



P/N 900559-00 Rev. NC 12/2015



Installation and Operation Instructions

TrueFlame™ Unvented (Vent-Free) Gas Log Heater

Models

TrueFlame18ZMN	TrueFlame24ZMN
TrueFlame18ZMP	TrueFlame24ZMP

For use with log sets

WILMINGTON18F	BEARRIVER18L
WILMINGTON24F	BEARRIVER24L
WILMINGTON30F	BEARRIVER30L

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

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.

WARNING: This appliance is for installation only in a solid-fuel-burning masonry or UL127 factory-built fireplace or in a listed ventless firebox enclosure. It is design-certified for these installations in accordance with ANSI Z21.11.2. 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.

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 Air for Combustion and Ventilation section on page 5 of this manual.



WARNING:

FIRE OR EXPLOSION HAZARD

Failure to follow safety warnings exactly could result in serious injury, death, or property damage.

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

Thank you for your purchase. We appreciate your business!

Please carefully read and follow all instructions in this manual. Pay special attention to all warnings and safety information.

Following these safety, care, and operation instructions will help ensure many years of dependable and enjoyable service from your appliance.

Please read and understand these instructions before installing or operating.



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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.

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SAFETY

⚠ WARNING: Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to this manual for correct installation and operational procedures. For assistance or additional information consult a qualified installer, service agency or the gas supplier.

⚠ WARNING: This appliance is for installation only in a solid-fuel-burning masonry or UL127 factory-built fireplace or in a listed ventless firebox enclosure. It is design-certified for these installations in accordance with ANSI Z21.11.2. 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.

⚠ WARNING: 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 *Air for Combustion and Ventilation* section on *page 5* of this manual.

⚠ 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 appliance. Improper use of this appliance can cause serious injury or death from burns, fire, explosion, electrical shock and carbon monoxide poisoning.

⚠ WARNING: Do not allow fans to blow directly into the appliance. Avoid any drafts that alter burner flame patterns. Ceiling fans can create drafts that alter burner flame patterns. Altered burner patterns can cause sooting.

⚠ WARNING: Do not use a blower insert, heat exchanger insert or other accessory not approved for use with this heater.

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.

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

SAFETY
Continued

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

⚠ 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 appliance.

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 appliance.

Heater base assembly becomes very hot when running heater. Keep children and adults away from hot surface to avoid burns or clothing ignition. Heater will remain hot for a time after shutdown. Allow surface to cool before touching.

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

You must operate this appliance with the fireplace screen and hood in place. Make sure fireplace screen and hood are in place before running appliance. The fireplace screen shall have openings for introduction of combustion air.

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

1. 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.
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 heater shall not be installed in a bedroom or bathroom, unless installed as a vented appliance. See *Installing Damper Clamp Accessory for Vented Operation, page 10*. This gas log set may not be installed as a vented appliance in a bedroom or bathroom in the Commonwealth of Massachusetts.
5. 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. Creosote will ignite if highly heated. A dirty chimney flue may create and distribute soot within the house. Inspect chimney flue for damage. If damaged, repair flue and firebox before operating heater.
6. Do not burn solid-fuel in a fireplace in which a vent-free room heater is installed.
7. If fireplace has glass doors, never operate this heater with glass doors closed. Any glass doors shall be fully opened when the appliance is in operation. If you operate heater with doors closed, heat buildup inside fireplace will cause glass to burst. Make sure there are no obstructions across openings of fireplace.
8. To prevent the creation of soot, follow the instructions in *Cleaning and Maintenance, page 22*.
9. Before using furniture polish, wax, carpet cleaner or similar products, turn heater off. If heated, the vapors from these products may create a white powder residue within burner box or on adjacent walls and furniture.
10. This heater needs fresh, outside air ventilation to run properly. This heater has an Oxygen Depletion Sensing (ODS) safety shutoff system. The ODS shuts down the heater if enough fresh air is not available. See *Air for Combustion and Ventilation, page 5*. If heater keeps shutting off, see *Troubleshooting, page 24*.
11. Do not run heater
 - where flammable liquids or vapors are used or stored
 - under dusty conditions
12. Do not use this heater to cook food or burn paper or other objects.

SAFETY

Continued

13. Do not use heater if any part has been exposed to or 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.
14. Do not operate heater if any log is broken. Do not operate heater if a log is chipped (dime-sized or larger).
15. Turn heater off and let cool before servicing, installing or repairing. Make sure the selector switch is in the OFF position. Only a qualified service person should install, service or repair heater.
16. Make sure the selector switch is in the OFF position when you are away from home for long periods of time.
17. Remote-ready heaters must not be connected to any external electrical source.
18. Operating heater above elevations of 4,500 feet may cause pilot outage.
19. To prevent performance problems, do not use propane/LP fuel tank of less than 100 lb. capacity (propane/LP units only).
20. Provide adequate clearances around air openings.
21. Follow the clearance requirements within this manual to assure adequate clearances for accessibility for purposes of servicing and proper operation.

Young children should be carefully supervised when they are in the same room as the appliance. Toddlers, young children and others may be susceptible to accidental burns. A physical barrier is recommended if there are at-risk individuals in the house. To restrict access to a fireplace or stove, install an adjustable safety gate to keep toddlers, young children and other at-risk individuals out of the room and away from hot surfaces.

LOCAL CODES

Install and use appliance 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.
25 West 43rd Street, 4th floor
New York, NY 10036
National Fire Protection Association, Inc.
1 Batterymarch Park
Quincy, MA 02169-7471

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.

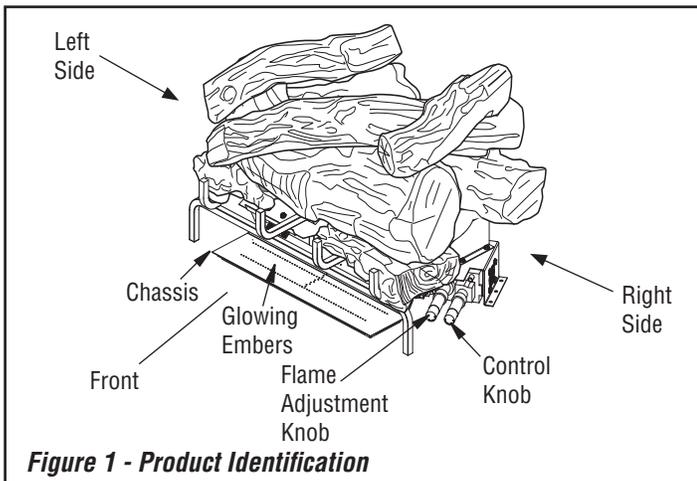
COMMONWEALTH OF MASSACHUSETTS REQUIREMENTS

These appliances are approved for installation in the US state of Massachusetts if the following additional requirements are met:

- Un-vented Room Heaters shall be installed in accordance with 527 CMR 30.
- Installation and repair must be done by a plumber or gas fitter licensed in the Commonwealth of Massachusetts.
- The flexible gas line connector used shall not exceed 36 inches (92 centimeters) in length.
- The individual manual shut-off must be a T-handle type valve.
- Unvented appliances may NOT be installed in bedrooms or bathrooms.
- A working smoke detector must be installed in the area where vent-free appliances are installed.

Seller 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.

PRODUCT IDENTIFICATION



UNPACKING

⚠ CAUTION: Do not remove data plates from grate assembly. Data plates contain important warranty and safety information.

1. Remove logs and appliance base assembly from carton.
NOTE: Do not pick up heater base assembly by burners. This could damage heater. Always handle base assembly by grate.
2. Remove all protective packaging applied to logs and heater for shipment.
3. Check appliance for any shipping damage. If appliance is damaged, promptly inform dealer where you purchased the appliance.

OPTIONAL REMOTE CONTROL ACCESSORIES

There are four optional remote controls that can be purchased separately:

- wall switch
- hand-held ON/OFF remote
- wall thermostat

- hand-held thermostat remote

See *Accessories*, page 32.

The wall thermostat or hand-held thermostat may not be used where vented decorative listing is required.

PRODUCT FEATURES

OPERATION

This heater is clean burning. It requires no outside venting. There is no heat loss out a vent or up a chimney. Heat is generated by both realistic flames and glowing coals. This heater is designed for vent-free operation with flue damper closed. It has been tested and approved to the ANSI Z21.11.2 standard for unvented heaters. State and local codes in some areas prohibit the use of vent-free heaters. This heater may also be operated as a vented decorative (ANSI Z21.60) product by opening the flue damper.

SAFETY DEVICE

This heater has a pilot with an Oxygen Depletion Sensing (ODS) safety shutoff system. The ODS/pilot is a required feature for vent-free room heaters. The ODS/pilot shuts off the heater if there is not enough fresh air.

ELECTRONIC IGNITION SYSTEM

This heater has an electronic igniter to light heater fuel supply.

AIR FOR COMBUSTION AND VENTILATION

⚠ WARNING: 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. Read the following instructions to ensure proper fresh air for this and other fuel-burning appliances in your home.

Today's homes are built more energy efficient than ever. New materials, increased insulation and new construction methods help reduce heat loss in homes. Homeowners weather strip and caulk around windows and doors to keep the cold air out and the warm air in. During heating months, Homeowners want their homes as airtight as possible.

While it is good to make your home energy efficient, your home needs to breathe. Fresh air must enter your home. All fuel-burning appliances need fresh air for proper combustion and ventilation.

Exhaust fans, some fireplaces, clothes dryers and some fuel-burning appliances draw air from the house to operate. You must provide adequate fresh air for these appliances. That will ensure proper venting of vented fuel-burning appliances.

PROVIDING ADEQUATE VENTILATION

The following are excerpts from *National Fuel Gas Code, ANSI Z223.1/NFPA 54, Air for Combustion and Ventilation*.

All spaces in homes fall into one of the three following ventilation classifications:

1. Unusually Tight Construction
2. Unconfined Space
3. Confined Space

The information on **pages 5-7** will help you classify your space and provide adequate ventilation.

Unusually Tight Construction

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

Unusually tight construction is defined as construction where:

- a. walls and ceilings exposed to the outside atmosphere have a continuous water vapor retarder with a rating of one perm (6×10^{-11} kg per pa-sec- m^2) or less with openings gasketed or sealed **and**
- b. weather stripping has been added on openable windows and doors **and**
- c. caulking or sealants are applied to areas such as joints around window and door frames, between sole plates and floors, between wall-ceiling joints, between wall panels, at penetrations for plumbing, electrical and gas lines and at other openings.

If your home meets all three criteria above, you must provide additional fresh air. See *Ventilation Air From Outdoors*, page 7.

If your home does not meet all three criteria above, proceed to *Determining Fresh-Air Flow For Heater Location*, page 6.

Confined and Unconfined Space

The National Fuel Gas Code, ANSI Z223.1/NFPA54 allows two methods for determining whether the space in which the heater is being installed is confined or unconfined space. The standard method defines a confined space as a space whose volume is less than 50 cubic feet per 1,000 Btu/hr (4.8 m³ per kw) of the aggregate input rating of all appliances installed in that space and an unconfined space as a space whose volume is not less than 50 cubic feet per 1,000 Btu/hr (4.8 m³ per kw) of the aggregate input rating of all appliances installed in that space. Rooms communicating directly with the space in which the appliances are installed*, through openings not furnished with doors, are considered a part of the unconfined space.

Where the air infiltration rate of a structure is known, the Known Air Infiltration Rate Method may be used. Follow The National Fuel Gas Code, ANSI Z223.1/NFPA 54 to use this method to determine if the space is confined or unconfined.

* Adjoining rooms are communicating only if there are doorless passageways or ventilation grills between them.

AIR FOR COMBUSTION AND VENTILATION

Continued

DETERMINING FRESH-AIR FLOW FOR HEATER LOCATION

Determining if You Have a Confined or Unconfined Space Using the Standard Method

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

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

1. Determine the volume of the space (length x width x height).
Length x Width x Height = _____ cu. ft. (volume of space)
Example: Space size 20 ft. (length) x 16 ft. (width) x 8 ft. (ceiling height) = 2560 cu. ft. (volume of space)
If additional ventilation to adjoining room is supplied with grills or openings, add the volume of these rooms to the total volume of the space.
2. Multiply the space volume by 20 to determine the maximum Btu/Hr the space can support.
_____ (volume of space) x 20 = (Maximum Btu/Hr the space can support)
Example: 2560 cu. ft. (volume of space) x 20 = 51,200 (maximum Btu/Hr the space can support)
3. Add the Btu/Hr of all fuel-burning appliances in the space.

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

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

Example:

Gas water heater 40,000 Btu/Hr
Vent-free fireplace + 33,000 Btu/Hr
Total = 73,000 Btu/Hr

4. Compare the maximum Btu/Hr the space can support with the actual amount of Btu/Hr used.
_____ Btu/Hr (maximum the space can support)
_____ Btu/Hr (actual amount used)

Example: 51,200 Btu/Hr (maximum the space can support)
73,000 Btu/Hr (actual amount of Btu/Hr used)

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

- A. Rework worksheet, adding the space of an adjoining room. If the extra space provides an unconfined space, remove door to adjoining room or add ventilation grills between rooms. See *Ventilation Air From Inside Building, page 6*.
- B. Vent room directly to the outdoors. See *Ventilation Air From Outdoors, page 7*.
- C. Install a lower Btu/Hr fireplace, if lower Btu/Hr size makes room unconfined.

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

⚠ WARNING: 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.

VENTILATION AIR

Ventilation Air From Inside Building

This fresh air would come from an adjoining unconfined space. When ventilating to an adjoining unconfined space, you must provide two permanent openings: one within 12" of the ceiling and one within 12" of the floor on the wall connecting the two spaces (see options 1 and 2, **Figure 2**). You can also remove door into adjoining room (see option 3, **Figure 2**). Follow the *National Fuel Gas Code, ANSI Z223.1/NFPA 54, Air for Combustion and Ventilation* for required size of ventilation grills or ducts.

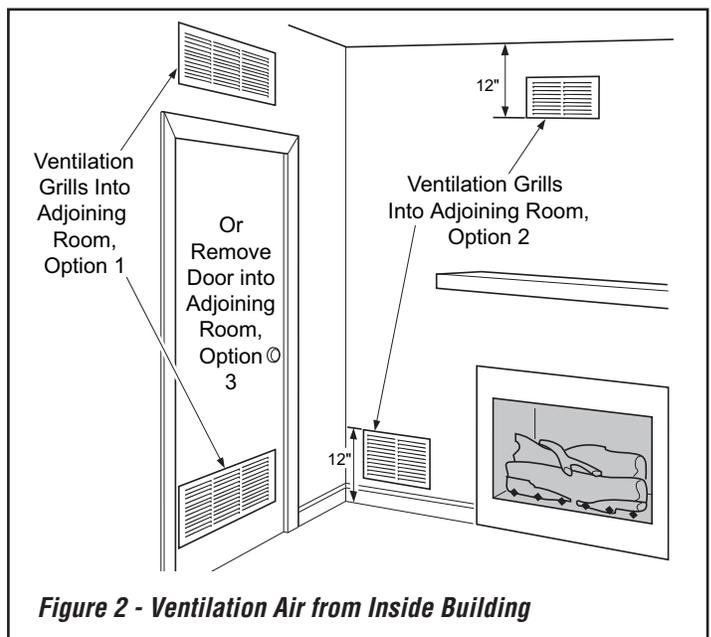


Figure 2 - Ventilation Air from Inside Building

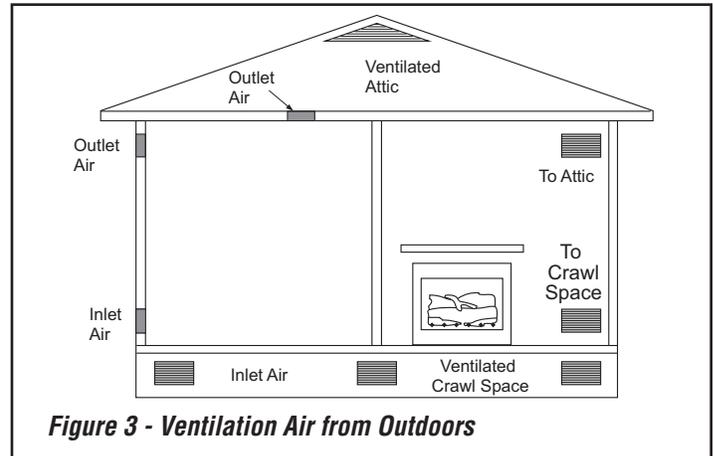
AIR FOR COMBUSTION AND VENTILATION

Continued

Ventilation Air From Outdoors

Provide extra fresh air by using ventilation grills or ducts. You must provide two permanent openings: one within 12" of the ceiling and one within 12" of the floor. Connect these items directly to the outdoors or spaces open to the outdoors. These spaces include attics and crawl spaces. Follow the *National Fuel Gas Code, ANSI Z223.1/NFPA 54, Air for Combustion and Ventilation* for required size of ventilation grills or ducts.

