

# Owners & Installation



## Freestanding Gas Stove

Models: F43-NG Natural Gas  
F43-LP Propane  
F28-NG Natural Gas  
F28-LP Propane

PLEASE KEEP THESE INSTRUCTIONS FOR FUTURE REFERENCE



# Manual

### LISTINGS AND CODE APPROVALS

These gas appliances have been tested in accordance with AG 103, NZS 5262 and have been certified by the Australian Gas Association for installation and operation as described in these Installation and Operating Instructions.

Your unit should be serviced annually by an authorised service person.

#### 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.

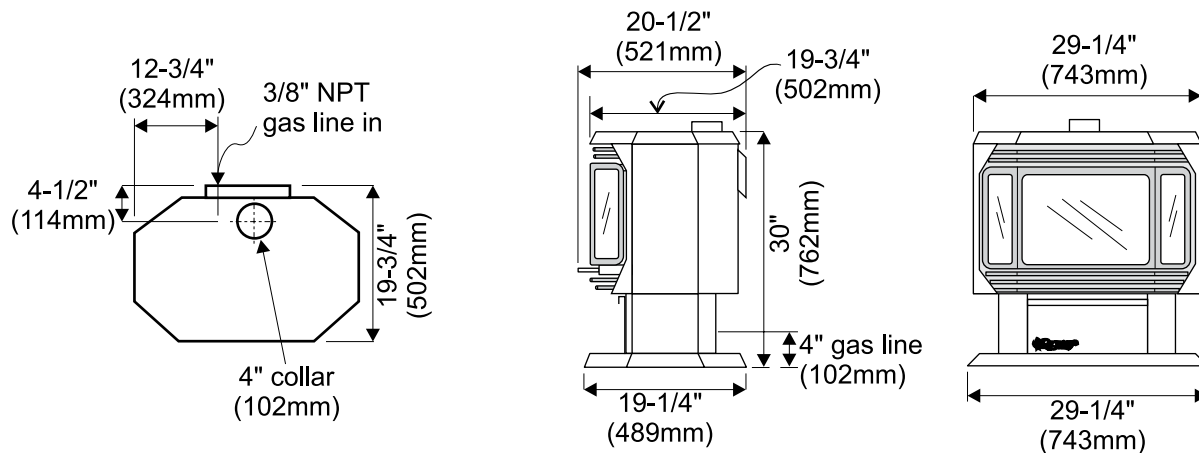
#### FOR YOUR SAFETY

What to do if you smell gas:

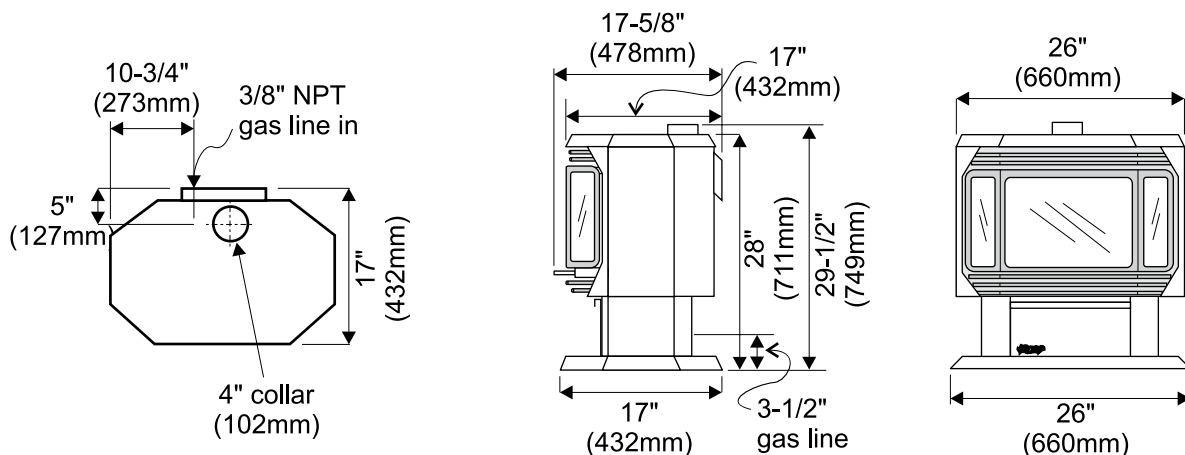
- Do not try to light any appliance
- Do not touch any electrical switch: do not use any phone in your building.
- Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

**To the New Owner:**

Congratulations! You are the owner of a state-of-the-art Gas Heater by FIREPLACE PRODUCTS INTERNATIONAL LTD. The Regency Gas Series of hand crafted appliances has been designed to provide you with all the warmth and charm of a woodstove, at the flick of a switch. The models F43-NG, F43-LP, F28-NG, and F28-LP of this series has been approved by Australian Gas Association for both safety and efficiency. As it also bears our own mark, it promises to provide you with economy, comfort and security for many trouble free years to follow. Please take a moment now to acquaint yourself with these instructions and the many features of your Regency Gas Stove.



**F43-NG & F43-LP**



**F28-NG & F28-LP**



# SAFETY LABEL

This is a copy of the label that accompanies each Regency F43 Freestanding Gas Heater. We have printed a copy of the contents here for your review.

DATA BADGE 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.

## Regency Gas Fireplace

Model	○	○	○	○	○	○
Gas Type	Nat	Prop	Nat	Prop	Nat	Prop
Model	F38-NG	F38-LP	F33-NG	F33-LP	F43-NG	F43-LP
Gas Consumption	40mj.	38mj.	33mj.	33mj.	40mj.	40mj.
Manifold Pressure	.94kPa	2.55kPa	.80kPa	2.38kPa	.85kPa	2.5kPa
Injector Size -Front:	1x#32	1x#50	1x#36	1x#52	1x#31	1x#56
	2.95mm	1.78mm	2.7mm	1.6mm	3.0mm	1.15mm
-Back:	n/a	n/a	n/a	n/a	n/a	1x#54
AGA Approval number to Code AG103	6231	6231	5613	5613	5810	5810

Electrical: 240VAC 50Hz 1.0 amp max.

N2134

Serial Number

908-064 11/01

Distributed by:

**Australian Heating Distributors Pty. Ltd.**  
 46 James St.  
 Guildford, WA, 6055

To be installed by an  
 Authorised person  
 in accordance with  
 installation instructions  
 provided with  
 the appliance

**DO NOT** OPERATE THIS APPLIANCE BEFORE READING THE INSTRUCTIONS BOOKLET.

**DO NOT** PLACE ARTICLES ON OR AGAINST THIS APPLIANCE

**DO NOT** STORE CHEMICALS OR FLAMMABLE MATERIALS, OR SPRAY AEROSOLS NEAR THIS APPLIANCE.

**DO NOT** OPERATE WITH PANELS, COVERS OR GUARDS REMOVED FROM THIS APPLIANCE.

**DO NOT** ENCLOSE THIS APPLIANCE.

RNR4107


**THE GUARD IS FITTED TO THIS APPLIANCE TO REDUCE THE RISK OF FIRE OR INJURY FROM BURNS AND NO PART OF IT SHOULD BE PERMANENTLY REMOVED.**

○

**FOR PROTECTION OF YOUNG CHILDREN OR THE INFIRM, A SECONDARY GUARD IS REQUIRED.**

(Australia Only)


We recommend that you plan your installation on paper using exact measurements for clearances and floor protection before actually installing this appliance. If an existing chimney is not utilised, position the appliance to allow free passage of factory-built listed chimney through the ceiling and roof.





## GENERAL INFORMATION

This installation must conform with local codes or, in the absence of local codes, with AG 601 (Australia) NZS (New Zealand)

*THIS APPLIANCE SHOULD BE INSTALLED, REPAIRED, INSPECTED BEFORE USE AND AT LEAST ANNUALLY BY AN AUTHORISED SERVICE PERSON. MORE FREQUENT CLEANING MAY BE REQUIRED, DUE TO EXCESSIVE LINT FROM CARPETING, ETC. IT IS IMPERATIVE THAT CONTROL COMPARTMENT, 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.*

*DRAPERIES.*

*THIS APPLIANCE CAN ONLY BE FLUED IN ACCORDANCE WITH AG 601 OR LOCAL CODES.*

*FAILURE TO INSTALL THIS APPLIANCE CORRECTLY MAY CAUSE A SERIOUS HOUSE FIRE.*

Provide adequate clearances for servicing, proper operation and around the air openings into the combustion chamber. Adequate combustion and ventilation air must also be provided.

The appliance must be installed on a flat, solid, continuous surface (i.e. wood, metal, concrete). This may be the floor, or it can be raised up on a platform to enhance its visual impact.

The Regency Freestanding Gas Heater can be installed in a wide variety of ways and will fit nearly any room layout. It may be installed in a recessed position, framed out into the room, or across a corner.

## IMPORTANT:

The F43 Freestanding Gas Stove must be installed in accordance with these instructions. Carefully read all the instructions in this manual first. Consult the "authority having jurisdiction" to determine the need for a permit prior to starting the installation.

## BEFORE YOU START

**INSTALLATION AND REPAIR SHOULD BE DONE BY AN AUTHORISED SERVICE PERSON. THE APPLIANCE SHOULD BE INSPECTED BEFORE USE AND AT LEAST ANNUALLY BY AN AUTHORISED 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 MAY CAUSE A SERIOUS HOUSE FIRE AND WILL VOID YOUR WARRANTY.**

**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 ROOM AS THE APPLIANCE.**

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

## GENERAL SAFETY INFORMATION

- 1) The appliance shall be installed in accordance with the manufacturer's installation instructions, local gas fitting regulations, municipal building codes, water supply regulations, electrical wiring regulations, with AG 601 (AGA gas installation code) NZS 5261 (New Zealand)
- 2) **Installation and repair should be done ONLY by an authorised person.**
- 3) See general construction and assembly instructions. **The appliance should be inspected before use and at least annually by an authorised 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 and free from excessive lint from carpeting.**
- 4) This appliance must be connected to a flue and terminate to the outside of the building envelope. Never flue to another room.
- 5) Inspect the flueing system annually for blockage and any signs of deterioration.
- 6) Any safety glass removed for servicing must be replaced prior to operating the appliance.
- 7) To prevent injury, do not allow anyone who is unfamiliar with the operation to use the fireplace.
- 8) Wear gloves and safety glasses for protection while doing required maintenance.
- 9) Under no circumstances should this appliance be modified. Parts that have to be removed for servicing should be replaced prior to operating this appliance.
- 10) Installation and any repairs to this appliance should be done by an authorised service person. An authorised service person should be called to inspect this appliance annually. Make it a practice to have all of your gas appliances checked annually.
- 11) Do not strike the glass door.
- 12) Under no circumstances should any solid fuels (wood, paper, cardboard, coal, etc.) be used in this appliance.
- 13) The appliance area must be kept clear and free of combustible materials, (gases and other flammable vapours and liquids).
- 14) This unit can be installed on a solid combustible surface like a wood floor as well as on carpeting.

# INSTALLATION

## INSTALLATION CHECK-LIST

- 1) Check Clearances to Combustibles, page 6.
- 2) Install draft diverter and flueing, page 6.
- 3) Make gas connections, page 7. Test the pilot. Must be as per diagram, page 14.
- 4) Test Gas Pressure, page 7.
- 5) Install logs where indicated on pages 8 for F43 and F28.
- 6) Install Front Door, page 9.
- 7) Test for flue spillage (draft test), page 9.
- 8) Install optional Wall Switch, Remote Control, or Wall Thermostat, page 11.
- 9) Final check, page 11.

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

### This includes:

- a) Locking the appliance (see data badge).
- b) Adjusting the primary air, if required, to ensure that the flame does not carbon. See page 18.
- c) Ensuring that the appliance is flued and operating correctly. See page 7.

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

## CLEARANCES TO COMBUSTIBLES

### Note: Not intended for fireplace insert.

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

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

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

Use the minimum clearances shown in the diagrams below for installation with a standard 100mm flue.

### F43-NG & F43-LP Clearances

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

### F43-NG & F43-LP Reference Dimensions

C	Back Wall to Flue Centerline	10-1/2" / 265 mm
D	Side Wall to Flue Centerline	22-1/8" / 562 mm
F	Side Wall to Flue Centerline	11" / 280 mm

### F28-NG & F28-LP Clearances

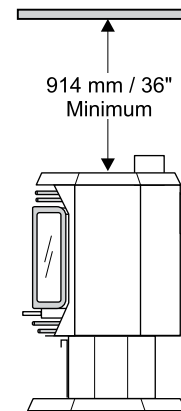
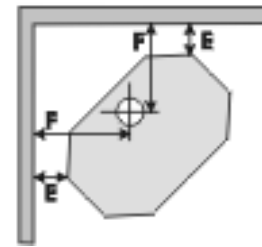
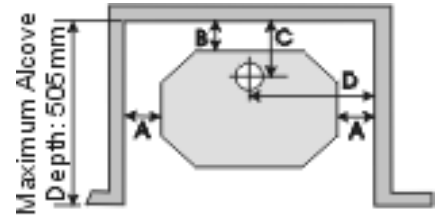
A	Side Wall to Unit	7-1/2" / 190 mm
B	Back Wall to Unit	6" / 155 mm
E	Side Wall to Unit	2" / 50 mm

### F28-NG & F28-LP Reference Dimensions

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

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

If further reduced clearances are needed, obtain requirements for construction of a protected wall from your local building authorities and their allowable reductions of the listed clearances.



## DRAFT DIVERTER

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

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

## FLUEING

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

**Note:** The rear pedestal cover plate must always be fitted for safety. Electrical connections inside.

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

## Flueing Requirements

A 100 mm diameter flue is required. For cosmetic or aesthetic purposes 5" or 6" outer flue can be used as long as an approved inner flue is installed. Fasten but do not penetrate the inner sleeve of the flue when tightening the screw.

## GAS CONNECTION

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

The gas connection at the valve is 1/2 inch BSP. For minimum and maximum supply pressure see the System Data Table.

## 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 (3.45 kPa).

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

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

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

System Data - F43-NG & F43-LP		
For 0 to 610 meters altitude		
<b>Burner Inlet Orifice Sizes:</b>		
	Natural Gas	Propane
Burner (back) (1.4mm)	n/a	#54
(front)	#31 (3.0mm)	#56 (1.15mm)
<b>Max. Input</b>		
- Natural Gas/Propane		40 mj
<b>Min. Input</b>		
- Natural Gas/Propane		21 mj
<b>Supply Pressure (Min)</b>		
Natural Gas		1.13 kPa
Propane		2.75 kPa
<b>Manifold Pressure</b>		
Natural Gas		0.85 kPa
Propane		2.55 kPa
Electrical: 240 V. 50Hz.		
Circulation: 2 speed fan, 125/75 CFM.		
Log Set: Ceramic fiber, 3 per set		

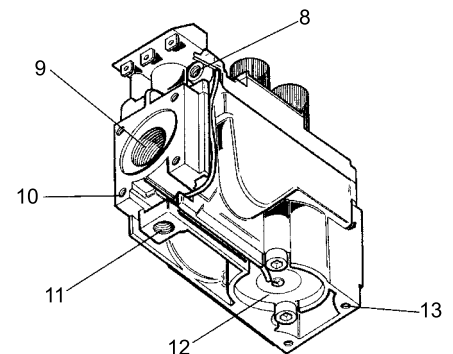
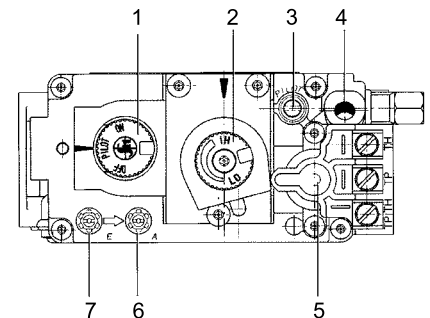
pressure tap(s) using a 5/16" ID hose.

- 4) Light the pilot and turn the valve to "ON" position.
- 5) The pressure check should be carried out with the unit burning and the setting should be within the limits specified on the safety label.
- 6) When finished reading manometer, turn off the gas valve, disconnect the hose and tighten the screw (clockwise) with a 1/8" flat screwdriver. *Screw should be snug, but do not over tighten.*

## S.I.T. Valve Description

- 1) Gas cock knob
- 2) Manual high/low adjustment
- 3) Pilot Adjustment
- 4) Thermocouple Connection
- 5) Main Operator
- 6) Outlet Pressure Tap
- 7) Inlet Pressure Tap
- 8) Pilot Outlet
- 9) Main Gas Outlet
- 10) Flange Securing Screw Holes
- 11) Alternative TC Connection Point
- 12) Thermoelectric Unit
- 13) Additional Valve Mounting Hole

System Data - F28-NG & F28-LP		
For 0 to 1372 meters altitude		
<b>Burner Inlet Orifice Sizes:</b>		
	Natural Gas	Propane
Burner	#41 (2.4mm)	#53 (1.5mm)
<b>Max. Input</b>		
- Natural Gas/Propane		29 mj
<b>Min. Input</b>		
- Natural Gas/Propane		14 mj
<b>Supply Pressure</b>		
Natural Gas		1.25 kPa
Propane		3.00 kPa
<b>Manifold Pressure</b>		
Natural Gas		0.95 kPa
Propane		2.74 kPa
Electrical: 240 V. 50Hz.		
Circulation: 2 speed fan, 125/75 CFM.		



# INSTALLATION

diagrams. If logs are broken do not use the unit until they are replaced. Broken logs can interfere with the pilot and burner operation.

The gas log kit contains the following:

- a) Front Right Log - Part # 902-192
- b) Front Left Log - Part # 902-193
- c) Rear log - Part # 902-194
- d) Embers - Part # 902-151 (1 bag)

(Part # 650-933 for the set of three logs)

- 1) Remove the logs from the box and carefully unwrap them. The logs are fragile, handle with care - **DO NOT FORCE** into position.
- 2) Place the rear log, carefully sliding it down onto the pins, with the flat side of the log facing the back of the unit. See diagram 1.
- 3) Place the left front log, carefully sliding it down onto the left pins of the front burner. See diagram 2.
- 4) Place the right front log, carefully sliding it down onto the right pins of the front burner. See diagram 3.
- 5) Distribute the embers on the base of the firebox as shown in diagram 4.

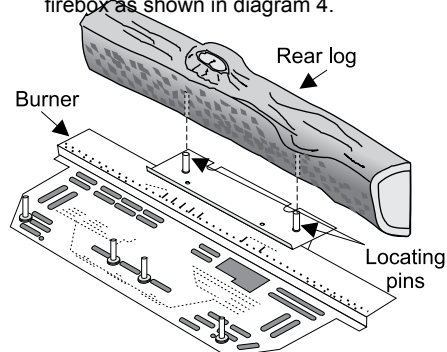


Diagram 1:  
Note: Do not force logs down.

## F43 LOG INSTALLATION

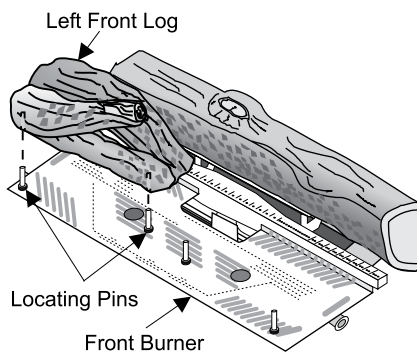


Diagram 2

**WARNING: Dangerous operating conditions may occur if these logs are not positioned in their approved locations. Read the instructions below carefully and refer to the**

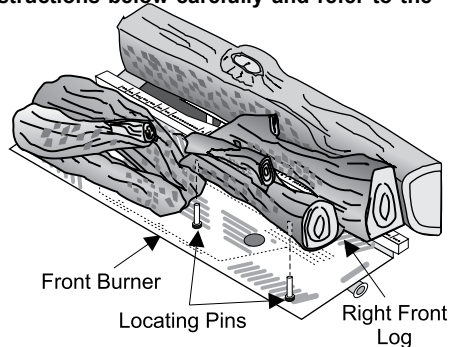


Diagram 3

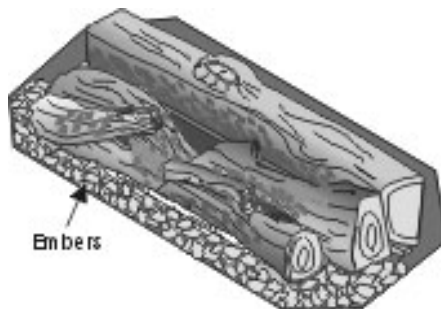


Diagram 4

## F28 LOG INSTALLATION

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

The gas log kit contains the following:

- a) Front Right Log - Part #902-209
- b) Front Left Log - Part # 902-210
- c) Rear log - Part # 902-211
- d) Embers - Part # 902-151 (1 bag)

(Part # 560-933 for the set of three logs)

- 1) Remove the logs from the box and carefully unwrap them. The logs are fragile, handle with care - **DO NOT FORCE** into position.
- 2) Place the rear log, carefully sliding it down onto the pins, with the flat side of the log facing the back of the unit. See diagram 1.
- 3) Place the left front log, carefully sliding it down onto the left pins of the front burner.

