

# Regency Plateau® Series Outdoor Decorative Gas Appliances

## Owners & Installation Manual

MODELS: PTO30CFT  
PTO30IST  
PTO30CKT



### LISTINGS AND CODE APPROVALS

These gas appliances have been tested in accordance with AS4565 / AS4558 and have been certified by the IAMPO Oceana for installation and operation as described in these Installation and Operating Instructions.

Your unit should be serviced annually by an authorised service person.

**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 authorised installer, service agency or the gas supplier, in accordance with this manual.

#### ⚠️ 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 odor 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. A LP-cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.


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

*Homeowner:* Please keep these instructions for future reference.

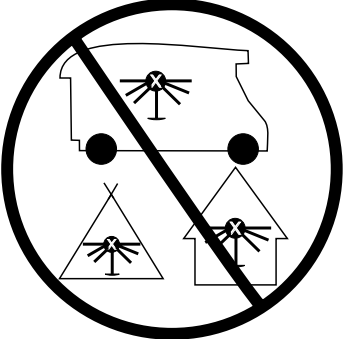
## To the New Owner:

Congratulations!

You are the owner of a state-of-the-art Outdoor Decorative Gas Appliance by REGENCY®. The Plateau® Series Outdoor Decorative Gas Appliance has been designed to provide you with all the charm of a fire at the flick of a switch. The Plateau® Series Outdoor Decorative Gas Appliance has been approved by IAPMO 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



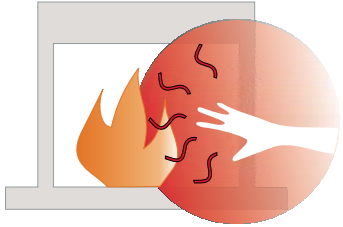
**CARBON MONOXIDE HAZARD**  
This appliance can produce carbon monoxide which has no odor.

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**

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## **WARNING**

DO NOT turn your fireplace on via any means or allow to be turned on unless you have conducted a thorough inspection of the area surrounding the fireplace immediately prior to its use, and you have satisfied yourself that there are no materials or other items in proximity to the fireplace which could present a fire risk.

DO NOT turn your fireplace on via any means or allow to be turned on if there are any unsupervised children, infirm or pets in the area surrounding the fireplace.

DO NOT use this fireplace, unless you have read this Manual, and strictly adhere to the user requirements and warnings set out in this Manual.

## **RELEASE**

Without limiting any other acknowledgement, release or indemnity given by you, or limitation of liability, in favour of Fireplace Products Pty Ltd ("Company"), you irrevocably and unconditionally acknowledge and agree that failure to comply with, or strictly adhere to, the requirements and warnings set out in this Manual ("User Requirements") may result in:

1. damage to the fireplace;
2. damage to property;
3. a house fire;
4. severe burns or other personal injury; and/or
5. death.

Subject to any remedy, guarantee, term, condition, warranty, undertaking, inducement or representation, implied or imposed by any legislation which cannot lawfully be excluded or limited, and to the maximum extent permitted by law:

1. the Company will not be liable for any damage, personal injury or death arising out of or in connection with your failure to comply with any User Requirement; and
2. you release the Company from all claims, actions, proceedings, liabilities, losses and damages in relation to death, any personal injury or property damage arising out of or in connection with your failure to comply with any User Requirement.

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This is a copy of the label that accompanies each Plateau® Series 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.

## Regency Gas Fireplace

Model	○	○	○
Gas Type	NG	LPG	ULPG
Model	PTO30CFT/PTO30IST	PTO30CFT/PTO30IST	PTO30CFT/PTO30IST
Gas Consumption	55mj/h	55mj/h	55mj/h
Manifold Pressure	0.87 kPa	2.49 kPa	2.49 kPa
Injector Size	1x#25	1x#45	1x#45
Approval # GMK10065 AS4565 / AS4558			

Electrical: Millivolt only

**N2134**

Serial Number **394**

919-066b

Distributed by:

Western Australia:  
**Air Group Australia**  
28 Division St  
Welshpool WA 6106

Eastern Australia:  
**Fireplace Products Australia Pty. Ltd.**  
1 Conquest Way  
Hallam, VIC 3803

To be installed by an authorised person in accordance with installation instructions provided with the appliance.

**TO BE INSTALLED BY AN AUTHORISED PERSON**

**Primarily a decorative appliance - not certified as a space heater.**

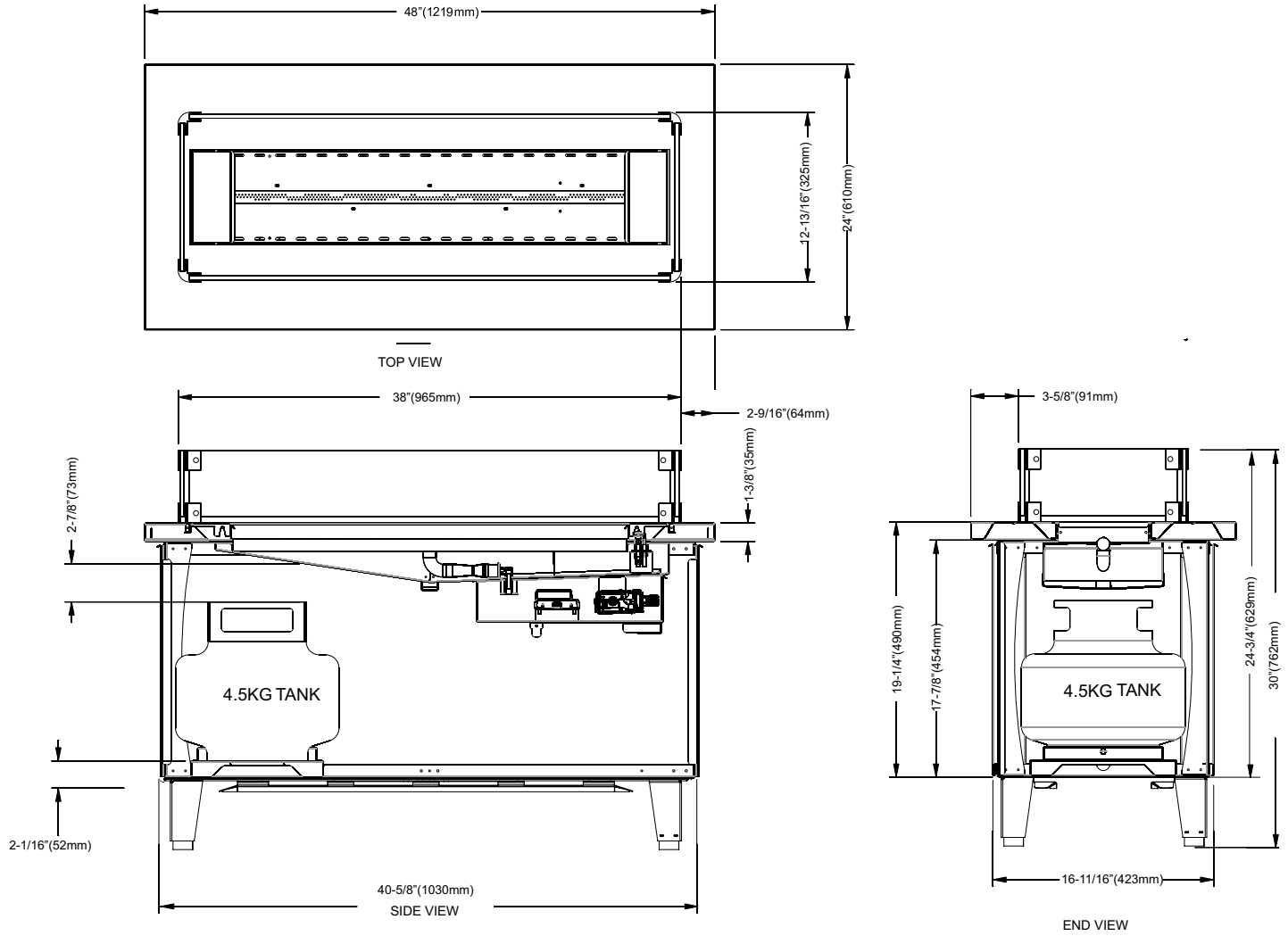
- DO NOT** OPERATE THIS APPLIANCE BEFORE READING THE INSTRUCTIONS BOOKLET.
- DO NOT** PLACE ARTICLES ON OR AGAINST THIS APPLIANCE
- DO NOT** USE OR STORE FLAMMABLE MATERIALS NEAR THIS APPLIANCE.
- DO NOT** SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILE IN OPERATION.
- DO NOT** OPERATE WITH PANELS, COVERS OR GUARDS REMOVED FROM THIS APPLIANCE.
- DO NOT** ENCLOSE THIS APPLIANCE.
- DO NOT** MODIFY THIS APPLIANCE.

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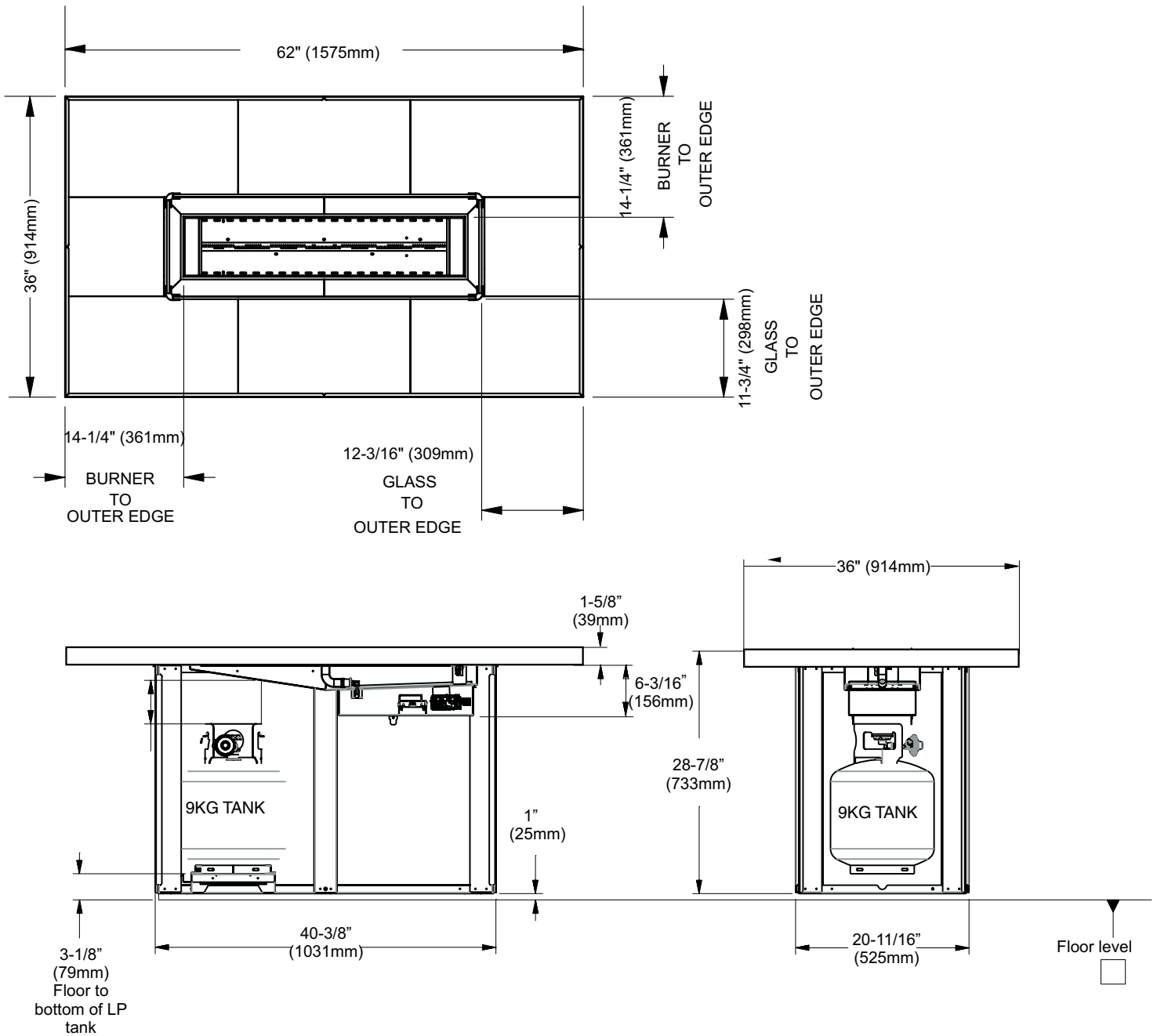
**THIS APPLIANCE SHALL NOT BE INSTALLED OR USED INDOORS**