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



INSTALLATION

NOTICE: This heater is intended for use as supplemental heat. Use this heater along with your primary heating system. Do not install this heater as your primary heat source. If you have a central heating system, you may run system's circulating blower while using heater. This will help circulate the heat throughout the house. In the event of a power outage, you can use this heater as your primary heat source.

WARNING: A qualified service person must install heater. Follow all local codes.

NOTICE: State or local codes may only allow operation of this appliance in a vented configuration. Check your state or local codes.

WARNING: Make sure the selector switch is in the OFF position before installing heater.

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. Creosote will ignite if highly heated. A dirty chimney flue and firebox may create and distribute soot within the house. Inspect chimney flue for damage. If damaged, repair flue before operating heater.

WARNING: 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.

Any outside air ducts and/or ash dumps in the fireplace shall be permanently closed at time of appliance installation.

- WARNING:** Never install the heater
- in a bedroom or bathroom unless installed as a vented appliance, see *page 10*
 - in a recreational vehicle
 - where curtains, furniture, clothing or other flammable objects are less than 36" from front and 42" from top of heater; for side clearances see *Figure 4, page 8*
 - in high traffic areas
 - in windy or drafty areas

CAUTION: This heater creates warm air currents. These currents move heat to wall surfaces next to heater. Installing heater next to vinyl or cloth wall coverings or operating heater where impurities (such as, but not limited to, tobacco smoke, aromatic candles, cleaning fluids, oil or kerosene lamps, etc.) in the air exist, may discolor walls or cause odors.

IMPORTANT: Vent-free heaters add moisture to the air. Although this is beneficial, installing heater in rooms without enough ventilation air may cause mildew to form from too much moisture. See *Air for Combustion and Ventilation, pages 5-7*.

INSTALLATION

Continued

CHECK GAS TYPE

Use the correct type of gas (natural or propane/LP). If your gas supply is not the correct gas type, do not install heater. Call dealer where you bought heater for proper type heater.

⚠ WARNING: This appliance is equipped for either natural gas or propane/LP gas but not both. Gas type is indicated on the rating plate. Field conversion is not permitted.

INSTALLATION AND CLEARANCES FOR VENT-FREE OPERATION

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

**MINIMUM FIREPLACE CLEARANCE
TO COMBUSTIBLE MATERIALS**
Side Wall 16", Ceiling 42", Floor 5", Front 36"

Carefully follow the instructions below. This will ensure safe installation into a masonry, UL127-listed manufactured fireplace or listed vent-free firebox.

LOG SIZING REQUIREMENTS

Log Size	Minimum Firebox			
	Height	Depth	Front Width	Rear Width *
18"	19"	14"	28"	20"
24"	19"	14"	32"	22"
30"	19"	14"	40"	30"

Table 1

Minimum Clearances For Side Combustible Material, Side Wall and Ceiling

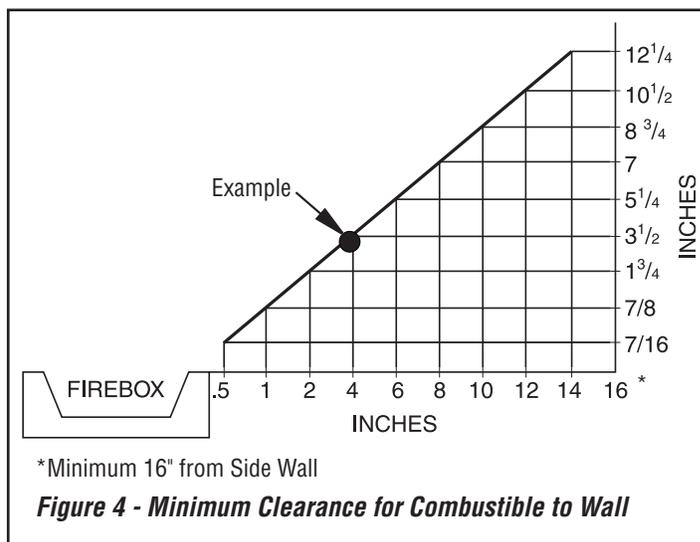
A. Clearances from the side of the fireplace cabinet to any combustible material and wall should follow diagram in **Figure 4, page 8**.

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 4, page 8**).

NOTE: When installing your gas logs into a manufactured firebox, follow firebox manufacturer's instructions for minimum clearances to combustible materials.

B. Clearances from the top of the fireplace opening to the ceiling should not be less than 42".

NOTICE: Manual control heaters may be used as a vented product. If so, you must always run heater with chimney flue damper open. If running heater with damper open, noncombustible material above fireplace opening is not needed. Go to **Installing Damper Clamp Accessory for Vented Operation, page 10**.



Minimum Noncombustible Material Clearances

If Not Using Mantel

NOTE: If using a mantel proceed to **If Using Mantel**. If not using a mantel, follow these instructions.

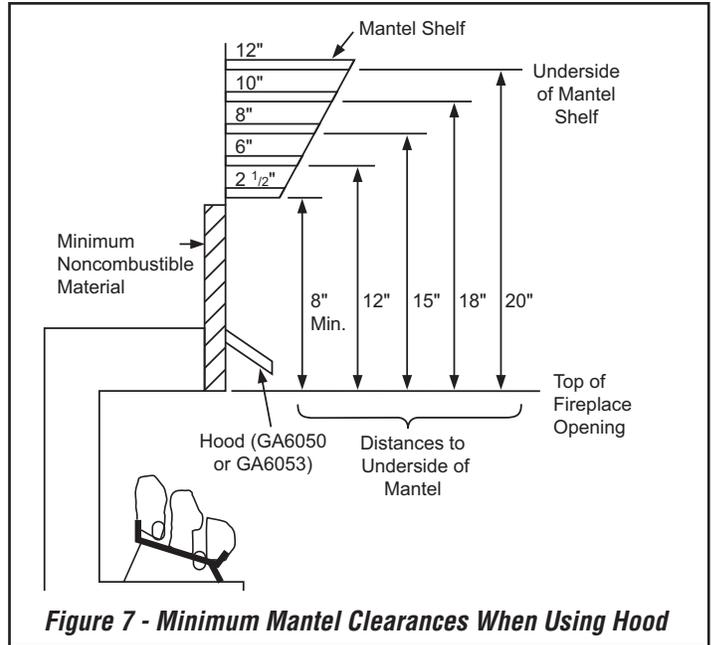
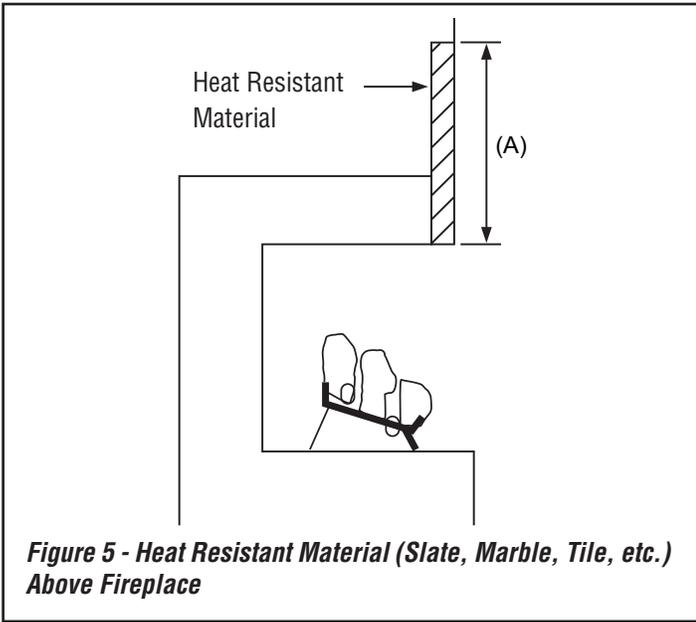
You must have noncombustible material(s) above the fireplace opening. Noncombustible materials (such as slate, marble, tile, etc.) must be at least 1/2" thick. With sheet metal, you must have noncombustible material behind it. Noncombustible material must extend at least 8" up (for all models). If noncombustible material is less than 12", you must install the fireplace hood accessory (24" and 30" Models Only). See **Table 2 and Figure 5** for minimum clearances.

Noncombustible Material Distance (A)	Requirements for Safe Installation
12" or more	Noncombustible material OK.
Between 8" and 12"	24" or 30" Models: Install fireplace hood accessory (GA6050 - see Accessories, page 32). 18" Model: Noncombustible material OK.
Less than 8"	Noncombustible material must be extended to at least 8". See Between 8" and 12" , above. If you cannot extend material, you must operate heater with flue damper open.

Table 2

INSTALLATION

Continued



If Using Mantel

You must have noncombustible material(s) above the fireplace opening. Noncombustible materials (such as slate, marble, tile, etc.) must be at least 1/2" thick. With sheet metal, you must have noncombustible material behind it. Noncombustible material must extend at least 8" up (for all models). If noncombustible material is less than 12", you must install the fireplace hood accessory (24" and 30" Models Only). Even if noncombustible material is more than 12", you may need the hood accessory to deflect heat away from your mantel shelf. See **Figures 5-7, page 9**, for minimum clearances.

IMPORTANT: If you cannot meet these minimum clearances, you must operate heater with chimney flue damper open. Go to *Installing Damper Clamp Accessory for Vented Operation, page 10*.

MANTEL CLEARANCES

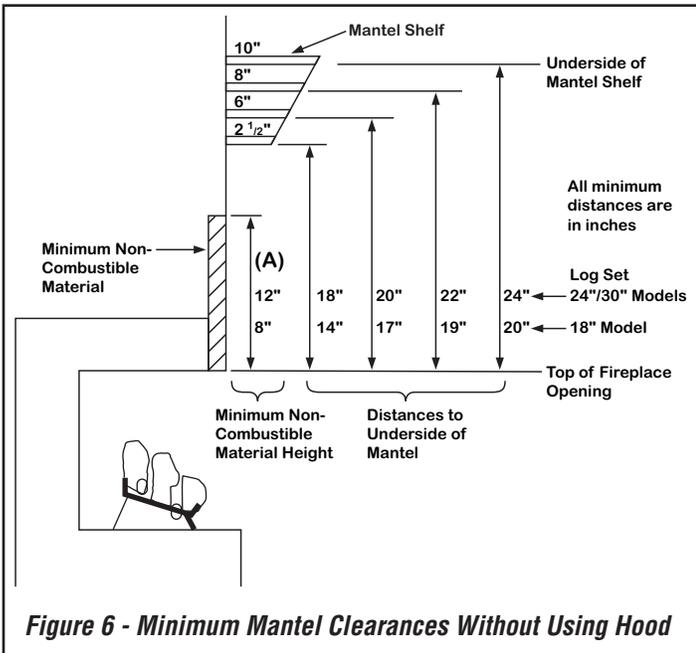
In addition to meeting noncombustible material clearances, you must also meet required clearances between fireplace opening and mantel shelf. If you do not meet the clearances listed below, you will need a hood.

Determining Minimum Mantel Clearance

If you meet minimum clearance between mantel shelf and top of fireplace opening, a hood is not required (see **Figure 6**).

Determining Minimum Mantel Clearance When Using a Hood

If minimum clearances in **Figure 6**, are not met, you must have a hood. When using a hood there are still certain minimum mantel clearances required. Follow minimum clearances shown in **Figure 7**, when using hood.



NOTICE: Surface temperatures of adjacent walls and mantels become hot during operation. Walls and mantels above the firebox 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.

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

- operate the logs only with the flue damper open
- raise the mantel to an acceptable height
- remove the mantel

INSTALLATION

Continued

FLOOR CLEARANCES

- If installing appliance on the floor level, you must maintain the minimum distance of 14" to combustibles (see **Figure 8**).
- If combustible materials are less than 14" to the fireplace, you must install appliance at least 5" above the top surface of combustible flooring including tile and carpet (see **Figure 9**).

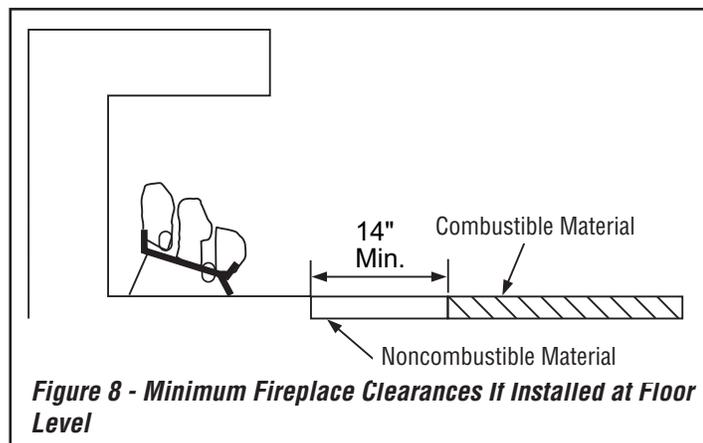


Figure 8 - Minimum Fireplace Clearances If Installed at Floor Level

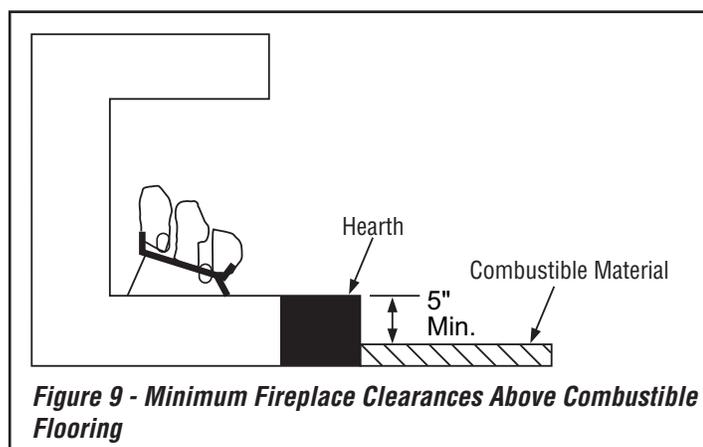


Figure 9 - Minimum Fireplace Clearances Above Combustible Flooring

INSTALLING DAMPER CLAMP ACCESSORY FOR VENTED OPERATION

NOTE: When used as a vented heater, appliance must be installed only in a solid-fuel-burning fireplace with a working flue and constructed of noncombustible material.

For Massachusetts Residents Only: Installation of this gas log set as a vented appliance in the Commonwealth of Massachusetts requires the damper be permanently removed or welded in the fully open position.

If your heater is a manually-controlled model, you may use this heater as a vented product. There are three reasons for operating your heater in the vented mode.

- The fireplace does not meet the clearance to combustibles requirements for vent-free operation.
- State or local codes do not permit vent-free operation.
- You prefer vented operation.

If reasons number 1 or 2 above apply to you, you must permanently open chimney flue damper. You must install the damper clamp accessory (to order, see **Accessories, page 32**). This will ensure vented operation (see **Figure 10**). The damper clamp will keep damper open. Installation instructions are included with clamp accessory.

See chart below for minimum permanent flue opening you must provide. Attach damper clamp so the minimum permanent flue opening will be maintained at all times.

Area of Various Standard Round Flues	
Diameter	Area
5"	20 sq. in.
6"	29 sq. in.
7"	39 sq. in.
8"	51 sq. in.

Table 3

Chimney Height	Minimum Permanent Flue Opening
6' to 15'	39 sq. in.
15' to 30'	29 sq. in.

