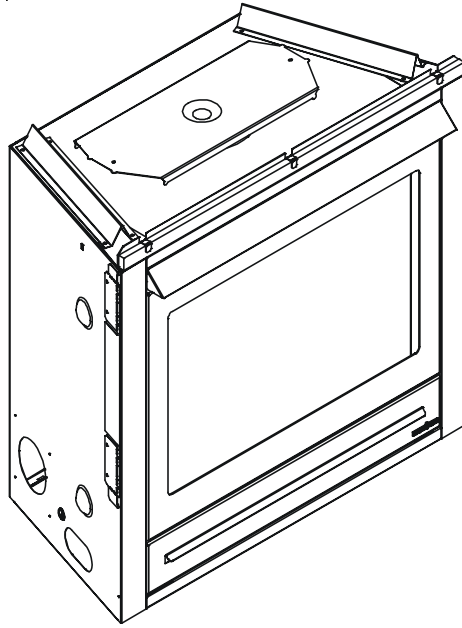


# HEAT & GLO™

Where everything comes together

## INSTALLATION AND OPERATION INSTRUCTIONS



**MODEL: SL-350TRSI-AUE**

**AUSTRALIAN GAS ASSOCIATION APPROVED**

Approval Number 5666

**THIS MANUAL MUST BE USED FOR INSTALLATION AND RETAINED  
BY HOMEOWNER FOR OPERATION AND MAINTENANCE.**

**HEAT & GLO, a brand of Hearth & Home Technologies Inc.**

**20802 Kensington Boulevard, Lakeville, MN 55044 USA**

[www.heatnglo.com](http://www.heatnglo.com)

THIS PRODUCT MAY BE COVERED BY ONE OR MORE OF THE FOLLOWING PATENTS:

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# HEAT & GLO™

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PLEASE READ THIS MANUAL BEFORE INSTALLING  
AND USING THIS APPLIANCE.

## MODEL SL-350TRSI-AUE IS AUSTRALIAN GAS ASSOCIATION APPROVED FOR NATURAL GAS OR PROPANE AS A BALANCED FLUE HEATER.

Refer to the appliance data plates for gas consumptions and pressures.

→ Installation of this appliance should only be carried out by an authorized person in accordance with the manufacturer's instructions. Appliance is to be installed in full compliance with the National Gas Installation Standard AS5601, the manufacturer's instructions, and any local authorities' requirements for gas, electrical and building regulations.

This appliance and its components are tested and safe when installed in accordance with this Installation Manual. Report to your dealer any parts damaged in shipment, specifically check glass condition. The gas logs and flue system components are in separate packages. Read all instructions before starting installation and follow these

instructions carefully during installation to ensure maximum benefit and safety. Failure to follow them will void your warranty and may present a fire hazard.

The Heat & Glo, a brand of Hearth & Home Technologies Inc. warranty will be voided by, and Heat & Glo, a brand of Hearth & Home Technologies Inc. disclaims any responsibility for the following actions:

- Installation of any damaged heater or flue system component
- Modification of the heater or balanced flue system installation other than as instructed by Heat & Glo, a brand of Hearth & Home Technologies Inc.
- Improper positioning of the gas logs or the glass door
- Installation and/or use of any component part not manufactured or approved by Heat & Glo, brand of Hearth & Home Technologies Inc., notwithstanding any independent testing laboratory or other party approval of such component part or accessory.

**IMPORTANT:** Read all instructions carefully before starting installation. Failure to follow these installation instructions may result in a possible fire hazard and will void the warranty. Save this Manual for future reference.

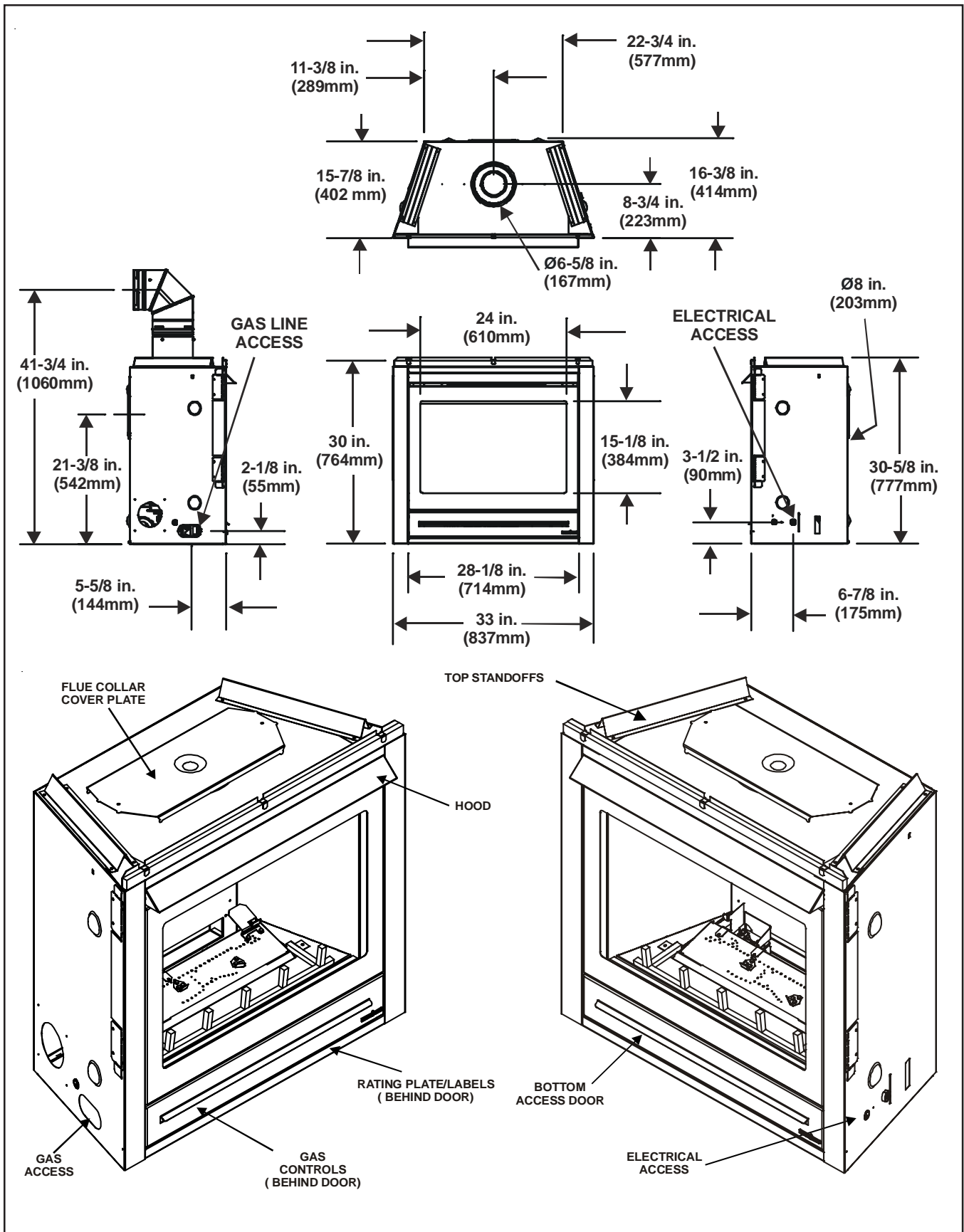
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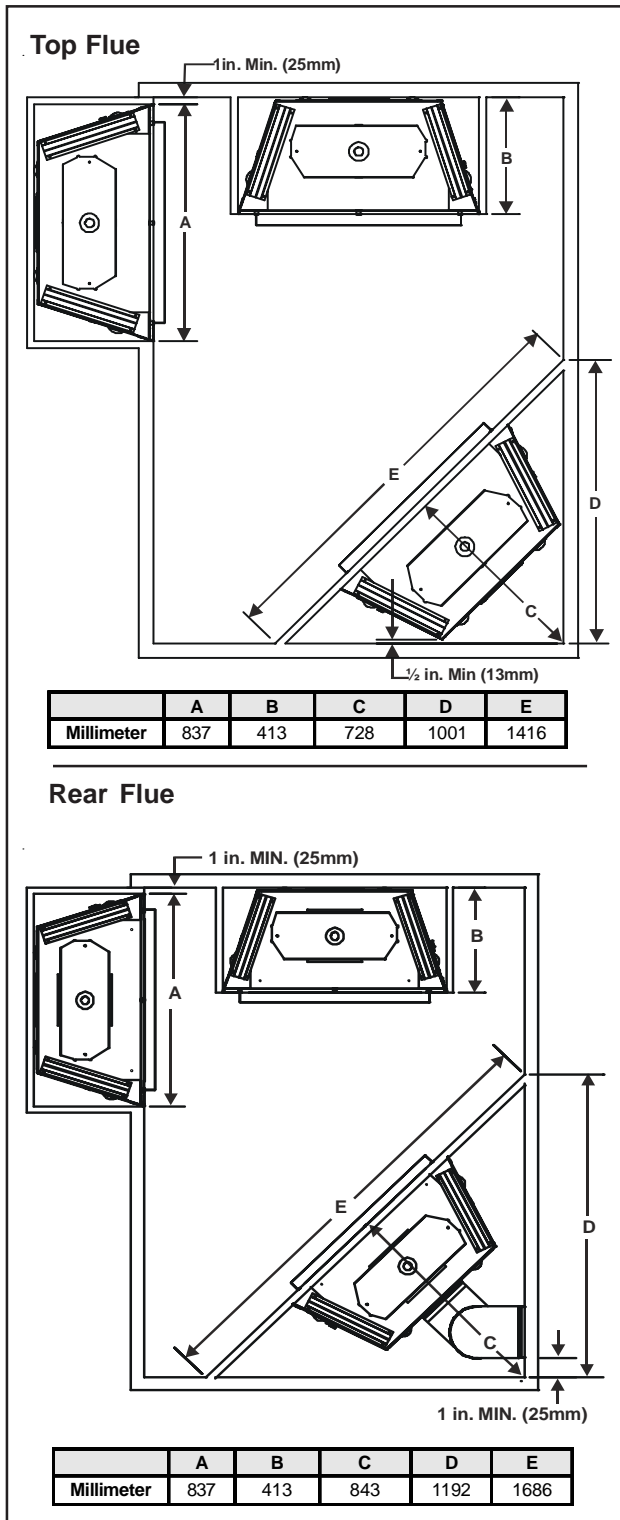
Heat & Glo Quality Systems  
registered by SGS ICS

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➔ Figure 1. Diagram of SL-350TRSI-AUE



**Figure 2. Fireplace Dimensions, Locations, and Space Requirements**

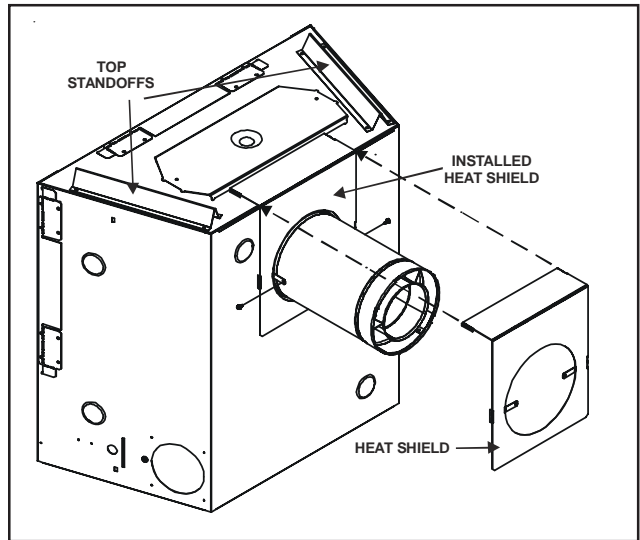
### Clearance Requirements

The top and back of fireplace are defined by stand-offs.

The heat shield must be attached as shown if combustible materials are placed directly on top standoffs (Figure 3).

The minimum clearance to a perpendicular wall extending past the face of the fireplace is 25mm.

The back of the fireplaces may be recessed into combustible construction, as shown above.



**Figure 3. Heat Shield**

## 1.0 INSTALLATION INSTRUCTIONS

**NOTE:** Not intended for fireplace insert.

In planning the installation for the heater it is necessary to determine where the unit is to be installed, the type of flue system to be used (straight out, corner, or elevated), and whether optional accessories (wall switch or remote control) are desired. Gas supply piping should also be planned. Refer to the appliance data plate on the base pan of the heater for all gas pressures and input rate information.

The heater can be mounted on any of the following surface:

1. A flat surface (minimum 6mm base).
2. Four (4) corner supports.

(Example: Four (4) concrete masonry blocks). These supports must be positioned so they contact all four (4) perimeter edges on the bottom of the unit.

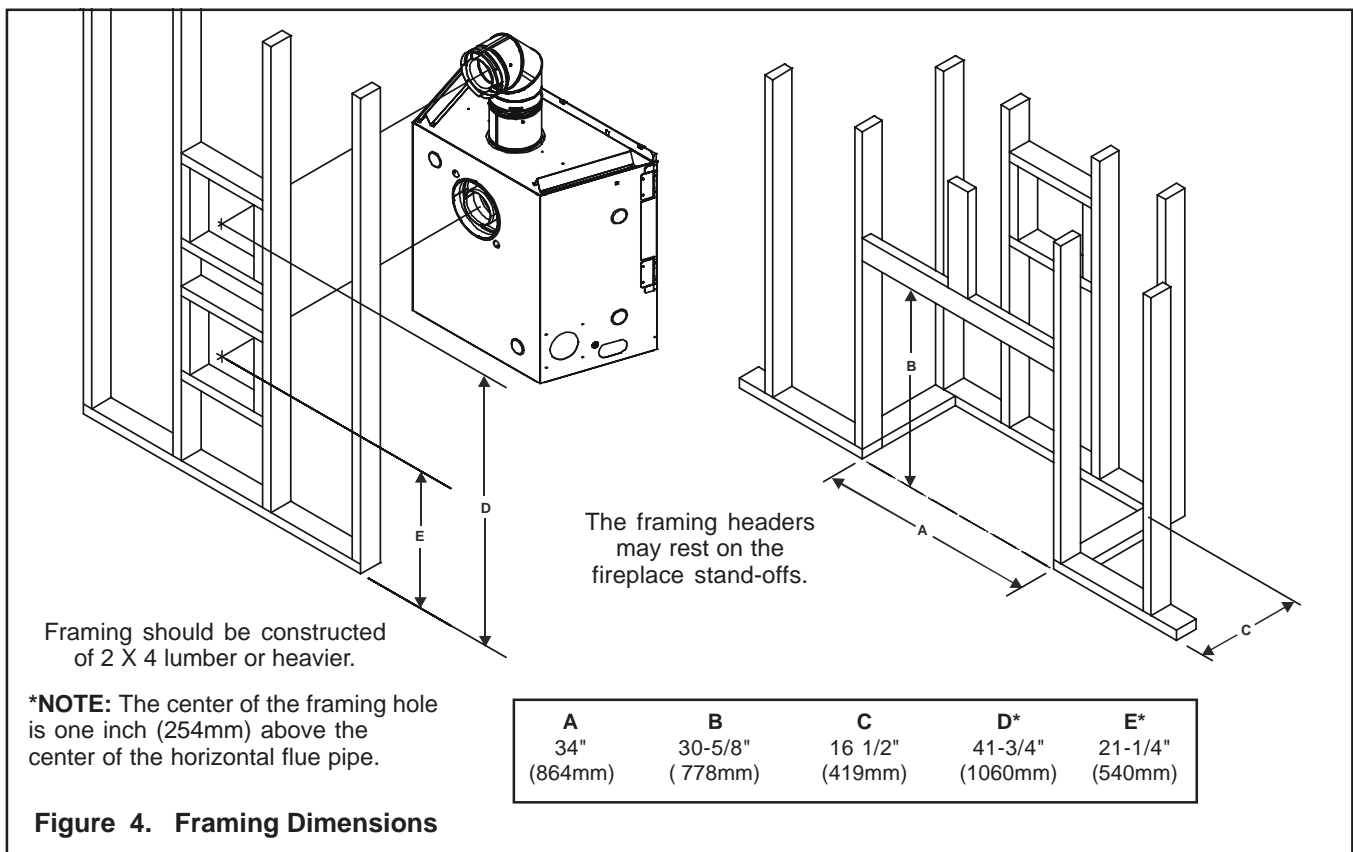
Heater framing can be built before or after the heater is set in place. Framing should be positioned to accommodate wall covering and heater facing material. The heater framing should be constructed of 2" X 4" (51 x 102mm) lumber or heavier. The framing headers may rest on the heater standoffs. Refer to Figure 2 and Figure 4 for heater and framing reference dimensions.

Minimum Clearances from the Fireplace to Combustible Materials		
	Inches	mm
Glass Front .....	36	914
Floor .....	0	0
Rear .....	1/2	13
Sides .....	1/2	13
Top .....	1 1/2	38
Ceiling* .....	31	787

\*The clearance to ceiling is measured from the top of the unit, excluding the standoffs (see Figure 34).

Minimum Clearances from the Vent Pipe to Combustible Materials		
	Inches	mm
<b>Vertical Sections</b> .....	1	25
<b>Horizontal Sections</b>		
Top .....	3	75
Bottom .....	1	25
Sides .....	1	25
<b>At Wall Firestops</b>		
Top .....	3	75
Bottom .....	1	25
Sides .....	1	25

For minimum clearances, see the direct vent termination clearance in Figure 5.



**CAUTION:** Measure heater dimensions, and verify framing methods and wall covering details before framing construction begins.

