

earthcore®

Burner Systems:
ISF-SBVT24/30VE(N,P)
ISF-SBVT36/39VE(N,P)



Regulated burner system for use with propane or natural gas

DESIGN CERTIFIED
to
Vented Decorative Appliance
ANSI Z21.60-2012
CSA 2.26-2012

**FOR INSTALLATION IN
SOLID-FUEL BURNING
FIREPLACES***

STADIUM BURNER VENTED SYSTEMS

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:

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

Installation and service must be performed by a qualified professional installer, service agency, or the gas supplier.

This appliance is only for use with the type of gas indicated on the rating plate.

IMPORTANT: READ THESE INSTRUCTIONS CAREFULLY BEFORE STARTING INSTALLATION OF THE UNIT.

The ISOFLAMES burner system is to be installed only in a solid-fuel burning fireplace with a working flue and constructed of noncombustible material. The installation, including provisions for combustion and ventilation air must conform with the *National Fuel Gas Code, ANSI Z223.1/NFPA 54*, or the *CSA B149.1, Natural Gas and Propane Installation Code*, and applicable local building codes.

A damper clamp is included to maintain the minimum permanent vent opening and to prevent full closure of the damper blade. **The chimney damper MUST be fully opened when burning the unit. The unit is designed to burn with yellow flames; thus adequate ventilation is absolutely necessary.**

To comply with certification, listings, and building code acceptances, and for safe operation and proper performance of this burner system, use **ONLY** ISOFLAMES parts and accessories. Use of other controls, parts, and accessories that are not designed for use with ISOFLAMES burner systems is prohibited and will void all warranties, certifications, listings, and building code approvals, and may cause property damage, personal injury, or loss of life. Earthcore will not be liable for any damages caused by this misuse.

***Note:** Solid-fuels shall not be burned in a fireplace where a decorative appliance is installed.



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



earthcore®

Systèmes De Brûleur:

ISF-SBVT24/30VE(N,P)

ISF-SBVT36/39VE(N,P)



Système de brûleur
réglementé l'usage du
propane ou du gaz naturel

CONCEPTION CERTIFIÉE
à
Vented Decorative Appliance
ANSI Z21.60-2012
CSA 2.26-2012

**POUR L'INSTALLATION DANS
LE COMBUSTIBLE SOLIDE DE
BRÛLANT FIREPLACES***

SYSTÈMES DE VENTILATION DE BRÛLEUR DE STADIUM

AVERTISSEMENT

Si l'information en ce manuel n'est pas suivie exactement, une incendie ou une explosion peut résulter, entraînant des dégâts matériels, des blessures, ou la perte de la vie.

Ne stockez pas ou n'employez pas l'essence ou d'autres vapeurs et liquides inflammables à proximité de ceci ou d'aucun autre appareil.

CE QUI À FAIRE SI VOUS SENTEZ LE GAZ:

- Ouvrez une fenêtre.
- N'essayez pas de n'allumer aucun appareil.
- Ne touchez aucun commutateur électrique; n'utilisez aucun téléphone dans le bâtiment.
- Appelez immédiatement le fournisseur de gaz du téléphone du voisin. Suivez les instructions du fournisseur de gaz.
- Si vous ne pouvez pas atteindre le fournisseur de gaz, appelez le département de feu.

L'installation et le service doivent être assurés par un installateur qualifié et professionnel, l'agence de service, ou le fournisseur de gaz.

Cet appareil sert seulement avec le type de gaz indiqué de la plaque de contrôle.

INSTALLATEUR :

Laissez ce manuel avec l'appareil.

CONSOMMATEUR:

Maintenez ce manuel pour la future référence.



**IMPORTANT: LISEZ CES INSTRUCTIONS
SOIGNEUSEMENT AVANT DE
COMMENCER L'INSTALLATION DE
L'UNITÉ.**

Le ISOFLAMES système de brûleur doit être installée seulement dans une cheminée brûlante de combustible solide avec une conduite de cheminée fonctionnante et être construit avec du matériel non-combustible. L'installation, y compris des dispositions pour l'air de combustion et de ventilation doit se conformer au code national de gaz de carburant, la norme ANSI Z223.1/ NFPA 54, ou le CSA B149.1, code d'installation de gaz naturel et de propane, et codes du bâtiment locaux applicables.

Une bride plus humide est incluse pour maintenir l'ouverture permanente minimum de passage et pour empêcher la pleine fermeture de la lame plus humide. **L'amortisseur de cheminée DOIT être entièrement ouvert en brûlant l'unité. L'unité est conçue pour brûler avec les flammes jaunes; ainsi à ventilation proportionnée est absolument nécessaire.**

Pour se conformer à la certification, les listes, et les acceptations de codes du bâtiment, et pour l'exploitation sûre et l'exécution appropriée de ce système de brûleur, utilisent SEULEMENT des pièces et des accessoires de ISOFLAMES. L'utilisation d'autres commandes, pièces, et accessoires qui ne sont pas conçus pour l'usage avec de ISOFLAMES systèmes de brûleur est interdite et videra toutes les garanties, certifications, listes, et approbations de codes du bâtiment, et peut causer des dégâts matériels, le dommage corporel, ou des pertes humaines. Earthcore ne sera pas responsable des dommages causés par ce détournement.

***Note:** des Plein-carburants ne seront pas brûlés dans une cheminée où un appareil décoratif est installé.

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L'INFORMATION DE SÛRETÉ IMPORTANTE DE PRÉINSTALLATION ET DE CHEMINÉE

ATTENTION: L'installation et la réparation doivent être faites par un NFI certifié ou tout autre installateur professionnel qualifié.

Installateur: Lisez soigneusement ces instructions avant d'installer ce système de brûleur à gaz. Soyez sûr que vous comprenez tous les mesures de sécurité et avertissements contenus en ce manuel.

- A. FAITES ATTENTION: Sinon installé, entretenu, et utilisé correctement par ces instructions, ce produit peut causer le dommage corporel, les dégâts matériels, ou les pertes humaines sérieux.**
- B. AVERTISSEMENT:** Avant l'installation dans une cheminée plein-carburant-brûlante, la conduite de cheminée, l'amortisseur, et le foyer de cheminée doivent ÊTRE COMPLÈTEMENT NETTOYÉS de la suie, de la créosote, des cendres, et de la peinture lâche, et doivent être inspectés par un décapant qualifié de cheminée. Quelques cheminées plus anciennes peuvent ont besoin de réparation avant d'installer cet appareil.
- C.** Cet appareil sert seulement avec le type de gaz indiqué de la plaque de contrôle. Cet appareil n'est pas CONVERTIBLE de CHAMP pour l'usage avec d'autres gaz.
VÉRIFIEZ LE TYPE de GAZ (normal ou propane) : La fourniture de gaz doit être identique qu'indiquée de votre plaque de contrôle de système de brûleur. Si la fourniture de gaz est différente, **N'INSTALLEZ PAS**. Contactez votre revendeur pour l'aide immédiate.
- D.** LA PRESSION DE GAZ INSUFFISANTE GARDERA LE PILOTE DU FONCTIONNEMENT CORRECTEMENT (SI ÉQUIPÉ). N'EMPLOYEZ PAS SI LA PRESSION DE GAZ EST INFÉRIEURE À LA CONDITION MINIMUM.
- E.** L'admission minimum gaz-fournissent la pression aux fins de l'ajustement d'entrée est 5" ; colonne d'eau (w.c.) sur le gaz naturel et le 11" ; w.c. sur le gaz de propane. La pression de gaz insuffisante affectera l'opération appropriée du pilote (si équipé). N'installez pas cet appareil à gaz si la pression minimum n'est pas disponible. L'admission maximum gaz-fournissent la pression est 10.5" ; w.c. sur le gaz naturel et le 13" ; w.c. sur le gaz de propane. La source de propane doit être réglée. **(Ne branchez pas cet appareil directement à un réservoir de gaz propane non réglementée - cela peut provoquer une explosion.) Ne branchez pas cet appareil à une bouteille de gaz propane portable.**
- F.** **Le système sifflant de gaz doit être classé pour fournir la pression d'admission minimum au débit maximum (BTU/hr).** La perte de pression anormale se produira si la pipe est trop petite, ou la course est trop longue. La pipe de fourniture de gaz doit être 1/2" ; diamètre intérieur minimum. Si la ligne de gaz est plus longue que 20' ; une ligne de plus grand diamètre peut être nécessaire. Reportez-vous aux directives NFPA 54 pour plus de détails.
- G.** Les estimations d'entrée montrées en Btu par heure sont pour des altitudes jusqu'à 2.000 pi. Pour des altitudes au-dessus de 2.000 pi, référez-vous au code national de gaz de carburant ou entrez en contact avec le fabricant avant d'installer ce produit.
- H.** Cet appareil à gaz et son clapet à gaz principal doivent être disconnected du gaz-fournissent le système sifflant pendant tout vérificateur de pression de ce système aux pressions d'essai au-dessus de 1/2 psig.
- I.** Cet appareil à gaz doit être isolé dans gaz-fournissent le système sifflant en fermant le robinet d'isolement d'équipement relié au gaz-fournissent la ligne pendant tout vérificateur de pression du gaz-fournissent le système sifflant aux pressions d'essai égales à ou moins d'à 1/2 psig.
- J.** **Pour installer l'appareil à gaz dans votre foyer, le foyer doit satisfaire aux exigences minimales de taille (voir le tableau des spécifications du produit dans la section SPÉCIFICATIONS).**
- K.** Cet appareil peut être installé dans un marché des accessoires, maison (mobile) de manière permanente située et manufacturée, où non interdit par des codes locaux. L'installation des appareils a conçu pour la maison manufacturée (États-Unis seulement) ou installation de caravane résidentielle doit se conformer au CAN/CSA standard Z240 MH, logement mobile, au Canada, ou à la construction et au standard de sécurité à la maison manufacturés, intitulent 24 CFR, la partie 3280, aux Etats-Unis, ou quand une telle norme ne s'applique pas, à ANSI/NCSBCS A225.1/NFPA 501A, installations à la maison manufacturées standard.
- L.** **NE PAS installer ce système de brûleur si le foyer de la cheminée est en retrait.** Le plancher du foyer doit être au même niveau ou plus élevé que l'ouverture de cheminée avant. Si les portes en verre sont utilisées: le plancher du foyer ne doit pas être bloqué par le cadre de la porte; le cadre doit avoir des ouvertures pour permettre la circulation de l'air frais. Voir la section SPÉCIFICATIONS pour plus de détails.