Table 4

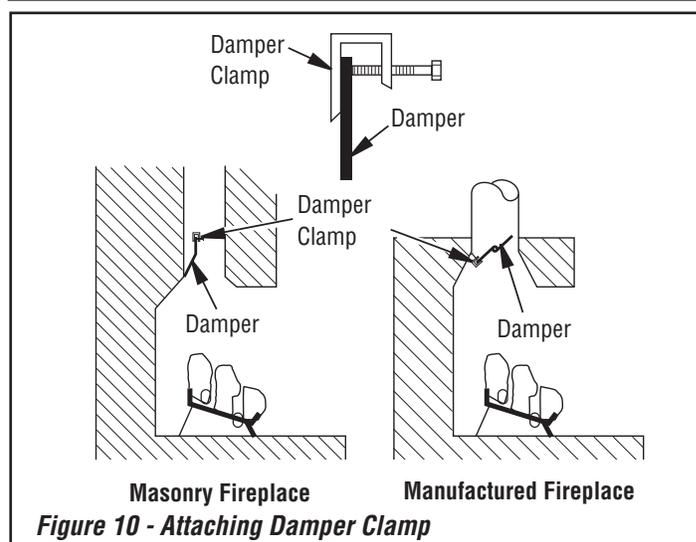


Figure 10 - Attaching Damper Clamp

INSTALLING HEATER BASE ASSEMBLY

⚠ WARNING: You must secure this heater to fireplace floor. If not, heater will move when you adjust controls. Moving heater may cause a gas leak or log misplacement.

⚠ WARNING: If installing in a sunken fireplace, special care is needed. You must raise the fireplace floor to allow access to heater control panel. This will ensure adequate air flow and guard against sooting and controls being damaged. Raise fireplace floor with noncombustible material. Make sure material is secure.

⚠ CAUTION: Do not pick up heater base assembly by burners. This could damage heater. Only handle base assembly by grates.

IMPORTANT: Make sure the heater burners are level. If heater is not level, heater will not work properly.

INSTALLATION

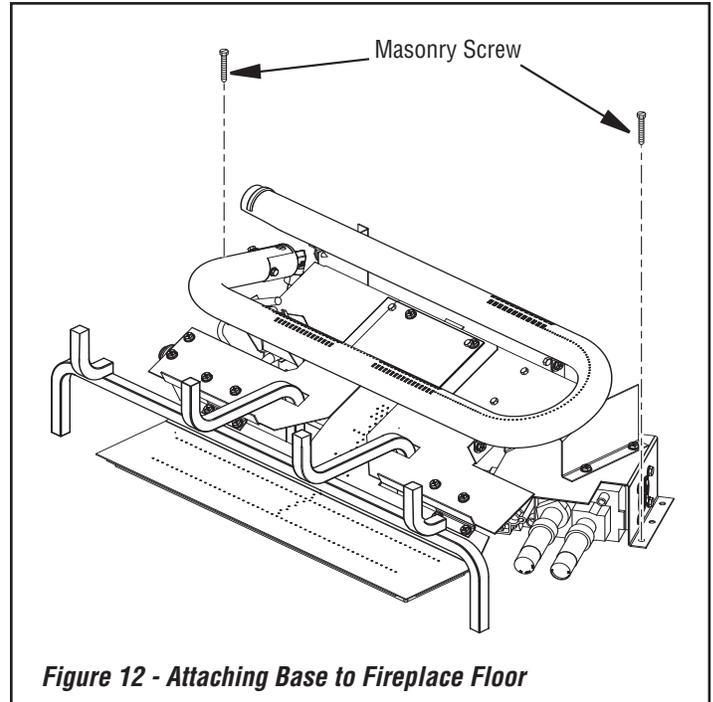
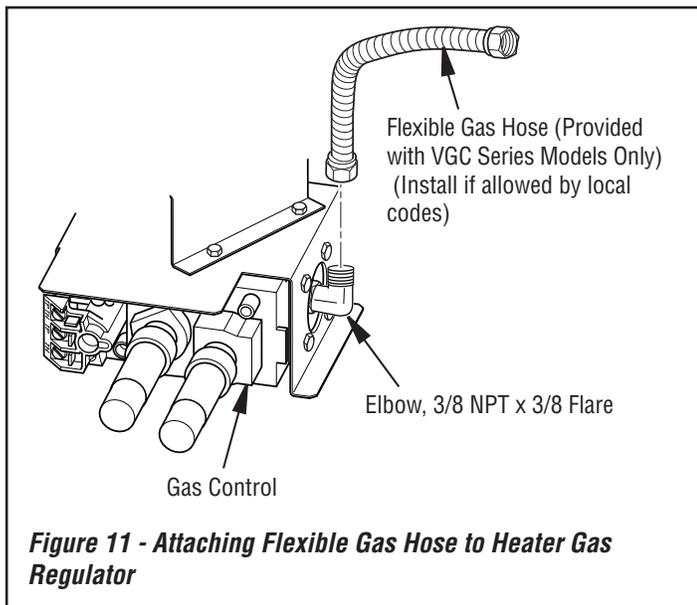
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Installation Items Needed

- hardware package (provided with heater)
- approved flexible gas hose and fittings (only provided with TrueFlame™ burner system series) (if allowed by local codes)
- sealant (resistant to propane/LP gas, not provided)
- electric drill with 3/16" masonry drill bit

NOTE: Install optional receiver and hand-held remote control kit (see Accessories, page 32) before installing gas log heater. See installation instructions included with the kit.

1. Apply pipe joint sealant lightly to male threads of the 1/2 NPT side of gas fitting elbow (provided) and connect to inlet side of gas control. Remove gas fitting from flexible gas hose (provided) before connecting to elbow (see **Figure 11**).
2. Position heater base assembly in fireplace.
3. Mark screw locations through holes in front panel of base (see **Figure 12**). If installing in a brick-bottom fireplace, mark screw locations in mortar joint of bricks.
4. Remove heater base from fireplace.
5. Drill holes at marked locations using 3/16" drill bit.
6. Attach base, through holes in back side panels of base, to fireplace floor using masonry screws provided in hardware package (see **Figure 12**).
7. Connect to gas supply. See *Connecting To Gas Supply*.



CONNECTING TO GAS SUPPLY

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

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

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

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

INSTALLATION

Continued

Installation Items Needed

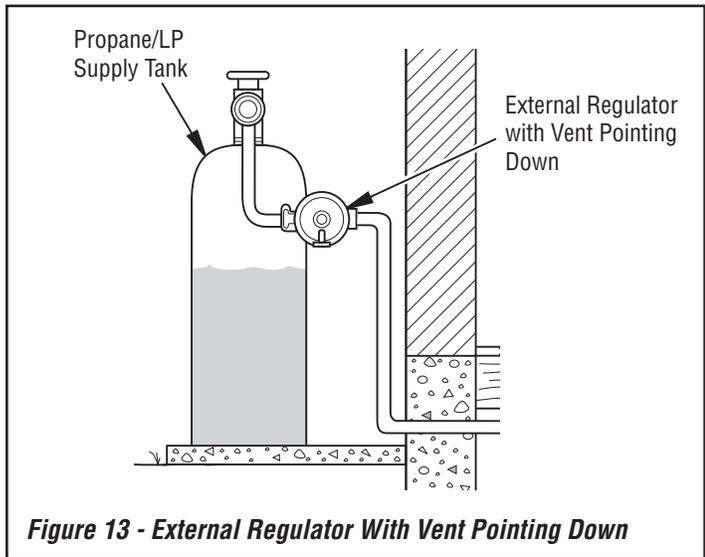
Before installing heater, make sure you have the items listed below.

- external regulator (supplied by installer)
- piping (check local codes)
- sealant (resistant to propane/LP gas)
- equipment shutoff valve *
- test gauge connection *
- sediment trap
- tee joint
- pipe wrench
- approved flexible gas line with gas connector (if allowed by local codes) (not provided)

* 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.

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, heater regulator damage could occur. Install external regulator with the vent pointing down as shown in **Figure 13**. Pointing the vent down protects it from freezing rain or sleet.

⚠ 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 heater (*see Figure 14*).

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.

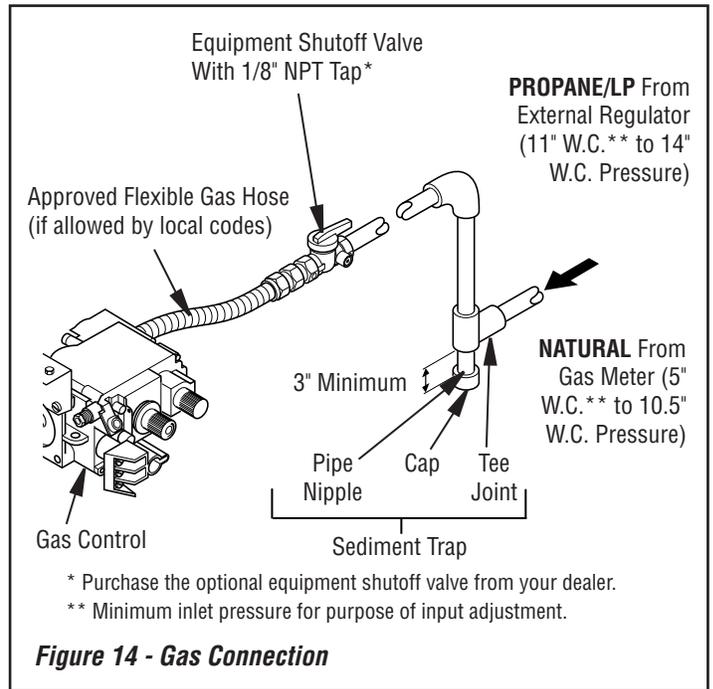
Check your building codes for any special requirements for locating equipment shutoff valve to appliances.

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.

We recommend that you install a sediment trap in supply line as shown in **Figure 14, page 12**. Locate sediment trap where it is within reach for cleaning. Install in piping system between fuel supply and heater. 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 fitting with wrench when connecting it to gas piping and/or fittings.



* Purchase the optional equipment shutoff valve from your dealer.
 ** Minimum inlet pressure for purpose of input adjustment.

INSTALLATION

Continued

CHECKING GAS CONNECTIONS

⚠ WARNING: Test all gas piping and connections, internal and external to unit, 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 heater. See guidelines under *Connecting to Gas Supply*, page 11.

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 heater regulator.
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 15*).
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 16* or *Figure 17*, page 13). Apply noncorrosive leak detection fluid to all joints. Bubbles forming show a leak.
4. Correct all leaks at once.

The appliance and its appliance main gas valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psi (3.5 kPa).

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

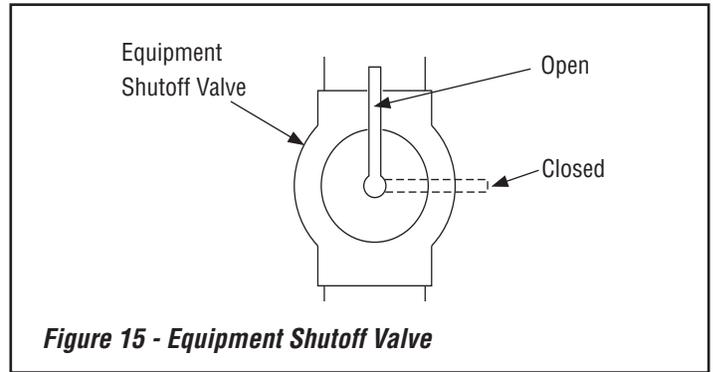


Figure 15 - Equipment Shutoff Valve

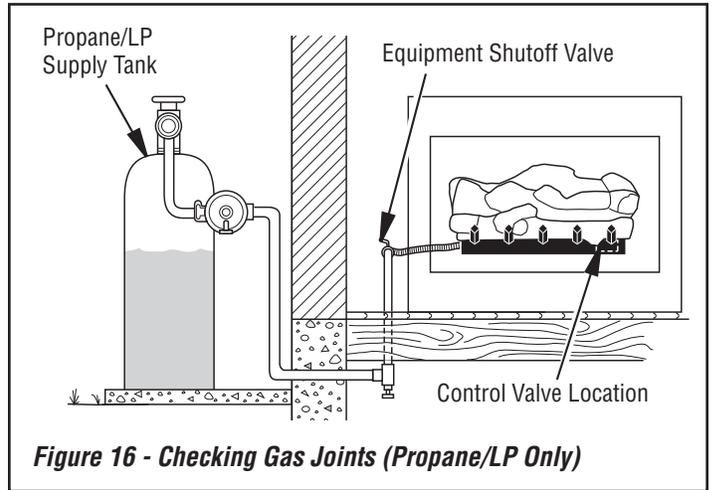


Figure 16 - Checking Gas Joints (Propane/LP Only)

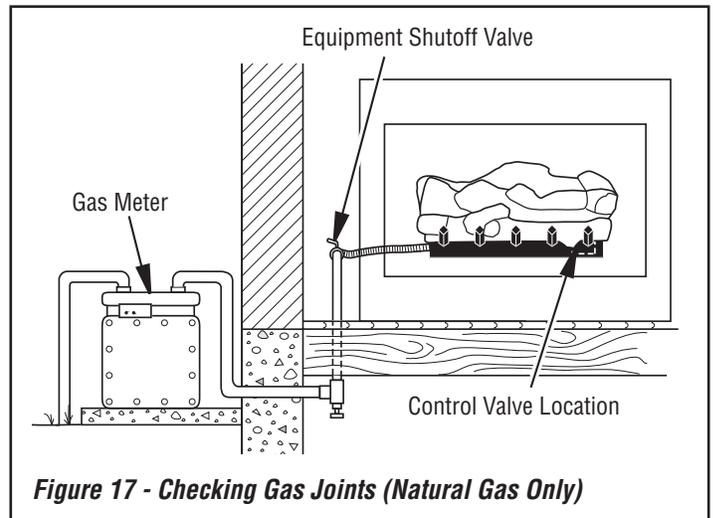


Figure 17 - Checking Gas Joints (Natural Gas Only)

INSTALLATION

Continued

PRESSURE TESTING HEATER GAS CONNECTIONS

1. Open equipment shutoff valve (see *Figure 15, page 13*).
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 heater is in the OFF position.
4. 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 16, page 13* or *Figure 17*). Apply noncorrosive leak detection fluid to all joints. Bubbles forming show a leak.
5. Correct all leaks at once.
6. Light heater (see *Operation, page 20*). Check all other internal joints for leaks.
7. Turn off heater (see *To Turn Off Gas to Appliance, page 21*).

INSTALLING SWITCH

The AUTO/OFF/ON switch for this log set is installed into the small single log accompanying this log set. This switch needs to be used only if remote or wall switch is not being used.

Connect the wires to the valve from the switch assembly as shown in *Figure 18*.

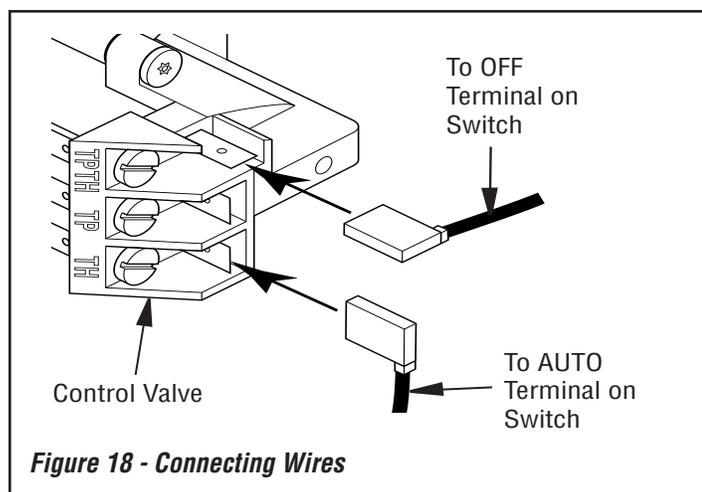


Figure 18 - Connecting Wires

INSTALLING OPTIONAL REMOTE ACCESSORY)

Installing Remote Receiver

Remote control accessories are available separately (see *Accessories, page 32*). Read instructions shipped with remote control along with instructions below before attempting installation.

1. If unit is already installed in fireplace, continue with these instructions. If unit has not been installed in fireplace, go to step 6 and continue installation of remote accessory.

⚠ WARNING: Turn off heater and let cool before handling any part of heater. Make sure gas is turned off to unit.

2. Carefully remove logs and set aside.
3. Locate mounting screws on sides of heater base assembly and remove screws. Set screws aside for reinstallation.
4. Disconnect gas line from heater base as shown in *Figure 11, page 11*.

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

5. Remove heater base from fireplace.
6. If installed, disconnect AUTO/OFF/ON switch wire from control valve at TPTH and TH locations (see *Figure 19, page 14*).
7. Connect wires from hardware pack (with remote receiver bracket) to control valve at the TPTH and TH locations as shown in *Figure 19, page 14*. Connect other ends of these wires to remote receiver wires.