# dimensions

## UNIT DIMENSIONS - COFFEE TABLE

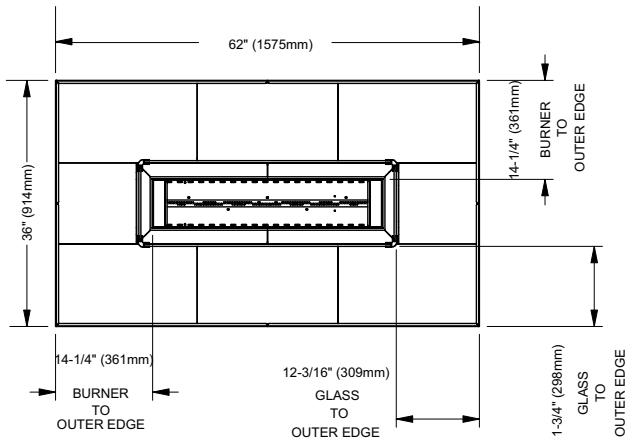


UNIT DIMENSIONS - ISLAND TABLE

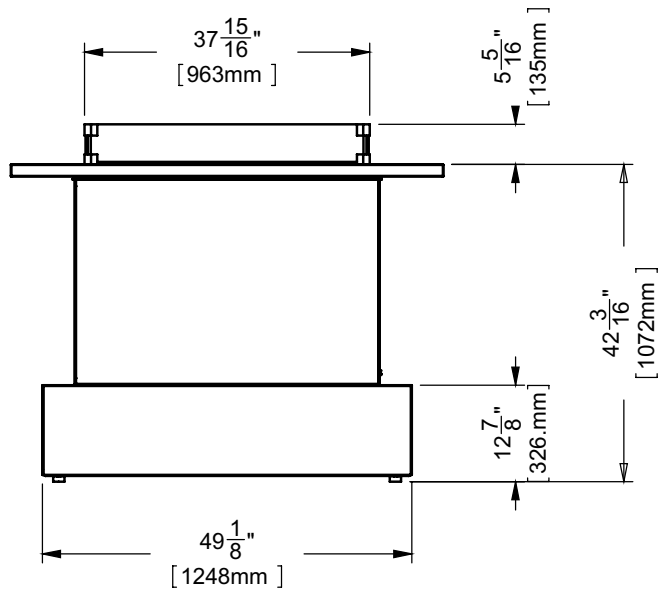


# dimensions

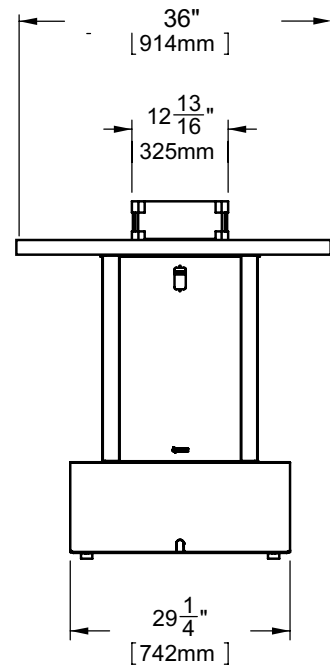
## UNIT DIMENSIONS - COCKTAIL TABLE



TOP VIEW



SIDE VIEW



END VIEW



## IMPORTANT MESSAGE SAVE THESE INSTRUCTIONS

The Plateau® Series 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. 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.**

**SOLID FUELS SHALL NOT BE BURNED IN THIS APPLIANCE.**

**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 SUBMERGED UNDER WATER.**

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

**WARNING: APPLIANCES CONNECTED TO A FIXED GAS SUPPLY MUST BE RESTRAINED TO PREVENT DAMAGE OF THE GAS SUPPLY CONNECTIONS.**

### 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) The LP-gas supply cylinder to be used must be: (a) Constructed and marked in accordance with the U.S. Department of Transportation (D.O.T.) Specifications for LP-Gas Cylinders, or the Standard for Cylinders, Spheres and Tubes for Transportation of Dangerous Goods and Commission, *CAN/CSA-B339* as applicable; (b) Provided with a listed overfilling prevention device; and (c) Provided with a cylinder connection device compatible with the connection for the appliance.
- 4) Inspect the burner before each use of the appliance for blockage and any signs of deterioration.

- 5) **DO NOT SIT OR STAND ON DECORATIVE GAS APPLIANCE**
- 6) To prevent injury, do not allow anyone who is unfamiliar with the operation to use the decorative gas appliance.
- 7) Wear gloves and safety glasses for protection while doing required maintenance.
- 8) Maximum gas inlet pressure = 1/2 psig.
- 9) Under no circumstances should this appliance be modified. Parts that have to be removed for servicing should be replaced prior to operating this appliance.
- 10) 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.
- 11) Under no circumstances should any solid fuels (wood, paper, cardboard, coal, etc.) be burned in this appliance.
- 12) 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).
- 13) 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.*

- 14) Cover **must** be removed when burner is in operation.
- 15) When not using appliance for extended periods of time - turn off gas supply.
- 16) The 4 levelling legs or optional casters on this appliance must not be removed. These are for safety and must remain on the appliance.
- 14) Appliances incorporation a live fuel effect, and designed with luminous flames, may exhibit slight carbon deposition.

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

Please refer to the requirements of AS / NZS5601 and local authorities.

- 1) Appliance is factory equipped for Natural Gas. When using Propane, see LP conversion section in this manual. For LP - use a maximum 11 pound tank or direct hard pipe from an external LP supply. Complying to AS5601.
- 2) Locate appliance:
  - a) Refer to "Locating Your Outdoor decorative gas appliance" section
  - b) Clearances to Combustibles (Refer to "Clearances" section)
- 3) Gas Connection - for ease of installation and gas connection, remove left side panel (one facing ON/OFF switch. Test for leaks..
- 4) Install 4 "AA" batteries into battery pack and replace into battery compartment holder.  
**DO NOT USE A 9V battery.**
- 5) Connect the ON/OFF switch wires to the switch.
- 6) Install standard and optional features. Refer to the following sections:
  - a. Tabletop Installation
  - b. Glass Crystals
  - c. Volcanic Stone Installation (optional)
  - d. Glass Surround Installation
  - e. 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.**

**THIS APPLIANCE SHALL ONLY BE USED IN ABOVE GROUND OPEN AIR SITUATION WITH NATURAL VENTILATION, WITHOUT STAGNANT AREAS, WHERE GAS LEAKAGE AND PRODUCTS OF COMBUSTION ARE RAPIDLY DISPERSED BY WIND AND NATURAL CONVECTION.**

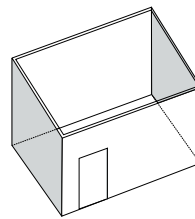
**WARNING: DO NOT BUILD FRAME FOR HOUSING CYLINDER UNLESS COMPLIANCE TO AS 4565 AND AS/NZS 5601.1 ARE ASSURED.**

## LOCATING YOUR OUTDOOR DECORATIVE GAS APPLIANCE

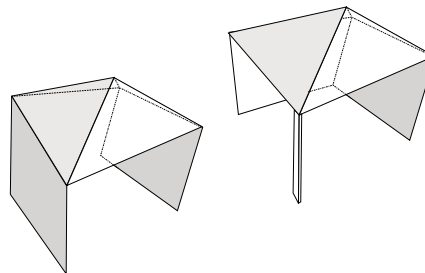
### THE COFFEE TABLE REQUIRES THE INSTALLATION OF THE DECORATIVE GLASS SURROUND KIT TO REDUCE THE RISK OF HARM TO CHILDREN

- 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.

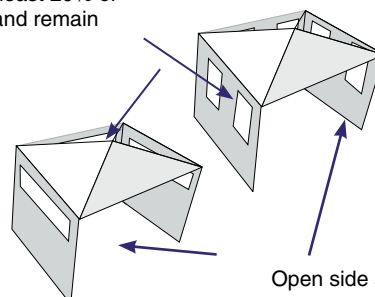


Within a partial enclosure that includes an overhead cover and more than two walls, the following shall apply:

- 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.

In the case of balconies, at least 20% of the total wall area shall be and remain open and unrestricted.



Open side at least 25% of total wall area

## 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

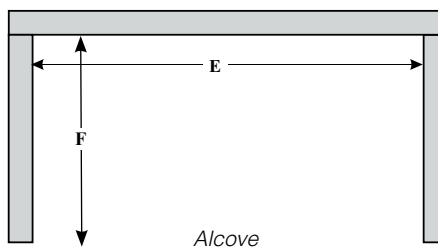
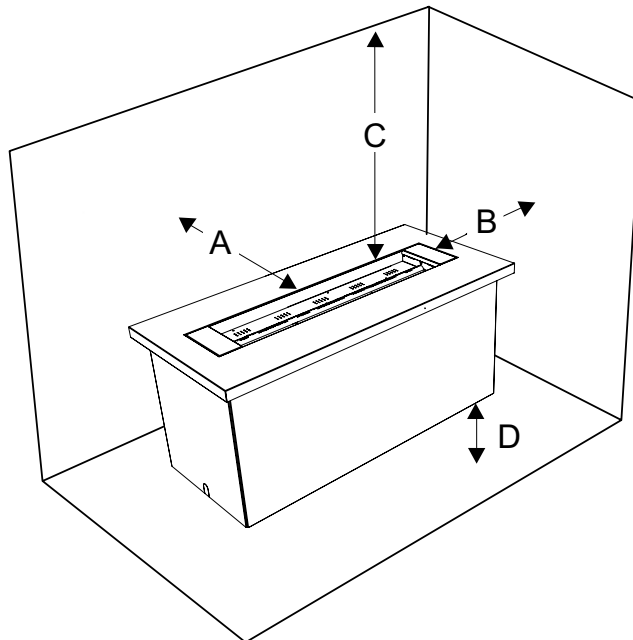
The top, back and sides of the decorative gas appliance are defined by standoffs. The metal ends of the standoff may **NOT** be recessed into combustible construction.

### 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.

### Plateau® Series Clearance Requirements

Clearance	Dimension	Measured From:
<b>A: Back wall</b>	17" (432mm)	Burner to back wall
<b>B: Sidewall</b>	17" (432mm)	Burner to sidewall
<b>C: Ceiling</b>	45" (1143mm)	Burner to Ceiling
<b>D<sup>1</sup>: Floor</b>	0"	When using supplied leveling legs or optional casters.
<b>D<sup>2</sup>: Floor</b>	1" (25mm)	Unit Base to Floor
<b>E: Alcove Width</b>	84" (2134mm)	Wall to Wall (Minimum)
<b>F: Alcove Depth</b>	60" (1524mm)	Front to Back Wall (Maximum)
<b>Notes:</b>	0"	No Hearth Required



# installation

PLATEAU® SERIES-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	37 mj.
Maximum Input	55 mj.

