



## Energy™ E21 Gas Insert

## Owners & Installation Manual



[www.regency-fire.com](http://www.regency-fire.com)

MODELS: E21-NG10 Natural Gas E21-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 your 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.

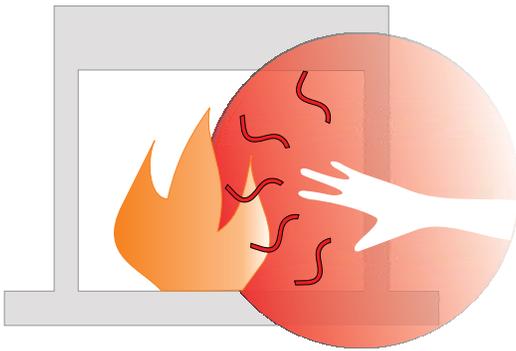
## CONGRATULATIONS!

You are the owner of a state-of-the-art Gas Insert by:  
**FPI FIREPLACE PRODUCTS INTERNATIONAL LTD.**

**The Regency® Gas Fireplace Series** has been designed to provide you with all the warmth and charm of a fireplace, at the flick of a switch. The models E21-NG10 and E21-LP10 of this series have been approved by Warnock Hersey /Intertek for safety. 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**

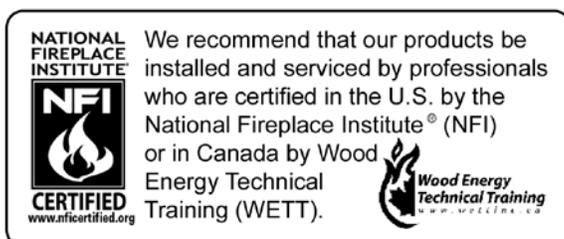
A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and shall be installed for the protection of children and other at risk individuals.

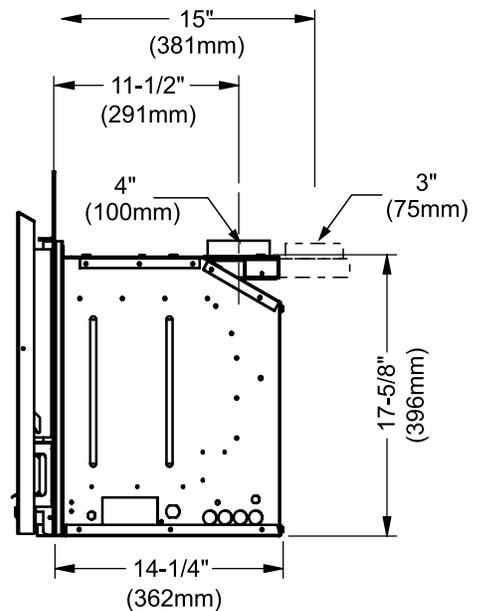
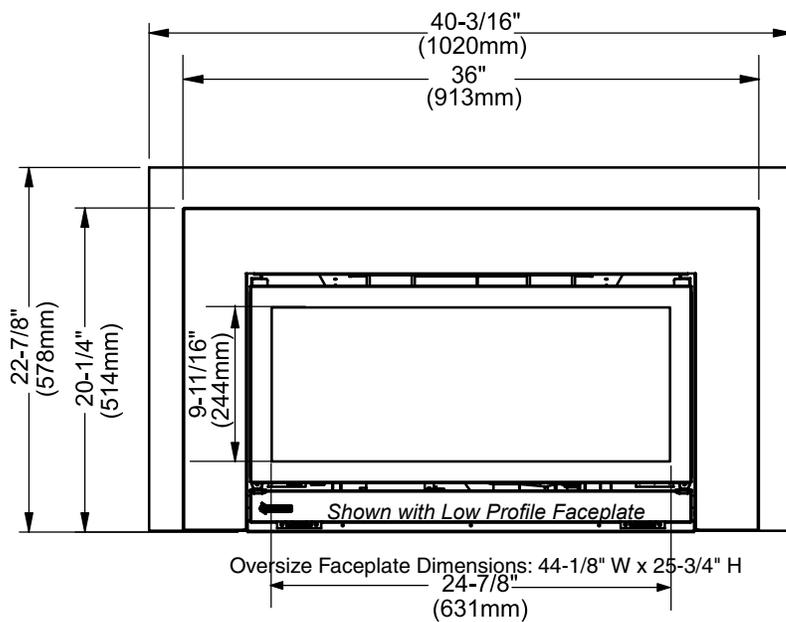
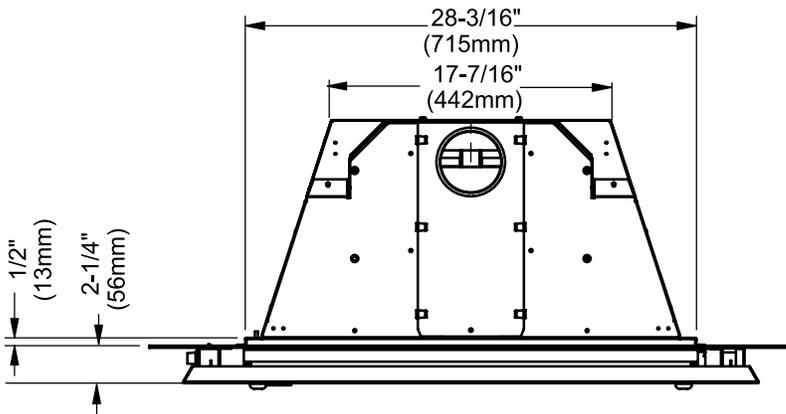
## CAUTION:

**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





\* Optional 3" flue offset

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

## 4 | table of contents

### Installation

Before You Start.....	7
Important Message .....	8
General Safety Information.....	8
Policy for Solid Fuel Burning & Factory Built Fireplaces.....	9
Factory-Built (Metal) Wood-Burning Fireplace Requirements .....	9
Installation Checklist.....	10
Minimum Fireplace Clearances .....	10
Clearances to Combustibles.....	11
Gas Connection.....	12
High Elevation.....	12
Wiring Diagrams .....	13
Flue Connector Installation .....	14
Offset Flue Adaptor .....	14
Venting.....	15
Combustion and Ventilation Air.....	15
Gas Pipe Pressure Testing .....	15
DC Spark Igniter.....	16
Battery Installation.....	16
Gas Insert Aeration system.....	16
Test for Flue Spillage .....	16
Optional Brick Panel .....	16
Log Set Installation.....	17
Flush Glass installation.....	21
Safety screen installation / removal.....	21
Conversion from NG to LP.....	22
Low profile faceplate installation.....	23
Optional backing plate installation .....	25
Wall Thermostat .....	25
Final Check.....	26

### Operating Instructions

Operating Instructions .....	26
First Fire .....	26
Automatic Convection Fan Operation .....	26
Normal Operating Sounds of Gas Appliances.....	26
Lighting Procedure .....	27
Shutdown Procedure .....	27
Copy Of Lighting Instruction Plate.....	28

### Maintenance

Maintenance Instructions .....	28
Log Replacement .....	29
Glass Gasket .....	29
Door Glass Replacement .....	29
Removing Valve Assembly .....	29
Removing the Fan .....	29
Gas Maintenance .....	30

### Parts

Main Assembly .....	31
Burner Assembly & Log Set .....	32
Low profile faceplate assembly.....	32

### Warranty

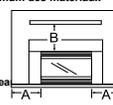
Warranty .....	34
----------------	----

This is a copy of the label that accompanies each Regency® Gas Insert. We have printed a copy of the contents here for your review. The safety label is located on the front inside base of the unit visible when the bottom louver is open.

**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.

Please note that with the addition of thermostat control and outside combustion air supply, this unit is approved for bedroom installations.

Duplicate Serial No. 327																	
Listed: VENTED GAS FIREPLACE HEATER / FOYER AU GAZ À ÉVACUATION Certified for/Certifié pour: CSA 2.17-2017 ANSI Z21.85-2017 CSA 2.33-2017																	
DO NOT REMOVE THIS LABEL/ NE PAS ENLEVER CETTE ÉTIQUETTE																	
Serial No./ No de Serie 327																	
<p><b>FIREPLACE INSERT:</b> ENCASTRABLE AU GAZ</p> <p>Minimum supply pressure Manifold pressure high Manifold pressure low</p> <p>Altitude</p> <p>Orifice size Maximum input Minimum input</p> <p><b>NOT FOR USE WITH SOLID FUEL.</b> <b>NE PAS UTILISER AVEC DU COMBUSTIBLE SOLIDE.</b></p>	<table border="1"> <tr> <th>E21-NG10 Natural Gas (Gaz Naturel)</th> <th>E21-LP10 Propane</th> </tr> <tr> <td>5.0" WC/C.E. (1.25 kPa)</td> <td>12.0" WC/C.E. (2.99 kPa)</td> </tr> <tr> <td>3.5" WC/C.E. (0.95 kPa)</td> <td>11.0" WC/C.E. (2.74 kPa)</td> </tr> <tr> <td>1.1" WC/C.E. (0.27 kPa)</td> <td>2.9" WC/C.E. (0.72 kPa)</td> </tr> <tr> <td>0-2000 ft. (0 - 610m)</td> <td>0-4500 ft. (0-1372m)</td> </tr> <tr> <td>43 DMS</td> <td>54 DMS</td> </tr> <tr> <td>23,500 Btu/h</td> <td>22,000 Btu/h</td> </tr> <tr> <td>11,750 Btu/h</td> <td>11,000 Btu/h</td> </tr> </table> <p>For Use Only with Barrier (Part #538-008) Follow installation instructions. À utiliser uniquement avec l'écran (n° 538-008). Suivre les instructions d'installation.</p>	E21-NG10 Natural Gas (Gaz Naturel)	E21-LP10 Propane	5.0" WC/C.E. (1.25 kPa)	12.0" WC/C.E. (2.99 kPa)	3.5" WC/C.E. (0.95 kPa)	11.0" WC/C.E. (2.74 kPa)	1.1" WC/C.E. (0.27 kPa)	2.9" WC/C.E. (0.72 kPa)	0-2000 ft. (0 - 610m)	0-4500 ft. (0-1372m)	43 DMS	54 DMS	23,500 Btu/h	22,000 Btu/h	11,750 Btu/h	11,000 Btu/h
E21-NG10 Natural Gas (Gaz Naturel)	E21-LP10 Propane																
5.0" WC/C.E. (1.25 kPa)	12.0" WC/C.E. (2.99 kPa)																
3.5" WC/C.E. (0.95 kPa)	11.0" WC/C.E. (2.74 kPa)																
1.1" WC/C.E. (0.27 kPa)	2.9" WC/C.E. (0.72 kPa)																
0-2000 ft. (0 - 610m)	0-4500 ft. (0-1372m)																
43 DMS	54 DMS																
23,500 Btu/h	22,000 Btu/h																
11,750 Btu/h	11,000 Btu/h																
<p><b>APPAREIL FONCTIONNANT CONÇU POUR</b> ÊTRE INSÉRÉ DANS UN FOYER</p> <p>Pression d'alimentation minimum Pression manifold - Haute Pression manifold - Basse</p> <p>Altitude</p> <p>Taille de l'orifice Débit calorifique maximal Débit calorifique minimal</p>																	
<p>Minimum Clearances to Combustibles/ Dégagements minimum des matériaux combustibles:</p> <p>Side of unit to wall / Du côté au mur: A 9"/229mm Top of unit to mantle / Du dessus au manteau B 14"/355mm</p>  <p>ELECTRICAL SUPPLY/ALIMENTATION ÉLECTRIQUE: 115V/60Hz max than/Moins de 2 AMP.</p>																	

**MAY BE INSTALLED IN MANUFACTURED (MOBILE) HOMES AFTER FIRST SALE.**  
Refer to Intertek's Directory of Building Products for detailed information.  
Pour plus de détails, se reporter au Répertoire des produits de construction de Intertek.



