



# L390E / HZI390E Gas Insert

## Owners & Installation Manual



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

MODELS: L390E-NG / L390EB-NG Natural Gas      L390E-LP / L390EB-LP Propane  
          HZI390E-NG / HZI390EB-NG Natural Gas      HZI390E-LP / HZI390EB-LP Propane

### WARNING:

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

### 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, service agency or the gas supplier.

### FOR YOUR SAFETY

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.
- 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.

Tested by:



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

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

**TO THE NEW OWNER**

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

**The Regency Gas Insert Series of hand crafted appliances has been designed to provide you with all the warmth and charm of a fireplace, at the flick of a switch. The models L390E / HZI390E of this series have been approved by Warnock Hersey for both safety and efficiency. As it also bears our own mark, it promises to provide you with economy, comfort and security for many trouble free years to follow.**

**Please take a moment now to acquaint yourself with these instructions and the many features of your Regency Fireplace.**



**! WARNING!**

**HOT GLASS WILL  
CAUSE BURNS**

**DO NOT TOUCH GLASS  
UNTIL COOLED**

**NEVER ALLOW CHILDREN  
TO TOUCH GLASS**



**NATIONAL  
FIREPLACE  
INSTITUTE**

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**

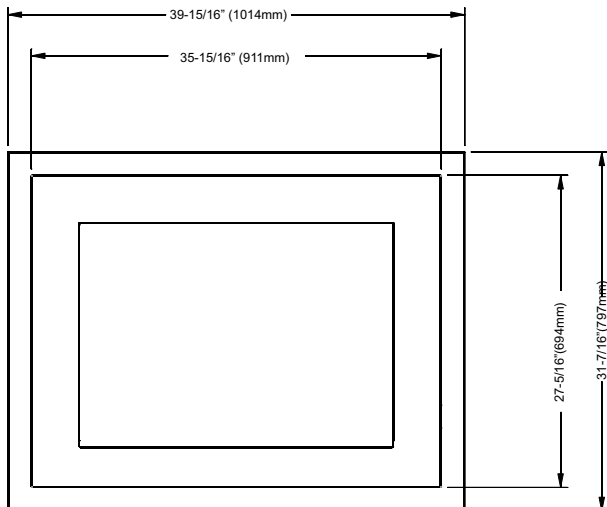
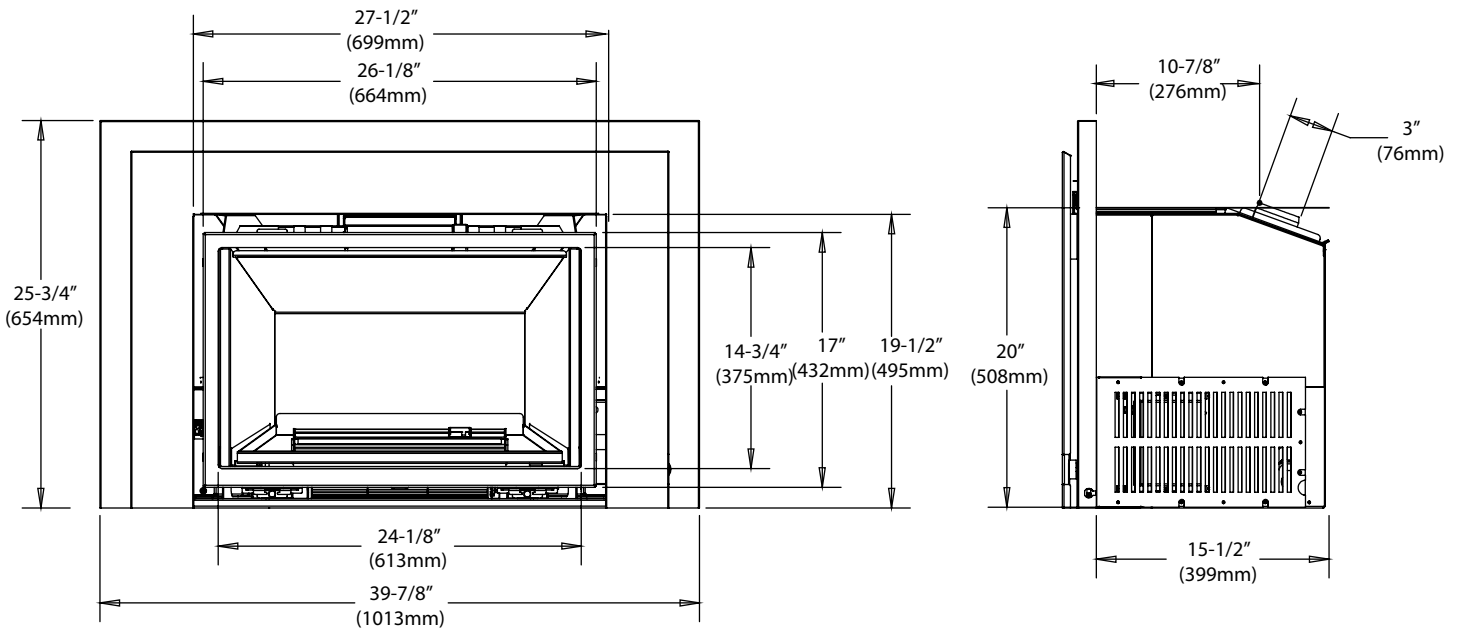
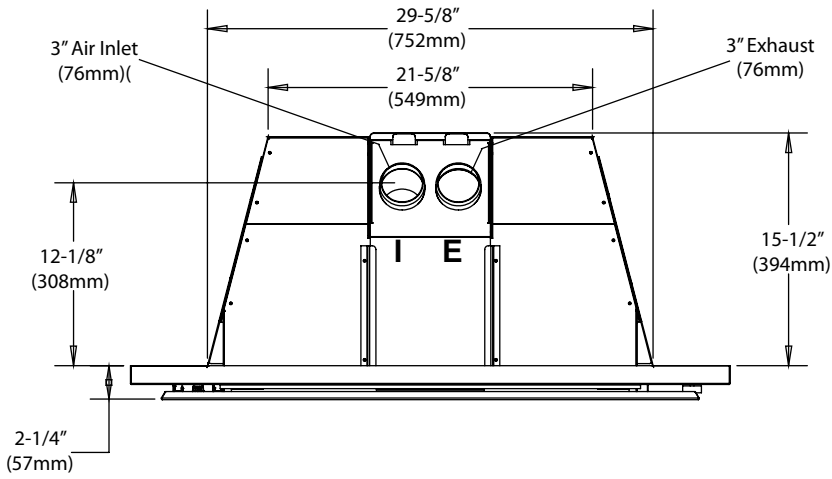
**CERTIFIED**  
www.nficertified.org



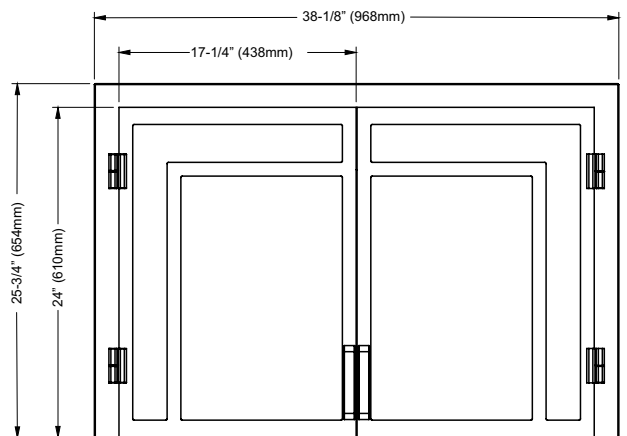
**ONE REGENCY**

**ONE TREE** <sup>TM</sup>

**UNIT DIMENSIONS**



Dimensions w/4 sided Faceplate



Dimensions w/Full Screen Doors

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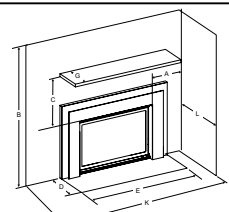
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Mantel	C 24" (610mm)	Max. Mantle Depth	G 12" (305mm)																													
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<b>FPI Fireplace Products International Ltd., Delta BC, CANADA</b>		<b>MADE IN CANADA / FABRIQUE AU CANADA</b>																														
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 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. 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. <b>WARNING:</b> This fireplace has been converted for use with a gas fireplace insert only and cannot be used for burning wood or solid fuels unless all original parts have been replaced, and the fireplace re-approved by the authority having jurisdiction. Installer l'appareil selon les codes ou règlements locaux, ou, en l'absence de tels règlements, selon les codes d'installation ANSI Z223.1, National Fuel Gas Code ou CSA-B149.1 en vigueur. 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 ou mobile (É.-U. seulement) installée à demeure si les règlements locaux le permettent. Voir la notice de l'utilisateur pour plus de renseignements. Cet appareil ne peut pas être utilisé avec d'autres gaz sauf si une trousse de conversion certifiée est fournie. Cet appareil n'est pas convertible pour une utilisation avec d'autres gaz, sauf si un kit certifié est utilisé. 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 ou mobile (É.-U. seulement) installée à demeure si les règlements locaux le permettent. Voir la notice de l'utilisateur pour plus de renseignements. <b>AVERTISSEMENT :</b> Ce foyer a été converti pour utilisation avec un foyer au gaz encastrable et ne peut être utilisé pour brûler du bois ou d'autres combustibles solides à moins que toutes les pièces d'origine aient été remplacées et que le foyer ait été approuvé de nouveau par l'autorité compétente. <b>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.</b> Electrical supply / Électrique 115VAC, 2.5 A, 60Hz, Less than 10A Fan Part # 911-071																																
<b>VENTED GAS FIREPLACE HEATER - NOT FOR USE WITH SOLID FUELS. / FOYER AU GAZ À ÉVACUATION - NE PAS UTILISER AVEC DUCOMBUSTIBLE SOLIDE.</b>																																
918-981																																

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.




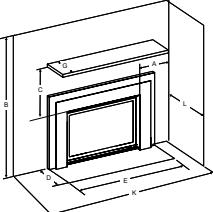
For the State of Massachusetts, the appliances individual manual shut-off must be a t-handle type valve.

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.

# SAFETY LABEL

This is a copy of the labels that accompany each HZI390E Gas Insert. We have printed a copy of the contents here for your review.

NOTE: **Regency units are constantly being improved. Check the label on the unit and if there is a difference, the label on the unit is the correct one.**

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<p><b>Minimum Clearances to Combustibles from Insert</b></p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">Side wall</td> <td style="width: 10%;">A</td> <td style="width: 10%;">6"</td> <td style="width: 10%;">(152mm)</td> </tr> <tr> <td>Ceiling</td> <td>B</td> <td>60"</td> <td>(1524mm)</td> </tr> <tr> <td>Mantel</td> <td>C</td> <td>24"</td> <td>(610mm)</td> </tr> <tr> <td>Min. Alcove Width</td> <td>K</td> <td>54"</td> <td>(1372mm)</td> </tr> <tr> <td>Max. Alcove Depth</td> <td>L</td> <td>36"</td> <td>(914mm)</td> </tr> </table>	Side wall	A	6"	(152mm)	Ceiling	B	60"	(1524mm)	Mantel	C	24"	(610mm)	Min. Alcove Width	K	54"	(1372mm)	Max. Alcove Depth	L	36"	(914mm)		<p><b>Mantel Clearances</b></p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">Min. Hearth Width</td> <td style="width: 10%;">D</td> <td style="width: 10%;">14"</td> <td style="width: 10%;">(356mm)</td> </tr> <tr> <td>Min. Hearth Length</td> <td>E</td> <td>40"</td> <td>(1016mm)</td> </tr> <tr> <td>Max. Mantle Depth</td> <td>G</td> <td>12"</td> <td>(305mm)</td> </tr> </table>	Min. Hearth Width	D	14"	(356mm)	Min. Hearth Length	E	40"	(1016mm)	Max. Mantle Depth	G	12"	(305mm)
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<p style="text-align: center;"><b>FPI Fireplace Products International Ltd., Delta BC, CANADA</b></p> <p style="text-align: right;"><b>MADE IN CANADA / FABRIQUE AU CANADA</b></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.</p> <p>This appliance is only for use with the type of gas indicated on the rating plate.</p> <p>This appliance is not convertible for use with other gases unless a certified kit is used.</p> <p>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.</p> <p><b>WARNING:</b> This fireplace has been converted for use with a gas fireplace insert only and cannot be used for burning wood or solid fuels unless all original parts have been replaced, and the fireplace re-approved by the authority having jurisdiction.</p> <p>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.</p> <p>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 ou mobile (É.-U. seulement) installée à demeure si les règlements locaux le permettent. Voir la notice de l'utilisateur pour plus de renseignements. Cet appareil ne peut pas être utilisé avec d'autres gaz sauf si une trousse de conversion certifiée est fournie.</p> <p>Cet appareil n'est pas convertible pour une utilisation avec d'autres gaz, sauf si un kit certifié est utilisé.</p> <p>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 ou mobile (É.-U. seulement) installée à demeure si les règlements locaux le permettent. Voir la notice de l'utilisateur pour plus de renseignements.</p> <p><b>AVERTISSEMENT :</b> Ce foyer a été converti pour utilisation avec un foyer au gaz encastrable et ne peut être utilisé pour brûler du bois ou d'autres combustibles solides à moins que toutes les pièces d'origine aient été remplacées et que le foyer ait été approuvé de nouveau par l'autorité compétente.</p> <p><b>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.</b></p> <p>For use with glass doors certified with the appliance only. Pour utilisation uniquement avec les portes en verre certifiées avec l'appareil.</p> <p>Electrical supply / Électrique 115VAC, 2.5 A, 60Hz, Less than 10A Fan Part # 911-071</p> <p><b>VENTED GAS FIREPLACE HEATER - NOT FOR USE WITH SOLID FUELS. / FOYER AU GAZ À ÉVACUATION - NE PAS UTILISER AVEC DUCOMBUSTIBLE SOLIDE.</b></p> <p style="text-align: right;">919-003</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 no less than one-half (1/2) inch in size, "**GAS VENT DIRECTLY BELOW. KEEP CLEAR OF ALL OBSTRUCTIONS**".

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

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

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

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

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

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

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

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

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

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

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



# INSTALLATION

## IMPORTANT MESSAGE SAVE THESE INSTRUCTIONS

The L390E / HZI390E Gas Inserts must be installed in accordance with these instructions. Carefully read all the instructions in this manual first. Consult the "authority having jurisdiction" to determine the need for a permit prior to starting the installation. It is the responsibility of the installer to ensure this fireplace is installed in compliance with manufacturers instructions and all applicable codes.

### BEFORE YOU START

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

**INSTALLATION AND REPAIR SHOULD BE DONE BY AN AUTHORIZED SERVICE PERSON. THE APPLIANCE SHOULD BE INSPECTED BEFORE USE AND AT LEAST ANNUALLY BY A PROFESSIONAL SERVICE PERSON. MORE FREQUENT CLEANING MAY BE REQUIRED DUE TO EXCESSIVE LINT FROM CARPETING, BEDDING MATERIAL, ETC. IT IS IMPERATIVE THAT CONTROL COMPARTMENTS, BURNERS AND CIRCULATING AIR PASSAGEWAYS OF THE APPLIANCE BE KEPT CLEAN.**

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

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

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

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





## IMPORTANT MESSAGE SAVE THESE INSTRUCTIONS

The Regency Gas Insert must be installed in accordance with these instructions. Carefully read all the instructions in this manual first. Consult the building authority having jurisdiction to determine the need for a permit prior to starting the installation.

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

## FOR YOUR SAFETY

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

## SPECIFICATIONS

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

### Gas Input Capacity:

Natural Gas	31,000	Btu/h
Propane	31,000	Btu/h

### Min. Input

(with Proflame GTM or GTMF remote)

Natural Gas	22,000	Btu/h
Propane	26,000	Btu/h

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

**Electrical:** 120V A.C. system.

**Circulation Fan:** Variable speed, 140 CFM.

**Log Set:** Ceramic fibre, 6 per set - L390E

**Glass Crystals:** 7lbs of glass crystals - HZI390E

**Vent System:** 3" co-linear aluminum flex.

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

## GAS PRESSURE TESTING

The appliance must be isolated from the gas supply piping system by closing its individual manual shut off valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psig. (3.45 kPa).

## INSTALLATION INTO A SOLID FUEL BURNING FIREPLACE OR FACTORY BUILT FIREPLACE

The L390E / HZI390E Gas Inserts have been tested and approved to be vented into any masonry fireplace or approved solid fuel burning factory built fireplace that will allow the insert to physically fit into the firebox. Refer to "Minimum Fireplace Dimensions" section for minimum fireplace clearances.

If the factory built fireplace\* height is too low for your Insert, you may remove the smoke baffle plate, damper, refractory (firebricks), glass doors, screen rails, screen mesh and log grates from the factory built fireplace as long as these items are saved and are reinstalled in the event that the Insert is removed.

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

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

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

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

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

## 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:

## General Safety Information

- 1) The appliance installation must conform with local codes or in the absence of local codes, with CAN/CGA B149 (in Canada) or the National Fuel Gas Code ANSI Z223.1 in the U.S.A. This appliance should be installed by a qualified gas fitter technician only.
- 2) **Installation and repair should be done by a qualified service person.**
- 3) The appliance should be inspected before use and at least annually by a professional service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, animal hair, etc. It is imperative that control compartments, burners and circulating air passageways of the appliance be kept clean.
- 4) See general construction and assembly instructions. This appliance may only be installed in a vented, noncombustible fireplace.
- 5) This appliance is Listed for bedroom installations when used with a Listed Millivolt Thermostat. Some areas may have further requirements, check local codes before installation.
- 6) Always connect this insert to a vent system venting to the outside of the building envelope. Never vent to another room or inside a building. Make sure that the vent is properly sized and is of adequate height to provide the proper draft.
- 7) Inspect the venting system annually for blockage and any signs of deterioration.
- 8) Any glass removed for servicing must be replaced prior to operating the appliance.
- 9) To prevent injury, do not allow anyone who is unfamiliar with the operation to use the fireplace.
- 10) Due to high temperatures, the appliance should be located out of high traffic areas and away from furniture and draperies. Children and adults should be alerted to the hazards of high surface temperatures, especially the fireplace glass and gold trims, and should stay away to avoid burns or clothing ignition. Young children should be carefully supervised when they are in the same room as the appliance. Clothing or other flammable material should not be placed on or near the appliance.

Emissions from burning wood or gas could contain chemicals known to the State of California to cause cancer, birth defects or other reproductive harm.

## INSTALLATION CHECKLIST

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

The Regency Gas Insert is installed as listed.

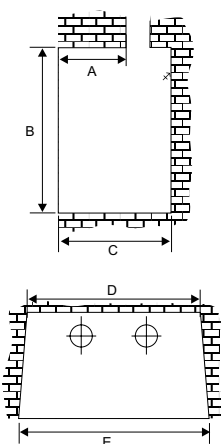
- 1) Check all clearances to combustibles, (Refer to sections "Minimum Fireplace Dimensions and Clearances to Combustibles)
- 2) Make the gas connection. (Refer to section "Gas Connection")
- 3) Install the two 3" flue liners (intake and exhaust) to the sliding connector plate. (Refer to section "Flue Liner Installation.")
- 4) Slide the unit half way into the fireplace.
- 5) Pull the vent connector plate through the tapered brackets and fasten to the front plate. Refer to section "Flue Liner Installation.")
- 6) Slide the unit fully into the fireplace. Level if necessary.
- 7) Install 4-AA batteries into receiver or optional AC power adaptor.
- 8) Test gas pressure (Refer to section "Gas Pipe Pressure Testing"). Check aeration system (Refer to section "Gas Insert Aeration System").
- 9) Install standard and optional features. Refer to the following sections:
  - a. Brick Panels
  - b. Enamel Panels
  - c. Log Set
  - d. Glass Crystals
  - e. Spa stones
  - f. Low Profile Faceplate
  - g. Optional Screen
- 10) **Final check:** Before leaving this unit with the customer, the installer must ensure that the appliance is firing correctly. This includes:
  - a) Clocking the appliance to ensure the correct firing rate.
  - b) Adjusting the primary air, if required, to ensure that the flame does not carbon. See "Gas Insert Aeration System" section.
  - c) Ensuring that the appliance is venting correctly.

