

Greenfire® GC60

TECHNICAL MANUAL

Freestanding Cast Iron Pellet Stove



French Manual: <https://bit.ly/3bzMqj0>
Manuel en Français : <https://bit.ly/3bzMqj0>

PLEASE READ THIS ENTIRE MANUAL BEFORE INSTALLATION AND USE OF THIS PELLET-BURNING ROOM HEATER. FAILURE TO FOLLOW THESE INSTRUCTIONS COULD RESULT IN PROPERTY DAMAGE, BODILY INJURY OR EVEN DEATH.

Contact your building or fire officials about restrictions and installation inspection requirements in your area.

WARNING:

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

FOR YOUR SAFETY:

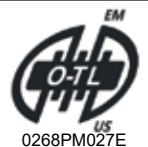
Do not store or use gasoline or other flammable vapours and liquids in the vicinity of this or any other appliance.

Installation and service must be performed by an authorized installer or service agency.

Tested by:



IMPORTANT: SAVE THESE INSTRUCTIONS



Safety Note: If this stove is not properly installed, a house fire may result. For your safety, follow the installation instructions, contact local building, fire officials, or authority having jurisdiction about restrictions and installation inspection requirements in your area.

The authority having jurisdiction should be consulted before installation to determine the need to obtain a permit.

Emissions and Efficiency: This manual describes the installation and operation of the Regency GC60 pellet heater. This heater is U.S. ENVIRONMENTAL PROTECTION AGENCY certified to comply with 2020 particulate emission standards. Under specific test condition this heater has been shown to deliver heat at rates ranging from: 4,383 - 23,542 Btu/hr


Efficiency: 60.4% HHV




FIRE EXTINGUISHER AND SMOKE DETECTION: All home with a pellet burning stove should have at least one fire extinguisher in a central location known to all the household. Smoke detectors and carbon monoxide detectors should be installed maintained in the room containing the stove. If it sounds the alarm, correct the cause but do not deactivate. You may choose to relocate the smoke the smoke detection device within the room; **DO NOT REMOVE THE SMOKE OR CARBON MONOXIDE DETECTORS FROM THE ROOM.**

WARNING: This wood heater needs periodic inspection and repair for proper operation. It is against federal regulation to operate this wood heater in a manner inconsistent with operating instructions in this manual.

WARNING: This wood heater has a manufacturer set minimum low burn rate that must not be altered. It is against federal regulations to alter this setting or other wise operate this wood heater in a manner inconsistent with operating instructions in this manual.

NATIONAL FIREPLACE INSTITUTE

CERTIFIED
www.nficertified.org

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

 **Wood Energy Technical Training**
www.wettinc.ca

 **WARNING: Cancer and Reproductive Harm**
www.P65Warnings.ca.gov

919-874

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Safety Warnings & Recommendations

This manual is designed for the technician in conjunction with the owner's manual.

Please read this entire Technical Manual before installing or operating your Hampton Pellet Stove. Failure to follow these instructions may result in property damage, bodily injury or even death. Any unauthorized modification of the appliance or use of replacement parts not recommended by the manufacturer is prohibited. All national and local regulations shall be complied with when operating this appliance.

Caution: Do not connect to any air distribution duct or system.

Warning: Never place wood, paper, furniture, drapes or other combustible materials within 48" (122cm) of the front of the unit, 12" (30.5cm) from each side, and 4" (10cm) from the back of the unit. Do not let children or pets touch it when it is hot.

To prevent the possibility of a fire, ensure that the appliance is properly installed by adhering to the installation instructions. An Hampton dealer will be happy to assist you in obtaining information with regards to your local building codes and installation restrictions.

FIRE EXTINGUISHER AND SMOKE DETECTION: All homes with a pellet burning stove should have at least one fire extinguisher in a central location known to all in the household. Smoke detectors should be installed and maintained in the room containing the stove. If it sounds the alarm, correct the cause but do not deactivate. You may choose to relocate the smoke detection device within the room; **DO NOT REMOVE THE SMOKE DETECTOR FROM THE ROOM.**

CHIMNEY OR RUN AWAY FIRE (SOOT/CREASOTE): Call local fire department (or dial 911). Close the draft fully. Extinguish the fire in the burn pot liner with a cup of water and close the door. Examine the flue pipes, chimney, attic, and roof of the house, to see if any part has become hot enough to catch fire. If necessary, spray with fire extinguisher or water from the garden hose. **IMPORTANT:** Do not operate the stove again until you are certain the chimney and its lining have not been damaged. Check daily for creasote build-up until experience shows how often you need to clean to be safe.

OPERATION: The door and ash drawer must be kept closed when the unit is in operation to prevent fume spillage and for proper and safe operation of the pellet stove. Also ensure all gaskets on the door are checked and replaced when necessary. **Unit hot while in operation. Keep children, clothing and furniture away. Contact may cause skin burns.**

CAUTION: When operating during adverse weather, if the unit exhibits dramatic changes in combustion stop using the unit immediately.

FUEL: This stove is designed and approved to only burn wood pellets of any quality, corn, wheat, barley, and grass. Dirty fuel will adversely affect the operation and performance of the unit and may void the warranty. Check with your dealer for fuel recommendations. **THE USE OF CORDWOOD IS PROHIBITED BY LAW. Do not burn garbage or flammable fluids such as gasoline, naphtha or engine oil.**

SOOT/CREASOTE: Operation of the stove with insufficient combustion air will result in the formation of soot/creasote which will collect on the glass, the heat exchanger, the exhaust vent system, and may stain the outside of the house. Frequently check your stove and adjust the combustion air trim and/or if necessary adjust the slider/damper as needed to ensure proper combustion. **See: "SLIDER/DAMPER SETTING".**

CLEANING: There will be some build up of fly ash and small amounts of creosote in the exhaust. This will vary due to the ash content of the fuel used and the operation of the stove. It is advisable to inspect and clean the exhaust vent semi-annually or every two tons of pellets. The appliance, flue gas connector and the chimney flue require regular cleaning. Check them for blockage prior to re-lighting after a prolonged shut down period. If a significant layer of creasote has accumulated in the flue (3mm or more) it should be removed to reduce the risk of a chimney fire.

ASHES: Disposed ashes should be placed in a metal container with a tight fitting lid. The closed container of ashes should be on a non-combustible surface, well away from all combustible materials pending final disposal. If the ashes are disposed of by burial in soil or otherwise locally dispensed, they should be retained in the closed container until all cinders have thoroughly cooled.

Safety Warnings & Recommendations

ELECTRICAL: The use of a surge protected power bar is recommended. The unit must be grounded. The grounded electrical cord should be connected to a standard 110-120 volts (4.2 Amps), 60 hertz electrical outlet and also must be accessible. If this power cord should become damaged, a replacement power cord must be purchased from the manufacturer or a qualified Hampton dealer. Be careful that the electrical cord is not trapped under the appliance and that it is clear of any hot surfaces or sharp edges. This unit's maximum power requirement is 504 watts.

When installing the stove in a mobile home, it must be electrically grounded to the steel chassis of the home and bolted to the floor.

GLASS: Do not abuse the glass by striking or slamming the door. Do not attempt to operate the stove with broken glass. The stove uses ceramic glass. Replacement glass must be purchased from an Hampton dealer. Do not attempt to open the door and clean the glass while the unit is in operation or if glass is hot. To clean the glass, use a soft cotton cloth and mild window cleaner, gas or wood stove glass cleaner, or take a damp paper towel and dip into the fly ash. This is a very mild abrasive and will not damage the glass. Do not use polishing compounds or abrasive cleaners.

KEEP ASH PAN FREE OF RAW FUEL. DO NOT PLACE UNBURNED OR NEW PELLET FUEL IN ASH PAN. A fire in the ash pan may occur.

INSTALLATION: Contact your local building or fire official to obtain a permit and any information on installation restrictions and inspection requirements for your area.

Be sure to maintain the structural integrity of your home when passing a vent through walls, ceilings, or roofs, and all construction meets local building codes. It is recommended that the unit be secured into its position in order to avoid any displacement. This appliance must be installed on a floor with an adequate load bearing capacity, if existing construction doesn't meet load capacity, suitable measures (e.g. load distributing plate) must be taken to achieve it.

DO NOT INSTALL A FLUE DAMPER IN THE EXHAUST VENTING SYSTEM OF THIS UNIT.

DO NOT CONNECT THIS UNIT TO A CHIMNEY FLUE SERVING ANOTHER APPLIANCE.

FRESH AIR: This unit uses large quantities of air for combustion; outside Fresh Air connection is **strongly** recommended. Fresh Air **must** be connected to all units installed in Mobile and "Air Tight Homes" (R2000) or where required by local codes.

Consider all large air moving devices or any other appliance which may compete for fresh air when installing the unit and provide room air accordingly. NOTE: Extractor fans when operating in the same room or space as the appliance may cause problems. Limited air for combustion may result in poor performance, smoking and other side effects of poor combustion.

The stove's exhaust system works with negative combustion chamber pressure and a slightly positive chimney pressure. It is very important to ensure that the exhaust system be sealed and airtight. The ash pan and viewing door must be locked securely for proper and safe operation of the pellet stove.

Do not burn with insufficient combustion air. A periodic check is recommended to ensure proper combustion air is admitted to the combustion chamber. Setting the proper combustion air is achieved by adjusting the slider damper located on the left side of the stove.

Soot or creosote may accumulate when the stove is operated under incorrect conditions such as a rich burn (black tipped, lazy orange flames).

If you have any questions with regards to your stove or the above-mentioned information, please feel free to contact your local dealer for further clarification and comments.

SINCE REGENCY FIREPLACE PRODUCTS LTD. HAS NO CONTROL OVER THE INSTALLATION OF YOUR STOVE, REGENCY FIREPLACE PRODUCTS LTD. GRANTS NO WARRANTY IMPLIED OR STATED FOR THE INSTALLATION OR MAINTENANCE OF YOUR STOVE. THEREFORE, REGENCY FIREPLACE PRODUCTS LTD. ASSUMES NO RESPONSIBILITY FOR ANY CONSEQUENTIAL DAMAGE(S). SAVE THIS INSTRUCTION MANUAL FOR FUTURE REFERENCE.

Specifications

RATING LABEL & LOCATION:

Lift the cast top off the stove and place to one side. On the back of the pellet stove there will be two flat head screws that hold the hopper lid shut. Remove both screws. Once both screws have been removed open the hopper lid. The serial number will be on the underside of the hopper lid as illustrated below.