## 1.1 INTRODUCTION

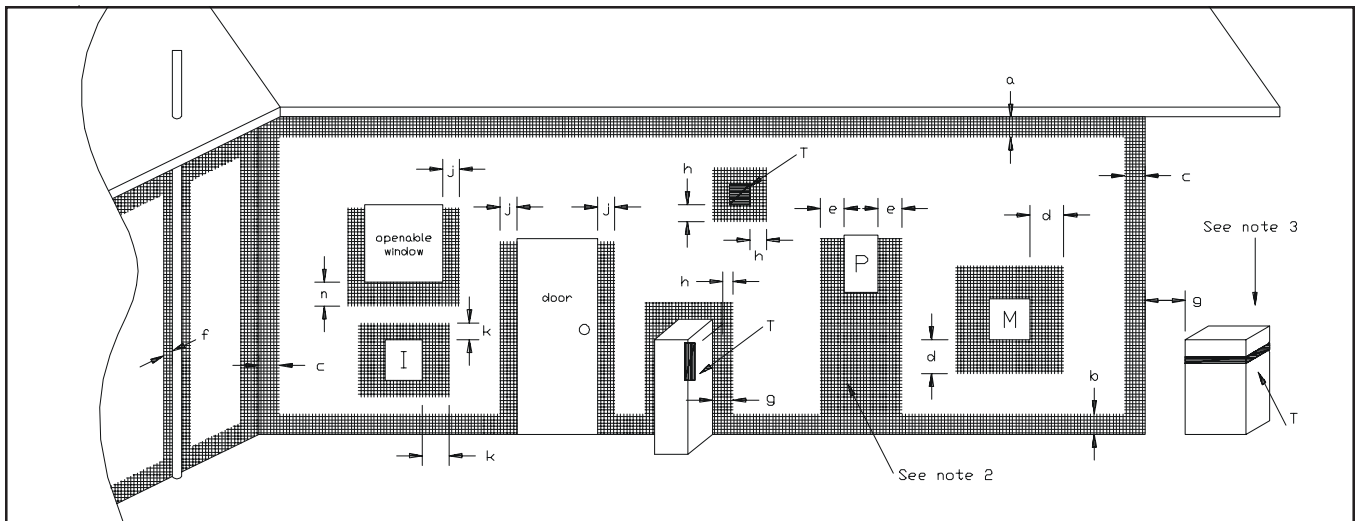
This model is designed to operate with all combustion air being siphoned from the outside of the building and all exhaust gases expelled to the outside of the building.

**WARNING: THIS UNIT IS NOT FOR USE WITH SOLID FUEL.**

These units **MUST** use the flue termination described in the flueing section of the manual.

The control system for this model is an electronic ignition type. It consists of a gas control valve/variable regulator, a pilot/sensor/electrode and an ON/OFF switch. The controls are located behind the access door. Rotate the door down to open. See Figure 1.

Minimum inlet gas supply pressure for purpose of input adjustment is 4.5 inches w.c. (1.13kPa) for natural gas and 11 inches w.c. (2.75kPa) for propane. Manifold (outlet) pressures should be set at 3.5 inches w.c. (.8kPa) for natural gas models and 9.5 inches w.c. (2.36kPa) for propane models.



T = Flue terminal  
 I = Mechanical air inlet  
 M = Gas meter  
 P = Electricity meter or fuse box  
 Shading indicates prohibited areas for flue terminals

- |   |  |                            |
|---|--|----------------------------|
| a | - Below eaves, balconies or other projections:   | <b>MIN. CLEARANCE (mm)</b> |
|   | Appliances to 50 MJ/h input .....  | 300                        |
|   | Appliances over 50 MJ/h input .....  | 500                        |
| b | - From the ground or above a balcony .....   | 300                        |
| c | - From a return wall or external corner .....  | 500                        |
| d | - From a gas meter (M) .....   | 1000                       |
| e | - From an electricity meter or fuse box (P) .....  | 500                        |
| f | - From a drain or soil pipe .....  | 150                        |
| g | - Horizontally from any building structure (unless appliance approved for closer installation) or obstruction facing a terminal .....                      | 500                        |
| h | - From any other flue terminal, cowl, or combustion air intake .....   | 500                        |
| j | - Horizontally from an openable window, door, non-mechanical air inlet, or any other opening into a building, with the exception of sub-floor ventilation: |                            |
|   | Appliances up to 150 MJ/h input .....  | 500                        |
|   | Appliances over 150 MJ/h input .....   | 1500                       |
| k | - From a mechanical air inlet, including a spa blower .....  | 1500                       |
| n | - Vertically below an openable window, non-mechanical air inlet or any other opening into a building, with the exception of sub-floor ventilation .....    | See table below            |

CLEARANCES 'n' (mm)			
Space heaters	All other appliances		
Up to 50 MJ/h input	UP to 50 MJ/h input	Over 50 MJ/h & up to 150 MJ/h	Over 150 MJ/h input
150	500	1000	1500

- NOTES:**
1. All distances are measured vertically or horizontally along the wall to a point in line with the nearest part of the terminal.
  2. Prohibited area below electricity meter or fuse box extends to ground level.
  3. See clause 5.13.6.6 for restrictions on a flue terminal under a roofed area.
  4. See Appendix J, Figure J1(a) and J2(a) for clearances required from a flue terminal to a LP Gas cylinder. A flue terminal is considered to be a source of ignition.

**MINIMUM CLEARANCES REQUIRED FOR BALANCED FLUE TERMINALS  
OR THE FLUE TERMINALS OF OUTDOOR APPLIANCES**

**Figure 5.**



TABLE 1

<p><b>MODEL</b> SL-350TRSI-AUE</p>	<p><b>FLUE TERMINATION APPROVALS</b> DVP-TRAP2 &amp; SLK-01TRD HORIZONTAL TERMINATION CAP DVP-TVHW &amp; SLK-991DA VERTICAL TERMINATION CAP</p>
--	---

**1.2 FLUE SYSTEM APPROVALS**

These models have flue starting collars on both the top and the back of the unit. Depending upon the installation, decide which **ONE** set of starting collars will be used to attach the flue system. The starting collar sealing cap must remain on the starting collar NOT used.

These models use SL-D-series direct flue components when using the **TOP** flue collars and DVP-series direct flue components when using the **REAR** flue collars.

**WARNING: YOU MUST NOT MIX DVP-SERIES AND SL D-SERIES COMPONENTS IN ANY FLUE SYSTEM CONFIGURATION.**

Approved flue system components are labeled for identification. **NO OTHER FLUEING SYSTEMS OR COMPONENTS MAY BE USED.** Detailed installation instructions are included with each flue termination kit and should be used in conjunction with this *manual*. Figure 5 below shows flue system components and terminations.

**Identifying Flue Components**

The flue systems installed on this gas fireplace may include one, two, or three 90° elbow assemblies. The relationships of vertical rise to horizontal run in flue configurations using 90° elbows **MUST BE** strictly

adhered to. The rise to run relationships are shown in the flueing drawings and tables on the next few pages.

If a 90° elbow is first attached to the unit, the maximum horizontal run is 2 feet (610mm).

**WARNING: THIS GAS APPLIANCE AND FLUE ASSEMBLY MUST FLUE DIRECTLY TO THE OUTSIDE AND MUST NEVER BE ATTACHED TO A CHIMNEY SERVING A SEPARATE SOLID FUEL BURNING APPLIANCE. EACH GAS APPLIANCE MUST USE A SEPARATE FLUE SYSTEM-COMMON FLUE SYSTEMS ARE PROHIBITED.**

**CAUTION: UNDER NO CONDITION SHOULD COMBUSTIBLE MATERIAL BE CLOSER THAN 3 INCHES (2 1/2 INCHES (64MM) AT WALL FIRESTOPS) FROM THE TOP OF THE PIPE OR 1-INCH TO THE SIDES AND THE BOTTOM FOR HORIZONTAL SECTIONS OF THIS FLUE SYSTEM. VERTICAL SECTIONS OF THIS SYSTEM REQUIRE A MINIMUM OF 1-INCH (25MM) CLEARANCE TO COMBUSTIBLE MATERIALS ALL AROUND THE PIPE.**

For alternative installations, other than depicted, contact your dealer for further information.

Refer to Figure 5 for required clearances to flue terminals.

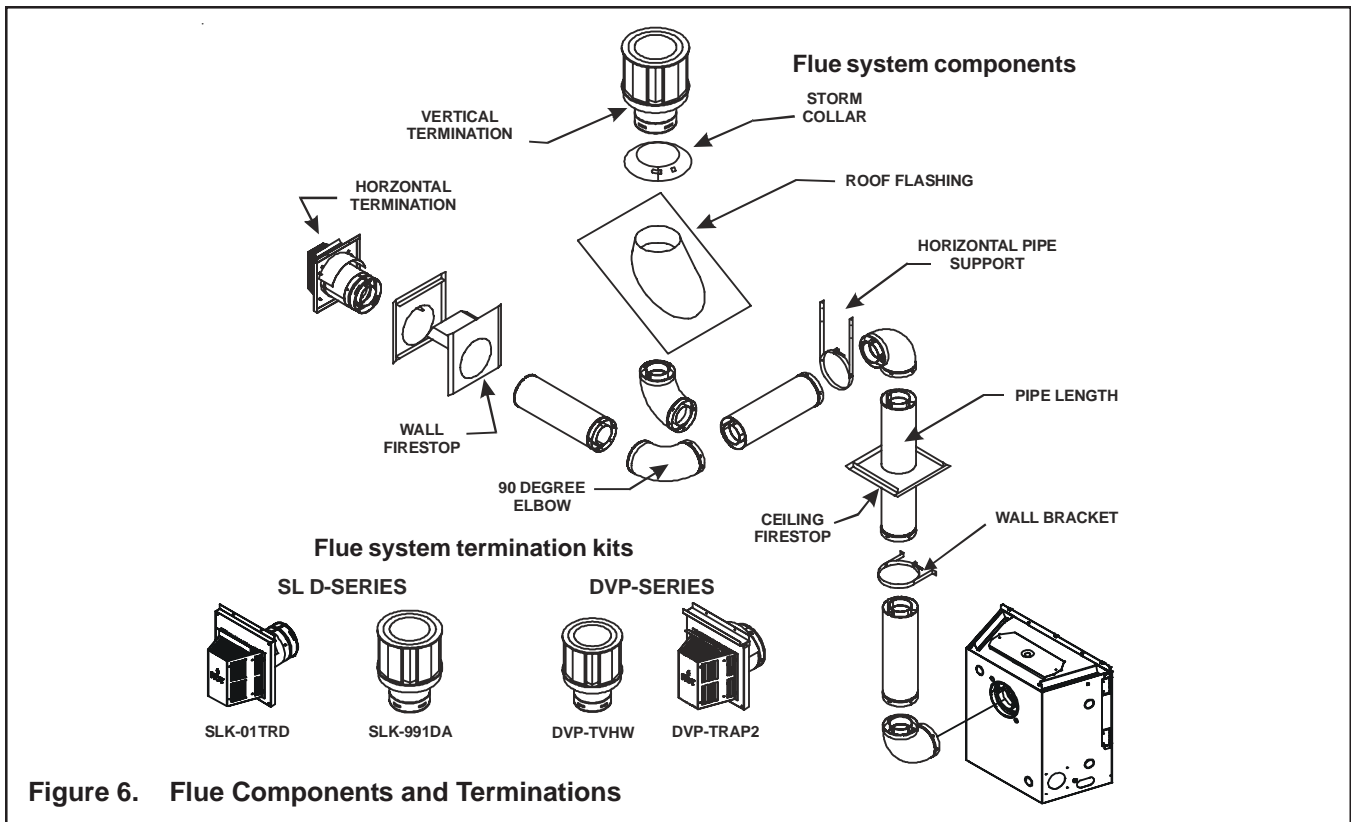
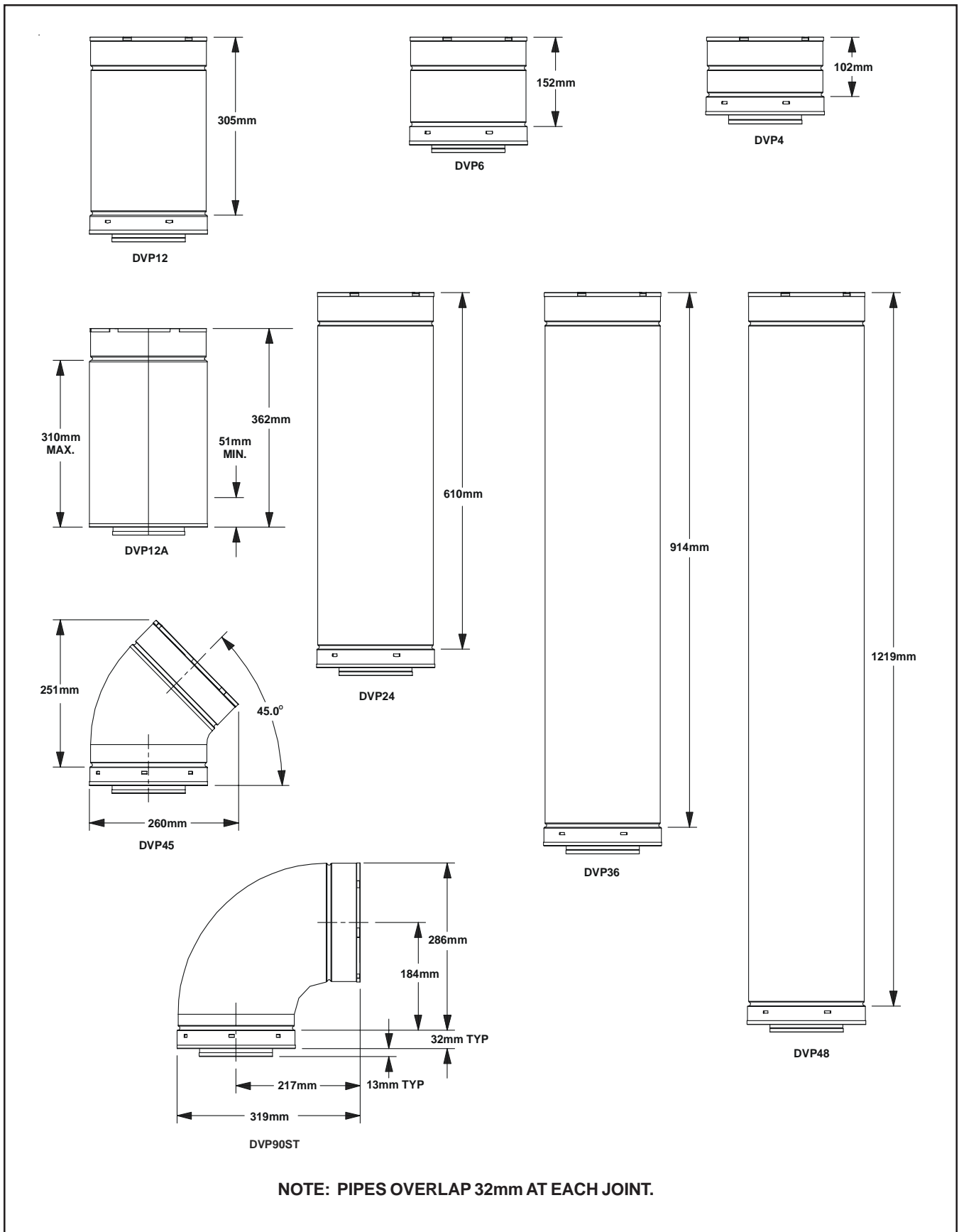
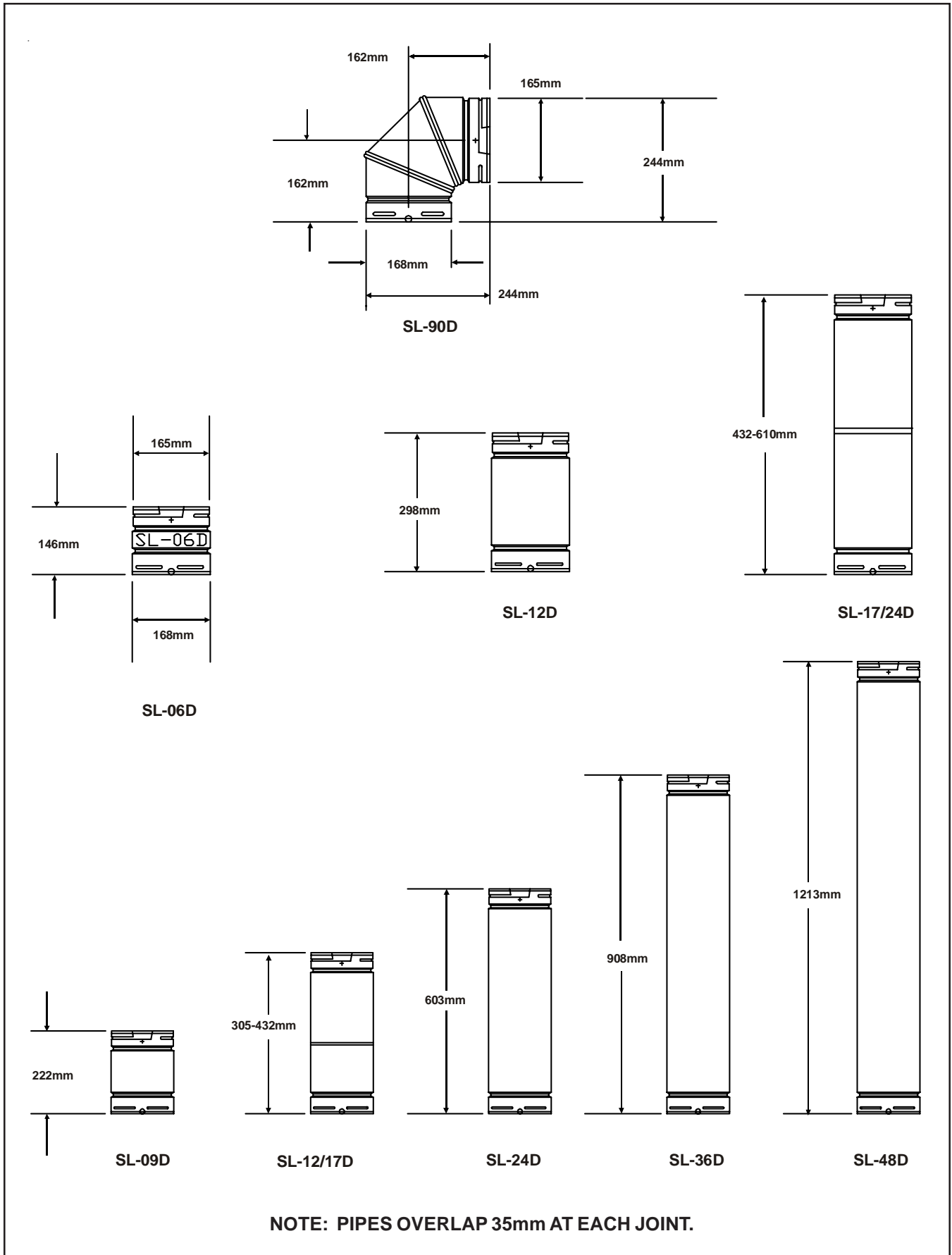


Figure 6. Flue Components and Terminations





**Figure 7. DVP-Series Balanced Flue Component Specifications (127mm inner pipe / 203mm outer pipe)**



**Figure 8.** SL D-Series Balanced Flue Component Specifications (102mm inner pipe / 168mm outer pipe)

**Vertical Flue Restrictor**

If the heater installation requires a vertical flue exceeding 4.5m above the unit with no horizontal flue or elbows, a vertical flue restrictor must be installed (see Figure 9).