NOTE: Make sure excess wire does not interfere with burner or pilot.

8. If heater was removed from fireplace before installation of remote accessory, see *Installing Heater Base Assembly* on *page 10* to reinstall heater into fireplace. Test gas connection for leaks (see *Checking Gas Connections, page 13*).
9. If logs were removed from heater for install remote accessory, replace logs (see *Installing Logs, Embers and Volcanic Stone, Page 15*).
10. Place remote receiver on fireplace floor next to control valve. Make sure the remote receiver and wires are not on or touching either gas burner on the log set.

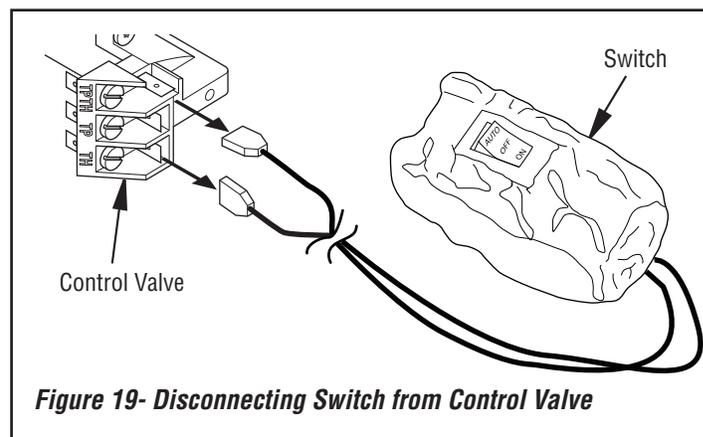


Figure 19- Disconnecting Switch from Control Valve

INSTALLATION

Continued

INSTALLING LOGS, EMBERS AND VOLCANIC STONE

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

⚠ CAUTION: After installation and periodically thereafter, check to ensure that no flame comes in contact with any log. With heater set to Hi, check to see if flames contact any log. If so, reposition logs according to log installation instructions in this manual. Flames contacting logs will create soot.

2. Place the middle log (#2) in front of the U-burner and against the edges of the plate as shown in **Figure 21**.
3. Place the front left log (#3) onto the base assembly between the middle log (#2) and the grate fingers. The back of the front left log (#3) will rest against the front of the middle log (#2). The notch at the end of the front left log (#3) will fit around the grate bar. See **Figure 22**.
4. Place the front right log (#4) onto the base assembly between the middle log (#2) and the grate. The back of the front right log (#4) will rest against the front of the middle log (#2). The notch in the end of the front right log (#4) will fit around the grate bar. See **Figure 23**.

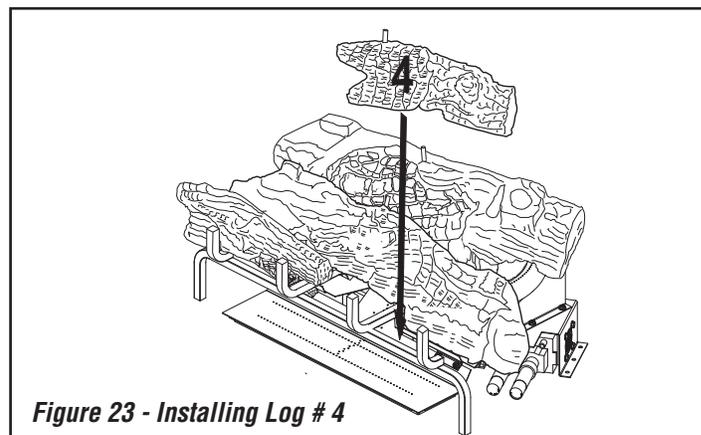
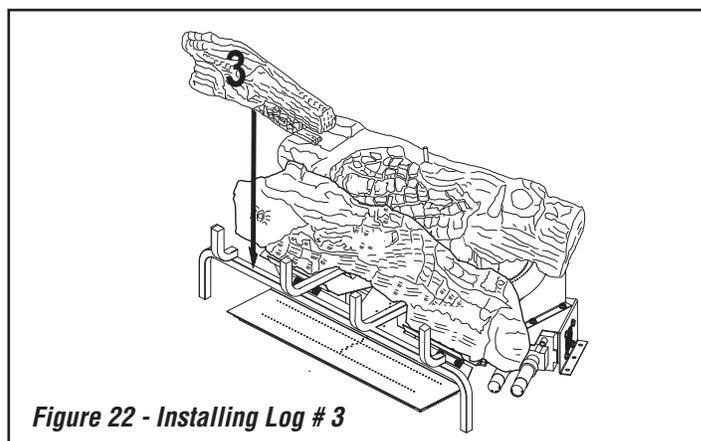
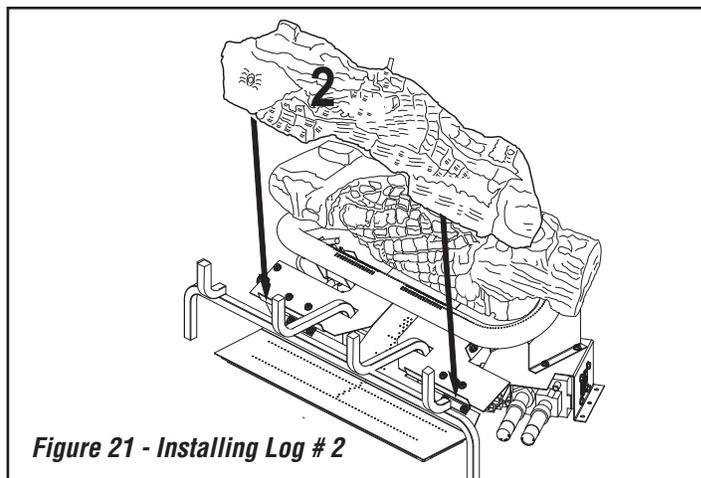
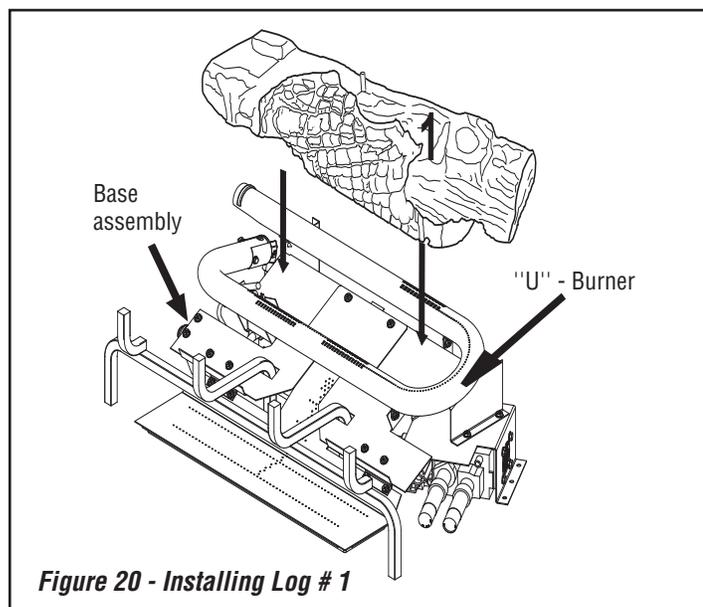
TrueFlame™ Series Burner System - Log Compatibility Chart		
Burner System Models	Fiber Log Models	Concrete Log Models
TRUEFLAME 18 ZMN/ZMP	WILMINGTON18F	BEARRIVER18L
TRUEFLAME 24 ZMN/ZMP	WILMINGTON24F WILMINGTON30F	BEARRIVER24L BEARRIVER30L

Table 5 - TrueFlame Series Burner System- Log Compatibility Chart

WILMINGTON(18,24,30)F LOG PLACEMENT

It is very important to install the logs exactly as instructed. Do not modify logs. Only use logs supplied with heater or as identified for use with the heater as shown in **Table 5**. Each log includes reference numbers formed in the bottom or back of the log. The circled number indicates the order it is placed on the burner system. The remaining numbers indicate the size burner system the logs are designed to fit. For example, the first log for a 24 inch burner system will include a circled 1 and also a 24. The circled 1 indicates this is the first log to be installed. The 24 indicates this log belongs to a 24 inch log set.

1. Place the rear log (#1) on base assembly as shown in **Figure 20**. Log will fit over right end of burner and rest in middle of U-burner.

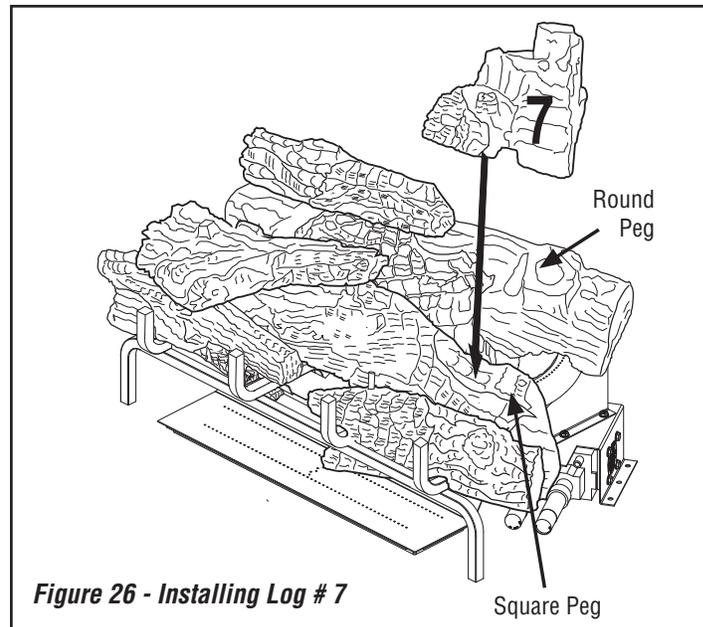
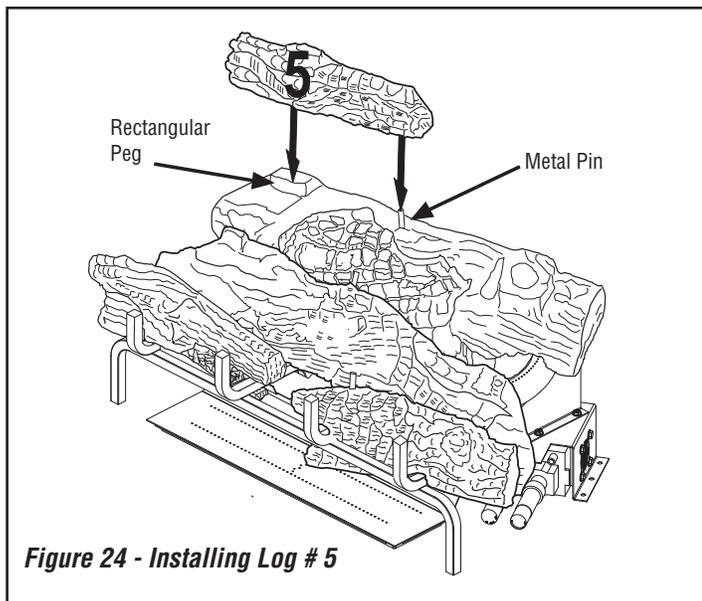


INSTALLATION

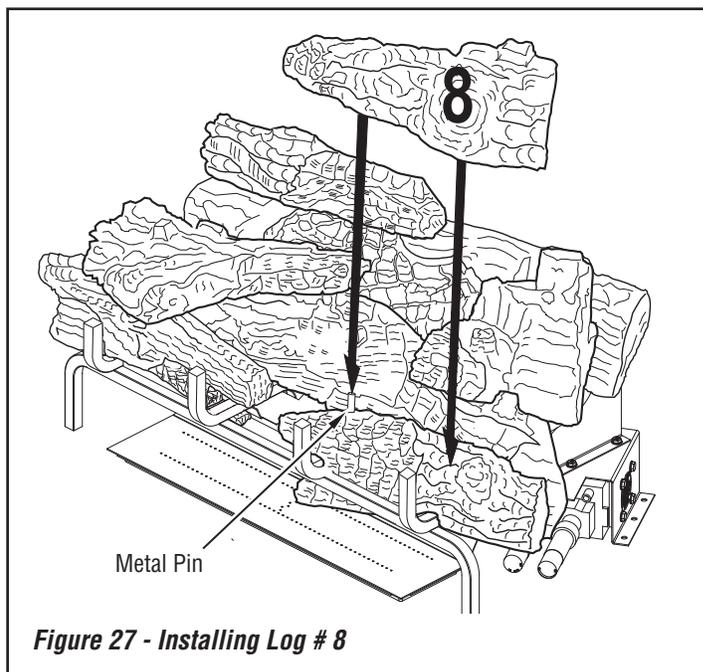
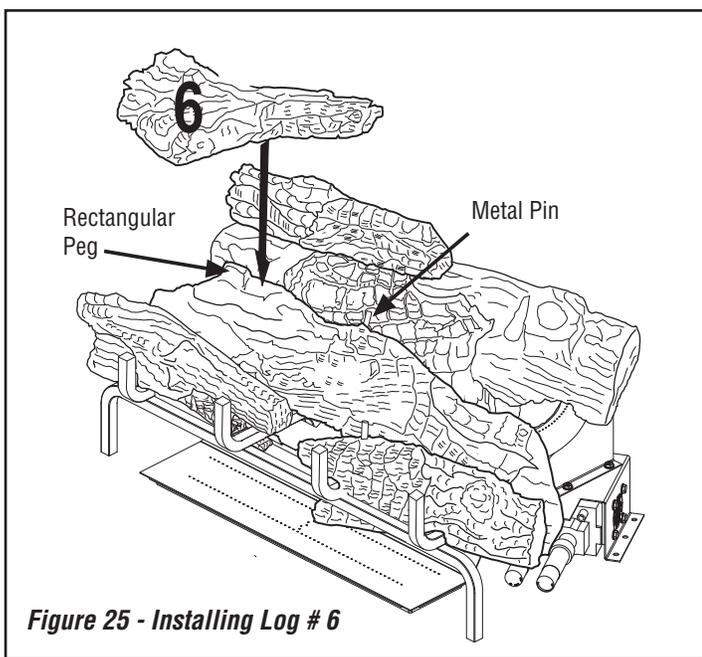
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- Place the left back top log (#5) on top of the rear log (#1). Match the rectangular peg on top of the left side of the rear log (#1) with the rectangular hole on the bottom of the left back top log (#5). Match the metal pin on the top of the rear log (#1) with the round hole in the bottom of the left back top log (#5). See **Figure 24**.
- Place the left top forked log (#6) on the top of the middle log (#2). Match the rectangular projection on top of the middle log (#2) with the rectangular hole on the bottom of the left top forked log (#6). Match the metal pin on the top of the middle log (#2) with the round hole in the bottom of the left top forked log (#6). See **Figure 25**.

- Place the right rear chunk log (#7) on top of the middle log (#2) and rear log (#1) as shown in **Figure 26**. Match the round peg on the top of the rear log (#1) with the round hole on the bottom of the right rear chunk (#7) log and square peg on the top of the middle log (#2) with the square hole on the bottom of the right rear chunk log (#7).



- Place the front right mid log (#8) on top of the front right log (#4) as shown in **Figure 27**. Match the round metal pin on the top of the front right log (#4) with the round hole on the bottom of the front right mid log (#8).



INSTALLATION

Continued

9. Place the top right log (#9) on top of the right rear chunk log (#7) and front right mid log (#8) as shown in **Figure 28**. Match the round peg on the top of the right rear chunk log (#7) with the round hole on the bottom of the top right log (#9) and square peg on the top of the front right mid log (#8) with the square hole on the bottom of the top right log (#9).

