



## Atmosphere® Gi27LE Gas Insert

## Owners & Installation Manual



MODELS: Gi27LE-NG

Natural Gas



Gi27LE-LP



Propane

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

### ⚠ Warning

#### Fire or explosion Hazard

failure to follow safety warnings exactly could result in serious injury, death, or property damage.

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

#### - WHAT TO DO IF YOU SMELL GAS

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

Leave the building immediately.

- Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.

- If you cannot reach your gas supplier, call the fire department.

- Installation and service must be performed by a qualified installer, service agency or the gas supplier.

Tested by:



Certified to/Certifié pour : ANSI Z21.88-2019  
CSA 2.33-2019  
CSA 2.17-2017

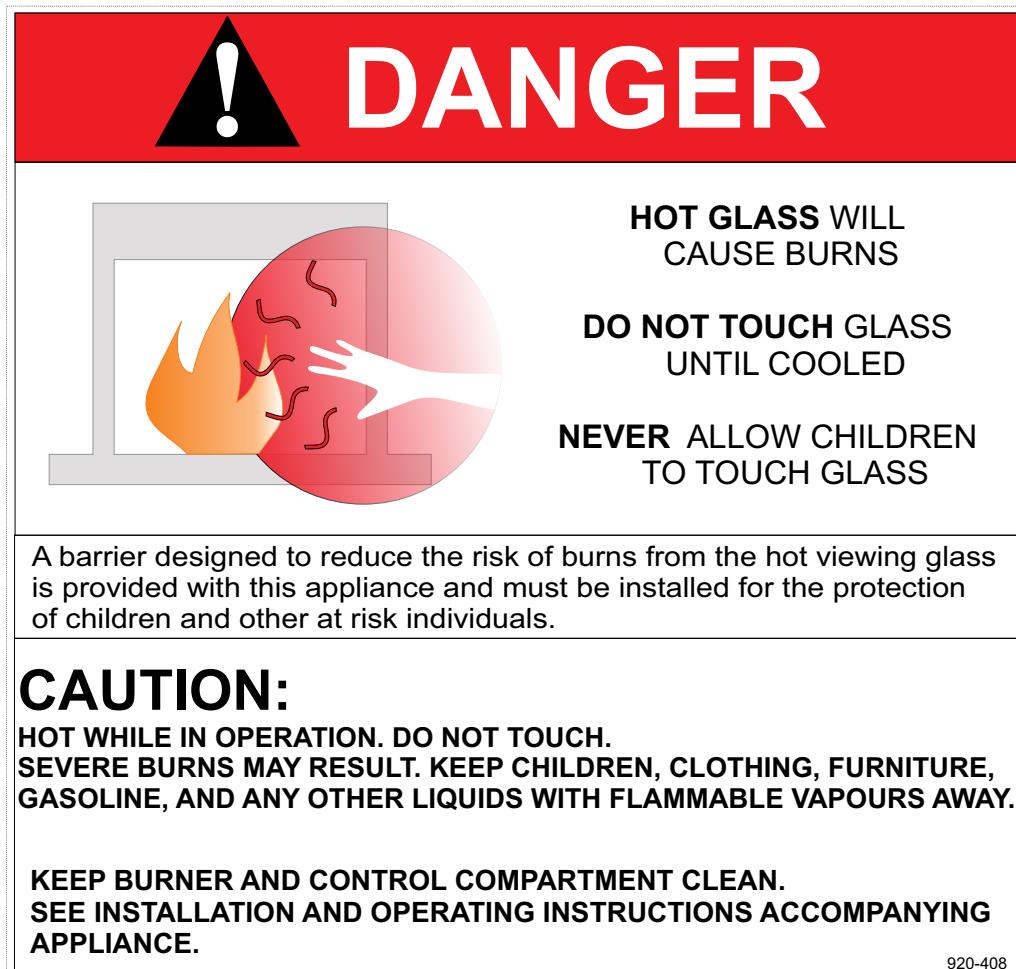
**Installer:** Please complete the details on the back cover and leave this manual with the homeowner.  
**Homeowner:** Please keep these instructions for future reference.

## TO THE NEW OWNER

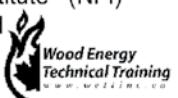
Congratulations! You are the owner of a state-of-the-art gas insert by Regency.

The Regency gas insert series of handcrafted appliances is designed to provide you with all the warmth and charm of a fireplace at the flick of a switch. The Gi27LE is approved by Intertek for safety and efficiency. As it also bears Regency's mark, it promises economy, comfort, and security for many trouble-free years to come.

Please take a moment to acquaint yourself with the instructions in this manual, as well as the many features of your Regency fireplace.



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



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

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

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## Parts

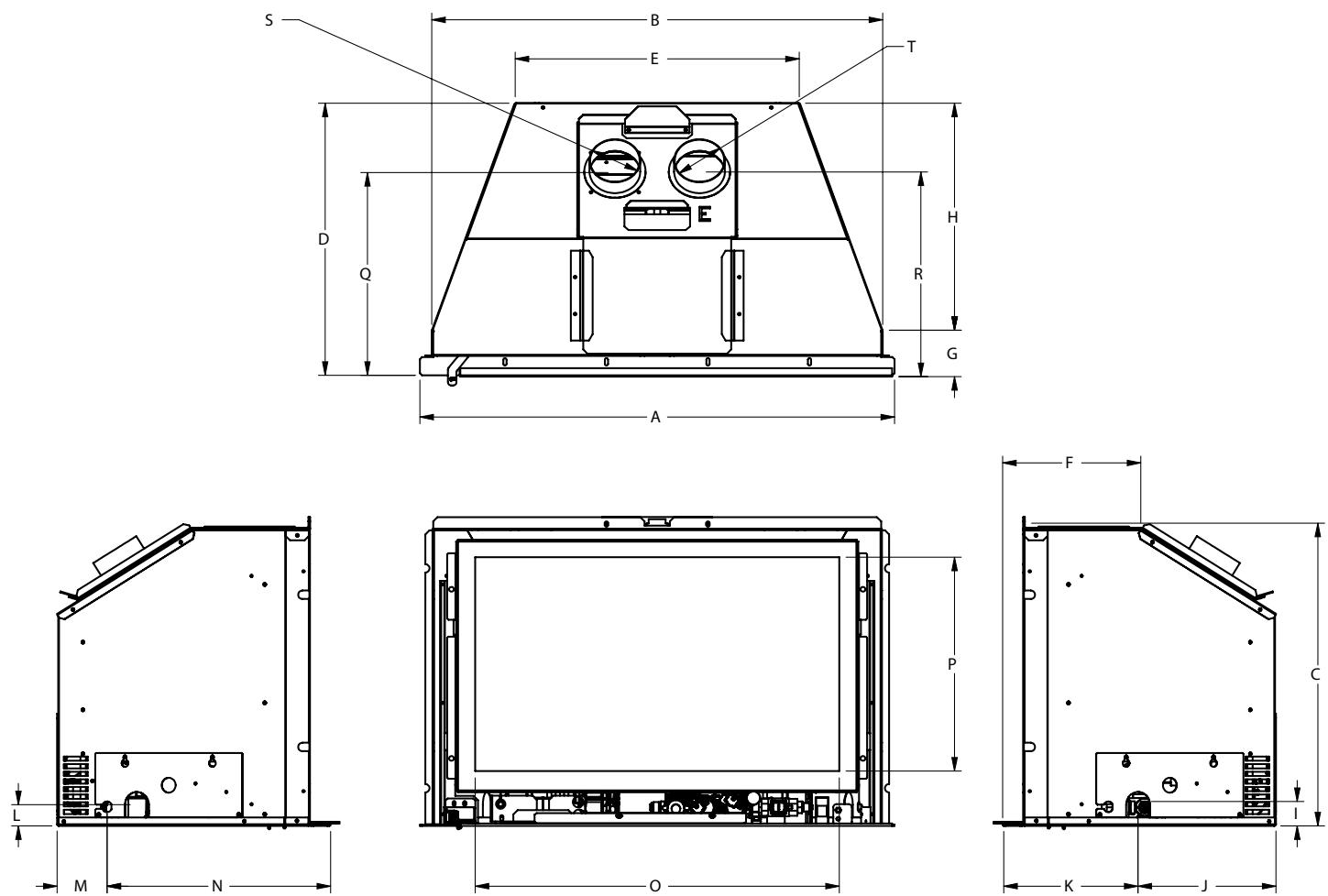
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# dimensions

## Unit Dimensions



Note: Gas Located on right side of appliance and electrical located on the left hand side of appliance.

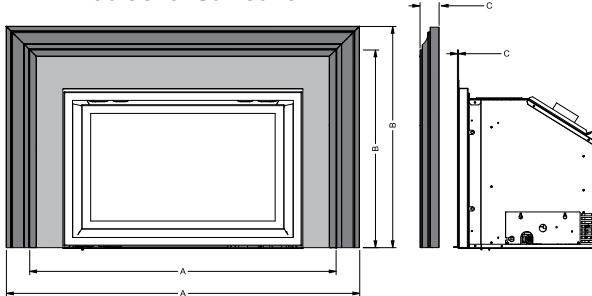
Letter	Description	Dimensions (inches)	Dimensions (mm)
A	Width	28"	711 mm
B	Outerbox Width	26-3/4"	679 mm
C	Outerbox Height	18"	457 mm
D	Outerbox Depth	16-1/4"	413 mm
E	Outerbox Rear Width	17"	432 mm
F	Front to Top Taper	8-1/4"	210 mm
G	Front to Side Taper	2-11/16"	68 mm
H	Rear to Side Taper	13-5/8"	346 mm
I	Gas Inlet Height	1-1/4"	32 mm
J	Gas Inlet Rear Depth	8-3/16"	208 mm

Letter	Description	Dimensions (inches)	Dimensions (mm)
K	Gas Inlet Front Depth	8"	203 mm
L	Electrical Access Height	1-1/8"	29 mm
M	Electrical Access Rear Depth	3"	76 mm
N	Electrical Access Front Depth	13-1/4"	337 mm
O	Glass Viewing Area Width	21-1/2"	546 mm
P	Glass Viewing Area Height	12-5/8"	321 mm
Q	Front to Intake	11-15/16"	303 mm
R	Front to Exhaust	11-15/16"	303 mm
S	Intake Diameter	3"	76 mm
T	Exhaust Diameter	3"	76 mm

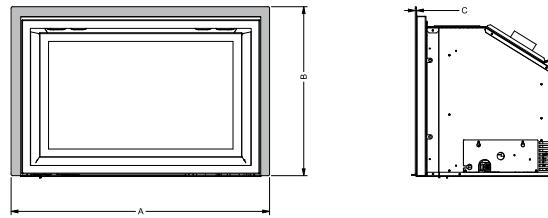
## Faceplate Dimensions

### Three-Sided Flush Faceplate

Flush Faceplate w/  
Traditional Surround

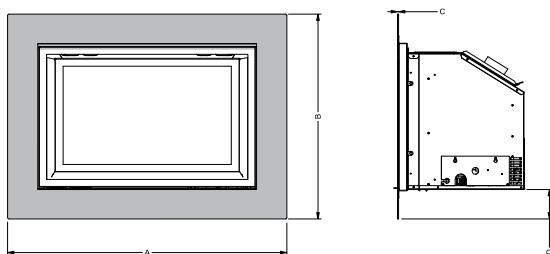


3-Sided Finishing Trim

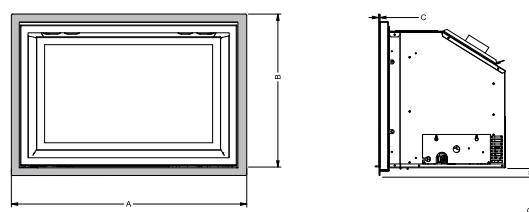


### Four-Sided Flush Faceplate

4-Sided Flush Faceplate

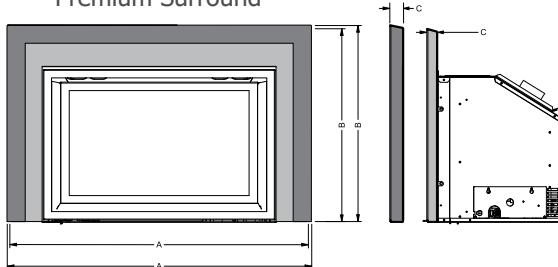


4-Sided Flush Faceplate

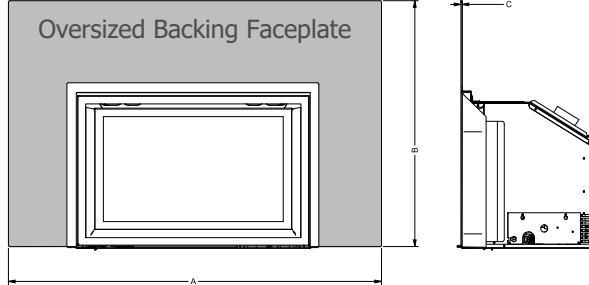


### Three-Sided Regular Faceplate w/ Premium Surround

Regular Faceplate w/  
Premium Surround



Oversized Backing Faceplate

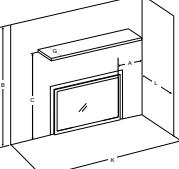


Faceplate	Dimensions			
	Width (A)	Height (B)	Depth (C)	Bottom Height (D)
3-Sided Regular Faceplate	35-3/4" (908 mm)	23-1/4" (591 mm)	1-1/4" (32 mm)	-
3-Sided Regular Faceplate w/ Premium Surround	36-7/16" (925 mm)	23-1/2" (597 mm)	1-11/16" (43 mm)	-
3-Sided Flush Faceplate	35-3/4" (908 mm)	23-1/4" (591 mm)	1/8" (3 mm)	-
3-Sided Flush Faceplate w/ Traditional Surround	41-5/16" (1049 mm)	26" (660 mm)	2-1/4" (57 mm)	-
4-Sided Flush Faceplate	35-3/4" (908 mm)	26-3/8" (670 mm)	1/8" (3 mm)	3-5/8" (92 mm)
3-Sided Finishing Trim	31-7/8" (810 mm)	19-3/4" (502 mm)	1/16" (2 mm)	-
4-Sided Finishing Trim	30-1/4" (768 mm)	21" (533 mm)	1/16" (2 mm)	1-1/8" (29 mm)
3-Sided Oversized Backing Plate	44-5/8" (1134 mm)	29-5/8" (737 mm)	1/8" (3 mm)	-
3-Sided Custom Backing Plate	30-1/4" - 56-7/8" (768 mm - 1445 mm)	19-3/4" - 44-7/8" (502 mm - 1118 mm)	1/8" (3 mm)	-
4-Sided Custom Backing Plate	30-1/4" - 69" (768 mm - 1753 mm)	22-1/8" - 45" (562 mm - 1143 mm)	1/8" (3 mm)	2-1/8" minimum (54 mm min.)

# owner's information

## Copy of Safety Label

A copy of the label that accompanies each Gi27LE gas insert is below.

Gi27LE Serial Label	Duplicate Serial number/Copie No de série	606																					
<p>Listed: VENTED GAS FIREPLACE HEATER/FOYER AU GAZ À ÉVACUATION            Certified to/Certifié pour : CSA 2.17-2017            ANSI Z21.88-2019            C22.3-2017</p> <p>Refer to Intertek's Directory of Building Products for detailed information.            Pour plus de détails, se reporter au Répertoire des produits de construction de Intertek.</p>																							
<b>DO NOT REMOVE THIS LABEL /            NE PAS ENLEVER CETTE ÉTIQUETTE</b>																							
606																							
Serial No. / No de série																							
<p><b>Model/Modèle:</b> Gi27LE-NG</p> <p><b>NATURAL GAS FIREPLACE INSERT: MODEL Gi27LE-NG</b>            Factory Equipped For Altitude 0-4500ft. (0-1370m)</p> <table> <tr> <td>Min. Supply Pressure</td> <td>5"</td> <td>WC</td> <td>(1.25 kPa)</td> </tr> <tr> <td>Low Setting Man. Pressure</td> <td>1.6"</td> <td>WC</td> <td>(0.39 kPa)</td> </tr> <tr> <td>Max. Manifold Pressure</td> <td>3.5"</td> <td>WC</td> <td>(0.87 kPa)</td> </tr> </table> <p>Factory Equipped for Altitude 0-4,500ft (0-1370m)</p> <table> <tr> <td>Orifice</td> <td>#42</td> <td>DMS</td> </tr> <tr> <td>Minimum input</td> <td>17,000</td> <td>Btu/h (4.98 kW)</td> </tr> <tr> <td>Maximum input</td> <td>25,000</td> <td>Btu/h (7.33 kW)</td> </tr> </table>			Min. Supply Pressure	5"	WC	(1.25 kPa)	Low Setting Man. Pressure	1.6"	WC	(0.39 kPa)	Max. Manifold Pressure	3.5"	WC	(0.87 kPa)	Orifice	#42	DMS	Minimum input	17,000	Btu/h (4.98 kW)	Maximum input	25,000	Btu/h (7.33 kW)
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<p><b>Model/Modèle:</b> Gi27LE-IP</p> <p><b>PROpane GAS FIREPLACE INSERT: MODEL Gi27LE-IP</b>            Factory Equipped For Altitude 0-4500ft. (0-1370m)</p> <table> <tr> <td>Min. Supply Pressure</td> <td>11"</td> <td>WC</td> <td>(2.74 kPa)</td> </tr> <tr> <td>Low Setting Man. Pressure</td> <td>6.4"</td> <td>WC</td> <td>(1.59 kPa)</td> </tr> <tr> <td>Max. Manifold Pressure</td> <td>10"</td> <td>WC</td> <td>(2.49 kPa)</td> </tr> </table> <table> <tr> <td>Orifice</td> <td>#54</td> <td>DMS</td> </tr> <tr> <td>Minimum Input</td> <td>17,500</td> <td>Btu/h (5.13 kW)</td> </tr> <tr> <td>Maximum Input</td> <td>22,000</td> <td>Btu/h (6.45 kW)</td> </tr> </table>			Min. Supply Pressure	11"	WC	(2.74 kPa)	Low Setting Man. Pressure	6.4"	WC	(1.59 kPa)	Max. Manifold Pressure	10"	WC	(2.49 kPa)	Orifice	#54	DMS	Minimum Input	17,500	Btu/h (5.13 kW)	Maximum Input	22,000	Btu/h (6.45 kW)
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<p><b>Minimum Clearances to Combustibles from Insert/Dégagements min. combustibles</b></p> <table> <tr> <td>Side wall/mur latéral</td> <td>A</td> <td>8" (203 mm)</td> </tr> <tr> <td>Ceiling/Plafond</td> <td>B</td> <td>60" (1524 mm)</td> </tr> <tr> <td>Mantel/Manteau</td> <td>C</td> <td>33" (838 mm)</td> </tr> </table> <table> <tr> <td>Min. Alcove Width/ Largeur min. alcôve</td> <td>K</td> <td>54" (1372 mm)</td> </tr> <tr> <td>Max. Alcove Depth/ Prof. max. alcôve</td> <td>L</td> <td>36" (914 mm)</td> </tr> </table> <p><b>Mantel Clearances / Dégagements manteau</b></p> <table> <tr> <td>Max. Mantle Depth/ Prof. max. manteau</td> <td>G</td> <td>12" (305 mm)</td> </tr> </table> 			Side wall/mur latéral	A	8" (203 mm)	Ceiling/Plafond	B	60" (1524 mm)	Mantel/Manteau	C	33" (838 mm)	Min. Alcove Width/ Largeur min. alcôve	K	54" (1372 mm)	Max. Alcove Depth/ Prof. max. alcôve	L	36" (914 mm)	Max. Mantle Depth/ Prof. max. manteau	G	12" (305 mm)			
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<p><b>FPI Fireplace Products International, Ltd</b>  <b>Delta BC, CANADA</b></p> <p>MADE IN CANADA /FABRIQUÉ AU CANADA</p> <p>This appliance must be installed in accordance with local codes, if any; if none, follow the National Fuel Gas Code, ANSI Z223.1, or Natural Gas and Propane Installation Code, CSA B149.1.</p> <p>This appliance is only for use with the type of gas indicated on the rating plate.</p> <p>This appliance is not convertible for use with other gases unless a certified kit is used.</p> <p>This appliance is only for use with the type of gas indicated on the rating plate and may be installed in an aftermarket, permanently located, manufactured (mobile) home where not prohibited by local codes. See owner's manual for details.</p> <p>WARNING. This fireplace has been converted for use with a gas fireplace insert only and cannot be used for burning wood or solid fuels unless all original parts have been replaced, and the fireplace re-approved by the authority having jurisdiction.</p> <p>Cet appareil doit être installé conformément aux codes et règlements locaux, ou, en l'absence de tels règlements, conformément au National Fuel Gas Code ANSI Z223.1, ou au CSA-B149.1 en vigueur.</p> <p>Cet appareil doit être utilisé uniquement avec le type de gaz indiqué sur la plaque signalétique. Cet appareil peut être installé dans une maison préfabriquée ou mobile (E.-U. seulement) installée à demeure si les règlements locaux le permettent. Voir la notice de l'utilisateur pour plus de renseignements. Cet appareil ne peut pas être utilisé avec d'autres gaz sauf si une trousse de conversion certifiée est fournie.</p> <p>Cet appareil n'est pas convertible pour une utilisation avec d'autres gaz, sauf si un kit certifié est utilisé.</p> <p><b>AVERTISSEMENT :</b> Ce foyer a été converti pour être utilisé avec un foyer au gaz encastreable et ne peut être utilisé pour brûler du bois ou d'autres combustibles solides à moins que toutes les pièces d'origine aient été remises en place et que le foyer ait été homologué de nouveau par une autorité compétente.</p> <p><b>This vented gas fireplace heater is not for use with air filters.</b></p> <p><b>Ne pas utiliser de filtre à air avec ce foyer au gaz à évacuation.</b></p> <p>For use with glass doors certified with the appliance only.</p> <p>For use only with barrier (Part # 550-028/P) Follow installation instructions.</p> <p>Electrical supply / Alimentation électrique 115VAC, Less than 1.5A, 60Hz, Fan Part #/Pièce ventilateur 911-207/P</p> <p><b>CATEGORY I / CATÉGORIE I</b></p> <p><b>VENTED GAS FIREPLACE HEATER - NOT FOR USE WITH SOLID FUELS.</b></p> <p><b>FOYER AU GAZ À ÉVACUATION - NE PAS UTILISER AVEC UN COMBUSTIBLE SOLIDE.</b></p>																							
<p><b>Model/Modèle:</b> Gi27LE-IP</p> <p><b>REGENCY</b>            FIREPLACE PRODUCTS</p> <p>MADE IN CANADA /FABRIQUÉ AU CANADA</p> <p>CANADIAN ENERGY PERFORMANCE            RENDEMENT ÉNERGÉTIQUE            Intertek            EP501169</p> <p>CSA P.4.1 Fireplace Efficiency (FE) /Efficacité énergétique des foyers (EEF) CSA P.4.1</p> <p>Natural Gas / Gaz naturel 63.64%</p> <p>Propane Gas / Gaz propane 64.17%</p> <p>920-768</p>																							

**NOTE**

Regency units are constantly improving. Check the safety label on the unit and if it is different from the copy provided here, the label on the unit is correct.

For the State of Massachusetts, installation and repair must be done by a plumber or gas fitter licensed in the Commonwealth of Massachusetts.

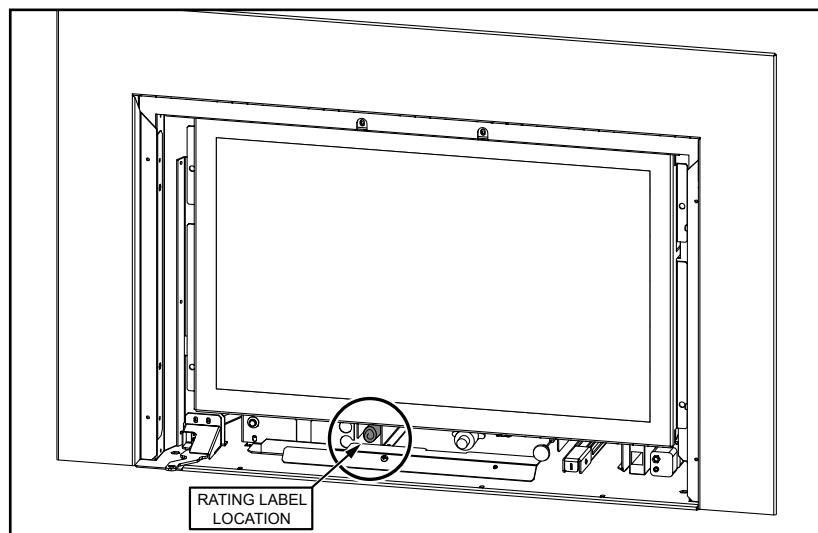
For the State of Massachusetts, flexible connectors shall not exceed 36 inches in length.

For the State of Massachusetts, the appliance's individual manual shutoff must be a t-handle type valve.

The State of Massachusetts requires the installation of a carbon monoxide alarm in accordance with NFPA 720 and a CO alarm with battery backup in the same room where the gas appliance is installed.

To find the safety label, remove faceplate from the front of your unit (see manual); the safety label is located below the glass (see picture).

**DO NOT REMOVE THE LABEL FROM THE UNIT.**



## Gas Installation Checklist

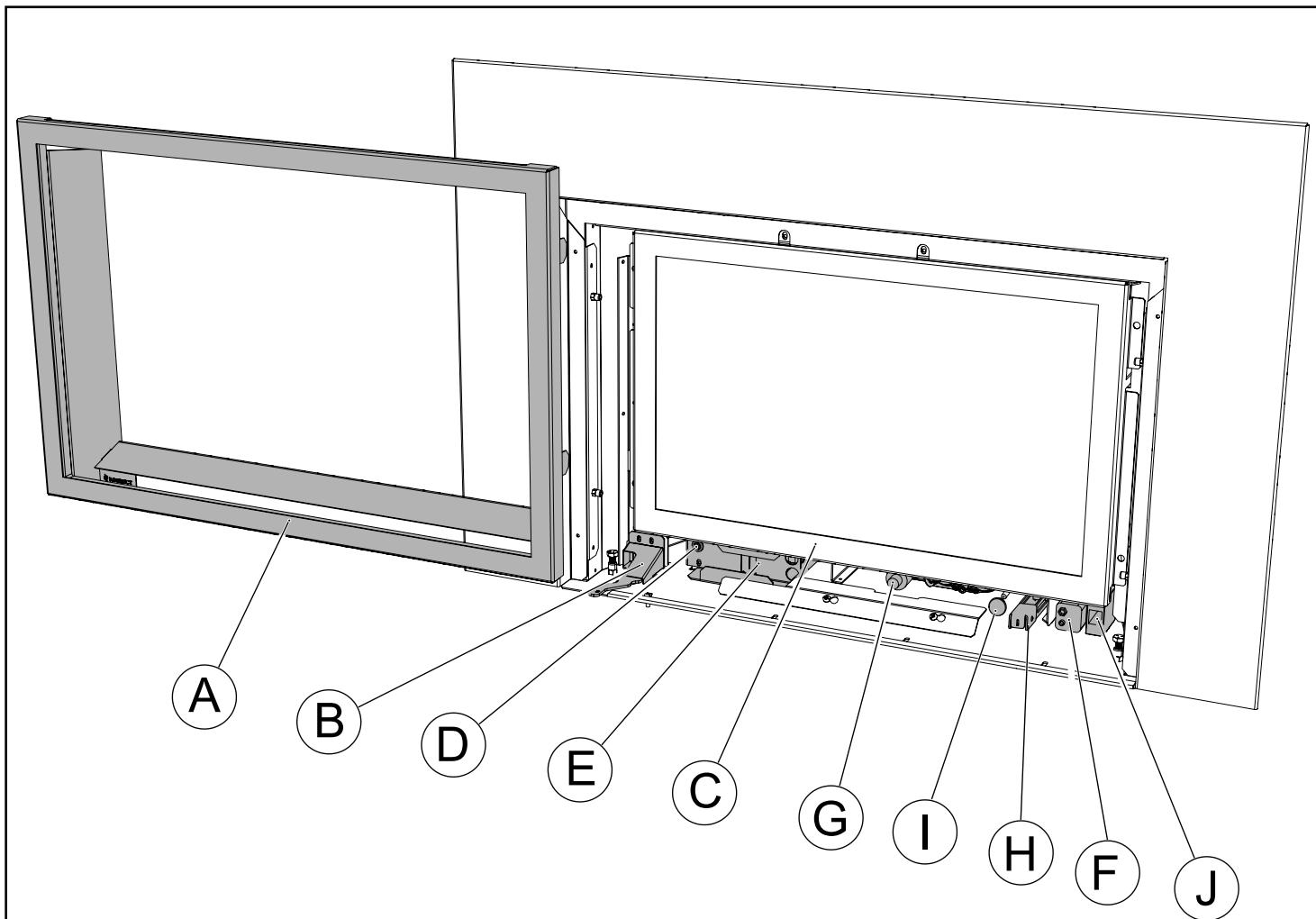
This general checklist does not contain all pertinent installation details or specifics and does not supersede the guidelines in this manual. Your Regency dealer/installer should use it in conjunction with manual instructions. Please follow all local codes and jurisdictions in authority.

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

# installation

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

## Know Your Appliance



LETTER	DESCRIPTION	MORE INFO ON PAGE
A	SCREEN	43
B	ON/OFF SWITCH	10, 57
C	GLASS DOOR	44
D	REMOTE SYNC SWITCH	16
E	IFC BOARD	56
F	BATTERY BACKUP HOLDER	16
G	VALVE STEPPER MOTOR	33, 56
H	GAS SHUT-OFF VALVE	35
I	AIR SHUTTER ADJUSTMENT CABLE	34
J	OPTIONAL WIFI DONGLE	54-55

# owner's information

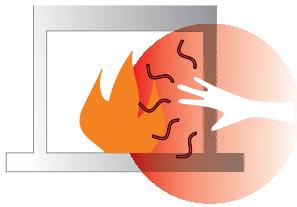
## Important Message

### SAVE THESE INSTRUCTIONS

The Gi27LE gas insert must be installed in accordance with the instructions in this manual; read them carefully before installing the unit. Consult the authority having jurisdiction to determine the need for permits prior to starting the installation. It is the responsibility of the installer to ensure this fireplace is installed in compliance with the manufacturer's instructions and all applicable codes.

## Before You Start

We are required by the Canadian Safety Standards and ANSI Standards to make you aware of the following.



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

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

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

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

**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.**

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

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

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

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

## For Your Safety

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

## Specifications

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

### Gas Max. Input Capacity:

Natural Gas 25,000 Btu/hr (0-4500 ft./0-1370 m)

Propane 22,000 Btu/hr (0-4500 ft./0-1370 m)

### Min. Input

Natural Gas 17,000 Btu/hr (0-4500 ft./0-1370 m)

Propane 17,500 Btu/hr (0-4500 ft./0-1370 m)

**Fuels:** Approved for use with natural gas and propane. Approved as is for use at 0' to 4,500' (0-1,370 m).

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

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

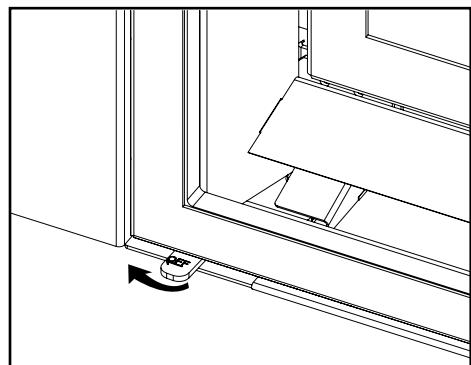
**Log Set:** Ceramic fibre, 8 pieces per set

**Glass Crystals:** 1 pound of crushed glass

**Vent System:** 3" (76 mm) co-linear aluminum flex (intake & exhaust). The unit's thermal efficiency rating is determined under continuous operating conditions, independent of any installed system.

See note on On/Off switch in this manual.

## On/Off Switch



The switch must be in the ON position (flipped to the right) for the remote to turn the unit on. Moving the switch to the left will turn the burner off.

### NOTES

- This ON/OFF switch will be located on the lower left-hand side of the appliance as shown above.
- This ON/OFF switch overrides the remote functionality. Ensure switch is left in ON position when using the remote control.

## Lighting Procedure

**IMPORTANT:** The remote control system supplied with this appliance must be used for lighting with the ON/OFF key on the hand held transmitter. Prior to operating this appliance, please read the remote control operating instructions (packaged with remote control) to understand how to operate this remote control system.

1. Press and release the ON/OFF button on the remote handheld transmitter (see Diagram 1). An audible beep should be heard from the receiver.



Diagram 1  
Remote shown in Manual Mode on Hi

2. After approximately 4 seconds the spark ignition system will spark for 60 seconds to light the pilot.
3. The unit will turn on.



Figure 1: Proflame Transmitter

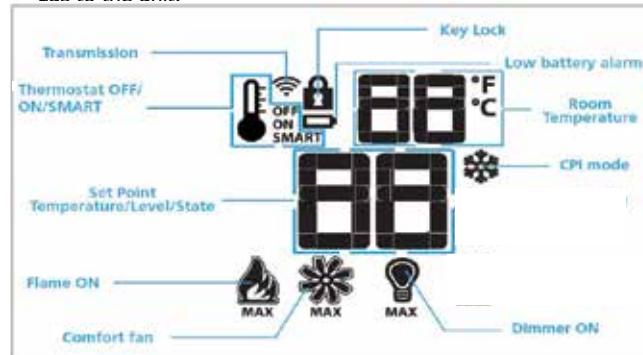
**Note:** The first try for ignition will last approximately 60 seconds. If there is no flame ignition (rectification) the board will stop sparking for approximately 35 seconds. After wait time, the board will start second try for ignition by sparking for approximately 60 seconds. If there is still no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

The system will need to be reset as follows:

- a) Turn the system off by pressing the ON/OFF button on the remote.
- b) Wait 5 minutes then repeat from step 2.

## Shutdown Procedure

1. Press the ON/OFF button on the remote
2. If service is to be performed - you must disconnect power and shut off gas to the unit.



**Fan Operation:** The standard fan can be operated by using the remote control supplied with this unit. See remote control instructions.

**Note:** In thermostat mode: When the appliance is turned on, the fan will not come on for the first 5 minutes (if fan is turned on). When the appliance is turned off the fan will not turn off for 12 minutes (if on in position)

**Manual mode:** Fan will turn on and off immediately using the remote control transmitter if the fan function is in the "on" position.

### Continuous Pilot/Intermittent Pilot (CPI/IPI) selection

See remote control instructions for details.

## On Demand Pilot (seven day safety timer)

### Important information if using the appliance in CPI (continuous pilot mode) only

This appliance is a ProFlame 2 system fitted with the "On Demand" Pilot, a safety feature which will shut down the gas valve completely by extinguishing the pilot light in the event of a continuous full seven days of inactivity.

This only applies if the CPI (continuous pilot) switch is in the "on" position in your remote control transmitter.