Specifications

DIMENSIONS:

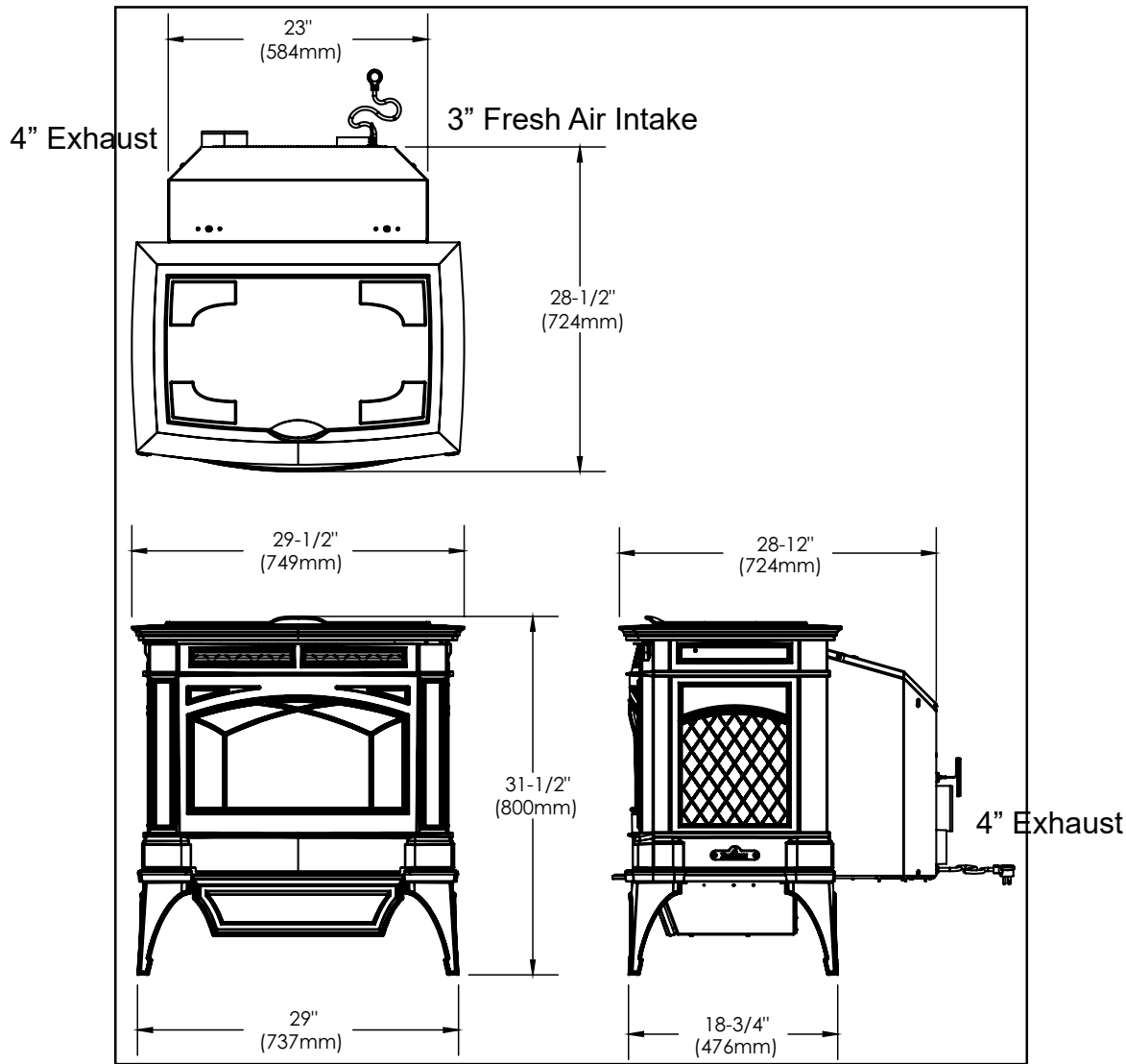


Figure 2: Dimensions of GC60.

SPECIFICATIONS:

Input rating when using: Wood Pellets/Corn - 55,000BTU (16.1KW•hr) & Wheat/Barley - 53,000BTU (15.5KW•hr).

Table 1: GC60 Specifications.

| Description | Fuel type | |
|---------------------------|--|-------------------------|
| Residential Pellet Heater | 6mm (1/4") dia. Pellets - wood, corn, wheat, & barley* | |
| Voltage | Current | Max Power |
| 110 - 120 V | 4.2 Amps | 504 Watts |
| Frequency | Hopper Capacity | Consumption on Low |
| 60 Hz | up to 60 lb (36.3 Kg) | 1.5 lb/hr (0.68 Kg/hr)* |
| Testing Standard | Weight (with full hopper) | Consumption on High |
| ASTM 1509-04 | 504 lb (229 Kg) | 6.5 lb/hr (2.95 Kg/hr)* |

*Note: Consumption will vary with the type and quality of pellets / fuel used.

Installation

DECIDING WHERE TO LOCATE YOUR PELLET APPLIANCE:

1. Do not install the stove in a bedroom or room where people sleep in.
2. Locate the stove in a large and open room that is centrally located in the house. This will optimize heat circulation.
3. Check clearances to combustibles and for the least amount of interference to house framing, plumbing, wiring, etc.
4. You can vent the stove with approved pipe through an exterior wall behind the unit or pass it through the ceiling and roof. The stove can connect to an existing masonry or metal chimney (must be lined if the chimney is over 6" (15 cm) diameter, or over 28 inches² (180 cm²) cross sectional area).
5. This unit must not be installed directly onto carpet. If it is to be installed on a carpeted area, a solid surface (metal or approved hearth pad) must be installed between the unit and the carpet.
6. This unit uses large quantities of air for combustion; outside Fresh Air connection is **strongly recommended**. Fresh Air **must** be connected to all units installed in Mobile and "Air Tight Homes" (R2000) or where required by local codes.
7. Do not obtain combustion air from an attic, garage or any unventilated space. Combustion air may be obtained from a ventilated crawlspace.
8. The power cord is 8 feet (2.43 m) long and may require a grounded extension cord to reach the nearest electrical outlet.

REMOVING PELLET STOVE FROM PALLET:

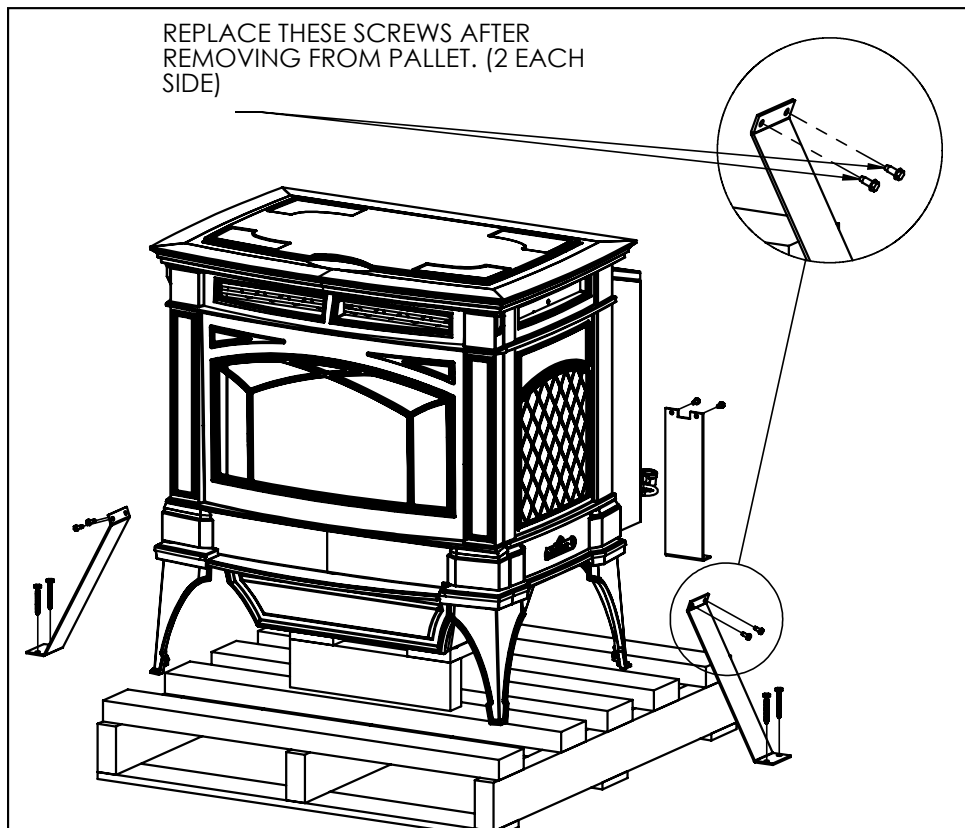


Figure 3: Screws to take out to remove stove from pallet.

Installation

CLEARANCES TO COMBUSTIBLES:

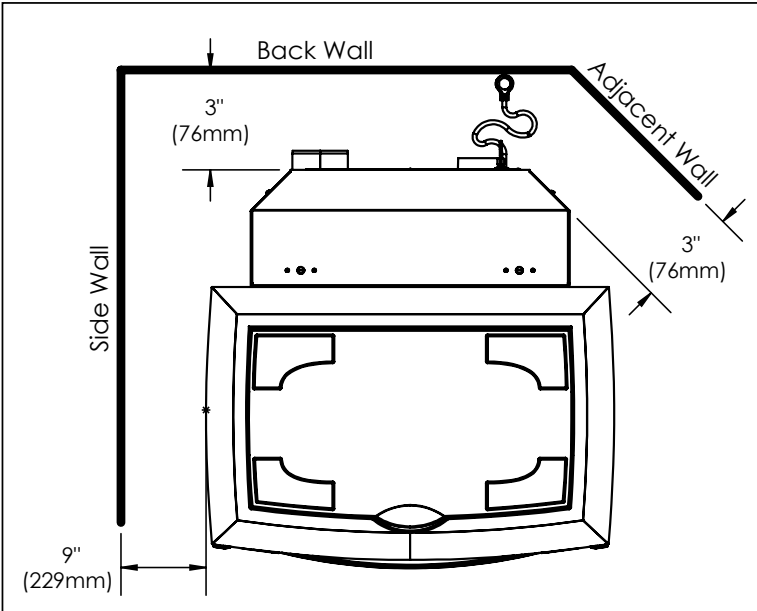


Figure 4: GC60 Clearance to Combustibles.

These dimensions are minimum clearances but it is recommended that you ensure sufficient room for servicing, routine cleaning and maintenance.

| | | |
|-------------------|-----------|-----------|
| Side wall to unit | 9 inches | (22.9 cm) |
| Back wall to unit | 3 inches | (76 cm) |
| Corner to unit | 3 inches | (76 cm) |
| Ceiling height | 60 inches | (152 cm) |

| | | |
|-----------------------|-----------|----------|
| Alcove Maximum Depth | 36 inches | (91 cm) |
| Alcove Minimum Width | 48 inches | (122 cm) |
| Alcove Minimum Height | 60 inches | (152 cm) |

In the USA, the unit must be installed with a minimum of 6" (152 mm) of floor protection in front of and to the sides of the door opening.

In Canada, the unit must be installed with a minimum of 8" (203 mm) of floor protection in front of and to the sides of the door opening.

LEVELING LEG ADJUSTMENT:

The leveling legs should be adjusted for the unit to sit level and not rock if installed on uneven flooring.

1. Turn levelling legs until they are at the required heights.
2. Tighten the nut to hold the leveling leg in position.

THERMOSTAT INSTALLATION:

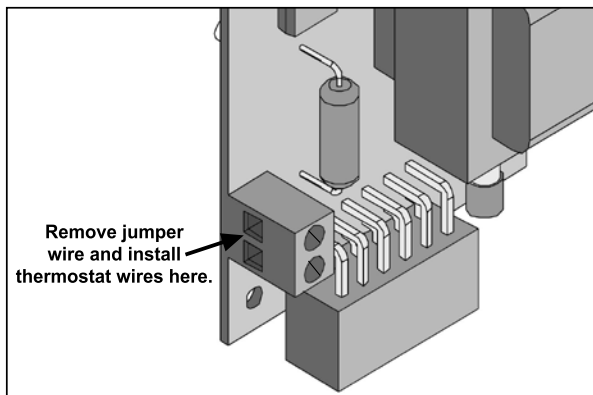


Figure 5: Thermostat wire placement.

1. Install the wall thermostat (millivolt rated thermostat recommended, or a 12/24 Volt rated thermostat set to millivolts) in a location that is not too close to the unit but will effectively heat the desired area.
2. Connect the Thermostat using a 2 x 18 gauge wire from the unit to the thermostat.

If the heat in the room becomes too great, the high limit switch may turn the stove off and the switch will have to be manually reset. The switch is found below the firebox top on the hopper's right surface.

Installation

VENT TERMINATION REQUIREMENTS:

IT IS RECOMMENDED THAT YOUR PELLET STOVE BE INSTALLED BY AN AUTHORIZED DEALER/INSTALLER.

