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P/N 126345-01 REV. H 09/2022

P126345-01

Installation and Operation Instructions

Unvented (Vent-Free) Gas Log Heater

Remote Control Ready Burner Systems

Also Design-Certified As Vented Decorative Appliances

Models

EWPO2430NV	EWPO2430PV

PFS US

Report No. F09-129

For use with log sets

EWPO18R, EWPO24R, EWPO30R AND
EWLCT18R, EWLCT24R, EWLCT30R

INSTALLER: Leave this manual with the appliance.

CONSUMER: Retain this manual for future reference.

This appliance may be installed in an aftermarket permanently located, manufactured (mobile) home, where not prohibited by local codes. This appliance is only for use with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases.

WARNING: This appliance is for installation only in a solid-fuel burning masonry or UL127 factory-built fireplace or in a listed ventless firebox enclosure. It is design-certified for these installations in accordance with ANSI Z21.11.2. Exception: DO NOT install this appliance in a factory-built fireplace that includes instructions stating it has not been tested or should not be used with unvented gas logs.

This is an unvented gas-fired heater. It uses air (oxygen) from the room in which it is installed. Provisions for adequate combustion and ventilation air must be provided. Refer to Air for Combustion and Ventilation section on *Page 7* of this manual.

⚠ WARNING: If the information in this manual 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 your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.**
  - **If you cannot reach your gas supplier, call the fire department.**
- **Installation and service must be performed by a qualified installer, service agency or the gas supplier.**

Thank you for your purchase. We appreciate your business!

Please carefully read and follow all instructions in this manual. **Pay special attention to all warnings and safety information.**

Following these safety, care, and operation instructions will help ensure many years of dependable and enjoyable service from your appliance.

Please read and understand these instructions before installing or operating.

NATIONAL FIREPLACE INSTITUTE NFI CERTIFIED www.nficertified.org

We recommend 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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SAFETY

⚠ WARNING: FIRE, EXPLOSION, AND ASPHYXIATION HAZARD

Improper adjustment, alteration, service, maintenance, or installation of this heater or its controls can cause death or serious injury.

Read and follow instructions and precautions in User's Information Manual provided with this heater.

⚠ WARNING: This appliance is for installation only in a solid-fuel burning masonry or UL127 factory-built fireplace or in a listed ventless firebox enclosure. It is design-certified for these installations in accordance with ANSI Z21.11.2. Exception: Do not install this appliance in a factory-built fireplace that includes instructions stating it has not been tested or should not be used with unvented gas logs.

⚠ WARNING: Vent-free products are prohibited for bedroom and bathroom installation in the Commonwealth of Massachusetts.

⚠ WARNING: This product can expose you to chemicals including Carbon Black, which is known to the State of California to cause cancer, and Carbon Monoxide, which is known to the State of California to cause birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov

⚠ WARNING: This is an unvented gas-fired heater. It uses air (oxygen) from the room in which it is installed. Provisions for adequate combustion and ventilation air must be provided. Refer to Air for Combustion and Ventilation section on *Page 6* of this manual.

This appliance may be installed in an aftermarket,* permanently located, manufactured (mobile) home, where not prohibited by local codes.

This appliance is only for use with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases.

*** Aftermarket: Completion of sale, not for purpose of resale, from the manufacturer**

IMPORTANT: Read this owner's manual carefully and completely before trying to assemble, operate or service this appliance. Improper use of this heater can cause serious injury or death from burns, fire, explosion, electrical shock and carbon monoxide poisoning.

Any safety screen, guard, or barrier removed for servicing an appliance must be replace prior to operating the heater. The firescreen or guard designed for this unvented appliance must be installed prior to operation.

⚠ DANGER: Carbon monoxide poisoning may lead to death!

Carbon Monoxide Poisoning: Early signs of carbon monoxide poisoning resemble the flu, with headaches, dizziness or nausea. If you have these signs, the heater may not be working properly. **Get fresh air at once!** Have heater serviced. Some people are more affected by carbon monoxide than others. These include pregnant women, people with heart or lung disease or anemia, those under the influence of alcohol and those at high altitudes.

Natural and Propane/LP Gas: Natural and propane/LP gases are odorless. An odor-making agent is added to the gas. The odor helps you detect a gas leak. However, the odor added to the gas can fade. Gas may be present even though no odor exists.

Make certain you read and understand all warnings. Keep this manual for reference. It is your guide to safe and proper operation of this heater.

⚠ WARNING: Any change to this heater or its controls can be dangerous.

⚠ WARNING: Do not use a blower insert, heat exchanger insert or other accessory not approved for use with this heater.

⚠ WARNING: Do not allow fans to blow directly into the fireplace. Avoid any drafts that alter burner flame patterns. Ceiling fans can create drafts that alter burner flame patterns. Altered burner patterns can cause sooting.

Due to high temperatures, the appliance should be located out of traffic and away from furniture and draperies.

Do not place clothing or other flammable material on or near the appliance. Never place any objects on the heater.

Children and adults should be alerted to the hazard of high surface temperature and should stay away to avoid burns or clothing ignition. Heater will remain hot for a time after shutdown. Allow surface to cool before touching.

⚠ WARNING: Do not place log scraps or volcanic stone on burner.

Heater base assembly becomes very hot when running heater.

⚠ WARNING: Young children should be carefully supervised when they are in the same room with the appliance. When using the hand-held remote accessory, keep selector switch in the OFF position to prevent children from turning on burners with remote.

You must operate this heater with a fireplace screen in place. Make sure fireplace screen is closed before running heater. The fireplace screen shall have openings for introduction of combustion air.

Keep the appliance area clear and free from combustible materials, gasoline and other flammable vapors and liquids.

Solid-fuels shall not be burned in a fireplace in which an unvented room heater is installed.

Installation and repair should be done by a qualified service person. The appliance should be inspected before use and at least annually by a professional service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. It is imperative that control compartments, burners, and circulating air passageways of the appliance be kept clean.

1. **WARNING: This appliance is only for use with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases.**
2. Do not place propane/LP supply tank(s) inside any structure. Locate propane/LP supply tank(s) outdoors (propane/LP units only).
3. If you smell gas
   - shut off gas supply
   - do not try to light any appliance
   - do not touch any electrical switch; do not use any phone in your building
   - immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions
   - if you cannot reach your gas supplier, call the fire department
4. This heater shall not be installed in a bedroom or bathroom, unless installed as a vented appliance. See *Installing Damper Clamp Accessory for Vented Operation*, ***Page 10***. This gas log set may not be installed as a vented appliance in a bedroom or bathroom in the Commonwealth of Massachusetts.
5. Before installing in a solid fuel burning fireplace, the chimney flue and firebox must be cleaned of soot, creosote, ashes and loose paint by a qualified chimney cleaner. Creosote will ignite if highly heated. A dirty chimney flue may create and distribute soot within the house. Inspect chimney flue for damage. If damaged, repair flue and firebox before operating heater.
6. Do not burn solid-fuel in a masonry or UL127 factory-built fireplace in which a vent-free room heater is installed.
7. If appliance has glass doors, never operate this appliance with glass doors closed. Any glass doors shall be fully opened when the appliance is in operation. If you operate appliance with doors closed, heat buildup inside fireplace will cause glass to burst. Make sure there are no obstructions across openings of fireplace.
8. To prevent the creation of soot, follow the instructions in *Cleaning and Maintenance*, ***Page 21***.
9. Before using furniture polish, wax, carpet cleaner or similar products, turn heater off. If heated, the vapors from these products may create a white powder residue within burner box or on adjacent walls and furniture.
10. This heater needs fresh, outside air ventilation to run properly. This heater has an Oxygen Depletion Sensing (ODS) safety shutoff system. The ODS shuts down the heater if enough fresh air is not available. See *Air for Combustion and Ventilation,* ***Page 6***. If heater keeps shutting off, see *Troubleshooting,* ***Page 23***.
11. Do not run heater
    - where flammable liquids or vapors are used or stored
    - under dusty conditions
12. Do not use this heater to cook food or burn paper or other objects.
13. Do not use heater if any part has been exposed to or under water. Immediately call a qualified service technician to inspect the room heater and to replace any part of the control system and any gas control which has been under water.
14. Do not operate heater if any log is broken. Do not operate heater if a log is chipped (dime-sized or larger).
15. Turn heater off and let cool before servicing, installing or repairing. If optional remote control is used, make sure the selector switch is in the OFF position. Only a qualified service person should install, service or repair heater.
16. If optional remote control is used, make sure the selector switch is in the OFF position when you are away from home for long periods of time.
17. Operating heater above elevations of 4,500 feet may cause pilot outage.
18. To prevent performance problems, do not use propane/LP fuel tank of less than 100 lb. capacity (propane/LP units only).
19. Provide adequate clearances around air openings.

PRODUCT IDENTIFICATION

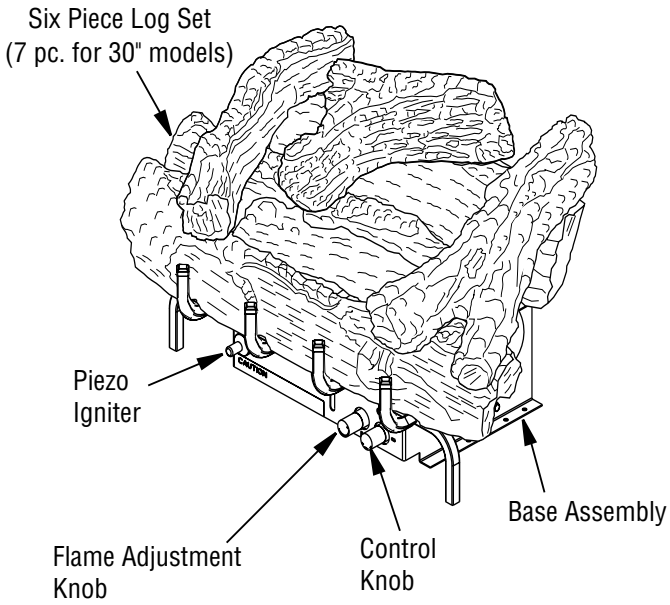


Figure 1 - Product Identification

LOCAL CODES

Install and use appliance with care. The installation must conform with local codes or in the absence of local codes, to the latest edition of The National Fuel Gas Code, ANSI Z223.1/NFPA 54*.

*Available from:

American National Standards Institute, Inc.
25 West 43rd Street, 4th floor
New York, NY 10036

National Fire Protection Association, Inc.
1 Batterymarch Park
Quincy, MA 02169-7471

COMMONWEALTH OF MASSACHUSETTS REQUIREMENTS

These appliances are approved for installation in the US state of Massachusetts if the following additional requirements are met:

- Un-vented Room Heaters shall be installed in accordance with 527 CMR 30.
- Installation and repair must be done by a plumber or gas fitter licensed in the Commonwealth of Massachusetts.
- The flexible gas line connector used shall not exceed 36 inches (92 centimeters) in length.
- The individual manual shut-off must be a T-handle type valve.
- Unvented appliances may NOT be installed in bedrooms or bathrooms.
- A working smoke detector must be installed in the area where vent-free appliances are installed.

Seller of unvented propane or natural gas-fired supplemental room heaters shall provide to each purchaser a copy of 527 CMR 30 upon sale of the unit.

UNPACKING

1. Remove logs and heater base assembly from cartons.
   ***NOTE**: Do not pick up heater base assembly by burners. This could damage heater. Always handle base assembly by grate.*
2. Remove all protective packaging applied to logs and heater for shipment.
3. Check appliance for any shipping damage. If appliance is damaged, promptly inform dealer where you purchased the appliance.

⚠ CAUTION: Do not remove data plates from grate assembly. Data plates contain important warranty and safety information.

PRODUCT FEATURES

OPERATION

This heater is clean burning. It requires no outside venting. There is no heat loss out a vent or up a chimney. Heat is generated by realistic flames. This heater is designed for vent-free operation with flue damper closed. It has been tested and approved to ANSI Z21.11.2 standard for unvented room heaters. State and local codes in some areas prohibit the use of unvented appliances. This heater may also be operated as a vented decorative (ANSI Z21.60) product by opening the flue damper.

SAFETY DEVICE

This heater has a pilot with an Oxygen Depletion Sensing (ODS) safety shutoff system. The ODS/pilot is a required feature for vent-free room heaters. The ODS/pilot shuts off the heater if there is not enough fresh air.

PIEZO IGNITION SYSTEM

This heater has a piezo Igniter. This system requires no matches, batteries or other sources to light heater.

AIR FOR COMBUSTION AND VENTILATION

⚠ WARNING: This heater shall not be installed in a room or space unless the required volume of indoor combustion air is provided by the method described in the National Fuel Gas Code, ANSI Z223.1/NFPA 54, the International Fuel Gas Code, or applicable local codes. Read the following instructions to ensure proper fresh air for this and other fuel-burning appliances in your home.

Today's homes are built more energy efficient than ever. New materials, increased insulation and new construction methods help reduce heat loss in homes. Homeowners apply weather strip and caulk around windows and doors to keep the cold air out and the warm air in. During heating months, homeowners want their homes as airtight as possible.

While it is good to make your home energy efficient, your home needs to breathe. Fresh air must enter your home. All fuel-burning appliances need fresh air for proper combustion and ventilation.

Exhaust fans, some fireplaces, clothes dryers and some fuel burning appliances draw air from the house to operate. You must provide adequate fresh air for these appliances. This will ensure proper venting of vented fuel-burning appliances.

PROVIDING ADEQUATE VENTILATION

The following are excerpts from *National Fuel Gas Code, ANSI Z223.1/NFPA 54, Air for Combustion and Ventilation*.

All spaces in homes fall into one of the three following ventilation classifications:

1. Unusually Tight Construction
2. Unconfined Space
3. Confined Space

The information on ***Pages 6 through 7*** will help you classify your space and provide adequate ventilation.

Unusually Tight Construction

The air that leaks around doors and windows may provide enough fresh air for combustion and ventilation. However, in buildings of unusually tight construction, you must provide additional fresh air.

Unusually tight construction is defined as construction where:

a. walls and ceilings exposed to the outside atmosphere have a continuous water vapor retarder with a rating of one perm (6 x 10^{-11} kg per pa-sec-m^2) or less with openings gasketed or sealed and

b. weather stripping has been added on openable windows and doors and

c. caulking or sealants are applied to areas such as joints around window and door frames, between sole plates and floors, between wall-ceiling joints, between wall panels, at penetrations for plumbing, electrical and gas lines and at other openings.

If your home meets all three criteria above, you must provide additional fresh air. See Ventilation Air From Outdoors, *Page 7*.

