



# Greenfire® GF55-2

## TECHNICAL MANUAL

### Freestanding Pellet Stove



French Manual: <https://bit.ly/3di85j9>  
Manuel en Français : <https://bit.ly/3di85j9>

#### **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***

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**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 - GF55-2:** This manual describes the installation and operation of the Regency GF55-2 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: 7,751 - 32,739 Btu/hr



**Efficiency:** 75%\* HHV (PFS TECO 21-694)

\* When using optional top vent adaptor kit (GF55-920) and 3" to 6" flue adaptor (3PVP-X6). See manual for further information.

**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.

 <p>NATIONAL FIREPLACE INSTITUTE</p> <p><b>CERTIFIED</b> www.nficertified.org</p>	<p>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).</p>	 <p>Wood Energy Technical Training www.wettline.ca</p>
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	<p><b>WARNING: Cancer and Reproductive Harm</b> www.P65Warnings.ca.gov</p>	<p>919-874</p>
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**\*This manual is designed for the technician in conjunction with the owner's manual.\***

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# SAFETY LABEL

On the GF55-2 the safety label is located on the underside of the hopper lid.

**580**

Serial No. / No. de série :

**GF55-2 (stove/poêle)**

Greenfire Model / Modèle:

PFS TECO REPORT #21-695

greenfire

Manufactured in Canada for / Fabriqué au Canada pour: FPI Fireplace Products International Ltd. Delta, BC, Canada

ETL

Intertek

Certified for use in Canada & USA / Certifié pour installation au Canada et aux États-Unis.

**DO NOT REMOVE THIS LABEL / NE PAS RETIRER CETTE ÉTIQUETTE**

This wood heater needs periodic inspection and repair for proper operation. Consult the owner's manual for further information. It is against federal regulations to operate this wood heater in a manner inconsistent with the operating instructions in the owner's manual. U.S. ENVIRONMENTAL PROTECTION AGENCY Certified to comply with 2020 particulate emission standards. Under specific test conditions, this heater has been shown to have a particulate emission level of 1.8 g/hr. Ce poêle à granulés nécessite une inspection et une réparation périodiques pour un fonctionnement correct. Consulter le manuel du propriétaire pour plus d'informations. Il est contraire aux règlements fédéraux d'utiliser ce poêle à bois d'une manière non conforme aux instructions d'utilisation du manuel du propriétaire. Certifié U.S. ENVIRONMENTAL PROTECTION AGENCY pour être conforme aux normes d'émission de particules de 2020. Dans des conditions de test spécifiques, il a été démontré que ce poêle a un niveau d'émission de particules de 1,8 g/hr.

INSTALLED AS A FREESTANDING STOVE MODEL / INSTALLÉ COMME MODÈLE FS. DE POÊLE AUTOPORTANT : Minimum clearances to combustible materials / Développements minimaux par rapport aux matériaux combustibles :

A	Sidewall to Unit (Du mur latéral à l'appareil)	6" (152 mm)
B	Backwall to Unit (Du mur arrière à l'appareil)	3" (76 mm)
C	Corner to Unit (Du coin à l'appareil)	2" (51 mm)
D	Wall to vent (Du mur à l'évacuation)	3" (76 mm)
E	From door opening of unit to edge of floor protection (De l'ouverture de la porte au devant de protection de plancher) NOTE: A combustible floor must be protected by a non-combustible material - Width 27" (686mm) by depth 34" (864mm). (Un plancher combustible doit être protégé par un matériel non combustible. La largeur de 27 po (686 mm) par la profondeur de 34 po (864 mm))	6" (152 mm)
	Minimum Alcove Width (Largeur minimale de l'alcôve)	36" (914 mm)
	Minimum Alcove Height (Hauteur minimale de l'alcôve)	48" (1219 mm)
	Maximum Alcove Depth (Profondeur maximale de l'alcôve)	30" (762 mm)

Combustible floors must be protected by a non-combustible material. - See Owners Manual. Le plancher combustible doit être protégé par un matériel non combustible. - Consulter le manuel.

Refer to Intertek's Directory of Building Products for detailed information. / Reportez-vous à l'annuaire Intertek des produits du bâtiment pour obtenir des informations détaillées.

The unit can be installed on a hard, stable non-combustible surface / L'appareil peut être installé sur une surface non combustible stable et dure.

**CAUTION:**  
Hot while in operation. DO NOT touch, keep children, clothing & furniture away. Contact may cause skin burns. See nameplate & instructions

**ATTENTION:**  
Chaud pendant le fonctionnement. NE PAS toucher, garder les enfants, les vêtements et les meubles à distance. Tout contact peut provoquer des brûlures de la peau. Voir plaque signalétique et instructions

DATE OF MANUFACTURE / DATE DE FABRICATION :

J F M A M J J A S O N D 2022 2023 2024 2025 2026

920-553a

## GF55 DECAL LOCATION

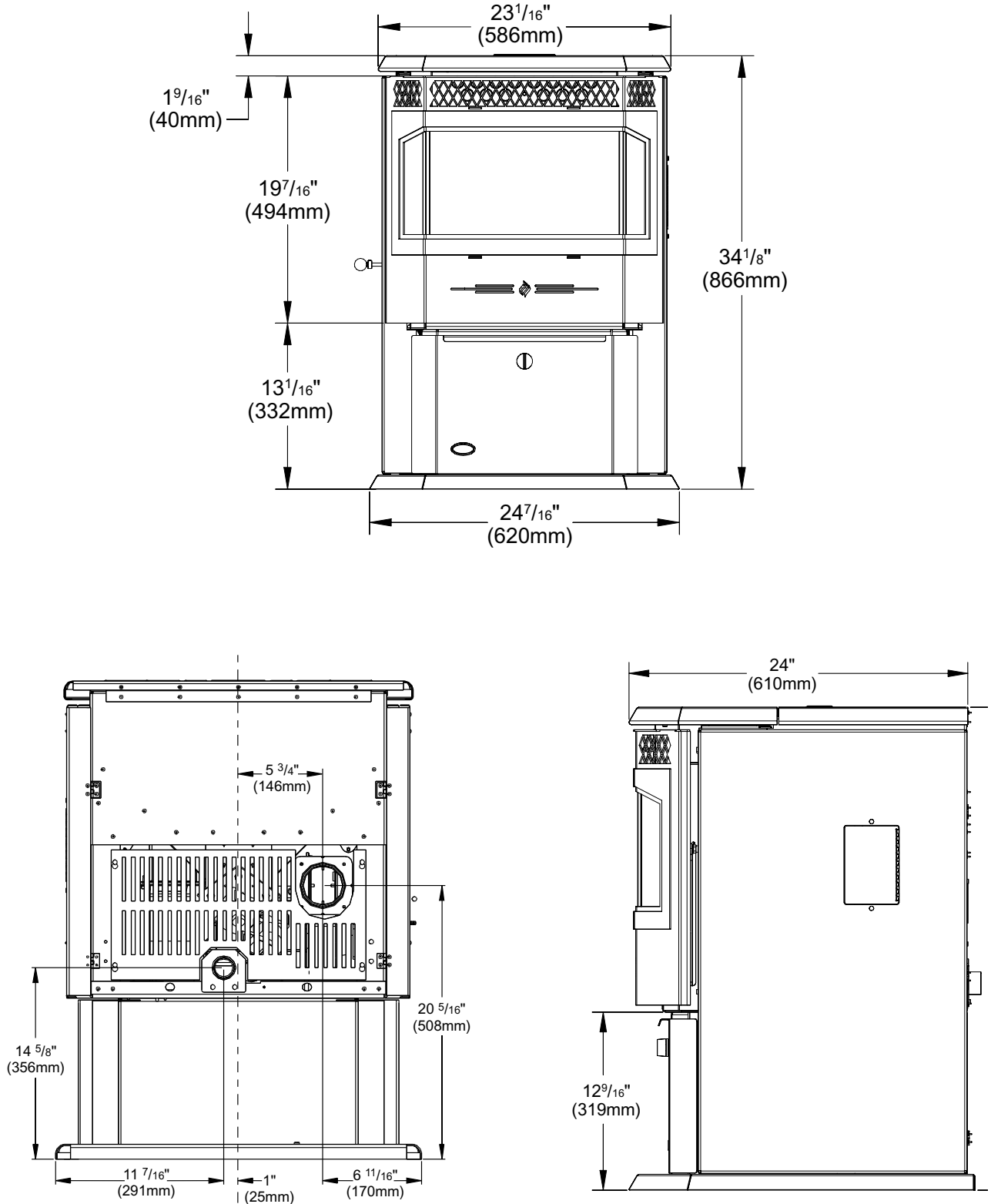


Locate the rating plate on the GF55 by lifting up the hopper lid. The rating plate will be located on the underside of the hopper lid. (See below picture)  
DO NOT REMOVE DECAL FROM UNIT.



# UNIT DIMENSIONS

## GF55-2 FREESTANDING PELLET STOVE



## IMPORTANT SAFETY INFORMATION

### IMPORTANT SAFETY INFORMATION

Failure to follow these instructions may result in property damage, bodily injury or even death.

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

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

Be sure to maintain the structural integrity of the home when passing a vent through walls, ceilings, or roofs.

