

VENT FREE GAS LOG SET

Owner's Operation and Installation Manual

Also Design Certified As Vented Decorative Appliances



American Elm Models

AEVF18FANG AEVF24FANG
AEVF18FALP AEVF24FALP

Fully Automatic Remote
Control Included



ANSI Z21.11.2 - 2011
Unvented Heaters
ANSI Z21.60 - 2004
Vented Decorative

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

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

This is an unvented **gas-fired** heater. It uses air (oxygen) from the room in which it is installed. Provisions for adequate combustion and ventilation air must be provided. Refer to page 4, Air for Combustion and Ventilation.

INSTALLER: Leave this manual with the appliance.

CONSUMER: Retain this manual for future reference.

This appliance has been tested and approved under ANSI Z21.11.2-2011 Unvented Gas-Fired Room Heaters.

WARNING: This appliance is for installation only in a solid fuel burning masonry or UL127 factory-built fireplace or listed ventless fire-box enclosure. It has been design certified for these installations. **EXCEPTION:** DO NOT install this appliance in a factory-built fireplace that includes instruction stating it has not been tested or should not be used with un-vented gas logs.

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

TABLE OF CONTENTS

| | |
|---|------------|
| Safety Information | 2 |
| Local Codes | 3 |
| Unpacking | 4 |
| Product Features..... | 4 |
| Qualified Installation Agency | 4 |
| Air For Combustion and Ventilation | 4 |
| Installation..... | 7 |
| Operating Log Set..... | 13 |
| Inspecting Burners | 17 |
| Cleaning and Maintenance..... | 18 |
| Troubleshooting | 19 |
| Specifications | 23 |
| Parts List and Illustrated Parts Breakdown..... | 24 |
| Warranty Information | Back Cover |

SAFETY INFORMATION

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

You must operate this heater with the fire-place screen in place . Make sure fire-place screen is in place before running this appliance.

Unless other provisions are made for combustion air, the screens shall have an opening or openings for introduction of combustion air into the fireplace.

If this appliance is installed in a fireplace that has glass doors, the doors must be left open when the appliance is in use.

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

WARNING: 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.

⚠ DANGER: Carbon monoxide poisoning may lead to death!

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

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

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

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

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

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 appliance. Keep children and adults away from hot surfaces to avoid burns or clothing ignition. Logs 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.

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

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

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

1. This appliance is only for use with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases.
2. Do not place propane/LP supply tank(s) inside any structure. Locate propane/LP supply tank(s) outdoors (propane/LP units only).
3. If you smell gas
 - shut off gas supply
 - do not try to light any appliance
 - do not touch any electrical switch; do not use any phone in your building
 - immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions
 - if you cannot reach your gas supplier, call the fire department
4. This appliance shall not be installed in a bedroom or bathroom.
5. Do not use this appliance as a wood-burning fireplace. Use only the logs provided with the appliance.
6. Do not add extra logs or ornaments such as pine cones, vermiculite or rock wool. Using these added items can cause sooting and poor combustion. Do not add lava rock around base. Rock and debris could fall into the control area of heater.
7. This appliance is designed to be smokeless. If logs ever appear to smoke, turn off appliance and call a qualified service person. Note: During initial operation, slight smoking could occur due to log curing and fireplace burning manufacturing residues.
8. To prevent the creation of soot, follow the instructions in *Cleaning and Maintenance* section.

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

9. Before using furniture polish, wax, carpet cleaner, or similar products, turn heater off. If heated, the vapors from these products may create a white powder residue within burner box or on adjacent walls or furniture.
10. This appliance needs fresh air ventilation to run properly. This appliance has an Oxygen Depletion Sensing (ODS) safety shutoff system. The ODS shuts down the

fireplace if not enough fresh air is available. See *Air for Combustion and Ventilation*, pages 4 through 6. If appliance keeps shutting off, see *Troubleshooting*, pages 17 through 20.

11. Do not run appliance
 - where flammable liquids or vapors are used or stored
 - under dusty conditions
12. Do not use this appliance to cook food or burn paper or other objects.
13. Never place any objects in the heater or on logs.
14. Do not use appliance if any part has been exposed to or 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.
15. Turn appliance off and let cool before servicing. Only a qualified service person should service and repair appliance.
16. Operating appliance above elevations of 4,500 feet could cause pilot outage.
17. To prevent performance problems, do not use propane/LP fuel tanks of less than 100 lbs. capacity.
18. Provide adequate clearances around air openings.

LOCAL CODES

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

*Available from:

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

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

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

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

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

UNPACKING

1. Remove the carton and log wrap.
2. Remove all protective packaging applied to heater for shipment.
3. Make sure your logset includes one hardware packet.
4. Check heater for any shipping damage. If heater is damaged, call SHM International at (800) 229-5647 for replacement parts before returning to dealer.

PRODUCT FEATURES

SAFETY PILOT

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

IGNITION SYSTEM

This heater has an automatic ignitor. This system requires no matches or other sources to light heater.

THERMOSTATIC HEAT CONTROL

Thermostat-controlled setting allows thermostat sensing operation of the control valve. The thermostat will modulate the heat output to maintain a consistent room temperature. This results in greater heater comfort. This can also result in lower gas bills.

REMOTE CONTROL OPERATION

The remote control can operate as a room thermostat. The thermostat can be set to a desired temperature to control the comfort level in the room.

QUALIFIED INSTALLATION AGENCY

Installation and replacement of gas piping, gas utilization equipment or accessories and repair and servicing of equipment shall be performed only by a qualified agency. The term "qualified agency" means any individual, firm, corporation, or company that either in person or through a representative is engaged in and is responsible for:

- A. Installation, testing or replacements of gas piping or
- B. Connection, installation, testing, repair or servicing of equipment that is experienced in such work; that is familiar with all precautions required; and that has complied with all requirement of the authority having jurisdiction.

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*, Section 5.3, *Air for Combustion and Ventilation*.

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

1. Unusually Tight Construction
2. Unconfined Space

The information on pages 4 through 6 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:

- walls and ceilings exposed to the outside atmosphere have a continuous water vapor retarder with a rating of one perm (6×10^{-11} kg per pa-sec- m^2) or less with openings gasketed or sealed and
- weather stripping has been added on openable windows and doors and
- 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 5.

If your home does not meet all of the three criteria above, proceed to *Determining Fresh-Air Flow for Appliance Location*, page 6.

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 Figure 1). You can also remove door into adjoining room (see Figure 1). Follow the *National Fuel Gas Code ANSI Z223.1/NFPA 54*, Section 5.3, *Air for Combustion and Ventilation* for required size of ventilation grills or ducts.

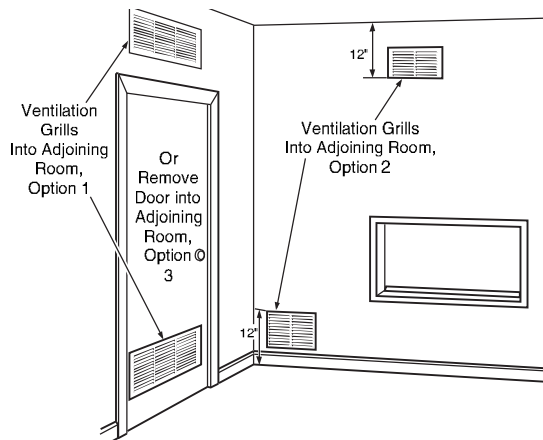


Figure 1 - Ventilation Air from Inside Building

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*, Section 5.3, *Air for Combustion and Ventilation* for required size of ventilation grills or ducts.

