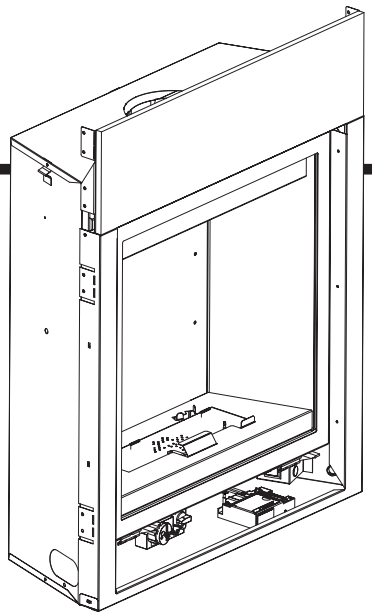
HEAT&GLO™

No one builds a better fire

Installer's Guide

Installation and Operation

Model:
Soho-N-AU



AGA CERTIFIED 7509

CE 0063-06

⚠ WARNING: If the information in these instructions is not followed exactly, a fire or explosion may result causing property damage, personal injury, or death.

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- **What to do if you smell gas**
  - Do not try to light any appliance
  - Do not touch any electrical switch. Do not use any phone in your building.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency, or the gas supplier.

This is a decorative room sealed appliance and no other ventilation is required than what is provided.

This appliance may exhibit slight carbon deposition.

⚠ WARNING

HOT SURFACES!
Glass and other surfaces are hot during operation AND cool down.

Hot glass will cause burns.
- **DO NOT** touch glass until it is cooled
- NEVER allow children to touch glass
- Keep children away

- CAREFULLY SUPERVISE children in same room as fireplace.
- Alert children and adults to hazards of high temperatures.

High temperatures may ignite clothing or other flammable materials.
- Keep clothing, furniture, draperies and other flammable materials away.

This appliance has been supplied with an integral barrier to prevent direct contact with the fixed glass panel. DO NOT operate the appliance with the barrier removed.

Contact your dealer if the barrier is not present or help is needed to properly install one.

These instructions are only valid if the following country symbol is on the appliance. If this symbol is not present on the appliance, it is necessary to refer to the technical instructions which will provide the necessary information concerning the modification of the appliance to the conditions of use for the country.

These instructions are valid for Australia.

Read this manual before installing or operating this appliance.
Please retain this owner's manual for future reference.

Congratulations

Congratulations on selecting a Heat & Glo gas appliance The Heat & Glo gas appliance you have selected is designed to provide the utmost in safety, reliability, and efficiency.

As the owner of a new appliance, you'll want to read and carefully follow all of the instructions contained in this *Installer's Guide*. Pay special attention to all Cautions and Warnings.

This *Installer's Guide* should be retained for future reference. We suggest that you keep it with your other important documents and product manuals.

The information contained in this *Installer's Guide*, unless noted otherwise, applies to all models and gas control systems.

Your new Heat & Glo gas appliance will give you years of durable use and trouble-free enjoyment. Welcome to the Heat & Glo family of appliance products!

Homeowner Reference Information

We recommend that you record the following pertinent information about your appliance.

Model Name: _____ Date purchased/installed: _____

Serial Number: _____ Location on appliance: _____

Dealership purchased from: _____ Dealer Phone: _____

Notes: _____

_____

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➔ = Contains updated information.

1 Listing and Code Approvals

A. Appliance Certification

MODELS: **SOHO-N-AU**

TYPE: **Gas Fireplace**

STANDARD: **AS4558-2000**

The Heat & Glo gas appliances discussed in this Installer's Guide have been tested to certification standards and listed by the applicable laboratories.

This appliance must be installed in accordance with the rules in force.

NOX Class 5 for G20, NOX Class 5 for G31

B. Non-Combustible Materials Specification

Material which will not ignite and burn. Such materials are those consisting entirely of steel, iron, brick, tile, concrete, slate, glass or plasters, or any combination thereof.

Materials that are reported as passing ASTM E 136, Standard Test Method for Behavior of Materials in a Vertical Tube Furnace at 750º C, shall be considered non-combustible materials.

C. Combustible Materials Specification

Materials made of or surfaced with wood, compressed paper, plant fibers, plastics, or other material that can ignite and burn, whether flame proofed or not, or whether plastered or unplastered shall be considered combustible materials.

2 Getting Started

A. Design and Installation Considerations

Heat & Glo balanced flue gas appliances are designed to operate with all combustion air siphoned from outside of the building and all exhaust gases expelled to the outside. No additional outside air source is required.

CAUTION

Check building codes prior to installation.

- Installation MUST comply with local, regional, state and national codes and regulations.
- Consult local building, fire officials or authorities having jurisdiction about restrictions, installation inspection, and permits.

When planning an appliance installation, it's necessary to determine the following information before installing:

- Where the appliance is to be installed.
- The flue system configuration to be used.
- Gas supply piping.
- Framing and finishing details.

B. Tools and Supplies Needed

Before beginning the installation be sure that the following tools and building supplies are available.

Reciprocating saw	Framing material
Pliers	Hi temp caulking material
Hammer	Gloves
Phillips screwdriver	Framing square
Flat blade screwdriver	Electric drill and bits (1/4 in.)
Plumb line	Safety glasses
Level	Manometer
Tape measure	Voltmeter

Noncorrosive leak check solution

One 1/4 inch female connection (for optional fan).

1/2 - 3/4 inch length, #6 or #8 Self-drilling screws

C. Inspect Appliance and Components

⚠ WARNING

Inspect appliance and components for damage. Damaged parts may impair safe operation.

- Do NOT install damaged components.
- Do NOT install incomplete components.
- Do NOT install substitute components.

Report damaged parts to dealer.

- Carefully remove the appliance and components from the packaging.
- The flue system components and trim doors are shipped in separate packages.
- The logs are packaged separately inside the fireplace and must be field installed.
- Report to your dealer any parts damaged in shipment, particularly the condition of the glass.
- **Read all of the instructions before starting the installation. Follow these instructions carefully during the installation to ensure maximum safety and benefit.**

⚠ WARNING

Hearth & Home Technologies disclaims any responsibility for, and the warranty will be voided by, the following actions:

- Installation and use of any damaged appliance or flue system component.
- Modification of the appliance or flue system.
- Installation other than as instructed by Hearth & Home Technologies.
- Improper positioning of the gas logs or the glass door.
- Installation and/or use of any component part not approved by Hearth & Home Technologies.

Any such action may cause a fire hazard.

3 Framing and Clearances

Note:
- Illustrations reflect typical installations and are FOR DESIGN PURPOSES ONLY.
- Illustrations/diagrams are not drawn to scale.
- Actual installation may vary due to individual design preference.

A. Selecting Appliance Location

When selecting a location for your appliance it is important to consider the required clearances to walls (see Figure 3.1).

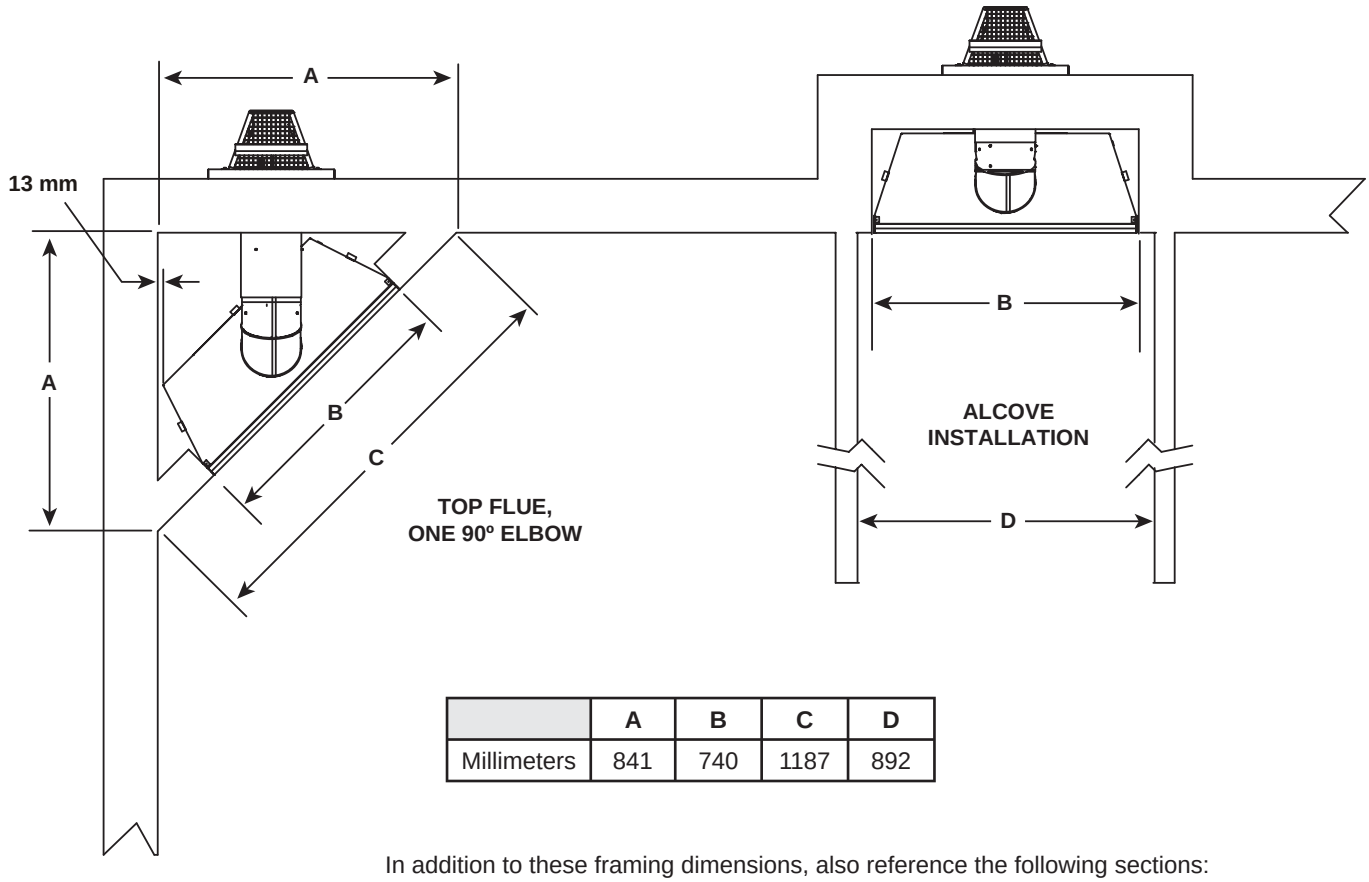
⚠ WARNING

Fire Risk

Provide adequate clearance:
- Around air openings
- To combustibles
- For service access

Locate appliance away from traffic areas.

NOTE: For actual appliance dimensions refer to Section 16.



	A	B	C	D
Millimeters	841	740	1187	892

In addition to these framing dimensions, also reference the following sections:
- Clearances and Mantel Projections **(Sections 3.C and 11.B).**
- Flue Clearances and Framing **(Section 6).**

Figure 3.1 Appliance Locations

B. Constructing the Appliance Chase

A chase is a vertical boxlike structure built to enclose the gas appliance and/or its flue system. Vertical flues that run on the outside of a building may be, but are not required to be, installed inside a chase.

Construction of the chase may vary with the type of building. These instructions are not substitutes for the requirements of local building codes. Local building codes MUST be checked.

Chases should be constructed in the manner of all outside walls of the home to prevent cold air drafting problems. The chase should not break the outside building envelope in any manner.

Walls, ceiling, base plate and cantilever floor of the chase should be insulated. Vapor and air infiltration barriers should be installed in the chase as per regional codes for the rest of the home. Additionally, in regions where cold air infiltration may be an issue, the inside surfaces may be sheetrocked and taped for maximum air tightness.

To further prevent drafts, the wall shield and ceiling firestops should be caulked with high temperature caulk to seal gaps. Gas line holes and other openings should be caulked with high temp caulk or stuffed with unfaced insulation. If the appliance is being installed on a cement slab, a layer of plywood may be placed underneath to prevent conducting cold up into the room.

C. Clearances

⚠ WARNING

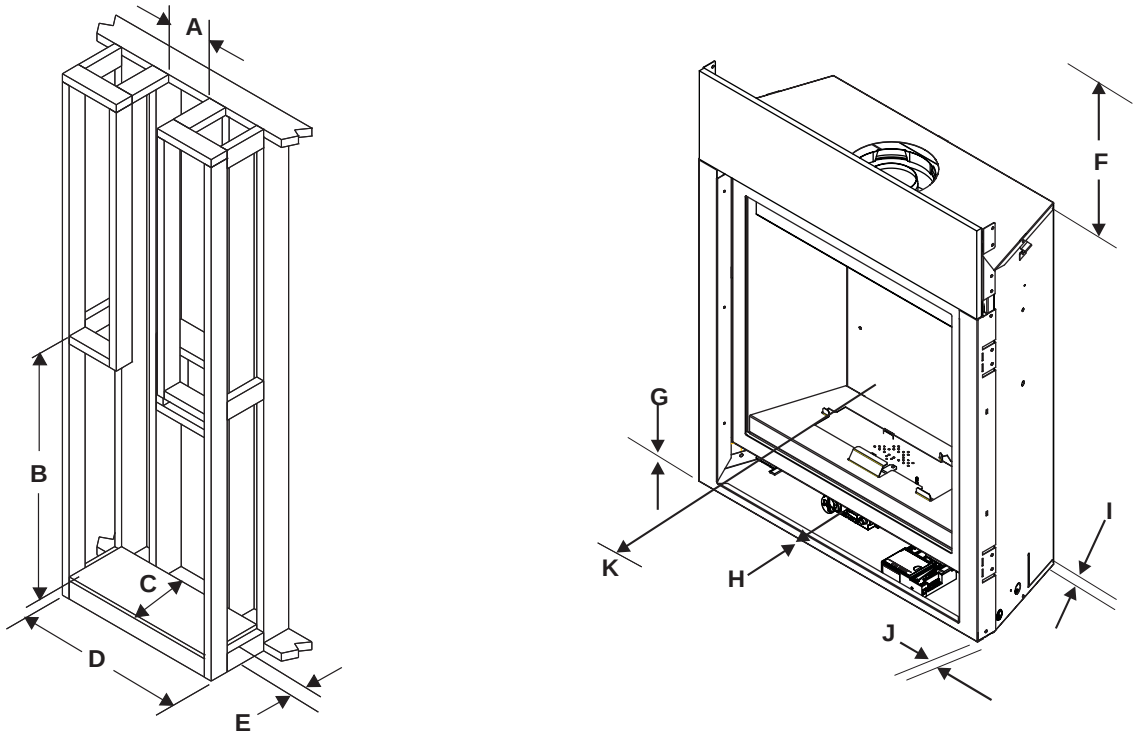
Fire Risk.

Odor Risk.

- Install appliance on hard metal or wood surfaces extending full width and depth of appliance.
- Do NOT install appliance directly on carpeting, vinyl, tile or any combustible material other than wood.

CAUTION

The SOHO-N-AU requires an elevated platform construction to accommodate the Studio CE Front which is larger than the appliance.



