



U31 Gas Insert

Owners & Installation Manual



U31 Video

www.regency-fire.com

MODELS: U31-NG3 Natural Gas U31-LP3Propane

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.

FPI GAS FIREPLACE INSERT

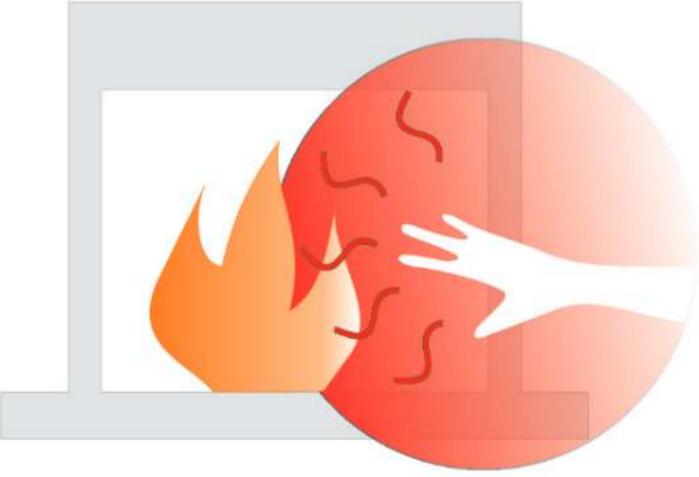
TO THE NEW OWNER

Congratulations! You are the owner of a state-of-the-art Gas Insert by FPI.

The FPI Gas Insert Series of hand crafted appliances has been designed to provide you with all the warmth and charm of a fireplace, at the flick of a switch. The models U31-NG3 and U31-LP3 of this series have been approved by Warnock Hersey for both safety and efficiency. As it also bears our own mark, it promises to provide you with economy, comfort and security for many trouble free years to follow. Please take a moment now to acquaint yourself with these instructions and the many features of your FPI Fireplace.



WARNING!



