



## Regency L965E / HZ965E Gas Fireplace

Owners &  
Installation Manual



MODELS: L965E-NG L965E-LP HZ965E-NG HZ965E-LP

### WARNING:

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

### FOR YOUR SAFETY

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

Installation and service must be performed by a qualified installer, service agency or the gas supplier.

### FOR YOUR SAFETY

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 neighbour's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

Tested by:



Intertek

**Installer:** Please complete the details on the back cover and leave this manual with the homeowner.

**Homeowner:** Please keep these instructions for future reference.

### FOR SAFE INSTALLATION AND OPERATION OF YOUR "Regency" HEATER, PLEASE CAREFULLY READ THE FOLLOWING INFORMATION:

- All Regency gas-fired appliances must be installed in accordance with their instructions. Carefully read all the instructions in this manual first. Consult the building authority having jurisdiction to determine the need for a permit prior to commencing the installation.
- **NOTE:** Failure to follow these instructions could cause a malfunction of the fireplace, which could result in death, serious bodily injury, and/or property damage.
- Failure to follow these instructions may also void your fire insurance and/or warranty.

#### GENERAL

- Installation and repair should be done by a qualified service person. The appliance should be inspected before the first 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. It is imperative the control compartments, burners and circulating air passageways of the appliance be kept clean.
- Due to high temperatures, the appliance should be located out of high traffic areas and away from furniture and draperies.

**Children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burn or clothing ignition.**

- Young children should be carefully supervised when they are in the same room as the appliance. Toddlers, young children and others may be susceptible to accidental contact burns. A physical barrier is recommended if there are at risk individuals in the house. To restrict access to a fireplace or stove, install an adjustable safety gate to keep toddlers, young children and other at risk individuals out of the room and away from hot surfaces.
- Clothing or other flammable materials should not be placed on or near the appliance.

#### FOR YOUR SAFETY

- Installation and service must be performed by a qualified installer, service agency or gas supplier.
- This installation must conform to local codes or, in the absence of local codes, to the current CAN/CSA-B149.1 Natural Gas and Propane Installation Code (Canada) or National Fuel Gas Code ANSI Z223.1.2 (USA)
- To prevent injury, do not allow anyone who is unfamiliar with the fireplace to operate it.

- To prevent injury, if the pilot or pilot and burners have gone out on their own, open the glass door and wait 5 minutes to air out before attempting to re-light the fireplace.

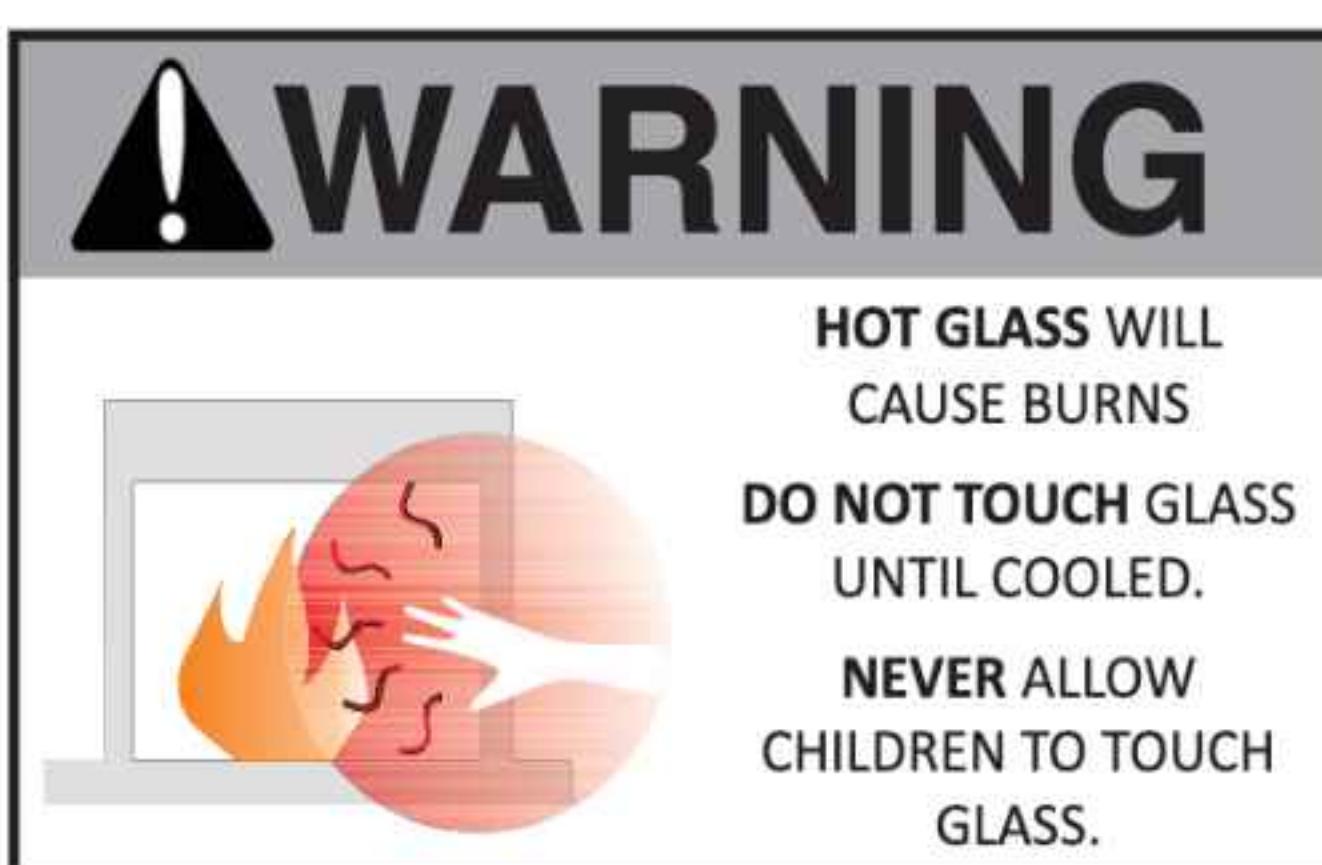
- Always keep the area around these appliances clear of combustible material, gasoline and other flammable liquids and vapours.
- These appliances should not be used as a drying rack for clothing or for hanging Christmas stockings/decorations.
- Due to the paint curing on the fireplace, a faint odor and slight smoking will likely be noticed when the fireplace is first used. Open a window until the smoking stops.

Always connect this gas fireplace to a vent system and vent to the outside of the building envelope. Never vent to another room or inside the building. Make sure the specified vent pipe is used, properly sized and of adequate height to provide sufficient draft. Inspect the venting system annually for blockage and signs of deterioration.

**WARNING:** Failure to position the parts in accordance with the diagrams in this booklet, or failure to use only parts specifically approved with this appliance, may result in property damage or personal injury.

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

- Never use solid fuels such as wood, paper, cardboard, coal, or any flammable liquids, etc., in this appliance.
- Do not use this heater if any part has been under water. Immediately call a qualified service technician to inspect the heater and to replace any part of the control or gas control systems that have been under water.
- Do not abuse the glass by striking it or slamming the door shut.



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## REQUIREMENTS

**DIRECT VENT ONLY:** This type is identified by the prefix DV. This appliance draws all of its air for combustion from outside the dwelling, through a specially designed vent pipe system.

This appliance has been tested and approved for installations from 0 feet to 4500 feet (1372 m) above sea level.

**In the USA:** The appliance may be installed at higher altitudes. Please refer to your American Gas Association guidelines which state: the sea level rated input of Gas Designed Appliances installed at elevations above 2000 (610 m) feet is to be reduced 4% for each 1000 feet (305 m) above sea level. Refer also to National Fuel Gas Code, ANSI Z223.1/ NFPA 54, local authorities, or codes which have jurisdiction in your area regarding the de-rate guidelines.

**In Canada:** When the appliance is installed at elevations above 4500 feet (1372 m), the certified high altitude rating shall be reduced at the rate of 4% for each additional 1000 feet (305 m). Refer also to CSA-B149.1 Natural Gas and Propane Installation Code, local authorities, or codes which have jurisdiction in your area regarding the de-rate guidelines.

- This appliance has been tested by INTERTEK TESTING SERVICES NA LTD. and found to comply with the established VENTED GAS FIREPLACE HEATER standards in CANADA and the USA as follows:

### VENTED GAS FIREPLACE HEATER (L965E/HZ965E; NG/LPG)

TESTED TO: ANSI Z21.88a-2009/CSA 2.33a-2009 VENTED GAS FIREPLACE HEATERS  
CAN/CGA 2.17-M91 GAS FIRED APPLIANCES FOR HIGH ALTITUDES  
CSA P.4.1-02 TESTING METHOD FOR MEASURING ANNUAL FIREPLACE EFFICIENCY

#### This Regency L965E/HZ965E Fireplace:

- Has been certified for use with either natural or propane gases. (See rating label.)
- Is not for use with solid fuels.
- Is approved for bedroom or bed sitting room. (IN CANADA: must be installed with a listed wall thermostat. IN USA: see current ANSI Z223.1 for installation instructions.)
- Must be installed in accordance with local codes. If none exist, use current installation code CAN/CSA-B149.1 Natural Gas and Propane Installation Code (Canada in Canada or ANSI Z223.1/NFPA 54 in the USA).
- Must be properly connected to an approved venting system and not connected to a chimney flue serving a separate solid-fuel burning appliance.
- The flow of combustion and ventilation air not be obstructed.

#### **IMPORTANT NOTICE (Regarding first fire up):**

When the unit is turned on for the first time, it should be turned onto high without the fan on for the first 4 hours. This will cure the paint, logs, gasket material and other products used in the manufacturing process. It is advisable to open a window or door, as the unit will start to smoke and can irritate some people. After the unit has gone through the first burn, turn the unit off including the pilot, let the unit get cold then remove the glass door and clean it with a good gas fireplace glass cleaner, available at your local Regency dealer.



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.

## DIMENSIONS:

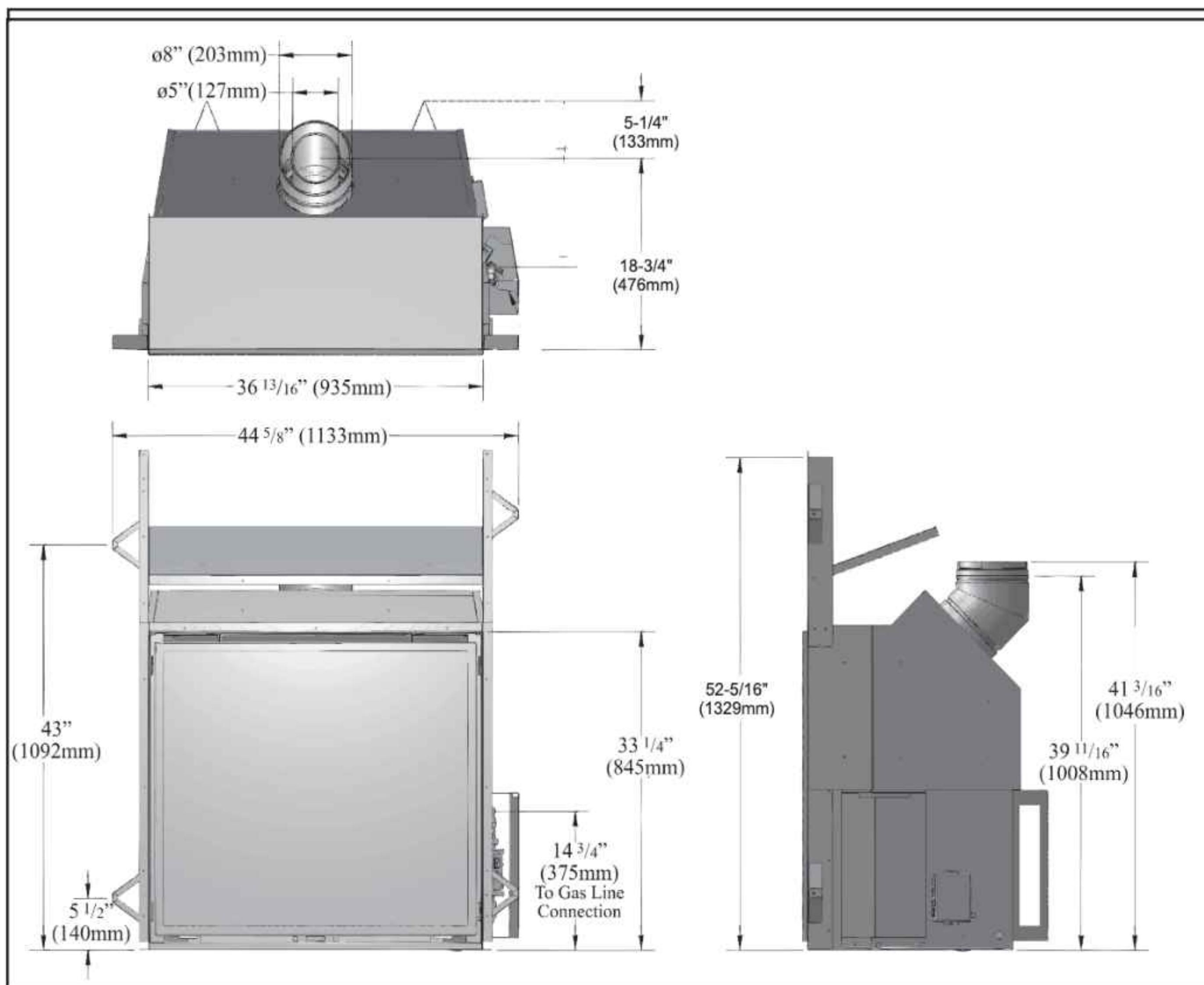


Figure 1. Dimensions of the Firebox.

## RATING LABEL LOCATION:

The Rating and Lighting instruction label is located below the door frame, underneath the firebox attached to a chain. To access the label, slide the plate forward out from under the firebox. Always return it when finished.

## ELECTRICAL HOOK-UP:

An electrical junction box is provided and fastened to the right side of the fireplace. Power needs to be brought to the electrical junction box. The power for the various control components are all provided from the fan control module. Install the provided electric outlet and cover and plug the the fan control module into it. See the Rating Label for the listed electrical requirements.

When installed, the L965E/HZ965E, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the National Electrical Code, ANSI/NFPA 70, or the Canadian Electrical Code, CSA C22.1.

See Page 39.

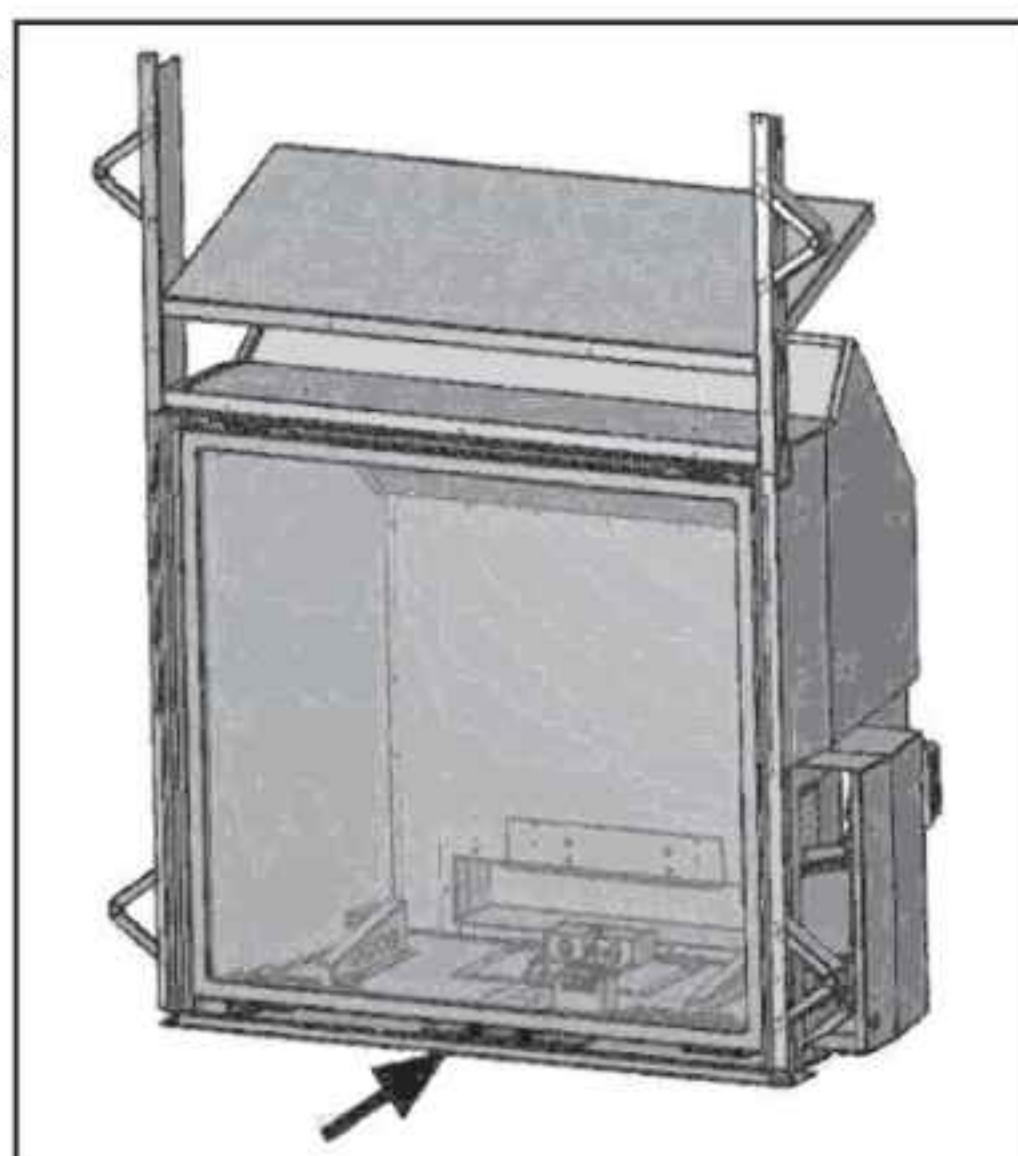


Figure 2. Rating/Lighting Label Location.

# SAFETY LABEL

## COPY OF THE SAFETY LABEL

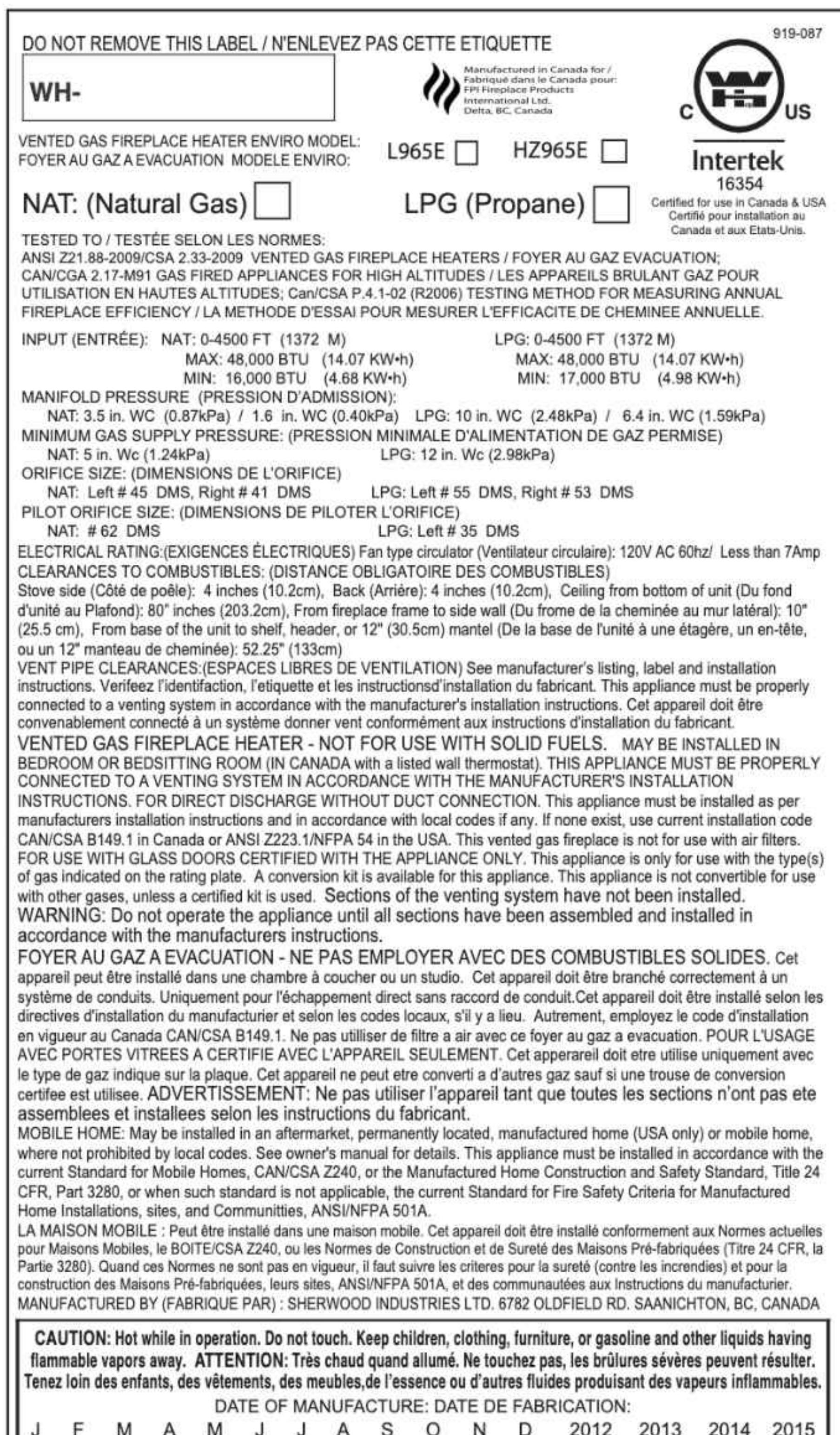


Figure 3. Rating Label.

## PLANNING YOUR INSTALLATION

### INTRODUCTION:

This section of the technical manual is for the use of qualified technicians only. Fireplace placement, hearths, facings, mantles, and venting terminations will be covered, as well as the gas and electric systems. There are several installation safety guidelines that must be adhered to. Please carefully read the safety precautions at the front of this manual.

**Warning:** Clearances must be sufficient to allow access for maintenance and service.

If installing a Power Vent Kit (706-922) or a Heat Distribution Kit (706-921), refer to the instructions included with the kits to aid in your planning.

### NON-COMBUSTIBLE MATERIAL ZONE:

This installation guide will show you many options for installing your new L965E/HZ965E. Some options include external chases, internal chases, rock facing and corner installations. No matter what direction your installation takes, this illustration shows an area where no combustible building products may go. This illustration applies to any and all installations for the L965E /HZ965E and should be used as the first reference before any others. Failure to comply with this requirement can lead to elevated operating temperatures, degradation of materials or even result in fire. If you are unclear about any details contained here, consult with your retailer prior to installation.

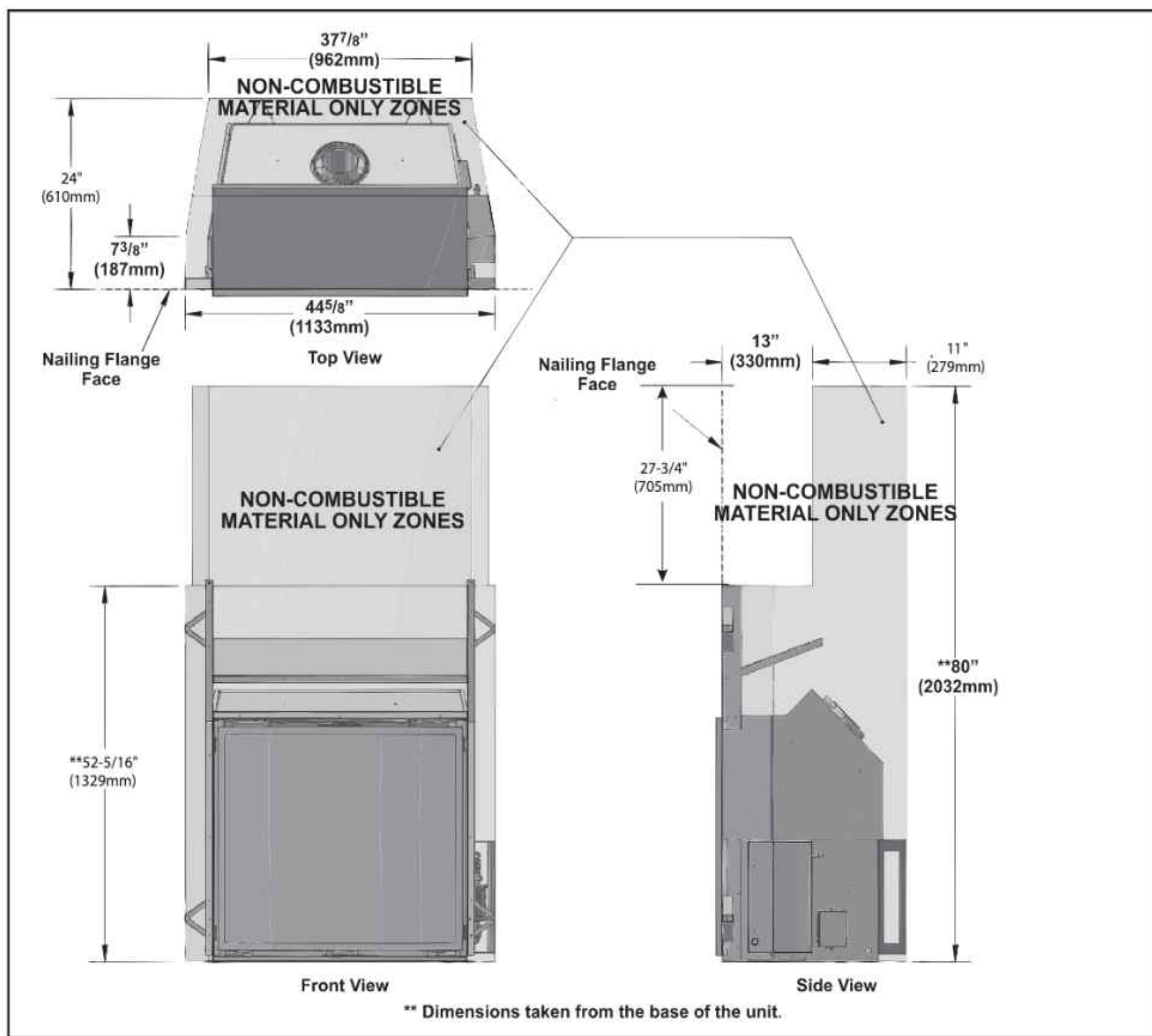


Figure 4. Non-Combustible Material Zone.  
When Installing a TV above the unit.

# INSTALLATION

## FRAMING:

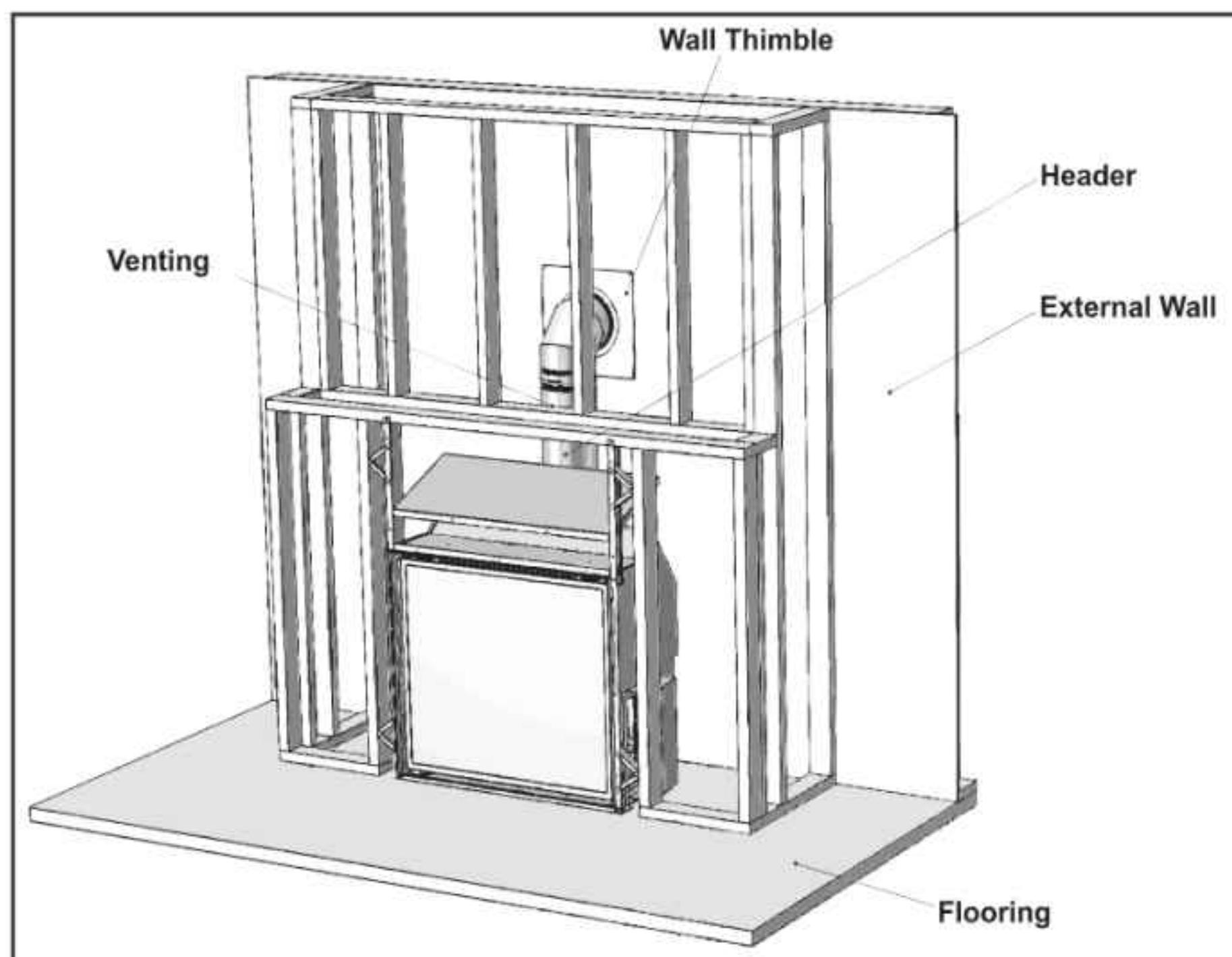


Figure 5. Typical Framing for Internal Chase - General.

## INTERNAL CHASE:

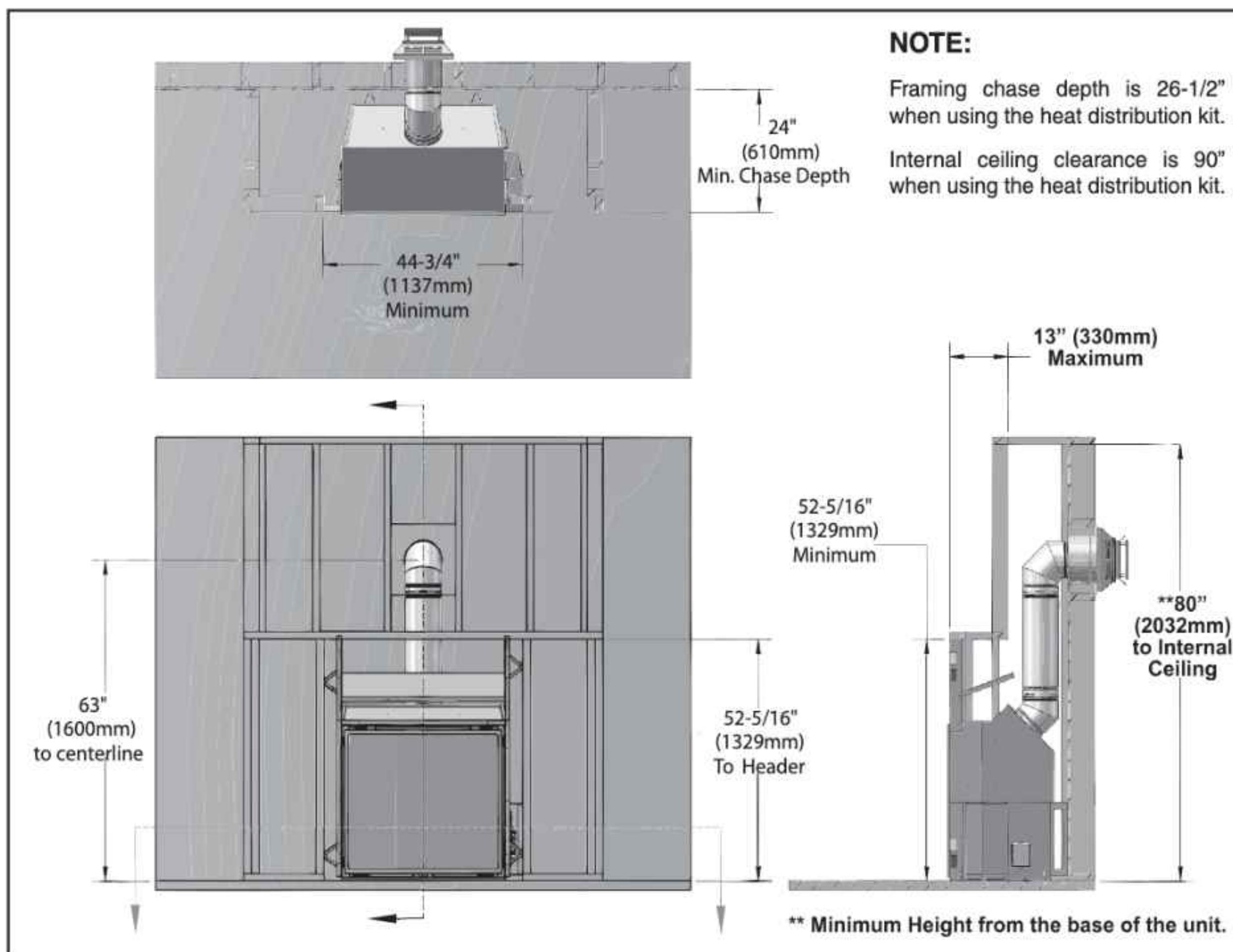


Figure 6. Typical Framing for Internal Chase - Detailed.

## EXTERNAL CHASE:

## Non-Combustible Facing and Hearth Protector Dimensions:

Facing (supplied)  
 1 Top = 46" x 19"  
 2 Sides = 32-15/16 x 4-9/16"

Hearth Protector (supplied)  
 46" x 12"

**NOTE:** No hearth is required if the unit is raised a minimum of 18" off the floor.

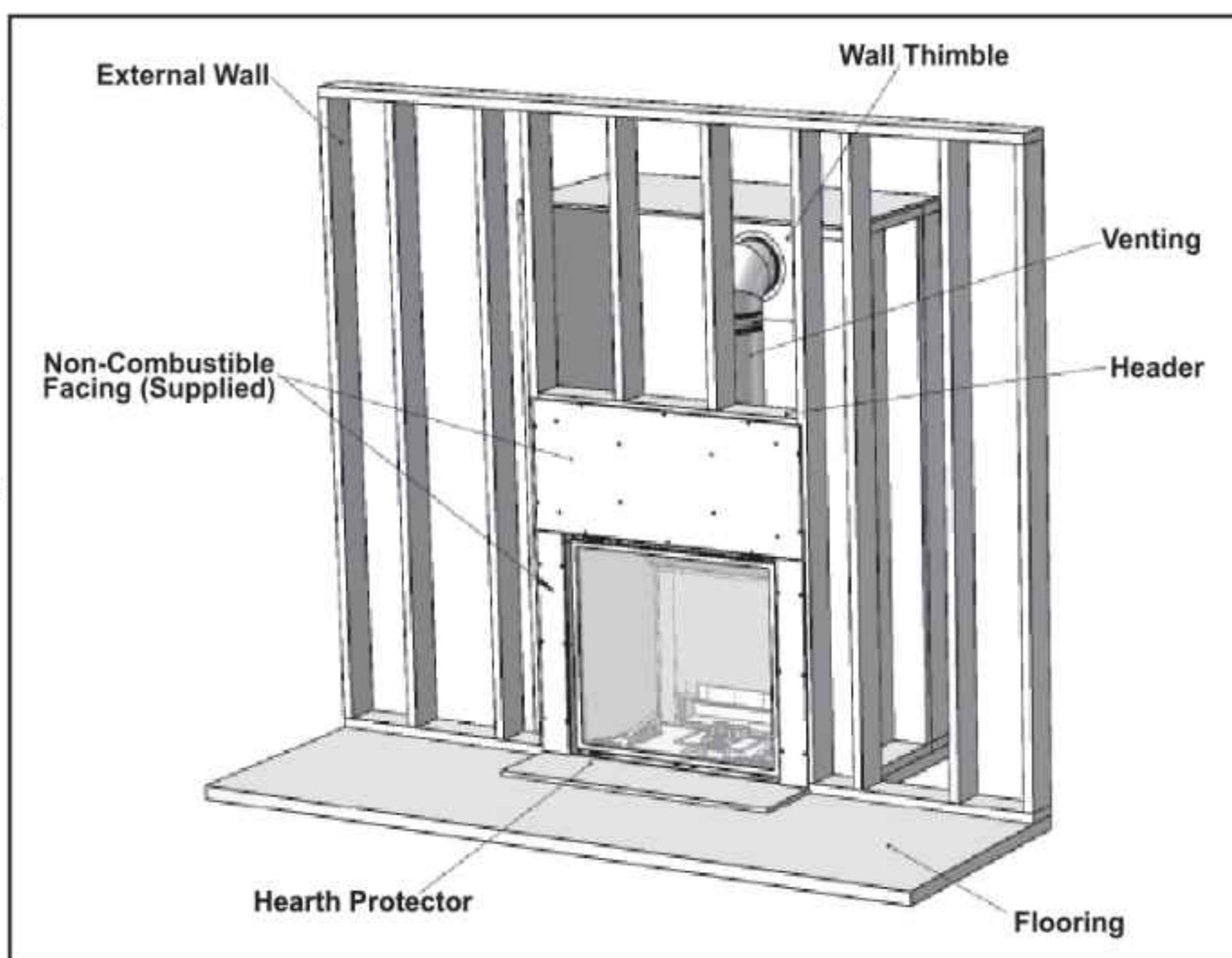


Figure 7. Typical Framing for External Chase - General.

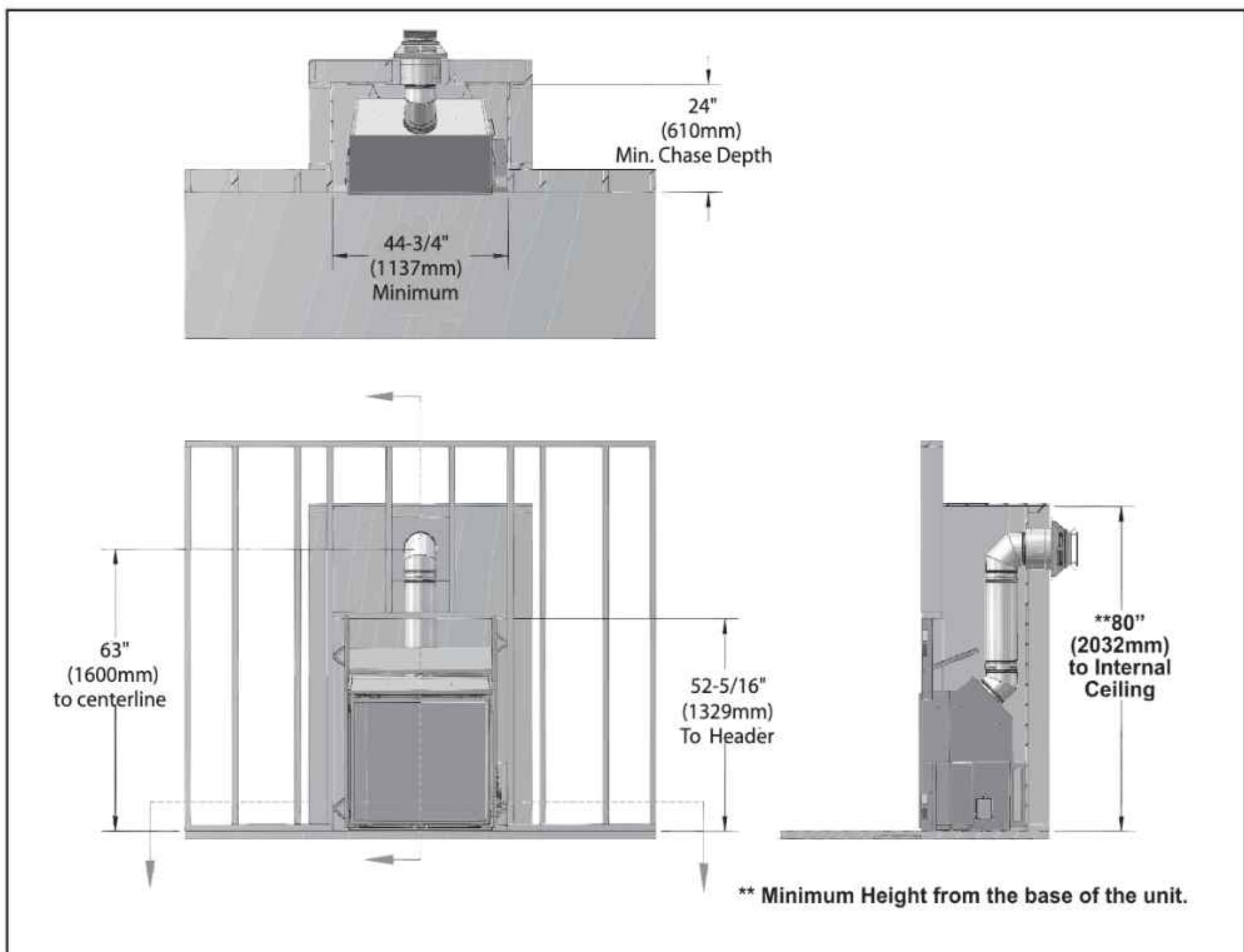


Figure 8. Typical Framing for External Chase - Detailed.

# INSTALLATION

## CORNER FRAMING:

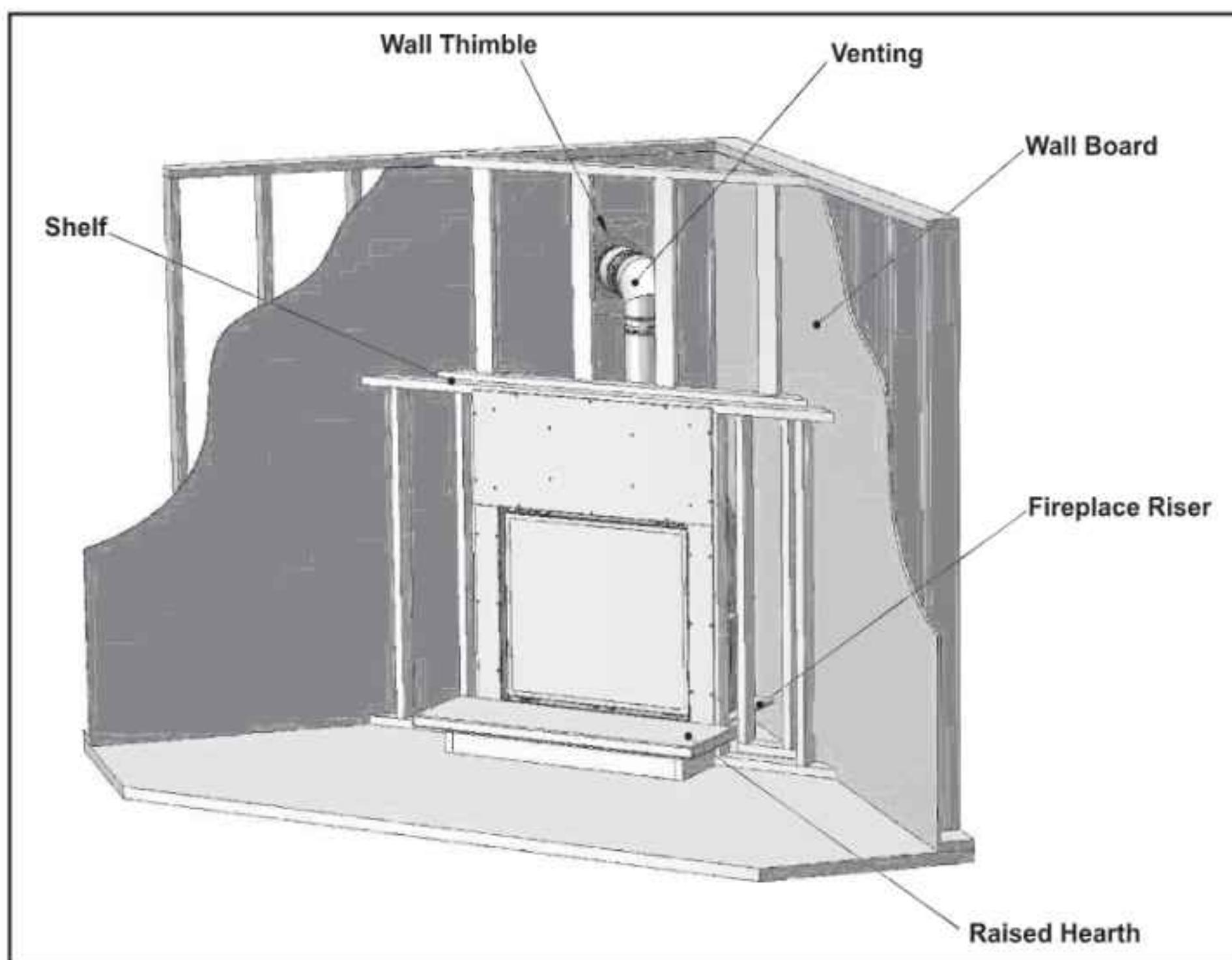


Figure 9. Typical Framing for Corner - General.

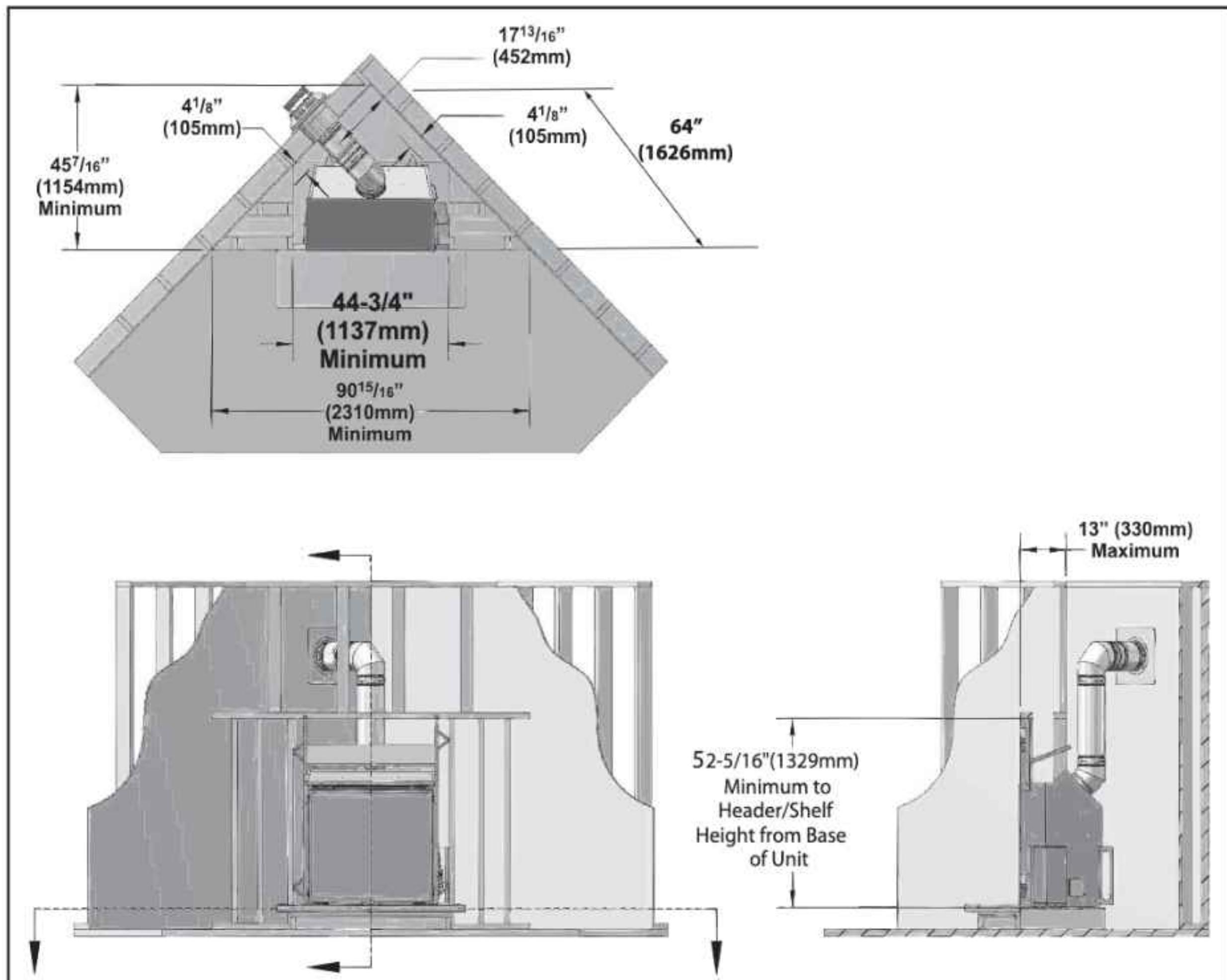


Figure 10. Typical Framing for Corner - Detailed.

## FRAMING FOR SIDEWALLS AND MANTEL:

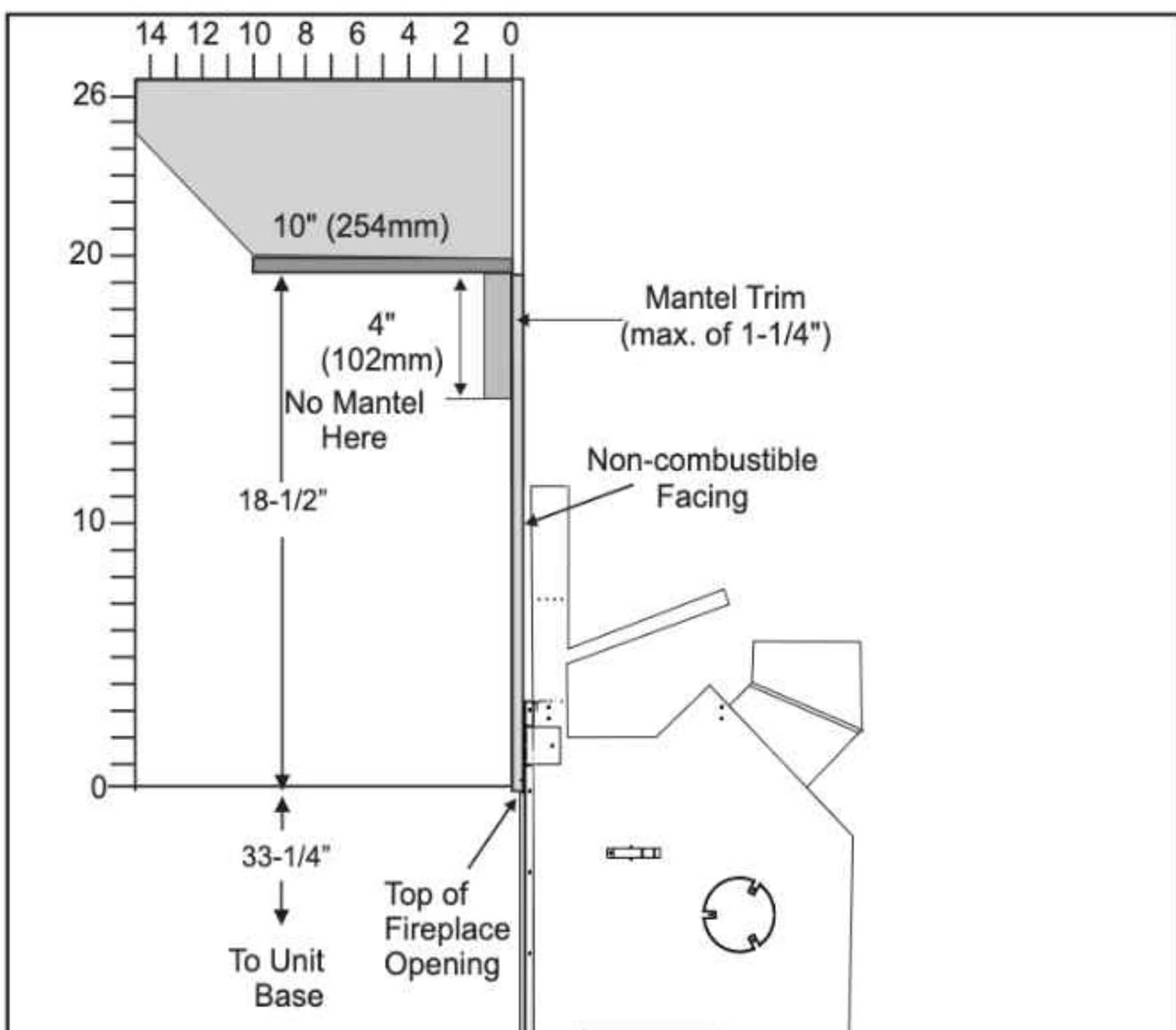


Figure 11. Mantel Clearances

The mantel's maximum overhang is 10" (254mm) at the minimum height of 52 1/4" (1327mm) measured from the base of the fireplace.

The mantel can extend 1" (25.4mm) further for every 1" (25.4mm) of height it is installed over the minimum height, as shown in Figure 12.

Non-combustible mantels and mantel legs are not limited to these dimensions.

Mantel temperatures are monitored during testing and can reach 117°F (47°C) above room temperatures. Make sure the finish on your mantel is suitable for temperatures of this range.

A wood trim can overhang a maximum of 1 1/4" deep and 14 1/2" in height from the top of the unit as shown in figures 11 and 12.

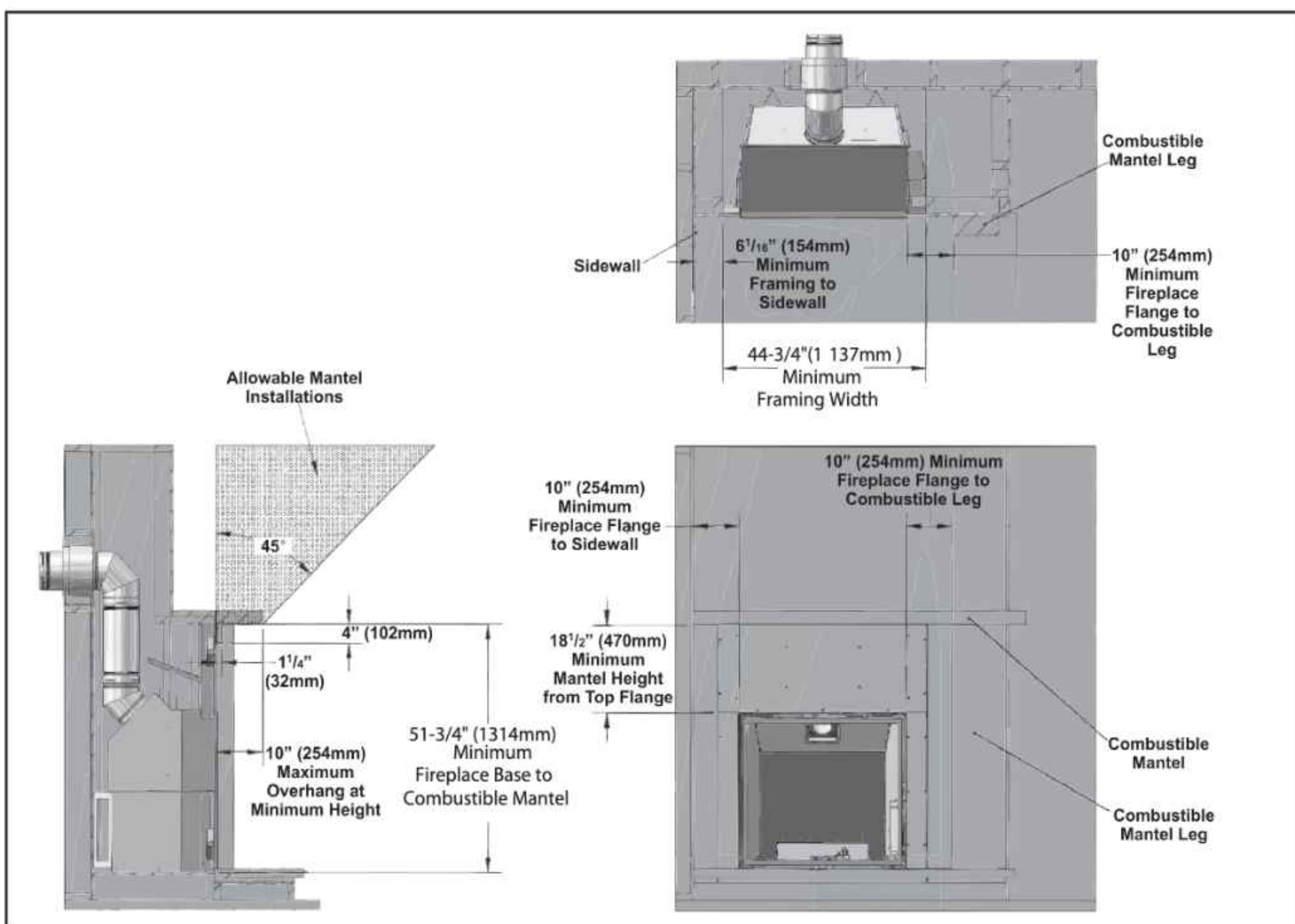


Figure 12. Typical Framing for Sidewalls &amp; Mantel - Detailed.