Table 2: Use in conjunction with Figure 6 for allowable exterior vent termination locations.

| Letter | Minimum Clearance | Description |
|--------|--|--|
| A | 24 in (61 cm) | Above grass, top of plants, wood, or any other combustible materials. |
| B | 48 in (122 cm) | Beside/below any door or window that may be opened. (18" (46 cm) if outside fresh air installed.) |
| C | 12 in (30 cm) | Above any door or window that may be opened. (9" (23 cm) if outside fresh air installed.) |
| D | 24 in (61 cm) | To any adjacent building, fences and protruding parts of the structure. |
| E | 24 in (61 cm) | Below any eave or roof overhang |
| F | 12 in (30 cm) | To outside corner. |
| G | 12 in (30 cm) | To inside corner, combustible wall (vertical and horizontal terminations). |
| H | 3 ft (91 cm) within a height of 15 ft (4.5 m) above the meter/regulator assembly | To each side of center line extended above natural gas or propane meter/regulator assembly or mechanical vent. |
| I | 3 ft (91 cm) | From any forced air intake of other appliance |
| J | 12 in (30 cm) | Clearance to non-mechanical air supply inlet to building, or the combustion air inlet to any appliance. |
| K | 24 in (61 cm) | Clearance above roof line for vertical terminations. |
| L | 7 ft (2.13 m) | Clearance above paved sidewalk or paved driveway located on public property. |

- Do not terminate the vent in any enclosed or semi-enclosed areas such as a carport, garage, attic, crawlspace, narrow walkway, closely fenced area, under a sundeck or porch, or any location that can build up a concentration of fumes such as stairwells, covered breezeway, etc.

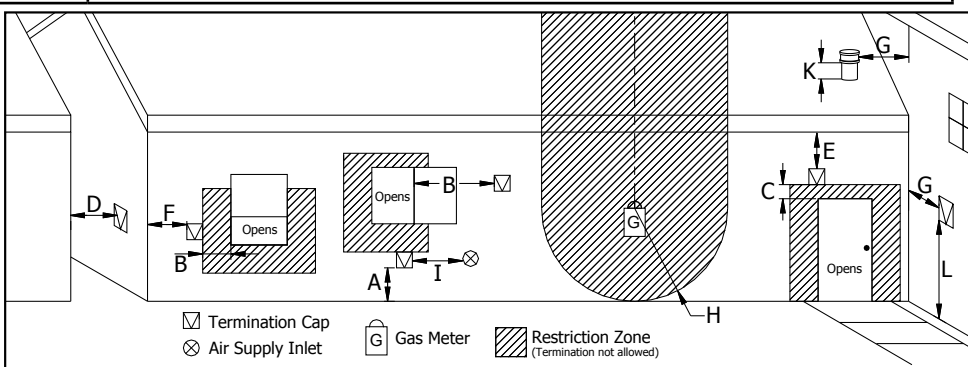


Figure 6: Use in conjunction with Table 2 for allowable exterior vent termination locations.

- Vent surfaces can become hot enough to cause burns if touched by children. Non-combustible shielding or guards may be required.
- Termination must exhaust above the inlet elevation. It is recommended that at least five feet of vertical pipe be installed outside when the appliance is vented directly through a wall, to create some natural draft to prevent the possibility of smoke or odor during appliance shut down or power failure. This will keep exhaust from causing a nuisance or hazard from exposing people or shrubs to high temperatures. In any case, the safest and preferred venting method is to extend the vent through the roof vertically.
- Distance from the bottom of the termination and grade is 12" (30 cm) minimum. This is conditional upon the plants and nature of grade surface. The exhaust gases are hot enough to ignite grass, plants and shrubs located in the vicinity of termination. The grade surface must not be lawn.
- If the unit is incorrectly vented or the air to fuel mixture is out of balance, a slight discoloration of the exterior of the house might occur. Since these factors are beyond the control of Regency Fireplace Products, we grant no guarantee against such incidents.
- Horizontal terminations must extend at least 12" (30 cm) away from the building.

NOTE: Venting terminals shall not be recessed into walls or siding.

Installation

OUTSIDE FRESH AIR CONNECTION:

This Heater must have adequate air for proper combustion in the room that it is installed.

A Fresh-air intake is strongly recommended for all installations. Failure to install intake air may result in improper combustion as well as the unit smoking during power failures.

The inlet to the intake must be below and a minimum of 12" (30cm) away from the unit exhaust outlet.

Outside fresh air is mandatory when installing this unit in airtight homes and mobile homes.

When connecting to an outside fresh air source, do not use plastic or combustible pipe. A 3" minimum (76 mm) ID (inside diameter) steel, aluminum or copper pipe or ducting should be used. The inlet must have a screen installed. It is recommended, when you are installing a fresh air system, to keep the number of bends in the pipe to a minimum.

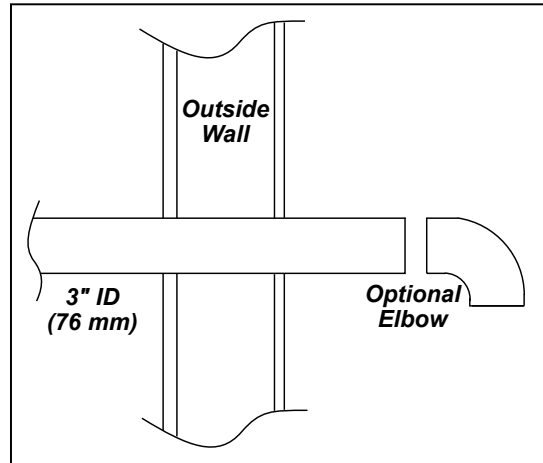


Figure 7: Outside Air Connection.

EXHAUST AND FRESH AIR INTAKE LOCATIONS:

This unit uses a 4" exhaust vent.

EXHAUST:

Base of unit to center of flue
14-1/2" (368 mm)
Center of unit to center of flue
6-1/2" (162 mm)

FRESH AIR INTAKE.

Base of unit to center of intake
11" (279 mm)
Center of unit to center of intake
4-7/8" (126 mm)

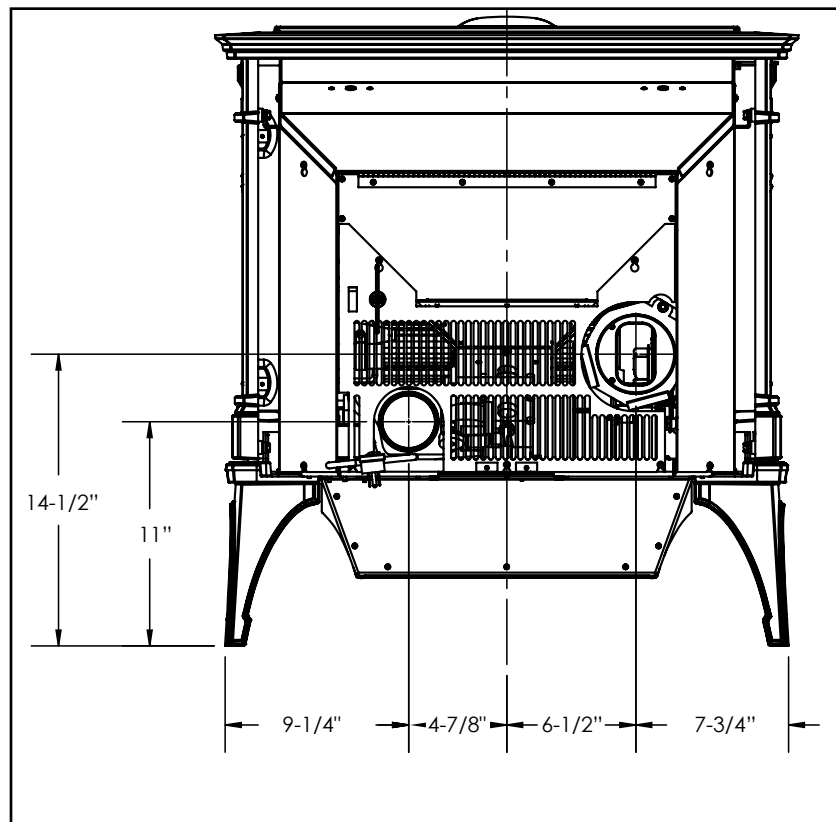


Figure 8: GC60 Inlet and Outlet Location.

Installation

MOBILE HOME INSTALLATION:

- Secure the heater to the floor using the four (4) holes in the pedestal.
- Ensure the unit is electrically grounded to the chassis of your home (permanently).
- Do not install in a room people sleep in.
- Outside fresh air is mandatory. Secure outside air connections directly to fresh air intake pipe and secure with three (3) screws evenly spaced.
- All specified components must be used. Do not use any components other than what's specified.

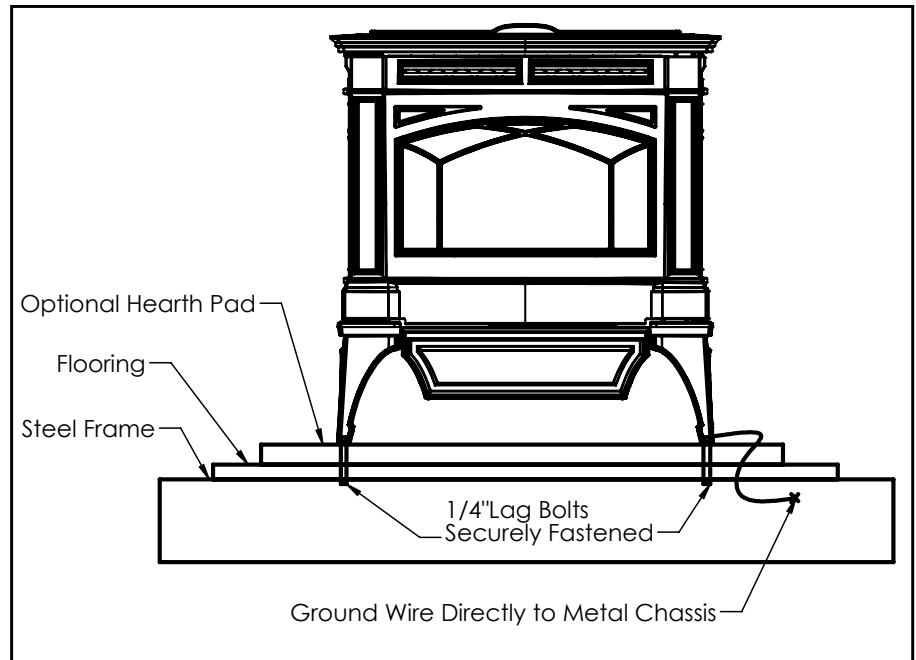


Figure 9: Mobile home installation.

CAUTION: THE STRUCTURAL INTEGRITY OF THE MANUFACTURED HOME FLOOR, WALL AND CEILING/ROOF MUST BE MAINTAINED.

CORNER THROUGH WALL INSTALLATION:

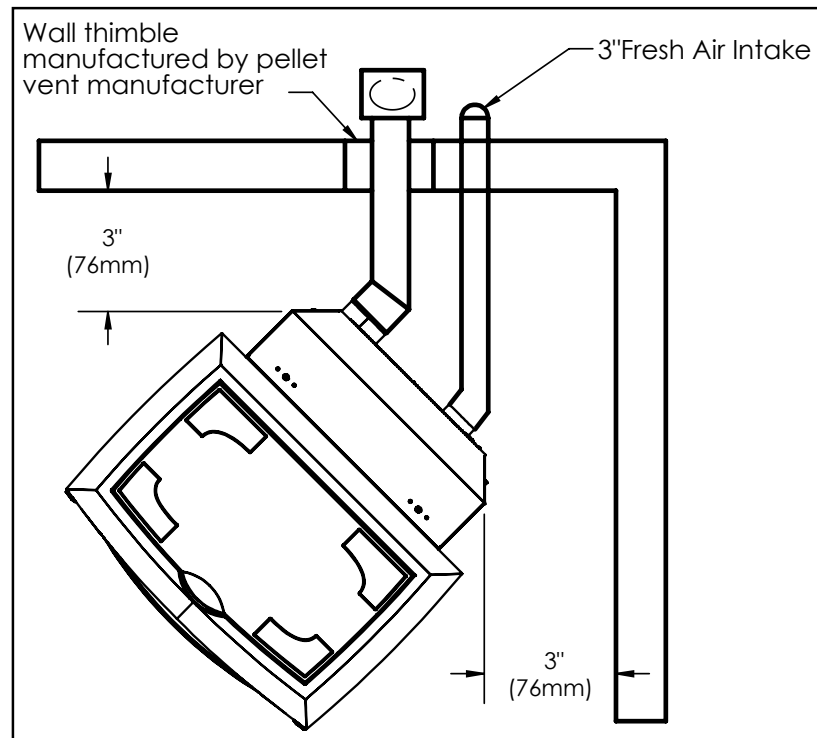


Figure 10: Corner Installation.

