at least 1/2" thick**. Sheet metal should not be installed onto combustible material.

**IMPORTANT:** If the unit is installed in a vented fireplace and cannot meet these minimum clearances you must operate the heater with chimney flue damper open. Refer to "Installing Vented Applications" on *Page 11*.

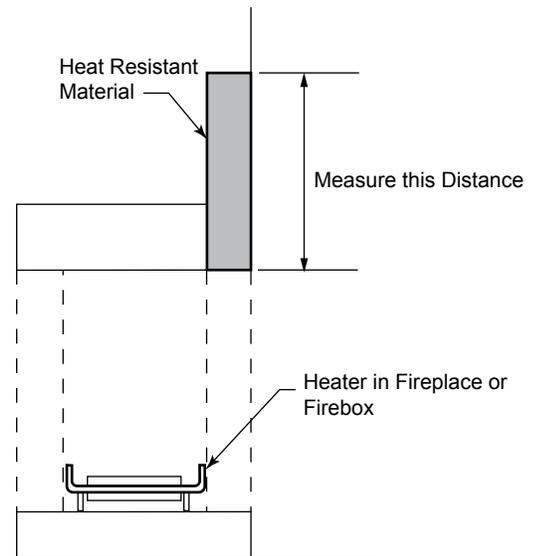


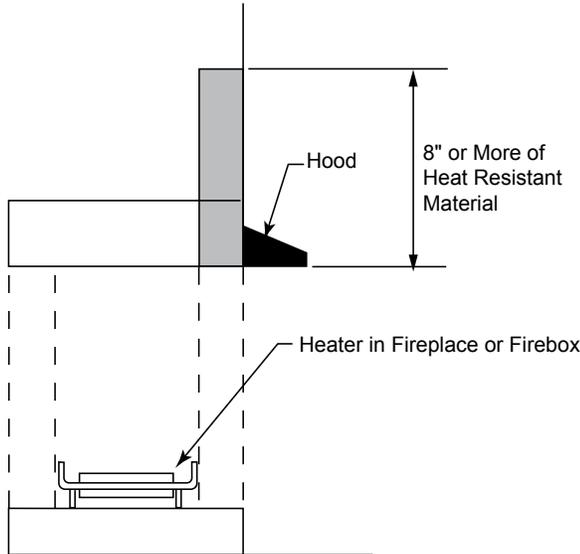
Figure 4 - Measure Heat Resistant Material

**Table A — Heat Resistant Material Requirements with no Mantel or Combustible Projection**

Heat Resistant Material Measurement	Requirements for Safe Installation
12" or more	Hood not required
8" to less than 12"	Extend heat resistant material to 12" or install hood. <i>Figure 4</i>
Less than 8"	Extend heat resistant material to at least 8" and install hood. <b>Figure 4 OR</b> extend heat resistant material to a height of at least 12"

**Heat resistant material (minimum requirements) with wooden mantel or other combustible projection:**

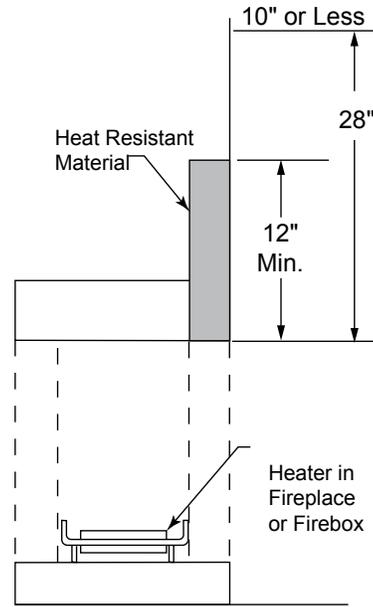
To install the heater with a wooden mantel, shelf or other combustible projection above, first measure the heat resistant material shown in *Figure 5*, then refer to Table B.



**Figure 5 - Measure Heat Resistant Material for Mantel**

**Table B - Heat Resistant Material Heights and Mantel Location**

Heat Resistant Material Measurement	Requirements for Safe Installation
12" or more	Hood not required. Observe profile (side elevations) shown in <i>Figure 6</i> .
8" to less than 12"	Install hood and observe profiles shown in <i>Figure 7</i> ; <b>OR</b> extend heat resistant material to at least 12" and observe profiles shown in <i>Figure 6</i> .
Less than 8"	Extend heat resistant material to at least 8", install hood and observe profiles shown in <i>Figure 7</i> ; <b>OR</b> extend heat resistant material to at least 12" and observe profiles shown in <i>Figure 6</i> .

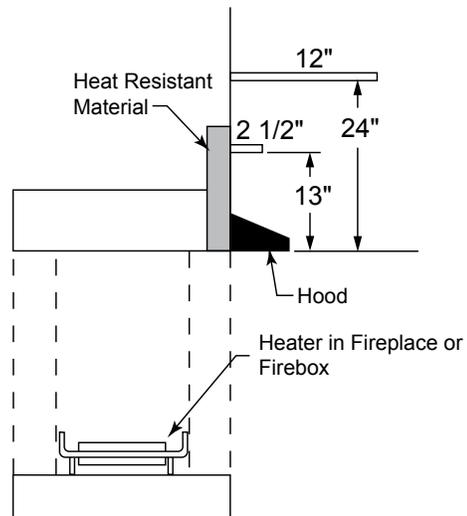


FP2366

**Example:**

The bottom of the mantel may project from the wall a maximum of 10" at a minimum of 28" above the firebox.

**Figure 6 - Minimum Mantel Clearance with No Hood**



**Example:**

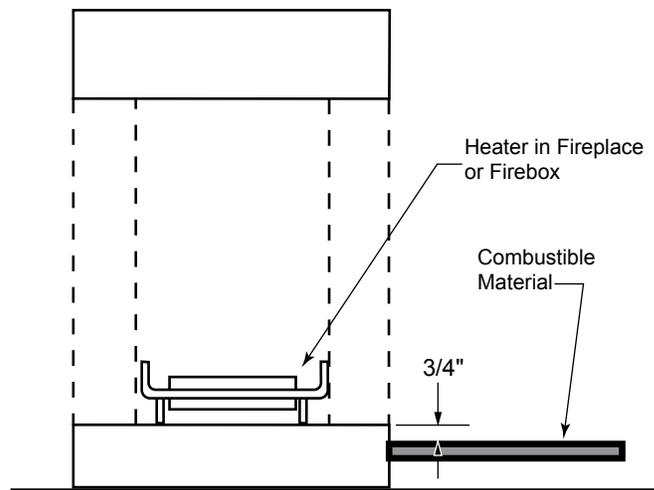
A mantel may project from the wall a maximum of 2½" at a minimum of 13" above the opening, and a maximum of 12" at a minimum of 24" above the opening.

**Figure 7 - Minimum Mantel Clearance with Hood**

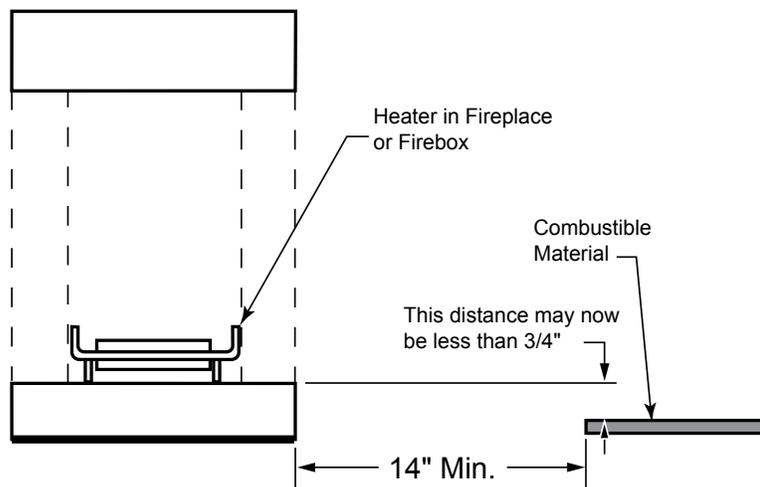
The gas log heater must be installed at least 3/4" above any combustible flooring material, such as carpeting or tile, which is closer than 14" to the base of the fireplace. The minimum distance must be maintained from the top surface of carpeting, tile, etc. *Figure 8*

**OR**

The gas log heater may be installed nearer to the floor if a minimum of 14" of noncombustible material such as slate or marble is installed between the base of the fireplace and the combustible flooring. *Figure 9*



**Figure 8 -  
Minimum Clearance above Combustible Flooring**



**Figure 9 -  
Minimum Clearance above Combustible Flooring with Noncombustible Material Installed at Base of Fireplace**

**⚠ WARNING**

Before installing in a solid fuel burning fireplace, The chimney flue and firebox must be cleaned of soot, creosote, ashes and loose paint by a qualified chimney cleaner.