IMPORTANT PRE-INSTALLATION AND FIREPLACE SAFETY INFORMATION

CAUTION: Installation and repair must be done by an NFI Certified or other qualified professional installer.

Installer: Carefully read these instructions before installing this gas burner system. Be sure you understand all safety precautions and warnings contained in this manual.

- A. BE CAREFUL:** If not installed, serviced, and used correctly per these instructions, this product can cause serious personal injury, property damage, or loss of life.
- B. WARNING:** Before installing in a solid-fuel-burning fireplace, the chimney flue, damper, and firebox must be thoroughly CLEANED of soot, creosote, ashes, and loose paint, and must be inspected by a qualified chimney cleaner. Some older fireplaces may need repair prior to installing this appliance.
- C.** This appliance is only for use with the type of gas indicated on the rating plate. This appliance is **NOT FIELD CONVERTIBLE** for use with other gasses.
CHECK GAS TYPE (natural or L.P.): The gas supply must be the same as stated on your burner system rating plate. If gas supply is different, **DO NOT INSTALL**. Contact your dealer for immediate assistance.
- D. INSUFFICIENT GAS PRESSURE WILL KEEP THE PILOT (IF EQUIPPED) FROM OPERATING PROPERLY. DO NOT USE IF GAS PRESSURE IS LOWER THAN THE MINIMUM REQUIREMENT.**
- E.** The *minimum* inlet gas-supply pressure for purposes of input adjustment is **5"** water column (w.c.) on **natural gas** and **11"** w.c. on **L.P. gas**. Insufficient gas pressure will affect proper operation of the pilot (if equipped). Do not install this gas appliance if minimum pressure is not available. The *maximum* inlet gas-supply pressure is **10.5"** w.c. on natural gas and **13"** w.c. on L.P. gas. The L.P. source must be regulated. **(Do not connect this appliance directly to an unregulated L.P. gas tank - this can cause an explosion.) Do not connect this appliance to a portable L.P. gas cylinder.**
- F. The gas piping system must be sized to provide minimum inlet pressure at the maximum flow rate (BTU/hr).** Undue pressure loss will occur if the pipe is too small, or the run is too long. Gas supply pipe must be 1/2" minimum interior diameter. If the gas line is longer than 20', a larger diameter line may be necessary. Refer to the NFPA 54 guidelines for further details.
- G.** Input ratings shown in BTU per hour are for elevations up to 2,000 ft. For elevations above 2,000 ft., refer to the National Fuel Gas Code or contact manufacturer before installing this product.
- H.** This gas appliance and its main gas valve must be disconnected from the gas-supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psig.
- I.** This gas appliance must be isolated from the gas-supply piping system by closing the equipment shutoff valve connected to the gas-supply line during any pressure testing of the gas-supply piping system at test pressures equal to or less than 1/2 psig.
- J. To install the gas appliance in your fireplace, the fireplace MUST meet the minimum size requirements (see product specifications table in SPECIFICATIONS section).**
- K.** This appliance may be installed in an aftermarket, permanently located, manufactured (mobile) home, where not prohibited by local codes. Installation of appliances designed for manufactured home (U.S. only) or mobile home installation must conform with the Standard *CAN/CSA Z240 MH, Mobile Housing*, in Canada, or with the *Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280*, in the United States, or when such a standard is not applicable, *ANSI/NCSBCS A225.1/NFPA 501A, Manufactured Home Installations Standard*.
- L. DO NOT install this burner system if the fireplace hearth is recessed.** The fireplace floor must be at the same level as or higher than the fireplace front opening. If glass doors are used: the fireplace floor must not be blocked by the door frame; the frame must have openings to allow for fresh air circulation. See the SPECIFICATIONS section for details.

INFORMATIONS SUR LA SÉCURITÉ D'EXPLOITATION DE CHEMINÉE

- A. Adultes doivent être présents lors de cet appareil au gaz est en marche. Cette unité ne doit pas être laissé sans surveillance ou brûlure lorsque tout quelqu'un dort.
- B. Gardez le domaine du clair réglé de notation de gaz et libérez des matériaux combustibles, l'essence, et d'autres vapeurs et liquides inflammables.
- C. Ne pas utiliser cet appareil si une partie quelconque a été submergée. Appelez immédiatement un technicien de service qualifié pour inspecter l'appareil et pour remplacer toute pièce du système de contrôle et toute commande de gaz qui a été sous l'eau. Tentative d'opération peut entraîner un incendie ou une explosion entraînant des dommages matériels, des blessures ou des pertes de vie.
- D. **Una pantalla de la chimenea debe ser en el lugar cuando el sistema está quemando.** Las provisiones para el aire de combustión adecuado deben ser mantenidas. A menos que otras provisiones para el aire de combustión se proporcionen, la pantalla tendrá una abertura para la introducción de aire de combustión. El aire de combustión es adecuado cuando todas las llamas se encrespan en la chimenea y lejos de la pantalla. **Cuando se utiliza un recinto de cristal de la chimenea (puerta), deje las puertas completamente abiertas cuando el sistema es en funcionamiento.**
- E. Ne retirez pas les plaques signalétiques ou les étiquettes d'avertissement. Ceux-ci sont une composante de sécurité et d'identification intégrante de cet appareil.
- F. Assurez-vous de lire la section de nettoyage et l'entretien et la section de description de la flamme.

FIREPLACE OPERATING SAFETY INFORMATION

- A. Adults shall be present when this gas appliance is operating. This unit shall not be left burning when unattended or while anyone is sleeping.
- B. Keep the area of the gas burner system clear and free from combustible materials, gasoline, and other flammable vapors and liquids.
- C. DO NOT use this appliance if any part has been underwater. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control that has been underwater. Attempted operation may result in fire or explosion resulting in property damage, personal injury or loss of life.
- D. **A fireplace screen must be in place when the system is burning.** Provisions for adequate combustion air must be maintained. Unless other provisions for combustion air are provided, the screen shall have an opening(s) for introduction of combustion air. Combustion air is adequate when all flames curl into the fireplace and away from the screen. **When a glass fireplace enclosure (door) is used, leave the doors fully open when the system is in operation.**
- E. Do not remove the rating plates or the warning tags. These are an integral safety and identification component of this appliance.
- F. Be sure to read the CLEANING AND SERVICING and FLAME DESCRIPTION sections.

SPECIFICATIONS

ISOFLAMES gas burner systems must be installed only in a wood burning fireplace with the minimum firebox dimensions and venting requirements met (see table on this page). This appliance is designed to burn with yellow flames; adequate ventilation is absolutely necessary.

Product Specifications

Burner Model	Dimensions				BTU Rating			
	Width		Depth	Height	Nat. Gas		L.P. Gas	
	Front	Rear			High Setting	Low Setting	High Setting	Low Setting
24/30 model (24" log set)	35"	25"	15"	16"	65k	21k	50k	22k
24/30 model (30" log set)	39"	28"	15"	16"	65k	21k	50k	22k
36/39 model (36" log set)	44"	32"	15"	16"	75k	22k	60k	23k
36/39 model (39" log set)	47"	32"	15"	16"	75k	22k	60k	23k

Note: Rear width is at corresponding depth.

