



Regency Plateau™ PTO30 / PTO60 Outdoor Decorative Gas Appliance

Owners & Installation Manual

Models: PTO30-NG / PTO30-LP
PTO60-NG / PTO60-LP



www.regency-fire.com

WARNING: FOR OUTDOOR USE ONLY

⚠ WARNING:

If the information in these instructions are not followed exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

⚠ WARNING:

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Read the installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.

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

⚠ WARNING - FOR YOUR SAFETY

What to do if you smell gas:

- Shut off gas to the appliance.
- Do not try to light any appliance.
- Extinguish any open flame.
- If odour continues, keep away from the appliance and immediately call your gas supplier or fire department.
- Do not touch any electrical switch: do not use any phone in your building.
- Immediately call your gas supplier from a neighbour's phone.
- Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

⚠ WARNING:

Do not store or use gasoline or other flammable vapours and liquids in the vicinity of this or any other appliance.

Tested by:




Installer: Please complete the details on the back cover and leave this manual with the homeowner.

Homeowner: Please keep these instructions for future reference.


To the New Owner:

Congratulations!

You are the owner of a state-of-the-art Outdoor Decorative Gas Appliance by REGENCY®. The Plateau™ PTO30 Outdoor decorative gas appliance has been designed to provide you with all the warmth and charm of a fire at the flick of a switch. The Plateau™ PTO30 Outdoor Decorative Gas Appliance has been approved by Warnock Hersey/Intertek for both safety and efficiency. As it also bears our own mark, it promises to provide you with economy, comfort and security for many trouble free years to follow. Please take a moment now to acquaint yourself with these instructions and the many features of your Regency® decorative gas appliance.



DANGER



CARBON MONOXIDE HAZARD
This appliance can produce carbon monoxide which has no odor.

Using it in an enclosed space can kill you.

Never use this appliance in an enclosed space such as a camper, tent, car or home.



WARNING



HOT GLASS WILL CAUSE BURNS

DO NOT TOUCH GLASS UNTIL COOLED

NEVER ALLOW CHILDREN TO TOUCH GLASS



We recommend that our products be installed and serviced by professionals who are certified in the U.S. by the National Fireplace Institute® (NFI) or in Canada by Wood Energy Technical Training (WETT).





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SAFETY LABEL

This is a copy of the label that accompanies each PTO30 Outdoor decorative gas appliance. We have printed a copy of the contents here for your review.

NOTE: Regency® units are constantly being improved. Check the label on the unit and if there is a difference, the label on the unit is the correct one.

For the State of Massachusetts, installation and repair must be done by a plumber or gas fitter licensed in the Commonwealth of Massachusetts.

For the State of Massachusetts, flexible connectors shall not exceed 36 inches in length.

For the State of Massachusetts, the appliances individual manual shut-off must be a t-handle type valve.

COPY OF SAFETY DECAL

GM
Inertex
4001172

Listed: OUTDOOR DECORATIVE GAS APPLIANCE / EXTERIEUR DECORATIFS APPAREIL A GAZ
Certified for/Certifiée pour: CANADA and U.S.A.
Tested to: ANSI Z21.97-2010 (US) / CR97-003 (CAN) / CAN / CGA-2.17-M91

Duplicate S/N 382

Serial No./No de serie
382

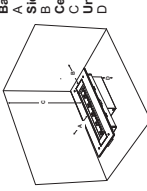
DO NOT REMOVE THIS LABEL / NE PAS ENLEVER CETTE ÉTIQUETTE

NATURAL GAS: Model PTO30-NG
CONCU POUR ETRE POELE: Modèle PTO30-NG
 Maximum supply pressure 14" WC/C.E. (3.49 kPa) Pression d'alimentation maximum
 Minimum supply pressure 5" WC/C.E. (1.25 kPa) Pression d'alimentation minimum
 Manifold pressure high 35" WC/C.E. (0.87 kPa) Pression à la tubulure d'échappement élevée
 Manifold pressure low 1.6" WC/C.E. (0.40 kPa) Pression à la tubulure d'échappement basse
 Orifice size #25 DMS Grandeur de l'injecteur
 Maximum input 50,000 Btu/h (14.65 kW) Débit Calorifique maximum selon
 Minimum input 30,000 Btu/h (8.79 kW) Débit Calorifique minimum selon
 Altitude 0-4500 ft/1372 m Altitude

PROPANE GAS: Model PTO30-LP
CONCU POUR ETRE POELE: Modèle PTO30-LP
 Maximum supply pressure 14" WC/C.E. (3.49 kPa) Pression d'alimentation maximum
 Minimum supply pressure 10" WC/C.E. (2.49 kPa) Pression d'alimentation minimum
 Manifold pressure high 64" WC/C.E. (1.59 kPa) Pression à la tubulure d'échappement élevée
 Manifold pressure low 44" WC/C.E. (1.59 kPa) Pression à la tubulure d'échappement basse
 Orifice size #45 DMS Grandeur de l'injecteur
 Maximum input 49,000 Btu/h (14.36 kW) Débit Calorifique maximum selon
 Minimum input 38,000 Btu/h (11.13 kW) Débit Calorifique minimum selon
 Altitude 0-4500 ft/1372 m Altitude

APAREIL FONCTIONNANT AU NATUREL GAS
CONCU POUR ETRE POELE: Modèle PTO30-NG
 Pression d'alimentation maximum
 Pression d'alimentation minimum
 Pression à la tubulure d'échappement élevée
 Pression à la tubulure d'échappement basse
 Grandeur de l'injecteur
 Débit Calorifique maximum selon
 Débit Calorifique minimum selon
 Altitude

Back Wall
 A 17" (432mm)
Side Wall
 B 17" (432mm)
Bottom
 C 15" (381mm)
Unit Base
 D 1" (25mm)



Made in Canada/Fabrique au Canada

The installation must conform with local codes or, in the absence of local codes, with the Canadian Electrical Code, CSA C22.1 or with the National Electrical Code, ANSI/NFPA 70. This appliance is only for use with the type of gas indicated on the rating plate. See owner's manual for details.

L'installation doit être conforme aux codes locaux ou, en l'absence de codes locaux, avec le Code canadien de l'électricité, CSA C22.1 ou avec le National Electrical Code, ANSI/NFPA 70. Cet appareil est uniquement conçu pour fonctionner avec le type de gaz indiqué sur la plaque d'identification. Voir le manuel de l'utilisateur pour les détails.

FOR OUTDOOR USE ONLY / POUR USAGE EXTERIEUR SEULEMENT
IF STORED INDOORS, DETACH AND LEAVE CYLINDER OUTDOORS / SI VOUS LE GARDER À L'INTÉRIEUR, DETACHER LE CYLINDRE ET LAISSER À L'EXTÉRIEUR

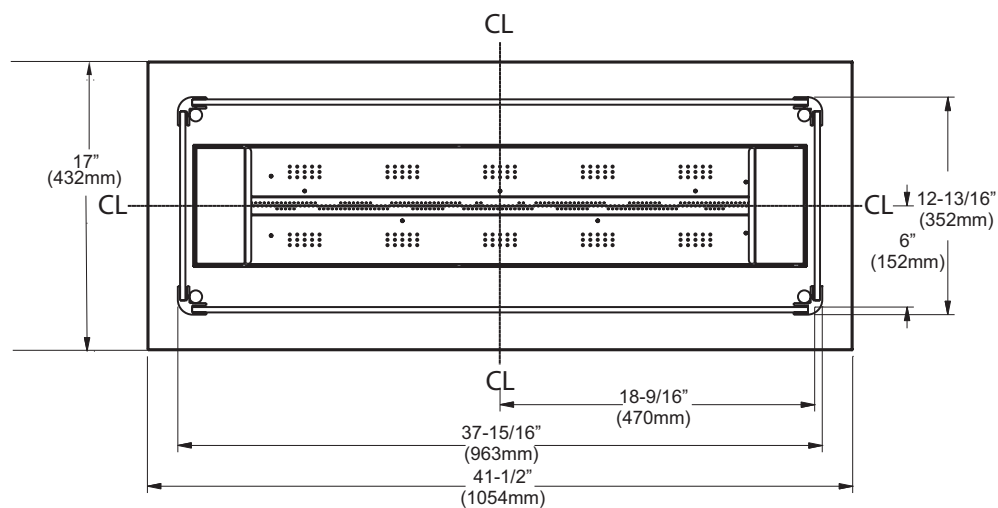
NOT FOR USE WITH SOLID FUELS / NE PAS UTILISER AVEC DES COMBUSTIBLES SOLIDES

FPI Fireplace Products International Ltd.
 6885 Venture St.
 Delta, BC, Canada V4G 1H4

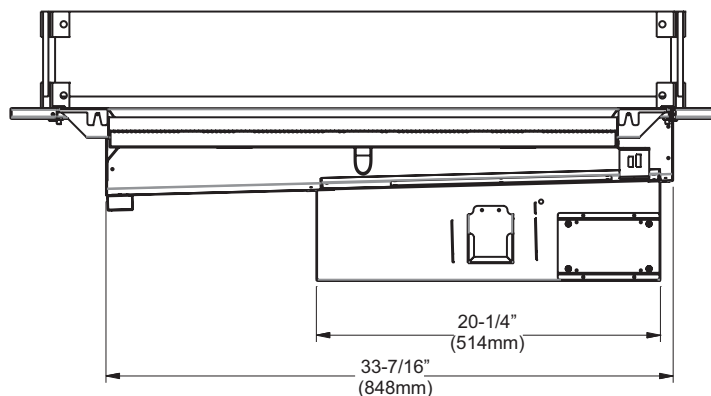
PTO30-NG
PTO30-LP

918-9899

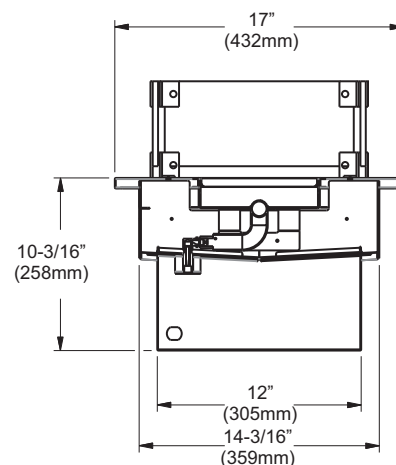
PTO30 FINISHED TABLE TOP AND UNIT DIMENSIONS



