



# Energy™ E33 Gas Insert

MODELS: E33-NG10 Natural Gas E33-LP10 Propane

## Owners & Installation Manual



### **⚠ 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 your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency or the gas supplier.



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


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

## REGENCY GAS FIREPLACE INSERT

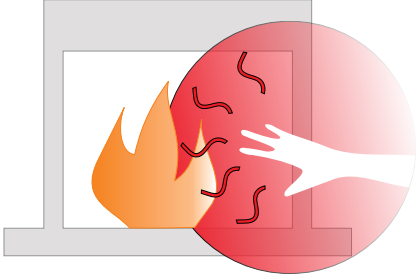
### TO THE NEW OWNER

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

The E33 Gas Insert has been designed to provide you with all the warmth and charm of a fireplace, at the flick of a switch. The E33-NG10 and E33-LP10 have 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 Fireplace.



# 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 must 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 OTHER LIQUIDS WITH FLAMMABLE VAPOURS AWAY.**

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

920-408

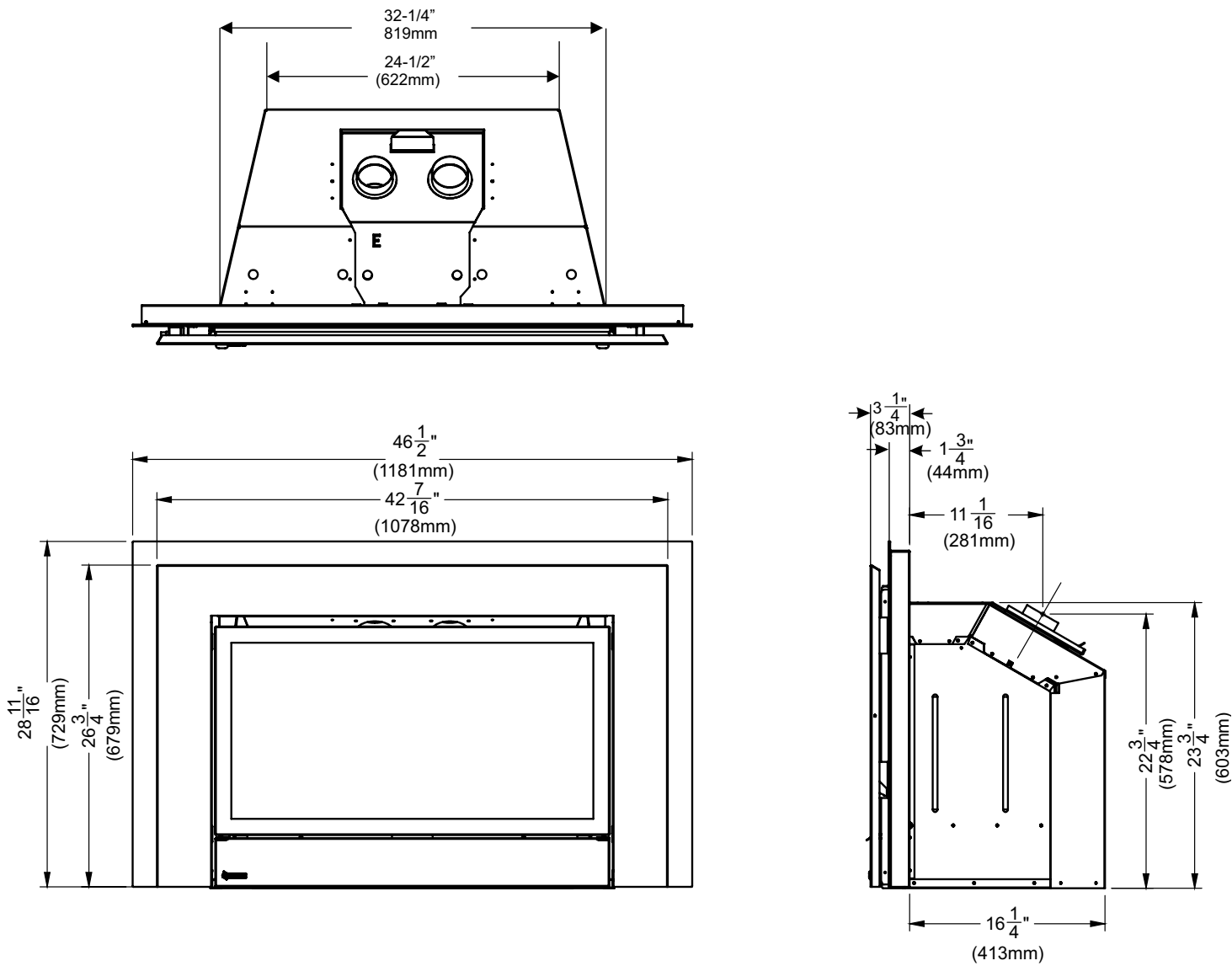


919-874



Energy E33 Video

UNIT DIMENSIONS  
LOW PROFILE FACEPLATE

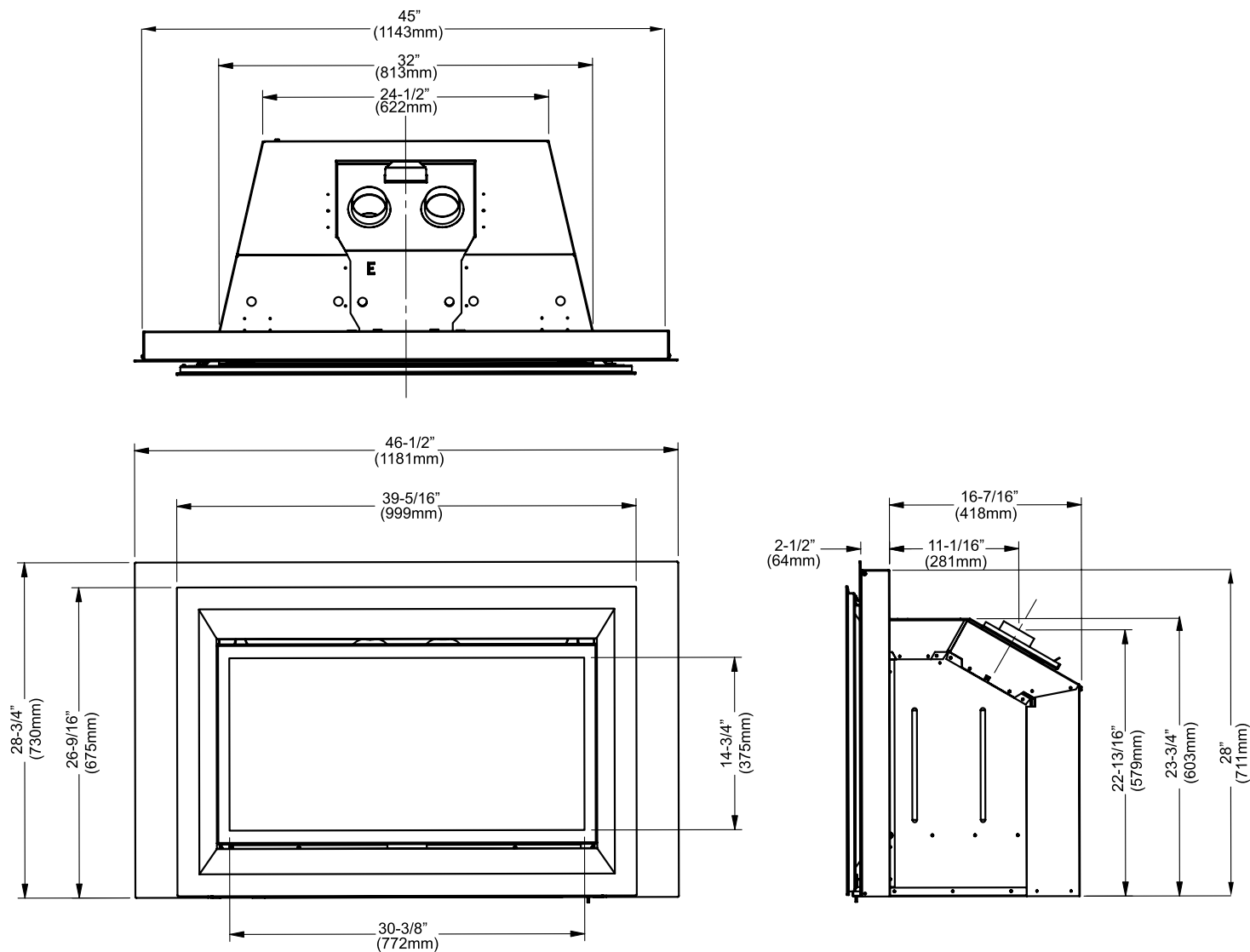


This appliance does not have the capability to adjust the fan speed using the supplied remote — even though the remote transmitter allows this function. The appliance fan is controlled by a fan speed controller (rheostat) or on/off switch depending on the model.

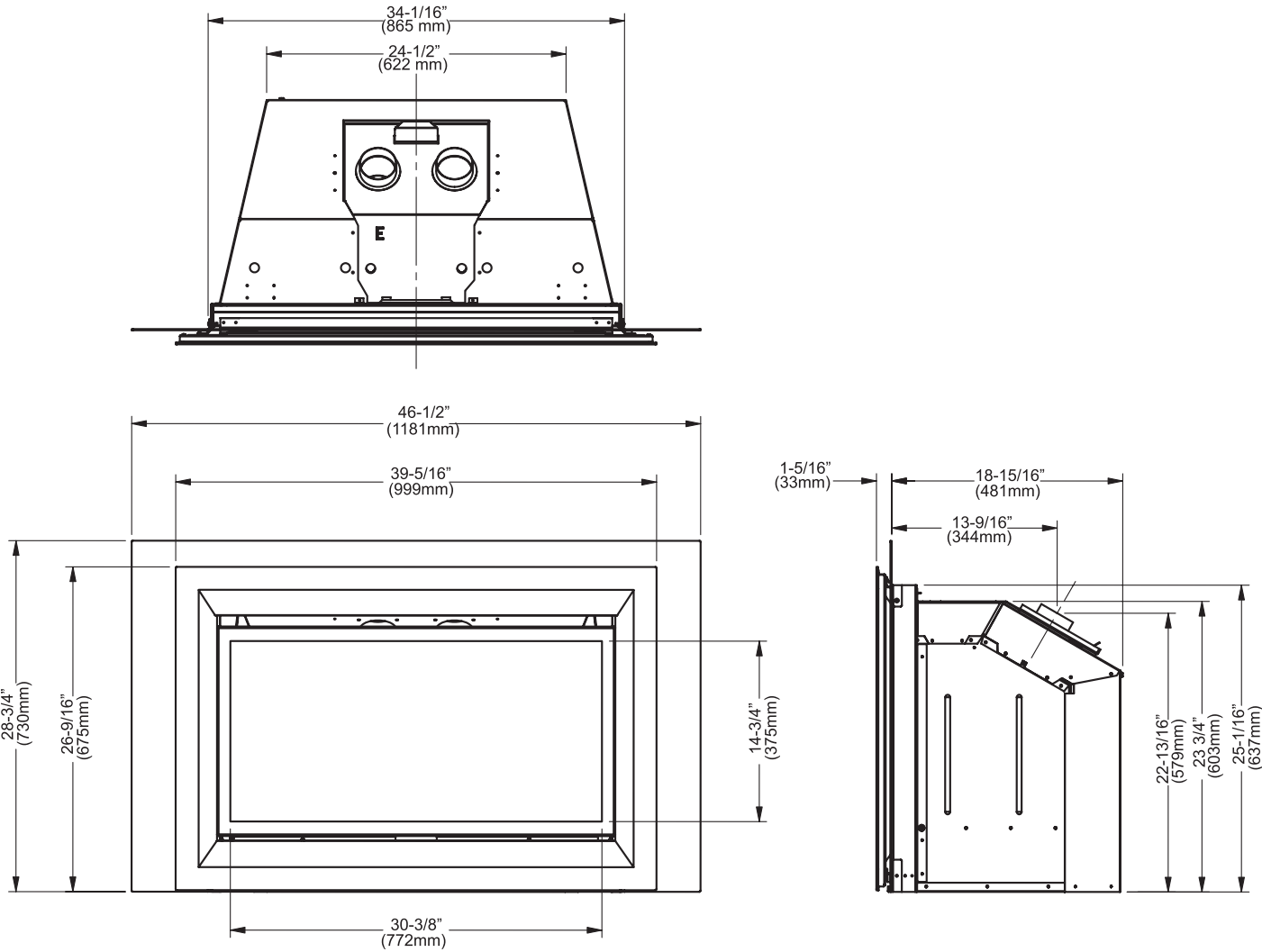
**ALL PICTURES / DIAGRAMS SHOWN THROUGHOUT THIS MANUAL ARE FOR ILLUSTRATION PURPOSES ONLY.  
ACTUAL PRODUCT MAY VARY DUE TO PRODUCT ENHANCEMENTS.**

## 4 | dimensions

### UNIT DIMENSIONS OPTIONAL VIGNETTE FACEPLATE WITH SPACER

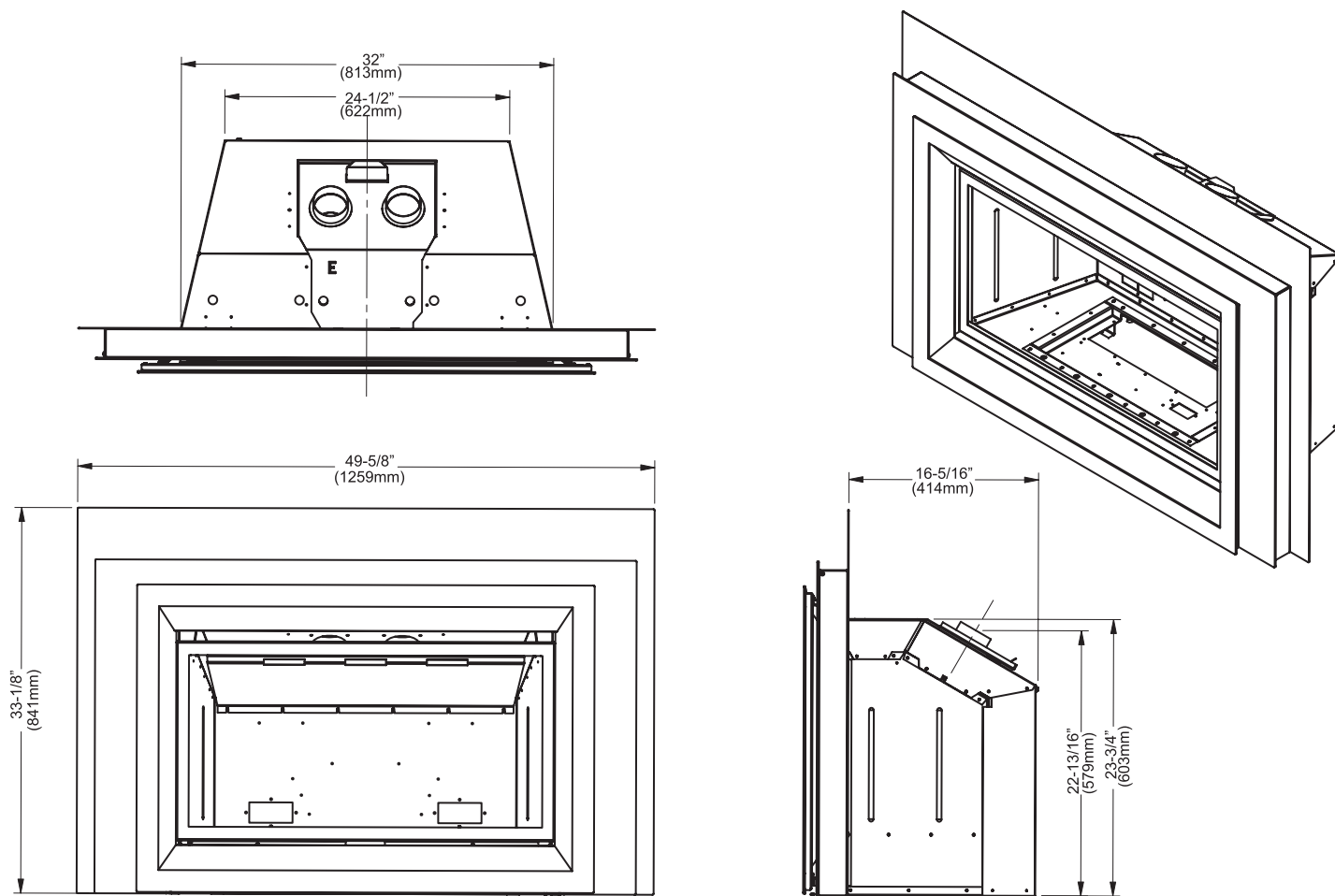


UNIT DIMENSIONS  
OPTIONAL VIGNETTE FACEPLATE WITHOUT SPACER

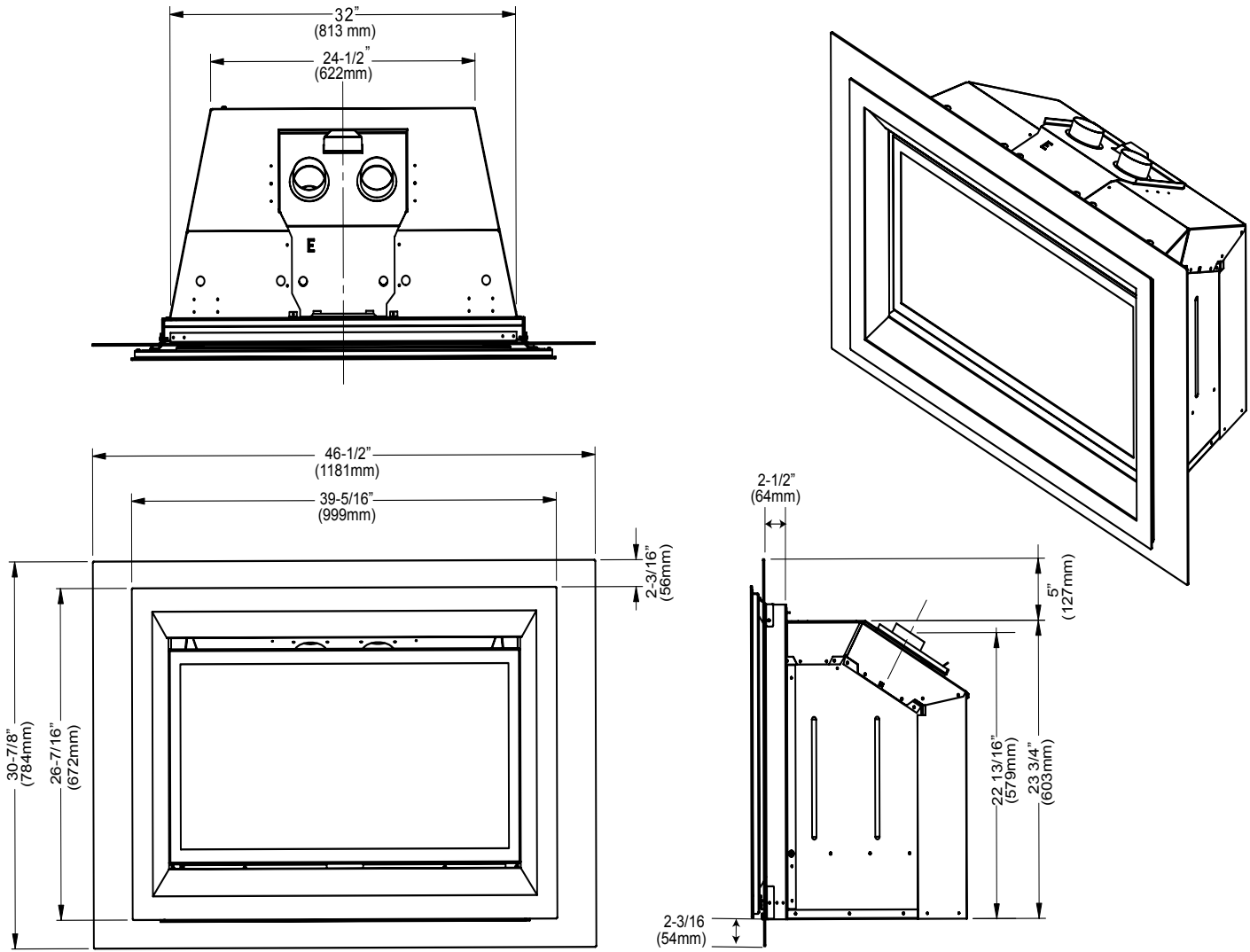


## 6 | dimensions

### UNIT DIMENSIONS OVERSIZE BACKINGPLATE WITH SPACER



**UNIT DIMENSIONS**  
**OPTIONAL 4 SIDED VIGNETTE FACEPLATE**



## 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>Date Installed:</b> _____
<b>Install Address:</b> _____	<b>Location of Fireplace:</b> _____
<b>Serial No:</b> _____	<b>Installer:</b> _____
<b>Model No:</b> _____	

Site Requirements	YES	NO
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?		
Unit Setup	YES	NO
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?		
Venting	YES	NO
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?		
Electrical and Wiring	YES	NO
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?		
Gas	YES	NO
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?		