Table 1 - Product Specifications

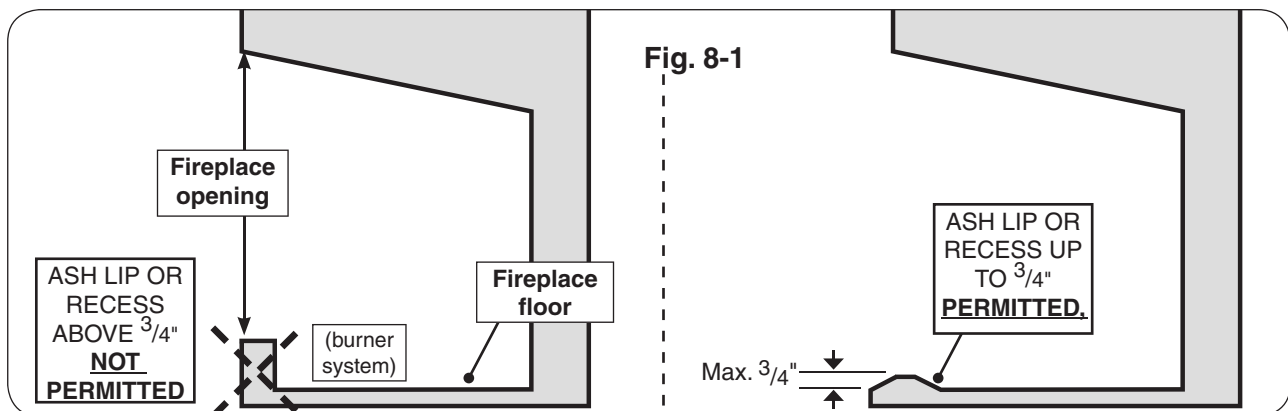
Specification	Value	Qty.
Burner system battery type	AA battery	4
Remote transmitter battery type	12V battery	1

Table 2 - Technical Data

Fireplace Floor Requirement

DO NOT install this burner system if the fireplace hearth is recessed. The fireplace floor must be at the same level as or larger than the fireplace front opening. An ash lip or recess may not exceed $\frac{3}{4}$ ". See Fig. 8-1 below.

Note: If glass doors are used: the fireplace floor must not be blocked by the door frame; the frame must have openings to allow for fresh air circulation.



WIRING DIAGRAM

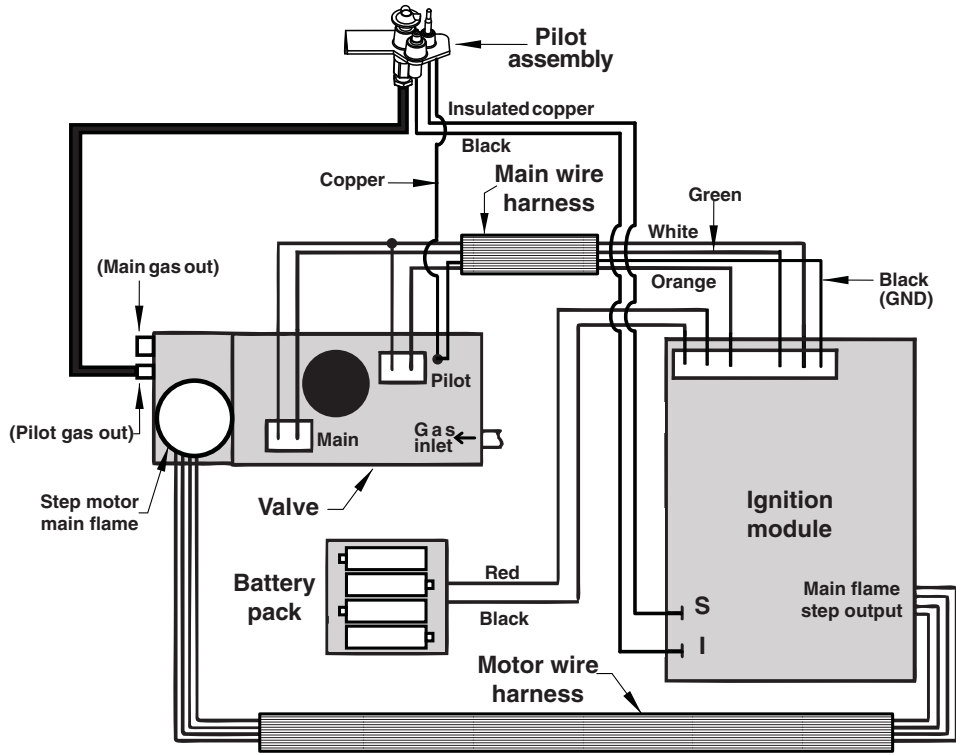


Fig. 9-1

DAMPER CLAMP INSTRUCTIONS

The damper clamp with hex bolt (Fig. 10-1) is provided as a means to prevent full closure of the damper blade. The clamp is easily attached to most damper blades with pliers or a wrench, and must be permanently installed. The clamp is designed to prevent accidental closure of the damper when installed as illustrated (Fig. 10-2). Should the clamp not fit, or fail to provide the permanent vent opening listed in Table 3 below, have a permanent stop installed, remove the damper blade, or have the damper cut to provide the minimum permanent opening required.

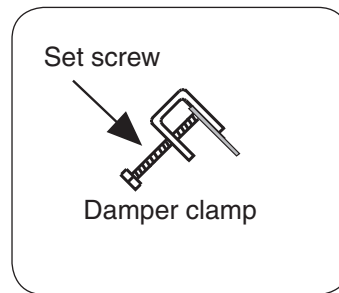


Fig. 10-1 Damper clamp detail

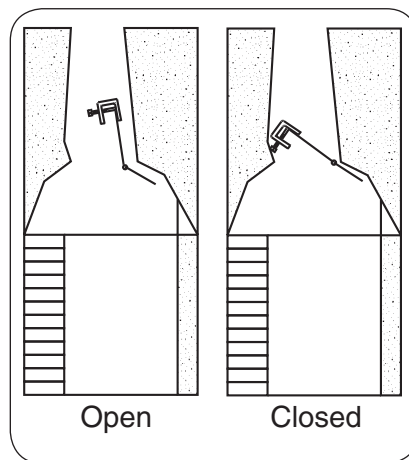


Fig. 10-2 Damper open / closed

Venting Requirements

Minimum permanent free opening area of chimney damper for venting (sq. in.)		
For factory-built fireplaces		
Chimney height	24/30 model	36/39 model
15'	30	36
20'	25	34
30'	19	23
For masonry-built fireplaces		
15'	41	46
20'	37	43
30'	34	39

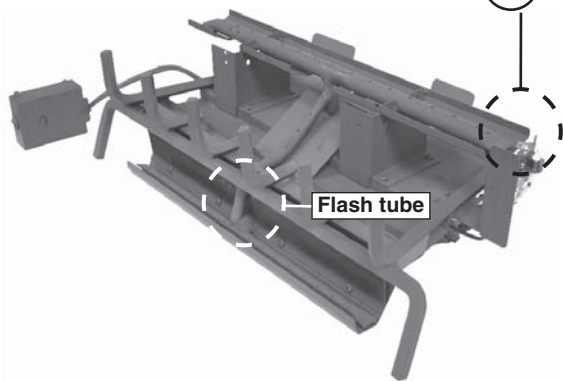
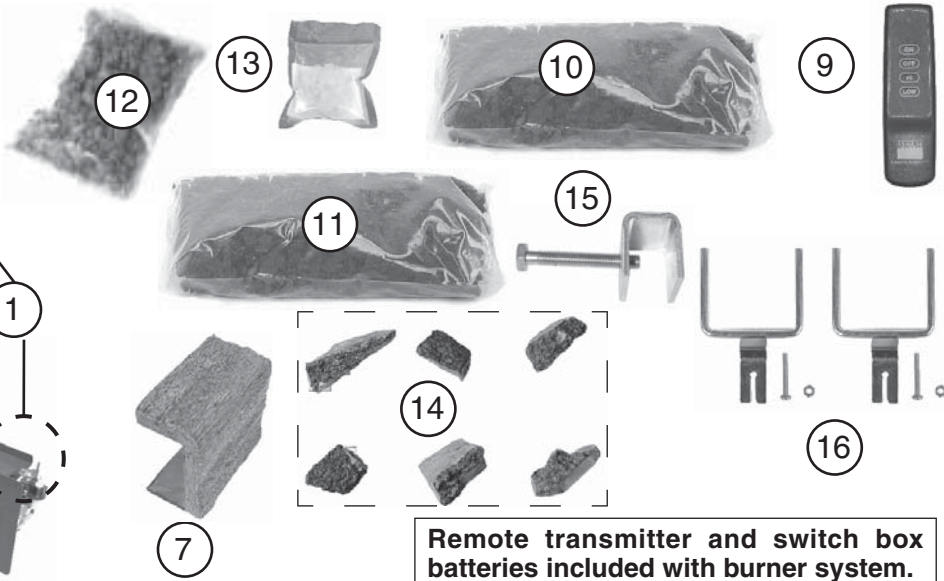
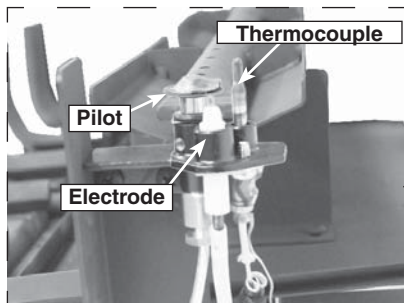
Table 3 - Minimum Chimney Damper Venting Requirements

Note: The minimum chimney height from hearth to top of chimney is 15'.