# INSTALLATION

## TYPICAL FRAMING - RAISED HEARTH:

Warning: Failure to follow these guidelines may result in elevated operating temperatures, an inability to remove or install the door.

A non-combustible Hearth Insulation Board is required to be installed between any non-combustible hearth covering and any combustible flooring beneath.

The design of the unit is such that the fireplace must be raised by the same distance as any additional hearth covering or riser that are added in front of the fireplace.

Figure 14 shows a raised hearth made of a wooden construction hearth riser (B), covered with the insulation board provided and then covered with non-combustible slate (A). The thickness of the riser (B) is 4" (102mm). The thickness of the slate (A) is 2" (52mm). A+B=C which is 6" (152mm). In summary, the fireplace must be raised by the same thickness of any material added in front of the fireplace.

If the raised hearth is deeper or wider than the Insulation Board provided with the unit, additional non-combustible materials such as Backer Board (cement board) can be used to build up to the same thickness as the Insulation Board.

All header, ceiling or shelf dimensions are measured from the floor that the fireplace sits on. Failure to maintain minimum installation dimensions can lead to elevated temperatures, fire or personal injury.

For optional Reduced Ceiling Height installations, see Appendix A.

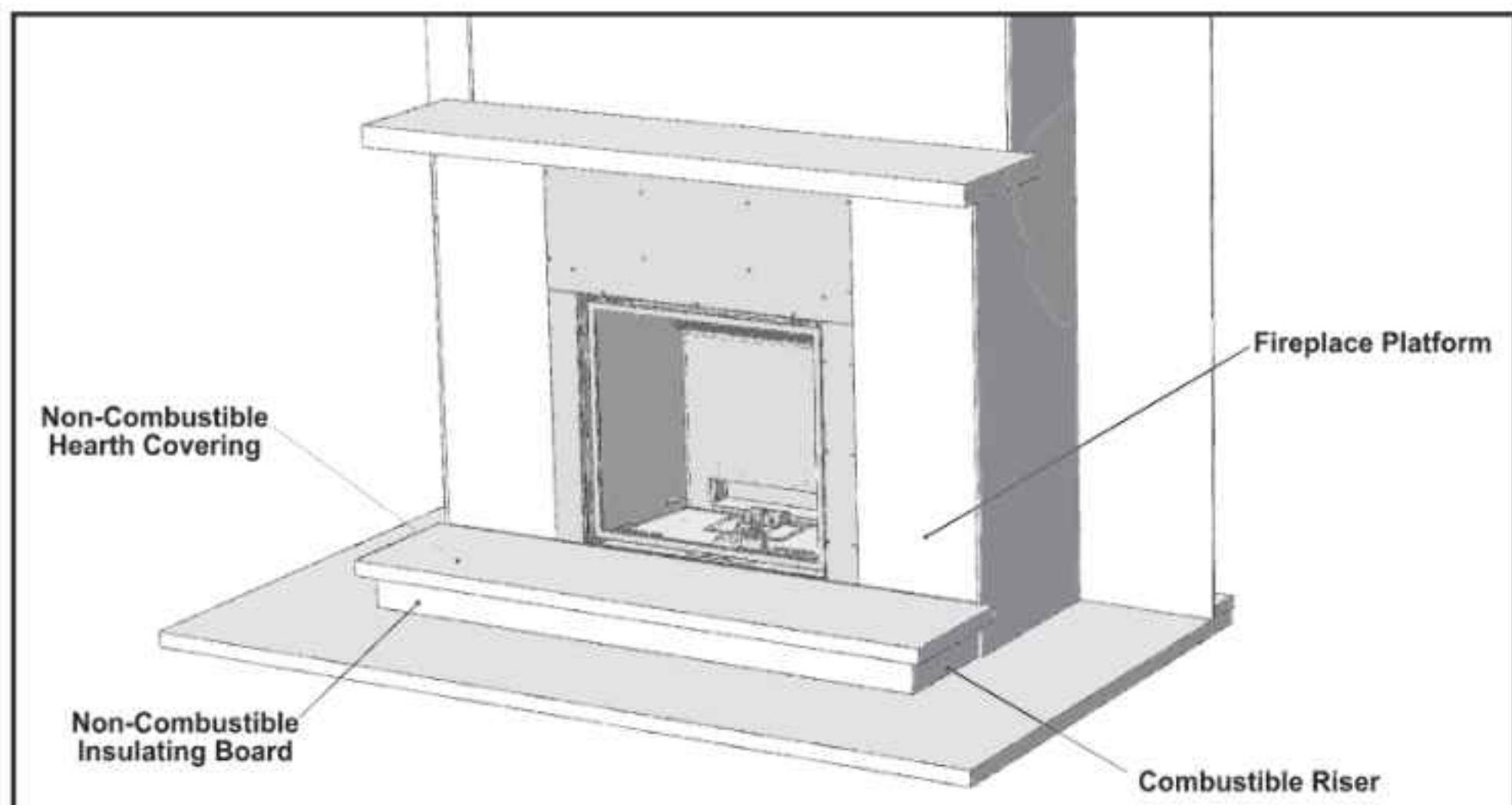


Figure 13. Typical Framing for a Raised Hearth - General.

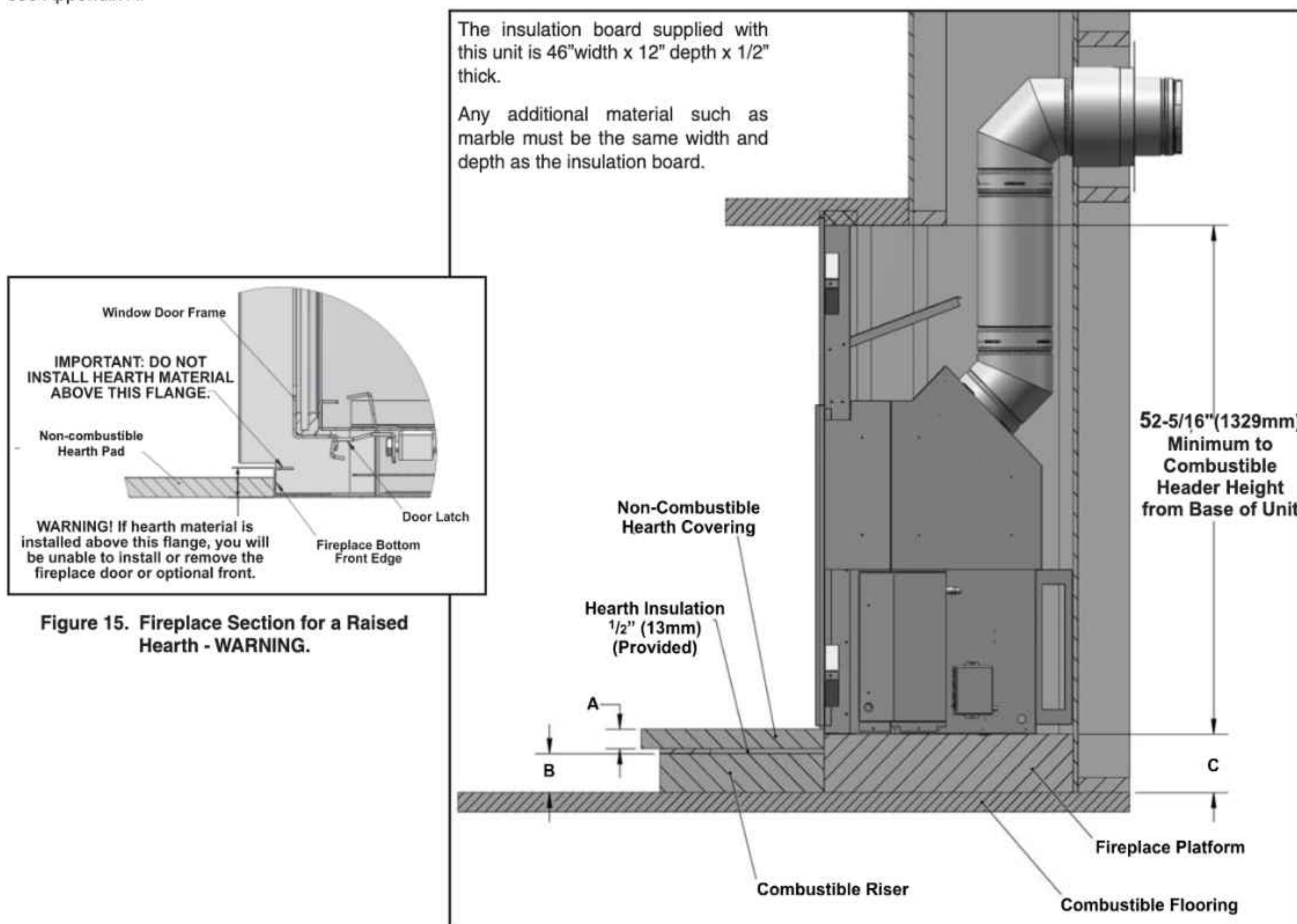


Figure 15. Fireplace Section for a Raised Hearth - WARNING.

Figure 14. Typical Framing for a Raised Hearth - Detailed.

## INSTALLATION OF FIREPLACE FACING:

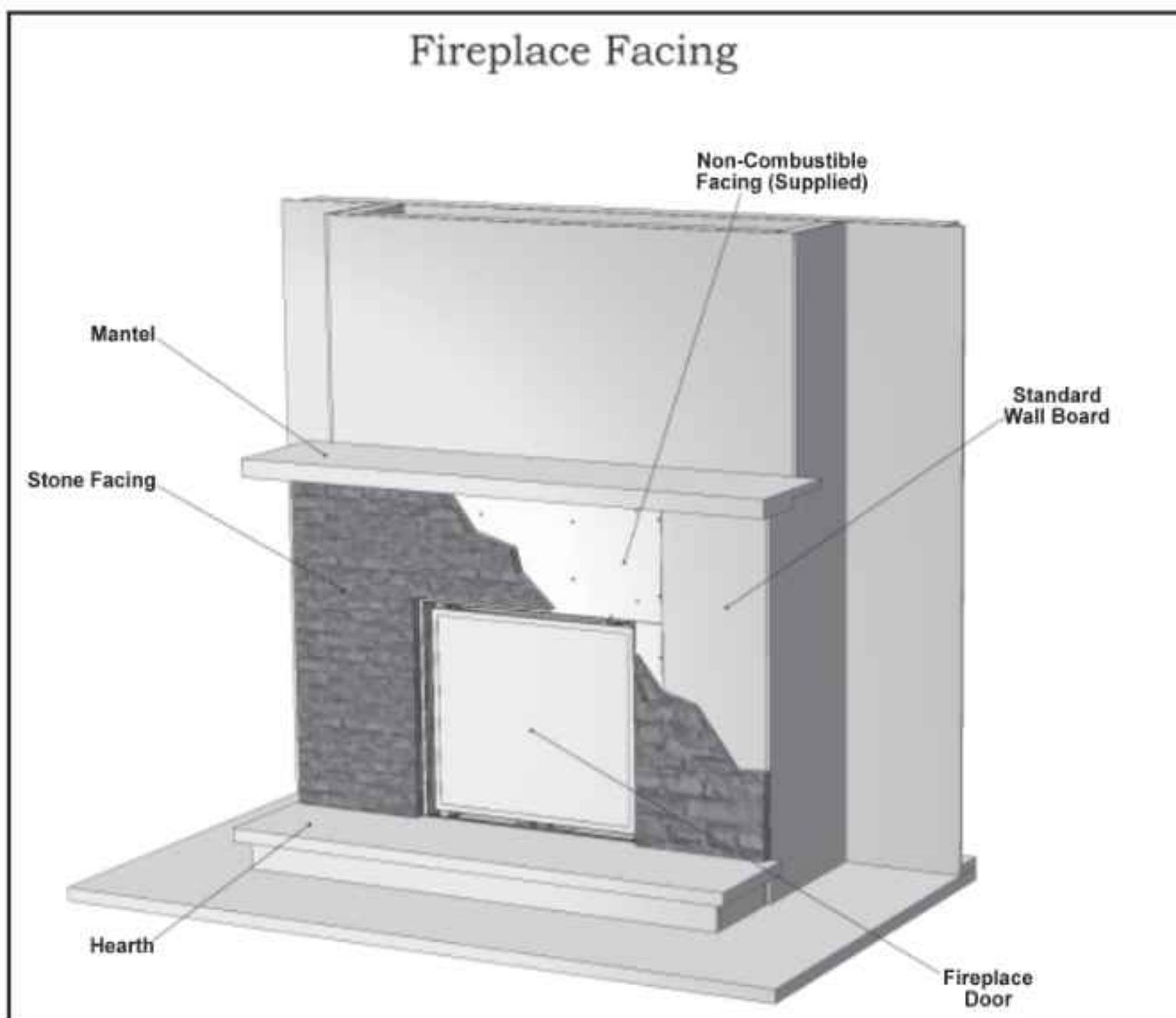


Figure 16. Typical Facing for the Fireplace - General.

There are three (3) options for installing facing to your fireplace installation. Care must be taken to ensure proper clearances are maintained.

Failure to maintain this clearance will lead to elevated operating temperatures and possible discoloration of materials.

Three (3) possible installations include:

- 1) For fireplace facing less than 1" thick (total facing and non-combustible board combined) with an optional front installed.
- 2) For fireplace facing greater than 1" thick with an optional front installed.
- 3) For any fireplace facing without an optional front installed.

Figures 17 to 19 highlight the relationships between the fireplace, optional front, and facing installed.

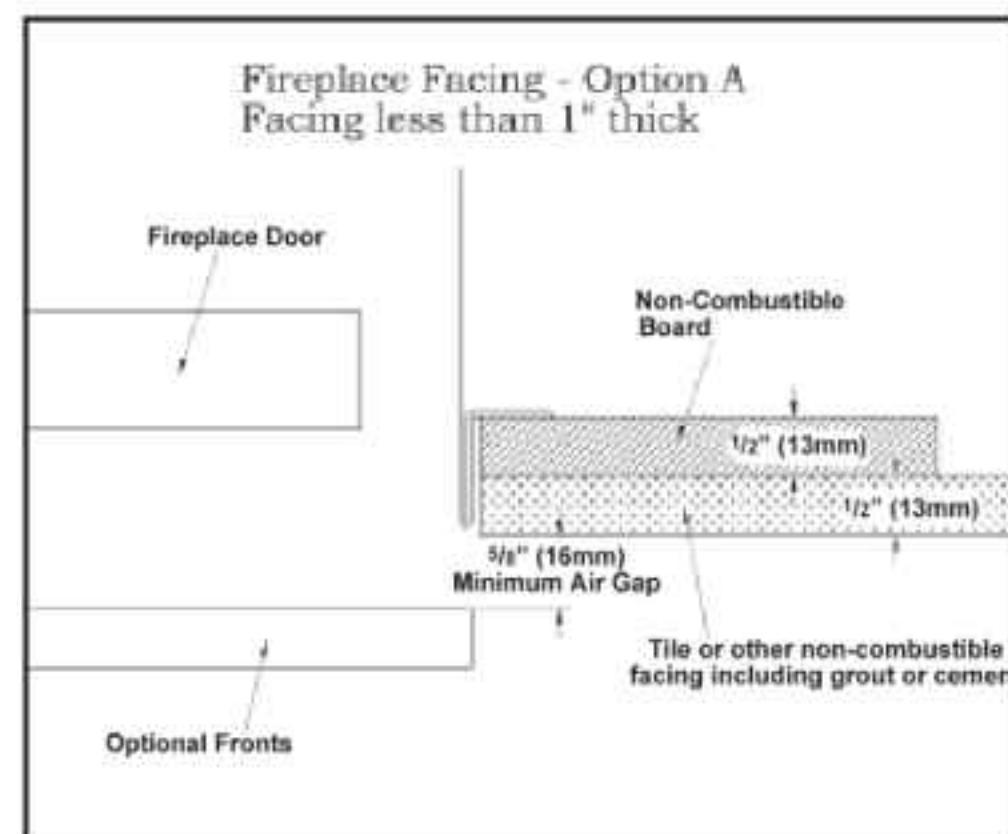


Figure 17. Option 1 - Fireplace Facing Less Than 1" (25.4mm) Thick.  
NOTE: REQUIRES 5/8"(16mm) AIR GAP

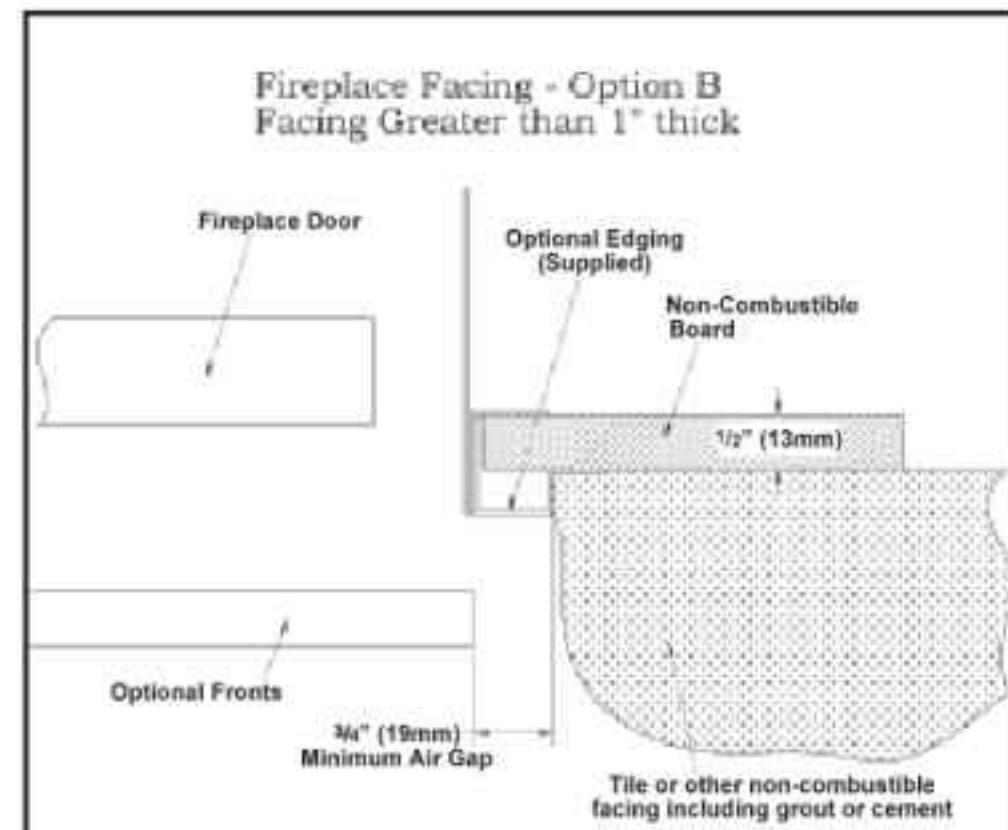


Figure 18. Option 2 - Fireplace Facing More Than 1" (25.4mm) Thick With Optional Front Installed.  
NOTE: REQUIRES 3/4"(19mm) AIR GAP

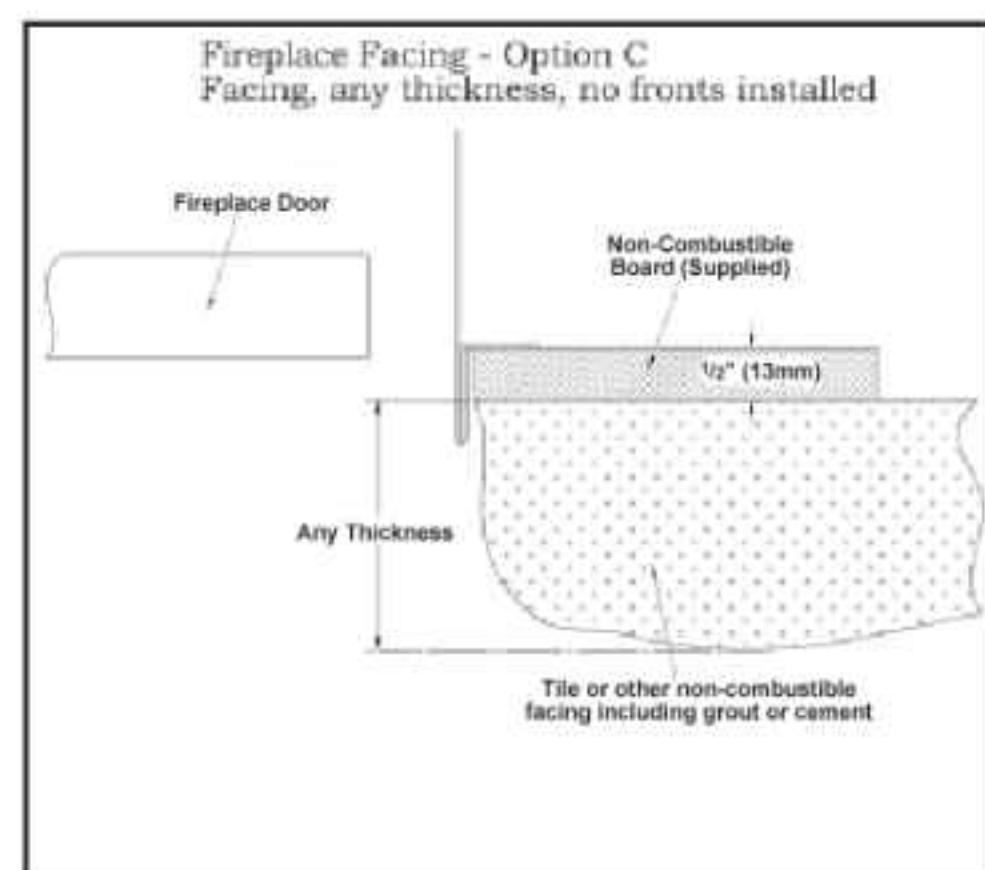


Figure 19. Option 3 - Any Fireplace Facing Without Optional Front Installed.

# INSTALLATION

## RECEIVER INSTALLATION

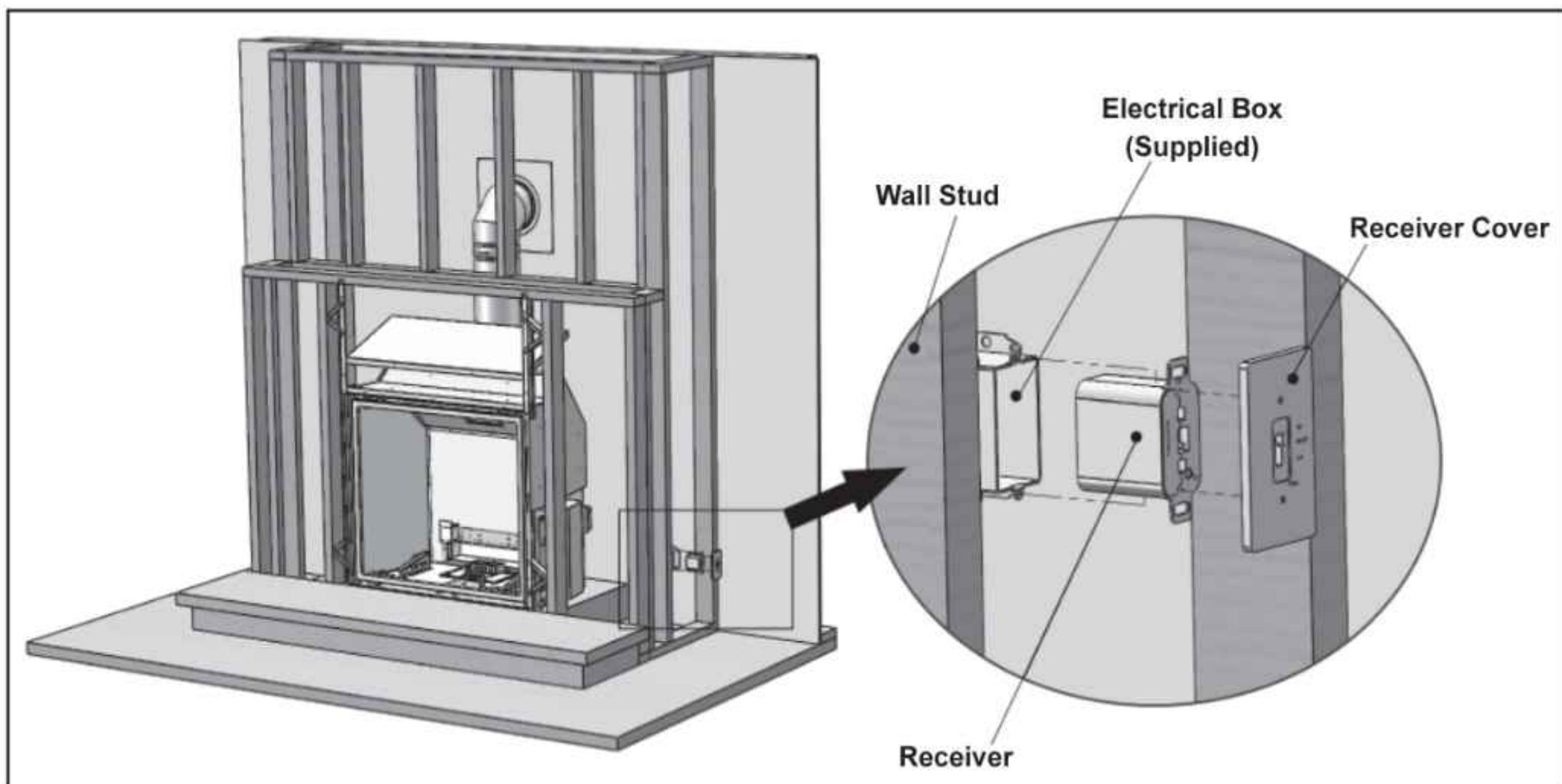


Figure 22. Receiver Installation.

The Receiver is the heart of the remote control system. You need to access this receiver after installation to change the batteries (for operation during a power failure), to program a new remote / receiver combination and to operate a manual override should you lose your remote control or the batteries in the remote control lose their power.

The Receiver is connected to the fireplace with a wire harness that has a maximum length of 8 ft (2.4m). The connection point on the fireplace is on the right side of the unit, where the gas valve and electronic ignition module is located. Because of the 8 ft (2.4m) limitation in the wiring harness, the receiver needs to be mounted to the right side of the fireplace. An electrical box is provided for the receiver. Mount this electrical box as you would any electrical outlet or switch box. Thread the cable and connector through the back of the electrical box and connect it to the rear of the receiver. Secure the receiver into the electrical box. Once the facing of the fireplace installation is complete, install the receiver cover, supplied with the unit as shown. The receiver cover also functions as a switch plate and allows for access to the program button, critical for remote control operation.

Review the section in this manual regarding the remote control operations for more information on the functions of the receiver.

## ALLOWABLE VENT CONFIGURATIONS:

The vent chart, in Figure 23, illustrates the vent configurations that have been tested and approved for use with this appliance. 45° elbows are acceptable for this installation and may be used instead of 90° elbows. You may use two (2) 45° elbows for every 90° elbow shown in this chart.

This appliance is also approved for use with 5" x 8" flex venting. Only use flexible venting that is approved for this appliance. Flex vent runs must comply with the same limitations as the rigid vent chart shown here. Flexible vent runs greater than 10' total are not permitted. When using the flexible vent system, part # 946-601 5" x 8" flex pipe adaptor must be used to adapt from rigid venting to flex venting. This must be attached to the appliance prior to attaching flex venting.

The restrictor settings shown in Figure 23, are recommended. Installation factors such as altitude, prevailing weather conditions such as temperature or wind, or the number of elbows used may affect your final restrictor settings. Insufficient restriction may cause pilot outages or reduced efficiencies. Too much restriction may lead to elevated operating temperatures, poor flame appearances, sooting or carbon deposits building up on burner effects or window glass.

Only use the restrictors supplied with this appliance.

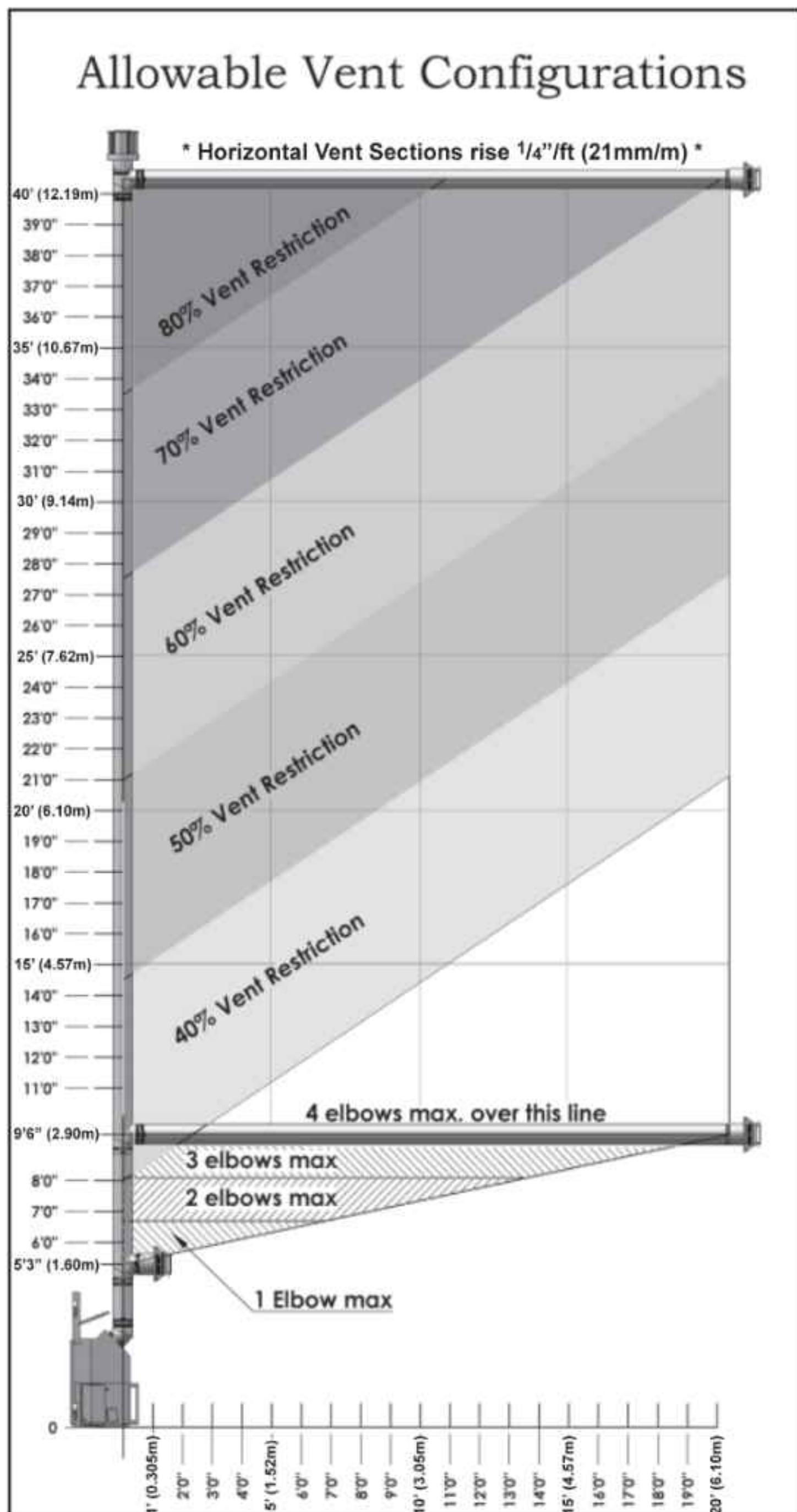


Table 1: Vent Restrictor Sizes.

% Restriction	Ø of Flue Restrictor
40%	3.878" (98.5mm)
50%	3.540" (89.9mm)
60%	3.166" (80.4mm)
70%	2.742" (69.6mm)
80%	2.239" (56.9mm)

Figure 23. Allowable Vent Configurations Chart.

# INSTALLATION

## VENT TERMINATION RESTRICTIONS:

NOT FOR POWER VENT SYSTEM - IF USING POWER VENT - SEE PAGE 37.

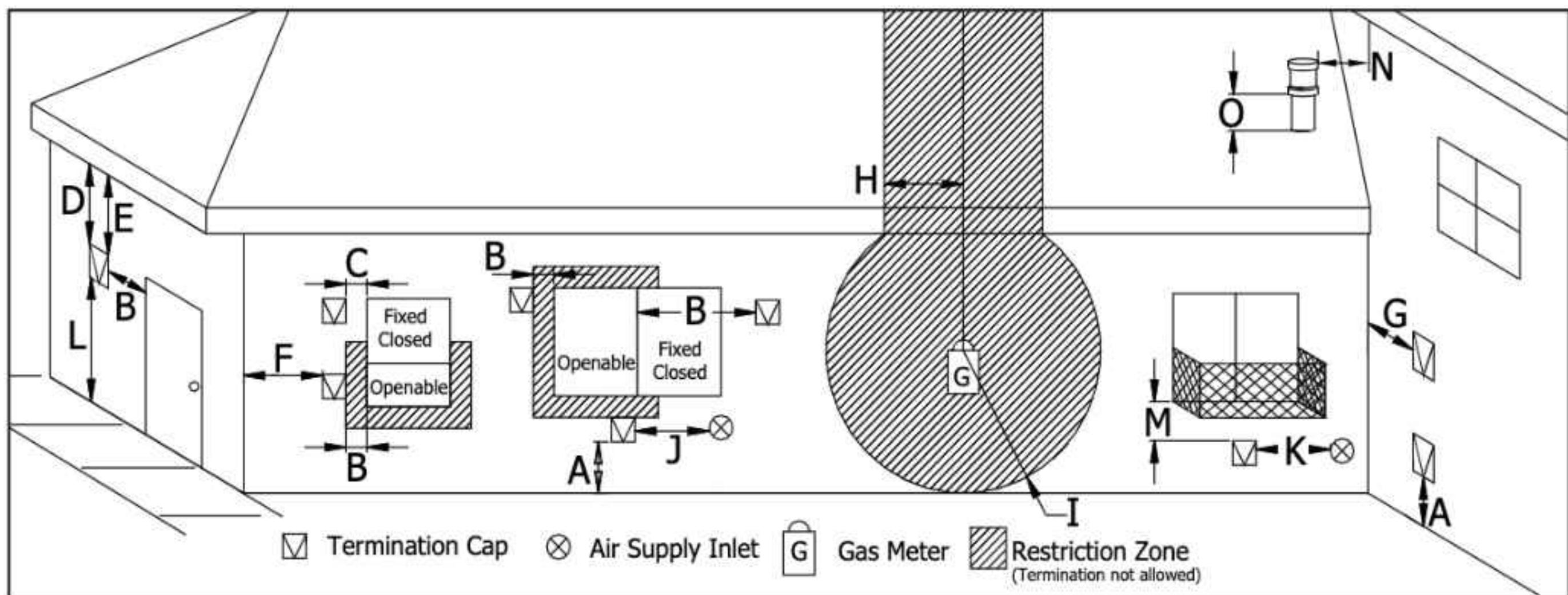


Figure 24. Vent Termination Restrictions, refer to Table 2.

Table 2: Vent termination clearances, refer to Figure 24.

Letter	Canadian Installation <sup>1</sup>	US Installation <sup>2</sup>	Description
A	12 in (30 cm)		Clearance above grade, verandah, porch, deck, or balcony.
B	12 in (30 cm)	9 in (23 cm)	Clearance from window or door that may be opened.
C	12 in (30 cm)*		Clearance from permanently closed window (to prevent condensation).
D	19½ in (49 cm)		Vertical clearance to ventilated soffit located above the terminal, within a horizontal distance of 2 ft (60 cm) from center line of terminal.
E	19½ in (49 cm)		Clearance to unventilated soffit.
F	17½ in (44 cm)*		Clearance to outside corner.
G	17½ in (44 cm)		Clearance to inside corner.
H	3 ft (91 cm) within a height of 15 ft (4.5 m) above the meter/regulator assembly	3 ft (91 cm) within a height of 15 ft (4.5 m) above the meter/regulator assembly*	Clearance to each side of center line extended above meter/regulator assembly.
I	3 ft (91 cm)	3 ft (91 cm)*	Radial clearance around service regulator vent outlet.
J	12 in (30 cm)	9 in (23 cm)	Clearance to non-mechanical air supply inlet to building, or the combustion air inlet to any other appliance.
K	6 ft (1.83 m)	3 ft (91 cm) above if within 10 ft (3 m) horizontally	Clearance to mechanical air supply inlet.
L	7 ft (2.13 m) <sup>t</sup>	7 ft (2.13 m) <sup>t</sup>	Clearance above paved sidewalk or paved driveway located on public property.
M	19½ in (49 cm) <sup>+</sup>		Clearance under verandah, porch, deck, or balcony.
N	12 in (30 cm)*		Clearance horizontally to any surface (such as an exterior wall) for vertical terminations.
O	12 in (30 cm)		Clearance above roof line for vertical terminations.

<sup>1</sup> In accordance with the current CSA B149, Natural Gas and Propane Installation Code.

<sup>2</sup> In accordance with the current ANSI Z223.1 NFPA 54, National Fuel Gas Code.

\* These numbers are only estimates. Clearance in accordance with installation codes and the requirements of the gas supplier.

<sup>t</sup> A vent shall not terminate directly above a side walk or paved driveway that is located between two single family dwellings and it serves both dwellings.

<sup>+</sup> Permitted only if verandah, porch, deck, or balcony is fully open on a minimum of two sides beneath the floor.

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

## APPROVED VENT PARTS:

Table 3: Vent part numbers (Must state if galvanized or black wanted, PART NUMBERS).

Part Description	Simpson Duravent	Security Chim.	American Metal	Selkirk Int.	Metal-Fab	EXCELDirect
6" Pipe Length	58DVA-06	SV5L6	5D7	5DT-06	5D6	TC-5DL6
9" Pipe Length	58DVA-09			5DT-09		
12" Pipe Length	58DVA-12	SV5L12	5D12	5DT-12	5D12	TC-5DL1
24" Pipe Length	58DVA-24	SV5L24	5D2	5DT-24	5D24	TC-5DL2
36" Pipe Length	58DVA-36	SV5L36	5D3	5DT-36	5D36	
48" Pipe Length	58DVA-48	SV5L48	5D4	5DT-48	5D48	TC-5DL4
60" Pipe Length	58DVA-60					
8 1/2" Pipe Extension	58DVA-08A	SV5LA12(12")	5D7A 5D12A	5DT-AJ12	5DAL	
16" Pipe Extension	58DVA-16A	SV5LA24(24")	5D16A 5D26A			
Flexible Length, 36"						TC-5DLF
12" Adjustable Length						TC-5DLT
45° Elbow	58DVA-E45	SV5E45	5D45L	5DT-EL45	5D45L	TE-5DE45
90° Elbow	58DVA-E90	SV5E90	5D90L	5DT-EL90	5D90L	TE-5DE90
Roof Flashing	58DVA-F6	SV5F / SV5FA / SV5FB	5DF12	5DT-AF6 5DT-AF12	5DF	XF-6EF / XF-6EFA /XF-6EFB
Storm Collar	58DVA-SC	SV5FC	5DSC	5DT-SC	5DSC	TM-SC
Ceiling Firestop	58DVA-FS	SV5BF	5DFSP	5DT-FS		TM-5CS
Wall Firestop	58DVA-WFS				5DFS	
Wall Thimble	58DVA-WT	SV5RMS	5DWT	5DT-WT	5DWT	TM-5WT
Horiz. Square Termination	58DVA-HC-*	SV5CHC	5DHCS	5DT-HC	5DHT	TM-5HT/TM-5DHT
Horiz. Round Termination			5DHC			
Horizontal Sconce Termination						
Vert. Termination, High Wind	58DVA-VCH	SV5CGV	5DVC	5DT-VT	5DVT	
Vinyl Siding Standoff	58DVA-VSS	SV5VS	5DHVS	5DT-VS	5DVS	TM-VSS
Flex Venting 5" and 8"	Duraflex					

\*Several color choices

IMPORTANT: This chart covers the major components for each of these manufacturers only. Refer to the manufacturers' catalogue for further details on roof flashings and other installation items

The L965E/HZ965E fireplace has been tested and certified for use with AMERICAN METAL PRODUCTS "AMERIVENT DIRECT", SIMPSON DURAVENT TYPE GS PIPE FOR GAS STOVES. SECURITY CHIMNEY'S "SECURE VENT DIRECT VENT SYSTEM", SELKIRK "DIRECT-TEMP VENT SYSTEM", and EXCELDIRECT "ICC" kits are available for horizontal and vertical venting. When planning an installation, it will be necessary to select the proper length of vent pipe for the particular requirements.

WARNING: Do not mix parts from different vent manufacturers' systems.

EXCEPTION TO WARNING: This product has been evaluated by Intertek for using a Direct Vent GS starting collar in conjunction with Secure Vent, Direct-Temp, and Ameri Vent Direct venting systems. Use of these systems with the Direct Vent GS starting collar is deemed acceptable and does not affect the Intertek WH listing of the appliance.

Table 4: Approved Vent Manufacturers

Manufacturer	Trade Name	Nominal Sizes
American Metal Products	AmeriVent Direct	5" x 8"
Security Chimneys International LTD	Secure Vent	5" x 8"
Selkirk Metalbestos	Direct-Temp	5" x 8"
Simpson Dura-Vent	Direct Vent GS	5" x 8"
EXCELDirect	ICC	5" x 8"

## INSTALLATION OF FLUE RESTRICTOR:

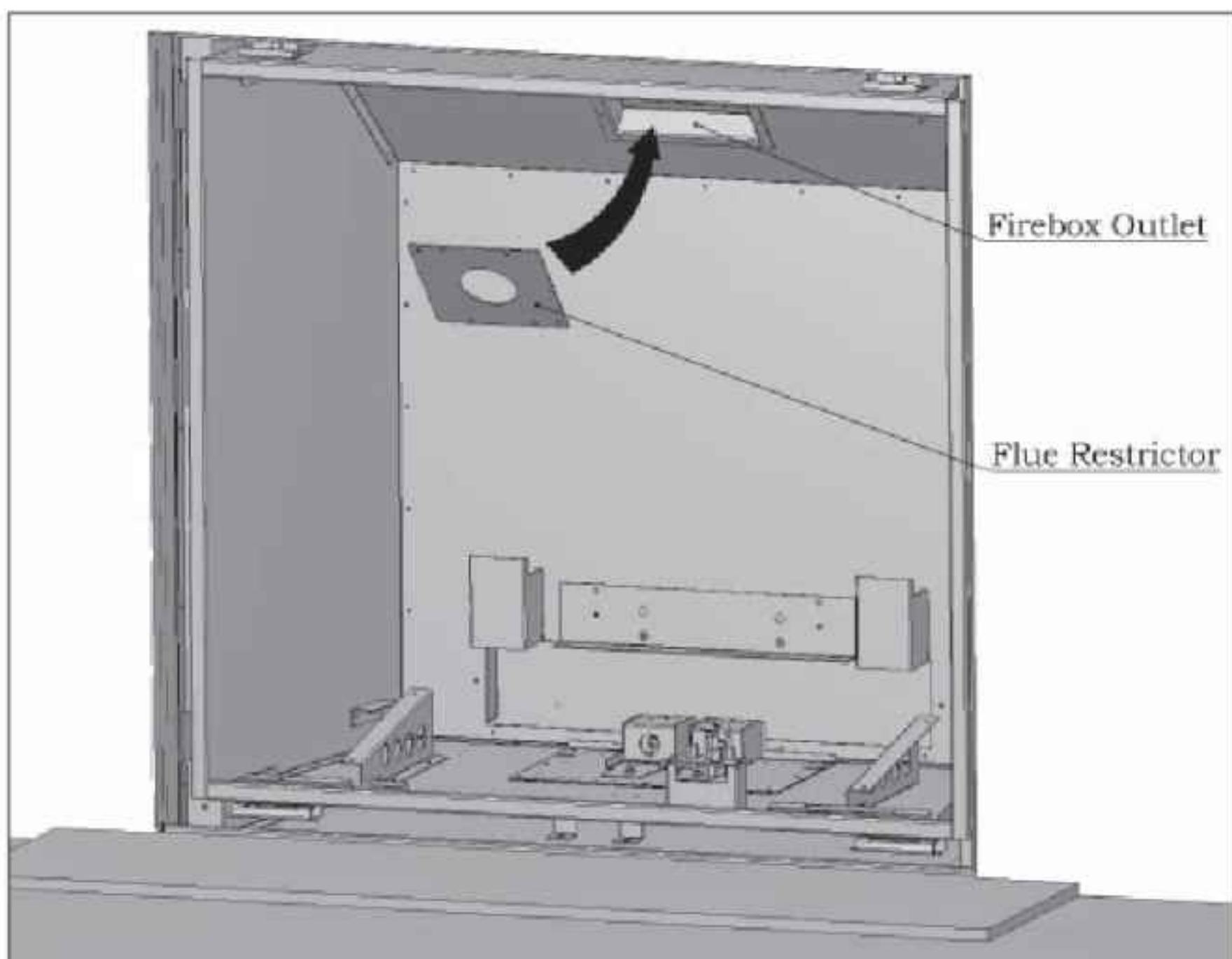


Figure 25: Installation of Flue Restrictor.

Flue Restrictors are necessary to keep the fireplace running at its intended efficiency. They are also required to counteract the effect that taller vertical vent runs may have on the appliance. The additional venting action that tall vertical vent systems may have can result in poor pilot and/or burner operations and possibly nuisance shut downs. Generally, the vent restriction may be less than what is shown in the vent chart, but not greater. The vent restrictor size is shown in percentages, meaning that a 40% restrictor restricts the vent 40% from its fully un-restricted vent size.

- 1) Remove the Glass Door; refer to DOOR REMOVAL AND INSTALLATION.
- 2) Remove the Burner and/or Log Set; refer to BURNER REMOVAL AND INSTALLATION.
- 3) Remove the Reflective or Brick Panels; refer to REFLECTIVE OR BRICK PANEL INSTALLATION.
- 4) Refer to the Vent Chart (Figure 23) for selection of the appropriate Restrictor.
- 5) Using the two (2) 1/4" T-20 screws provided with the restrictor, fasten the Restrictor into the Flue Outlet as shown in Figures 25 & 26. Make sure the diagonal holes line up with the diagonal holes located in the Flue Outlet Box. Use a powered driver to drive the screw in. Be careful not to over-torque the screw and strip the threads.

6) Re-install the Light Covers, Firebox Liners, Burners and log sets and the Glass Door.

7) Run the unit for 1/2 hour to check for proper operations and flame appearance.

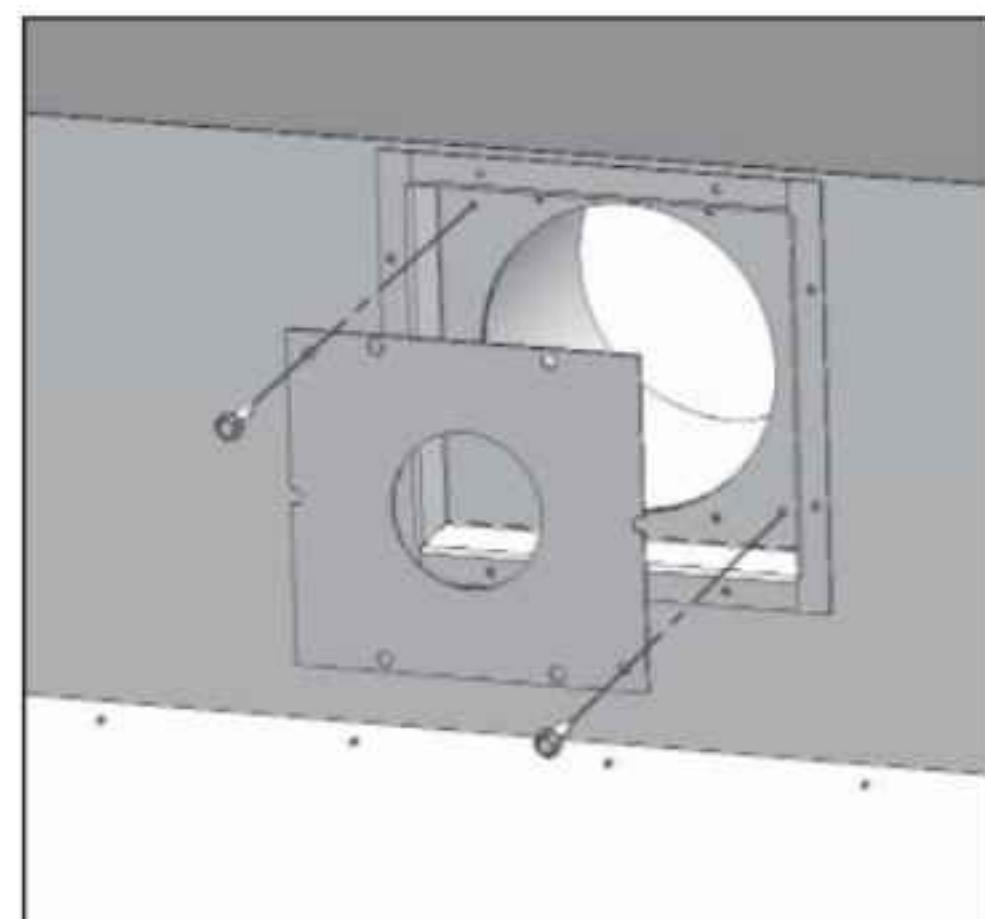


Figure 26: Installation of Flue Restrictor - Close-Up.

**TV INSTALLATION ABOVE UNIT:**

During the development of the L965E/HZ965E, we took into consideration that in some installations TV's or flat panel monitors may be located above the mantel. Although we can not anticipate every possible installation variable, we took time to evaluate the suitability of the installation of a TV or Plasma display above the mantel. We carried out testing to evaluate what possible operating temperatures that may be experienced when the appliance was installed in an internal chase. A mantel was installed with the maximum overhang at the minimum allowable installation height, with a full 13" (330mm) shelf installed over the unit (see section NON-COMBUSTIBLE MATERIAL ZONE).

The area above the mantel, within 4 inches (102mm) of the wall was measured under maximum operating conditions and found to not exceed 120°F (49°C). Variations of mantel overhangs, shelf depths or ceiling heights will affect this temperature. Please refer the TV owner's manual for information on acceptable operating conditions. Care must be taken to evaluate your specific installation and operating conditions when deciding to install electronic equipment above or near this appliance when it is in operation. Always consult your TVs owner's manual to ensure that this application is an approved installation.

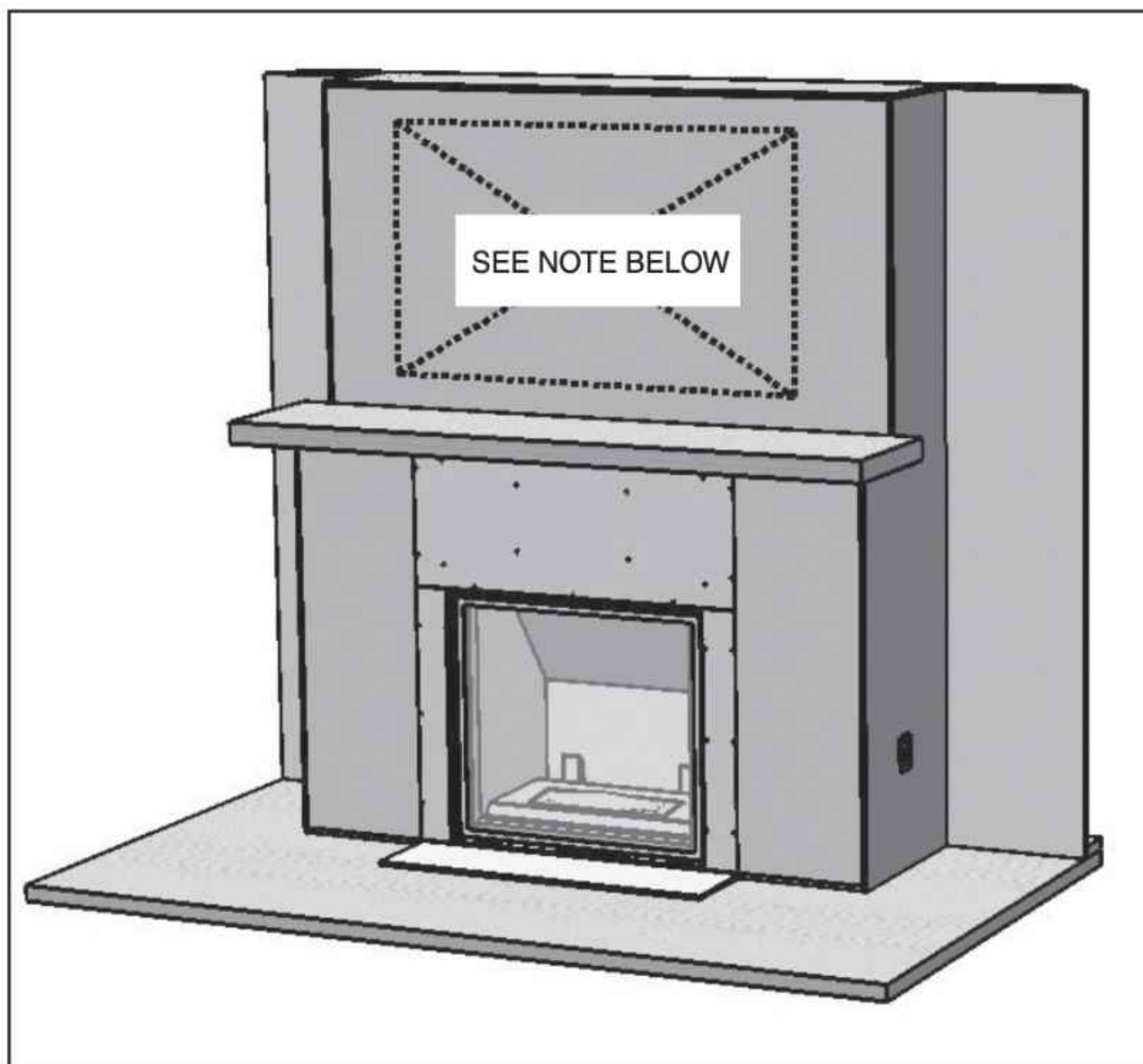


Figure 27: Installation of TV Above the Unit.

**IMPORTANT:** Temperature acceptance levels in TV's vary greatly. Before installing any electronic appliance above this fireplace, first verify temperature requirements from the TV manufacturer. See temperatures above for guidance. Regency will not be responsible for heat damage to electronic appliances.

## QUALIFIED INSTALLERS ONLY

### PLANNING YOUR INSTALLATION:

Prior to starting your venting installation, refer to the section on Allowable Vent Configurations to make sure your plans fall into the allowable limits of horizontal and vertical installations.

When planning your installation, it will be necessary to select the proper length of vent pipe for your particular requirements. For horizontal installations, refer to the section on Clearances to Combustibles to determine the minimum clearance from the rear of the appliance to the wall. It is also important to note the wall thickness. Select the amount of vertical rise desired for "vertical-to- horizontal" type installations. To determine the length of vent pipe required for vertical installations, measure the distance from the appliance flue outlet to the ceiling, the ceiling thickness, the vertical rise in an attic or second story, and allow for sufficient vent height above the roofline. For two-story applications, firestops are required at each floor level. If an offset is needed in the attic, additional pipe and elbows will be required.