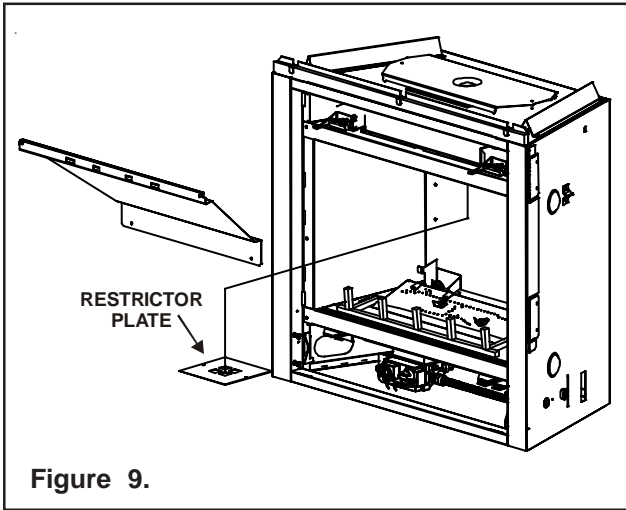


Figure 9.

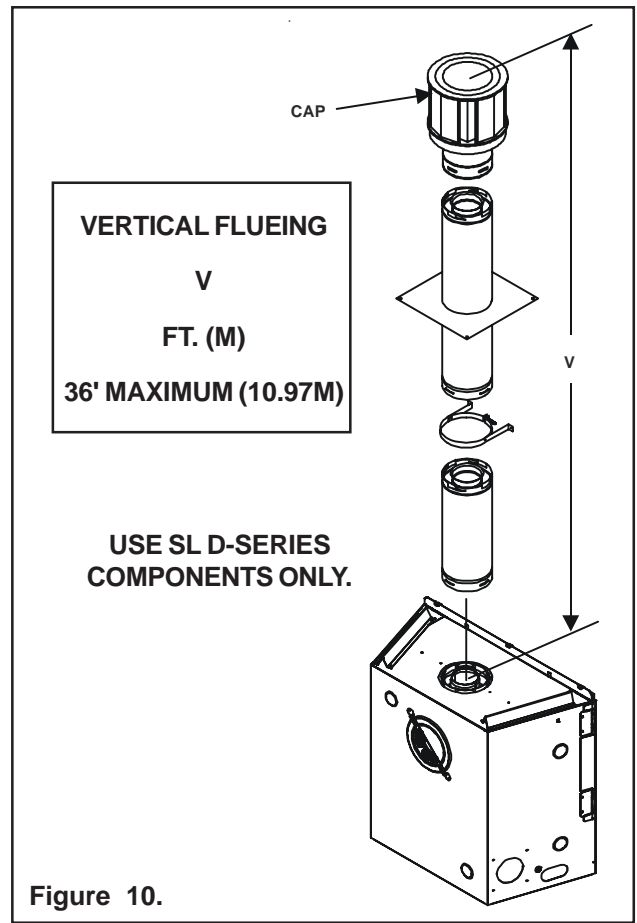


Figure 10.

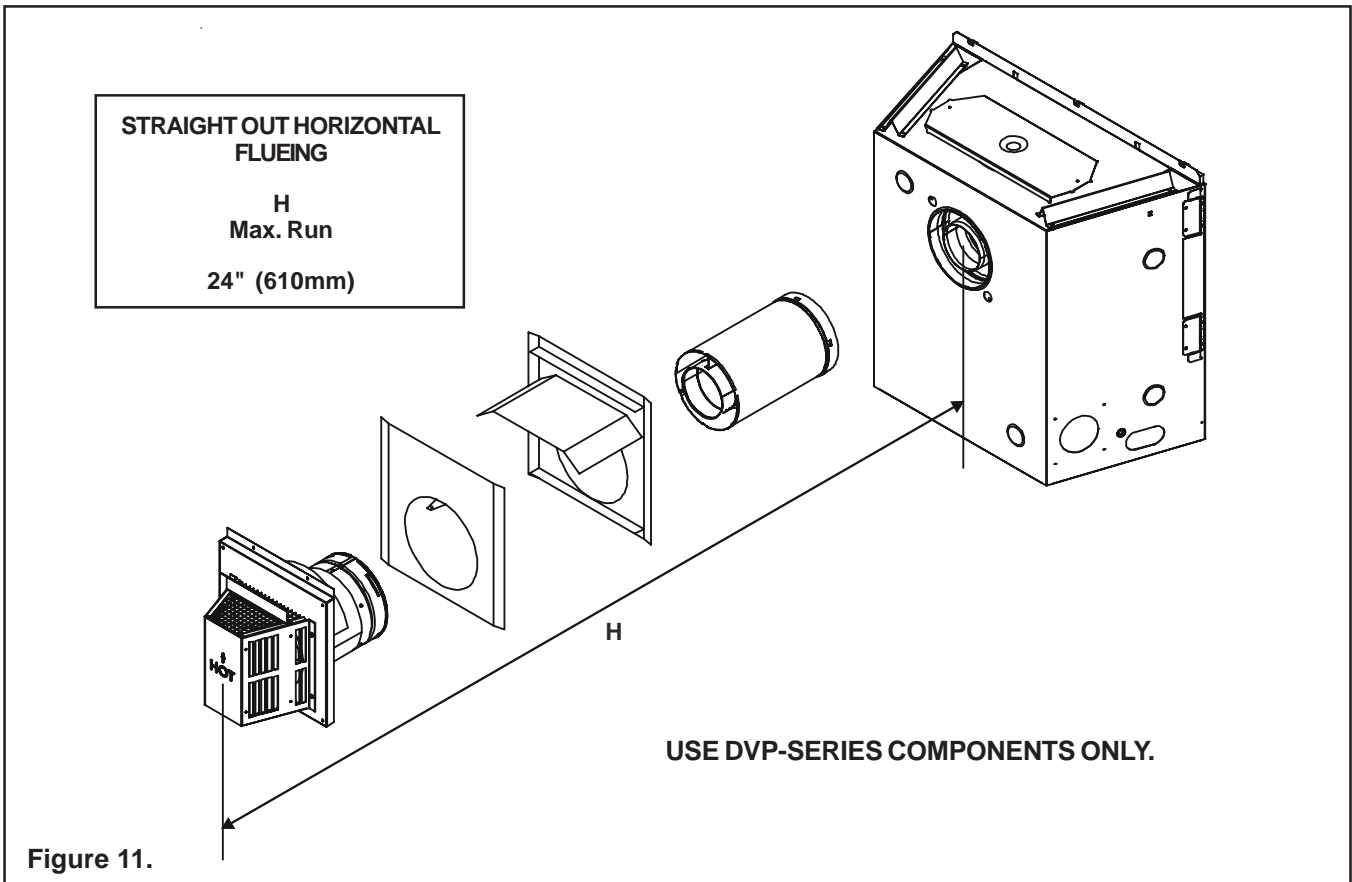
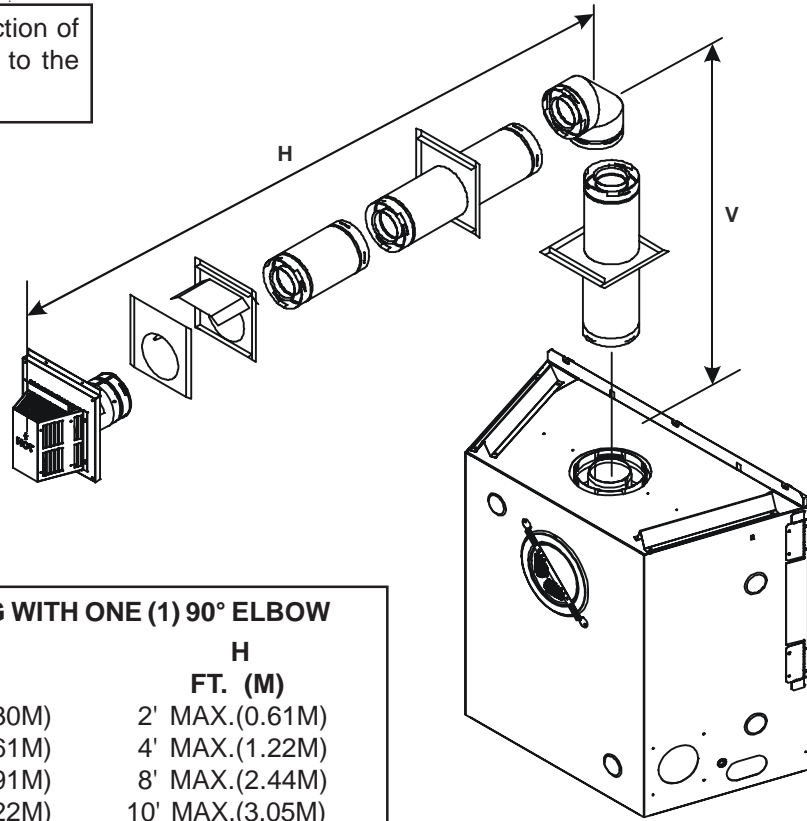


Figure 11.

**NOTE:** A six inch (146mm) section of straight flue must be attached to the heater before a 90° elbow.

**USE SL D-SERIES COMPONENTS ONLY.**



**FLUEING WITH ONE (1) 90° ELBOW**

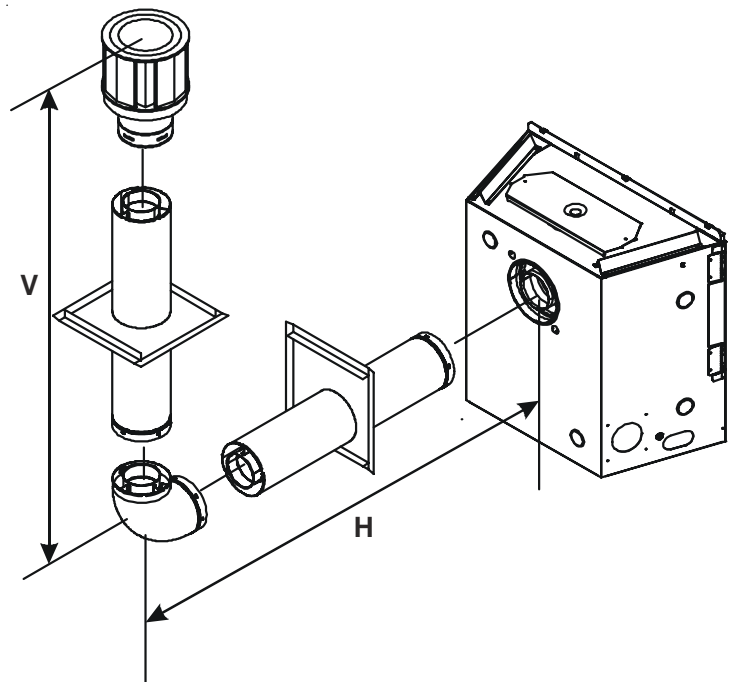
V FT. (M)	H FT. (M)
1' MIN.(0.30M)	2' MAX.(0.61M)
2' MIN.(0.61M)	4' MAX.(1.22M)
3' MIN.(0.91M)	8' MAX.(2.44M)
4' MIN.(1.22M)	10' MAX.(3.05M)
V + H = 30' (9.14M)	

**Figure 12.**

**FLUEING WITH ONE (1) 90° ELBOW**

V (FT.)	H (FT.)
1' MIN. (0.30M)	3' MAX. (0.91M)
2' MIN. (0.61M)	6' MAX. (1.83M)
3' MIN. (0.91M)	9' MAX. (2.74M)
4' MIN. (1.22M)	12' MAX. (3.66M)
V+H=36' MAX.(10.97M) H= 12' MAX. (3.66M)	

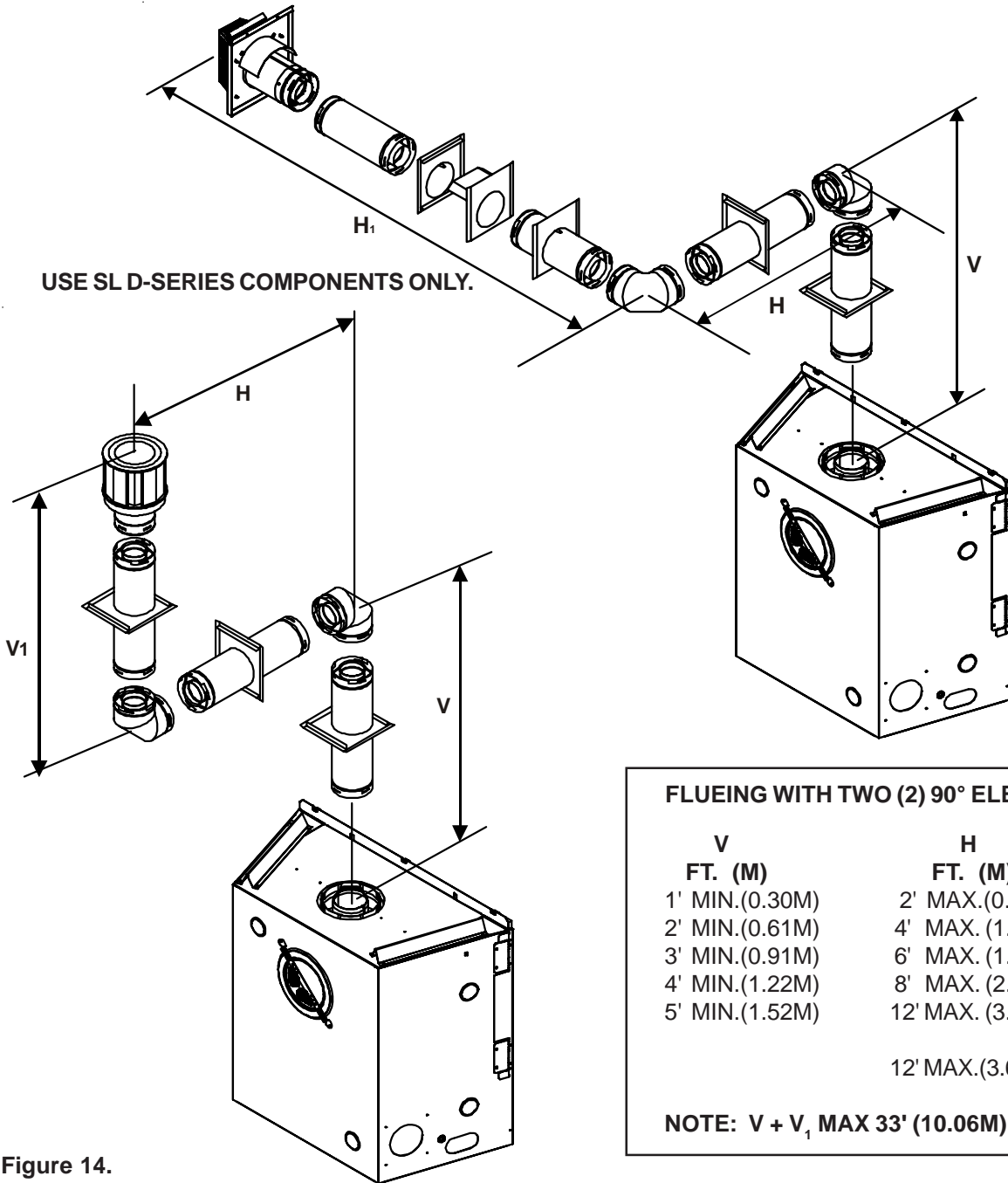
**USE DVP-SERIES COMPONENTS ONLY.**



**Figure 13.**

**FLUEING WITH TWO (2) 90° ELBOWS**

V FT. (M)	H + H <sub>1</sub> FT. (M)
1' MIN.(0.30M)	2' MAX.(0.61M)
2' MIN.(0.61M)	4' MAX.(1.22M)
3' MIN.(0.91M)	6' MAX.(1.83M)
4' MIN.(1.22M)	8' MAX.(2.44M)
5' MIN.(1.52M)	10' MAX.(3.05M)
30' MAX.(9.14M)	10' MAX.(3.05M)