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

The seven day inactivity timer is controlled within the circuit board. Therefore, if in CPI mode and when the pilot light is extinguished after seven straight days of inactivity, the CPI setting on the remote control transmitter will remain in the "CPI" (continuous pilot) position. Therefore, all that is required to relight the pilot would be to press the on/off button on the remote control transmitter from "on" to "off" and back to "on". Once the pilot has re-established operation will resume as normal. There is no requirement to do anything with the IPI/CPI mode on the remote control transmitter.

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

If the unit is being operated in IPI (intermittent pilot) mode, neither the above instructions nor the seven day timer will apply.

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

# owner's information

## Temperature indication Display

With the system in the "OFF" position, press the Thermostat Key and the Mode Key at the same time. Look at the LCD screen on the transmitter to verify that a C or F is visible to the right of the room temperature display (Figures 4 & 5).

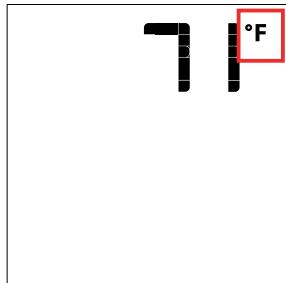


Figure 4: Remote Control display in Fahrenheit.

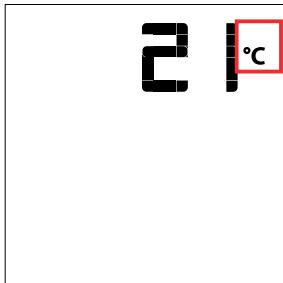


Figure 5: Remote Control display in Celsius.

## Turn on the Appliance

With the system OFF, press the ON/OFF Key on the Transmitter. The Transmitter display will show some other active Icons on the screen. At the same time the IFC will activate the appliance. A single "beep" from the IFC will confirm reception of the command.

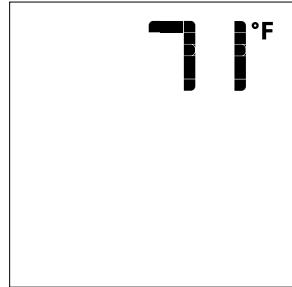


Figure 6: Remote Control display

## Turn off the Appliance

With the system ON, press the ON/OFF Key on the Transmitter. The Transmitter LCD display will only show the room temperature (Fig. 6). At the same time the IFC will turn off the appliance. A single "beep" from the IFC confirms reception of the command.

## Remote-Flame Control

The Proflame has six (6) flame levels. With the system on, and the flame level at the maximum in the appliance, pressing the Down Arrow Key once will reduce the flame height by one step until the flame is turned off. The Up Arrow Key will increase the flame height each time it is pressed. If the Up Arrow Key is pressed while the system is on but the flame is off, the flame will come on in the high position (Fig. 7 & 8). A single "beep" will confirm reception of the command.

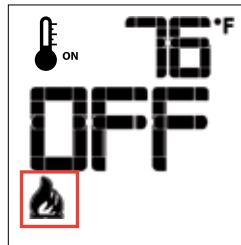
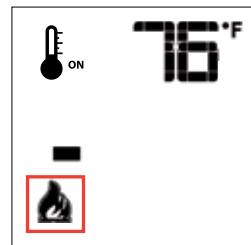


Fig. 7 Flame Off



Flame Level 1

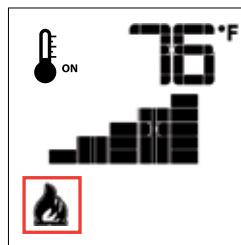
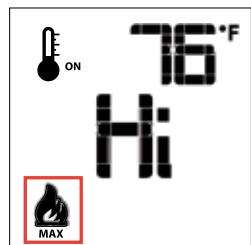


Fig. 8 Flame level 5



Flame Level Maximum

## Room Thermostat (Transmitter Operation)

The Remote Control can operate as a room thermostat. The thermostat can be set to a desired temperature to control the comfort level in a room. To activate this function, press the Thermostat Key (Fig. 1). The LCD display on the Transmitter will change to show that the room thermostat is "ON" and the set temperature is now displayed (Fig. 9). To adjust the set temperature, press the Up or Down Arrow Keys until the desired set temperature is displayed on the LCD screen of the Transmitter.

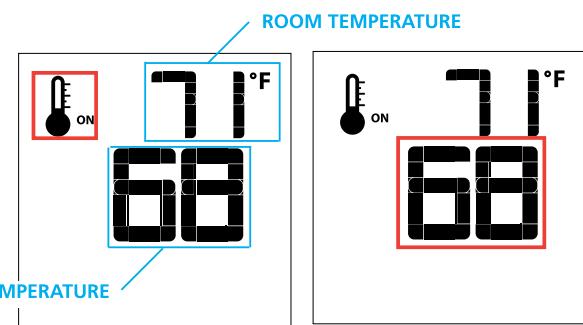


Figure 9

Figure 10

## Smart Thermostat (Transmitter Operation)

The Smart Thermostat function adjusts the flame height in accordance to the difference between the set point temperature and the actual room temperatures. As the room temperature gets closer to the set point the Smart Function will modulate the flame down.

To activate this function, press the Thermostat Key (Fig. 1) until the word "SMART" appears to the right of the temperature bulb graphic (Fig. 11). To adjust the set temperature, press the Up or Down Arrow Keys until the desired set temperature is displayed on the LCD screen of the Transmitter (Fig. 12).

Note: When Smart Thermostat is activated, manual flame height adjustment is disabled.

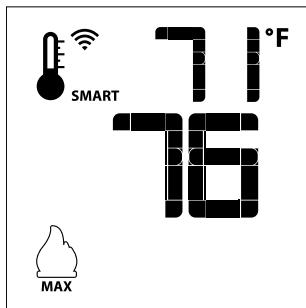


Figure 11: Smart Flame Function

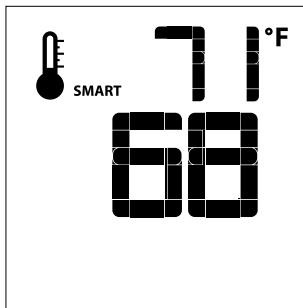


Figure 12

## Remote dimmer control (Light)

The auxiliary function controls the AUX power outlet by the dimmable light control. To activate this function use the Mode Key (Fig. 1) to index to the AUX icon (Fig. 15 & 16).

The intensity of the output can be adjusted through six (6) levels. Use the Up/Down Arrow Keys (Fig.1) adjust the output level (Fig. 16). A single "beep" will confirm reception of the command.

**Note:** This function is available only with the IFC Control Module.

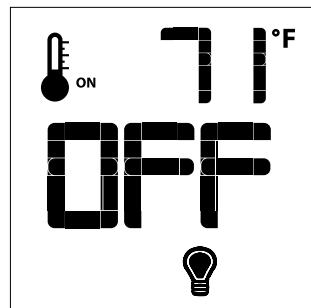


Figure 15

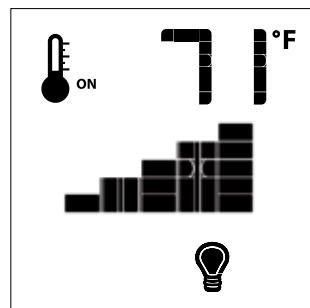


Figure 16

## Fan Speed Control

If the appliance is equipped with a hot air circulating fan, the speed of the fan can be controlled by the Proflame system. The fan speed can be adjusted through six (6) speeds. To activate this function use the Mode Key (fig.1) to index to the fan control icon (Fig. 13). Use the Up/Down Arrow Keys (fig.1) to turn on, off or adjust the fan speed (fig. 14). A single "beep" will confirm reception of the command.

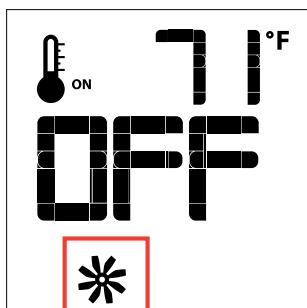


Figure 13

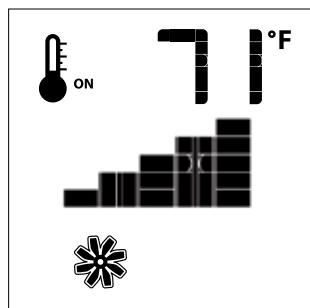


Figure 14

# owner's information

## Continuous Pilot/Intermittent Pilot (CPI/IPI) selection

### Note: Power vent models do not have a Continuous Pilot option.

With the system in "OFF" position press the Mode Key (fig. 1) to index to the CPI mode icon (fig. 19 & 20).

Pressing the Up Arrow Key will activate the Continuous Pilot Ignition mode (CPI). Pressing the Down Arrow Key will return to IPI. A single "beep" will confirm the reception of the command.

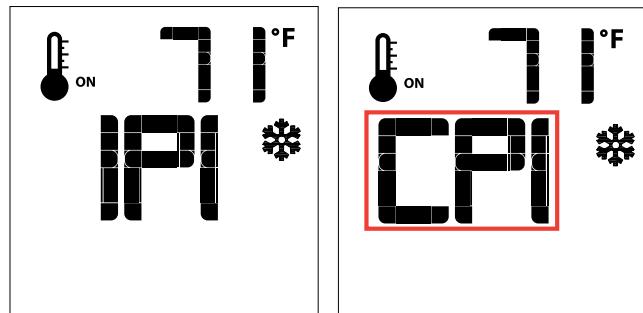


Figure 20

**Thermostat Icon:** If the thermostat icon is not present on the remote transmitter, follow instructions noted below:

1. Remove one battery from the remote.
2. Press and hold down the Thermostat button on the remote.
3. Reinstall the battery(removed in Step 1) while still holding down thermostat button.
4. If you see "Set" the thermostat option is now enabled. If you see "Clr" the thermostat option is now disabled.
5. Repeat the procedure if the "Set" or "Clr" to remove or add the option back to the remote did not appear.

Enable all other functions if not present on the remote transmitter, follow instructions noted below:

1. Remove one battery from remote.
2. Press and hold both the **ON/OFF** and **MODE** button at the same time .
3. Reinstall battery removed in Step 1 while holding both buttons—keep holding buttons, then release the **MODE** button only.
4. The screen will show either "Clr" or "Set" as the first option available is to disable or enable a mode.
5. "Clr" will remove a mode—use the up or down arrow while holding down **ON/OFF** and **MODE** (mode icon will disappear once removed).
6. Use the "**MODE**" button to move to the next function.
7. "Set" will add a mode—use the up or down arrow while holding down **ON/OFF** and **MODE** (mode icon will appear when added).
8. Use the "**MODE**" button to move to the next function.

**Note:** You should never program out the fan (if installed) or CPI/IPI mode on the remote.

## Key Lock

This function will lock the keys to avoid unsupervised operation. To activate this function, press the MODE and UP Keys at the same time (fig. 21).

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

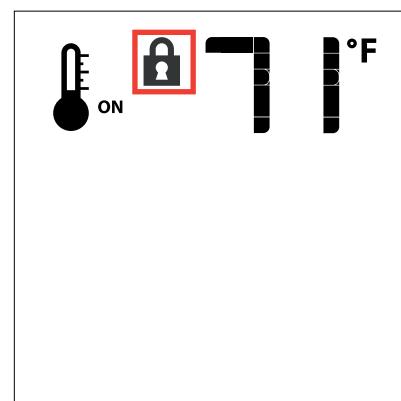


Figure 21

## Low Battery Power Detection Transmitter

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

When the Transmitter batteries are low, a Battery Icon will appear on the LCD display of the Transmitter (Fig. 22) before all battery power is lost. When the batteries are replaced this Icon will disappear.

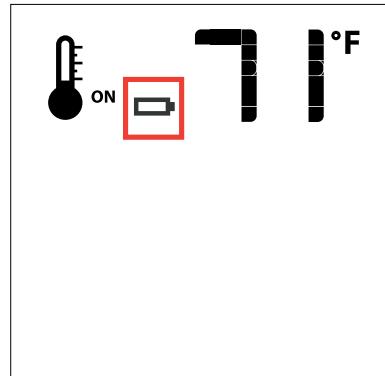


Figure 22

## Proflame II Remote Control Operating Instructions

**IMPORTANT:** The Proflame Transmitter 2 is an integrated part of the Proflame 2 System, which consists of these elements:

- Proflame 2 Transmitter, to be used in conjunction with:
- Integrated Fireplaces Control (Proflame 2 IFC)

The Proflame 2 Transmitter provides for controlling the following hearth appliance functions:

1. Main Burner On/Off
2. Main Burner flame modulation (6 levels)
3. Choice of standing or intermittent pilot (CPI/IPI)
4. Thermostat and Smart thermostat functions
5. Accent light modulation (6 levels)
6. Split flow valve\*\*
7. Comfort Fan speed modulation (6 levels)

\*\* This feature is not available on this model.

The Proflame Transmitter uses a streamline design with a simple button layout and informative LCD display (Fig. 1). A Mode Key is provided to index between the features and a Thermostat Key is used to turn on/off or index through Thermostat functions (Fig. 1 & 2). Additionally, a Key Lock feature is provided (Fig. 22).



Figure 1: Proflame Transmitter

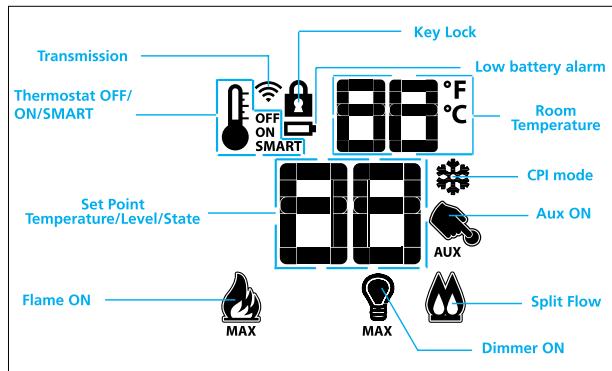


Figure 2: Transmitter LCD Display



TECHNICAL DATA REMOTE CONTROL	
Supply Voltage	4.5V (three 1.5V AAA batteries)
Ambient temperature ratings	0 - 50°C (32 - 122°F)
Radio Frequency	315 MHZ

### WARNING: THE TRANSMITTER AND IFC ARE RADIO FREQUENCY DEVICES.

### ATTENTION!

- Turn "OFF" the main gas supply of the appliance during installation or maintenance of the IFC.
- Turn "OFF" main gas supply to the appliance prior to removing or reinserting the batteries.
- In case of remote control malfunction, turn off the IFC device using the "ON/OFF" main switch.
- For installation / maintenance, switch off the IFC device removing main power supply plug.

### OPERATING PROCEDURE

#### Pairing the remote control to IFC (if required)

Power the IFC. Locate the black reset button on the lower left hand side of the appliance. See this manual for location/instructions. The IFC will "beep" three (3) times to indicate that it is ready to synchronize with a Transmitter. Install the 3 AAA type batteries in the Transmitter battery bay, located on the base of the Transmitter. (fig. 3) With the batteries already installed in the Transmitter, push the On button. The IFC will "beep" four times to indicate the Transmitter's command is accepted and sets to the particular code of that Transmitter. The system is now initialized.



Figure 3: Battery Compartment

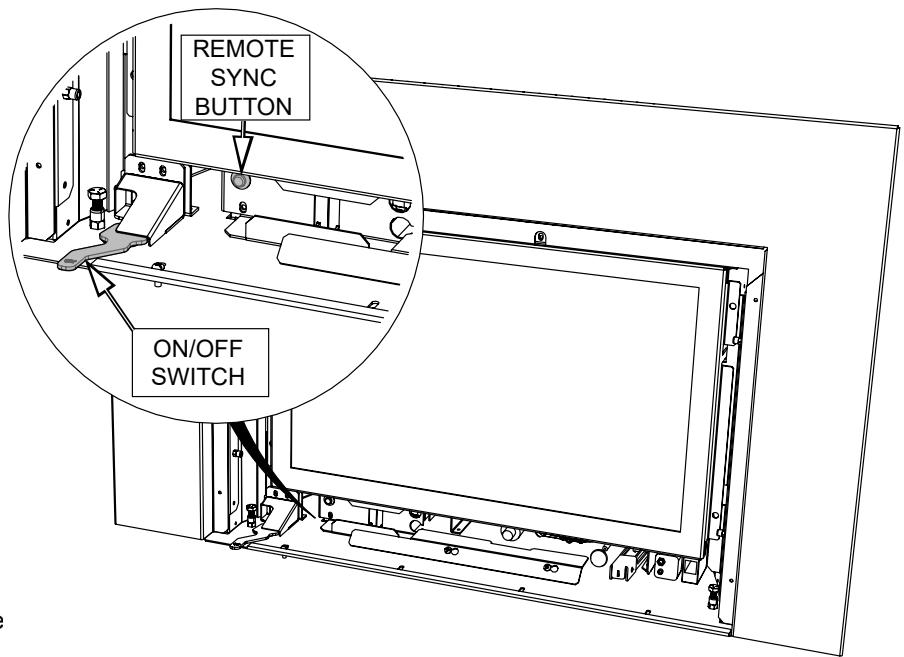
**Note:** Only use regular alkaline batteries. Do not use rechargeable or lithium batteries.

## Remote / Receiver Coding

The remote control is coded at the factory. If for what ever reason, the remote requires to be recoded follow steps below.

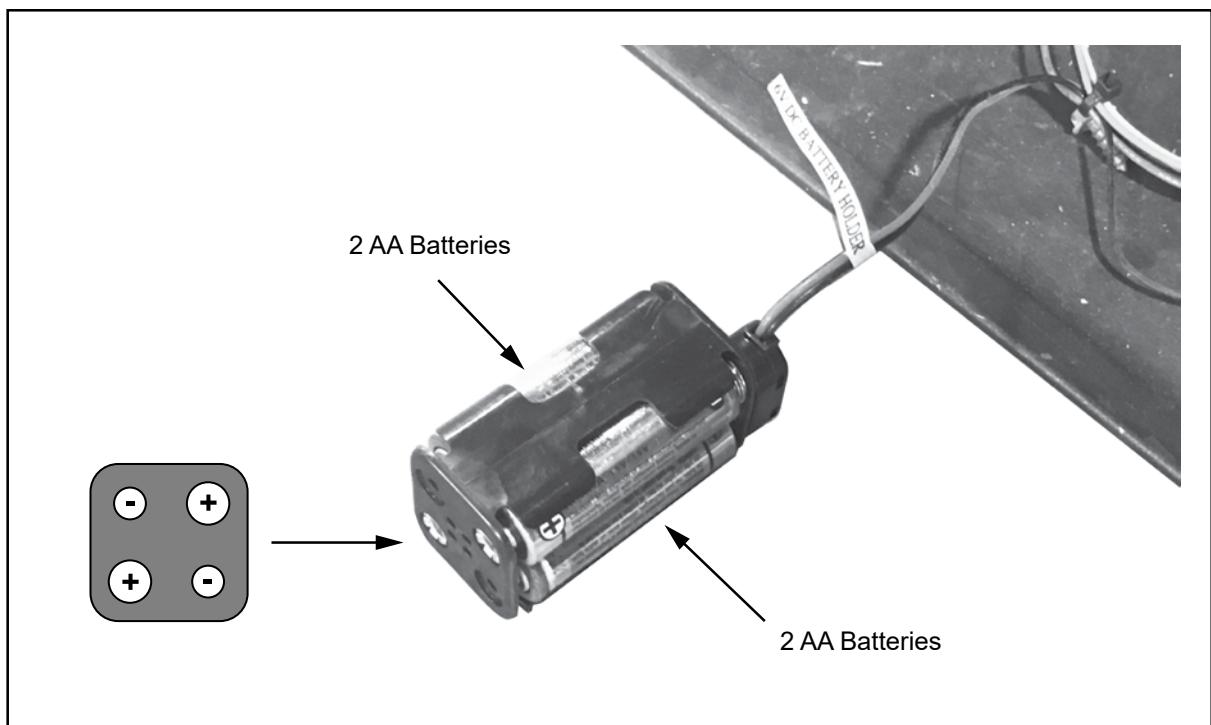
To code the receiver to the hand-held remote, follow the procedure below.

1. Remove screen assembly
2. Plug in 120 AC power cord into a grounded receptacle, or install 4 AA batteries into the backup battery holder located next to the reset button. Do not use both 120 AC power and batteries. Only use the 4 AA batteries if 120 AC is not available.
3. Install 3 AAA batteries into the hand-held remote.
4. Hold down the black remote sync switch on the left side until 3 beeps are heard.
5. Hold down the On / Off button on the hand-held remote to code the remote to the receiver. After 4 beeps are heard, the hand-held remote is paired with the receiver



## Backup Battery Holder

Insert 4 AA batteries into the backup battery holder as shown below. Only use the 4 AA batteries if 120 AC is not available.



## Copy of Lighting Plate Instructions

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

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

**AVERTISSEMENT :** Quiconque ne respecte pas scrupuleusement les instructions de la présente notice risque de déclencher un incendie ou une explosion pouvant entraîner des dégâts matériels ou des blessures pouvant être mortelles.

Tout défaut d'installation, de réglage, de modification, de service ou d'entretien peut entraîner des blessures ou des dommages matériels. Reportez-vous au manuel d'utilisation fourni avec cet équipement. Pour obtenir de l'aide ou des informations complémentaires, consulter un installateur ou un service d'entretien qualifié, ou le fournisseur de gaz.

**A)** This appliance is equipped with an ignition device which automatically lights the pilot.

Do not try to light the pilot by hand.

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

**WHAT TO DO IF YOU SMELL GAS**

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

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

**A)** Cet appareil est muni d'un dispositif d'allumage qui allume automatiquement la veilleuse.

Ne tentez pas d'allumer la veilleuse manuellement.

**B) AVANT LA MISE EN MARCHE,** renifiez tout autour de l'appareil pour déceler une odeur de gaz. Renifiez au niveau du plancher, car certains gaz sont plus lourds que l'air et peuvent s'accumuler au niveau du sol.

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

- Ne tentez pas d'allumer l'appareil
- Ne touchez à aucun interrupteur; n'utilisez pas le téléphone se trouvant dans le bâtiment.
- Quittez immédiatement le bâtiment.
- Appellez immédiatement votre fournisseur de gaz depuis un téléphone extérieur. Suivez les instructions du fournisseur.
- Si vous ne pouvez pas rejoindre le fournisseur,appelez le service incendie.

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

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

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

## OPERATING INSTRUCTIONS / CONSIGNES DE FONCTIONNEMENT

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

2) Ensure the Main switch is in the ON position and/or the wall mounted battery holder (if equipped) is in the <REMOTE> position.

3) Press and release the ON/OFF button on the remote handheld transmitter. An audible beep should be heard from the receiver. If not using the remote, the unit can also be turned on by sliding the battery holder switch to the <ON> position (if equipped).

4) After approximately 4 seconds the spark ignition system will spark for 60 seconds to light the main burner.

5) The unit will turn on.

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

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

- a) Wait 5 minutes - turn the system off by pressing the ON/OFF button on the remote.
- b) After approximately 2 seconds press the ON/OFF button again.
- c) Unit will repeat step 2.

6) If the appliance will not operate, follow the instructions, "To Turn Off Gas to Appliance" and call your service technician or gas supplier. This appliance is equipped with an on-demand pilot that shuts off after seven days.

**1) STOP!** Lisez les instructions de sécurité sur la portion supérieure de cette étiquette.

2) S'assurer que le commutateur principal est en position ON et/ou que le bloc-piles mural (le cas échéant) est en position <REMOTE>.

3) Appuyer sur la touche ON/OFF de la télécommande puis relâcher. Un bip sonore retentira depuis le récepteur. Si vous n'utilisez pas la télécommande, l'appareil peut également être allumé en faisant glisser le commutateur du bloc-piles sur la position <ON> (le cas échéant).

4) Après environ 4 secondes, le système d'allumage produira une étincelle pendant 60 secondes pour allumer le brûleur principal.

5) L'appareil s'allumera.

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

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

- a) Attendre 5 minutes et éteindre l'appareil en appuyant sur la touche ON/OFF de la télécommande.
- b) Attendre 2 secondes et appuyer encore une fois sur la touche ON/OFF.
- c) L'appareil répétera l'étape 2.

6) Si l'appareil ne fonctionne pas, suivez les instructions "Pour couper le gaz au niveau de l'appareil" et appelez un technicien qualifié ou votre fournisseur de gaz.

Cet appareil est équipé d'une veilleuse sur demande qui s'éteint après sept jours.

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

1) Press the ON/OFF button on the remote or slide the wall mount switch to the "OFF" position.

2) If service is to be performed—you must disconnect power and shut off gas to the unit.

1) Appuyer sur la touche ON/OFF de la télécommande ou faites glisser l'interrupteur mural sur la position "OFF".

2) Lors de l'entretien de l'appareil, vous devez débrancher l'alimentation électrique et couper le gaz alimentant l'appareil.

**DO NOT REMOVE THIS INSTRUCTION PLATE**

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

919-649b

# installer's information

## Gas Pressure Testing

During gas testing at pressures equal-to-or-less-than 1/2 psig. (3.45 kPa), the appliance's manual shut off valve must be closed to isolate it from the gas supply piping system.

## Installation Into a Solid Fuel Burning Fireplace or Factory Built Fireplace

The Gi27LE gas insert was tested and approved for venting into any masonry or approved solid fuel burning factory-built fireplace that the insert fits into. Refer to "Minimum Fireplace Dimensions" section for minimum fireplace clearances.

If the factory built fireplace\* height is too low for your Insert, you may remove the smoke baffle plate, damper, refractory (firebricks), glass doors, screen rails, screen mesh and log grates from the factory built fireplace. Save these items for reinstallation if the insert is removed. The fireplace flue damper can be fully blocked open or removed for installation of the gas fireplace insert.

Smoke shelves, shields, and baffles may be removed if attached by mechanical fasteners. Parts removed must not weaken the structural integrity of the factory-built fireplace.

The fireplace and chimney must be clean, in good working order, and constructed of non-combustible materials.

The surround panels should not seal ventilation openings on the fireplace.

Chimney cleanouts should fit properly.

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

Cutting any sheet metal part of the fireplace in which the gas insert is to be installed is prohibited.

\*Check with a local inspector before installation.

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

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

## Factory-Built (Metal) Wood-Burning Fireplace Requirements

**NOTE**

Any parts that are removed must be removed in a way that would allow them to be reinstalled if the insert is ever removed (removal of rivets or screws is acceptable).

To reference parts—see illustration below.

**Must** be removed:

- 1 - Damper
- 2 - Grate (with log set)

May be removed (if applicable):

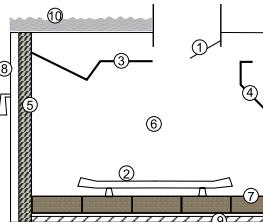
- 3 - Smoke shelf
- 4 - Internal baffles
- 5 - Screen
- 6 & 7 - Masonry lining or refractory
- 8 - Metal or glass doors

You must permanently mark the fireplace to indicate that it was altered and is no longer suitable for burning solid fuel (wood) unless the removed parts are reinstalled. Cutting any sheet metal parts is prohibited.

May be removed (in certain cases):

- 9 - Metal floor of the firebox

10 - The insulation and any structured rigid frame members must not be removed or altered (side and top of the door frame, side and top of the face of the fireplace, metal sides, etc.).



**CAUTION** **Firebox floor removal is not covered under the appliance safety standard (ANSI Z21.88) used in the safety certification of this appliance. The Intertek safety certification does not apply to this method of installation. Before installing the appliance using this method, contact the Authority Having Jurisdiction to determine if this installation is acceptable in your area. The sheet metal base of the fireplace must be left in place and a minimum 1/2" cement board sheet placed under the entire length and width of the appliance.**

If the factory-built fireplace has no gas access hole(s), one that is 1-1/2" (37-1/2 mm) or less may be drilled through the lower sides or bottom of the firebox. This access hole must be plugged with non-combustible insulation after the gas supply line is installed.

## General Safety Information

1. The appliance installation must conform with local codes, or in the absence of local codes, with CSA B149.1 (in Canada) or the National Fuel Gas Code ANSI Z223.1 in the USA. This appliance should be installed by a qualified gas fitter technician only.
2. Installation and repair should be done by a qualified service person.
3. The appliance should be inspected before use and at least annually by a professional service person. More frequent cleaning may be required due to lint from carpeting, bedding material, animal hair, etc. It is imperative that you keep control compartments, burners, and circulating air passageways of the appliance clean.
4. See general construction and assembly instructions. Install this appliance in a vented, non-combustible fireplace only.
5. This appliance is listed for bedroom installations when used with a listed Millivolt thermostat. Some areas may have further requirements; check local codes before installation.
6. Always vent this insert to the outside of the building envelope - never vent to another room or inside a building. Make sure that the vent is properly sized and of adequate height to provide the proper draft.
7. Inspect the venting system annually for blockages and any signs of deterioration.
8. Any glass removed for servicing must be replaced prior to operating the appliance.
9. To prevent injury, do not allow anyone unfamiliar with its operation to use the fireplace.
10. This appliance can be operated without brick or glass panels.
11. Due to high temperatures, the appliance should be located out of high traffic areas and away from furniture and draperies. Children and adults should be alerted to the hazards of high surface temperatures, especially the fireplace glass and gold trims, and should stay away to avoid burns or clothing ignition. Young children should be carefully supervised while in the same room as the appliance. Clothing or other flammable material should not be placed on or near the appliance.
12. Be aware of hot wall & mantle surfaces. Although safe, the wall & mantle directly above the fireplace can get very hot when the fireplace heats. Do not touch!
13. Be aware of hot surfaces in front of the fireplace glass. Although safe and depending of its elevation, flooring directly in front of the fireplace can get very hot when the fireplace heats.
14. Solid wood flooring in front of the fireplace (if allowed) may shrink during the heating season due to heat.

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

## Installation Checklist

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

The Regency gas insert is installed as listed.

1. Check all clearances to combustibles. Refer to sections "Minimum Fireplace Dimensions" and "Minimum Clearances to Combustibles".
2. Make the gas connection. Refer to section "Gas Connection".
3. Install the two liners (3" intake and 3" exhaust) to the sliding connector plate. Refer to section "Flue Collar Installation/Removal".
4. Slide the unit halfway into the fireplace.
5. Pull the vent connector plate through the tapered brackets and fasten it to the front plate. Refer to section "Flue Collar Installation/Removal."
6. Slide the unit fully into the fireplace. Level if necessary.
7. Test gas pressure. Refer to section "Gas Pipe Pressure Testing". Check aeration system. Refer to section "Air Shutter Adjustment".
8. Install standard and optional features. Refer to the following sections:
  - a. Panel Installation
  - b. Log Set Installation
  - c. Faceplate Installation
  - d. Minimum Clearances to Combustibles
  - e. Minimum Fireplace Opening Sizes with Varying Faceplate/Backing Plate Options
  - f. Conversion from Natural Gas to Propane

9. Final check: Before leaving this unit with the customer, the installer must ensure that the appliance is firing correctly. This includes:
  - a) Clocking the appliance to ensure the correct firing rate.
  - b) Adjusting the primary air, if required, to ensure that the flame does not carbon. See "Gas Insert Aeration System" section.
  - c) Ensuring that the appliance is venting correctly.

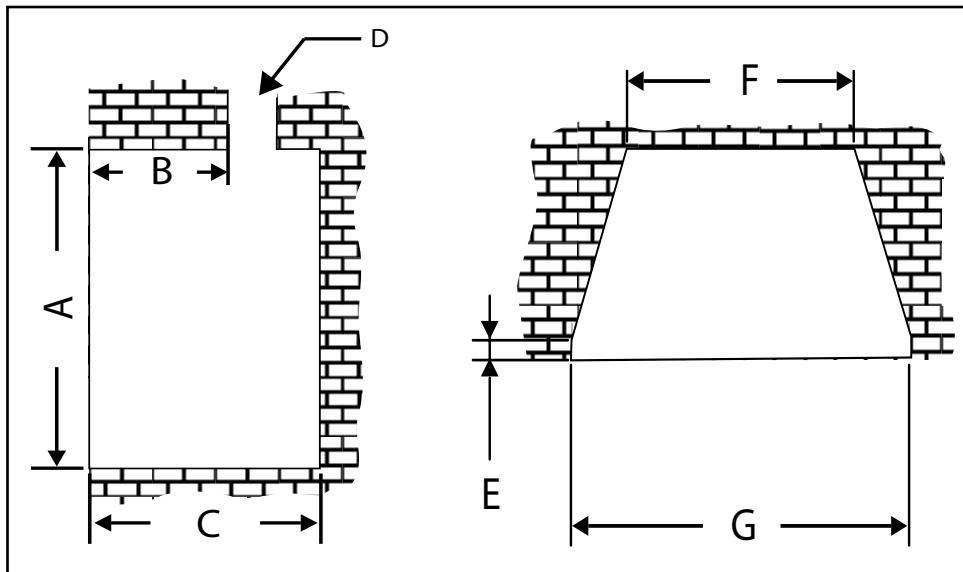
## Materials Required

A 120-Volt AC power cord is hooked up to the unit. Plug the three-wire cord into a suitable receptacle. Do not cut the ground terminal off under any circumstances. The appliance must be electrically grounded in accordance with local codes, the current version of CSA C22.1 (in Canada), or in the absence of local codes, with the National Electrical Code ANSI/NFPA 70-1987.

## Minimum Fireplace Dimensions

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

**NOTE** Also, see minimum fireplace opening sizes with varying faceplate, finishing trim, and backing plate options in this manual.



A Height	B Max. Lintel Bar Depth	C Depth	D Damper Opening	E Front Depth to Taper	F Width (rear)	G Width (front)
18" (432 mm)	10-1/2" (267 mm)	15" (381 mm)	8" x 4" min. (203 mm x 102 mm)	1-5/8" (41 mm)	17-1/2" (445 mm)	27" (686 mm)

## Electrical Receptacle in a Masonry Fireplace

The electrical receptacle can be placed on the left or right side of the unit within the masonry enclosure, respecting the following conditions:

1. Distance from the receptacle face to the gas insert: minimum 3" (76 mm)
2. Place the receptacle as far back as possible, so that it is near the back of the gas insert when installed.
3. Height from the top of the receptacle to the floor of the masonry fireplace: maximum 3-1/2" (89 mm)
4. The receptacle box and receptacle cover must be made of metal.
5. Where the 120-volt fan assembly power cord exits toward the receptacle, it must not come into contact with the back or sides of the gas insert. It can only touch the faceplate.

When installed, this appliance must be grounded in accordance with local codes, or in their absence, the National Electrical Code ANSI/NFPA 70, or the Canadian Electrical code CSA C22.1.

**IMPORTANT** **Check with your local inspector before starting this installation, as some jurisdictions may not allow placement of this receptacle within a masonry chimney.**

# installer's information

## Hardwire Kit Installation

### IMPORTANT

- Electrical power must be brought to the appliance by a licensed electrician.
- This kit must be installed in accordance with local electrical codes. Consult your local building official for any requirements that must be met in your area.
- Make sure the electrical lead leading to the insert has been disabled prior to installing this kit.

