

# SURE HEAT

## *Installation and Operating Instructions for* **NATURAL & L.P. GAS** **VENT FREE REMOTE CONTROLLED SYSTEM**

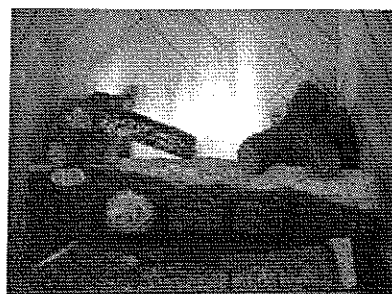
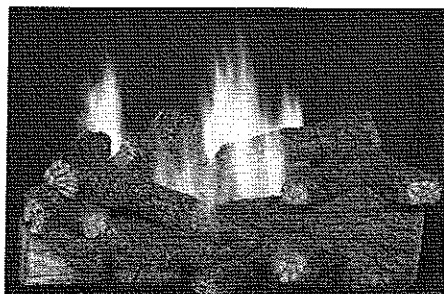
**Model: SCVFR18L, SCVFR18N, SCVFR24L, SCVFR24N, VFMR24NG**

### **DANGER:**

**FAILURE TO FOLLOW THESE INSTRUCTIONS CAREFULLY AND WITHOUT ERROR, OR FAILURE TO HEED ANY AND ALL WARNINGS IN THESE INSTRUCTIONS CAN RESULT IN AN EXPLOSION, FIRE OR THE PRODUCTION OF CARBON MONOXIDE GAS WHICH CAN CAUSE PROPERTY DAMAGE, BODILY INJURY OR DEATH.**

### **Sure Heat Manufacturing**

1861 West Oak Parkway  
Marietta, GA 30062  
Tel: (770) 422-8008  
Fax: (770) 424-3842



**NOTE: THIS UNIT CANNOT BE CONVERTED TO DIFFERENT GAS TYPES.**

**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 or 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 touch any telephone in your building.
  - Immediately call your gas supplier from a neighbor's telephone.
  - Follow the gas suppliers 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.**

THIS APPLIANCE MAY BE INSTALLED IN AN AFTERMARKET MANUFACTURED (MOBILE) HOME, WHERE NOT PROHIBITED BY STATE OR LOCAL CODES. INSTALL ONLY IN A SOLID-FUEL BURNING FIREPLACE OR APPROVED VENTLESS FIREBOX ENCLOSURE (MANUFACTURED UNVENTED FIREPLACE) AS SPECIFIED BY THESE INSTRUCTIONS.

\* AFTERMARKET: COMPLETION OF SALE, NOT FOR PURPOSE OF RESALE, FROM THE MANUFACTURER.

THIS APPLIANCE IS ONLY FOR USE WITH THE TYPE OF GAS INDICATED ON THE RATING LABEL ATTACHED TO THE APPLIANCE. THIS APPLIANCE IS NOT CONVERTIBLE FOR USE WITH OTHER GASES. THIS UNIT IS CONSTRUCTED IN ACCORDANCE WITH ANSI Z21.11.2B-2004.

## IMPORTANT INFORMATION

This appliance is designed as an unvented room heater when installed in a non-combustible fireplace with the flue damper closed.

This appliance may be used as a heating appliance only if unvented heating appliances are permitted by local state and city codes. If unvented heaters are not permitted, then the fireplace vent damper must be locked at the minimum vent area required by local codes, or in the absence of local codes, by the latest edition of the National Fuel Gas Code (ANSI Z223.1 or latest edition).

This installation manual contains valuable safety instructions and installation procedures that should be understood before installation of the unit. The owner of this appliance should keep this instruction manual to refer to in the future. It is the installer's responsibility to instruct the owner of this unit in the proper use and maintenance of this appliance.

**DANGER: THIS APPLIANCE, AS ANY GAS-FIRED APPLIANCE, CAN PRODUCE POISONOUS CARBON MONOXIDE ALONG WITH OTHER COMBUSTION PRODUCTS. CARBON MONOXIDE, IN STRONG CONCENTRATIONS, CAN CAUSE SICKNESS, SERIOUS PERSONAL INJURY AND DEATH.**

**GASEOUS FUELS ARE HIGHLY EXPLOSIVE IN CERTAIN CONCENTRATIONS AND ARE VERY FLAMMABLE. ANY GAS LEAKS IN THE PLUMBING SUPPLYING GAS TO THIS APPLIANCE CAN LEAD TO FIRE OR EXPLOSION.**

**WHEN PROPERLY INSTALLED, USED AND MAINTAINED, THIS APPLIANCE SHOULD NOT PRODUCE CARBON MONOXIDE IN DANGEROUS QUANTITIES. HOWEVER, SINCE CARBON MONOXIDE CAN BE DEADLY POISONOUS, THE INSTALLER AND ALL USERS OF THIS APPLIANCE SHOULD READ AND FOLLOW THESE INSTRUCTIONS CAREFULLY.**