**⚠ WARNING**

This appliance is for installation only in a solid fuel burning fireplace (masonry fireplace or manufactured fireplace) with a working flue and constructed of noncombustible material.

**Exception:** DO NOT install this appliance in a factory-built fireplace that includes instructions stating that it has not been tested or should not be used with unvented gas logs. This log set may be installed as a vented log set.

**BEFORE FULLY INSTALLING THE UNIT:**

- Turn **OFF** the gas supply to the fireplace or firebox.
- Seal any fresh air vents and/or ash clean-out doors located on the floor or wall of the fireplace. If left unsealed, drafting may cause pilot outage or sooting. Use a heat resistant sealant. **Do not seal the chimney flue damper.**

**INSTALLING IN VENTED APPLICATIONS**

Milli-volt controlled gas logs may be installed as a vented decorative log set in compliance with ANSI Z21.60 and National Fuel Gas Code, Section 6.6. **Since, the gas logs are operated with the damper open, noncombustible material and minimum mantel requirements do not apply.**

**BEFORE INSTALLING THE APPLIANCE:**

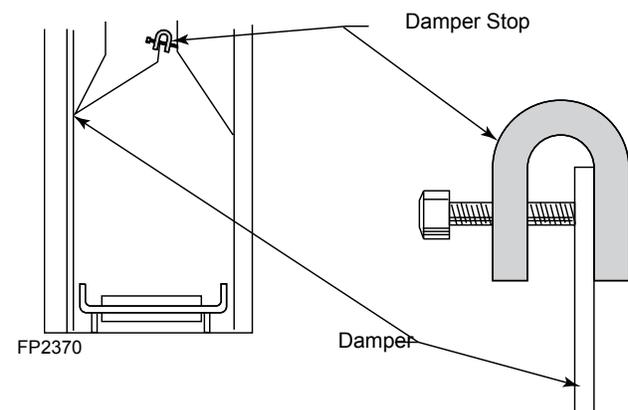
- Turn off gas supply to fireplace or firebox.
- Have the fireplace floor and chimney professionally cleaned to remove ashes, soot, creosote or other obstructions. Have this cleaning performed annually after installation.
- Seal any fresh air vents or ash clean-out doors located on floor or wall of fireplace. If not, drafting may cause pilot outage or sooting. Use a heat-resistant sealant. Do not seal chimney flue damper.

**Install and operate the appliance as directed in this manual.**

**DAMPER STOP INSTALLATION:**

A damper stop must be provided with the unit when used for vented applications. Contact your dealer to obtain one. The damper stop must be installed as shown in *Figure 10* to prevent full closure of the fireplace damper blade and provide a minimum 29 square inch flue opening.

*Refer to Page 27* for installations in the Commonwealth of Massachusetts.



**Figure 10 -  
Damper Stop Installation**  
(Refer to WARNING at top of page)

**▲WARNING**

The fireplace and gas logs function as a system. If the fireplace is spilling into the room (check with a match or a smoke stick), reposition the damper clamp until a positive draft is obtained by opening the damper. If negative pressure in home prevents having a positive draft, contact your dealer for assistance.

**PLACE AND SECURE APPLIANCE**

1. Center the gas log unit in the fireplace or firebox. Make certain the front feet of the grate sit inside the front edge of the fireplace or firebox.
2. Anchor holes are located on the right and left sides of the unit. After centering the grate correctly, mark the hole locations on the fireplace/firebox floor. Drill two (2) 5/32" diameter holes approximately 1¼" deep.
3. Anchor the unit to the fireplace/firebox floor using the screws provided. *Figure 11*

**Proper installation of the grate is essential to prevent any movement of the logs and controls during operation.**

**▲WARNING**

You must secure the gas log heater to the fireplace floor. If not, the entire unit may move when you adjust the controls. Movement of unit may cause shifting of the gas logs which leads to sooting and improper burning. Grate movement could cause a gas leak.

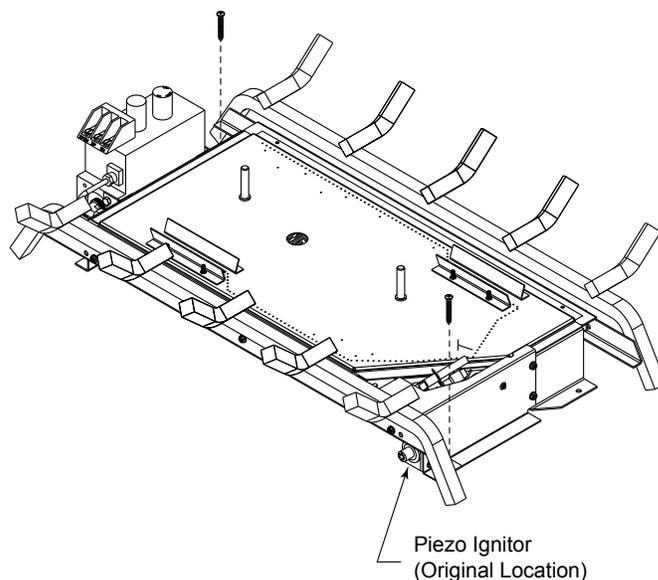
Special care is required if you are installing the unit into a sunken fireplace. You must raise the fireplace floor to allow access to gas log controls. This will insure adequate air flow and guard against sooting. **Raise the fireplace floor using noncombustible materials, as described in Placement in a Fireplace with Restrictive Barrier on Page 6.**

**NOTE**

**RIGHT CORNER APPLICATIONS**

For right corner installations, the piezo ignitor can be moved to the opposite corner of the appliance:

1. Remove wire from back of ignitor.
2. Remove two (2) screws holding piezo bracket.
3. Reattach bracket on the opposite corner (where inlet fuel comes into the valve) by using two clearance holes on burner base.
4. Reattach wire to ignitor.



**Figure 11 - Secure Burner**

**WARNING**

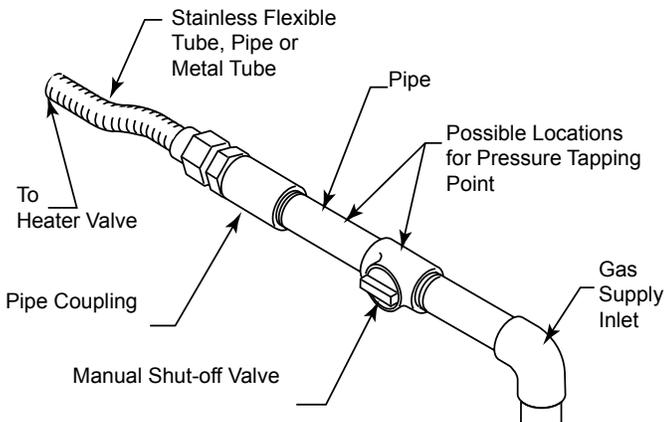
Use new black iron or steel pipe. Internally tinned copper or copper tubing can be used per National Fuel Code, section 2.6.3, providing gas meets hydrogen sulfide limits, and where permitted by local codes. Gas piping system must be sized to provide minimum inlet pressure (Listed on Data Plate) at the maximum flow rate (BTU/hr). Undue pressure loss will occur if the pipe is too small.