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

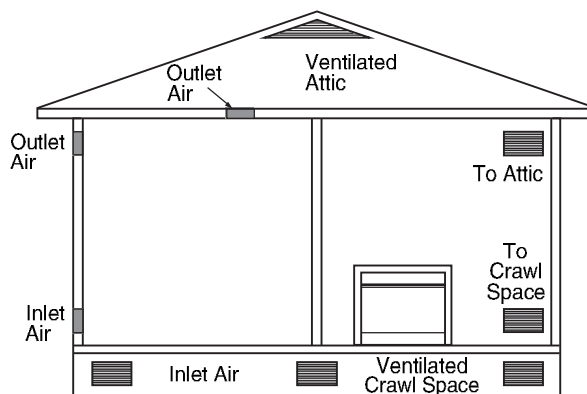


Figure 2 - Ventilation Air from Outdoors

AIR FOR COMBUSTION AND VENTILATION

Continued

DETERMINING FRESH-AIR FLOW FOR APPLIANCE 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 appliance 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 22 ft. (length) x 18 ft. (width) x 8 ft. (ceiling height) = 3168 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: 3168 cu. ft. (volume of space) x 20 = 63,360 (maximum Btu/Hr the space can support)

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

Vent-free log set _____ 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:

Vent-free log set 39,000 Btu/Hr

Gas water heater* 40,000 Btu/Hr

Total = 79,000 Btu/Hr

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

_____ Btu/Hr (max. the space can support)

_____ Btu/Hr (actual amt. of Btu/Hr used)

Example: 63,300 Btu/Hr (maximum the space can support)

73,000 Btu/Hr (actual amount of Btu/Hr used)

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

A. Rework work sheet, adding the space of an adjoining room. If the extra space provides an unconfined space, remove door to adjoining room or add ventilation grills between rooms. See *Ventilation Air from Inside Building*, page 5.

B. Vent room directly to the outdoors. See *Ventilation Air from Outdoors*, page 5.

C. Install a lower Btu/Hr appliance, 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.*

INSTALLATION

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

NOTICE: This appliance is intended for supplemental heating. 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 appliance. Follow all local codes.

⚠ WARNING: Never install the appliance

- in a recreational vehicle
- where curtains, furniture, clothing, or other flammable objects are less than 36 inches (91.5 cm) from the front, top, or sides of the appliance
- in a wood-burning stove
- in high traffic areas
- in windy or drafty areas

⚠ WARNING: Never install in a bedroom or bathroom. Any heating product with a Btu/Hr rating over 10,000 cannot be used in a bedroom. Any heating product with a Btu/Hr rating over 6,000 cannot be used in a bathroom.

⚠ CAUTION: This appliance creates warm air currents. These currents move heat to wall surfaces next to appliance. Installing appliance next to vinyl or cloth wall coverings or operating appliance where impurities (such as tobacco smoke, aromatic candles, cleaning fluids, oil or kerosene lamps, etc.) in the air exist, may discolor walls.

IMPORTANT: Vent-free heaters add moisture to the air. Although this is beneficial, installing appliance in rooms without enough ventilation air may cause mildew to form from too much moisture. See *Air for Combustion and Ventilation*, page 4.

CHECK GAS TYPE

Use the correct gas type (natural or propane/LP) for your appliance. If your gas supply is not correct or if you do not know your gas type, do not install appliance.

INSTALLATION ITEMS NEEDED

Before installing appliance, 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 *
- ground joint union
- sediment trap (optional)
- tee joint
- pipe wrench
- approved flexible gas line with gas connector (if allowed by local codes) (not provided)

* A CSA/AGA design-certified equipment shutoff valve with 1/8" NPT tap is an acceptable alternative to test gauge connection. Purchase the optional CSA/AGA design-certified 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 inches of water. If you do not reduce incoming gas pressure, heater regulator damage could occur.

LOG SET PLACEMENT

Place the log set in the center of your fireplace or firebox.

INSTALLATION

Continued

INSTALLATION CLEARANCES

⚠ WARNING: Maintain the minimum clearances.

Mantel Clearances for Installation

If placing mantel above heater, you must meet the minimum clearance between the mantel shelf and the top of the firebox opening.

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.

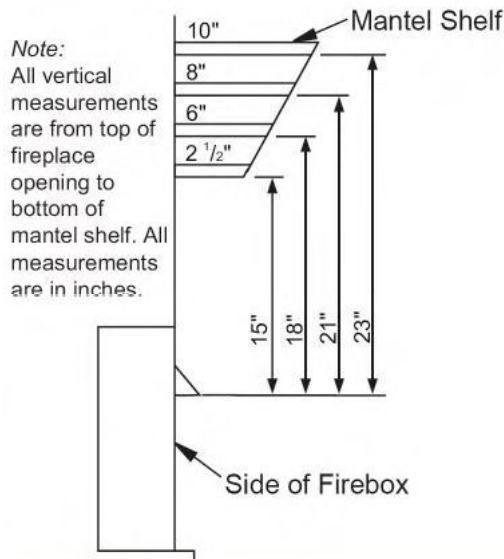


Figure 11 - Minimum Mantel Clearances for Installation

CONNECTING TO GAS SUPPLY

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

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

IMPORTANT: For natural gas, check gas line pressure before connecting heater to gas line. Gas line pressure must be no greater than 10.5" of water. If gas line pressure is higher, heater regulator damage could occur.

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

For propane/LP gas, 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 the external regulator with the vent pointing down as shown in Figure 12. Pointing the vent down protects it from freezing rain or sleet.

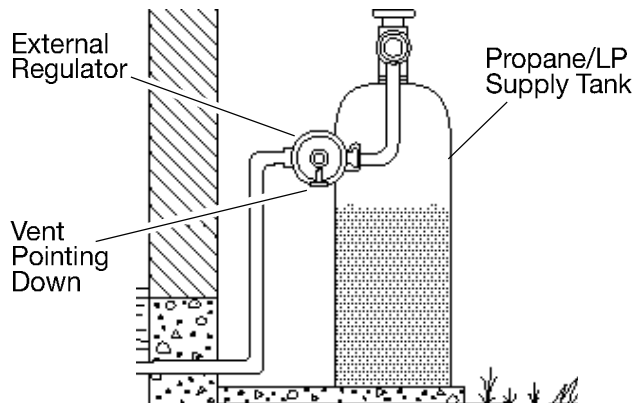


Figure 12 - External Regulator with Vent Pointing Down

⚠ 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 appliance. If pipe is too small, undue loss of pressure will occur.

Shutoff Valve

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 appliance.

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.