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 or ANSI A119.2 ou NFPA 501C Standard for Recreational Vehicles. 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.

**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.

Cet appareil doit être installé conformément aux codes et règlements locaux, ou, en l'absence de tels règlements, conformément au National Fuel Gas Code ANSI Z223.1, ou au National Gas and Propane Installation Code, CSA-B149.1 en vigueur. Cet appareil doit être installé conformément à la norme CAN/CSA-Z240, Série MM, Maison mobiles au Canada ou au Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280CAN/CSA-Z240 VC, aux États-Unis. Si ces normes ne sont pas applicables, utilisez la norme ANSI/NCSCS A225.1/NFPA 501A, Manufactured Home Installations Standard, ou ANSI A119.2 ou NFPA 501C Standard for Recreational Vehicles. 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 (E.-U. seulement) installée à demeure si les règlements locaux le permettent. Voir le manuel d'utilisation pour plus de renseignements.

**AVERTISSEMENT:** Ce foyer a été converti pour être utilisé avec un encastrable au gaz 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.

**MADE IN CANADA / FABRIQUÉ AU CANADA**  
FPI Fireplace Products International Ltd., Delta, B.C., Canada

919-429a

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.

**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.**

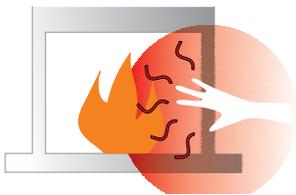
**YOUNG CHILDREN SHOULD BE CAREFULLY SUPERVISED WHEN THEY ARE IN THE SAME AREA AS THE APPLIANCE. TODDLERS, YOUNG CHILDREN AND OTHERS MAY BE SUSCEPTIBLE TO ACCIDENTAL CONTACT BURNS. A PHYSICAL BARRIER IS RECOMMENDED IF THERE ARE AT RISK INDIVIDUAL IN THE HOUSE. TO RESTRICT ACCESS TO A FIREPLACE OR STOVE, 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**

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

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



**WARNING: Cancer and Reproductive Harm**  
[www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)  
 919-874

## IMPORTANT MESSAGE SAVE THESE INSTRUCTIONS

The Regency® Gas Fireplace 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 the manufacturer's instructions and all applicable codes.

---

## GENERAL SAFETY INFORMATION

1. The appliance installation must conform with local codes or, in the absence of local codes, with the current Canadian or National Gas Codes, CAN1-B149 or ANSI Z223.1 Installation Codes.
2. The appliance when installed, must be electrically grounded in accordance with local codes, or in the absence of local codes with the current National Electrical Code, ANSI/NFPA 70 or CSA C22.1 Canadian Electrical Code.
3. See general construction and assembly instructions. The appliance and vent should be enclosed.
4. This appliance must be connected to the specified vent and termination cap to the outside of the building envelope. Never vent to another room or inside a building. Make sure that the vent is installed as per Venting instructions.
5. This appliance may only be installed in a vented, solid fuel burning masonry, listed factory built fireplace.
6. 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.
7. This appliance is Listed for Alcove installations, maintain minimum Alcove clearances as follows, minimum ceiling height of 53-1/2", minimum width of 48" and a maximum depth of 36".
8. This unit is not approved for installation into a mobile home.
9. Inspect the venting system annually for blockage and any signs of deterioration.
10. Any safety glass removed for servicing must be replaced prior to operating the appliance.
11. To prevent injury, do not allow anyone who is unfamiliar with the operation to use the fireplace insert.
12. Wear gloves and safety glasses for protection while doing required maintenance.
13. Ensure adequate combustion and ventilation air.
14. Under no circumstances should this appliance be modified. Parts that have to be removed for servicing should be replaced prior to operating this appliance.
15. Installation and any repairs to this appliance should be done by a qualified service person. A professional service person should be called to inspect this appliance annually. Make it a practice to have all of your gas appliances checked annually.
16. Do not slam shut or strike the glass door.
17. Under no circumstances should any solid fuels (wood, paper, cardboard, coal, etc.) be used in this appliance.
18. The appliance area must be kept clear and free of combustible materials (gases and other flammable vapours and liquids).
19. 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 electrical control system and any gas control which has been under water.
20. **WARNING: Failure to position the parts in accordance with the diagrams in this manual or failure to use only parts specifically approved with this appliance may result in property damage or personal injury.**
21. **WARNING: Operation of this appliance when not connected to a properly installed and maintained venting system or tampering with the blocked vent shut-off system can result in carbon monoxide (CO) poisoning and possible death.**

**POLICY FOR SOLID FUEL BURNING & FACTORY BUILT FIREPLACES**

The Regency® E21 may be installed and vented into any solid fuel fireplace that has been installed in accordance with the National, Provincial and local building codes and is constructed of non-combustible materials.

1. 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."

2. Do not cut any sheet-metal parts of the fireplace, in which the gas fireplace insert is to be installed.
3. If the factory-built fireplace has no gas access hole(s) provided, an access hole of 1-1/2" (37.5mm) 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 a non-combustible insulation after the gas supply line has been installed.
4. The fireplace flue damper can be fully blocked open or removed for installation of the gas fireplace insert.
5. The fireplace and fireplace chimney must be clean and in good working order and constructed of non-combustible materials.
6. The chimney cleanouts must fit properly.
7. Refractory (firebricks), glass doors, screen rails, safety screen and log grates can be removed from the fireplace before installing the gas fireplace insert.
8. 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.
9. Trim panels or surrounds shall not seal ventilation openings in the fireplace.

**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

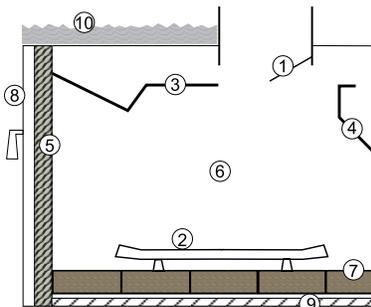
The fireplace must be permanently marked to indicate that it has been altered and is no longer suitable for burning solid fuel (wood), unless the removed parts are re-installed. Cutting of any sheet metal parts is prohibited.

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.).

If the factory-built fireplace has no gas access



**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.

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.

**INSTALLATION CHECKLIST**

- 1) Locate your appliance. Refer to the "Clearances to Combustibles" and "Minimum Fireplace Clearances" sections.
- 2) Make gas and electrical connections. Refer to the "Gas Connection" section.  
  
Test the pilot. Must be as per diagram in the "Valve Description" section.
- 3) Install Flue Connector. Refer to the "Flue Connector Installation" section.
- 4) Install vent. Refer to the "Venting" section.
- 5) Test Gas pressure. Refer to the "Gas Pipe Pressure Testing" section.  
  
Check aeration. Refer to the "Gas Insert Aeration System" section.
- 6) Test for flue spillage. Refer to the "Test for Flue Spillage" section.
- 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) Install standard and optional features. Refer to the following sections where applicable:
  - a. Brick Panel
  - b. Faceplate
  - c. Flush Glass Door
  - d. Remote Control
- 9) Install 1-AA battery into DC spark box, located on bottom right side of unit.
- 10) Final check. Refer to the "Final Check" section.

Before leaving this unit with the customer, the installer must ensure that the appliance is firing correctly and operation fully explained to customer.

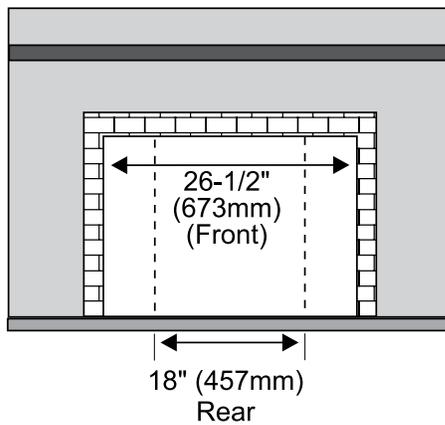
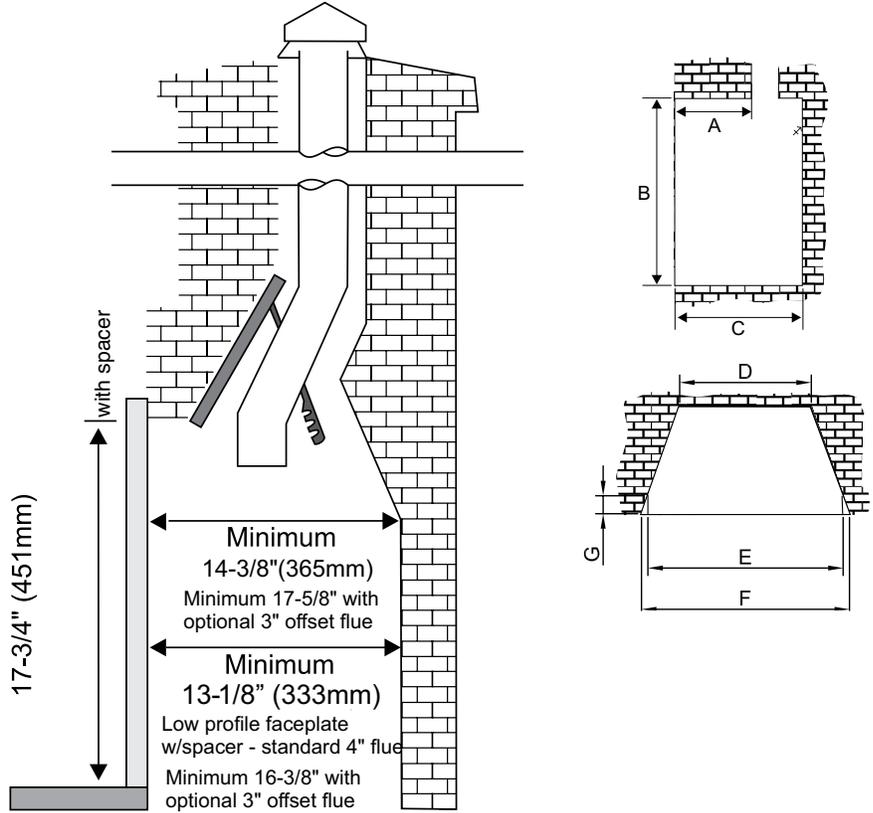
**This includes:**

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

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

**MINIMUM FIREPLACE CLEARANCES**

Diagrams and tab show the minimum fireplace opening required to be able to install the Regency® gas fireplace insert.