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. Refer to "Slider/Damper Set-up" section. 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. Make sure that the structural integrity of the home is maintained and all construction meets local building codes.

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

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

## SAFETY WARNINGS & RECOMMENDATIONS

### CAUTION:

**Do not connect to any air distribution duct or system.**  
**Do not burn garbage or flammable fluids such as gasoline, naphtha or engine oil.**  
**Unit hot while in operation. Keep children, clothing and furniture away. Contact may cause skin burns.**

**SOOT:** Operation of the stove with insufficient combustion air will result in the formation of soot which will collect on the glass, the heat exchanger, the exhaust vent system, and may stain the outside of the house. This is a dangerous situation and is inefficient. Frequently check your stove and 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.

**ELECTRICAL:** The use of a surge protected power bar is highly recommended. The unit must be grounded. The grounded electrical cord should be connected to a standard 115 volts (4.6 Amps), 60 hertz electrical outlet. Be careful that the electrical cord is not trapped under the appliance and that it is clear of any hot surfaces or sharp edges and also must be accessible. If this power cord should become damaged, a replacement power cord must be purchased from a Greenfire dealer. This unit's maximum power requirement is 520 watts.

**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 a Greenfire 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.

**FLAMMABLE LIQUIDS:** Never use gasoline, gasoline-type lantern fuel, kerosene, charcoal lighter fluid, or similar liquids to start or "freshen up" a fire in the heater. Keep all such liquids well away from the heater while it is in use.

**SMOKE DETECTOR:** Smoke detectors should be installed and maintained in the structure when installing and operating a pellet burning appliance.

**OPERATION:** The ash pan and door must be closed securely for proper and safe operation of the pellet stove. Also ensure all gaskets on the door are checked and replaced when necessary.

**INSTALLATION:** Be sure to maintain the structural integrity of your home when passing a vent through walls, ceilings, or roofs. It is recommended that the unit be secured into its position in order to avoid any displacement.

**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:** Outside Fresh Air connection is optional. 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 when installing your unit and provide room air accordingly. Limited air for combustion may result in poor performance, smoking and other side effects of poor combustion. If you have any questions with regards to your stove or the abovementioned information, please feel free to contact your Greenfire dealer for further clarification and comments.

SINCE FPI HAS NO CONTROL OVER THE INSTALLATION OF YOUR STOVE, FPI GRANTS NO WARRANTY IMPLIED OR STATED FOR THE INSTALLATION OR MAINTENANCE OF YOUR STOVE. THEREFORE, FPI ASSUMES NO RESPONSIBILITY FOR ANY CONSEQUENTIAL DAMAGE(S).

# INSTALLATION

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## REMOVING PELLET STOVE

To remove your new stove from its pallet, remove the two (2) screws securing the bottom to the pallet.

### **Freestanding:**

One screw can be easily seen from behind but to access the second screw the ashpan must be removed. See figure 1.

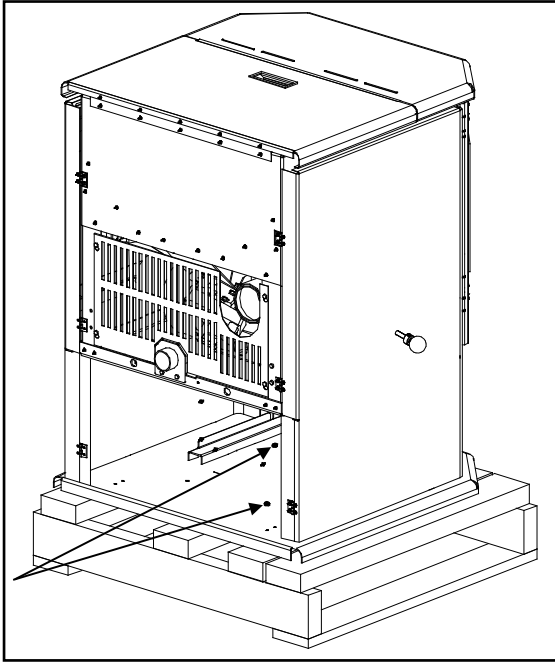


Figure 1: Removing GF55-2 From Pallet.

## OPENING THE DOOR

The door lever can be found in behind the right side of the door frame. To open the door, pivot the lever outwards and upwards until it unlocks.

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## LOCATING THE PELLET APPLIANCE

1. Check clearances to combustibles. See "Clearance to Combustibles" section.
2. Do not obtain combustion air from an attic, garage or any unventilated space if enough air is available. Combustion air may be obtained from a ventilated crawl space.
3. Do not install the stove in a bedroom.
4. You can vent the stove through an exterior wall behind the unit or connect it to an existing masonry or metal chimney (must be lined if the chimney is over 6" (15 cm) diameter, or over 28 inches<sup>2</sup> (180 cm<sup>2</sup>) cross sectional area). An interior vent can be used with approved pipe passing through the ceiling and roof.
5. Locate the stove in a large and open room that is centrally located in the house. This will optimize heat circulation.
6. The power cord is 8 feet (2.43 m) long and may require a grounded extension cord to reach the nearest electrical outlet.

## GF55 FREESTANDING PELLET STOVE

### CLEARANCES TO COMBUSTIBLES

These dimensions are minimum clearances to combustibles, however it is highly recommended that you leave sufficient room on each side (20" where possible) for servicing, routine cleaning and maintenance.

This pellet stove requires floor protection. The floor protection must be non-combustible, extending 6" (150mm) beyond the full width and depth of the unit including 6" (150 mm) in front for ember protection.

#### Floor Protection:

Width 36-7/16" (934mm)  
Depth 36" (914mm)

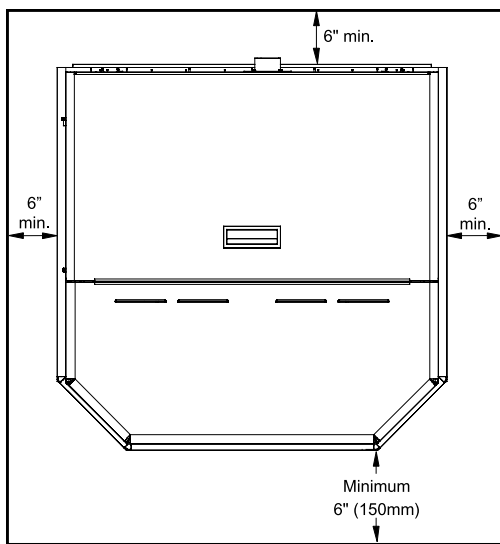


Figure 3: Floor Protection

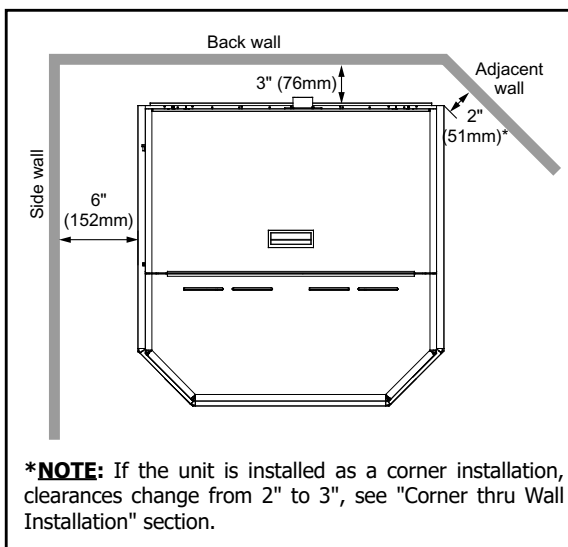


Figure 4: Minimum Clearances to Combustibles

### ALCOVE CLEARANCES

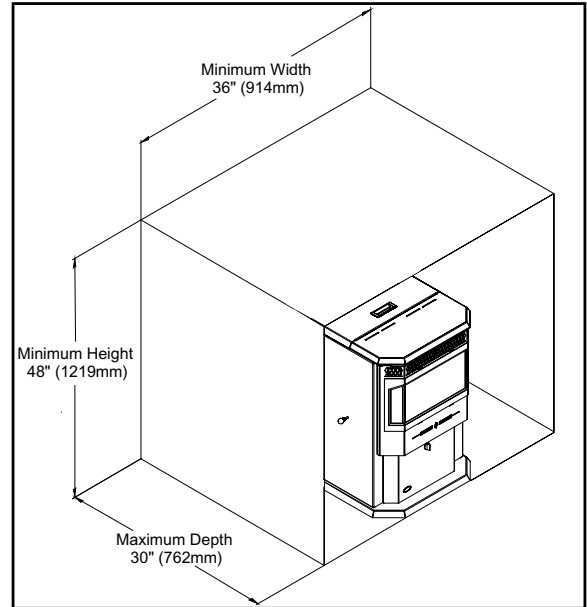


Figure 5: Alcove Clearances

### MOBILE HOME INSTALLATION

- Secure the heater to the floor using the holes in the pedestal of the appliance.
- Ensure the unit is electrically grounded to the chassis of your home (permanently).

