

# Greenfire® GCi60-2

## TECHNICAL MANUAL

### Cast Iron Pellet Insert



French Manual: <https://bit.ly/3eGZjtF>  
Manuel en Français : <https://bit.ly/3eGZjtF>

**PLEASE READ THIS ENTIRE MANUAL BEFORE INSTALLATION AND USE OF THIS PELLET-BURNING ROOM HEATER. FAILURE TO FOLLOW THESE INSTRUCTIONS COULD RESULT IN PROPERTY DAMAGE, BODILY INJURY OR EVEN DEATH.**

**Contact your building or fire officials about restrictions and installation inspection requirements in your area.**

**WARNING:**

Improper installation, adjustment, alteration, service or maintenance can cause injury, property damage, or loss of life. Refer to this manual. For assistance or additional information consult an authorized installer or service agency.

**FOR YOUR SAFETY:**

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

Installation and service must be performed by an authorized installer or service agency.

Tested by:



***IMPORTANT: SAVE THESE INSTRUCTIONS***

**Safety Note:** If this stove is not properly installed, a house fire may result. For your safety, follow the installation instructions, contact local building, fire officials, or authority having jurisdiction about restrictions and installation inspection requirements in your area.

The authority having jurisdiction should be consulted before installation to determine the need to obtain a permit.

**Emissions and Efficiency:** This manual describes the installation and operation of the Regency GCi60-2 pellet heater. This heater is U.S. ENVIRONMENTAL PROTECTION AGENCY certified to comply with 2020 particulate emission standards. Under specific test condition this heater has been shown to deliver heat at rates ranging from: 7,817 - 38,437 Btu/hr

**Efficiency:** 78% (HHV)\* (PFS TECO 21-703)

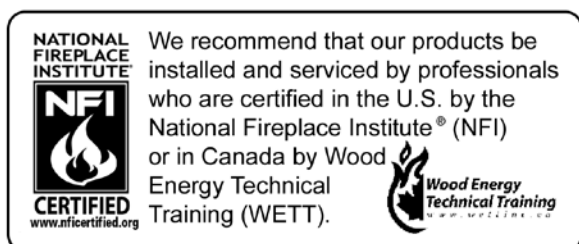
\*When using 4" (102 mm) to 6" (152 mm) flue increaser (Part # 946-791). See technical manual for further information.

Note: The 78% (HHV) when tested was achieved burning wood pellets only.

**FIRE EXTINGUISHER AND SMOKE DETECTION:** All home with a pellet burning stove should have at least one fire extinguisher in a central location known to all the household. Smoke detectors and carbon monoxide detectors should be installed maintained in the room containing the stove. If it sounds the alarm, correct the cause but do not deactivate. You may choose to relocate the smoke the smoke detection device within the room; **DO NOT REMOVE THE SMOKE OR CARBON MONOXIDE DETECTORS FROM THE ROOM.**

**WARNING:** This wood heater needs periodic inspection and repair for proper operation. It is against federal regulation to operate this wood heater in a manner inconsistent with operating instructions in this manual.

**WARNING:** This wood heater has a manufacturer set minimum low burn rate that must not be altered. It is against federal regulations to alter this setting or other wise operate this wood heater in a manner inconsistent with operating instructions in this manual.



# Table of Contents

---

Safety Warnings & Recommendations.....	4
Specifications.....	6
Rating Label & Location.....	6
Specifications.....	7
Dimensions.....	7
Specifications.....	7
Installation.....	8
Deciding Where to Locate your Pellet Appliance .....	8
Removing Pellet Stove From Pallet .....	8
Installing the Insert Frame & Levelling.....	9
Oversize Filler Panel (Part # GCI60-918).....	10
Thermostat Installation.....	10
Clearances to Combustibles.....	11
Minimum Fireplace Opening .....	11
Vent Termination Requirements.....	12
Outside Fresh Air Connection.....	13
Exhaust And Fresh Air Intake Locations.....	13
Masonry Fireplace Installation .....	14
Positive Flue Connection without a Full Reline (USA Only) .....	16
Built-In Installation .....	17
Horizontal Exhaust Through Wall Installation .....	18
Recommended - Through Wall With Vertical Rise and Horizontal Termination Installation .....	19
Outside Vertical Installations .....	20
Inside Vertical Installations .....	21
Slider/Damper Set-Up .....	22
Pellet Feed Rate Adjustment .....	23
Troubleshooting.....	24
Wiring Diagram.....	27
Parts List.....	28
Parts Diagram - Components.....	31
Parts Diagram - Steel.....	32
Warranty.....	34

# Safety Warnings & Recommendations

---

**\*This manual is designed for the technician in conjunction with the owner's manual.\***

**Please read this entire Technical Manual before installing or operating your Hampton Pellet Stove. Failure to follow these instructions may result in property damage, bodily injury or even death. Any unauthorized modification of the appliance or use of replacement parts not recommended by the manufacturer is prohibited. All national and local regulations shall be complied with when operating this appliance.**

**Caution: Do not connect to any air distribution duct or system.**

**Warning:** Never place wood, paper, furniture, drapes or other combustible materials within 48" (122cm) of the front of the unit, 12" (30.5cm) from each side, and 3" (7.6cm) from the back of the unit. Do not let children or pets touch it when it is hot.

To prevent the possibility of a fire, ensure that the appliance is properly installed by adhering to the installation instructions. A Hampton dealer will be happy to assist you in obtaining information with regards to your local building codes and installation restrictions.

**FIRE EXTINGUISHER AND SMOKE DETECTION:** All homes with a pellet burning stove should have at least one fire extinguisher in a central location known to all in the household. Smoke detectors should be installed and maintained in the room containing the stove. If it sounds the alarm, correct the cause but do not deactivate. You may choose to relocate the smoke detection device within the room; **DO NOT REMOVE THE SMOKE DETECTOR FROM THE ROOM.**

**CHIMNEY OR RUN AWAY FIRE:** Call local fire department (or dial 911). Close the draft fully. Extinguish the fire in the burn pot liner with a cup of water and close the door. Examine the flue pipes, chimney, attic, and roof of the house, to see if any part has become hot enough to catch fire. If necessary, spray with fire extinguisher or water from the garden hose. **IMPORTANT:** Do not operate the stove again until you are certain the chimney and its lining have not been damaged.

**OPERATION:** The door and ash drawer must be kept closed when the unit is in operation to prevent fume spillage and for proper and safe operation of the pellet stove. Also ensure all gaskets on the door are checked and replaced when necessary. **Unit hot while in operation. Keep children, clothing and furniture away. Contact may cause skin burns.**

**CAUTION:** When operating during adverse weather, if the unit exhibits dramatic changes in combustion stop using the unit immediately.

**FUEL:** This stove is designed and approved to only burn wood pellets of any quality, corn, wheat, and barley. Dirty fuel will adversely affect the operation and performance of the unit and may void the warranty. Check with your dealer for fuel recommendations. **THE USE OF CORD WOOD IS PROHIBITED BY LAW. Do not burn garbage or flammable fluids such as gasoline, naphtha or engine oil.**

**SOOT:** Operation of the stove with insufficient combustion air will result in the formation of soot which will collect on the glass, the heat exchanger, the exhaust vent system, and may stain the outside of the house. Frequently check your stove and adjust the slider/damper as needed to ensure proper combustion. **See: "SLIDER/DAMPER SETTING".**

**CLEANING:** There will be some build up of fly ash and small amounts of creosote in the exhaust. This will vary due to the ash content of the fuel used and the operation of the stove. It is advisable to inspect and clean the exhaust vent semi-annually or every two tons of pellets.

The appliance, flue gas connector and the chimney flue require regular cleaning. Check them for blockage prior to re-lighting after a prolonged shut down period.

**ASHES:** Disposed ashes should be placed in a metal container with a tight fitting lid. The closed container of ashes should be on a non-combustible surface, well away from all combustible materials pending final disposal. If the ashes are disposed of by burial in soil or otherwise locally dispensed, they should be retained in the closed container until all cinders have thoroughly cooled.

# Safety Warnings & Recommendations

---

**ELECTRICAL:** The use of a surge protected power bar is highly recommended. The unit must be grounded. The grounded electrical cord should be connected to a standard 110-120 volts (4.2 Amps), 60 hertz electrical outlet and also must be accessible. If this power cord should become damaged, a replacement power cord must be purchased from the manufacturer or a qualified Hampton dealer. Be careful that the electrical cord is not trapped under the appliance and that it is clear of any hot surfaces or sharp edges. This unit's maximum power requirement is 504 watts.

**GLASS:** Do not abuse the glass by striking or slamming the door. Do not attempt to operate the stove with broken glass. The stove uses ceramic glass. Replacement glass must be purchased from an Hampton dealer. Do not attempt to open the door and clean the glass while the unit is in operation or if glass is hot. To clean the glass, use a soft cotton cloth and mild window cleaner, gas or wood stove glass cleaner, or take a damp paper towel and dip into the fly ash. This is a very mild abrasive and will not damage the glass.

**KEEP ASH PAN FREE OF RAW FUEL.** DO NOT PLACE UNBURNED OR NEW PELLET FUEL IN ASH PAN. A fire in the ash pan may occur.

**INSTALLATION:** Contact your local building or fire official to obtain a permit and any information on installation restrictions and inspection requirements for your area.

Be sure to maintain the structural integrity of your home when passing a vent through walls, ceilings, or roofs, and all construction meets local building codes. It is recommended that the unit be secured into its position in order to avoid any displacement. This appliance must be installed on a floor with an adequate load bearing capacity, if existing construction doesn't meet load capacity, suitable measures (e.g. load distributing plate) must be taken to achieve it.

DO NOT INSTALL A FLUE DAMPER IN THE EXHAUST VENTING SYSTEM OF THIS UNIT.  
DO NOT CONNECT THIS UNIT TO A CHIMNEY FLUE SERVING ANOTHER APPLIANCE.

**FRESH AIR:** This unit uses large quantities of air for combustion; outside Fresh Air connection is **strongly** recommended. Fresh Air **must** be connected to all units installed in Mobile and "Air Tight Homes" (R2000) or where required by local codes.

Consider all large air moving devices when installing your unit and provide room air accordingly. NOTE: Extractor fans when operating in the same room or space as the appliance may cause problems. Limited air for combustion may result in poor performance, smoking and other side effects of poor combustion.

The stove's exhaust system works with negative combustion chamber pressure and a slightly positive chimney pressure. It is very important to ensure that the exhaust system be sealed and airtight. The ash pan and viewing door must be locked securely for proper and safe operation of the pellet stove.

Do not burn with insufficient combustion air. A periodic check is recommended to ensure proper combustion air is admitted to the combustion chamber. Setting the proper combustion air is achieved by adjusting the slider damper located on the left side of the stove.

Soot or creosote may accumulate when the stove is operated under incorrect conditions such as an rich burn (black tipped, lazy orange flames).

If you have any questions with regards to your stove or the above-mentioned information, please feel free to contact your local dealer for further clarification and comments.

