WARNING
FIRE OR EXPLOSION HAZARD
Failure to follow safety warnings exactly could result in serious injury, death, or property damage.

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

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

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

Installed by: Please complete the details on the back cover and leave this manual with the homeowner.
Homeowner: Please keep these instructions for future reference.
To the New Owner:

Congratulations! You are the owner of a state-of-the-art ULTIMATE Gas Stove by FIREPLACE PRODUCTS INTERNATIONAL LTD. The Regency® Gas Series of hand crafted appliances has been designed to provide you with all the warmth and charm of a woodstove, at the flick of a switch. The models U38E-NG11, and U38E-LP11 of this series has been approved by Warnock Hersey/Intertek for both safety and efficiency. As it also bears our own mark, it promises to provide you with economy, comfort and security for many trouble free years to follow. Please take a moment now to acquaint yourself with these instructions and the many features of your Regency® Gas Stove.

**DANGER**

HOT GLASS WILL CAUSE BURNS

DO NOT TOUCH GLASS UNTIL COOLED

NEVER ALLOW CHILDREN TO TOUCH GLASS

A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and shall be installed for the protection of children and other at risk individuals.

**CAUTION:**

HOT WHILE IN OPERATION. DO NOT TOUCH.
SEVERE BURNS MAY RESULT. KEEP CHILDREN, CLOTHING, FURNITURE, GASOLINE, AND ANY LIQUIDS WITH FLAMMABLE VAPOURS AWAY.

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

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

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

U38E-39 Video
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**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.
dimensions

All pictures/diagrams shown throughout this manual are for illustration purposes only. Actual product may vary due to product enhancements.
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 appliances individual manual shut-off must be a t-handle type valve.

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

Decal location

Lower access panel and locate the rating located on the back of the access panel (see image below).

DO NOT REMOVE FROM THE UNIT.
Before You Start

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

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

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

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

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

**YOUNG CHILDREN SHOULD BE CAREFULLY SUPERVISED WHEN THEY ARE IN THE SAME AREA AS THE APPLIANCE. TODDLERS, YOUNG CHILDREN AND OTHERS MAY BE SUSCEPTIBLE TO ACCIDENTAL CONTACT BURNS. A PHYSICAL BARRIERS IS RECOMMENDED IF THERE ARE AT RISK INDIVIDUAL IN THE HOUSE. TO RESTRICT ACCESS TO A FIREPLACE OR STOVE, INSTALL AN ADJUSTABLE SAFETY GATE TO KEEP TODDLERS, YOUNG CHILDREN AND OTHER AT RISK INDIVIDUALS OUT OF THE ROOM AND AWAY FROM HOT SURFACES.**

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

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

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

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

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**WARNING: Cancer and Reproductive Harm**

www.P65Warnings.ca.gov
Lighting Procedure

IMPORTANT: The remote control system supplied with this appliance has several options for starting/operating the appliance using the battery holder and 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 battery holder switch is in the Remote position and / or wall mounted battery holder (if equipped) is in the <REMOTE> position.

2. Press and release the ON/OFF button on the remote handheld transmitter (see Diagram 1). 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).

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

4. The unit will turn on.

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

The system will need to be reset as follows:

a) Turn the system off 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.

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

Cet appareil doit être installé conformément aux codes locaux, s’il y en a. Si non, suivre le Code de gaz naturel et de gaz propane, ANSI Z223.1/NFPA 54, ou les codes de gaz naturel et propane, CSA B149.1.

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

AVERTISSEMENT : Quiconque ne respecte pas 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, consultez un installateur ou un service d’entretien qualifié, ou le fournisseur de gaz.

TO TURN OFF GAS APPLIANCE / POUR ÉTEINDRE UN APPAREIL AU GAZ

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.
3) Appuyer sur la touche ON/OFF de la télécommande.
4) 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
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 all models.

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).

**TECHNICAL DATA**

<table>
<thead>
<tr>
<th>Remote Control</th>
<th>Supply Voltage</th>
<th>4.5V (three 1.5V AAA batteries)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambient temperature ratings</td>
<td>0 - 50°C (32 - 122°F)</td>
<td></td>
</tr>
<tr>
<td>Radio Frequency</td>
<td>315 MHZ</td>
<td></td>
</tr>
</tbody>
</table>

**WARNING:** THE TRANSMITTER AND RECEIVER ARE RADIO FREQUENCY DEVICES. PLACING THE RECEIVER IN OR NEAR METAL MAY SERIOUSLY REDUCE THE SIGNAL

**ATTENTION!**
- Turn “OFF” the main gas supply of the appliance during installation or maintenance of the Receiver device.
- 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**

Initializing the System for the first time

Power the receiver. Activate the procedure of the receiver address programming, see the receiver instruction (*). The Receiver will “beep” three (3) times to indicate that it is ready to synchronize with a Transmitter. Install the 3 AAA type batteries in the Transmitter battery bay, located on the base of the Transmitter, (fig. 3) With the batteries already installed in the Transmitter, push the On button. The Receiver will “beep” four times to indicate the Transmitter’s command is accepted and sets to the particular code of that Transmitter. The system is now initialized.

(*) The receiver may be independent or integral to the IFC hearth appliance control module. The receiver instruction may not be independent when part of the IFC.
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).

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.