TOP VIEW



SIDE VIEW



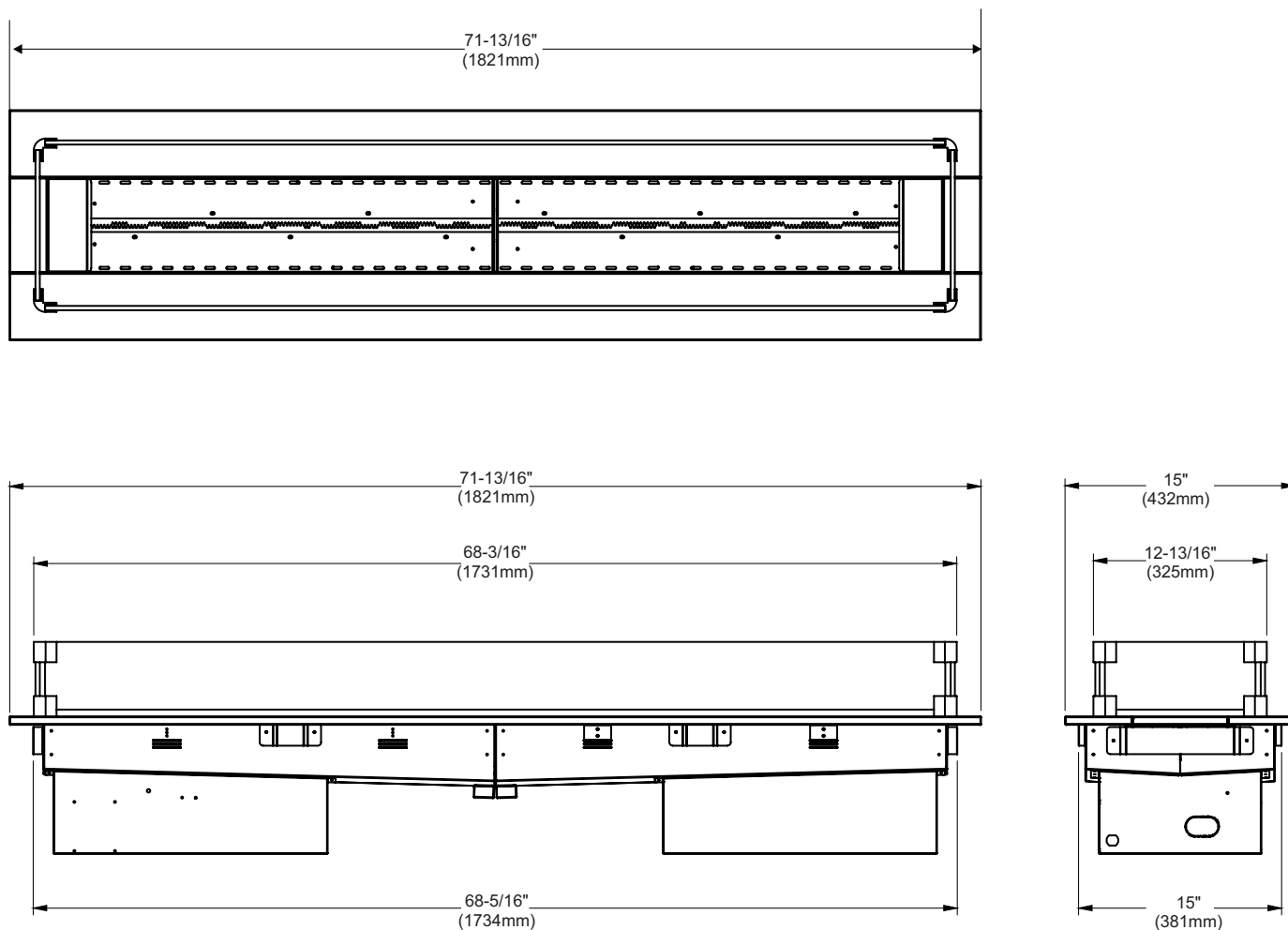
END VIEW

* Shown with optional glass surround.

DIMENSIONS

PTO60 FINISHED TABLE TOP AND UNIT DIMENSIONS

NOTE: PTO60 is two PTO30 units assembled end to end.



* Shown with optional glass surround.

IMPORTANT MESSAGE SAVE THESE INSTRUCTIONS

The PTO30 Outdoor Decorative Gas Appliance must be installed in accordance with these instructions. Carefully read all the instructions in this manual first. Consult the "authority having jurisdiction" to determine the need for a permit prior to starting the installation. It is the responsibility of the installer to ensure this decorative gas appliance is installed in compliance with manufacturers instructions and all applicable codes.

BEFORE YOU START

Safe installation and operation of this appliance requires common sense, however, we are required by the Canadian Safety Standards and ANSI Standards to make you aware of the following:

INSTALLATION AND REPAIR SHOULD BE DONE BY AN AUTHORIZED SERVICE PERSON. THE APPLIANCE SHOULD BE INSPECTED BEFORE USE AND AT LEAST ANNUALLY BY A PROFESSIONAL SERVICE PERSON. MORE FREQUENT CLEANING MAY BE REQUIRED DUE TO EXCESSIVE LINT FROM CARPETING, BEDDING MATERIAL, ETC. IT IS IMPERATIVE THAT CONTROL COMPARTMENTS, BURNERS AND CIRCULATING AIR PASSAGEWAYS OF THE APPLIANCE BE KEPT CLEAN.

ANY GUARD OR OTHER PROTECTIVE DEVICE REMOVED FOR SERVICING THE APPLIANCE MUST BE REPLACED PRIOR TO OPERATING THE APPLIANCE

WARNING: FAILURE TO INSTALL THIS APPLIANCE CORRECTLY WILL VOID YOUR WARRANTY AND MAY CAUSE A SERIOUS FIRE.

CHILDREN AND ADULTS SHOULD BE ALERTED TO THE HAZARDS OF HIGH SURFACE TEMPERATURES, ESPECIALLY THE DECORATIVE GAS APPLIANCE GLASS AND FACEPLATE, AND SHOULD STAY AWAY TO AVOID BURNS OR CLOTHING IGNITION.

THIS APPLIANCE SHALL BE USED ONLY OUTDOORS IN A WELL-VENTILATED SPACE AND SHALL NOT BE USED IN A BUILDING, GARAGE OR ANY OTHER ENCLOSED AREA.

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.

CLOTHING OR OTHER FLAMMABLE MATERIAL SHOULD NOT BE PLACED ON OR NEAR THE APPLIANCE.

SOLID FUELS SHALL NOT BE BURNED IN THIS APPLIANCE.

YOUNG CHILDREN SHOULD BE CAREFULLY SUPERVISED WHEN THEY ARE IN THE SAME AREA AS THE APPLIANCE. TODDLERS, YOUNG CHILDREN AND OTHERS MAY BE SUSCEPTIBLE TO ACCIDENTAL CONTACT BURNS. A PHYSICAL BARRIER IS RECOMMENDED IF THERE ARE AT RISK INDIVIDUALS IN THE HOUSE. TO RESTRICT ACCESS TO A DECORATIVE GAS APPLIANCE OR STOVE, INSTALL AN ADJUSTABLE SAFETY GATE TO KEEP TODDLERS, YOUNG CHILDREN AND OTHER AT RISK INDIVIDUALS OUT OF THE ROOM AND AWAY FROM HOT SURFACES.

DONOT SIT OR STAND ON DECORATIVE GAS APPLIANCE.

GENERAL SAFETY INFORMATION

- 1) The installation must conform with local codes or, in the absence of local codes, with *CAN/CSA-B149.1*, Natural Gas and Propane Installation Code or *CAN/CSA-B149.2*, Propane installation code the Natural Gas Fuel Code, *ANSI Z223.1/NFPA 54*.
- 2) See general construction and assembly instructions. The appliance should be enclosed.
- 3) Inspect the burner before each use of the appliance for blockage and any signs of deterioration

- 4) To prevent injury, do not allow anyone who is unfamiliar with the operation to use the decorative gas appliance.
- 5) Wear gloves and safety glasses for protection while doing required maintenance.
- 6) Maximum gas inlet pressure = 1/2 psig.
- 7) Under no circumstances should this appliance be modified. Parts that have to be removed for servicing should be replaced prior to operating this appliance.
- 8) Installation and any repairs to this appliance should be done by a qualified service person. A professional service person should be called to inspect this appliance annually. Make it a practice to have all of your gas appliances checked annually.
- 9) Under no circumstances should any solid fuels (wood, paper, cardboard, coal, etc.) be burned in this appliance.
- 10) The appliance and its individual shutoff valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psi (3.5kPa).
The appliance must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psi (3.5 kPa).
- 11) The appliance area must be kept clear and free of combustible materials, (gases and other flammable vapours and liquids).

It is highly recommended to protect the interior from moisture (rain, snow). Cover the enclosure opening when not in use. This decorative gas appliance is only for use with the type of gas indicated on the rating plate. This decorative gas appliance is not convertible for use with other gases, unless a certified kit is used.

- 12) Stainless Steel/ Sunset Bronze Weather Cover **must** be removed when burner is in operation.
- 13) When not using appliance for extended periods of time - turn off gas supply and install Stainless Steel Weather Cover.

Emissions from burning wood or gas could contain chemicals known to the State of California to cause cancer, birth defects or other reproductive harm.

INSTALLATION

INSTALLATION CHECKLIST

- 1) Locate appliance:
 - a) Refer to "Locating Your Outdoor decorative gas appliance" section
 - b) Clearances to Combustibles (Refer to "Clearances" section)
 - c) Framing & Finishing Requirements (Refer to "Framing & Finishing" section)
- 2) Drain Installation (recommended).
- 3) Install ON/OFF switch - ensure it is in the OFF position.
- 4) Make gas connections - test for leaks.
- 5) Install 4 "AA" batteries into each battery pack. This unit will not operate without AA batteries in place.
- 6) Install standard and optional features. Refer to the following sections:
 - a. Tabletop Installation
 - b. Glass Crystals
 - c. Volcanic Stone Installation (optional)
 - d. Log Installation (optional)
 - e. Glass Surround Installation (optional)
 - f. Weather Cover Installation

7) Final check.

This includes:

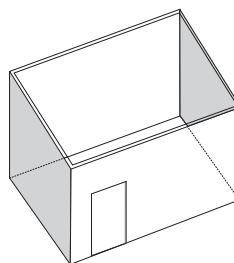
- 1) Clocking the appliance to ensure the correct firing rate (rate noted on label), after burning appliance for 15 minutes.
- 2) If required, adjusting the primary air to ensure that the flame does not carbon. First allow the unit to burn for 15-20 min. to stabilize.

CAUTION: Any alteration to the product that causes sooting or carboning that results in damage is not the responsibility of the manufacturer.

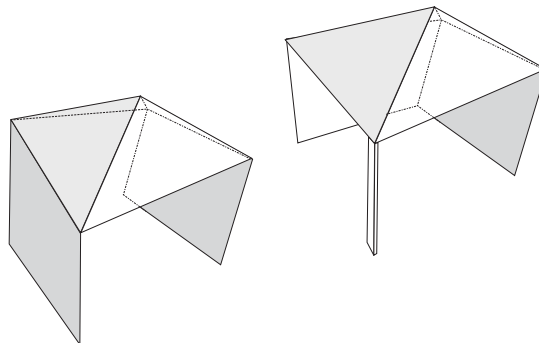
LOCATING YOUR OUTDOOR DECORATIVE GAS APPLIANCE

- 1) When selecting a location for your decorative gas appliance, ensure that the clearances are met.
- 2) This appliance must be installed in an open-air situation with natural ventilation, without stagnant areas, where gas leakage and products of combustion are rapidly dispersed by wind and natural convection.
- 3) Certain materials or items, when placed under or near the appliance, will be subjected to radiant heat and could become damaged.
- 4) Typically an outdoor space is not enclosed but, any enclosure in which the appliance is used shall comply with one of the following:

An enclosure with walls on all sides, but at least one permanent opening at ground level and no overhead cover.



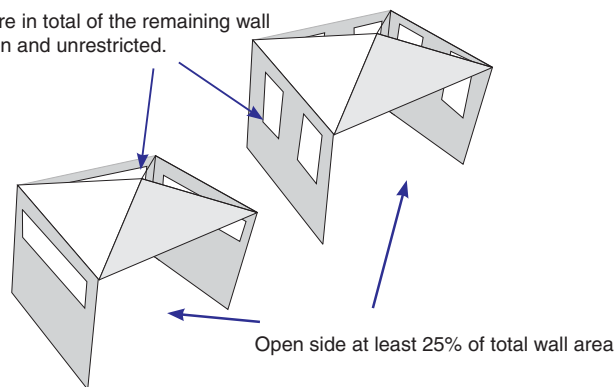
Within a partial enclosure that includes an overhead cover and no more that two walls.



Within a partial enclosure that includes an overhead cover and more than two walls, the following shall apply:

- At least 25% of the total wall area is completely open, and
- At least 30% of the remaining wall area is open and unrestricted

30% or more in total of the remaining wall area is open and unrestricted.



MINIMUM CLEARANCES TO COMBUSTIBLES

The clearances listed below are Minimum distances unless otherwise stated:

A major cause of fires is failure to maintain required clearances (air space) to combustible materials. It is of the greatest importance that this decorative gas appliance be installed only in accordance with these instructions.