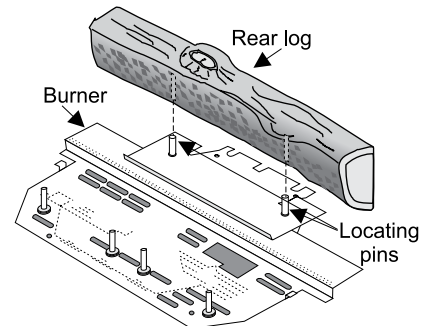


Diagram 1:  
Note: Do not force logs down.

See diagram 2.

- 4) Place the right front log, carefully sliding it down onto the right pins of the front burner.

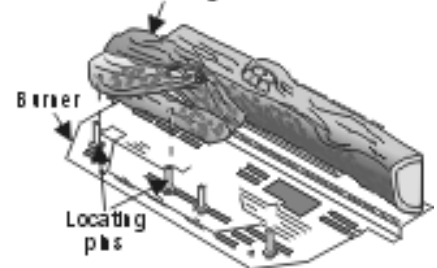


Diagram 2

See diagram 3.

- 5) Distribute the embers on the base of the firebox on the left and right side (see Diagram

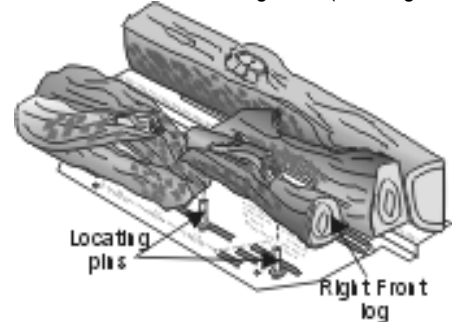


Diagram 3

- 4).

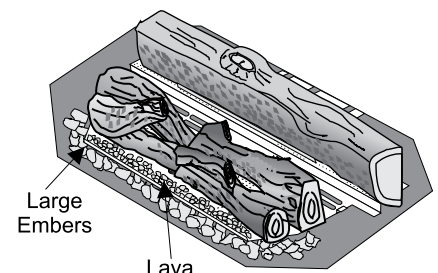


Diagram 4



## FRONT DOOR INSTALLATION

- 1) Open the two side panels.
- 2) Slide the door onto the two hinge pins making sure the two pieces are flush together. See diagram 1.
- 3) Close the door. The latch plate must be

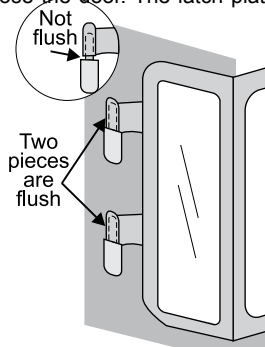


Diagram 1

centered around the alignment pin. See diagram 2. If the latch plate interferes with the corner of the stove you may want to angle the plate slightly so the door closes easier.

- 4) The latches should already be at the proper

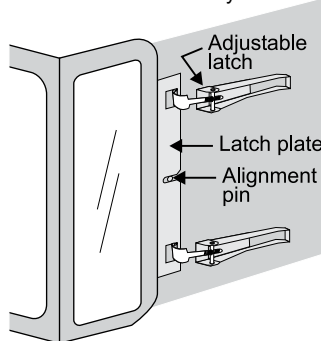


Diagram 2 - F28

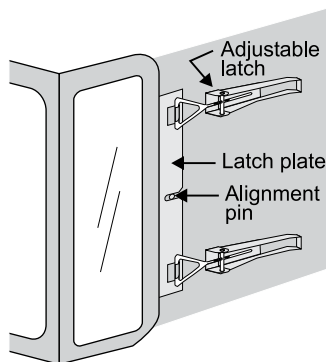


Diagram 2 - F43

setting. If they are too hard or too easy to close, you may want to adjust them by loosening the latch catch. See diagram 3.

- 5) Remove the blue plastic protective coating from the glass.

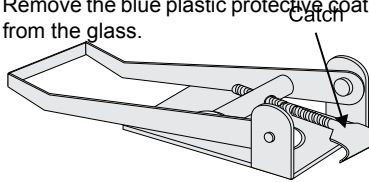


Diagram 3 - F28

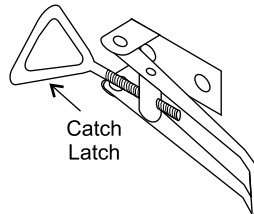
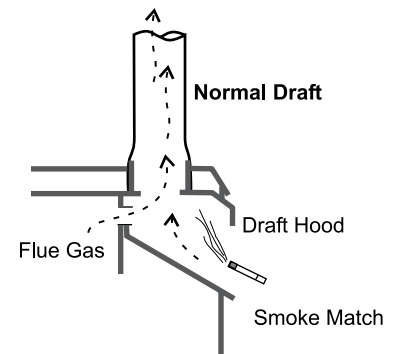


Diagram 3 - F43

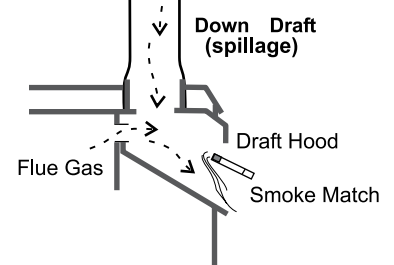
- 6) Test the seal around the door by placing a piece of paper between the unit and the door, close the door and try to pull the paper out. If it slips out easily, then the door is not properly sealed. Tighten or loosen the latch. See diagram 3.

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



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

**Note:** If the flue is blocked or has a strong

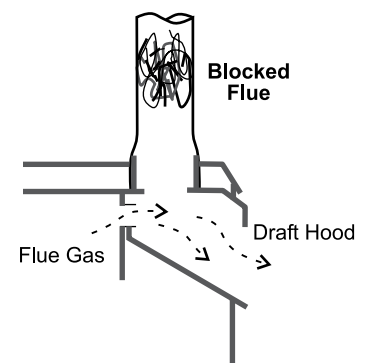


reverse flow, the thermally actuated safety switch mounted in the draft diverter will automatically shut off the gas supply within about 10 minutes. If the heater turns off because of this during the spillage test, check for the cause of the lack of draft.

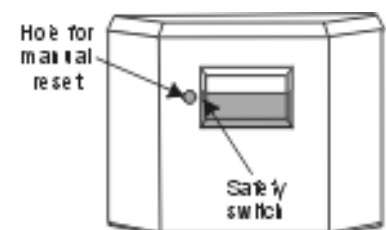
## TEST FOR FLUE SPILLAGE

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

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

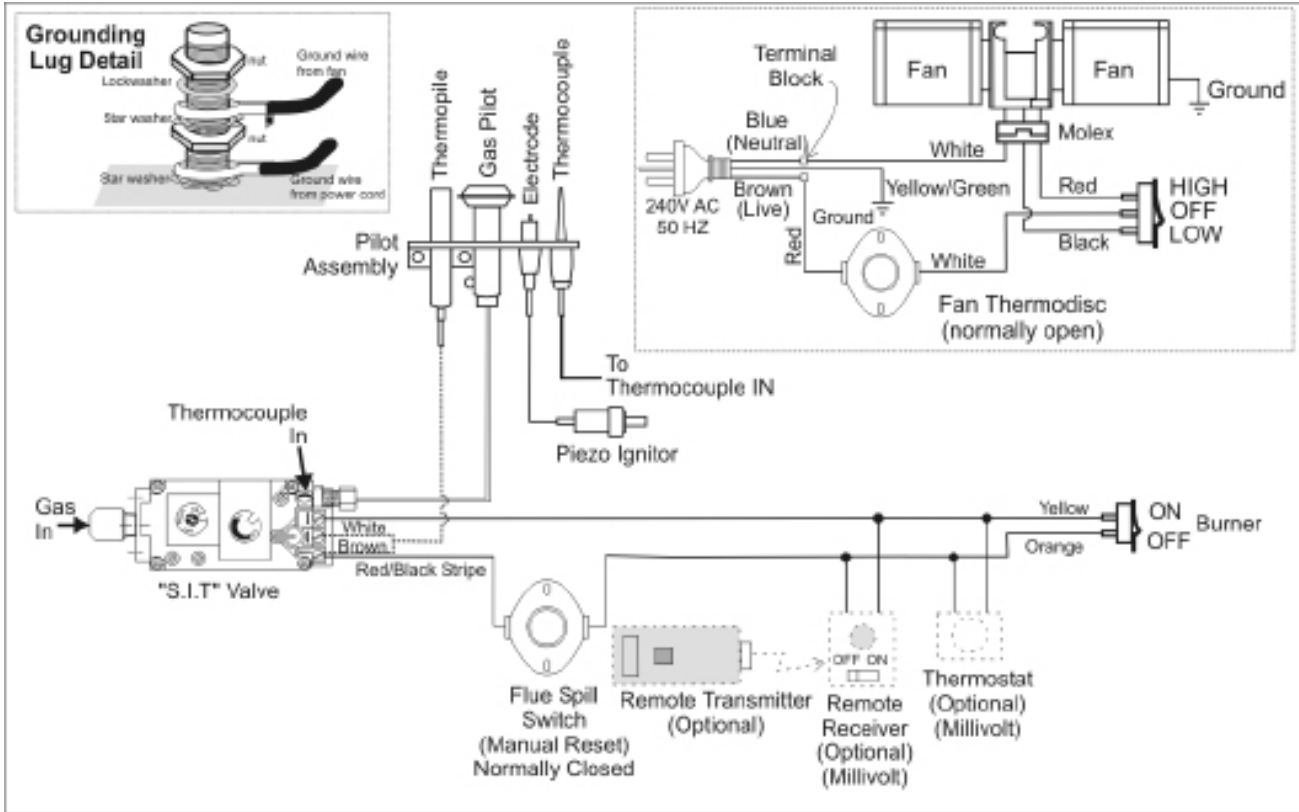


The thermally activated safety switch must be manually reset before first startup.

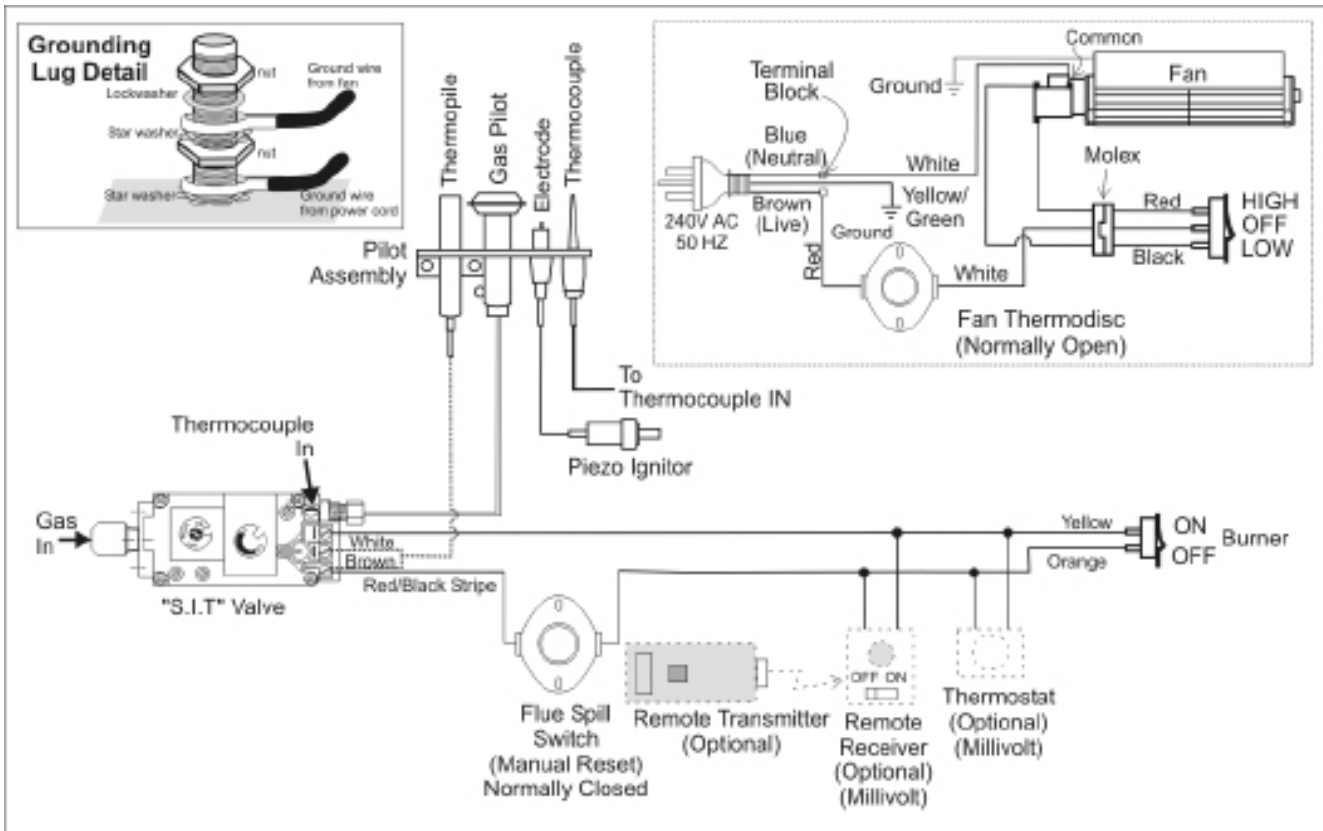


# INSTALLATION

## WIRING DIAGRAM - F43



## WIRING DIAGRAM - F28



# OPERATING INSTRUCTIONS

## OPTIONAL WALL THERMOSTAT INSTALLATION

A wall thermostat may be installed if desired. Use chart below to determine thermostat wire length.

**Thermostat Wire Table**

Recommended Maximum Lead Length (Two-Wire) When Using Wall Thermostat (CP-2 System)	
Wire Size	Max. Length
14 GA.	15.24 m
16 GA.	9.75 m
18 GA.	6.10 m
20 GA.	3.66 m
22 GA.	2.71 m

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

Use a CSA, UCL or UL approved millivolt thermostat, 250-750 millivolt rated. A non-antipicator type thermostat must be used.

**CAUTION**  
Do not wire millivolt remote wall switch for gas appliance to a 240V power supply.

## REMOTE WALL SWITCH

- 1) Run the wire through the opening in the rear of the unit. Be careful not to damage wire.

**Note:** We recommend a maximum of 15' of wire but if you wish to go with a longer run use the Thermostat Wire Table (page 11).

- 2) Connect wire to wall switch and install into receptacle box.

**CAUTION**  
Do not wire millivolt remote wall switch for gas appliance to a 240V power supply.

## OPTIONAL REMOTE CONTROL INSTALLATION

Use the Regency Remote Control Kit (Part # 910-358/P) approved for this unit. Use of other systems may void your warranty.

The remote control kit comes with a hand held transmitter, a receiver and a wall mounting plate.

- 1) Choose a convenient location on the wall to install the receiver and the receptacle box (protection from extreme heat is very important). Run wires from the fireplace to that location. Use Thermostat Wire Table on page 11.
- 2) Connect the two wires to the gas valve. See diagram below.
- 3) Install a 9V alkaline battery in both receiver and the transmitter. Install the receiver and cover in the wall. The remote control is now ready for operation.

## FINAL CHECK

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

- 1) Check operating pressure (see Data Badge for operating pressure settings)
- 2) If required, adjusting the primary air to ensure that the flame does not carbon. First allow the unit to burn for 15 min. to stabilize.

Aeration Settings:  
F43 LPG full open  
F43 NG 7 mm

- 3) Check for proper draft.

## CAUTION

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

## OPERATING INSTRUCTIONS

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

- 1) Read and understand these instructions before operating this appliance.
- 2) **Clean the burner and control compartment of lint and house dust by brushing and vacuuming regularly. At least once a year.**
- 3) Never operate the appliance with any of the glass removed or with the door open.
- 4) Verify log placement. If the pilot cannot be seen when lighting the unit - the logs or the embers have been incorrectly positioned.
- 5) The unit should never be turned off and on without a minimum of a 60 second wait.
- 6) Do not operate with primary guard removed. See page 4 warning labels.

## LIGHTING INSTRUCTIONS

**IMPORTANT:** The PILOT knob cannot be turned from *pilot* to *off* unless it is partially depressed.

**Note:** Open the pedestal door of the unit before lighting the pilot. Once the pilot is lit, close the door. You should never operate the unit with the door open.

- 1) If the PILOT knob is in the **off** position proceed to Step 4.
- 2) Push in PILOT knob slightly and turn clockwise to **off**. Knob cannot be turned from *pilot* to *off* unless knob is pushed in slightly. Do not force.
- 3) Wait five minutes to allow gas, that may have accumulated in the main burner compartment, to escape. If you smell gas, follow the instructions on the front of this manual. If you don't smell gas continue on to the next step.
- 4) Turn the PILOT knob counterclockwise to *pilot* and align it with the arrow as shown in diagram 1.

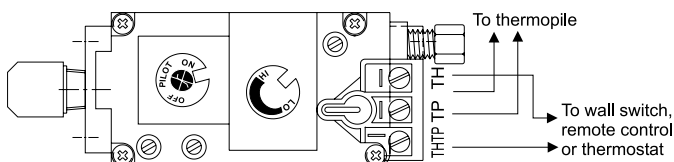


Diagram 1

# OPERATING INSTRUCTIONS

## COPY OF THE LIGHTING PLATE INSTRUCTIONS

### FOR YOUR SAFETY READ BEFORE LIGHTING

This appliance must be installed in accordance with local codes, if any; if not, follow the current CAN1-B149/ANSIZ 223.1 (Australia: AG601, New Zealand: NZS 5261)

**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.

A) This appliance has a pilot which must be lighted by hand, following the instructions below exactly.

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

#### WHAT TO DO IF YOU SMELL GAS

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

C) Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it, call

a qualified service technician. Force or attempted repair may result in a fire or explosion.



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

This appliance needs fresh air for safe operation and must be installed so there are provisions for adequate combustion and ventilation air.

**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


**STOP!** Read the safety information above on this label.

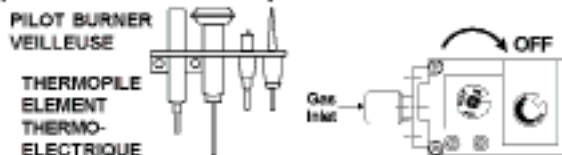
- 1) Push in gas control knob slightly and turn clockwise  to "OFF". Knob cannot be turned from "PILOT" to "OFF" unless knob is pushed in slightly. Do not force.
- 2) Wait five (5) minutes to clear out any gas. If you then smell gas **STOP!** follow "B" in the safety information above on this label. If you don't smell gas, go to the next step.
- 3) Turn knob on gas control counterclockwise to "PILOT". 
- 4) Push in control knob all the way and hold in. Immediately push black button on spark igniter until pilot lights. Continue to hold the control knob in for about 1/2 minute after the pilot is lit.

Release knob and it will pop back up. Pilot should remain lit. If it goes out, repeat steps 3) and 4).


If knob does not pop up when released, stop and immediately call your service technician or gas supplier.

If the pilot will not stay lit after several tries, turn the gas control knob to "OFF" and call your service technician or gas supplier.

- 5) Turn gas control knob counterclockwise  to "ON".
- 6) Use rocker switch to operate main burner.



### TO TURN OFF GAS APPLIANCE

- 1) Push in the gas control knob slightly and turn clockwise  to "OFF". Do not force.
- 2) Turn off all electric power to the appliance if service is to be performed.