### ASSEMBLY OF THE UNIT:

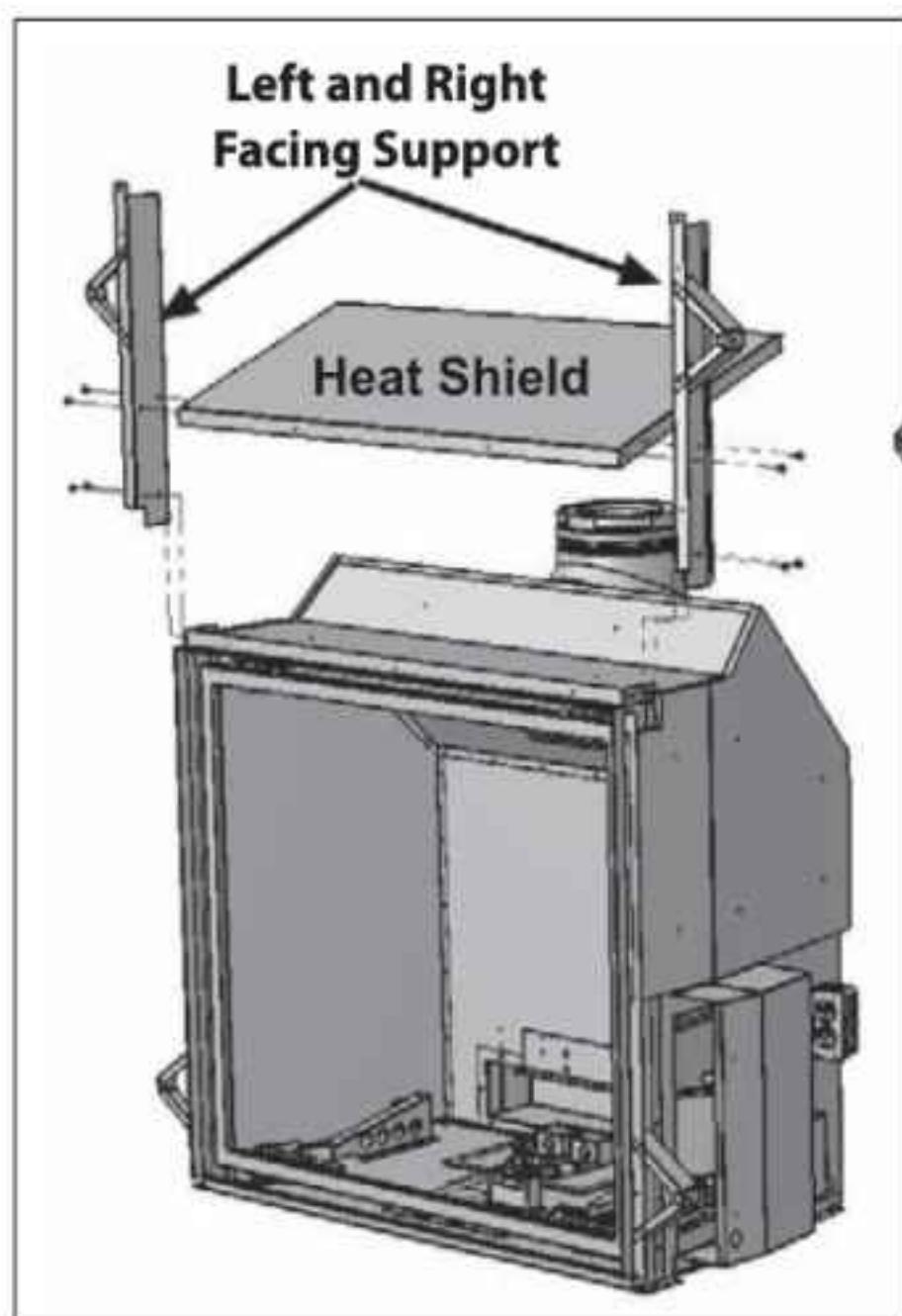


Figure 28: Installation of Supports & Heat shield.

1. Using eight (8) T-20 screws provided, install the facing supports right and left as well as the heat shield in the middle, as shown in Figure 28.
2. Using eight (8) T20 screws provided, attach both back stand-offs, as shown in Figure 29.

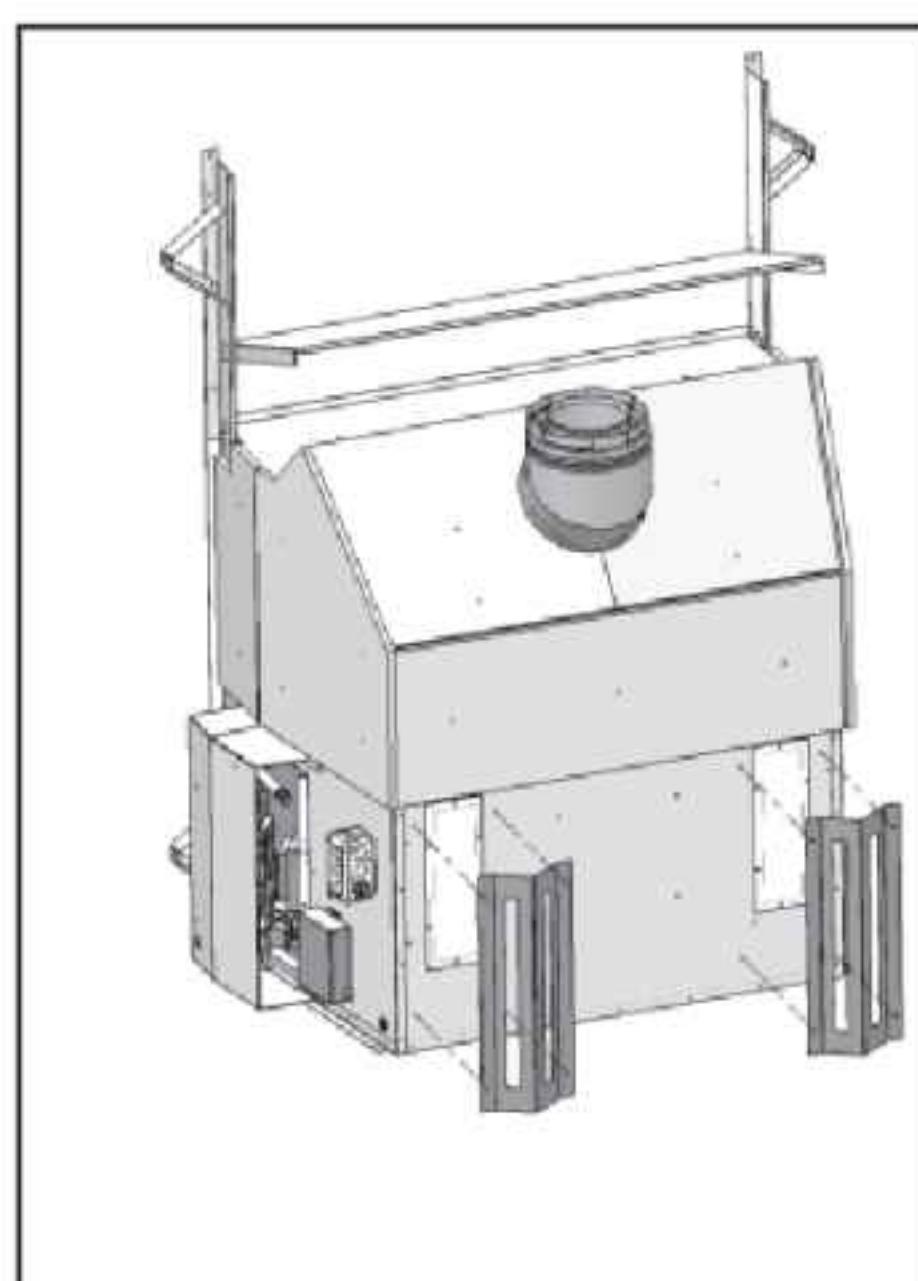


Figure 29: Installation of Back Stand-Offs.

### SECURING UNIT INTO POSITION:

Once the unit is in its final position, confirm that you have access to power, gas supply, that your non-combustible zone requirements are met, that you meet all the minimum vent requirements, and that your planned vent terminal location will meet all of the vent termination clearances. Secure the unit to the floor, with at least four (4) wood screws, two (2) on either side of the unit's bottom nailing flange. Secure the side stand-offs to the framing members using four (4) wood screws, one (1) for each stand-off and to the header, one (1) wood screw for each facing support.

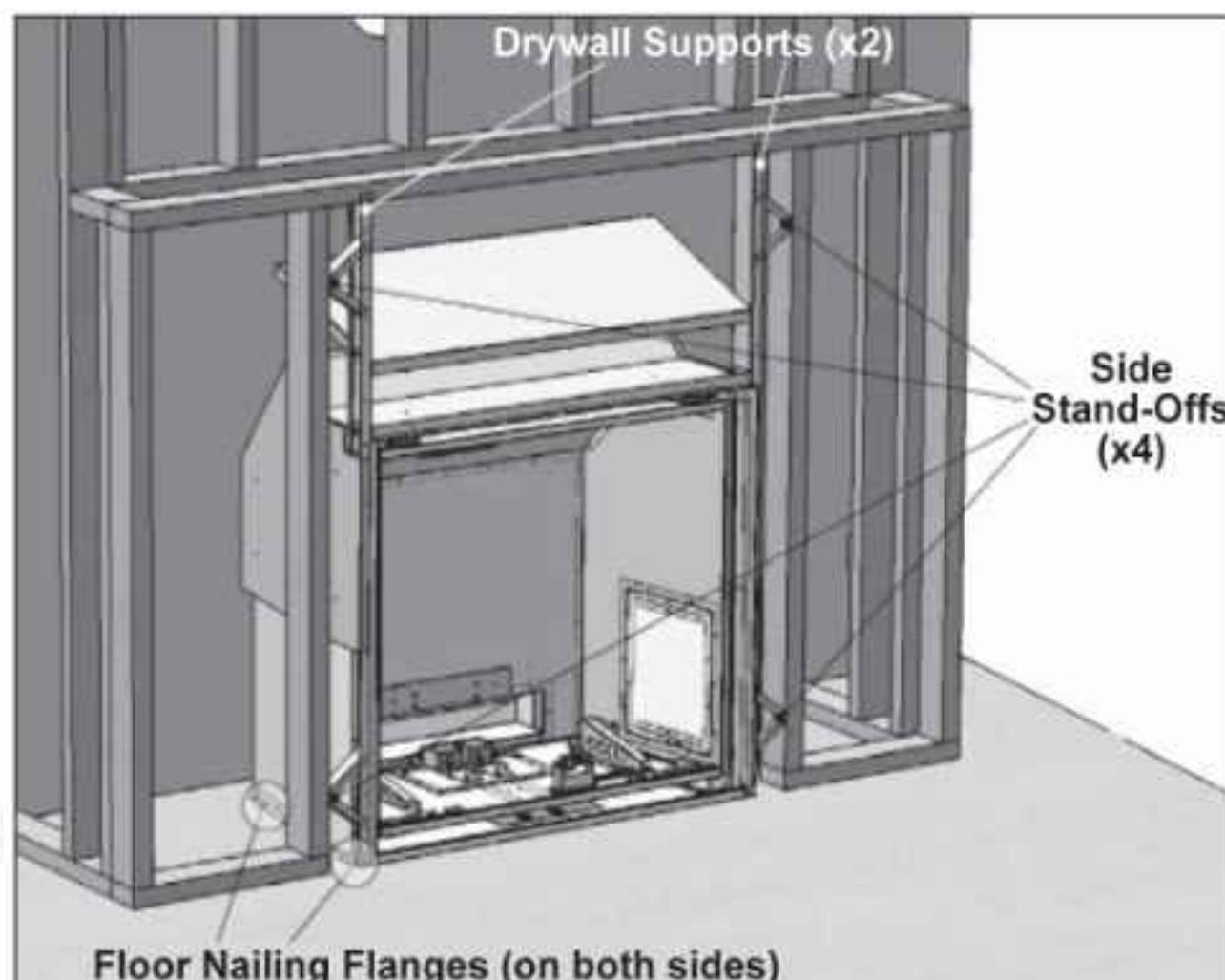


Figure 30: Securing the Unit.

## QUALIFIED INSTALLERS ONLY

## INSTALLATION OF NON-COMBUSTIBLE WALL AND HEARTH BOARD:

Install the non-combustible wall board and hearth protector provided with the unit. The side boards are interchangeable and are secured with facing screws (3/4" screws provided), three (3) to each side of the unit and three (3) to each side frame member. The top board is secured with three (3) facing screws along the top frame (header), three (3) along the top nailing flange of the unit and two (2) on each vertical frame member. Also secure the top wall board to the heat shield behind it with two (2) screws and each facing support upright with two (2) screws. See the section on hearth installation for installing the hearth protector, required with the installation of this unit. All the screws required to attach the wall board sides and top to the unit have corresponding holes already located on the units nailing flanges, facing supports and heat shield.

## INSTALLATION OF VENTING AND TERMINATIONS:

Read all instructions carefully before starting the installation. Failure to follow these instructions may create a fire or other safety hazard, and will void the warranty.

## INSTALLATION PRECAUTIONS:

- Do not install any damaged venting or vent components.
- Do not modify any vent or termination component.
- Do not install any vent component that is not an approved vent component for this appliance.
- Do not use any instructions other than those included in this manual or those included by the vent component manufacturer with the venting. When there are discrepancies between the two, this manual will be considered the final authority.

Consult your local building codes before beginning the installation.

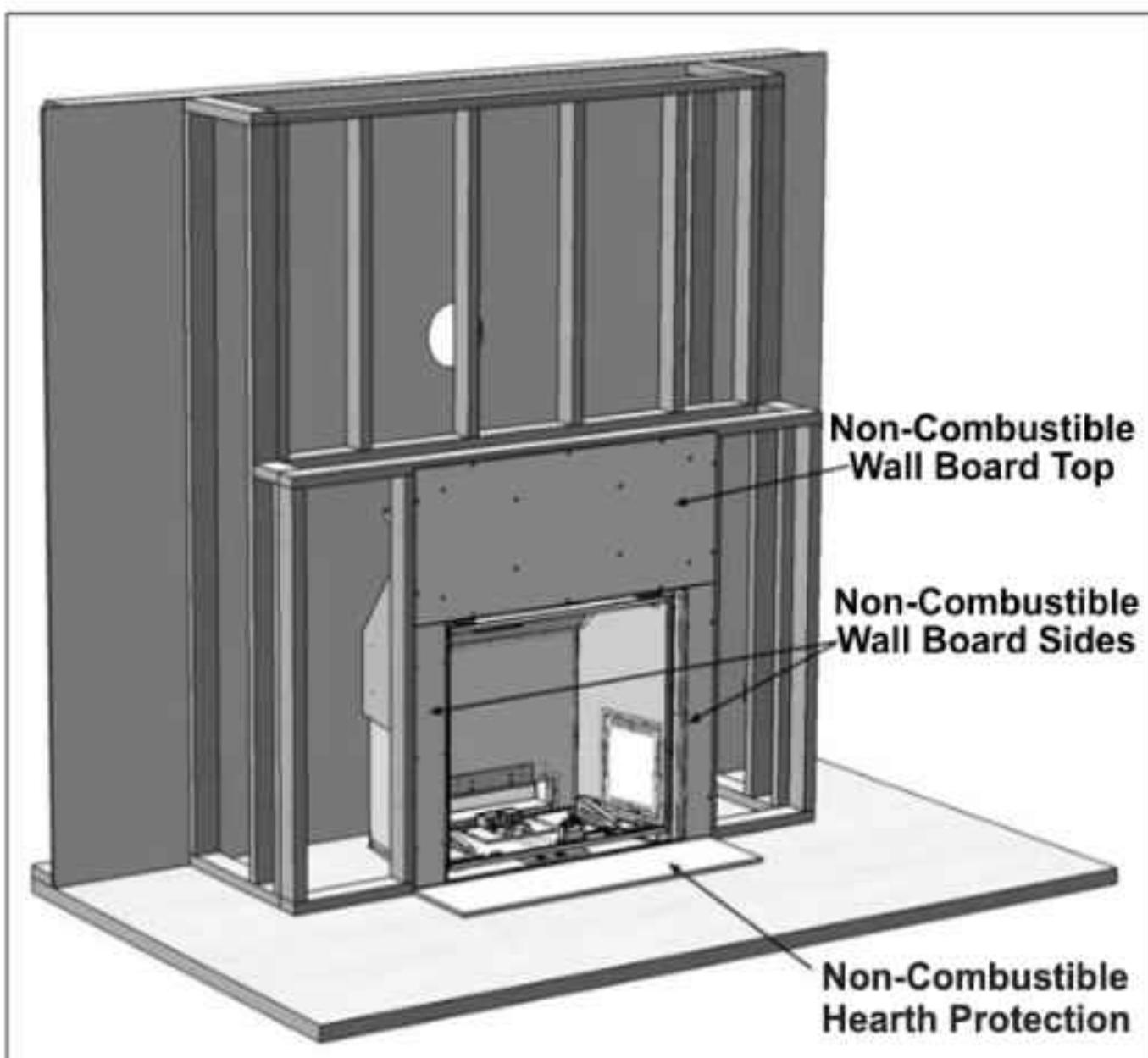


Figure 31: Installation of Wall & Hearth Board.

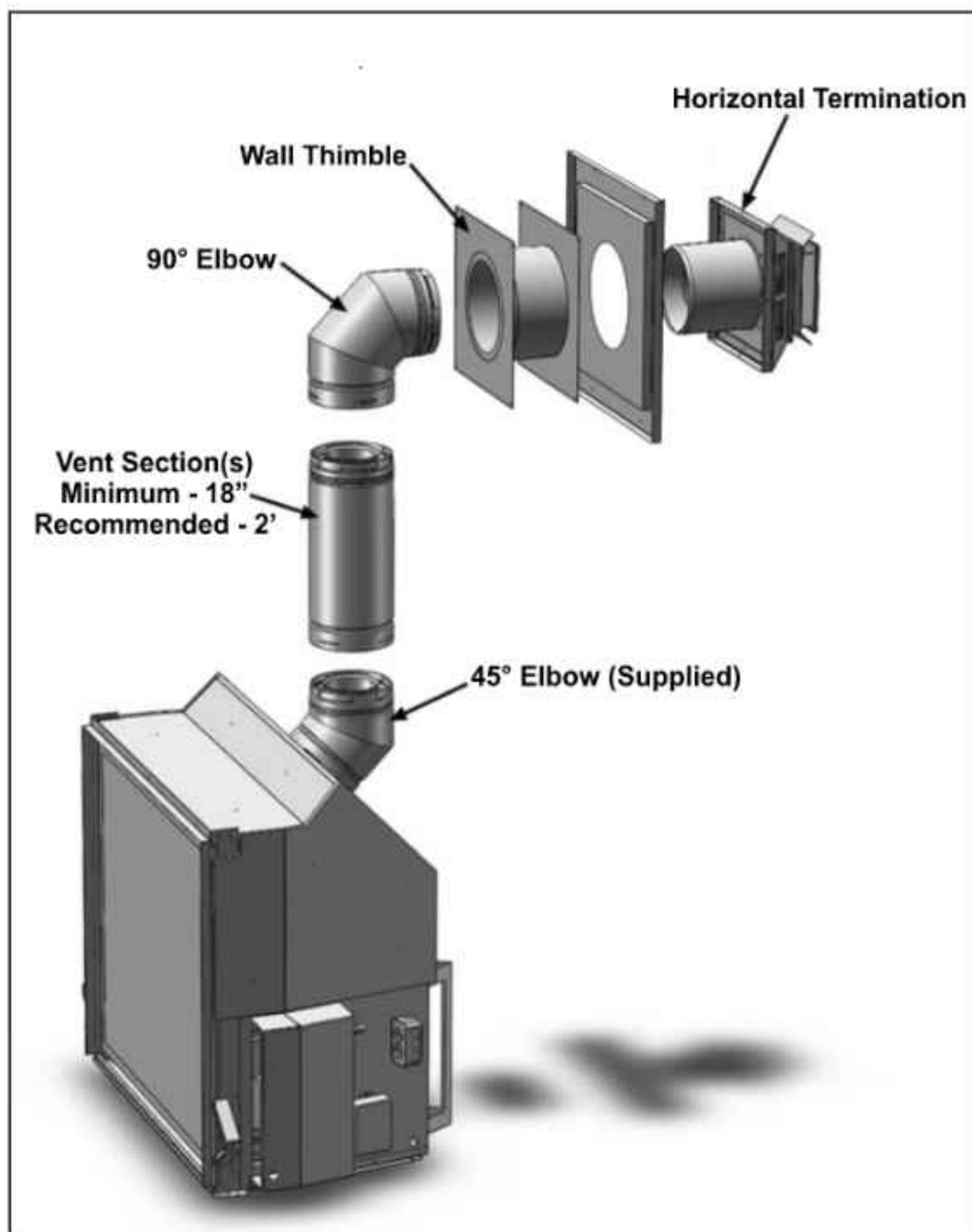


Figure 32: Typical Minimum Vent Configurations  
- Horizontally Terminated.

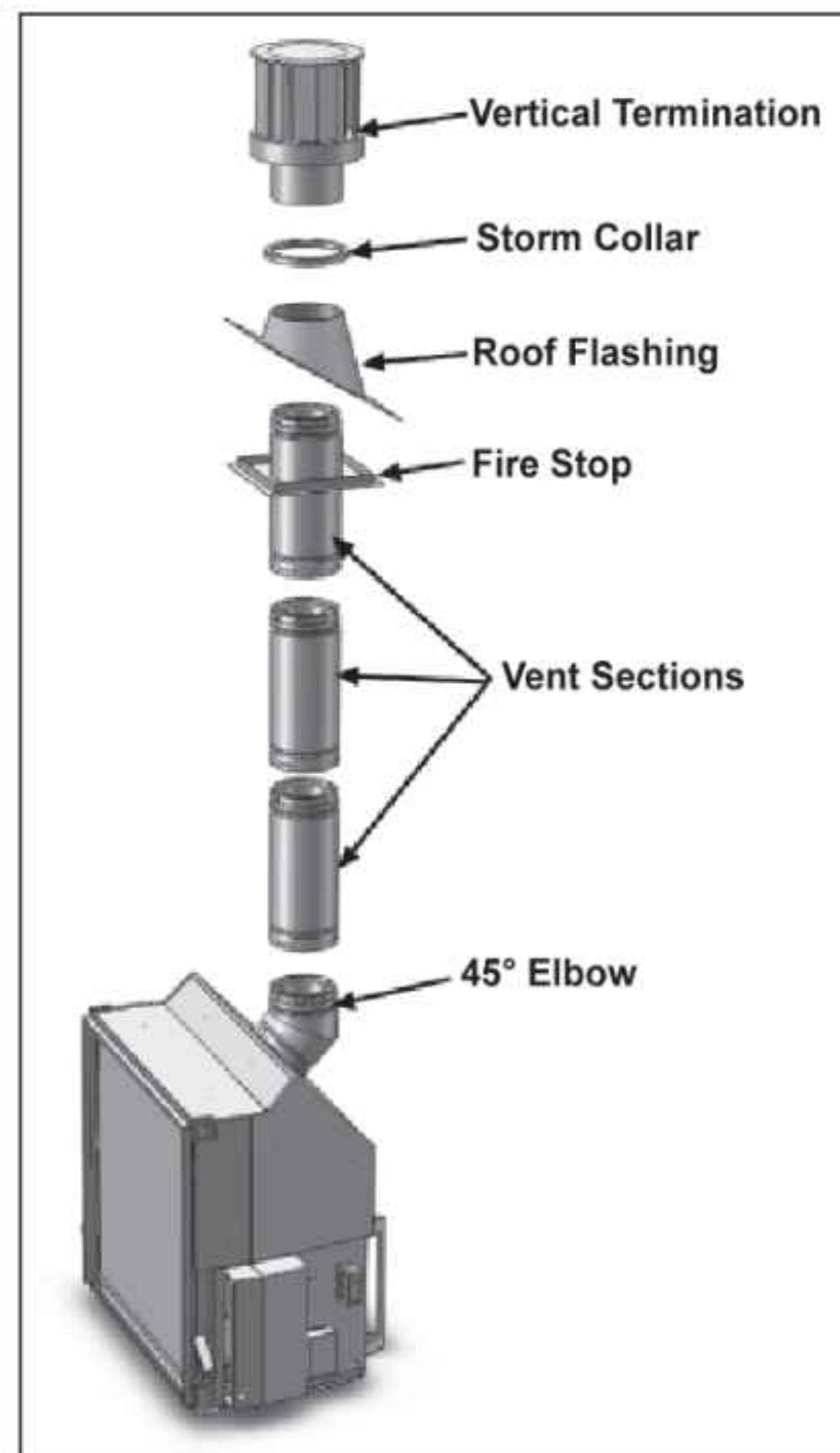


Figure 33: Typical Vent Configurations  
- Vertically Terminated.

# INSTALLATION

## WARNING

- Always maintain required clearances (air spaces) to nearby combustibles to prevent a fire hazard. Do not fill air spaces with insulation. Unless stated otherwise, clearances on horizontal vent sections are 2" (51mm) to combustible materials. Clearances to vertical vent sections are 1" (25mm) to combustible clearances.
- The fireplace and vent system must be vented directly to the outside of the building. Each direct vent fireplace must use its own separate vent system. Common vent systems are prohibited.
- The flow of combustion and ventilation air not be obstructed.

### HORIZONTAL INSTALLATION:

**Step 1.** Set the fireplace in its desired location. Check to determine if wall studs or roof rafters are in the way when the venting system is attached. If this is the case, you may want to adjust the location of the appliance.

**Step 2.** Direct Vent pipe and fittings are designed with special twist-lock connections. Assemble the desired combination of pipe and elbows to the appliance. See the sections on TYPICAL FRAMING - INTERNAL CHASE, EXTERNAL CHASE or CORNER INSTALLATION for some of the possible vent pathway options. All installations must fall within the Allowable Vent Configurations shown in Figure 20.

#### Notes:

- (1) Twist-lock procedure: Four (4) indentations, located on the female ends of pipes and fittings, are designed to slide straight onto the male ends of adjacent pipes and fittings, by orienting the four pipe indentations so they match and slide into the four (4) entry slots on the male ends. Push the pipe sections completely together, then twist-lock one section clockwise approximately one-quarter turn, until the two (2) sections are fully locked.
- (2) Horizontal runs of vent must be supported every 3 feet (915mm). Wall Straps are available for this purpose.
- (3) Sealant is only necessary on the outer tube of the GS Pipe. Run a 1.25 inch (3mm) wide bead of sealant around the male end of the outer sleeve, as shown in Figure 34, and twist-lock the pipes or fittings together.

**Step 3.** With the adaptor and pipe attached to the fireplace, slide the fireplace into its correct location, and mark the wall for a square hole of the appropriate size. Use 11"x11" (280x280mm) square hole for 8" x 5" pipe. The center of the square hole should line up with the centerline of the horizontal pipe, as shown in Figure 35. Cut and frame the square hole in the exterior wall where the vent will be terminated. If the wall being penetrated is constructed of non-combustible material, i.e. masonry block or concrete, a hole with zero clearance to the pipe is acceptable.

#### Notes:

- (1) Any horizontal run of vent must have a  $\frac{1}{4}$  inch (6mm) rise for every 1 foot (305mm) of run towards the termination. Never allow the vent to run downward. This could cause high temperatures and may present the possibility of a fire.
- (2) The location of the horizontal vent termination on an exterior wall must meet all local and national building codes, and must not be easily blocked or obstructed. Termination clearances must comply with the VENT TERMINATION RESTRICTIONS section.

**Step 4.** For a Square Horizontal Vent Termination, place the vent cap in the center of the square hole and attach to the exterior wall with the four wood screws provided (refer to Figure 36). Before attaching the Vent Termination to the exterior wall, run a bead of non-hardening sealant around its outside edges, so as to make a seal between it and the wall. If you are using a Round Horizontal Vent Termination, place an exterior Wall Firestop over the square hole. Run a bead of non-hardening sealant around the edges of the Wall Firestop, and attach the Wall Firestop to the wall with the four wood screws provided. The arrow on the vent cap should be pointing up. Ensure that proper clearances to combustible materials are maintained.

#### Notes:

- (1) The four (4) wood screws provided should be replaced with appropriate fasteners for stucco, brick, concrete, or other types sidings.
- (2) For buildings with vinyl siding, a Vinyl Siding Standoff should be installed between the vent cap and the wall (see Figure 37). Attach the Vinyl Siding Standoff to the Horizontal Vent Termination. The Vinyl Siding Standoff prevents excessive heat from possibly melting the vinyl siding material. Note that the Square Horizontal Vent Termination bolts onto the flat portion of the Vinyl Siding Standoff, (Shaded area shown in Figure 37), so that an air space will exist between the wall and the Vent Termination.

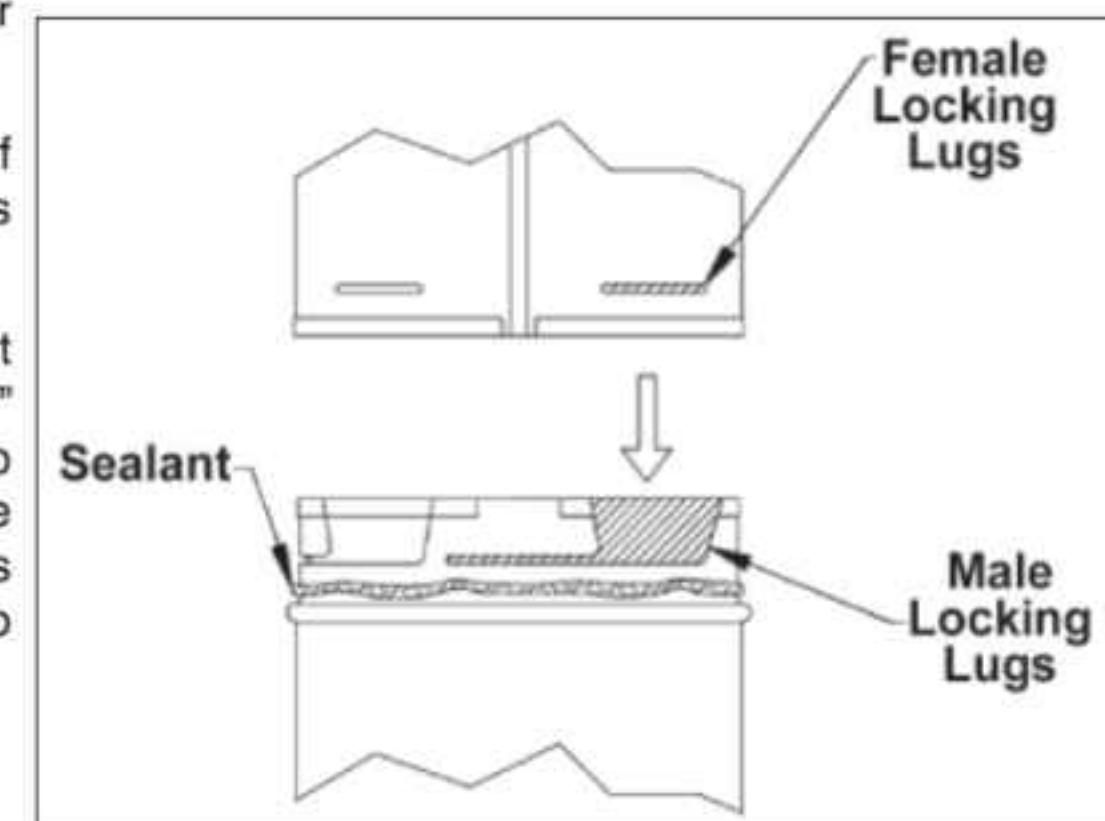


Figure 34: Twist-Lock Connection.

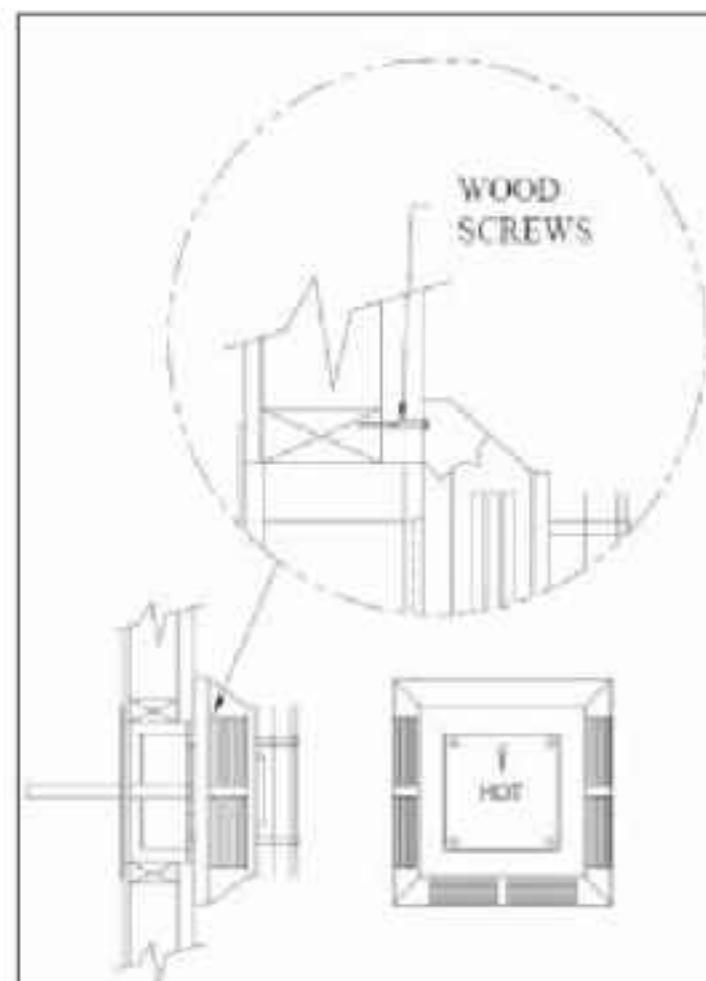


Figure 36: Fastening Horizontal Termination Cap in Place.

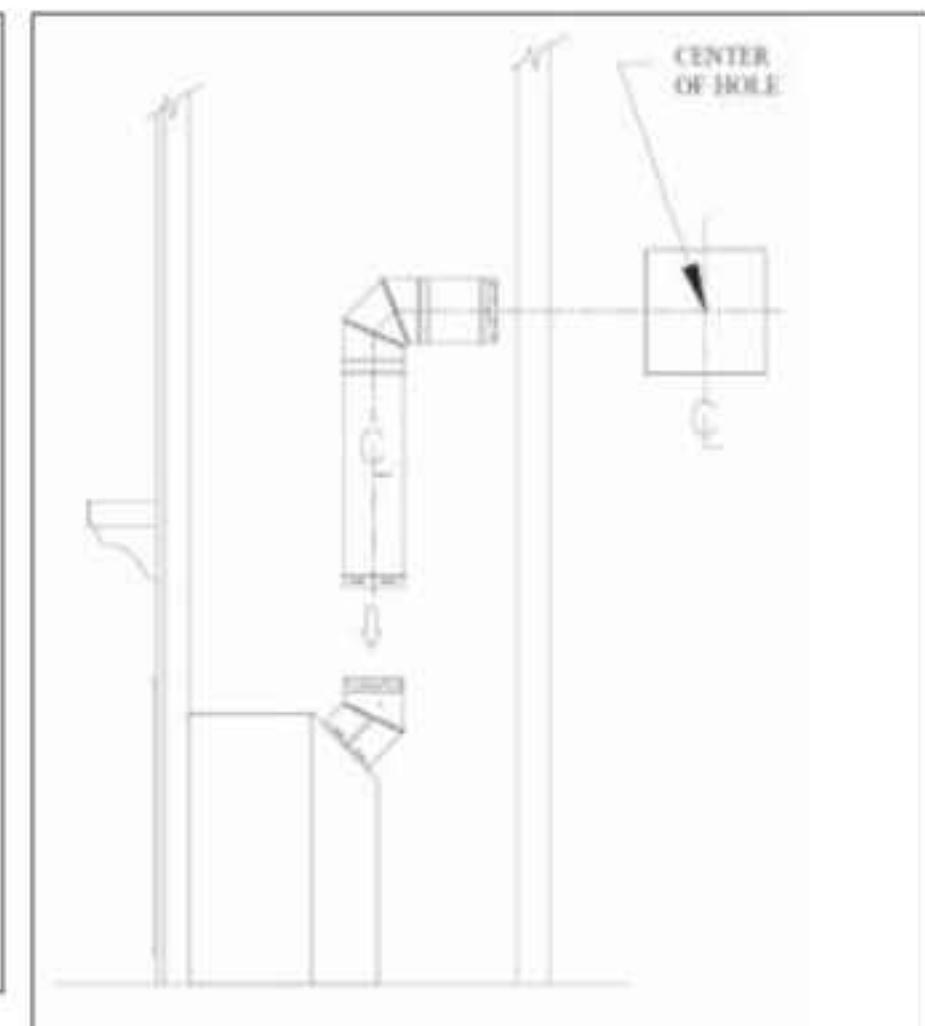


Figure 35: Horizontal Venting and Cut Away.

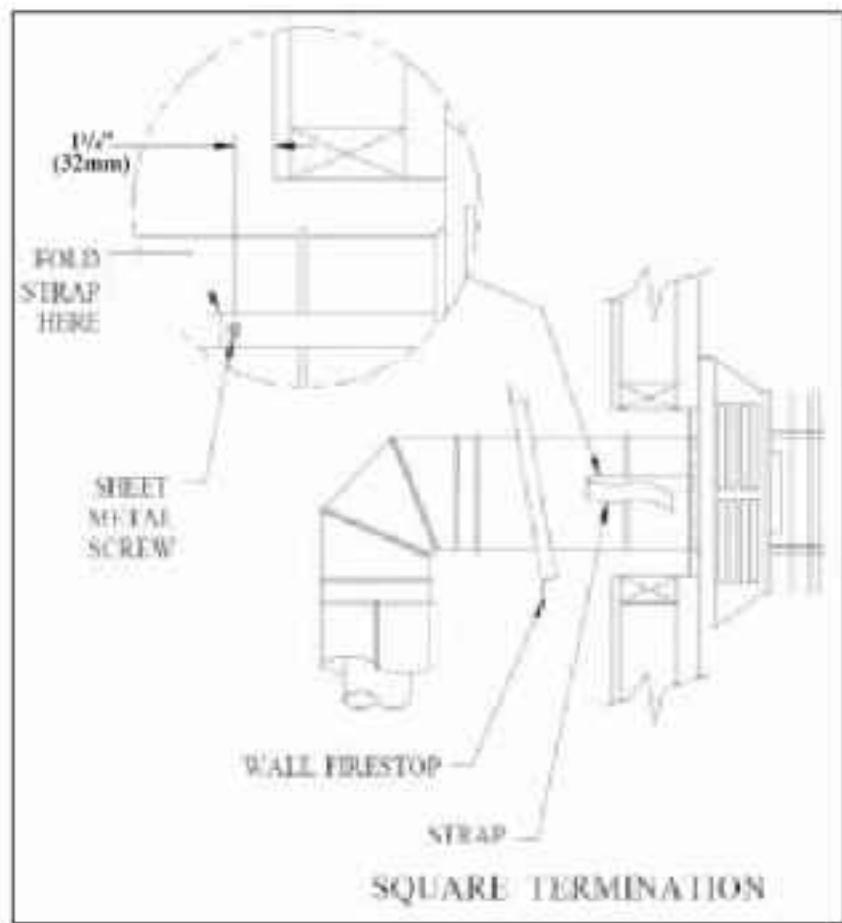


Figure 38: Installation of Vent Pipe to Termination.

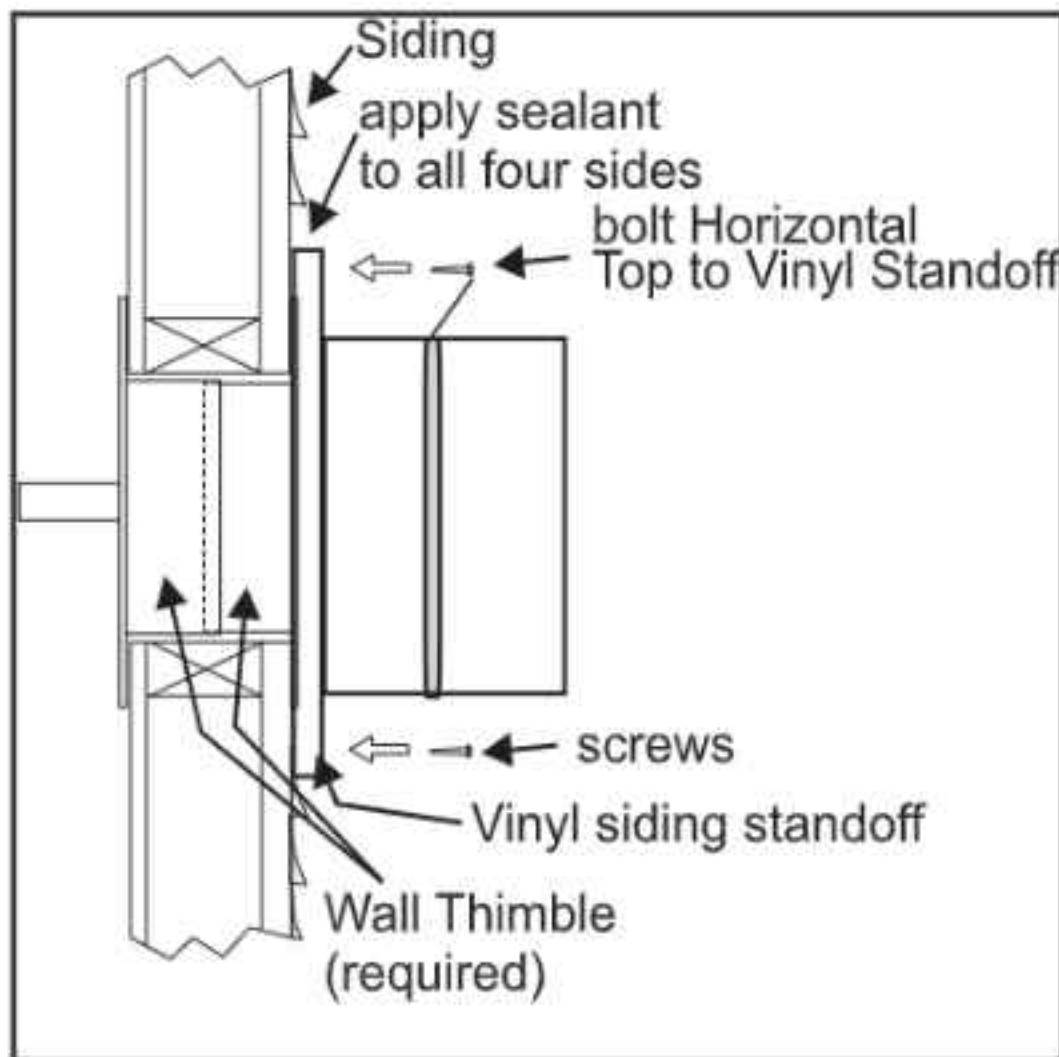


Figure 37: Installation of Vinyl Siding Standoff.

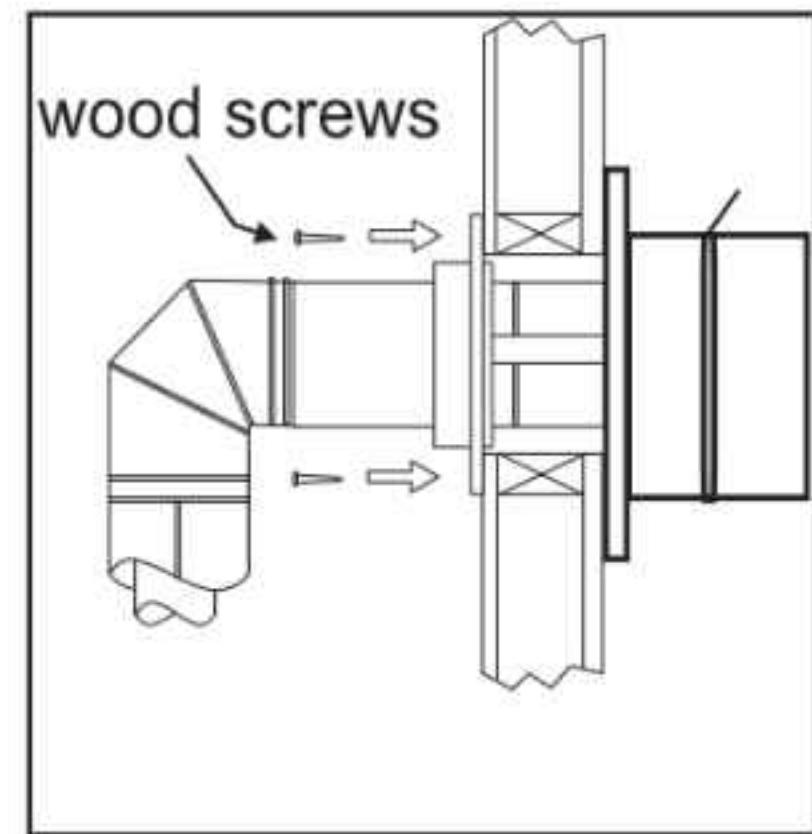


Figure 39: Installation of Wall Firestop.

#### VERTICAL TERMINATION INSTALLATION:

**Step 1.** Maintain clearances between venting and combustible building materials as stated earlier in this section. Do not pack air spaces with insulation. Check with the Allowable Vent Configurations page when planning your installation to ensure the vertical and horizontal elements of your installation are within these limits.

**Step 2.** Set the fireplace in its desired location. Drop a plum bob down from the ceiling to the position of the appliance flue exit, and mark the location where the vent will penetrate the ceiling. Drill a small hole at this point. Next, drop a plumb bob from the roof to the hole previously drilled in the ceiling, and mark the spot where the vent will penetrate the roof. Determine if ceiling joists, roof rafters, or other framing will obstruct the venting system. You may wish to relocate the appliance, or to offset, to avoid cutting load bearing members.

**Step 3.** To install the Ceiling Firestop in a flat ceiling, cut a square hole in the ceiling 11" x 11" (280x280mm) square for 8" x 5" pipe, centered on the hole drilled in Step 2. Frame the hole as shown in Figure 40.

**Step 4.** Assemble the desired lengths of galvanized Pipe and Elbows necessary to reach from the Appliance Adaptor up through the Ceiling Firestop. Ensure that all Pipe and Elbow connections are in their fully twist-locked position.

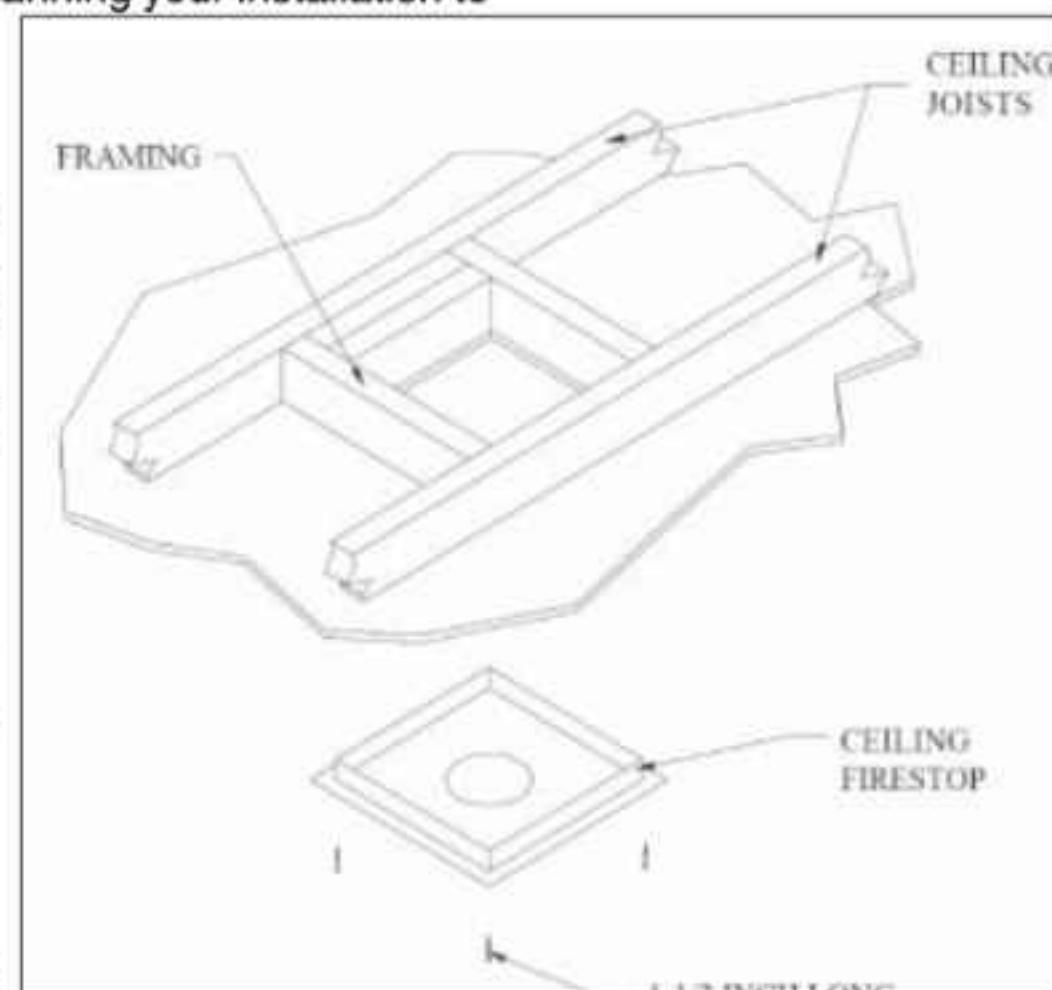


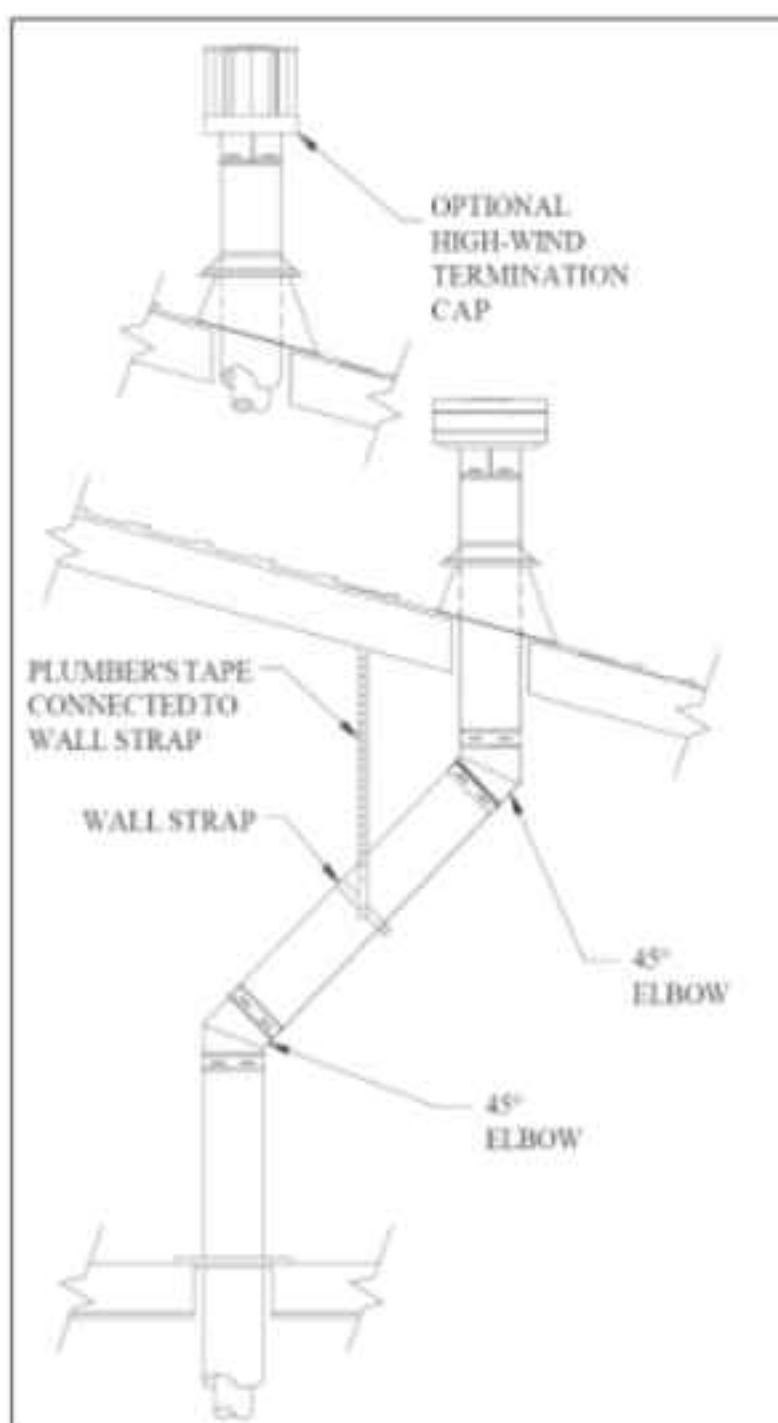
Figure 40: Installation of Ceiling Firestop.

# INSTALLATION

**Step 5.** Cut a hole in the roof centered on the small drill hole placed in the roof in Step 2. The hole should be of sufficient size to meet the minimum requirements for clearance to combustibles, as specified earlier. Continue to assemble lengths of Pipe and Elbows necessary to reach from the Ceiling Firestop up through the roof line.

Notes:

- (1) If an offset is necessary in the attic to avoid obstructions, it is important to support the vent pipe every 3 feet, to avoid excessive stress on the Elbows, and possible separation. Wall Straps are available for this purpose (see Figure 41).
- (2) Whenever possible, use 45° Elbows, instead of 90° Elbows. The 45° Elbow offers less restriction to the flow of flue gases and intake air.



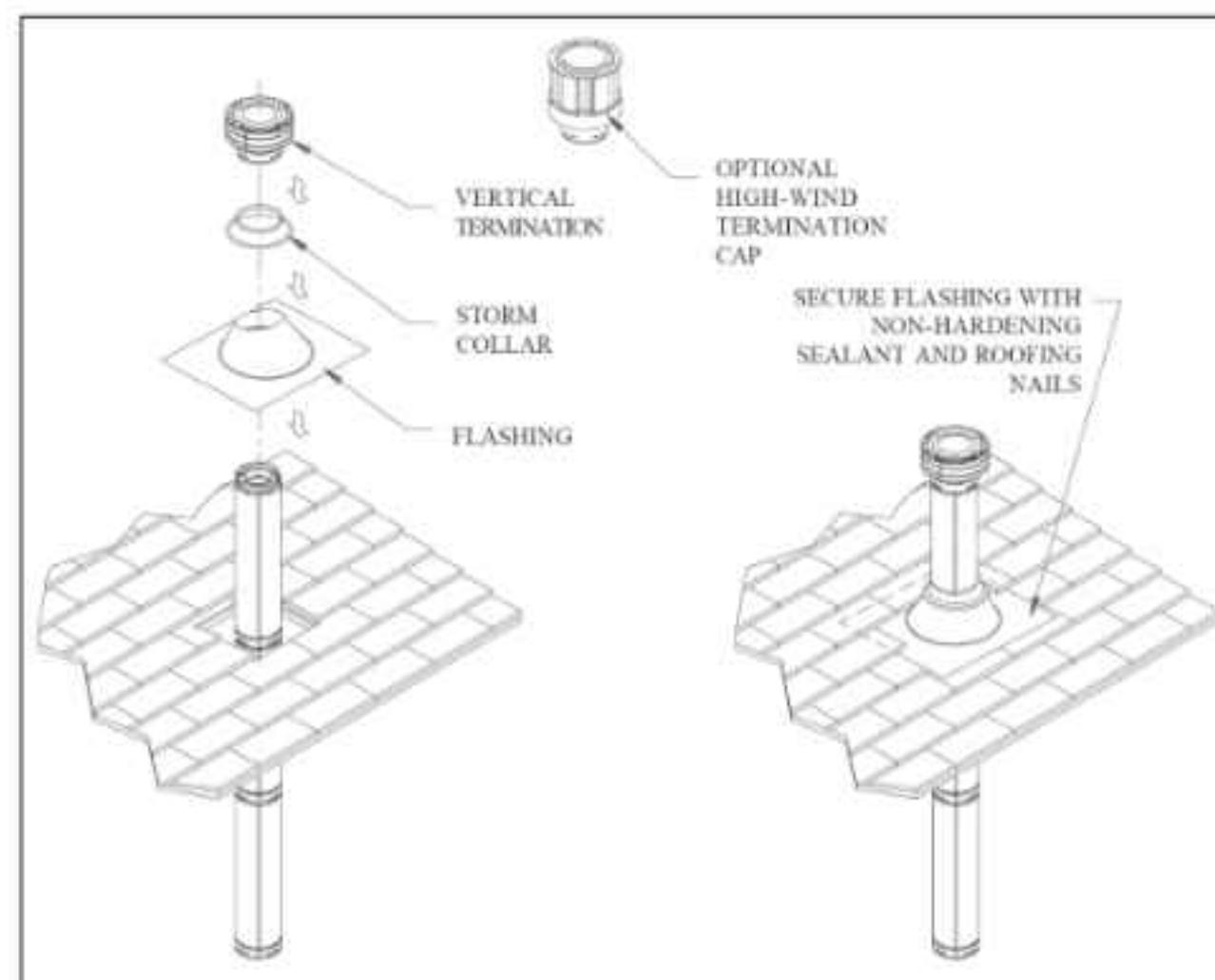
**Figure 41: Vertical Installation Using High Wind Cap.**

**Step 6.** Slip the flashing over the Pipe Section(s) protruding through the roof. Use a non-hardening sealant between the Flashing and the roof to prevent water leakage. Secure the base of the Flashing to the roof with roofing nails. Ensure the roofing material overlaps the top edge of the Flashing as shown in Figure 42. Verify that you have at least the minimum clearance to combustibles at the roofline.

**Step 7.** Continue to add Pipe Sections until the height of the Vent Cap meets the minimum building code requirements described by your local codes. In the absence of local codes, make sure the terminal is 2 feet (610mm) above anything within 10 feet (3046mm) of the vent (refer to Figure 44 & Table 5 for clearances for different pitches). Note that for steep roof pitches, the vent height must be increased. In high wind conditions, nearby trees, adjoining rooflines, steep pitched roofs, and other similar factors can result in poor draft, or down-drafting. In these cases, increasing the vent height may solve this problem.

**Step 8.** Slip the Storm Collar over the Pipe, and push it down to the top of the Flashing, as shown in Figure 42. Use the non-hardening sealant above and below the joint between the Storm Collar and the Pipe.

