



Energy™ U32 Gas Insert

Owners &
Installation Manual



www.regency-fire.com

MODELS: U32-NG10 Natural Gas U32-LP10 Propane

▲ WARNING

FIRE OR EXPLOSION HAZARD

Failure to follow safety warnings exactly could result in serious injury, death, or property damage.

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

- **WHAT TO DO IF YOU SMELL GAS**
 - Do not try to light any appliance.
 - Do not touch any electrical switch: do not use any phone in your building. Leave the building immediately.
 - Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.
 - If you cannot reach you gas supplier, call the fire department.

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

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

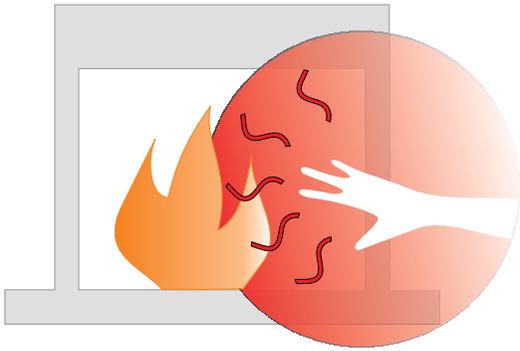
Congratulations! You are the owner of a state-of-the-art Gas Insert by Regency.

The Regency Gas Insert Series of hand crafted appliances has been designed to provide you with all the warmth and charm of a fireplace, at the flick of a switch. The models U32-NG10 and U32-LP10 of this series have been approved by Warnock Hersey 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 Fireplace.



DANGER



**HOT GLASS WILL
CAUSE BURNS**

**DO NOT TOUCH GLASS
UNTIL COOLED**

**NEVER ALLOW CHILDREN
TO TOUCH GLASS**

A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and shall be installed for the protection of children and other at risk individuals.

CAUTION:
HOT WHILE IN OPERATION. DO NOT TOUCH.
**SEVERE BURNS MAY RESULT. KEEP CHILDREN, CLOTHING, FURNITURE,
 GASOLINE, AND ANY LIQUIDS WITH FLAMMABLE VAPOURS AWAY.**

KEEP BURNER AND CONTROL COMPARTMENT CLEAN.
**SEE INSTALLATION AND OPERATING INSTRUCTIONS ACCOMPANYING
 APPLIANCE.**

919-358



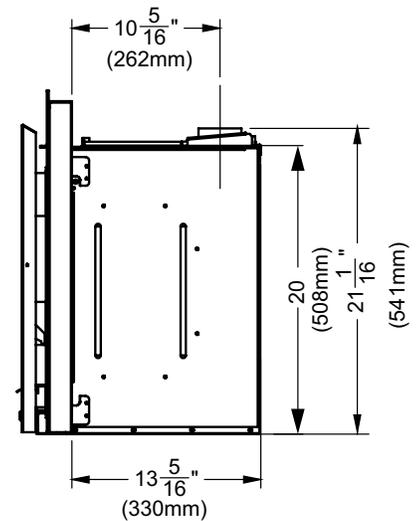
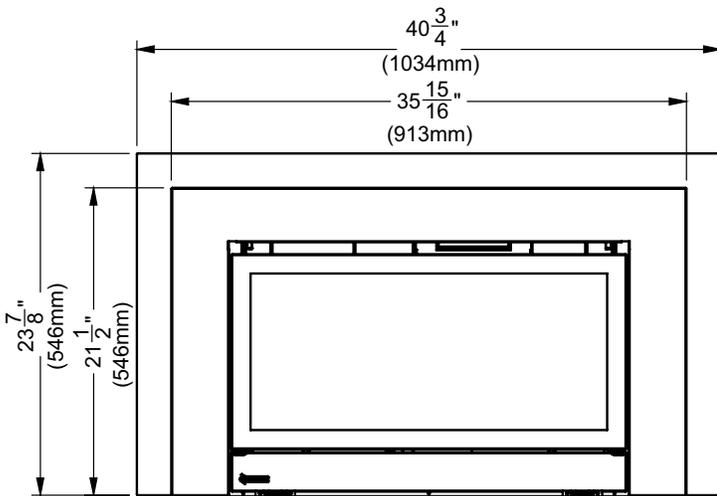
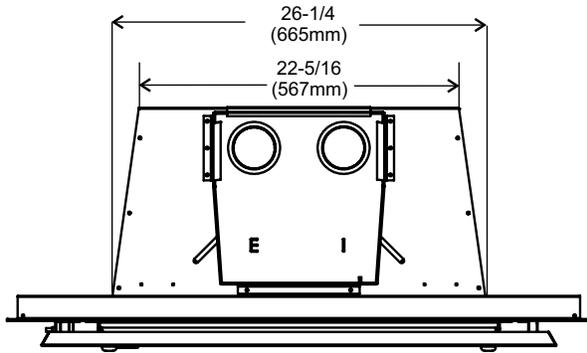
**NATIONAL
FIREPLACE
INSTITUTE**

CERTIFIED
www.nficertified.org

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).



*Wood Energy
Technical Training*



Shown with Regular Low Profile Faceplate

Oversize Faceplate Dimensions: 44-1/8" W x 28-1/8" H

INFORMATION FOR MOBILE/MANUFACTURED HOMES AFTER FIRST SALE

This Regency® product has been tested and listed by Intertek as a Vented Gas Fireplace Heater to the following standards: VENTED GAS FIREPLACE HEATERS ANSI Z21.88-2014 • CSA 2.33-2014 and GAS-FIRED APPLIANCES FOR USE AT HIGH ALTITUDES CAN / CGA 2.17-M91.

This Direct Vent System Appliance must be installed in accordance with the manufacturer's installation instructions and the Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280, or the current Standard of Fire Safety Criteria for Manufactured Home Installations, Sites, and Communities ANSI/NFPA 501A, and with CAN/CSA Z240-MH Mobile Home Standard in Canada. See section "Manufactured Mobile Home Additional Requirements" for additional requirements.

This appliance installation must comply with the manufacturer's installation instructions and local codes, if any. In the absence of local codes follow the current National Fuel Gas Code, ANSI Z223.1 and the current National Electrical Code ANSI/NFPA 70 in the U.S.A., and the current CAN/CGA B149 Gas Installation Code and the current Canadian Electrical Code CSA C22.1 in Canada.

This Regency Mobile/Manufactured Home Listed appliance comes factory equipped with a means to secure the unit.

This Regency Mobile/Manufactured Home listed appliance comes equipped with a dedicated #8 ground lug to which an 18 gauge copper wire from the steel chassis ground must be attached.

4 | table of contents

Installation

MA Code - CO Detector	6
Important Message	7
Before You Start.....	7
For Your Safety	8
Specifications	8
Gas Pressure Testing	8
Installation Into A Solid Fuel Burning Fireplace Or Factory Built Fireplace.....	8
Factory-Built (Metal) Wood-Burning Fireplace Requirements	8
General safety information.....	9
Installation Checklist.....	9
Manufactured Mobile Home Additional Requirements	10
Materials Required	10
Minimum Fireplace Dimensions	10
Clearances To Combustibles	10
Gas Connection	11
Venting.....	11
Flue Liner Installation	11
Gas Pipe Pressure Testing	12
Gas Insert Aeration System	12
Optional Brick Panel	12
Log Set Installation.....	13
Remote Receiver installation.....	16
Safety Screen Installation / removal	17
Standard Flush Door	17
DC Spark Igniter Battery installation	17
Conversion kit from NG to LP	18

Low profile Faceplate installation.....	19
Optional backing plate installation	21
Wiring Diagrams	22
Optional Wall Thermostat	22
Lighting Procedure	23
Shutdown Procedure	23
Copy Of Lighting Instruction Plate	23

Operating Instructions

Operating Instructions	24
First Fire	24
Automatic Convection Fan Operation	24
Normal Operating Sounds Of Gas Appliances	24

Maintenance

Maintenance Instructions	24
General Vent Maintenance	25
Log Replacement	25
Glass Gasket.....	25
Door Glass	25
Fan Maintenance.....	26
Valve Replacement.....	27

Parts

Main Assembly	28
Burner Assembly & Log Set	29
Low profile faceplate	30

Warranty

Warranty	32
----------------	----

ALL PICTURES / DIAGRAMS SHOWN THROUGHOUT THIS MANUAL ARE FOR ILLUSTRATION PURPOSES ONLY.
ACTUAL PRODUCT MAY VARY DUE TO PRODUCT ENHANCEMENTS.

This is a copy of the labels that accompany each U32-10 Gas Insert. We have printed a copy of the contents here for your review. The safety label is located on a plate inside the base of the unit visible when the bottom louver is opened.

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.

Duplicate Serial number		328															
	Listed: VENTED GAS FIREPLACE HEATER / FOYER AU GAZ À ÉVACUATION Certified for/Certifiée pour: CANADA and U.S.A. Certified to: CAN/CGA-2.17-M91(R2009) Tested to: ANSI Z21.88-2014 & CSA 2.33-2014	328															
	Serial No. / No de série																
	NATURAL GAS FIREPLACE INSERT: MODEL U32-NG10 Factory Equipped For Altitude 0-4500ft. (0-1370m)	ÉQUIPÉ EN USINE POUR GAZ NATUREL Pour une altitude de 0 à 4500 pi (0-1370 m)															
	Min. supply pressure 5" WC (1.25 kpa) Low Setting Man. pressure 1.1" WC (0.27 kpa) Max. Manifold pressure 3.8" WC (0.95 kpa) Orifice size 37 DMS Minimum input 15,300 Btu/h (4.48 kW) Maximum input 30,000 Btu/h (8.79 kW)	Pression d'alimentation minimum Pression manifold - basse Pression manifold - haute Dimensions de l'orifice Débit Calorifique minimum Débit Calorifique maximum															
	PROPANE GAS FIREPLACE INSERT: MODEL U32-LP10 Factory Equipped For Altitude 0-4500ft. (0-1370m)	ÉQUIPÉ EN USINE POUR GAZ PROPANE Pour une altitude de 0 à 4500 pi (0-1370 m)															
	Min. supply pressure 12" WC (2.99 kpa) Low Setting Man. pressure 2.9" WC (0.72 kpa) Max. Manifold pressure 11" WC (2.74 kpa) Orifice size 52 DMS Minimum input 15,000 Btu/h (4.48 kW) Maximum input 30,000 Btu/h (8.79 kW)	Pression d'alimentation minimum Pression manifold - basse Pression manifold - haute Dimensions de l'orifice Débit Calorifique minimum Débit Calorifique maximum															
Minimum Clearances to Combustibles from Insert/Dégagements min. des mat. combustibles depuis l'encastrable																	
<table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Mantel width/Largeur manteau M 12" (305mm)</td> <td style="width: 33%;"></td> <td style="width: 33%;"></td> </tr> <tr> <td>Mantel height/Hteur manteau N 17" (432mm)</td> <td>Side wall/côté A 10"(255mm)</td> <td></td> </tr> <tr> <td>Mantel width/Largeur manteau O 3-1/2" (89mm)</td> <td>Ceiling/plafond B 47-1/2"(1205mm)</td> <td></td> </tr> <tr> <td>Mantel height/Hteur manteau P 13" (330mm)</td> <td>Alcove Width/Largeur de l'alcove K 48"(1220mm)</td> <td></td> </tr> <tr> <td>Floor to top of unit/ Du sol au sommet du foyer Q 20" (508mm)</td> <td>Max. Alcove Depth/ Prof. max. alcove L 36"(915mm)</td> <td></td> </tr> </table>			Mantel width/Largeur manteau M 12" (305mm)			Mantel height/Hteur manteau N 17" (432mm)	Side wall/côté A 10"(255mm)		Mantel width/Largeur manteau O 3-1/2" (89mm)	Ceiling/plafond B 47-1/2"(1205mm)		Mantel height/Hteur manteau P 13" (330mm)	Alcove Width/Largeur de l'alcove K 48"(1220mm)		Floor to top of unit/ Du sol au sommet du foyer Q 20" (508mm)	Max. Alcove Depth/ Prof. max. alcove L 36"(915mm)	
Mantel width/Largeur manteau M 12" (305mm)																	
Mantel height/Hteur manteau N 17" (432mm)	Side wall/côté A 10"(255mm)																
Mantel width/Largeur manteau O 3-1/2" (89mm)	Ceiling/plafond B 47-1/2"(1205mm)																
Mantel height/Hteur manteau P 13" (330mm)	Alcove Width/Largeur de l'alcove K 48"(1220mm)																
Floor to top of unit/ Du sol au sommet du foyer Q 20" (508mm)	Max. Alcove Depth/ Prof. max. alcove L 36"(915mm)																
																	
Fan Part No. 910-331/P ELECTRICAL SUPPLY/ALIMENTATION ÉLECTRIQUE: 115V/60HZ less than/Moins de 2 AMP. NOT FOR USE WITH SOLID FUEL/ NE PAS UTILISER AVEC DU COMBUSTIBLE SOLIDE																	
This appliance must be installed in accordance with local codes, if any; if none, follow the National Fuel Gas Code, ANSI Z223.1, or Natural Gas and Propane Installation Code, CSA B149.1. This appliance must be installed in accordance with the Standard CAN/CSA Z240 MH, Mobile Housing, in Canada, or with the Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280, in the United States, or when such a standard is not applicable, ANSI/NCSCS A225.1/NFPA 501A, Manufactured Home Installations Standard This appliance is only for use with the type of gas indicated on the rating plate and may be installed in an aftermarket, permanently located, manufactured (mobile) home where not prohibited by local codes. See owner's manual for details. This appliance is not convertible for use with other gases unless a certified kit is used. WARNING: This fireplace has been converted for use with a gas fireplace insert only and cannot be used for burning wood or solid fuels unless all original parts have been replaced, and the fireplace re-approved by the authority having jurisdiction. Installer l'appareil selon les codes ou règlements locaux, ou, en l'absence de tels règlements, selon les codes d'installation ANSI Z223.1, National Fuel Gas Code ou CSA-B149.1 en vigueur. Installer l'appareil selon la norme CAN/CSA-Z240, Série MM, Maison mobiles ou CAN/CSA-Z240 VC, Véhicules de camping, ou la norme 24 CFR Part 3280, Manufactured Home Construction and Safety Standard. Si ces normes ne sont pas pertinentes, utilisez la norme ANSI/NCSCS A225.1/NFPA 501A, Manufactured Home Installations Standard Cet appareil doit être utilisé uniquement avec le type de gaz indiqué sur la plaque signalétique. Il peut être installé dans une maison préfabriquée ou mobile (É.-U. seulement) installée à demeure si les règlements locaux le permettent. Voir le manuel de l'utilisateur pour plus de renseignements. Cet appareil ne peut pas être utilisé avec d'autres gaz sauf si une trousse de conversion certifiée est fournie. AVERTISSEMENT: Ce foyer a été converti pour être utilisé avec un foyer au gaz encastrable seulement et ne peut être utilisé pour brûler du bois ou d'autres combustibles solides à moins que toutes les pièces d'origine aient été remises en place et que le foyer ait été homologué de nouveau par l'autorité compétente. This vented gas fireplace heater is not for use with air filters. Ne pas utiliser de filtre à air avec ce foyer au gaz à évacuation. For use with glass doors certified with the appliance only. Pour utilisation uniquement avec les portes en verre certifiées avec l'appareil For Use Only with Barrier (Part # 426-013) Follow installation instructions. Utiliser uniquement avec écran (n°426-013) Suivre les consignes d'installation. VENTED GAS FIREPLACE HEATER - NOT FOR USE WITH SOLID FUELS. / FOYER AU GAZ À ÉVACUATION - NE PAS UTILISER AVEC DU COMBUSTIBLE SOLIDE.																	
		919-431															

For the State of Massachusetts, installation and repair must be done by a plumber or gasfitter 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.