CLEARANCES TO COMBUSTIBLES:											
	A	B	C	D	E	F	G	H	I	J	K
	Rough Opening (Flue Pipe)	Rough Opening (Height)	Rough Opening (Depth)	Rough Opening (Width)	Minimum Platform Height	Clearance to Ceiling	Non-Combustible Floor	Combustible Flooring	Behind Appliance	Sides of Appliance	Front of Appliance
mm	219	1118	292	752	76	711	0	0	13	1330	914

Figure 3.2 Clearances to Combustibles

4 Termination Locations

A. Flue Termination Minimum Clearances

⚠ WARNING

Fire Risk.

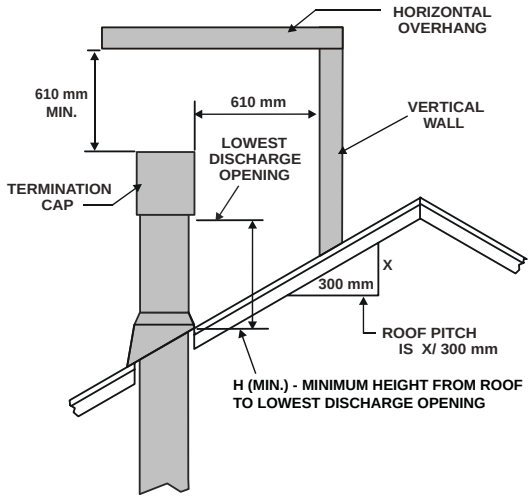
Explosion Risk.

Maintain flue clearance to combustibles as specified.

- Do not pack air space with insulation or other materials.

Failure to keep insulation or other materials away from flue pipe may cause fire.

Figure 4.1 specifies minimum flue heights for various pitched roofs.

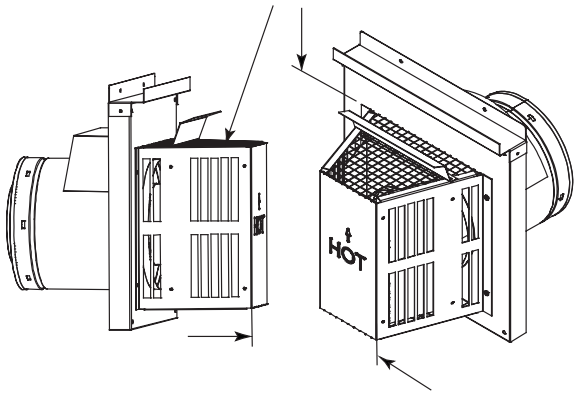


Angle	H (Min.) M
0°-26.6°	0.30*
26.6°-30.3°	0.38*
30.3°-33.7°	0.46*
33.7°-36.9°	0.61*
36.9°-39.8°	0.76
39.8°-42.5°	0.99
42.5°-45.0°	1.22
45.0°-49.4°	1.52
49.4°-53.1°	1.83
53.1°-56.3°	2.13
56.3°-59.0°	2.29
59.0°-60.3°	2.44

*.91 M minimum in snow regions

Figure 4.1 Minimum height from roof to lowest discharge opening

Measure vertical clearances from this surface.

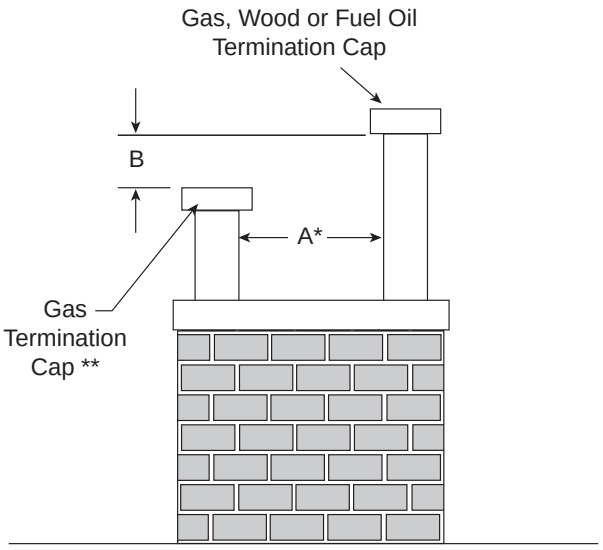


Measure horizontal clearances from this surface.

(See Figure 4.4 for specific clearances)

Figure 4.2

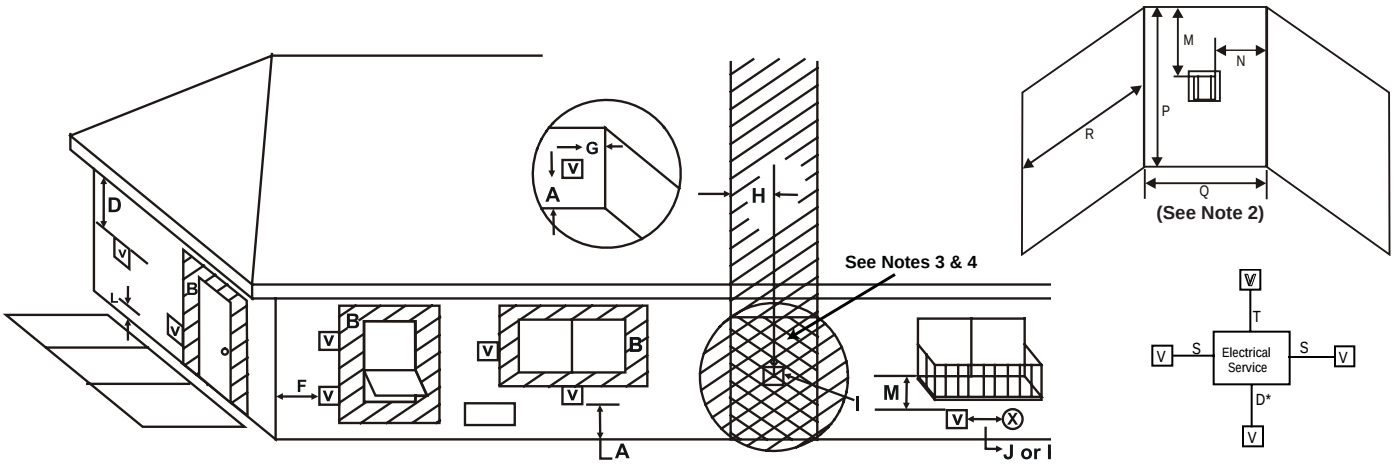
A	B
152 mm (minimum) up to 508 mm	457 mm minimum
508 mm and over	0 mm minimum



* If using decorative cap cover(s), this distance may need to be increased. Refer to the installation instructions supplied with the decorative cap cover.

** In a staggered installation with both gas and wood terminations, the wood termination cap must be higher than the gas termination cap.

Figure 4.3 Staggered Termination Caps



V = VENT TERMINAL X = AIR SUPPLY INLET = AREA WHERE TERMINAL IS NOT PERMITTED

A = 310 mm (See Note 1) .....clearances above grade, veranda, porch, deck or balcony

B = 500 mm .....clearances to window or door that may be opened, or to permanently closed window. (Glass)

D* = 310 mm .....vertical clearance to unventilated soffit or to ventilated soffit located above the terminal

760 mm.....for vinyl clad soffits and below electrical service

F = 500 mm .....clearance to outside corner

G = 500 mm .....clearance to inside corner

H = 910 mm .....not to be installed above a gas meter/regulator assembly within 900 mm horizontally from the center-line of the regulator

I = 1.8 m .....clearance to gas service regulator flue outlet

J = 310 mm.....clearance to non-mechanical air supply inlet to building or the combustion air inlet to any other appliance

K = 1.8 m.....clearance to a mechanical (powered) air supply inlet

L** = 2.1 m (See Note 1) .....clearance above paved sidewalk or a paved driveway located on **public** property

m*** = 460 mm.....clearance under veranda, porch, deck, balcony or overhang

1.1 m .....vinyl

S = 500 mm (See Note 5).....clearance from sides of electrical service

T = 50 mm (See Note 5).....clearance above electrical service

Alcove Applications

N = 150 mm .....non-vinyl sidewalls
310 mm .....vinyl sidewalls

P = 2.4 m

	Q_{MIN}	R_{MAX}
1 cap	.91 m	2 x Q_{ACTUAL}
2 caps	1.8 m	1 x Q_{ACTUAL}
3 caps	2.7 m	2/3 x Q_{ACTUAL}
4 caps	3.7 m	1/2 x Q_{ACTUAL}

Q_{MIN} = # termination caps x 3 R_{MAX} = (2 / # termination caps) x Q_{ACTUAL}

** a flue shall not terminate directly above a sidewalk or paved driveway which is located between two single family dwellings and serves both dwellings.

*** only permitted if veranda, porch, deck or balcony is fully open on a minimum of 2 sides beneath the floor, or meets Note 2.

NOTE 1: On private property where termination is less than 7 feet above a sidewalk, driveway, deck, porch, veranda or balcony, use of a listed cap shield is suggested. (See flue components page)

NOTE 2: Termination in an alcove space (spaces open only on one side and with an overhang) are permitted with the dimensions specified for vinyl or non-vinyl siding and soffits. **1**. There must be 2.7 m minimum between termination caps. **2.** All mechanical air intakes within 3 m of a termination cap must be a minimum of 2.7 m below the termination cap. **3.** All gravity air intakes within 2.7 m of a termination cap must be a minimum of .31M foot below the termination cap.

NOTE 3: Local codes or regulations may require different clearances.

NOTE 4: Termination caps may be hot. Consider their proximity to doors or other traffic areas.

NOTE 5: Location of the flue termination must not interfere with access to the electrical service.

Heat & Glo assumes no responsibility for the improper performance of the appliance when the flueing system does not meet these requirements.

Figure 4.4 Minimum Clearances for Termination

5 Flue Information and Diagrams

A. Flue Table Key

The abbreviations listed in this flue table key are used in the flue diagrams.

Symbol	Description
V_1	First section (closest to appliance) of vertical length
V_2	Second section of vertical length
H_1	First section (closest to appliance) of horizontal length
H_2	Second section of horizontal length

⚠ WARNING

Fire Hazard.

Explosion Risk.

Asphyxiation Risk.

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

- Vent this appliance directly outside.
- Use separate flue system for this appliance.

May impair safe operation of this appliance or other appliances connected to the flue.

B. Use of Elbows

CAUTION

ALL flue configuration specifications MUST be followed.

- This product is tested and listed to these specifications.
- Appliance performance will suffer if specifications are not followed.

Diagonal runs have both vertical and horizontal flue aspects when calculating the effects. Use the rise for the vertical aspect and the run for the horizontal aspect (see Figure 5.1).

Two 45º elbows may be used in place of one 90º elbow. On 45º runs, 305 mm of diagonal is equal to 216 millimeters horizontal run and 216 millimeters vertical run. A length of straight pipe is allowed between two 45º elbows (see Flue diagrams).

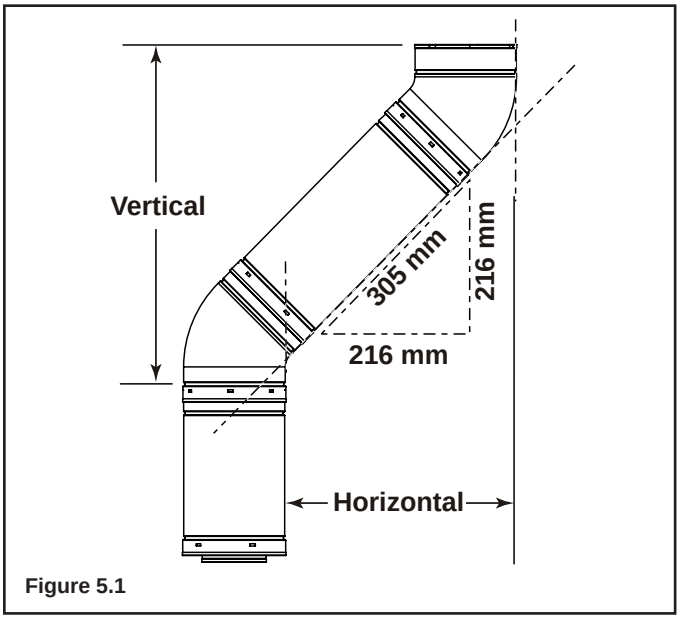


Figure 5.1

C. Measuring Standards

Vertical and horizontal measurements listed in the flue diagrams were made using the following standards.

1. Pipe measurements are from center line to center line.
2. Measurements are made from the appliance outer wrap, not from the standoffs.
3. Horizontal terminations are measured to the end of termination cap.
4. Vertical terminations are measured to bottom of termination cap.
5. Horizontal pipe installed level with no slope up or down.

D. Flue Diagrams

1. Horizontal Termination

One Elbow

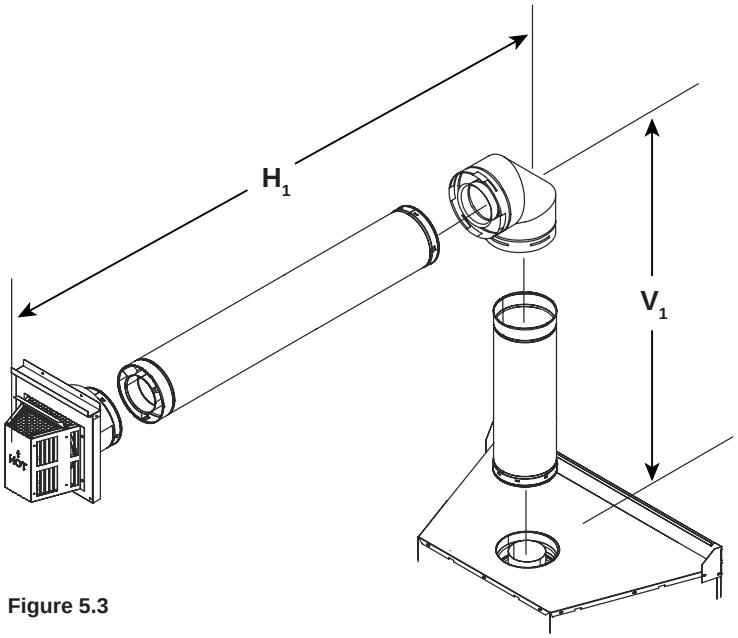


Figure 5.3

One Elbow	
V Minimum	H Maximum
Elbow only	76 mm
300 mm	910 mm
610 mm	1.8 m
910 mm	2.7 m
1.2 m	3.7 m
1.5 m	4.6 m
V + H Maximum = 11.9 m H Maximum = 4.6 m	

Two Elbows

Two Elbows	
V Minimum	$H_1 + H_2$ Maximum
Elbow only	Not Allowed
300 mm	910 mm
610 mm	1.8 m
910 mm	2.7 m
1.2 m	3.7 m
1.5 m	4.6 m
V + H_1 + H_2 Maximum = 11.9 m H_1 + H_2 Maximum = 4.6 m	