Installation

HORIZONTAL EXHAUST THROUGH WALL INSTALLATION:

Vent installation: install vent at clearances specified by the vent manufacturer.

A chimney connector shall not pass through an attic or roof space, closet or similar concealed spaces, or a floor, or ceiling. Where passage through a wall or partition of combustible construction is desired, the installation must conform to CAN/CSA-B365 Installation Code for Solid-Fuel-Burning Appliances and Equipment and with all local regulations, including those referring to regional and national. Only use venting of L or PL type or corn certified venting if corn will be burned as a fuel with an inside diameter of 4 inches (100 mm). All joints in the exhaust venting system must be fastened with at least three (3) screws.

1. Place the appliance 15" (37.5 cm) away from the wall. If the stove will be installed on a hearth pad, set the unit on it.
2. Locate the center of the exhaust pipe on the stove. Extend that line to the wall. Once you have located the center point on the wall, refer to pellet vent manufacturer installation instructions for correct hole size and clearance to combustibles.
3. Install the wall thimble as per the instructions written on the thimble. Maintain an effective vapour barrier in accordance with local building codes.
4. Install a length of vent pipe into the wall thimble. Try not to have joints inside the thimble. The pipe should install easily into the thimble.
5. Connect the exhaust vent pipe to the exhaust pipe on the stove. Seal the connection with high temperature silicone.
6. Install the fresh air intake (see OUTSIDE FRESH AIR CONNECTION).
7. Push the stove straight back, leaving a minimum of 3" (7.6 cm) clearance from the back of the stove to the wall. Refer to Vent Manufacturers' instructions if sealant is required.

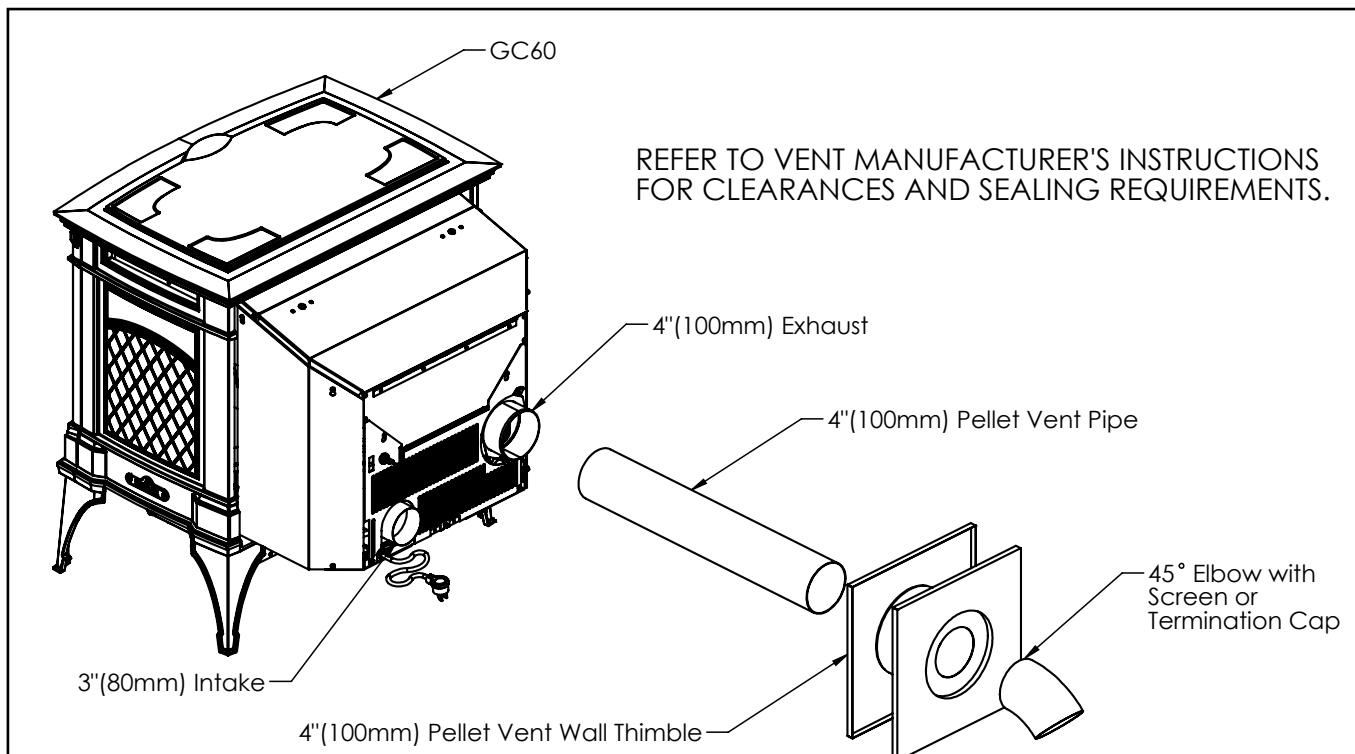


Figure 11: Straight through wall Installation.

Installation

- The pipe must extend at least 12" (30 cm) away from the building. If necessary, bring another length of pipe to the outside of the home to connect to the first section. Do not forget to place high temperature silicone around the pipe that passes through the thimble if required by vent manufacturer.
- Install a vertical pipe, or if all requirements for direct venting are met, install vent termination. The stainless steel cap termination manufactured by the vent manufacturer is recommended. However, when the vent terminates several feet above ground level and there are no trees, plants, etc. within several feet, a 45° elbow can be used as termination. The elbow must be turned down to prevent rain from entering.

NOTE:

- It is recommended that horizontal through wall installations have 3 to 5 feet (91 to 152 cm) of vertical pipe in the system to help naturally draft the unit in the event of extreme weather or a power outage.
- Some horizontal through wall installations may require a "T" and 3 to 5 feet (91 to 152 cm) of vertical pipe outside the building to help draft the unit. This may be required if a proper burn cannot be maintained, after the stove has been tested and the airflow set. This is due to the back pressure in the exhaust caused by airflow around the structure.
- Follow vent manufacturer guidelines for installation, clearance to combustibles, and sealing of venting. High temp Sealant must be used when connecting vent pipe to the unit's starter pipe. Improper seals at the vent joints may cause combustion by-products to leak into the room where installed - **seal as required by vent manufacturer.**

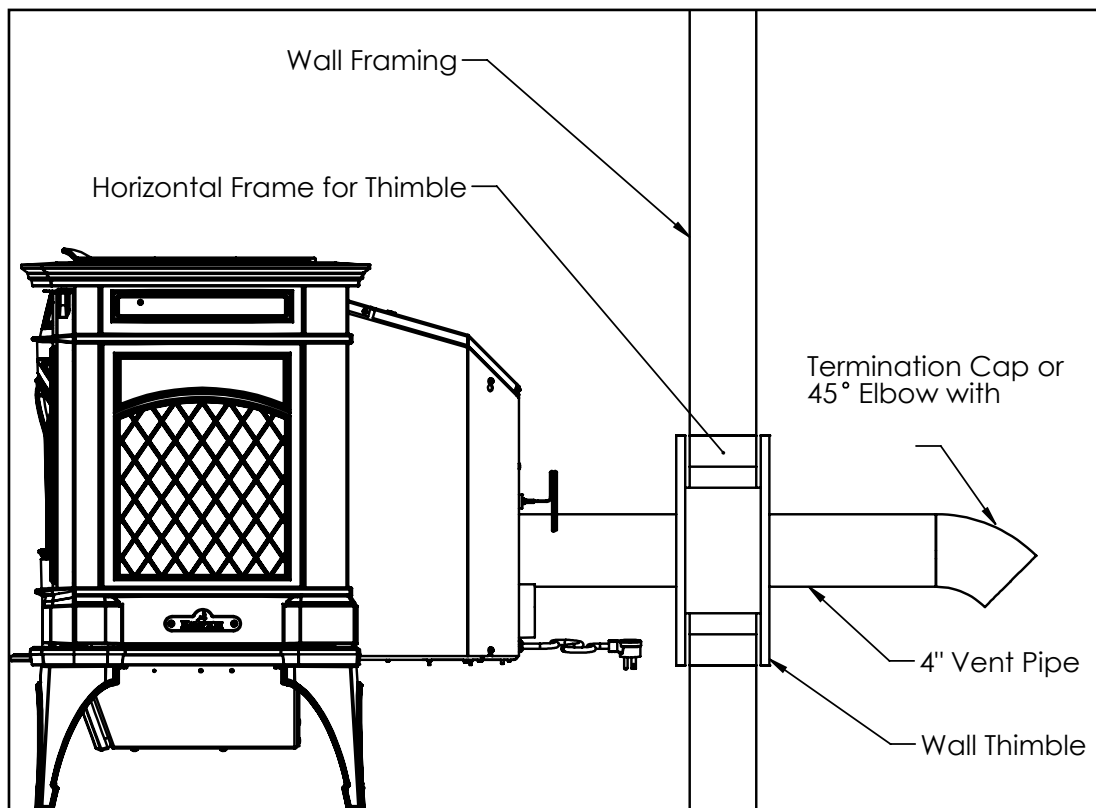


Figure 12: Straight through Wall Installation - Side View

Installation

RECOMMENDED - THROUGH WALL WITH VERTICAL RISE AND HORIZONTAL TERMINATION INSTALLATION:

A 45° down elbow with a screen may be used in place of the termination cap (or stainless steel termination hood).

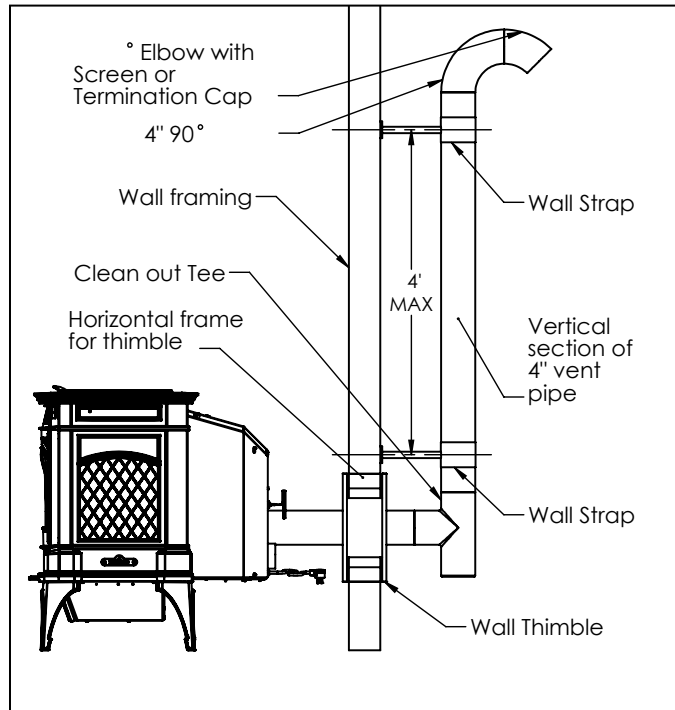


Figure 13: Venting horizontally with rise.

THROUGH CONCRETE WALL WITH VERTICAL RISE INSTALLATIONS:

Installation to use if there is a concrete or retaining wall in line with exhaust vent on pellet stove.

A 45° down elbow with a screen may be used in place of the termination cap (or stainless steel termination hood).

The termination must be 12 inches (30 cm) from the outside wall and 12 inches (30 cm) above the ground.

