



## ULTIMATE™ U38 Freestanding Gas Stove

## Owners & Installation Manual



MODELS: U38-NG13 Natural Gas U38-LP13 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:




Certified to/Certifié pour:  
CSA/ANSI Z21.88:19  
CSA 2.33:19  
CSA 2.17-2017

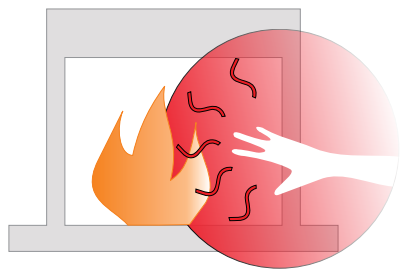
**Installer:** Please complete the details on the back cover and leave this manual with the homeowner.  
**Homeowner:** Please keep these instructions for future reference.

## To the New Owner:

Congratulations! You are the owner of a state-of-the-art ULTIMATE Gas Stove by FIREPLACE PRODUCTS INTERNATIONAL LTD. The Regency® Gas Series of hand crafted appliances has been designed to provide you with all the warmth and charm of a woodstove, at the flick of a switch. The models U38-NG13, and U38-LP13 of this series has been approved by Warnock Hersey/Intertek for both safety and efficiency. As it also bears our own mark, it promises to provide you with economy, comfort and security for many trouble free years to follow. Please take a moment now to acquaint yourself with these instructions and the many features of your Regency® Gas Stove.



# 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 must 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 OTHER LIQUIDS WITH FLAMMABLE VAPOURS AWAY.**


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

920-408



**CERTIFIED**  
www.nficertified.org

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



Wood Energy  
Technical Training  
www.wett.org

**This appliance may only be installed in an aftermarket permanently located, manufactured (USA only) or mobile home, where not prohibited by local codes.**

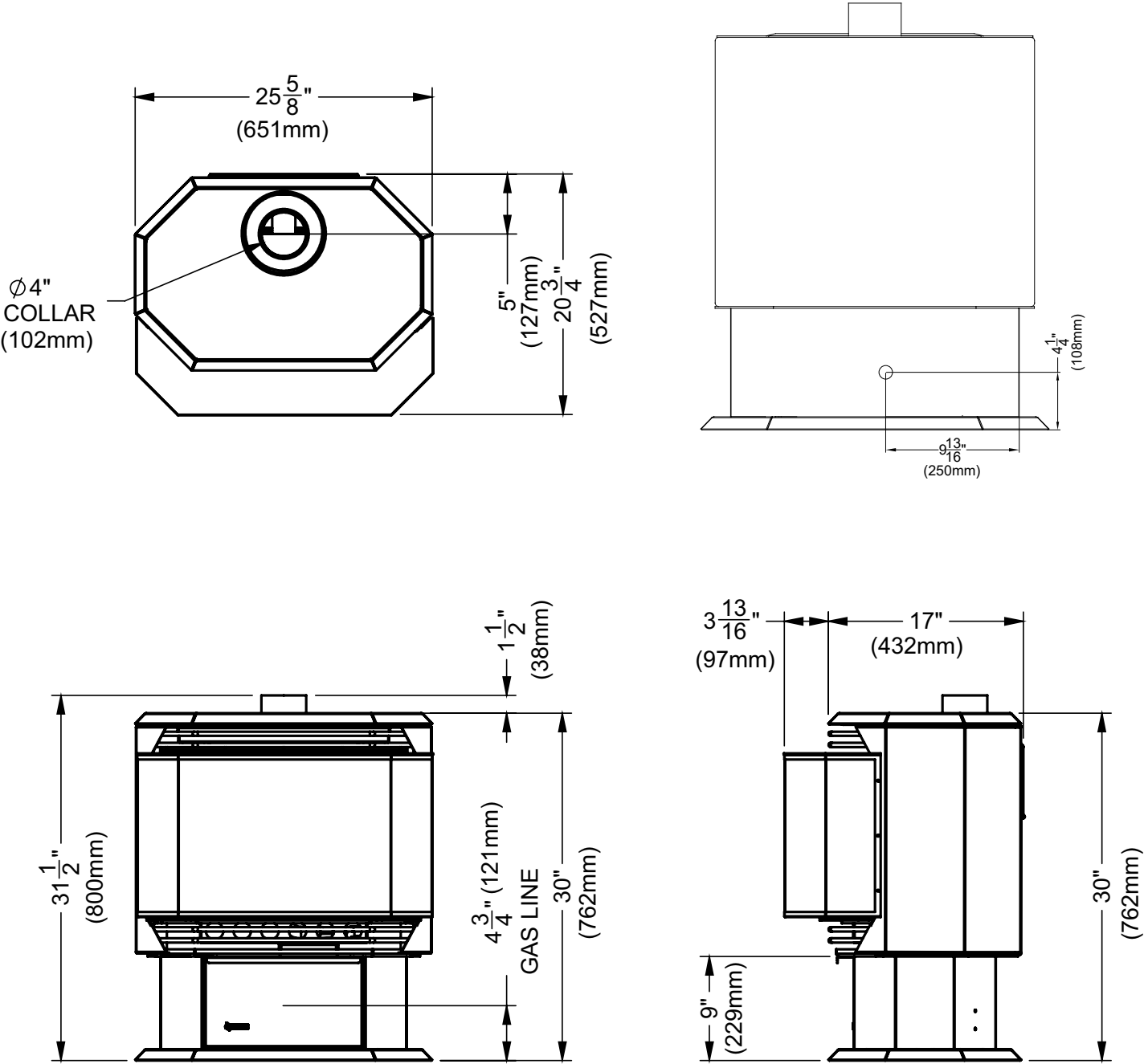
**This appliance is only for use with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases, unless a certified kit is used.**



U38-39 Video



4 | dimensions



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

## GAS INSTALLATION CHECKLIST

This general checklist does not contain all pertinent installation details or specifics and does not supersede the guidelines in this manual. Your Regency dealer/installer should use it in conjunction with manual instructions. Please follow all local codes and jurisdictions in authority.

<b>Customer:</b> _____	<b>Date Installed:</b> _____	
<b>Install Address:</b> _____	<b>Location of Fireplace:</b> _____	
<b>Serial No:</b> _____	<b>Installer:</b> _____	
<b>Model No:</b> _____		
<b>Site Requirements</b>	<b>YES</b>	<b>NO</b>
If applicable, are the insulation, vapour barrier, and drywall present if installed on an outside wall or chase?		
Does the area have a solid continuous base to support the unit?		
Will the area accommodate the size of the appliance and all clearances?		
Are the gas and electrical roughed into the area where the unit is being installed?		
In City & Grandview series cool wall applications, is the chase enclosure sealed to prevent heat from escaping? All hot air from the unit must exit via the mandatory ventilation openings.		
In City & Grandview applications, Is the chase enclosure vented with the mandatory heat ventilation openings? See manual for details.		
If applicable, is the masonry/factory built fireplace in its original condition with no modifications?		
If applicable, have the hearth requirements been met?		
<b>Unit Setup</b>	<b>YES</b>	<b>NO</b>
If applicable, are the standoffs and top nailing flange extensions installed and at the correct depth to accommodate finishing material? See manual for details.		
If applicable, is the fireplace level and secured, meeting framing clearances? See manual for details.		
If applicable, is the unit converted to top or rear vent per manual instructions, and the insulation discarded?		
<b>Venting</b>	<b>YES</b>	<b>NO</b>
Are the venting components approved for the unit installed?		
Does the venting configuration comply with venting diagrams?		
Is venting installed and secured, and are clearances for the vent pipe and termination cap maintained?		
If applicable, was a 1/4" rise maintained for every foot of horizontal run?		
Was the termination installed and sealed?		
Is the direct vent termination at the highest point in the vent assembly?		
If applicable, are both chimney liners continuous from flue collars to termination?		
<b>Electrical and Wiring</b>	<b>YES</b>	<b>NO</b>
Is the appliance connected to the household's 110/120v per local codes? Check local codes for receptacle placement.		
Were the connections in the fireplace tested with a circuit tester?		
Is the appliance properly grounded?		
If applicable, is the supplied electrical/gang box affixed to the wall to facilitate the mounting of the receiver/battery box ?		
If applicable, is all electrical, Ethernet, HDMI, networking, optical, wire/cables, conduits, etc. run through the wood or steel stud work as wires/cables of any kind cannot be exposed directly above or over the fireplace?		
<b>Gas</b>	<b>YES</b>	<b>NO</b>
Does the supply pressure meet the requirements shown on the rating plate?		
Was a conversion performed?		
Was a leak check performed and manifold pressures verified?		

Is the shut-off valve installed and easily accessible to the customer?		
<b>Finishing</b>	<b>YES</b>	<b>NO</b>
If applicable, is only noncombustible material installed in the noncombustible areas?		
Do clearances meet installation and manual requirements?		
Do the mantels and/or projections comply with the installation manual?		
If applicable, was the solid fuel fireplace warning plate installed?		
Is the chase enclosure fully open the full width, height and depth above the fireplace as per the requirements noted in the framing section?		
<b>Appliance Media Setup</b>	<b>YES</b>	<b>NO</b>
Do commands from the remote or wall switch light the pilot and main burner?		
Are the burner media/log set, glass door, and screen installed per instructions in the manual?		
Was the air shutter on the proper setting after running the unit for 20 minutes?		
If applicable, were the surround and trims installed according to the manual?		
Was the operation of the fan, lights (if installed), and flame modulation checked?		
<b>Customer Tutorial and Presentation</b>	<b>YES</b>	<b>NO</b>
Is the customer confident operating the new gas appliance and aware of all the features on the remote?		
Confirm that the rating and lighting plates are attached to the appliance. Do not remove.		
Was the customer informed of the location of the rating and lighting plates?		
Was accessing unit controls in a power outage explained to the customer?		
Are the model and serial numbers and the date of installation of the unit written in the manual and on the checklist?		
Were the warranty and unit registration reviewed with the customer?		
<b>Comments:</b>		

This is a copy of the label that accompanies each ULTIMATE Freestanding Gas Stove. We have printed a copy of the contents here for your review. The safety label is located on the inside of the drop down pedestal door.

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.

## SAFETY LABEL FOR THE U38-13

Duplicate serial #		<b>566</b>
<p><b>Listed: VENTED GAS FIREPLACE HEATER / FOYER AU GAZ À ÉVACUATION</b>  <b>Certified for/Certifiée pour :</b> ANSI Z21.88:19 • CSA 2.33:19          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.</p>		<p><b>DO NOT REMOVE THIS LABEL/ NE PAS ENLEVER CETTE ÉTIQUETTE</b></p> <p><b>566</b></p> <p>Serial No./No de série</p>
<p><b>REGENCY®</b> FIREPLACE PRODUCTS</p>		
<p>Model/Modèle: U38-NG13</p>	<p><b>FACTORY EQUIPPED FOR NATURAL GAS: Model U38-NG13</b></p> <p>Minimum supply pressure 5" WC/C.E. (1.25kPa)          Manifold pressure High 3.5" WC/C.E. (0.87kPa)          Manifold pressure Low 1.6" WC/C.E. (0.40kPa)</p> <p><b>Model U38-NG13: Factory Equipped for Altitude 0-2000 ft.</b></p> <p>Orifice size #32 DMS          Altitude 0-2000 ft/pi (0-610)          Maximum Input 38,000 Btu/h (11.14Kwh)          Minimum Input 26,000 Btu/h (7.62Kwh)</p>	<p><b>APPAREIL FONCTIONNANT AU GAZ NATUREL : Modèle U38-NG13</b></p> <p>Pression d'alimentation minimale          Pression manifold élevée          Pression manifold basse          Dimensions de l'orifice          Altitude          Débit calorifique maximum          Débit calorifique minimum</p>
	<p><b>Model U38-NG13: Convertible for Altitude 2000-4500 ft.</b></p> <p>Orifice size #33 DMS          Altitude 2000-4500ft/pi (610-1370m)          Maximum Input 35,000 Btu/h (10.26Kwh)          Minimum Input 24,000 Btu/h (7.03Kwh)</p>	<p><b>Modèle U38-NG13 convertible pour altitude 2000-4500 pi</b></p> <p>Dimensions de l'orifice          Altitude          Débit calorifique maximal          Débit calorifique minimal</p>
	<p><b>Model U38-NG13: Convertible to 30,000 Btu for Altitude 0-4500 ft.</b></p> <p>Orifice size #37 DMS          Altitude 0-4500 ft/pi (0-1370m)          Maximum Input 30,000 Btu/h (8.78Kwh)          Minimum Input 21,000 Btu/h (6.15Kwh)</p>	<p><b>Modèle U38-NG13 convertible à 30 000 BTU pour altitude 0-4500 pi</b></p> <p>Dimensions de l'orifice          Altitude          Débit calorifique maximal          Débit calorifique minimal</p>
	<p><b>Model U38-NG13: Convertible to 30,000 Btu for Altitude 0-4500 ft.</b></p> <p>Orifice size #32 DMS          Altitude 0-4500 ft/pi (0-1370m)          Maximum Input 30,000 Btu/h (8.78Kwh)          Minimum Input 23,000 Btu/h (6.74Kwh)</p>	<p><b>Modèle U38-NG13 convertible à 30 000 BTU pour altitude 0-4500 pi</b></p> <p>Dimensions de l'orifice          Altitude          Débit calorifique maximal          Débit calorifique minimal</p>
<p>Model/Modèle: U38-LP13</p>	<p><b>FACTORY EQUIPPED FOR LP: Model U38-LP13</b></p> <p>Minimum supply pressure 11" WC/C.E. (2.74Kpa)          Manifold pressure High 10" WC/C.E. (2.49Kpa)          Manifold pressure Low 6.4" WC/C.E. (1.59Kpa)          Orifice size 50 DMS          Altitude 0-2,000 ft/pi (0-610m)          Maximum Input 34,000 BTU/h (9.96Kwh)          Minimum Input 27,500 BTU/h (8.06Kwh)</p>	<p><b>APPAREIL FONCTIONNANT AU PROPANE : Modèle U38-LP13</b></p> <p>Pression d'alimentation minimale          Pression manifold élevée          Pression manifold basse          Dimensions de l'orifice          Altitude          Débit calorifique maximal          Débit calorifique minimal</p>
	<p><b>Model U38-LP13: Convertible to 30,000 Btu for Altitude 0-4500 ft.</b></p> <p>Orifice size #52 DMS          Altitude 0-4500 ft/pi (0-1370m)          Maximum Input 30,000 Btu/h (8.78Kwh)          Minimum Input 23,000 Btu/h (6.74Kwh)</p>	<p><b>Modèle U38-LP13 convertible à 30 000 BTU pour altitude 0-4500 pi</b></p> <p>Dimensions de l'orifice          Altitude          Débit calorifique maximal          Débit calorifique minimal</p>
<p>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. For use with Fan Kit # 910-331          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.          Installer l'appareil selon les codes ou règlements locaux, ou, en l'absence de tels règlements, selon les codes d'installation ANSI Z223.1, National Fuel Gas Code ou CSA-B149.1 en vigueur.          Installer l'appareil conformément aux codes et règlements locaux; en l'absence de telles normes, suivre le National Fuel Gas Code, ANSI Z223.1 ou le Natural Gas and Propane Installation Code, CSA B149.1.          Cet appareil doit être installé selon la norme CAN/CSA-Z240, Série MM, Maisons mobiles ou CAN/CSA-Z240 VC, Véhicules de camping, ou la norme 24 CFR Part 3280, Manufactured Home Construction and Safety Standard aux États-Unis. Si ces normes ne s'appliquent pas, utiliser la norme ANSI/NCSCS A225.1/NFPA 501A, Manufactured Home Installations Standard, ou ANSI A119.2 ou NFPA 501C Standard for Recreational Vehicles. À utiliser avec la trousse du ventilateur n°910-331.          Cet appareil doit être utilisé uniquement avec le type de gaz indiqué sur la plaque signalétique. Cet appareil peut être installé dans une maison préfabriquée (mobile) installée à demeure (É.-U. seulement) si les règlements locaux le permettent. Voir la notice de l'utilisateur pour plus de renseignements. Voir le manuel d'installation pour plus de détails.          This vented gas fireplace heater is not for use with air filters. Ne pas utiliser de filtre à air avec ce foyer au gaz à évacuation.          For use with glass doors certified with the appliance only. À utiliser uniquement avec portes en verre certifiées avec l'appareil.</p>		<p><b>Minimum Clearances to Combustibles</b>  <b>Dégagements min. matériaux combustibles</b>          A 7-1/2" /190mm          B 6" /150mm          E 2" /50mm  <b>Min. Ceiling Height from top of unit / Hteur min. de plafond à partir du haut de l'appareil : 36" / 914 mm</b></p> <p><b>VENTED GAS FIREPLACE HEATER - NOT FOR USE WITH SOLID FUELS. CATEGORY I.</b>  <b>FOYER AU GAZ À ÉVACUATION - NE PAS UTILISER AVEC UN COMBUSTIBLE SOLIDE. CATÉGORIE I.</b></p> <p><b>ELECTRICAL SUPPLY/ ALIMENTATION ÉLECTRIQUE :</b>  <b>115V_60HZ less than / moins de 2 A</b></p> <p><b>For Use Only with Barrier (Part # 732-512)</b>  <b>Follow installation instructions.</b>  <b>Utiliser uniquement avec l'écran (n° 732-512)</b>  <b>Suivre les consignes d'installation.</b></p> <p>FPI Fireplace Products International Ltd.          Delta, BC, Canada          Made in Canada / Fabriqué au Canada</p>
<p>Intertek EP5011169</p>		<p>CANADIAN ENERGY PERFORMANCE VERIFIED          RENDEMENT ÉNERGETIQUE VÉRIFIÉ          CSA P.4.1 Fireplace Efficiency (FE)          Efficacité énergétique des foyers (EEF) CSA P.4.1          Natural Gas/ Gaz naturel : 63.94%          Propane Gas/Gaz propane: 64.59%          920-436a</p>

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 not 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.