THESE ARE MINIMUM DAMPER OPENING SPECIFICATIONS.

THE DAMPER MUST BE COMPLETELY OPENED WHEN OPERATING THIS GAS APPLIANCE TO ACHIEVE THE BEST VENTILATION POSSIBLE.

BURNER PARTS LIST

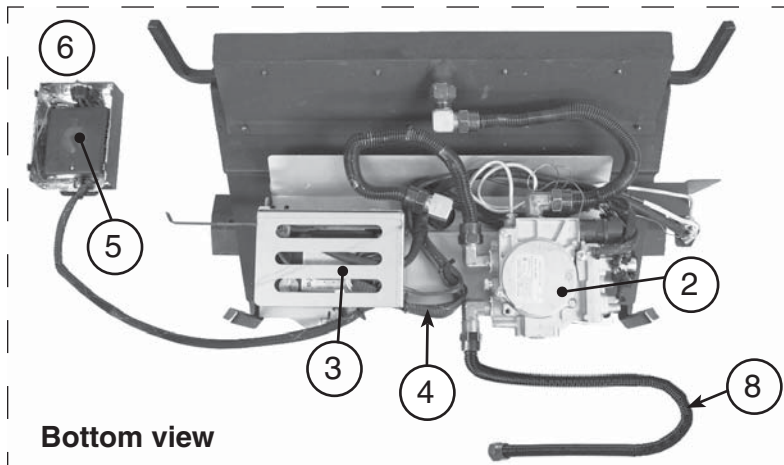


24/30 burner model shown

Note: Photos not to scale

Replacement parts can be ordered from your local ISOFLAMES dealer.

The log set is purchased and packaged separately; contact your local ISOFLAMES dealer when ordering. Refer to the instructions included with the log set.



Bottom view

Remote transmitter and switch box batteries included with burner system.

Item	Description	24/30 model		36/39 model	
		Part No.	Qty.	Part No.	Qty.
1.	Pilot assembly (natural) or Pilot assembly (propane)	PAC-12 PAC-12P	1 1	PAC-12 PAC-12P	1 1
2.	Control valve (natural) or Control valve (propane)	SV-47 SV-47P	1 1	SV-47 SV-47P	1 1
3.	Control module / remote receiver	IMP-6	1	IMP-6	1
4.	Main & motor harness assembly	WH-02	1	WH-02	1
5.	Battery box	BAT-02	1	BAT-02	1
6.	Switch box assembly (includes battery box, switch, heat shield)	SBA-02	1	SBA-02	1
7.	Decorative heat shield	HS-42	1	HS-42	1
8.	Flex connector (w/ adapter), 1/2" O.D. x 24"	CK-5-24SP	1	CK-5-24SP	1
9.	Remote transmitter (only)	AT-2VA-1	1	AT-2VA-1	1
10.	Lava fyre coals	LFC-6	1	LFC-6	1
11.	Lava granules	LF-5	1	LF-5	1
12.	Glowing embers	EM-21B	2	EM-21B	3
13.	Bryte coals	EM-11	1	EM-11	1
14.	Wood chunks	WC-6	1	WC-6	1
15.	Damper clamp	DC-1	1	DC-1	1
16.	Log locator w/ screw and nut (36/39 model only)	-	-	UP-17	2

INSTALLATION

The ISOFLAMES burner system must be installed by a qualified professional service technician. Instructions must be followed carefully to ensure proper performance and full benefit from the burner system. **Check to be sure the burner system is designed and labeled for the type of gas (natural or propane gas) supplied to the fireplace. Fireplace floor must be level, clean, and smooth (see FIREPLACE SAFETY INFORMATION section).**

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

REFER TO THE PARTS LIST WHEN FOLLOWING THESE INSTRUCTIONS.

24/30 burner model shown here.

BURNER INSTALLATION

1. MAKE SURE THE FIREPLACE GAS SUPPLY IS TURNED OFF.
2. Locate the gas-supply stub inside the fireplace and remove the cap, if attached (reference Fig. 12-1).

CAUTION: When removing the cap, make sure the stub does not turn, loosening the connection inside the wall.

3. Place the burner system in the fireplace. Center the burner from left to right in the fireplace. (Reference Fig. 12-2 for orientation.)

Note: Ensure the porcelainized panel is clean of all dust. Use a clean soft cloth if necessary. See Fig. 12-3.

4. **Be sure gas to the fireplace is off.** Remove the adapter connected to the flex connector (pre-installed on the burner system). Attach the adapter to the gas-supply stub using a pipe compound resistant to all gasses. Tighten securely. Then attach the open end of the flex connector to the adapter. Tighten securely (see Fig. 12-1).

5. **LEAK TEST:** Turn on the fireplace gas supply, and test at all connections for leaks using the appropriate soapy water solution. If bubbles appear, a leak is present. Turn off the gas and tighten at all connections. Repeat until no leaks are present. If a leak persists, turn off the gas supply and contact the local gas company or dealer. **NEVER USE A FLAME TO CHECK FOR LEAKS.**

6. At this stage the burner system batteries are to be installed. Reference the INSTALLING/REPLACING BATTERIES section for details.

7. **Place the switch box on its side, at the rear left corner of the fireplace. It should rest with its bottom as near as possible and facing the fireplace wall. It must not be placed directly next to the burner pan area to avoid damage to the batteries.** See Fig. 12-2 & Fig. 12-4.

Important: Ensure that the box wire remains away from the burner system and its flame during operation.

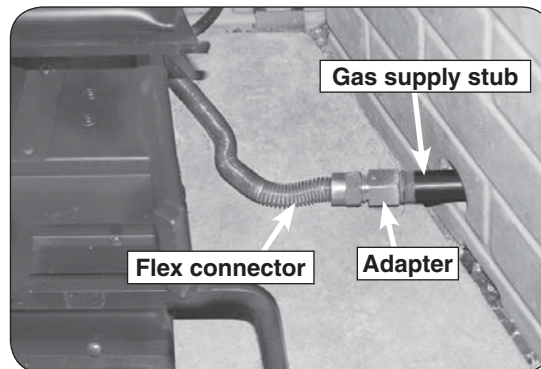


Fig. 12-1 Connect gas supply

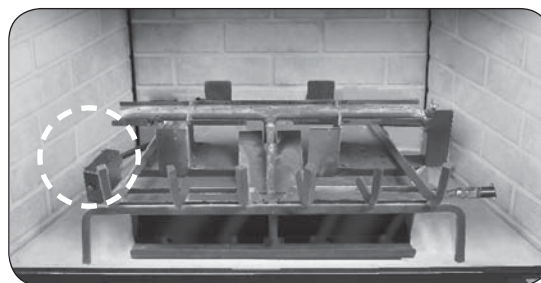


Fig. 12-2 Place switch box

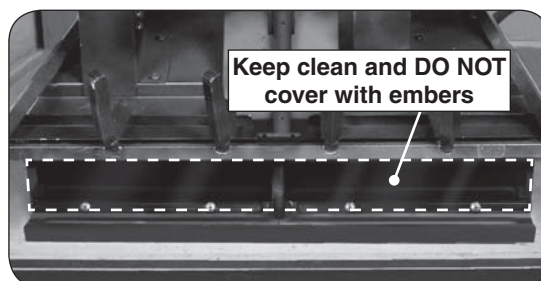


Fig. 12-3 Ensure a clean panel

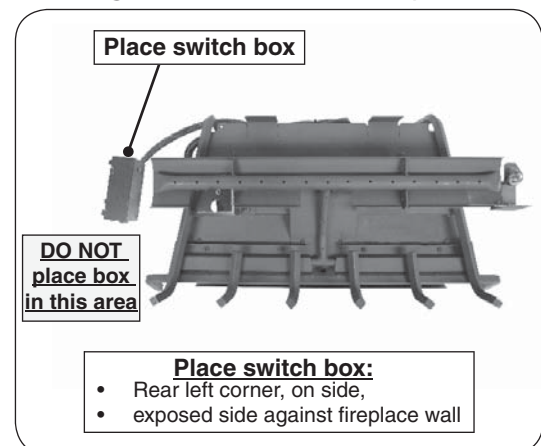


Fig. 12-4 Proper box placement

- Place the decorative heat shield over the switch box as shown in Fig. 13-1.

LIGHTING TEST

Prior to proceeding with installation, perform a lighting test (see lighting instructions for lighting your burner). **Allow the unit to completely cool after testing.**

LAVA GRANULES/COALS (DECORATIVE)

- Spread the supplied lava granules on the floor of the fireplace, around the front and sides of the burner system (see Fig. 13-2). The lava granules may be placed around the switch box. Leave the front of the switch box clear for control access.
- Repeat this process for the supplied lava coals (on top of the already placed lava granules).

Note: DO NOT place any lava media on the burner system, or behind it.

WOOD CHUNKS (DECORATIVE)

- Spread the supplied wood chunks on the lava media, around the front and sides of the burner system. Leave the front of the switch box clear for control access.

Note: DO NOT place any wood chunks on the burner system, or behind it.