## MATERIALS REQUIRED

No electrical power supply is required for the gas control to operate. A 120 Volt AC power cord is hooked up to the fan (if installed). Plug the 3 wire cord into a suitable receptacle. **Do not cut the ground terminal off under any circumstances.** When connected with 120 volts, the appliance must be electrically grounded in accordance with local codes, current version of CSA C22.1 (in Canada) or in the absence of local codes, with the National Electrical Code ANSI/NFPA 70-1987.

## MINIMUM FIREPLACE DIMENSIONS

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



	Max Lenthil Bar Depth A	Height B	Depth C	Width (rear) D	Width (front) E
Low Profile Faceplate	10"	20"	15.5"	22"	30"

## MINIMUM CLEARANCES TO COMBUSTIBLES

The clearances listed below are Minimum distances unless otherwise stated:

A major cause of fires is failure to maintain required clearances (air space) to combustible materials. It is of the greatest importance that this decorative gas appliance be installed only in accordance with these instructions.

Clearance:	Dimension	Measured From:
<b>A: Sides</b>	6" / 152 mm	From inside edge of faceplate / doors
<b>B: Ceiling</b>	60" / 1524 mm	From top of unit
<b>C: Mantel (Min. Height)</b>	*12" / 305mm 15" / 381mm	From top of unit, or 32" from bottom of unit From top of unit, or 35" from bottom of unit
<b>D: Min. Hearth Width</b>	14" / 356mm	
<b>E: Min. Hearth Length</b>	40" / 1016mm	
<b>G: Max. Mantle Depth</b>	0 -12" / 305 mm	@ 44" (1118mm) from bottom of unit
<b>K: Min. Alcove Width</b>	54" / 1372 mm	
<b>L: Max. Alcove Depth</b>	36" / 914 mm	
<b>M: Mantel Deflector</b>	3-1/2" / 89mm	

**NOTE:** 40" (1016MM) wide x 14" (356mm) deep hearth is required, unless the unit is raised 6" (152.4 mm) off the floor surface.  
\*An optional 3-1/2" deflector, reduces the mantel height to 32" from bottom of unit @ 1" depth.

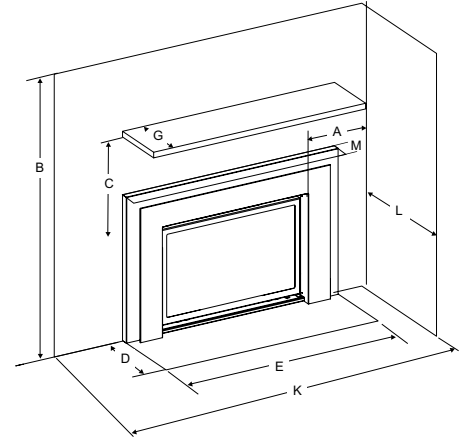


Diagram 1

### MANTEL CLEARANCES WITHOUT DEFLECTOR

### MANTEL CLEARANCES WITH 3-1/2" DEFLECTOR

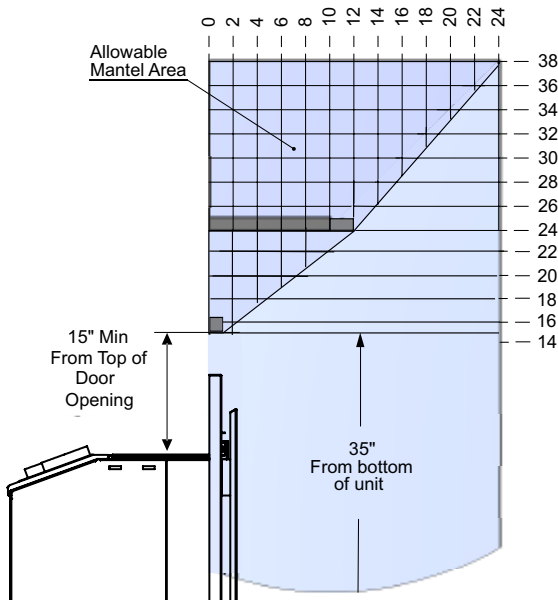


Diagram 2

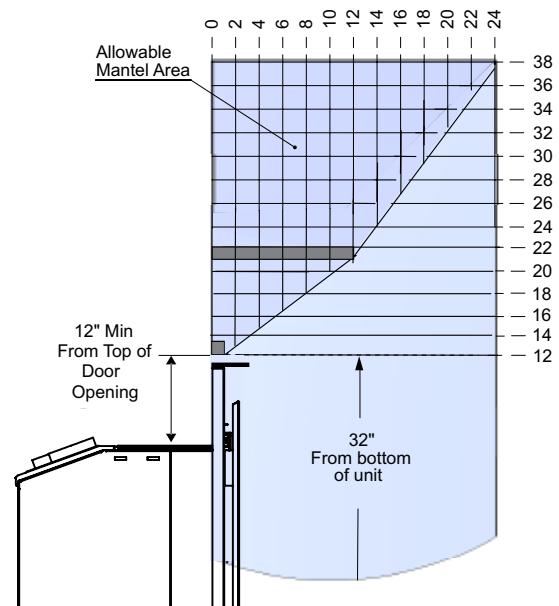


Diagram 3

### WARNING

Although this appliance passes safety certification, the hearth in front of the fireplace becomes very hot when the fireplace heats. Do not use the hearth as a seat or shelf.

**Note:** A 3-1/2" mantel deflector to reduce mantel height to 32" from bottom of unit @ 1" depth.

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

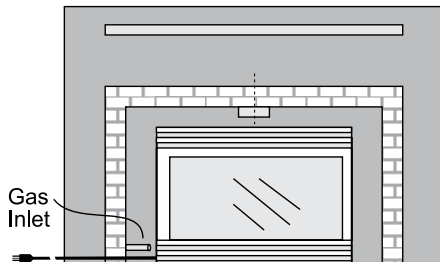
# INSTALLATION

## GAS CONNECTION

### **GAS CONNECTION WARNING:**

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

- 1) If the appliance is to be installed into an existing chimney system, thoroughly clean the masonry or factory built fireplace.
- 2) The appliance is provided with an opening on the left hand side of the control compartment. A 3/8" NPT gas supply pipe must be brought near this inlet hole.
- 3) Locate the center point where the vent will pass through the chimney above the appliance. Move the appliance into the exact location where it is to be installed. Ensure that the Insert is level.
- 4) Do not cut any sheet-metal parts of the fireplace, in which the gas fireplace insert is to be installed.
- 5) If the factory-built fireplace has no gas access hole(s) provided, an access hole of 1-1/2" (37.5mm) or less may be drilled through the lower sides or bottom of the firebox in a proper workmanship like manner. This access hole must be plugged with a non-combustible insulation after the gas supply line has been installed.



## VENTING

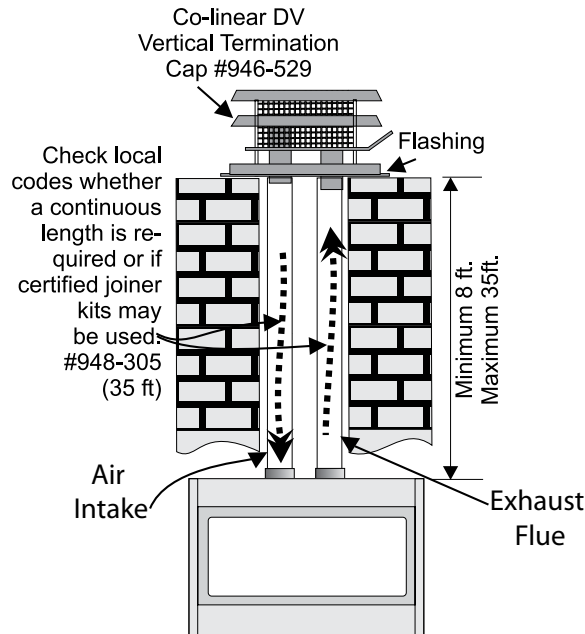
**THE APPLIANCE MUST NOT BE CONNECTED TO A CHIMNEY FLUE SERVING A SEPARATE SOLID FUEL BURNING APPLIANCE.**

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

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

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

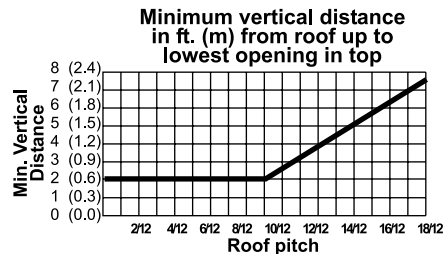
Part #	Description
948-305	3" Flex - 35 ft.
946-529	Co-linear DV Vertical Termination Cap



### Alternate Approved Caps

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

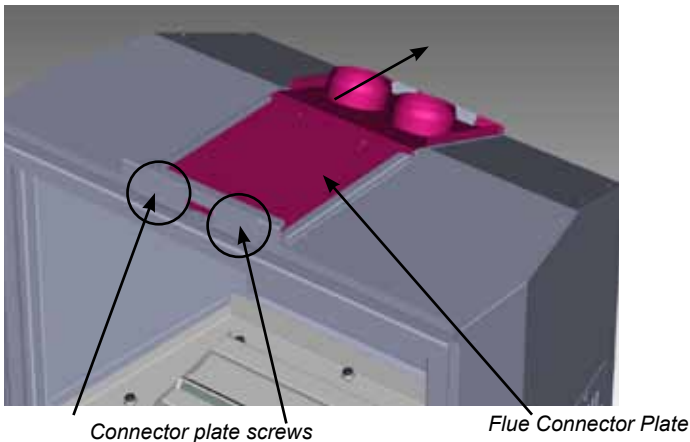
In areas of consistently high winds, we recommend using the Simpson Dura-Vent System (46DVA-GK adaptor and 46DVA-VCH high-wind cap). The Air Intake pipe must be attached to the inlet air collar of the termination cap.



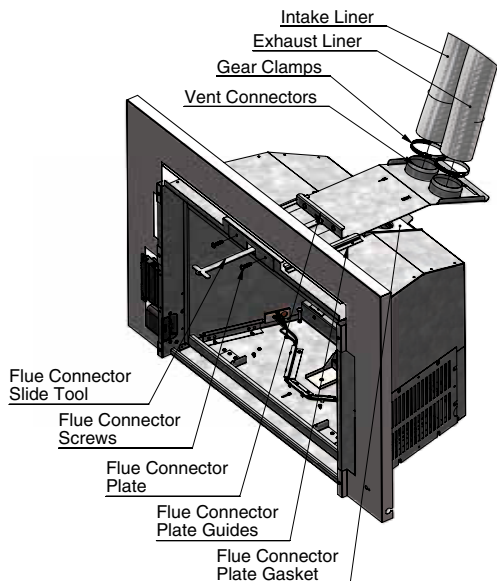
## FLUE / VENT INSTALLATION

**NOTE:** Flue Plate Connector Gasket must not be damaged or removed. Care must be taken to ensure that this gasket remains intact to prevent flue leakage.

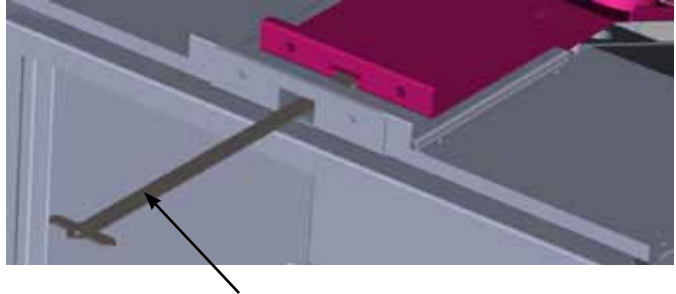
- 1) Detach the Flue Connector Plate from the unit by removing the Connector Plate Screws and sliding the Flue Connector Plate forward and off the unit.



- 2) Attach the Flue Liners onto the Flue Connector Plate using sealant and gear clamps, then fasten with 3 screws. See the section in this manual on Venting installation.
- 3) Position the unit in front of the fireplace opening, start the Flue Connector Plate into the Flue Connector Plate Guides.



- 4) Use the Flue Connector Slide Tool to slowly pull the Flue Connector Plate forward as you move the Insert rearward into the Fireplace Chase.



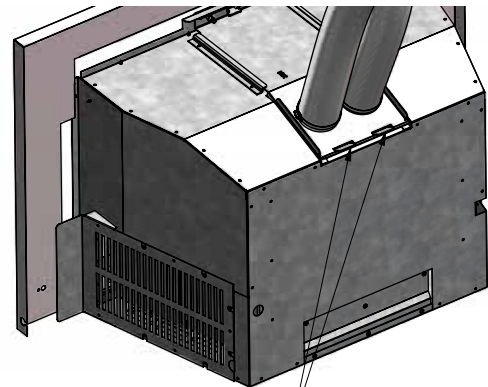
Flue Connector Slide Tool

- 5) When the Flue Connector Plate is close to the front of the unit, engage the Flue Connector Screws and carefully tighten the Flue Connector Plate the final amount.

\*\* Make sure the Rear Tabs connect into their respective slots in the Flue Connector Plate. Failure to do so will result in flue gas leakage and degrade the operation of the unit \*\* (See diagram below of location.)

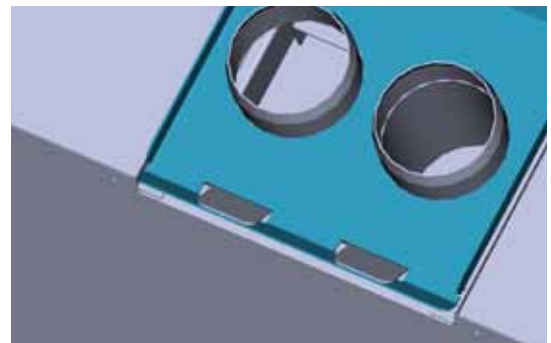
The Flue connection is complete when the Flue Connector Plate is fully forward and the Rear Tabs are fully engaged.

- 6) Remove the Flue Connector Tool and store for future use.



Rear tabs fully engaged

Properly installed Flue Connector Plate



**WARNING:**

Failure to position the parts in accordance with these diagrams or failure to use only parts specifically approved with this appliance may result in property damage or personal injury.

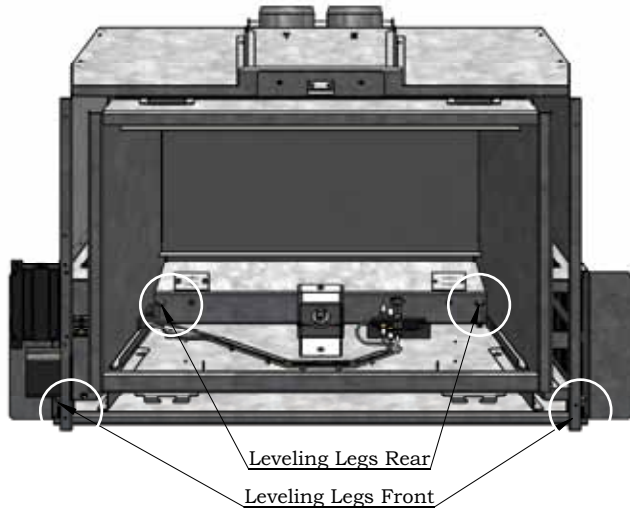
## LEVELING LEG ADJUSTMENT

The L390E / HZI390E inserts are equipped with 4 levelling legs that are accessible while the appliance is in its final installation position. The unit can be adjusted up to 2" (51mm). The faceplate must not be installed to do this adjustment, if installed, remove faceplate.

Remove left and right side filler pieces. The rear levelling bolts are located in the back corners of the firebox and can be adjusted using a 7/16" wrench. Rotate the bolts clockwise to raise the rear of the firebox.

The front levelling bolts are adjusted before installing the faceplate. Located on the left and right of the outer shell, they can also be adjusted using a 7/16" deep socket with extension.

When the appliance is in position, adjust the bolts to level the appliance, making sure that the appliance is also level and is sitting on all 4 bolts to prevent rocking.





## AIR SHUTTER ADJUSTMENT

Air Shutters are required to increase or decrease the amount of air that is mixed with the fuel before combustion. This will have an affect on how well the fuel combusts and how the flame physically appears. Low primary air will leave a taller, yellower flame while higher primary air will leave a lower, bluer flame.

This setting is largely for appearance, however, not enough primary air may lead to carboning, sooting or a flame that reaches the top of the firebox. Situations that may require more primary air are; units that are burning propane, units installed at higher elevations or units that are run on high most of the time.

The L390E / HZI390E is equipped with an air shutter that is accessible from outside the firebox and can be adjusted during operation.

Aeration adjustments should only be made after the unit has been on for 30 minutes to 1 hour.

Slide the Air Shutter Lever towards you to increase the primary air setting.

Slide the Air Shutter away from you to decrease the primary air setting. Below you will see a chart showing the minimum primary air settings.

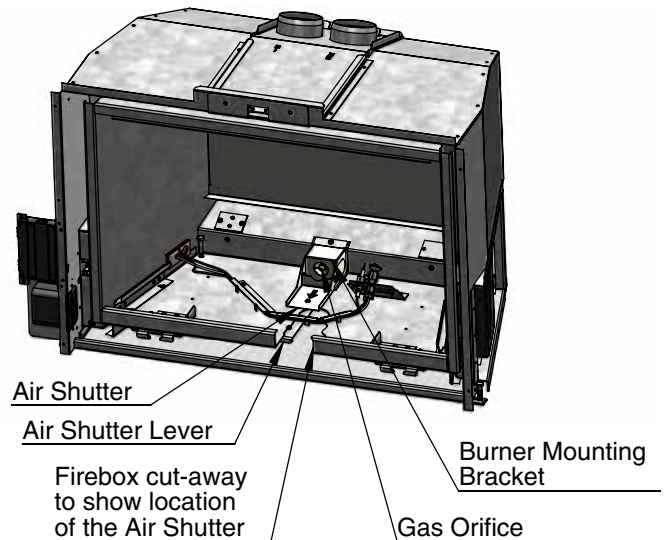
These are set from the factory, but due to fuel conversions or installation conditions, the air setting may need to be adjusted.

Unit	Fuel Type	Min. Air Setting
L390E	NG	3/16" (5mm)
L390E	LP	1/4" (6mm)
HZI390E	NG	3/16" (5mm)
HZI390E	LP	1/4" (6mm)

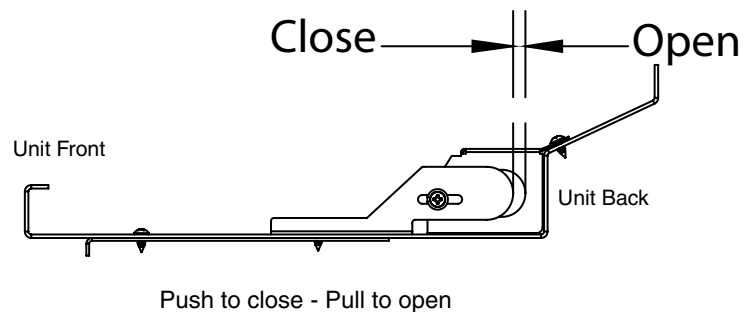
**CAUTION:** Carbon will be produced if air shutter is closed too much.

