

# 21 DV Fireplace



Featuring the



Burner

Tested and Listed by



OMNI-Test Laboratories, Inc.  
Beaverton, Oregon  
Report # 028-S-53-5  
ANSI Z21.88

- Built-In Direct Vent Fireplace
- Natural Gas or Propane
- Residential or Mobile Home

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

- 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 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 appliance may be installed as an OEM installation in a manufactured (mobile) home and must be installed in accordance with the manufacturer's instructions and the manufactured home construction and safety standard, Title 24 CFR, Part 3280.

This appliance is only for use with the type(s) of gas indicated on the rating plate. A conversion kit is supplied with the appliance.

**Installer:** After installation give this manual to the home-owner and explain operation of this heater.



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**TRAVIS INDUSTRIES  
HOUSE OF FIRE**

4800 Harbour Pointe Blvd. SW  
Mukilteo, WA 98275

## Introduction

We welcome you as a new owner of a 21 DV gas fireplace. In purchasing this fireplace you have joined the growing ranks of concerned individuals whose selection of an energy system reflects both a concern for the environment and aesthetics. It is one of the finest home heaters the world over. This manual will explain the installation, operation, and maintenance of this fireplace. Please familiarize yourself with the Owner's Manual before operating your heater and save the manual for future reference. Included are helpful hints and suggestions that will make the operation and maintenance of your new fireplace an easier and more enjoyable experience. We offer our continual support and guidance to help you achieve the maximum benefit and enjoyment from your heater.

## Important Information

No other 21 DV gas fireplace has the same serial number as yours. The serial number is below and to the left of the gas control valve.

This serial number will be needed in case you require service of any type.

Model: \_\_\_\_\_ 21 DV Fireplace

Serial Number: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

Purchased From: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Mail your Warranty Card Today, and Save Your Bill of Sale.

To receive full warranty coverage, you will need to show evidence of the date you purchased your heater. Do not mail your Bill of Sale to us.

We suggest that you attach your Bill of Sale to this page so that you will have all the information you need in one place should the need for service or information occur.



We suggest that our gas hearth products be installed and serviced by professionals who are certified in the U.S. by the National Fireplace Institute® (NFI) as NFI Gas Specialists.

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## **Warranty**

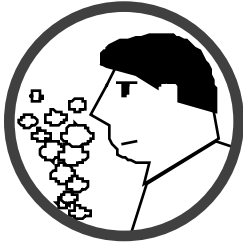
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**IF YOU SMELL GAS:**

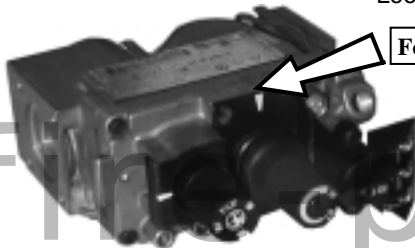
- Do not light any appliance**
- Extinguish any open flame**
- Do not touch any electrical switch or plug or unplug anything**
- Open windows and vacate building**
- Call gas supplier from neighbor's house, if not reached, call fire department**



This unit must be installed by a qualified installer to prevent the possibility of an explosion. Your dealer will know the requirements in your area and can inform you of those people considered qualified. The room heater should be inspected and cleaned before use and at least annually by a qualified service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc.

The instructions in this manual must be strictly adhered to. Do not use makeshift methods or compromise in the installation. Improper installation will void the warranty and safety listing.

Look for this label:



**For LPG only | Pout 11" W.C.**

If the label is present, the heater is equipped for LP (propane). If the label is absent, the heater is equipped for NG (natural gas).

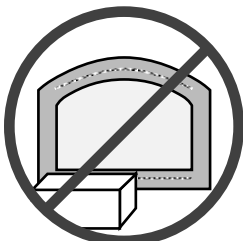
This heater is either approved for natural gas (NG) or for propane (LP). Burning the incorrect fuel will void the warranty and safety listing and may cause an extreme safety hazard. Direct questions about the type of fuel used to your dealer. Check the label and flame adjust knob on the gas control valve.



Contact your local building officials to obtain a permit and information on any installation restrictions or inspection requirements in your area. Notify your insurance company of this heater as well.



If the flame becomes sooty, dark orange in color, or extremely tall, do not operate the heater. Call your dealer and arrange for proper servicing.



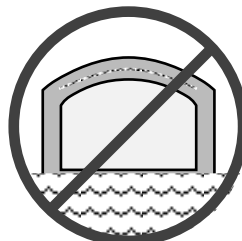
It is imperative that control compartments, screens, or circulating air passageways of the heater be kept clean and free of obstructions. These areas provide the air necessary for safe operation.



Do not operate the heater if it is not operating properly in any fashion or if you are uncertain. Call your dealer for a full explanation of your heater and what to expect.



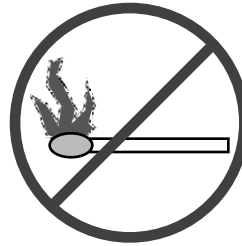
Do not store or use gasoline or other flammable liquids in the vicinity of this heater.



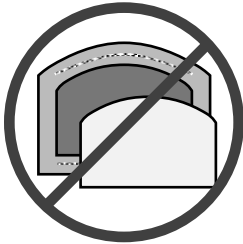
Do not operate if any portion of the heater was submerged in water or if any corrosion occurs. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control wash has been under water.



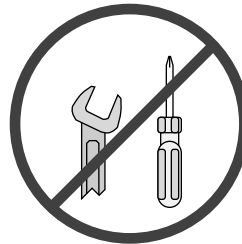
Do not place clothing or other flammable items on or near the heater. Because this heater can be controlled by a thermostat there is a possibility of the heater turning on and igniting any items placed on or near it.



Light the heater using the built-in piezo igniter. Do not use matches or any other external device to light your heater.



The viewing glass should be opened only for lighting the pilot or conducting service. Do not operate with cracked, broken, or removed glass.

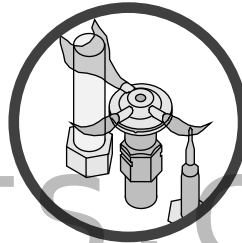


Never remove, replace, modify or substitute any part of the heater unless instructions are given in this manual. All other work must be done by a trained technician. Don't modify or replace orifices.

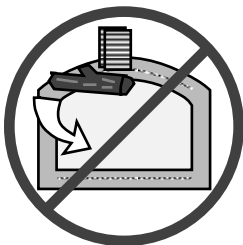


Operate the heater according to the instructions included in this manual.

If the main burners do not start correctly turn the gas off at the gas control valve and call your dealer for service.



The pilot flame must contact the thermopile and thermocouple (see the illustration to the left). If it does not, turn the gas control valve to "OFF" and call your dealer.



This unit is not for use with solid fuel

Do not place anything inside the firebox (except the included fiber logs).

If the fiber logs become damaged, replace with Travis Industries log set.



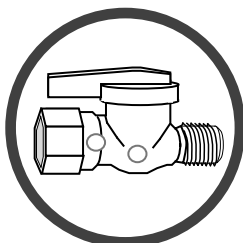
Do not throw this manual away. This manual has important operating and maintenance instructions that you will need at a later time. Always follow the instructions in this manual.



Children and adults should be alerted to the hazards of high surface temperature and should stay away to avoid burns or clothing ignition. Young children should be supervised when they are in the same room as the heater.



**Travis Industries, Inc. grants no warranty, implied or stated, for the installation or maintenance of your heater, and assumes no responsibility of any consequential damage(s).**



Instruct everyone in the house how to shut gas off to the appliance and at the gas main shutoff valve. The gas main shutoff valve is usually next to the gas meter or propane tank and requires a wrench to shut off.

**Features**

- Works During Power Outages (millivolt system)
- High Efficiency
- Optional Thermostat or Remote Control
- Realistic "Wood Fire" Look
- Quiet Blower for Effective Heat Distribution
- Convenient Operating Controls
- Variable-Rate Heat Output
- Low Maintenance

**Installation Options**

- Residential or Mobile Home
- Straight or Corner Placement
- Flush or Recessed Face
- Raised or Floor Hearth
- Internal or External Chase
- Horizontal or Vertical Vent
- Bedroom Approved

**Heating Specifications**

Approximate Heating Capacity (in square feet)\*  
 Maximum BTU Input Per Hour  
 Minimum BTU Output on Low  
 Steady State Efficiency\*\* (with blowers on)  
 AFUE (Annual Fuel Utilization Efficiency)

**Natural Gas**

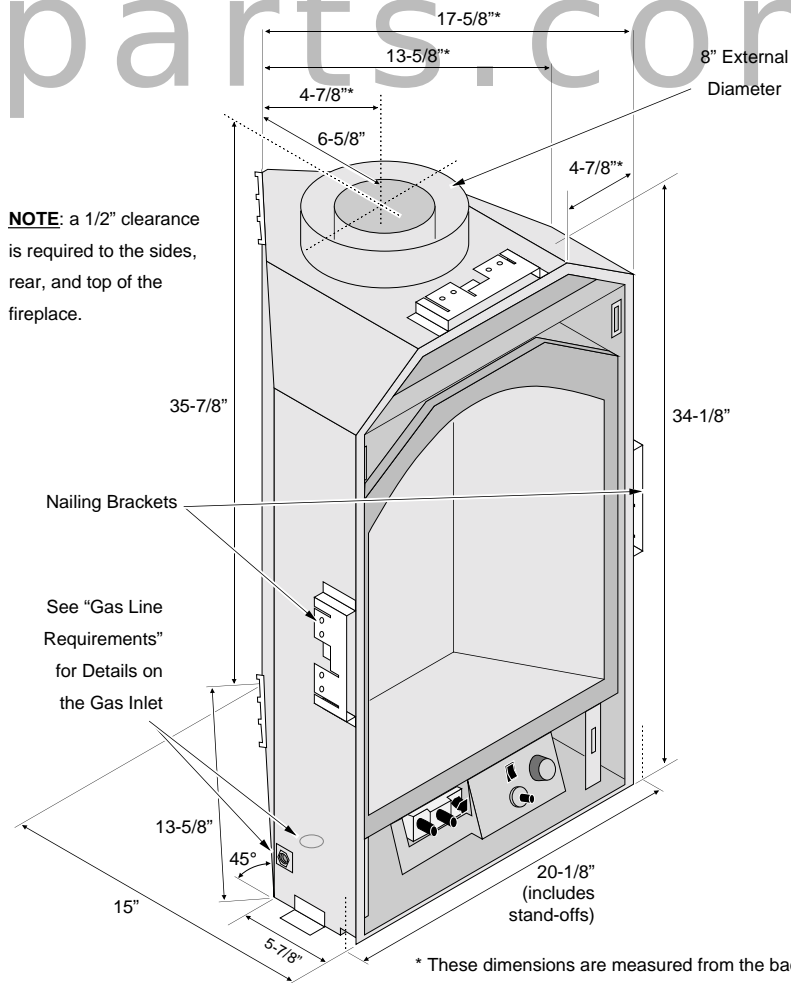
Up to 650  
 16,500  
 10,500  
 Up to 77.2%  
 63%

**Propane**

Up to 650  
 16,500  
 9,380  
 Up to 74.5%  
 63%

\* Heating capacity will vary with floor plan, insulation, and outside temperature.

\*\* Efficiency rating is a product thermal efficiency rating determined under continuous operation independent of installed system.

**Dimensions**

### ***Installation Warnings***

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- **Failure to follow all of the requirements may result in property damage, bodily injury, or even death.**
- **This heater must be installed by a qualified installer who has gone through a training program for the installation of direct vent gas appliances.**
- **This appliance must be installed in accordance with all local codes, if any; if not, follow ANSI Z223.1 and NFPA 54(88).**
- **In Manufactured or Mobile Homes must conform with Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280, or, when such a standard is not applicable, the Standard for Manufactured Home Installations, ANSI/NCSBCS A225.1. This appliance may be installed in Manufactured Housing only after the home is site located.**
- **The fireplace is designed to operate on natural gas, or propane (LP).**
- **All exhaust gases must be vented outside the structure of the living-area. Combustion air is drawn from outside the living-area structure.**
- **Notify your insurance company before hooking up this fireplace.**
- **The requirements listed below are divided into sections. All requirements must be met simultaneously. The order of installation is not rigid – the qualified installer should follow the procedure best suited for the installation.**

### ***Packing List***

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- Propane Conversion Kit
- Log Set
- Glass Latch Tool (to un-latch glass frame)

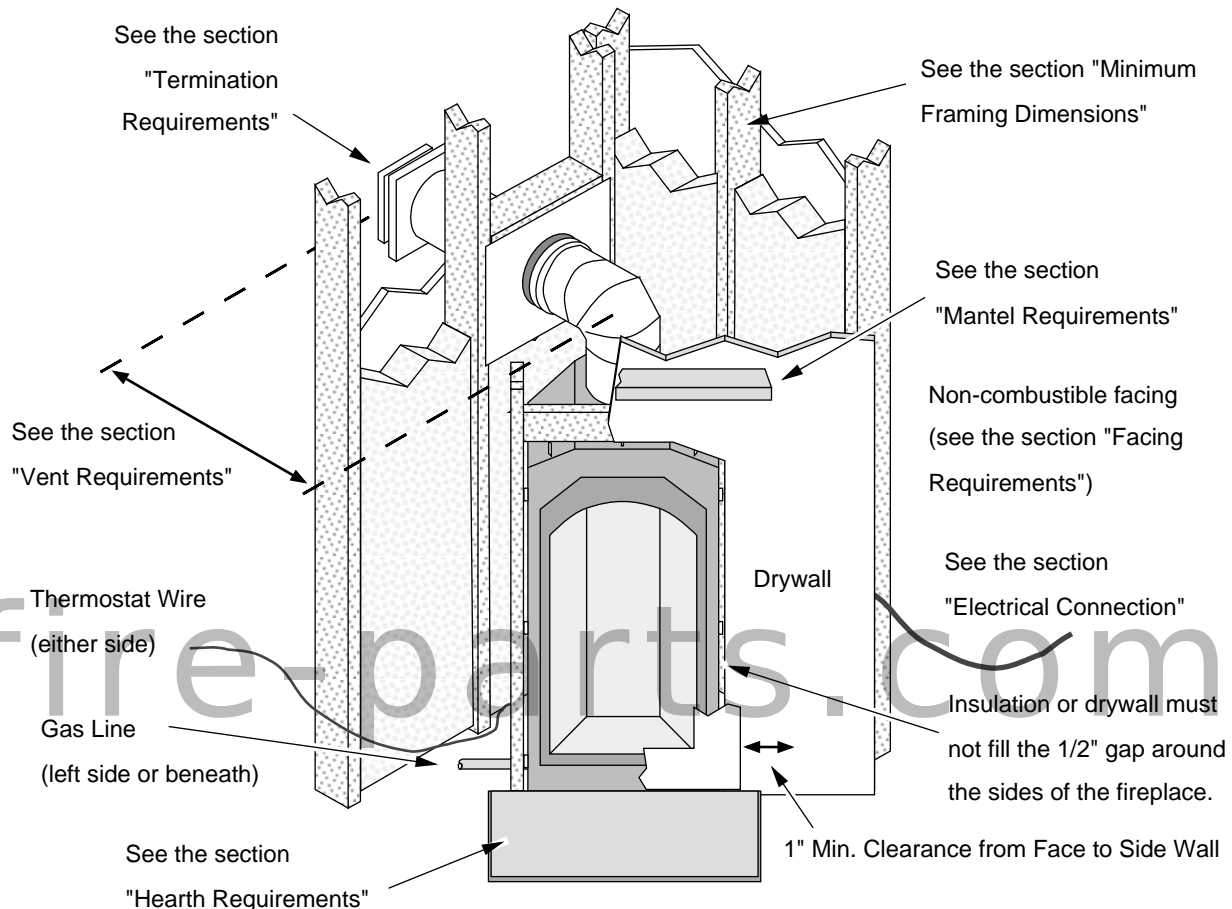
### ***Additional Items Required***

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- Faceplate
- Direct Vent (Simpson Dura-Vent Ph. # 800 835-4429)
- Gas Line Equipment (shutoff valve, pipe, etc.)
- Electrical Equipment (min. 14 gauge, grounded line)

### Installation Overview

- All requirements below must be met.



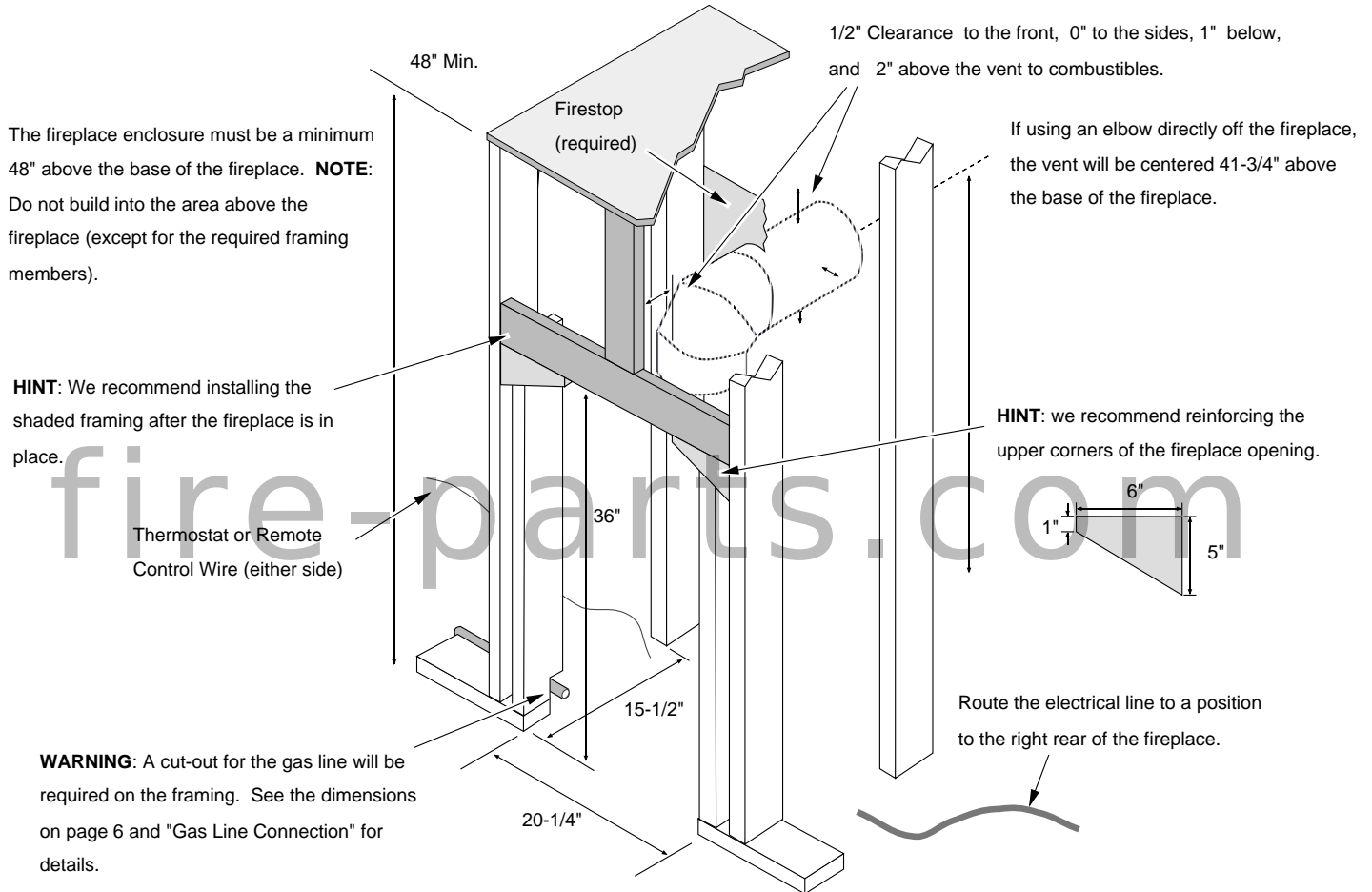
### Recommended Installation Procedure

1. Frame the opening for the fireplace. Make sure to allow for vent installation.
2. If the facing is 1/2" or 7/8" thick (most common), secure the fireplace to the framing with the nailing brackets (see "Nailing Brackets" for details).  
**NOTE:** If the facing is not 1/2" or 7/8" thick, follow the directions below:  
 Place a strip of facing material to both sides of the fireplace opening (**NOTE:** the strips will be removed after the fireplace is secured). The facing thickness must represent the total thickness of the finished facing (e.g.: If tile is to be used, include the thickness of the backboard, tile, and tile adhesive). Insert the fireplace into the framing. Slide it back until the front edge of the nailing brackets are flush with the facing material. Secure the fireplace using the plates located along the base of the fireplace.
3. Complete the gas line installation.
4. Complete the electrical hook-up.
5. Complete the vent installation.
6. Install the hearth (if applicable).
7. Install the facing.
8. Install the mantel (if applicable).

## Fireplace Placement Requirements

### Minimum Framing Dimensions

The fireplace requires a 1/2" space between the fireplace and the framing members (or other materials) along the sides and back of the fireplace. The stand-offs (and nailing brackets) may contact the framing members but no material may be placed into the 1/2" space.



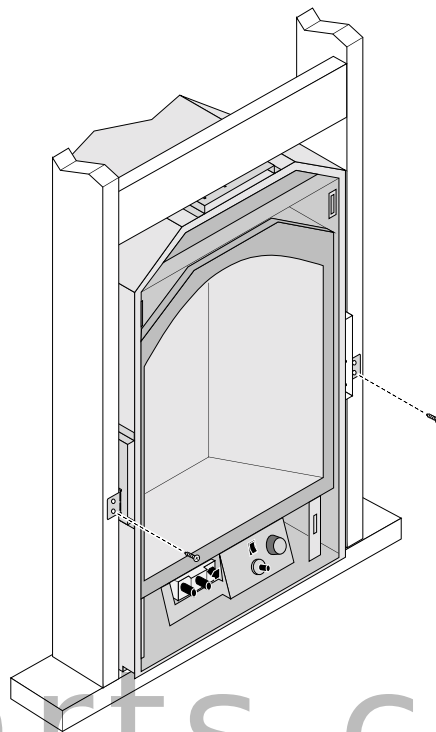
- Fireplace must be installed on a level surface capable of supporting the fireplace and vent
- Fireplace must be placed directly on wood or non-combustible surface (not on linoleum or carpet)
- This heater may be placed in a bedroom. Please be aware of the large amount of heat this appliance produces when determining a location.