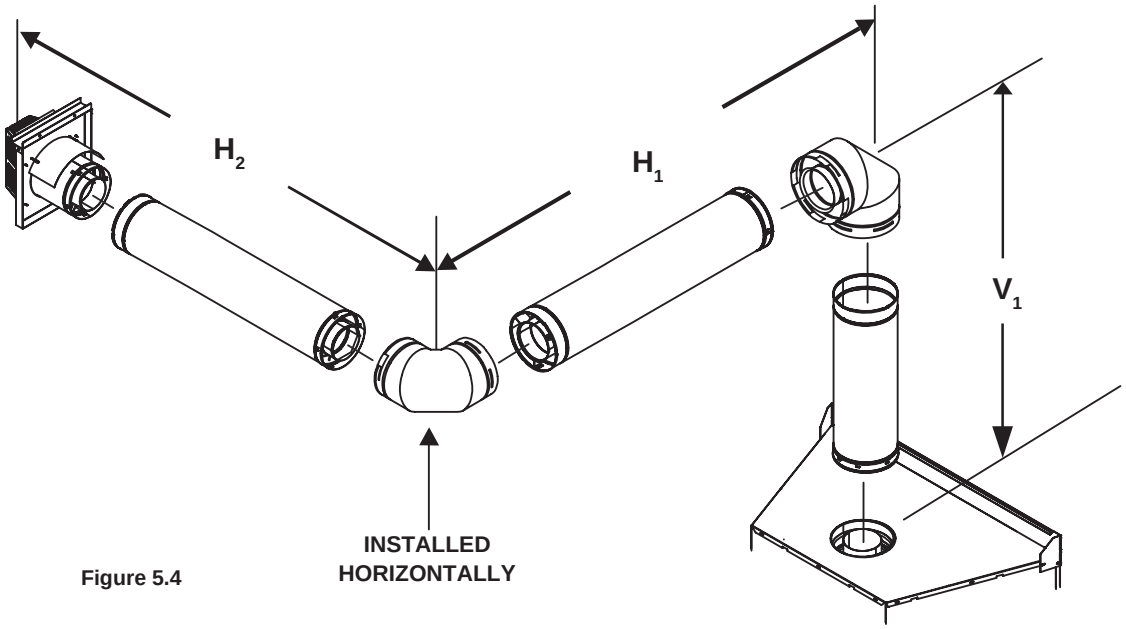


Figure 5.4

1. Horizontal Termination - (continued)

Three Elbows

Three Elbows			
V_1 Minimum	H_1 Maximum	V_2 Minimum	H_2 Maximum
300 mm	610 mm	300 mm	610 mm
610 mm	1.2 m	610 mm	1.2 m
910 mm	1.8 m	910 mm	1.8 m
1.2 m	2.4 m	1.2 m	2.2 m
$V_1 + V_2 + H_1 + H_2$ = Maximum = 11.9 m $H_1 + H_2$ Maximum = 4.6 m			

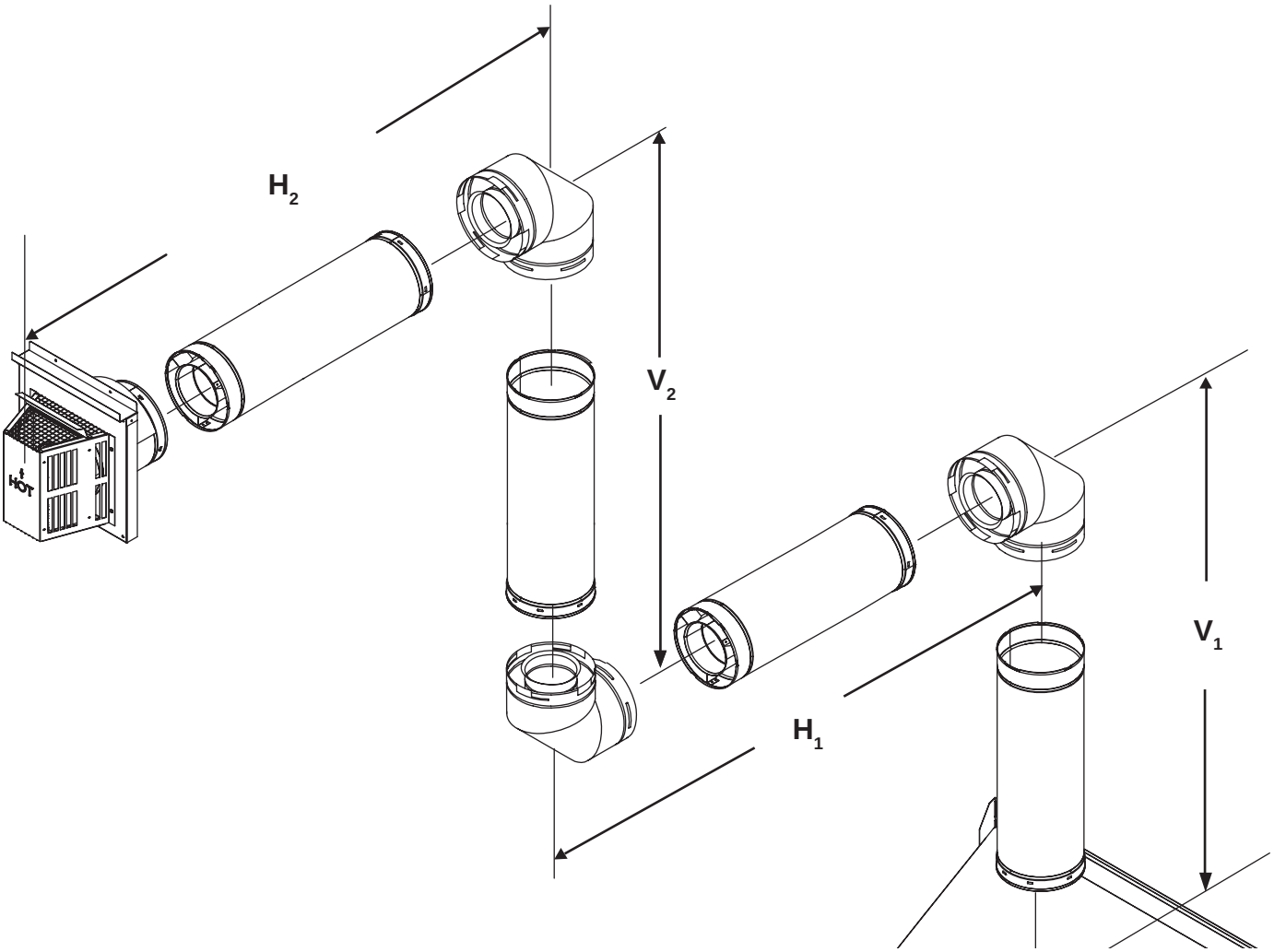


Figure 5.5

2. Vertical Termination

No Elbow

V_1 = 11.8 m Maximum

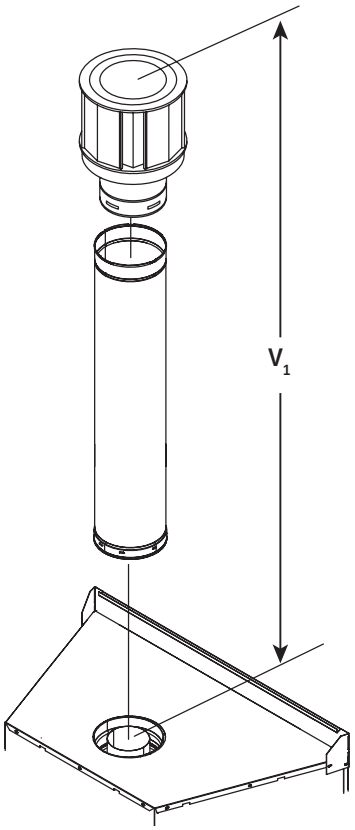


Figure 5.6

Two Elbows

Two Elbows	
V_1 Minimum	H Maximum
Elbow only	46 mm
300 mm	910 mm
610 mm	1.2 m
910 mm	1.8 m
1.2 m	2.4 m
1.8 m	4.6 m
$V_1 + V_2$ + H Maximum = 11.9 m $H_1 + H_2$ Maximum = 4.6 m	

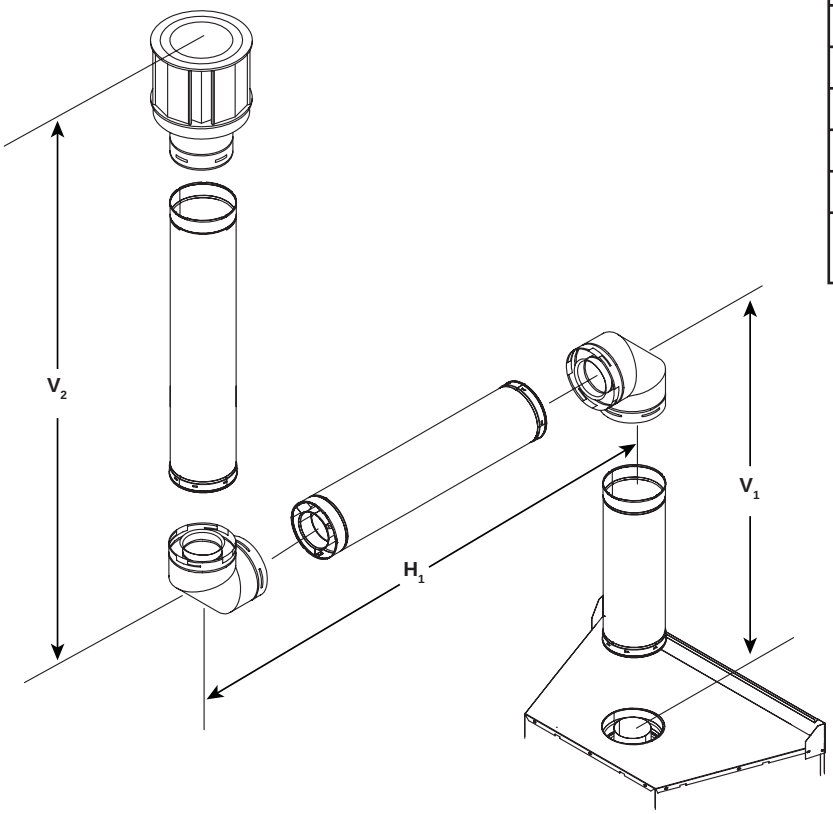


Figure 5.7

2. Vertical Termination - *(continued)*

Three Elbows

Three Elbows	
V_1 Minimum	$H_1 + H_2$ Maximum
300 mm	610 mm
610 mm	910 mm
910 mm	1.5 m
1.2 m	2.1 m
1.5 m	4.3 m
$V_1 + V_2 + H_1 + H_2$ Maximum = 11.9 m $H_1 + H_2$ Maximum = 4.3 m	

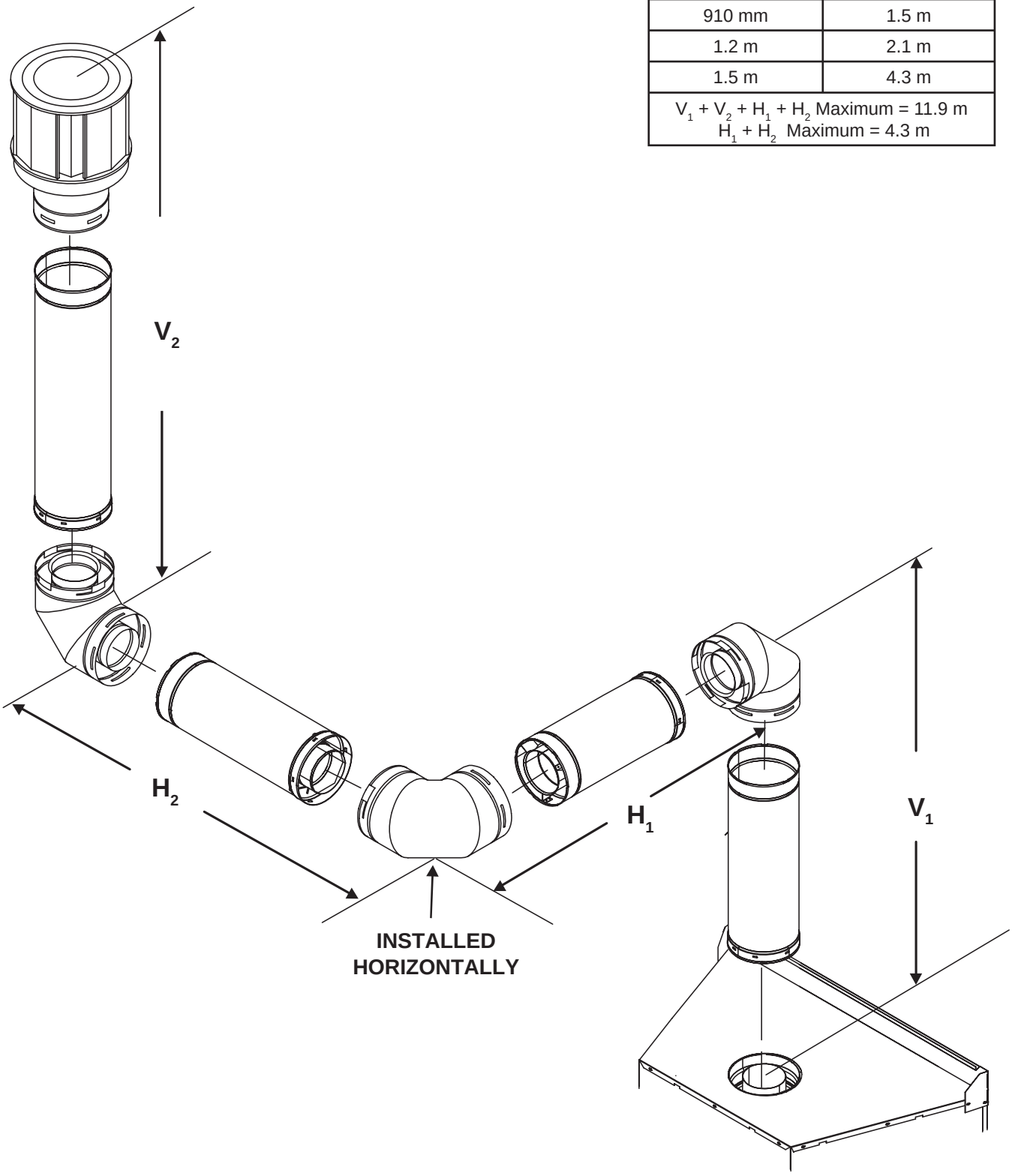


Figure 5.8

6 Flue Clearances and Framing

A. Pipe Clearances to Combustibles

⚠ WARNING

Fire Risk.

Explosion Risk.

Maintain flue clearance to combustibles as specified.

- Do not pack air space with insulation or other materials.

Failure to keep insulation or other materials away from flue pipe may cause fire.