The 946-854 Hardwire Kit contains the following:

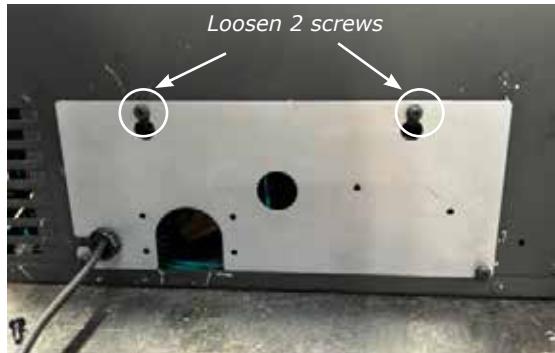
	Part #	Description	Qty
1	911-434	Armored Cable - 12/2 AC90 10ft (3m)	1
2	905-114	Adapter Right Angle Zinc 3/8"	1
3	904-687	Connector Clamp 3/8 CI-804	1
4	911-432	Wire Harness Gas Hardwire Kit	1
5	166-451F	Hardwire Plate*	1
6	910-199	Clip Wire Holder	1
7	911-252	Twist-On Wire Connector	3
8	911-249	Anti Short Bushing #0 Red	2
9	904-553	Screw #8 x 1/2 Type B Black Oxide*	2
10	904-187	Cable Tie Black (CV100W)	1
11	920-833	Instruction Sheet	1

\* Only required for Gi25LE/Gi27LE/Gi29LE/Gi33LE Models.

**Shut off the gas and disconnect electrical supply to the unit before beginning.**

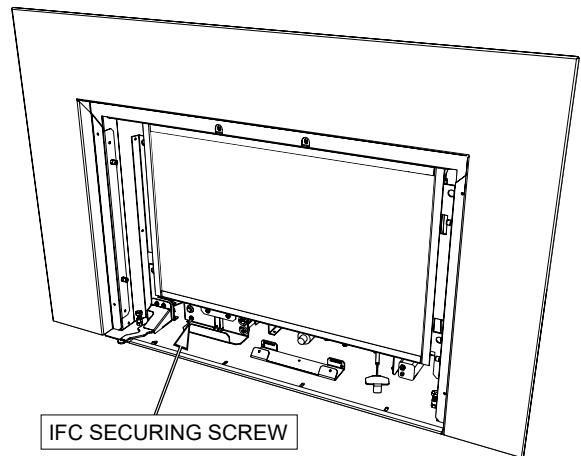
Remove safety screen and glass front. See manual.

1. Remove the left side cover (loosen the top two screws and lift up and out).



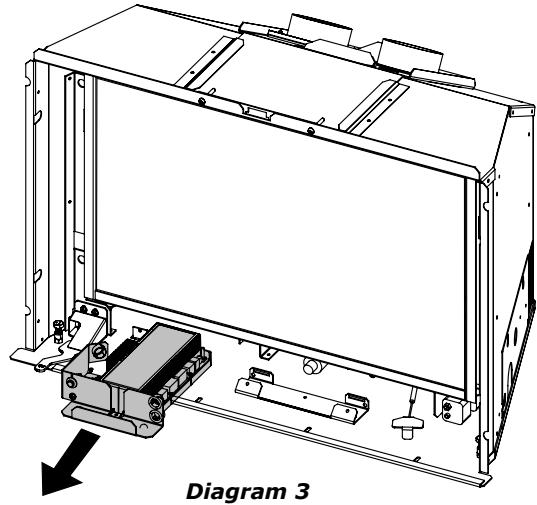
**Diagram 1**

2. Remove the screw that secures the IFC and pull IFC out to access the main power harness.



**Diagram 2**

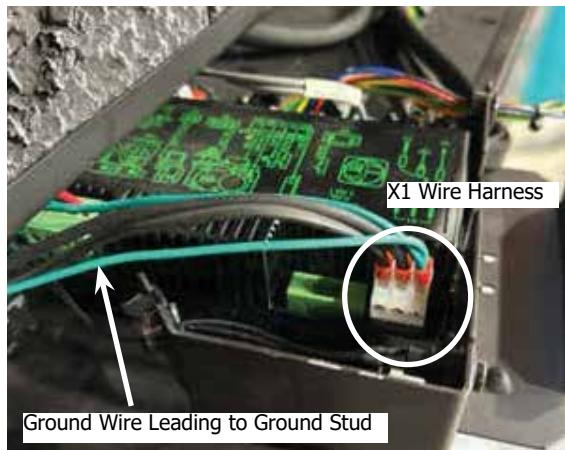
Pull the IFC out.



**Diagram 3**

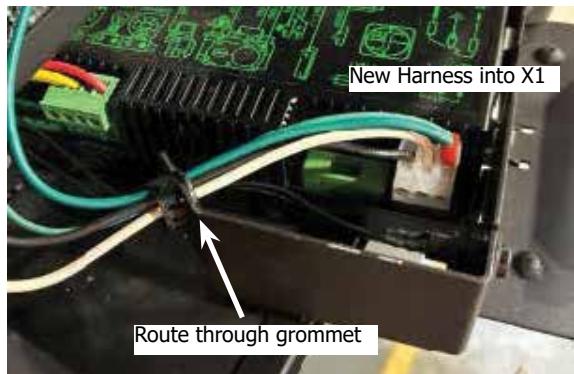
## installer's information

3. Unplug the main power harness (X1) at the PF11 IFC Control Board and disconnect the ground wire from the ground stud.



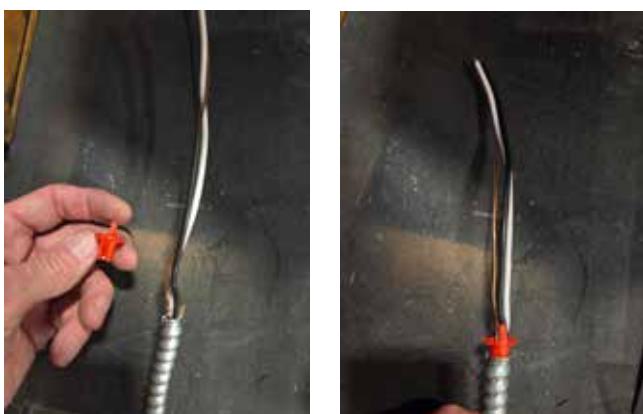
4. Remove the 3-prong plug and harness from the side cover and discard.

5. Install the new wire harness provided (Part #911-432) back into X1 at the PF11 IFC Control Board and route it through the grommet.

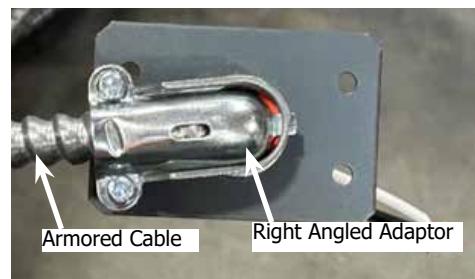


6. Connect the ground wire of the new harness back onto the ground stud.

7. Add the red anti short bushings to either end of the armored cable. See below.



9. Install armored cable & right angled adaptor onto bracket.



10. Install bracket onto side cover. Two holes may have to be drilled using a 1/8" bit prior to install, using the bracket as a template.



11. Lock the right hand connector using the supplied locking/connector clamp.



12. Connect the main harness wires (X1) to the armored cable using the 3 twist-on wire connectors provided. Make the connections according to color; neutral (white), live (black) and ground wires (green & bare copper) between the main harness (X1) and the armored cable.



# installer's information

13. Tuck wires neatly into the unit using the cable ties and clip wire holder and re-install the side cover.

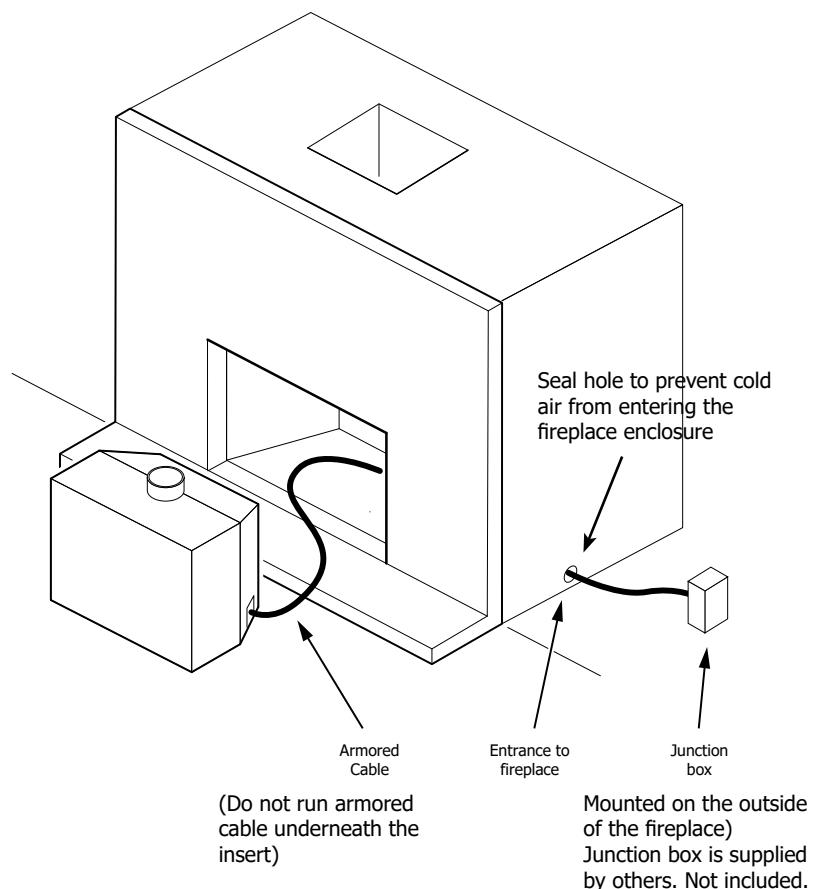


13. The gas insert should be placed on the fireplace hearth in position to access the left/right side of the insert depending on model.

14. Route the conduit on the wiring harness through the fireplace to a junction box outside of the fireplace.

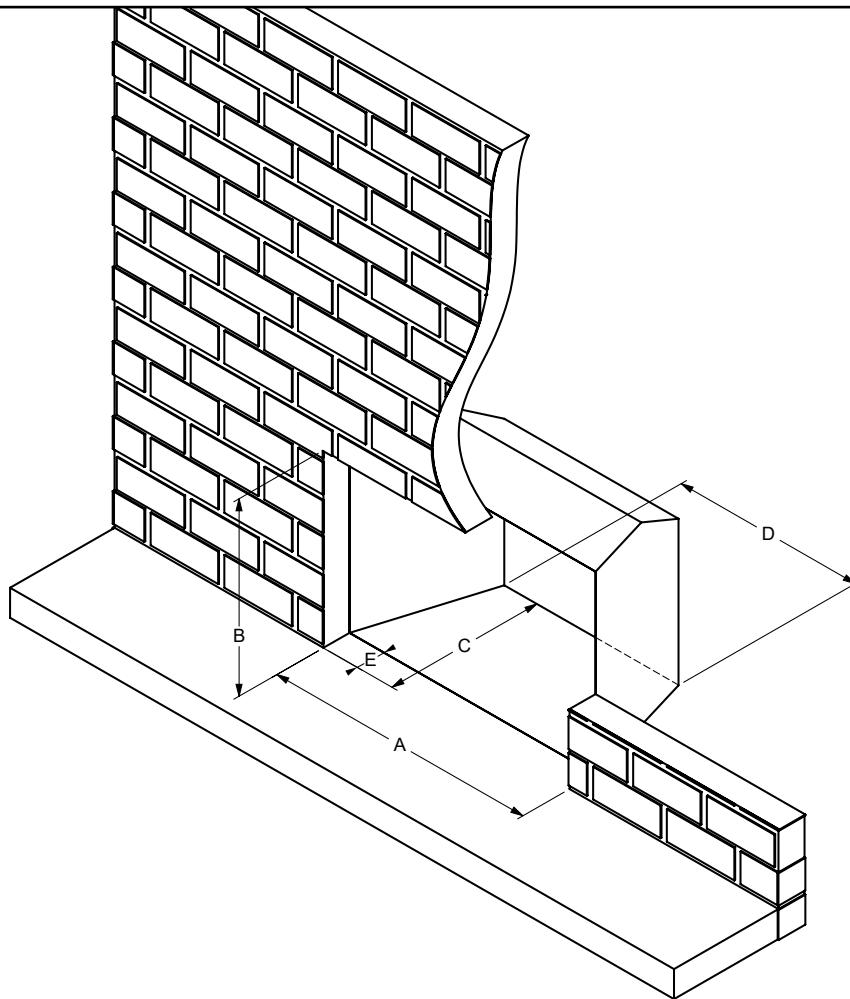
NOTE: Leave extra slack in the conduit to allow for servicing of the gas insert. When placing the gas insert into place, route the conduit away from the insert to prevent it from contacting or being pinched by the insert.

15. Install gas liner and optional accessories to complete the installation.



NOTE: Shown with armored cable on the right side. Depending on model: may be on left side.

## Minimum Fireplace Opening Sizes with Varying Faceplate/Backing Plate Options



Faceplate	Dimensions				
	Minimum Install Width (A)	Minimum Install Height (B)	Minimum Install Depth (C)	Minimum Rear Width (D)	Taper Depth (E)
3-Sided Regular Faceplate	27" (686 mm)	18" (457 mm)	15" (381 mm)	17-1/2" (445 mm)	1-5/8" (42 mm)
3-Sided Regular Faceplate w/ Backing Plate	29" (737 mm)	19-1/4" (489 mm)	14-7/8" (378 mm)	17-1/2" (445 mm)	3-1/8" (80 mm)
3-Sided Regular Faceplate w/ Premium Surround	27" (686 mm)	18" (457 mm)	15" (381 mm)	17-1/2" (445 mm)	1-1/2" (38 mm)
3-Sided Regular Faceplate w/ Premium Surround and Backing Plate	29" (737 mm)	19-1/4" (489 mm)	14-7/8" (378 mm)	17-1/2" (445 mm)	1-3/8" (35 mm)
3-Sided Flush Faceplate/Flush Custom Faceplate	28-1/2" (724 mm)	19" (483 mm)	16-1/4" (413 mm)	17-1/2" (445 mm)	2-5/8" (67 mm)
3-Sided Flush Faceplate w/Traditional Surround	27" (686 mm)	18" (457 mm)	14-1/4" (362 mm)	17-1/2" (445 mm)	3/4" (19 mm)
3-Sided Flush Faceplate w/Traditional Surround and Backing Plate	29" (737 mm)	19-1/4" (489 mm)	14-1/8" (359 mm)	17-1/2" (445 mm)	5/8" (16 mm)
3-Sided Flush Faceplate w/ Backing Plate	29" (737 mm)	19-1/4" (489 mm)	16-1/8" (410 mm)	17-1/2" (445 mm)	4-3/8" (111 mm)
4-Sided Flush Faceplate/4-Sided Flush Custom	28-1/2" (724 mm)	19-1/4" (489 mm)	16-1/4" (413 mm)	17-1/2" (445 mm)	2-5/8" (67 mm)
3-Sided Finishing Trim	28-1/2" (724 mm)	19" (483 mm)	16-1/4" (413 mm)	17-1/2" (445 mm)	2-5/8" (67 mm)
3-Sided Finishing Trim w/ Backing Plate	29" (737 mm)	19-1/4" (489 mm)	16-1/8" (410 mm)	17-1/2" (445 mm)	4-1/2" (114 mm)
4-Sided Finishing Trim	28-1/2" (724 mm)	19-1/4" (489 mm)	16-1/4" (413 mm)	17-1/2" (445 mm)	2-5/8" (67 mm)

# installation

## Minimum Clearances to Combustibles

The clearances listed below are minimum distances unless otherwise stated.

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

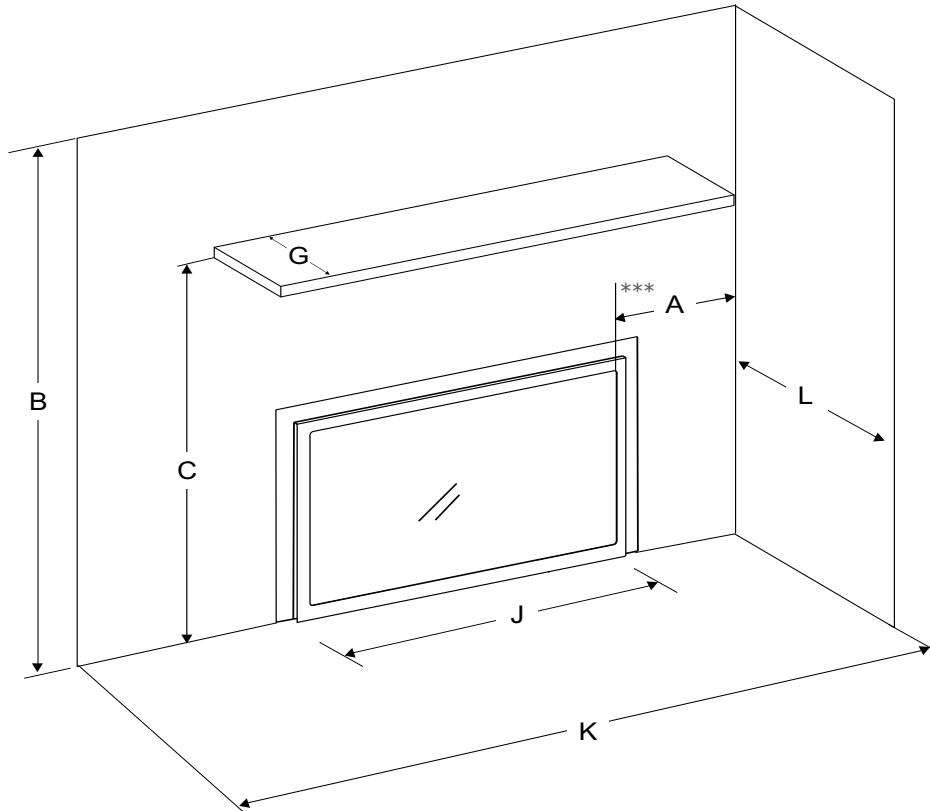


Diagram 1

Clearance	Dimension	Measured From:
A: Sidewall	8" / 203 mm	***From inside edge of faceplate / doors
B: Ceiling	60" / 1524 mm	From base of unit
C: Mantel Height**	15" / 381 mm	From base to mantel bottom
G: Mantel Depth (Max.)**	12" / 305 mm	From wall to mantel front face
K: Min. Alcove Width	54" / 1372 mm	
L: Max. Alcove Depth	36" / 914 mm	From the front of the unit.

\*\*Note: For complete detailed mantel clearances with and without mantel deflector, see next page.

### NOTES

- A hearth is recommended but not required in front of this appliance. If bringing combustible flooring up to the appliance it must be at the same level or lower than the appliance base. No combustible material is permitted underneath the appliance.
- \*An optional 2-1/2" (64 mm) mantel deflector reduces the mantel height to 10" (254 mm) from the top of the unit @ 9" (229 mm) depth.
- (J): \*\*\*Measured from the inside edge of the faceplate/doors - reference only: 27-3/4" (705 mm)

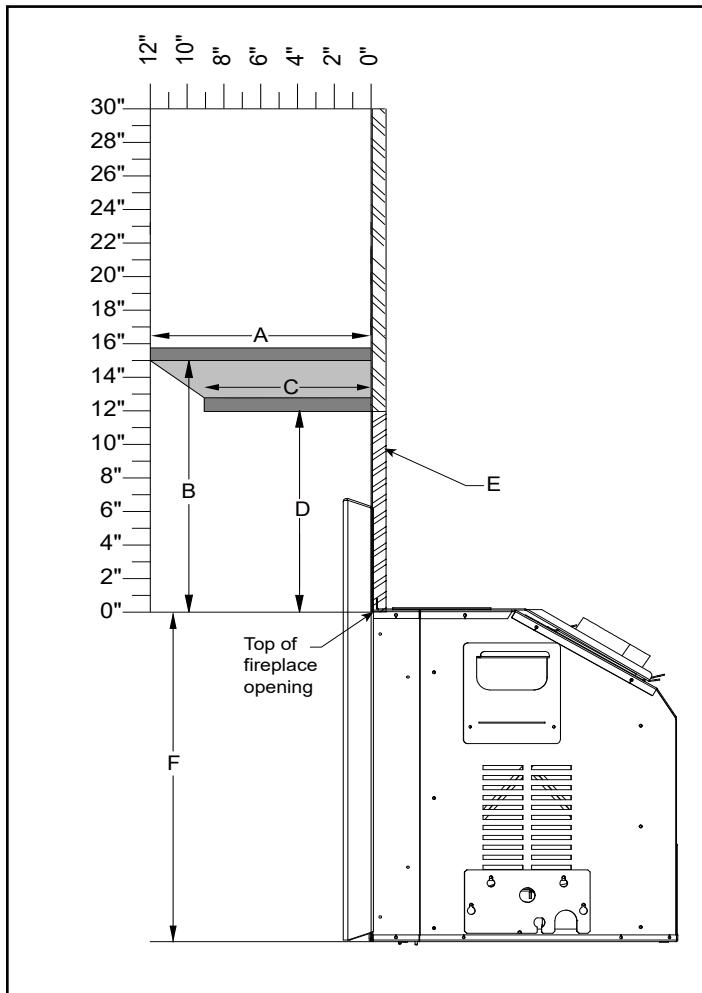
**Mantel Clearances Without Mantel Deflector**   **Mantel Clearances with 2-1/2" Mantel Deflector**


Diagram 1

A	12" (305 mm)
B	15" (381 mm)
C	9" (229 mm)

D	12 " (305 mm)
E	Non Combustible Materials
F	18" (457 mm) to base of unit

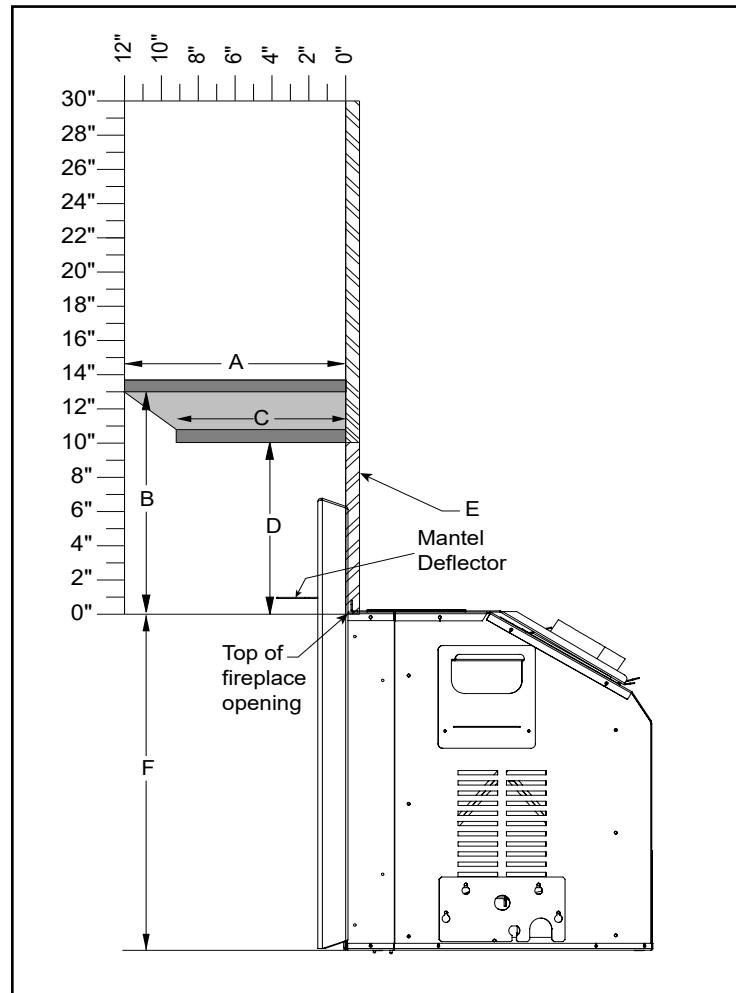


Diagram 2

A	12" (305 mm)
B	13" (330 mm)
C	9" (229 mm)

D	10" (254 mm)
E	Non Combustible
F	18" (457 mm) to base of unit

## WARNING

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

## NOTES

- A 2-1/2" (64 mm) mantel deflector reduces mantel height to 28" (711 mm) from the bottom of the unit at 9" (229 mm) depth.
- A non-combustible mantel may be installed at a lower height if the framing is made of metal studs covered with a non-combustible board. The non-combustible mantel, when installed at a lower overall height, may not be lower than 6" (152 mm) from the top of the fireplace opening.
- All material used must be non-combustible.

# installation

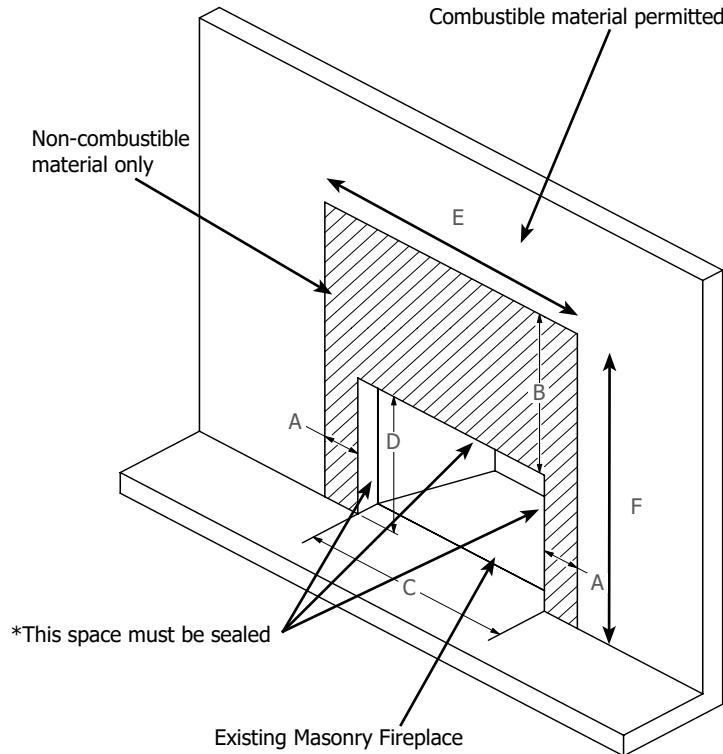
## Using Steel Studs and Concrete Board Over Masonry Brick Fireplace

The masonry front brick facing can be removed and replaced with non-combustible materials such as steel studs and concrete board/dura rock/micor board as per diagram 1, only if safe to do so. Steel stud may also be placed in front of the masonry brick if left in place. This is the preferred method depending on the condition of the masonry brick fireplace.

\*The opening between the front of the masonry firebox and non-combustible materials such as steel studs and concrete board must be sealed so heat cannot run between the face of the masonry fireplace and the refacing materials. Only finishing materials such as tile, stone, brick, or similar materials that are non-combustible may be used. Use materials that are uniform so that when the unit is positioned, there are no visible gaps on the sides or top of the surround.

**IMPORTANT**

Opening height, width and depth will vary depending on which Faceplate & Backing plate is used. See Minimum Fireplace Opening Sizes with Varying Faceplate/Backing Plate Options in this manual for details.



DIMENSIONS	
A - Minimum Horizontal clearance	8" (203 mm)
B - Minimum Vertical clearance	20" (508 mm)
C - Minimum Opening Width*	28" min. (711 mm)
D - Minimum Opening Height*	18-3/4" min. (476 mm)
E - Minimum Total Width	44" (1118 mm)
F - Minimum Total Height	38-3/4" (984 mm)

Combustible Facing Over  
Combustible Framing



Non-Combustible Facing Over  
Non-Combustible Framing

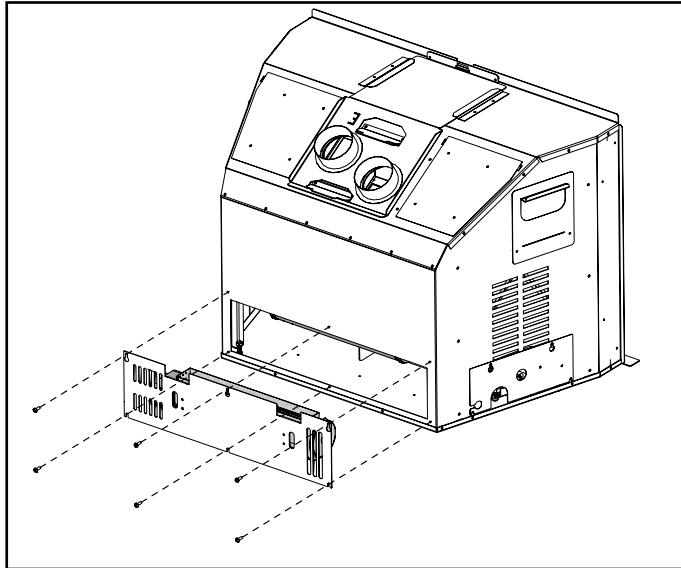


Diagram 1

## Leveling Legs Adjustment

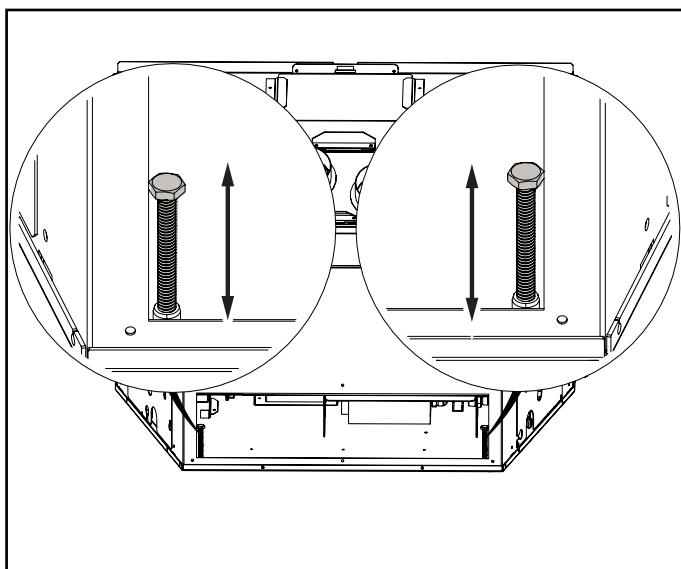
**NOTE** The leveling of the appliance must be done prior to hooking up gas line and vent system.

1. The leveling bolts can be installed with bolts from above or below (preferred method) to level the appliance. If choosing to go above, follow steps below. If choosing to go from below, see step 5. From the back of the unit, remove the six screws, then lift the fan mount plate out.

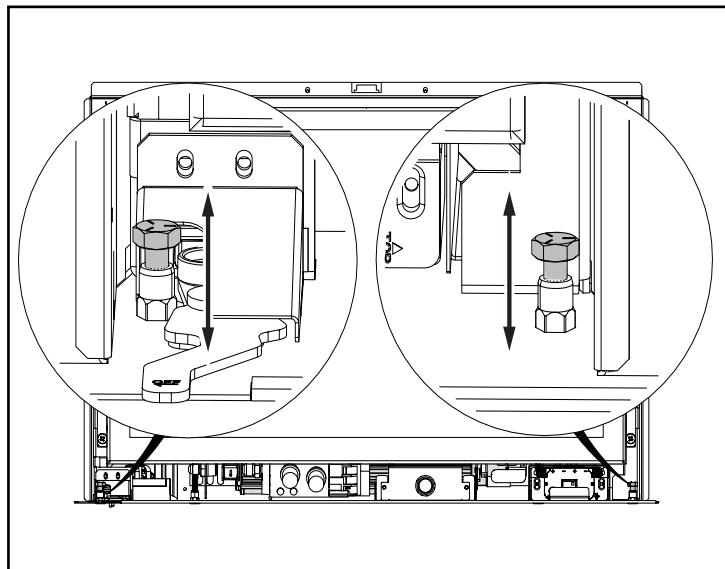


2. Screw the 2 2-1/2" (64 mm) bolts supplied inside manual package to the 2 nutserts located at the rear corners of appliance. Using a 7/16" wrench or socket, tighten or loosen the bolts as needed. The rear bolts can be adjusted up to 2-1/8".

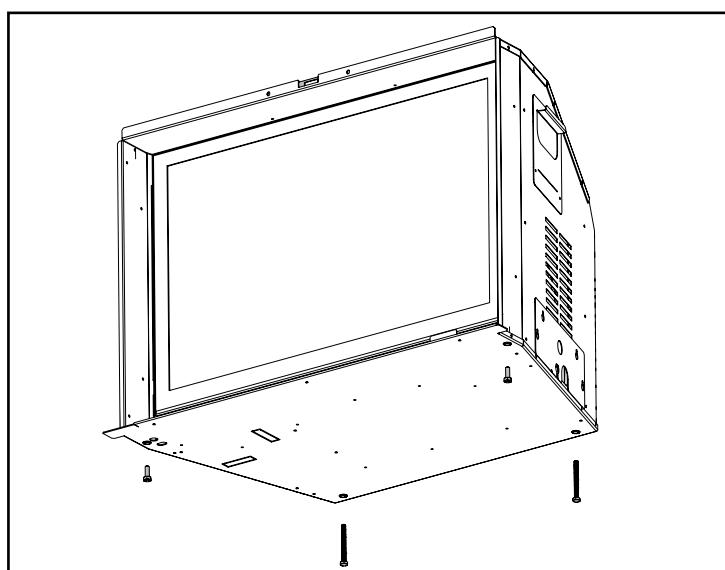
3. Reinstall the fan mount plate.



4. The front leveling bolts can be accessed from the front of the insert, on the bottom left and right sides. Once it is in position, adjust the bolts to ensure the appliance is level and won't rock.



5. From below: The bolts can be flipped around and installed from the bottom of the insert for extended length. Once it is in position, adjust the bolts to ensure the appliance is level and won't rock.



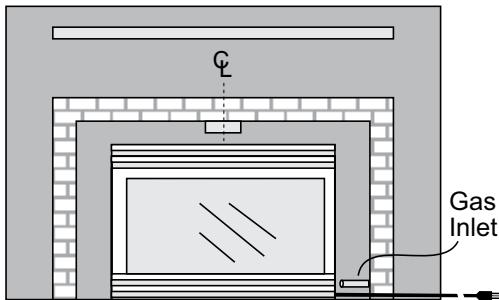
# installation

## Gas Connection

### WARNING

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

1. If the appliance is installed into an existing chimney system, thoroughly clean the masonry or factory-built fireplace.
2. The appliance has an opening on the right side of the control compartment. A 3/8" NPT gas supply pipe must be brought near the opening.
3. Locate the centre point where the vent will pass through the chimney, above the appliance. Move the appliance to the installation location. Ensure that the insert is level.
4. Do not cut any sheet metal parts of the fireplace into which the gas insert will be installed.
5. If the factory-built fireplace has no gas access hole(s), drill one of 1-1/2" (37-1/2 mm) or less through the lower sides or bottom of the firebox. The access hole must be plugged with non-combustible insulation after the gas supply line is installed.



