

# Comfort Glow®

## NATURAL GAS LOG VENTED DECORATIVE APPLIANCES OWNER'S OPERATION AND INSTALLATION MANUAL



Models:  
CVTR18/24  
HVTR18/24  
LVTR18/24

**RG A 2-72**

APPROVED

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

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

**WARNING:** Improper installation, adjustment, alteration, service, or maintenance can cause injury or property damage. Refer to this manual for correct installation and operational procedures. For assistance or additional information consult a qualified installer, service agency, or the gas supplier.

**WARNING:** This appliance is for installation only in a solid-fuel burning masonry or UL127 factory-built fireplace, constructed of noncombustible material, and connected to a working flue. (See page 7 for minimum flue opening.)

**WARNING:** This is a gas-fired appliance. It uses air (oxygen) from the room in which it is installed. Provisions for adequate combustion and ventilation air must be provided. Refer to *Air for Combustion and Ventilation* section on page 4 of this manual.

This appliance may be installed in an aftermarket\* manufactured (mobile) home, where not prohibited by state or local codes.


\* Aftermarket: Completion of sale, not for purpose of resale, from the manufacturer

Save this manual for future reference.


## VENTED NATURAL GAS LOGS

### SAFETY INFORMATION

#### WARNINGS

 **WARNING: Keep flue open when operating unit.**

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

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

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

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

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

 **WARNING: Any change to this log set or its controls can be dangerous.**

1. This appliance, as supplied, is only for use with the type of gas indicated on the rating plate. This appliance is convertible for use with propane/LP, using the GA9053 or GA9153 pilot kit.
2. If you smell gas
  - shut off gas supply
  - do not try to light any appliance
  - do not touch any electrical switch; do not use any phone in your building
  - immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions
  - if you cannot reach your gas supplier, call the fire department
3. Never install the log set
  - in a recreational vehicle
  - where curtains, furniture, clothing, or other flammable objects are less than 42 inches from the front, top, or sides of the log set
  - in high traffic areas
  - in windy or drafty areas
4. 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. Creosote will ignite if highly heated. Inspect chimney flue for damage.
5. You must operate this log set with a fireplace screen in place. Make sure fireplace screen is closed before running log set. If the fireplace has glass doors, they must remain OPEN while this log set is in operation.
6. This log set is designed to be smokeless. If logs ever appear to smoke, turn off appliance and call a qualified service person. **Note:** During initial operation, slight smoking could occur due to log curing and the burning of manufacturing residues. You may wish to add more ventilation by opening a window.
7. To reduce the creation of soot, follow the instructions in *Cleaning and Maintenance*, page 11.
8. Do not allow fans to blow directly into the fireplace. Avoid any drafts that alter burner flame patterns. Ceiling fans can create drafts that alter burner flame patterns. Altered burner patterns can increase sooting.
9. Do not use a blower insert, heat exchanger insert or other accessory not approved for use with this log set.
10. This log set needs fresh, outside air ventilation to run properly. See *Air for Combustion and Ventilation*, page 4.
11. Do not run log set
  - where flammable liquids or vapors are used or stored
  - under dusty conditions
12. Do not burn solid fuel in the fireplace after installing the log set. Do not use this log set to cook food or burn paper or other objects.
13. Log set becomes very hot when in use. Keep children and adults away from hot surface to avoid burns or clothing ignition. Log set will remain hot for a time after shutdown. Allow surface to cool before touching.
14. Carefully supervise young children when they are in the room with log set.
15. Do not use appliance if any part has been exposed to or under water. Immediately call a qualified service technician to inspect the room appliance and to replace any part of the control system (if using GA9053 or GA9153) and any gas control which has been under water.
16. To help prevent breakage, new logs must be broken-in (see *Curing logs* page 8).
17. Turn log set off and let cool before servicing, installing, or repairing. Only a qualified service person should install, service, or repair log set.