Caution Requirements

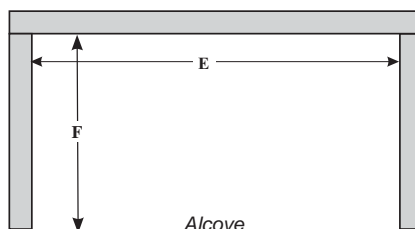
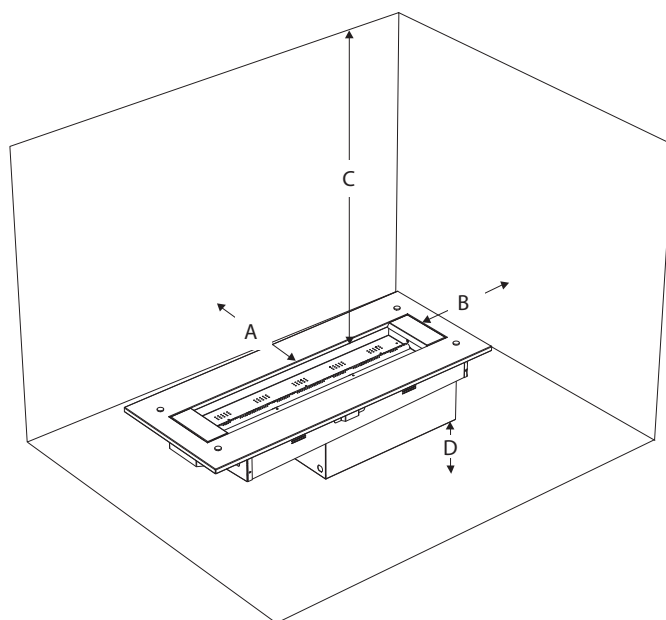
The top, back and sides of the decorative gas appliance are defined by standoffs. The metal ends of the standoff may **NOT** be recessed into combustible construction.

WARNING

Fire hazard is an extreme risk if these clearances (air space) to combustible materials are not adhered to. It is of greatest importance that this decorative gas appliance be installed only in accordance with these instructions.

PTO30 Clearance Requirements

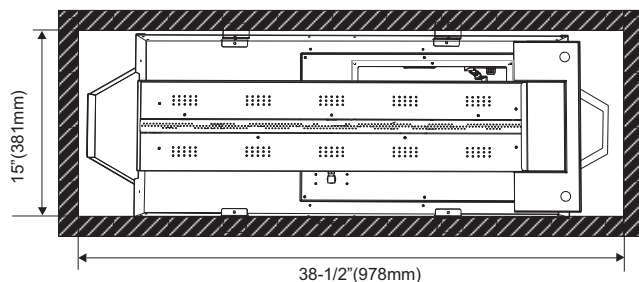
Clearance:	Dimension	Measured From:
A: Back wall	17" (432mm)	Burner to back wall
B: Sidewall	17" (432mm)	Burner to sidewall
C: Ceiling	45" (1143mm)	Burner to Ceiling
D: Unit Base	1" (25mm)	Unit Base to Combustible
E: Alcove Width PTO30	84" (2134mm)	Wall to Wall (Minimum)
E: Alcove Width PTO60	100" (2540mm)	Wall to Wall (Minimum)
F: Alcove Depth	60" (1524mm)	Front to Back Wall (Maximum)
Notes:	0"	No Hearth Required



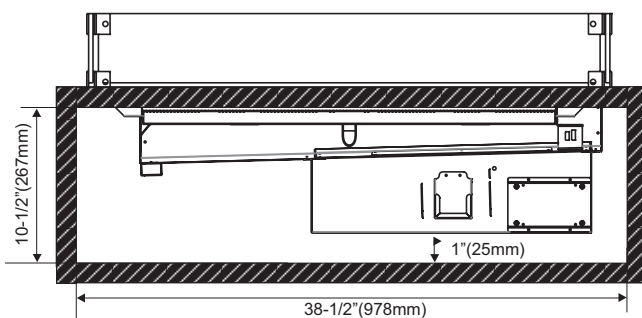
INSTALLATION

INNER FRAMING DIMENSIONS (REQUIRED)

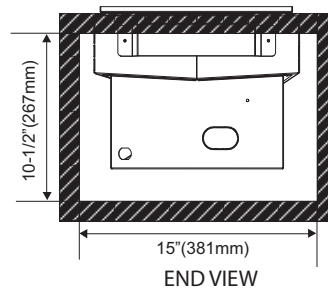
NOTE: FRAMING MATERIAL NOT SUPPLIED



TOP VIEW



SIDE VIEW

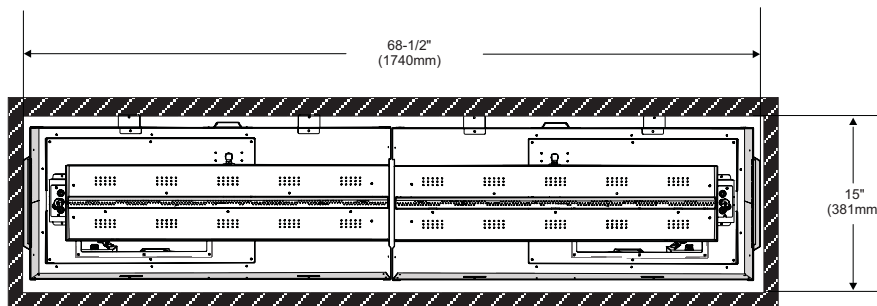


END VIEW

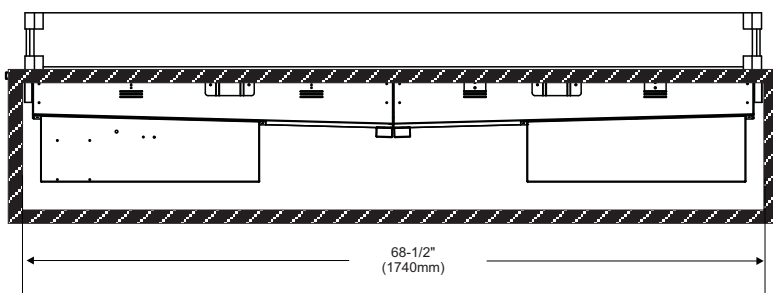
PTO30

NOTE: Framing materials may be combustible or non-combustible.
Finishing materials **MUST** be non-combustible.

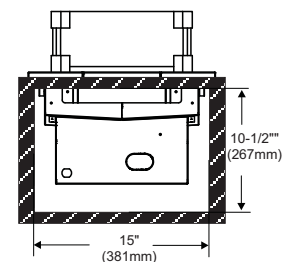
Consideration should be given to weather / elements when choosing framing materials (ie. treated lumber, steel stud).



TOP VIEW



SIDE VIEW

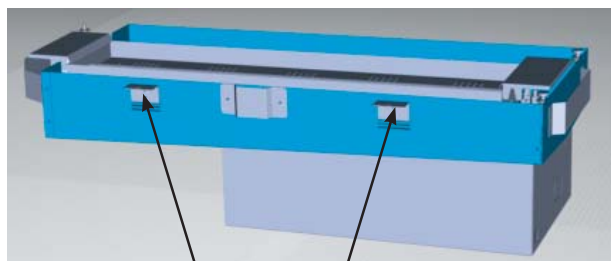


END VIEW

PTO60

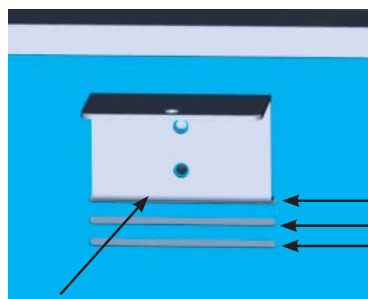
FINISHING

Side nailing brackets are adjustable for material from a minimum of 1/2" thick up to a maximum of 1" thick.



Nailing brackets

Determine total thickness of top facing and adjust nailing brackets. Top facing material is to be brought to unit edge for finished look.

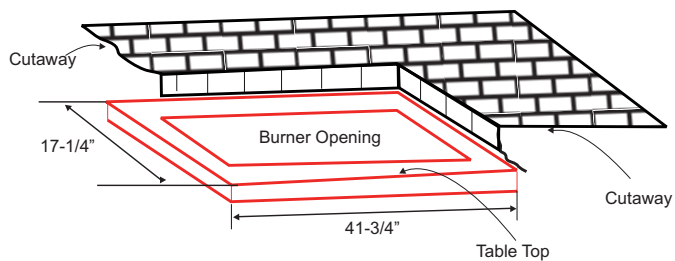


Nailing bracket

Top = 1/2" thick material
Middle = 3/4" thick material
Bottom = 1" thick material

MATERIALS EXCEEDING 1"

If using a material thicker than 1" on the top facing - the table top opening must be maintained at 17-1/4" x 41-3/4" to allow for the proper fit.



INSTALLATION

PTO30-NG SYSTEM DATA

Max. Supply Pressure	14" WC (3.49 kpa)
Min. Supply Pressure	5" WC (1.25 kpa)
Manifold Pressure	3.5" WC (0.87 kpa)
Manifold Pressure -Low	1.6" WC (0.40 kpa)
Orifice Size	#25 DMS
Minimum Input	30,000 Btu/h (8.79 kW)
Maximum Input	50,000 Btu/h (14.65 kW) 3

PTO30-LP SYSTEM DATA

Max. Supply Pressure	14" WC (3.49 kpa)
Min. Supply Pressure	11" WC (2.73 kpa)
Manifold Pressure	10" WC (2.49 kpa)
Manifold Pressure-Low	6.4" WC (1.59 kpa)
Orifice Size	#45 DMS
Minimum Input	38,000 Btu/h (11.13 kW)
Maximum Input	49,000 Btu/h (14.36 kW)

NOTE:

The PTO60 has a combined min. input of 60,000 Btu - NG/ 76,000 Btu - LP and max. input of 100,000 Btu - NG / 98,000 Btu - LP. Care should be taken when sizing the gas pipe due to the extremely high Btu of this unit.

HIGH ELEVATION

This unit is approved for altitude 0 to 4500 ft. (CAN/ CGA 2.17-M91).

GAS LINE INSTALLATION

Since some municipalities have additional local codes it is always best to consult with your local authorities and the CAN/CGA B149 installation code.

For USA installations follow local codes and/or the current National Fuel Gas Code, ANSI Z223.1.

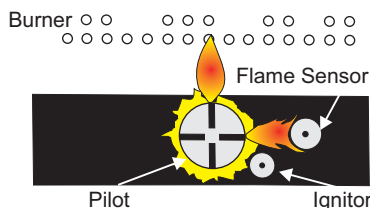
When using copper or flex connectors use only approved fittings. Always provide a union so that gas lines can be easily disconnected for servicing. Flare nuts for copper lines and flex connectors are usually considered to meet this requirement.

NOTE: A shutoff / dante valve should be supplied in or near the unit (or as per local codes) for ease of servicing this appliance.

IMPORTANT: Always check for gas leaks with a soap and water solution or gas leak detector. Do not use open flame for leak testing.

PILOT ADJUSTMENT

Periodically check the pilot flames. Correct flame pattern has two strong blue flames: 1 flowing around the flame sensor and 1 flowing across the burner (it does not have to be touching the burner).



Note: If you have an incorrect flame pattern, contact your Regency® dealer for further instructions.

Incorrect flame pattern will have small, probably yellow flames, not coming into proper contact with the rear burner or flame sensor.

GAS PIPE PRESSURE TESTING

The appliance must be isolated from the gas supply piping system by closing its individual manual shut-off valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psig. (3.45 kPa). Disconnect piping from valve at pressures over 1/2 psig.