A manual shutoff valve must be installed upstream of the appliance. Union tee and plugged 1/8" NPT pressure tapping point should be installed upstream of the appliance. *Figure 14*

**NOTICE:** A qualified gas appliance installer must connect the heater to the gas supply. Consult all local codes.

**IMPORTANT:** Hold heater valve firmly with a wrench to prevent movement when connecting to inlet pipe.

Always use an external regulator for all propane/LPG heaters and high pressure one to two-pound systems only, to reduce the supply tank pressure to a maximum of 13" w.c. This is in addition to the internal regulator in the heater valve.



*Figure 12 - Gas Connection*

**WARNING**

**CHECK GAS TYPE:** The gas supply must be the same as stated on the heater's rating plate. If the gas supply is different, **DO NOT INSTALL THE HEATER.** Contact your dealer for the correct model.

**WARNING**

Connecting directly to an unregulated propane/LPG tank can cause an explosion.

The heater gas inlet connection is a female 3/8" NPT at the valve. The inlet connection is on the right side of unit when facing the control. To connect from the opposite side, rotate unit 180° or route the pipe under the rear portion of the unit.

When tightening the joint to the valve, hold the valve securely to prevent movement.

Test all gas connection from the gas meter to the heater valve for leaks using a gas analyzer or soap and water solution after completing connection. **DO NOT USE AN OPEN FLAME.**

Check the gas pressure with the appliance burning and the control set to **HIGH**.

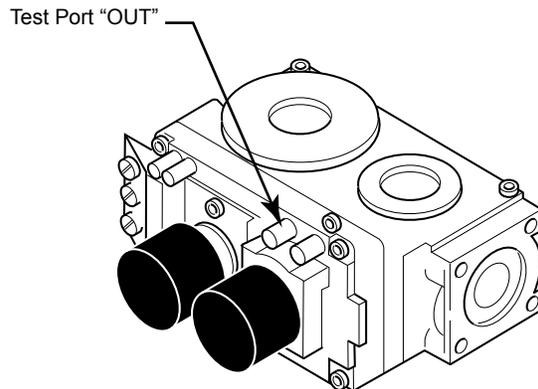
**MILLIVOLT VALVE CONTROL**

*Figure 13*

The valve regulator controls the burner pressure which should be checked at the pressure test point.

Turn captured screw counter clockwise two or three turns and then place tubing to pressure gauge over test point (Use test point "OUT" 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.

Repeat process for "IN" port. Check "IN" port with unit set on high with any other gas appliances in the house on or cycling on. Pressure gauge readings should match max/min requirements on data plate.



*Figure 13 - Pressure Test Point Location Millivolt Control*

**⚠ WARNING**

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

The Millivolt valve is a self-powered combination gas control THAT DOES NOT REQUIRE 110VAC TO OPERATE.

**CONNECTING OPTIONAL WALL SWITCH OR THERMOSTAT**

1. Use 18 awg, two-wire cable, 15 feet maximum length.
2. At one end of the cable, connect both wires to the wall switch or thermostat. At the other end, connect one wire to TP/TH and one wire to TH, or connect the wall switch/thermostat to the two male (0.25") terminals on the left side of the unit. The color of the wires does not matter.

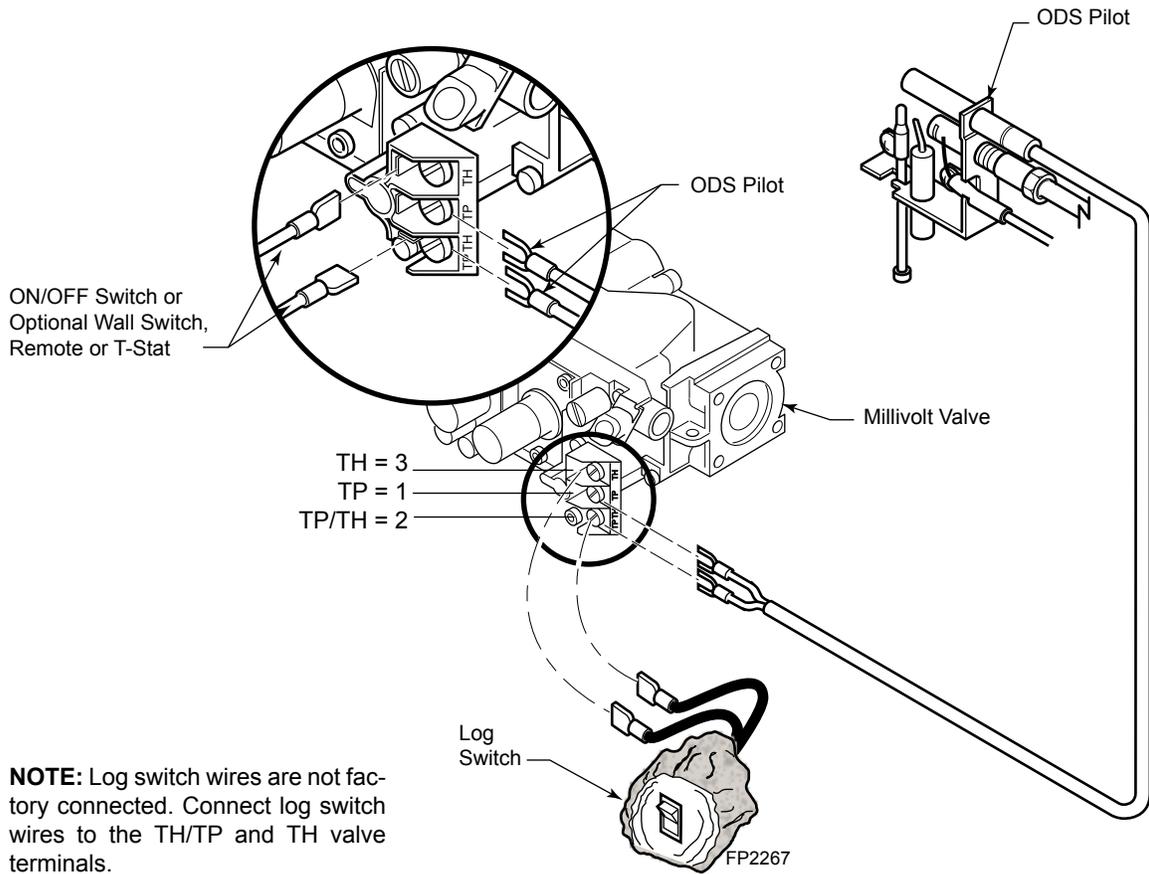


Figure 14 - Wiring Diagram

**CONNECT REMOTE RECEIVER**

1. Set remote receiver. Refer to instructions included in the receiver kit.
2. Connect the two (20 1/4" female connectors to the TP/TH and TH terminals on the control valve.