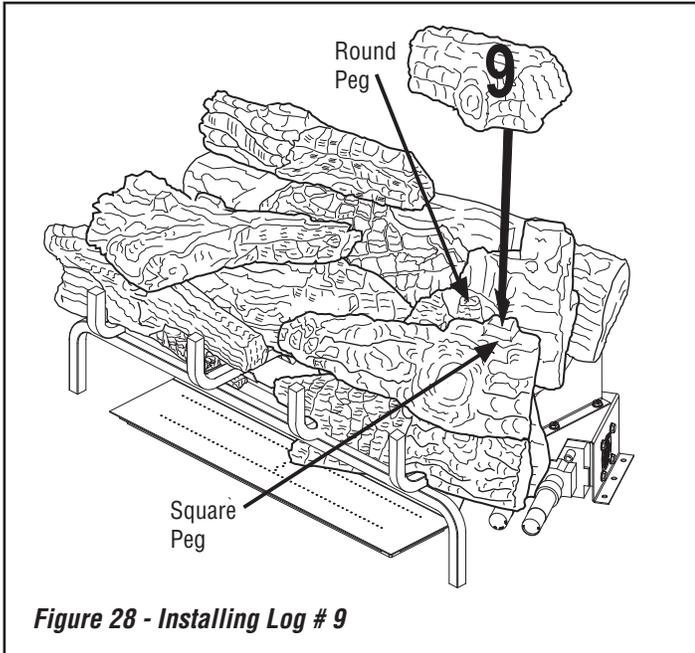


Figure 28 - Installing Log # 9

10. Place the right rear top log (#10) on top of the right rear chunk log (#7) as shown in **Figure 29**. Match the rectangular peg on the top of the right rear chunk log (#7) with the rectangular hole on the bottom of the right rear top log (#10).
11. Place the left top log (#11) on top of the left back top log (#5) and left top forked log (#6) as shown in **Figure 30**. Match the round peg on the top of the left top forked log (#6) with the round hole on the bottom of the top left log (#11) and rectangular peg on the top of the left back top log (#5) with the rectangular hole on the bottom of the top left log (#11).

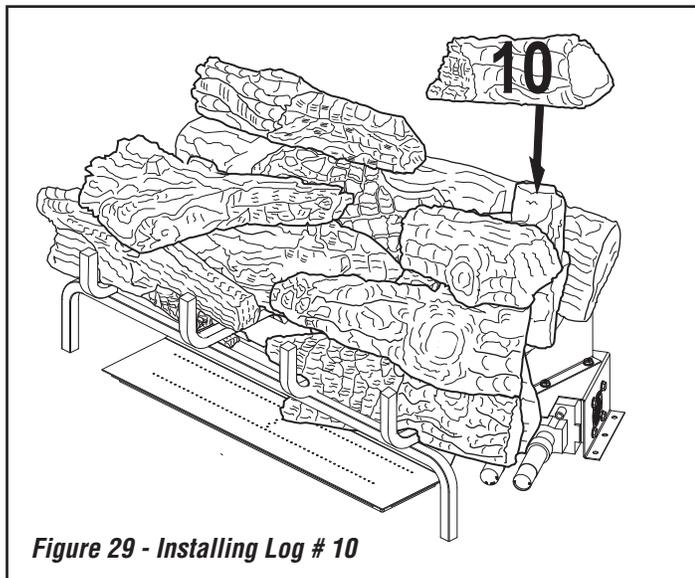


Figure 29 - Installing Log # 10

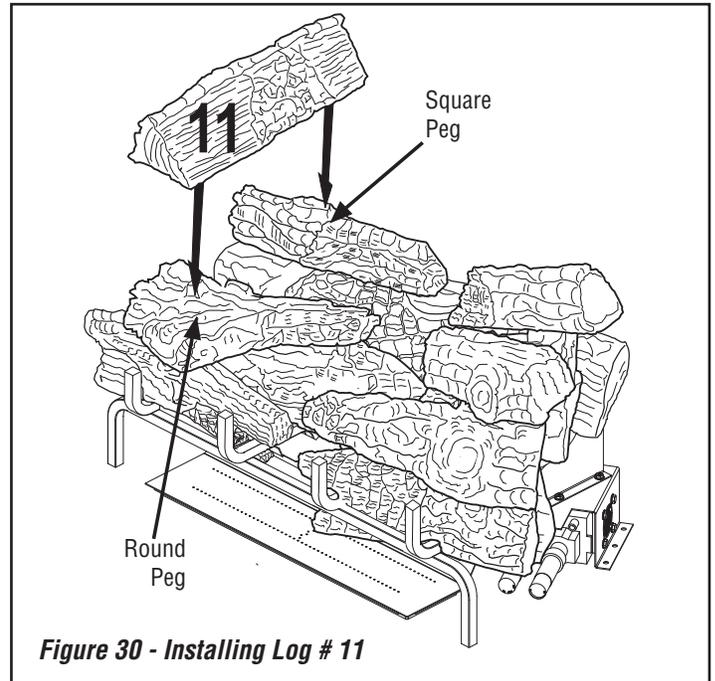


Figure 30 - Installing Log # 11

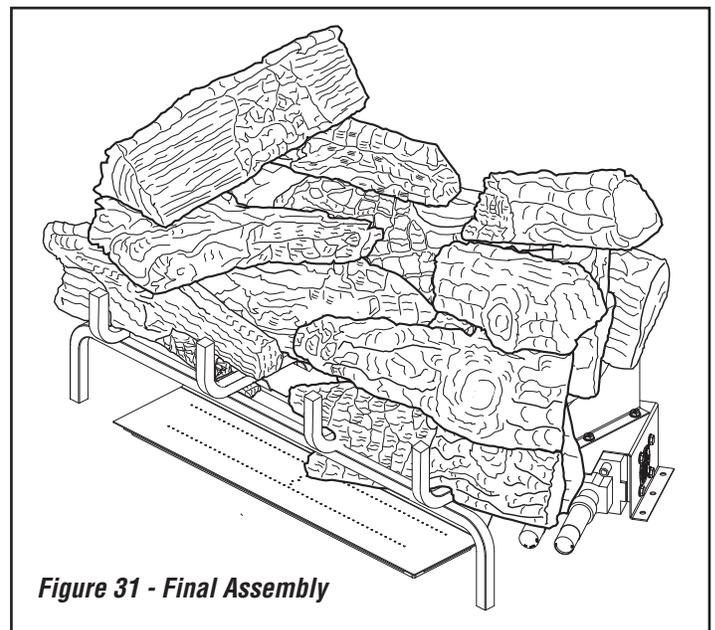


Figure 31 - Final Assembly

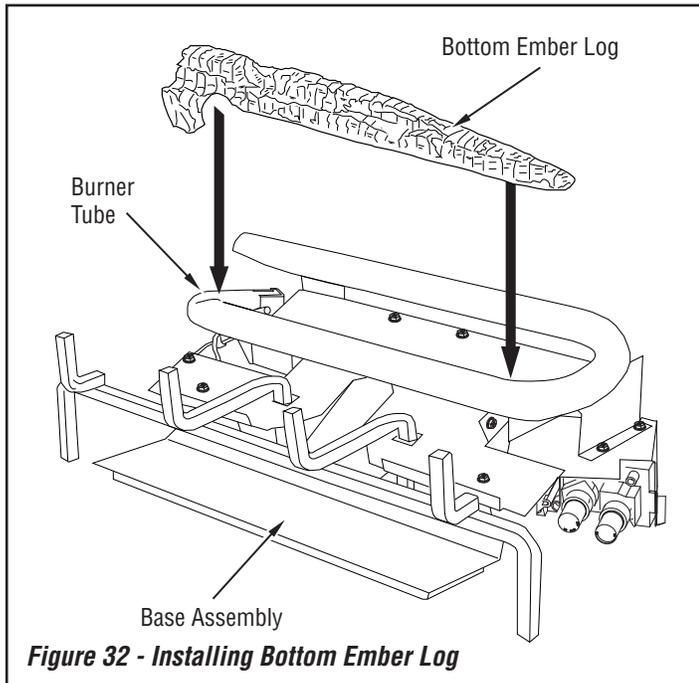
INSTALLATION

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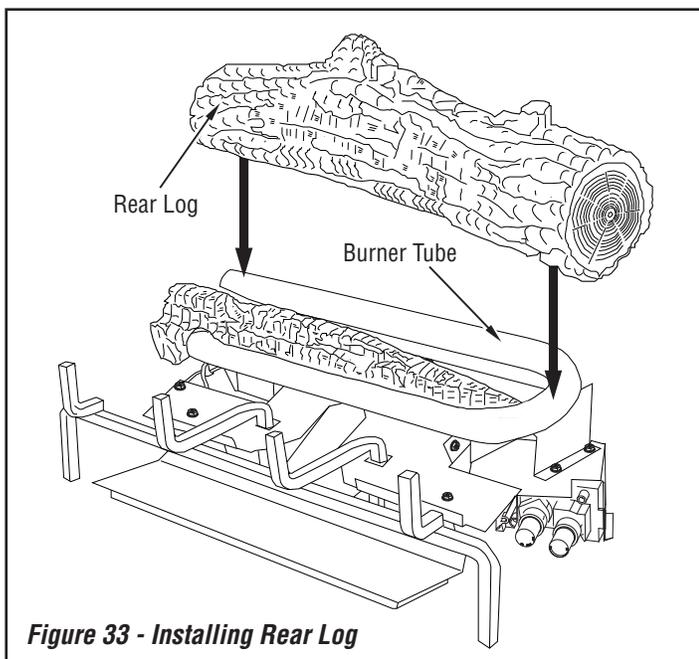
BEAR RIVER(18,24,30)L LOG PLACEMENT

It is very important to install the logs exactly as instructed. Do not modify logs. Only use logs supplied with heater or as identified for use with the heater as shown.

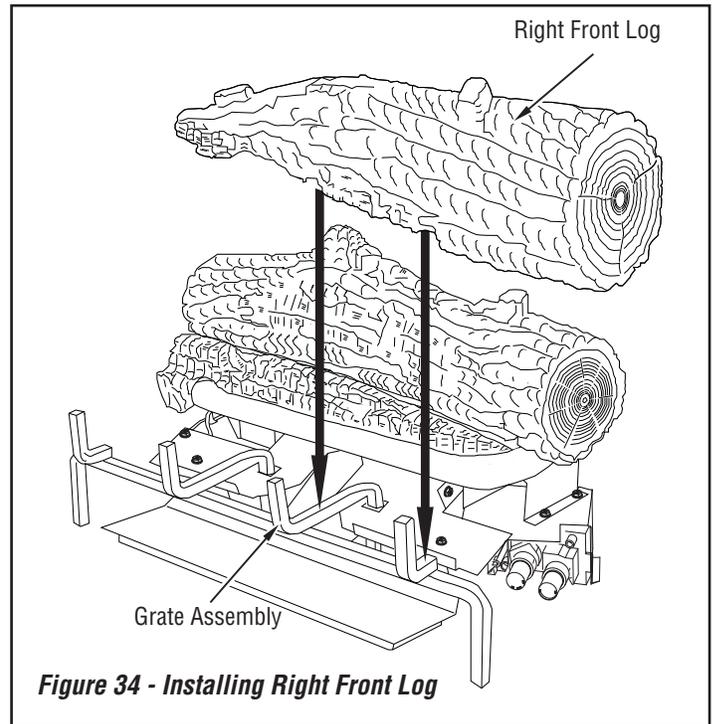
1. Place bottom ember log on base assembly as shown in **Figure 32**. The log should fit over the left side of the burner and rest in the middle of the U-burner.



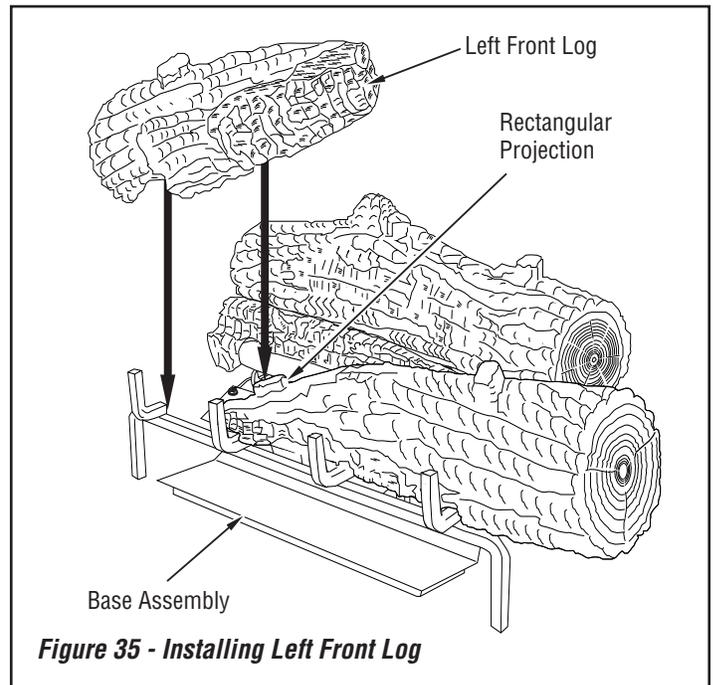
2. Place the rear log on the base assembly as shown in **Figure 33**. The rear log has grooves in the bottom which will allow the log to sit on the burner and behind the bottom ember log.



3. Place the right front log onto the base and grate assembly as shown in **Figure 34**. The log has notches in the bottom for the grate.



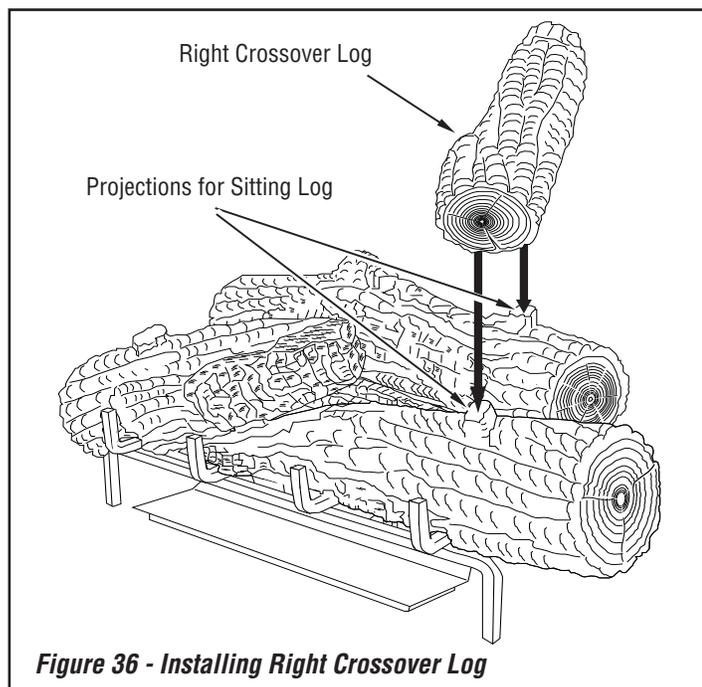
4. Place the left front log onto the base and the right front log as shown in **Figure 35**. The left front log has a notch on the bottom that will line up with the projection on the right front log.



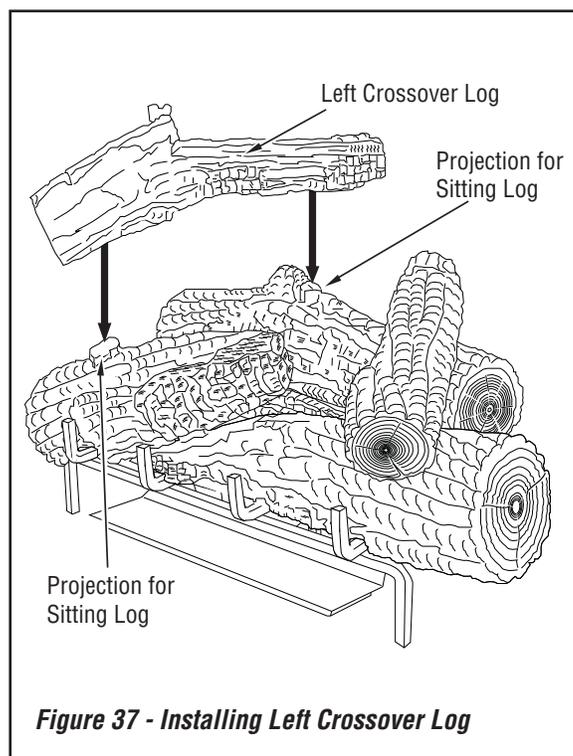
INSTALLATION

Continued

- Place the right crossover log onto the rear log and the right front log as shown in **Figure 36**. The right crossover log has notches in the bottom that will line up with the projections on the rear log and the right front log.



- Place the left crossover log onto the rear log and the left front log as shown in **Figure 37**. The left crossover log has notches in the bottom that will line up with the projections on the rear log and the left front log.



EMBER PLACEMENT

⚠ WARNING: Do not use any other ember material not supplied with this unit.

⚠ WARNING: Do not operate unit without ember material correctly in place as shown in *Figures 38 and 39*. Do NOT place ember material anywhere else on the unit. Use only ember material supplied with unit. Excessive or incorrectly placed ember material may produce carbon monoxide or soot. If replacement embers are needed, the replacement embers must be purchased from IHP. See *page 29* for part numbers.