**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.



- 1) Slide the Air Shutter Lever towards you to increase the primary air setting.
- 2) Slide the Air Shutter away from you to decrease the primary air setting. Below you will see a chart showing the minimum primary air settings.





# INSTALLATION

L390E-NG / HZI390E-NG SYSTEM DATA	
Min. Supply Pressure	5" WC (1.25 kpa)
Manifold Pressure	3.5" WC (0.87 kpa)
Orifice Size	#35 DMS
Maximum Input	31,000 Btu/h (9.09 kW)

L390E-LP / HZI390E-LP SYSTEM DATA	
Min. Supply Pressure	11" WC (2.73 kpa)
Manifold Pressure	10" WC (2.49 kpa)
Orifice Size	#53 DMS
Maximum Input	31,000 Btu/h (9.09 kW)

## HIGH ELEVATION

This unit is approved for altitude 0 to 4500 ft. (CAN1 2.17-M91).

## GAS LINE INSTALLATION

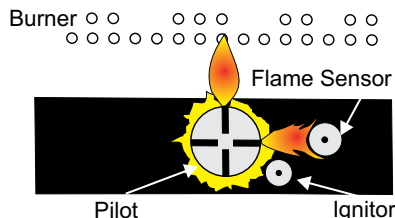
Since some municipalities have additional local codes it is always best to consult with your local authorities and the CAN/CGA B149 installation code.

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

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

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

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



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

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

## GAS PIPE PRESSURE TESTING

The appliance must be isolated from the gas supply piping system by closing its individual manual shut-off valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psig. (3.45 kPa). Disconnect piping from valve at pressures over 1/2 psig.

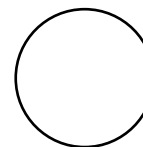
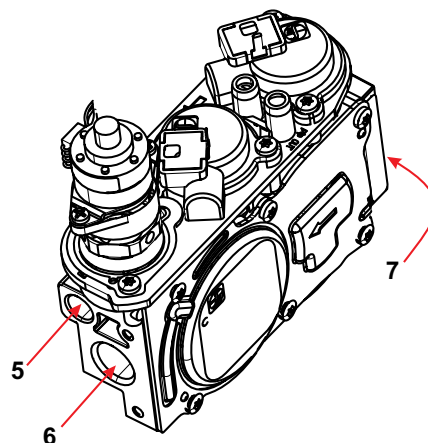
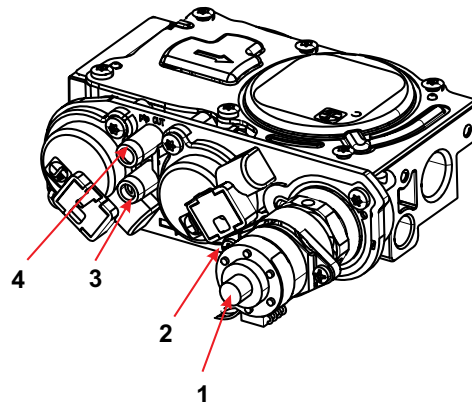
The manifold pressure is controlled by a regulator built into the gas control, and should be checked at the pressure test point.

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

- 1) Make sure the valve is in the "OFF" position.
- 2) Loosen the "IN" and/or "OUT" pressure tap(s), turning counterclockwise with a 1/8" wide flat screwdriver.
- 3) Attach manometer to "IN" and/or "OUT" pressure tap(s) using a 5/16" ID hose.
- 4) Light the pilot and turn the valve to "ON" position.
- 5) The pressure check should be carried out with the unit burning and the setting should be within the limits specified on the safety label.
- 6) When finished reading manometer, turn off the gas valve, disconnect the hose and tighten the screw (clockwise) with a 1/8" flat screwdriver.  
**Note: Screw should be snug, but do not over tighten.**

## 885 S.I.T. VALVE DESCRIPTION

- 1) 6 Stage flame adjustment
- 2) Pilot adjustment
- 3) Outlet Pressure Tap
- 4) Inlet Pressure Tap
- 5) Pilot Outlet
- 6) Main Gas Outlet
- 7) Main Gas Inlet



## FAN INSTALLATION / REMOVAL

Note: Instructions on installation are only required if fan was not installed with L390E or HZI390e only. To access the side and rear access panels both the gas and venting (see vent/flue installation in this manual) will need to be disconnected for proper removal. There is no access to the blower from the front of this appliance.

**Before you begin:**  
**Shut off the gas supply to the unit.**  
**Disconnect all electrical supply to the unit.**  
**Always let the appliance cool to room temperature before servicing.**

1) Remove 7 screws and loosen 5 screws along the bottom to remove fan access panel -see Diagram 1a

Remove 4 screws to remove side access panel - see Diagram 1b

○ = Remove  
 □ = Loosen

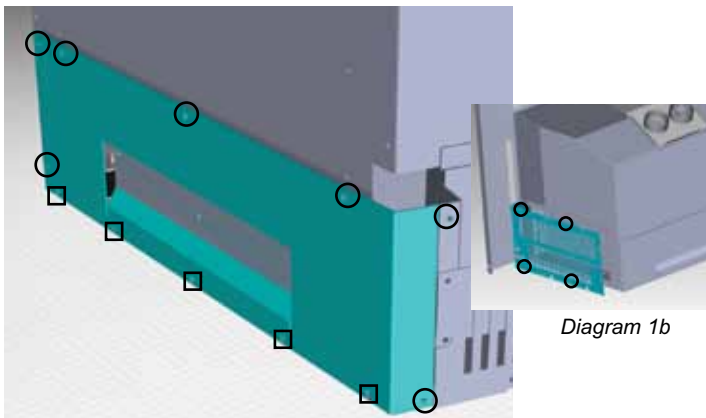


Diagram 1a

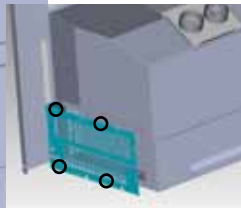


Diagram 1b

2) Position gasket between fan and back access panel as shown below in Diagram 2.



Diagram 2

3) Secure fan and gasket to back access panel with 3 screws in locations shown below in Diagram 3.

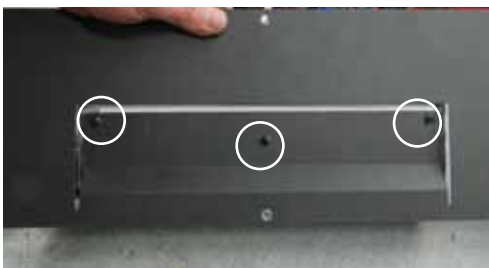


Diagram 3

4) Install the thermodisc by sliding it into the bracket as shown below in Diagram 4.

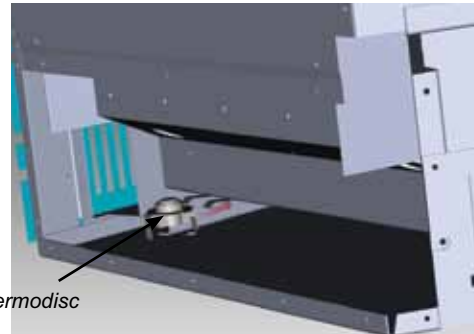


Diagram 4

5) Thermodisc should be installed with red wires front and back as shown below in Diagram 5.



Diagram 5

6) Install a grommet where the wires pass through the side access panel.

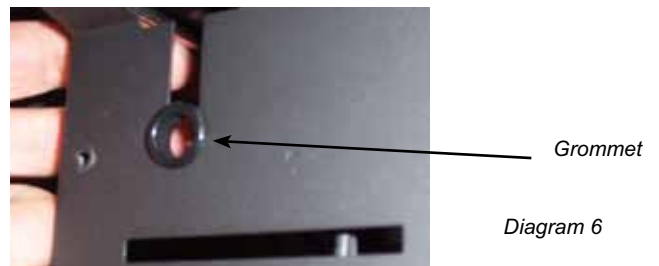
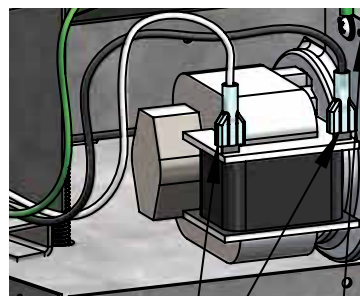


Diagram 6

7) Connect the wires from the wire harness to the fan terminals (see Diagram 7a) and connect the other end to the wires of the fan control box (see Diagram 7b). See wiring diagram on next page.



Fan Terminals

Diagram 7a

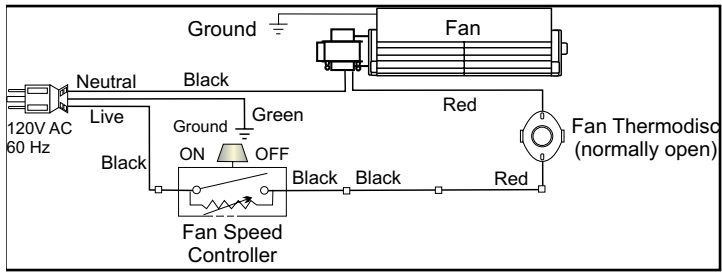


Fan Control Box

Diagram 7b

# INSTALLATION

**Note:** Ensure that the two wires that go to the fan control box go through the grommet installed in Step 6.



8) Secure the green ground wire to the ground lug on the unit, just left of the thermistor location - see Diagram 8 below.

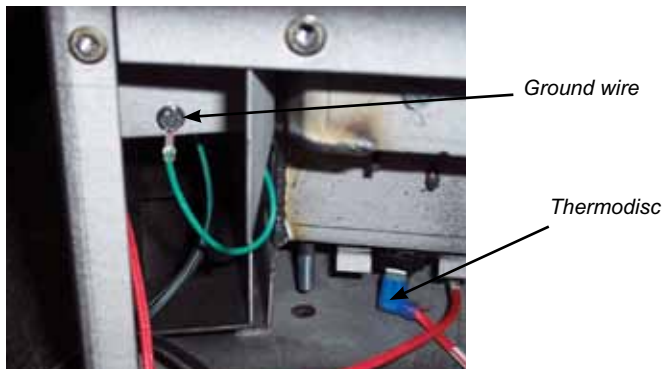


Diagram 8

9) Bundle wires together and secure to the unit with a wire clip, one at the base of the side access and one on the back of the fan access panel.



Diagram 9a

Side Access Clip



Back panel Clip  
Diagram 9b

10) Install fan control box through the backing plate of the faceplate (see installation instructions in this manual to install on unit. Secure the knob in the front of the faceplate with a washer and a bolt.



Diagram 10



11) Install the knob cover over the knob.



Diagram 11

Side of faceplate

12) Reverse Step 1.

13) Attach power cord to side of faceplate with grommet.

## WARNING

### Electrical Grounding Instructions

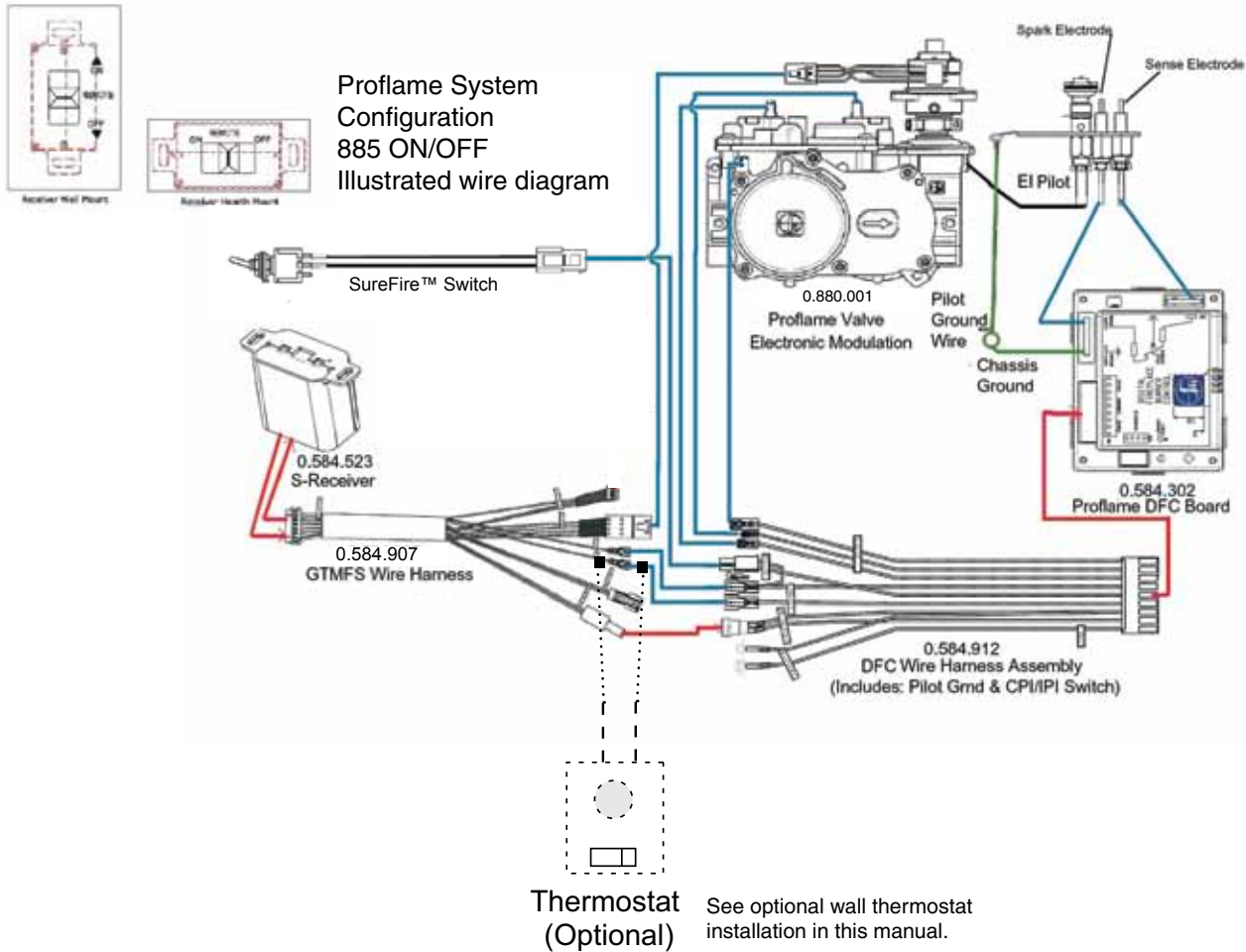
This appliance is equipped with a three-prong (grounding) plug for your protection against shock hazard and should be plugged directly into a properly grounded three-prong receptacle. Do not cut or remove the grounding prong from this plug.

## WIRING DIAGRAM

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

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

### PROFLAME REMOTE SYSTEM GTM (L390E / HZI390E)



**GTM REMOTE SYSTEM - IMPORTANT:** The AA batteries in the receiver operate the unit. If the batteries become weak, they will need to be replaced with quality AA alkaline batteries. The unit will not operate without AA batteries.

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

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



# INSTALLATION

## AC POWER ADAPTOR INSTALLATION (FOR SUREFIRE SYSTEMS)

An optional AC power adaptor may be installed as a constant power source for the SureFire system.

**IMPORTANT:** Recommend removing the 4-AA batteries in the SureFire receiver.

This will avoid battery leakage and power drainage. 4-AA Battery pack may be re-installed into receiver during power outages.

**NOTE:** For all **Gas Fireplaces** 120 volt power must be brought to the **receptacle box** inside the **bottom of the firebox** (provided with the unit).

All Freestanding **Gas Stoves & Gas Inserts** will need a **receptacle box** located **outside / near the unit** so that the AC Power Adaptor can be plugged in.

### INSTALL AC ADAPTOR WITH SUREFIRE WALL RECEIVER SWITCH ONLY - (WITHOUT REMOTE)

- 1) Locate "DC Supply" tag on wire harness. For location in unit see remote installation page in owners manual.



- 2) Connect the male end from AC adaptor to the female end tagged "DC Supply" on wiring harness in unit.



- 3) Plug AC adaptor into 120V wall outlet (or into 120V receptacle if installed inside the gas fireplace firebox).

- 4) Neatly tuck any loose AC Power Adaptor wires neatly underneath / inside the appliance.

**Note:** Ensure that wires do not touch the underside of the firebox (keep wires away from the heat as much as possible).

### INSTALL AC ADAPTOR WITH SUREFIRE PROFLAME GT / GTM REMOTE

- 1) Connect the male end of the AC adaptor to the female end of the wire adaptor (supplied with AC adaptor) together as shown .



Wire adaptor

AC adaptor

- 3) Plug in wire adaptor to FCM - COM connector - be careful not to damage ends. This only fits one way.



AC adaptor wire adaptor

FCM - COM

- 2) Locate FCM - COM connector on the Remote wire harness - see manual for location in unit.



FCM - COM

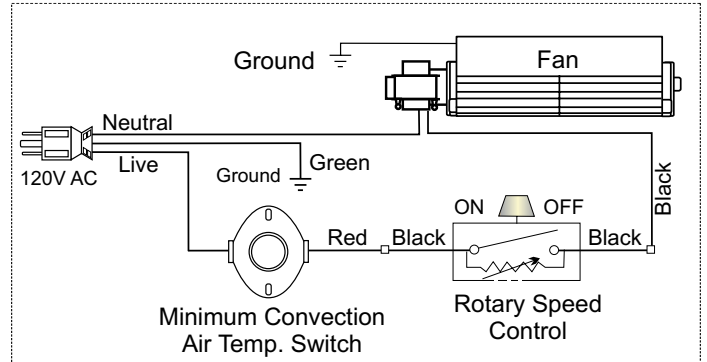
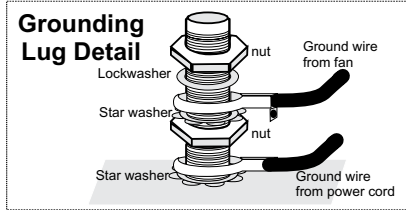
- 4) Plug AC adaptor into 120V wall outlet (or into 120V receptacle if installed inside the gas fireplace firebox).

- 5) Neatly tuck any loose AC Power Adaptor wires neatly underneath / inside the appliance.

**Note:** Ensure that wires do not touch the underside of the firebox (keep wires away from the heat as much as possible).



## FAN WIRING DIAGRAM FOR USE WITH THE OPTIONAL 396-917 FAN FOR L390E/HZI390E)



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

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



## OPTIONAL WALL THERMOSTAT INSTALLATION

This installation must be completed during initial install with the side access panel removed.

A wall thermostat may be installed if desired.