**FLUEING WITH TWO (2) 90° ELBOWS**

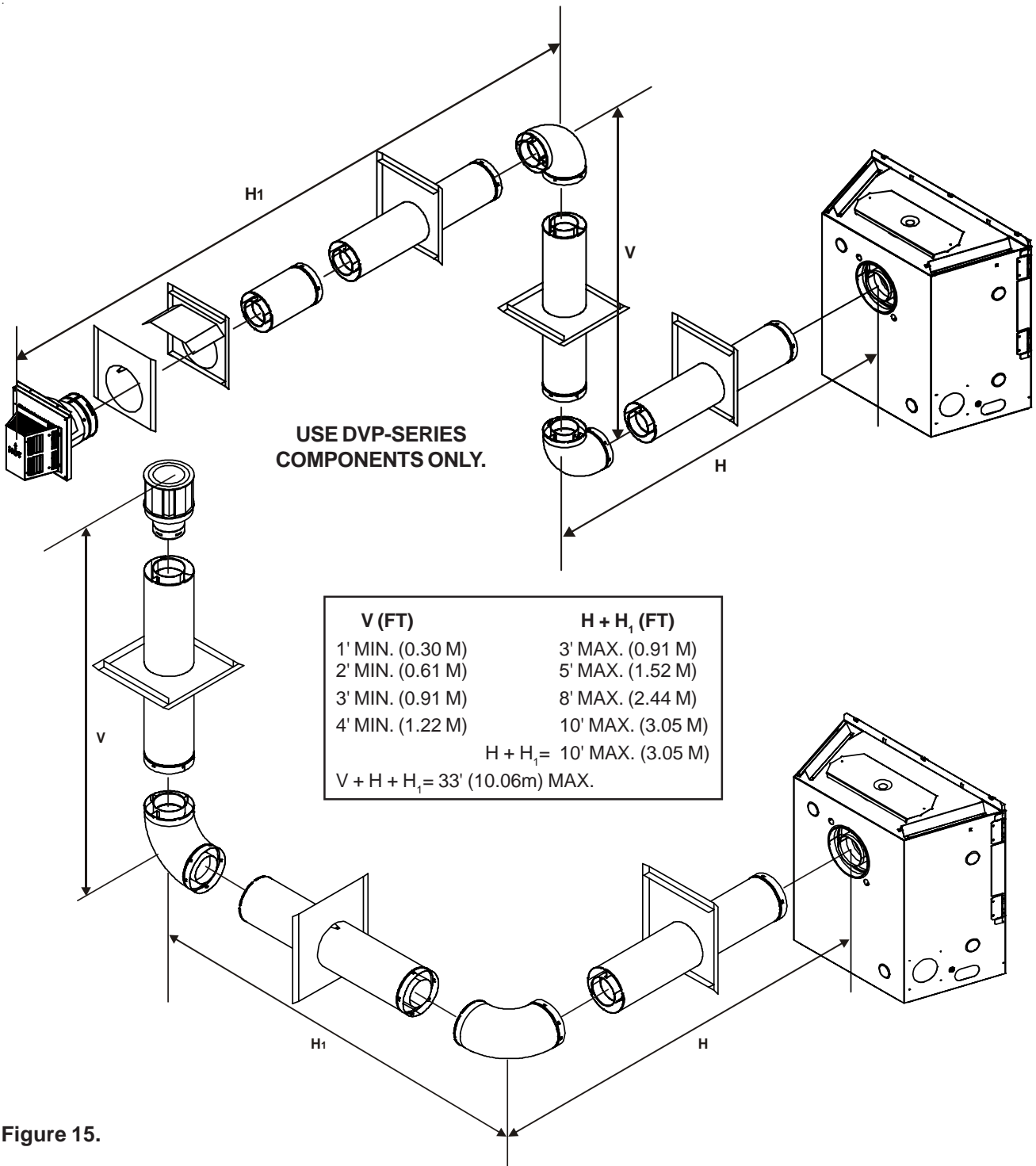
V FT. (M)	H FT. (M)
1' MIN.(0.30M)	2' MAX.(0.61M)
2' MIN.(0.61M)	4' MAX.(1.22M)
3' MIN.(0.91M)	6' MAX.(1.83M)
4' MIN.(1.22M)	8' MAX.(2.44M)
5' MIN.(1.52M)	12' MAX.(3.66M)
	12' MAX.(3.66M)

**NOTE: V + V<sub>1</sub> MAX 33' (10.06M)**

Figure 14.

**FLUEING WITH TWO (2) 90° ELBOWS**

V	H	H + H <sub>1</sub>
1' MIN. (0.30M)	1' MAX. (0.30M)	2' MAX. (0.61M)
2' MIN. (0.61M)	2' MAX. (0.61M)	4' MAX. (1.22M)
3' MIN. (0.91M)	3' MAX. (0.91M)	8' MAX. (2.44M)
4' MIN. (1.22M)	4' MAX. (1.22M)	10' MAX. (3.05M)
H = 8' MAX. (2.44M)		H + H <sub>1</sub> = 10' MAX. (3.05M)
V + H + H <sub>1</sub> = 30' (9.14M) MAX.		

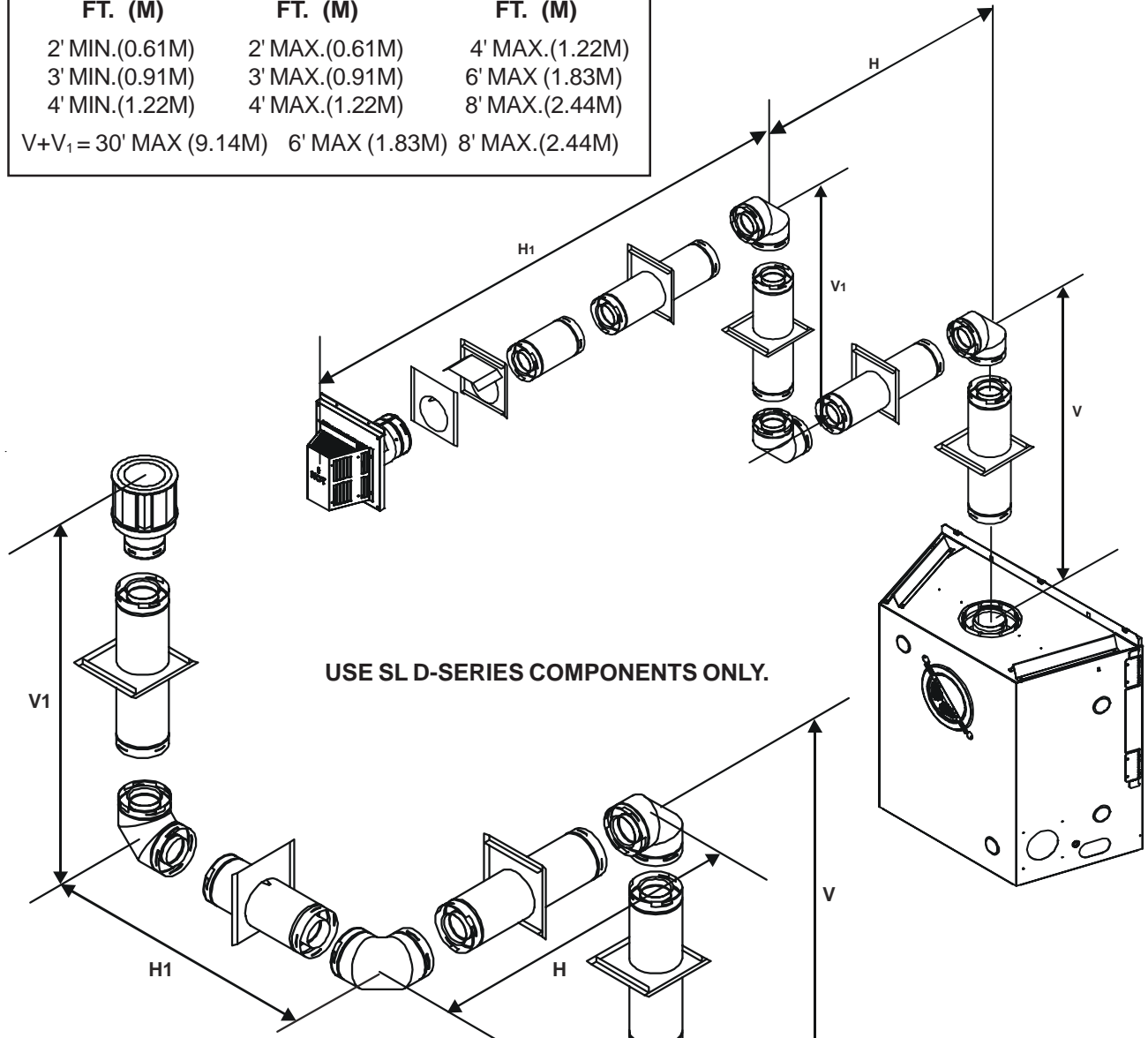


V (FT)	H + H <sub>1</sub> (FT)
1' MIN. (0.30 M)	3' MAX. (0.91 M)
2' MIN. (0.61 M)	5' MAX. (1.52 M)
3' MIN. (0.91 M)	8' MAX. (2.44 M)
4' MIN. (1.22 M)	10' MAX. (3.05 M)
H + H <sub>1</sub> = 10' MAX. (3.05 M)	
V + H + H <sub>1</sub> = 33' (10.06m) MAX.	

Figure 15.

**FLUEING WITH THREE (3) 90° ELBOWS**

V	H	H + H <sub>1</sub>
FT. (M)	FT. (M)	FT. (M)
2' MIN.(0.61M)	2' MAX.(0.61M)	4' MAX.(1.22M)
3' MIN.(0.91M)	3' MAX.(0.91M)	6' MAX.(1.83M)
4' MIN.(1.22M)	4' MAX.(1.22M)	8' MAX.(2.44M)
V+V <sub>1</sub> = 30' MAX (9.14M) 6' MAX (1.83M) 8' MAX.(2.44M)		



**FLUEING WITH THREE (3) 90° ELBOWS**

V	H + H <sub>1</sub>
FT. (M)	FT. (M)
1' MIN.(0.30M)	2' MAX.(0.61M)
2' MIN.(0.61M)	4' MAX.(1.22M)
3' MIN.(0.91M)	6' MAX.(1.83M)
4' MIN.(1.22M)	8' MAX.(2.44M)
5' MIN.(1.52M)	12' MAX.(3.66M)
	12' MAX.(3.66M)
<b>NOTE: V + V<sub>1</sub> MAX. 33' (10.06M)</b>	

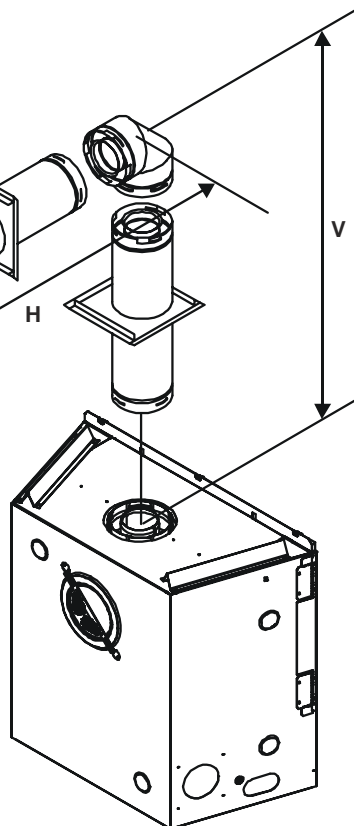
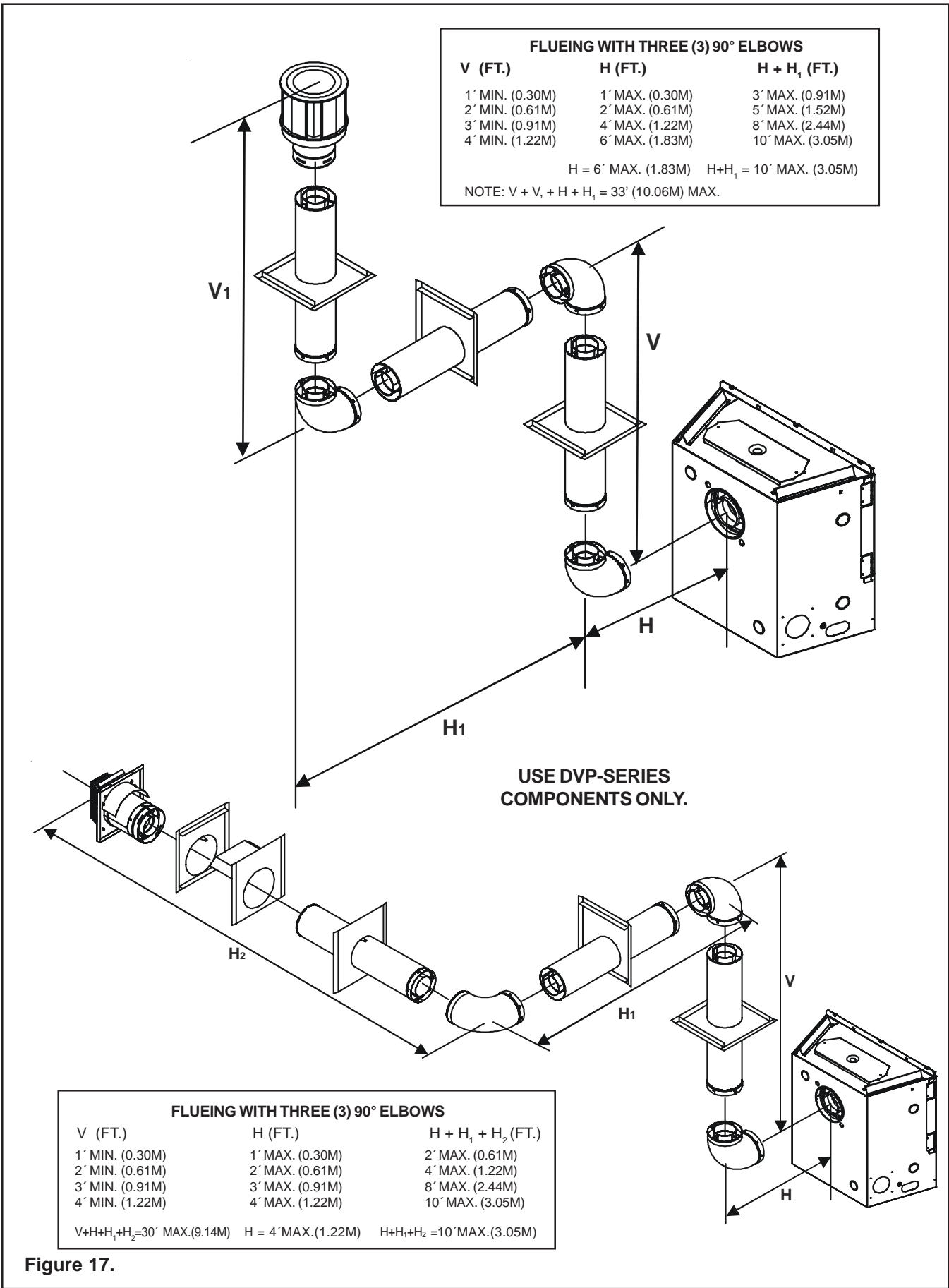


Figure 16.





**Figure 17.**

## Installing Flue Components

After determining which set of starting collars will be used (top or rear), follow flueing instructions accordingly.

### Flueing Out the Rear Flue

Remove the rear collar seal cap by cutting the strap at each end (see Figure 18).

Next, remove the insulation from the rear flue, pull the heat shield out from outside of the heater.

**WARNING: THE TOP FLUE COLLAR SEAL CAP MUST REMAIN ATTACHED TO THE TOP FLUE COLLAR IF THE FLUE SYSTEM IS ATTACHED TO THE REAR STARTING COLLARS. SEE FIGURE 18.**

### Flueing Out the Top Flue

- Remove the top flue collar cover plate. Remove the seal cap and both pieces of insulation in the top collars (see Figure 18). Remove the heat shield inside the top collars from the outside of the heater.

**WARNING: THE REAR FLUE COLLAR SEAL CAP MUST REMAIN ATTACHED TO THE REAR FLUE COLLARS IF THE FLUE SYSTEM IS ATTACHED TO THE TOP STARTING COLLARS. SEE FIGURE 17.**

**WARNING: FAILURE TO REMOVE INSULATION IN THE SET OF COLLARS YOU ARE USING COULD CAUSE A FIRE.**

**WARNING: YOU MUST LEAVE THE INSULATION IN PLACE IN THE SET OF COLLARS YOU ARE NOT USING.**

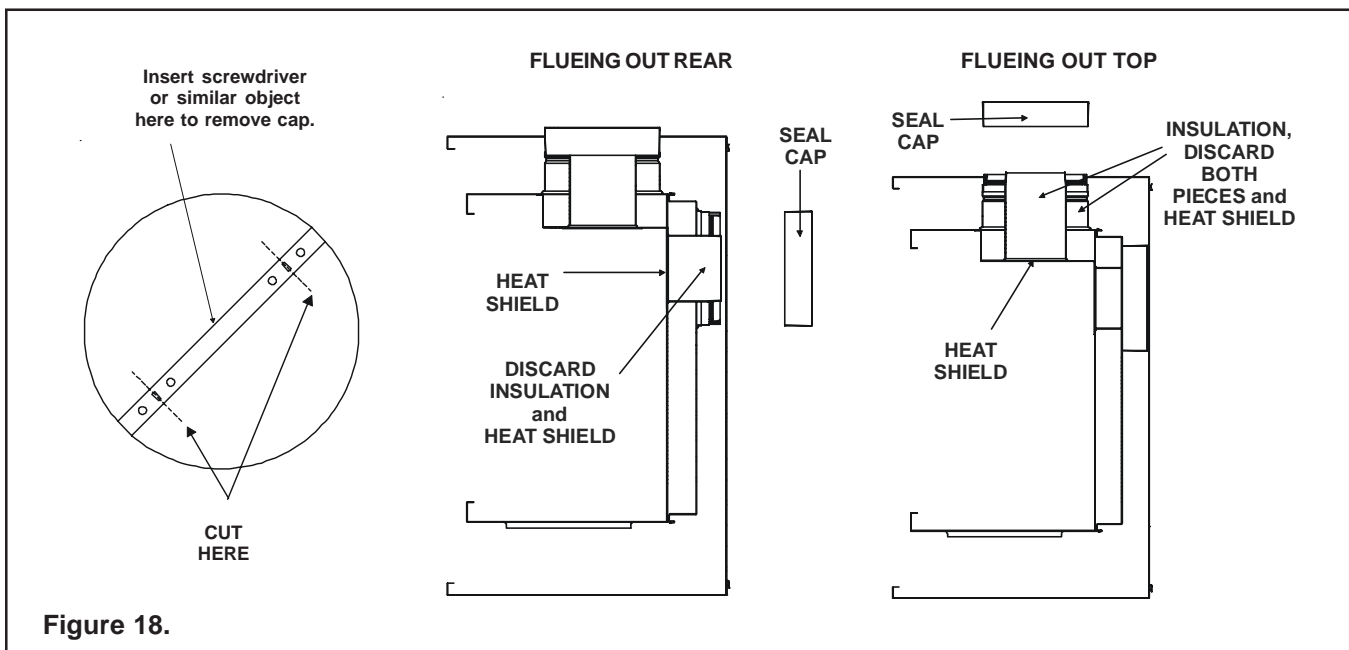


Figure 18.

