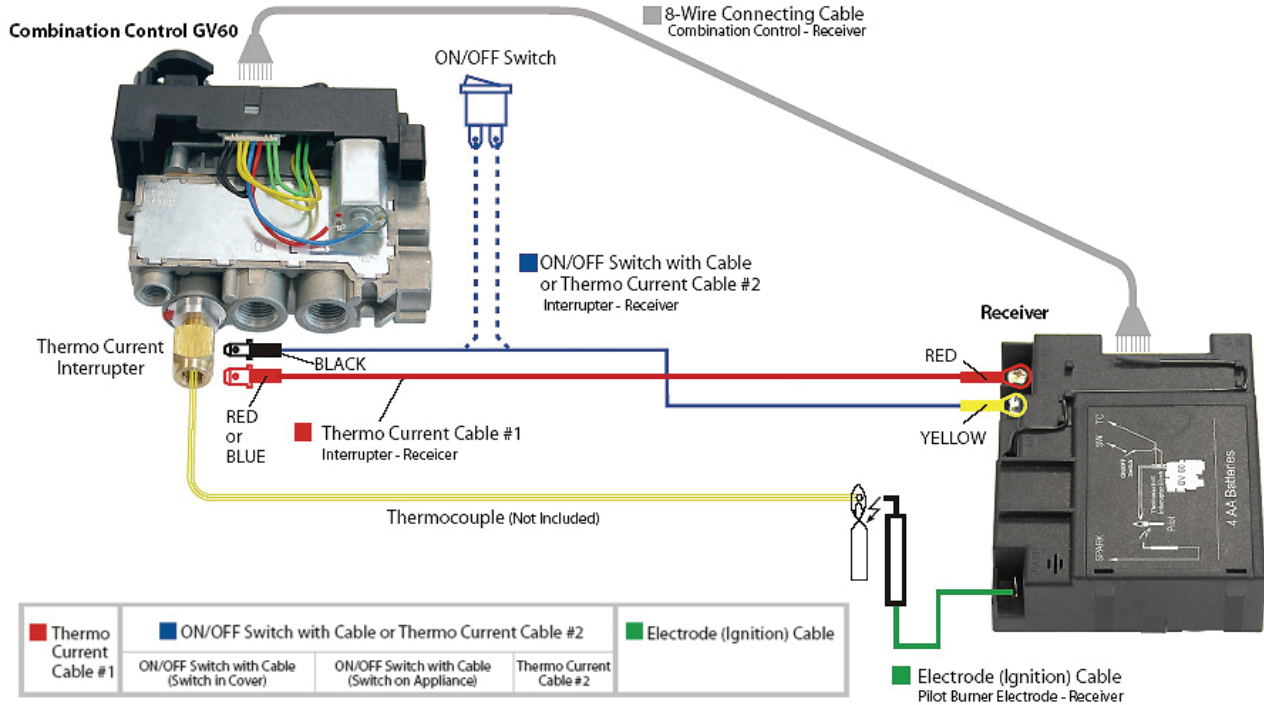


HEAT  GLO™



Installation & Troubleshooting Requirements

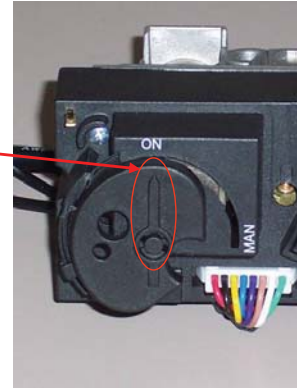
# Wiring Diagram



# Operation Sequence

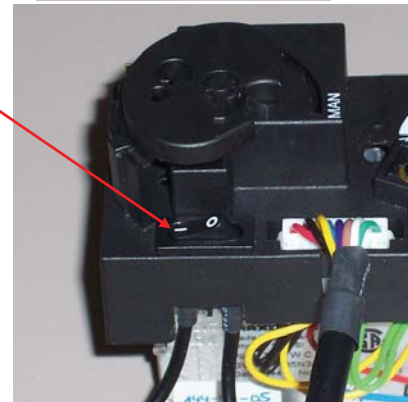
## Presumptions:

- Main valve knob should always remain in the "ON" position
- Gas is bled to the valve
- Electrical is properly connected
- Service disconnect switch should always remain in the "ON" (-) position (This switch is used only during servicing)