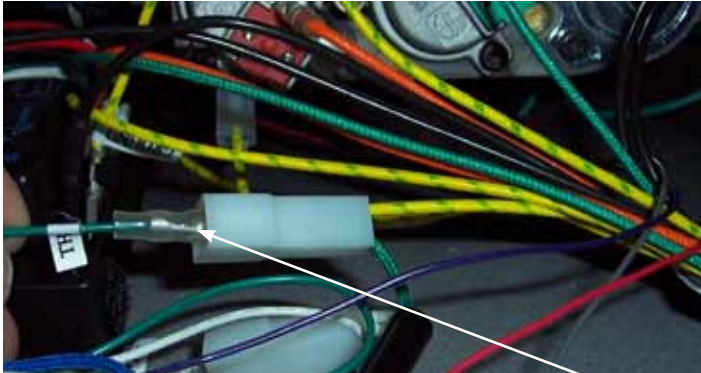
Recommended: Mount thermostat beside unit receiver.

1) Run wires from thermostat into the unit using the appropriate wire gauge - see chart below.

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.

**CAUTION**  
Do not wire millivolt  
Thermostat wires  
to 120V wire.

2) Remove the green wire marked (TH) at the white connector - shown below.

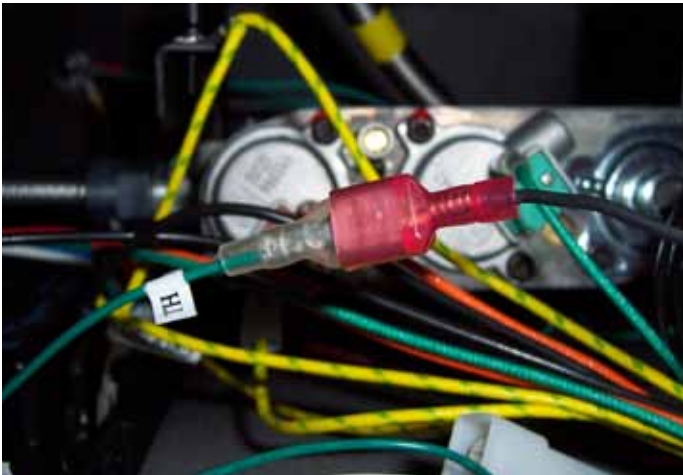


*Disconnect TH wire*

4) Connect one thermostat lead to male connector using female spade connector - see pic below.



3) Connect one thermostat lead to female connector, using male spade connector - see pic below.



When complete turn remote receiver to the ON position.  
Unit will now operate using the wall thermostat.



## GLASS CRYSTAL / CERAMIC SPA STONE INSTALLATION

Evenly spread the Glass Crystals or optional Ceramic Spa Stones or Volcanic Stones over the burner. Ensure the crystals (or stones) do not overlap too much as this will effect the flame pattern.

### IMPORTANT NOTE:

Only the supplied approved Glass Crystals and Ceramic Spa / Lava Stones are to be used with these fireplaces. Use of any other type of glass crystals or stones can alter the unit's performance, any damage caused by the use of any unapproved glass or stones will not be covered under warranty.

When using Ceramic Spa/ Lava Stones DO NOT cover burner ports or pilot light that lead to pilot flame. Ensure the crystals or stones do not overlap excessively as this will effect the flame pattern.

BURNER PACKAGES		
Unit	*Glass Crystals	Ceramic Spa / Volcanic Stones
HZ54E / HZ54EPV	3 lbs	1 lb Glass + 2 packages (140 spa stones)
HZ42 / HZ42E / HZ40E	2 lbs	1 lb Glass + 1 package (70 spa stones)
HZ42ST / HZ42STE HZ42STEPV	2 lbs	1 lb Glass + 1 package (70 spa stones)
HZ30E **	1 lb	1 lb Glass + 1 package (70 spa stones)**
HZI234E ***	3/4 lb	3/4 lb Glass + 1 package (70 spa stones)***
HZI390E/ HZI390EB *	7 lbs [4 lbs burner + 3 lbs firebox]	2 lb Glass + 1 package (70 spa stones) / 2 lb Glass + 1 package (volcanic stones)
HZI540EB *	8 lbs [4 lbs burner + 4 lbs firebox]	2 lb Glass + 1 package (70 spa stones) / 2 lb Glass + 1 package (volcanic stones)
HZO42/HZO42 (AUS)	3 lbs	Not Approved
L676S	1 lb	1 package = (70 spa stones)
P33S/P33SE ****	1 lbs	1 package = (70 spa stones)****
PTO30*/Plateau Series	10 lbs	Not Approved
PTO60*	20 lbs	Not Approved
U32S / U32SE	1 lb	1 package = (70 spa stones)
E33S	1 lb	1 package = (70 spa stones)

**NOTE:** \* Glass Crystals are available in 1lb and 5lb bags. All units come standard with Cobalt Blue glass crystals except:  
 \* HZO42 comes with Copper glass crystals.  
 \* HZI390E, HZI390EB, HZI540EB, PTO30, PTO60 & Plateau Series do NOT include glass crystals with units. Must purchase separately.  
 • 1 Ceramic Spa stone package contains 70 stones.  
 \*\* Recommended - use only 40 of the 70 ceramic stones on the **HZ30E** burner.  
 \*\*\* Recommended - use only 24 of the 70 ceramic stones on the **HZI234E** burner.  
 \*\*\*\* Recommended - use only 50 of the 70 ceramic stones on the **P33S/P33SE** burner.



*Glass Crystals shown on Burner  
 For Units HZ54E, HZ54EPV, HZ42ST, HZ42STE, HZ42STEPV,  
 HZI234E, HZ42E, HZ42, HZ40E, HZ30E,  
 HZO42, HZO42 (AUS) PTO30, PTO60 Plateau Series only*



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



*Glass Crystals shown on Burner  
 For units P33S, P33SE, L676S, U32S, U32SE, E33S only*



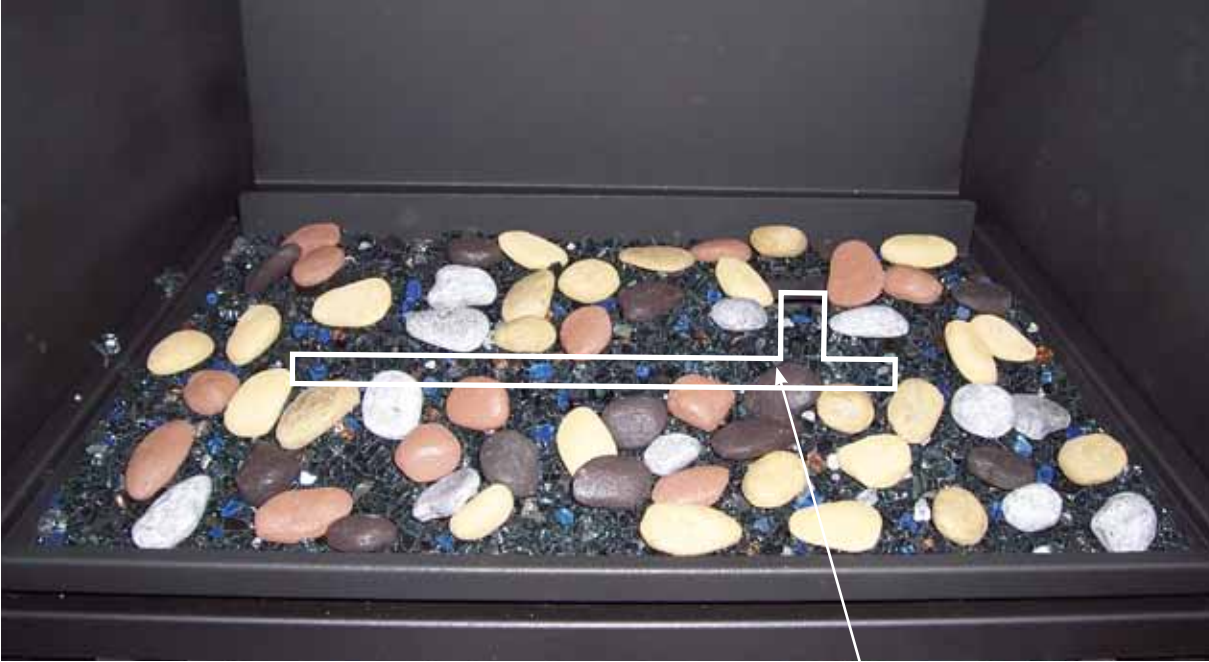
*Optional Ceramic Spa Stones shown on burner.  
 For units P33S, P33SE L676S, U32S, U32SE, E33S only*



*Glass Crystals shown on Burner and Firebox Floor  
 For Units HZI390E, HZI390EB, HZI540EB only*

# CAUTION

DO NOT place spa stones or volcanic stones over pilot and burner ports.



*No spa stones in this areas.*



*No volcanic stones in this area.*



## OPTIONAL PEBBLES / GLASS CRYSTAL INSTALLATION FOR FIREBOX BASE (AROUND BURNER)

Firebox (Around Burner) Packages		
Unit	Glass Crystals	Pebbles
HZ54E / HZ54EPV	6 lbs	2 packages (6 x bags pebbles)
HZ42 / HZ42E / HZ40E	5 lbs	2 packages (6 x bags pebbles)
HZ42ST / HZ42STE / HZ42STEPV	5 lbs	2 package (6 x bags pebbles)
HZ30E	2 lbs	1 package (3 x bags pebbles)
HZI540EB	4 lbs	1.5 packages (4 x bags pebbles)
HZI390E/ HZI390EB	3 lbs	1 package (3 x bags pebbles)
HZI234E	2 lbs	1 package (3 x bags pebbles)
HZO42 / HZO42 (AUS)	3 lbs	1 package (3 x bags pebbles)
P33S / P33SE	3 lbs	1 package (3 x bags pebbles)
U32S / U32SE	3 lbs	1 package (3 x bags pebbles)
E33S	3 lbs	1 package (3 x bags pebbles)

There are 2 optional packages to choose from to cover the firebox base:

- 1) Natural River Pebbles
- 2) Glass Crystals (4 colors available)

Spread the pebbles / crystals evenly on the exposed base of the firebox. Pebbles are **NOT** to be placed anywhere on the burner or over top of the Glass Crystals or optional Ceramic Spa Stones.

**IMPORTANT NOTE:** Only the supplied and approved pebbles / glass crystals are to be used with these fireplaces. Use of any other type of pebbles, glass crystals or other material can create a danger and will void the warranty.



*Natural River Pebbles shown surrounding the a Horizon Burner*



*River Pebbles shown surrounding a Sunrise Burner*



*Glass Crystals shown surrounding the Burner*

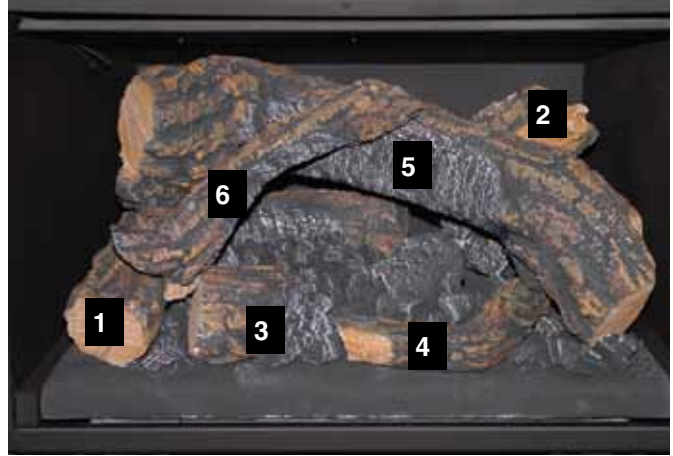
## L390E /L390EB LOG SET INSTALLATION

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

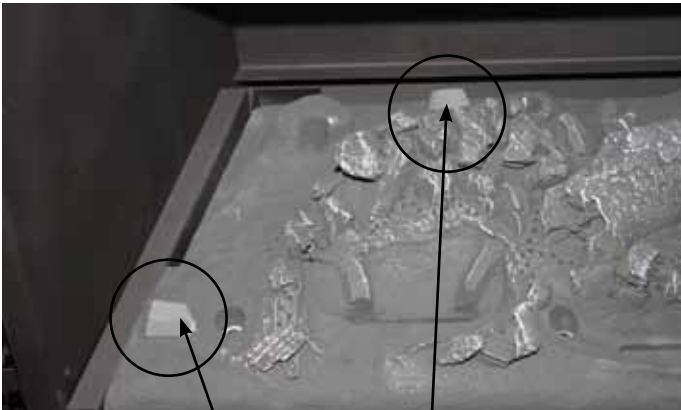
Improper positioning of the logs may create carbon build-up and can alter the unit's performance which is not covered under warranty.

\*Satin black paint is included if touch ups are required.

1	Rear Bottom Left Log
2	Right Upright Log
3	Front Log Piece
4	Front Angled Log Piece
5	Back Top Log
6	Front Left Cross Log



1) Identify Log 1 pins on left side of log burner in unit - see below.



Log 1 pins on burner tray

3) Position Log 1 on burner pins as far forward on the back pin as possible and as far to the left as the left pin allows.

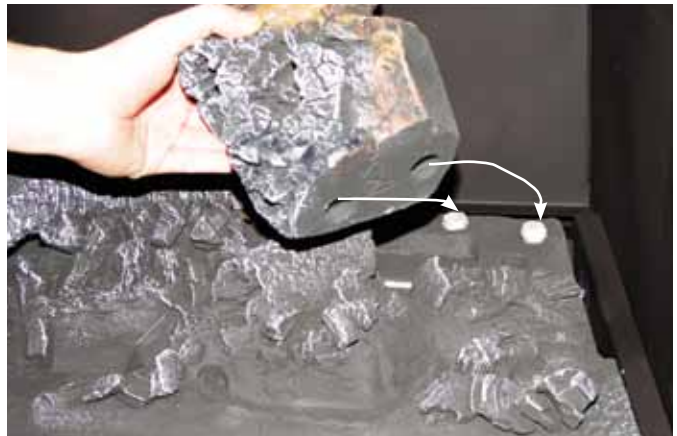


4) Position Log 2 on burner pins located in the right rear corner. When seated, Log 2 should sit flat and not rock.

2) Identify corresponding locators on bottom of Log 1 - see below.



Log 1 locators



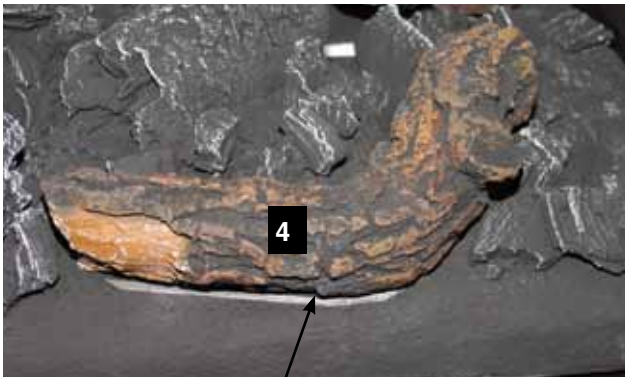
# INSTALLATION

- 5) Position Log 3 in front and to the right of Log 1. Log 3 fits in a recess in the burner tray. Pull log forward on the burner tray until it rests against the ridge in the burner tray shown below.



Ridge in burner tray (highlighted)

- 6) Position Log 4 in front and to the right of Log 3. Log 4 fits in a recess in the burner tray. Pull log forward on the burner tray until it rests against the ridge in the burner tray shown below.



Ridge in burner tray (highlighted)

- 7) When installed - ensure the air gap at the rear of the log is maintained - as indicated by arrow below.



- 8) Identify the locators for Log 5 - a pin on Log 1 and a cavity in the front right corner on the burner tray as shown below.



Pin on Log 1 (highlighted)

Cavity in burner tray (highlighted)

- 9) Orient Log 5 as shown below - then match up locators on log with those in the firebox (indicated above).



- 10) Correct positioning of Log 5 is shown below.



Log 5 - correct position L



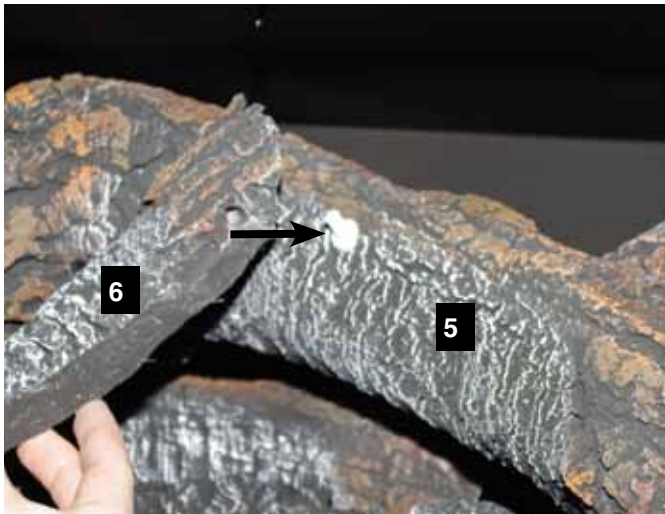
Log 5 - correct position R



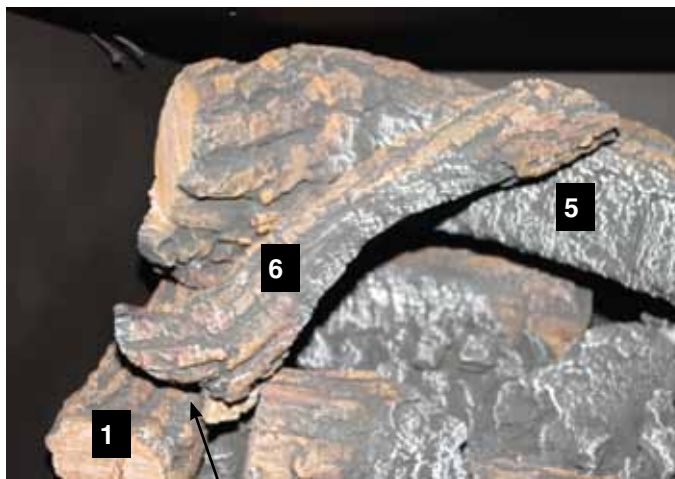
Log 5 - correct position installed



11) Match up pin on Log 5 with locator on Log 6 as shown below.



12) Place Y of Log 6 as shown below.



"Y" in Log 6



*Final Install*



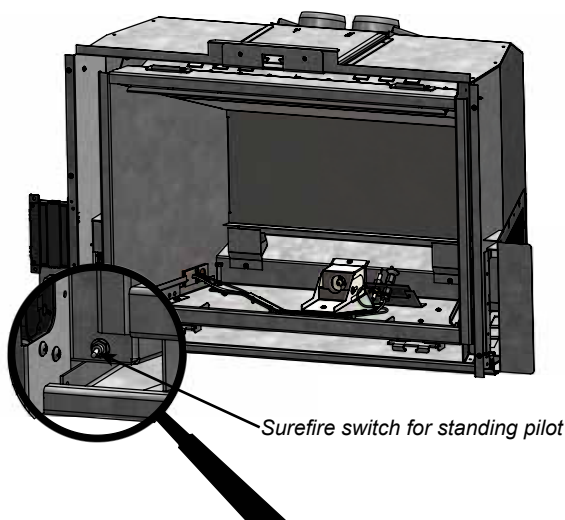
## STANDING PILOT AND HEAT EXCHANGE RETURN

The L390E / HZI390E use a heat exchanger and efficient combustion technology to provide extreme heating efficiencies. The more efficient an appliance becomes, the lower the flue gas temperatures becomes. On start-up, flue temperatures are required to initiate venting action.