If your home does not meet all three criteria above, proceed to Determining Fresh-Air Flow For Heater Location.

Confined and Unconfined Space

The National Fuel Gas Code, ANSI Z223.1/NFPA54 allows two methods for determining whether the space in which the heater is being installed is confined or unconfined space. The standard method defines a confined space as a space whose volume is less than 50 cubic feet per 1,000 Btu per hour (4.8 m^3 per kw) of the aggregate input rating of all appliances installed in that space and an unconfined space as a space whose volume is not less than 50 cubic feet per 1,000 Btu per hour (4.8 m^3 per kw) of the aggregate input rating of all appliances installed in that space. Rooms communicating directly with the space in which the appliances are installed*, through openings not furnished with doors, are considered a part of the unconfined space. Where the air infiltration rate of a structure is known, the Known Air Infiltration Rate Method may be used. Follow The National Fuel Gas Code, ANSI Z223.1/NFPA 54 to use this method to determine if the space is confined or unconfined.

* Adjoining rooms are communicating only if there are doorless passageways or ventilation grills between them.

DETERMINING FRESH-AIR FLOW FOR HEATER LOCATION

Determining if You Have a Confined or Unconfined Space Using the Standard Method

Use this work sheet to determine if you have a confined or unconfined space.

Space: Includes the room in which you will install heater plus any adjoining rooms with doorless passageways or ventilation grills between the rooms.

1. Determine the volume of the space (length x width x height).
   Length x Width x Height =_____cu. ft. (volume of space)
   Example: Space size 20 ft. (length) x 16 ft. (width) x 8 ft. (ceiling height) = 2560 cu. ft. (volume of space)
   If additional ventilation to adjoining room is supplied with grills or openings, add the volume of these rooms to the total volume of the space.
2. Multiply the space volume by 20 to determine the maximum Btu/Hr the space can support.
   _____ (volume of space) x 20 = (Maximum Btu/Hr the space can support)
   Example: 2560 cu. ft. (volume of space) x 20 = 51,200 (maximum Btu/Hr the space can support)
3. Add the Btu/Hr of all fuel burning appliances in the space.
   Vent-free fireplace _____Btu/Hr
   Gas water heater* _____Btu/Hr
   Gas furnace _____Btu/Hr
   Vented gas heater _____Btu/Hr
   Gas fireplace logs _____Btu/Hr
   Other gas appliances* + ____Btu/Hr
   Total = _____Btu/Hr
   * Do not include direct-vent gas appliances. Direct-vent draws combustion air from the outdoors and vents to the outdoors.
   Example:
   Gas water heater 40,000 Btu/Hr
   Vent-free fireplace + 33,000 Btu/Hr
   Total = 73,000 Btu/Hr

4. Compare the maximum Btu/Hr the space can support with the actual amount of Btu/Hr used.
   _____Btu/Hr (maximum the space can support)
   _____Btu/Hr (actual amount of Btu/Hr used)
   *Example:*51,200 Btu/Hr (maximum the space can support)
   73,000 Btu/Hr (actual amount of Btu/Hr used)

The space in the above example is a confined space because the actual Btu/Hr used is more than the maximum Btu/Hr the space can support. You must provide additional fresh air. Your options are as follows:

A. Rework worksheet, adding the space of an adjoining room. If the extra space provides an unconfined space, remove door to adjoining room or add ventilation grills between rooms. See *Ventilation Air From Inside Building*.
B. Vent room directly to the outdoors. See *Ventilation Air From Outdoors*.
C. Install a lower Btu/Hr fireplace, if lower Btu/Hr size makes room unconfined.

If the actual Btu/Hr used is less than the maximum Btu/Hr the space can support, the space is an unconfined space. You will need no additional fresh air ventilation.

⚠ WARNING: If the area in which the heater may be operated does not meet the required volume for indoor combustion air, combustion and ventilation air shall be provided by one of the methods described in the *National Fuel Gas Code, ANSI Z223.1/NFPA 54,* the *International Fuel Gas Code,* or applicable local codes.

VENTILATION AIR

Ventilation Air From Inside Building

This fresh air would come from an adjoining unconfined space. When ventilating to an adjoining unconfined space, you must provide two permanent openings: one within 12" of the ceiling and one within 12" of the floor on the wall connecting the two spaces (see options 1 and 2, Figure 2). You can also remove door into adjoining room (see option 3, Figure 2). Follow the *National Fuel Gas Code, ANSI Z223.1/NFPA 54, Air for Combustion and Ventilation* for required size of ventilation grills or ducts.

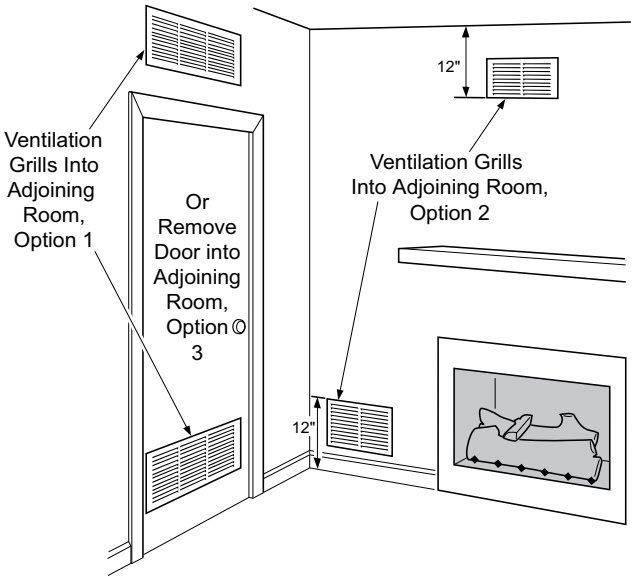


Figure 2 - Ventilation Air from Inside Building

Ventilation Air From Outdoors

Provide extra fresh air by using ventilation grills or ducts. You must provide two permanent openings: one within 12" of the ceiling and one within 12" of the floor. Connect these items directly to the outdoors or spaces open to the outdoors. These spaces include attics and crawl spaces. Follow the *National Fuel Gas Code, ANSI Z223.1/NFPA 54, Air for Combustion and Ventilation* for required size of ventilation grills or ducts.

IMPORTANT: Do not provide openings for inlet or outlet air into attic if attic has a thermostat-controlled power vent. Heated air entering the attic will activate the power vent.

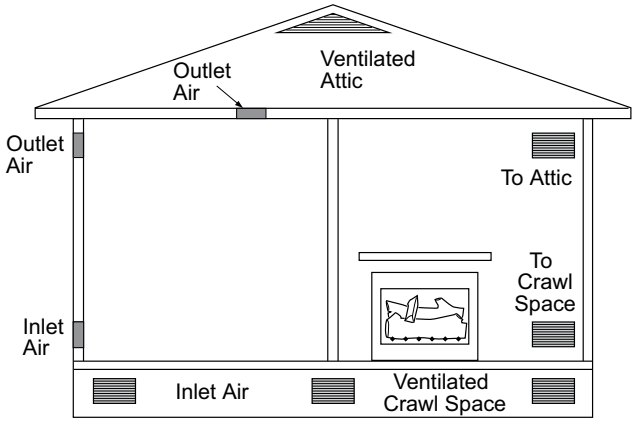


Figure 3 - Ventilation Air from Outdoors

INSTALLATION

NOTICE: This appliance is intended for supplemental heating. Use this heater along with your primary heating system. Do not install this heater as your primary heat source. If you have a central heating system, you may run system's circulating blower while using heater. This will help circulate the heat throughout the house. In the event of a power outage, you can use this heater as your primary heat source.

⚠ WARNING: A qualified service person must install heater. Follow all local codes.

NOTICE: State or local codes may only allow operation of this appliance in a vented configuration. Check your state or local codes.

⚠ WARNING: Before installing in a solid fuel burning fireplace, the chimney flue and firebox must be cleaned of soot, creosote, ashes and loose paint by a qualified chimney cleaner. Creosote will ignite if highly heated. A dirty chimney flue may create and distribute soot within the house. Inspect chimney and firebox flue for damage. If damaged, repair flue and firebox before operating heater.

⚠ WARNING: Any outside air ducts and/or ash dumps in the fireplace shall be permanently closed at time of appliance installation.

⚠ WARNING: Seal any fresh air vents or ash clean-out doors located on floor or wall of fireplace. If not, drafting may cause pilot outage or sooting. Use a heat-resistant sealant. Do not seal chimney flue damper.

⚠ WARNING: Never install the heater

- **in a bedroom or bathroom unless installed as a vented appliance, see *Page 12***
- **in a recreational vehicle**
- **where curtains, furniture, clothing or other flammable objects are less than 36" from front or 42" from top of heater. For side clearances see *Figure 4***
- **in high traffic areas**
- **in windy or drafty areas**

⚠ CAUTION: This heater creates warm air currents. These currents move heat to wall surfaces next to heater. Installing heater next to vinyl or cloth wall coverings or operating heater where impurities (such as, but not limited to, tobacco smoke, aromatic candles, cleaning fluids, oil or kerosene lamps, etc.) in the air exist, may discolor walls or cause odors.

IMPORTANT: Vent-free heaters add moisture to the air. Although this is beneficial, installing heater in rooms without enough ventilation air may cause mildew to form from too much moisture. See *Air for Combustion and Ventilation*, ***Page 6***.

CHECK GAS TYPE

Use the correct type of gas (natural or propane/ LP). If your gas supply is not the correct gas type, do not install appliance. Call the dealer where you purchased the appliance for proper type appliance.

⚠ WARNING: This appliance is equipped for either natural gas or propane/LP gas but not both. Gas type is indicated on the rating plate. Field conversion is not permitted.

⚠ WARNING: If optional remote control is used, make sure the selector switch is in the OFF position before installing heater.

INSTALLATION AND CLEARANCES FOR VENT-FREE OPERATION

Maintain adequate clearances for accessibility for purposes of servicing and proper operation.

MINIMUM FIREPLACE CLEARANCE TO COMBUSTIBLE MATERIALS

Side Wall 16", Ceiling 42", Front 36"

Maintain adequate clearances for accessibility for purposes of servicing and proper operation.

Minimum clearance requirements include any projections such as shelves, window sills, mantels, etc. above the appliance.

LOG SIZING REQUIREMENTS				
	Minimum Firebox			
Log Size	Height	Depth	Front Width	Rear * Width
18"	17"	13.5"	24"	20.5"
24"	17"	13.5"	28"	20.5"
30''	17''	13.5''	32''	26''

* Measured at 13.5" depth.

⚠ WARNING: Maintain the minimum clearances. If you can, provide greater clearances from floor, ceiling and adjoining wall.

Carefully follow these instructions. This will ensure safe installation into a masonry, UL127-listed manufactured fireplace or listed vent-free firebox.

Any outside air ducts and/or ash dumps in the fireplace shall be permanently closed at the time of appliance installation.

MINIMUM CLEARANCES FOR SIDE COMBUSTIBLE MATERIAL, SIDE WALL AND CEILING

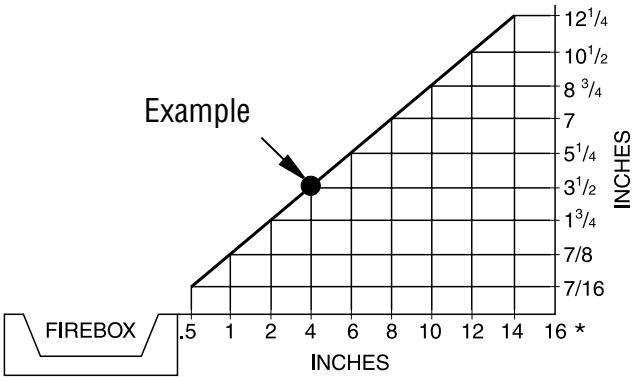
A. Clearances from the side of the fireplace cabinet to any combustible material and wall should follow diagram in ***Figure 4***.

Example: The face of a mantel, bookshelf, etc. is made of combustible material and protrudes 3-1/2" from the wall. This combustible material must be 4" from the side of the fireplace cabinet *(see **Figure 4**)*.

NOTE: *When installing your gas logs into a manufactured firebox, follow firebox manufacturer's instructions for minimum clearances to combustible materials.*

B. Clearances from the top of the fireplace opening to the ceiling should not be less than 42".

NOTICE: Manual control heaters may be used as a vented product. If so, you must always run heater with chimney flue damper open. If running heater with damper open, noncombustible material above fireplace opening is not needed. Go to *Installing Damper Clamp Accessory for Vented Operation*, *Page 10*.



*Minimum 16 inches from Side Wall

Figure 4 - Minimum Clearance for Combustible to Wall

MINIMUM NONCOMBUSTIBLE MATERIAL CLEARANCES

Clearances if Not Using Mantel

NOTE: *If using a mantel proceed to If Using Mantel. If not using a mantel, follow the information on this Page.*

You must have noncombustible material(s) above the fireplace opening. Noncombustible materials (such as slate, marble, tile, etc.) must be at least 1/2 inch thick. With sheet metal, you must have noncombustible material behind it. Noncombustible material must extend at least 8" up (for all models). If noncombustible material is less than 12", you must install the fireplace hood accessory (for all models). See ***Figure 5*** for minimum clearances.

Noncombustible Material Distance (A)	Requirements for Safe Installation
12" or more	Noncombustible material okay.
Between 8" and 12"	Install fireplace hood accessory (GA6050).
Less than 8"	Noncombustible material must be extended to at least 8". See *Between 8" and 12"*, above. If you cannot extend material, you must operate heater with flue damper open.

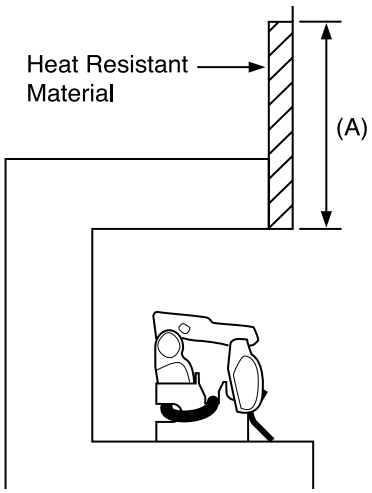


Figure 5 - Heat Resistant Material (Slate, Marble, Tile, etc.) Above Fireplace

If Using Mantel

You must have noncombustible material(s) above the fireplace opening. Noncombustible materials (such as slate, marble, tile, etc.) must be at least 1/2" thick. With sheet metal, you must have noncombustible material behind it. Noncombustible material must extend at least 8 inches up (for all models). If noncombustible material is less than 12", you must install the fireplace hood accessory (24" Models Only). Even if noncombustible material is more than 12", you may need the hood accessory to deflect heat away from your mantel shelf. See ***Figure 5***, and ***Figures 6 and 7*** *(**Page 10**)* for minimum clearances.