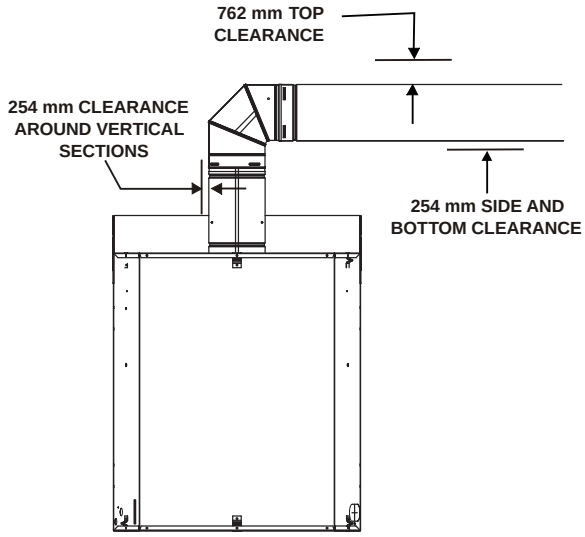
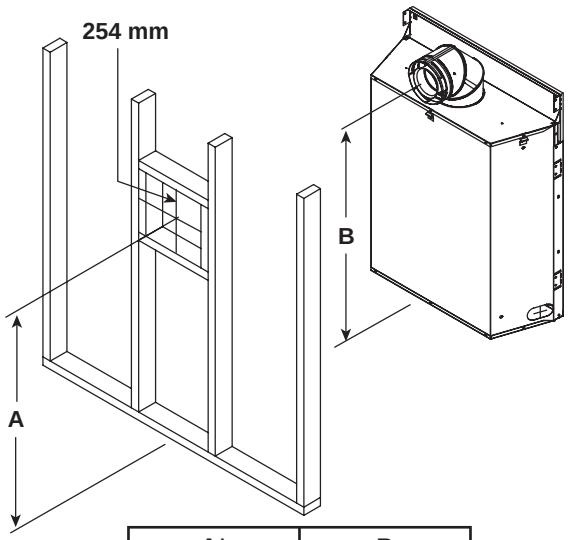


Figure 6.1 Pipe Clearances

B. Wall Penetration Framing



A*	B
965 mm	934 mm

* Shows center of flue framing hole. The center of the hole is one 254 mm above the center of the horizontal flue pipe.

Figure 6.2 Exterior Wall Hole

Combustible Wall Penetration

Frame a hole in a combustible wall for an interior wall shield firestop, (Figure 6.2) whenever a wall is penetrated. Use same size framing materials as those used in the wall construction. The wall shield firestop maintains minimum clearances and prevents cold air infiltration.

Non-Combustible Wall Penetration

If the hole being penetrated is surrounded by noncombustible materials such as concrete, a hole with diameter 254 mm greater than the pipe is acceptable.

C. Vertical Penetration Framing

⚠ WARNING

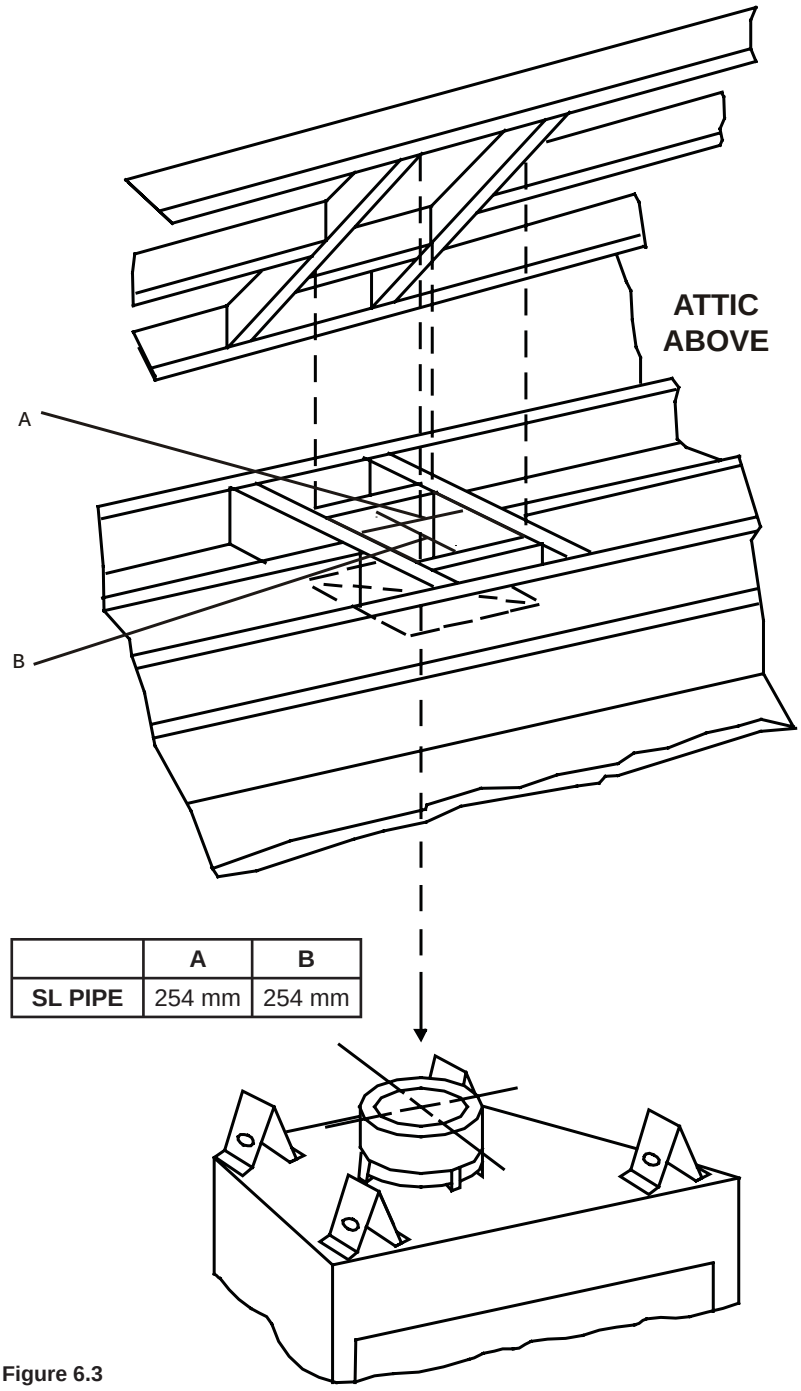
Fire Hazard

Keep loose materials or blown insulation from touching the flue pipe.

- Hearth & Home Technologies requires the use of an attic shield.

Installing the Ceiling Firestop

- Frame an opening 254 mm by 254 mm whenever the system penetrates a ceiling/floor (see Figure 6.3). A steeply slanted roof may require an enlarged opening size in order to maintain proper flue pipe clearances.
- Frame the area with the same sized lumber as used in ceiling/floor joist.
- When installing a top flue vertical termination appliance the hole should be directly above the appliance, unless the flue is offset.
- Do not pack insulation around the flue. Insulation must be kept away from the pipe.



	A	B
SL PIPE	254 mm	254 mm

Figure 6.3

Installing Attic Shield

Note: An additional ceiling firestop is not required if attic shield is used.

- Frame opening for attic shield.
- Attic shield may be installed above or below ceiling (see Figure 6.4).
- Secure with three fasteners on each side.
- Fold tabs at top of attic shield in toward flue pipe. Tabs must keep flue pipe centered within shield.
- Field construct additional shield height if insulation is deeper than height of attic shield.

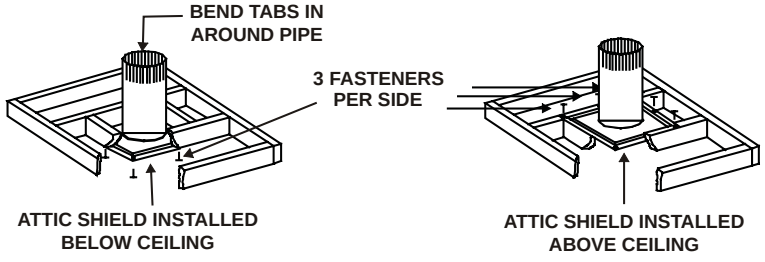


Figure 6.4 Installing the Attic Shield

7 Appliance Preparation

A. Securing and Leveling the Appliance

The diagram shows how to properly position, level, and secure the appliance (see Figure 7.7). Nailing tabs are provided to secure the appliance to the framing members.

- Place the appliance into position.
- Level the appliance from side to side and front to back.
- Shim the appliance, as necessary. It is acceptable to use wood shims.
- Bend out nailing tabs on each side.
- Keep nailing tabs flush with the framing.
- Secure the appliance to the framing by using nails or screws through the nailing tabs.

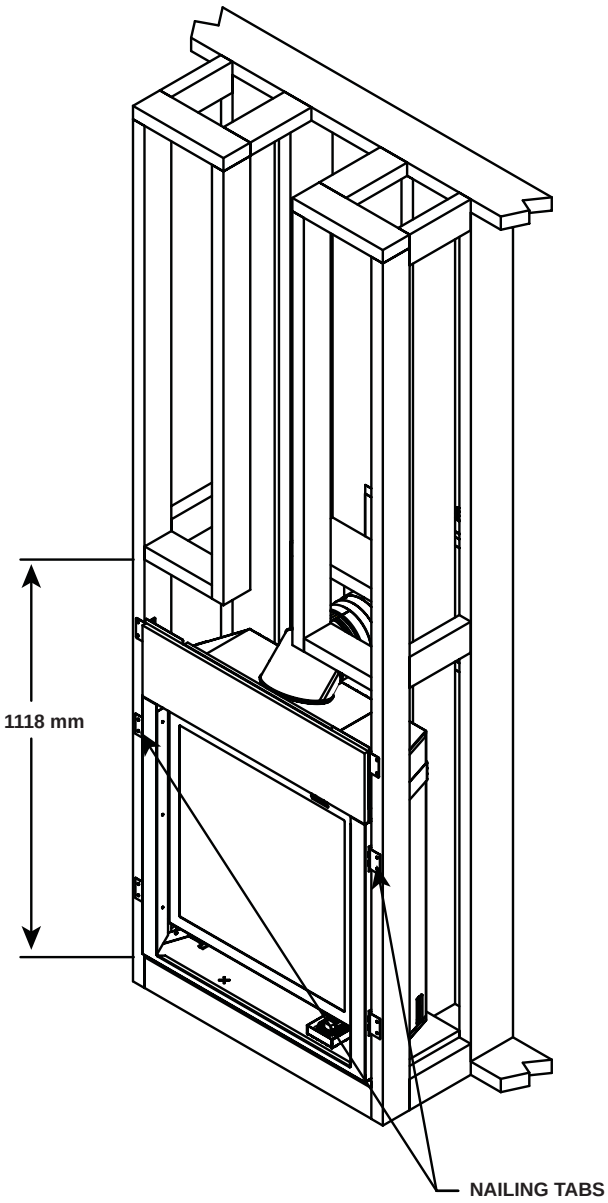


Figure 7.1 Proper Positioning, Leveling and Securing of a Appliance

⚠ WARNING

Fire Risk.

- ALWAYS maintain specified clearances around the appliance.
- Do NOT notch into the framing around the appliance spacers.

Failure to keep insulation, framing or other material away from the appliance may cause fire.

8 Installing Flue Pipe

A. Assembly of Flue Sections

⚠ WARNING

Fire Risk
Exhaust Fumes Risk
Impaired Performance of Appliance

- Ensure flue components are locked together correctly.
- Pipe may separate if not properly joined.

Attach the First Flue Component to Starting Collars

To attach the first flue component to the starting collars of the appliance:

- Lock the flue components into place by sliding the concentric pipe sections with four (4) equally spaced interior beads into the appliance collar or previously installed component end with four (4) equally spaced indented sections.
- When the internal beads of each outer pipe line up, rotate the pipe section clockwise about one-quarter (1/4) turn (see Figure 8.1). The flue pipe is now locked together.
- Slide the ceramic rope ring over the first flue section and place it flush to the appliance. This will prevent cold air infiltration. High temp caulk may be used to hold the part in place. Continue to add flue components.

Continue Adding Flue Components

- Continue adding flue components, locking each succeeding component into place.
- Ensure that each succeeding flue component is securely fitted and locked into the preceding component.
- 90° elbows may be installed and rotated to any point around the preceding component's vertical axis. If an elbow does not end up in a locked position with the preceding component, attach with a minimum of two (2) sheet metal screws.

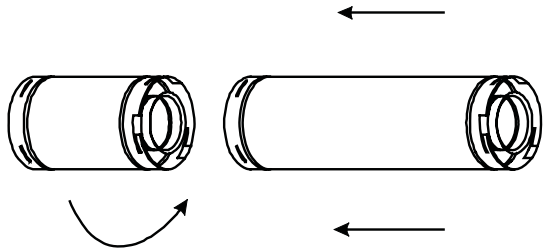


Figure 8.1 Adding Flue Components

Install Support Brackets

For Horizontal Runs - The flue system must be supported every 1.5 meters of horizontal run by a horizontal pipe support.

To install support brackets for horizontal runs:

- Place the pipe supports around the flue pipe.
- Nail the pipe supports to the framing members.

For Vertical Runs - The flue system must be supported every 2.4 meters above the appliance flue outlet by wall brackets. To install support brackets for vertical runs:

- Attach wall brackets to the flue pipe and secure the wall bracket to the framing members with nails or screws.

⚠ WARNING

Fire Risk.
Explosion Risk.
Combustion Fume Risk.

Use flue run supports per installation instructions. Connect flue sections per installation instructions.

- Maintain all clearances to combustibles.
- Do NOT allow flue to sag below connection point to appliance.

Improper support may allow flue to sag or separate.

B. Installing Firestops and Horizontal Termination Cap

⚠ WARNING

Fire Risk
Exhaust Fumes Risk
Impaired Performance of Appliance

- Ensure flue components are locked together correctly.
- Pipe may separate if not properly joined.

For Horizontal Runs - Wall shield firestops are **REQUIRED** on both sides of a combustible wall through which the flue passes.

NOTE: Model SLK-01TRD does not need an exterior wall shield firestop on an exterior combustible wall as the shield is built into this termination cap assembly.

To install wall shield firestops for horizontal runs that pass through either interior or exterior walls:

Cut a 254 mm x 254 mm hole for SL-D-series pipe. The center of the framing hole is 254 mm above the center of the horizontal flue pipe.

- Position the wall shield firestops on both sides of the hole previously cut and secure the wall shield firestops with nails or screws.
- The heat shields of the wall shield firestops **MUST BE** placed towards the top of the hole.
- Continue the flue run through the wall shield firestops.

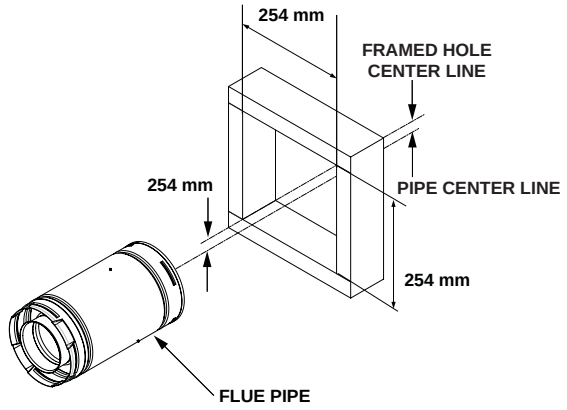


Figure 8.2 Hole and Flue Pipe

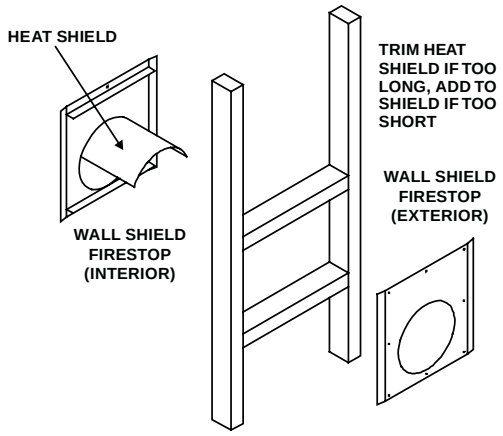


Figure 8.3 Heat Shield, Interior & Exterior Wall Shield Firestops

⚠ WARNING

Fire Risk.
Explosion Risk.