**HOT GLASS WILL
CAUSE BURNS**

**DO NOT TOUCH GLASS
UNTIL COOLED**

**NEVER ALLOW CHILDREN
TO TOUCH GLASS**

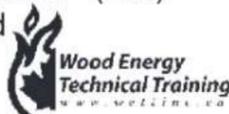


U31 Video

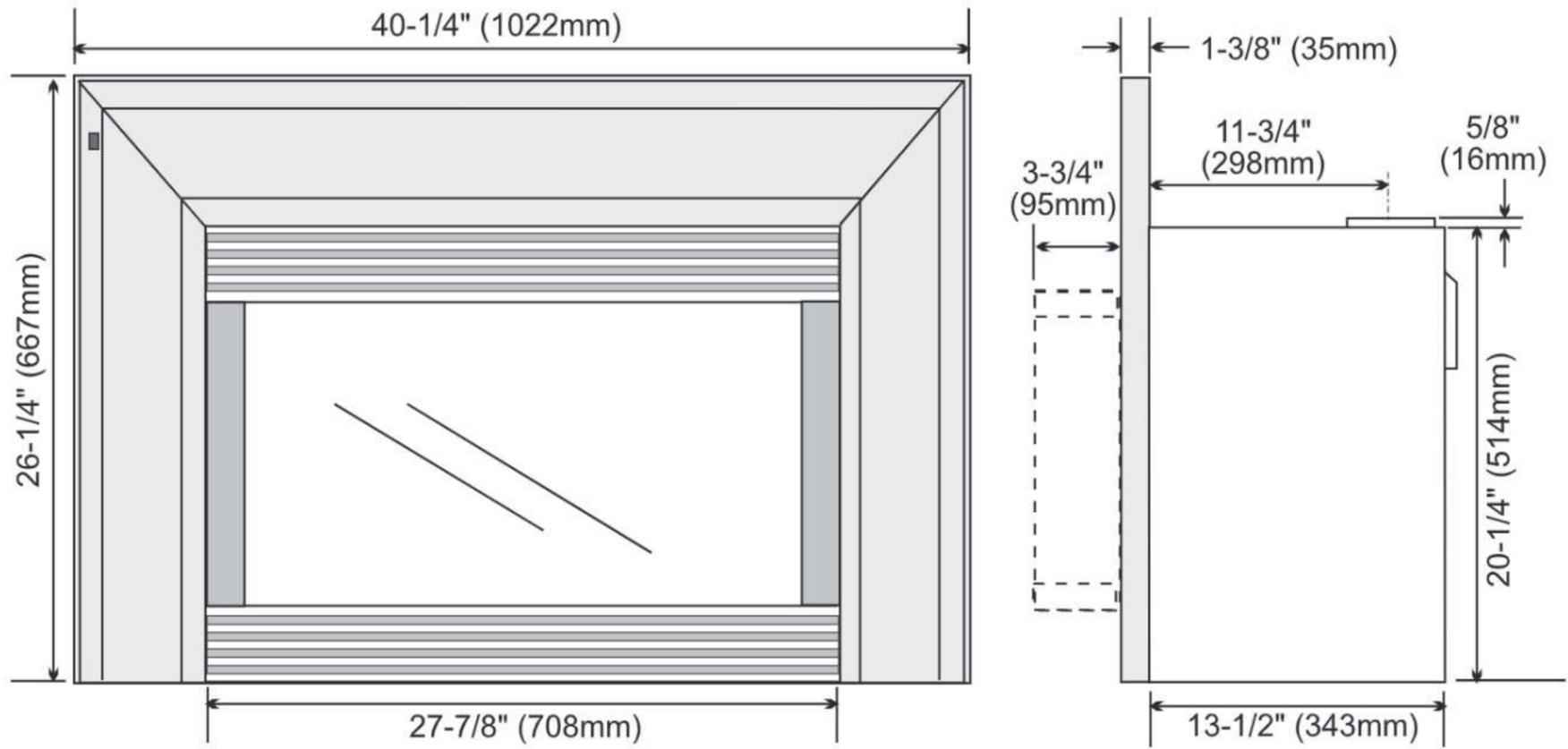


**NATIONAL
FIREPLACE
INSTITUTE**
CERTIFIED
www.nficertified.org

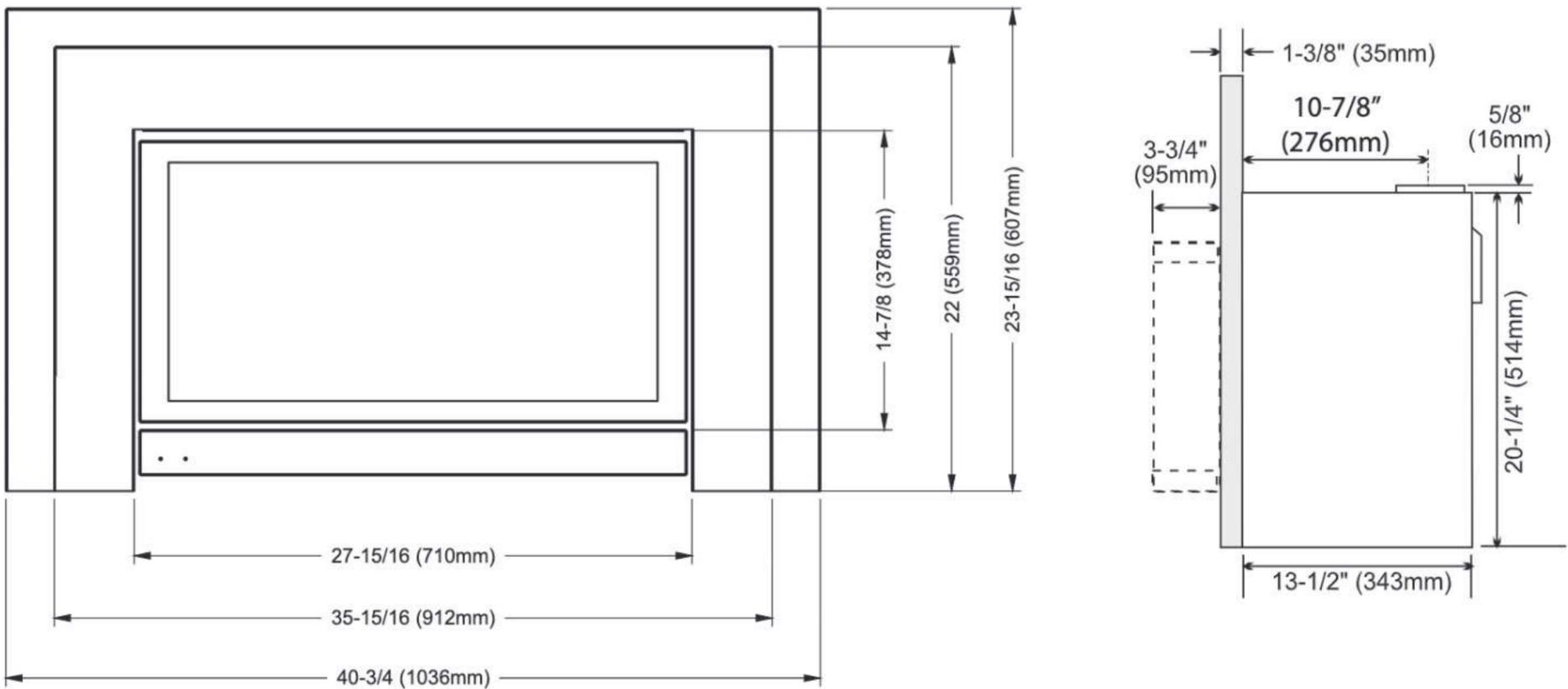
We recommend that our products be installed and serviced by professionals who are certified in the U.S. by the National Fireplace Institute® (NFI) or in Canada by Wood Energy Technical Training (WETT).



**Wood Energy
Technical Training**
www.wettinc.ca



Note: Oversize faceplate is 44" x 28" (1118 mm x 711mm)



Low Profile Faceplate Dimensions

* Standard size shown, custom size also available.

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PARTS

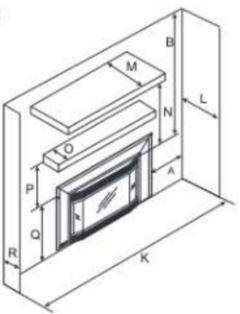
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WARRANTY

Warranty	36
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This is a copy of the labels that accompany each U31-3Gas Insert. We have printed a copy of the contents here for your review. The safety label is located on a plate inside the base of the unit visible when the bottom louver is opened.

NOTE: FPI units are constantly being improved. Check the label on the unit and if there is a difference, the label on the unit is the correct one.