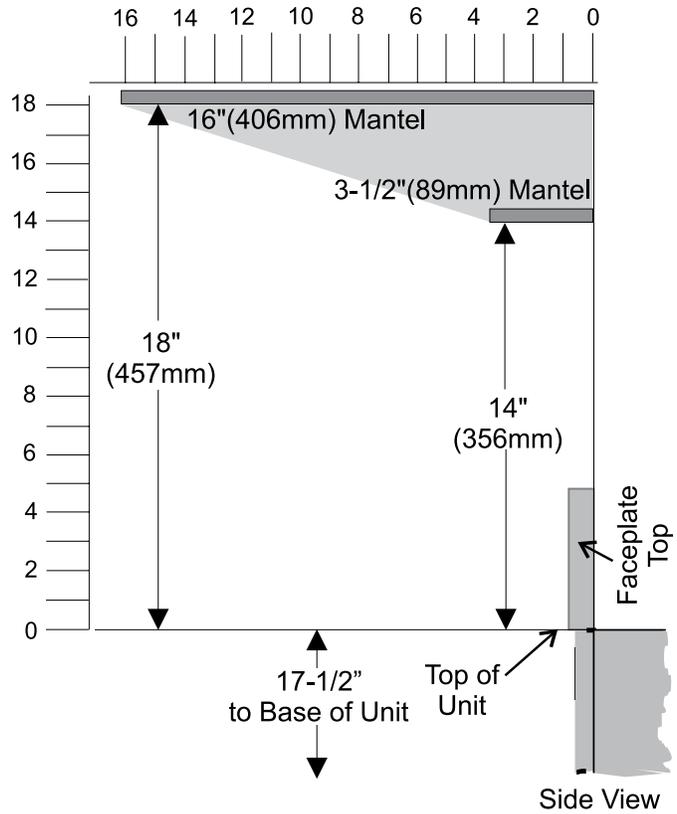
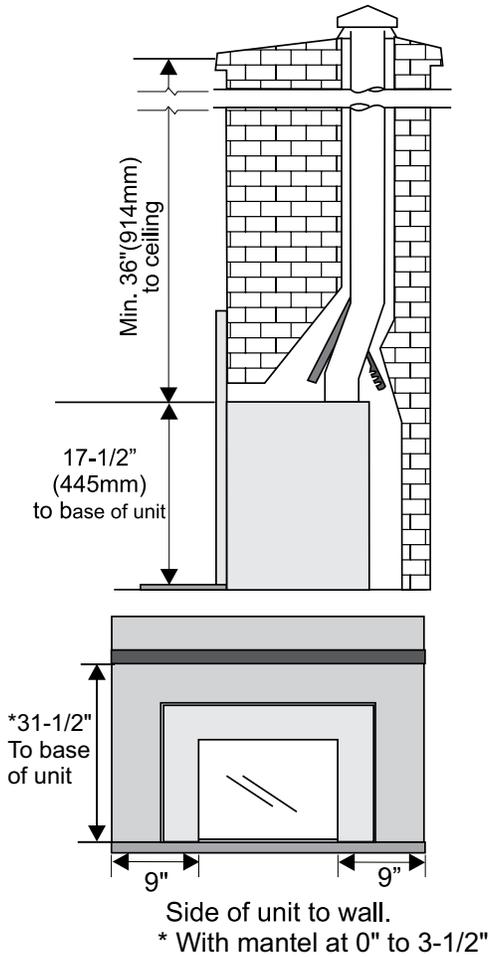


	Max Lintel Bar Depth A	Height B	Depth C	Width (rear) D	Width (front) E	Width F	Front Depth To Taper G
Low Profile Faceplate	11-1/2"	18-1/2"	14-3/8"	18"	28-3/8"	28-3/4"	3/4"
Low Profile Faceplate w/Spacer	10-1/8"	17-3/4"	13-1/8"	18"	N/A	26-1/2"	N/A

### CLEARANCES TO COMBUSTIBLES

The minimum clearance from the side of the appliance to a combustible side wall is 9 inches (229mm). The minimum clearance from the top of the appliance to a combustible mantel is 14 inches (356mm). The minimum height from the top of the appliance to the ceiling is 36 inches (914mm).

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



## GAS CONNECTION

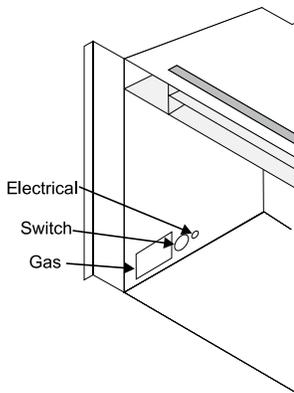
Only persons licensed to work with gas piping may make the necessary gas connections to this appliance.

The gas connection is a 3/8" NPT accessible on the left side of the unit. The gas line connection may be made of rigid pipe, copper pipe or an approved flex connector. (If you are using rigid pipe, ensure that the valve can be removed for servicing.) Since some municipalities have additional local codes it is always best to consult with your local authorities and the CAN/CGA B149 installation code.

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

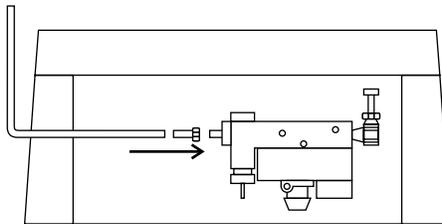
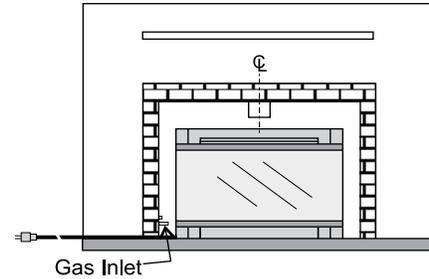
When using copper or flex connectors use only approved fittings. Always provide a union so that gas lines can be easily disconnected for burner or fan servicing. Flare nuts for copper lines and flex connectors are usually considered to meet this requirement.

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



For minimum and maximum supply pressure see the System Data table.

- 1) If the appliance is to be installed into an existing chimney system, thoroughly clean the masonry fireplace that has been chosen for the Regency® Gas Fireplace.
- 2) The appliance is provided with an opening on the left hand side of the control compartment for the gas line.



Note: During any pressure testing of the gas supply piping system that exceeds test pressures of 1/2 psig, this appliance and its individual shut-off valve must be disconnected from the piping system. If test pressures equal to or less than 1/2 psig are used then this appliance must be isolated from the piping system by closing its individual manual shut-off valve during the testing.

**CAUTION: If the glass is removed for servicing, it must be replaced prior to operating the appliance. The glass must be fixed in the closed position when operating.**

System Data		
<b>For altitude:</b>	<b>Natural Gas</b>	<b>0-2000 ft.</b>
	<b>Propane:</b>	<b>0-4500 ft.</b>
<b>Burner Inlet Orifice Sizes:</b>		
	Natural Gas	Propane
Burner	#43	#54
<b>Max. Input Rating</b>		
- Natural Gas	23,500 Btu/h	
- Propane	22,500 Btu/h	
<b>Min. Input Rating</b>		
- Natural Gas +/-5%	11,750 Btu/h	
- Propane +/-5%	11,250 Btu/h	
<b>Supply Pressure</b>		
Natural Gas	min.	5.0" w.c.
Propane	min.	12.0" w.c.
<b>Manifold Pressure (High)</b>		
Natural Gas	3.8"	+/- 0.2" w.c.
Propane	11"	+/- 0.2" w.c.
<b>Circulation Fan: 120 VAC, 60 Hz</b>		
<b>Variable Speed: 127 CFM, thermally activated</b>		
<b>NATURAL GAS E21-NG10</b>		
<b>For altitude:</b>	<b>2000 ft - 4500 ft.</b>	
<b>Burner Inlet Orifice Size:</b>	<b>44 DMS</b>	
<b>Max. Input Rating</b>	22,000 Btu/h	
<b>Min. Input Rating</b>	+/-5% 11,000 Btu/h	

## HIGH ELEVATION

This unit is approved in Canada for altitude 0 to 4500 ft. (CAN/CGA 2.17-M91) with the orifice supplied.

## WIRING DIAGRAM

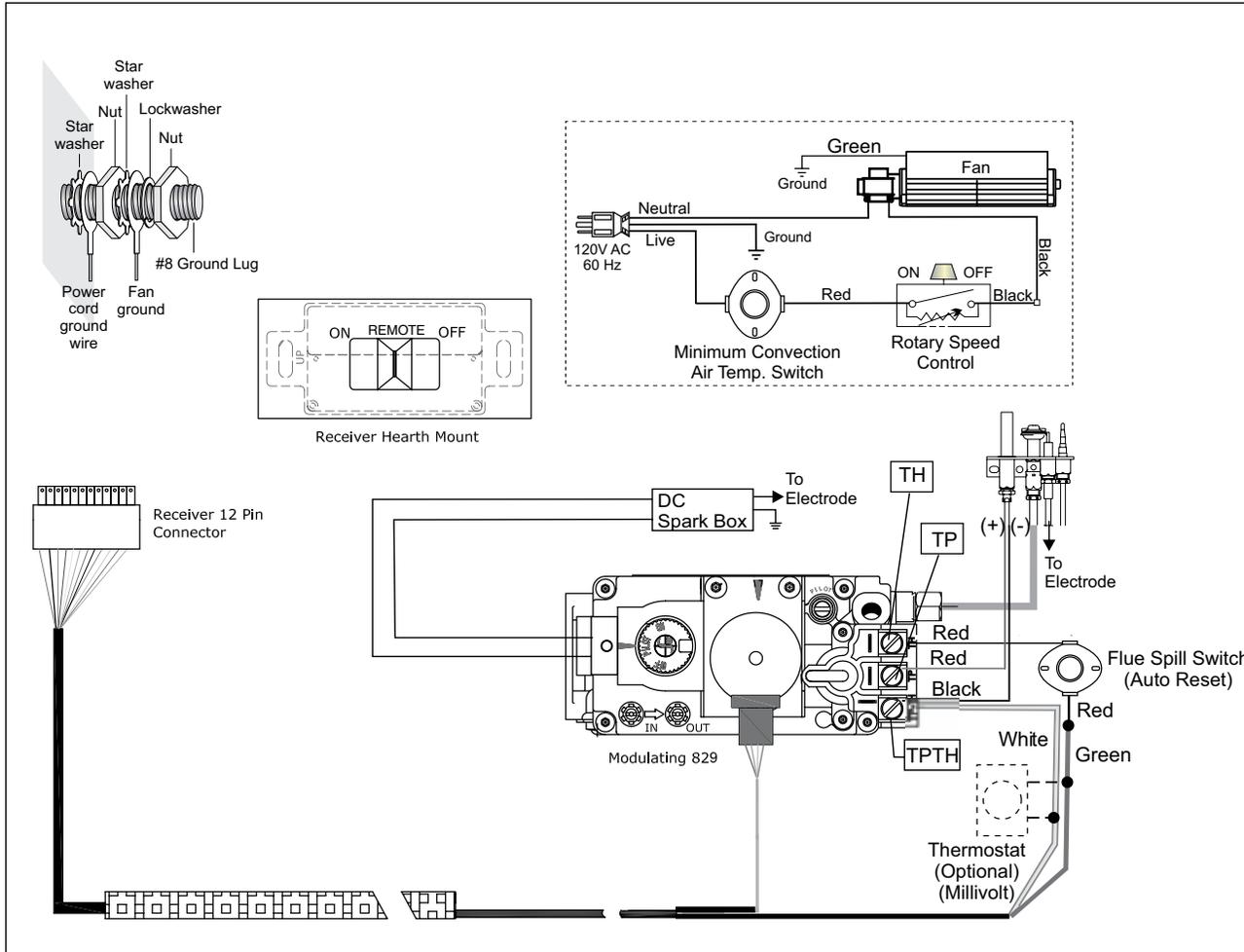
This heater does not require a 120V A.C. supply for operation. In case of a power failure, the burner switch and the optional remote control/thermostat will continue to operate. However, a 120V A.C. power supply is needed for the fan/blower operation.

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

codes the current CSA C22.1 (in Canada) or with the National Electrical Code ANSI/NFPA 70-1987 (in USA).