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>		

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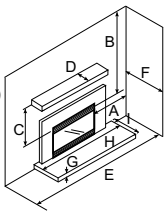
## Warranty

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This is a copy of the labels that accompany each E33 Gas Insert. We have printed a copy of the contents here for your review. The safety label is located on a plate inside the base of the unit visible when the bottom louver is opened. Ensure that the safety label is attached to the unit.

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

## COPY OF SAFETY LABEL

Duplicate Serial number		<b>298</b>																																				
<div style="display: flex; justify-content: space-between;"> <div>  <p><b>Listed:</b> VENTED GAS FIREPLACE HEATER/FOYER AU GAZ À ÉVACUATION  <b>Certified to/Certifié pour :</b> ANSI Z21.88:2019</p> </div> <div>  <p><b>DO NOT REMOVE THIS LABEL / NE PAS ENLEVER CETTE ÉTIQUETTE</b></p> </div> </div>																																						
<b>Intertek</b> <b>C#4001172</b>		<b>298</b>																																				
<p><b>MAY BE INSTALLED IN MANUFACTURED (MOBILE) HOMES AFTER FIRST SALE</b>  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>																																						
Serial No. / No de série																																						
<div style="border: 1px solid red; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> <span style="color: red; font-weight: bold;">E33-NG10</span> </div> Model/Modèle :	<b>NATURAL GAS FIREPLACE INSERT: MODEL E33-NG10</b> <b>Factory Equipped For Altitude 0-4500ft. (0-1370m)</b>																																					
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<b>MADE IN CANADA /FABRIQUÉ AU CANADA</b>																																						
<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 must be installed in accordance with the Standard CAN/CSA Z240 MH, Mobile Housing, in Canada, or with the Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280, in the United States, or when such a standard is not applicable, ANSI/NCSCS A225.1/NFPA 501A, Manufactured Home Installations Standard or ANSI A119.2 ou NFPA 501C Standard for Recreational Vehicles</p> <p>This appliance is only for use with the type of gas indicated on the rating plate and may be installed in an aftermarket, permanently located, manufactured (mobile) home where not prohibited by local codes. See owner's manual for details.</p> <p><b>WARNING:</b> This fireplace has been converted for use with a gas fireplace insert only and cannot be used for burning wood or solid fuels unless all original parts have been replaced, and the fireplace re-approved by the authority having jurisdiction.</p> <p>Installer l'appareil selon les codes ou règlements locaux, ou, en l'absence de tels règlements, selon les codes d'installation ANSI Z223.1, National Fuel Gas Code ou CSA-B149.1 en vigueur.</p> <p>Installer l'appareil selon la norme CAN/CSA-Z240, Série MM, Maisons mobiles ou CAN/CSA-Z240 VC, Véhicules de camping, ou la norme 24 CFR Part 3280, Manufactured Home Construction and Safety Standard. Si ces normes ne sont pas pertinentes, utiliser la norme ANSI/NCSCS A225.1/NFPA 501A, Manufactured Home Installations Standard, ou ANSI A119.2 ou NFPA 501C Standard for Recreational Vehicles.</p> <p>Cet appareil doit être utilisé uniquement avec le type de gaz indiqué sur la plaque signalétique. Cet appareil peut être installé dans une maison préfabriquée ou mobile (É.-U. seulement) installée à demeure si les règlements locaux le permettent. Voir la notice de l'utilisateur pour plus de renseignements.</p> <p><b>AVERTISSEMENT:</b> Ce foyer a été converti pour être utilisé avec un foyer au gaz encastrable et ne peut être utilisé pour brûler du bois ou d'autres combustibles solides à moins que toutes les pièces d'origine aient été remplacées et que le foyer ait été approuvé de nouveau par l'autorité compétente.</p> <p><b>This vented gas fireplace heater is not for use with air filters. Ne pas utiliser de filtres à air avec ce foyer au gaz à évacuation.</b>  For use with glass doors certified with the appliance only. À utiliser uniquement avec les portes en verre certifiées avec l'appareil</p> <p><b>For Use Only with Barrier (Part # 342-013) With Low Profile or (Part n° 342-046) Installed with Vignette Follow installation instructions.</b>  Utiliser uniquement avec l'écran (pièce n°342-013) avec façade profilée ou (pièce n°342-046) installée avec façade Vignette. Suivre les consignes d'installation.</p>																																						
<p><b>VENTED GAS FIREPLACE HEATER - NOT FOR USE WITH SOLID FUELS. CATEGORY I</b>  <b>FOYER AU GAZ À ÉVACUATION - NE PAS UTILISER AVEC UN COMBUSTIBLE SOLIDE. CATÉGORIE I</b></p>																																						
919-378b																																						

## MA Code - CO Detector (for the State of Massachusetts only)

### 5.08: Modifications to NFPA-54, Chapter 10

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## IMPORTANT MESSAGE SAVE THESE INSTRUCTIONS

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

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

## FOR YOUR SAFETY

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

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

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

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



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

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

## BEFORE YOU START

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

### General Safety Information

- 1) The appliance installation must conform with local codes or in the absence of local codes, with CSA B149.1 (in Canada) or the National Fuel Gas Code ANSI Z223.1 in the U.S.A. This appliance should be installed by a qualified gas fitter technician only.

- 2) Installation and repair should be done by a qualified service person.
- 3) The appliance should be inspected before use and at least annually by a professional service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, animal hair, etc. It is imperative that control compartments, burners and circulating air passageways of the appliance be kept clean.
- 4) See general construction and assembly instructions. This appliance may only be installed in a vented, noncombustible fireplace.
- 5) This appliance is Listed for bedroom installations when used with a Listed Millivolt Thermostat. Some areas may have further requirements, check local codes before installation.
- 6) Always connect this insert to a vent system venting to the outside of the building envelope. Never vent to another room or inside a building. Make sure that the vent is properly sized and is of adequate height to provide the proper draft.
- 7) Inspect the venting system annually for blockage and any signs of deterioration.
- 8) Any glass removed for servicing must be replaced prior to operating the appliance.
- 9) To prevent injury, do not allow anyone who is unfamiliar with the operation to use the fireplace.
- 10) Due to high temperatures, the appliance should be located out of high traffic areas and away from furniture and draperies. Children and adults should be alerted to the hazards of high surface temperatures, especially the fireplace glass and gold trims, and should stay away to avoid burns or clothing ignition. Young children should be carefully supervised when they are in the same room as the appliance. Clothing or other flammable material should not be placed on or near the appliance.
- 11) This appliance can be operated without brick panels.
- 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.

For the State of Massachusetts, installation and repair must be done by a plumber or gasfitter licensed in the Commonwealth of Massachusetts. For the State of Massachusetts, flexible connectors shall not exceed 36 inches in length. For the State of Massachusetts, the appliances individual manual shut-off must be a t-handle type valve. The State of Massachusetts requires the installation of a carbon monoxide alarm in accordance with NFPA 720 and a CO alarm with battery back up in the same room where the gas appliance is installed.

## SPECIFICATIONS

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

### Gas Input Capacity:

Natural Gas	38,000 Btu/h
Propane	35,500 Btu/h

### Min. Input:

Natural Gas	20,000 Btu/h
Propane	19,000 Btu/h

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

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

**Circulation Fan:** Variable speed, 127 CFM.

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

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

## INSTALLATION CHECKLIST

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

The Regency Gas Insert is installed as listed below.

- 1) Check all clearances to combustibles. Refer to the following sections where applicable:
  - a. Minimum Clearances to Combustibles.
  - b. Combustible Mantel Clearances
- 2) Make the gas connection. Refer to the "Gas Connection" section.
- 3) Install the 3" flue liner to the sliding connector plate. Refer to the "Flue Liner Installation" section.
- 4) Slide the unit half way into the fireplace.
- 5) Pull the vent connector plate through the tapered brackets and fasten to the front plate. Refer to the "Flue Liner Installation" section.
- 6) Slide the unit fully into the fireplace.
- 7) Install 4 AA batteries into receiver. Hook receiver to wire marked receiver, this will enable operation of the appliance manually when position in "ON" position.  
 Note: Batteries are required in both remote receiver (4 x AA Batteries) & remote hand held (3 x AAA batteries) in order to operate appliance using the remote control.
- 8) Test gas pressure, refer to the "Gas Pipe Pressure Testing" section. Check aeration system, refer to "Gas Insert Aeration System" section.

- 9) Install standard and optional features. Refer to the following sections where applicable:

- a. Brick Panels
- b. Log Installation
- c. Faceplate
- d. Standard Flush Door
- e. Remote Control

- 10) **Final check. Refer to the "Operating Instructions" section.** 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. Refer to the "Gas Insert Aeration System" section.
- c) Ensuring that the appliance is venting correctly.

## MATERIALS REQUIRED

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

**NOTE: This unit is equipped with a heat sensor thermodisc which will prevent the blower from operating until the unit reaches the correct temperature.**



## GAS PRESSURE TESTING

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

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

The E33 Gas Inserts have been tested and approved to be vented into any masonry fireplace or approved solid fuel burning factory built fireplace that will allow the insert to physically fit into the firebox. Refer to "Minimum Fireplace Dimensions" section for minimum fireplace clearances.

If the factory built fireplace\* height is too low for your Insert, you may remove the smoke baffle plate, damper, refractory (firebricks), glass doors, screen rails, screen mesh and log grates from the factory built fireplace as long as these items are saved and are reinstalled in the event that the Insert is removed. 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. If any part is removed it must not weaken the structural integrity of the factory built fireplace.

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

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

Chimney clean outs 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 fireplace insert is to be installed is prohibited.

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

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

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

## 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 re-installed 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):

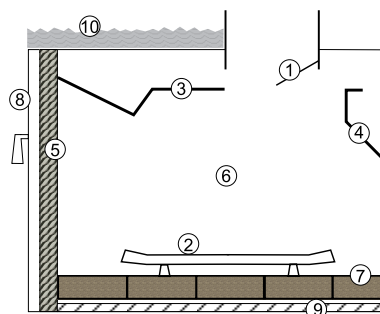
- 3 - Smoke shelf
- 4 - Internal baffles
- 5 - Screen
- 6 & 7 - Masonry lining or refractory
- 8 - Metal or glass doors

The fireplace must be permanently marked to indicate that it has been altered and is no longer suitable for burning solid fuel (wood), unless the removed parts are re-installed. Cutting of 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 door frame, side and top of the face of the fireplace, metal sides, etc.).



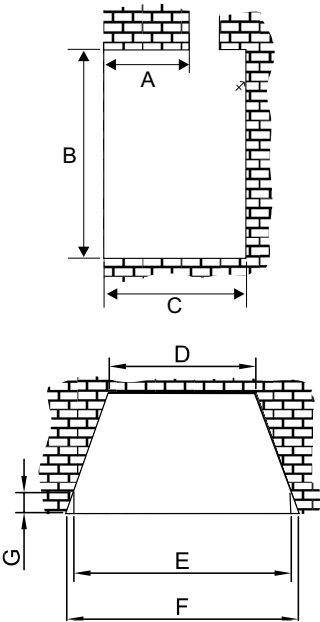
### CAUTION:

Firebox floor removal is not covered under the appliance safety standard (ANSI Z21.88, CSA 2.33) 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) provided, an access hole of 1.5 inch (37.5 mm) or less may be drilled through the lower sides or bottom of the firebox in a proper workmanship like manner. This access hole must be plugged with non-combustible insulation after the gas supply line has been installed.

MINIMUM FIREPLACE OPENING

The minimum fireplace opening for the Regency gas fireplace insert is shown in the following diagram and the table:



	Max Lintel Bar Depth A	Height B	Depth C	Width (Rear) D	Width (Front) E	Width F	Front Depth Prior to Taper G
Low Profile Faceplate <b>with</b> Spacer	8" (203 mm)	24-3/16" (614 mm)	16-3/4" (425 mm)	25" (635 mm)	N/A	32-1/4" (819 mm)	N/A
Low Profile Faceplate <b>without</b> Spacer	9-1/4" (235 mm)	25-1/2" (648 mm)	18" (457 mm)	25" (635 mm)	N/A	35-1/4" (895 mm)	N/A
Vignette faceplate <b>with</b> Spacer	9-1/2" (241 mm)	24" (610 mm)	16-3/4" (425 mm)	25" (635 mm)	N/A	32-1/2" (825 mm)	N/A
Vignette Faceplate <b>without</b> Spacer	12" (305 mm)	25 1/2" (648 mm)	19-1/8" (486 mm)	25" (635 mm)	34-5/8" (879 mm)	35-3/4" (908 mm)	2" (51 mm)



## MINIMUM FIREPLACE OPENING (LOW PROFILE FACEPLATE AND SPACER)

The minimum fireplace opening for the Regency gas fireplace insert is shown in the following diagrams:

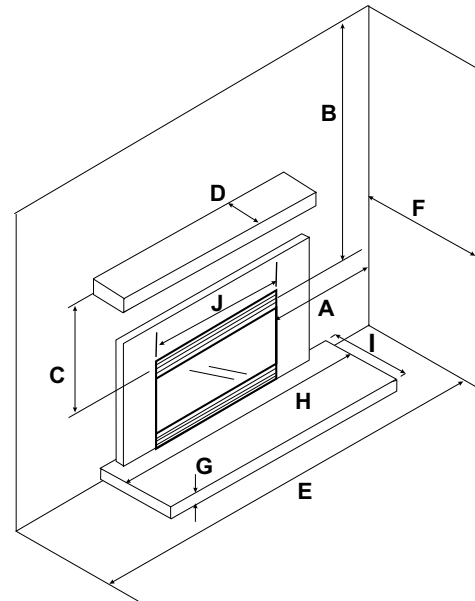
### MINIMUM CLEARANCES TO COMBUSTIBLES

<b>Side Walls</b>	<b>From Unit</b> <b>* A</b> 8" (203 mm)
<b>Ceiling</b>	<b>B</b> 47" (1194 mm)
<b>Min. Mantel Height C</b>	15" (381 mm)
<b>Max. Mantel Depth D</b>	12" (305 mm)
<b>Alcove Width</b>	<b>E</b> 76" (1930 mm)
<b>Alcove Depth</b>	<b>F</b> 36" (914 mm)
<b>Hearth Height</b>	<b>G</b> 1-1/4" (32 mm)
<b>Hearth Width</b>	<b>H</b> 45-1/2" (1156 mm)
<b>Hearth Depth</b>	<b>I</b> 13" (330 mm)

\* Alcove side wall must have a min. of 8" clearance on one side.

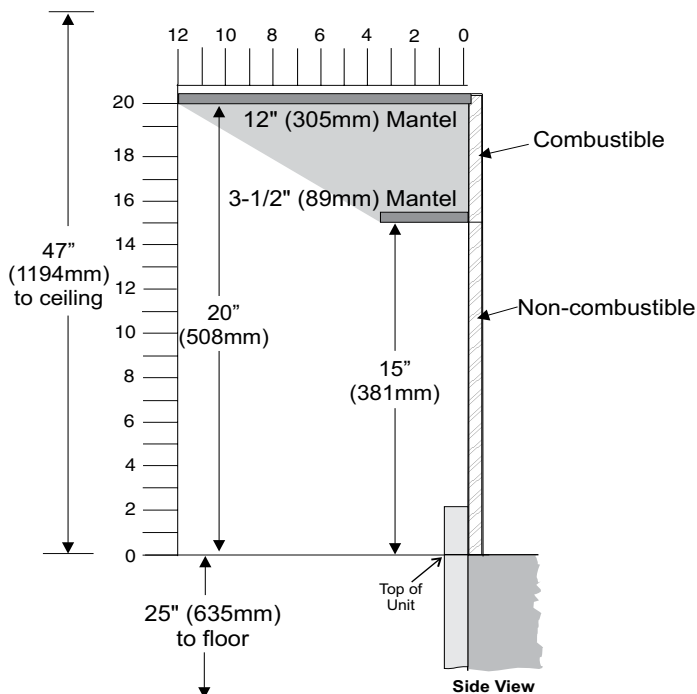
\* Measured from edge of glass frame.

(J) Glass Frame Width (Reference Only): 33-1/2" (851mm)



### COMBUSTIBLE MANTEL CLEARANCES

The minimum combustible mantel clearances from the top of the insert are shown in the following diagram:



Because of the extreme heat this fireplace emits, the mantel clearances are critical.

**Note:** 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.

Mantel can be installed anywhere in shaded area or higher using the above scale.

**Note:** Ensure the paint that is used on the mantel and the facing is "heat resistant" or the paint may discolour.

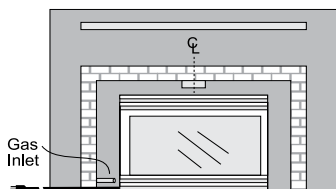
## GAS CONNECTION

### **GAS CONNECTION**

#### **WARNING:**

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

- 1) If the appliance is to be installed into an existing chimney system, thoroughly clean the masonry or factory built fireplace.
- 2) The appliance is provided with an opening on the left hand side of the control compartment. A 3/8" NPT gas supply pipe must be brought near this inlet hole.



- 3) Locate the center point where the vent will pass through the chimney above the appliance. Move the appliance into the exact location where it is to be installed. Ensure that the Insert is level.

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

## VENTING

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

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

**IMPORTANT:** Use only the listed termination caps and flex liner noted on this page. This appliance was tested/certified as a complete system with the noted termination caps and flex liner. Use of termination caps or flex liner 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 of a masonry chimney rain cap, or similar. The termination must be exposed on all four sides and above to exhaust, and to draw air into the firebox.