Duplicate Serial number		400																																																																																																																													
	Listed: VENTED GAS FIREPLACE HEATER / FOYER AU GAZ À ÉVACUATION Certified for/Certifiée pour: CANADA and U.S.A. Tested to: CAN/CGA-2.17-M91(R2009) ANSI Z21.88-2009/CSA 2.33-2009	DO NOT REMOVE THIS LABEL / NE PAS ENLEVER CETTE ETIQUETTE 400 <i>Serial No. / No de serie</i>																																																																																																																													
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Minimum Clearances to Combustibles from Insert Side wall A 10"(255mm) Ceiling B 47-1/2"(1205mm) Alcove Width K 48"(1220mm) Max. Alcove Depth L 36"(915mm)		Mantel Clearances in Masonry Fireplace Installation Max. Mantel depth M 12"(305mm) Mantel height N 17"(432mm) Mantel depth O 3-1/2"(89mm) Mantel height P 13"(330mm) Floor Q 19-1/2"(495mm)																																																																																																																													
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<p>This appliance must be installed in accordance with local codes, if any; if none, follow the National Fuel Gas Code, ANSI Z223.1, or Natural Gas and Propane Installation Code, CSA B149.1.</p> <p>This appliance must be installed in accordance with the Standard CAN/CSA Z240 MH, Mobile Housing, in Canada, or with the Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280, in the United States, or when such a standard is not applicable, ANSI/NCSBSCS A225.1/NFPA 501A, Manufactured Home Installations Standard or ANSI A119.2 ou NFPA 501C Standard for Recreational Vehicles</p> <p>This appliance is only for use with the type of gas indicated on the rating plate and may be installed in an aftermarket, permanently located, manufactured (mobile) home where not prohibited by local codes. See owner's manual for details.</p> <p>WARNING: This fireplace has been converted for use with a gas fireplace insert only and cannot be used for burning wood or solid fuels unless all original parts have been replaced, and the fireplace re-approved by the authority having jurisdiction.</p> <p>Installer l'appareil selon les codes ou règlements locaux, ou, en l'absence de tels règlements, selon les codes d'installation ANSI Z223.1, National Fuel Gas Code ou CSA-B149.1 en vigueur.</p> <p>Installer l'appareil selon la norme CAN/CSA-Z240, Série MM, Maison mobiles ou CAN/CSA-Z240 VC, Véhicules de camping, ou la norme 24 CFR Part 3280, Manufactured Home Construction and Safety Standard. Si ces normes ne sont pas pertinentes, utilisez la norme ANSI/NCSBSCS A225.1/NFPA 501A, Manufactured Home Installations Standard, ou ANSI A119.2 ou NFPA 501C Standard for Recreational Vehicles.</p> <p>Cet appareil doit être utilisé uniquement avec le type de gaz indiqué sur la plaque signalétique. Cet appareil peut être installé dans une maison préfabriquée ou mobile (É.-U. seulement) installée à demeure si les règlements locaux le permettent. Voir la notice de l'utilisateur pour plus de renseignements. Cet appareil ne peut pas être utilisé avec d'autres gaz sauf si une trousse de conversion certifiée est fournie.</p> <p>AVERTISSEMENT : Ce foyer a été converti pour utilisation avec un foyer au gaz encastrable et ne peut être utilisé pour brûler du bois ou d'autres combustibles solides à moins que toutes les pièces d'origine aient été remplacées et que le foyer ait été approuvé de nouveau par l'autorité compétente.</p> <p>This vented gas fireplace heater is not for use with air filters. Ne pas utiliser de filtre à air avec ce foyer au gaz à évacuation. For use with glass doors certified with the appliance only Pour utilisation uniquement avec les portes en verre certifiées avec l'appareil</p> <p>Electrical supply / Électrique 115VAC, 2.5 A, 60Hz, Less than 10A Fan Part # 911-071</p> <p>VENTED GAS FIREPLACE HEATER - NOT FOR USE WITH SOLID FUELS. / FOYER AU GAZ À ÉVACUATION - NE PAS UTILISER AVEC DUCOMBUSTIBLE SOLIDE. 919-098</p>																																																																																																																															

For the State of Massachusetts, installation and repair must be done by a plumber or gasfitter licensed in the Commonwealth of Massachusetts.

For the State of Massachusetts, flexible connectors shall not exceed 36 inches in length.

For the State of Massachusetts, the appliances individual manual shut-off must be a t-handle type valve.

The State of Massachusetts requires the installation of a carbon monoxide alarm in accordance with NFPA 720 and a CO alarm with battery back up in the same room where the gas appliance is installed.

MA Code - CO Detector (for the State of Massachusetts only)

5.08: Modifications to NFPA-54, Chapter 10

(2) Revise 10.8.3 by adding the following additional requirements:

(a) For all side wall horizontally vented gas fueled equipment installed in every dwelling, building or structure used in whole or in part for residential purposes, including those owned or operated by the Commonwealth and where the side wall exhaust vent termination is less than seven (7) feet above finished grade in the area of the venting, including but not limited to decks and porches, the following requirements shall be satisfied:

1. **INSTALLATION OF CARBON MONOXIDE DETECTORS.** At the time of installation of the side wall horizontal vented gas fueled equipment, the installing plumber or gasfitter shall observe that a hard wired carbon monoxide detector with an alarm and battery back-up is installed on the floor level where the gas equipment is to be installed. In addition, the installing plumber or gasfitter shall observe that a battery operated or hard wired carbon monoxide detector with an alarm is installed on each additional level of the dwelling, building or structure served by the side wall horizontal vented gas fueled equipment. It shall be the responsibility of the property owner to secure the services of qualified licensed professionals for the installation of hard wired carbon monoxide detectors

a. In the event that the side wall horizontally vented gas fueled equipment is installed in a crawl space or an attic, the hard wired carbon monoxide detector with alarm and battery back-up may be installed on the next adjacent floor level.

b. In the event that the requirements of this subdivision can not be met at the time of completion of installation, the owner shall have a period of thirty (30) days to comply with the above requirements; provided, however, that during said thirty (30) day period, a battery operated carbon monoxide detector with an alarm shall be installed.

2. **APPROVED CARBON MONOXIDE DETECTORS.** Each carbon monoxide detector as required in accordance with the above provisions shall comply with NFPA 720 and be ANSI/UL 2034 listed and IAS certified.

3. **SIGNAGE.** A metal or plastic identification plate shall be permanently mounted to the exterior of the building at a minimum height of eight (8) feet above grade directly in line with the exhaust vent terminal for the horizontally vented gas fueled heating appliance or equipment. The sign shall read, in print size no less than one-half (1/2) inch in size, "**GAS VENT DIRECTLY BELOW. KEEP CLEAR OF ALL OBSTRUCTIONS**".