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 Receiver will activate the appliance. A single “beep” from the Receiver will confirm reception of the command.

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.

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 Receiver will turn off the appliance. A single “beep” from the Receiver confirms reception of the command.
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.

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.

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.

Split Flow control**

The secondary burner is controlled by the split Flow. To activate this function use the Mode Key (fig. 1) to index to the SPLIT FLOW mode icon (fig. 17 & 18).

Pressing the Up Arrow Key will activate the secondary burner. Pressing the Down Arrow Key will turn the secondary burner off. A single “beep” will confirm the reception of the command.
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.

**CPI/IPI SWITCH**

This appliance comes equipped with a CPI/IPI switch. The function of both the CPI/IPI switch are as follows:
- **Continuous pilot (CPI)** - A pilot that when in operation, is intended to remain continuously ignited until it is manually interrupted.
- **Intermittent pilot (IPI)** - A pilot that is automatically ignited when an appliance is called on to operate and which remains continuously ignited during each period of main burner operation. The pilot is automatically extinguished when each main burner operating cycle is completed. The mode of the fireplace is easily changed from an intermittent pilot ignition system (IPI) to a continuous pilot ignition system (CPI) by using remote control as noted above.

The benefits of having as CPI are as follows:
- Keeps venting primed for trouble free start-up under colder weather conditions or inversions.
- Keeps the unit glass warm, which decreases the amount of condensation on start-up
- Provides owner with flexibility to choose a traditional continuous pilot.

**Thermostat Icon:** If the thermostat icon is not present on the remote transmitter, follow instructions noted below:
1. Take one or all batteries out (removing one battery will work).
2. Press and hold down the Thermostat button on the remote.
3. Reinstall the 3rd battery while still holding thermostat button down.
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 you did not see the “Set” or “Clr” to remove or add the option back to the remote.

Enable all other functions if not present on the remote transmitter, follow instructions noted below:
1. Remove one battery or all batteries (removing one battery will work).
2. Press and hold both the ON/OFF and the MODE button at the same time.
3. Reinstall the 3rd battery while still holding both buttons (keep holding buttons once 3rd battery is installed, then release the mode button only.
4. The screen will show either “Clr” or “Set” with the 1st mode being your option to disable or enable.
5.08: Modifications to NFPA-54, Chapter 10

(2) Revise 10.8.3 by adding the following additional requirements:

(a) For all side wall horizontally vented gas fueled equipment installed in every dwelling, building or structure used in whole or in part for residential purposes, including those owned or operated by the Commonwealth and where the side wall exhaust vent termination is less than seven (7) feet above finished grade in the area of the venting, including but not limited to decks and porches, the following requirements shall be satisfied:

1. INSTALLATION OF CARBON MONOXIDE DETECTORS. At the time of installation of the side wall horizontal vented gas fueled equipment, the installing plumber or gasfitter shall observe that a hard wired carbon monoxide detector with an alarm and battery back-up is installed on the floor level where the gas equipment is to be installed. In addition, the installing plumber or gasfitter shall observe that a battery operated or hard wired carbon monoxide detector with an alarm is installed on each additional level of the dwelling, building or structure served by the side wall horizontal vented gas fueled equipment. It shall be the responsibility of the property owner to secure the services of qualified licensed professionals for the installation of hard wired carbon monoxide detectors.

   a. In the event that the side wall horizontally vented gas fueled equipment is installed in a crawl space or an attic, the hard wired carbon monoxide detector with alarm and battery back-up may be installed on the next adjacent floor level.

   b. In the event that the requirements of this subdivision can not be met at the time of completion of installation, the owner shall have a period of thirty (30) days to comply with the above requirements; provided, however, that during said thirty (30) day period, a battery operated carbon monoxide detector with an alarm shall be installed.

2. APPROVED CARBON MONOXIDE DETECTORS. Each carbon monoxide detector as required in accordance with the above provisions shall comply with NFPA 720 and be ANSI/UL 2034 listed and IAS certified.

3. SIGNAGE. A metal or plastic identification plate shall be permanently mounted to the exterior of the building at a minimum height of eight (8) feet above grade directly in line with the exhaust vent terminal for the horizontally vented gas fueled heating appliance or equipment. The sign shall read, in print size no less than one-half (1/2) inch in size, "GAS VENT DIRECTLY BELOW. KEEP CLEAR OF ALL OBSTRUCTIONS".

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

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

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

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

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

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

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

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

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

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

(e) A copy of all installation instructions for all Product Approved side wall horizontally vented gas fueled equipment, all venting instructions, all parts lists for venting instructions, and/or all venting design instructions shall remain with the appliance or equipment at the completion of the installation.
1. The appliance installation must conform with local codes or, in the absence of local codes, with the current Canadian or National Gas Codes, CAN1-B149 or ANSI-223.1 Installation Codes.

2. The appliance when installed, must be electrically grounded in accordance with local codes, or in the absence of local codes with the current National Electrical Code, ANSI/NFPA 70 or CSA C22.1 Canadian Electrical Code.

3. This appliance is Listed for bedroom installations when used with a Listed Millivolt Thermostat. Some areas may have further requirements, check local codes before installation.

4. This appliance is listed for Alcove installations, maintain minimum Alcove clearances as follows: minimum ceiling height of 66", minimum width of 48" and a maximum depth of 36".