# OWNER'S MANUAL

## PRODUCT IDENTIFICATION

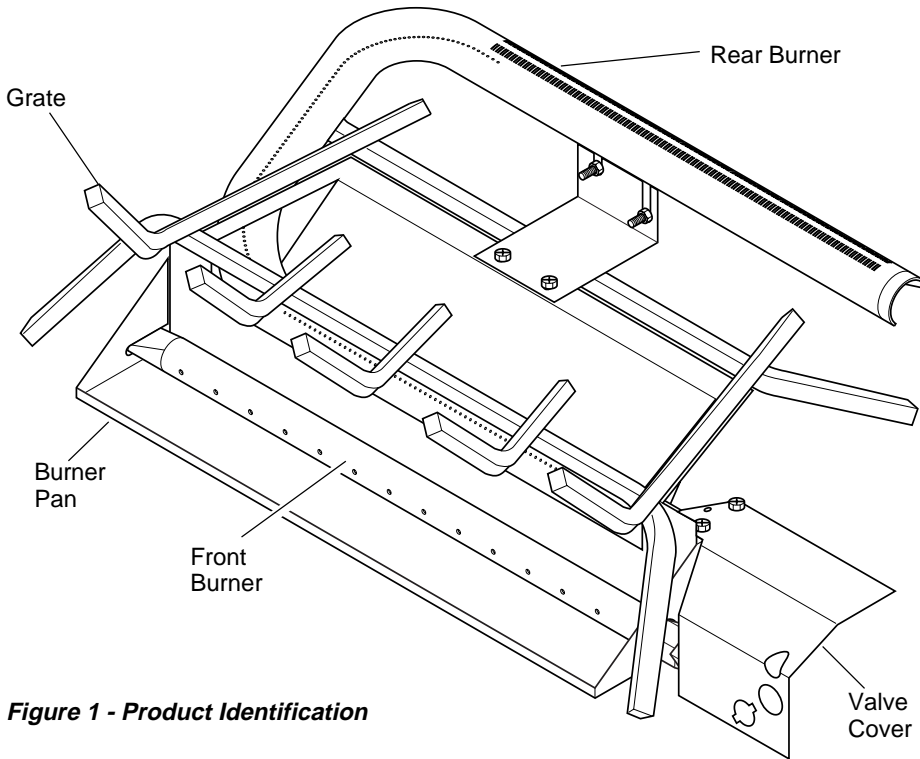


Figure 1 - Product Identification

Serial Number \_\_\_\_\_

## LOCAL CODES

Install and use log set with care. Follow all local codes. In the absence of local codes, use the latest edition of *The National Fuel Gas Code ANS Z223.1*, also known as NFPA 54\*.

\*Available from:

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

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

## UNPACKING

**CAUTION:** Do not remove the metal data plates from the burner pan. The data plates contain important product information.

1. Remove logs, hearth kit, pan materials, and hardware from carton.
2. Remove all protective packaging applied to logs and base for shipment.
3. Check all items for any shipping damage. If damaged, promptly inform dealer where you bought the product.

## OPTIONAL PRODUCT FEATURES

### ON/OFF SAFETY VALVE/PILOT KIT AND PROPANE/LP CONVERSION

An optional valve/safety pilot kit with a piezo ignitor is available for this appliance. This system requires no matches, batteries, or other sources to light. You must use this optional system for LP conversion. See *Accessories*, page 11.

### REMOTE CONTROL READY (MILLIVOLT) SAFETY VALVE/PILOT KIT

An optional millivolt valve/safety pilot kit with a piezo ignitor is available for this appliance. This system requires no matches, batteries, or other sources to light. This system may be connected to a wall switch or hand-held wireless remote control. See *Accessories*, page 11.

### REMOTE CONTROL ACCESSORIES

There is an optional hand-held ON/OFF remote control that can be purchased separately for this log set. You must use the millivolt valve/safety pilot kit to use remote accessories with this appliance. See *Accessories*, page 11.

## VENTED NATURAL GAS LOGS

### AIR FOR COMBUSTION AND VENTILATION

**⚠ WARNING:** This appliance shall not be installed in a confined space or unusually tight construction unless provisions are provided for adequate combustion and ventilation air. Read the following instructions to insure proper fresh air for this and other fuel-burning appliances in your home.

Today's homes are built more energy efficient than ever. New materials, increased insulation, and new construction methods help reduce heat loss in homes. Home owners weather strip and caulk around windows and doors to keep the cold air out and the warm air in. During heating months, home owners want their homes as airtight as possible.

While it is good to make your home energy efficient, your home needs to breathe. Fresh air must enter your home. All fuel-burning appliances need fresh air for proper combustion and ventilation.

Exhaust fans, fireplaces, clothes dryers, and fuel burning appliances draw air from the house to operate. You must provide adequate fresh air for these appliances. This will insure proper venting of vented fuel-burning appliances.

### INSTALLATION

**⚠ CAUTION:** Do not remove the metal data plates attached to the burner pan. The data plates contain important warranty information.

**⚠ 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. Creosote will ignite if highly heated. A dirty chimney flue may create and distribute soot within the house. Inspect chimney flue for damage.

**NOTICE:** Installation, service, and repair of this appliance must be performed by a qualified installer, service agency, company or gas supplier experienced with this type of gas appliance. Only factory authorized components listed in these instructions may be used in accordance with the manufacturer's instructions and all codes and requirements of the authority having jurisdiction. Any modifications to this kit, or use of unauthorized components or accessory items will void the manufacturer's warranty, and may result in a hazardous condition.

### FLUE OPENING SPECIFICATIONS

*Note:* This vented appliance must be installed only in a solid-fuel burning fireplace with a working flue and constructed of non-combustible material.

The charts in Figure 2, page 5, indicate technical information regarding the installation of your gas log set. Please make sure that all of the specifications shown are applicable before installation is attempted.

The fireplace must include a working flue and venting system with the minimum openings shown in the Figure 2, page 5.

### CHECK GAS TYPE

Use only natural gas. If your gas supply is not natural gas, you must install ON/OFF Safety Valve/Pilot Kit (see *Accessories*, page 11). Call dealer where you bought log set.

If the fireplace does not have a gas supply shutoff valve, one must be installed.

### VENTING SPECIFICATIONS FOR INSTALLATION

The fireplace chimney flue and vent must be drafting properly. To check the vent for proper drafting: Light a tightly rolled newspaper on one end and place it at the inside front edge of the fireplace. Observe the smoke and be sure the vent is properly drawing it up the chimney. If the smoke spills out into the room, extinguish the flame and remove any obstruction until proper venting is achieved.