Here are some considerations when setting up the L390E / HZI390E:

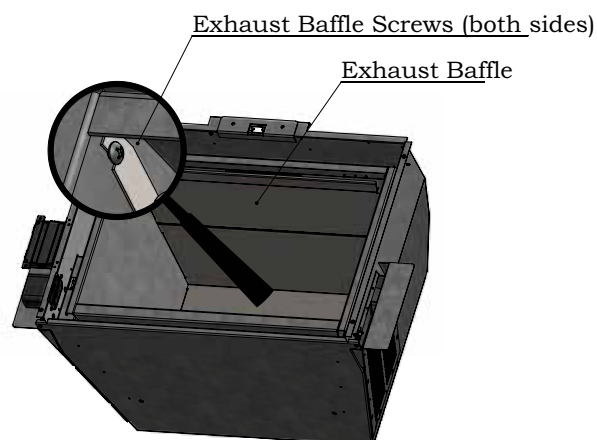
- 1) When operating the unit in temperatures below 50° F, run the pilot in "Standing Pilot" mode, by setting the Surefire™ switch to ON. The switch is located to the bottom left of the Firebox Door.

Move the switch to the right to run in Standing Pilot mode, to the left to run in Intermittent Pilot (electronic ignition) mode. This will aid in keeping the flue slightly warmer than the outside air, making start up a smoother process.

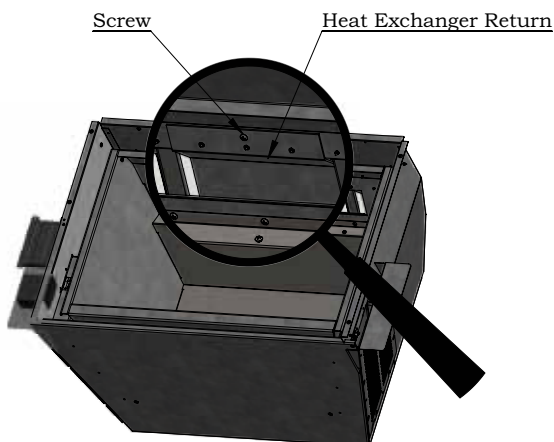


### REMOVING THE HEAT EXCHANGER RETURN

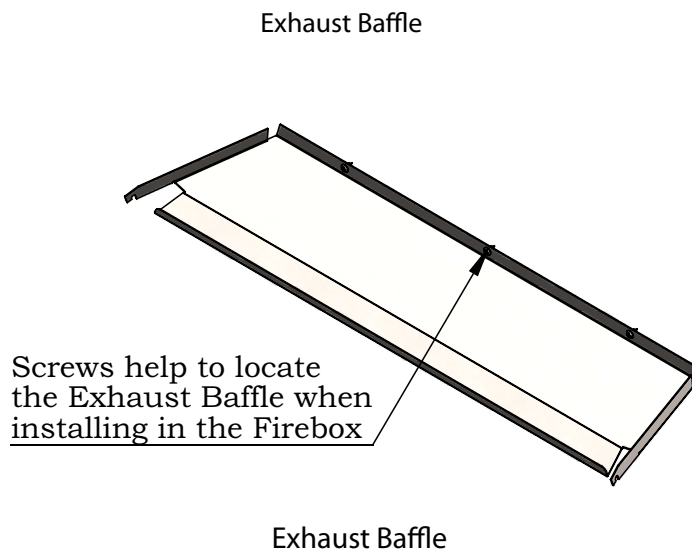
- 1) Remove the panels if they are already installed. Remove one screw in the upper left and upper right of the firebox. If the unit has been previously operated, spray these screws with WD-40. Once the screws have been removed, lower the front edge of the exhaust baffle and pull towards you. There are 3 screws at the rear of the exhaust baffle that help to position the baffle and keep it straight during operation.
- 2) If the unit has been previously operated, spray the fasteners with WD-40 and let them sit for a few minutes. Remove the screw that holds the heat exchange return in place. Lower the front of the return and pull it forwards and then out of the heat exchanger. Keep it for future use. Re-insert the fastener from the location it came from to prevent leaks in the firebox.



- 2) When operating the unit in extreme cold climates, or at higher elevations, consider removing the "Heat Exchanger Return". This component is located in the Flue Outlet of the firebox and is designed to increase the operational efficiency of the Heat Exchanger. Removing this component decreases restriction in the venting system. This may aid in venting in locations where venting is challenged by higher elevations, difficult vent runs, very cold climates, or for operating the unit without such a high heat output into the run in which it is installed.

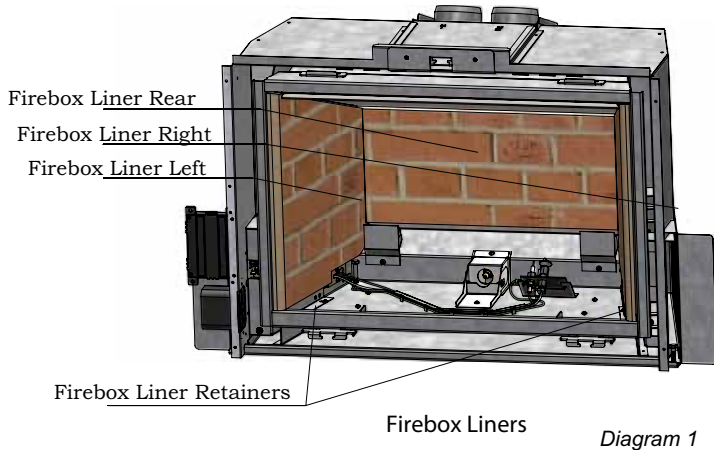


Heat Exchanger Return



## BRICK PANEL INSTALLATION

Brick panels are soft and fragile. Use caution when handling the panels, being careful not to jar them or scratch the painted surfaces.



- Using a screw driver, loosen the fasteners holding the Firebox Liner Retainers and move them towards the center of the firebox. -see Diagram 1.
- Remove the firebox liners from their packaging. Inspect them prior to installation to make sure they haven't been damaged during shipping.
- Install the rear brick panel, by placing it against the rear of the firebox. The bottom of the brick panel rests on a small sheet metal lip, just above the air intake at the bottom rear of the Firebox. You will need to hold this panel in place while you install the right brick panel. Do not let go of the panel or it may fall forward and be damaged.
- While holding the rear brick panel in place, slide the right along the side of the firebox toward the rear of the firebox. Each side Firebox Liner will sit upon a Firebox Liner Retainer and the top will be held between the Exhaust Baffle and the side of the firebox.

### 1) (L390E/L390EB only)

Remove left/right filler sections and discard - see below.

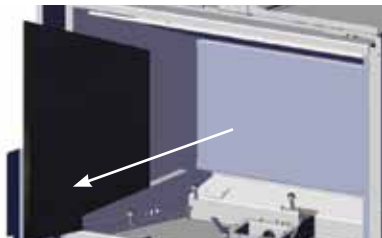


Left /right filler sections

L390E/L390EB

### (L540EB only)

Remove metallic black left and right side inner panels by sliding them forward - see below.  
Discard panels after removal



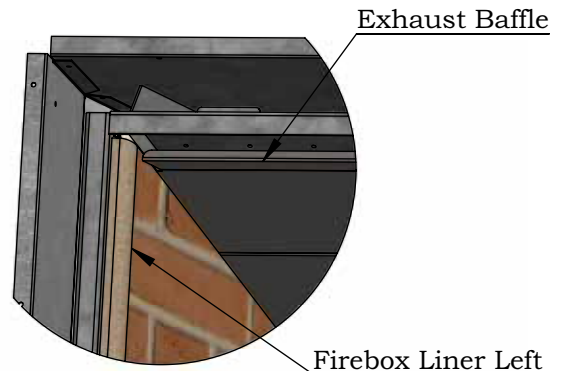
L540EB

### 2) (L390E/L390EB only) Remove burner by removing left and right screws off the burner bracket.

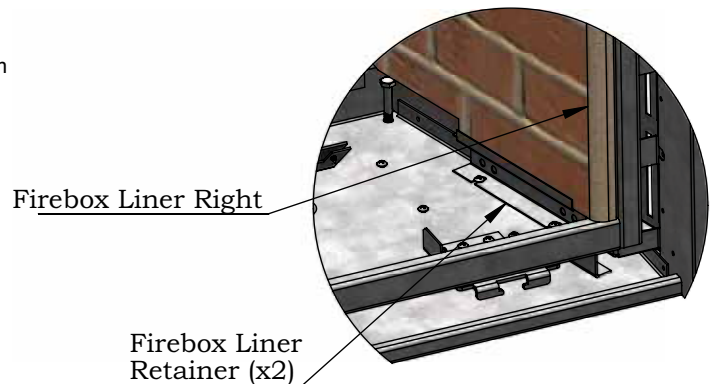
(L540EB only) Lift the Burner slightly while pulling forward to clear the mixing tube (no screws to remove for the L540EB).



L390E/L390EB



Upper Left of Firebox



Lower Right of Firebox

- Once one Firebox Liner Side is installed, you can release the Firebox Liner Rear. The side Liner will hold the rear Liner in place. Install the Firebox Liner Left the same way you installed the Firebox Liner Right. Both side liners should be just slightly back from the front edge of the Firebox.
- Snug the Firebox Liner Retainers up against the Firebox Liner Left & Right. Using a screw driver, secure the screws that hold down each retainer.
- Reinstall burner - see ceramic burner installation section in manual.

## ENAMEL PANEL INSTALLATION

### Before you Start:

#### Black Enamel Panels

• Black Enamel panels must be inspected for scratches and dimples prior to installation. All claims to be recorded at this time. Claims for damage after installation will not receive consideration.

• Black Enamel panels will discolor a little during normal operation. This is normal and should not be considered a defect.

\* All hand and finger marks **MUST** be cleaned off with a soft cloth. Use an ammonia based cleaner (ie. glass cleaner) to remove any fingerprints before applying heat to the unit.  
**Failure to do this will result in burn stains on panels which you will be unable to remove.** Not protected by product warranty.

Sheet metal components may have sharp edges. Please handle with care. The enamel panels require an insulation panel installed behind them. Failure to do so may result in an elevated operating temperature and premature failure of the appliance. The Insulation panels may contain fibre glass or ceramic elements. These may become airborne or stick to carpets and/or clothing. Handle with caution. The use of work gloves and dust masks is recommended when handling panels and insulation.

#### 1a) (L390E/L390EB/HZI390E/HZI390EB only)

Remove filler sections from right and left sides of burner and discard - see below.

#### (L540EB/HZI540EB only)

Remove metallic black left and right side inner panels by sliding them forward - see below. Discard panels after removal

#### b) Remove burner. See glass crystal burner removal section in manual.

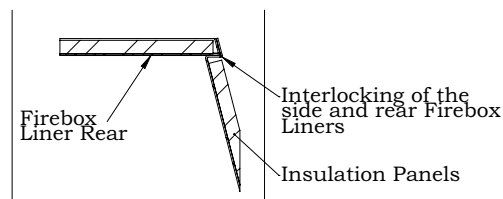
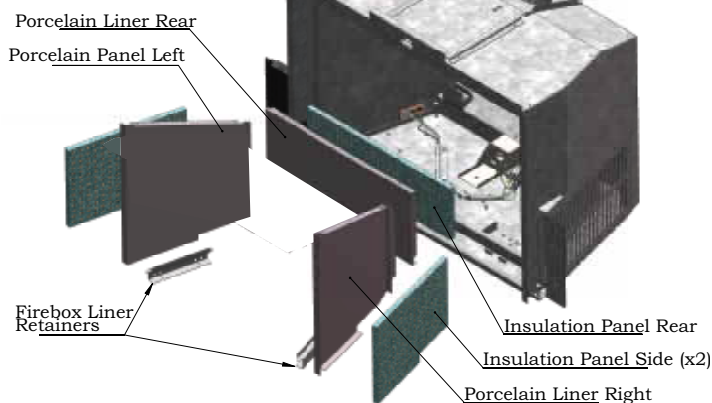


Filler section  
L390E/L390EB

#### 2) Using a screw driver, loosen the screws that hold down the Firebox Liner Retainers (x4). Move the Firebox Liner Retainers toward the center of the Firebox.

#### 3) Place the insulation panels on the inside of their respective firebox liners. Have both the rear liner and the right liner within reach of the Firebox. The rear liner has one long edge with perpendicular lip and one long edge with a lip angled downward. The angled lip is the top of the panel. The liner sits on a sheet metal ledge at the rear of the firebox, just above the air inlet near the bottom.

While holding the rear liner in place, slide the firebox liner right (and the corresponding insulation panel) into the right side of the Firebox. The side liners will sit on the firebox liner retainers and fit at the top in-between the firebox side and the exhaust baffle. The rear flange on the Firebox Liner Side, sits between the rear liner and the firebox side. When the side liner is properly installed, the front edge should sit just inside the front edge of the firebox.



Side and Rear Panel Positioning



Bottom Right of Firebox

Top Right of Firebox

#### 4) Install the firebox liner Left, with the corresponding Insulation Panel by sliding it into the left side of the firebox. The rear flange of the liner must fit between the firebox liner rear and the firebox. You may have to push the liner against the firebox as you push it rearward.

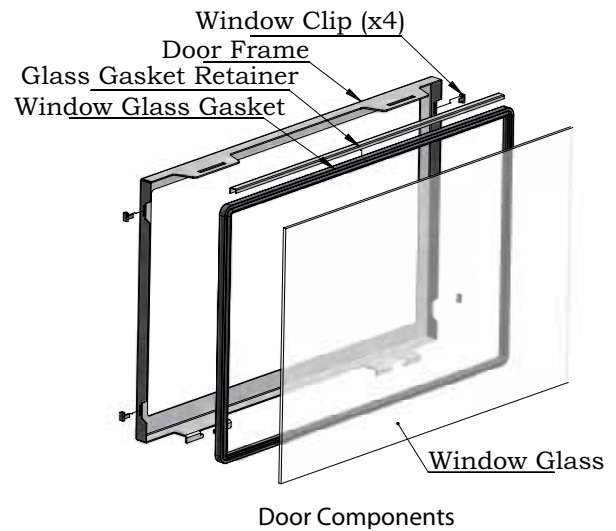
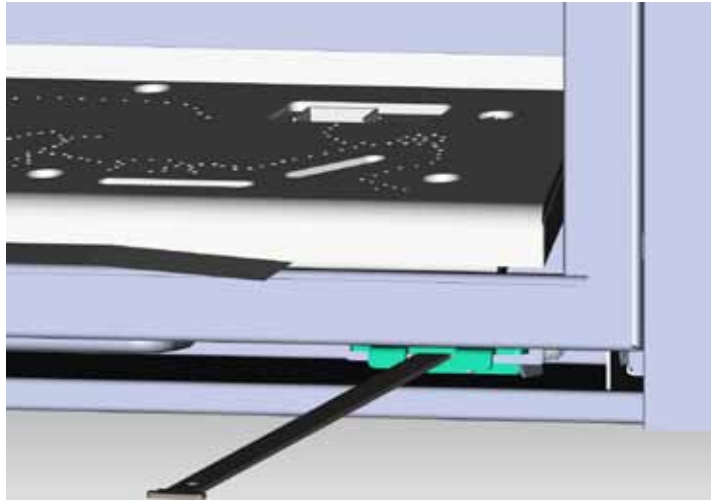
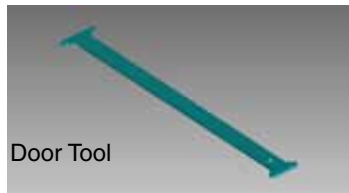
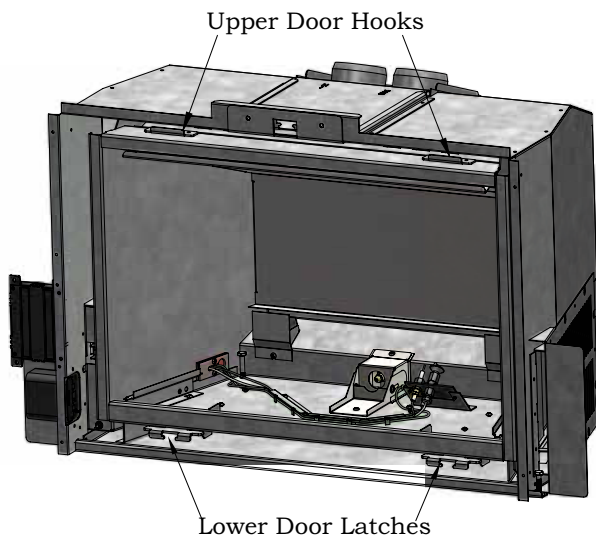
#### 5) Push the firebox liner retainers against the panels, pushing the panels tight against the firebox sides. Secure the screws that hold down the firebox liner retainers (x4).

#### 6) Reinstall burner.

## GLASS DOOR REMOVAL / INSTALLATION

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

- 1) Insert the door tool into the lower door latch.



- 2) Pull forward until the lower door latch is disengaged from the door frame.
- 3) Push downward until the Lower Door Latch is below the Door Frame.
- 4) Release the lower door latch until it reaches its resting point.
- 5) Remove the door tool and repeat steps 1-5 on the other lower door latch.
- 6) Pull the bottom of the door towards you until the door is angled away from the firebox by about 30°. Lift the door up and over the upper door hooks.
- 7) To install the glass door - reverse steps.

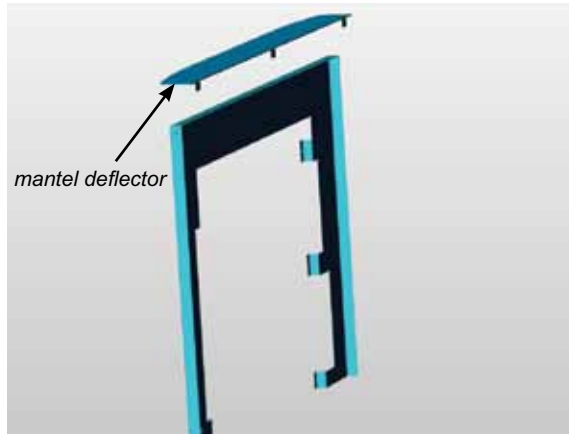


# INSTALLATION

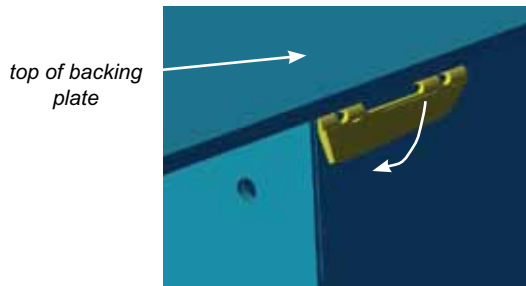
## 3 SIDED LOW PROFILE FACEPLATE INSTALLATION

**Note:** A mantel deflector may be installed to reduce the minimum mantel height. Refer to minimum clearances in the installation manual. If not installing the mantel deflector - proceed to step 3.

1) Line up the mantel deflector (tabs to the back) with the Low Profile backing plate.

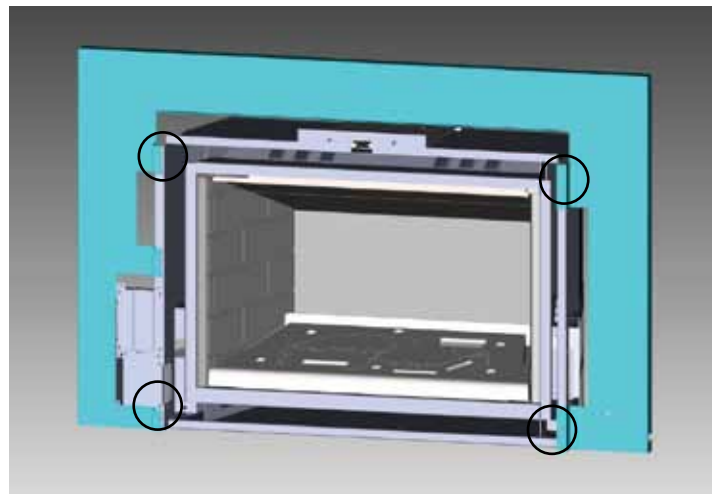


2) Bend all 3 tabs 180° to secure the deflector to the top of the backing plate. The tabs should be flush with the underside of the top lip of the back plate.