## MODEL U38-13

On Demand Pilot (seven day safety timer) (Approved for use in both Canada/USA)

This appliance is a Millivolt Standing Pilot system fitted with the "On Demand" Pilot, a safety feature which will shut down the gas valve completely by extinguishing the pilot light in the event of a continuous full seven days of inactivity.

Each time the main burner shuts down, manually or through the call from the thermostat, the seven day timer starts again.

While on these Standing Pilot Systems the control valve is controlled manually, the seven day inactivity timer is controlled by a circuit board. Therefore, if and when the pilot light is extinguished after seven straight days of inactivity, the control knob will remain in the "ON" position and the pilot will be unable to be re lit until the pilot control knob is manually returned to the "OFF" position in order to facilitate and to restart the ignition and relighting process.

If the unit never goes as long as seven full days without a call for heat, the pilot will remain lit until it is manually shut-off.

See the instructions in this manual and on the Lighting Instructions plate on the appliance to light or relight the pilot.

## BEFORE YOU START

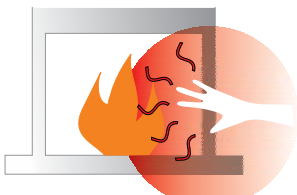
Safe installation and operation of this appliance requires common sense, however, we are required by the Canadian Safety Standards and ANSI Standards to make you aware of the following:

**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 BARRIERS IS RECOMMENDED IF THERE ARE AT RISK INDIVIDUAL IN THE HOUSE. TO RESTRICT ACCESS TO A FIREPLACE OR STOVE, INSTALL AN ADJUSTABLE SAFETY GATE TO KEEP TODDLERS, YOUNG CHILDREN AND OTHER AT RISK INDIVIDUALS OUT OF THE ROOM AND AWAY FROM HOT SURFACES.**

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

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

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

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



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

919-874

## IMPORTANT MESSAGE SAVE THESE INSTRUCTIONS

The ULTIMATE Freestanding Gas Stove 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.

## 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, CSA-B149.1 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. 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.
4. This appliance is Listed for Alcove installations, maintain minimum Alcove clearances as follows, minimum ceiling height of 66", minimum width of 48" and a maximum depth of 36".
5. This unit is not approved for installation into a mobile home.
6. See general construction and assembly instructions.
7. This appliance must be connected to a vent and terminate to the outside of the building envelope. Never vent to another room or inside a building.
8. Inspect the venting system annually for blockage and any signs of deterioration.
9. Any safety glass removed for servicing must be replaced prior to operating the appliance.
10. To prevent injury, do not allow anyone who is unfamiliar with the operation to use the fireplace.
11. Wear gloves and safety glasses for protection while doing required maintenance.

12. Under no circumstances should this appliance be modified. Parts that have to be removed for servicing should be replaced prior to operating this appliance.
13. 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.
14. Do not strike the glass door.
15. Under no circumstances should any solid fuels (wood, paper, cardboard, coal, etc.) be used in this appliance.
16. The appliance area must be kept clear and free of combustible materials, (gases and other flammable vapours and liquids).
17. Do not connect this gas appliance to chimney flue serving a separate solid-fuel burning appliance.
18. **WARNING:** Operation of this appliance when not connected to a properly installed and maintained venting system or tampering with the blocked vent shutoff system can result in carbon monoxide (CO) poisoning and possible death.
19. This appliance needs fresh air for safe operation and must be installed so there are provisions for adequate combustion and ventilation air.

## INSTALLATION CHECKLIST

1. Locate your appliance. Refer to the following sections:
  - a. Locating Your Ultimate Gas Stove
  - b. Exterior Vent Termination Locations
  - c. Clearance to Combustibles
  - d. Combustion and Ventilation Air
2. Install Louvers. Refer to the "Louver Installation" section.
3. Choose a venting option and install accordingly. Refer to the following sections where applicable:
  - a. DV Stove Horizontal Vent Kit Installation
  - b. Dura-Vent Termination Kit
  - c. Set Vent Restrictors. Refer to "Rigid Pipe Venting Arrangement" section.
  - d. Converting a Class-A Metal Chimney or Masonry Chimney to a Direct Vent system.
4. Install 4-AA batteries into receiver. This will enable operation of appliance manually when in "ON" position.

5. Make gas connections. Refer to "Gas Connection" section.

Test the pilot. Must be as per diagram. Refer to "Pilot Adjustment" section.

6. If necessary, see the "Conversion from NG to LPG" section and "Conversion to Lower BTU Rating" section.
7. Test Gas Pressure. Refer to "Gas Pipe Pressure Testing" section .
8. Install standard and optional features. Refer to the following sections where applicable:
  - a. Log Set
  - b. Front Door
  - c. Wall Thermostat
  - d. Remote Control
  - e. Safety Screen
  - f. Louver Installation
  - g. 1-AA battery into DC spark box
9. 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. Clocking the appliance to ensure the correct firing rate (rate noted on label) after burning appliance for 15 minutes.
2. If required, adjusting the primary air to ensure that the flame does not carbon. First allow the unit to burn for 15-20 min. to stabilize.

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

## CLEARANCES TO COMBUSTIBLES

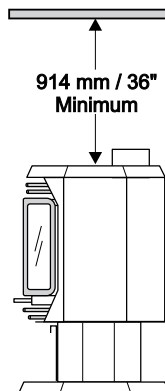
The clearances listed below are MINIMUM distances. Measure the clearance to both the appliance and the chimney connector. **(The farthest distance is correct if the two clearances do not coincide.)** For example, if the appliance is set as indicated in one of the figures but the connector is too close, move the stove until the correct clearance to the connector is obtained.

This unit can be installed on a solid combustible surface like a wood floor. This unit can also be installed directly on carpeting or vinyl when the bottom pedestal cover plate (provided with unit) is installed.

This appliance may be installed only with the clearances as shown in the situations pictured. Do not combine clearances from one type of installation with another in order to achieve closer clearances.

Use the minimum clearances shown in the diagrams below for installation with "B" vent.

Minimum ceiling height is 36"/914mm from top of unit.

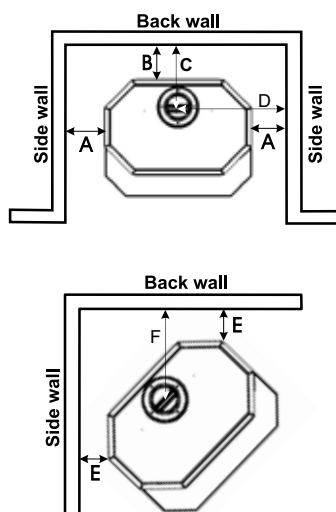


## U38-NG13 & U38-LP13 Clearances

A Side Wall to Unit	7-1/2" / 190 mm
B Back Wall to Unit	6" / 155 mm
E Side Wall to Unit	2" / 50 mm

## U38-NG13 & U38-LP13 REFERENCE DIMENSIONS

C Back Wall to Flue Centerline	10-3/4" / 273 mm
D Side Wall to Flue Centerline	20-1/2" / 520 mm
F Side Wall to Flue Centerline	11" / 280 mm



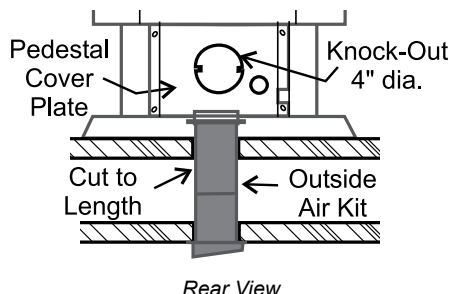
## OPTIONAL OUTSIDE AIR

Outside air for combustion can be brought in either through the bottom of the pedestal or through the rear plate of the pedestal.

For both bottom and rear "outside air" the Pedestal Cover Plate must be installed. Loosen the 4 screws on the rear of the pedestal and slide the cover plate over them. Slide the plate to the left to center it and tighten down the 4 screws.

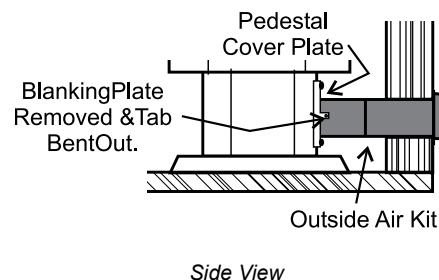
### Outside Air Through Pedestal Bottom

Once you have properly marked the position of your unit as outlined in "General Information" and "Clearances to Combustibles", cut a properly sized hole through the floor directly under your pedestal base to the outside. Pipe fresh air into the pedestal area by using appropriate metallic duct pipe with a mesh grill at the outside termination. Do not remove the knockout.



### Outside Air Through Rear of Pedestal

Remove the blanking plate from the rear of the pedestal cover plate and bend the two tabs out 90 degrees. Pipe fresh air into the pedestal area by using duct pipe with a mesh grill at the outside termination. Attach the pipe to the tabs with screws.



## DRAFT HOOD

This heater has a draft hood built in. It must not be altered, obstructed, or blocked in any way, and the unit must be installed so that the draft hood is in the same atmospheric pressure zone as the combustion air inlet to the burner. This heater must be properly connected to a venting system. This heater is equipped with a vent safety shutoff system.

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

## HIGH ELEVATION

The U38-13 is approved in Canada for altitude 0 ft. to 4500 ft. (CSA-2.17). For Natural Gas installations above 4500 ft. follow current CSA B149.1.

In U.S.A., for installations above 2000 ft. refer to current ANSI Z223.1 Sc8-8.1.2a appendix F, for resizing orifice.

## VENTING

This heater is a vented appliance and must be connected to a chimney/flue in accordance with the installation codes.

**Note: The rear pedestal cover plate is only required when outside air is being used. If using room air for combustion, remove this plate from the back of the pedestal.**

For your safety this heater is equipped with a vent safety switch designed to sense incorrect venting and react by shutting down the gas supply. This thermally actuated switch is located within the draft hood and will detect either a blocked chimney or backdraft condition where the chimney flow has reversed. If this switch shuts the unit down, it indicates a drafting problem that must be identified and rectified without delay - the thermally activated switch must **never** be bypassed or disconnected as a hazardous or deadly condition can result.

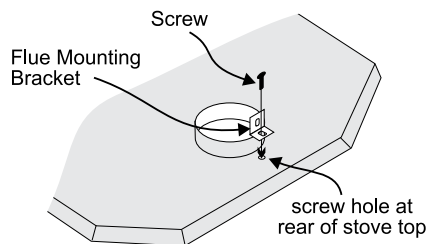
## Venting Requirements

A four inch diameter vent is required. B-Vent, Class A or Masonry with an approved liner are all acceptable. For cosmetic or aesthetic purposes 6" outer vent can be used as long as an approved inner vent is installed. Fasten but do not penetrate the inner sleeve of the B-Vent when tightening the screw.

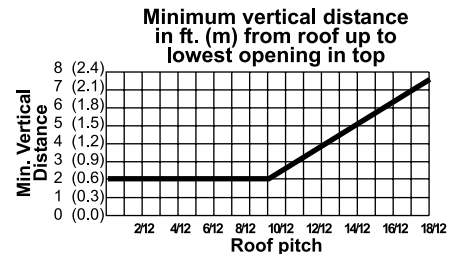
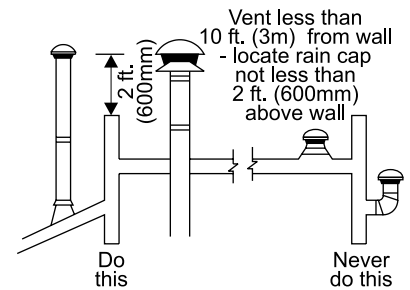
Follow all venting manufacturer's requirements and local building codes. In cold climates, we recommend the use of insulated B-vent, chase, and liners. For altitudes above 2000 ft. we recommend that a minimum flue height of 12 ft. is used.

## Flue Mounting Bracket

Attach the flue mounting bracket with the enclosed screw as shown in the diagram.



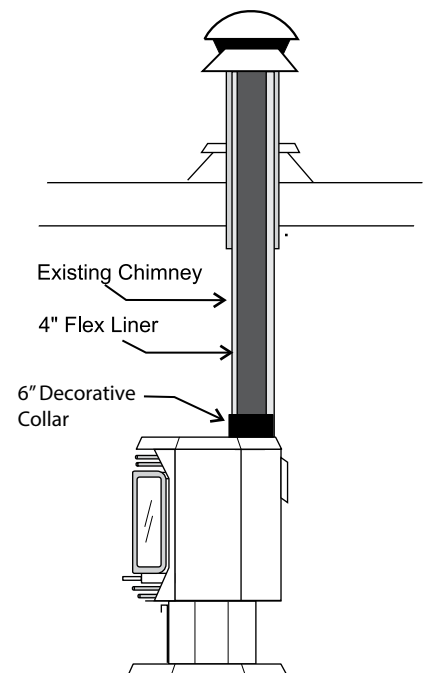
## Vent Terminations



## Installation into Existing Woodstove Flue System

- 1) Clean existing Chimney system.
- 2) Run an approved 4" flex liner or "B" vent into existing chimney.

**Note: See the chimney systems manufacturer for detailed installation instructions.**



## GAS CONNECTION

The gas line can be rigid pipe, or to make installation easier, use a listed flexible connector if allowed by local codes. Copper may also be used if approved by local codes.

The gas connection at the valve is 3/8" NPT. For minimum and maximum supply pressure see the System Data Table.