**NOTE: This unit is equipped with a heat sensor thermodisc which will prevent the blower from operating until the unit reaches the correct temperature.**

When connected with 120 volts, the appliance must be electrically grounded in accordance with local codes or, in the absence of local

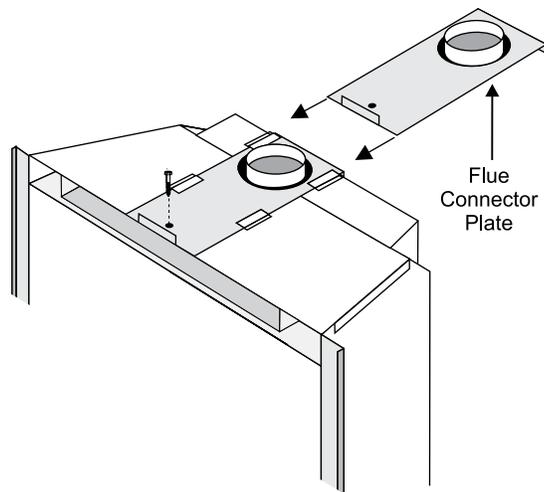


**CAUTION:** Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation.

**WARNING: Electrical Grounding Instructions**  
 This appliance is equipped with a three pronged (grounding) plug for your protection against shock hazard and should be plugged directly into a properly grounded three-prong receptacle. Do not cut or remove the grounding prong from this plug.

## FLUE CONNECTOR INSTALLATION

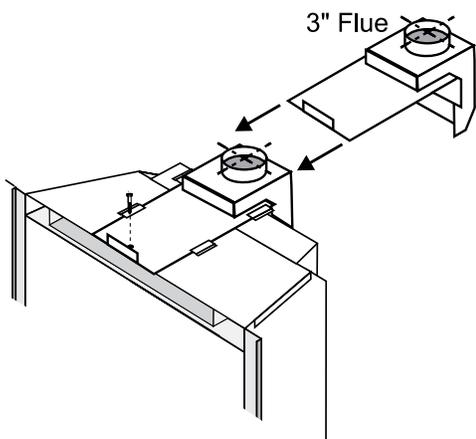
1. Remove the screw holding the flue connector plate to the appliance.
2. Slide the plate out and attach to the flue liner inside the fireplace to the flue collar with three sheet metal screws.
3. Place the appliance on the hearth. Push the appliance into the fireplace and at the same time slide the plate back onto the appliance.
4. Replace the screw holding the plate just before completely pushing the appliance into the fireplace.



**Note: Do not operate unit if flue connector is not fastened in original position.**

## OFFSET FLUE ADAPTOR

An Offset Flue Adaptor Kit, Part #532-920 is available as an accessory to move the flue outlet back for easier liner installations in deep fireplaces. The offset flue adaptor requires the use of a 3" liner.



## 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 a 4" diameter type B-Vent or double thickness approved aluminium flex liner.

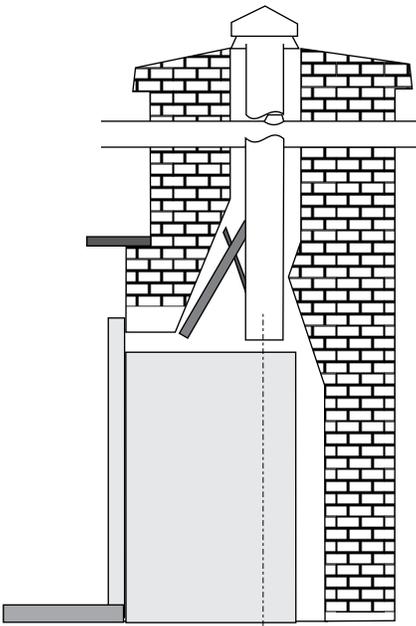
The flue collar of the appliance will fit inside a standard vent and may be fastened directly to the vent by sheet metal screw or a B-Vent, single wall vent connector. B-Vent chimneys require a 1" clearance to combustibles.

A 3" diameter type B-Vent or approved aluminium flex liner may also be used with a 4" to 3" reducing adapter. Consult local code requirements.

The Regency® Insert incorporates its own internal draft hood, so no additional external draft hood is required. Check periodically that the vent is unrestricted and an adequate draft is present when the unit is in operation.

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

The appliance is equipped with a vent safety shutoff system and a safety control system designed to protect against improper venting of combustion products. The appliance will not function without being connected to a proper system.



**WARNING: Operation of this heater when not connected to a properly installed and maintained venting system or tampering with the vent shut-off system can result in carbon monoxide (CO) poisoning and possible death.**

This appliance must not be connected to a chimney flue serving a separate solid fuel burning appliance.

For best venting performance, we **recommend** the following venting rules:

1. Use only certified Type B gas vent or approved flex liner.
2. Follow the vent manufacturer's instructions and clearance requirements.
3. Observe any local code restrictions, if any, regarding the installation of gas inserts.
4. Use as few elbows as possible.
5. Keep horizontal lengths as short as possible and maintain at least an upward slope of 1/4 in. (6.4mm) for every 12 in. (305mm) of horizontal run.
6. Terminate the vent with a suitable certified vent cap.

## COMBUSTION AND VENTILATION AIR

**WARNING: This appliance needs fresh air for safe operation and must be installed with provisions for adequate combustion and ventilation air available to the room in which it is to be operating.**

Follow CAN/CGA B149 (in Canada) or ANSI Z223.1 (in the USA) requirements, and any local codes or regulations of the enforcing authority.

Air for combustion is drawn in through the front of the unit, therefore, the front of the unit must be kept clear of any obstructions.

## 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.

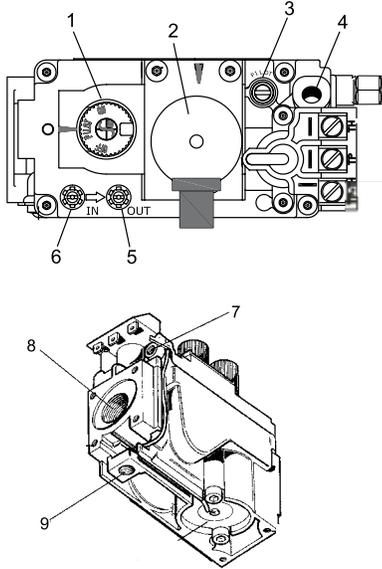
The manifold pressure is controlled by a regulator built into the gas control, and should be checked at the pressure test point.

**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. Read manometer.
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

### 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



### 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.



### GAS INSERT AERATION SYSTEM

The aeration adjustment rod is attached to the air shutter which is located just above the orifice bracket. The rod is used to adjust the aeration on the main burner without having to take the appliance apart.

The burner aeration is factory set but may need adjusting due to either the local gas supply, air supply or altitude.

Natural Gas: 1/8" open  
Propane: 5/16" open

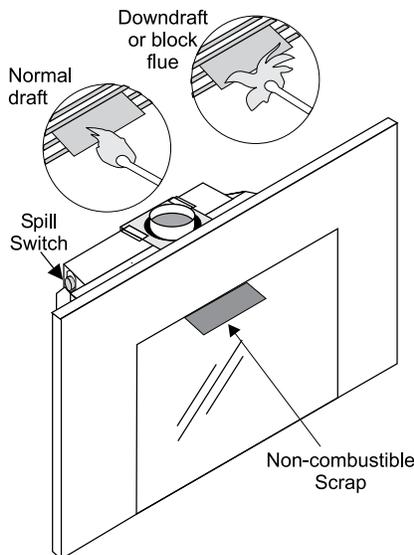
**Note:** Any damage due to carboning resulting from improperly setting the aeration controls is NOT covered under warranty.

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

### TEST FOR FLUE SPILLAGE

A " spillage" test must be made before the installed unit is left with the customer. Follow the procedure below:

- 1) Close all external doors and windows in the house.
- 2) Light the unit and set controls to maximum. Turn fan to OFF on unit.
- 3) After five minutes, test that there is a "pull" on the flue by placing a smoking match, cigarette or similar device which gives off smoke, in front of the upper part of the glass door. To ensure a valid test, place

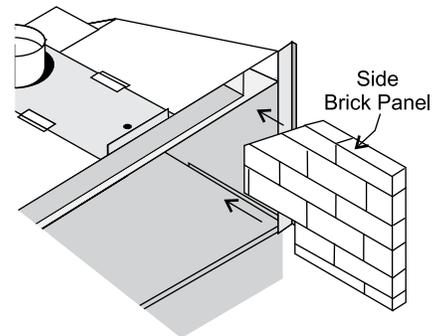
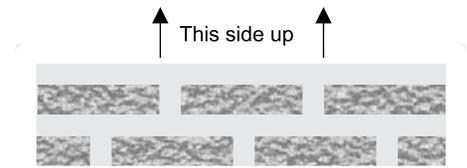


a scrap piece of sheet metal (or other noncombustible material) in the space between the glass door and faceplate, this will prevent the natural convection of the unit from interfering with the test.

**Note:** The smoke should be drawn into the spill tube. If the smoke is still not drawn in, turn the unit off and check for the cause of the lack of draft. If necessary, seek expert advice.

### OPTIONAL BRICK PANEL

- 1) Unwrap the brick pattern panels from the protective wrapping.
- 2) With the glass removed, position the back panel first (see diagram for correct positioning), then the two side panels. Slide the side brick panel into place from the front of the firebox, there is a tab at the top of the unit to hold the side panels in place.
- 3) The brick panels should be tight against the firebox sides and back. The side panels should be flush with the glass.



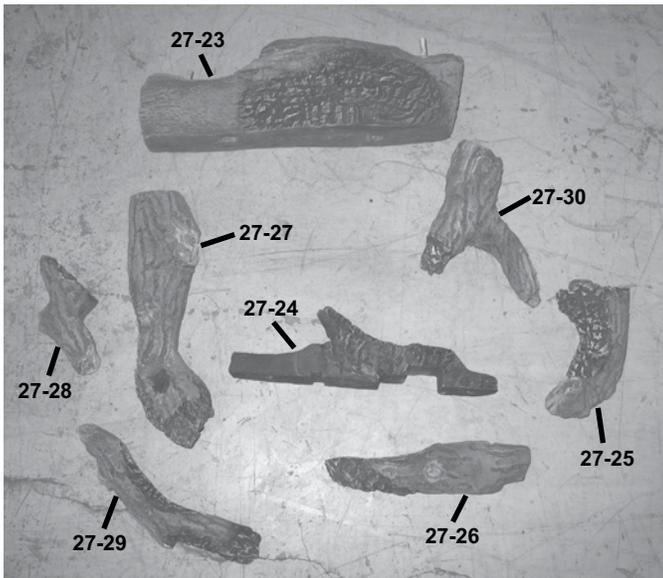
**Note:** Use caution when sliding side panels in as they can easily be scratched by the brick panel tabs.

## LOG SET INSTALLATION

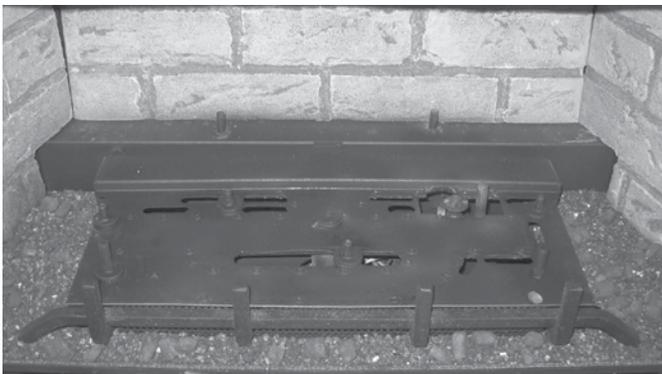
Read the instructions below carefully and refer to the images. Dangerous operating conditions may occur if the logs are not positioned in their correct locations. If the logs are broken do not use the unit until they are replaced. Broken logs can interfere with the pilot operation.