The State of Massachusetts requires the installation of a carbon monoxide alarm in accordance with NFPA 720 and a CO alarm with battery back up in the same room where the gas appliance is installed.

**MA Code - CO Detector
(for the State of Massachusetts only)**

5.08: Modifications to NFPA-54, Chapter 10

(2) Revise 10.8.3 by adding the following additional requirements:

(a) For all side wall horizontally vented gas fueled equipment installed in every dwelling, building or structure used in whole or in part for residential purposes, including those owned or operated by the Commonwealth and where the side wall exhaust vent termination is less than seven (7) feet above finished grade in the area of the venting, including but not limited to decks and porches, the following requirements shall be satisfied:

1. **INSTALLATION OF CARBON MONOXIDE DETECTORS.** At the time of installation of the side wall horizontal vented gas fueled equipment, the installing plumber or gasfitter shall observe that a hard wired carbon monoxide detector with an alarm and battery back-up is installed on the floor level where the gas equipment is to be installed. In addition, the installing plumber or gasfitter shall observe that a battery operated or hard wired carbon monoxide detector with an alarm is installed on each additional level of the dwelling, building or structure served by the side wall horizontal vented gas fueled equipment. It shall be the responsibility of the property owner to secure the services of qualified licensed professionals for the installation of hard wired carbon monoxide detectors

a. In the event that the side wall horizontally vented gas fueled equipment is installed in a crawl space or an attic, the hard wired carbon monoxide detector with alarm and battery back-up may be installed on the next adjacent floor level.

b. In the event that the requirements of this subdivision can not be met at the time of completion of installation, the owner shall have a period of thirty (30) days to comply with the above requirements; provided, however, that during said thirty (30) day period, a battery operated carbon monoxide detector with an alarm shall be installed.

2. **APPROVED CARBON MONOXIDE DETECTORS.** Each carbon monoxide detector as required in accordance with the above provisions shall comply with NFPA 720 and be ANSI/UL 2034 listed and IAS certified.

3. **SIGNAGE.** A metal or plastic identification plate shall be permanently mounted to the exterior of the building at a minimum height of eight (8) feet above grade directly in line with the exhaust vent terminal for the horizontally vented gas fueled heating appliance or equipment. The sign shall read, in print size no less than one-half (1/2) inch in size, "**GAS VENT DIRECTLY BELOW. KEEP CLEAR OF ALL OBSTRUCTIONS**".

4. **INSPECTION.** The state or local gas inspector of the side wall horizontally vented gas fueled equipment shall not approve the installation unless, upon inspection, the inspector observes carbon monoxide detectors and signage installed in accordance with the provisions of 248 CMR 5.08(2)(a)1 through 4.

(b) **EXEMPTIONS:** The following equipment is exempt from 248 CMR 5.08(2)(a)1 through 4:

1. The equipment listed in Chapter 10 entitled "Equipment Not Required To Be Vented" in the most current edition of NFPA 54 as adopted by the Board; and

2. Product Approved side wall horizontally vented gas fueled equipment installed in a room or structure separate from the dwelling, building or structure used in whole or in part for residential purposes.

(c) **MANUFACTURER REQUIREMENTS - GAS EQUIPMENT VENTING SYSTEM PROVIDED.** When the manufacturer of Product Approved side wall horizontally vented gas equipment provides a venting system design or venting system components with the equipment, the instructions provided by the manufacturer for installation of the equipment and the venting system shall include:

1. Detailed instructions for the installation of the venting system design or the venting system components; and

2. A complete parts list for the venting system design or venting system.

(d) **MANUFACTURER REQUIREMENTS - GAS EQUIPMENT VENTING SYSTEM NOT PROVIDED.** When the manufacturer of a Product Approved side wall horizontally vented gas fueled equipment does not provide the parts for venting the flue gases, but identifies "special venting systems", the following requirements shall be satisfied by the manufacturer:

1. The referenced "special venting system" instructions shall be included with the appliance or equipment installation instructions; and

2. The "special venting systems" shall be Product Approved by the Board, and the instructions for that system shall include a parts list and detailed installation instructions.

(e) A copy of all installation instructions for all Product Approved side wall horizontally vented gas fueled equipment, all venting instructions, all parts lists for venting instructions, and/or all venting design instructions shall remain with the appliance or equipment at the completion of the installation.

IMPORTANT MESSAGE SAVE THESE INSTRUCTIONS

The U32 Gas Insert 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 fireplace 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.

DUE TO HIGH TEMPERATURES, THE APPLIANCE SHOULD BE LOCATED OUT OF TRAFFIC AND AWAY FROM FURNITURE AND DRAPERIES.

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

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

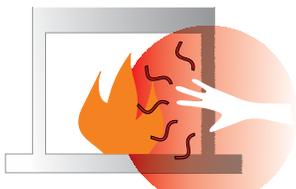
YOUNG CHILDREN SHOULD BE CAREFULLY SUPERVISED WHEN THEY ARE IN THE SAME AREA AS THE APPLIANCE. TODDLERS, YOUNG CHILDREN AND OTHERS MAY BE SUSCEPTIBLE TO ACCIDENTAL CONTACT BURNS. A PHYSICAL BARRIER IS RECOMMENDED IF THERE ARE AT RISK INDIVIDUAL IN THE HOUSE. TO RESTRICT ACCESS TO A FIREPLACE OR STOVE,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

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

A BARRIER DESIGNED TO REDUCE THE RISK OF BURNS FROM THE HOT VIEWING GLASS IS PROVIDED WITH THIS APPLIANCE AND SHALL BE INSTALLED FOR THE PROTECTION OF CHILDREN AND OTHER AT-RISK INDIVIDUALS

IF THE BARRIER BECOMES DAMAGED, THE BARRIER SHALL BE REPLACED WITH THE MANUFACTURER'S BARRIER FOR THIS APPLIANCE.

ANY SAFETY SCREEN, GUARD, OR BARRIER REMOVED FOR SERVICING AN APPLIANCE MUST BE REPLACED PRIOR TO OPERATING THE APPLIANCE.



FOR YOUR SAFETY

This appliance requires air for proper combustion. Always provide adequate combustion and ventilation air. Follow instructions and information in CAN/CGA B149 (in Canada) or the National Fuel Gas Code ANSI Z223.1 (in the USA), regarding requirements for combustion and ventilation air.

NOTE: Failure to follow the instructions could cause a malfunction of the heater which could result in death, serious bodily injury, and/or property damage. Failure to follow these instructions may also void your fire insurance and/or warranty.

SPECIFICATIONS

At pressures over 1/2 psig, the pipe to the unit must be disconnected.

Gas Input Capacity:

Natural Gas	30,000	Btu/h
Propane	30,000	Btu/h

Min. Input

Natural Gas	15,300	Btu/h
Propane	15,300	Btu/h

Fuels: Approved for use with both natural gas, and propane. Approved as is for use at 0' to 4,500' (0-1370m).

Electrical: 120V A.C. system.

Circulation Fan: Variable speed, 110 CFM.

Log Set: Ceramic fibre, 7 per set.

Vent System: 3" co-linear aluminum flex.

The efficiency rating of the appliance is a product thermal efficiency rating determined under continuous operating conditions and was determined independent of any installed system.

GAS 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 test pressures over 1/2 psig (3.45 kPa).

INSTALLATION INTO A SOLID FUEL BURNING FIREPLACE OR FACTORY BUILT FIREPLACE

The U32-10 Gas Inserts have been tested and approved to be vented into any masonry fireplace or approved solid fuel burning factory built fireplace that will allow the insert to physically fit into the firebox. Refer to "Minimum Fireplace Dimensions" section for minimum fireplace clearances.

If the factory built fireplace* height is too low for your Insert, you may remove the smoke baffle plate, damper, refractory (firebricks), glass doors, screen rails, screen mesh and log grates from the factory built fireplace as long as these items are saved and are reinstalled in the event that the Insert is removed. The fireplace flue damper can be fully blocked open or removed for installation of the gas fireplace insert.

Smoke shelves, shields and baffles may be removed if attached by mechanical fasteners. If any part is removed it must not weaken the structural integrity of the factory built fireplace.

The fireplace and fireplace chimney must be clean and in good working order and constructed of non-combustible materials.

The surround panels should not seal ventilation openings on the fireplace.

Chimney clean outs should fit properly.

NOTE: Any alterations made to the listed solid fuel burning factory built fireplace may void the listing of the fireplace.

Cutting any sheet metal part of the fireplace, in which the gas fireplace insert is to be installed is prohibited.

*Check with your local inspector before commencing with this installation.

Installer must mechanically attach the supplied label to the inside of the firebox of the fireplace into which the gas fireplace insert is installed.

WARNING: This fireplace has been converted for use with a gas fireplace insert only and cannot be used for burning wood or solid fuels unless all original parts have been replaced, and the fireplace re-approved by the authority having jurisdiction."

FACTORY-BUILT (METAL) WOOD-BURNING FIREPLACE REQUIREMENTS

NOTE: Any parts that are removed must be removed in a way that would allow them to be re-installed if the insert is ever removed (removal of rivets or screws is acceptable).

To reference parts—see illustration below.

Must be removed:

- 1 - Damper
- 2 - Grate (with log set)

May be removed (if applicable):

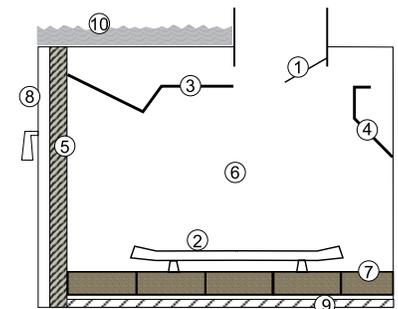
- 3 - Smoke shelf
- 4 - Internal baffles
- 5 - Screen
- 6 & 7 - Masonry lining or refractory
- 8 - Metal or glass doors

The fireplace must be permanently marked to indicate that it has been altered and is no longer suitable for burning solid fuel (wood), unless the removed parts are re-installed. Cutting of any sheet metal parts is prohibited.

May be removed (in certain cases):

- 9 - Metal floor of the firebox

10 - The insulation and any structured rigid frame members **must not be removed or altered** (side and top of door frame, side and top of the face of the fireplace, metal sides, etc.).



CAUTION:

Firebox floor removal is not covered under the appliance safety standard (ANSI Z21.88, CSA 2.33) used in the safety certification of this appliance. The Intertek safety certification does not apply to this method of installation. Before installing the appliance using this method, contact the Authority Having Jurisdiction to determine if this installation is acceptable in your area. The sheet metal base of the fireplace must be left in place and a minimum 1/2" cement board sheet placed under the entire length and width of the appliance.

If the factory-built fireplace has no gas access hole(s) provided, an access hole of 1.5 inch (37.5 mm) or less may be drilled through the lower sides or bottom of the firebox in a proper workmanship like manner. This access hole must be plugged with non-combustible insulation after the gas supply line has been installed.

GENERAL SAFETY INFORMATION

- 1) The appliance installation must conform with local codes or in the absence of local codes, with CAN/CGAB149 (in Canada) or the National Fuel Gas Code ANSI Z223.1 in the U.S.A. This appliance should be installed by a qualified gas fitter technician only.
- 2) **Installation and repair should be done by a qualified service person.**
- 3) 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, animal hair, etc. It is imperative that control compartments, burners and circulating air passageways of the appliance be kept clean.
- 4) See general construction and assembly instructions. This appliance may only be installed in a vented, noncombustible fireplace.
- 5) This appliance is Listed for bedroom installations when used with a Listed Millivolt Thermostat. Some areas may have further requirements, check local codes before installation.
- 6) Always connect this insert to a vent system venting to the outside of the building envelope. Never vent to another room or inside a building. Make sure that the vent is properly sized and is of adequate height to provide the proper draft.
- 7) Inspect the venting system annually for blockage and any signs of deterioration.
- 8) Any glass removed for servicing must be replaced prior to operating the appliance.
- 9) To prevent injury, do not allow anyone who is unfamiliar with the operation to use the fireplace.
- 10) Due to high temperatures, the appliance should be located out of high traffic areas and away from furniture and draperies. Children and adults should be alerted to the hazards of high surface temperatures, especially the fireplace glass and gold trims, and should stay away to avoid burns or clothing ignition. Young children should be carefully supervised when they are in the same room as the appliance. Clothing or other flammable material should not be placed on or near the appliance.

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 CHECKLIST

Before installing vent system ensure that the damper plate is open and secure to prevent the damper plate from falling down and crushing the liner.

The Regency Gas Insert is installed as listed.

- 1) Check all clearances to combustibles, (Refer to sections "Minimum Fireplace Dimensions" and "Clearances to Combustibles")
- 2) Make the gas connection. (Refer to section "Gas Connection")
- 3) Install the 3" flue liner to the sliding connector plate. (Refer to section "Flue Liner Installation.")
- 4) Slide the unit half way into the fireplace.
- 5) Pull the vent connector plate through the tapered brackets and fasten to the front plate. Refer to section "Flue Liner Installation.")
- 6) Slide the unit fully into the fireplace.
- 7) Install 4AA batteries into receiver. Hook receiver to wire marked receiver, this will enable operation of the appliance manually when position in "ON" position.
- 8) Test gas pressure (Refer to section "Gas Pipe Pressure Testing"). Check aeration system (Refer to section "Gas Insert Aeration System").
- 9) Install standard and optional features. Refer to the following sections:
 - a. Brick Panel
 - b. Log Set
 - c. Low Profile Faceplate
 - d. Standard Flush Door
 - e. Remote Control
- 10) **Final check:** Before leaving this unit with the customer, the installer must ensure that the appliance is firing correctly. This includes:
 - a) Locking the appliance to ensure the correct firing rate.
 - b) Adjusting the primary air, if required, to ensure that the flame does not carbon. See "Gas Insert Aeration System" section.
 - c) Ensuring that the appliance is venting correctly.

**MANUFACTURED
MOBILE HOME
ADDITIONAL
REQUIREMENTS**

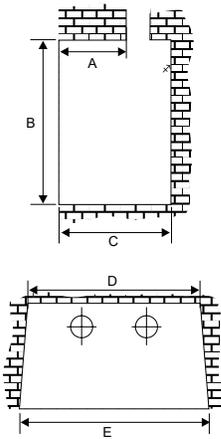
- 1) Ensure that structural members are not cut or weakened during installation.
- 2) Ensure proper grounding using the #8 ground lug provided.
- 3) Appliance must be anchored to the floor with the supplied anchoring methods.

MATERIALS REQUIRED

No electrical power supply is required for the gas control to operate. A 120 Volt AC power cord is hooked up to the fan. Plug the 3 wire cord into a suitable receptacle. **Do not cut the ground terminal off under any circumstances.** When connected with 120 volts, the appliance must be electrically grounded in accordance with local codes, current version of CSA C22.1 (in Canada) or in the absence of local codes, with the National Electrical Code ANSI/NFPA 70-1996.