5. This unit is not approved for installation into a mobile home.

6. See general construction and assembly instructions.

7. This appliance must be connected to a vent and terminate to the outside of the building envelope. Never vent to another room or inside a building.

8. Inspect the venting system annually for blockage and any signs of deterioration.

9. Any safety glass removed for servicing must be replaced prior to operating the appliance.

10. To prevent injury, do not allow anyone who is unfamiliar with the operation to use the fireplace.

11. Wear gloves and safety glasses for protection while doing required maintenance.

12. Under no circumstances should this appliance be modified. Parts that have to be removed for servicing should be replaced prior to operating this appliance.

13. Installation and any repairs to this appliance should be done by a qualified service person. A professional service person should be called to inspect this appliance annually. Make it a practice to have all of your gas appliances checked annually.

14. Do not strike the glass door.

15. Under no circumstances should any solid fuels (wood, paper, cardboard, coal, etc.) be used in this appliance.

16. The appliance area must be kept clear and free of combustible materials, (gases and other flammable vapours and liquids).

17. Do not connect this gas appliance to chimney flue serving a separate solid-fuel burning appliance.

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

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

### Installation Checklist

1. Locate your appliance. Refer to the following sections:
   a. Locating Your Ultimate Gas Stove
   b. Exterior Vent Termination Locations
   c. Clearance to Combustibles
   d. Combustion and Ventilation Air

2. Install Louvers. Refer to the "Louver Installation" section.

3. Choose a venting option and install accordingly. Refer to the following sections where applicable:
   a. DV Stove Horizontal Vent Kit Installation
   b. Dura-Vent Termination Kit
   c. Set Vent Restrictors. Refer to "Rigid Pipe Venting Arrangement" section.
   d. Converting a Class-A Metal Chimney or Masonry Chimney to a Direct Vent system.

4. Install 4-AA batteries into receiver. This will enable operation of appliance manually when in "ON" position.

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

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

6. If necessary, see the "Conversion from NG to LPG" section and "Conversion to Lower BTU Rating" section.

7. Test Gas Pressure. Refer to "Gas Pipe Pressure Testing" section.

8. Install standard and optional features. Refer to the following sections where applicable:
   a. Log Set
   b. Front Door
   c. Wall Thermostat
   d. Remote Control
   e. Safety Screen
   f. Louver Installation

9. Final check. Refer to the "Final Check" section.

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

This includes:

1. Clocking the appliance to ensure the correct firing rate (rate noted on label) after burning appliance for 15 minutes.

2. If required, adjusting the primary air to ensure that the flame does not carbon. First allow the unit to burn for 15-20 min. to stabilize.

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

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

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

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

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

Optional Outside Air

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

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

Outside Air Through Pedestal Bottom

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

U38E-NG11 & U38E-LP11 Clearances

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

U38E-NG11 & U38E-LP11 Reference Dimensions

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

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

Outside Air Through Pedestal Bottom

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

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

Optional Outside Air

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

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

Outside Air Through Pedestal Bottom

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

Draft Hood

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

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

High Elevation


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

Venting

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

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

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

**Venting Requirements**

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

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

**Flue Mounting Bracket**

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

Vent Terminations

Installation into Existing Woodstove Flue System

1) Clean existing Chimney system.

2) Run an approved 4" flex liner or "B" vent into existing chimney.

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

**Diagram:**

- Screw
- Flue Mounting Bracket
- Screw hole at rear of stove top
- Existing Chimney
- 4" Flex Liner
- 6" Decorative Collar
- Minimum vertical distance in ft. (m) from roof up to lowest opening in top

**Graph:**

![Graph showing minimum vertical distance from roof up to lowest opening in top](image-url)
Gas Connection

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

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

<table>
<thead>
<tr>
<th>System Data</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>U38E-NG11</strong></td>
</tr>
<tr>
<td><strong>U38E-LP11</strong></td>
</tr>
</tbody>
</table>

**Burner Inlet Orifice Sizes:**
- Natural Gas: #32
- Propane: #50

**Max. Input**
- Natural Gas: 38,000 Btu/h
- Propane: 34,000 Btu/h

**Min. Input**
- Natural Gas: 26,000 Btu/h
- Propane: 27,500 Btu/h

**Supply Pressure**
- Natural Gas: min. 7" w.c.
- Propane: min. 11" w.c.

**Manifold Pressure**
- Natural Gas: 3.5" w.c.
- Propane: 10" w.c.

**Electrical:** 115/60Hz.
Circulation: Variable speed fan, 125/75 CFM.
Log Set: Ceramic fiber, 7 per set.

885 S.I.T. Valve Description

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

Gas Pipe Pressure Testing

The appliance must be isolated from the gas supply piping system by closing its individual manual shut-off valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psig (3.45 kPa). Disconnect piping from valve at pressures over 1/2 psig (14" w.c.).

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

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

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

On Demand Pilot Light

Important: This appliance has a timer built into the pilot light.

The timer starts when the main burner has been shut-off by use of a remote control, thermostat or on/off switch. The timer is set for 7 days. If there has not been a call for heat for this 7 day period, the pilot is designed to extinguish.

See lighting instructions for lighting pilot.
THIS CONVERSION MUST BE DONE BY A QUALIFIED GAS FITTER
IF IN DOUBT DO NOT DO THIS CONVERSION!!