## Vertical Venting

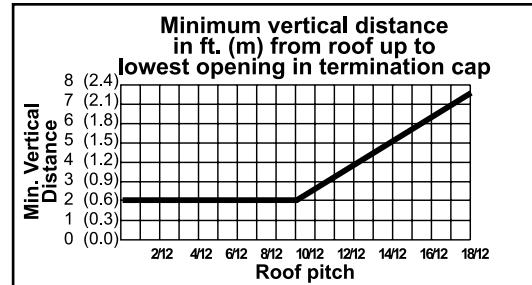
### THE APPLIANCE MUST NOT BE CONNECTED TO A CHIMNEY FLUE SERVING A SEPARATE SOLID FUEL BURNING APPLIANCE.

This appliance is designed to attach to two 3" (76 mm) co-linear aluminum flex running the full length of the chimney. The flue length must be a minimum of 8' (2.44 m) (Depending on the installation and type of termination cap used, the minimum height requirement may be higher so see full details in this manual) and a maximum of 35' (10.7 m) long. See the chart for minimum distances from the roof. Periodically check that the vent is unrestricted.

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

Attach both the exhaust and intake flue liners to both the termination cap & flue collar at the appliance with a minimum of three self-tapping screws. Use Mil-Pac sealant to seal the pipes.

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



**IMPORTANT**

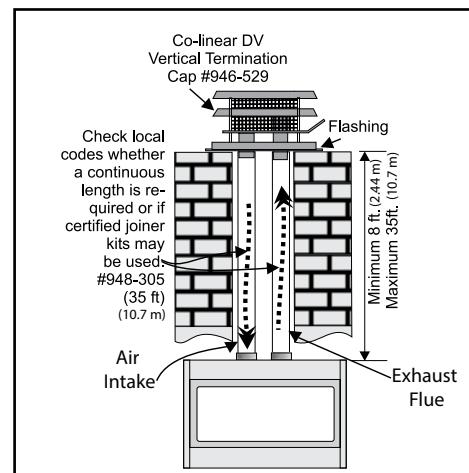
**This appliance was tested and certified as a complete system with the noted termination caps and flex liner. Only the listed termination caps/flex liner noted below can be used. Use of termination caps or flex liners not listed in this manual will void the warranty and certification of this appliance. It is also important not to enclose the termination cap inside a masonry chimney rain cap, or similar. The termination must be exposed on all four sides and above to exhaust and draw air into the firebox.**

**There is an exception as the 946-529 Co-linear DV Vertical Termination Cap may be enclosed inside of a masonry chimney rain cap as long as it meets the requirement. See full details in this instruction manual.**

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

**NOTES**

When attaching the two 3 inch (76 mm) liners to the termination cap and prior to sliding them down the chimney, it is good practice to mark the liners "exhaust" & "air intake". This prevents mixing up the liners at the flue collar connection of the appliance. If facing the appliance from the front, the air intake is located on the left and the exhaust flue on the right.



Gas & Electrical Connections

## Restrictor Adjustment

### Tools needed

- Phillips screwdriver

1. Gently lift the screen assembly up and out. Refer to the Screen Removal section.
2. Remove the glass door. Refer to the Glass Door Removal section.
3. Refer to the vent chart to determine the restrictor setting.
4. Locate the restrictor plates and screws (arrows below indicate location of screws). See Diagram 1 & Settings 1, 2, 3.
5. Use a Phillips screwdriver to loosen or remove the four screws.
6. Adjust the restrictors according to the vent chart in this manual. The notches above the holes in the baffle will match the notches on the restrictor plate.
7. Tighten the screws.

	Opening size
Setting 1	3-1/2" (89 mm)
Setting 2	5-1/2" (140 mm)
Setting 3	4" (102 mm)

Vent Restrictor Location

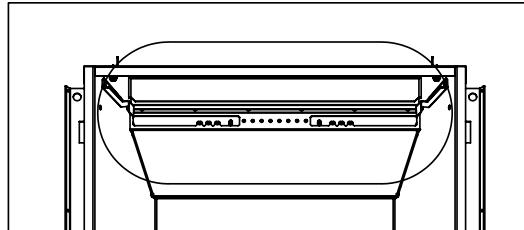
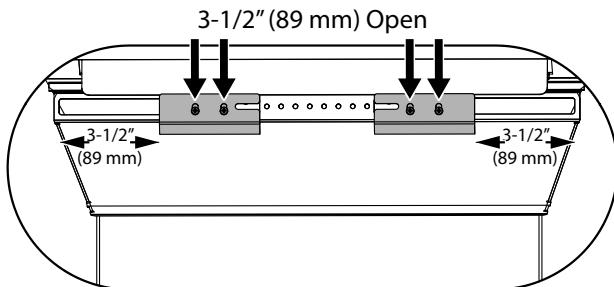
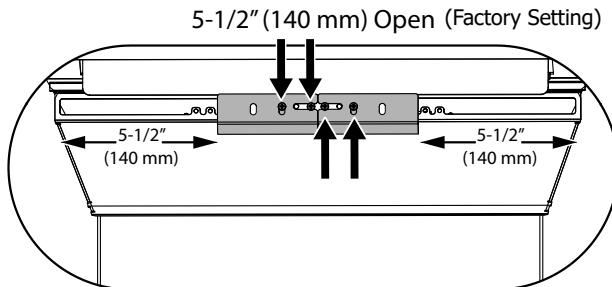


Diagram 1

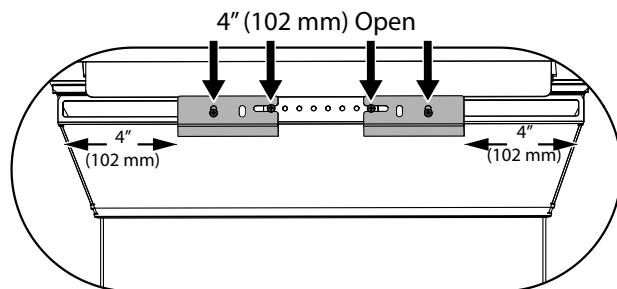
Setting 1



Setting 2



Setting 3



# installation

## Alternate Approved Vertical Termination Caps/Adaptor

### Alternate Approved Caps

46DVA-VCH      Vertical High Wind Cap

AND

46DVA-GK      3" Co-linear Adaptor with flashing

Note: Both Air Inlet/Exhaust Liners would need to be purchased separately as they are not included with this option.

OR

46DVA-CL33 Co-Linear Kit w/Flex

Note : The 46DVA-CL33 includes high wind cap,flashing & 35 foot liners for both exhaust/intake.

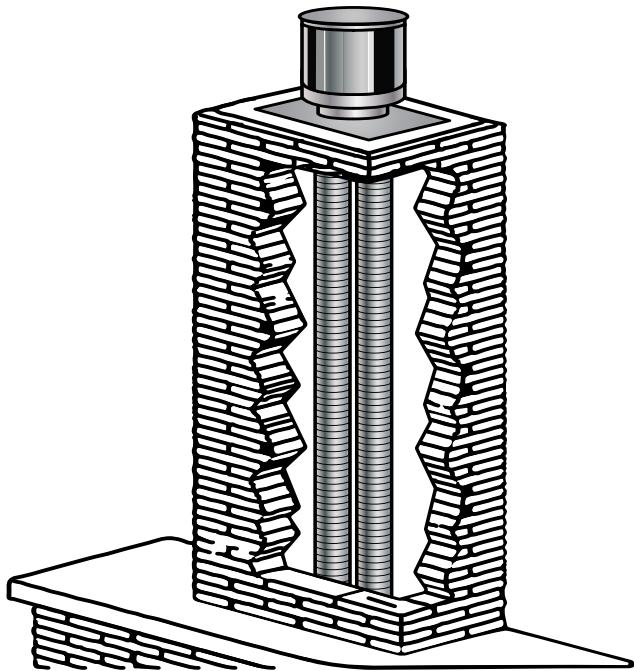
In areas of consistently high winds, we recommend using the Simpson Dura-Vent System 46DVA-GK adapter and 46DVA-VCH high-wind cap or 46DVA-CL33 Co-Linear Kit w/Flex.

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

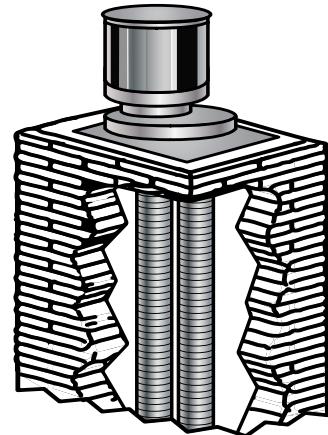
**Note:** Simpson Duravent pipe lengths can be added if required to meet clearance requirements.

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

46DVA-CL33: Vertical High Wind Cap



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

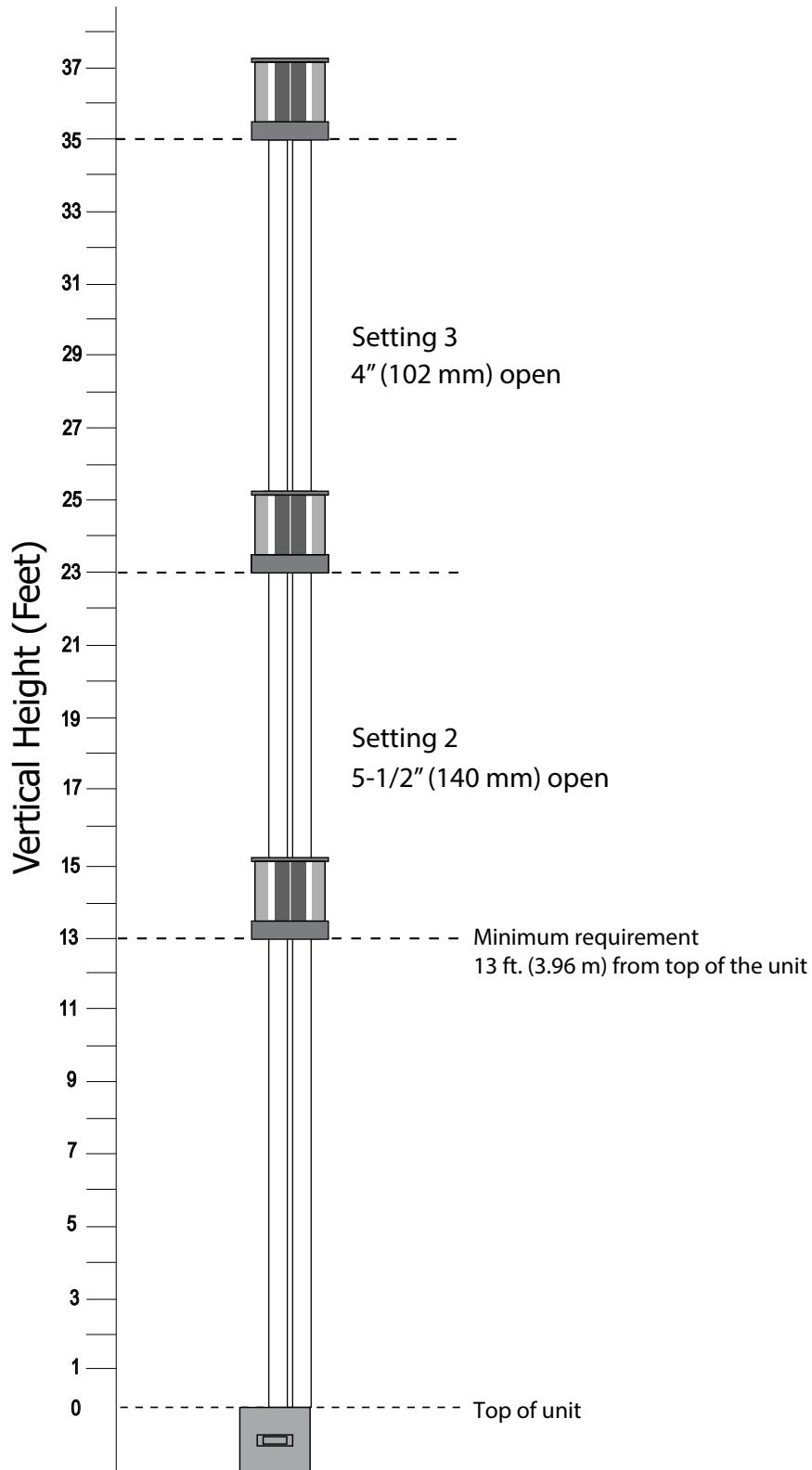


**Vertical Venting/Restrictor Settings for Simpson Dura-Vent Termination Caps**

When installed with:

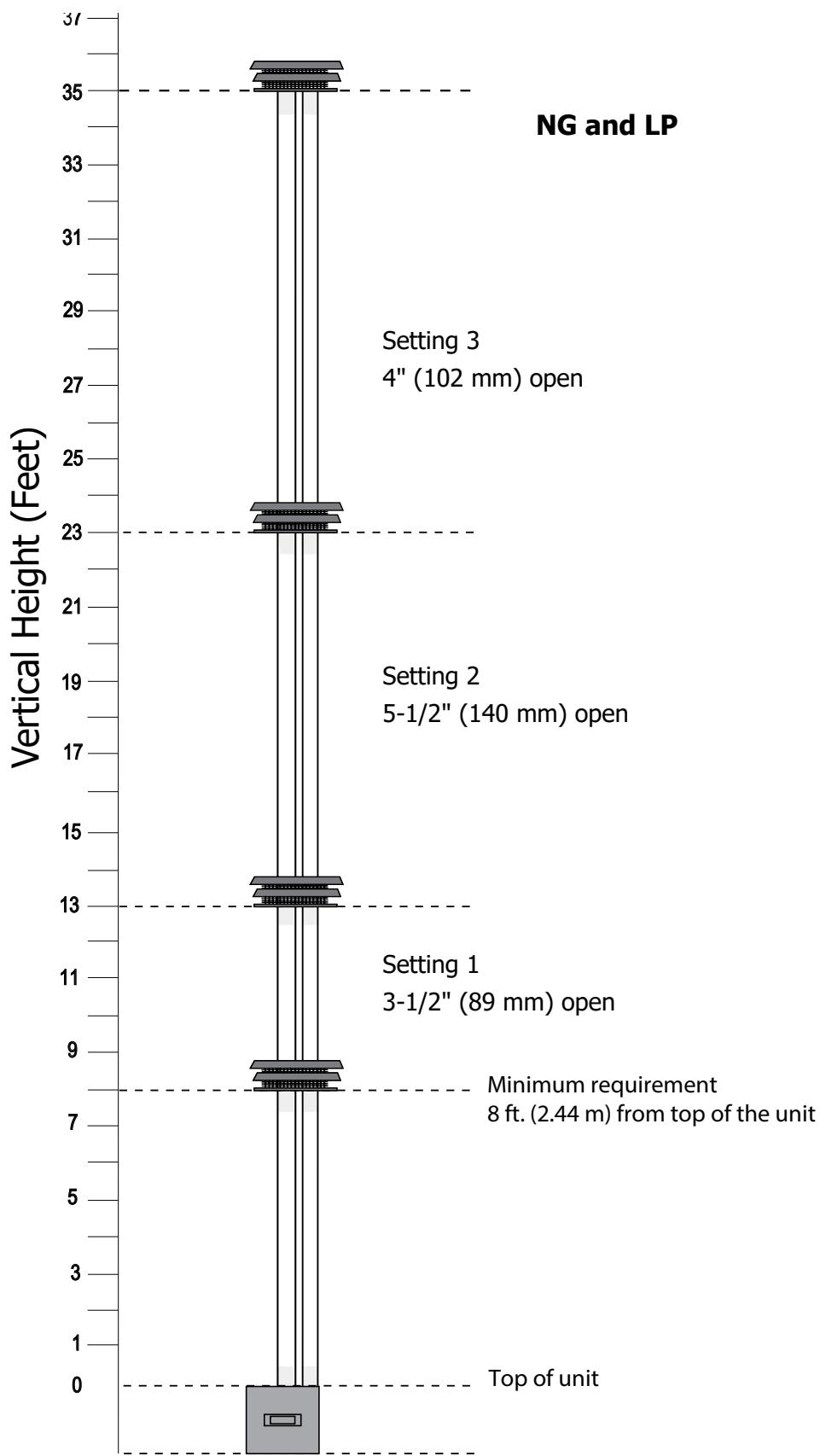
46DVA-CL33 or

46DVA-GK + 46DVA-VCH + 3" FPI Flex (Exhaust/Air Intake)

**NG and LP**

# installation

## Vertical Venting/Restrictor Settings for FPI Co-Linear DV Vertical Termination Cap & Flashing (946-529)



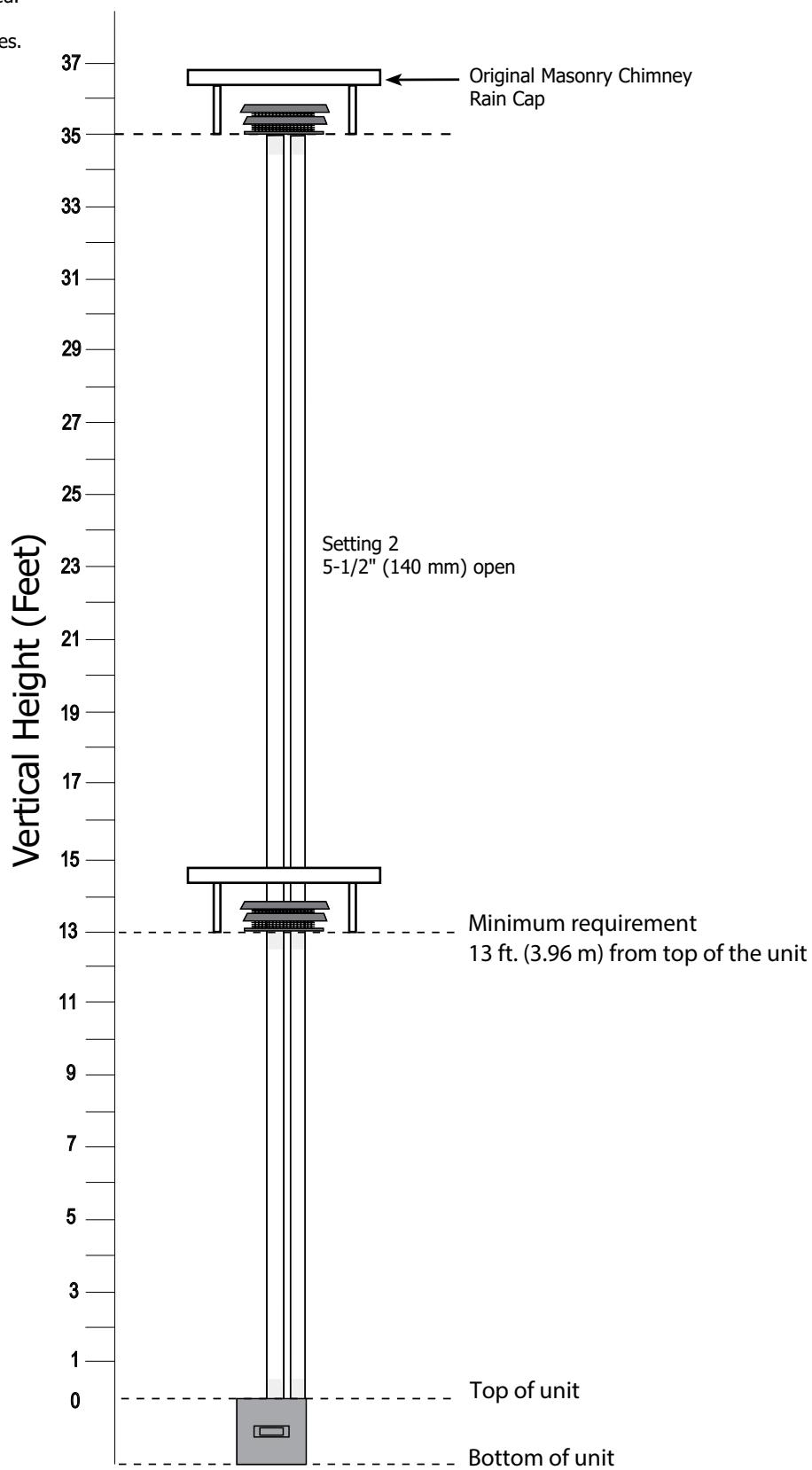
## Vertical Venting/Restrictor Settings for FPI Co-Linear DV Vertical Termination Cap & Flashing (946-529) Enclosed

### IMPORTANT:

Vent cap clearances to Sides and Top must be followed.  
See next page for important clearance requirements when termination cap is enclosed above and on 2 sides.

Not approved for use with either the 46DVA-CL33 or 46DVA-GK + 46DVA-VCH Termination Caps/Adaptor

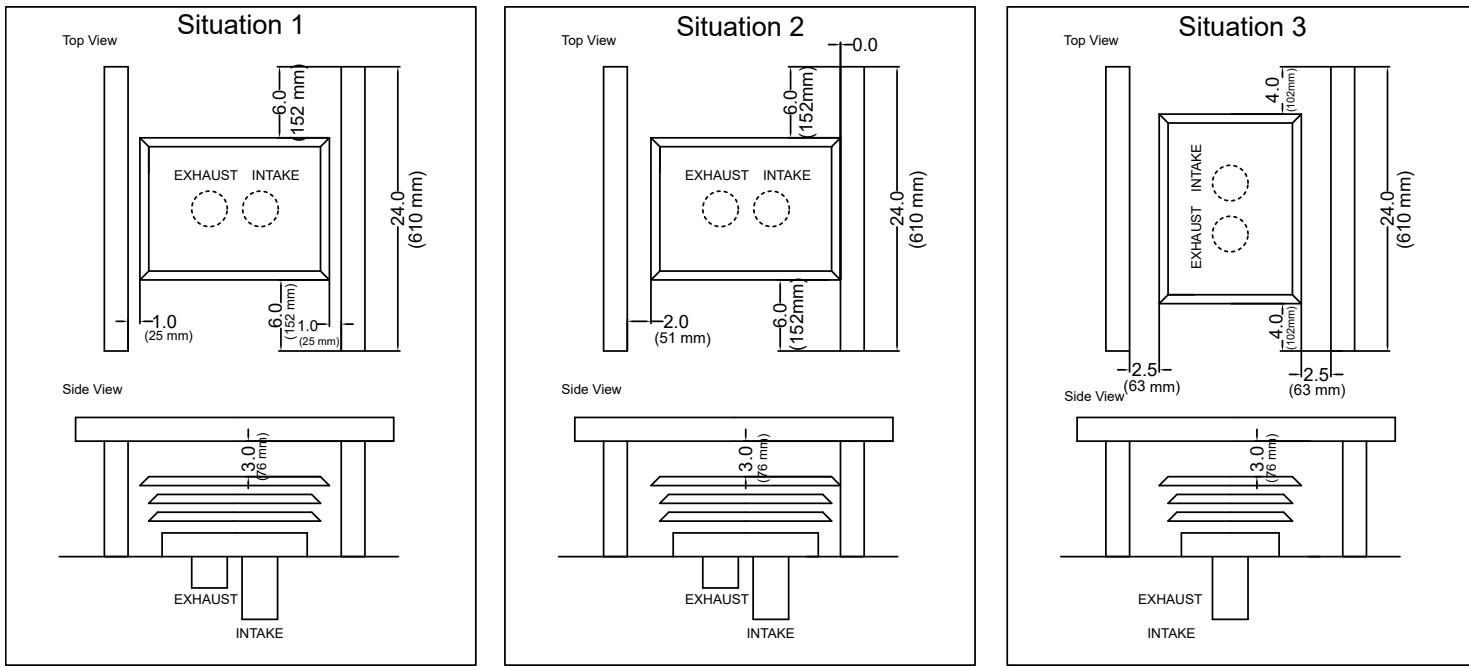
### NG and LP



# installation

## Vertical Venting/Clearance Requirements for FPI Co-Linear DV Vertical Termination Cap & Flashing (946-529) Enclosed

When installed with 46DVA-CL33 or 46DVA-GK + 46DVA-VCH + 3" FPI Flex (Exhaust/Air Intake), the clearances below do not apply, all noted caps must be free and clear of obstructions on all sides.



**Note:** Restrictor must be set to 5" (127 mm) open, see Restrictor Adjustment.

## Flue Collar Installation/Removal

1. Detach the flue collar from the unit by removing the screws and sliding the plate backward.

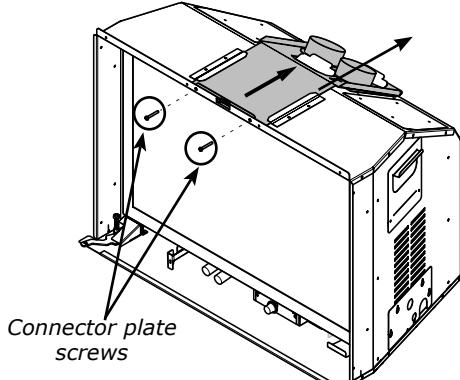


Diagram 1

2. Attach the exhaust and intake flue liners to the flue collar with a minimum of three self-tapping screws. Use Mill-Pac sealant to seal pipes.

3. Pull the flue collar through the cutout in the top of the insert using the flue collar tool provided. See diagram 2.

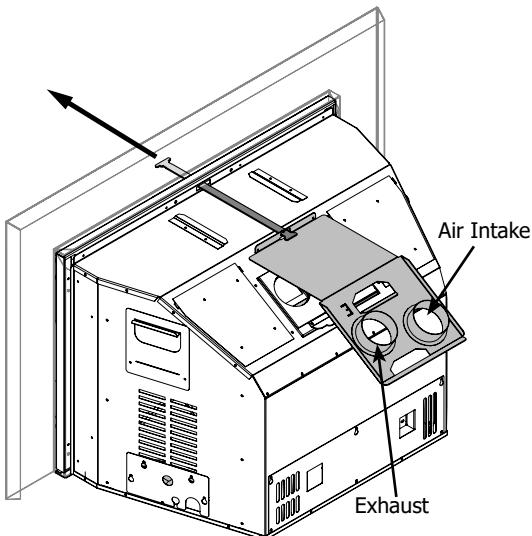
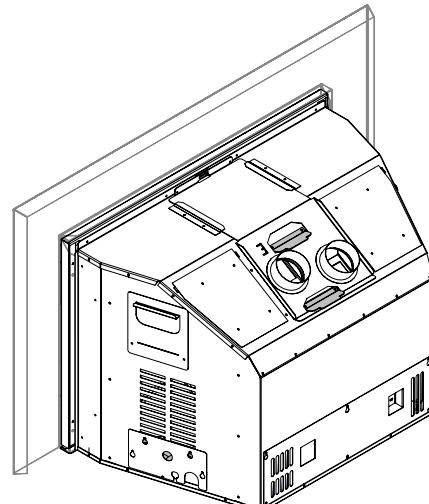
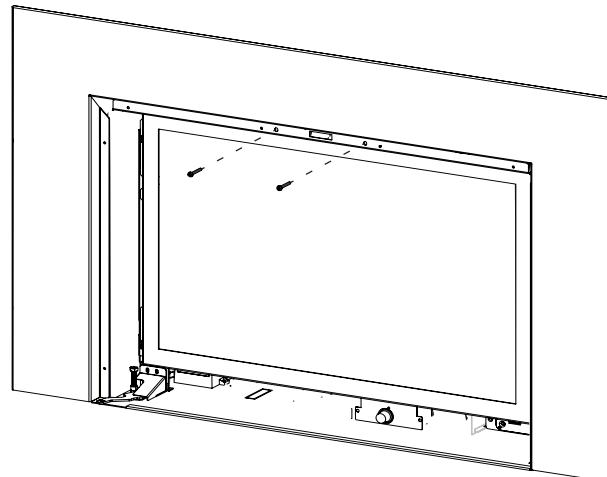


Diagram 2

4. The tabs on the insert will seal the flue collar against the intake inlet and exhaust outlet. Secure with the two screws removed in step 1.



5. Tighten the two Phillips screws to secure the collar.



## NOTE

Ensure the draft hood is properly secured and screws tight to create proper seal.

# Installation

## NG System Data

Min. Supply Pressure	5" WC (1.25kPa)
Low Setting Man. Pressure	1.6" WC (0.39 kPa)
Max. Manifold Pressure	3.5" WC (0.87 kPa)
Factory equipped for altitude 0-4500 ft. (0-1370 m)	
Orifice Size	#42 DMS
Minimum Input	17,000 Btu/h (4.98 kW)
Maximum Input	25,000 Btu/h (7.33 kW)

## LP System Data

Factory equipped for altitude 0-4,000 ft. (0-1,370 m)	
Min. Supply Pressure	11" WC (2.74 kPa)
Low Setting Man. Pressure	6.4" WC (0.39 kPa)
Max. Manifold Pressure	10" WC (2.49 kPa)
Orifice Size	#54 DMS
Maximum Input	22,000 Btu/h (6.45 kW)
Minimum Input	17,500 Btu/h (5.13 kW)

## High Elevation

This unit is approved for altitudes 0 ft. to 4,500 ft.

## Gas Line Installation

Some municipalities have local codes for gas line installation. Consult with your local authorities and the CSA B149 installation code.

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

When installing copper or flex connectors, use approved fittings only. Flare nuts for copper lines and flex connectors usually meet this requirement. Provide a union for easy disconnection of gas lines when servicing.

When an appliance is installed at elevations above the maximum elevation option provided, the input rate shall be reduced or air shutter opened further. For altitudes above 4500ft. the input rate shall be reduced at the rate of 4% for each additional 1000 ft (300 m). The input rate shall be reduced from the rate indicated for the highest altitude option provided.

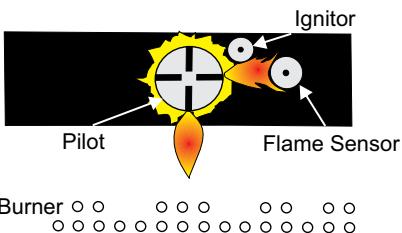
This is to accurately adjust the input ratings of appliances certified for high altitude to ensure proper performance. The rated output of gas-burning appliances decreases with higher altitudes due to the reduction in atmospheric pressure. At higher elevations, and as an alternative, air shutter settings may have to be opened more to compensate for the lack of air.

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

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

## Pilot Adjustment

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

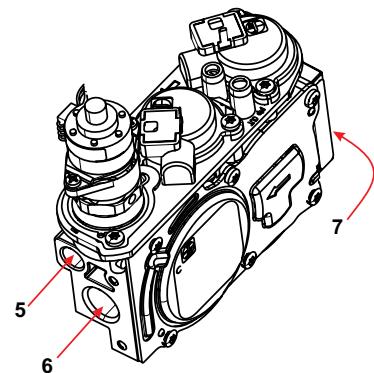
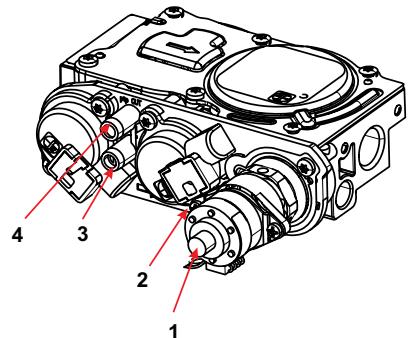


**Note: If you have an incorrect flame pattern, contact your Regency® dealer for further instructions.**

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

## 885 S.I.T. Valve Description

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



## Gas Pipe Pressure Testing

It is necessary to isolate the unit from the gas supply piping system prior to gas pipe pressure testing. Close the unit's manual shutoff valve during testing at pressures equal to or less than 1/2 psig. (3.45 kPa). Disconnect the piping from the valve at pressures over 1/2 psig.

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

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

1. Make sure the unit is in the "OFF" position.
2. Loosen the "IN" or "OUT" pressure tap(s), turning counterclockwise with a 1/8" wide flat screwdriver.
3. Attach manometer to "IN" or "OUT" pressure tap(s) using a 5/16" ID hose.
4. Turn the unit on using the remote or wall switch.
5. Do the pressure check with the unit burning. The setting should be within the limits specified on the safety label.
6. When finished reading the manometer, turn off the unit, disconnect the hose, and tighten the screw clockwise with a 1/8" flat screwdriver.

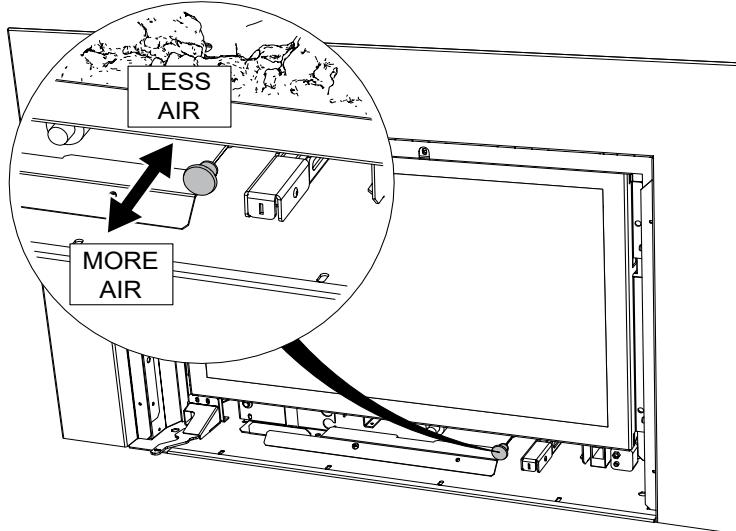
**NOTE** The screw should be snug, but do not over-tighten.

## Air Shutter Adjustment

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

Air shutters increase or decrease the amount of air mixed with fuel, affecting combustion and how the flame looks. Low primary air will create a taller, yellow flame, and higher primary air a lower, bluer flame.

Air shutter adjustment is not just for appearance - not enough primary air may lead to carboning, sooting, or a flame that reaches the top of the firebox. Units that are installed at higher elevations, or run on high most of the time may need more primary air.



- Pull in to close air shutter
- + Pull out to open the air shutter

Unit	Fuel Type	Min. Air Shutter Setting*
Gi27LE	NG	3/16" (5 mm)
Gi27LE	LP	1/2" (13 mm)

\*At higher elevations, air shutter settings may have to be opened more to compensate.

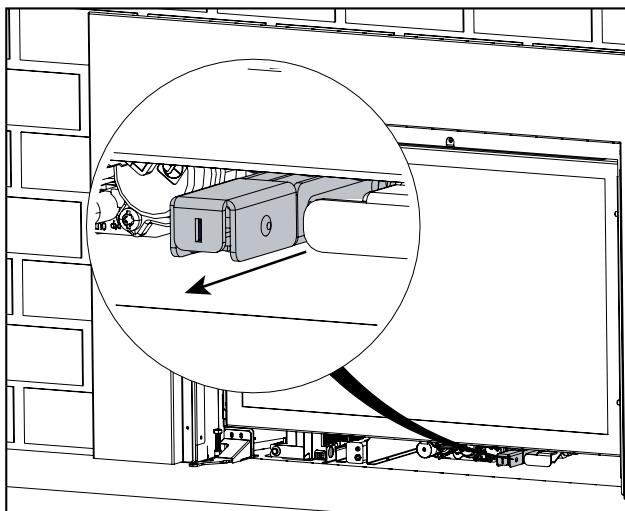
### CAUTION

- \*Carbon will be produced if the air shutter is closed too much.
- Aeration adjustment should only be performed by an authorized Regency installer at the time of installation or service.
- Any damage due to carboning resulting from improperly setting the aeration controls is NOT covered under warranty.