**DO NOT REMOVE THIS INSTRUCTION PLATE**

908-649

# OPERATING INSTRUCTIONS

- 5) Push in PILOT knob all the way in and hold. Immediately push IGNITOR button until pilot lights. Continue to hold the PILOT knob in for approximately one minute, then release the PILOT knob. The pilot flame should continue to burn. If the pilot does not remain lit, repeat operation allowing a longer period before releasing PILOT knob.
- 6) Turn PILOT knob counter clockwise to **on**.
- 7) Use the ON/OFF switch to turn on the burner.
- 8) Rotate the HEAT control to adjust the flame height **higher** or **lower**.

## SHUTDOWN INSTRUCTIONS

- 1) Use the ON/OFF switch, wall switch, thermostat or remote control to turn off the burner.
- 2) Push in the PILOT knob slightly and turn clockwise to off. Do not force.
- 3) Turn off all electric power to the appliance if service is to be performed.

## FIRST FIRE

The **FIRST FIRE** in your heater 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 and 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 may require cleaning.

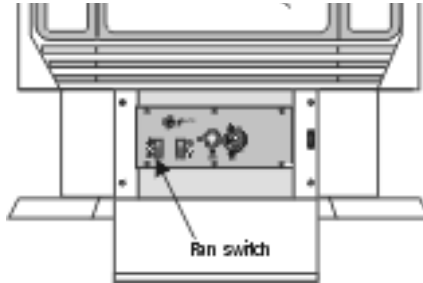
**DO NOT ATTEMPT TO CLEAN THE GLASS WHILE IT IS STILL HOT!**

**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.**

## AUTOMATIC CONVECTION FAN OPERATION

The fan operates automatically - turn the knob in the pedestal base to High or Low speed. The fan will turn on as the stove comes up to operating temperature. After the unit has been turned off and cools to below a useful heat output range the fan will shut off automatically.

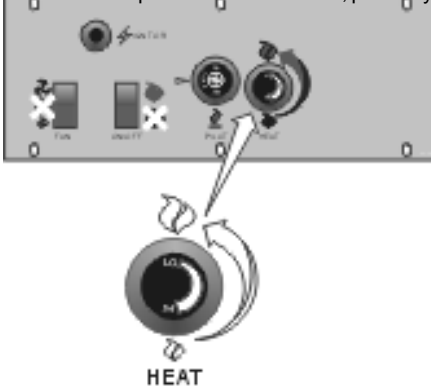


## PILOT ADJUSTMENT

Periodically check the pilot flames. Correct flame pattern has four strong blue flames: 1 flowing around the thermopile and 1 around the thermocouple, 1 flowing across the rear burner and 1 reaching towards the front 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

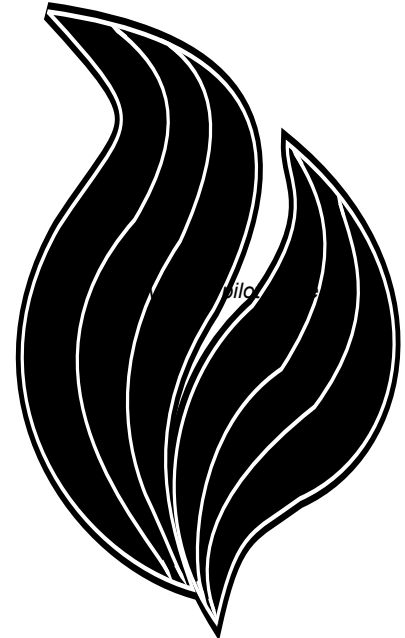


**WARNING**  
**DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILE IN OPERATION**

## ADJUSTING FLAME HEIGHT

Your heater has an adjustable flame to tailor the look and heat output to your specific needs. It is adjusted by turning the flame adjustment dial on the gas control valve.

Turn clockwise to adjust the flame higher, counterclockwise for a lower flame.



Top View of pilot flame

yellow flames, not coming into proper contact with the rear burner or thermopile.

# OPERATING INSTRUCTIONS

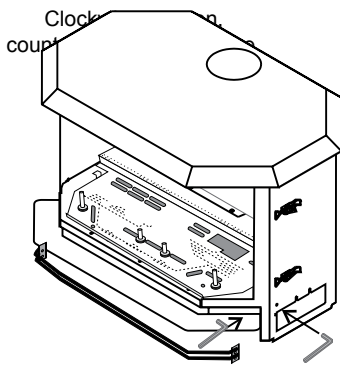
## AERATION ADJUSTMENT

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

F43-NG	Natural Gas:	1/4" open
F43-LP	Propane:	Fully open (rear) and fully open (front)
F28-NG	Natural Gas	1/8" open
F28-LP	Propane	3/8" open

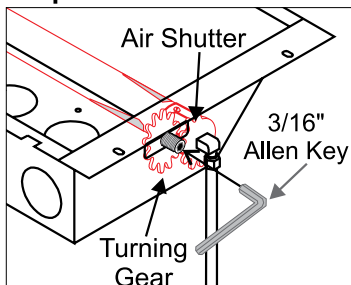
The aeration adjustment gears are located on the right side of the burner box and can be accessed from the side or from the front when the louvers are removed.

To adjust the aeration: use the allen key to turn the turning gear which will adjust the air shutter. Open the air shutter for a blue flame or close it for a yellow flame. This adjustment is performed by a qualified installer. The factory setting should be sufficient for most installations.



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

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



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

## 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.

### Fan:

Regency gas appliances use high tech fans 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 switch.

### 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.

### Fan 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.

aerosols, and other flammable vapours and liquids.

**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.**

ment of lint and house dust by brushing and vacuuming at least once a year. When cleaning the logs, use a soft clean brush as the logs are fragile and easily damaged.

**During the annual service the burners should be removed from the burner tray and cleaned. Replace logs and embers as per instructions on page 8.**

2) Clean glass (never when unit is hot), appliance, louvers, and door with a damp cloth. Never use an abrasive cleaner. The gold louvers (and optional gold door) may be scratched if abrasives are used to clean them.

The heater is finished in a heat resistant paint and should only be refinished with heat resistant paint (not with wall paint). Regency uses StoveBright Paint - Metallic Black #6309.

3) Make a periodic check of burner for proper position and condition. Visually check the flame of the burner periodically, making sure the flames are steady; not lifting or floating. If there is a problem, call an authorized service person or your local dealer.

4) The appliance and flueing system must be inspected before use, and at least annually, ONLY by an authorised field service person, to ensure that the flow of combustion and ventilation air is not obstructed.

During the annual service call, the burners should be removed from the burner tray and cleaned. Replace the embers - do not block the pilot or burner ports.

5) Keep the area near the appliance clear and free from combustible materials, gasoline,

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

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

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

## MAINTENANCE INSTRUCTIONS

**SERVICE ANNUALLY ONLY BY AN AUTHORISED PERSON**

- 1) Clean the burner and control compart-

## LOG REPLACEMENT

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

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

## DOOR AND GLASS GASKET

If the door gasket requires replacement use 7/8" diameter oval door gasket (Part # 650-920). The glass requires 5/8" flat glass gasket. See your Regency dealer.

## GOLD-PLATED DOORS

The 24 carat gold plated finish on the door requires little maintenance, and need only be cleaned with a damp cloth. DO NOT use abrasive materials or chemical cleaners, as they may harm the finish and will void the warranty. Clean any fingerprints off before turning the unit on.

## GLASS REPLACEMENT

Your Regency heater is supplied with high temperature, 5mm Neoceram silica coated ceramic glass that will withstand the highest heat that your unit will produce. In the event that you break your glass, purchase your replacement from an authorized Regency dealer only, and follow the step-by-step instructions for replacement.

### Removing Glass:

**Note: Wearing gloves will protect your hands while handling glass.**

- 1) Remove the door from the unit and place on a soft surface to prevent scratching.
- 2) Pull out the door gasket.
- 3) Remove the 24 nuts holding the glass retainers in place. *Do not remove the nuts underneath the retainers.*
- 4) Remove the door catch plate.
- 5) Remove glass retainers on sides first (3 each side) then remove two center retainers.

**Note: Center glass retainers are glued to center glass.**

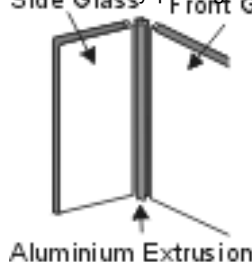
- 6) Remove glass from aluminium extrusions. When removing center glass, leave white insulation in place.

### Installing Glass:

*Safety Screen: Only required in Australia*



- 1) Install both center and side glass onto aluminium extrusions as per diagram.
- 2) Place glass assembly into door frame.
- 3) Install retainers by placing 1 drop of glue



where previously glued and put in place.

- 4) Install side retainers.
- 5) Install door catch plate.
- 6) Install the 24 nuts loosely, do not tighten yet.
- 7) Tighten side panels nuts using the following procedure:
  - a. tighten top & bottom outside corner nuts (2)
  - b. tighten inside nuts (3)
  - c. tighten top & bottom inside corners (2)
- 8) Tighten the 10 nuts on center glass retainer.
- 9) Repeat step 7 for other side panel.
- 10) Replace new gasket by gluing it in place.
- 11) Install door onto stove and check the seal.

## FAN MAINTENANCE

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

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

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

**WARNING: IMPORTANT**  
*Disconnect power supply before servicing*

### Electrical Grounding Instructions

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

**To remove F43 fan:**

# MAINTENANCE

Reverse steps (1-5 on removing the fan). If necessary install a new gasket (Part#936-196) before replacing the fan access panel. Make sure the fan wires are reattached.

- 1) Unplug or disconnect power source to stove.
- 2) Remove all logs and the rear log support, then remove the 6 screws holding the access panel in place.
- 3) Disconnect the molex plug.
- 4) Remove the green ground wire from the fan body.
- 5) Lift fan off of the 2 pins, tip back and pull through firebox opening.

## Replacing F43 fan:

*Hint for pushing fan down onto pins - rub a bit of dish soap on the pins so the grommets will slide down more easily. Check to make sure the fan is seated properly on the pins - try to move the fan back and forth, there should be no noise, if there is check that the grommets haven't come loose.*

## To remove F28 fan:

- 1) Unplug or disconnect power source to stove.
- 2) Remove all logs and the rear log support, then remove the 10 screws holding the access panel in place, see Diagram 2. (Fan can also be accessed from the right side by opening the right side door. See Diagram 1).
- 3) Unclip the black, red and white wires from the fan motor.
- 4) Lift fan off of the 2 pins, tip back and pull through firebox opening. Disconnect the green ground wire from the left side of the fan as soon as you can reach it.

## Replacing F28 Fan:

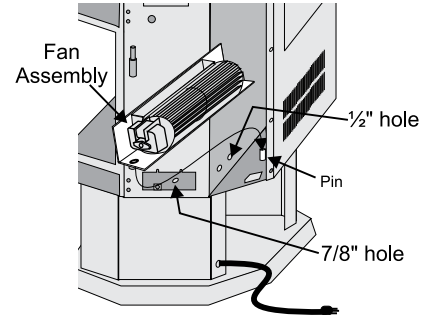


Diagram 1

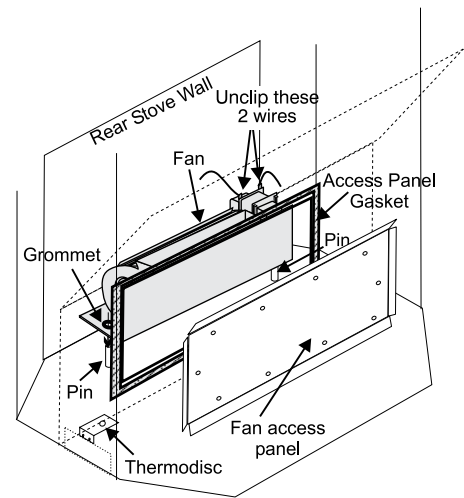
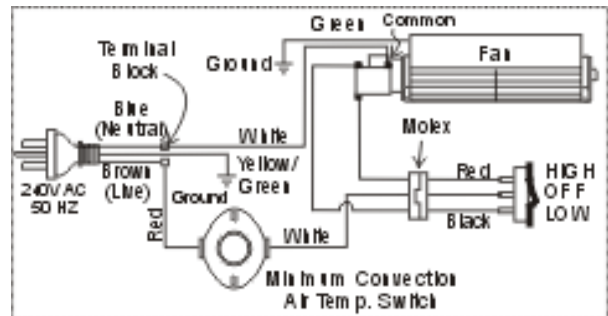
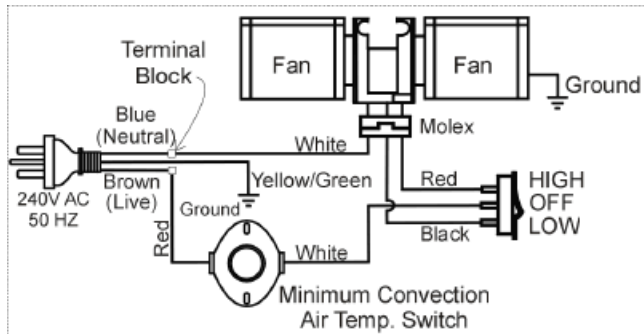
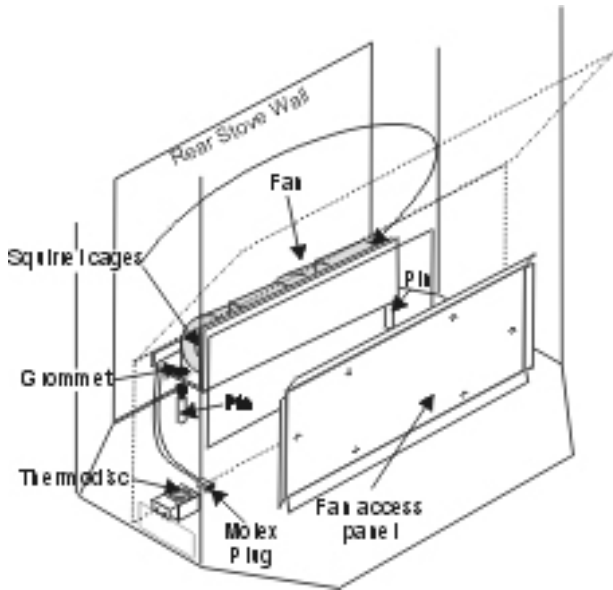
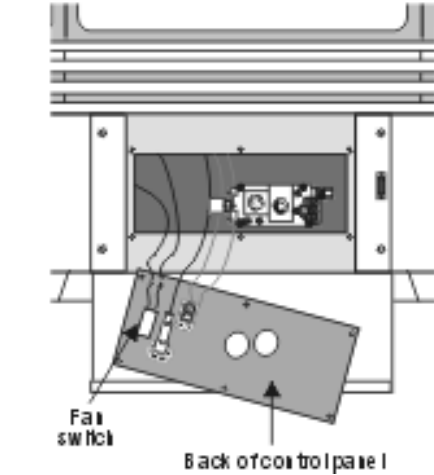


Diagram 2



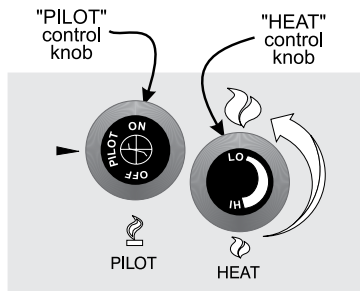
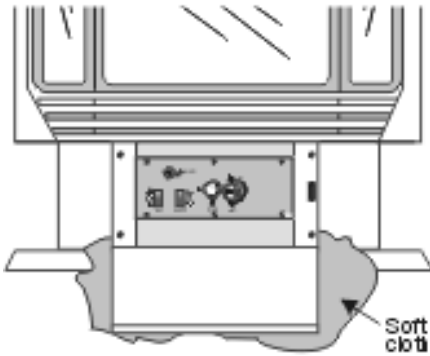


## REMOVING VALVE

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

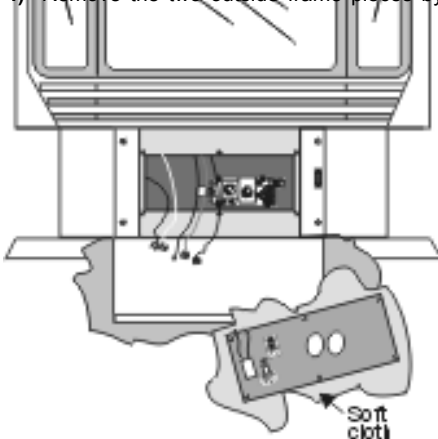
**NOTE:** Always shut off the gas supply before removing the valve.

- 1) Open front pedestal door and unhook chain. You may want to put a soft cloth on the base of the unit so that when the pedestal door is open it doesn't scratch the paint. See diagram below.
- 2) Undo the six screws holding the control

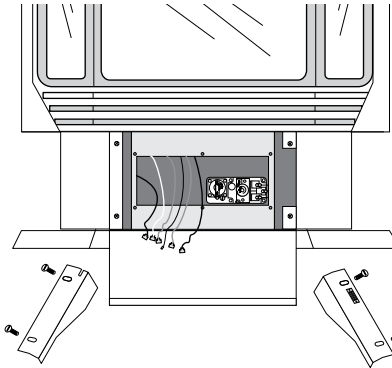


panel in place.

- 3) Disconnect all wires from the back of the panel and then remove panel. You should lay the panel on a soft cloth so it doesn't get marked up. See diagram below.
- 4) Remove the two outside frame pieces by

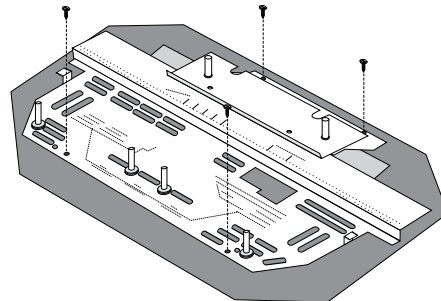


removing two screws per side. See diagram below.

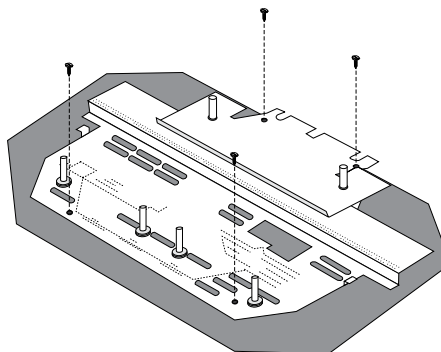


- 5) Carefully remove the logs, embers and rockwool.
- 6) At this point you should disconnect the gas at the valve.
- 7) Remove the burner by removing the four 1/4" hex head screws. See diagram below.

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



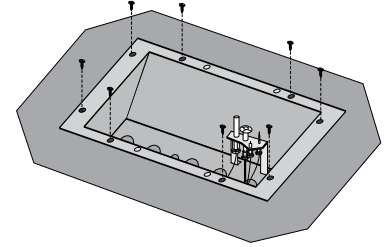
**F43 Burner**



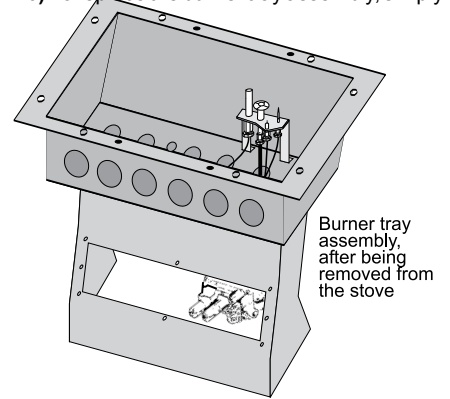
**F28 Burner**

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

- 9) Carefully lift the burner tray assembly out.



- 10) To replace the burner tray assembly, simply



Burner tray assembly, after being removed from the stove

reverse these instructions.