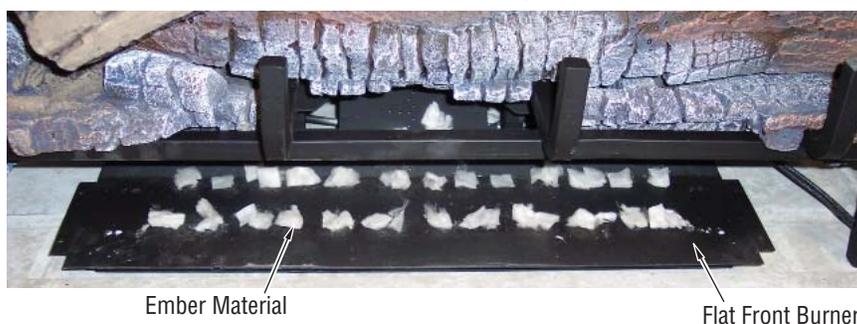
⚠ WARNING: All previously applied loose material must be removed prior to reapplication.

- Two ember materials are supplied with this log set. Platinum Bright Embers give a bright glow appearing as hot coals. Should embers need replacing, see *Parts, page 28*.

Platinum Bright Ember placement. Add embers to front, flat burner. Gently remove embers from bag. Separate pieces of ember material and place on surface of flat burner just behind horizontal ports as shown in **Figure 38**.

Glowing embers (rockwool) placement. Place glowing embers material on front flat burner in areas away from ports as shown in **Figure 39**.

- Add volcanic stone and small decorative logs around base of heater if desired. **DO NOT place rock or additional logs on front burner or on logs.** Placing any material on unit other than ember material on front burner may result in production of carbon monoxide or soot. Use volcanic stone to hide wires from switch/log to control valve. Place switch/log so the switch is easy to access.



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.

- This appliance has a pilot which must be lighted by hand. When lighting the pilot, follow these instructions exactly.
- 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.
- 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 or gas supplier. Force or attempted repair may result in a fire or explosion.
- Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

LIGHTING INSTRUCTIONS

NOTICE: During initial operation of new heater, burning logs will give off a paper-burning smell. Orange flame will also be present. Open damper or window to vent smell. This will only last a few hours.

⚠ WARNING: If fireplace has glass doors, never operate this heater with glass doors closed. If you operate heater with doors closed, heat buildup inside fireplace will cause glass to burst. Make sure there are no obstructions across opening of fireplace.

⚠ WARNING: You must operate this heater with a fireplace screen in place. Make sure fireplace screen is closed before running heater.

NOTICE: During initial operation of new heater, burning logs will give off a paper-burning smell. Orange flame will also be present. Open damper or window to vent smell. This will only last a few hours.

NOTE: Homeowners generally prefer to operate their heater with the chimney damper closed. This will put all the heat into the room. However, there may be times you will desire the full flames of the HI heat setting but will find the heat output excessive. You can open the chimney damper (if you have one) fully or partially to release some of the heat.

⚠ WARNING: Damper handle will be hot if heater has been running.

- STOP! Read the safety information, column 1.
- Make sure equipment shutoff valve is fully open.
- Set switch to OFF position.
- Press in and turn control knob clockwise  to the OFF position (see **Figure 40**).

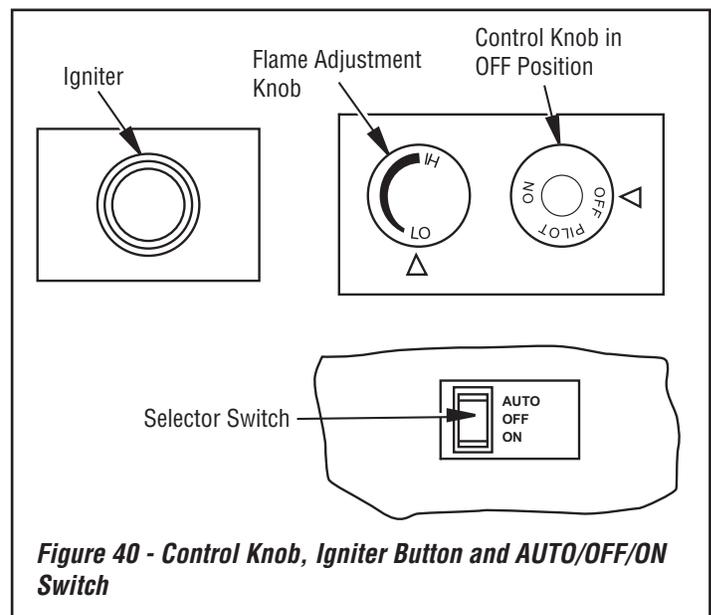


Figure 40 - Control Knob, Igniter Button and AUTO/OFF/ON Switch

- Wait five (5) minutes to clear out any gas. Then smell for gas, including near the floor. If you smell gas, STOP! Follow "B" in the safety information, column 1. If you don't smell gas, go to the next step.
- Press in and turn control knob counterclockwise  to the PILOT position. Press in control knob for five (5) seconds (see **Figure 40**).

NOTE: You may be running this heater for the first time after hooking up to gas supply. If so, the control knob may need to be pressed in for 30 seconds or more. This will allow air to bleed from the gas system.

- With control knob pressed in, press and release igniter button on left side of log set. This will light pilot. The pilot is attached to the front of U-shaped burner. If needed, keep pressing igniter button until pilot lights.

NOTE: If pilot does not stay lit, contact a qualified service person or gas supplier for repairs. Until repairs are made, light pilot with match. To light pilot with match, see **Manual Lighting Procedure**.

OPERATION

Continued

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, 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. If using a hand-held remote control accessory, go to [Optional Hand-Held Remote Operation](#) on this page.

10. Wait one minute and put switch in ON position to light burners.

NOTE: AUTO is only functional when using GWMT1 or GWMS2 optional accessories. If hand-held remote control is installed but not being used, slide remote selector switch to ON (It must be in this position for burners to light. Switch will be in REMOTE position if using hand-held remote).

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

12. To leave pilot lit and shut off burners only: turn control knob clockwise ↷ to the PILOT position, or use remote control manual OFF button, or set selector switch in the OFF position.

CAUTION: Do not try to adjust heating levels by using the equipment shutoff valve.

WARNING: Make sure the remote selector switch is in the OFF position when you are away from home for long periods of time. Heater will come on automatically with selector switch in the ON position.

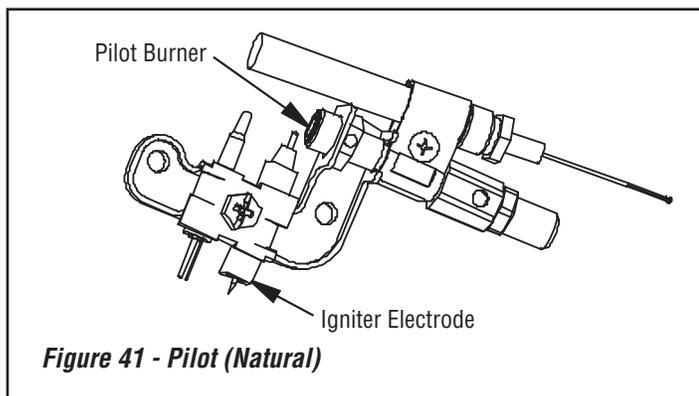


Figure 41 - Pilot (Natural)

TO TURN OFF GAS TO APPLIANCE

1. Turn control knob clockwise ↷ to the OFF position.
- 2a. Set switch in the OFF position.
- 2b. **If Using Optional Hand-Held Remote:** Set selector switch in the OFF position to prevent draining battery.
3. Close equipment shutoff valve (see [Figure 15, page 13](#)).

MANUAL LIGHTING PROCEDURE

1. Follow steps 1 through 6 under [Lighting Instructions, page 20](#).
2. Press control knob and light pilot with match.
3. Keep control knob pressed in for 30 seconds after lighting pilot. After 30 seconds, release control knob. Now follow steps 9 through 11, [Lighting Instructions, page 20](#).

OPTIONAL HAND-HELD REMOTE OPERATION

NOTE: All remote control accessories must be purchased separately (see [Accessories, page 32](#)). Follow instructions included with the remote control.

NOTICE: You must light the pilot before using the hand-held remote control unit. See [Lighting Instructions on page 20](#).

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 (see [Figure 42](#)).

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

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

NOTE: Do not hold hand-held remote for a long time. Body temperature will affect its operation in the AUTO mode.

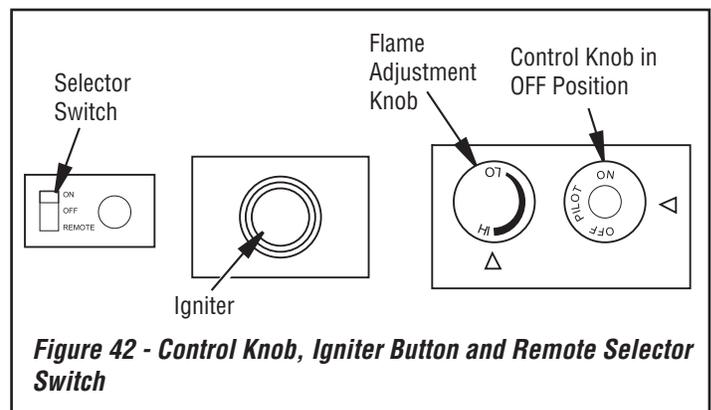


Figure 42 - Control Knob, Igniter Button and Remote Selector Switch

INSPECTING BURNERS

Check pilot flame pattern and burner flame patterns often.

PILOT FLAME PATTERN

Figure 43 shows a correct pilot flame pattern. **Figure 44** shows an incorrect pilot flame pattern. The incorrect pilot flame is not touching the thermocouple. This will cause the thermocouple to cool. When the thermocouple cools, the heater will shut down.

If pilot flame pattern is incorrect, as shown in **Figure 44**

- turn heater off (see [To Turn Off Gas to Appliance](#), **page 21**)
- see [Troubleshooting](#), **page 24**

NOTE: The pilot flame on natural gas units will have a slight curve, but flame should be blue and have no yellow or orange color.

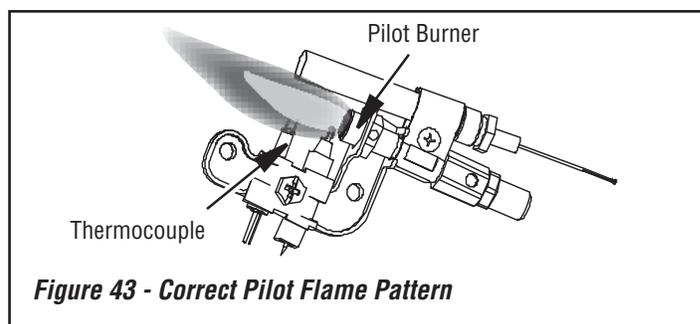


Figure 43 - Correct Pilot Flame Pattern

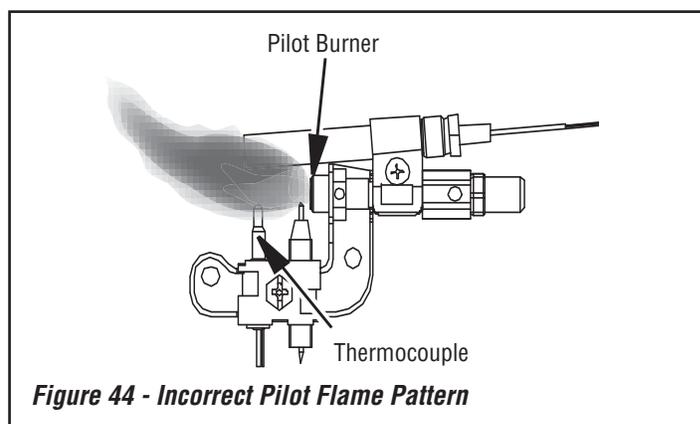


Figure 44 - Incorrect Pilot Flame Pattern

CLEANING AND MAINTENANCE

WARNING: Turn off heater and let cool before cleaning.

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

WARNING: Failure to keep the primary air opening(s) of the burner(s) clean may result in sooting and property damage.

BURNER INJECTOR HOLDER AND PILOT AIR INLET HOLE

The primary air inlet holes allow the proper amount of air to mix with the gas. This provides a clean burning flame. Keep these holes clear of dust, dirt, lint and pet hair. Clean these air inlet holes prior to each heating season. Blocked air holes will create soot. We recommend that you clean the unit every three months during operation and have heater inspected yearly by a qualified service person.

We also recommend that you keep the burner tube and pilot assembly clean and free of dust and dirt. To clean these parts we recommend using compressed air no greater than 30 PSI. Your local computer store, hardware store or home center may carry compressed air in a can. If using compressed air in a can, please follow the directions on the can. If you don't follow directions on the can, you could damage the pilot assembly.

1. Shut off unit, including pilot. Allow unit to cool for at least thirty minutes.
2. Inspect burner, pilot and primary air inlet holes on injector holder for dust and dirt (see **Figure 45**).
3. Blow air through the ports/slots and holes in the burner.
4. Check injector holder located at end of burner tube again. Remove any large particles of dust, dirt, lint or pet hair with a soft cloth or vacuum cleaner nozzle.
5. Blow air into the primary air holes on the injector holder.
6. In case any large clumps of dust have now been pushed into the burner repeat steps 3 and 4.

Clean pilot assembly also. Additional cleaning may be needed for proper pilot operation based on use/lack of use. A yellow tip on the pilot flame may indicate dust and dirt in the pilot assembly. There is a small pilot air inlet hole about from where the pilot flame comes out of pilot assembly (see **Figure 46**). With unit off, lightly blow air through air inlet hole. You may blow through a drinking straw if compressed air is not available.

CLEANING AND MAINTENANCE

Continued

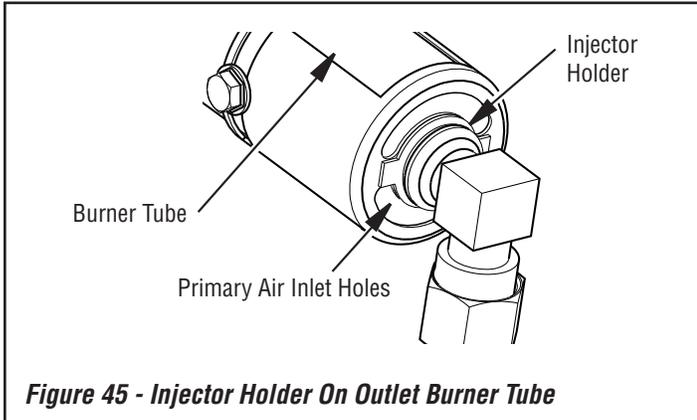


Figure 45 - Injector Holder On Outlet Burner Tube

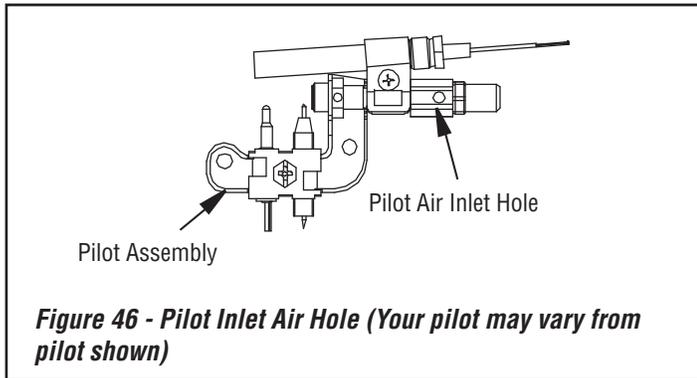


Figure 46 - Pilot Inlet Air Hole (Your pilot may vary from pilot shown)

LOGS

- If you remove logs for cleaning, refer to *Installing Logs, Embers and Volcanic stone, page 15*, to properly replace logs.
- Replace log(s) if broken or chipped (dime-sized or larger).

MAIN BURNER

Periodically inspect all burner flame holes with heater running. All slotted burner flame holes should be open with flame present. All round burner flame holes should be open with a small blue flame present. Some burner flame holes may become blocked by debris or rust, with no flame present. If so, turn off heater and let cool. Remove blockage, blocked burner flame holes will create soot.

⚠ WARNING: The injector holders (air shutters) are not adjustable. Do not move injector holders from their original positions.