**MINIMUM FIREPLACE
DIMENSIONS**

The minimum fireplace clearances & dimensions for the Regency gas insert are shown in the following diagrams:



	Max Lintel Bar Depth A	Height B	Depth C	Width (rear) D	Width (front) E
Low Profile Faceplate w/Spacer	8-1/8"	22"	14"	22-1/2"	26-1/2"
Low Profile Faceplate	9-3/4"	22"	15-5/8"	22-1/2"	29-3/4"

**CLEARANCES TO
COMBUSTIBLES**

Minimum Clearances to Combustibles

	From Unit		
Sides	A	10" / 255 mm	
Ceiling	B	47.5" / 1205 mm	
Mantel	C	see Dia. 2 & 3	
Max. Mantle Depth	G	12" / 305 mm (see Dia. 2)	
Min. Alcove Width	K	48" / 1220 mm	
Max. Alcove Depth	L	36" / 915 mm	

***No Hearth Required**

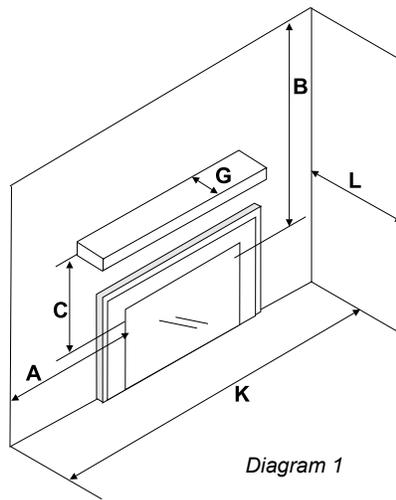


Diagram 1

**Combustible Mantel Clearances in
Masonry and Factory Built
Fireplace Installations**

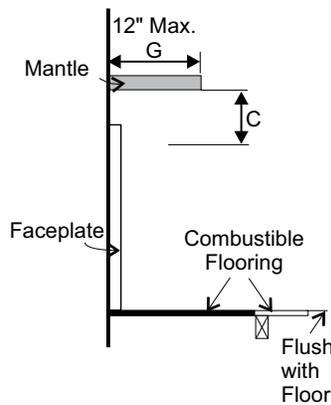


Diagram 2

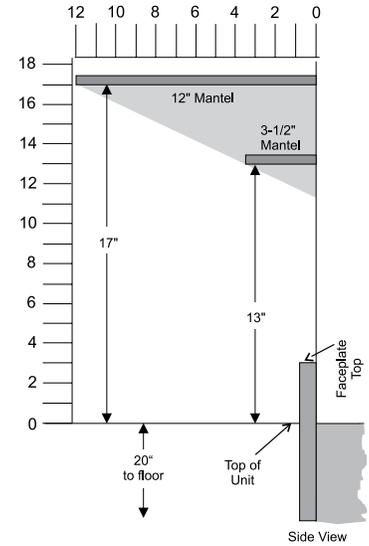


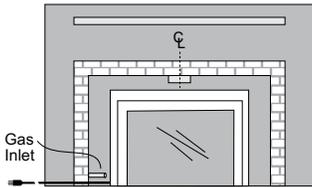
Diagram 3

Note: A noncombustible mantel may be installed at a lower height if the framing is made of metal studs covered with a noncombustible board.

GAS CONNECTION

GAS CONNECTION WARNING:
Only persons licensed to work with gas piping may make the necessary gas connections to this appliance.

- 1) If the appliance is to be installed into an existing chimney system, thoroughly clean the masonry or factory built fireplace.
- 2) The appliance is provided with an opening on the left hand side of the control compartment. A 3/8" NPT gas supply pipe must be brought near this inlet hole.
- 3) Locate the center point where the vent will pass through the chimney above the appliance. Move the appliance into the exact location where it is to be installed. Ensure that the Insert is level.



VENTING

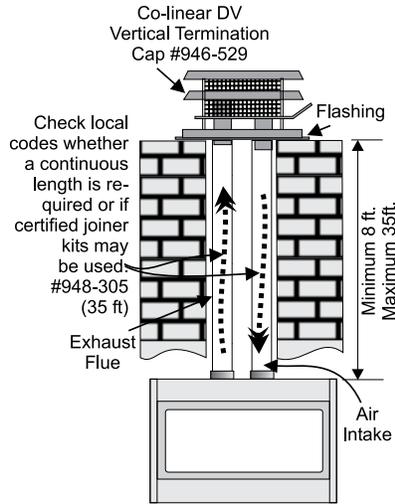
THE APPLIANCE MUST NOT BE CONNECTED TO A CHIMNEY FLUE SERVING A SEPARATE SOLID FUEL BURNING APPLIANCE.

This appliance is designed to be attached to two 3" (76mm) co-linear aluminium flex running the full length of the chimney. The flue length must be a minimum length of 8' (2.44m) and a maximum of 35' (10.7m). See chart below for minimum distances from roof. Periodically check that the vent is unrestricted.

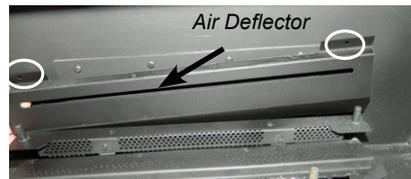
Masonry chimneys may take various contours which the flexible liner will accommodate. However, **keep the flexible liner as straight as possible**, avoid unnecessary bending.

The Air Intake pipe must be attached to the inlet air collar of the termination cap.

Part #	Description
948-305	3" Flex - 35 ft.
946-529	Co-linear DV Vertical Termination Cap



Important:
Air Deflector (Part #420-119) is required for all LP installations.
For Natural Gas installations -the air deflector is required when venting is a minimum of 15ft to a maximum of 35ft.
Not required on NG if venting is between 8ft. to 14.99ft



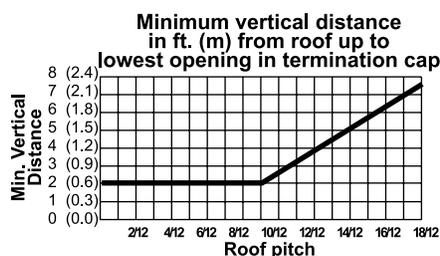
Install the rear air deflector to the back wall of the firebox using 2 existing lower 1/4" screws.

Alternate Approved Caps

- 46dva-VC Vertical Termination Cap
- 46dva-VCH High Wind Cap
- 46dva-GK 3" Co-linear Adaptor with flashing

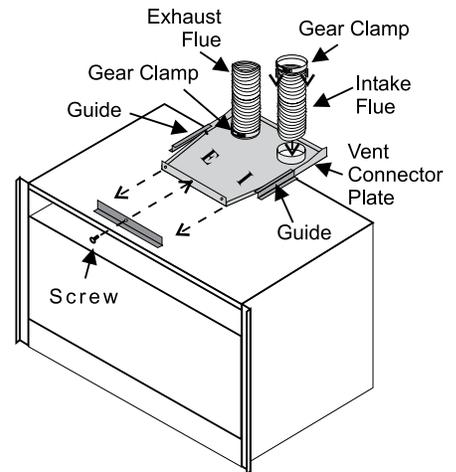
In areas of consistently high winds, we recommend using the Simpson Dura-Vent System (46dva-GK adaptor and 46dva-VCH high-wind cap).

The Air Intake pipe must be attached to the inlet air collar of the termination cap.

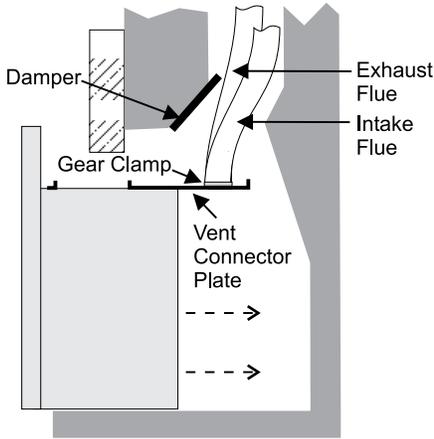


FLUE LINER INSTALLATION

- 1) Cut the flex liner as required.
- 2) Mark the end of one liner to indicate Inlet.
- 3) Connect the other end of the above liner to the inlet side of the termination adaptor, seal connection with high temperature silicone. Secure with gear clamp.
- 4) Connect the 2nd liner to the exhaust side of the adaptor, seal connection with high temperature silicone. Secure with gear clamp.
- 5) Install flashing.
- 6) Insert both liners into chimney, passing through the damper opening.

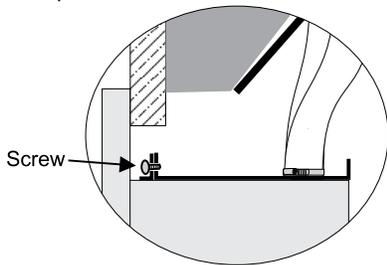


- 7) Install termination cap.
- 8) Connect the **marked end** of the liner to the inlet collar of the vent connector plate marked with an "I", seal connection with high temperature silicone. Secure with gear clamp.



Be careful not to damage thermal insulation when sliding on vent connector plate. This could cause blockage.

- 9) Connect the 2nd liner to the exhaust collar marked with an "E", seal connection with high temperature silicone. Secure with gear clamp.



NOTES:

- 1) Final gas connection should be made after unit is in place to avoid damage to line when pushing the unit into position.
- 2) Mill-pac may be used instead of high temperature silicone and screws may be used instead of gear clamps at connections of liner to inlet and vent collars.

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.

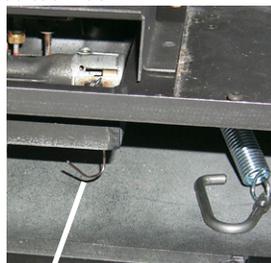
- 1) Make sure the valve is in the "OFF" position.
- 2) Loosen the "IN" and/or "OUT" pressure tap(s), turning counterclockwise with a 1/8" wide flat screwdriver.
- 3) Attach manometer to "IN" and/or "OUT" pressure tap(s) using a 5/16" ID hose.
- 4) Light the pilot and turn the valve to "ON" position.
- 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.**

GAS INSERT AERATION SYSTEM

The air shutter can be adjusted by moving the adjusting wire up or down. The wire is accessed through the bottom louver opening. Open the air shutter for a blue flame or close for a yellow flame. The burner aeration is factory set but may need adjusting due to either the local gas supply or altitude.

Minimum Air Shutter Opening:
3/16" Natural Gas
1/4" Propane

CAUTION: Carbon will be produced if air shutter is closed too much.



Aeration Adjustment Wire

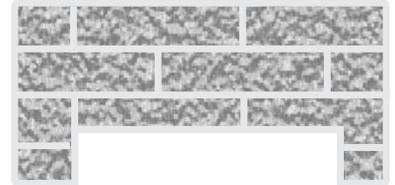
PULL = Open
PUSH = Close

Note 1: Any damage due to carboning resulting from improperly setting the aeration controls is NOT covered under warranty.

Note 2: Aeration adjustment should only be performed by an authorized Regency Installer at the time of installation or service.

OPTIONAL BRICK PANEL

- 1) Unwrap the brick pattern panels from the protective wrapping.
- 2) Remove the glass front if it is already installed, see "Standard Flush Door" section.
- 3) Put the rear brick panel flat against the back of the unit.



Rear Brick Panel

- 4) Before installing the side brick panels, loosen the screws for the brick tabs enough so that you can slide the brick tabs on to the screws easily but that the tabs are secure. For the location of the side brick tab screws see diagram 1.

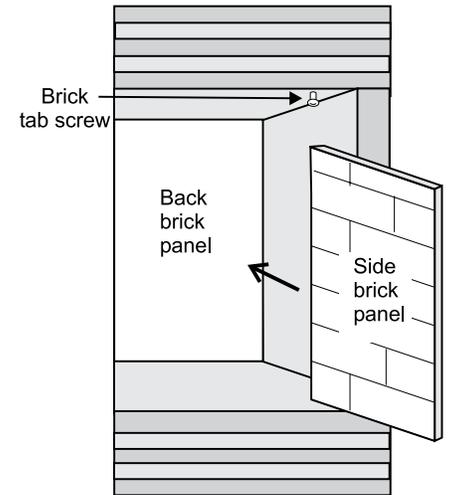


Diagram 1

- 5) Remove the brick tabs and slide the side brick panels into position. See diagram 1. Install the brick tabs. See diagram 2.

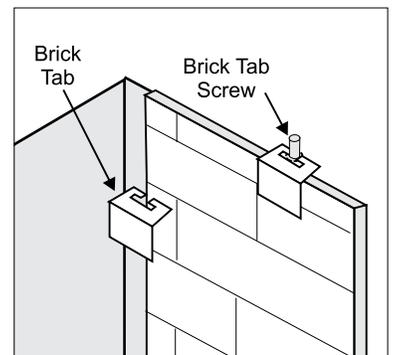


Diagram 2

LOG SET INSTALLATION

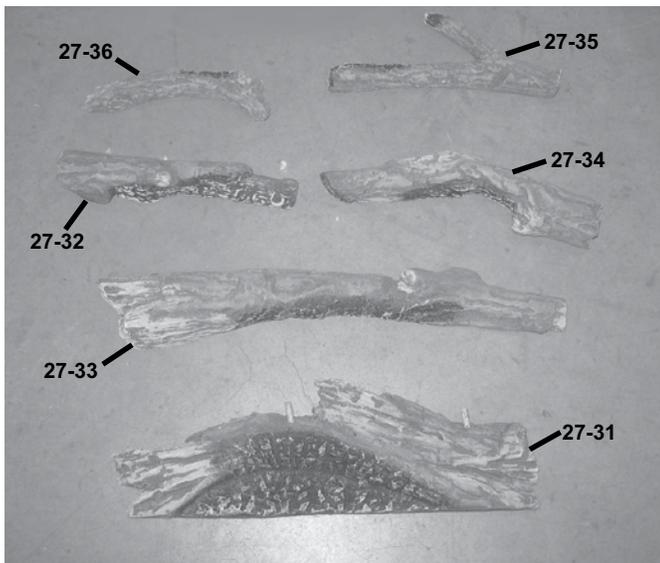
Read the instructions below carefully and refer to the images. Dangerous operating conditions may occur if the logs are not positioned in their correct locations. If the logs are broken do not use the unit until they are replaced. Broken logs can interfere with the pilot operation.

IMPORTANT

For LP units the Air Deflector **MUST** be installed prior to log installation. See "Conversion from NG to LP" section in manual for installation instructions.