Log kit (Part # 533-930) contains the following pieces:

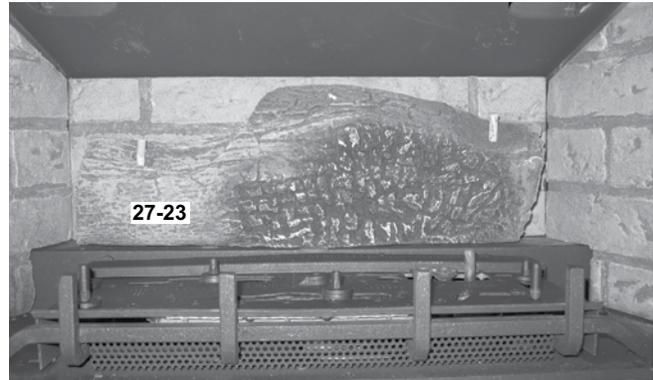
- a) 27-23 Back Center Log
- b) 27-24 Middle Center Log
- c) 27-25 Middle Right Log
- d) 27-26 Front Right Log
- e) 27-27 Center Front Log
- f) 27-28 Middle Left Log
- g) 27-29 Front Left Log
- h) 27-30 Back Right Log
- i) 902-156 Embers Lava
- j) 902-153 Rock Wool
- k) 902-179 Vermiculite
- l) 946-669 Platinum Embers (supplied with packaged manual)



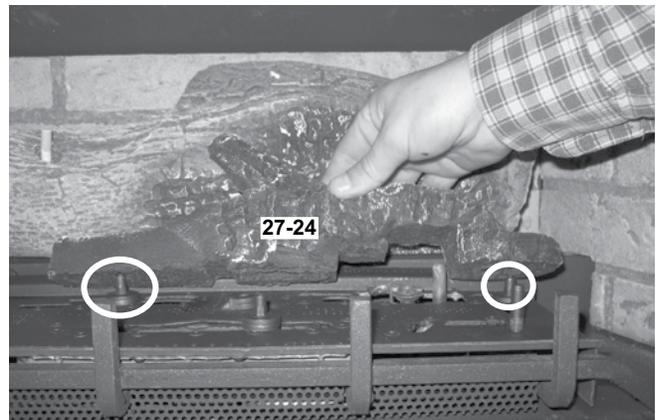
- 1) Carefully remove the logs from the box and unwrap them. The logs are fragile, handle with care - **do not force into position.**
- 2) Spread vermiculite around the firebox base. Then take some embers and spread them over the vermiculite as shown.



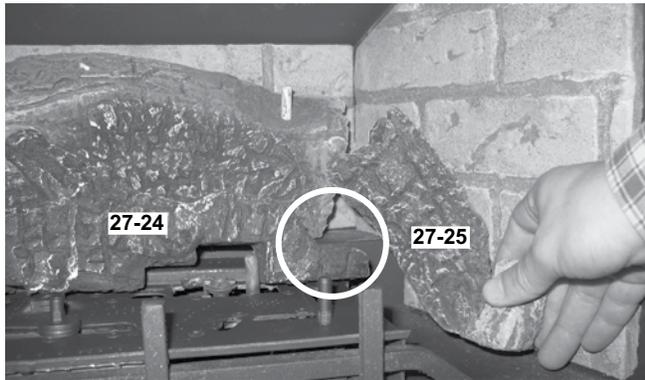
- 3) Fit log 27-23 into the pins on the back log tray.



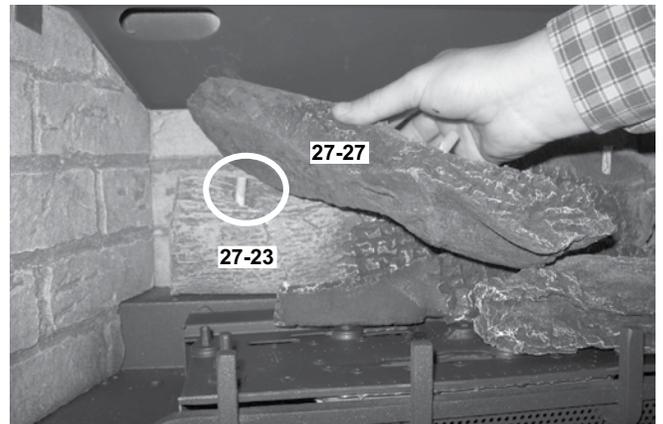
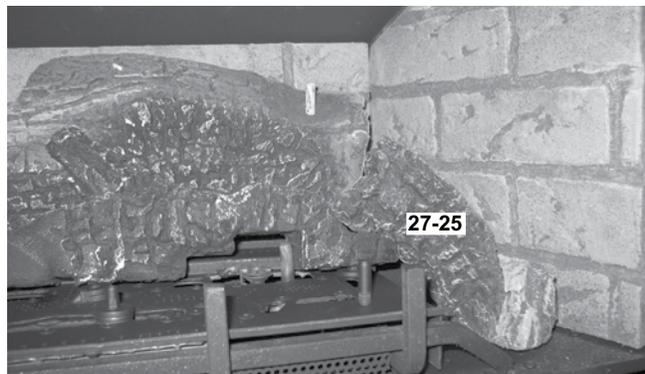
- 4) Fit log 27-24 into the pins on the middle right hand side of the burner.



- 5) Rest the top of log 27-25 in the notch in log 27-24 and rest the bottom end of log 27-25 on the firebox base.



- 7) Fit the top end of log 27-27 into the pin in log 27-23 and rest the bottom end of log 27-27 against the 2nd grate post.

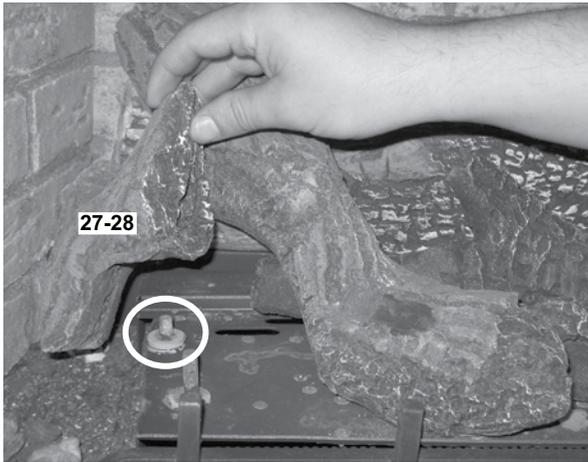


- 6) Fit log 27-26 into the pins on the front right side of the burner.

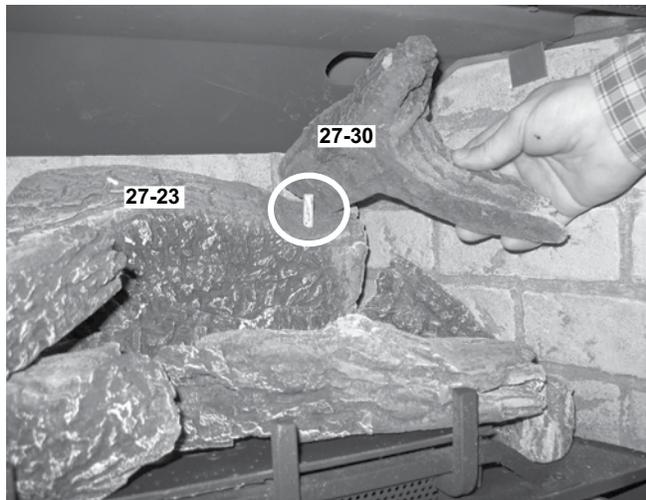


2nd Grate Post

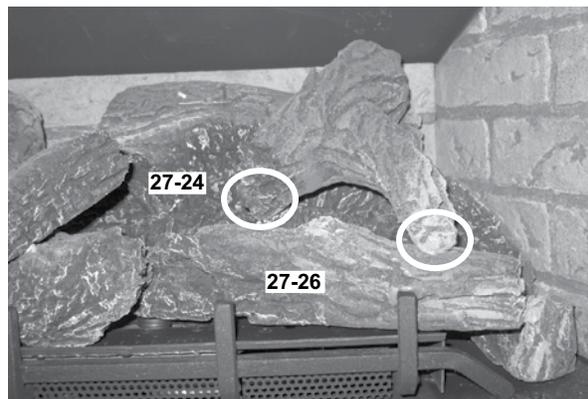
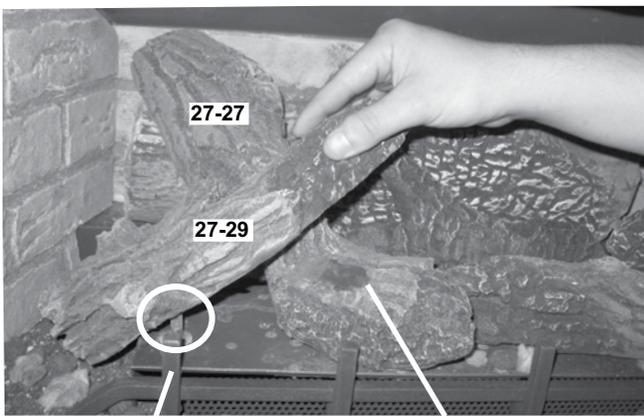
8) Fit log 27-28 into the pin on the left side of the burner.



10) Fit the top of log 27-30 into the pin on the right side of log 27-23 and rest the bottom of the log on the notches in logs 27-26 and 27-24.



9) Fit the left end of log 27-29 into the pin on the front left side of the burner (in front of the 1st grate post) and rest the right end of log 27-29 onto the notch on log 27-27.