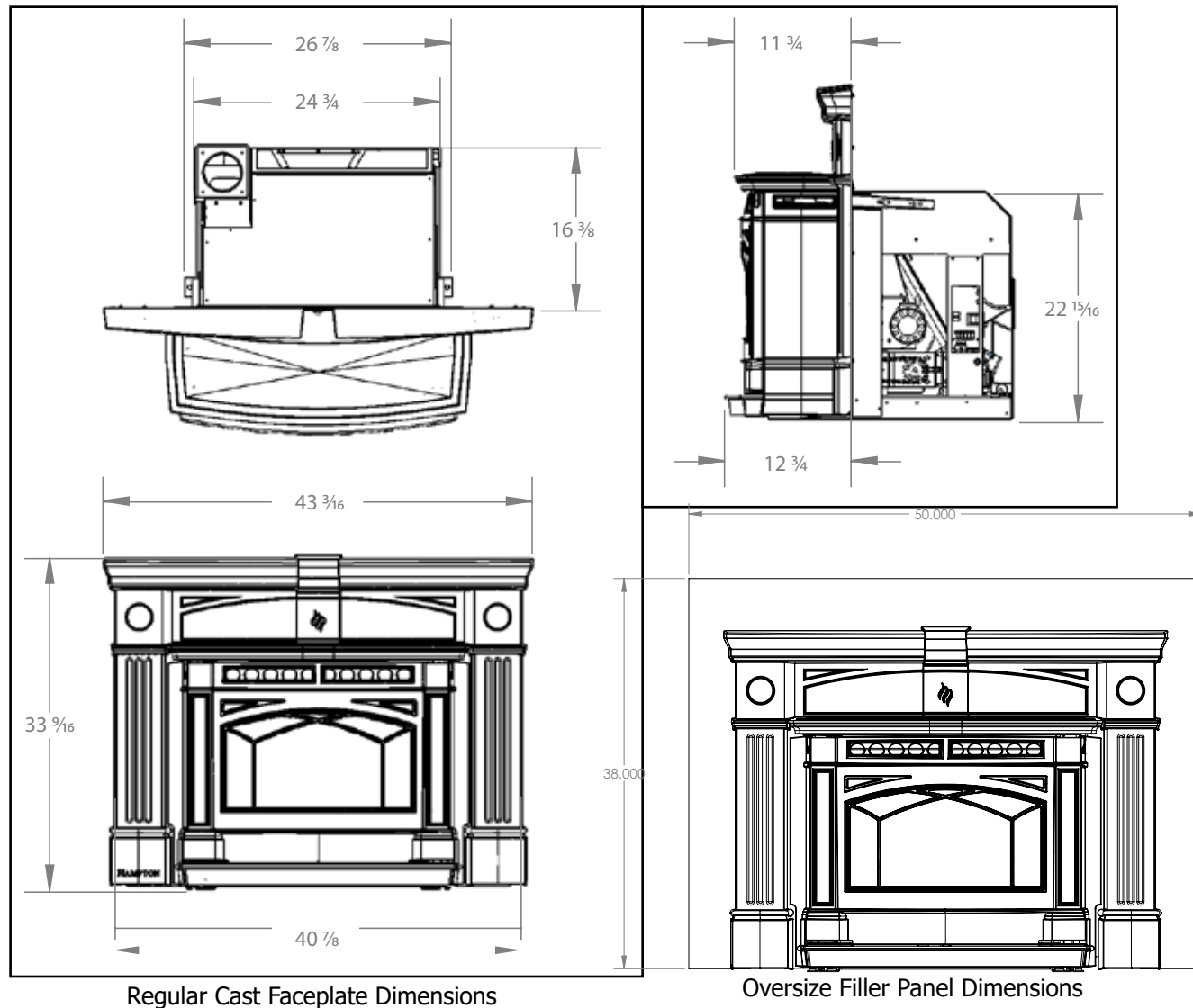
**SINCE REGENCY FIREPLACE PRODUCTS LTD. HAS NO CONTROL OVER THE INSTALLATION OF YOUR STOVE, REGENCY FIREPLACE PRODUCTS LTD. GRANTS NO WARRANTY IMPLIED OR STATED FOR THE INSTALLATION OR MAINTENANCE OF YOUR STOVE. THEREFORE, REGENCY FIREPLACE PRODUCTS LTD. ASSUMES NO RESPONSIBILITY FOR ANY CONSEQUENTIAL DAMAGE(S).**

**SAVE THIS INSTRUCTION MANUAL FOR FUTURE REFERENCE.**



# Specifications

## DIMENSIONS:



Regular Cast Faceplate Dimensions

Oversize Filler Panel Dimensions

## SPECIFICATIONS:

Input rating when using: Wood Pellets/Corn - 55,000BTU (16.1KW•hr) & Wheat/Barley - 53,000BTU (15.5KW•hr).

**Table 1: GCi60-2 Specifications.**

Description	Fuel type	
Residential Pellet Heater	6mm (1/4") dia. Pellets - wood, corn, wheat, & barley*	
Voltage	Current	Max Power
110 - 120 V	4.2 Amps	504 Watts
Frequency	Hopper Capacity	Consumption on Low
60 Hz	up to 60 lb (36.3 Kg)	1.5 lb/hr (0.68 Kg/hr)*
Testing Standard	Weight (with full hopper)	Consumption on High
ASTM 1509-04	500 lb (227 Kg)	6.5 lb/hr (2.95 Kg/hr)*

\*Note: Consumption will vary with the type and quality of pellets / fuel used.

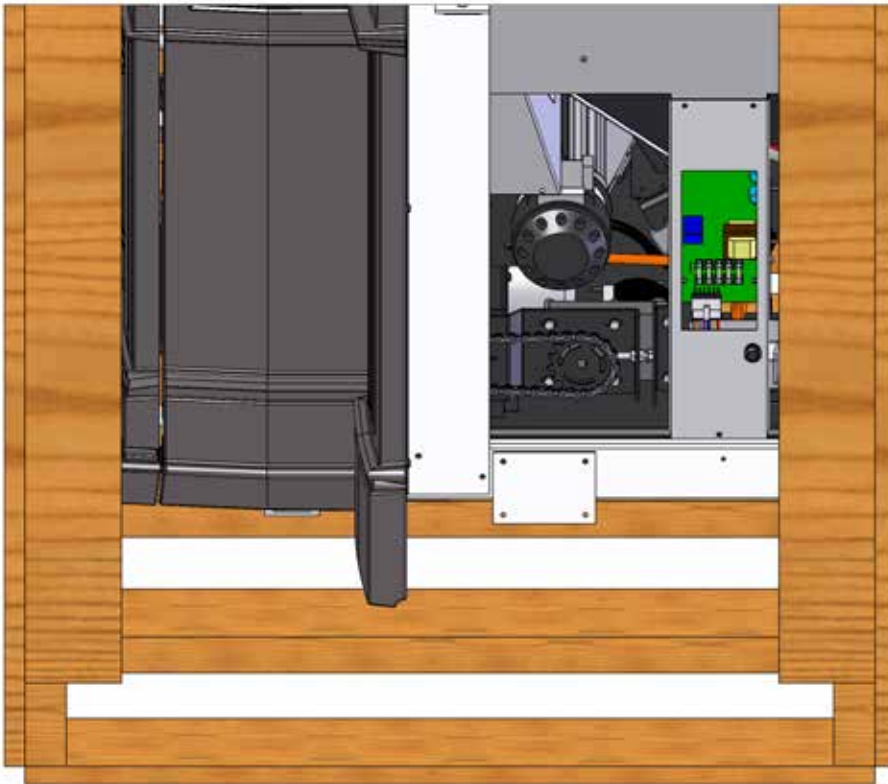
# Installation

## **DECIDING WHERE TO LOCATE YOUR PELLET APPLIANCE:**

1. Unit must be installed in a masonry fireplace or as a built-in installation if there is no masonry fireplace present.
2. Do not install the stove in a bedroom or room where people sleep in.
3. Locate the stove in a large and open room that is centrally located in the house. This will optimize heat circulation.
4. Check clearances to combustibles and for the least amount of interference to house framing, plumbing, wiring, etc.
5. You can vent the stove with approved flex pipe.
6. This unit uses large quantities of air for combustion; outside Fresh Air connection is **strongly recommended**. Fresh Air **must** be connected to all units installed in Mobile and "Air Tight Homes" (R2000) or where required by local codes.
7. Do not obtain combustion air from an attic, garage or any unventilated space. Combustion air may be obtained from a ventilated crawlspace.
8. The power cord is 8 feet (2.43 m) long and may require a grounded extension cord to reach the nearest electrical outlet.

## **REMOVING PELLET STOVE FROM PALLET:**

1. Remove the wooden crating surrounding the unit.
2. Remove the cast top, cast sides, cast front, and the cast ash shelf.



3. Unclip the unit from the lower frame.
4. Slide the unit forward and then out.
5. Remove the two top bolts on the pallet mounting plates as shown in Fig. 3.
6. Remove entire frame as one piece.

**Figure 3: Mounting Plates securing stove to pallet**



# Installation

---

**NOTE:** Installer must attach the metal “fireplace altered” tag using screws or nails to the fireplace, in a location readily visible should the fireplace insert be removed, if the fireplace has been modified to accommodate the GCI60.

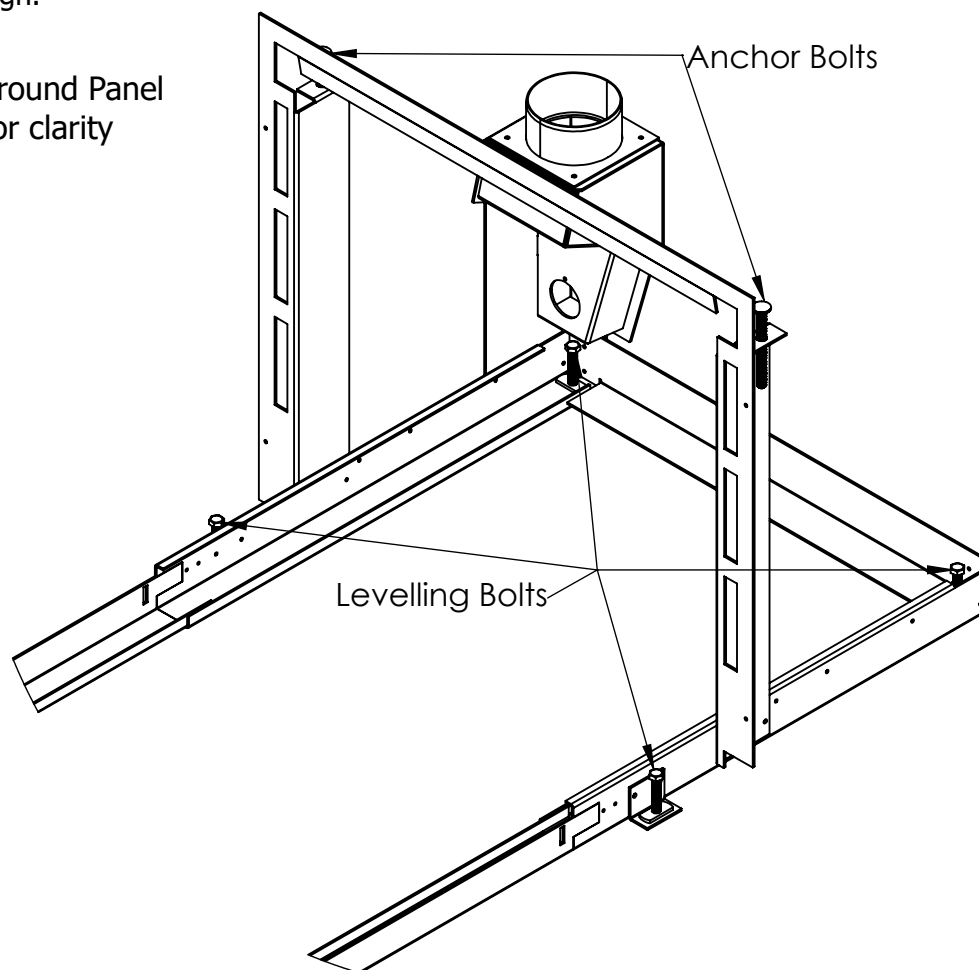
## **INSTALLING THE INSERT FRAME & LEVELLING:**

---

**Warning:** Careless installation is the major cause of safety hazards. Check all local building and safety codes before installation of unit.

1. Mount Surround Panel to Insert Frame.
2. Place the Insert Frame into the fireplace cavity.
3. Adjust the four levelling bolts until the frame is level. If the fireplace has an un-level surface which exceeds the length of the bolts, masonry bricks may be placed under the frame.
4. Once level, position the Insert Frame in the fireplace cavity so that the Surround Panel is flush with the front of the fireplace.
5. Adjust the top anchor bolts to secure it to the lintel. Ready-rod may be substituted if the bolts are not long enough.