# MAINTENANCE

## TROUBLESHOOTING THE GAS CONTROL SYSTEM

**Note:** Before troubleshooting the gas control system, be sure external gas shut off is in the "on" position.

**• WARNING •**

**BEFORE DOING ANY GAS CONTROL SERVICE WORK, REMOVE THE GLASS FRONT.**

<b>TROUBLESHOOTING GUIDE</b>		
<b>PROBLEM</b>	<b>POSSIBLE CAUSES</b>	<b>CORRECTIVE ACTION</b>
Spark igniter will not light pilot.	Piezo wire loose Defective Piezo igniter. Piezo wire grounding out. Electrode is grounding out and/or wrong location.	<ul style="list-style-type: none"> <li>• Check for spark at electrode and pilot. If no spark, disconnect wire at electrode and put wire to ground and try igniter again. If still no spark follow Piezo wire to Piezo igniter to see where grounding may be occurring.</li> <li>• Bend electrode into pilot so gas may be able to contact spark.</li> </ul>
Pilot will not stay lit after carefully following lighting instructions.	Defective thermopile. Defective thermocouple. Thermopile/thermocouple grounding out. Loose thermopile leads. TP-THTP on valve.  Defective automatic gas valve.	<ul style="list-style-type: none"> <li>• Check pilot flame, must impinge on thermopile and thermocouple.</li> <li>• Clean and/or adjust pilot so pilot is enveloped around thermopile and thermocouple.</li> <li>• Be sure wire connections at gas valve terminals are tight and thermopile and thermocouple are fully inserted into pilot bracket.</li> <li>• One of the switch wires may be grounded. May be grounded to gas appliance or gas supply.</li> <li>• Check thermopile with millivolt meter. Take reading at thermopile terminals of valve TP-TPTH. Should read 250 millivolts minimum while holding valve knob in pilot position with pilot on and wall switch/two way switch off.</li> <li>• Replace if lower than specified minimum.</li> <li>• Turn valve knob to on including pilot. Take reading at TP-TPTH with on/off switch in the on position. Reading should be 100mv or greater. If reading is okay and pilot does not hold, replace gas valve.</li> </ul>
Pilot burning, no gas to burner. Valve knob is on. Wall switch is on.	Valve wire connections are loose. Valve wires are defective. Spill switch has not been reset (F/S). Spill switch is stuck in the open position. (INS - F/S).	<ul style="list-style-type: none"> <li>• Check two way switch/wall switch for proper connections. Jumper wire across terminals at two way switch/wall switch. If burner comes on, replace switch.</li> <li>• If okay, jumper wire at valve at TH-THTP. If unit turns on, replace wires and/or check where loose wires are.</li> </ul>
Frequent pilot outage problems.	Pilot flame may be too low or blowing high causing the pilot safety to drop out. Two way switch wires may be grounding out. Thermopile and/or thermocouple may be grounding out.	<ul style="list-style-type: none"> <li>• Clean and/or adjust pilot for maximum flame impingement on thermopile and/or thermocouple.</li> <li>• Trace wires from valve to two way switch/wall switch for possible grounding against gas appliance and/or gas supply.</li> <li>• Trace thermopile wires from valve to thermopile for possible grounding against gas appliance and/or gas valve.</li> <li>• Follow same steps for thermocouple.</li> </ul>
<p><b>Note:</b> <i>For service technicians only.</i> See the Regency Troubleshooting Guide for more detailed information. (Troubleshooting Regency Gas Products - Part # 908-439.)</p>		

### ABNORMAL OPERATION

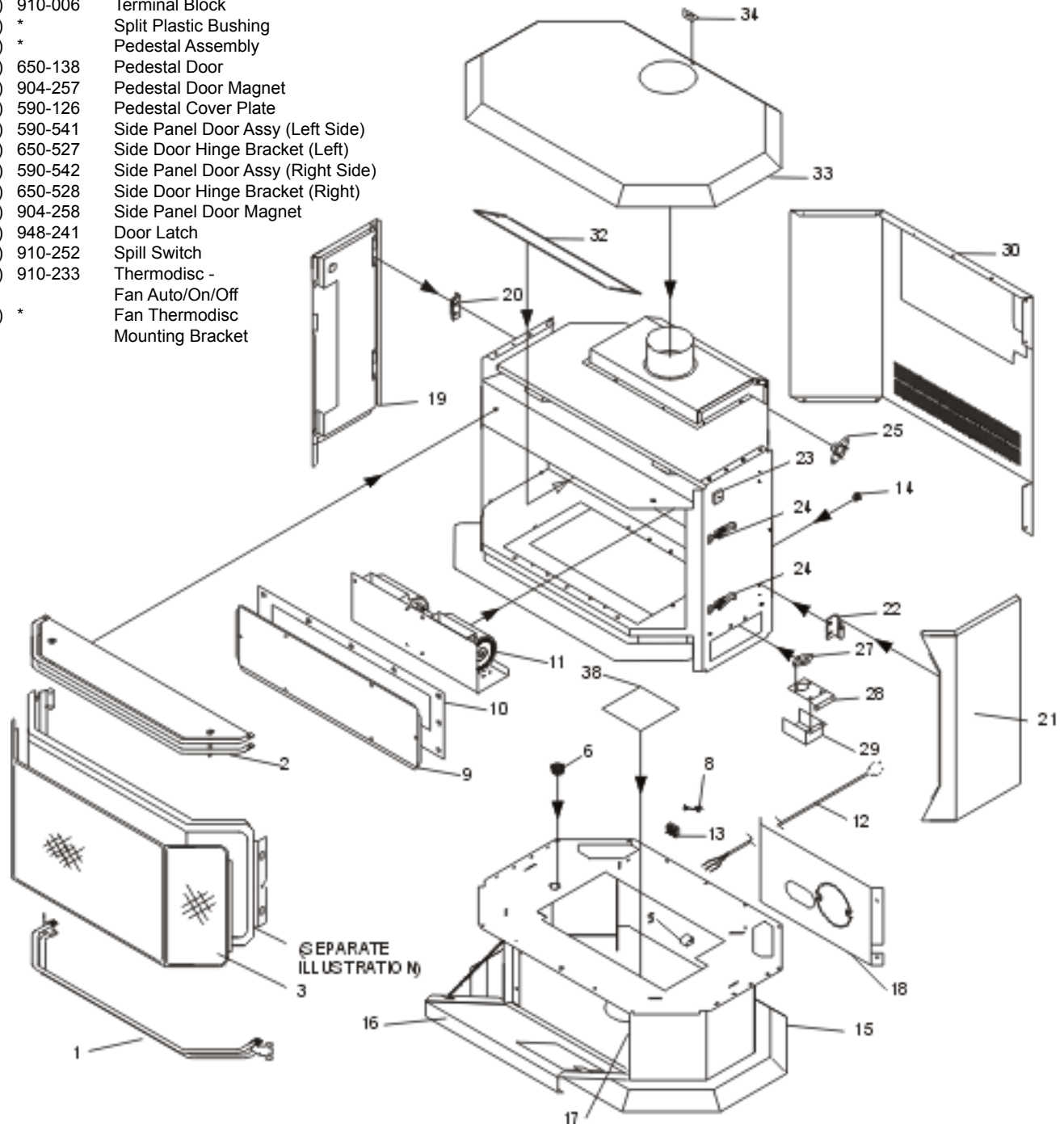
**If the main burner does not light but pilot stays on shut down heater and contact your dealer.**

**If excessive carbon on logs or glass contact your dealer.**

## F43 MAIN ASSEMBLY

Part #	Description	Part #	Description
1)	590-513 Louvre Assembly Bottom	29)	* Thermodisc Cover
2)	590-514 Louvre Assembly Top	30)	591-175 Rear Panel
3)	651-135 Door Safety Screen (Aust. only)	32)	591-187 Firebox Baffle
5)	* Wire Holder Clip	33)	591-576 False Top Assembly
6)	* Snap Bushing	34)	590-273 Flue Attachment Bracket
8)	* Grommet for Power Cord	38)	820-058 Pedestal Bottom Cover Plate
9)	590-105 Fan Cover		910-889 Wire Harness - Stove end
10)	936-196 Fan Cover Gasket		910-716 Wire Harness - Fan connection end
	590-518/P Fan Assembly		948-116 Logo Plate - Regency
11)	910-155/P Fan Motor		908-061 Manual
12)	910-714 Power Cord		
13)	910-006 Terminal Block		
14)	* Split Plastic Bushing		
15)	* Pedestal Assembly		
16)	650-138 Pedestal Door		
17)	904-257 Pedestal Door Magnet		
18)	590-126 Pedestal Cover Plate		
19)	590-541 Side Panel Door Assy (Left Side)		
20)	650-527 Side Door Hinge Bracket (Left)		
21)	590-542 Side Panel Door Assy (Right Side)		
22)	650-528 Side Door Hinge Bracket (Right)		
23)	904-258 Side Panel Door Magnet		
24)	948-241 Door Latch		
25)	910-252 Spill Switch		
27)	910-233 Thermodisc - Fan Auto/On/Off		
28)	* Fan Thermodisc Mounting Bracket		

\*Not available as a replacement part.

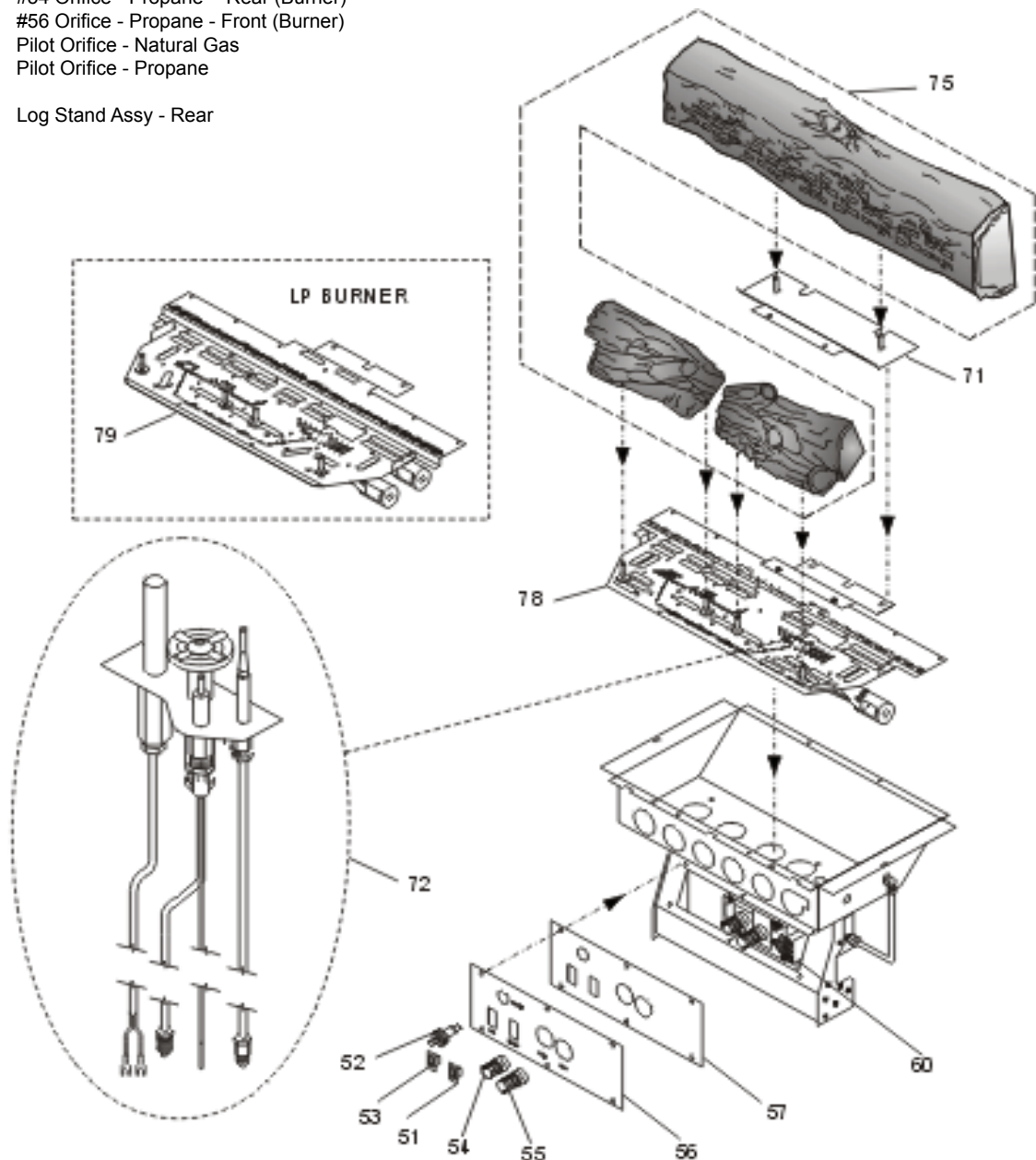


# PARTS LIST

## F43 BURNER & LOG ASSEMBLIES

Part #	Description	Part #	Description
51)	910-246 ON/OFF Burner Switch (2-way)	72)	910-022 Pilot Assy-SIT- 3 flame - N.G.
52)	910-190 Piezo Ignitor & Nut	910-025	Pilot Assy-SIT- 4 flame - Propane
53)	910-140 HI/OFF/LO Fan Switch	910-386	Thermocouple
54)	910-373 Knob - Pilot Valve Extension	910-341	Thermopile
55)	910-372 Flame Adjusting Knob	75)	650-933 Pkg. Log Set
56)	908-057 Control Panel Decal	78)	651-578 Burner Assy-NG
57)	591-041 Switch Plate	79)	651-575 Burner Assy-Propane
	591-597/P Valve Assembly - Natural Gas		
	591-598/P Valve Assembly - Propane		
60)	910-378 Valve S.I.T. - Natural Gas		
	910-380 Valve S.I.T. - Propane		
	904-690 #31 Orifice - N.G.		
	904-163 #54 Orifice - Propane - Rear (Burner)		
	904-241 #56 Orifice - Propane - Front (Burner)		
	910-382 Pilot Orifice - Natural Gas		
	910-383 Pilot Orifice - Propane		
71)	* Log Stand Assy - Rear		

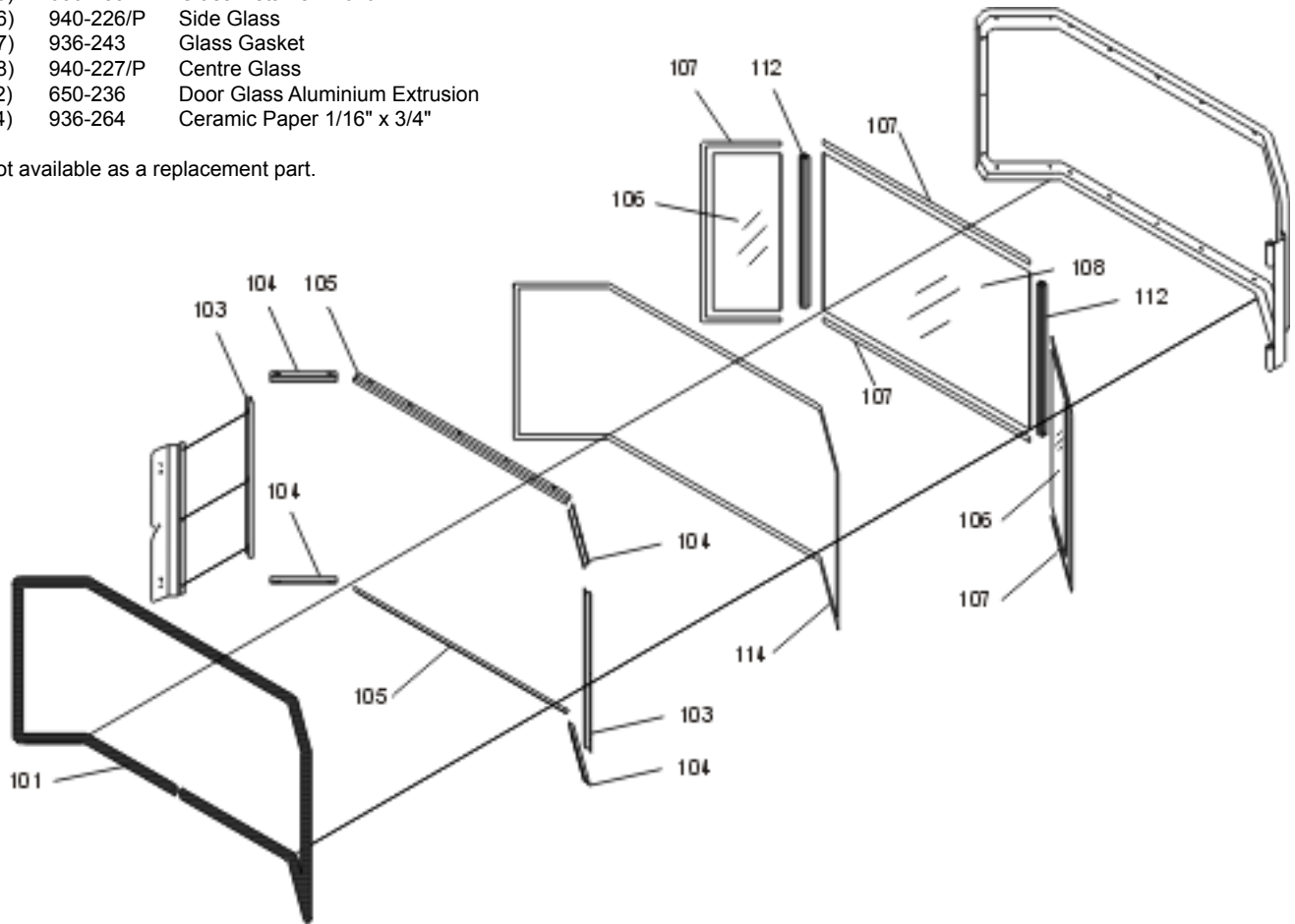
\*Not available as a replacement part.



## F43 DOOR ASSEMBLIES

Part #	Description
650-975	Gold Door - Complete Assy
650-974	Black Door - Complete Assy
101) 650-920	Door Gasket Kit
103) 590-190	Glass Retainer Side
104) 650-190	Glass Retainer Side-Top/Bottom
105) 650-189	Glass Retainer Front
106) 940-226/P	Side Glass
107) 936-243	Glass Gasket
108) 940-227/P	Centre Glass
112) 650-236	Door Glass Aluminium Extrusion
114) 936-264	Ceramic Paper 1/16" x 3/4"

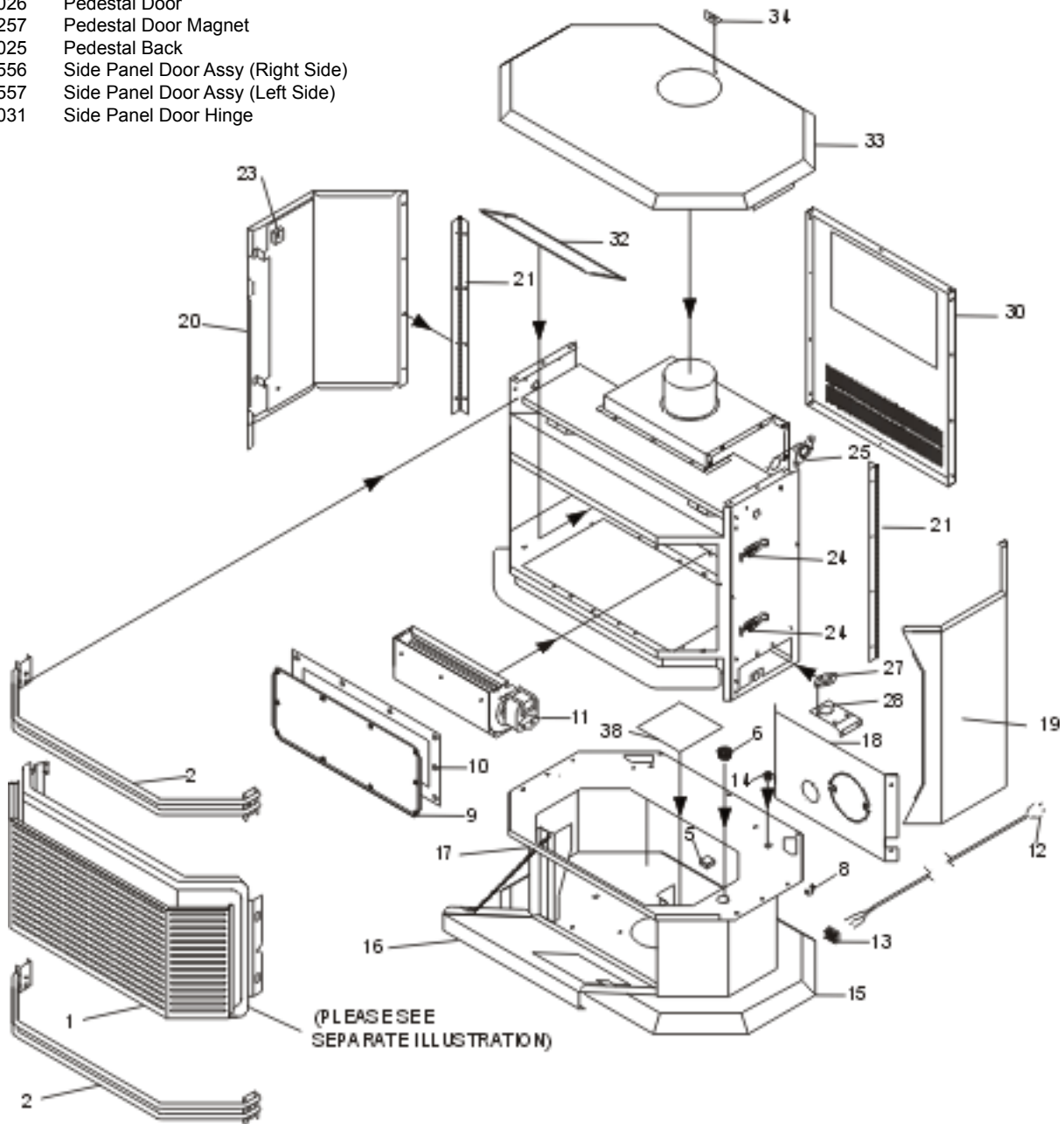
\*Not available as a replacement part.