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

#### **Alternate Approved Caps**

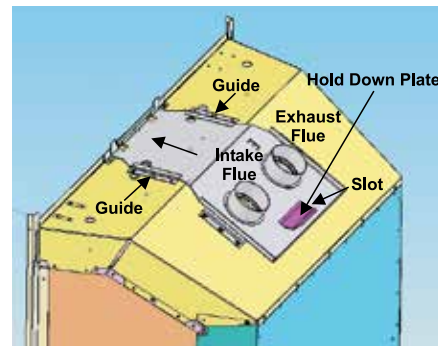
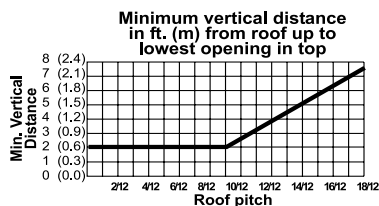
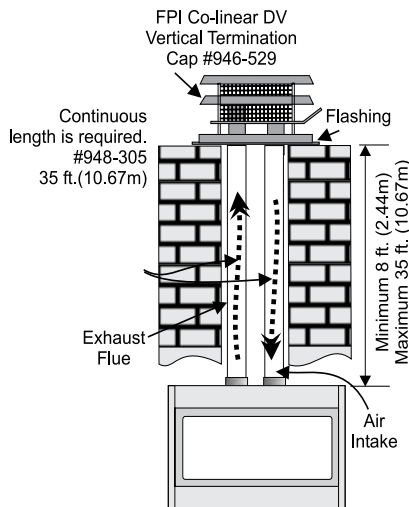
46dva-VC	Vertical Termination Cap
46dva-VCH	High Wind Cap
46dva-GK	3" Co-linear Adaptor with flashing

In areas of consistently high winds, we recommend using the Simpson Dura-Vent System (46dva-GK adaptor and 46dva-VCH high-wind cap).

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

## FLUE LINER INSTALLATION

- 1) Cut the flex liner as required.
- 2) **Mark the end of one liner with an "E" to indicate Exhaust.**
- 3) Connect the other end of the above liner to the exhaust side of the termination adaptor, seal connection with high temperature silicone. Secure with 3 screws.
- 4) Connect the 2nd liner to the inlet side of the adaptor, seal connection with high temperature silicone. Secure with 3 screws.



- 5) Install flashing.
- 6) Insert both liners into chimney, passing through the damper opening.
- 7) Install termination cap.
- 8) Remove vent connector plate by removing screw located on top/front of appliance.
- 9) Connect the **marked end** of the liner to the exhaust collar of the vent connector plate marked with an "E", seal connection with high temperature silicone. Secure with 3 screws.
- 10) Connect the 2nd liner to the intake collar, seal connection with high temperature silicone.
- 11) Align vent connector plate with guides on unit.
- 12) Slide unit into masonry opening, while ensuring that the slot at the rear of the connector plate mates up with the hold down plate on the unit.
- 13) Secure with screw—removed from Step 8. Secure with 3 screws.

#### **NOTE:**

- 1) Final gas connection should be made after unit is in place to avoid damage to line when pushing the unit into position.
- 2) Mill-Pac may be used instead of high temp silicone and screws may be used instead of gear clamps at connections of liner to inlet and vent collars.

## REMOTE RECEIVER INSTALLATION

- 1) Install the heat shield to the receiver with two screws.



- 2) Attach to the floor of the unit with a velcro pad. Locate the receiver at the far right hand side of unit as shown below.



- 3) See Remote Control installation instructions for information on coding the handheld transmitter to the receiver

Note: Batteries are required in both remote receiver (4 x AA Batteries) & remote hand held (3 x AAA batteries) in order to operate appliance using the remote control.

## GAS PIPE PRESSURE TESTING

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

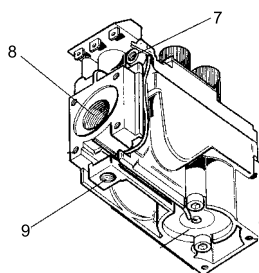
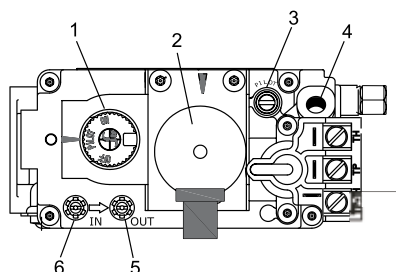
The manifold pressure is controlled by a regulator built into the gas control, and should be checked at the pressure test point.

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

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

## SIT 829 VALVE DESCRIPTION

- 1) Gas on/off knob
- 2) Electronically Operated Hi/Lo
- 3) Pilot Adjustment
- 4) Thermocouple Connection - *option*
- 5) Outlet Pressure Tap
- 6) Inlet Pressure Tap
- 7) Pilot Outlet
- 8) Main Gas Outlet
- 9) Alternative TC Connection Point



## DC SPARK IGNITER BATTERY INSTALLATION

Install the supplied battery into the DC Sparker Box by opening the battery compartment.

**NOTE:** The battery in the DC Sparker Box will need to be replaced annually.



## GAS INSERT AERATION SYSTEM

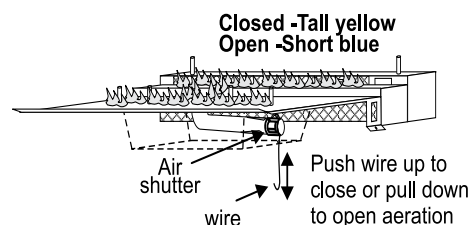
The air shutter can be adjusted by moving the adjusting wire up or down. The wire is accessed through the bottom louver opening. Open the air shutter for a blue flame or close for a yellow flame. The burner aeration is factory set but may need adjusting due to either the local gas supply or altitude.

**Minimum Air Shutter Opening:**  
5/16" Natural Gas  
7/16" Propane

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

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

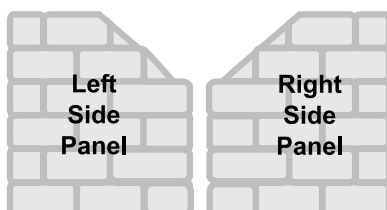
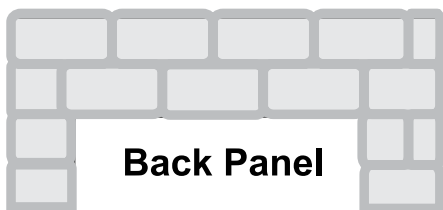
**Note:** Aeration Adjustment should only be performed by an authorized Regency Installer at the time of installation.



## OPTIONAL BRICK PANEL

### Optional Brick Panel Set:

Part #	Description	Qty
	Top (brick) panel	1
	Back (brick) panel	1
	Left (brick) panel	1
	Right (brick) panel	1
340-043	Top bracket	1
340-094	Bottom clips	2
511-031	Brick clips	2



## BRICK PANEL INSTALLATION

- 1) Remove safety screen and glass door if installed.
- 2) Remove the logs if they are already installed. Note: the grate must be removed in order to remove the bottom log. Ensure you slide the bottom coal off to the right-hand side to avoid chipping.
- 3) Unwrap the brick pattern panels from the protective wrapping. Handle the panels with care as they can break easily.

- 4) Remove the two screws from the bottom of the baffle plate. Install the bottom clips onto the baffle plate (refer to Diagram 1).

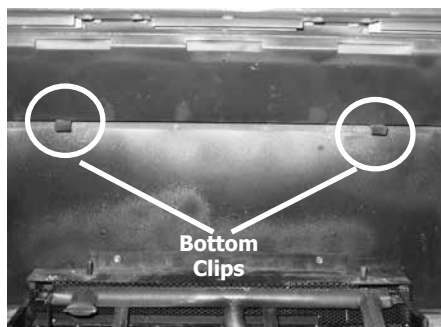


Diagram 1

- 5) Place the top bracket onto the top edge of the top panel (refer to Diagram 2).

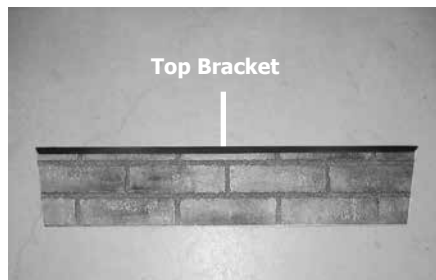


Diagram 2

- 6) Slide the top panel and bracket assembly carefully onto the baffle plate ensuring the panel is centered. Make sure the tabs of the top bracket fit into the baffle openings (refer to Diagram 3).

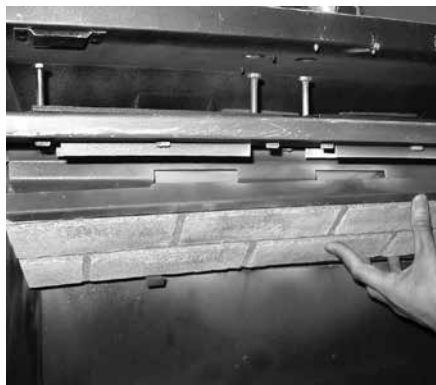


Diagram 3

- 7) Insert the back panel by sliding it between the sidewalls of the firebox and the rear log support.
- 8) Before installing the side brick panels, remove the screws from the side brick clips (refer to Diagram 4).

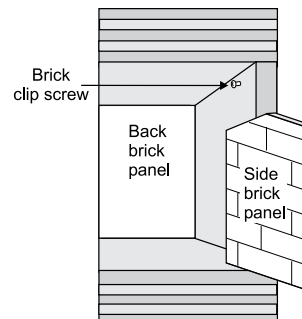
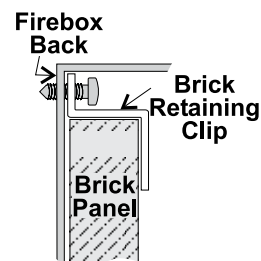


Diagram 4

- 9) Insert the side panel by positioning it flat against the side walls. Tilt the panel towards the middle of the firebox, then insert the bottom front corner. Repeat on the other side.
- 10) Install the 2 brick retaining clips, one on each side.



Completed Installation

## IMPORTANT

YOUR BRICK PANELS ARE  
MANUFACTURED FROM A SPECIAL HEAT  
REFLECTIVE CERAMIC MATERIAL  
*HANDLE WITH CARE*  
(DO NOT FORCE INTO POSITION)



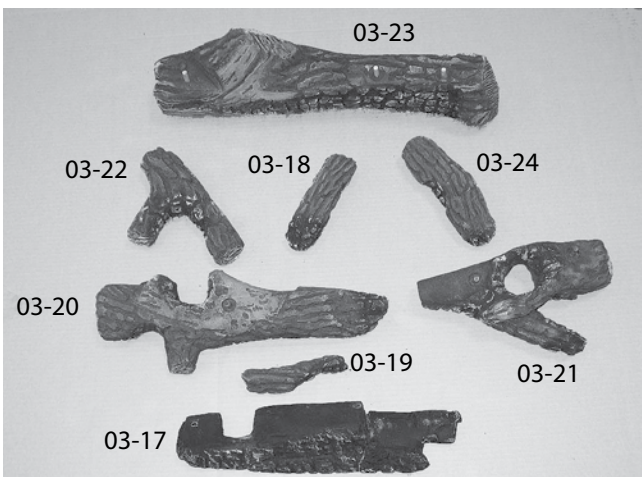
## LOG SET INSTALLATION

### WARNING:

**Dangerous operating conditions may occur if these logs are not positioned in their correct certified locations. Read the following instructions carefully and refer to the attached diagrams.**

**Gas Log Kit #340-930 contains the following:**

03-17	Bottom Log
03-18	Center Top Log
03-19	Front Log
03-20	Left Log
03-21	Right Log
03-22	Left top Log
03-23	Rear Log
03-24	Right Top Log
946-669	Platinum Embers (supplied in packaged manual)



The "03" reference numbers (i.e. 03-23) are molded into the rear of each log.

- 1) Remove and carefully unwrap the logs from the box. Please handle with care and do not force them into position to avoid chipping.
- 2) Remove the safety screen and glass door if already installed.

- 3) Remove the grate by removing the two Phillips screws. Slide the grate outwards to remove it from the unit (refer to Diagram 1).

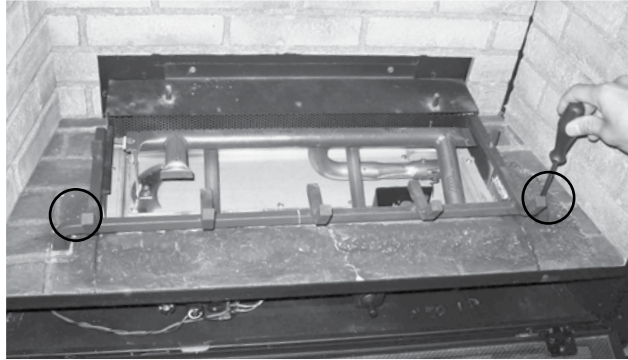


Diagram 1

- 4) Angle log 03-17 and slide it between the top and bottom burner tube under the "T" section until it touches the left grate support bracket (refer to Diagram 2).

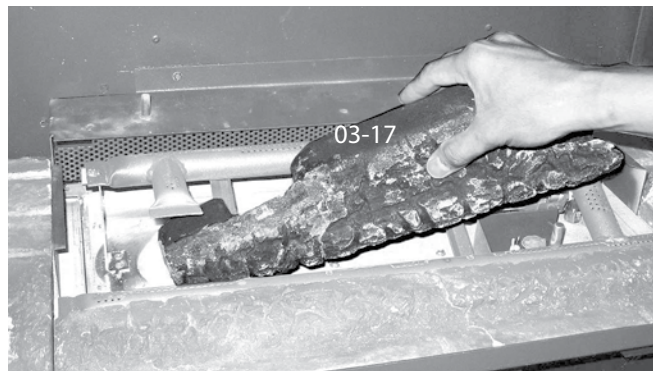


Diagram 2

- 5) Re-install the grate.
- 6) Line up the pin holes (located at the bottom of log 03-23) to the pins of the rear log support and position them into place. (refer to Diagram 3)

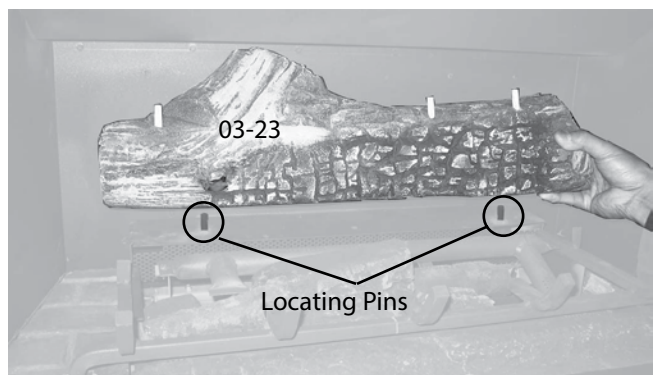


Diagram 3

- 7) Align the bottom grooves of log 03-21 onto the right side of the grate and gently slide the log back until it touches the locating tab (refer to Diagram 4 & 5).

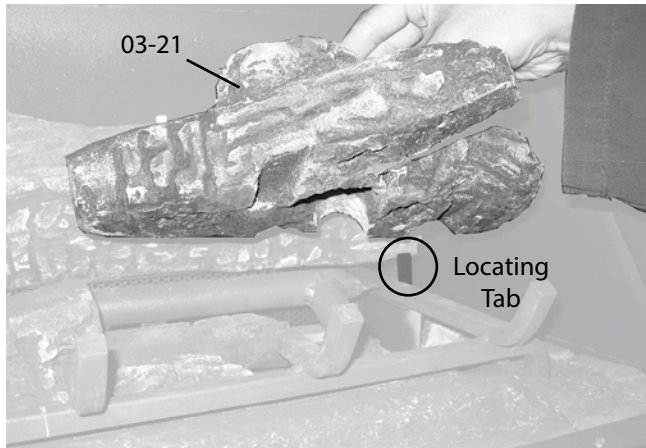


Diagram 4

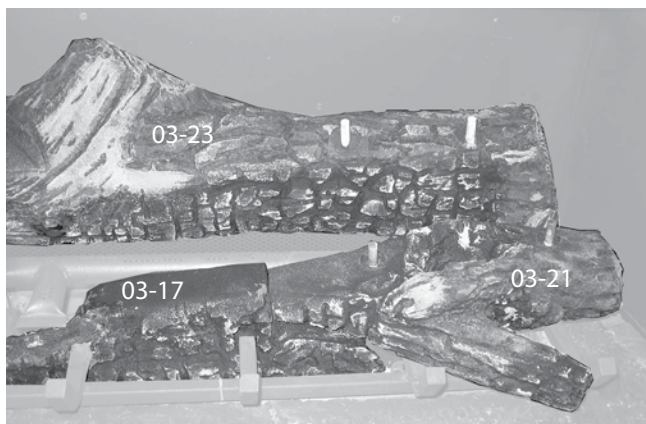


Diagram 5

- 8) Align and position the pin hole of log 03-20 down into the left locating pin of log 03-21. Slide into the groove and gently place into position until it touches the locating tab. (see Diagram 6 & 7)

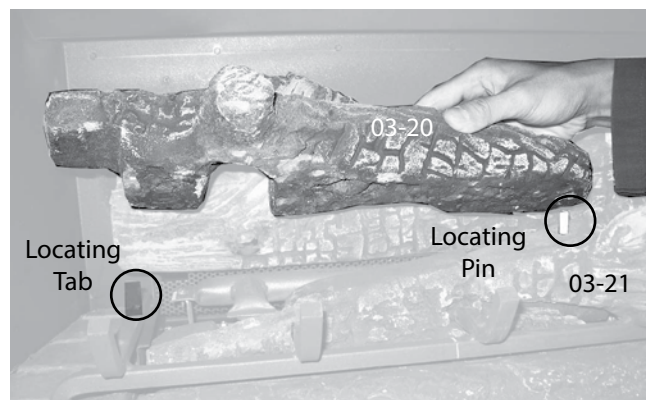


Diagram 6

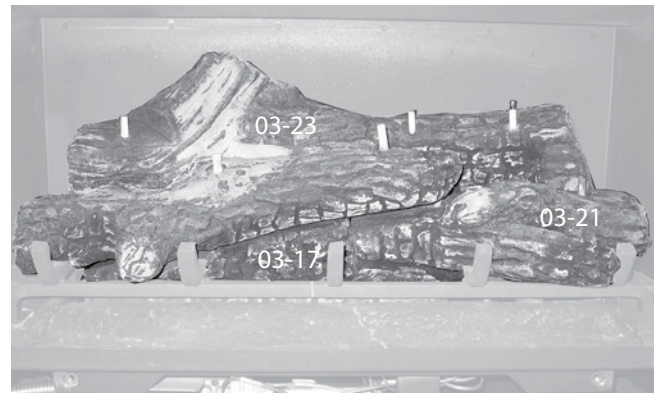


Diagram 7

- 9) Place log 03-22 over log 03-23 and log 03-20. Ensure the pin hole of log 03-22 lines up with the left pin of log 03-23 as well as the left pin of log 03-20 (refer to Diagram 8).

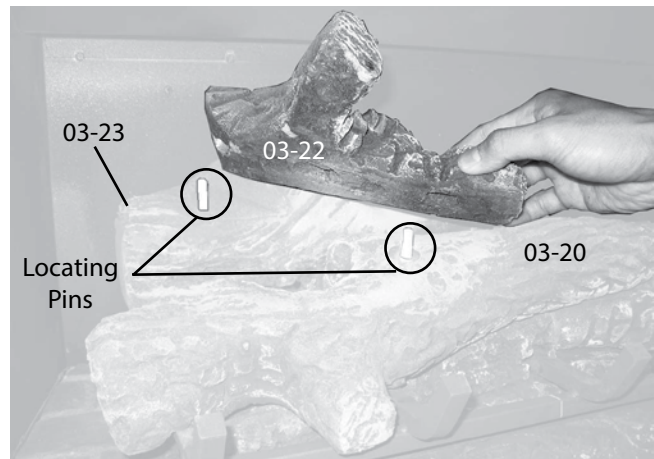


Diagram 8

- 10) Place log 03-18 over log 03-23 and log 03-20. Ensure the pin hole of log 03-18 lines up with the middle pin of log 03-23 and the right pin of log 03-20 (refer to Diagram 9 & 10).