System Data U38-13 with 38,000 BTU	
U38-NG13: For 0 to 2000 feet altitude U38-LP13: For 0 to 4500 feet altitude	
Burner Inlet Orifice Sizes:	
Burner	Natural Gas #32 Propane #50
<b>Max. Input</b>	
Natural Gas	38,000 Btu/h
Propane	34,000 Btu/h
<b>Min. Input</b>	
Natural Gas	26,000 Btu/h
Propane	27,500 Btu/h
<b>Supply Pressure</b>	
Natural Gas	min. 7" w.c.
Propane	min. 11" w.c.
<b>Manifold Pressure</b>	
Natural Gas	3.5" +/- 0.2" w.c.
Propane	10" +/- 0.2" w.c.
Electrical: 115_60Hz. Circulation: Variable speed fan, 125/75 CFM. Log Set: Ceramic fiber, 7 per set.	
System Data: HIGH ELEVATION - U38-NG13	
For 2,000 - 4,500 feet altitude	
<b>Burner Inlet Orifice Sizes:</b>	
Natural Gas	Burner #33
<b>Max. Input Rating</b>	
35,000 Btu/h	
<b>Min. Input Rating</b>	
24,000 Btu/h	

System Data U38-13 Converted to 30,000 BTU	
For 0 to 4500 feet altitude	
Burner Inlet Orifice Sizes:	
Burner	Natural Gas #37 Propane #52
<b>Max. Input</b>	
Natural Gas	30,000 Btu/h
Propane	30,000 Btu/h
<b>Min. Input</b>	
Natural Gas	21,000 Btu/h
Propane	23,000 Btu/h
<b>Supply Pressure</b>	
Natural Gas	min. 7" w.c.
Propane	min. 11" w.c.
<b>Manifold Pressure</b>	
Natural Gas	3.5" +/- 0.2" w.c.
Propane	10" +/- 0.2" w.c.
Electrical: 115_60Hz. Circulation: Variable speed fan, 125/75 CFM. Log Set: Ceramic fiber, 7 per set.	

## 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 (14" w.c.).

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

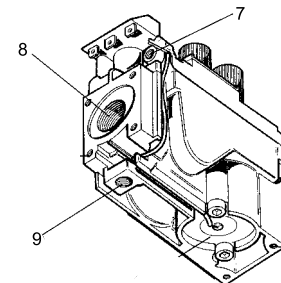
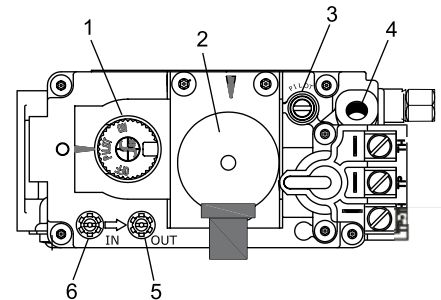
**Note:** To properly check gas pressure, both inlet and manifold pressures should be checked using the valve pressure ports on the valve.

- 1) Make sure the valve is in the "OFF" position.
- 2) Loosen the "IN" (# 7) and/or "OUT" (# 6) pressure tap(s), turning counterclockwise with a 1/8" wide flat screwdriver.
- 3) Attach manometer to "IN" and/or "OUT" pressure tap(s) using a 5/16" ID hose.
- 4) Light the pilot and turn the valve to "ON" position.

- 5) The pressure check should be carried out with the unit burning and the setting should be within the limits specified on the safety label.
- 6) When finished reading manometer, turn off the gas valve, disconnect the hose and tighten the screw (clockwise) with a 1/8" flat screwdriver. **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





**CONVERSION KIT# 732-969 FROM NG TO LP**

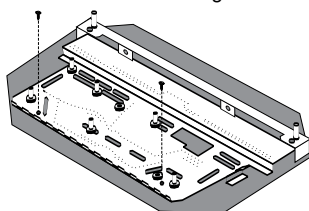
**THIS CONVERSION MUST BE DONE BY A QUALIFIED GAS FITTER  
IF IN DOUBT DO NOT DO THIS CONVERSION !!**

**Each Kit contains one LPG  
Conversion Kit**

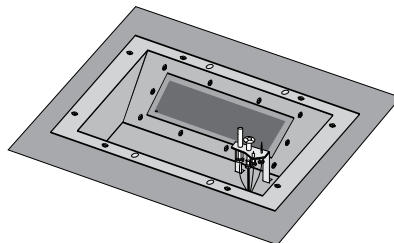
**LPG Conversion Kit Contains:**

Qty.	Part #	Description
1	904-529	5/32" Allen Key
1	904-641	Burner Orifice #50
1	918-590	Label "Converted to LPG"
1	908-528	Red "LPG" label
1	910-037	LPG Injector (Pilot Orifice)
1	910-582	Stepper motor
1	919-504	Instruction Sheet

1. Shut off the gas and electrical supply.
2. Remove the safety screen, open the front door and carefully remove the logs and lava rock.
3. Remove burner. See diagram below.



*Note: Use a magnetic type screwdriver if possible.*



*Pilot assembly is now accessible .*

4. Open pedestal door and remove the chain from door which will allow door to fall.
5. Remove 2 screws that secure the front door to the unit. One screw is on the left hand side and the other on the right hand side. (Left side shown).



6. Remove four screws to remove the access panel (in locations shown below) and the chain attached to the front door and the unit.



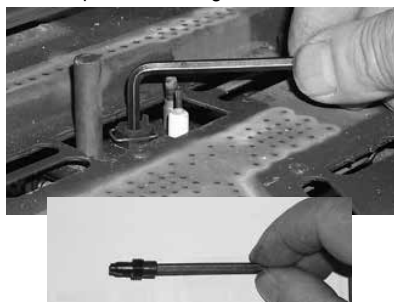
7. Turn control knob to the "OFF" position.
8. Remove NG stepper motor by removing 3 screws in locations shown below—replace with LP stepper motor, secure in place with 3 screws.



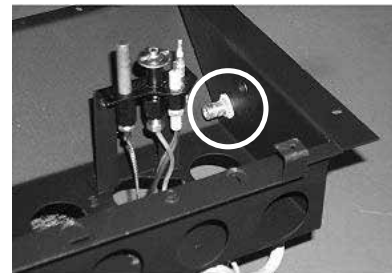
9. Pull off the pilot cap to expose the pilot orifice.



10. Unscrew the pilot orifice with the allen key and replace with the LPG pilot orifice in the kit.
11. Reinstall new burner orifice LPG stamped #50 and tighten.



12. Remove burner orifice with a 1/2" wrench while using a 9/16" wrench to hold onto the elbow behind the orifice, then discard the orifice.



*Burner Orifice*

13. Check for gas leaks with a proper soapy solution or leak detector.
14. Check for proper spark between the ignitor and pilot cap. Refer to "Lighting Procedure" section of the manual for lighting sequence.
15. 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.
16. Reverse Steps 9-1.
17. Attach the label "This unit has been converted to LPG" near or on top of the Serial # decal.
18. Replace yellow "NG" label with red "LPG" label.
19. Check operation of flame control.
20. The burner aeration should be set to 1/2" open for LP. See aeration adjustment details in the manual.
21. Check for proper flame appearance and glow on logs.

**Installer Notice:**  
**These instructions must be left  
with the appliance.**

## CONVERSION TO LOWER BTU RATING

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

### Natural Gas Conversion Kit 730-920

#### Contains:

Qty.	Part #	Description
1	904-240	Burner Orifice #37 (Natural Gas)
1	918-034	Decal "Converted to 30,000 Btu"
1	918-033	Instruction Sheet

### Propane Conversion Kit 730-922

#### Contains:

Qty.	Part #	Description
1	904-390	Burner Orifice #52 (Propane)
1	918-034	Decal "Converted to 30,000 Btu"
1	918-033	Instruction Sheet

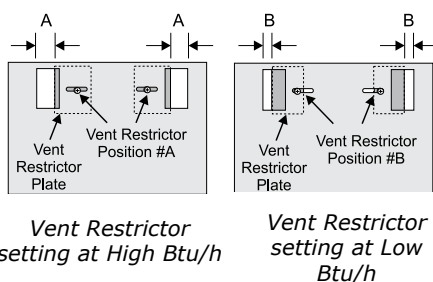
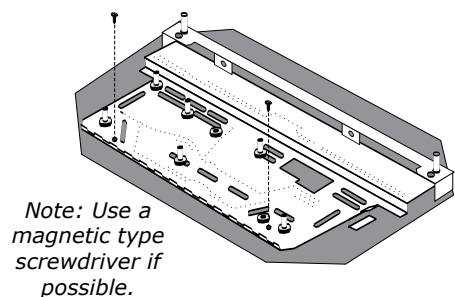
#### Additional Piece (pkg. with unit):

1	Log Bracket Restrictor
---	------------------------

- 5) Remove Rear Log Bracket and slide the Log Bracket Restrictor between the Rear Log Bracket and the burner, secure with the 2 screws.
- 6) Remove burner orifice with a 1/2" wrench and discard.
- 7) Reinstall new burner orifice (NG stamped #37 or LP stamped #52) and tighten.
- 8) Reverse steps 3) and 2).
- 9) Adjust Vent restrictor setting: To set the Vent restriction as indicated in the diagram, simply loosen the screws and push the vent restrictor plate to the correct position. Tighten the screws.

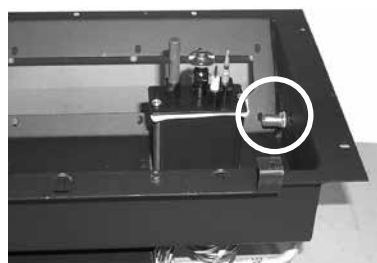
- 1) Shut off the gas and electrical supply.
- 2) Remove the safety screen - open the front door. Carefully remove the logs and lava rock.

- 3) Remove burner. See diagram below.



Unit	Btu/h	Restrictor Opening
U38-13	38,000	A 1-3/8" (35mm)
U38-13	30,000	B 1-1/8" (29mm)

- 4) Unscrew the 2 Rear Log Pins and move to the front hole position.



Burner Orifice

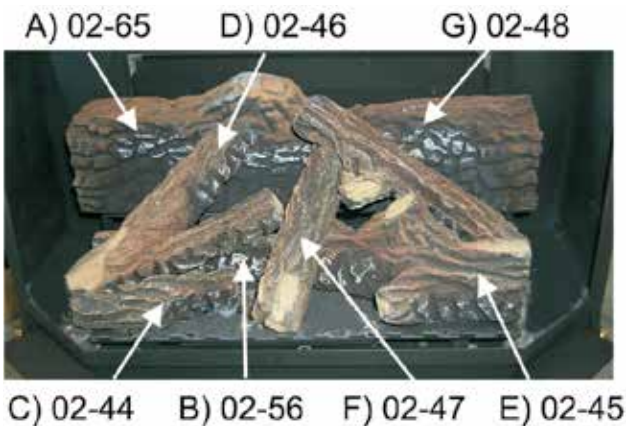
- 10) Attach the label "This unit has been converted to..." on top of the Serial # decal over the higher Btu information.
- 11) Check for gas leaks.
- 12) Check inlet and outlet pressures.
- 13) Check operation of flame control. Check for proper flame appearance and glow on logs.

## TRADITIONAL LOG SET INSTALLATION

Read the instructions below carefully and refer to the diagrams. If logs are broken do not use the unit until they are replaced. Broken logs can interfere with the pilot operation.

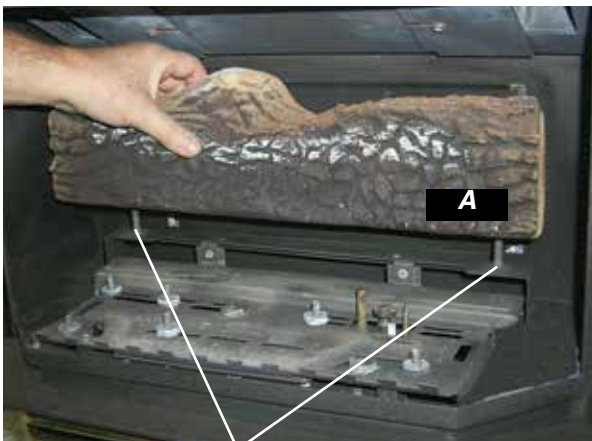
The gas log kit contains the following:

- a) 02-65 Rear Log
- b) 02-56 Middle Left Log
- c) 02-44 Front Left Log
- d) 02-46 Left Top Log
- e) 02-45 Front Right Log
- f) 02-47 Center Log
- g) 02-48 Middle Right Log



*The "02" refer numbers (i.e. 02-65) are molded into the rear of each log.*

1. Carefully remove the logs from the box and unwrap them. The logs are fragile, handle with care - **do not force into position.**
2. Place Rear Log A on the two pins on the rear log support.



*Pins on Rear Log Support*

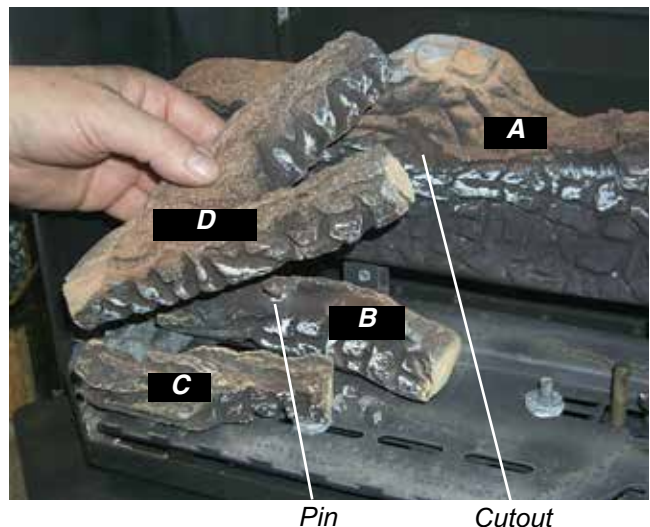
3. Place the Middle Left Log B on the two pins as shown.



4. Place Front Left Log C onto the 2 front pins as shown.



5. Place the Left Top Log D on the pin on Log B and on top of the cut-out on Log A.

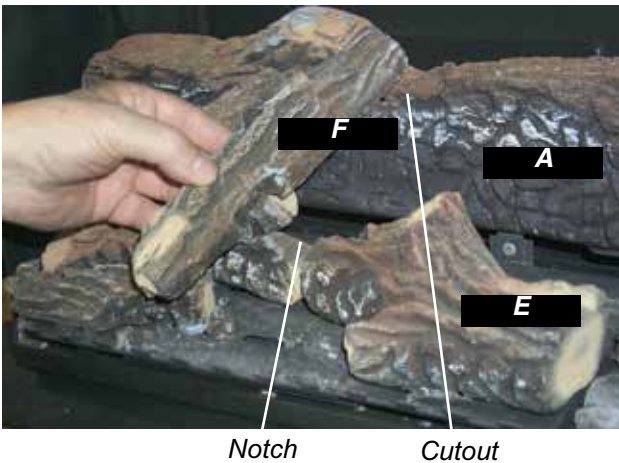




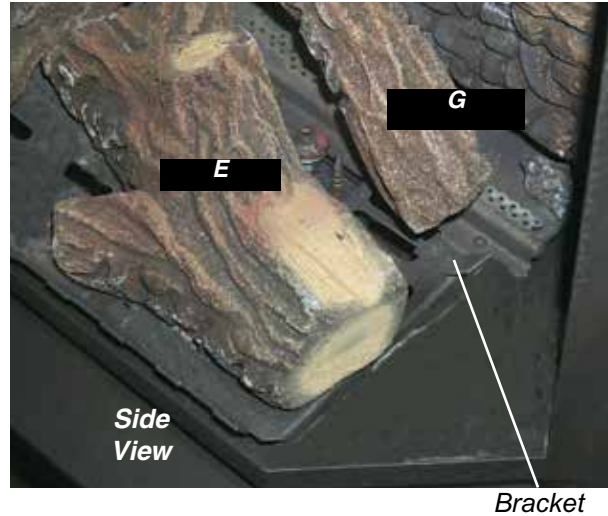
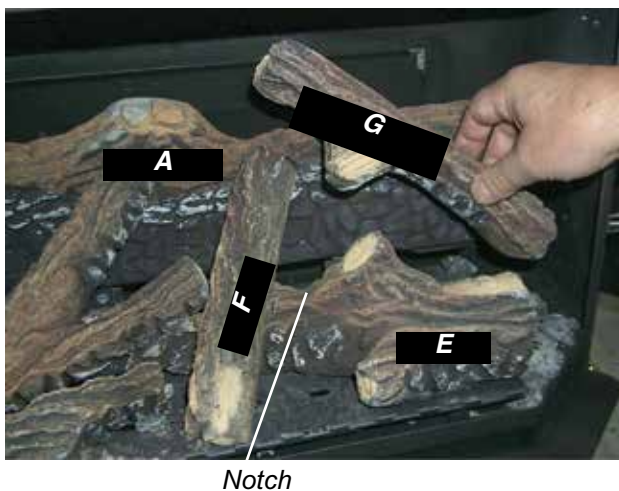
- 6 Place Front Right Log E on the two pins as shown.