LOG LOCATORS (if applicable)

36/39 models include a set of log locators. They are used to support the front logs of select log sets. If the log set chosen includes log locator install details (in placement instructions), install accordingly. If not, discard the log supports.

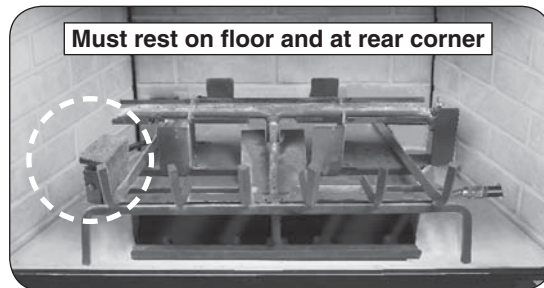


Fig. 13-1 Place heat shield

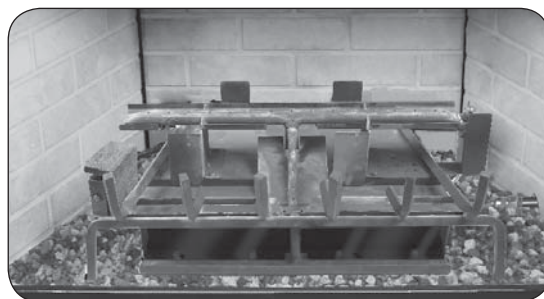


Fig. 13-2 Place lava media

IMPORTANT

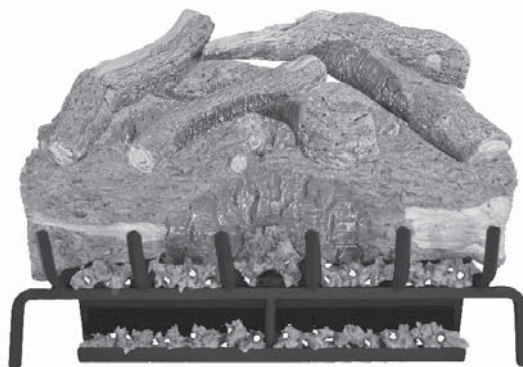
For all valves, the air **MUST** be purged from the gas line before the pilot will light and burn properly. The time needed to purge will depend on the length of the gas line to the unit and the amount of time since the unit or gas line was last used. It may take several minutes before all the air is purged and the pilot will light and burn properly. Reference the LIGHTING INSTRUCTIONS section in this manual.

LOG SET PLACEMENT

- Follow the instructions included with the log set for step by step log placement.
- Read all safety warnings and important information in the instructions supplied with the log set to ensure proper placement.
- **DO NOT** add any additional embers to this log set. Any additional embers will cause unsafe operation.



Charred Hickory (ISF-CH-24) shown



Summit Pine (ISF-SP-24) shown



Sandhill Oak (ISF-SH-24) shown

Important: Adequate ventilation is absolutely necessary! Provided significant, noticeable sooting does not occur, some flexibility is possible in log placement to suit your individual preference (select log sets). If you experience a continued accumulation of black carbon (soot) on your logs it is an indication of incomplete combustion and you should move the effected log(s) so as to minimize the flame contact on the effected log(s). Read the instructions supplied with the log set completely and carefully.

CAUTION: BURN HAZARD! Logs will remain hot for some time after use. If you need to reposition any log to maintain the proper layout, use heat-resistant gloves or allow logs adequate time to cool before handling.

INSTALLING/REPLACING BATTERIES

CAUTION: Ensure the unit is connected to the gas line and has been tested for leaks before you insert batteries.

CAUTION: Turn off the remote and/or burner and allow the unit to completely cool prior to any battery replacements.

Important: Prior to inserting batteries, always apply a small amount of dielectric grease to both ends of each battery. This will ensure conductivity and prevent moisture from affecting the contact.

Important: **Low/dead batteries will affect burner system operation. Replace batteries any time the burner will not turn on.**

REMOTE TRANSMITTER BATTERY

The remote transmitter requires one 12V battery to operate (included). Locate the transmitter, remove the lid (found on rear), and properly insert the new battery as marked. Re-secure the lid. See Fig. 15-1.

SWITCH BOX BATTERIES

Important: Always replace the decorative heat shield over the switch box after battery replacement.

The burner system requires 4 AA batteries to operate (included). Locate the switch box and turn it over. Detach the battery box from the Velcro. Use a small Phillips screwdriver to remove the screw found on the bottom of the battery box, then remove the battery lid. Properly insert the new batteries as marked. See Fig. 15-2.

Replace the battery lid using the screw, replace the battery box onto the Velcro, and re-position the switch box in the fireplace.



Fig. 15-1 Transmitter battery

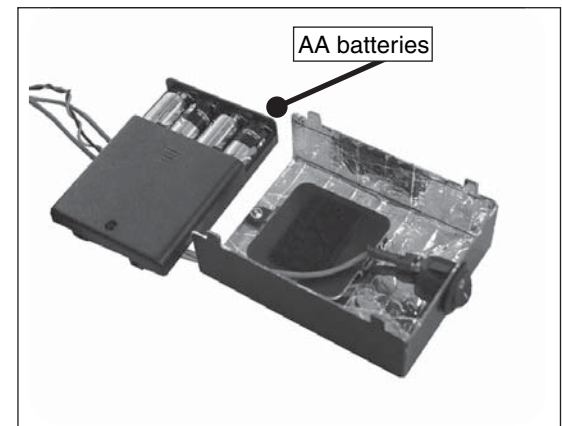


Fig. 15-2 Switch box batteries

Please use this page to record any information that you may want to have at hand.

LIGHTING INSTRUCTIONS

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 that automatically lights the pilot. **DO NOT** attempt to light the pilot by hand.
- B. BEFORE OPERATING,** smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

WHAT TO DO IF YOU SMELL GAS

- Do not light any appliance.
 - Do not touch any electric switch; do not use any phone in your building.
 - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions. If you cannot reach your gas supplier, call the fire department.
- C.** Use only the control system or remote to light the pilot. This valve will not operate if the pilot is not lit and stable.
- 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. Attempted operation may result in fire or explosion resulting in property damage, personal injury or loss of life.

REMOTE LIGHTING

CAUTION: DO NOT attempt to light the pilot by hand.

Note: If the remote does not function, and batteries with an adequate power level are installed, refer to the SYNCING THE REMOTE section.

Note: Steps 1 and 2 may not be required if previously done during an earlier lighting.

1. Locate the ON/OFF switch at the front of the switch box. Press the switch to the **OFF (O)** position. See Fig. 17-1.
2. Locate the OFF/REMOTE slide actuator on the left rear of the burner. Slide the actuator to the right / **REMOTE** position. See Fig. 17-2.
3. Locate the remote transmitter and press the **ON** button (see Fig. 17-3). The system will beep and the ignition sequence will begin.

The igniter will begin to spark. After the pilot lights and is established, the valve will automatically open and the burner will light. Adjust to the desired setting with the remote transmitter. See the REMOTE OPERATING INSTRUCTIONS section for details.

Note: The ignition sequence will take approximately 5 seconds.

WARNING: If pilot fails to light within 10 seconds, press the **OFF** button on the remote transmitter or slide the **OFF/REMOTE** slide actuator (left) to **OFF** to turn off the system. Allow five (5) minutes for any gas in the unit to dissipate, then repeat steps 2 & 3 above. **IF YOU SMELL GAS, SEE STEP B ABOVE.**

If the pilot fails to light after several tries, turn all control/remote system components to **OFF** and contact a qualified professional service technician.

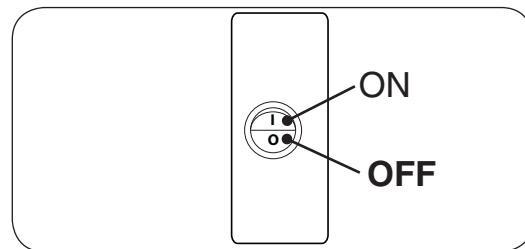


Fig. 17-1 Switch box, ON/OFF

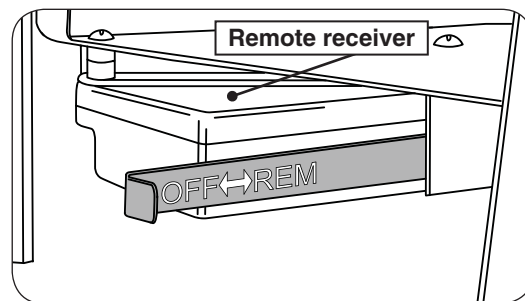


Fig. 17-2

OFF/REMOTE slide actuator (left rear of burner)

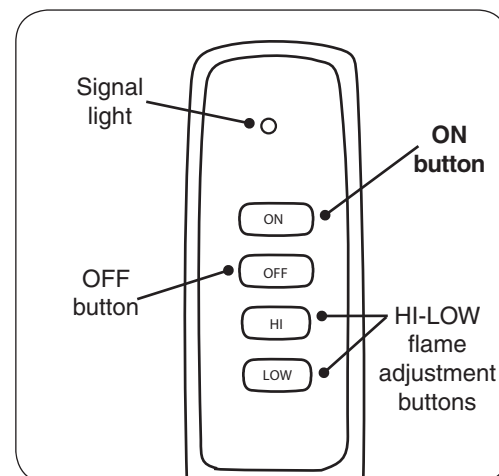


Fig. 17-3 Remote transmitter detail

INSTRUCTIONS D'ALLUMAGE

POUR VOTRE SÉCURITÉ LISEZ AVANT D'ALLUMER

AVERTISSEMENT: Si vous ne suivez pas ces instructions à la lettre, un incendie ou une explosion entraînant des dommages matériels, des blessures ou des pertes de vie.