Do NOT pack insulation or other combustibles between firestops.

- ALWAYS maintain specified clearances around venting and firestop systems.
- Install firestops as specified.

Failure to keep insulation or other material away from flue pipe may cause fire.

Installing the Horizontal Termination Cap

Flue termination must not be recessed in the wall. Siding may be brought to the edge of the cap base.

Flash and seal as appropriate for siding material at outside edges of cap.

⚠ WARNING

Do NOT connect a pipe section to a termination cap without using the telescoping flue section found on the termination cap.

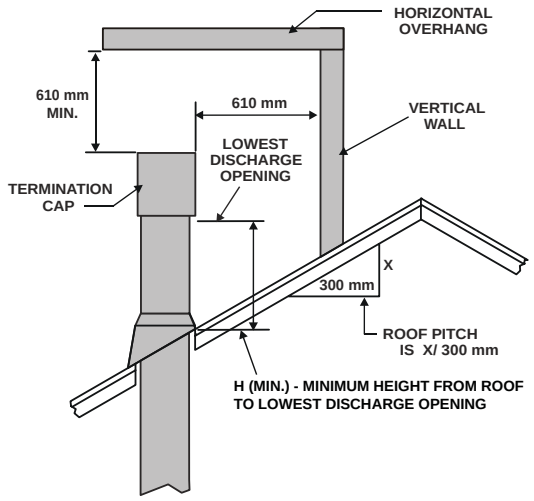
Note: Where required, an exterior wall flashing is available.

When penetrating a brick wall, a brick extension kit is available for framing the brick.

C. Install Roof Flashing and Vertical Termination Cap

To install roof flashing see Figure 8.4.

For installation of vertical termination cap see minimum flue heights for various pitched roofs (see Figure 8.4).



Angle	H (Min.) M
0°-26.6°	0.30*
26.6°-30.3°	0.38*
30.3°-33.7°	0.46*
33.7°-36.9°	0.61*
36.9°-39.8°	0.76
39.8°-42.5°	0.99
42.5°-45.0°	1.22
45.0°-49.4°	1.52
49.4°-53.1°	1.83
53.1°-56.3°	2.13
56.3°-59.0°	2.29
59.0°-60.3°	2.44

*.91 M minimum in snow regions

Figure 8.4 Minimum height from roof to lowest discharge opening

⚠ WARNING

Fire Risk.

Explosion Risk.

Inspect external flue cap regularly.

- Ensure no debris blocks cap.
- Combustible materials blocking cap may ignite.
- Restricted air flow affects burner operation.

To attach the vertical termination cap, slide the inner collar of the cap into the inner flue of the pipe section and place the outer collar of the cap over the outer flue of the pipe section.

Secure the cap by driving the three self-tapping screws (supplied) through the pilot holes in the outer collar of the cap into the outer flue of the pipe (see Figure 8.5).

Figure 8.5

Assembling and Installing Storm Collar

CAUTION

Sharp Edges

- Wear protective gloves and safety glasses during installation.

Connect both halves of the storm collar with two screws (see Figure 8.6).

Wrap the storm collar around the exposed pipe section and align brackets. Insert a bolt (provided) through the brackets and tighten nut to complete storm collar assembly (see Figure 8.7).

Slide the assembled storm collar down the pipe section until it rests on the roof flashing.

Caulk around the top of the storm collar (see Figure 8.5).

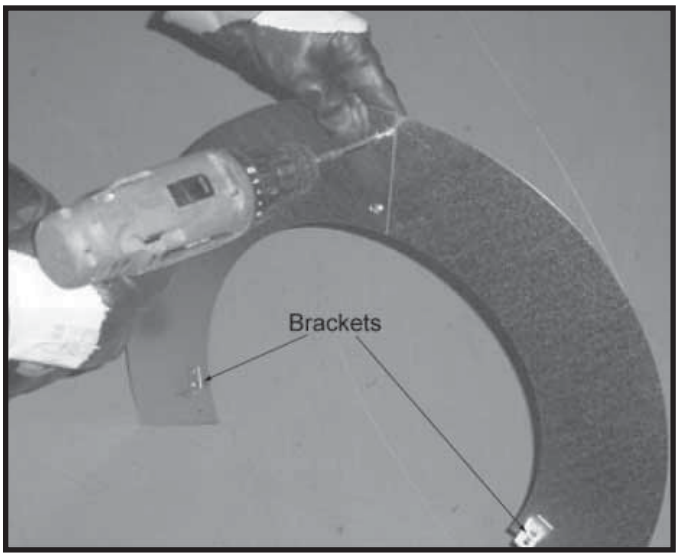


Figure 8.6 Assembling the Storm Collar

Figure 8.7 Assembling the Storm Collar Around the Pipe

9 Gas Information

A. Gas Pressure Requirements

Pressure requirements for SOHO-N-AU fireplaces are shown in Table 1 below.

Two taps are provided on the right hand side of the gas control for a test gauge connection to measure the inlet and outlet pressures. See **Section 15**: Maintaining and Servicing the Appliance.

The fireplace and its individual shut-off valve must be disconnected from the gas supply piping system during any pressure testing of the system at test pressures in excess of 60 mbar.

If the fireplace must be isolated from the gas supply piping system by closing an individual shut-off valve, it must be of the handle-less type.

⚠ WARNING

Fire Risk

Explosion Risk

High pressure will damage valve.

- Disconnect gas supply piping BEFORE pressure testing gas line at test pressures above 60 mbar.
- Close the manual shutoff valve BEFORE pressure testing gas line at test pressures equal to or less than 60 mbar.

Table 1

	Natural Gas
Inlet Pressure	1.13 kPa
Manifold Pressure (Max.)	0.80 kPa
Manifold Pressure (Min.)	0.39 kPa
Gas Rate	14.4 MJ/h (Max. rate) 9.8 MJ/h (Min. rate)
Max. Input (NETCV)	4.0 kW
Burner Injector	DMS 50 (Ø1.78mm)
Pilot Injector	51

	Primary Aeration Setting
Log Effect	11 mm Open
Rocks/Pebbles	7 mm Open

B. Gas Connection

This appliance shall be installed only by authorised persons and in accordance with the manufacturer's installation instructions, local gas fitting regulations, municipal building codes, AS 5601-2004 - Gas Installations and any other statutory regulations.

Note: Have the gas supply line installed in accordance with AS5601-2004 - Gas Installations by authorised personnel.

Note: Before the first firing of the appliance, the gas supply line should be purged of any trapped air.

Note: Consult AS5601 table 3.1 to properly size the gas supply line leading to the (Rp 1/2 in.) hook-up at the unit.

Incoming gas line should be piped into the valve compartment and connected to the ISO 7-Rp 1/2 (BSP Rp 1/2) threaded gas inlet connection on the manual shutoff valve.

Leak test all gas line points and the gas control valve prior to and after starting the gas appliance.

⚠ WARNING

CHECK FOR GAS LEAKS

Explosion Risk

Fire Risk

Asphyxiation Risk

- Check all fittings and connections.
- Do not use open flame.
- After the gas line installation is complete, all connections must be tightened and checked for leaks with a commercially-available, non-corrosive leak check solution. Be sure to rinse off all leak check solution following testing.

Fittings and connections may have loosened during shipping and handling.

10 Electrical Information

A. Electronic Ignition System Wiring

- This gas appliance is equipped with an electronic ignition system which operates on a 6 volt system.
- ➔ The batteries are located within the ignition module which is located under the unit. A wiring diagram is shown in Figure 10.1.
- The battery pack requires four AA batteries (not included).

CAUTION

Battery polarity must be correct or module damage will occur.

⚠ WARNING

Shock hazard.

- Replace damaged wire with type 105º C rated wire.
- Wire must have high temperature insulation.

CAUTION

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

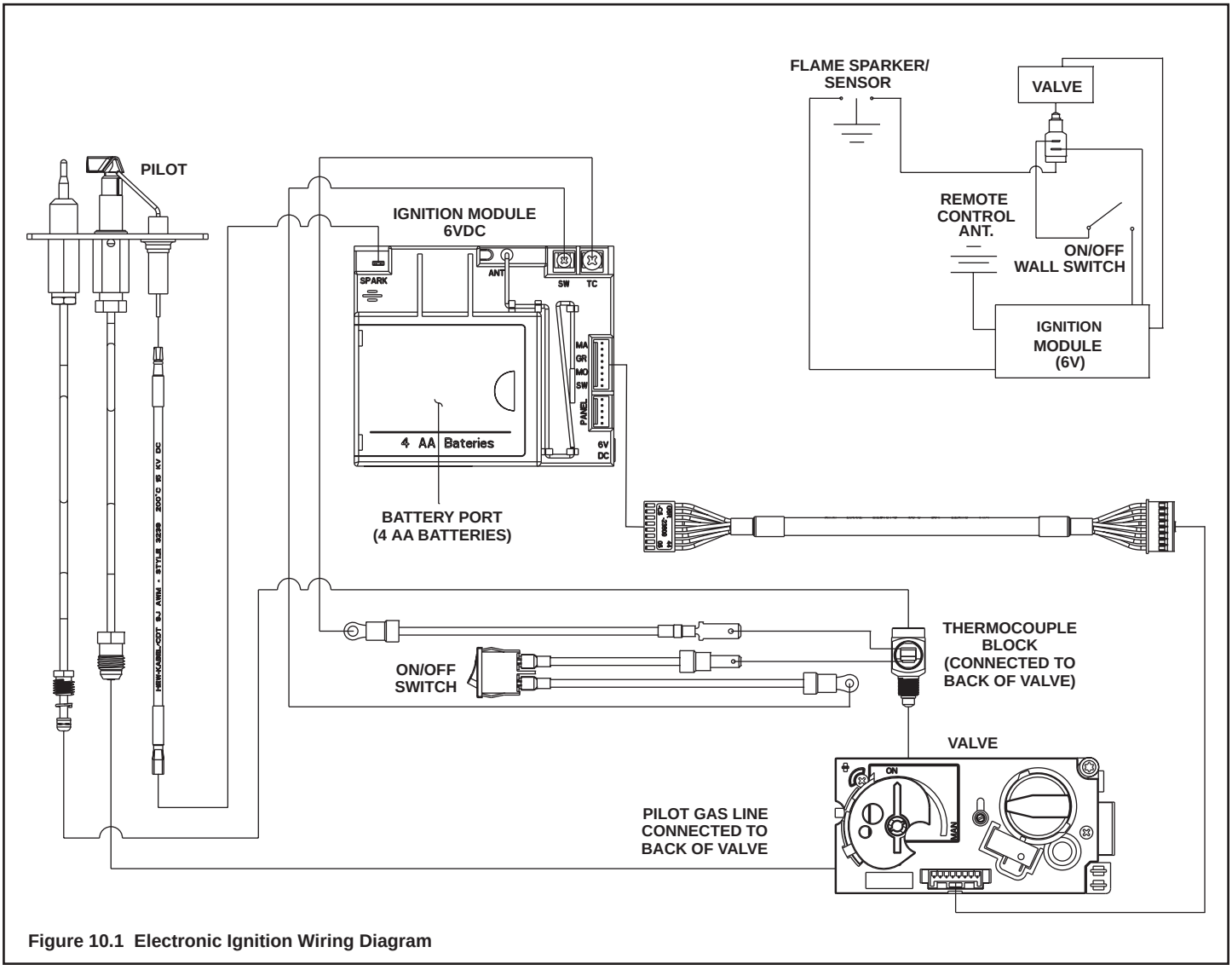


Figure 10.1 Electronic Ignition Wiring Diagram

A. Facing Material

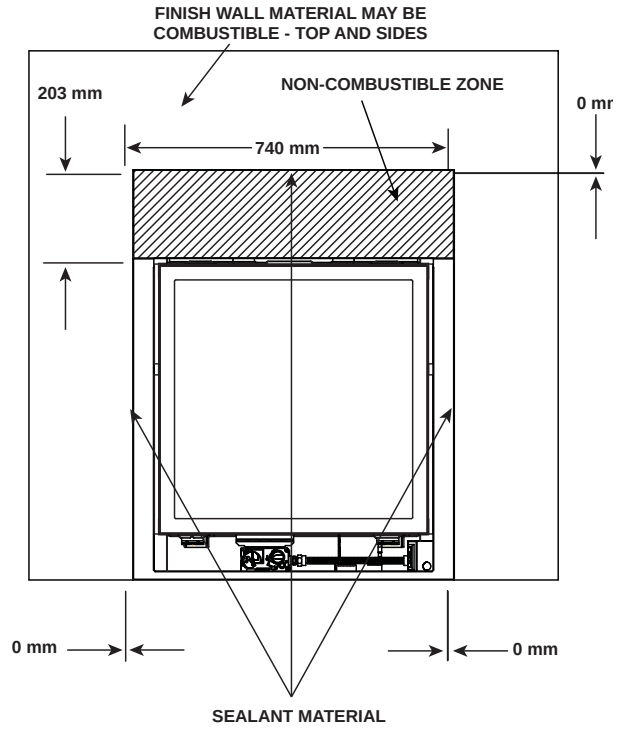


Figure 11.1 Noncombustible Facing Diagram

⚠ WARNING

Risk of Fire

- Non-combustible clearances **MUST** be maintained.
- Sheetrock, wood or other combustibles must **NOT** be used as sheathing or facing in the non-combustible zone.
- See **Sections 3** and **11** for proper clearances.
- See **Section 1** for combustible/non-combustible definitions.

⚠ WARNING

Fire Risk.

Finish all edges and fronts to clearances and specifications listed in manual.

- Black metal appliance front may be covered with noncombustible material only.
- Do NOT overlap combustible materials onto appliance front.
- Install combustible materials up to specified clearances on top, front and side.
- Seal joints between the finished wall and appliance top and sides using only a 150º C minimum sealant.

B. Mantel Projections

No mantels are allowed below 200 mm when using Studio-CE fronts.

Note: All dimensions are shown in millimeters

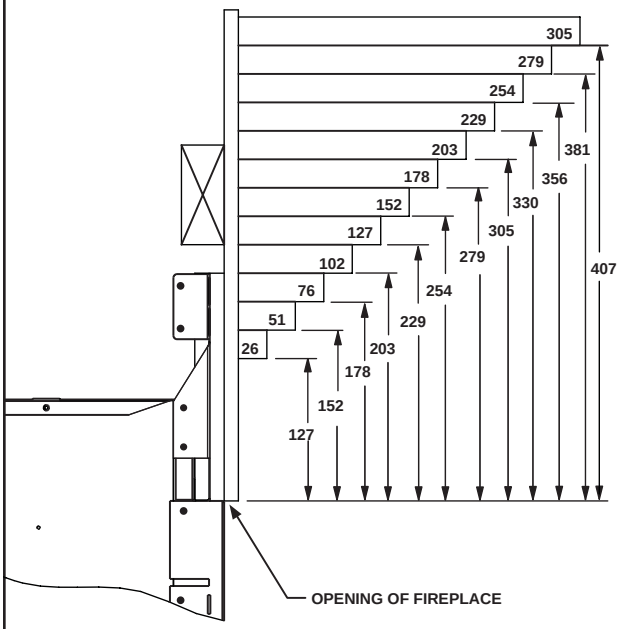


Figure 11.2 Minimum vertical and maximum horizontal dimensions of combustibles above appliance when using the DF-SOHOCE-BK dress guard.