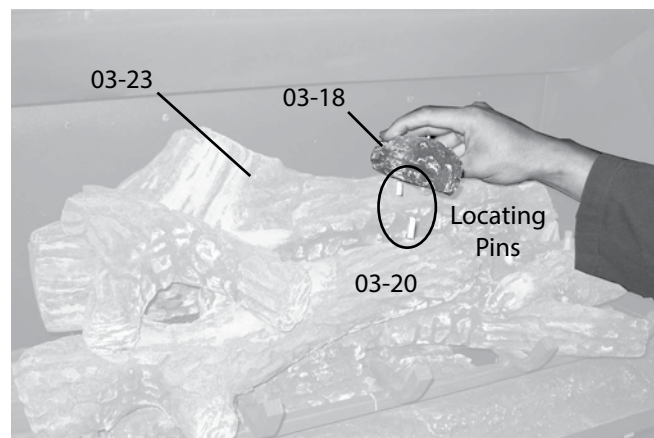


Diagram 9



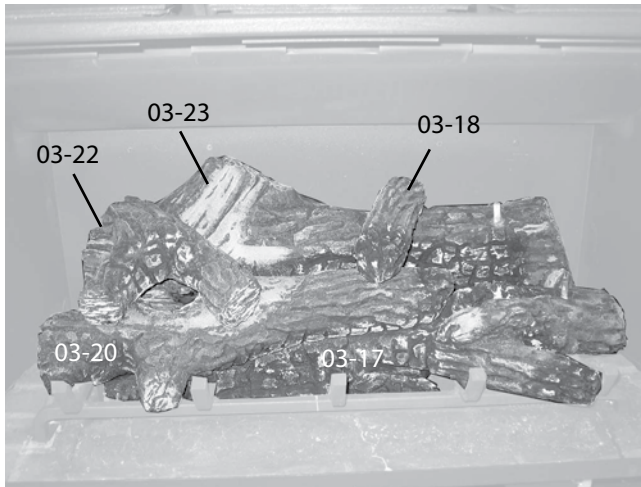


Diagram 10

- 11)** Place log 03-24 over log 03-23 and log 03-21 ensuring the pin hole of log 03-24 lines up with the right pin of log 03-23 and the right pin of log 03-21 (refer to Diagram 11).

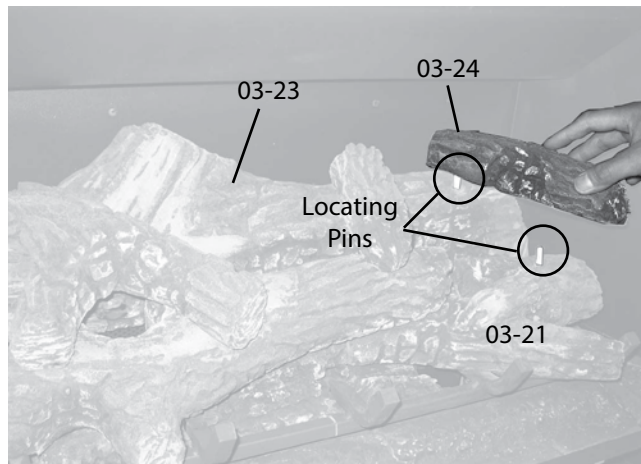
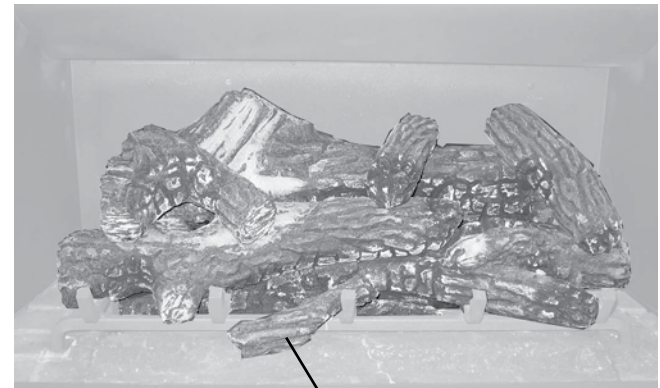


Diagram 11

- 12)** Place log 03-19 over the left center of the grate. Ensure the log set looks like Diagram 12.



03-19

Diagram 12

- 13)** Separate platinum embers and place at the front of the burner. Avoid stacking platinum embers.

- 14)** Separate the embaglow embers and place at the front of the burner only over the platinum embers installed in step 13.

## CONVERSION KIT 342-969 FROM NG TO LP

for E33-10 using SIT 829 NOVA Gas Valve

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

### Each Kit contains one LP Conversion Kit Contains:

Qty.	Part #	Description
1	904-529	5/32" Allen Key
1	904-641	Burner Orifice #50
1	918-590	Label "Converted to LPG"
1	908-528	Red LPG Label
1	910-037	LP Injector (Pilot Orifice)
1	910-582	Stepper Motor
1	919-453	Instruction Sheet

### Installation of LP Conversion Kit:

1. Shut off the gas supply.
2. Remove safety screen and glass door.
3. Remove the logs and grate (refer Log Installation section in E33 Manual). Ensure you slide the bottom log Q3-17 off to the right-hand side to avoid chipping.



4. Remove burner by unscrewing the 2 screws.
5. Pull off the pilot cap to expose the pilot orifice.

### WARNING!

Also check that the pilot and main burner injectors are appropriate for the gas type.

6. Unscrew the pilot orifice with the 5/32" allen key and replace with the LPG pilot orifice provided in the kit, then reinstall the pilot cap.

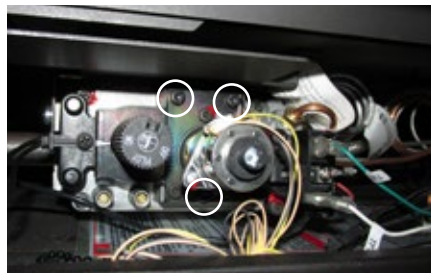


7. Remove burner orifice with a 1/2" wrench, while using a 9/16" wrench to hold onto the elbow behind the orifice and discard orifice.



*Burner Orifice Removal*

8. Reinstall new burner orifice LP stamped #50 and tighten.
9. Remove NG stepper motor by removing 3 screws in locations shown below—replace with LP stepper motor, secure in place with 3 screws.



*Remove NG Stepper motor and replace with LP Stepper motor*

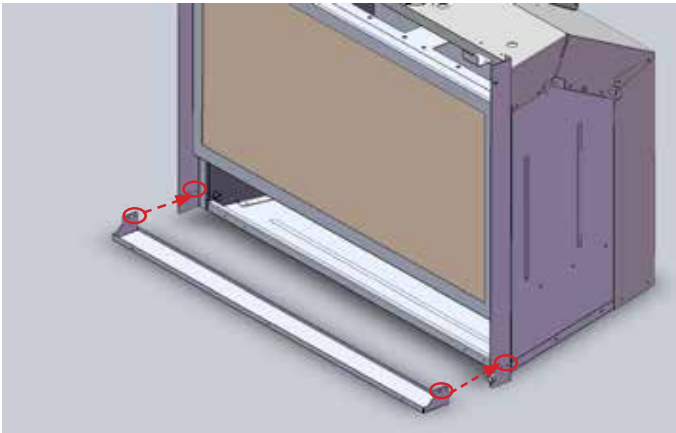
10. Check for gas leaks with a proper soapy solution or leak detector.
11. Check for proper spark between the ignitor and pilot cap. Refer to "Lighting Procedure" section of the manual for lighting sequence.
12. Check pilot flames. Correct flame pattern has 3 strong blue flames. Adjustment can be made 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.
13. Check inlet (11" WC min) and outlet (10" WC) pressures. Refer to "Gas Pipe Pressure Testing" section of the manual.
14. Reverse Steps 5 to 3.
15. Attach the label "This unit has been converted to LP" near or on top of the serial # decal.
16. Replace yellow "NG" label with red "LP" label.
17. Check operation of flame control.
18. Check for proper flame appearance and glow on logs.

**Installer Notice:**  
**These instructions must be left with the appliance.**

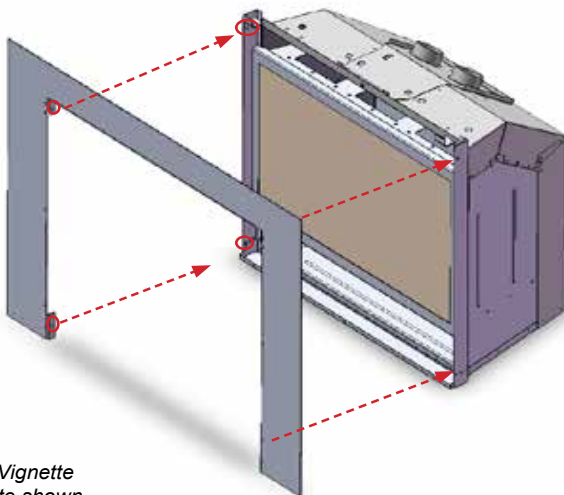


## OPTIONAL VIGNETTE FACEPLATE INSTALLATION

1. Install the lower trim to the unit with 2 screws on each side as shown in the drawing below.



2. Install 3 sided/4 sided vignette faceplate to the unit with 2 screws each on top and bottom as shown in the picture below.



3 sided Vignette  
Faceplate shown

3. Connect the male end black and red fan switch wires (in the silver box) to the wires connectors from the fan speed control box .



4. Tuck the wires into the silver box and secure them with a small grommet.
5. Bend the silver cover to close the box.

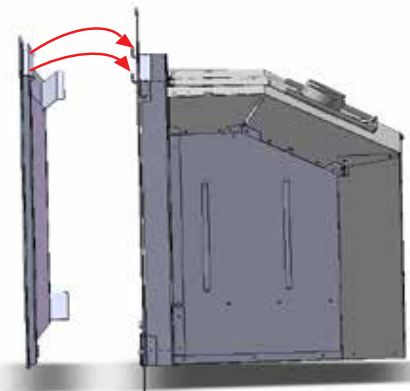


6. Install the fan speed control box to the left side of the unit (when facing the front of the unit) with 2 screws. Refer to the picture below. .



Tighten these 2 screws

7. Install the safety screen to the unit.

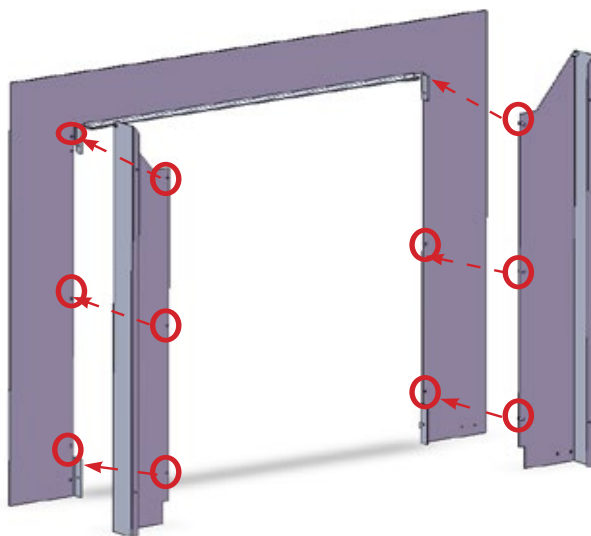


## SPACER INSTALLATION FOR 3 SIDED VIGNETTE FACEPLATE

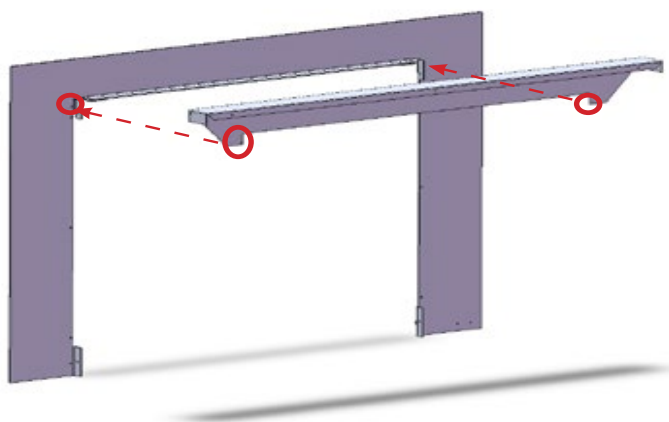
### NOTE:

- A spacer can be ordered, if required.
- It is recommended to install spacer to the faceplate separately and then install both together to the unit.

1. Attach the side pieces of the spacer with 3 screws to both sides of the vignette face plate.



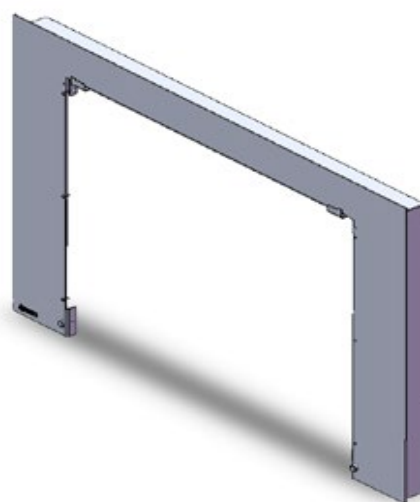
2. Attach the top piece of the spacer to the vignette faceplate- with 1 screw on each side.



3. Finally, attach the spacer to vignette faceplate (vignette faceplate is purchased separately) with 2 side screws on the top (1 per side).



Completed Vignette faceplate with spacer.



- 4) Proceed to faceplate installation- see "Optional Vignette Faceplate Installation".

## OVERSIZE BACKING PLATE INSTALLATION

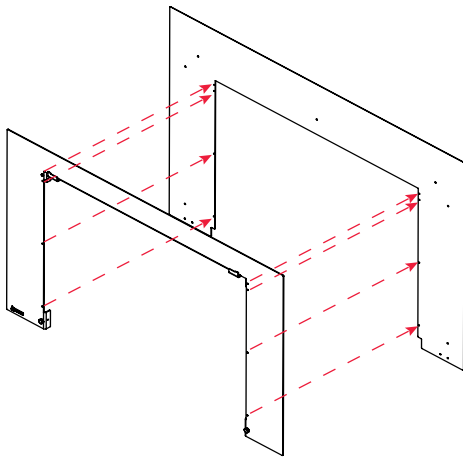
### OVERSIZE BACKING PLATE INSTALLATION WITHOUT SPACER

Oversize backing plate can be ordered for the unit if required.

**NOTE:**

It is recommended to install oversize backing plate to the vignette faceplate separately and then install both together to the unit.

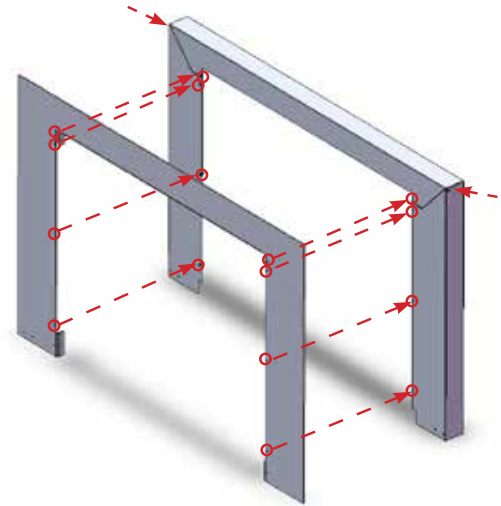
- 1) Slide the oversize backing plate behind the vignette faceplate and secure it with 8 screws (4 per side).



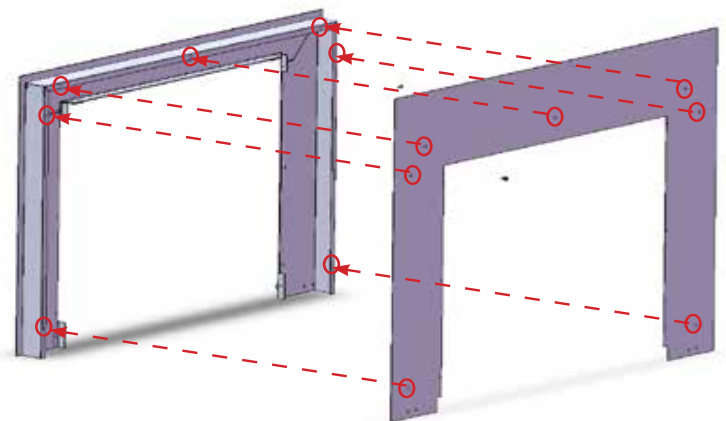
- 2) Proceed to faceplate installation- see "Optional Vignette Faceplate Installation".

### OVERSIZE BACKING PLATE INSTALLATION WITH SPACER

- 1) Install the spacer to the back of the faceplate backing with 6 screws from the front, 2 on the top of the faceplate backing and 2 screws on the top sides.



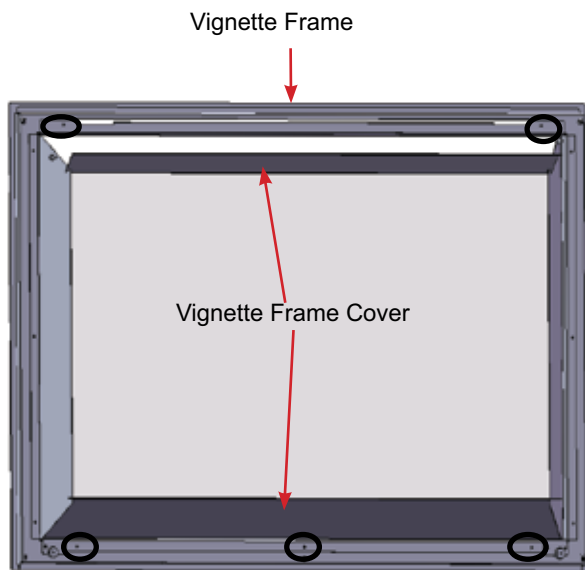
- 2) Install the oversize backing plate to the faceplate backing and spacer with 7 screws (2 on each side and 3 across the top) installed from the backside of the backing plate into the backside of the assembled faceplate backing with spacer as shown below.



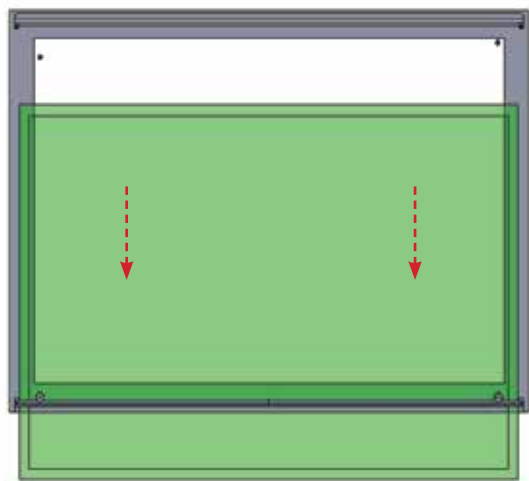
- 3) Proceed to faceplate installation- see "Optional Vignette Faceplate Installation".

### OPTIONAL VIGNETTE INLAY INSTALLATION

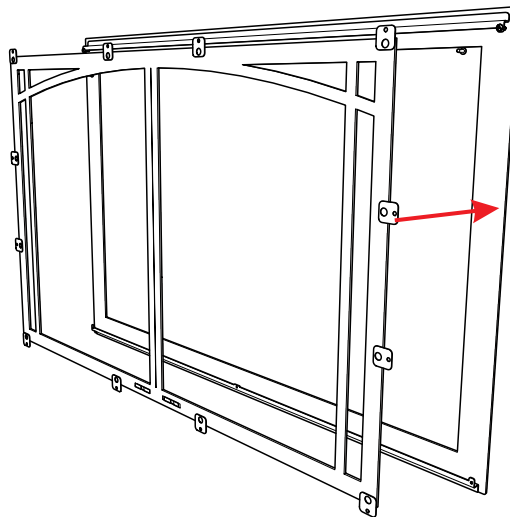
1. Remove 5 screws from the backside of the Vignette frame cover and keep them aside (3 at bottom and 2 at top).