IMPORTANT: If you cannot meet these minimum clearances, you must operate heater with chimney flue damper open. Go to *Installing Damper Clamp Accessory for Vented Operation*, ***Page 10***.

MANTEL CLEARANCES

In addition to meeting noncombustible material clearances, you must also meet required clearances between fireplace opening and mantel shelf. If you do not meet the clearances listed below, you will need a hood.

Minimum clearance requirements include any projections such as shelves, window sills, mantels, etc. above the appliance.

Determining Minimum Mantel Clearance

If you meet minimum clearance between mantel shelf and top of fireplace opening, a hood is not required *(see **Figure 6**)*.

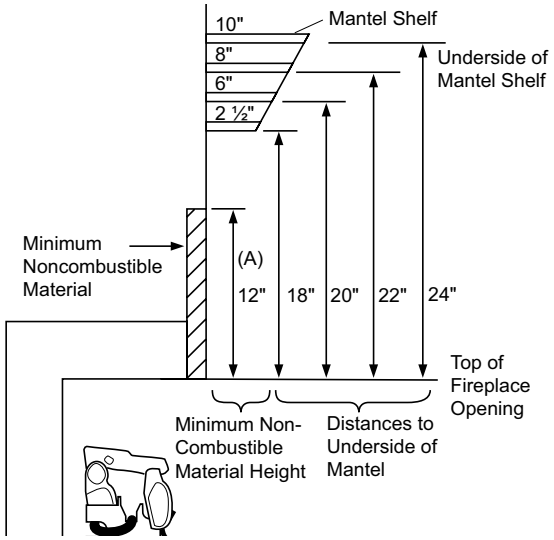


Figure 6 - Minimum Mantel Clearances Without Using Hood

Minimum clearance requirements include any projections such as shelves, window sills, mantels, etc. above the appliance.

NOTE: To avoid heat-related finish damage, we recommend the use of high temperature paint (rated 175° F or higher) on the underside of the mantel.

Determining Minimum Mantel Clearance When Using a Hood

If minimum clearances in Figure 6, are not met, you must have a hood. When using a hood there are still certain minimum mantel clearances required. Follow minimum clearances shown in **Figure 7** when using hood.

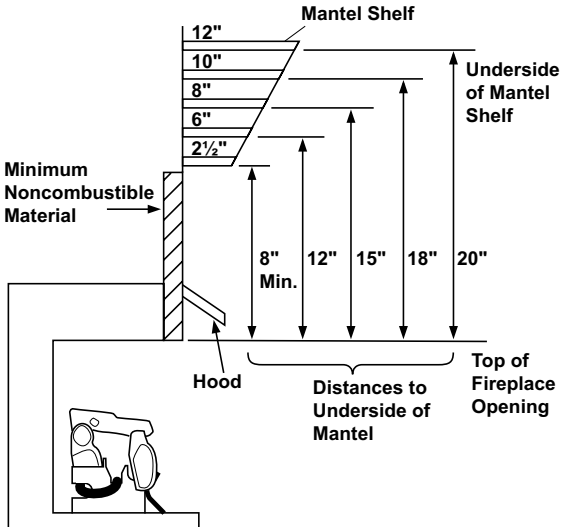


Figure 7 - Minimum Mantel Clearances When Using Hood

NOTICE: Surface temperatures of adjacent walls and mantels become hot during operation. Walls and mantels above the firebox may become hot to the touch. If installed properly, these temperatures meet the requirement of the national product standard. Follow all minimum clearances shown in this manual.

Notice: If your installation does not meet the minimum clearances shown, you must do one of the following:

- **operate the logs only with the flue damper open**
- **raise the mantel to an acceptable height**
- **remove the mantel**

FLOOR CLEARANCES

The fireplace's required clearances to combustibles must be maintained. Consult your fireplace manufacturer's installation instructions for minimum clearances. If permitted by the fireplace installation instructions, combustible material may be installed up to the bottom edge of the fireplace face *(see **Figure 8**)*.

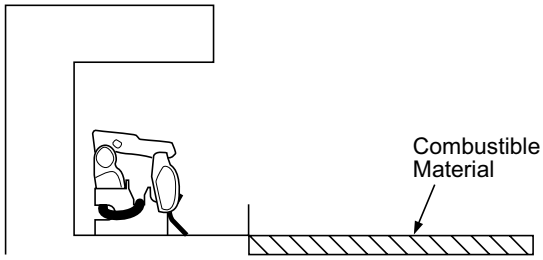


Figure 8 - Minimum Fireplace Clearances If Installed at Floor Level

INSTALLING DAMPER CLAMP ACCESSORY FOR VENTED OPERATION

NOTE: *When used as a vented heater, appliance must be installed only in a solid-fuel burning fireplace with a working flue and constructed of noncombustible material.*

For Massachusetts Residents Only: Installation of this vented gas log set in the Commonwealth of Massachusetts requires the damper be permanently removed or welded in the fully open position.

If your heater is a manually-controlled model, you may use this heater as a vented product. There are three reasons for operating your heater in the vented mode.

1. The fireplace does not meet the clearance to combustibles requirements for vent-free operation.
2. State or local codes do not permit vent-free operation.
3. You prefer vented operation.

If reasons number 1 or 2 apply to you, you must permanently open chimney flue damper. You must install the damper clamp accessory *(to order, see Accessories, **Page 32**)*. This will ensure vented operation *(see **Figure 9, Page 11**)*. The damper clamp will keep damper open. Installation instructions are included with clamp accessory.

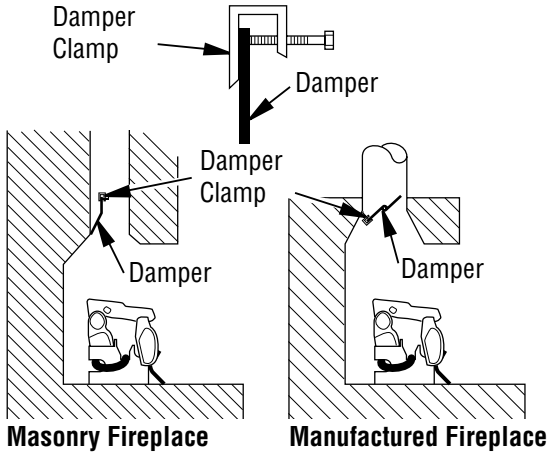


Figure 9 - Attaching Damper Clamp

See chart for minimum permanent flue opening you must provide. Attach damper clamp so the minimum permanent flue opening will be maintained at all times.

Area of Various Standard Round Flues	
Diameter	**Area**
5"	20 sq. in.
6"	29 sq. in.
7"	39 sq. in.
8"	51 sq. in.

Chimney Height	Minimum Permanent Flue Opening
6' to 15'	39 sq. in.
15' to 30'	29 sq. in.

INSTALLING HEATER BASE ASSEMBLY

⚠ WARNING: You must secure this heater to fireplace floor. If not, heater will move when you adjust controls. Moving heater may cause a gas leak or log misplacement.

⚠ WARNING: If installing in a sunken fireplace, special care is needed. You must raise the fireplace floor to allow access to heater control panel. This will ensure adequate air flow and guard against sooting and controls being damaged. Raise fireplace floor with noncombustible material. Make sure material is secure.

⚠ CAUTION: Do not pick up heater base assembly by burners. This could damage heater. Only handle base assembly by grates.

IMPORTANT: Make sure the heater burners are level. If heater is not level, heater will not work properly.

Installation Items Needed

- hardware package (provided with heater)
- approved flexible gas hose and fittings (if allowed by local codes) (not provided)
- sealant (resistant to propane/LP gas, not provided)
- electric drill with 3/16" drill bit (metal or masonry as applicable)
- flathead screwdriver
- pipe wrench

1. Connect approved flexible gas hose to gas control fitting in heater *(see **Figure 10**)*.
   IMPORTANT: Hold gas fitting with wrench when connecting flexible gas hose.
2. Locate two masonry screws in hardware package.
3. Place heater base in fireplace.
4. Place logs in their proper position on heater base *(see Installing Logs, starting on **Page 15**)*.
5. Center heater base and logs front-to-back and side-to-side in fireplace.
6. Carefully remove logs without moving heater base.
7. Mark screw locations through one hole on each side of the mounting bracket *(see **Figure 11**)*. If installing in a brick-bottom fireplace, mark screw locations in mortar joint of bricks.

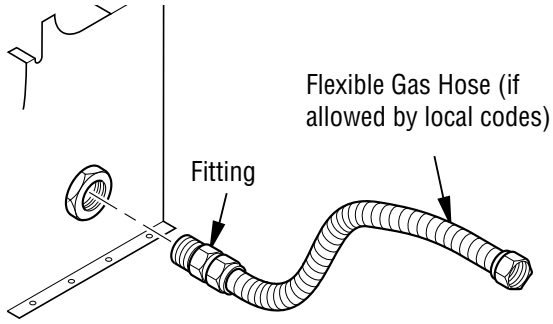


Figure 10 - Attaching Flexible Gas Hose to Heater

8. Remove heater base from fireplace. If installing optional control accessories, do so at this time. Follow all directions provided with accessory.
9. Drill holes at marked locations using 3/16" drill bit.
10. Attach base assembly to fireplace floor using two masonry screws (in hardware package).

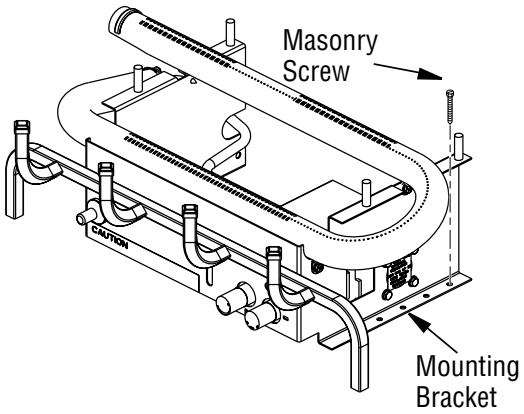


Figure 11 - Attaching Base to Fireplace Floor

CONNECTING TO GAS SUPPLY

⚠ WARNING: This appliance requires a 3/8" NPT (National Pipe Thread) inlet connection to the pressure regulator.

⚠ WARNING: A qualified service person must connect heater to gas supply. Follow all local codes.

⚠ CAUTION: Never connect propane/LP fireplace directly to the propane/LP supply. This heater requires an external regulator (not supplied). Install the external regulator between the heater and propane/LP supply.

⚠ WARNING: Never connect this appliance to private (non-utility) gas wells. This gas is commonly known as wellhead gas and does not have odorants and may have impurities, and variations in BTU content. The use of well-head gas will void the manufacturer's warranty to this appliance.

Installation Items Needed

Before installing heater, make sure you have the items listed below.

- external regulator (supplied by installer)
- piping (check local codes)
- sealant (resistant to propane/LP gas)
- equipment shutoff valve *
- test gauge connection *
- sediment trap
- tee joint
- pipe wrench

* An equipment shutoff valve with 1/8" NPT tap is an acceptable alternative to test gauge connection. Purchase the optional equipment shutoff valve from your dealer.

For propane/LP units, the installer must supply an external regulator. The external regulator will reduce incoming gas pressure. You must reduce incoming gas pressure to between 11" and 14" of water. If you do not reduce incoming gas pressure, heater regulator damage could occur. Install external regulator with the vent pointing down as shown in ***Figure 12***. Pointing the vent down protects it from freezing rain or sleet.

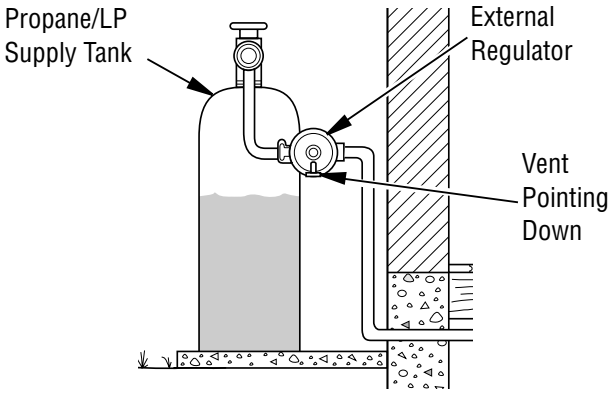


Figure 12 - External Regulator With Vent Pointing Down

⚠ CAUTION: Use only new, black iron or steel pipe. Internally-tinned copper tubing may be used in certain areas. Check your local codes. Use pipe of 1/2" diameter or greater to allow proper gas volume to heater. If pipe is too small, undue loss of volume will occur.

Installation must include an equipment shutoff valve, union and plugged 1/8" NPT tap. Locate NPT tap within reach for test gauge hook up. NPT tap must be upstream from heater (see Figure 13).

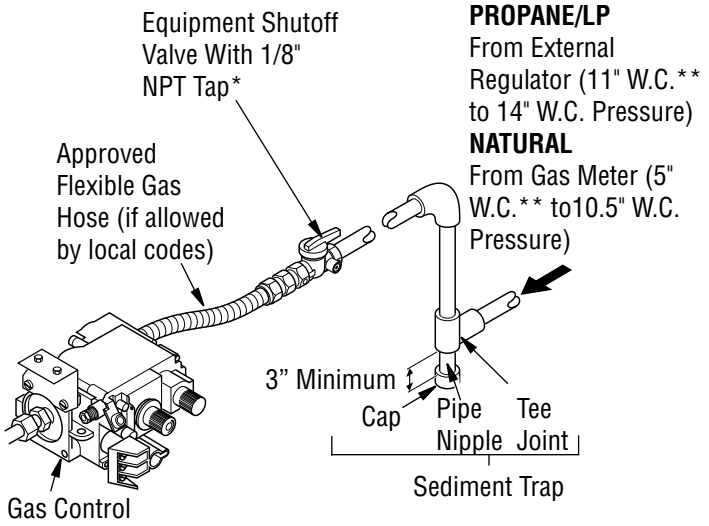
IMPORTANT: Install equipment shutoff valve in an accessible location. The equipment shutoff valve is for turning on or shutting off the gas to the appliance.

Check your building codes for any special requirements for locating equipment shutoff valve to fireplaces.

Apply pipe joint sealant lightly to male NPT threads. This will prevent excess sealant from going into pipe. Excess sealant in pipe could result in clogged heater valves.

⚠ WARNING: Use pipe joint sealant that is resistant to liquid petroleum (LP) gas.