4. **INSPECTION.** The state or local gas inspector of the side wall horizontally vented gas fueled equipment shall not approve the installation unless, upon inspection, the inspector observes carbon monoxide detectors and signage installed in accordance with the provisions of 248 CMR 5.08(2)(a)1 through 4.

(b) **EXEMPTIONS:** The following equipment is exempt from 248 CMR 5.08(2)(a)1 through 4:

1. The equipment listed in Chapter 10 entitled "Equipment Not Required To Be Vented" in the most current edition of NFPA 54 as adopted by the Board; and

2. Product Approved side wall horizontally vented gas fueled equipment installed in a room or structure separate from the dwelling, building or structure used in whole or in part for residential purposes.

(c) **MANUFACTURER REQUIREMENTS - GAS EQUIPMENT VENTING SYSTEM PROVIDED.** When the manufacturer of Product Approved side wall horizontally vented gas equipment provides a venting system design or venting system components with the equipment, the instructions provided by the manufacturer for installation of the equipment and the venting system shall include:

1. Detailed instructions for the installation of the venting system design or the venting system components; and

2. A complete parts list for the venting system design or venting system.

(d) **MANUFACTURER REQUIREMENTS - GAS EQUIPMENT VENTING SYSTEM NOT PROVIDED.** When the manufacturer of a Product Approved side wall horizontally vented gas fueled equipment does not provide the parts for venting the flue gases, but identifies "special venting systems", the following requirements shall be satisfied by the manufacturer:

1. The referenced "special venting system" instructions shall be included with the appliance or equipment installation instructions; and

2. The "special venting systems" shall be Product Approved by the Board, and the instructions for that system shall include a parts list and detailed installation instructions.

(e) A copy of all installation instructions for all Product Approved side wall horizontally vented gas fueled equipment, all venting instructions, all parts lists for venting instructions, and/or all venting design instructions shall remain with the appliance or equipment at the completion of the installation.

FOR YOUR SAFETY

This appliance requires air for proper combustion. Always provide adequate combustion and ventilation air. Follow instructions and information in CSAB149.1 (in Canada) or the National Fuel Gas Code ANS Z223.1/NFPA (in the USA), regarding requirements for combustion and ventilation air.

INSTALLATION AND REPAIR SHOULD BE DONE BY AN AUTHORIZED SERVICE PERSON. THE APPLIANCE SHOULD BE INSPECTED BEFORE USE AND AT LEAST ANNUALLY BY A PROFESSIONAL SERVICE PERSON. MORE FREQUENT CLEANING MAY BE REQUIRED DUE TO EXCESSIVE LINT FROM CARPETING, BEDDING MATERIAL, ETC. IT IS IMPERATIVE THAT CONTROL COMPARTMENTS, BURNERS AND CIRCULATING AIR PASSAGEWAYS OF THE APPLIANCE BE KEPT CLEAN.

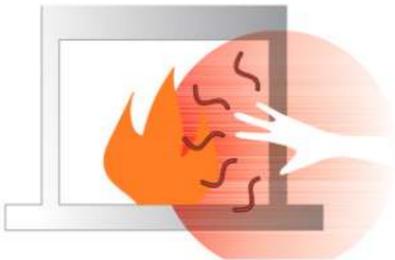
DUE TO HIGH TEMPERATURES, THE APPLIANCE SHOULD BE LOCATED OUT OF TRAFFIC AND AWAY FROM FURNITURE AND DRAPERIES.

WARNING: FAILURE TO INSTALL THIS APPLIANCE CORRECTLY WILL VOID YOUR WARRANTY AND MAY CAUSE A SERIOUS HOUSE FIRE.

CHILDREN AND ADULTS SHOULD BE ALERTED TO THE HAZARDS OF HIGH SURFACE TEMPERATURES, ESPECIALLY THE FIREPLACE GLASS, AND SHOULD STAY AWAY TO AVOID BURNS OR CLOTHING IGNITION.

YOUNG CHILDREN SHOULD BE CAREFULLY SUPERVISED WHEN THEY ARE IN THE SAME AREA 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 MATERIAL SHOULD NOT BE PLACED ON OR NEAR THE APPLIANCE.



INSTALLATION

IMPORTANT: SAVE THESE INSTRUCTIONS

The Regency Gas Insert must be installed in accordance with these 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 starting the installation.

NOTE: Failure to follow the instructions could cause a malfunction of the heater 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. This appliance can be used with a thermostat.

FOR YOUR SAFETY

This appliance requires air for proper combustion. Always provide adequate combustion and ventilation air. Follow instructions and information in CAN/CGA B149 (in Canada) or the National Fuel Gas Code ANSI Z223.1 (in the USA), regarding requirements for combustion and ventilation air.

SPECIFICATIONS

At pressures over 1/2 psig, the pipe to the unit must be disconnected.

Gas Input Capacity:

Natural Gas	30,000 Btu/h
Propane	28,000 Btu/h

Fuels: Approved for use with both natural gas, and propane. Approved as is for use at 0' to 2,000'. With a field installed conversion kit 0' - 4,500'.

Electrical: 120V A.C. system.

Circulation Fan: Variable speed, 127 CFM.

Log Set: Ceramic fibre, 7 per set.

Vent System: Minimum 4" B-Vent or listed gas fuel vent liner.

GAS PRESSURE TESTING

The appliance must be isolated from the gas supply piping system by closing its individual manual shut off valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psig. (3.45 kPa). Disconnect piping from valve at test pressures over 1/2 psig (3.45 kPa).

POLICY FOR SOLID FUEL BURNING AND FACTORY BUILT FIREPLACES

The FPI U31-3 may be installed and vented into any solid fuel fireplace that has been installed in accordance with the National, Provincial and local building codes and is constructed of non-combustible materials.

