Vantage Hearth™

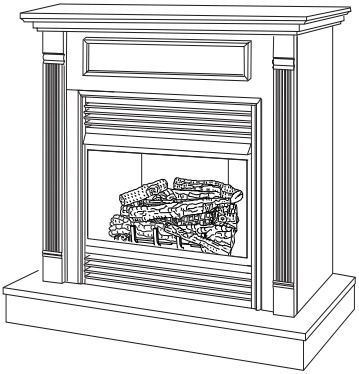
by FMI PRODUCTS, LLC

# UNVENTED (VENT-FREE) GAS FIREPLACE OWNER'S OPERATION AND INSTALLATION MANUAL

PFS® US

NATIONAL FIREPLACE INSTITUTE NFI CERTIFIED www.nficertified.org

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



**Shown with optional cabinet mantel with hearth base and trim accessories.**

## VFS32NEVF, VFS32PEVF, VFS36NEVF, VFS36PEVF, REMOTE-READY FIREPLACE SYSTEM

***NOTE:*** **this product ships in two boxes. Box 1 includes the fireplace. Box 2 includes the logs.**

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

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

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

**For more information, visit www.fmiproducts.com**

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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 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 6 of this manual.**

**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**

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

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

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

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

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

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

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

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

**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 heater.**

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

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

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

**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).

# SAFETY
*Continued*

3. If you smell gas
   - shut off gas supply
   - do not try to light any appliance
   - do not touch any electrical switch; do not use any phone in your building
   - immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions
   - if you cannot reach your gas supplier, call the fire department
4. This fireplace shall not be installed in a bedroom or bathroom.
5. Do not use this fireplace as a wood-burning fireplace. Use only the logs provided with the fireplace.
6. Do not add extra logs or ornaments such as pine cones, vermiculite, or rock wool. Using these added items can cause sooting. Do not add lava rock around base. Rock and debris could fall into the control area of fireplace.
7. To prevent the creation of soot, follow the instructions in *Cleaning and Maintenance*, page 31.
8. 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 or furniture.
9. This fireplace needs fresh air ventilation to run properly. This fireplace has an Oxygen Depletion Sensing (ODS) safety shutoff system. The ODS shuts down the fireplace if enough fresh air is not available. See *Air for Combustion and Ventilation*, page 6. If fireplace keeps shutting off, see *Troubleshooting*, page 33.
10. Do not run fireplace
    - where flammable liquids or vapors are used or stored
    - under dusty conditions
11. Do not use this fireplace to cook food or burn paper or other objects.
12. Do not use fireplace if any part has been exposed to or under water. Immediately call a qualified service technician to inspect the fireplace and to replace any part of the control system and any gas control which has been under water.
13. Do not operate fireplace if any log is broken. Do not operate fireplace if a log is chipped (dime-sized or larger).
14. Turn fireplace off and let cool before servicing. Only a qualified service person should service and repair fireplace.
15. Operating fireplace above elevations of 4,500 feet could cause pilot outage.
16. To prevent performance problems in propane/LP units, do not use propane/LP fuel tanks of less than 100 lbs. capacity (propane/LP units only).
17. Provide adequate clearances around air openings.

# PRODUCT IDENTIFICATION

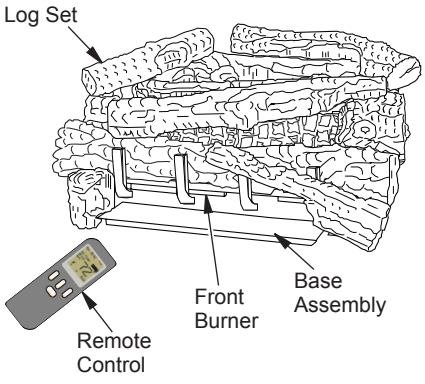



***Figure 1 - Log Base Assembly***

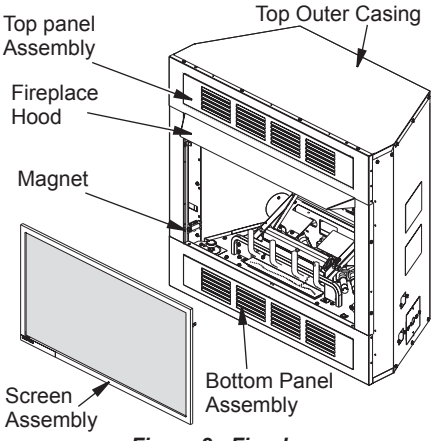



***Figure 2 - Fireplace***

# LOCAL CODES

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

*Available from:

American National Standards Institute, Inc.
1430 Broadway
New York, NY 10018

National Fire Protection Association, Inc.
Batterymarch Park
Quincy, MA 02269

*Note: Where listed vented decorative logs are required, thermostat operation is not permitted.*

**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.

# UNPACKING

**⚠ CAUTION: Do not remove the data plates attached to the heater base assembly. The data plates contain important warranty and safety information.**

1. With utility knife, cut the carton all the way around above the staples on the bottom tray. Lift the carton off the heater. Remove packing.
   *Note: The hood and two smooth panels are located in the packing on the right hand side of the heater front. Lift the heater off the bottom tray.*
2. Locate two screws above top corners of the fireplace screen. Remove and discard these screws. Push the bottom corners of the screen in and release. The screen will pop out at the bottom. Grasp the bottom of the screen, lift the screen up and pull out to remove.
3. Remove protective packaging applied to logs, log base assembly, and fireplace.
4. Remove fireplace hood and two smooth panels from carton inserts.
5. Check all items for any shipping damage. If damaged, promptly inform dealer where you bought fireplace.

# PRODUCT FEATURES

### OPERATION

This vent-free fireplace 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 embers. When used without the blower, the fireplace requires no electricity making it ideal for emergency backup heat.

### SAFETY DEVICE

This fireplace 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 system shuts off the fireplace if there is not enough fresh air.

### ELECTRONIC IGNITION SYSTEM

This heater has an electronic ignitor to light the fireplace's fuel supply.

### BLOWER ASSEMBLY

This fireplace includes a blower assembly. The blower operates thermostatically and features a variable speed control. The blower circulates heated air from the fireplace into the room.

# 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 insure 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. Home owners weather strip and caulk around windows and doors to keep the cold air out and the warm air in. During heating months, home owners 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, fireplaces, clothes dryers, and fuel burning appliances draw air from the house to operate. You must provide adequate fresh air for these appliances. This will insure 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 6 through 8 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 ($6 \times 10^{-11}$ 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 of the three criteria above, you must provide additional fresh air. See *Ventilation Air From Outdoors*, page 8.**

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

### Confined and Unconfined Space

*The National Fuel Gas Code, ANSI Z223.1/NFPA 54* defines a confined space as a space whose volume is less than 50 cubic feet per 1,000 Btu per hour (4.8 $m^3$ 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 per hour (4.8 $m^3$ 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.

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

## DETERMINING FRESH-AIR FLOW FOR FIREPLACE LOCATION

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

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) = 2,560 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:* 2,560 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 of Btu/Hr 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 example is a confined space because the actual Btu/Hr used is more than the maximum Btu/Hr the space can support. You must provide additional fresh air. Your options are as follows:

A. Rework worksheet, adding the space of an adjoining room. If the extra space provides an unconfined space, remove door to adjoining room or add ventilation grills between rooms. See *Ventilation Air From Inside Building*.
B. Vent room directly to the outdoors. See *Ventilation Air From Outdoors* page 8.
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 3). You can also remove door into adjoining room (see option 3, Figure 3). Follow the *National Fuel Gas Code, ANSI Z223.1/NFPA 54, Air for Combustion and Ventilation* for required size of ventilation grills or ducts.

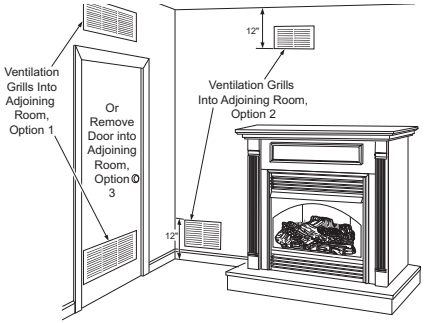



***Figure 3 - Ventilation Air from Inside Building***

# 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.

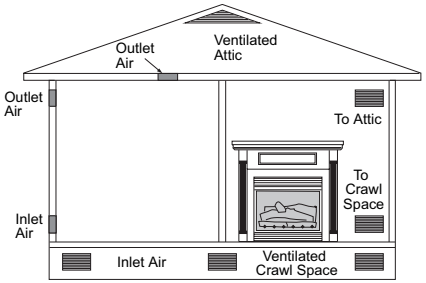



***Figure 4 - Ventilation Air from Outdoors***

# 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 fireplace. Follow all local codes.**

**⚠ WARNING: Never install the fireplace**

- **in a bedroom or bathroom**
- **in a recreational vehicle**
- **where curtains, furniture, clothing, or other flammable objects are less than 36" from the front and 42" from the top of fireplace. For side clearances see Figure 8, page 10**
- **in high traffic areas**
- **in windy or drafty areas**

**⚠ CAUTION: This fireplace creates warm air currents. These currents move heat to wall surfaces next to fireplace. Installing fireplace 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.**

*Note: Your fireplace is designed to be used in zero clearance installations. Wall or framing material can be placed directly against any exterior surface on the rear, sides, or top of your fireplace, except where standoff spacers are integrally attached. Where standoff spacers are attached to your fireplace, combustible material (studs and wall board) may be place on top and above the top of the standoffs.*

Use the dimensions shown for rough openings to create the easiest installation. See *Built-In Fireplace Installation*, page 11.

*IMPORTANT:* Vent-free heaters add moisture to the air. Although this is beneficial, installing fireplace in rooms without enough ventilation air may cause mildew to form from too much moisture. See *Air for Combustion and Ventilation*, page 6.

*IMPORTANT:* Make sure the fireplace is level. If fireplace is not level, log set will not work properly.

# INSTALLATION
*Continued*

## CHECK GAS TYPE

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

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

## ELECTRICAL HOOKUP

This fireplace includes a blower which must be connected to either a wall receptacle or the electrical receptacle that is included within the fireplace. If the receptacle included with the fireplace is to be used, it must be wired to a 120 volt supply by a certified electrician.

## OPTIONAL PANELS

Each fireplace is shipped with louvered panels installed. Smooth panels are also shipped with this fireplace and may be used if desired. They allow for a different appearance. The smooth panels may be covered with noncombustible materials such as ceramic tile or rock.

## INSTALLING HOOD

Install hood to rail already installed in fireplace as shown in Figure 5. Use 3 Phillips screws provided.

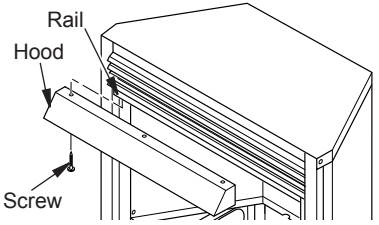



***Figure 5 - Installing Hood***

## ASSEMBLING AND ATTACHING OPTIONAL PERIMETER TRIM (Included with Mantel Accessory)

*IMPORTANT:* If you are recessing the firebox in a wall, do not attach trim at this time. See *Built-In Fireplace Installation*, page 11.

*Note: These instructions show assembling and attaching trim to fireplace.*

1. Remove packaging from three pieces of trim.
2. Locate four screws, two adjusting plates with set screws, and two shims in the hardware packet.
3. Align shim under adjusting plate as shown in Figure 6.
4. Slide one end of adjusting plate/shim in slot on mitered edge of top trim (see Figure 6).
5. Slide other end of adjusting plate/shim in slot on mitered edge of side trim (see Figure 6).
6. While firmly holding edges of trim together, tighten both set screws on the adjusting plate with slotted screwdriver.
7. Repeat steps 1 through 6 for other side.
8. Tighten trim hanging screws (#10 x 6.25 shoulder) into holes in cabinets. Place the assembled trim onto fireplace cabinet. Align hanging notches on trim with hanging screws on side of fireplace (see Figure 7). Push trim firmly into place, sliding hanging notches over hanging screws.

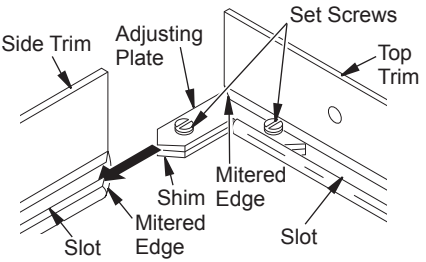



***Figure 6 - Assembling Perimeter Trim***

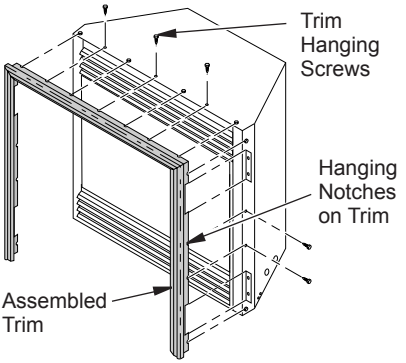



***Figure 7 - Attaching Perimeter Trim to Fireplace***

## INSTALLATION CLEARANCES

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

Carefully follow the instructions below. This will ensure safe installation.

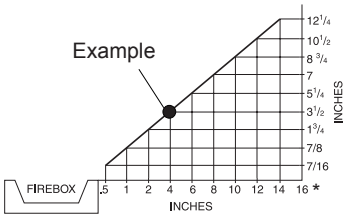
**Minimum Clearances For Side Combustible Material, Side Wall, and Ceiling**

A. Clearances from the side of the fireplace cabinet to any combustible material and wall should follow diagram in Figure 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 opening (see Figure 8).