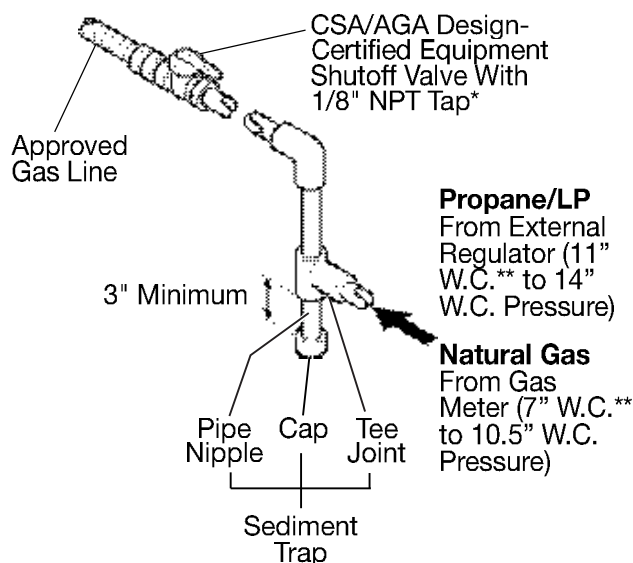


Figure 13 - Gas Connection

* Purchase the optional CSA/AGA design-certified equipment shutoff valve from your dealer.

** Minimum inlet pressure for purpose of input adjustment.

⚠ CAUTION: 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 6. Locate sediment trap where it is within reach for cleaning. Install in piping system between fuel supply and appliance. Locate sediment trap where trapped matter is not likely to freeze. A sediment trap traps moisture and contaminants. This keeps them from going into appliance gas controls. If sediment trap is not installed or is installed wrong, appliance may not run properly.

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 mixture of liquid soap and water to all joints. Bubbles forming show a leak. Correct all leaks at once.

Pressure Testing Gas Supply Piping System

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

1. Disconnect appliance with its main gas valve (control valve) and equipment shutoff valve from gas supply piping system. Pressures in excess of 1/2 psi will damage appliance gas 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 of 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 appliance and equipment shutoff valve to gas supply. Check reconnected fittings for leaks.

INSTALLATION

Continued

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

1. Close equipment shutoff valve (see Figure 14).
2. Pressurize supply piping system by either opening propane/LP supply tank valve for propane/LP gas or opening main gas valve located on or near gas meter of 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. Apply noncorrosive leak detection fluid to all joints. Bubbles forming show a leak.
4. Correct all leaks at once.

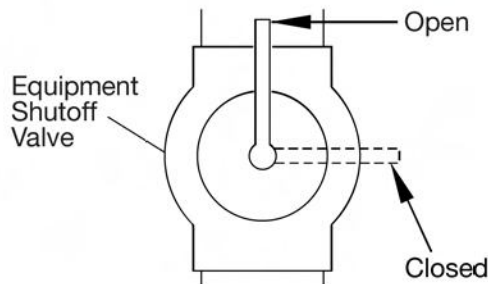
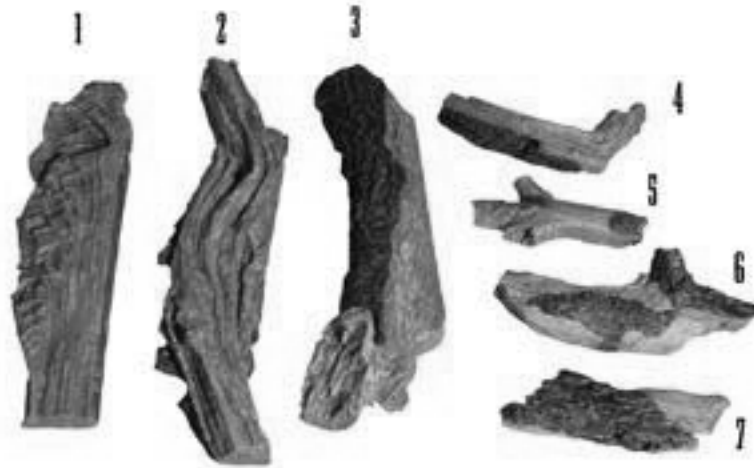


Figure 14 - Equipment Shutoff Valve

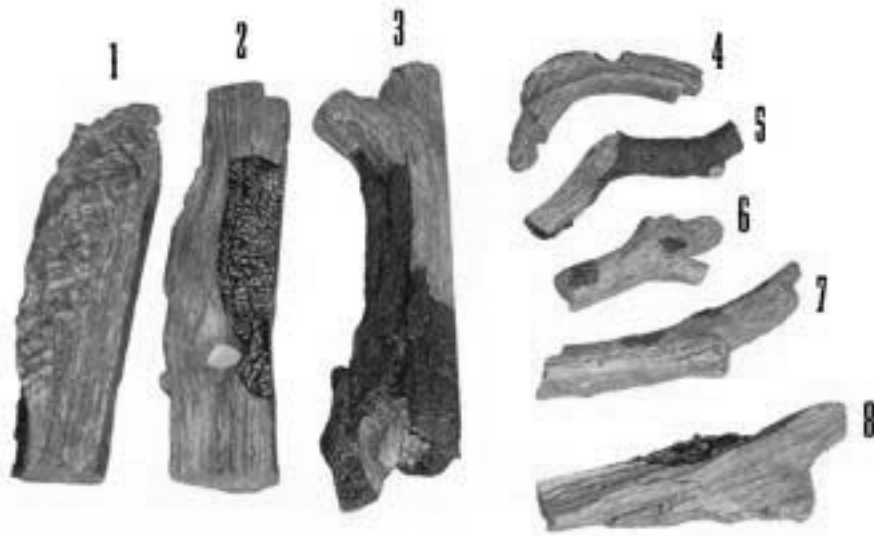
PRESSURE TESTING APPLIANCE GAS CONNECTIONS

1. Open equipment shutoff valve (see Figure 14).
2. For natural gas, open main gas valve located on or near gas meter. For propane/LP gas, 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. Apply noncorrosive leak detection fluid to all joints. Bubbles forming show a leak.
5. Correct all leaks at once.
6. Light fireplace (see *Operating Log Set*, page 13). Check all other internal joints for leaks.
7. Turn off fireplace (see *To Turn Off Gas To Log Set*, page 14).

Log Placement - American Elm 18" Models



Log Placement - American Elm 24" Models



OPERATING LOG SET

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 is equipped with an ignition device which automatically lights the pilot. Do Not try to light the pilot by hand.
- 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. Main gas valve in this appliance is not serviceable and does not have any control knobs or switches to operate. Do not remove heat shields covering the valve and electronic devices; do not try to repair or modify the valve as it may result in a fire or explosion. Call a qualified service technician if you have any safety concerns.
 - D. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

OPERATING INSTRUCTIONS

1. **STOP!** Read the safety information, starting on page 2.
2. Turn off all electric power to the appliance. Unplug DC adapter (optional) from the power outlet (if used).
3. Do not attempt to light the pilot by hand.
4. Turn main shutoff valve counterclockwise  to the ON position.

5. Set remote receiver switch to OFF position.

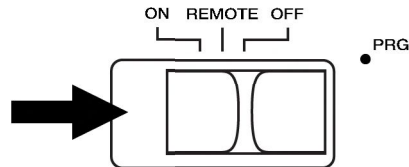


Figure 9a - Remote Receiver Switch in OFF Position

6. 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. If you don't smell gas, go to the next step.

Note: Before applying any power supply to the DFC board, please verify that the electrical connections are in accordance to Figure 24, page 21.