**Note:** Faceplate may be installed after the unit is in its final position.

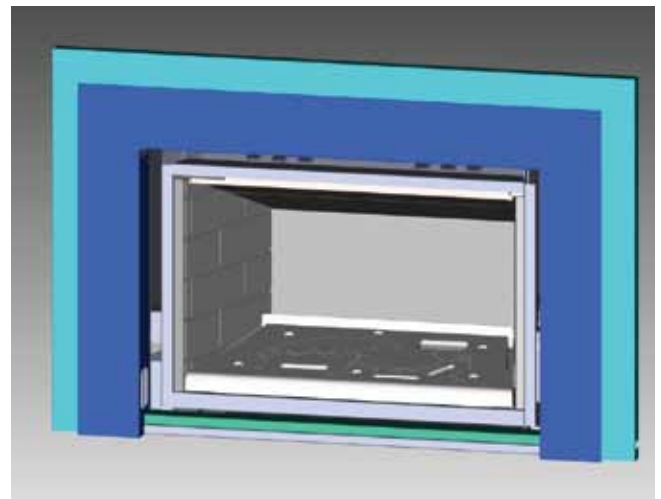
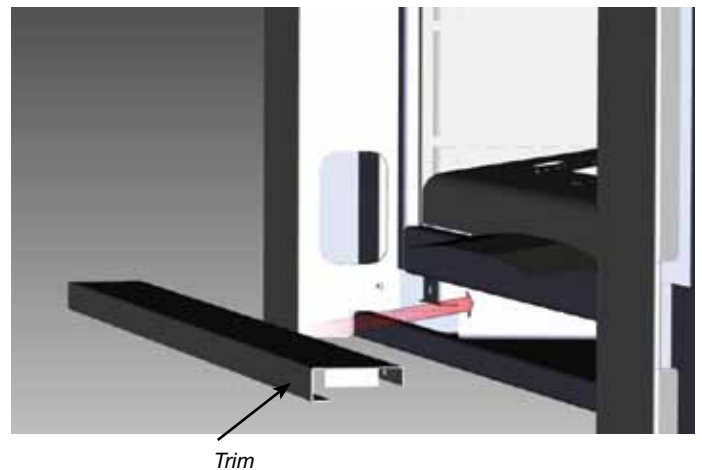
3) Install Low Profile faceplate backing plate and secure to the unit with 5 screws in locations shown below.



4) Install front faceplate and secure to the unit with 4 screws in locations shown below.



4) Install lower trim piece oriented as shown below.

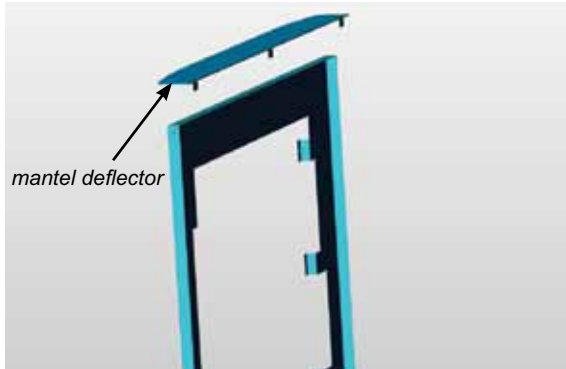


*Final Install*

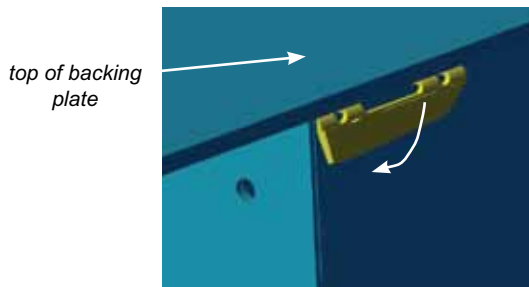
## 4 SIDED LOW PROFILE FACEPLATE INSTALLATION

**Note:** A mantel deflector may be installed to reduce the minimum mantel height. Refer to minimum clearances in the installation manual. If not installing the mantel deflector - proceed to step 3.

- 1) Line up the mantel deflector (tabs to the back) with the Low Profile backing plate.



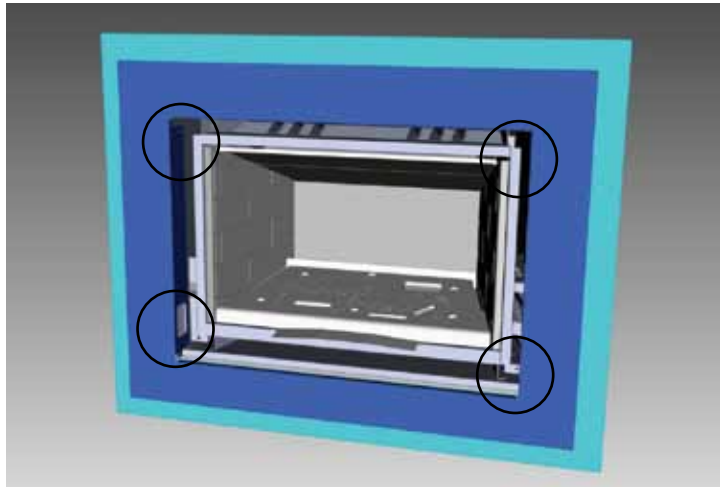
- 2) Bend all 3 tabs 180° to secure the deflector to the top of the backing plate. The tabs should be flush with the underside of the top lip of the back plate.



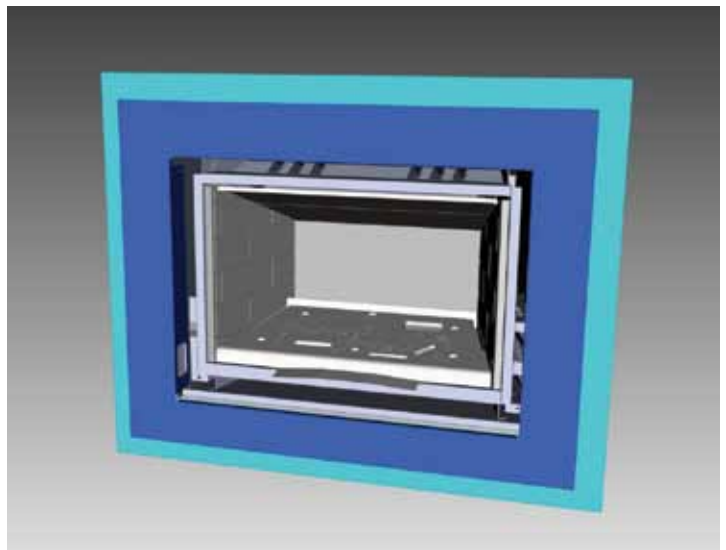
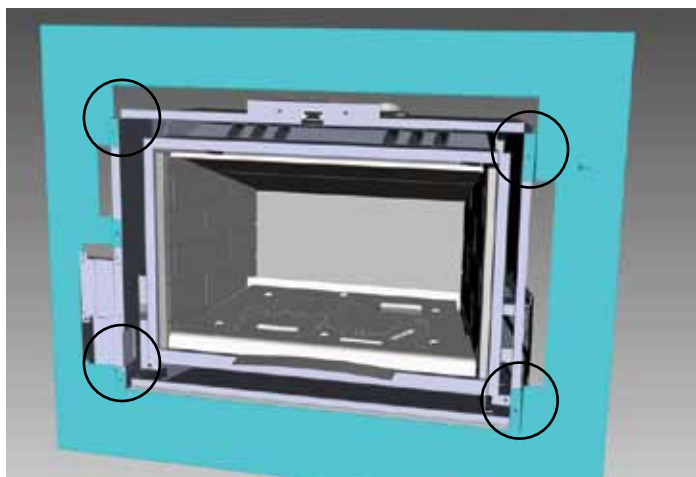
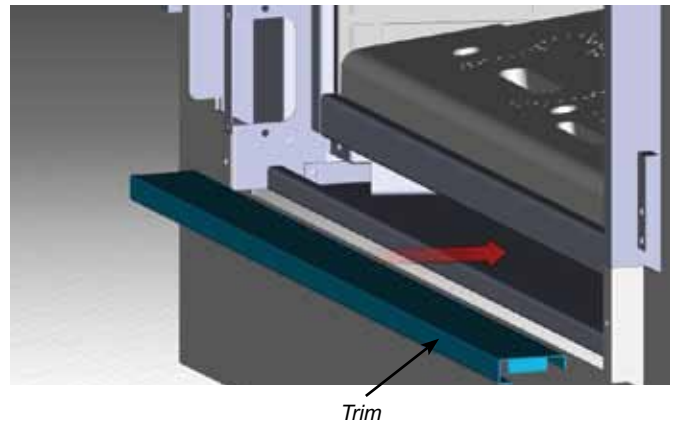
**Note:** Faceplate may be installed after the unit is in its final position.

- 3) Install Low Profile faceplate backing plate and secure to the unit with 4 screws in locations shown below.

- 2) Install front faceplate and secure to the unit with 4 screws in locations shown below.



- 3) Install lower trim piece oriented as shown below.



*Final Install*

## OPTIONAL HEARTH TRIM INSTALLATION

Hearth Trim is an option that can be used to finish off the installation when the bottom of the fireplace is higher than the hearth or to raise the fireplace.

- 1) For units L390E/HZI390E/L540E/HZI540E—remove 4 screws in locations shown below to remove outer faceplate.

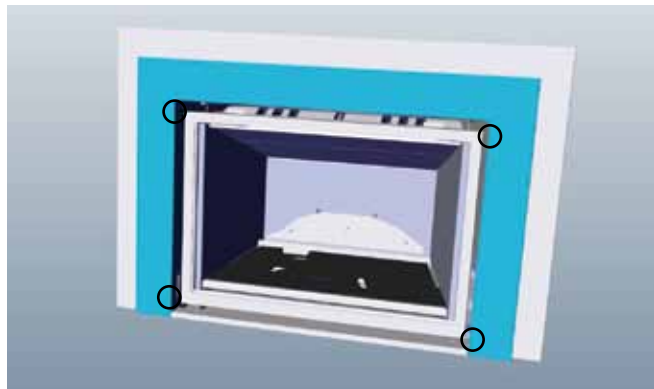


Diagram 1—Screw Locations

- 1a) For units U31/U32/E21/E33—remove outer faceplate by lifting up and off backing plate.

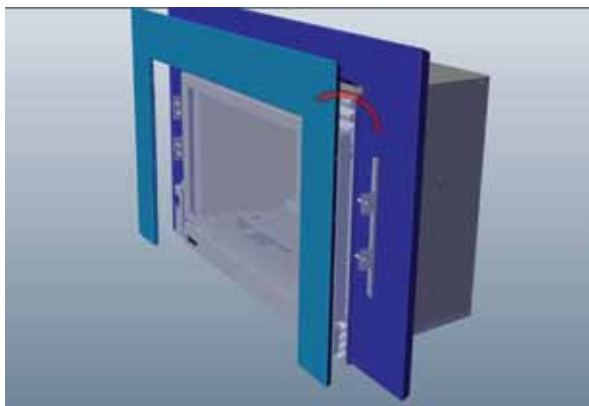


Diagram 2—Lift off Front Faceplate

\*\*If no holes are present on the backing plate, proceed to the Step 3.

- 2) If screw holes are present on backing plate, secure the hearth trim to backing plate with 2 screws on each side.



Hearth Trim

Diagram 3—Hearth Trim Secured to Backing Plate

\*\* If no screw holes are present.

- 3) Remove backing plate by removing 4 screws—lay down flat.

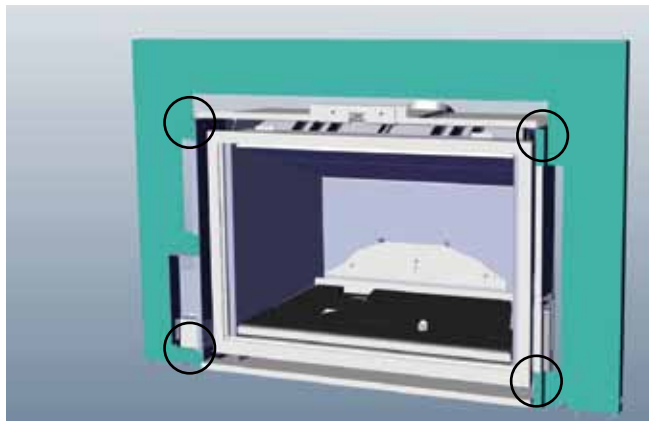


Diagram 4—Backing Plate Removal Units L390E/HZI390E/L540E/HZI540E

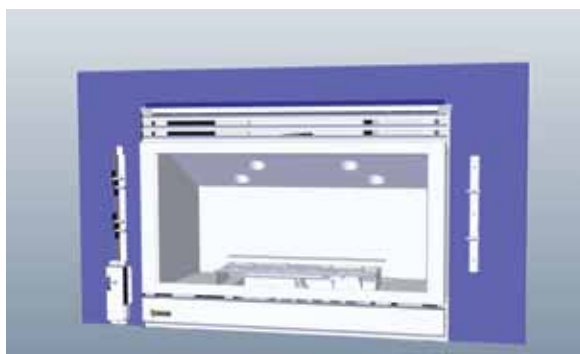
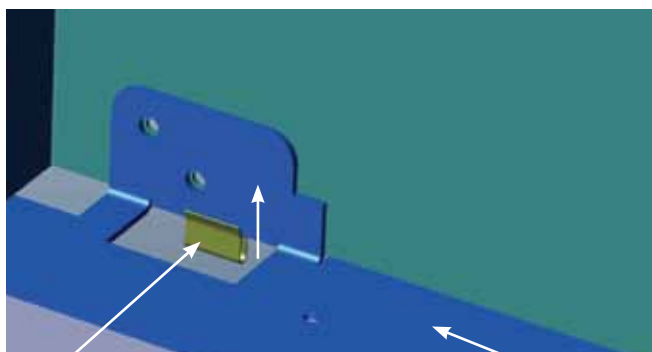


Diagram 5—Backing Plate Removal Units U31/U32/E21/E33

- 4) Secure hearth trim to backing plate with a clip on each side as shown in Diagram 6. Ensure the hearth trim is evenly spaced on either side of the backing plate.



Clip

Diagram 6—Hearth Trim Clip

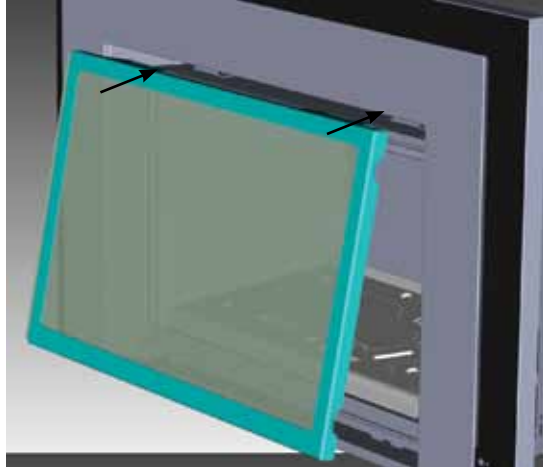
Hearth Trim

- 5) Reinstall backing plate.  
6) Reinstall outer faceplate.

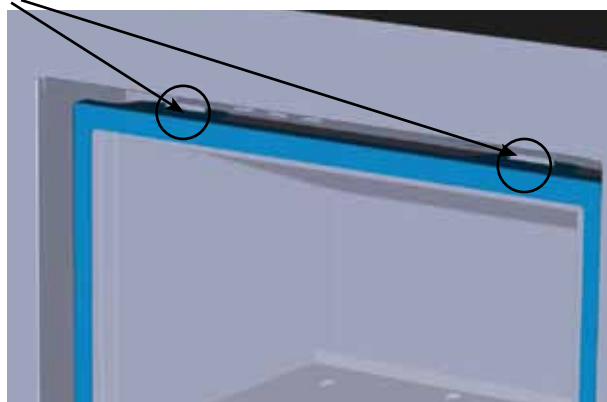


## OPTIONAL SCREEN INSTALLATION

- 1) Install the optional screen by hooking the top of the screen over the two tabs at the top of the glass door. Locations shown in the diagrams below.



*Tabs*



- 2) Secure the screen by placing provided magnets between the back of the screen and the unit in locations shown below.



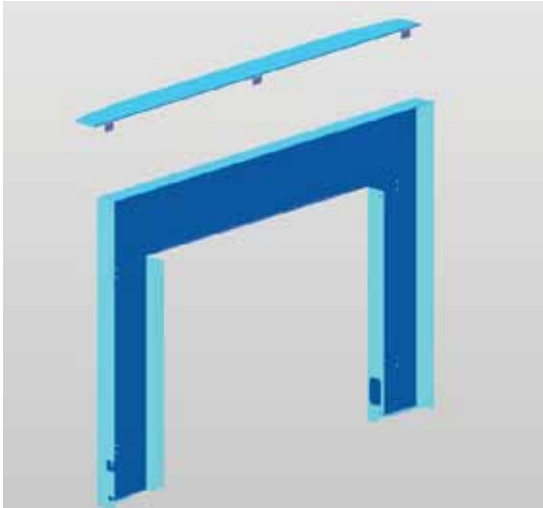
- 3) To remove - reverse steps.

# INSTALLATION

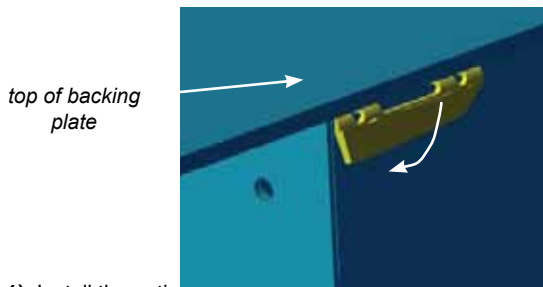
## OPTIONAL FULL SCREEN DOOR INSTALLATION

**Note:** A mantel deflector may be installed to reduce the minimum mantel height. Refer to minimum clearances in the installation manual. If not installing the mantel deflector - proceed to step 3.

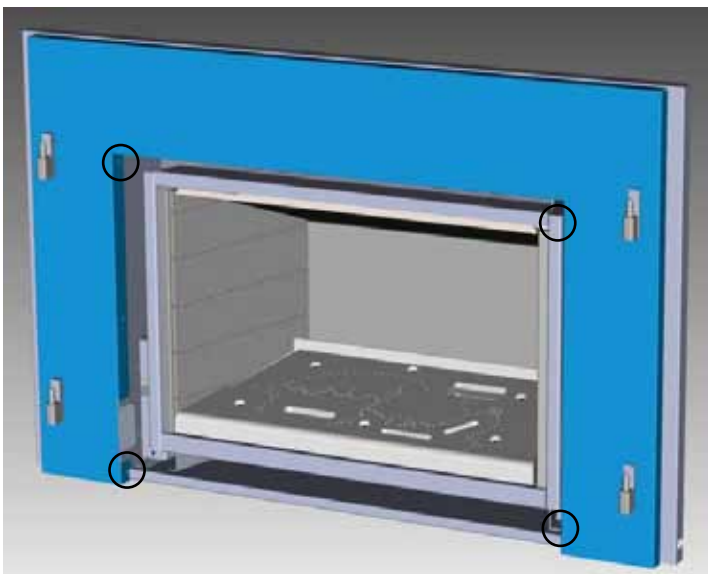
1) Line up the mantel deflector (tabs to the back) with the full screen frame as shown below.