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

**MINIMUM CLEARANCE TO COMBUSTIBLE MATERIALS**
Top 0", Left and Right Sides 16",
Bottom and Rear 0", Front 36"




*Minimum 16" from Side Wall

***Figure 8 - Minimum Clearance for Combustible to Wall***

## CONVENTIONAL FIREPLACE INSTALLATION

Conventional installation of this fireplace involves installing fireplace along with the corner, face, or cabinet mantel with hearth base accessories against a wall in your home. Follow the instructions in this section to install the fireplace in this manner.

1. Assemble cabinet mantel, hearth base, and trim accessories. Assembly instructions are included with each accessory.
2. Install a properly grounded, 120 volt three-prong electrical outlet at fireplace location if an outlet is not there. If possible, locate outlet so cabinet mantel will cover it when installed (see Figure 9).
3. Install gas piping to fireplace location. This installation includes an approved flexible gas line (if allowed by local codes) after the equipment shutoff valve. The flexible gas line must be the last item installed on the gas piping. See *Installing Gas Piping to Fireplace Location*, page 13.
4. Place hearth base accessory against wall at installation location. Cut an access hole in hearth top to run flexible gas line to fireplace (see Figure 9). Make sure to locate access hole so cabinet mantel will cover it when installed.

   *Note: You can secure base to floor using wood screws. Countersink screw heads and putty over.*
5. Route flexible gas line through access hole in hearth base.
6. Center cabinet mantel on hearth base (see Figure 10, page 11). Make sure mantel is flush against wall.
7. Place cardboard or other protective material on top of hearth base. Carefully set fireplace on protective material, with back of fireplace inside mantel opening.
8. Attach flexible gas line from fireplace gas regulator to gas supply. See *Connecting Fireplace to Gas Supply*, page 14.
9. Route blower electrical cord through access holes in either side of fireplace.

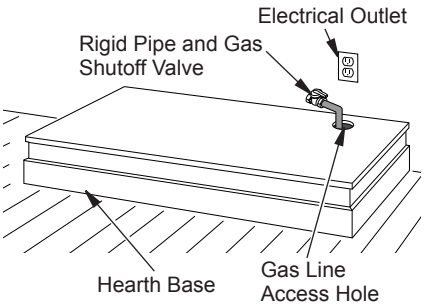



***Figure 9 - Placing Hearth Base Accessory Against Wall***

10. Carefully insert fireplace into cabinet mantel. Be careful not to scratch or damage hearth base, cabinet mantel, or any laminate trim on hearth base. Remove protective material from top of hearth base and from front of fireplace (if any).

    *Note: You can secure fireplace to hearth or floor. Remove burner assembly. Locate screw holes in bottom of base. Tighten wood screws through these holes and into hearth or floor. Replace burner assembly.*

11. Check all gas connections for leaks. See *Checking Gas Connections*, page 15.

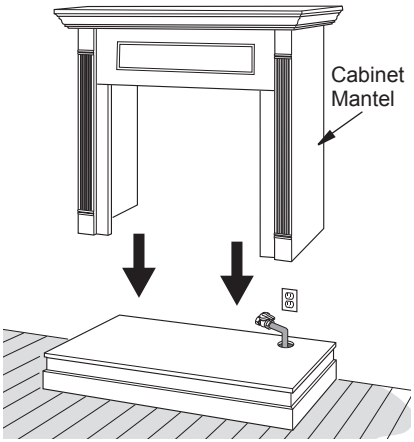



***Figure 10 - Installing Cabinet Mantel***

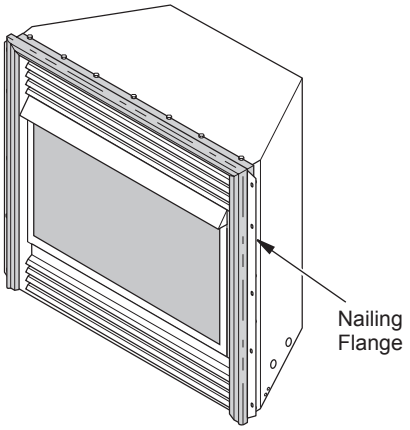



***Figure 11 - Location of Nailing Flange***

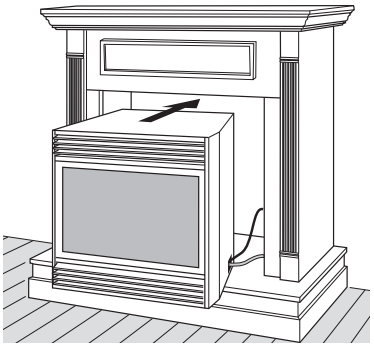


***Figure 12 - Inserting Fireplace Into Cabinet Mantel***

## BUILT-IN FIREPLACE INSTALLATION

Built-in installation of this fireplace involves installing fireplace into a framed-in enclosure. This makes the front of fireplace flush with wall. If installing a mantel above the fireplace, you must follow the clearances shown in Figure 16, page 12. Follow the instructions below to install the fireplace in this manner.

| Rough Opening Dimensions for Built-in Installation | | | |
|---|---|---|---|
| **Model** | **Front Width (Inside to Inside)** | **Height** | **Depth** |
| 32" | 34 7/8" | 36 3/4" | 16 1/4" |
| 36" | 41 1/2" | 40 1/2" | 20 3/4" |

1. Frame in rough opening. Use dimensions shown in Figure 13 for the rough opening. If installing in a corner, use dimensions shown in Figure 14,page 12, Figure 13, for the rough opening.

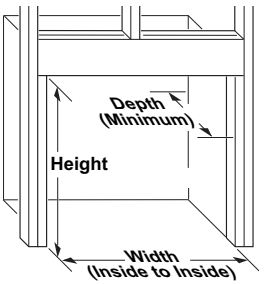



***Figure 13 - Rough Opening for Installing in Wall***

2. Install gas piping into fireplace location. This installation includes an approved flexible gas line (if allowed by local codes) after the equipment shutoff valve. The flexible gas line must be the last item installed on the gas piping. See *Installing Gas Piping to Fireplace Location*, page 13.
3. Carefully set fireplace in front of rough opening with back of fireplace inside wall opening.
4. Carefully insert fireplace into rough opening.
5. Attach flexible gas line to gas supply. See *Connecting Fireplace to Gas Supply*, page 14.
6. Attach fireplace to wall studs using nails or wood screws through holes in nailing flange (see Figure 15).
7. Check all gas connections for leaks. See *Checking Gas Connections*, page 15.
8. Plug electrical cord into electrical outlet.
9. Install trim after final finishing and/or painting of wall (see Figure 7, page 9).

*IMPORTANT:* When finishing your firebox, combustible materials such as wall board, gypsum board, sheet rock, drywall, plywood, etc. may be butted up next to the sides and top of the firebox. Combustible materials should never overlap the firebox front facing.

**⚠ WARNING: Do not allow any combustible materials to overlap the firebox front facing.**

*IMPORTANT*: Noncombustible materials such as brick, tile, etc. may overlap the front facing, but should never cover any necessary openings like louvered slots or screen assembly.

**⚠ WARNING: Do not allow noncombustible materials to cover any necessary openings like louvered slots.**

**⚠ WARNING: Use only noncombustible mortar or adhesives when overlapping the front facing with noncombustible facing material.**

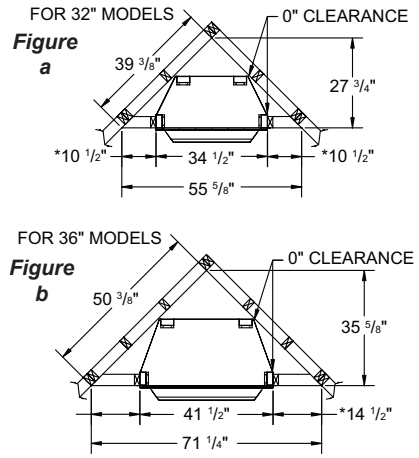



***Figure 14 - Rough Opening for Installing in Corner***

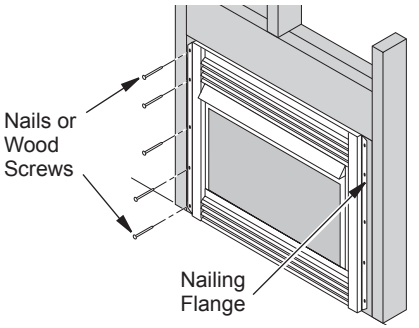



***Figure 15 - Attaching Fireplace to Wall Studs***

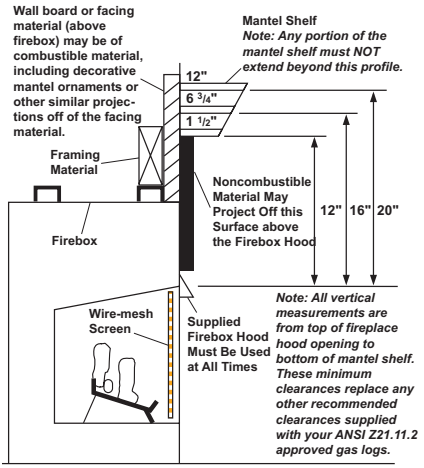



***Figure 16 - Minimum Mantel Clearances for Built-In Installation***

**Mantel Clearances for Built-In Installation**

If placing mantel above built-in fireplace, you must meet minimum clearance between mantel shelf and top of fireplace opening.

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

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

**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.**

## INSTALLING GAS PIPING TO FIREPLACE LOCATION

**⚠ WARNING: This appliance requires a 1/2" NPT (National Pipe Thread) inlet connection.**

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

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

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

**Installation Items Needed**

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

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

* A 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 17, page 14. 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 fireplace. 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 fireplace (see Figure 18).

*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 fireplaces.

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 fireplace valves. Never use sealant on flare threads.

**⚠ 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 18. Locate sediment trap where it is within reach for cleaning. Install in piping system between fuel supply and fireplace. Locate sediment trap where trapped matter is not likely to freeze. A sediment trap traps moisture and contaminants. This keeps them from going into fireplace gas controls. If sediment trap is not installed or is installed wrong, fireplace may not run properly.

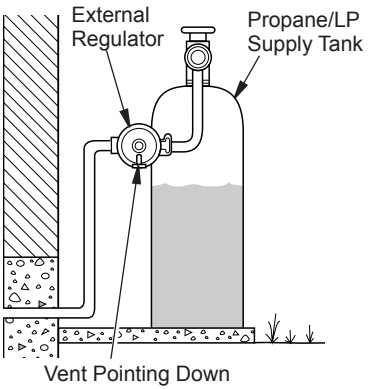



***Figure 17 - External Regulator on Propane/LP Supply Tank with Vent Pointing Down***

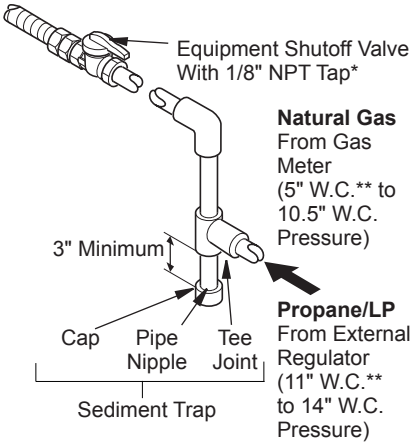



***Figure 18 - Gas Connection***

* Purchase the optional equipment shutoff valve from your dealer.

** Minimum inlet pressure for purpose of input adjustment.

## CONNECTING FIREPLACE TO GAS SUPPLY

**Installation Items Needed**

- 5/16" hex socket wrench or nut-driver
- Phillips screwdriver
- sealant (resistant to propane/LP gas, not provided)

1. Remove fireplace screen. Remove two screws that hold fireplace screen in place for shipping. These screws are located near top of screen. Discard screws. Push the bottom corners of the screen in and release. The screen will pop out at the bottom. Grasp the bottom of the screen, lift the screen up and pull out to remove.
2. Remove screws that attach log base assembly to fireplace (see Figure 19, page 15). Carefully lift up log base assembly and remove from fireplace (see Figure 19, page 15).
3. Route gas line (provided by installer) from equipment shutoff valve to fireplace. Route flexible gas supply line through one of the access holes.

4. Attach the flexible gas line to gas supply (see Figure 20). Check tightness of flexible gas line attached to gas regulator of fireplace (see Figure 20).
5. Check all gas connections for leaks. See *Checking Gas Connections*.
6. Replace log base assembly back into fireplace. Feed flexible gas line into fireplace base area while replacing log base assembly. Make sure the entire flexible gas line is in fireplace base area. Reattach log base assembly to fireplace with screws removed in step 2, page 14.