Each Kit contains one LPG
Conversion Kit #753-977
LPG Conversion Kit Contains:
<table>
<thead>
<tr>
<th>Qty.</th>
<th>Part #</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>904-529</td>
<td>5/32” Allen Key</td>
</tr>
<tr>
<td>1</td>
<td>904-641</td>
<td>Burner Orifice #50</td>
</tr>
<tr>
<td>1</td>
<td>918-590</td>
<td>Label “Converted to LPG”</td>
</tr>
<tr>
<td>1</td>
<td>908-528</td>
<td>Red “LPG” label</td>
</tr>
<tr>
<td>1</td>
<td>910-037</td>
<td>LPG Injector (Pilot Orifice)</td>
</tr>
<tr>
<td>1</td>
<td>911-011</td>
<td>Stepper motor</td>
</tr>
<tr>
<td>1</td>
<td>919-993</td>
<td>Instruction Sheet</td>
</tr>
</tbody>
</table>

1. Shut off the gas and electrical supply.
2. Remove the safety screen, open the front door and carefully remove the logs and lava rock.
3. Remove burner. See diagram below.
4. Open pedestal door and remove the chain from door which will allow door to fall.
5. Remove 2 screws that secure the front door to the unit. One screw is on the left hand side and the other on the right hand side. (Left side shown).
6. Remove four screws to remove the access panel (in locations shown below) and the chain attached to the front door and the unit.
7. Turn control knob to the “OFF” position.
8. Remove NG stepper motor by removing 2 screws in locations shown below–replace with LP stepper motor, secure in place with 2 screws.
9. Pull off the pilot cap to expose the pilot orifice.
10. Unscrew the pilot orifice with the allen key and replace with the LPG pilot orifice in the kit.
11. Reinstall new burner orifice LPG stamped #50 and tighten.
12. Remove burner orifice with a 1/2” wrench while using a 9/16” wrench to hold onto the elbow behind the orifice, then discard the orifice.
13. Check for gas leaks with a proper soapy solution or leak detector.
14. Check for proper spark between the ignitor and pilot cap. Refer to “Lighting Procedure” section of the manual for lighting sequence.
15. Check pilot flames. Correct flame pattern has 3 strong blue flames. Adjustment can be made by turning the slotted screw at the top right corner of the valve. Refer to “Maintenance Instructions” section of the manual for correct flame patterns.
17. Attach the label “This unit has been converted to LPG” near or on top of the Serial # decal.
18. Replace yellow “NG” label with red “LPG” label.
19. Check operation of flame control.
20. The burner aeration should be set to 1/2” open for LP. See aeration adjustment details in the manual.
21. Check for proper flame appearance and glow on logs.

Installer Notice:
These instructions must be left with the appliance.
## Conversion to Lower BTU Rating

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

### Natural Gas Conversion Kit 730-920
Contains:

<table>
<thead>
<tr>
<th>Qty.</th>
<th>Part #</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>904-240</td>
<td>Burner Orifice #37 (Natural Gas)</td>
</tr>
<tr>
<td>1</td>
<td>918-034</td>
<td>Decal &quot;Converted to 30,000 Btu&quot;</td>
</tr>
<tr>
<td>1</td>
<td>918-033</td>
<td>Instruction Sheet</td>
</tr>
</tbody>
</table>

### Propane Conversion Kit 730-922
Contains:

<table>
<thead>
<tr>
<th>Qty.</th>
<th>Part #</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>904-390</td>
<td>Burner Orifice #52 (Propane)</td>
</tr>
<tr>
<td>1</td>
<td>918-034</td>
<td>Decal &quot;Converted to 30,000 Btu&quot;</td>
</tr>
<tr>
<td>1</td>
<td>918-033</td>
<td>Instruction Sheet</td>
</tr>
</tbody>
</table>

### Additional Piece (pkg. with unit):
1 Log Bracket Restrictor

1) Shut off the gas and electrical supply.

2) Remove the safety screen - open the front door. Carefully remove the logs and lava rock.

3) Remove burner. See diagram below.

![Burner Diagram](image)

Note: Use a magnetic type screwdriver if possible.

4) Remove burner orifice with a 1/2" wrench and discard.

5) Reinstall new burner orifice (NG stamped #37 or LP stamped #52) and tighten.

6) Reverse steps 3) and 2).

7) Adjust Vent restrictor setting: To set the Vent restriction as indicated in the diagram, simply loosen the screws and push the vent restrictor plate to the correct position. Tighten the screws.

<table>
<thead>
<tr>
<th>Unit</th>
<th>Btu/h</th>
<th>Restrictor Opening</th>
</tr>
</thead>
<tbody>
<tr>
<td>U38E-11</td>
<td>38,000</td>
<td>A 1-3/8&quot; (35mm)</td>
</tr>
<tr>
<td>U38E-11</td>
<td>30,000</td>
<td>B1-1/8&quot; (29mm)</td>
</tr>
</tbody>
</table>

8) Attach the label "This unit has been converted to..." on top of the Serial # decal over the higher Btu information.

9) Check for gas leaks.

10) Check inlet and outlet pressures.