**NOTE: Do not allow wires touch grate or burner.**

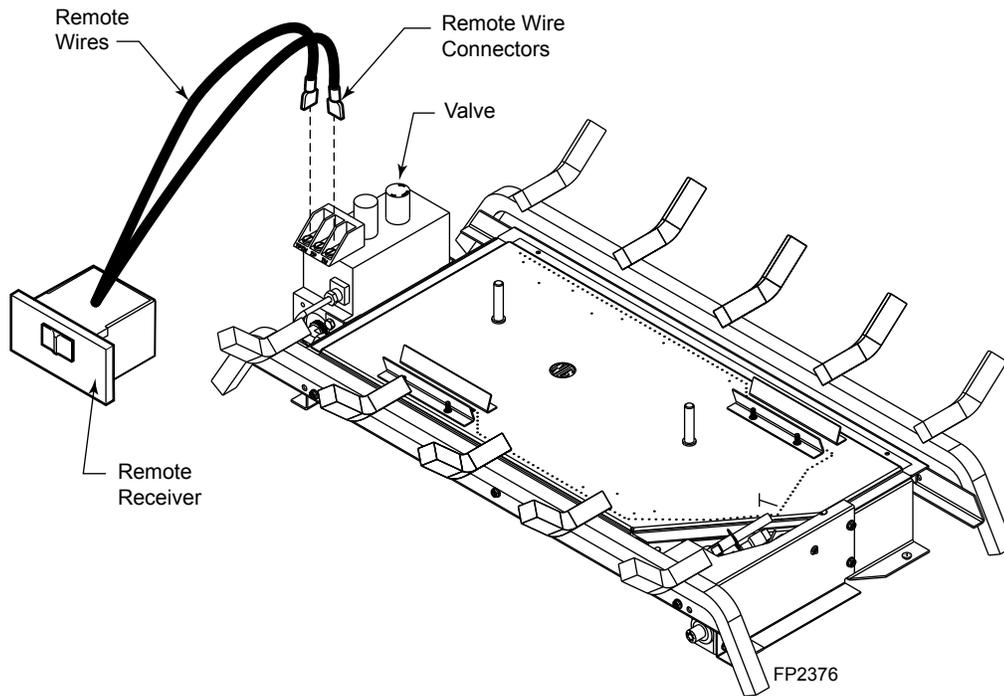
**NOTE:** Heat reduces battery life. Protect the receiver and extend battery life by mounting receiver in wall or other location outside the fireplace.

**CHECKING SYSTEM OPERATION**

The millivolt system and individual components may be checked with a millivolt meter having a 1-1000 mV range. Conduct each check shown in chart by connecting meter test leads to terminals as indicated.

- A. Complete Millivolt System Check  
 ("A" Reading - Thermostat contacts CLOSED - Control knob "ON" - Main burner should turn ON)
  1. If reading is more than 175 millivolts and the automatic valve still does not come on, replace the control.
  2. If the closed circuit reading ("A" reading) is less than 175 millivolts, determine cause for low reading, proceed to Section B.
- B. Thermopile Output Reading Check  
 ("B" Reading - thermostat contacts OPEN - Main burner OFF)
  1. Check gas pressure to the unit. If gas pressure is within minimum and maximum on data plate, then check pilot voltage, 500 millivolts minimum. If the minimum millivolt reading is not obtainable, replace pilot.

Check Test	To Test	Connect Meter Leads to Terminal	Switch or Thermostat Contacts	Meter Should Read
A	Complete System	2 & 3	Closed	Minimum 175
B	Thermopile Output	1 & 2	Open	Minimum 500



**Figure 15 -  
Install Remote Receiver**

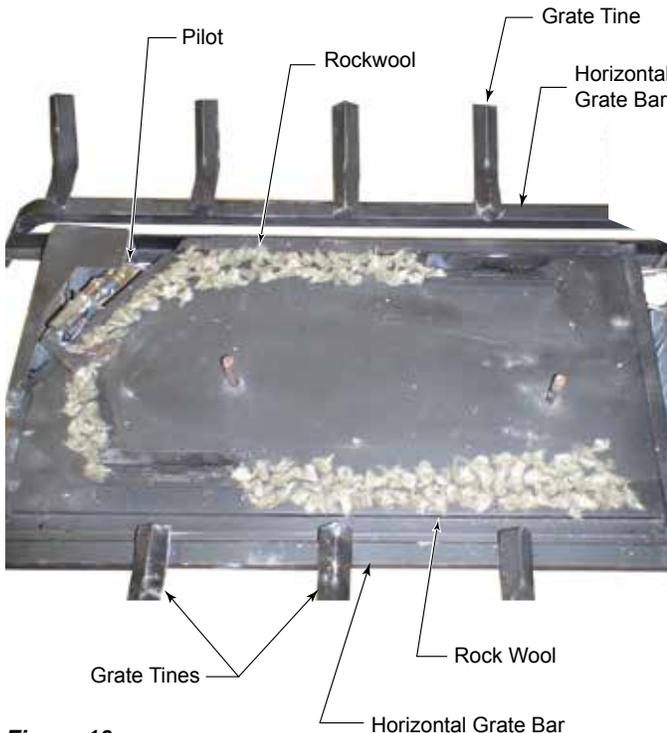
**⚠ WARNING**

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. Never add additional logs or embellishments such as pine cones, vermiculite or rock wool to the heater. Only use the logs and 2G-RW rock wool (for NB18), or 3G-RW rock wool (for NB24) supplied with the unit. Failure to position the parts in accordance with diagrams below or to use only parts specifically approved for this heater may result in property damage or personal injury.

**NOTE:** This unit is supplied with 10 ceramic fiber logs. Do not handle the logs with bare hands. Always wear gloves to prevent skin irritation from ceramic fibers. After handling the logs, wash your hands gently with soap and water to remove any traces of fibers.

**ROCK WOOL PLACEMENT**

1. Place dime size pieces of rock wool evenly over small burner ports starting at pilot and down each side of burner. Avoid placing rock wool on slots on either side of burner between the air deflectors. *Figure 16.* Wash hands after placing rock wool. Skin irritation may occur.



**Figure 16 - Place Rock Wool**

**CAUTION**

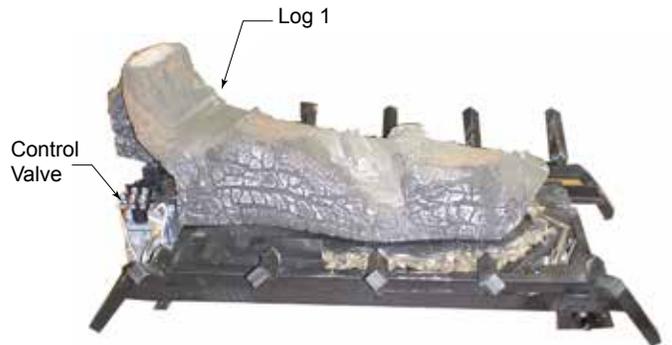
**DO NOT** sprinkle volcanic rock on the logs, around the pilot, or on or near burners. This may cause sooting. Place volcanic rock only on the floor of the fireplace.

During initial operation of the new heater, new burning logs and/or rock wool will give off a paper burning smell and orange flames will be present. Simply open the windows for a few hours to vent the odor.

**LOG PLACEMENT**

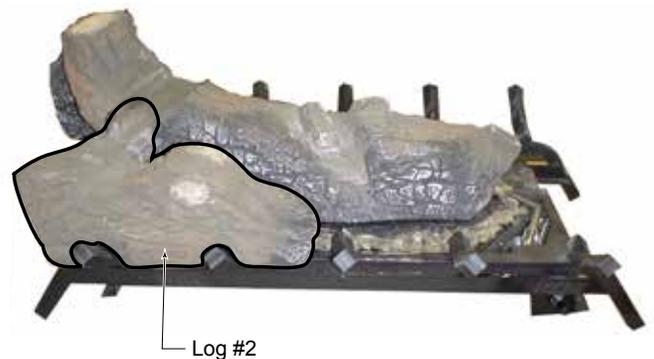
Begin on Side A, valve on left as you face the fireplace.