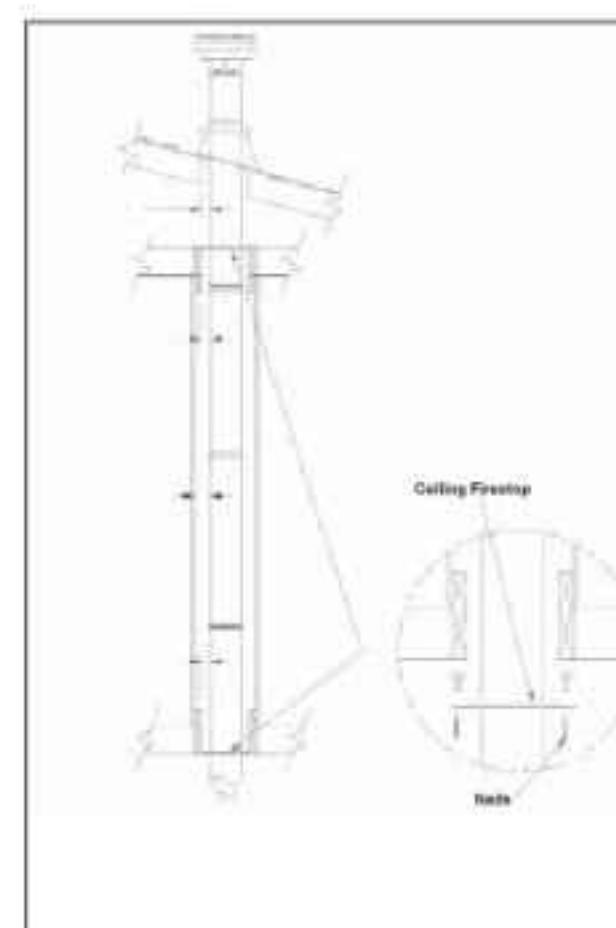
**Step 9.** Twist lock the Vent Cap.



**Figure 42: Installation of Flashing & Vertical Termination.**

Notes:

- (1) For multi-story vertical installations, a Ceiling Firestop is required at any subsequent floors (as shown in Figure 43). The opening should be cut and framed in the same manner as the opening in Step 3 (see Figure 40).
- (2) Any occupied areas above the first floor, including closets and storage spaces, which the vertical vent passes through, must be enclosed. The enclosure may be framed and sheet rocked with standard construction materials, however minimum allowable clearances between the outside of the vent pipe must be maintained. Do not fill any of the required air spaces with insulation.



**Figure 43: Installation of Ceiling Fire Stops.**

Table 5: Minimum 'H' for Figure 44.

Roof Pitch	Minimum Height (H)	
	Feet	Meters
Flat to 7/12	1	0.3
Over 7/12 to 8/12	1.5	0.46
Over 8/12 to 9/12	2	0.61
Over 9/12 to 10/12	2.5	0.76
Over 10/12 to 11/12	3.25	0.99
Over 11/12 to 12/12	4	1.22
Over 12/12 to 14/12	5	1.52
Over 14/12 to 16/12	6	1.83
Over 16/12 to 18/12	7	2.13
Over 18/12 to 20/12	7.5	2.29
Over 20/12 to 21/12	8	2.44

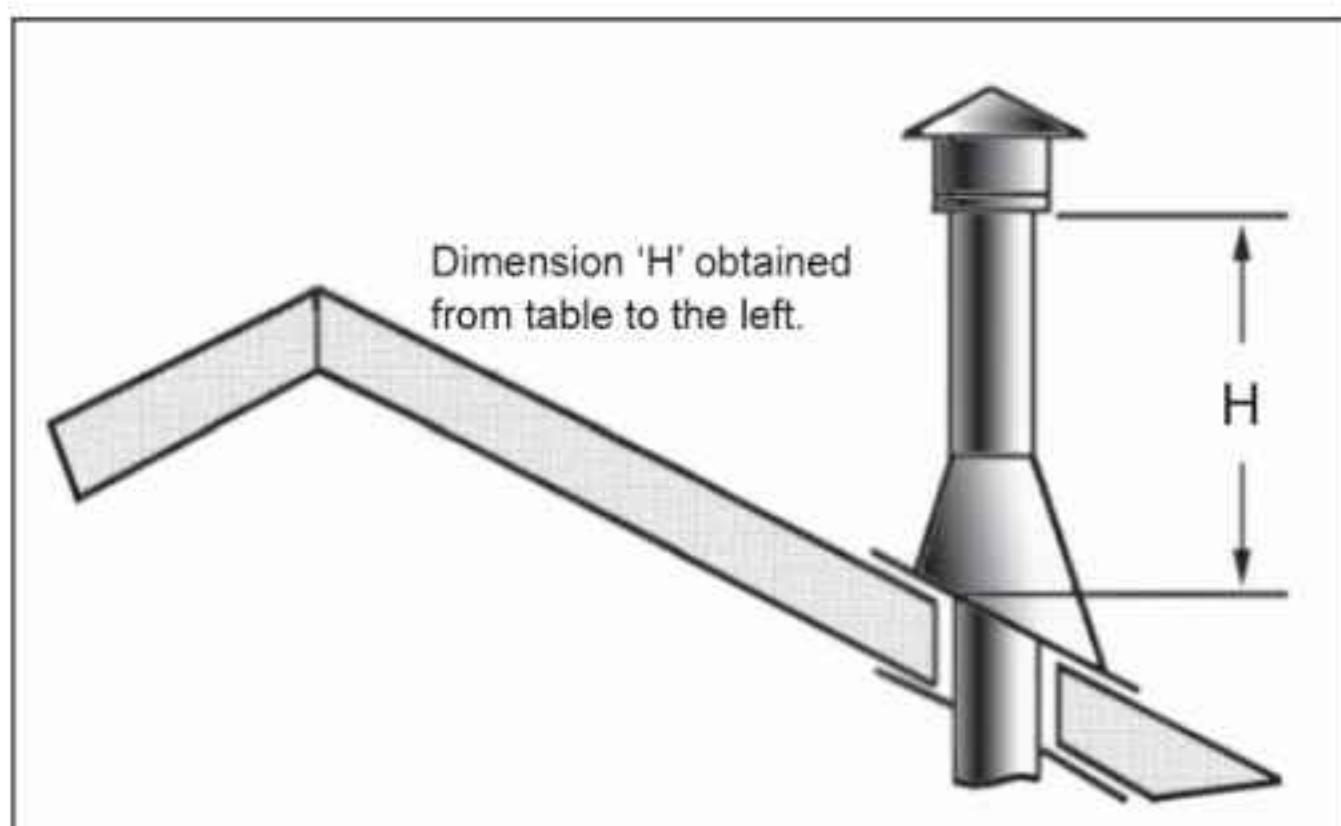


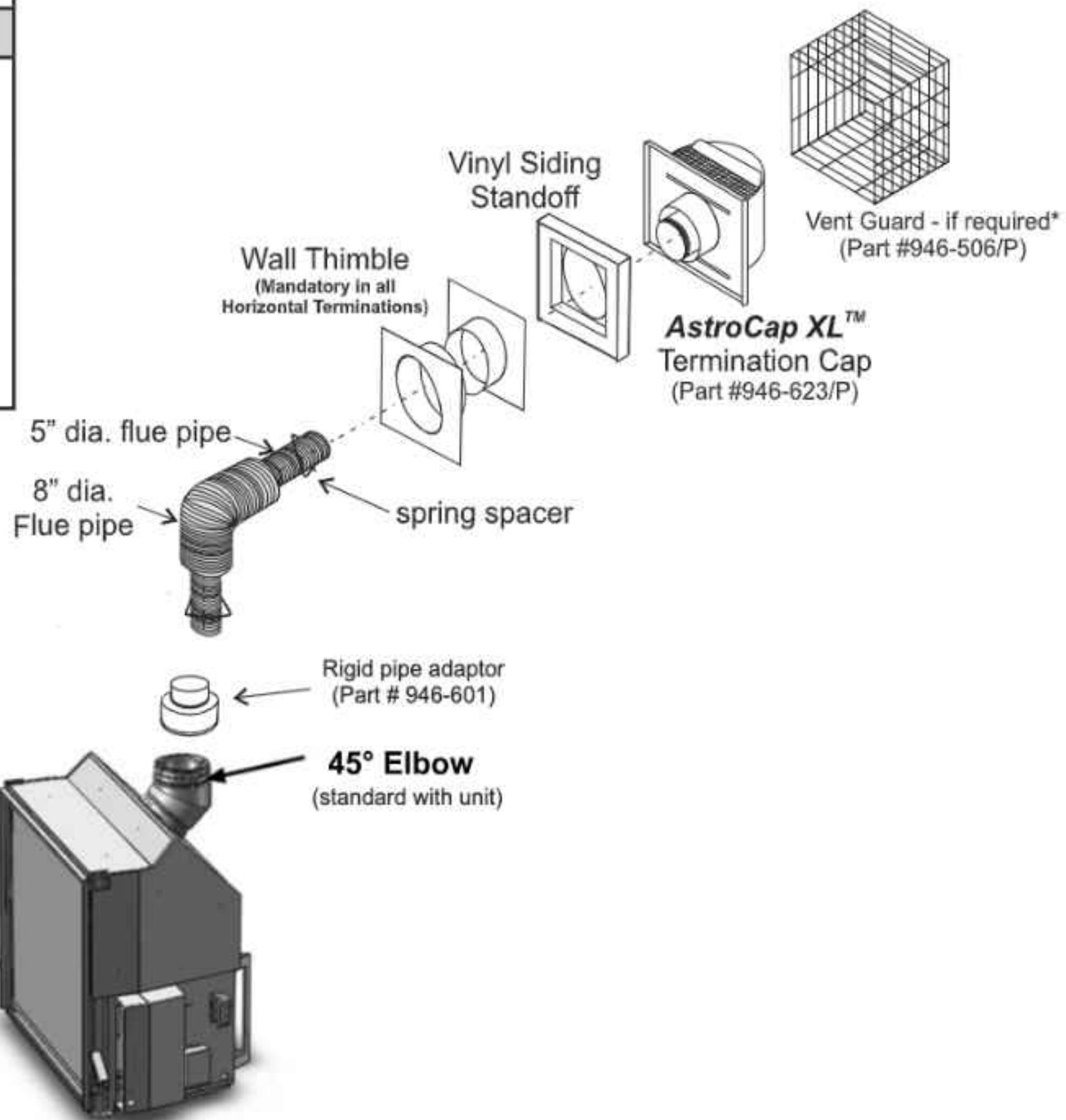
Figure 44: Height of Vertical Termination; Reference Table 5.

### VENTING ARRANGEMENTS - HORIZONTAL TERMINATION (FLEX):

Regency® Direct Vent System

These venting systems, in combination with the HZ965/L965, have been tested and listed as a direct vent system by Warnock Hersey. The location of the termination cap must conform to the requirements in the Vent Terminal Locations diagram from the "Exterior Vent Termination Locations" section.

FPI Direct Vent (Flex) System Termination Kits include all the parts needed to install the HZ965/L965, using a flexible vent.		
FPI Kit #	Length	Contains:
#946-615	4 Feet	1) 8" flexible liner (Kit length) 2) 5" flexible liner (Kit length) 3) spring spacers
#946-618	6 Feet	4) thimble 5) <b>AstroCap</b> termination cap 6) screws 7) tube of Mill Pac 8) plated screws 9) S.S. screws #8 x 1-1/2" drill point 10) vinyl siding standoff
#946-616	10 Feet	



# INSTALLATION

## HEAT DISTRIBUTION KIT INSTALLATION:

Please ensure that your Heat Distribution Kit has not been damaged.

**IMPORTANT:** When installing the Heat Distribution Kit, the framing clearances are different. See figure 12 on page 29. Clearances must be maintained.

1. Remove the rear standoff and the duct cover plate from the back of the unit.

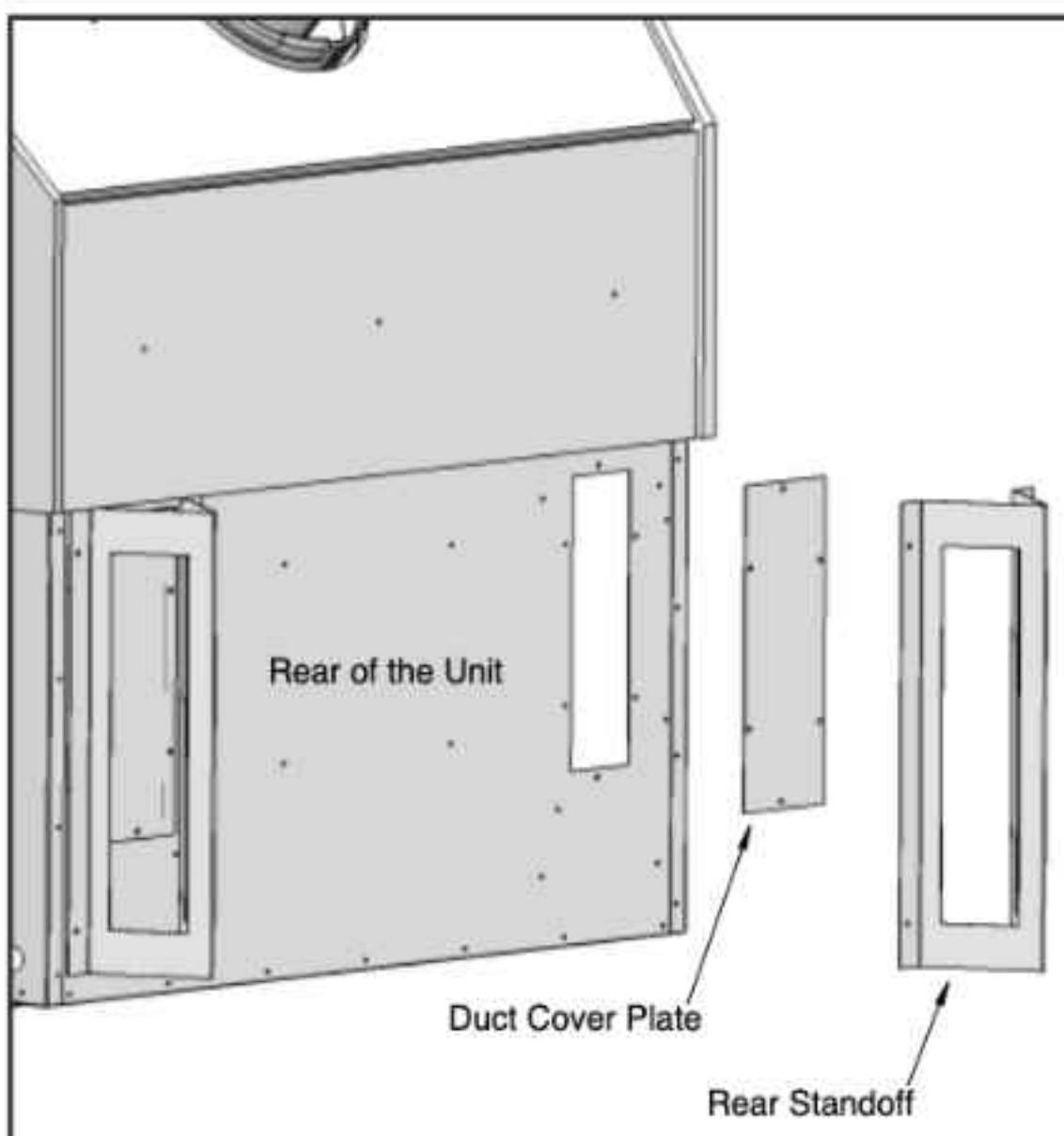


Figure 2: Remove the duct cover.

2. Insert the hot air duct and the hot air duct angle into the cut out (refer to Figure 3). Secure the ducts to the back of the fireplace through the pre-drilled holes with hex head

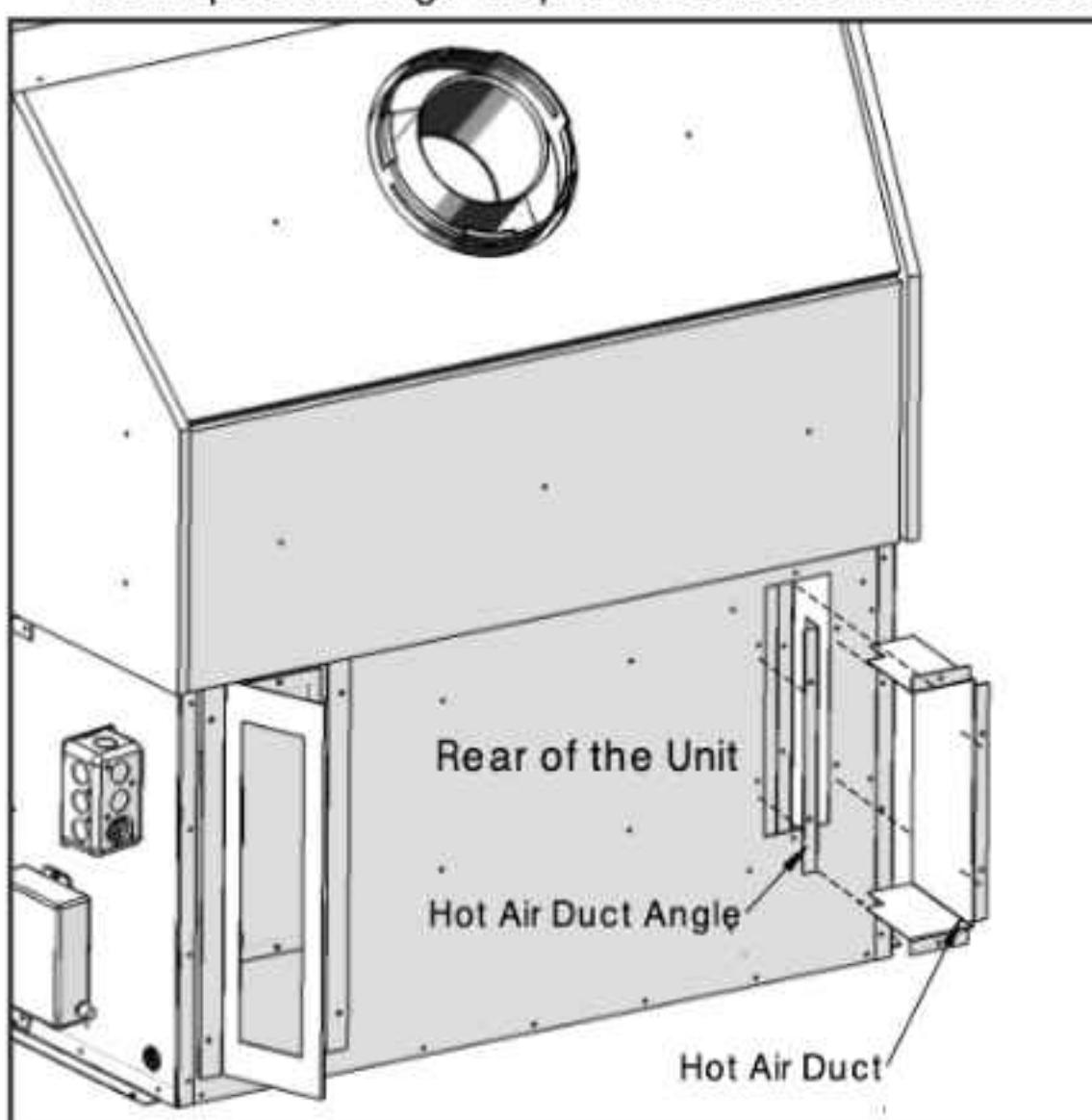


Figure 3: Install the hot air ducts.

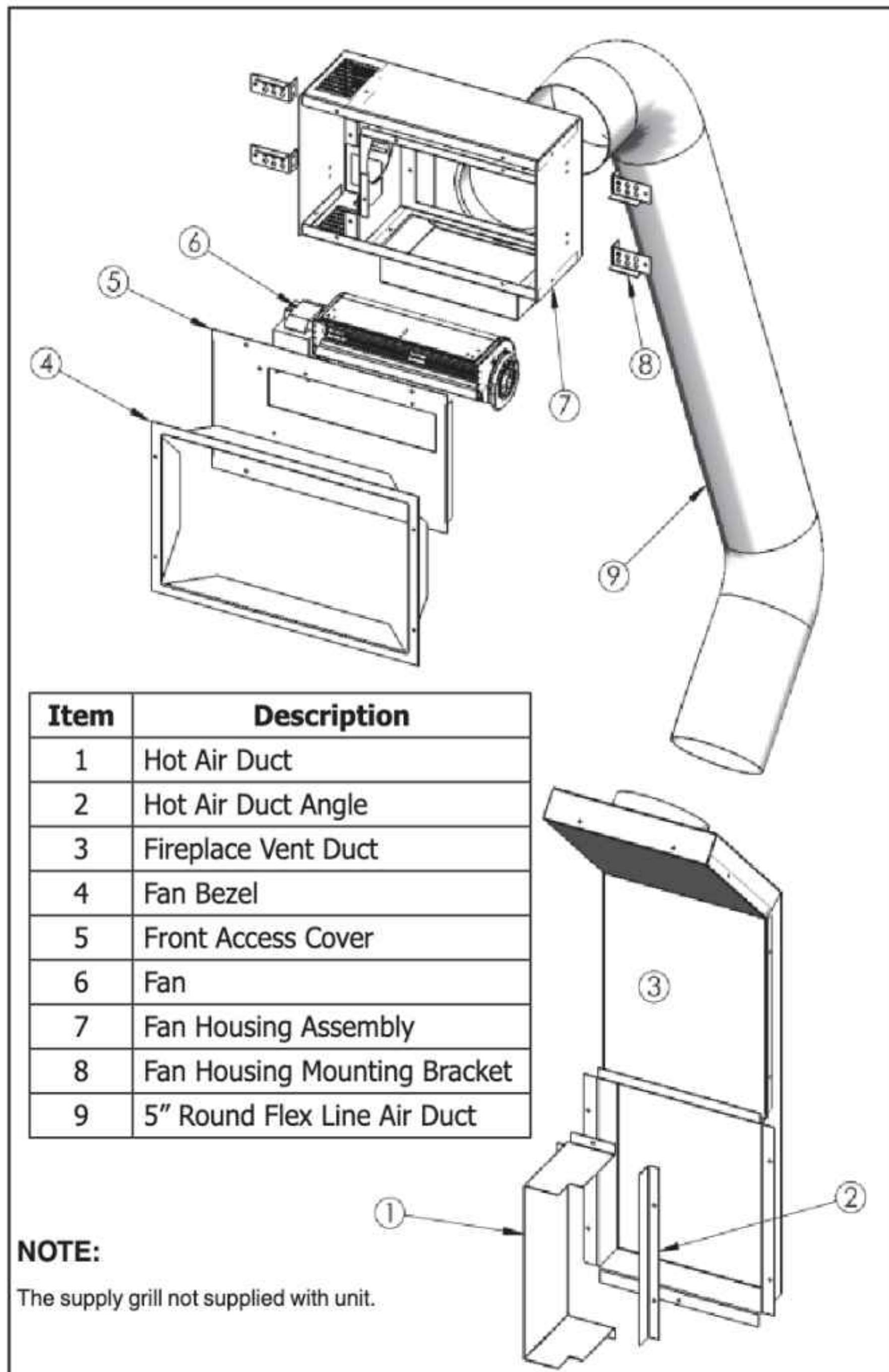


Figure 1: Heat Distribution Kit's Parts Diagram.

screws.

3. Cover the hot air duct opening with the Fireplace Vent Duct (refer to Figure 4). Push the vent duct kit against the back of the fireplace and secure it in place with five (5)  $\frac{1}{4}$ " HWH self drilling screws.

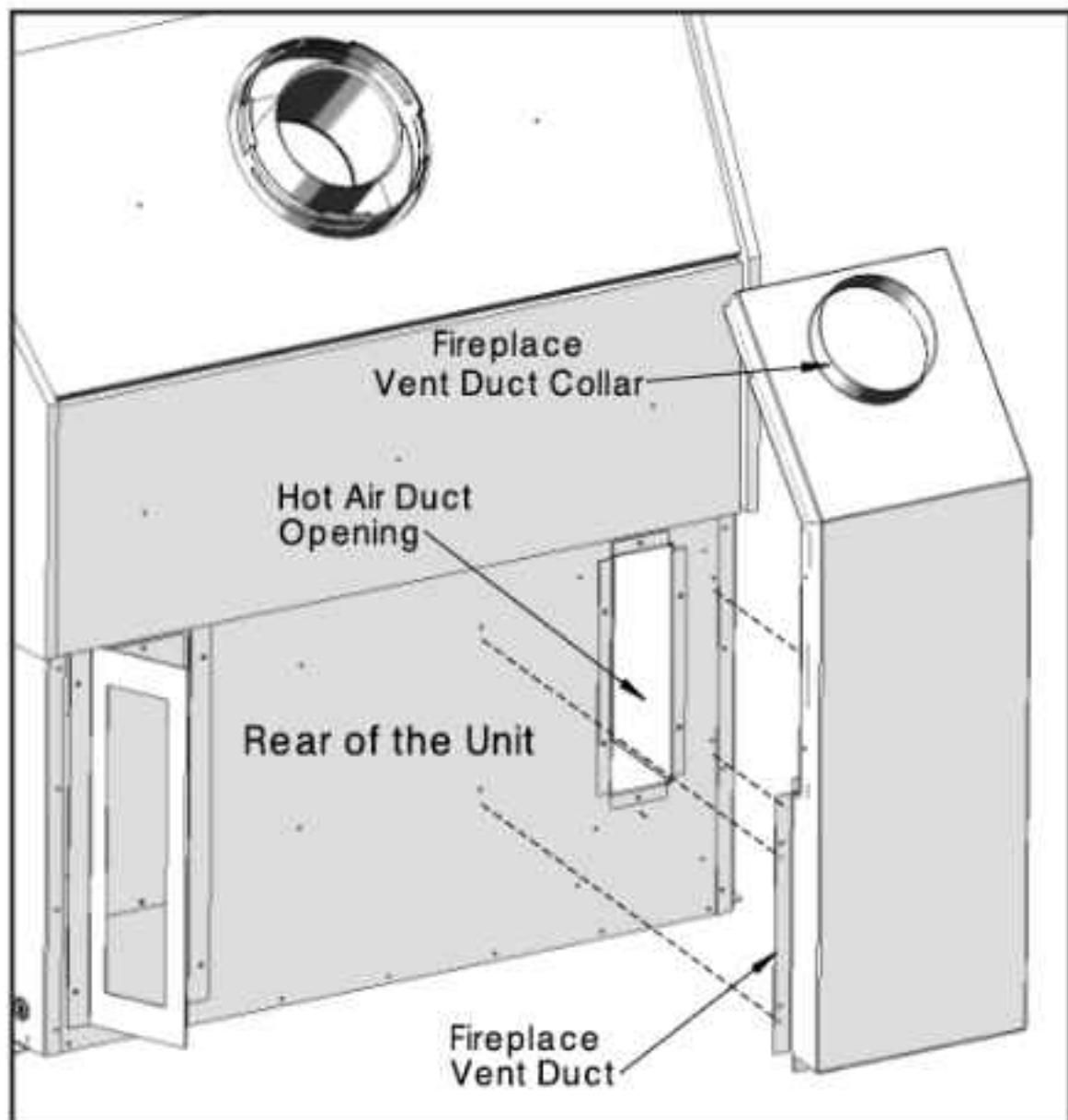


Figure 4: Install the vent duct kit.

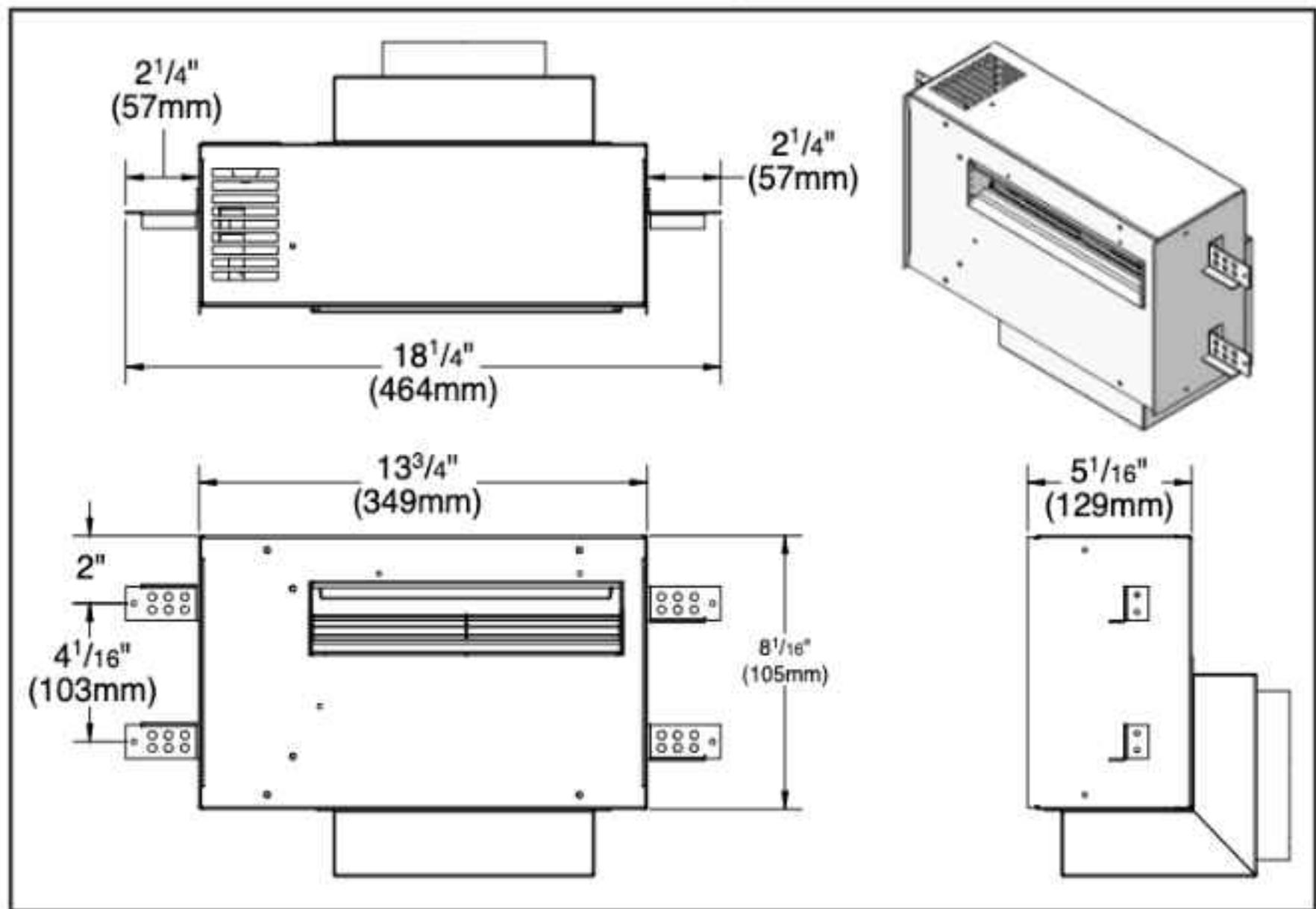


Figure 5: Fan housing overall dimensions.

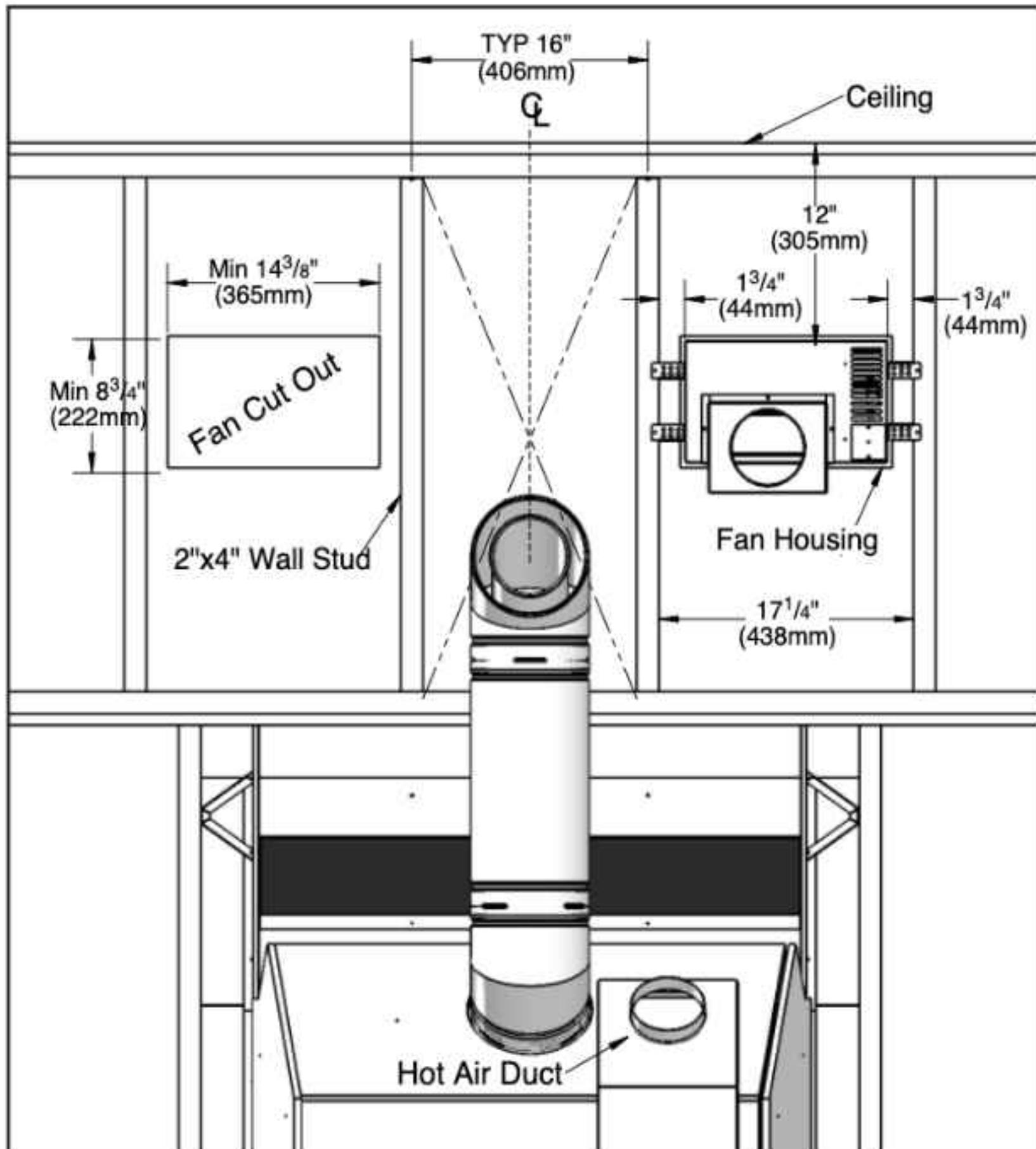


Figure 6: Minimum Installation Clearances for Fan.

5. Mount and secure the fan housing assembly to the framing members or to the 2x4 wall studs using the mounting brackets and screws provided in the kit (refer to Figure 7).

**Note:** The brackets have a guided flange which provides the minimum spacing required between the fan housing and 2x4 wall studs or combustible materials.

6. Wire the fan (refer to Figure 8)

- a) Feed the 110-120 VAC electrical service wires through the strain relief and through the service hole on the bottom of the fan housing.
- b) Secure the service wires to the strain relief.
- c) Use the wire nut to join the wires to the service wire.
- d) Secure the service ground wire to the ground screw on the cover plate.

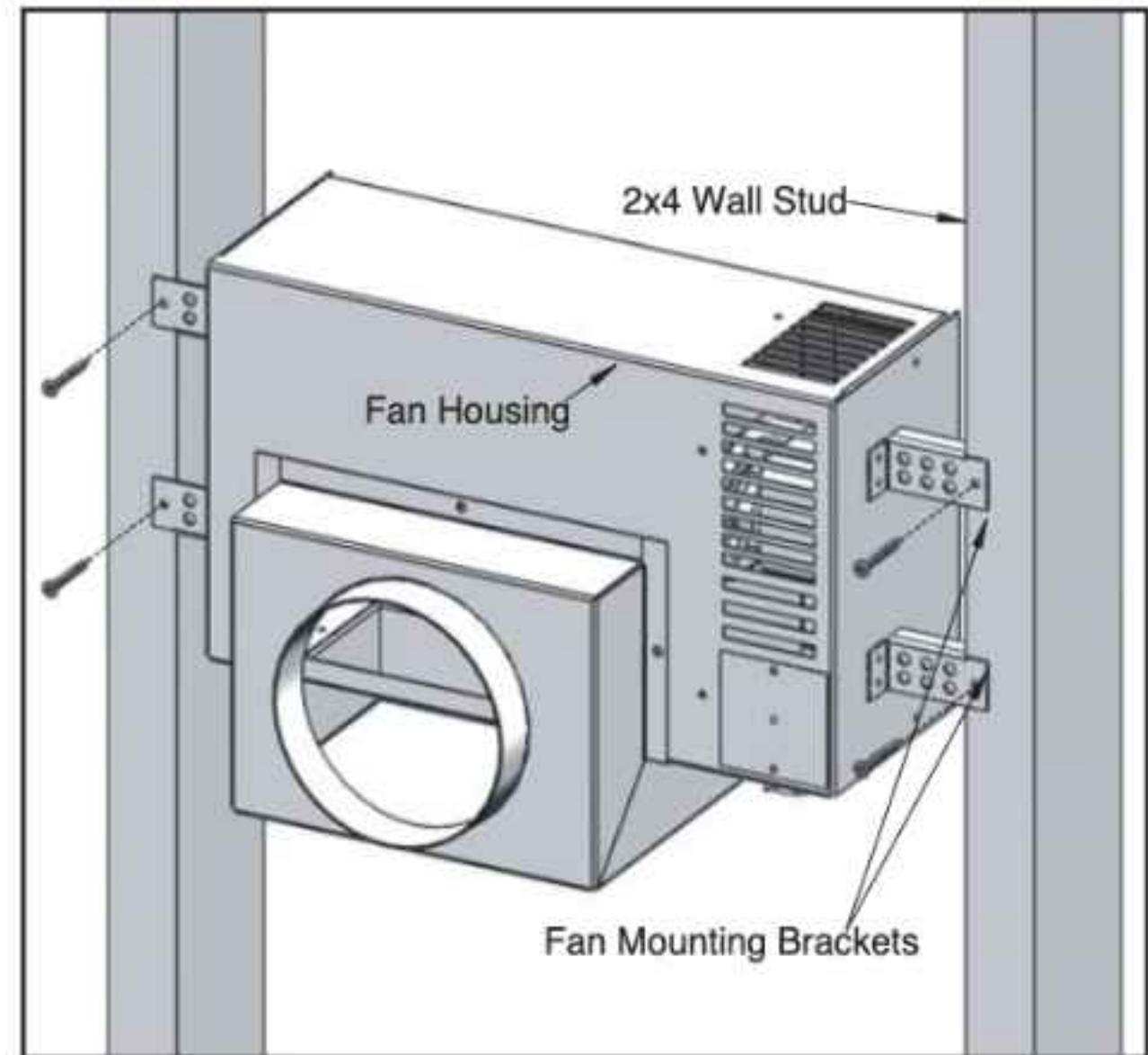


Figure 7: Mounting fan housing.

4. With the "FIGURE 5: FAN HOUSING OVERALL DIMENSIONS." and "FIGURE 6: MINIMUM INSTALLATION CLEARANCES FOR FAN."

Cut a opening for the fan in the wall board; minimum 14" by 8". It cannot be less than 12" from the ceiling and 1 3/4" between fan housing to the closest stud or combustible materials. Do not install in front of the vent.

# INSTALLATION

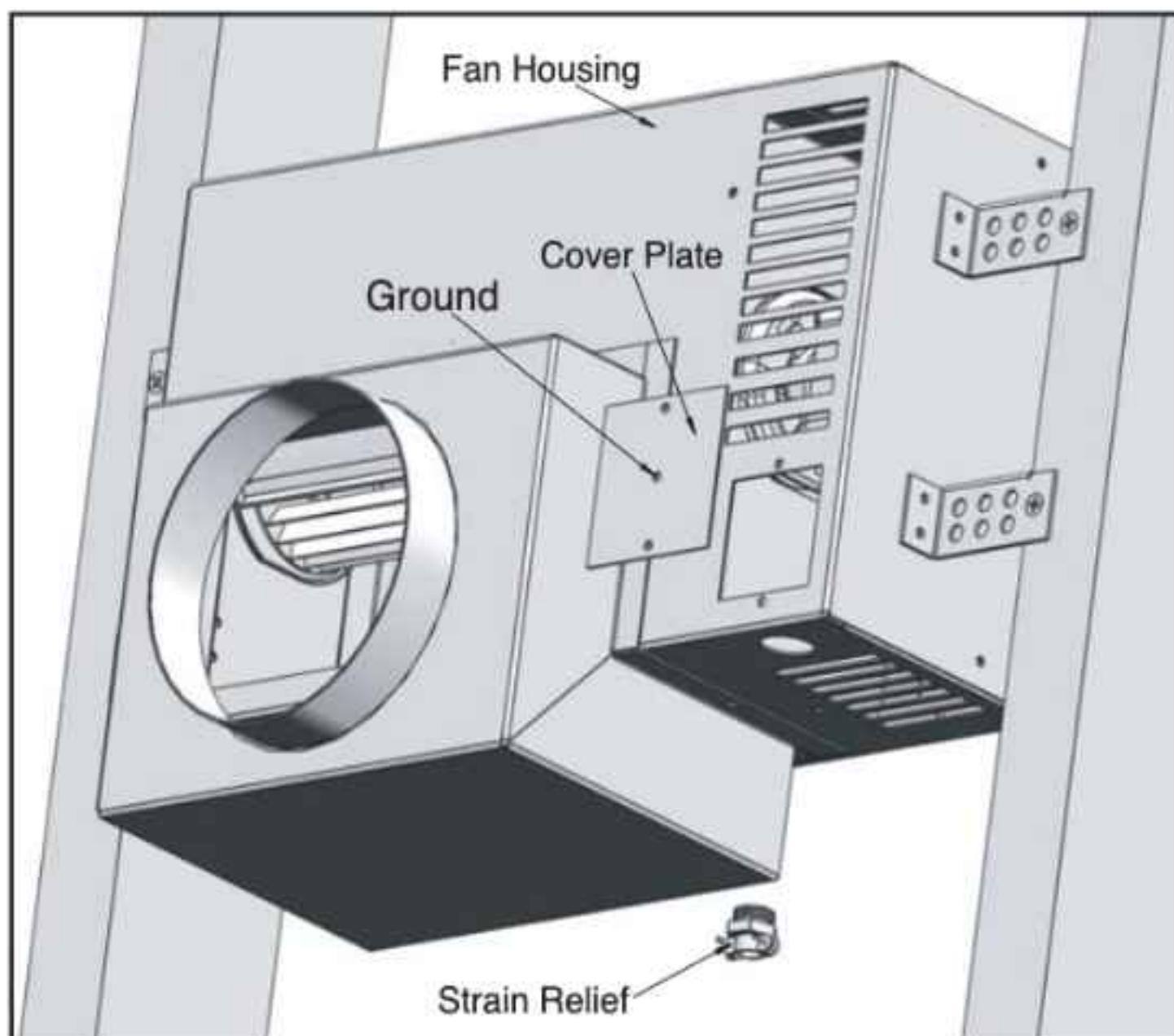


Figure 8: Wiring fan.

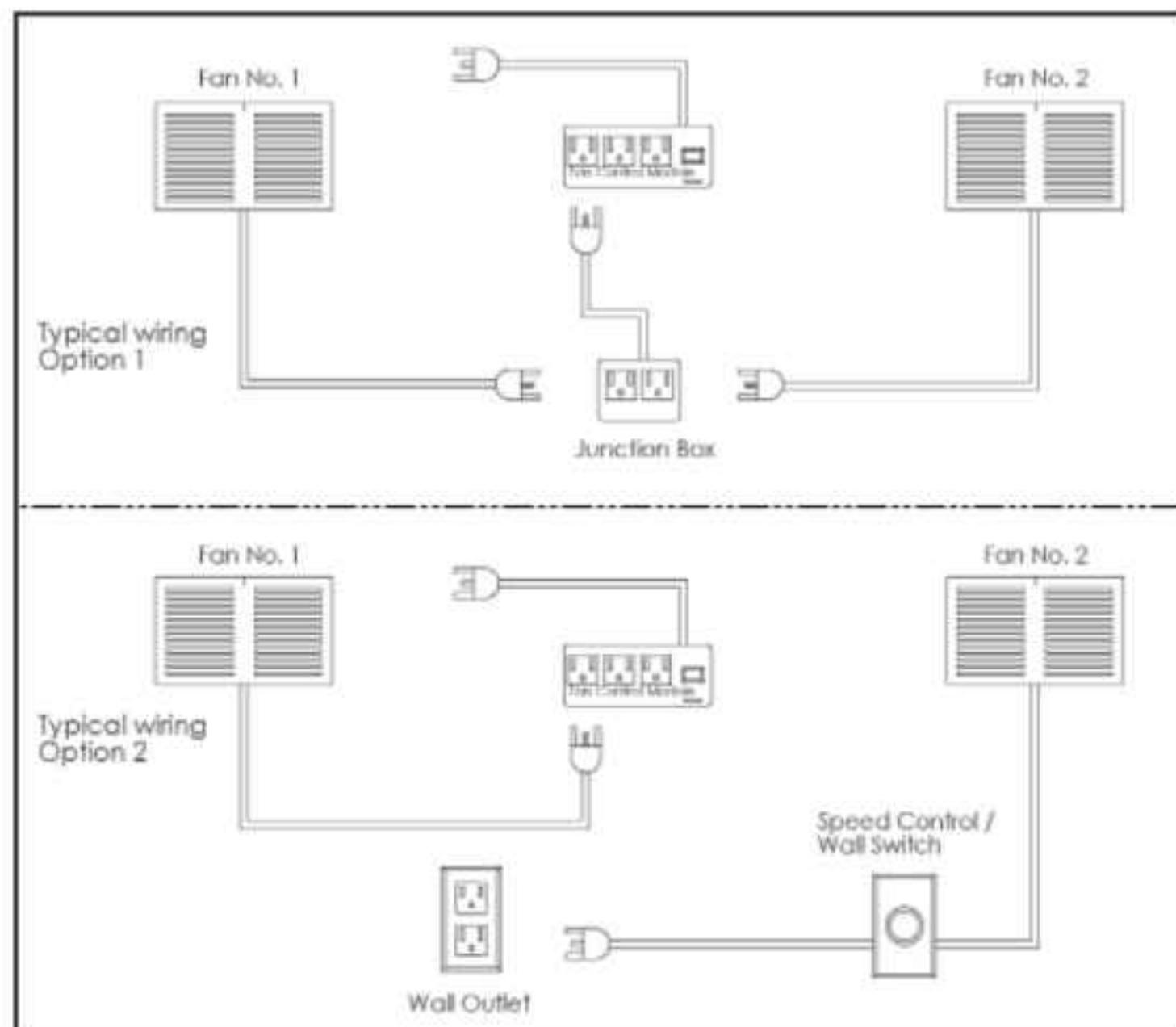


Figure 9: Fan wiring options.

- e) Secure the cover plate to the back of the fan housing with screws
- f) Secure the service wires to the strain relief
- f) For wiring options see Figure 9.

8. Attach the 5" Aluminum Flex Vent to the Fireplace Vent Duct Collar with sheet metal screws or a vent strap and run the vent to the Fan Housing Vent Duct Collar. The Fan Housing Vent Duct can be installed through the rear or the bottom of the Fan Housing as shown in Figure 10.

**IMPORTANT:** Maintain a minimum of 2" (51mm) clearance between the flex lines and combustible materials.

**Optional Note:** An 8ft (2.4m) 5" Aluminum Flex Vent is provided. An extra 5" aluminum flex run can be added using a coupling provided by the installer. An extra 12' in length can be added making the total run 20', which is the maximum allowable.

9. Attach the fan bezel to the fan cut out and secure the fan bezel to the wall board with screws.

10. Cover the cut out with a fan grille.

*When installed, the Power Vent Kit, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the National Electrical Code, ANSI/NFPA 70, or the Canadian Electrical Code, CSA C22.1.*

**WARNING: Electrical Grounding Instructions**  
This appliance is equipped with a three-prong (grounding) plug for your protection against shock hazard and should be plugged directly into a properly grounded three-prong receptacle. Do not cut or remove the grounding prong from this plug.

Periodic examination of venting systems should be done by a qualified agency.

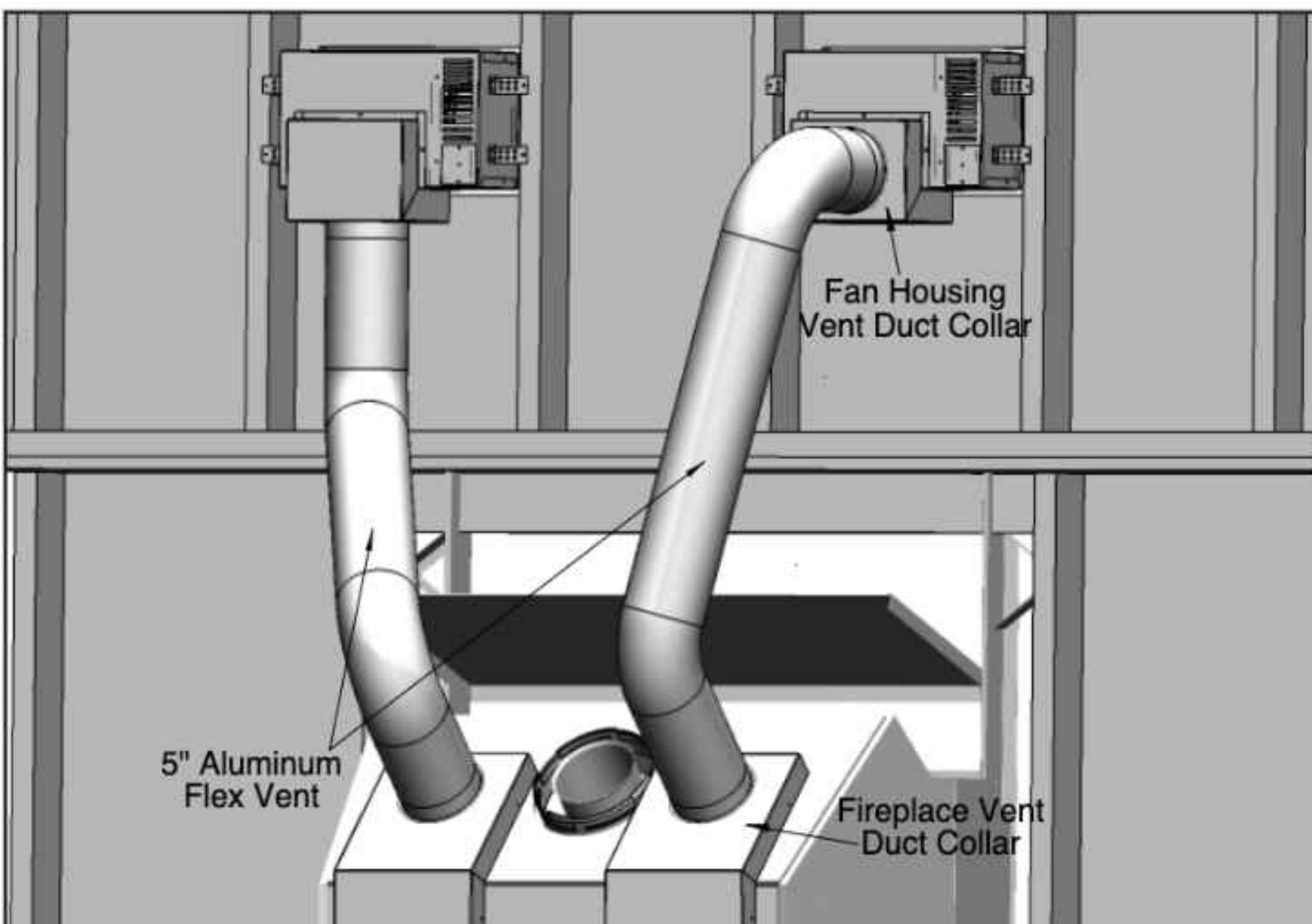


Figure 10: Optional install with two (2) heat distribution kits.

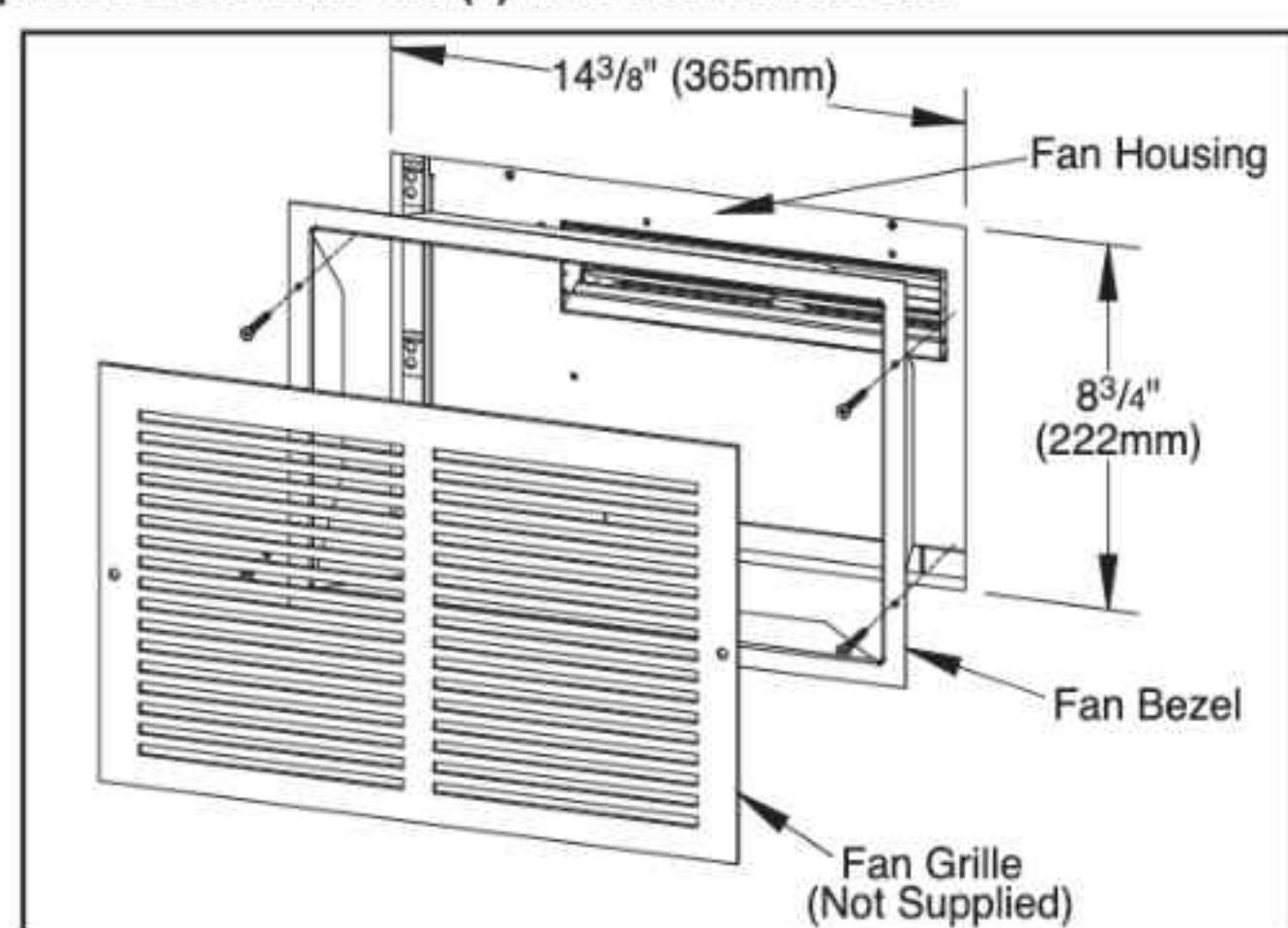
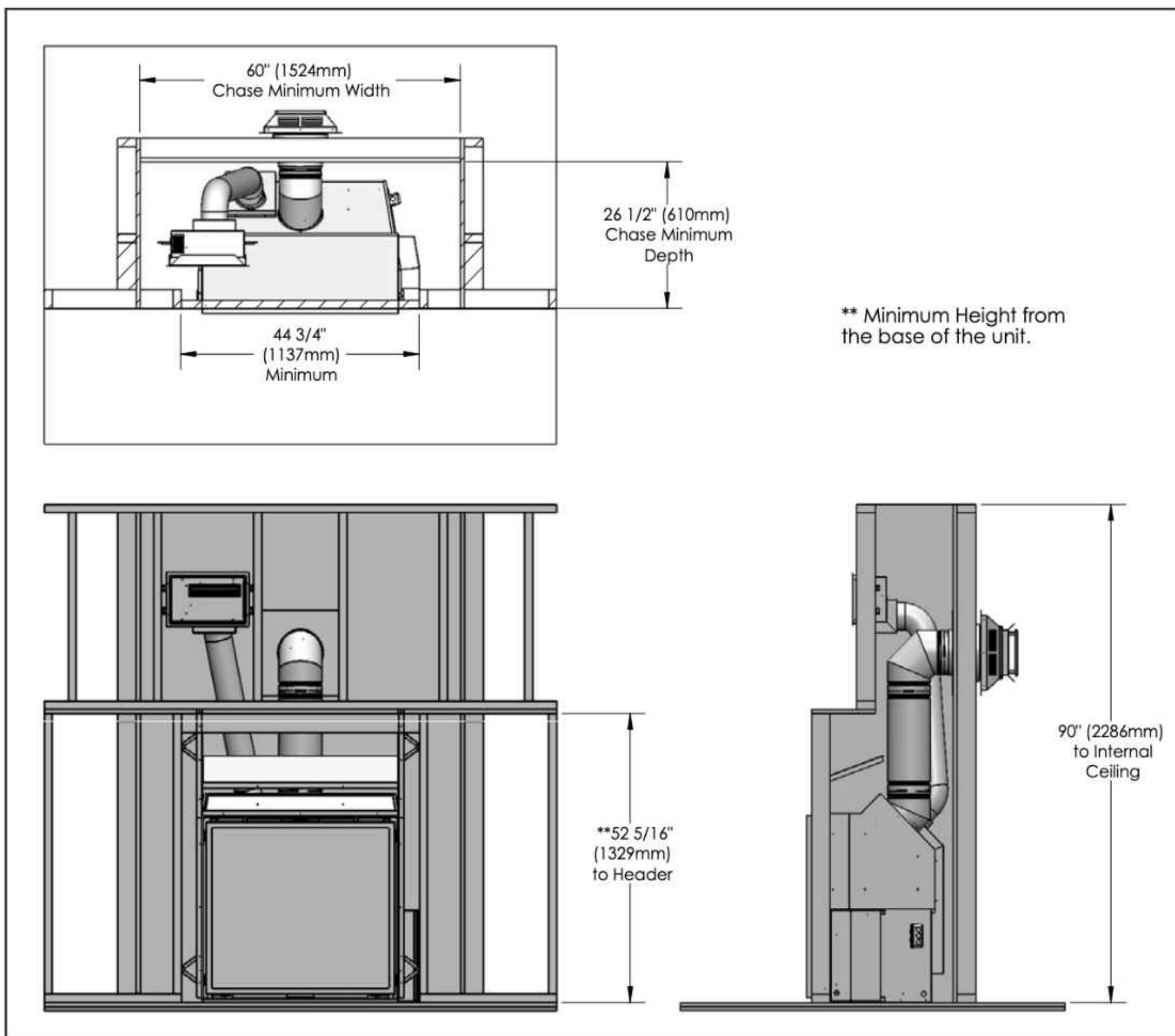


Figure 11: Install fan bezel & grille.