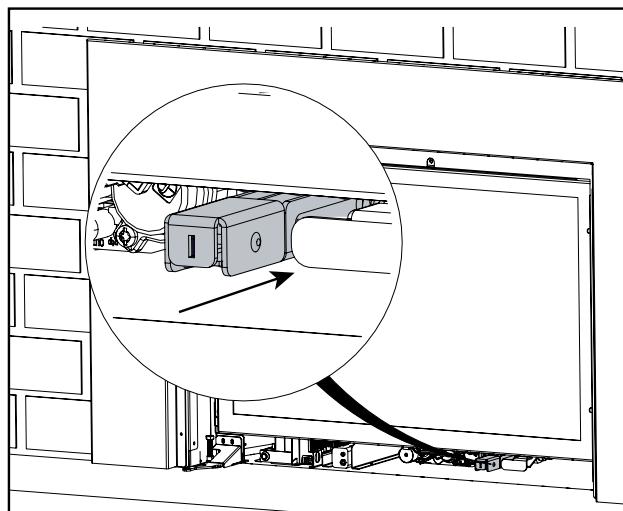
# installation

## Gas Shut Off Procedure

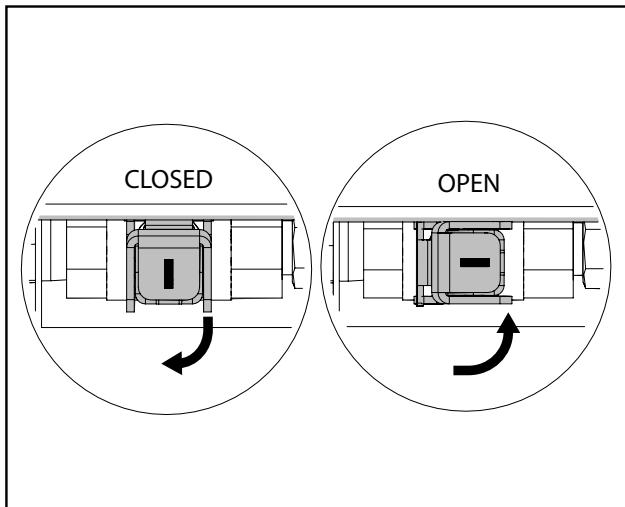
1. Slide the shut-off arm out.



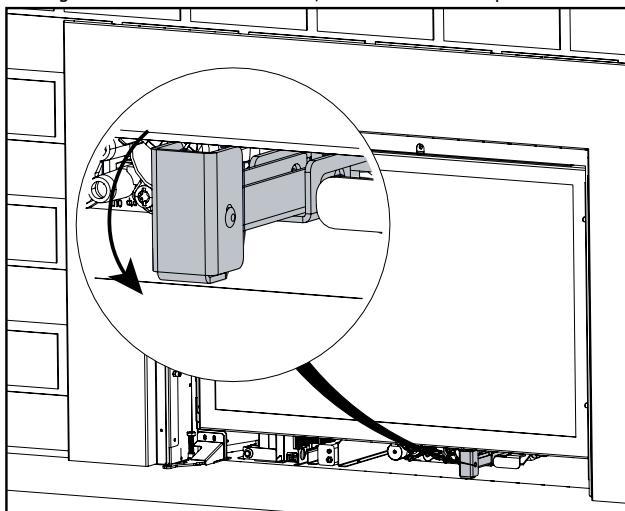
4. Slide shut-off arm back in.



2. Turn gas valve to desired position. If needed, use a flathead screwdriver to turn valve.



3. Alternatively, rotate the knob to turn it into a handle for more leverage. Clockwise closes the valve, counter-clockwise opens it.



## Conversion from Natural Gas to Propane

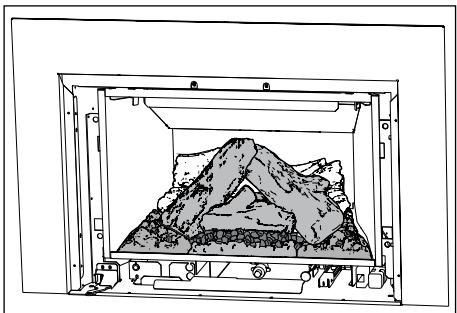
THIS CONVERSION MUST BE DONE BY A QUALIFIED GAS FITTER  
IF IN DOUBT DO NOT DO THIS CONVERSION !!

## WARNING

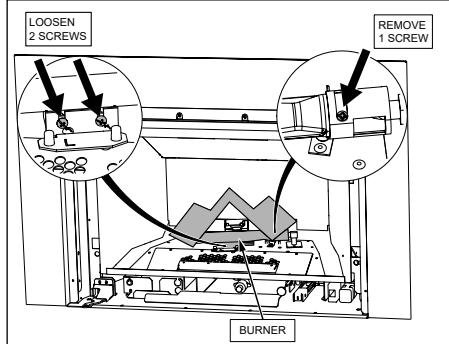
This conversion kit shall be installed by a qualified service agency in accordance with the manufacturer's instructions and all applicable codes and requirements of the authority having jurisdiction. If these instructions are not followed exactly, a fire, explosion, or carbon monoxide may result, causing property damage, personal injury, or loss of life. The qualified service agency is responsible for the proper installation of this kit. The installation is not proper and complete until the operation of the converted appliance is checked.

Conversion Kit #550-969 includes:		
1	905-039	Burner Orifice #54
1	910-037	Pilot Orifice #30
1	918-590	Decal - Conversion to LP
1	904-529	5/32" long Allen Key
1	908-528	Label Propane Red
1	911-011	Stepper Motor
1	920-769	LP Conversion Instructions

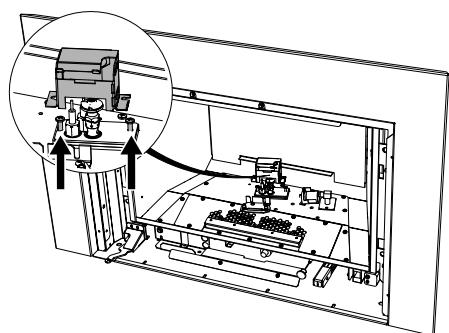
1. Turn the unit off and allow it to cool to room temperature.
2. Unplug or disconnect the stove power source.
3. Remove the safety screen and glass front (see manual).
4. Remove the brick/glass panels (if installed).
5. Remove the highlighted logs and media as shown (if installed).



6. Loosen the 2 screws securing the burner to the mount. Remove the 1 screw securing the aeration cap and lift the burner out from the unit.



7. Remove the rear log (if installed).
8. Loosen the 2 screws securing the pilot assembly then remove the pilot hood by sliding it off.



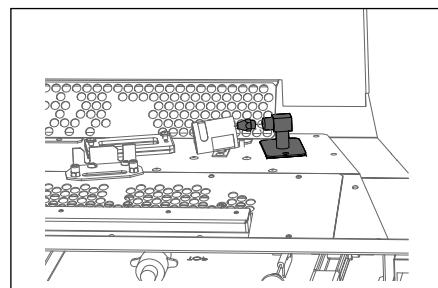
9. Pull off the pilot cap to expose the pilot orifice.



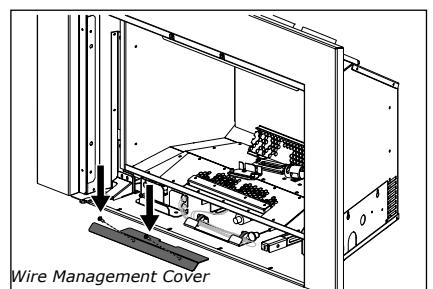
10. Unscrew the NG pilot orifice with the Allen key (5/32") and replace with the LP (#30) pilot orifice in the kit and replace pilot cap.



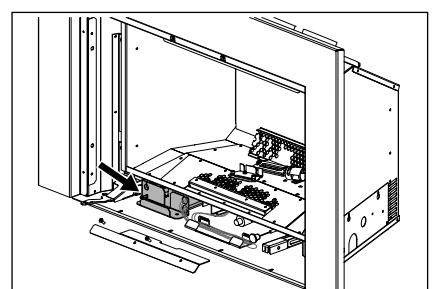
11. Remove the burner orifice with a 3/8" wrench and replace it with the #54 orifice in the kit. Use another wrench to support behind the elbow when removing/replacing the burner orifice.



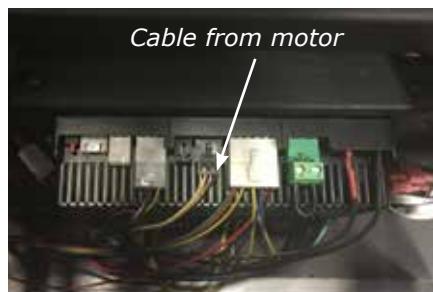
12. Remove the wire management cover (secured by 2 screws). Remove the wire management straps to access the cables.



13. Remove the screw securing the IFC tray and then slid it out to access the motor cable.



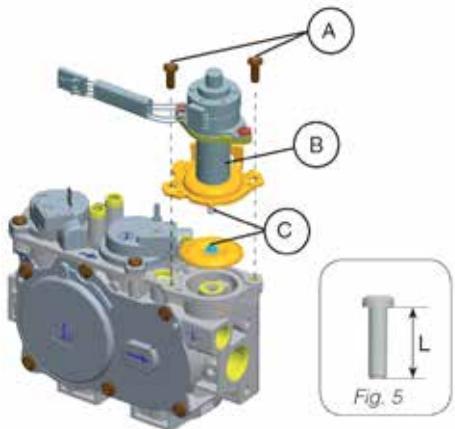
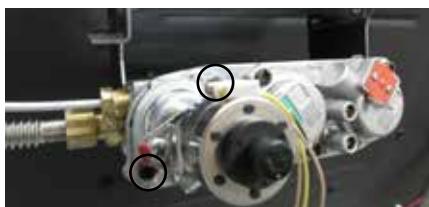
14. Disconnect the cable coming from the pressure regulator motor at the IFC board (marked X6 on the IFC).



Cable from motor

# installation

15. Remove regulator from gas valve and discard 2 Pressure regulator screws A (T20 or slot), Pressure Regulator B, Spring and Diaphragm C. Ensure the rubber gasket, which is prefitted as part of the new regulator, is properly positioned. Install the new Pressure Regulator using the 2x M4 x .7 screws supplied. Tighten the screws to 25lb-in. In the event that the screw threads are cross threaded or stripped, replace the valve assembly. Also reconnect new cable from pressure regulator motor disconnected in step 12.



16. Reverse steps 13 to 2.
17. Attach the "This unit has been converted to LPG" label near or on top of the serial decal.
18. Replace the yellow "Natural Gas" label with the red "LPG" label.
19. Adjust the aeration settings - see the "Air Shutter Adjustment" section in the manual.
20. Start the appliance (see the "Lighting Instructions" section in the manual). Ensure that pilot and burner ignition are completed without delay. Check your inlet and outlet pressures at full load. With a soapy solution, leak test the entire system. Verify correct flame and pilot appearance.

## Birch &amp; Oak &amp; Driftwood Log Set Installation (Part #550-930, 550-931 &amp; 550-934)

**NOTE** This instruction sheet will be for all the brick panel, black glass panels and log set options.

**IMPORTANT** Read the instructions below carefully and refer to the images. If the logs are broken, do not use the unit until they are replaced. Improper positioning of the logs and may create carbon build-up and can alter the unit's performance. Issues caused by improper log positioning are not covered under warranty.

**Log set includes:**

1	Rear Log
2	Pilot Log
3	Ember Log Left
4	Ember Log Center
5	Ember Log Right
6	Center Log
7	Right Log
8	Left Log

**Optional brick or glass panel set includes:**

1	Rear Brick or Rear Glass Panel
2	Left Brick or Left Glass Panel
3	Right Brick or Right Glass Panel

**NOTE**

Brick or glass panels set is optional. The log set can be installed without a brick or glass panel set. For cleaning black glass panels, use an ammonia based cleaner to remove prints before applying heat to the unit.

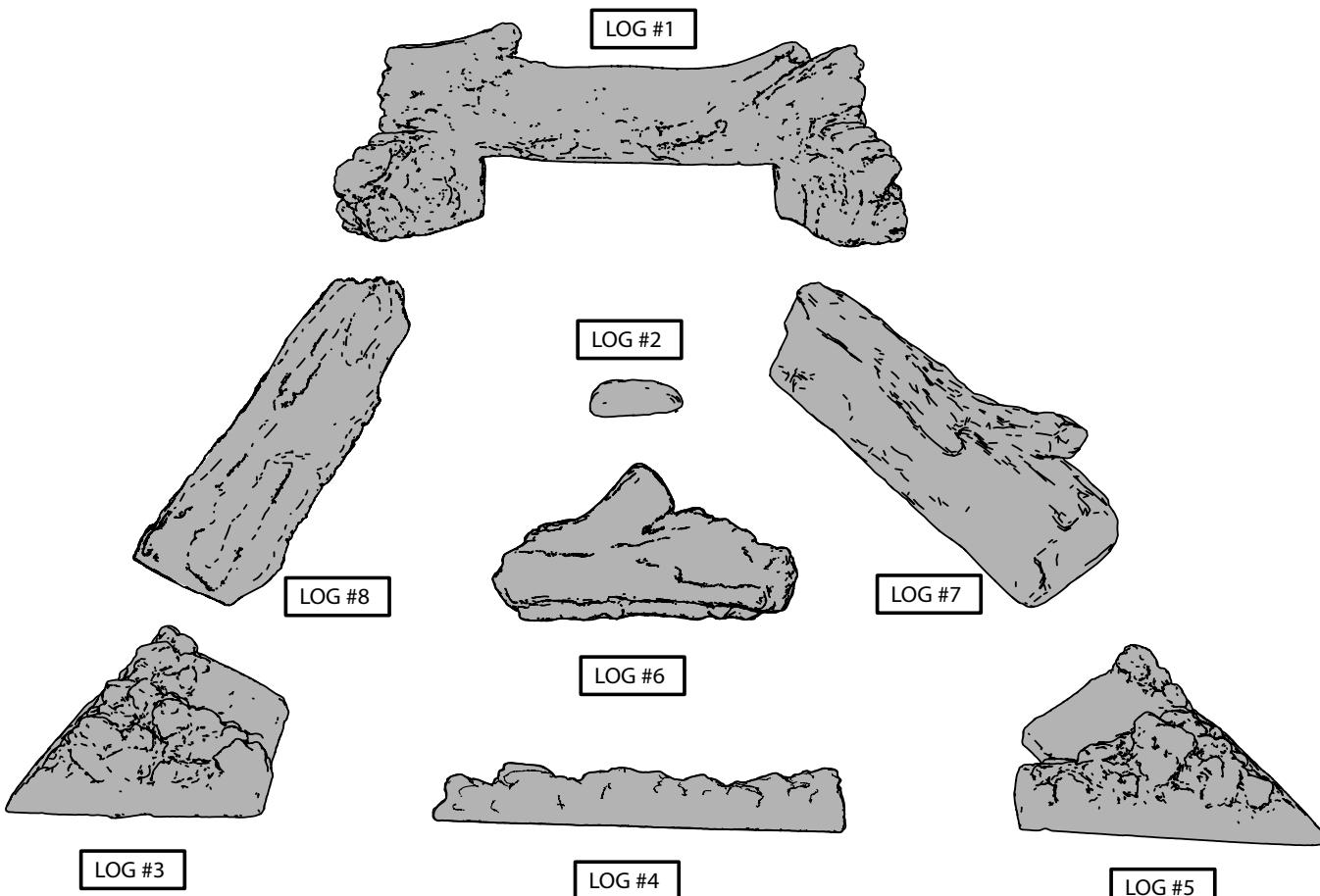
**Included Media:**

1	1 bag of Andiron embers
2	1 bag of 3/4" crushed glass
3	1 bag of vermiculite & black seawool
4	Optional Embaglow (purchased separately)

**NOTE**

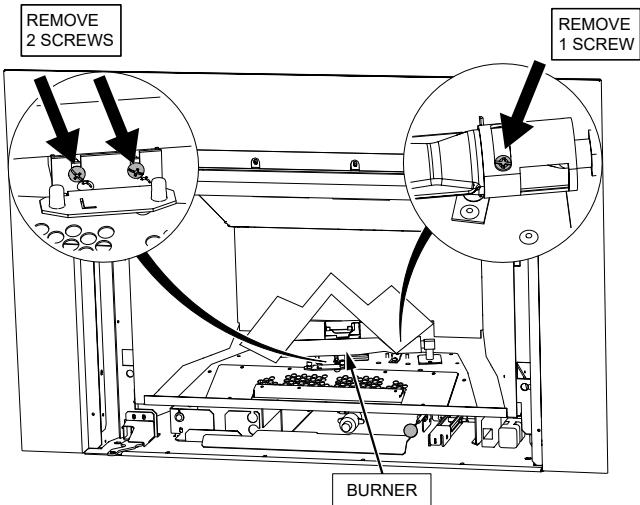
If you are using optional Embaglow (purchased separately) to enhance the flame, sandwich thin, flat layer between the burner and logs #7 and #8. Do not allow the fibers to overhang more than 0.25" from the log inner edge.

1. Carefully remove the logs from the box and unwrap them. The logs are fragile - handle with care, and do not force them into position.

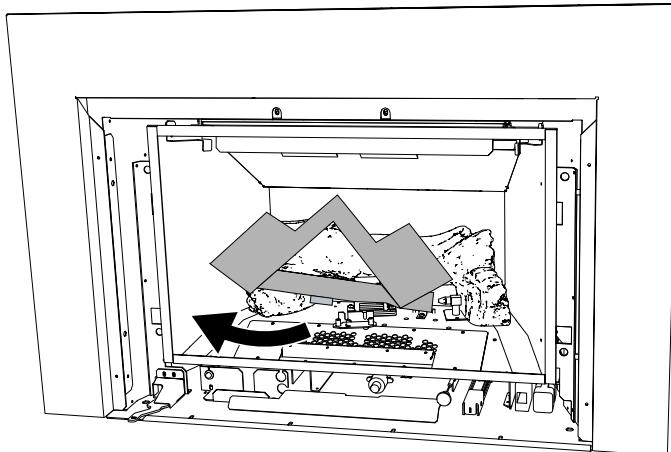


# installation

2a. Using a Phillips head screwdriver, remove screws securing burner to the mount.

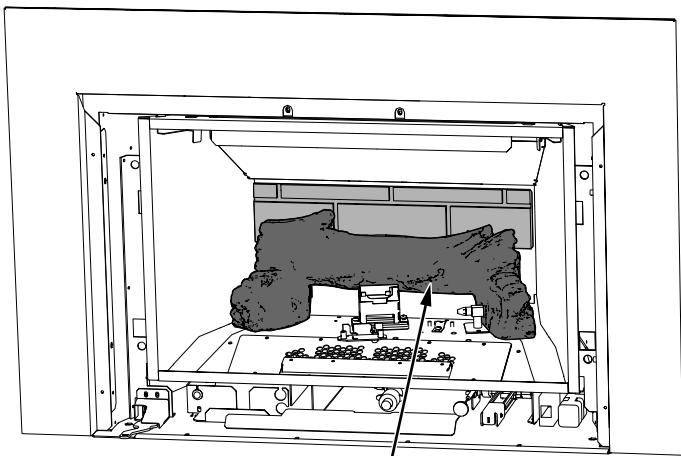
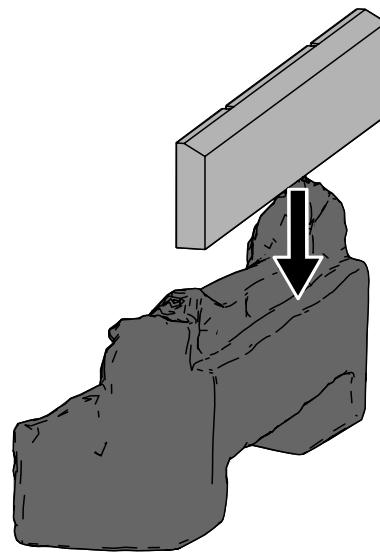


2b. Remove the screw securing the aeration cap and lift burner from the unit.

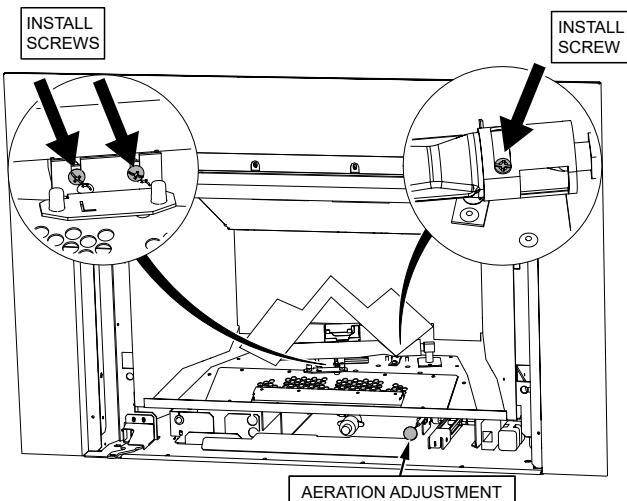


3. Install the rear log #1 and rear brick panel/rear glass panel as shown. The brick & glass panels are not required as this is optional. Only install the rear brick panel if the optional panel set is being installed.

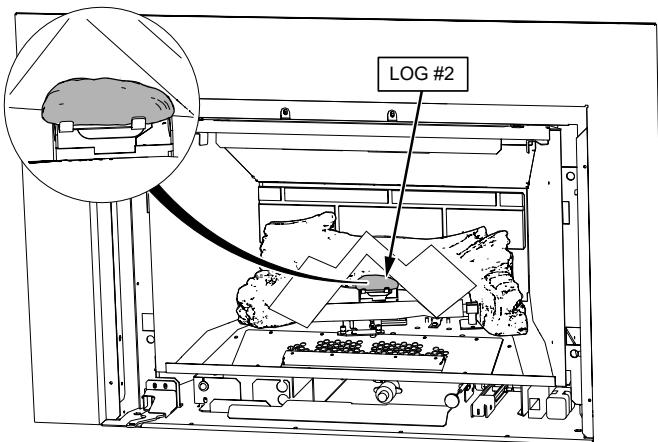
**NOTE:** Optional step if Brick/Glass Panel Set is being installed.



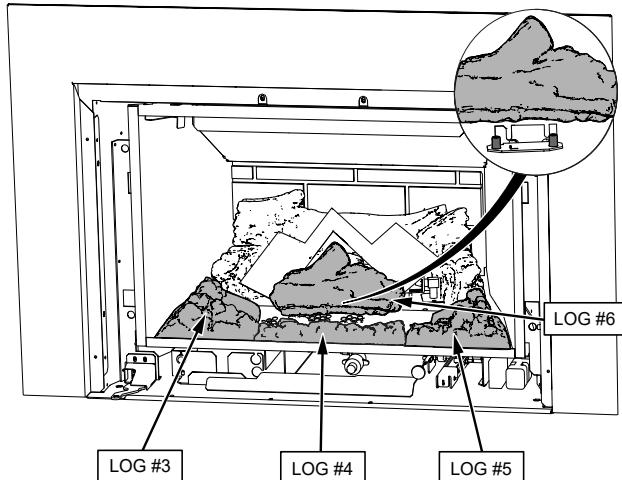
4. Reinstall and secure both the burner and the aeration cap removed in step 2a & 2b. Do not overtighten the aeration cap screw when re-installing. Move the aeration handle to check that it still functions correctly.



5. Install Log #2, Pilot Log onto the top of the Pilot Shield.

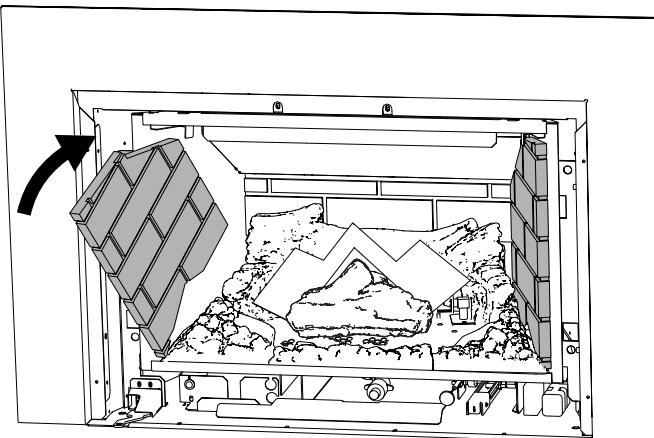


6. Install Ember Log #3, #4, and #5 at the front of the fireplace. Make sure that they are centered and no gaps in between them. Install Center Log #6 on the burner mount pins.



7. Install the left and right panels (if optional brick/glass panel set is being installed) by placing the front corner in the bottom and rotating the rear down.

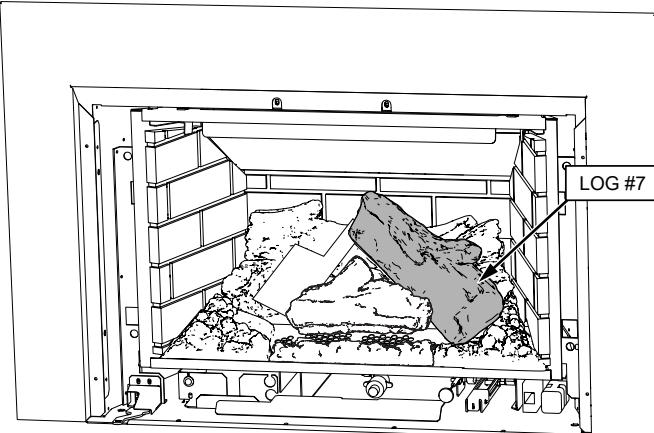
**NOTE:** Shown with right brick panel in place.



**NOTE:** Optional step if optional Panel Set is being installed.

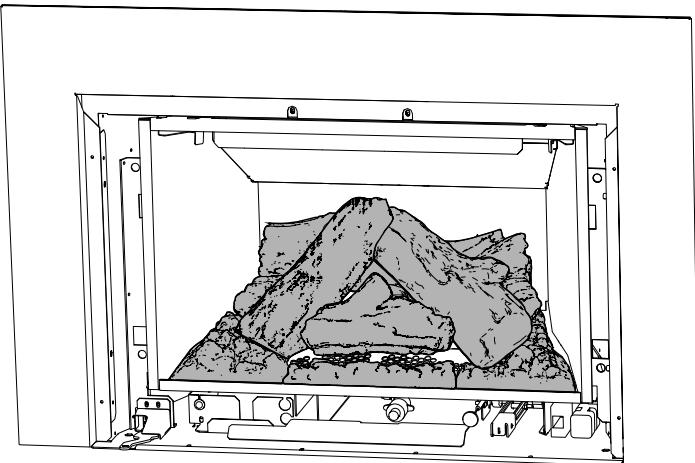
# installation

8. Install Log #7, the Right Log onto the burner.

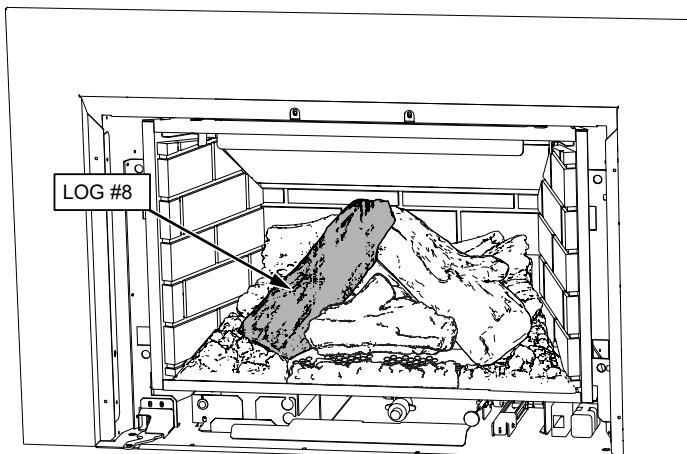


11. Completed installation of log set.

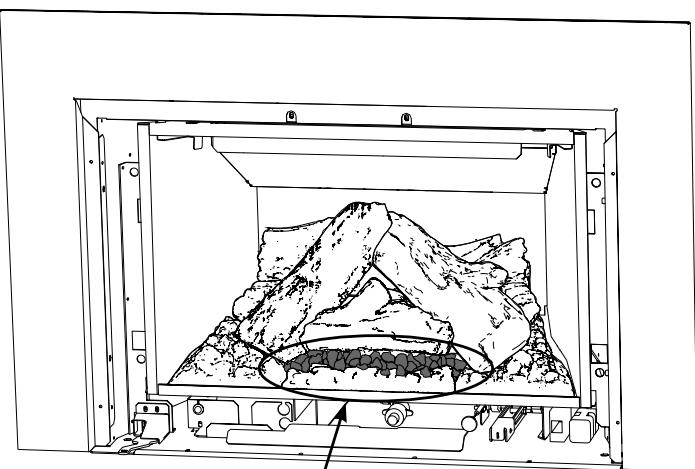
**NOTE:** Shown without optional brick or glass panels in place.



9. Install Log #8, the Left Log onto the burner.

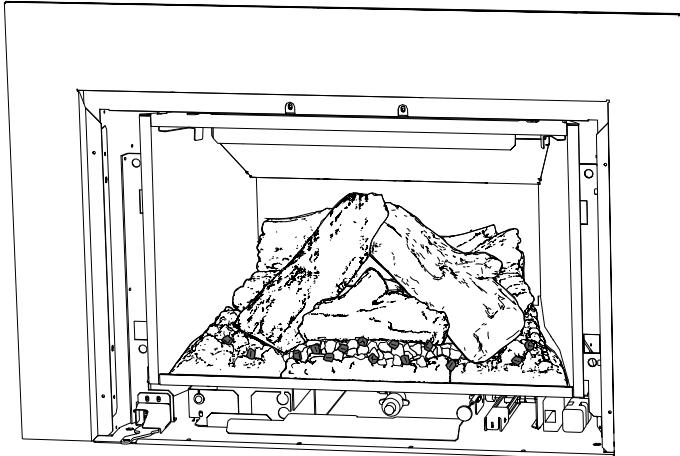


12. Fill the media tray with the 3/4" crushed glass, then scatter the vermiculite, black seawool on top. The glass can cover parts of the front black ember panel (Log #4).



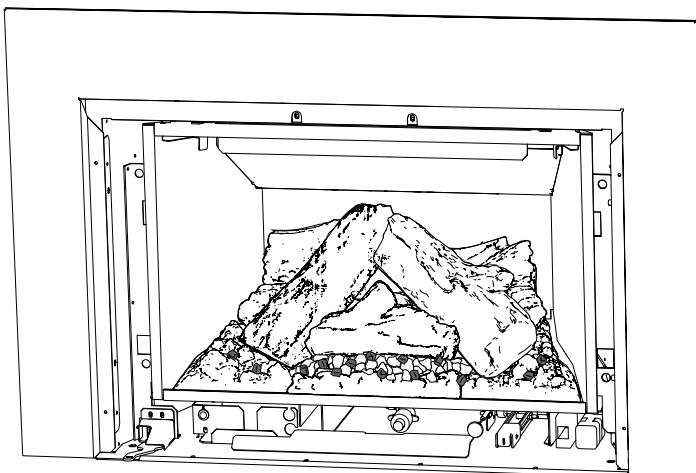
10. If you are using the optional Embaglow (purchased separately) to enhance the flame, sandwich thin, flat layer between the burner and logs #7 and #8. Do not allow the Embaglow fibers to overhang more than 0.25" from the log inner edge.

13. Disperse black embers pieces on the glass and on all three of the front black ember panels (Logs #3, #4 and #5).



14. Complete the full installation of the logs and media.

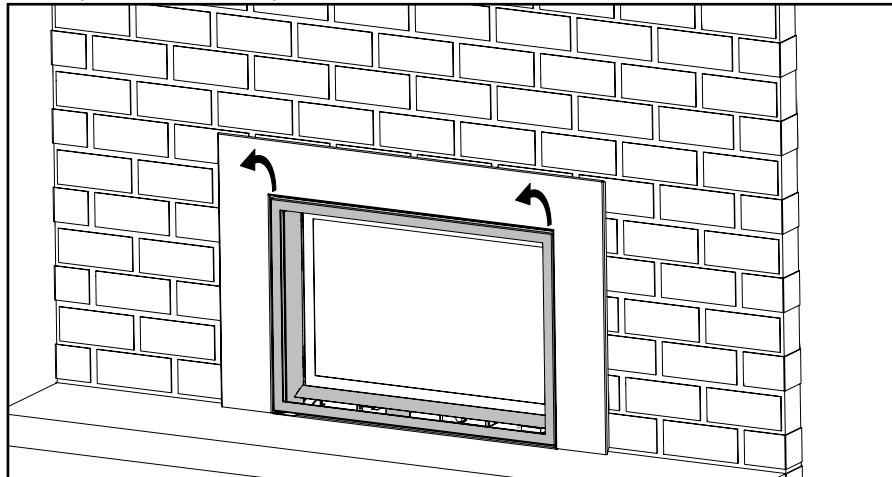
**NOTE:** Shown without optional brick panels in place.