1. Place log #1 on burner by aligning two (2) holes on bottom of log with two (2) pins on burner. The tallest part of the log is on the valve side of burner. Gently push log down until it comes in contact with burner surface. *Figure 17*



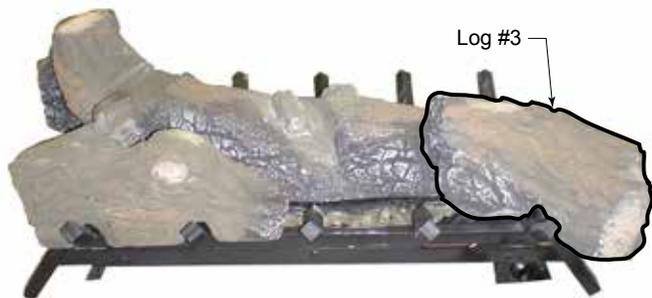
**Figure 17 - Place Log #1**

2. Place log #2 on left grate tines by aligning the 'V' notches in the log with grate tines. The groove on the bottom of the log should be firmly seated on the grate bar. *Figure 18*



**Figure 18 - Place Log #2**

- Place log #3 on farthest right grate tine by aligning the 'V' notch in log with grate tine. The groove in the bottom of the log should sit on the filler bracket surrounding the pilot assembly. *Figure 19*



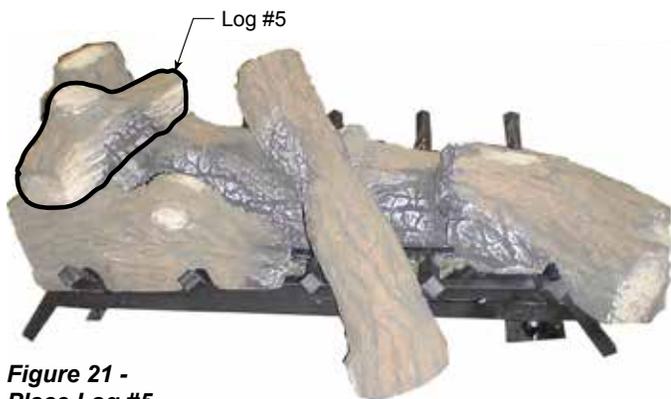
**Figure 19 -  
Place Log #3**

- Place log #4 by aligning the 'V' notch on bottom of log with horizontal grate bar between tines as shown in *Figure 20*. Place the rectangular notch on bottom of log onto the matching rectangular protrusion on log #1. *Figure 20*



**Figure 20 -  
Place Log #4**

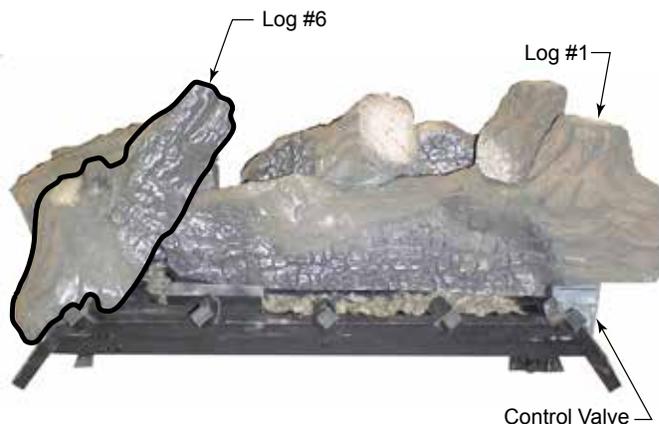
- Place log #5 by placing rectangular notch on bottom of log onto matching rectangular protrusion on log #2. Make sure ember or 'burnt' portion of log is facing center of burner. *Figure 21*



**Figure 21 -  
Place Log #5**

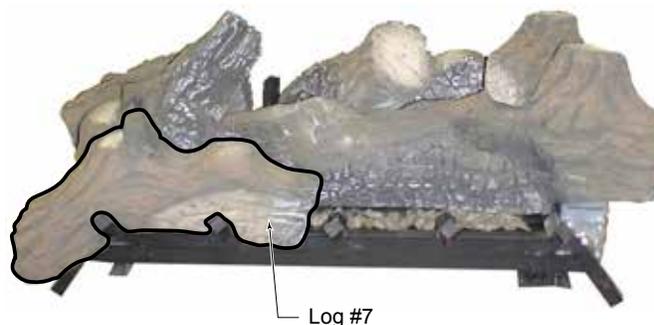
**Continue on Side B, valve on right as you face the fireplace.**

- Place log #6 on pilot end of burner by aligning the 'V' notch in bottom of log with the filler bracket surrounding the pilot. Place the rectangular notch in the bottom of the log onto the rectangular protrusion on the end of log #1. *Figure 22*



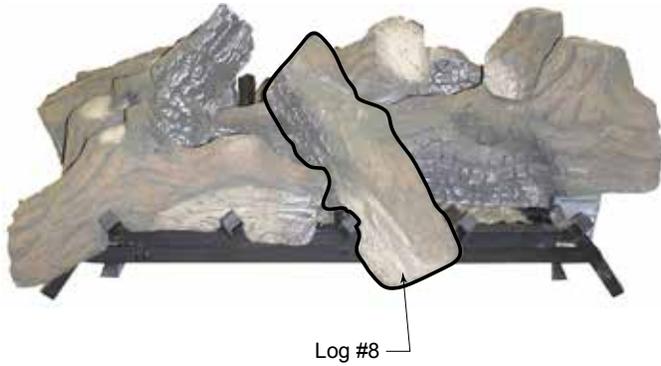
**Figure 22 -  
Place Log #6**

- Place log #7 on left two (2) grate tines by aligning the 'V' notch in log with grate tines. Make sure groove on bottom of log is firmly seated on grate bar. *Figure 23*



**Figure 23 -  
Place Log #7**

- Place log #8 by aligning 'V' notch in bottom of log with the horizontal grate bar between tines as shown in *Figure 24*. Place the rectangular notch on bottom of log onto rectangular protrusion on middle of log #1. *Figure 24*



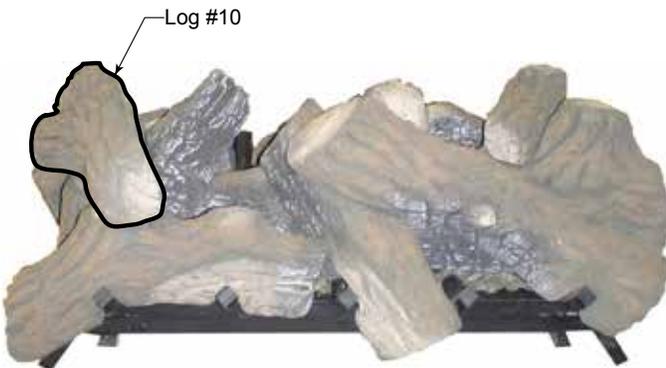
**Figure 24 - Place Log #8**

9. Place log #9 on farthest right grate tine by aligning 'V' notch in bottom of log with grate tine. Place rectangular notch in bottom of log onto rectangular protrusion on log #8. *Figure 25*



**Figure 25 - Place Log #9**

10. Place log #10 by aligning two (2) rectangular notches on bottom of log with rectangular protrusions on logs #6 & #7. Make sure the ember or 'burnt' area of log is facing center of burner. *Figure 26*



**Figure 26 - Place Log #10**

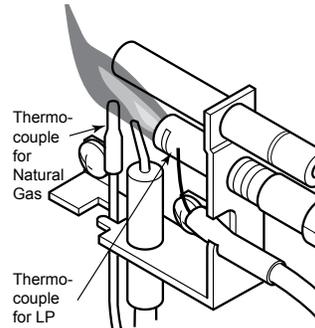
**FLAME APPEARANCE**

Flames from the pilot, front and rear burner should be visually checked as soon as the heater is installed. In addition, periodically check the flames visually during operation.

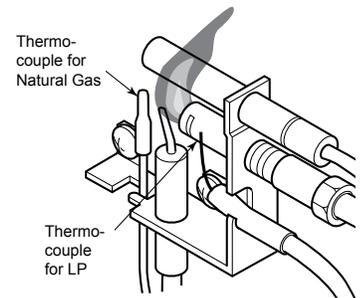
**CHECK THE PILOT FLAME**

The pilot flame must always be present when the heater is in operation. It should just touch the top of the thermocouple tip for natural. Refer to *Figure 27* for correct pilot flame.

If the pilot flame does not touch the thermocouple, then the main burner cannot function reliably. *Figure 28* for incorrect shape of pilot flame.



**Figure 27 - Correct Pilot Flame Appearance**



**Figure 28 - Incorrect Pilot Flame Appearance**

**CHECK BURNER FLAME APPEARANCE**

In normal operation at full rate after 15 minutes, the flames should appear as shown in *Figure 29*.