The chimney flue must remain open a minimum of 3" at all times during the operation of this log set.

# OWNER'S MANUAL

## INSTALLATION

*Continued*

MODELS	DESCRIPTION	Btu Input Natural Gas	Btu Input Propane Gas	Minimum Vent Opening
CVTR18 HVTR18 LVTR18	18" Triple Burner	60,000	50,000	8" dia.
CVTR24 HVTR24 LVTR24	24" Triple Burner	70,000	60,000	8" dia.

MINIMUM FIREBOX SIZES				
LOG SIZE	FRONT WIDTH*	BACK WIDTH**	DEPTH	HEIGHT
18"	28"	16"	14"	18"
24"	29 3/4"	17"	15 1/2"	18"

\*Add 2" if safety valve/pilot is used

\*\*At depth indicated

FUEL INLET PRESSURE SPECIFICATIONS ("W.C.)		
	Min.	Max.
NG	5.5	10.5
LP	11	13

BURNER ORIFICE				
LOG SIZE	NATURAL		PROPANE/LP	
	FRONT	REAR	FRONT	REAR
18"	.046	4x.064	.036	4x.043
24"	.064	4x.064	.036	4x.0465

**Figure 2 - Technical Information Charts**

*Continued*

## VENTED NATURAL GAS LOGS

### INSTALLATION

#### Continued

#### INSTALLING DAMPER CLAMP

Secure the damper stop clamp provided to the leading edge of the damper as shown in Figure 3. If for any reason this clamp doesn't work on your fireplace, another suitable clamp or permanent stop must be installed, or the damper blade must be cut or removed.

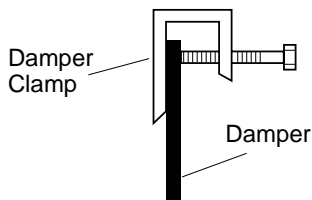
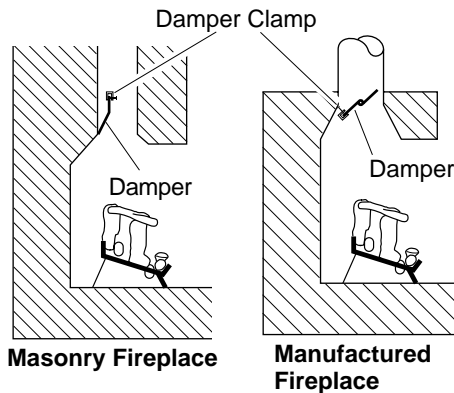


Figure 3 - Attaching Damper Clamp

#### CONNECTING TO GAS SUPPLY

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

#### Installation Items Needed

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

- piping (check local codes)
- sealant (resistant to propane/LP gas)
- equipment shutoff valve
- test gauge connection
- adjustable (crescent) wrench or pliers
- sediment trap
- tee joint
- pipe wrench

**CAUTION:** Use only new, black iron or steel pipe. Internally-tinned copper tubing may be used in certain areas. Check your local codes. Use pipe of 1/2" diameter or greater to allow proper gas volume to log set. If pipe is too small, undue loss of pressure will occur.

Installation must include an equipment shutoff valve, union, and plugged 1/8" NPT tap. Locate NPT tap within reach for test gauge hook up. NPT tap must be upstream from log set (see Figure 4).

**IMPORTANT:** Install equipment shutoff valve in an accessible location. The equipment shutoff valve is for turning on or shutting off the gas to the appliance.

Apply pipe joint sealant lightly to male threads. This will prevent excess sealant from going into pipe. Excess sealant in pipe could result in a clogged burner injector.

**CAUTION:** Use pipe joint sealant that is resistant to liquid petroleum (LP) gas.

Install sediment trap in supply line as shown in Figure 4. Locate sediment trap where it is within reach for cleaning. Locate sediment trap where trapped matter is not likely to

Approved Flexible Gas Hose (if allowed by local codes)

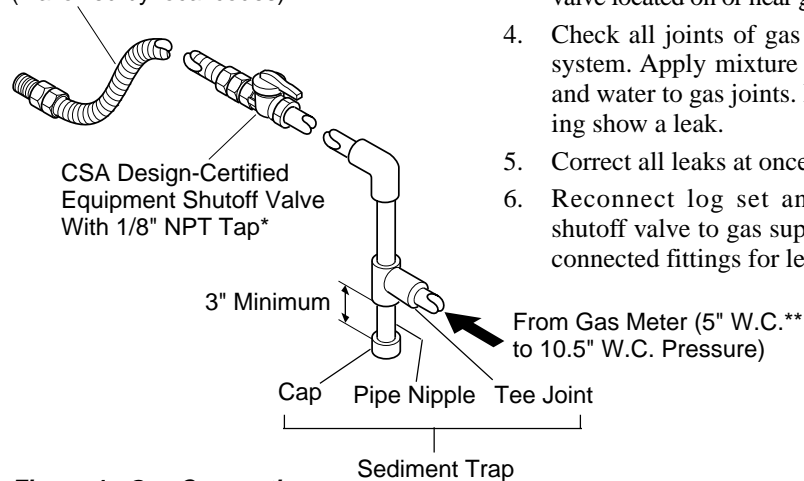


Figure 4 - Gas Connection

\* Purchase the optional CSA design-certified equipment shutoff valve from your dealer. See *Accessories*, page 11.