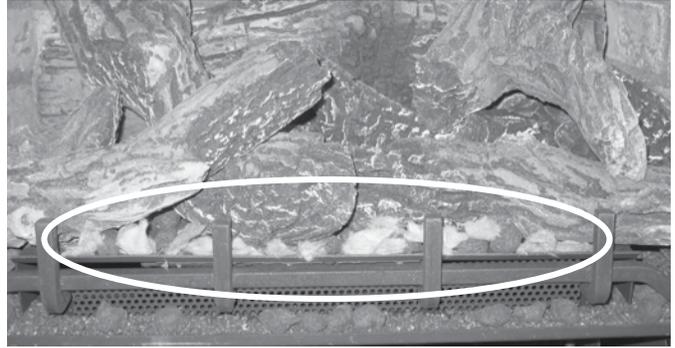


## 20 | installation

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

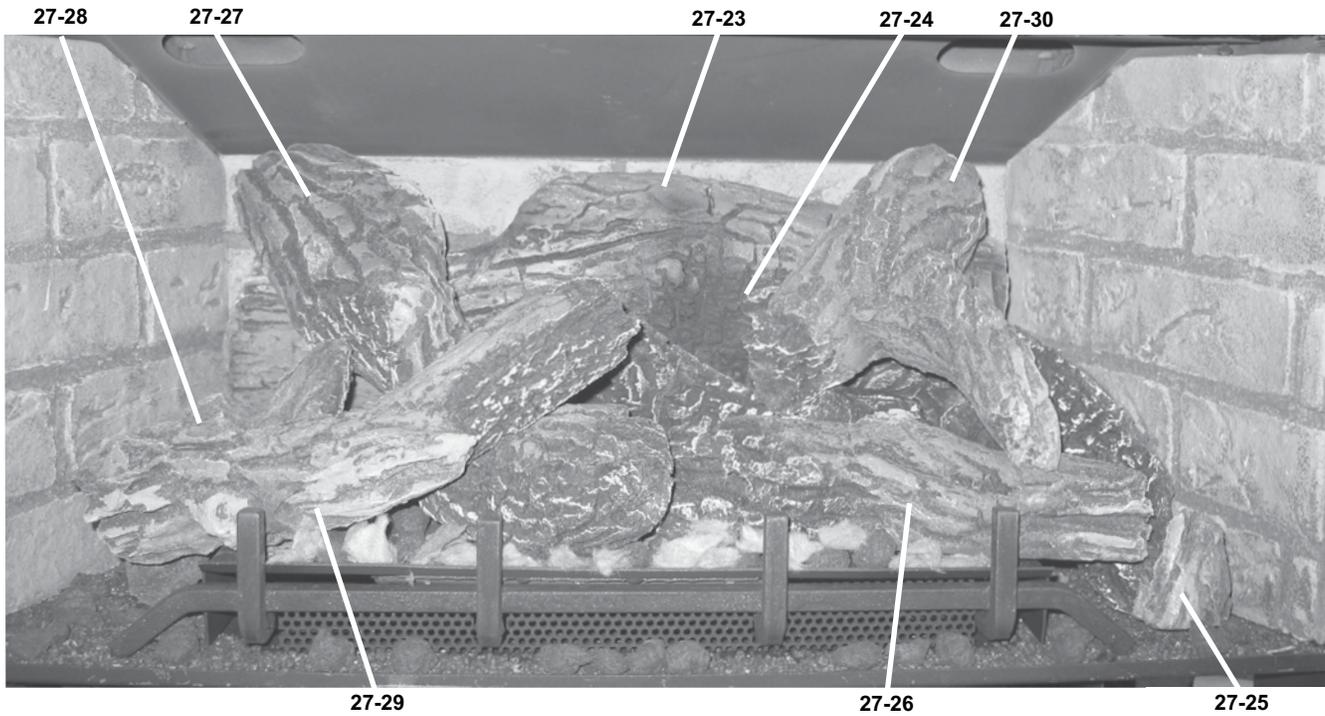


- 12) Place rock wool along side the embers on the front of the burner as shown. **Ensure not to cover any burner ports.**



- 13) Separate platinum embers and place on the burner just in front of the logs. Avoid stacking platinum embers.

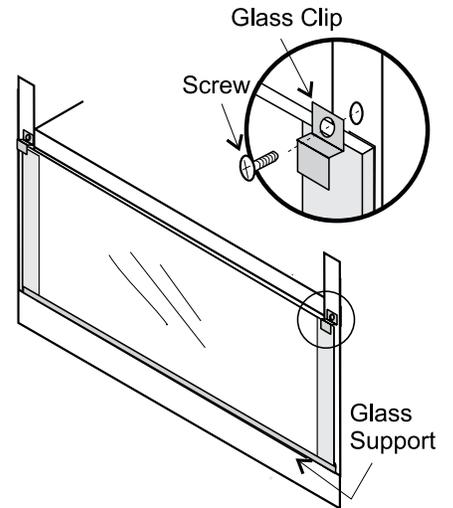
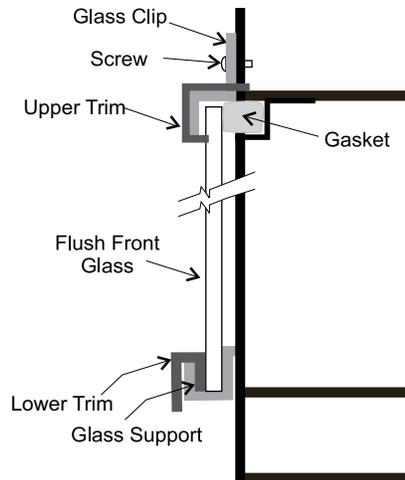
### Completed Log Set Installation



## FLUSH GLASS INSTALLATION

- 1) Install upper and lower trim.
- 2) Slide the glass into the bottom glass support and secure with the glass clips using the 2 phillips head screws at the top.

**Note:** To remove the glass, reverse the procedure.



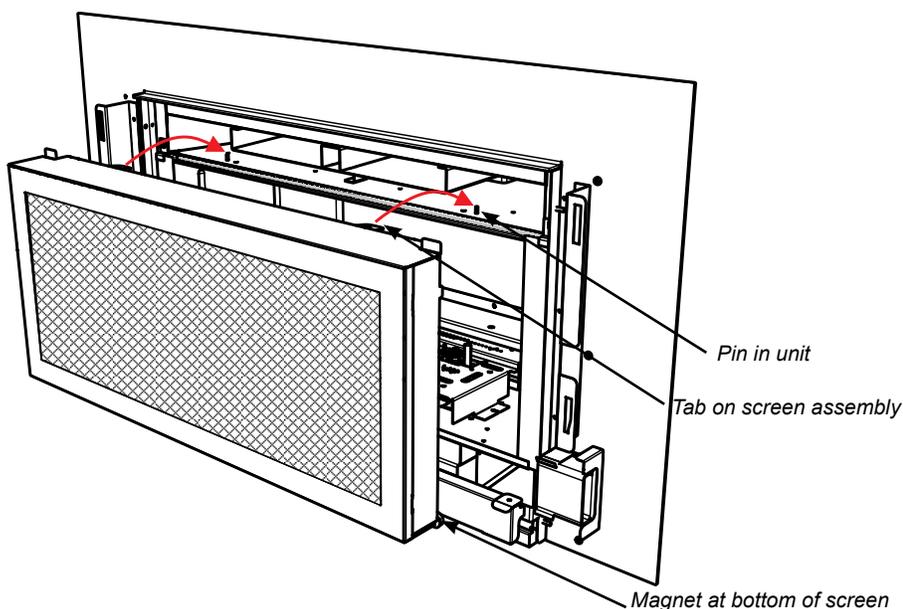
### **WARNING**

*The use of substitute glass will void all product warranties.*

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

## SAFETY SCREEN INSTALLATION / REMOVAL

1. To install the safety screen assembly onto the unit, lift assembly up and lower tabs on safety screen onto pins inside unit as shown below.
2. Lower screen assembly onto unit, bottom of screen is secured by 2 magnets.
3. To remove—reverse steps.



Conversion from NG to LP

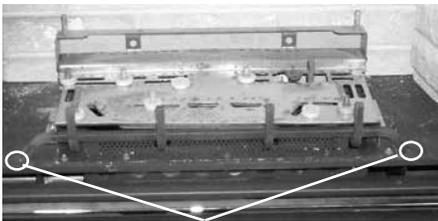
**THIS CONVERSION MUST BE DONE BY A QUALIFIED GAS FITTER  
IF IN DOUBT DO NOT DO THIS CONVERSION !!**

**LP Conversion Kit Contains:**

Qty.	Part #	Description
1	904-163	Burner Orifice #54
1	904-529	5/32" Allen Key
1	918-590	Label "Converted to LPG"
1	910-582	LP Stepper Motor
1	908-528	Red "LPG" label
1	910-037	LP Injector (Pilot Orifice)
1	910-233	Thermodisc Switch
1	919-463	Instruction Sheet

**Installation of LP Conversion Kit:**

1. Turn the unit off and allow it to cool to room temperature.
2. Shut off gas supply and disconnect power.
3. Remove safety screen and glass door (see Door Glass Replacement section in the manual).
4. Remove logs and brick panels (if installed).
5. Remove the Grate by removing the screws on each side of the grate.



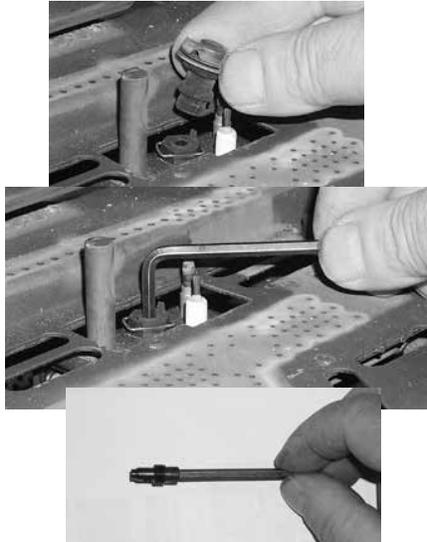
*Remove the 2 screws holding the grate in position.*

6. Remove the Burner Tray by removing 1 screw on each side of the tray, then slide the tray to the left and lift out.



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

7. Pull off the pilot cap to expose the pilot orifice.
8. Unscrew the pilot orifice with the allen key (provided) and replace with the LP pilot orifice in the kit.



9. Remove burner orifice with 1/2" wrench. Use another wrench to hold onto the elbow behind the orifice. Replace with the #54 orifice in the Kit.



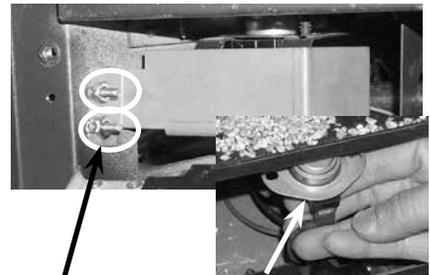
*Burner Orifice*

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. Remove the switch cover from the left side of the body base. Disconnect the 2 wires from the thermodisc and pull the thermodisc out of the bracket under the left side of the firebox bottom. Replace with the Thermodisc supplied with this kit and reconnect the 2 wires.



*Remove the 2 nuts holding the switch box in place, then pull the thermodisc out of the bracket.*

12. Check for gas leaks with a proper soapy solution or leak detector.
13. Check for proper spark between the ignitor and pilot cap. Refer to "Lighting Procedure" section of the manual for lighting sequence.
14. 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.
15. Check inlet (11" WC min) and outlet (10" WC) pressures. Refer to "Gas Pipe Pressure Testing" section of the manual.
16. Reverse Steps 6 to 3.
17. Attach the label "This unit has been converted to LP" near or on top of the serial number decal.
18. Replace yellow "NG" label with red "LP" label.
19. Check operation of flame control.
20. 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 - spacer only).

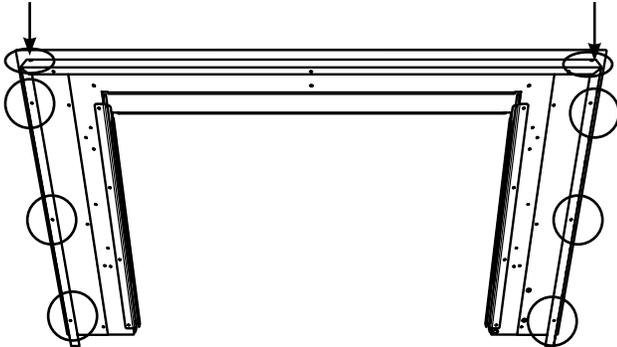


Diagram 1

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

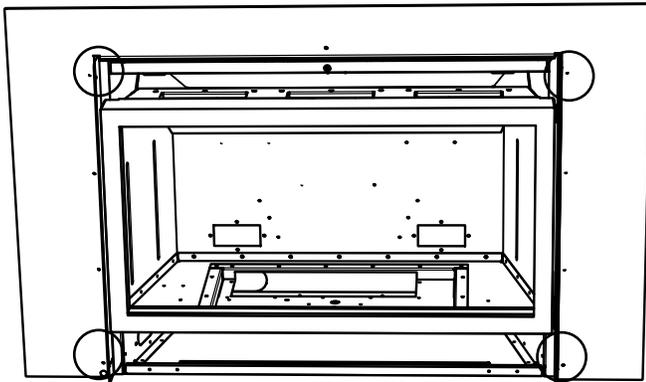


Diagram 2



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.