The flames should be yellow and extend 3-4" above the log top surfaces. The yellow flames should not impinge on the logs.



**Figure 29 - Correct Burner Flame Appearance**

## OPERATING INSTRUCTIONS

**Avoid any drafts that alter burner flame patterns.** Do not allow fans to blow directly into the fireplace. Do not place a blower inside the burn area of the firebox. 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 four 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.

This appliance must not be used with glass doors in the closed position. This can lead to pilot outages and severe sooting outside the fireplace.

## FOR YOUR SAFETY, READ BEFORE LIGHTING

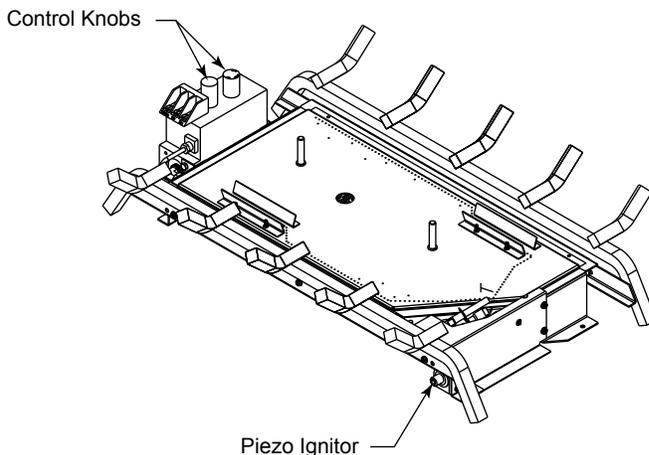
### WARNING

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

- A. This appliance is equipped with a piezo ignition device which lights the pilot. If piezo is not working properly see *Match Lighting Instructions*.
- B. BEFORE OPERATING smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

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

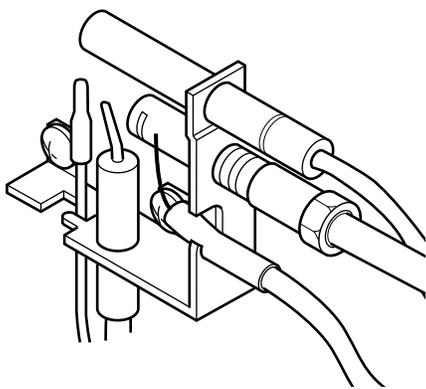
- Do not attempt to light any appliance.
  - Do not touch any electric switch; do not use any phone in your building.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- C. Use only your hand to push in, or turn 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 of it 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 that has been under water.



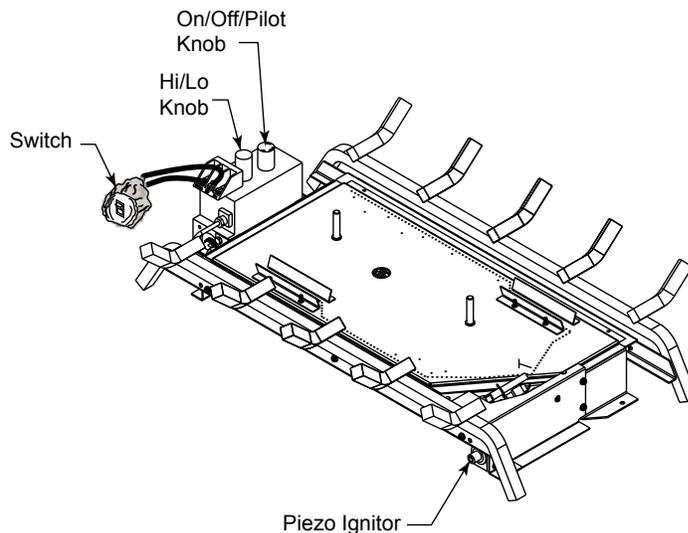
**Figure 30 -  
Burner Controls**

## MILLIVOLT CONTROL LIGHTING INSTRUCTIONS

1. **STOP!** Read the safety information label.
2. Make sure the manual shutoff valve is fully open.
3. This gas log set is equipped with an ignition device (piezo) which automatically lights the pilot. If piezo ignitor does not light the pilot, refer to instructions for *Match Lighting Instructions, Page 22*.
4. Turn gas control knob clockwise ↻ to the OFF position and turn ON/OFF switch to OFF position.
5. Wait (5) minutes to clear out any gas. Then smell for gas, including near the floor. If you smell gas, STOP! Follow the instructions under *What To Do If You Smell Gas, Page 20*.
6. From OFF position, turn the gas control knob counterclockwise ↻ to IGN position. Push in control knob for 5 seconds. **NOTE: If you are running the heater for the first time, it may be necessary to press in the control knob for 30 seconds or longer to allow air to bleed out of the gas piping.**
7. With the control knob pushed in, push in and release the piezo ignitor button to light the pilot.
8. Continue pushing the control knob in for a further 60 seconds to prevent the flame detector from shutting off the gas while the probe is warming up. Release the control knob.
9. Turn gas control knob counterclockwise ↻ to the ON position.
10. After the pilot has been lit for one minute, the burners can be turned on. Turn the ON/OFF switch to ON position.
11. If the gas logs will not operate, follow the instructions To Turn Off Gas To Heater below and call your service technician or gas supplier.



**Figure 31 -  
Pilot**



**Figure 32 -  
Controls**

## TO TURN OFF GAS TO HEATER

1. Turn control knob clockwise ↻ to OFF position to completely shut off the heater.
2. If applicable: Turn ON/OFF switch to OFF position and/or set thermostat (if present) to lowest setting.
3. If applicable: Turn off all electric power to the heater.

**MATCH LIGHTING INSTRUCTIONS**

1. Remove any items necessary for easy access to the pilot (for example: logs, screens, etc.).
2. Follow appropriate lighting instructions found previously. Instead of pushing and releasing the piezo button, light a match and hold the flame to the end of the pilot and ignite the pilot.
3. After control knob has been released and pilot stays lit, reinstall any items that were removed for pilot access.
4. Call a qualified service technician for repair or replacement of the piezo ignitor.

 **WARNING**

**Turn off heater and allow to cool before cleaning. Disconnect electrical power before cleaning or servicing.**

**CLEANING AND SERVICING**

**Annual inspection and cleaning by your dealer or qualified service technician is recommended to prevent malfunction and/or sooting.**

Remove logs, handling carefully by holding gently at each end. Gloves are recommended to prevent skin irritation from ceramic fibers. If skin becomes irritated, wash gently with soap and water. Refer to manual for correct log placement.

**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.
- Brush logs with soft bristle brush or vacuum with brush attachment.
- Vacuum loose particles and dust from the front and rear burner, control and piezo covers and grate weldment.
- Inspect and clean burner air intake holes. Remove lint or particles with vacuum, brush, or pipe cleaners. **Failure to keep air intake holes clean will result in sooting and poor combustion.**
- External case should be dusted and wiped with a wet soapy cloth.

**ANNUAL CLEANING/INSPECTION - Refer to parts diagram for location of items discussed below.**

- Inspect and clean burner air intake holes. Remove lint or particles with vacuum, brush or pipe cleaners. **Failure to keep air intake holes 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 and rear burner.
- Replace battery in remote control device.