## Operating the Fireplace:

- The Deluxe Control (REM-DLX-CE) will perform all aspects of operation for the fireplace
- The consumer should never need to go below the fireplace unless they wish to adjust the fan speed or install batteries in the event of a power outage

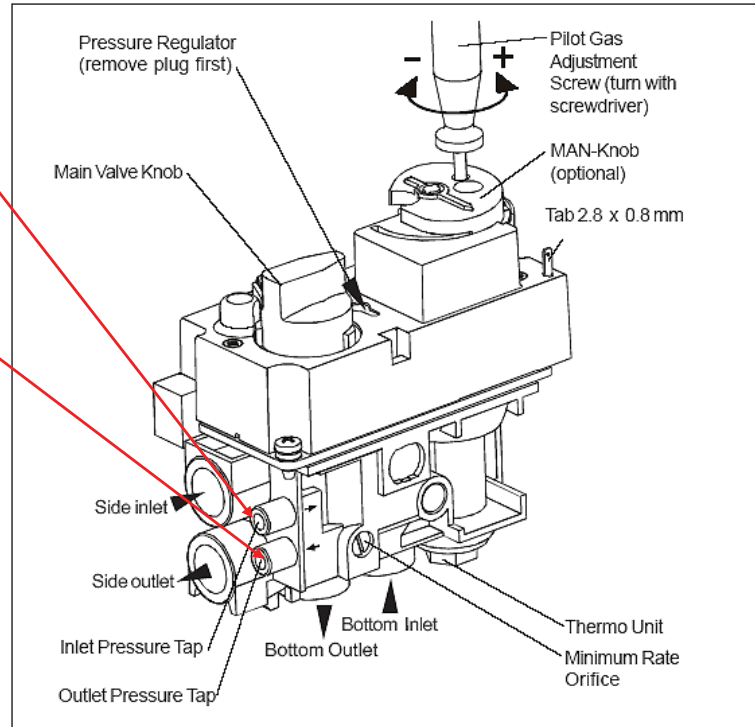


# Checking Gas Pressure

- Minimum inlet gas supply pressure for purpose of input adjustment is 1.13kPa for natural gas and 2.75 kPa for propane
- Outlet pressure **MUST** be set according to following table before operating the appliance.

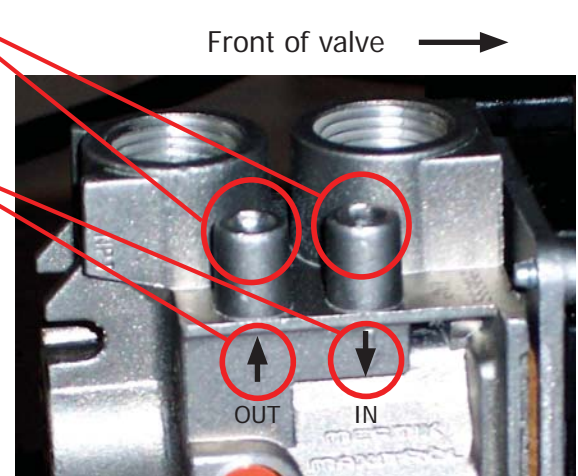
Model	Natural Gas	LP Gas
350 TRSI	.8 kPa	2.36 kPa
550 TRSI	.8 kPa	2.36 kPa
6000 TRSI	.8 kPa	2.3 kPa
ST-HVBI	.7 kPa	2.3 kPa
DAKOTA	.75 kPa	2.75 kPa
VRTIKL	.8 kPa	2.75 kPa

- Check gas pressure with system in **MANUAL** mode (not thermostat mode).