NOTE: Surround Panel removed for clarity

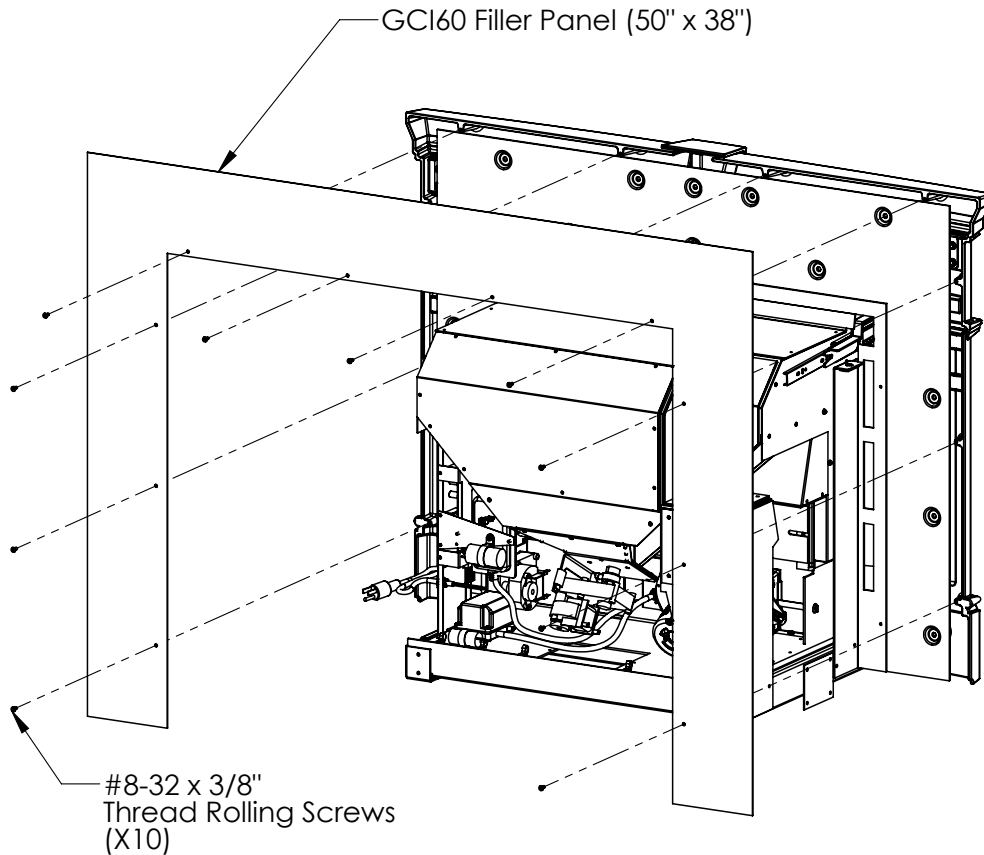


**Figure 4: GCI60 Frame.**

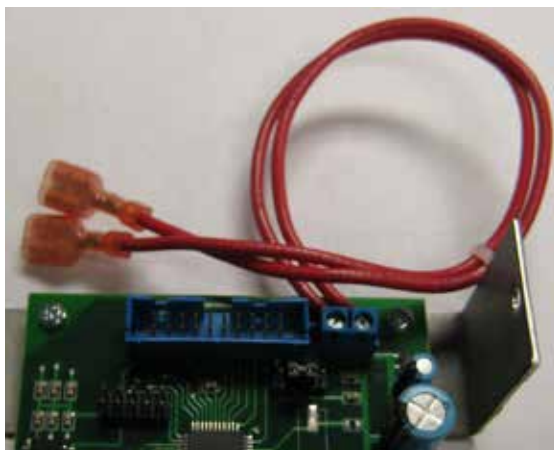
# Installation

## **OVERSIZE FILLER PANEL (PART # GCI60-918):**

1. If installing the Oversize Filler Panel (50"W x 38"H), do so before sliding unit into place.
2. Secure the filler panel to the backside of the cast faceplate using the 10 x #8 - 32 x 3/8" Thread Rolling Screws.



## **THERMOSTAT INSTALLATION:**



**Figure 4: Thermostat connection wires.**

1. Install the wall thermostat (millivolt rated thermostat recommended, or a 12/24 Volt rated thermostat set to millivolts) in a location that is not too close to the unit but will effectively heat the desired area.
2. Connect the Thermostat or Timer to the thermostat wires on the unit. (Fig. 4)

If the heat in the room becomes too great, the high limit switch may turn the stove off and the switch will have to be manually reset. To reset the high limit switch:

- open the hopper lid
- remove plug under control panel
- use screwdriver to press down on the button on top of the snap disk switch

# Installation

## CLEARANCES TO COMBUSTIBLES:

### INSTALLED AS A FIREPLACE INSERT STOVE MODEL (FPI)

Minimum clearances to combustible materials:

A	Sidewall to center of unit	24" (610 mm)
B	Sidewall to surround panel	2" (51 mm)
C	Bottom of unit to an unshielded 12" (305 mm) mantel	33" (838 mm)
D	Unit to top facing protruding 3/4" (19 mm)	0"
E	Unit to side facing protruding 3/4" (19 mm)	0"
F	From door opening of unit to edge of floor protection	6" (152 mm)
G	From side of unit to edge of floor protection	6" (152 mm)

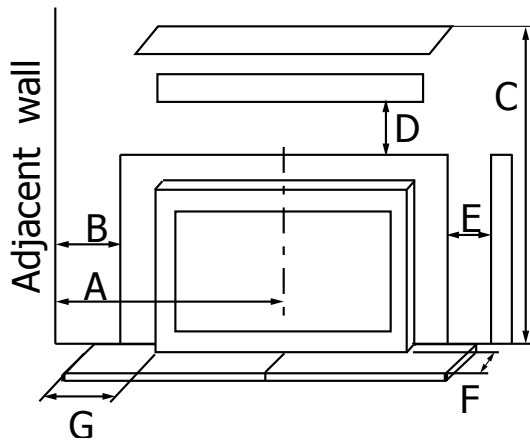


Figure 5: GCI60 Clearance to Combustibles.

These dimensions are minimum clearances. It is recommended that you ensure sufficient room for servicing, routine cleaning and maintenance.

The unit must be installed with a minimum of 6" (152 mm) of floor protection in front of and to the sides of the door opening.

Note: Facing refers to the cast surround.

F & G are measured from the fuel door opening.

## MINIMUM FIREPLACE OPENING:

Your fireplace opening requires the following minimum sizes:

### GCI60

Height: 23" (584mm)  
 Width: 27" (686mm)  
 Depth: 16" (406mm)

Cast iron Surround : Height 33-9/16" (852mm)  
 Width 40-7/8" (1038mm)

Fuel door opening : Height 10-1/4" (260mm)  
 Width 18-9/16" (471mm)

# Installation

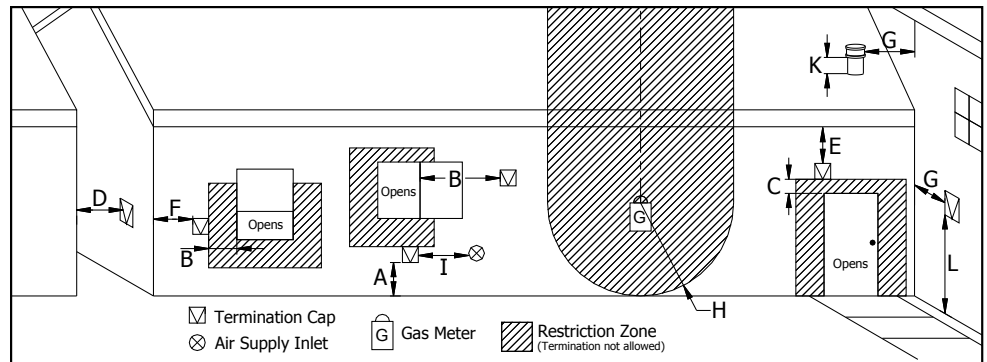
## VENT TERMINATION REQUIREMENTS:

**IT IS RECOMMENDED THAT YOUR PELLET STOVE BE INSTALLED BY AN AUTHORIZED DEALER/INSTALLER.**

**Table 2: Use in conjunction with Figure 6 for allowable exterior vent termination locations.**

Letter	Minimum Clearance	Description
A	24 in (61 cm)	Above grass, top of plants, wood, or any other combustible materials.
B	48 in (122 cm)	Beside/below any door or window that may be opened. (18" (46 cm) if outside fresh air installed.)
C	12 in (30 cm)	Above any door or window that may be opened. (9" (23 cm) if outside fresh air installed.)
D	24 in (61 cm)	To any adjacent building, fences and protruding parts of the structure.
E	24 in (61 cm)	Below any eave or roof overhang
F	12 in (30 cm)	To outside corner.
G	12 in (30 cm)	To inside corner, combustible wall (vertical and horizontal terminations).
H	3 ft (91 cm) within a height of 15 ft (4.5 m) above the meter/regulator assembly	To each side of center line extended above natural gas or propane meter/regulator assembly or mechanical vent.
I	3 ft (91 cm)	From any forced air intake of other appliance
J	12 in (30 cm)	Clearance to non-mechanical air supply inlet to building, or the combustion air inlet to any appliance.
K	24 in (61 cm)	Clearance above roof line for vertical terminations.
L	7 ft (2.13 m)	Clearance above paved sidewalk or paved driveway located on public property.

- Do not terminate the vent in any enclosed or semi-enclosed areas such as a carport, garage, attic, crawlspace, narrow walkway, closely fenced area, under a sundeck or porch, or any location that can build up a concentration of fumes such as stairwells, covered breezeway, etc.



**Figure 6: Use in conjunction with Table 2 for allowable exterior vent termination locations.**

- Vent surfaces can become hot enough to cause burns if touched by children. Non-combustible shielding or guards may be required.
- Termination must exhaust above the inlet elevation. It is recommended that at least five feet of vertical pipe be installed outside when the appliance is vented directly through a wall, to create some natural draft to prevent the possibility of smoke or odor during appliance shut down or power failure. This will keep exhaust from causing a nuisance or hazard from exposing people or shrubs to high temperatures. In any case, the safest and preferred venting method is to extend the vent through the roof vertically.
- Distance from the bottom of the termination and grade is 12" (30 cm) minimum. This is conditional upon the plants and nature of grade surface. The exhaust gases are hot enough to ignite grass, plants and shrubs located in the vicinity of termination. The grade surface must not be lawn.
- If the unit is incorrectly vented or the air to fuel mixture is out of balance, a slight discoloration of the exterior of the house might occur. Since these factors are beyond the control of Regency Fireplace Products, we grant no guarantee against such incidents.
- Horizontal terminations must extend at least 12" (30 cm) away from the building.

**NOTE: Venting terminals shall not be recessed into walls or siding.**

# Installation

## OUTSIDE FRESH-AIR CONNECTION:

**This Heater must have adequate air for proper combustion in the room that it is installed.**

**A Fresh-air intake is strongly recommended for all installations.** Failure to install intake air may result in improper combustion as well as the unit smoking during power failures.

The inlet to the intake must be below and a minimum of 12" (30cm) away from the unit exhaust outlet.

**Outside fresh air is mandatory when installing this unit in airtight homes and mobile homes.**

When connecting to an outside fresh air source, do not use plastic or combustible pipe. A 3" minimum (76 mm) ID (inside diameter) steel, aluminum or copper pipe or ducting should be used. The inlet must have a screen installed. It is recommended, when you are installing a fresh air system, to keep the number of bends in the pipe to a minimum.

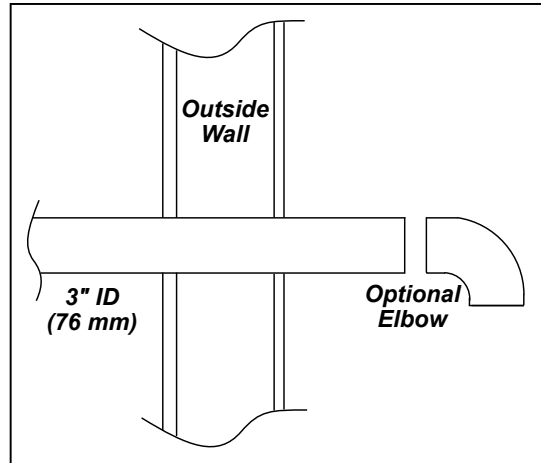


Figure 7: Outside Air Connection.

## EXHAUST AND FRESH AIR INTAKE LOCATIONS:

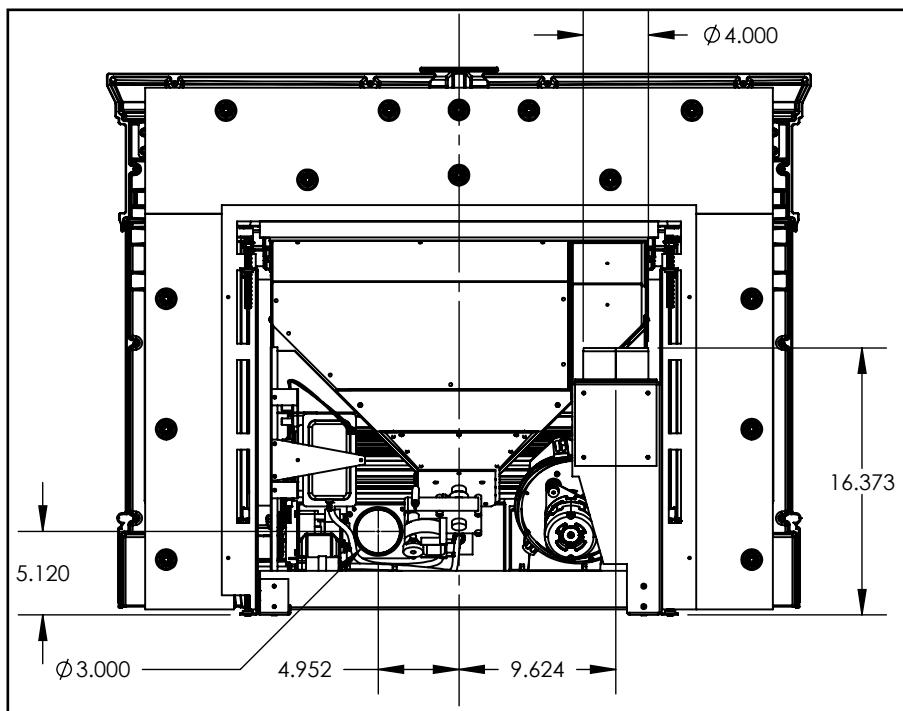


Figure 8: GCI60 Inlet and Outlet Location.