\*\* Minimum inlet pressure for purpose of input adjustment.

freeze. A sediment trap traps moisture and contaminants. This keeps them from going into log set controls. If sediment trap is not installed or is installed wrong, log set may not run properly.

#### CHECKING GAS CONNECTIONS

**WARNING:** Test all gas piping and connections for leaks after installing or servicing. Correct all leaks at once.

**WARNING:** Never use an open flame to check for a leak. Apply a mixture of liquid soap and water to all joints. Bubbles forming show a leak. Correct all leaks at once.

#### Pressure Testing Gas Supply Piping System

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

1. Disconnect appliance with its appliance main gas valve (control valve) and equipment shutoff valve from gas supply piping system. Pressures in excess of 1/2 psig will damage heater regulator.
2. Cap off open end of gas pipe where equipment shutoff valve was connected.
3. Pressurize supply piping system by either using compressed air or opening main gas valve located on or near gas meter.
4. Check all joints of gas supply piping system. Apply mixture of liquid soap and water to gas joints. Bubbles forming show a leak.
5. Correct all leaks at once.
6. Reconnect log set and equipment shutoff valve to gas supply. Check reconnected fittings for leaks.

## INSTALLATION

### Continued

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

1. Close equipment shutoff valve (see Figure 5).
2. Pressurize supply piping system by either using compressed air or opening main gas valve located on or near gas meter.
3. Check all joints from gas meter to equipment shutoff valve (see Figure 5). Apply mixture of liquid soap and water to gas joints. Bubbles forming show a leak.
4. Correct all leaks at once.

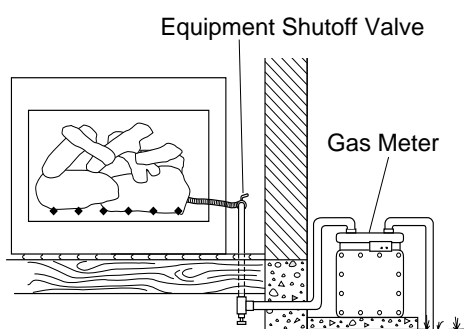


Figure 5 - Checking Gas Joints

## HEARTH KIT ASSEMBLY AND INSTALLATION

### Kit Assembly

**Note:** Be sure all pipe threaded connections are tight, and have thread compound to prevent leaks.

1. Remove burner inlet fitting from front burner (installed in burner pan, see Figure 6).
2. Make sure ports on front burner are facing the front (open side) of burner pan. Refit if needed.
3. Using thread sealant (resistant to the action of propane/LP gas) on larger end of fitting, screw the burner inlet fitting through the hole and into the front burner (see Figure 6). Tighten using a 7/8" wrench.
4. Apply thread sealant compound to the 3/8" male threads of the burner inlet fitting. Thread the manifold block (see Figure 6) onto the burner inlet fitting. Use the bottom hole of the block.

5. Apply thread sealant to the 1/8" brass pipe nipple and thread it onto the manifold block. Tighten with a 7/16" wrench.
6. Slip the air restrictor over the 1/8" pipe nipple. Apply thread sealant to the male threads and install the rear burner nozzle onto the fitting. Tighten with a 9/16" wrench.
7. Place the grate assembly over the burner pan. Install the rear burner bracket onto the grate with the 2 black Phillips head #10 screws provided. Do not tighten at this time (see Figure 7).
8. Install the "U" burner from the left side with the open end in the front (see Figure 7). Hold the rear of the burner higher than the bracket. Slide the burner over the air restrictor fitting. Lower the rear of the burner into the slots on the burner bracket. Install the burner clip and tighten the nuts and screws.
9. Install 3/8 flare x 3/8 male pipe elbow into the inlet of the manifold block. Install the pipe plug into the top of the manifold block. Use thread sealant.

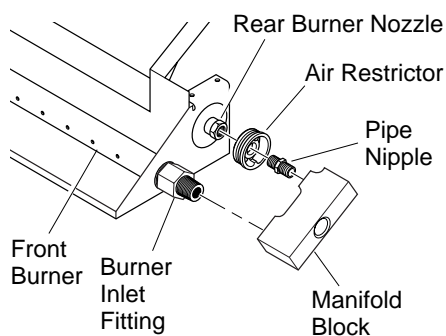


Figure 6 - Kit Assembly

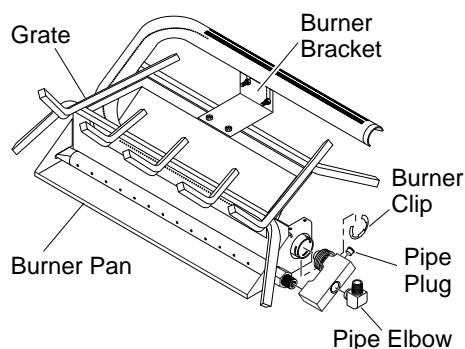


Figure 7 - Installing Burner

### Installation and Gas Connection

1. Thread the gas supply fitting to the fireplace gas supply pipe. Use thread sealant.
2. Place the burner pan assembly in the center of the fireplace floor. Make sure the front of pan faces forward.
3. Install the flex gas line to the gas supply fitting. Carefully shape tube to attach to adapter fitting (see Figure 8).
4. Replace valve cover.