**⚠ CAUTION: Do not pick up log base assembly by burner. This could damage burner. Only handle base by grates.**

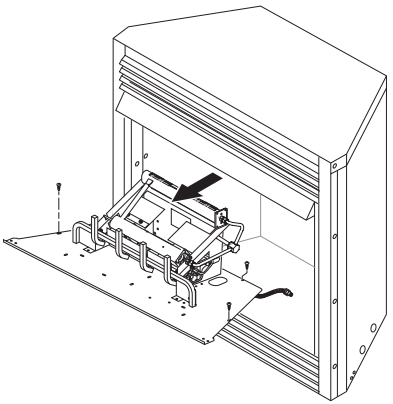


***Figure 19 - Removing Log Base Assembly From Fireplace***

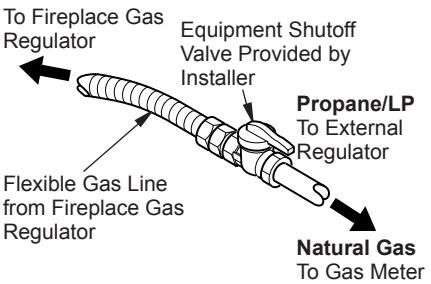



***Figure 20 - Attaching Flexible Gas Lines Together***

**NOTICE: Most building codes do not permit concealed gas connections. A flexible gas line is provided to allow accessibility from the fireplace (see Figure 20). The flexible gas supply line connection to the equipment shutoff valve should be accessible.**

## 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 fireplace. See guidelines under *Connecting Fireplace to Gas Supply*, page 14.**

### PRESSURE TESTING GAS SUPPLY PIPING SYSTEM

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

1. Disconnect fireplace with its main gas valve (control valve) and equipment shutoff valve from gas supply piping system. Pressures in excess of 1/2 psig will damage fireplace 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 fireplace 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 21).
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 Figures 22 and 23). Apply noncorrosive leak detection fluid to all joints. Bubbles forming show a leak.
4. Correct all leaks at once.

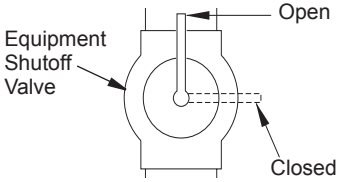



***Figure 21 - Equipment Shutoff Valve***

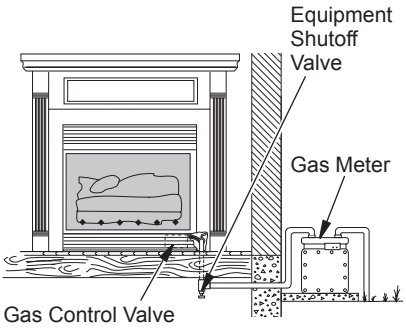



***Figure 22 - Checking Gas Joints for Natural Gas***

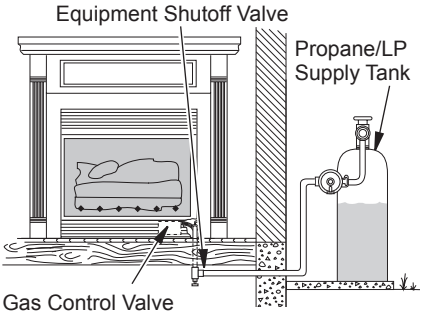



***Figure 23 - Checking Gas Joints for Propane/LP Gas***

**PRESSURE TESTING FIREPLACE GAS CONNECTIONS**

1. Open equipment shutoff valve (see Figure 21).
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 fireplace is in the OFF position.
4. Check all joints from equipment shutoff valve to gas control valve (see Figures 22 or 23). Apply noncorrosive leak detection fluid to all joints. Bubbles forming show a leak.
5. Correct all leaks at once.
6. Light fireplace (see *Operation*, page 23). Check all other internal joints for leaks.
7. Turn off fireplace (see *To Turn Off Gas to Appliance*, page 24).

## POWER SUPPLY AND BATTERY INSTALLATION

It is helpful to have a flashlight so you can see the connections as described below. Locate the battery power supply. It is the black box with the red and black wires. Locate the control module (see Figure 24). Connect the battery power supply to the control module by plugging the battery power supply to the mating receptacle on the control module. The receptacle is located on the side of the black control module next to the word “SUPPLY” which is molded in the control module’s black housing (see Figure 24). Be certain to push the plug fully into the receptacle. Install batteries in the battery power supply and hand held remote control.

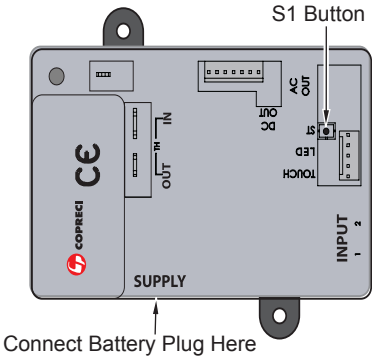



***Figure 24 - Control Module***

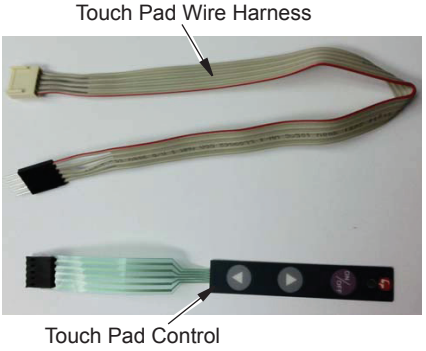



***Figure 25 - Touch Pad Wire Harness and Touch Pad Control***

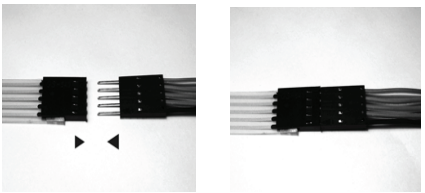


***Figure 26 - Touch Pad Control Cable***

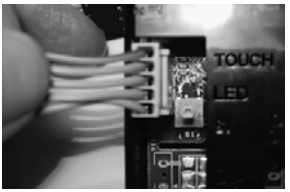



***Figure 27 - Connecting end of Touch Pad Cable***

## TOUCH PAD INSTALLATION

Locate the touch pad wire harness and the touch pad control (see Figure 25). They are shipped from the factory in the clear plastic bag with your owner’s manual. Connect the black plastic connectors together as shown in Figure 26. Connect the remaining end with the white plastic connector to the control module in the socket marked TOUCH LED (see Figure 27).

*NOTE:* The touch pad includes a red LED display light. If the LED remains on, the black plug is connected upside down. You must unplug the touch pad control from the touch pad wire harness, turn over, and reconnect.

## RE-PAIRING

*IMPORTANT!* This appliance is shipped with the remote control and control module (receiver) paired. However, if more than one Copreci brand electronic ignition system is to be used within a home or showroom, all but one appliance must have the remote control and control module re-paired in order for each appliance to operate on a unique frequency. For multiple appliances, on all but one follow the instructions under *Re-Pairing* before moving to *Installing Logs* on page 19. For single appliance installations, skip the RE-PARING section and proceed to *Installing Logs*.

It is helpful to have a flashlight so you can see

the connections as described below. Before proceeding, locate the yellow/orange S1 button on the control module. You will need to access this button during the re-pairing procedure and only have 20 seconds to press and release it. A small nail or ink pen will also be useful to press this button (see Figure 24, page 17).

Press and hold the “Off” button on the remote control for 40 seconds. During this time, the screen will go blank, this is normal. See Figure 28.

After 40 seconds, the configuration menu

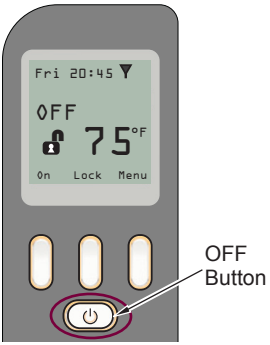



***Figure 28 - Main Screen***

appears (see Figure 29). With "Pairing" highlighted press the middle "select" button. "Off" becomes highlighted (see Figures 29 and 30).

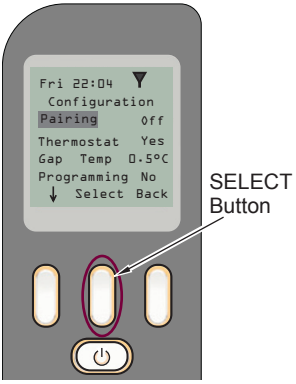



***Figure 29 - Configuration Menu***

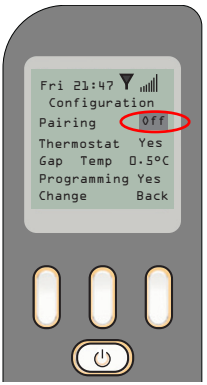



***Figure 30 - Off Highlighted***

IMPORTANT! Be prepared to press the S1 button as noted in the beginning of this section. After the next step, you have only 20 seconds to push (press and release) the S1 button (yellow/orange) in the control module (see Figure 24, page 17).

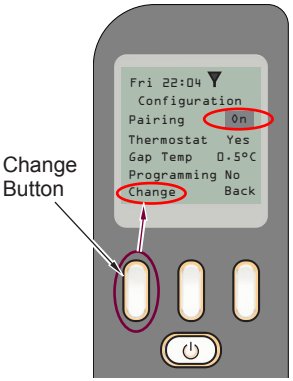



***Figure 31 - Change OFF to ON***

*NOTE:* The control module may be turned differently than shown in this figure. Look for the matching text on the control module to help locate the small yellow / orange S1.

Press the left "Change" button and "Off" becomes "On" (see Figure 31, above). Press the S1 button to re-pair the remote to the control module.

Once this operation is done, you will hear one beep in the control module and the configuration menu will show signal bars: (see Figure 32, page 19). If you do not hear the beep and then see signal bars within 30 seconds of hearing the beep, then the repairing process was not completed successfully. If this occurs,

remove the batteries from the remote control, wait 3 minutes, and restart the re-pairing process. If you see signal bars, then the remote control has paired properly. Go to the next step.

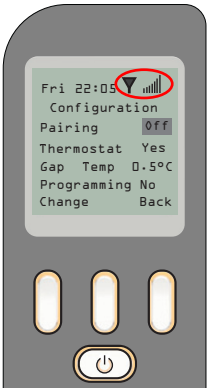



***Figure 32 - Signal Bars***

Press the “Back” button once to return the highlighted selection to “Pairing”. Press the “Middle” button and release. The indication on the “Pairing” will become “Off” (see Figure 33). The re-pairing is over. To return to the main screen, press the “Back” button until you get to the main screen. The main screen is shown in Figure 28, page 18.

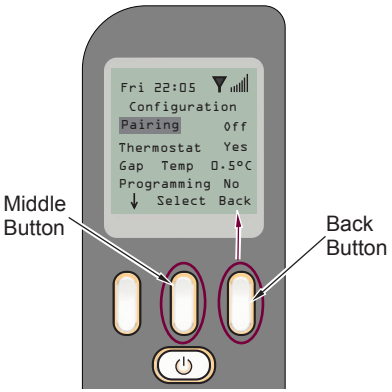



***Figure 33 - Back and Middle Buttons***

## INSTALLING LOGS

**⚠ 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: Do not remove the data plates attached to the heater base assembly. The data plates contain important safety and warranty information.**

1. Place fiber ramp log in center of chassis as shown in Figure 34. The fiber ramp log can be identified by the shape and much lighter weight when compared to the other logs. The log must sit flat on the black sheet metal and behind the left metal tab as shown. Make sure the side marked "BOTTOM" is setting down.

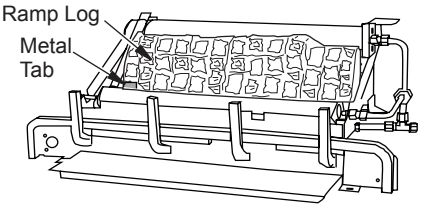



***Figure 34 - Installing Fiber Ramp Log***

2. Place front left and front right logs as shown in Figure 35.

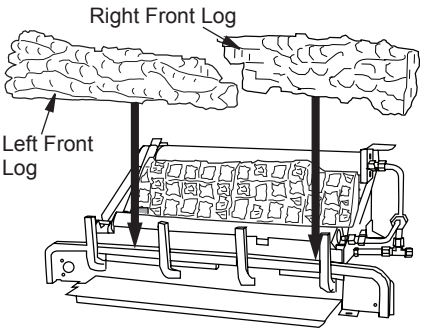



***Figure 35 - Installing Left/Right Front Logs***

3. Place left ember bed log as shown in Figure 36. The log has groove on one side that sets on the ember bed pan. The back side of this log needs to rest against the front of the base assembly. Make sure the flame from the ember pan does not touch the ember bed log.

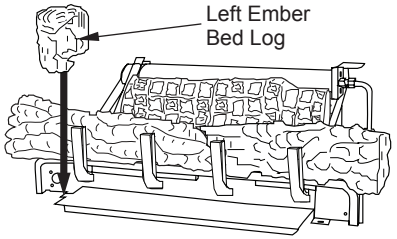



***Figure 36 - Installing Left Ember Bed Log***

4. The VFS32 and VFS36 use two different right ember bed logs. The VFS32 right ember bed log is installed in the same manner as the log in step 3 above but on the right side. The VFS36 right ember bed log has a hole in the bottom that sets on the grate finger and the other end rest on the fireplace floor, place log as shown in Figure 37. The back side of this log needs to rest against the front of the base assembly, make sure the flame from the ember pan does not touch the ember bed log.

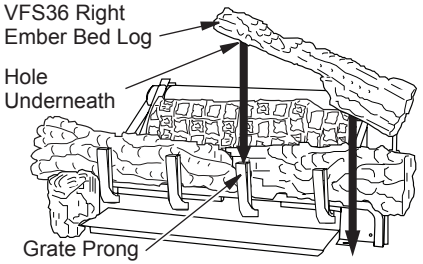



***Figure 37 - Installing Right Ember Bed Log***

5. The left middle log has a groove on the bottom to sit on the chassis and has to sit on the tab on the back of the left front log as shown in Figure 88.
6. The right middle log has a groove on the bottom to sit on the chassis and has to sit on the tab on the back of the right front. The right middle log should have a recess area that fits around the ramp log as shown in Figure 39.