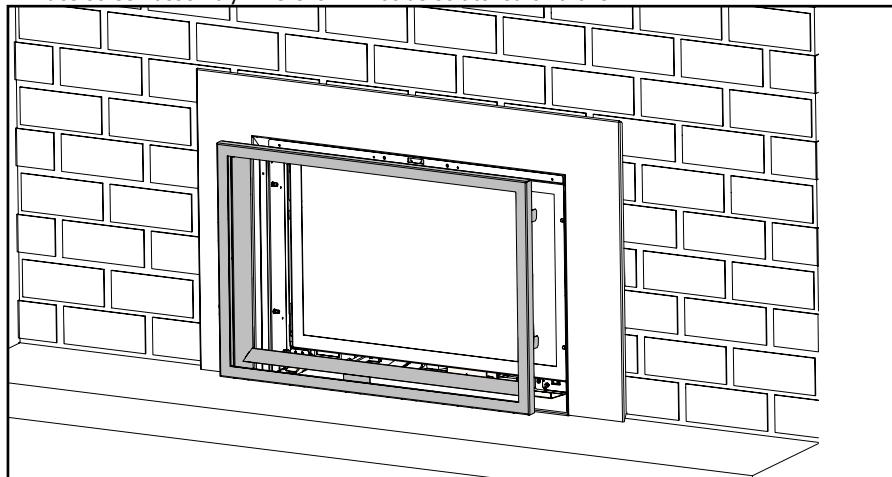
# installation

## Screen Removal

1. Gently lift screen assembly out.

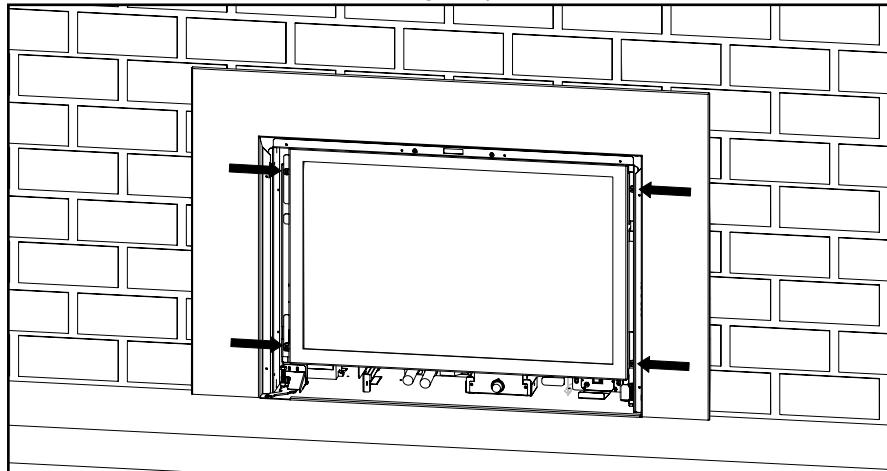


2. Place screen assembly where it will not be scratched or broken.

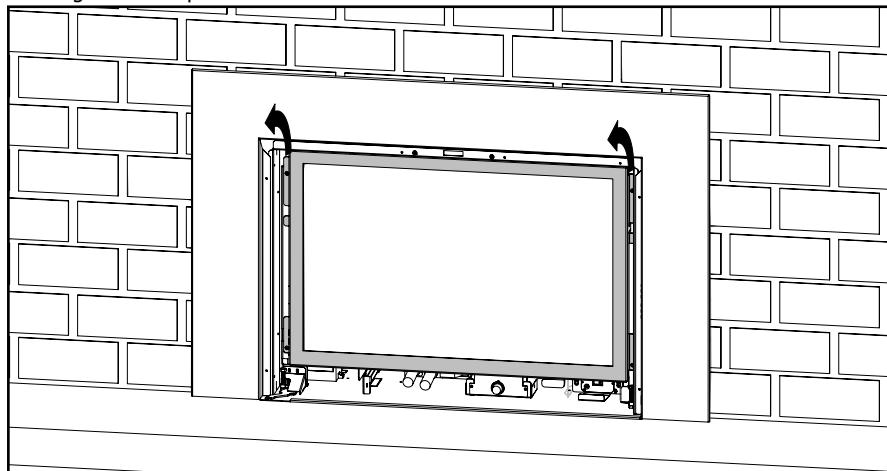


## Glass Door Removal

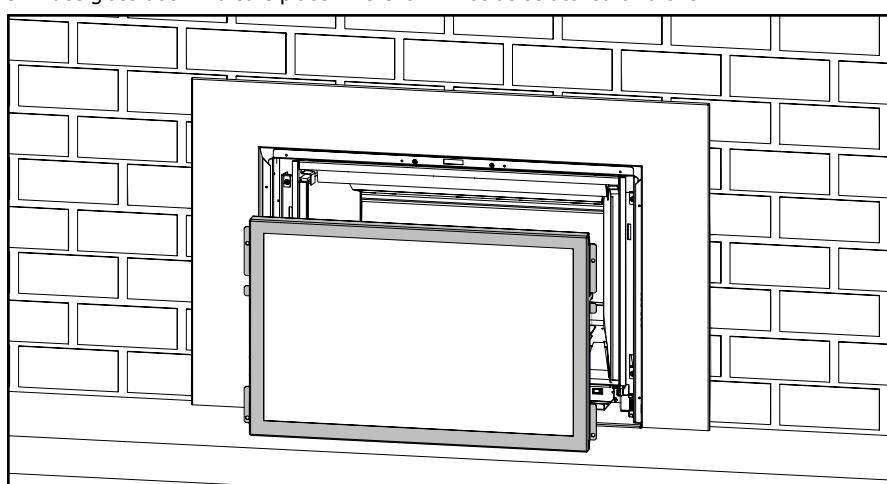
1. Locate and remove the four forward-facing Phillips head screws in the locations shown.



2. Lift glass door up and out.



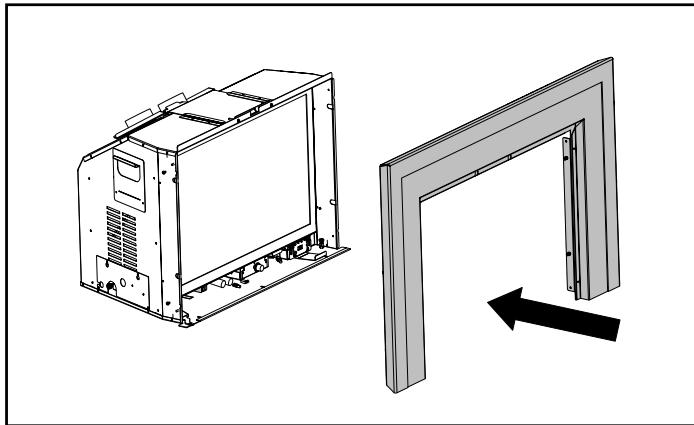
3. Place glass door in a safe place where it will not be scratched or broken.



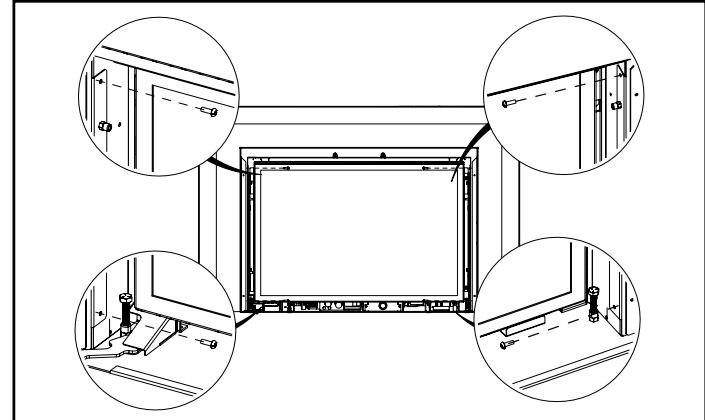
# installation

## Faceplate/Finishing Trim Installation

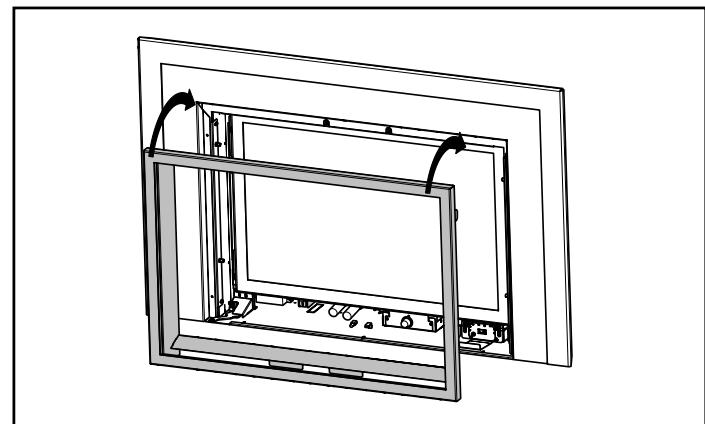
1. Remove the four screws supplied with the faceplate/finishing trim.
2. Position the faceplate/finishing trim. If installing a premium surround refer to "Premium Surround Installation".



3. Fasten the four screws on both sides to attach the faceplate/finishing trim.



4. Install the compact screen.

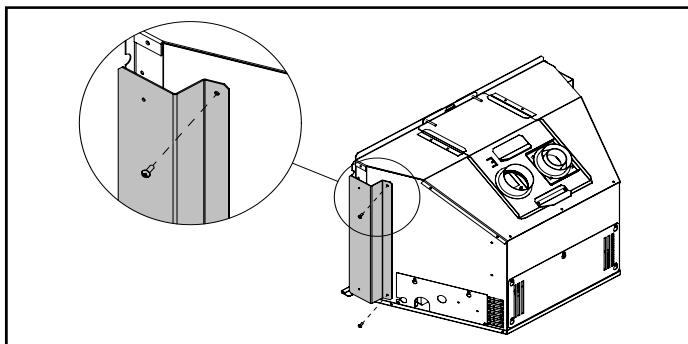


## Backing Plate Installation

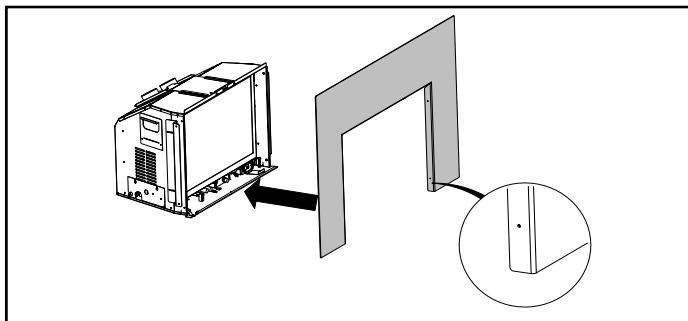
**These instructions are for use with the following products:**

Part #	Description
550-936	Backing Plate 3-Sided Oversized Black
550-937	Backing Plate Custom 3-Sided
550-938	Backing Plate Custom 4-Sided

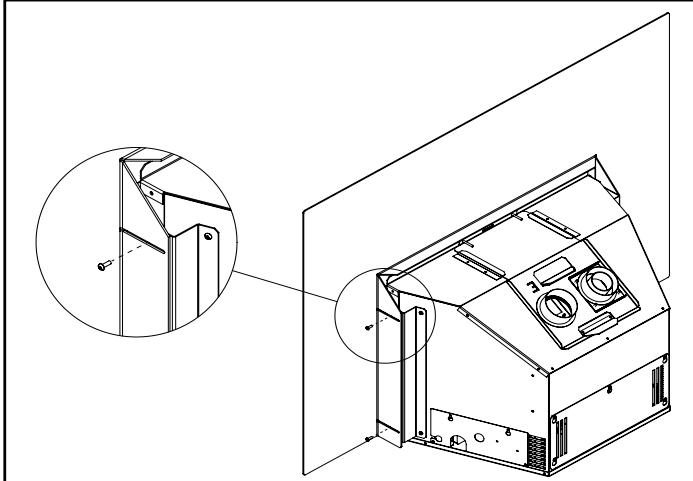
1. Attach the brackets on both sides using four screws.



2. Position the backing plate.

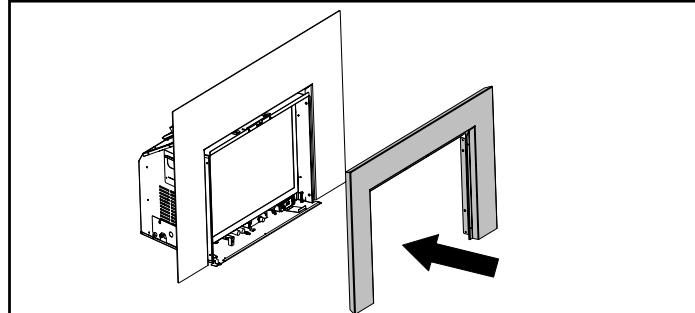


3. Fasten four screws on both sides to attach the backing plate, ensuring they sit at the front of the slots.

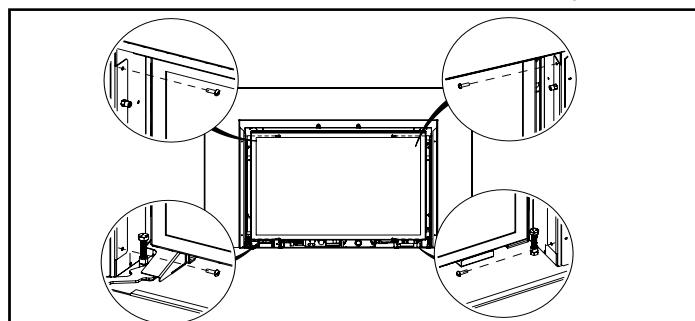


4. Remove the four screws supplied with the faceplate/finishing trim.

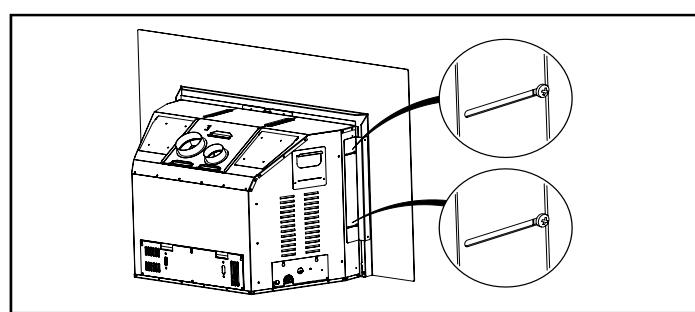
5. Position the faceplate. If installing a premium surround, refer to "Premium Surround Installation".



6. Fasten the four screws on both sides to attach the faceplate.

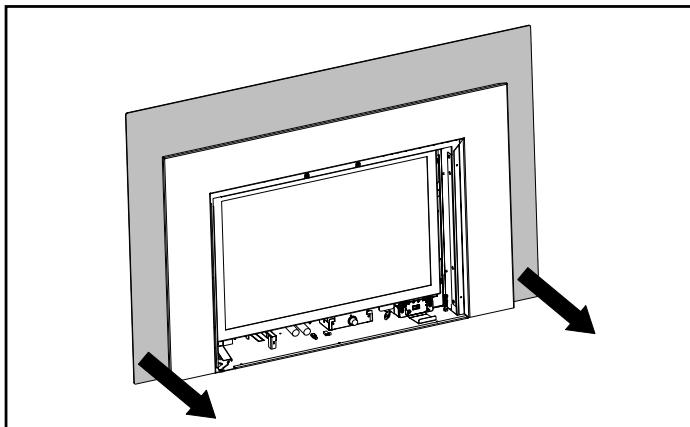


7. Slightly loosen the screws shown below on both sides.

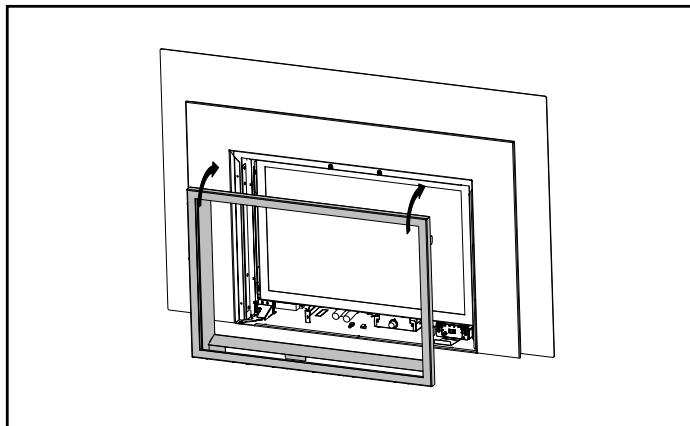


# installation

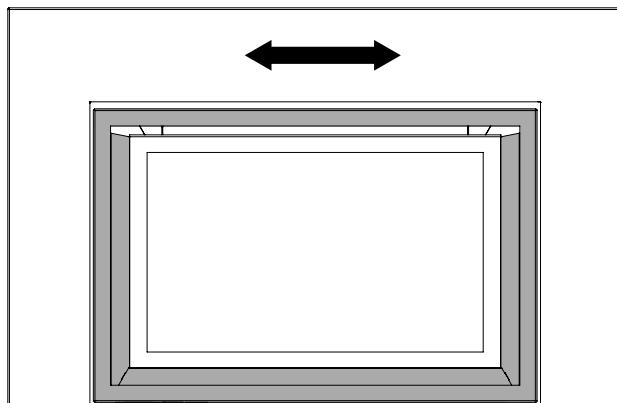
8. Pull the backing plate as far forward as possible against the face-plate, then retighten the screws on both sides.



9. Install the compact screen.

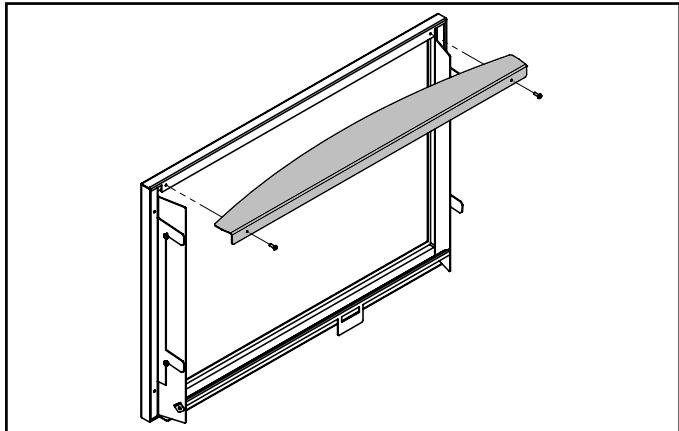


10. Ensure the screen is centered with the faceplate by shifting the screen left or right.

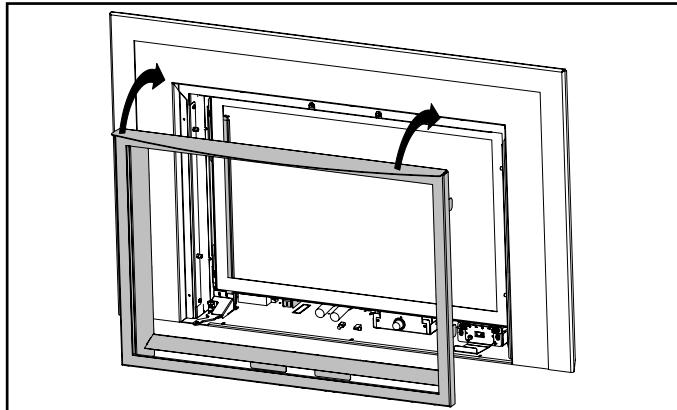


## Mantel Deflector Installation

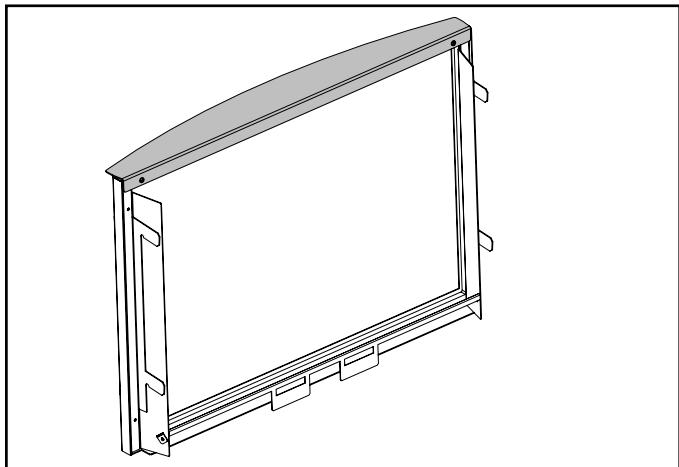
1. Fasten the two screws provided from the back to attach the mantel deflector.



3. Install the compact screen.



2. Mantel deflector installed.



# installation

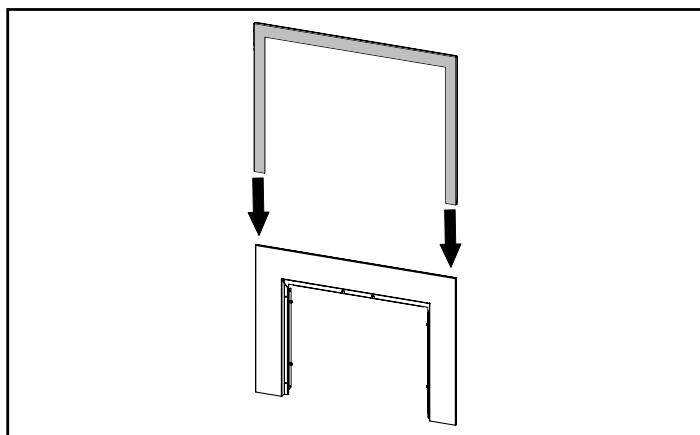
## Premium Faceplate Surround Installation

### note:

For installing Premium Surrounds with Flush 3-Sided faceplate use steps 1 – 5.

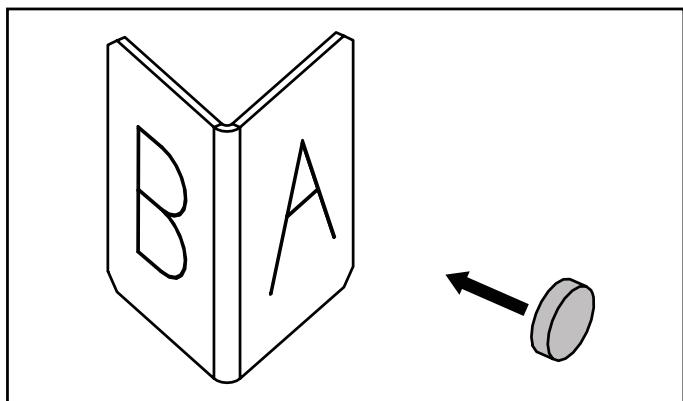
For installing Premium surrounds with Regular 3-Sided faceplate ignore steps 2 and 3.

1. Gently slide the faceplate surround on from the top.

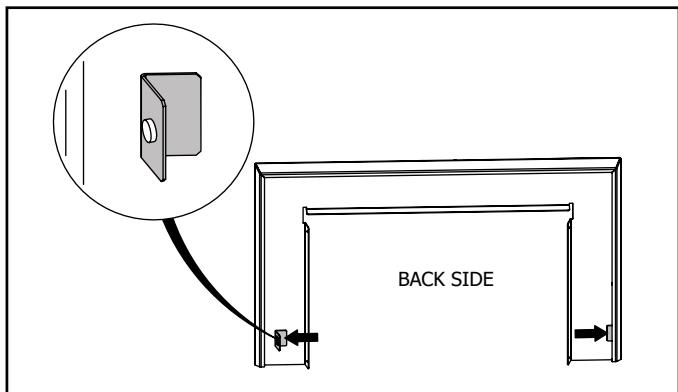


2. If using a Gi25/27 3-Sided Flush Faceplate (262/550-912), place the magnet on face A. One magnet per bracket.

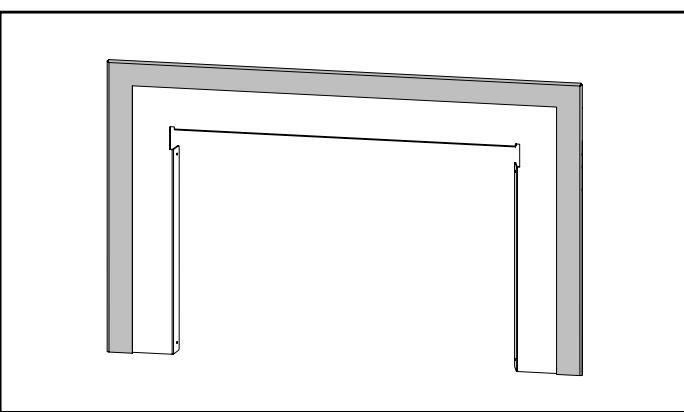
If using the Ei25 3-Sided Flush Faceplate (288-912), place the magnet on face B. One magnet per bracket.



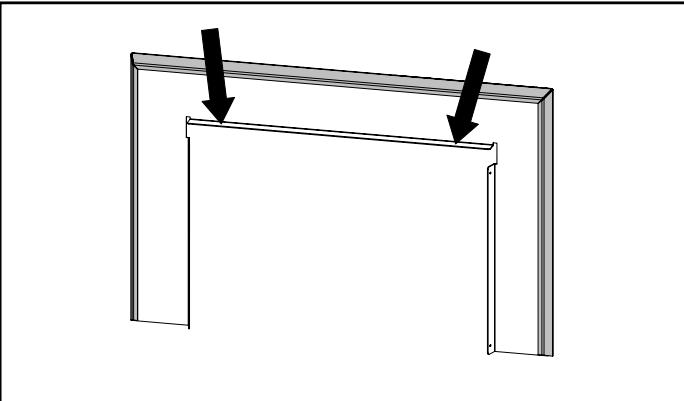
3. Ensure the faceplate and faceplate surround are pressed against each other. Insert the brackets on both sides, at the bottom.



4. Faceplate surround installed.

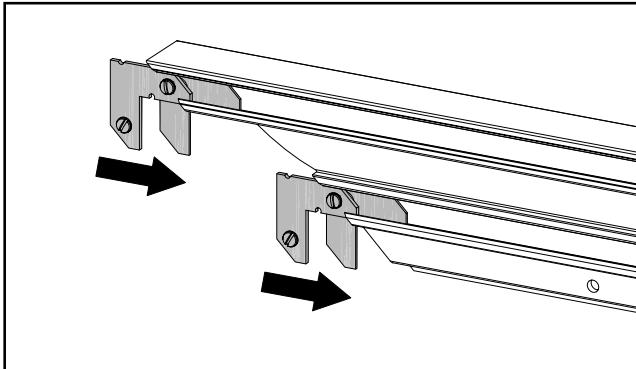


5. Lift the faceplate and faceplate surround up from this flange, as shown, and refer to "Faceplate / Finishing Trim Installation".

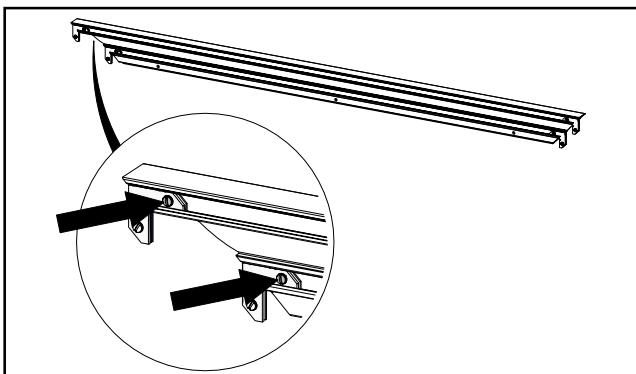


## Traditional Faceplate Surround Installation (Part #550-927, 550-928)

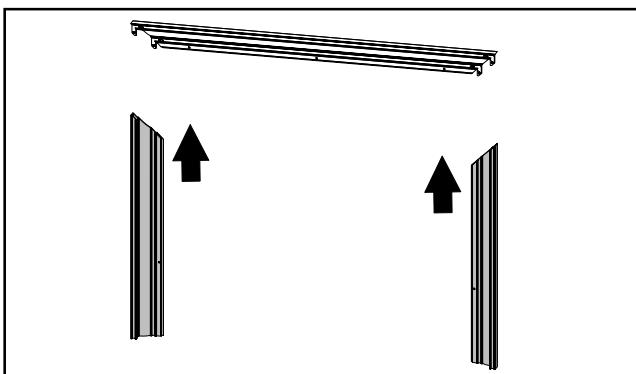
1. Slide the corner clips in on either end.



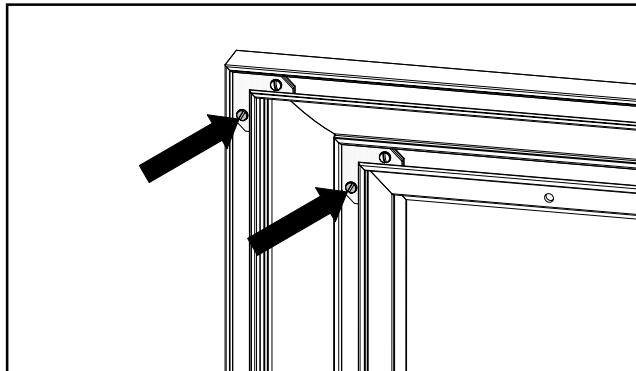
2. Tighten the top screws (x4).



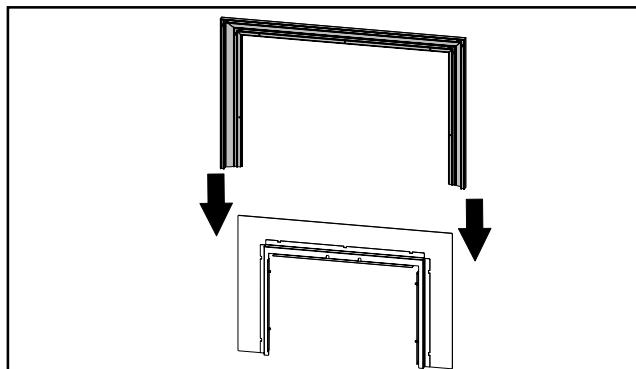
3. Slide the side pieces on.



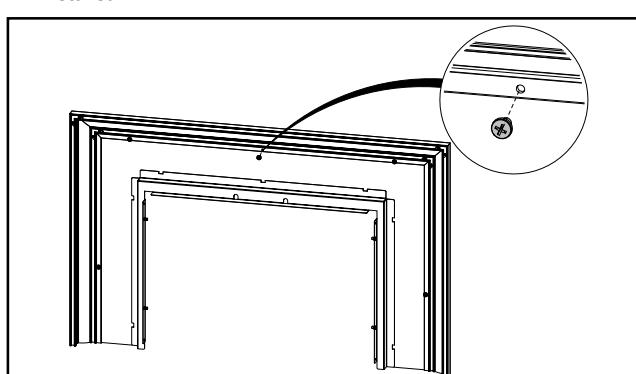
4. Tighten the bottom screws (x4).



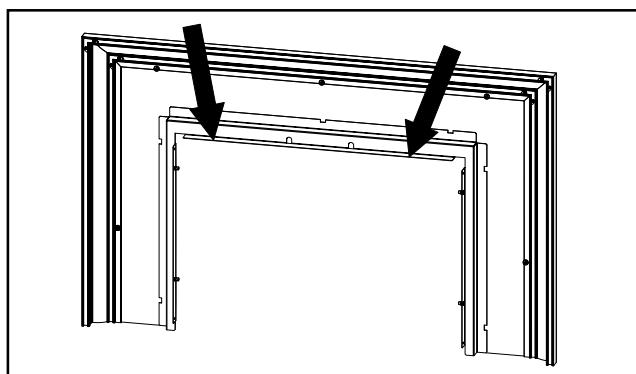
5. Gently slide the traditional surround on from the top.



6. Insert and tighten the rear screws (x5). Traditional surround installed.



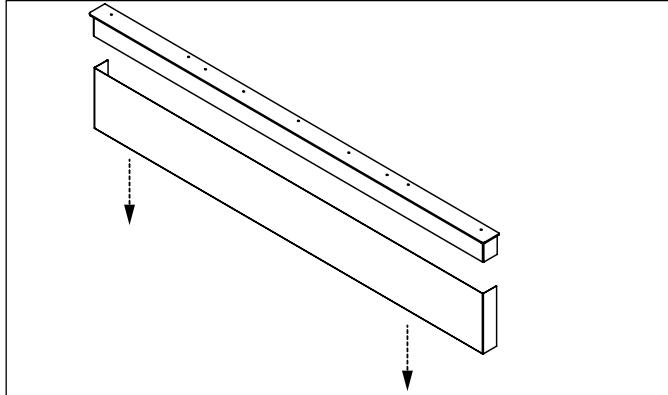
7. Lift the faceplate and traditional surround up from here and refer to "Faceplate / Finishing Trim Installation".



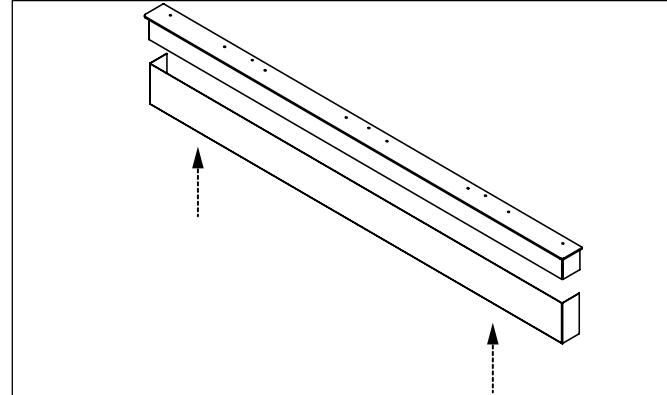
# installation

## Hearth Trim Installation - Trimming to Height (Part #262-941)

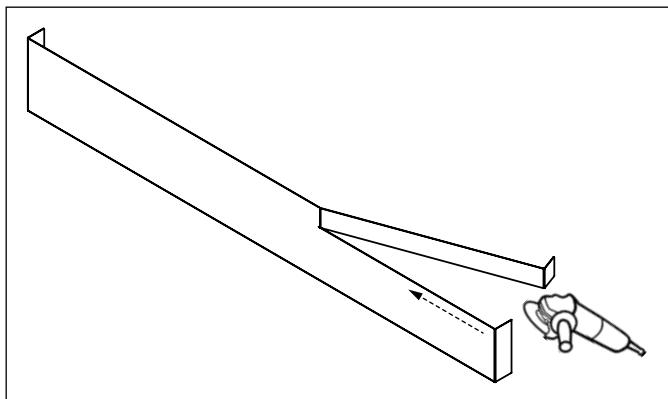
1. Remove the lower section of hearth trim by pulling evenly from both sides.



3. Slide the lower section back into the clips on the rear of the upper section.

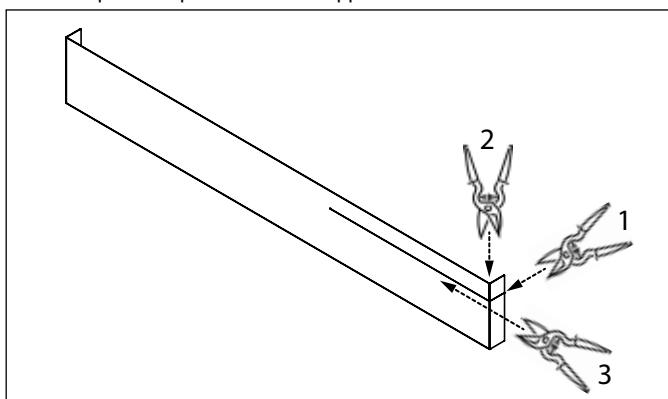


2. If using a grinder (recommended): trim the lower section to height referring to the installation table for the amount to remove.



- 2a. If using snips:

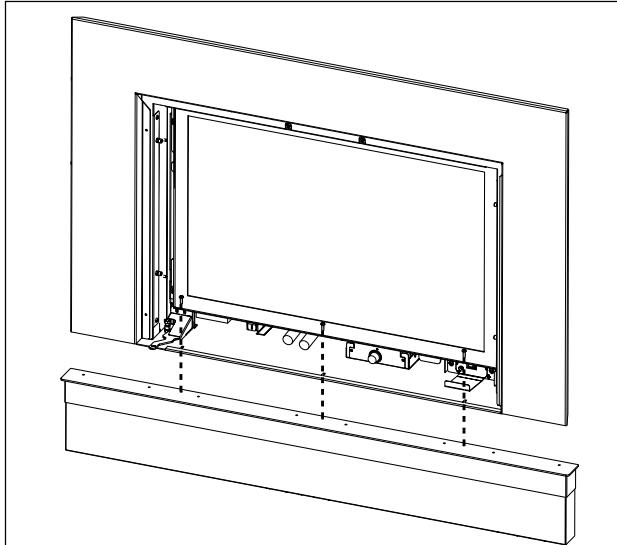
- Cut horizontally, referring to the installation table for the amount to remove.
- Cut vertically along the corner to meet the previous cut.
- Cut horizontally across the front face.
- Repeat the process on the opposite side.