PLATEAU® SERIES-LPG/ULPG 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	40 mj.
Maximum Input	55 mj.

## 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 or AS/NZS 5601.1.

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.

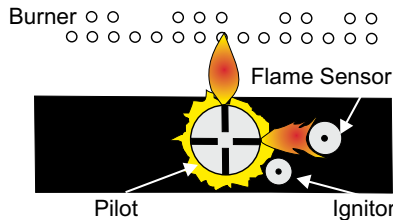
**NOTE: A shutoff / dante valve should be supplied in or near the unit (or as per local codes) for ease of servicing this appliance.**

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

**Properly locate lines/hoses out of pathways or arches where the hose may be subject to damage.**

## 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 approved 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.

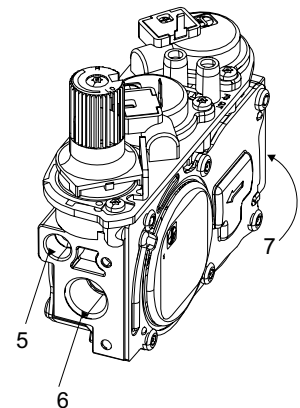
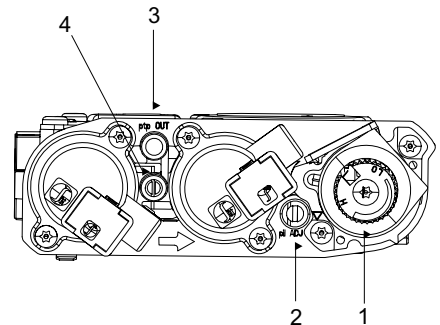
The manifold pressure is controlled by a regulator built into the gas control, and should be checked at the pressure test point.

**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:**

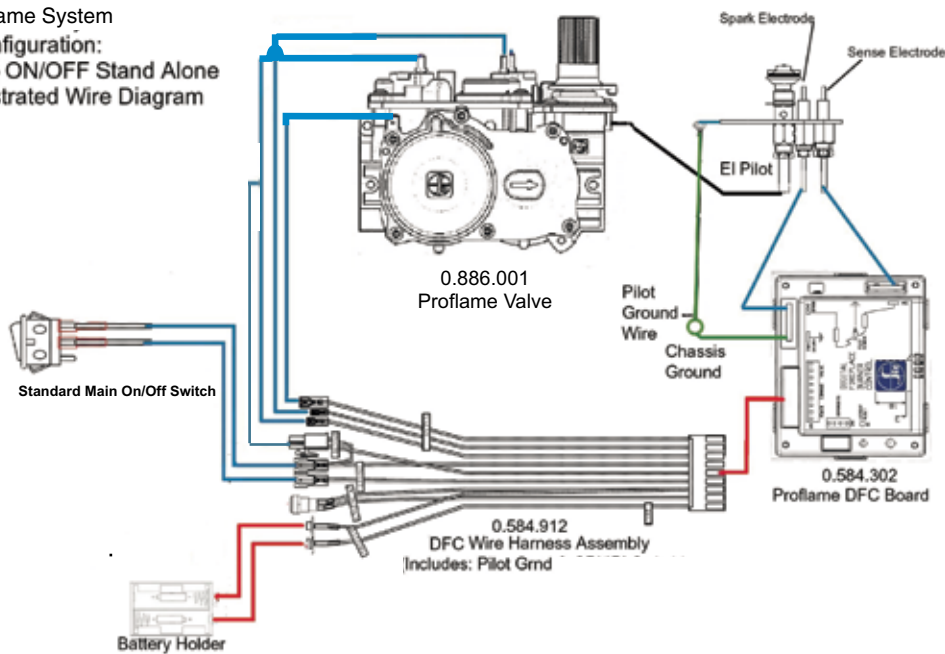
Fully Closed	NG
1/2"	LPG/ULPG

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

## WIRING DIAGRAM

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

Proflame System  
Configuration:  
\* 886 ON/OFF Stand Alone  
Illustrated Wire Diagram



**Important:** The AA batteries in the battery pack operate the burner switch. If the batteries become weak they will need to be replaced with quality alkaline batteries. This unit will not operate without AA batteries.

# installation

## GAS CONNECTION

- 1) Remove end panel (end with the ON/OFF switch). Panels are held in place by magnets. Place panel on a soft clean surface.
- 3) Connect gas line.



- 2) Remove long side panel (left panel if you are facing end with ON/OFF switch) to access the 3/8" fitting to the gas control.



Gas connection  
@ unit

- 4) Check all gas connections (both valve train & propane tank or NG source) under normal operating pressure, for leaks, with soapy water.

**NOTE:** If soap bubbles, this would indicate a gas leak.

- 5) Reverse steps 1 & 2.

### NOTE:

- a) **WARNING:** Cylinder compartment must be kept separate from combustion chamber - Reference to AS/NZS 5601.1.
- b) Remote cylinder compartment installation, materials, ventilation and securing of pipe work (fixed and flexible ) must comply with AS/NZS 5601.1.
- c) Refer to AS/NZS 5601.1 for flex hoses.
- d) Refer to AS4631 for flexibility connectors.
- e) AS 4617 for manual shut off valves.
- f) **WARNING:** Cylinder must not be stored OR placed in an area that does not comply to AS/NZS 5601.1
- g) The installation and use of approved mechanical isolation valves is required.



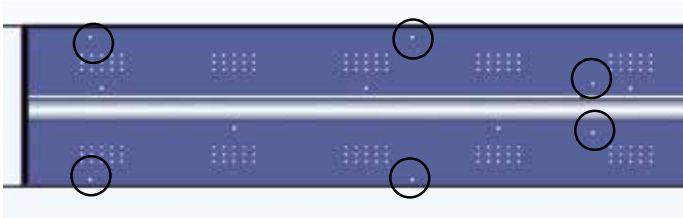
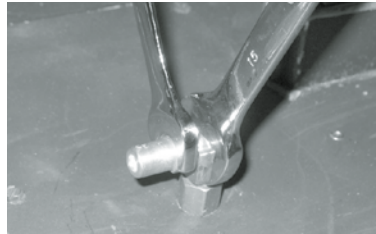
CONVERSION FROM NG TO LPG / ULPG

**THIS CONVERSION MUST BE DONE BY A QUALIFIED GAS FITTER  
IF IN DOUBT DO NOT DO THIS CONVERSION !!**

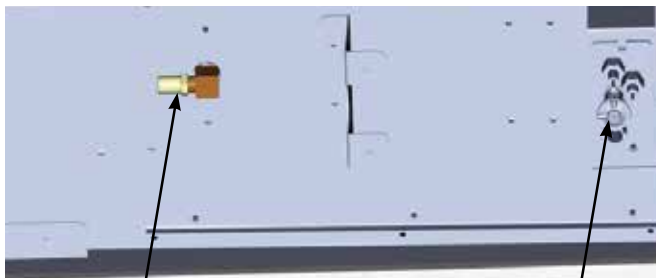
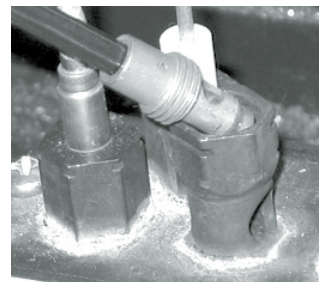
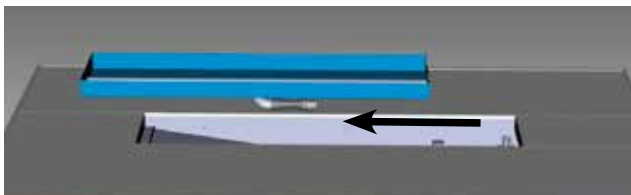
Each Kit contains one LPG/ULPG Conversion Kit

Conversion Kit # 376-972 Contains:		
Qty.	Part #	Description
1	904-655	Burner Orifice #45
1	904-529	5/32" Allen Key
1	918-590	Decal "Converted to LPG"
1	908-528	Red "LP" label
1	911-009	Hi/Lo conversion LP For 886
1	911-089	Propane Hose & Regulator 48 in.
1	919-084	Instruction Sheet

- 1) Shut off the gas and allow unit to cool to room temperature.
- 2) Remove burner by removing 6 screws in locations shown below. If glass crystals are installed, move the crystals out of the way to reveal screws.
- 3) Slide the burner to the left, away from the pilot assembly and lift out.
- 4) Remove burner orifice with a 1/2" wrench. Use another wrench to hold on to the elbow behind the orifice. Discard orifice.
- 5) Pull off the pilot cap to expose the pilot orifice. Using a 5/32" allen key, remove pilot orifice and replace with LP pilot orifice.



3) Slide the burner to the left, away from the pilot assembly and lift out.



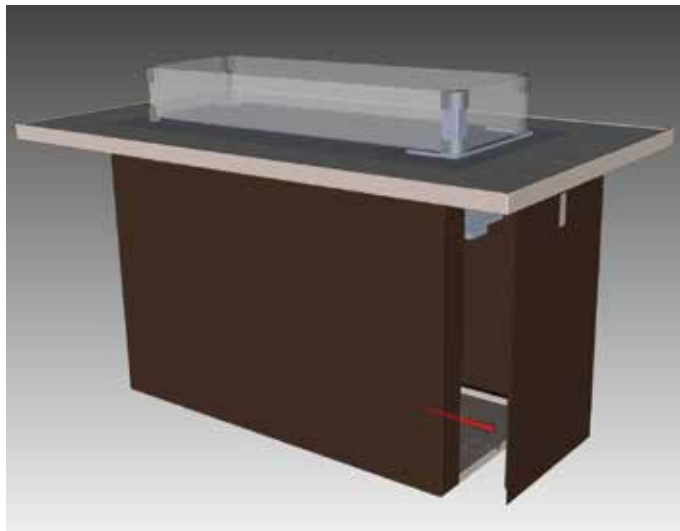
Burner orifice

Pilot Cap

- 6) Re-install pilot cap.
- 7) Reinstall burner assembly.
- 8) Adjust aeration accordingly.- see aeration adjustment section manual for details.

# installation

9) Remove end panel (panel w/ switch) from unit.



10) Remove two screws to remove valve cover panel.



11) Remove Hi/Lo pressure regulator by removing 2 screws as shown below. Reverse steps to install LP pressure regulator.



*Hi/Lo pressure regulator*

12) Attach the label "This unit has been converted to ULPG" near or on top of the serial # decal.

13) Replace yellow "NG" label with red "ULPG" label.

14) Remove NG gas line, if installed - replace with LP regulator and quick connection.



*Gas connection @ unit*

15) Check all gas connections (both valve train & LP tank) under normal operating pressure, for leaks, with soapy water.

**NOTE:** If soap bubbles, this would indicate a gas leak.

16) Install LP tank (see LP tank installation in this manual).

17) Check inlet and outlet pressures.

18) Check operation of flame control.

### WARNING:

When connecting the regulator end of the hose to the cylinder valve turn 'POL' connection counter clockwise. If rubber hose type 'POL', tighten firmly by hand—DO NOT OVER TIGHTEN.

Do not use a tool to tighten connection—using a tool may result in damage to the connection resulting in a gas leak, potentially causing serious risk.

### IMPORTANT:

When connecting or replacing gas cylinder, hose assembly, or fittings, all connections must be checked for gas leaks using soapy water solution and a spray bottle. After completing gas leak test, thoroughly clean off all remaining soap and water solution with clean water. Some detergents are corrosive. Contact local authority if gas leaks persist.



## PTO30CFT -COFFEE TABLE LEG INSTALLATION

It is required the coffee table unit be used with the legs and decorative glass surround guard. This is a safety measure to ensure protection. Please ensure the legs and glass guard is permanently installed as per instructions.