# Checking Gas Pressure

- Inlet and outlet pressure are checked via the pressure taps located at the side of the valve
  - Standard flat blade screws
  - Screws are captive in ports
  - Labeled with embossed arrows
- Arrows on casting indicate inlet/outlet
- Loosen tap screw 2 turns (counterclockwise)
- Attach manometer tube to tap
- Appliance must be operating to monitor outlet pressure
- Remember to close pressure tap(s) after completing test
- **FAILURE TO PROPERLY SET THE GAS PRESSURE WILL VOID THE WARRANTY ON THIS PRODUCT.**



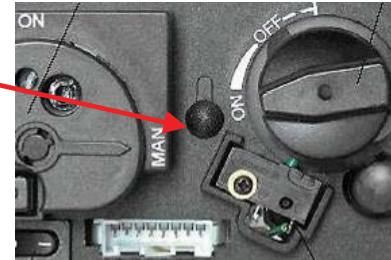
# Adjusting Gas Pressure

If pressure is not correct:

- Remove small black cover on front of valve
- Use small flat blade screwdriver to adjust
- With flame operating on high setting:
  - Turn clockwise to increase outlet pressure
  - Turn counter clockwise to decrease outlet pressure
- Adjust outlet pressure according to following table

Model	Natural Gas	LP Gas
350 TRSI	.8 kPa	2.36 kPa
550 TRSI	.8 kPa	2.36 kPa
6000 TRSI	.8 kPa	2.3 kPa
ST-HVBI	.7 kPa	2.3 kPa
DAKOTA	.75 kPa	2.75 kPa
VRTIKL	.8 kPa	2.75 kPa

- Turn off fireplace
- Replace small black cover
- Remove manometer from pressure tap
- Close pressure tap



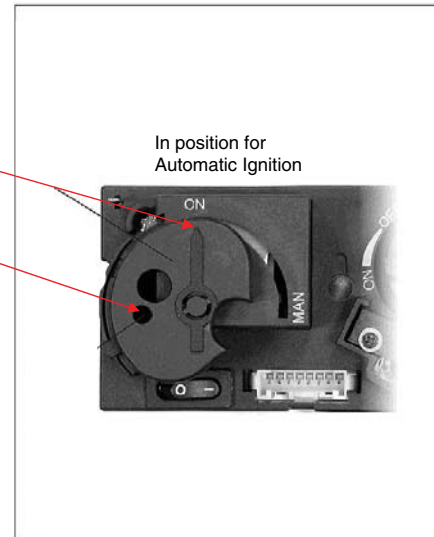
# Pilot Adjustment

Average pilot flame is 20-30mm in length and should engulf the top 10mm of the thermocouple

To adjust the pilot flame:

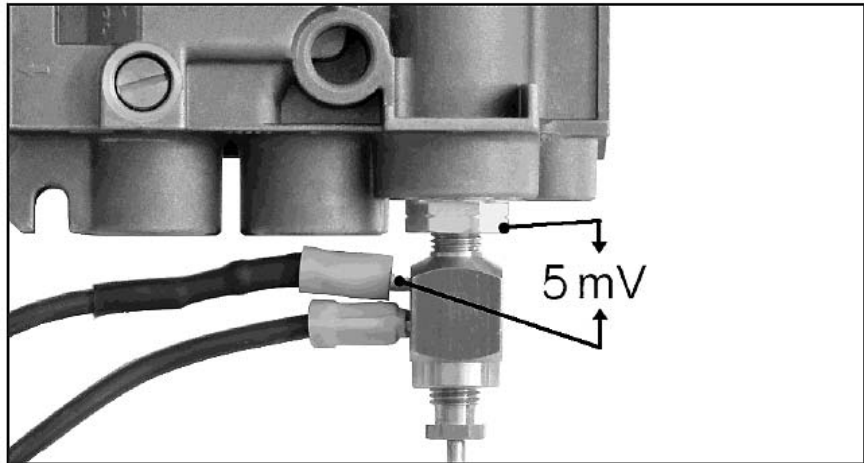
- Ensure knob is in the ON position
- Insert small flat blade screwdriver through knob cutout for pilot gas adjustment screw
  - Push through plastic film to engage screwdriver with screw
  - Rotate clockwise to decrease pilot

The pilot adjustment screw is shipped in "high" position from factory. Therefore, if the pilot is too small check inlet pressure to ensure minimum inlet pressure is 1.13kPa for natural gas and 2.75 kPa for propane.