**▲ WARNING**

**Turn off heater and allow to cool before cleaning. Disconnect electrical power before cleaning or servicing.**

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

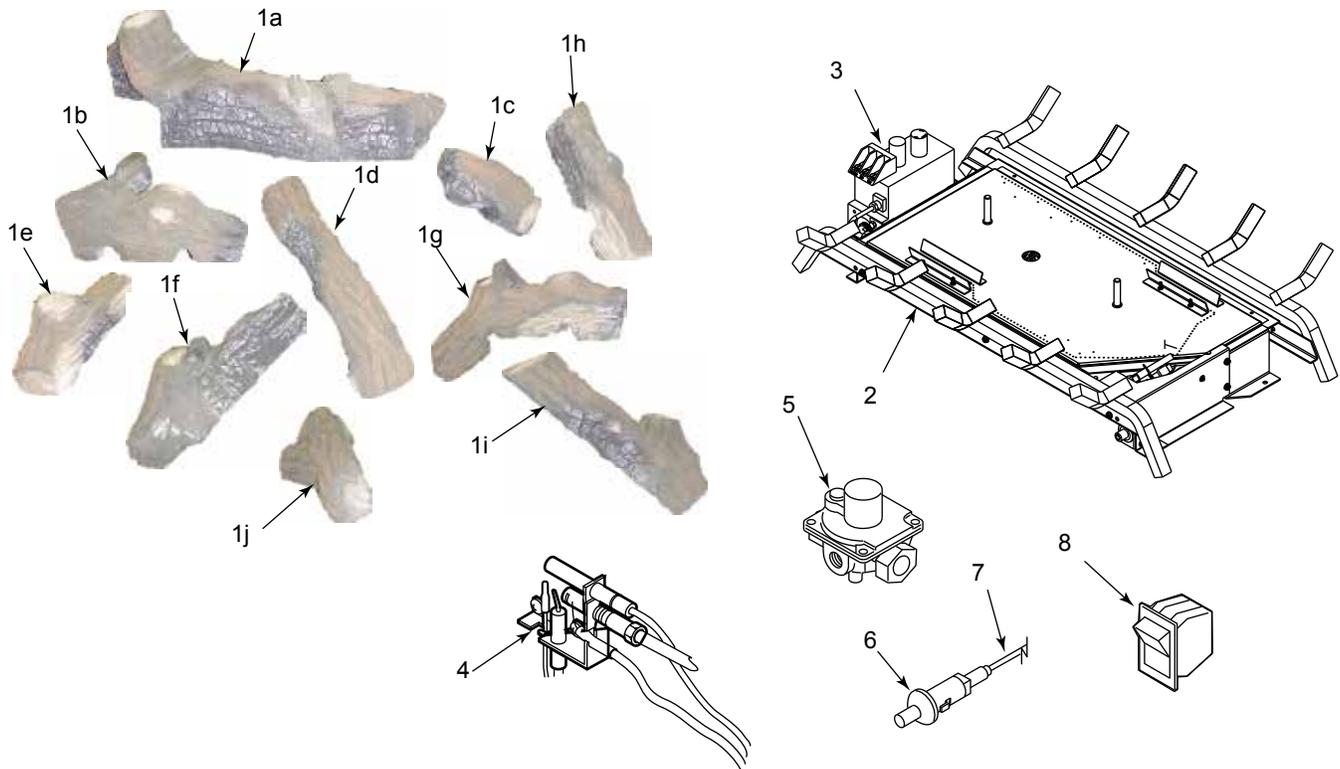
<b>PROBLEM</b>	<b>POSSIBLE CAUSE</b>	<b>SOLUTION</b>
When ignitor button is pressed, there is not spark at ODS/pilot.	Ignitor electrode positioned wrong.	Replace ignitor.
	Ignitor electrode is broken.	Replace ignitor.
	Ignitor electrode not connected to ignitor cable.	Reconnect ignitor cable.
	Ignitor cable pinched or wet. Keep ignitor cable dry.	Free ignitor cable if pinched by any metal or tubing.
	Broken ignitor cable.	Replace ignitor cable.
	Bad piezo ignitor.	Replace piezo ignitor.
Appliance produces unwanted odors.	Appliance burning vapors from paint, hair spray, glues, etc.	Ventilate room. Stop using odor causing products while heater is running.
	Gas leak.	Locate and correct leaks.
	Initial burn off.	Ventilate room and turn unit on high until odor is gone. Odor should be gone after 6 hours of continuous use.
Appliance shuts off during use.	Not enough fresh air is available for ODS/pilot to operate.	Open window and/or door for ventilation.
	Low line pressure.	Contact local gas company.
	ODS/pilot is partially clogged.	Clean ODS/pilot.
	Defective thermopile.	Check wire connections. Check output should be 500 mV across TH/TP and TP terminals with ON/OFF switches off.
	Restrictions in incoming air flow	Check for bottom riser on glass door, sunken fireplace, excessive lava rock/cinders densely packed against grate.
Gas odor even when control knob is in OFF position.	Gas leak.	Locate and correct all leaks.
	Control valve defective.	Replace control valve.
When ignitor button is pressed, there is spark at ODS/pilot, but no ignition.	Gas supply turned off or manual shutoff valve closed.	Turn on gas supply or open manual shutoff valve.
	Control knob not in PILOT position.	Turn control knob to PILOT position.
	Control knob not pressed in while in PILOT position.	Press in control knob while in PILOT position.
	Air in gas lines when installed.	Continue holding down control knob. Repeat igniting operation until air is removed.
	ODS/pilot is clogged.	Replace ODS/pilot assembly or get it serviced.
	Gas regulator setting is not correct.	Check incoming pressure. Replace gas regulator.

*continued on next page*

PROBLEM	POSSIBLE CAUSE	SOLUTION
ODS/pilot lights, but flame goes out when control knob is released.	Control knob not fully pressed in.	Press in control knob fully.
	Control knob not pressed in long enough.	After ODS/pilot lights, keep control knob pressed in for 30 seconds.
	Manual shutoff valve not fully open.	Fully open manual shutoff valve.
	Thermocouple connection loose at control valve.	Hand tighten thermocouple connection until snug, then tighten ¼ turn more.
	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 a dirty or partially clogged ODS/pilot.	Contact local gas company.
	Thermocouple damaged.	Replace thermocouple.
Burner does not light after ODS/pilot is lit.	Control valve damaged.	Replace control valve.
	Burner orifice is clogged.	Clean burner or replace burner orifice
	Burner orifice diameter is too small.	Replace orifice.
Burner backfires during combustion.	Inlet gas pressure is too low.	Contact local gas company.
	Manifold Pressure is too low.	Contact local gas company.
Slight smoke or odor during initial operation.	Burner orifice is clogged.	Clean burner or replace burner orifice.
	Burner orifice is clogged or damaged.	Clean burner or replace burner orifice.
	Burner is damaged.	Replace burner.
Logs appear to smoke after initial operation.	Gas regulator is defective.	Replace gas regulator.
	Vapors from paint or curing process of logs.	1. 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. OR 2. Log heater is intended to be smokeless. Turn OFF heater and call qualified service person.
Heater produces a whistling noise when burner is lit.	Turning control knob to HIGH position when burner is cold.	Turn control knob to LOW position and let warm up for a minute.
	Air in gas line.	Operate burner until air is removed from line. Have gas line checked by local gas company.
	Dirty or partially clogged burner orifices.	Clean burner or replace burner orifice.
No gas to pilot.	LP regulator shut down due to inlet pressure too high.	1. Verify LP tank regulator is installed and set at 11" to 13" w.c. OR 2. Replace regulator on heater.