- 1) Installer must mechanically attach the supplied label to the inside of the firebox of the fireplace into which the gas fireplace insert is installed.

WARNING: This fireplace has been converted for use with a gas fireplace insert only and cannot be used for burning wood or solid fuels unless all original parts have been replaced, and the fireplace re-approved by the authority having jurisdiction.

- 2) Do not cut any sheet-metal parts of the fireplace, in which the gas fireplace insert is to be installed.
- 3) If the factory-built fireplace has no gas access hole(s) provided, an access hole of 1-1/2" (37.5mm) or less may be drilled through the lower sides or bottom of the firebox in a proper workmanship like manner. This access hole must be plugged with a non-combustible insulation after the gas supply line has been installed.
- 4) The fireplace flue damper can be fully blocked open or removed for installation of the gas fireplace insert.
- 5) The fireplace and fireplace chimney must be clean and in good working order and constructed of non-combustible materials.
- 6) The chimney cleanouts must fit properly.
- 7) Refractory (firebricks), glass doors, screen rails, screen mesh and log grates can be removed from the fireplace before installing the gas fireplace insert.
- 8) Smoke shelves, shields and baffles may be removed if attached by mechanical fasteners. If any part is removed it must not weaken the structural integrity of the factory built.
- 9) Trim panels or surrounds shall not seal ventilation openings in the fireplace.

BEFORE YOU START

Safe installation and operation of this appliance requires common sense, however, we are required by the Canadian Safety Standards and ANSI Standards to make you aware of the following:

General Safety Information

- 1) The appliance installation must conform with local codes or in the absence of local codes, with CAN/CGA B149 (in Canada) or the National Fuel Gas Code ANSI Z223.1. This appliance should be installed by a qualified gas fitter technician only.
- 2) **Installation and repair should be done by a qualified service person.**
- 3) The appliance should be inspected before use and at least annually by a professional service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, animal hair, etc. It is imperative that control compartments, burners and circulating air passageways of the appliance be kept clean.
- 4) See general construction and assembly instructions. This appliance may only be installed in a vented, noncombustible fireplace.
- 5) This appliance is Listed for bedroom installations. In Canada room heaters must be installed with a Listed Millivolt Thermostat. Some areas may have further requirements, check local codes before installation.
- 6) This unit is not approved for installation into a mobile home.
- 7) Always connect this insert to a vent system venting to the outside of the building envelope. Never vent to another room or inside a building. Make sure that the vent is properly sized and is of adequate height to provide the proper draft.
- 8) Inspect the venting system annually for blockage and any signs of deterioration.
- 9) Any glass removed for servicing must be replaced prior to operating the appliance.
- 10) To prevent injury, do not allow anyone who is unfamiliar with the operation to use the fireplace.
- 11) Failure to position the parts in accordance with the diagrams in this manual or failure to use only parts specifically approved with this appliance may result in property damage or personal injury.
- 12) 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, especially the fireplace glass and gold trims, and should stay away to avoid burns or clothing ignition. Young children should be carefully supervised when they are in the same room as the appliance. Clothing or other flammable material should not be placed on or near the appliance.

Emissions from burning wood or gas could contain chemicals known to the State of California to cause cancer, birth defects or other reproductive harm.

INSTALLATION CHECKLIST

The Regency Gas Insert is installed as listed below.

- 1) Unit Location - check Clearances to Combustibles.
- 2) Make the gas connections.
Convert to Propane Gas if necessary.
- 3) Install the flue or liner to the sliding draft hood.
- 4) Install Venting. Slide the unit into the fireplace.
Attach draft hood to the insert.
- 5) Test gas pressure.. Check aeration
- 6) Test for flue spillage.
- 7) Install the optional brick panels.
- 8) Install the log set.
- 9) Assemble and install the faceplate and trim.
- 10) Install the glass front.
- 11) Install louvers.
- 12) Install Optional Double Screen Door.
- 13) Install Optional Remote Control and Optional Wall Thermostat.
- 14) **Final check:** Before leaving this unit with the customer, the installer must ensure that the appliance is firing correctly. This includes:
 - a) Clocking the appliance to ensure the correct firing rate.
 - b) Adjusting the primary air, if required, to ensure that the flame does not carbon.
 - c) Ensuring that the appliance is venting correctly.

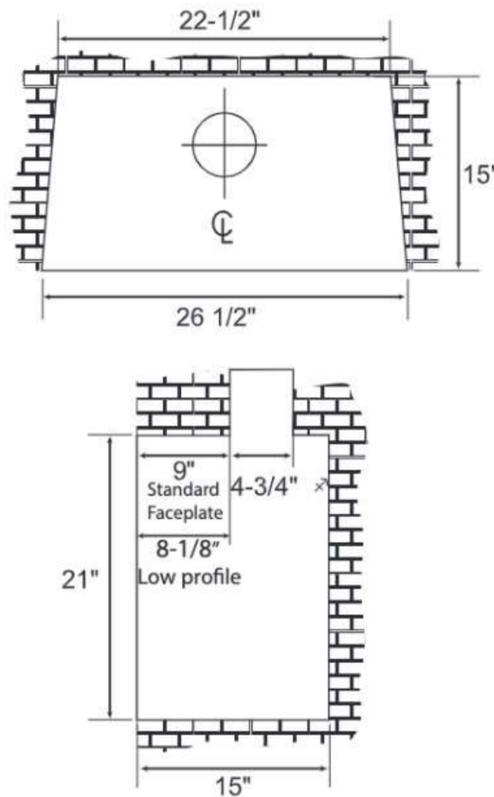
MATERIALS REQUIRED

No electrical power supply is required for the gas control to operate. A 120 Volt AC power cord is hooked up to the fan. Plug the 3 wire cord into a suitable receptacle. **Do not cut the ground terminal off under any circumstances.** When connected with 120 volts, the appliance must be electrically grounded in accordance with local codes, or in the absence of local codes, with the current Canadian Electrical Code CSA C22.1 (in Canada) or with the current National Electrical Code ANSI/NFPA 70-1987 (in U.S.A.).