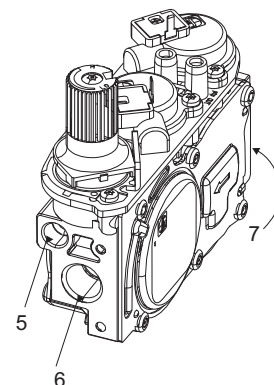
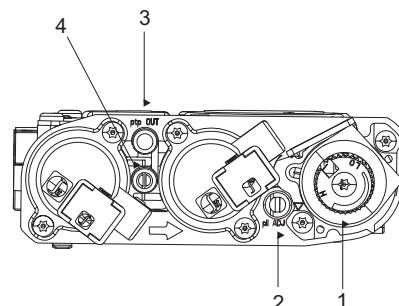
The manifold pressure is controlled by a regulator built into the gas control, and should be checked at the pressure test point.

Note: To properly check gas pressure, both inlet and manifold pressures should be checked using the valve pressure ports on the valve.

- 1) Make sure the valve is in the "OFF" position.
 - 2) Loosen the "IN" and/or "OUT" pressure tap(s), turning counterclockwise with a 1/8" wide flat screwdriver.
 - 3) Attach manometer to "IN" and/or "OUT" pressure tap(s) using a 5/16" ID hose.
 - 4) Light the pilot and turn the valve to "ON" position.
 - 5) The pressure check should be carried out with the unit burning and the setting should be within the limits specified on the safety label.
 - 6) When finished reading manometer, turn off the gas valve, disconnect the hose and tighten the screw (clockwise) with a 1/8" flat screwdriver.
- Note: Screw should be snug, but do not over tighten.**

886 S.I.T. VALVE DESCRIPTION

- 1) Manual high/low adjustment
- 2) Pilot adjustment
- 3) Outlet Pressure Tap
- 4) Inlet Pressure Tap
- 5) Pilot Outlet
- 6) Main Gas Outlet
- 7) Main Gas Inlet



AERATION ADJUSTMENT

The burner aeration is factory set but may need adjusting due to either the local gas supply or altitude. Open the air shutter for a blue flame or close for a more yellow flame.

Minimum Air Shutter Opening:

Fully Closed	NG
1/2"	LP

Note: Any damage due to carboning resulting from improperly setting the aeration controls is NOT covered under warranty.

PTO30 WALL SWITCH INSTALLATION (INCLUDED WITH UNIT)

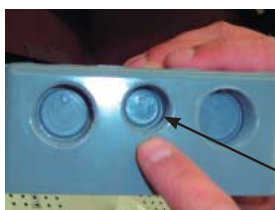
The unit comes with low voltage wire and a battery extension wire installed.

1) Run supplied wire to desired location - to a max. of 9 feet.

2) Install supplied electrical box in desired location.



3) Remove center knock out from electrical box and install strain relief (strain relief nut not required).



Center knock out



Strain Relief

4) Route low voltage wire and battery extension wire through the strain relief.

5) Connect low voltage wire to supplied switch, fasten switch to right side of electrical box (polarity not important).



6) Install supplied 4-AA batteries into the battery holder. Using velcro install battery holder to the backside of the battery compartment door. Connect battery terminal.

7) Using silicone, completely seal strain relief to protect from water or moisture.



8) Place supplied gasket on top of electrical box.

9) Fasten cover to electrical box using supplied screws.

10) Place switch in OFF position until final installation is complete.



INSTALLATION

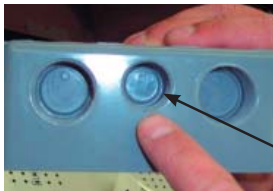
PTO60 WALL SWITCH INSTALLATION (INCLUDED WITH UNIT)

Note: The PTO60 comes with 2-wall switches. Only one wall switch is required. The 2nd switch can either be discarded or saved as a spare part. The unit comes with low voltage wire and a battery extension wire installed on each burner.

- 1) Run supplied wire to desired location - to a max. of 9 feet for both burners.
- 2) Install supplied electrical box in desired location.



- 3) Remove center knock out from electrical box and install strain relief (strain relief nut not required).



Center knock out



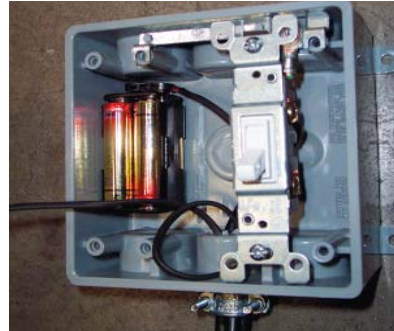
Strain Relief

- 4) Connect both sets of low voltage wires together from each burner - white with white and black with black.
- 5) Route low voltage wires and battery extension wire through the strain relief.

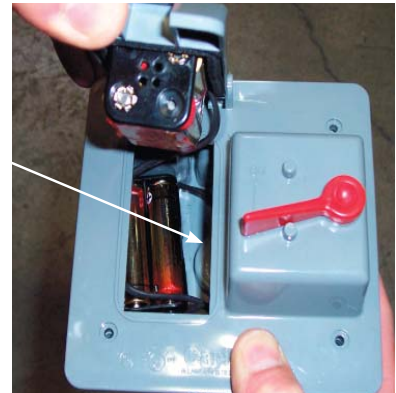
Note: Ensure the battery extension wires are approx. 8" in length inside the electrical box. This excess will ensure ease of battery replacement and servicing in the future.



- 6) Attach low voltage wires to the switch - ensure to attach on the right side of the switch. This will make it easier to remove the 2nd battery terminal when replacing batteries. Fasten switch to right side of electrical box as shown below.



- 7) Install 4- AA batteries into each battery terminal. Ensure correct polarity. Slide the first battery terminal all the way to the right - until it is next to the switch. The 2nd battery terminal can be attached to the battery cover with the supplied velcro.



Slide 1st battery pack to the right.

- 8) Using silicone, completely seal strain relief to protect from water or moisture.
- 9) Place supplied gasket on top of electrical box.
- 10) Fasten cover to electrical box using supplied screws.
- 11) Place switch in OFF position until final installation is complete.



PTO30 DRAIN INSTALLATION (RECOMMENDED)

Although this decorative gas appliance is designed to operate outdoors safely, rain and other sources of moisture may enter the burner area, which will cause water to collect inside the base of the unit.

To prevent excessive water collection, the installer should provide a way to drain the water from the base of the unit by building or installing a water collector before positioning the decorative gas appliance in its location.

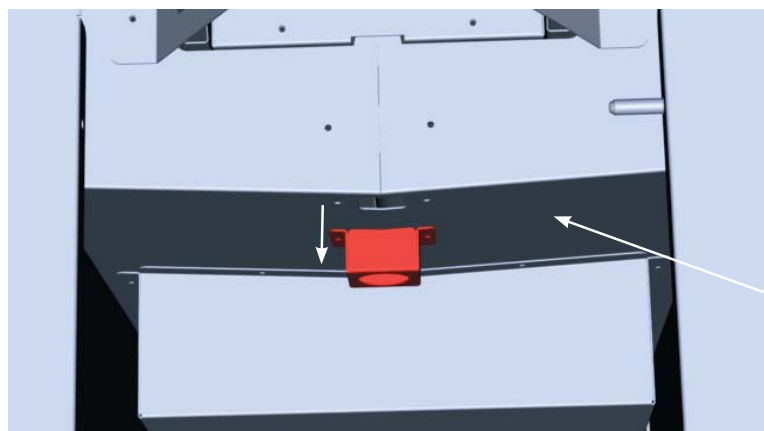
INSTALLATION INSTRUCTIONS

- 1) Remove 2 screws to remove the bracket from the bottom of the burner - this will allow access to the drain hole at the base of the unit.
- 2) On the exposed drain hole (see location below), install a PVC 3/4" threaded coupling reducer going from the top of the pan, down through the hole. Apply a silicone-based sealant around the base and threads before installation. Cut notches into the top of the coupling reducer to prevent water pooling.
- 3) Holding the reducer coupling with a wrench, thread a 90° PVC elbow (from the underside of the unit) to the reducer until it is tight to the metal.
- 4) Reinstall bracket from Step 1.

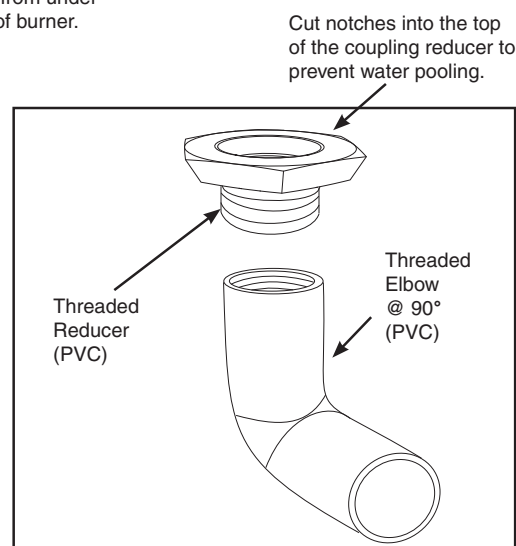
Note: To assure proper drainage, that decorative gas appliance must be installed on a leveled surface

- 5) Add additional piping to route the drain to an appropriate location.

NOTE: Install a drain on both burners on the PTO60.



View from under-side of burner.



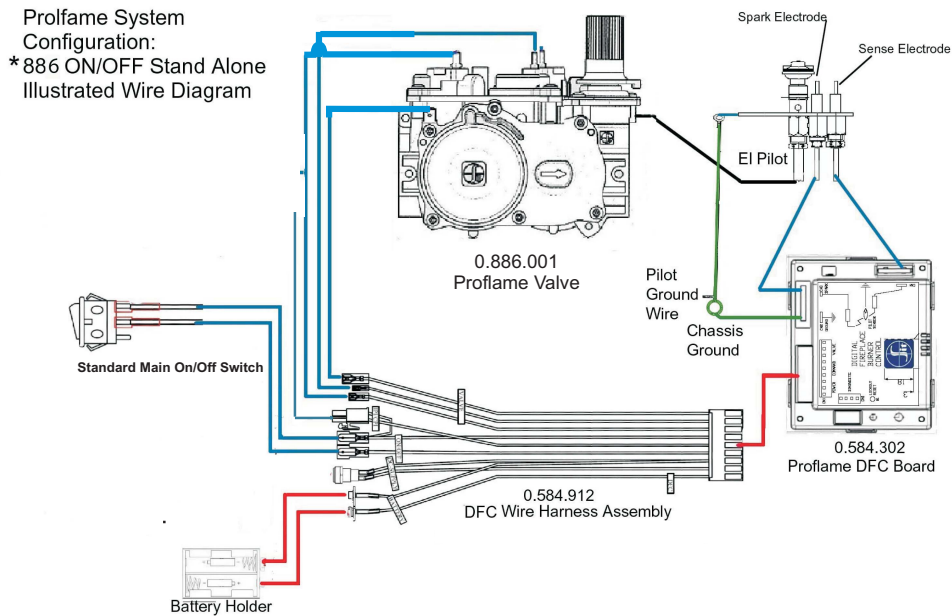
Reducer and elbow can be purchased from your local hardware store.