**WARNING:** Do not install in a room people sleep in.

**CAUTION:** The structural integrity of the manufactured home floor, wall and ceiling/roof must be maintained

- Outside fresh air is mandatory. Secure outside air connections directly to fresh air intake pipe and secure with three (3) screws evenly spaced.

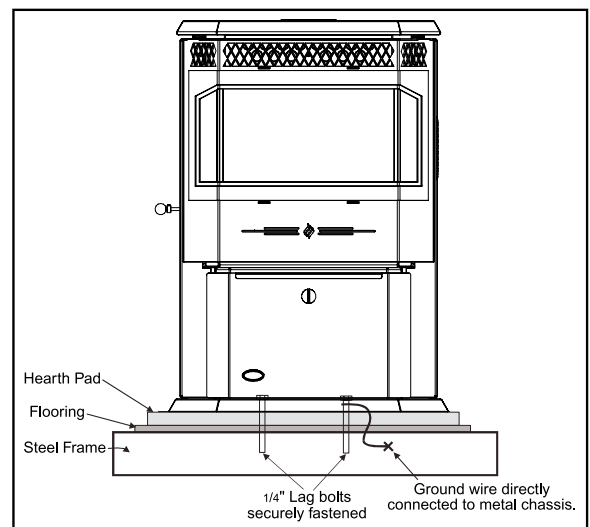


Figure 6: Mobile Home Install Mounting



# INSTALLATION

## VENT TERMINATION REQUIREMENTS

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

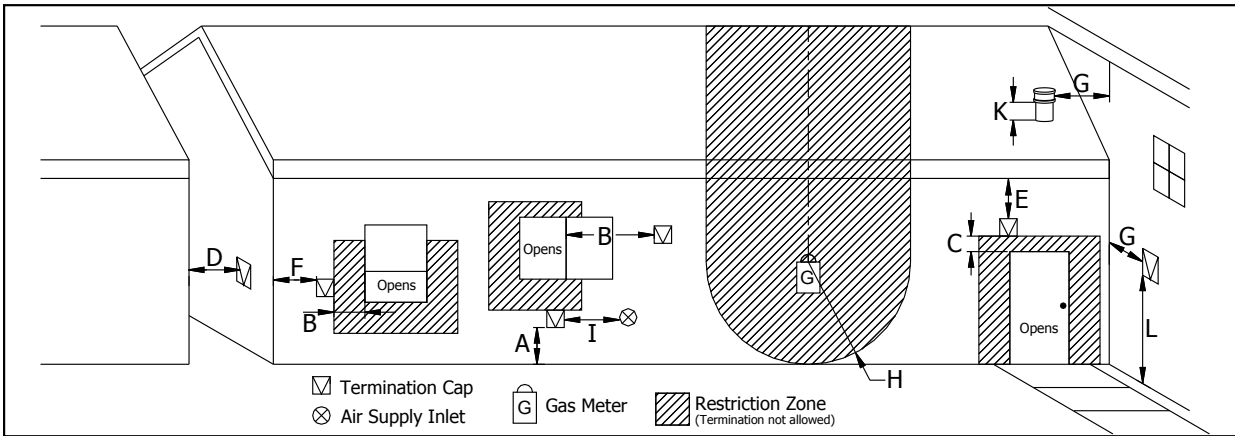


Figure 7: Allowable exterior vent termination locations

1. 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.
2. Vent surfaces can become hot enough to cause burns if touched by children. Non-combustible shielding or guards may be required.
3. 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.
4. 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.
5. 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 FPI, we grant no guarantee against such incidents.

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

## EXHAUST AND FRESH AIR INTAKE LOCATION

EXHAUST:	
Base of unit to center of flue	20-5/16" (508mm)
Side of unit to center of flue	6-11/16" (170mm)
Center of unit to center of flue	5-3/4" (146mm)
FRESH AIR INTAKE:	
Base of unit to center of intake	14-5/8" (356mm)
Side of unit to center of intake	11-7/16" (291mm)
Center of unit to center of intake	1" (25mm)

INSTALL VENT AT CLEARANCES SPECIFIED BY THE VENTING MANUFACTURER.

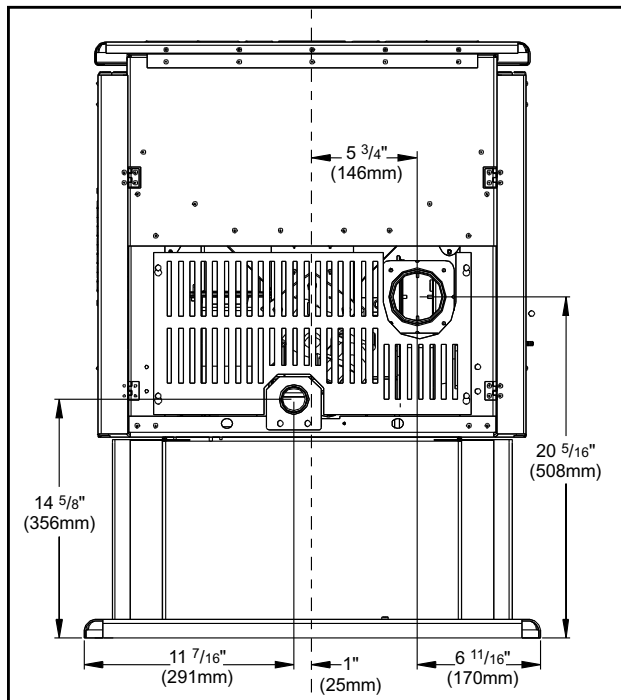


Figure 8: Freestanding Inlet and Outlet Location

## Outside Fresh Air Connection:

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

**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.

When connecting to an outside fresh air source, do not use plastic or combustible pipe. A 2" minimum (51 mm) ID (inside diameter) steel, aluminum or copper pipe should be used. It is recommended, when you are installing a fresh air system, to keep the number of bends in the pipe to a minimum.

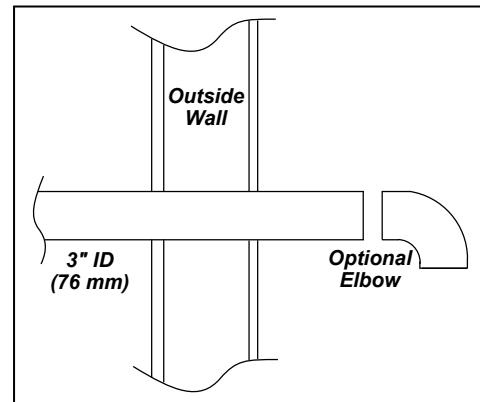


Figure 9: Outside Air Connection

## CORNER THROUGH WALL INSTALLATION

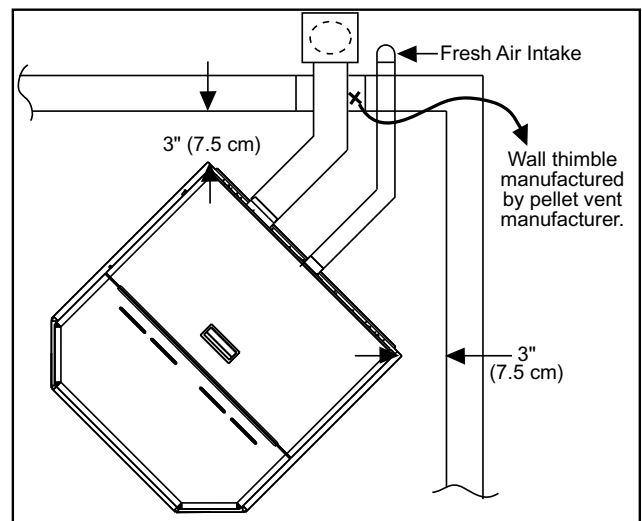


Figure 10: Corner Installation

# 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 shall conform to CAN/CSA-B365 Installation Code for Solid-Fuel-Burning Appliances and Equipment. Only use venting of L or PL type with an inside diameter of 3 or 4 inches (7.6 or 10.1 cm).

1. Choose a location for your stove that meets the requirements stated in this manual and allows installation with the least amount of interference to house framing, plumbing, wiring, etc.
2. Install a non-combustible hearth pad (where necessary).
3. Place the appliance 15" (37.5 cm) away from the wall. If the stove is to be set on a hearth pad, set the unit on it.
4. 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.
5. Install the wall thimble as per the instructions written on the thimble. Maintain an effective vapour barrier in accordance with local building codes.
6. Install a length of 3" (76 mm) or 4" (101 mm) vent pipe into the wall thimble. The pipe should install easily into the thimble.
7. Install the fresh air intake. See "Outside Fresh Air Connection" section.
8. Connect the exhaust vent pipe to the exhaust pipe on the stove. Seal the connection with high temperature silicone.
9. Push the stove straight back, leaving a minimum of 3" (8 cm) clearance from the back of the stove to the wall. Seal the vent pipe to the thimble with high temperature silicone.
10. The pipe must extend at least 12" (30 cm) away from the building. If necessary, bring another length of pipe (PL type) 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.
11. 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.