# PARTS LIST

## F28 MAIN ASSEMBLY

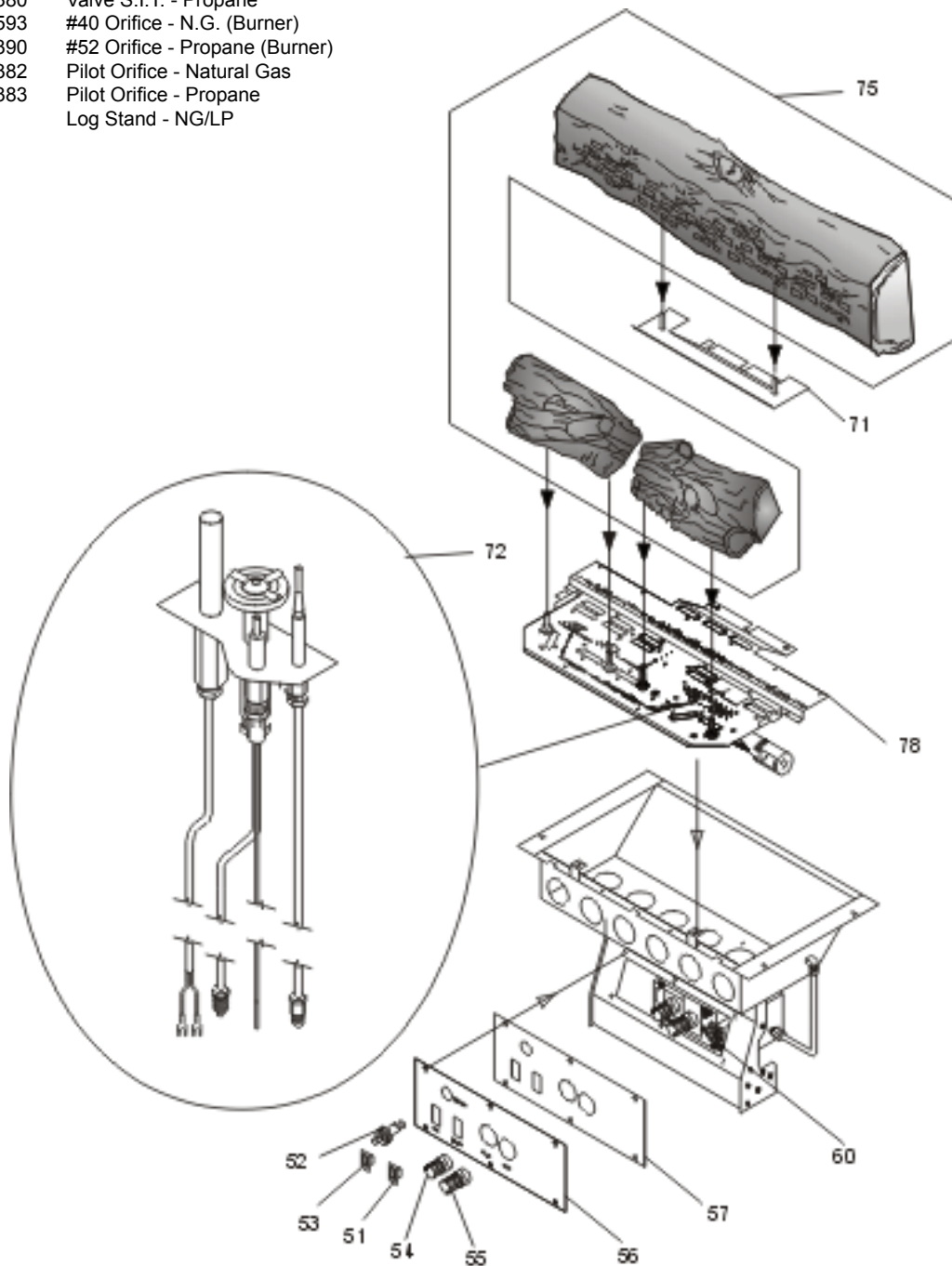
Part #	Description	Part #	Description
1)	560-070 Door Screen (Aust. only)	23)	904-258 Side Panel Door Magnet
2)	560-555/02 Top/Bottom Gold Louvre Assy	24)	948-255 Door Latch
5)	* Wire Holder Clip	25)	910-250 Spill Switch
6)	* Snap Bushing	27)	910-233 Thermodisc - Fan Auto/On/Off
8)	* Grommet for power cord	28)	* Mounting Bracket - Fan Thermodisc
9)	560-055 Fan Access Door	30)	560-053 Rear Panel
10)	560-030 Gasket for Fan Access Door	32)	560-071 Firebox Baffle
	560-519/P Fan Assembly	33)	560-535 False Top Assembly
11)	910-169/P Fan Motor (240 Volt)	34)	590-273 Flue Attachment Bracket
12)	910-714 Power Cord (240 Volt)	38)	820-058 Pedestal Base Cover
13)	910-006 Terminal Block		948-116 Logo Plate
14)	* Split Plastic Bushing		908-060 Manual
15)	560-525 Pedestal Assembly		*Not available as a replacement part.
16)	560-026 Pedestal Door		
17)	904-257 Pedestal Door Magnet		
18)	560-025 Pedestal Back		
19)	560-556 Side Panel Door Assy (Right Side)		
20)	560-557 Side Panel Door Assy (Left Side)		
21)	560-031 Side Panel Door Hinge		



## F28 BURNER & LOG ASSEMBLY

Part #	Description	Part #	Description
51)	910-246 ON/OFF Burner Switch (2-way)	72)	910-022 Pilot Assy-SIT- 3 flame - N.G.
52)	910-190 Piezo Ignitor & Nut	910-023	Pilot Assy-SIT- 3 flame- Propane
53)	910-140 HI/OFF/LO Fan Switch	910-386	Thermocouple
54)	910-373 Knob - Pilot Valve Extension	910-341	Thermopile
55)	910-372 Flame Adjusting Knob	75)	560-935 Log Set
56)	908-057 Control Panel Decal	78)	651-580 Burner Assy-Natural Gas/ Propane
57)	591-041 Control Panel Plate		
	561-527/P Valve Assembly - Natural Gas		
	561-529/P Valve Assembly - Propane		
60)	910-378 Valve S.I.T. - Natural Gas		
	910-380 Valve S.I.T. - Propane		
	904-593 #40 Orifice - N.G. (Burner)		
	904-390 #52 Orifice - Propane (Burner)		
	910-382 Pilot Orifice - Natural Gas		
	910-383 Pilot Orifice - Propane		
71)	* Log Stand - NG/LP		

\*Not available as a replacement part.

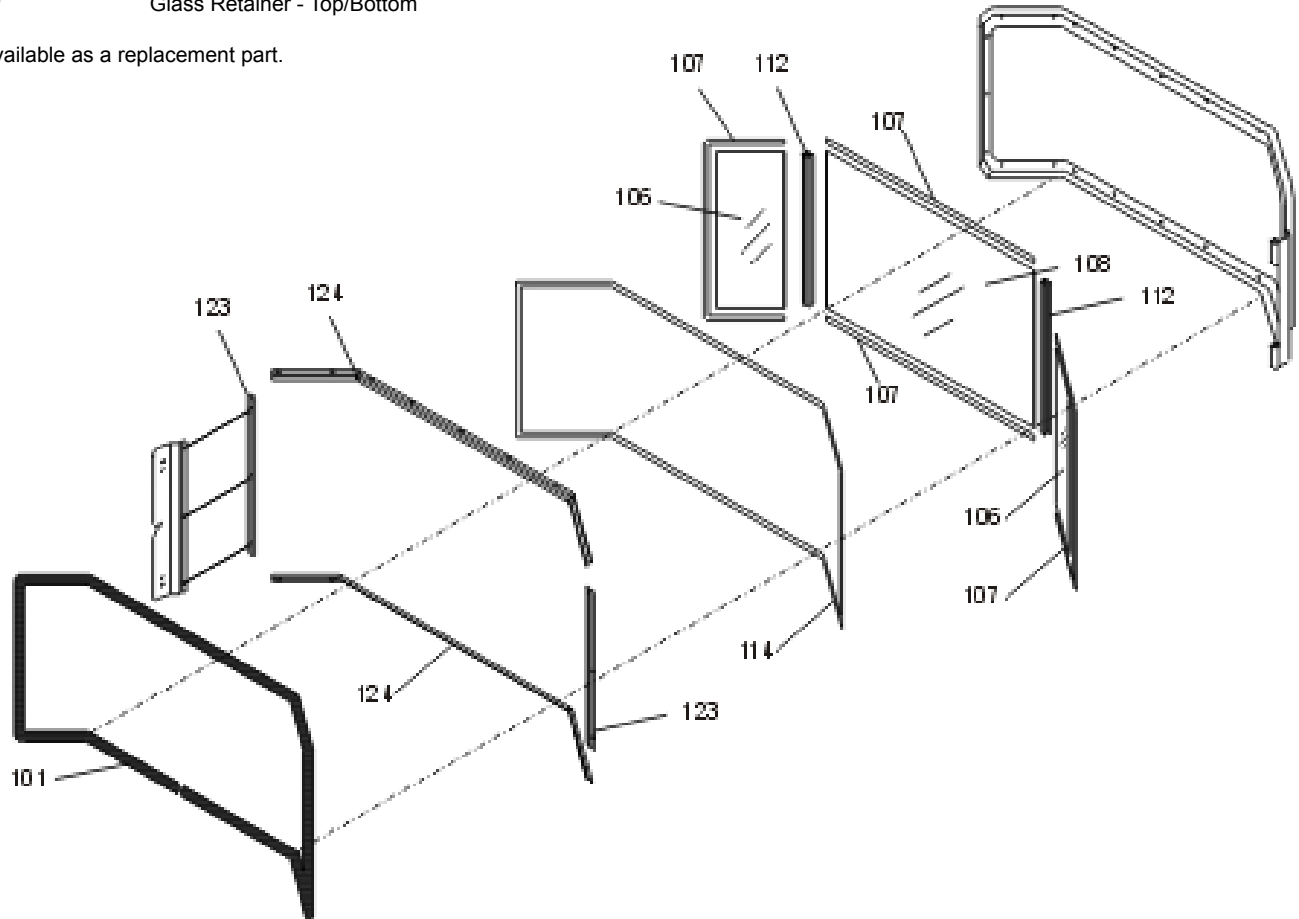


# PARTS LIST

## F28 DOOR ASSEMBLIES

Part #	Description
560-924	Gold Door - Complete Assy
560-926	Black Door - Complete Assy
101) 650-920	Door Gasket Repair Kit
106) 940-236/P	Side Glass
107) 936-243	Glass Gasket
108) 940-237/P	Centre Glass
112) 560-032	Door Glass Aluminium Extrusion
114) *	Ceramic Paper 1/16" x 3/4"
123) *	Glass Retainer - Side
124) *	Glass Retainer - Top/Bottom

\*Not available as a replacement part.









Regency Fireplace Products are designed with reliability and simplicity in mind. In addition, our internal Quality Assurance Team carefully inspects each unit thoroughly before it leaves our door. Regency Industries Ltd. is pleased to extend this limited lifetime warranty to the original purchaser of a Regency Product.

**The Warranty:** Lifetime

Covered under the agreement are the following components:

Combustion chamber, heat exchanger, burner tubes, logs, embers, glass (thermal breakage) and all gold plating (against defective manufacture).

The above will be covered for parts and labour for the first five years and parts only thereafter.

Electrical components such as fans, switches, wiring, thermodiscs, remote control, thermopiles, thermocouples and gas valves are covered for one year from the date of purchase.

**Conditions:**

All installations must be performed by an authorised gas fitter and installed according to all applicable local and national codes. Also, all service work must be carried out by an authorised gas service person. It is the responsibility of the installer to ensure that the appliance is firing as per rating plate. Any part or parts of this unit which in our judgement show evidence of such defect will be repaired or replaced at Regency's option, through an accredited distributor or agent provided that the defective part be returned to the distributor or agent **Transportation Prepaid**, if requested.

**Exclusions:**

This limited Lifetime Warranty does not extend to or include paint, door or glass gasketing or trim. It does not cover installation and operational related problems such as over-firing, downdrafts or spillage caused by environmental conditions, nearby trees, buildings, hilltops, mountains, inadequate flueing or ventilation, excessive offsets, negative air pressures caused by insufficient make up air, mechanical systems such as furnaces, fans, clothes dryers etc.

The warranty does not extend to any part or parts which show evidence of misuse or abuse, neglect, accident or lack of maintenance.

Products made by other manufacturers and used in conjunction with the operation of this appliance without authorization from Regency, may nullify your warranty on this product.

Regency Industries Ltd., shall in no event be liable for any special, indirect consequential damages of any nature whatsoever which are in excess of the original purchase price of the product. Any alteration to the unit which causes sooting or carbonning that results in damage to the exterior facia is not the responsibility of Regency Industries Ltd.

**General:**

It is essential that all submitted claims provide all of the necessary information including purchase date, serial #,

**AUSTRALIAN DISTRIBUTORS:**

AUSTRALIAN HEATING DISTRIBUTORS  
10/46 JAMES ST  
GUILDFORD  
WESTERN AUSTRALIA 6055

**SERVICE AGENTS**

HEARTH HOUSE SERVICE  
10/46 JAMES ST  
GUILDFORD  
WESTERN AUSTRALIA 6055

**NOTE: PLEASE RETAIN YOUR INVOICE AS PROOF OF PURCHASE FOR WARRANTY VERIFICATION INCORRECT INSTALLATION OR GAS PRESSURE SETTINGS ARE NOT COVERED BY WARRANTY.**

**A SERVICE OR CALLOUT FEE WILL BE CHARGED IN THESE CIRCUMSTANCES**



# OPERATING INSTRUCTIONS

- 5) Push in PILOT knob all the way in and hold. Immediately push IGNITOR button until pilot lights. Continue to hold the PILOT knob in for approximately one minute, then release the PILOT knob. The pilot flame should continue to burn. If the pilot does not remain lit, repeat operation allowing a longer period before releasing PILOT knob.
- 6) Turn PILOT knob counter clockwise to **on**.
- 7) Use the ON/OFF switch to turn on the burner.
- 8) Rotate the HEAT control to adjust the flame height **higher** or **lower**.

## SHUTDOWN INSTRUCTIONS

- 1) Use the ON/OFF switch, wall switch, thermostat or remote control to turn off the burner.
- 2) Push in the PILOT knob slightly and turn clockwise to off. Do not force.
- 3) Turn off all electric power to the appliance if service is to be performed.

## FIRST FIRE

The **FIRST FIRE** in your heater 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 and 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 may require cleaning.



Diagram 1

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

## AUTOMATIC CONVECTION FAN

## OPERATING INSTRUCTIONS

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

- 1) Read and understand these instructions before operating this appliance.
- 2) **Clean the burner and control compartment of lint and house dust by brushing and vacuuming regularly. At least once a year.**
- 3) Never operate the appliance with any of the glass removed or with the door open.
- 4) Verify log placement. If the pilot cannot be seen when lighting the unit - the logs or the embers have been incorrectly positioned.
- 5) The unit should never be turned off and on without a minimum of a 60 second wait.
- 6) Do not operate with primary guard removed (Australia only). See page 4 warning labels.

## LIGHTING INSTRUCTIONS

**IMPORTANT:** The PILOT knob cannot be turned from *pilot* to *off* unless it is partially depressed.

**Note:** *Open the pedestal door of the unit before lighting the pilot. Once the pilot is lit, close the door. You should never operate the unit with the door open.*

- 1) If the PILOT knob is in the **off** position proceed to Step 4.
- 2) Push in PILOT knob slightly and turn clockwise to **off**. Knob cannot be turned from **pilot** to **off** unless knob is pushed in slightly. Do not force.
- 3) Wait five minutes to allow gas, that may have accumulated in the main burner compartment, to escape. If you smell gas, follow the instructions on the front of this manual. If you don't smell gas continue on to the next step.
- 4) Turn the PILOT knob counterclockwise to **pilot** and align it with the arrow as shown in diagram 1.

# OPERATING INSTRUCTIONS

Copy of the Lighting Plate instructions

**FOR YOUR SAFETY READ BEFORE LIGHTING**

This appliance must be installed in accordance with local codes, if any; if not, follow the current CAN1-B149/ANSI Z 223.1 (Australia: AG601, New Zealand: NZS 5261)

**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.

A) This appliance has a pilot which must be lit by hand, following the instructions below exactly.

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

**WHAT TO DO IF YOU SMELL GAS**

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

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

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

This appliance needs fresh air for safe operation and must be installed so there are provisions for adequate combustion and ventilation air.

**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**

**STOP!** Read the safety information above on this label.

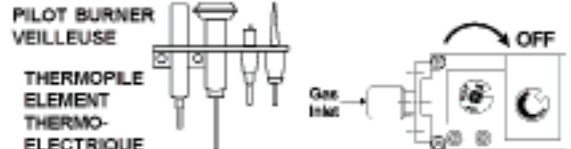
- 1) Push in gas control knob slightly and turn clockwise to "OFF". Knob cannot be turned from "PILOT" to "OFF" unless knob is pushed in slightly. Do not force.
- 2) Wait five (5) minutes to clear out any gas. If you then smell gas **STOP!** follow "B" in the safety information above on this label. If you don't smell gas, go to the next step.
- 3) Turn knob on gas control counterclockwise to "PILOT".
- 4) Push in control knob all the way and hold in. Immediately push black button on spark igniter until pilot lights. Continue to hold the control knob in for about 1/2 minute after the pilot is lit.
- 5) Turn gas control knob counterclockwise to "ON".
- 6) Use rocker switch to operate main burner.

Release knob and it will pop back up. Pilot should remain lit. If it goes out, repeat steps 3) and 4). If knob does not pop up when released, stop and immediately call your service technician or gas supplier.

If the pilot will not stay lit after several tries, turn the gas control knob to "OFF" and call your service technician or gas supplier.

PILOT BURNER  
VEILLEUSE

THERMOPILE  
ELEMENT  
THERMO-  
ELECTRIQUE



**TO TURN OFF GAS APPLIANCE**

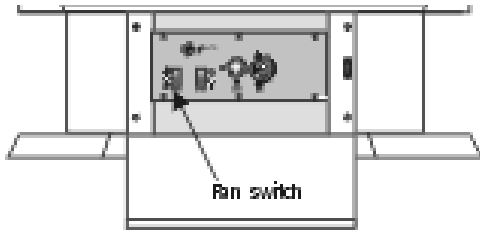
- 1) Push in the gas control knob slightly and turn clockwise to "OFF". Do not force.
- 2) Turn off all electric power to the appliance if service is to be performed.

**DO NOT REMOVE THIS INSTRUCTION PLATE** 908-649

# OPERATING INSTRUCTIONS

## OPERATION

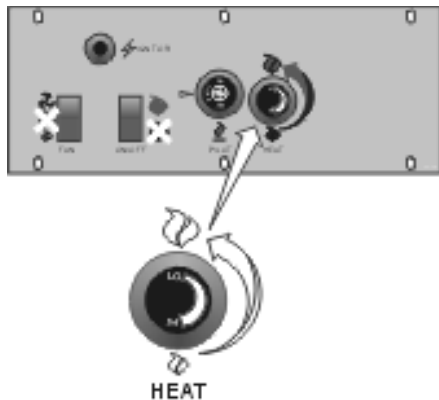
The fan operates automatically - turn the knob in the pedestal base to High or Low speed. The fan will turn on as the stove comes up to operating temperature. After the unit has been turned off and cools to below a useful heat output range the fan will shut off automatically.