## FIREPLACE SIZING GUIDE AND BTU INFORMATION

<u>Set Size</u>	<u>Opening Height</u>	<u>Front Width</u>	<u>Rear Width</u>	<u>Fireplace Depth</u>	<u>BTU Information</u>			
					<u>Natural Gas</u>		<u>L.P. Gas</u>	
					<u>Max.</u>	<u>Min.</u>	<u>Max.</u>	<u>Min.</u>
18"	18"	22"	18"	12"	34,000	22,000	34,000	22,000
24"	18"	28"	20"	15"	40,000	22,000	40,000	22,000

Sufficient space must be provided around this appliance to provide air for combustion and ventilation. Any alterations to this unit or its controls may be hazardous.

**Do not install this heater in bedrooms or bathrooms, or campers.**

These instructions should be studied carefully before the installation and operation of this unit.

The installation must conform with local codes or, in the absence of local codes, with the National Fuel gas Code ANSI Z223.1, latest edition.

The installation and repair of this unit should be conducted by a licensed or qualified service person.

**WARNING:** This appliance is only for installation in a solid fuel burning fireplace made of non-combustible materials or approved ventless firebox enclosure.

This appliance must be kept clear from combustible materials, gasoline or other flammable vapors and liquids.

Solid fuels should not be burned in a fireplace where an unvented room heater is installed.

Keep burner and control compartment clean. See Installation and Operating Instructions accompanying heater.

Due to high temperatures, the appliance should be located out of traffic and away from furniture and draperies.

Children should be supervised when they are in the same room with the appliance.

All people should be notified of the high surface temperatures of the system to avoid burns or clothing ignition.

This system should be inspected upon installation and annually by a professional service person. It is necessary to keep controls, burner and air passageways clear of any debris.

Do not place any combustible material on or around the appliance.

## IMPORTANT INFORMATION

Do not use this appliance if any part has been submerged 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.

This heater shall not be installed in a confined space unless provisions are provided for adequate combustion and ventilation air. The National Fuel Gas Code defines a confined space as a space whose volume is less than 50 cubic feet per 1,000 BTU per hour (4.8m<sup>3</sup> per kw) of the aggregate input rating of all appliances installed in that space and an unconfined space as a space whose volume is not less than 50 cubic feet per 1,000 BTU per hour (4.8m<sup>3</sup> per kw) of the aggregate input rating of all appliances installed in that space. Rooms communicating directly with the space in which the appliances are installed, through openings not furnished with doors, are considered a part of the unconfined space.

**WARNING:** If the area in which the heater may be operated is smaller than that defined as an unconfined space provide adequate combustion and ventilation air by one of the methods described in the National Fuel Gas Code, ANSI Z223.1, 1992, Section 5.3

This appliance is equipped with an ODS (oxygen depletion sensor) pilot light safety system that turns off the appliance if enough fresh air is not available. Additional ventilation is obtained by opening a door to another room or opening a window.

Always ensure that there is proper ventilation from the area the system is operating in.

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

This appliance must be used with glass doors in the OPEN position.

A fireplace screen with an opening for combustion air must be in place when the appliance is operating, unless other provisions for combustion air are provided.

**IMPORTANT:** During the manufacturing process this appliance is treated with certain coloring agents. These agents are not harmful, but may produce annoying smoke and smell as they are burned off. This is a temporary occurrence that ceases after 4 to 6 hours of use. During the "burning off" period, provide ventilation by opening windows, doors and the chimney flue to allow odors to dissipate. Any remaining odors will burn off with continued use.

**WARNING:** This appliance cannot be converted to a gas other than the type for which it was made at the factory. Operation of this appliance on gases for which it is not equipped may be hazardous. See identification plate for gas type designation.

## UNPACKING

Unpack the appliance carefully and inspect for missing parts or damages that may have occurred during shipping. If any part of the appliance is missing or damaged, please notify Sure Heat Manufacturing at (800) 229-8647. An incomplete or damaged appliance may be hazardous. DO NOT INSTALL A DAMAGED OR INCOMPLETE APPLIANCE.

## FIREPLACE PREPARATION

The fireplace needs to be properly prepared before installing this fireplace unit.

1. Turn off gas supply to the fireplace.
2. Clean chimney and fireplace floor of any combustible material to limit the smell from the system.

**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.

## GAS PIPING AND GAS PRESSURE REQUIREMENTS

Check the type of gas that is supplied to your fireplace. Use only the gas type indicated on the heater's rating plate. If the gas listed on the plate is not your type of gas supply, **DO NOT INSTALL THE SYSTEM**. Contact your dealer for the proper model.