### Clearances

- When installed, walls in front of the fireplace must be a minimum 1" to the side of the faceplate.
- Due to the high temperature, the heater should be located out of traffic and away from furniture and draperies.
- Fireplace must be placed so the vents below and above the glass do not become blocked

## Nailing Brackets

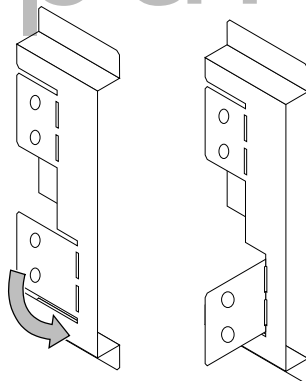
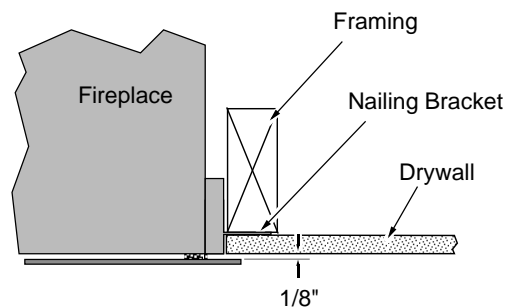
There are two nailing brackets on the sides of the fireplace. Follow the directions below to prepare the nailing brackets. Once in place, nail or screw the nailing brackets to the framing.



fire-parts.com

**1/2" Facing**

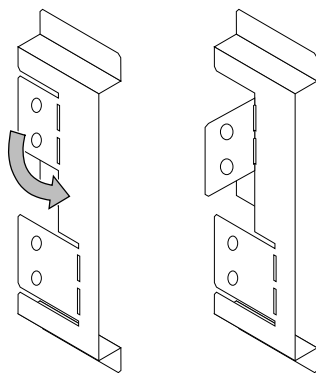
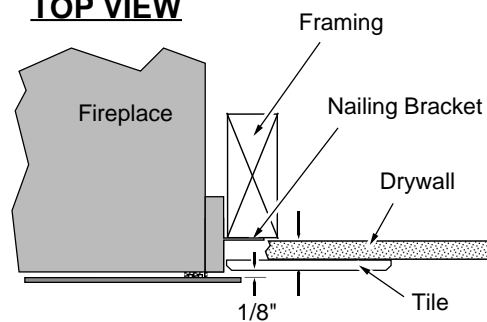
For installations using 1/2" facing (1/2" drywall or other facing) fold the larger tab out 90°.

**TOP VIEW**

**NOTE:** When installed, there must be a minimum 1/8" gap between the face and facing.

**7/8" to 1" Facing**

For installations using 1" facing (1/2" drywall with 3/8" tile, 7/8" tile, etc.) fold the shorter tab out 90°.

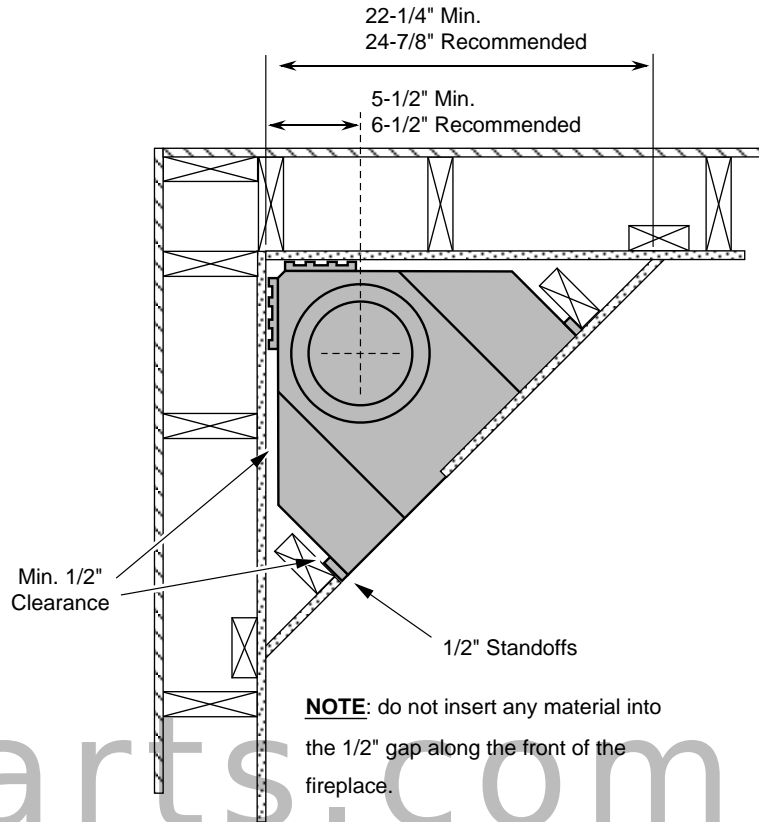
**TOP VIEW**

**NOTE:** When installed, there must be a minimum 1/8" gap between the face and facing.

## Corner Installations

A typical 45° installation uses the minimum framing dimensions shown in the illustration to the right (NOTE: all clearances still apply).

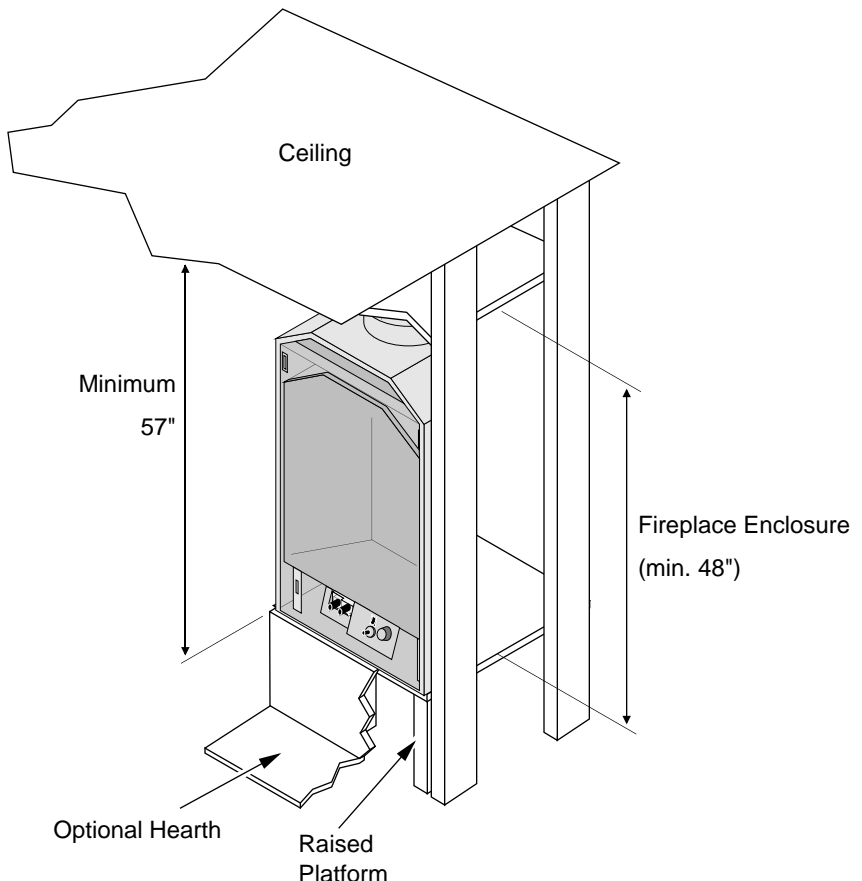
The recommended dimensions shown to the right allow additional space, easing gas line and electrical connections.



## Raised Fireplaces

**NOTE:** Looking Glass and Wilmington Faces require a raised fireplace - see "Dimensions" for details.

- The fireplace (and hearth, if desired) may be placed on a platform designed to support the fireplace (125 Lbs.) and vent.
- The fireplace may not be raised so as to place the ceiling in front of the fireplace within 57" of the base of the fireplace.



## Gas Line Requirements

### MASSACHUSETTS INSTALLATIONS - WARNING:

THIS PRODUCT MUST BE INSTALLED BY A LICENSED PLUUMBER OR GAS FITTER WHEN INSTALLED WITHIN THE COMMONWEALTH OF MASSACHUSETTS.

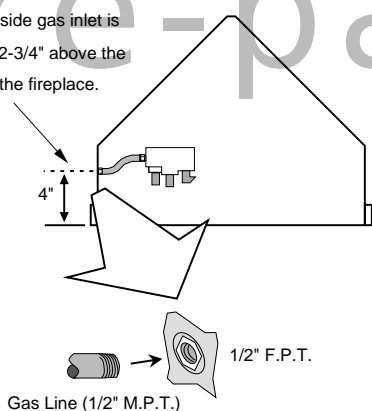
### OTHER MASSACHUSETTS CODE REQUIREMENTS:

- Flexible connector must not be longer than 36 inches.
- Shutoff valve must be a "T" handle gas cock.
- Only direct vent sealed combustion products are approved for bedrooms or bathrooms.
- Fireplace dampers must be removed or welded in the open position prior to the installation of a fireplace insert or gas log.
- The gas line must be installed in accordance with all local codes, if any; if not, follow ANSI 223.1 and the requirements listed below.
- The fireplace and gas control valve must be disconnected from the gas supply piping during any pressure testing of that system at test pressures in excess of 1/2 psig. For pressures under 1/2 psig, isolate the gas supply piping by closing the manual shutoff valve.
- Leak test all gas line joints and the gas control valve prior to and after starting the fireplace.

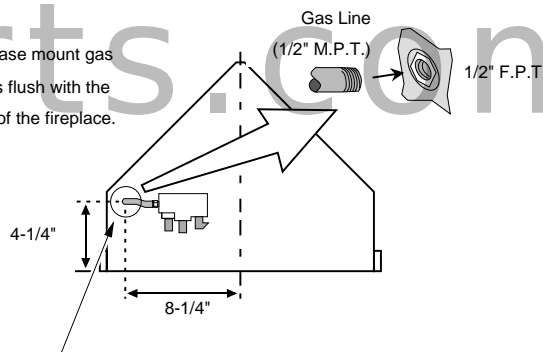
## Gas Line Location

- The gas inlet is located on the left side. It may be re-located to the base of the fireplace (see "Optional Gas Line Location" on the following page).

The left side gas inlet is located 2-3/4" above the base of the fireplace.



The base mount gas inlet is flush with the base of the fireplace.



**NOTE:** a 3" diameter hole is required to provide clearance for the gas inlet screws.

## Fuel

- This fireplace is designed either for natural gas or for propane (but not for both). Check the sticker on the top of the gas control valve to make sure the correct fuel is used (see illustration on page 4).

## Gas Line Connection

- Installation must be performed by a qualified installer, service agency or the gas supplier (In Massachusetts a licensed plumber/gasfitter).

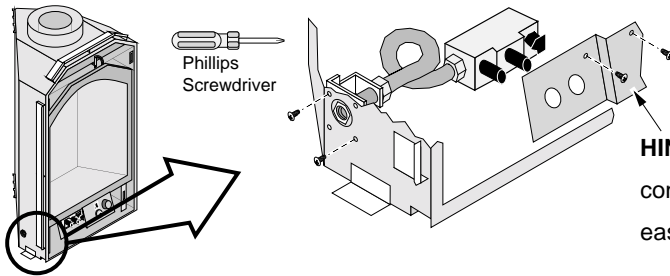
## Gas Inlet Pressure

	Standard Input Pressure
Natural Gas	7" W.C. (1.74 kPA)
Propane	13" W.C. (2.73 kPA)

- If the pressure is not sufficient, make sure the piping used is large enough, the supply regulator is adequately adjusted, and the total gas load for the residence does not exceed the amount supplied.
- The supply regulator (the regulator that attaches directly to the residence inlet or to the propane tank) should supply gas at the suggested input pressure listed above. Contact the local gas supplier if the regulator is at an improper pressure.

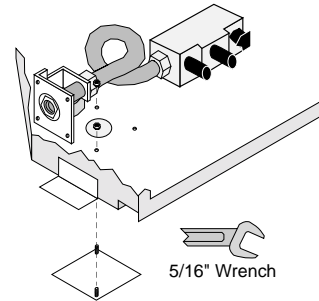
## Optional Gas Line Location

**a** Remove the two screws near the gas inlet (save these screws).



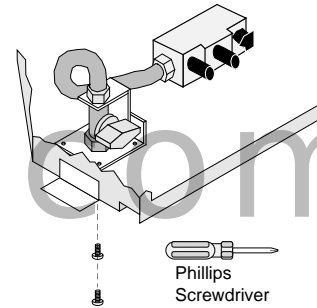
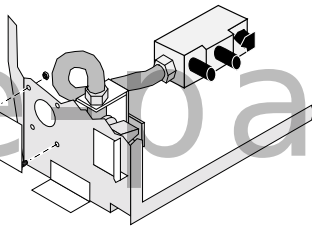
**b** Remove the cover plate on the bottom of the fireplace (save these nuts).

**HINT:** remove the control cover for easier access.



**c** Position the gas inlet assembly over the hole in the baseplate (do not secure at this time). Position the cover plate over the gas inlet hole on the left side of the fireplace and secure using the nuts removed in step "b".

**d** Secure the gas inlet assembly using the screws removed in step "a".

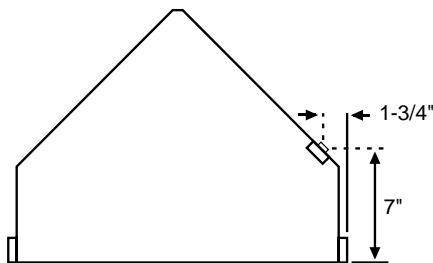


## Electrical Connection

- Make sure the household breaker is shut off prior to working on any electrical lines.
- The fireplace must be properly grounded in accordance with local codes (or ANSI/NFPA 70-1987)
- The electrical line must be 14 gauge, and supply 120 Volts at 60 Hz (2 Amps)

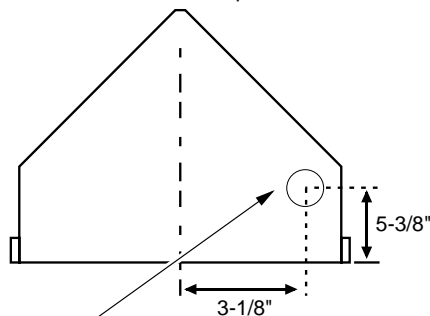
## Electrical Line Location

### Standard Location



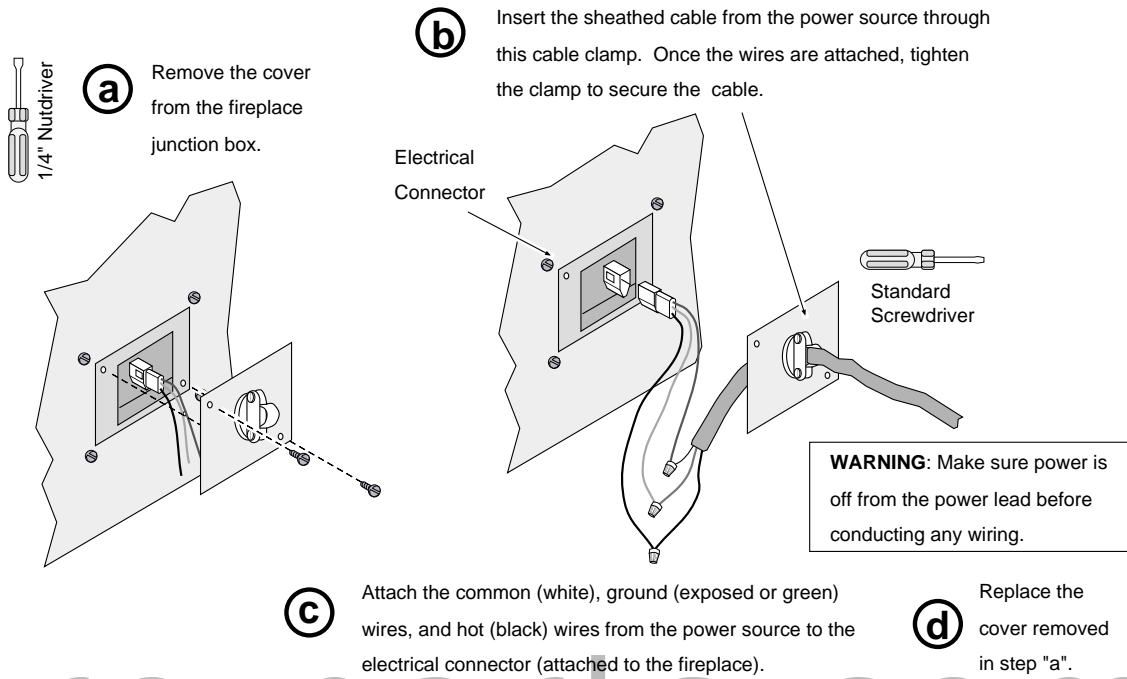
### Optional Location

The optional electrical inlet is flush with the base of the fireplace.

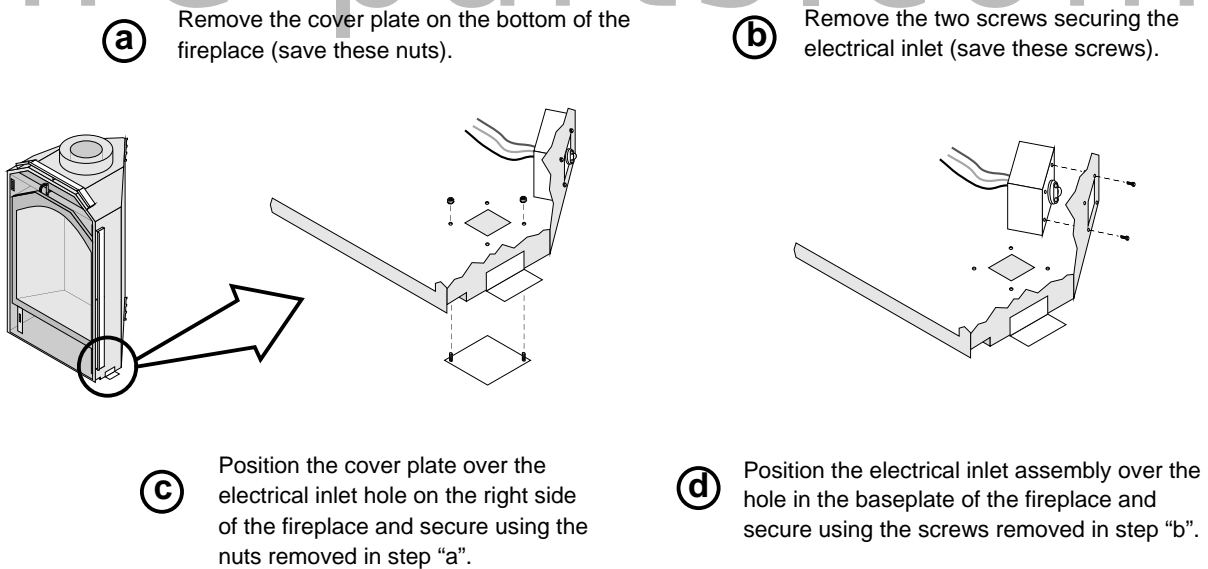


**NOTE:** a 3-1/2" diameter hole is required to provide clearance for the electrical inlet screws.

Electrical Line Connection



Optional Electrical Line Location



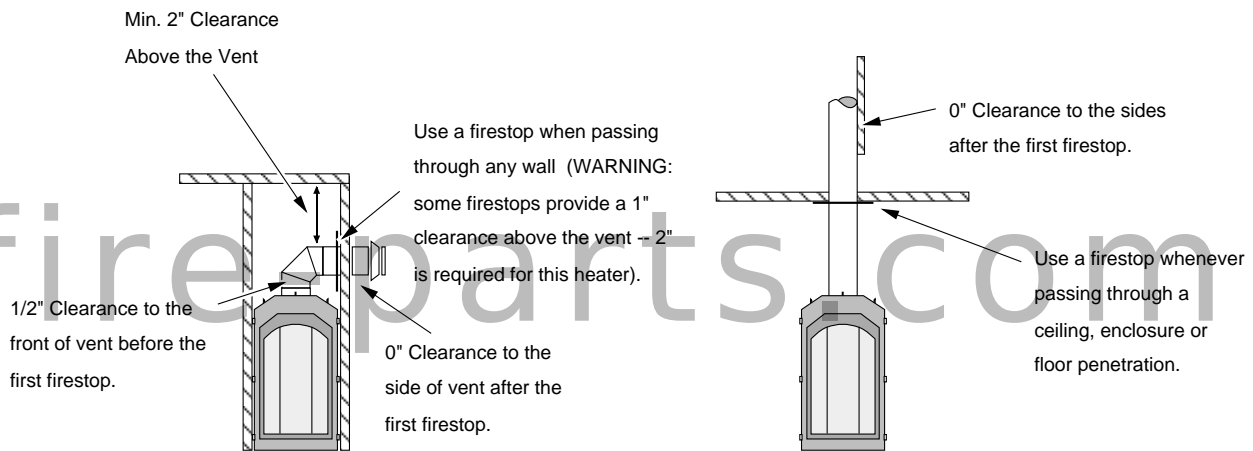
## Vent Requirements

- The gas appliance and vent system must be vented directly to the outside of the building, and never be attached to a chimney serving a separate solid fuel or gas-burning appliance. Each direct vent gas appliance must use its own separate vent system.

## Vent Clearances

- The vent must maintain the required clearance to combustible materials to prevent a fire. Do not fill air spaces with insulation.

	Before First Firestop	After First Firestop
Front	1/2"	0"
Sides	0"	0"
Above	2"	2"
Below Horizontal Section	1"	1"
Below 45° Section	1"	0"

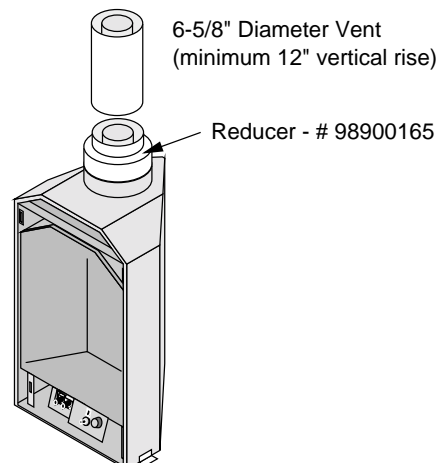


## Altitude Considerations

- This heater has been tested at altitudes ranging from sea level to 8,000 feet (2,400 M). In this testing we have found that the heater, with its standard orifice, burns correctly with just an air shutter adjustment.
- Failure to adjust the air shutter properly may lead to improper combustion which can create a safety hazard. Consult your dealer or installer if you suspect an improperly adjusted air shutter.

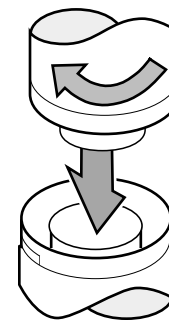
## Approved Vent

- Use Model GS Direct Vent manufactured by Simpson Dura-Vent **only**. Follow the installation instructions included with the vent. For the nearest Simpson Dura-Vent supplier, call (800) 835-4429.
- Always use the high-wind cap for the type of vent you are using.
- This fireplace accepts 8" diameter GS Direct Vent. Vent configurations with at least 12" of rise may use 6-5/8" diameter GS Direct Vent (use the reducer - part # 98900165). See "Approved Vent Configurations" for further details on vent.