11) Check operation of flame control. Check for proper flame appearance and glow on logs.
Log Set Installation

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

The gas log kit contains the following:

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

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

2. Place Rear Log A on the two pins on the rear log support.

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

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

5. Place the Left Top Log D on the pin on Log B and on top of the cut-out on Log A.
6. Place Front Right Log E on the two pins as shown.

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

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

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

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

10. Next, take the white Platinum Ember material (provided) and gently separate the layers until you have a fine layer to place onto the Embaglow (steel wool type media).
11. Using the harder coal like embers carefully spread these around the OUTSIDE of the burner (1 cup on each side). Do not place or use these hard material embers on top of the burner.

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

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

The driftwood log kit contains the following:

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

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

2. Place Rear Log A on the two pins on the rear log support.

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

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

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

Pins on Rear Log Support

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

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

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

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

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

10. Next, take the white Platinum Ember material (provided) and gently separate the layers until you have a fine layer to place onto the Embaglow (steel wool type media).
11. Using the harder coal like embers carefully spread these around the **OUTSIDE** of the burner (1 cup on each side). Do not place or use these hard material embers on top of the burner.

12. Test fire to ensure proper light off (make sure flame flows smoothly from one end of burner to the other. If there is any flame hesitation, check that area for any burner port blockage.
**Regency® U38E-11 ULTIMATE Freestanding Gas Stove**

**Installation**

**Front Door Installation**

1) Open the two side panels.

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

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

4) The latches should already be at the proper setting. If they are too hard or too easy to close, you may want to adjust them by loosening the latch catch. See diagram 3.

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

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

**Louver Installation**

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

**Test for Flue Spillage**

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

1) Start all exhaust fans in the home and any other gas appliances. Then close all doors and windows.

2) Light the unit and set controls to maximum.

3) After five minutes, test that there is a "pull" on the flue by placing a smoke match, cigarette or similar device which gives off smoke, on the edge of the draft hood. See diagrams. The smoke should be drawn into the draft hood. If the smoke is not drawn into the draft hood, turn the unit off and check for the cause of lack of draft.

**Note:** If the flue is blocked or has a strong reverse flow, the thermally actuated safety switch mounted in the draft hood will automatically shut off the gas supply within about 10 minutes. If the heater turns off because of this during the spillage test, check for the cause of the lack of draft.

--

**Diagram 1**

**Diagram 2**

**Diagram 3**

**Note:** The door latch may require adjustment as the door gasket material compresses after a few fires and after glass replacement. Turn the latch catch inward or outward to loosen or tighten.
This heater does not require a 120V A.C. supply for operation but highly recommended. In case of a power failure, the remote control/thermostat will continue to operate.

**Note:** The fan does require 120 volt power for it to operate.

**Note:**
4 AA Batteries must be installed into the back up battery compartment however for this unit to operate when power is lost. See battery back up instructions in this manual. The fan will not operate during a power outage.

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

**CAUTION:** Ensure that the wires do not touch a hot surface and are away from sharp edges.
Battery Backup

To operate the stove during a power outage or when power is not available see the following steps.

1. Open up front pedestal door. Remove 2 Phillips head screws to remove cover plate. Place screws to the side. See diagram 1.

2. Press down on both tabs to remove battery compartment door. See diagrams 2 and 3.

3. Install 4 AA batteries ensuring they are polarity correct. See diagram 4.

4. Reverse steps 3-1.
First Fire

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

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

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

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

Operating Instructions

1) Read and understand these instructions before operating this appliance.
2) Check to see that all wiring is correct and enclosed to prevent possible shock.
3) Check to ensure there are no gas leaks.
4) Make sure the glass in the door frame is properly positioned. Never operate the appliance with the glass removed. Never strike the glass or slam the door shut.
5) Verify that the venting and cap are unobstructed.
6) Verify log placement. If the pilot cannot be seen when lighting the unit - the logs have been incorrectly positioned.
7) The unit should never be turned off, and on again without a minimum of a 60 second wait. This remote control requires coding. See remote coding instructions for details.

NOTE: This appliance will operate with 4 AA back-up batteries installed (see Back-up Battery section for details) during power outages. Only the fan and light will not operate until power is restored. If the remote is misplaced, the unit can be shut off by flipping the main ON/OFF switch, located behind the front cover plate, to the OFF position.

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

Optional Wall Thermostat

A wall thermostat may be installed if desired. Connect the wires as per the wiring diagrams.

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

Regency® offers an optional programmable thermostat but any 250-750 millivolt rated non-anticipator type thermostat that is CSA, ULC or UL approved may be used.

CAUTION
Do not connect the wall thermostat wires to the 120V wires.
Normal Operating Sounds of Gas Appliances

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

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

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

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

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

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

Maintenance Instructions

1) Always 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 the logs are fragile and easily damaged.

2) Clean glass (never when unit is hot), appliance, and door with a damp cloth. Never use an abrasive cleaner.

3) The heater is finished in a porcelain finish or with a heat resistant paint and should only be refinished with heat resistant paint (not with wall paint).

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

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

6) The appliance and venting system must be inspected before use, and at least annually, by a qualified field service person, to ensure that the flow of combustion and ventilation air is not obstructed.

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

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

8) Each time the appliance is lit, it may cause condensation and fog the glass. This condensation and fog is normal and will disappear in a few minutes as the glass heats up.