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 ODS/pilot. This can damage ODS/pilot unit.

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

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Embers won't stay on burner	1. Ember placement	1. Overlap ember material 1/4" (<i>see page 19</i>)
When igniter button is pressed, there is no spark at ODS/pilot	1. Igniter electrode not connected to igniter cable 2. Igniter cable pinched or wet 3. Broken igniter cable 4. Bad igniter 5. Igniter electrode positioned wrong 6. Igniter electrode broken 7. Battery not installed, battery power low or battery not installed correctly (electronic ignition models only)	1. Reconnect igniter cable 2. Free igniter cable if pinched by any metal or tubing. Keep igniter cable dry 3. Replace igniter cable 4. Replace igniter 5. Replace pilot assembly 6. Replace pilot assembly 7. Install new alkaline battery in electronic igniter. Verify battery is installed correctly
When igniter button is pressed, there is spark at ODS/pilot but no ignition	1. Gas supply turned off or equipment shutoff valve closed 2. Control knob not in PILOT position 3. Control knob not pressed in while in PILOT position 4. Air in gas lines when installed 5. Depleted gas supply (propane/LP only) 6. ODS/pilot is clogged 7. Gas regulator setting is not correct	1. Turn on gas supply or open equipment shutoff valve 2. Turn control knob to PILOT position 3. Press in control knob while in PILOT position 4. Continue holding down control knob. Repeat igniting operation until air is removed 5. Contact local propane/LP gas company 6. Clean ODS/pilot (<i>see Cleaning and Maintenance, page 22</i>) or replace ODS/pilot assembly 7. Replace gas regulator
ODS/pilot lights but flame goes out when control knob is released	1. Control knob not fully pressed in 2. Control knob not pressed in long enough 3. Safety interlock system has been triggered 4. Equipment shutoff valve not fully open 5. 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 ODS/pilot 6. Thermocouple connection loose at control valve 7. Thermocouple damaged 8. Control valve damaged	1. Press in control knob fully 2. After ODS/pilot lights, keep control knob pressed in 30 seconds 3. Wait one minute for safety interlock system to reset. Repeat ignition operation 4. Fully open equipment shutoff valve 5. A) Contact local natural or propane/LP gas company B) Clean ODS/pilot (<i>see Cleaning and Maintenance, page 22</i>) or replace ODS/pilot assembly 6. Hand tighten until snug, then tighten 1/4 turn more 7. Replace pilot assembly 8. Replace control valve
One or both burners do not light after ODS/pilot is lit	1. Inlet gas pressure is too low 2. Burner orifice(s) clogged 3. Thermopile leads disconnected or improperly connected. 4. Remote selector in OFF position 5. Wire disconnected from gas control	1. Contact local natural or propane/LP gas company 2. Clean burner(s) (<i>see Cleaning and Maintenance, page 22</i>) or replace burner orifice(s) 3. Reconnect leads see <i>wiring diagram, page 27</i> 4. Put remote selector in ON position 5. See <i>Wiring Diagram, page 27</i>

TROUBLESHOOTING
Continued

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Delayed ignition of one or both burners	<ol style="list-style-type: none"> 1. Manifold pressure is too low 2. Burner orifice(s) clogged 3. Mislocated crossover tube 	<ol style="list-style-type: none"> 1. Contact local natural or propane/LP gas company 2. Clean burner(s) (see <i>Cleaning and Maintenance, page 22</i>) or replace burner orifice(s) 3. Contact qualified service person
Burner backfiring during combustion	<ol style="list-style-type: none"> 1. Burner orifice is clogged or damaged 2. Damaged burner 3. Gas regulator defective 	<ol style="list-style-type: none"> 1. Clean burner (see <i>Cleaning and Maintenance, page 22</i>) or replace burner orifice 2. Replace damaged burner 3. Replace gas regulator
Yellow flame in front burner during burner combustion	<ol style="list-style-type: none"> 1. Not enough air 2. Gas regulator defective 	<ol style="list-style-type: none"> 1. Check burner(s) for dirt and debris. If found, clean burner(s) (see <i>Cleaning and Maintenance, page 22</i>) 2. Replace gas regulator
Slight smoke or odor during initial operation	<ol style="list-style-type: none"> 1. Residues from manufacturing processes and logs curing 	<ol style="list-style-type: none"> 1. Problem will stop after a few hours of operation
Heater produces a whistling noise when burners are lit	<ol style="list-style-type: none"> 1. Turning control knob to HI position when burners are cold 2. Air in gas line 3. Air passageways on heater blocked 4. Dirty or partially clogged burner orifice(s) 	<ol style="list-style-type: none"> 1. Turn control knob to LO position and let warm up for a minute 2. Operate burners until air is removed from line. Have gas line checked by local natural or propane/LP gas company 3. Observe minimum installation clearances (see <i>pages 8-10</i>) 4. Clean burners (see <i>Cleaning and Maintenance, page 22</i>) or replace burner orifice(s)
White powder residue forming within burner box or on adjacent walls or furniture	<ol style="list-style-type: none"> 1. When heated, vapors from furniture polish, wax, carpet cleaners, etc. may turn into white powder residue 	<ol style="list-style-type: none"> 1. Turn heater off when using furniture polish, wax, carpet cleaners or similar products
Moisture/condensation noticed on windows	<ol style="list-style-type: none"> 1. Not enough combustion/ventilation air 	<ol style="list-style-type: none"> 1. Refer to <i>Air for Combustion and Ventilation</i> requirements (<i>page 5</i>)
Remote does not function	<ol style="list-style-type: none"> 1. Battery is not installed. Battery power is low 	<ol style="list-style-type: none"> 1. Replace batteries in receiver and hand-held remote
Heater produces a clicking/ticking noise just after burners are lit or shut off	<ol style="list-style-type: none"> 1. Metal expanding while heating or contracting while cooling 2. Wire connection loose or wire broken 	<ol style="list-style-type: none"> 1. This is normal with most heaters. If noise is excessive, contact qualified service person 2. Check wiring connections (see <i>wiring diagram, page 27</i>). Replace wire harness if necessary.

TROUBLESHOOTING

Continued

WHAT TO DO IF YOU SMELL GAS

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

IMPORTANT: Operating heater where impurities in air exist may create odors. Cleaning supplies, paint, paint remover, cigarette smoke, cements and glues, new carpet or textiles, etc., create fumes. These fumes may mix with combustion air and create odors. These odors will disappear over time.

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Heater produces unwanted odors	<ol style="list-style-type: none"> 1. Heater burning vapors from paint, hair spray, glues, cleaners, chemicals, new carpet, etc. (See <i>IMPORTANT</i> statement above) 2. Low fuel supply (propane/LP only) 3. Gas leak. See Warning statement at top of page 	<ol style="list-style-type: none"> 1. Open window to ventilate room. Stop using odor causing products while heater is running 2. Refill supply tank (propane/LP only) 3. Locate and correct all leaks (see <i>Checking Gas Connections, page 13</i>)
Heater shuts off in use (ODS operates)	<ol style="list-style-type: none"> 1. Not enough fresh air is available 2. Low line pressure 3. ODS/pilot is partially clogged 	<ol style="list-style-type: none"> 1. Open window and/or door for ventilation 2. Contact local natural or propane/LP gas company 3. Clean ODS/pilot (see <i>Cleaning and Maintenance, page 22</i>)
Gas odor even when control knob is in OFF position	<ol style="list-style-type: none"> 1. Gas leak. See Warning statement at top of page 2. Control valve or gas control defective 	<ol style="list-style-type: none"> 1. Locate and correct all leaks (see <i>Checking Gas Connections, page 13</i>) 2. Replace control valve or gas control
Gas odor during combustion	<ol style="list-style-type: none"> 1. Foreign matter between control valve and burner 2. Gas leak. See Warning statement at top of page 	<ol style="list-style-type: none"> 1. Take apart gas tubing and remove foreign matter 2. Locate and correct all leaks (see <i>Checking Gas Connections, page 13</i>)
Log set cycles to pilot, but room temperature drops to a lower than ideal level before log set comes back on	<ol style="list-style-type: none"> 1. Hand-held remote control is too close to heater 	<ol style="list-style-type: none"> 1. Move hand-held remote control unit farther away from the heater

REPLACEMENT PARTS

See **pages 28-31** for a complete replacement parts list. Use only parts supplied from the manufacturer.

Normally, all parts should be ordered through your IHP distributor or dealer. Parts will be shipped at prevailing prices at time of order.

When ordering repair parts, always give the following information:

1. The model number of the appliance.
2. The serial number of the appliance.
3. The part number.

SERVICE HINTS

When Gas Pressure Is Too Low

- pilot will not stay lit
- burner will have delayed ignition
- appliance will not produce specified heat
- propane/LP gas supply may be low (propane/LP only)

You may feel your gas pressure is too low. If so, contact your local propane/LP or natural gas supplier.

4. The description of the part.
5. The quantity required.
6. The installation date of the appliance.

If you encounter any problems or have any questions concerning the installation or application of this appliance, please contact your dealer.

IHP

**1508 Elm Hill Pike, Suite 108
Nashville, TN 37210
Visit us at ComfortFlame.US.com**

TECHNICAL SERVICE

You may have further questions about installation, operation, or troubleshooting. Please contact your IHP dealer for any questions or concerns. When contacting your dealer please have your model and serial numbers of your appliance ready. You can also visit our web site at ComfortFlame.US.com.

SPECIFICATIONS

TrueFlame18ZMN

- Rating (Variable): 21,000/30,000 Btu/Hr
- Type Gas: Natural
- Ignition: Electronic
- Manifold Pressure: 3.4" W.C.
- Inlet Gas Pressure (in. of water):
Max - 10.5" W.C., Min* - 5" W.C.

TrueFlame24ZMN

- Rating (Variable): 28,000/39,000 Btu/Hr
- Type Gas: Natural
- Ignition: Electronic
- Manifold Pressure: 3.4" W.C.
- Inlet Gas Pressure (in. of water):
Max - 10.5" W.C., Min* - 5" W.C.

TrueFlame18ZMP

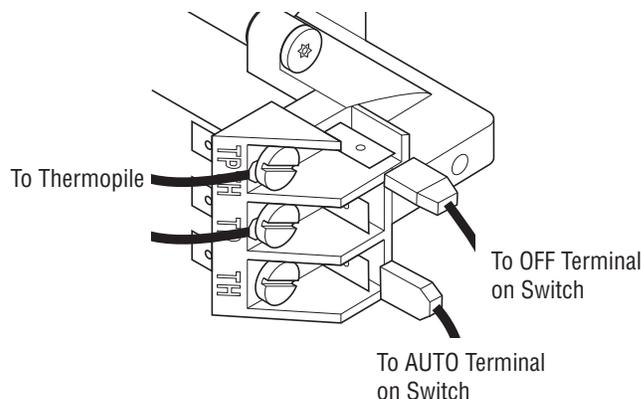
- Rating (Variable): 24,000/30,000 Btu/Hr
- Type Gas: Propane/LP
- Ignition: Electronic
- Manifold Pressure: 7.9" W.C.
- Inlet Gas Pressure (in. of water):
Max - 14" W.C., Min* - 11" W.C.

TrueFlame24ZMP

- Rating (Variable): 28,000/39,000 Btu/Hr
- Type Gas: Propane/LP
- Ignition: Electronic
- Manifold Pressure: 7.9" W.C.
- Inlet Gas Pressure (in. of water):
Max - 14" W.C., Min* - 11" W.C.

*For purpose of input adjustment

WIRING DIAGRAM

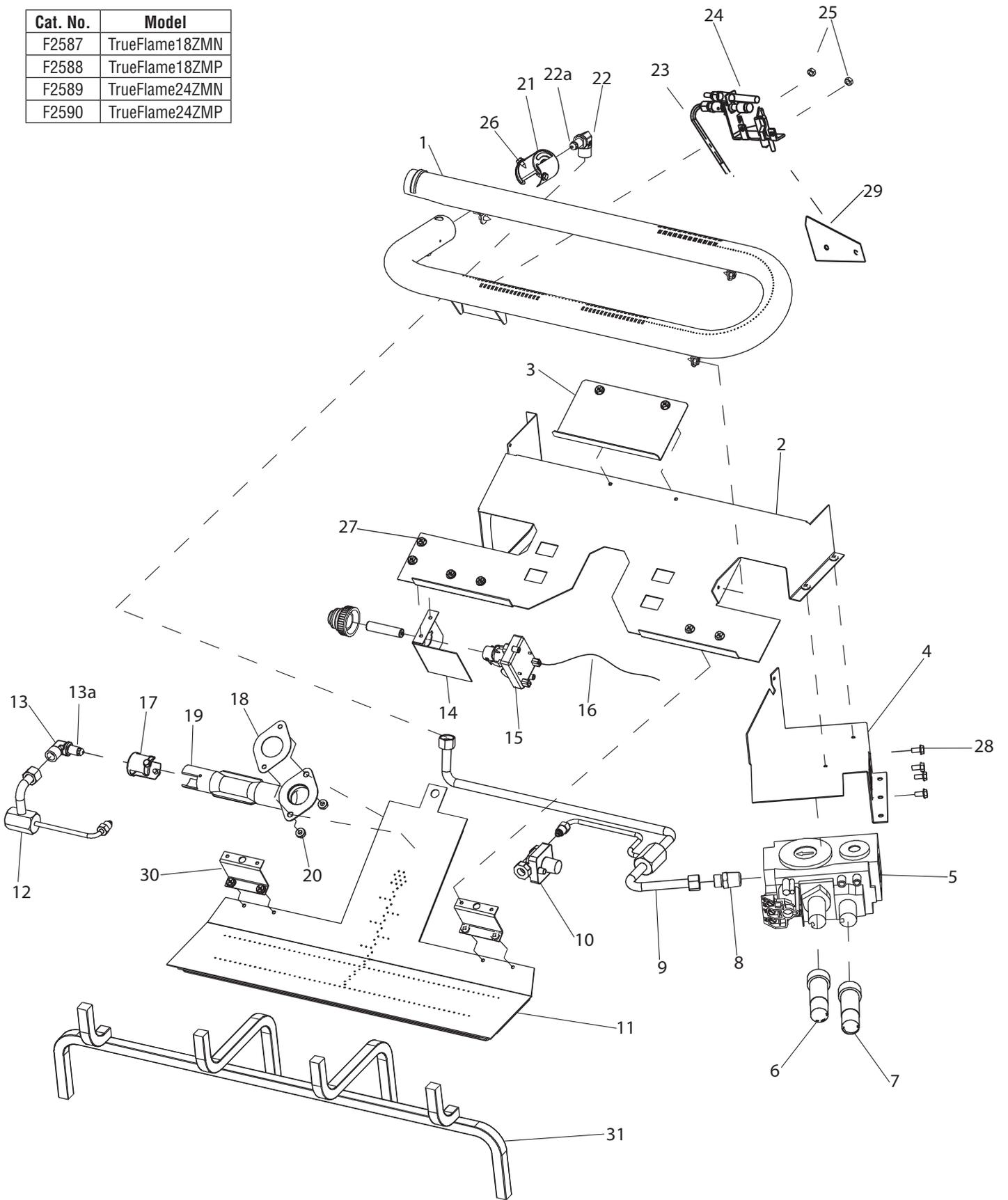


PARTS

REMOTE-READY MODELS

TrueFlame18ZMN, TrueFlame18ZMP, TrueFlame24ZMN and TrueFlame24ZMP

Cat. No.	Model
F2587	TrueFlame18ZMN
F2588	TrueFlame18ZMP
F2589	TrueFlame24ZMN
F2590	TrueFlame24ZMP



PARTS

REMOTE-READY MODELS

This list contains replaceable parts used in your heater. When ordering parts, follow the instructions listed under [Replacement Parts](#) on [page 27](#) of this manual.