12 Appliance Setup

A. Remove Shipping Materials

Remove shipping materials from inside or underneath the firebox.

B. Clean the Appliance

Clean/vacuum any sawdust that may have accumulated inside the firebox or underneath in the control cavity.

C. Accessories

Install approved accessories per instructions included with accessories. See Service Parts List for appropriate accessories. Refer to **Section 16.**

D. Ember Placement

⚠ WARNING

Explosion Risk.

- Follow ember placement instructions in manual.
- Do NOT place embers directly over burner ports.
- Replace ember material annually.

Improperly placed embers interfere with proper burner operation.

DO NOT use embers other than those supplied with this appliance. Contact service & spare parts for replacements.

Placing the Ember Material

Ember material is shipped with this gas appliance. To place the ember material:

•Place small pieces of ember material on burner top around burner ports.

Do NOT press embers into burner ports.

Do NOT place embers in the center area shown in Figure 12.1.

• Use this material to give the appliance a realistic ash bed.

• Save the remaining ember materials for use during appliance servicing. The embers provided should be enough for multiple applications.

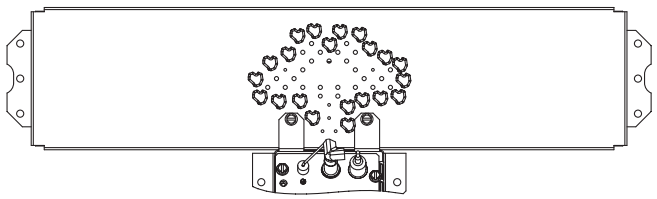


Figure 12.1 Ember Placement

Figure 12.2

CAUTION: Logs are fragile. Carefully remove the logs from the packaging.

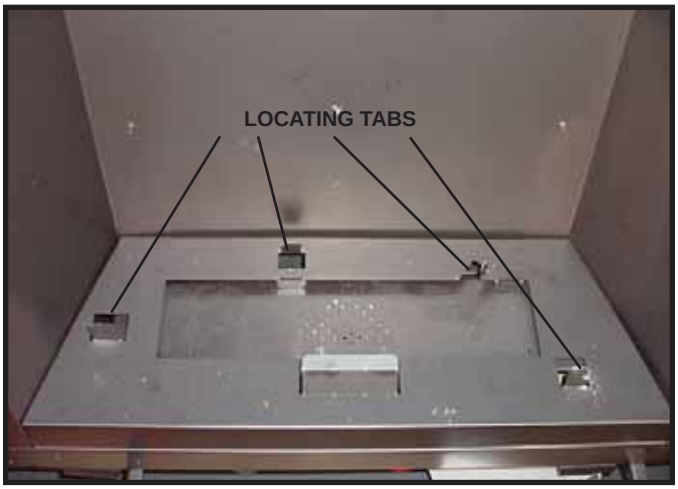


Figure 12.3

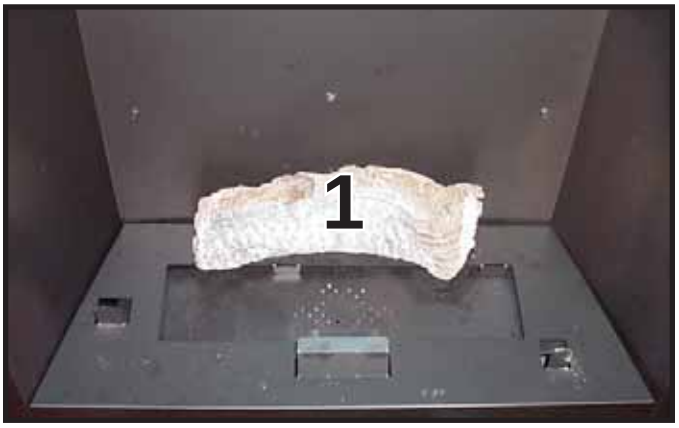


Figure 12.4

Step 1. Place Log #1 **(SRV2111-700)** against rear right tab with its slot over center locating tab.

Figure 12.5

Step 2. Place Log #2 **(SRV2111-701**) onto base pan such that Log #2 fits in groove of Log #1. Push it back against the left hand side locating tab. Ensure burner ports are not covered by logs.

DO NOT use logs other than those supplied with this appliance. Contact service & spare parts for replacements.

Figure 12.6

Step 3. Place Log #3 **(SRV2111-702)** so the top rests on Log #1 against Log #2. The base slot on Log #3 will fit over the locating tab on the front right hand side.

F. Install Media Rock Kit

This kit is used in place the logs in a SOHO-N-AU. Alternate media and reflective firebox liner is provided.

CAUTION! Risk of Cuts, Abrasions or Flying Debris. *Wear protective gloves and safety glasses during installation. Sheet metal edges are sharp.*

CONTENTS OF KIT:

- Reflective Firebox Liner
- Rock Tray
- Rock or Onyx

Figure 12.6

1. Remove the front and glass from the SOHO-CE and set aside. Remove the logs (if installed) from the unit and either discard or save for later use.
2. Fold down the log locating tabs (if bent up) on the base pan so they are parallel with the burner. See Figure 12.7.
3. Install the firebox liner by placing it on the base pan of the fireplace and sliding it back until it contacts the back of the fireplace. See Figure 12.7.

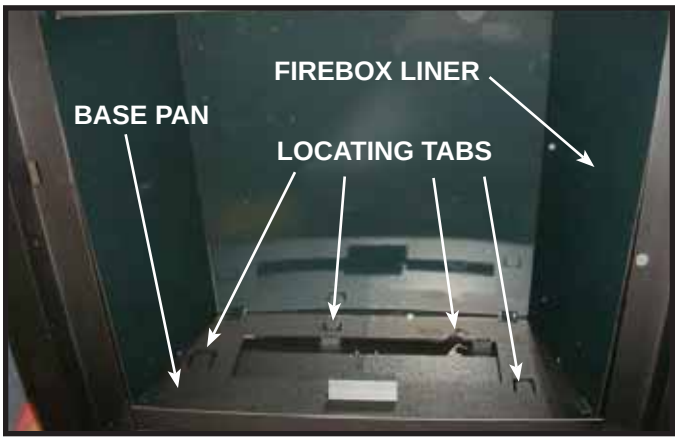


Figure 12.7

4. Set the rock tray on top of the base pan. See Figure 12.8.

Figure 12.8

5. Spread the rock or onyx evenly across the rock tray. See Figure 12.9. **DO NOT** place rocks in burner area or in front of pilot burner.

⚠ WARNING

Delayed Ignition Risk

- Do NOT place rocks on burner.
- Do NOT place rocks in a position that they may fall on the burner.

Fireplace will not function properly.
Delayed ignition may occur.

Figure 12.9

6. Reinstall the glass frame and front.

G. Glass Assembly

⚠ WARNING

Handle glass doors with care.

- Inspect the gasket to ensure it is undamaged.
- Inspect the glass for cracks, chips or scratches.

- Do NOT strike, slam or scratch glass.
- Do NOT operate appliance with glass door removed, cracked, broken or scratched.
- Replace glass door assembly as a complete appliance.

Removing Glass Assembly

Pull the two lower and two upper glass assembly latches out of the groove on the glass frame. Remove glass door from the appliance (see Figure 12.10).

Replacing Glass Assembly

Replace the glass door on the appliance. Pull out and latch the two glass assembly latches into the groove on the glass frame on the bottom and top edges.

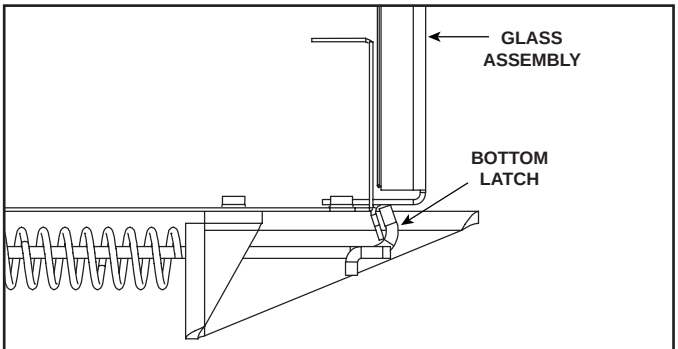


Figure 12.10 Glass Assembly

13 Operating Instructions

A. Before Lighting Appliance

Before operating this appliance have an authorised person:

- Remove all shipping materials from inside and/or underneath the firebox.
- Review proper placement of logs and mineral wool.
- Check the wiring.
- Check the air shutter adjustment.
- Ensure that there are no gas leaks.
- Ensure that the glass is sealed and in the proper position.
- Ensure that the flow of combustion and ventilation air is not obstructed (flue terminations).

NOTE TO INSTALLER: Before leaving, test the operation of the appliance and instruct the owner in the safe and correct use of the appliance.

If the appliance cannot be adjusted to perform correctly, contact a service agent in your local area.

ABNORMAL OPERATION:

Any of the following are considered to be abnormal operation and may require servicing:

- Burner not igniting properly.
- Burner failing to remain alight.
- Gas valves, which are difficult to turn.

In case the appliance fails to operate correctly, contact the authorised service provider in your area.

⚠ WARNING

Glass door must be in place when appliance is operating.

Risk of:

- Combustion Fumes
- Fire

Do NOT operate appliance with glass door removed.

- Open viewing glass for servicing only.

- Glass door MUST be in place and sealed before operating appliance.
- Only use glass door certified for use with appliance.
- Glass replacement should be done by qualified technician.

⚠ WARNING

HOT SURFACES!
Glass and other surfaces are hot during operation AND cool down.

Hot glass will cause burns.

- **DO NOT** touch glass until it is cooled
- NEVER allow children to touch glass
- Keep children away

- CAREFULLY SUPERVISE children in same room as fireplace.
- Alert children and adults to hazards of high temperatures.

High temperatures may ignite clothing or other flammable materials.

- Keep clothing, furniture, draperies and other flammable materials away.

This appliance has been supplied with an integral barrier to prevent direct contact with the fixed glass panel. DO NOT operate the appliance with the barrier removed.

Contact your dealer if the barrier is not present or help is needed to properly install one.

⚠ WARNING

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to the owner's information manual provided with this appliance. For assistance or additional information consult a qualified installer, service agency or the gas supplier.

⚠ WARNING

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

B. Lighting the Fireplace

Electronic Ignition

FOR YOUR SAFETY READ BEFORE LIGHTING

WARNING: If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

A. This fireplace is equipped with an electronic pilot ignition device which automatically lights the burner. Do not try to light the burner by hand.

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

WHAT TO DO IF YOU SMELL GAS

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

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

WARNING:

DO NOT CONNECT 230 VAC TO THE CONTROL VALVE.

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to the owner's information manual provided with this fireplace.

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

If not installed, operated, and maintained in accordance with the manufacturer's instructions, this product could expose you to substances in fuel or fuel combustion.

Keep burner and control compartment clean. See installation and operating instructions accompanying fireplace.

CAUTION:

Hot while in operation. Do not touch. Keep children, clothing, furniture, gasoline and other liquids having flammable vapors away.

Do not operate the fireplace with panel(s) removed, cracked or broken. Replacement of the panel (s) should be done by a licensed or qualified service person.

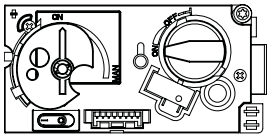
NOT FOR USE WITH SOLID FUEL

For use with natural gas.

LIGHTING INSTRUCTIONS

1. This fireplace is equipped with an ignition device which automatically lights the burner. Do not try to light the burner by hand.

GAS VALVE



2. Wait five (5) minutes to clear out any gas. Then smell for gas, including near the floor. If you smell gas, STOP! Follow "B" in the Safety Information located on the left side of this label. If you don't smell gas, go to next step.

3. To light the burner, simultaneously press the star ✶ and up ▲ arrow buttons on the remote control until a short acoustic signal confirms the start sequence has begun.

4. If the fireplace will not operate, check the batteries then follow the instructions "To Turn Off Gas to Fireplace" and call your service technician or gas supplier.

TO TURN OFF GAS TO FIREPLACE

1. Push the 'OFF' button on remote.

2. Remove batteries from receiver.

C. After Appliance is Lit

Initial Break-in Procedure

When you light the appliance, you may notice that it produces heat which does have an associated odor or smell. If you feel this odor is excessive it may require the initial three to four hour continuous burn on high followed by a second burn up to 12 hours to fully drive off any odor from paint and lubricants used in the manufacturing process. Condensation of the glass is normal.

NOTE: The appliance should be run three to four hours on the initial start-up. Turn it off and let it cool completely. Remove and clean the glass. Replace the glass and run the appliance for an additional 12 hours. This will help to cure the products used in the paint and logs.

During this break-in period it is recommended that some windows in the house be opened for air circulation. This will help avoid setting off smoke detectors, and help eliminate any odors associated with the appliance's initial burning.

⚠ WARNING

Fire Risk.

High Temperatures.

Keep combustible household items away from appliance.

Do NOT obstruct combustion and ventilation air.

- Do NOT place combustible items on top of or in front of appliance.
- Keep furniture, draperies away from appliance.

CAUTION

Smoke and odors released during initial operation.

- Open windows for air circulation.
- Leave room during initial operation.
- Smoke may set off smoke detectors.

Smoke and odors may be irritating to sensitive individuals.

⚠ WARNING

Fire Hazard.

Keep combustible materials, gasoline and other flammable vapors and liquids clear of appliance.

- Do NOT use gasoline, lantern fuel, kerosene, charcoal lighter fluid or similar liquids in this appliance.
- Combustible materials may ignite.
- DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE
- DO NOT USE OR STORE FLAMMABLE MATERIALS NEAR THIS APPLIANCE.
- DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILE IT IS IN OPERATION.
- PRIMARILY A DECORATIVE APPLIANCE (NOT CERTIFIED AS A SPACE HEATER).

D. Frequently Asked Questions

ISSUE	SOLUTIONS
Condensation of the glass	This is a result of gas combustion and temperature variations. As the appliance warms, this condensation will disappear.
Blue flames	This is a result of normal operation and the flames will begin to yellow as the appliance is allowed to burn for 20 to 40 minutes.
Odor from appliance	When first operated, this appliance may release an odor for the first several hours. This is caused by the curing of the paint and the burning off of any oils remaining from manufacturing. Odor may also be released from finishing materials and adhesives used around the appliance.
Film on the glass	This is a normal result of the curing process of the paint and logs. Glass should be cleaned within 3 to 4 hours of initial burning to remove deposits left by oils from the manufacturing process. A non-abrasive cleaner such as gas fireplace glass cleaner may be necessary. See your dealer.
Metallic noise	Noise is caused by metal expanding and contracting as it heats up and cools down, similar to the sound produced by a furnace or heating duct. This noise does not affect the operation or longevity of the appliance.