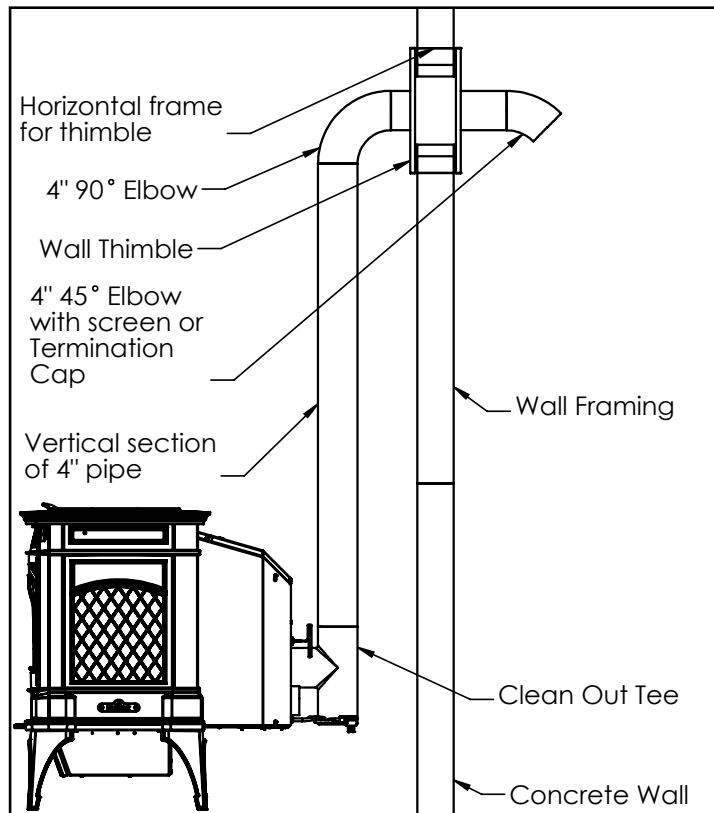


Figure 14: Venting with concrete wall behind unit .

Installation

OUTSIDE VERTICAL INSTALLATIONS:

To accomplish an outside vertical pipe installation, follow the "HORIZONTAL EXHAUST THROUGH WALL INSTALLATIONS" section and then finish it by performing the following (refer to Figure 15).

1. Install a tee with clean out on the outside of the house.
2. Install PL vent upward from the tee. Make sure that you install support brackets to keep the vent straight and secure. All joints in the exhaust venting system must be fastened with at least three (3) screws.
3. Install ceiling thimble and secure the flashing as you go through the roof.
4. Ensure that the rain cap is a minimum of 24" (61 cm) above the roof.

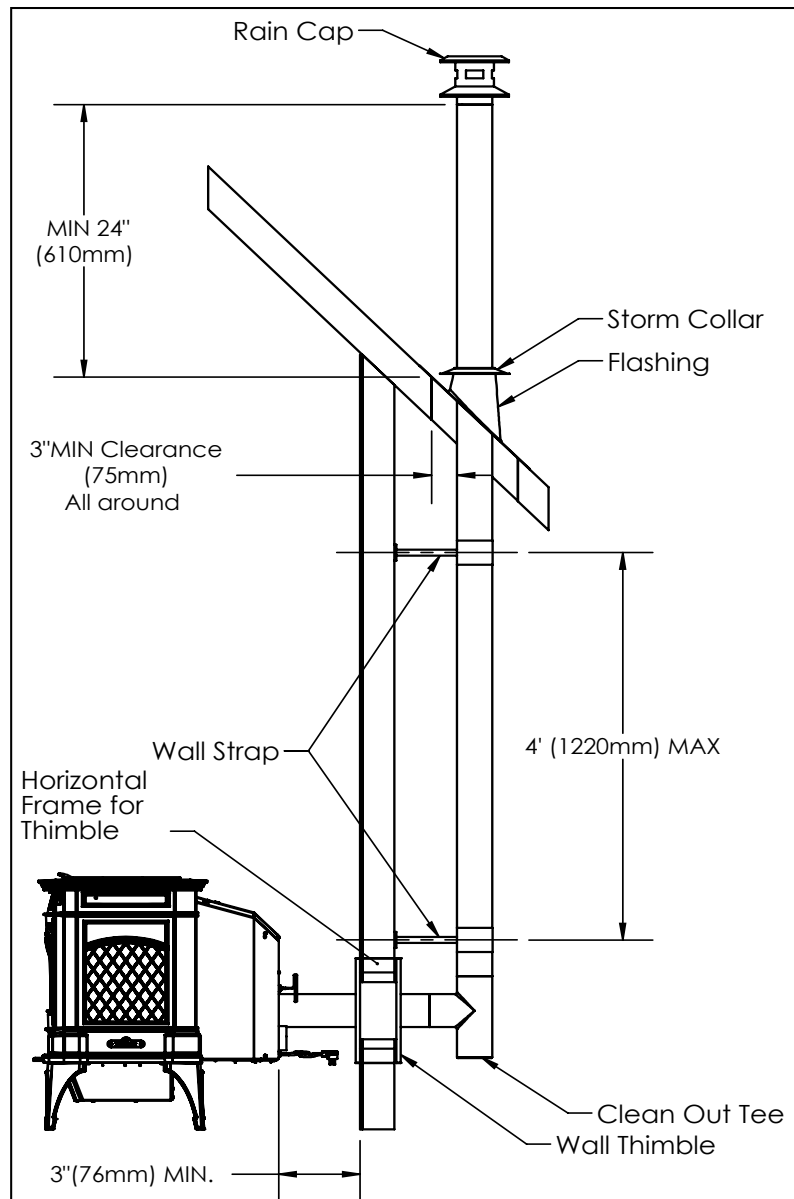


Figure 15: Outside Vertical Installation.

Installation

INSIDE VERTICAL INSTALLATIONS:

1. Place the unit on the hearth pad if a hearth pad is to be used (or on solid material if installed on a carpeted surface) and space the unit in a manner so when the pellet vent is installed vertically, it will meet the minimum clearance from a combustable wall stated by the vent manufacturer.
2. Install the tee with clean out.
3. Install the pellet vent upward from tee. When you reach the ceiling, make sure that the vent goes through a ceiling fire stop. Keep attic insulation away from the vent pipe & maintain an effective vapor barrier. All joints in the exhaust venting system must be fastened with at least three (3) screws. Refer to vent manufacturer for distance to combustibles & follow the vent manufacturer's instructions on sealing.
4. Finally, extend the pellet vent to go through the roof flashing.
5. Ensure that the rain cap is a minimum of 24" (61 cm) above the roof.
6. Install the fresh air system.

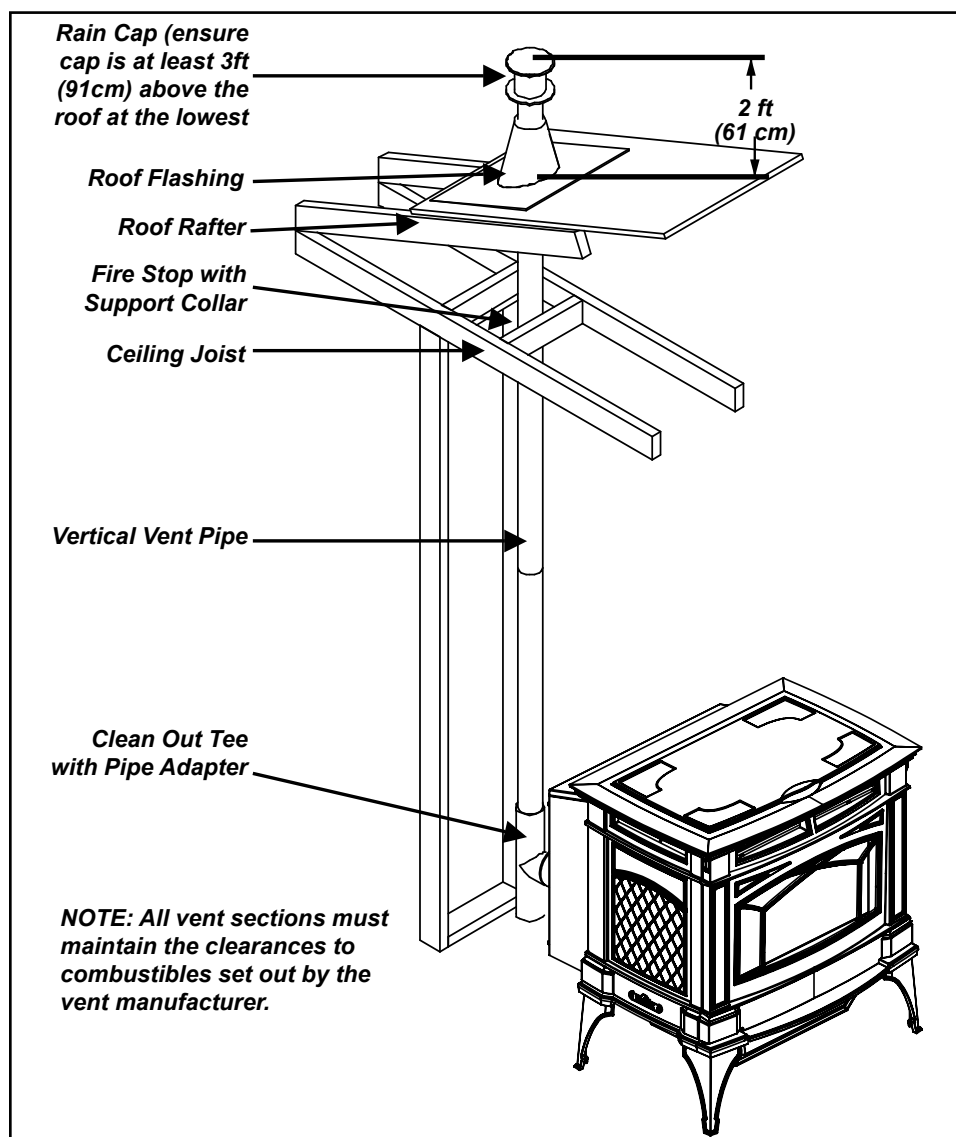


Figure 16: Inside Vertical Installation.

Installation

HEARTH MOUNT INSTALLATION:

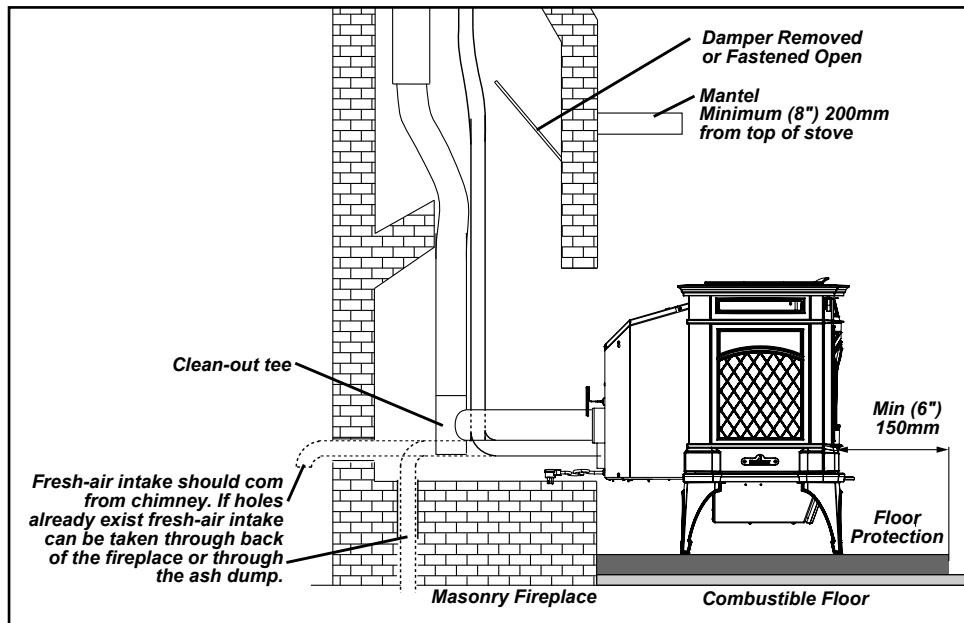


Figure 17: Hearth Mount - Side View.

1. Lock fireplace damper in the open position.
2. Install flexible stainless steel liner or listed pellet vent to the top of the chimney. All joints in the exhaust venting system must be fastened with at least three (3) screws.
3. Install a sealing plate at the top of the chimney.
4. Connect a rain cap and flex adapter to the chimney liner/pipe.
5. Connect a clean-out tee or a 90° elbow to the liner/pipe.
6. Install tee onto stove.