1. Lift each corner of the coffee table and remove adjustable rubber foot from each corner.



2. Attach the rubber feet removed from Step 1 to the bottom of each leg.



3. Install each leg from the bottom up with supplied bolt, in the same location rubber foot was removed from. Repeat on all four corners. Ensure holes all aligned.



4. Take the supplied sheet metal screw and fasten each leg with one screw from the inside of table screwing downwards into the leg. Repeat all four corners.



Ensure hole is lined up.

# installation

## LP TANK INSTALLATION - PTO30CFT ONLY

**NOTE:** Max tank size 11lb or 4.5kg.

1) Remove end panel (opposite end of switch panel),.



2) Remove long side panel (left panel if facing ON/OFF switch end), to access the 3/8" fitting to the gas control.



3) Loosen butterfly bolt to allow LP tank to be seated on the holder.



4) Seat tank on tray and tighten butterfly bolt to secure tank to tray.



5) Connect the LP regulator quick connect to the tank.



Gas connection  
@ tank

7) Check all gas connections (both valve train & LP tank) under normal operating pressure, for leaks, with soapy water.

**NOTE:** If soap bubbles, this would indicate a gas leak.

**NOTE:** Inspect hoses before each use and replace if evidence of excessive abrasion.

### IMPORTANT:

PTO30 CFT (Coffee table only)  
To avoid tank pressure regulator freezing - when using an 11LB or 4.5KG LP tank, it is recommended the appliance is run on low (turned down 30%).

### WARNING!

When using a LP tank - a minimum 1"(25mm) gap **must be maintained** at all times, between the floor and base of unit.  
(Refer to owners manual)

919-031

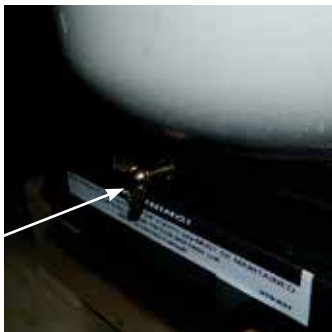
## LP TANK INSTALLATION PTO30IST/PTO30CKT ONLY

**NOTE:** Max tank size 20lb or 9kg.

- 1) Remove end panel (opposite end of switch panel).
- 2) Slide out LP gas tank by pulling from handle on slide out tray.



- 3) Undo butterfly bolt to allow LP tank to be seated on the holder.
- 4) Place LP tank onto slide out tray and screw in butterfly bolt to secure tank.



*Butterfly Bolt*

- 5) Push tank in from the bottom.  
**DO NOT PUSH IN FROM THE TOP OF THE TANK.**
- 6) Connect the LP regulator quick connect to the tank
- 7) Check all gas connections (both valve train & propane tank) under normal operating pressure, for leaks, with soapy water.

**NOTE:** If soap bubbles, this would indicate a gas leak.



*Gas connection @ tank*

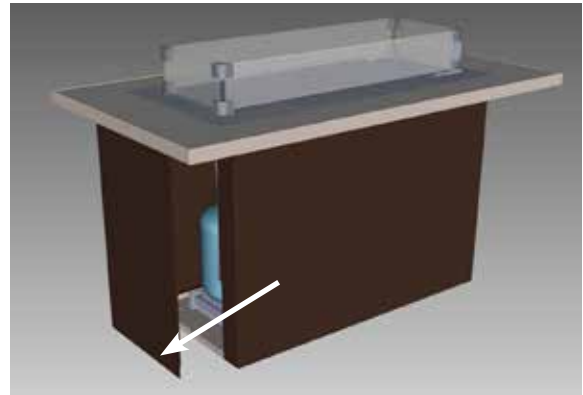
### WARNING!

When using a LP tank - a minimum 1"(25mm) gap **must be maintained** at all times, between the floor and base of unit.  
(Refer to owners manual)

919-031

## LP TANK REMOVAL

- 1) Remove end panel (opposite end of switch panel).



- 2) Ensure tank is fully closed. Disconnect gas line.
- 3) Slide out LP gas tank by pulling from handle on slide out tray.

**NOTE: DO NOT SLIDE OUT TANK BY GRASPING FROM TOP OF TANK.**



*Slide out handle*

- 4) Undo butterfly bolt to release tank.
- 5) Refill tank and reinstall by reversing steps.



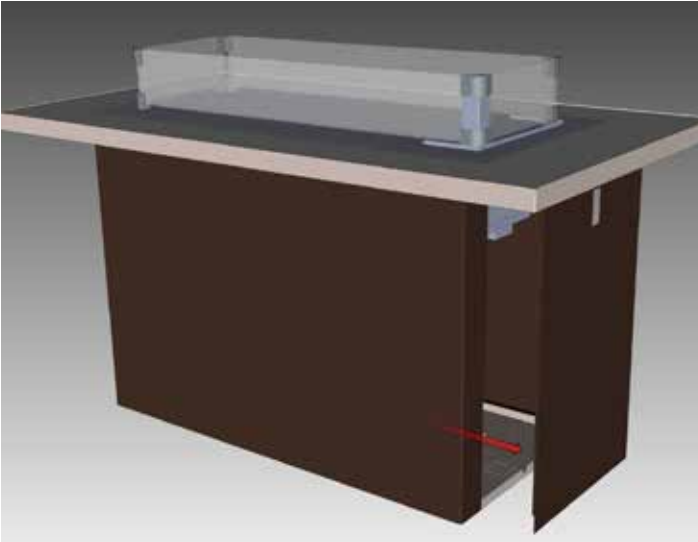
*Butterfly Bolt*

# installation

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## SWITCH CONNECTION

1) Remove the end panel (side with switch assembly mounted on it) from unit.



2) Connect 2 wires to the switch.

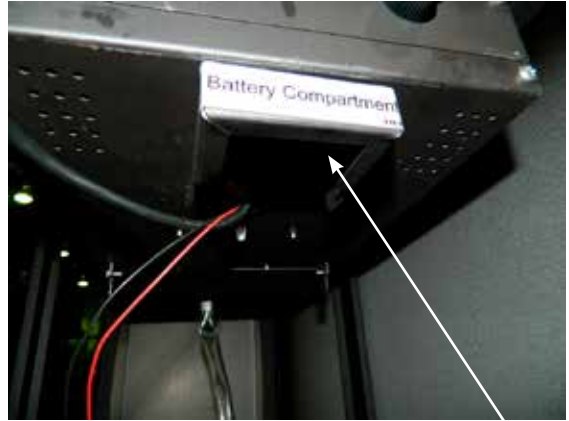


3) Replace panel.

## BATTERY INSTALL

1) Remove left side (with switch assembly) end panel from unit.

2) Pull down battery compartment - located below the DFC panel.



*Battery compartment*

3) Install 4 - AA batteries and reverse steps.

**TABLE TOP INSTALLATION - COFFEE TABLE UNIT**

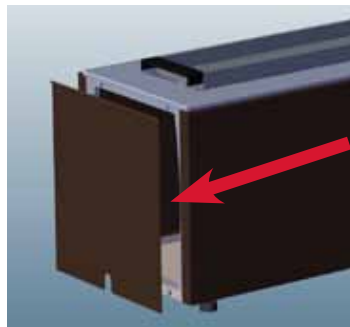
<b>Before installation, stainless steel must be handled and cleaned as per instructions noted below:</b>
<b>Stainless Steel Table Top</b>
<ul style="list-style-type: none"> <li>Stainless table top must be inspected for scratches and dimples prior to installation. All claims to be recorded at this time.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

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

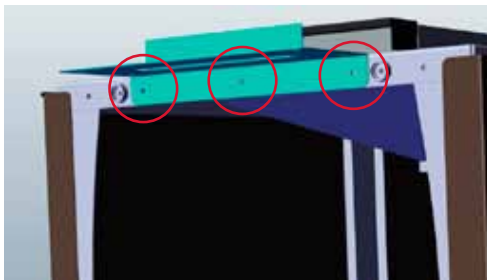
**NOTE:** Coffee table unit shown below, instructions also apply to built-in burner.

**Two brackets need to be installed before installing the Table Top.**

1) Remove end panel by pulling off.



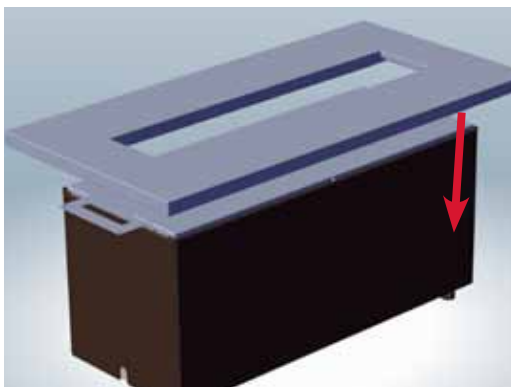
2) Install Table Top bracket with 3 screws to unit as shown below.



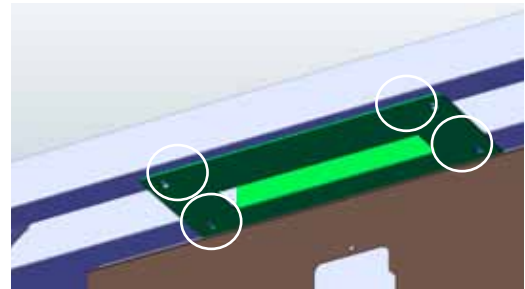
3) Replace side panel.

4) Repeat Step 1 and 2 on other side.

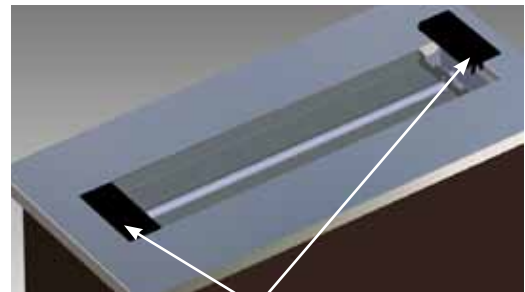
5) Place Table Top on Unit.



6) Secure table to unit from underside, with 4 screws in locations shown below.

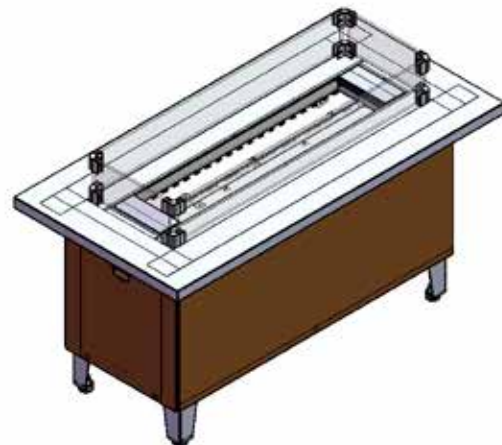


7) Place end caps over pilot and opposite end to complete installation.



End Caps

8) To remove - reverse steps 7-5.





# installation

## TABLE TOP INSTALLATION (FOR ISLAND AND COCKTAIL UNITS ONLY)

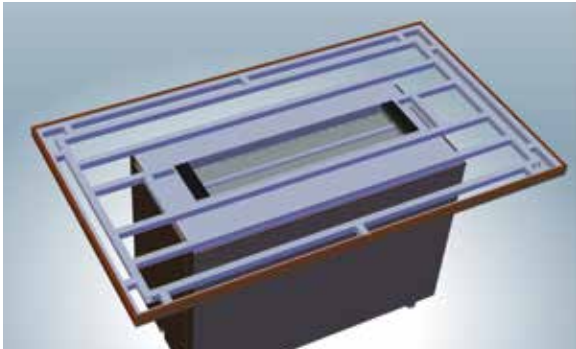
Table Top Components.	
8	Tiles
6	Tiles (small inner)
10	Filler Brackets.
1	Table Top Frame
1	Inner frame

**NOTE: TAKE CARE WHEN HANDLING AND INSTALLING TILES. TILES TO FREE FLOAT - DO NOT GLUE TILES TO TABLE TOP.**

- 1) Install the end caps (found in the manual pack) at each end and secure with 2 phillips screws found in manual pack.