We recommend that you install a sediment trap in supply line as shown in ***Figure 13***. Locate sediment trap where it is within reach for cleaning. Install in piping system between fuel supply and heater. Locate sediment trap where trapped matter is not likely to freeze. A sediment trap traps moisture and contaminants. This keeps them from going into heater controls. If sediment trap is not installed or is installed wrong, heater may not run properly.



* Purchase the optional equipment shutoff valve from your dealer.

** Minimum inlet pressure for purpose of input adjustment.

Figure 13 - Gas Connection

⚠ CAUTION: Avoid damage to gas control. Hold gas fitting with wrench when connecting it to gas piping and/or fittings.

CHECKING GAS CONNECTIONS

⚠ WARNING: Test all gas piping and connections, internal and external to unit, for leaks after installing or servicing. Correct all leaks at once.

⚠ WARNING: Never use an open flame to check for a leak. Apply a noncorrosive leak detection fluid to all joints. Bubbles forming show a leak. Correct all leaks at once.

⚠ CAUTION: Make sure external regulator has been installed between propane/LP supply and heater. See guidelines under *Connecting to Gas Supply*, *Page 12*.

PRESSURE TESTING GAS SUPPLY PIPING SYSTEM

The appliance and its appliance main gas valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures **in excess of** 1/2 psi (3.5 kPa).

The appliance must be isolated from the gas supply piping system by closing its equipment shutoff valve during any pressure testing of the gas supply piping system at test pressures **equal to or less than** 1/2 psi (3.5 kPa).

TEST PRESSURES IN EXCESS OF 1/2 PSIG (3.5 KPA)

1. Disconnect appliance with its appliance main gas valve (control valve) and equipment shutoff valve from gas supply piping system. Pressures in excess of 1/2 psig will damage heater regulator.
2. Cap off open end of gas pipe where equipment shutoff valve was connected.
3. Pressurize supply piping system by either opening propane/LP supply tank valve for propane/LP gas or opening main gas valve located on or near gas meter for natural gas or using compressed air.
4. Check all joints of gas supply piping system. Apply noncorrosive leak detection fluid to all joints. Bubbles forming show a leak.
5. Correct all leaks at once.
6. Reconnect heater and equipment shutoff valve to gas supply. Check reconnected fittings for leaks.

Test Pressures Equal To or Less Than 1/2 PSIG (3.5 kPa)

1. Close equipment shutoff valve *(see **Figure 14**)*.
2. Pressurize supply piping system by either opening propane/LP supply tank valve for propane/LP gas or opening main gas valve located on or near gas meter for natural gas or using compressed air.
3. Check all joints from gas meter to equipment shutoff valve for natural gas or propane/LP supply to equipment shutoff valve for propane/LP *(see **Figures 15 and 16**)*. Apply noncorrosive leak detection fluid to all joints. Bubbles forming show a leak.
4. Correct all leaks at once.

PRESSURE TESTING HEATER GAS CONNECTIONS

1. Open equipment shutoff valve *(see **Figure 16**)*.
2. Open main gas valve located on or near gas meter for natural gas or open propane/LP supply tank valve.
3. Make sure control knob of heater is in the OFF position.
4. Check all joints from equipment shutoff valve to gas control *(see **Figures 15 and 16**)*. Apply noncorrosive leak detection fluid to all joints. Bubbles forming show a leak.
5. Correct all leaks at once.
6. Light heater *(see Operation, **Page 19**)*. Check all other internal joints for leaks.
7. Turn off heater *(see To Turn Off Gas to Appliance, **Page 20**)*.

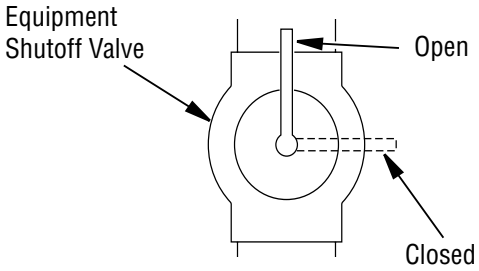


Figure 14 - Equipment Shutoff Valve

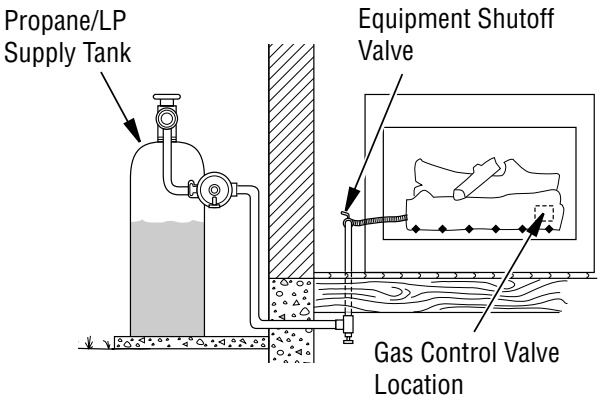


Figure 15 - Checking Gas Joints (Propane/LP Model Shown)

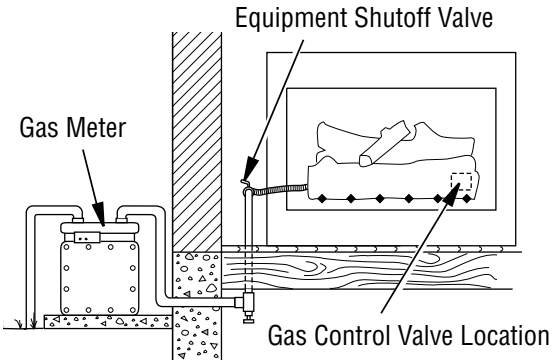


Figure 16 - Checking Gas Joints (Natural Gas Only)

INSTALLING OPTIONAL REMOTE ACCESSORIES

Installing Remote Receiver

Remote control accessories are available separately *(see Accessories, **Page 32**).*

1. If unit is already installed in fireplace, continue with these instructions. If unit has not been installed in fireplace, go to step 6 and continue installation of remote accessory.

⚠ WARNING: Turn off heater and let cool before handling any part of heater. Make sure gas is turned of to unit.

2. Carefully remove logs and set aside.
3. Locate mounting screws on sides of heater base assembly and remove screws. Set screws aside for reinstallation.
4. Disconnect gas line from heater base as shown in ***Figure 10***, ***Page 11***.

⚠ WARNING: A qualified service person must connect and disconnect gas to heater. Follow all local codes.

5. Remove heater base from fireplace.
6. Disconnect jumper wire from control valve at TPTH and TH locations *(see **Figure 18**).*
7. Connect wires to control valve at the TPTH and TH locations as shown in ***Figure 19***. ***NOTE****: Make sure excess wire does not interfere with burner or pilot.*
8. If heater was removed from fireplace before installation of remote accessory, see *Installing Heater Base Assembly*, ***Page 11*** to reinstall heater into fireplace. Test gas connection for leaks *(see Checking Gas Connections, **Page 13**).*

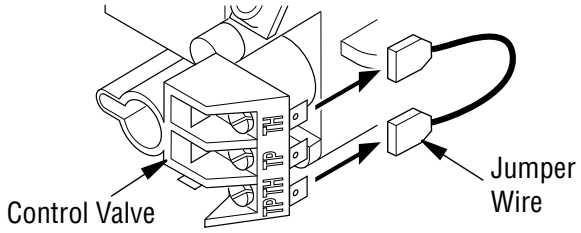


Figure 18 - Disconnecting Jumper Wire From Control Valve

9. If logs were removed from heater for install remote accessory, replace logs *(see Installing Logs, **Page 15**).*

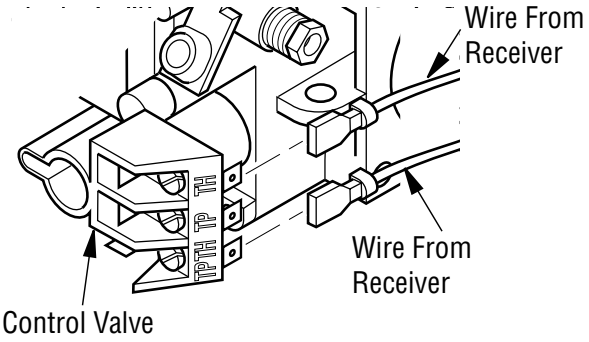


Figure 19 - Connecting Wires

10. Install batteries in the remote receiver.
11. Place the remote receiver on the hearth floor next to the burner assembly. Be certain the wires are away from the burner so they won't become too hot.
12. Refer to installation instructions provided with remote kit for programming and remote control operation.

INSTALLING LOGS

LOG MODELS EWPO18R, EWPO24R AND EWPO30R

⚠ WARNING: Failure to position the parts in accordance with these diagrams or failure to use only parts specifically approved with this heater may result in property damage or personal injury.

⚠ CAUTION: After installation and periodically thereafter, check to ensure that no flame comes in contact with any log. With the heater set to HI, check to see if flames contact any log. If so, reposition logs according to the log installation instructions in this manual. Flames contacting logs will create soot.

It is very important to install these logs exactly as instructed. Do not modify logs. Only use logs supplied with heater.

1. Place rear log onto base. Holes in bottom of log must seat over pins on base as shown in ***Figure 21***.
2. Place middle log onto base. Holes in bottom of log must seat over pins on base as shown in ***Figure 21***.

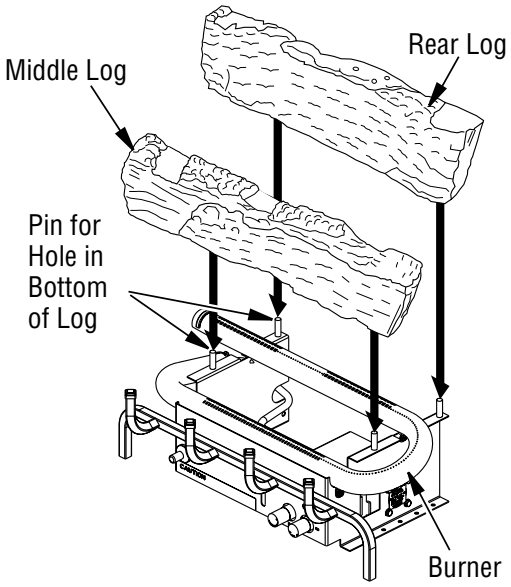


Figure 21 - Installing Rear and Middle Logs

3. Place front log onto grate as shown in ***Figure 22***. Front log has cut outs for the fingers of the grate to fit into.
4. Place left top log as shown in ***Figure 23***. This log will fit on the matching flat recess on the middle and rear logs.
5. **For 18" log set.** Place center top log as shown in ***Figure 24***.
   For 24" and 30" log set. Place center top log as shown in ***Figure 25, Page 16***. This log will fit on the matching flat recess on the middle and rear logs.
6. **For 24" and 30" models:** Place the right top log as shown in ***Figure 26, Page 16***. This log will fit on the matching flat recess on the front, middle, and rear logs.