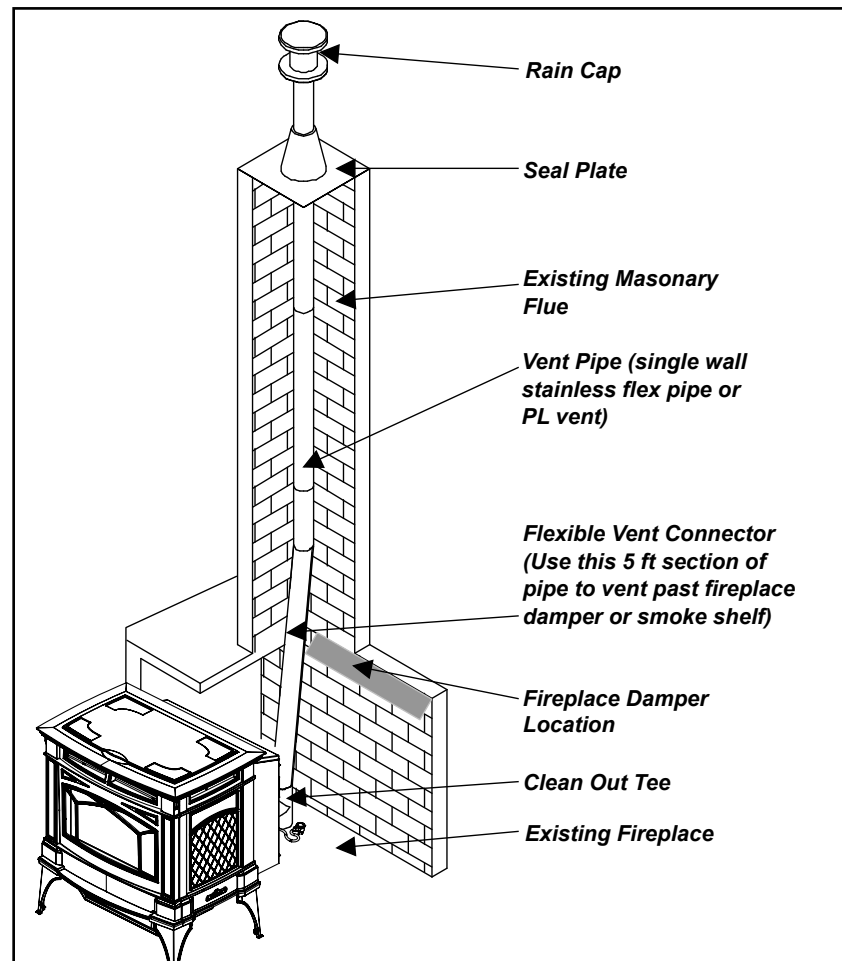


Figure 18: Hearth Mount - Over View.

Installation

SLIDER/DAMPER SET-UP:

This is used to regulate the airflow through the pellet stove.

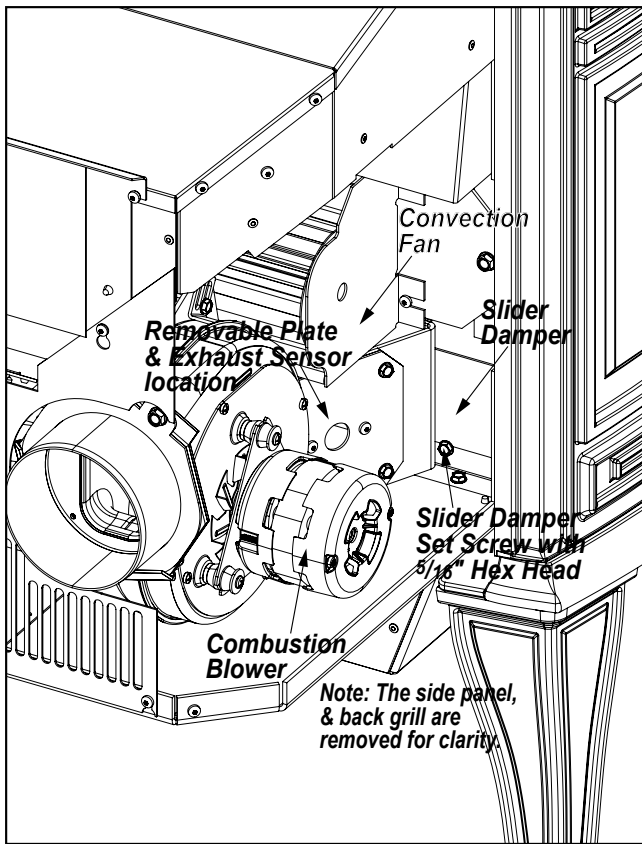
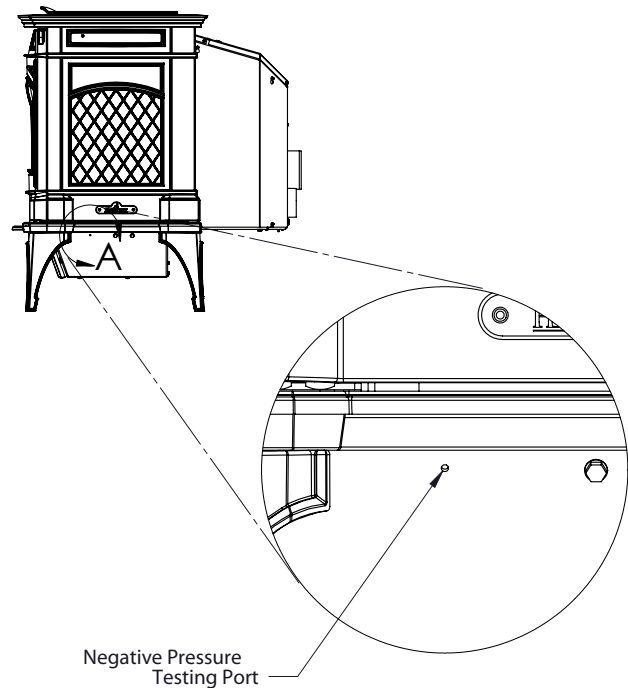


Figure 19: Slider/Damper Plate & Rod in Unit.



This unit is designed to operate within a negative pressure range of **0.15-0.17 inches of water column (37-42 Pa)**. (See **image on right for location to measure negative pressure test port**). This can be measured using a Magnahelic pressure gauge once the unit has been running on heat level 5 setting after one hour of burn time. This adjustment is necessary for varying venting configurations. The reading can be taken from the $\frac{1}{8}$ " hole located on the right side of the Ash Box.

The Combustion Trim, Feed Trim and Fuel Type Functions can be used to compensate for varying fuel qualities. Refer to the Owners Manual for circuit board operation.

If, after long periods of burning, the fire builds up or there is a build up of clinkers, this would be a sign that the fuel quality is poor - this requires more air.

The easiest way to make sure that an efficient flame is achieved is to understand the characteristics of the fire.

- A tall, lazy flame with dark orange tips requires more air.
- A short, brisk flame, like a blowtorch, has too much air .
- If the flame is in the middle of these two characteristics with a bright yellow/orange, active flame with no black tips then the air is set for proper operation, refer to Figure 20.

SPECIAL NOTES:

Fuel quality is a major factor in how the stove will operate. If the fuel has a high moisture content or ash content the fire will be less efficient and has a higher possibility of the fire building up and creating clinkers (hard ash build-up).

Troubleshooting

DO NOT:

- Service the stove with wet hands. The stove is an electrical appliance, which may pose a shock hazard if handled improperly. Only qualified technicians should deal with possible internal electrical failures.
- Do not remove from the firebox any screws without penetrating oil lubrication.

WHAT TO DO IF:

1. The stove will not start.
2. The stove will not operate when hot.
3. The exhaust blower will not function normally.
4. Light # 3 on Heat output bar flashing.
5. Auger light flashes but auger motor does not turn at all.
6. The 200 °F (93 °C) high limit temperature sensor has tripped.
7. The convection blower will not function normally.
8. Ignitor- the Fuel will not light.
9. Control settings (Heat Level) has no effect on the fire.
10. The stove keeps going out.
- 11 The agitator does not turn.

*NOTE: All troubleshooting procedures should be carried out by qualified technicians or installers.

1. The stove will not start.

- Check the line fuse to see if it has blown.
- Make sure the stove is plugged in and the wall outlet is supplying power.
- If the Control Board has been placed in the ON /OFF thermostat mode, then turn the thermostat up to call for heat.
- Ensure the burn pot liner is correctly placed in the burn pot
- Check the Heat Level Indicator. - If the # 3 light is flashing (unit may be out of fuel)
- Check the Door and Ash Pan door - THEY MUST BE CLOSED TIGHT.
- See section 8 "The Fuel will not light".
- Check the fuse on the circuit board.
- If the unit still does not start, contact your local service dealer for service.

2. The stove will not operate when hot.

- Check the Heat Level Indicator if a fire is not detected or if the fire has gone out the #3 light will flash because the Exhaust Temperature Sensor's contacts have opened.
- Check the hopper for fuel.
- Incorrect air damper/combustion air trim setting.
Excessive air may consume the fire too quickly before the next drop of fuel, leaving completely unburned fuel in the burn pot liner.
Insufficient air may cause the vacuum switch to open or will cause build up, further restricting the air flow through the Burn Pot Liner. This in turn will cause the fuel to burn cold and very slowly. Fuel may build up and smother the fire. In this case clean the burn pot.
NOTE: The unit may require a change to the vent system or installation of fresh air to correct Air to Fuel ratio problems if unable to achieve proper damper setting.
- Combustion Blower failure. - The Combustion Blower is not turning fast enough to generate the proper vacuum in the fire box. Visual Check – is the blower motor turning. See section #3 - *The Exhaust Blower will not function normally.*
- Poor Quality Fuel – Insufficient energy in the fuel to produce enough heat to keep the stove burning

Troubleshooting

- Exhaust Temperature Sensor failure. Bypass sensor located on Exhaust Blower, if stove now operates properly, the unit may require cleaning or a new sensor. Contact your local dealer for service.
- Check the agitator to make sure it is turning properly

3. The exhaust motor will not function normally.

- Check the line fuse to see if it has blown.
- Open the access panels; check all connections against the wiring diagram.
- Check the Exhaust Blower voltage across the blower motor wires ($\geq 115V$ on #5 setting and $\geq 75V$ on #1 setting). – Replace the Circuit Board if the Voltage reading is less than 75 V. with a line voltage of $>115 V AC$.
- Clean all exhaust passages and venting.
- Check and, if necessary, replace capacitor.

4. Light # 2 on heat output bar flashing (indicates loss of vacuum) check the following:

- Make sure the ash pan is closed and sealed
- Make sure unit and venting is clear of fly ash
- Check the vacuum switch
- Check all wires and connections
- Check hose from vacuum switch to hose barb
- Check hose barb that connects hose to back of unit
- Check combustion blower fuse
- Confirm combustion blower voltage to determine that it is working properly

5. Light # 3 on Heat output bar flashing (The Exhaust Temp. Switch contacts have opened.)

- Stove ran out of fuel - check fuel level in the hopper.
- See sections #2 - *Stove will not operate when hot*, #3 - *The Exhaust motor will not function normally*, and #5 - *Unit is on but auger does not turn at all* for more suggestions.
- Severe negative pressure in area where unit is installed - Check the operation by opening a window, does this solve the problem? If it does, install fresh air intake to unit or room. Venting system may require vertical section to move termination into a low pressure zone.
- To reset Circuit Board after a trouble code - push the ON/OFF button.

6. Unit is on but auger motor does not turn at all.

- Check the line fuse to see if it has blown.
- Check the Door and Ash Pan door - THEY MUST BE CLOSED TIGHT.
- If the Auger gear box does not turn but the motor's armature does try to spin, then the auger is jammed. Try to break apart jam by poking at the jam through the drop tube. If this fails then empty the hopper and remove the Auger Cover ****Remember to re-seal the cover after installation****
- Auger stopped running. Pinch, break or blockage in Vacuum Hose - Check hose for pinch points or damage, replace or re-route as required. Blow out Vacuum Hose and intake pipe.
- Damage to wires between Circuit Board and Vacuum Switch and Auger Motor - Inspect wires and connectors.
- Vacuum Switch failure - Bypass the vacuum switch, if this corrects the problem check for above problems before replacing the Vacuum Switch.
- Blocked exhaust / venting system - Have stove and venting cleaned and inspected.
- Check Vacuum levels at the Vacuum Switch, with a Magnahelic Gauge (readings must be above .07" W.C. on low fire).