- 2) Place table top frame on top of unit - finished edge with return face up.

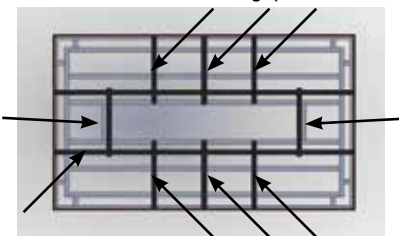


- 3) Line up holes from table top frame with holes on unit - secure with 2 screws at each end - locations shown below

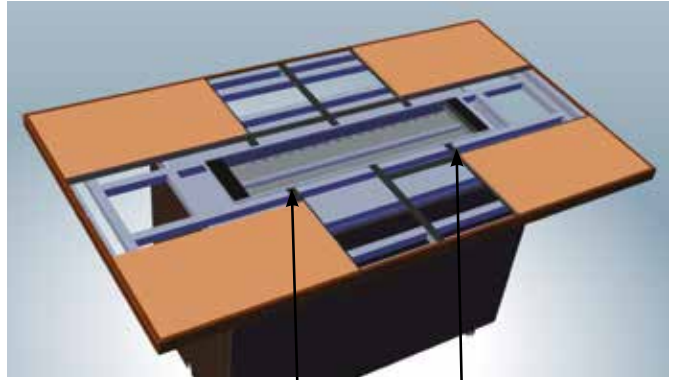


- 4) Place the 10 filler brackets on the table top as shown - before installing tiles.

**NOTE:** Filler brackets are used to fill the gaps between each tile.

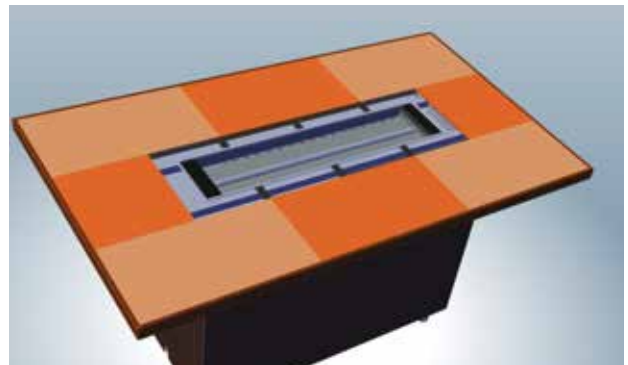


- 5) Install tiles - starting with 4 corner tiles.

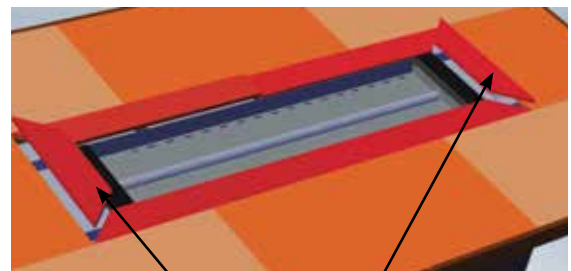


*Note: Correct position of filler brackets.*

- 6) With 4 corner tiles are in place - install center tiles.

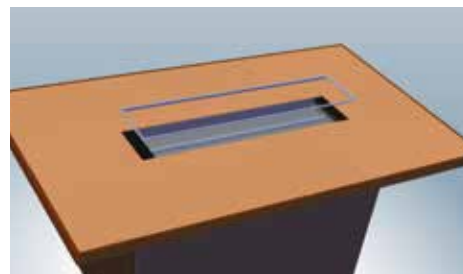


- 7) Install - 4 smaller inner tiles. Install 2 end small inner tiles to complete tile installation.



*Install small inner end tiles last*

- 8) With all tiles installed - install inner frame to finish installation.



## GLASS CRYSTAL INSTALLATION

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 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 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 / HZ40E	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 [4 lbs burner + 3 lbs firebox]	2 lb Glass + 1 package (70 spa stones)
HZI540EB *	8 lbs [4 lbs burner + 4 lbs 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, HZI540EB, PTO30, PTO60 & Plateau Series do NOT include glass crystals with units. Must purchase separately.  
 • 1 Ceramic Spa stone package contains 70 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, HZ40E, HZ30E,  
 HZO42, HZO42 (AUS) PTO30, PTO60 Plateau Series only*



*Optional Ceramic Spa Stones + Glass Crystals shown on burner.  
 For Units HZ54E, HZ54EPV, HZ42ST, HZ42STE, HZ42STEPV,  
 HZI234E, HZ42, HZ42E, HZ40E, HZ30E only*

# installation

## OPTIONAL VOLCANIC STONES 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
<b>NOTE:</b> * 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  
& 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*



## GLASS SURROUND INSTALLATION

THE GUARD IS FITTED TO THIS APPLIANCE TO REDUCE THE RISK OF FIRE OR INJURY FROM BURNS AND NO PART OF IT SHOULD BE PERMANENTLY REMOVED.  
FOR PROTECTION OF YOUNG CHILDREN OR THE INFIRM , A SECONDARY GUARD IS REQUIRED.

### 4 Piece Glass Surround

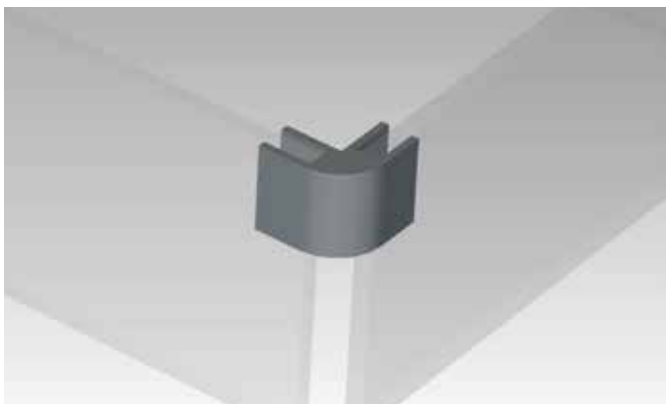
PTO 30-1  
Part No. 376-932  
Overall Dimensions: 37-15/16" long x 12-13/16" wide x 5-5/16" high

PTO60-1  
Part No. 377-955  
Overall Dimensions: 68" long x 12-13/16" wide x 5-5/16" high

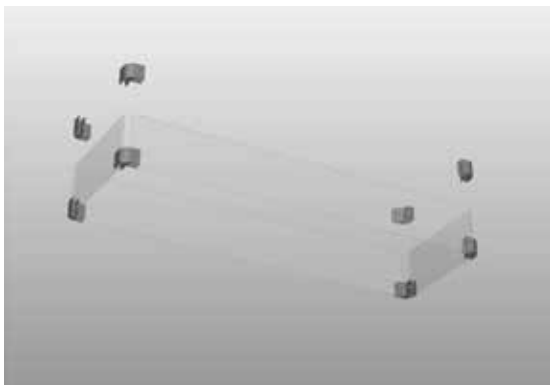
1. Remove metal fasteners from the corner brackets.
2. Assemble the 4 pieces of the glass surround/windshield and fasten together with 4 corner top brackets and supplied nylon fasteners as shown below.



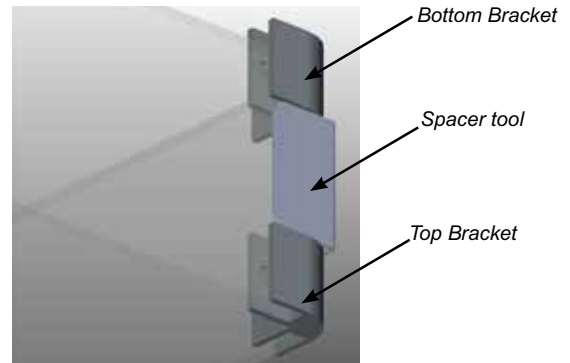
3. Using a flat screwdriver, secure 4 top corner brackets with nylon fasteners in each corner, bracket should be flush with the top of glass as shown below.



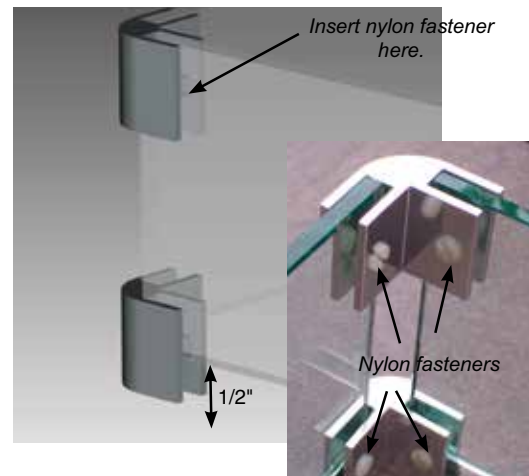
- 4a. After the 4 top brackets are installed - flip over and place on a soft surface, to install the 4 bottom brackets.



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



5. Secure bottom corner brackets with nylon fasteners in each corner.
6. Flip the glass back over and place on a soft surface. The glass is now right side up. The glass should be raised up 1/2" in bracket as shown below.



7. Place assembled glass surround/windshield 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/windshield in position. Use care not to scratch surfaces.



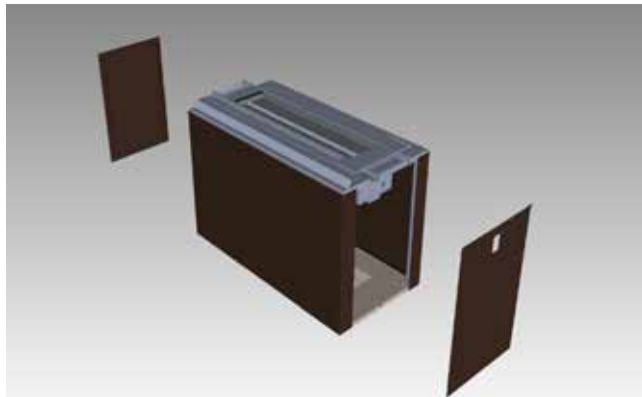
# installation

## RISER INSTALLATION (TO CONVERT ISLAND INTO COCKTAIL TABLE)

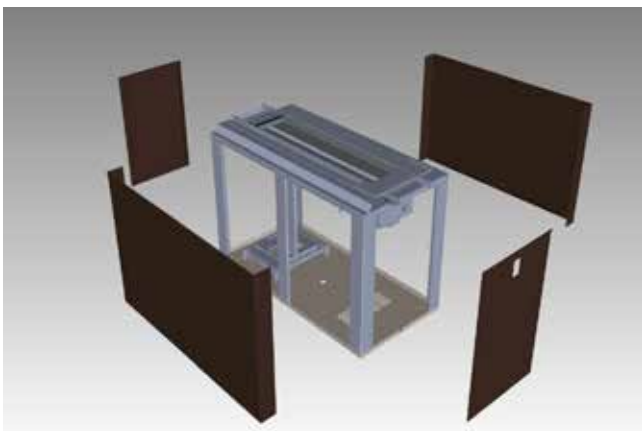
A riser may be installed at the base of the island table to convert it into a cocktail table.

1) If the unit is already assembled - remove the glass surround and table top.

2) Remove the two end panels and LP tank - if installed (see LP tank remove section in installation manual). If the unit is connected to a natural gas line, disconnect the gas.



3) Remove the end panels and long side panels, place on a clean soft surface.