**This unit uses a 4" exhaust vent.**

### EXHAUST:

Base of unit to center of flue

16<sup>1</sup>/<sub>4</sub>" (413 mm)

Center of unit to center of flue

9<sup>5</sup>/<sub>8</sub>" (245 mm)

### FRESH AIR INTAKE.

Base of unit to center of intake

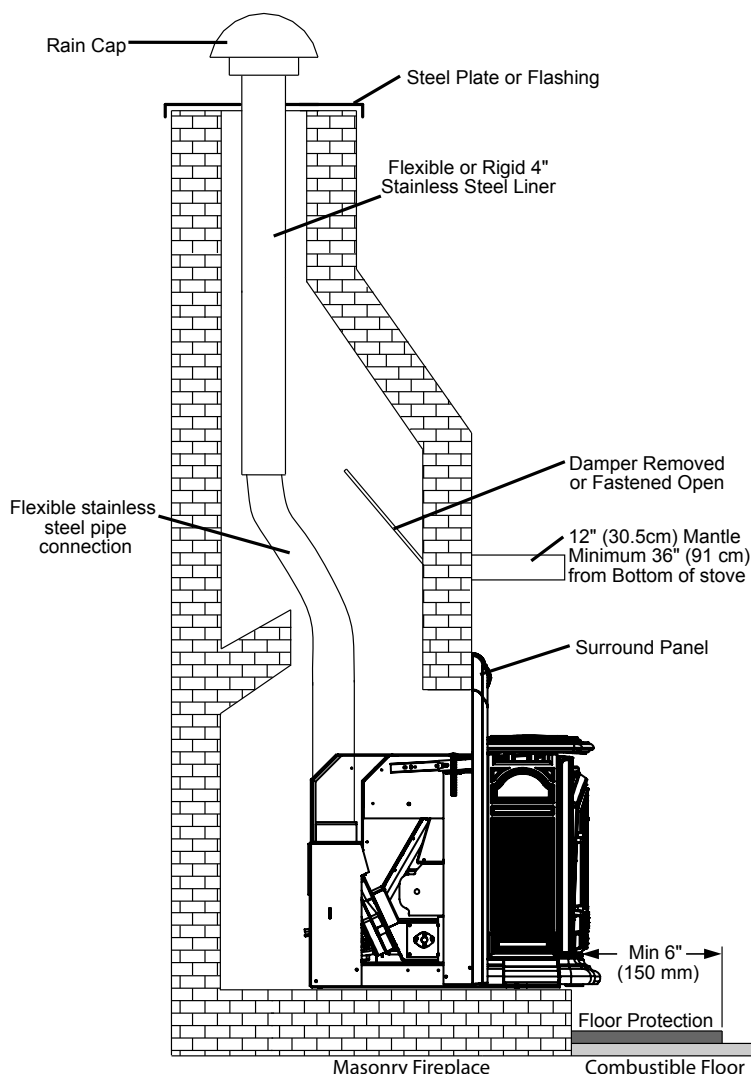
5<sup>1</sup>/<sub>8</sub>" (130 mm)

Center of unit to center of intake

5" (128 mm)

# Installation

## MASONRY FIREPLACE INSTALLATION:



**Figure 9: Masonry fireplace installation.**

A non-combustible manufactured hearth pad (min. 24 gauge galvanized steel or similar) must cover combustible flooring underneath, as well as 6" (150 mm) in front of the heater and 6" (150 mm) to the side of the heater.

1. Install the hearth pad.
2. Lock any existing fireplace dampers in the open position.
3. Set leveling leg to approximate height.
4. Connect a Exhaust Starter Quick Connect straight to the exhaust pipe.
5. This fireplace insert must be installed with a continuous chimney liner of 4" diameter extending from the fireplace insert to the top of the chimney. The chimney liner must conform to the Class 3 requirements of CAN/ULC-S635, Standard for Lining Systems for Existing Masonry or Factory-Built Chimneys and Vents, or CAN/ULC-S640, Standard for Lining Systems for New Masonry Chimneys.
6. It is necessary to permanently seal any opening between the masonry of the fireplace and the facing masonry.

When installing the insert into a masonry fireplace, **DO NOT** remove any bricks or masonry, with the following exception: masonry or steel, including the damper plate, may be removed from the smoke shelf and adjacent damper frame, if necessary, to accommodate a chimney liner. Do this only if their removal will not weaken the structure of the fireplace and chimney, and will not reduce protection for combustible materials to less than that required by the national building code. When installing the fireplace insert into a zero clearance fireplace, **DO NOT** cut or modify any factory firebox parts.

# Installation

## MASONRY FIREPLACE INSTALLATION:

### Installation requirements when meeting the 78% (HHV)

A 4" chimney liner is affixed to a 4" to 6" increaser & either a 5.5" or 6" liner taken from the increaser to the top of the chimney. See diagram below.

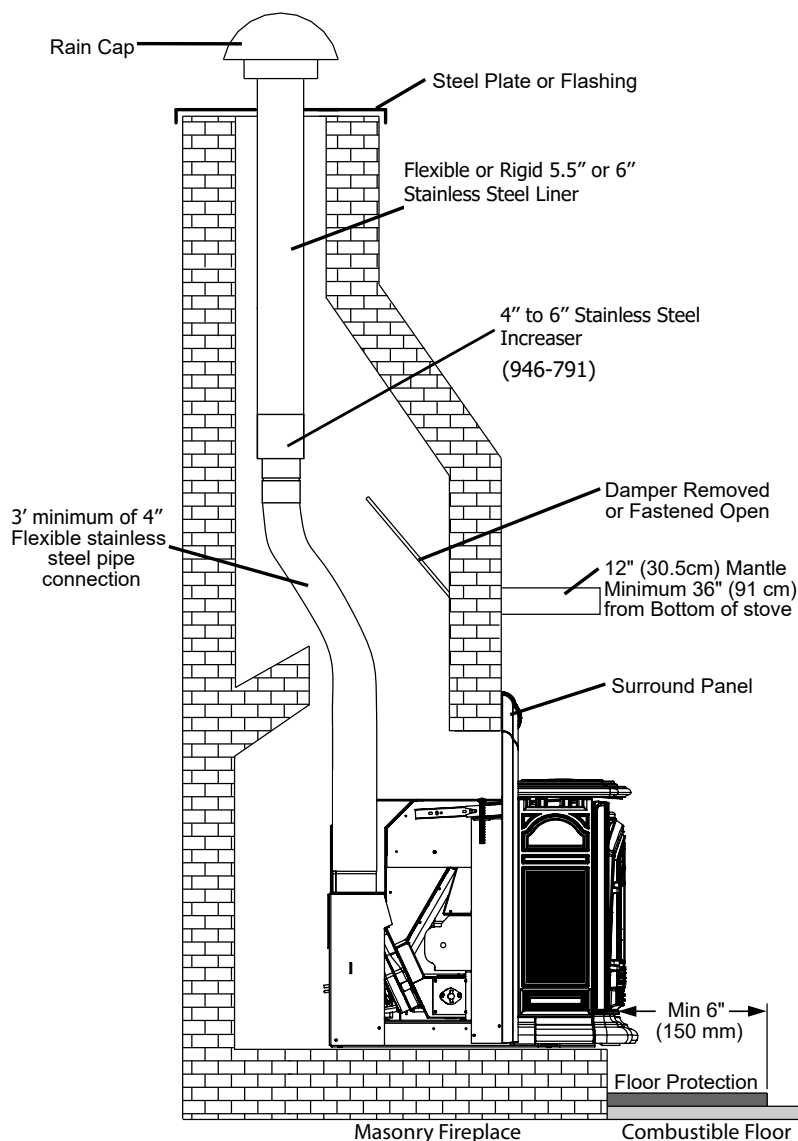


Figure 9: Masonry fireplace installation.

When installing the insert into a masonry fireplace, **DO NOT** remove any bricks or masonry, with the following exception: masonry or steel, including the damper plate, may be removed from the smoke shelf and adjacent damper frame, if necessary, to accommodate a chimney liner. Do this only if their removal will not weaken the structure of the fireplace and chimney, and will not reduce protection for combustible materials to less than that required by the national building code. When installing the fireplace insert into a zero clearance fireplace, **DO NOT** cut or modify any factory firebox parts.

A non-combustible manufactured hearth pad (min. 24 gauge galvanized steel or similar) must cover combustible flooring underneath, as well as 6" (150 mm) in front of the heater and 6" (150 mm) to the side of the heater.

1. Install the hearth pad.
2. Lock any existing fireplace dampers in the open position.
3. Set leveling leg to approximate height.
4. Connect a Exhaust Starter Quick Connect straight to the exhaust pipe.
5. This fireplace insert must be installed with a chimney liner of 4" diameter extending a minimum of 3' from the fireplace insert to the 4" to 6" increaser. A 5.5 or 6 inch stainless steel liner is then attached to the 4" to 6" increaser to the top of the chimney. The chimney liner must conform to the Class 3 requirements of CAN/ULC-S635, Standard for Lining Systems for Existing Masonry or Factory-Built Chimneys and Vents, or CAN/ULC-S640, Standard for Lining Systems for New Masonry Chimneys.
6. It is necessary to permanently seal any opening between the masonry of the fireplace and the facing masonry.

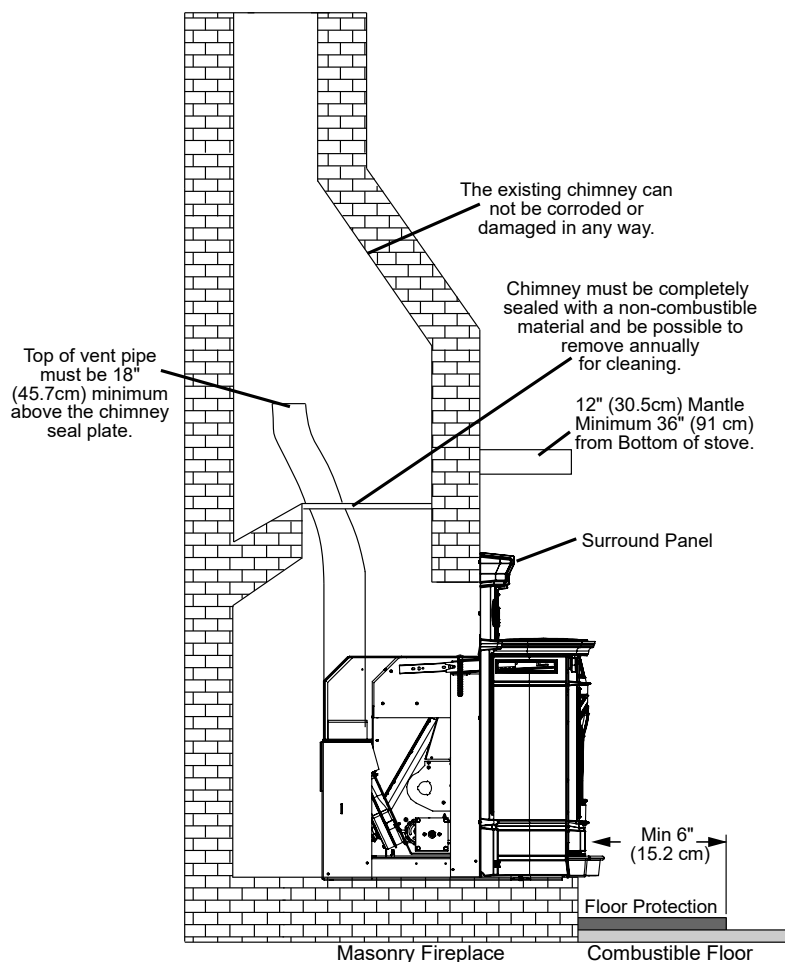
# Installation

## **POSITIVE FLUE CONNECTION WITHOUT A FULL RELINE (USA ONLY):**

This unit does not require a full reline (in USA only) when installing into a masonry fireplace, however, it is recommended to ensure proper drafting of the appliance.

**IMPORTANT:** Ensure the chimney and firebox are cleaned and free of all debris, including soot and ashes, before proceeding with this installation. If it is not clean soot maybe blown into the room through the unit's blower. Ensure the fireplace and chimney have not deteriorated in any way. If there is any sign of corrosion or damage in the chimney the unit can not be installed. This unit can be installing in a masonry fireplace built to (UBC 37 or ULC S628 standards) or a factory built fireplace (built to UL 127 or ULC S610 standards).

1. Install the hearth pad. The floor 6" (150 mm) in front of the unit and 6" (150 mm) to each side of the unit must be protected with a non-combustible hearth pad.
2. The vent connector from the insert must extend a minimum of 18" above the chimney seal plate. The chimney seal plate area must be sealed to prevent the exhaust from the chimney from coming back into the fireplace and prevent air from the fireplace from entering the chimney which will affect proper drafting of appliance.