   Never operate the appliance without the glass properly secured in place

Flame Pattern

Periodically check the pilot and main burner flames. Correct pilot 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).

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

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

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

**U38E-11 with 38,000 Btu/h**
- U38E-NG11 Natural Gas: 1/4" open
- U38E-LP11 Propane: 1/2" open

**U38E-11 with 30,000 Btu/h**
- U38E-NG11 Natural Gas: 3/16" open
- U38E-LP11 Propane: 3/8" open

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

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

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

Clockwise to open, counter-clockwise to close.

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

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

**Note:** Aeration Adjustment should only be performed by an authorized Regency® Installer at the time of installation or service.
Maintenance Instructions

1) Always shut the valve off before cleaning. For relighting, refer to lighting instructions. Keep the burner and control compartment clean by brushing and vacuuming at least once a year. When cleaning the logs, use a soft clean brush as the logs are fragile and easily damaged.

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

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

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

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

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

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

6) Verify proper operation after servicing.

Log Replacement

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

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

Door and Glass Gasket

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

Glass Replacement

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

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

Panel Door

1) Remove the door from the unit and place on a soft surface to prevent scratching.

2) Pull out the door gasket.

3) Remove the nuts holding the glass retainers in place.

4) Remove the glass retainers (sides, top and bottom) and the door catch plate.

5) Replace the glass. The glass must have gasketing around it.

6) Reverse the previous steps, replace the retainers and fasten with the nuts but do not overtighten, as this can break the glass. Note: the door catch plate fits on top of the left side retainer.

7) Put gasket glue on the retainers, but do not put glue on the screws. Replace the door gasket, the two ends butt tight together on the bottom edge of the door.

8) Replace door on the stove and check the seal.

Door and Glass Gasket

Door Gasket (gasket ends butt tight together on bottom edge of door)

IMPORTANT Disconnect power supply before servicing

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

Fan Maintenance

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

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

IMPORTANT: These fans collect a lot of dust from within your home. Ensure you maintain these fan motors on a regular basis by vacuuming out the fan squirrel cages, around the motor, and around the grills on the back of the stove.
**To Remove U38E-11 Fan:**

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

**Replacing U38E-11 Fan:**

Reverse the above steps (1 - 4).

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

**Valve replacement**

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

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

1) Remove safety screen and open front pedestal door. You may want to put a soft cloth on the base of the unit so that when the pedestal door is open it doesn’t scratch the paint.

2) Undo the four screws holding the control panel in place.

3) Disconnect all the receiver wires from the back of the panel and then remove panel. You should lay the panel on a soft cloth so it doesn’t get marked up.

4) Disconnect the Stepper Motor wire.

5) Disconnect "com" wire that leads to the fan module if installed.

6) Carefully remove the logs and lava rock.

7) At this point you should disconnect the gas at the valve.

8) Remove the burner by removing the two 1/4" hex head screws. See diagram below.

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

10) Carefully lift the burner tray assembly out.

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

**Note:** Use a magnetic type screwdriver.
# U38E-11 Main Assembly

<table>
<thead>
<tr>
<th>Part #</th>
<th>Description</th>
<th>Part #</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1)</td>
<td>732-929 Safety Screen</td>
<td>750-026</td>
<td>Rear Panel</td>
</tr>
<tr>
<td>2)</td>
<td>560-921 Top/Bottom Brush Nickel Louver Assy (Optional)</td>
<td>30) 730-517/P Fan Assembly</td>
<td>Rear Panel</td>
</tr>
<tr>
<td>560-922</td>
<td>Top/Bottom Black Louver Assy (Optional)</td>
<td>32) 730-565 Firebox Baffle</td>
<td>Rear Panel</td>
</tr>
<tr>
<td>9)</td>
<td>560-055 Fan Access Door</td>
<td>33) 560-535 False Top Assembly</td>
<td>Rear Panel</td>
</tr>
<tr>
<td>10)</td>
<td>730-034 Gasket for Fan Access Door</td>
<td>34) 590-273 Flue Attachment Bracket</td>
<td>Rear Panel</td>
</tr>
<tr>
<td>11)</td>
<td>910-331/P Fan Motor (120 Volt)</td>
<td>35) 590-930 Ult. 6&quot; Flue Collar (Optional)</td>
<td>Rear Panel</td>
</tr>
<tr>
<td>12)</td>
<td>911-179 Power Cord IFC Proflame II (120 Volt)</td>
<td>38) 820-058 Pedestal Base Cover</td>
<td>Rear Panel</td>
</tr>
<tr>
<td>15)</td>
<td>*Pedestal Assembly</td>
<td>948-223</td>
<td>Logo Plate</td>
</tr>
<tr>
<td>16)</td>
<td>730-039 Pedestal Door</td>
<td>919-973</td>
<td>Manual</td>
</tr>
<tr>
<td>17)</td>
<td>904-257 Pedestal Door Magnet</td>
<td>11) 732-084 Pedestal Back</td>
<td>Rear Panel</td>
</tr>
<tr>
<td>18)</td>
<td>732-084 Pedestal Back</td>
<td>18) 733-011 Front Control Panel Plate</td>
<td>Rear Panel</td>
</tr>
<tr>
<td>20)</td>
<td>730-531 Short Side Panel Door Assy (each)</td>
<td>19) 560-031 Hinge for Side Panel (each)</td>
<td>Rear Panel</td>
</tr>
<tr>
<td>21)</td>
<td>904-258 Side Panel Door Magnet (each)</td>
<td>20) 730-531 Short Side Panel Door Assy (each)</td>
<td>Rear Panel</td>
</tr>
<tr>
<td>23)</td>
<td>948-255 Door Latch c/w Hook (each)</td>
<td>21) 560-031 Hinge for Side Panel (each)</td>
<td>Rear Panel</td>
</tr>
</tbody>
</table>