## Vent Installation

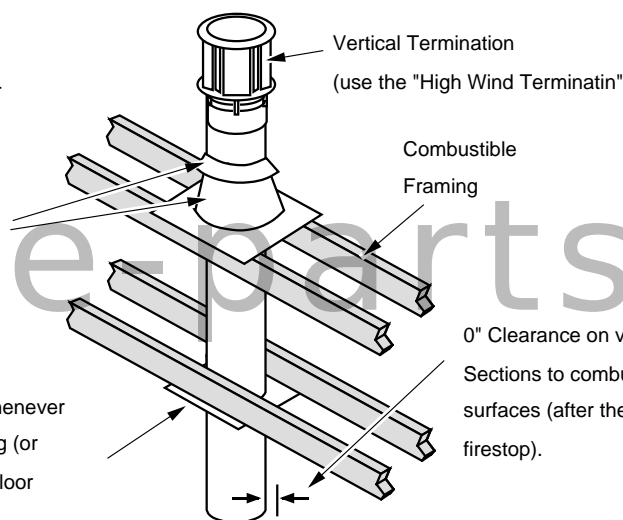
- Slide the vent sections together and turn 1/4 turn until the sections lock in place.
- Screws are not required to secure the vent. However, three screws may be used to secure vent sections together if desired.
- High temperature sealant is recommended at the appliance starter section connection (use high-temperature silicone or Mill-Pac®).
- If disassembly is required, at time of re-assembly check to see if the vent creates a tight fit. If it does not, apply high temperature sealant to the joints of the affected sections.
- Horizontal sections require a 1/4" rise every 12" of travel
- Horizontal sections require non-combustible support every three feet (e.g.: plumbing tape)
- In addition to the requirements below, follow the requirements provided with the vent.



### Vertical Vent Requirements

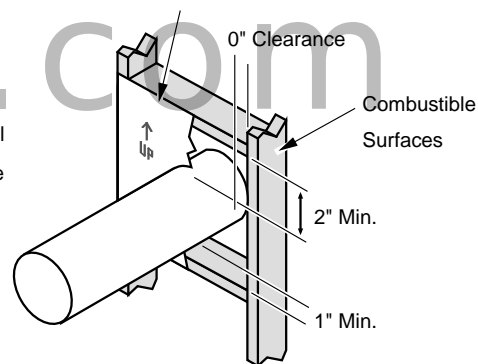
Use a roof flashing and storm collar whenever passing through the roof

Use a ceiling firestop whenever passing through a ceiling (or enclosure and at every floor penetration).



### Horizontal Vent Requirements

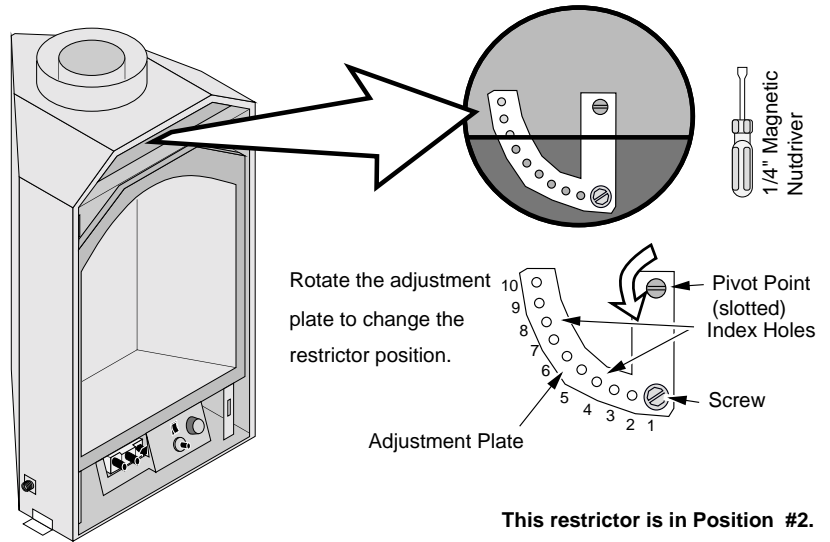
Use a firestop when passing through a wall. Make sure there is a 2" clearance above the vent.



**Approved Vent Configurations**

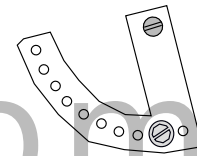
**Restrictor Position**

- A vent restrictor is built into the appliance to adjust the flow rate of exhaust gases. This ensures proper combustion for all vent configurations. Depending upon the vent configuration, you may be required to adjust the restrictor position. The charts for acceptable vent configurations detail the correct vent restrictor position.



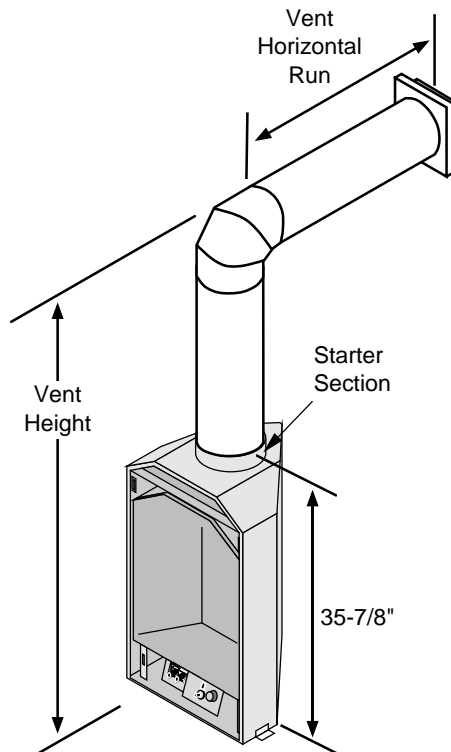
**To Adjust the Restrictor:**

- 1 Determine a restrictor position (see the charts under "Approved Vent Configurations")
- 2 Remove the screw with a 1/4" magnetic nutdriver.
- 3 Rotate the adjustment plate until the correct index hole is below the pivot point (the pivot point is slotted, use a slotted screwdriver to turn the adjustment plate)



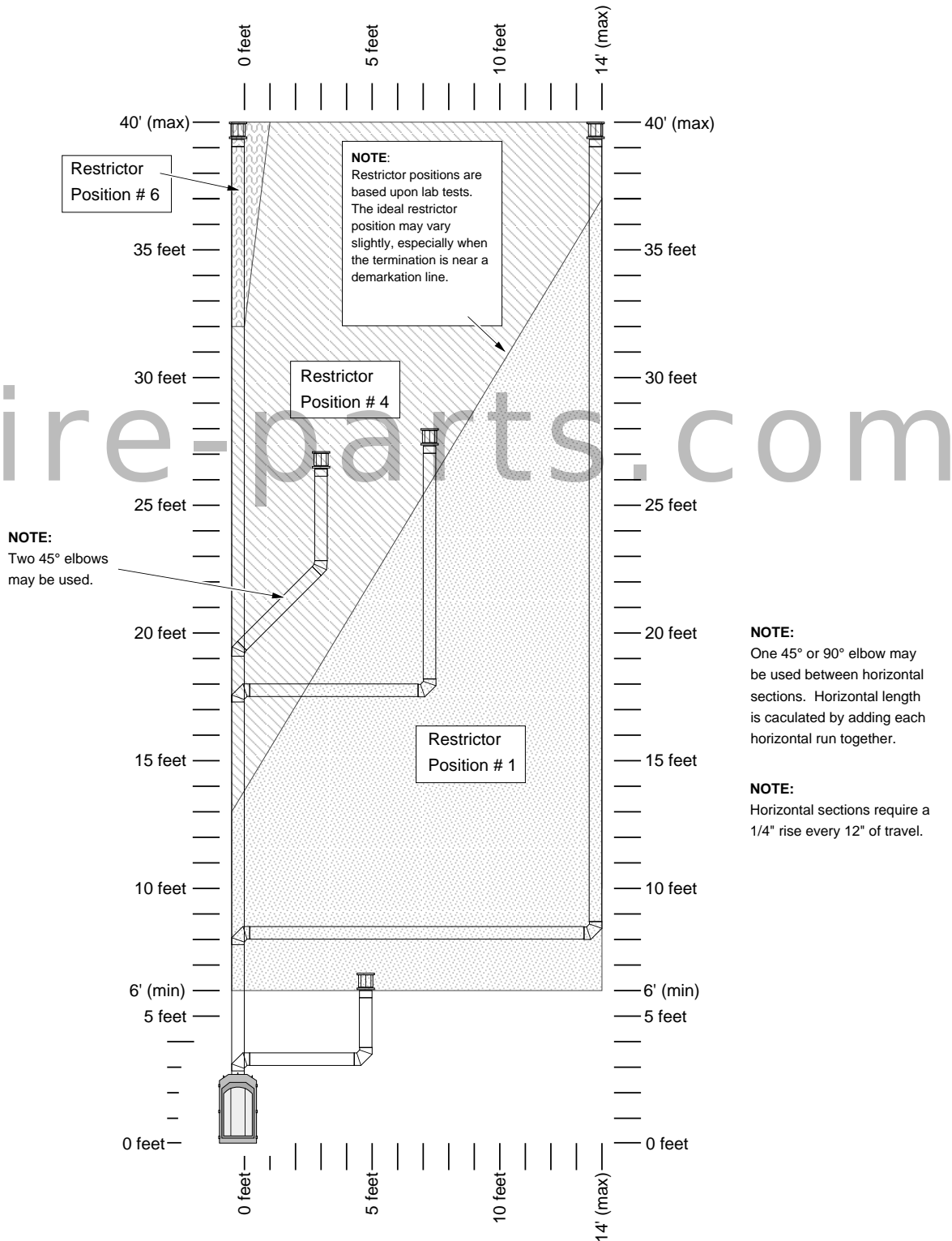
**NOTE:**  
Position #1 is the fully open position

**Measuring Vent Lengths**



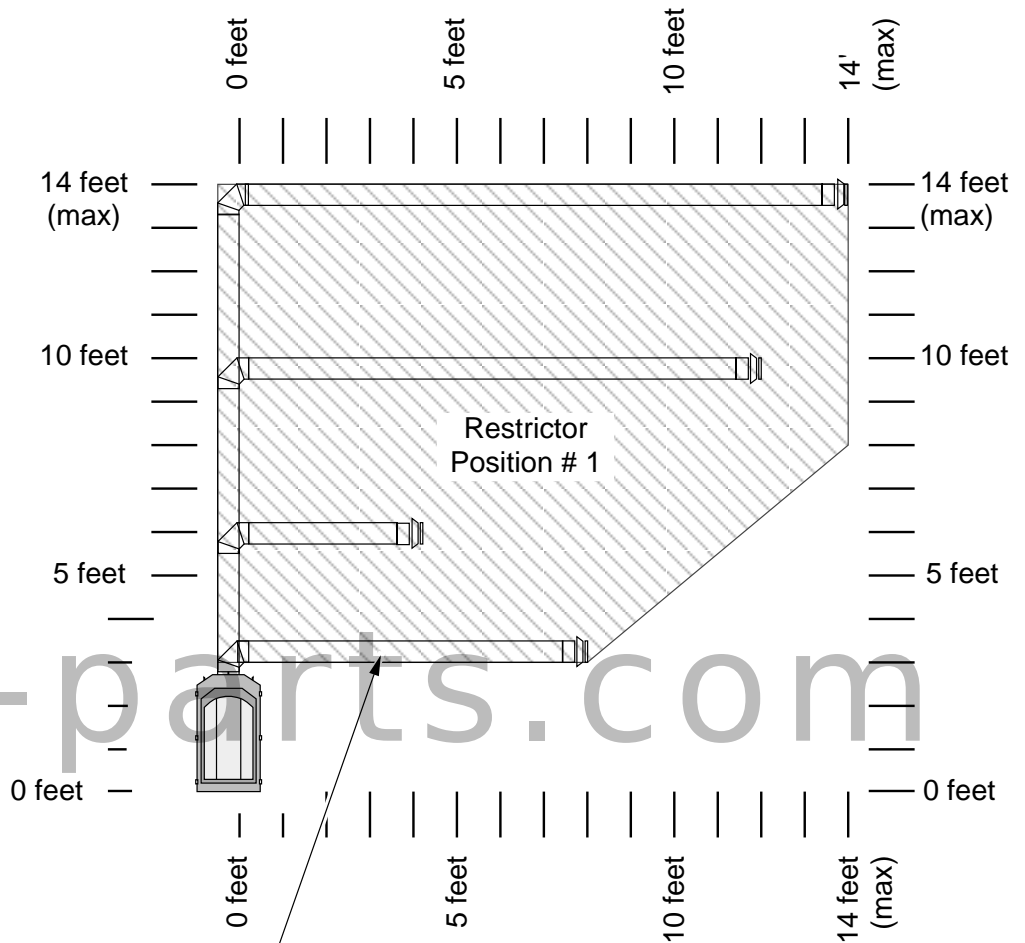
Vent Configurations with Vertical Termination

- The termination must fall within the shaded area shown in the chart. Use the indicated restrictor position.
- A maximum of 3 elbows may be used.
- 8" or 6-5/8" diameter vent may be used.



**Vent Configurations with Horizontal Terminations**

- Use a single 90° elbow (NOTE: an additional 45° elbow may be used on the horizontal run).
- If using 6-5/8" diameter vent, a minimum 12" vertical rise is required.
- The termination must fall within the shaded area shown in the chart. Use the indicated restrictor position.



**NOTE:**

If using 6-5/8" diameter vent, a minimum 12" vertical rise is required.

**NOTE:**

Horizontal sections require a 1/4" rise every 12" of travel.

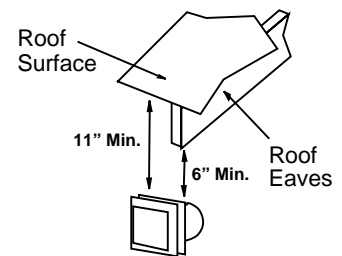
**NOTE:**

Restrictor positions are based upon lab tests. The ideal restrictor position

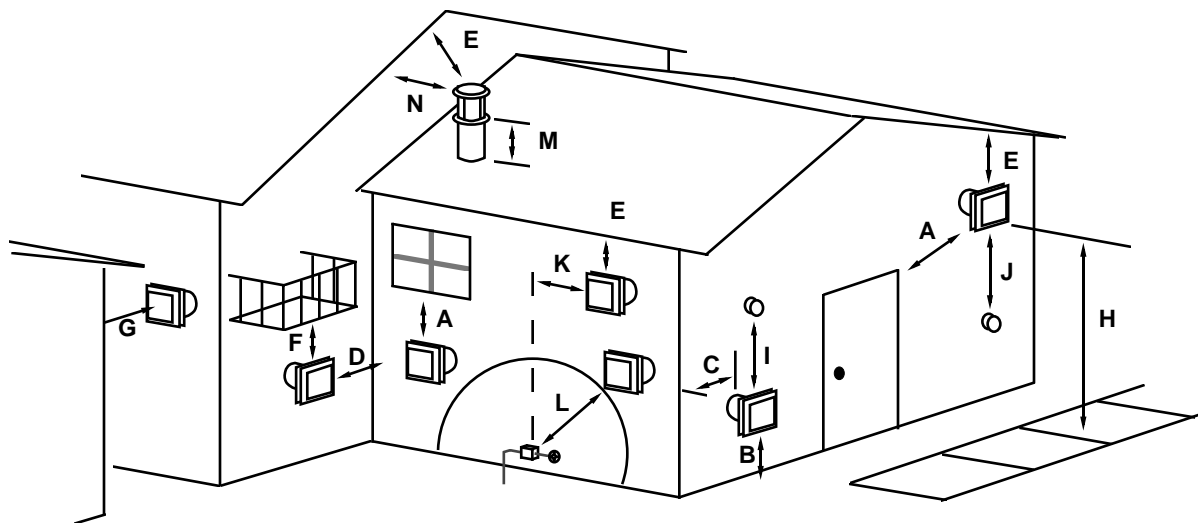
### Termination Requirements

**NOTE:** Measure all clearances from the nearest edge of the exhaust hood.

- A Minimum 9" clearance from any door or window
- B Minimum 12" above any grade, veranda, porch, deck or balcony
- C Minimum 3-3/8" from outside corner walls
- D Minimum 0" from inside corner walls
- E Minimum 11" clearance below unventilated soffits or roof surfaces  
Minimum 18" clearance below ventilated soffits  
Minimum 6" clearance from roof eaves



- NOTE:** Vinyl surfaces require 24"
- F Minimum 18" clearance below a veranda, porch, deck or balcony (must have two open sides)
  - G Minimum 48" clearance from any adjacent building
  - H Minimum 84" clearance above any grade when adjacent to public walkways or driveways  
NOTE: may not be used over a walkway or driveway shared by an adjacent building
  - I Minimum 48" clearance from any mechanical air supply inlet
  - J Minimum 36" clearance above and 48" below and to the sides of non-mechanical air supply inlet
  - K Minimum 36" from the area above the meter/regulator (vent outlet)
  - L Minimum 36" from the meter/regulator (vent outlet)
  - M Minimum 12" above the roof line (for vertical terminations)
  - N Minimum 24" horizontal clearance to any surface (such as an exterior wall) – for vertical terminations



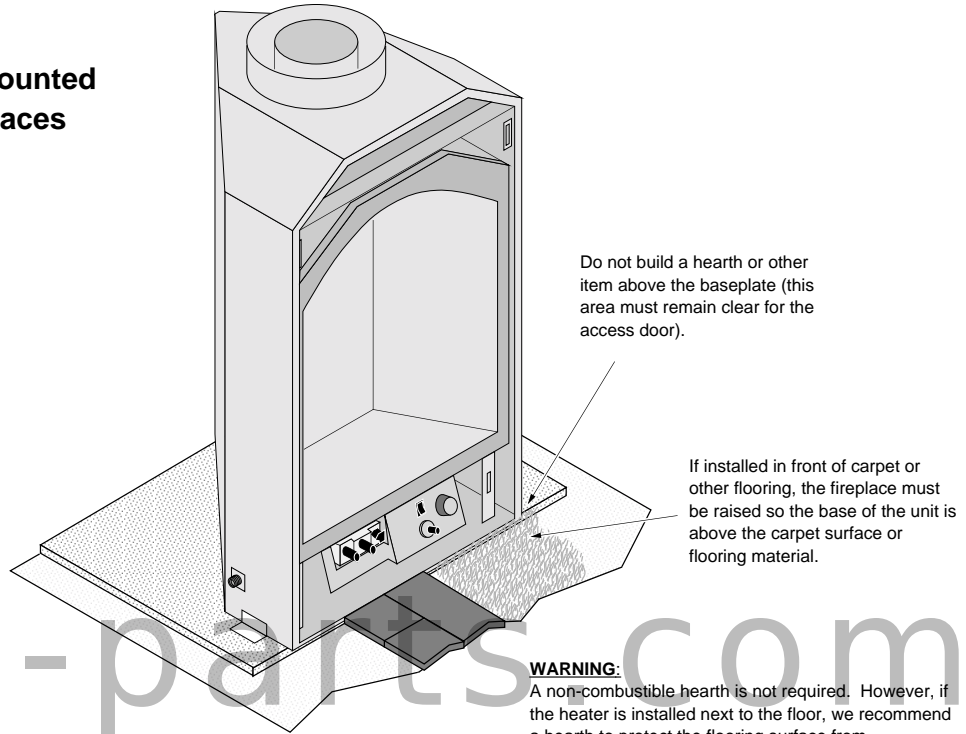
**NOTE:** Measure clearances to the nearest edge of the exhaust hood.

- Use the vinyl siding standoff (#950) when installing on an exterior with vinyl siding.
- Vent termination must not be located where it will become plugged by snow or other material.
- Venting termination shall not be recessed into a wall or siding.
- These clearances meet UMC-1994 code standards.

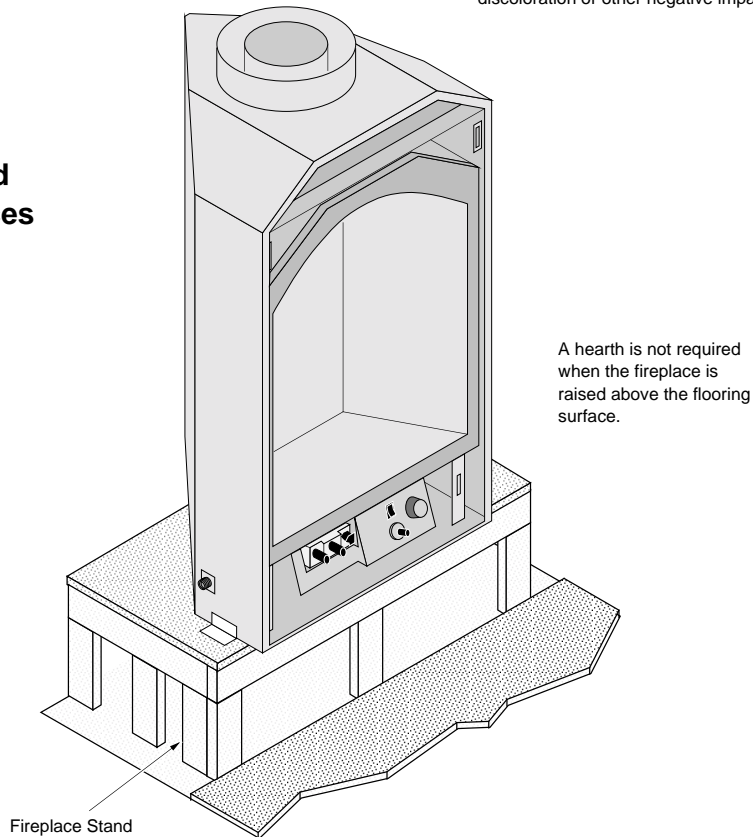
**Hearth Requirements**

NOTE: Looking Glass and Wilmington Faces require a raised fireplace - see "Dimensions" for details.