**Figure 10: Masonry fireplace positive flue installation.**

**IMPORTANT:** The chimney seal plate must be removed for the annually chimney cleaning as ash will build up on top of the plate.

A qualified installer should evaluate the existing fireplace to determine the best method for achieving a positive flue connection between the vent pipe or liner and the chimney. Whatever method used must effectively seal the area to prevent room air passage to the chimney cavity of the fireplace. A couple examples of Approved Methods of Achieving a Positive Flue Connection are:

- a) Secure a seal-off plate (i.e. 22-gage sheet steel) in the masonry fireplace throat using masonry screws.
  - b) Pack non-combustible material (i.e. rockwool) around the vent pipe or using a flue adapter.
3. Set leveling leg to approximate height.
  4. Connect the Exhaust Starter Quick Connect straight to the exhaust pipe.



# Installation

## BUILT-IN INSTALLATION:

Installation without a masonry fireplace -

The GCI60 can be installed without an existing masonry fireplace by building an enclosure for the unit to be installed in. This enclosure must be a minimum of 18" deep, 36" wide and 23-1/4" high and made with 1/2" noncombustible cement board. The floor of the enclosure must consist of a minimum of 1-1/4" air space and a layer of 1/2" noncombustible cement board and a layer of tile. The air space must be supported with sheet metal studs and have no combustible material in the air space. All venting for Built-In installation must use PL or L venting and be installed with vent manufacturer's recommended clearances. Refer to page 11 for Clearances to Combustibles.

Note: The Built in installation is not approved for the 78% (HHV) Higher Heating Value.

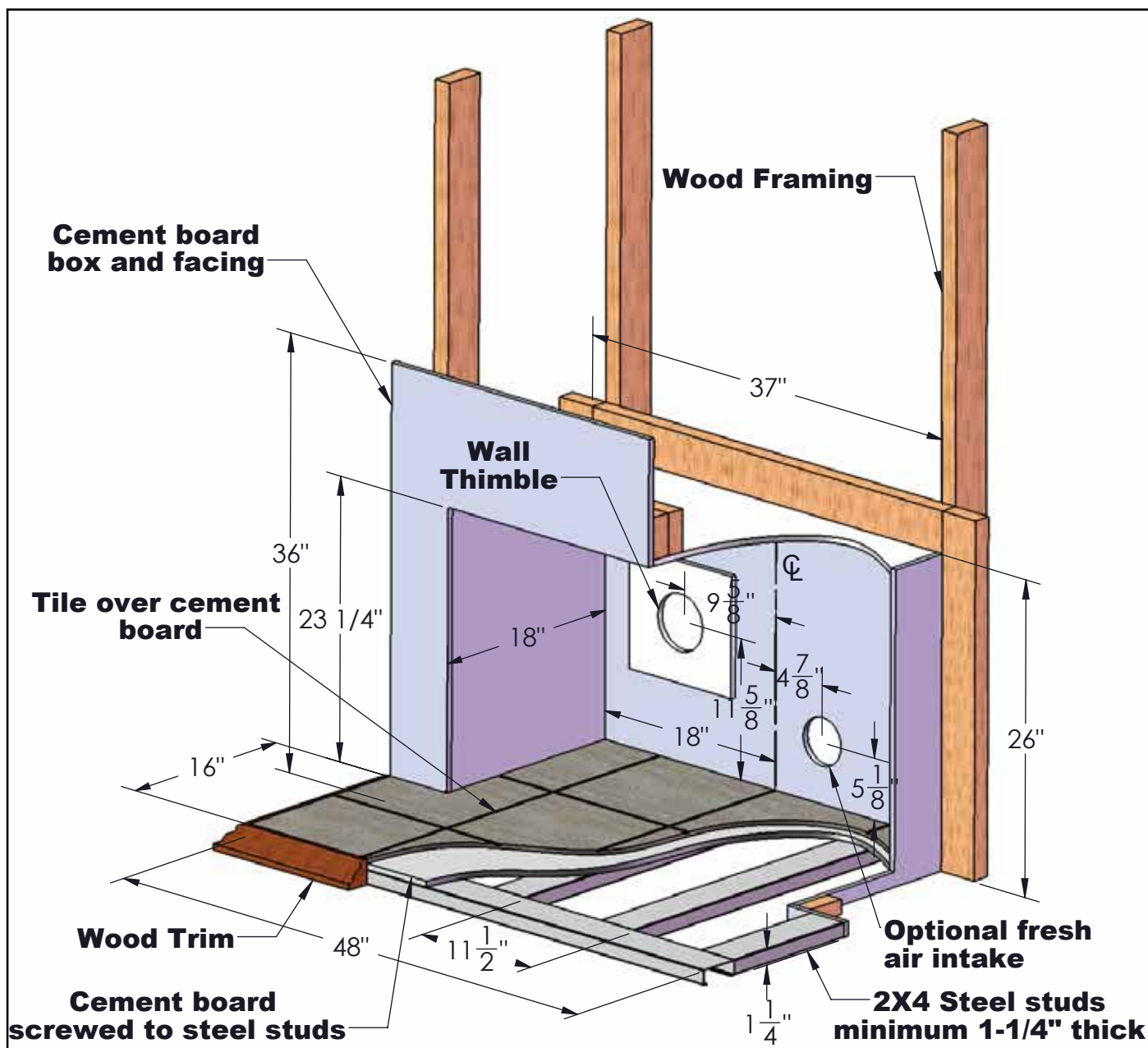


Figure 11: Built-In Specifications

# Installation

---

## **HORIZONTAL EXHAUST THROUGH WALL INSTALLATION:**

---

### **Vent installation: install vent at clearances specified by the vent manufacturer.**

A chimney connector shall not pass through an attic or roof space, closet or similar concealed spaces, or a floor, or ceiling. Where passage through a wall or partition of combustible construction is desired, the installation must conform to CAN/CSA-B365 Installation Code for Solid-Fuel-Burning Appliances and Equipment and with all local regulations, including those referring to regional and national. Only use venting of L or PL type or corn certified venting if corn will be burned as a fuel with an inside diameter of 4 inches (100 mm). All joints in the exhaust venting system must be fastened with at least three (3) screws.

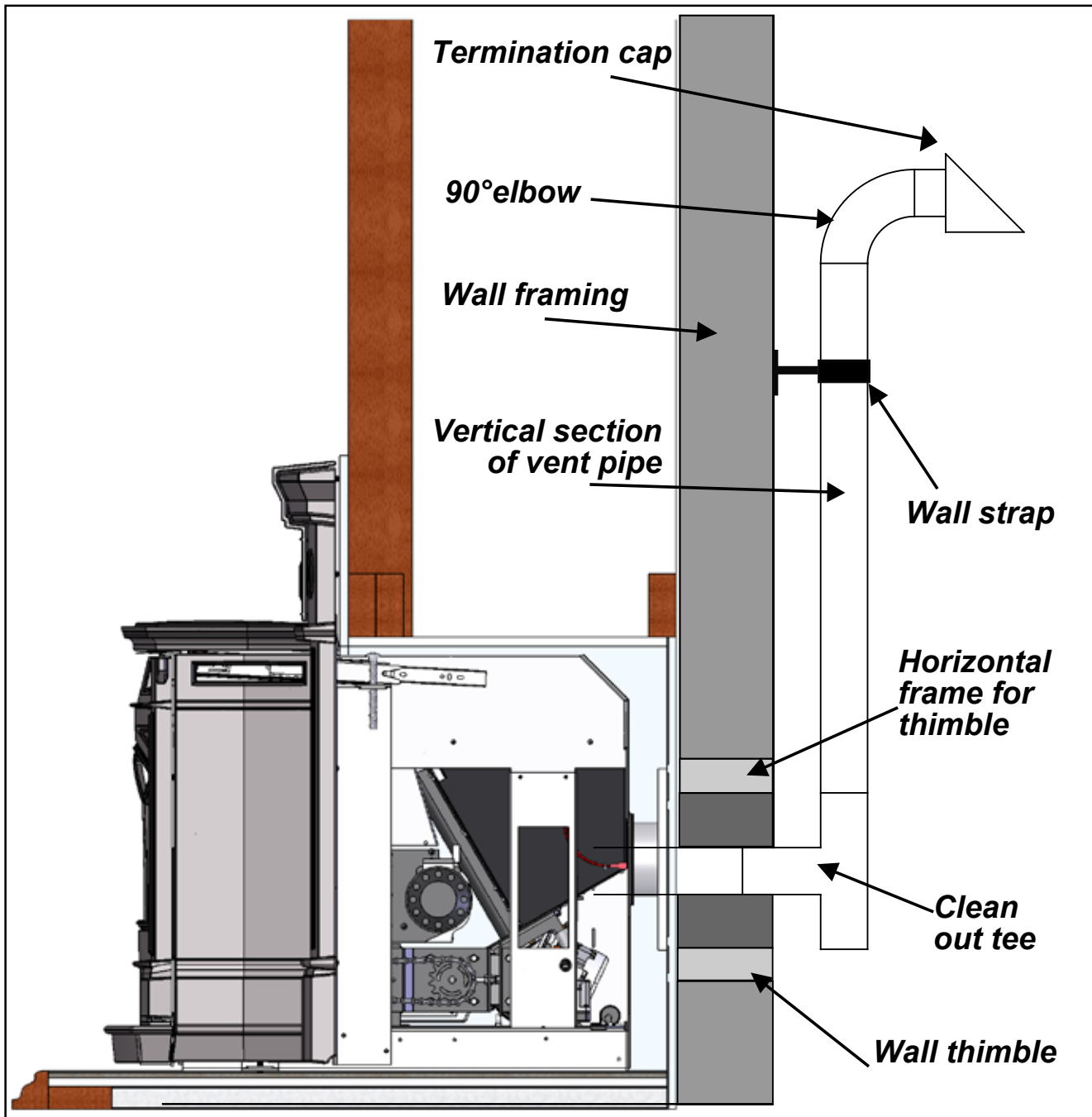
### **NOTE:**

- It is recommended that horizontal through wall installations have a "T" and 3 to 5 feet (91 to 152 cm) of vertical pipe in the system to help naturally draft the unit in the event of extreme weather or a power outage. This may also be required if a proper burn cannot be maintained, after the stove has been tested and the airflow set. This is due to the back pressure in the exhaust caused by airflow around the structure.
  - Follow vent manufacturer guidelines for installation, clearance to combustibles, and sealing of venting. High temp Sealant must be used when connecting vent pipe to the unit's starter pipe. Improper seals at the vent joints may cause combustion by-products to leak into the room where installed - **seal as required by vent manufacturer.**
1. Locate the center of the exhaust pipe on the wall, refer to pellet vent manufacturer installation instructions for correct hole size and clearance to combustibles.
  2. Install the wall thimble as per the instructions written on the thimble. Maintain an effective vapour barrier in accordance with local building codes.
  3. Install a length of vent pipe into the wall thimble. Try not to have joints inside the thimble. The pipe should install easily into the thimble.
  4. Connect the exhaust vent pipe to the exhaust pipe on the stove. Seal the connection with high temperature silicone.
  5. The pipe must extend at least 12" (30 cm) away from the building. If necessary, bring another length of pipe to the outside of the home to connect to the first section. Do not forget to place high temperature silicone around the pipe that passes through the thimble if required by vent manufacturer.
  6. Install vent termination or 3-5' of vertical pipe and a 90 degree elbow and vent termination.