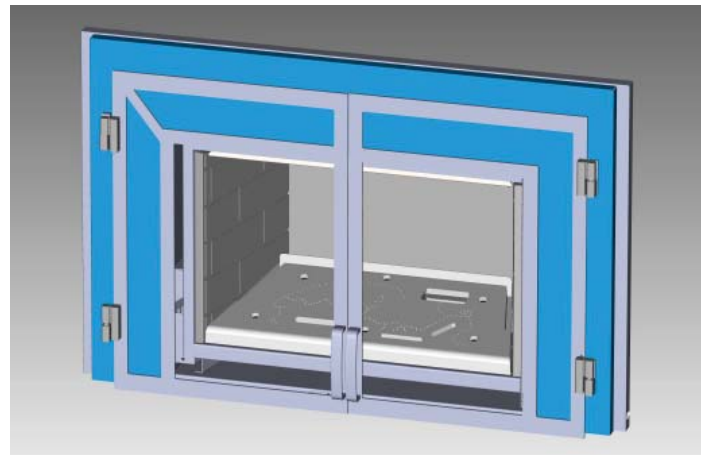
2) Bend all 3 tabs 180° to secure the deflector to the top of the frame. The tabs should be flush with the underside of the top lip of the back plate.



1) Install the optional full screen to the unit by securing with 4 screws in locations shown below.



2) Install the optional full screen doors onto the frame.



*Final Install*

## OPERATING INSTRUCTIONS

Before operating this appliance, proceed through the following check list.

- 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 door is in place. Never operate the appliance with the door glass removed.
- 5) Verify that all venting and the cap is unobstructed.
- 6) Verify log /glass crystal placement. If the pilot cannot be seen when lighting the unit - the logs / crystals, or the embers have been incorrectly positioned.
- 7) The unit should never be turned off and on again without a minimum of a 60 second wait.
- 8) When lighting the appliance, the inside of the glass may fog up. This will burn off after a few minutes of operation.

**DO NOT BURN THE APPLIANCE WITH THE GLASS DOOR REMOVED.**

## LIGHTING PROCEDURE

### IMPORTANT

**To ignite or reignite the pilot, you must first remove the glass door.**

- 1) Press and release on ON/OFF button once on the remote control or ON/OFF switch.
- 2) After approximately 4 seconds the spark ignition system will spark for 60 seconds to light the main burner.
- 3) The unit will turn on.

**Note:** The first try for ignition will last approximately 60 seconds. If there is no flame ignition (rectification) the board will stop sparking for approximately 35 seconds. After wait time, the board will start second try for ignition by sparking for approximately 60 seconds. If there is still no positive ignition the board will go into lock out.

The system will need to be reset as follows:

- a) Turn the system off using ON/OFF switch or press ON/OFF button - if using optional remote.
- b) After approximately 2 seconds turn on ON/OFF switch or press ON/OFF button if using optional remote.
- c) Repeat step 2.

## SHUTDOWN PROCEDURE

- 1) Turn the wall mounted switch or remote to the "OFF" position.
- 2) Press "OFF" on the remote control.
- 3) Turn the gas control knob to the "OFF" position to turn off the pilot.

## FIRST FIRE

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

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

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

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

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

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

## AUTOMATIC CONVECTION FAN OPERATION

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

## NORMAL OPERATING SOUNDS OF GAS APPLIANCES

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

### Blower:

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

### Burner Tray:

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

### Blower Thermodisc:

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

### Pilot Flame:

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

### Gas Control Valve:

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

### Unit Body/Firebox:

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

## COPY OF LIGHTING INSTRUCTION PLATE

**FOR YOUR SAFETY READ BEFORE LIGHTING**

This appliance must be installed in accordance with local codes, if any; if none, follow the National Fuel Gas Code, ANSI Z223.1/NFPA 54, or Natural Gas and Propane Installation Codes, CSA B149.1.

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

**AVERTISSEMENT:** 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 de l'information fournie avec cet appareil. Pour obtenir de l'aide ou des informations supplémentaires consulter un installateur qualifié, une agence de service ou fournisseur de gaz.**

A) This appliance is equipped with an ignition device which automatically lights the pilot. Do not try to light the pilot by hand.

B) **BEFORE OPERATING** smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

**WHAT TO DO IF YOU SMELL GAS**

- Do not try to light any appliance.
- Do not touch any electric switch, do not use any phone in your building.
- Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

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

A) Cet appareil est muni d'un dispositif d'allumage qui allume automatiquement la veilleuse. Ne tentez pas d'allumer la veilleuse manuellement.

B) **AVANT DE FAIRE FONCTIONNER**, renifliez tout autour de l'appareil pour détecter une odeur de gaz. Renifliez près du plancher, car certains gaz sont plus lourds que l'air et peuvent s'accumuler au niveau du sol.

**QUE FAIRE SI VOUS SENTEZ UNE ODEUR DE GAZ :**

- Ne pas tenter d'allumer d'appareil
- Ne touchez à aucun interrupteur; ne pas vous servir des téléphones se trouvant dans le bâtiment.
- Appelez immédiatement votre fournisseur de gaz depuis un voisin. Suivez les instructions du fournisseur.
- Si vous ne pouvez rejoindre le fournisseur, appelez le service des incendies

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

**CAUTION: Hot while in operation. Do not touch. Severe Burns may result. Due to high surface temperatures keep children, clothing and furniture, gasoline and other liquids having flammable vapors away. Keep burner and control compartment clean. See installation and operating instructions accompanying appliance.**

**LIGHTING INSTRUCTIONS**

1) Turn on ON/OFF switch  
 2) After approximately 4 seconds the spark ignition system will spark for 60 seconds to light the main burner.  
 3) The unit will turn on.

**Note:** The first attempt to ignition will last approximately 60 seconds. If there is no flame ignition (rectification) the board will stop sparking for approximately 35 seconds. After this wait time, the board will start a second try for ignition by sparking for approximately 60 seconds. If there is still no positive ignition after the second attempt the board will go into lock out.

The system will need to be reset as follows (after going into lock out mode):

- a) Wait 5 minutes - turn the system off using ON/OFF switch.
- b) After approximately 2 seconds turn on ON/OFF switch or press ON/OFF button if using optional remote.
- c) Unit will repeat step 2.

1) Appuyez le bouton ON / OFF  
 2) Attendez 4 secondes. Le système d'allumage produira des étincelles pendant 60 secondes afin d'amorcer le brûleur principal.  
 3) Les flammes s'allumeront.

**Remarque :** Au premier allumage, le système tente d'allumer les flammes pendant 60 secondes. Si l'essai est infructueux, le système fait une pause de 35 secondes. C'est ce qu'on appelle l'étape de rectification. Ce délai écoulé, le système tente à nouveau d'allumer les flammes en produisant des étincelles pendant 60 secondes. Si les flammes ne s'allument toujours pas, le système se met en mode verrouillage.

Il faut alors le réinitialiser en suivant les étapes ci-dessous (pour le déverrouiller) :

- a) Attendez 5 minutes et éteindre l'appareil en réglant l'interrupteur à la position « OFF »;
- b) Attendez 2 secondes et rallumer le système à l'aide de l'interrupteur ou de la télécommande.
- c) L'unité répétera l'étape 2.

**TO TURN OFF GAS APPLIANCE**

1) Turn off ON/OFF switch  
 2) If service is to be performed - you must disconnect power to the unit, from the battery pack, refer to manual.

1) Appuyez sur le bouton ON / OFF  
 2) Si le service est effectuée, vous devez débrancher l'appareil, du bloc-piles, voir le manuel d'instruction pour plus de détails.

DO NOT REMOVE THIS INSTRUCTION PLATE

918-628b

## MAINTENANCE INSTRUCTIONS

- 1) Always turn the gas valve to off before cleaning. For relighting, refer to lighting instructions. Keep the burner and control compartment clean by brushing and vacuuming at least once a year. When cleaning the logs, use a clean soft paint brush as the logs are fragile and easily damaged.
- 2) Clean (never when unit is hot) appliance, door and louvers 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 StoveBrite Paint - Metallic Black #6309.
- 3) Make a periodic check of burner for proper position and condition. Visually check the flame of the burner periodically, making sure the flames are steady; not lifting or floating. If there is a problem, call a qualified service person.
- 4) The appliance and venting system must be inspected before use, and at least annually, by a qualified field service person, to ensure that the flow of combustion and ventilation air is not obstructed.  
During the annual service call, the burners should be removed from the burner tray and cleaned. Replace the embers but do not block the pilot.
- 5) Keep the area near the appliance clear and free from combustible materials, gasoline and other flammable vapours and liquids
- 6) Each time the appliance is lit, it may cause condensation and fog the glass. This condensation and fog is normal and will disappear in a few minutes as the glass heats up.  
  
**Never operate the appliance without the glass properly secured in place or with the door open.**
- 7) Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.
- 8) Periodically check the pilot flames. Correct flame pattern has three strong blue flames: 1 flowing around the thermopile and 1 around the thermocouple, and 1 flowing across the rear of the burner (it does not have to be touching the burner).

**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.**

## DOOR GLASS

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

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

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

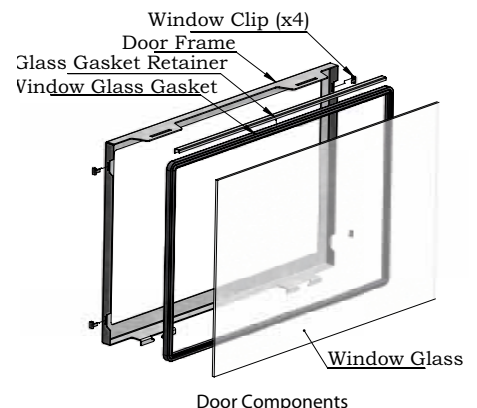
### CAUTION & WARNINGS:

- \* Do not clean when the glass is hot.
- \* The use of substitute glass will void all product warranties.
- \* Care must be taken to avoid breakage of the glass.
- \* Do not strike or abuse the glass.
- \* Do not operate this fireplace without the glass front or with a cracked or broken glass front.
- \* Wear gloves when removing damaged or broken glass.
- \* Replacement of the glass panel(s) should be done by a licensed or qualified service person.

### GLASS REPLACEMENT

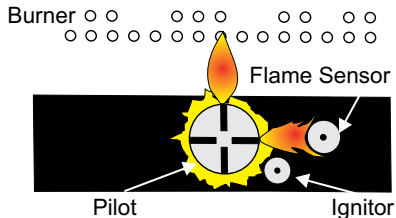
In the event that you break your glass by impact, purchase your replacement from an authorized Regency® dealer only.

Replacement Neoceram glass (#940-371/P) is shipped with a gasket.



## PILOT ADJUSTMENT

Periodically check the pilot flames. Correct flame pattern has two strong blue flames: 1 flowing around the flame sensor and 1 flowing across the burner (it does not have to be touching the burner).



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

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

## GENERAL VENT MAINTENANCE

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

- 1) Check the Venting System for corrosion in areas that are exposed to the elements. These will appear as rust spots or streaks, and in extreme cases, holes. These components should be replaced immediately.
- 2) Remove the Termination Cap, and shine a flashlight down the Vent. Remove any bird nests, or other foreign material.
- 3) Check for evidences of excessive condensation, such as water droplets forming in the inner liner, and subsequently dripping out the joints. Continuous condensation can cause corrosion of caps, pipe, and fittings. It may be caused by having excessive lateral runs, too many elbows, and exterior portions of the system being exposed to cold weather.
- 4) Inspect joints, to verify that no pipe sections or fittings have been disturbed, and consequently loosened. Also check mechanical supports such as Wall Straps, or plumbers' tape for rigidity.

## LOG REPLACEMENT

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

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

## GLASS GASKET

If the glass gasket requires replacement use glass gasket for the Flush Front (Part # 936-112).



# GLASS CRYSTAL BURNER REMOVAL / INSTALLATION (HZI390E / HZI390EB)

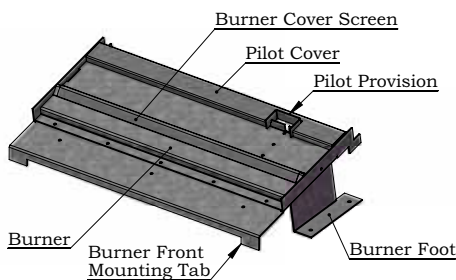
Disconnect unit from gas supply and allow unit to cool before removing burner.

## GLASS BURNER REMOVAL

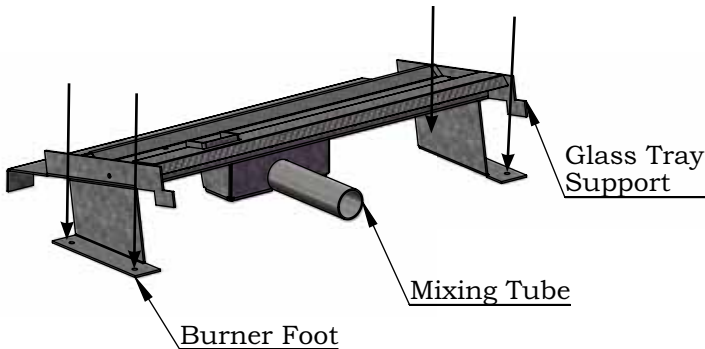
- 1) If already installed, removed glass crystals and pebbles.
- 2) Remove filler sections from right and left sides of burner. Discard filler section if panels are installed - see below.



Filler section



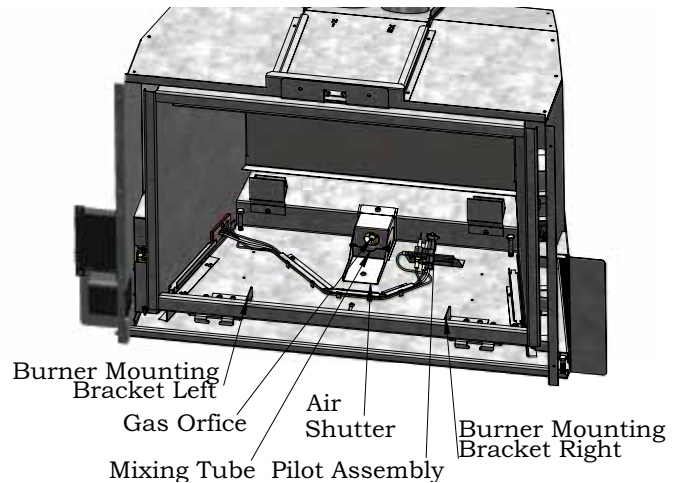
- 3) Remove the 3 (some units may have 4) screws securing the burner feet and into the Firebox floor - in locations shown below.



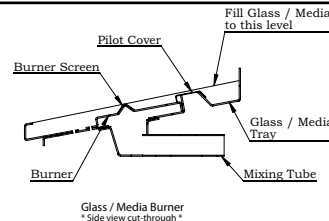
- 4) Lift the burner assembly with both hands - pull the burner gently outwards and up towards the front of the firebox.

## GLASS BURNER INSTALL

- 1) Lift the burner assembly with both hands. Point the mixing tube towards the rear of the firebox. Lean the rear of the burner assembly downward. To properly position the burner, the mixing tube must first be situated onto the mixing tube support. Partially lift the burner assembly so that the mixing tube will then slide into the air shutter.
- 2) Lower the front edge of the burner assembly so that the burner front mounting tab rests in the small slot in both the burner mounting bracket left and right, near the front of the firebox. These tabs will not line up unless the mixing tube is inside the air shutter at the rear of the firebox.

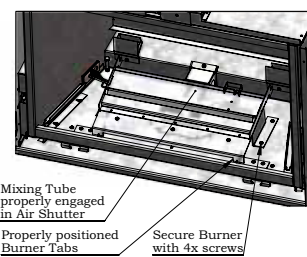


**Care must be taken when installing the burner into the firebox. Do not damage, knock or scrape the pilot assembly. The flame sensor and ignition lead are fragile and can be damaged easily.**



- 3) Place the Burner Cover Screen over the Burner Ports. Place the Pilot Cover over the rear gap between the Burner and the Media Tray. This will sit around the Pilot Provision.
- 4) Distribute the glass crystals throughout the Media Tray. The media should be level with the side of the Media Tray.

**\*\* Do not to install glass or other media over the Pilot Provision.**





## L390E /L390EB CERAMIC BURNER REMOVAL / INSTALLATION

### REMOVAL

- 1) Remove left/right filler sections - see below.  
Discard fillers only if inner panels are being installed.



Left /right filler sections.

- 2) Remove burner by removing left and right screws off the burner bracket.



- 3) Lift the Burner slightly while pulling forward to clear the mixing tube.

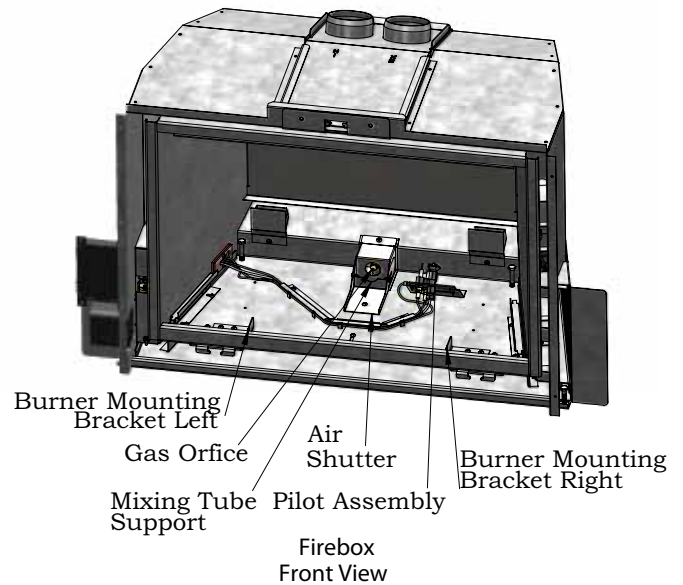


- 4) To install - reverse Steps 3-2, see Step 1 for correct installation tips.

### INSTALLATION

Care must be taken when installing the burner into the firebox.  
Do not damage, knock or scrape the pilot assembly.  
The flame sensor and ignition lead are fragile and can be damaged easily.

\*Satin black paint is included if touch ups are required.



#### Important Note:

A correctly installed burner - the burner is back far enough, lower the front edge so that the front flange of the burner (underneath) sits down into the grooves in the burner mounting brackets Left and Right. There will be a small gap between the Ceramic Burner and the firebox Bottom Flange. The Burner should be situated about ¼" (6mm) inside the front edge of the firebox.