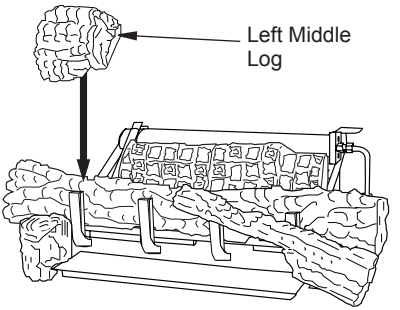



***Figure 38 - Installing Left Middle Log***

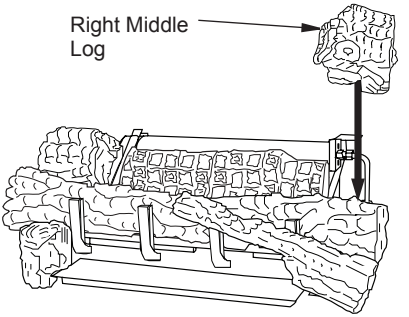



***Figure 39 - Installing Right Middle Log***

7. The rear middle log should fit between the ramp log and the rear burner. The left and right middle logs have recessed areas for the rear middle log to sit into (See Figure 40). Be careful not to push the rear burner out of position while installing this log.

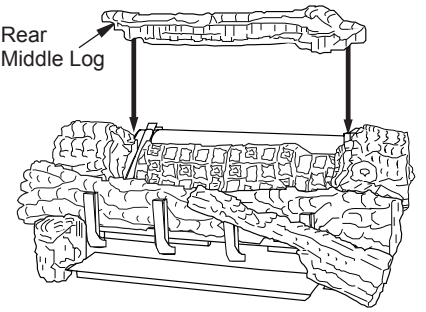



***Figure 40 - Installing Rear Middle Log***

8. Rest rear log in back corner sections of chassis assembly as shown in Figure 41.

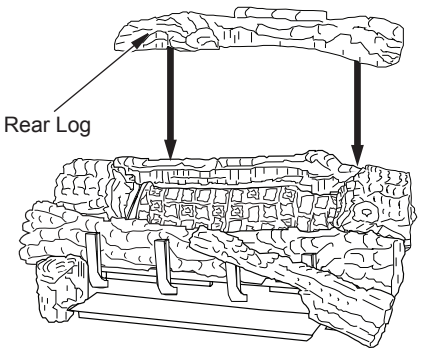



***Figure 41 - Installing Rear Log***

9. Place the left top log onto the rear log and the left middle log. Make sure to place the projection on the bottom of the left top log into the recessed areas on the rear and left middle logs (see Figure 42).

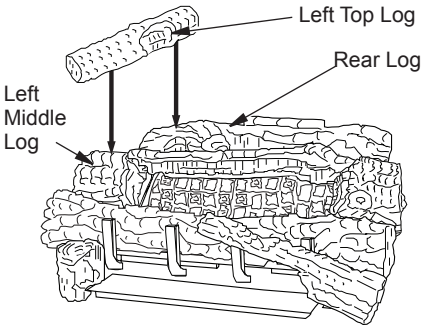



***Figure 42 - Installing Left Top Log***

10. Rest the middle crossover log onto the right middle log and the left front log (see Figure 43). Make sure to match the projection on the bottom of the crossover log with the recess area in the right middle log and the left front log.
11. Place the top rear log onto the rear log as shown. The rear log has a projection that will fit into the recess area on the bottom of the top rear log (see Figure 44).

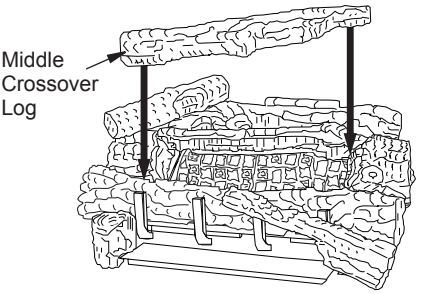



***Figure 43 - Installing Middle Crossover Log***

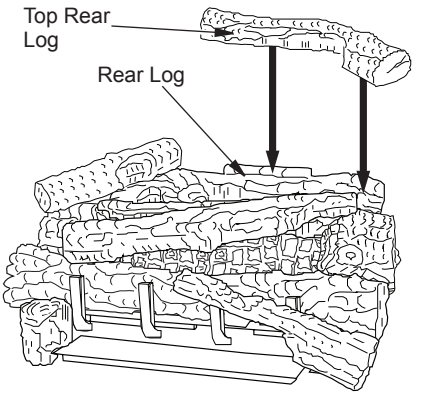



***Figure 44 - Installing Top Rear Log***

**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 46 & 47. 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.**

1. **Ember Chunk Placement.** The VFS36 series burner systems include three ember chunks that are designed to fit over shoulder screws on the ember pan burner. The bottom of each ember chunk has a hole for securing the ember chunk in place when it is placed over a shoulder screw. Place the ember chunks as shown in Figure 45 by placing the ember chunk with the number "1" on the left, "2" in the center, and "3" on the right. These numbers are embossed on the back of each piece for identification purposes. Please note that VFS32 series burner systems **do not** include ember chunks.
2. 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 40.

   **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 46.

   **Rock Wool placement.** Place rock wool material on front flat burner in areas away from ports as shown in Figure 47.
3. **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.

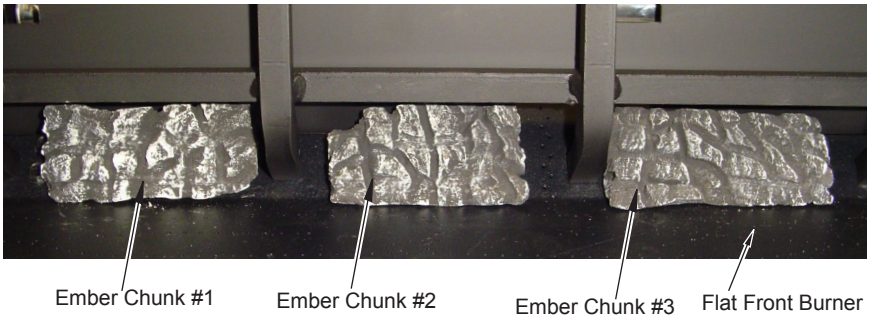



***Figure 45 - Ember Chunk Placement VFS36 Series***


***Figure 46 - Platinum Bright Embers***


***Figure 47 - Placement of Rock Wool (shown with Platinum Bright Embers)***

## INSTALLATION
*Continued*

4. Install fireplace screen by placing the screen brackets on top of the fireplace screen brackets as shown in Figure 48. Push the bottom of the screen inward against the magnetic catches to secure in place.

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

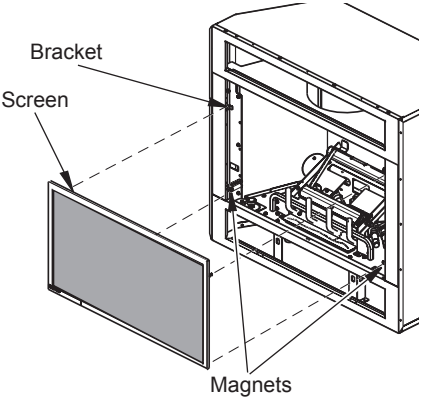



***Figure 48 - Installing Fireplace Screen***

## OPERATION

### FOR YOUR SAFETY READ BEFORE LIGHTING

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

**A. This appliance has a pilot which must be lighted by hand. When lighting the pilot, follow these instructions exactly.**

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

**WHAT TO DO IF YOU SMELL GAS**

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

**C. 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

**⚠ WARNING: You must operate this fireplace with the fireplace screen in place. Make sure fireplace screen is installed before running fireplace.**

**NOTICE: During initial operation of new fireplace, burning logs will give off a paper-burning smell. Open damper or window to vent smell. This will only last a few hours.**

1. STOP! Read the safety information in column 1.
2. Make sure equipment shutoff valve is fully open.

**⚠ WARNING: Burners will come on automatically within one minute when the selector switch is in the ON position after the pilot is lit.**

3. 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.
4. Press any button on the remote to power the remote on. If you see a lock icon and the word "unlock" in the lower left corner

of the screen you will need to unlock the screen by pressing "unlock" and "OK".

5. Press "On" and "OK". It may take up to 4 seconds before the control unit processes the command. You will hear a beep from the control unit and the pilot will start to spark before lighting.

   *Note: You may be running this heater for the first time after hooking up to gas supply. If so, you may have to restart the unit several times to allow the air to bleed from the system.*

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

## TO TURN OFF GAS TO APPLIANCE

1. Press OFF (bottom button) on the remote control.
2. Close equipment shutoff valve (see Figure 21, page 16).

## REMOTE CONTROL OPERATION

**The remote control contains:**

1. LCD display
2. Four buttons:
   - OFF button
   - Left button
   - Middle button
   - Right button
3. Battery Case (on the Back)

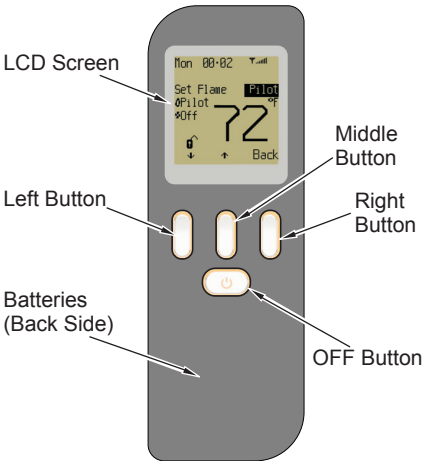



***Figure 49 - Remote Control***

### LCD DISPLAY

The LCD screen shows information about the instructions given by the user (desired status) and the current situation of the device (actual status). It also helps us select our choices, see Figure 50.

- A: Day of the week
- B: Time
- C: Signal Strength
- D: Selected working mode
- E: Selected setting
- F: Current Flame status
- G: Current fan status
- H: Current room temperature
- I: Child lock status
- J: Button labels (explained below)

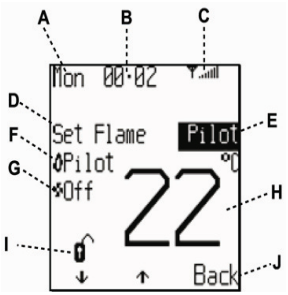



***Figure 50 - LCD Display***

The screen changes depending on the input from the buttons, but the bottom row always displays the button function labels (see Figure 64). The functions of each button depends on the options available on the current screen (except for the OFF button which has always the same function).

***Note:*** The bottom row of the screen is indicating buttons functionality. In this case:

- LEFT (↓) button decreases the flame level
- MIDDLE (↑) button increases the flame level
- RIGHT (Back) button goes back to the previous screen (see Figure 51).

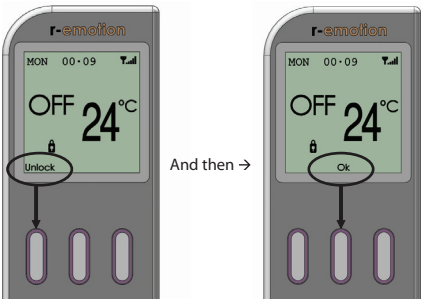



***Figure 52 - Menu System***

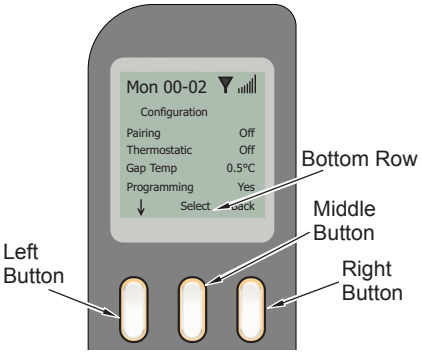



***Figure 51 - Screen Changes***

## OFF BUTTON

This button switches off the appliance. If it is pressed and held for more than 40 seconds, the configuration menu is accessed.

## LEFT, MIDDLE AND RIGHT BUTTON

These buttons change their function as shown by the on-screen labels. For some screens a button may have no function and is inactive. The active buttons for a particular screen are initially lit for 5 seconds to indicate that they are active.

## MENU SYSTEM

The remote is organized by means of a menu system.

After batteries are installed the first time, the remote starts at the "OFF" screen ( it is possible that the remote is locked in the "OFF" screen: to unlock it just press the button below "Unlock", and then "OK". See Figure 52).

## SWITCHING ON

*IMPORTANT:* When lighting the pilot and burner for the first time, air will be present in the system that must be purged.

The lighting sequence may have to be repeated 10 to 15 times before gas reaches the pilot. This is normal.

To turn the system on, press “On” (left button) and “OK” (middle button). A beep from the control module will be heard and the ignition process will start. This will take up to 20 seconds. Note that while in operation the signal bars will disappear for a few moments. If the pilot and burner do not light, press the “Off” button, wait 15 seconds then repeat the ignition steps from the beginning of this paragraph. Note: each ignition step is accompanied by two short series of ignition sparks at the pilot.

## ADJUST MENU

Before using the remote, there are various settings which should be made, such as the date, the language, the autolock option and the comfort temperature.

For doing this, press "Menu" and then press "Select" to chose "Adjust Menu". There the options shown in Figure 66, can be set. To change any of these settings use the down arrow to select the feature and then press "Select" and "Change" to change the setting.

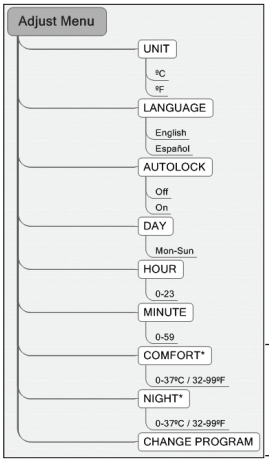



***Figure 53 - Adjusting Menu***

### SETTING THE CONTROL MODE

There are three different modes for controlling the appliance:

→ Manual

→ Auto

→ Program

In Manual mode the main burner can be switched on and off.