**Floor Mounted  
Fireplaces**



**Raised  
Fireplaces**



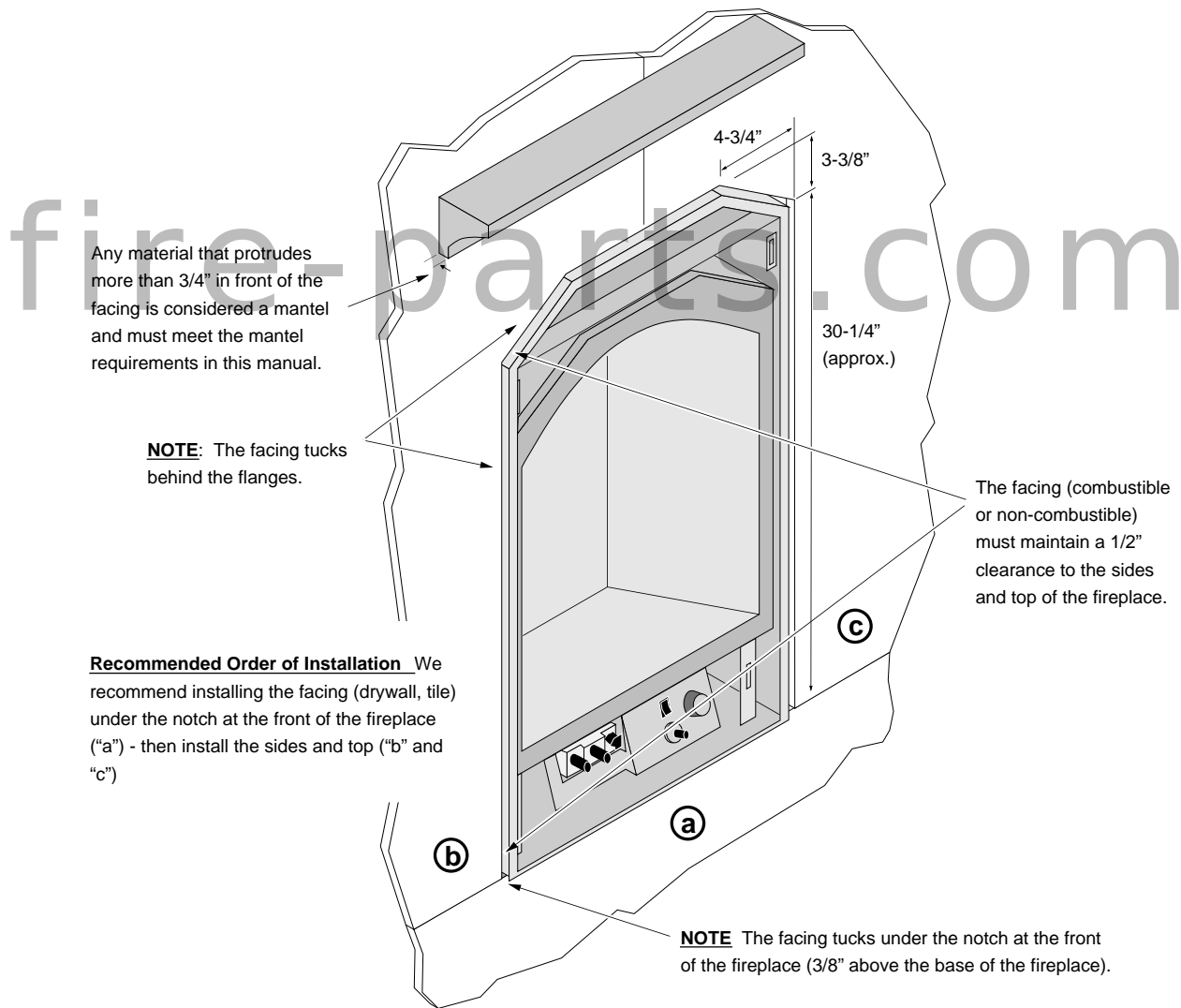
**Facing Requirements**

NOTE: The combustible area above the facing must not protrude more than 3/4" from the facing. If it does, it is considered a mantel and must meet the mantel requirements listed in this manual.

**Face Dimensions**

Face	Height	Width	Bottom of Face	Installation Notes
Arched Faces	35-1/2"	21-1/8"	Flush w base of fireplace	Arched top is 25-3/4" radius
Bungalow, T. of L.	35-3/8"	21-1/8"	Flush w base of fireplace	
Vict. Lace	35-1/2"	21-1/8"	Flush w base of fireplace	
Looking Glass	36-3/4"	23-1/2"	1-1/4" <b>BELOW</b> base of fireplace	Cast face is approx. 2" thick
Wilmington	36-3/4"	22-1/8"	1-1/4" <b>BELOW</b> base of fireplace	

**Facing Under 1" Thick**



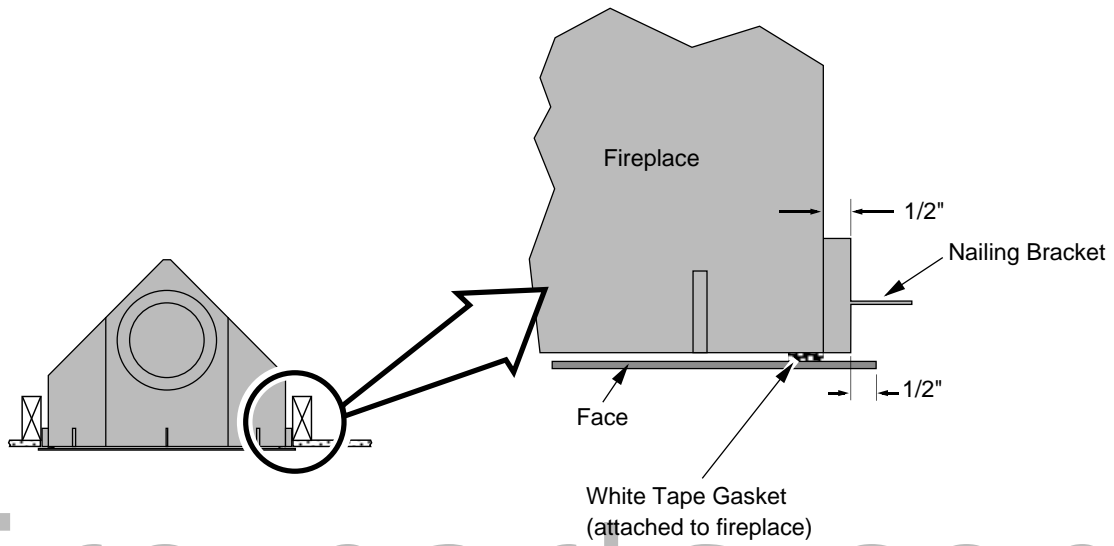
**Facing Over 1" Thick**

- Facing that protrudes in front of the face above the face (or within 1/2" of each side) must be made of non-combustible materials.

**NOTE** A 3/8" gap above the face is required for face installation and removal.

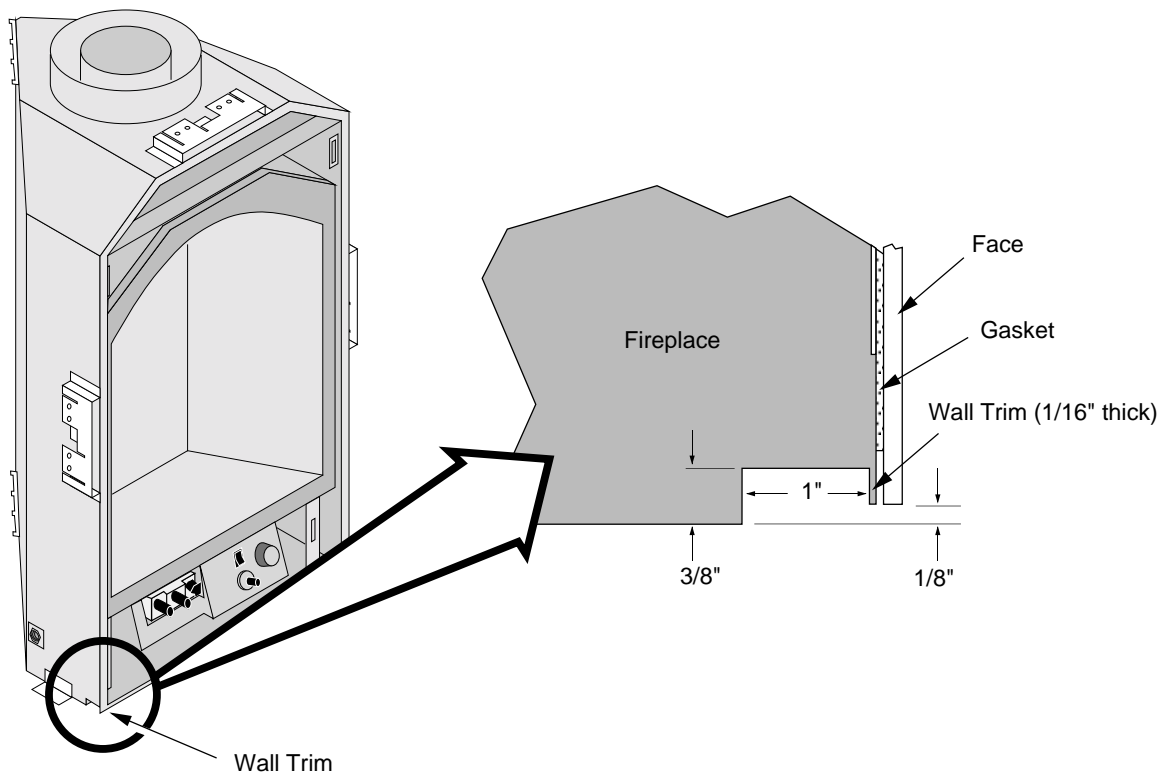
**Facing - Fireplace Details**

**Facing - Top View**



fire-parts.com

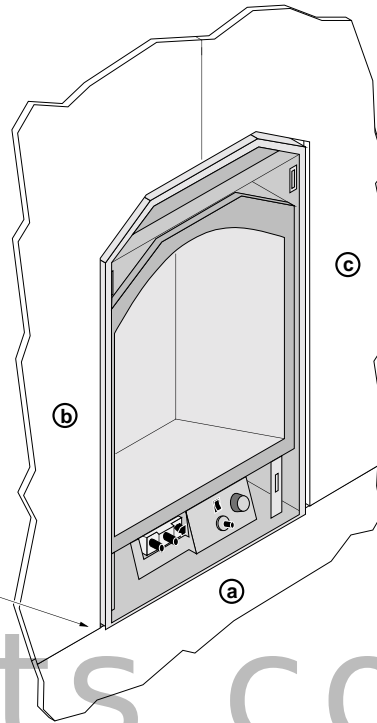
**Facing - Side View**



Facing Detail – Drywall Facing

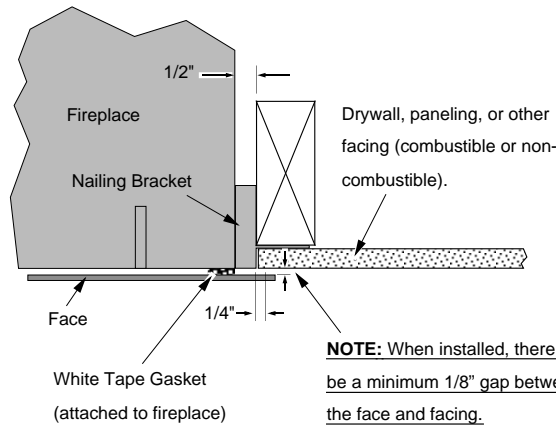
**Recommended Order of Installation** We recommend installing the facing (drywall, tile) under the notch at the front of the fireplace ("a") - then install the sides and top ("b" and "c")

**NOTE** The facing tucks under the notch at the front of the fireplace (3/8" above the base of the fireplace).

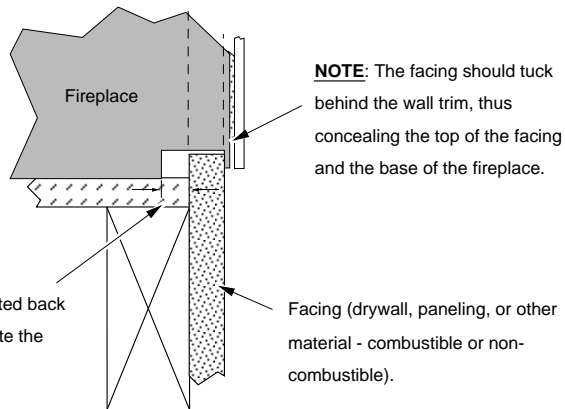


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Top View - Drywall Facing



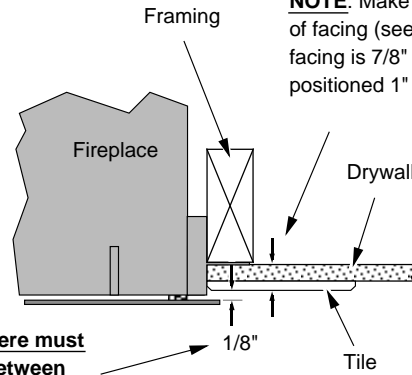
Side View - Drywall Facing



**NOTE:** The fireplace is shifted back on the shelf to accommodate the facing thickness.

**Facing Detail – Tile Facing**

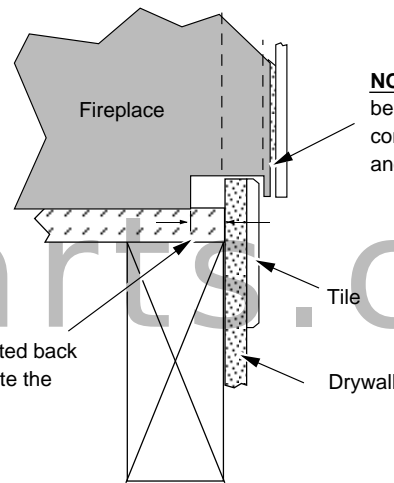
**Top View - Tile Facing**



**NOTE:** Make sure to use the correct nailing bracket for this type of facing (see "Nailing Bracket" for details). For this example the facing is 7/8" thick (3/8" tile plus 1/2" drywall). The framing is positioned 1" behind the front of the fireplace.

**NOTE:** When installed, there must be a minimum 1/8" gap between the face and facing.

**Side View - Tile Facing**

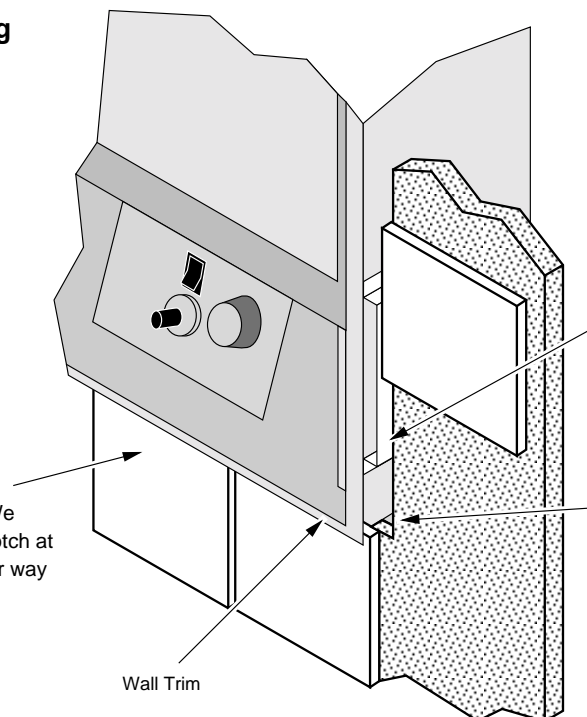


**NOTE:** The facing should tuck behind the wall trim, thus concealing the top of the facing and the base of the fireplace.

**NOTE:** The fireplace is shifted back on the shelf to accommodate the facing thickness.

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**3-d View - Tile Facing**



The facing contacts the stand-offs on the side of the fireplace.

Note how the facing tucks underneath the wall trim.

**Recommended Order of Installation** We recommend installing the tile under the notch at the front of the fireplace then working your way up.

**Facing Detail –Facing Over 1” Thick (Brick)**

**WARNING:** Any facing that extends in front of the faceplate on the sides or top must be non-combustible.

**NOTE:** A 3/8” gap is required above the face for face installation.

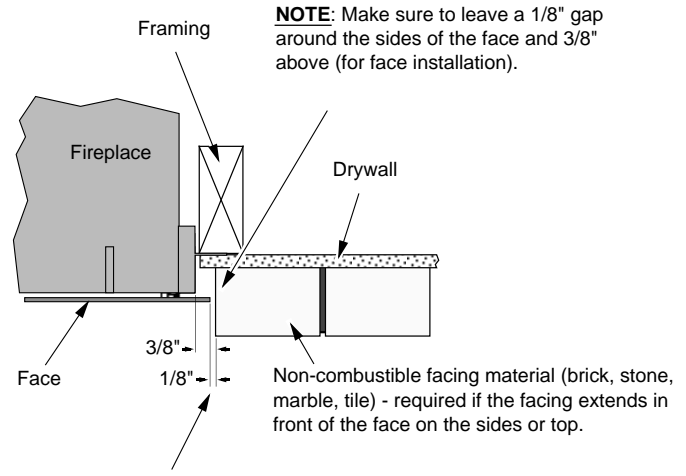
**Arched Face Thick Facing Template Part # 225-20040**

The Arched Face Thick Facing Template is a separate component that is required when using an arched face with facing that extends beyond the face (e.g.: brick, river rock). It attaches to the top stand-off with the included screws. The top edge of the template forms an arch 3/8” above the face, allowing installers to use it as a guide for facing installation. Leave the template in place to hide the construction materials behind the template.

1/4" Nutdriver

Arched Face Thick Facing Template

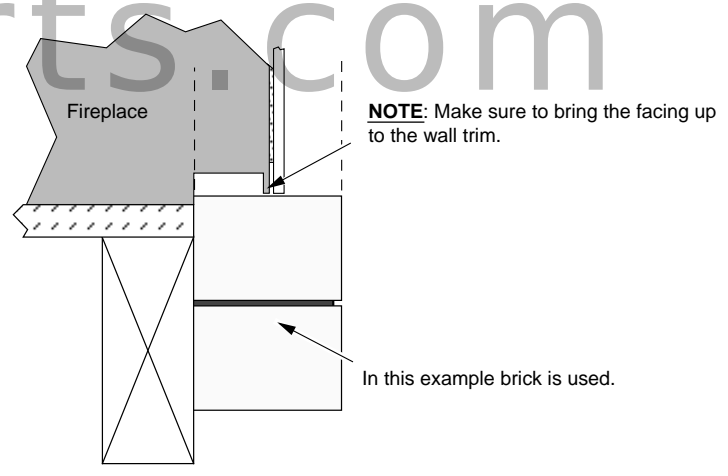
**Top View**



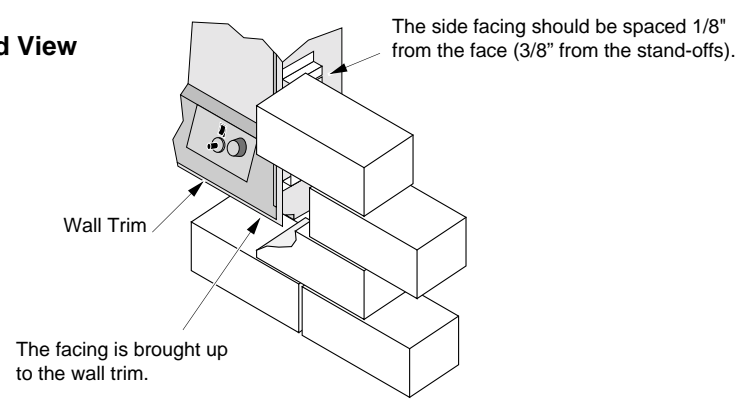
**NOTE:** Make sure to leave a 1/8” gap around the sides of the face and 3/8” above (for face installation).

**NOTE:** When installed, there must be a minimum 1/8” gap between the face and facing.

**Side View**

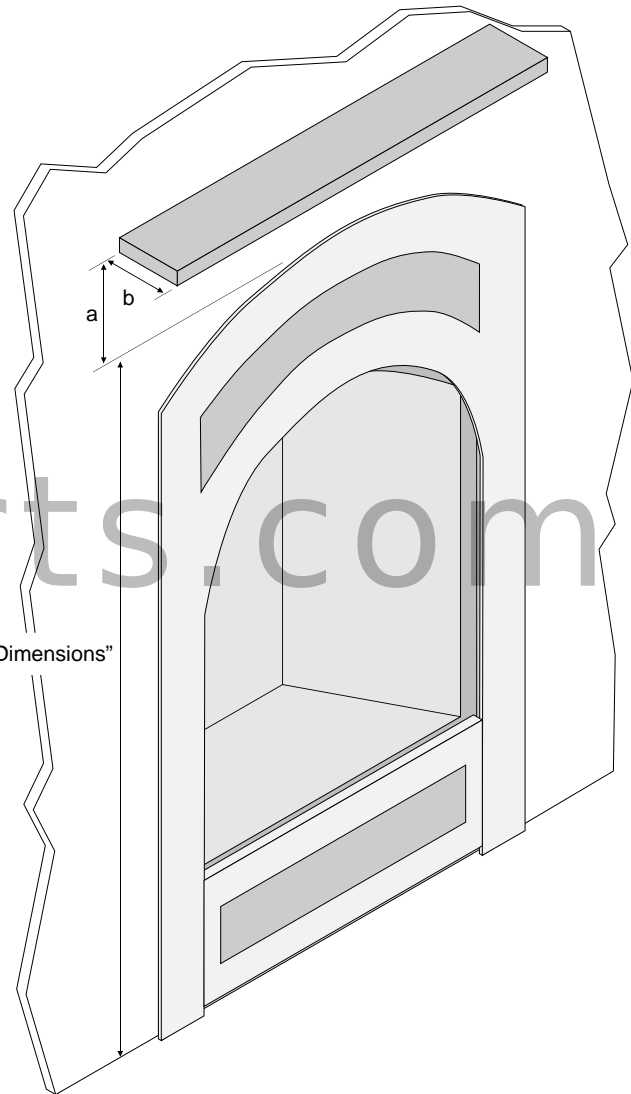
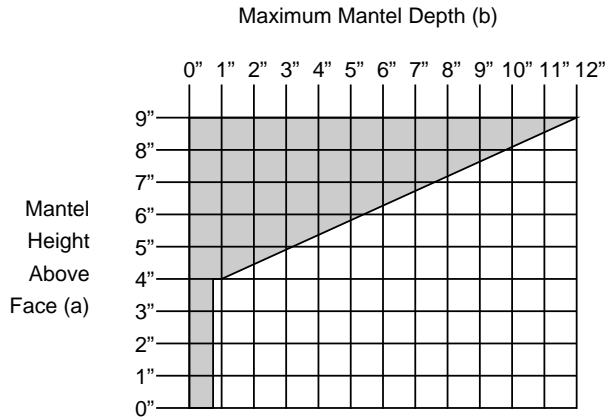


**3-d View**



**Mantel Requirements**

- The combustible area above the facing must not protrude more than 3/4" from the facing. If it does, it is considered a mantel and must meet the mantel requirements listed below.
- Use the table below to determine the maximum mantel depth allowed. For example, if a 6" mantel is used, it must be a minimum of 6-1/2" above the face.