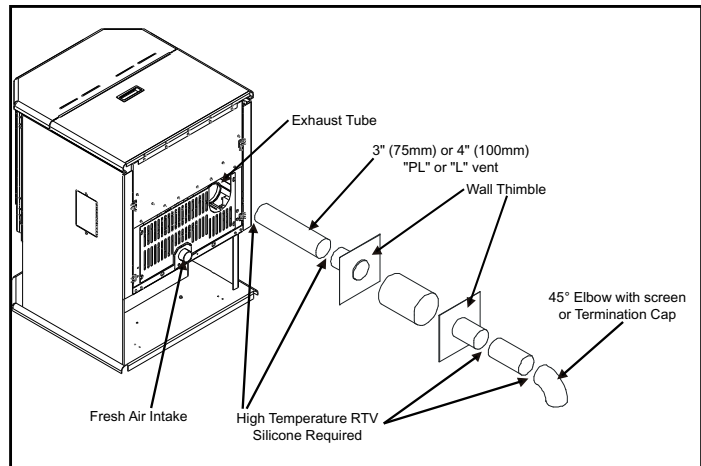


Figure 11: Straight through wall Installation

### NOTE:

- 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 naturally draft in 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.
- All sections of pipe must have three (3) screws evenly spaced and all horizontal and vertical vent sections located within the house must have a bead of high temperature silicone installed on the male end of the pipe before installation to create a gas tight seal.
- The termination must be 12 inches (30 cm) from the outside wall and 12 inches (30 cm) above the ground.
- A 45° elbow may be used in place of the termination cap (or stainless steel termination hood).

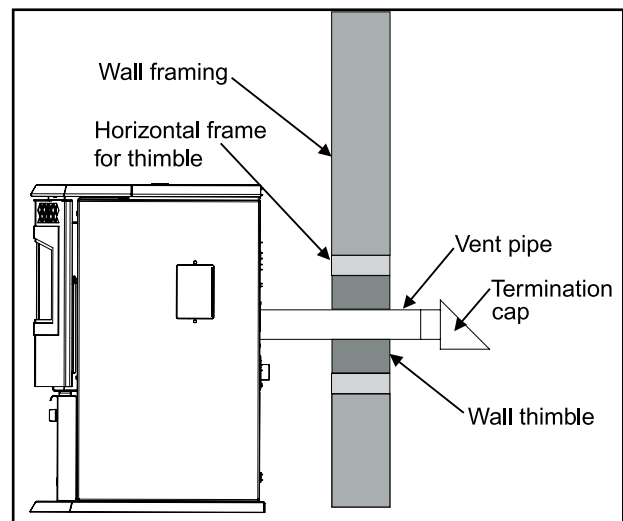


Figure 12: Straight through Wall Installation - Side View

## VERTICAL RISE WITH HORIZONTAL TERMINATION INSTALLATION

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

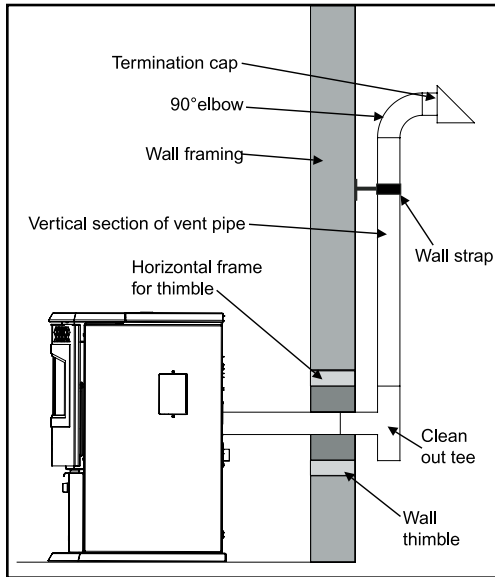


Figure 13: Through Wall with Horizontal Termination

## THROUGH CONCRETE WALL WITH VERTICAL RISE INSTALLATION

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

This is the recommended installation to use if there is a concrete or retaining wall in line with exhaust vent on pellet stove.

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

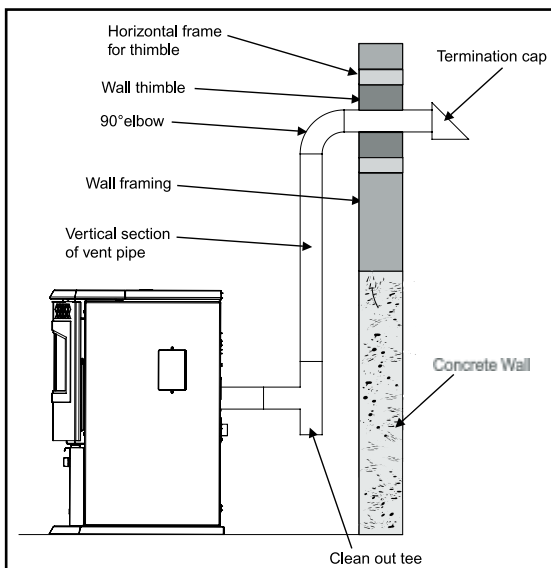


Figure 14: Vertical rise with Horizontal Termination

## INSIDE VERTICAL INSTALLATIONS

1. Choose a stove location that is ideal. Refer to "Locating Your Pellet Appliance" section.
2. Place the unit on the hearth pad (if installed on a carpeted surface) and space the unit in a manner so when the pellet vent is installed vertically, it will be 3" (76 mm) away from a combustible wall.
3. Locate the center of the fresh air intake pipe on the unit. Match that center with the same point on the wall and cut a hole about 2" (51 mm) in diameter.
4. Install the fresh air intake pipe.
5. Install the tee with clean out.
6. Install the pellet vent upward from there. When you reach the ceiling, make sure that the vent goes through the ceiling fire stop. Maintain a 3" (76 mm) distance to combustibles and keep attic insulation away from the vent pipe. Maintain an effective vapor barrier.
7. Finally, extend the pellet vent to go through the roof flashing.
8. Ensure that the rain cap is at least 24" (610 mm) above the roof at the shortest side of the vent.

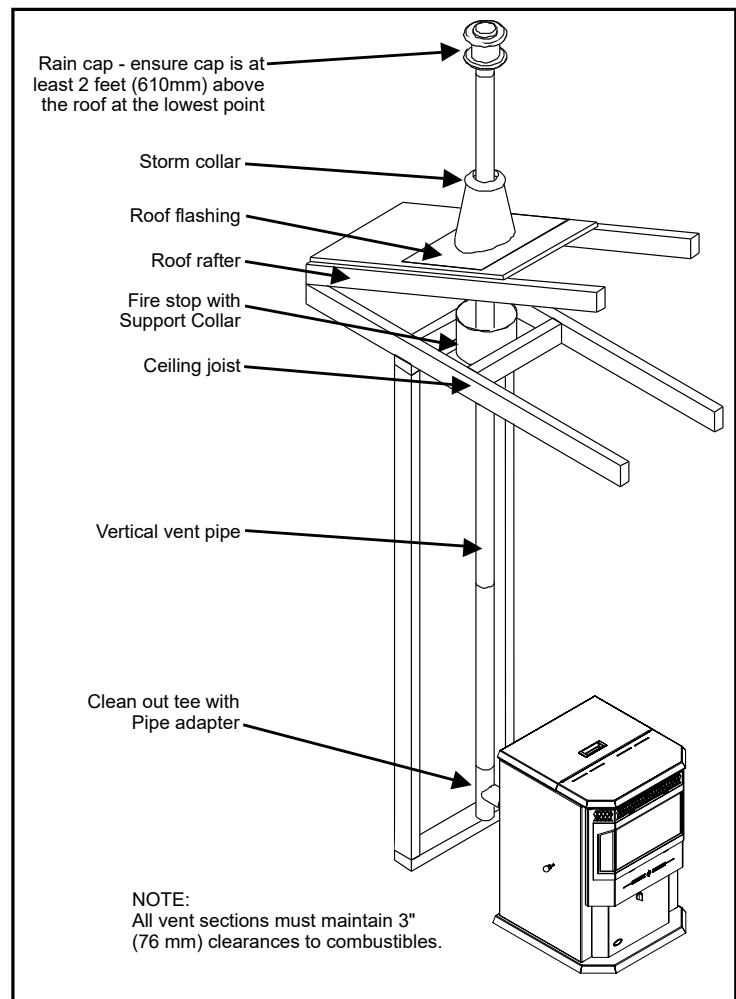


Figure 15: Inside Vertical Installation

# INSTALLATION

## OUTSIDE VERTICAL INSTALLATIONS

To accomplish a outside vertical pipe installation, follow steps 1 through 5 in the "Inside Vertical Installation" section and then finish it by performing the following (refer to Figure 16).

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.
3. Install ceiling thimble and secure the flashing as you go through the roof.
4. Ensure that the rain cap is approximately 24" (610 mm) above the roof.