# Installation

## **RECOMMENDED - THROUGH WALL WITH VERTICAL RISE AND HORIZONTAL TERMINATION INSTALLATION:**

**NOTE** - This venting configuration is only for use with the Built-In installation.



**Figure 12: Venting horizontally with rise.**

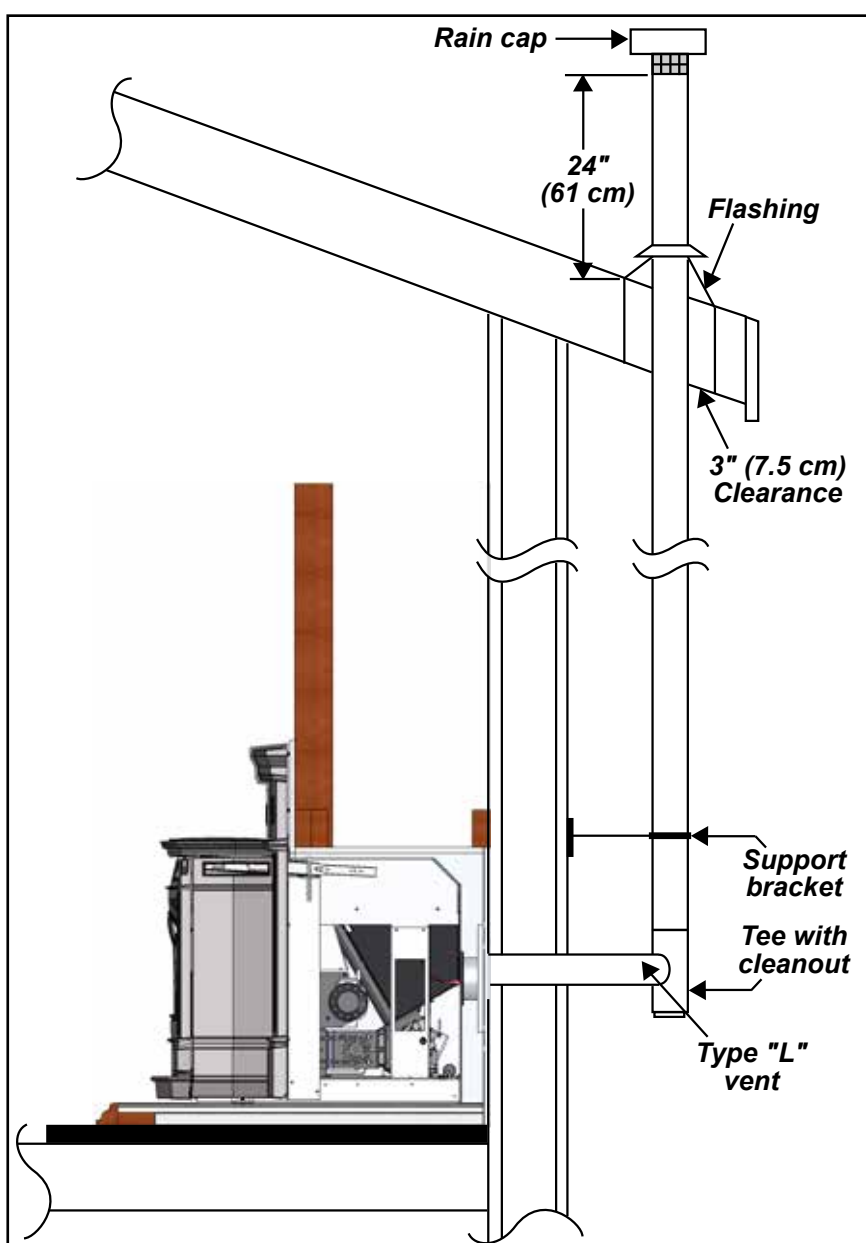
# Installation

## **OUTSIDE VERTICAL INSTALLATIONS:**

To accomplish an outside vertical pipe installation, follow the "HORIZONTAL EXHAUST THROUGH WALL INSTALLATIONS" section and then finish it by performing the following.

1. Install a tee with clean out on the outside of the house.
2. Install PL vent upward from the tee. Make sure that you install support brackets to keep the vent straight and secure. All joints in the exhaust venting system must be fastened with at least three (3) screws.
3. Install ceiling thimble and secure the flashing as you go through the roof.
4. Ensure that the rain cap is a minimum of 24" (61 cm) above the roof.

**NOTE** - This venting configuration is only for use with the Built-In installation.



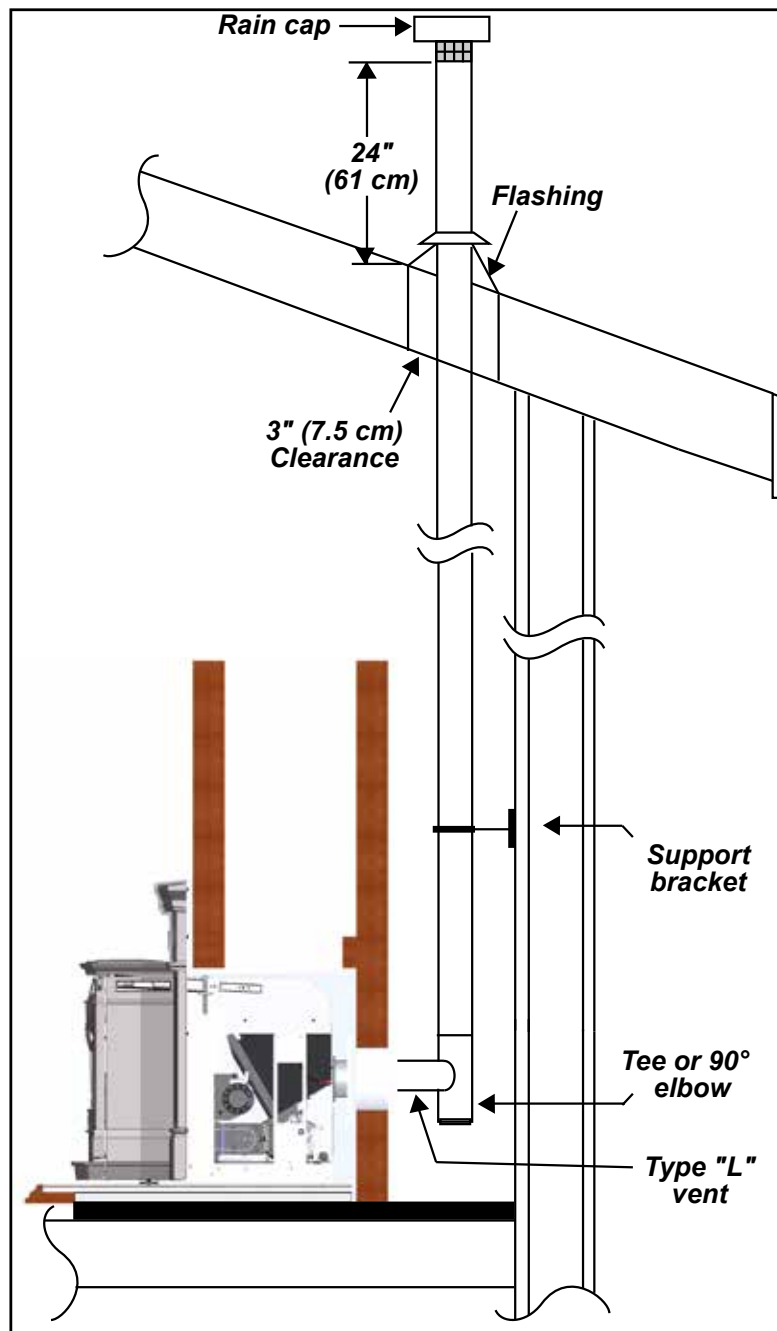
**Figure 13: Outside Vertical Installation.**

# Installation

## INSIDE VERTICAL INSTALLATIONS:

1. Install a tee or 90° elbow on the inside of the house.
2. Install PL vent upward from the tee. Make sure that you install support brackets to keep the vent straight and secure. All joints in the exhaust venting system must be fastened with at least three (3) screws.
3. Install ceiling thimble and secure the flashing as you go through the roof.
4. Ensure that the rain cap is a minimum of 24" (61 cm) above the roof.

**NOTE** - This venting configuration is only for use with the Built-In installation.

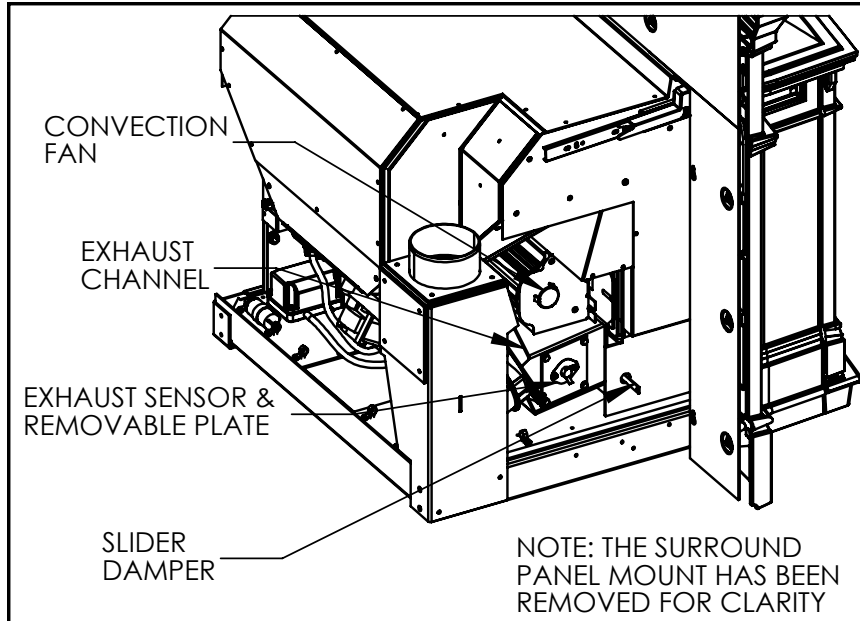


**Figure 14: Inside Vertical Venting.**

# Installation

## **SLIDER/DAMPER SET-UP:**

This is used to regulate the airflow through the pellet stove.



**Figure 15: Slider/Damper Plate & Rod in Unit.**



**Figure 16: Efficient Flame.**

This unit is designed to operate within a negative pressure range that may only be adjusted by a qualified technician. This can be measured using a Magnahelic pressure gauge once the unit has been running on heat level 5 setting after one hour of burn time. This adjustment is necessary for varying venting configurations. The reading can be taken from the 1/8" hole located on the top right hand side of the door.

The Combustion Trim, Feed Trim and Fuel Type Functions can be used to compensate for varying fuel qualities. Refer to the Owners Manual for circuit board operation.

If, after long periods of burning, the fire builds up or there is a build up of clinkers, this would be a sign that the fuel quality is poor - this requires more air.

The easiest way to make sure that an efficient flame is achieved is to understand the characteristics of the fire.

- A tall, lazy flame with dark orange tips requires more air.
- A short, brisk flame, like a blowtorch, has too much air .
- If the flame is in the middle of these two characteristics with a bright yellow/orange, active flame with no black tips then the air is set for proper operation, refer to Figure 16.

### **SPECIAL NOTES:**

Fuel quality is a major factor in how the stove will operate. If the fuel has a high moisture content or ash content the fire will be less efficient and has a higher possibility of the fire building up and creating clinkers (hard ash build-up).

# Installation

## PELLET FEED RATE ADJUSTMENT:

This pellet stove is factory set to use the most common length of wood pellets. In some instances adjustments may need to be made to ensure to correct rate of feed. If you find that the amount of pellets being fed is not enough to keep the fire going or too much leading to the high limit switch tripping feed rates would need adjusted.

Minor feed rate adjustments can be made using the feed trim button on the control board. The default setting is #3 and the rate can be adjusted up to #5 or down to #1 as needed. Each setting change increases or decreases the feed time by .5 seconds. To adjust, hold the feed trim button which will show the current setting with the heat level light not illuminated showing the setting.

Then while holding the feed trim button press the heat level button adjusting as needed.

In the event that these adjustments cannot compensate for the irregular pellet size then the auger cover in the hopper can be opened to accept larger pellets or closed for smaller ones.



*Hopper auger cover. Factory setting two closed holes and 3 open*

To adjust the auger cover first loosen the four bolts holding it in place.

Next place a screw driver or similar tool in the first hole you wish to remain open and then slide the cover up until it stops.

Re-tighten the four bolts locking the cover in place.

Note: Only adjust the cover one setting at a time. The adjustment of this cover can drastically change how the unit operates which can lead to over-firing or premature shut down.

*Bolts holding cover in place*

*Hole showing auger setting*



*Hopper auger cover. Adjusted to accommodate larger pellets.*

**Caution:** Careful attention needs to be made after making any auger cover adjustments to ensure the unit is operating correctly. If the unit is observed to be operating incorrectly it should be adjusted back to factory settings.

# Troubleshooting

---

## **DO NOT:**

- Service the stove with wet hands. The stove is an electrical appliance, which may pose a shock hazard if handled improperly. Only qualified technicians should deal with possible internal electrical failures.
- Do not remove from the firebox any screws without penetrating oil lubrication.

## **WHAT TO DO IF:**

1. The stove will not start.
2. The stove will not operate when hot.
3. The exhaust motor will not function normally.
4. Light # 2 on Heat output bar flashing.
5. Light # 3 on Heat output bar flashing.
6. Auger light flashes but auger motor does not turn at all.
7. Light # 4 on Heat output bar flashing.
8. The convection blower will not function normally.
9. Ignitor- the Fuel will not light.
10. Control settings (Heat Level) have no effect on the fire.
11. The stove keeps going out.
12. The agitator does not turn.

\*NOTE: All troubleshooting procedures should be carried out by qualified technicians or installers.