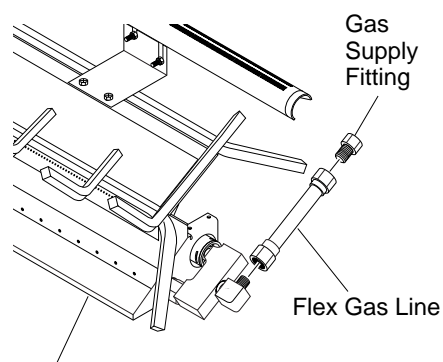


Figure 8 - Connecting Gas to Appliance

Figure 8 - Connecting Gas to Appliance

Continued

## VENTED NATURAL GAS LOGS

### TESTING BURNER FOR LEAKS

1. Generously apply soapy solution to all connections.

**⚠ WARNING: Never check for gas leaks with open flame.**

2. Light the burner with the shutoff valve no more than half open and holding a match slightly in front of the pan (see *Lighting Instructions*, column 2).
3. Inspect all connections for bubbles, raw gas odor, or flame from any area other than the burner (leaks). If leaks are detected, shut off the gas valve immediately. Tighten, or reassemble the loose connection(s) using pipe joint compound until burner system is leak free.
4. When the burner is tested and leak free, observe the individual tongues of flame on the burner. *Note:* The burner design includes more ports on the outside of the bar. Make sure that all ports are clear and producing flame evenly across the burner. If any ports appear blocked, clear them by removing the burner manifold and reaming the ports with a modified paper clip or other suitable tool.
5. When finished testing, turn the gas shutoff valve OFF to extinguish all flames.

### ADDING PAN MATERIAL

1. Open the bag of Ash Bed Material (vermiculite) and spread it evenly across the burner pan to the top. You may overflow the front and sides of the pan to cover the entire pan and connecting hardware.
2. Open the glowing embers and evenly cover the Ash Bed Material (vermiculite) in the burner pan.

### INSTALLING THE GRATE, LOGS, AND EMBER BED

Refer to Log Installation sheet provided in carton with logs.

### OPERATING APPLIANCE

#### FOR YOUR SAFETY READ BEFORE LIGHTING

**⚠ WARNING: Keep flue open when operating unit.**

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

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

#### WHAT TO DO IF YOU SMELL GAS

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

#### LIGHTING INSTRUCTIONS

1. **STOP!** Read the safety information, above.
2. Turn the gas shutoff valve to OFF.
3. Wait five (5) minutes to clear out any gas. If you then smell gas **STOP!** Follow the safety information above. If you don't smell gas, go on to the next step.
4. Light a match and lay it on top of the "U" shaped burner near the edge of the cover on the right side of the pan.
5. Slowly turn the gas shutoff valve ON until the burner ignites. If the burner doesn't ignite within 10 seconds with the match burning, turn the shutoff valve OFF and repeat steps 1 through 4 again.

#### GAS SHUTOFF VALVE OPERATION

##### Flame Adjustment

Adjust the flame ON/OFF by turning the gas shutoff valve counterclockwise to open or clockwise to close, as necessary.

##### Shutting Off Appliance

Turn gas shutoff valve clockwise to the OFF position.

#### CURING LOGS

During the 2-3 hour appliance break-in period, you may detect an odor from the appliance as the various paints and compounds used in the manufacturing of this log set cure. This is a normal and temporary situation that is not cause for alarm. However, you may want to provide extra ventilation to the room during this time. To ensure proper curing of the logs:

- Ignite a 2" flame and maintain it for 1 hour.
- Burn the logs in consecutive 1 hour periods raising the flame an additional 2" to full flame height for a total of three hours.



# OWNER'S MANUAL

## TROUBLESHOOTING

*Note:* For additional help, visit DESA International's technical service web site at [www.desatech.com](http://www.desatech.com).

**⚠ WARNING: Turn off log set and let cool before servicing. Only a qualified service person should service and repair log set.**

*Note:* All troubleshooting items are listed in order of operation.

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Log set is smoking/sooting excessively ( <i>Note:</i> It is natural and unavoidable for vented gas log sets to produce moderate levels of carbon (soot) where flames contact the logs. This is especially true with propane/LP gas.)	<ol style="list-style-type: none"><li>1. Poor fuel quality</li><li>2. Fireplace venting system not drafting properly</li><li>3. Excessive flame impingement or blockage</li><li>4. Improper fuel/air mixture</li><li>5. Excessive gas supply/pressure</li></ol>	<ol style="list-style-type: none"><li>1. Contact local natural or propane/LP gas company</li><li>2. Adjust damper wide open and/or have fireplace and venting professionally cleaned and checked</li><li>3. Separate the logs to allow more flame passage</li><li>4. Remove any foreign items from the flame pattern and/or check for proper orifice sizing</li><li>5. Preheat flue in very cold weather</li></ol>
Burner is excessively noisy ( <i>Note:</i> The movement and combustion of gas will create low, unavoidable levels of noise.)	<ol style="list-style-type: none"><li>1. Passage of air/gas across irregular surfaces</li></ol>	<ol style="list-style-type: none"><li>1. Relieve any tight bends or kinks in gas supply line</li></ol>
Burner flame is too low or too high	<ol style="list-style-type: none"><li>1. Incorrect gas supply or pressure</li><li>2. Blocked burner orifice or burner manifold ports</li><li>3. Improper burner orifice size</li></ol>	<ol style="list-style-type: none"><li>1. Check for proper gas supply pressure</li><li>2. Free burner orifice and manifold ports of any burrs, paint, or other blockage</li><li>3. Verify proper burner orifice sizing (see Figure 2, page 5)</li></ol>