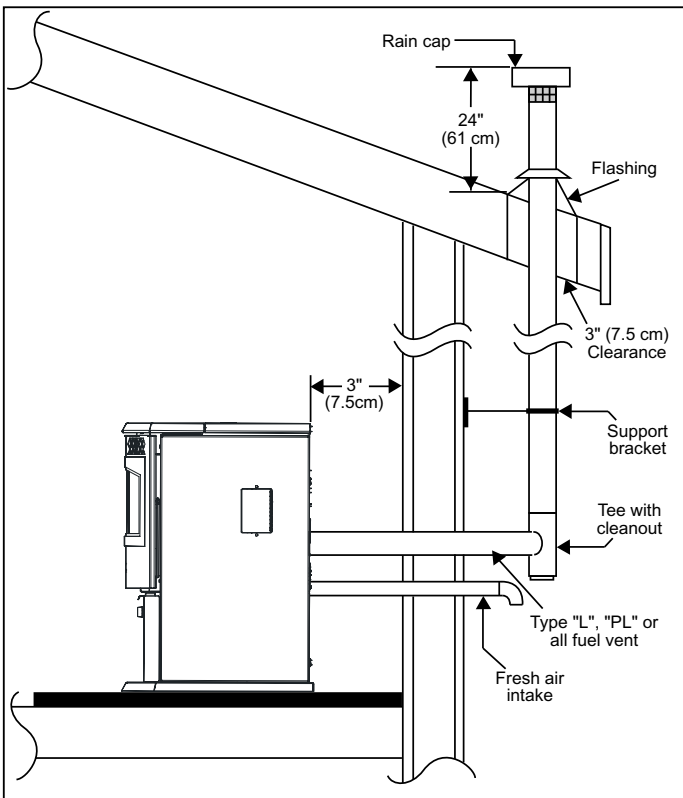


Figure 16: Outside Vertical Installation

## HEARTH MOUNT INSTALLATION

1. Lock fireplace damper in the open position.
2. Install a positive flue connector at the fireplace damper.
3. Connect a clean-out tee or a 90° elbow to the exhaust pipe.
4. Install flexible stainless steel liner or listed pellet vent to the top of the chimney.

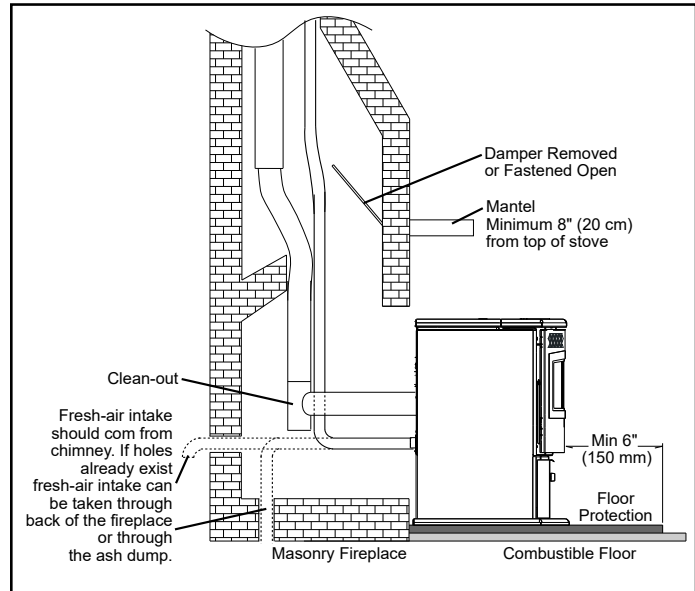
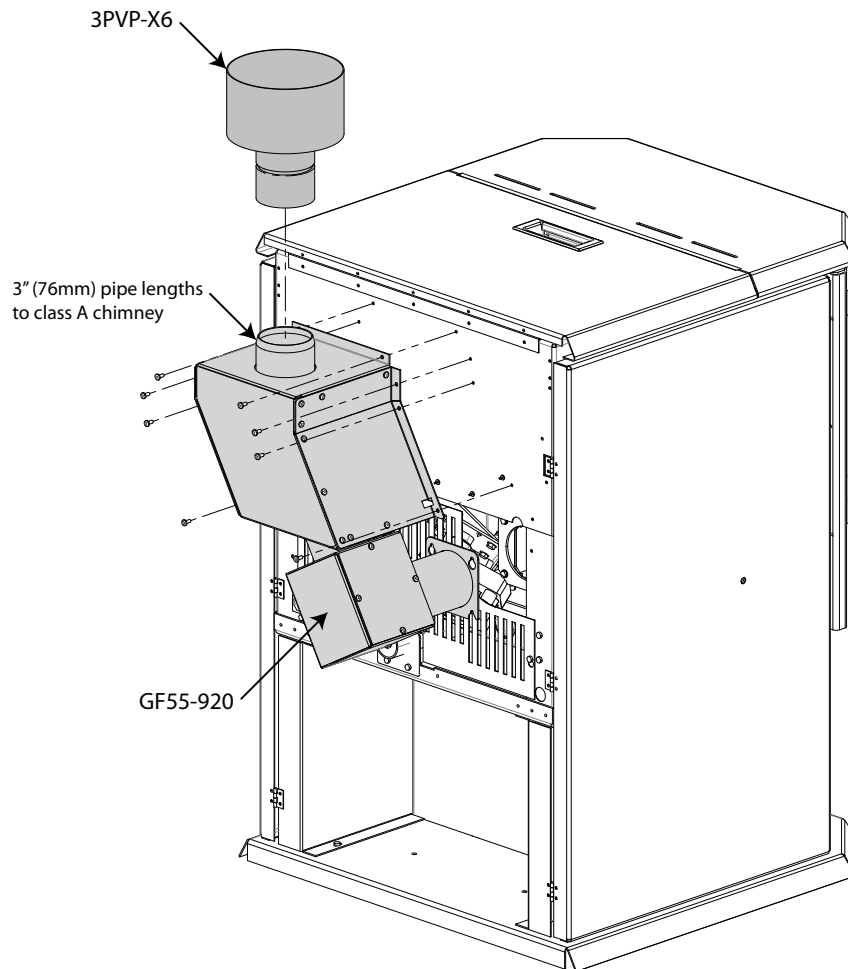


Figure 17: Hearth Mount - Side View

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## TOP VENT ADAPTOR KIT & 3" (76 MM) TO 6" (152 MM) FLUE ADAPTOR (APPROVED FOR VERTICAL INSTALLATIONS ONLY)



\*In order to achieve the maximum rated efficiency of 75% HHV purchase of a top vent adaptor kit (GF55-920) is required. Use the sheet metal screws provided to attach the kit to the rear of the unit as shown. Please see kit instruction manual for more detailed installation instructions.  
The stove must also be connected to a 6" (152 mm) Class A flue (where permitted) using the 3" (76 mm) to 6" (152 mm) Flue Adaptor (3PVP-X6).  
See separate instruction manual for complete details.

**Note:** Part # 6DVL-ADT Simpson Duravent DVL adaptor would also be required to connect the 3" (76 mm) - 6" (152 mm) increaser to class A chimney when going through the wall or ceiling when using Simpson Duravent Duraplus/Duratech chimney systems. Not required with DuraTech Premium or DuraTech Canada. DTC ceiling supports feature a built-in flue extension which eliminates the need for this Simpson Duravent DVL adaptor.

## PLATED DOOR INSTALLATION

**TO AVOID PERSONAL INJURY DO NOT REMOVE OR REPLACE COVER WHEN PELLET STOVE IS HOT!**

### TOOLS REQUIRED:

- a) 11/32" socket

### **REMOVAL OF DOOR COVER:**

When stove is off and cool, open the door. Remove the four (4) #8 hex nuts around the inside of the glass retainer shown in Figure 37.

Remove door cover from door by gently sliding the studs out of the holes. If it is difficult to remove the cover, the glass retainer may be pinching the threads on the studs. Slightly loosen the four (4) screws (by each of the studs).

### **REPLACEMENT OF DOOR COVER:**

Slide new door cover into place and hand tighten the four (4) #8 hex nuts around the inside of the glass retainer. Ensure the four screws are also hand tight and close door. **Do not overtighten or you may break screws.**

**Clean all plated surfaces before starting the stove.** Refer to "Cleaning Plated Surfaces in Routine Cleaning and Maintenance in the Owner's Manual.

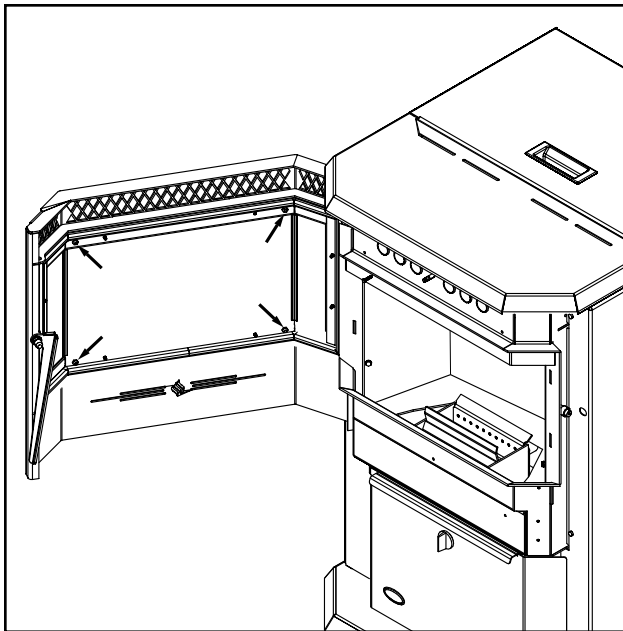


Figure 37: Inner side of door

## THERMOSTAT INSTALLATION

1. Install the thermostat by connecting a low voltage millivolt thermostat to the circuit board jumper location shown below. Connect 2 x 18 gauge wires from the connection points on the back of the control board to the thermostat (see figure 38).
2. Choose a location for the thermostat, which will effectively heat the desired area. Do not install close to the unit, typical installation is 10ft - 20ft away in an open area (not hidden).
3. Review each of the three control switch positions with the consumer.