Troubleshooting

7. Light # 4 on Heat output bar flashing The 200 °F (93 °C) high limit temperature sensor has tripped.

- Reset sensor and determine cause. Was it Convection Blower failure or Circuit board control problems?
- Hopper lid has been left open for longer than two minutes.

8. The convection blower will not function normally.

- Check the line fuse to see if it has blown.
- Clean all grill openings at the back and below unit .
- Check the Voltage across the blower wires, It should adjust with the heat output settings. If not contact your local dealer for service.

9. Ignitor - the pellets will not light.

- Check the line fuse to see if it has blown.

NOTE: The ignitor should be bright orange in color.

- Everything else in the stove operates but the ignitor will not light the pellets.
- Make sure the burn pot liner is up tight and square to the ignitor
- Check to see if the exhaust blower is operating. If not, contact your local dealer for service.

10. Control settings (Heat Level) has no effect on the fire.

- Check position of the Thermostat slide switch on the Circuit Board.
- If there is no control of the Heat Level button, make sure the thermostat is calling for heat.
- Call your local dealer for service.

11. The stove keeps going out.

If the stove goes out and leaves fresh unburned fuel in the burn pot liner, the fire is going out before the stove shuts off.

- Trim the combustion air down to decrease the magnahelic pressure.
- Turn the Heat Level up slightly (poor quality fuels will require slightly higher settings).
- Set the auger trim up one setting

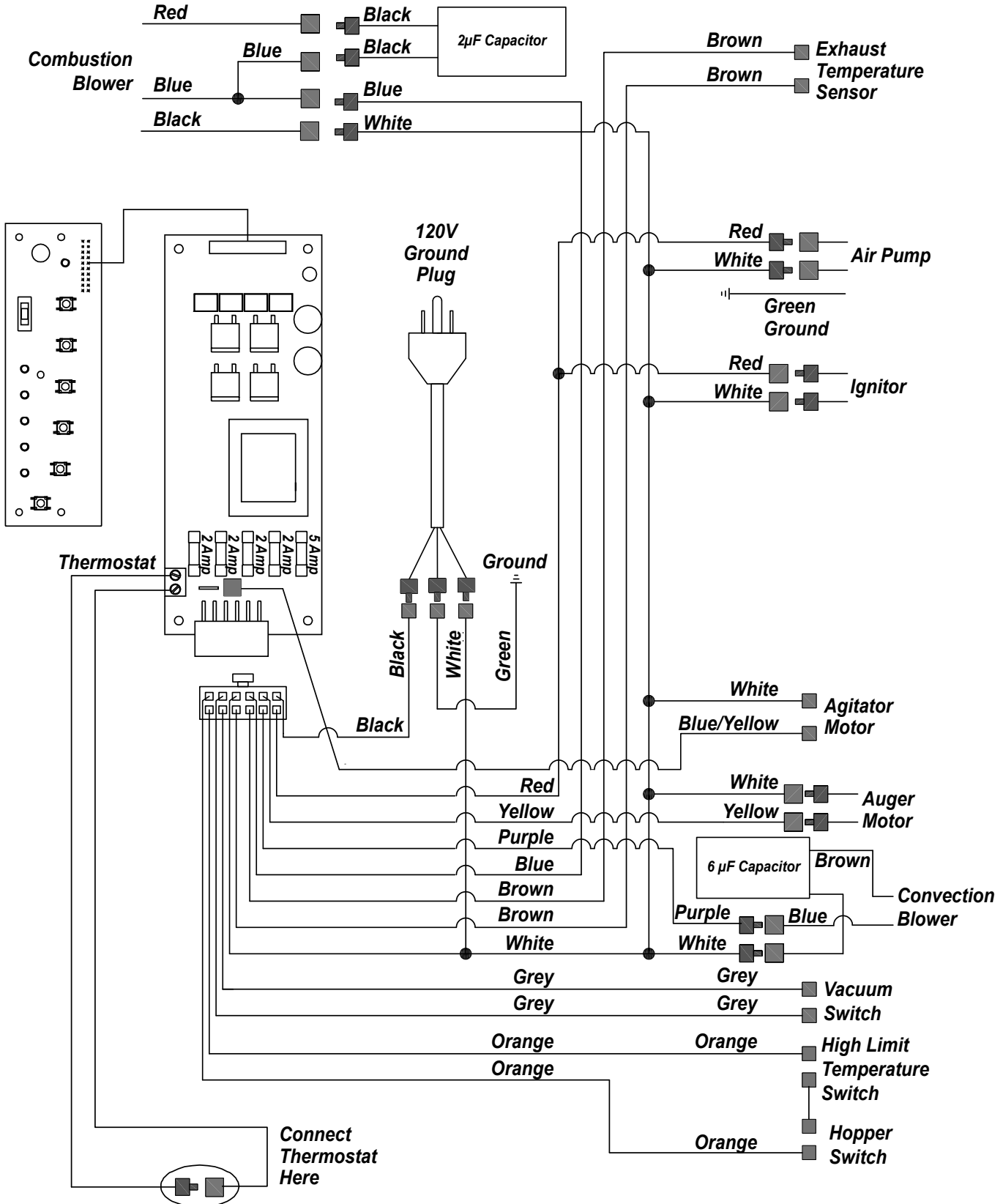
If the stove goes out and there are partially burned pellets left in the burn pot liner, the stove has shut down due to a lack of air, exhaust temperature, or power failure.

- Trim the combustion air to a higher setting to increase the magnahelic pressure inside the stove.
- Check to see if the stove needs a more complete cleaning.
- Turn the Heat Level up slightly (poor quality fuel will require slightly higher settings).
- Jump the exhaust temperature sensor, if this fixes the problem then replace the white 120 °F (49 °C) sensor
- Did the power go out?
- Contact your local Dealer for service.

12. The agitator does not turn.

- Ensure unit has finished start-up.
- Ensure agitator is locked into the drive shaft properly and is not jammed.
- Check drive chain assembly and gear motor for damage.
- Check the agitator motor is functioning properly.

Wiring Diagram



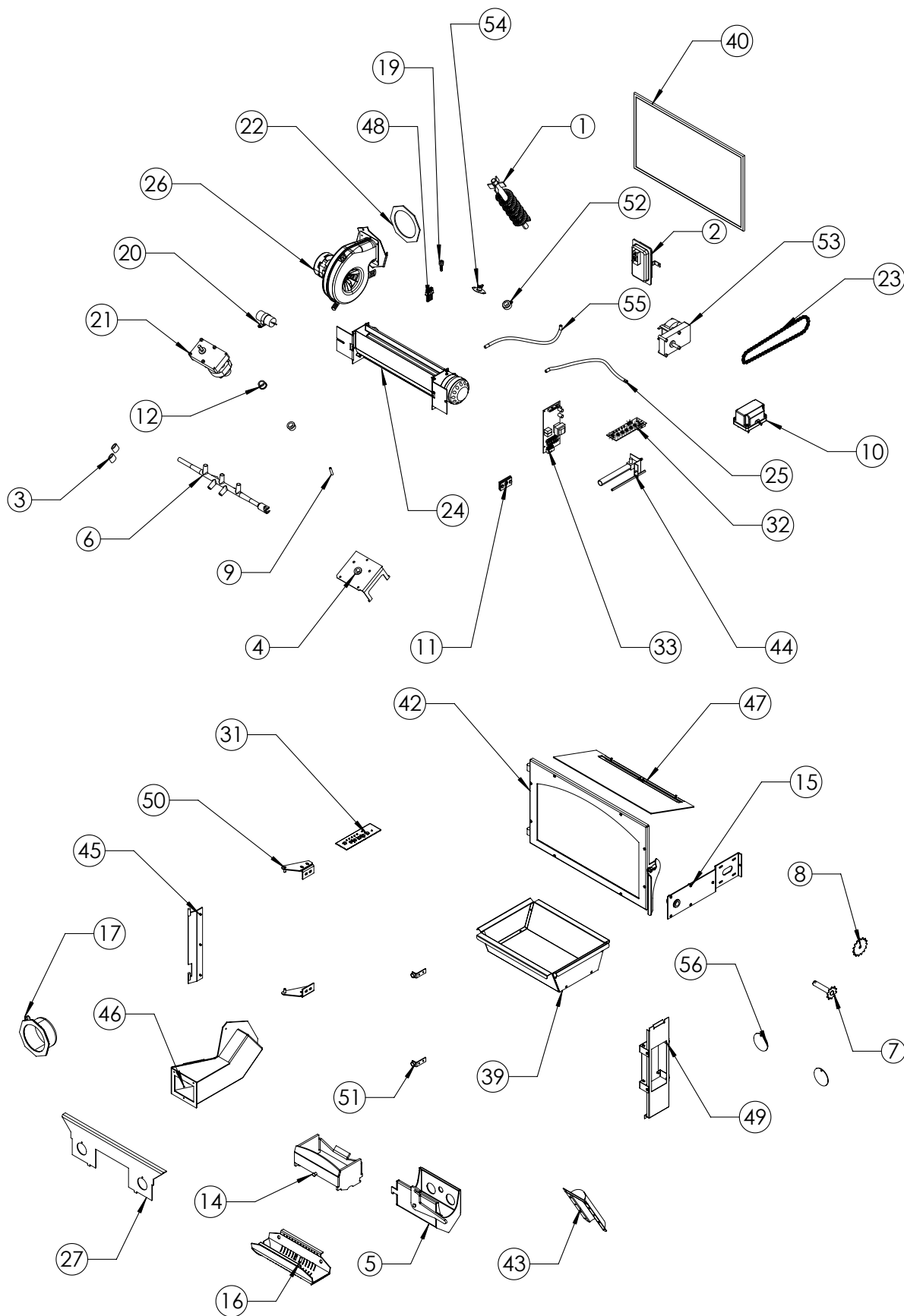
Parts List

| ITEM # | DESCRIPTION | PART # |
|---------------|--|---------------|
| not shown | Log Set (optional) | GC60-930 |
| not shown | Glass Tinted (optional) | GC60-946 |
| not shown | 120 CERAMIC EXHAUST TEMP SENSOR | GF55-009 |
| not shown | WINDOW CHANNEL TAPE 72" | GF55-018 |
| not shown | 5/8" DOOR GASKET 7' | GF55-019 |
| not shown | PED & ASHPAN GASKET 10' | GF55-020 |
| not shown | PELLET MECHANICAL & ELEC FASTENER BAG | GF55-021 |
| not shown | BURN POT SCRAPER TOOL | GF55-023 |
| not shown | DOMESTIC POWER CORD | GF55-025 |
| not shown | HEYCO STRAIN RELIEF | GF55-026 |
| not shown | PELLET SERVICE TOOL KIT | GF55-031 |
| not shown | MAGNAHELIC GAUGE (TESTING UNIT) | GF55-035 |
| not shown | PELLET STOVE CLEANING BRUSH | GF55-048 |
| not shown | PELLET STOVE THERMOSTAT | GC60-001 |
| not shown | DOOR & ASH DOOR GASKET 9/16 FIRM (10') W/JOINING TAPE(2) | GC60-019 |
| not shown | GLASS RETAINER | GC60-025 |
| not shown | LATCH BOLT & ROLLERS C/W NUT | GC60-031 |
| not shown | 2 AMP SMALL FUSE | GC60-032 |
| not shown | 4 AMP SMALL FUSE IGNITOR | GC60-033 |
| not shown | ADJ AUGER FEED COVER KIT (N/C) PRE NOV 2010 | GC60-034 |
| not shown | COMBUSTION BLOWER MOUNTING GASKET C-10859 | GC60-035 |
| not shown | MAGNET 0.5" X 0.25" (NEO 45) | GC60-036 |
| not shown | CONVECTION FAN CAPACITOR | GC60-039 |
| not shown | CERAMIC REFRACTORY BRICK LINER KIT | GC60-044 |
| not shown | HEAT EXCHANGER SCRAPER ROD | GC60-047 |
| not shown | GC60 OWNERS MANUAL | GC60-053 |
| not shown | GC60 TECHNICAL MANUAL | GC60-054 |
| 1 | AUGER WITH PADDLES | GC60-002 |
| 2 | VACUUM SWITCH LOW PRESURE | GC60-003 |
| 3 | AUGER STOPS (CLEAR RUBBER) | GC60-004 |
| 4 | AUGER PLATE AND BUSHING (ASSEMBLY) | GC60-005 |
| 5 | BURN POT | GC60-006 |
| 6 | STAINLESS STEEL CAST AGITATOR W/ COUPLER | GC60-007 |
| 7 | AGITATOR DRIVE SHAFT W/SPROCKET | GC60-008 |
| 8 | MOTOR DRIVE SPROCKET | GC60-009 |
| 9 | 1/4" SPRING PIN | GC60-010 |
| 10 | AIR PUMP | GC60-011 |
| 11 | AGITATOR BUSHING LEFT SIDE | GC60-012 |