7. Place the notch in Center Log F over Log E and across the cut-out on Log A.



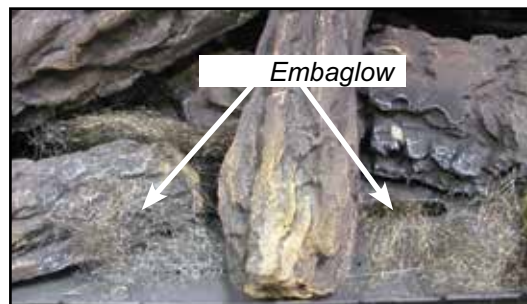
8. Position notch in Front Right Log G on Log F and push the bottom right edge against the bracket on the burner tray.



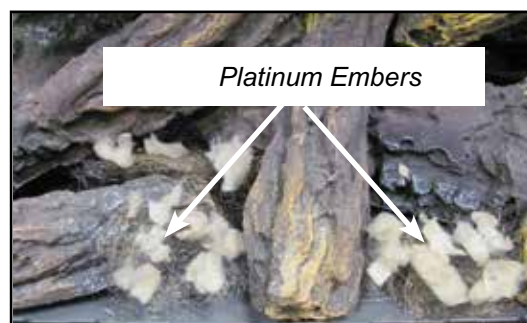
*The bottom right edge of Log G must sit snugly against the bracket*

9. Take the Embaglow, (steel wool like material) lightly separate it and set a small amount over the visible burner ports in front and between the front left log and the log under the "Y" log, indicated in the picture.

**IMPORTANT:** DO NOT compress this material down on the burner ports.

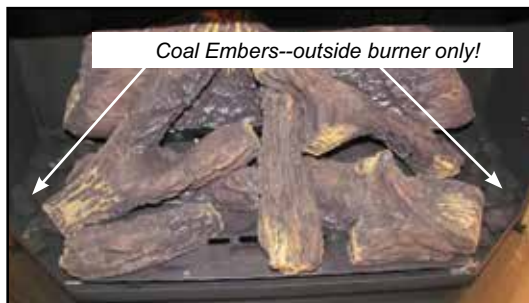


10. Next, take the white Platinum Ember material (provided) and gently separate the layers until you have a fine layer to place onto the Embaglow (steel wool type media).

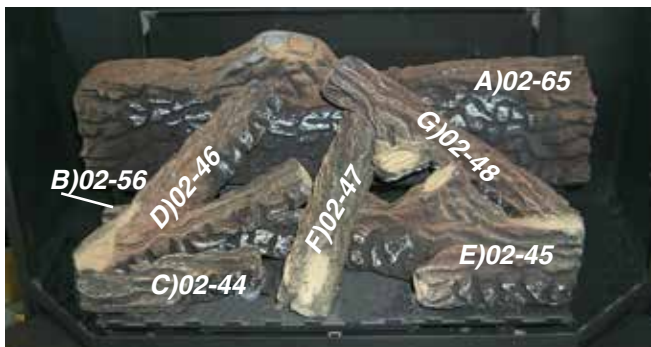


## 18 | installation

11. Using the harder coal like embers carefully spread these around the **OUTSIDE** of the burner (1 cup on each side). Do not place or use these hard material embers on top of the burner.



12. Test fire to ensure proper light off (make sure flame flows smoothly from one end of burner to the other. If there is any flame hesitation, check that area for any blockage of the burner port.

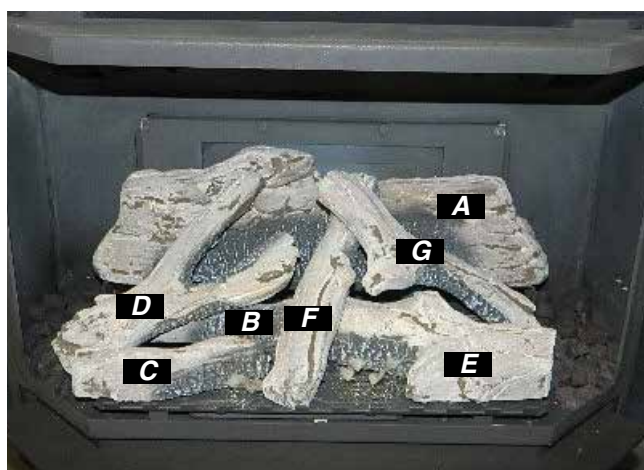


## DRIFTWOOD LOG SET INSTALLATION

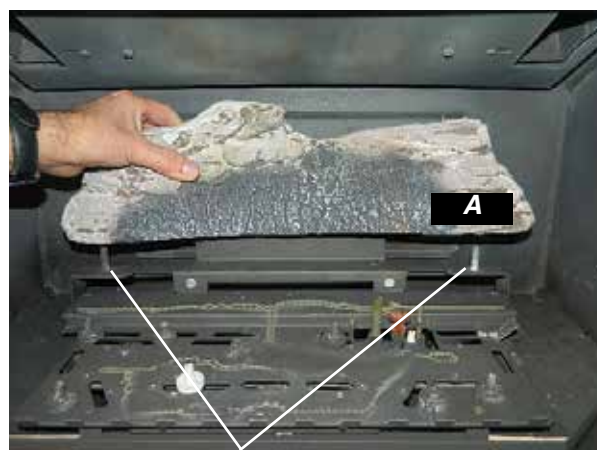
Read the instructions below carefully and refer to the diagrams. If logs are broken do not use the unit until they are replaced. Broken logs can interfere with the pilot operation.

The driftwood log kit contains the following:

- A Rear Log
- B Middle Left Log
- C Front Left Log
- D Left Top Log
- E Front Right Log
- F Center Log
- G Middle Right Log



1. Carefully remove the logs from the box and unwrap them. The logs are fragile, handle with care - **do not force logs into position.**
2. Place Rear Log A on the two pins on the rear log support.

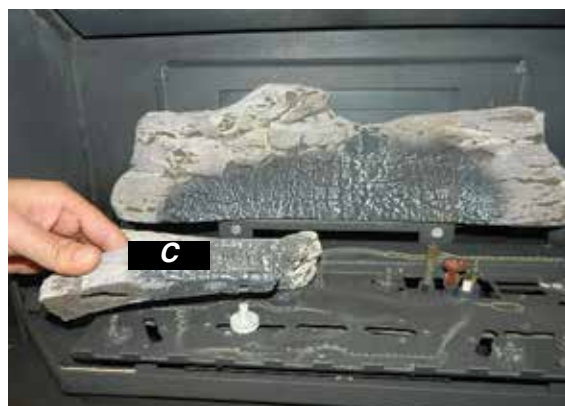


*Pins on Rear Log Support*

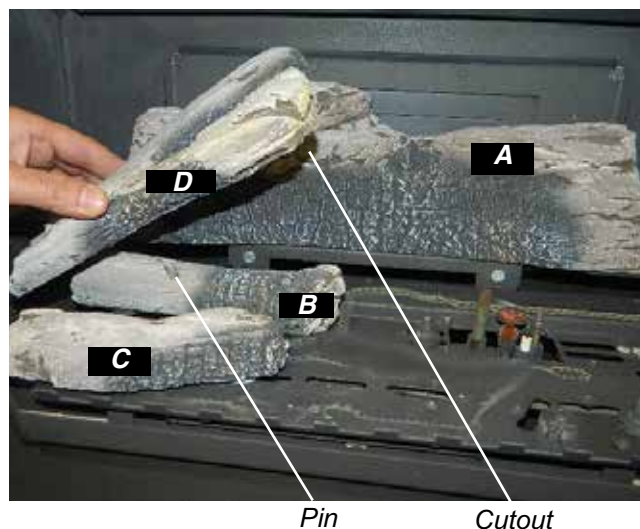
3. Place the Middle Left Log B on the two pins as shown.



4. Place Front Left Log C onto the 2 front pins as shown.



5. Place the Left Top Log D on the pin on Log B and on top of the cut-out on Log A.

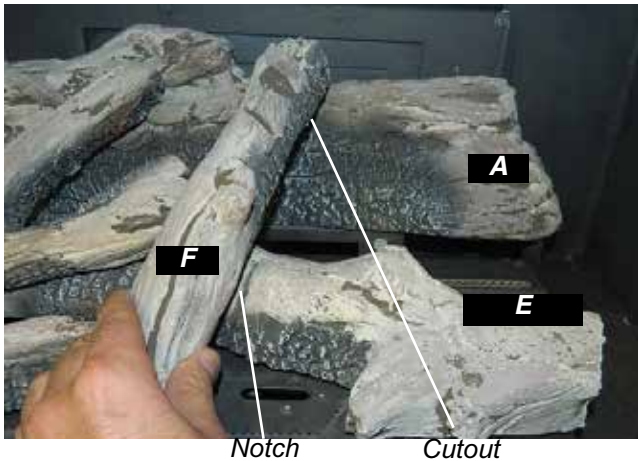




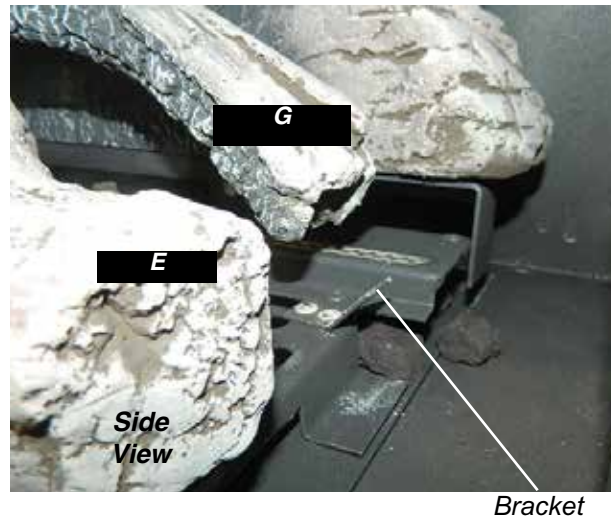
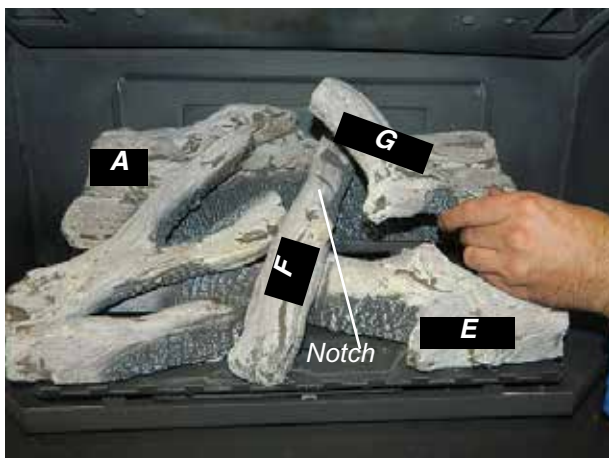
- 6 Place Front Right Log E on the two pins as shown.



7. Place the notch in Center Log F over Log E and across the cut-out on Log A.



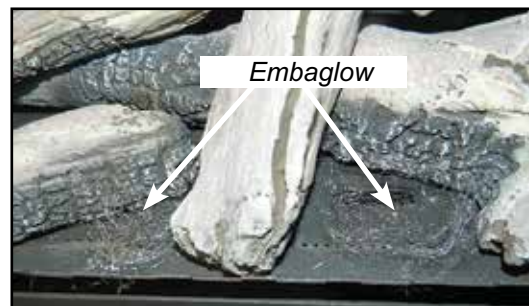
8. Position notch in Front Right Log G on Log F and push the bottom right edge against the bracket on the burner tray.



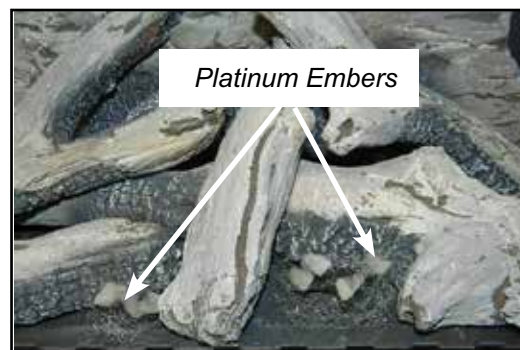
*The bottom right edge of Log G must sit snugly against the bracket*

9. Take the Embaglow, (steel wool like material) lightly separate it and set a small amount over the visible burner ports in front and between the front left log and the log under the "Y" log, indicated in the picture.

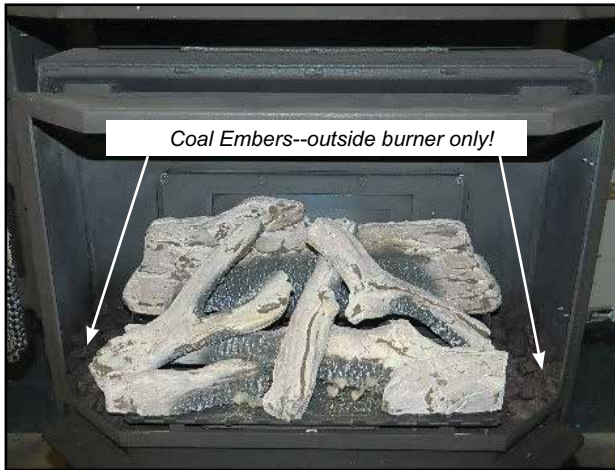
**IMPORTANT:** DO NOT compress this material down on the burner ports.



10. Next, take the white Platinum Ember material (provided) and gently separate the layers until you have a fine layer to place onto the Embarglow (steel wool type media).



11. Using the harder coal like embers carefully spread these around the **OUTSIDE** of the burner (1 cup on each side). Do not place or use these hard material embers on top of the burner.



12. Test fire to ensure proper light off (make sure flame flows smoothly from one end of burner to the other. If there is any flame hesitation, check that area for any burner port blockage).

## FRONT DOOR INSTALLATION

- 1) Open the two side panels.

- 2) Slide the door onto the two hinge pins making sure the two pieces are flush together. See diagram 1.

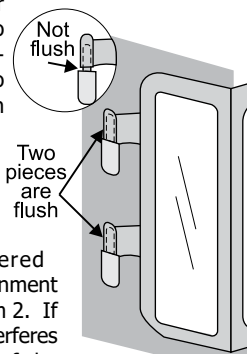


Diagram 1

- 3) Close the door. The latch plate must be centered around the alignment pin. See diagram 2. If the latch plate interferes with the corner of the stove you may want to angle the plate slightly so the door closes easier.

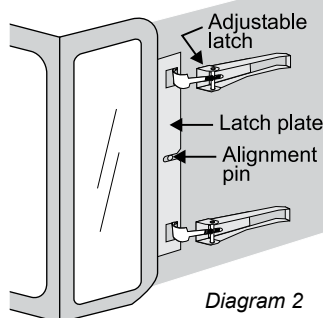


Diagram 2

- 5) Remove the blue plastic protective coating from the glass.
- 6) Test the seal around the door by placing a piece of paper between the unit and the door, close the door and try to pull the paper out. If it slips out easily, then the door is not properly sealed. Tighten or loosen the latch. See diagram 3.