Auto mode allows you to set a temperature, while in Manual mode the flame level may be set to HIGH, MEDIUM, or LOW. Program mode offers automatic temperature control for specific times of the day.

In the initial screen when the remote is turned on, three options are available: AUTO, MANUAL and MENU.

Auto and Manual are two of the three different modes for controlling the appliance with the remote.

### MANUAL MODE

If "Manual" is pressed, the flame setting appears as the selected setting. In the bottom row, ↓ and ↑ appear, indicating that the flame level can be changed by pressing the left or middle button. Pressing "Back" (right button) returns to the initial screen (see Figure 51, page 25).

Note that a safety temperature can be set in the configuration menu. This specifies the maximum the maximum permitted room temperature. This temperature can never be set higher than 40ºC (104ºF).

### AUTO MODE

If "Auto" is pressed in the initial screen, 25ºC (77ºF) appears as the desired temperature in the selected setting. In the bottom row, ↓ and ↑ appear, indicating that we can change the desired temperature value by just pressing the left or middle button. In auto mode the appliance heats until this temperature is reached.

Pressing "Back" (right button), returns to the initial screen.

The Auto mode feature is optional and can be enabled or disabled in the configuration menu by changing "Thermostat" to either "Yes" (enabled) or to "No" (disabled). Access to the configuration menu is described in the next section.

## PROGRAMMING

### PROGRAM MODE

A program mode is available if desired. This mode allows the remote control to operate the gas log set in either weekly or daily settings. To enable the program mode access the configuration menu.

CONFIGURATION MENU ACCESS: Press and hold the “OFF” button ⏻ on the remote control for 40 seconds. During this time, the screen will go blank for a few seconds, this is normal. See Figure 54. After 40 seconds, the configuration menu appears (see Figure 55, page 27).

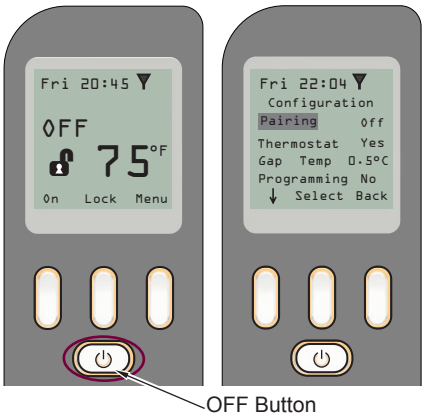



***Figure 54 - OFF Button***

Press the arrow button (↓) until Programming is highlighted (see Figure 55). If Programming has "No" next to it, press the "Select" button to highlight "No" (see Figures 55 and 56, page 27).

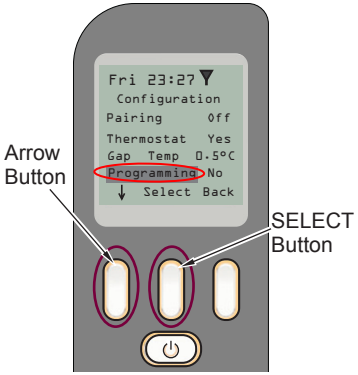



*Figure 55 - Programming*

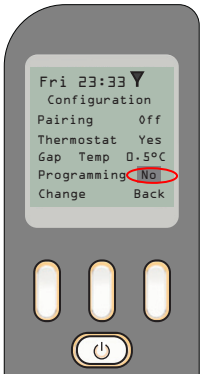



*Figure 56 - Highlighting "No"*

Press "Change" (left button) to change Programming from "No" to "Yes" (see Figure 57). To return to the main screen, press the"Back" button until you get to the main screen. The main screen is shown in Figure 58. The PROGRAM MODE is now enabled.

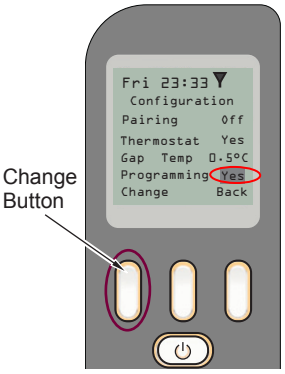



*Figure 57 - Changing "No" to "Yes"*


*Figure 58 - Main screen*

There are two types of program mode: a **daily mode** and a **weekly mode**. In the daily mode, every day uses the same program. In the weekly mode, every day has its own program, so it is possible have a different program for each day of the week (see Figure 59).


*Figure 59 - Setting Control Mode*

**DAY PROGRAMMING MENU (Menu → Adjust Menu → Change Program):**

There are 8 menus like this. One for daily, and the others for each day (Monday, Tuesday, Wednesday, Thursday, Friday, Saturday and Sunday, see Figure 60, page 28). This day programming screen consists of:

**Title:** Daily Program.

**A: Selected (including "Daily").** The selected day can be changed by pressing "Change" (middle button).

**B: Day Schedule Graphic.** This bar displays the program for the whole day by showing the temperature setting for each hour of the day. To access the day schedule graphic, press (⇓) (left button). To change the desired temperature, go to the hour you want to change by pressing → (left button) and then press change (middle button). There are 3 temperature settings:

**Off:** No temperature control (the appliance is in pilot mode).

**'Night Temp:** The night temperature is set as desired temperature and the appliance will heat until this temperature is reached.

**'Comfort Temp:** The comfort temperature is set as the desired temperature and the appliance will heat until this temperature is reached.

Finally, to launch the program mode, in the main menu, set Program to "On", and select the desired Program Type (Daily or Weekly) as shown in Figure 60.

**OTHER FEATURES**

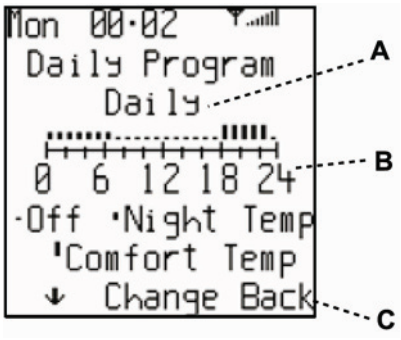



*Figure 60- Day Programming Menu*

**How to lock and unlock the remote (child lock)**

To unlock the remote, press the "Unlock" button and "OK".

To lock the remote, in the main screen press "Menu" go to the Lock option, press "Select" and then "Change". The remote will immediately go into locked mode.

Automatic lock can be selected. This means that if no button is pressed for while, the remote automatically goes into locked mode.

**How to select the temperature unit (ºC/ºF)**

In the main screen, press "Menu" button. Select "Adjust Menu" and then select "Unit". To change the temperature unit press "Change" button.

## TOUCH PAD OPERATION

This touch control has only 3 buttons for controlling manually the flame of the appliance (see Figure 61).

The touch pad has:

1. Led display
2. ON/OFF button
3. UP button
4. DOWN button

With this control it is possible to turn on the fire, turn off the fire and control the flame level.

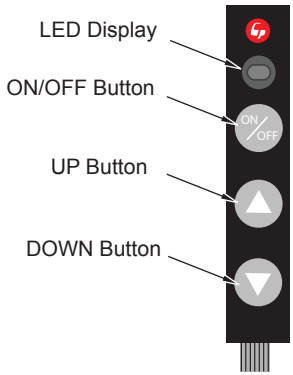



*Figure 61 - Touch Pad Control*

***Note:** The touch pad includes a red LED display light. If the LED remains on, the black plug is connected upside down. Unplug, turn over, and reconnect.*

## SWITCHING ON

To turn the system on just press the ON/OFF button. The system will emit a beep and begin the ignition process, which can take about 20 seconds. Once the start up process is complete, the pilot flame is lit.

### REGULATING THE FLAME LEVEL.

1. To increase the flame level, press the up button ( ▲ ). A beep and a flash of the LED indicate that the system has accepted the order, and the flame will increase instantly (see Figure 61, page 28).
2. To decrease the flame level, press the down button ( ▼ ). A beep and a flash of the LED indicate that the system has accepted the order, and the flame will decrease instantly (see Figure 61, page 28).

### SWITCHING OFF

To switch off the fire, the ON/OFF button should be pressed. After the system has emitted a beep, the fire switches off.

**⚠ WARNING: Do not convert heater to use different fuel type. Only use heater with fuel type specified.**

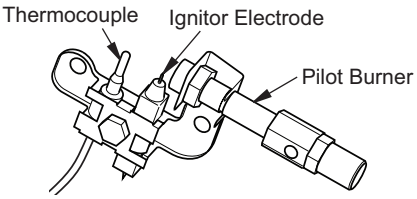



***Figure 62 - Pilot (Natural)***

## BLOWER OPERATION

**⚠ WARNING: This fireplace has a three-prong, grounded electrical plug. This plug helps protect you against electrical shock. Only connect plug to a properly grounded, three-prong receptacle. Do not cut or remove the grounding prong from this plug.**

Access the blower control knob by pushing in on the bottom corners of the fireplace screen, grasp the bottom of the screen and pull out and up to remove the screen. The blower control knob is located on the left side of the fireplace floor.

The blower is thermostatically controlled. This means the fireplace and blower will not turn on and off at the same time. The fireplace may run for several minutes before the blower turns on. After the fireplace is shut off, the blower will continue to operate until the fireplace temperature cools.

The blower also includes a variable speed control. Turn the knob clockwise to turn the blower to the high position. Continuing to turn the knob will reduce the speed of the blower until it reaches a preset low speed.

# INSPECTING BURNERS

Check pilot flame pattern and burner flame patterns often.

## PILOT FLAME PATTERN

Figure 63 shows a correct pilot flame pattern. Figure 64 shows an incorrect pilot flame pattern. The incorrect pilot flame is not properly heating the thermocouple. When the thermocouple cools, the heater will shut down.

If pilot flame pattern is incorrect, as shown in Figure 64

- turn heater off (see *To Turn Off Gas to Appliance*, page 24)
- see *Troubleshooting*, page 33

*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.*

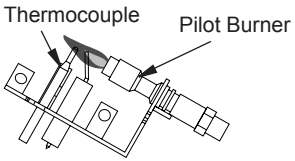



***Figure 63 - Correct Pilot Flame Pattern***

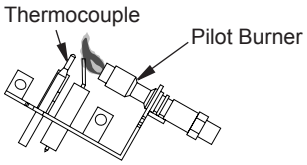



***Figure 64 - Incorrect Pilot Flame Pattern***

## MAIN BURNER

Periodically inspect all burner flame holes with the heater running. All slotted burner flame holes should be open with yellow 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 may create soot.

## FRONT BURNER FLAME PATTERN

**⚠ WARNING: If front burner flame pattern shows yellow tipping, your fireplace could produce increased levels of carbon monoxide. Follow instructions below. Yellow flame on rear burner is normal.**

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

Figure 65 shows the correct burner flame.

The front ember burner should have a small blue flame. When the ember material is applied, the embers will glow red and the flame may have a few small bright yellow tips less than 1/2 inch in height.

The middle burner produces a blue flame that impinges upon the ceramic ramp causing the ramp to glow red with an occasional yellow streak.

The rear burner produces a bright yellow flame with the base of the flame being blue.

Figure 66 shows the incorrect burner flame.

The front ember burner should not produce yellow flames greater than 1/2" in height or any dark yellow or orange flames.

The middle burner should not produce flame that remains yellow or yellow flame that extends above the ceramic ramp.

The rear burner should not produce a dark yellow / orange flame nor should it be absent of blue color near the base of the flame next to the shiny stainless steel burner..

If burner flame pattern is incorrect, as shown in Figure 66.

- turn fireplace off (see *To Turn Off Gas to Appliance*, page 24)
- see *Troubleshooting*, page 33

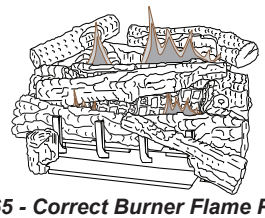


***Figure 65 - Correct Burner Flame Pattern***

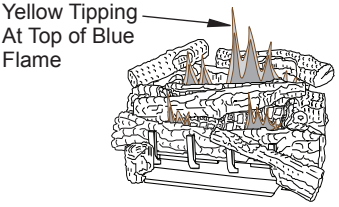



***Figure 66 - Incorrect Burner Flame Pattern***

# CLEANING AND MAINTENANCE

**⚠ WARNING: Turn off fireplace and let cool before cleaning.**

**⚠ CAUTION: You must keep control areas, burner, and circulating air passageways of fireplace clean. Inspect these areas of fireplace before each use. Have fireplace inspected yearly by a qualified service person. Fireplace may need more frequent cleaning due to excessive lint from carpeting, bedding material, pet hair, 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 67).
3. Blow air through the ports/slots and holes in the burner.
4. Check the injector holder located at the end of the 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.

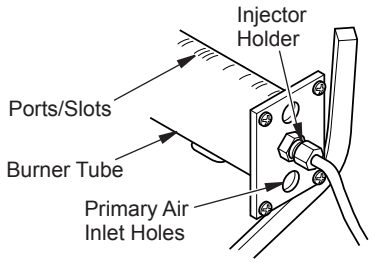



***Figure 67 - Injector Holder On Outlet Burner Tube***

Clean pilot assembly also. A yellow tip on the pilot flame indicates dust and dirt in the pilot assembly. There is a small pilot air inlet hole about 2" from where the pilot flame comes out of the pilot assembly (see Figure 68). With unit off, lightly blow air through the air inlet hole. You may blow through a drinking straw if compressed air is not available.