7. Plug optional DC adapter in to 110V power outlet (if used).
8. Connect the wire to the DC input plug at the unit.
9. Replace heat shield.
10. Locate remote receiver. Make sure that the remote receiver switch is in the "REMOTE" (middle) position.

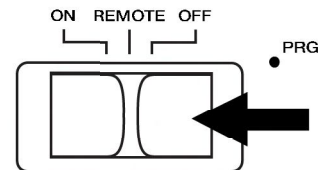


Figure 9b - Remote Receiver Switch in REMOTE Position

11. If the appliance will not operate, follow the instructions "To Turn Off Gas To Appliance" and call your service technician or gas supplier.

Initializing the System for the First Time

1. Set the remote receiver switch to the OFF position.

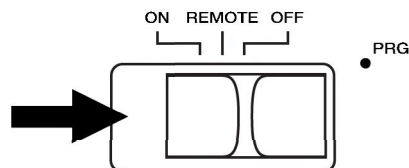


Figure 9c - Remote Receiver Switch in OFF Position

2. If installed, set the pilot flame mode selector switch to the IPI position.
3. Install 4 AA batteries into the battery holder and verify the polarity indicated on the battery holder.

4. Connect the optional AC/DC wall adapter to the DFC's DC jack connector on the main wiring harness and plug it in to the main power supply (if used).

Setting the Appliance into Continuous Pilot Ignition Mode

1. Set the IPI/CPI pilot mode switch to the CPI position (switch closed). At that point the unit will immediately ignite the pilot flame. The pilot flame will remain ON.

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

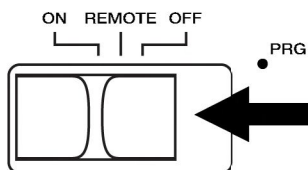


Figure 9d - Remote Receiver Switch in ON Position

Turning ON the Appliance

1. Slide the remote receiver switch to the ON position. This will allow the main burner to ignite.

Turning OFF the Appliance

1. Slide the remote receiver switch to the OFF position. This will turn off the main burner.

Note: If the Continuous Pilot ignition mode is selected by the switch on the right side, the pilot flame will remain ON. To turn the pilot flame completely OFF, switch the appliance into Intermittent Pilot ignition mode and set the IPI/CPI pilot mode switch to the IPI position (switched open).

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

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

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

TO TURN OFF GAS TO APPLIANCE

1. Turn off electric power to the appliance if service is to be performed. Unplug optional DC adapter from the power outlet (if used).

2. Turn the gas control manual valve clockwise to the full OFF position.
3. If necessary, replace access panel.

Command Definitions

| Pilot IPI/CPI Switch | Main Turn-On Switch | Command Name | Fireplace State |
|----------------------|---------------------|--------------|-------------------------------|
| IPI | Opened | Turn-OFF | Flames OFF |
| IPI | Closed | Turn-ON | Pilot & Main Burner Flames ON |
| CPI | Opened | Pilot-ON | Pilot Flame ON |
| CPI | Closed | Turn-ON | Pilot & Main Burner Flames ON |

REMOTE CONTROL OPERATION

Proflame G-Fire System Operation

Initializing the System for the First Time

1. Install the 4 AA batteries into the receiver batter bay. Note the polarity of the batteries and insert into the battery bay as indicated on the battery cover (+/-).
2. Place the 3-position slider switch in the REMOTE position.
3. Insert the end of a paper clip into the hole marked PRG on the receiver front cover. The receiver will beep three times to indicate that it is ready to synchronize with a transmitter.
4. Install the 3 AAA batteries in the transmitter battery bay located on the base of the transmitter.
5. Press the ON button on the transmitter. The receiver will beep four times to indicate the transmitter's command is accepted. The system is now initialized.

Temperature Indication Display

1. With the system in the OFF position, press the THERMOSTAT key and the MODE key at the same time.
2. Look at the LCD screen on the transmitter to verify that a °C or °F is visible to the right of the room temperature display (see Figure 10).

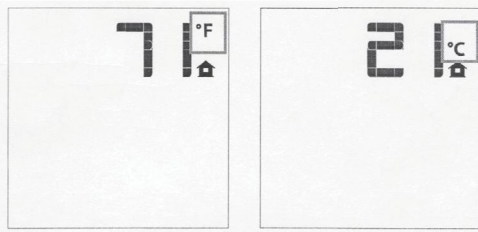


Figure 10 - Remote Control Display in Fahrenheit and Celsius

Turning ON the Appliance

1. Press the ON/OFF button on the transmitter. The transmitter screen will display all active icons. The receiver will command the DFC board to start the ignition process. Once the pilot flame is lit, the DFC board will open the main valve outlet and the main burner will ignite. A single “beep” from the receiver will confirm the command.

Turning OFF the Appliance

1. Press the ON/OFF button on the transmitter. The transmitter LCD display will only show the room temperature and icon (see Figure 11). The receiver disconnects and will turn off the burner. Depending upon the system model (IPI or CPI), the pilot may shut off (IPI model) or remain lit (CPI model) and the main burner turns off. A single “beep” from the receiver will confirm the command.

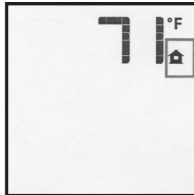


Figure 11 - Remote Control Displaying Room Temperature

Flame Height Control

Proflame GT

1. With the system ON and the flame present in the appliance, press the down-arrow key to turn flame OFF.
2. Press the up-arrow key and the flame will turn ON.

Proflame GTM & GTMF

These units have six flame levels (see Figure 12).

1. With the system ON and the flame level at maximum height, press the down-arrow key once to reduce the flame height by one step. Continue pressing down-arrow key until flame is turned OFF.

2. Press the up-arrow key to increase the flame height.

Note: If you press the up-arrow while the remote system is ON but the flame is OFF, the flame will come on in the high position. A single “beep” from the receiver will confirm the command.

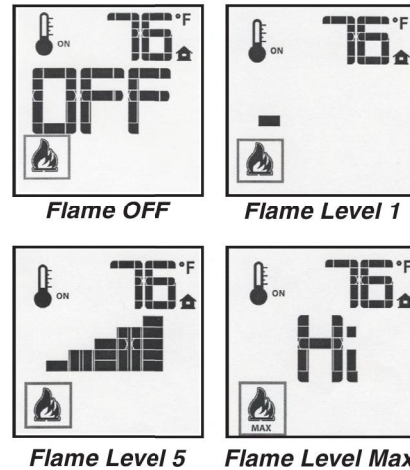


Figure 12 - Remote Control Displaying Flame Levels

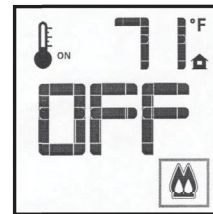


Figure 13 - Remote Control Displaying Split Flow Mode

Room Thermostat (Transmitter Operation)

The remote control can operate as a room thermostat. The thermostat can be set to a desired temperature to control the comfort level in the room.

1. To activate this function, press the Thermostat key. The LCD display on the transmitter will change to show that the room thermostat is ON and the set temperature is now displayed (see Figure 14).
2. Adjust the set temperature by pressing the up or down-arrow keys until the desired set temperature is displayed on the LCD screen (see Figure 14).