### **1. The stove will not start.**

- Check the line fuse to see if it has blown.
- Make sure the stove is plugged in and the wall outlet is supplying power.
- If the Control Board has been placed in the ON /OFF thermostat mode, then turn the thermostat up to call for heat.
- Ensure the burn pot liner is correctly placed in the burn pot
- Check the Heat Level Indicator. - If the # 3 light is flashing (unit may be out of fuel)
- Check the Door and Ash Pan door - THEY MUST BE CLOSED TIGHT.
- See section 8 "The Fuel will not light".
- Check the fuse on the circuit board.
- If the unit still does not start, contact your local service dealer for service.

### **2. The stove will not operate when hot.**

- Check the Heat Level Indicator if a fire is not detected or if the fire has gone out the #3 light will flash because the Exhaust Temperature Sensor's contacts have opened.
- Check the hopper for fuel.
- Incorrect air damper/combustion air trim setting.  
Excessive air may consume the fire too quickly before the next drop of fuel, leaving completely unburned fuel in the burn pot liner.  
Insufficient air may cause the vacuum switch to open or will cause build up, further restricting the air flow through the Burn Pot Liner. This in turn will cause the fuel to burn cold and very slowly. Fuel may build up and smother the fire. In this case clean the burn pot.  
NOTE: The unit may require a change to the vent system or installation of fresh air to correct Air to Fuel ratio problems if unable to achieve proper damper setting.
- Combustion Blower failure. - The Combustion Blower is not turning fast enough to generate the proper vacuum in the fire box. Visual Check – is the blower motor turning. See section #3 - *The Exhaust Blower will not function normally.*
- Poor Quality Fuel – Insufficient energy in the fuel to produce enough heat to keep the stove burning



# Troubleshooting

---

- Exhaust Temperature Sensor failure. Bypass sensor located on Exhaust Blower, if stove now operates properly, the unit may require cleaning or a new sensor. Contact your local dealer for service.
- Check the agitator to make sure it is turning properly

### 3. The exhaust motor will not function normally.

- Check the line fuse to see if it has blown.
- Open the access panels; check all connections against the wiring diagram.
- Check the Exhaust Blower voltage across the blower motor wires ( $\geq 115V$  on #5 setting and  $\geq 75V$  on #1 setting). – Replace the Circuit Board if the Voltage reading is less than 75 V. with a line voltage of  $> 115 V AC$ .
- Clean all exhaust passages and venting.
- Check and, if necessary, replace capacitor.

### 4. Light # 2 on heat output bar flashing (indicates loss of vacuum) check the following:

- Make sure the firebox door is latched and sealed
- Make sure the ash pan is closed and sealed
- Make sure unit and venting is clear of fly ash
- Check the vacuum switch
- Check all wires and connections
- Check hose from vacuum switch to hose barb
- Check hose barb that connects hose to back of unit
- Check combustion blower fuse
- Confirm combustion blower voltage to determine that it is working properly

### 5. Light # 3 on Heat output bar flashing (The Exhaust Temp. Switch contacts have opened.)

- Stove ran out of fuel - check fuel level in the hopper.
- See sections #2 - *Stove will not operate when hot*, #3 - *The Exhaust motor will not function normally*, and #5 - *Unit is on but auger does not turn at all for more suggestions*.
- Severe negative pressure in area where unit is installed - Check the operation by opening a window, does this solve the problem? If it does, install fresh air intake to unit or room. Venting system may require vertical section to move termination into a low pressure zone.
- To reset Circuit Board after a trouble code - push the ON/OFF button.

### 6. Unit is on but auger motor does not turn at all.

- Check the line fuse to see if it has blown.
- Check the Door and Ash Pan door - THEY MUST BE CLOSED TIGHT.
- If the Auger gear box does not turn but the motor's armature does try to spin, then the auger is jammed. Try to break apart jam by poking at the jam through the drop tube. If this fails then empty the hopper and remove the Auger Cover **\*\*Remember to re-seal the cover after installation\*\***
- Auger stopped running. Pinch, break or blockage in Vacuum Hose - Check hose for pinch points or damage, replace or re-route as required. Blow out Vacuum Hose and intake pipe.
- Damage to wires between Circuit Board and Vacuum Switch and Auger Motor - Inspect wires and connectors.
- Vacuum Switch failure - Bypass the vacuum switch, if this corrects the problem check for above problems before replacing the Vacuum Switch.
- Blocked exhaust / venting system - Have stove and venting cleaned and inspected.
- Check Vacuum levels at the Vacuum Switch, with a Magnahelic<sup>®</sup> Magnet location on backside of hopper lid Gauge (readings must be above .07" W.C. on low fire).



# Troubleshooting

---

## **7. Light # 4 on Heat output bar flashing.**

- Ensure the hopper lid magnet is present. Open the hopper lid and look at the back right corner of the underside of the lid. (See image on right for magnet location on hopper lid).
- Hopper is open, or hopper switch has failed.
- Reset sensor and determine cause. Was it Convection Blower failure or Circuit board control problems?
- The 200 °F (93 °C) high limit temperature sensor has tripped.

## **8. The convection blower will not function normally.**

- Check the line fuse to see if it has blown.
- Clean all grill openings at the back and below unit .
- Check the Voltage across the blower wires, It should adjust with the heat output settings. If not contact your local dealer for service.

## **9. Ignitor - the pellets will not light.**

- Check the line fuse to see if it has blown.

NOTE: The ignitor should be bright orange in color.

- Everything else in the stove operates but the ignitor will not light the pellets.
- Make sure the burn pot liner is up tight and square to the ignitor tube by pulling the ignitor tube out towards the liner.
- Check to see if the exhaust blower is operating. If not, contact your local dealer for service.
- Verify that the air pump is functioning properly.

## **10. Control settings (Heat Level) have no effect on the fire.**

- Check the line fuse to see if it has blown.
- Check position of the Thermostat slide switch on the Circuit Board.
- If there is no control of the Heat Level button, make sure the thermostat is calling for heat.
- Call your local dealer for service.

## **11. The stove keeps going out.**

If the stove goes out and leaves fresh unburned fuel in the burn pot liner, the fire is going out before the stove shuts off.

- Trim the combustion air down to decrease the magnahelic pressure.
- Turn the Heat Level up slightly (poor quality fuels will require slightly higher settings).
- Set the auger trim up one setting

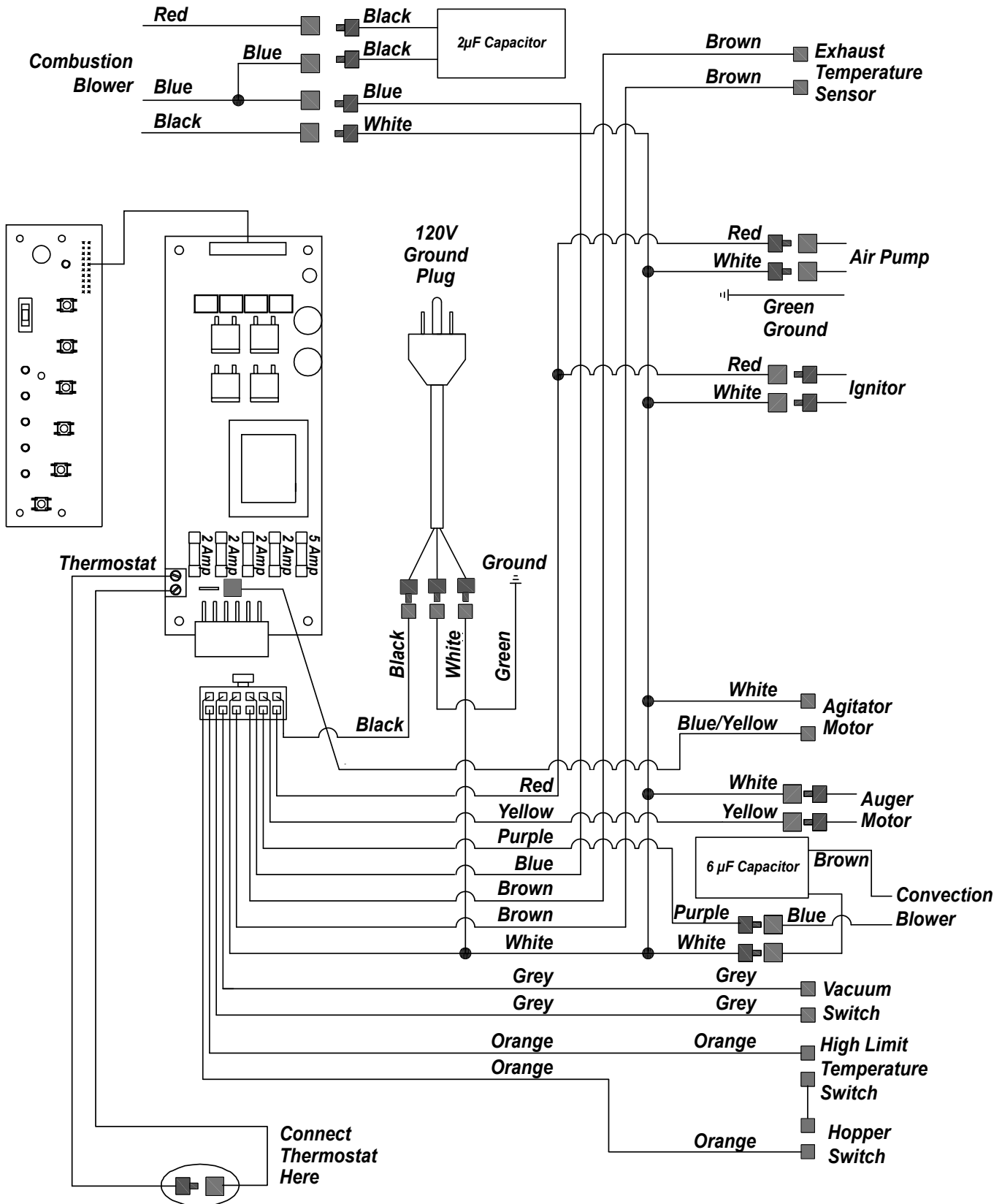
If the stove goes out and there are partially burned pellets left in the burn pot liner, the stove has shut down due to a lack of air, exhaust temperature, or power failure.

- Trim the combustion air to a higher setting to increase the magnahelic pressure inside the stove.
- Check to see if the stove needs a more complete cleaning.
- Turn the Heat Level up slightly (poor quality fuel will require slightly higher settings).
- Did the power go out?
- Contact your local Dealer for service.

## **12. The agitator does not turn.**

- Ensure unit has finished start-up.
- Ensure agitator is locked into the drive shaft properly and is not jammed.
- Check drive chain assembly and gear motor for damage.
- Check the agitator motor is functioning properly.

# Wiring Diagram



# Parts List

Reference #	Description	Part #
OPTION	Log Set	GC60-930
OPTION	Service Rails	GCI60-900
OPTION	GCI60 O/S Filler Panel	GCI60-918
1	HOPPER SWITCH	GC60-016
not shown	HIGH LIMIT TEMP SENSOR 200°F (93°C) MANUAL RESET	GF55-011
3	120°F (49°C) CERAMIC EXHAUST TEMP SENSOR	GF55-009
4	5/8" I.D. AUGER BRASS BUSHINGS (SET OF 2)	GF55-045
5	STAINLESS STEEL CAST AGITATOR W/ COUPLER	GC60-007
6	CONVECTION FAN 80MM	GC60-037
7	DOMESTIC POWER CORD	GF55-025
8	AUGER WITH PADDLES	GC60-002
9	AIR PUMP	GC60-011
10	AUGER STOPS (CLEAR RUBBER)	GC60-004
11	AUGER PLATE AND BUSHING (ASSEMBLY)	GC60-005
12	SILICONE HOSE (BLACK) (AIR PUMP)	GC60-021
13	5/8" I.D. AUGER COLLAR W/SCREW	GF55-047
14	AUGER MOTOR 2 RPM	GC60-018
15	EXHAUST MOTOR CAPACITOR C/W STRAP	GC60-017
16	AGITATOR DRIVE SHAFT W/SPROCKET	GC60-008
17	MOTOR DRIVE SPROCKET	GC60-009
18	AUGER MOTOR 1 RPM	GF55-001
19	GCI60 COMBUSTION BLOWER W/ HOUSING /MOUNT/ GASKET	GCI60-011
	COMBUSTION BLOWER MOUNTING GASKET	GC60-035
20	DAUGHTER BOARD	GC60-022
21	MOTHER BOARD	GC60-023
22	GLASS	GC60-024
23	VACUUM SWITCH LOW PRESURE	GC60-003
24	SILICONE HOSE (ORANGE) (VACUUM SWITCH)	GF55-013
25	DRIVE CHAIN	GC60-020
26	GLASS RETAINER	GC60-025
27	DOOR COMPLETE	GC60-026
28	AUGER TUBE COVER	GC60-027
29	IGNITOR ASSEMBLY	GC60-028
30	HINGE BRACKET (INNER)	GC60-029
31	GCI60 OWNERS MANUAL	GCI60-020
32	GCI60 TECHNICAL MANUAL	GCI60-021
33	GCI60 CHARCOAL GRAY TOUCH UP PAINT (SPARE CAN)	938-136
36	FIREBOX LINER SUPPORT	GCI60-001
37	GCI60 CONTROL PANEL WITH DECAL	GCI60-016
38	EXHAUST CHANNEL W/ SENSOR	GCI60-002
39	BAFFLE	GCI60-003