*Not available as a replacement part.
## U38E-11 Burner & Log Assembly

<table>
<thead>
<tr>
<th>Part #</th>
<th>Description</th>
<th>Part #</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>59. 753-774/P</td>
<td>Valve Assembly - Natural Gas</td>
<td>910-250</td>
<td>Spill Switch - Manual Reset</td>
</tr>
<tr>
<td>753-776/P</td>
<td>Valve Assembly - Propane</td>
<td>910-705</td>
<td>Wire High Temp - Valve End</td>
</tr>
<tr>
<td>60. 911-084</td>
<td>Valve NG 885 SIT IPI 0.885.001</td>
<td>910-749</td>
<td>Wire Thermodisc To Switch</td>
</tr>
<tr>
<td>911-085</td>
<td>Valve LP 885 SIT IPI 0.885.002</td>
<td>910-802</td>
<td>Wire SIT Valve To Burner On/Off</td>
</tr>
<tr>
<td>66. 911-284</td>
<td>Pilot Assy IPI NG 2 Flame 0.199.050911-006</td>
<td>911-173</td>
<td>Wire Harness IFC No CPI Switch 584.924</td>
</tr>
<tr>
<td>911-285</td>
<td>Pilot Assy IPI LP 2 Flame</td>
<td>911-178</td>
<td>Wire 2 Pos IFC Burner On/Off</td>
</tr>
<tr>
<td>67. 904-688</td>
<td>#32 Orifice - N.G. at 38,000 Btu/h</td>
<td>911-257</td>
<td>Wire 2 Pos IFC Fan</td>
</tr>
<tr>
<td>904-240</td>
<td>#37 Orifice - N.G. at 30,000 Btu/h</td>
<td></td>
<td></td>
</tr>
<tr>
<td>904-689</td>
<td>#33 Orifice - N.G. at 35,000 Btu/h</td>
<td>911-266/P</td>
<td>IFC Board SIT Profilm II 7day PV+5 Sec.FFRT 0.584.625</td>
</tr>
<tr>
<td>904-390</td>
<td>#52 Orifice - Propane at 30,000 Btu/h</td>
<td>911-210</td>
<td>Antenna IFC Shielded Harness 315MHz</td>
</tr>
<tr>
<td>904-641</td>
<td>#50 Orifice - Propane at 38,000 Btu/h</td>
<td>911-282</td>
<td>Wire Harness Battery Box Profilame II .584.922</td>
</tr>
<tr>
<td>936-170</td>
<td>Orifice Gasket</td>
<td>911-286</td>
<td>Black Battery Cover Plate With Switch Black 0.584.801</td>
</tr>
<tr>
<td>71. 732-514</td>
<td>Rear Log Bracket</td>
<td>911-127</td>
<td>Remote Control Battery Door IPI</td>
</tr>
<tr>
<td>75. 732-930</td>
<td>Log Set Complete - Oak</td>
<td></td>
<td></td>
</tr>
<tr>
<td>732-931</td>
<td>Log Set Complete - Driftwood</td>
<td></td>
<td></td>
</tr>
<tr>
<td>902-058</td>
<td>Lave (Bag)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>946-669</td>
<td>Platinum Embers (Bag)</td>
<td>100. 911-037</td>
<td>Flame sensor</td>
</tr>
<tr>
<td>946-708</td>
<td>Embaglow Embers (Bag)</td>
<td>101. 911-038</td>
<td>Flame Electrode</td>
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<tr>
<td>78. 737-550</td>
<td>Burner Assembly (NG/LP)</td>
<td>102. 910-432</td>
<td>Pilot Tube with Nuts</td>
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<tr>
<td>80. 260-565</td>
<td>Air Shutter Gear Assembly - Female</td>
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<td></td>
</tr>
<tr>
<td>81. 904-565</td>
<td>Hex Key 3/16&quot; AF</td>
<td></td>
<td></td>
</tr>
<tr>
<td>84. 911-010</td>
<td>Stepper Motor NG For 885/886 SIT 0.907.013</td>
<td></td>
<td></td>
</tr>
<tr>
<td>911-011</td>
<td>Stepper Motor LP For 885/886 SIT 0.907.012</td>
<td></td>
<td></td>
</tr>
<tr>
<td>911-187</td>
<td>Remote Battery Compartment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>911-175</td>
<td>Remote handheld (GTMF)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>911-127</td>
<td>Battery Compartment Door</td>
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</tr>
<tr>
<td>910-036</td>
<td>Pilot Orifice LP #51 0.977.165</td>
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</tr>
<tr>
<td>910-037</td>
<td>Pilot Orifice NG #30 0.977.167</td>
<td></td>
<td></td>
</tr>
<tr>
<td>911-039</td>
<td>Pilot Hood</td>
<td></td>
<td></td>
</tr>
<tr>
<td>753-977</td>
<td>Conversion Kit LP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>911-093</td>
<td>120 Volt Power Cord (10 foot extension)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>911-137</td>
<td>Pilot Clip</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Not available as a replacement part.*
## U38E-11 Door Assembly