## ADJUSTING FLAME HEIGHT

Your heater has an adjustable flame to tailor the look and heat output to your specific needs. It is adjusted by turning the flame adjustment dial on the gas control valve.

Turn clockwise to adjust the flame higher, counterclockwise for a lower flame.



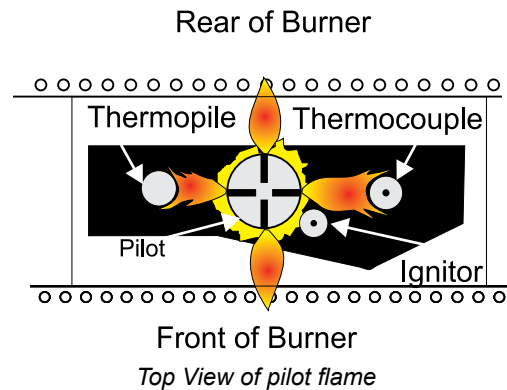
**WARNING**  
**DO NOT SPRAY AEROSOLS IN THE VICINITY OF**  
**THIS APPLIANCE WHILE IN OPERATION**

## PILOT ADJUSTMENT

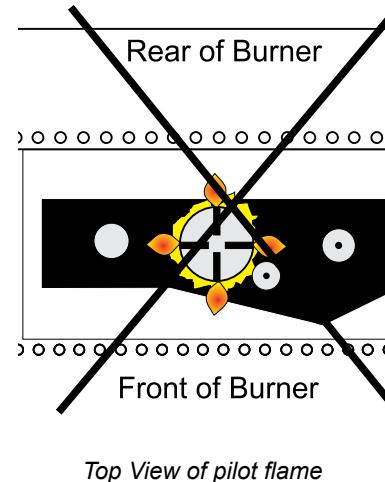
Periodically check the pilot flames. Correct flame pattern has four strong blue flames: 1 flowing around the thermopile and 1 around the thermocouple, 1 flowing across the rear burner and 1 reaching towards the front burner (it does not have to be touching the burner).

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

Incorrect flame pattern will have small, probably yellow flames,



not coming into proper contact with the rear burner or thermopile.



# OPERATING INSTRUCTIONS

## AERATION ADJUSTMENT

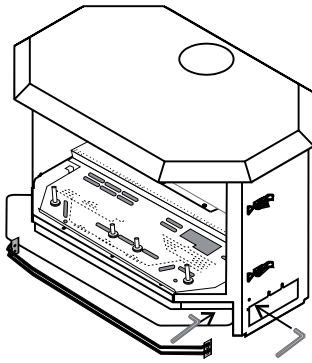
The burner aeration is factory set but may need adjusting due to either the local gas supply or altitude.

F43-NG Natural Gas: 1/4" open  
F43-LP Propane: Fully open (rear) and  
fully open (front)

F28-NG Natural Gas 1/8" open  
F28-LP Propane 3/8" open

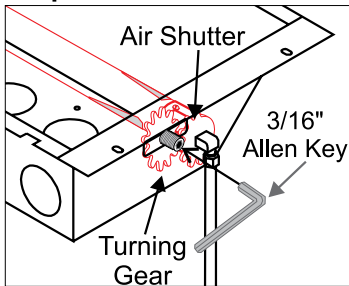
The aeration adjustment gears are located on the right side of the burner box and can be accessed from the side or from the front when the louvers are removed.

To adjust the aeration: use the allen key to turn the turning gear which will adjust the air shutter. Open the air shutter for a blue flame or close it for a yellower flame. This adjustment is performed by a qualified installer. The factory setting should be sufficient for most installations.



Clockwise to open,  
counter-clockwise to close.

**Caution: Carbon will be produced if the air shutter is closed - Tall yellow flame  
Open - Short blue flame**



closed too much.

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

## 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.

### Fan:

Masport gas appliances use high tech fans 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 switch.

### 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.

### Fan 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.



10.

- 2) Clean glass (never when unit is hot), appliance, louvres, and door with a damp cloth. Never use an abrasive cleaner. The gold louvres (and optional gold door) may be scratched if abrasives are used to clean them.

The heater is finished in a heat resistant paint and should only be refinished with heat resistant paint (not with wall paint). Regency uses StoveBright Paint - Metallic Black #6309.

- 3) Make a periodic check of burner for proper position and condition. Visually check the flame of the burner periodically, making sure the flames are steady; not lifting or floating. If there is a problem, call an authorized service person or your local dealer.
- 4) The appliance and flueing system must be inspected before use, and at least annually, ONLY by an authorised field service person, to ensure that the flow of combustion and ventilation air is not obstructed.

During the annual service call, the burners should be removed from the burner tray and cleaned. Replace the embers - do not block the pilot or burner ports.

- 5) Keep the area near the appliance clear and free from combustible materials, gasoline, aerosols, and other flammable vapours and liquids.

**WARNING: CHILDREN AND ADULTS SHOULD BE ALERT-ED 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.**

## **IMPORTANT MAINTENANCE INSTRUCTIONS**

**SERVICE ANNUALLY ONLY BY AN  
AUTHORISED PERSON**

- 1) Clean the burner and control compartment of lint and house dust by brushing and vacuuming at least once a year. When cleaning the logs, use a soft clean brush as the logs are fragile and easily damaged.

**During the annual service the burners should be removed from the burner tray and cleaned. Replace logs and embers as per instructions on pages 9 and**

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

## **LOG REPLACEMENT**

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

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

## **DOOR AND GLASS GASKET**

If the door gasket requires replacement use 7/8" diameter oval door gasket. The glass requires 5/8" flat glass gasket. See your Masport dealer.

## **GOLD-PLATED DOORS**

The 24 carat gold plated finish on the door requires little maintenance, and need only be cleaned with a damp cloth. DO NOT use abrasive materials or chemical cleaners, as they may harm the finish and will **void the warranty**. Clean any fingerprints off before turning the unit on.

# MAINTENANCE

## GLASS REPLACEMENT

Your Masport heater is supplied with high temperature, 5mm Neoceram silica coated ceramic glass that will withstand the highest heat that your unit will produce. In the event that you break your glass, purchase your replacement from an authorized Masport dealer only, and follow the step-by-step instructions for replacement.

### Removing Glass:

**Note:** *Wearing gloves will protect your hands while handling glass.*

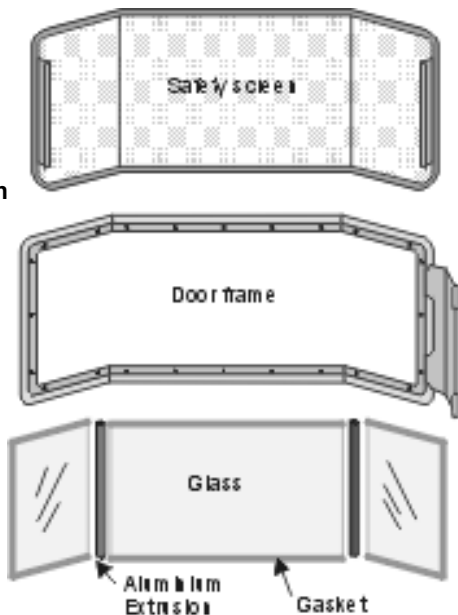
- 1) Remove the door from the unit and place on a soft surface to prevent scratching.
- 2) Pull out the door gasket.
- 3) Remove the 24 nuts holding the glass retainers in place. *Do not remove the nuts underneath the retainers.*
- 4) Remove the door catch plate.
- 5) Remove glass retainers on sides first (3 each side) then remove two center retainers.

**Note:** *Center glass retainers are glued to center glass.*

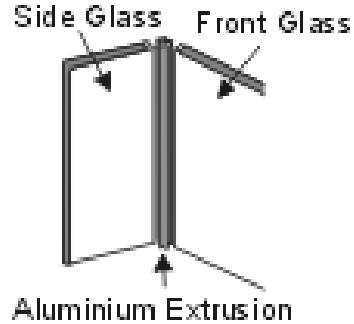
- 6) Remove glass from aluminium extrusions. When removing center glass, leave white insulation in place.

### Installing Glass:

**Safety Screen:**  
Only required in Australia



- 11) Install door onto stove and check the seal.



- 1) Install both center and side glass onto aluminium extrusions as per diagram.
- 2) Place glass assembly into door frame.
- 3) Install retainers by placing 1 drop of glue where previously glued and put in place.
- 4) Install side retainers.
- 5) Install door catch plate.
- 6) Install the 24 nuts loosely, do not tighten yet.
- 7) Tighten side panels nuts using the following procedure:
  - a. tighten top & bottom outside corner nuts (2)
  - b. tighten inside nuts (3)
  - c. tighten top & bottom inside corners (2)
- 8) Tighten the 10 nuts on center glass retainer.
- 9) Repeat step 7 for other side panel.
- 10) Replace new gasket by gluing it in place.

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

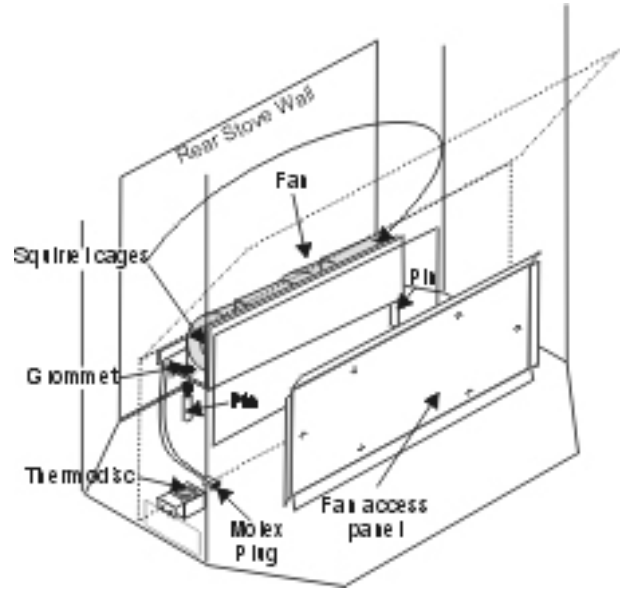
**WARNING: Electrical Grounding Instructions**  
This appliance is equipped with a three pronged (grounding) plug for your protection against shock hazard and should be plugged directly into a properly grounded three-prong receptacle. Do not cut or remove the grounding prong from this plug.

### To remove F43 fan:

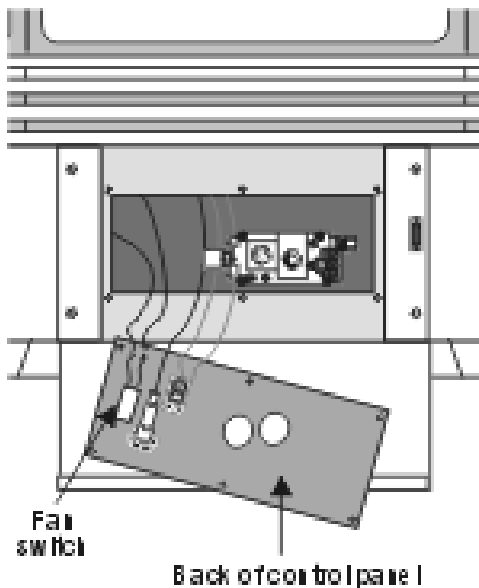
**IMPORTANT**  
*Disconnect power supply before servicing*

- 3) Disconnect the molex plug.
- 4) Remove the green ground wire from the fan body.
- 5) Lift fan off of the 2 pins, tip back and pull through firebox opening.

- 1) Unplug or disconnect power source to stove.
- 2) Remove all logs and the rear log support, then remove the 6 screws holding the access panel in place.



*Hint for pushing fan down onto pins - rub a bit of dish soap on the pins so the grommets will slide down more easily. Check to make sure the fan is seated properly on the pins - try to move the fan back and forth, there should be no noise, if there is check that the grommets haven't come loose.*

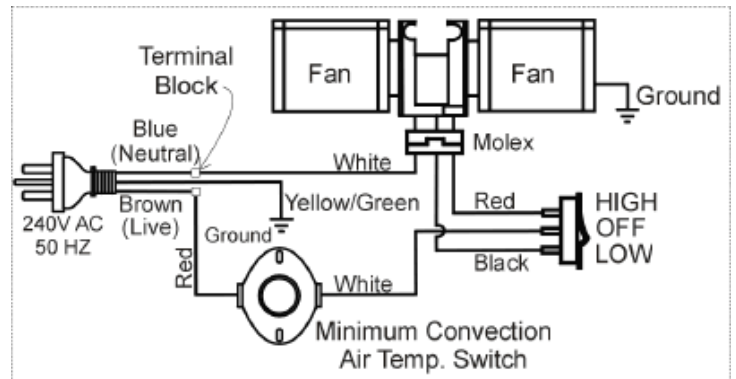


### Replacing F43 fan:

Reverse steps (1-5 on removing the fan). If necessary install a new gasket (Part# 936-196) before replacing the fan access panel. Make sure the fan wires are reattached.

### To remove F28 fan:

- 1) Unplug or disconnect power source to stove.



## FAN MAINTENANCE

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

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

# MAINTENANCE

- 2) Remove all logs and the rear log support, then remove the 10 screws holding the access panel in place, see Diagram 1. (Fan can also be accessed from the right side by opening the right side door. See Diagram 2).
- 3) Unclip the black, red and white wires from the fan motor.
- 4) Lift fan off of the 2 pins, tip back and pull through firebox opening. Disconnect the green ground wire from the left side of the fan as soon as you can reach it.

## Replacing F28 Fan:

Reverse the above steps (1 - 4). If necessary install a new gasket before replacing the fan access panel. Make sure the

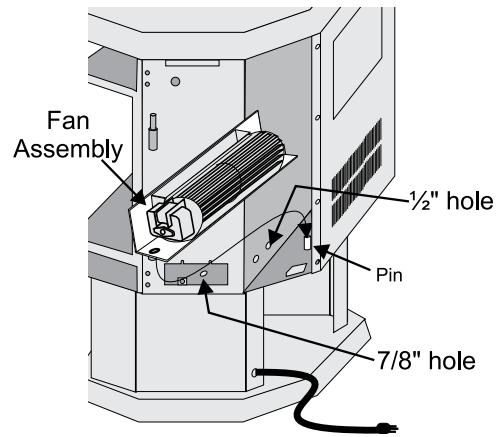


Diagram 2

fan wires and the ground wire are reattached.

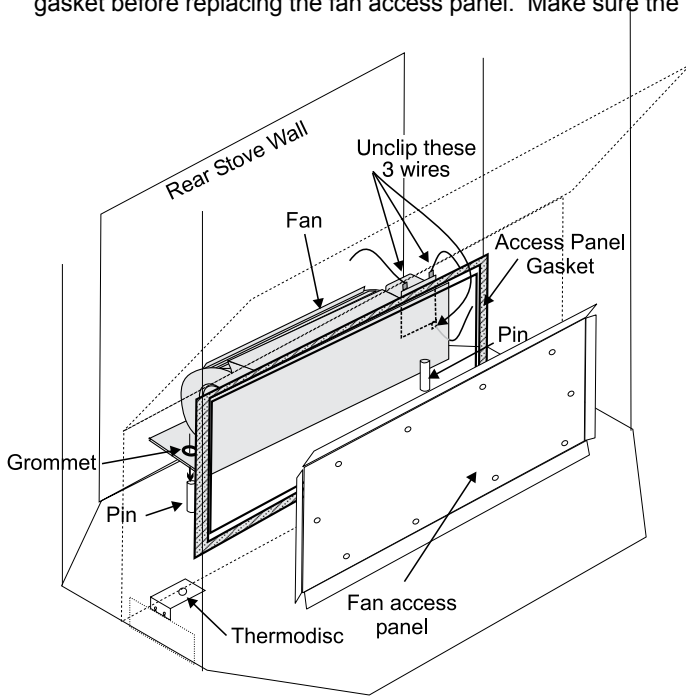
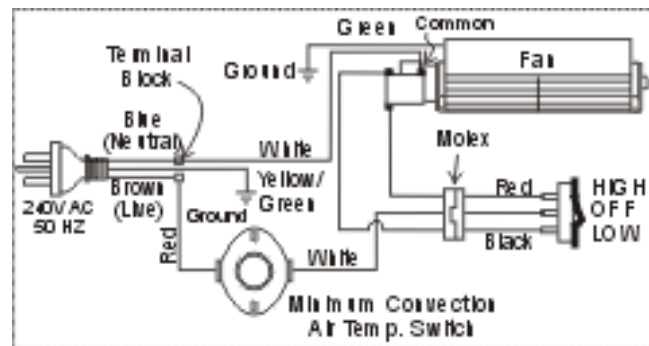


Diagram 1

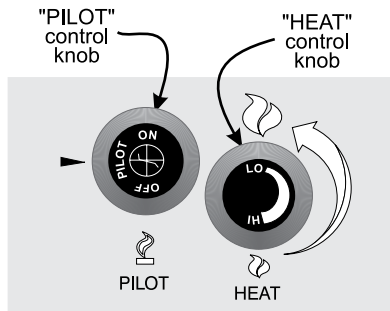
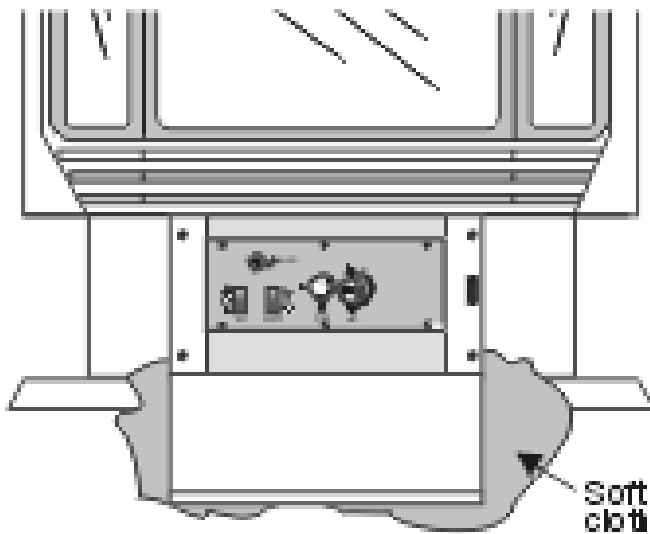


## REMOVING VALVE

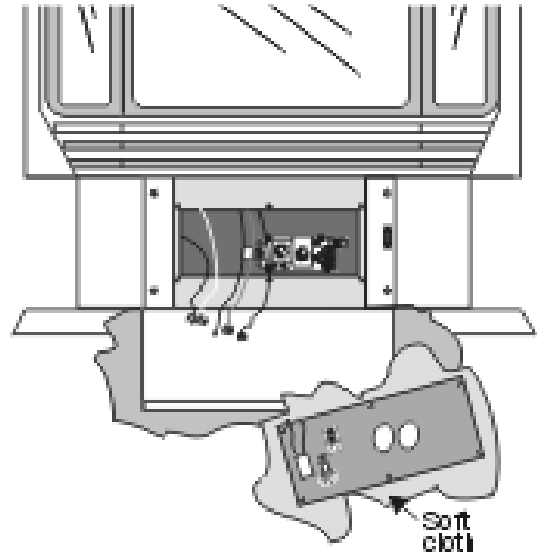
If your valve requires maintenance or replacement, follow these instructions:

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

- 1) Open front pedestal door and unhook chain. You may want to put a soft cloth on the base of the unit so that when the pedestal door is open it doesn't scratch the paint. See diagram below.
- 2) Undo the six screws holding the control panel in place.

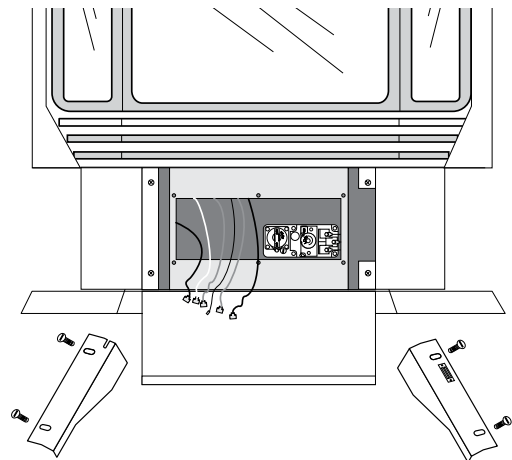


- 3) Disconnect all wires from the back of the panel and then remove panel. You should lay the panel on a soft cloth so it doesn't get marked up. See diagram below.
- 4) Remove the two outside frame pieces by removing two



screws per side. See diagram below.