NOTE: This unit is equipped with a heat sensor thermodisc which will prevent the blower from operating until the unit reaches the correct temperature.

MINIMUM FIREPLACE DIMENSIONS

The minimum fireplace dimensions for the FPI gas fireplace insert are shown in the following diagrams:



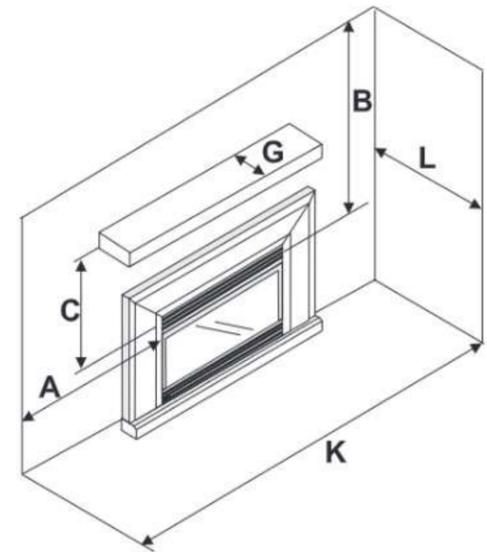
Note: If you are installing the Excalibur Surround, the minimum fireplace dimensions are as follows:

Width (at front): 29" (737mm)
Depth: 16" (406mm)

CLEARANCES TO COMBUSTIBLES

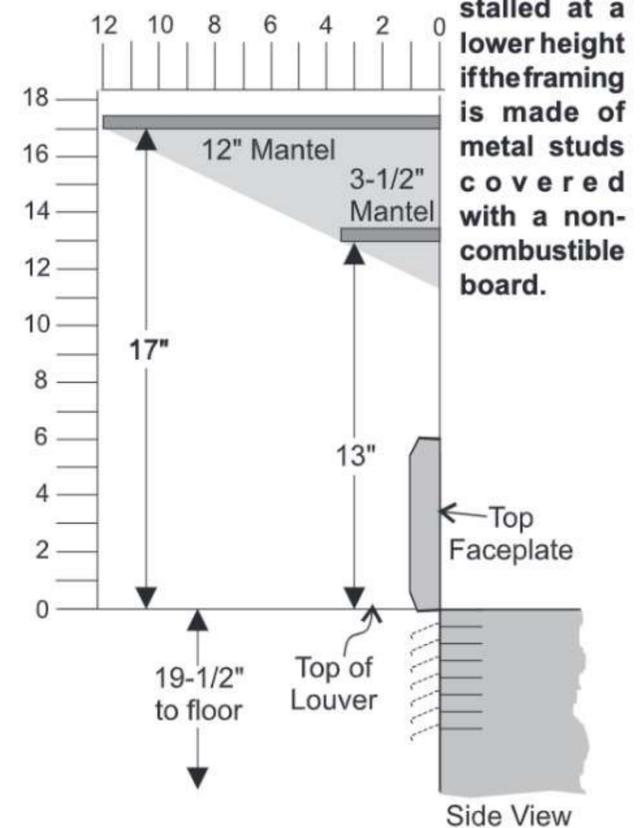
	From Unit
Sides	A 10" / 255 mm
Ceiling	B 47.5" / 1205 mm
Mantle	C See mantle clearances
Max. Mantel Depth	G 12" / 305 mm
Min. Alcove Width	K 48" / 1220 mm
Max. Alcove Depth	L 36" / 915 mm

* No Hearth Required



Combustible Mantel Clearances in Masonry Installation

Note: A non-combustible mantel may be installed at a lower height if the framing is made of metal studs covered with a non-combustible board.



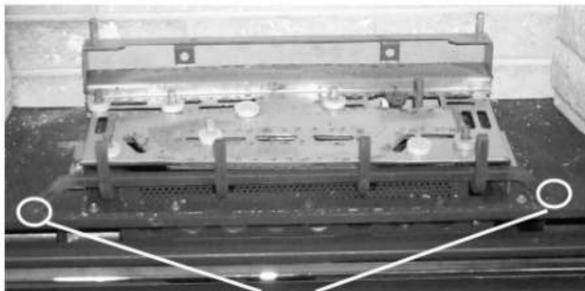
NOTE: Mantel clearances for installation into a Zero Clearance Kit are different. Please refer to the Zero Clearance Kit Manual for details.

INSTALLATION

Conversion Kit from Natural Gas to Propane Model #404-969 for: U31-NG3 Units

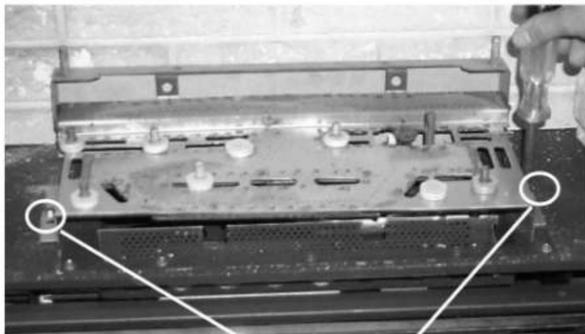
THIS CONVERSION MUST BE DONE BY A QUALIFIED GAS FITTER IF IN DOUBT DO NOT DO THIS CONVERSION !!

- 1) Turn the unit off and allow it to cool to room temperature.
- 2) Unplug or disconnect power source to stove.
- 3) Remove glass front (see manual).
- 4) Remove logs and brick panels (if installed).
- 5) Remove the Grate by removing the screws on each side of the grate.



Remove the 2 screws holding the grate in position.

- 6) Remove the Burner Tray by removing the screws on each side of the tray. Push the tray to the left and lift up.