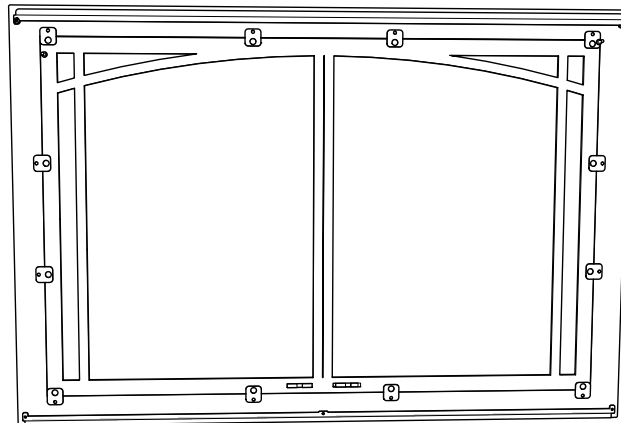
2. Take the mesh screen out of the Vignette front frame as shown below.



3. Place the Inlay on the Front Trim Assembly.

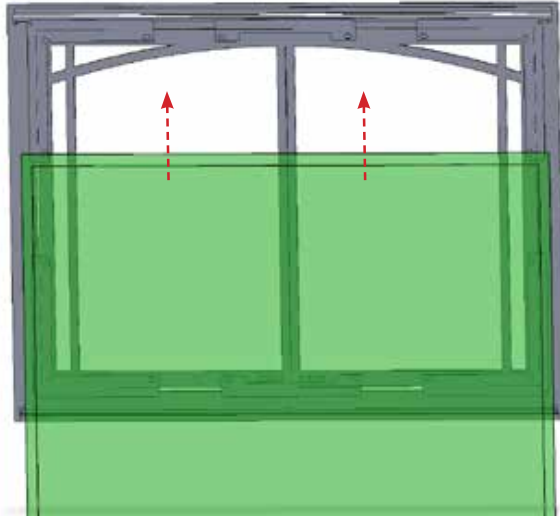


4. Center the inlay inside the Front Trim Assembly

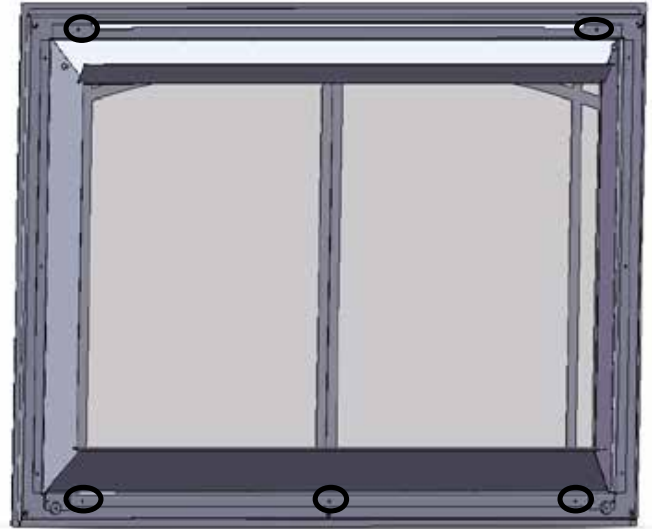


5. With the Inlay in position, place the mesh screen over the inlay.

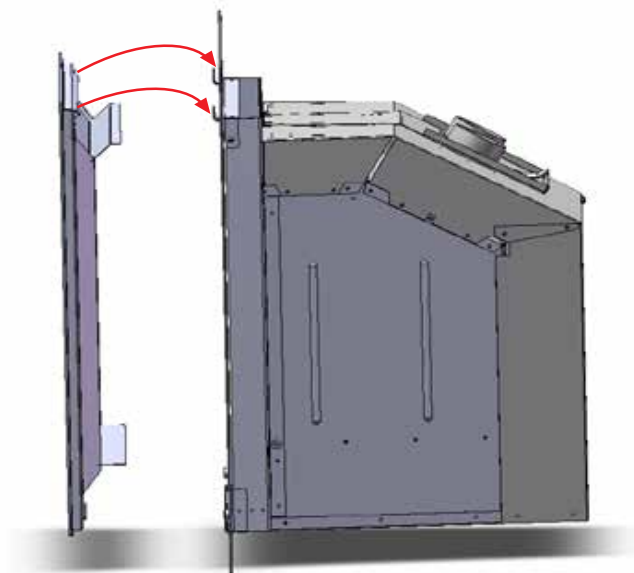
**NOTE:** The flush side of the mesh screen should face the inlay.



6. Reverse step1.



7. Install the Vignette frame with Inlay onto the 2 hooks provided on the unit.



## OPTIONAL HEARTH TRIM INSTALLATION- VIGNETTE FACEPLATE WITH SPACER AND LOW PROFILE FACEPLATE

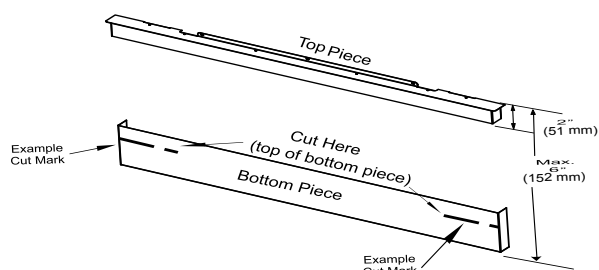
### Customizing the Hearth Trim:

The Hearth Trim can be adjusted to custom fit an installation by pulling apart the top piece from the bottom piece. Minimum height of the hearth trim is 2" and can be adjusted up to maximum 6".

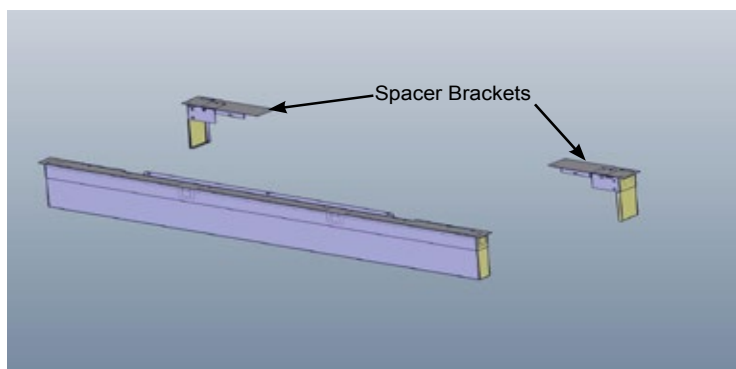
- 1) Cut the top of the bottom piece of the hearth trim to the appropriate height using a metal cutting blade.

**NOTE:** The tab bends at the back of the top piece of the hearth trim should be used as the measuring point to the hearth to measure the height required.

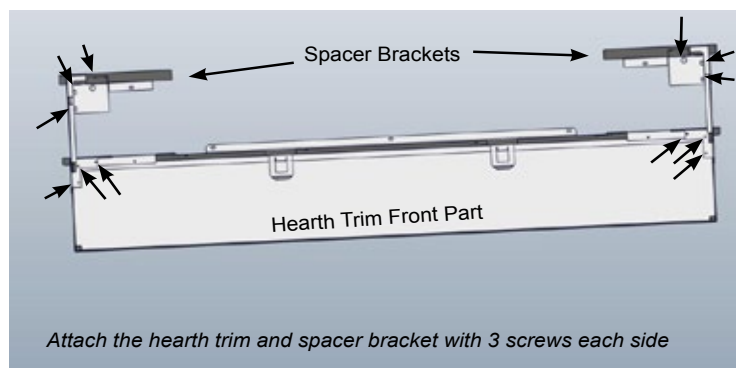
- 2) Reattach the top piece of the hearth trim to the cut bottom piece by fitting in place.



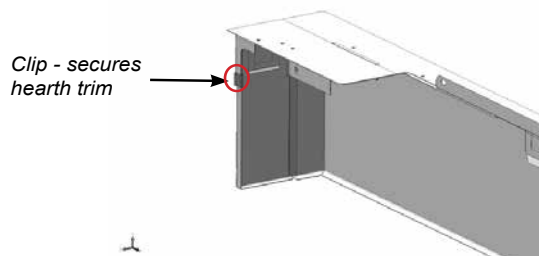
- 3) Similar to the front hearth trim, cut the top of the bottom piece of the spacer brackets to the appropriate height.



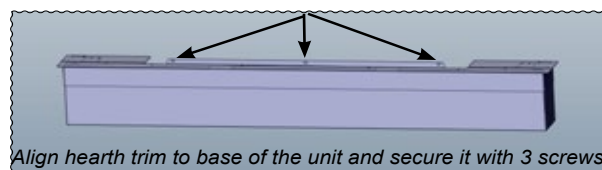
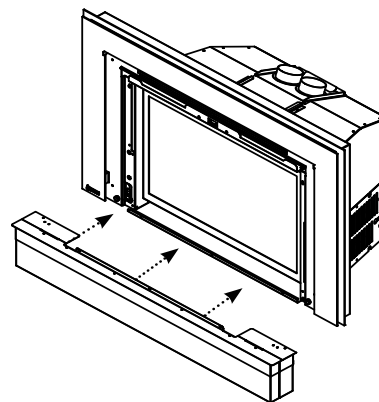
- 4) Attach the top and bottom part of the spacer brackets and then attach these spacer brackets to the assembled hearth trim with 3 screws.



- 5) Secure the hearth trim with a clip on its side to keep it steady as shown in the diagram below.



- 6) Line up the hearth trim with base of the unit and secure it with 3 screws as shown below.



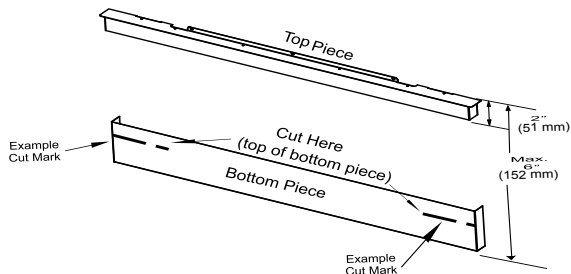
## OPTIONAL HEARTH TRIM INSTALLATION- VIGNETTE FACEPLATE WITHOUT SPACER

### Customizing the Hearth Trim

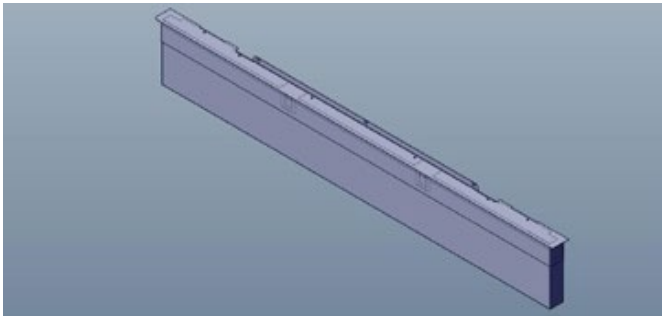
The Hearth Trim can be adjusted to custom fit an installation by pulling apart the top piece from the bottom piece. Minimum height of the hearth trim is 2" and can be adjusted up to maximum 6".

1. Discard the spacer brackets, as these are not required when installing the unit without spacer.
2. Cut the top of the bottom piece of the hearth trim to the appropriate height using a metal cutting blade.

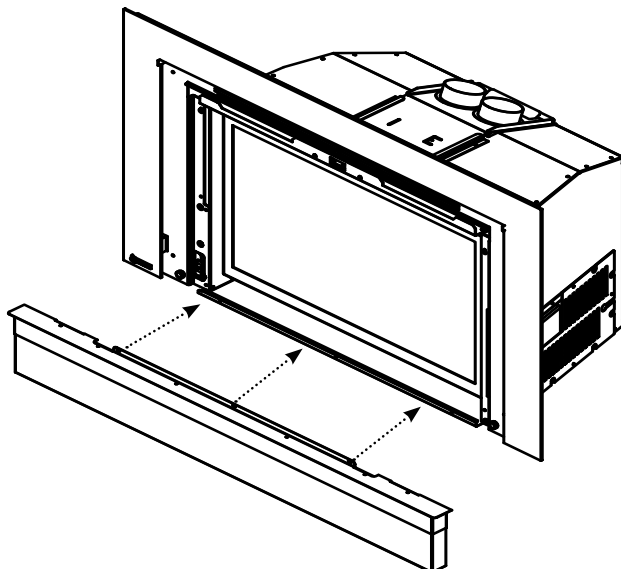
**NOTE:** The tab bends at the back of the top piece of the hearth trim should be used as the measuring point to the hearth to measure the height required.



3. Reattach the top piece of the hearth trim to the cut bottom piece by fitting in place.



4. Line up the hearth trim with base of the unit and secure it with 3 screws as shown below.





## LOW PROFILE FACEPLATE INSTALLATION

1. A spacer is supplied and may be installed if required to extend the depth of the faceplate by 1-3/4". Install the spacer onto the back side of the faceplate backing with 8 screws in locations shown below (3 on each side to secure spacer to faceplate backing and 2 to secure the top piece - spacer only).

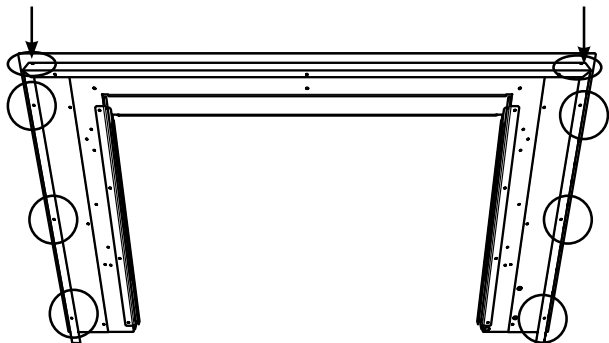


Diagram 1

2. Attach the faceplate backing and spacer if installed to the insert body using 4 screws in as shown in Diagrams 2 and 3.

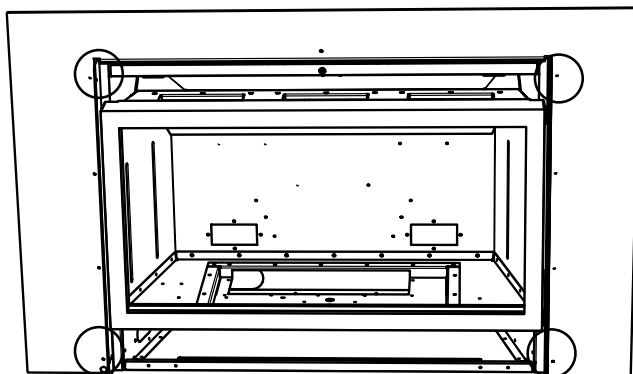


Diagram 2

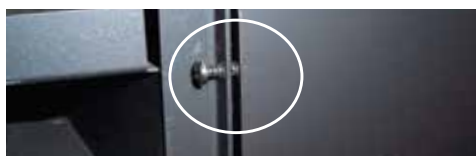


Diagram 3

3. Connect the male end black and red fan switch wires (in the black casing) to the wire connectors from the fan speed control.



Diagram 4

4. Tuck the wires into the clip to keep them away from the insert using the clip provided. Attach the clip to the rear of the faceplate to ensure that the wires do not touch the side of the unit. The power cord should be run behind the inner faceplate panel.



Diagram 5

6. Secure the wires to the back of the inner faceplate with a wire clip.



Diagram 6

7. Install lower trim to unit with 2 screws on each side as shown in Diagram 7.

**NOTE:** Diagram shown without faceplate backing installed to better illustrate location of holes.

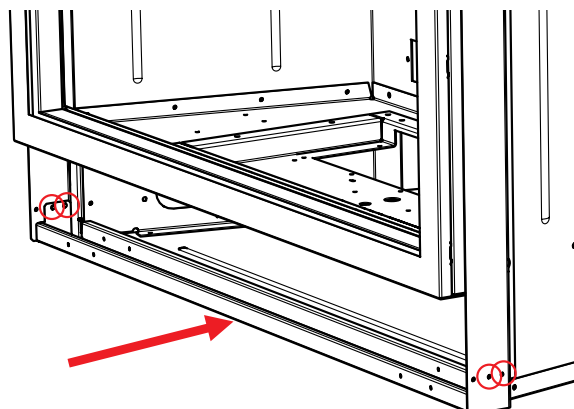


Diagram 7



8. Attach the 2 bottom louver hinges to the bottom flange on the firebox using 2 screws per hinge.



Diagram 8

9. Attach the bottom louver to the 2 hinges using 3 screws per hinge.



Diagram 9

10. Hook screen door over glass frame.

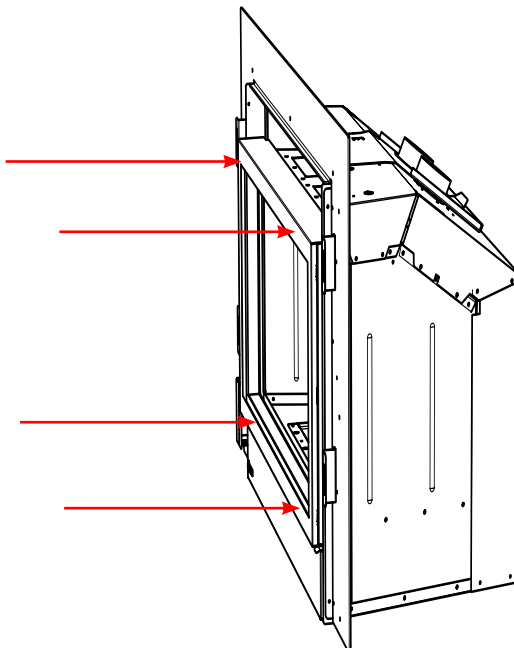


Diagram 10

11. Run the power cord out on the left side of the unit.
12. Line up the brackets on the outer faceplate with the slots on the faceplate backing—hook outer faceplate on to slots and lower to install.