# Testing Thermocouple

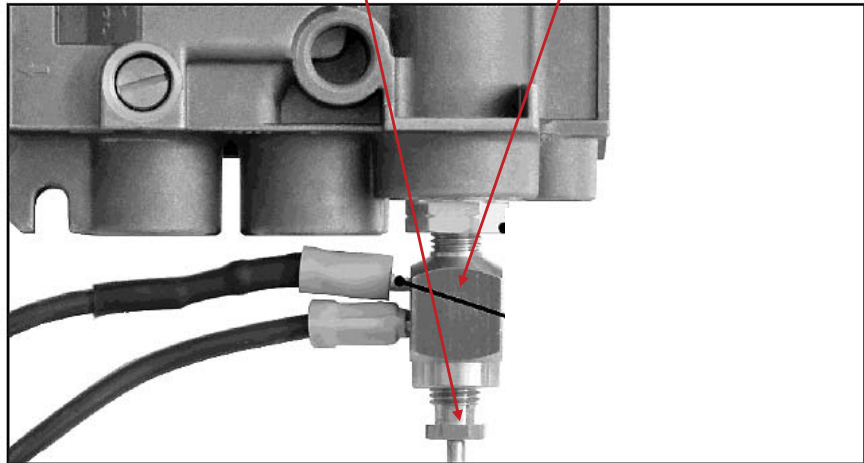
- Thermocouple continuity block
  - Easy to test thermocouple voltage output
    - Pilot must be lit
    - Meter on DC volts (millivolt measurement)
    - Red meter probe on terminal nearest to valve
    - Black meter probe on valve body (ground)
    - Reading should be  $> 5\text{ mV}$  ( $.005\text{ VDC}$ ) reading under load





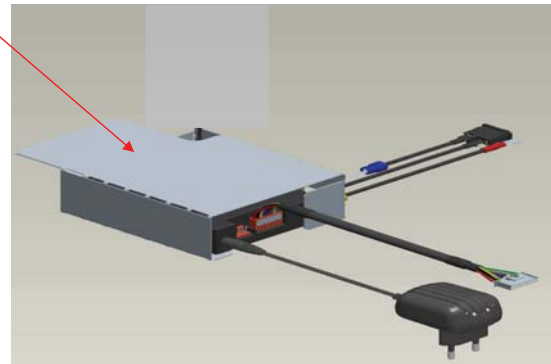
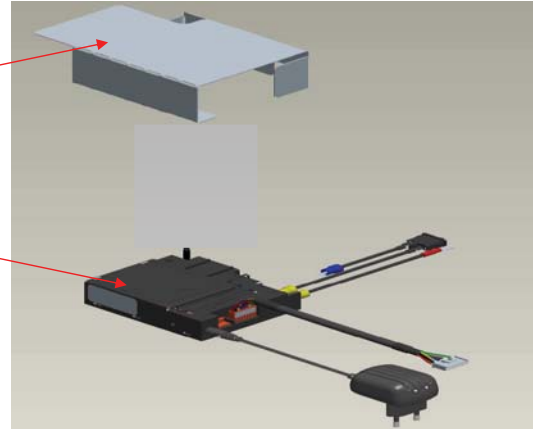
# Thermocouple Interrupter Block

- **DO NOT OVERTIGHTEN** thermocouple or thermocouple interrupter block
- Turn until finger tight – plus  $\frac{1}{4}$  turn



# Special Requirements

- A cover shield for the module/remote receiver is included with the manual bag assembly located below the fireplace.
- Be sure to install the cover shield over the module/remote receiver prior to operating the fireplace.
- Failure to install this shield will damage the module/remote receiver and render the fireplace inoperable.
- Remote receiver must be replaced on to velcro to ensure correct positioning.
- Failure to follow installation instructions will void the warranty.



# Heat & Glo Intellifire Ignition System Troubleshooting

Operational sequence is important for troubleshooting. Watch system & see at what step the system stops or where system fails.

Remember: Both the venting and the electrical (ignition system) have to be installed correctly. If the venting is not installed properly the fireplace will not work (even if ignition system is set up correctly).