**Figure 12: Installation Clearances with Heat Distribution Kit.**

# INSTALLATION

## POWER VENT KIT INSTALLATION:

Please ensure that your Power Vent Kit has not been damaged.

1. Plan out the venting and wiring installation. Important notes to consider when planning where the venting will be installed:

- Minimum horizontal vent run allowed with no rise is 1 foot (305mm).
- Horizontal vent runs less than 8 feet (2.44m) require a 60% restrictor. Refer to the Owner's Manual on how to install a restrictor.
- Maximum vent run is 100 feet (30.5m) ( $H_1 + V + H_2 + H_3 + H_4 + H_5 + H_6$ ), refer to Figure 2.
- Maximum below-grade installation is 8 feet (2.4m) (V).
- Multi-elbow installations are possible up to a maximum of six 90°.
- See Figure 4a for the typical overall dimensions with a minimum horizontal vent installed.
- Refer to Figure 19 and Table 1 for vent termination clearances and restrictions.
- Approved vent systems are as follow when using 4" x 6-5/8" pipe.

Simpson duravent, Security Chimney, American Metal, Selkirk Int. Metal Fab., Excel Direct.

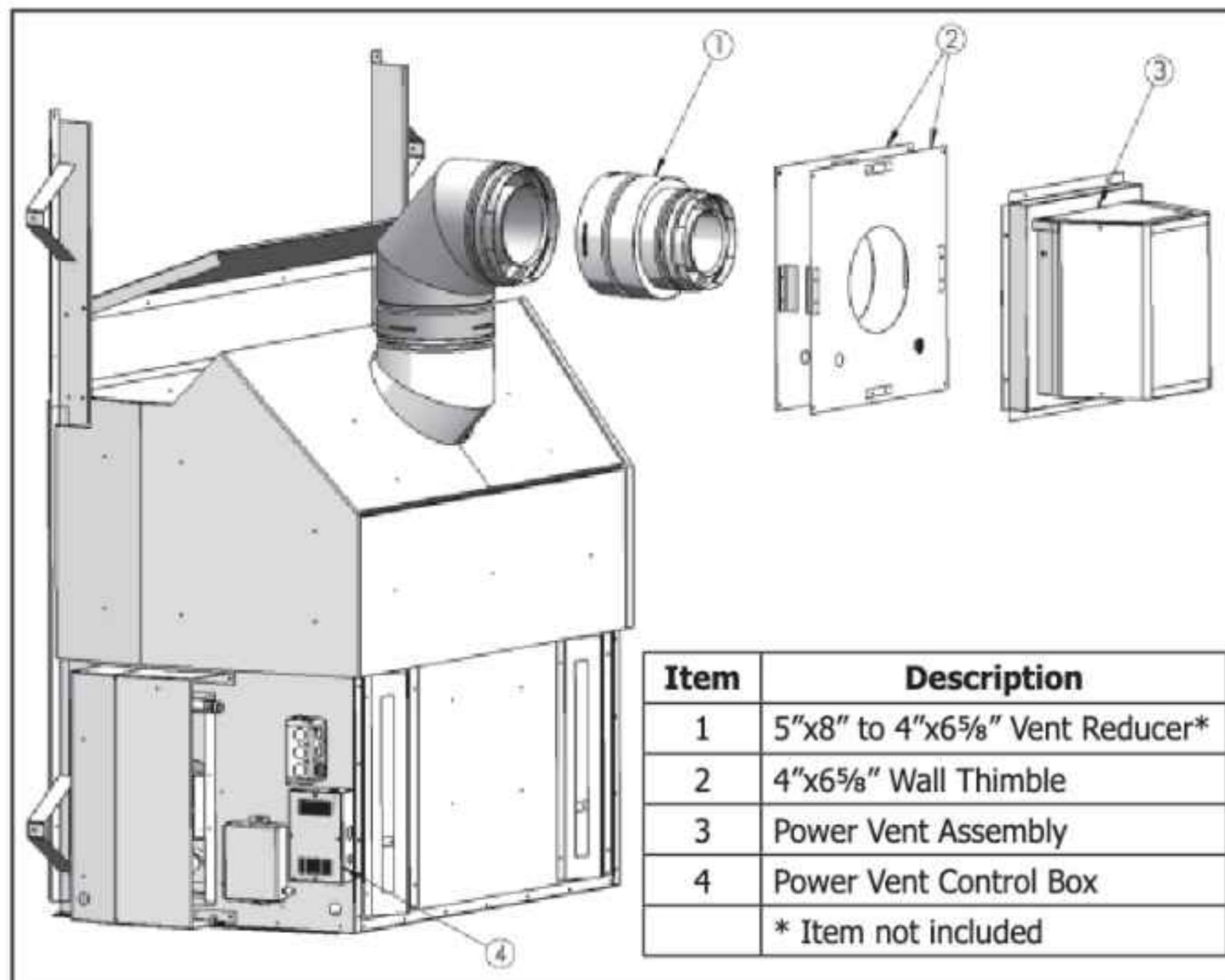


Figure 1: Power Vent Kit's Parts Diagram.

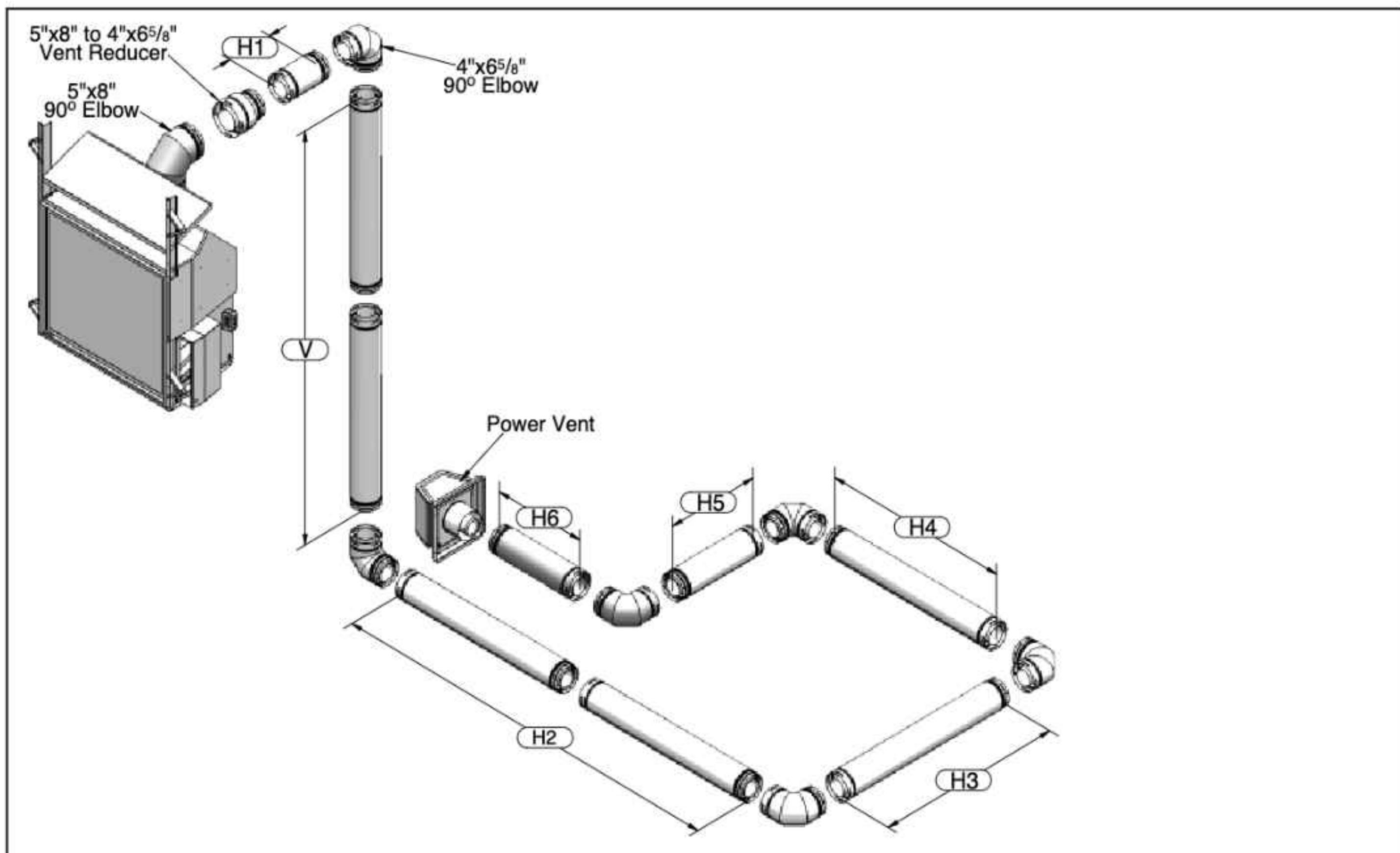


Figure 2: Below-grade installation with maximum number of elbows.

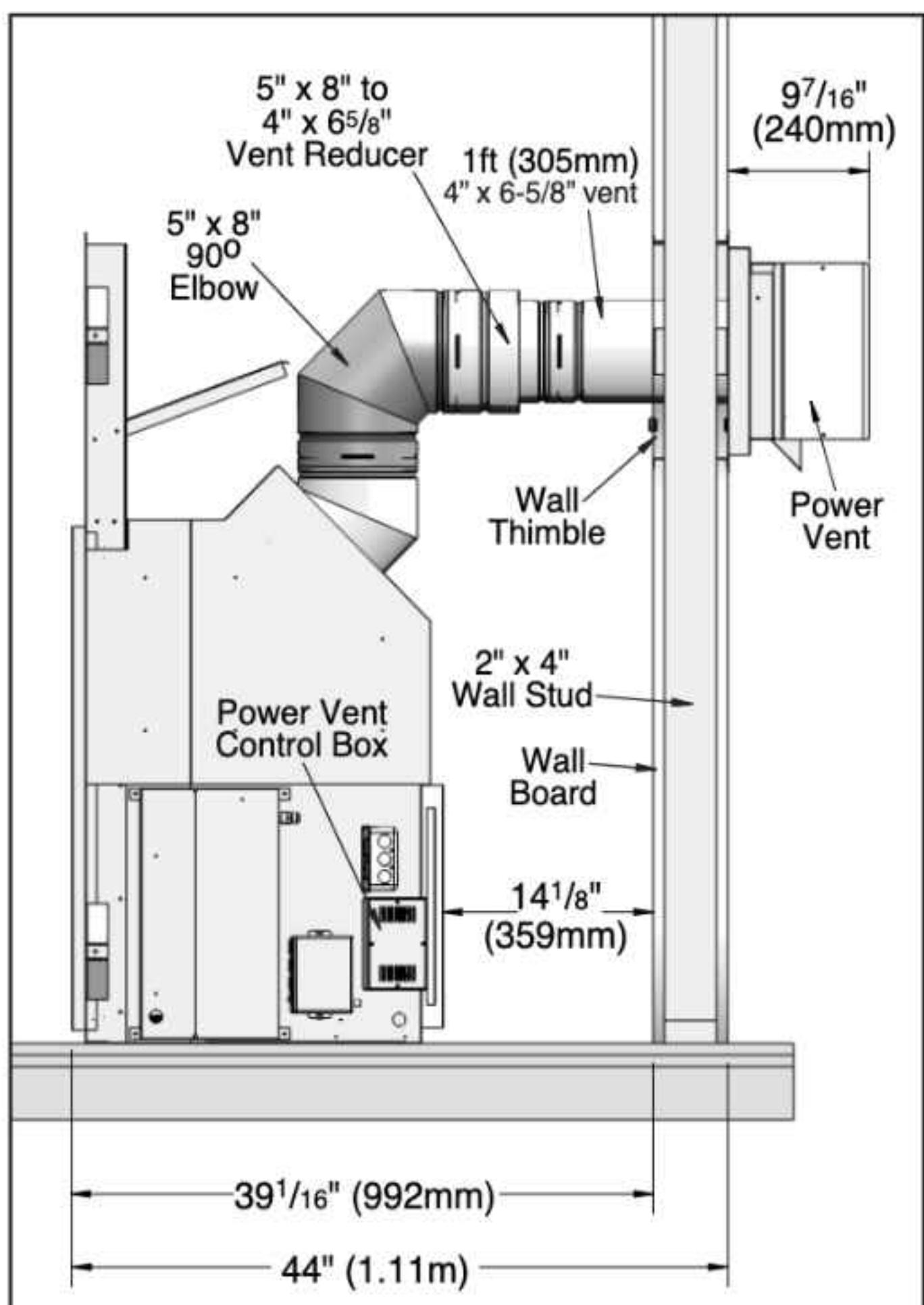


Figure 4 Typical overall dimensions with minimum horizontal vent installed.

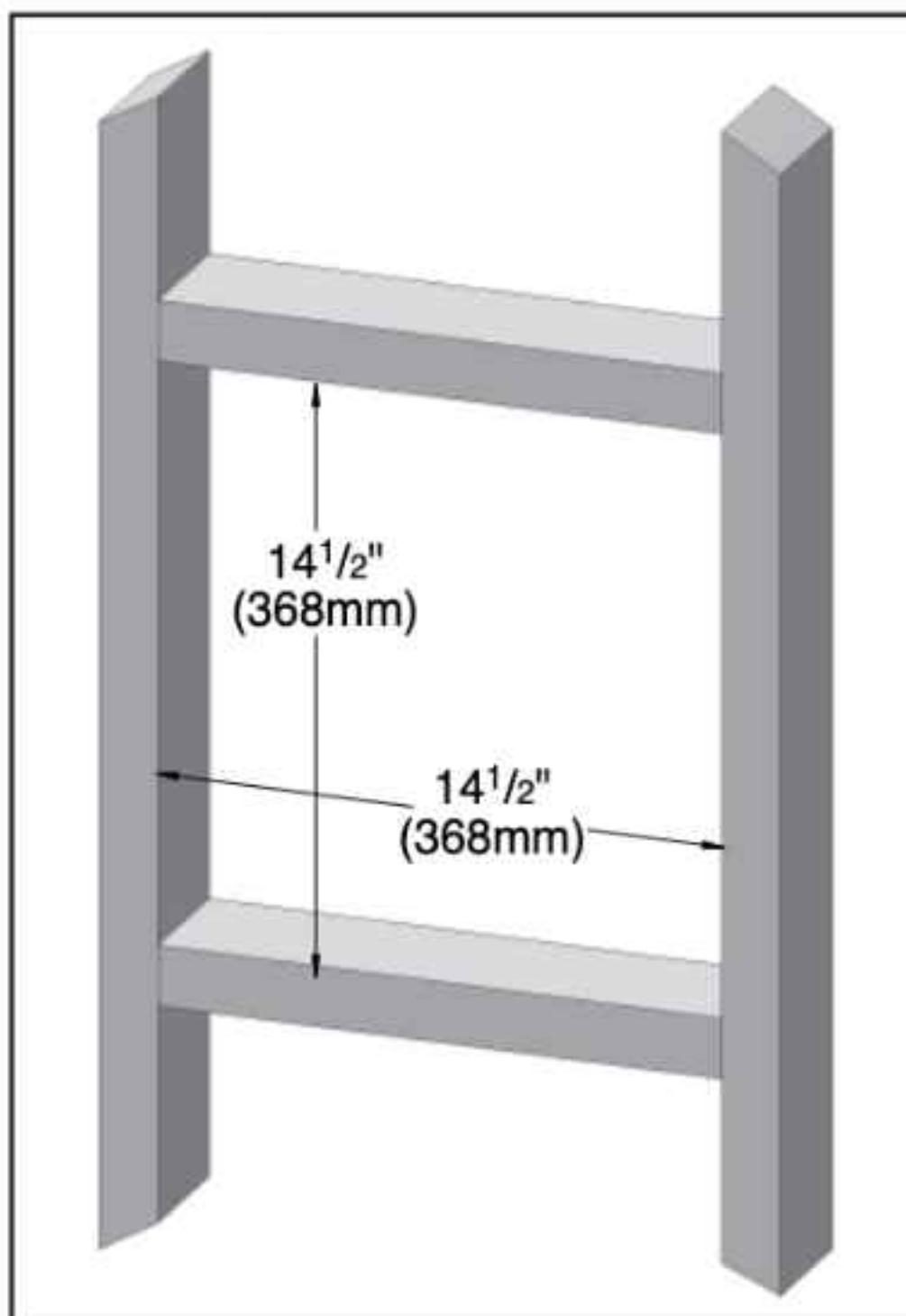


Figure 5: Thimble framing dimensions.

- 50 feet (15.25m) of cable is supplied with this kit, if more venting is required, use 706-033 - 100 feet (30.5m) PVK CABLE and connect it as shown on the wiring diagram in Figure 4.
  - Allow for an extra 24"-30" (60-75cm) of cable at the PVK control box for future servicing.
2. Reduce the venting size from 5" x 8" to 4" x 6-5/8" with a vent reducer, see Figure 1.
  3. Using the dimensions in Figures 4 & 5, frame an opening for the thimble of 14 1/2" x 14 1/2" (368mm x 368mm).
  4. Insert a 2 ft (61cm) length of the power vent electrical cord through the bushing on the bottom left of the inner thimble, shown in Figure 6.
  5. Secure the inner thimble to the wall board with screws.
  6. Insert the rest of the power vent electrical cord through the bushing on the right bottom of the outer thimble, refer to Figure 7

## INSTALLATION

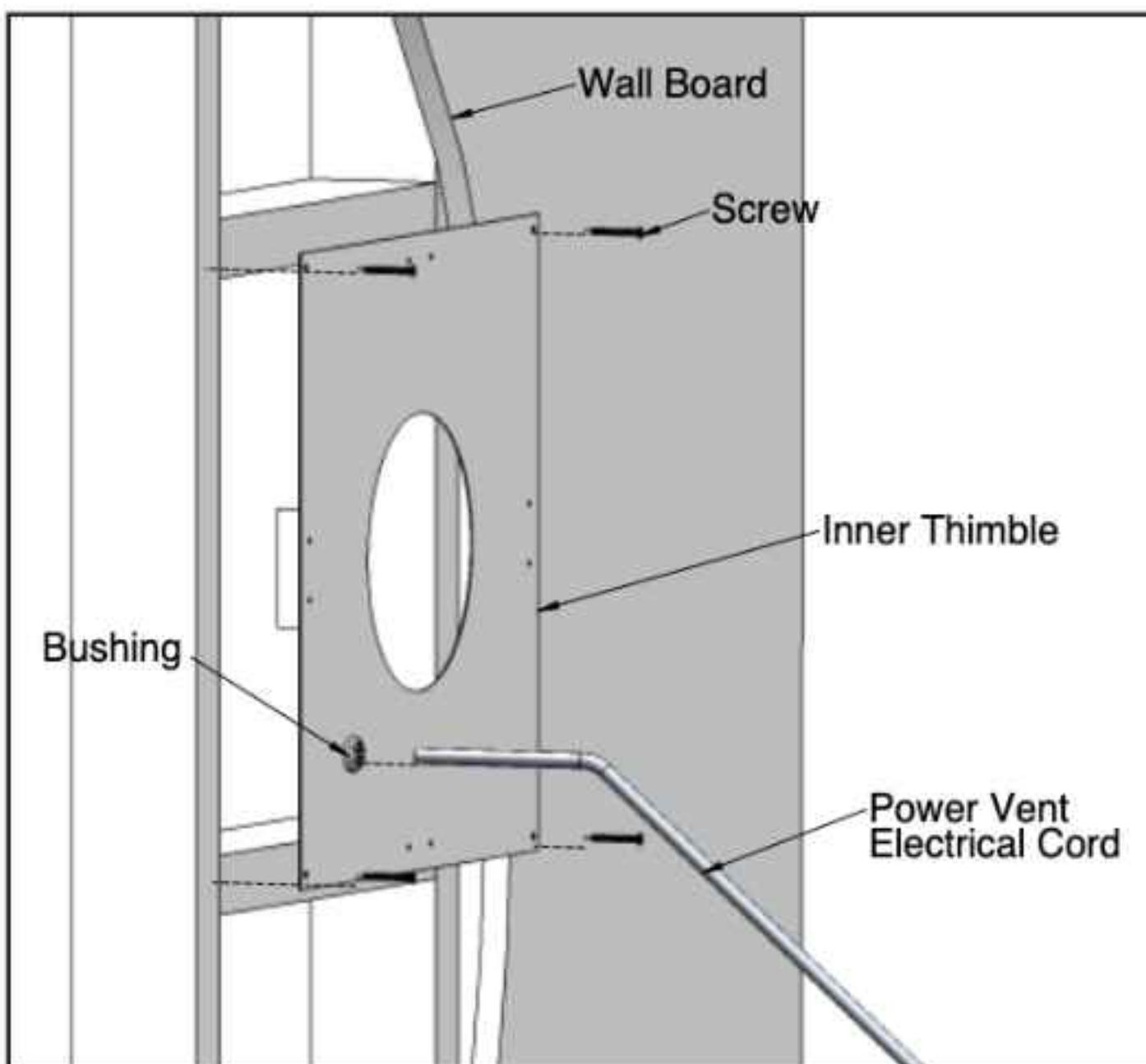


Figure 6: Install the inner thimble and the power vent cords.

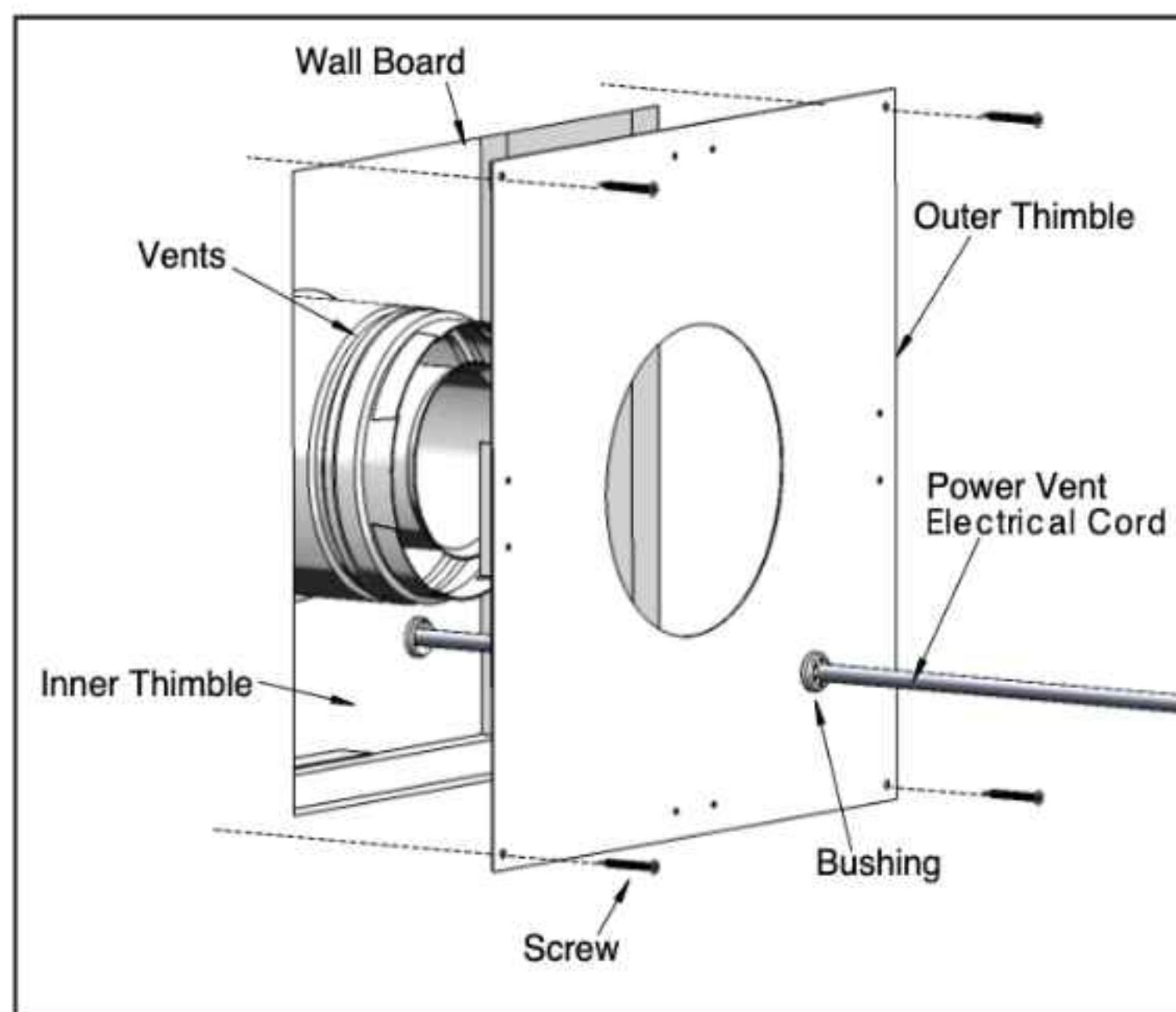


Figure 7: Install the outer thimble.

- Assemble the outer thimble to the inner thimble and secure the outer thimble to the wall board with screws.
- Remove power vent case cover from power vent assembly by removing 4 x 5/16" screws (2 per side). Pull the top of power vent and then push downward on power vent case cover to clear exhaust assembly
- Insert the power vent electrical cord through the Strain Relief on the bottom right of the power vent assembly, refer to Figure 8.
- Align the power vent assembly with the direct vent pipe that is protruding through the thimble.
- Secure the power vent assembly in place with screws as seen in Figure 8.

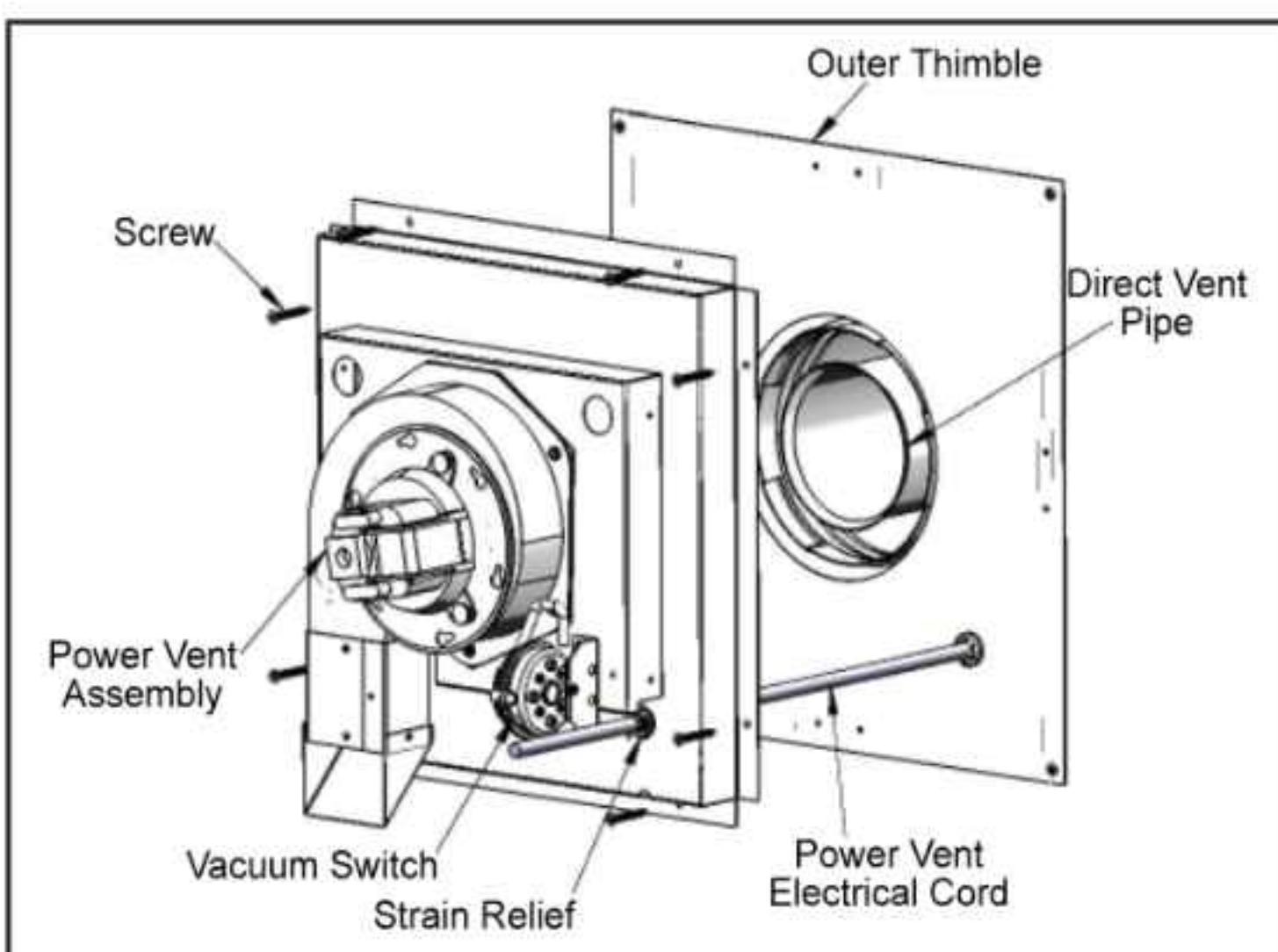


Figure 8: Install the power vent.



Figure 9: Securing cord with the Strain Relief.

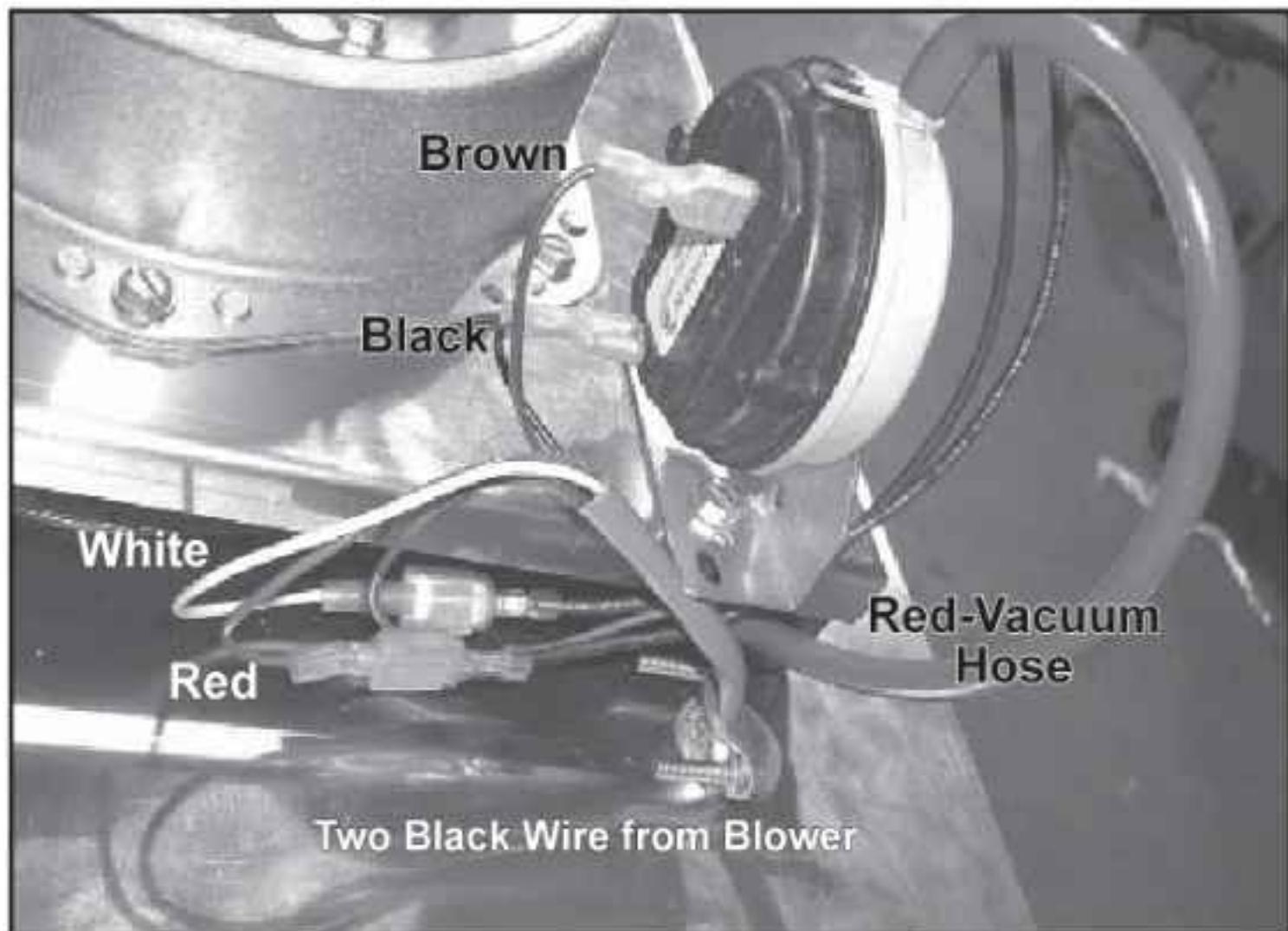


Figure 10: Fan and vacuum switch wired.

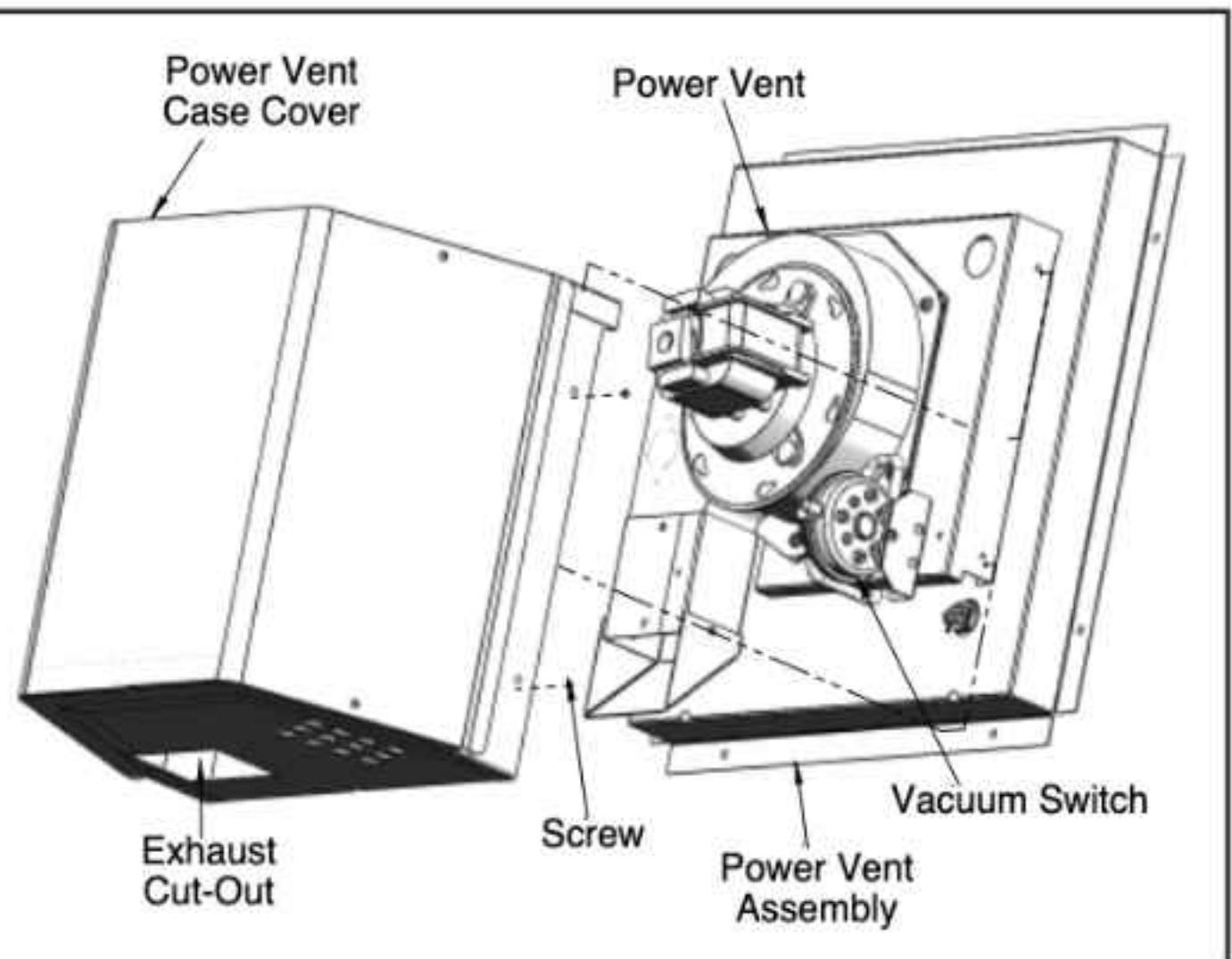


Figure 11: Install the power vent cover case.

12. Secure the cord to the Power Vent Assembly with the Strain Relief as shown in Figure 9.
13. Connect the wires to the fan, vacuum switch, and ground according to the wiring diagram in Figure 17. Secure the green ground wire as shown in Figure 9. Route the wires as shown in Figure 10 to prevent them from getting pinched.
14. Align the exhaust deflector with the exhaust cut out on the bottom of the power vent cover and install, refer to Figure 8, 11 and 12. Ensure that the rubber vacuum hose does not kink when installed.
15. Secure the cover to the power vent assembly with screws to the left and right sides of the assembly.
16. Remove the protective cover from the PVK Control Box Velcro and secure the power vent control box to the side as shown in Figure 1a.



Figure 13: Removing Access Cover.

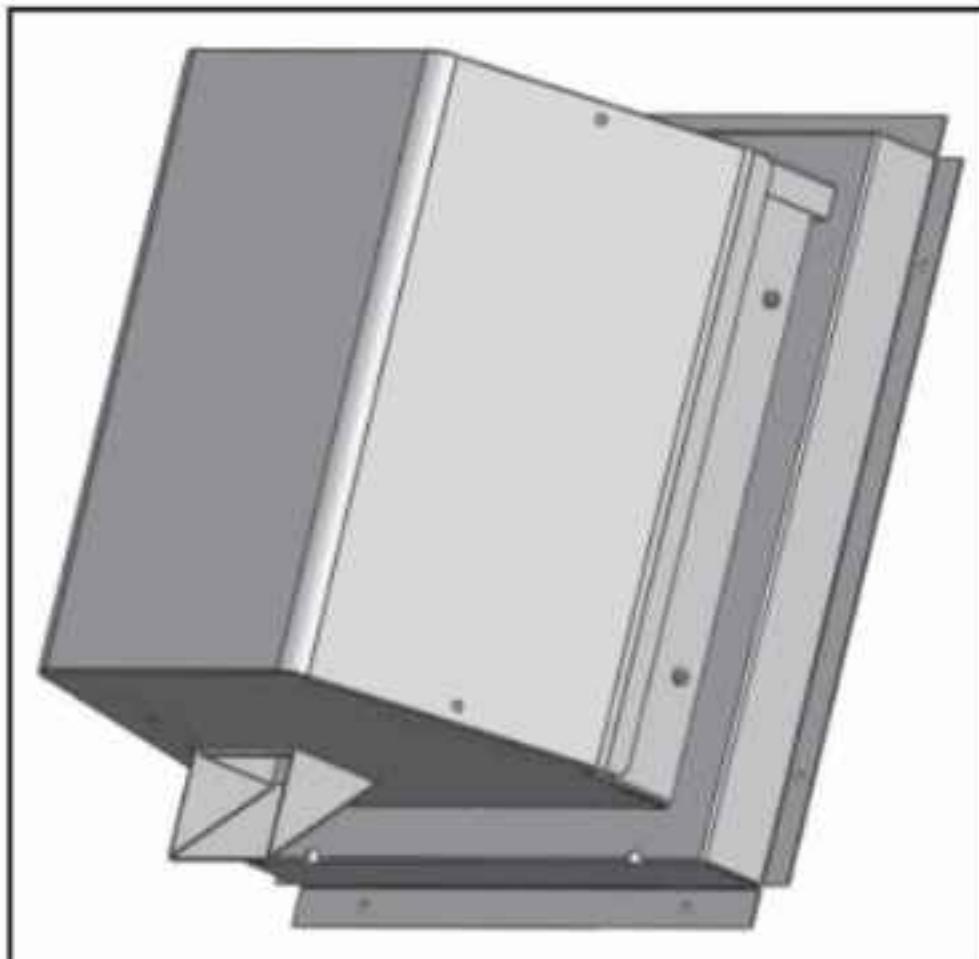


Figure 12: Cover is installed to the power vent assembly.

# INSTALLATION

17. When using the 50-1970 Power Vent Kit, there is no need to have the unit set to continuous pilot, connect the 9V clip of the PVK to the 9V clip of the unit.

a) Remove the Access Cover from inside the firebox by removing all ten (10) T-20 screws (see Figure 13).



Figure 14: Disconnecting Standing Pilot Switch.

- b) Disconnect the connection to the Standing Pilot Switch as shown in Figure 14.
  - c) Disconnect the TH wires from under the valve and plug in the two (2) orange wires as shown in Figure 15.
  - d) Disconnect the  $3/16"$  connector from the valve and connect the two (2) blue wires as shown in Figure 16.
18. Plug the power cord from the PVK Control Box into the top outlet of the Electric Box on the side of the unit as shown in Figure 17.
19. Reinstall the Side Access Cover and continue with the appliance

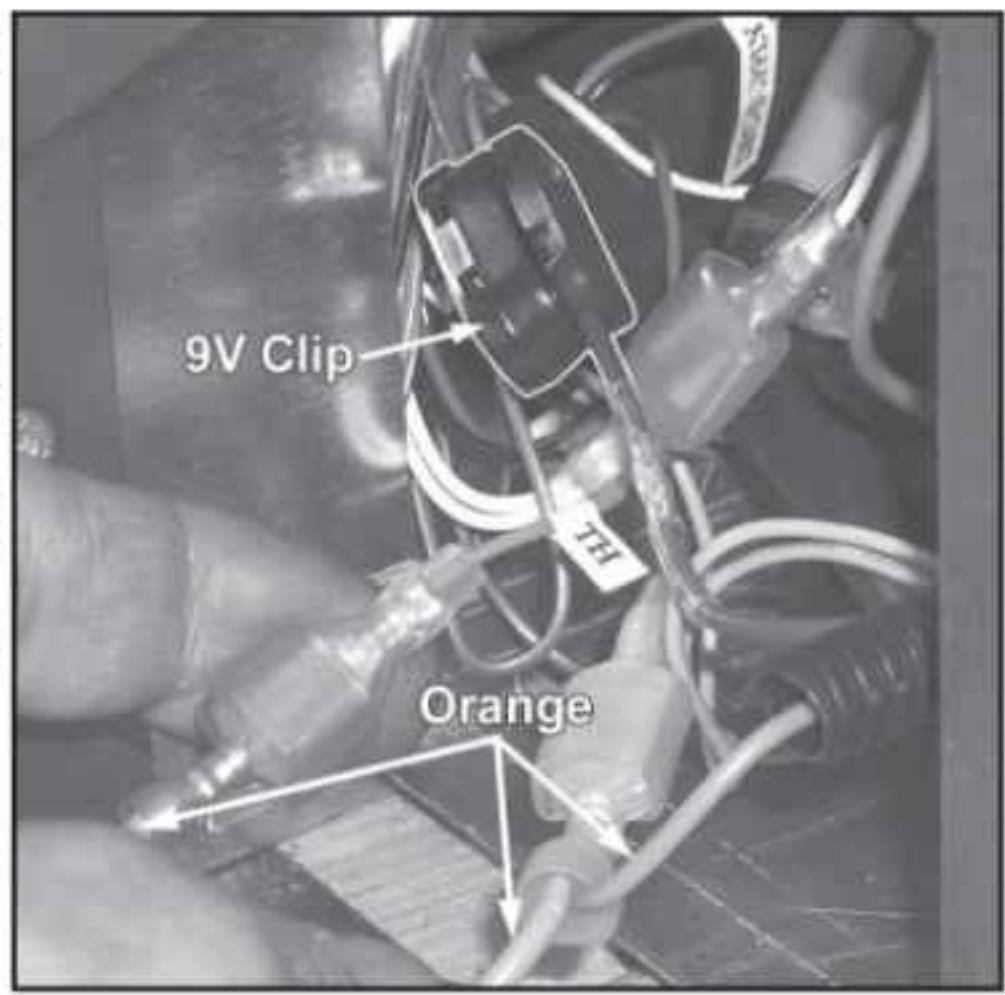


Figure 15: Disconnecting TH Wire & Connecting Orange Wires.

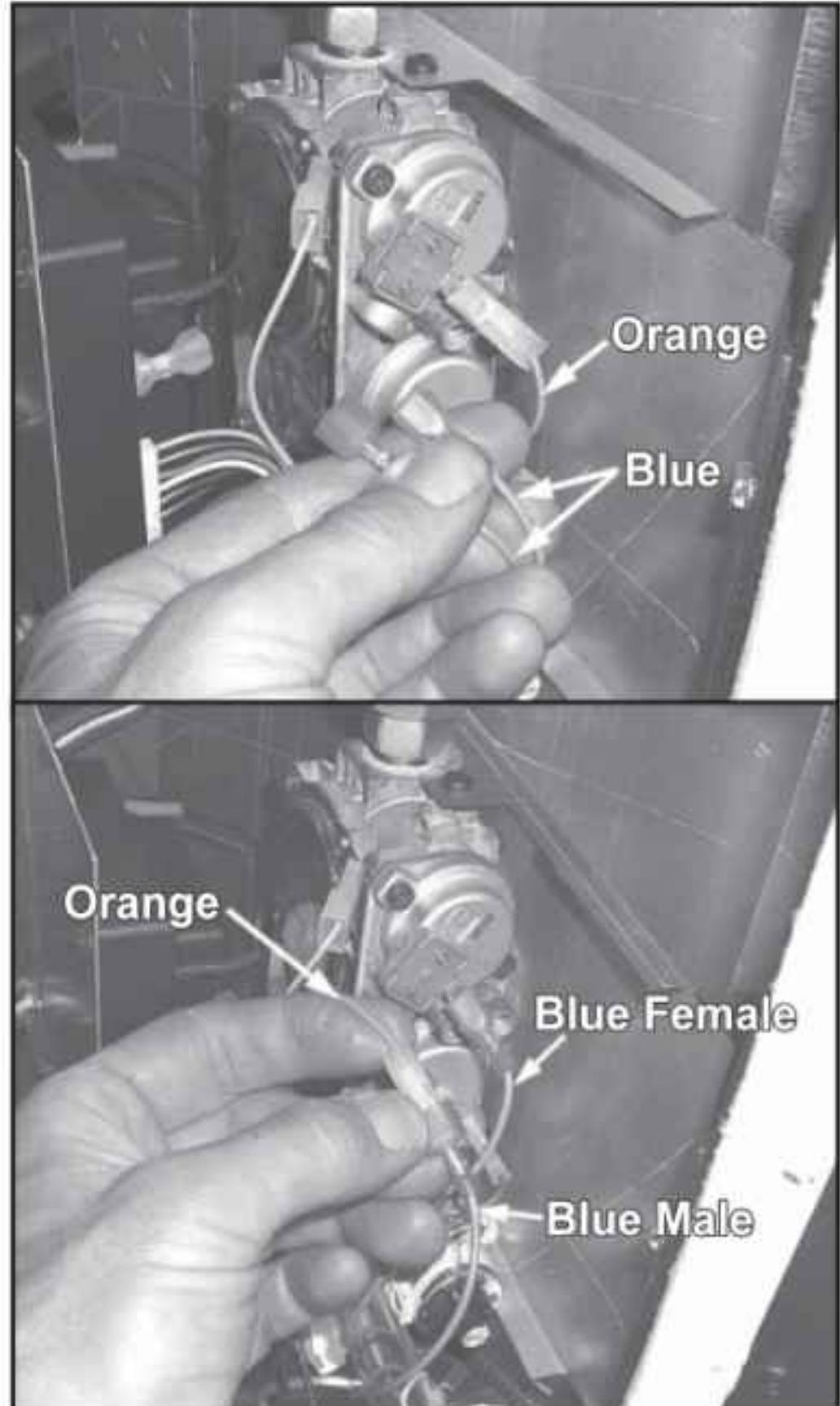


Figure 16: Changing Valve Wiring.

Installation steps as shown in the Instruction Manual.

When installed, the Power Vent Kit, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the National Electrical Code, ANSI/NFPA 70, or the Canadian Electrical Code, CSA C22.1.



Figure 17: Plugging PVK into Electric Box.

## WARNING: Electrical Grounding Instructions

This appliance is equipped with a three-prong (grounding) plug for your protection against shock hazard and should be plugged directly into a properly grounded three-prong receptacle. Do not cut or remove the grounding prong from this plug.

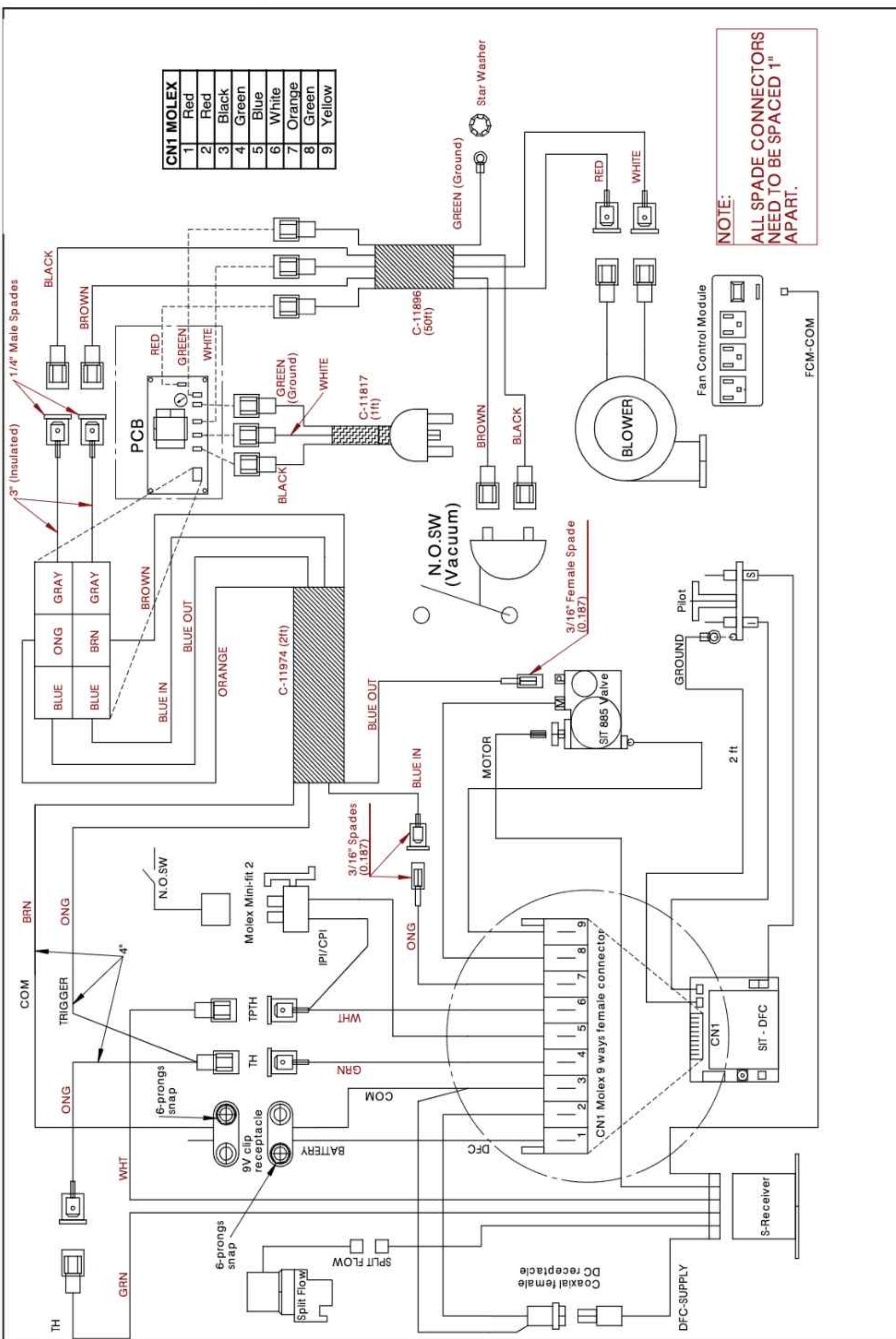
Periodic examination of venting systems should be done by a qualified agency.

**SILICONE NOTES:**

Installer should apply outdoor silicone to the powervent cover on the areas shown below as a preventative measure to help keep water from getting inside.



## INSTALLATION



**Figure 18: Wiring Schematic Diagram.**

## FOR POWER VENT SYSTEM ONLY

IF NOT USING POWER VENT - SEE CHART ON PAGE 16.

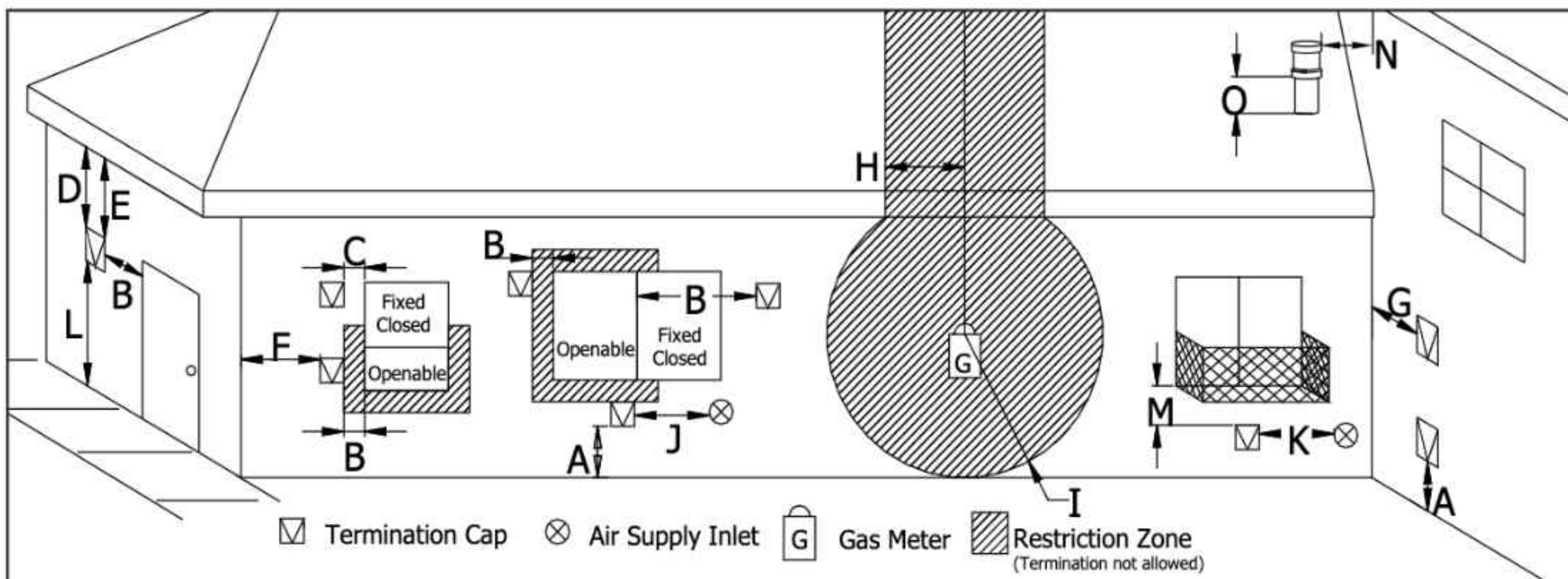


Figure 19. Vent Termination Restrictions, refer to Table 1.