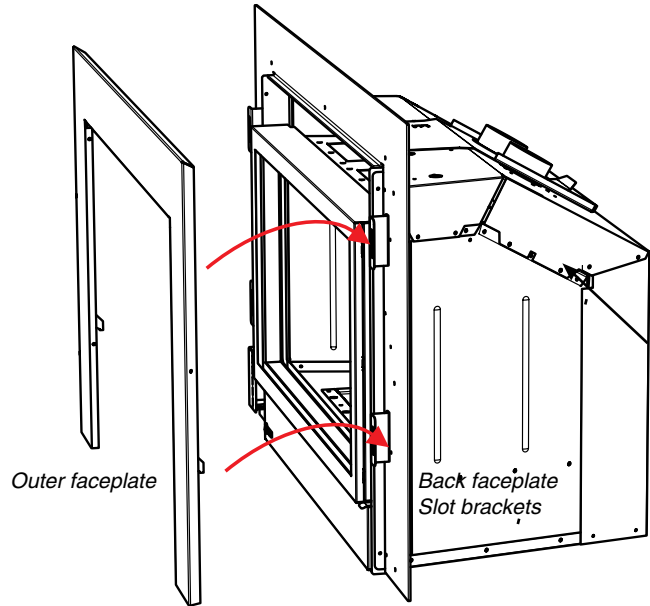
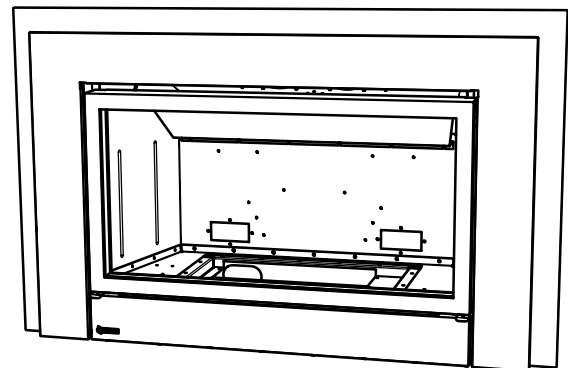


Diagram 11

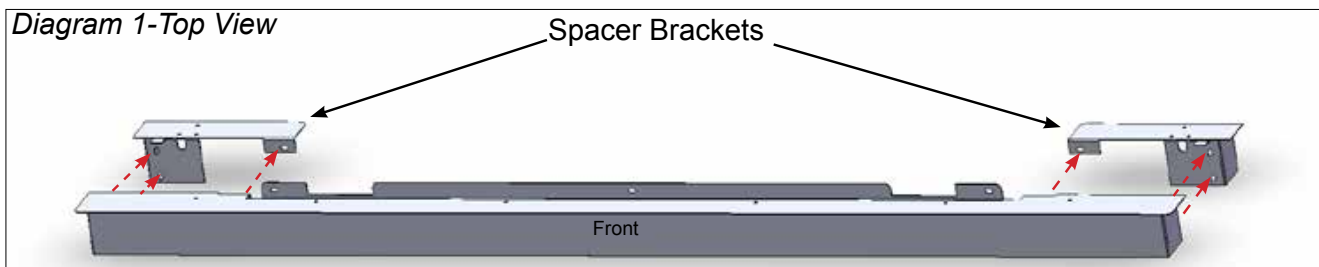


Final Install

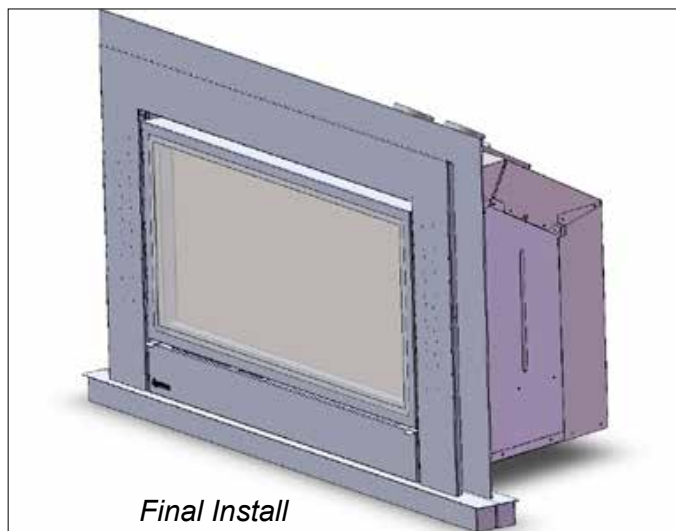
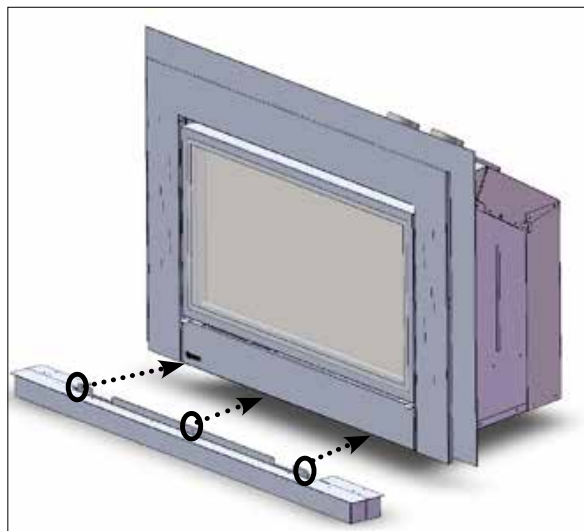
Diagram 12

## OPTIONAL HEARTH TRIM INSTALLATION- LOW PROFILE

1. If you do not have spacer, remove the spacer brackets from the heart trim by removing 3 screws per side. Refer to diagrams 1 and 2 below.



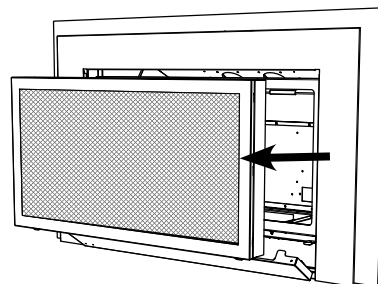
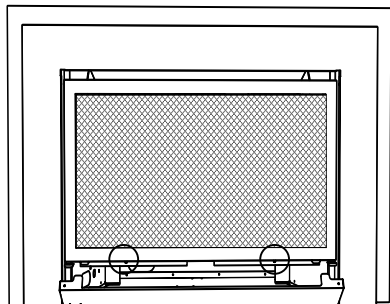
2. Attach hearth trim to the unit with 3 screws as shown in the picture below.



**NOTE: Final Installation includes Rear brackets as shown in the picture above.**

## SAFETY SCREEN INSTALLATION / REMOVAL - LOW PROFILE FACEPLATE

1. To remove safety screen, flip open bottom louver and remove 2 screws in locations shown below.
2. Pull off safety screen and frame from glass door.



3. To install, reverse Steps 2-1.

## STANDARD FLUSH DOOR REMOVAL / INSTALLATION

**NOTE:** See Vignette or Low Profile Faceplate instructions for removal of screen prior to removing glass.

The **standard flush door** comes with a black frame. To install the frame, simply hook the top door flange onto the top of the unit and swing the door towards the unit, (Diagram 1 and 2). Be careful that the glass gasket does not roll up; there must be a gap between the gasket and the door lip to ensure that the door sits securely on the unit.

Secure the glass frame with 2 Phillips head screws. Refer to Diagram 3.

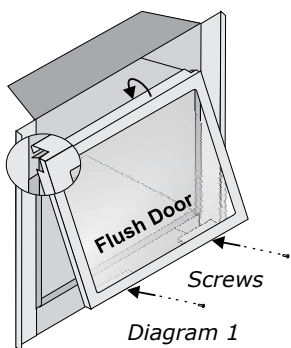


Diagram 1

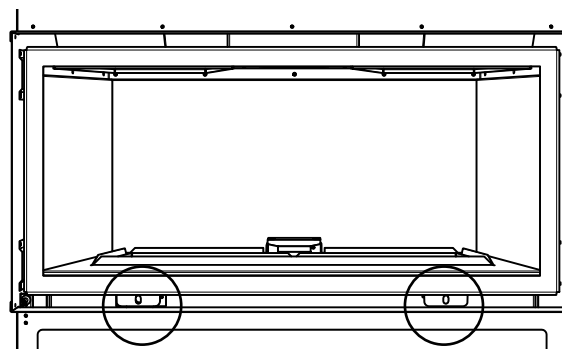


Diagram 3

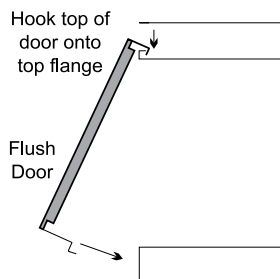


Diagram 2

## WIRING DIAGRAM

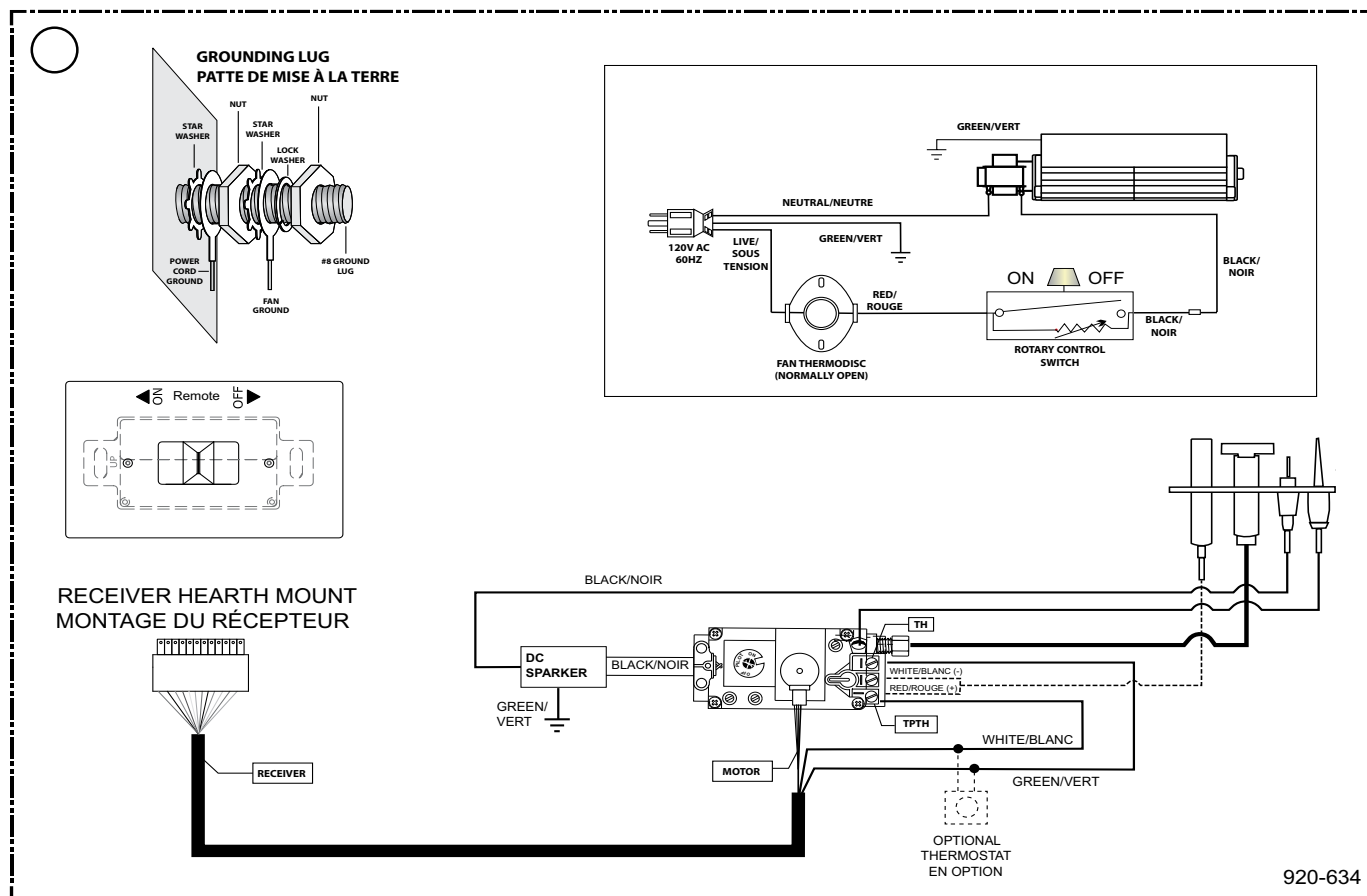
This heater does not require a 120V A.C. supply for operation. However, a 120V A.C. power supply is needed for the fan/blower operation.

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

**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.

**Note:** Batteries are required in both remote receiver (4 x AA Batteries) & remote hand held (3 x AAA batteries) in order to operate appliance using the remote control.

**Note:** The remote control will not operate the fan on this appliance. The fan is controlled by the fan speed controller/rheostat.



### Optional Wall Thermostat

A wall thermostat may be installed if desired, connect the wires as per the wiring Diagram. Use table to determine the maximum wire length.

**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.

### Thermostat Wire Table

Recommended Maximum Lead Length (Two-Wire) When Using Wall Thermostat (CP-2 System)	
Wire Size	Max. Length
14 GA.	50 Ft.
16 GA.	32 Ft.
18 GA.	20 Ft.
20 GA.	12 Ft.
22 GA.	9 Ft.

**NOTE:** When the wall thermostat is connected, the remote control transmitter and all of its features are now disabled.

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

**CAUTION**  
Do not wire millivolt wall thermostat wires to 120V wire.

## FIRST FIRE

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

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

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

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

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.

**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.
- 5) Verify that the venting and cap are unobstructed.
- 6) Ensure that the brick panels, if used, are installed.
- 7) Verify log placement. If the pilot cannot be seen when lighting the unit, the logs have been incorrectly positioned.

- 8) The unit should never be turned off, and on again without a minimum of a 60 second wait.
- 9) Hook up remote receiver to wire marked 'receiver' which will be located on the bottom of the appliance. This remote control requires coding. See remote control instructions for details.

**NOTE:** This appliance will operate during power outages. Only the fan will not operate until power is restored. If the remote batteries in both the handheld transmitter or receiver lose power, the appliance can still be operated by sliding the switch on the receiver switch from "Remote" to "ON". To turn on the appliance off slide the receiver switch from "ON" to "Remote" or "OFF".

**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.



Proflame video

## LIGHTING PROCEDURE

**IMPORTANT**  
Prior to igniting or re igniting the pilot, remove the glass door.

**Important:** If the pilot does not hold, turn pilot knob to "OFF" position. Wait 5 minutes to clear gas. If you smell gas - STOP! Follow the safety information above. If you don't smell gas, repeat Steps 1-6.

1. Push in gas control knob slightly and turn to "PILOT" position.
2. Push in control knob all the way and hold in until the pilot lights up. Continue to hold the control knob in for about 20 seconds after the pilot is lit. Release knob.
3. Push in gas control knob slightly and turn to "ON" position.
4. Ensure the receiver is in the remote position.

Set Switch to Remote



Diagram 1

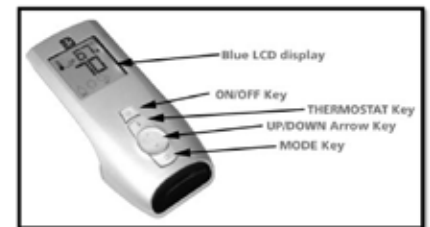
5. Press and release the ON/OFF button on the remote handheld transmitter. An audible beep should be heard from the receiver.



Diagram 2

Remote shown in Manual Mode on Hi

**Note:** May not be exactly as shown as hand-held may be silver or black.



6. The unit will turn on.

## SHUTDOWN PROCEDURE

1. Press "OFF" on the remote or slide receiver switch from remote to "OFF".
2. Turn the gas control knob to the "OFF" position to turn off the pilot.

Pilot may be shut off during prolonged non use periods to conserve fuel.

## PROFLAME GTMF SYSTEM OPERATING INSTRUCTIONS

### SYSTEM DESCRIPTION

The Proflame Remote Control System consists of two elements:

1. Proflame Transmitter.
2. Proflame Receiver and a wiring harness to connect the Receiver to the gas valve and stepper motor.

This appliance does not have the capability to adjust the fan speed using the supplied remote — even though the remote transmitter allows this function. The appliance fan is controlled by a fan speed controller (rheostat) or on/off switch depending on the model.

### TRANSMITTER (REMOTE CONTROL WITH LCD DISPLAY)

The Proflame Transmitter uses a streamline design with a simple button layout and informative LCD display (Fig. 1).  
The Transmitter is powered by 3 AAA type batteries.  
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).

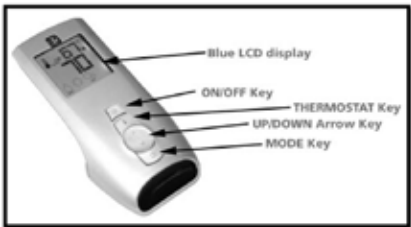


Figure 1 - Proflame Transmitter

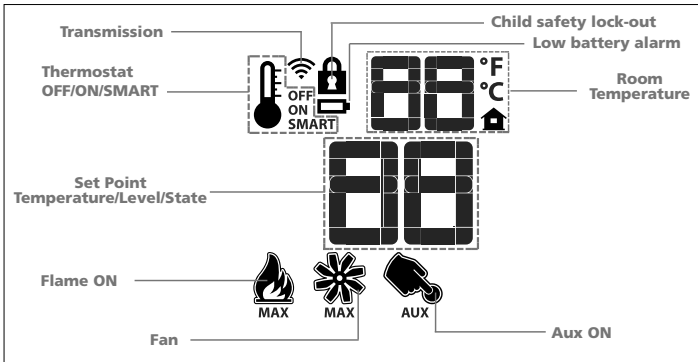


Figure 2 - Transmitter LCD Display

### OPERATING PROCEDURE

#### Pairing the Remote Control to Remote Receiver/Battery Holder (if required)

Install the 4 AA batteries into the receiver battery bay. Note the polarity of the battery and insert into the battery bay as indicated on the Battery cover (+/-). Place the 3 position slider switch in the "Remote" position. (fig. 3) Using the end of a paper clip, or other similar object, insert the end of the paper clip into the hole marked "PRG" on the Receiver front cover (fig 3). 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. 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.

#### 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. (Fig. 3)

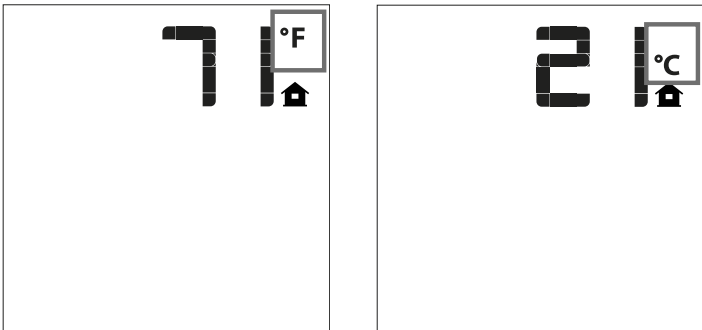


Figure 3 - Remote Control Display in Fahrenheit and Celsius

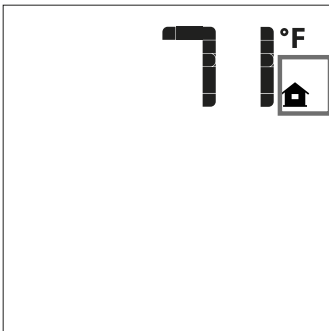


Figure 4 - Remote Control Display

## Turn on the Appliance

Press the ON/OFF Key on the Transmitter. The Transmitter display will show all active Icons on the screen. At the same time the Receiver connects the thermopile to the gas valve millivolt coil and the appliance main burner turns on. A single "beep" from the Receiver will confirm reception of the command.

## Turn off the Appliance

Press the ON/OFF Key on the Transmitter. The Transmitter LCD display will only show the room temperature and Icon (Fig. 7). At the same time the Receiver disconnects the thermopile from the gas valve millivolt coil and the appliance burner turns off. A single "beep" from the Receiver confirms reception of the command.

## Remote Flame Control

The Proflame GTMF 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. A single "beep" 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. 5). 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.