See "Face Dimensions"

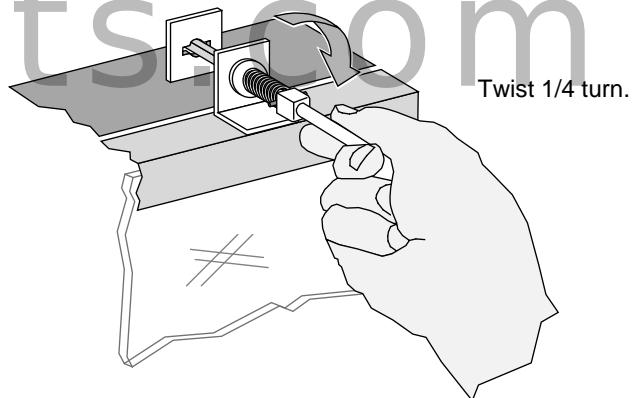
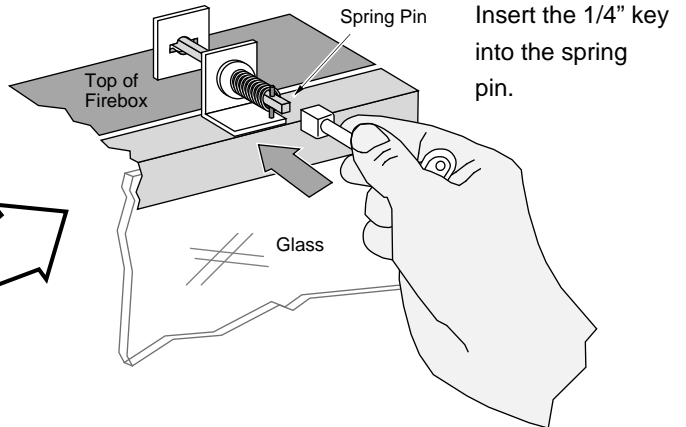
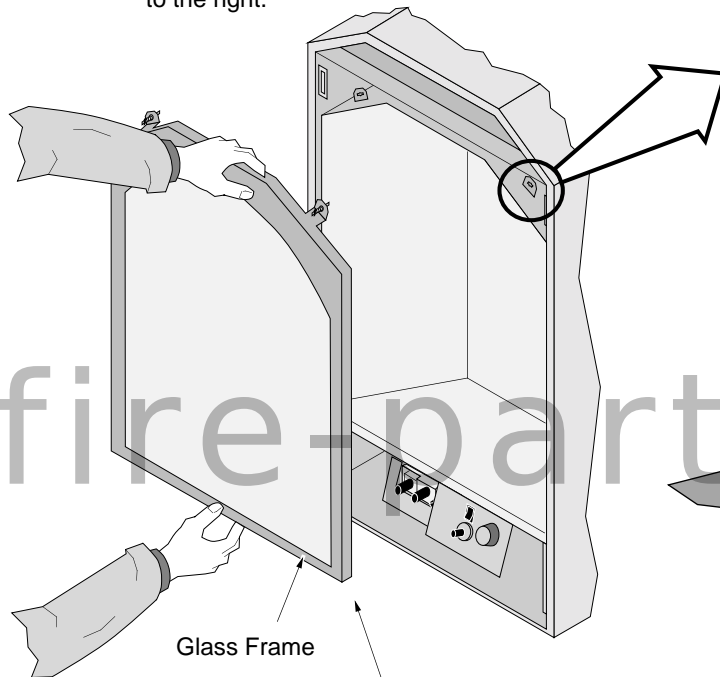
If you have a tapered mantel, measure the mantel height at the point where it protrudes 3/4" in front of the face.

**Glass Frame Removal and Installation**

**Warning:** The appliance must be completely cool before removing the glass.

**Warning:** Do not strike or slam the glass.

- a** Open the four latches holding the glass frame in place (start with the two below the glass) - follow the directions shown to the right.

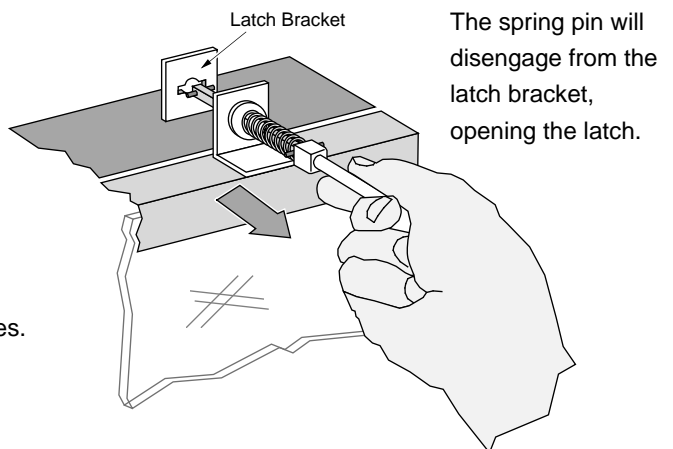


- b** Lift the glass frame up and pull it forward to remove.

**NOTE:** You may need to lift the glass frame while re-attaching.

**Re-Attaching the Glass Frame:**

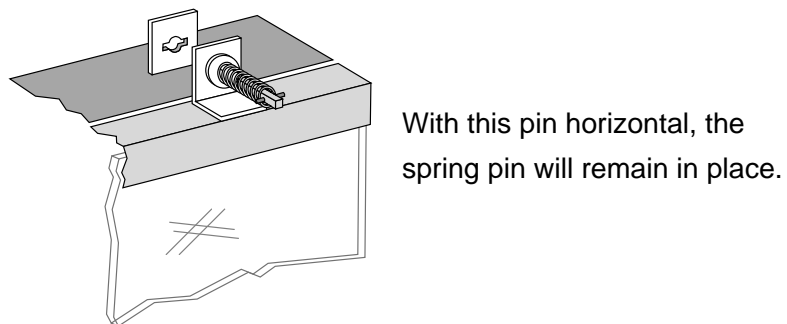
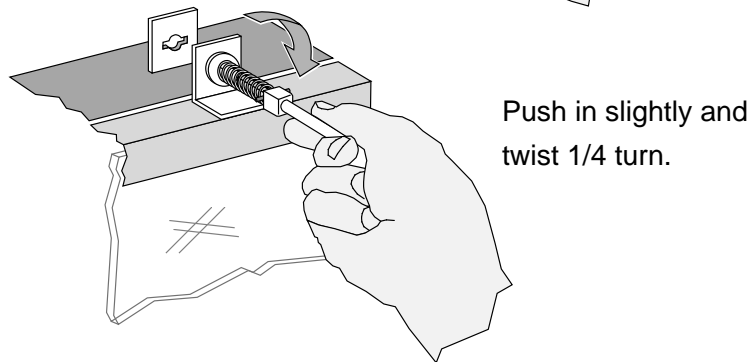
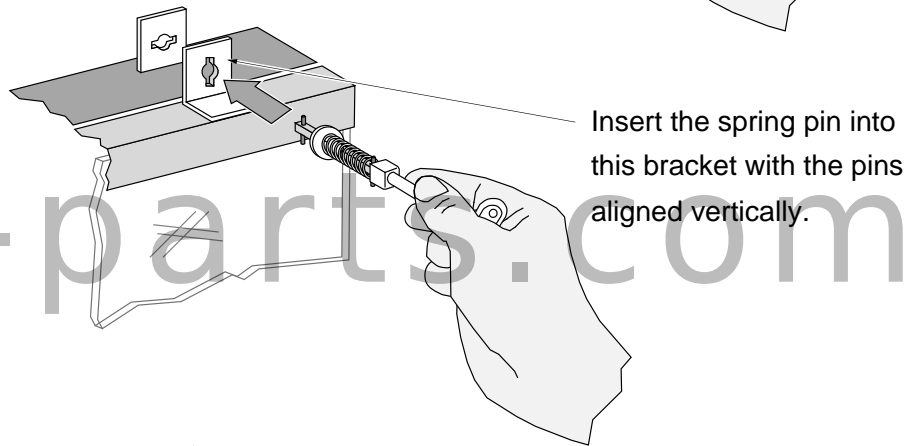
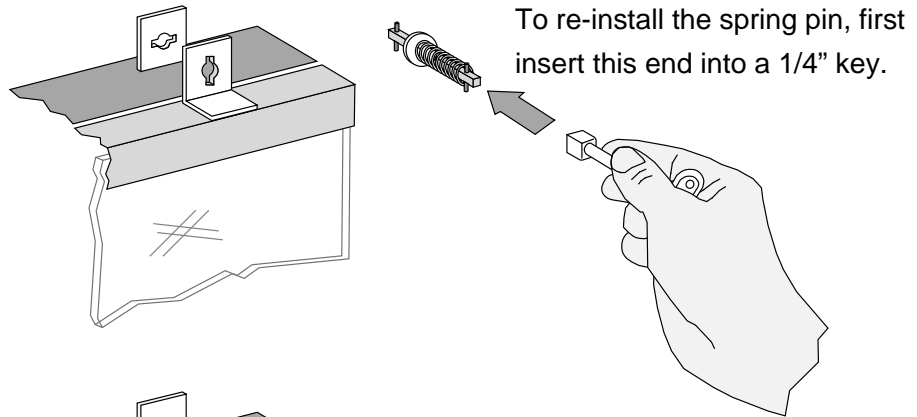
- Hang the glass frame on the firebox.
- While holding in place, attach the upper latches (follow the instructions to the right in reverse).
- Lift the glass frame slightly and attach the lower latches.



## Glass Frame Removal and Installation (continued)

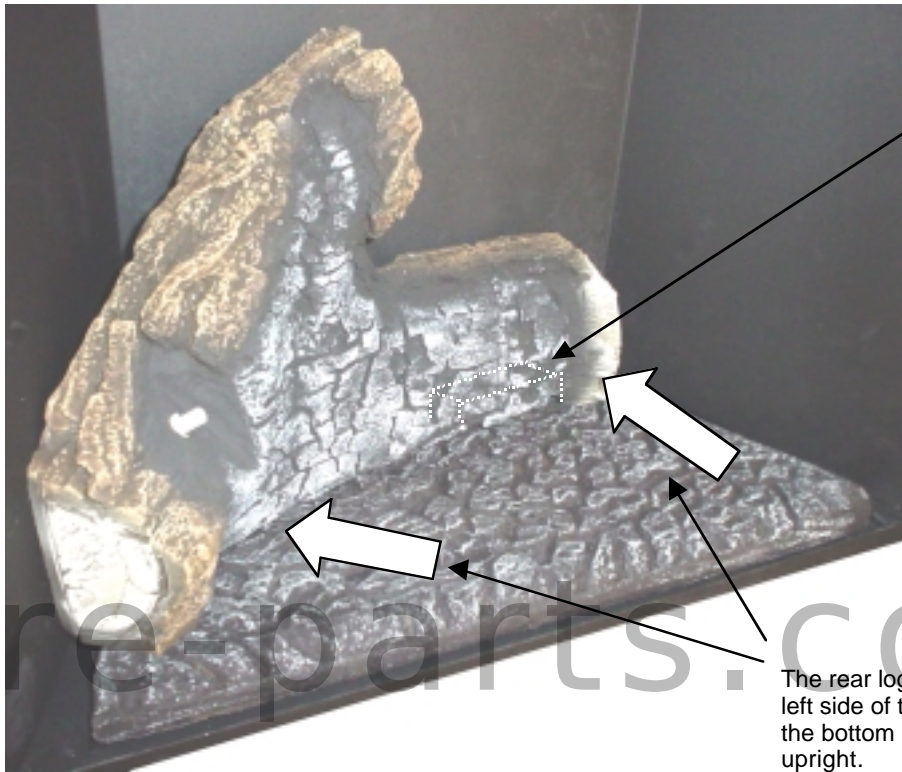
The spring pin can come loose from the latch assembly. This occurs when it is turned 1/4 turn when it is disengaged. Follow the directions below to re-install the spring pin if it becomes loose.

**NOTE:** The spring pins can be installed with the glass frame in place or removed.



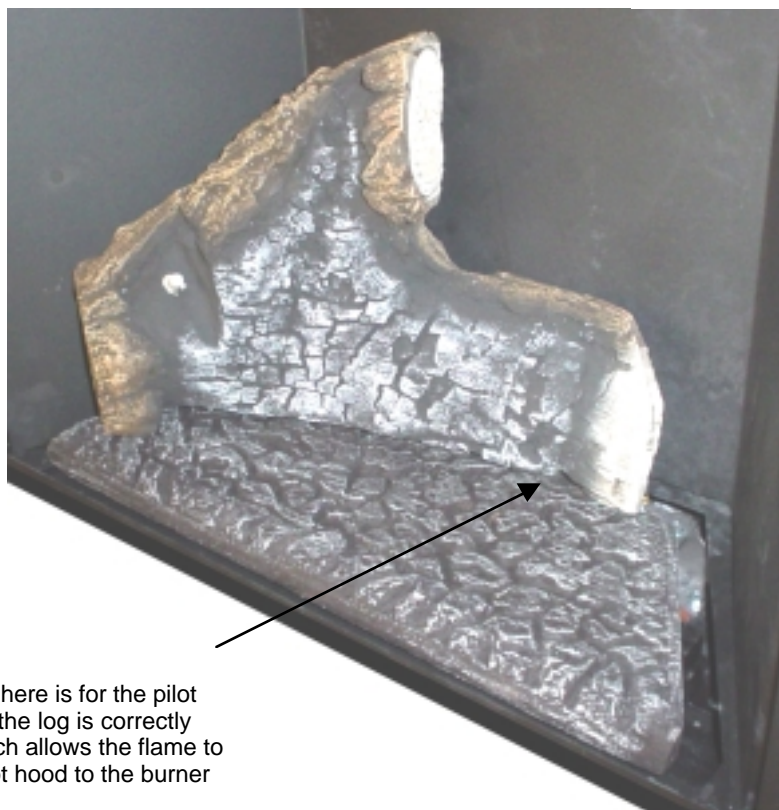
### Log Set Installation

#### STEP A – Rear Log Installation



Make sure the "cut out" on the bottom of the log installs over the pilot assembly.

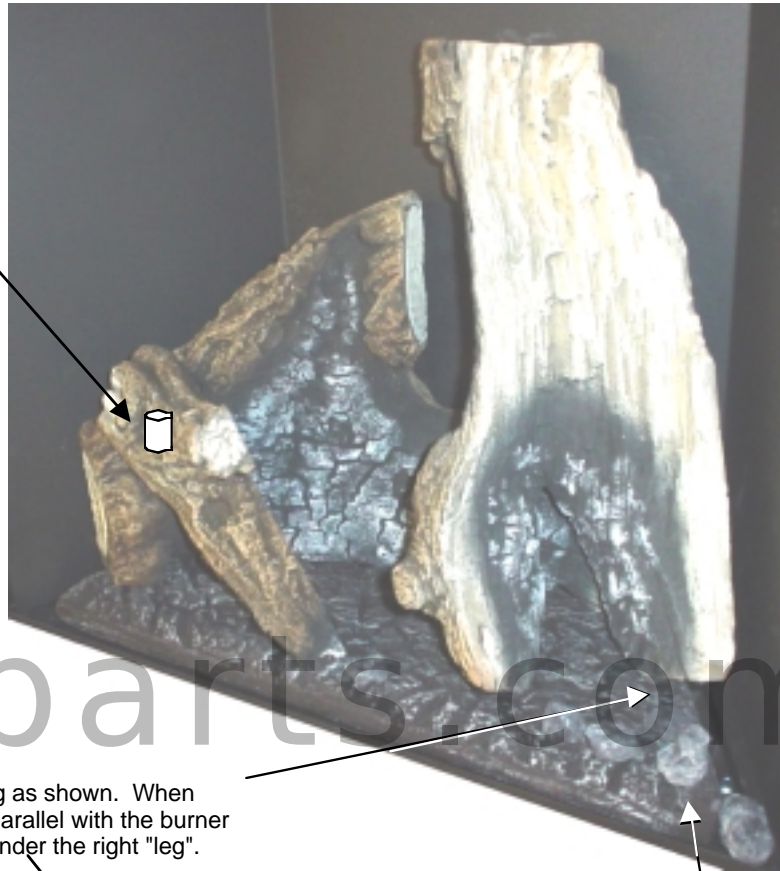
The rear log rests against the back and left side of the firebox walls. Push on the bottom of the log to insure it sits upright.



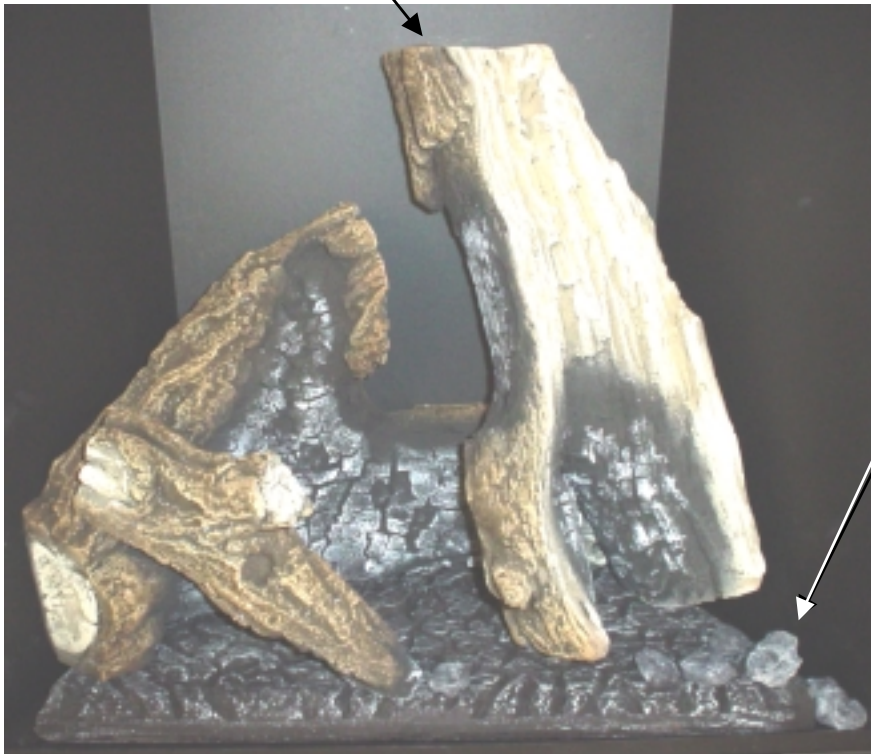
NOTE: This notch here is for the pilot hood. Make sure the log is correctly aligned so the notch allows the flame to travel from the pilot hood to the burner holes.

## STEP B – Twig, Vertical Log, and Ember Installation

Place the twig so the pin on the rear log inserts into the hole on the twig.

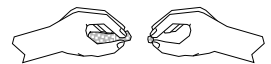


Place the upright log as shown. When installed the top is parallel with the burner and there is a gap under the right "leg".



Place the ember chunks along the perimeter of the burner (do not place over the burner holes).

### **Preparing the Rock Wool:**



The rock wool comes in one clump. Tear off "dime" sized clumps and flatten. Then pull on the wool to create gauze-like pieces. The wool glows best when very thin and porous.

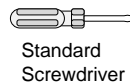
## Steps for Finalizing the Installation

1. Remove the glass (see page 28).  
**NOTE:** If using propane (LP) convert the appliance prior to installing the logs.
2. We recommend you purge the gas line at this time (with the glass removed). This allows gas to be detected once it enters the firebox, ensuring gas does not build up.
3. Turn on the gas to the fireplace. Turn on gas to the heater. Leak test all gas joints prior to starting the appliance. Start the pilot. Start the main burner. Leak test all gas joints again.
4. Check the pilot flame following the directions below.

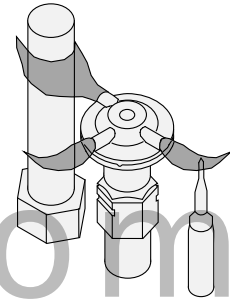
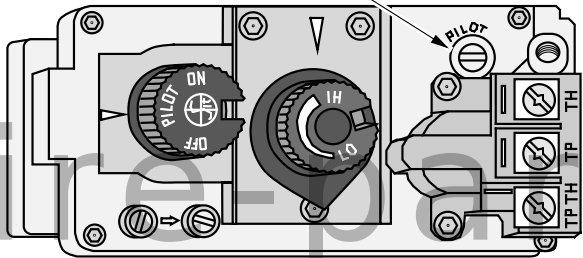
### Pilot Flame Inspection

The pilot flame should look like the illustration below. Adjust the pilot flame if necessary.

To adjust the pilot flame, turn this screw. Clockwise lowers the flame while counter-clockwise raises it.



The pilot flame must contact the thermocouple and thermopile (see the illustration below). Adjust the pilot up or down as necessary.



5. Install the logs (see page 30).
6. Replace the glass.
7. Check the air shutter following the directions below.

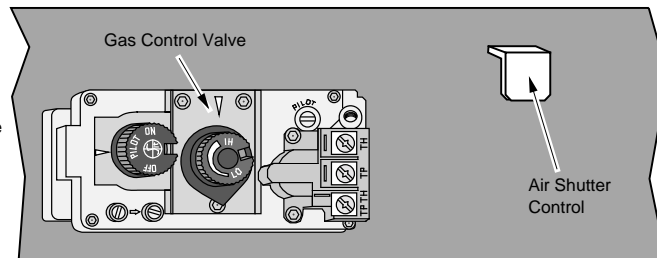
### Air Shutter Adjustment

Let the heater burn for fifteen minutes (make sure the logs and glass are in place). The flames should look like the illustration below. Adjust the air shutter, if necessary, to achieve the correct looking flame.

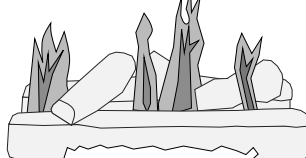
#### ADJUSTING THE AIR SHUTTER

Pushing the control to the right gives the flame less air (closed) - making it more orange. Pushing to the left gives the flame more air (open), making it more blue. For fine adjustments use a screwdriver to tap the air shutter.

**NOTE:** If the air shutter is all the way open, yet the flames remain sooty, shut off gas to the fireplace and contact a qualified gas service technician.

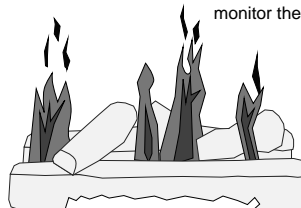


**NOTE:** The logs must be installed correctly to monitor the flame while adjusting the air shutter.



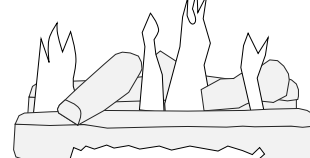
Correct

Flames should be blue at the base, yellow-orange on the top.



Not Enough Air

If the flames are too tall or sooty on the ends, open the air shutter.



Too Much Air

If the flames are all blue and short, close the air shutter.

**FINE TUNING THE EMBER-FYRE™ BURNER**

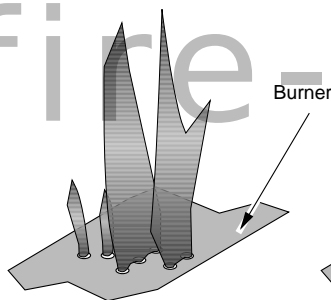
Each installation is affected by altitude, vent configuration, and fuel quality. Because of this, the restrictor and air shutter may need to be fine tuned to each installation. Follow the hints below to fine-tune the burner for optimum performance and aesthetics.

**Restrictor Hints:**

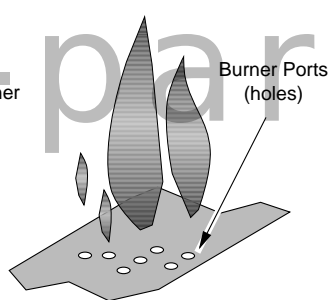
Set the restrictor to the position suggested in the vent configuration table (see page 17). Turn the heater on and allow it to reach full temperature (15 min.). If the flames indicate there is excessive draft due to altitude or climate, you may wish to adjust the restrictor to a more restrictive position (higher number). Active, flickering short flames are an indication of excessive draft. If the flames lift off of the burner holes, this indicates not enough draft (restrictor is set too open). After adjustments are made the unit must be cooled down to room temperature and restarted to make sure that the restriction is not so severe that the pilot will drop out when it is restarted. If the pilot does drop out reduce the restriction until it will operate continuously.