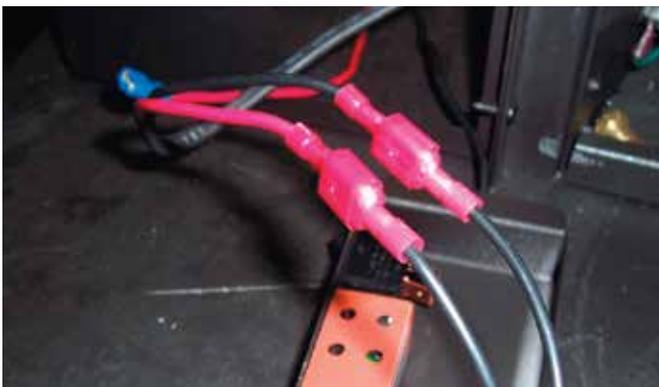


Diagram 4

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.



Diagram 5

5. Install the fan speed control box to the left hand bottom leg of the inner faceplate. Controls located on the left side. One screw at top (as shown) and one at the bottom.

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



Diagram 6

7. Ensure batteries are installed into receiver then Install receiver (packed with manual) on the right side of the faceplate backing - connect 12 pin connector to receiver from wiring harness (marked receiver).

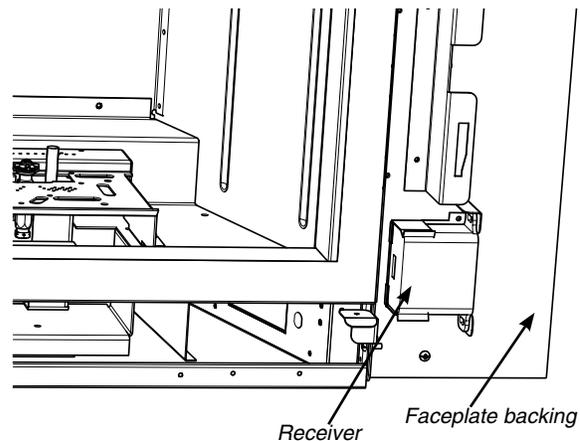


Diagram 7

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.

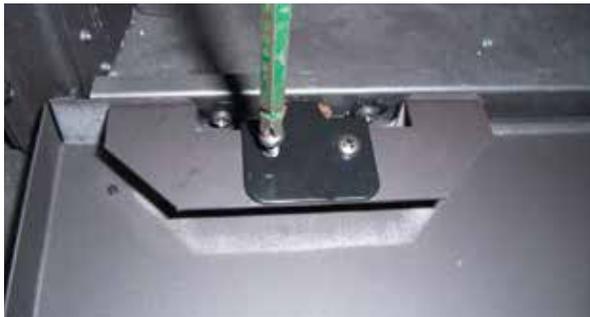


Diagram 9

10. Run the power cord out on the left side of the unit.
11. To install the safety screen assembly onto the unit, lift assembly up and lower tabs on safety screen onto pins inside unit as shown below.

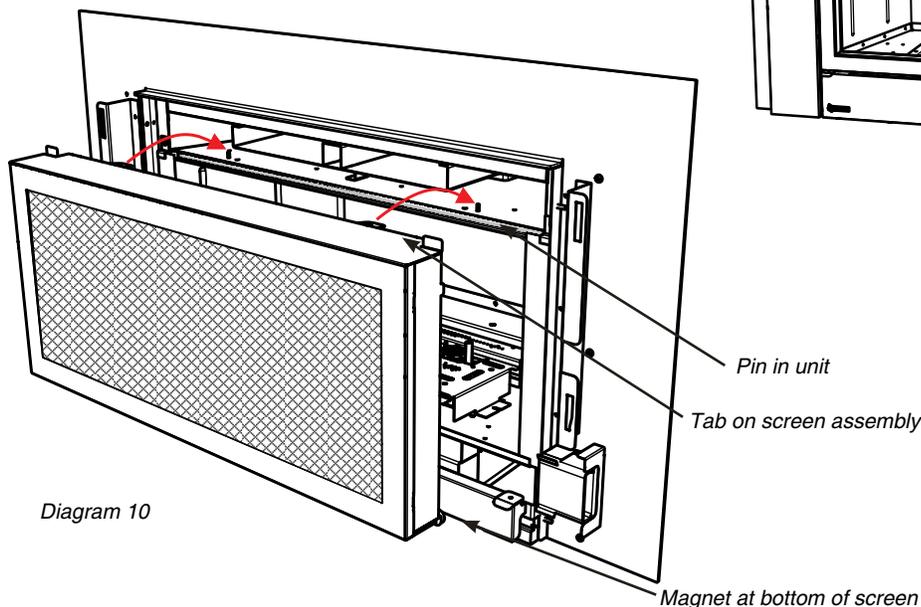


Diagram 10

12. Lower screen assembly onto unit, bottom of screen is secured by 2 magnets

13. 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.

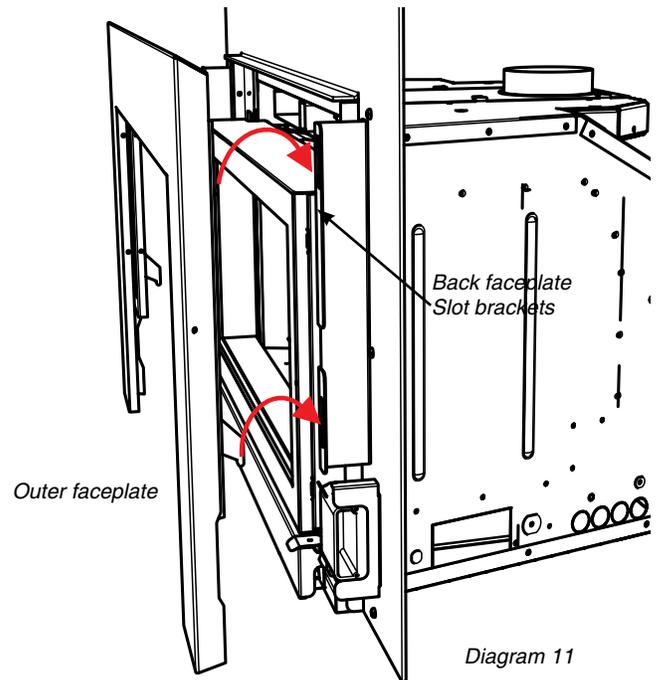
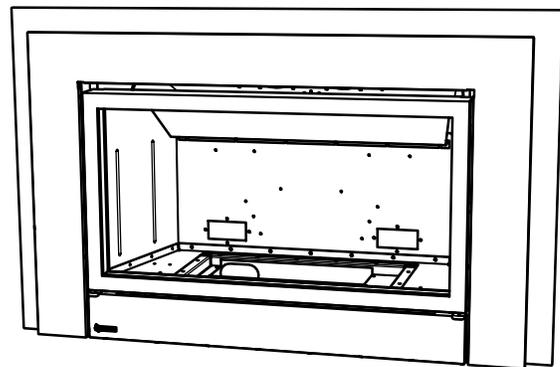


Diagram 11

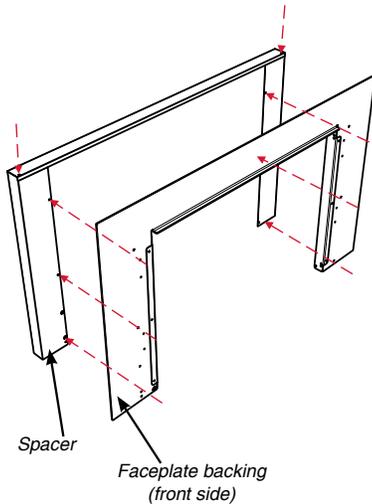


Final Install

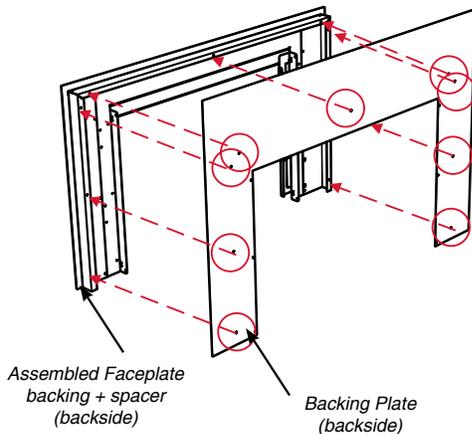
## OPTIONAL BACKING PLATE INSTALLATION

### 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.



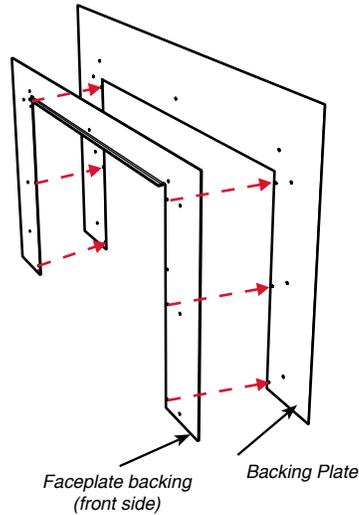
2. Install the custom backing plate to the faceplate backing and spacer with 9 screws (3 on each side and 3 across the top) installed from the backside of the backing plate into the backside of the assembled faceplate backing with spacer as shown below.



### 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.

## WALL THERMOSTAT

A wall thermostat may be installed if desired, connect the wires as per the wiring diagram. Use the following 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.

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

### 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.

## FINAL CHECK

Before leaving this unit with the customer, the installer must ensure that the appliance is firing correctly. This includes:

- 1) Locking the appliance to ensure the correct firing rate (rate noted on label) at 15 minutes.
- 2) If required, adjusting the primary air to ensure that the flame does not carbon. First allow the unit to burn for 15 min. to stabilize.
- 3) Check for proper draft.

**CAUTION**  
**Any alteration to the product that causes sooting or carboning that results in damage to the unit is not the responsibility of the manufacturer and will not be covered by the warranty.**

## 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 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



*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.

### Do not use abrasive cleaners on the glass.

**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.

**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.**

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

## 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.

## 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



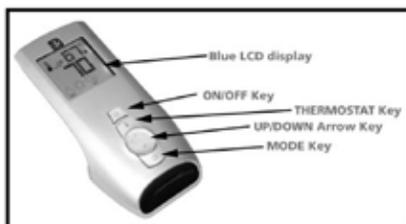
Diagram 1

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

C) Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and 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

## 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 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) Verify proper operation after servicing.
- 8) Periodically check the pilot flames. If you have an incorrect flame pattern, contact your Regency® dealer for further instructions.

**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.**

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

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

## REMOVING VALVE ASSEMBLY

- 1) Disconnect the power.
- 2) Shut off the gas.
- 3) Remove outer faceplate and safety screen.
- 4) Remove glass.
- 5) Remove log set & embers, and brick panels.
- 6) Disconnect the gas line.
- 7) Remove wires from valve (top and bottom terminals).
- 8) Remove the burner tray by removing the 1 screw on each side, then slide the tray to the left and lift out.

- 11) Remove the 2 screws on each side of the firebox bottom and 4 screws on the rear wall, and lift out.



- 12) Remove valve assembly from stove body by removing 3 phillips screws.



- 13) Remove the valve from the bracket and replace. Reverse steps to install valve.

## 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.

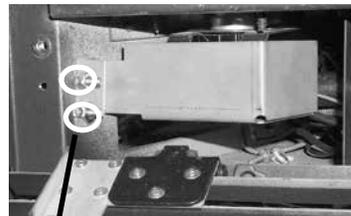


*Remove 2 screws, then push burner tray to left and lift out.*

- 9) Remove the 2 screws to the right of the cutout on the firebox bottom.



- 10) Remove the switch cover from the left side of the body base and pull the thermosdisc out of the bracket under the left side of the firebox bottom.