- A.** Cet appareil est équipé d'un dispositif d'allumage qui allume automatiquement la veilleuse. NE PAS essayer d'allumer la veilleuse manuellement.
- B. AVANT D'UTILISER,** Sentez tout autour de l'appareil pour le gaz. Assurez-vous de sentir près du plancher, car certains gaz sont plus lourds que l'air et se déposent sur le sol.

QUE FAIRE SI UNE ODEUR DE GAZ

- Ne pas allumer l'appareil.
 - Ne touchez à aucun interrupteur électrique; n'utilisez aucun téléphone dans votre bâtiment.
 - Appelez immédiatement votre fournisseur de gaz à partir du téléphone d'un voisin. Suivez les instructions du fournisseur de gaz. Si vous ne pouvez joindre votre fournisseur de gaz, appeler les pompiers.
- C.** Utilisez uniquement le système de commande ou de la télécommande pour allumer la veilleuse. Cette valve ne fonctionne pas si le pilote n'est pas éclairé et stable.
- D.** Ne pas utiliser cet appareil si une partie quelconque a été submergée. Appelez immédiatement un technicien de service qualifié pour inspecter l'appareil et pour remplacer toute pièce du système de contrôle et toute commande de gaz qui a été sous l'eau. Tentative d'opération peut entraîner un incendie ou une explosion entraînant des dommages matériels, des blessures ou des pertes de vie.

DISTANCE DE L'ÉCLAIRAGE

ATTENTION: NE PAS essayer d'allumer la veilleuse manuellement.

Note: Si la télécommande ne fonctionne pas, et des batteries avec un niveau de puissance adéquate sont installés, se référer à la section synchronisation des REMOTE.

Note: Les étapes 1 et 2 ne peuvent être tenus si elle a déjà fait au cours d'un éclairage plus tôt.

1. Repérez l'interrupteur ON/OFF sur le devant de la boîte de commutation. Appuyez sur l'interrupteur en position **OFF (O)**. Voir Fig. 18-1.
2. Localisez l'actionneur de l'interrupteur OFF/REMOTE actionneur coulissant à l'arrière gauche du brûleur. Faites glisser l'actionneur à la position **REMOTE** droit. Voir Fig. 18-2.
3. Localisez la télécommande et appuyez sur la touche **ON** (voir Fig. 18-3). Le système émettra un bip et la séquence d'allumage commencera.

L'allumeur commence à étinceler. Après les veilleuses et est établie, la vanne s'ouvre automatiquement et le brûleur s'allume. Choisissez le réglage souhaité avec la télécommande. Voir la section **INSTRUCTIONS DE FONCTIONNEMENT A DISTANCE** pour plus de détails.

Note: La séquence d'allumage dure environ 5 secondes.

AVERTISSEMENT: Si la veilleuse ne se allume pas dans les 10 secondes, appuyez sur le touche OFF de la télécommande ou faites glisser le OFF / REMOTE actionneur coulissant (à gauche) sur OFF pour éteindre le système. Autoriser cinq (5) minutes pour tout gaz dans l'unité à se dissiper, puis répétez les étapes 2 et 3 ci-dessus. SI VOUS UNE ODEUR DE GAZ, voir l'étape B ci-dessus.

Si le pilote ne s'allume pas après plusieurs essais, tournez tout contrôle / composants du système à distance sur **OFF** et contactez un technicien qualifié.

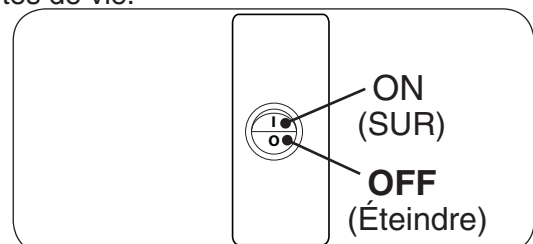


Fig. 18-1 Boîte de commutation, ON/OFF

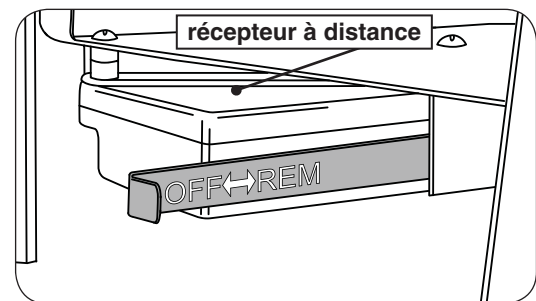


Fig. 18-2
OFF/REMOTE actionneur coulissant
(côté gauche du brûleur)

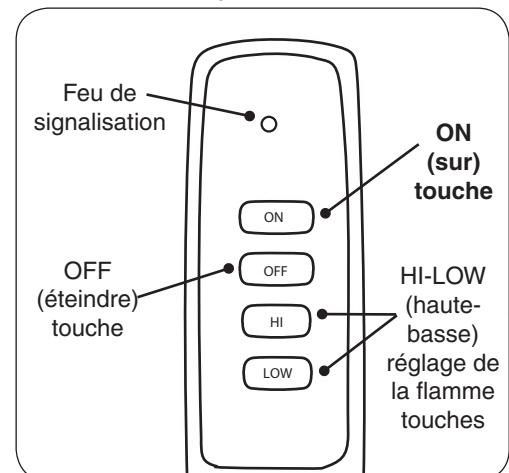


Fig. 18-3 Détail de la télécommande

MANUAL LIGHTING

CAUTION: DO NOT attempt to light the pilot by hand.

1. Locate the OFF/REMOTE slide actuator on the left rear of the burner. Slide the actuator to the left / **OFF** position. See Fig. 19-1.
2. Locate the ON/OFF switch at the front of the switch box. Press the switch to the **ON (I)** position. See Fig. 19-2.

The igniter will begin to spark. After the pilot lights and is established, the valve will automatically open and the burner will light.

Note: The ignition sequence will take approximately 5 seconds.

WARNING: If the pilot fails to light within 10 seconds, turn OFF the system. Allow five (5) minutes for any gas in the unit to dissipate, then repeat step 2 above. **IF YOU SMELL GAS, SEE STEP B AT BEGINNING OF LIGHTING INSTRUCTIONS.**

If the pilot fails to light after several tries, turn the system **OFF** and contact a qualified professional service technician.

Note: In manual mode, the remote transmitter will not operate the burner system.

SHUTTING DOWN

- **For remote shut down**, press the **OFF** button on the remote transmitter.
If remote is unavailable, slide the OFF/REMOTE slide actuator (on left rear of burner) to the left / **OFF** position.
- **For manual shutdown**, press the ON/OFF switch on the front of the switch box to the **OFF (O)** position.

Note: If the system needs to be relit immediately after shutting down, the thermocouple will require 20 seconds to cool down before the system can reignite.

PILOT APPEARANCE

Periodically check the pilot for proper flame pattern. The pilot flame should encircle the , and is preset at the factory (see Fig. 19-3).

If the pilot flame burns incorrectly; shut down completely and contact a qualified professional service technician.

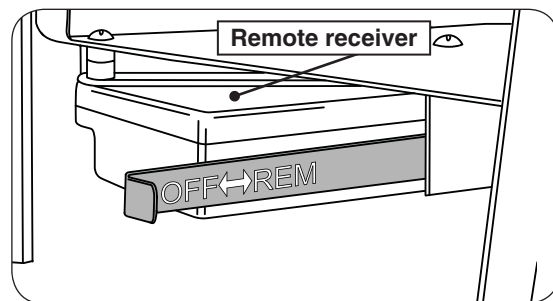


Fig. 19-1
OFF/REMOTE slide actuator (left rear of burner)

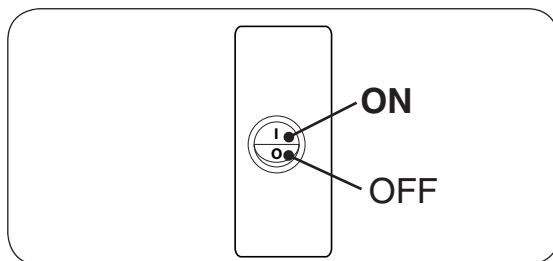


Fig. 19-2 Switch box, ON/OFF

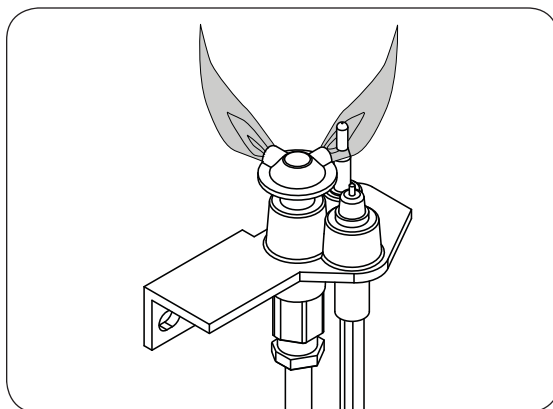


Fig. 19-3 Proper pilot flame

ALLUMAGE MANUEL

ATTENTION: NE PAS essayer d'allumer la veilleuse manuellement.