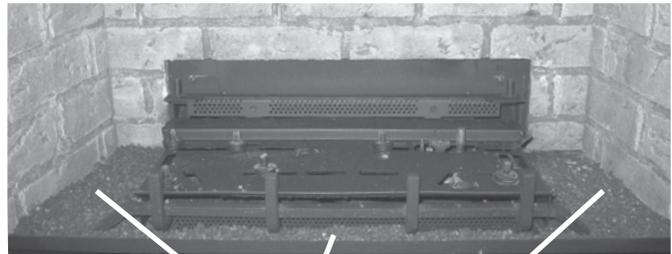
Log kit (Part # 425-930) contains the following pieces:

- a) 27-31 Rear Log
- b) 27-32 Middle Left Log
- c) 27-33 Front Log
- d) 27-34 Middle Right Log
- e) 27-35 Left Log
- f) 27-36 Right Log
- g) 902-154 Embers Lava
- h) 902-179 Vermiculite
- i) 902-153 Rock Wool
- j) 946-669 Platinum Embers (supplied with packaged manual)



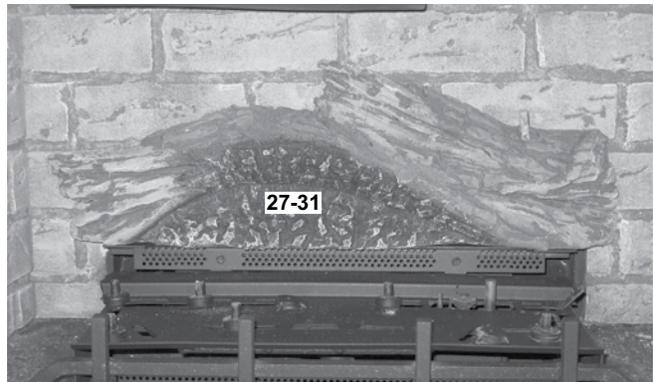
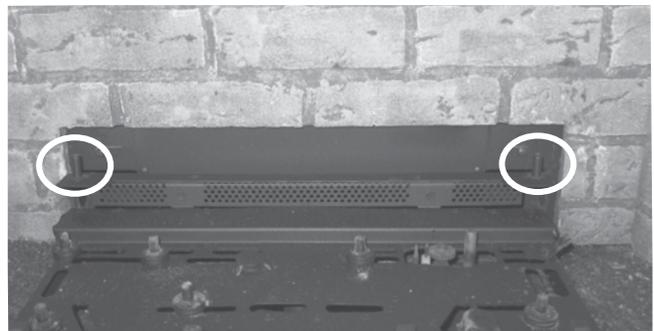
- 1) Carefully remove the logs from the box and unwrap them. The logs are fragile, handle with care - **do not force into position.**

- 2) Spread vermiculite around the exposed firebox base. Then take some embers and spread them over the vermiculite as shown.

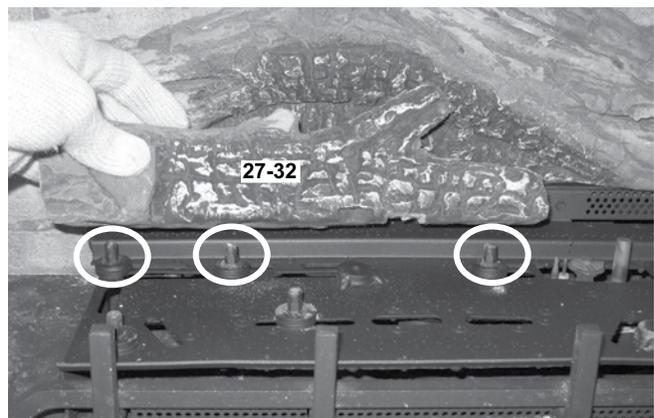


Vermiculite and Embers

- 3) Fit log 27-31 into the pins on the rear log tray.



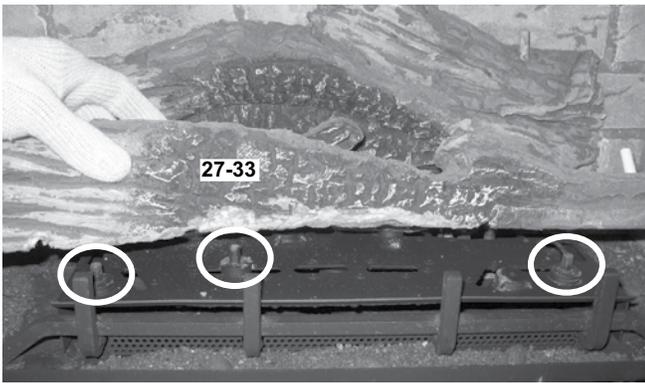
- 4) Fit log 27-32 into the pins on the middle left hand side of the burner.



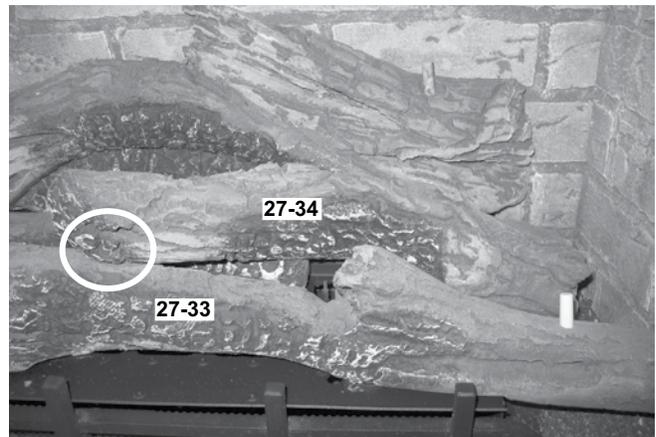
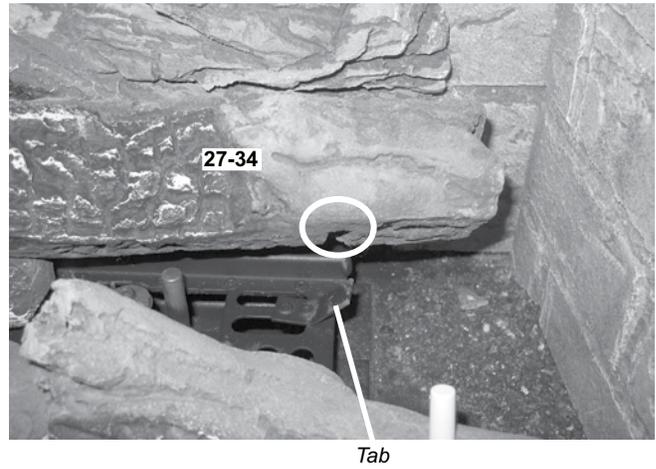
14 | installation



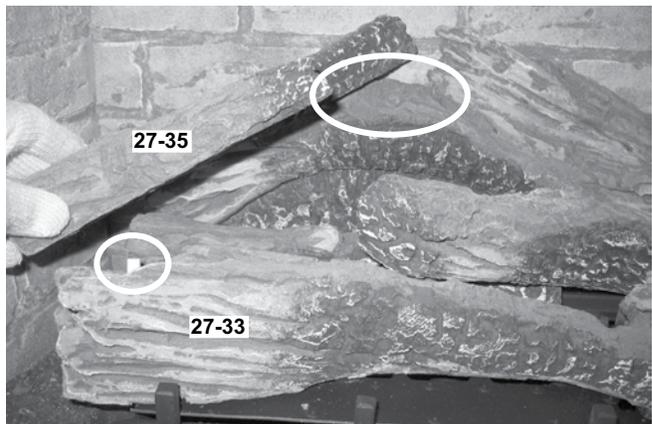
- 5) Fit log 27-33 into the pins at the front of the burner.



- 6) Fit the groove in log 27-34 into the tab on the right side of the burner. Rest the other end of log 27-34 on the notch in log 27-33.

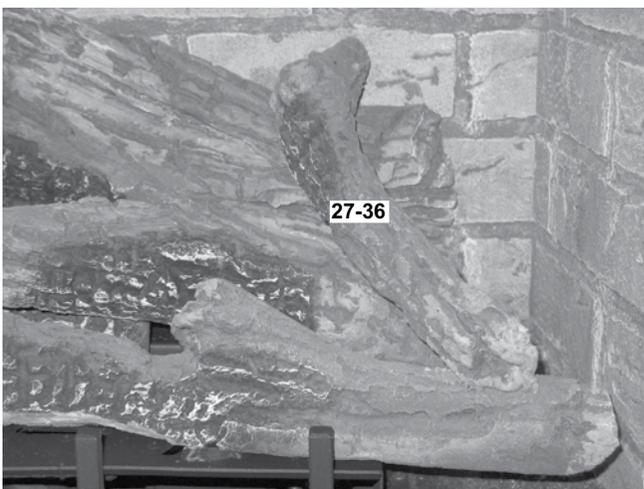
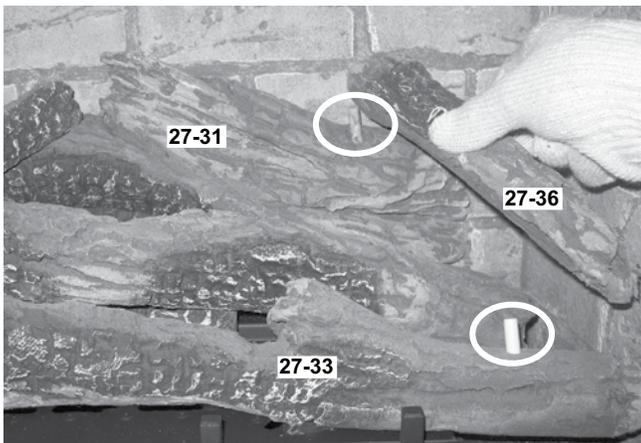


- 7) Fit the bottom end of log 27-35 into the pin in log 27-33 and rest the top end of log 27-35 on the notch in log 27-31.

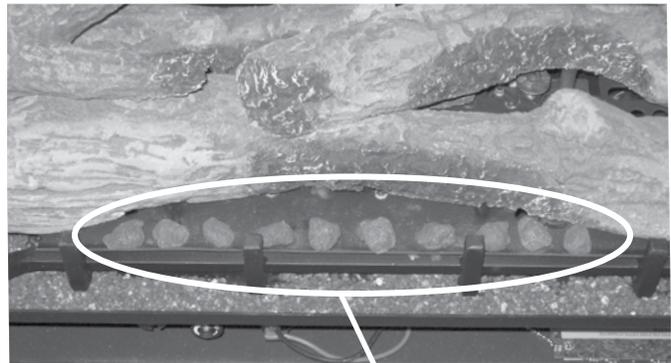




8) Fit log 27-36 into the pins on logs 27-33 and 27-31.

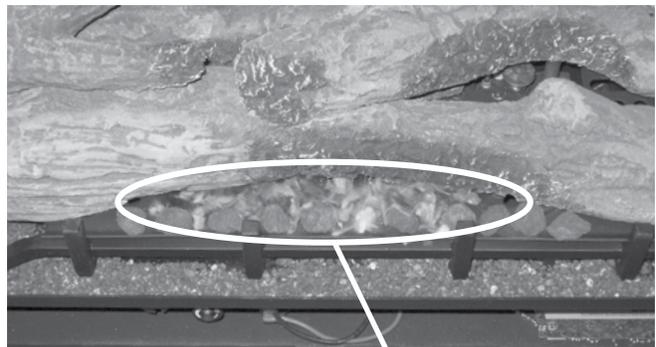


9) Place embers along the front of the burner as shown. Ensure not to cover any burner ports.



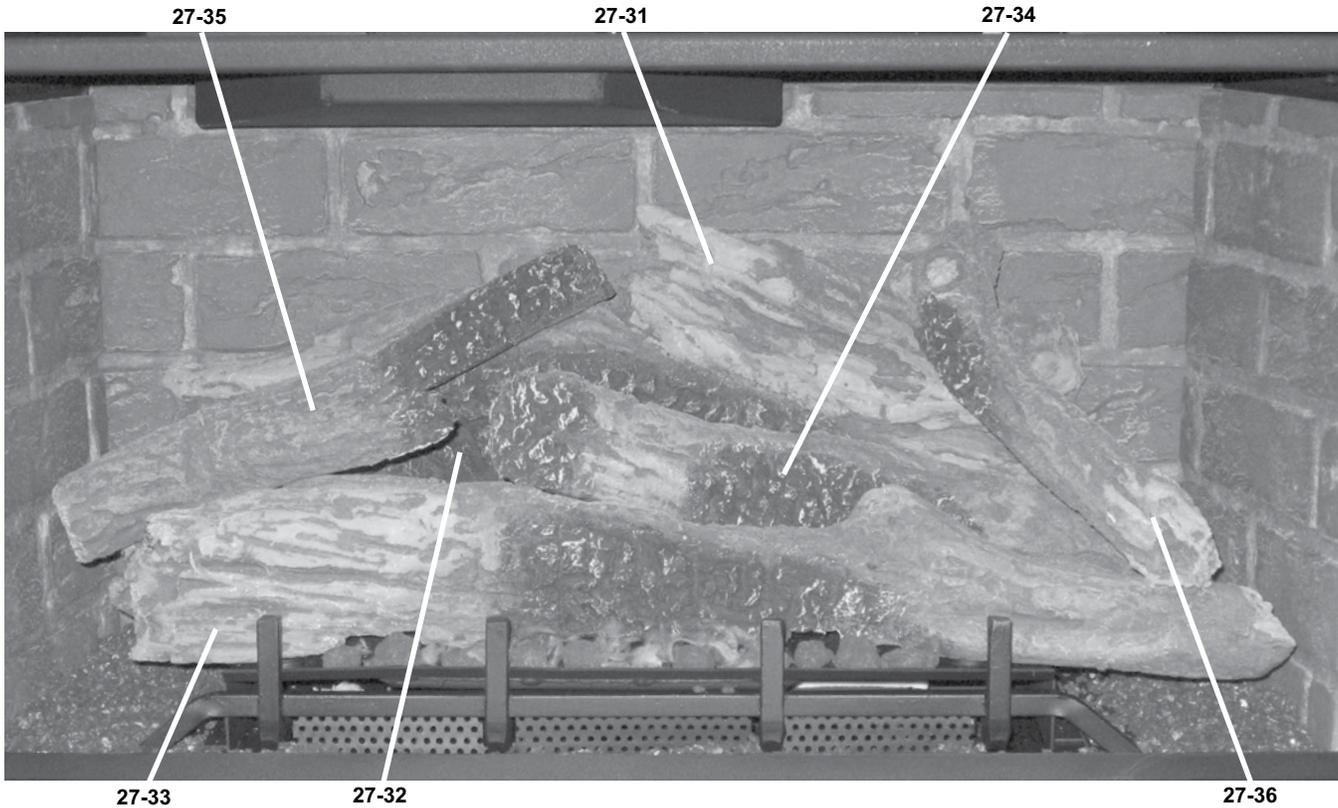
Embers

10) Separate platinum embers and place on the burner just in front of the logs as shown. Avoid stacking platinum embers.