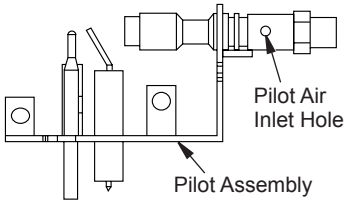
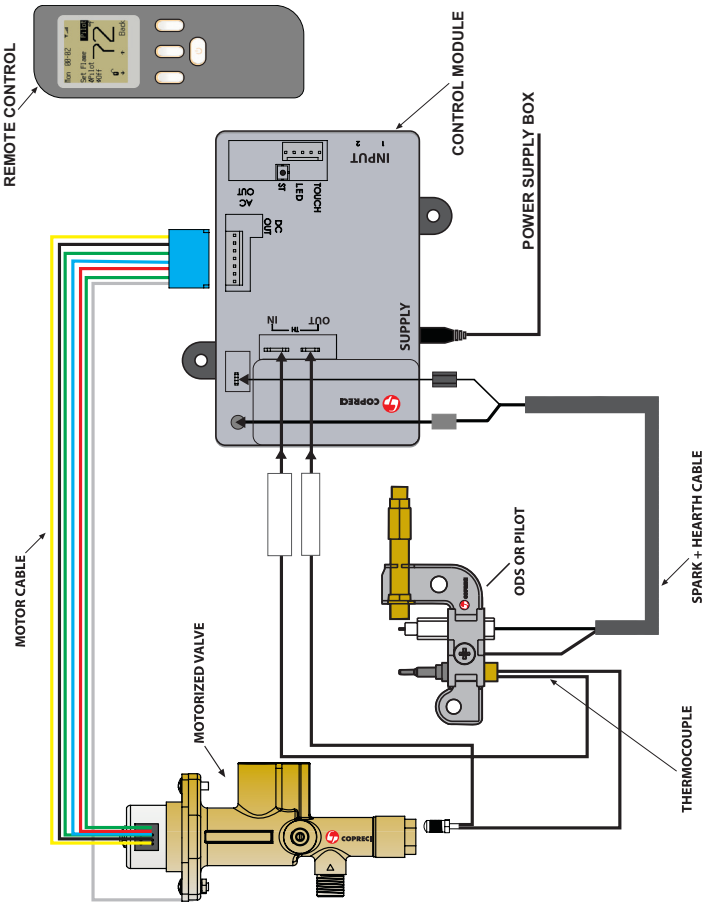



***Figure 68 - Pilot Inlet Air Hole (Your pilot may vary from pilot shown)***

# WIRING DIAGRAM




# SPECIFICATIONS

**VFS32PEVF**

- Rating (Variable): 20,000/25,000 Btu/Hr
- Type Gas: Propane/LP
- Ignition: Electronic
- Manifold Pressure: 8" W.C.
- Inlet Gas Pressure (in. of water): Max - 14" W.C., Min* - 11" W.C.

**VFS36PEVF**

- Rating (Variable): 22,000/33,000 Btu/Hr
- Type Gas: Propane/LP
- Ignition: Electronic
- Manifold Pressure: 8" W.C.
- Inlet Gas Pressure (in. of water): Max - 14" W.C., Min* - 11" W.C.

**VFS32NEVF**

- Rating (Variable): 20,000/25,000 Btu/Hr
- Type Gas: Natural
- Ignition: Electronic
- Manifold Pressure: 4.5" W.C.
- Inlet Gas Pressure (in. of water): Max - 10.5" W.C., Min* - 5" W.C.

**VFS36NEVF**

- Rating (Variable): 22,000/33,000 Btu/Hr
- Type Gas: Natural
- Ignition: Electronic
- Manifold Pressure: 4.5" W.C.
- Inlet Gas Pressure (in. of water): Max - 10.5" W.C., Min* - 5" W.C.

*For purpose of input adjustment

# 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 |
|---|---|---|
| Either the remote or touch pad buttons are pressed to start the burner ignition sequence and there is no function or response. | 1. Missing or weak batteries at power supply box or remote. Control module may beep 10 times or may not beep at all. LCD display may show "BATTERY ERROR". | 1. Check batteries and replace if needed. (Batteries in the power supply box can be tested with a multimeter at the two connections at the back of the battery housing where the red and black wires are connected. Set the multimeter to DC voltage, initiate the ignition sequence, and observe the voltage while the system is lighting (under load). The system will not function under 3.8 volts and batteries should be replaced if the voltage is under 4.0 volts.) |
| | 2. Unplugged power supply (battery) box | 2. Plug power supply box to module see page 16. |
| | 3. Touch pad not plugged in to module or plugged in incorrectly | 3. Plug touch pad in module see page 16, figure 19. Check to see it is positioned as shown. |
| | 4. Control valve wiring harness not plugged in or not in proper position | 4. Check to see that the control valve wiring harness' blue connector is plugged in to the module. Check to see that it is aligned with the mating pins. If any pins are visible, then the connector is not in the correct position. If this is the case, disconnect, align, and reconnect to the module. |
| | 5. Remote not communicating with control module | 5. Check the display on the remote for signal bars. If the display is blank, press any button one time to activate the display. Watch the display for 30 seconds and observe if the signal bars are shown. (The remote communicates with the module periodically. It doesn't communicate with the module continuously to conserve battery power.) If the remote is communicating with the module, signal bars will be displayed temporarily. If they are not displayed any, verify the batteries are new and installed correctly. If the signal bars still do not display, follow the Re-Pairing instructions on page 17. |

# TROUBLESHOOTING

*Continued*

| OBSERVED PROBLEM | POSSIBLE CAUSE | REMEDY |
|---|---|---|
| Either the remote or touch pad buttons are pressed to start the burner ignition sequence and there is no function or response. (Continued from page 37). | 6. LED is blinking | 6. This indicates the battery power is low. Replace the batteries in the power supply box. |
| | 7. Ignitor cable is not connected | 7. Check the ignitor connection at both the control module and the ods pilot. Connect if loose. |
| | 8. Ignitor cable pinched or wet | 8. Free ignitor cable if pinched by any metal or tubing. Keep ignitor cable dry. |
| | 9. Broken Ignitor cable. | 9. Replace wire harness including ignitor cable. |
| | 10. Ignitor electrode positioned wrong. | 10. Replace ods pilot assembly. |
| | 11. Ignitor electrode broken. | 11. Replace ods pilot assembly. |
| | 12. Control module sounds 2 cycles of 3 beeps; LCD display may show ROM ERROR | 12. Replace control module |
| | 13. Control module sounds 2 cycles of 5 beeps; LCD display may show SUPPORT ERROR | 13. Ground cable from control valve wiring harness is not grounding properly. Reposition spade terminal so that it makes contact with burner chassis metal or valve body. |
| | 14. Bad reception from remote | 14. Change batteries in remote. Check reception of signal from a shorter distance. If still not working, try changing the channel in the configuration menu. If this does not fix the problem, reset the channel to A and follow the instructions in Re-Pairing on page 17. Replace remote and control module as a final action. |
| | 15. If LED on touch pad is continuously on, the cable is connected the wrong way. | 15. Disconnect the touch pad between the long and short cables, turn the short cable with the touch pad over and reconnect. |
| | 16. The control module sounds 2 cycles of 5 beeps. The wiring assembly from the control valve is disconnected or broken. | 16. Connect the wiring harness at the control module. Replace the valve assembly if all other cause/remedies fail to correct his problem. |

# TROUBLESHOOTING

*Continued*

| OBSERVED PROBLEM | POSSIBLE CAUSE | REMEDY |
|---|---|---|
| When ignitor button is pressed on the remote or touch pad, the pilot sparks but there is no ignition. | 1. Gas supply turned off or equipment shutoff valve closed | 1. Turn on gas supply or open equipment shutoff valve. |
| | 2. Air in gas lines. | 2. Continue turning the burner system ON and OFF. Repeat igniting operation until air is removed. On first time ignitions, air in the lines is common and it is not uncommon to repeat the ignition sequence 10 to 15 times before enough gas is at the ods pilot for it to light. |
| | 3. Thermocouple circuit between the control valve and the control module is open. | 3. Check the thermocouple connection at the control valve and also at the control module. The thermocouple connection at the control valve should be hand tight plus 1/4 to 1/2 turn. You should not be able to loosen the thermocouple at the control valve with your hand. Check the thermocouple terminal connection at the control module. If it is loose, remove it with needle nose pliers, using the pliers, slightly close the terminal's opening and reinstall on to the control module. |
| | 4. No gas to the ods pilot | 4. While the pilot is sparking, check for gas flow at the ods pilot. If flow is present, try to light the pilot with a long reach lighter. If it will not light but the flame is disturbed, air is in the line. Cycle through the ignition sequence to clear the line of air until gas is present. If no flow is present at the gas valve, check to see all shut off valves are open. Verify proper pressure is supplied to the valve. Excessive pressure can lock out the appliance's regulator. Also check to see that the wiring harness from the control valve is properly connected at the control module. The wiring harness connection housing can be identified by it's blue connector housing. |
| | 5. Depleted gas supply (propane/LP only) | 5. Contact local propane/LP gas company. |
| | 6. Valve cable is disconnected or broken. | 6. Connect valve cable correctly |
| | 7. ODS pilot is clogged | 7. Clean ods pilot (see Cleaning and Maintenance , page 31) or replace ods pilot assembly. |
| | 8. Gas regulator setting is not correct | 8. Replace gas regulator |

# TROUBLESHOOTING

*Continued*

| OBSERVED PROBLEM | POSSIBLE CAUSE | REMEDY |
|---|---|---|
| ODS pilot lights but pilot flame goes out before burners light. | 1. Equipment shutoff valve not fully open | 1. Fully open equipment shutoff valve. |
| | 2. Missing or weak batteries at power supply box or remote. | 2. Check batteries and replace if needed. (Batteries in the power supply box can be tested with a multimeter at the two connections at the back of the battery housing where the red and black wires are connected. Set the multimeter to DC voltage, initiate the ignition sequence, and observe the voltage while the system is lighting (under load). The system will not function under 3.8 volts and batteries should be replaced if the voltage is under 4.0 volts.). |
| | 3. Thermocouple circuit between the ods pilot and control module is loose or damaged. | 3. Check thermocouple terminal connection at the control module. If it is loose, remove it with needle nose pliers, using the pliers, slightly close the terminal's opening and reinstall on to the control module. |
| | 4. Pilot flame not touching thermocouple, which allows thermocouple to cool, causing pilot flame to go out. This problem could be caused by one or both of the following:<br>A) Low gas pressure or<br>B)Dirty or partially clogged ODS pilot. | 4. A) Contact local natural or propane/LP gas company.<br>B) Clean ODS pilot (see Cleaning and Maintenance , page 31) or replace ODS pilot assembly. |
| | 5. Thermocouple damaged | 5. Replace ods pilot assembly. |
| | 6. Control valve damaged. | 6. Replace control valve |
| Burner system lights from remote but not from touch pad | 1. Touch pad cable disconnected or broken | 1. Connect or replace touch pad and cable. |
| | 2. Defective touch pad | 2. Replace touch pad |
| Burner system does not ignite the burner while the remote is in the program mode. | 1. Program mode does not work if soft start is deactivated. | 1. Activate soft start in the remote. |
| Burner system shuts off after operating 6 seconds then sounds 5 beeps. | 1. Short in touch pad wiring. BUTTON ERROR is shown in remote display. | 1. Replace touch pad and wiring harness. |
| Low battery power in remote. | 1. Batteries are weak. LOW BATTERY is shown in remote display. | 1. Replace batteries in remote. |

# TROUBLESHOOTING

*Continued*

| OBSERVED PROBLEM | POSSIBLE CAUSE | REMEDY |
|---|---|---|
| Burner system shuts off. Control module sounds 2 cycles of 3 beeps. CONFIG. ERROR is shown in remote display. | 1. Faulty control module | 1. Replace control module. |
| Burner system shuts off. Control module sounds 2 cycles of 3 beeps. EEPRON ERROR is shown in remote display. | 1. Remote and control module not communicating properly | 1. Follow Re-Pairing instructions on page 17 to re-pair remote to control module |
| | 2. Faulty control module | 2. Replace control module |
| Burner system shuts off. Control module sounds 20 beeps. | 1. Loss of communication between control module and remote after 18 minutes. | 1. Either the remote is too far from the burner system or the remote needs new batteries. The remote should work within 20 feet of the burner system. If it does not, replace the batteries in the remote and battery supply box. |
| Burner system shuts off. Control module sounds 1 long beep. Remote displays TEMP ERROR. | 1. Control module is too hot | 1. Check to see the fireplace size meets the minimum requirements. Call technical service. |
| Burner systems shuts off. Remote displays OVER TEMPERATURE. | 1. The SAFETY temperature setting in the remote has shut the burner system off. | 1. The remote includes a shut off that is preset at 40C (104F). If the remote is placed in a location that is at or above this temperature it will shut the burner system off. Placing the remote on a mantel may result in this problem. If it occurs, relocate the remote to a cooler location. |
| Burner system lights or shuts off without touching the remote. | 1. More than one burner system is present and operating on the same frequency. | 1. Follow the Re-Pairing section to re-pair the burner system(s). One burner system may be left on the original frequency. |