# VENTED NATURAL GAS LOGS

## TROUBLESHOOTING

*Continued*

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

*IMPORTANT:* Operating log set where impurities in air exist may create odors. Cleaning supplies, paint, paint remover, cigarette smoke, cements and glues, new carpet or textiles, etc., create fumes. These fumes may mix with combustion air and create odors. These odors will disappear over time.

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Log Set produces a clicking/ticking noise just after burner is lit or shut off	1. Metal expanding while heating or contracting while cooling	1. This is common with most log sets. If noise is excessive, contact qualified service person
Log Set produces unwanted odors	1. Log Set burning vapors from paint, hair spray, glues, cleaners, chemicals, new carpet, etc. (See <i>IMPORTANT</i> statement above) 2. Gas leak. <b>See Warning statement at top of page</b>	1. Open flue to maximum. Stop using odor causing products while log set is running 2. Locate and correct all leaks (see <i>Checking Gas Connections</i> , page 6)
Gas odor even when control knob is in OFF position	1. Gas leak. <b>See Warning statement at top of page</b> 2. Control valve defective	1. Locate and correct all leaks (see <i>Checking Gas Connections</i> , page 6) 2. Replace control valve
Gas odor during combustion	1. Gas leak. <b>See Warning statement at top of page</b>	2. Locate and correct all leaks (see <i>Checking Gas Connections</i> , page 6)

# OWNER'S MANUAL

## CLEANING AND MAINTENANCE

- Keep the area around the log set clean and clear of debris.
- Occasionally, you may use a soft bristle brush to clean logs.
- Once every year a qualified agency or certified chimney sweep should examine and clean the venting system of the fireplace.

## REPLACEMENT PARTS

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

### PARTS UNDER WARRANTY

Contact authorized dealers of this product or Parts Central (see page 14). If they can't supply original replacement part(s), call DESA International's Technical Service Department at 1-800-DESA LOG (1-800-337-2564).

When calling DESA International, have ready

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

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

### PARTS NOT UNDER WARRANTY

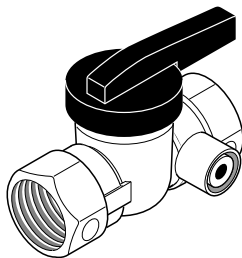
Contact authorized dealers of this product or Parts Central (see page 14). If they can't supply original replacement part(s), call DESA International's Parts Department at 1-800-972-7879 for referral information.

When calling DESA International, have ready

- model number of your fireplace
- the replacement part number

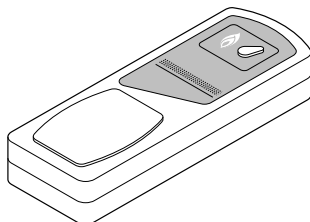
## ACCESSORIES

Purchase these fireplace accessories from your local dealer. If they can not supply these accessories, call DESA International's Sales Department at 1-800-432-2382 for information. You can also write to the address listed on the back page of this manual.



### EQUIPMENT SHUTOFF VALVE - GA5010

For all models. Equipment shutoff valve with 1/8" NPT tap. Fits 1/2" NPT pipe.



### RECEIVER AND HAND-HELD REMOTE CONTROL KIT - GHRC Series

For all models. Allows the gas log set to be turned on and off by using a hand-held remote control. Valve/Pilot Kit GA9153 must be used with this remote.

### ON/OFF SAFETY VALVE/PILOT KIT - GA9053-1 (Not Shown)

For all models. Required for Propane/LP installation.

### REMOTE READY VALVE/PILOT KIT - GA9153-1 (Not Shown)

For all models.

### PINE CONES - GA9650 (Not Shown)

For all models. Use for additional decoration only. Carton of 6 Boxes (3 pine cones per box).

### ASH BED MATERIAL (Vermiculite) - GA9750 (Not Shown)

For all models. Carton of 6.

### GLOWING EMBERS - GA9950 (Not Shown)

For all models. Use for firebox decoration only.

### SILICA SAND - GA9850 (Not Shown)

For all models. Use for firebox decoration only. Carton of 6.

### LAVA ROCK - GA6067 (Not Shown)

For all models. Use for firebox decoration only.

### DECORATIVE ASH BED CONTROL COVER - CDABK (Not Shown)

An attractive way to cover control knob and piezo ignitor.

### 18" ORNAMENTAL GRATE ENHANCER - GA9350 (Not Shown)

For 18" models only. Additional decoration for front grate.