<table>
<thead>
<tr>
<th>Part #</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>732-943</td>
<td>Black Wrap Door - Complete</td>
</tr>
<tr>
<td>732-944</td>
<td>Brushed Nickel Wrap Door - Complete</td>
</tr>
<tr>
<td>101)</td>
<td>Door Gasket Kit</td>
</tr>
<tr>
<td>105) *</td>
<td>Ceramic Paper</td>
</tr>
<tr>
<td>107)</td>
<td>Glass Gasket</td>
</tr>
<tr>
<td>111) *</td>
<td>Door Frame Fibre Paper</td>
</tr>
<tr>
<td>208)</td>
<td>Wrap Glass</td>
</tr>
<tr>
<td>209)</td>
<td>Door Mounting Bracket</td>
</tr>
</tbody>
</table>

*Not available as a replacement part.*
Limited Lifetime Warranty

FPI Fireplace Products International Ltd. (for Canadian customers) and Fireplace Products U.S., Inc. (for U.S. 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 warranty and the period of such coverage is set forth in the table below.

Some conditions apply (see below).

The policy is not transferable, amendable or negotiable under any circumstances.

<table>
<thead>
<tr>
<th>Indoor Gas Products</th>
<th>Part</th>
<th>Supplier Warranty</th>
<th>Labor Coverage (Years)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warranty Coverage</td>
<td>Lifetime</td>
<td>5 years</td>
<td>2 years</td>
</tr>
<tr>
<td>Parts and Labor</td>
<td>Firebox and Heat Exchanger</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Steel Burner Tube</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Glass Thermal breakage only</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>All Surrounds/Inlays Finishes</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Brick Panels/Log sets/Ceramic Burners</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>All Castings</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Valve assembly and all gas control components, (Pilot assembly, flame sensors, Spark Electrode, Pilot Tubing, Orifices, Thermocouple, Thermopile)</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>All Other Electrical components, (Ignition Control Boards, Wiring, Switches, Blowers, Blower Control Module, Battery Pack, Remote Control Systems)</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Enamel Panels</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Venting/Venting Components</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>All Stainless steel surrounds</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>All Firebox Media (Crystals, Firebeads, Volcanic, Ceramic &amp; Spa Stones)</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>All hardware</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mesh/Glass Safety Barriers</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Accent Light Bulbs</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Glass (Crazing)</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

Conditions:

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

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 own discretion fully discharge all of its obligations under the 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 complaints on location in the field claimed to be defective prior to processing or authorizing of 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.

Unit 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 to ensure the unit is operating as designed at the time of installation.

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

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

Exclusions:
This Limited Lifetime Warranty does not extend to paint, rust or corrosion of any kind due to a lack of maintenance or improper venting, combustion air provision, corrosive chemicals (i.e. chlorine, salt, air, etc.), door or glass gasketing.

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

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

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

Any unit showing signs of neglect or misuse will not be covered under the terms of this warranty policy and may void this warranty. This includes units with rusted or corroded fireboxes which have not been reported as rusted or corroded within three (3) months of installation/purchase.

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

Units 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.

FPI is not liable for the removal or replacement of facings or finishing in order to repair or replace any appliance in the field.

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 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 U.S. 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 U.S. should consult their local, provincial or national legal codes for additional terms which may be applicable 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 U.S., 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)

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.
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:

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):**

<table>
<thead>
<tr>
<th>Warranty Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serial Number (required):</td>
</tr>
<tr>
<td>Purchase Date (required) (mm/dd/yyyy):</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Product Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product Model (required):</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Dealer Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dealer Name (required):</td>
</tr>
<tr>
<td>Dealer Address:</td>
</tr>
<tr>
<td>Dealer Phone #:</td>
</tr>
<tr>
<td>Installer:</td>
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<tr>
<td>Date Installed (mm/dd/yyyy):</td>
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</table>

<table>
<thead>
<tr>
<th>Your Contact Details (required)</th>
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</thead>
<tbody>
<tr>
<td>Name:</td>
</tr>
<tr>
<td>Address:</td>
</tr>
<tr>
<td>Phone:</td>
</tr>
<tr>
<td>Email:</td>
</tr>
</tbody>
</table>

For purchases made in CANADA: FPI Fireplace Products International Ltd.
6988 Venture St.
Delta, British Columbia
Canada, V4G 1H4

Phone: 604-946-5155
Fax: 604-946-4349

For purchases made in the UNITED STATES: Fireplace Products U.S., Inc.
PO Box 2189 PMB 125
Blaine, WA
United States, 98231

Phone: 604-946-5155
Fax: 604-946-4349

For purchases made in AUSTRALIA: Fireplace Products Australia Pty Ltd
1-3 Conquest Way
Hallam, VIC
Australia, 3803

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

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

<table>
<thead>
<tr>
<th>Dealer Name &amp; Address:</th>
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<tbody>
<tr>
<td>Installer:</td>
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<tr>
<td>Phone #:</td>
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<td>Date Installed:</td>
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<td>Serial No.:</td>
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