# TROUBLESHOOTING

*Continued*

| OBSERVED PROBLEM | POSSIBLE CAUSE | REMEDY |
|---|---|---|
| Burners do not light after ODS/ pilot is lit | 1. Inlet gas pressure is too low | 1. Contact local natural or propane/ LP gas company |
| | 2. Burner orifice(s) clogged | 2. Clean burner(s) (see *Cleaning and Maintenance*, page 31) or replace burner orifice(s) |
| | 3. Mislocated crossover tube | 3. Contact qualified service person |
| Delayed ignition of one or both burners | 1. Manifold pressure is too low | 1. Contact local natural or propane/ LP gas company |
| | 2. Burner orifice(s) clogged | 2. Clean burner(s) (see *Cleaning and Maintenance*, page 31) or replace burner orifice(s) |
| | 3. Mislocated crossover tube | 3. Contact qualified service person |
| Burner backfiring during combustion | 1. Burner orifice is clogged or damaged | 1. Clean burner (see *Cleaning and Maintenance*, page 31) or replace burner orifice |
| | 2. Damaged burner | 2. Replace damaged burner |
| | 3. Gas regulator defective | 3. Replace gas regulator |
| Yellow flame in middle burner during burner combustion | 1. Not enough air | 1. Check burner(s) for dirt and debris. If found, clean burner(s) (see *Cleaning and Maintenance*, page 31) |
| | 2. Gas regulator defective | 2. Replace gas regulator |
| Slight smoke or odor during initial operation | 1. Residues from manufacturing processes and logs curing | 1. Problem will stop after a few hours of operation |
| Heater produces a whistling noise when burners are lit | 1. Set the unit to HI by using the remote when burners are cold | 1. Set the unit to LO by using the remote and let warm up for a minute |
| | 2. Air in gas line | 2. Operate burners until air is removed from line. Have gas line checked by local natural or propane/LP gas company |
| | 3. Air passageways on heater blocked | 3. Observe minimum installation clearances (see pages 9 through 12) |
| | 4. Dirty or partially clogged burner orifice(s) | 4. Clean burners (see *Cleaning and Maintenance*, page 31) or replace burner orifice(s) |
| White powder residue forming within burner box or on adjacent walls or furniture | 1. When heated, vapors from furniture polish, wax, carpet cleaners, etc. may turn into white powder residue | 1. Turn heater off when using furniture polish, wax, carpet cleaners or similar products |
| Moisture/condensation noticed on windows | 1. Not enough combustion/ventilation air | 1. Refer to *Air for Combustion and Ventilation* requirements (page 6) |
| Heater produces a clicking/ticking noise just after burners are lit or shut off | 1. Metal expanding while heating or contracting while cooling | 1. This is normal with most heaters. If noise is excessive, contact qualified service person |

# TROUBLESHOOTING

*Continued*

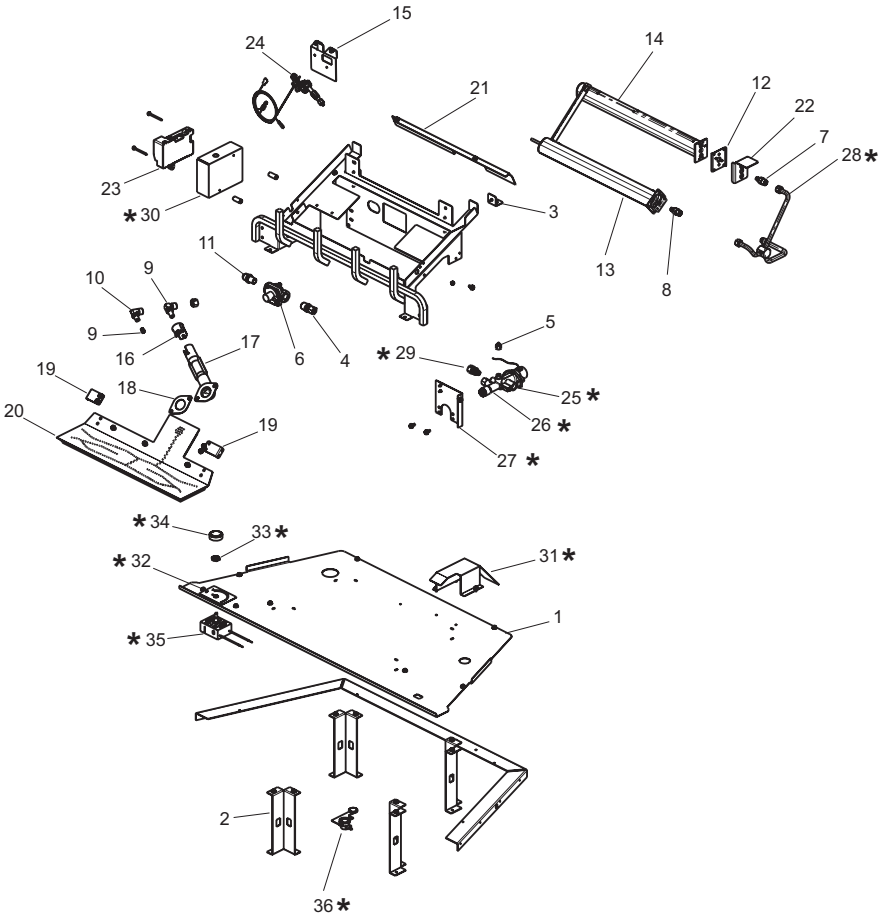
**⚠ WARNING: If you smell gas**
- **Shut off gas supply.**
- **Do not try to light any appliance.**
- **Do not touch any electrical switch; do not use any phone in your building.**
- **Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.**
- **If you cannot reach your gas supplier, call the fire department.**

*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 | 1. Heater burning vapors from paint, hair spray, glues, cleaners, chemicals, new carpet, etc. (See *IMPORTANT* statement above) | 1. Open window to ventilate room. Stop using odor causing products while heater is running |
| | 2. Low fuel supply (propane/LP only) | 2. Refill supply tank (propane/LP only) |
| | 3. Gas leak. **See Warning statement at top of page** | 3. Locate and correct all leaks (see *Checking Gas Connections*, page 15) |
| Heater shuts off in use (ODS operates) | 1. Not enough fresh air is available | 1. Open window and/or door for ventilation |
| | 2. Low line pressure | 2. Contact local natural or propane/LP gas company |
| | 3. ODS/pilot is partially clogged | 3. Clean ODS/pilot (see *Cleaning and Maintenance*, page 31) |
| Gas odor even when control knob is in OFF position | 1. Gas leak. **See Warning statement at top of page** | 1. Locate and correct all leaks (see *Checking Gas Connections*, page 15) |
| | 2. Control valve or gas control defective | 2. Replace control valve or gas control |
| Gas odor during combustion | 1. Foreign matter between control valve and burner | 1. Take apart gas tubing and remove foreign matter |
| | 2. Gas leak. **See Warning statement at top of page** | 2. Locate and correct all leaks (see *Checking Gas Connections*, page 15) |
| Log set cycles to pilot, but room temperature drops to a lower than ideal level before log set comes back on | 1. Optional Hand-held remote control is too close to heater | 1. Move hand-held remote control unit farther away from the heater |

# PARTS

## LOG BASE ASSEMBLY MODELS VFS32NEVF, VFS32PEVF, VFS36NEVF AND VFS36PEVF




* See page 42 for part numbers

# PARTS

This list contains replaceable parts used in your fireplace. When ordering parts, follow the instructions listed under *Replacement Parts* on page 45 of this manual.

| KEY NO. | PART NO. | DESCRIPTION | VFS32NEVF | VFS32PEVF | VFS36NEVF | VFS36PEVF | QTY. |
|---|---|---|---|---|---|---|---|
| 1 | 126195-01 | Floor 32" Fireplace System | • | • | • | • | 1 |
| | 126195-02 | Floor 36" Fireplace System | • | • | • | • | 1 |
| 2 | 126196-01 | Leg, Floor Support | • | • | | | 3 |
| | 126196-01 | Leg, Floor Support | | | • | • | 4 |
| 3 | 126200-01 | Bracket, Chassis Mounting | • | • | • | • | 1 |
| 4 | 098264-02 | Connector Male 3/8 NPTF 3/8 Tube | • | • | • | • | 1 |
| 5 | 099387-08 | Tube, Pilot | • | • | • | • | 1 |
| 6 | 099415-24 | Regulator, Gas | | • | | • | 1 |
| | 099415-28 | Regulator, Gas 4.5" | • | | • | | 1 |
| 7 | 101004-06 | Orifice, .0530 (1,35MM) Top | • | | | | 1 |
| | 101004-09 | Orifice, .040 (1,02MM) Middle | | • | | | 1 |
| | 101004-28 | Orifice, .063 (1,60MM) Top | | | • | | 1 |
| | 101004-24 | Orifice, .042 (1,07MM) Top | | | | • | 1 |
| 8 | 101004-27 | Orifice, .069 (1,752MM) Middle | • | | | | 1 |
| | 101004-24 | Orifice, .042 (1,07MM) Middle | | • | | | 1 |
| | 101004-11 | Orifice, .067 (1,70MM) Middle | | | • | | 1 |
| | 101004-10 | Orifice, .0453 (1,15MM) Middle | | | | • | 1 |
| 9 | 099056-45 | Orifice, 0.028 (0,711MM) Pan | | • | | | 1 |
| | 099056-46 | Orifice, 0.052 (1,321MM) Pan | | | • | | 1 |
| | 099056-48 | Orifice, 0.038 (0,965MM) Pan | | | | • | 1 |
| | 111819-10 | Orifice, Elbow P53 95 110 Pan | • | | | | 1 |
| 10 | 124933-01 | Orifice, Holder 90 Degree Elbow | | • | • | • | 1 |
| 11 | 104508-01 | Fitting Brass | • | • | • | • | 1 |
| 12 | 107634-01SA | Plate, NG. Conversion | • | | • | | 1 |
| 13 | 112465-01 | Burner, 18" Ramp Front | • | • | | | 1 |
| | 112465-02 | Burner, 24/30" Ramp Front | | | • | • | 1 |
| 14 | 112466-01 | Burner, 18" Ramp Rear | • | • | | | 1 |
| | 112466-02 | Burner, 24/30" Ramp Rear | | | • | • | 1 |
| 15 | 112713-01SA | Bracket, Pilot | • | | | | 1 |
| | 112713-02RV | Bracket, Pilot | | • | | | 1 |
| | 112713-07 | Bracket, Pilot | | | • | | 1 |
| | 112713-05 | Bracket, Pilot | | | | • | 1 |
| 16 | 112829-02 | Shutter, Air | • | • | • | • | 1 |
| 17 | 119321-01 | Tube Venturi | • | • | • | • | 1 |
| 18 | 119795-01 | Gasket, Burner | • | • | • | • | 1 |
| 19 | 125301-01 | Bracket, Pan Burner Support | • | • | • | • | 2 |
| 20 | 125306-01 | Pan, Burner Assembly BGE2436 | | | • | • | 1 |
| | 125306-02 | Pan, Burner Assembly BGE18 | • | • | | | 1 |
| 21 | 125489-01 | Shield, Air 18" BGE | • | • | | | 1 |
| | 125489-02 | Shield, Air 24/30/36" BGE | | | • | • | 1 |
| 22 | 121005-01RV | Bracket, Air shield | | | • | • | 1 |
| 23 | 125077-01 | Module Control Board | • | • | • | • | 1 |
| 24 | 125780-01 | Pilot NG Electronic Copreci | • | | • | | 1 |
| | 125780-02 | Pilot LP Electronic Copreci | | • | | • | 1 |

# PARTS

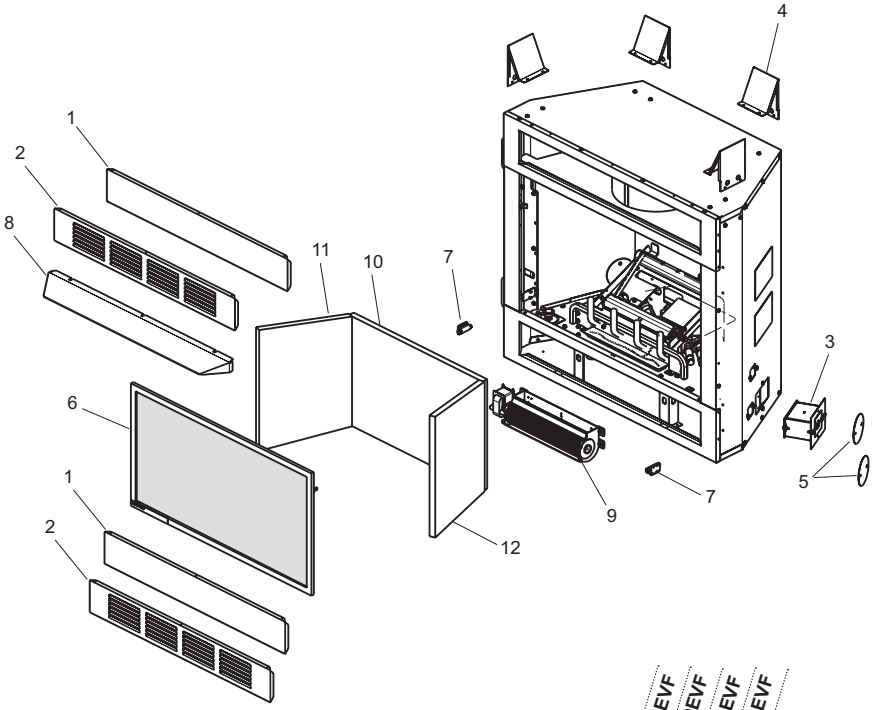
This list contains replaceable parts used in your fireplace. When ordering parts, follow the instructions listed under *Replacement Parts* on page 45 of this manual.