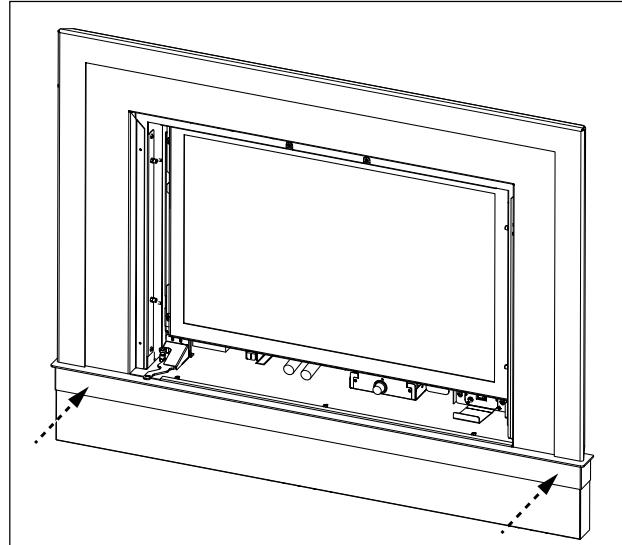
Installation Table	
Required install height	Height to cut off lower section
6" (Max)	None
5 1/2"	1/2"
5"	1"
4 1/2"	1 1/2"
4"	2"
3 1/2"	2 1/2"
3"	3"
2 1/2"	3 1/2"
2" (Min)	4"

## Hearth Trim Installation - Mounting Hearth Trim

1. Loosely attach the hearth trim using the slots in the unit's base and the included screw.

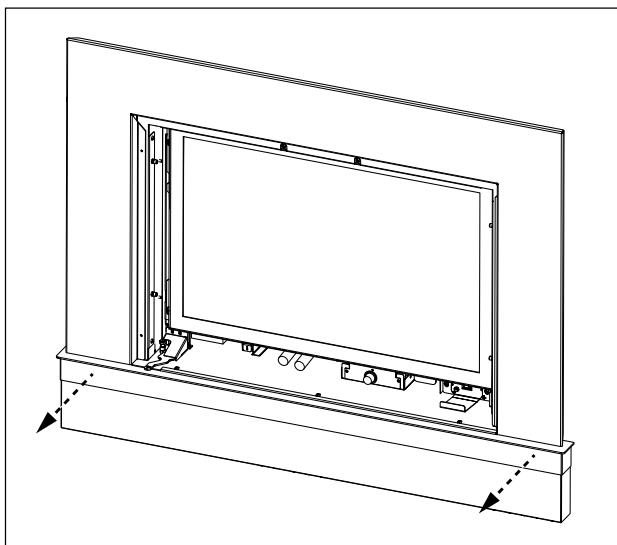


- 2b. With premium surround: slide the hearth trim as far back as possible (careful not to scratch it) and tighten the screws.



**Note: Gi25 has 4 screws.**

- 2a. Without premium surround: slide the hearth trim as far forward as possible (careful not to scratch it) and tighten the screws.



# installation

## Supplied Remote Control

Use the FPI remote control kit supplied with this unit.  
Use of other systems may void your warranty.

The remote control kit comes with a handheld transmitter.

Install three AAA alkaline batteries in the transmitter. Locate the ON/OFF switch located on the lower left hand side of appliance and turn switch to ON position - it 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. Clocking the appliance to ensure the correct firing rate (noted on the label) at 15 minutes.
2. If required, adjusting the primary air to ensure that the flame does not carbon. Allow the unit to burn for 15 min. to stabilize.
3. Checking for proper draft.

**CAUTION**

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

## Proflame II With Optional Wall Thermostat Instructions

### Wall thermostat with flame on/off & no fan/no remote

1. Wire wall thermostat in series to ON/OFF switch and keep switch in "ON" position. See wiring diagram for details.
2. Press remote sync button once, 3 beeps will occur. Press remote sync button again, another 3 beeps will occur. Remote is now divorced and unit will go into CPI mode.

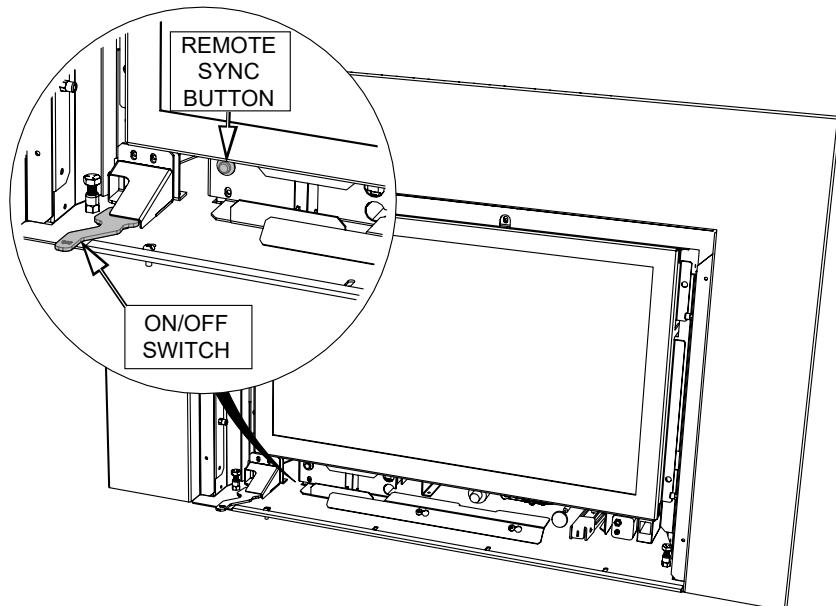
Fireplace will automatically go into CPI mode and unit can now be operated with wall thermostat. Flame adjustment, fan will not work in this configuration.

### Wall thermostat with flame on/off & Manual fan

1. Sync remote back to system by pressing remote sync button once, 3 beeps will occur. Press the On/Off button on the remote within 10 seconds, remote now paired. Unit will go back into IPI mode.
2. On/Off switch at appliance must stay in "ON" position.
3. The fan will be operable via remote.  
Remote will not be able to turn unit on/off and adjust flame.

**CAUTION**

**Do not connect the millivolt wall thermostat wires to the 120 V wires.**

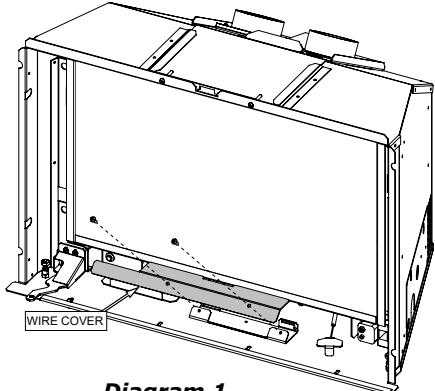


## WIFI Dongle Installation

### Atmosphere Gas Inserts

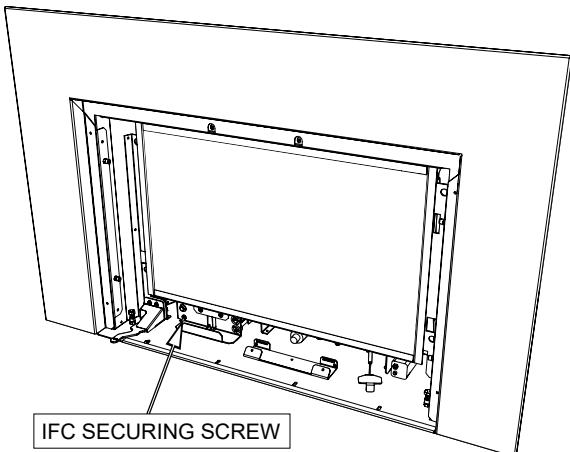
**Caution: The gas supply shall be shut off to the appliance & 120 Volt AC power must be disconnected, before proceeding with the WIFI Kit Installation.**

1. Remove safety screen and glass front. See manual.
2. From the front of the unit, remove the 2 screws, then lift the Wire Cover out. Loosen the ties that hold the wires underneath.



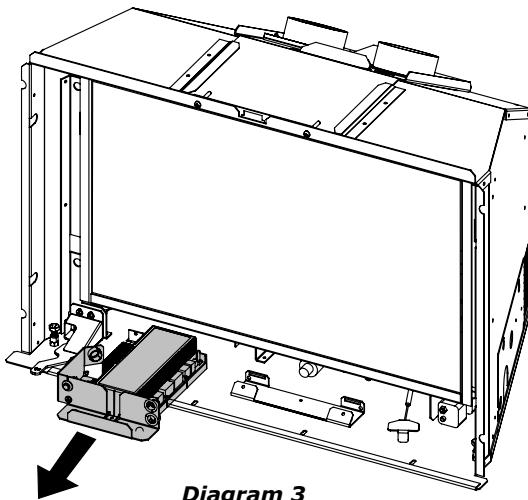
**Diagram 1**

3. Remove the screw that secures the IFC.



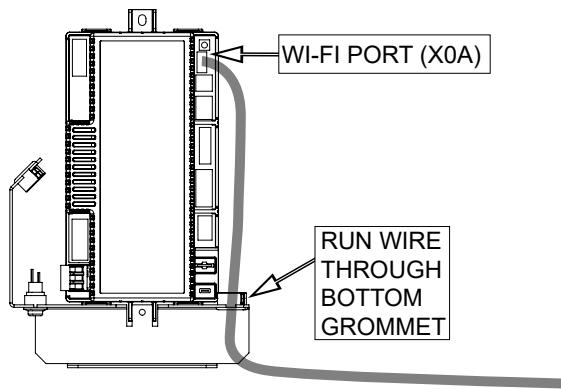
**Diagram 2**

Pull the IFC out.



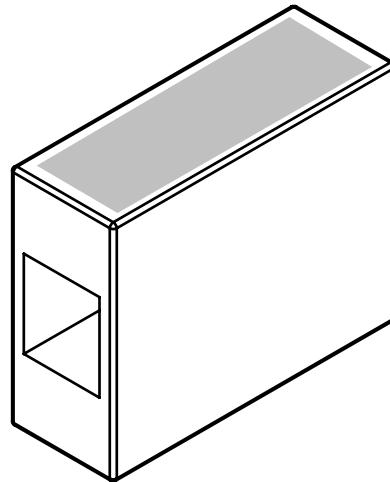
**Diagram 3**

4. Locate the dongle connection (X0A). See diagram 4.



**Diagram 4**

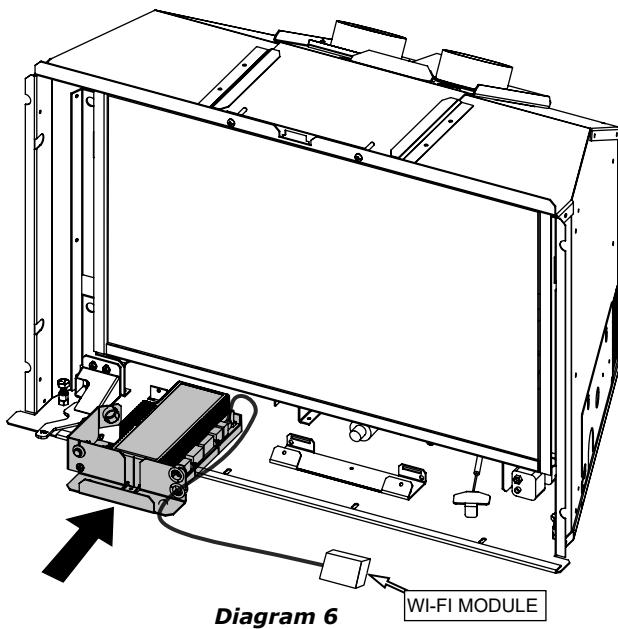
5. Attach Velcro to the Wifi module as shown.



**Diagram 5**

# installation

6. Push the IFC back in place.



8. Reverse steps 3-1.

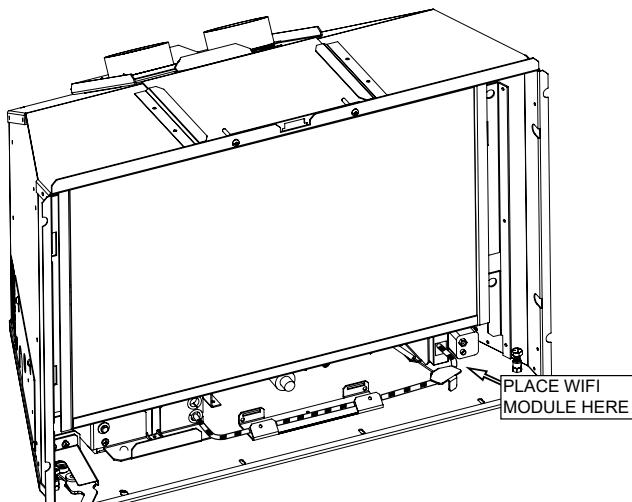
**Note:** Ensure when sliding the IFC tray back into position that the wires do not come into contact with the firebox base or fan/blower motor.

9. Gas supply can be turned back on & 120 Volt Ac power may be reconnected.

10. See QR code below or on box from this WIFI kit to install the Proflame app.



7. Attach the dongle onto the bottom right area of the insert, beside the batteries. The wires can be tucked in with the others under the Wire Cover.



**Diagram 7**

## Wiring Diagram

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

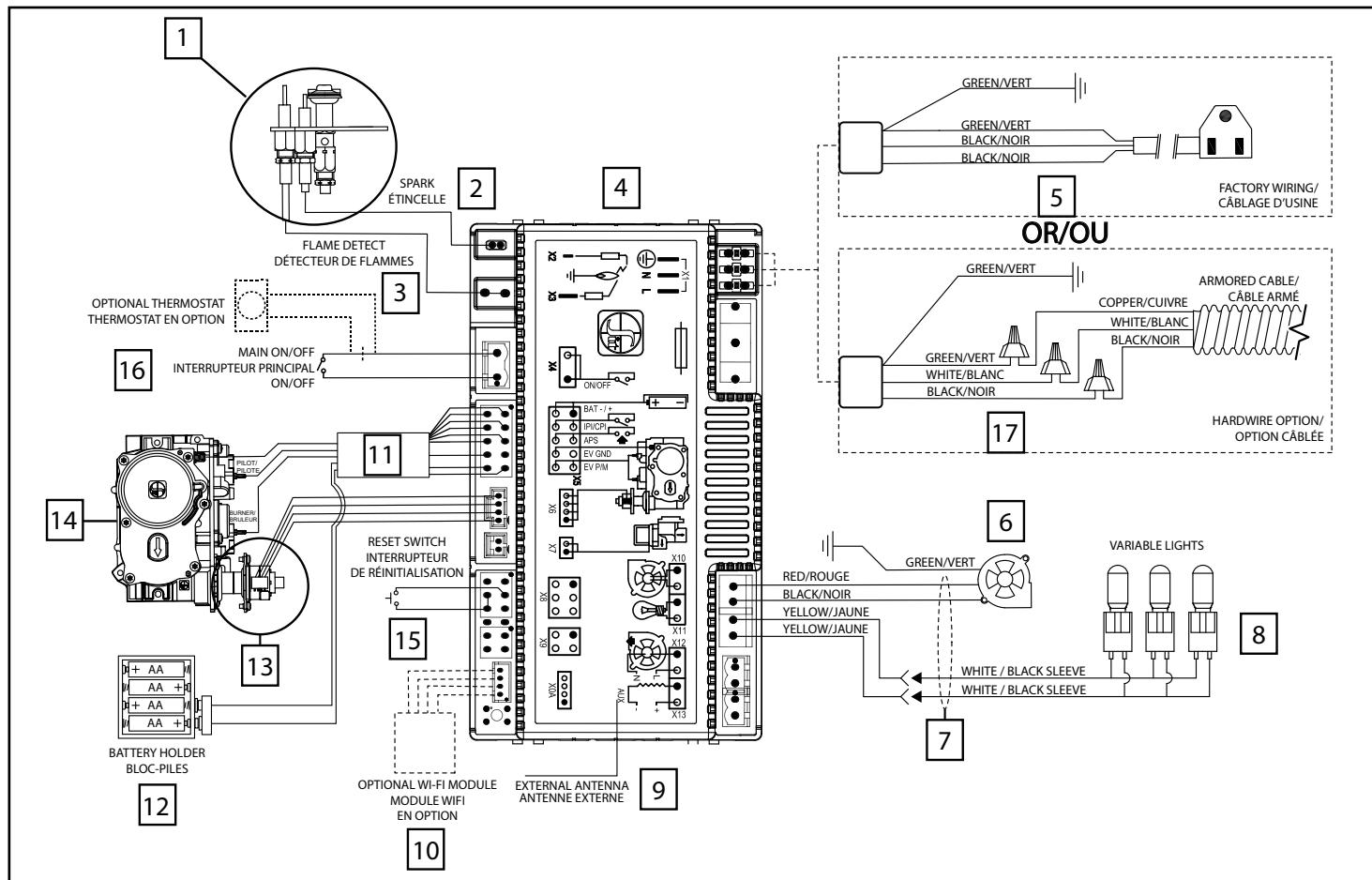
### WARNING

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

#### Electrical Grounding Instructions:

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

## S.I.T. Valve



Item	Part No.	Description
1	911-276	Pilot Assembly NG
	911-277	Pilot Assembly LP
2	911-038	Spark Electrode
3	911-037	Flame Sensor Electrode
4	911-311	IFC Board SIT Proflm II Wifi
5	911-179	Power Cord IFC Proflame II 120 Volts
6	911-207/P	Fan 115 Volt/110 Cfm Packaged
7	911-377	Wire 4 Pos IFC Fan & Light
8	911-419	Light Assembly Bottom Gi27
8	911-297	Halogen Bulb (Each)

Item	Part #	Description
9	911-210	External Antenna
10	946-799	Wifi Dongle
11	911-173	Wire Harness IFC No CPI Switch 584.924
12	911-018	Battery Holder
13	911-010	Stepper Motor-NG
13	911-011	Stepper Motor-LP
14	911-084	Valve-NG
14	911-085	Valve-LP
15	911-242	Reset Switch
16	311-526	Main Switch Assembly
17	946-854	Hardwire Kit

# operating instructions

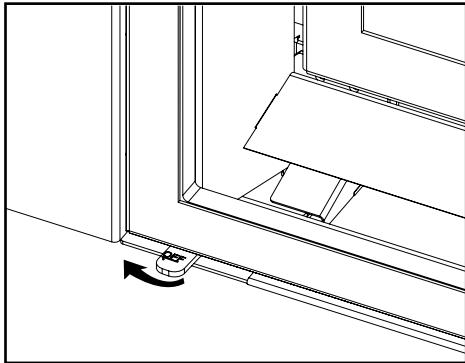
## Operating Instructions

Before operating this appliance, proceed through the following checklist.

1. Read and understand these instructions before operating this appliance.
2. Check to see that all wiring is correct and enclosed to prevent possible shock.
3. Check to ensure there are no gas leaks.
4. Make sure the glass door is in place. Never operate the appliance with the door glass removed.
5. Verify that the venting and the cap is unobstructed.
6. Verify the placement of logs and other decorative media. If the pilot cannot be seen when lighting the unit, the logs/media are incorrectly positioned.
7. DO NOT turn the unit off and on without first waiting 60 seconds.
8. When lighting the appliance, the inside of the glass may fog. This will burn off after a few minutes of operation.

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

## On/Off Switch



The switch must be in the ON position (flipped to the right) for the remote to turn the unit on. Moving the switch to the left will turn the burner off.

### NOTES

- This ON/OFF switch will be located on the lower left-hand side of the appliance as shown above.
- This ON/OFF switch overrides the remote functionality. Ensure switch is left in ON position when using the remote control.

## Lighting Procedure

### IMPORTANT

The remote control system supplied with this appliance has an ON/OFF key on the hand held transmitter.

Prior to operating this appliance, please read the remote control operating instructions (packaged with remote control) to understand how to operate this remote control system.

1. Ensure the ON/OFF switch is flipped to the right. Press and release the ON/OFF button on the remote handheld transmitter. An audible beep should be heard from the receiver.
2. After approximately 4 seconds the spark ignition system will spark for 60 seconds to light the pilot.
3. The unit will turn on.

## Shutdown Procedure

1. Press the ON/OFF button on the remote
2. If service is to be performed - you must disconnect power and shut off gas to the unit.

## First Fire

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

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

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

### NOTE

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

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

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

## Automatic Convection Fan Operation

The fan operates automatically once turned on. Adjust the fan speed with the remote. The fan will turn on as the stove comes to operating temperature. After the unit is turned off and cooled to below a useful heat output range, the fan will shut off automatically.

## Normal Operating Sounds of Gas Appliances

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

### Blower:

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

### Burner Tray:

The burner tray is positioned under the burner tube(s) and logs, and is made of a different gauge material from the rest of the firebox and body. The varying thicknesses of steel will expand and contract at slightly different rates, causing ticking and cracking sounds. You should also be aware that as there are temperature changes within the unit, these sounds will likely recur.

### Pilot Flame:

While the pilot is on, it may make a whisper sound.

### Gas Control Valve:

As the gas control valve is turned on and off, it may make a dull clicking sound. This is normal operation of a gas regulator or valve.

### Unit Body/Firebox:

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

## Maintenance Instructions

1. Always turn off the valve before cleaning. For relighting, refer to lighting instructions. Keep the burner and control compartment clean by brushing and vacuuming at least once a year. When cleaning the logs, use a soft clean paint brush as they are fragile.
2. Clean the glass (never when the unit is hot), appliance, and door with a damp cloth. Never use an abrasive cleaner.
3. The heater is finished in porcelain or with heat-resistant paint, and should only be refinished with heat-resistant paint (not with wall paint).

Never use an abrasive cleaner.

4. Check the burner's position and condition periodically, as well as the burner flame, making sure it is steady, not lifting or floating. If there is a problem, call a qualified service person.
5. The appliance and venting system must be inspected before use and at least annually by a qualified field service person, to ensure the unobstructed flow of combustion and ventilation air.
6. Keep the area near the appliance clear and free from combustible materials, gasoline, and other flammable vapours and liquids.
7. Condensation may fog the glass when the appliance is lit. This is normal and will disappear as the glass heats up.

**Never operate the appliance without the glass properly secured.**

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

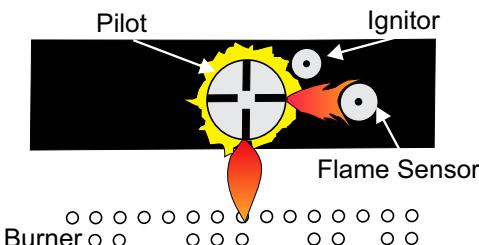
**CAUTION**

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

**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.**

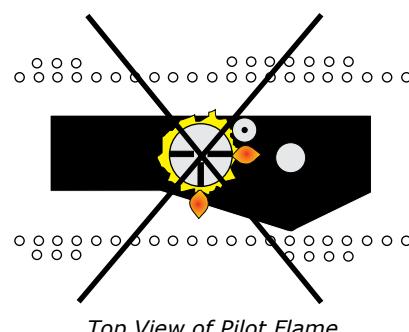
**DO NOT USE THIS APPLIANCE IF ANY PART HAS BEEN UNDER WATER. IMMEDIATELY CALL A QUALIFIED SERVICE TECHNICIAN TO INSPECT THE APPLIANCE AND REPLACE ANY PART OF THE CONTROL SYSTEM AND ANY GAS CONTROL WHICH HAS BEEN UNDER WATER.**

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



*Top View of Pilot Flame*

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



*Top View of Pilot Flame*

9. Verify operation after servicing.

# maintenance

## Door Glass

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

If you break the door glass, purchase a replacement from an authorized Regency dealer and follow our step-by-step instructions for replacement.

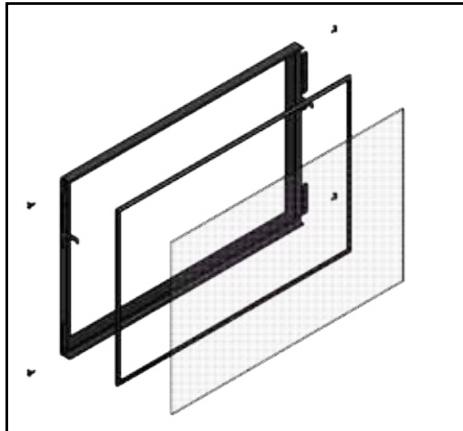
### CAUTIONS

- **Do not clean when the glass is hot.**
- **The use of substitute glass will void all product warranties.**
- **Take care not to break the glass.**
- **Do not operate this fireplace without the glass front, or with broken glass.**
- **Wear gloves when removing damaged or broken glass.**
- **Replacement of the glass panel(s) should be done by a qualified service person.**

## Glass Replacement

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

Replacement ceramic glass (Part #940-577) is shipped with a gasket.



## General Vent Maintenance

Conduct an inspection of the venting system semiannually. Areas to inspect are as follows:

1. Check the venting system for corrosion in areas exposed to the elements. Components with rust spots, streaks, or holes should be replaced immediately.
2. Remove the termination cap and shine a flashlight down the vent. Remove any bird nests or other foreign material.
3. Check for evidence of excessive condensation, such as water droplets in the inner liner dripping out the joints. Continuous condensation can cause corrosion of caps, pipes, and fittings. It may be caused by excessive lateral runs, too many elbows, or exposure to cold weather.
4. Inspect joints to verify that no pipe sections or fittings have been disturbed and consequently loosened. Also, check mechanical supports such as wall straps or plumber's tape for rigidity.

## Log Replacement

Never use the unit with broken logs. Turn off the gas valve and allow the unit to cool before carefully removing the logs. Use the proper replacement log for any that are broken. Position the logs as shown in the diagram in the "Log Installation" section of this manual.

### NOTE

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

## Glass Gasket

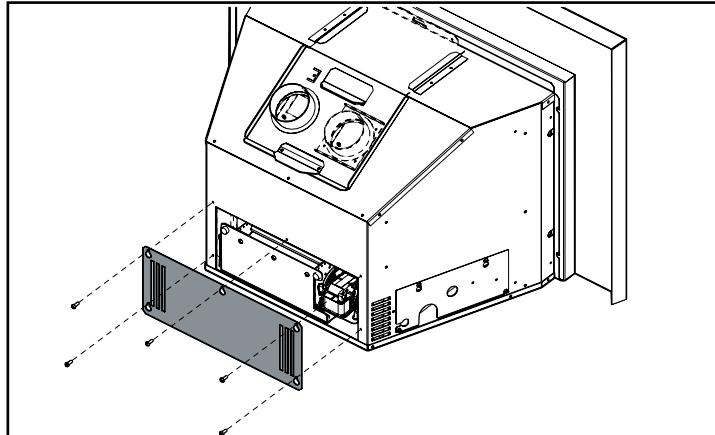
If the glass gasket requires replacement, use Flush Front (Part # 846-700).

## Fan Replacement

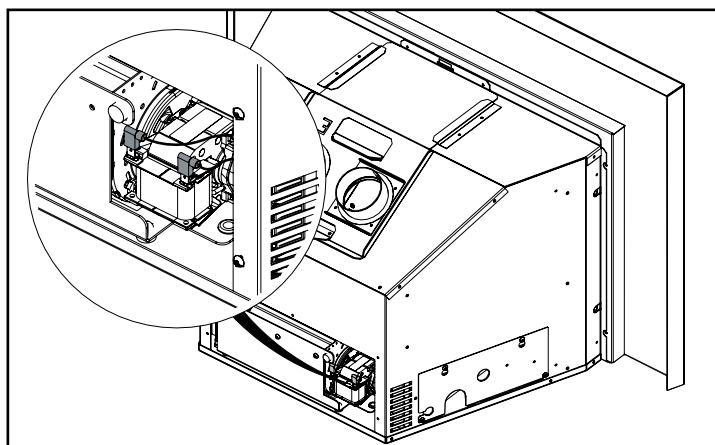
**NOTE**

- To access the side and rear panels, disconnect the gas and venting (see the venting and flue installation sections in this manual for steps). You cannot access the blower from the front of the appliance.

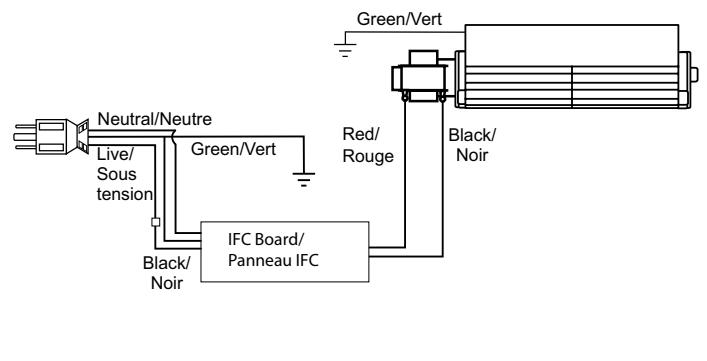
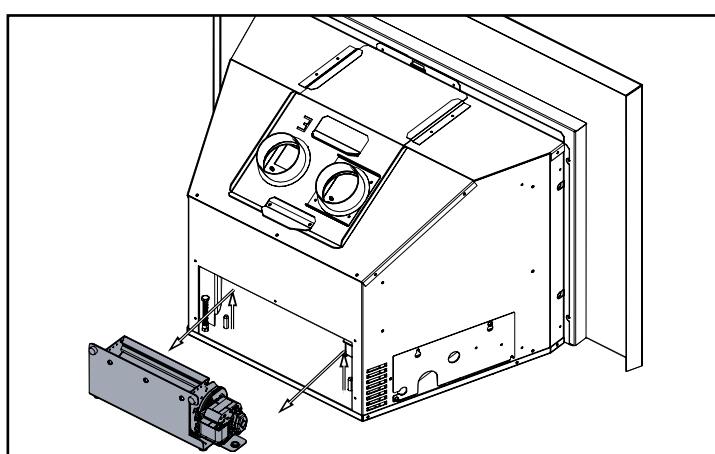
1. Shut the power off.
2. From the back of the unit, remove the 5 screws, then lift the fan mount plate out.



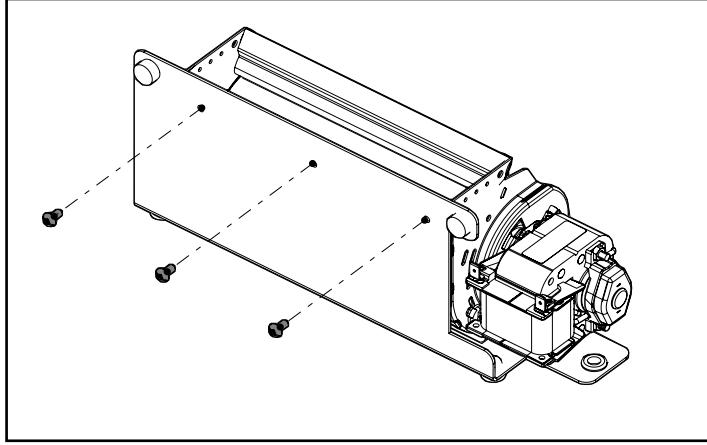
3. Disconnect the fan wire harness through the rear panel. Disconnect 2 x 1/4" spade connectors to the fan terminals. Disconnect the ground lug to the fan using the screw provided.



4. Remove fan from unit by lifting up off pins.



5. Remove the fan from the mounting plate by removing 3 screws from the outside of the fan access panel.



6. Connect the red and black wire from the fan motor and green ground wire.
7. To install, reverse these steps.

# maintenance

## Valve Replacement

### Before you begin:

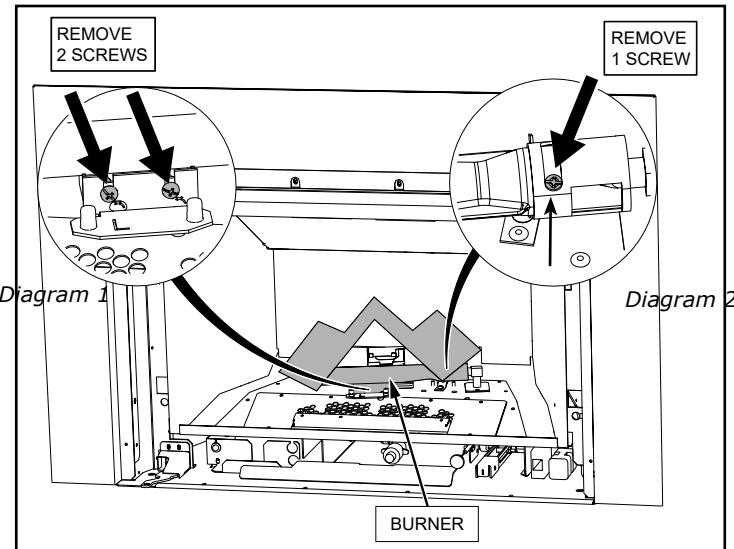
- Shut off the gas supply to the unit.
- Disconnect all electrical supply to the unit.
- Remove door, see glass door removal section for instructions.

**Always let the appliance cool to room temperature before servicing.**

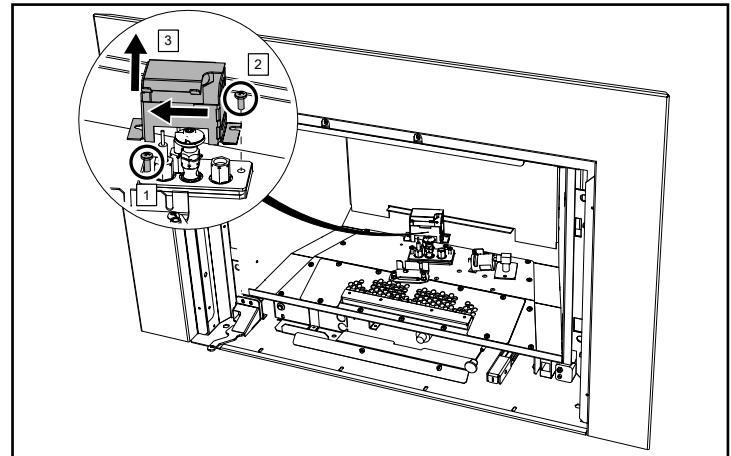
**NOTE** When the glass is cold and the appliance is lit, condensation may fog the glass. Condensation is normal and will disappear in a few minutes as the glass heats up.