## Installing Flue Components

### A. On the REAR of the heater

#### 1. Attaching the First Flue Component to the Starting Collars:

To attach the first flue component to the starting collars on the rear of the heater:

- Make sure that the flue gasket supplied with the heater seals between the first flue component and the outer heater wrap.
- Slide the male end of the inner flue of the pipe section over the inner collar on the heater. At the same time, slide the outer flue over the outer collar on the heater. Push the flue section into the appliance collar until all the lances (see Figure 19) have snapped in place. Tug slightly on the flue to confirm that it has completely locked into place.

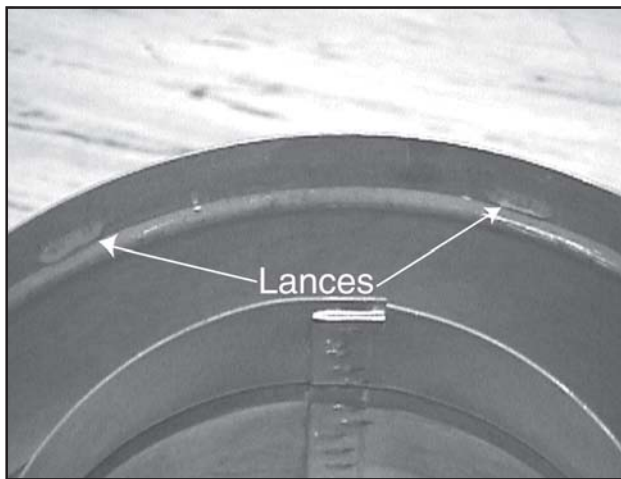



Figure 19.

- 
- Any 90° elbow installed directly onto the rear flue of the heater **MUST BE** in a vertical position.

 **WARNING: ENSURE THAT THE HEATER GASKET SUPPLIED WITH THE HEATER SEALS BETWEEN THE FIRST FLUE COMPONENT AND THE OUTER HEATER WRAP.**

## WARNING



Fire Risk

Exhaust Fumes Risk

Impaired Performance of Appliance

- Overlap pipe slip sections at least 38 mm.
- Screws must not exceed one inch long.
- Pipe may separate if not properly joined.



### 2. Assembling Flue Components

Insert the inner flue of section A into the flared inner flue of section B.

Start the outer flue of section A over the outer flue of section B (see Figure 20). **Note:** The end of the pipe sections with the lances/tabs on it will face towards the appliance.

Once both inner and outer flues are started, press section A onto section B firmly until all lances have snapped into place. Check to make sure they have snapped together (see Figure 21) and the seams are not aligned (see Figure 22). Tug slightly on section A to confirm it has completely locked into place.

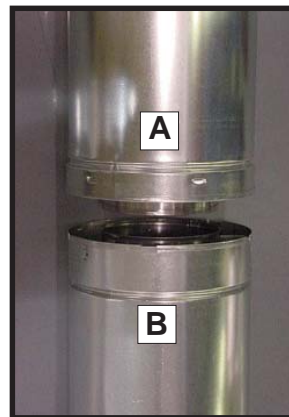
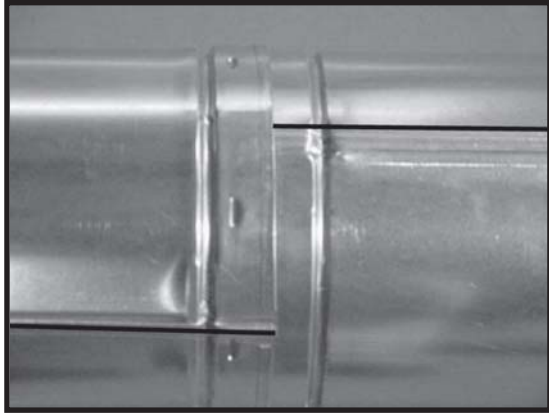


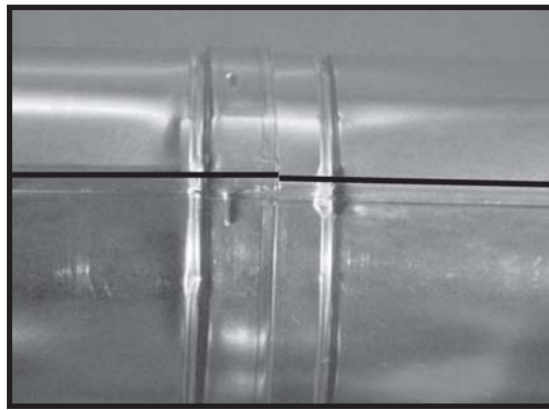
Figure 20.



Figure 21.



**CORRECT**



**INCORRECT**

**Note:** Make sure that the seams are not aligned to prevent unintentional disconnection.

**Figure 22. Seams**

**NOTE:** Make sure that seams are **NOT** aligned to prevent unintentional disconnection.

For elbows that are changing the flue direction, two screws minimum should be put in the outer flue at the joint to prevent the elbow from rotating.

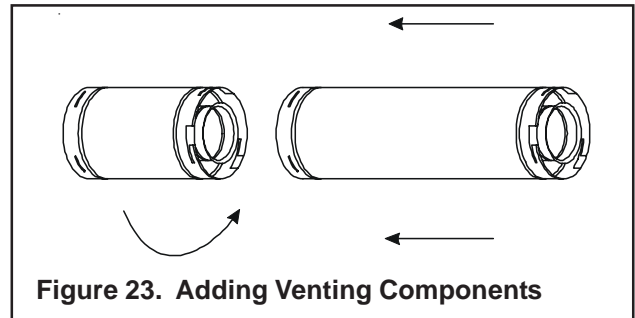
**PROCEED TO STEP 3**  
**(Install Support Brackets)**

## B. On the TOP of the heater

### 1. Attaching the First Flue Component to the Starting Collars:

To attach the first flue component to the starting collars on the top of the heater:

- Lock the flue components into place by sliding the concentric pipe sections with four (4) equally spaced interior beads into the heater collar or previously installed component end with four (4) equally spaced indented sections.



**Figure 23. Adding Venting Components**

- When the internal beads of each outer pipe line up, rotate the pipe section clockwise about one quarter (1/4) turn. The flue pipe is now locked together.
- Slide the ceramic fiber pad over the first flue section and place it flush to the fireplace. Continue to add vent components.



**WARNING: ENSURE THAT THE HEATER GASKET SUPPLIED WITH THE HEATER SEALS BETWEEN THE FIRST FLUE COMPONENT AND THE OUTER HEATER WRAP.**

### 2. Continue Adding Flue Components

To continue adding flue components in accordance with the pre-planned flue system configuration:

- Ensure that each succeeding flue component is securely fitted and locked into the preceding component in the flue system.

For elbows that are changing the flue direction, two screws minimum should be put in the outer flue at the joint to prevent the elbow from rotating.

### 3. Install Support Brackets

**For Horizontal Runs** - The flue system must be supported every five (5) feet (1.5m) of horizontal run by a horizontal pipe support.

To install support brackets for horizontal runs:

- Place the pipe supports around the flue pipe.
- Nail the pipe supports to the framing members.

## For Vertical Runs

The flue system must be supported every eight (8) feet (2.4 M) above the heater flue outlet by wall brackets.

To install support brackets for vertical runs:

- Attach wall brackets to the flue pipe and secure the wall bracket to the framing members with nails or screws.

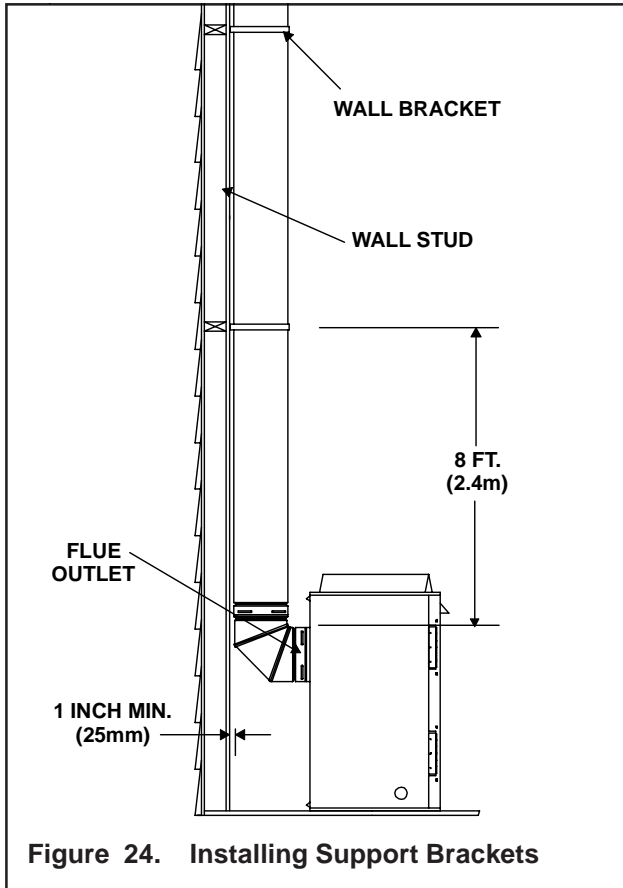


Figure 24. Installing Support Brackets

## 4. Install Firestops

**For Horizontal Runs** - Firestops are **REQUIRED** on both sides of a combustible wall through which the flue passes.

To install firestops (heat shield) for horizontal runs that pass through either interior or exterior walls:

- Cut a 10-inch by 12-inch (254 mm X 305 mm) hole through the wall.
- Position the firestops on both sides of the hole previously cut and secure the firestops with nails or screws.
- The pipe opening of the firestops **MUST BE** placed towards the bottom of the firestop.
- Continue the flue run through the firestop.

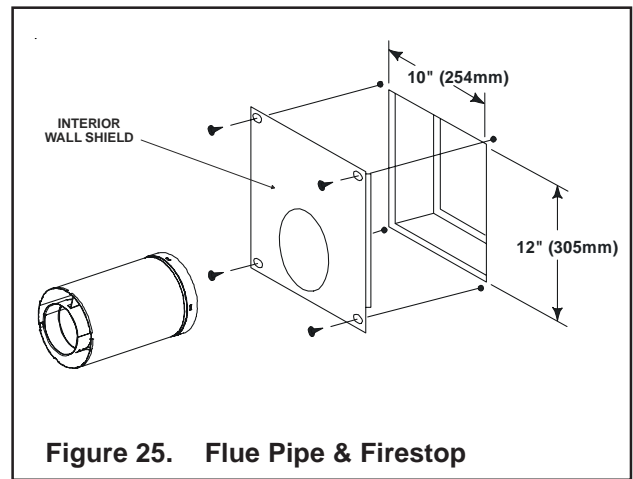


Figure 25. Flue Pipe & Firestop

**For Vertical Runs** - One firestop is **REQUIRED** at the hole in each ceiling through which the flue passes.

To install firestops for vertical runs that pass through ceilings:

- Position a plumb bob directly over the center of the vertical flue component.
- Mark the ceiling to establish the centerpoint of the flue.
- Drill a hole or drive a nail through this center point.
- Check the floor above for any obstructions, such as wiring or plumbing runs.
- Reposition the heater and flue system, if necessary, to accommodate the ceiling joists and/or obstructions.
- Cut a 10-inch X 10-inch (254mm X 305mm) hole through the ceiling, using the firestop pipe opening as a guide.
- Frame the hole with framing lumber the same size as the ceiling joists.

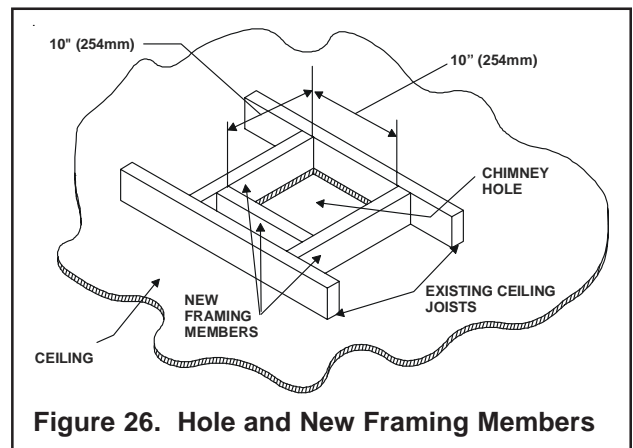
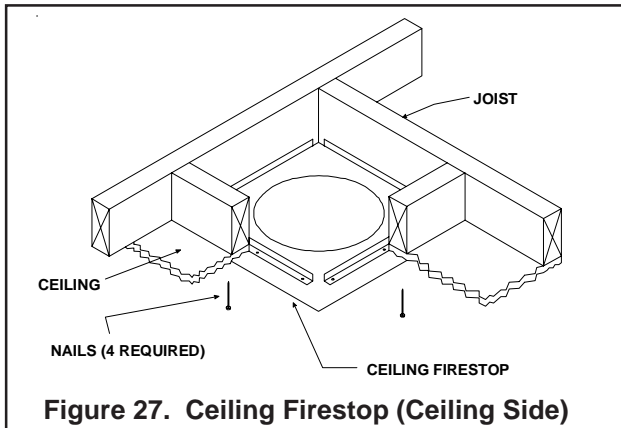


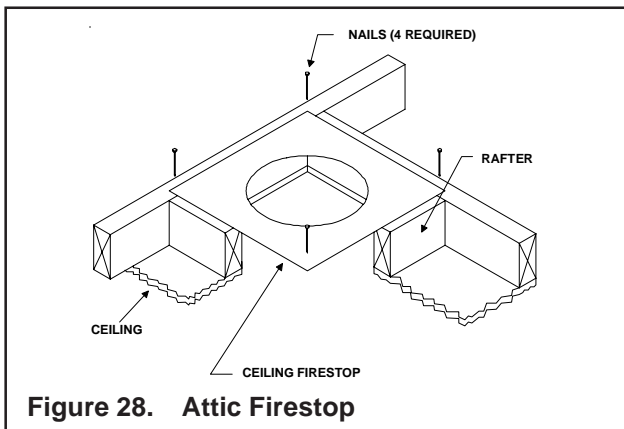
Figure 26. Hole and New Framing Members

If the area above the ceiling is **NOT** an attic, position and secure the ceiling firestop on the ceiling side of the previously cut and framed hole.



**Figure 27. Ceiling Firestop (Ceiling Side)**

If the area above the ceiling **IS** an attic, position and secure the firestop on top of the previously framed hole.



**Figure 28. Attic Firestop**

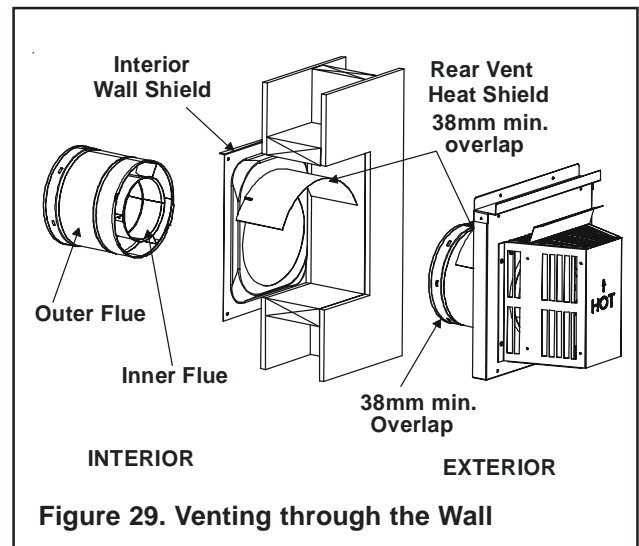
### C. Flue Termination

#### For Horizontal Terminations using the DVP-TRAP

To attach and secure the termination to the last section of horizontal flue:

- The rear flue heat shield **MUST** be placed one inch above the top of the flue between the wall shield and the base of the termination cap.
- One section of the heat shield is attached to the wall shield. The other is attached to the termination cap in the same manner (see Figure 29).

- The heat shield sections will overlap to match the wall thickness (depth).
- If the wall thickness does not allow the required 1-1/2 inch heat shield overlap, an extended heat shield must be used. The extended heat shield will need to be cut to the thickness of the wall and be attached to the wall shield.
- The small leg in the shield rests on top of the flue to properly space it from the pipe section (see Figure 29).



**Figure 29. Venting through the Wall**

- The termination kit should pass through the wall firestops from the exterior of the building.
- Adjust the termination cap to its final exterior position on the building and interlock the flue sections.



**WARNING: THE TERMINATION CAP MUST BE POSITIONED SO THAT THE ARROW IS POINTING UP.**

- Use a high-temperature sealant gasket to seal between the pipe and exterior firestop.