INSTALLATION

PTO30 WIRING DIAGRAM

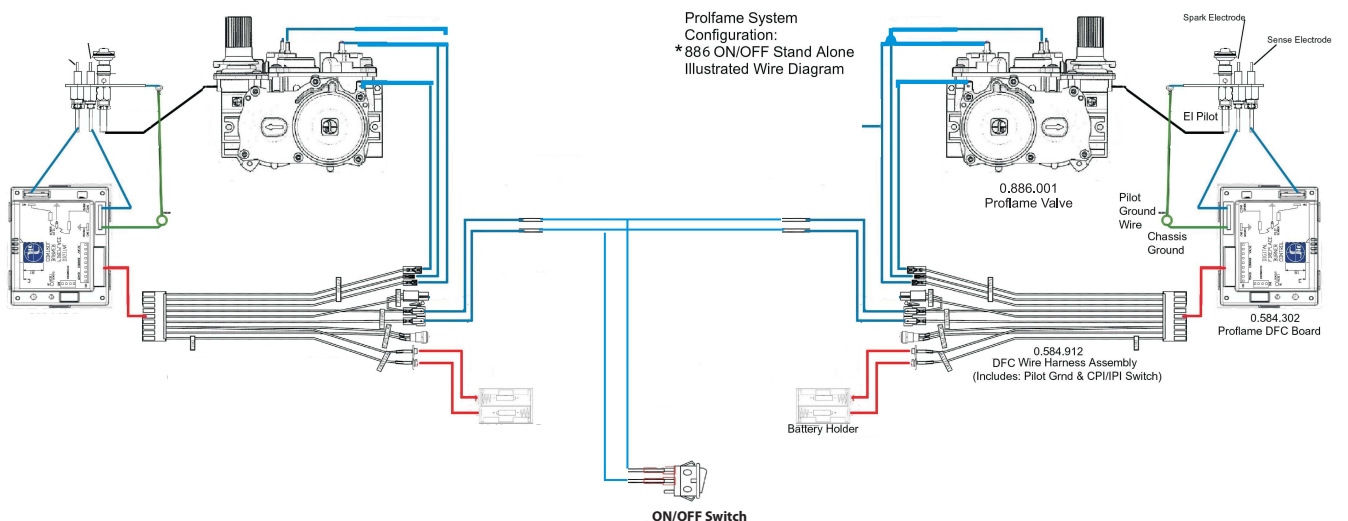
This appliance does not require a 120V A.C. supply for operation.

NOTE: 4 AA batteries must be installed in the battery pack to operate the burner switch. Do not use a 9 volt battery.



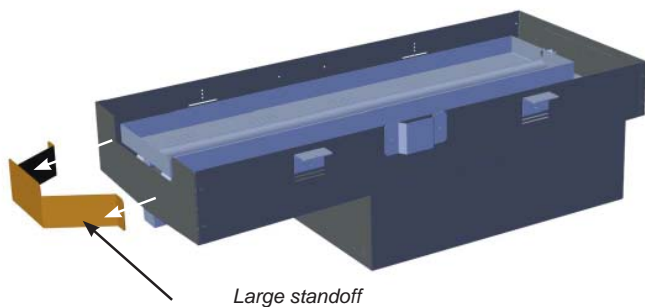
The appliance, when installed, must be electrically grounded in accordance with local codes, or in the absence of local codes with the *National Electrical Code, ANSI/NFPA 70*, if applicable.

PTO60 WIRING DIAGRAM



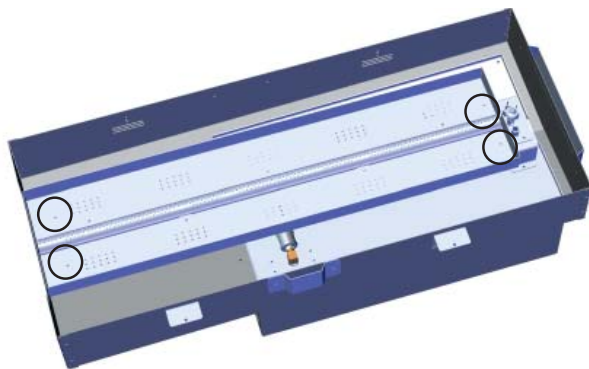
PTO60 ASSEMBLY

- 1 Remove the large stand off from both PTO30 units - by removing 2 screws per side.

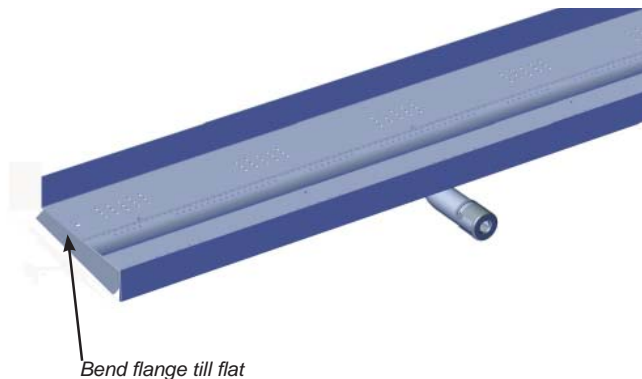
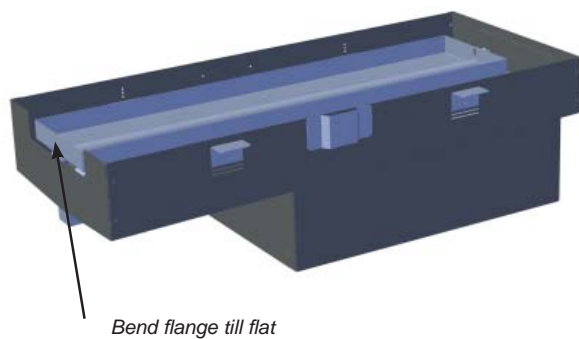


Note: Removing a burner from one of the units will make it easier to stack the burners.
This step is recommended - but not required.

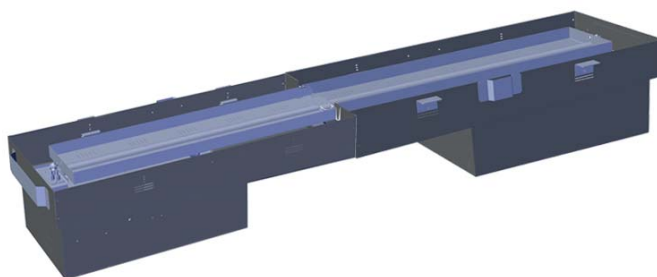
- 2) Remove the burner from one of the units - by removing 4 screws in locations shown below.



- 3) Bend flange 90° downward until it is flat.
Do this on each burner only on end shown below.



- 4) Reinstall burner.
- 5) Line the two units up end to end. Stack the flattened burner flanges (from previous step) one over top of the other. Create a flat surface across both burners.



- 6) Install units together into framing. Secure in place with nailing strips.

INSTALLATION

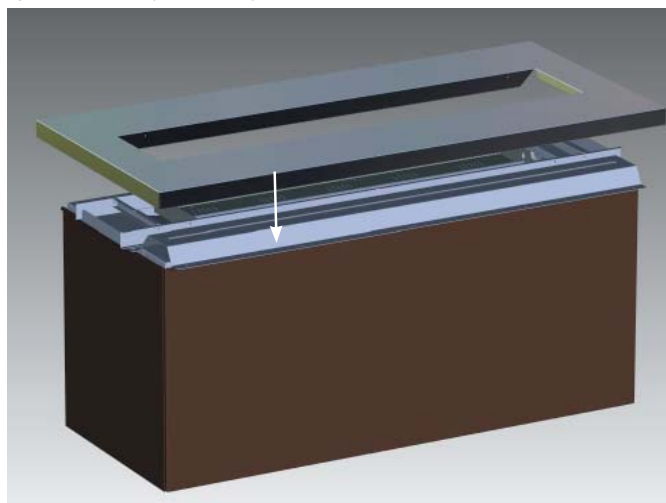
PTO30 TABLE TOP INSTALLATION

Before installation, stainless steel must be handled and cleaned as per instructions noted below:
Stainless Steel Table Top
<ul style="list-style-type: none"> Stainless table top must be inspected for scratches and dimples prior to installation. All claims to be recorded at this time. Claims for damage after installation will not receive consideration.
<ul style="list-style-type: none"> To protect the finish during installation and handling - cotton gloves MUST be worn at all times while handling the panels (even when removing protective coating).
<ul style="list-style-type: none"> Stainless table top will discolor a little during normal operation. This is normal and should not be considered a defect.
<p>* All hand and finger marks MUST be cleaned off with a soft cloth and a stainless steel cleaner. Most stainless steel cleaners leave a film/residue on the surface of the panels. Use an ammonia based cleaner (ie. glass cleaner) to remove this film before applying heat to the unit. Failure to do this will result in burn stains on table top which you will be unable to remove.</p> <p>Not protected by product warranty.</p>

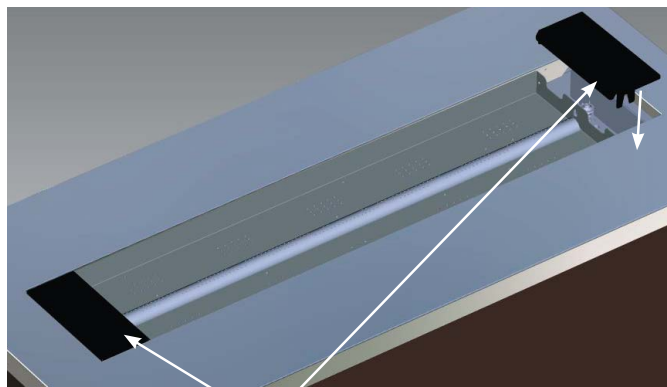
NOTE: These instructions apply to both the stainless steel and sunset bronze table tops.

Note: Instructions below shown with the Plateau Series coffee table base.

1) Place table top over completed unit.

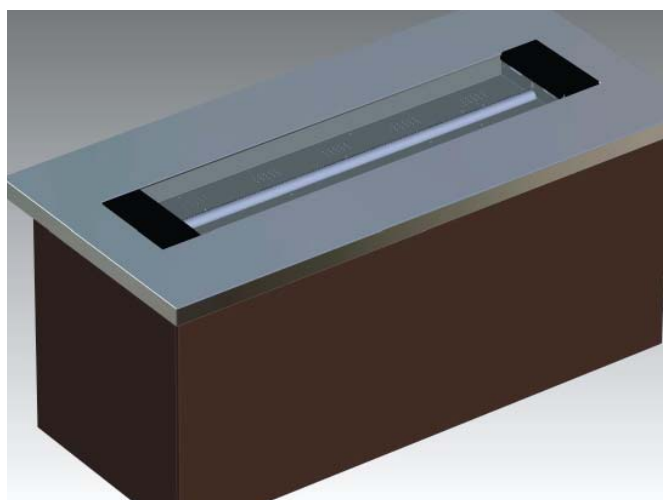


2) Place end caps over pilot and opposite end to complete installation.



End Caps

3) To remove - reverse steps.

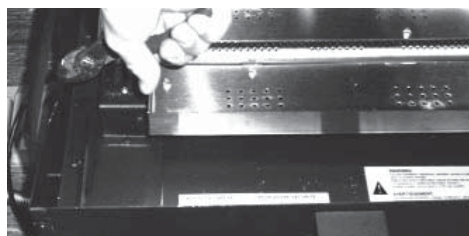


Final Install

PTO60 TABLE TOP INSTALLATION

Before installation, stainless steel must be handled and cleaned as per instructions noted below:
Stainless Steel Table Top
<ul style="list-style-type: none"> • Stainless table top must be inspected for scratches and dimples prior to installation. All claims to be recorded at this time. Claims for damage after installation will not receive consideration.
<ul style="list-style-type: none"> • To protect the finish during installation and handling - cotton gloves MUST be worn at all times while handling the panels (even when removing protective coating).
<ul style="list-style-type: none"> • Stainless table top will discolor a little during normal operation. This is normal and should not be considered a defect.
<p>★ All hand and finger marks MUST be cleaned off with a soft cloth and a stainless steel cleaner. Most stainless steel cleaners leave a film/ residue on the surface of the panels. Use an ammonia based cleaner (ie. glass cleaner) to remove this film before applying heat to the unit. Failure to do this will result in burn stains on table top which you will be unable to remove.</p> <p>Not protected by product warranty.</p>

1) Remove knockouts from both ends of unit with pliers as shown below.