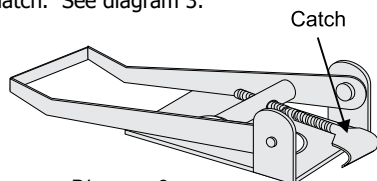
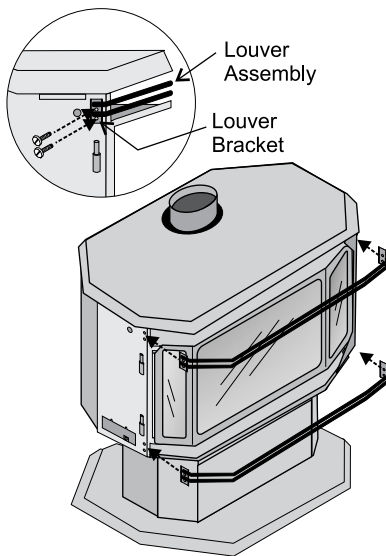


Diagram 3

**Note:** The door latch may require adjustment as the door gasket material compresses after a few fires and after glass replacement. Turn the latch catch inward or outward to loosen or tighten.

## LOUVER INSTALLATION

- 1) Attach the top & bottom louvers to the side stove panel using 2 screws per side.

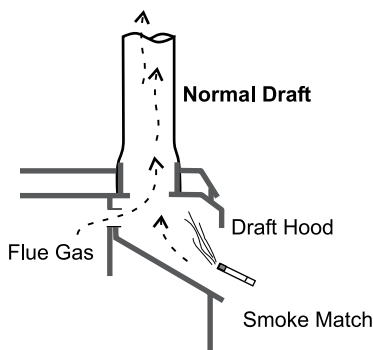


## TEST FOR FLUE SPILLAGE

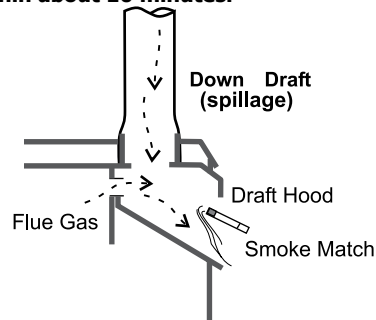
A "spillage" test must be made before the installed unit is left with the customer. Follow the procedure below:

- 1) Start all exhaust fans in the home and any other gas appliances. Then close all doors and windows.
- 2) Light the unit and set controls to maximum.
- 3) After five minutes, test that there is a "pull" on the flue by placing a smoke match, cigarette or similar device which gives off smoke, on the edge of the draft hood. See diagrams.

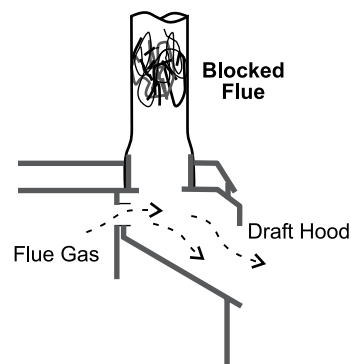
The smoke should be drawn into the draft hood. If the smoke is not drawn into the draft hood, turn the unit off and check for the cause of lack of draft.



**Note:** If the flue is blocked or has a strong reverse flow, the thermally actuated safety switch mounted in the draft hood will automatically shut off the gas supply within about 10 minutes.



**If the heater turns off because of this during the spillage test, check for the cause of the lack of draft.**



**The thermally activated safety switch must be manually reset before first startup.**

## OPTIONAL WALL THERMOSTAT

A wall thermostat may be installed if desired. Connect the wires as per the wiring diagrams. Note that the wires are connected to the "TH" on the gas valve. Use table below 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 connect the millivolt wall thermostat wires to the 120V wires.**

### 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.

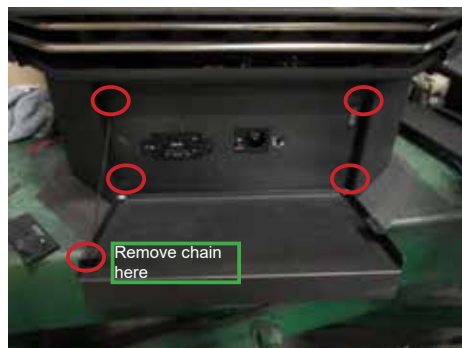
## DC SPARK IGNITER BATTERY INSTALL

Install supplied battery into the DC spark box.

1. Open pedestal front door.
2. Remove 2 screws that secure the front door to the unit. One screw is on the left hand side and the other on the right hand side. (Left side shown).



3. Remove four screws and the chain attached to the front door and the unit.



4. The DC spark box will be exposed after removing the valve cover.



5. Open the battery compartment door on the DC spark box
6. Install battery into DC spark box.



7. Reverse steps 1 to 5.

## FINAL CHECK

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

- 1) Clocking 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 exterior facia is not the responsibility of the manufacturer.**

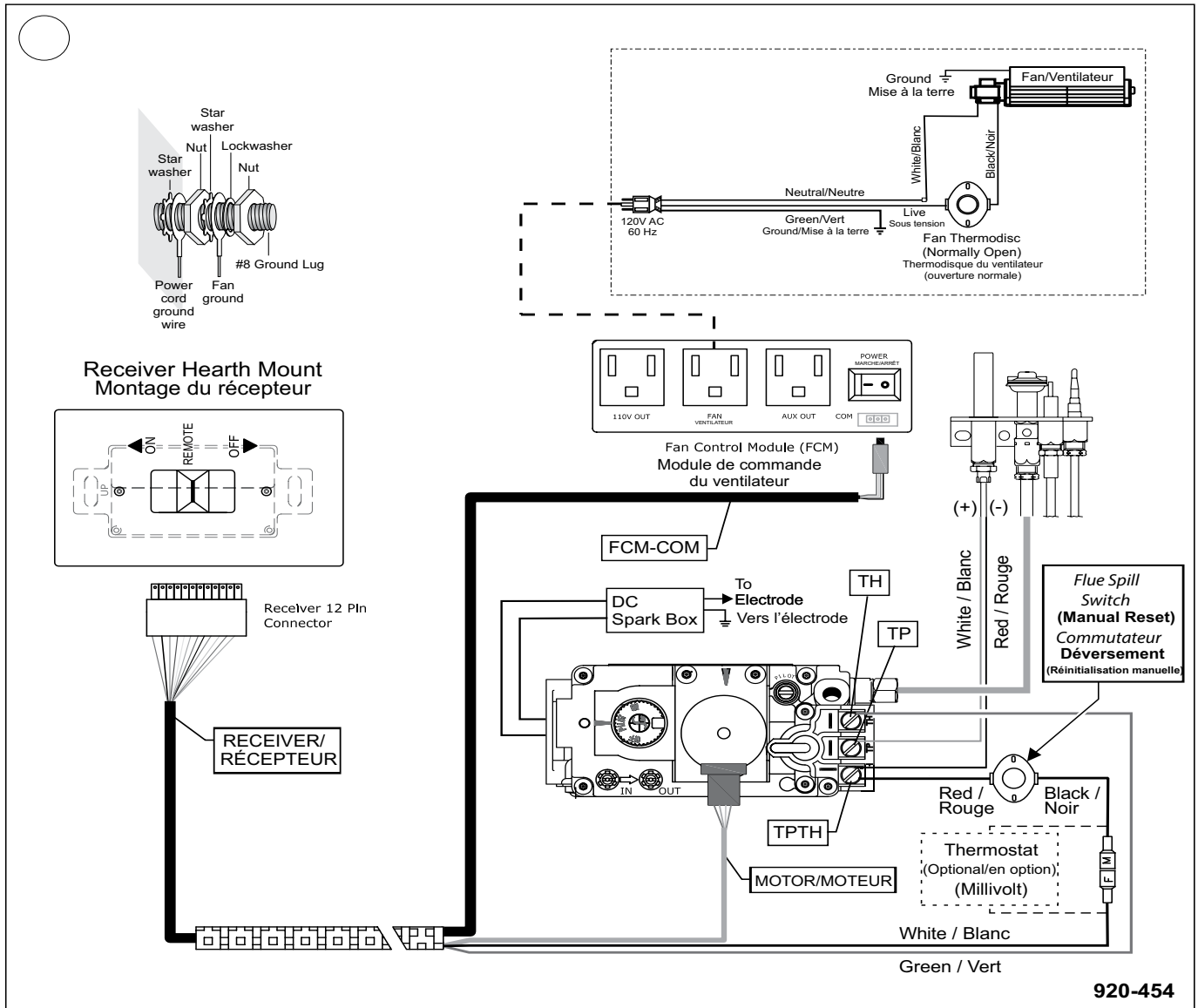


## WIRING DIAGRAMS

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

(Do not cut the ground terminal off under any circumstances.)

**NOTE: If 120 volt power is lost, Batteries are required in both remote receiver (4 x AA Batteries) & remote hand held ( 3 x AAA batteries) in order to operate appliance using the remote control.**



**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.

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



## FIRST FIRE

The first fire in your stove is part of the paint curing process. To ensure that the paint is properly cured, it is recommended that you burn your fireplace for at least four (4) hours the first time you use it with the fan on. When first operated, the unit will release an odour caused by the curing of the paint, the burning off of any oils remaining from manufacturing. Smoke detectors in the house may go off at this time. Open a few windows to ventilate the room for a couple of hours.

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

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

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

**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.**

## 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) Verify log placement. If the pilot cannot be seen when lighting the unit, the logs have been incorrectly positioned.
- 7) The unit should never be turned off, and on again without a minimum of a 60 second wait.

- 8) Hook up remote receiver to wire marked 'receiver' which will be located on the bottom of the appliance. This remote control requires coding. See remote control instructions for details.

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

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



Proflame video

## 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



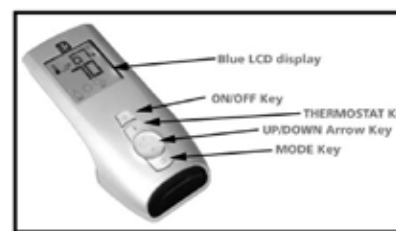
Diagram 1

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.

## PROFLAME GTMF SYSTEM OPERATING INSTRUCTIONS

### SYSTEM DESCRIPTION

The Proflame Remote Control System consists of three elements:

1. Proflame Transmitter.
2. Proflame Receiver and a wiring harness to connect the Receiver to the gas valve, stepper motor and Fan Control Module.
3. Proflame Fan Control Module (FCM).

### TRANSMITTER (REMOTE CONTROL WITH LCD DISPLAY)

The Proflame Transmitter uses a streamline design with a simple button layout and informative LCD display (Fig. 1).

The Transmitter is powered by 3 AAA type batteries.

A Mode Key is provided to Index between the features and a Thermostat Key is used to turn on/off or index through Thermostat functions (Fig. 1 & 2).

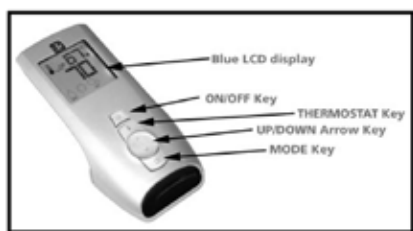


Figure 1 - Proflame Transmitter

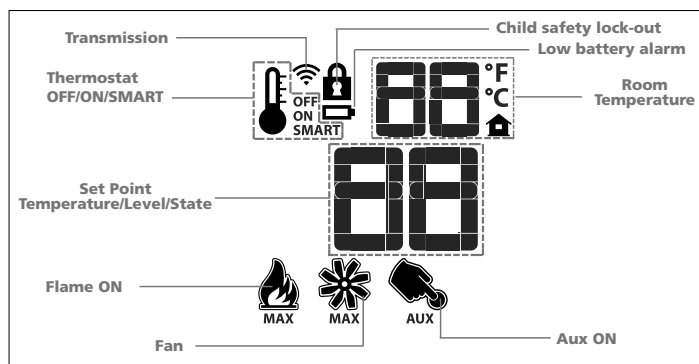


Figure 2 - Transmitter LCD Display

### OPERATING PROCEDURE

#### Pairing the Remote Control to Remote Receiver/Battery Holder (if required)

Install the 4 AA batteries into the receiver battery bay. Note the polarity of the battery and insert into the battery bay as indicated on the Battery cover (+/-). Place the 3 position slider switch in the "Remote" position. (fig. 3) Using the end of a paper clip, or other similar object, insert the end of the paper clip into the hole marked "PRG" on the Receiver front cover (fig 3). The Receiver will "beep" three (3) times to indicate that it is ready to synchronize with a Transmitter. Install the 3 AAA type batteries in the Transmitter battery bay, located on the base of the Transmitter. With the batteries already installed in the Transmitter, push the On button. The Receiver will "beep" four times to indicate the Transmitter's command is accepted and sets to the particular code of that Transmitter. The system is now initialized.

**Note:** Only use regular alkaline batteries. Do not use rechargeable or lithium batteries.

#### Temperature Indication Display

With the system in the "OFF" position, press the Thermostat Key and the Mode Key at the same time. Look at the LCD screen on the Transmitter to verify that a C or F is visible to the right of the Room Temperature display. (Fig. 3)

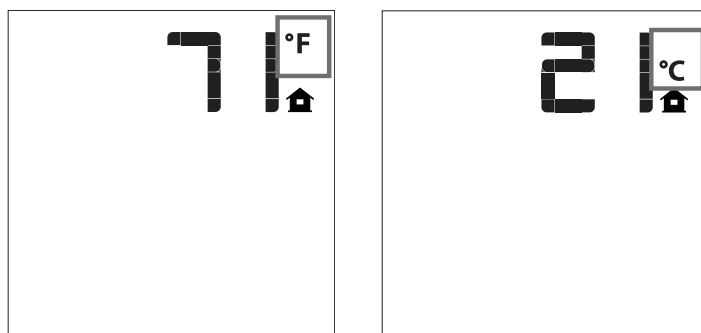


Figure 3 - Remote Control Display in Fahrenheit and Celsius

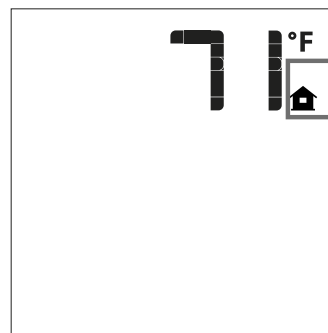


Figure 4 - Remote Control Display

## Turn on the Appliance

Press the ON/OFF Key on the Transmitter. The Transmitter display will show all active Icons on the screen. At the same time the Receiver connects the thermopile to the gas valve millivolt coil and the appliance main burner turns on. A single "beep" from the Receiver will confirm reception of the command.

## Turn off the Appliance

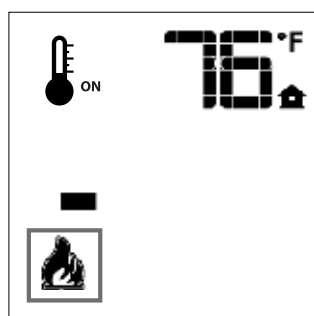
Press the ON/OFF Key on the Transmitter. The Transmitter LCD display will only show the room temperature and Icon (Fig. 7). At the same time the Receiver disconnects the thermopile from the gas valve millivolt coil and the appliance burner turns off. A single "beep" from the Receiver confirms reception of the command.

## Remote Flame Control

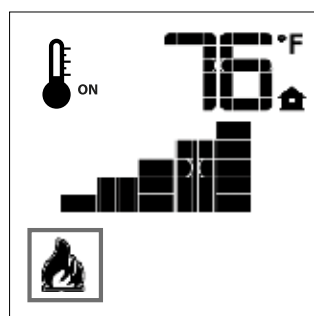
The Proflame GTMF has six (6) flame levels. With the system on, and the flame level at the maximum in the appliance, pressing the Down Arrow Key once will reduce the flame height by one step until the flame is turned off. The Up Arrow Key will increase the flame height each time it is pressed. If the Up Arrow Key is pressed while the system is on but the flame is off, the flame will come on in the high position. A single "beep" will confirm reception of the command.