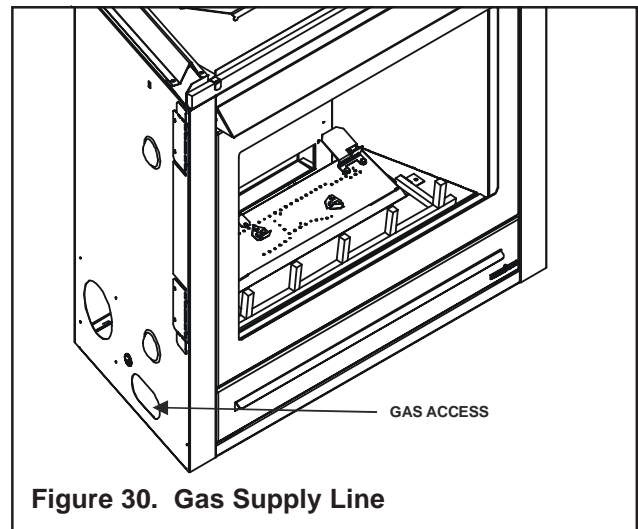
**For Vertical Terminations** - To locate the flue and install the flue sections:

- Locate and mark the flue centerpoint on the underside of the roof, and drive a nail through the centerpoint.
- Make the outline of the roof hole around the centerpoint nail.
- The size of the roof hole framing dimensions depend on the pitch of the roof. There **MUST BE** a 1-inch (25mm) clearance from the vertical flue pipe to combustible materials.
- Mark the roof hole accordingly.
- Cover the opening of the installed flue pipes.
- Cut and frame the roof hole.
- Use framing lumber the same size as the roof rafters and install the frame securely. Flashing anchored to the frame must withstand heavy winds.
- Continue to install concentric flue sections up through the roof hole and up past the roof line until you reach the appropriate distance above the roof.

**CAUTION: FOLLOW THE REQUIREMENTS OF THE AGA GAS INSTALLATION CODE FOR MINIMUM HEIGHT REQUIREMENTS ABOVE THE ROOF.**

To seal the roof hole, and to divert rain and snow from the flue system:

- Attach a flashing to the roof using nails, and use a non-hardening mastic around the edges of the flashing base where it meets the roof.
- Attach a storm collar over the flashing joint to form a water-tight seal. Place non-hardening mastic around the joint, between the storm collar and the vertical pipe.
- Slide the termination cap over the end of the flue pipe and rotate the pipe clockwise 1/4 turn.



### 1.3 CONNECTING THE GAS SUPPLY

The gas is introduced to the appliance on the left hand side (see Figure 30). After the gas pipe installation is complete, check carefully all gas connections for leaks with a commercially-available, non-corrosive leak check solution. Be sure to rinse off all leak check solution following testing. **DO NOT USE AN OPEN FLAME.**

**NOTE: THE GAS SUPPLY LINE SHOULD BE PURGED OF ANY TRAPPED AIR PRIOR TO THE FIRST FIRING OF THE UNIT.**



## 1.4 IGNITION SYSTEM WIRING

- This gas heater is equipped with an electronic ignition system which operates on a 6 volt system.
- This appliance requires 240 VAC to be wired to the factory installed junction box. Check factory installed power cord for damage before use.

### WARNING

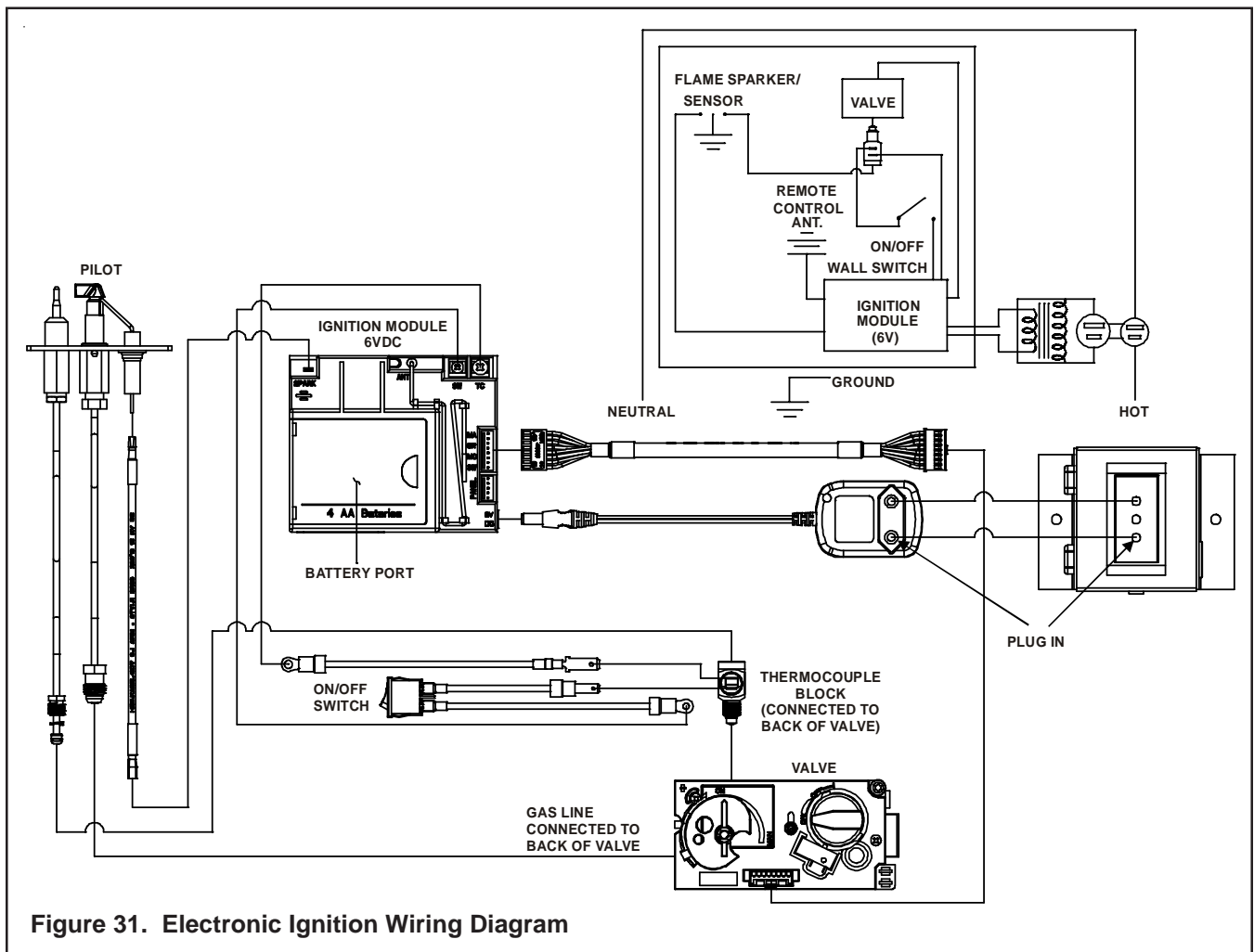


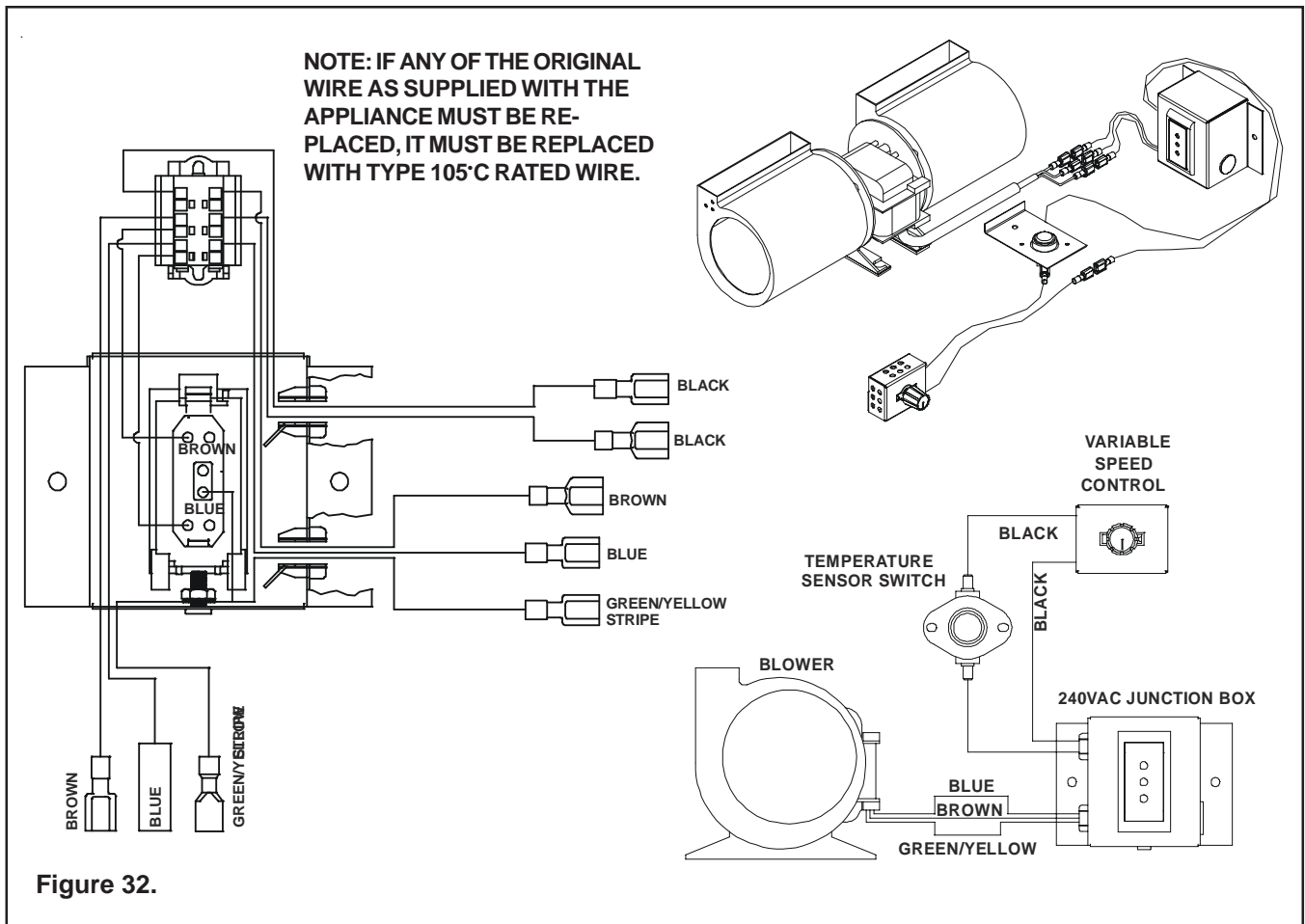
Shock Risk

- Replace damaged wire with type 105°C rated wire.
- Wire must have high temperature insulation.

### CAUTION

Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing.

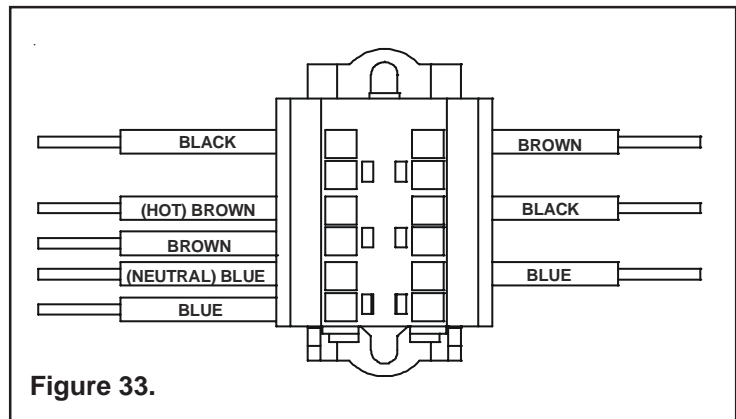




## 1.5 BLOWER FAN

These heaters have a factory installed Fan, Electrical Junction Box, Variable Speed Rheostat Control Switch and Temperature Sensor Switch for the fan. These components are located behind the lower door.

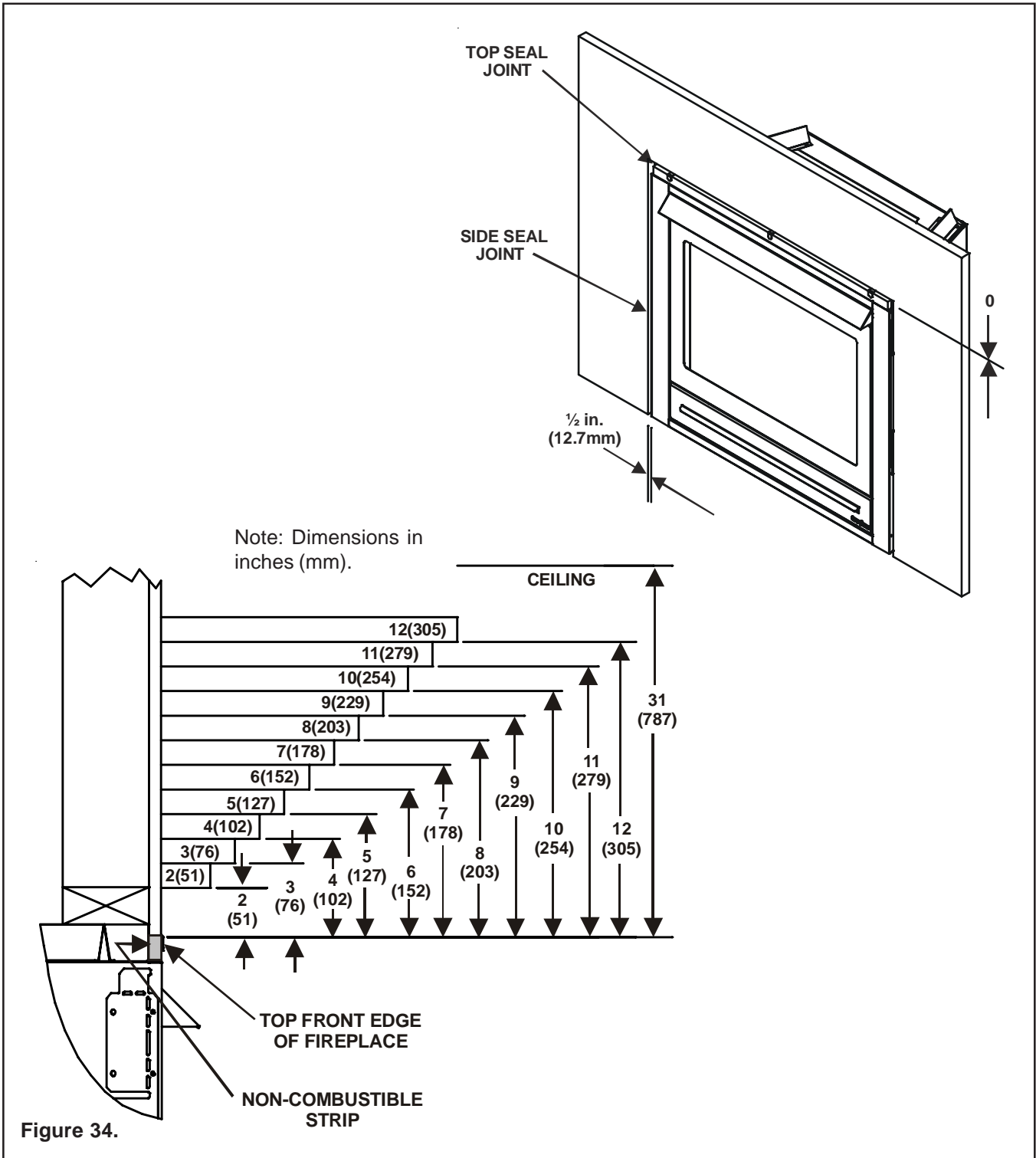
Use of the fan requires that the Junction Box (factory installed) be connected to 240 VAC service before permanently enclosing the heater. The access hole for connecting the service wires is found on the right exterior side of the unit. See Figure 33 for wire connection detail.



## 1.6 FINISHING

The minimum clearance to combustibles are 0 from the sides, floor, back and top (these clearances are defined by the standoffs). The minimum distance to the perpendicular side wall extending past the appliance front is 2-inches (51mm). Clearance to a mantelpiece is shown in Figure 34.

IF JOINTS BETWEEN THE FINISHED WALLS AND THE FIREPLACE SURROUND (TOP AND SIDES) ARE SEALED, A 300° F (149°C). MINIMUM SEALANT MATERIAL MUST BE USED. THESE JOINTS ARE NOT REQUIRED TO BE SEALED. ONLY NON-COMBUSTIBLE MATERIAL (USING 300° F. (149°C) MINIMUM ADHESIVE, IF NEEDED) CAN BE APPLIED AS FACING TO THE FIREPLACE SURROUND. SEE FIGURE 34.



## Installing the Trim

Combustible materials may be brought up to the specified clearances on the side and top front edges of the fireplace, but **MUST NEVER** overlap onto the front face. The joints between the finished wall and the fireplace top and sides can only be sealed with a 300° F. (149° C) minimum sealant.



**WARNING: WHEN FINISHING THE FIREPLACE, NEVER OBSTRUCT OR MODIFY THE AIR INLET/OUTLET GRILLES IN ANY MANNER.**

Install optional marble and brass trim surround kits as desired. Marble, brass, brick, tile, or other non-combustible materials can be used to cover up the gap between the sheet rock and the fireplace.

Do not obstruct or modify the air inlet/outlet grilles. When overlapping on both sides, leave enough space so that the bottom grille can be opened and the trim door removed.

## 1.7 INSTALLER TESTING

The space heater must be tested and be operating according to manufacturer's specifications prior to the installer leaving the site. Note: the tips of the flames should never hit the top of the firebox after the unit has warmed up. Please contact your dealer or a qualified service person to replace injector or adjust valve.

Upon completing the gas line connection, a small amount of air will be in the lines. When first lighting the pilot light, it will take a few minutes for the lines to purge themselves of this air. Once the purging is complete, the pilot and burner will light and operate as indicated in the Lighting Instructions.

Subsequent lightings of the appliance will not require such purging.