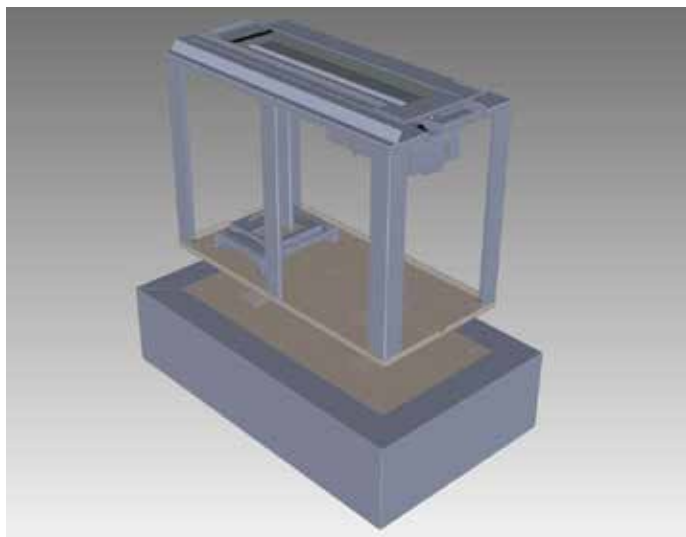
4) Remove the 4 adjustable rubber feet from the bottom of the island unit and transfer to the bottom of the riser.



5) Install the 4 adjustable rubber feet into the bottom of the island riser. Seat all the way in and hand tighten.

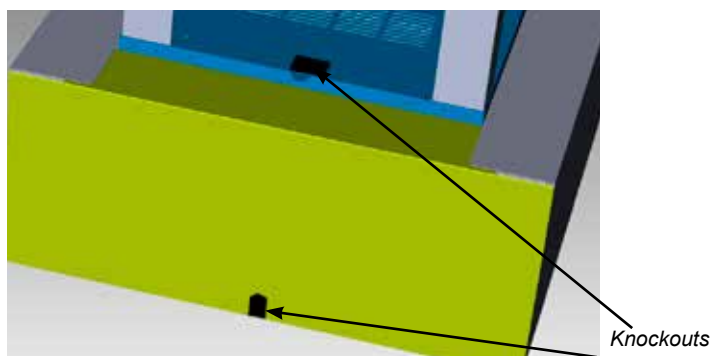


6) Place the island unit frame on top of the riser - lining up the screw holes and ensure the drain tube is through the riser drain hole.

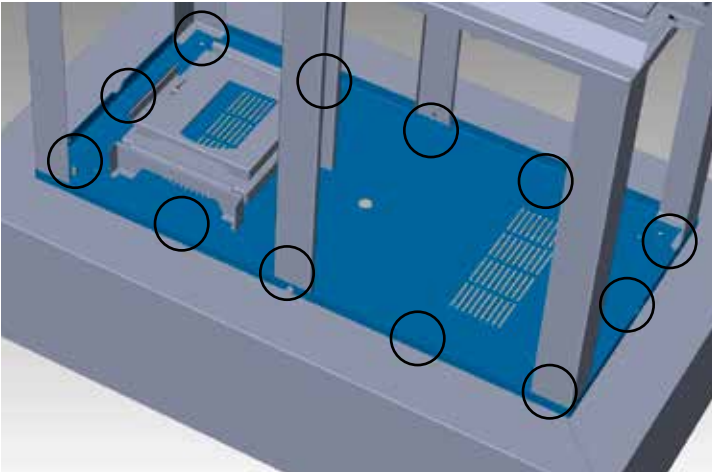


7) If using unit with a natural gas connection, position riser with gas line knockouts over gas supply connection - unless using the LP tank.

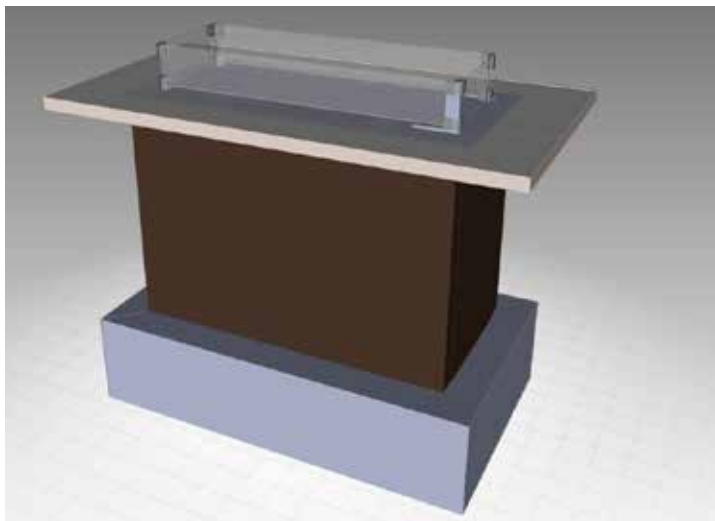
On the riser, remove panels by grasping bottom and lift backwards, place on a soft clean surface.



- 5) Install 12 screws in locations shown below to secure island frame to riser base.



- 5) Reinstall LP tank and reconnect or reconnect NG gas line.  
Reinstall panels, table top and glass surround and glass crystals to complete installation.



# installation

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## PLATEAU® TABLE COVER INSTALLATIONS

### DINING LEAF

For all units:

- 1) Place the dining leaf cover over the burner of the unit when not in use.



### GLASS SURROUND COVER

For all units with glass surround installed:

- 1) Place the weather cover over the glass surround when not in use.



### WEATHER COVER

For all units:

- 1) Place the weather cover over the entire table - when not in use.



### CAUTION:

Never start the unit with the cover on.

Let the unit cool before installing the cover.

Turn off gas supply to unit before installing cover.

## 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) Check all hoses and connections.
- 5) The unit should never be turned off, and on again without a minimum of a 60 second wait.

---

## 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 the battery pack.

## 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) hour 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.

The glass surround may require cleaning after the unit has cooled down.

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

## INDOOR STORAGE OF CYLINDERS

- 1) There is no limitation on the storage of appliance indoors provided that the cylinder is removed from the appliance.
- 2) Storage of an appliance indoors with the cylinder attached is only permitted if the size of the cylinder complies with AS/NZS 1596: otherwise cylinder must be stored outdoors in a well ventilated area.

## WARNINGS / IDENTIFICATION FOR LEAKS

- 1) Certain combustible materials under or near the appliance will be subject to radiant heat and could be seriously damaged.
- 2) Inspect all hose assemblies before each use.
- 3) Check all hose assemblies for wear. Replace if required.
- 4) Check all connections with soap and water, clean after as some detergents are corrosive.
- 5) Check all connection, fitting, hoses prior to each use.

## COPY OF LIGHTING PLATE INSTRUCTIONS

The lighting plate is located on the underside of the front access panel in 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 risquera 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 neighbours phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

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

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 détecter 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

C) N'utilisez pas cet appareil s'il a été plongé dans l'eau, même partiellement. Faites inspecter l'appareil par un technicien qualifié et remplacez toute partie du système de contrôle et toute commande qui ont été plongés dans l'eau.

**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**

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 or press ON/OFF button if using optional remote.
- 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 ou de la télécommande.
- c) L'unité répétera 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**

918-628b

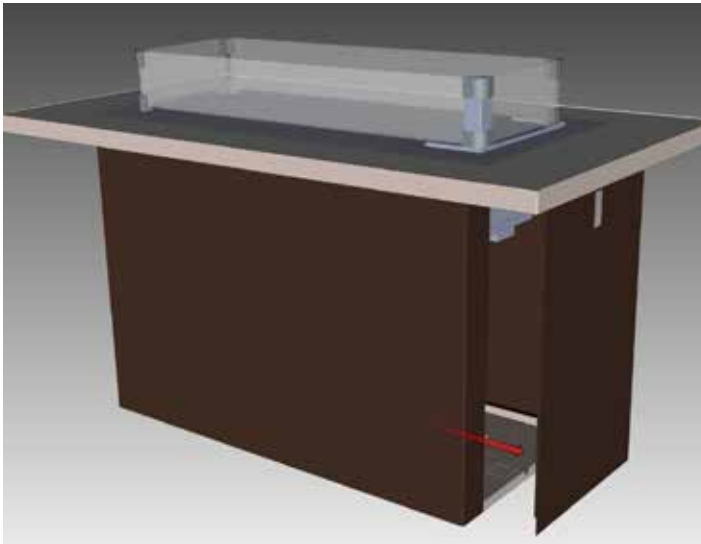
## **MAINTENANCE INSTRUCTIONS**

- 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) 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.
- 6) The appliance must be inspected before use, and at least annually, by a qualified field service person, to ensure that the flow of combustion and ventilation air is not obstructed.
- 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.



## SWITCH REPLACEMENT

- 1) Remove the end panel (side with switch assembly mounted on it) from unit.



- 2) Remove 2 wire from the switch.



- 3) Remove 2 screws from switch cover to release switch.



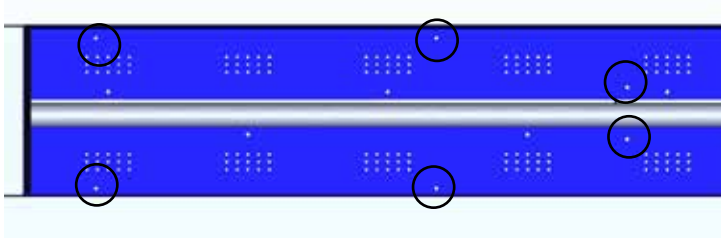
- 4) Replace switch and reverse steps.



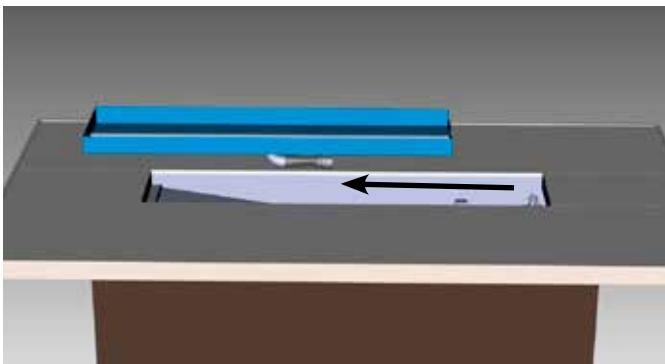
## VALVE ASSEMBLY REPLACEMENT

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

1) Remove burner by removing 6 screws in locations shown below.



2) Slide the burner to the left and lift out.

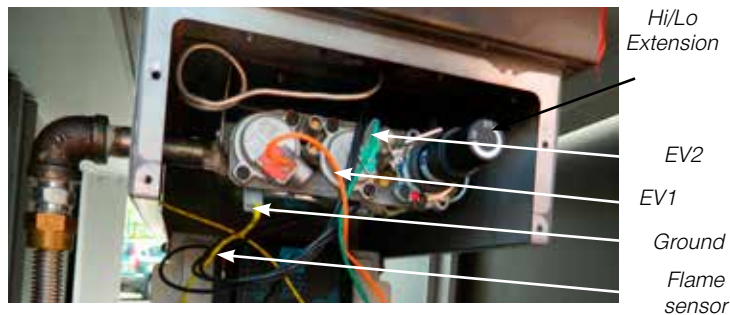


3) Turn off gas supply and remove flex connection at valve.

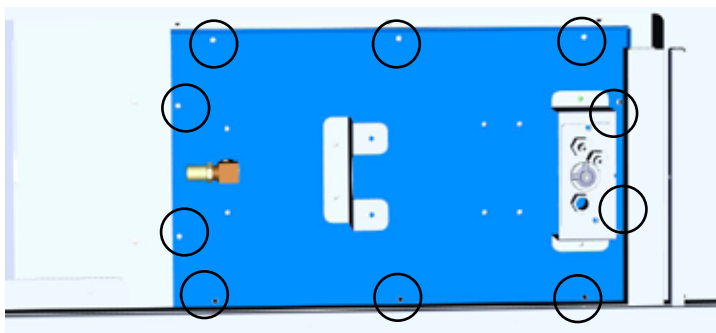
4) Remove orange EV1 wire connected to the gas valve.