**Air Shutter Hints:**

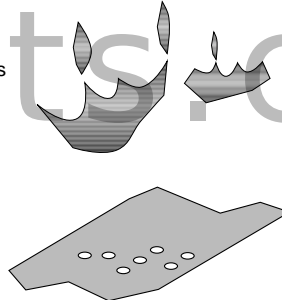
- For more glow, open the air shutter, however, this will make the flames more blue.
- For yellow flames, close the air shutter, however, this may create less glow.

**Correct Flames**

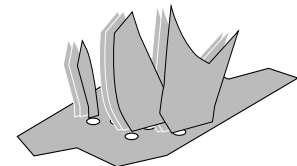
The flames should burn right off the top of the burner ports (if they are too blue, adjust the air control).

**Lifting Flames**

Lifting flames indicate insufficient draft (restrictor is set too high).

**Ghosting Flames**

Ghosting flames indicate insufficient air (restrictor set too high, air shutter shut down, or other venting error).

**Flickering Flames**

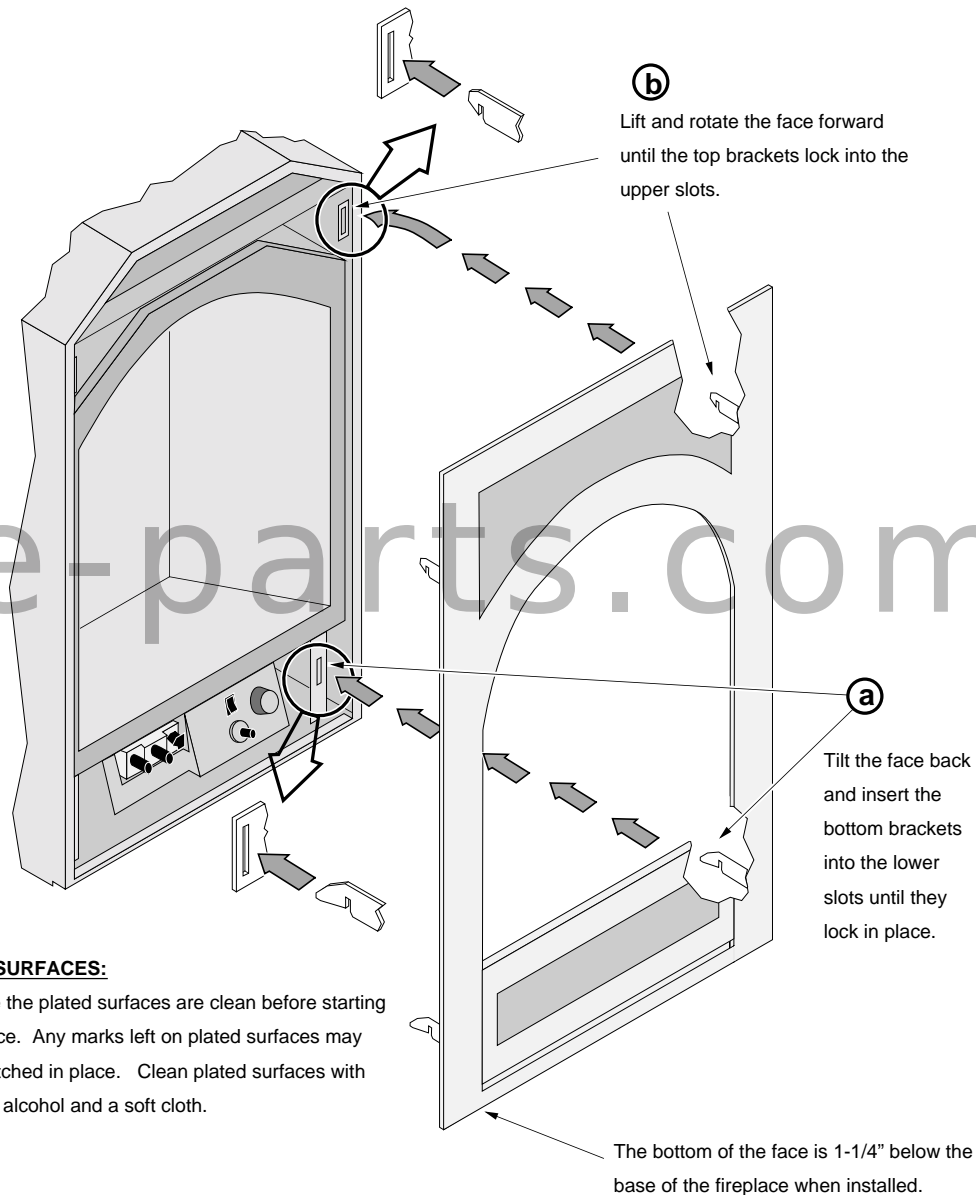
Flickering, short flames indicate excessive draft (move air shutter to a higher position).

**Warning:** If the vent configuration is installed incorrectly the vent may cause the flames inside the heater to lift or “ghost” – a dangerous situation. Inspect the flames after installation to insure proper performance. If the vent configuration is correct, yet the flames are lifting or ghosting, shut off gas to the heater and contact the dealer for information on remedying the problem.

8. Replace the glass.
9. Attach the face following the directions below (see the directions included with the face for full details).

### Face Installation and Removal

The face has hooks that hold it in place. Make sure the face locks in place when installing.



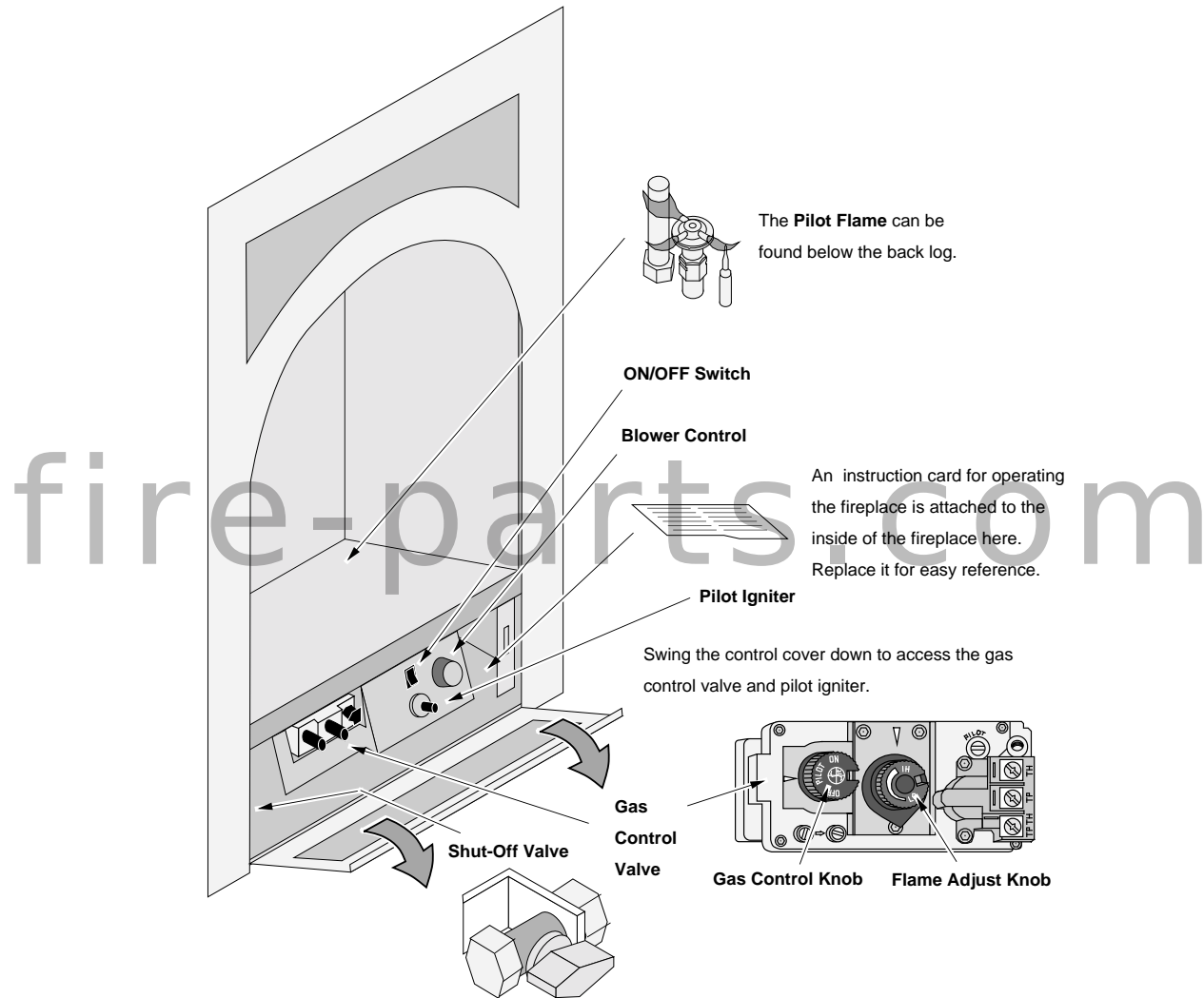
**ACID WASH WARNING:** Before installing the faceplate, make sure any masonry that has been treated with acid wash has been properly neutralized (this is used primarily with brick faces). Acid wash (muriatic acid) is used to remove excess mortar. If not properly neutralized with an ammonia solution, the gold face may develop a permanent tarnish when the acid evaporates over time. Contact your dealer if uncertain your facing has been properly neutralized.

10. Turn the flame adjust knob to its highest position - the flames should be approximately 10" tall. Check the flame on low position. The flames should burn off of each burner hole. If the heater does not work correctly, contact your dealer for a remedy.
11. Give this manual to the home owner and fully explain the operation of this heater.

**Before You Begin**

- Read this entire manual before you use your new fireplace (especially the section "Safety Precautions" on pages 4 & 5). Failure to follow the instructions may result in property damage, bodily injury, or even death.

**Location of Controls**



- Blower Knob** This knob controls the speed of the internal convection blower that pushes the heated air into the room.
- On/Off Switch** This control is used to turn the fireplace on and off.
- Pilot Igniter** The pilot igniter is used only to start the pilot. When pressed, it sends an electrical charge to the pilot assembly. This creates a blue spark directly next to the pilot, igniting the pilot flame.
- Gas Control Knob** This knob is used to control gas to the fireplace and for starting the pilot. There are three positions, ON, OFF, & PILOT. The pointer to the left of the knob indicates the position this knob is in.
- Flame Adjust Knob** This knob controls the flame height from low ("LO") to high ("HI"). The pointer above the knob points to the position this knob is in.
- Shut-Off Valve** Turn the knob clockwise to shut gas off, counter-clockwise to turn gas on. NOTE: this valve is used for installation and service, not for daily use.

## Starting The Pilot Flame

The pilot flame is required to ignite the main burners (it also plays a safety role). It should be left on once lit. It will stay lit unless the gas control valve is turned to "OFF". However, the pilot will go out if the gas is shut off, the propane tank runs out (or low) or if the stove malfunctions. If the pilot turns off frequently, call your dealer for information. To start the pilot follow the directions below:

### WARNING:

**When lighting or re-lighting the pilot, the glass must be removed (see page 28).**

- Remove the glass (see page 28 for details).
- Push the gas control knob in slightly and turn it to the "OFF" position. The knob will not turn from "ON" to "OFF" unless the knob is depressed slightly. Wait five minutes to let any gas that may have accumulated inside the firebox escape. If you smell leaking gas, follow the directions on the cover "IF YOU SMELL GAS".
- Turn the gas control knob to the "PILOT" position and press the knob in, this will allow gas to flow to the pilot light. Press the button on the pilot igniter repeatedly until you see the pilot light.

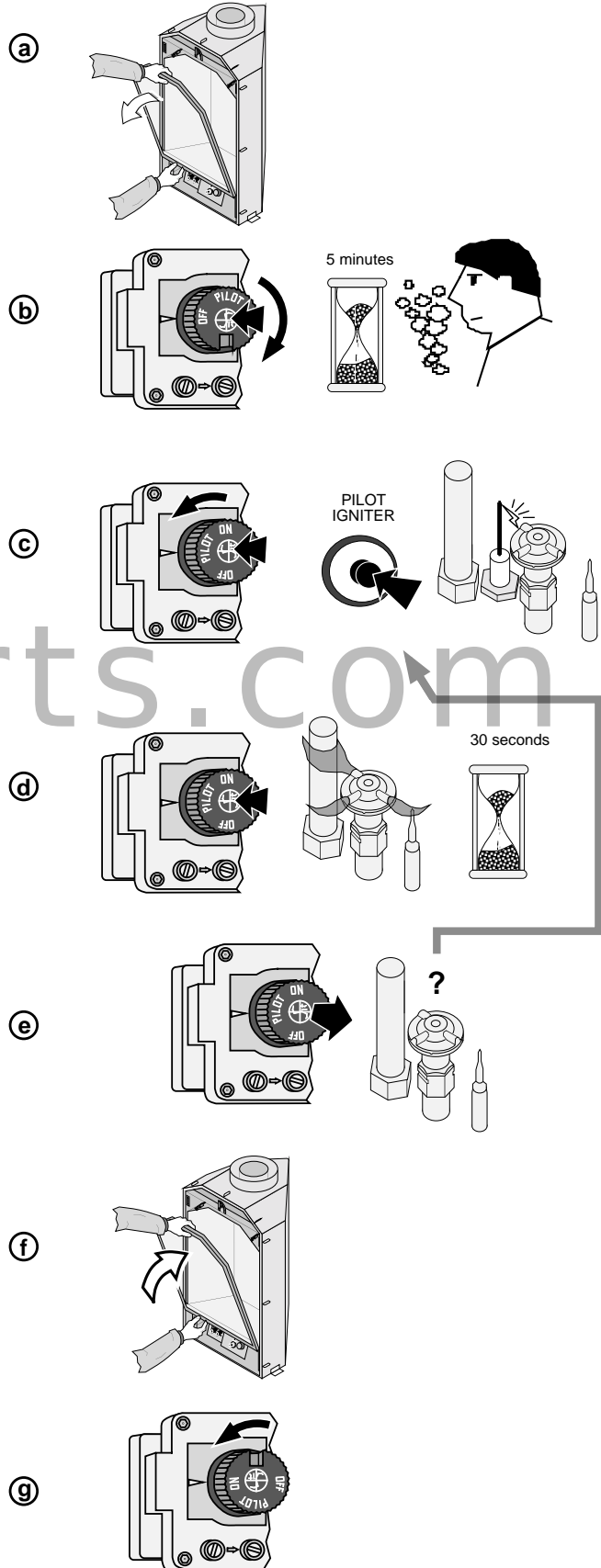
### WARNING:

**If the pilot does not light after 15 seconds, release the knob and call your dealer for service. Do not attempt to light pilot until service has been performed.**

### NOTE:

**You may wish to remove the log set to gain a better view of the pilot (see page 30).**

- Keep the gas control knob depressed for 30 seconds once it is lit.
- Release the gas control knob. If the pilot goes out, repeat step C. If the pilot refuses to stay lit, call your dealer for service. With the pilot lit, proceed to step "f".
- Replace the glass.
- Turn the gas control knob counter-clockwise to "ON". The pilot is now lit and the heater can be turned on and off.

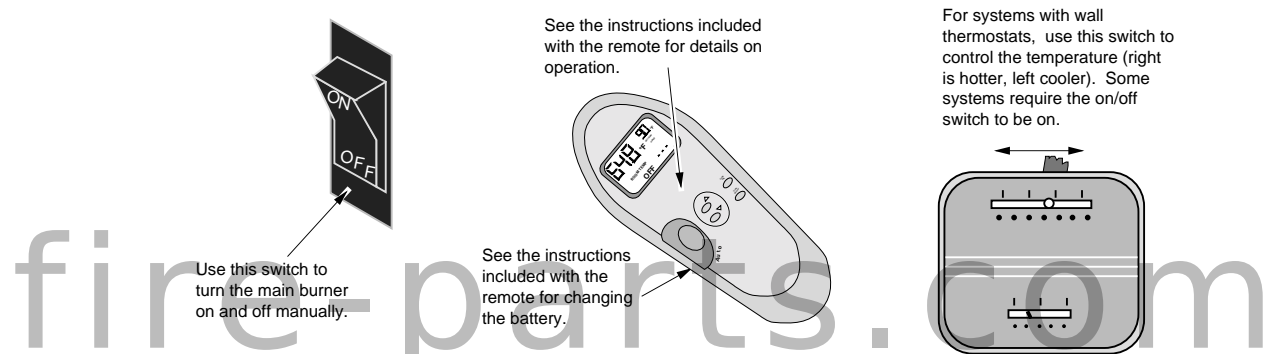


## Starting the Fireplace for the First Time

- Burn the heater at a high setting with the blower off for an extended period (up to 48 hours). This will cure the painted surfaces. **Fumes** from the paint curing and oil burning off the steel will occur. This is normal. We recommend opening a window to vent the room.
- **Condensation** may appear on the glass each time you start the fireplace - this is normal.
- **Blue Flames** will occur on the fireplace when it first comes on. After fifteen minutes the flames will turn a more realistic yellow and orange color.
- Certain installations use a remote "wall switch" to turn the fireplace on and off. If this is the case, leave the ON/OFF switch "ON".

## Turning the Fireplace On and Off

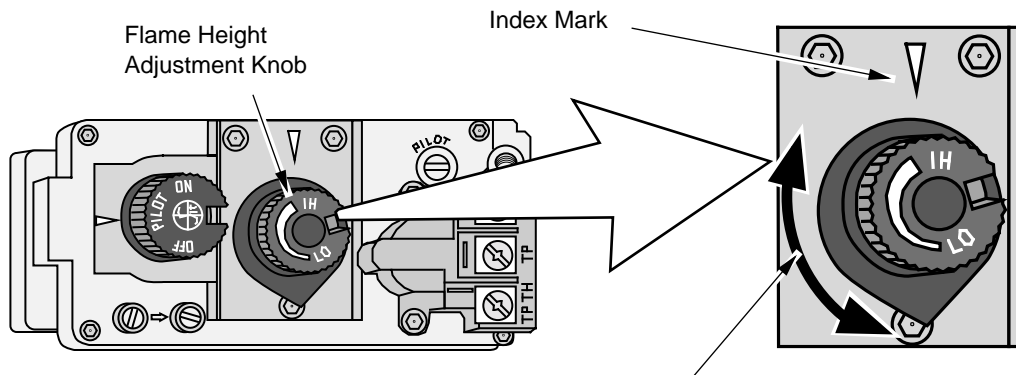
After the pilot has been started...



- Do not place any combustible items on top of or directly in front of the fireplace, even temporarily. The optional thermostat may start the fireplace causing a combustible item to ignite.
- If the fireplace turns on and off frequently while using the thermostat, you may want to adjust the flame height down until it produces just enough heat needed.

## Adjusting the Flame Height

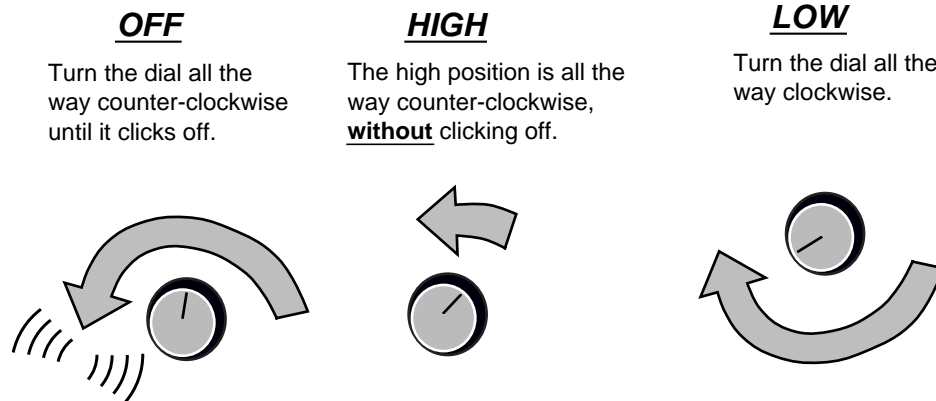
- Your fireplace has an adjustable flame to tailor the look and heat output to your specific needs. It is adjusted by turning the middle dial on the gas control valve.



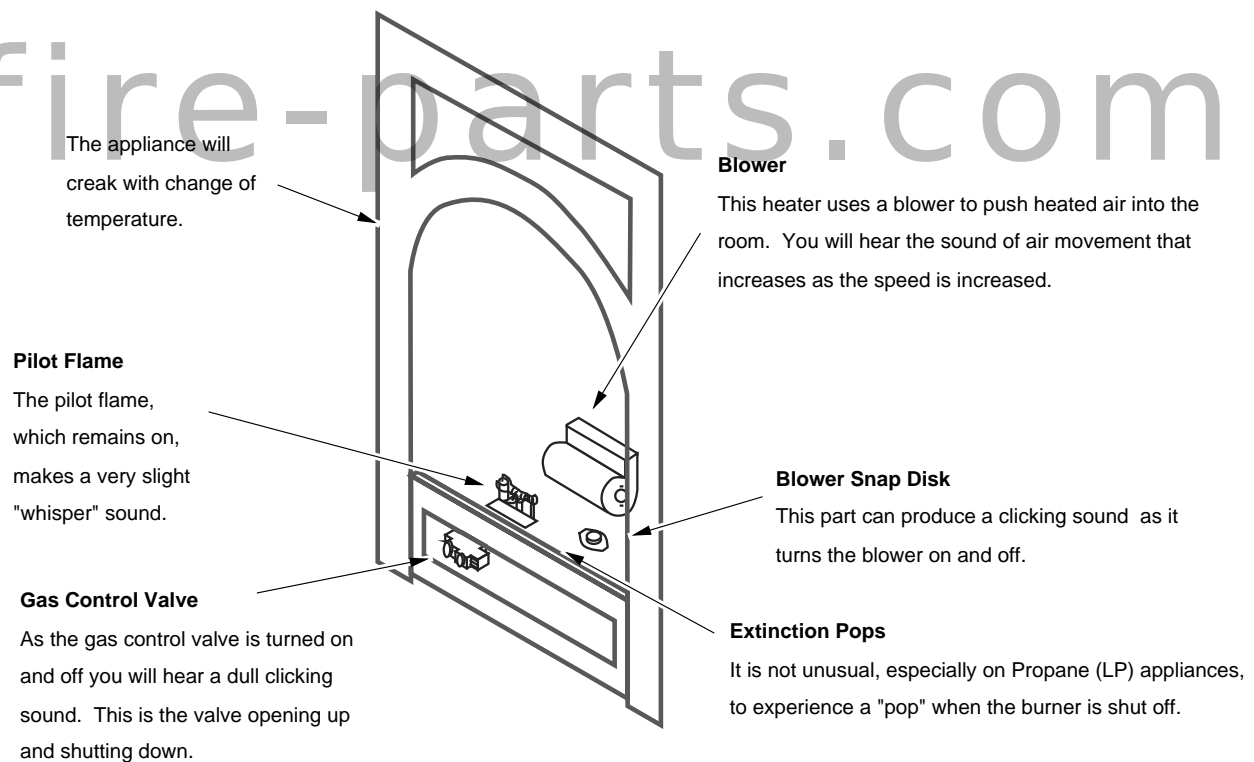
Turn counter-clockwise to adjust the flame higher, clockwise to lower.