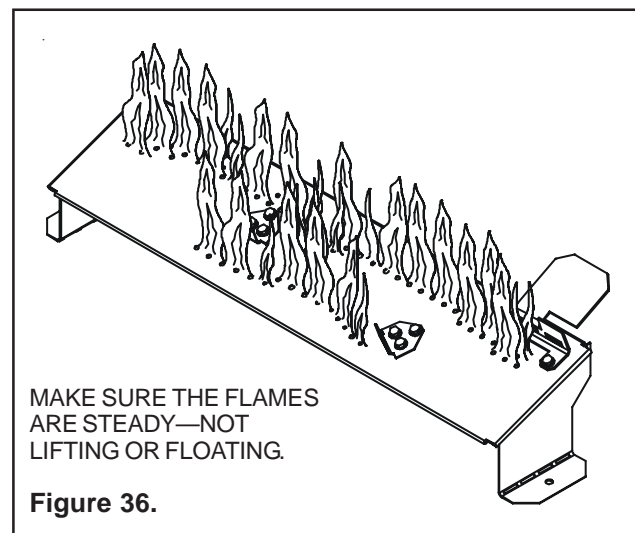
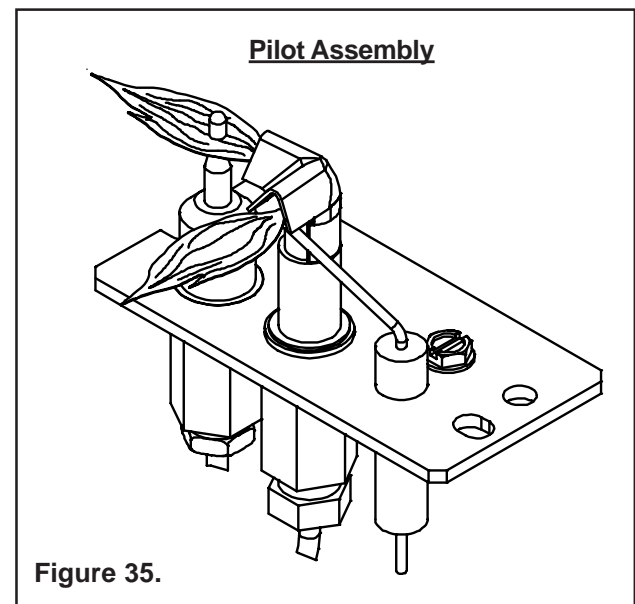
Follow the Safety Information and Lighting Instructions pages of this manual to light the appliance.

To obtain proper operation, it is imperative that the pilot and main burner flame characteristics are steady, not lifting or floating. Typically, the top 3/8-inch (10mm) of the thermocouple should be engulfed in the pilot flame (see Figure 35).

Burner flame patterns are shown in Figure 36.

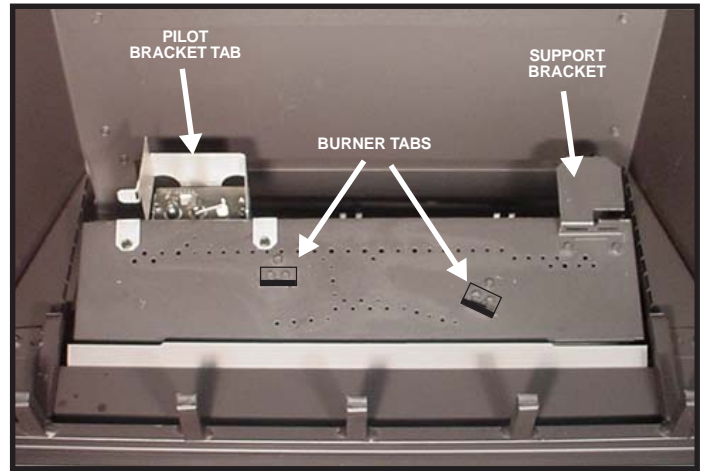
Proper gas log positioning is shown in Section 1.8.

Follow Section 3.5 TROUBLESHOOTING for adjusting the appliance to operate properly.

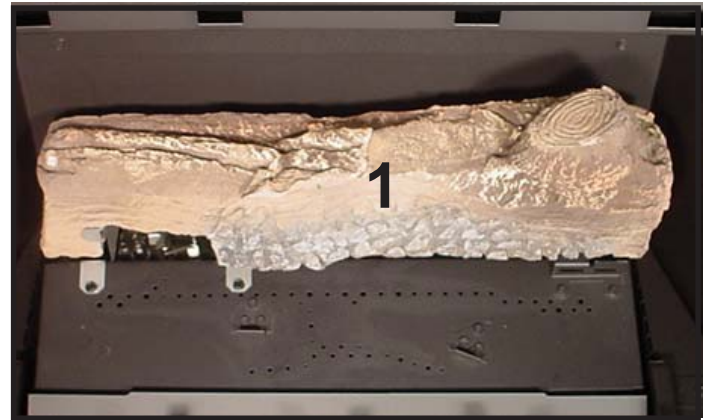


## 1.8 LOG PLACEMENT INSTRUCTIONS

### Log Set Assembly: LOGS-350CE-D



Carefully remove the logs from the packaging. **CAUTION:** Logs are fragile!



**LOG #1 (SRV327-701):** Place log #1 at the rear of the unit, with the left edge behind the tab on the pilot bracket. The right side sits behind the tab on the support bracket.



**LOG #2 (SRV2033-701):** Locate the bottom groove of log #2 over the left most grate bar and align over the burner by placing the log slot over the burner tab as shown.





**LOG #3 (SRV705-703):** Rest log #3 against the right front grate corner and place its slot over the right burner tab.



**LOG #4 (SRV530-716):** Place the left end of log #4 in the groove on log #2 and the right end on log #1 as shown.



→ **LOG #5 (SRV438-724):** Locate the top of log #5 onto log #1 and log #3, and place the bottom on the right side of the fourth log grate.



**LOG #6 (SRV540-704):** Place log #6 against the second and third grate bars.

If sooting occurs, the logs might need to be repositioned slightly to avoid excessive flame impingement.



## 2.0 OPERATING INSTRUCTIONS

This appliance is a balanced flue heater and is designed to operate with all combustion air being siphoned from the outside of the building and all exhaust gases expelled to the outside of the building.



**WARNING: THIS UNIT IS NOT FOR USE WITH SOLID FUEL.**

The control system for this model is an electronic system which includes a gas control valve, pilot, thermocouple, ignitor and electronic ignition module. The controls are located in the lower compartment behind the lower door, and access is gained by lifting the door up. See Figure 1.



**WARNING: DO NOT CONNECT 240 VAC TO THE GAS CONTROL VALVE OR CONTROL WIRING SYSTEM OF THIS UNIT.**

When lit for the first time, the appliance will emit a slight odor for an hour or two. This is due to paint and lubricants used in the manufacturing process. Additionally, for the first few minutes after each lighting, vapor may condense and fog the glass and the flames may be blue. After a few minutes this moisture will disappear and within 15-30 minutes the flames should become yellow.

The heater may produce a noise, caused from metal expansion and contraction as it heats up and cools down. This noise is similar to one that a furnace or heat duct may produce and does not affect the operation or longevity of the heater.

## OPERATING CAUTIONS

- This appliance may exhibit a slight carbon deposition.
- Do not place articles on or against this appliance.
- Do not use or store flammable materials near this appliance.
- Do not spray aerosols in the vicinity of this appliance while it is in operation.
- The DRESS GUARD IS fitted to this appliance to reduce the risk of fire or injury from burns and no part of it should be permanently removed. For protection of young children or the infirm, a secondary guard is required.
- The glass door assembly must be in place and sealed and the fixed mesh DRESS GUARD must be in place on the fireplace before the unit can be placed into safe operation.
- Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the unit and to replace any part of the control system and any gas control which has been underwater.
- Do not operate this appliance with the glass door removed, cracked, or broken. Replacement of the glass door should be done by a licensed or qualified person. Do not strike or slam the glass door.
- The glass door assembly shall only be replaced as a complete unit as supplied by the gas fireplace manufacturer. No substitute materials may be used.

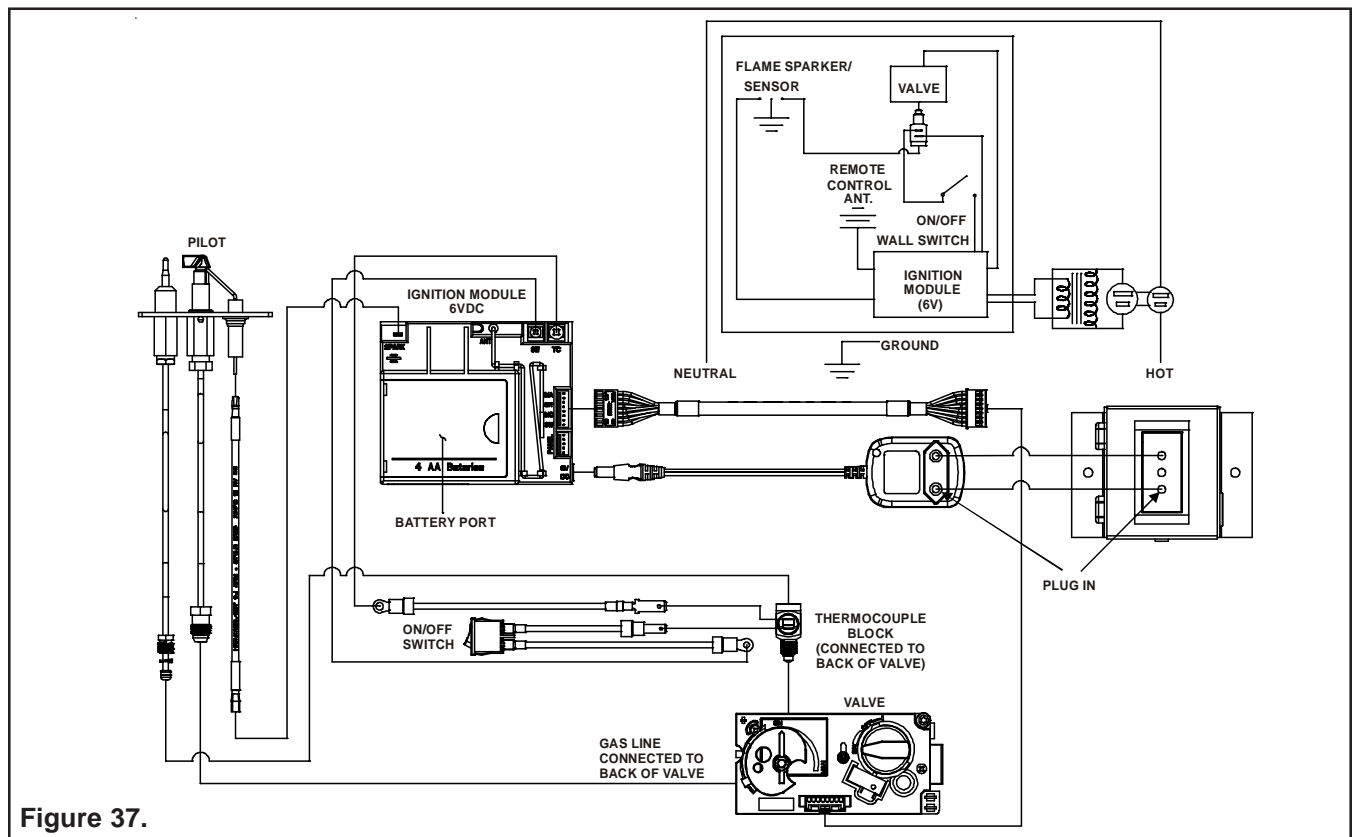


Figure 37.

## 2.1 SAFETY & LIGHTING INFORMATION

Follow **SAFETY INFORMATION** and **LIGHTING INSTRUCTIONS** to light the appliance.

By design, the flame pattern will not be identical from unit to unit. Additionally, flame pattern may vary depending on installation type and weather conditions.

After the unit has warmed up (i.e. approximately 15 minutes) flame height should be slightly (about 2" (51mm) below the top of the mesh trim assembly. If the flame height is higher than this, adjustments must be made to prevent overheating the gasket and glass. Please con

tact your dealer or a qualified service person to replace the injector or adjust the valve.

**NOTE: THE TIPS OF THE FLAMES SHOULD NEVER HIT THE TOP OF THE FIREBOX.**

These gas models have remote control valve which allow you to increase or decrease the height of the main burner flames. Push the ▲ button to increase the flame height and the ▼ button to decrease the flame height.

### 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 electronic ignition device which automatically lights the burner. Do not try to light the burner 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.
- C. Do not touch any electric switch; do not use any phone in your building.
- Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.
- C. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

#### WHAT TO DO IF YOU SMELL GAS

- Do not try to light any appliance.

### WARNING:

#### DO NOT CONNECT 220/240 VAC TO THE CONTROL VALVE.

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to the owner's information manual provided with this appliance.

This appliance needs fresh air for safe operation and must be installed so there are provisions for adequate combustion and ventilation air.

If not installed, operated, and maintained in accordance with the manufacturer's instructions, this product could expose you to substances in fuel or fuel combustion.

Keep burner and control compartment clean. See installation and operating instructions accompanying appliance.

### CAUTION:

Hot while in operation. Do not touch. Keep children, clothing, furniture, gasoline and other liquids having flammable vapors away.

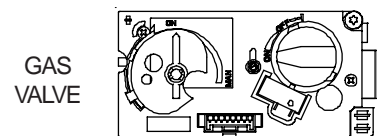
Do not operate the appliance with panel(s) removed, cracked or broken. Replacement of the panel(s) should be done by a licensed or qualified service person.

### NOT FOR USE WITH SOLID FUEL

For additional information on operating your Hearth & Home Technologies fireplace, please refer to [www.fireplaces.com](http://www.fireplaces.com).

### LIGHTING INSTRUCTIONS

1. This appliance is equipped with an ignition device which automatically lights the burner. Do not try to light the burner by hand.



2. 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 located on the left side of this label. If you don't smell gas, go to next step.
3. To light the burner, simultaneously press the star ★ and up ▲ arrow buttons on the remote control until a short acoustic signal confirms the start sequence has begun.
4. If the appliance will not operate, check the batteries then follow the instructions "To Turn Off Gas to Appliance" and call your service technician or gas supplier.

### TO TURN OFF GAS TO APPLIANCE

1. Push the 'OFF' button on remote.
2. Remove power from receiver.

## 2.2 FAN OPERATION

The accessory fan is wired in series with a speed control switch and a temperature sensor switch. Set the speed control to an "ON" position and light the heater. The temperature sensor switch will automatically start the fan when the switch warms up—and stop the fan when it cools down. You can manually stop the fan by turning the speed control switch to "OFF". See Figure 32 for fan wiring diagram.

## 3.0 SERVICING AND MAINTENANCE

- A. **HEATER SERVICING:** Frequency of heater servicing will depend upon use and type of installation.
- B. **IMPORTANT:** TURN OFF GAS AND ELECTRICAL POWER BEFORE SERVICING APPLIANCE. IT IS RECOMMENDED THAT A COMPETENT SERVICE TECHNICIAN PERFORM SERVICE CHECK-UPS AT THE BEGINNING OF EACH HEATING SEASON.
- C. The appliance and flue system should be inspected before initial use and at least annually by a qualified field service person.
- D. Inspect the external flue cap on a regular basis to make sure that no debris is interfering with the air flow.
- E. Keep the control compartment, logs, and burner area surround the logs clean by vacuuming or brushing at least twice a year.

**CAUTION:** THE LOGS GET VERY HOT - HANDLE ONLY WHEN COOL.

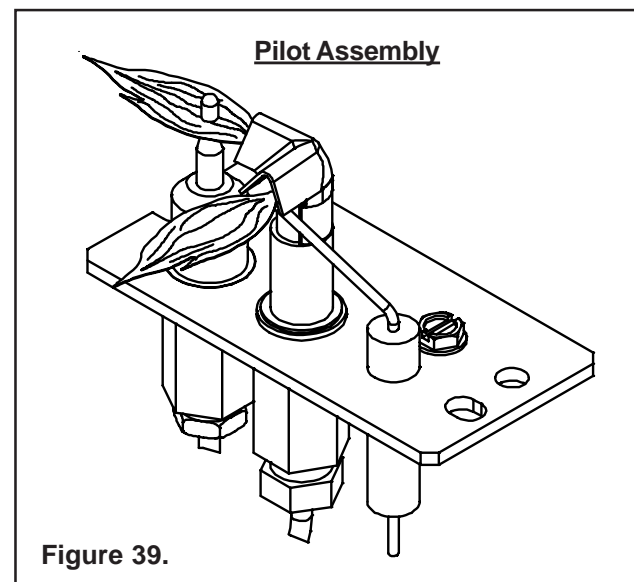
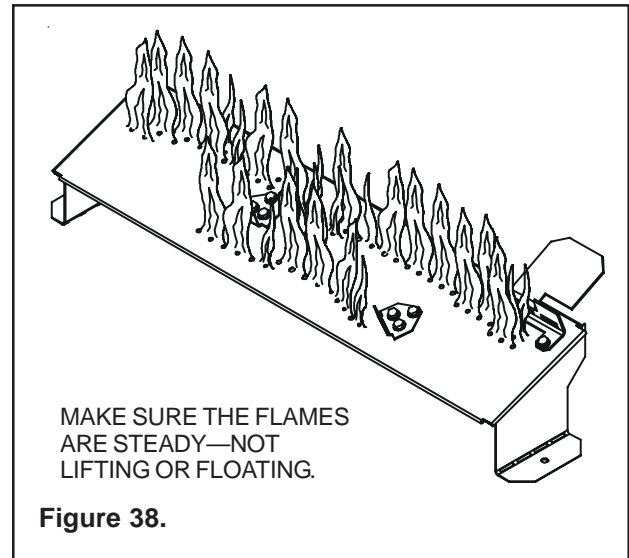
**WARNING:** DO NOT USE ABRASIVE CLEANERS ON THE GLASS DOOR ASSEMBLY. DO NOT ATTEMPT TO CLEAN THE GLASS DOOR WHEN IT IS HOT.

- F. The glass door should be cleaned using a household glass cleaner. **DO NOT** handle or attempt to clean the glass when it is **HOT**.
- G. Visually inspect the flexible power supply cord; if damaged, contact the service agent for a special replacement cord assembly.
- H. In order to properly clean the burner and pilot assembly, turn off the gas to the unit and remove the logs exposing the burner and pilot assembly. Clean all foreign materials from top of burner. Check to make sure that the burner orifice is clean.

Visually inspect the pilot periodically. Brush or blow away any dust or linen accumulations. If the pilot orifice is plugged, disassembly may be required to remove any foreign materials from the orifice or tubing.