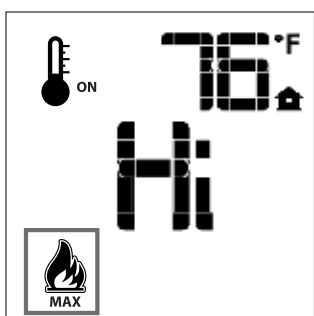
Flame Off



Flame Level 1



Flame level 5



Flame Level Maximum

## ROOM THERMOSTAT (TRANSMITTER OPERATION)

The Remote Control can operate as a room thermostat. The thermostat can be set to a desired temperature to control the comfort level in a room. To activate this function, press the Thermostat Key (Fig. 1). The LCD display on the Transmitter will change to show that the room thermostat is "ON" and the set temperature is now displayed (Fig. 5). To adjust the set temperature, press the Up or Down Arrow Keys until the desired set temperature is displayed on the LCD screen of the Transmitter.

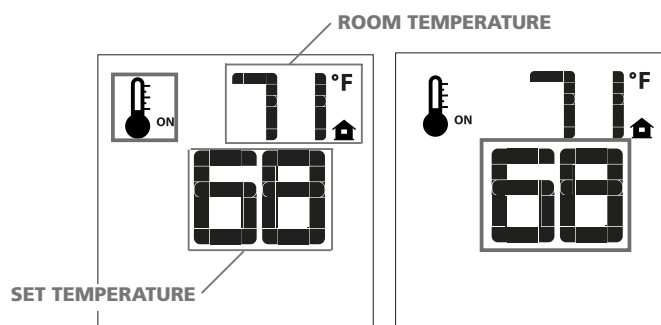


Figure 5

## SMART THERMOSTAT (TRANSMITTER OPERATION)

The Smart Thermostat function adjusts the flame height in accordance to the difference between the set point temperature and the actual room temperatures. As the room temperature gets closer to the set point the Smart Function will modulate the flame down. To activate this function, press the Thermostat Key (Fig. 1) until the word "SMART" appears to the right of the temperature bulb graphic (Fig. 6). To adjust the set temperature, press the Up or Down Arrow Keys until the desired set temperature is displayed on the LCD screen of the Transmitter (Fig. 7).

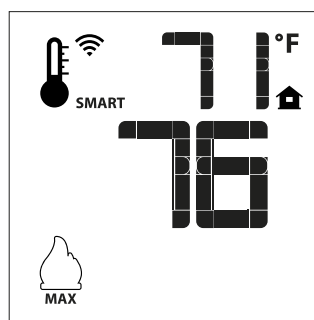


Figure 6 - Smart Flame Function

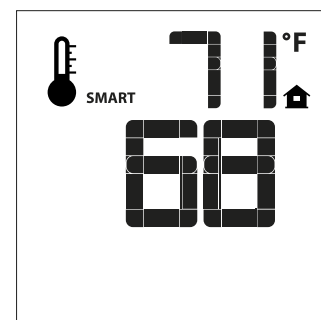


Figure 7

## Fan Speed Control

If the appliance is equipped with a hot air circulating fan, the speed of the fan can be controlled by the Proflame system. The fan speed can be adjusted through six (6) speeds. To activate this function use the Mode Key (fig.1) to index to the fan control icon (Fig. 8). Use the Up/Down Arrow Keys (Fig.1) to turn on, off or adjust the fan speed (Fig. 9). A single “beep” will confirm reception of the command.



Figure 8

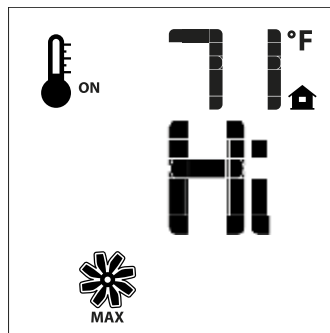


Figure 9

## Remote Actuated 120V Auxiliary Outlet

The auxiliary function controls the AUX power outlet on the Fan Control Module. To activate this function use the Mode Key (fig. 1) to index to the AUX icon (fig. 10 & 11). Pressing the Up Arrow Key will activate the outlet. Pressing the Down Arrow Key will turn the outlet off. A single “beep” will confirm the reception of the command.



Figure 10

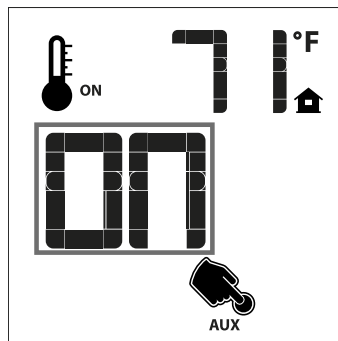


Figure 11

## Key Lock

This function will lock the keys to avoid unsupervised operation.

To activate this function, press the MODE and UP Keys at the same time (fig. 18). To de-activate this function, press the MODE and UP Keys at the same time.

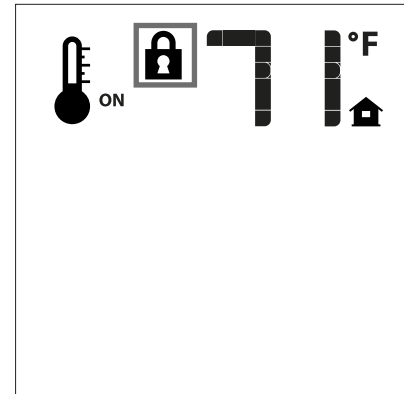


Figure 12

## LOW BATTERY POWER DETECTION

### Transmitter

The life span of the remote control batteries depends on various factors: quality of the batteries used, the number of ignitions of the appliance, the number of changes to the room thermostat set point, etc.

When the Transmitter batteries are low, a Battery Icon will appear on the LCD display of the Transmitter (Fig. 13) before all battery power is lost. When the batteries are replaced this Icon will disappear.

### Receiver

The life span of the Receiver batteries depends on various factors: quality of Fig. 19 the batteries used, the number of ignitions of the appliance, the number of changes to the room thermostat set point, etc.

When the Receiver batteries are low, No “beep” will be emitted from the Receiver when it receives an On/Off command from the Transmitter. This is an alert for a low battery condition for the Receiver. When the batteries are replaced the “beep” will be emitted from the Receiver when the ON/OFF Key is pressed (See Initialization of The System).

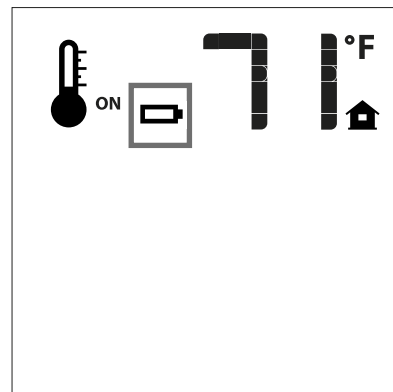


Figure 13

## PROFLAME I REMOTE RECEIVER BATTERY REPLACEMENT & BATTERY BACKUP IF 120V POWER IS LOST WITHIN HOME

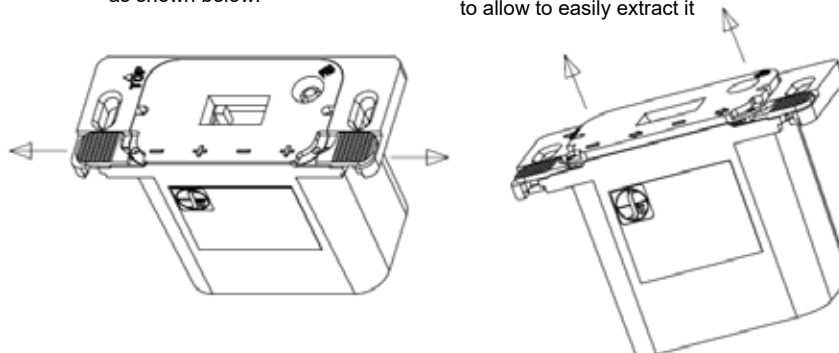
### How to replace/add the batteries on remote receiver when 120 volt power is lost & fan control module is installed.

Batteries are only required in the remote receiver when 120 volt power is lost within home. The fan control module supplied with this appliance is also an AC adaptor. The front pedestal door will need to be opened up to expose the cover plate and remote receiver. First remove cover plate by removing 2 small phillips head screws and proceed to steps below.

#### STEP 1

Move both the left/right slides as shown below.

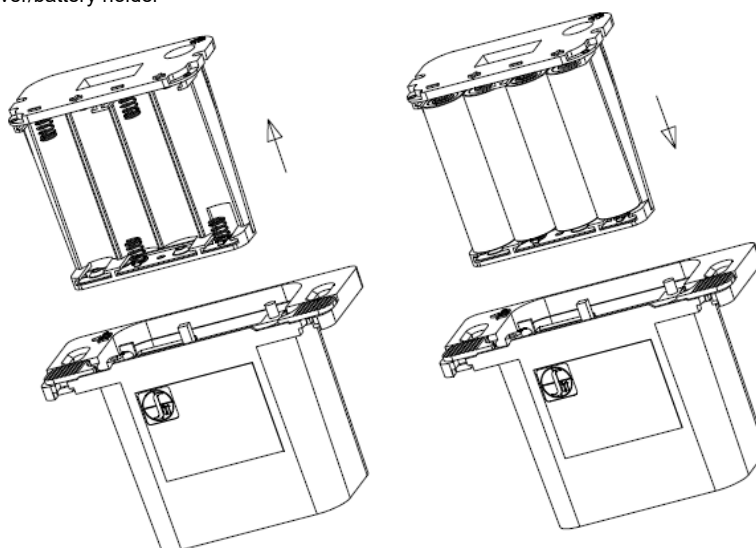
The battery compartment will be pushed out slightly, to allow to easily extract it



#### STEP 2

Extract the battery compartment from the remote receiver/battery holder

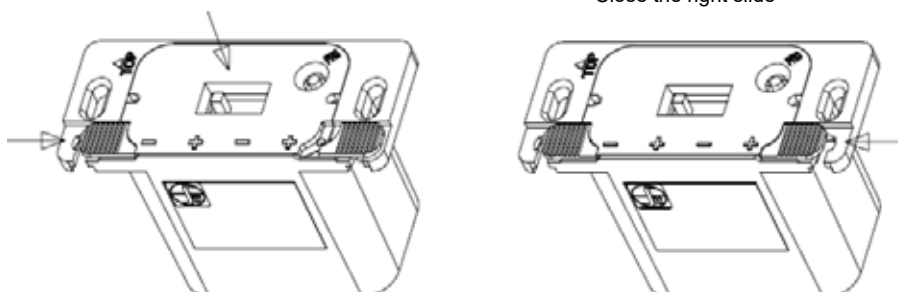
Replace 4 x AA batteries and insert the battery compartment back into remote receiver/battery holder



#### STEP 3

Keeping the battery compartment pressed in, close the left slide

Close the right slide



#### STEP 4 Reinstall wall cover plate with 2 Phillips head screws.

## COPY OF THE LIGHTING PLATE INSTRUCTIONS

**FOR YOUR SAFETY READ BEFORE LIGHTING**  
**POUR VOTRE SÉCURITÉ – À LIRE AVANT LA MISE EN MARCHÉ**

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

**AVERTISSEMENT:** Quiconque ne respecte pas à la lettre les instructions dans la présente notice risque de déclencher un incendie ou une explosion entraînant des dommages, des blessures ou la mort. Une installation, d'ajustement, de modification, de service ou d'entretien peut provoquer des blessures ou des dommages matériels. Reportez-vous au manuel du propriétaire fourni avec cet appareil. Pour obtenir de l'aide ou des informations supplémentaires consulter un installateur qualifié, une agence de service ou fournisseur de gaz.

A) This appliance has a pilot that must be lighted by hand. When lighting the pilot, follow these instructions exactly.  
 B) **BEFORE LIGHTING** smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

**WHAT TO DO IF YOU SMELL GAS**

- Do not try to light any appliance.
- Do not touch any electric switch, do not use any phone in your building.
- 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.

C) Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, do not try to repair it; call a qualified service technician. Force or attempted repair may result in a fire or explosion.

D) 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'une veilleuse qui doit être allumée manuellement. Respectez les instructions ci-dessous à la lettre.  
 B) **AVANT LA MISE EN MARCHÉ**, reniflez tout autour de l'appareil pour détecter une odeur de gaz. Reniflez 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 l'appareil
- Ne touchez à aucun interrupteur; n'utilisez pas de téléphones se trouvant dans le bâtiment.
- Sortez du bâtiment immédiatement
- 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) Ne poussez ni ne tournez la manette d'admission du gaz qu'à la main. Ne jamais employer d'outil à cette fin. Si la manette reste coincée, ne tentez pas de la réparer; appelez un technicien qualifié. Quiconque tente de forcer la manette ou de la réparer peut provoquer une explosion ou un incendie.

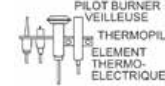

D) N'utilisez pas cet appareil s'il a été plongé dans l'eau, même partiellement. Faites inspecter l'appareil par un technicien qualifié et remplacez tout élément du système de contrôle ou de commande qui a été plongé dans l'eau.



**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.**


**ATTENTION : Surfaces chaudes lorsque l'appareil est en marche. Ne pas toucher. Risque de brûlures graves. En raison des températures élevées, les enfants, les vêtements et le mobilier, le carburant et tout autre liquide aux vapeurs inflammables doivent être tenus éloignés de l'appareil. Nettoyer régulièrement le brûleur et le compartiment des commandes. Voir les consignes d'installation et d'utilisation fournies avec l'appareil.**




**LIGHTING INSTRUCTIONS / CONSIGNES D'ALLUMAGE**


- 1) **STOP! Read the safety information above on this label.**  
This appliance is equipped with an on-demand pilot that shuts off after seven days.
- 2) Push in gas control knob slightly and turn clockwise  to "OFF". Knob cannot be turned from "PILOT" to "OFF" unless knob is pushed in slightly. Do not force.


- 3) Wait five (5) minutes to clear out any gas. If you then smell gas STOP! Follow step "B" in the Safety Information above on this label. If you don't smell gas, go to the next step.
- 4) Push in gas control knob slightly and turn counterclockwise  to "PILOT" position.
- 5) Push in control knob all the way and hold in until the pilot lights. Continue to hold the control knob in for about 30 seconds after the pilot lights. Release the knob.
- 6) Push in gas control knob slightly and turn counterclockwise  to "ON" position.
- 7) Turn on the flame switch.




- 1) **STOP ! Lire les instructions de sécurité sur la portion supérieure de cette étiquette.**  
Cet appareil est équipé d'une veilleuse sur demande qui s'éteint après sept jours.
- 2) Enfoncer légèrement le bouton de commande de gaz et tournez dans le sens horaire  en position OFF. Le bouton ne peut pas être tourné du PILOT à OFF à moins que le bouton soit enfoncé légèrement. Ne forcez pas.
- 3) Attendre cinq (5) minutes pour laisser échapper tout le gaz. Si vous sentez une odeur de gaz, ARRÊTEZ! Passez à l'étape "B" des instructions de sécurité sur la portion supérieure de cette étiquette. S'il n'y a pas d'odeur de gaz, passez à l'étape suivante.
- 4) Enfoncer légèrement le bouton de commande de gaz et tournez dans le sens antihoraire  en position PILOT.
- 5) Pousser le bouton de commande de gaz à fond et le maintenir enfoncé jusqu'à ce que la veilleuse s'allume. Maintenir le bouton de commande de gaz enfoncé pendant environ 30 secondes après l'allumage de la veilleuse. Relâcher le bouton de commande de gaz.
- 6) Enfoncer légèrement le bouton de commande de gaz et tourner dans le sens antihoraire  en position "ON".
- 7) Actionner l'interrupteur de flamme.



**TO TURN OFF GAS TO APPLIANCE / POUR COUPER LE GAZ AU NIVEAU DE L'APPAREIL**

- 1) Turn off the flame switch.
- 2) Push in the gas control knob slightly and turn  clockwise to "OFF". Do not force.
- 3) Turn off all electric power to the appliance if service is to be performed.  
You may shut off the pilot during prolonged non use periods to conserve fuel.