All gas piping must be installed to comply with local and national fuel gas codes. Do not use flexible hose unless it is allowed by local codes. Compounds used on threaded joints of gas piping must be resistant to the action of LP gas.

The gas supply line to the fireplace should not be less than 1/2" inside dimension.

The gas supply must be of sufficient size to provide a minimum natural gas pressure of 7 inches water column for natural gas or 11 inches for L.P. gas. The maximum inlet gas pressure to the appliance must not exceed 10 inches for natural gas and 13 inches for L.P. gas. If this appliance is to be supplied with L.P. gas the tank or bottle supplying the gas must have a regulator that reduces gas pressure between 11 and 13 inches water column.

Include a manual shutoff valve and union in the line so the appliance may be disconnected for servicing. Provide a 1/8" NPT plugged tapping for pressure gauge connection between shutoff valve and the appliance. Test for leaks using soap and water solution after completing the connection. **DO NOT USE OPEN FLAME!**

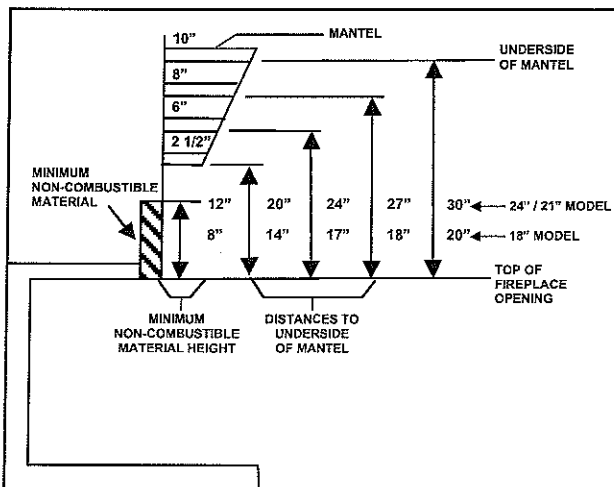
**WARNING:** The appliance and its individual shutoff valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psig (3.5 kPa). The appliance must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psig. Pressures in excess of 1/2 psig will cause damage to the unit.

## FIREPLACE CLEARANCES

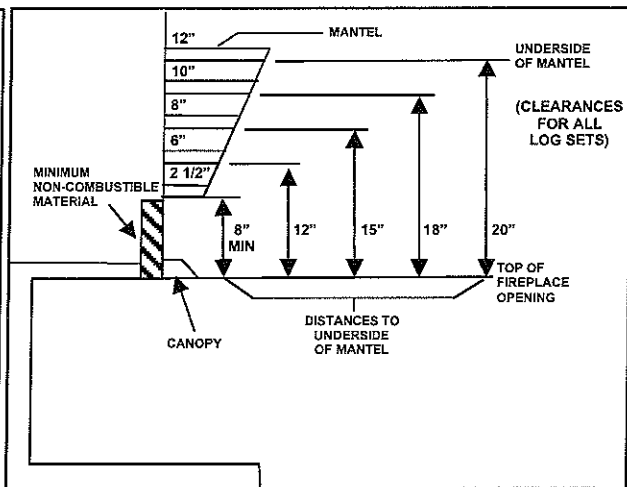
To guarantee safe installation into a noncombustible fireplace, certain space requirements must be fulfilled.

1. The clearance from the side of the unit to any combustible wall should not be less than 15 1/2 inches.
2. The clearance from the ceiling to the top of the fireplace opening should not be less than 42 inches.
3. The minimum clearance to combustible items in front of the heat is 36 inches.
4. For any fireplace in which this unit is installed, there are certain mantel clearance requirements that must be met.

**Minimum Mantel Clearance**



**Minimum Mantel Clearance with Canopy**



You must have non-combustible material(s) above the fireplace opening. Non-combustible materials (such as slate, marble, tile, etc.) must be at least 1/2 inch thick. Some decorative fireplace surrounds (cultured marble) may get discolored from the heat produced by the system. With sheet metal, you must have non-combustible material behind it. If non-combustible material is less than 8" you must install fireplace canopy (Model AMG-100).