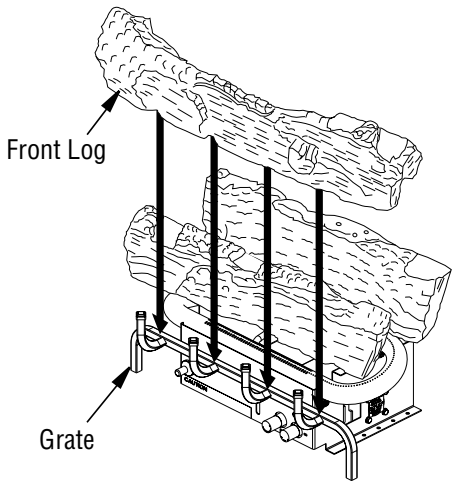


Figure 22 - Installing Front Log

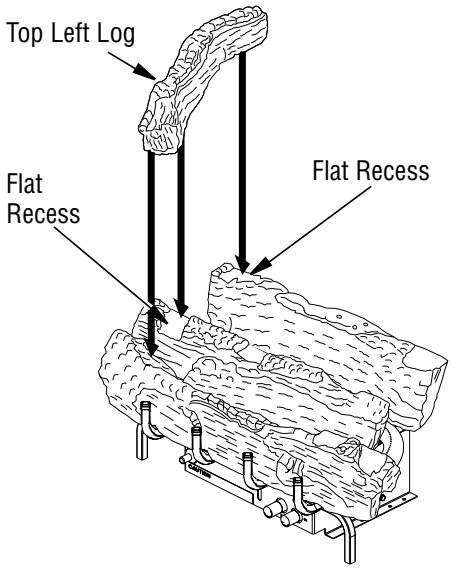


Figure 23 - Installing Top Left, Log

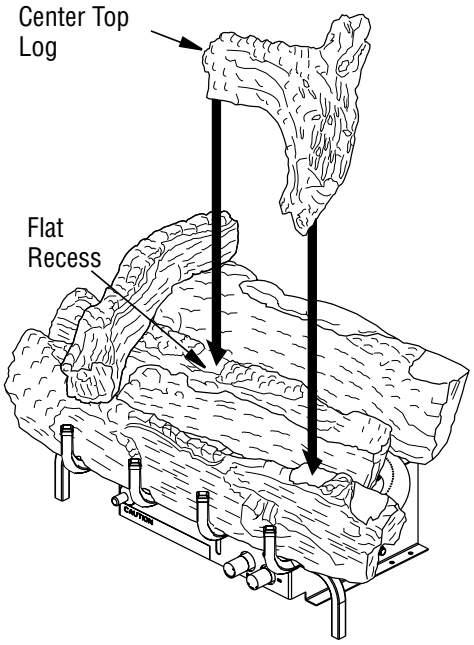


Figure 24 - Installing Center Top Log for 18" Log Set

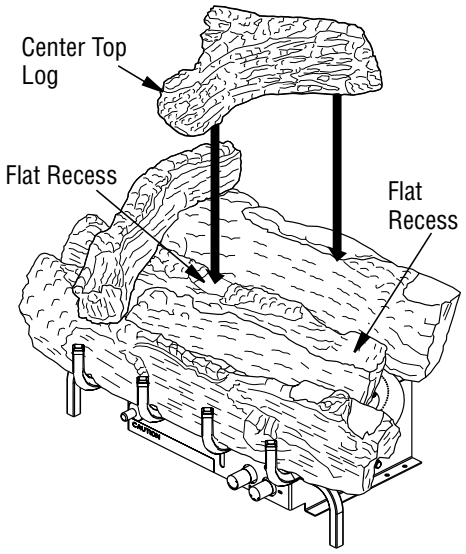


Figure 25 - Installing Center Top Log for 24'' and 30'' Log Set

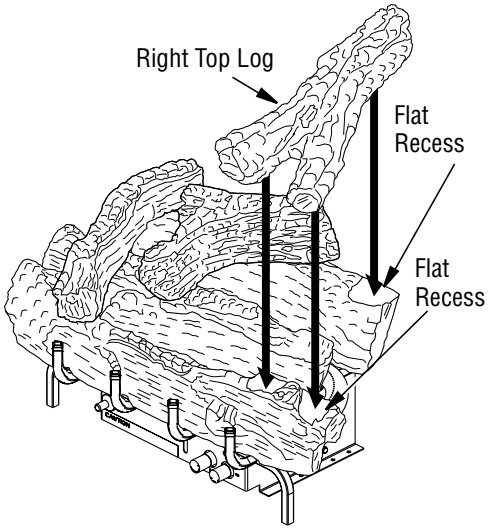


Figure 26 - Installing Right Top Log for 24'' and 30'' Log Set

7. For 30'' models: place short cross log as shown in ***Figure 27***.

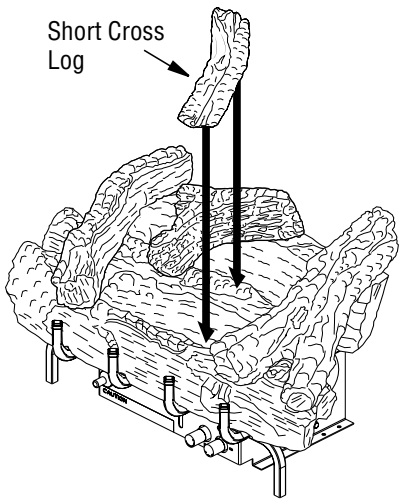


Figure 27 - Installing Short Cross Log for 30'' Models Only

8. Final assembly for 18", 24" and 30" models is shown in ***Figures 28, 29 and 30***.

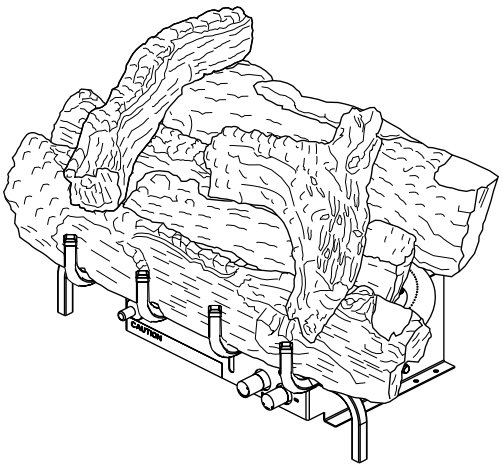


Figure 28 - Final Assembly For 18'' Models

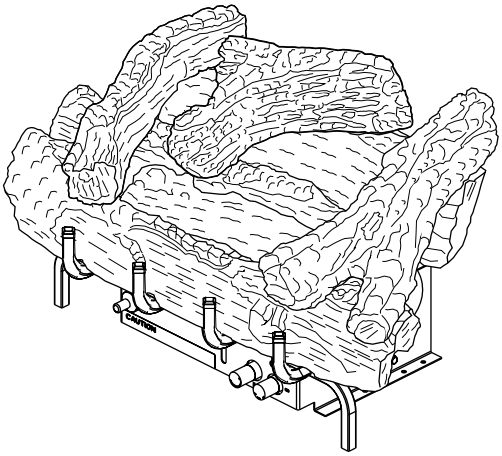


Figure 29 - Final Assembly For 24'' Models

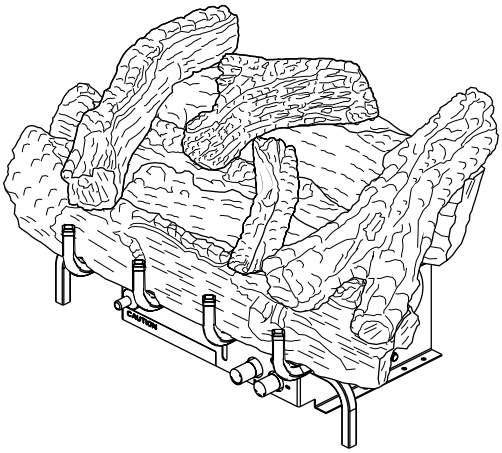


Figure 30 - Final Assembly For 30'' Models

MODEL EWLCT18R

It is very important to install these logs exactly as instructed. Do not modify logs. Only use logs supplied with heater.

1. Place bottom rear log onto base. Holes in bottom of log must seat over pins on base as shown in ***Figures 31 and 31A***.

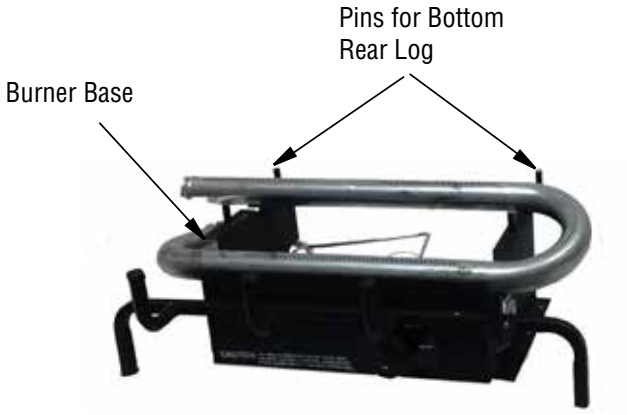


Figure 31 - 18" Burner base

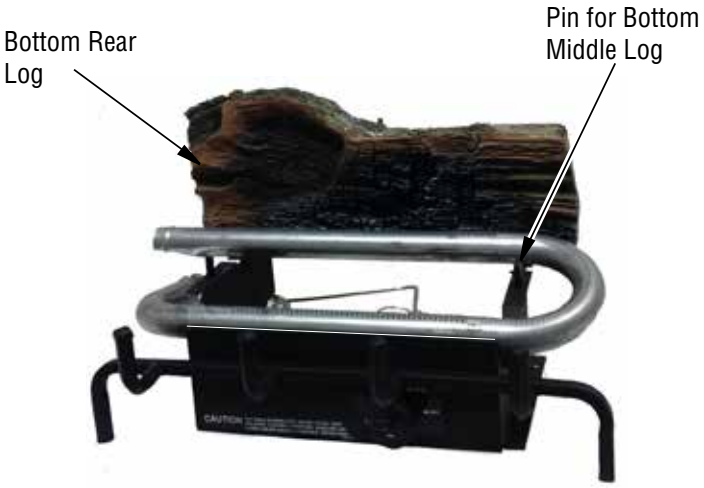


Figure 31A - Placing 18" Bottom Rear Log

2. Place bottom middle log onto base. Holes in bottom of log must seat over pins on base see ***Figures 31A and 32***.



Figure 32 - Placing 18" Bottom Middle Log

3. Place bottom front log onto grate as shown in ***Figure 33***. Front log has cut outs for the fingers of the grate to fit into.

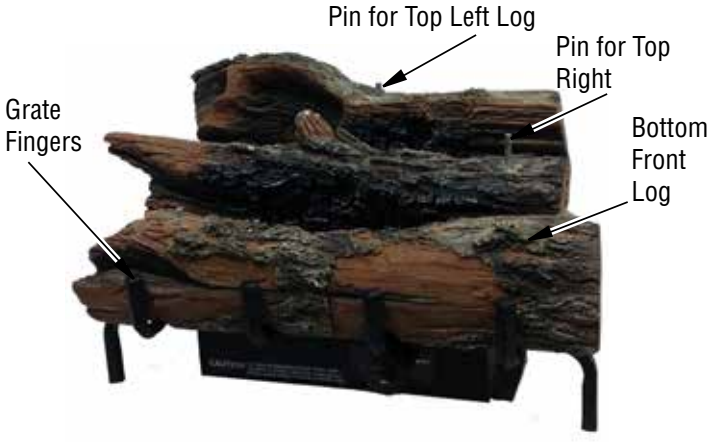


Figure 33 - Placing 18" Bottom Front Log

4. Place top right log as shown in ***Figure 34***. This log will fit on the pin on bottom middle log resting on the flat recesses on the rear and front logs.

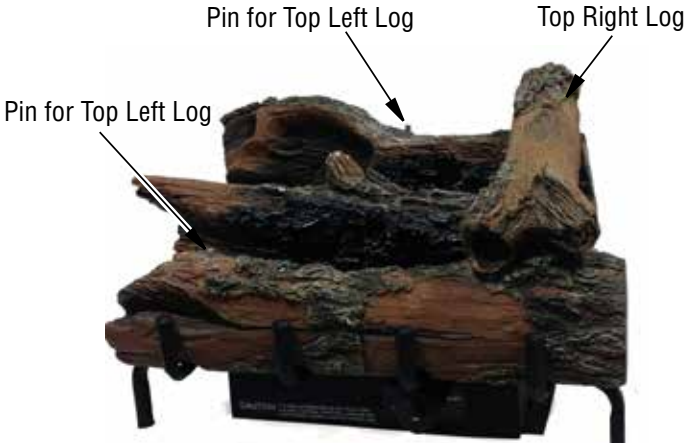


Figure 34 - Placing 18" Top Right Log

5. Place top left log as shown in ***Figure 35***. This log will fit on the matching pins on the rear and front logs (see ***Figure 34*** for pin locations).

   NOTE: **this is the final assembly for the 18" model**.

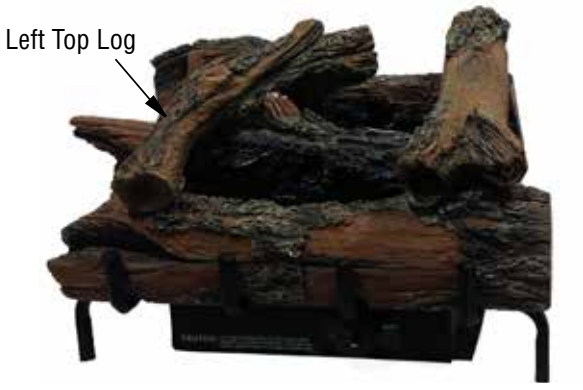


Figure 35 - Placing 18" Left Top Log
(Final Assembly for 18" Model)

MODELS EWLCT24/30R

It is very important to install these logs exactly as instructed. Do not modify logs. Only use logs supplied with heater.

1. Place bottom rear log onto base. Holes in bottom of log must seat over pins on base as shown in ***Figures 36 and 36A***.
2. Place bottom middle log onto base. Holes in bottom of log must seat over pins on base see ***Figures 36A and 37***.

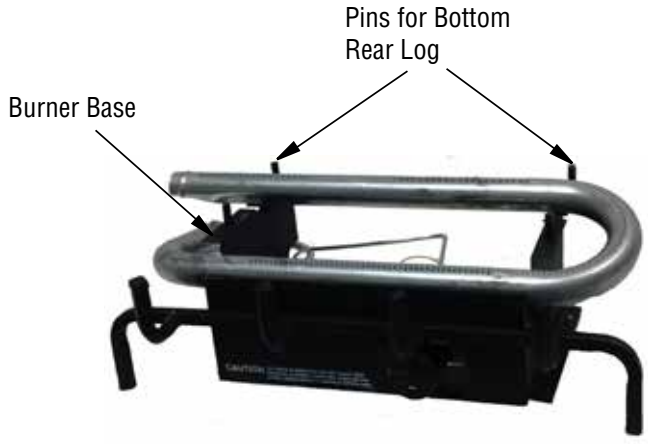


Figure 36 - 24/30" Burner base



Figure 36A - Placing 24/30" Bottom Rear Log



Figure 37 - Placing 24/30" Bottom Middle Log

3. Place bottom front log onto grate as shown in ***Figure 38***. Front log has cut outs for the fingers of the grate to fit into.

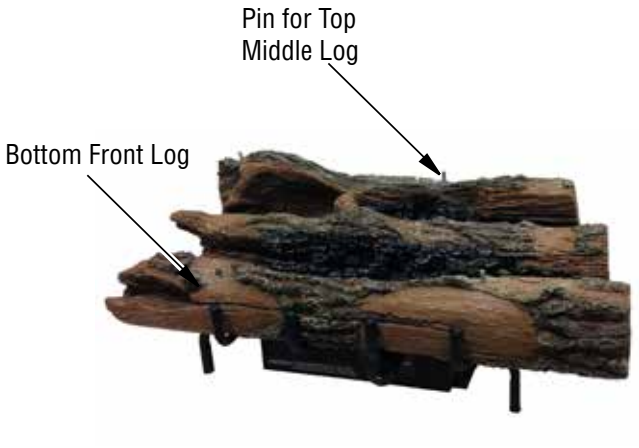


Figure 38 - Placing 24/30" Bottom Front Log

4. Place top middle log as shown in ***Figure 39***. This log will fit on the pin on rear bottom log resting on the flat recess on the middle bottom log.



Figure 39 - Placing 24/30" Top Middle Log

5. Place top left log as shown in ***Figure 40***. This log will fit on the matching pin on the rear bottom log and resting over the flat recesses on the bottom middle log and bottom front log.



Figure 40 - Placing 24/30" Top Left Log

INSTALLATION *Continued*

6. Place Right top log as shown in ***Figure 41***. This log will fit on the matching pins on rear bottom log and front bottom log.
   NOTE: **this is the final assembly for the 24" model**.

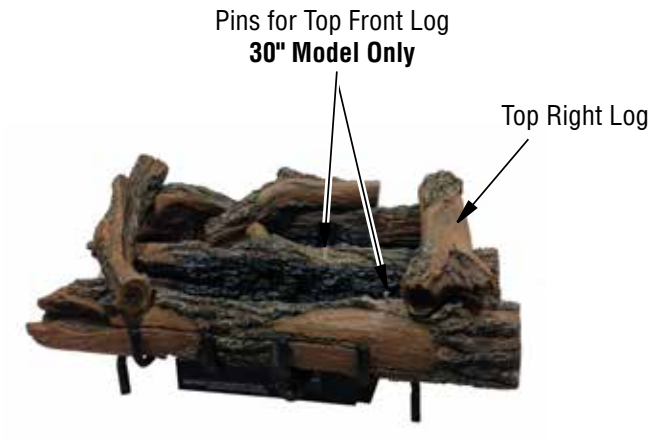


Figure 41 - Placing 24/30" Top Right Log (Final Assembly for 24" Model)

7. **For 30" models:** Place the top front log as shown in ***Figure 42***. This log will fit on the matching pins on on the middle, and front logs.
   NOTE: **this is the final assembly for the 30" model**.



Figure 42 - Placing 30" Top Middle Log (Final Assembly for 30" Model)

OPERATION

FOR YOUR SAFETY READ BEFORE LIGHTING

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

A. This appliance has a pilot which must be lighted by hand. When lighting the pilot, follow these instructions exactly.

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

WHAT TO DO IF YOU SMELL GAS

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

C. Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it, call a qualified service technician or gas supplier. Force or attempted repair may result in a fire or explosion.