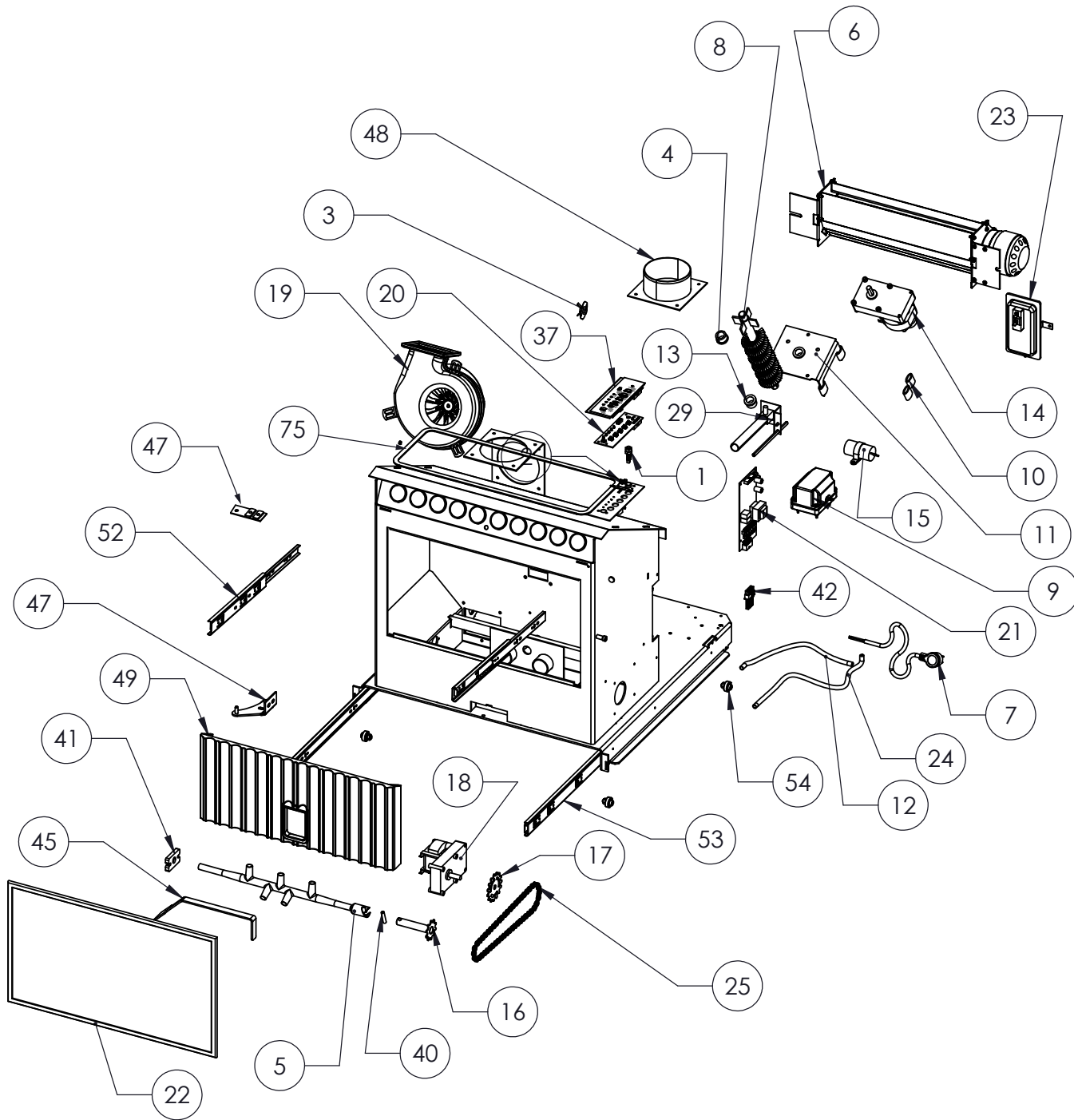
# Parts List

Reference #	Description	Part #
40	1/4" SPRING PIN	GC60-010
41	AGITATOR BUSHING LEFT SIDE	GC60-012
42	WIRING HARNESS	GC60-030
43	LATCH BOLT & ROLLERS C/W NUT	GC60-031
44	MOTHERBOARD MOUNTING PANEL	GCI60-004
45	BURN POT SCRAPER TOOL	GF55-023
46	DOOR & ASH DOOR GASKET 9/16 FIRM (10") W/JOINING TAPE(2)	GC60-019
47	CAST FRONT MOUNTING BRACKETS	GCI60-015
48	4" EXHAUST STARTER TUBE C/W GASKET	GCI60-005
49	CAST FLUTED FIREBOX LINER	GCI60-006
50	PED & ASHPAN GASKET 10'	GF55-020
51	ASH PAN	GCI60-007
52	10 INCH DRAWER SLIDES WITH BRACKET (SET OF 2)	GCI60-034
53	22 INCH DRAWER SLIDES (SET OF 2)**	GCI60-036
54	BEARINGS WITH MOUNTING BOLTS (SET OF 4)	GCI60-010
55	2 AMP SMALL FUSE	GC60-032
56	4 AMP SMALL FUSE IGNITOR	GC60-033
57	AGITATOR DRIVE BRACKET	GC160-030
57a	AGITATOR DRIVE BRACKET ASSEMBLY C/W HARDWARE	GC160-029
58	PELLET STOVE CLEANING BRUSH	GF55-048
59	FIREBOX CLEANING PORT COVERS - PD	GC60-038
60	WINDOW CHANNEL TAPE 72"	GF55-018
61	BURN POT	GC60-006
62	SS BURN POT LINER	GC60-289
63	FIRE GRATE	GC60-013

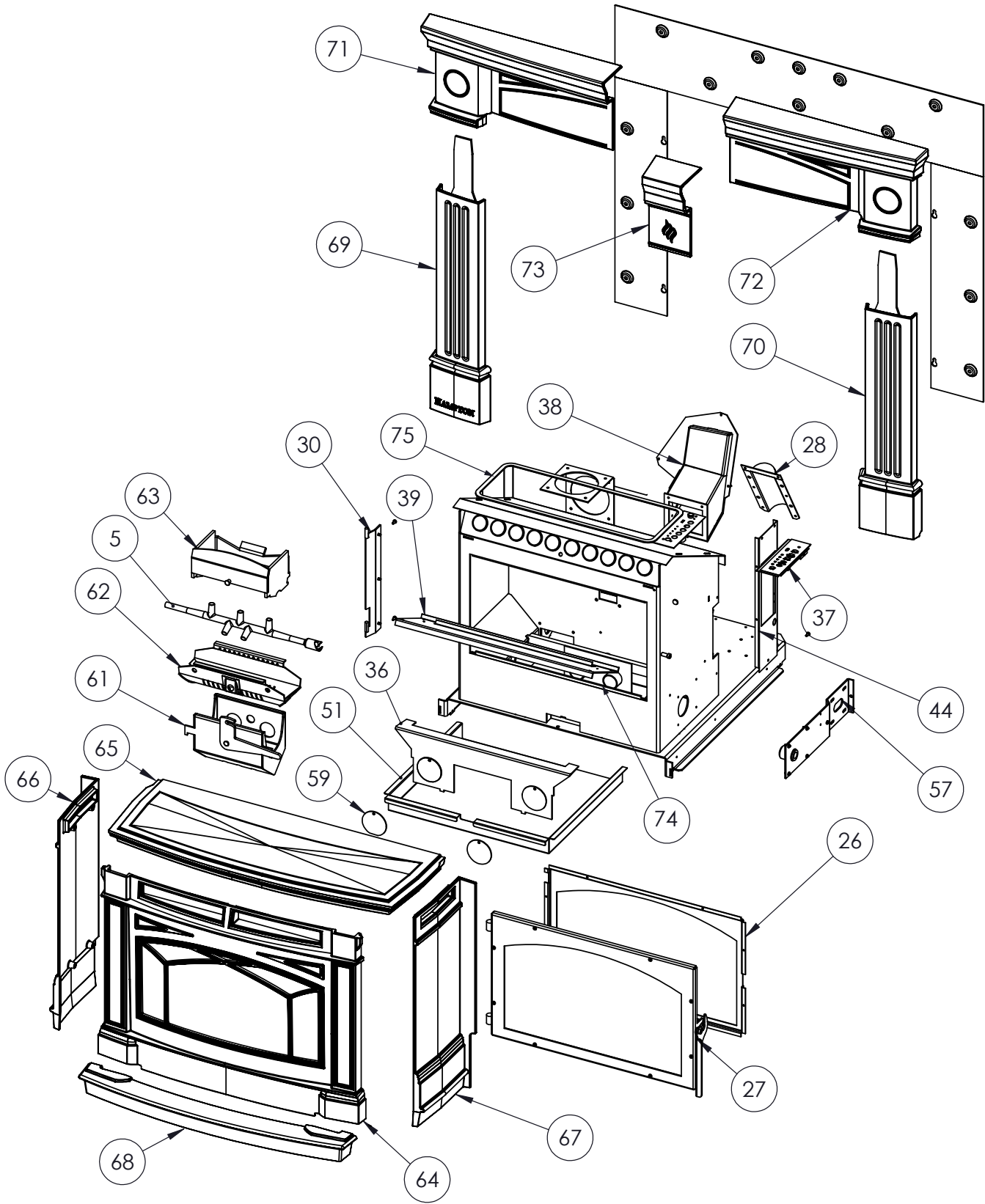
# Parts List

<b>Reference #</b>	<b>Description</b>	<b>Part #</b>
64	GCI60 Cast Front - CHARCOAL	GCI60-201
65	GCI60 Cast Top - CHARCOAL	GCI60-211
66	GCI60 Cast Side Left - CHARCOAL	GCI60-221
67	GCI60 Cast Side Right - CHARCOAL	GCI60-231
68	GCI60 Cast Ash Door - CHARCOAL	GCI60-241
69	GCI60 Cast Surround Left - CHARCOAL	GCI60-251
70	GCI60 Cast Surround Right - CHARCOAL	GCI60-261
71	GCI60 Cast Surround Top Left - CHARCOAL	GCI60-271
72	GCI60 Cast Surround Top Right - CHARCOAL	GCI60-281
73	GCI60 Cast Surround Keystone - CHARCOAL	GCI60-291
74	Air Deflector	GC60-290
75	Hopper Lid Gasket 3/16" x 3/8" inch Tape (11') (936-299)	846-688
Not shown	Fluted Liner Retainer Clips (Set of 2)	GCI60-037
Not Shown	4" to 6" Increaser	946-791

# Parts Diagram - Components



# Parts Diagram - Steel







# WARRANTY

## Indoor Pellet 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.

\*The term "Limited Lifetime" in the table below is defined as **7 years** beginning the date when the Appliance was purchased. The "Limited Lifetime" warranty coverage period (**7 years**) reflects the minimum expected useful life of the designated Appliance or component under normal operating conditions. Some conditions apply (see below).

An Appliance in this policy is defined as an Indoor Pellet stove and Pellet insert.

**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 Pellet Products Warranty Coverage for Components and labor is as follows:	Limited Lifetime Component Coverage 7 years	2 years	Subsidized Labour Coverage (Years)**
*Firebox/Heat exchanger	✓		2
*Surrounds, castings, door assembly.	✓		2
*Burn Pot, Log sets, Firebox panels,	✓		2
*Ceramic Glass (Thermal Breakage)	✓		2
*Pedestals, legs	✓		2
Burn Pot Liner		✓	2
Agitator		✓	2
Auger Motor, Combustion blower, Convection blower		✓	2
Wiring, all switches, Wiring harness, Power cords		✓	2
Circuit boards, Circuit board ribbon cable		✓	2
Vacuum switch, Ignitor, Air pump, Temperature sensors, Wall thermostat		✓	2
Auger		✓	2
Circuit Board Decals		✓	
Hopper Rails/ Baffle		✓	2

**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

# WARRANTY

may, at its own 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.**

The Appliance 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.

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 **7-year** 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.**

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.

## 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.), inner panels, door or glass gasketing, or any other additional factory fitted gasketing, color fading, carbon/sooting of the log sets due to use.

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 (plastics, garbage, solvents,

# WARRANTY

cardboard, coal or coal products, oil-based products, waxed cartons, compressed pre-manufactured logs), 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).

**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 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 this 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

### US Warrantor:

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

# WARRANTY

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

## 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.

# WARRANTY

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

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

\_\_\_\_\_

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

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

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

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