## Adjusting the Blower Speed

The blower helps transfer heat from the heater into the room. It will not turn on until the heater is up to temperature (approximately 10 minutes after starting). See the illustration below for instructions on adjusting the blower speed.



## Normal Operating Sounds



## Normal Operating Odors

This appliance has several areas that reach high temperatures. Dust or other particles on these areas may burn and create an odor. This is normal during start-up. You may notice the smell is more acute if the appliance was left idle for a long period.

## Maintaining Your Fireplace's Appearance

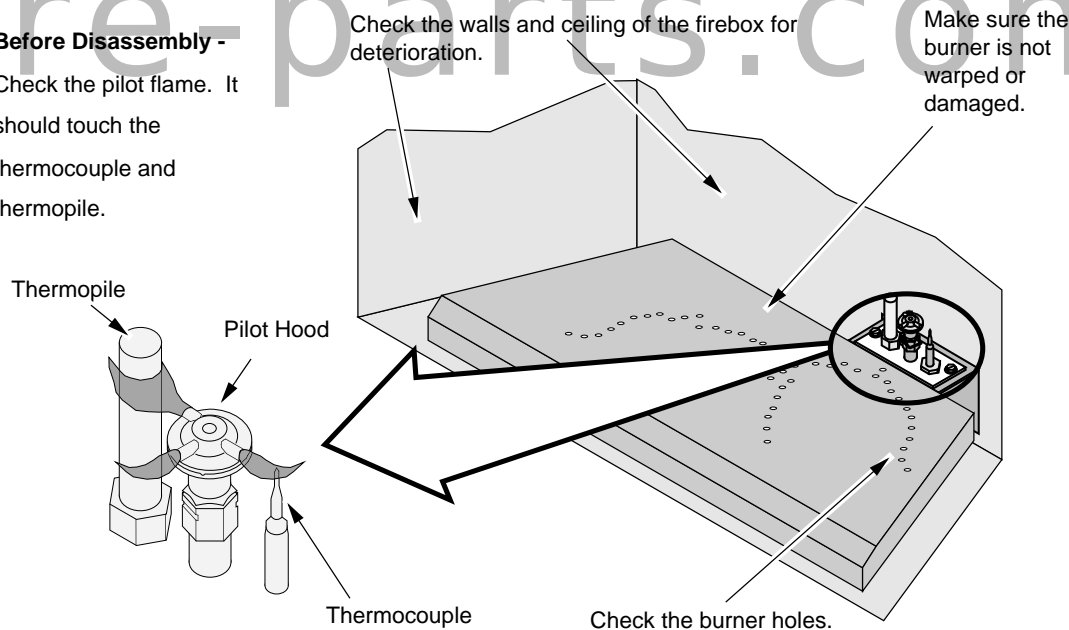
Fingerprints or other marks left on the optional gold surface may become etched in place if they are not wiped clean prior to turning the fireplace on. Clean the gold with denatured alcohol and a soft cloth (with the fireplace cool). Other cleaners may leave a film that may become etched into the gold.

## Yearly Service Procedure

- Failure to inspect and maintain the fireplace may lead to improper combustion and a potentially dangerous situation. We recommend the following procedures be done by a qualified technician.
1. Check the pilot flame. It should touch approximately 3/8" of the top of the thermopile and touch the top of the thermocouple (see illustration below). If it does not, contact your dealer for service.
  2. Shut off gas to the fireplace by turning the gas control knob to "OFF" (see step A under "Starting the Pilot" on page 36). Let the fireplace cool for 15 minutes. Remove the faceplate (see page 34) and glass (see page 28).
  3. Remove the log set (**NOTE: the logs are very fragile** - see page 30). If severely deteriorated, replace. Check the logs for sooting. A small amount of soot along the bottom of the logs is normal. If excessive sooting is found, the fireplace will require adjustment. Contact your dealer.
  4. Clean the burner (especially the burner holes) and inspect the following:
    - Make sure the burner is not warped, cracked, or damaged.
    - Check the firebox and area around the pilot to make sure there is no warping or damage.
    - If any problem is found, discontinue use and contact your dealer for service.

### Before Disassembly -

Check the pilot flame. It should touch the thermocouple and thermopile.



5. Replace the log set. Clean and replace the glass (use non-abrasive cleaner - if damaged, replace). Make sure the gasket along the perimeter of the glass contacts the face of the firebox and forms an air-tight seal. If it does not, re-align or replace the gasket to insure an air-tight seal. Replace the faceplate.
6. Inspect the area behind the access door. Clean if necessary. Check the gas control valve and the gas lines. If damage is found, discontinue use and contact your dealer for service. Clean the air channels and ducts.
7. Start the pilot and turn on the main burner. The flames should be orange/yellow and not touch the top of the firebox. If the pilot or main burners do not burn correctly, contact your dealer for service. Monitor the blower operation.
8. Remove any debris or vegetation near the vent termination. Contact your dealer if any sooting or deterioration is found near the vent termination.

**Troubleshooting Table**

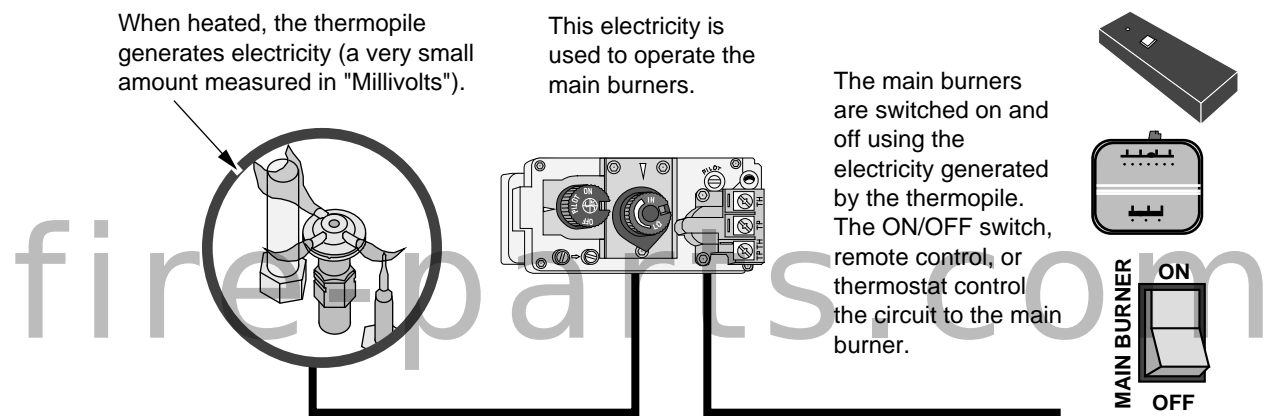
<b>Problem:</b>	<b>Possible Cause:</b>	<b>Don't Call for Service Until You:</b>
<b>Pilot Will Not Light</b>	A gas shut off valve is turned off..... The gas control knob isn't turned to "PILOT"..... The valve control knob isn't pushed in..... The igniter wasn't pressed repeatedly..... No Propane in Tank.....	Check all gas shut off valves See "Starting the Pilot Light" Step C See "Starting the Pilot Light" Step C See "Starting the Pilot Light" Step C Check Tank Level
<b>Main Burners Will Not Start</b>	The pilot light has gone out..... The gas control valve is turned to "PILOT" or "OFF" The ON/OFF switch is turned to "OFF"..... The remote control is not working correctly..... The thermostat is disconnected or set too low,...	See "Starting the Pilot Light" See "Starting the Pilot Light" Turn the ON/OFF switch to "ON" See the remote control instructions See "Thermostat Operation"
<b>Remote Control Does Not Work</b>	The pilot light has gone out..... The gas control valve is turned to "PILOT" or "OFF" The ON/OFF switch is turned to "OFF"..... The remote is too far away from the fireplace... The remote control receiver is turned "Off"..... One of the two remote control batteries is dead.	See "Starting the Pilot Light" See "Starting the Pilot Light" Turn the ON/OFF switch to "ON" Use the remote closer to the fireplace See the remote control instructions See the remote control instructions
<b>Thermostat Does Not Work</b>	The pilot light has gone out..... The gas control valve is turned to "PILOT" or "OFF" The ON/OFF switch is turned to "OFF"..... The thermostat is set too low.....	See "Starting the Pilot Light" See "Starting the Pilot Light" Turn the ON/OFF switch to "ON" See "Thermostat Operation"
<b>Fireplace Will Not Distribute Heat</b>	The fireplace is not getting electricity..... The fireplace is not up to temperature.....	Check the breaker switch See "Operating Your Fireplace"
<b>Pilot Goes Out Intermittently</b>	The gas supply has been shut off.....	Keep the gas supply turned on
<b>Flames Are Too Blue</b>	The fireplace has just been started..... Improper air shutter adjustment.....	This is normal - see "Starting the Fireplace for the First Time" Adjust Air Shutter - contact your dealer
<b>Flames Are Too Short (Under 6")</b>	The flame height may be turned too low.....	Turn the flame height to "HI" - See "Adjusting the Flame Height"
<b>Thin Layer of Soot Covers the Glass</b>	The logs or coals are placed incorrectly..... Improper air shutter adjustment.....	See "Log Set Installation" Adjust Air Shutter - contact your dealer

## How this Fireplace Works

This fireplace was designed with safety as the primary concern. Many of the components inside this fireplace are for safety purposes. Therefore, only certified gas service technicians should service this fireplace.

### What Turns the Main Burners On and Off

This fireplace uses a millivolt system to control its operation (a millivolt is a very small amount of electricity). The thermopile and thermocouple generate electricity when heated by the pilot flame. This electricity is used to operate the gas valve. Without enough electricity, the gas valve will not turn on. That is why when starting the pilot the gas control knob has to be pressed in long enough for the thermocouple to heat up and generate enough electricity. The thermopile provides power for the ON/OFF switch, remote control, or thermostat (see the illustration below). Because the thermopile generates the electricity needed to turn the fireplace on and off, this fireplace can be operated when the power is out (although the blower will not run).



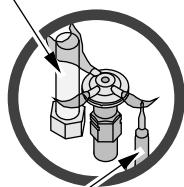
### What Prevents Gas Buildup

This appliance utilizes a high-technology gas valve in conjunction with a pilot flame to ensure no gas builds up inside the firebox.

The thermocouple (next to the pilot) senses when the pilot flame is lit. If the pilot flame goes out, this thermocouple no longer generates electricity, causing the gas valve to automatically shut off all gas to the heater, preventing the pilot from spilling gas into the firebox.

#### Pilot Flame

The pilot flame is a time-proven component that eliminates the possibility of gas buildup inside the firebox.

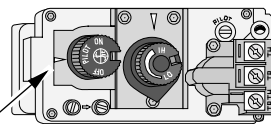


#### Thermocouple

The thermocouple generates a small amount of electricity. If the pilot flame goes out, the gas valve automatically shuts off all gas.

#### Gas Valve

This high-technology valve automatically shuts off all gas if it does not receive a signal from the thermocouple. If any component is damaged or sensing a malfunction, or if the wiring is damaged, it will shut off all gas.

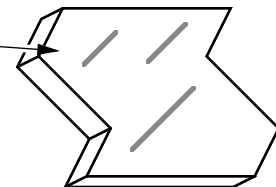


#### External Shut Off Valve

This valve is placed on the gas line to shut off gas to the appliance during maintenance procedures.

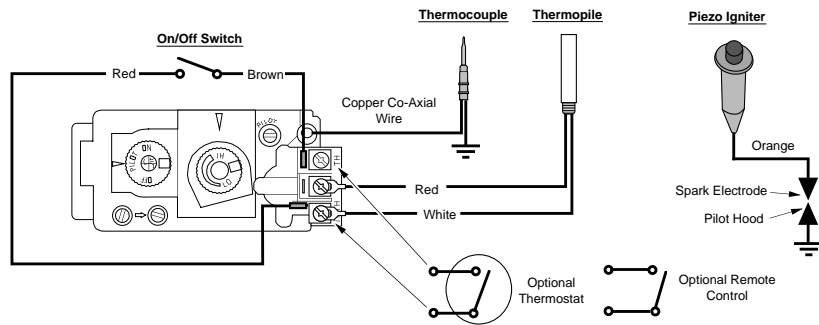
#### Ceramic Glass

The glass in your heater is the most durable glass available. It has been tested to be extremely resistant to breakage from temperature changes.

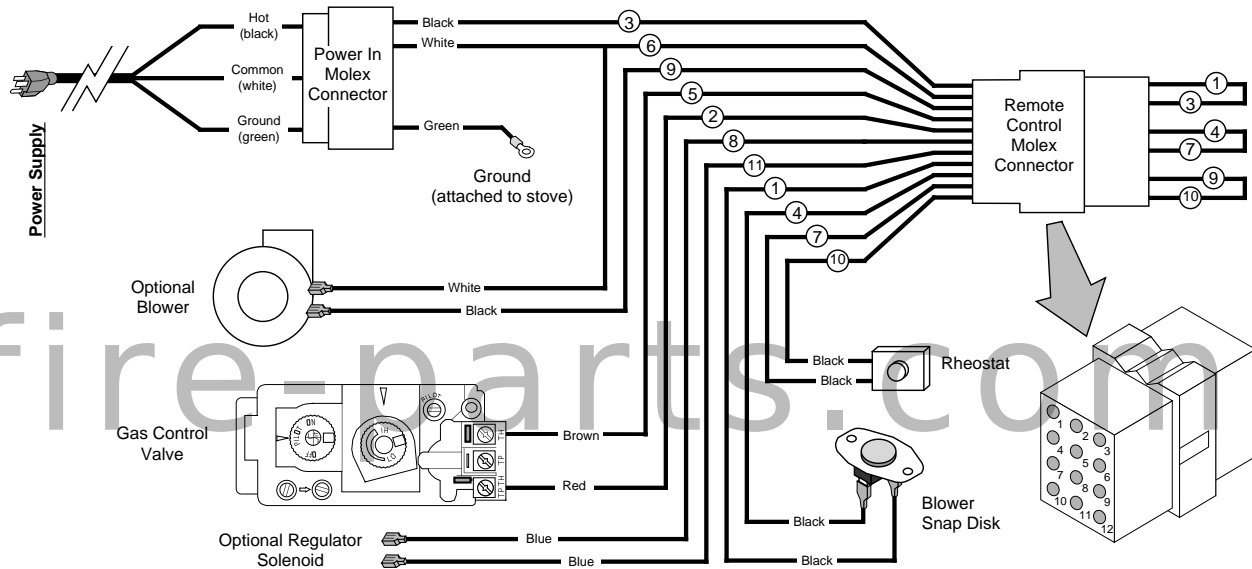


Wiring Diagram

Millivolt Wiring  
(for gas control valve)



120 Volt Wiring



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

Replacement Parts List

**Caution:** Use only Travis Industries replacement parts. Do not use substitute materials.


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

BURNER ASSEMBLY - B33	226-20033	PILOT ASSY, NG - S.I.T.	100-05403
FAN, CONV, MOUNT GROMMETS (4)	93005017	PILOT ELECTRODE, S.I.T. PILOT	93006523
FLEX PIPE, 3/8"od x 8" BLK -	100-05117	PILOT HOOD, S.I.T (REMOVABLE)	93006517
GLASS LATCH ASSY, ALL UNITS	221-22005	PILOT INJECTR, S.I.T. NG(#62)	93006508
INJECTOR, PILOT - LP (35)	100-05217	PILOT THERMO-COUPLE, SIT	93006518
KNOB (PLASTIC), RHEOSTATS	100-04111	PILOT THERMO-GENERATOR, SIT	93006519
LOG EMBERS, E4 - 4 oz. BAG	90006820	PILOT TUBE, S.I.T. PILOT ASSY	93006522
LOG EMBERS, ROCK WOOL	93006053	RHEOSTAT, RECTANGULAR - w/OFF	100-00122
LOG SET, LS15 - THREE PIECE	172-00015	SWITCH, ON/OFF - SMALL, GAS	98900747
LOG, OUTER - PELET OAK LOG	172-00215	THERMODISC - 120deg NO	100-00231
MANUAL, 21 DV Fireplace	100-01143	TOOL, GLASS LATCH/RESTRICTOR/	100-02302
ORFC MNFLD ASS'Y - B24	226-40016	VALVE REGULATOR, LP SIT	100-05510
ORIFICE, BURNER - No. 49	100-05210	VALVE, NG - S.I.T. (2.2-3.5)	100-05509
ORIFICE, BURNER - No. 56	100-05214	WIRE HRNS PIG-TAIL, JNCTN BOX	100-00320
PIEZO IGNITER, ALL GAS UNITS	100-05110	WIRE HRNS, MAIN - G29 (B&B)	100-00403
PILOT ASS'Y, SIT LP, COMPLETE	93006516		

# Safety Label

## Listing Label

The safety (listing) label is attached to the operating tag (chained to the fireplace near the gas control valve). A copy is shown below


  
UL
  
Listed by
  
UL
  
Underwriters Laboratories, Inc.
  
Report No. 029.533.5
  
Certified for USA

**Bed E, Breakfast**
  
**Model C**
  
**Fireplace Heater**

**VENTED GAS FIREPLACE HEATER – NOT FOR USE WITH SOLID FUEL**

Tested to: ANSI Z21.888-2001 “Vented Gas Fireplace Heater” and UL 307b-1995 “Gas Burning Heating Appliances for Manufactured Homes”

**VENTED GAS FIREPLACE HEATER – NOT FOR USE WITH SOLID FUEL**

This appliance must be installed in accordance with local codes; if any; if none, follow the National Fuel Gas Code, ANSI Z223.1.

This vented gas fireplace heater is equipped at the factory for use with natural gas. If conversion to propane (LP) is desired, the optional factory conversion kit must be used.

This appliance is only for use with the type of gas indicated on the rating plate and may be installed in an aftermarket, permanently located, manufactured (mobile) home where not prohibited by local codes. See owner’s manual for details. This appliance is not convertible for use with other gases, unless a certified kit is used.

This vented gas fireplace heater is not for use with air filters.

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

**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:** Operation of this appliance when not connected to a properly installed and maintained venting system or tampering with the blocked vent shutoff system can result in carbon monoxide (CO) poisoning and possible death.

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**CAUTION:** Do not operate this appliance with glass removed, cracked or broken. Replacement of the pane(s) should be done by a licensed or qualified service person.

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

This appliance must be properly connected to a venting system in accordance with the manufacturer’s installation instructions. Use only approved coaxial direct vent system to vent this appliance to the exterior. See owner’s manual for approved brands of venting.

**Minimum Clearances to Combustibles**

Slope to Side, Back and Top.....	1/2"		1/8"
Slope to Bottom.....	0"	Decorative Front to Wood Facing.....	8"
		Decorative Front to 12" Deep Mantle.....	1/2"
		Decorative Front to Sidelwall.....	1/2"


  

	LP		N.G.
Input Rate on "H" (BTU/H).....	16,500	Minimum Inlet Pressure (Inches W.C.).....	11"
Input Rate on "L" (BTU/H).....	13,400	Manifold Pressure on "H" (Inches W.C.).....	10"
			5.5"
			3.5"

This appliance is equipped only for altitudes 0-2000 ft. (0-610 m).  
 Electrical Rating: 115v, 1.5 Amps, 60 Hz

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Manufacture:  2002  Jan.  Apr.  Jul.  Oct.  
 2003  Feb.  May  Aug.  Nov.  
 2004  Mar.  Jun.  Sep.  Dec.



**Travis Industries Inc.**  
10850 172nd Pl. N.E. Kirkland, WA 98033  
 IGN 0479

To register your TRAVIS INDUSTRIES, INC. 7 Year Warranty, complete the enclosed Warranty card and mail it within **ten (10)** days of the appliance purchase date to: TRAVIS INDUSTRIES, INC., 4800 Harbour Pointe Blvd. SW, Mukilteo, WA 98275. TRAVIS INDUSTRIES, INC. warrants this gas appliance (appliance is defined as the equipment manufactured by Travis Industries, Inc.) to be defect-free in material and workmanship to the original purchaser from the date of purchase as follows:

**Check with your dealer in advance for any costs to you when arranging a warranty call.  
Mileage or service charges are not covered by this warranty. This charge can vary from store to store.**

### Years 1 & 2 - COVERAGE: PARTS & LABOR

#### Burner Assembly:

Burner, Burner Pan, Air Shutter Assembly, Main Burner Orifice

#### Firebox Assembly:

Adjustable Air Restrictor, Pressure Relief Mechanisms, Barometric Control Mechanism (for models with Remote Heat Ducts), Glass Attachment Mechanism

#### Electrical Assembly (within heater structure):

Blower, wiring harness, snap discs, rheostat speed control

#### Gas Control Assembly

Adjustable control valve, millivolt wiring and connectors (located within the metal heater structure), thermopile, thermocouple, pilot hood, orifices, pilot gas line, piezo ignitor

#### Ceramic Glass

Glass (breakage from thermal shock)

#### Ceramic Logs

Log Set, Coals, Ember Strip (Steel Fiber)

#### Gold, Nickel & Copper Plating

Face & Door (see "Conditions and Exclusions" # 9)

#### Accessories

Cast Brick, Cast Firebacks, Power Heat Ducts, Andirons

#### Convection Heat Exchanger

#### Re-Installation Allowance

In cases where heater must be removed from home for repairs, a partial cost of re-installation is covered (pre-authorization required)

#### One-Way Freight Allowance

One-way freight allowance on pre-authorized repair done at factory is covered.

**Exclusions:** Paint, Gasketing

### Years 3 THROUGH 5 - COVERAGE: PARTS & LABOR

#### Convection Heat Exchanger

#### Firebox Assembly:

Adjustable Air Restrictor, Pressure Relief Mechanisms, Barometric Control Mechanism (for models with Remote Heat Ducts), Glass Attachment Mechanism

#### One-Way Freight Allowance

One-way freight allowance on pre-authorized repair done at factory is covered.