### 24" ORNAMENTAL GRATE ENHANCER - GA9360 (Not Shown)

For 24" models only. Additional decoration for front grate.

### 30" ORNAMENTAL GRATE ENHANCER - GA9370 (Not Shown)

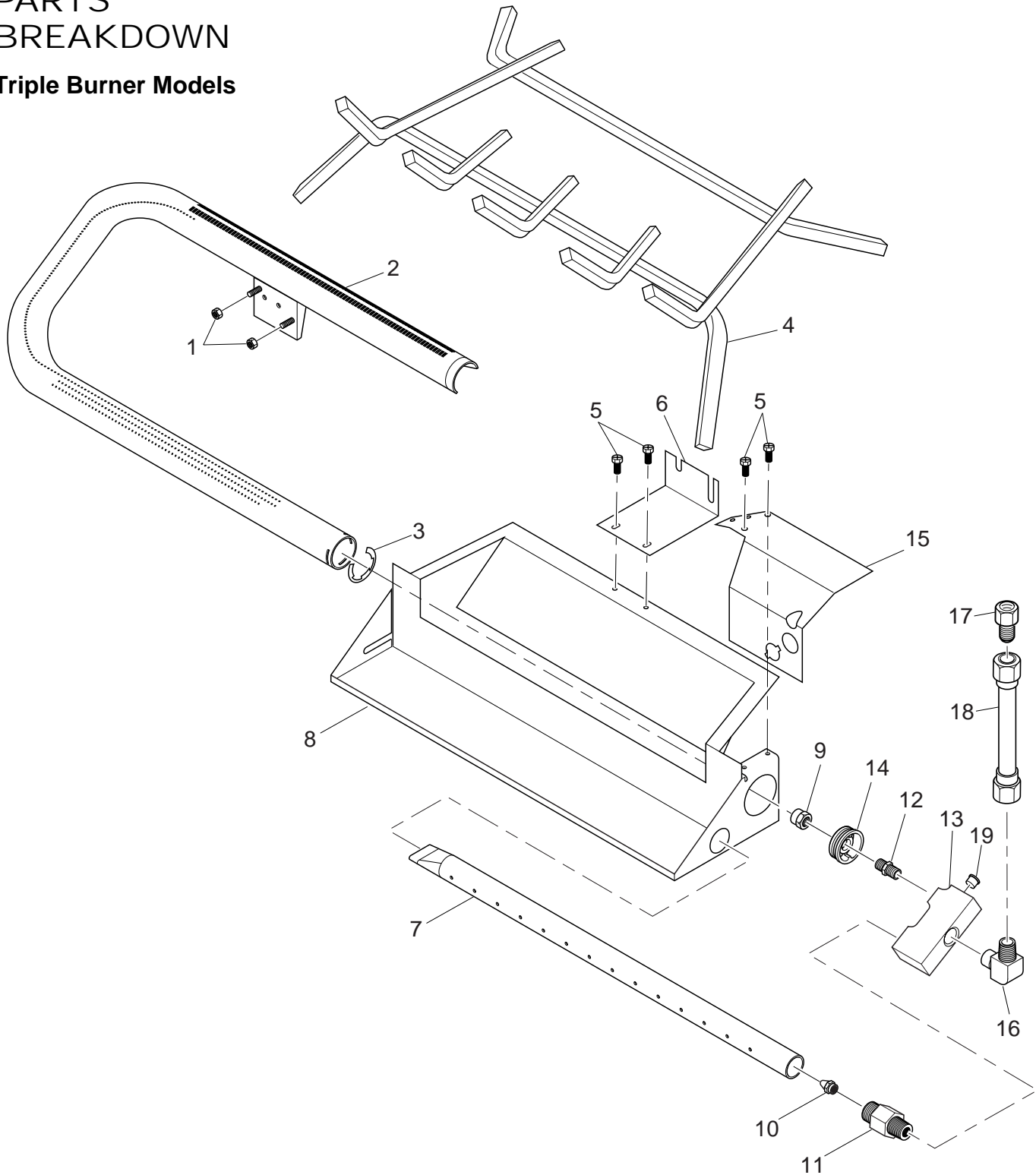
For 30" models only. Additional decoration for front grate.

*Comfort Glow*<sup>®</sup>

# VENTED NATURAL GAS LOGS

## ILLUSTRATED PARTS BREAKDOWN

**Triple Burner Models**



# OWNER'S MANUAL

**PARTS LIST** This list contains replaceable parts used in your log set. When ordering parts, follow the instructions listed under *Replacement Parts* on page 11 of this manual.