14 Troubleshooting

With proper installation, operation, and maintenance your gas appliance will provide years of trouble-free service. If you do experience a problem, this troubleshooting guide will assist a qualified service person in the diagnosis of a problem and the corrective action to be taken. This troubleshooting guide can only be used by a qualified service technician.

A. Electronic Ignition System

Symptom		Possible Causes		Corrective Actions
1	No transmission, motor does not turn.	A.	Receiver must learn new code.	Press and hold the receiver's reset button until you hear 2 acoustic signals. After the second longer acoustic signal, release the reset button and within the subsequent 20 seconds, press the down arrow on the remote handset until you hear an additional long acoustic signal confirming the new code is set.
2	No ignition. No tone.	A.	Receiver	Replace receiver and reprogram code.
3	No ignition; one 5 seconds continuous tone (7 shorts beeps might be heard prior to the 5 seconds tone).	A.	ON/OFF switch is in OFF position.	Push switch to ON position.
		B.	Loose wire.	Secure wire.
		C.	Receiver.	Replace receiver and reprogram.
		D.	Bent pins on 8 wire connector.	Straighten pins on 8 wire connector.
		E.	Valve.	Replace valve.
4	No pilot flame and control continues to spark.	A.	Air in the pilot supply line.	Purge the line or start ignition several times.
		B.	Thermocouple circuit wired incorrectly.	Check polarity of the thermocouple wires.
		C.	No spark at pilot burner.	Check spark gap, check wiring connection. Check for spark in location along cable.
		D.	Valve.	Replace valve. Do not over tighten.
		E.	Over tightened thermocouple interrupter.	Replace valve and thermocouple interrupter.
		F.	Receiver.	Replace receiver and reprogram code.
5	Pilot is lit and control continues to spark. Valve shuts off after 10...30 seconds. Valve operates manually.	A.	Receiver.	Replace receiver and reprogram code.
6	Pilot is lit, sparking stops if a flame is present. Valve shuts off after 10...60 seconds. Valve does not work manually.	A.	Thermocouple.	Replace thermocouple.
		B.	Low inlet pressure to valve.	Confirm sufficient inlet pressure to the valve. Adjust or replace inlet regulator if necessary.
		C.	Valve.	Replace valve. Do not overtighten the thermocouple interrupter.
7	3 short beeps while the motor turns.	A.	Batteries are low.	Replace batteries - quality alkaline recommended. WARNING: Creating an electrical short between the batteries/battery box and metal parts of the appliance may render the receiver inoperable.
8	Pilot flame lights but there is no main gas flow.	A.	Manual override knob (if equipped) is in MAN position.	Turn Manual override knob to ON position.
		B.	Valve turned down to pilot flow.	Turn flame to high fire by pressing up button on remote handset.
		C.	Low inlet pressure to valve.	Confirm sufficient inlet pressure to the valve. Adjust or replace inlet regulator if necessary.
		D.	Valve.	Replace valve.
9	Pilot sparks, but pilot will not light.	A.	Correct gas supply.	Verify that incoming gas line ball valve is "open". Verify that inlet pressure reading is within acceptable limits, inlet pressure must not exceed 50 mbar.
		B.	Ignitor gap is too large.	Verify that spark gap from ignitor to pilot hood is .430 mm.
		C.	Module is not grounded.	Verify control box is securely grounded to metal chassis of fireplace.

15 Maintaining and Servicing Appliance

A. Maintenance Tasks

Although the frequency of appliance servicing and maintenance will depend on use and the type of installation, a qualified service technician should perform an appliance check-up at the beginning of each heating season.

⚠ WARNING

Risk of injury or property damage.

Before servicing:

- Turn off gas.
- Turn off electricity to appliance.
- Disable remote control, if one is present.
- Ensure appliance is completely cooled.

After servicing:

- Replace any screen or barrier that was removed.
- Reseal and reinstall any venting removed for servicing.

⚠ WARNING

Annual inspection by qualified technician recommended.

Check:

- Condition of doors, surrounds and fronts.
- Condition of glass, glass assembly and glass seal.
- Obstructions of combustion and ventilation air.
- Condition of logs.
- Condition of firebox.
- Burner ignition and operation.
- Burner air shutter adjustment
- Gas connections and fittings.
- Obstructions of termination cap.

Clean:

- Glass
- Air passageways, control compartment
- Burner, burner ports

Risk of:

- Fire
- Delayed ignition or explosion
- Exposure to combustion fumes
- Odors

CAUTION

Handle glass assembly with care.

NOTE: Clean glass after initial 3-4 hours operation. **Longer operation without cleaning glass may cause a permanent white film on glass.**

When cleaning glass door:

- Avoid striking, scratching or slamming glass.
- Do NOT use abrasive cleaners.
- Use a hard water deposit glass cleaner on white film.
- Do NOT clean glass when hot.
- Turn off appliance after 3-4 hours of operation and ALLOW TO COOL.
- Remove and clean glass assembly.
- Replace glass assembly and operate appliance for additional 12 hours.

Refer to maintenance instructions.

⚠ WARNING

Inspect external flue cap regularly.

- Ensure no debris blocks cap.

- Combustible materials blocking cap may ignite.
- Restricted air flow affects burner operation.

SERVICE & SPARE PARTS

For Service & Spare parts, please contact your nearest Heat & Glo dealer:

Jetmaster Heat&Glo (Vic) P/L
444 Swan Street
Richmond VIC 3121
Phone: 03 9429 5573
Fax: 03 9427 0031

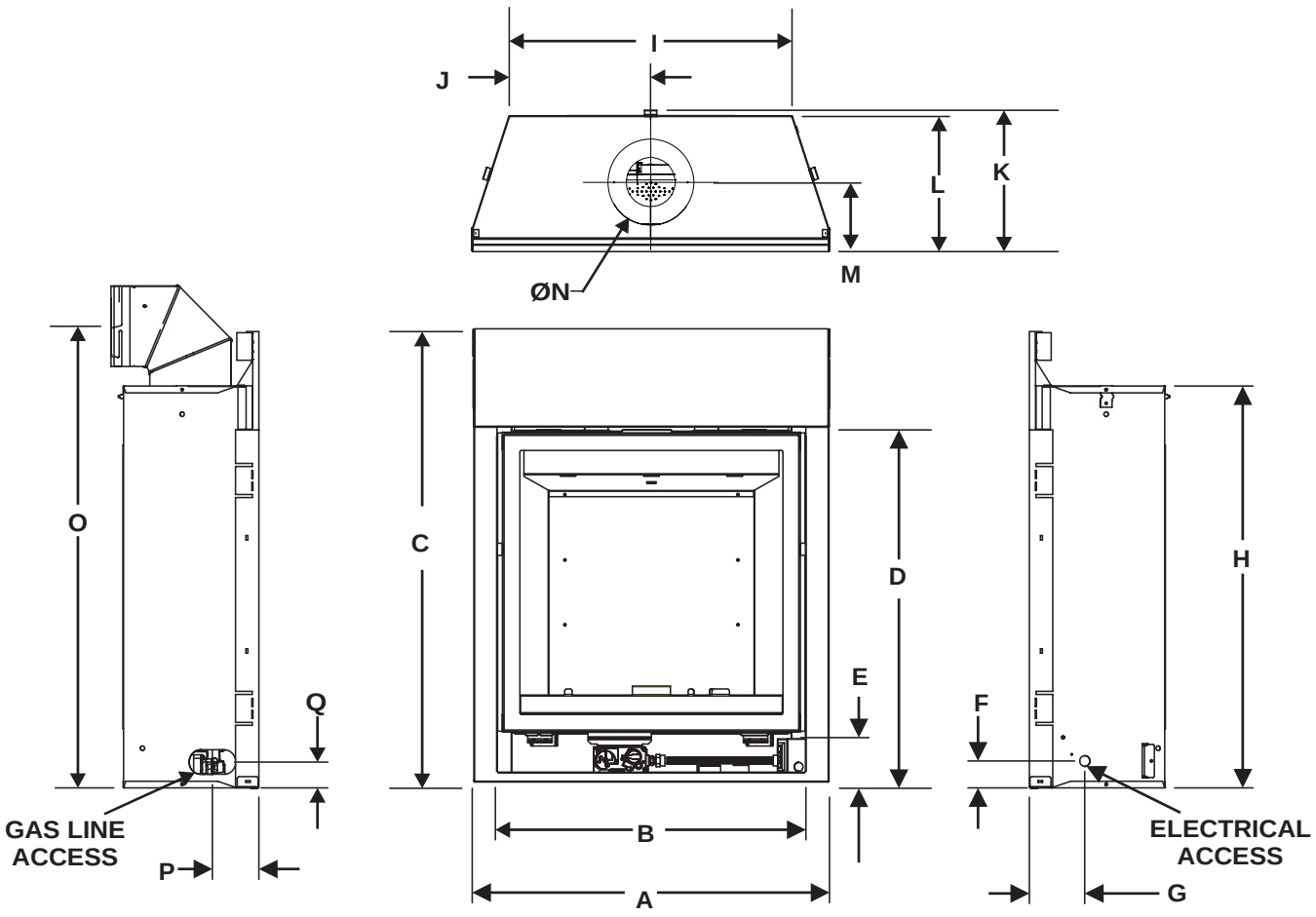
Jetmaster Australia
10 Martin Avenue
Arncliffe NSW 2205
Phone: 02 9597 7222
Fax: 02 9597 7622

Inspect	Maintenance Tasks
Doors, Surrounds and Fronts	1. Assess condition of screen and replace as necessary. **Recommend addition of screen if one is not present.**
	2. Inspect for scratches, dents or other damage and repair as necessary.
	3. Verify no obstructions to airflow through the louvers.
	4. Verify maintenance of proper clearance to combustible household objects.
Gasket Seal, Glass Assembly and Glass	1. Inspect gasket seal and its condition.
	2. Inspect glass panels for scratches and nicks that can lead to breakage when exposed to heat.
	3. Confirm there is no damage to glass or glass frame. Replace as necessary.
	4. Verify that latches engage properly, clip studs are not stripped, and glass attachment components are intact and operating properly. Replace as necessary.
	5. Clean glass. Replace glass assembly if severely coated with silicate deposits that cannot be removed.
Valve Compartment and Firebox Top	1. Vacuum and wipe out dust, cobwebs, debris or pet hair. Use caution when cleaning these areas. Screw tips that have penetrated the sheet metal are sharp and should be avoided.
	2. Remove any foreign objects.
	3. Verify unobstructed air circulation.
Logs	1. Inspect for broken, damaged, or missing logs. Replace as necessary.
	2. Verify correct log placement and no flame impingement causing sooting. Correct as necessary.
Firebox	1. Inspect for paint condition, warpage, corrosion or perforation. Sand and repaint as necessary.
	2. Replace appliance if firebox has been perforated.
Burner Ignition and Operation	1. Verify burner is properly secured and aligned with pilot or igniter.
	2. Clean off burner top, inspect for plugged ports, corrosion or deterioration. Replace burner if necessary.
	3. Replace ember materials with new 15 mm pieces. Do not block ports or obstruct lighting paths.
	4. Check for smooth lighting and ignition carryover to all ports. Verify there is no ignition delay.
	5. Inspect for lifting or other flame problems.
	6. Verify air shutter is clear of dust and debris.
	7. Inspect orifice for soot, dirt or corrosion.
	8. Verify manifold and inlet pressures. Adjust regulator as required.
	9. Inspect pilot flame strength. Clean or replace orifice as necessary.
	10. Inspect thermocouple sensor rod for soot, corrosion and deterioration. Clean with emery cloth or replace as required.
	11. Verify millivolt output. Replace as necessary.
Flueing	1. Inspect flueing for blockage or obstruction such as bird nests, leaves, etc.
	2. Confirm that termination cap remains clear and unobstructed by plants, etc.
	3. Verify that termination cap clearance to subsequent construction (building additions, decks, fences or sheds) has been maintained.
	4. Inspect for corrosion or separation.
	5. Verify weather stripping, sealing and flashing remains intact.
Remote controls	1. Verify operation of remote.
	2. Replace batteries in remote transmitters and battery-powered receivers.

16 Reference Materials

A. Appliance Dimension Diagram

Dimensions are actual appliance dimensions. Use for reference only. For framing dimensions and clearances refer to Section 3.

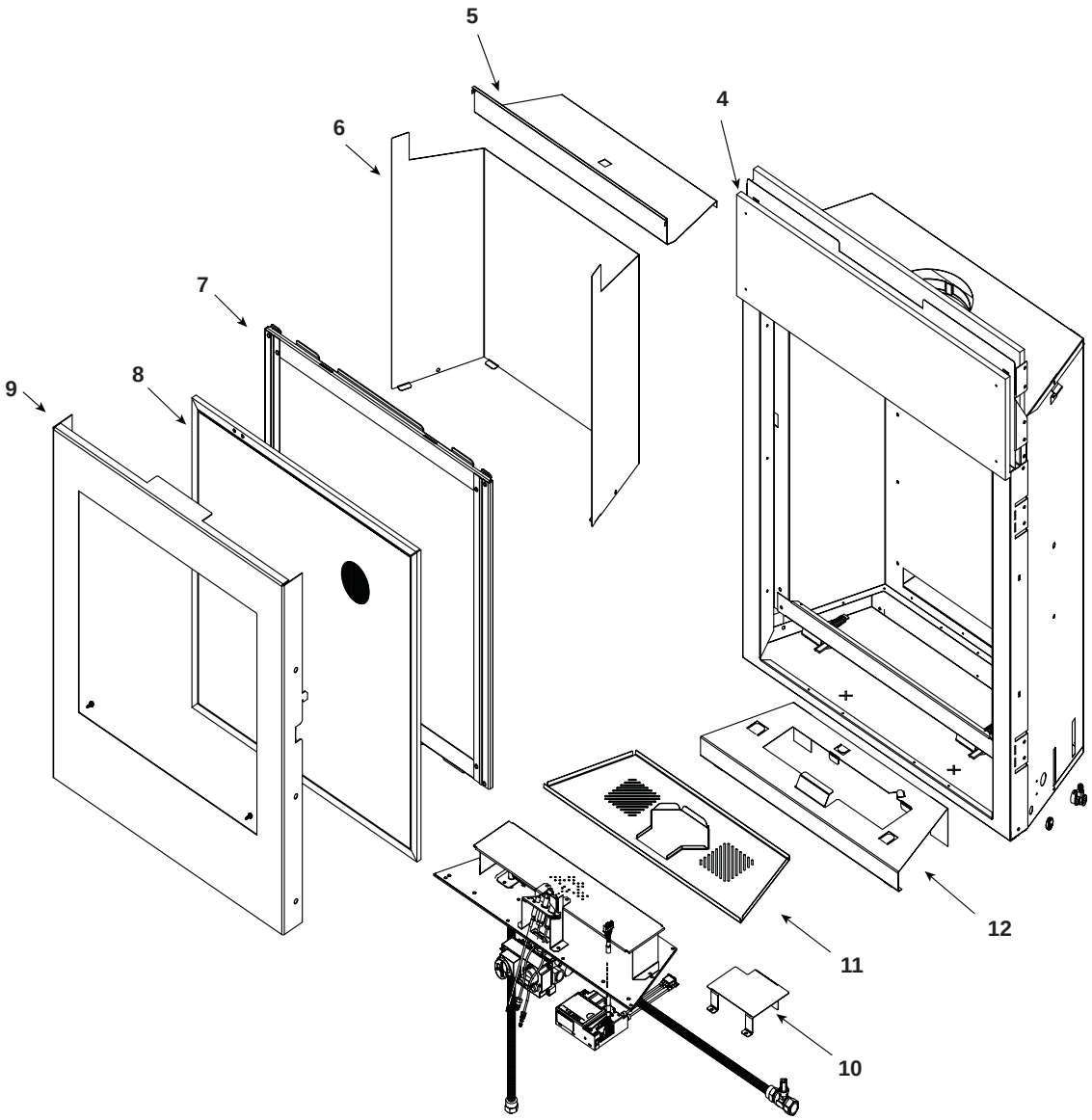


Appliance Dimensions Table

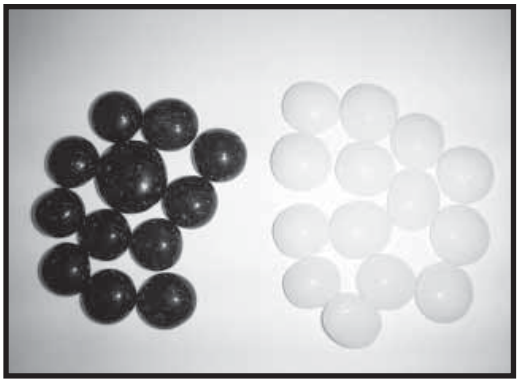
Location	Millimeter
A	740
B	643
C	945
D	742
E	105
F	56
G	115
H	832
I	586