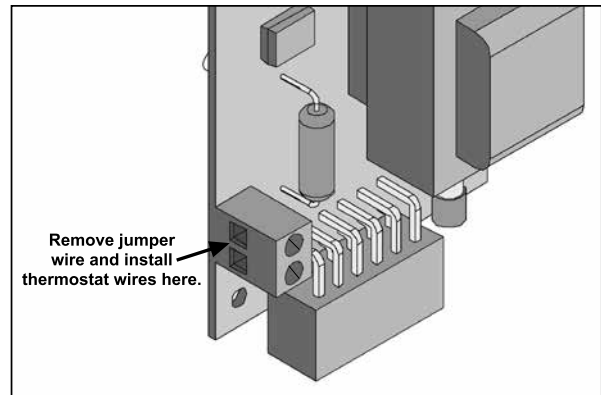


Figure 38: Thermostat wire placement

# INSTALLATION

**THE SLIDER / DAMPER HAS BEEN SET AT THE FACTORY. This is used to regulate the airflow through the pellet stove.** The slider damper knob is located on the left cabinet side (see Figure 39) when facing appliance from the front.

The slider damper factory setting has been set for peak efficiency operation/efficient flame (see Figure 42).

If the fire should happen to go out and the heat output indicator has been set on the lowest setting, the Slider Damper may need to be adjusted by a qualified technician only. Contact your local dealer.

For troubleshooting purposes the firebox vacuum pressure may need to be confirmed. This should be done only on a hot stove (operating for thirty (30) minutes or more) by placing a Magnehelic Pressure Gauge in the firebox. The reading can be taken from the 1/8" (3 mm) hole located in the front of the firebox under the door (see Figure 41). **The factory setting should read approximately 0.065 inches of water column on the high fire setting.**



Figure 40: Efficient Flame

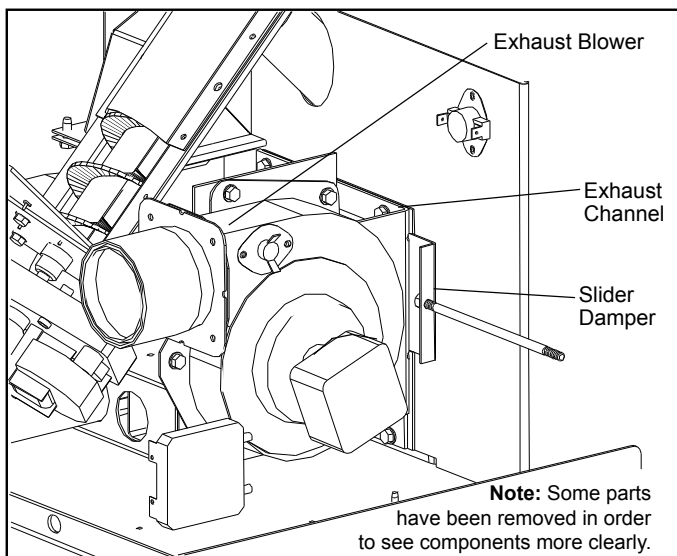


Figure 39: Slider / Damper

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 – Open slider (pull out) slightly.
- A short, brisk flame, like a blowtorch, has too much air – Close slider (push in) slightly.
- 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.

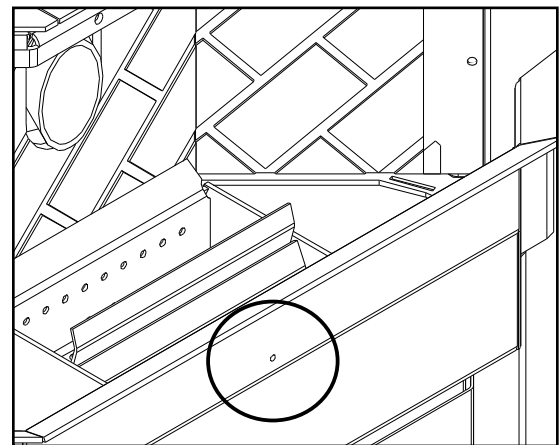


Figure 41: Hole for Pressure test with Magnehelic Gauge

## SPECIAL NOTES:

Pellet quality is a major factor in how the Pellet stove will operate. If the pellets have 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).

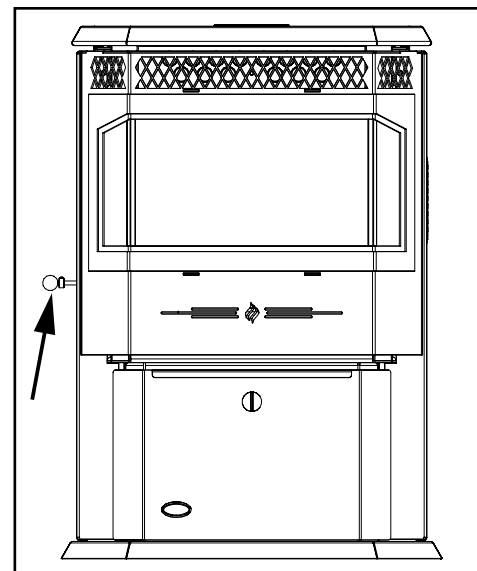


Figure 42: Damper Knob Location



## TROUBLESHOOTING FAQ'S

### DO NOT:

- Service the stove with wet hands. The stove is an electrical appliance, which may cause a shock hazard if handled improperly.
- Only qualified technicians should deal with possible internal electrical failures.
- Do not attempt to remove or loosen any screws from inside the firebox without applying penetrating oil (ie. WD40) to any of the screws.

### 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 # 2 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 pellets will not light.
9. Control settings (Heat Level) has no effect on the fire.
10. The stove keeps going out.

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

### 1. The stove will not start.

- ✓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 # 2 light is flashing, see the # 2 light is flashing.
- ✓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 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 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: unit may require a change to the vent system or installation of fresh air to correct Air to Fuel ratio problems).**
- ✓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.
- ✓Check the Exhaust Blower voltage across the blower wires ( $\geq 114$  V on #5 setting and  $\geq 82$  on #1 setting). – Replace the Circuit Board if the Voltage reading is less than 82 V. with a line voltage  $>115$  V AC.
- ✓Check Vacuum levels in the exhaust channel by bypassing the Vacuum Switch, then remove the Vacuum hose from Vacuum Switch. Check exhaust vacuum readings by placing the open end of the Vacuum Hose on a Magnahelic Gauge (readings must be above .10" W.C. on low fire).  
If the motor fails to reach a 0.10" W.C. readings, then replace the Combustion Blower.
- ✓Poor Quality Fuel – Insufficient energy in the fuel to produce enough heat to keep the stove burning or operational.
- ✓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 fuse on the circuit board.

### 3. The exhaust blower will not function normally.

- ✓Open the left side access panel; check all connections against the wiring diagram.
- ✓See "2. The stove will not operate when hot." section.

### 4. Light # 2 on Heat output bar flashing

(The Vacuum Switch contacts have opened for more than 15 sec.)

- ✓Pinch, break or blockage in Vacuum Hose - Check hose for pinch points or damage, replace or re-route as required. Blow out Vacuum Hose
- ✓Blocked Hose Barb on Exhaust Channel - Use a paper clip to clean out Hose Barb or remove the Vacuum Hose from the Vacuum Switch and blow into the hose to remove blockage.

# TROUBLESHOOTING

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- ✓Blocked exhaust / venting system - Have stove and venting cleaned and inspected.
- ✓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.
- ✓Vacuum Switch failure - Bypass the vacuum switch, if this corrects the problem check for above problems before replacing the Vacuum Switch.
- ✓Damage to gray wires between Circuit Board and Vacuum Switch - Inspect wires and connectors
- ✓Combustion Blower failure - The Combustion Blower is not turning fast enough to generate the proper vacuum in the Exhaust Channel. Visual Check; is the blower motor turning? Check the Exhaust Blower voltage across the blower wires ( $\geq 114$  V on #5 setting and  $\geq 82$  V on #1 setting). – Replace the Circuit Board if the Voltage reading is less than 82 V. with a line voltage  $> 114$  V AC.
- ✓Check Vacuum levels in the exhaust channel by bypassing the vacuum switch, then remove the Vacuum hose from Vacuum Switch. Check exhaust vacuum readings by placing the open end of the Vacuum Hose on a Magnahelic Gauge. (readings must be above .10" W.C. on low fire). If the motor fails to reach a 0.10" W.C. readings, then replace the Combustion Blower

**To reset Circuit Board after a trouble code - push the ON/OFF button**

## 5. Auger light flashes but auger motor does not turn at all.

- ✓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\*\*
- ✓Check the fuse on the circuit board.