1. Using a Phillips head screwdriver, remove screws securing burner to the mount. See diagram 1.

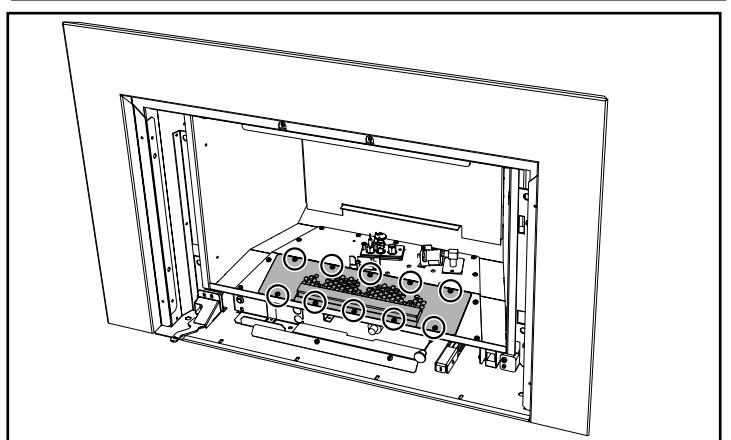
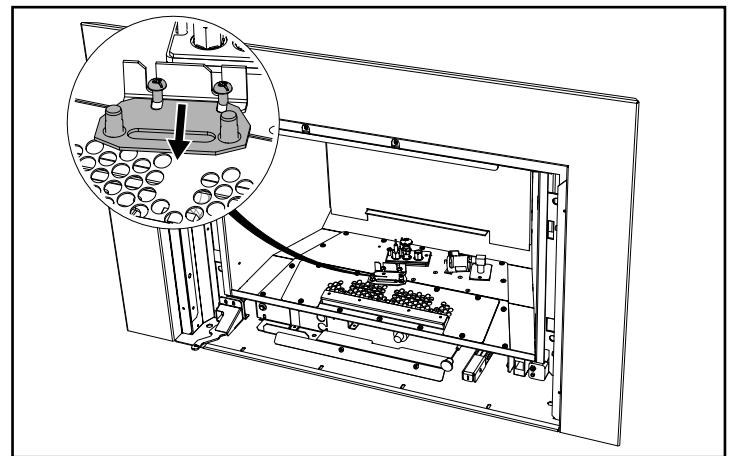
2. Remove the screw securing the aeration cap and lift burner from the unit. See diagram 2.



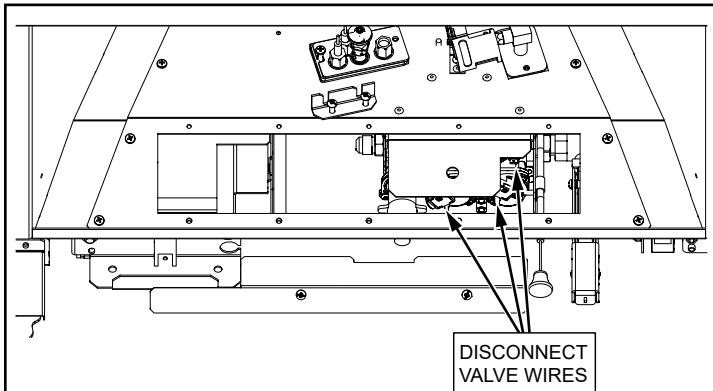
4. Using a Phillips head screwdriver, remove screws securing Pilot Shield in the shown sequence and then remove the pilot shield.



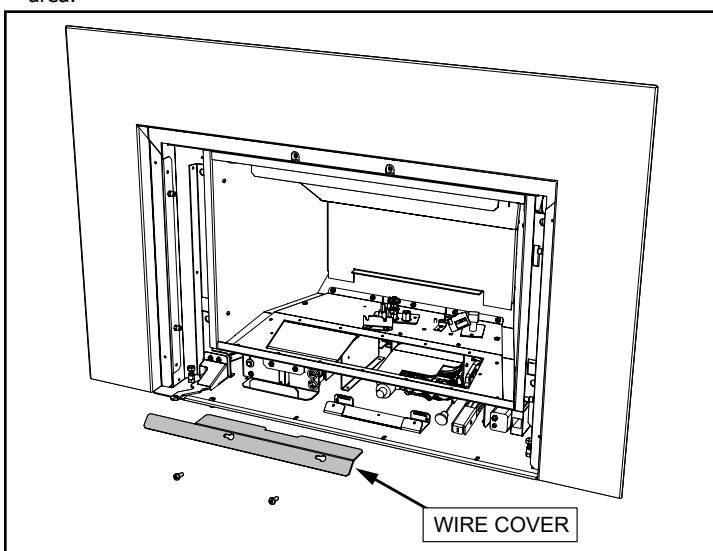
5. Remove the 10 screws securing the light tray and light cover. Disconnect the light wires and then lift and remove the light tray and cover.



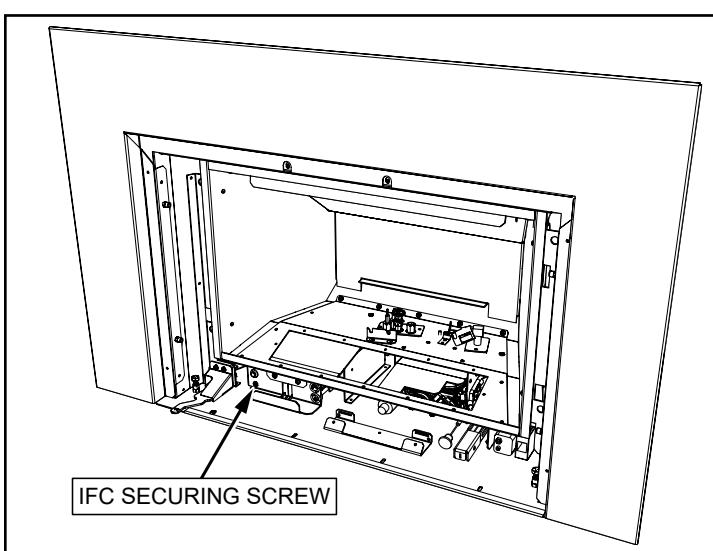
6. The gas flex line can also be disconnected.



7. Remove the 2 Phillips screws securing the Wire Cover and place in a safe area.



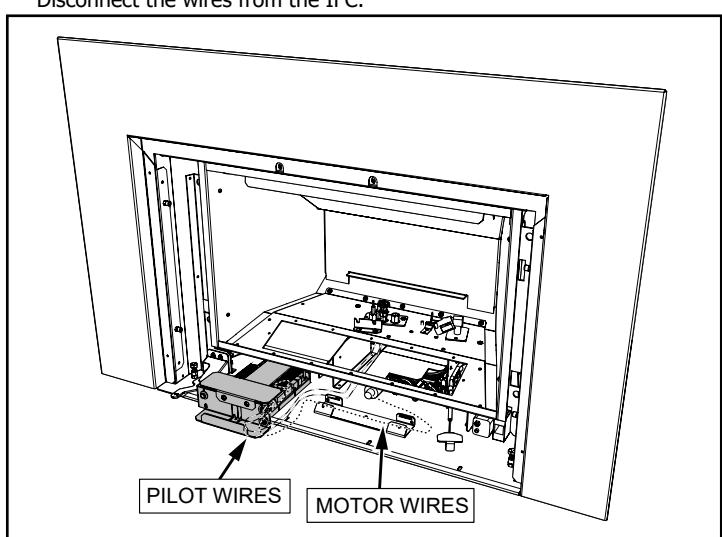
8. Remove the screw that secures the IFC.



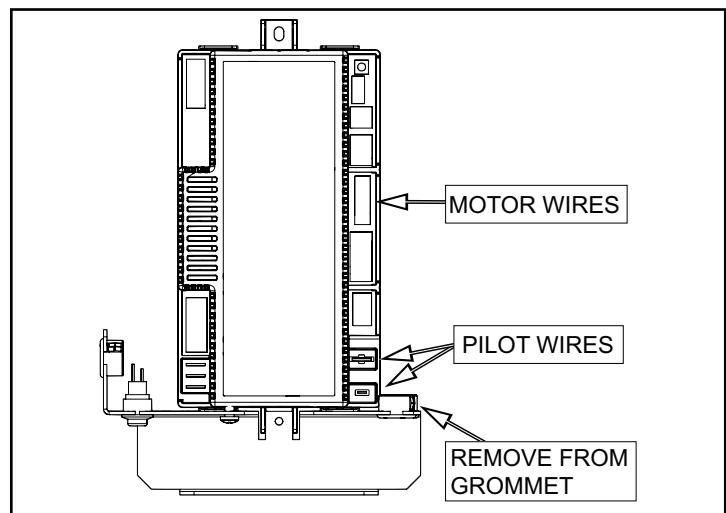
**NOTE**

Wires must be secured by velcro straps when reinstalling.

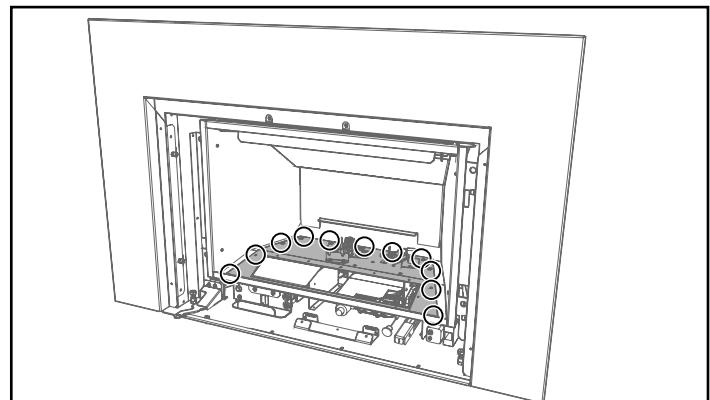
9. Pull the IFC out to a position that the Motor and Pilot Wires are accessible. Disconnect the wires from the IFC.



10. Slide the wires through the grommet to remove.



11. Remove the final 7 screws securing the valve tray to the unit and lift the valve tray out. The Valve can then be replaced by removing the 4 screws securing it to the Valve Tray.

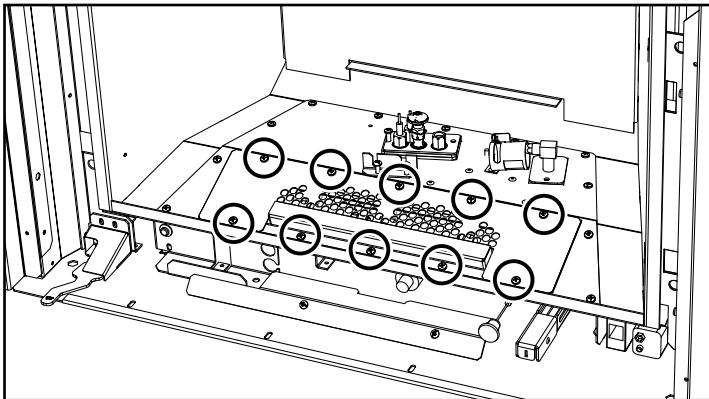


12. Reverse steps 11-1 to replace with new gas valve assembly.

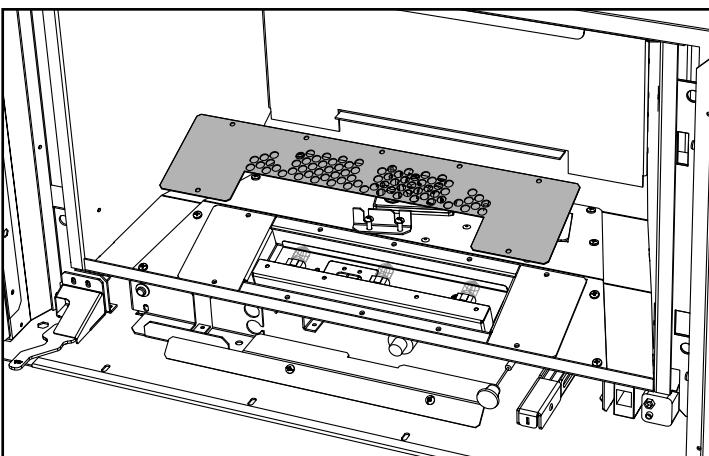
# maintenance

## Light Bulb Replacement

1. Remove screen, glass door, logs and any other media, log grate, and lower panel (if installed).
2. Remove ten (10) screws from light assembly cover in the locations shown below.

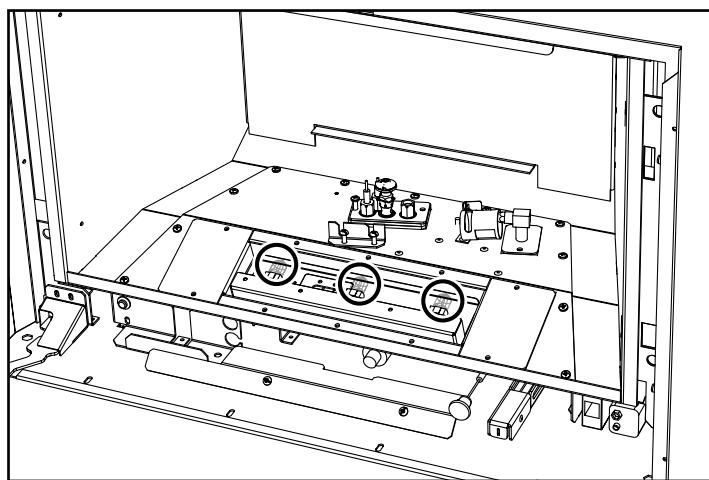


3. Lift the light assembly cover out of the way.



4. Install or replace bulbs as required.

**NOTE:** Do not touch bulbs with bare hands, use gloves or a tissue when handling bulbs. Part # of each bottom bulb is 911-297. There are 3 per unit.



5. Reverse steps to reassemble unit.

## Gas Maintenance - Recommended Annual Routine

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

### Clean

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

### Inspect

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

### Check

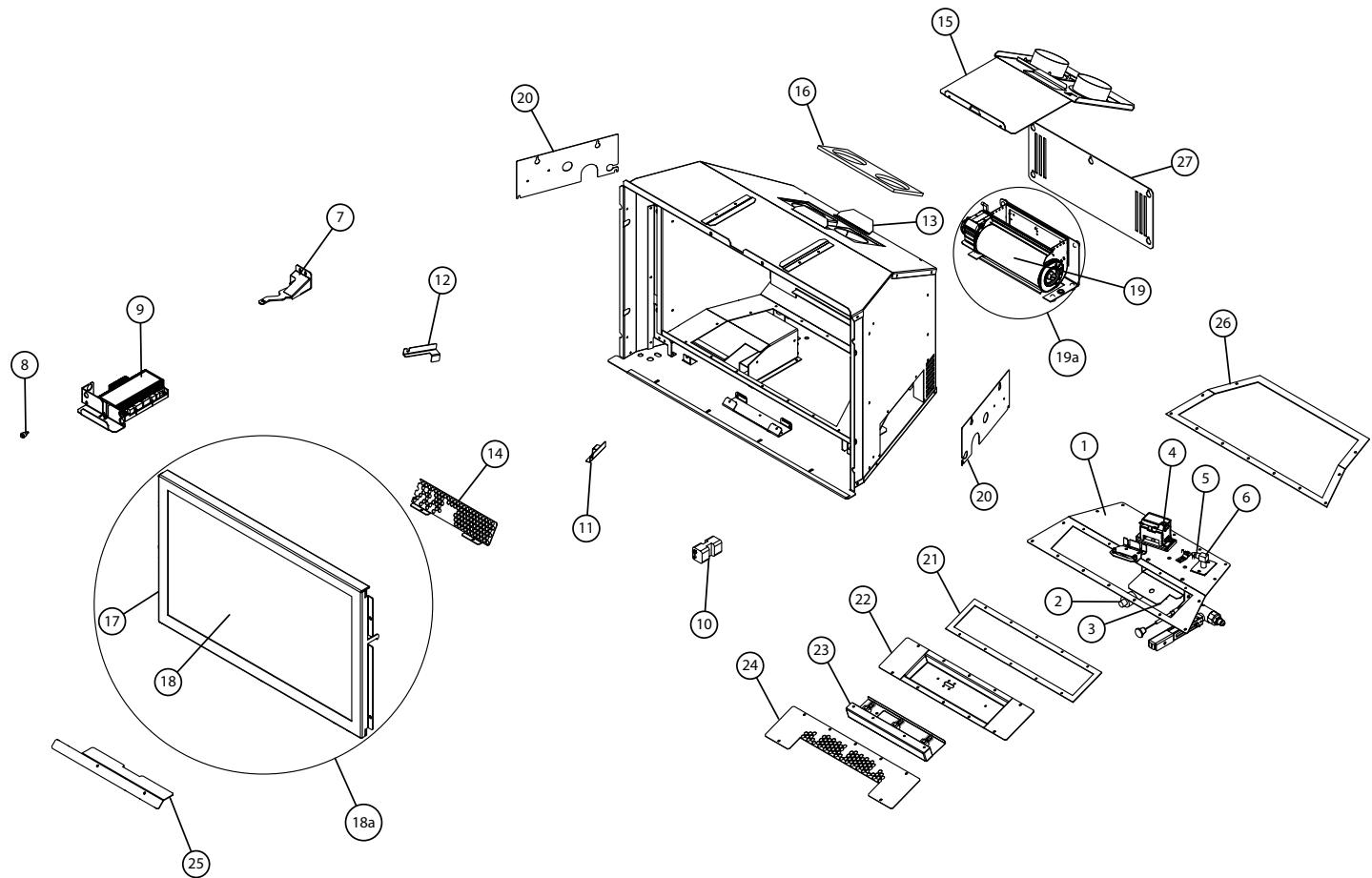
- Voltage on thermocouple/thermopile (millivolt models)
- Ohms reading on flame sense (electronic ignition models)
- Inlet/outlet fuel pressures as per rating plate
- Voltage/ohms readings on gas valve
- Ohms reading to on/off switch circuit (Millivolt models)

### Gas Leak Tests

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

# parts list

## Parts - Main Assembly



## Parts - Main Assembly

ITEM	PART #	DESCRIPTION
1	550-574/P	Valve Assembly - NG
1	550-576/P	Valve Assembly - LP
2	911-084	Valve NG 885 SIT IPI 0.885.001
2	911-085	Valve LP 885 SIT IPI 0.885.002
3	911-010	Stepper Motor - NG 0.907.013
3	911-011	Stepper Motor - LP 0.907.012
4	911-276	Pilot Assembly - NG
4	911-277	Pilot Assembly - LP
5	904-996	Burner Orifice #42 NG (PO512)
5	905-039	Burner Orifice #54 LP (PO512)
6	905-080	Brackt Dormont Orifice Mnt 10-BZ001-13.5
7	311-526	ON/OFF Switch Assembly - Complete
8	911-242	Remote Sync/Reset Switch
9	911-311	Proflame II IFC Board WIFI
10	911-018	Backup Battery Holder
11	262-116	Inner Panel Retainer Clip Right
12	262-117	Inner Panel Retainer Clip Left
13	311-108	Bracket Flue
14	262-070	Air Diffuser
15	262-506	Flue Adaptor Assembly
16	262-022	Gasket Drafthood
17	550-004	Door Frame
18	940-577/P	Replacement Glass Includes Glass Gasket
18a	550-514	Door Glass Frame Assembly Complete
19	911-207/P	Replacement Fan Motor
19a	717-517/P	Fan Assembly Complete
20	311-118F	Left Plate Electrical/Gas Access Assembly N/S
21	262-047	Gasket Access Tray
22	550-021	Light Tray Bottom
23	911-419	Lights Assembly
24	550-024F	Light Tray Cover
25	262-081	Wire Cover
26	262-048	Valve Tray Gasket
27	262-043F	Fan Access Panel
N/S = Not Shown		
N/S	550-017F/P	Center Log Bracket
N/S	W840470	Pilot Assembly Gasket
N/S	911-037	Flame Sense
N/S	911-038	Spark Electrode
N/S	910-432	Pilot Tube with Nuts
N/S	911-039	2 Way Pilot Hood
N/S	911-137	Pilot Hood U Clip
N/S	911-210	External Antenna
N/S	550-120	Pressure Relief Plate Center
N/S	910-036	Pilot Orifice NG #51

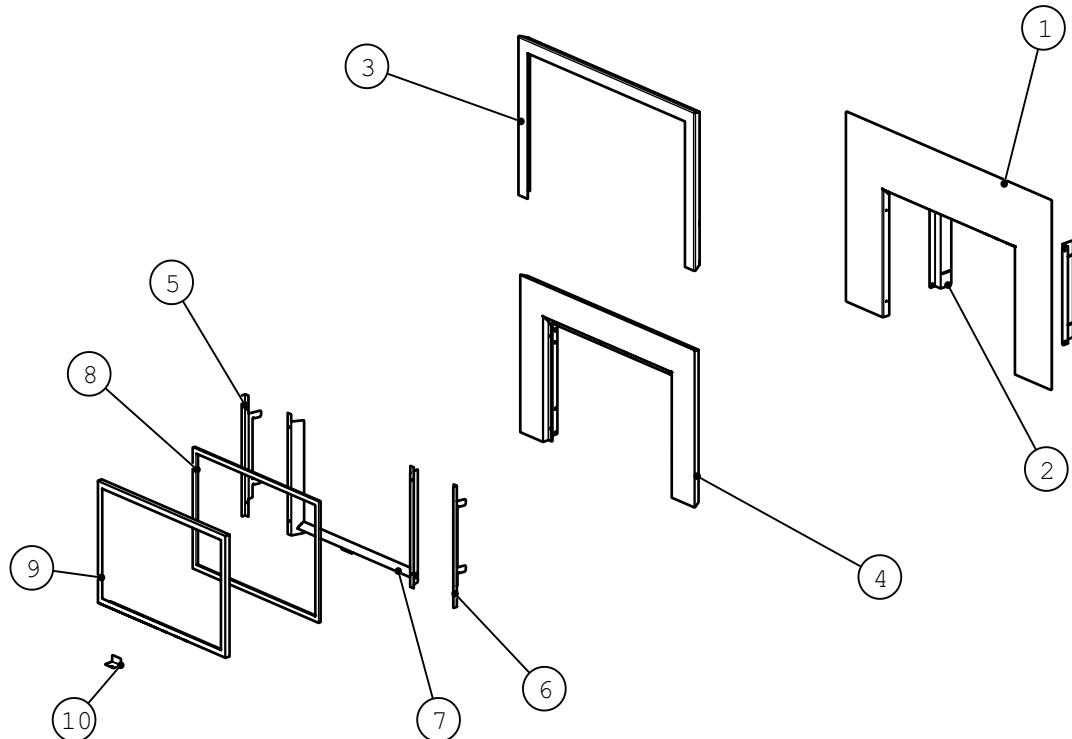
ITEM	PART #	DESCRIPTION
N/S	910-037	Pilot Orifice LP #30
N/S	262-041	Pressure Relief Gasket
N/S	904-529	Allen Key 5/32 Long
N/S	656-039	Burner Orifice Mount Gasket
N/S	904-658	Inlet Flex Line Gas S.S. 24 inch
N/S	904-165	Fitting 3/8 Male Flarex Mpt Straight Adaptor
N/S	396-042F	Plate Slide & Door Frame Tool
N/S	905-066	Ball Valve 1/2" Female to 1/2" Female Shut-off
N/S	905-067	Nipple 1/2 NPT X 3/8 NPT Hex
N/S	550-086	Baffle
N/S	262-045	Plate Restrictor L/H
N/S	262-044	Plate Restrictor R/H
N/S	911-173	Wire Harness IFC No CPI Switch 584.924
N/S	904-691	Clip-U (Each)
N/S	910-692	Fan/Valve Wire Ground 24 inch (Green)
N/S	904-839	Screw 1/4-20 x 1 inch Pan Hd Phil Blk
N/S	550-525/P	Burner Assembly NG/LP c/w Cap
N/S	846-700	Glass Gasket Tadpole Tape 6AL 1/2" Bulb Graphite w/1"PSA (7') (936-273)
N/S	904-918	Front Levelling Bolt 1/4-20 x 3/4 Hex Hd Blk Oxide
N/S	911-355	Remote Control GTMFLSA Blk 0.584.080
N/S	904-948	Levelling Bolt 1/4-20 x 2-1/2 Hex Hd Zinc Pd Full Thread (Each)
N/S	911-377	Wire 4 Pos IFC Fan and Light Gi27LE
N/S	911-420	Wire IFC Board On/Off 18"
N/S	911-179	Power Cord IFC Proflame II 120 Volts
N/S	904-532	Insert Pins
N/S	911-297	Halogen Bulb G9/120V/18W
N/S	904-418	Screw #8 3/4 Pan Hd Phil
N/S	550-018	Burner Mount
N/S	761-122	Light Wire Gasket
N/S	550-046F	Pilot Assembly Spacer
N/S	905-112	Aeration Adjustment Handle
N/S	550-089	Aeration Cable 12" Gi27
N/S	262-112	Aeration Gasket
N/S	905-101	Metal Cable Clamp 0.250" x 0.406"
N/S	262-086	Pilot Shield Hood
N/S	550-572	Media Kit (includes vermiculite, black seawool, 3/4" crushed glass, andiron embers)
	920-767	Manual

# parts list

## Faceplates/Accessories

ITEM	PART #	DESCRIPTION
1	550-936 550-937 550-938	Backing Plate Oversized Backing Plate Custom 3-Sided* Backing Plate Custom 4-Sided*
2	262-096	Bracket Backing Plate
3	550-920 550-921 550-922 550-923 550-924 550-927 550-928	Premium Faceplate Surround Black Premium Faceplate Surround Grey Premium Faceplate Surround White Premium Faceplate Surround Sunset Bronze Premium Faceplate Surround Brushed Nickel Traditional Surround Black Traditional Surround Brushed Antique Copper
4	550-910 550-912 550-913 550-914 550-915	Faceplate Regular 3-Sided Black Faceplate Flush 3-Sided Black Faceplate Flush 4-Sided Black Finishing Trim 3-Sided Black Finishing Trim 4-Sided Black
5	550-040	Compact Screen Arm L/H
6	550-041	Compact Screen Arm R/H
7	550-034 550-035 550-020	Compact Screen Angle Panel L/H Compact Screen Angle Panel R/H Compact Screen Cover
8	550-028/P	Mesh Glass Guard Compact Invisi
9	550-029	Compact Screen Frame
10	262-130-LAB	Compact Screen Logo Bracket

ITEM	PART #	DESCRIPTION
N/S	550-940	Mantel Deflector
N/S	262-941	Adjustable Hearth Trim
N/S	550-934	Oak Log Set
N/S	550-931	Birch Log Set
N/S	550-930	Driftwood Log Set
N/S	550-901	Brick Panel Standard Brown
N/S	550-903	Brick Panel Herringbone
N/S	550-904	Brick Panel Castle Stone Grey
N/S	550-905	Brick Panel Volcanic Black
N/S	550-906	Inner Panel Glass Black
N/S	946-799	Wifi Kit
N/S	946-708	Embaglow Embers
N/S	550-968	Conversion Kit - NG
N/S	550-969	Conversion Kit - LP





# warranty

## Limited Lifetime Warranty

FPI Fireplace Products International Ltd. (for Canadian customers) and Fireplace Products US, Inc. (for US customers) (collectively referred to herein as "FPI") extends this Limited Lifetime Warranty to the original purchaser of this Appliance provided the product remains in the original place of installation. The items covered by this Limited Lifetime Warranty and the period of such coverage are set forth in the table below.

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

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

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

\*\*Note: There are select models which are approved for both indoor/outdoor use. See specific product manuals for details.

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

Indoor Gas Products	Limited Lifetime	5 years	2 years	1 year	Subsidized Labor Coverage* (Years)
Warranty Coverage Parts and Labor					
Firebox and Heat Exchanger	✓				3
Steel Burner Tube	✓				3
Glass Thermal breakage only	✓				3
All painted Surrounds/Inlays Finishes White/Black Chase Vents/Steel Framing Kits		✓			3
Brick Panels/Log sets/Ceramic Burners/Grates		✓			3
All Castings		✓			3
Valve assembly and all gas control components (Pilot assembly, flame sensors, Spark Electrode, Pilot Tubing, Orifices, Thermocouple, Thermopile)			✓		2
All Other Electrical components (Ignition Control Boards, Wiring, Wiring Harnesses, Lighting Wiring Assemblies, Switches, Blowers, Blower Control Module, Battery Pack, Remote Control Systems)			✓		2
Enamel Panels/Painted Steel Panels			✓		1
Venting/Venting Components			✓		1
All Stainless steel surrounds All black chrome Brushed nickel/Antique copper Faceplates/surrounds All Inner/Outer Black Glass panels				✓	1
All Firebox Media (Glass Crystals, Crushed Glass, Glass Fire beads, Volcanic, Ceramic, Spa Stones, River Pebbles, Fireballs)				✓	1
All hardware				✓	1
WIFI Dongle				✓	1
Mesh/Glass Safety Barriers				✓	1
Accent Light Bulbs				✓	1
Glass (Crazing)				✓	1

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

### Conditions:

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

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

Any part(s) found to be defective during the warranty period as outlined above will be repaired or replaced at FPI's option through an accredited distributor, dealer or pre-approved and assigned agent; provided that the defective part is returned to the distributor, dealer or agent for

inspection if requested by FPI. Alternatively, FPI may, at its discretion, fully discharge all of its obligations under warranty by refunding the verified purchase price of the product to the original purchaser. The purchase price must be confirmed by the original Bill of Sale. **The authorized selling dealer, or an alternative authorized FPI dealer if pre-approved by FPI, is responsible for all in-field diagnosis and service work related to all warranty claims. FPI is not responsible for results or costs of workmanship of unauthorized FPI dealers or agents in the negligence of their service work.**

At all times, FPI reserves the right to inspect reported in the field/on location complaints of products claimed to be defective before processing or authorizing any claim. Failure to allow this upon request will void the warranty.

All warranty claims must be submitted by the dealer servicing the claim, including a copy of the Bill of Sale (proof of purchase by you). All claims must be complete and provide full details as requested by FPI to receive consideration for evaluation. **Incomplete claims may be rejected.**

**Replacement Appliances to the original purchaser are limited to one per warranty term.** Appliances must be installed according to all manufacturers' instructions as per the manual. All Local and National required codes must be met.

The installer is responsible for ensuring the Appliance is operating as designed at the time of installation.

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

Records/receipts of any maintenance completed on the appliance must be kept in case asked for when dealer submits a warranty claim.

Purchased parts: Repair/replacement parts purchased by the consumer from FPI after the original coverage has expired on the Appliance will carry a **90-day warranty** from the purchase date, valid with a receipt only. Any item shown to be defective will be repaired or replaced at our discretion. No labor coverage is included with these parts.

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

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

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

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

#### **For appliances approved for both Indoor/Outdoor use:**

Optional finishing trims and faceplate's may be used in the outdoor environment. Plated faceplates are not recommended for outdoor installation due to the high potential for oxidation to form on the surface. However, please note that some fading or corrosion will occur due to environmental exposure. This would also apply to the gas appliance. Rust/corrosion is not covered under the terms of the warranty policy.

Fan kits may be installed but are not recommended in areas where there is high humidity. The appliance must be vented the same as if installed indoors. Follow the same guidelines/venting parameters when this is installed outdoors. Horizontal termination caps must not discharge into the same space shared by the front of the appliance. Vertical termination caps are recommended.

Appliances approved for use outdoors must be installed in a weatherproof enclosure while still following all clearance to combustible materials as outlined in the appliance manual.

# warranty

## **Exclusions:**

This Limited Lifetime Warranty does not extend to paint, rust or corrosion of any kind due to a lack of maintenance or improper venting, combustion air provision, corrosive chemicals (i.e. chlorine, salt, air, etc.), door, valve, pilot, fan cover, pressure relief door or glass gasketing, batteries, color fading, carbon/soot of the log sets due to use and does not cover lava rock, platinum/glowing embers, andiron black embers, vermiculite.

Malfunction, damage or performance-based issues as a result of environmental conditions, location, chemical damages, downdrafts, installation error, an installation by an unqualified installer, incorrect chimney components (including but not limited to cap size or type), operator error, abuse, misuse, use of improper fuels, lack of regular maintenance and upkeep, acts of God, weather-related problems from hurricanes, tornados, earthquakes, floods, lightning strikes/bolts or acts of terrorism or war, which result in a malfunction of the Appliance are not covered under the terms of this Limited Lifetime Warranty.

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

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

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

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

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

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

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

## **Limitations of Liability:**

The original purchaser's exclusive remedy under this warranty, and FPI's sole obligation under this Limited Lifetime Warranty, express or implied, in contract or in tort, shall be limited to replacement, repair, or refund, as outlined above. IN NO EVENT WILL FPI BE LIABLE UNDER THIS WARRANTY FOR ANY INCIDENTAL OR CONSEQUENTIAL COMMERCIAL DAMAGES OR DAMAGES TO PROPERTY. TO THE EXTENT PERMITTED BY APPLICABLE LAW, FPI MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY SPECIFIED HEREIN. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO DURATION OF THE EXPRESSED WARRANTY SPECIFIED ABOVE. IF IMPLIED WARRANTIES CANNOT BE DISCLAIMED, THEN SUCH WARRANTIES ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.

Some US states do not allow limitations on how long an implied warranty lasts, or allow exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

Customers located outside the US should consult their local, provincial or national legal codes for additional terms, which may apply to this warranty.

## **How to Obtain Warranty Service:**

Customers should contact the authorized selling dealer to obtain warranty service. In the event the authorized selling dealer is unable to provide warranty service, please contact FPI by mail at the address listed below. Please include a brief description of the problem and your address, email and telephone contact information. A representative will contact you to make arrangements for an inspection and/or warranty service.

### Canadian Warrantor:

#### **FPI Fireplace Products International Ltd.**

6988 Venture St. Delta, British Columbia  
Canada, V4G 1H4

### U.S. Warrantor:

#### **Fireplace Products US, Inc.**

PO Box 2189 PMB 125  
Blaine, WA  
United States, 98231

Or contact the Regency Customer Care Centre at 1-800-442-7432 (phone) / 604-946-4349 (fax)  
[/customerservice@regency-fire.com](mailto:/customerservice@regency-fire.com) (e-mail)

## **Product Registration and Customer Support:**

Thank you for choosing a Regency Fireplace. Regency strives to be a world leader in the design, manufacture, and marketing of hearth products. To provide the best support for your product, we request that you complete a product registration form at <http://www.regency-fire.com/Customer-Care/Warranty-Registration.aspx> within **ninety (90)** days of purchase.

# warranty

## Warranty Registration Card



### Product Registration and Customer Support:

Thank you for choosing a Regency Fireplace. Regency strives to be a world leader in the design, manufacture, and marketing of hearth products. To provide the best support for your product, we request that you complete a product registration form found on our Web Site under Customer Care within ninety (90) days of purchase.

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

<http://www.regency-fire.com/Customer-Care/Warranty-Registration.aspx>

For purchases made in **AUSTRALIA**:

<http://www.regency-fire.com.au/Customer-Care/Warranty-Registration.aspx>

You may also complete the warranty registration form below to register your Regency Fireplace Product and mail and/or fax it back to us, and we will register the warranty for you. It is important you provide us with all the information below in order for us to serve you better.

### **Warranty Registration Form (or Register online immediately at the above Web Site):**

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

For purchases made in **CANADA**:

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

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

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

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

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

For purchases made in **AUSTRALIA**:

**Fireplace Products Australia Pty Ltd**  
99 Colemans Road  
Dandenong South, Vic.  
Australia, 3175

Phone: +61 3 9799 7277  
Fax: +61 3 9799 7822

For fireplace care and tips and answers to most common questions please visit our Customer Care section on our Web Site. Please feel free to contact your selling dealer if you have any questions about your Regency product.

warranty

# recycling

## **PRODUCT LIFE CYCLE:**

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



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

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

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

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

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

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