Location	Millimeter
J	292
K	292
L	279
M	142
N	168
O	940
P	96
Q	57

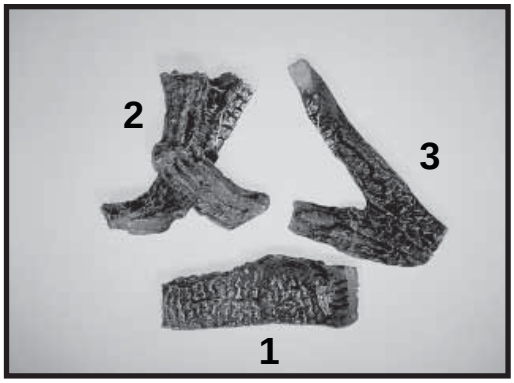
Figure 16.1 Appliance Dimensions



13 Rock Media Option



Log Set Assembly



Part number list on following page.

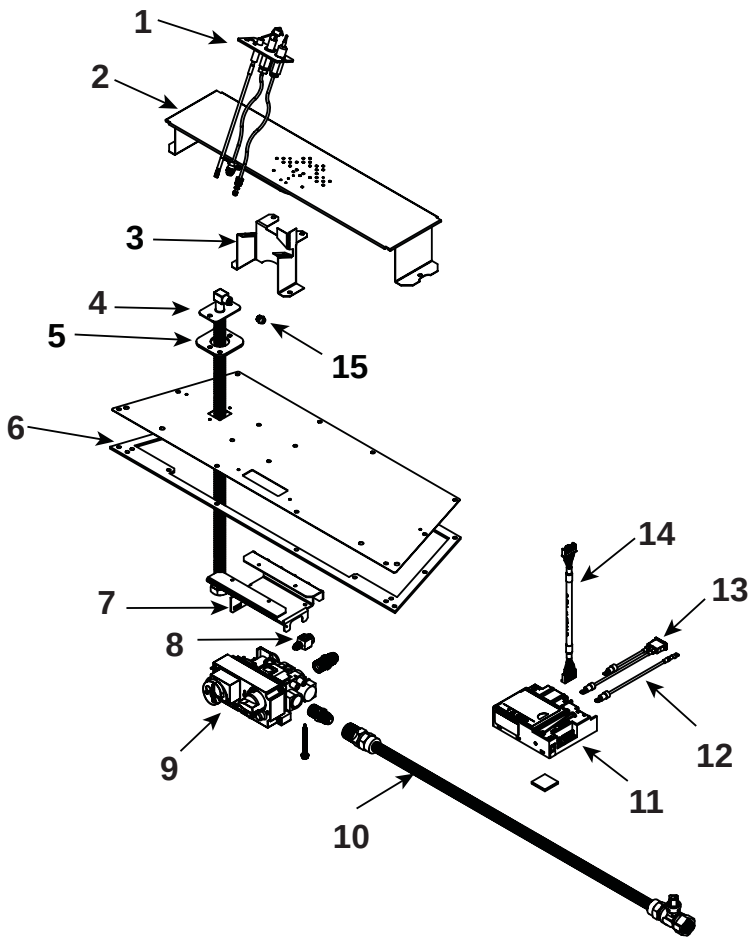
B. Service Parts List SOHO-N-AU

IMPORTANT; THIS IS DATED INFORMATION. When requesting service or replacement parts for your appliance please provide model number and serial number. All parts listed in this manual may be ordered from an authorized dealer.

ITEM	PART DESCRIPTION	COMMENTS	PART NUMBER
	Log Set Assembly		LOGS-SOHOCE
1	Log 1		SRV2111-700
2	Log 2		SRV2111-701
3	Log 3		SRV2111-702
4	Non-combustible Board		2111-148
5	Inner Restrictor		2111-142
6	Porcelain Panel Insert		2111-196
7	Glass Assembly		GLA-SOHOCE
8	Mesh Assembly		2077-011
9	Decorative Front		DF-SOHOCE-BK
10	Module Heat Shield		2111-166
11	Flame Pan		2111-127
12	Base Pan		2111-101
13	Rock Media Options	Black	MEDIA-BK-GEMS
		White	MEDIA-WH-GEMS
		River Rock	SOHOCE-ROCK
	Glass Latch Assembly		386-122A
	Mineral Wool Embers		050-721
	Rope Ring		045-455
	Surround		2077-112
	Remote Control		REM-DLX-CE
	Junction Box (Optional)		2078-025
	6 V Adaptor (Optional)		2098-144

Additional service part numbers on the following page.

Valve Assembly



IMPORTANT; THIS IS DATED INFORMATION. When requesting service or replacement parts for your appliance please provide model number and serial number. All parts listed in this manual may be ordered from an authorized dealer.

ITEM	PART DESCRIPTION	COMMENTS	PART NUMBER
1	Pilot Assembly		2098-050
2	Burner Assembly		2111-020
3	Pilot Bracket		2111-123
4	Flex Tube Assembly		530-302A
5	Burner Neck Gasket		438-407
6	Valve Plate Gasket		2077-138
7	Valve Bracket		2111-186
8	Thermocouple block		2098-146
9	Valve N		2098-138
10	Flex Ball Valve Assembly		2098-022
11	Module		2098-142
12	Block Control Wire		2098-148
13	Switch Assembly		2098-145
14	Control Cable		2098-143
15	Burner Orifice (#50C)		582-850

C. Limited Lifetime Warranty

Hearth & Home Technologies Inc.
LIMITED LIFETIME WARRANTY

Hearth & Home Technologies Inc., on behalf of its hearth brands (”HHT”), extends the following warranty for HHT gas, wood, pellet, coal and electric hearth appliances that are purchased from an HHT authorized dealer.

WARRANTY COVERAGE:

HHT warrants to the original owner of the HHT appliance at the site of installation, and to any transferee taking ownership of the appliance at the site of installation within two years following the date of original purchase, that the HHT appliance will be free from defects in materials and workmanship at the time of manufacture. After installation, if covered components manufactured by HHT are found to be defective in materials or workmanship during the applicable warranty period, HHT will, at its option, repair or replace the covered components. HHT, at its own discretion, may fully discharge all of its obligations under such warranties by replacing the product itself or refunding the verified purchase price of the product itself. The maximum amount recoverable under this warranty is limited to the purchase price of the product. This warranty is subject to conditions, exclusions and limitations as described below.

WARRANTY PERIOD:

Warranty coverage begins on the date of installation. In the case of new home construction, warranty coverage begins on the date of first occupancy of the dwelling or six months after the sale of the product by an independent, authorized HHT dealer/ distributor, whichever occurs earlier. The warranty shall commence no later than 24 months following the date of product shipment from HHT, regardless of the installation or occupancy date. The warranty period for parts and labor for covered components is produced in the following table.

The term “Limited Lifetime” in the table below is defined as: 20 years from the beginning date of warranty coverage for gas appliances, and 10 years from the beginning date of warranty coverage for wood, pellet, and coal appliances. These time periods reflect the minimum expected useful lives of the designated components under normal operating conditions.

Warranty Period		HHT Manufactured Appliances and Venting							Components Covered
Parts	Labor	Gas	Wood	Pellet	EPA Wood	Coal	Electric	Venting	
1 Year		X	X	X	X	X	X	X	All parts and material except as covered by Conditions, Exclusions, and Limitations listed
2 years				X	X	X			Igniters, electronic components, and glass
		X	X	X	X	X			Factory-installed blowers
			X						Molded refractory panels
3 years				X					Firepots and burnpots
5 years	1 year			X	X				Castings and baffles
7 years	3 years		X	X	X				Manifold tubes, HHT chimney and termination
10 years	1 year	X							Burners, logs and refractory
Limited Lifetime	3 years	X	X	X	X	X			Firebox and heat exchanger
90 Days		X	X	X	X	X	X	X	All replacement parts beyond warranty period

See conditions, exclusions, and limitations on next page.

WARRANTY CONDITIONS:

- This warranty only covers HHT appliances that are purchased through an HHT authorized dealer or distributor. A list of HHT authorized dealers is available on the HHT branded websites.
- This warranty is only valid while the HHT appliance remains at the site of original installation.
- Contact your installing dealer for warranty service. If the installing dealer is unable to provide necessary parts, contact the nearest HHT authorized dealer or supplier. Additional service fees may apply if you are seeking warranty service from a dealer other than the dealer from whom you originally purchased the product.
- Check with your dealer in advance for any costs to you when arranging a warranty call. Travel and shipping charges for parts are not covered by this warranty.

WARRANTY EXCLUSIONS:

This warranty does not cover the following:

- Changes in surface finishes as a result of normal use. As a heating appliance, some changes in color of interior and exterior surface finishes may occur. This is not a flaw and is not covered under warranty.
- Damage to printed, plated, or enameled surfaces caused by fingerprints, accidents, misuse, scratches, melted items, or other external sources and residues left on the plated surfaces from the use of abrasive cleaners or polishes.
- Repair or replacement of parts that are subject to normal wear and tear during the warranty period. These parts include: paint, wood, pellet and coal gaskets; firebricks; grates; flame guides; and the discoloration of glass.
- Minor expansion, contraction, or movement of certain parts causing noise. These conditions are normal and complaints related to this noise are not covered by this warranty.
- Damages resulting from: (1) failure to install, operate, or maintain the appliance in accordance with the installation instructions, operating instructions, and listing agent identification label furnished with the appliance; (2) failure to install the appliance in accordance with local building codes; (3) shipping or improper handling; (4) improper operation, abuse, misuse, continued operation with damaged, corroded or failed components, accident, or improperly/incorrectly performed repairs; (5) environmental conditions, inadequate ventilation, negative pressure, or drafting caused by tightly sealed constructions, insufficient make-up air supply, or handling devices such as exhaust fans or forced air furnaces or other such causes; (6) use of fuels other than those specified in the operating instructions; (7) installation or use of components not supplied with the appliance or any other components not expressly authorized and approved by HHT; (8) modification of the appliance not expressly authorized and approved by HHT in writing; and/or (9) interruptions or fluctuations of electrical power supply to the appliance.
- Non-HHT venting components, hearth components or other accessories used in conjunction with the appliance.
- Any part of a pre-existing fireplace system in which an insert or a decorative gas appliance is installed.
- HHT's obligation under this warranty does not extend to the appliance's capability to heat the desired space. Information is provided to assist the consumer and the dealer in selecting the proper appliance for the application. Consideration must be given to appliance location and configuration, environmental conditions, insulation and air tightness of the structure.

This warranty is void if:

- The appliance has been over-fired or operated in atmospheres contaminated by chlorine, fluorine, or other damaging chemicals. Over-firing can be identified by, but not limited to, warped plates or tubes, rust colored cast iron, bubbling, cracking and discoloration of steel or enamel finishes.
- The appliance is subjected to prolonged periods of dampness or condensation.
- There is any damage to the appliance or other components due to water or weather damage which is the result of, but not limited to, improper chimney or venting installation.

LIMITATIONS OF LIABILITY:

- The owner's exclusive remedy and HHT's sole obligation under this warranty, under any other warranty, express or implied, or in contract, tort or otherwise, shall be limited to replacement, repair, or refund, as specified above. In no event will HHT be liable for any incidental or consequential damages caused by defects in the appliance. Some states do not allow exclusions or limitation of incidental or consequential damages, so these limitations may not apply to you. This warranty gives you specific rights; you may also have other rights, which vary from state to state. EXCEPT TO THE EXTENT PROVIDED BY LAW, HHT 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.

D. Contact Information

HEAT&GLO

No one builds a better fire

Heat & Glo, a brand of Hearth & Home Technologies Inc.
7571 215th Street West, Lakeville, MN 55044 USA
www.heatnglo.com

Please contact your Heat & Glo dealer with any questions or concerns.
For the location of your nearest Heat & Glo dealer,
please visit www.heatnglo.com.

SERVICE & SPARE PARTS

For Service & Spare parts, please contact your nearest Heat & Glo dealer:

Jetmaster Heat&Glo (Vic) P/L
444 Swan Street
Richmond VIC 3121
Phone: 03 9429 5573
Fax: 03 9427 0031

Jetmaster Australia
10 Martin Avenue
Arncliffe NSW 2205
Phone: 02 9597 7222
Fax: 02 9597 7622

CAUTION

DO NOT DISCARD THIS MANUAL

- Important operating and maintenance instructions included.
- Read, understand and follow these instructions for safe installation and operation.
- Leave this manual with party responsible for use and operation.

THIS PRODUCT MAY BE COVERED BY ONE OR MORE OF THE FOLLOWING PATENTS:
(United States) 4593510, 4686807, 4766876, 4793322, 4811534, 5000162, 5016609, 5076254, 5113843, 5191877, 5218953, 5263471, 5328356, 5341794, 5347983, 5429495, 5452708, 5542407, 5601073, 5613487, 5647340, 5688568, 5762062, 5775408, 5890485, 5931661, 5941237, 5947112, 5996575, 6006743, 6019099, 6048195, 6053165, 6145502, 6170481, 6237588, 6296474, 6374822, 6413079, 6439226, 6484712, 6543698, 6550687, 6601579, 6672860, 6688302B2, 6715724B2, 6729551, 6736133, 6748940, 6748942, D320652, D445174, D462436; (Canada) 1297749, 2195264, 2225408; (Australia) 543790;586383; (Mexico) 97-0457; (New Zealand) 200265; or other U.S. and foreign patents pending.

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