Parts List

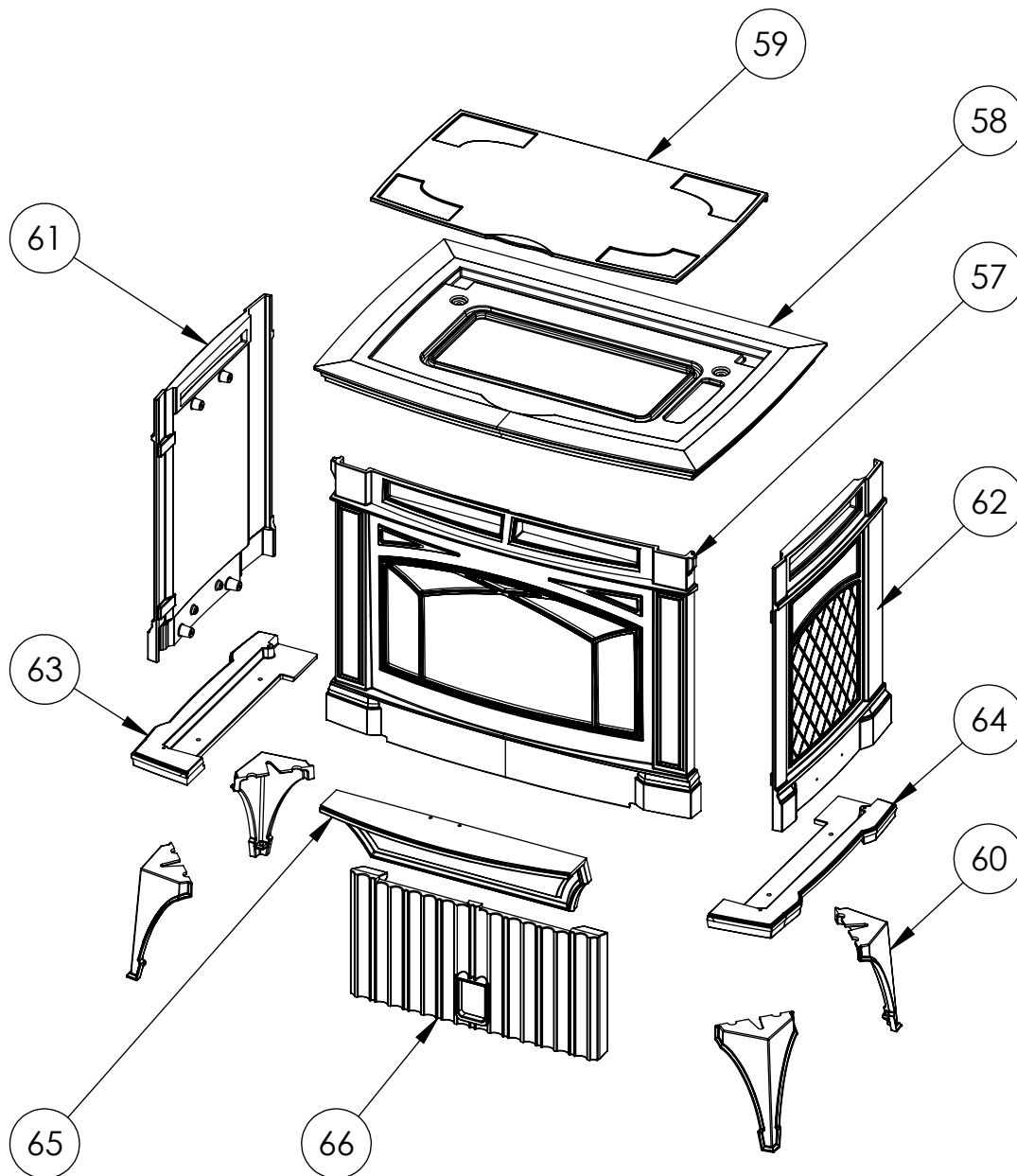
| ITEM # | DESCRIPTION | PART # |
|--------|--|----------|
| 12 | AUGER BRASS BUSHINGS (2) | GF55-045 |
| 14 | FIRE GRATE | GC60-013 |
| 15 | AGITATOR DRIVE BRACKET | GC60-067 |
| 15A | AGITATOR DRIVE BRACKET ASSEMBLY C/W HARDWARE | GC60-068 |
| 16 | SS BURN POT LINER | GC60-015 |
| 17 | 4" EXHAUST STARTER TUBE C/W GASKET | GC60-040 |
| 19 | HOPPER SWITCH | GC60-016 |
| 20 | EXHAUST MOTOR CAPACITOR C/W STRAP | GC60-017 |
| 21 | AUGER MOTOR 2 RPM | GC60-018 |
| 22 | EXHAUST STARTER TUBE GASKET ONLY | GC60-042 |
| 23 | DRIVE CHAIN | GC60-020 |
| 24 | CONVECTION FAN 80MM | GC60-037 |
| 25 | SILICONE HOSE (BLACK) (AIR PUMP) | GC60-021 |
| 26 | FS COMBUSTION BLOWER CW HOUSING /MOUNT/ GASKET | GC60-043 |
| 27 | FIREBOX LOWER | GC60-045 |
| 31 | GC60 CONTROL PANEL WITH DECAL | GC60-055 |
| 32 | DAUGHTER BOARD | GC60-022 |
| 33 | MOTHER BOARD | GC60-023 |
| 39 | ASH PAN | GC60-046 |
| 40 | GLASS | GC60-024 |
| 42 | DOOR COMPLETE | GC60-026 |
| 43 | AUGER TUBE COVER | GC60-027 |
| 44 | IGNITOR ASSEMBLY | GC60-028 |
| 45 | HINGE BRACKET (INNER) | GC60-029 |
| 46 | EXHAUST CHANNEL CW SENSOR | GC60-048 |
| 47 | BAFFLE | GC60-049 |
| 48 | WIRING HARNESS | GC60-030 |
| 49 | MOTHERBOARD MOUNTING PANEL | GC60-050 |
| 50 | CAST FRONT MOUNTING BRACKETS (SET OF 2) | GC60-052 |
| 51 | MAGNET LATCH (SET OF 2) | GC60-051 |
| 52 | 5/8" I.D. AUGER COLLAR W/SCREW | GF55-047 |
| 53 | AUGER MOTOR 1 RPM | GF55-001 |
| 54 | 200 HIGH LIMIT SENSOR MANUAL RESET | GF55-011 |
| 55 | SILICONE HOSE (ORANGE) (VACUUM SWITCH) | GF55-013 |
| 56 | FIREBOX CLEANING PORT COVERS - PD | GC60-038 |
| 66 | CAST FLUTED FIREBOX LINER | GC60-041 |

Parts Diagram - Components



Parts Diagram - CAST

| ITEM # | DESCRIPTION | PART # |
|--------|------------------------------------|----------|
| 57 | GC60 CAST FRONT - CHARCOAL | GC60-201 |
| 58 | GC60 CAST TOP - CHARCOAL | GC60-211 |
| 59 | GC60 CAST HOPPER LID - CHARCOAL | GC60-221 |
| 60 | GC60 CAST LEG - CHARCOAL | GC60-231 |
| 61 | GC60 CAST SIDE LEFT - CHARCOAL | GC60-241 |
| 62 | GC60 CAST SIDE RIGHT - CHARCOAL | GC60-251 |
| 63 | GC60 CAST LEG LIP LEFT - CHARCOAL | GC60-261 |
| 64 | GC60 CAST LEG LIP RIGHT - CHARCOAL | GC60-271 |
| 65 | GC60 CAST ASH DOOR - CHARCOAL | GC60-281 |



WARRANTY

Limited Lifetime Warranty

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

Some conditions apply (see below).

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

| Pellet Products Warranty Coverage for Components and labor is as follows: | Component Coverage 7 years | 2 years | Labour Coverage (Years) |
|---|-------------------------------|---------|----------------------------|
| Firebox/Heat exchanger | ✓ | | 2 |
| Surrounds, castings, door assembly. | ✓ | | 2 |
| Burn Pot, Log sets, Firebox panels, | ✓ | | 2 |
| Ceramic Glass (Thermal Breakage) | ✓ | | 2 |
| Pedestals, legs | ✓ | | 2 |
| Burn Pot Liner | | ✓ | 2 |
| Agitator | | ✓ | 2 |
| Auger Motor, Combustion blower, Convection blower | | ✓ | 2 |
| Wiring, all switches, Wiring harness, Power cords | | ✓ | 2 |
| Circuit boards, Circuit board ribbon cable | | ✓ | 2 |
| Vacuum switch, Ignitor, Air pump, Temperature sensors, Wall thermostat | | ✓ | 2 |
| Auger | | ✓ | 2 |
| Circuit Board Decals | | ✓ | |
| Hopper Rails/ Baffle | | ✓ | 2 |

Conditions:

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

Any part(s) found to be defective during the warranty period as outlined above will be repaired or replaced at FPI's option through an accredited distributor, dealer or pre-approved and assigned agent provided that the defective part is returned to the distributor, dealer or agent for inspection if requested by FPI. Alternatively, FPI may at its own discretion fully discharge all of its obligations under the warranty by refunding the verified purchase price of the product to the original purchaser. The purchase price must be confirmed by the original Bill of Sale.

The authorized selling dealer, or an alternative authorized FPI dealer if pre-approved by FPI, is responsible for all in-field diagnosis and service work related to all warranty claims. FPI is not responsible for results or costs of workmanship of unauthorized FPI dealers or agents in the negligence of their service work.

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

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

WARRANTY

Replacement units are limited to one per warranty term. Airtube and baffle replacements are limited to one replacement per term.

Unit must be installed according to all manufacturers' instructions as per the manual.

All Local and National required codes must be met.

The installer is responsible to ensure the unit is operating as designed at the time of installation.

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

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

Exclusions:

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

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

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

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

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

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

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

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

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

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

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

WARRANTY

Limitations of Liability:

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

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

Customers located outside the U.S. should consult their local, provincial or national legal codes for additional terms which may be applicable to this warranty.

How to Obtain Warranty Service:

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

Canadian Warrantor:

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

U.S. Warrantor:

Fireplace Products U.S., Inc.
PO Box 2189 PMB 125
Blaine, WA
United States, 98231

Or contact the Regency Customer Care Centre at 1-800-442-7432 (phone) / 604-946-4349 (fax)

Product Registration and Customer Support:

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

WARRANTY



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):

| | |
|--|--|
| Warranty Details | |
| Serial Number (required): | |
| Purchase Date (required) (mm/dd/yyyy): | |
| Product Details | |
| Product Model (required): | |
| Dealer Details | |
| Dealer Name (required): | |
| Dealer Address: | |
| Dealer Phone #: | |
| Installer: | |
| Date Installed (mm/dd/yyyy): | |
| Your Contact Details (required) | |
| 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
1-3 Conquest Way
Hallam, VIC
Australia, 3803

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

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

WARRANTY

Installer: Please complete the following information

Dealer Name & Address: _____

Installer: _____

Phone #: _____

Date Installed: _____

Serial #: _____