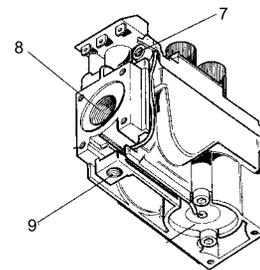
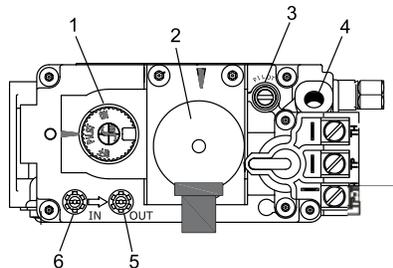
Platinum Embers

Completed Log Set Installation



SIT 829 VALVE DESCRIPTION

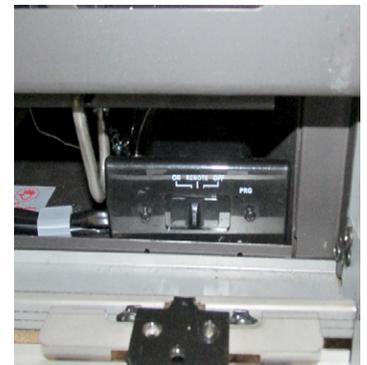
- 1) Gas on/off knob
- 2) Electronically Operated Hi/Lo
- 3) Pilot Adjustment
- 4) Thermocouple Connection - *option*
- 5) Outlet Pressure Tap
- 6) Inlet Pressure Tap
- 7) Pilot Outlet
- 8) Main Gas Outlet
- 9) Alternative TC Connection Point



REMOTE RECEIVER INSTALLATION

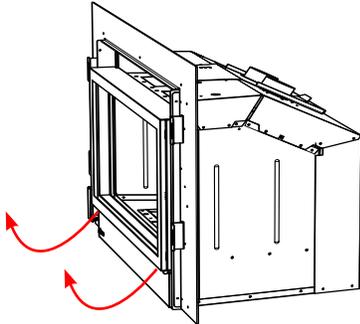
1) Place Remote Receiver to the right of the spring hook holding the glass door closed. Attach to the floor of the unit with a velcro pad.

2) See Remote Control installation instructions for information on coding the handheld transmitter to the receiver.



SAFETY SCREEN INSTALLATION / REMOVAL

1. To remove mesh barrier, open bottom louver by flipping the door down. Grasp screen and pull towards you, lift up and remove.
2. To install, reverse Steps 2-1.



STANDARD FLUSH DOOR

The **standard flush door** comes with a black frame. To install the frame, simply hook the top door flange onto the top of the unit and swing the door towards the unit, (Diagram 1 and 2). Be careful that the glass gasket does not roll up; there must be a gap between the gasket and the door lip to ensure that the door sits securely on the unit. Refer to Diagram 3.

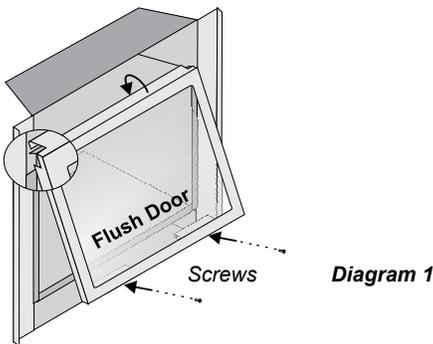


Diagram 1

Use the hook to pull the spring out until you can put the hook into the slot on the bottom door bracket. Repeat for 2nd spring. See diagram 4.

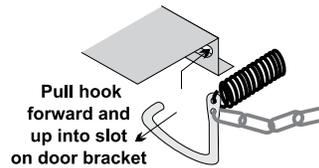


Diagram 4

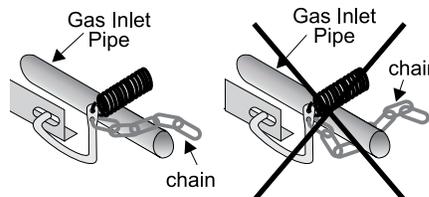


Diagram 5

To remove the flush door, reverse the above steps.

NOTE: The chain must rest on TOP of the gas inlet pipe never under it.

DC SPARK IGNITER BATTERY INSTALLATION

Install the supplied battery into the DC Sparker Box by opening the battery compartment.

NOTE: The battery in the DC Sparker Box will need to be replaced annually.

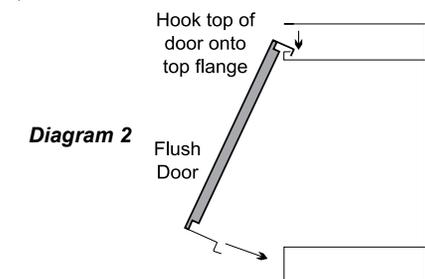


Diagram 2

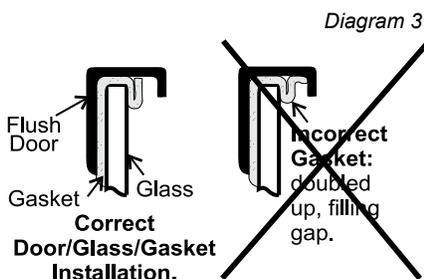


Diagram 3

CONVERSION KIT # 426-969 FROM NG TO LP

using SIT 829 NOVA Gas Valve

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

Each Kit contains one LP Conversion Kit

Conversion Kit 426-969 Contains:

Qty.	Part #	Description
1	904-390	Burner Orifice #52
1	904-529	5/32" Allen Key
1	918-590	Decal "Converted to LPG"
1	910-582	Stepper Motor
1	908-528	Red "LPG" label
1	910-037	LPG Injector (Pilot Orifice)
1	919-461	Instruction Sheet

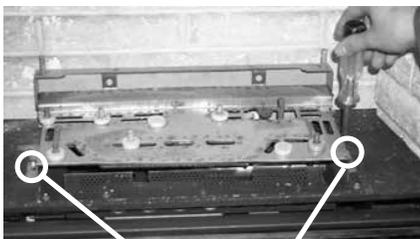
Installation of LP Conversion Kit:

1. Shut off the gas and electrical supply.
2. Remove the safety screen and glass door - refer to manual for detailed instructions.
3. Remove the logs and embers (if already installed).
- 4a. Remove the grate by removing the screws on each side of the grate.



Remove the 2 screws holding the grate in position.

- 4b. Remove the Burner Tray by removing the screws on each side of the tray. Push the tray to the left and lift up.

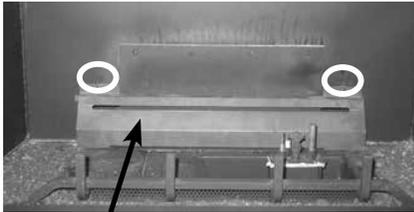


Remove the 2 screws, push Burner Tray to the left, and lift off.

IMPORTANT

Before re-installation of the burner (once the LP conversion is complete), the air deflector packed with unit, must be installed. See below.

5. Install the air deflector to the back wall of the firebox using 2 screws.



Air Deflector

6. Pull off the pilot cap to expose the pilot orifice.

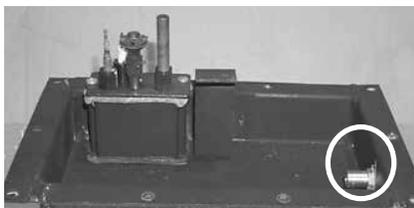


7. Unscrew the pilot orifice with the allen key; then replace the LP pilot orifice and reinstall the pilot cap provided in the kit



8. Remove burner orifice with a 1/2" wrench. Use another wrench to hold on to the elbow behind the orifice. Discard orifice.

9. Reinstall new burner orifice LPG stamped #52 and tighten.



Burner Orifice

10. Remove NG stepper motor by removing 3 screws in locations shown below—replace with LP stepper motor, secure in place with 3 screws.



Remove NG Stepper motor and replace with LP Stepper motor

11. Check for gas leaks with a proper soapy solution or leak detector.
12. Check for proper spark between the ignitor and pilot cap. Refer to "Lighting Procedure" section of the manual for lighting sequence.
13. Check pilot flames. Correct flame pattern has 3 strong blue flames. Adjustment can be made by turning the slotted screw at the top right corner of the valve. Refer to "Maintenance Instructions" section of the manual for correct flame patterns.
14. Check inlet (11" WC min) and outlet (10" WC) pressures. Refer to "Gas Pipe Pressure Testing" section of the manual.
15. Reverse Steps 5 to 3.
16. Attach the label "This unit has been converted to LP" near or on top of the serial # decal.
17. Replace yellow "NG" label with red "LP" label.
18. Check operation of flame control.
19. Check for proper flame appearance and glow on logs.

WARNING!
Also check that the pilot and main burner injectors are appropriate for the gas type.

LOW PROFILE FACEPLATE INSTALLATION

1. A spacer is supplied and may be installed if required to extend the depth of the faceplate by 1-3/4". Install the spacer onto the back side of the faceplate backing with 8 screws in locations shown below (3 on each side to secure spacer to faceplate backing and 2 to secure the top piece of spacer only).

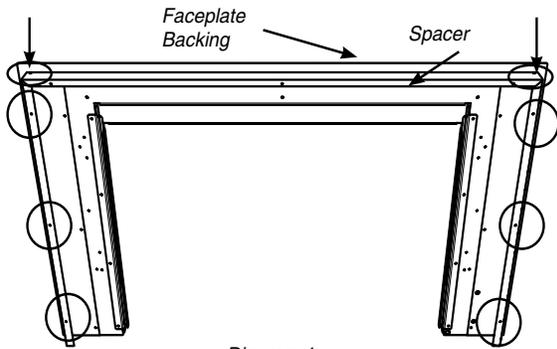


Diagram 1

2. Attach the faceplate backing to the insert body using 4 screws as shown in Diagrams 2 and 3.

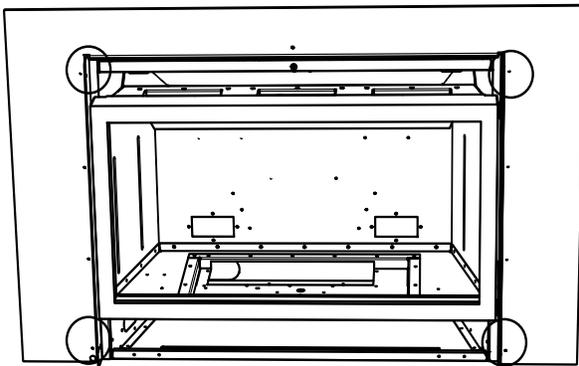


Diagram 2



Diagram 3

3. Connect the male end black and red fan switch wires (in the black casing) to the wire connectors from the fan speed control.

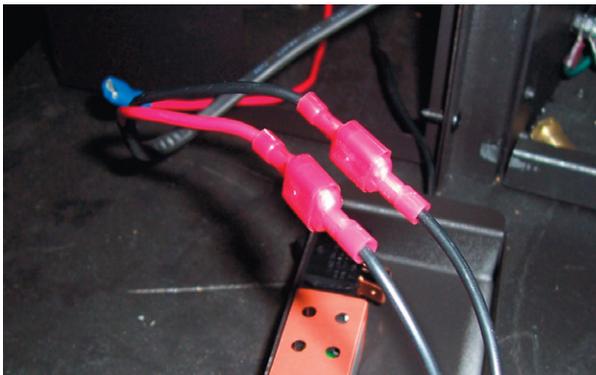


Diagram 4

4. Tuck the wires into the clip to keep them away from the insert using the clip provided. Attach the clip to the rear of the faceplate to ensure that the wires do not touch the side of the unit. The power cord should be run behind the inner faceplate panel.

5. Install the fan speed control box to the left hand bottom leg of the faceplate backing with 2 screws, 1 on top on 1 on the bottom. Controls located on the left side.



Diagram 5

6. Secure the wires to the back of the inner faceplate with a wire clip.



Diagram 6

7. Install lower trim to unit with 2 screws on each side as shown in Diagram 7.

NOTE: Diagram shown without faceplate backing installed to better illustrate location of holes.

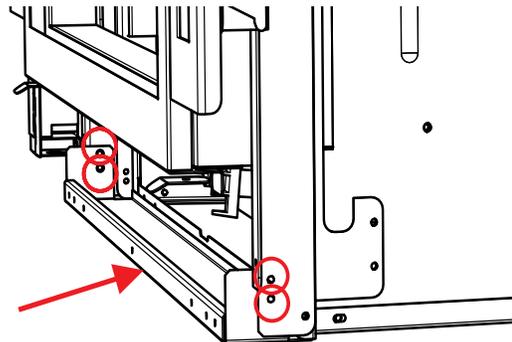


Diagram 7

8. Attach the 2 bottom louver hinges to the bottom flange on the firebox using 2 screws per hinge.



Diagram 8

9. Attach the bottom louver to the 2 hinges using 2 screws per hinge.

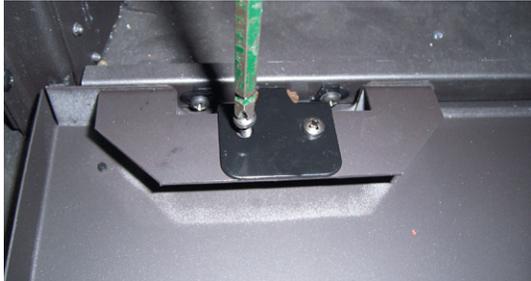


Diagram 9

10. Hook screen door over glass frame.

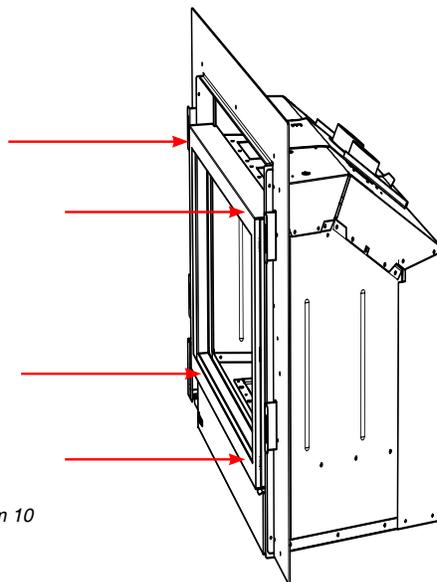


Diagram 10

11. Run the power cord out on the left side of the unit.

12. Line up the brackets on the outer faceplate with the slots on the faceplate backing—hook outer faceplate on to slots and lower to install.