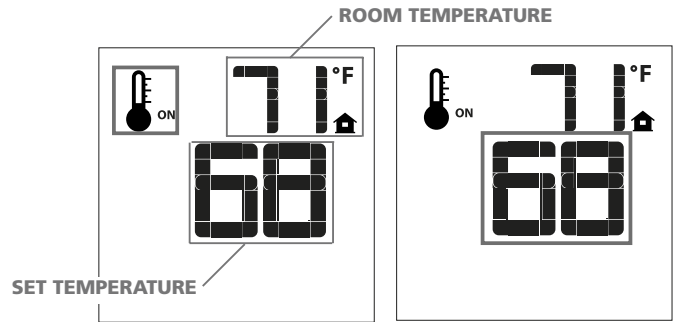
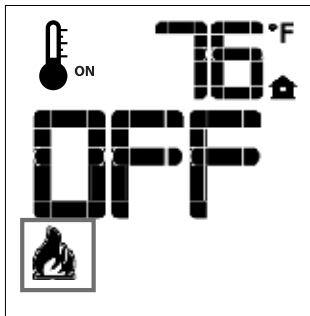


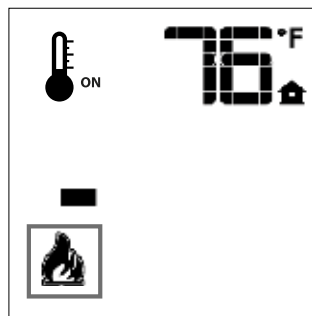
Figure 5

## SMART THERMOSTAT (TRANSMITTER OPERATION)

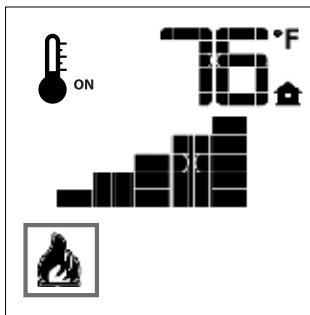
The Smart Thermostat function adjusts the flame height in accordance to the difference between the set point temperature and the actual room temperatures. As the room temperature gets closer to the set point the Smart Function will modulate the flame down. To activate this function, press the Thermostat Key (Fig. 1) until the word "SMART" appears to the right of the temperature bulb graphic (Fig. 6). 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. 7).



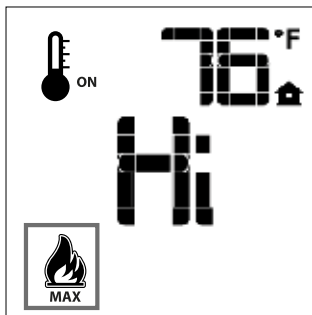
Flame Off



Flame Level 1



Flame level 5



Flame Level Maximum

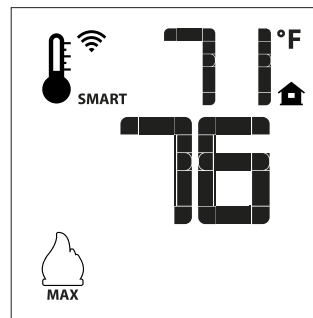


Figure 6 - Smart Flame Function

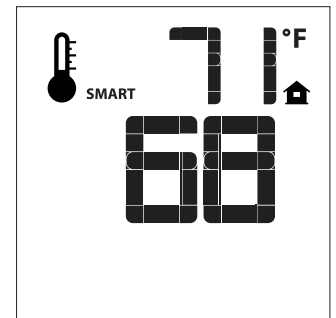


Figure 7

## 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. 18).

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

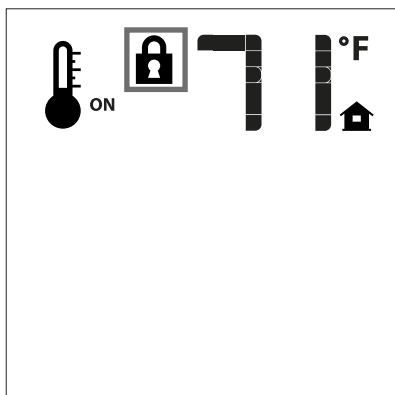


Figure 12

## 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. 13) before all battery power is lost. When the batteries are replaced this Icon will disappear.

### Receiver

The lifespan of the Receiver batteries depends on various factors: quality of Fig. 19 the batteries used, the number of ignitions of the appliance, the number of changes to the room thermostat set point, etc.

When the Receiver batteries are low, No "beep" will be emitted from the Receiver when it receives an On/Off command from the Transmitter. This is an alert for a low battery condition for the Receiver. When the batteries are replaced the "beep" will be emitted from the Receiver when the ON/OFF Key is pressed (See Initialization of The System).

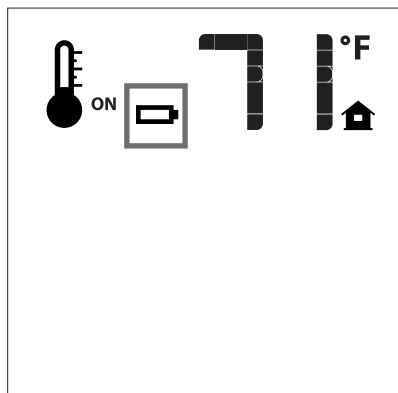


Figure 13



## PROFLAME I REMOTE RECEIVER BATTERY REPLACEMENT

### Remote Receiver Battery Replacement

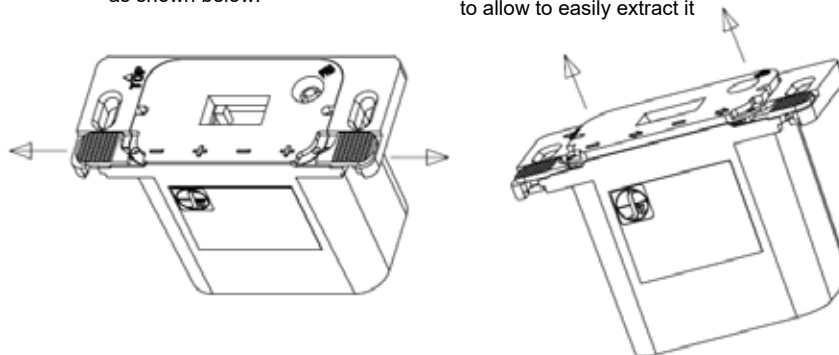
How to replace/add the batteries on remote receiver.

Note: 4 AA batteries are mandatory in the remote receiver to operate appliance when using remote control.

#### STEP 1

Move both the left/right slides as shown below.

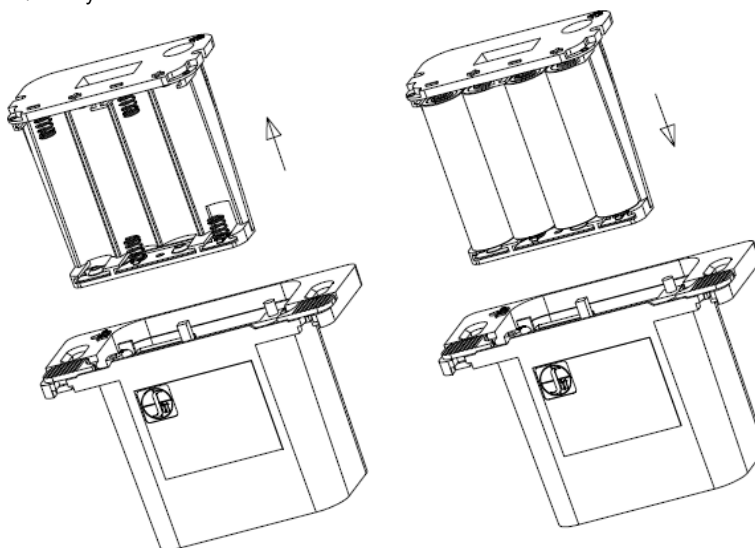
The battery compartment will be pushed out slightly, to allow to easily extract it



#### STEP 2

Extract the battery compartment from the remote receiver/battery holder

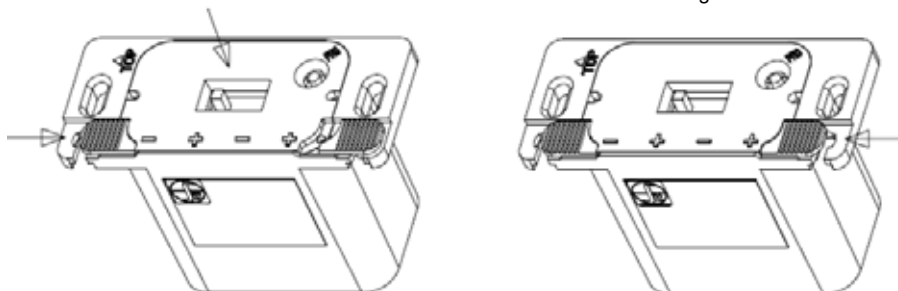
Replace 4 x AA batteries and insert the battery compartment back into remote receiver/battery holder



#### STEP 3

Keeping the battery compartment pressed in, close the left slide

Close the right slide



#### STEP 4 Reinstall wall cover plate with 2 Phillips head screws.

## COPY OF LIGHTING INSTRUCTION PLATE

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

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

**AVERTISSEMENT:** Quiconque ne respecte pas à la lettre les instructions dans la présente notice risque de déclencher un incendie ou une explosion entraînant des dommages, des blessures ou la mort.

Une installation, d'ajustement, de modification, de service ou d'entretien peut provoquer des blessures ou des dommages matériels. Reportez-vous au manuel du propriétaire fourni avec cet appareil. Pour obtenir de l'aide ou des informations supplémentaires consulter un installateur qualifié, une agence de service ou fournisseur de gaz.

A) This appliance has a pilot that must be lighted by hand. When lighting the pilot, follow these instructions exactly.

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

**WHAT TO DO IF YOU SMELL GAS**

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

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

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

A) Cet appareil est muni d'une veilleuse qui doit être allumée manuellement. Respectez les instructions ci-dessous à la lettre.

B) **AVANT LA MISE EN MARCHÉ**, reniflez tout autour de l'appareil pour détecter une odeur de gaz. Reniflez 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 de téléphones se trouvant dans le bâtiment.
- Sortez du bâtiment immédiatement
- Appelez 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) Ne poussez ni ne tournez la manette d'admission du gaz qu'à la main. Ne jamais employer d'outil à cette fin. Si la manette reste coincée, ne tentez pas de la réparer; appelez un technicien qualifié. Quiconque tente de forcer la manette ou de la réparer peut provoquer une explosion ou un incendie.

D) 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.

**LIGHTING INSTRUCTIONS / CONSIGNES D'ALLUMAGE**

- STOP! Read the safety information above on this label.**
- Push in gas control knob slightly and turn clockwise to "OFF". Knob cannot be turned from "PILOT" to "OFF" unless knob is pushed in slightly. Do not force.
- Wait five (5) minutes to clear out any gas. If you then smell gas STOP! Follow step "B" in the Safety Information above on this label. If you don't smell gas, go to the next step.
- Push in gas control knob slightly and turn counterclockwise to "PILOT" position.
- Push in control knob all the way and hold in until the pilot lights. Continue to hold the control knob in for about 20 seconds after the pilot lights. Release the knob.
- Push in gas control knob slightly and turn counterclockwise to "ON" position
- Turn on the flame switch.

- STOP ! Lire les instructions de sécurité sur la portion supérieure de cette étiquette.**
- Enfoncer légèrement le bouton de commande de gaz et tournez dans le sens horaire en position OFF. Le bouton ne peut pas être tourné du PILOT à OFF à moins que le bouton soit enfoncé légèrement. Ne forcez pas.
- Attendre cinq (5) minutes pour laisser échapper tout le gaz. Si vous sentez une odeur de gaz, ARRÊTEZ! Passez à l'étape "B" des instructions de sécurité sur la portion supérieure de cette étiquette. S'il n'y a pas d'odeur de gaz, passez à l'étape suivante.
- Enfoncer légèrement le bouton de commande de gaz et tournez dans le sens antihoraire en position PILOT.
- Pousser le bouton de commande de gaz à fond et le maintenir enfoncé jusqu'à ce que la veilleuse s'allume. Maintenir le bouton de commande de gaz enfoncé pendant environ 20 secondes après l'allumage de la veilleuse. Relâcher le bouton de commande de gaz.
- Enfoncer légèrement le bouton de commande de gaz et tourner dans le sens antihoraire en position 'ON'.
- Actionner l'interrupteur de flamme.

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

- Turn off the flame switch.
- Push in the gas control knob slightly and turn clockwise to "OFF". Do not force.
- Turn off all electric power to the appliance if service is to be performed.  
You may shut off the pilot during prolonged non use periods to conserve fuel.
- Fermer l'interrupteur de flamme.
- Enfoncer légèrement le bouton de commande de gaz et tournez dans le sens horaire en position OFF. Ne pas forcer.
- Avant d'effectuer des opérations d'entretien, couper l'alimentation électrique de l'appareil.  
Pour économiser le carburant, vous pouvez éteindre la veilleuse lorsque l'appareil reste longtemps inutilisé.

DO NOT REMOVE THIS INSTRUCTION PLATE

NE PAS ENLEVER CETTE ÉTIQUETTE D'INSTRUCTIONS

920-181a

## AUTOMATIC CONVECTION FAN OPERATION

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

## NORMAL OPERATING SOUNDS OF GAS APPLIANCES

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

### Blower:

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

### Burner Tray:

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

### Blower Thermodisc:

When thermally activated switch turns ON, it will create a small "clicking" sound. This is the contact switch closing.

### Pilot Flame:

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

### Gas Control Valve:

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

### Unit Body and Firebox:

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

## MAINTENANCE INSTRUCTIONS

- 1) Always turn the gas valve to the off position before cleaning. For relighting, refer to lighting instructions. Keep the burner and control compartment clean by brushing and vacuuming at least once a year. When cleaning the logs, use a clean soft paint brush as the logs are fragile and easily damaged.
- 2) Clean (never when unit is hot) appliance, with a damp cloth. Never use an abrasive cleaner. The optional finishes may be scratched if abrasives are used to clean them. The heater is finished in a heat resistant paint and should only be refinished with heat resistant paint (not with wall paint). Regency uses StoveBrite Paint - Metallic Black #6309.
- 3) Make a periodic check of the 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 and cleaned from the burner tray.
- 5) Keep the area near the appliance clear and free from combustible materials, gasoline and other flammable vapours and liquids.

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

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

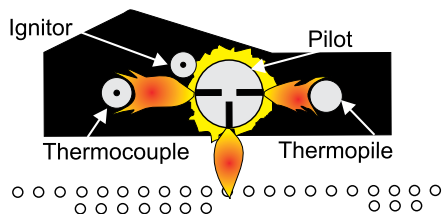
**CLOTHING OR OTHER FLAMMABLE MATERIAL SHOULD NOT BE PLACED ON OR NEAR THE APPLIANCE.**

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

**Never operate the appliance without the glass properly secured in place or with the door open.**

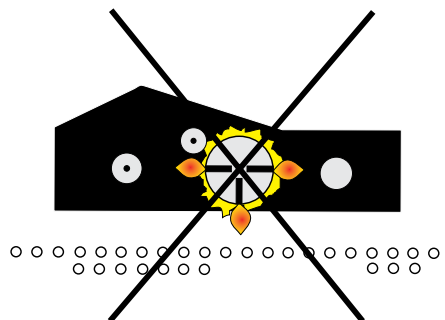
- 7) Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.
- 8) Periodically check the pilot flames. Correct flame pattern has three strong blue flames: 1 flowing around the thermopile and 1 around the thermocouple, and 1 flowing across the front of the burner.

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



**Front Burner Tube**

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



**Front Burner Tube  
Top View of pilot flame**

## GENERAL VENT MAINTENANCE

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

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

## LOG REPLACEMENT

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

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

## GLASS GASKET

If the glass gasket requires replacement use a tadpole gasket for the Flush Front (Part # 846-697).

## DOOR GLASS

Your Regency stove is supplied with high temperature, 5 mm Neoceram ceramic glass that will withstand the highest heat that your unit will produce. Do not abuse the glass by striking the surface or by slamming the door shut.

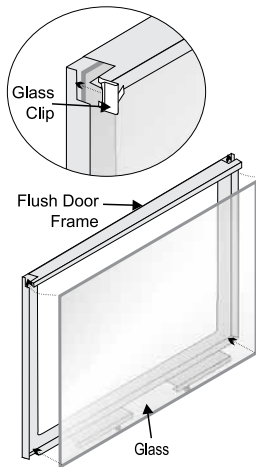
If your glass requires cleaning, we recommend using an approved glass cleaner available at all authorized dealers. **Do not use abrasive materials. Do not clean the glass when hot.**

In the event that you break your glass by impact, purchase your replacement from an authorized Regency dealer only, do not use substitute materials. Follow our step-by-step instructions for replacement. **Warning: Wear gloves when removing damaged or broken glass.**

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

### Flush Glass Replacement

Remove the flush door front (refer to the "Standard Flush Door" section). Remove the 4 glass clips from each corner. Slide in the new replacement glass. Push the 4 glass clips back onto the frame.



### To Remove Fan:

1. Turn the unit off and allow it to cool down to room temperature.
2. Unplug or disconnect power source to stove.
3. Remove the safety screen and glass door, see instructions in manual.
4. Remove logs and grate -see manual for details.
5. Remove optional brick panel set, if installed (refer to the "Optional Brick Panel" section). When removing side brick panels the two screws that hold the grate down must be removed first.

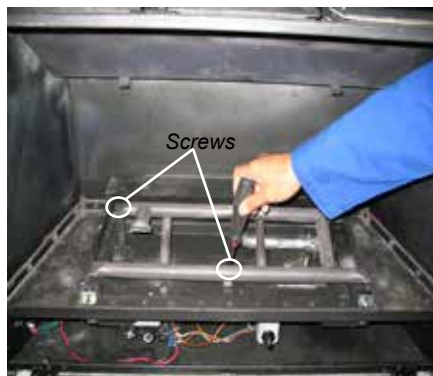


- 6) Straighten the adjustment wire under the firebox base.

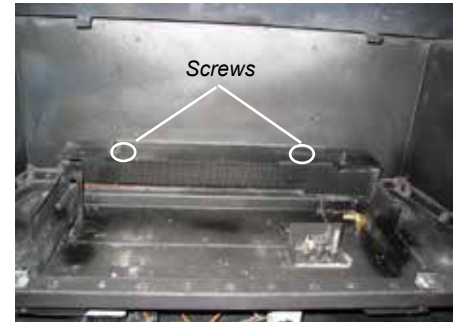


*Straighten adjustment wire*

7. Remove the Burner by removing the 2 screws (1 on burner bracket and one on valve tray). Tilt the burner up and slide to the left away from the orifice.



8. Remove the rear log support by unscrewing the 2 screws.



9. Remove the 12 screws holding the Access Panel in place.

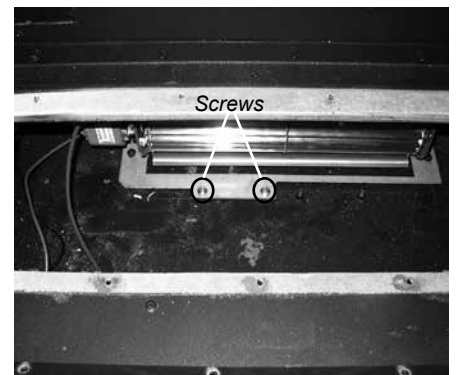


**Fan Access Plate Screws**

10. Unplug the wires from the fan motor (from inside the stove).



11. Remove the 2 screws from the fan bracket.



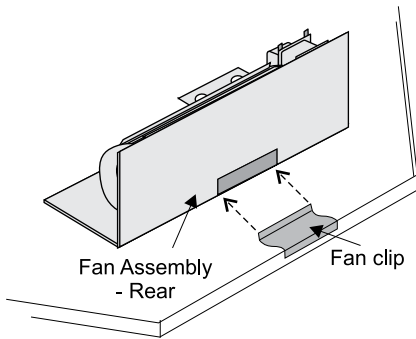
## FAN MAINTENANCE

If your fan requires maintenance or replacement, access to the fan is through the plate on the floor of the firebox. **NOTE: the unit MUST NOT be operated without the fan access panel securely in place.**

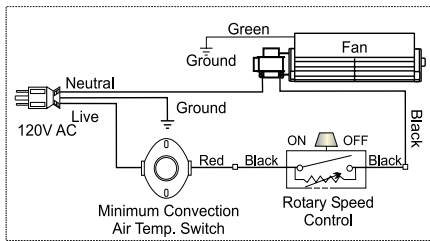
**Caution: Label all wires prior to disconnecting when servicing controls. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing.**



12. Pull Fan Assembly forward, to disengage the fan clip on the rear wall. Then lift the Fan Assembly up and pull through firebox opening.