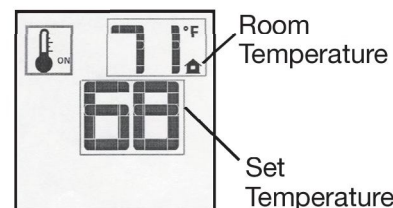


Figure 14 - Remote Control Displaying Room Temperature and Set Temperature

Smart Thermostat

(Transmitter Operation- Proflame GTM, GTMF, & GTMFS only)

The Smart Thermostat function adjusts the flame height in accordance to the difference between the set point temperature and the actual room temperature. As the room temperature gets closer to the set point, the Smart Function will modulate the flame down.

1. To activate this function, press the Thermostat key until the word “SMART” appears to the right of the temperature bulb on the LCD screen (see Figure 15).
2. To adjust the set temperature, press the up or down-arrow keys until the desired set temperature is displayed on the LCD screen.

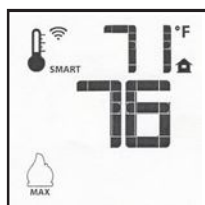


Figure 15 - Remote Control Displaying Smart Thermostat Function

Key Lock

This function will lock the keys to avoid unsupervised operation.

1. To activate this function, press the MODE and UP keys at the same time. A lock icon will appear on the LCD screen (see Figure 16).
2. To deactivate this function, press the MODE and UP keys at the same time. The lock icon will disappear from the LCD screen.

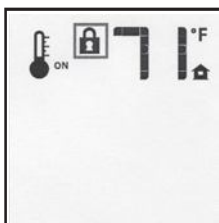


Figure 16 - Remote Control Displaying Key Lock Mode

Low Battery Power Detection

Receiver

The life span of the receiver batteries depends upon various factors: battery quality, number of appliance ignitions, number of thermostat set point changes, etc.

When the receiver batteries are low, no “beep” will sound from the receiver when a transmitter command is sent. Replace batteries when this happens.

Transmitter

The life span of the transmitter batteries depends upon various factors: battery quality, number of appliance ignitions, number of thermostat set point changes, etc.

When the transmitter batteries are low, an icon will appear on the LCD display (see Figure 17). Replace batteries when this icon appears.

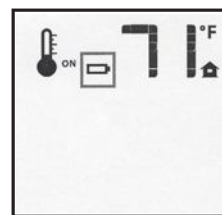


Figure 17 - Remote Control Displaying Low Battery

Manual Override

If the receiver or transmitter batteries are low or depleted, the appliance can still be turned on manually.

1. Move the receiver's three-position slider to the ON position. This will bypass the remote control feature of the system and the appliance main burner will turn on.

Command Definitions

| Pilot IPI/CPI Switch | Receiver Slider Position | Command Name | Fireplace State |
|----------------------|-----------------------------------|--------------|-------------------------------|
| IPI | “OFF” / “REMOTE” & “OFF received” | Turn-OFF | Flames OFF |
| IPI | “ON” / “REMOTE” & “ON received” | Turn-ON | Pilot & Main Burner Flames ON |
| CPI | “OFF” / “REMOTE” & “OFF received” | Pilot-ON | Pilot Flame ON |
| CPI | “ON” / “REMOTE” & “ON received” | Turn-ON | Pilot & Main Burner Flames ON |

INSPECTING BURNERS

Check pilot flame pattern and burner flame patterns often.

PILOT FLAME PATTERN

Figure 18 shows a correct pilot flame pattern. Figure 19 shows an incorrect pilot flame pattern. The incorrect pilot flame is not touching the flame sensor. This will cause the flame sensor to cool. When the flame sensor cools, the fireplace will shut down.

If pilot flame pattern is incorrect, as shown in Figure 19

- turn fireplace off (see *Turning OFF The Appliance*, page 11)
- see *Cleaning and Maintenance*, page 16

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

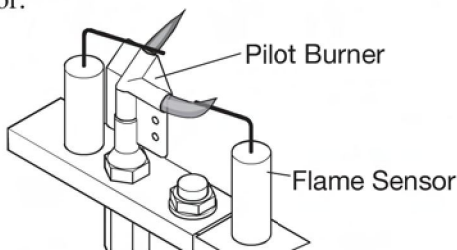


Figure 18 - Correct Pilot Flame Pattern

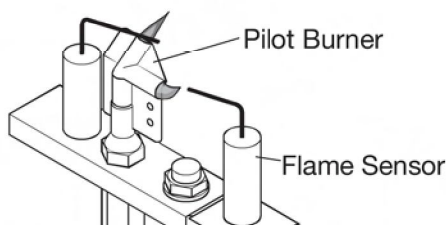


Figure 19 - Incorrect Pilot Flame Pattern

MAIN BURNER

Periodically inspect all burner flame holes with the fireplace running. Some burner flame holes may become blocked by debris or rust, with no flame present. If so, turn off fireplace and let cool. Remove blockage. Blocked burner flame holes may create soot.

BURNER FLAME PATTERN

Figure 20 shows correct burner flame pattern. Figure 21 shows incorrect burner flame pattern. The correct burner flame pattern shows yellow tipping at top of blue flame.

If burner flame pattern is incorrect, as shown in Figure 21

- turn fireplace off (see *Turning OFF The Appliance*, page 11)
- see *Troubleshooting*, page 17



Figure 20 - Correct Burner Flame Pattern Showing Blue Flame with Yellow/White Tips

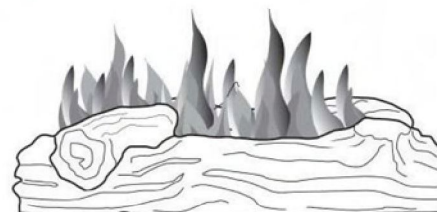


Figure 21 - Incorrect Burner Flame Pattern Showing Solid Yellow/Orange Flame

CLEANING AND MAINTENANCE

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

⚠ CAUTION: Keep burner and control compartment clean. See installation and operating instructions accompanying heater. 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 of the burner 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. You can use a vacuum cleaner in the blow position. 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 the unit, including the pilot. Allow the 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 22).
3. Blow air through the ports 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.

Clean the 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 two inches from where the pilot flame comes out of the pilot assembly (see Figure 23). With the unit off, lightly blow air through the air inlet hole. You may blow through a drinking straw if compressed air is not available.



Figure 22 - Injector Holder On Outlet Burner Tube

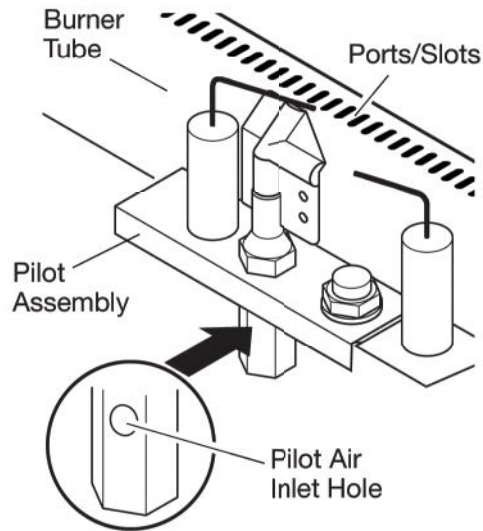


Figure 23 - Pilot Inlet Air Hole

Replace any screen or guard (heat shield or cover), before operating appliance.