1. Localisez actionneur coulissant OFF/REMOTE sur le côté gauche du brûleur. Glisser le servomoteur sur la position gauche / **OFF**. Voir Fig. 20-1.
2. Repérez l'interrupteur ON/OFF sur le devant de la boîte de commutation. Appuyez sur l'interrupteur sur la position **ON (I)**. Voir Fig. 20-2.

L'allumeur commence à susciter. Après les veilleuses et est établie, la vanne s'ouvre automatiquement et le brûleur s'allume.

Note: La séquence d'allumage dure environ 5 secondes.

WARNING: Si le pilote ne s'allume pas dans les 10 secondes, éteignez le système. Attendez cinq (5) minutes pour n'importe quel gaz dans l'unité à se dissiper, puis répétez l'étape 2 ci-dessus. **SI VOUS UNE ODEUR DE GAZ, voir l'étape B AU DÉBUT DE DIRECTIVES D'ALLUMAGE.**

Si le pilote ne s'allume pas après plusieurs essais, mettez le système hors tension et contactez un technicien qualifié.

Note: En mode manuel, la télécommande ne fonctionne pas du système de brûleur.

ÉTEINDRE

- **Pour un arrêt à distance**, appuyez sur le touche **OFF** de la télécommande.

Si la télécommande n'est pas disponible. glisser actionneur coulissant OFF/REMOTE (sur le côté gauche du brûleur) à la position gauche / **OFF**.

- **Pour un arrêt manuel**, appuyez sur l'interrupteur sur le devant de la boîte de commutation sur la position **OFF (O)** ON/OFF.

Note: Si le système doit être rallumée immédiatement après l'arrêt, le thermocouple sera besoin de 20 secondes pour refroidir avant que le système peut relancer.

ASPECT PILOTE

Vérifiez périodiquement le pilote pour le modèle de la flamme. La flamme de la veilleuse devrait encercler , et est pré-réglé en usine (voir Fig. 20-2).

Si la flamme de la veilleuse brûle mal; complètement arrêté et contacter un technicien de service qualifié.

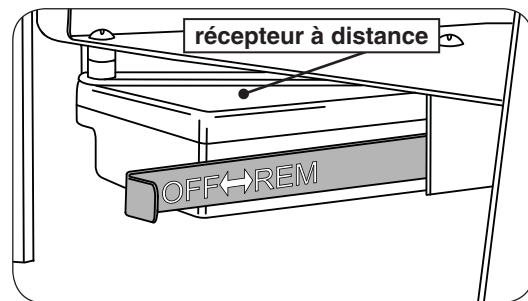


Fig. 20-1

OFF/REMOTE actionneur coulissant (côté gauche du brûleur)

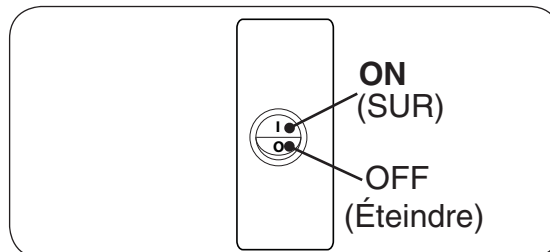


Fig. 20-2 Boîte de commutation, ON/OFF

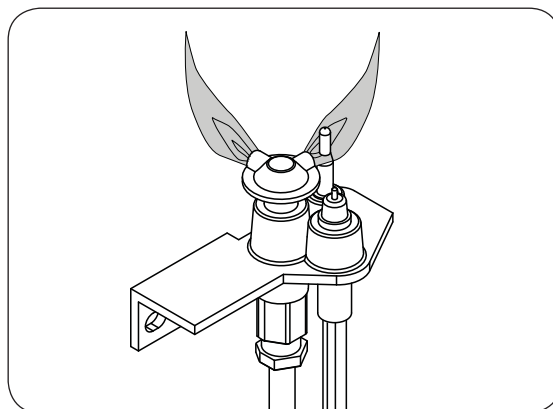


Fig. 20-3 Veilleuse bon

REMOTE OPERATING INSTRUCTIONS

ORIENTATION

Prior to remote transmitter use, light the appliance per the REMOTE LIGHTING section. The remote transmitter will only operate the unit when it is in the remote mode. Familiarize yourself with the transmitter buttons, as illustrated in Fig. 21-1.

Identify the four transmitter buttons (used with this system):

- **ON BUTTON:** Turns the system ON.
- **OFF BUTTON:** Turns the system OFF.
- **HI BUTTON:** When the system is on, this button is used to increase the flame to the desired height.
- **LOW BUTTON:** When the system is on, this button is used to decrease the flame to the desired height.

FLAME HEIGHT

Seven flame height levels are available. Press the HI or LOW buttons to enter the Flame Height mode. Pressing the HI or LOW button once will increase or decrease the flame height by 1 of 7 increments. See Fig. 21-1.

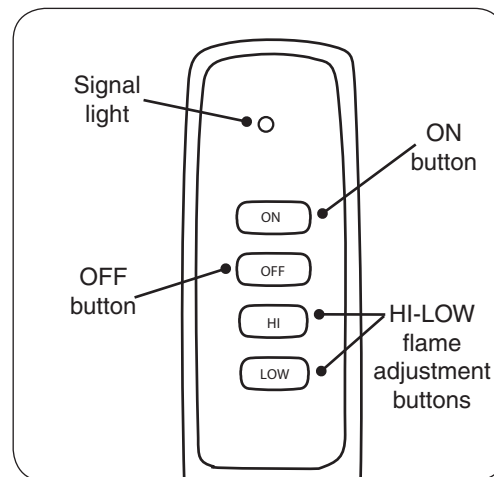


Fig. 21-1 Remote transmitter detail

ORIENTATION

Avant la première utilisation télécommande, allumez l'appareil pour la section d'éclairage à distance. La télécommande ne fonctionne que l'appareil quand il est en mode distant. Familiarisez-vous avec les touches de l'émetteur, comme illustré dans la Fig. 22-1.

Identifier les quatre touches de l'émetteur (utilisé avec ce système):

- **ON TOUCHES:** allume le système.
- **OFF TOUCHES:** éteint le système.
- **HI TOUCHES:** Lorsque le système est activé, ce bouton est utilisé pour augmenter la flamme à la hauteur désirée.
- **LOW TOUCHES:** Lorsque le système est activé, ce bouton est utilisé pour diminuer la flamme à la hauteur désirée.

HAUTEUR DE LA FLAMME

Sept niveaux de hauteur de flamme sont disponibles. Appuyez sur les touches HI ou LOW pour entrer dans le mode hauteur des flammes. Appuyant sur la touche HI ou LOW fois va augmenter ou diminuer la hauteur de la flamme par 1 sur 7 paliers. Voir Fig. 22-1.

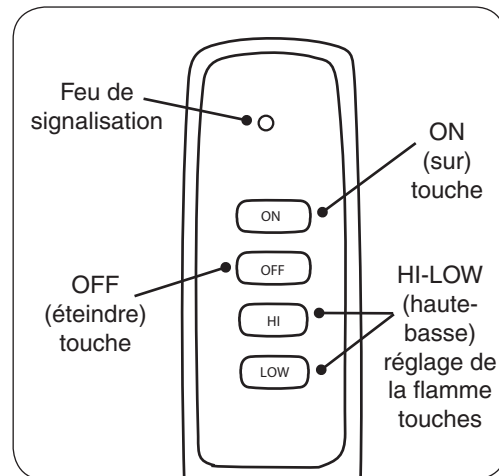


Fig. 22-1 Détail de la télécommande

CLEANING AND SERVICING

Note: Servicing may be necessary to ensure proper pilot operation and proper burn characteristics.

Always shut off the gas to the appliance while performing service work.

Allow the appliance to cool before servicing.

Installation, service, and repair must be done by an NFI Certified or other qualified professional service technician. The appliance should be examined before use, and must be inspected at least annually to prevent burner shutdown, sooting, odors, etc. It must be checked for clean burning operation and proper pilot appearance, with the correct tools to service this unit. More frequent servicing may be required. It is imperative that all control components and compartments, burner(s), air shutters, and circulating air passageways of the appliance be kept clean and free of all obstructions (as applicable).

In addition, a periodic examination and cleaning of the solid-fuel-burning fireplace venting system should be conducted by a qualified professional service technician.

Any safety screen or guard removed for servicing must be replaced prior to operating this appliance.

Verify proper operation after servicing.

If, after a period of use, the flames start to exhibit unusual shapes and behavior, or the burners fail to ignite smoothly, the burner may require cleaning or servicing. If this happens, it is recommended to contact the nearest dealer to get the appliance serviced.