- 1) Fermer l'interrupteur de flamme.
- 2) Enfoncer légèrement le bouton de commande de gaz et tournez dans le sens horaire  en position OFF. Ne pas forcer.
- 3) Avant d'effectuer des opérations d'entretien, couper l'alimentation électrique de l'appareil.  
Pour économiser le carburant, vous pouvez éteindre la veilleuse lorsque l'appareil reste longtemps inutilisé.

**DO NOT REMOVE THIS INSTRUCTION PLATE**

**NE PAS ENLEVER CETTE ÉTIQUETTE D'INSTRUCTIONS**

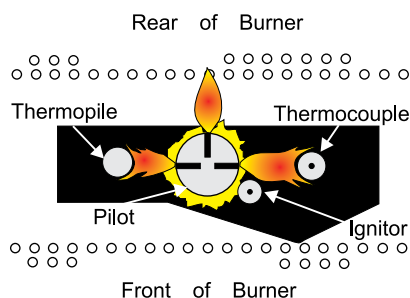
920-438



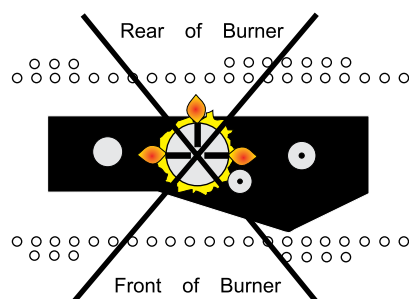
## PILOT ADJUSTMENT

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

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



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

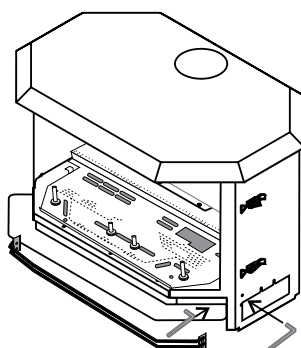


## AERATION ADJUSTMENT

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

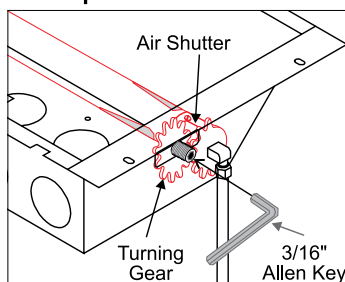
<b>U38-13 with 38,000 Btu/h</b>		
U38-NG13	Natural Gas:	1/4" open
<b>U38-13 with 34,000 Btu/h</b>		
U38-LP13	Propane:	1/2" open
<b>U38-13 with 35,000 Btu/h</b>		
U38-NG13	Natural Gas	1/4" open
<b>U38-13 with 30,000 Btu/h</b>		
U38-NG13	Natural Gas	3/16" open
U38-LP13	Propane	3/8" open

The aeration adjustment gears are located on the right side of the burner box and can be accessed from the side or from the front when the louvers are removed.



To adjust the aeration: use the allen key to turn the turning gear which will adjust the air shutter. Open the air shutter for a blue flame or close it for a yellow flame.

**Closed -Tall yellow flame**  
**Open -Short blue flame**



Clockwise to open,  
counter-clockwise to close.

**Caution:** Carbon will be produced if the air shutter is closed too much.

**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.

## NORMAL OPERATING SOUNDS OF GAS APPLIANCES

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

### Blower:

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

### Burner Tray:

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

### Blower Thermodisc:

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

### Pilot Flame:

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

### Gas Control Valve:

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

### Unit Body/Firebox:

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

## MAINTENANCE INSTRUCTIONS

- 1) Always shut the valve 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 soft clean brush as the logs are fragile and easily damaged.
- 2) Clean glass (never when unit is hot), appliance, louvers, and door with a damp cloth. Never use an abrasive cleaner. The gold louvers (and optional gold door) may be scratched if abrasives are used to clean them.

The heater is finished in a heat resistant paint and should only be refinished with heat resistant paint (not with wall paint). Regency® uses StoveBright 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 - do not block the pilot or burner ports.

- 5) Keep the area near the appliance clear and free from combustible materials, gasoline and other flammable vapours and liquids.
- 6) Verify proper operation after servicing.

**WARNING: CHILDREN AND ADULTS SHOULD BE ALERTED TO THE HAZARDS OF HIGH SURFACE TEMPERATURE AND SHOULD STAY AWAY TO AVOID BURNS OR CLOTHING IGNITION. YOUNG CHILDREN SHOULD BE CAREFULLY SUPERVISED WHEN THEY ARE IN THE SAME ROOM AS THE APPLIANCE.**

**CAUTION: ANY SAFETY SCREEN OR GUARD REMOVED FOR SERVICING AN APPLIANCE MUST BE REPLACED PRIOR TO OPERATING THE APPLIANCE.**

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

**DO NOT USE THIS APPLIANCE IF ANY PART HAS BEEN UNDER WATER. IMMEDIATELY CALL A QUALIFIED SERVICE TECHNICIAN TO INSPECT THE APPLIANCE AND TO REPLACE ANY PART OF CONTROL SYSTEM AND ANY GAS CONTROL WHICH HAS BEEN UNDER WATER.**

## LOG REPLACEMENT

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

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

## DOOR AND GLASS GASKET

If the door gasket requires replacement use 7/8" diameter oval door gasket (Part # 732-570). The glass requires 7/8" flat glass gasket (Part # 846-682). See your Regency® dealer.

## GLASS REPLACEMENT

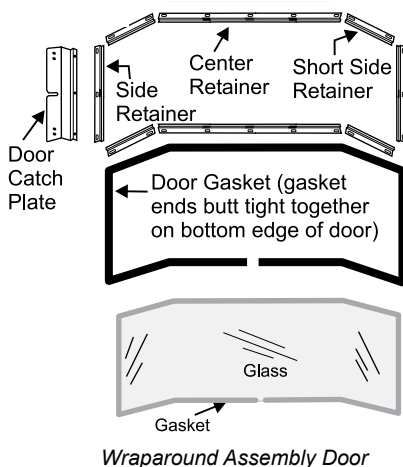
Your Regency® stove is supplied with high temperature, 5 mm Neoceram ceramic glass that will withstand the highest heat that your unit will produce. In the event that you break your glass, purchase your replacement from an authorized Regency® dealer only, and follow the step-by-step instructions for replacement. **Never operate your unit with broken glass.**

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



## PANEL DOOR

- 1) Remove the door from the unit and place on a soft surface to prevent scratching.
- 2) Pull out the door gasket.
- 3) Remove the nuts holding the glass retainers in place.
- 4) Remove the glass retainers (sides, top and bottom) and the door catch plate.
- 5) Replace the glass. **The glass must have gasketing around it.**
- 6) Reverse the previous steps, replace the retainers and fasten with the nuts but do not overtighten, as this can break the glass. Note: the door catch plate fits on top of the left side retainer.
- 7) Put gasket glue on the retainers, but do not put glue on the screws. Replace the door gasket, the two ends butt tight together on the bottom edge of the door.
- 8) Replace door on the stove and check the seal.



## FAN MAINTENANCE

If your fan requires maintenance or replacement, access to the fan is through the access panel on the rear wall of the firebox.

**Note:** The unit **MUST NOT** be operated without the fan access panel securely in place and correctly sealed.

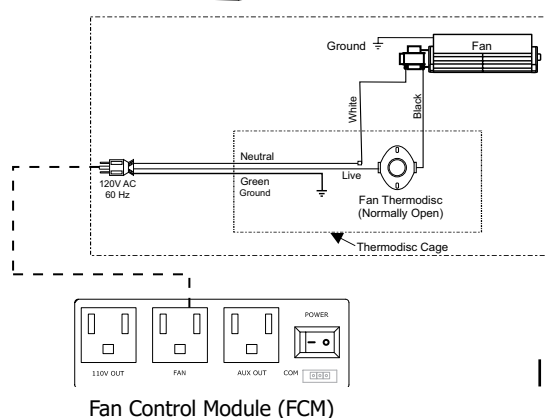
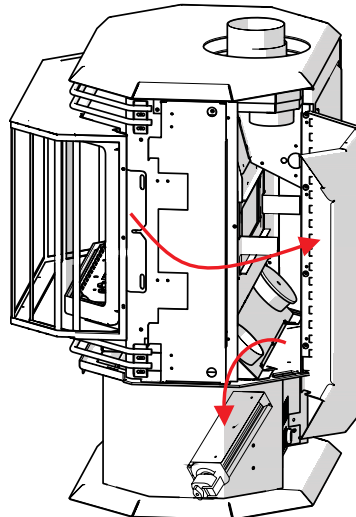
**IMPORTANT:** These fans collect a lot of dust from within your home. Ensure you maintain these fan motors on a regular basis by vacuuming out the fan squirrel cages, around the motor, and around the grills on the back of the stove.

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

**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. To Remove U38-13 Fan:

- 1) Unplug or disconnect power source to stove.
- 2) Open side door.
- 3) Unclip the black and white wires from the fan motor.
- 4) Lift fan off of the 2 pins, tip back and pull through firebox opening. Disconnect the green ground wire from the left side of the fan as soon as you can reach it.



## Replacing U38-13 Fan:

Reverse the above steps (1 - 4).

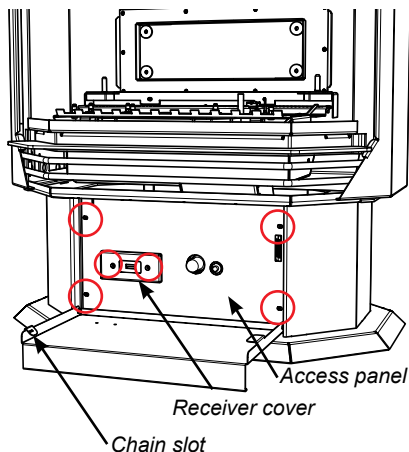
**Tip:** When reinstalling fan use dish soap on the rubber grommets. This will eliminate any friction when sliding the fan into position.

## VALVE REPLACEMENT

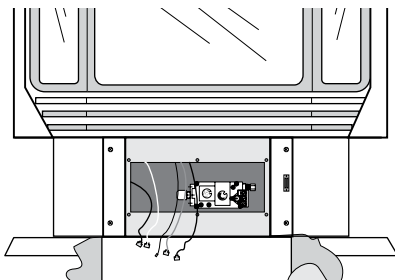
If your valve requires maintenance or replacement, follow these instructions:

**NOTE: Always shut off the gas and electrical supply before removing the valve.**

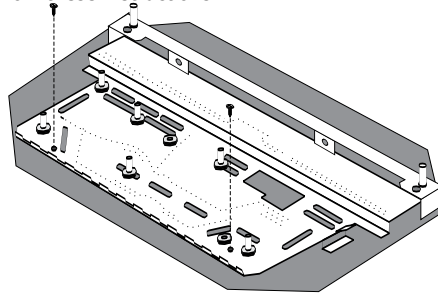
- 1) Remove safety screen and open front pedestal door. You may want to put a soft cloth on the base of the unit so that when the pedestal door is open it doesn't scratch the paint.
- 2) Undo the four screws holding the control panel in place.
- 3) Disconnect all the receiver wires from the back of the panel and then remove panel. You should lay the panel on a soft cloth so it doesn't get marked up.



- 4) Disconnect the Stepper Motor wire..
- 5) Disconnect "com" wire that leads to the fan module if installed.

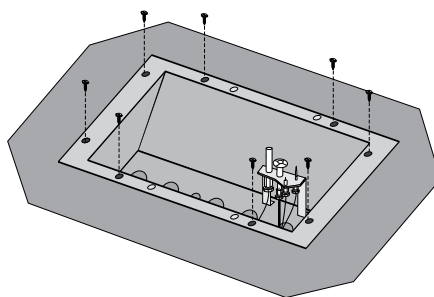


- 6) Carefully remove the logs and lava rock.
- 7) At this point you should disconnect the gas at the valve.
- 8) Remove the burner by removing the two 1/4" hex head screws. See diagram below.

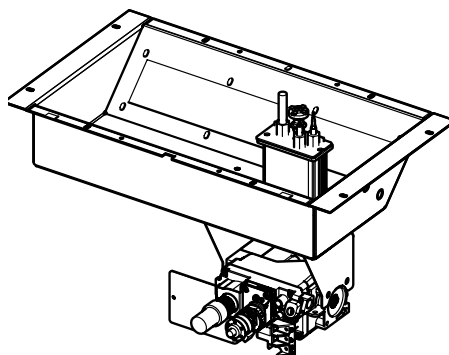


**Note: Use a magnetic type screwdriver.**

- 9) Remove eight 1/4" hex head screws holding the burner tray assembly in place.



- 10) Carefully lift the burner tray assembly out.

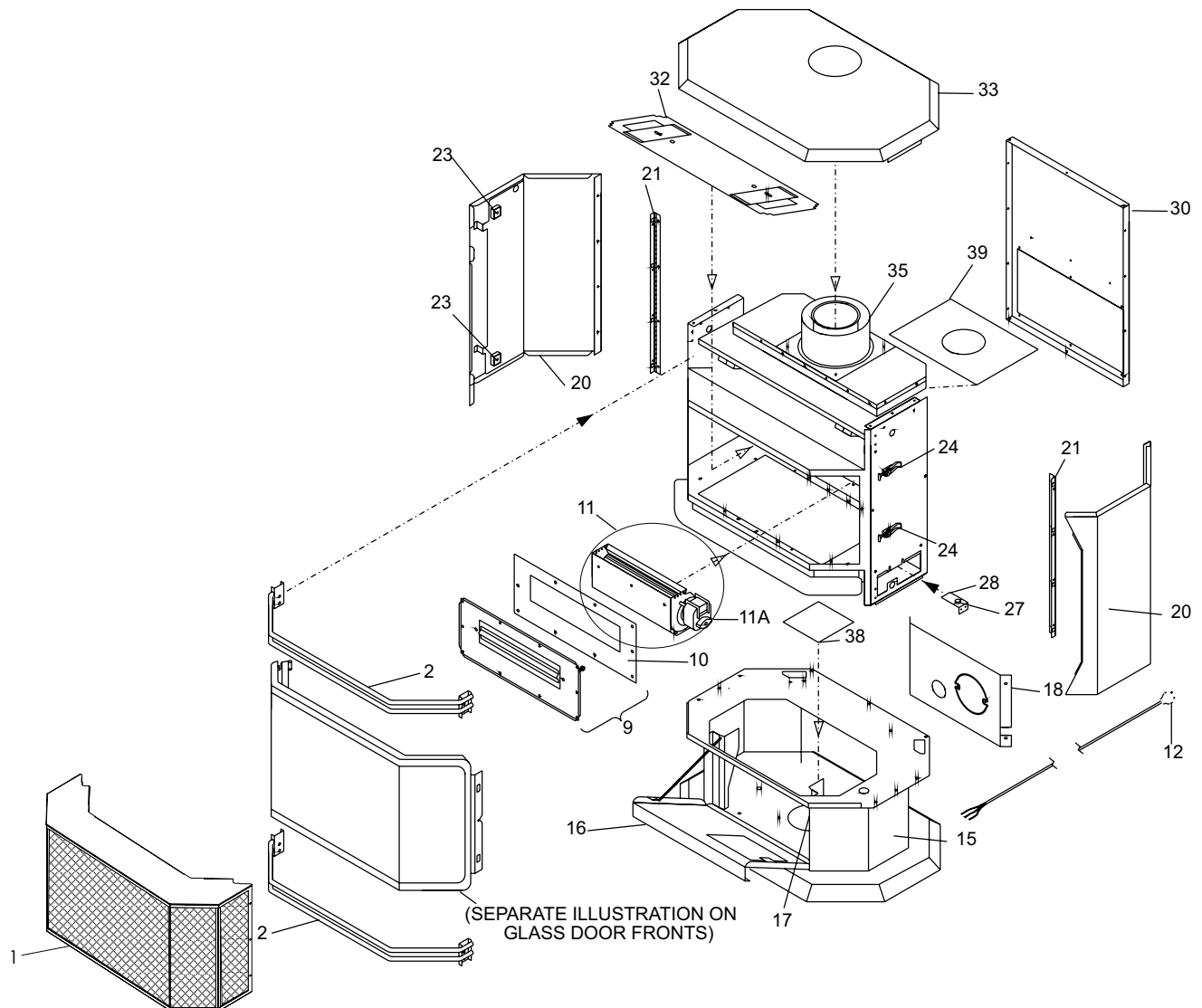


- 11) To replace the burner tray assembly, simply reverse these instructions.