5) Remove green EV2 wire connected to the gas valve.

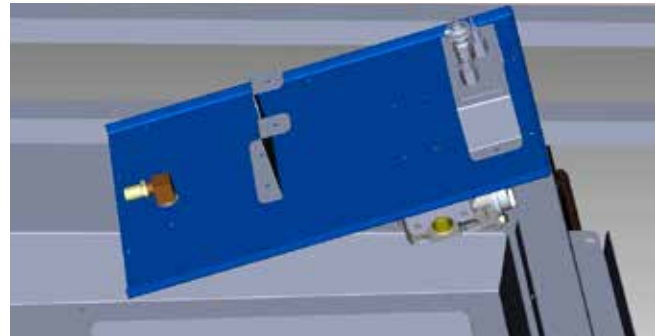
6) Remove HI/LO extension knob.



7) Remove 10 screws in locations shown below to remove valve tray.



8) Maneuver valve assembly up and out.



9) Replace gasket if required.

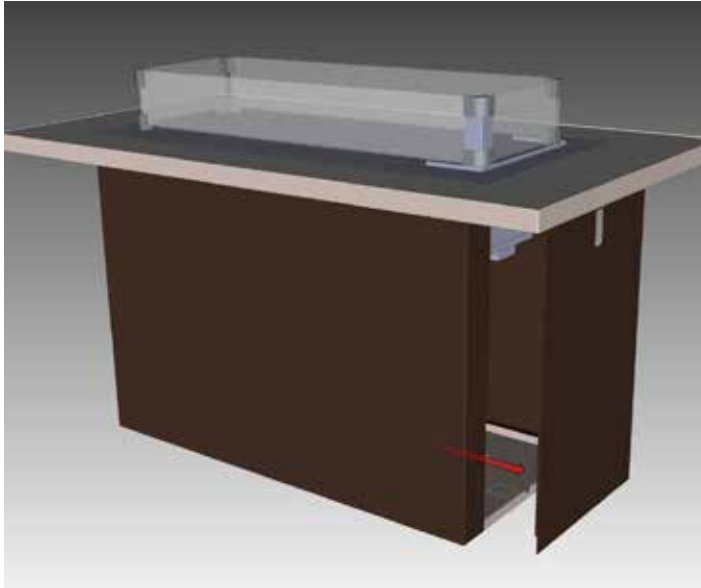
10) Replace with new valve assembly.

11) Install Hi/Lo extension knob removed in step 6.

12) Reverse step 6-1 to reinstall.

## DIGITAL FIREPLACE CONTROL REPLACEMENT

- 1) Remove left side (with switch assembly) end panel from unit.



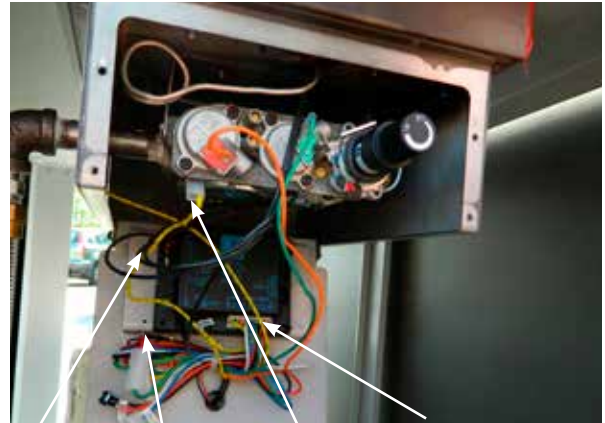
- 2) Remove two screws to remove valve cover panel in locations shown below.



- 3) Remove two screws to swing down DFC box.



- 4) Disconnect spark electrode wire.  
Disconnect flame sensor (red).  
Disconnect ground.  
Disconnect wire harness.



Flame Sensor Spark Electrode Ground Wire Harness

- 5) Remove 4 screws to remove DFC box.
- 6) Replace with new DFC box and reverse steps 5-1.

## BATTERY REPLACEMENT

- 1) Remove left side (with switch assembly) end panel from unit.
- 2) Pull down battery compartment - located below the DFC panel.



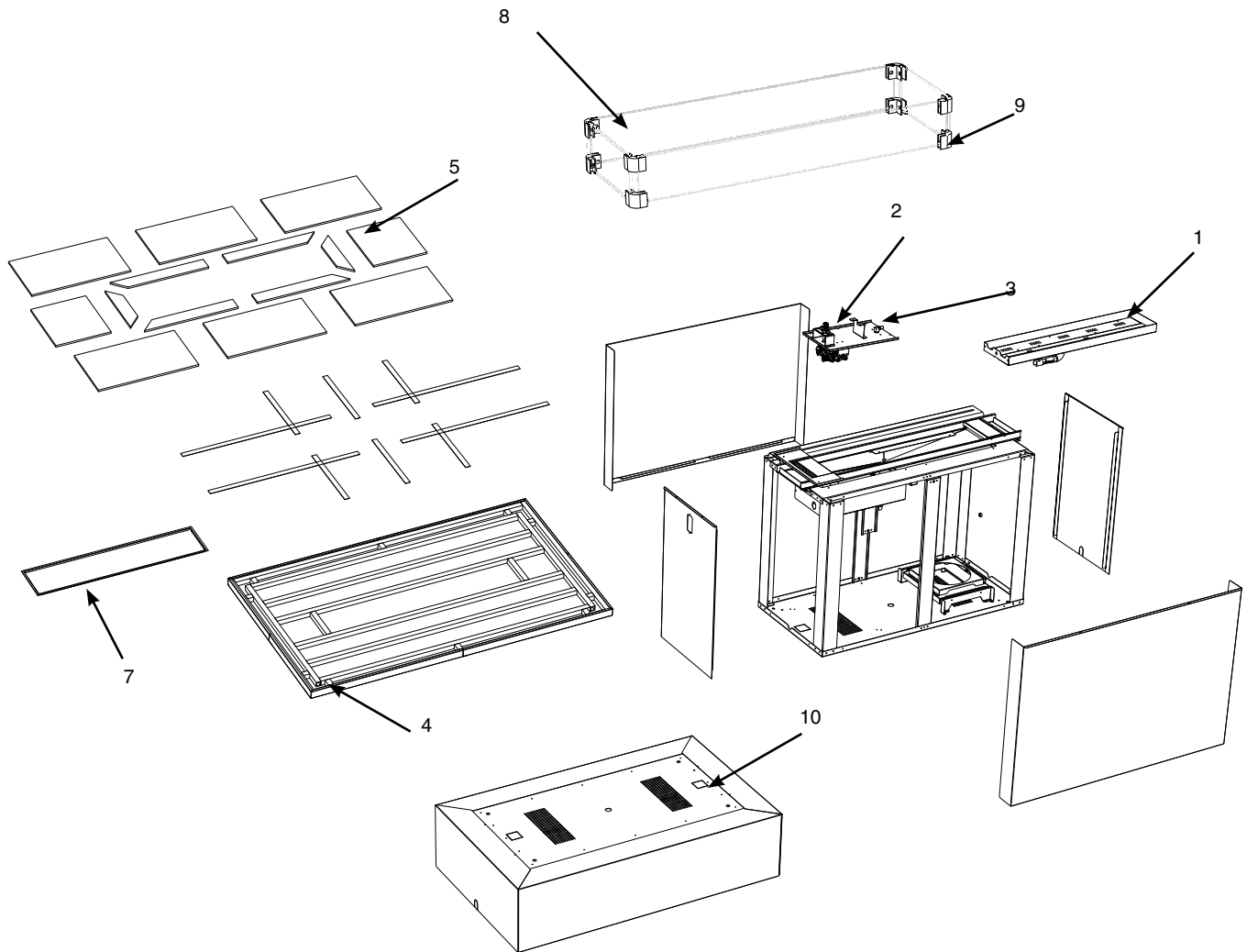
Battery Compartment  
Battery Pack

- 3) Replace 4 - AA batteries and reverse steps.

PARTS

	Part #	Description
1	376-526	Burner Assembly LP/NG
	911-006	Pilot Assembly - NG
	911-007	Pilot Assembly - LP
2	376-574/P	Valve Assembly - NG
	376-574/P	Valve Assembly - LP
	911-004	Valve Only - NG
3	904-951	Orifice #25 - NG
	904-655	Orifice #45 - LP
4	377-900	Table top frame
6	377-902	Tile set - Slate
	377-903	Tile set - Brown
7	377-080	Inner frame
*	377-523	Coffee table top
*		Not Shown

	Part #	Description
	946-775	*Fireglass crystals - Blk
	946-776	*Fireglass crystals - Copper
	946-777	*Fireglass crystals - Starfire
	946-778	*Fireglass crystals - Colbalt Blue
		*Glass crystals in 5lb bags - 2 required
8	376-932	Glass Surround
	940-374/P	Tempered Glass (LG)
	940-375/P	Tempered Glass (SM)
9	376-027	Glass connectors
	904-952	Nylon fastner
	911-012	Ignition Board
	326-930	Log Set
10	376-522	Island riser
	919-065	Manual



# warranty

## Limited Lifetime Warranty

FPI Fireplace Products International Ltd. (“the manufacturer”) through its wholly owned subsidiary, Fireplace Products Australia Pty Ltd (for Australia and New Zealand customers) and sold under the Regency® brand of fireplace products (collectively referred to herein as “FPI”), extends this Limited Lifetime Warranty to the original purchaser of this appliance provided the product remains in the original place of installation. The items covered by this limited warranty and the period of such coverage is set forth in the table below.

Some conditions apply (see below).

The policy is not transferable, amendable or negotiable under any circumstances.

Indoor Gas Products Warranty Coverage Parts and Labor	Part				Supplier	Labor Coverage
	Lifetime	5 years	2 years	1 year	Warranty	(Years)
Firebox and Heat Exchanger	✓					3
Steel Burner Tube	✓					3
Glass Thermal breakage only	✓					3
All Surrounds/Inlays Finishes		✓				3
Brick Panels/Log sets/Ceramic Burners		✓				3
All Castings		✓				3
Valve assembly and all gas control components (Pilot assembly, flame sensors, Spark Electrode, Pilot Tubing, Orifices, Thermocouple, Thermopile)			✓			2
All Other Electrical components with the exception of WIFI Dongle (Ignition Control Boards, Wiring, Switches, Fans, Fan Control Module, Battery Pack, Remote Control Systems)			✓			1
Enamel Panels			✓			1
Venting/Venting Components			✓			1
All Stainless steel surrounds				✓		1
All Firebox Media (Crystals, Fire beads, Volcanic, Ceramic & Spa Stones)				✓		1
All hardware				✓		1
Mesh/Glass Safety Barriers				✓		1
Accent Light Bulbs				✓		1
Glass (Crazing)				✓		1
WIFI Dongle (Applicable Models)				✓		1

After the original warranty coverage for any of the parts above have expired, any repair and/or replacement parts purchased by the consumer from FPI or through an accredited distributor or dealer will carry a ninety (90) day warranty (valid only with an original copy of the tax invoice). No labor coverage is included with any repair and/or replacement part.

Replacement parts are limited to one per warranty term.

### Conditions:

Warranty protects against defect in manufacture or FPI factory assembled components only, unless herein specified otherwise. This warranty will only apply to those products which are acquired at the time of this warranty being effective. FPI will not be liable for any damage or loss that falls outside the scope of the warranty.