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

LIGHTING INSTRUCTIONS

⚠ WARNING:

- **If appliance has glass doors, never operate this appliance with glass doors closed. Any glass doors shall be fully opened when the appliance is in operation. If you operate appliance with doors closed, heat buildup inside fireplace will cause glass to burst. Make sure there are no obstructions across openings of fireplace.**
- **A fireplace screen must be in place when the appliance is operating and, unless other provisions for combustion air are provided, the screen shall have an opening(s) for introduction of combustion air. Make sure fireplace screen is closed before running heater.**

NOTICE: During initial operation of new heater, burning logs will give off a paper-burning smell. Open damper or window to vent smell. This will only last a few hours.

NOTE: *Homeowners generally prefer to operate their heater with the chimney damper closed. This will put all the heat into the room. However, there may be times you will desire the full flames of the HI heat setting but will find the heat output excessive. You can open the chimney damper (if you have one) fully or partially to release some of the heat.*

⚠ WARNING: Damper handle will be hot if heater has been running.

1. STOP! Read the safety information in the left column.
2. Make sure equipment shutoff valve is fully open.
3. If equipped with a remote control, set selector switch in the OFF position.

⚠ WARNING: Burners will come on automatically within one minute when the selector switch is in the ON position after the pilot is lit.

4. Press in and turn control knob clockwise ↷ to the OFF position *(see **Figure 43**)*.
5. Wait five (5) minutes to clear out any gas. Then smell for gas, including near the floor. If you smell gas, STOP! Follow "B" in the safety information, ***Page 20***. If you don't smell gas, go to the next step.
6. Press in and turn control knob counterclockwise ↶ to the PILOT position. Press in control knob for five (5) seconds *(see **Figure 43**)*.
   NOTE: *You may be running this heater for the first time after hooking up to gas supply. If so, the control knob may need to be pressed in for 30 seconds or more. This will allow air to bleed from the gas system.*
7. With control knob pressed in, press and release Igniter button. This will light pilot. The pilot is attached to the front burner. If needed, keep pressing Igniter button until pilot lights.
   NOTE: *If pilot does not stay lit, contact a qualified service person or gas supplier for repairs. Until repairs are made, light pilot with match. To light pilot with match, see Manual Lighting Procedure.*
8. Keep control knob pressed in for 30 seconds after lighting pilot. After 30 seconds, release control knob.
   - If control knob does not pop out when released, contact a qualified service person or gas supplier for repairs.

   NOTE: *If pilot goes out, repeat steps 4 through 8.*

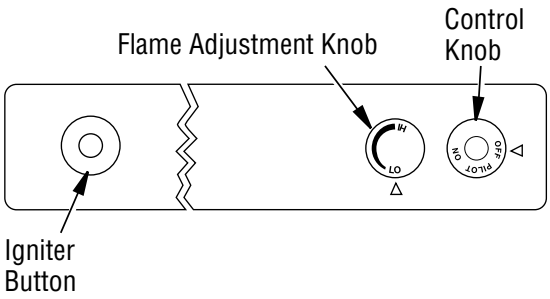


Figure 43 - Control Knob and Igniter Button Location (Shown as Supplied, No Control Options)

9. Slightly push in and turn control knob counterclockwise ↶ to the ON position.
10. Wait one minute and switch selector switch, if optional remote control is used, to the ON position to light burners. ***NOTE:*** *AUTO is only functional when using optional accessories.*
11. Set flame adjustment knob to any level between HI and LO.
12. To leave pilot lit and shut off burners only: turn control knob clockwise ↷ to the PILOT position, or use remote control manual OFF button, or set selector switch in the OFF position.

⚠ CAUTION: Do not try to adjust heating levels by using the equipment shutoff valve.

⚠ WARNING: Before installing in a solid fuel burning ARNING: If optional thermostat remote control is used, make sure the selector switch is in the OFF position when you are away from home for long periods of time. Heater will come on automatically with selector switch in the ON position.

TO TURN OFF GAS TO APPLIANCE

1. Turn control knob clockwise ↷ to the OFF position.
2. If Using Optional Hand-Held Remote: Set selector switch in the OFF position to prevent draining battery.
3. Close equipment shutoff valve *(see **Figure 14, Page 13**)*.

MANUAL LIGHTING PROCEDURE

1. Follow steps 1 through 6 under *Lighting Instructions*, ***Pages 19 and 20.***
2. Depress control knob and light pilot with match.
3. Keep control knob pressed in for 30 seconds after lighting pilot. After 30 seconds, release control knob. Now follow steps 9 through 11 under *Lighting Instructions*, ***Page 20.***

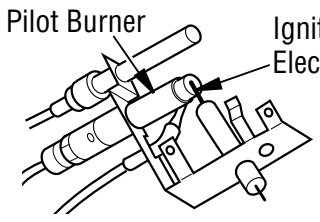


Figure 44 - Pilot (Propane/LP)

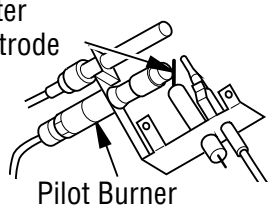


Figure 45 - Pilot (Natural)

INSPECTING BURNERS

Check pilot flame pattern and burner flame patterns often.

PILOT FLAME PATTERN

Figure 46 shows a correct pilot flame pattern. ***Figure 47*** shows an incorrect pilot flame pattern. The incorrect pilot flame is not touching the thermocouple. This will cause the thermocouple to cool. When the thermocouple cools, the heater will shut down.

If pilot flame pattern is incorrect, as shown in ***Figure 47***

- turn heater off *(see To Turn Off Gas to Appliance, **Page 20**)*
- see *Troubleshooting*, ***Pages 23 to 25***

NOTE: *The pilot flame on natural gas units will have a slight curve, but flame should be blue and have no yellow or orange color.*

BURNER PRIMARY AIR HOLES

Air is drawn into the burner through the holes in the fitting at the burner entrance. These holes may become blocked with dust or lint. Periodically inspect these holes for any blockage and clean if needed. Blocked air holes will create soot.

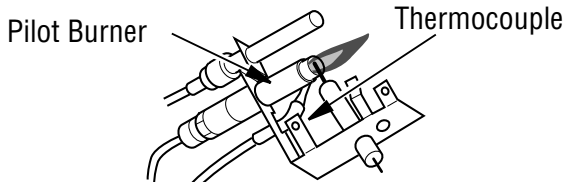


Figure 46 - Correct Pilot Flame Pattern (Your pilot may vary from pilot shown)

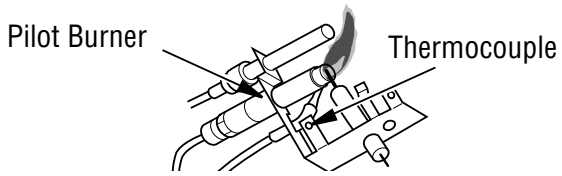


Figure 47 - Incorrect Pilot Flame Pattern (Your pilot may vary from pilots shown)

MAIN BURNER

Periodically inspect all burner flame holes with the heater running. All slotted burner flame holes should be open with yellow flame present. All round burner flame holes should be open with a small blue flame present. Some burner flame holes may become blocked by debris or rust, with no flame present. If so, turn off heater and let cool. Remove blockage. Blocked burner flame holes will create soot.

CLEANING AND MAINTENANCE

⚠ WARNING: Turn off heater and let cool before cleaning.

⚠ CAUTION: You must keep control areas, burners and circulating air passageways of heater clean. Inspect these areas of heater before each use. Have heater inspected yearly by a qualified service person. Heater may need more frequent cleaning due to excessive lint from carpeting, pet hair, bedding material, etc.

⚠ WARNING: Failure to keep the primary air opening(s) of the burner(s) clean may result in sooting and property damage.

Perform a periodic visual check of pilot and burner flame.

BURNER ORIFICE HOLDER AND PILOT AIR INLET HOLE

The primary air inlet holes allow the proper amount of air to mix with the gas. This provides a clean burning flame. Keep these holes clear of dust, dirt, lint and pet hair. Clean these air inlet holes prior to each heating season. Blocked air holes will create soot. We recommend that you clean the unit every three months during operation and have heater inspected yearly by a qualified service person.

We also recommend that you keep the burner tube and pilot assembly clean and free of dust and dirt. To clean these parts we recommend using compressed air no greater than 30 PSI. Your local computer store, hardware store or home center may carry compressed air in a can. If using compressed air in a can, please follow the directions on the can. If you don't follow directions on the can, you could damage the pilot assembly.

1. Shut off the unit, including the pilot. Allow the unit to cool for at least thirty minutes.
2. Inspect burner, pilot and primary air inlet holes on Orifice holder for dust and dirt *(see **Figures 48 and 49, Page 22**)*.
3. Blow air through the ports/slots and holes in the burner.
4. Check the Orifice holder located at the end of the burner tube again. Remove any large particles of dust, dirt, lint or pet hair with a soft cloth or vacuum cleaner nozzle.
5. Blow air into the primary air holes on the Orifice holder.
6. In case any large clumps of dust have now been pushed into the burner repeat steps 3 and 4.

Clean the pilot assembly also. A yellow tip on the pilot flame indicates dust and dirt in the pilot assembly. There is a small pilot air inlet hole about two inches from where the pilot flame comes out of the pilot assembly *(see **Figure 49**)*. With the unit off, lightly blow air through the air inlet hole. You may blow through a drinking straw if compressed air is not available.

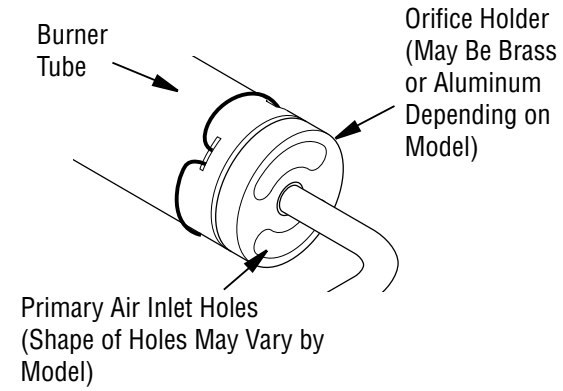


Figure 48 - Orifice Holder On Outlet Burner Tube

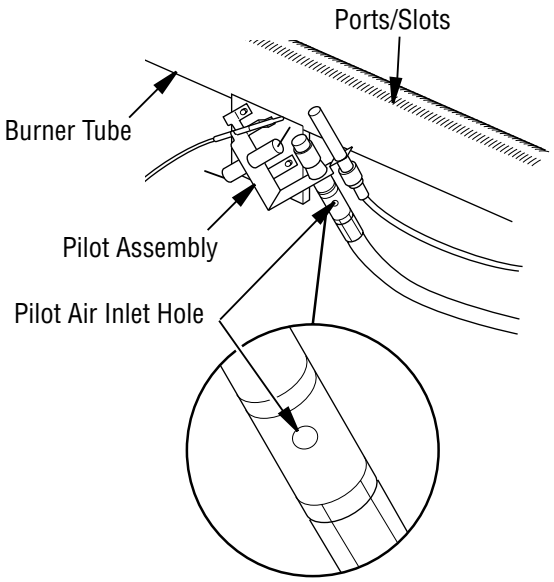


Figure 49 - Pilot Inlet Air Hole

LOGS

- If you remove logs for cleaning, refer to *Installing Logs*, starting on ***Page 15***, to properly replace logs.
- Replace log(s) if broken or chipped (dime-sized or larger).

MAIN BURNER

Periodically inspect all burner flame holes with the heater running. All slotted burner flame holes should be open with yellow flame present. All round burner flame holes should be open with a small blue flame present. Some burner flame holes may become blocked by debris or rust, with no flame present. If so, turn off heater and let cool. Remove blockage. Blocked burner flame holes will create soot.

TROUBLESHOOTING

⚠ WARNING: Turn off heater and let cool before servicing. Only a qualified service person should service and repair heater.

⚠ CAUTION: Never use a wire, needle or similar object to clean ODS/pilot. This can damage ODS/pilot unit.

NOTE: *All troubleshooting items are listed in order of operation.*

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
When Igniter button is pressed, there is no spark at ODS/pilot	1. Igniter electrode not connected to Igniter cable 2. Igniter cable pinched or wet 3. Piezo Igniter nut is loose 4. Broken Igniter cable 5. Bad piezo Igniter 6. Igniter electrode positioned wrong 7. Igniter electrode broken	1. Reconnect Igniter cable 2. Free Igniter cable if pinched by any metal or tubing. Keep Igniter cable dry 3. Tighten nut holding piezo Igniter to base panel of log set. Nut is located behind base panel 4. Replace Igniter cable 5. Replace piezo Igniter 6. Replace pilot assembly 7. Replace pilot assembly
When Igniter button is pressed, there is spark at ODS/pilot but no ignition	1. Gas supply turned off or equipment shutoff valve closed 2. Control knob not in PILOT position 3. Control knob not pressed in while in PILOT position 4. Air in gas lines when installed 5. Depleted gas supply (propane/LP only) 6. ODS/pilot is clogged 7. Gas regulator setting is not correct	1. Turn on gas supply or open equipment shutoff valve 2. Turn control knob to PILOT position 3. Press in control knob while in PILOT position 4. Continue holding down control knob. Repeat igniting operation until air is removed 5. Contact local propane/LP gas company 6. Clean ODS/pilot *(see Cleaning and Maintenance, **Page 21**)* or replace ODS/pilot assembly 7. Replace gas regulator
ODS/pilot lights but flame goes out when control knob is released	1. Control knob not fully pressed in 2. Control knob not pressed in long enough 3. Safety interlock system has been triggered 4. Equipment shutoff valve not fully open 5. Pilot flame not touching thermocouple, which allows thermocouple to cool, causing pilot flame to go out. This problem could be caused by one or both of the following: A) Low gas pressure B) Dirty or partially clogged ODS/pilot 6. Thermocouple connection loose at control valve 7. Thermocouple damaged 8. Control valve damaged	1. Press in control knob fully 2. After ODS/pilot lights, keep control knob pressed in 30 seconds 3. Wait one minute for safety interlock system to reset. Repeat ignition operation 4. Fully open equipment shutoff valve 5. A) Contact local natural or propane/LP gas company B) Clean ODS/pilot *(see Cleaning and Maintenance, **Page 21**)* or replace ODS/pilot assembly 6. Hand tighten until snug, then tighten 1/4 turn more 7. Replace pilot assembly 8. Replace control valve