## 6. Light #4 – 200°F ( 93°C) high limit temperature sensor has tripped.

- ✓Reset sensor and determine cause – was it Convection Blower failure or 120 °F (49 °C) Temperature Sensor failure? Bypass the 120 °F (49 °C) sensor, does the Convection blower come on high? If not, replace the blower. If yes, replace sensor (located on the left side of the firewall).
- ✓Check the fuse on the circuit board.

## 7. The convection blower will not function normally.

- ✓Clean all grill openings at the back and below unit .
- ✓Press the fan button; does the fan come on? Press again to verify that the blower turns on; if, not contact your local dealer for service.

## 8. Ignitor- the pellets will not light.

- ✓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 tube by pushing the burn pot back against the ignitor tube.
- ✓Check to see if the exhaust blower is operating. If not, contact your local dealer for service.
- ✓Check the fuse on the circuit board.

**NOTE:** The ignitor should be bright orange in color. If not replace the ignitor.

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

NOTE: If the system light is flashing the Control Board has complete control of the unit. When the units system light becomes solid then control of the unit is given back to the operator.

- ✓If there is no control of the Heat Level button make sure the thermostat is calling for heat.
- ✓Call your local dealer for service.

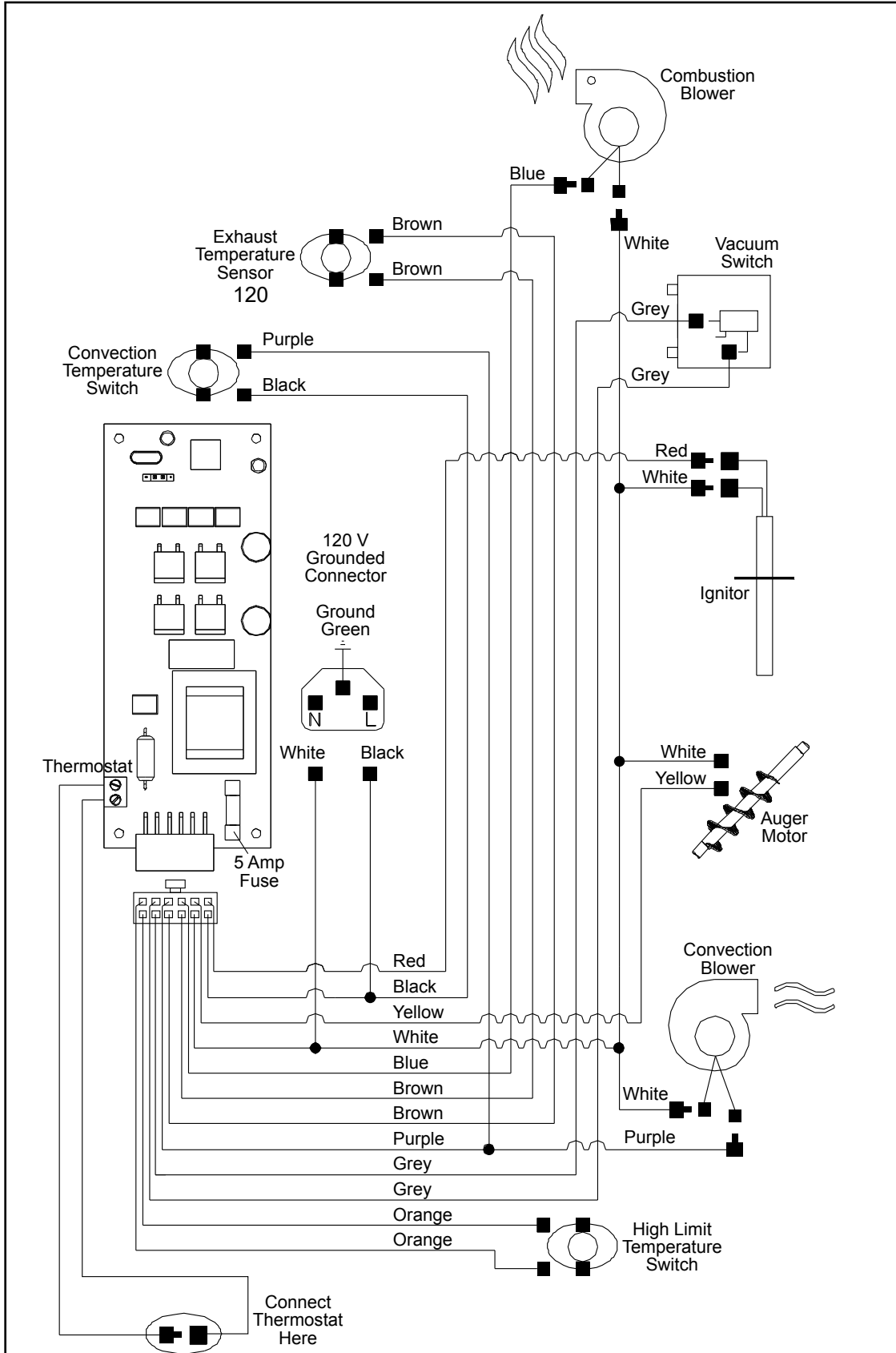
## 10. The stove keeps going out.

If the stove goes out and leaves fresh unburned pellets or cigarette-like ashes in the burn pot liner, the fire is going out before the stove shuts off.

- ✓Check to see that the Slider / Damper is in the correct position.
  - ✓Turn the Heat Level up slightly (poor quality pellets will require slightly higher settings).
  - ✓Set the auger trim till the #1 and #5 lights are illuminated.
- 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.
- ✓Adjust the Slider / Damper.
  - ✓Check to see if the stove needs a more complete cleaning.
  - ✓Did the power go out?
  - ✓Contact your local Dealer for service.