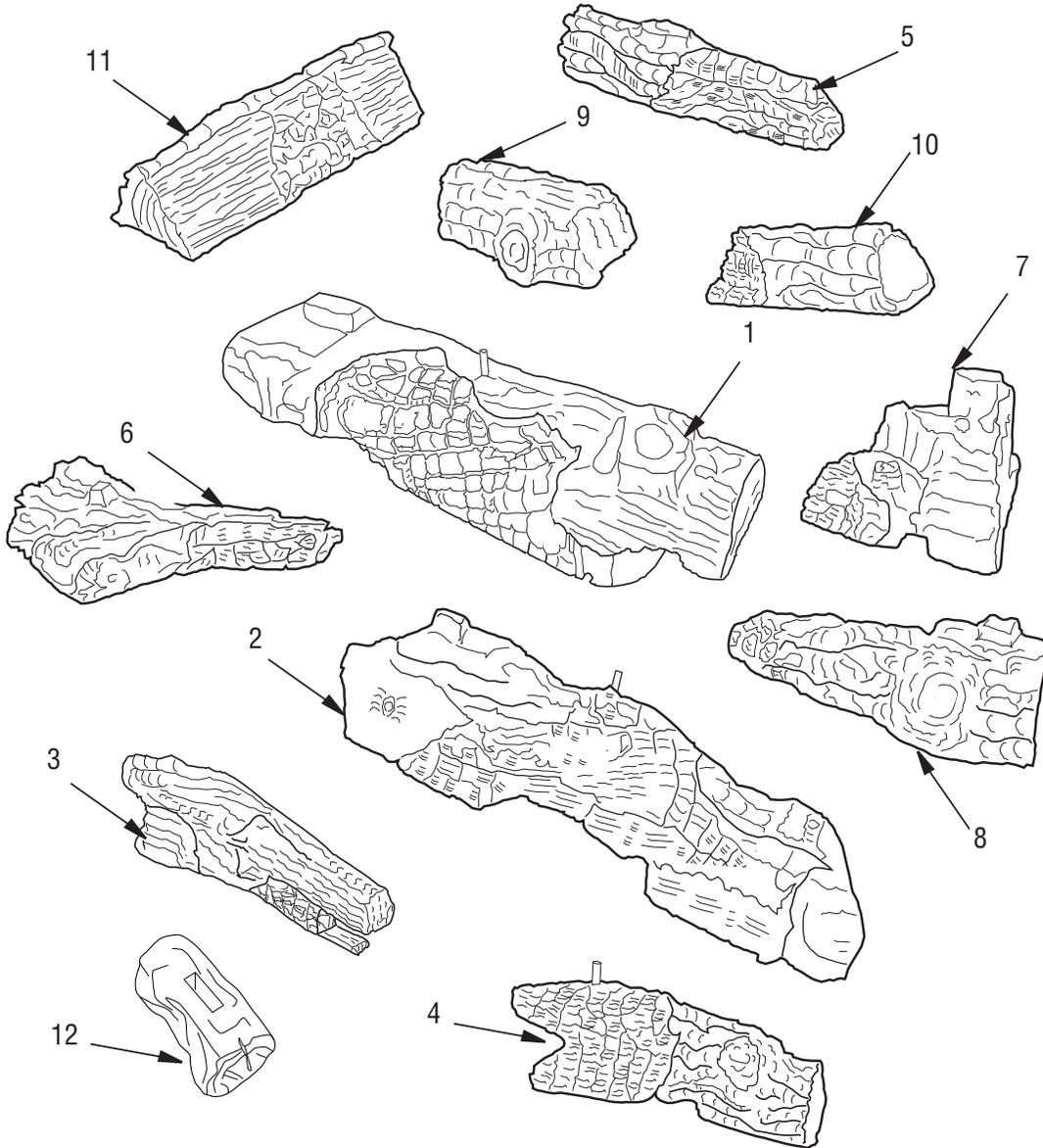
⚠ WARNING: Contact an IHP dealer to obtain any of these parts. Never use substitute materials not approved by IHP. Use of non-approved parts can result in poor performance and safety hazards.

KEY NO.	PART NO.	DESCRIPTION	18ZMN	18ZMP	24ZMN	24ZMP	QTY.
1	J6167	18" Dual Burner	•	•			1
	J6166	24"/30" Dual Burner			•	•	1
2	J8093	Base	•	•			1
	J8094	Base			•	•	1
3	J8085	Log Support Bracket	•	•	•	•	1
4	J8086	Valve Mounting Bracket	•	•	•	•	1
5	J3836	Gas Valve, Natural	•		•		1
	J3837	Gas Valve, Propane/LP		•		•	1
6	J3840	Extension Knob (ON/OFF/AUTO)	•	•	•	•	1
7	J3841	Extension Knob (LO/HI)	•	•	•	•	1
8	J3562	Male Connector	•	•	•	•	1
9	J5409	Remote Outlet Tube			•	•	1
	J5410	Remote Outlet Tube	•	•			1
10	J3654	Front Burner Regulator	•	•	•	•	1
11	J6145	18" ASM Pan Burner	•	•			1
	J6146	24"/30" ASM Pan Burner			•	•	1
12	J6150	Burner Inlet Tube	•	•	•	•	1
13	J6127	Holder, Orifice	•	•	•	•	1
13a	J8095	Orifice, 0.0635	•				1
	J8096	Orifice, 0.0335		•			1
	J8097	Orifice, 0.066			•		1
	J8098	Orifice, 0.052 (1.321 mm)				•	1
14	J6144	Igniter Bracket	•	•	•	•	1
15	J4596	Electronic Igniter	•	•	•	•	1
16	J3571	Igniter Cable	•	•	•	•	1
17	J4886	Air Shutter	•	•	•	•	1
18	J5456	Gasket	•	•	•	•	1
19	J5416	Venturi Tube	•	•	•	•	1
20	J3547	ODS Nut	•	•	•	•	2
21	J5200	Natural Gas Air Shutter	•		•		1
	J5199	Propane/LP Gas Air Shutter		•		•	1
22	J6127	Holder, Orifice	•	•	•	•	1
22a	J8079	Orifice, 0.089	•				1
	J3614	Orifice, 0.0595		•			1
	J3606	Orifice 0.1015			•		1
	J8099	Orifice 0.0689				•	1
23	J3635	Pilot Tube	•	•	•	•	1
24	J6424	ODS Pilot, Propane/LP Gas		•		•	1
	J6425	ODS Pilot, Natural Gas	•		•		1
25	J3558	Nut, ODS	•	•	•	•	2
26	J1958	Screw, HWH AB 8-18 x 0.38	•	•	•	•	4
27	J1955	Screw, HWH AB 10-24 x 0.38	•	•	•	•	17
28	J1961	Screw, HWH AB 10-32 x 0.38	•	•	•	•	4
29	J8100	Shield, Pilot				•	1
	J8101	Shield, Pilot			•		1
30	J6147	Front Burner Bracket	•	•	•	•	2
31	J6148	Grate 18"	•	•			1
	J6149	Grate 24"/30"			•	•	1
PARTS AVAILABLE, NOT SHOWN							
	J3658	Warning Plate	•	•	•	•	1
	J3846	Lighting Instructions	•	•	•	•	1
	J3664	Caution Decal	•	•	•	•	1
	J3689	Hardware Kit	•	•	•	•	1
	80L42	Volcanic Stone	•	•	•	•	1
	J5519	Flextube with Fitting	•	•	•	•	1
	J6208	Glowing Embers (rockwool)	•	•	•	•	1
	J6207	Platinum Bright Embers Kit	•	•	•	•	1
	J3656	Fan Switch	•	•	•	•	1
	J3800	Wire Harness	•	•	•	•	1

PARTS

LOG SETS FOR MODELS WILMINGTON18F, WILMINGTON24F AND WILMINGTON30F

This list contains replaceable parts used in your heater. When ordering parts, follow the instructions listed under *Replacement Parts* on **page 27** of this manual.

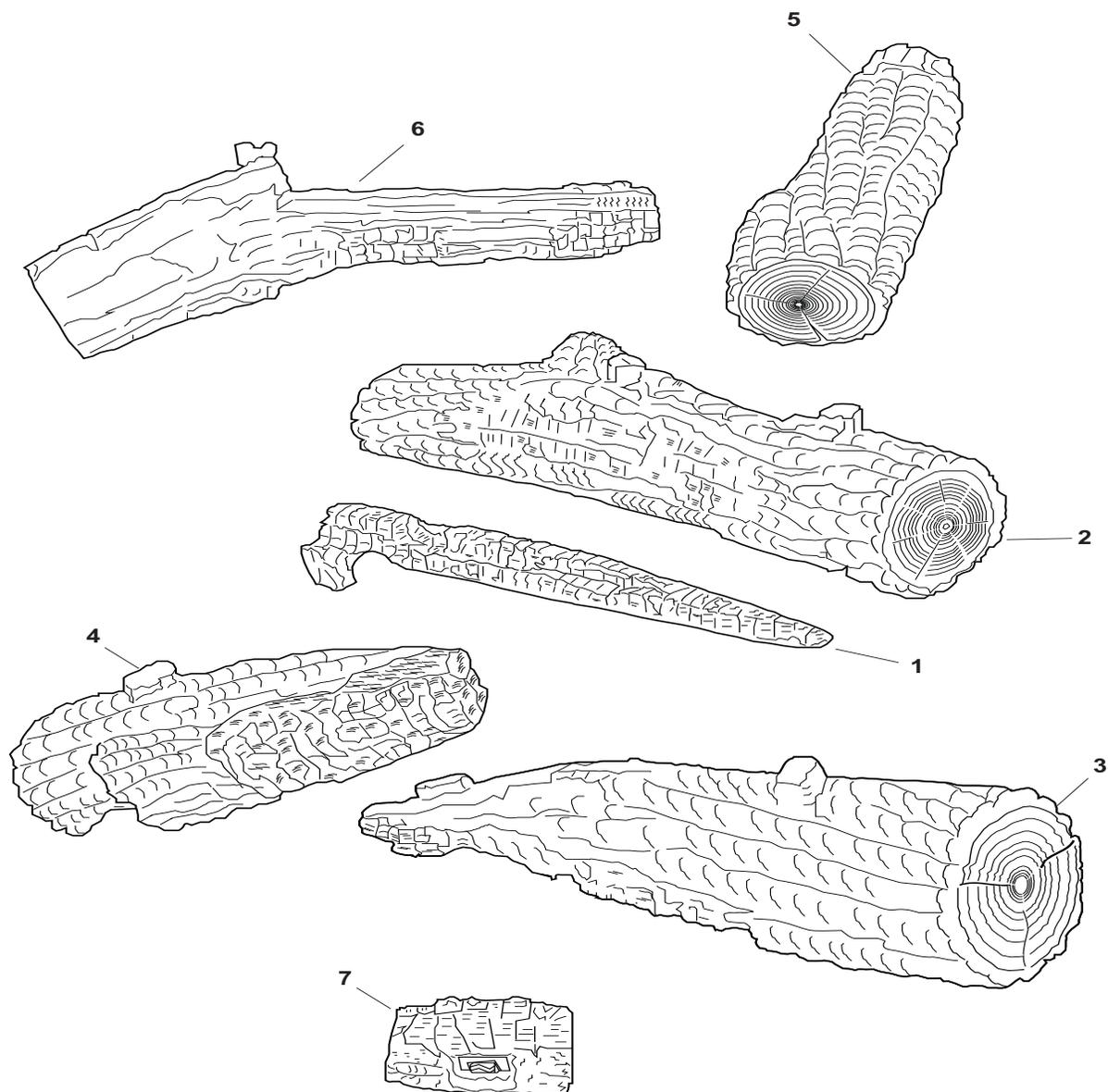


KEY NO.	PART NUMBERS			DESCRIPTION	QTY
	WILMINGTON18F	WILMINGTON24F	WILMINGTON30F		
1	J6405	J6412	J6420	Rear Log #1	1
2	J8178	J6509	J6513	Middle Log #2	1
3	J6407	J6414	J7585	Front Left Log #3	1
4	J8179	J6510	J8219	Front Right Log #4	1
5	J8220	J6511	J6511	Left Top Back Log #5	1
6	J8221	J6512	J8222	Left Top Forked Log #6	1
7	J8223	J8224	J8225	Right Rear Chunk Log #7	1
8	J8226	J8227	J8227	Front Right Middle Log #8	1
9	J8228	J8229	J6514	Top Right Log #9	1
10	J8230	K2015	K2015	Right Rear Top Log #10	1
11	J8231	J8232	J8233	Left Top Log #11	1
12	J6496	J6496	J6496	Switch Logs	1

PARTS

LOG SETS FOR MODELS BEARRIVER18L, BEARRIVER24L AND BEARRIVER30L

This list contains replaceable parts used in your heater. When ordering parts, follow the instructions listed under *Replacement Parts* on *page 27* of this manual.



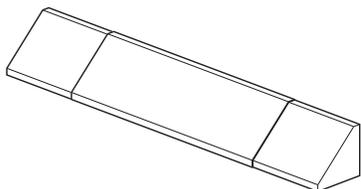
PART NUMBERS

KEY NO.	BEARRIVER18L	BEARRIVER24L	BEARRIVER30L	DESCRIPTION	QTY
1	J6661	J6666	J6666	Bottom Ember Log #1	1
2	J6662	J6667	J6667	Rear Log #2	1
3	J6660	J6665	J6670	Right Front Log #3	1
4	J6659	J7380	J6669	Left Front Log #4	1
5	J6664	J8102	J8102	Right Crossover Log #5	1
6	J6663	J8103	J8103	Left Crossover Log #6	1
7	J5669	J5669	J5669	Switch Log	1

ACCESSORIES

Purchase these appliance accessories from your local dealer. If they can not supply these accessories, contact IHP at ComfortFlame.US.com for referral information. You can also write to the address listed on the back page of this manual.

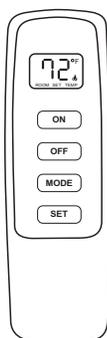
Only kits supplied by IHP shall be used in the installation of this appliance. Use of non-approved accessory/part kit can result in poor performance and safety hazards.



FIREPLACE HOOD, BLACK

Cat. No. F1764, Model GA6050

For all models. Helps deflect heat away from mantel or wall above fireplace. Fits openings 28" to 48" wide.



RECEIVER AND HAND-HELD THERMOSTAT REMOTE CONTROL KIT

Cat. No. F1078, Model TRC

For all remote-ready models. Allows the fireplace to be operated in a manually or thermostatically controlled mode. You can turn the fireplace on and off without ever leaving the comfort of your easy chair.



RECEIVER AND HAND-HELD REMOTE CONTROL KIT - (REMOTE READY MODELS ONLY)

Cat. No. F1077, Model MRC

For all models. Allows the fireplace to be turned on and off by using a hand-held remote control.

DAMPER CLAMP

Cat. No. F1760, Model GA6080

For all models. Permanently opens chimney flue damper for vented operation.

VOLCANIC STONE

Cat. No. 80L42, Model FDVS

For all models. Order when additional volcanic stone is desired.

FLOOR MEDIA KIT

Cat. No. F1762, Model FM100

For all models. Includes volcanic stone, burner embers, and burner cinders.

RECEIVER AND HAND-HELD TOUCH SCREEN REMOTE CONTROL KIT

Cat. No. F1079, Model TSRC

DECORATIVE ASH BED/CONTROL COVER KIT

Cat. No. F0246, Model CDABKA

For all models. Order when additional loose logs are desired.

Innovative Hearth Products Comfort Flame™ Brand Gas Log Set Limited One Year Warranty

THE WARRANTY

Innovative Hearth Products Limited One Year Warranty ("IHP") warrants your Comfort Flame brand Gas Log Set ("Product") to be free from defects in materials and workmanship at the time of manufacture. The logs and grate carry the Limited One Year Warranty. After installation, if covered components manufactured by IHP are found to be defective in materials or workmanship during the Limited One Year 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. THERE ARE EXCLUSIONS AND LIMITATIONS to this Limited Three Year Warranty as described herein.

COVERAGE COMMENCEMENT DATE

Warranty coverage begins on the date of purchase. 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, 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 Limited Three Year 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 following do not carry the Limited Three Year Warranty but are warranted as follows:

- Gas components** – Repair or replacement for one year from the date of installation.
- Remote control** – Repair or 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.

This Limited One Year 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 replacement or repair, 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 Limited One Year Warranty. The duration of any implied warranty is limited to the duration of this expressed warranty.

No one is authorized to change this Limited One Year 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 Limited One Year 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 Limited One Year Warranty and to decide, in its sole discretion, upon the method of settlement.

To receive the benefits and advantages described in this Limited One Year 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.COMFORTFLAME.US.COM.

ComfortFlame.US.com

Record the following important information about your appliance:

Appliance model number	
Appliance serial number	
Date appliance was Installed	
Type of gas appliance uses	
Dealer name	

IHP reserves the right to make changes at any time, without notice, in design, materials, specifications, prices and also to discontinue colors, styles and products. Consult your local distributor for fireplace code information.