TROUBLESHOOTING *Continued*

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Burner does not light after ODS/ pilot is lit	1. Inlet gas pressure is too low 2. Burner orifice(s) clogged 3. Thermopile leads disconnected or improperly connected	1. Contact local natural or propane/LP gas company 2. Clean burner(s) *(see Cleaning and Maintenance, **Page 21**)* or replace burner orifice(s) 3. Reconnect leads *(see Wiring Diagram, **Page 27**)*
Delayed ignition of one or both burners	1. Manifold pressure is too low 2. Burner orifice(s) clogged	1. Contact local natural or propane/LP gas company 2. Clean burner(s) *(see Cleaning and Maintenance, **Page 21**)* or replace burner orifice(s)
Burner backfiring during combustion	1. Burner orifice is clogged or damaged 2. Damaged burner 3. Gas regulator defective	1. Clean burner *(see Cleaning and Maintenance, **Page 21**)* or replace burner orifice 2. Replace damaged burner 3. Replace gas control valve
Slight smoke or odor during initial operation	1. Not enough air 2. Residues from manufacturing processes and logs curing	1. Check burner for dirt and debris. If found, clean burner *(see Cleaning and Maintenance, **Page 21**)* 2. Problem will stop after a few hours of operation
Heater produces a whistling noise when burners are lit	1. Turning control knob to HI position when burners are cold 2. Air in gas line 3. Air passageways on heater blocked 4. Dirty or partially clogged burner orifice(s)	1. Turn control knob to LO position and let warm up for a minute 2. Operate burners until air is removed from line. Have gas line checked by local natural or propane/LP gas company 3. Observe minimum installation clearances *(see **Pages 6-7**)* 4. Clean burners *(see Cleaning and Maintenance, **Page 21**)* or replace burner orifice
White powder residue forming within burner box or on adjacent walls or furniture	1. When heated, vapors from furniture polish, wax, carpet cleaners, etc. may turn into white powder residue	1. Turn heater off when using furniture polish, wax, carpet cleaners or similar products
Moisture/condensation noticed on windows	1. Not enough combustion/ventilation air	1. Refer to *Air for Combustion and Ventilation* requirements *(**Page 6**)*
Dark residue on logs inside of their fireplace NOTE: After removing all causes of residue deposits, completely clean fireplace and appliance off residue before reusing appliance	1. Improper log placement 2. Drafts or other air currents affecting flame pattern 3. Air holes at burner inlet blocked 4. Burner flame holes blocked	1. Properly locate logs *(see Installing Logs, **Page 15**)* 2. Eliminate source of drafts around heater 3. Clean out air holes at burner inlet. Periodically repeat as needed 4. Remove blockage or replace burner
Heater produces a clicking/ticking noise just after burners are lit or shut off	1. Metal expanding while heating or contracting while cooling	1. This is normal with most heaters. If noise is excessive, contact qualified service person

⚠ WARNING: If you smell gas
- **Shut off gas supply.**
- **Do not try to light any appliance.**
- **Do not touch any electrical switch; do not use any phone in your building.**
- **Leave the building immediately.**
- **Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.**
- **If you cannot reach your gas supplier, call the fire department.**

IMPORTANT: Operating heater where impurities in air exist may create odors. Cleaning supplies, paint, paint remover, cigarette smoke, cements and glues, new carpet or textiles, etc., create fumes. These fumes may mix with combustion air and create odors. These odors will disappear over time.

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Heater produces unwanted odors	1. Heater burning vapors from paint, hair spray, glues, cleaners, chemicals, new carpet, etc. (See *IMPORTANT* statement above) 2. Low fuel supply (propane/LP only) 3. Gas leak. **See Warning statement at top of Page**	1. Open window to ventilate room. Stop using odor causing products while heater is running 2. Refill supply tank (propane/LP only) 3. Locate and correct all leaks *(see Checking Gas Connections, **Page 13**)*
Heater shuts off in use (ODS operates)	1. Not enough fresh air is available 2. Low line pressure 3. ODS/pilot is partially clogged	1. Open window and/or door for ventilation 2. Contact local natural or propane/LP gas company 3. Clean ODS/pilot *(see Cleaning and Maintenance, **Page 21**)*
Gas odor even when control knob is in OFF position	1. Gas leak. **See Warning statement at top of Page** 2. Control valve defective	1. Locate and correct all leaks *(see Checking Gas Connections, **Page 13**)* 2. Replace control valve
Gas odor during combustion	1. Gas leak. **See Warning statement at top of Page**	1. Locate and correct all leaks *(see Checking Gas Connections, **Page 13**)*

SPECIFICATIONS

EWPO2430PV

- Rating: 25,000/36,000 Btu/hr
- Gas Type: Propane/LP
- Ignition: Piezo
- Manifold Pressure: 8.0" w.c.
- Inlet Supply Pressure (inches of water): Maximum - 14" w.c., Minimum - 11" w.c.

EWPO2430NV

- Rating: 25,000/36,000 Btu/hr
- Gas Type: Natural
- Ignition: Piezo
- Manifold Pressure: 3.5" w.c.
- Inlet Supply Pressure (inches of water): Maximum - 10.5" w.c., Minimum - 5" w.c.

SERVICE HINTS

When Gas Pressure Is Too Low

- pilot will not stay lit
- burners will have delayed ignition
- heater will not produce specified heat
- for propane/LP units, propane/LP gas supply may be low

You may feel your gas pressure is too low. If so, contact your local propane/LP or natural gas supplier.

TECHNICAL SERVICE

You may have further questions about installation, operation or troubleshooting. If so, contact CUI at 1-800-845-5301. When calling please have your model and serial numbers of your heater ready. You can also visit our web site at **cuiheat.com.**

REPLACEMENT PARTS

NOTE: *Use only original replacement parts. This will protect your warranty coverage for parts replaced under warranty.*

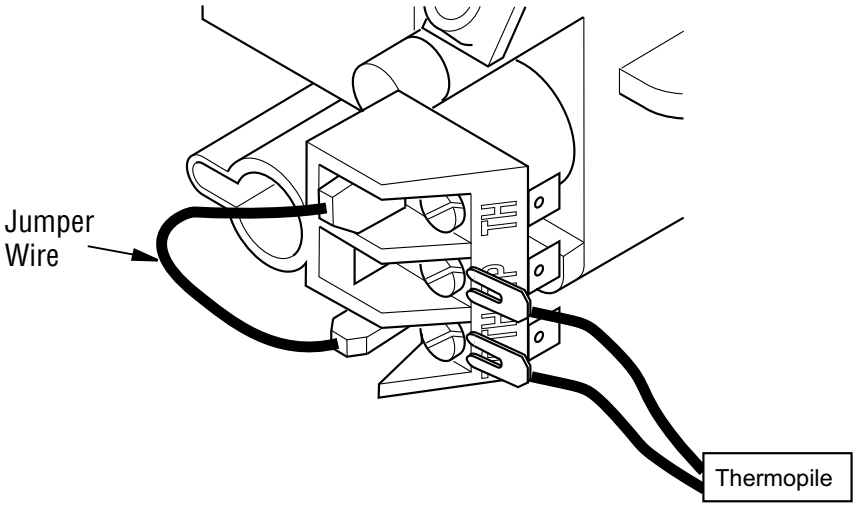
Contact authorized dealers of this product. If they can't supply original replacement part(s), call CUI at 1-800-845-5301.

When calling, have ready

- your name
- your address
- model and serial numbers of your heater
- how heater was malfunctioning
- type of gas used (propane/LP or natural gas)
- purchase date

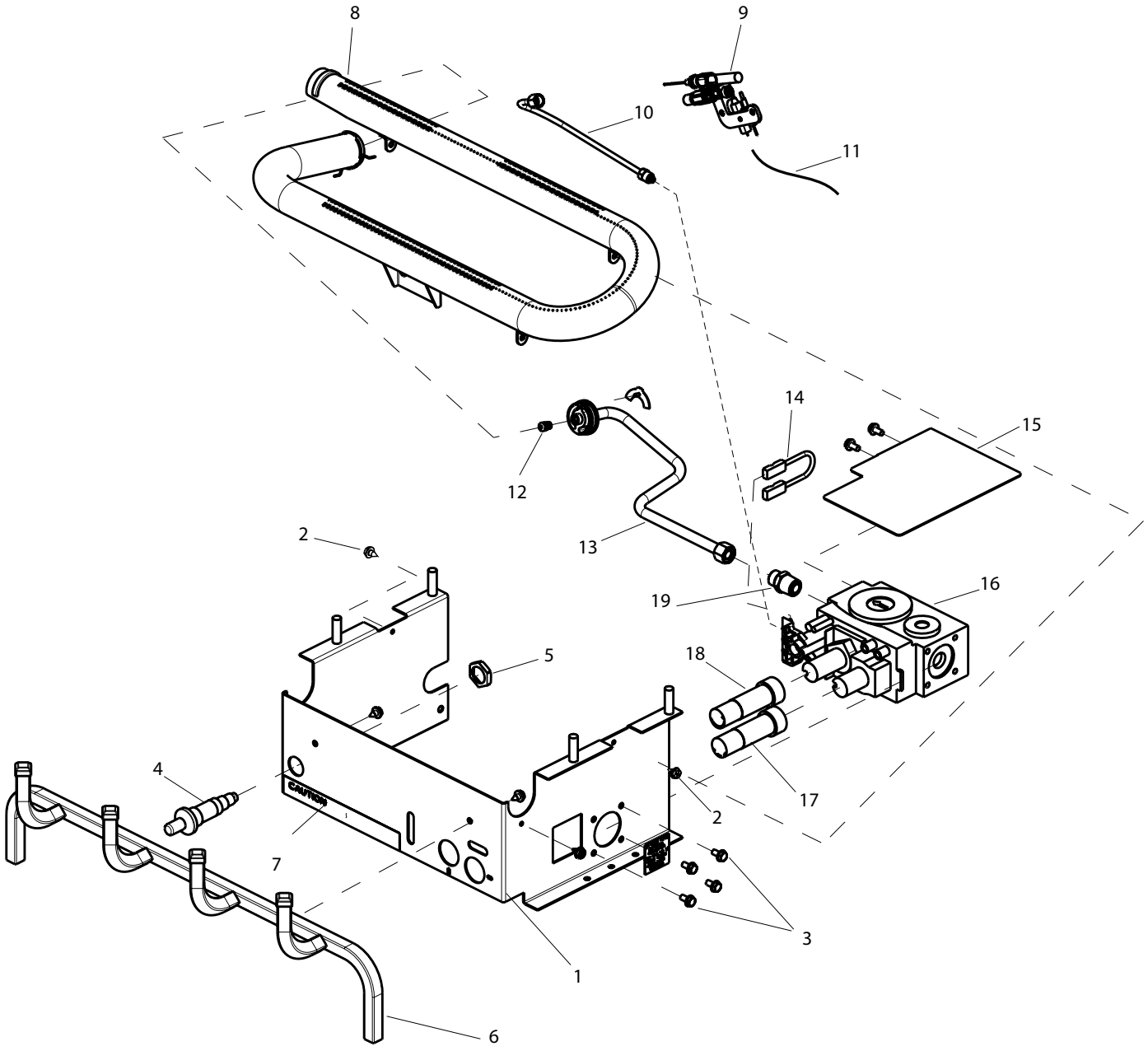
Usually, we will ask you to return the part to the factory.

WIRING DIAGRAM



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

BURNER SYSTEMS EWPO2430NV AND EWPO2430PV



⚠ WARNING: Failure to position the parts in accordance with these diagrams or failure to use only parts specifically approved with this heater may result in property damage or personal injury.

PARTS

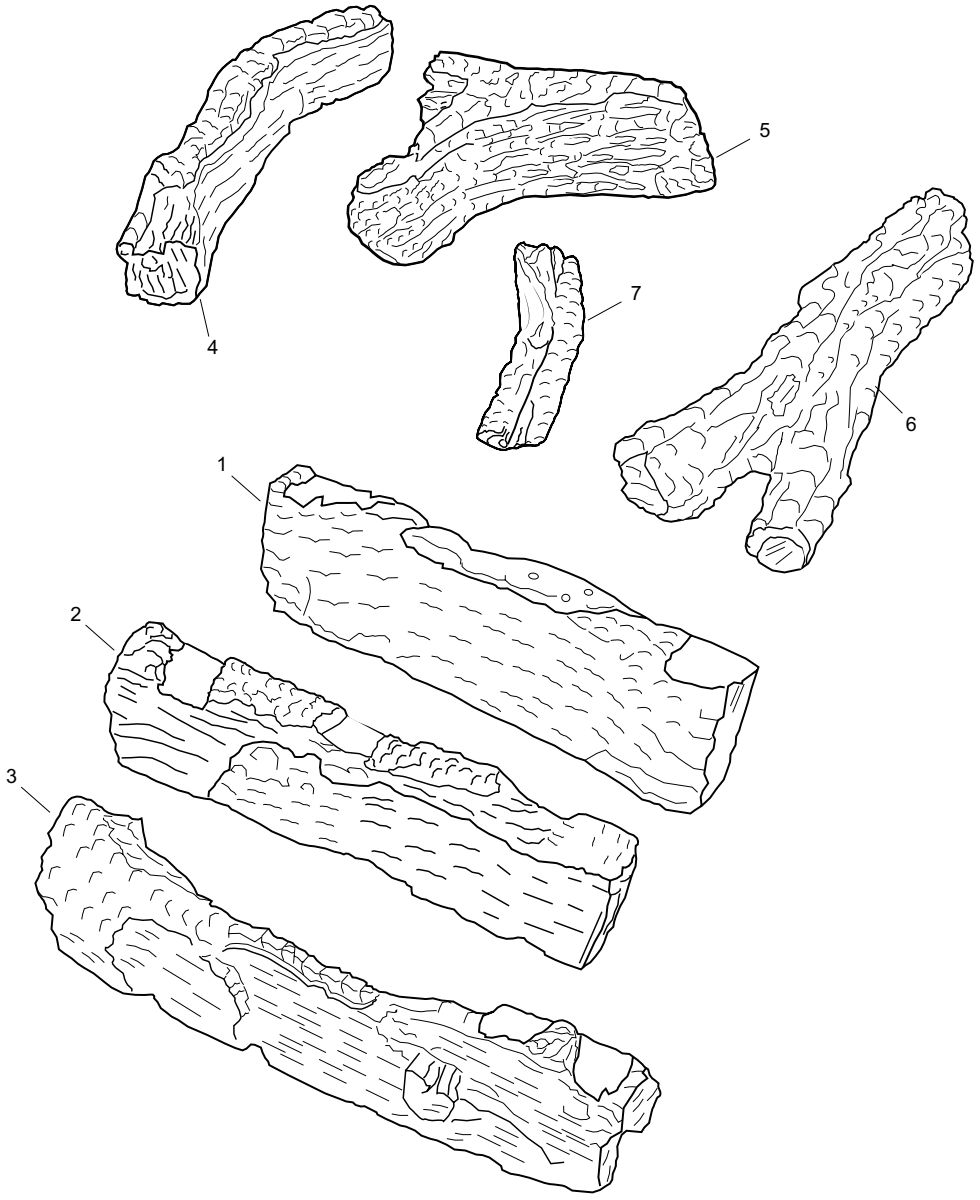
This list contains replaceable parts used in your heater. When ordering parts, follow the instructions listed under *Replacement Parts* on ***Page 26*** of this manual.