| KEY NO. | PART NO. | DESCRIPTION | VFS32NEVF | VFS32PEVF | VFS36NEVF | VFS36PEVF | QTY. |
|---|---|---|---|---|---|---|---|
| 25 | 125783-01 | Screw, Min. Rate (3.75MM) | • | | • | | 1 |
| | 125783-05 | Screw, Min. Rate (1.499MM) | | • | | | 1 |
| | 125783-06 | Screw, Min. Rate (1.778MM) | | | | • | 1 |
| 26 | 125799-01 | Valve, Copreci Elect. Remote | • | • | • | • | 1 |
| 27 | 125800-01 | Bracket, Valve and Regulator | • | • | • | • | 1 |
| 28 | 125801-01 | Tube, Copreci Remote Outlet | • | • | • | • | 1 |
| 29 | 125816-01 | Fitting, .375 Tube to .125 NPTF | • | • | • | • | 1 |
| 30 | 125844-01 | Shield, Control Module Heat | • | • | • | • | 1 |
| 31 | 126382-02 | Duct, Air | | | • | • | 1 |
| 32 | 101449-01 | Decal, Control Position | • | • | • | • | 1 |
| 33 | 103651-01 | Nut, Lock | • | • | • | • | 1 |
| 34 | 103650-01 | Knob, Control | • | • | • | • | 1 |
| 35 | 103647-01 | Control, Solid State | • | • | • | • | 1 |
| 36 | 126085-01 | Thermodisc Bracket Assembly | • | • | • | • | 1 |
| | | **PARTS AVAILABLE — NOT SHOWN** | | | | | |
| | 125882-01 | Pad, Manual Control Touch | • | • | • | • | 1 |
| | 125882-02 | Harness Touch Pad Wire | | | | | 1 |
| | 101398-01 | Harness, Wire | • | • | • | • | 1 |
| | 103646-01 | Wire, Harness | • | • | • | • | 1 |
| | 098219-36 | Cord, Power Supply | • | • | • | • | 1 |
| | 103284-03 | Wire, Harness | • | • | • | • | 1 |
| | 100563-01 | Plate, Warning | • | • | • | • | 1 |
| | 125070-01 | Kit, Platinum Embers | • | • | • | • | 1 |
| | 125071-01 | Kit, Rockwool Ember | • | • | • | • | 1 |
| | 125776-01 | Supply, Battery Power | • | • | • | • | 1 |
| | 125775-01 | Control, Copreci T-Stat Remote | • | • | • | • | 1 |
| | 125781-01 | Harness Pilot Ignitor | • | • | • | • | 1 |
| | 125782-01 | Plate, Lighting Instructions | • | • | • | • | 1 |
| | 125817-01 | Flex Line, 8" .375 Tube W/Nuts | • | • | | | 1 |
| | 125817-02 | Flex Line, 12" .375 Tube W/Nuts | • | • | | | 1 |
| | 125817-02 | Flex Line, 12" .375 Tube W/Nuts | | | • | • | 2 |
| | 125561-01 | Shield Pilot | | • | | | 1 |
| | 125557-01 | Chunk, Left Ember | | | • | • | 1 |
| | 125557-02 | Chunk, Middle Ember | | | • | • | 1 |
| | 125557-03 | Chunk, Right Ember | | | • | • | 1 |

# PARTS

**FIREPLACE MODELS VFS32NEVF, VFS32PEVF, VFS36NEVF AND VFS36PEVF**

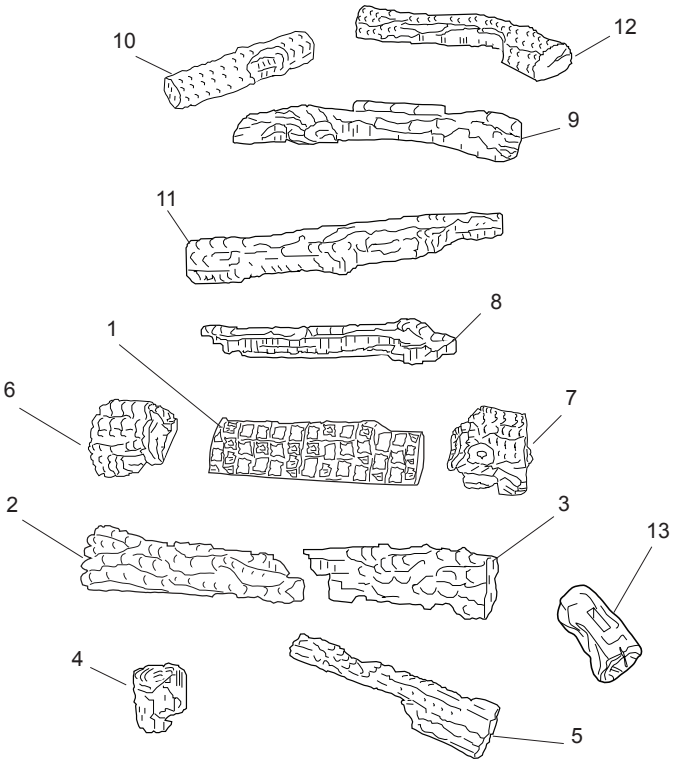
This list contains replaceable parts used in your fireplace. When ordering parts, follow the instructions listed under *Replacement Parts* on page 45 of this manual.




| KEY NO. | PART NO. | DESCRIPTION | VFS32NEVF | VFS32PEVF | VFS36NEVF | VFS36PEVF | QTY. |
|---|---|---|---|---|---|---|---|
| 1 | 108423-01 | Panel Closure Smooth | • | • | | | 2 |
| | 106651-01 | Panel Closure Smooth | | | • | • | 2 |
| 2 | 108423-02 | Panel Face Top 32" Stamped | • | • | | | 2 |
| | 106684-01 | Panel Closure Top Louvered 36" | | | • | • | 2 |
| 3 | 110037-01 | Electrical Duct Assembly | • | • | • | • | 1 |
| 4 | 20280 | Spacer, Top | • | • | • | • | 4 |
| 5 | 21171 | Cover Gas Conduit Plate | • | • | • | • | 5 |
| 6 | 126366-01 | ASM 32" Fireplace System Screen | • | • | | | 1 |
| | 126366-02 | ASM 36" Fireplace System Screen | | | • | • | 1 |
| 7 | 125519-01 | Magnet, Door Latch | • | • | • | • | 2 |
| 8 | 126375-01 | Hood 32" Fireplace System | • | • | | | 1 |
| | 126375-02 | Hood 36" Fireplace System | | | • | • | 1 |
| 9 | 119943-01 | Blower | • | • | • | • | 1 |
| 10 | 126383-04 | Liner Fiber 32" Center Vintage | • | • | | | 1 |
| | 126377-04 | Liner Fiber 36" Center Vintage | | | • | • | 1 |
| 11 | 126383-05 | Liner Fiber 32" Left Vintage | • | • | | | 1 |
| | 126377-05 | Liner Fiber 36" Left Vintage | | | • | • | 1 |
| 12 | 126383-06 | Liner Fiber 32" Right Vintage | • | • | | | 1 |
| | 126377-06 | Liner Fiber 36" Right Vintage | | | • | • | 1 |

# PARTS

This list contains replaceable parts used in your heater. When ordering parts, follow the instructions listed under *Replacement Parts* on page 45 of this manual.




| KEY NO. | PART NUMBER VFS32 | VFS36 | DESCRIPTION | QTY |
|---|---|---|---|---|
| 1 | 125851-01 | 125852-01 | Log, Ramp | 1 |
| 2 | 125851-02 | 125852-02 | Log, Left Front | 1 |
| 3 | 125851-03 | 125852-03 | Log, Right Front | 1 |
| 4 | 125851-04 | 125852-04 | Log, Left Front Ember Bed | 1 |
| 5 | 125851-05 | 125852-05 | Log, Right Front Ember Bed | 1 |
| 6 | 125851-06 | 125852-06 | Log, Left Middle | 1 |
| 7 | 125851-07 | 125852-07 | Log, Right Middle | 1 |
| 8 | 125851-08 | 125852-08 | Log, Rear Middle | 1 |
| 9 | 125851-09 | 125852-09 | Log, Rear | 1 |
| 10 | 125851-10 | 125851-10 | Log, Left Top | 1 |
| 11 | 125851-11 | 125852-11 | Log, Middle Crossover | 1 |
| 12 | 125851-12 | 125852-12 | Log, Top Rear | 1 |
| 13 | 125851-13 | 125851-13 | Log, Switch | 1 |

# REPLACEMENT PARTS

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

Contact authorized dealers of this product. If they can't supply original replacement part(s), call FMI PRODUCTS, LLC at 1-866-328-4537.

When calling, have ready

- your name and address
- model and serial numbers of your fireplace
- how fireplace was malfunctioning
- type of gas (propane/LP or natural gas)
- purchase date

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

# SERVICE HINTS

**When Gas Pressure Is Too Low**

- pilot will not stay lit
- burners will have delayed ignition
- heater will not produce specified heat
- propane/LP gas supply may be low for propane/LP unit

You may feel your gas pressure is too low. If so, contact your local gas supplier.

# TECHNICAL SERVICE

You may have further questions about installation, operation, or troubleshooting. If so, contact FMI PRODUCTS, LLC at 1-866-328-4537. When calling please have your model and serial numbers of your heater ready.

You can also visit FMI PRODUCTS, LLC's web site at **www.fmiproducts.com**.

# ACCESSORIES

**NOTICE: All accessories may not be available for all fireplace models.**

Purchase these fireplace accessories from your local dealer. If they can not supply these accessories, call FMI PRODUCTS, LLC at 1-866-328-4537 for information. You can also write to the address listed on the back page of this manual.

## MANTELS

**W32TU** - 32" Wall Mantel, Unfinished, Traditional
**W32TO** - 32" Wall Mantel, Oak Stain, Traditional
**C32TU** - 32" Corner Mantel, Unfinished, Traditional
**C32TO** - 32" Corner Mantel, Oak Stain, Traditional
**W32CO** - 32" Wall Mantel, Oak Stain, Classic
**C32CO** - 32" Corner Mantel, Oak Stain, Classic
**W32DO** - 32" Wall Mantel, Oak Stain, Dentil
**W32GO** - 32" Wall Mantel, Oak Stain, Georgian
**C32GO** - 32" Corner Mantel, Oak Stain, Georgian

## ADJUSTABLE MANTELS

**MACMO** - Medium Universal Cabinet Mantel, Dark Oak Stain (For 32" Models)
**MACMW** - Medium Universal Cabinet Mantel, Dark Walnut Stain (For 32" Models)
**LACMO** - Large Universal Cabinet Mantel, Dark Oak Stain (For 36" Models)
**LACMW** - Large Universal Cabinet Mantel, Dark Walnut Stain (For 36" Models)

## PERIMETER TRIM ACCESSORY

**PT32 - Black**
**PT32B - Brushed Brass**
**PT32P - Platinum**

**For all models.** Optional with built-in installation. Provides a finished appearance covering rough and/or unfinished mantel or wall opening, edges, etc.

# NOTES

# NOTES

# WARRANTY

## KEEP THIS WARRANTY

Model (located on product or identification tag)_____

Serial No. (located on product or identification tag)_____

Date Purchased _____

Keep receipt for warranty verification.

## FMI PRODUCTS, LLC LIMITED WARRANTIES

**New Products**

**Standard Warranty:** FMI PRODUCTS, LLC warrants this new product and any parts thereof to be free from defects in material and workmanship for a period of four (4) years from the date of first purchase from an authorized dealer provided the product has been installed, maintained and operated in accordance with FMI PRODUCTS, LLC's warnings and instructions.

For products purchased for commercial, industrial or rental usage, this warranty is limited to 90 days from the date of first purchase.

**Factory Reconditioned Products**

**Limited Warranty:** FMI PRODUCTS, LLC warrants factory reconditioned products and any parts thereof to be free from defects in material and workmanship for 30 days from the date of first purchase from an authorized dealer provided the product has been installed, maintained and operated in accordance with FMI PRODUCTS, LLC's warnings and instructions.

**Terms Common to All Warranties**

The following terms apply to all of the above warranties:

Always specify model number and serial number when contacting the manufacturer. To make a claim under this warranty the bill of sale or other proof of purchase must be presented.

This warranty is extended only to the original retail purchaser when purchased from an authorized dealer, and only when installed by a qualified installer in accordance with all local codes and instructions furnished with this product.

This warranty covers the cost of part(s) required to restore this product to proper operating condition and an allowance for labor when provided by a FMI PRODUCTS, LLC Authorized Service Center or a provider approved by FMI PRODUCTS, LLC. Warranty parts must be obtained through authorized dealers of this product and/or FMI PRODUCTS, LLC who will provide original factory replacement parts. Failure to use original factory replacement parts voids this warranty.

Travel, handling, transportation, diagnostic, material, labor and incidental costs associated with warranty repairs, unless expressly covered by this warranty, are not reimbursable under this warranty and are the responsibility of the owner.

Excluded from this warranty are products or parts that fail or become damaged due to misuse, accidents, improper installation, lack of proper maintenance, tampering, or alteration(s).

This is FMI PRODUCTS, LLC's exclusive warranty, and to the full extent allowed by law; this express warranty excludes any and all other warranties, express or implied, written or verbal and limits the duration of any and all implied warranties, including warranties of merchantability and fitness for a particular purpose to four (4) years on new products and 30 days on factory reconditioned products from the date of first purchase. FMI PRODUCTS, LLC makes no other warranties regarding this product.

FMI PRODUCTS, LLC's liability is limited to the purchase price of the product, and FMI PRODUCTS, LLC shall not be liable for any other damages whatsoever under any circumstances including indirect, incidental, or consequential damages.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

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

For information about this warranty contact:

**FMI PRODUCTS, LLC**
2701 S. Harbor Blvd.
Santa Ana, CA 92704
1-866-328-4537
**www.fmiproducts.com**

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