## Triple Burner Models

KEY NO.	PART NUMBER FOR		DESCRIPTION	QTY.
	18" Triple	24" Triple		
1	098249-01	098249-01	ODS Nut	2
2	901752-02	901752-01	Rear Burner	1
3	102843-01	102843-01	Burner Clip	1
4	901246-01	901246-02	Log Grate	1
5	098304-01	098304-01	Screw, 10-16 x .38	4
6	901762-01	901762-01	Burner Bracket	1
7	901754-02	901754-01	Front Burner	1
8	901753-02	901753-01	Burner Pan	1
9	901750-01	901750-01	Nozzle	1
10	901064-05	901064-01	Natural Gas Injector	1
11	901066-01	901066-01	Brass Air Mixer - Natural Gas	1
12	901761-01	901761-01	1/8 Hex Nipple	1
13	901760-01	901760-01	Manifold Block	1
14	901751-01	901751-01	Air Restrictor	1
15	901756-01	901756-01	Valve Cover	1
16	901056-01	901056-01	Brass Elbow Flare Fitting	1
17	901058-01	901058-01	Brass 3/8 FLR x 1/2 FPT Adapter	1
18	101628-01	101628-01	Gas Line - 10" Flex	1
19	901759-01	901759-01	Manifold Plug	1
<b>PARTS AVAILABLE — NOT SHOWN</b>				
	901036-01	901036-01	RADCO GEN Rating Plate	1
	901039-08	901038-04	Rating Information Plate	1
	901242-01	901242-01	Damper Clamp	1

*Note:* Refer to Log Installation sheet for specific log replacement part numbers



## VENTED NATURAL GAS LOGS

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### PARTS CENTRALS

These Parts Centrals are privately-owned businesses. They have agreed to support our customer's needs by providing original replacement parts and accessories.

**Baltimore Electric**

1348 Dixwell Avenue  
Hamden, CT 06514-0322  
1-800-397-7553  
203-248-7553  
Parts Department

**Portable Heater Parts**

342 N. County Rd. 400 E.  
Valparaiso, IN 46383-9704  
All States  
219-462-7441  
1-800-362-6951  
Parts Department

**FBD**

1349 Adams St.  
Bowling Green, KY 42103-3414  
270-846-1199  
1-800-654-8534  
Fax: 1-800-846-0090

**Master Parts Distributor**

1251 Mound Ave. NW  
Grand Rapids, MI 49504-2672  
616-791-0505  
1-800-446-1446  
Fax: 1-616-791-8270  
Parts Department

**Washer Equipment Co.**

1715 Main Street  
Kansas City, MO 64108-2195  
KS, MO, AR  
816-842-3911  
Parts Department

**East Coast Energy Products**

707 Broadway  
W. Long Branch, NJ 07764-1542  
732-870-8809  
1-800-755-8809  
Parts Department

**Dayton Hardware**

P.O. Box 275  
North Dayton Station  
Dayton, OH 45404-0275  
All States  
513-258-3721  
OH 1-800-762-3426  
Parts Department

**Halco Enterprises**

208 Carter Drive, Unit 21  
West Chester, PA 19382-4500  
610-430-7717  
1-800-368-0803  
Parts Department

**Laportes Parts and Service**

2444 North 5th Street  
Hartsville, SC 29550-7704  
803-332-0191  
Parts Department

**Cans Unlimited, Inc.**

P.O. Box 645  
Taylor, SC 29687-0013  
All States  
803-879-3009  
1-800-845-5301  
Parts Department



# WARRANTY INFORMATION

KEEP THIS WARRANTY

Model _____
Serial No. _____
Date Purchased _____

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

We reserve the right to amend these specifications at any time without notice. The only warranty applicable is our standard written warranty. We make no other warranty, expressed or implied.

## LIMITED WARRANTY COMFORT GLOW VENTED GAS LOGS

DESA International warrants this product to be free from defects on burner system for two (2) years and logs for a lifetime from the date of first purchase, provided that the product has been properly installed, operated and maintained in accordance with all applicable instructions. To make a claim under this warranty the Bill of Sale or cancelled check must be presented.

This warranty is extended only to the original retail purchaser. This warranty covers the cost of part(s) required to restore this log set to proper operating condition and an allowance for labor when provided by a DESA Authorized Service Center. Warranty part(s) MUST be obtained through authorized dealers of this product and/or DESA International who will provide original factory replacement parts. Failure to use original factory replacement parts voids this warranty. The log set MUST be installed by a qualified installer in accordance with all local codes and instructions furnished with the unit.

This warranty does not apply to parts that are not in original condition because of normal wear and tear, or parts that fail or become damaged as a result of misuse, accidents, lack of proper maintenance or defects caused by improper installation. Travel, diagnostic cost, labor, transportation and any and all such other costs related to repairing a defective log set will be the responsibility of the owner.

TO THE FULL EXTENT ALLOWED BY THE LAW OF THE JURISDICTION THAT GOVERNS THE SALE OF THE PRODUCT; THIS EXPRESS WARRANTY EXCLUDES ANY AND ALL OTHER EXPRESSED WARRANTIES AND LIMITS THE DURATION OF ANY AND ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO TWO (2) YEARS ON BURNER SYSTEM AND A LIFETIME ON LOGS FROM THE DATE OF FIRST PURCHASE; AND DESA INTERNATIONAL'S LIABILITY IS HEREBY LIMITED TO THE PURCHASE PRICE OF THE PRODUCT AND DESA INTERNATIONAL SHALL NOT BE LIABLE FOR ANY OTHER DAMAGES WHATSOEVER INCLUDING INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

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

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

For information about this warranty write:

**DESA**  
**INTERNATIONAL**

2701 Industrial Drive  
P.O. Box 90004  
Bowling Green, KY 42102-9004  
[www.desatech.com](http://www.desatech.com)



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NOT A UPC

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Rev. A  
08/00