13. Disconnect green wire from power cord.



#### Replacing fan:

14. Reverse above steps.

Seal fan access panel using high temperature silicone (sparingly).

### VALVE ASSEMBLY REMOVAL AND INSTALLATION

- Turn the unit off and allow it to cool down to room temperature.
- Unplug or disconnect power source.
- Shut off the main gas supply.
- Remove the safety screen and glass door.
- Remove logs and grate.
- Remove optional brick set, if installed.

7. When removing base brick sides the two screws that hold the grate down must be removed first.

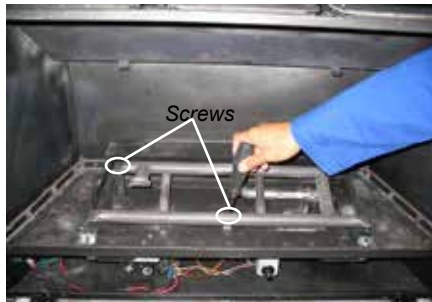


8. Straighten the adjustment wire under the firebox base.

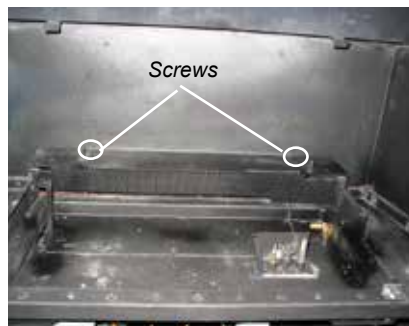


*Straighten adjustment wire.*

9. Remove the Burner by removing the 2 screws (1 on burner bracket and one on valve tray). Tilt the burner up and slide to the left away from the orifice.



10. Remove the rear log support by unscrewing the 2 screws.



11. Disconnect the inlet gas line.

12. Unplug the black and red wires at the valve. Undo the 2 TP wires at the valve.

13. Remove the 17 screws on the valve tray.



14. Take out the valve tray from the unit.



15. Scrape off the old gasket from the floor of the firebox and from the valve access plate.

16. Install new gasket and valve assembly (reverse steps 9-14).

**NOTE: Failure to install a new gasket may severely affect the appliance performance.**

17. Hook up gas line and check for gas leaks with soap and water solution or a gas leak detector. **Do not use open flame for leak testing.**

18. Set up the air shutter to 5/16" for NG and 7/16" for LP.

19. Fire up the unit temporarily.

20. Check the manifold pressure 3.8" W.C. for NG and 11" W.C. for LP.

21. Reverse steps 4-8.

## 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.

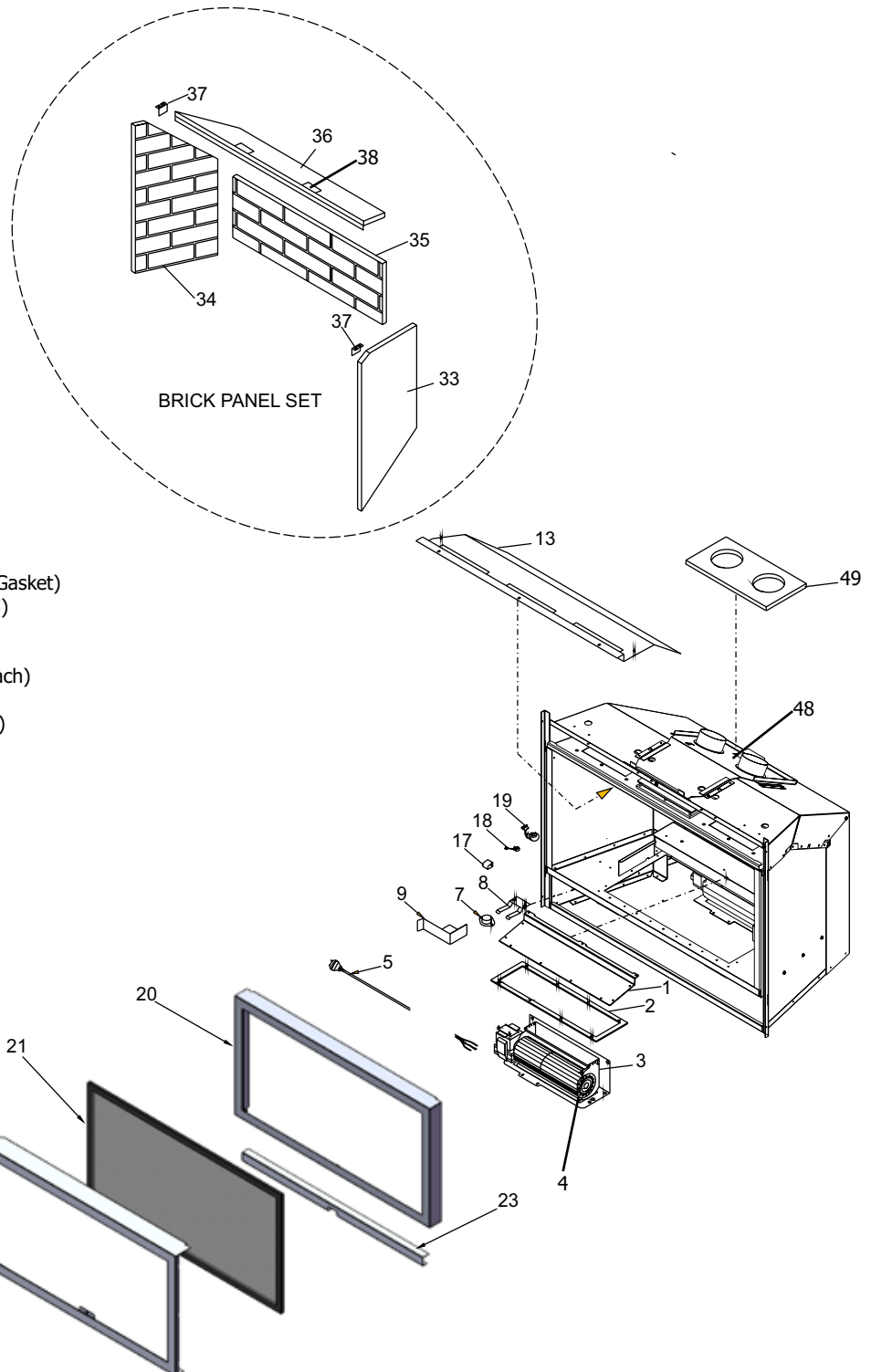
Clean	Inspect	Check
<ul style="list-style-type: none"> <li>Glass</li> <li>Interior bricks / panels</li> <li>Burner ports &amp; burner air shutter</li> <li>Fan blades</li> <li>Log set</li> <li>Pilot orifices</li> <li>Pilot hood (change as needed)</li> <li>Flame sensor (electronic ignition models)</li> <li>Flame electrode</li> <li>Burner orifice</li> <li>Thermocouple (millivolt models)</li> <li>Thermopile (millivolt models)</li> </ul>	<ul style="list-style-type: none"> <li>Pilot assembly</li> <li>Burner</li> <li>Pressure relief gaskets/doors</li> <li>Flue connector gasket if present</li> <li>Door seal</li> <li>Firebox</li> <li>Venting</li> <li>Batteries (remote handheld, remote receiver, DC sparker, change as needed)</li> <li>Burner media (change as needed)</li> <li>Air shutter setting</li> <li>Wiring</li> </ul>	<ul style="list-style-type: none"> <li>Voltage on thermocouple/thermopile (millivolt models)</li> <li>Ohms reading on flame sense (electronic ignition models)</li> <li>Inlet/outlet fuel pressures as per rating plate</li> <li>Voltage/ohms readings on gas valve</li> <li>Ohms reading to on/off switch circuit (Millivolt models)</li> </ul>

### 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

## MAIN ASSEMBLY

Part #	Description
1) 340-038	Fan Access Plate
2) 340-103	Gasket - Fan Access Plate
3) 320-517/P	Fan Assembly 120 V (includes Fan Cover Gasket)
4) 910-331/P	Replacement Fan Motor 120 V
5) 910-750	Power Cord
910-752	Wire Harness (Faceplate)
910-330	Fan Speed Controller
904-586	Fan Speed Controller Knob
7) 910-142	Fan Auto On/Off Thermodisc
8) *	Thermodisc Bracket
9) 320-070	Fan Switch Cover
13) 340-022	Baffle Plate
17) *	Wire Holder Clip
18) *	Strain Relief
19) *	Grommet for Power Cord
20) 342-010	Door Trim
21) 342-013	Mesh
22) 342-012	Screen Frame
23) 342-011	Bottom Inside Frame
940-342/P	Replacement Glass (includes Glass Gasket)
846-697	Gasket Tadpole Tape (12') (936-155)
904-691	Glass U Clip (each) - 4 per Unit
770-066F	Pressure Relief Top Plate (each)
W260280	Pressure Relief Top Plate Gasket (each)
942-117	Pressure Relief Frame (each)
W260260	Pressure Relief Frame Gasket (each)
340-901	Brick Panel Set - Standard Brown
340-902	Brick Panel Set - Standard Red
33) *	Brick Panel - Right
34) *	Brick Panel - Left
35) *	Brick Panel - Back
36) *	
37) 511-031	Brick Clip
38) 340-043	Trim Brick Front
340-094	Bottom Back Brick Clip
340-528	Base Brick Panel (3pc)
43) *	Stove Top
45) *	Adaptor Stop
46) *	Adaptor Holding Brkt - Left
47) *	Adaptor Holding Brkt - Right
48) 340-523	Flue Adaptor Assembly
49) 340-099	Thermal Insulation
50) *	Insulation Hold Down Bracket
51) *	
919-379	Manual

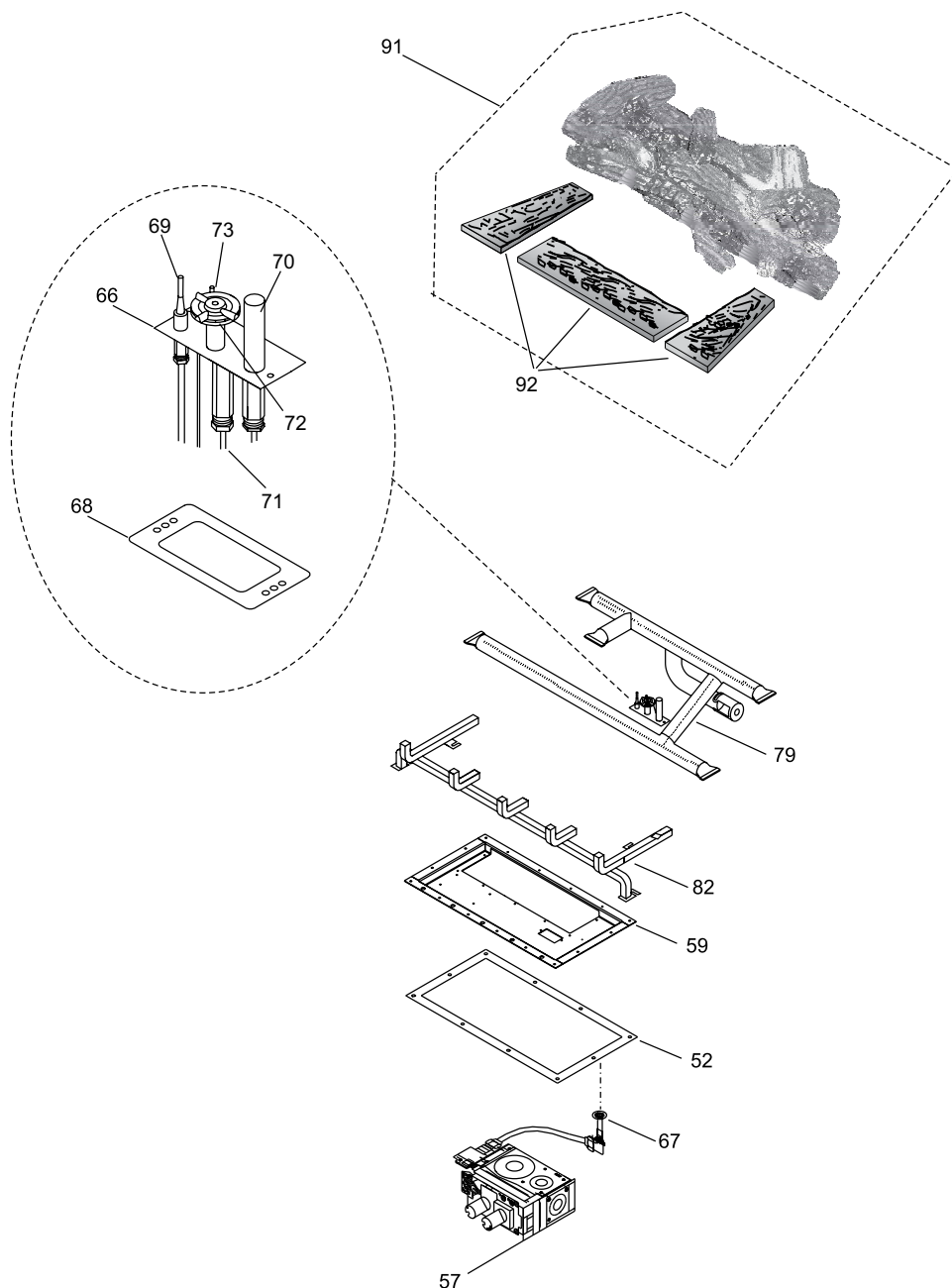


\* Not available as a replacement part.

## BURNER & LOG ASSEMBLY

Part #	Description
52) 340-104	Gasket - Valve Tray
342-574/P	Valve Assembly - NG
342-576/P	Valve Assembly - LP
57) 910-578	Valve - S.I.T. - Natural Gas
910-580	Valve - S.I.T. - Propane
59)*	Valve Tray
66) 910-038/P	Pilot Assy-3 Flame-S.I.T.-NG
910-039/P	Pilot Assy - 3 Flame - S.I.T. - LP
67) 904-690	Orifice #31 - NG
904-641	Orifice #50 - LP
936-170	Orifice Gasket
68) W840470	Pilot assembly gasket
69) 910-386	Thermocouple
70) 910-341	Thermopile
71) 910-432	Pilot Tube
72) 910-096	Pilot Hood 3 way
73) 910-030	Electrode
910-036	Pilot Orifice NG
910-037	Pilot Orifice LP
79) 948-433	Burner Assy - NG/LP
82) 340-047	Burner Grate
911-338/P	Remote Receiver
910-592	Remote Transmitter - Silver
911-175/P	Remote Transmitter - Black
911-164	Valve/Remote wiring harness
342-969	Conversion Kit- LP
820-463	Remote Receiver Heat Shield
910-073	DC Spark Box
910-074	DC Spark Box Wire
91) 340-930	Complete Log Set
*	Bottom Log
*	Center Top Log
*	Front Log
*	Left Log
*	Right Log
*	Top Left Log
*	Rear Log
*	Top Right Log
946-669	Platinum Bright Embers
946-708	Embaglow Bright Embers
92) 340-528	Base Brick Panel (3 pc)

\* Not available as a replacement part.

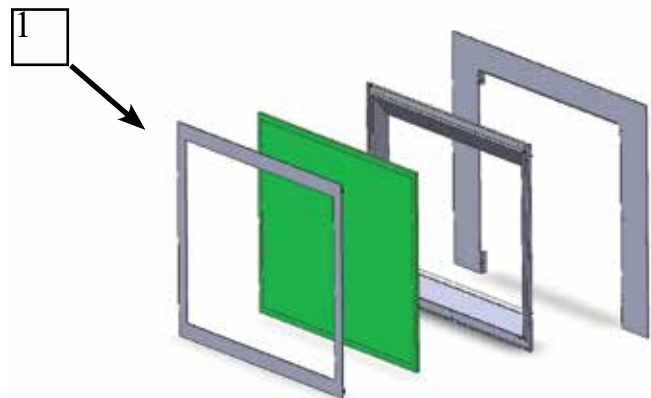




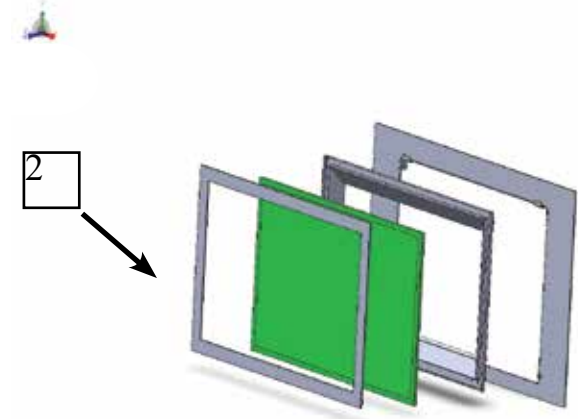
VIGNETTE FACEPLATE

Part #	Description	5	342-957	Oversize Backing Plate	*	342-924	Faceplate Low Profile Mt. Black
1	342-914 Faceplate Vignette Mt. Black		342-954	Backing Plate Custom 3-Sided Vignette	*	342-934	Faceplate Vignette 4 sided.Mt. Black
2	342-934 Faceplate Vignette 4 sided Mt. Black		342-959	Backing Plate Custom 4 Sided Vignette	*	342-958	Backing Plate Custom 3 sided
3	342-952 Hearth Trim 2" Non-adjustable	6	342-956	Spacer Vignette Mt. Blk	*	342-959	Backing Plate Custom 4 sided
4	342-918 Vignette Door Inlay Chrome	7	299-955	Hearth Trim Adjustable	*		Not Shown
	342-919 Vignette Door Inlay Metallic Black	*					
	342-920 Vignette Door Inlay Tuscan Sunset						

3 Sided Vignette Faceplate



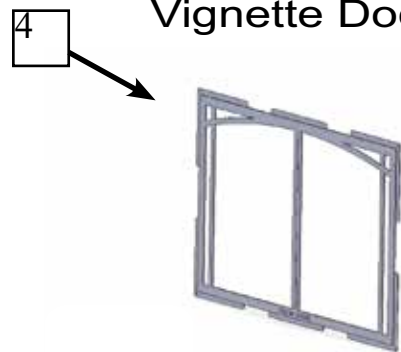
4 Sided Vignette Faceplate



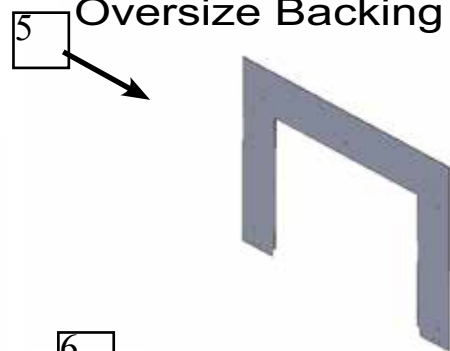
Hearth Trim Non-Adjustable



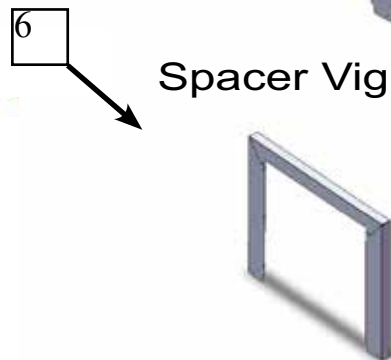
Vignette Door Inlay



Oversize Backing Plate



Spacer Vignette



Hearth Trim Adjustable



**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 warrants 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.

**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/sooting 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 (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.



### 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. 3175  
Australia

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.



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