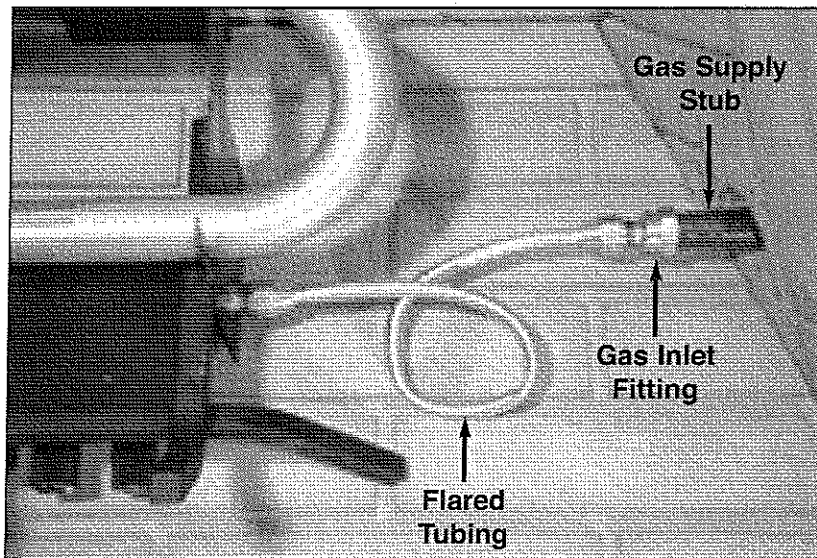
## BURNER SYSTEM LOCATION

The Burner system should be located towards the back and centred in the combustion chamber of the fireplace. The burner system should be centred from left to right, with about an inch of space on either side.

## CONNECTING GAS SUPPLY TO BURNER PAN AND LOG GRATE PLACEMENT

1. Place burner system in proper location.
2. Attach brass 3/8" to 1/2" gas inlet fitting to the 1/2" gas supply stub.
3. Carefully bend the flared tubing as needed to make the connection between the burner assembly and the gas inlet fitting.
4. Next attach the flared tubing to the burner assembly first, then to the gas inlet fitting.
  - Avoid kinking the flared tubing while bending. If tubing must be cut, use a tube cutter. Flare the cut end of the tube with a flaring tube.
5. Be certain all connections are tight and use pipe compound on all male threads to seal joints.

**NOTE:** The pipe compound must be resistant to the action of L.P. Gas. Test all connections with a soapy water solution with gas supply turned on. If bubbles appear on any connection, re-tighten and reset. Once it is determined there are no leaks whatsoever, turn off gas supply and move to next assembly step.



## LOG PLACEMENT

1. The largest log is placed in the front part of the grate with the notches facing upwards (see Figure 1 and Figure 2).  
**NOTE:** The front log should be as far to the front of the grate as possible.
2. The second largest log (Log with Burner Notch) is to be placed on the second tier of the grate (See Figure 1 and Figure 2).
3. The back log is to be placed on the back tier. (See Figure 1 and Figure 2).
4. Place the top logs as shown in Figure 2 and Figure 3. Incorrect log placement can lead to the production of harmful carbon monoxide while the unit is in operation. Be sure that the logs are correctly placed in the notches provided for them. There should be no direct impingement of flames on any of the logs.

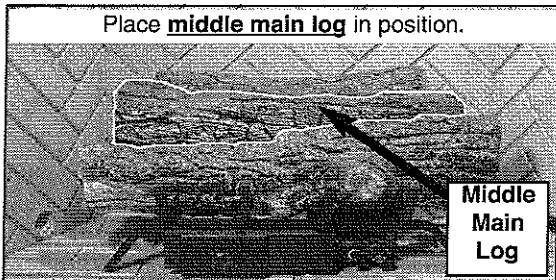
**WARNING:** Failure to position the parts specifically approved with this heater may result in property damage or personal injury.

**Models: SCVFR18LP, SCVFR18NG, SCVFR24LP, SCVFR24NG**

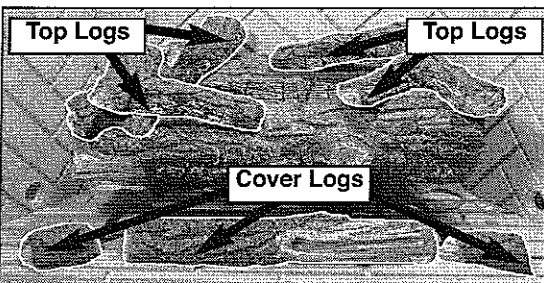
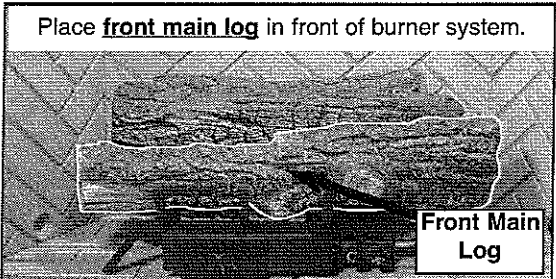
Place **back main log** on back of burner frame.



Place **middle main log** in position.