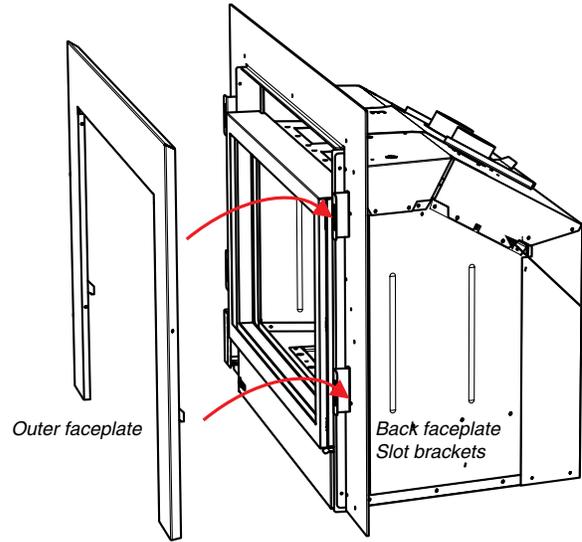
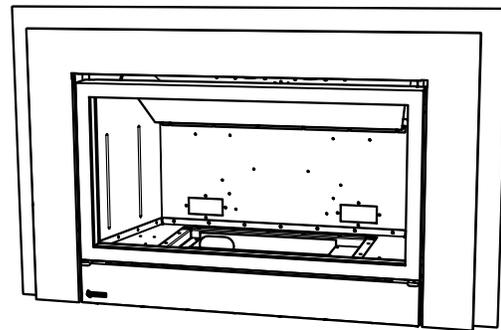


Diagram 11



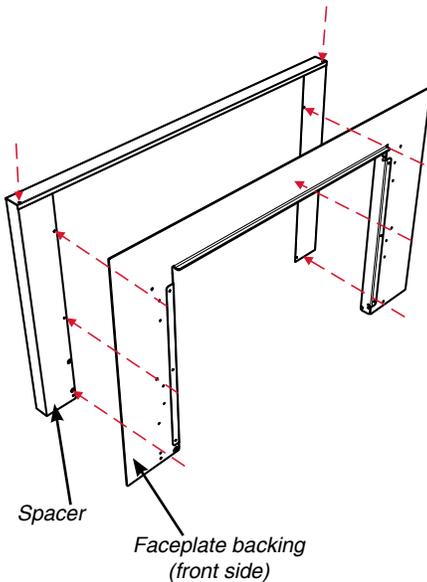
Final Install

Diagram 12

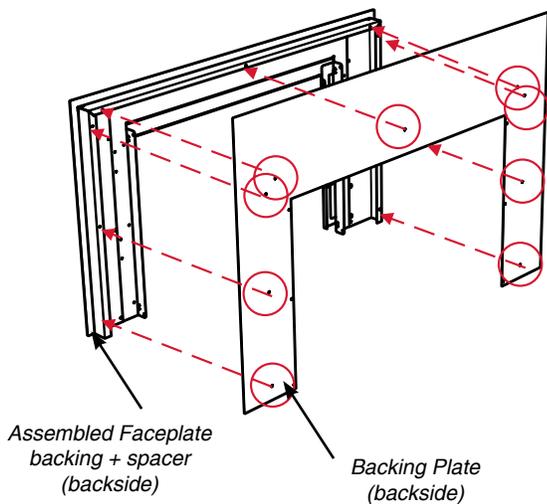
OPTIONAL BACKING PLATE INSTALLATION

Backing plate installation with spacer

1. Install the spacer to the back of the faceplate backing with 6 screws from the front of the faceplate backing. 2 screws are also required to secure the top section of the spacer only.



2. Install the custom backing plate to the faceplate backing and spacer with 9 screws (3 on each side and 3 across the top) installed from the backside of the backing plate into the backside of the assembled faceplate backing with spacer as shown below.

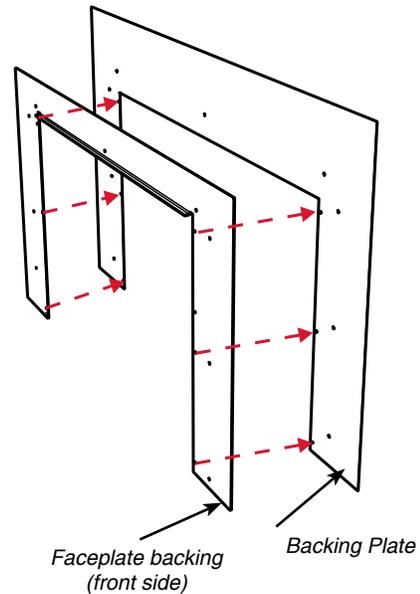


3. Proceed to faceplate installation—see faceplate instructions in manual or with faceplate.

Backing plate installation without spacer

1. Secure the faceplate backing to the backing plate with 6 screws in the locations shown below.

Note: Insert the screws from the front side of the faceplate backing using the inner holes.

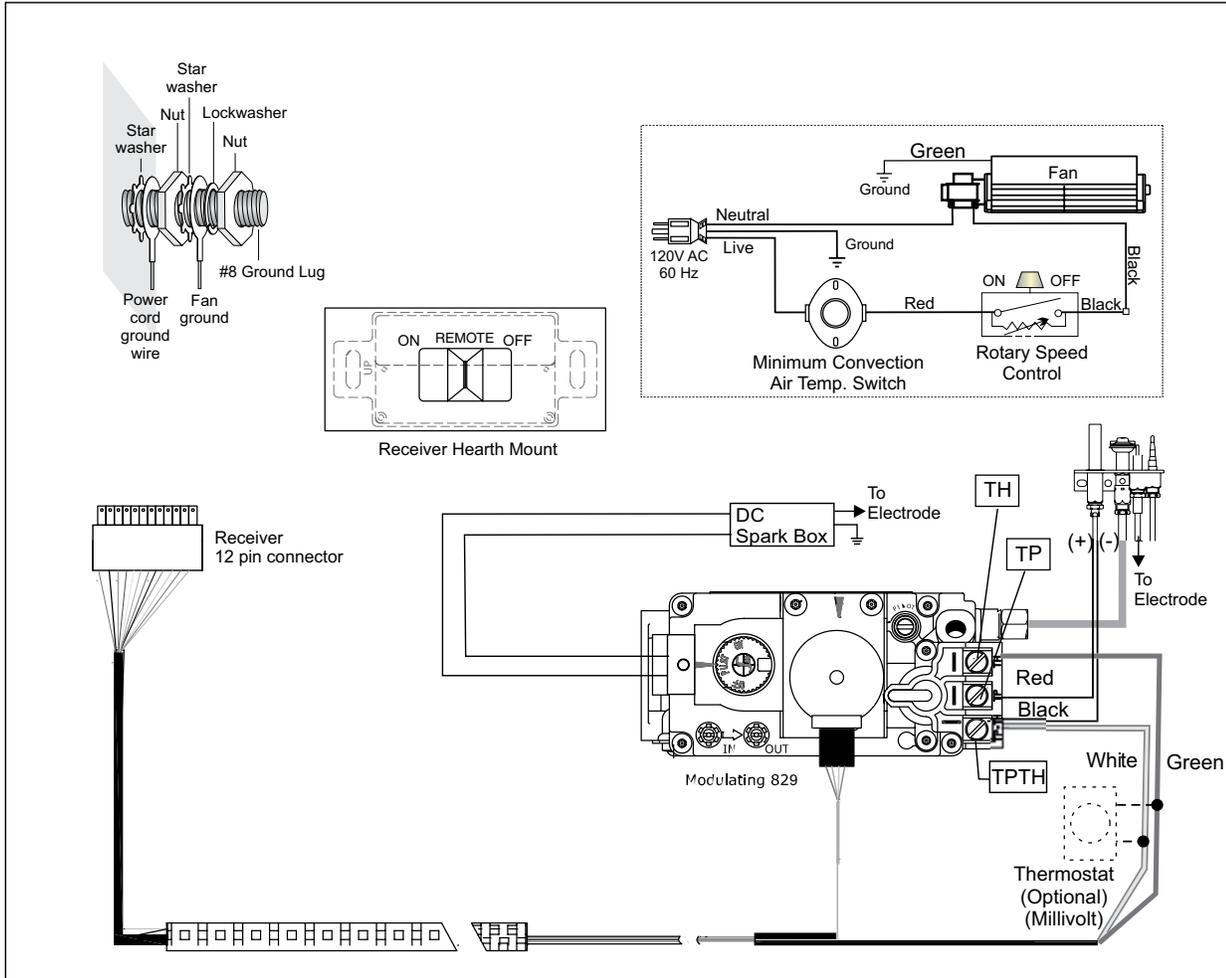


2. Proceed to faceplate installation—see faceplate instructions in manual or with faceplate.

WIRING DIAGRAMS

This heater does not require a 120V A.C. supply for operation. In case of a power failure, the burner switch and the optional remote control/thermostat will continue to operate. However, a 120V A.C. power supply is needed for the fan/blower operation.

Caution: Ensure that the wires do not touch any hot surfaces and are away from sharp edges.



Optional Wall Thermostat

A wall thermostat may be installed if desired, connect the wires as per the wiring Diagram. Use table to determine the maximum wire length.

Note: Preferable if the thermostat is installed on an interior wall.

Regency® offers an optional programmable thermostat but any 250-750 millivolt rated non-anticipator type thermostat that is CSA, ULC or UL approved may be used.

Thermostat Wire Table

Recommended Maximum Lead Length (Two-Wire) When Using Wall Thermostat (CP-2 System)	
Wire Size	Max. Length
14 GA.	50 Ft.
16 GA.	32 Ft.
18 GA.	20 Ft.
20 GA.	12 Ft.
22 GA.	9 Ft.

NOTE: When the wall thermostat is connected, the remote control transmitter and all of its features are now disabled.

CAUTION: Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation.

CAUTION
Do not wire millivolt wall thermostat wires to 120V wire.

LIGHTING PROCEDURE

IMPORTANT

Prior to igniting or re igniting the pilot, remove the glass door.

Important: If the pilot does not hold, turn pilot knob to "OFF" position. Wait 5 minutes to clear gas. If you smell gas - STOP! Follow the safety information above. If you don't smell gas, repeat Steps 1-6.

1. Push in gas control knob slightly and turn to "PILOT" position.
2. Push in control knob all the way and hold in until the pilot lights up. Continue to hold the control knob in for about 20 seconds after the pilot is lit. Release knob.
3. Push in gas control knob slightly and turn to "ON" position.
4. Ensure the receiver is in the Remote position.

Set Switch to Remote



Diagram 1

5. Press and release the ON/OFF button on the remote handheld transmitter. An audible beep should be heard from the receiver.



Diagram 2

Remote shown in Manual Mode on Hi

6. The unit will turn on.

SHUTDOWN PROCEDURE

1. Press "OFF" on the remote or slide receiver switch from remote to "OFF".
2. Turn the gas control knob to the "OFF" position to turn off the pilot.

Pilot may be shut off during prolonged non use periods to conserve fuel.

COPY OF LIGHTING INSTRUCTION PLATE

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 : Le non-respect des instructions du présent manuel risque de déclencher un incendie ou une explosion pouvant entraîner des dégâts matériels ou des blessures pouvant être mortelles.

Une mauvaise installation, un mauvais réglage, une altération ou un entretien mal effectué peut entraîner des dégâts matériels ou des blessures. Reportez-vous au manuel d'utilisation fourni avec cet appareil. Pour obtenir de l'aide ou des informations supplémentaires consulter un installateur ou un service d'entretien qualifié, ou le 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 LA MISE EN MARCHÉ, renifllez tout autour de l'appareil pour déceler une odeur de gaz. Renifllez au niveau 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 tentez pas d'allumer d'appareil
- Ne touchez à aucun interrupteur; n'utilisez pas de téléphones se trouvant dans le bâtiment.
- Appelez immédiatement votre fournisseur de gaz depuis un téléphone extérieur. Suivez les instructions du fournisseur.
- Si vous ne pouvez pas rejoindre le fournisseur, appelez le service incendie.

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 tout élément du système de contrôle ou de commande qui a été plongé 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

Important: If the pilot does not hold, turn pilot knob to "OFF" position. Wait 5 minutes to clear gas. If you smell gas - STOP! Follow the safety information above. If you don't smell gas, repeat Steps 1-6.

- 1) Push in gas control knob slightly and turn to "PILOT" position.
- 2) Push in control knob all the way and hold in until the pilot lights up. Continue to hold the control knob in for about 20 seconds after the pilot is lit. Release knob.
- 3) Push in gas control knob slightly and turn to "ON" position.
- 4) Ensure the receiver is in the remote position.
- 5) Press and release the ON/OFF button on the remote handheld transmitter. An audible beep should be heard from the receiver.
- 6) The unit will turn on.

Important : Si la veilleuse ne reste pas allumée, mettre le bouton de la veilleuse sur "OFF". Attendre 5 minutes pour laisser le gaz se dissiper. Si vous sentez du gaz, ARRÊTEZ ! Suivre les consignes de sécurité ci-dessus. Si vous ne sentez pas de gaz, répétez les opérations 1 à 6.

- 1) Appuyer légèrement sur le bouton de contrôle de gaz et mettre sur la position "PILOT".
- 2) Maintenir appuyé le bouton de contrôle jusqu'à ce que la veilleuse s'allume, puis pendant les 20 secondes qui suivent l'allumage. Relâcher le bouton.
- 3) Appuyer légèrement sur le bouton de contrôle de gaz et mettre sur la position "ON".
- 4) S'assurer que le récepteur est sur la position "Remote".
- 5) Maintenir puis relâcher le bouton ON/OFF de la télécommande manuelle. Le récepteur émettra un "bip".
- 6) L'appareil s'allume.

TO TURN OFF GAS APPLIANCE

- 1) Press "OFF" on the remote or slide receiver switch from remote to "OFF".
- 2) Turn the gas control knob to the "OFF" position to turn off the pilot. Pilot may be shut off during prolonged non use periods to conserve fuel.

- 1) Appuyer sur le bouton "OFF" de la télécommande ou positionner l'interrupteur du récepteur sur "OFF".
- 2) Mettre le bouton de contrôle de gaz sur "OFF" pour éteindre la veilleuse. Pour économiser le carburant, éteindre la veilleuse quand l'appareil reste longtemps inutilisé.

DO NOT REMOVE THIS INSTRUCTION PLATE

919-456

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) Make sure the glass in the door frame is properly positioned. Never operate the appliance with the glass removed.
- 5) Verify that the venting and cap are unobstructed.
- 6) Ensure that the brick panels, if used, are installed.
- 7) Verify log placement. If the pilot cannot be seen when lighting the unit, the logs have been incorrectly positioned.
- 8) The unit should never be turned off, and on again without a minimum of a 60 second wait.
- 9) Hook up remote receiver to wire marked 'receiver' which will be located on the bottom of the appliance. This remote control requires coding. See remote control instructions for details.

NOTE: This appliance will operate during power outages. Only the fan will not operate until power is restored. If the remote batteries in both the handheld transmitter or receiver lose power, the appliance can still be operated by sliding the switch on the receiver switch from "Remote" to "ON". To turn on the appliance off slide the receiver switch from "ON" to "Remote" or "OFF".

IMPORTANT: The remote control system supplied with this appliance has several options for starting/operating the appliance, please read the remote control operating instructions (packed with remote control) to understand how to operate this remote system. Option to download remote functions video with QR code below.



Proflame
video

FIRST FIRE

The first fire in your stove is part of the paint curing process. To ensure that the paint is properly cured, it is recommended that you burn your fireplace for at least four (4) hours the first time you use it with the fan on. 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. Smoke detectors in the house may go off at this time. Open a few windows to ventilate the room for a couple of hours.

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

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

Note: When the glass is cold and the appliance is lit, it may cause condensation and fog the glass. This condensation is normal and will disappear in a few minutes as the glass heats up.

DO NOT BURN THE APPLIANCE WITHOUT THE GLASS FRONT IN PLACE.

During the first few fires, a white film may develop on the glass front as part of the curing process. The glass should be cleaned or the film will bake on and become very difficult to remove. Use a non-abrasive cleaner and NEVER clean the glass while it is hot.

AUTOMATIC CONVECTION FAN OPERATION

The fan operates automatically, turn the knob on the side of the faceplate to adjust to the desired speed. The fan will turn on as the stove comes up to operating temperature. After the unit has been turned off and the unit cooled to below a useful heat output range the fan will shut off automatically.

NORMAL OPERATING SOUNDS OF GAS APPLIANCES

It is possible that you will hear some sounds from your gas appliance. This is perfectly normal due to the fact that there are various gauges and types of steel used within your appliance. Listed below are some examples. All are **normal operating sounds** and should not be considered as defects in your appliance.

Blower:

Regency gas appliances use high tech blowers to push heated air farther into the room. It is not unusual for the fan to make a "whirring" sound when ON. This sound will increase or decrease in volume depending on the speed setting of your fan speed control.