** WARNING**

**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.**



REF.	DESCRIPTION	QTY.	NBST27NV	NBST27PV
1.	Complete Log Set	1	81D3051	81D3051
1a.	Log #1	1	81D3034	81D3034
1b.	Log #2	1	81D3035	81D3035
1c.	Log #3	1	81D3036	81D3036
1d.	Log #4	1	81D3037	81D3037
1e.	Log #5	1	81D3038	81D3038
1f.	Log #6	1	81D3039	81D3039
1g.	Log #7	1	81D3040	81D3040
1h.	Log #8	1	81D3041	81D3041
1i.	Log #9	1	81D3042	81D3042
1j.	Log #10	1	81D3043	81D3043
2.	Burner	1	81D3017	81D3027
3.	Control Valve	1	14D0467	14D0468
4.	ODS Pilot Assembly	1	20303785K	20303786K
5.	Pilot Regulator	1	14D0469	--
6.	Piezo Ignitor	1	14D0503	14D0503
7.	Piezo Wire	1	00K0632	00K0632
8.	On/Off Switch	1	32D0232	32D0232

**▲ WARNING**

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

DESCRIPTION	PART NUMBER
Flex Connector	Flexcon 30
Wall Switch and Wire	MVWS
Wall Thermostat Kit	WT
On/Off Remote	RCB, RCMT, TLM, WMTD
Thermostat Remote	RCST, RCT, TLT, WWTD
Remote Receiver Cover Ember	RRCE
Remote Receiver Cover Metal	RRCM
Log Switch with Wires	ELSK
Universal Andirons	UAI9
Rock Wool	EB-RW
Flickering Bright Embers	FBE-.1G

# MASSACHUSETTS RESIDENTS ONLY

## Please read and follow these special requirements

### NOTE REGARDING VENTED PRODUCTS

This product must be installed by a licensed plumber or gas fitter when installed within the Commonwealth of Massachusetts.

Any residence with a direct vent product must have a carbon monoxide (CO) detector installed in the residence.

Installation of the fireplace or vented gas log in the State of Massachusetts requires the damper to be permanently removed or welded in the fully open position.

In addition, a naturally vented gas log may not be installed in a bedroom or bathroom in the State of Massachusetts.

Flex line installation must not exceed 36 inches and must have a T shutoff valve.

### NOTE REGARDING VENT FREE PRODUCTS

This product must be installed by a licensed plumber or gas fitter when installed within the Commonwealth of Massachusetts.

In addition, vent free products may not be installed in a bedroom or bathroom regardless of size or type in the State of Massachusetts.

Flex line installation must not exceed 36 inches and must have a T shutoff valve.

### CARBON MONOXIDE DETECTOR REQUIREMENTS

(2) Revise 10.8.3 by adding the following additional requirements:

(a) For all side wall horizontally vented gas fueled equipment installed in every dwelling, building or structure used in whole or in part for residential purposes, including those owned or operated by the Commonwealth and where the side wall exhaust vent termination is less than seven (7) feet above finished grade in the area of the venting, including but not limited to decks and porches, the following requirements shall be satisfied:

1. **Installation of carbon monoxide detectors.** At the time of installation of the side wall horizontal vented gas fueled equipment, the installing plumber or gas fitter shall observe that a hard wired carbon monoxide detector with an alarm and battery back-up is installed on the floor level where the gas equipment is to be installed. In addition, the installing plumber or gas fitter shall observe that a battery operated or hard wired carbon monoxide detector with an alarm is installed on each additional level of the dwelling, building or structure served by the side wall horizontal vented gas fueled equipment. It shall be the responsibility of the property owner to secure the services of qualified licensed professionals for the installation of hard wired carbon monoxide detectors

a. In the event that the side wall horizontally vented gas fueled equipment is installed in a crawl space or an attic, the hard wired carbon monoxide detector with alarm and battery back-up may be installed on the next adjacent floor level.

b. In the event that the requirements of this subdivision can not be met at the time of completion of installation, the owner shall have a period of thirty (30) days to comply with the above requirements; provided, however, that during said thirty (30) day period, a battery operated carbon monoxide detector with an alarm shall be installed.

2. **Approved Carbon Monoxide Detectors.** Each carbon monoxide detector as required in accordance with the above provisions shall comply with NFPA 720 and be ANSI/UL 2034 listed and IAS certified.

3. **Signage.** A metal or plastic identification plate shall be permanently mounted to the exterior of the building at a minimum height of eight (8) feet above grade directly in line with the exhaust vent terminal for the horizontally vented gas fueled heating appliance or equipment. The sign shall read, in print size no less than one-half (1/2) inch in size, "GAS VENT DIRECTLY BELOW. KEEP CLEAR OF ALL OBSTRUCTIONS."

4. **Inspection.** The state or local gas inspector of the side wall horizontally vented gas fueled equipment shall not approve the installation unless, upon inspection, the inspector observes carbon monoxide detectors and signage installed in accordance with the provisions of 248 CMR 5.08(2)(a)1 through 4.

(b) **Exemptions:** The following equipment is exempt from 248 CMR 5.08(2)(a)1 through 4:

1. The equipment listed in Chapter 10 entitled "Equipment Not Required To Be Vented" in the most current edition of NFPA 54 as adopted by the Board; and

2. Product Approved side wall horizontally vented gas fueled equipment installed in a room or structure separate from the dwelling, building or structure used in whole or in part for residential purposes.

(c) **Manufacturer requirements — Gas Equipment Venting System Provided.** When the manufacturer of Product Approved side wall horizontally vented gas equipment provides a venting system design or venting system components with the equipment, the instructions provided by the manufacturer for installation of the equipment and the venting system shall include:

1. Detailed instructions for the installation of the venting system design or the venting system components; and

2. A complete parts list for the venting system design or venting system.

(d) **Manufacturer requirements — Gas Equipment Venting System Not Provided.** When the manufacturer of a Product Approved side wall horizontally vented gas fueled equipment does not provide the parts for venting the flue gases, but identifies "special venting systems," the following requirements shall be satisfied by the manufacturer:

1. The referenced "special venting system" instructions shall be included with the appliance or equipment installation instructions; and

2. The "special venting systems" shall be Product Approved by the Board, and the instructions for that system shall include a parts list and detailed installation instructions.

(e) A copy of all installation instructions for all Product Approved side wall horizontally vented gas fueled equipment, all venting instructions, all parts lists for venting instructions, and/or all venting design

# LIMITED LIFETIME WARRANTY POLICY

## LIFETIME WARRANTY

The following components are warranted for life to the original owner, subject of proof of purchase: Firebox, Combustion Chamber, Heat Exchanger, Grate, and Stainless Steel Burners.

## FIVE YEAR WARRANTY

The following components are warranted for 5 years to the original owner, subject of proof of purchase: Vent Free Ceramic Fiber Logs and Aluminized Burners.

## BASIC WARRANTY

Monessen warrants the components and materials in your gas appliance to be free from manufacturing and material defects for a period of two years from date of installation. After installation, if any of the components manufactured by Monessen in the appliance are found to be defective in materials or workmanship, Monessen will, at its option, replace or repair the defective components at no charge to the original owner. Monessen will also pay for reasonable labor costs incurred in replacing or repairing such components for a period of two years from the date of installation. Any products presented for warranty repair must be accompanied by a dated proof of purchase.

This Limited Lifetime Warranty will be void if the appliance is not installed by a qualified installer in accordance with the installation instructions. The Limited Lifetime Warranty will also be void if the appliance is not operated and maintained according to the operating instructions supplied with the appliance, and does not extend to (1) firebox/burner assembly damage by accident, neglect, misuse, abuse, alteration, negligence of others, including the installation thereof by unqualified installers, (2) the costs of removal, reinstallation or transportation of defective parts on the appliance, or (3) incidental or consequential damage. All service work must be performed by an authorized service representative.

This warranty is expressly in lieu of other warranties, express or implied, including the warranty of merchantability of fitness for purpose and of all other obligations or liabilities. Monessen does not assume for it any other obligations or liability in connection with the sale or use of the appliance. In states that do not allow limitations on how long an implied warranty lasts, or do not allow exclusion of indirect damage, those limitations of exclusions may not apply to you. You may also have additional rights not covered in this Limited Lifetime Warranty.

Monessen reserves the right to investigate any and all claims against the Limited Lifetime Warranty and decide upon method of settlement.

## IF WARRANTY SERVICE IS NEEDED:

1. Contact your supplier. Make sure you have your warranty, your sales receipt and the model/serial number of your Monessen product.
2. DO NOT ATTEMPT TO DO ANY SERVICE WORK YOURSELF.



LOVE AT FIRST LIGHT

Monessen, a brand of Hearth & Home Technologies  
7571 215th Street West, Lakeville, MN 50044  
[www.monessenhearth.com](http://www.monessenhearth.com)