Any part(s) found to be defective during the warranty period as outlined above will be repaired or replaced at FPI's option through an accredited distributor, dealer or pre-approved and assigned agent provided that the defective part is returned to the distributor, dealer or agent for inspection if requested by FPI. Alternatively, FPI may at its own discretion fully discharge all of its obligations under the warranty by refunding the verified purchase price of the product to the original purchaser. The purchase price must be confirmed by an original copy of the tax invoice.

**The authorised selling dealer, or an alternative authorised FPI dealer if pre-approved by FPI, is responsible for all in-field diagnosis and service work related to all warranty claims. This warranty does not cover dealer travel costs for diagnostic or service work. Dealers may charge homeowner for travel and additional time. Check with your selling dealer in advance for any costs to you when arranging a warranty call. FPI is not responsible for results or costs of workmanship of unauthorised FPI dealers or agents in the negligence of their service work. Additional service fees may apply if you are seeking warranty service from a dealer other than the dealer from whom you originally purchased the product.**

At all times FPI reserves the right to inspect reported complaints on location in the field claimed to be defective and determine whether the warranty will apply prior to processing or authorising of any claim. Failure to allow this upon request will void the warranty.

All warranty claims must be submitted by the dealer servicing the claim, including an original copy of the tax invoice (proof of purchase by you). All claims must be complete and provide full details as requested by FPI to receive consideration for evaluation, including proof of maintenance records. Incomplete claims may be rejected. FPI has absolute discretion to assess and determine any warranty claim and may accept or reject a claim as it considers appropriate. Any part or parts of the unit found to be defective will be repaired or replaced at FPI's option, through an accredited distributor or service 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.**

**If a consumer has a unit installed outside an accredited distributor, dealer or pre-approved service agent's service area, or the closest approved service agent is situated more than thirty (30) kilometres from the installation, FPI is not obliged to arrange warranty repairs or shipping/transportation costs. In these cases, the consumer must arrange warranty service with its selling dealer, and shipping, travel and/or additional labor charges will apply.**

Unit must be installed according to all manufacturers' instructions as per the manual.

All Local and National required codes must be met.

The installer is responsible to ensure the unit is operating as designed at the time of installation.

The original purchaser is responsible for annual maintenance of the unit, as outlined in the owner's manual. As outlined below, the warranty may be voided due to problems caused by lack of maintenance. Annual maintenance records should be retained.

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 with a receipt only. Any item shown to be defective will be repaired or replaced at our discretion. No labor coverage is included with these parts.

### **Exclusions:**

This Limited Lifetime Warranty does not extend to paint, rust or corrosion of any kind due to a lack of maintenance or improper venting, combustion air provision, corrosive chemicals (i.e. chlorine, salt, air, etc.), door or glass gasket.

Malfunction, damage or performance based issues as a result of environmental conditions, location, chemical damages, downdrafts, installation error, installation by an unqualified installer, incorrect chimney components (including but not limited to cap size or type), operator error, abuse, misuse, use of improper fuels, accidents, lack of regular maintenance and upkeep, acts of God, weather related problems from hurricanes, tornados,

## warranty

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earthquakes, floods, lightning strikes/bolts or acts of terrorism or war, which result in malfunction of the appliance are not covered under the terms of this Limited Lifetime Warranty.

FPI has no obligation to enhance or modify any unit once manufactured (i.e. as products evolve, field modifications or upgrades will not be performed on existing appliances).

Any unit showing signs of neglect or misuse will not be covered under the terms of this warranty policy and may void this warranty. This includes units with rusted or corroded fireboxes which have not been reported as rusted or corroded within three (3) months of installation/purchase. Any alteration to the unit which causes sooting or carboning that results in damage to the exterior fascia or over firing that can cause component or firebox/heat exchanger failure will not be covered by this warranty.

Units which show evidence of being operated while damaged, or with problems known to the purchaser and causing further damages will void this warranty.

Units where the serial no. has been altered, deleted, removed or made illegible will void this warranty.

Minor movement, expansion and contraction of the steel is normal and is not covered under the terms of this warranty.

Freight damages for products or parts are not covered under the terms of the warranty.

Porcelain/Enamel: Absolute perfection is neither guaranteed nor commercially possible. Any chips must be reported and inspected by the authorised selling dealer within three (3) days of installation. Any damage of this type not reported after this time period will be subject to rejection and any related warranty will not apply.

Special Finishes: Expect some changes in color as the product "ages" with constant heating and cooling. The manufacturer warranty does not cover tarnishing, changing colors and/or marks (i.e. finger prints, etc.) after the purchase of the product. Damage from the use of abrasive cleaners is not covered by warranty.

Products made or provided by other manufacturers and used in conjunction with the FPI appliance without prior authorisation from FPI may void this warranty.

**INCORRECT INSTALLATION OR GAS PRESSURE SETTINGS ARE NOT COVERED BY WARRANTY. A SERVICE OR CALLOUT FEE WILL BE CHARGED IN THESE CIRCUMSTANCES.**



## Limitations of Liability:

### 1. Exclusion of implied terms

The customer may have the benefit of consumer guarantees under the Australian Consumer Law. To the maximum extent permitted by law, all terms, conditions or warranties that would be implied into this Warranty or in connection with the supply of any goods or services by the supplier under law or statute or custom or international conventions are excluded.

### 2. Limitation of liability

(a) To the maximum extent permitted by law and subject to clauses 1 and 3, the supplier's total liability arising out of or in connection with its performance or its obligations pursuant to this Warranty, or arising out of or in connection with the supply of specific goods or services (including pursuant to or for breach of this Warranty, under statute, in equity or for tort, including negligent acts or omissions) is limited as follows: (i) the supplier shall have no liability to the customer for any Consequential Loss; (ii) without limiting the effect of clause 2(a)(i), the supplier's total aggregate liability for Loss, however arising, shall not exceed the GST exclusive aggregate price paid by the customer to the supplier for the specific goods or services that gave rise to the Loss in question.

(b) The limitations and exclusions in this sub-clause do not apply to the extent that any Loss is directly attributable to: (i) the personal injury or death caused by the supplier's default, breach of this Warranty or negligence; or (ii) fraud by the supplier.

(c) Each party must take reasonable steps to mitigate any Loss it suffers or incurs.

### 3. Limitation of liability under Australian Consumer Law Guarantees

(a) To the extent that goods supplied by the supplier are not goods of a kind ordinarily acquired for personal, domestic or household use and the customer is deemed to be a consumer for the purposes of section 64A of the Australian Consumer Law, the customer agrees that the supplier's liability for a failure to comply with a consumer guarantee that the customer may have a benefit under the Australian Consumer Law (other than a guarantee under sections 51 (title), 52 (undisturbed possession) and 53 (undisclosed securities)), is limited to, at the option of the supplier, one or more of the following: (i) replacement of the goods or the supply of equivalent goods; (ii) the repair of the goods; (iii) the payment of the cost of replacing the goods or of acquiring equivalent goods; or (iv) equivalent goods; or (v) the payment of the cost of having the goods repaired.

(b) To the extent that services supplied by the supplier are services other than services of a kind ordinarily acquired for personal, domestic or household use or consumption, the supplier's liability for failure to comply with a consumer guarantee that the customer may have the benefit of is limited to, at the option of the supplier: (i) the supply of the services again; or (ii) the payment of the cost of having the services supplied again.

### 4. Subject to Change

This Limited Warranty is given at the time of sale and purchase of the relevant fireplace product. The terms of this Limited Warranty may be amended from time to time by FPI in accordance with changes to business practices, consumer laws or other legal requirements. The rights and protections granted under the Limited Warranty are those in force in relation to a fireplace product at the time and in the place of sale of that product, and only those terms will be applicable in respect of that product.

### 5. Severability

Any term of this Limited Warranty that is invalid or unenforceable in any jurisdiction is to be read down for the purposes of that jurisdiction, if possible, so as to be valid and enforceable, and is otherwise capable of being severed to the extent of the invalidity or unenforceability, without affecting the remaining provisions of this Limited Warranty or affecting the validity or enforceability of that provision in any other jurisdiction.

### 6. Definitions

For purposes of clauses 1, 2 and 3:

(a) Consequential Loss means loss of expected savings, loss of use, loss of opportunity, loss of profit, loss of revenue, increased financing costs, loss arising from delay, or any consequential, special or indirect loss or damage, whether or not the possibility or potential extent of the loss or damage was known or foreseeable, and whether arising from a claim under indemnity, contract, tort (including negligence), statute or otherwise.

(b) Loss means any expense, cost or damage of any kind and includes Consequential Loss and a fine or penalty imposed by a statutory or other authority.

# warranty

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## How to Obtain Warranty Service:

Customers should contact the authorised selling dealer to obtain warranty service. In the event the authorised selling dealer is unable to provide warranty service, please contact FPI by mail at the address listed below. Please include your name, address, purchase date, selling dealer, serial #, type of unit, a brief description of the problem, email and telephone contact information, and a copy of your original tax invoice. A representative will contact you to make arrangements for an inspection and/or warranty service. (See below for Western Australia and/or New Zealand)

Please note Fireplace Products Australia Pty Ltd does not provide installation services.

### **Fireplace Products Australia Pty Ltd**

1 Conquest Way  
Hallam, VIC  
Australia, 3803  
Phone: +61 3 9799 7277  
Fax: +61 3 9799 7822

To obtain warranty service in Western Australia and/or New Zealand, please contact one of our authorised distributors in those areas:

#### Western Australia:

**Air Group Australia**  
28-30 Division St.  
Welshpool, WA  
Australia, 6106  
Phone: (08) 9350 2200  
Fax: (08) 9353 4225

#### New Zealand:

**Aber Holdings Ltd**  
PO Box 10095  
Te Rapa, Hamilton  
  
New Zealand, 3241  
  
Freephone: 0800 161 161

## Product Registration and Customer Support:

Thank you for choosing a Regency Fireplace. Regency strives to be a world leader in the design, manufacture, and marketing of hearth products. To provide the best support for your product, we request that you complete a product registration form at <http://www.regency-fire.com.au/Customer-Care/Warranty-Registration.aspx> within ninety (90) days of purchase.





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For purchases made in **CANADA or the UNITED STATES:**

<http://www.regency-fire.com/Customer-Care/Warranty-Registration.aspx>

For purchases made in **AUSTRALIA:**

<http://www.regency-fire.com.au/Customer-Care/Warranty-Registration.aspx>

You may also complete the warranty registration form below to register your Regency Fireplace Product and mail and/or fax it back to us, and we will register the warranty for you. It is important you provide us with all the information below in order for us to serve you better.

### Warranty Registration Form (or Register online immediately at the above Web Site):

<b>Warranty Details</b>	
Serial Number (required):	
Purchase Date (required) (mm/dd/yyyy):	
<b>Product Details</b>	
Product Model (required):	
<b>Dealer Details</b>	
Dealer Name (required):	
Dealer Address:	
Dealer Phone #:	
Installer:	
Date Installed (mm/dd/yyyy):	
<b>Your Contact Details (required)</b>	
Name:	
Address:	
Phone:	
Email:	

For purchases made in **CANADA:**

**FPI Fireplace Products  
International Ltd.**  
6988 Venture St.  
Delta, British Columbia  
Canada, V4G 1H4

For purchases made in the **UNITED STATES:**

**Fireplace Products US, Inc.**  
PO Box 2189 PMB 125  
Blaine, WA  
United States, 98231

For purchases made in **AUSTRALIA:**

**Fireplace Products Australia Pty  
Ltd**  
1- 3 Conquest Way  
Hallam, VIC  
Australia, 3803





***Installer: Please complete the following information***

**Dealer Name & Address:** \_\_\_\_\_  
\_\_\_\_\_

**Installer:** \_\_\_\_\_

**Phone #:** \_\_\_\_\_

**Date Installed:** \_\_\_\_\_

**Serial #:** \_\_\_\_\_