Burner Tray:

The burner tray is positioned directly under the

burner tube(s) and logs and is made of a different gauge material from the rest of the firebox and body. Therefore, the varying thicknesses of steel will expand and contract at slightly different rates which can cause "ticking" and "cracking" sounds. You should also be aware that as there are temperature changes within the unit these sounds will likely re-occur. Again, this is normal for steel fireboxes.

Blower Thermodisc:

When this thermally activated switch turns ON it will create a small "clicking" sound. This is the switch contacts closing and is normal.

Pilot Flame:

While the pilot flame is on it can make a very slight "whisper" sound.

Gas Control Valve:

As the gas control valve turns ON and OFF, a dull clicking sound may be audible, this is normal operation of a gas regulator or valve.

Unit Body/Firebox:

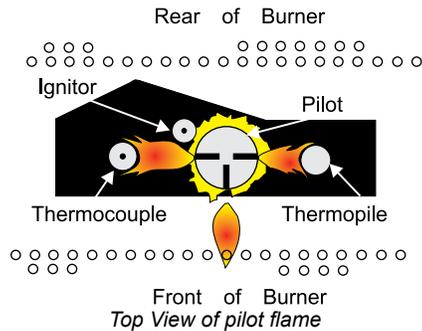
Different types and thicknesses of steel will expand and contract at different rates resulting in some "cracking" and "ticking" sounds will be heard throughout the cycling process.

MAINTENANCE INSTRUCTIONS

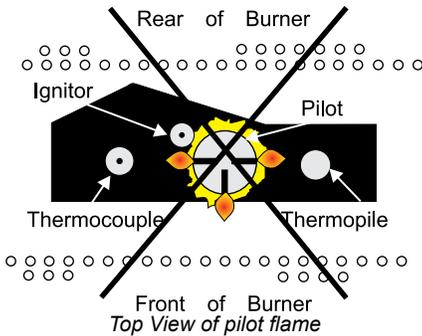
- 1) Always turn the gas valve to off before cleaning. For relighting, refer to lighting instructions. Keep the burner and control compartment clean by brushing and vacuuming at least once a year. When cleaning the logs, use a clean soft paint brush as the logs are fragile and easily damaged.
- 2) Never clean the unit when hot. Use a damp cloth to clean the appliance, door and louvers. Never use an abrasive cleaner as it may scratch the finish. The heater is finished in a heat resistant paint and should only be refinished with heat resistant paint (not with wall paint). Regency uses StoveBrite Paint - Metallic Black #6309.
- 3) 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.
- 4) The appliance and venting system 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. During the annual service call, the burners should be removed from the burner tray and cleaned. Replace the embers but do not block the pilot.
- 5) Keep the area near the appliance clear and free from combustible materials, gasoline and other flammable vapours and liquids.
- 6) Each time the appliance is lit, it may cause condensation and fog the glass. This condensation and fog is normal and will disappear in a few minutes as the glass heats up.

Never operate the appliance without the glass properly secured in place or with the door open.

- 7) 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.
- 8) Periodically check the pilot flames. Correct flame pattern has three strong blue flames: 1 flowing around the thermopile and 1 around the thermocouple, and 1 flowing across the rear of the burner (it does not have to be touching the burner).



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



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

GENERAL VENT MAINTENANCE

Conduct an inspection of the venting system semi-annually. Recommended areas to inspect as follows:

- 1) Check the Venting System for corrosion in areas that are exposed to the elements. These will appear as rust spots or streaks, and in extreme cases, holes. These components should be replaced immediately.
- 2) Remove the Termination Cap, and shine a flashlight down the Vent. Remove any bird nests, or other foreign material.
- 3) Check for evidences of excessive condensation,

such as water droplets forming in the inner liner, and subsequently dripping out the joints, Continuous condensation can cause corrosion of caps, pipe, and fittings. It may be caused by having excessive lateral runs, too many elbows, and exterior portions of the system being exposed to cold weather.

- 4) Inspect joints, to verify that no pipe sections or fittings have been disturbed, and consequently loosened. Also check mechanical supports such as Wall Straps, or plumbers' tape for rigidity.

LOG REPLACEMENT

The unit should never be used with broken logs. Turn off the gas valve and allow the unit to cool before opening door to carefully remove the logs. The pilot light generates enough heat to burn someone. If for any reason a log should need replacement, you must use the proper replacement log. The position of these logs must be as shown in the diagram under Log Installation.

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

GLASS GASKET

If the glass gasket requires replacement use glass gasket (Part # 936-155) tadpole type.

DOOR GLASS

Your Regency insert is supplied with high temperature, 5mm Neoceram ceramic glass that will withstand the highest heat that your unit will produce. If your glass requires cleaning, we recommend using an approved glass cleaner available at all authorized dealers. Do not use abrasive materials. Do not clean the glass when hot.

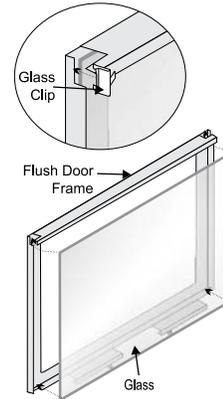
In the event that you break your glass by impact, purchase your replacement from an authorized Regency dealer only, and follow our step-by-step instructions for replacement.

Warning: Do not operate appliance with glass panels removed, cracked or broken. Replacement of the glass should be done by a licensed or qualified service person.

Caution: Wear gloves when removing damaged or broken glass.

Flush Glass Replacement

Remove the flush door front (as per instructions in section "Standard Flush Door"). Remove the 4 glass clips from each corner. Slide in the new replacement glass. Push the 4 glass clips back onto the frame.



FAN MAINTENANCE

If your fan requires maintenance or replacement, access to the fan is through the plate on the rear wall of the firebox. **NOTE: the unit MUST NOT be operated without the fan access panel securely in place.**

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

TO REMOVE FAN:

- 1) Turn the unit off and allow it to cool to room temperature.
- 2) Unplug or disconnect power source to stove.
- 3) Remove the mesh barrier and glass front (see section "Standard Flush Door.")
- 4) Remove logs and brick panels, if used.
- 5) Remove the grate by loosening the two screws and sliding the grate out.
- 6) Remove the burner/front log support assembly by removing the 2 screws and lifting it out.



Grate screws

- 7) Remove the 2 screws holding the Air Intake Hood to the rear firebox wall and lift out.



- 8) Remove the 10 screws holding the Access Panel in place.

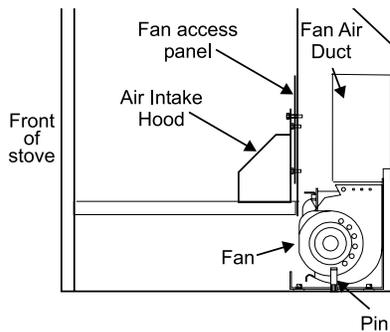
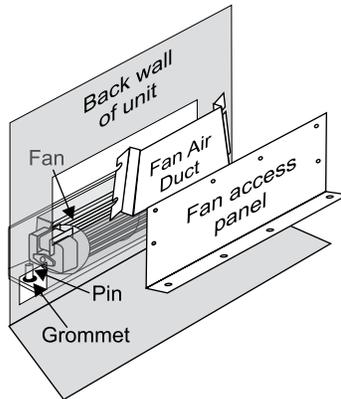


- 9) Remove the Fan Air Duct by loosening the 3 screws, squeeze the sides together to remove.

- 10) Unplug the wires from the fan motor (from inside the stove).

- 11) Lift Fan Assembly off of the 2 pins, tip forward and pull through firebox opening.

- 12) Disconnect green wire from power cord.

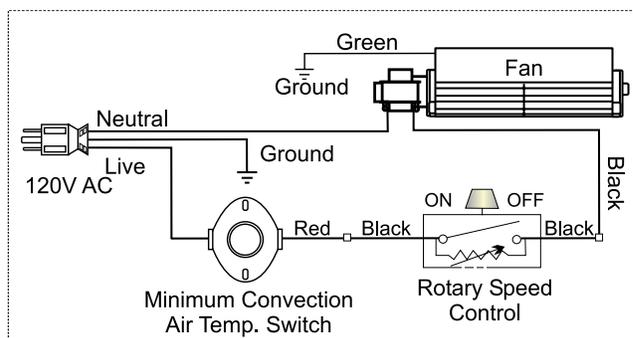


REPLACING FAN:

Reverse above steps. Hint for pushing fan down onto pins - rub a bit of dish soap on the grommet so it will slide more easily onto the pin.

Check to make sure the fan is seated properly on the pins, this is very important- try to move the fan back and forth, there should be no noise, if there is check that the grommets haven't come loose.

Seal fan access panel using high temperature silicone (sparingly).



VALVE REPLACEMENT

- 1) Shut off the gas supply.
- 2) Remove the mesh barrier.
- 3) Open and remove the flush door .
- 4) Remove the logs and brick panels.
- 5) Remove the grate by loosening the two screws and sliding the grate out.



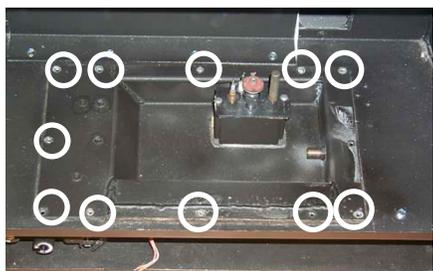
- 6) Remove the burner assembly by removing the 2 screws and lifting it out.



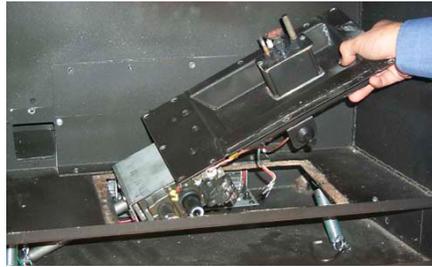
- 7) Remove the 2 screws holding the Air Intake Hood to the rear firebox wall and lift out.



- 8) Disconnect the inlet gas line.
- 9) Disconnect the TP wire, the TH wire, and the TH/TP wire from the valve.
- 10) Remove the 11 Phillips head screws securing the valve tray in place and then lift the entire assembly out.



- 11) Push the valve assembly to the left and lift the entire assembly out.



- 12) Remove the valve by removing the 4 screws in the base of the valve tray.



- 13) Undo the pilot tube from the valve with a 7/16" wrench.
- 14) Undo the quick drop out thermocouple nut on the valve with a 9mm (metric) wrench.
- 15) Undo the "gas out" flare nut with a 13/16" wrench.
- 16) Undo the "gas out" flare fitting with an 11/16" wrench.
- 17) Remove the valve mounting brackets.

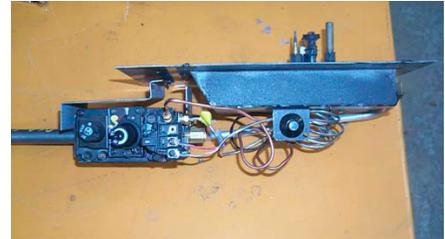


Hint: If you are using black pipe, ensure that there is a union by the valve, otherwise removal will be almost impossible.

INSTALLING VALVE

- 1) Re-attach the valve mounting brackets to the valve.
- 2) Reconnect the "gas out" flare fitting with an 11/16" wrench.
- 3) Reconnect the "gas out" flare nut with a 13/16" wrench.
- 4) Reconnect the quick drop out thermocouple nut with a 9mm wrench.

- 5) Reconnect the pilot tube nut with a 7/16" wrench.
- 6) Re-attach the valve mounting bracket to the valve tray.



- 7) Scrape off the old gasket from the floor of the firebox and from the valve tray.
- 8) Install a new gasket and reinstall the valve assembly.

Note: Failure to install a new gasket may severely affect the appliance performance.

- 9) Reinstall the 11 hold down screws.
- 10) Hook up the TP, TH, and TP/TH wires to the appropriate connections on the valve.
- 11) Reinstall the burner assembly.



Note: when installing the burner assembly be sure to slide the aeration adjustment wire through the hole in the base of the burner tray.

- 12) Install the grate.
- 13) Hook up the gas line and check for gas leaks with a soap and water solution or a gas leak detector. (Do not use open flame for leak testing.)
- 14) Fire up the unit temporarily and check the manifold pressure.
- 15) Reinstall the vermiculite, embers, rockwool, logs and brick panels as needed.
- 16) Close the door and replace the louvers.
- 17) Fire up the unit again and check for proper flame appearance and glow on logs.