**Exclusions:** Paint, Gasketing, Burner Assembly, Electrical Assembly, Gas Control Assembly, Ceramic Glass, Ceramic Logs, Gold, Nickel & Copper Plating, Accessories, Re-Installation Allowance

### Years 6 & 7 - COVERAGE: PARTS ONLY

#### Firebox Assembly:

Adjustable Air Restrictor, Pressure Relief Mechanisms, Barometric Control Mechanism (for models with Remote Heat Ducts), Glass Attachment Mechanism

**Exclusions:** Paint, Gasketing, Burner Assembly, Electrical Assembly, Gas Control Assembly, Ceramic Glass, Ceramic Logs, Gold, Nickel & Copper Plating, Accessories, Convection Heat Exchanger, Re-Installation Allowance, One-Way Freight Allowance, Labor

### CONDITIONS & EXCLUSIONS

- This new gas appliance must be installed by a qualified gas appliance technician. It must be installed, operated, and maintained at all times in accordance with the instructions in the Owner's Manual. Any alteration, willful abuse, accident, neglect, or misuse of the product shall nullify this warranty.
- This warranty is nontransferable, and is made to the ORIGINAL purchaser, provided that the purchase was made through an authorized TRAVIS dealer.
- Discoloration and some minor expansion, contraction, or movement of certain parts and resulting noise, is normal and not a defect and, therefore, not covered under warranty. The installer must ensure the appliance is burning as per the rating tag at the time of installation. Over-firing (operation above the listed BTU rate) of this appliance can cause serious damage and will nullify this warranty.
- The warranty, as outlined within this document, does not apply to the chimney components or other Non-Travis accessories used in conjunction with the installation of this product. If in doubt as to the extent of this warranty, contact your authorized TRAVIS retailer before installation.
- Travis Industries will not be responsible for inadequate performance caused by environmental conditions such as nearby trees, buildings, roof tops, wind, hills or mountains or negative pressure or other influences from mechanical systems such as furnaces, fans, clothes dryers, etc.
- This Warranty is void if:
  - The unit has been operated in atmospheres contaminated by chlorine, fluorine or other damaging chemicals.
  - The unit is subject to submersion in water or prolonged periods of dampness or condensation.
  - Any damage to the unit, combustion chamber, heat exchanger or other components due to water, or weather damage which is the result of, but not limited to, improper chimney/venting installation.
- Exclusions to this 7 Year Warranty include: injury, loss of use, damage, failure to function due to accident, negligence, misuse, improper installation, alteration or adjustment of the manufacturer's settings of components, lack of proper and regular maintenance, damage incurred while the appliance is in transit, alteration, or act of God.
- This 7 Year warranty excludes damage caused by normal wear and tear, such as paint discoloration or chipping, worn or torn gasketing, corroded or cracked logs, embers, etc. Also excluded is damage to the unit caused by abuse, improper installation, modification of the unit, drilling of the orifices, or the use of fuel other than that for which the unit is configured. Units are shipped for natural gas and must be converted to propane using the included conversion kit. Confirm fuel configuration with your installer.
- Damage to gold or nickel surfaces caused by fingerprints, scratches, melted items-, or other external sources left on the gold or nickel from the use of cleaners other than denatured alcohol is not covered in this warranty.
- TRAVIS INDUSTRIES, INC. is free of liability for any damages caused by the appliance, as well as inconvenience expenses and materials. Incidental or consequential damages are not covered by this warranty. In some states, the exclusion of incidental or consequential damage may not apply.
- This warranty does not cover any loss or damage incurred by the use or removal of any component or apparatus to or from the gas appliance without the express written permission of TRAVIS INDUSTRIES, INC. and bearing a TRAVIS INDUSTRIES, INC. label of approval.
- Any statement or representation of TRAVIS products and their performance contained in TRAVIS advertising, packaging literature, or printed material is not part of this 7 year warranty.
- This warranty is automatically voided if the appliance's serial number has been removed or altered in any way. If the appliance is used for commercial purposes, it is excluded from this warranty.
- No dealer, distributor, or similar person has the authority to represent or warrant TRAVIS products beyond the terms contained within this warranty. TRAVIS INDUSTRIES, INC. assumes no liability for such warranties or representations.
- Travis Industries will not cover the cost of the removal or re-installation of hearths, facing, mantels, venting or other components.
- If for any reason any section of this warranty is declared invalid, the balance of the warranty remains in effect and all other clauses shall remain in effect.
- THIS 7 YEAR WARRANTY IS THE ONLY WARRANTY SUPPLIED BY TRAVIS INDUSTRIES, INC., THE MANUFACTURER OF THE APPLIANCE. ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, ARE HEREBY EXPRESSLY DISCLAIMED AND PURCHASER'S RECOURSE IS EXPRESSLY LIMITED TO THE WARRANTIES SET FORTH HEREIN.**

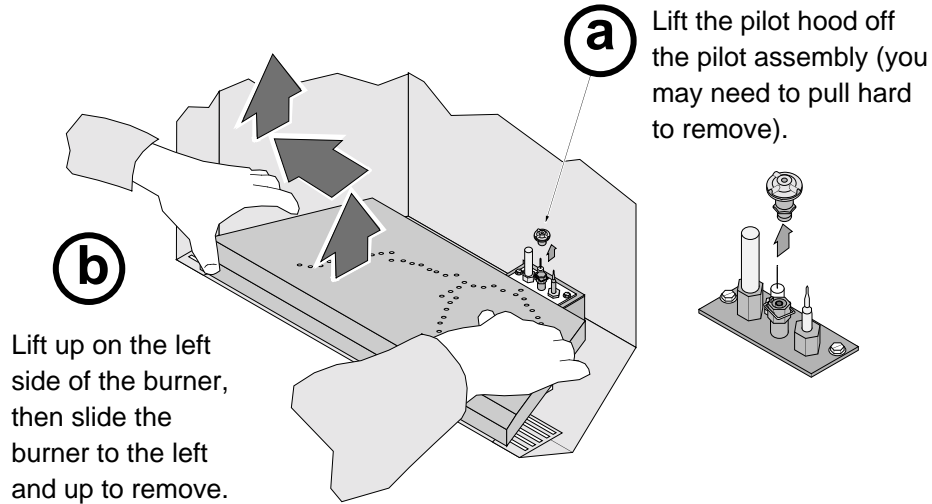
### IF WARRANTY SERVICE IS NEEDED:

- If you discover a problem that you believe is covered by this warranty, you **MUST REPORT** it to your TRAVIS dealer **WITHIN 30 DAYS**, giving them proof of purchase, the purchase date, and the model name and serial number.
- Travis Industries has the option of either repairing or replacing the defective component.
- If your dealer is unable to repair your appliance's defect, he may process a warranty claim through TRAVIS INDUSTRIES, INC., including the name of the dealership where you purchased the appliance, a copy of your receipt showing the date of the appliance's purchase, and the serial number on your appliance. At that time, you may be asked to ship your appliance, freight charges prepaid, to TRAVIS INDUSTRIES, INC. TRAVIS INDUSTRIES, INC., at its option, will repair or replace, free of charge, your TRAVIS appliance if it is found to be defective in material or workmanship within the time frame stated within this 7 year warranty. TRAVIS INDUSTRIES, INC. will return your appliance, freight charges (years 1 to 5) prepaid by TRAVIS INDUSTRIES, INC., to your regional distributor, or dealership.
- Check with your dealer in advance for any costs to you when arranging a warranty call. Mileage or service charges are not covered by this warranty. This charge can vary from store to store.

**LP Conversion Instructions**

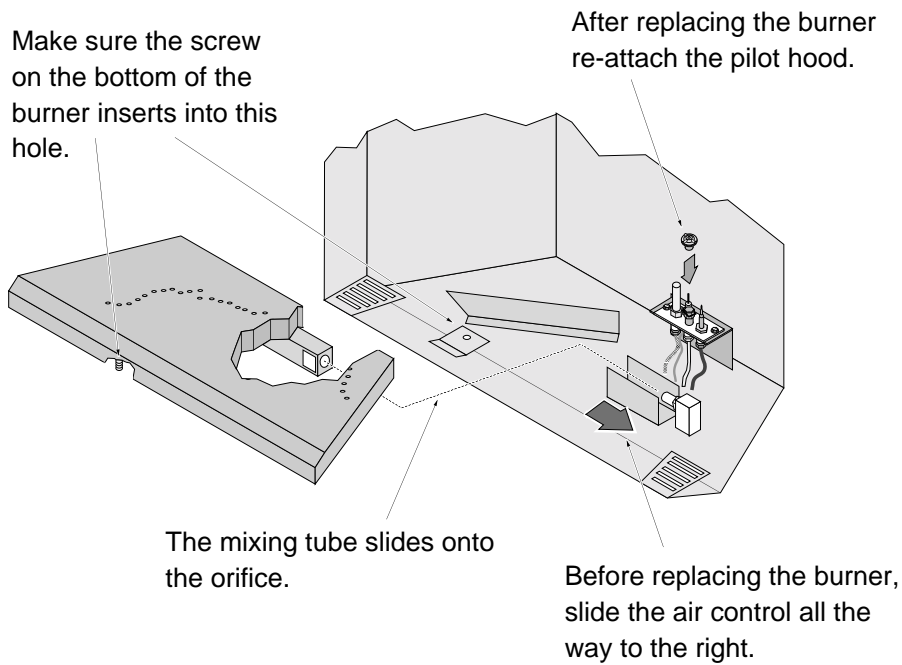
**Install the conversion kit prior to installing the gas line to ensure proper gas use.**

- 1 Remove the glass (see page 28). Remove the logs and coals (if installed - page 30)
- 2 Remove the burner (see illustration below).



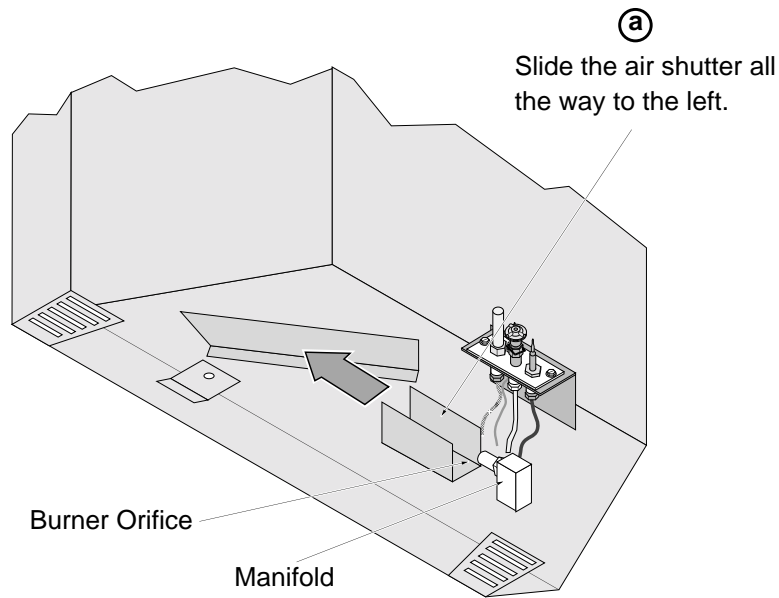
fire-parts.com

**Burner Replacement:**



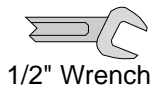
Make sure the burner is fully seated and pilot hood lines up with the burner holes at the rear edge of the burner.

3 Follow the directions below to replace the orifice.

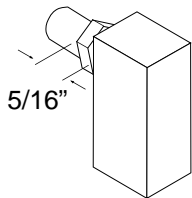


fire-parts.com

(d) Use a 1/2" open end wrench to unscrew the burner orifice.



1/2" Wrench

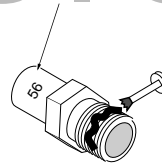


5/16"

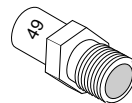
**NOTE:**

Screw the LP orifice in so the orifice shoulder protrudes 5/16" (indicating full insertion).

The new LP orifice has "56" stamped on it.



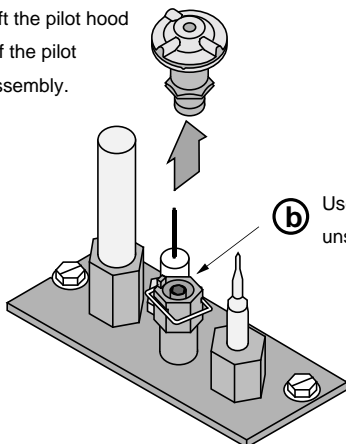
(e) Apply thread sealant to the new orifice and install.



The old NG orifice has "49" stamped on it.

4 Remove the pilot orifice following the instructions below. Replace with the propane pilot orifice

(a) Lift the pilot hood off the pilot assembly.

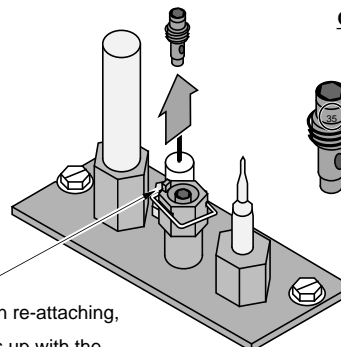


(b) Use a hex wrench to unscrew the orifice.



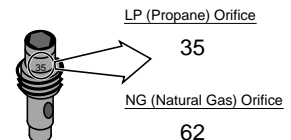
5/32" Hex

(c) Remove the orifice and replace with the LP orifice. Screw the orifice all the way in and replace the pilot hood.



**NOTE:** when re-attaching, this pin lines up with the notch in the pilot hood.

Orifice Identification:

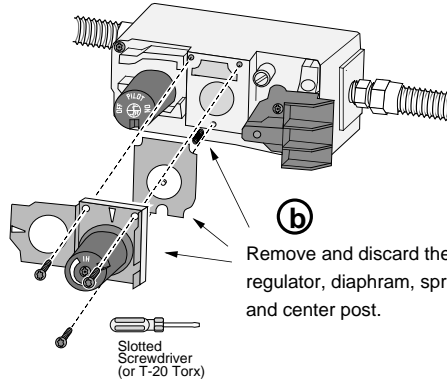


5 Install the logs and embers.

6 Replace glass and face.

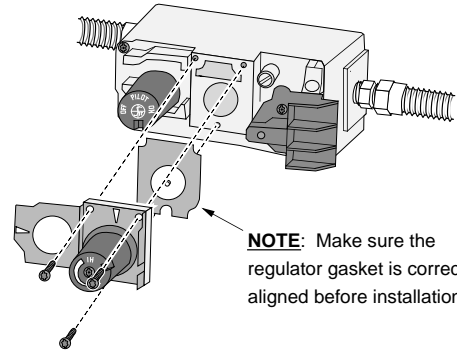
7 Remove the regulator from the front of the gas control valve. Replace with the propane regulator, using the new gasket and screws included with the regulator. **NOTE: Leak test this area after the heater is installed, gas is connected, and the main burner is lit.**

**a** Remove and discard the three screws using a slotted screwdriver of Torx T-20.



**b** Remove and discard the regulator, diaphragm, spring and center post.

**c** Install the LP regulator. Use the screws included with the LP regulator. Tighten to approximately 25 Lbs. torque.



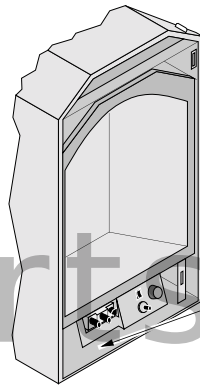
**NOTE:** Make sure the regulator gasket is correctly aligned before installation.



Slotted Screwdriver (or T-20 Torx)

**d**

Place the LP label on top of the control cover near the gas control valve.



9 Make the gas line connection, bleed the gas line (if applicable), start the heater and thoroughly leak-test all gas connections and the gas control valve. Check the pilot. Adjust if necessary.

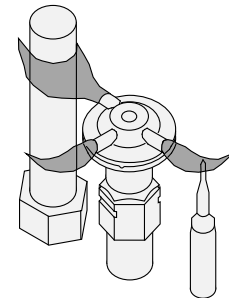
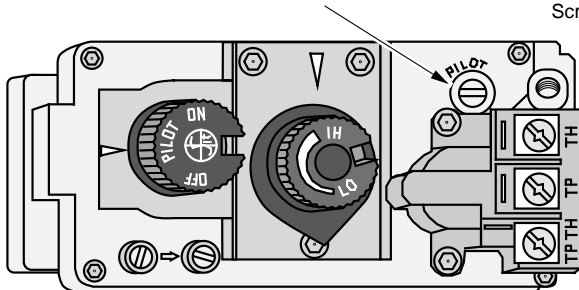
**WARNING:** When lighting or re-lighting the pilot, the glass must be removed (see page 28).

To adjust the pilot flame, turn this screw (NOTE: if totally unscrewed gas will come out of this port). Clockwise lowers the flame while counter-clockwise raises it.



Standard Screwdriver

The pilot flame must contact the thermocouple and thermopile (see the illustration below). Adjust the pilot up or down as necessary.



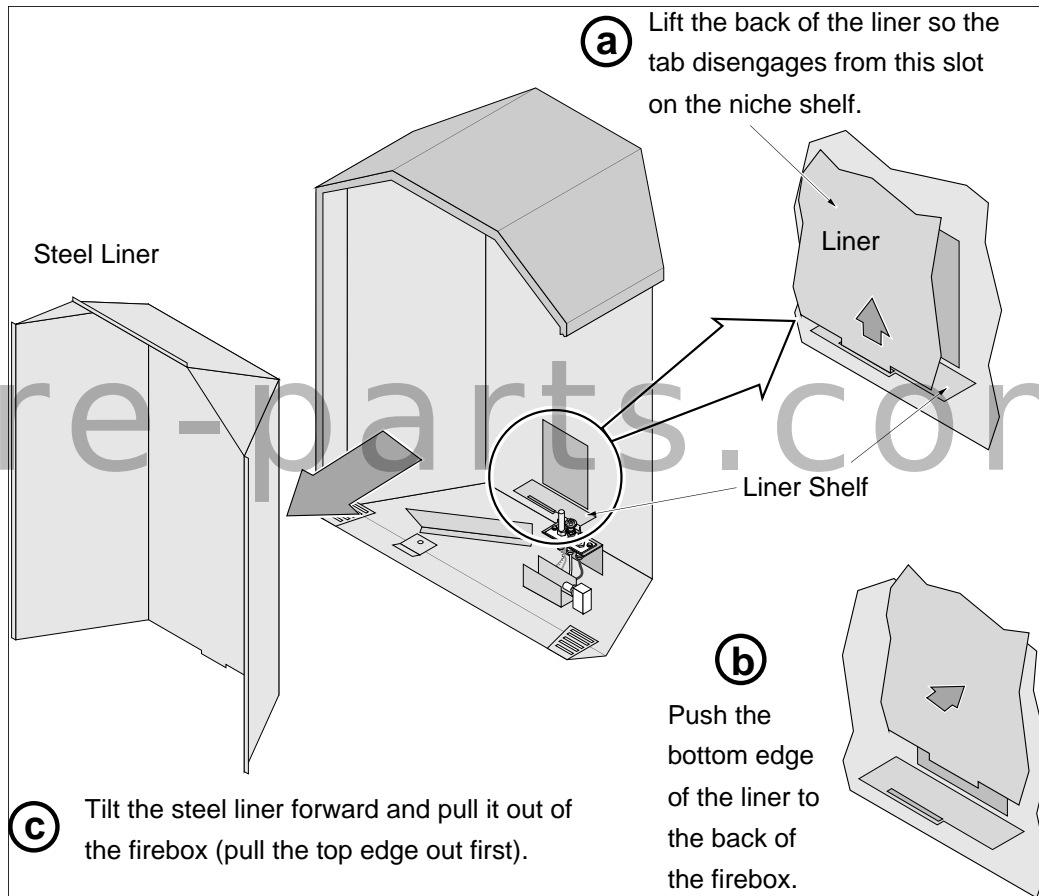
## Firebox Liner

**WARNING** Turn off gas to the appliance and make sure it has fully cooled prior to conducting service.

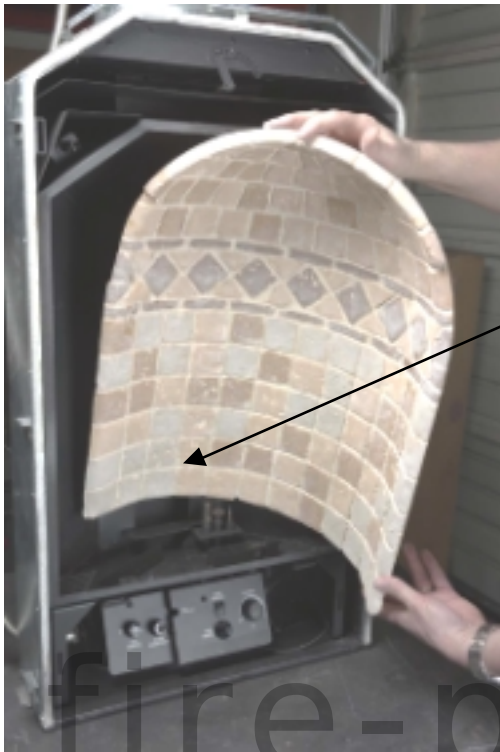
**NOTE:** The firebox liner is fragile – take care to prevent damage.

**NOTE:** The firebox liner leaves a slight white residue when touched – make sure to clean the area and your hands after handling the liner.

- 1 Remove the face, glass, and burner.
- 2 Follow the directions below to remove and discard the steel liner.

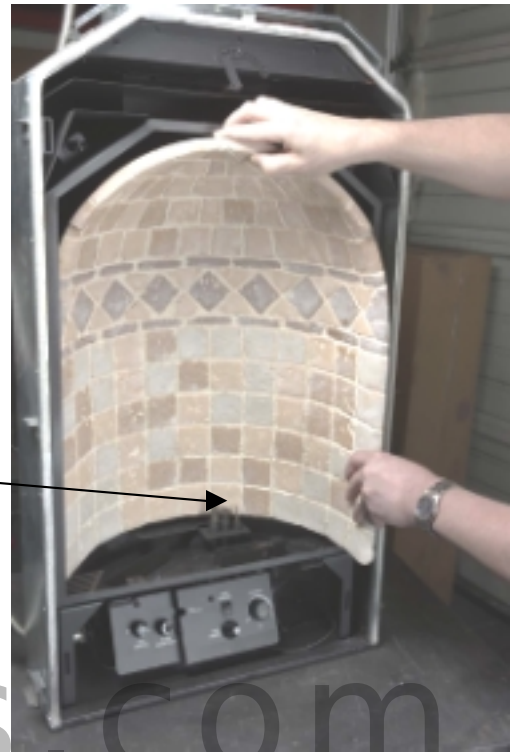


3 Install the liner following the directions below.



(a) Tilt the liner forward and at a slight angle as you insert it into the firebox.

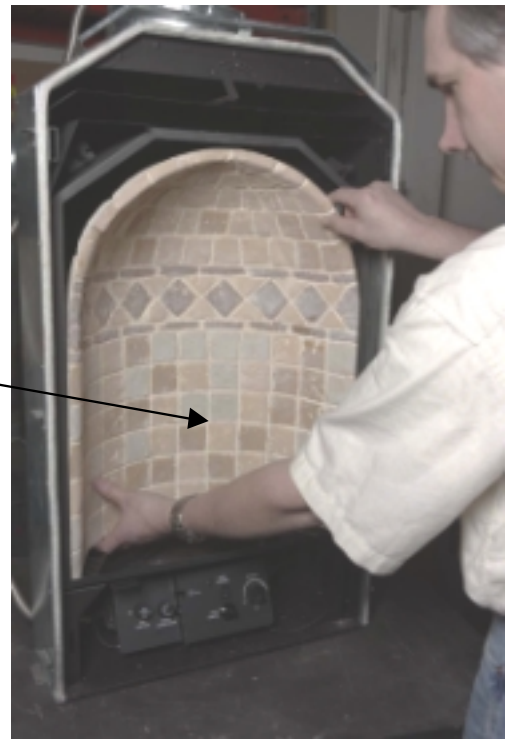
Place the bottom left corner into the firebox first.



(b) As you insert the liner, **make sure the liner goes behind the pilot assembly.**



(c) The top of the liner will be very tight along the top – carefully rotate and tilt the liner into place.



(d) Once in the firebox, pull the liner forward so it is against the front flanges of the firebox. Center the liner from side to side.

4 Replace the burner, logs, embers, glass and face.

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