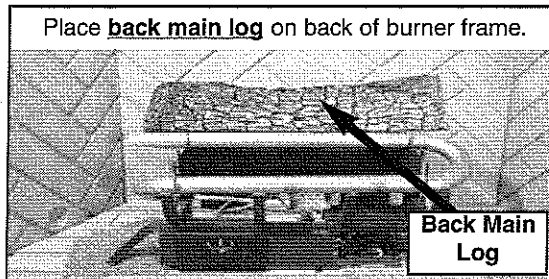
Place **front main log** in front of burner system.



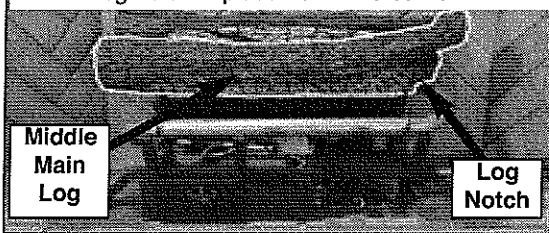
Arrange remaining **top logs**. Then place the **cover logs** in front of control valve and remote sensor.

**MODEL: VFMR24NG**

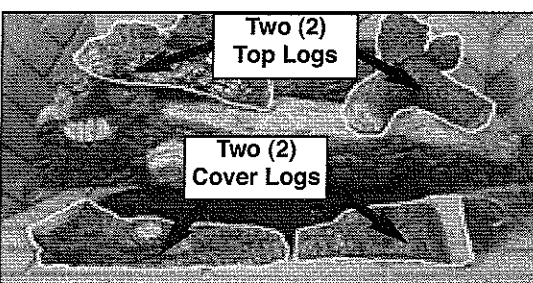
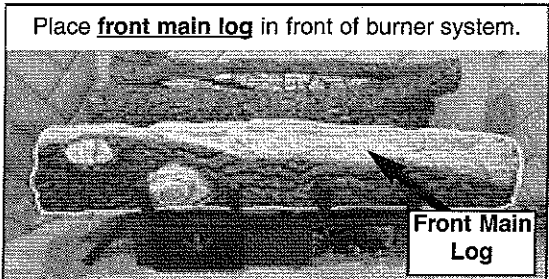
Place **back main log** on back of burner frame.



Place **middle main log** in position. Make sure the **log notch** is placed over the burner.



Place **front main log** in front of burner system.



Arrange remaining **2 top logs**. Then place **2 cover logs** in front of control valve and remote sensor.

## DECORATIVE STONE

The decorative stone from the bag provided should be spread on the bottom tray of the grate. (See Figure 3) The stone should not be placed on or near the burner. Contact with the burner can cause the production of carbon monoxide.



## FINAL CHECKPOINTS BEFORE OPERATION

1. Before setting the logs in place, turn the gas on and check each joint in the gas line with a soap and water solution for leaks. Bubbles indicate leaks. Repair any leaks and recheck before proceeding.

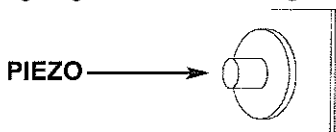
**DANGER: DO NOT USE OPEN FLAME TO TEST FOR LEAKS!**

2. It is most convenient to light the pilot and check the operation of the burner without the logs in place. After the final check of the gas supply is complete and the corrections are made, go to the "Lighting Operation" section of this manual.
3. After the pilot flame is established, turn the control knob to the **"ON"** position. The burner should ignite within four (4) seconds. If the burner does not ignite within four (4) seconds, turn valve to **"OFF"** position.
4. With the pilot and burner in operation, check each connection with soap and water solution again for leaks. If any leaks are found, turn gas supply off and correct them immediately.
5. After the gas connections are secure, turn control knob to **"OFF"** position. Allow system to cool down.
6. Set the front log, the longest log, in position centred side to side on the front part of the grate with the thin flat surface of the log on the grate.
7. Set the middle log, the second longest log, in position centred side to side on the middle supporting brackets with the thin flat surface of the log on the grate.
8. Set the back log, the third longest log, in position centred side to side on the back supporting brackets with the thin flat surface of the log on the grate. The top log should be positioned according to the notches left available by the bottom logs. See Figure 2 and 3 on page 5 for top log placement.

## 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 (piezo) which lights the pilot automatically. If the Piezo fails to light the pilot, turn to "Match Lighting" Instructions on Page 8.



- B. BEFORE LIGHTING the unit, smell 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 electrical switch.
- Do NOT use any telephone in your building.
- Immediately call your gas supplier from a neighbor's telephone.
- 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.

- C. Use only your hand to push in or turn the pilot control knob. Never use tools. If the knob will not push in or turn by hand, do not try to repair. call a qualified service technician.