Remove the 2 screws, push Burner Tray to the left, and lift off.

- 7) Remove burner orifice with 1/2" wrench and replace with the #52 orifice in the Kit.



Burner Orifice

- 8) Turn control knob to the "OFF" position

- 9) Remove the black protection cap by hand from the hi-low knob (Fig. 1).

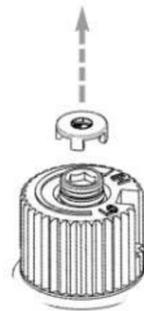


Fig. 1

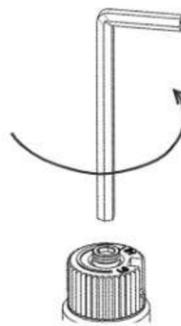


Fig. 2

- 10) Insert a 5/32" or 4mm Allen wrench into the hexagonal key-way of the screw (Fig. 2), rotate it counter-clockwise until it is free and extract it.

- 11) Check that the screw is clean and if necessary remove dirt.

- 12) Flip the screw (Fig. 3).

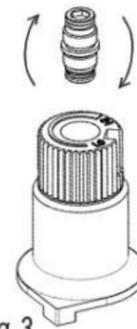


Fig. 3

- 13) Using the Allen wrench as shown in Fig. 4, rotate the screw clockwise until snug, do not overtighten.

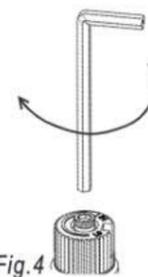


Fig. 4

WARNING!
Do not over tighten the screw.
Recommended to grip the wrench by the short side.

- 14) Verify that if the conversion is from NG to LPG, the screw must be re-assembled with the red o-ring visible (Fig. 5).

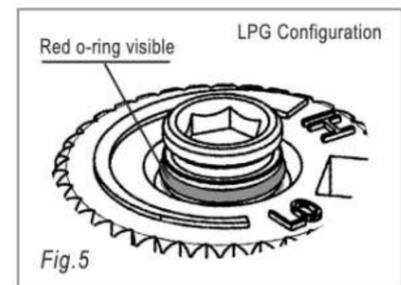
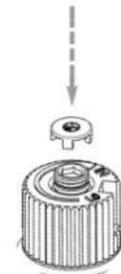


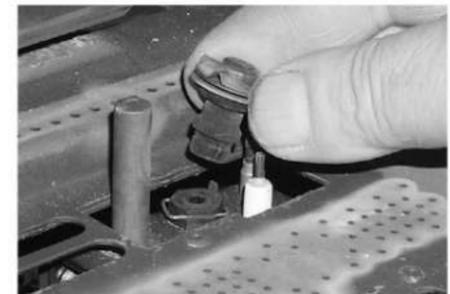
Fig. 5

- 15) Re-assemble the black protection cap (Fig. 6).

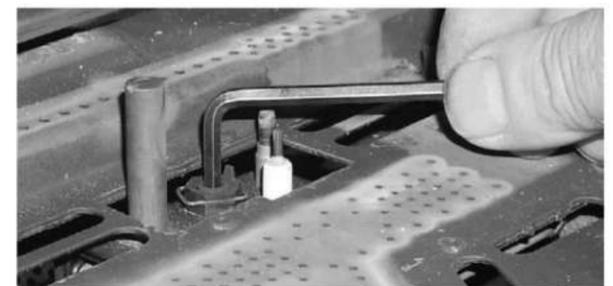


- 16) Reverse steps 6 - 1.

- 17) Pull off the pilot cap to expose the pilot orifice.



- 18) Unscrew the pilot orifice with the allen key and replace with the LP pilot orifice in the kit.



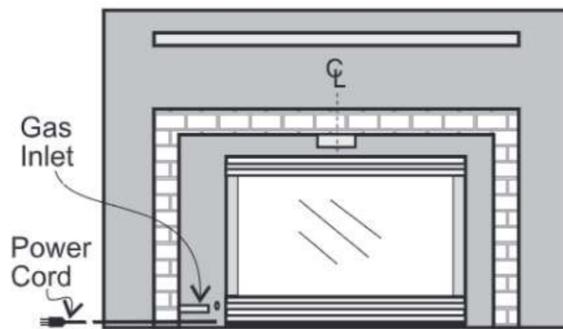
- 19) Replace Burner Tray and reverse steps 5) to 1).

- 20) Adjust the burner aeration setting to 3/8" to 3/8" as required for the best flame picture.

GAS CONNECTION

GAS CONNECTION WARNING:
Only persons licensed to work with gas piping may make the necessary gas connections to this appliance.

- 1) If the appliance is to be installed into an existing chimney system, thoroughly clean the masonry or factory built fireplace.
- 2) The appliance is provided with an opening on the left hand side of the control compartment. A 1/2" gas supply pipe must be brought near this inlet hole. (See Diagram 3 on page 11).



- 3) Locate the center point where the vent will pass through the chimney above the appliance. Move the appliance into the exact location where it is to be installed. Ensure that the Insert is level.
- 4) The installer must provide a valve with a plugged tapping, accessible for test gauge connection, immediately upstream of the gas supply connection to the appliance.

HIGH ELEVATION

This unit is approved in Canada for altitude 0 to 2000 ft. with the orifice supplied. For 0' - 4500' use the optional field conversion kit (Part #400-970 for Natural Gas units and Part #400-971 for Propane units). In USA refer to ANSI Z223.1-1988, Appendix F, for re-sizing orifice.

VENTING

This appliance is designed to attach to a 4" diameter type B-Vent or listed gas fuel type vent liner running the full length of the chimney. A minimum flue height of 12 feet is recommended. B-Vent must be supported by a vent support - supplied by vent manufacturer. See chart on this page for minimum distances from roof.