## U38-13 MAIN ASSEMBLY

Part #	Description	Part #	Description
1) 732-929	Safety Screen	27) 910-233	Thermodisc - Fan Auto/On/Off
2) 560-921	Top/Bottom Brush Nickel Louver Assy (Optional)	28) 650-086	Mounting Bracket - Fan Thermodisc
2) 560-922	Top/Bottom Black Louver Assy (Optional)	30) 750-026	Rear Panel
9) 560-055	Fan Access Door	32) 730-565	Firebox Baffle
10) 730-034	Gasket for Fan Access Door	33) 560-535	False Top Assembly
11) 730-517/P	Fan Assembly	35) 590-930	Ult. 6" Flue Collar (Optional)
11A) 910-331/P	Fan Motor (120 Volt)	38) 820-058	Pedestal Base Cover
12) 910-813	Power Cord (120 Volt)	N/S 910-250	Spill Switch
		N/S 590-273	Flue Attachment Bracket
15) *	Pedestal Assembly	948-223	Logo Plate
16) 730-039	Pedestal Door	920-435	Manual
17) 904-257	Pedestal Door Magnet		
18) 732-084	Pedestal Back		
20) 730-531	Short Side Panel Door Assy (each)		
21) 560-031	Hinge for Side Panel (each)		
23) 904-258	Side Panel Door Magnet (each)		
24) 948-255	Door Latch c/w Hook (each)		

\*Not available as a replacement part.

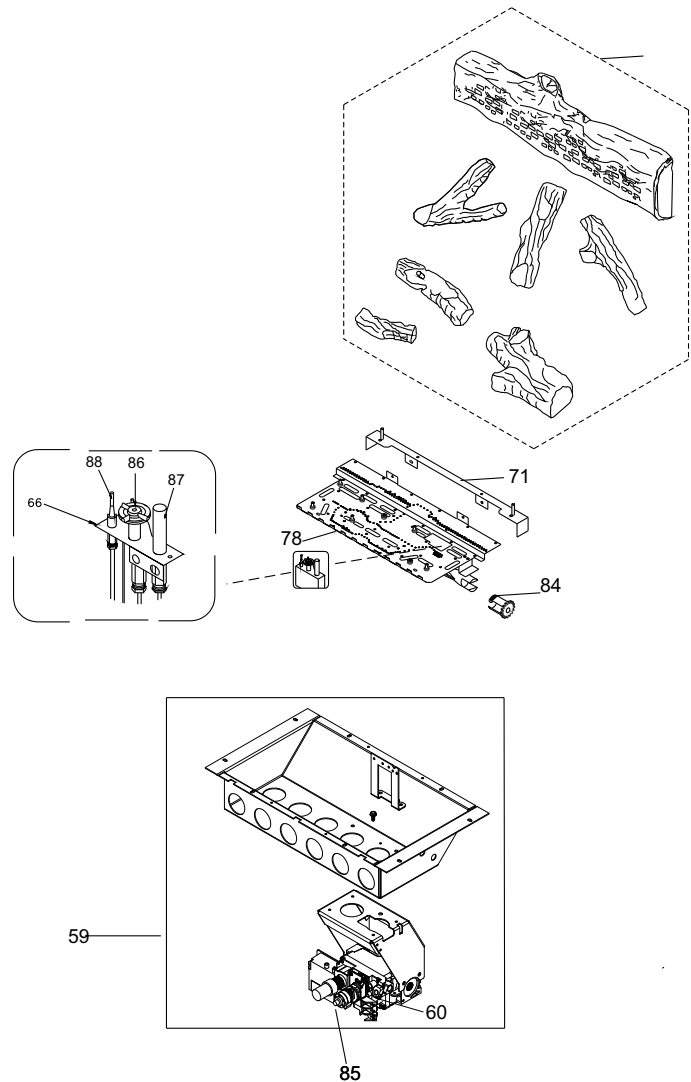


**U38-13 BURNER & LOG ASSEMBLY**

Part #	Description
59. 754-574/P	Valve Assembly- Natural Gas
59. 754-576/P	Valve Assembly - Propane
60. 911-268	Valve Only- Natural Gas
60. 911-270	Valve Only - Propane
66. 910-034	Pilot Assy - S.I.T. - 3 Flame NG
66. 910-035	Pilot Assy - S.I.T. - 3 Flame LP
N/S 904-690	#31 Orifice - N.G. at 40,000 Btu/h
N/S 904-240	#37 Orifice - N.G. at 30,000 Btu/h
N/S 904-689	#33 Orifice - N.G. at 36,000 Btu/h
N/S 904-390	#52 Orifice - Propane at 30,000 Btu/h
N/S 904-641	#50 Orifice - Propane at 38,000 Btu/h
N/S 936-170	Orifice Gasket
71. 732-514	Rear Log Bracket
75. 732-930	Traditional Log Set
75. 732-931	Driftwood Log Set
N/S 902-058	Lava Rocks
N/S 946-669	Platinum Bright Embers
N/S 946-708	Embaglow Bright Embers
78. 737-550	Burner Assembly (NG/LP)
80. 260-565	Air Shutter Gear Assembly - Female
81. 904-565	Hex Key 3/16" AF
84. *	Air Shutter Gear Assembly - Male
85. 910-581	Stepper Motor NG
85. 910-582	Stepper Motor LP
N/S 911-338/P	Remote Receiver
N/S 911-342	Remote Receiver Cover Plate - Black
N/S 910-592	Remote handheld (GTMF) - Silver
N/S 910-036	Pilot Orifice NG
N/S 910-037	Pilot Orifice LP
86. 910-096	Pilot Hood
87. 910-341	Thermopile
88. 910-386	Thermocouple
N/S 910-432	Pilot Tube w/nuts
N/S 910-073	DC Spark box
N/S 910-074	DC spark box wire
N/S 911-030	Fan Control Module
N/S 732-969	Conversion Kit LP
N/S 911-029	Valve/Remote Wiring Harness
N/S 911-093	120 Volt Power Cord (10 foot extension)
N/S 910-233	Fan Thermodisc
N/S 911-137	Pilot Clip

\*Not available as a replacement part.

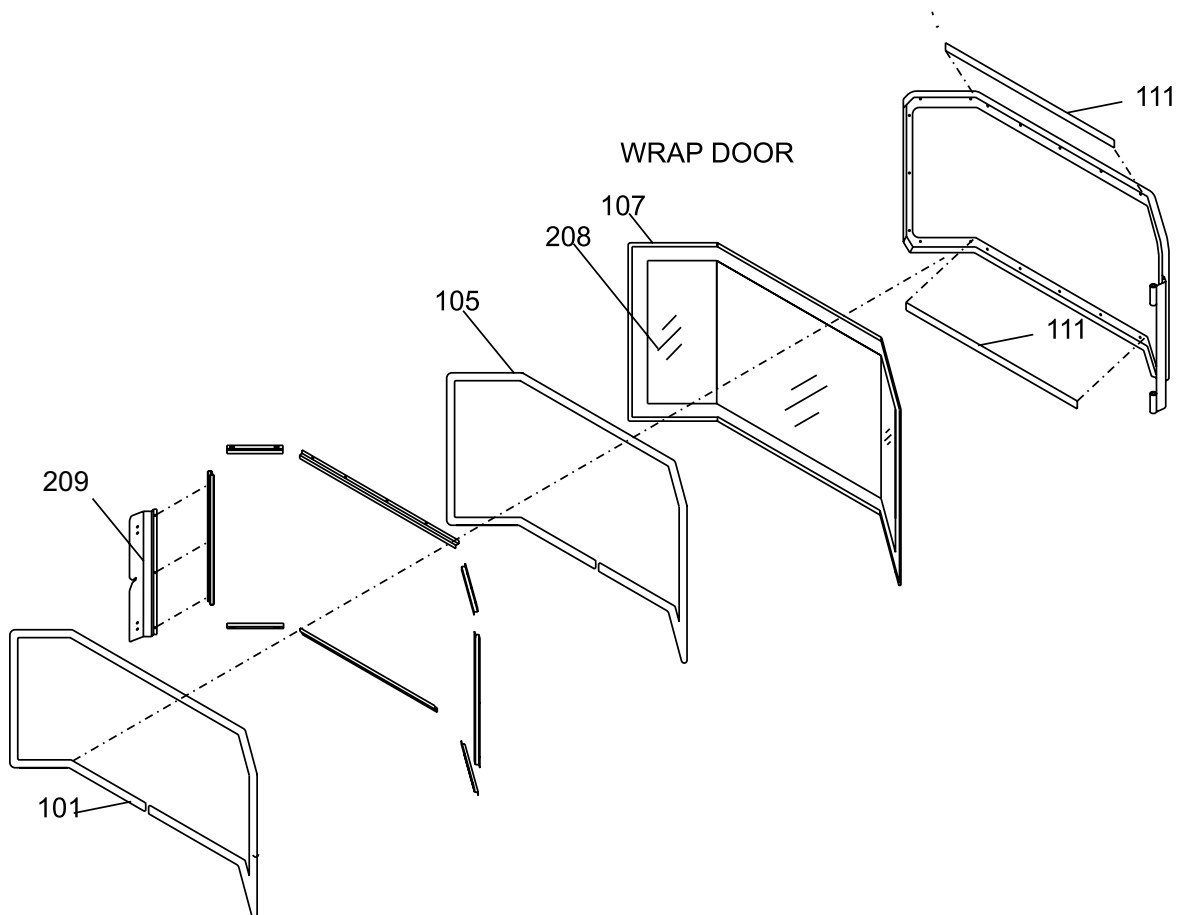
N/S = Not Shown



## U38-13 DOOR ASSEMBLY

Part #	Description
732-943	Black Wrap Door - Complete
732-944	Brushed Nickel Wrap Door - Complete
101) 732-570	Door Gasket Kit
105) *	Ceramic Paper
107) 846-682	7/8" Window Adhesive Gasket Tape (12') (936-243)
111) *	Door Frame Fibre Paper
208) 940-325/P	Wrap Glass (includes Glass Gasket)
209) 732-020	Door Mounting Bracket

\*Not available as a replacement part.



## Indoor Gas Product Warranty

### Limited Lifetime Warranty

FPI Fireplace Products International Ltd. (for Canadian customers) and Fireplace Products US, Inc. (for US 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 Lifetime Warranty and the period of such coverage are set forth in the table below.

An Appliance in this policy is defined as an Indoor Gas Fireplace, Indoor Gas Insert, Indoor Gas Freestanding Stove.

**This Appliance has only been certified and listed for use indoors.**

This Limited Lifetime Warranty starts on the day the Appliance was purchased.

**The Limited Lifetime Warranty is not transferable, amendable or negotiable under any circumstances.**

Indoor Gas Products Warranty Coverage Parts and Labor	Limited Lifetime	5 years	2 years	1 year	Subsidized Labor Coverage* (Years)
Firebox and Heat Exchanger	✓				3
Steel Burner Tube	✓				3
Glass Thermal breakage only	✓				3
All painted 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 All black chrome Brushed nickel/Antique copper Faceplates/surrounds All Inner/Outer Black Glass panels				✓	1
All Firebox Media (Crystals, Fire beads, Volcanic, Ceramic, Spa Stones, River Pebbles)				✓	1
All hardware				✓	1
WIFI Dongle				✓	1
Mesh/Glass Safety Barriers				✓	1
Accent Light Bulbs				✓	1
Glass (Crazing)				✓	1

**Note:** Warranty coverage noted above may not be applicable as components/options vary based on appliance purchased.

### Conditions:

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

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

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 discretion, fully discharge all of its obligations under 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 in the field/on location complaints of products claimed to be defective before processing or authorizing 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.**

**Replacement Appliances to the original purchaser are limited to one per warranty term.** Appliances 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 for ensuring the Appliance is operating as designed at the time of installation.

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

Purchased parts: Repair/replacement parts purchased by the consumer from FPI after the original coverage has expired on the Appliance will carry a **90-day** warranty from the purchase date, 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.

Special Finishes - One year on brushed nickel, black chrome and antique copper faceplates/surrounds. You can expect some changes in color as the product "ages" with constant heating and cooling. FPI warrants the product for any manufacturing defects on the original product. However, the manufacturer's warranty does not cover changing colors and marks, i.e. fingerprints, etc. applied after the purchase of the product. Damage from the use of abrasive cleaners is not covered by warranty.

If freight damage has been found either externally or internally, the dealer must be informed within 3 days. All claims as a result of damage must be submitted by the dealer servicing the claim, including a copy of the Bill of Sale (proof of purchase). All claims must be complete and provide full details as requested by FPI to receive consideration for evaluation. **Incomplete claims may be rejected.**

As this is a Limited Lifetime Warranty, if the Appliance needs to be replaced, the Appliance that was purchased at the time of sale might not be replaced with exactly the same model Appliance. In that case, FPI will replace your Appliance with one that is similar at the time of replacement under the terms of this Limited Lifetime Warranty, but **ONLY** in the event that an item covered by the Limited Lifetime Warranty is found to be defective. Please refer to the table on first page of this warranty for items covered by the Limited Lifetime Warranty. Product changes might be the result of the original Appliance being discontinued, changes in regulatory requirements, product advancements, etc., which are beyond the control of FPI. **This Limited Lifetime Warranty does not cover any installation costs, or costs associated with changes of required clearances for the replacement Appliance, hearth pads, mantles, facing and/or facing materials such as framing, completed walls made of drywall, wood, non-combustible board, tile, brick, stone, marble etc., venting/chimney systems, or components of the chimney system.**

If a suitable replacement is not available, FPI will refund **50%** of the purchase price of the Appliance and any applicable FPI accessories (faceplates, brick panels, media, etc.) purchased at the time of sale. **In no event will FPI refund any portion of the purchase price of, or reimburse costs associated with, any other items, including without limitation, installation of a new Appliance, changes of required clearances for a new Appliance, hearth pads, mantles, facing and/or facing materials such as framing, completed walls made of drywall, wood, non-combustible board, tile, brick, stone, marble etc., venting/chimney systems, or components of the chimney system. A copy of the receipt or bill of sale will be necessary to validate the purchase price.**

**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, batteries, color fading, carbon/sooting of the log sets due to use and does not cover lava rock, platinum/glowing embers, vermiculite.

Malfunction, damage or performance-based issues as a result of environmental conditions, location, chemical damages, downdrafts, installation error, an 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 a malfunction of the Appliance are not covered under the terms of this Limited Lifetime Warranty.

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

Any Appliance showing signs of neglect or misuse will not be covered under the terms of this warranty policy and may void this warranty, including Appliances with rusted or corroded fireboxes that have not been reported as rusted or corroded within **three (3)** months of installation/purchase.

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

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

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

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

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

**Limitations of Liability:**

The original purchaser's exclusive remedy under this warranty, and FPI's sole obligation under this Limited Lifetime 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 US 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 US should consult their local, provincial or national legal codes for additional terms, which may apply 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 US, 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)  
/customerservice@regency-fire.com (e-mail)

**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.

## Warranty Registration Card



### 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**  
99 Colemans Road  
Dandenong South, Vic.  
Australia, 3175

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.



# recycling

**PRODUCT LIFE CYCLE:**

By recycling your used appliances, you divert waste from your local landfills and help the environment. You also reduce the need for raw materials to manufacture new products. Contact your local municipality for appliance recycling services, local recycling programs, or appliance removal services to ensure your Regency appliance components, and packaging are properly recycled.

[illegible]



[illegible]



*Installer: Please complete the following information*

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

\_\_\_\_\_

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

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

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

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



*U38-39 Video*