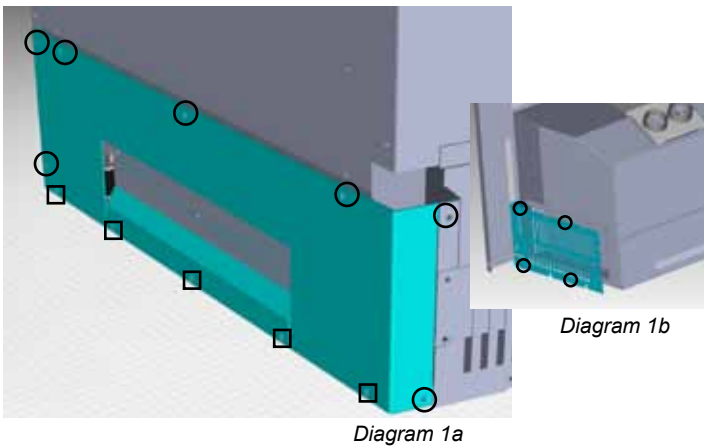
## FAN MAINTENANCE - WITH GTMF REMOTE CONTROL FOR L390EB OR HZI390EB

**Note:** To access the side and rear access panels both the gas and venting will need to be disconnected (see vent/flue installation in this manual) for proper removal.  
There is no access to the blower from the front of this appliance.

**Before you begin:**  
**Shut off the gas supply to the unit.**  
**Disconnect all electrical supply to the unit.**  
**Always let the appliance cool to room temperature before servicing.**

- 1) Remove 7 screws and loosen 5 screws along the bottom to remove fan access panel - see Diagram 1a  
 Remove 4 screws to remove side access panel - see Diagram 1b

○ = Remove  
 □ = Loosen



- 2) Disconnect the fan wire harness through the rear panel. Disconnect 2 x 1/4" spade connectors to the fan terminals. Disconnect the ground lug to the fan using the screw provided.

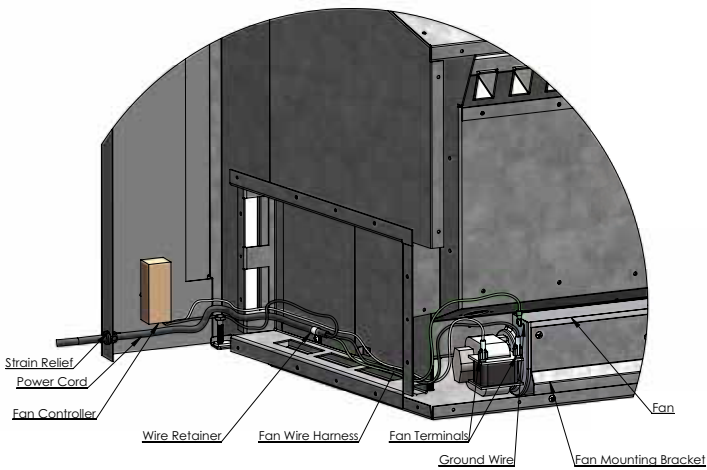


Diagram 2

- 4) Remove 3 screws and remove the fan from the unit as shown below.

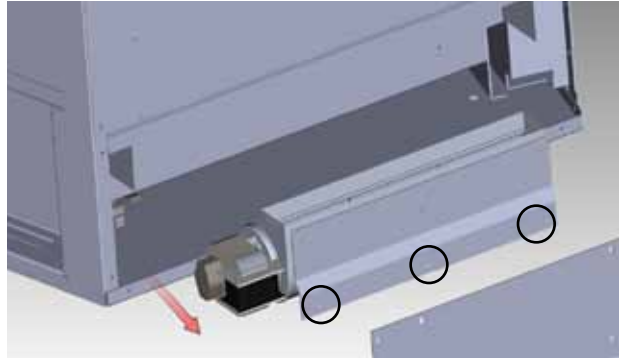


Diagram 3

- 5) To install - reverse steps.



**WARNING**

**Electrical Grounding Instructions**  
 This appliance is equipped with a three-prong (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.

## VALVE REPLACEMENT

### Before you begin:

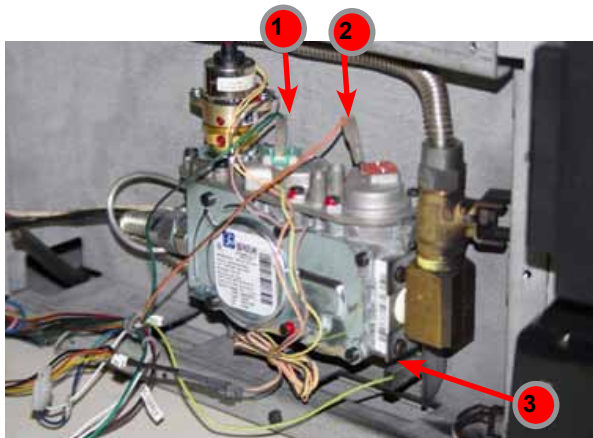
\* Shut off the gas supply to the unit.  
Disconnect all electrical supply to the unit.

Always let the appliance cool to room temperature before servicing.

Remove unit flue collars.

1) Remove the Left Control Panel Cover.

2) Disconnect 3 wires (EV1, EV2 and ground) leading to the valve as shown below.



3) Disconnect the Pressure Regulator cable.



4) Disconnect the Gas Orifice supply line from the outlet of the Gas Valve.



5) Disconnect the Pilot Supply Line from the Gas Valve



6) Disconnect the Gas Supply Line from the On/Off Safety Shut off Valve.



7) Remove both Screws that secure the Gas Valve Mounting brackets, both sides.





- 8) Remove the Gas Valve by lifting upwards and outwards.



- 9) Secure the Valve Assembly by the 90 Elbow Fitting in a sturdy table vice. Using a crescent wrench, loosen the valve from the Elbow fitting.

\*\* Do not place the valve in the vice by any other method than what is shown. Holding the Valve in the vice will damage the Gas Valve and may cause malfunction. \*\*



- 10) Remove the 2 screws that hold the Right Side Valve Mounting Bracket onto the Valve.



- 11) There is a provision in the Valve body casting that is designed to be used as a gripping point for assembly with other components. This is the portion of the valve that can be placed in a machine vice.



- 12) Place the Gas Valve into the machine vice using the provision as described above. Do not over tighten the vice. Remove the Flare Fitting from the gas outlet side of the valve.



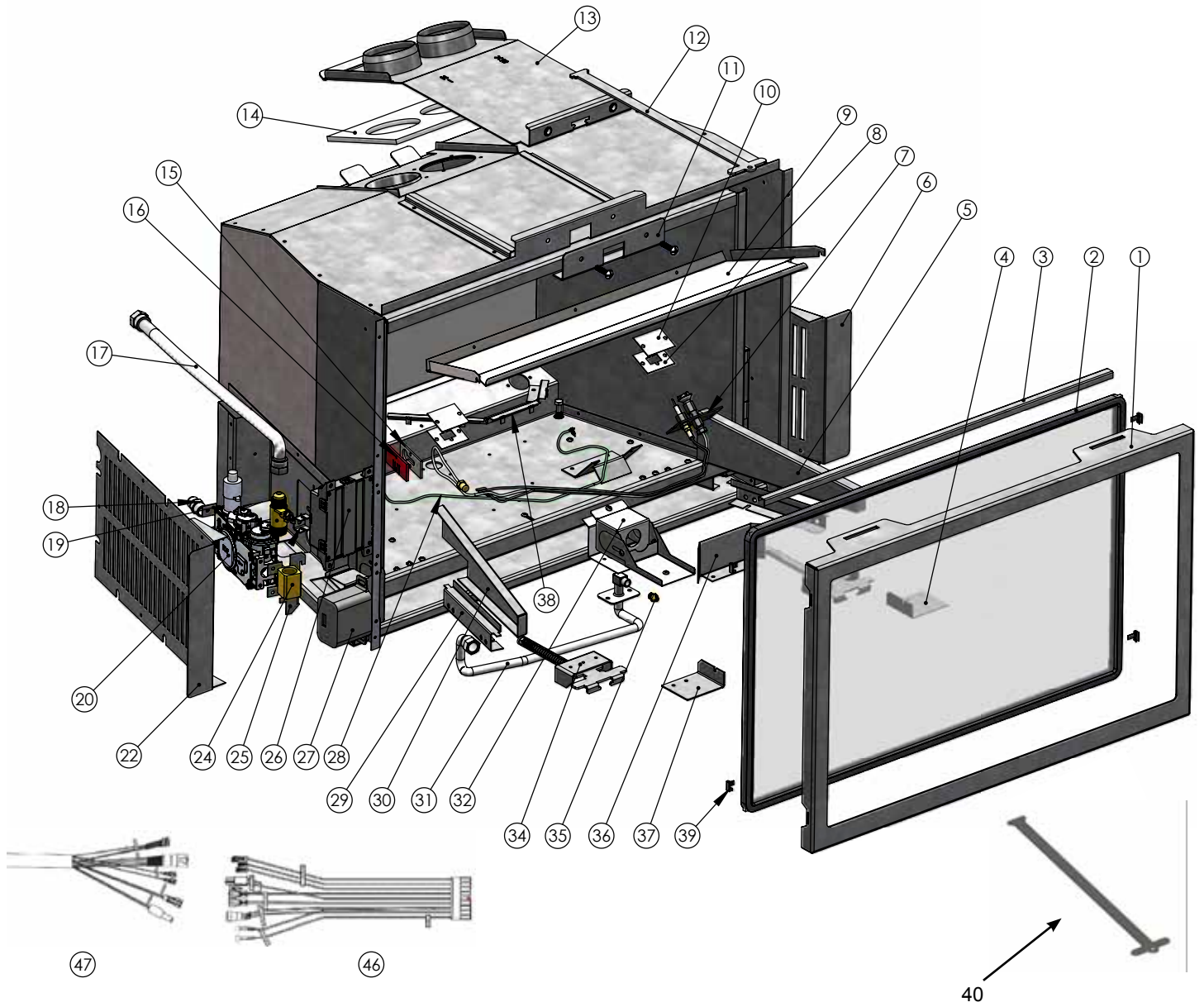
- 13) Remove the 2 screws that secure the left side valve mounting bracket from the gas valve.



- 14) Replace the gas valve with the new unit and re-assemble by reversing disassembly steps 2-13.
- 15) Reconnect the gas and electrical supply to the unit. Once the unit has been re-fired, use a soapy water mixture to check all fittings and gas supply lines for gas leaks.

## MAIN ASSEMBLY

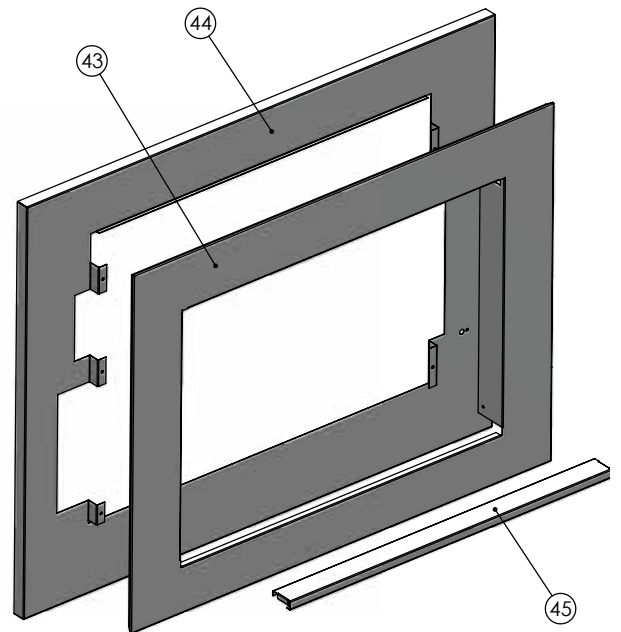
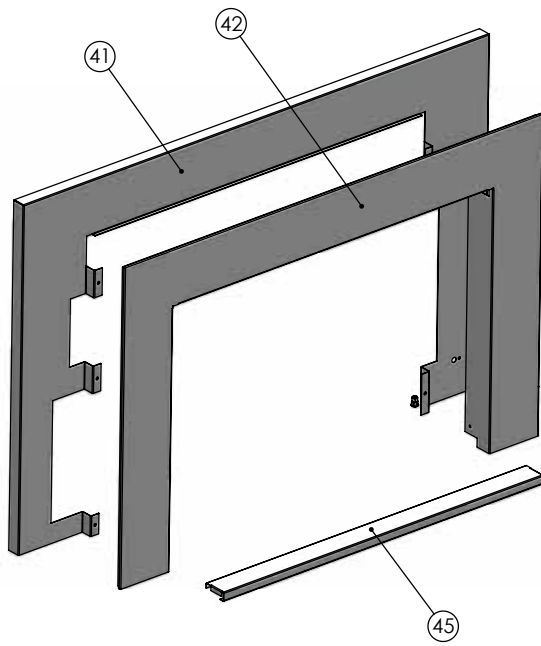
	Part #	Description		Part #	Description
1	396-035	Door Frame	31	904-943	Orifice mount
2	936-159	Window Gasket	32		Air Shutter Assy
3	396-112	Window Gasket Retainer		396-032	Air Shutter
4	396-045	Burner Mounting Bracket Right		396-033	Burner Mounting Bracket
5	396-111	Burner End Right		396-116	Orifice Mounting Gasket
6	396-023	Control Cover	34	396-513	Bottom Door Latch Assy
7	911-078	Pilot Assembly NG Sit	35	904-946	NG orifice #37
	911-079	Pilot Assembly LP Sit		904-947	LP orifice #53
8	396-111	Burner End Right	36	396-125	Pilot Shield
9	396-010	Exhaust Baffle	37	396-046	Burner Mounting Bracket - L
10	396-101	Light Cover	38	396-113	Pilot Line Cover
11	396-024	Slide Reinforcement	39	904-691	Glass Clip Retainer
12	396-042	Slide Tool	40	396-039	Door Tool
13	396-514	Flue Connector Plate Assy	46	911-013	Proflame Wire Harness
14	396-018	Flue Connector Plate Gasket			
15	393-030	Bulkhead Clamp	49	396-969	LP Conversion Kit
16	396-029	Bulkhead Clamp Gasket	50	396-930	Ceramic Log Kit (6 pc)
17	904-658	Gas supply line	51	396-530	Ceramic Burner
18	904-165	Connector 3/8"MPT - 3/8"Flare	52	396-901	Brick Panels - Brown
19	396-028	Valve Mounting Bracket - R		396-902	Brick Panels - Red
20	911-084	Valve NG 885	53	396-908	Enamel Panels
	911-085	Valve LP 885	54	396-525	Glass Burner Assy
22	396-023	Control Cover	56	396-917	Fan Kit Manual
24	904-944	90° elbow 3/8"MPT-3/8"Flare	58	N/A	Light Kit
25	396-034	Valve mounting bracket - L	61	Various	Glass Crystals
26	911-074	Ignition board SIT IPI	62	396-094	Glass Tray
27	910-572	SIT Proflame receiver	63	396-091	Pilot Cover
28	911-074	Pilot Assy Ground Wire	64	396-122	Burner Screen
29	396-043	Firebox Liner Retainers	65	904-790	Magnets
30	396-114	Burner End - L	66	918-982	Manual
			*	Not Shown	
			*	911-071/P	Fan Motor Only
			*	910-142	Fan Thermodisc
			*	911-030	Fan Control Module





**LOW PROFILE FACEPLATE**

	Part #	Description
41	396-103	3 sided low profile backing plate
42	396-102	3 sided low profile front face
43	396-130	4 sided low profile backing plate
44	396-129	4 sided low profile front face
45	396-127	Low profile bottom cover





Fireplace Products are designed with reliability and simplicity in mind. In addition, our internal Quality Assurance Team carefully inspects each unit before it leaves our facility. FPI Fireplace Products International Ltd. is pleased to extend this limited lifetime warranty to the original purchaser of the product. This warranty is not transferable.

**Warranty:** Limited Lifetime

The combustion chamber, heat exchanger, burner tubes/pans, logs, brick panels and gold plating (against defective manufacture only) are covered under the Limited Lifetime Warranty for five (5) years for parts and subsidized labour\* and parts only thereafter.

The burner tubes/pans are covered for lifetime against thermal breakage only, parts and subsidized labour\* for five (5) years and parts only thereafter from date of purchase.

The mantel, surround and grills are covered against cracks and warps resulting from manufacturer defects, parts and subsidized labour\* for three (3) years from the date of purchase and parts only thereafter.

Finish - One year on brushed nickel and antique copper full screens and doors. You can expect some changes in color as the product "ages" with constant use. FPI warrants the product for any manufacturing defects on the original product. However, the manufacturer's warranty does not cover changing colors and finishes, etc applied after the purchase of the product. Damage from the use of abrasive cleaners is not covered by warranty.

Electrical and mechanical components such as blowers, switches, wiring, thermodiscs, FPI remote controls, spill switches, thermopiles, thermocouples, pilot assembly components and valves are covered for two years parts and one year subsidized labour\* from the date of purchase. Blowers and valves replaced under warranty are considered replacements if new with appliance. ie. twelve (12) months from original purchase date of appliance with a minimum of three (3) months coverage from date of replacement.

Gas control components are covered parts and subsidized labour\* for three (3) years from date of purchase.

Dura-Vent venting components (Direct Vent units) are covered by Simpson Dura-Vent Inc. warranty.

Replacement parts purchased by the consumer from FPI after the original coverage has expired on the unit will carry a 90 day warranty, valid with a receipt on the unit. If a part is found to be defective will be repaired or replaced at our discretion. No labor coverage is included with these parts.

**Notes:**

1. Only parts of this unit which in our judgement show evidence of such defects will be repaired or replaced at FPI's option, through an accredited distributor or agent provided the defective part be returned to the distributor or agent Transportation Prepaid, if requested.

2. Enamel - Absolute perfection is neither guaranteed nor commercially possible. Any chips must be reported and inspected by an authorized dealer within three (3) months. Reported damage after this time will be subject to rejection.

3. It is the general practice of FPI to charge for larger, higher priced replacement parts and issue credit once the replaced component has been returned to FPI and even if the defect is a manufacturer defect.

4. The authorized selling dealer is responsible for all in-field service work carried out on your Regency product. FPI will not be liable for results or costs of workmanship or for the services of third party service persons or dealers.

5. FPI reserves the right to inspect product in the field which is claimed to be defective.

6. Claims must be submitted to FPI by authorized selling dealers. It is essential that all submitted claims provide all of the necessary information including customer name, address, date, serial #, type of unit, problem, and part or parts requested, without this information the warranty will be invalid.

**Exclusions:**

1. The Limited Lifetime Warranty does not extend to or include paint, door or glass gasketing or trim.

2. FPI will not be liable for any consequential damages which exceed the purchase price of the unit. FPI has no obligation to enhance or modify any unit once manufactured. Field modifications or upgrades will not be performed.

3. FPI will not be liable for travel costs for service work.

4. Seismic and environmental problems are not the responsibility of the manufacturer and therefore are not covered under the terms of this warranty policy.

5. Accessories such as rockwool, gaskets, door handles and paint are not covered under the terms of this warranty policy.

6. Units which show signs of neglect or misuse is not covered under the terms of this warranty policy.

7. The warranty will not extend to any part which has been tampered with or altered in any way, or in our judgment has been subject to misuse, improper installation, neglect, spillage or downdrafts caused by environmental or geographical conditions, inadequate ventilation, excessive offsets, negative air pressure caused by mechanical obstructions such as furnaces, fans, clothes dryer, etc.

8. The warranty does not cover replacement parts for stoves and is not covered by warranty and is subject to a claim against the freight carrier by the dealer.

# Register your Regency® warranty online [www.regency-fire.com](http://www.regency-fire.com)

## Reasons to register your product online today!

- View and modify a list of all your registered products.
- Request automatic email notification of new product updates.
- Stay informed about the current promotions, events, and special offers on related products.

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

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

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

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

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

**Serial No.:** \_\_\_\_\_