# Troubleshooting

- **No response from system** (No beep from receiver)

Problem

- Dead batteries in transmitter
- Receiver not hearing transmitter
- No power to junction box
- No power from transformer

or

- No batteries in receiver

- Dead module

Solution

- Replace batteries
- Reprogram transmitter to receiver
- Check for 240V at junction box/turn on power
- Check for 6V DC (if not 6V – replace transformer)

- Install batteries

- Replace module

- **No ignition** (7 short beeps followed by 5 second continuous beep or 5 second continuous beep)

Problem

- ON/OFF switch is in off position
- Loose wire
- Bent pins on 8 wire connector
- Receiver
- 8 wire harness
- If problem continues re-install original receiver, reprogram and replace the valve

Solution

- Place switch in On position
- Check all connections
- Straighten pins on 8 wire connector
- Replace receiver and reprogram
- Replace 8 wire harness

- No pilot flame and control continues to spark

Problem

- No gas
- Air in pilot
- Low inlet pressure
- Thermocouple circuit wired incorrectly
- No spark at pilot burner
  
- Over tightened thermocouple interrupter
- Valve
- Receiver

Solution

- Turn on gas
- Purge line of air
- Confirm inlet pressure
- Check polarity on TC wires
- Check spark gap (4mm ignitor to pilot hood)
- Check wiring connection to module
- Check for spark along cable
- Replace TC interrupter (do not over-tighten) & perhaps valve
- Replace valve (do not over-tighten)
- Replace receiver and reprogram to remote

- Pilot is lit and control continues to spark (Valve shuts off after 10-60 seconds. Valve operates manually)

This indicates pressure is adequate and TC is working

Problem

- Receiver

Solution

- Replace receiver and reprogram

- Pilot is lit, sparking stops if a pilot flame is present. Valve shuts off after 10-60 seconds. Valve does not work manually.

This indicates pressure is adequate and TC is working

Problem

- Valve

Solution

- Replace valve and thermocouple interrupter (do not over-tighten)

- 3 Short beeps while the motor on valve operates

Problem

- Batteries are low

Solution

- Replace module batteries or connect to transformer

- Pilot flame lights but no main gas flow

Problem

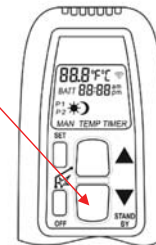
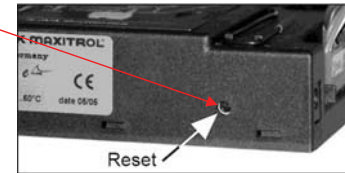
- Manual override knob in MAN position
- Flame modulator rotates

Solution

- Turn to ON position
- If yes, replace valve
- If no, bad valve or bad module

# Deluxe Control - Programming

- Each remote transmitter MUST be programmed to the remote receiver at time of each installation
- To program:
  - Flip any combination of the dip switches (located on the back of the remote transmitter)
  - Press and hold the receiver's reset button until you hear two (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 transmitter until you hear an additional long acoustic signal confirming the new code is set
  - The remote transmitter is now programmed
- Failure to program the remote can cause the transmitter to operate more than one fireplace
- Recommend replacing the deluxe control batteries each year prior to the heating season.



# Module/Receiver Special Requirements

- Do not use metal tools to remove batteries. Doing so will render the receiver inoperable.
- In the event of a power failure or if for some other reason mains power is not available, the AC Mains Adapter must be unplugged from the receiver module and 4 AA batteries fitted to the receiver module. The fire can now be operated normally. (Note that the 240 volt fan will not operate during a power failure) When power is restored the batteries should be removed, and the AC Mains Adapter plugged back into the receiver module again. Should the fire be operated solely on battery power, it is recommended that the batteries should be changed at the beginning of each heating season.
- Make sure the adjustable antenna is not too close to the electrode cable and ignition coil (beneath the cover). It will damage the receiver. Minimum 4cm clearance required.
- No adjustment to the antenna wire is required. Antenna wire should remain flat against receiver.
- The module/receiver is to remain on the velcro attachment located below the fireplace.

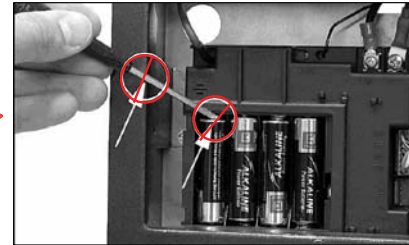


Diagram 2

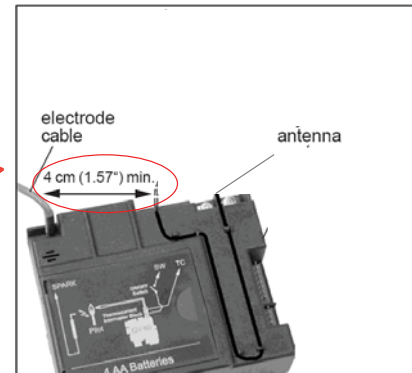


Diagram 3



# Operation: Deluxe Remote Control (REM-DLX-CE)

## Starting the fire, refer Diagram 1:

- Press spark symbol and up arrow simultaneously
- Receiver will beep indicating remote signal has been received (you can then release the buttons)
- System will continue beeping once every second (approximately 6-8 seconds) until ignition sequence is complete and fire is alight
- The fire will always light on high flame
- To turn off fire press off button only