- 5) Carefully remove the logs, embers and rockwool.

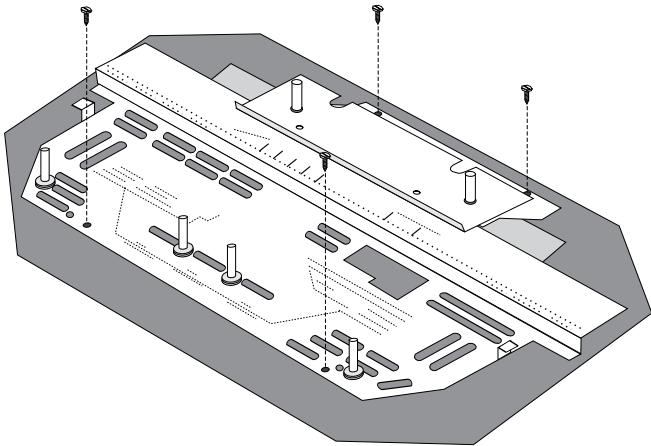


# MAINTENANCE

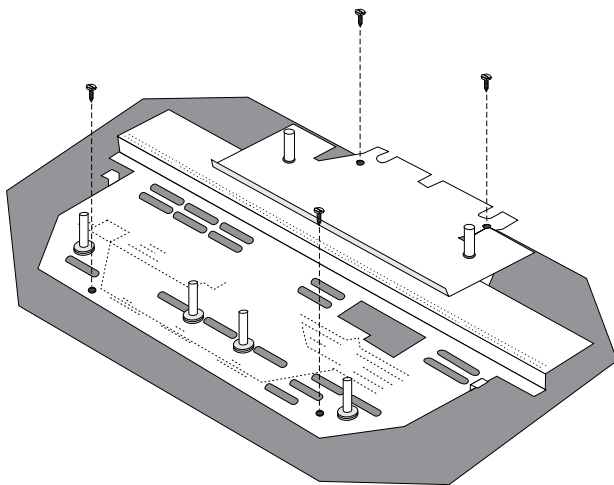
- 6) At this point you should disconnect the gas at the valve.
- 7) Remove the burner by removing the four 1/4" hex head screws. See diagram below.

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

- 8) Remove eight 1/4" hex head screws holding the burner

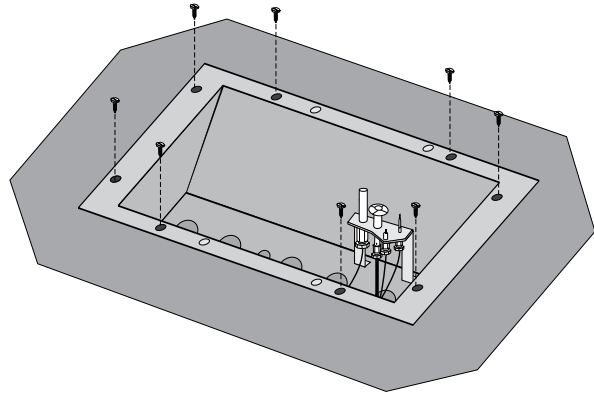


**F43 Burner**

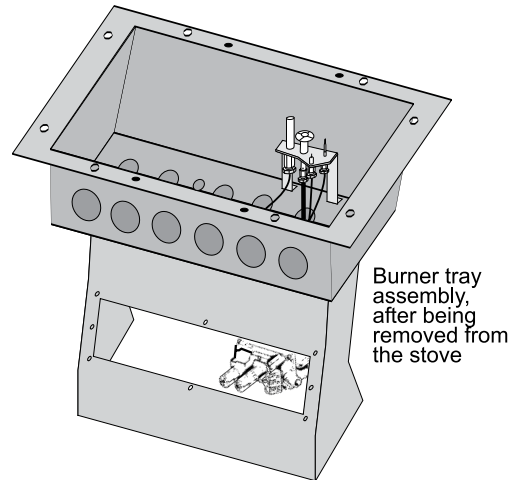


**F28 Burner**

- 9) Carefully lift the burner tray assembly out.



- 10) To replace the burner tray assembly, simply reverse these



instructions.

## TROUBLESHOOTING THE GAS CONTROL SYSTEM

**Note:** Before troubleshooting the gas control system, be sure external gas shut off is in the "on" position.

• **WARNING** •  
BEFORE DOING ANY GAS CONTROL SERVICE WORK, REMOVE THE GLASS FRONT.

<b>TROUBLESHOOTING GUIDE</b>		
<b>PROBLEM</b>	<b>POSSIBLE CAUSES</b>	<b>CORRECTIVE ACTION</b>
Spark igniter will not light pilot.	Piezo wire loose Defective Piezo igniter. Piezo wire grounding out. Electrode is grounding out and/or wrong location.	<ul style="list-style-type: none"> <li>• Check for spark at electrode and pilot. If no spark, disconnect wire at electrode and put wire to ground and try igniter again. If still no spark follow Piezo wire to Piezo igniter to see where grounding may be occurring.</li> <li>• Bend electrode into pilot so gas may be able to contact spark.</li> </ul>
Pilot will not stay lit after carefully following lighting instructions.	Defective thermopile. Defective thermocouple. Thermopile/thermocouple grounding out. Loose thermopile leads. TP-THTP on valve.  Defective automatic gas valve.	<ul style="list-style-type: none"> <li>• Check pilot flame, must impinge on thermopile and thermocouple.</li> <li>• Clean and/or adjust pilot so pilot is enveloped around thermopile and thermocouple.</li> <li>• Be sure wire connections at gas valve terminals are tight and thermopile and thermocouple are fully inserted into pilot bracket.</li> <li>• One of the switch wires may be grounded. May be grounded to gas appliance or gas supply.</li> <li>• Check thermopile with millivolt meter. Take reading at thermopile terminals of valve TP-TPTH. Should read 250 millivolts minimum while holding valve knob in pilot position with pilot on and wall switch/two way switch off.</li> <li>• Replace if lower than specified minimum.</li> <li>• Turn valve knob to on including pilot. Take reading at TP-TPTH with on/off switch in the on position. Reading should be 100mv or greater. If reading is okay and pilot does not hold, replace gas valve.</li> </ul>
Pilot burning, no gas to burner. Valve knob is on. Wall switch is on.	Valve wire connections are loose. Valve wires are defective. Spill switch has not been reset (F/S). Spill switch is stuck in the open position. (INS - F/S).	<ul style="list-style-type: none"> <li>• <del>Check two way switch/wall switch for proper connections. Jumper wire across terminals at two way switch/wall switch. If burner comes on, replace switch.</del></li> <li>• If okay, jumper wire at valve at TH-THTP. If unit turns on, replace wires and/or check where loose wires are.</li> </ul>
Frequent pilot out-age problems.	Pilot flame may be too low or blowing high causing the pilot safety to drop out. Two way switch wires may be grounding out. Thermopile and/or thermocouple may be grounding out.	<ul style="list-style-type: none"> <li>• Clean and/or adjust pilot for maximum flame impingement on thermopile and/or thermocouple.</li> <li>• Trace wires from valve to two way switch/wall switch for possible grounding against gas appliance and/or gas supply.</li> <li>• Trace thermopile wires from valve to thermopile for possible grounding against gas appliance and/or gas valve.</li> <li>• Follow same steps for thermocouple.</li> </ul>
<p><b>Note:</b> For service technicians only. See the Masport Troubleshooting Guide for more detailed information.</p>		

### ABNORMAL OPERATION

**If the main burner does not light but pilot stays on shut down heater and contact your dealer**

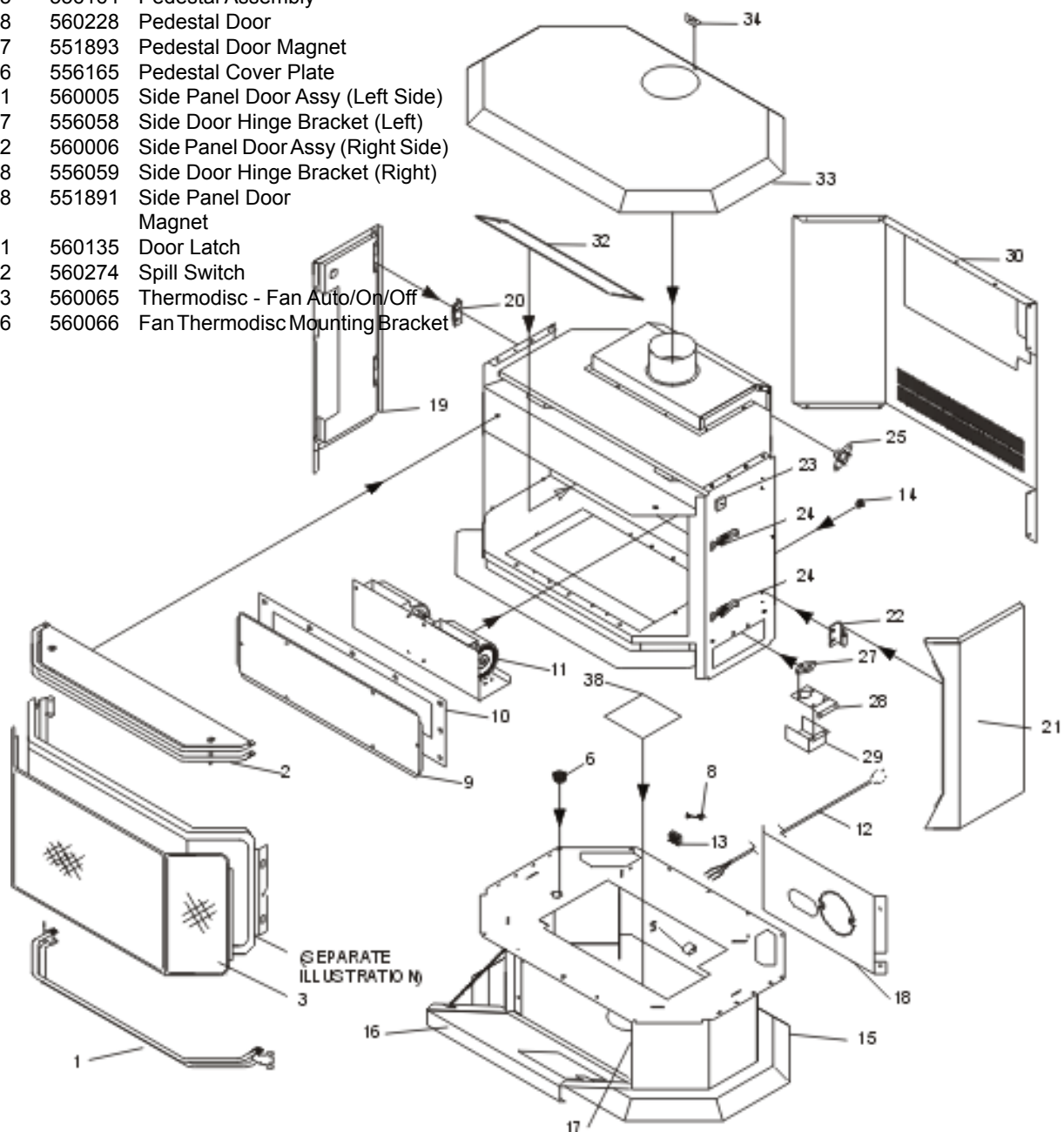
**If excessive carbon on logs or glass contact your dealer-**

# PARTS LIST

## F43 MAIN ASSEMBLY

Part#:	Aust.	New Zealand	Description	Aust.	New Zealand	Description	
1)	590-514	556058	Louvre Assembly Bottom	29)	591-189	556061	Thermodisc Cover
3)	651-135	n/a	Door Safety Screen (Aust. only)	30)	591-175	n/a	Rear Panel
5)	910-199	551886	Wire Holder Clip	32)	591-187		Firebox Baffle
6)	910-179		Snap Bushing	33)	591-576	560007	False Top Assembly
8)	910-178		Grommet for Power Cord	34)	590-273	560245	Flue Attachment Bracket
9)	590-105	560059	Fan Cover	38)	820-058	556077	Pedestal Bottom Cover Plate
10)	936-196	560060	Fan Cover Gasket		910-889		Wire Harness - Stove end
	590-518/P	560013	Fan Assembly		910-716	560063	Wire Harness - Fan connection end
11)	910-155/P	560023	Fan Motor		948-217	551867	Logo Plate - Masport
12)	910-714	560061	Power Cord		908-061	556078	Manual
13)	910-006	560062	Terminal Block				
14)	904-531		Split Plastic Bushing				
15)	591-525	556164	Pedestal Assembly				
16)	650-138	560228	Pedestal Door				
17)	904-257	551893	Pedestal Door Magnet				
18)	590-126	556165	Pedestal Cover Plate				
19)	590-541	560005	Side Panel Door Assy (Left Side)				
20)	650-527	556058	Side Door Hinge Bracket (Left)				
21)	590-542	560006	Side Panel Door Assy (Right Side)				
22)	650-528	556059	Side Door Hinge Bracket (Right)				
23)	904-258	551891	Side Panel Door Magnet				
24)	948-241	560135	Door Latch				
25)	910-252	560274	Spill Switch				
27)	910-233	560065	Thermodisc - Fan Auto/On/Off				
28)	650-086	560066	Fan Thermodisc Mounting Bracket				

\*Not available as a replacement part.

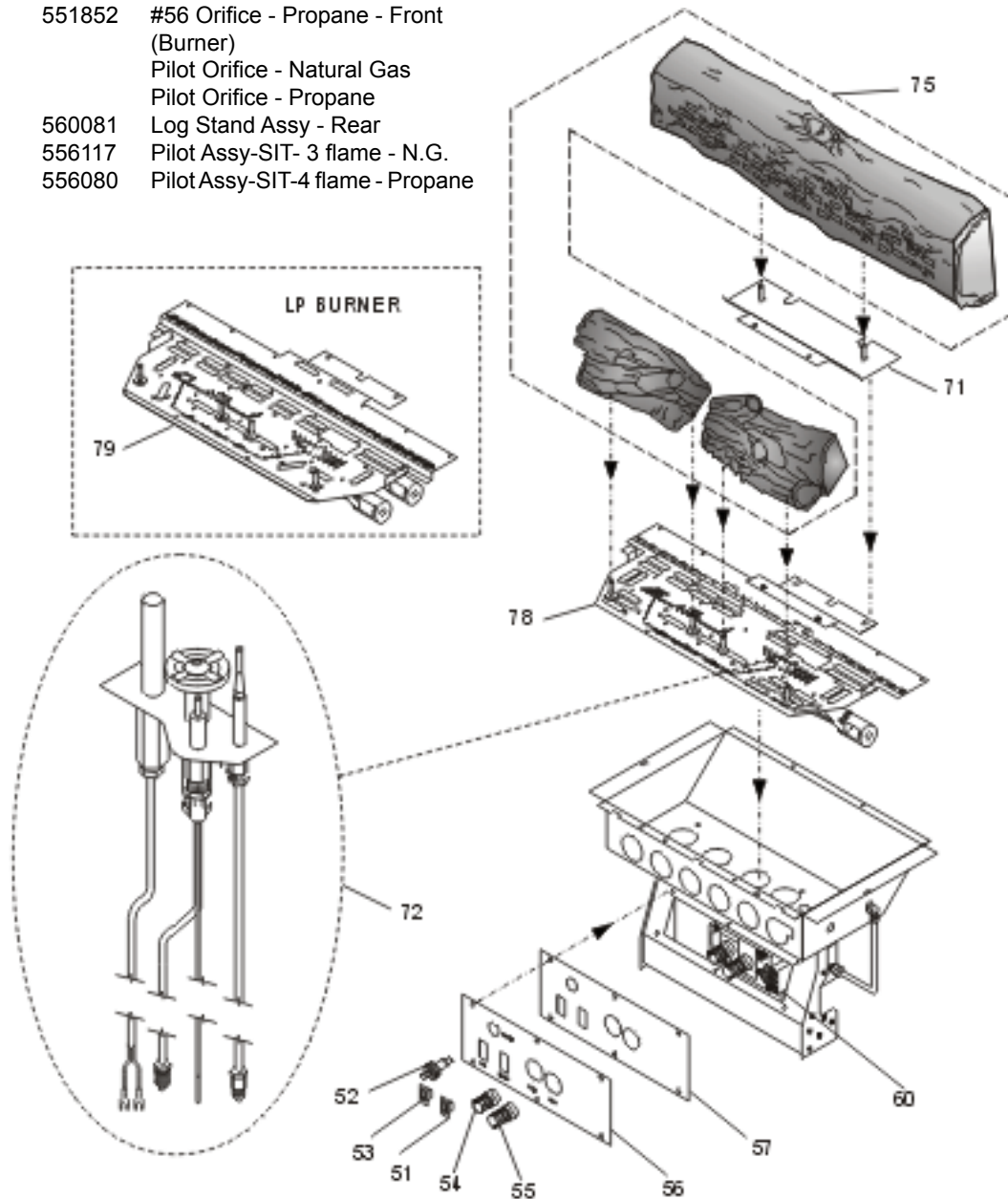




## F43 BURNER & LOG ASSEMBLIES

Part#:	Aust.	New Zealand	Description	Aust.	New Zealand	Description	
51)	910-246	560024	ON/OFF Burner Switch(2-way)	75)	650-933	560047	Pkg. Log Set
52)	910-190	560064	Piezo Ignitor & Nut				
53)	910-140	560036	HI/OFF/LO Fan Switch				
54)	910-373	588412	Knob - Pilot Valve Extension	78)	651-578	556066	Burner Assy-NG
55)	910-372	588413	Flame Adjusting Knob	79)	651-575	556067	Burner Assy-Propane
56)	908-057	n/a	Control Panel Decal		910-030	556135	Igniter Lead & Electrode Assy
57)	591-041	n/a	Switch Plate		910-341	588408	Thermopile
					910-386	588259	Thermocouple
	591-597/P	556063	Valve Assembly - Natural Gas			588541	Jet Pilot .50 NG
	591-598/P	556064	Valve Assembly - Propane			588407	Jet Pilot .30 LP
60)	910-378	560030	Valve S.I.T. - Natural Gas				
	910-380	560031	Valve S.I.T. - Propane				
	904-690	556065	#31 Orifice - N.G. (Burner)				
	904-163	560192	#54 Orifice - Propane - Rear (Burner)				
	904-241	551852	#56 Orifice - Propane - Front (Burner)				
	910-382		Pilot Orifice - Natural Gas				
	910-383		Pilot Orifice - Propane				
71)	651-546	560081	Log Stand Assy - Rear				
72)	910-022	556117	Pilot Assy-SIT- 3 flame - N.G.				
	910-025	556080	Pilot Assy-SIT-4 flame - Propane				

\*Not available as a replacement part.