**WARNING: THE USE OF FORCE OR ATTEMPTED REPAIR MAY RESULT IN A FIRE OR EXPLOSION.**

- D. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and replace any part of the control system and any gas control which has been under water.

## REMOTE CONTROL

### TECHNICAL DATA

#### Remote Control

##### Supply voltage:

4.5V (three 1.5 V "AAA" batteries)

##### Ambient temperature ratings:

0 - 60°C (32 - 140°F)

##### Radio frequency:

315 MHz

#### Receiver:

##### Supply voltage:

6.0V (four 1.5 V "AA" batteries)

##### Ambient temperature ratings:

0 - 60°C (32 - 140°F)

##### Radio frequency:

315 MHz

**THIS DEVICE COMPLIES WITH PART 15 OF THE FCC RULES. OPERATION IS SUBJECT TO THE FOLLOWING TWO CONDITIONS:**

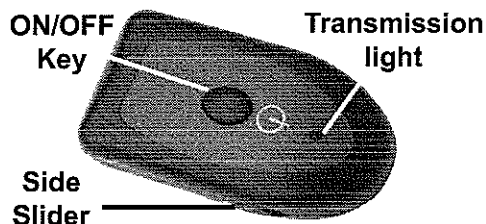
- (1) This device may not cause harmful interference, AND
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**WARNING:** The transmitter and the receiver are radio frequency appliances. If the receiver is mounted inside metallic cases, severe loss of performances (reduction of the range of working) may result.

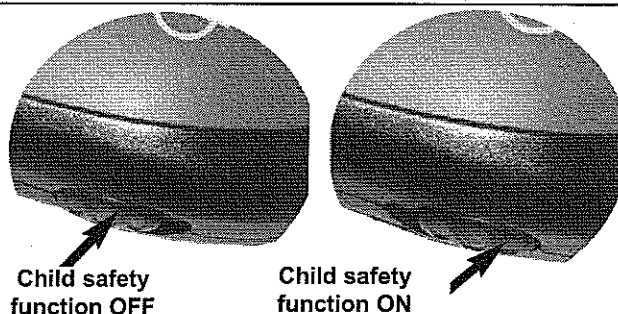
#### ATTENTION!

- Turn "OFF" main gas supply of the appliance during installation or maintenance of the receiver.
- Place the receiver's 3 position slider switch in the "OFF" position during installation or maintenance.
- Turn "OFF" main gas supply of the appliance prior to removing or reinserting the batteries in the receiver.



#### COMMUNICATION BETWEEN THE REMOTE CONTROL AND THE RECEIVER

To program the transmitter to the receiver, move the three positions slider of the receiver in the **REMOTE** position and depress the **ON/OFF** key of the transmitter. The System has got an automatic learning mode that allows the receiver to mate with a new transmitter in the event that the transmitter must be replaced. As soon as the receiver receives the first correct command from any remote control it captures the new address and then "beeps" 3 times to confirm the synchronization and command execution.



#### CHILD SAFETY LOCK-OUT FEATURE

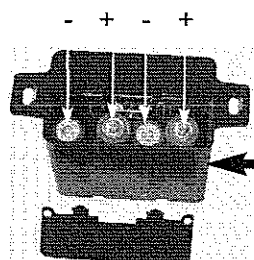
With this function it is possible to deactivate the remote control key.



#### BACKUP FUNCTION

If the batteries of the Receiver are low, the appliance can be switched on manually by moving the 3 position slider switch on the Receiver to the **ON** position.

### INSTALLING BATTERIES



Install four (4) "AA" batteries into the remote receiver box as shown on the left.



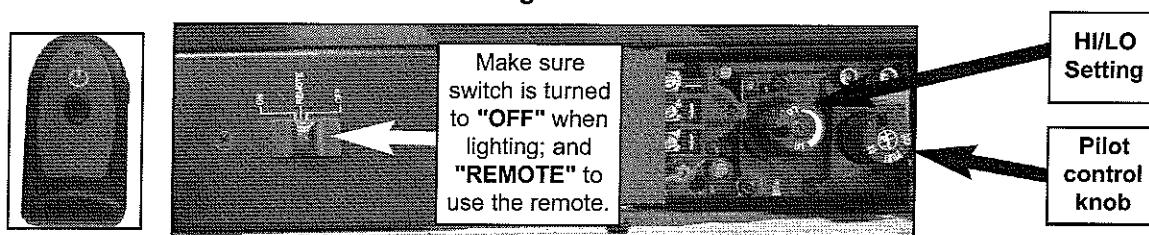
Install three (3) "AAA" batteries into the remote control as shown on the left.