Table 1: Vent termination clearances, refer to Figure 19.

Letter	Canadian Installation <sup>1</sup>	US Installation <sup>2</sup>	Description
A	24 in (60 cm)		Clearance above grade, verandah, porch, deck, or balcony.
B	12 in (30 cm)	9 in (23 cm)	Clearance from window or door that may be opened.
C	12 in (30 cm)*		Clearance from permanently closed window (to prevent condensation).
D	4 in (10 cm)		Vertical clearance to ventilated soffit located above the terminal, within a horizontal distance of 2 ft (60 cm) from center line of terminal.
E	4 in (10 cm)		Clearance to unventilated soffit.
F	12 in (30 cm)*		Clearance to outside corner.
G	4 in (10 cm)		Clearance to inside corner.
H	3 ft (91 cm) within a height of 15 ft (4.5 m) above the meter/regulator assembly	3 ft (91 cm) within a height of 15 ft (4.5 m) above the meter/regulator assembly*	Clearance to each side of center line extended above meter/regulator assembly.
I	3 ft (91 cm)	3 ft (91 cm)*	Radial clearance around service regulator vent outlet.
J	12 in (30 cm)	9 in (23 cm)	Clearance to non-mechanical air supply inlet to building, or the combustion air inlet to any other appliance.
K	6 ft (1.83 m)	3 ft (91 cm) above if within 10 ft (3 m) horizontally	Clearance to mechanical air supply inlet.
L	7 ft (2.13 m) <sup>t</sup>	7 ft (2.13 m) <sup>t</sup>	Clearance above paved sidewalk or paved driveway located on public property.
M	19 1/4 in (49 cm) <sup>+</sup>		Clearance under verandah, porch, deck, or balcony.

<sup>1</sup> In accordance with the current CSA B149, Natural Gas and Propane Installation Code.<sup>2</sup> In accordance with the current ANSI Z223.1 NFPA 54, National Fuel Gas Code.

\*These numbers are only estimates. Clearance in accordance with installation codes and the requirements of the gas supplier.

<sup>t</sup> A vent shall not terminate directly above a side walk or paved driveway that is located between two single family dwellings and it serves both dwellings.<sup>+</sup> Permitted only if verandah, porch, deck, or balcony is fully open on a minimum of two sides beneath the floor.**NOTE: Venting terminals shall not be recessed into walls or siding.**

# INSTALLATION

## DOOR REMOVAL AND INSTALLATION:

- 1) The fireplace door hangs on two (2) hooks on the top of the firebox. The two (2) door latches at the bottom of the firebox hook over the tabs on the bottom of the door frame.
- 2) Lower the door latch tool underneath the door frame. Catch the lower door latch with the door latch tool (see Figure 45) and pull it out slightly, then down. Once the lower door latch clears the tab on the bottom of the door frame, release it inwards and then remove the door latch tool. Refer to Figures 47 & 48.
- 3) Pull the Door Frame at the bottom forward about 2" (5cm), then lift the Door Frame upwards to clear the Upper Door Hooks. Refer to Figures 48 & 49.
- 4) Lift the Door Frame away, being careful that the glass panel is secure within the Door Frame.

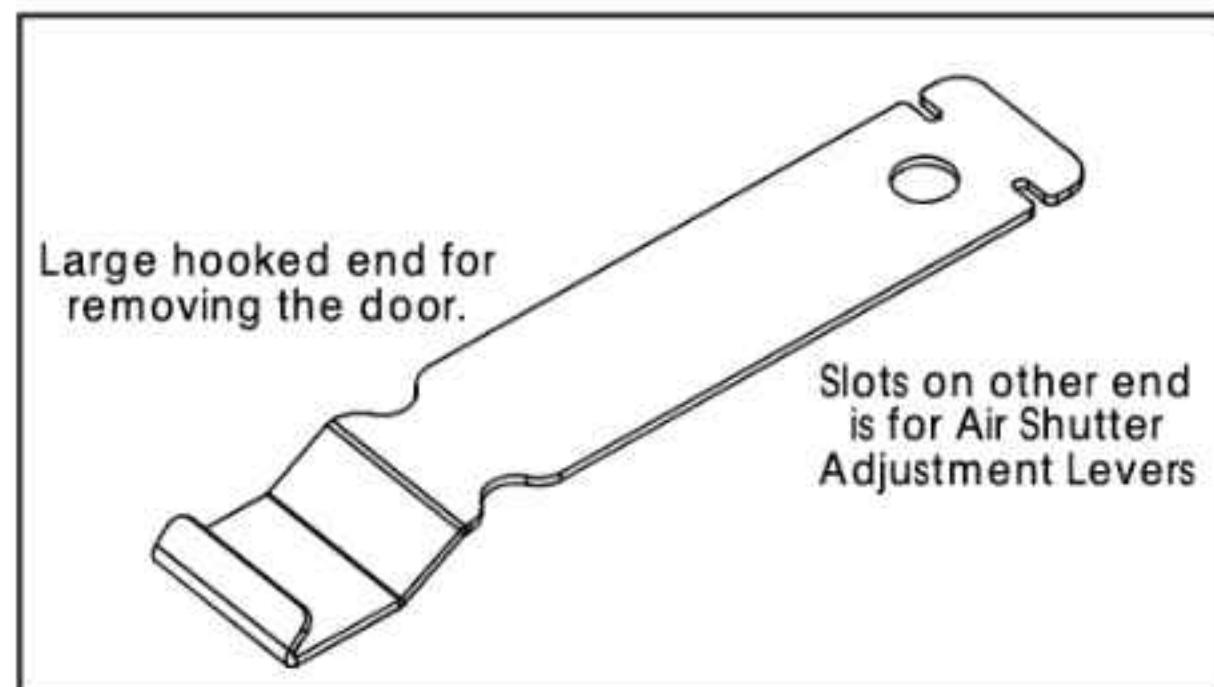


Figure 45: Door Latch /Air Adjustment Tool.

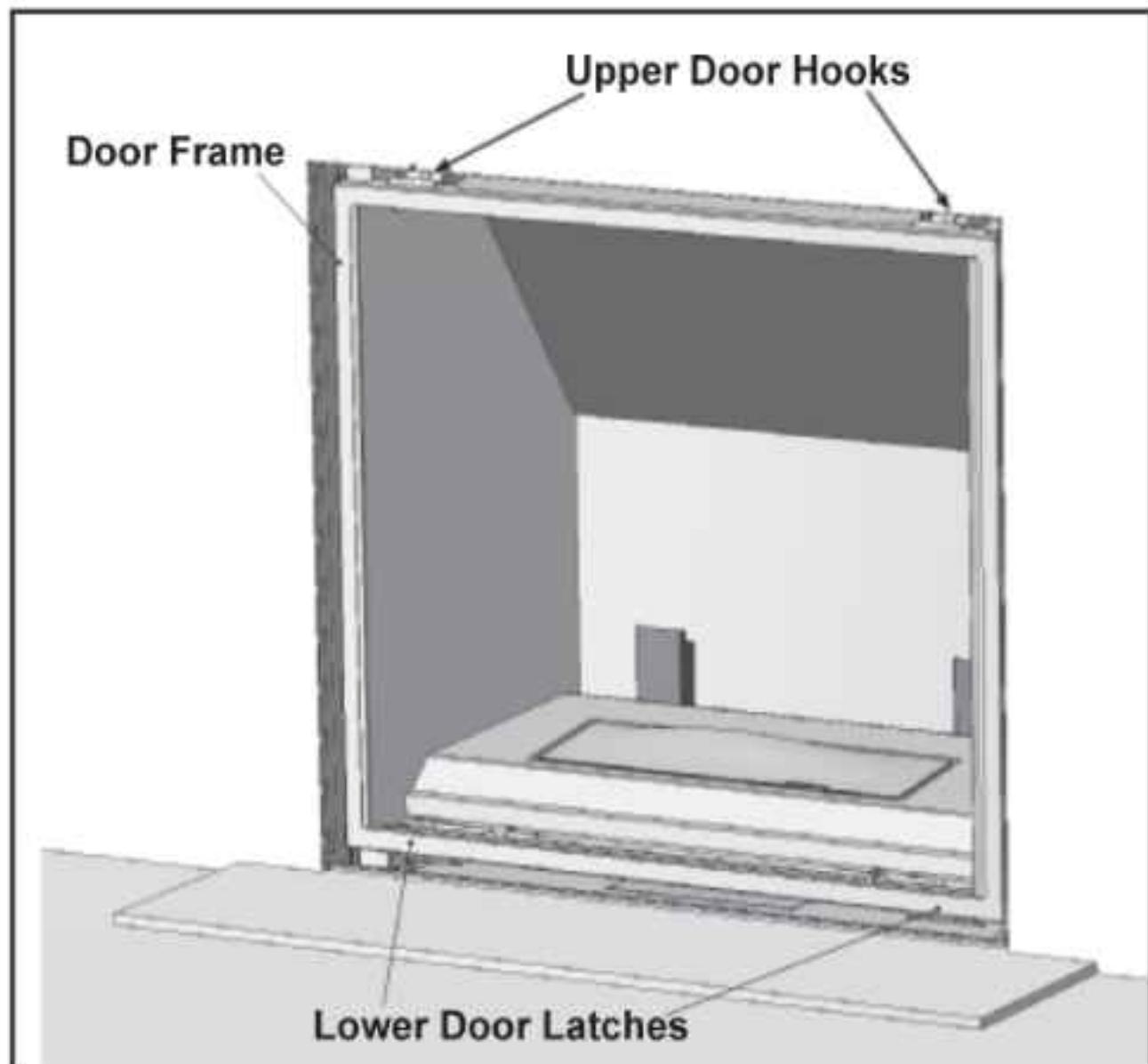


Figure 46: Door Latch Locations.

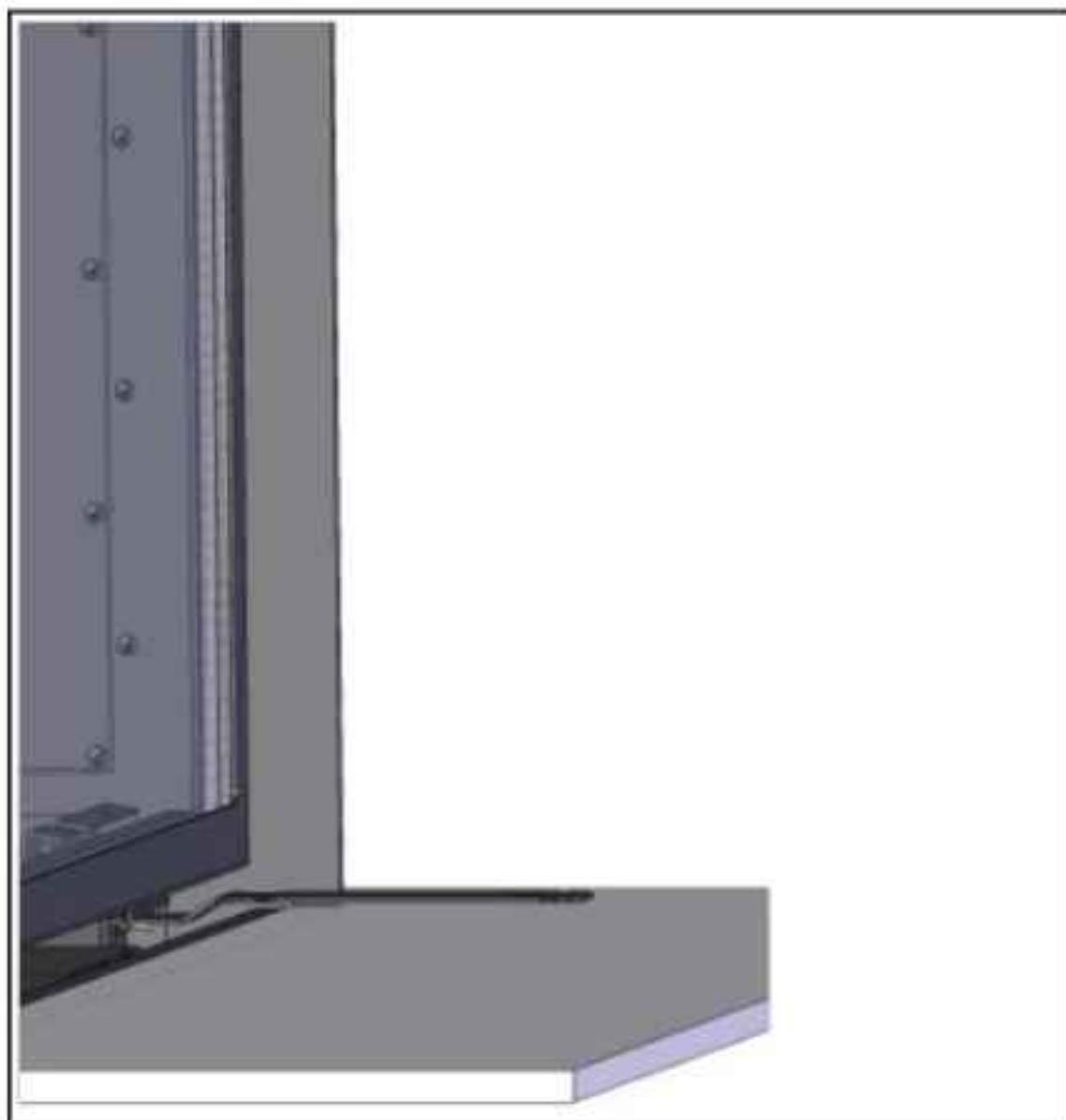


Figure 47: Door Latch Tool in Place.

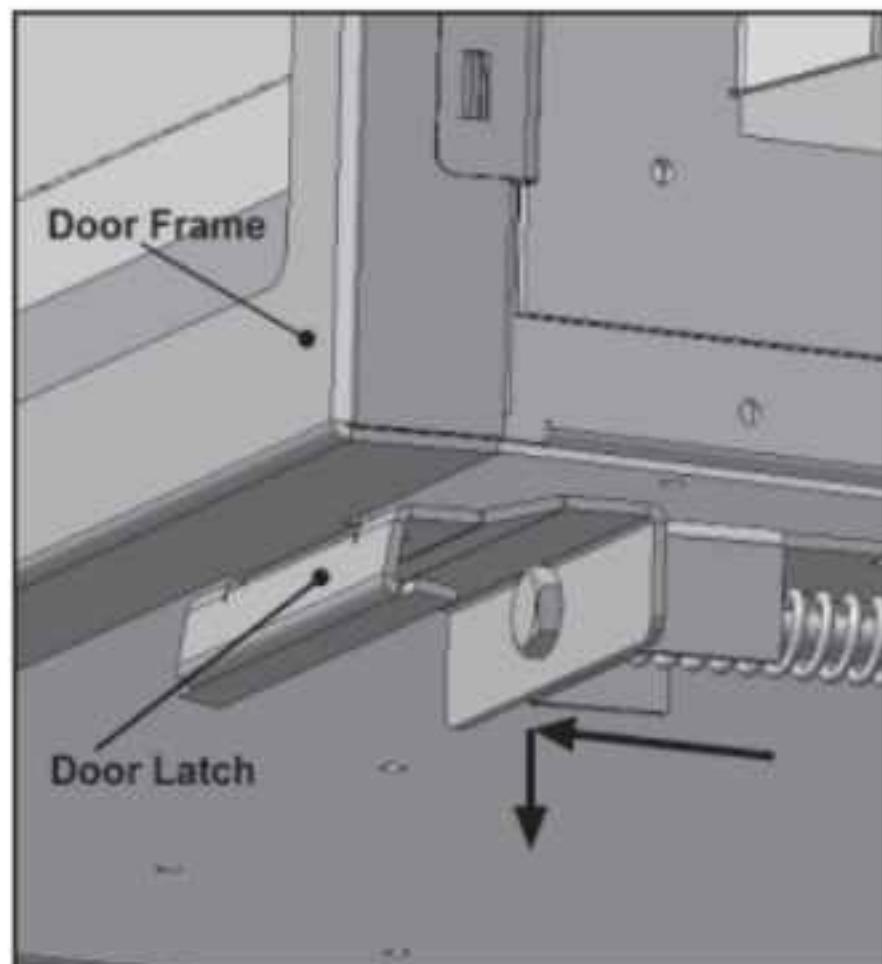


Figure 48: Door Latch Locations.

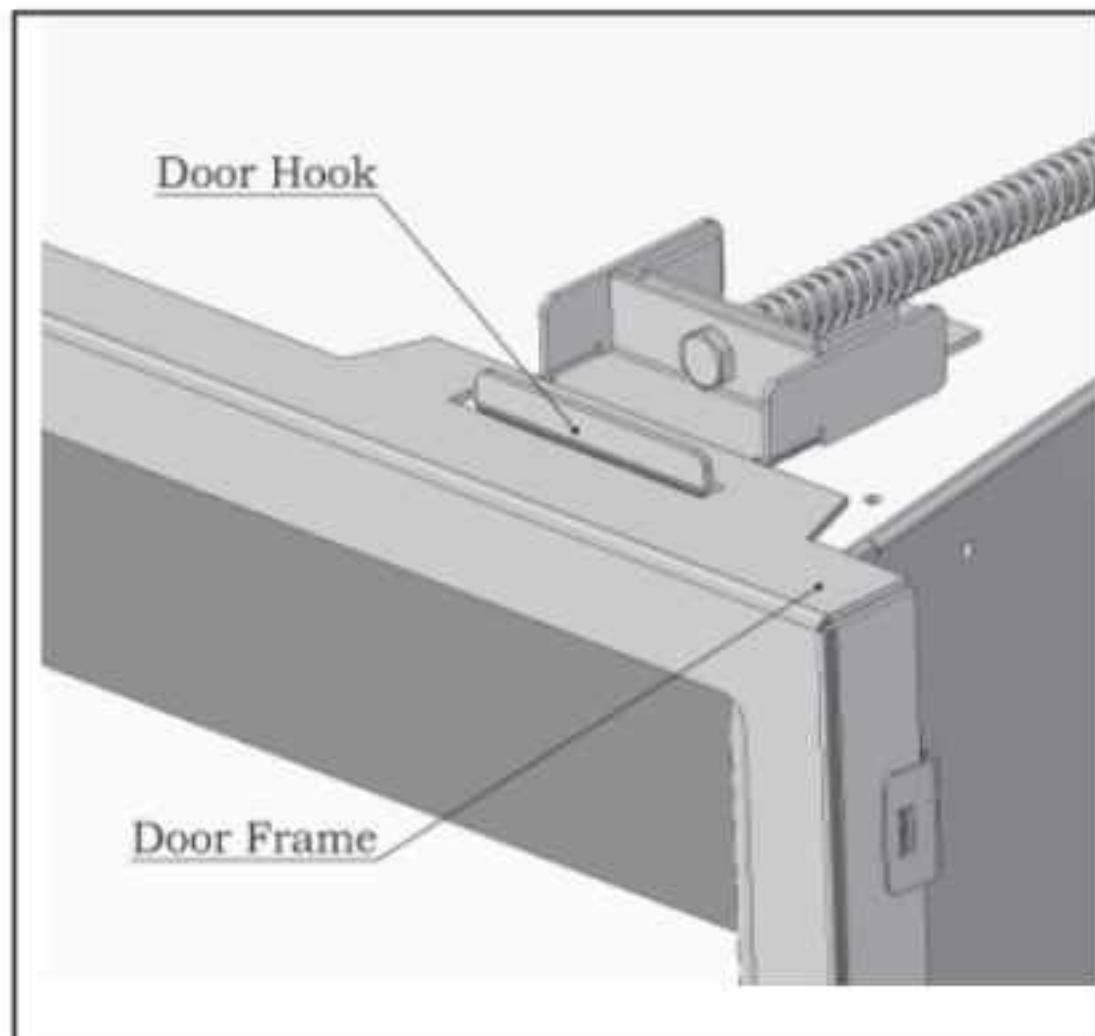


Figure 49: Top Door Hook.

**GAS HOOK-UP:**

The L965E/H965E are equipped from the factory with a 1/2" SAE 45° male gas fitting. This fitting will fit commonly used flexible gas supply lines.

If your local code requires you to use only rigid pipe for gas supply, remove the flare fitting provided. The gas line is fastened to an MPT flare fitting.

You can then use a common union to provide the gas connection to the appliance.

The dimension shown in Figure 50 are for your convenience if you have to hard pipe directly to the unit.

**NOTES:**

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

Isolate this appliance 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).

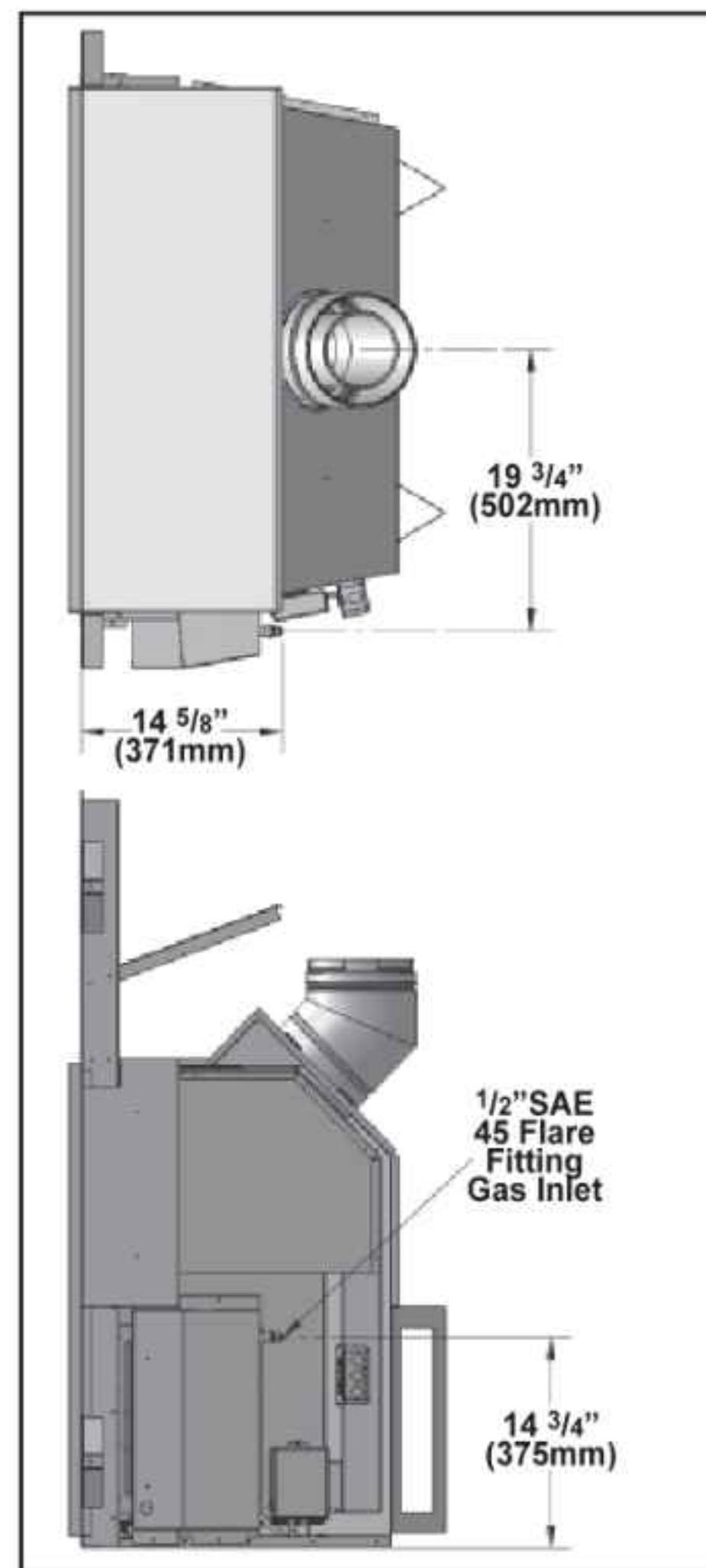


Figure 50: Location of Gas Hook-Up.

**ELECTRICAL HOOK-UP:**

An electrical junction box is provided and fastened to the right side of the fireplace. Power needs to be brought to the electrical junction box. The power for the various control components are all provided from the fan control module. Install the provided electric outlet and cover and plug the fan control module into it. See the Rating Label for the listed electrical requirements.

When installed, the L965E/HZ965E, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the National Electrical Code, ANSI/NFPA 70, or the Canadian Electrical Code, CSA C22.1.

**WARNING****Electrical Grounding Instructions**

This appliance is equipped with a three-prong (grounding) plug for your protection against shock hazard and should be plugged directly into a properly grounded three-prong receptacle. Do not cut or remove the grounding prong from this plug.

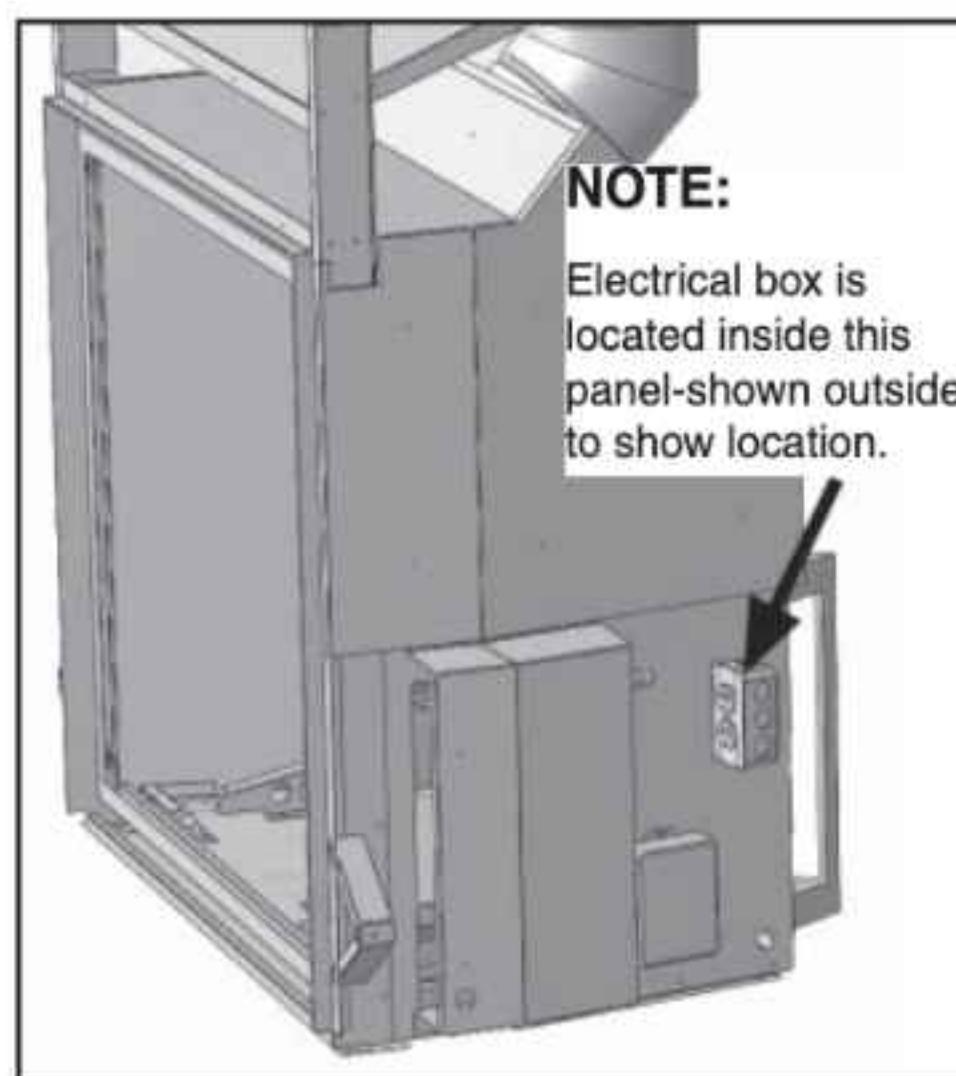


Figure 51: Location of Electrical Hook-Up.

# INSTALLATION

## LP GAS CONVERSION:

**WARNING:** This conversion kit shall be installed by a qualified service agency in accordance with the manufacturer's instructions and all applicable codes and requirements of the authority having jurisdiction. If the information in these instructions is not followed exactly, a fire, explosion or production of carbon monoxide may result causing property damage, personal injury or loss of life. The qualified service agency is responsible for the proper installation of this kit. The installation is not proper and complete until the operation of the converted appliance is checked as specified in the manufacturer's instructions supplied with the kit.

1. Ensure all the components of the conversion kit are accounted for. There should be a pilot orifice, left & right for the glass tray orifices, left & right for the log burner orifices, regulator diaphragm, servo regulator, and conversion label.
2. If the unit has already been connected to a gas supply, shut off the gas supply to the unit.
3. If the unit has been run, shut off and allow cooling to room temperature.
4. Remove the fireplace door. (see DOOR REMOVAL AND INSTALLATION).
5. Remove the burner, glass crystals and firebox liners. (see each applicable section in this manual),
6. The pilot hood is held in with spring pressure. Remove the hood by pulling it directly up from the pilot assembly (Figure 52).
7. Insert a 5/32" or 4mm Allen wrench into the top of the pilot orifice. Remove it by rotating it counter-clock wise until it is free of the pilot assembly (Figure 53).
8. Ensure that the pilot orifice you are about to install is the correct orifice. LP orifices have a groove cut around the top of the orifice. See Figure 54 for help to identify these parts. The orifice size is stamped into the orifice. The correct orifice sizes for the L965E/HZ965E are **LPG - 35 and NG - 62**.



Figure 52: Removing the hood.



Figure 53: Removing the Pilot Orifice.

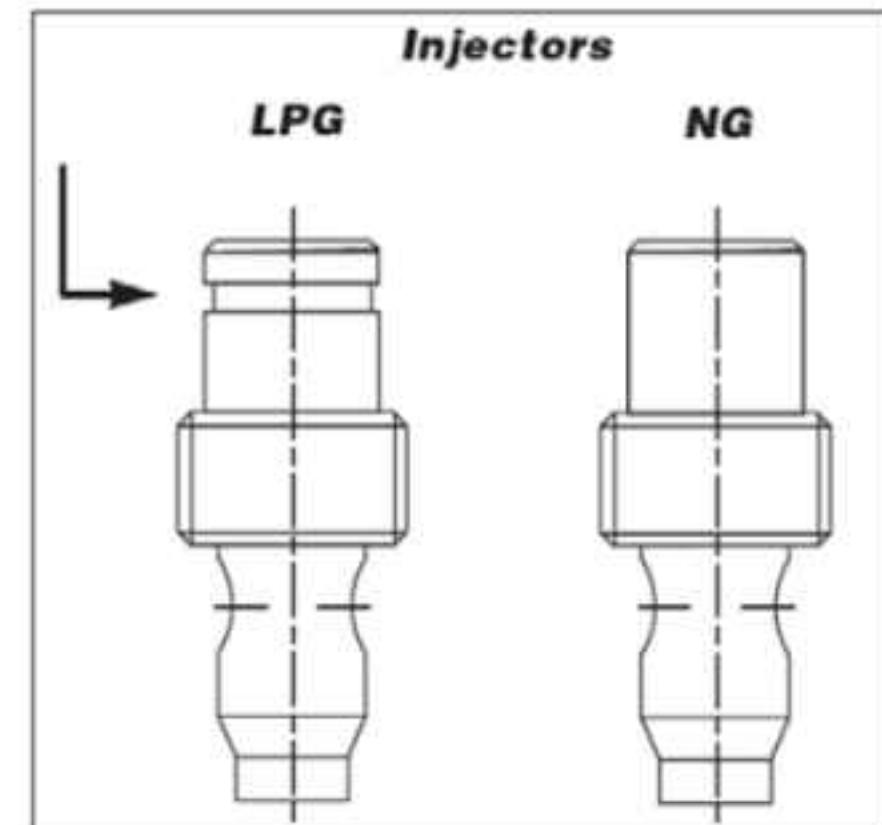


Figure 54: Identifying the Orifice.

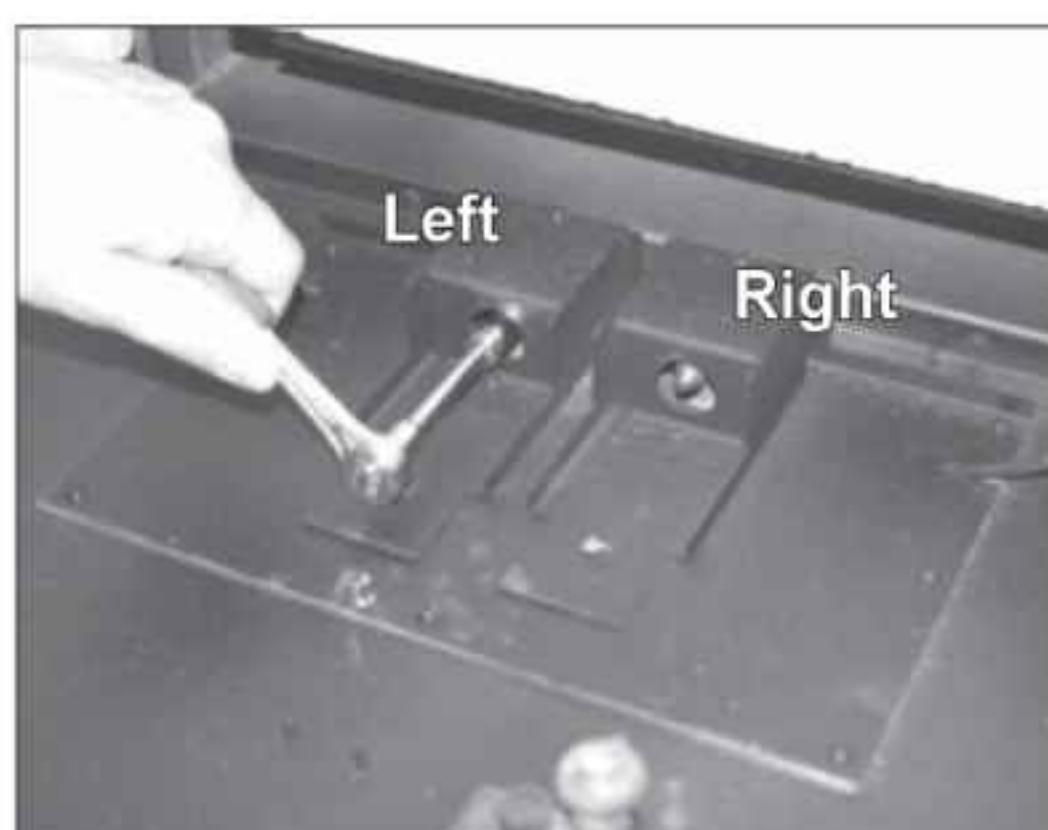


Figure 55: Removing the Gas Orifices.



Figure 56: Removing the Right Burner Support.

9. Install the correct orifice and replace the pilot hood. The pilot hood has an indexing notch which must be aligned with the pilot base. Ensure the pilot hood is properly located and that the spring holding the pilot hood is properly engaged. Delayed ignition may be the result of an improperly installed pilot hood.
10. Using a socket wrench, remove both gas burner orifices from the orifice mounting brackets at the rear floor of the firebox (Figure 55).
11. Use only the gas burner orifices that were included in the LP gas conversion kit supplied by the manufacturer. The correct orifice sizes for the L965E/HZ965E are shown in Table 6.



Figure 57: Removing Access Cover.

Table 6: Correct Orifice Sizes for the L965E/HZ965E

Burner	Left (front)	Right (rear)
Glass Tray NG	45	41
Glass Tray LP	55	53
Log Burner NG	45	41
Log Burner LP	55	53

12. Using a T-20 driver, remove the Right Burner Support (Figure 56).
13. Remove the Valve Access Cover by removing all ten (10) T-20 screws (Figure 57).
14. Using a T-20 safety driver, remove the two (2) screws that hold the flame modulator from the gas valve (Figure 58).
15. Remove the rubber regulator diaphragm that is situated between the servo regulator and the valve body and replace with the one provided in the LP conversion kit.
16. Install the LP flame modulator, with the new longer T-20 screws, included in the LP conversion kit.
17. If the fuel delivery pressure or the manifold pressure is to be verified, it can be done at this stage.
  - a. Loosen the pressure tap screw.
  - b. Place a  $\frac{1}{4}$ " silicone tube over either pressure port on the valve (refer to Figure 59). Attach the tube to a mono meter.
  - c. Install a burner in the firebox (see burner installation section)
  - d. Being careful to route the silicone tube away from the burner, test fire the unit for only long enough to establish the pressure reading.
  - e. Check your inlet gas pressure by measuring the pressure at the inlet pressure tap on the valve. Inlet pressure should be a minimum of 12" WC for LPG. If the pressure reads less than this, have a licensed gas fitter determine and rectify the reason for the reduced supply pressure.
  - f. Check your manifold pressure by measuring the pressure at the manifold pressure tap on the valve. The manifold pressure with the appliance operating at its high setting should be between 9.5" WC and 10.5" WC. If your pressure reads outside of this range, make sure that your LP conversion regulator has been properly installed. If it has, call your dealer to arrange for a replacement valve to be installed. Turn off the fuel supply to do not operate this unit until the valve has been replaced.
  - g. **Make sure to close the test pressure point taps after testing.**
18. Re-install the Valve Access Cover, making sure that the wire harness is carefully tucked back into the valve compartment and that the pilot tube, igniter lead and flame proving wire are routed through the provisions in the Valve Access Cover and the Firebox opening.
19. Re-install the Right Burner Support.
20. Re-connect the fuel supply to the unit.
21. Re-install the Fireplace Panel Set, Burner, Burner Trim Kit, Grate, Logs or Glass Burner and Front Door.
22. Once the unit is re-assembled and started, use a gas leakage detector to check for any fuel leakage. Check around the entire valve assembly, particularly around the gas regulator and flame modulator. Make sure that the LP regulator has been properly installed and is not leaking any fuel.
23. Once the supply pressure and the manifold pressure have been confirmed, you can check the units rating by confirming the correct orifice sizes are installed. This can be done by using a quality orifice gauge and referring to the chart above for the correct orifice sizing. The rating is listed on the rating plate located under the firebox, attached to the unit with a cable.

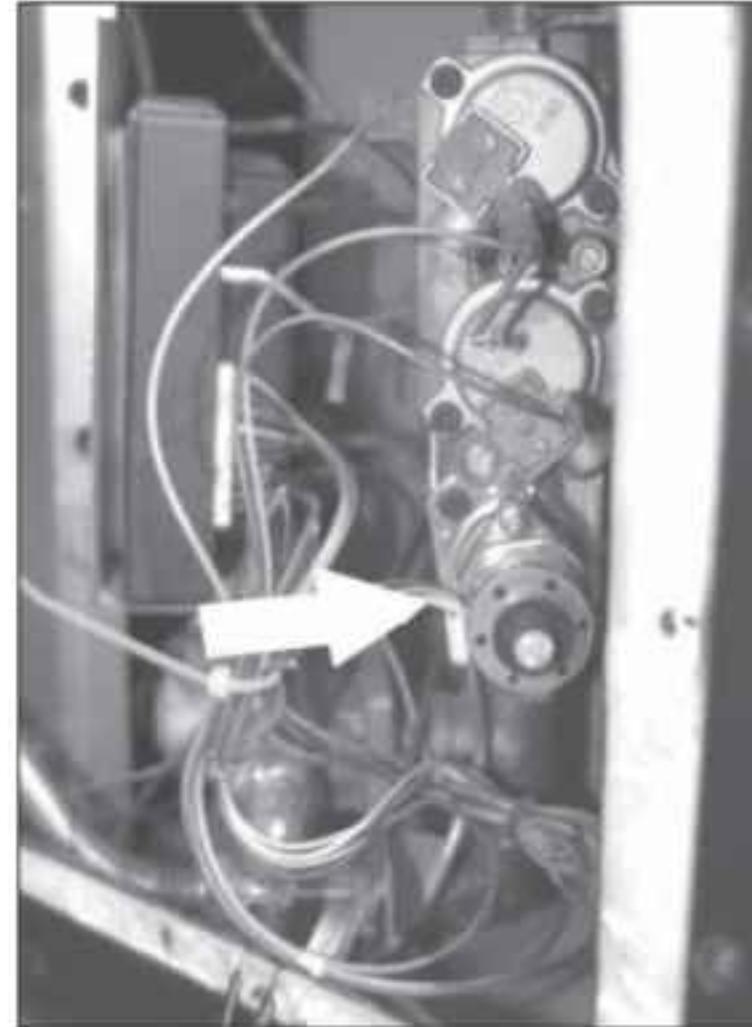


Figure 58: Modulator Screws.

to

## INSTALLATION

24. Fire the unit to ensure correct operation and flame picture. Ensure the Split Valve and Flame Modulation works as described in the operations section of this manual.
25. Check the pilot flame that it is the correct size and orientation. The pilot flame can be adjusted with the adjustment provision on the front face of the valve. This is located just up and to the left of the regulator motor. It is clearly marked on the valve. Adjusting the screw in or out will raise or lower the pilot flame height. The correct pilot flame should resemble Figure 60.
- The ignition sequence should be as follows:
  - a) Press the ON button on the remote control.
  - b) The receiver should beep, to indicate the command has been received.
  - c) Within a 2-3 second of the beep, the ignitor should begin to spark. The ignitor will spark at intervals of 1 second(s).
  - d) The main valve will open 4-6 seconds after the pilot is lit.
  - e) Within 4 seconds of the main valve opening, all of the burner ports should light and remain burning.
26. To complete the LP conversion of this appliance, place the "LP Converted" sticker, supplied with the LP conversion kit on the rating plate indicating that this unit has been converted to operate on LP gas.

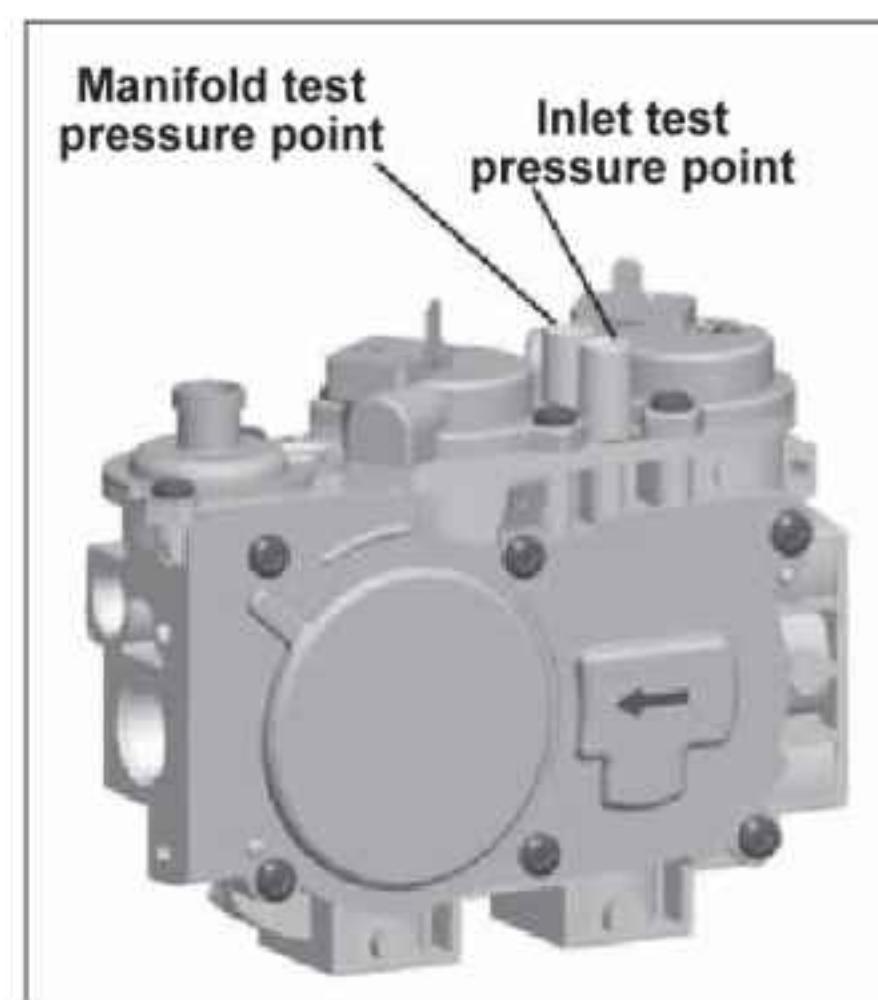


Figure 59: Pressure Test Points.

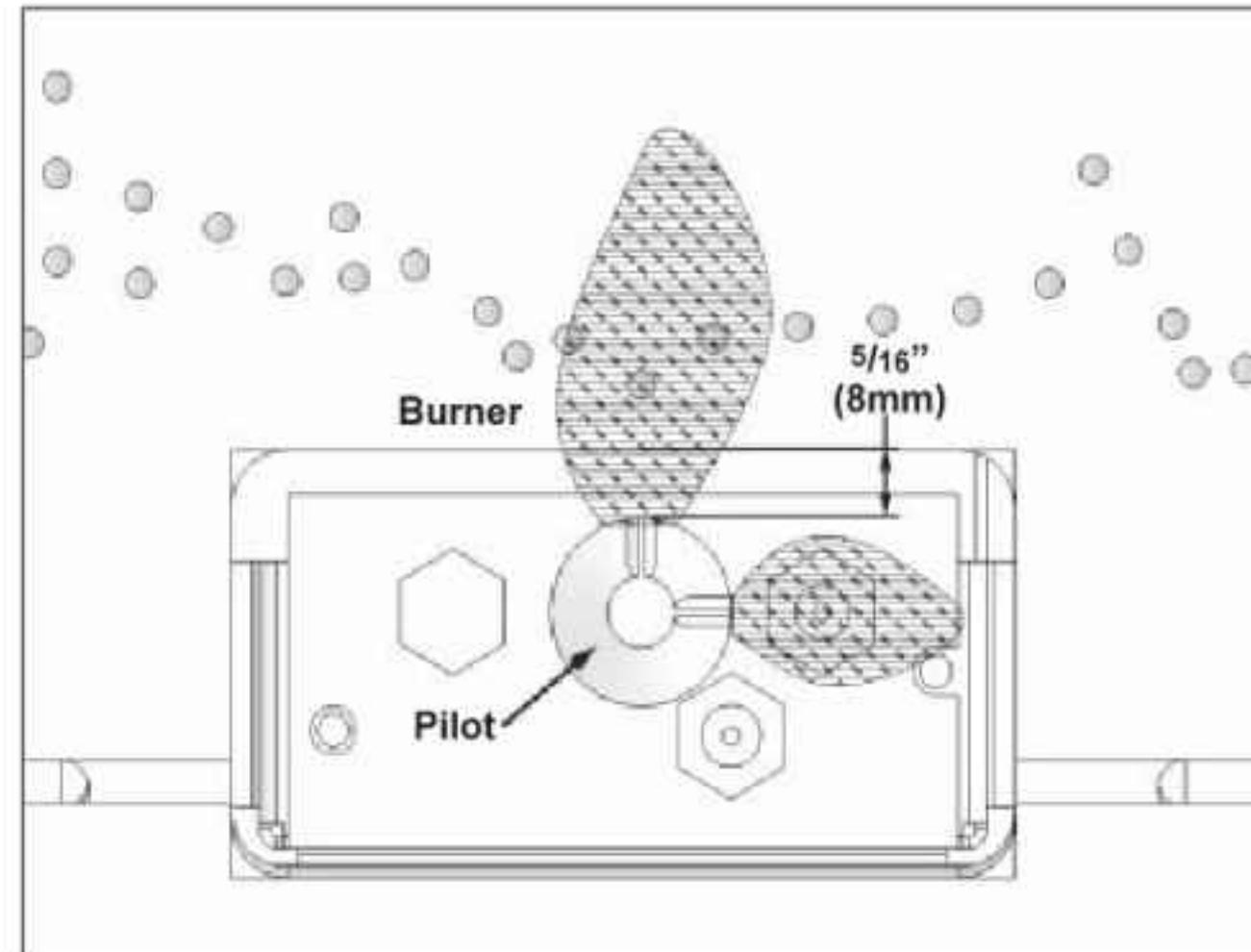


Figure 60: Relationship between ignitor and burner.

**GLASS BURNER REMOVAL/INSTALLATION:**

- 1) Removal the front panel of the burner by removing 2 screws in the locations shown in Figure 61 and Figure 62.



Figure 61: Front Panel Screw Locations

- 4) Carefully pull the burner forward (see Figure 65) away from the mixing tubes. When clear of the mixing tubes, lift the burner up and out.

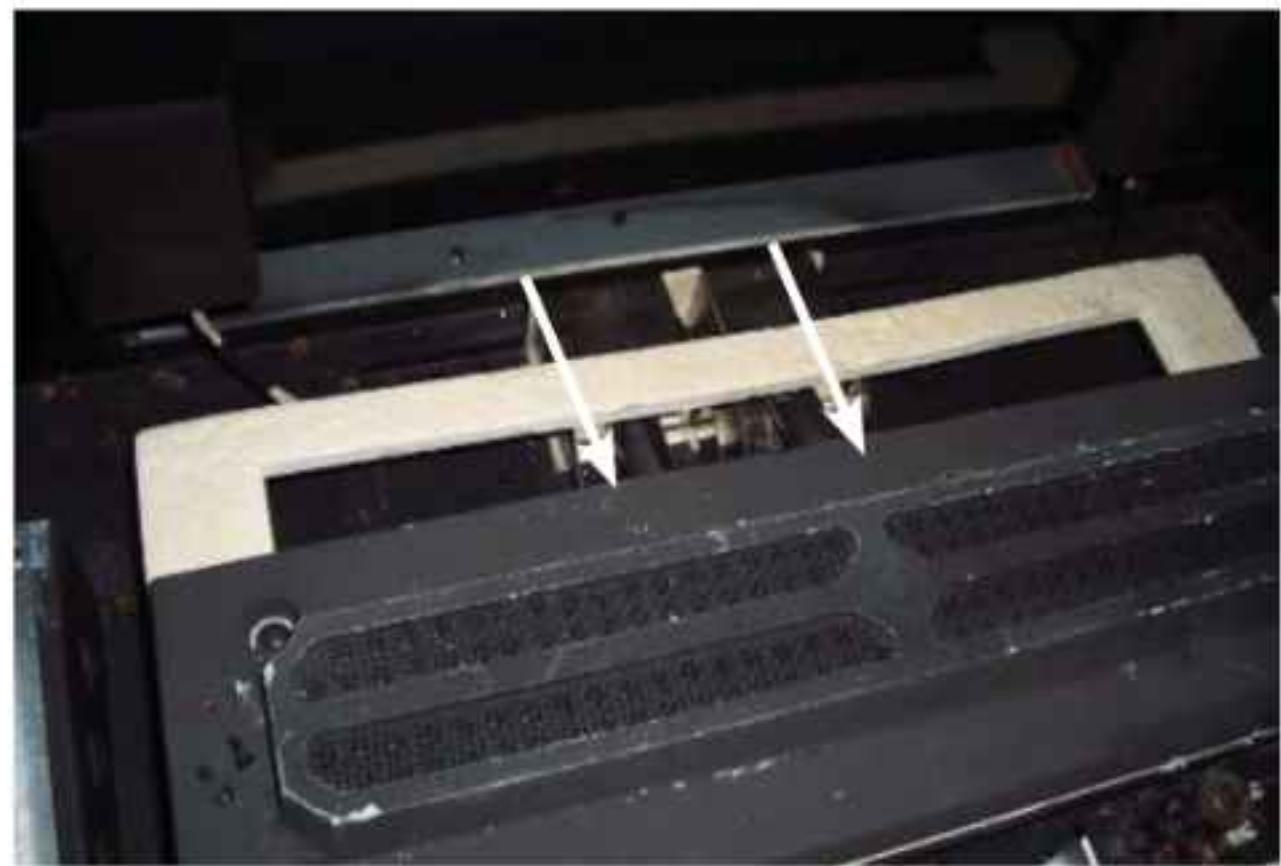


Figure 65: Move Burner away from Mixing Tubes

- 5) To install, reverse steps.

Figure 62: Removing Front Panel Screws



- 2) After the screws are removed, lift out the front panel as shown in Figure 63.



Figure 63: Lift Out Front Panel

- 3) Remove the 4 screws on the burner in locations shown in Figure 64.



Figure 64: Burner Screw Locations

# INSTALLATION

## GLASS CRYSTAL / STONES INSTALLATION :

Evenly spread the Glass Crystals or optional Ceramic Spa Stones over the burner. Ensure the crystals (or stones) do not overlap too much as this will effect the flame pattern.

### IMPORTANT NOTE:

Only the supplied approved Glass Crystals and Ceramic Spa Stones are to be used with these fireplaces. Use of any other type of glass crystals or stones can alter the unit's performance, any damage caused by the use of any unapproved glass or stones will not be covered under warranty.

When using Ceramic Spa Stones DO NOT cover burner ports or pilot light that lead to pilot flame. Ensure the crystals or stones do not overlap excessively as this will effect the flame pattern.

BURNER PACKAGES		
Unit	*Glass Crystals	**Ceramic Spa Stones
HZ965	12 lbs	140 spa stones
NOTE: * Glass Crystals are available in 1lb and 5lb bags.		
**Each Ceramic Spa stone package contains 70 stones.		



Figure 66



Figure 67

1) Start Crystals on back Burner and Firebox Floor



Figure 68

2) Work Crystals downwards to front of Burner and Firebox Floor



Figure 69

3) Work Crystals downwards to front edge of Firebox Floor



Figure 70

4) Crystals shown spread evenly over the burner and firebox base.



Figure 71

5) Ensure Crystals do not block the front of the pilot hood and flame to light the burner.

**NOTE:** Correct final glass installation of Crystals as shown in step 4 and 5.

The Burner and Firebox Floor should not be visible when the flame is out.

## OPTIONAL SPA STONES INSTALLATION (AROUND BURNER)



Figure 72



Figure 73

**NOTE:** Spa Stones are **NOT** to be placed anywhere on the Pilot assembly area. Glass Crystals to be installed on the burner and firebox floor prior to installing stones.

## REFLECTIVE PANEL INSTALLATION / REMOVAL:

Before installation, panels must be handled and cleaned as per instructions noted below:

**Black Enamel Panels**

- Black Enamel panels must be inspected for scratches and dimples prior to installation. All claims to be recorded at this time. Claims for damage after installation will not receive consideration.
- Black Enamel panels will discolor a little during normal operation. This is normal and should not be considered a defect.
- ★ All hand and finger marks MUST be cleaned off with a soft cloth. Use an ammonia based cleaner (ie. glass cleaner) to remove any fingerprints before applying heat to the unit. Failure to do this will result in burn stain on panels which you will be unable to remove. Not protected by product warranty.

1. Install the Rear Porcelain Panel by placing it behind the burner. Use caution- do not scratch the panel.



Figure 74: Rear Porcelain Panel

2. Install the Left Reflective Panel; it should be flush with the outer edge of the firebox (see Figure 76). With panel in position, slide panel clip in until it touches the panel, tighten panel clip screws as shown in Figure 75.



Figure 75: Side Porcelain Panel and Panel Clip



Figure 76: Panel /Unit Alignment.

3. Install the Top Panel by placing it on top of the Rear Panel and behind the Left Panel (see Figure 77). Hold with one hand then place right side panel.



Figure 77: Upper Rear Porcelain Panel

4. Repeat same procedure in Step 2 to install Right Side Panel.
5. To remove panels, reverse steps.



Figure 78: Final Install

# INSTALLATION

## BRICK PANEL INSTALLATION / REMOVAL:

- 1) Loosen screws securing Brick Panel Clip shown in Figure 76 and slide Clip away from wall of unit.
- 4) Slide the upper back panel in behind the left side panel and on top of the lower back panel as shown in Figure 79.