TROUBLESHOOTING

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

⚠ 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 |
|--|--|--|
| When remote button is pressed, there is no spark at ODS/pilot | 1. Ignitor electrode not connected to ignitor cable | 1. Reconnect ignitor cable |
| | 2. Ignitor cable pinched or wet | 2. Free ignitor cable if pinched by any metal or tubing. Keep ignitor cable dry |
| | 3. Broken ignitor cable | 3. Replace ignitor cable |
| | 4. Bad ignitor | 4. Call for service |
| | 5. Ignitor electrode broken | 5. Replace pilot assembly |
| | 6. Ignitor electrode positioned wrong | 6. Replace pilot assembly |
| When remote button is pressed, there is spark at ODS/pilot but 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 when installed | 2. Continue holding down control knob. Repeat igniting operation until air is removed |
| | 3. Depleted gas supply | 3. Contact local propane/LP gas company |
| | 4. ODS/pilot is clogged | 4. Clean ODS/pilot (see <i>Cleaning and Maintenance</i> , page 16) or replace ODS/pilot assembly |
| | 5. Gas regulator setting is not correct | 5. Replace gas control |
| Pilot light stays on when main burner is turned OFF | 1. Switch in wiring harness set to wrong position | 1. Change switch position |
| | 2. IPI/CPI switch in wrong position | 2. Check toggle switch in wiring harness marked CPI/IPI. Make sure switch is in IPI position |

TROUBLESHOOTING

continued

| OBSERVED PROBLEM | POSSIBLE CAUSE | REMEDY |
|--|---|---|
| ODS/pilot lights but flame goes out | <ol style="list-style-type: none"> 1. Equipment shutoff valve not fully open 2. Pilot flame not touching flame sensor, which allows flame sensor to cool, causing pilot flame to go out. This problem could be caused by one or both of the following: <ol style="list-style-type: none"> A) Low gas pressure B) Dirty or partially clogged ODS/pilot 3. Flame sensor connection loose at control valve 4. Flame sensor damaged 5. Control valve damaged 6. Safety interlock system has been triggered | <ol style="list-style-type: none"> 1. Fully open equipment shut-off valve 2. A) Contact local propane/LP gas company B) Clean ODS/pilot (see <i>Cleaning and Maintenance</i>, page 16) or replace ODS/pilot assembly 3. Hand tighten until snug, then tighten 1/4 turn more 4. Replace pilot assembly 5. Replace control valve 6. Wait one minute for safety interlock system to reset. Repeat ignition operation. |
| Burner does not light after ODS/pilot is lit | <ol style="list-style-type: none"> 1. Inlet gas pressure is too low 2. Burner orifice clogged 3. Thermopile leads disconnected or improperly connected 4. Burners will not come on in remote position 5. Wire disconnected from gas control | <ol style="list-style-type: none"> 1. Contact local natural or propane/LP gas company 2. Clean burner (see <i>Cleaning and Maintenance</i>, page 16) or replace burner orifice 3. Reconnect leads (see <i>Wiring Diagram</i>, page 21) 4. Replace battery in transmitter and receiver 5. Reconnect wire (see <i>Wiring Diagram</i>, page 21) |
| Delayed ignition burner | <ol style="list-style-type: none"> 1. Manifold pressure is too low 2. Burner orifice clogged | <ol style="list-style-type: none"> 1. Contact local natural or propane/LP gas company 2. Clean burner (see <i>Cleaning and Maintenance</i>, page 16) or replace burner orifice |

TROUBLESHOOTING

continued

| OBSERVED PROBLEM | POSSIBLE CAUSE | REMEDY |
|--|---|---|
| Burner backfiring during combustion | <ol style="list-style-type: none"> 1. Burner orifice is clogged or damaged 2. Damaged burner 3. Gas regulator defective | <ol style="list-style-type: none"> 1. Clean burner (see <i>Cleaning and Maintenance</i>, page 16) or replace burner orifice 2. Replace damaged burner 3. Replace gas regulator |
| Slight smoke or odor during initial operation | <ol style="list-style-type: none"> 1. Residues from manufacturing processes 2. Not enough air 3. Gas regulator defective | <ol style="list-style-type: none"> 1. Problem will stop after a few hours of operation 2. Check burner for dirt and debris. If found, clean burner (see <i>Cleaning and Maintenance</i>, page 16) 3. Replace gas control |
| Moisture/condensation noticed on windows | <ol style="list-style-type: none"> 1. Not enough combustion/ventilation air | <ol style="list-style-type: none"> 1. Refer to <i>Air for Combustion and Ventilation</i> requirements (page 4) |
| Heater produces a whistling noise when burner is lit | <ol style="list-style-type: none"> 1. Advance control to HI position when burner is cold 2. Air in gas line 3. Air passageways on heater blocked 4. Dirty or partially clogged burner orifice | <ol style="list-style-type: none"> 1. Turn control knob to LO position and let warm up for a minute 2. Operate burners until air is removed from line. Have gas line checked by local natural or propane/LP gas company 3. Observe minimum installation clearances (see pages 8) 4. Clean burner (see <i>Cleaning and Maintenance</i>, page 16) or replace burner orifice |
| White powder residue forming within burner box or on adjacent walls or furniture | <ol style="list-style-type: none"> 1. When heated, vapors from furniture polish, wax, carpet cleaners, etc. turn into white powder residue | <ol style="list-style-type: none"> 1. Turn heater off when using furniture polish, wax, cleaners, or similar products |
| Remote does not function | <ol style="list-style-type: none"> 1. Remote is "locked" 2. Battery is not installed. Battery power is low | <ol style="list-style-type: none"> 1. See instructions on page 14, <i>Key Lock</i> 2. Replace batteries in receiver and remote control |

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 fireplace 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 |
|--|---|--|
| Fireplace 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 common with most fireplaces. If noise is excessive, contact qualified service person |
| Fireplace produces unwanted odors | 1. Fireplace burning vapors from paint, hair spray, glues, cleaners, chemicals, new carpet, etc. (see IMPORTANT statement above) 2. Low fuel supply (propane/LP gas only) 3. Gas leak. See Warning statement at top of page | 1. Open window and ventilate room. Stop using odor causing products while fireplace is running 2. Refill supply tank (propane/LP gas only) 3. Locate and correct all leaks (see <i>Checking Gas Connections</i> , page 10) |
| Fireplace shuts off in use (ODS operates) | 1. Not enough fresh air is available 2. Low line pressure 3. ODS/pilot is partially clogged | 1. Open window and/or door for ventilation 2. Contact local natural or propane/LP gas company 3. Clean ODS/pilot (see <i>Cleaning and Maintenance</i> , page 16) |
| Gas odor even when control knob is in OFF position | 1. Gas leak. See Warning statement at top of page 2. Control valve or gas control defective | 1. Locate and correct all leaks (see <i>Checking Gas Connections</i> , page 10) 2. Replace control valve or gas control |
| Gas odor during combustion | 1. Foreign matter between control valve and burner 2. Gas leak. See Warning statement at top of page | 1. Take apart gas tubing and remove foreign matter 2. Locate and correct all leaks (see <i>Checking Gas Connections</i> , page 10) |

WIRING DIAGRAM

Note: For proper operation of optional accessories, the wires from the switch to the control must be connected exactly as shown.