Do not remove the rating plates or the warning tags. These are an integral safety and identification component of this appliance.

We recommend following these instructions at the beginning of each fireplace season and as needed throughout the year, depending on your usage pattern and the environmental conditions in your home. More frequent cleaning and maintenance may be necessary when burning propane gas than with natural gas.

SYNCING THE REMOTE SYSTEM

Note: Syncing the remote system will cause the burner to ignite.

Ensure the burner system is off and completely cool.

The remote receiver (found on the rear of the burner assembly) has a sync button (see Fig. 24-1).

Locate the OFF/REMOTE switch actuator on the left rear of the burner. Slide the actuator to the right / **REMOTE** position, then press the sync button and release. One beep will be heard. Then press and hold the **ON** button on the remote transmitter, until 4 rapid beeps are heard and the pilot begins to spark. The remote system is now synced.

If ignition is not desired, press OFF on the remote to shut off.

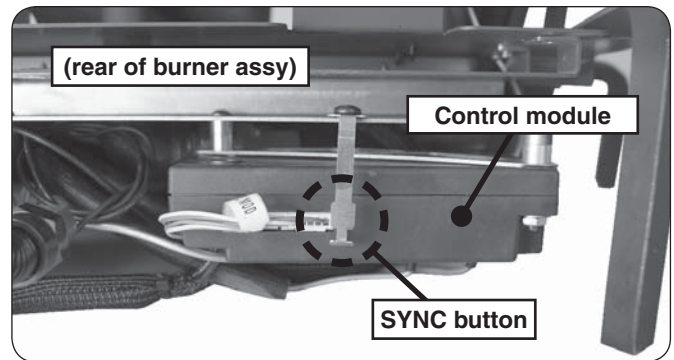


Fig. 24-1 Sync detail

FLAME DESCRIPTION

Observe the flames. The top and middle burner flames should be blue at the base and a combination of blue/yellow at the body and at the tips. The top flames should be approximately 3-5" above the logs, with the center flame being the tallest. The middle flames should be approximately at or below the top of the front log. The ember flames should be 1/4" to 1" above the embers (See 24-2 for example.)



Fig. 24-2 Flame appearance

TROUBLESHOOTING

POSSIBLE CAUSE	SOLUTIONS
1 BURNER SHUTTING DOWN DURING OPERATION	
A. Insufficient or excessive gas pressure	A1. Check gas pressure (Read D.- F. of IMPORTANT PRE-INSTALLATION AND FIREPLACE SAFETY INFORMATION section, & check with local gas company). A2. Other gas appliances may be on the same gas line, dropping gas pressure to log set. Check pressures with everything operating to ensure adequate pressure.
B. Log placement	B. Reference the LOG PLACEMENT section in this manual for recommended log positioning.
C. Flue area, fireplace, or damper dirty from soot	C. Clean around, above, and under damper thoroughly. Clean fireplace, removing loose material, including soot and creosote.
D. Fireplace too small for unit	D. Ensure minimum requirements are met. (See SPECIFICATIONS section in this owner's manual.)
E. Pilot flame lifting off thermocouple/generator	E. Check gas pressure (see section A1).
F. Pilot (remote compatible)	F. Contact your dealer for instructions on replacement.
G. Blockages on burner	G. Vacuum any lava granules or material that may have fallen onto burner pipe area.
2 PILOT WILL NOT LIGHT	
A. Pilot flame lifting off thermocouple/generator	A. Check gas pressure (see Section 1, A1 of this table).
B. Electronic spark not lighting pilot	B. Check to ensure sparking when activated. Note: You may need to turn or press igniter several times to ignite pilot. See LIGHTING INSTRUCTIONS for your control valve.
C. Igniter electrode wire loose	C. Check wiring and reconnect any loose wiring.
D. Gas supply off/manual shutoff valve closed	D. Turn on gas supply or open manual shutoff valve.
E. Air in gas line	E. Bleed the gas supply line and repeat LIGHTING INSTRUCTIONS until air is removed.
F. Pilot hood blocked	F. Check for debris or dirt / Clean pilot
G. Dead batteries (electronic pilots only)	G. Replace batteries as needed.
3 LOW FLAME HEIGHT	
A. Gas pressure	A. Check gas pressure (see Section 1, A1 of this table).
4 BURNER NOT BURNING EVENLY	
A. Burner orifice clogged	A. Clean burner orifice.
B. Remote set on low flame (if option available)	B. Adjust flame with remote transmitter.
C. Top burner lights; bottom burner has delayed ignition.	C1. Check gas pressure. Can be caused by too small of a gas line (see Section 1, A1 of this table). C2. Low propane tank level. Vacuum burner tube for soot blockage and fill propane tank.
5 ODORS	
A. Gas leak	A. Shut off gas, if possible. Follow instructions on front page. Have a qualified professional installer or the gas company correct all leaks.
B. New home, new carpet, or new paint	B. When these odors are drawn into the fireplace, this may cause objectionable odors. Thoroughly ventilate the area before restarting your log set.
C. Damper closed	C. Ensure that damper is open.

TROUBLESHOOTING (Cont.)

POSSIBLE CAUSE	SOLUTIONS
6 SOOTING	
A. On logs, in firebox, or room	A. Check gas pressure (see Section 1, A1 of this table).
B. Drafts in room	B. Eliminate drafts by closing heating and air conditioning vents, returns, and outside air vents. Fans blowing directly into fireplace should be turned off when set is operating.
C. Air shutters blocked (if applicable)	C. Air shutters are blocked with debris. Vacuum debris away from air shutter.
D. Log placement	D. See solution in Section 1, B.
E. Using natural-gas burner on propane gas or propane burner on natural gas	E. If the gas listed on the nameplate does not match the gas you are burning, shut down the burner system immediately. Then call your dealer.
F. Adding any accessories to log sets	F. Shut down log set and take off any logs or accessories that do not belong with the set.
7 PILOT WILL NOT STAY LIT	
A. Valve won't hold	A. Contact your dealer for instructions on replacement.
B. Pilot hood not aimed at thermocouple	B. Pilot hood bent; replace pilot or angle pilot hood properly so pilot flame hits thermocouple.
C. Pilot line bent / kinked at connection to valve	C. Replace pilot line.
D. Thermocouple is loose	D. Tighten thermocouple nut at gas control valve. (Do not over tighten.)
E. Thermocouple cracked or worn out	E. Replace thermocouple.
F. Excessive down draft	F. Install chimney cap / Outside chimney too close to other peaks / Check chimney flue for proper height / Poorly designed chimney.
8 BURNER WILL NOT TURN ON	
A. Low/dead batteries in remote transmitter AND/OR remote receiver / switch box (select models only)	A. Replace batteries as needed (if applicable).
9 BURNER TURNS OFF AFTER EXTENDED USE	
A. Thermal safety device activated (select models only)	A. Turn off unit and allow to cool completely. Turn unit back on. (Burner will function when system is at a safe temperature.)
B. Module overheating	B1. Turn off and allow to cool. B2. Check for proper venting. B3. Do not use this burner with doors closed (if present).

Customer Service

Earthcore Industries, LLC is committed to customer service and exceeding customer expectations. We are available Monday - Friday 8:30 AM to 4:30 PM EST toll free at 800 642-2920 to provide technical assistance and answer any questions you may have.

Warranty

THE WARRANTY MENTIONED HERE IS ONLY FOR THE ISOFLAMES GAS LOG SET.

You have a ONE YEAR PARTS WARRANTY with Earthcore products.

If you should accidentally break a log, or if there is another issue you may have with the ISOFLAMES gas log system, please call your Earthcore Industries, LLC authorized dealer or call us directly at 800 642-2920.

It is important for you to register your ISOFLAMES gas log system with Earthcore. Please complete the warranty card included in this manual on the following page.

1. The ISOFLAMES gas log burner has a one year warranty against any performance defects.
2. The ISOFLAMES gas logs have a one year warranty against breakage; except breakage due to mishandling or negligence.
3. If the ISOFLAMES gas log burner was purchased with a gas control valve, the gas control valve has a one year warranty against any performance defects.
4. All painted surfaces that get wet due to rain, flooding, household pets, wild animals or birds, or get damaged due to negligence or disaster, have no warranty.
5. Embers and lava coal that get wet due to rain, flooding, household pets, wild animals or birds, or get damaged due to negligence or disaster, have no warranty.

WARRANTY CARD

Please cut along dashed lines and send to:

Earthcore Industries, LLC
6899 Phillips Industrial Blvd.
Jacksonville, FL 32256

Attn: Technical Department

Warranty Card

Date of Purchase: _____

Name: _____

Address: _____

City, State: _____

Phone No.: _____

Gas Log Burner Size: 24" 30" (Circle One)

Gas Control Valve Type: remote control safety pilot

Gas Type: Natural Gas or Liquid Propane (LP) (Circle One)

Comments:

Purchased from:

Name: _____

City, State: _____

Phone Number: _____

Installed by:

Name: _____

City, State: _____

Phone Number: _____