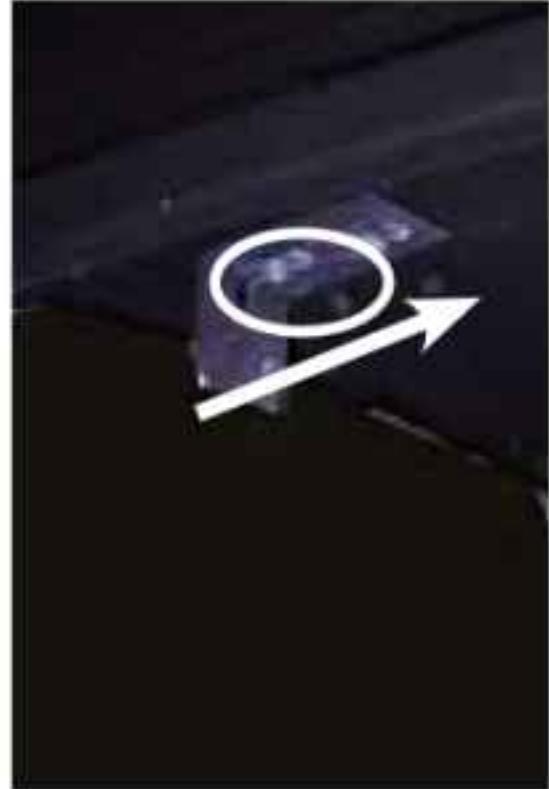


Figure 76: Brick Clip

**LOG BURNER / EMBER BED REMOVAL / INSTALLATION:**

1. Pull the burner away from the mixing tubes.
2. Lift the burner up and out of the unit.
3. Reverse steps to reinstall.

**Note:** Use caution when lifting, burner is heavy - do not drop.



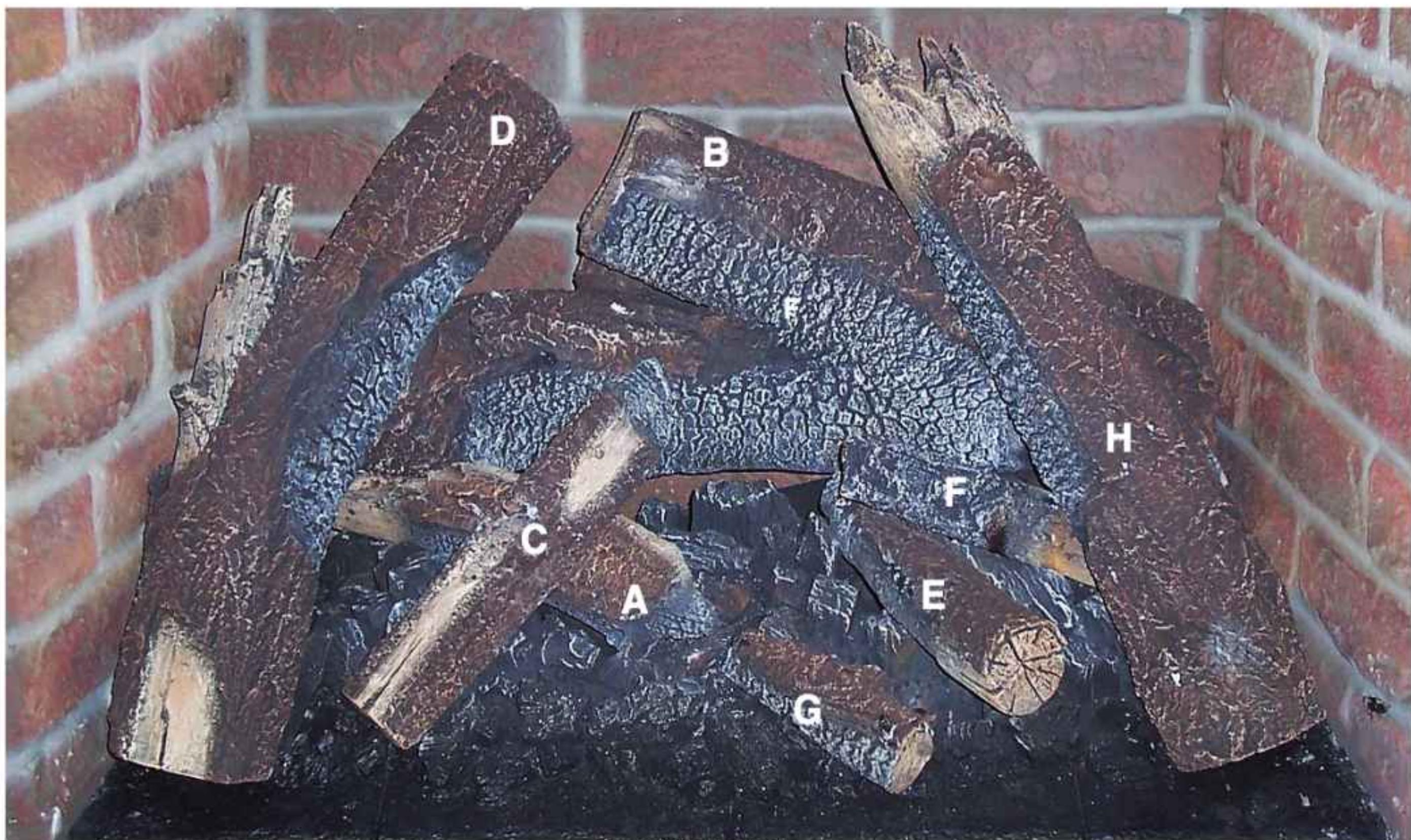
Figure 79: Burner Removal

**LOG SET INSTALLATION:**

Read the instructions below carefully and refer to the images. If the logs are broken do not use the unit until they are replaced. Broken logs can interfere with pilot operation.

Improper positioning of the logs may create carbon build-up and can alter the unit's performance which is not covered under warranty.

*\*Satin black paint is included if touch ups are required.*



Completed Install

# INSTALLATION

## LOG SET INSTALLATION:

- 1) Place Log A on the Ceramic Log Burner as shown in Figure 86.



Figure 86: Log A

- 4) Identify locator on Log A as shown in Figure 89.



Figure 89: Log A Locator

- 2) Identify locator on Log B as shown in Figure 87.

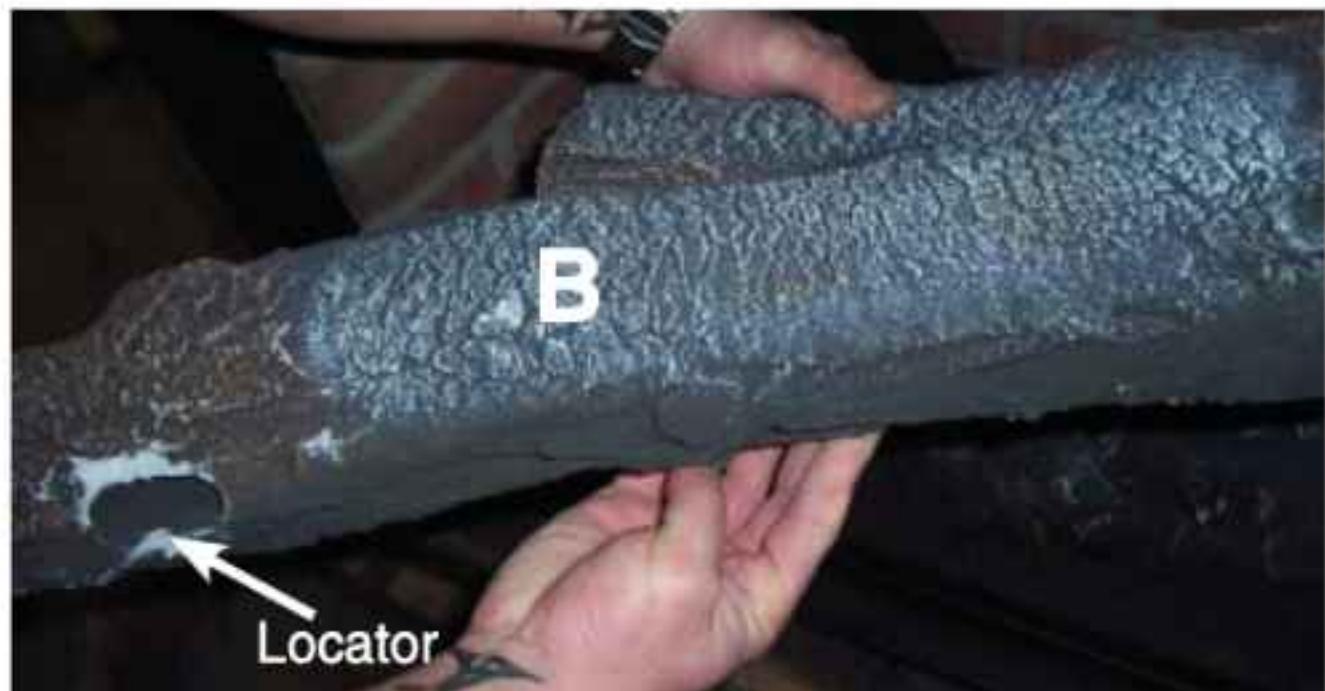


Figure 87: Log B Locator

- 5) Position Log C on Log A using Locator as shown in Figure 90.

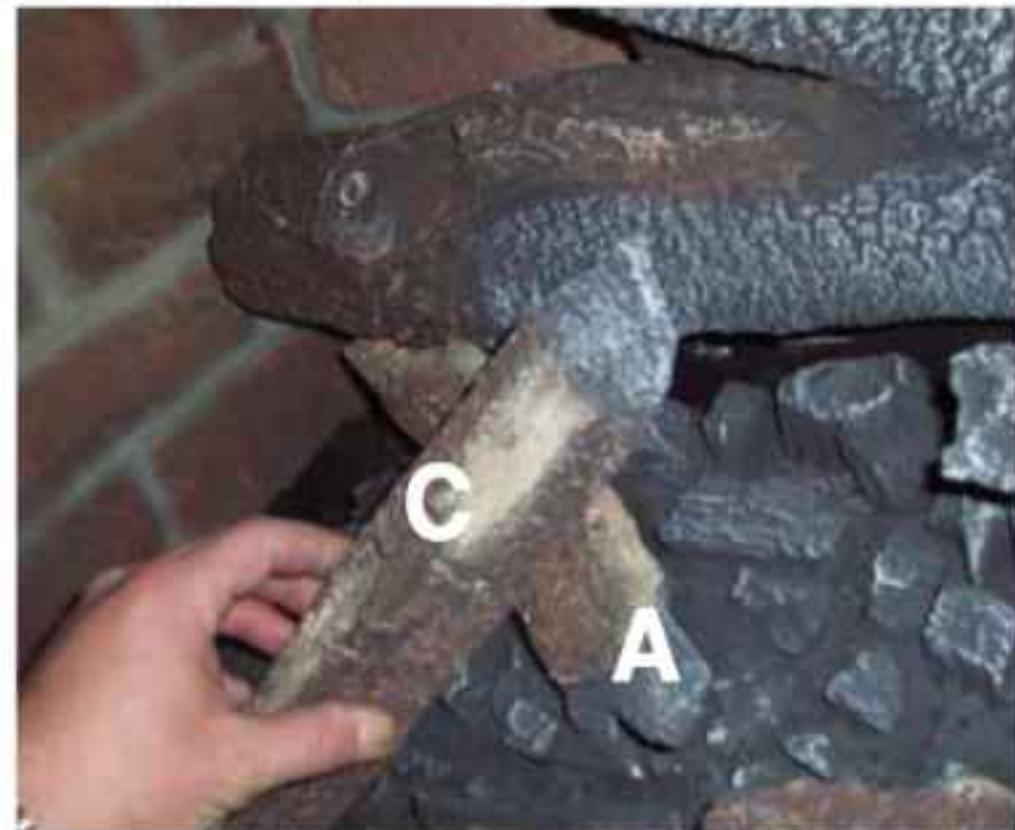


Figure 90: Log C Position

- 3) Line up Locator on Log B with Locator on Log A as shown in Figure 88.

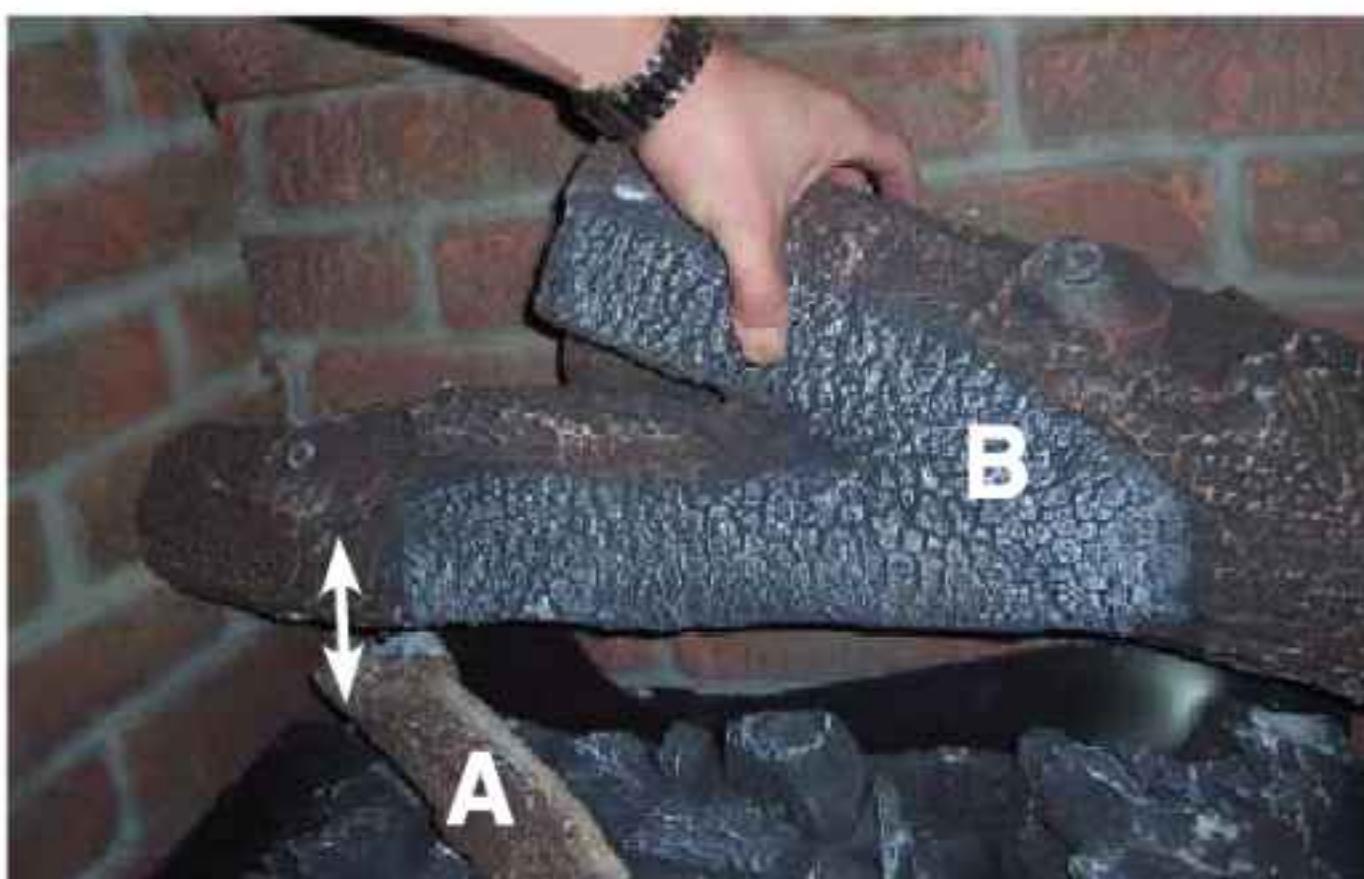


Figure 88: Log B Position

- 6) Identify locator on Log D and opposing Locator on Log B as shown in Figure 91. Place Log D gently on Log B.

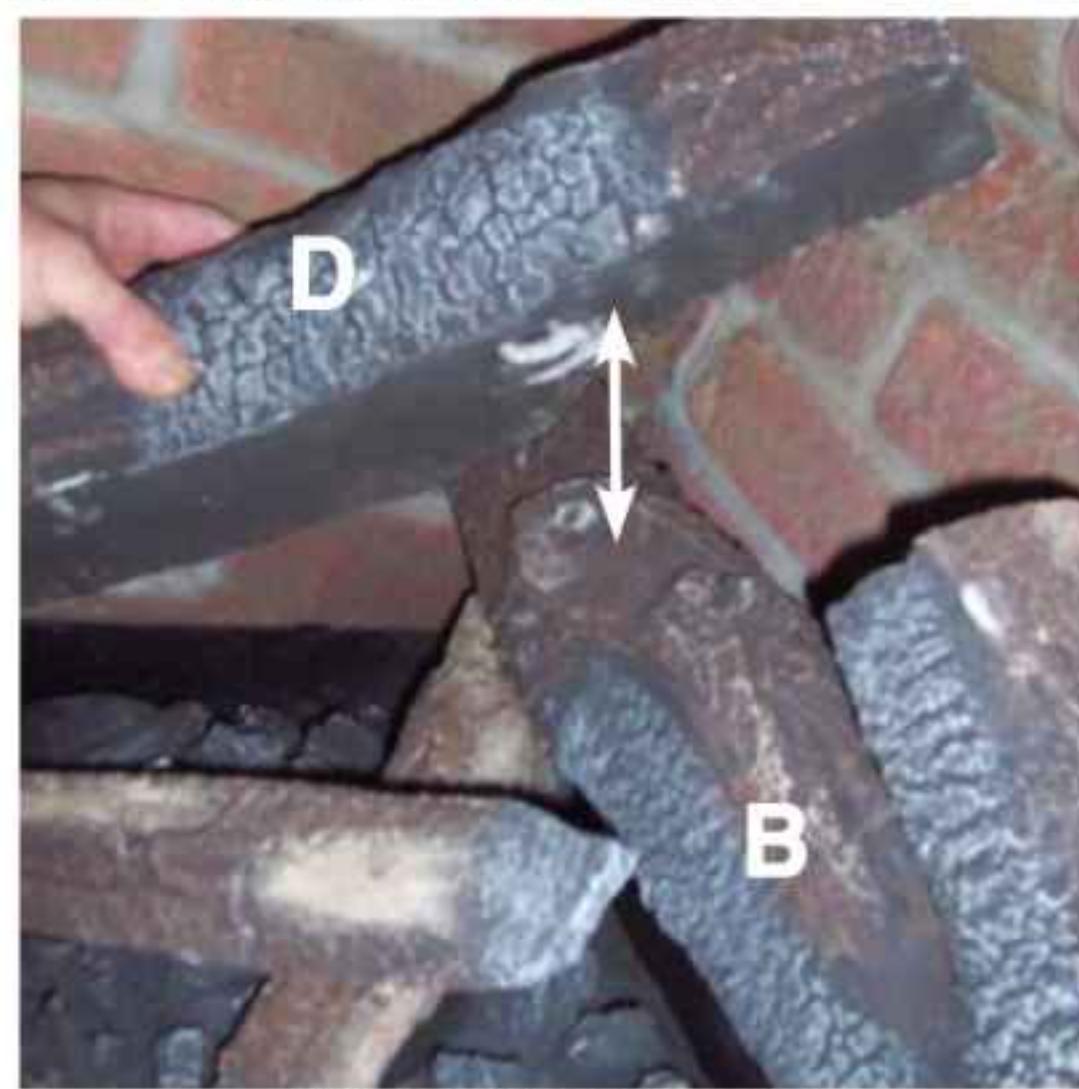


Figure 91: Log D Locator

- 7) Identify locator on Log E and opposing Locator on the Ceramic Log Burner as shown in Figure 94. Place Log E gently on Burner.



Figure 92: Log F Locator

- 8) Identify locator on Log F and opposing Locator on the Ceramic Log Burner as shown in Figure 94. Place Log F gently on Burner.



Figure 93: Log F Locator

- 9) Identify locator on Log G and opposing Locator on the Ceramic Log Burner as shown in Figure 94. Place Log G gently on Burner.



Figure 94: Log G Locator

- 10) Identify locator on Log H and opposing Locator on Log B as shown in Figure 92. Place Log H gently on Log B.

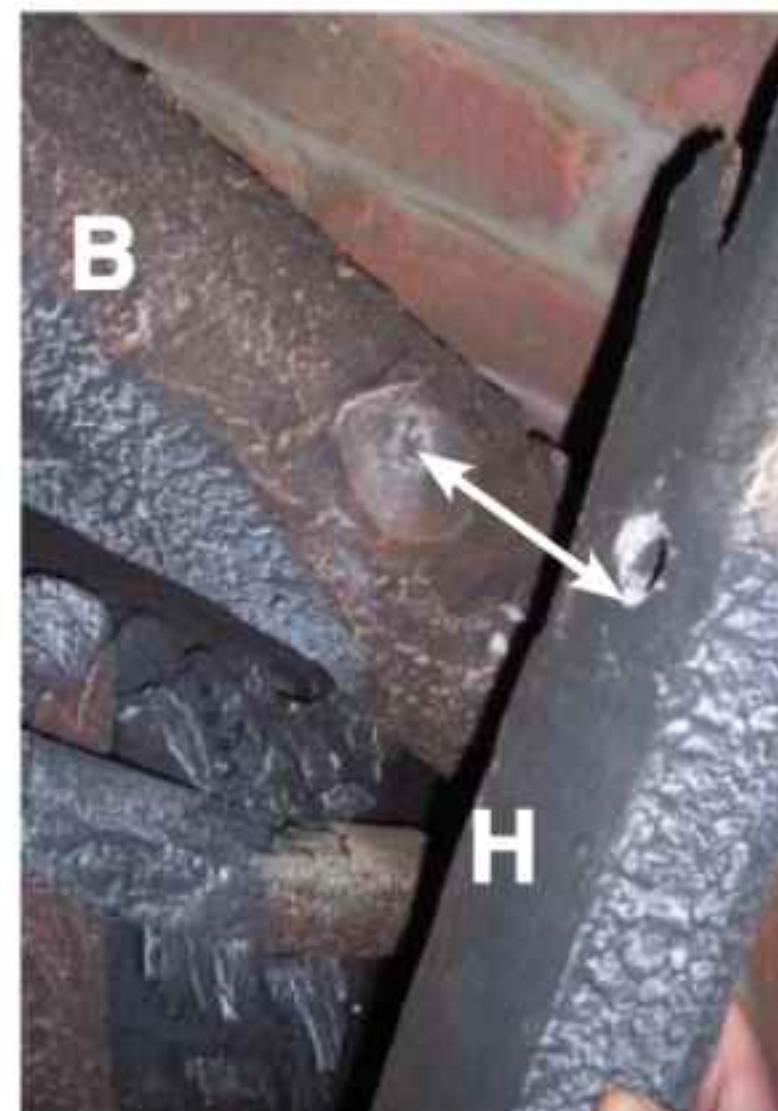


Figure 96: Log H Locator

- 11) Log H in position.



Figure 97: Log H Position



Figure 95: Log F and G position

# INSTALLATION

## FULL SCREEN DOOR / SCREEN INSTALLATION

Both the full screen door and screen both install onto the front of the unit using two(2) tabs, one on each side. These tabs secure the front to the fireplace, allowing for easy removal for service access.

Install the front by lifting it parallel to the fireplace with the mounting bracket tabs pointing towards the fireplace. Slide the tabs all the way into the slots between the Glass Door Frame and the drywall flanges of the fireplace. Pull down on each corner to make sure the tab is engaged with the hanger.

**IMPORTANT:** Ensure that the minimum gap required between the Optional Front and wall of the unit is maintained (refer to Figure 99). Not maintaining the proper gap will cause the unit to run at elevated temperatures and result in an unsafe condition

The face should be cleaned before the fireplace is turned on for the first time.



Figure 97: Location on unit to install Full Screen or Screen.



Figure 98: Line up Tabs with slot on Unit



Figure 99: Optional Front Installed.

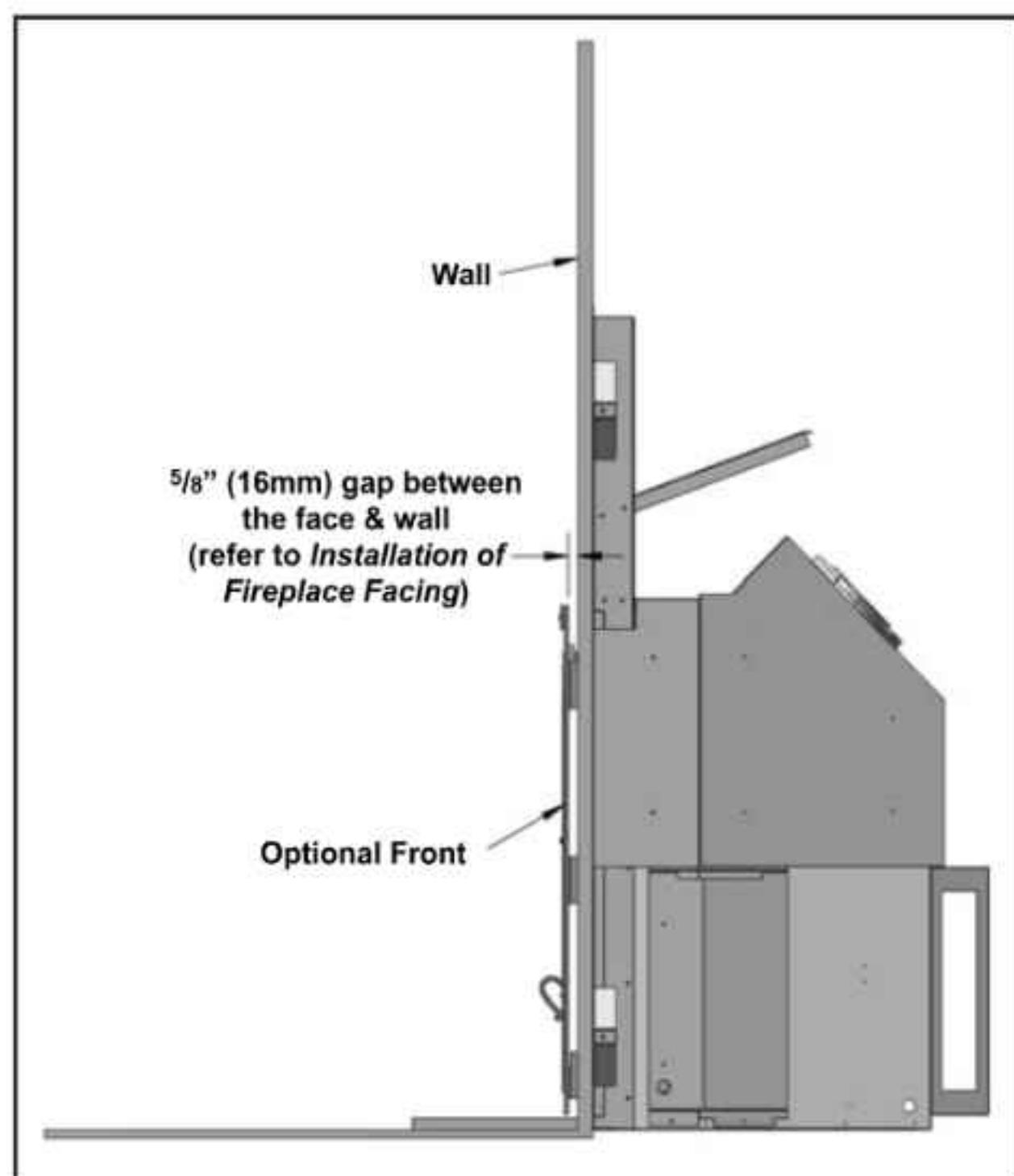


Figure 96: Optional Front Installed.

The arched full screen door unit uses four(4) tabs, two on each side. These tabs secure the front to the fireplace, allowing for easy removal for service access.

**Note:** There are three (3) slots on each tab 1/2" apart to allow adjustment depending on the thickness of the finishing material.



Arched Screen Doors

**FINISHING TRIM:**

Finishing trim is supplied with the unit for use if the unit is installed up from floor level.

The trim will cover the gap between the unit and the non combustible materials.



Non combustible materials



Figure 102: Completed Trim install

Figure 100: Top View - exposed non combustible materials



Trim piece

Figure 101: Top View - Sliding trim into place

## START-UP & OPERATION

### NORMAL SOUNDS DURING OPERATION:

Table 1: Normal Sounds

Component	Sound & Reason
Fascia	Creaking when heating up or cooling down.
Burner	Light pop or poof when turned off; this is more common with LP units.
Pilot Flame	Quiet whisper while the pilot flame is on.
Gas Control Valve	Dull click when turning on or off, this is the valve opening and closing.

### REMOTE CONTROL OPERATIONS:

The Proflame GTMFS is a modular remote control system that directs the functions of the L965E / HZ965E. The Proflame GTMFS is configured to control the on/off main burner operation, its flame levels and provides on/off and Smart thermostatic control of the appliance. The system controls a remotely actuated 120V/60Hz power outlet, fan speed through six (6) levels and has a constantly powered 120V/60Hz power outlet.

#### WARNING

THE TRANSMITTER AND RECEIVER ARE RADIO FREQUENCY DEVICES. PLACING THE RECEIVER IN OR NEAR METAL MAY SEVERELY REDUCE THE SIGNAL RANGE.

#### ATTENTION!

- TURN "OFF" THE MAIN GAS SUPPLY OF THE APPLIANCE DURING INSTALLATION OR MAINTENANCE OF THE RECEIVER.
- PLACE THE RECEIVER'S 3 POSITION SLIDER SWITCH IN THE "OFF" POSITION DURING INSTALLATION OR MAINTENANCE.
- TURN "OFF" MAIN GAS SUPPLY TO THE APPLIANCE PRIOR TO REMOVING OR REINSERTING THE BATTERIES IN THE RECEIVER.
- DURING APPLIANCE INSTALLATION/MAINTENANCE OR IN CASE OF REMOTE CONTROL MALFUNCTION TURN OFF THE FAN CONTROL MODULE USING THE "ON/OFF" MAIN POWER SWITCH ON THE FRONT PANEL OF THE FCM.

### TECHNICAL DATA

#### Transmitter (Remote Control):

Supply voltage 4.5 V (three 1.5 V AAA batteries)  
Ambient temperature ratings 0 - 50 °C (32 - 122 °F)

#### Receiver:

Supply voltage 6.0 V (four 1.5 V AA batteries)

#### Fan Control Module:

Supply voltage/frequency: 120 V / 60 Hz  
Aux switched output: 120 V / 60 Hz / 2 A  
Fan speed output: 120 V / 60 Hz / 1 A

### SYSTEM DESCRIPTION:

The Proflame Remote Control System consists of three (3) elements:

1. Proflame Transmitter.
2. Proflame Receiver and a wiring harness to connect the Receiver to the gas valve, stepper motor and Fan Control Module.
3. Proflame Fan Control Module (FCM)

## TRANSMITTER (Remote Control with LCD Display)

The Proflame Transmitter uses a streamline design with a simple button layout and informative LCD display (Figure 99).

The Transmitter is powered by three (3) AAA type batteries. A Mode Key is provided to index between the features and a Thermostat Key is used to turn on/off or index through Thermostat functions (Figure 103 & 104).



Figure 103: Proflame Transmitter.

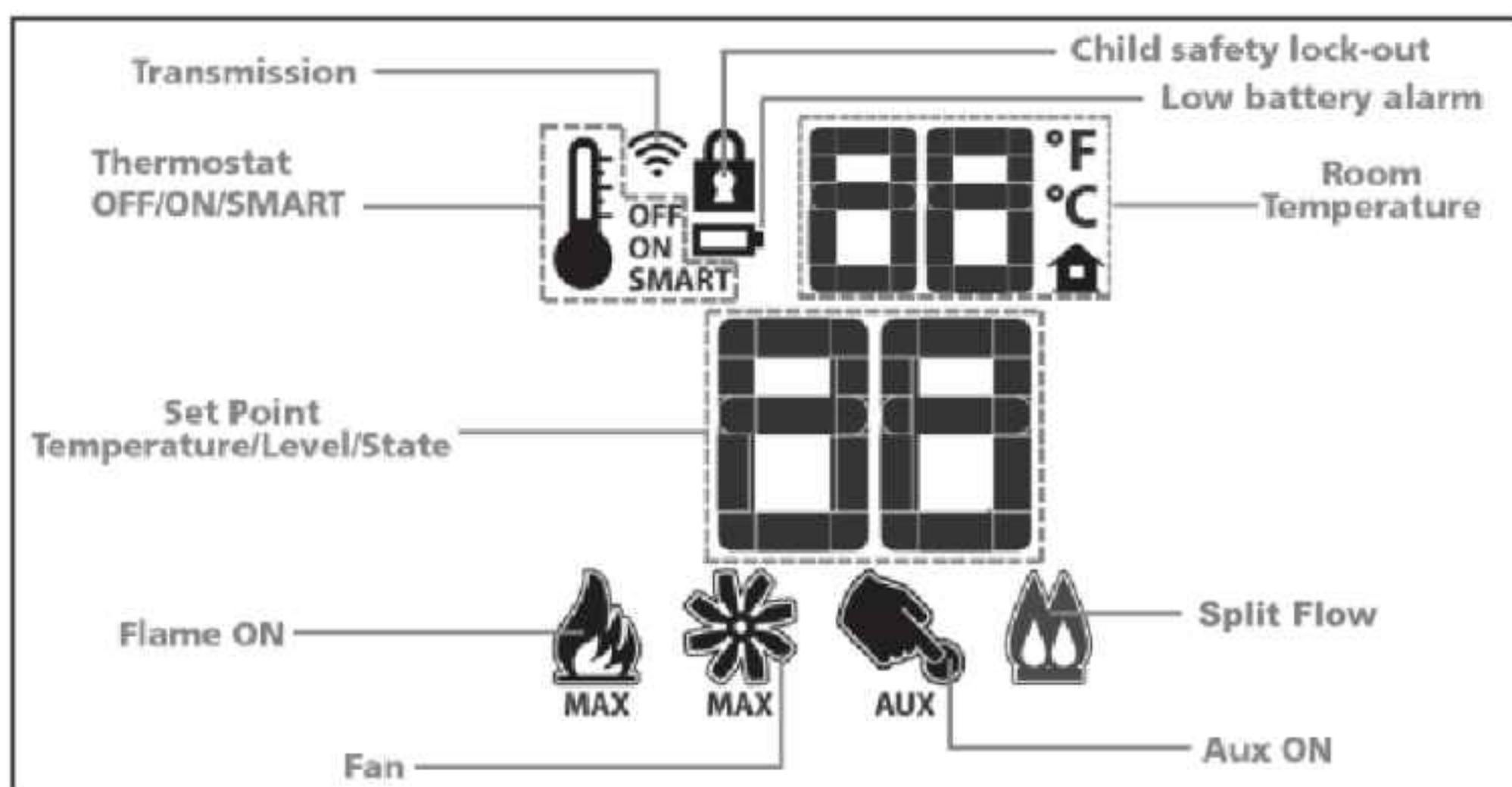


Figure 104: Proflame Transmitter LCD Screen.

## RECEIVER

The Proflame Receiver (Figure 101) connects directly to the gas valve, stepper motor, DFC, and Fan Control Module with a wiring harness. The Receiver is powered by 110 V and uses four (4) AA type batteries for backup. The Receiver accepts commands via radio frequency from the Transmitter to operate the appliance in accordance with the particular Proflame system configuration. The Receiver three (3) position slider switch can be set to one of three positions: ON (Manual Override), Remote (Remote control), or Off.

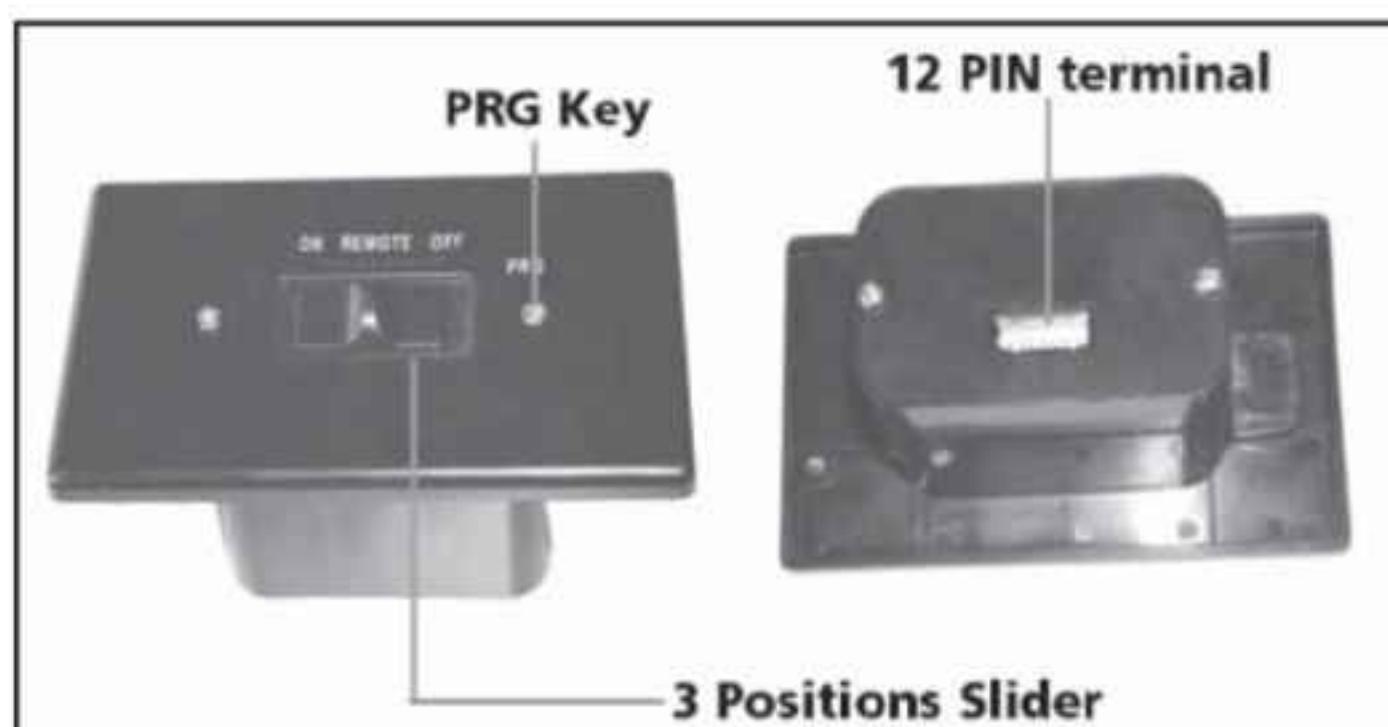


Figure 105: Proflame Receiver.

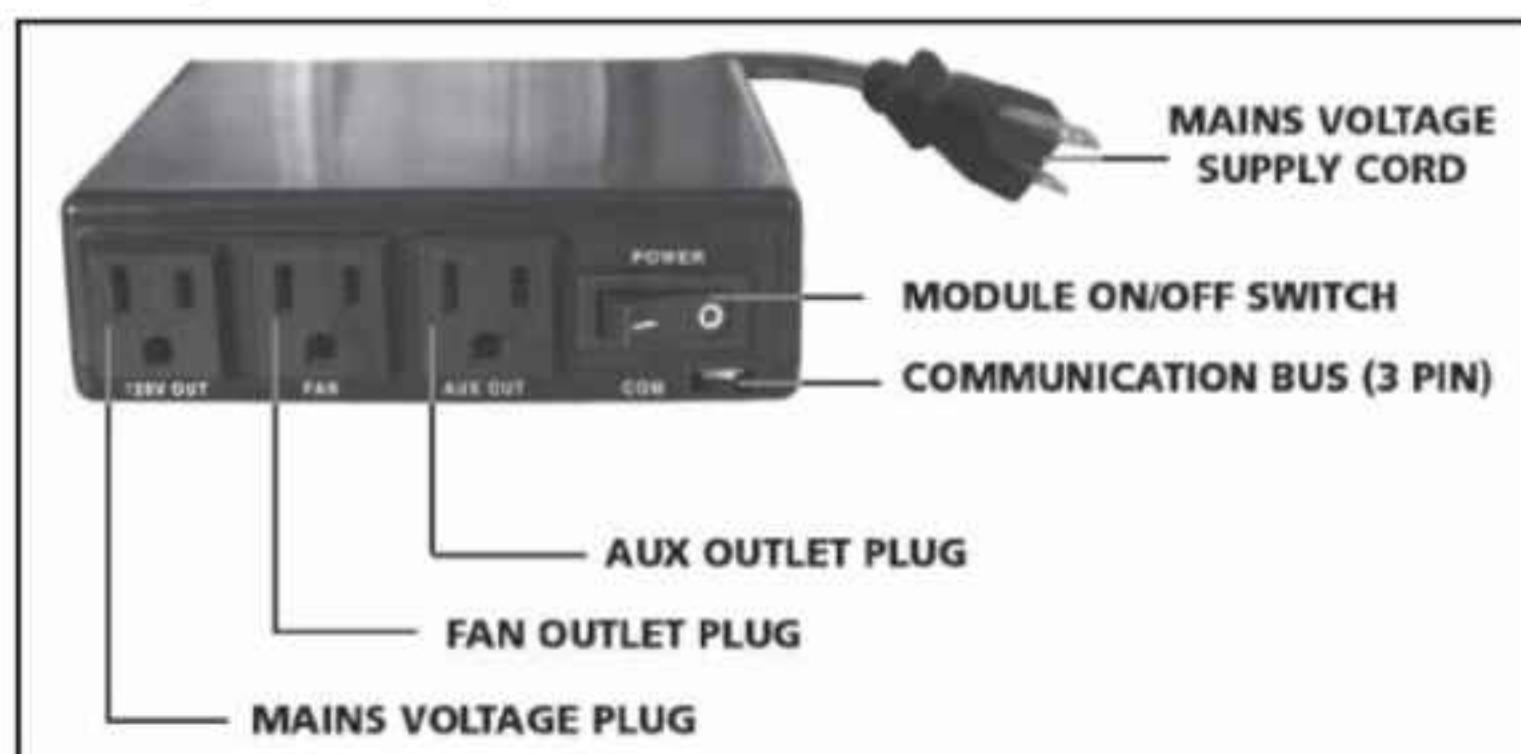


Figure 106: Proflame Fan Control Module.

## FAN CONTROL MODULE

Fan Control Module (FCM) offers the added ability to control the fan speed through six (6) speeds, a remotely actuated 120V outlet and a constantly powered 120V outlet. The FCM provides DC power to the Receiver allowing the batteries to be used only when line power is interrupted or lost (see Figure 106).

# OPERATING INSTRUCTIONS

## WALL MOUNTING THE RECEIVER:

The receiver can be placed inside a standard Junction type wall box either by itself or in combination with a light dimmer control. This installation can take place up to 8'ft (2.4m) from the appliance control valve.

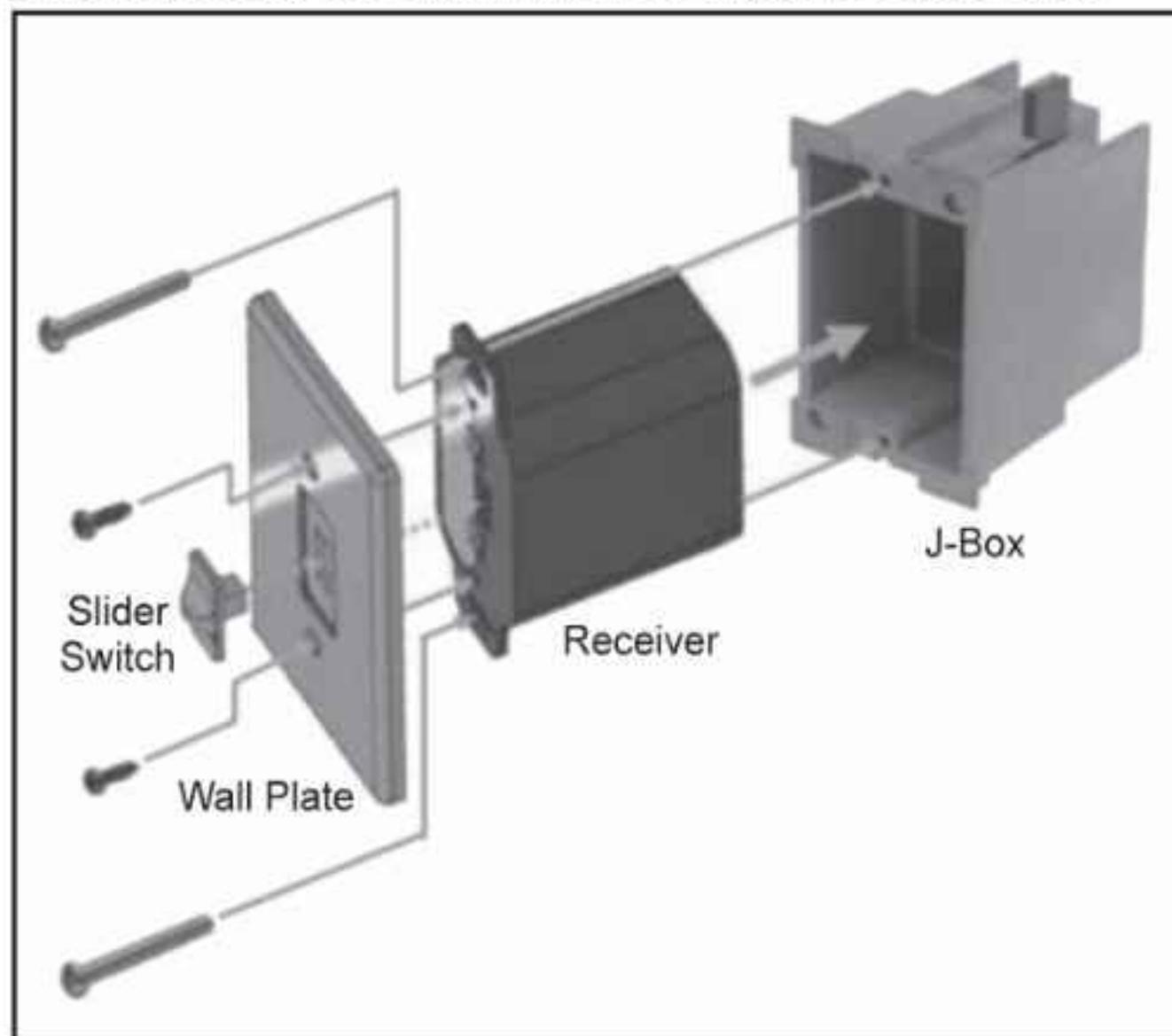


Figure 107: Wall Mounting the Receiver.

1. Connect the wiring harness to the back of the Receiver.
2. Install the Receiver in the Junction box using the existing J box screws (Figure 59).
3. Insert the four (4) AA type batteries in the battery compartment with the correct polarity.
4. Place the slider into the cover plate.
5. Put the Receiver switch in the "OFF" position.
6. Make sure the Receiver and cover plate words "ON" and "UP" are on the same side.
7. Align the slider with the switch on the Receiver and couple the switch into the slider.
8. Align the screw holes.
9. Using the two (2) screws provided secure the cover plate to the Receiver.

## OPERATING PROCEDURE:

### Initializing The System For The First Time

end of the paper clip into the hole marked "PRG" on the Receiver front cover.

The Receiver will "beep" three (3) times to indicate that it is ready to synchronize with a Transmitter. Install the three (3) AAA type batteries in the Transmitter battery bay, located on the base of the Transmitter. With the batteries already installed in the Transmitter, push the 'ON' button. The Receiver will "beep" four (4) times to indicate the Transmitter's command is accepted and sets to the particular code of that Transmitter. The system is now initialized.

### Temperature Indication Display

With the system in the "OFF" position, press the Thermostat Key and the Mode Key at the same time. Look at the LCD screen on the transmitter to verify that a °C or °F is visible to the right of the Room Temperature display.

### Turn on the Appliance

Press the ON/OFF Key on the Transmitter. The Transmitter display will show all active Icons on the screen. A single "beep" from the Receiver will confirm reception of the command and will commence to first ignite the pilot light, followed by the main burner. This should take about 10 seconds to complete.

### Turn off the Appliance

Press the ON/OFF Key on the Transmitter. The Transmitter LCD display will only show the room temperature and Icon (see Figure 61). A single "beep" from the Receiver confirms reception of the command and both the pilot light (if the unit is not set to continuous pilot) and main burner will turn off.

### Room Thermostat (Transmitter Operation)

The Remote Control can operate as a room thermostat. The thermostat can be set to a desired temperature to control the comfort level in a room. To activate this function, press the Thermostat Key. The LCD display on the Transmitter will change to show that the room thermostat is "ON" and the set temperature is now displayed. To adjust the set temperature, press the Up or Down Arrow Keys until the desired set temperature is displayed on the LCD screen of the Transmitter.

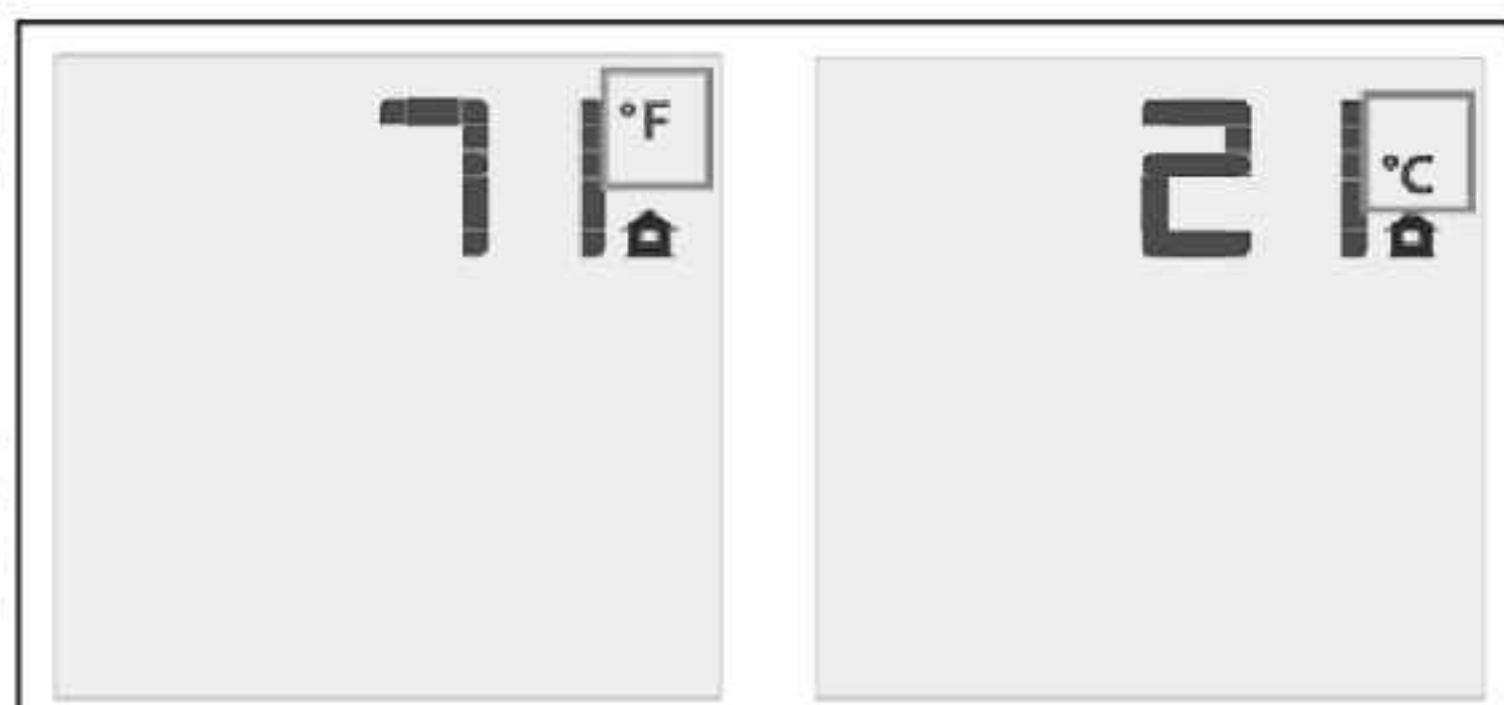


Figure 108: Remote Control Display in Fahrenheit and Celsius.

## OPERATING INSTRUCTIONS

### SMART THERMOSTAT (TRANSMITTER OPERATION)

The Smart Thermostat function adjusts the flame height in accordance to the difference between the set point temperature and the actual room temperatures. As the room temperature gets closer to the set point the Smart Function will modulate the flame down. To activate this function, press the Thermostat Key (until the word "SMART" appears to the right of the temperature bulb graphic (Figure 106). To adjust the set temperature, press the Up or Down Arrow Keys until the desired set temperature is displayed on the LCD screen of the Transmitter.

### REMOTE FLAME CONTROL

The Proflame GTMFS has six (6) flame levels. With the system on, and the flame level at the maximum in the appliance, pressing the Down Arrow Key once will reduce the flame height by one step until the flame is turned off. The Up Arrow Key will increase the flame height each time it is pressed. If the Up Arrow Key is pressed while the system is on but the flame is off, the flame will come on in the high position (refer to Figure 107). A single "beep" will confirm reception of the command.

### REMOTE ACTUATED ACCENT LIGHTS

The L965E is shipped with two (2) firebox accent lights. They are connected to the auxiliary power outlet of the Proflame Fan Control Module. The lights can be turned on or off using the Auxiliary function on your remote control. Press the Mode Key on the remote control until the Auxiliary Function icon is highlighted. Pressing the Up or Down arrow keys will turn the accent lights on or off. A single "beep" will confirm the reception of the command

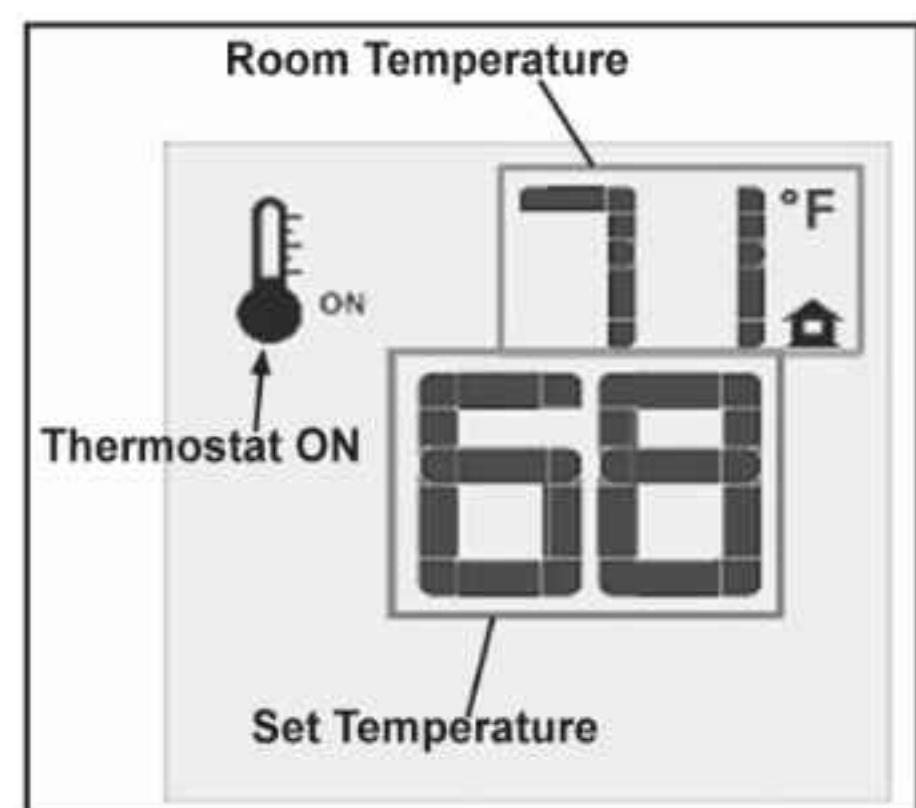


Figure 109: Remote Control Displays Set Temperature.

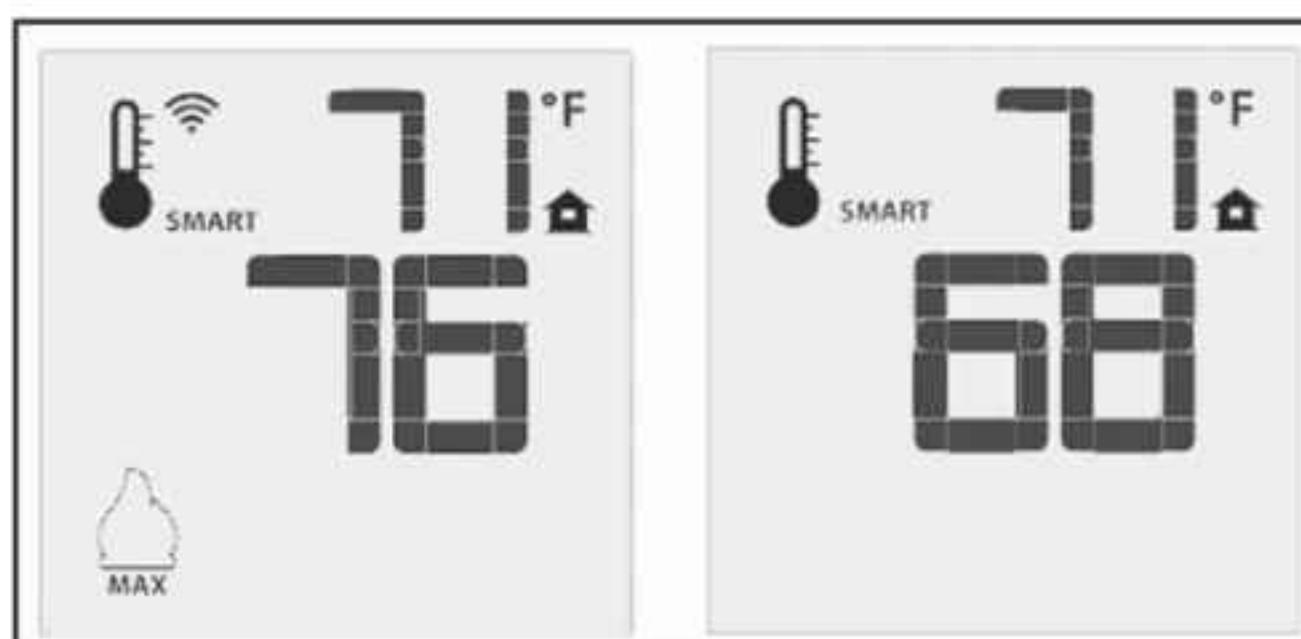


Figure 110: Remote Control's Smart Flame Function.