## LIGHTING INSTRUCTIONS

1. **STOP!** Read the safety information label found on the unit.
2. Make sure the switch (Not the pilot control knob) is turned to "OFF". (See Figure 4)
3. Turn off all electrical power to the unit.
4. Push in pilot control knob slightly and turn clockwise to "OFF".
5. Wait five (5) minutes to clear out any gas. Then smell for gas, including near the floor.
  - If you smell gas: **STOP!** Follow B on the safety Information label.
  - If you don't smell gas continue on to the next step.
6. The pilot is located by the main burner.
7. Push in the pilot control knob slightly and turn counter-clockwise to "PILOT".
8. Hold the pilot control knob in and push the piezo button (located on the left side of the unit) until the pilot flame appears.
9. Continue holding the pilot control knob for up to one (1) minute before releasing. The knob will pop back out upon release. Pilot should remain lit. If it goes out repeat steps 5 through 8.
  - If knob does not pop out when released, stop and immediately call your service technician.
  - If the pilot will not stay lit after several tries, turn the gas control knob to "OFF" and call your service technician.
10. Push in the pilot control knob and turn counter-clockwise to "ON".
11. **It will take 2 - 3 minutes for thermocouple to heat up and flame to appear.**
12. This valve is equipped with a HI/LO feature. Set unit to desired flame height. The valve is also equipped with a safety lockout feature that will prevent the relighting of the pilot after it is extinguished. You must wait one (1) minute for valve to reset itself before relighting the pilot.
13. Then move switch to "REMOTE". You will then be able to switch the unit "ON" or "OFF" using the remote.
14. To operate unit with remote:
  - a. Make sure switch is turned to "REMOTE"
  - b. Make sure *pilot control knob* is switched to "ON"
  - c. Press button **once** to turn unit "ON". You will hear a soft beep than the flame will appear.
  - d. To turn the unit "OFF". Press the button on the remote **once** after five (5) seconds the flame will disappear and the unit will turn off (NOTE: the pilot light will remain on).

Figure 4



## MATCH LIGHTING INSTRUCTIONS

If the pilot cannot be ignited with the piezo, it can be manually lit with a match. Follow steps 2 through 8. Push the pilot control knob in fully and hold it in. Immediately light the pilot with a match. Continue to hold the pilot control knob in for about one (1) minute. After one (1) minute, release the knob and it will pop back out. The pilot should remain lit. If it goes out, repeat steps 2 through 8.

- If the control knob does not pop out when released, **STOP** and immediately call your service technician or gas supplier.
- If the pilot will not stay lit after several tries, turn the pilot control knob clockwise to "OFF" and call your service technician or gas supplier.

## TO TURN OFF GAS TO APPLIANCE

1. Turn the switch to "OFF".
2. Push in the pilot control slightly and turn clockwise to "OFF". **DO NOT FORCE.**

## MAINTENANCE OF THE SYSTEM

- Under normal use, this unit will require only limited cleaning.
- To clean the unit, first turn the pilot control knob to **"OFF"** and allow the system to cool down.
- The logs and grate can get very hot. Handle only when the system is cool.
- Keep the control valve, logs and burner area clean by vacuuming or brushing at least twice a year.
- Visually inspect the pilot. Dust or blow away any dust or lint that has accumulated.
- Sufficient space must be provided around this appliance to provide air for combustion and ventilation. Keep the front of the appliance clear of all obstacles and materials.
- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- During the manufacturing process this appliance is treated with certain coloring agents. These agents are not harmful, but may produce an annoying smell and smoke as they are burned off. This is a temporary occurrence that ceases after two (2) to three (3) hours of use.
- There is a small hole (about the size of a pen tip) through the shaft of the pilot light. This is located about 1 inch from the mouth (it runs horizontally through the shaft). Take a small brush (old toothbrush, etc.) and brush that hole and the surrounding area really well. Use a vacuum hose to clean any soot around the pilot area. This cleans out the oxygen depletion sensor. If there is any debris (soot, dust, spider webs, etc.) in this area, it will not sense enough oxygen to run the unit. This should be done at least once a year as standard maintenance.
- Clean the pilot opening with a toothbrush.
- If your unit shuts down, and the above does not work, please do the following:
  - a. Locate your thermocouple (follow the copper line to the back of the control box). It is connected with a 3/16" nut.
  - b. Disconnect and clean with a dry paper towel. Reconnect and tighten finger tight, then 1/4 turn with a wrench.