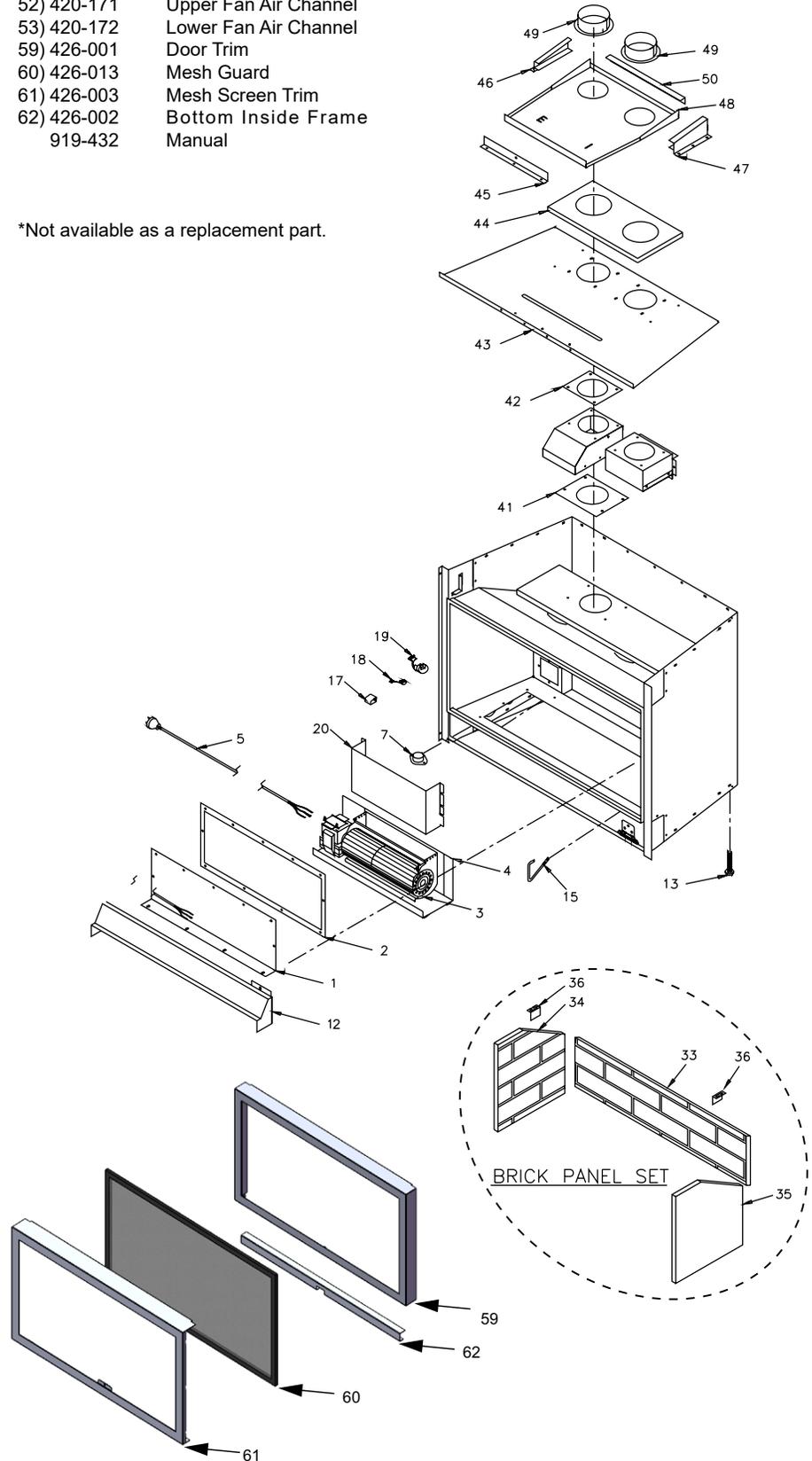
28 | parts list

MAIN ASSEMBLY

Part #	Description
1) 420-122	Fan Access Panel
2) 420-142	Gasket - Fan Access Panel
422-518/P	Fan Assembly:
3) 910-215/P	Fan Motor (120 V)
5) 910-750	Power Cord (120 V)
910-752	Wire Harness (intermediate)
7) 910-142	Thermodisc-Fan Auto ON/OFF
8) *	Fan Switch Cover
9) *	Thermodisc Bracket
10) 420-140	Flue Restrictor
12) 420-119	Air Hood
13) *	Levelling Bolt 5/16 x 3" Hex Hd
14) 948-045	Jack Chain
15) 948-247	Spring Lever Handle
16) 948-025	Door Extension Spring
17) *	Wire Holder Clip
18) *	Strain Relief
19) *	Grommet for Power Cord
426-969	Conversion Kit to Propane
422-901	Brick Panel Set - Standard Brown
422-902	Brick Panel Set - Standard Red
422-903	Brick Panel Set - Herringbone Brown
33) *	Brick Panel - Right Side
34) *	Brick Panel - Left Side
35) *	Brick Panel - Back
36) 400-090	Brick Clip
41) 420-157	Gasket - Transition Box Bottom
42) 420-054	Gasket - Transition Box Top
43) *	Stove Top
44) 420-048	Thermal Insulation
45) *	Adaptor Stop
46) *	Adaptor Holding Brkt-Left
47) *	Adaptor Holding Brkt-Right
48) 320-518	Flue Adaptor Assy
50) *	Insulation Hold Down Brkt

Part #	Description
51) 420-170	Top Fan Air Channel
52) 420-171	Upper Fan Air Channel
53) 420-172	Lower Fan Air Channel
59) 426-001	Door Trim
60) 426-013	Mesh Guard
61) 426-003	Mesh Screen Trim
62) 426-002	Bottom Inside Frame
919-432	Manual

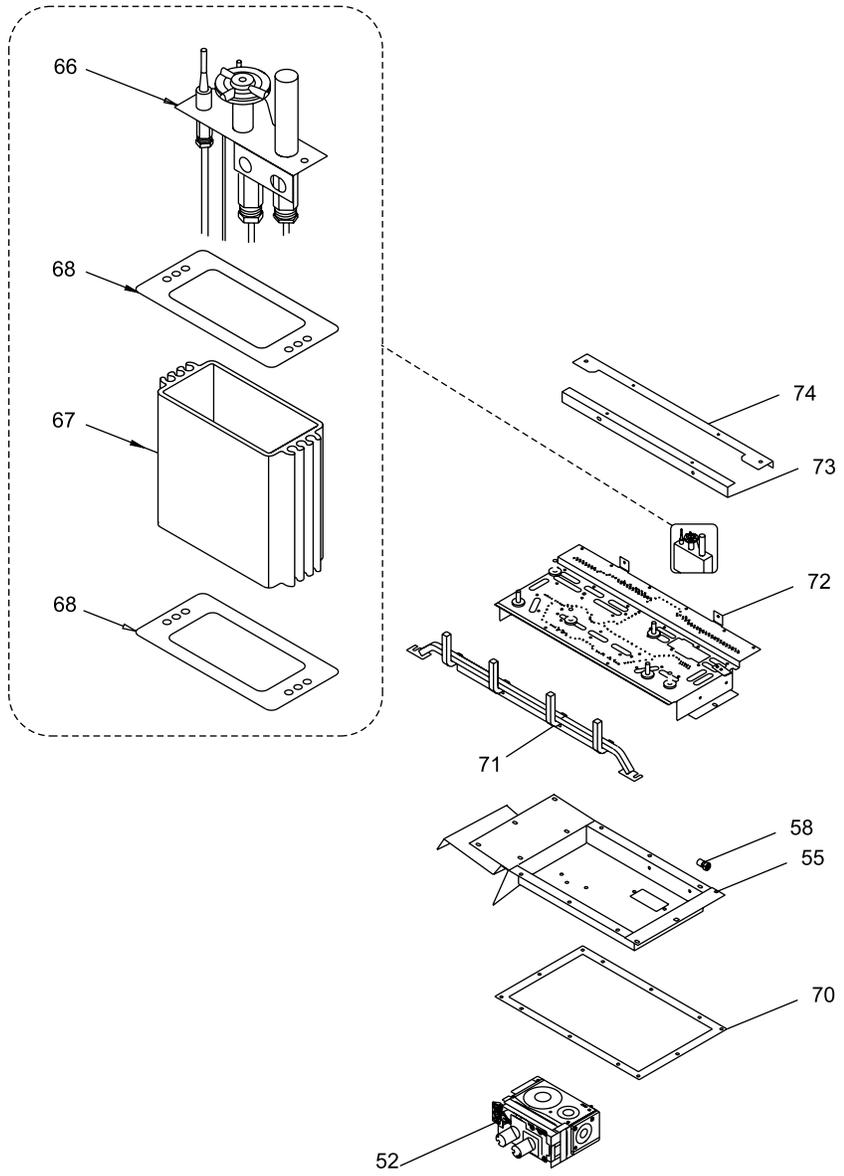
*Not available as a replacement part.



BURNER ASSEMBLY & LOG SET

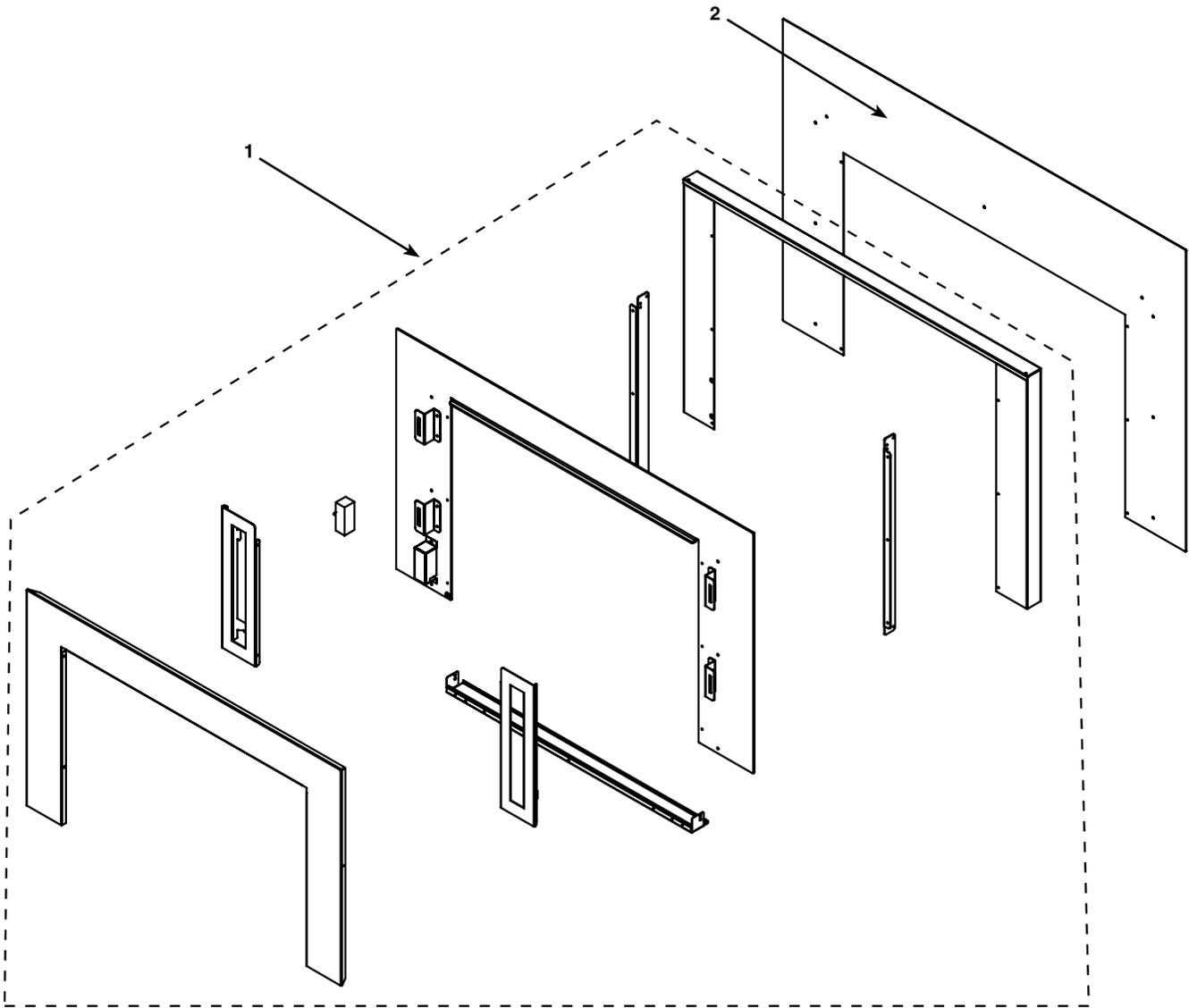
Part #	Description
426-574/P	Valve Assembly - NG
426-576/P	Valve Assembly - LP
52) 910-578	Valve - SIT NG
910-580	Valve - SIT LP
910-073	DC Spark Box
910-074	DC Spark Box Wire
910-581	Stepper Motor NG
910-582	Stepper Motor LP
910-386	Thermocouple
910-341	Thermopile
910-432	Pilot Tube with nuts
910-030	Flame Electrode
910-096	Pilot Hood 3 Way
910-572	Remote Receiver
911-127	Remote Receiver Comp. Door
910-592	Transmitter GTMF hand Held
911-164	Valve/Remote Wiring Harness
55) *	Valve Tray
58) 904-240	Burner Orifice Nat. Gas #37
904-390	Burner Orifice LP # 52
936-170	Orifice Gasket
66) 910-038/P	Pilot Assembly - 3 Flame (NG)
910-039/P	Pilot Assembly - 3 Flame (LP)
67) *	Pilot Holder
68) W840470	Pilot Assembly Gasket
425-930	Log Set
70) 420-143	Valve Tray Gasket
71) 402-526	Grate/Diffuser Assy
72) 402-519	Burner Assembly (NG/LP)
73) *	Log Tray Mount Bracket
74) *	Log Tray Rear

*Not available as a replacement part.



LOW PROFILE FACEPLATE

	Part #	Description
1)	426-924	Low Profile Faceplate
	426-934	Oversize Low Profile Faceplate
2)	426-958	Custom Backing Plate



Limited Lifetime Warranty

FPI Fireplace Products International Ltd. (for Canadian customers) and Fireplace Products U.S., Inc. (for U.S. customers) (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, (Ignition Control Boards, Wiring, Switches, Blowers, Blower Control Module, Battery Pack, Remote Control Systems)			✓			2
Enamel Panels			✓			1
Venting/Venting Components			✓			1
All Stainless steel surrounds				✓		1
All Firebox Media (Crystals, Firebeads, Volcanic, Ceramic & Spa Stones)				✓		1
All hardware				✓		1
Mesh/Glass Safety Barriers				✓		1
Accent Light Bulbs				✓		1
Glass (Crazing)				✓		1

Conditions:

Warranty protects against defect in manufacture or FPI factory assembled components only, unless herein specified otherwise.

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 the original Bill of Sale.

The authorized selling dealer, or an alternative authorized FPI dealer if pre-approved by FPI, is responsible for all in-field diagnosis and service work related to all warranty claims. FPI is not responsible for results or costs of workmanship of unauthorized FPI dealers or agents in the negligence of their service work.

At all times FPI reserves the right to inspect reported complaints on location in the field claimed to be defective prior to processing or authorizing 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 a copy of the Bill of Sale (proof of purchase by you). All claims must be complete and provide full details as requested by FPI to receive consideration for evaluation. Incomplete claims may be rejected.

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.

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 gasketing.

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, lack of regular maintenance and upkeep, acts of God, weather related problems from hurricanes, tornados, 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).

This warranty does not cover dealer travel costs for diagnostic or service work. All labor rates paid to authorized dealers are subsidized, pre-determined rates. Dealers may charge homeowner for travel and additional time beyond their subsidy.

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.

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.

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

Limitations of Liability:

The original purchaser’s exclusive remedy under this warranty, and FPI’s sole obligation under this warranty, express or implied, in contract or in tort, shall be limited to replacement, repair, or refund, as outlined above. IN NO EVENT WILL FPI BE LIABLE UNDER THIS WARRANTY FOR ANY INCIDENTAL OR CONSEQUENTIAL COMMERCIAL DAMAGES OR DAMAGES TO PROPERTY. TO THE EXTENT PERMITTED BY APPLICABLE LAW, FPI MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY SPECIFIED HEREIN. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO DURATION OF THE EXPRESSED WARRANTY SPECIFIED ABOVE. IF IMPLIED WARRANTIES CANNOT BE DISCLAIMED, THEN SUCH WARRANTIES ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.

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

Customers located outside the U.S. should consult their local, provincial or national legal codes for additional terms which may be applicable to this warranty.

How to Obtain Warranty Service:

Customers should contact the authorized selling dealer to obtain warranty service. In the event the authorized selling dealer is unable to provide warranty service, please contact FPI by mail at the address listed below. Please include a brief description of the problem and your address, email and telephone contact information. A representative will contact you to make arrangements for an inspection and/or warranty service.

Canadian Warrantor:

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

U.S. Warrantor:

Fireplace Products U.S., Inc.
PO Box 2189 PMB 125
Blaine, WA
United States, 98231

Or contact the Regency Customer Care Centre at 1-800-442-7432 (phone) / 604-946-4349 (fax)

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/Customer-Care/Warranty-Registration.aspx> within ninety (90) days of purchase.



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 found on our Web Site under Customer Care within ninety (90) days of purchase.

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):

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

For purchases made in **CANADA:**

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

Phone: 604-946-5155
Fax: 604-946-4349

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

Fireplace Products U.S., Inc.
PO Box 2189 PMB 125
Blaine, WA
United States, 98231

Phone: 604-946-5155
Fax: 604-946-4349

For purchases made in **AUSTRALIA:**

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

Phone: +61 3 9799 7277
Fax: +61 3 9799 7822

For fireplace care and tips and answers to most common questions please visit our Customer Care section on our Web Site. Please feel free to contact your selling dealer if you have any questions about your Regency product.

Installer: *Please complete the following information*

Dealer Name & Address: _____

Installer: _____

Phone #: _____

Date Installed: _____

Serial No.: _____