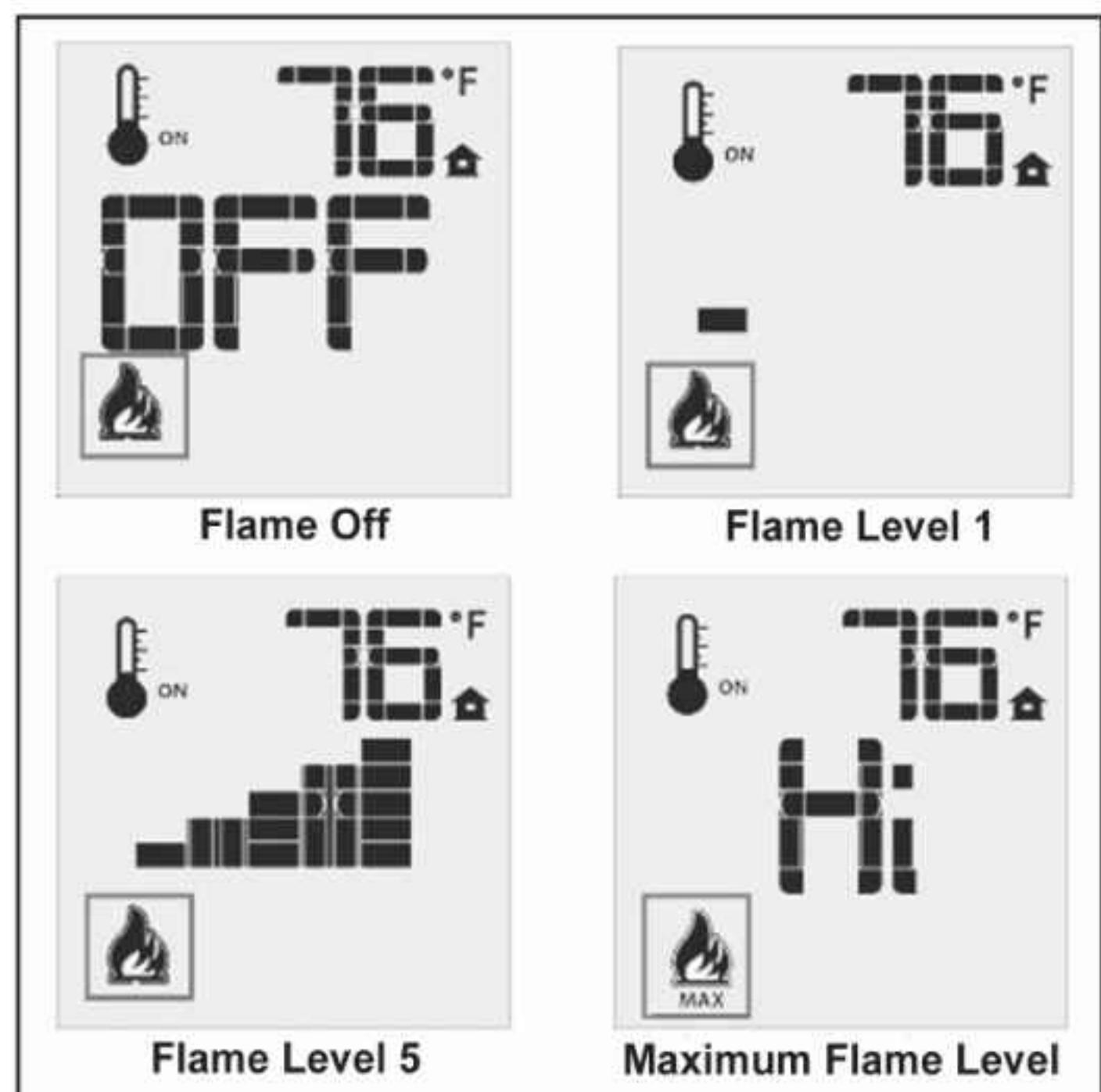


Figure 111: Remote Control's Flame Levels.

# OPERATING INSTRUCTIONS

## KEY LOCK

This function will lock the keys to avoid unsupervised operation. To activate this function, press the MODE and UP keys at the same time and the a lock will appear (see Figure 109). To deactivate this function, press the MODE and UP Keys at the same time.

## LOW BATTERY POWER DETECTION

**Transmitter:** The life span of the remote control batteries depends on various factors: quality of the batteries used, the number of ignitions of the appliance, the number of changes to the room thermostat set point, etc. When the Transmitter batteries are low, a Battery Icon will appear on the LCD display of the Transmitter (see Figure 110) before all battery power is lost. When the batteries are replaced this Icon will disappear.

**Receiver:** The life span of the Receiver batteries depends on various factors: quality of the batteries used, the number of ignitions of the appliance, the number of changes to the room thermostat set point, etc. When the Receiver batteries are low, No "beep" will be emitted from the Receiver when it receives an On/Off command from the Transmitter. This is an alert for a low battery condition for the Receiver. When the batteries are replaced the "beep" will be emitted from the Receiver when the ON/OFF Key is pressed (See *Initializing The System For The First Time*).

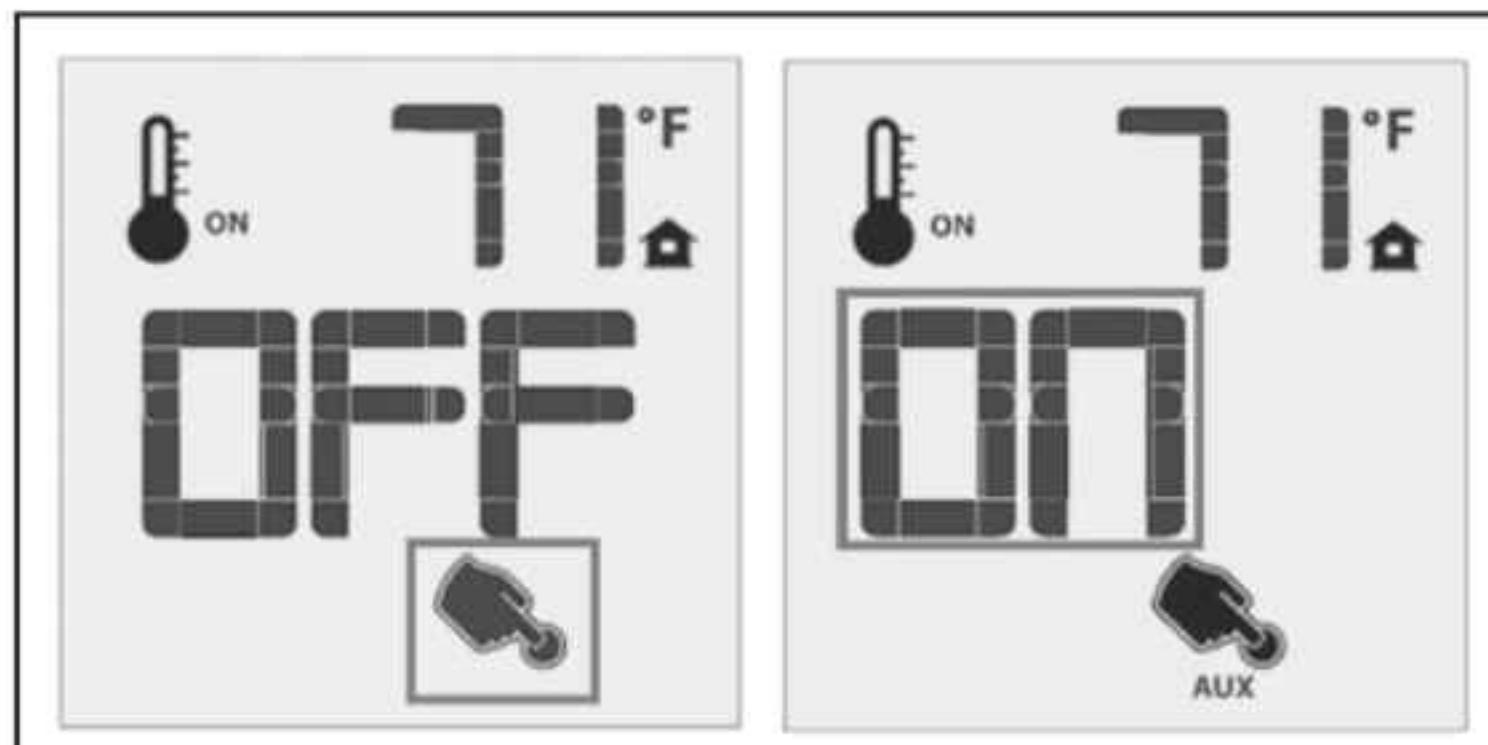


Figure 112: Remote Control with Aux for Accent Lights.



Figure 113: Remote Control Locked.

Figure 114: Low Battery Indicator.

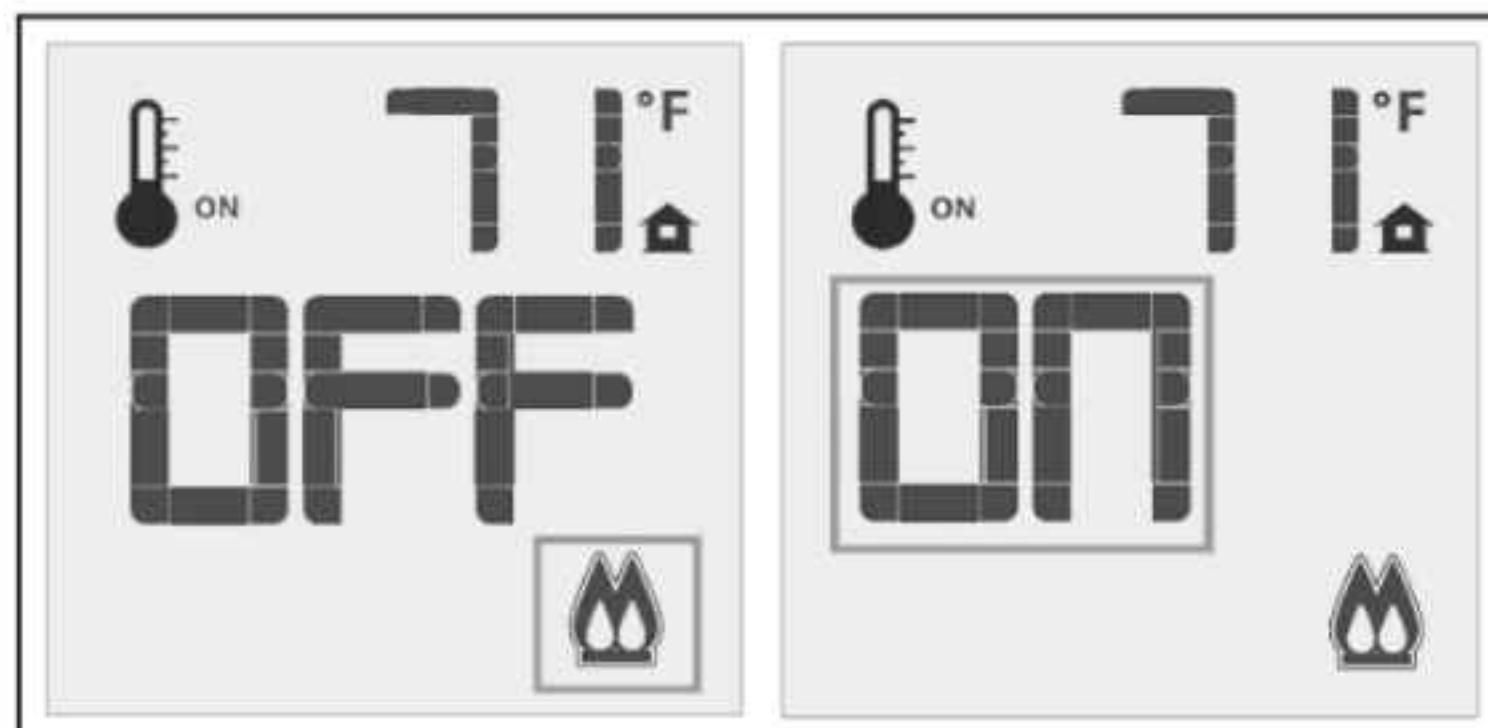


Figure 115: Split Valve Indicator.

## MANUAL BYPASS OF THE REMOTE SYSTEM

If the batteries of the Receiver or Transmitter are low or depleted, the appliance can be turned on manually by sliding the three position slider switch on the Receiver to the ON position. This will bypass the remote control feature of the system and the appliance main burner will come on.

## SPLIT VALVE OPERATION

The split flow operation on the L965E/ HZ965E turns off the rear section of the burner, greatly reducing the heat output of the unit. If you'd like to have the fireplace on but would not like to have as much heat in the room, you can turn off this function. Press the bottom key of your remote repeatedly until the double flame icon is lit up (refer to Figure 115). By pressing the up or down key, turn the rear split valve to "on" or "off". The rear flame on the burner will turn on and off. This does not affect the flame setting of the remaining flame. Turning off the rear section of this burner may result in an extinguishing "pop", particularly if your fireplace is operating on propane gas

**WARNING: Fire Hazard. Can cause severe injury or death** The Receiver causes ignition of the appliance. The appliance can turn on suddenly. Keep away from the appliance burner when operating the remote system or activating manual bypass of the remote system.

**WARNING: Shock Hazard. Can cause severe injury or death.** This device is powered by line voltage. Do not try to repair this device. In no way is the enclosure to be tampered with or opened. Disconnect from line voltage before performing any maintenance.

**WARNING: Devices rated more than 5A shall not be connected to the OUT receptacle. Devices rated more than 1A shall not be connected to the FAN receptacle. Devices rated more than 2A shall not be connected to the AUX receptacle.**

**CAUTION: Property Damage Hazard. Excessive heat can cause property damage. The appliance can stay lit for many hours. Turn off the appliance if it is not going to be attended for any length of time. Always place the Transmitter where children cannot reach it.**

**AIR SHUTTER ADJUSTMENT:**

The L965E/ HZ965E is setup to work with two (2) gas orifices. The orifice on the left (looking from the front) feeds the front burner while the right feeds the rear burner, which can also be switched off using the remote control.

Each orifice has its own Air Shutter. The Air Shutter is connected to an Adjustment Lever that is accessible from the front and bottom of the firebox. These Air Shutters can be adjusted during the operation of the fireplace.

This Figure 68 shows the fireplace with the door and the burners removed. This is to better show the Air Shutters and the Adjustment Levers. The Door/Air Shutter Tool (see Figure 116) has a small slot on one end. These slots can be used to engage the vertical section of the adjustment lever to move the lever forward or rearward. Moving the Lever towards you opens the Air Shutter, while moving it rearward, closes the Air Shutter.

Air shutters should be adjusted so that the gas flame burns with a blue base and a bright yellow upper section. Air shutters set to closed will lead to a dirty flame which may lead to soot gathering on the logs and/or glass panel. Properly set Air Shutters will result in a very blue flame for the first fifteen (15) minutes of operations with the flame becoming more yellow as the unit comes up to operating temperature.

Table 2: Air Shutter Settings.

		Left	Right
Glass / Media Burner	LP	Open	Open
	NG	Open	Open
Log Set/ Ember Bed Burner	LP	Open	1/8" (3mm) Open
	NG	Open	1/16" (2mm) Open

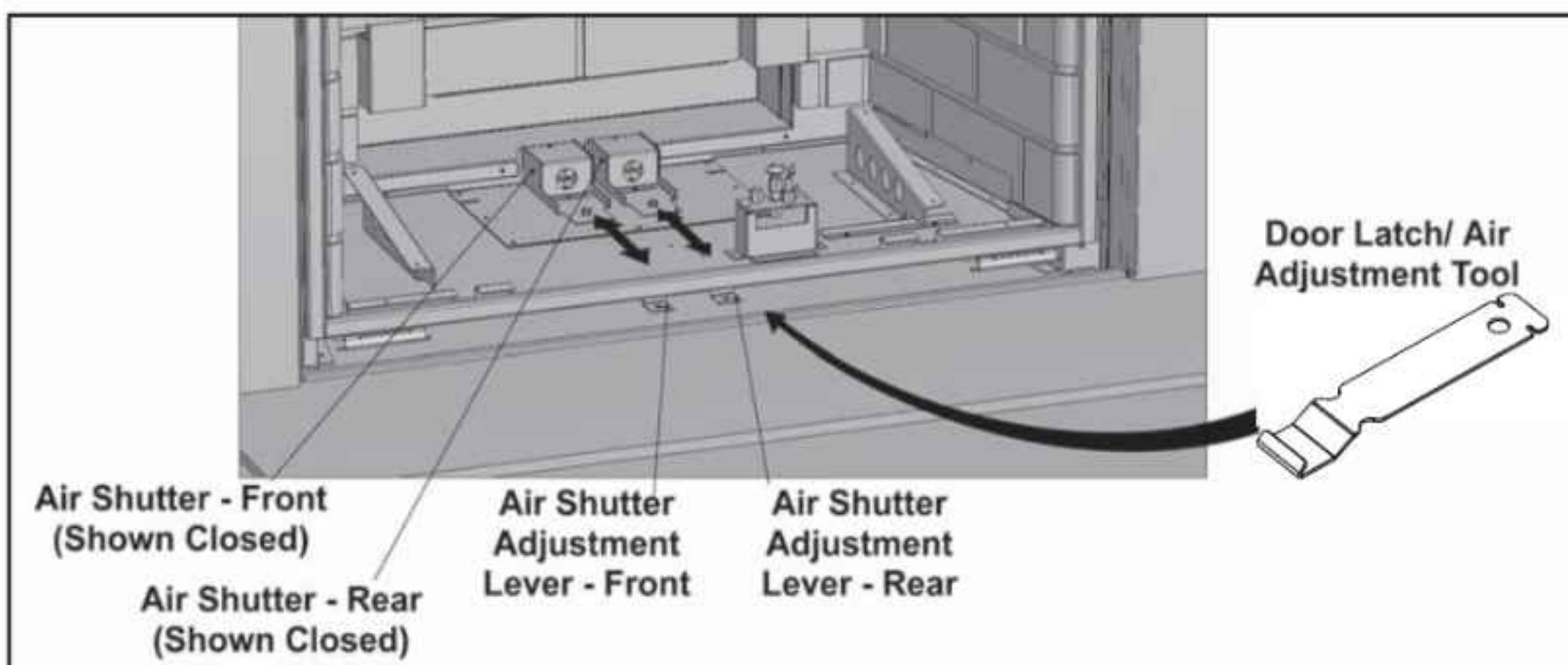


Figure 116: Air Shutter Adjustment.

**DIAGNOSTIC FLASH CODES:**

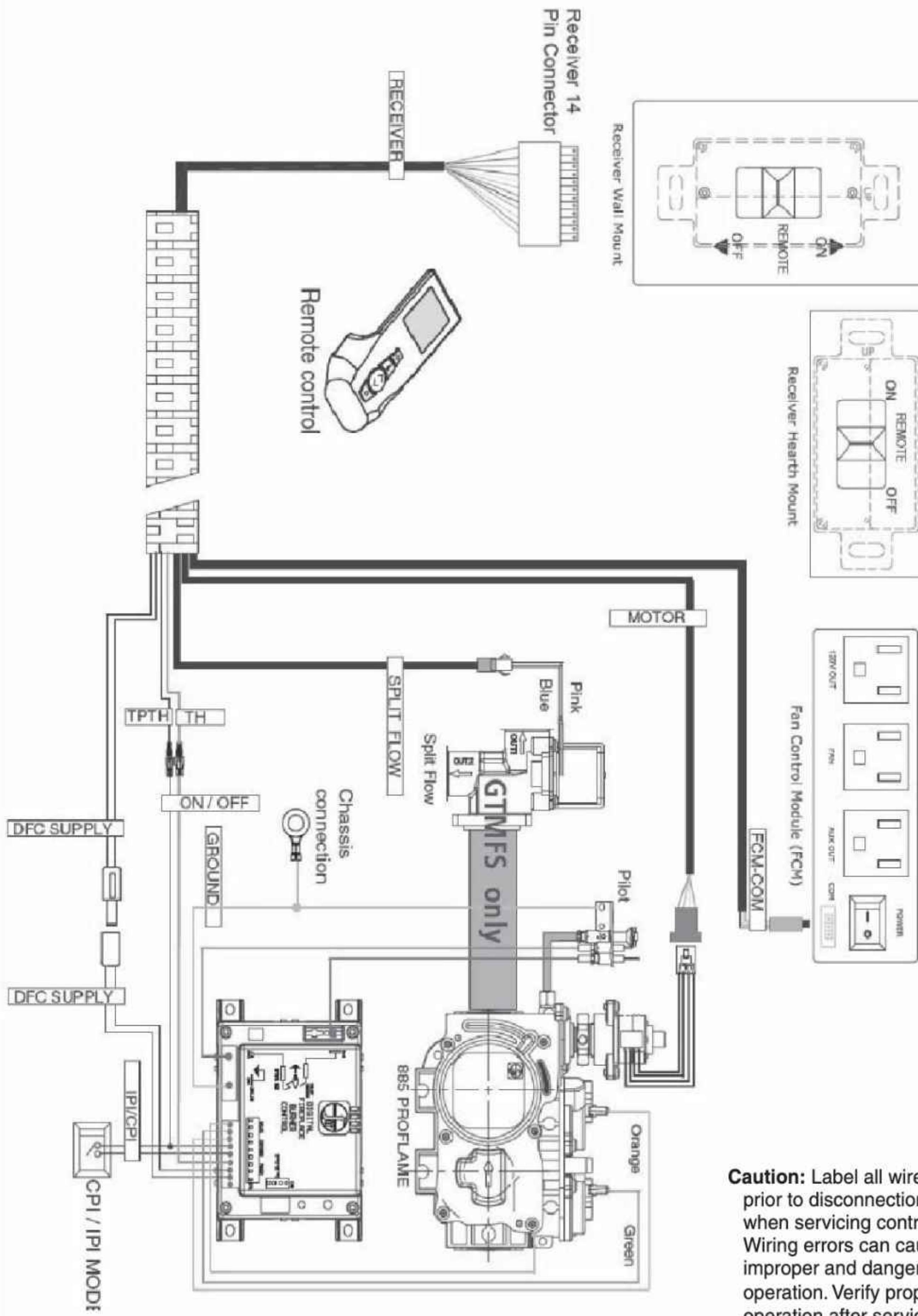
1. Fail to ignite: If there is no positive ignition, the board will go into lock out and the LED will blink 3 times in intervals until the system is reset.
2. Low battery condition (<4V): the LED indicator will blink one (1) time in intervals.
3. Parasitic Pilot Flame: the LED indicator will blink two (2) times in intervals.
4. System Lock out: the LED indicator will blink three (3) times in intervals.

**Additional Ignition Information**

1. The Proflame DFC Board will try two (2) times for ignition.
2. Each try for ignition will last approximately 60 seconds.
3. The wait time between the two tries is approximately 35 seconds.

## MAINTENANCE

## WIRING HARNESS



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

## LIGHTING INSTRUCTION LABEL:

**CAUTION:** Hot while operating. Do not touch. Severe burns may result. Keep children, clothing, furniture, gasoline or other flammable vapors away.

**CAUTION:** Do not operate this fireplace with the glass removed, cracked or broken. Replacement of the panel(s) should be done by a licensed or qualified person! This appliance needs fresh air for safe operation and must be installed with provisions for combustion and ventilation air. See installation and operating instructions manual. Keep burner and control compartment clean.

**WARNING:** Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage, or loss of life. Refer to owner's manual provided with this appliance. See installation and operating instructions accompanying appliance. Installation and service must be performed by a qualified installer, service agency, or the gas supplier.

**FOR YOUR SAFETY READ BEFORE OPERATING**

**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 is equipped with an ignition device which automatically lights the pilot. Do not try to light the pilot by hand.

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

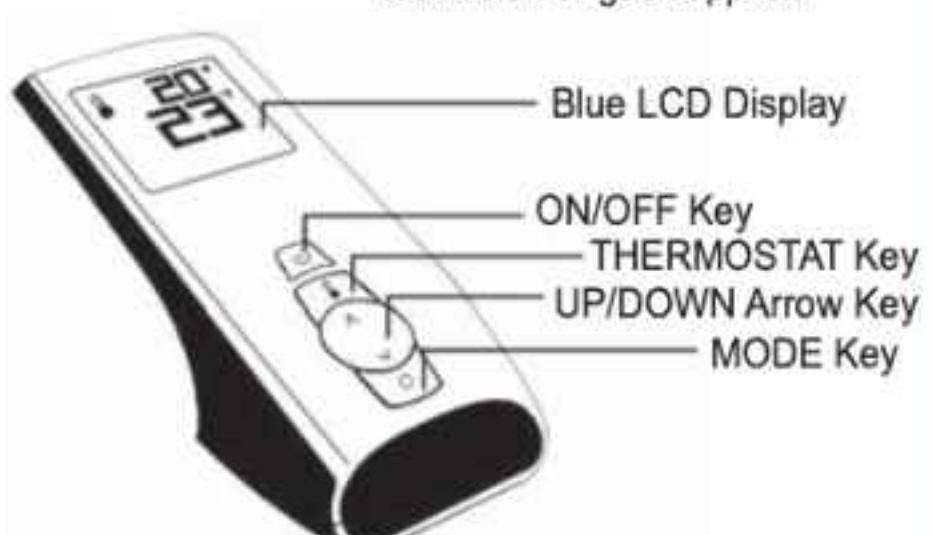
WHAT TO DO IF YOU SMELL GAS:  
Do not try to light any appliance. Do not touch any electrical switch: do not use any phone in your building. Immediately call your gas supplier from a neighbors' phone. Follow the gas suppliers instructions. If you cannot reach your gas supplier, call the fire department.

C) If any portion of this appliance does not operate as the instructions indicate, don't try to repair it, call a qualified service technician. Do not use tools. 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.

**OPERATING INSTRUCTIONS**

1. STOP! Read the safety information above on this label.
2. Read the owner's manual including the section on "Remote Control" operation.
3. Do not attempt to light the pilot by hand.
4. If you smell gas, STOP! Follow "B" in the safety information above on this label. If you don't smell gas, go to the next step.
5. Using the remote control, set thermostat to desired setting, or switch press the ON/OFF key on the remote. "ON" will be indicated on the display of the remote and an audible "beep" will be heard at the unit to indicate the command has been received.
6. This appliance is equipped with a completely automatic ignition and lighting control. The control will attempt to light the pilot several times if necessary. If it is unsuccessful, it will discontinue operations. If the appliance does not operate, follow the instructions "To Turn Off Gas To Appliance" and call your service technician or gas supplier.



**TO TURN OFF GAS TO APPLIANCE**

1. Set thermostat to lowest setting, or press the ON/OFF Key. "OFF" will be indicated on the display and an audible "Beep" will be heard at the unit to indicate the command has been received.

C-11800

Figure 117 Lighting Label.

## AIR INTAKE:

If for any reason, during the life of this appliance, any portion of the fresh air intake system including the vent termination, vent components or any portion of the air intake that transfers fresh combustion air from the starter collar on the top of the unit to the air intake at the bottom rear of the firebox is disassembled, it must be re-assembled as instructed in the installation portion of the manual. All air intake components must be re-sealed using high temperature sealant or ceramic gaskets as provided by the manufacturer or as shown in the vent installation area of the manual. This process should be completed by a qualified hearth installation technician. Periodic examination of venting systems should be done by a qualified agency.

# MAINTENANCE

## LIGHT BULB REPLACEMENT

The L965 comes with 2 accent lights in the rear of the fireplace. These are halogen lights that will need replacing from time to time, depending on use. They can be purchased from most hardware stores or speciality lighting stores. The bulb specifications are:

**Halogen bulb 120V 50W GY6.36 (lower wattages may be used).**

Before replacing the light bulbs, let the unit cool completely to room temperature. In order to replace this bulb, you need to remove the fireplace door, logs, burners and firebox liners. See each specific section in this manual for instructions on how to remove these components. The light is situated in a light cover that is located on the back wall of the firebox. To remove the light cover, lift the cover about  $\frac{1}{2}$ " and pull towards you. Lift the old bulb from the socket and replace it with the new bulb. It's best not to contact the bulb with your hands. Oils from your skin will diminish the bulbs life. Use paper or the wrapper that the bulb comes in to keep from touching the bulb. If you prefer, the bulb can be replaced with a lower wattage if you'd like to reduce the bulbs effects in the firebox. Re-assemble the various components in the reverse order. **Ensure the light covers are replaced prior to operating the appliance.**

## CLEANING / ANNUAL SERVICE:

The 965/HZ965 will require maintenance, which can usually be planned on an annual basis. Service should include cleaning, battery replacement, light replacement, venting inspection and inspection of the burner, log sets and firebox liners. The venting systems should be periodically examined by a qualified agency.

## CLEANING THE GLASS:

**When the fireplace has cooled**, remove the face of the fireplace along with the glass. See **MAINTENANCE AND SERVICE - GLASS DOOR REMOVAL**. Check the gasket material on the back of the glass, making sure that it is attached and intact.

During a cold start up, condensation will sometimes form on the glass. This is a normal condition with all fireplaces. However, this condensation can allow dust and lint to cling to the glass surface. Initial paint curing of the appliance can leave a slight film behind the glass, a temporary problem. The glass will need cleaning about two weeks after installation. **Use a mild glass cleaner and a soft cloth; abrasive cleaners will damage the glass and plated surfaces.** Depending on the amount of use, the glass should require cleaning no more than two or three times a season. **Do not clean the glass when it is hot.**

## REPLACING GLASS:

The glass in the fireplace is a high temperature ceramic. If the glass is damaged in any way, a factory replacement is required (see **PARTS LIST - COMPONENTS**). Wear gloves when handling damaged glass door assembly to prevent personal injury. When the glass door assembly is being transported, it must be wrapped in newsprint and tape and/or a strong plastic bag. Do not operate with the glass front removed, cracked or broken. Removal and replacement of the glass from the door **must** be done by a licensed or qualified service person. **The glass must be purchased from an authorized Regency dealer, part #50-2002. No substitute materials are allowed.**

## BURNER & FIREBOX CLEANING:

**The flow of combustion and ventilation air not to be obstructed.** Periodic maintenance should include cleaning of the firebox, burner and log effects. Refer to the sections on glass door removal, log and or burner installation to remove the glass door, log set (if equipped), burner trim pieces and burners. Using a vacuum with a soft brush attachment, clean out any dust, lint or debris from the floor of the firebox. Using a soft brush, gently remove any dirt or debris from the top surface of the burner. Using the same brush, gently brush away any carbon deposits that have built up on the surface of the logs. Re-install all of these components as shown in the setup / installation portion of this guide. Clean both surfaces of the window glass using commercial glass cleaner and clean soft cloths. Securely re-install the glass door onto the fireplace.

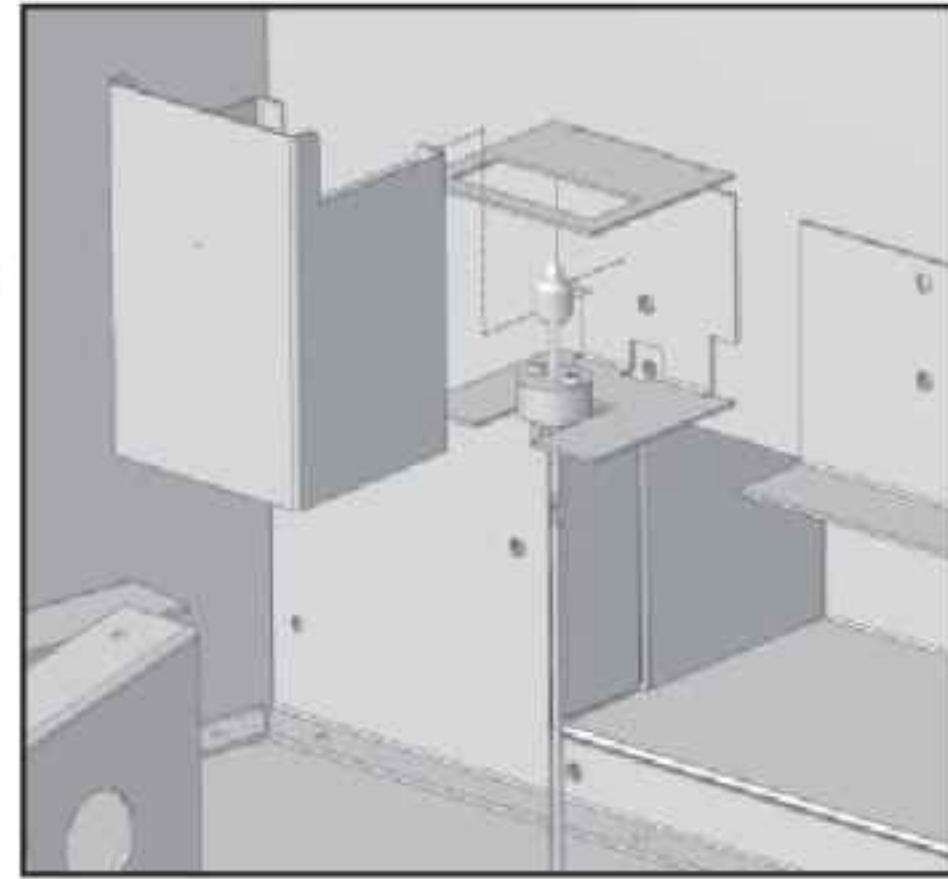


Figure 118: Replacing Light Bulb.

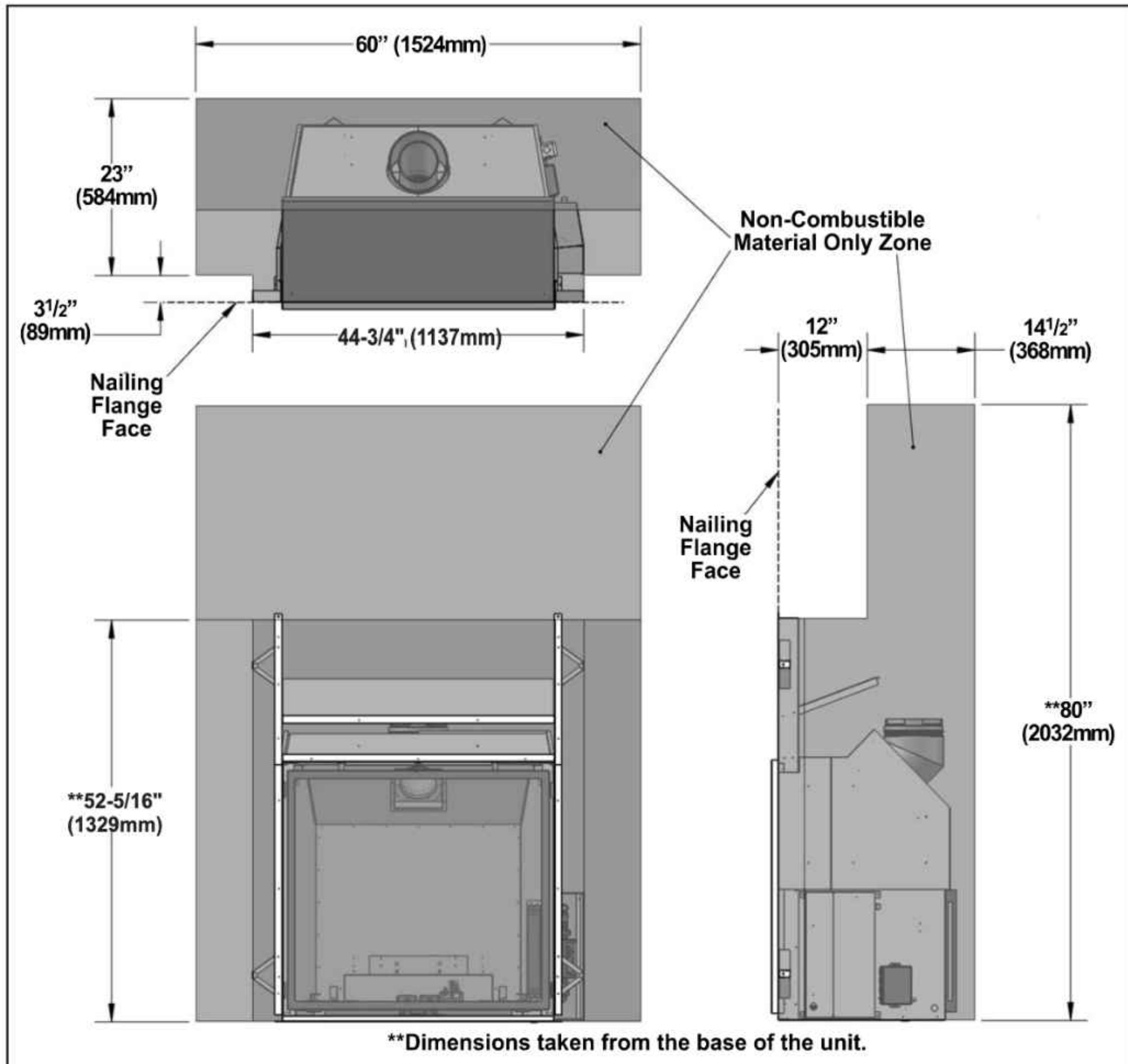
## TROUBLESHOOTING

Problem	Possible Cause	Solution
Thermostat does not work	The pilot flame has gone out	<ul style="list-style-type: none"> <li>· Turn it ON</li> </ul>
	The On/Off switch is turn to OFF	
	The thermostat is set too high	<ul style="list-style-type: none"> <li>· Set the thermostat to a lower temperature</li> </ul>
No spark generation	Spark develops near the pilot assembly or could occur onboard	<ul style="list-style-type: none"> <li>· Check pilot assembly wiring</li> </ul>
		<ul style="list-style-type: none"> <li>· Check for broken or poor connection from the spark to the electrode</li> </ul>
		<ul style="list-style-type: none"> <li>· Check for the spark shorting or arcing at other locations</li> </ul>
		<ul style="list-style-type: none"> <li>· Check for defective spark and spark electrode</li> </ul>
No pilot flame ignition	No spark from the igniter	<ul style="list-style-type: none"> <li>· See "no spark generation"</li> </ul>
	Air in the gas line	<ul style="list-style-type: none"> <li>· It takes a while for all the air to purge out of the pilot before gas can reach the pilot and ignite</li> </ul>
	Pilot gas pressure dropout upon main burner gas valve opening	<ul style="list-style-type: none"> <li>· Check gas mains supply and pressure</li> </ul>
	No gas flow out of the pilot burner	<ul style="list-style-type: none"> <li>· Check gas valve wirings and connections to the board</li> </ul>
		<ul style="list-style-type: none"> <li>· Check the pilot burner for obstruction</li> </ul>
Pilot will not remain lit	Problem with Flame Sensor circuit	<ul style="list-style-type: none"> <li>· Check the wirings and connections between the pilot assembly and the board</li> </ul>
		<ul style="list-style-type: none"> <li>· Check the correct gas type settings on the valve and pilot burner assembly orifice</li> </ul>
		<ul style="list-style-type: none"> <li>· Check for proper connection of the Flame Sensor to the DFC board</li> </ul>
		<ul style="list-style-type: none"> <li>· Check pilot for full flame impingement around Flame Sensor</li> </ul>
	Restrictor setting	<ul style="list-style-type: none"> <li>· If flame is too small, check gas pressure, adjust pilot rate screw, check pilot head for damage</li> <li>· Ensure the ground wire is properly attached to the pilot mounting bracket and that it makes a good electrical connection.</li> </ul>
Remote control does not work	The pilot light has gone out	<ul style="list-style-type: none"> <li>· Use the correct restrictor setting for the venting configuration</li> </ul>
	The remote is too far away from the heater	<ul style="list-style-type: none"> <li>· See "Pilot will not remain lit"</li> </ul>
	The remote control receiver is turned "OFF"	<ul style="list-style-type: none"> <li>· Use the remote closer to the heater</li> </ul>
	One of the two remote control or receiver batteries are dead	<ul style="list-style-type: none"> <li>· Check the remote control instructions</li> </ul>
No reaction to command	Receiver or transmitter batteries are low	<ul style="list-style-type: none"> <li>· Replace the batteries</li> </ul>
	A maximum number of failed ignitions or flame restorations have been reached.	<ul style="list-style-type: none"> <li>· Remove any possible blocking conditions. See "locking conditions"</li> </ul>
		<ul style="list-style-type: none"> <li>· See how to reset the board from Lockout</li> </ul>
	No communication between the remote control and the receiver	<ul style="list-style-type: none"> <li>· Reprogram the transmitter to the receiver.</li> </ul>
		<ul style="list-style-type: none"> <li>· Follow the initializing system for the first time</li> </ul>

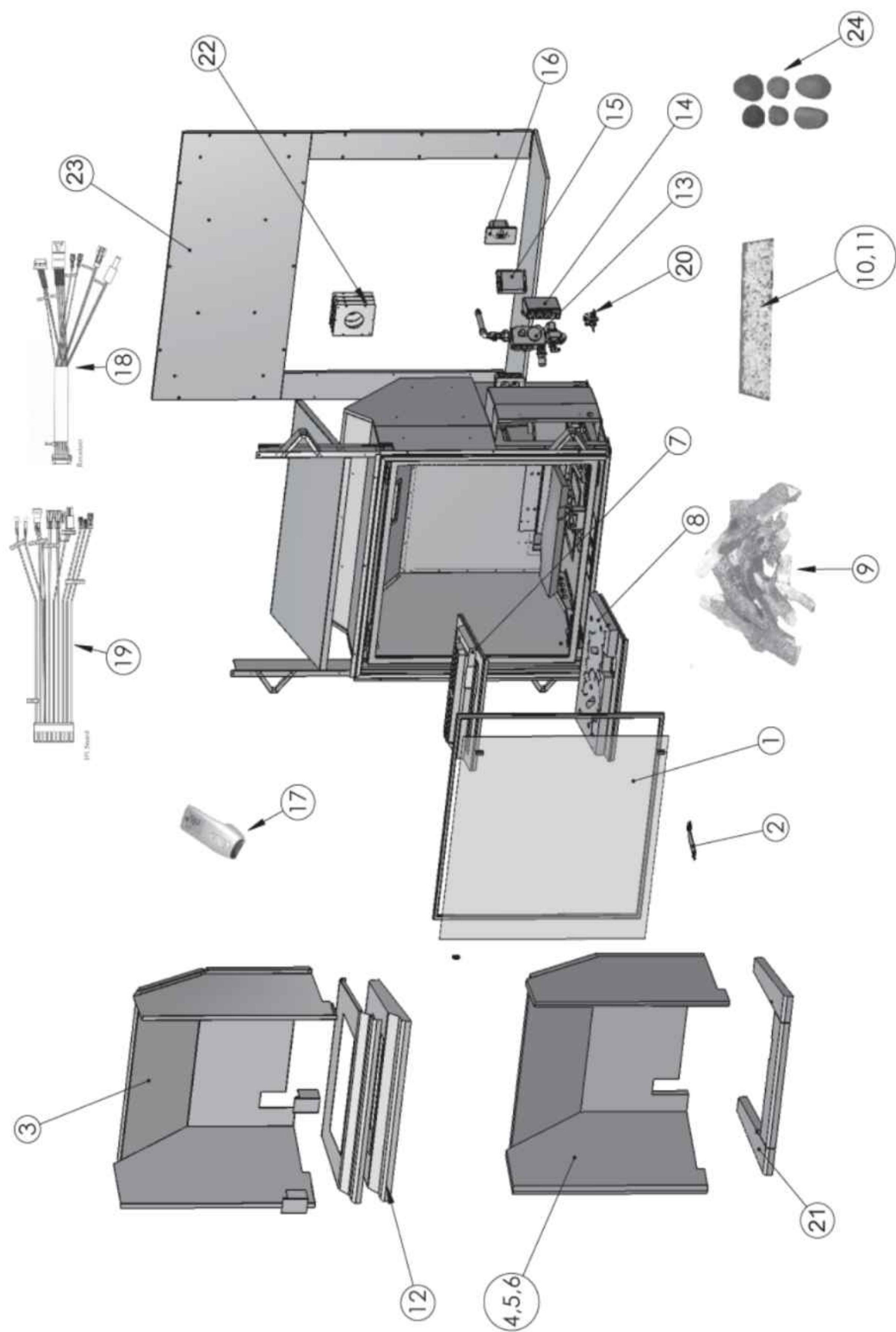
Problem	Possible Cause	Solution
Locking conditions	Reset the Proflame DFC board	<ul style="list-style-type: none"> <li>Turn the system off by pressing the ON/OFF button on the transmitter</li> <li>After approximately 2 seconds press the ON/OFF button on the transmitter again.</li> <li>In the manual flame control mode, use the down arrow button to reduce the flame to off, indicated by the word OFF displayed on the transmitter LCD screen.</li> <li>Wait approximately 2 seconds and press the up arrow button, the ignition sequence will start.</li> <li>With the transmitter off, move the slider switch on the receiver to the OFF position.</li> <li>Wait approximately 2 seconds and move the receiver slider switch to the ON position.</li> </ul>
Main burners will not start	The pilot flame has gone out	<ul style="list-style-type: none"> <li>See "Pilot will not remain lit"</li> </ul>
	The remote control is not working correctly	<ul style="list-style-type: none"> <li>Replace the batteries</li> </ul>
	The thermostat is disconnected or set too high	<ul style="list-style-type: none"> <li>Set the thermostat to a lower temperature</li> </ul>
	Problem with thermopile circuit	<ul style="list-style-type: none"> <li>Check gas line pressure</li> <li>Check wiring to thermostat for breaks</li> <li>Check for flame impingement on thermopile</li> </ul>
Flame lifting	Leak in vent pipe	<ul style="list-style-type: none"> <li>Check for leaks in vent connections</li> </ul>
	Improper vent configuration	<ul style="list-style-type: none"> <li>Check vent configuration with manual</li> </ul>
	Terminal may be re-circulating flue gases	<ul style="list-style-type: none"> <li>Check to see if terminal is on correctly</li> <li>May need to install high wind termination cap.</li> <li>Contact dealer</li> </ul>
Blue Flames	The heater has just been started	<ul style="list-style-type: none"> <li>Normal during start up: flame will yellow as the fireplace heats up</li> </ul>
	Improper air shutter adjustment	<ul style="list-style-type: none"> <li>Adjust air shutter – contact your dealer</li> </ul>
Glass fogs up	Normal condition: after the appliance warms up the glass will be clear.	<p>**Due to additives in gas, glass may get hazy during operation** Clean as needed.</p>
Flames are burning "dirty" or sooting	The logs or glasses are placed incorrectly	<ul style="list-style-type: none"> <li>Check log positioning</li> <li>Check level of glasses layout</li> </ul>
	Improper air shutter adjustment	<ul style="list-style-type: none"> <li>Increase primary air by opening the air shutter and/or by opening the vent restrictor</li> <li>Check for proper venting and blockage of the vent termination</li> <li>See also "Burners will not remain lit"</li> </ul>
	Incorrect rating input	<ul style="list-style-type: none"> <li>Check manifold pressure and clock input rating for over-firing</li> </ul>

## APPENDIX A - OPTIONAL REDUCED CEILING HEIGHT INSTALLATION

The L965E/HZ965E can be installed with the reduced ceiling height as shown in this diagram. If you are limited by ceiling heights, particularly when installing a raised hearth, you can install the unit observing the clearances outline in this diagram. The main difference is the install depth is changed to 26½" (673mm) to compensate for the reduced vertical clearances. The width and framing dimensions remain unchanged to the regular installations shown earlier in this manual.



## PARTS LIST



<b>Item</b>	<b>Part</b>	<b>Description</b>
1	706-010	Glass Door Assembly
2	706-009	Door Tool
3	706-908	Panel Set - Porcelain
5	706-902	Brick Panel Set - Old town red
	706-904	Brick Panel Set - Castlestone
	706-905	Brick Panel Set - Ledgestone
7	706-525	Burner - Glass
8	706-530	Burner - Log / Ember Bed
9	706-930	Log Set
10	946-775	Glass Crystals - Black
	946-776	Glass Crystals - Copper
	946-777	Glass Crystals - Starfire
	946-778	Glass Crystals - Blue
12	50-1978	Refractory Burner Trim Black
13	706-574/P	Valve Assembly - NG
	706-576/P	Valve Assembly - LP
	911-084	Valve Only NG
	911-085	Valve Only LP
14	911-030	Fan Controller Module
15	911-012	IPI Burner Controller
16	911-016	Remote Receiver
17	706-021	Transmitter
18	911-032	Wire Harness - Receiver
19	911-013	Wire Harness - IPI
20	911-006	Pilot Assembly - NG
	911-007	Pilot Assembly - LP
22	706-026	Vent Restrictor Set
27	706-921	Regency Heat Distribution Kit
28	706-922	Power Vent Kit
30	706-929	Mesh Guard
31	706-940	Full Screen Doors

<b>Item</b>	<b>Part</b>	<b>Description</b>
36	706-969	LPG Conversion Kit
37	706-968	NG Conversion Kit
38	910-100	Pilot Orifice (Injector) NG Threaded
39	910-101	Pilot Orifice (Injector) LP Threaded
	910-432	Sit Pilot Tube W/end Ferules - 1 Pc
	706-005	Light Bulbs Set Of 2 Part
	911-037	Pilot Flame Sensor (Long Ceramic)
	706-007	Pilot Bypass Switch
	706-008	Valve Access Panel Gasket
	919-088	Manual
	706-028	Halogen socket/bulb/wire
	706-029	Main Orifice Tray Gasket
	706-032	Light Bulb Cover (Specify Colour)
	706-039	Door Gasket (20ft)
	911-038	Spark Electrode W/ignitor Cable
	706-003	Halogen Cycle (Pin Socket)
	706-059	#55 Burner orifice - LP
	706-060	#53 Burner orifice - LP
	706-061	#45 Burner orifice - NG
	706-062	#41 Burner orifice - NG
	946-693	Stepper Motor - NG
	946-694	Stepper Motor - LP



Regency Fireplace Products is the manufacturer of the Regency line of heating products. At Regency, our commitment to the highest level of quality and customer service is the most important thing we do. Each Regency stove is built on a tradition of using only the finest materials and is backed by our Exclusive Lifetime Limited Warranty to the original purchaser. With Regency, you're not just buying a fireplace or stove, you're buying a company with years of unequalled performance and quality.

### **Limited Lifetime Warranty:**

Under this warranty, Regency Fireplace Products covers the fireplace or stove body and accessories against defects in materials and workmanship, for part repair or replacement for seven (7) years and subsidized\* labour for the first three (3) years to the original purchaser. This Warranty covers: Firebox, Heat Exchanger, Steel Firebox Panels, Ceramic Logs & Panels, Burner, Ceramic Glass, Pedestals, Panels and Legs. Please see the exclusions and limitation section below as certain restrictions and exclusions apply to this warranty.

### **Limited Two (2) Year Warranty:**

Under this warranty, Regency Fireplace Products covers: Gas Assembly, Pilot Assemblies, Flame Sensors, Flame Electrodes, Blower, Blower Control, Temperature Sensors, Remote Controls and Wire Harness against defects in materials and workmanship, for part repair or replacement for the first two (2) years and subsidized\* labour for the first one (1) year to the original purchaser. Please see the exclusions and limitation section below as certain restrictions and exclusions apply to this warranty.

\*Subsidized according to job scale as predetermined by Regency.

### **To the Dealer**

When filling out a warranty claim, please complete the following information on an official warranty claim form:

Customer information: Name, address and telephone number of purchaser and date of purchase.

Dealer information: Date of installation, name of installer and dealer, serial number of the appliance, nature of complaint, defects or malfunction, description and part numbers of any parts replaced.

### **To the Distributor**

Sign and verify that work and information are correct.

### **Exclusions and Limitations:**

1. This Warranty does not cover tarnish, discoloration or wear on the plating or paint.
2. This Warranty excludes wear and tear or breakage caused by cleaning, moving or service on log set and panels.
3. A qualified installer must install this stove or fireplace. This Limited Warranty covers defects in materials and workmanship only if the product has been installed in accordance with local building and fire codes; in their absence, refer to the owner's manual. If the product is damaged or broken as a result of any alteration, wilful abuse, mishandling, accident, neglect, or misuse of the product, the Limited Warranty does not apply.
4. The stove must be operated and maintained at all times in accordance with the instructions in the Owner's Manual. If the unit shows signs of neglect or misuse, it is not covered under the terms of this Warranty policy. Performance problems due to operator error will not be covered by the Limited Warranty policy.
5. As this is a heating appliance, some changes in colour of surface finishes may occur. This is not a flaw and as such is not covered under this warranty.
6. Some minor expansion, contraction, or movement of certain parts and resulting noise, is normal and not a defect and, therefore, is not covered under this Limited Warranty.
7. Misuse includes over-firing. Over-firing this appliance can cause serious damage and will nullify the Limited Warranty.
8. The Limited Warranty will cover glass thermal breakage only and will not cover misuse of the stove glass, including but not limited to glass that is struck, has surface contaminates or has had harsh or abrasive cleaners used on it.
9. This warranty does not cover products made or provided by other manufacturers and used in conjunction with the operation of this stove without prior authorization from Regency Fireplace Products. The use of such products may nullify the Limited Warranty on this stove. If unsure as to the extent of this Limited Warranty, contact your authorized Regency dealer before installation.
10. Regency Fireplace Products will not be responsible for inadequate performance caused by environmental conditions.
11. The Limited Warranty does not cover installation and operational related problems caused by downdrafts or spillage caused by environmental conditions. Environmental conditions include but are not limited to nearby trees, buildings, roof tops, wind, hills, mountains, inadequate venting or ventilation, excessive offsets, negative air pressures or other influences caused by mechanical systems such as furnaces, fans, clothes dryers etc.

12. The Limited Warranty is void if:
  - a) The stove has been operated in atmospheres contaminated by chlorine, fluorine or other damaging chemicals.
  - b) The stove is subject to submersion in water or prolonged periods of dampness or condensation.
  - c) Any damage to the unit, combustion chamber or other components due to water, or weather damage which is the result of, but not limited to, improper chimney/venting installation.
  - c) Salt air in coastal areas or high humidity can be corrosive to the finish; these environments can cause rusting. Damage caused by salt air or high humidity is not covered by the Limited Warranty.
13. Exclusions to the Limited 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, alteration, or act of God.
14. The Limited Warranty does not cover damage caused to the fireplace or stove while in transit. If this occurs, do not operate the stove and contact your courier and/or dealer.
15. Limited Warranty does not extend to or include firebox paint, door or glass gaskets with damage caused by normal wear and tear, or exterior paint discoloration or chipping, worn gaskets, etc.
16. The Limited Warranty does not include damage to the unit caused by abuse, improper installation, or modification of the unit.
17. Damage to plated surfaces caused by fingerprints, scratches, melted items, or other external scores and residues left on the plated surfaces from the use of abrasive cleaners or polishes is not covered in this warranty.
18. The Limited Warranty does not cover tarnish, discoloration or wear on the plated surfaces.
19. The paint on the Metal Brick Liner may peel. This is due to the extreme conditions applied to the paint during normal usage. It is not a flaw and is not covered under warranty.
20. Regency Fireplace Products is free of liability for any damages caused by the fireplace or stove, as well as inconvenience expenses and materials. The Limited Warranty does not cover incidental or consequential damages.
21. The Limited Warranty does not cover any loss or damage incurred by the use or removal of any component or apparatus to or from the Regency fireplace or stove without the express written permission of Regency Fireplace Products and bearing a Regency Fireplace Products label of approval.
22. Any statement or representation of Regency products and their performance contained in Regency advertising, packaging literature, or printed material is not part of the Limited Warranty.
23. The Limited Warranty is automatically voided if the fireplace or stove's serial number has been removed or altered in any way. If the stove is used for commercial purposes, it is excluded from the Limited Warranty.
24. No dealer, distributor, or similar person has the authority to represent or warrant Regency products beyond the terms contained within the Limited Warranty. Regency Fireplace Products assumes no liability for such warranties or representations.
25. Regency Fireplace Products will not cover the cost of the removal or re-installation of the stove, hearth, facing, mantels, venting or other components.
26. Subsidized labour to replace or repair items under this Limited Warranty will be covered per our warranty service fee reimbursement schedule. Labour rates are set per component and as such total labour costs may not be covered.
27. Regency Fireplace Products is not liable for freight or labour on any stove replaced in-field and is not liable for travel costs for service work. In the event of in-home repair work, the customer will pay any in-home travel fees or service charges required by the Authorized Dealer.
28. At no time will Regency Fireplace Products be liable for any consequential damages which exceed the purchase price of the unit. Regency Fireplace Products has no obligation to enhance or modify any stove once manufactured (example: as a stove evolves, field modifications or upgrades will not be performed).
29. This Limited Warranty is applicable only to the original purchaser and it is non-transferable.
30. This warranty only covers Regency products that are purchased through an authorized Regency dealer.
31. If for any reason any section of the Limited Warranty is declared invalid, the balance of the warranty remains in effect and all other clauses shall remain in effect.
32. The Limited Warranty is the only warranty supplied by Regency Fireplace Products, the manufacturer of the stove. All other warranties, whether expressed or implied, are hereby expressly disclaimed and purchaser's recourse is expressly limited to the Limited Warranty.
33. Regency Fireplace Products and its employees or representatives will not assume any damages, either directly or indirectly, caused by improper usage, operation, installation, servicing or maintenance of this stove.
34. Regency Fireplace Products reserves the right to make changes without notice. Please complete and mail the warranty registration card and have the installer fill in the installation data sheet in the back of the manual for warranty and future reference.
35. Regency Fireplace Products is responsible for stocking parts for a maximum of seven (7) years after discontinuing the manufacture or incorporation of the item into its products. An exception to this would be if an OEM supplier is not able to supply a part.

# Register your Regency® warranty online

**www.regency-fire.com**

## Reasons to register your product online today!

- View and modify a list of all your registered products.
- Request automatic email notification of new product updates.
- Stay informed about the current promotions, events, and special offers on related products.

### *Installer: Please complete the following information*

**Dealer Name & Address:** \_\_\_\_\_

**Installer:** \_\_\_\_\_

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

**Date Installed:** \_\_\_\_\_

**Serial No.:** \_\_\_\_\_



*Liberty L965E*



*Horizon HZI390E*