**FOR FURTHER ASSISTANCE PLEASE CONTACT OUR  
CUSTOMER SERVICE DEPARTMENT AT 1-800-229-5647**

## FINAL CHECKS

### Things To Do:

- Use only the type of gas for which your system is designed. The type of gas the system is equipped for is stated on the rating plate.
- Install appliance and all gas piping according to local codes.
- Disconnect or isolate the system during line pressure testing.
- Make sure 1/2" gas line is run to the fireplace to ensure sufficient gas volume to the appliance.
- Install the system only in a fireplace suitable for burning solid fuel.
- Use pipe sealant on threaded joints of gas piping that is resistant to the action of LP gas.
- Install a manual shutoff valve, union and 1/8" NPT plugged pressure tap ahead of controls.
- Use mild soap and water solution when checking for leaks.
- Keep the area around the appliance clear and free of combustible materials, gasoline and any flammable or explosive material.
- Follow the lighting and operation procedures given in this manual.
- Periodically inspect the pilot and burner flame.
- Clean the appliance as described in this manual.
- Keep the logs properly positioned.

### Things NOT To Do:

- Do **NOT** modify or alter this appliance in any way.
- Do **NOT** use this appliance with any gas other than that for which it is equipped.
- Do **NOT** install this appliance in any area where gasoline or any flammable material is used or stored.
- Do **NOT** use open flame to check for leaks.
- Do **NOT** operate this system with glass doors in the CLOSED position.
- Do **NOT** block or restrict any grilles of a factory built fireplace in which the appliance is installed.
- Do **NOT** burn solid fuels in a fireplace where this appliance is installed.

## TROUBLESHOOTING

<b>Problem</b>	<b>Cause</b>	<b>Corrective Action</b>
• No Pilot ignition	- pilot valve not on	- turn valve to <b>"PILOT"</b> and depress, keep match near pilot burner until ignition.
	- gas line not clear	- inspect supply lines for tube kinks or obstructions.
	- air in gas line	- turn valve to <b>"PILOT"</b> and depress, keep match near pilot burner until ignition.
	- no gas supply to fireplace	- allow air to purge through the line, may take up to (5) minutes.
	- no L.P. gas	- check to see if the fireplace is hooked to the gas supply.
• Inadequate flame	- main shutoff valve closed	- fill tank
	- valve partially closed	- turn valve on
	- gas line obstruction	- open valve fully
• Unit shuts off	- thermocouple is overheating	- inspect burner for tube kinks or obstructions.
	- ODS needs to be cleaned	- reposition logs to keep main burner flame off the thermocouple assembly.
	- unit will not turn <b>"ON"</b>	- Please see the maintenance section on how to properly clean the ODS.
• Unit ON/OFF issues	- unit will not turn <b>"OFF"</b>	- After the pilot has been lit make sure to wait <b>2-3 minutes for flame to appear</b> .
		- make sure to only press button on remote <b>ONCE</b> and wait for soft beep and the flame will appear.
		- make sure to only press the button on remote <b>ONCE</b> , wait for soft beep, after 5 seconds the flame will go out and the unit will be <b>"OFF"</b> but the pilot light will still be <b>"ON"</b> .
• Remote control transmitter/receiver		- if you want to completely turn <b>"OFF"</b> the unit make sure to turn the <i>pilot control knob</i> to <b>"OFF"</b> and the <i>remote sensor switch</i> to <b>"OFF"</b> .
	- low battery detection (transmitter/receiver)	- when the transmitter/receiver batteries are low, depressing the ON/OFF key the light intensity of the LED is weak to alert of a low battery condition before losing battery power at all. As soon as the

## WARRANTY

**Warranty shall apply to the original purchaser at the original installation point only.**

All logs are guaranteed for three years against manufacturer's defects.

The burner assembly system is guaranteed for a period of (3) years from the date of purchase and will be replaced for freight costs only.

Pilot, valves and thermocouples are guaranteed for a period of one (1) year under the original manufacturers warranty.

**General Warranty:** This warranty does not apply in the case of improper installation, neglect, accident, misuse or as a result of modifications of the original product.

All costs for removal and re-installation are the expressed responsibility of the purchaser.

For repair, replacement, or service to defective part(s) please contact our Customer Service Hotline, number below. Thereafter with valid warranty registration and proof of purchase, call the Customer Service Hotline for authorization to ship defective part prepaid and insured in original carton to Sure Heat Manufacturing, 1861 West Oak Parkway, Marietta, GA 30062. Goods returned improperly packaged are the sole responsibility of purchaser.

It is agreed that any repair or replacement is the exclusive remedy from Sure Heat Manufacturing. In no case shall Sure Heat be liable for any consequential damage or breach of this or any other warranty expressed or implied whatsoever. This limitation as to consequential damages shall not apply in states where prohibited.

Purchased From: \_\_\_\_\_ Date: \_\_\_\_\_

Size: ☐ 18" Model:

☐ 24" Model:

Name: \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

***Please photocopy and return to Sure Heat within 14 days of purchase.***

If you have other questions, please contact our **Customer Service Hotline (800) 229-5647.**

# NOTICE

Please read both  
provided instruction manuals  
before installing batteries