## MANUAL FLAME ADJUSTMENT

Use large buttons ▲▼

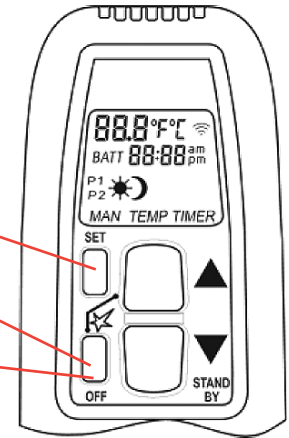


Diagram 1

## Deluxe Control Programming

F/12 Hour ↔ C/24 Hour

Press **OFF** and ▼ to change \_\_\_\_\_

### TO SET CURRENT TIME

Press ▲ and ▼ until it flashes

Press ▲ to set hour

Press ▲ to set minute

### TEMP and TIMER modes

-Press SET until \* / TEMP is displayed. Press and hold SET until the degree display flashes.

-Set temperature for \* using up or down arrows. Press SET to save. Repeat process for ☺ /TEMP.

-Press SET until TIMER is displayed. Press and hold SET until the time display flashes. Adjust the hour with the up arrow and the minutes with the down arrow. Press SET to advance to the next cycle time. Once all four times are set, press OFF.

### Upon pressing the OFF button the remote will default to MAN (manual) mode.

-If you leave in the MAN mode unit will only function manually. Pilot lit only when fireplace is operating.

## **OPERATION**

### **In TEMP mode:**

-Turn fireplace ON.

-Press SET until \* / TEMP appears - the fireplace will maintain the \* temperature 24 hours/day.  
or

-Press SET until D / TEMP appears - the fireplace will maintain the D temperature 24 hours/day.

(When in either \* or D TEMP mode, the remote will turn the fireplace on and off to maintain the set temperature. Pilot stays lit at all times in TEMP mode.)

### **In TIMER mode:**

-Turn fireplace ON.

-Press SET until the TIMER appears. In TIMER mode the remote will turn the fireplace on and off during the set times (to maintain the \* and D temperatures set in TEMP mode).

---

### **Description of operation in TIMER mode:**

-In TIMER mode, you are effectively setting four time periods for Thermostat operation, two periods at the \* temperature and two periods at the D temperature

If \* is set at 22 and D is set at 17, and the TIMER settings are as shown:

P1 \* 06:00      P1 D 08:00      P2 \* 16:00      P2 D 20:00

The fireplace will maintain a temperature of 22 during the \* time settings- from 06:00 until 08:00 **and** from 16:00 until 20:00. A temperature of 17 will be maintained during the D time periods- from 08:00 until 16:00 **and** 20:00 until 06:00.

If the D temperature is set below 5 degrees, the fireplace will stay in stand-by mode (pilot only) until the next \* cycle.

### **Description of flame modulation operating in TEMP mode or TIMER mode:**

If room temperature is 3 or more degrees below the set temperature, the fireplace will light on high flame. When room temperature is within 2 degrees of the set temperature, flame will lower. When room temperature is within 1 degree of the set temperature, flame will adjust to the lowest setting. When set temperature is reached, the fireplace will turn off. If the room cools more than 1.5 degrees below set temperature, the fireplace will light (on medium to low flame).

The remote sends a signal to the fireplace when operating in TEMP or TIMER mode every 2 minutes. If during this 2 minute cycle someone opened a door and lowered the room temperature 3 or more degrees below the set temperature, the fireplace would light on high flame when the remote sends the next signal.

When operating in MAN (manual) mode the fireplace will light on high flame every time.

As in the past, the fan will turn on/off automatically based on the temperature sensor below the fireplace.



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