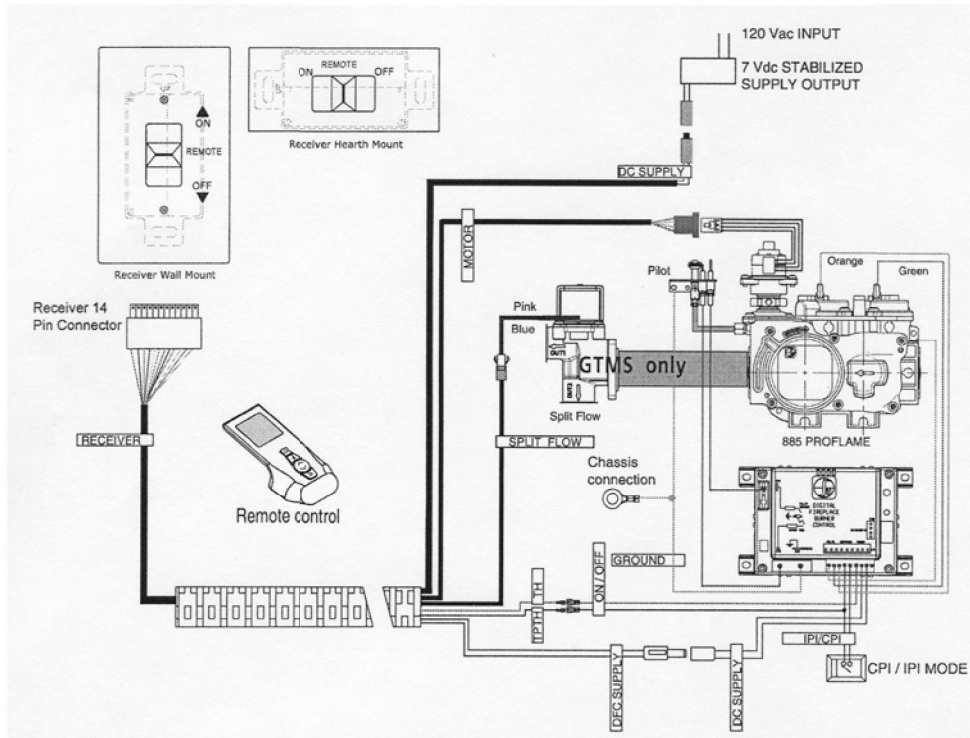


Figure 24 - Wiring Diagram

SPECIFICATIONS

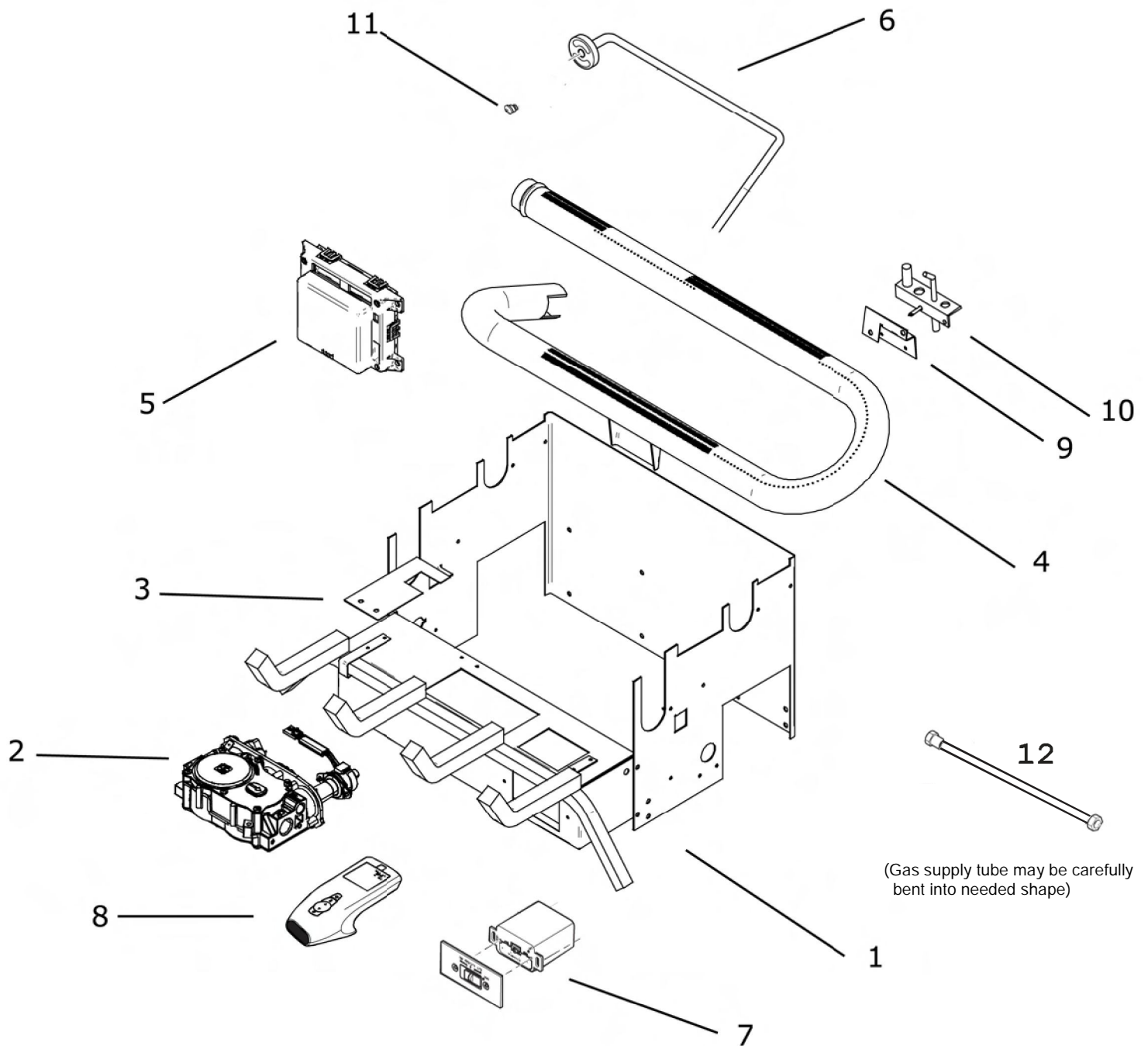
| Model | (AEVF)18FANG | 18FALP |
|----------------------|------------------------------|------------|
| Gas Type | Natural | Propane/LP |
| Input Max | 34,000 | 34,000 |
| Input Min | 23,000 | 27,000 |
| Manifold Pressure | 3.5" | 10" |
| Max. Inlet Pressure | 10.0" | 14" |
| Min. Inlet Pressure* | 7" | 11" |
| Min. Fireplace Size | 18"Hi X 28"Front X 12" Depth | |