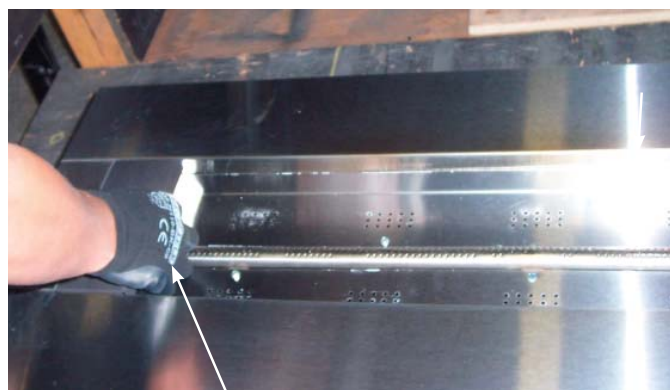
2) Place table top over completed unit.

Note: Unit shown below is not completed



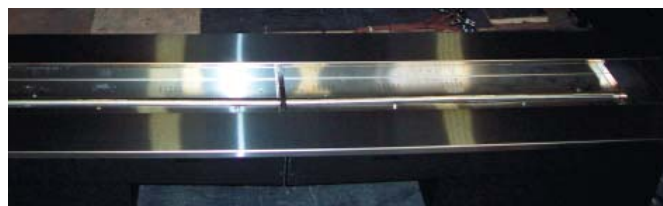
3) Place end caps over both pilots at either end to complete installation.

Note: 2 caps remain - these may be discarded or kept as spare parts.



End Cap

4) To remove - reverse steps 3-2.



Final Install

INSTALLATION

GLASS CRYSTAL INSTALLATION ON BURNER

Evenly spread the Glass Crystals or optional Ceramic Spa Stones over the burner. Ensure the crystals (or stones) do not overlap too much as this will effect the flame pattern.

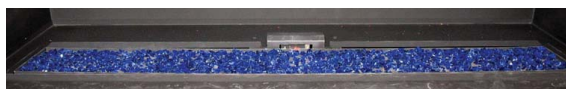
IMPORTANT NOTE:

Only the supplied approved Glass Crystals and Ceramic Spa Stones are to be used with these fireplaces. Use of any other type of glass crystals or stones can alter the unit's performance, any damage caused by the use of any unapproved glass or stones will not be covered under warranty.

When using Ceramic Spa Stones DO NOT cover burner ports or pilot light that lead to pilot flame. Ensure the crystals or stones do not overlap excessively as this will effect the flame pattern.

BURNER PACKAGES		
Unit	*Glass Crystals	Ceramic Spa Stones
HZ54E / HZ54EPV	3 lbs	1 lb Glass + 2 packages (140 spa stones)
HZ42 / HZ42E	2 lbs	1 lb Glass + 1 package (70 spa stones)
HZ42ST / HZ42STE HZ42STEPV	2 lbs	1 lb Glass + 1 package (70 spa stones)
HZ30E **	1 lb	1 lb Glass + 1 package (70 spa stones)**
HZI234E ***	3/4 lb	3/4 lb Glass + 1 package 70 spa stones)***
HZI390E/ HZI390EB *	7 lbs [4lbs burner+3lbs firebox]	2 lb Glass + 1 package (70 spa stones)
HZO42/HZO42 (AUS)	3 lbs	Not Approved
L676S	1 lb	1 package = (70 spa stones)
P33S/P33SE ****	1 lbs	1 package = (70 spa stones)****
PTO30 */Plateau Series	10 lbs	Not Approved
PTO60	20 lbs	Not Approved
U32S / U32SE	1 lb	1 package = (70 spa stones)
E33S	1 lb	1 package = (70 spa stones)

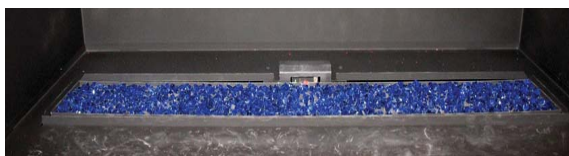
NOTE: * Glass Crystals are available in 1lb and 5lb bags. All units come standard with Cobalt Blue glass crystals except:
 * HZO42 comes with Copper glass crystals.
 * HZI390E, HZI390EB, PTO30, PTO60 & Plateau Series do NOT include glass crystals with units. Must purchase separately.
 • 1 Ceramic Spa stone package contains 70 stones.
 • 1 Ceramic Garden stone package contains 50 stones.
 ** Recommended - use only 40 of the 70 ceramic stones on the **HZ30E** burner.
 *** Recommended - use only 24 of the 70 ceramic stones on the **HZI234E** burner.
 **** Recommended - use only 50 of the 70 ceramic stones on the **P33S/P33SE** burner.



*Glass Crystals shown on Burner
For Units HZ54E, HZ54EPV, HZ42ST, HZ42STE, HZ42STEPV,
HZI234E, HZ42E, HZ42, HZ30E only*



*Optional Ceramic Spa Stones + Glass Crystals shown on burner.
For Units HZ54E, HZ54EPV, HZ42ST, HZ42STE, HZ42STEPV,
HZI234E, HZ42, HZ42E, HZ30E only*



*Glass Crystals shown on Burner
For Units HZO42, HZO42 (AUS) PTO30, PTO60 Plateau Series only*



*Glass Crystals (7 lbs) shown on Burner and Firebox Floor
For Units HZI390E, HZI390EB only*



*Glass Crystals shown on Burner
For units P33S, P33SE, L676S, U32S, U32SE, E33S only*



*Optional Ceramic Spa Stones shown on burner.
For units P33S,P33SE L676S, U32S, U32SE, E33S only*

VOLCANIC STONE INSTALLATION ON BURNER

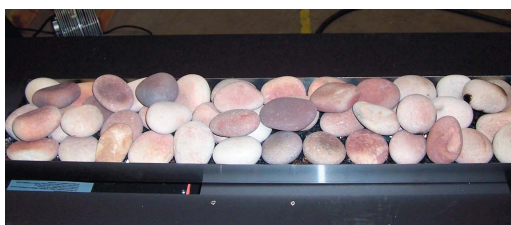
Evenly spread the glass crystals and volcanic stones over the burner. Ensure the stones do not overlap too much as this will effect the flame pattern.

IMPORTANT NOTE:

Only the supplied approved Volcanic Stones are to be used with these fireplaces. Use of any other type of stones can alter the unit's performance, any damage caused by the use of any unapproved glass or stones will not be covered under warranty.

When using Volcanic Stones DO NOT cover burner ports or pilot light that lead to pilot flame. Ensure the stones do not overlap excessively as this will effect the flame pattern.

OUTDOOR VOLCANIC STONE BURNER PACKAGES		
Unit	Volcanic Stones Ivory/Tan	Volcanic Stones Slate/Grey
HZO42/HZO42 (AUS)	35 stones w/3lbs glass	35 volcanic stones w/3lbs glass
PTO30 */Plateau Series	50 stones w/5lbs glass	50 volcanic stones w/5lbs glass
PTO60	100 stones w/10lbs glass	100 stones w/10lbs glass
NOTE: * Basalt Volcanic stones are measured by weight not quantity. Each bag contains 15lbs of stones, however the exact quantity and size will vary. Size varies between 2" - 3".		



*Volcanic Stones + Glass Crystals
For the PTO30, PTO60
& Plateau Series only*



*Volcanic Stones Ivory /Tan + Glass Crystals
For the HZO42 & HZO42AUS
only*



*Volcanic Stones Slate /Grey + Glass Crystals
For the HZO42 & HZO42AUS
only*

INSTALLATION

OPTIONAL LOG SET INSTALLATION

NOTE: PTO60 requires 2 log sets.

Read the instructions below carefully and refer to the images. If the logs are broken do not use the unit until they are replaced.

Broken logs can interfere with pilot operation.

Improper positioning of the logs may create carbon build-up and can alter the unit's performance which is not covered under warranty.

Log kit # 326-930 contains the following pieces:

Description

Log A
Log B
Log C
Log D
Log E
Log F

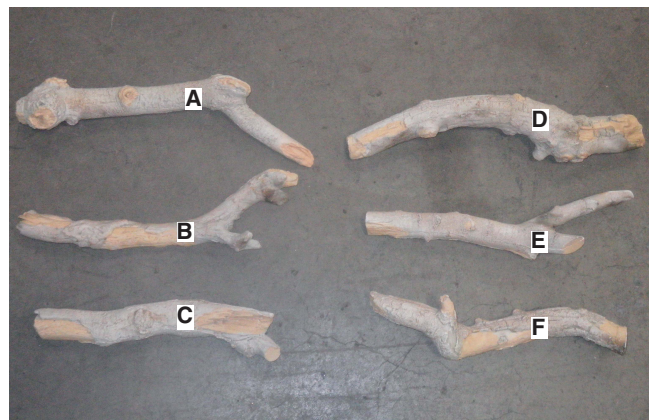


Diagram 1

- 1) Install log A as shown below. Orient the log in the same way and in a similar location on the right side of the burner as shown in Diagram 2.



Diagram 2

A

- 2) Install log D on the burner as shown below. Orient the log in the same way and in a similar location on the right side of the burner as shown in Diagram 3.



Diagram 3

D

- 3) Install log E on the burner as shown below. Orient log E across log D in the same way and in a similar position as shown in Diagram 4.



Diagram 4

E

D

- 4) Install log B on the left side of the burner as shown below. Orient log B in the same way and in a similar position as shown in Diagram 5.

B



Diagram 5

- 5) Install log F on the burner as shown below. Orient log F across log A in the same way and in a similar position as shown in Diagram 6.

F



Diagram 6

- 6) Install log C on the left side of the burner as shown below. Orient log C in the same way and in a similar position as shown in Diagram 7.

C



Diagram 7



Final Install

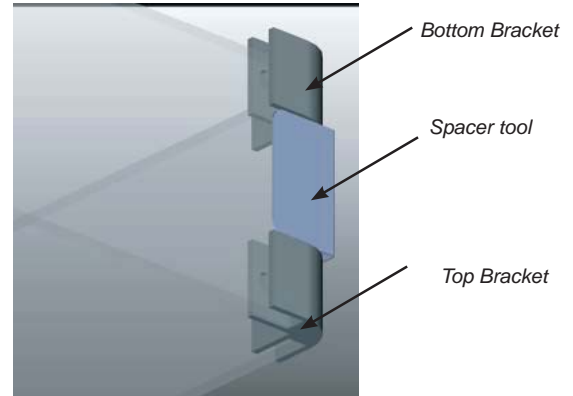
INSTALLATION

OPTIONAL GLASS SURROUND INSTALLATION

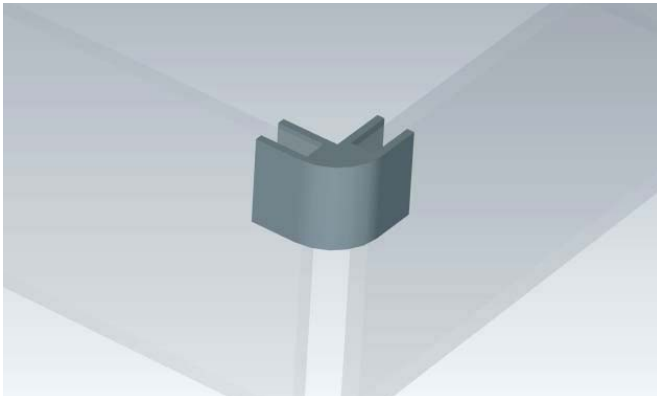
- 1) Assemble the 4 pieces of the glass surround and fasten together with 4 corner top brackets and nylon fasteners as shown below.



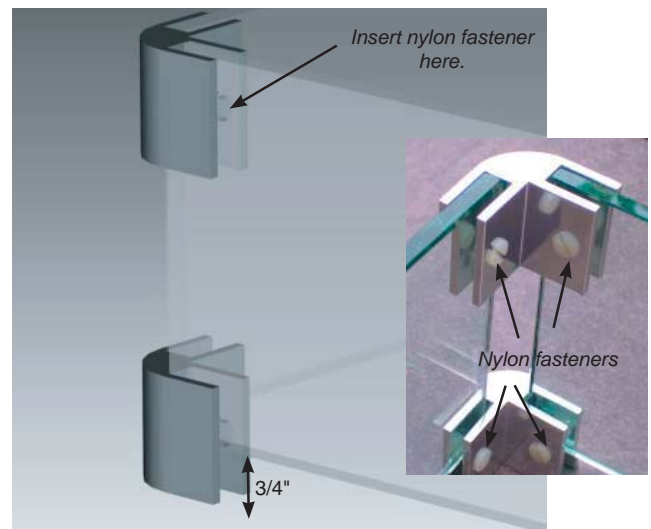
- 4) Use supplied spacer tool to determine where the bottom bracket should be placed and secured.