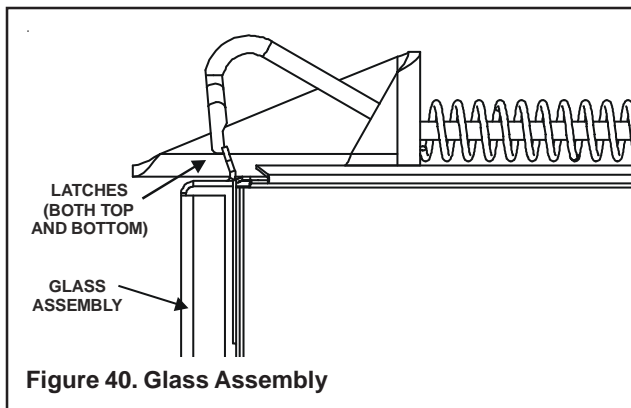
When the appliance is put back in service check burner flame patterns with Figure 38.

To obtain proper operation, it is imperative that the pilot and main burner flame characteristics are steady, not lifting or floating. Typically, the top 3/8-inch (10m) of the thermocouple should be engulfed in the pilot flame (Figure 39).



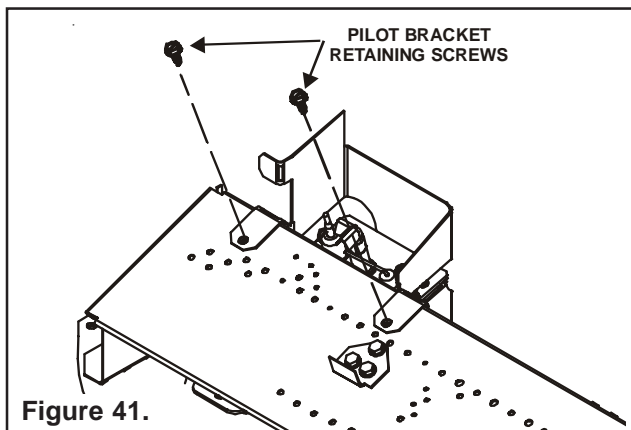
### 3.1 REMOVAL OF COVERS FOR SERVICING

- A. Control Compartment Door
  - Rotate the lower door down to access the gas controls.
- B. Dress Guard and Glass Door
  - Lift the front dress guard up and out away from the appliance side surrounds. Replace the dress guard when servicing is complete.
  - Release the four glass clips around the glass door. Carefully lift the glass up and out away from the appliance (see Figure 40).



### 3.2 REMOVAL OF COMPONENTS FOR SERVICE

- 1. BURNER
  - Remove the screws holding the log grate. Carefully lift up and remove the log set, log grate, and metal base pan.
  - Unscrew the brackets at both ends of the burner and the retaining screws at the pilot bracket (see Figure 41). Slide the burner towards the right away from the burner orifice.



**CAUTION:** ALL SCREWS WHICH WERE REMOVED MUST BE REPLACED.

### 2. PILOT ASSEMBLY/IGNITION SYSTEM

- Remove the log set, log grate, metal base pan and burner.
- Disconnect the gas supply tube from the underside of the gas valve and the thermocouple from the interruptor (black).
- Disconnect and remove the pilot assembly from the bracket.

**NOTE:** When removing the pilot assembly, carefully pull the electrode wire, detach from the assembly and leave in place for reconnection.

### 3.3 PARTS REPLACEMENT

#### 1. FAN/SWITCHES

- Disconnect the fan wires from the junction box wires by pulling the male and female connectors apart and slide the fan out the front of the lower controls compartment.
- Disconnect the wires from the fan speed control switch, pull off the knob, and remove the nut holding the speed control to the bracket.
- Disconnect the wires from the fan temperature sensor switch and remove the nut holding the switch bracket onto the side of the firebox.

#### 2. GLASS PANEL

- To replace the glass door, place the bottom edge on top of the bottom mounting brackets. Push glass against unit and latch the two fasteners at the top of the glass door and the two fasteners at the bottom (see Figure 40).

### 3.4 ADJUSTMENTS AND REPLACEMENT PARTS

Adjustments and replacement parts for this appliance should only be done by a qualified service person. A wiring diagram for the appliance is shown in **SECTION 2.0 OPERATING INSTRUCTIONS**. A replacement part table is shown in **SECTION 4.0** of this manual.

### 3.5 TROUBLESHOOTING

### SL-350TRSI-AUE

With proper installation and maintenance, your new Gas Heater should provide years of trouble-free service. If you do experience a problem, refer to the Trouble Shooting Guide below. This guide will assist a qualified service person in the diagnosis of problems and the corrective action to be taken.

#### Electronic Ignition System

Symptom		Possible Causes		Corrective Actions
1.	No transmission, motor does not turn.	A.	Receiver must learn new code.	Press and hold the receiver's reset button until you hear 2 acoustic signals. After the second longer acoustic signal, release the reset button and within the subsequent 20 seconds, press the down arrow on the remote handset until you hear an additional long acoustic signal confirming the new code is set.
2.	No ignition. No tone.	A.	Receiver	Replace receiver and reprogram code.
3.	No ignition; one 5 seconds continuous tone (7 shorts beeps might be heard prior to the 5 seconds tone).	A.	ON/OFF switch is in OFF position.	Push switch to ON position.
		B.	Loose wire.	Secure wire.
		C.	Receiver.	Replace receiver and reprogram.
		D.	Bent pins on 8 wire connector.	Straighten pins on 8 wire connector.
		E.	Valve.	Replace valve.
4.	No pilot flame and control continues to spark.	A.	Air in the pilot supply line.	Purge the line or start ignition several times.
		B.	Thermocouple circuit wired incorrectly.	Check polarity of the thermocouple wires.
		C.	No spark at pilot burner.	Check spark gap, & wiring connection. Check for spark in location along cable.
		D.	Valve.	Replace valve. Do not over tighten.
		E.	Over tightened thermocouple interrupter.	Replace valve and thermocouple interrupter.
		F.	Receiver.	Replace receiver and reprogram code.
5.	Pilot is lit and control continues to spark. Valve shuts off after 10..30 seconds. Valve operates manually.	A.	Receiver.	Replace receiver and reprogram code.
6.	Pilot is lit, sparking stops if a flame is present. Valve shuts off after 10..60 seconds. Valve does not work manually.	A.	Thermocouple.	Replace thermocouple.
		B.	Low inlet pressure to valve.	Confirm sufficient inlet pressure to the valve. Adjust or replace inlet regulator if necessary.
		C.	Valve.	Replace valve and thermocouple interrupter.
7.	3 short beeps while the motor turns.	A.	Batteries are low.	Replace batteries - quality alkaline recommended. WARNING: Creating an electrical short between the batteries/battery box and metal parts of the appliance may render the receiver inoperable.
8.	Pilot flame lights but there is no main gas flow.	A.	Manual override knob (if equipped) is in MAN position.	Turn Manual override knob to ON position.
		B.	Valve turned on to pilot flow.	Turn flame to high fire by pressing up button on remote handset.
		C.	Low inlet pressure to valve.	Confirm sufficient inlet pressure to the valve. Adjust or replace inlet regulator if necessary.
		D.	Valve.	Replace valve.
9.	Pilot sparks, but pilot will not light.	A.	Correct gas supply.	Verify that incoming gas line ball valve is "open". Verify that inlet pressure reading is within acceptable limits, inlet pressure must not exceed 50 mbar.
		B.	Ignitor gap is too large.	Verify that spark gap from ignitor to pilot hood is .43 cm.
		C.	Module is not grounded.	Verify module is securely grounded to metal chassis of fireplace.
10.	Glass soots.	A.	Flame impingement on logs.	Adjust the log set so that the flame does not impinge on it.
		B.	Improper venturi setting.	Adjust the air shutter at the base of the burner.
		C.	Debris around venturi.	Inspect the opening at the base of the burner. It is imperative that NO material be placed in this opening.
11.	Flame burns blue and lifts off burner.	A.	Insufficient oxygen being supplied.	1. Check to make sure flue cap is installed properly and free of debris. Make sure that flue system points are tight and have no leaks. 2. Check to make sure that no material has been placed in the opening at the burner base or in the area of the air holes in the center of the base pan beneath the burner. 3. Be sure glass is tightened properly on unit, particularly on top corners.



4.0 REPLACEMENT PARTS

# HEAT & GLO *Service Parts*

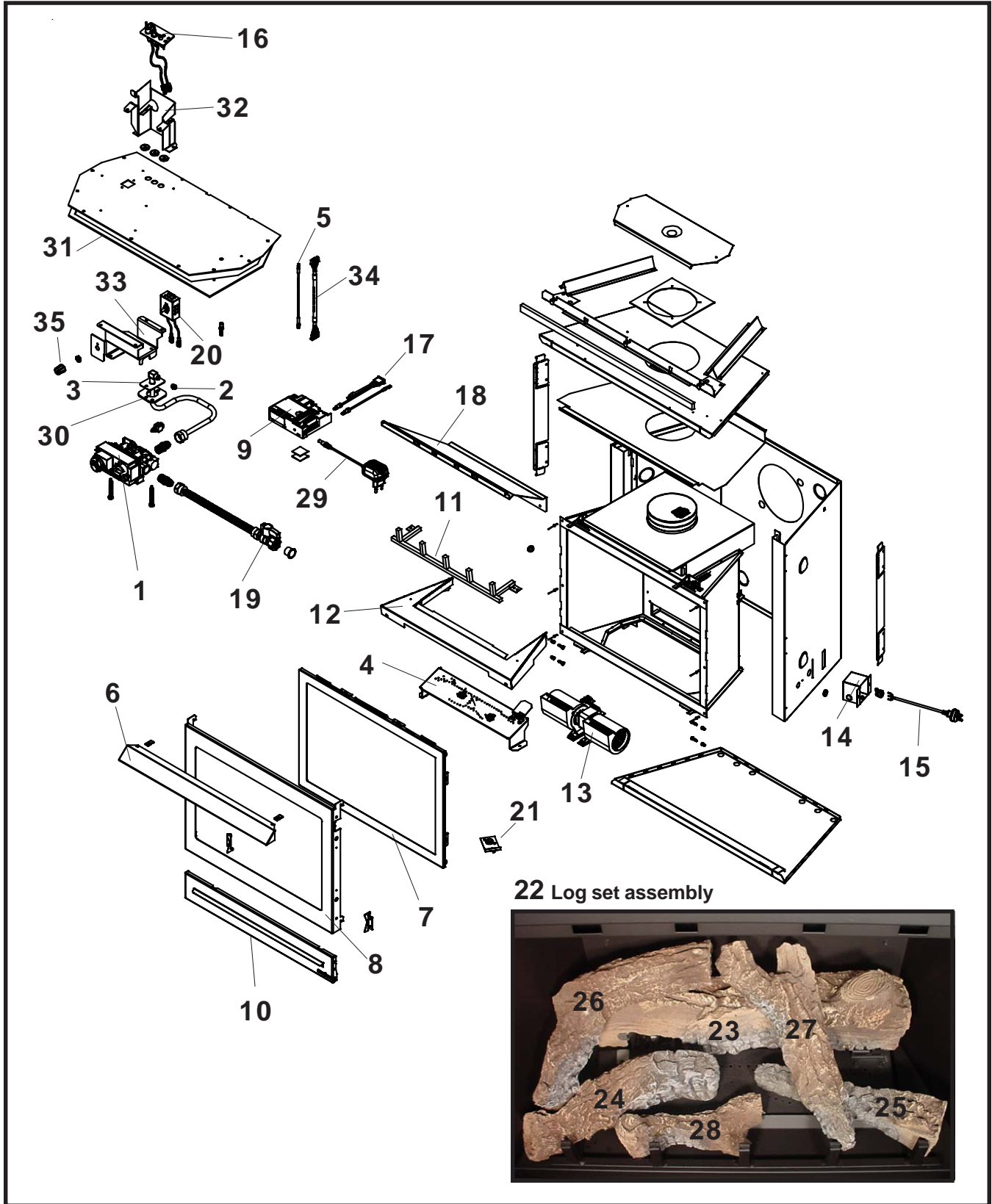
Where everything comes together

# SL-350TRSI-AUE

(NG, LP) Exploded Parts Diagram

Beginning Manufacturing Date: 6/06

Ending Manufacturing Date: \_\_\_\_\_



## SL-350TRSI-AUE Service Parts List

**IMPORTANT:** When ordering, supply serial and model numbers to ensure correct service parts.

ITEM	PARTS	PART NUMBER
1	Valve NG	2098-134
	Valve LP	2098-135
2	Orifice NG	582-844
	Orifice LP	582-055
3	18 in Flex Tube Assembly	530-302A
4	Burner Assembly NG	2089-010
	Burner Assembly LP	2089-012
5	Ignition Cable	2098-147
6	Hood	SRV540-174
7	Glass Door Assembly	GLA-350TRS
8	Dress Guard	2033-020
9	Module, Maxitrol	2098-142
10	Lower Door	2033-021
11	Grate	2033-013
12	Base Pan	2033-105
13	Blower Assembly 240V	100-505A
14	Junction Box, 240V	2078-025
15	Power Cord, 240V	546-251A
16	Pilot Assembly NG	2098-050
	Pilot Assembly LP	2098-051
17	Switch Assembly	2098-145
18	Interior Top Heat Shield	2089-109
19	12 inch Flex	2078-022
20	Rheostat	491-510A
21	Switch Sensor	046-530
22	Log Set Assembly	LOGS-350CE-D
23	Log #1	SRV327-701
24	Log #2	SRV2033-701
25	Log #3	SRV705-703
26	Log #4	SRV530-716
27	Log #5	SRV438-724
28	Log #6	SRV540-704
29	6 Volt Transformer	2098-145
30	Burner Neck Gasket	2045-407
31	Valve Plate Gasket	530-431
32	Pilot Bracket	2089-104
33	Valve Bracket	2098-120
34	Control Cable	2098-143
35	Rheostat Knob	100-512
	Mesh Assembly	540-301A
	Exhaust Resistor	2089-299
	<b>Accessories</b>	
	WSK-DLX-CE	WSK-21
	Conversion Kit NG	NGK-350I-AUE
	Conversion Kit LP	LPK-350I-AUE



**LIMITED 10 YEAR WARRANTY**  
**HEAT & GLO, a brand of Hearth & Home Technologies Inc.**

In order to presumptively establish the dates to which your HEAT & GLO Limited 10 Year Warranty runs, you must mail the completed warranty card to HEAT & GLO, a brand of Hearth & Home Technologies Inc., 20802 Kensington Boulevard, Lakeville, MN 55044, within 60 days of the date of fireplace installation. If you fail to do so, you may be required to prove the date of installation before warranty work can be performed.

The warranty exclusions and limitations of liability are effective upon installation of the fireplace.

Subject to the conditions set forth herein, HEAT & GLO, a brand of Hearth & Home Technologies Inc. ("HEAT & GLO") extends the following warranty with respect to HEAT & GLO, a brand of Hearth & Home Technologies Inc..

If HEAT & GLO is reasonably satisfied that any part or portion of the fireplace covered by this Limited Warranty is defective in material or workmanship under normal use and service as described in the Operating Instructions, HEAT & GLO will take the following actions:

1. If the defect is reported during the first year from the date of installation (stainless steel burners and fiber logs are covered for 3 years), HEAT & GLO will replace or repair the defective components at its sole expense. The decision whether to replace a component shall be made at HEAT & GLO's sole discretion. This Limited Warranty does not cover components broken during shipping, misuse or careless handling. HEAT & GLO shall be not responsible for any indirect, incidental, or consequential damages or for any costs other than those incurred by HEAT & GLO to repair or replace the defective component. If components (including venting) other than factory approved components are used, all warranty and liability on the fireplace is voided. **Defects reported after the first year will not be covered by warranty unless they fall within the purview of paragraph 2 or 3 below.**
2. If the following defects are reported during the second year after the date of installation, HEAT & GLO will supply replacement parts at the current wholesale price: defective electrical or manual components, optional components or accessories, and glass panels (not including glass panels broken during misuse or careless handling). HEAT & GLO shall not be responsible for any labor, transportation or other costs. Furthermore, it shall not be liable for any indirect, incidental or consequential damages.
3. HEAT & GLO will replace or repair a defective firebox or heat exchanger, at any time during the 10 years from the date of installation. The decision whether to replace the defective component shall be made at HEAT & GLO's sole discretion. HEAT & GLO shall not be responsible for any indirect, incidental or consequential damages or for any costs other than those incurred by HEAT & GLO to repair or replace the defective component.

This Limited Warranty is the exclusive remedy available to you. If HEAT & GLO cannot effectively resolve a warranty problem in an expedient and cost-effective manner, it can discharge its entire warranty liability by refunding the price of the product to you.

Products made by other manufacturers, whether sold with the fireplace or added thereafter, are NOT covered by this Limited Warranty. The use of other unauthorized components will make this warranty null and void. This Limited Warranty will also be void if the appliance is not installed by a qualified installer in accordance with the Installation Instructions. Furthermore, the Limited Warranty will be void if the fireplace is not operated, at all times, according to the Operating Instructions furnished with the fireplace. Any service work must be performed by authorized service representatives.

EXCEPT TO THE EXTENT PROVIDED BY LAW, NO OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY TO THE FIREPLACE PRODUCT. In States that do not allow limitations on how long an implied warranty lasts, or do not allow exclusion of indirect damages, those limitations or exclusions may not apply to you. You may also have additional rights not covered in this Limited Warranty.

HEAT & GLO reserves the right to make changes at any time, without notice, in design, material, specifications and prices. It also reserves the right to discontinue styles and products.

## For Service or Replacement Parts Contact:

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### **Melbourne**

Jetmaster  
444 Swan Street  
Richmond 3121  
(03) 9429-5573

### **Perth**

Fireplace Corner  
277 Lord Street  
East Perth 6000  
(08) 9228-2600

### **Sydney**

Jetmaster  
10 Martin Avenue  
Arncliffe 2205  
(02) 9597-7222