# TROUBLESHOOTING

## WIRING DIAGRAM

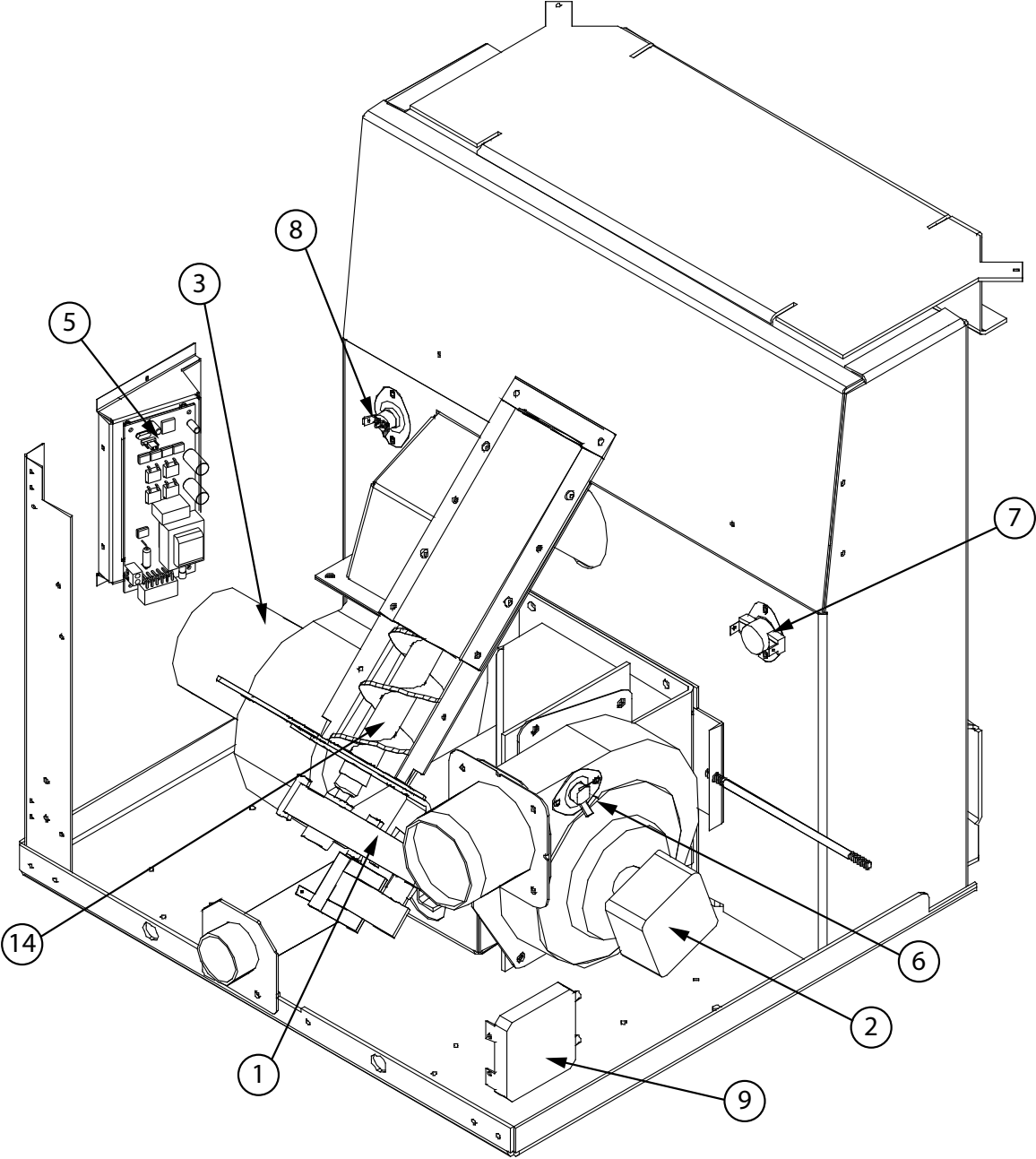


# PARTS LIST

## PARTS LIST & COMPONENTS

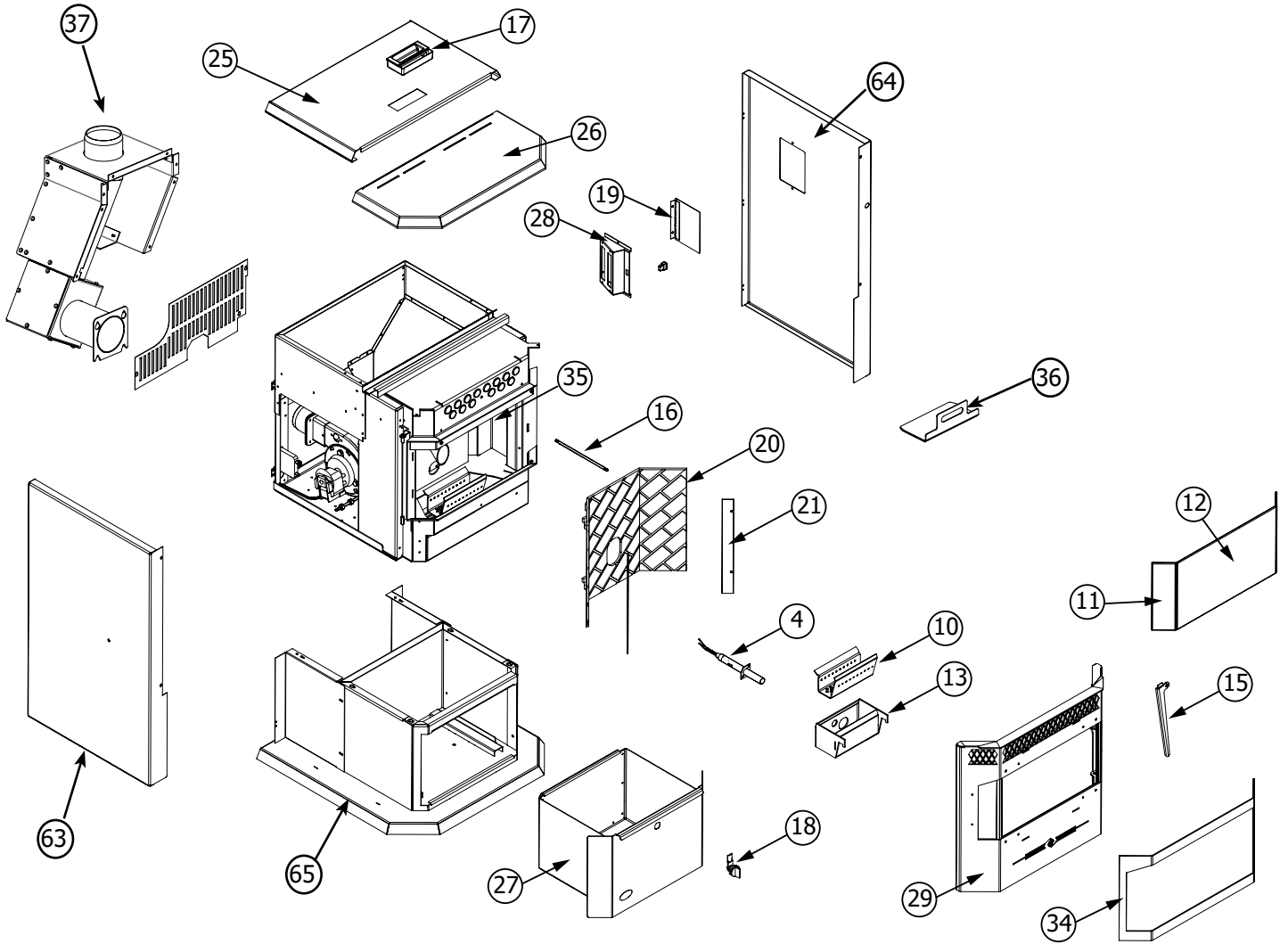
Part #	Description	Part #	Description
1) GF55-001	Auger Motor 115V 1 Rpm	15) GF55-098	Door Handle
2) GF55-002	Combustion Blower Motor Only 115V	GF55-099	Door Handle Bolt, Nut, Washer
3) GF55-003	Convection Blower 115V	16) GF55-042	Slider Damper Rod W/Knob
4) GF55-004	Ignitor 300 Watt 115V	GF55-046	Knob 1 in.
5) GF55-093	Circuit Board W/Tstat Switch 115V	GF55-047	Auger Collar W/Screw 3/4 in. ID
GF55-006	Circuit Board Fuse (Set 2)	17) GF55-051	Handle Hopper Lid
GF55-007	Circuit Board Wire Harness	18) GF55-053	Latch Ash Drawer
GF55-094	Circuit Board Control Panel Decal	19) GF55-054	Door Control Panel W/Hinge
6) GF55-009	120 Ceramic Exhaust Temp Sensor N/O	20) GF55-105	Brick Panel Set
7) GF55-009	120 Ceramic Convection Fan Sensor N/O	21) GF55-057	Retainers Brick Panel
8) GF55-011	200 High Limit Sensor Manual Reset N/C		
9) GF55-012	Vacuum Switch 115V	25) GF55-061	Lid Hopper
GF55-013	Silicone Hose	26) GF55-062	Front Top Assembly
GF55-014	Gasket Convection Blower Mtng	27) GF55-066	Ash Drawer
GF55-015	Gasket Combustion Blower Assembly Mtng	28) GF55-067	Control Panel W/Decal
GF55-016	Gasket Combustion Blower Motor Mtng	29) GF55-068	Main Door Complete Assembly
GF55-017	Gasket Exhaust Starter Tube	34) GF55-921	Door Overlay Brush Nickel
GF55-018	Tape Window Channel 72 In.	GF55-923	Door Overlay Antique Copper
GF55-019	Gasket 5/8 In. Door 7 Ft	N/S GF55-103	Door Hinge Assembly
GF55-020	Gasket Ped & Ash Pan 10 Ft	N/S GF55-025	Extension Cord
GF55-021	Fastener Bag Pellet Mechanical & Elec.	35) GF55-107	Air Wash Restrictor
10) GF55-022	Burn Pot Liner SS High Ash	36) GF55-108	Ash Cover Plate
GF55-034	Burn Pot Liner Standard SS	37) GF55-920	Top Vent Adaptor Kit
GF55-023	Scraper Tool Burn Pot	N/S 3PVP-X6	3" (76 mm) to 6" (152 mm) Flue Increaser (Simpson Duravent)
GF55-025	Power Cord Domestic	N/S 6DVL-ADT	DVL Adaptor (Simpson Duravent)
GF55-026	Heyco Strain Relief	63) GF55-063	Cabinet Side - Left
GF55-027	Sholder Bolt, Roll, Nut 2 Set	64) GF55 -100	Cabinet Side - Right
11) GF55-028	Glass Side	65) GF55-065	Pedestal Assembly
12) GF55-029	Glass Front		
GF55-033	Exhaust Starter Tube 3x2.5		
GF55-036	Cleaning Rod Heat Tube		
13) GF55-037	Burn Pot Assembly		
14) GF55-038	Auger		
GF55-039	Auger Brass Bushing & Plate		

**PELLET STOVE COMPONENTS**



# PARTS LIST

## GF55 FREESTANDING PELLET STOVE





# WARRANTY

## Indoor Pellet Product Warranty

### Limited Lifetime Warranty

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

\*The term “Limited Lifetime” in the table below is defined as **7 years** beginning the date when the Appliance was purchased. The "Limited Lifetime" warranty coverage period (**7 years**) reflects the minimum expected useful life of the designated Appliance or component under normal operating conditions. Some conditions apply (see below).

An Appliance in this policy is defined as an Indoor Pellet stove and Pellet insert.  
**This Appliance has only been certified and listed for use indoors.**

This Limited Lifetime Warranty starts on the day the Appliance was purchased.  
**The Limited Lifetime Warranty is not transferable, amendable or negotiable under any circumstances.**

Indoor Pellet Products Warranty Coverage for Components and labor is as follows:	Limited Lifetime Component Coverage 7 years	2 years	Subsidized 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, Powercords		✓	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

**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 own 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.**

The Appliance 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.

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 **7-year** 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.**

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.

## **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, color fading, carbon/sooting of the log sets due to use.

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 (plastics, garbage, solvents,

# WARRANTY

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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 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).

**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 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 this 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

### US 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)  
/customerservice@regency-fire.com (e-mail)

**Product Registration and Customer Support:**

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

# WARRANTY

## Warranty Registration Card



### Product Registration and Customer Support:

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

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

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

For purchases made in AUSTRALIA:

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

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

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

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

For purchases made in CANADA:

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

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

For purchases made in the UNITED STATES:

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

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

For purchases made in AUSTRALIA:

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

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

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



## recycling

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