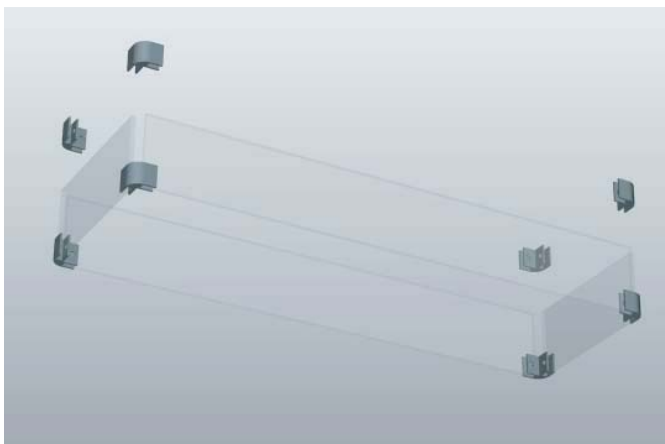
- 2) Using a flat screwdriver, secure 4 top corner brackets with nylon fasteners in each corner, bracket should be flush with the top of glass as shown below.



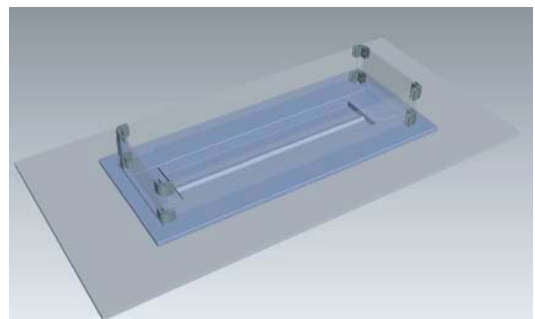
- 5) Secure bottom corner brackets with nylon fasteners in each corner. Glass should be raised up 3/4" in bracket as shown below.



- 3) After the 4 top bracket are installed -flip over and place on a soft surface. Install the 4 bottom brackets.



- 6) Place assembled glass surround on table top - ensure glass is centered on the table top. Once in correct position, lift up one end, apply double sided tape that has been cut to size, to the bottom of the brackets. Repeat process on other end. Press down firmly from to secure glass surround in position. Use care not to scratch surfaces.



OPERATING INSTRUCTIONS

- 1) Read and understand these instructions before operating this appliance.
- 2) Check to see that all wiring is correct and enclosed to prevent possible shock.
- 3) Check to ensure there are no gas leaks.
- 4) **Verify log placement. If the pilot cannot be seen when lighting the unit, the logs have been incorrectly positioned.**
- 5) The unit should never be turned off, and on again without a minimum of a 60 second wait.

FIRST FIRE

The first fire in your decorative gas appliance is part of the paint curing process. To ensure that the paint is properly cured, it is recommended that you burn your decorative gas appliance for at least one (1) hours the first time you use it

When first operated, the unit will release an odour caused by the curing of the paint, the burning off of any oils remaining from manufacturing.

DO NOT ATTEMPT TO CLEAN THE GLASS WHILE IT IS HOT.

LIGHTING PROCEDURE

- 1) Turn on ON/OFF switch.
- 2) After approximately 4 seconds the spark ignition system will spark for 60 seconds to light the main burner.
- 3) The unit will turn on.

Note: The first try for ignition will last approximately 60 seconds. If there is no flame ignition (rectification) the board will stop sparking for approximately 35 seconds. After wait time, the board will start second try for ignition by sparking for approximately 60 seconds. If there is still no positive ignition the board will go into lock out.

The system will need to be reset as follows:

- a) Turn the system off using ON/OFF switch.
- b) After approximately 2 seconds turn on ON/OFF switch.
- c) Unit will repeat step 2.

SHUTDOWN PROCEDURE

- 1) Turn ON/OFF switch.
- 2) If service is to be performed - you must disconnect power to the unit, by removing the battery pack.

OPERATING INSTRUCTIONS

COPY OF LIGHTING PLATE INSTRUCTIONS

The lighting plate is located on the underside of the table top on the unit.

FOR YOUR SAFETY READ BEFORE LIGHTING

This appliance must be installed in accordance with local codes, if any; if none, follow the National Fuel Gas Code, ANSI Z223.1/NFPA 54, or Natural Gas and Propane Installation Codes, CSA B149.1.

WARNING: If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life. Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to the owner's information manual provided with this appliance. For assistance or additional information consult a qualified installer, service agency or gas supplier.

AVERTISSEMENT: Quiconque ne respecte pas à la lettre les instructions dans la présente notice risque de déclencher un incendie ou une explosion entraînant des dommages, des blessures ou la mort.

Une installation, d'ajustement, de modification, de service ou d'entretien peut provoquer des blessures ou des dommages matériels. Reportez-vous au manuel du propriétaire de l'information fournie avec cet appareil. Pour obtenir de l'aide ou des informations supplémentaires consulter un installateur qualifié, une agence de service ou fournisseur de gaz.

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

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

WHAT TO DO IF YOU SMELL GAS

- Do not 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 neighbour's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

A) Cet appareil est muni d'un dispositif d'allumage qui allume automatiquement la veilleuse. Ne tentez pas d'allumer la veilleuse manuellement.

B) **AVANT DE FAIRE FONCTIONNER**, reniflez tout autour de l'appareil pour déceler une odeur de gaz. Reniflez près du plancher, car certains gaz sont plus lourds que l'air et peuvent s'accumuler au niveau du sol.

QUE FAIRE SI VOUS SENTEZ UNE ODEUR DE GAZ :

- Ne pas tenter d'allumer d'appareil
- Ne touchez à aucun interrupteur; ne pas vous servir des téléphones se trouvant dans le bâtiment.
- Appelez immédiatement votre fournisseur de gaz depuis un voisin. Suivez les instructions du fournisseur.
- Si vous ne pouvez rejoindre le fournisseur, appelez le service des incendies

CAUTION:

Hot while in operation. Do not touch. Severe Burns may result. Due to high surface temperatures keep children, clothing and furniture, gasoline and other liquids having flammable vapors away. Keep burner and control compartment clean. See installation and operating instructions accompanying appliance.

LIGHTING INSTRUCTIONS

STOP! Read the safety information on this label.

- 1) Turn on ON/OFF switch
- 2) After approximately 4 seconds the spark ignition system will spark for 60 seconds to light the main burner.
- 3) The unit will turn on.

Note: The first attempt to ignition will last approximately 60 seconds. If there is no flame ignition (rectification) the board will stop sparking for approximately 35 seconds. After this wait time, the board will start a second try for ignition by sparking for approximately 60 seconds. If there is still no positive ignition after the second attempt the board will go into lock out.

The system will need to be reset as follows (after going into lock out mode):

- a) Wait 5 minutes - turn the system off using ON/OFF switch.
- b) After approximately 2 seconds turn on ON/OFF switch.
- c) Unit will repeat step 2.

1) Appuyez le bouton ON / OFF

2) Attendre 4 secondes. Le système d'allumage produira des étincelles pendant 60 secondes afin d'amorcer le brûleur principal.

3) Les flammes s'allumeront.

Remarque : Au premier allumage, le système tente d'allumer les flammes pendant 60 secondes. Si l'essai est infructueux, le système fait une pause de 35 secondes. C'est ce qu'on appelle l'étape de rectification. Ce délai écoulé, le système tente à nouveau d'allumer les flammes en produisant des étincelles pendant 60 secondes. Si les flammes ne s'allument toujours pas, le système se met en mode verrouillage.

Il faut alors le réinitialiser en suivant les étapes ci-dessous (pour le déverrouiller) :

- a) Attendre 5 minutes et éteindre l'appareil en réglant l'interrupteur à la position « OFF »;
- b) Attendre 2 secondes et rallumer le système à l'aide de l'interrupteur.
- c) L'unité répètera l'étape 2.

TO TURN OFF GAS APPLIANCE

- 1) Turn off ON/OFF switch
 - 2) If service is to be performed - you must disconnect power to the unit, from the battery pack, refer to manual
- 1) Appuyez sur le bouton ON / OFF
 - 2) Si le service est effectuée, vous devez débrancher l'appareil, du bloc-piles, voir le manuel d'instruction pour plus de détails.

DO NOT REMOVE THIS INSTRUCTION PLATE

918-892a

MAINTENANCE INSTRUCTIONS

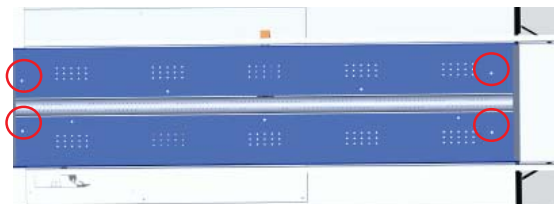
- 1) Always turn off the gas valve and unplug the batteries before cleaning. For relighting, refer to lighting instructions. Keep the burner and control compartment clean by brushing and vacuuming at least once a year. When cleaning the logs, use a soft clean paint brush as the logs are fragile and easily damaged.
- 2) Clean off leaves etc. before burning.
- 3) Clean appliance with a damp cloth (never when unit is hot). Never use an abrasive cleaner. The glass should be cleaned with a outdoor decorative gas appliance glass cleaner.
- 4) Hand and finger marks should be cleaned off with a soft cloth and a stainless steel cleaner. Most stainless steel cleaners leave a film/ residue on the surface of the panels. Use an ammonia based cleaner (ie. glass cleaner) to remove this film before applying heat to the unit. Failure to do this will result in burn stains on panels which you will be unable to remove.
- 5) The heater is finished in a heat resistant paint and should only be refinished with heat resistant paint. Regency® uses StoveBright Paint - Metallic Black #6309.
- 6) Make a periodic check of burner for proper position and condition. Visually check the flame of the burner periodically, making sure the flames are steady; not lifting or floating. If there is a problem, call a qualified service person.
- 7) Do not use this appliance if the valve and/or electronic components have been or are submerged under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water. This is not covered under the terms of the warranty policy.
- 8) Verify operation after servicing.

MAINTENANCE

VALVE ASSEMBLY REPLACEMENT

Turn the unit off and allow to cool to room temperature.

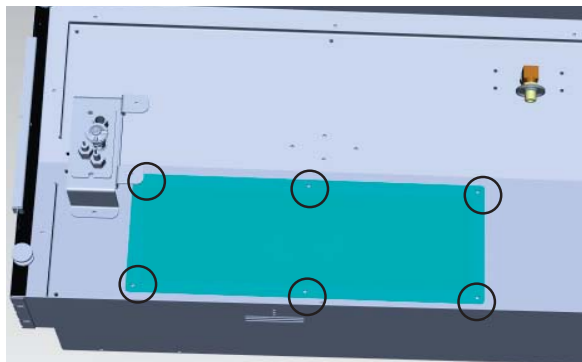
- 1) Remove table top by lifting up and off, use caution if glass surround is in place.
- 2) Remove glass crystals, garden stones and logset, if installed.
- 3) Locate and remove 2 screws at each end of burner assembly - see locations in Diagram 1 below.



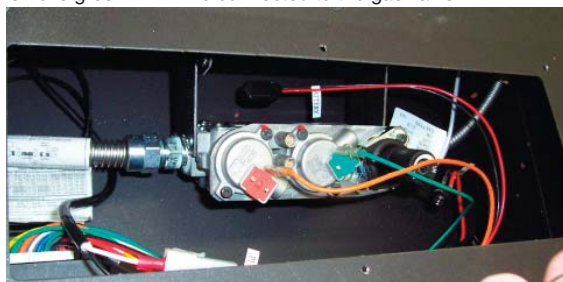
- 4) Slide burner forward (if pilot is on the left) off of the burner orifice and lift up to remove burner assembly.