*Remove the 2 nuts holding the switch box in place, then pull the thermosdisc out of the bracket.*

## REMOVING THE FAN

**IMPORTANT**  
**Disconnect power supply before servicing.**

- 1) Disconnect the power.
- 2) Shut off the gas.
- 3) Remove outer faceplate and safety screen.
- 4) Remove glass door.
- 5) Remove logs, embers, and brick panels.
- 6) Remove Burner Tray and Firebox bottom - see steps 9-12 in "Removing Valve Assembly."
- 7) Remove wires from fan.
- 8) Lift fan off of the two pins.
- 9) Reverse steps to install fan.



## GLASS GASKET

If the glass gasket requires replacement use 7/8" flat glass gasket (Part # 936-243).

## DOOR GLASS REPLACEMENT

Your Regency® stove is supplied with high temperature, 5 mm Neoceram ceramic glass that will withstand the highest heat that your unit will produce. 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.

## GAS MAINTENANCE - RECOMMENDED ANNUAL ROUTINE

In order for your Regency appliance to continue to provide comfort to your home periodic maintenance must be performed to ensure it is operating at peak efficiency. The items in the list should be checked by a licensed gas service technician during the annual service check. Your unit may require more frequent maintenance checks if you notice any changes in how it operates. Operational changes to look for can include, but are not limited to, extended start up time, increased fan noise, residue/carbon build up, white build up on the glass/firebox, increased operating noise etc. Should any of these or other conditions arise, discontinue use and schedule a service check with your local licensed gas technician. The list below shows items your licensed service technician will need to check and service at least annually.

### Clean

- Glass
- Interior bricks / panels
- Burner ports & burner air shutter
- Fan blades
- Log set
- Pilot orifices
- Pilot hood (change as needed)
- Flame sensor (electronic ignition models)
- Flame electrode
- Burner orifice
- Thermocouple (millivolt models)
- Thermopile (millivolt models)

### Inspect

- Pilot assembly
- Burner
- Pressure relief gaskets/doors
- Flue connector gasket if present
- Door seal
- Firebox
- Venting
- Batteries (remote handheld, remote receiver, DC sparker, change as needed)
- Burner media (change as needed)
- Air shutter setting
- Wiring

### Check

- Voltage on thermocouple/thermopile (millivolt models)
- Ohms reading on flame sense (electronic ignition models)
- Inlet/outlet fuel pressures as per rating plate
- Voltage/ohms readings on gas valve
- Ohms reading to on/off switch circuit (Millivolt models)

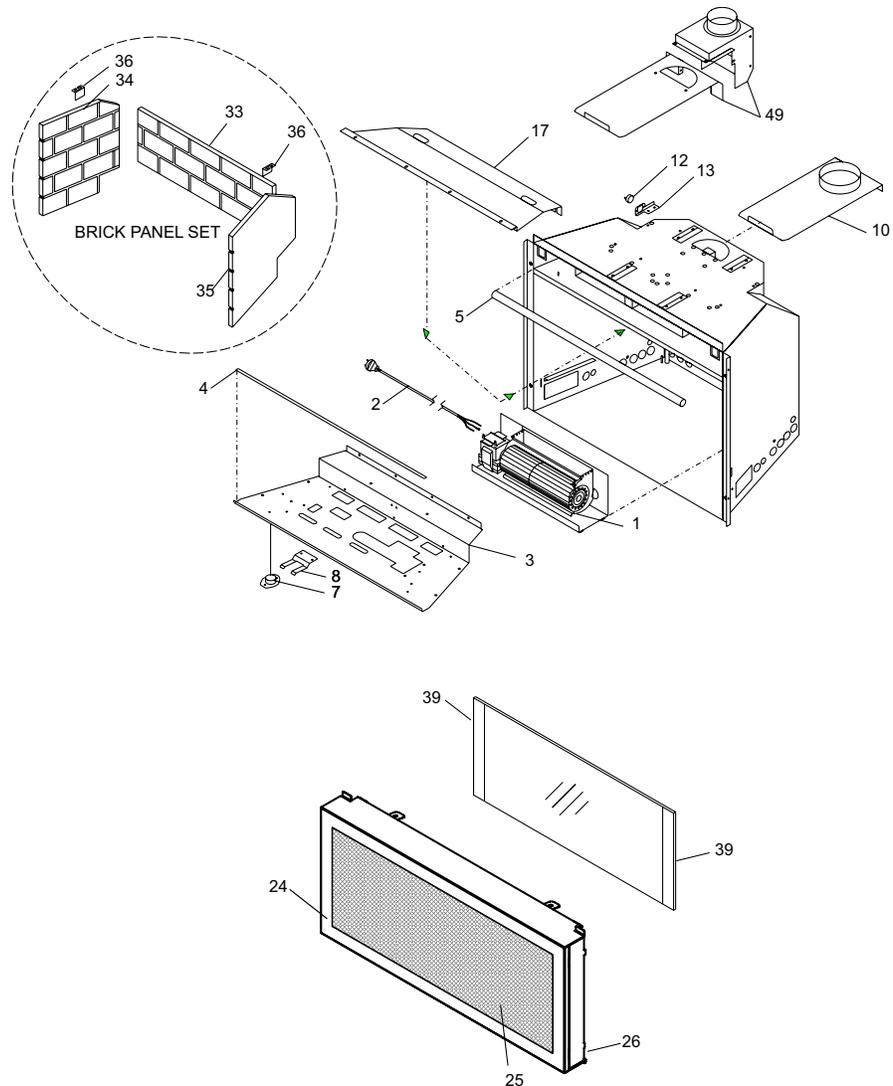
### Gas Leak Tests

- Check main gas line connection to valve
- Check shut off valve connections
- Check connection at gas valve outlet
- Check connection at main burner orifice
- Check pilot fuel line at valve and at pilot assembly

**MAIN ASSEMBLY**

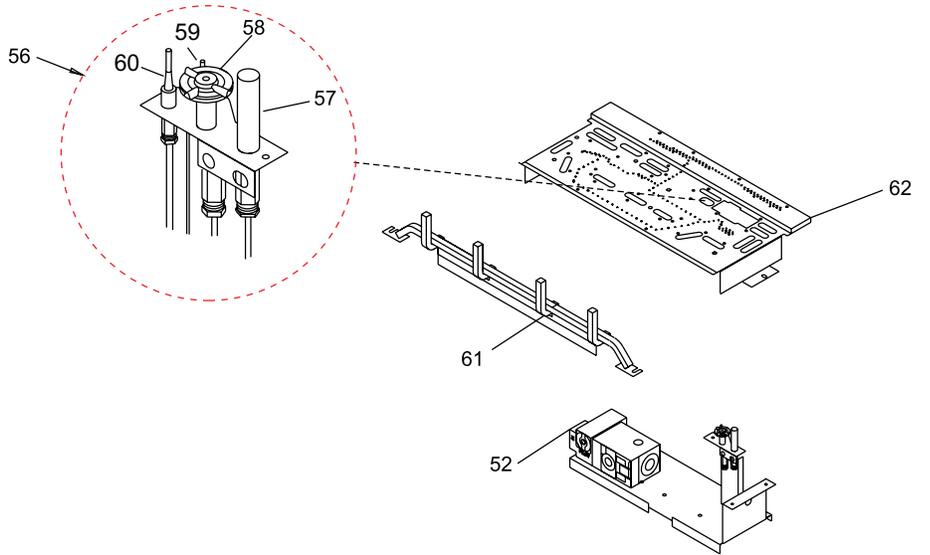
Part #	Description	Part #	Description
530-518/P	Fan Assembly	532-901	Brick Panel Set - Standard Brown
1) 910-331/P	Fan Motor (120V)	532-902	Brick Panel Set - Standard Red
2) 910-750	Power Cord (120V)	532-903	Brick Panel Set - Herringbone Brown
910-752	Wire Harness (Intermediate)		
3) *	Firebox Bottom	33) *	Brick Panel - Rear
4) 936-238	Soft Fiber Gasket 8mm	34) *	Brick Panel - Left Side
5) 936-233	3/4" Rope Gasket	35) *	Brick Panel - Right Side
7) W241050	Fan AUTO ON/OFF Thermodisc - NG	36) 400-090	Brick Clips
910-233	Fan AUTO ON/OFF Thermodisc - LP		
8) *	Thermodisc Bracket	39) 530-547/P	Flush Front Glass Assembly
10) 532-516	Draft Hood Slide Plate	49) 532-920	Offset Flue Adaptor Kit (optional)
12) 910-343	Spill Switch		
13) 532-013	Spill Switch Bracket		
17) 532-012	Baffle		
23) *	Bottom Flush Louver	919-428	Manual
24) 535-006	Inner Trim		
25) 535-008	Safety Screen		
26) 535-007	Screen Frame		

\*Not available as a replacement part.



**BURNER ASSEMBLY & LOG SET**

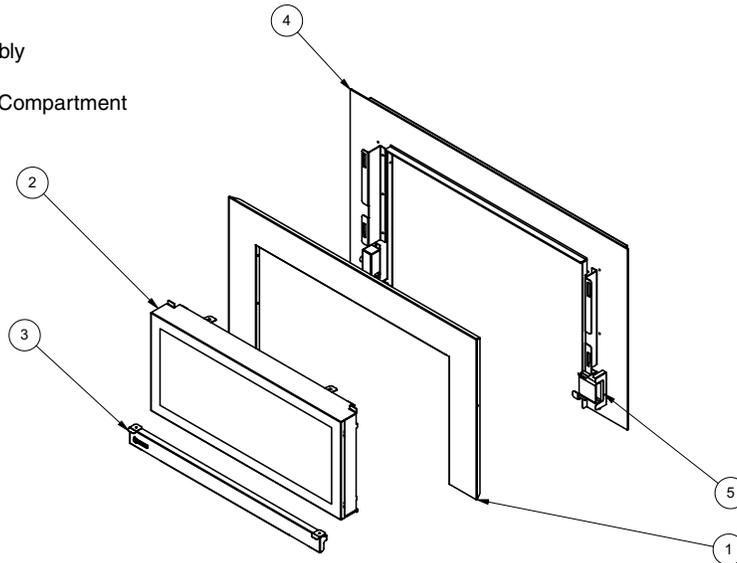
Part #	Description
535-578/P	Valve Assembly- NG
535-580/P	Valve Assembly - LP
52) 910-578	Valve SIT - NG
910-580	Valve SIT - LP
56) 910-034	Pilot Assembly - SIT - 3 flame -NG
910-035	Pilot Assembly - SIT - 3 flame - Propane
57) 910-341	Thermopile
58) 910-096	Pilot Hood
59) 910-030	Electrode
904-162	#43 Orifice (NG)
904-163	#54 Orifice (LP)
60) 910-386	Thermocouple
61) 402-526	Grate/Diffuse Assembly
62) 533-535	Burner Assembly - NG/LP
910-096	Pilot Hood 3 Way
910-432	Pilot Tube w/Nut
911-137	Pilot Hood Clip
910-592	Remote Transmitter GTMF
911-164	Valve/Remote Wiring Harness
910-036	Pilot Orifice - NG
910-037	Pilot Orifice - LP
533-930	Complete Log Set
535-969	Conversion to Propane Kit



\*Not available as a replacement part.

**LOW PROFILE FACEPLATE ASSEMBLY**

Part #	Description
535-924	Faceplate Assembly
1) *	E21 Front
2) 535-006	Inner Trim
3) *	Bottom Louver Assembly
4) *	Faceplate Backing Assembly
5) 911-228/P	Receiver
911-127	Remote Receiver Battery Compartment



\*Not available as a replacement part.



**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.

FPI is not liable for the removal or replacement of facings or finishing in order to repair or replace any appliance in the field.

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):

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

For purchases made in **CANADA:**

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

Phone: 604-946-5155  
Fax: 1-866-393-2806

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

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

Phone: 604-946-5155  
Fax: 1-866-393-2806

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