⚠ WARNING: Contact CUI to obtain any of these parts. Never use substitute materials not approved by CUI. Use of non-approved parts can result in poor performance and safety hazards.

KEY NO.	CATALOG NO.	DESCRIPTION	EWPO2430PV J0631	EWPO2430NV J0629	QTY.
1	**	Log Base	•	•	1
2	J1955	SCREW, HWH AB 10-16 X .38			5
3	J1961	SCREW, HX SLT WSR 10-32X3/8	•	•	6
4	J3545	IGNITER, PIEZO	•	•	1
5	J3744	FASTENER, PALNUT	•	•	1
6	J6774	ASSY, GRATE YELLOW FLAME	•	•	1
7	J3662	DECAL, CAUTION ENG 6.00X0.75	•	•	1
8	J5537	BURNER, NG YELLOW FLAME		•	1
	J5538	BURNER, LP YELLOW FLAME	•		1
9	J6424	PILOT, ODS COPRECI #243 MV LP	•		1
	J6426	PILOT, NG MV COPRECI		•	1
10	J3635	TUBE, PILOT	•	•	1
11	J3569	CABLE, IGNITER	•	•	1
12	J3618	INJECTOR, .111(2.82MM)		•	1
	J3617	INJECTOR .073 (1.85MM)	•		1
13	J6125	TUBE, INLET	•		1
	F3027	INLET TUBING ASSEMBLY		•	1
14	J3720	WIRE, JUMPER	•	•	1
15	J6128	SHIELD, VALVE HEAT	•	•	1
16	J3836	VALVE, GAS NG (0.820.643)		•	1
	J3837	VALVE, GAS LP (0.820.642)	•		1
17	J3840	KNOB, SHORT EXTENSION (PILOT)	•	•	1
18	J3841	KNOB, SHORT EXTENSION (HI-LO)	•	•	1
19	J3562	CONNECTOR,MALE 3/8NPTF 3/8TUBE	•	•	1
		PARTS AVAILABLE - NOT SHOWN			
	J3658	PLATE, WARNING	•	•	1
	J3846	PLATE, LIGHTING INSTRUCTIONS	•	•	1
	J3689	KIT, HARDWARE	•	•	1
	J3692	ASSEMBLY, LAVA ROCK (2 LBS)	•	•	1

** Not a field replaceable part.

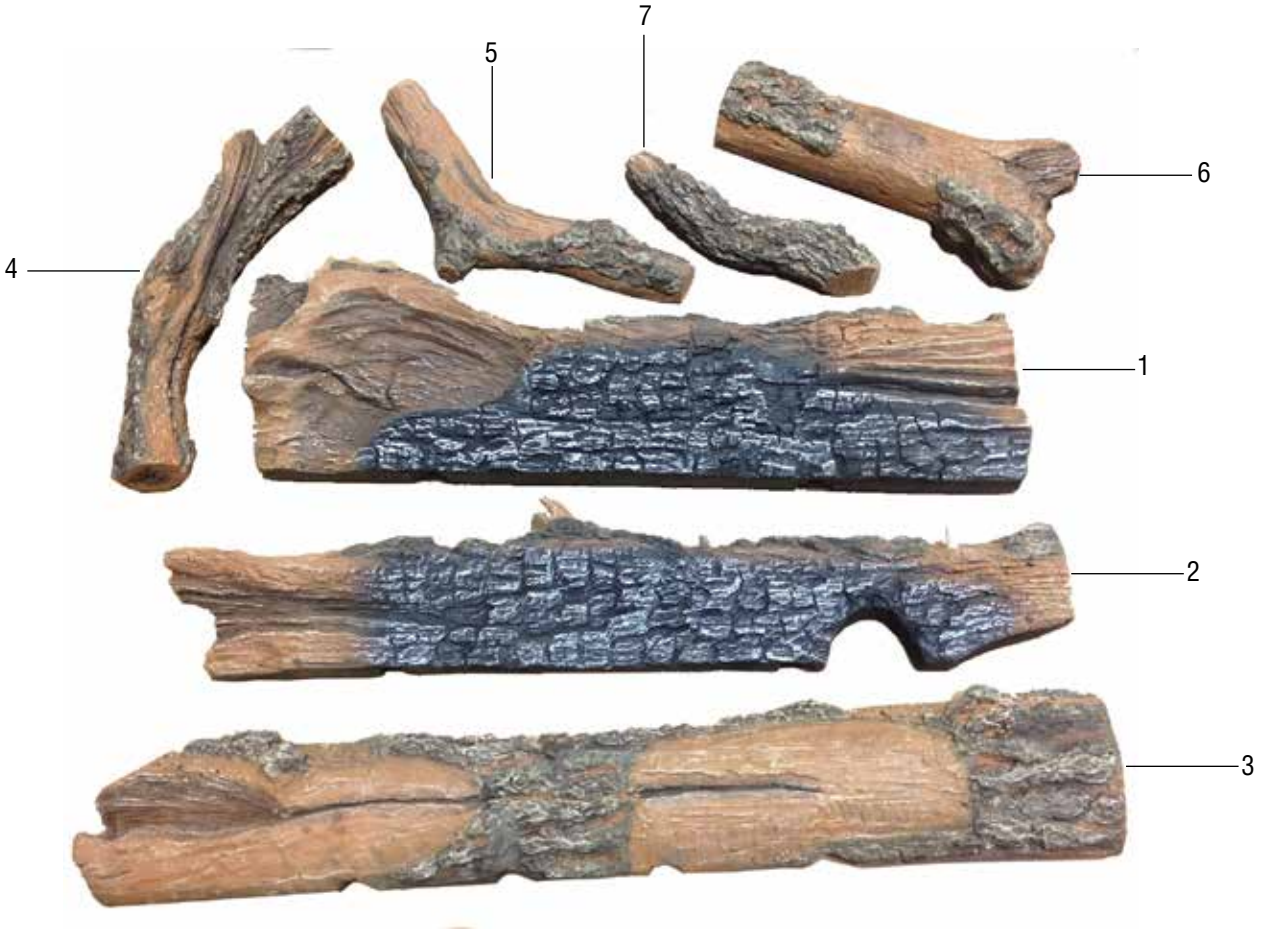
EWPO18R, EWPO24R AND EWPO30R LOGS



KEY NO.	CATALOG NO.	DESCRIPTION	EWPO18R J0626	EWPO24R J0627	EWPO30R J0632	QTY.
1	J6763	Rear Log	•			1
	J6767	Rear Log		•		1
	J6771	Rear Log			•	1
2	J6764	Middle Log	•			1
	J6768	Middle Log		•		1
	J6772	Middle Log			•	1
3	J6765	Front Log	•			1
	J6769	Front Log		•		1
	J6773	Front Log			•	1
4	J6766	Top Left Log	•	•	•	1
5	J7382	Top Center Right Log	•	•	•	1
6	J6770	Top Right Log		•	•	1
7	J7629	Short Cross Log			•	1

PARTS

EWLCT18R, EWLCT24R AND EWLCT30R LOGS



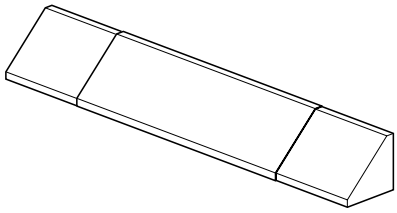
KEY NO.	CATALOG NO.	DESCRIPTION	EWLCT18R F2800	EWLCT24R F2801	EWLCT30R F2802	QTY.
1	F2885	18" Rear Bottom Log, EW	•			1
	F2890	24" Rear Bottom Log, EW		•		1
	F2894	30" Rear Bottom Log, EW			•	1
2	F2884	18" Middle Bottom Log, EW	•			1
	F2889	24" Middle Bottom Log, EW		•		1
	F2893	30" Middle Bottom Log, EW			•	1
3	F2883	18" Front Bottom Log, EW	•			1
	F2888	24" Front Bottom Log, EW		•		1
	F2892	30" Front Bottom Log, EW			•	1
4	F2886	Left Top Log 18/24/30, EW	•	•	•	1
5	F2891	Middle Top Log 24/30, EW		•	•	1
6	F2887	Right Top Log 18/24/30, EW	•	•	•	1
7	F2895	30" Top Front Log, EW			•	1

ACCESSORIES

NOTICE: All accessories may not be available for all fireplace models.

Purchase these accessories from your local dealer. If they can not supply these accessories, call CUI at 1-800-845-5301 for referral information. You can also write to the address listed on the back page of this manual.

Only kits supplied by CUI shall be used in the installation of this appliance. Use of non-approved accessory/part kit(s) can result in poor performance and safety hazards.



FIREPLACE HOOD

Flat Black, Adjustable - Cat. No. F1764, Model GA6050

For all models. Helps deflect heat away from mantel or wall above fireplace. Fits openings 28" to 48" wide.



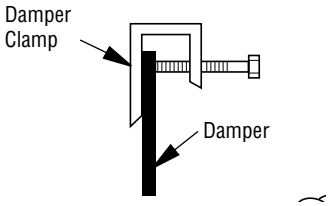
WALL-MOUNT THERMOSTAT SWITCH - Cat. No. F2040, Model GWMT1

For all Remote-Ready Models. The desired comfort setting can be selected on the wall thermostat and the log heater will automatically cycle from pilot to the heat setting selected.



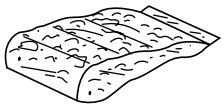
WALL-MOUNT ON/OFF SWITCH - Cat. No. F0245, Model GWMS2

For all Remote-Ready Models. Allows the gas log heater to be turned on and off with a wall switch.



DAMPER CLAMP - Cat. No. F1760, Model GA6080

For Remote-Ready and Variable Manually-Controlled Models. Permanently opens chimney flue damper for vented operation.



LAVA ROCK - Cat. No. 80L42 (formerly F0248), Model FDVS

For all models. Order when additional rock is desired.



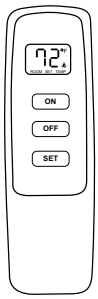
FLOOR MEDIA KIT - Cat. No. F1762, Model FM100

For all models. Includes lava rock, embers, and cinders



DECORATIVE ASH BED / CONTROL COVER KIT - Cat. No. F0246, Model CDABKA

For all models. Includes control cover log and 6 unique fall-away logs.



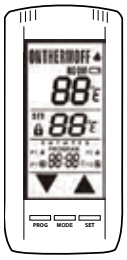
RECEIVER AND HAND-HELD THERMOSTAT REMOTE CONTROL KIT - Cat. No. / Model EW4001TH

For all Remote-Ready Models. Allows the gas log heater to be operated in a manually or thermostatically controlled mode. You can turn the gas log heater on and off without ever leaving the comfort of your easy chair.



RECEIVER AND REMOTE CONTROL KIT - Cat. No. F1077, Model MRC

For all Remote-Ready Models. Allows the gas log heater to be turned on and off by using a hand-held remote control.



RECEIVER AND ON/OFF TOUCH SCREEN REMOTE CONTROL KIT Cat. No. F1079, Model TSRC

For all Remote-Ready Models. Allows the burner system to be operated in a manually or thermostatically controlled mode. Remote is programmable for your convenience and has a large bright LCD Touch Screen for easy use.

NOTES

CUI LIMITED WARRANTIES

New Products

Standard Warranty: CUI warrants this new product and any parts thereof to be free from defects in material and workmanship for a period of four (4) years from the date of first purchase from an authorized dealer provided the product has been installed, maintained and operated in accordance with CUI's warnings and instructions.

For products purchased for commercial, industrial or rental usage, this warranty is limited to 90 days from the date of first purchase.

Factory Reconditioned Products

Limited Warranty: CUI warrants factory reconditioned products and any parts thereof to be free from defects in material and workmanship for 30 days from the date of first purchase from an authorized dealer provided the product has been installed, maintained and operated in accordance with CUI's warnings and instructions.

Terms Common to All Warranties

The following terms apply to all of the above warranties:

Always specify model number and serial number when contacting the manufacturer. To make a claim under this warranty the bill of sale or other proof of purchase must be presented.

This warranty is extended only to the original retail purchaser when purchased from an authorized dealer, and only when installed by a qualified installer in accordance with all local codes and instructions furnished with this product.

This warranty covers the cost of part(s) required to restore this product to proper operating condition and an allowance for labor when provided by a CUI Authorized Service Center or a provider approved by CUI. Warranty parts must be obtained through authorized dealers of this product and/or CUI who will provide original factory replacement parts. Failure to use original factory replacement parts voids this warranty.

Travel, handling, transportation, diagnostic, material, labor and incidental costs associated with warranty repairs, unless expressly covered by this warranty, are not reimbursable under this warranty and are the responsibility of the owner.

Excluded from this warranty are products or parts that fail or become damaged due to misuse, accidents, improper installation, lack of proper maintenance, tampering, or alteration(s).

This is CUI's exclusive warranty, and to the full extent allowed by law; this express warranty excludes any and all other warranties, express or implied, written or verbal and limits the duration of any and all implied warranties, including warranties of merchantability and fitness for a particular purpose to four (4) years on new products and 30 days on factory reconditioned products from the date of first purchase. CUI makes no other warranties regarding this product.

CUI's liability is limited to the purchase price of the product, and CUI shall not be liable for any other damages whatsoever under any circumstances including indirect, incidental, or consequential damages.

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

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

For information about this warranty contact:

CUI
1026 Old Stage Road
Simpsonville, SC 29681
800-845-5301
cuiheat.com

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cuiheat.com

Record the following important information about your appliance:

Appliance model number	
Appliance serial number	
Date appliance was Installed	
Type of gas appliance uses	
Dealer name	

CUI reserves the right to make changes at any time, without notice, in design, materials, specifications, and prices, and also to discontinue colors, styles, and products. Consult your local distributor for fireplace code information. Manufactured by IHP for: CUI.

EVERWARM
warming from the inside out

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P/N 126345-01 Rev. H 09/2022

P126345-01

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