* For purposes of input adjustment

| Model | (AEVF)24FANG | 24FALP |
|----------------------|------------------------------|------------|
| Gas Type | Natural | Propane/LP |
| Input Max | 39,000 | 39,000 |
| Input Min | 26,500 | 31,500 |
| Manifold Pressure | 3.5" | 10" |
| Max. Inlet Pressure | 10.5" | 14" |
| Min. Inlet Pressure* | 7" | 11" |
| Min. Fireplace Size | 18"Hi X 28"Front X 15" Depth | |

* For purposes of input adjustment

PARTS LIST & ILLUSTRATED PARTS BREAKDOWN



PARTS LIST & ILLUSTRATED PARTS BREAKDOWN

| Item | Part Description | Part Number | | | | Qty. |
|------|-----------------------|-----------------|-----------------|-----------------|-----------------|------|
| | | AEVF18FANG | AEVF18FALP | AEVF24FANG | AEVF24FALP | |
| 1 | Main Support Assembly | RMH-120-LLC18 | RMH-120-LLC18 | RMH-120-LLC24 | RMH-120-LLC24 | 1 |
| 2 | Control Valve | RMH-120-P5001 | RMH-120-P5002 | RMH-120-P5001 | RMH-120-P5002 | 1 |
| 3 | Valve Cover | RMH-120-0VC18 | RMH-120-0VC18 | RMH-120-0VC24 | RMH-120-0VC24 | 1 |
| 4 | Dual Burner | RHM-120-01120 | RHM-120-01120 | RHM-120-01430 | RHM-120-01430 | 1 |
| 5 | Control Board | RMH-120-584302 | RMH-120-584302 | RMH-120-584302 | RMH-120-584302 | 1 |
| 6 | Orifice Tube | RMH-120-TCLOT18 | RMH-120-TCLOT18 | RMH-120-TCLOT24 | RMH-120-TCLOT24 | 1 |
| 7 | Remote Receiver | RMH-120-584521 | RMH-120-584521 | RMH-120-584521 | RMH-120-584521 | 1 |
| 8 | Remote Transmitter | RMH-120-584022 | RMH-120-584022 | RMH-120-584022 | RMH-120-584022 | 1 |
| 9 | Bracket, ODS | RMH-120-PBKODS | RMH-120-PBKODS | RMH-120-PBKODS | RMH-120-PBKODS | 1 |
| 10 | Pilot, ODS | RMH-120-9426000 | RMH-120-9426000 | RMH-120-9608000 | RMH-120-9608000 | 1 |
| 11 | Burner Orifice | Provide model # | Provide model # | Provide model # | Provide model # | 1 |
| 12 | Tube, Main Gas Supply | WIP-120-90414 | WIP-120-90414 | WIP-120-90414 | WIP-120-90414 | |

Parts available but not shown

| | | | | | |
|-------------------------|-------------------|-------------------|-------------------|-------------------|----|
| Tube, ODS Pilot | WIP-120-90432 | WIP-120-90432 | WIP-120-90432 | WIP-120-90432 | 1 |
| Air Shutter, Burner | RMH-120-00260 | RMH-120-00254 | RMH-120-00260 | RMH-120-00254 | 1 |
| Wire, Flame Sensor | RMH-120-840000021 | RMH-120-840000021 | RMH-120-840000021 | RMH-120-840000021 | 1 |
| Wire, Igniter | RMH-120-840000020 | RMH-120-840000020 | RMH-120-840000020 | RMH-120-840000020 | 1 |
| Wire harness - Valve | RMH-120-584912 | RMH-120-584912 | RMH-120-584912 | RMH-120-584912 | 1 |
| Wire Harness - Receiver | RMH-120-584906 | RMH-120-584906 | RMH-120-584906 | RMH-120-584906 | 1 |
| Nut, ODS Mounting | RMH-120-00051 | RMH-120-00051 | RMH-120-00051 | RMH-120-00051 | 2 |
| Screw, Hex 8 X 3/8 | 49738375 | 49738375 | 49738375 | 49738375 | 10 |
| Screw, Hex 8 X 1 Tek | 49738100 | 49738100 | 49738100 | 49738100 | 1 |

SERVICE INFORMATION

REPLACEMENT PARTS

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

Parts Under Warranty

Contact authorized dealers of this product. If they can't supply original replacement part(s), call SHM International's Technical Service Department at (800) 229-5647.

When calling SHM International, have ready:

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

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

Parts Not Under Warranty

Contact authorized dealers of this product. If they can't supply original replacement part(s), call SHM International at (800) 229-5647 for referral information. When calling SHM International, have ready:

- model number of your heater
- the replacement part number

SERVICE HINTS

When gas pressure is too low:

- pilot will not stay lit
- heater will not produce specified heat
- propane/LP gas supply may be low

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

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

TECHNICAL SERVICE

You may have further questions about installation, operation or troubleshooting. If so, contact SHM International's Technical Service Department at (800) 229-5647.

When calling please have your model and serial numbers of your heater ready. You can also visit SHM International's Technical Service web site at www.sureheat.com.

SERVICE PUBLICATION

You can purchase a service manual from the address listed on the back page of this manual. Send a check for \$5.00 payable to SHM International.

NOTES

WARRANTY INFORMATION

KEEP THIS WARRANTY

Model _____

Serial No. _____

Date Purchased _____

Always specify model and serial numbers when communicating with the factory.

LIMITED WARRANTY

SHM International Corp. warrants the components of this appliance to be free from defects in material and workmanship for one (1) year from the date of purchase. SHM International Corp. at its option, will repair or replace this product or any component of the product found to be defective during the warranty period. Replacement will be made with a new manufactured product or component. If the product is no longer available, replacement may be made with a similar product of equal value. This warranty does not include transportation or shipping costs of any kind. This your exclusive warranty.

This warranty is valid for the original retail purchaser from the date of initial retail purchase and is not transferable. Keep the original sales receipt. Proof of purchase is required to obtain warranty parts.

This warranty does not cover normal wear of parts such as scratches and dents of the components or damage resulting from any of the following:

- negligent use or misuse of the product, including exposing the product to chemicals or cleaning products not approved by SHM International Corp.
- corrosion, rust or discoloring of any kind
- use or installation contrary to specified instructions and applicable building codes, including heating the product to temperatures above its rated specifications which can cause considerable warping
- disassembly, including removal of the product from a built-in installation
- damage resulting from accident, alteration, misuse, abuse, hostile environments, or improper installation
- repair or alteration
- acts of God, such as fire, flood, hurricanes, and tornadoes
- gas cylinders, propane tanks or other fuel delivery systems, including connections to a household fuel supply
- usage other than single-family household use such as commercial or industrial use
- minor warping or discoloration of parts, which is normal and not a defect under this warranty

DO NOT RETURN THIS PRODUCT TO THE PLACE OF PURCHASE

If the appliance does not operate properly, first thoroughly carry out the instructions provided with the unit to ensure that the appliance is installed correctly and check the troubleshooting section in the use and care manual.

We recommend you return the warranty registration card so that you can be contacted when any questions of safety arise that could affect you. The return of the warranty registration card is not a condition for warranty coverage.

Because of continuing product improvement, these specifications are subject to change without notice.

If you have other questions or need replacement parts, contact our
Customer Service Hotline at (800) 229-5647 or
visit our website at www.sureheat.com.

SHM International Corp., 1861 West Oak Parkway, Marietta, GA 30062