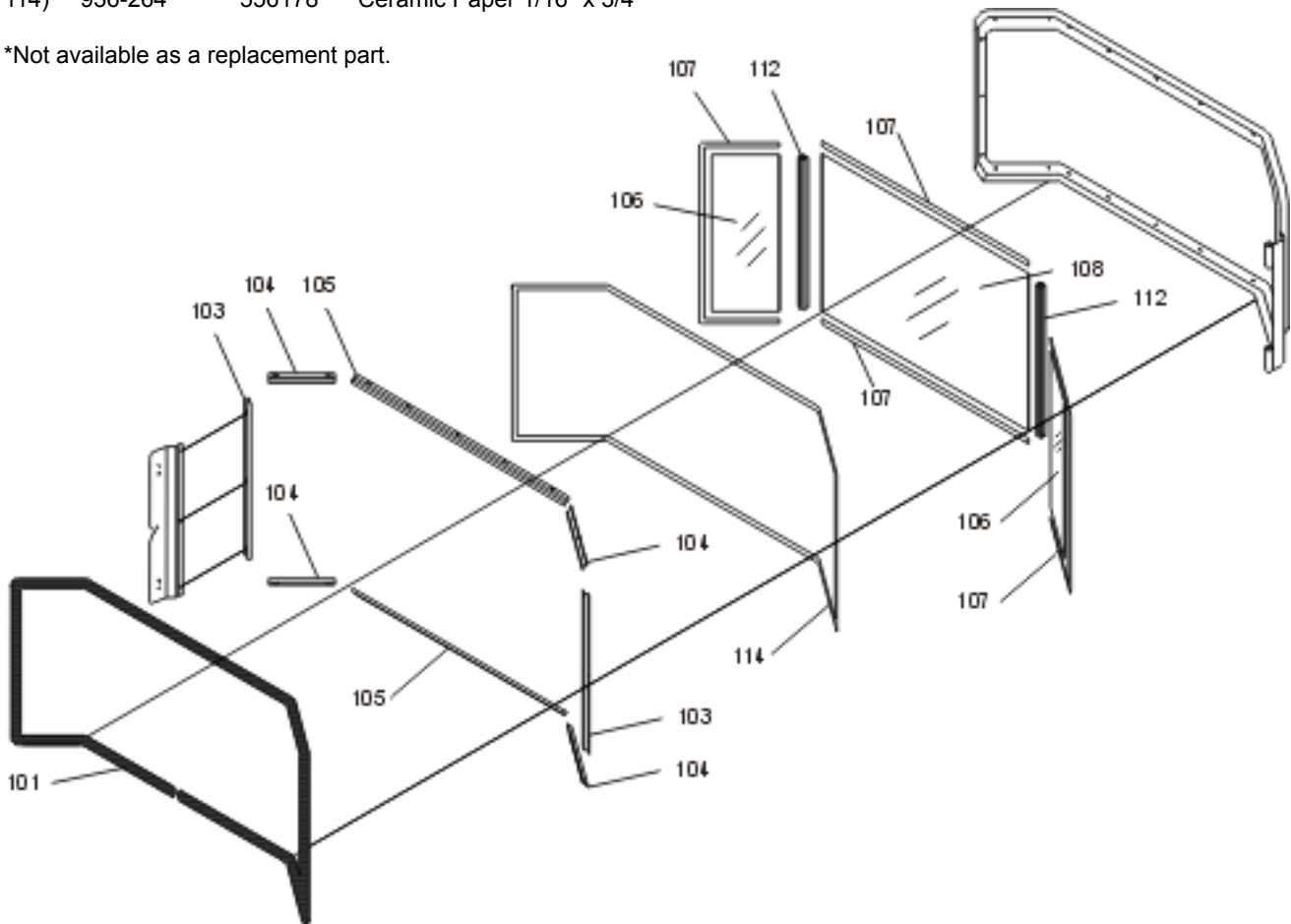


# PARTS LIST

## F43 DOOR ASSEMBLIES

Part#:	Aust.	New Zealand	Description
	650-975	n/a	Gold Door - Complete Assy
	650-974	n/a	Black Door - Complete Assy
101)	650-920	560018	Door Gasket Kit
103)	590-190	590-190	Glass Retainer Side
104)	650-190	650-190	Glass Retainer Side-Top/Bottom
105)	650-189	650-189	Glass Retainer Front
106)	940-226/P	560222	Side Glass
107)	936-243	560087	Glass Gasket
108)	940-227/P	560039	Centre Glass
112)	650-236	560269	Door Glass Aluminium Extrusion
114)	936-264	556178	Ceramic Paper 1/16" x 3/4"

\*Not available as a replacement part.



## F28 MAIN ASSEMBLY

### Part#: Aust. New Zealand Description

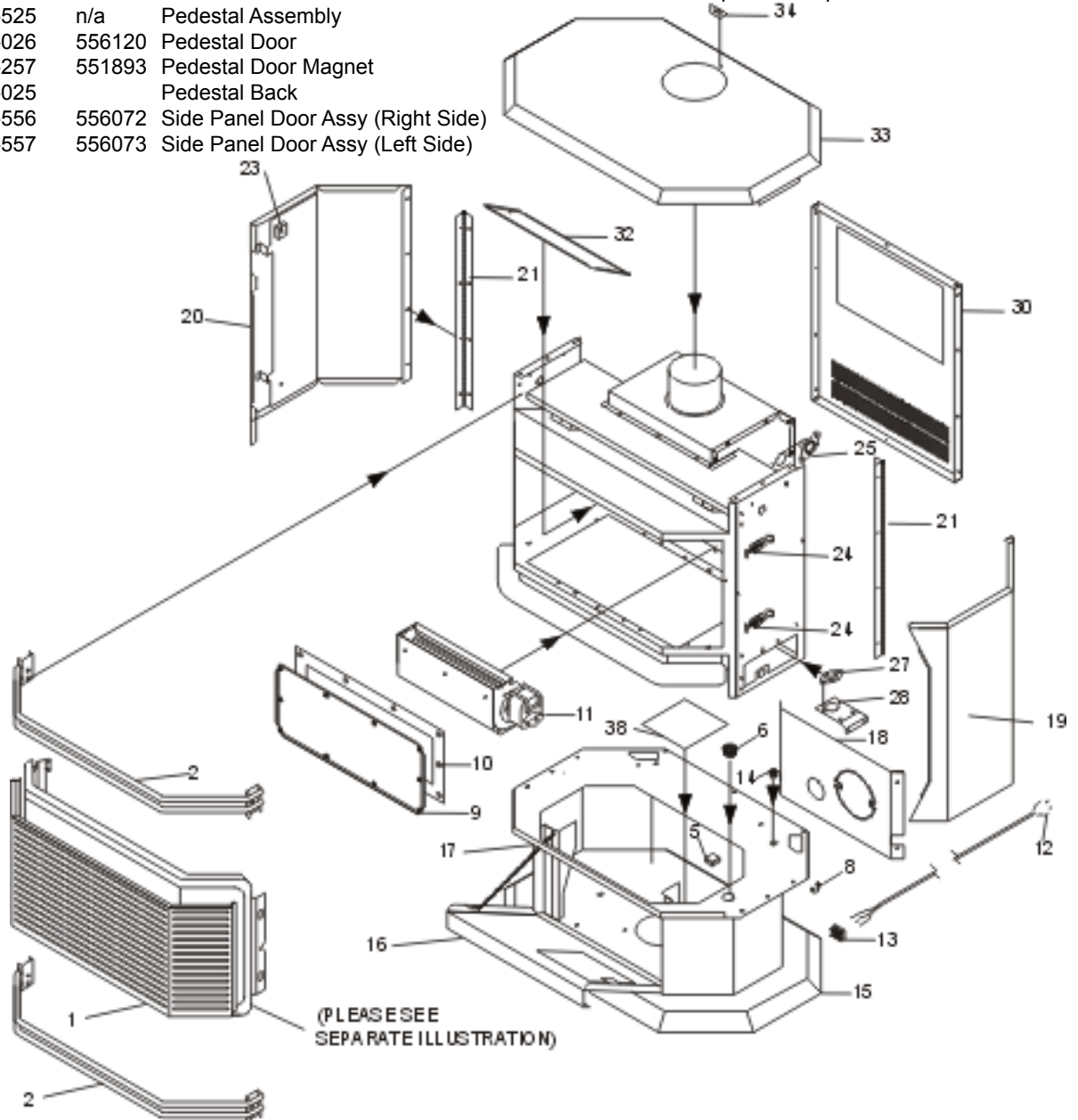
1)	560-070	n/a	Door Screen (Aust. only)
2)	560-555/02	560239	Top/Bottom Gold Louvre Assy
5)	*	551886	Wire Holder Clip
6)	*		Snap Bushing
8)	*		Grommet for power cord
9)	560-055	556069	Fan Access Door
10)	560-030	560240	Gasket for Fan Access Door
	560-519/P	556070	Fan Assembly
11)	910-169/P	556071	Fan Motor (240 Volt)
12)	910-714	560061	Power Cord (240 Volt)
13)	910-006	560062	Terminal Block
14)	*		Split Plastic Bushing

### Aust. New Zealand Description

21)	560-031	560242	Side Panel Door Hinge
23)	904-258	551891	Side Panel Door Magnet
24)	948-255	556074	Door Latch
25)	910-250	560025	Spill Switch
27)	910-233	560065	Thermodisc - Fan Auto/On/Off
28)	650-086	560066	Mounting Bracket - Fan Thermodisc
30)	560-053	556075	Rear Panel
32)	560-071		Firebox Baffle
33)	560-535	556076	False Top Assembly
34)	590-273	560245	Flue Attachment Bracket
38)	820-058	556077	Pedestal Base Cover
	948-117	551867	Logo Plate
	908-061	556078	Manual

\*Not available as a replacement part.

15)	560-525	n/a	Pedestal Assembly
16)	560-026	556120	Pedestal Door
17)	904-257	551893	Pedestal Door Magnet
18)	560-025		Pedestal Back
19)	560-556	556072	Side Panel Door Assy (Right Side)
20)	560-557	556073	Side Panel Door Assy (Left Side)



# PARTS LIST

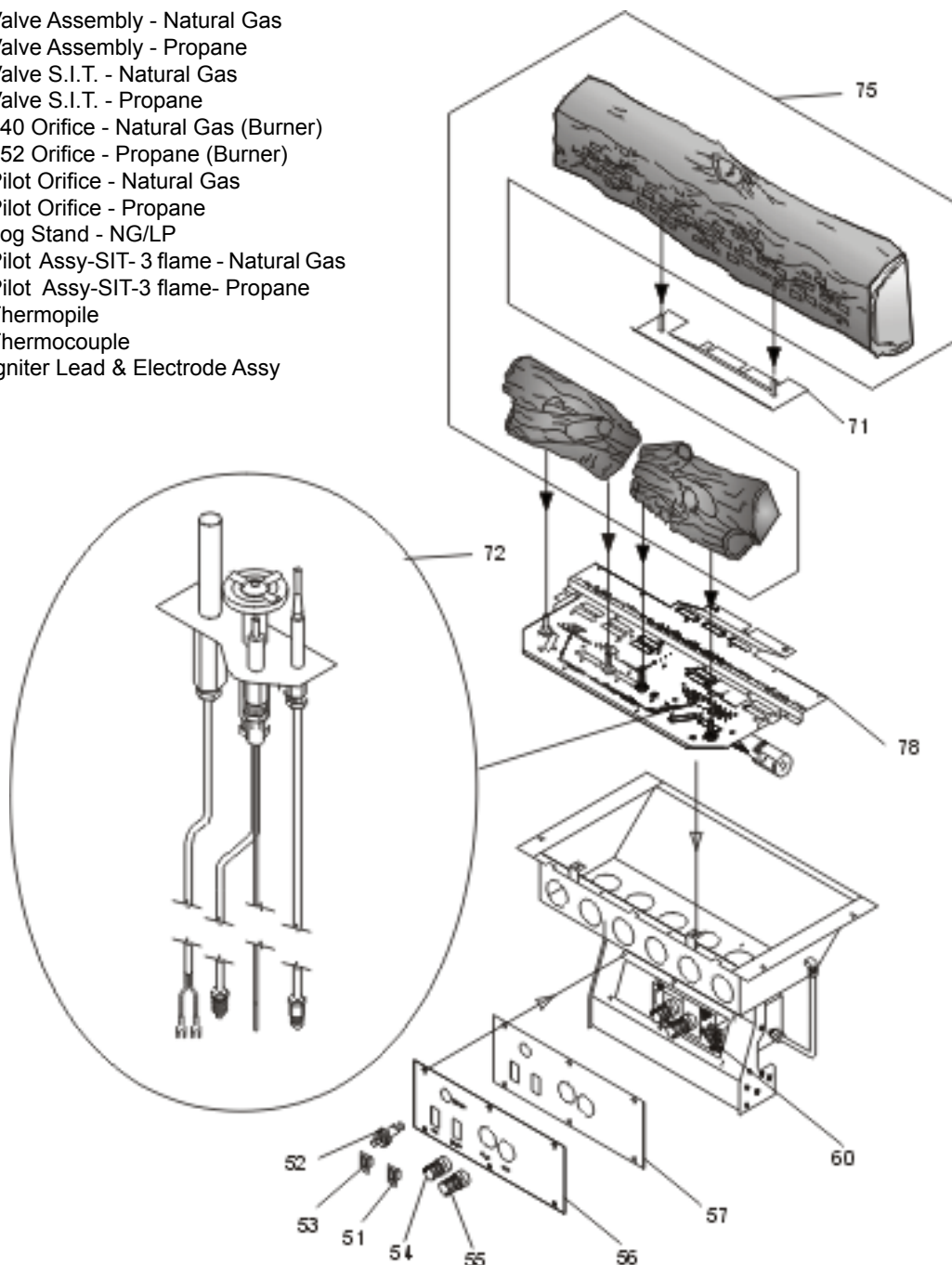
## F28 BURNER & LOG ASSEMBLY

### Part#: Aust. New Zealand Description

- 51) 910-246 560024 ON/OFF Burner Switch (2-way)
- 52) 910-190 597004 Piezo Ignitor & Nut
- 53) 910-140 560036 HI/OFF/LO Fan Switch
- 54) 910-373 588412 Knob - Pilot Valve Extension
- 55) 910-372 588413 Flame Adjusting Knob
- 56) 908-057 n/a Control Panel Decal
- 57) 591-041 Control Panel Plate
  
- 561-527/P 560249 Valve Assembly - Natural Gas
- 561-529/P 560250 Valve Assembly - Propane
- 60) 910-378 560030 Valve S.I.T. - Natural Gas
- 910-380 560031 Valve S.I.T. - Propane
- 904-593 904-593 #40 Orifice - Natural Gas (Burner)
- 904-390 556155 #52 Orifice - Propane (Burner)
- 910-382 910-382 Pilot Orifice - Natural Gas
- 910-383 560262 Pilot Orifice - Propane
- 71) 560-072 Log Stand - NG/LP
- 72) 910-022 556117 Pilot Assy-SIT- 3 flame - Natural Gas
- 910-023 556118 Pilot Assy-SIT-3 flame- Propane
- 910-341 556090 Thermopile
- 910-386 556134 Thermocouple
- 910-030 556135 Igniter Lead & Electrode Assy

### Aust. New Zealand Description

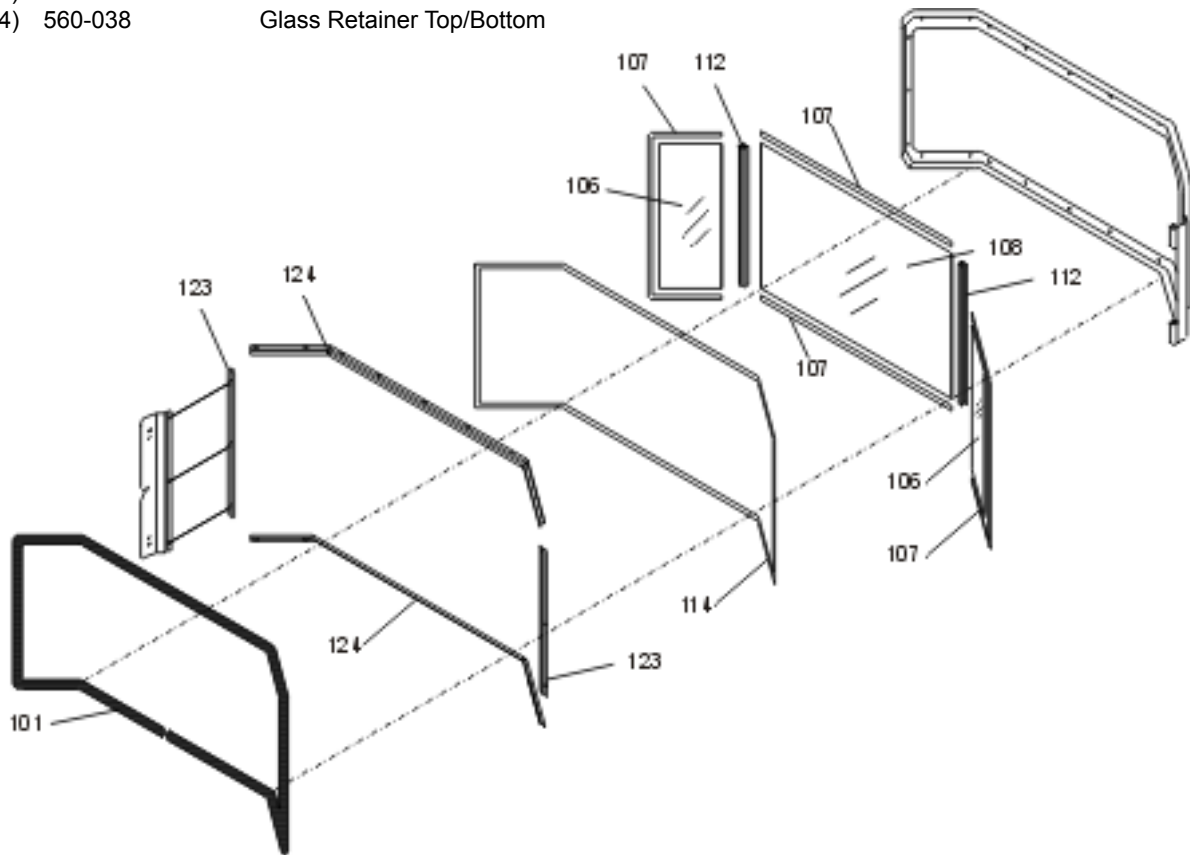
- 75) 560-935 Log Set
- 78) 651-580 556176 Burner Assy



## F28 DOOR ASSEMBLIES

**Part#: Aust. New Zealand Description**

	560-924	n/a	Gold Door - Complete Assy
	560-926	556094	Black Door - Complete Assy
101)	650-920	560018	Door Gasket Repair Kit
106)	940-236/P	560257	Side Glass
107)	936-243	560087	Glass Gasket
108)	940-237/P	560258	Centre Glass
112)	560-032	536081	Door Glass Aluminium Extrusion
114)	936-264	556178	Ceramic Paper 1/16" x 3/4"
123)	560-039		Glass Retainer Side
124)	560-038		Glass Retainer Top/Bottom











## THE MASPORT EXPRESS WARRANTY

All new Masport Gas appliances are warranted, subject to the following conditions, to be free from defects in material or workmanship under normal use. The Express Warranty on all parts, including firebox components but excluding fans, flues and flue accessories is two years from date of original purchase as well as labour costs involved in the repair or replacement. The Express Warranty on fans, flues and accessories is for a period of twelve months from date of original purchase and includes labour costs involved in the repair or replacement.

This Express Warranty applies only with respect to defects in material and workmanship under normal and proper use of the NEW UNIT in its unmodified condition. Masport's obligation under this Express Warranty is limited to the repair or replacement, at its option, by an approved Masport Gas Service Agent (Retailer) of any part found to be defective in material or workmanship.

Labour costs involved in the repair or replacement are also covered under this Express Warranty as per the time condition outlined.

If an approved Masport Gas Service Agent is requested to attend on a service call that is not covered under this Express Warranty, a call out charge may be applicable, regardless of whether a repair is carried out or not.

Masport can accept no obligation whatsoever for any incidental, consequential or special damages or expenses resulting from any product defect. This Express Warranty applies from the date of original purchase, applies to the original purchaser, and is not transferable. The decision to repair or replace defective components will be made by Masport or its agent and actioned by an approved Masport Service Agent.

### This Express Warranty Does Not Cover:

1. Defects, malfunctions or failures caused by incorrect installation, normal wear and tear, misuse, neglect, accidental damage or failure to follow the fuel selection, product operating and maintenance instructions, or resulting from installations, repairs or modifications to the equipment carried out by unauthorised persons.
2. Defects, malfunctions or failures caused by an act or omission of other persons after the product has left Masport's control.
3. The costs of collection and delivery of the equipment.
4. The cost of labour or materials as a consequence of faulty installation of gas supply line, flue, burner or log settings, or non-compliance with local codes.

**The Express Warranty is not intended to exclude any rights the purchaser may have under the laws of the place, state, or country of purchase. Nothing in this Express Warranty limits or restricts any other statutory right or remedy available to the purchaser.**

### How You Obtain Warranty Service:

Provide proof of the date of purchase. Should the need for a warranty claim arise reasonable proof of the purchase date is required therefore you should retain your sales receipt. Where flueless appliances are not permanently installed, they should be returned to a Service Agent for evaluation.

Make the faulty part(s) available for inspection by Masport and/or its agents so that the validity of the claim can be established by them.

---

### Australia Distributor:

Masport Pty Limited  
P.O. Box 533  
Mordialloc 3195  
Victoria

For your own records, please complete the following:

Model: \_\_\_\_\_ Serial  
Number: \_\_\_\_\_

### New Zealand:

Masport Limited  
P.O. Box 14-349  
Panmure  
Auckland 6

Purchase Date: \_\_\_\_\_