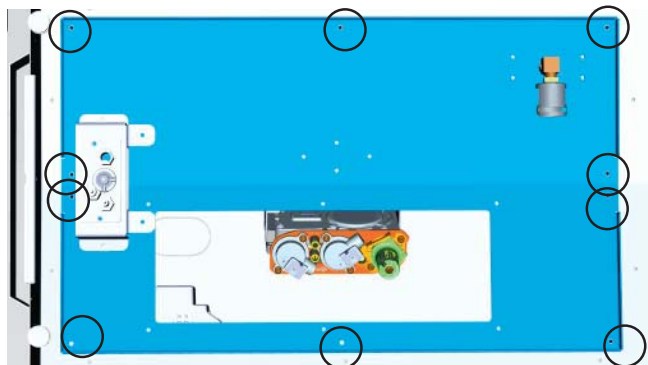
- 5) Remove 6 screws on valve access cover.



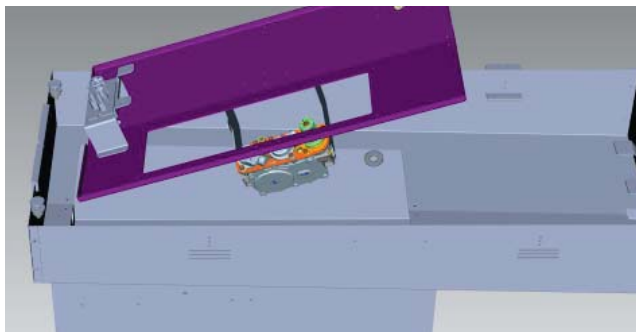
- 6) Turn off gas supply and remove flex connection at valve.
- 7) Remove orange EV1 wire connected to the gas valve.
- 8) Remove green EV2 wire connected to the gas valve.



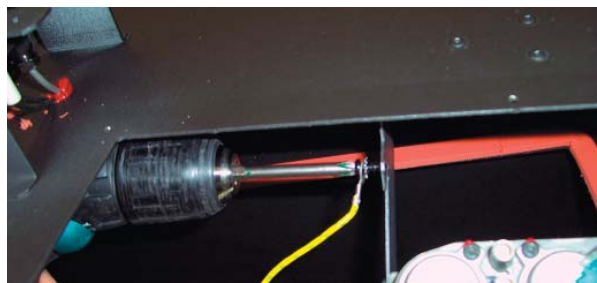
- 9) Remove 10 screws securing valve assembly.



- 10) Lift valve assembly up and out.



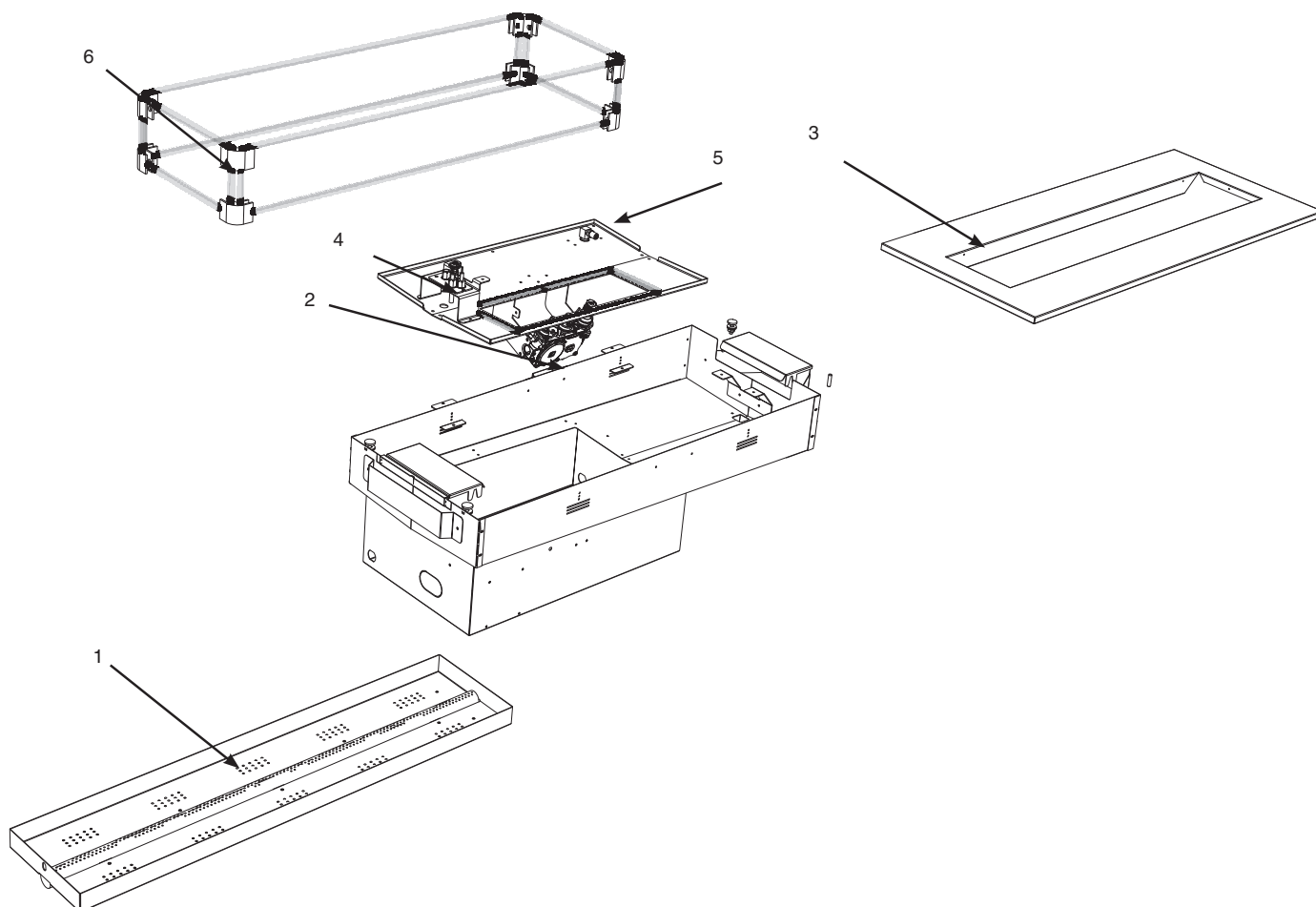
- 11) Remove both yellow/green ground wires from valve and valve bracket.



- 12) Replace valve assembly gasket if necessary.
- 13) Rotate HI/LO modulationg valve all the way to the left for HI position.
- 14) Install new valve assembly and reverse steps 11-1.
- 15) Test gas connections for leaks.

PARTS

Part #	Description	Part #	Description
1.	376-525 Burner Assembly NG	910-363	Wall switch (not shown)
2.	911-004 Valve NG SIT 886		
	911-005 Valve LP SIT 886	6.	376-932 Glass Surround
3.	376-916 Table top -Sunset Bronze PTO30	940-374/P	Tempered Glass (large)
	376-917 Table top-Stainless Steel PTO30	940-375/P	Tempered Glass (small)
	Table top -Sunset Bronze PTO60	376-027	Glass connectors (each)
	Table top-Stainless Steel PTO60	911-012	Ignition Board (not shown)
4.	911-006 Pilot Assembly - NG	326-930	Log Set (not shown)
	911-007 Pilot Assembly - LP	946-775	*Fire glass crystals (Black)
5.	904-951 Burner Orifice #25 - NG	946-776	*Fire glass crystals (Copper)
	904-655 Burner Orifice #45 - LP	946-777	*Fire glass crystals (Starfire)
	376-028 Stainless steel weather cover	946-778	*Fire glass crystals (Colbalt Blue)
			* Glass crystals in 5lb bags - 2 required
		918-990	Manual



NOTES

[illegible]



Regency® Fireplace Products are designed with reliability and simplicity in mind. In addition, our internal Quality Assurance Team carefully inspects each unit thoroughly before it leaves our facility. FPI Fireplace Products International Ltd. is pleased to extend this limited warranty to the original purchaser of a Regency® Product. This warranty is not transferable.

Limited Warranty:

The gas valve, burner tube, pilot assembly, flame sensor, electrode, control modules, switches and wiring for battery compartment are all covered for (2) two years on parts and (1) one year on subsidized* labor only against defect in manufacture, from date of purchase.

Ceramic logs, volcanic stones, glass crystals, and tempered glass wind shield carry a (1) one year warranty against manufacturing defect, on parts, with no labor allowance, from date of purchase.

Special finishes such as stainless steel components are not covered against environmental damage including corrosion, misuse, cleaning or handling issues that cause discoloration. To receive consideration any damage claim against stainless steel components must be submitted at the time of installation. Damage from abrasive cleaners and discoloration to stainless components caused by heat, are not covered under warranty. Damage reported after installation will not be covered.

Repair/replacement parts purchased by the consumer from FPI after the original coverage has expired on the unit will carry a 90 day warranty, valid only with a receipt. Any item shown to be defective will be repaired or replaced at our discretion. No labor coverage is included with these parts.

Conditions:

Any part or parts of this unit which in our judgement show evidence of such defects will be repaired or replaced at FPI's option, through an accredited distributor or agent provided that the defective part be returned to the distributor or agent **Transportation Prepaid**, if requested.

It is the general practice of FPI to charge for larger, higher priced replacement parts and issue credit once the replaced component has been returned to FPI and evaluated for manufacturer defect.

The authorized selling dealer is responsible for all in-field service work carried out on your Regency® product. FPI will not be liable for results or costs of workmanship from unauthorized service persons or dealers.

At all times FPI reserves the right to inspect product in the field which is claimed to be defective.

All claims must be submitted to FPI by authorized selling dealers. It is essential that all submitted claims provide all of the necessary information including customer name, purchase date, serial #, type of unit, problem, and part or parts requested, without this information the warranty will be invalid.

Exclusions:

Batteries are not covered under warranty policy.

At no time will FPI be liable for any consequential damages which exceed the purchase price of the unit. FPI has no obligation to enhance or modify any unit once manufactured. ie. as products evolve, field modifications or upgrades will not be performed.

FPI will not be liable for travel costs for service work.

Installation and environmental problems are not the responsibility of the manufacturer and therefore are not covered under the terms of this warranty policy.

Any unit which shows signs of neglect or misuse is not covered under the terms of this warranty policy.

The warranty will not extend to any part which has been tampered with or altered in any way, or in our judgment has been subject to misuse, improper installation, negligence or problems caused by environmental or geographical conditions, inadequate ventilation.

Freight damage to stoves and replacement parts is not covered by warranty and is subject to a claim against the freight carrier by the dealer.

FPI will not be liable for acts of God, or acts of terrorism, which cause malfunction of the appliance.

Malfunction | damage of this appliance due to mother nature (wind, rain, snow, etc.) is not covered under the terms of the warranty policy.

Performance problems due to operator error will not be covered by this warranty policy.

Products made or provided by other manufacturers and used in conjunction with the operation of this appliance without prior authorization from FPI, may create a danger and nullify your warranty on this product.

Any alteration to the unit which causes sooting or carboning that results in damage to the interior / exterior facia is not the responsibility of FPI.

* Subsidy according to job scale as predetermined by FPI.

Register your Regency® warranty online www.regency-fire.com

Reasons to register your product online today!

- View and modify a list of all your registered products.
- Request automatic email notification of new product updates.
- Stay informed about the current promotions, events, and special offers on related products.

Installer: Please complete the following information

Dealer Name & Address: _____

Installer: _____

Phone #: _____

Date Installed: _____

Serial No.: _____