The Regency Insert incorporates its own internal draft hood, so no additional external draft hood is required.

Periodically check that the vent is unrestricted and an adequate draft is present when the unit is in operation. (See page 8 for spillage test.) Before installing vent system ensure that the damper plate is open and secure to prevent the damper plate from falling down and crushing the liner.

DRAFT HOOD CONNECTION

- 1) Attach the vent to the flue collar on the detachable draft hood. The flue collar of the appliance will fit inside a standard vent and may be fastened directly to the vent by sheet metal screw. Diagram 1.
- 2) Before pushing the appliance into position inside the fireplace, align the draft hood with the guides on the insert top and pull forward. While pushing the unit back into place, keep pulling the draft hood forward until the screw hole in the spill tube aligns with the screw hole in the draft hood locking tab on the underside of firebox top. The screw is secured through the draft hood locking tab into the front of the spill tube. (If screw holes do not line up then draft hood is not positioned correctly.)

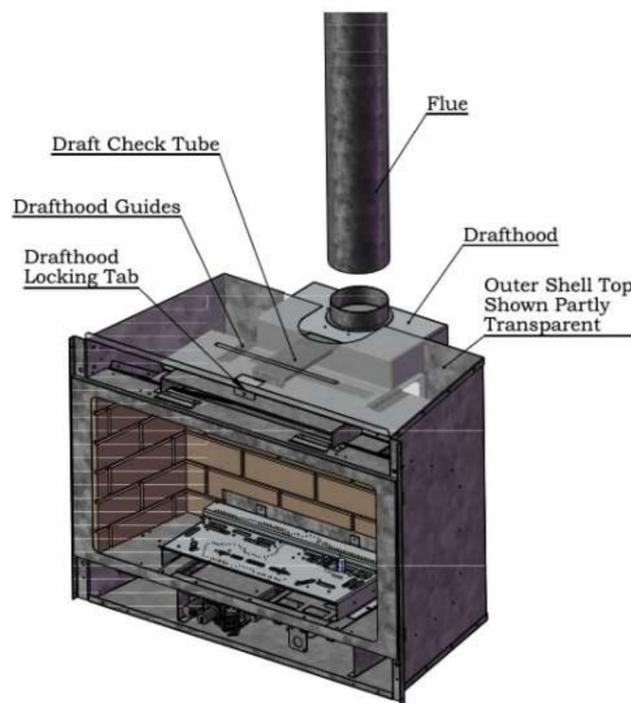
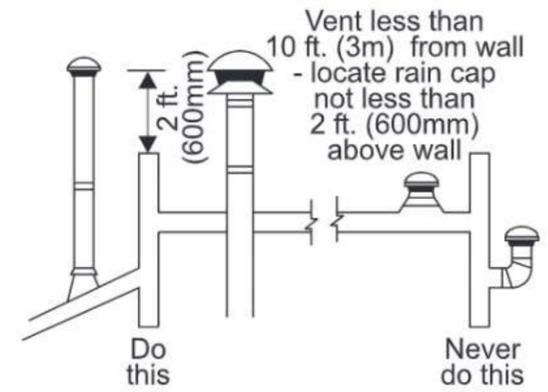


Diagram 1

NOTE: Final gas connection should be after unit is in place to avoid damage to line when pushing the unit into position.



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

Combustion and Ventilation Air

WARNING: This appliance needs fresh air for safe operation and must be installed with provisions for adequate combustion and ventilation air available to the room in which it is to be operating.

Follow CAN/CGAB149 (in Canada) or ANSI Z223.1 (in the USA) requirements, and any local codes or regulations of the enforcing authority.

Air for combustion is drawn in through the front of the unit, therefore, the front of the unit must be kept clear of any obstructions.

GAS PRESSURE TEST

The unit is preset to give the correct gas input at the specified manifold pressures shown on the label. The maximum gas manifold pressure is:

Natural Gas	3.5" w.c.
Propane	10" w.c.

The manifold pressure is controlled by a regulator built into the gas control, and should be checked at the pressure test point. The pressure check should be carried out with the unit burning and the setting should be within the limits specified.

INSTALLATION

GAS INSERT AERATION SYSTEM

The aeration adjustment rod is attached to the air shutter which is located just above the orifice bracket. The rod is used to adjust the aeration on the main burner without having to take the appliance apart.

The burner aeration is factory set but may need adjusting due to either the local gas supply, air supply or altitude.

Natural Gas: 3/8" (9.5mm) open
Propane: 3/8" (9.5mm) open

Note: Any damage due to carboning resulting from improperly setting the aeration controls is NOT covered under warranty.

Note: Aeration Adjustment should only be performed by an authorized FPI Installer at the time of installation or service.

Check for proper draft by placing a match close to the draft check opening. This should be checked after the unit has been operating for 15 min.

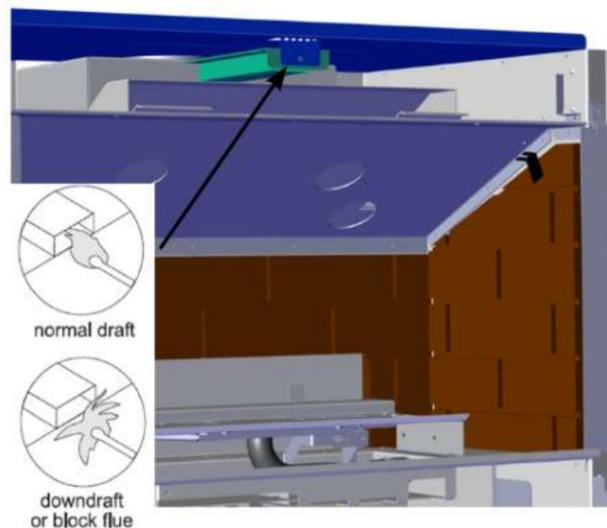
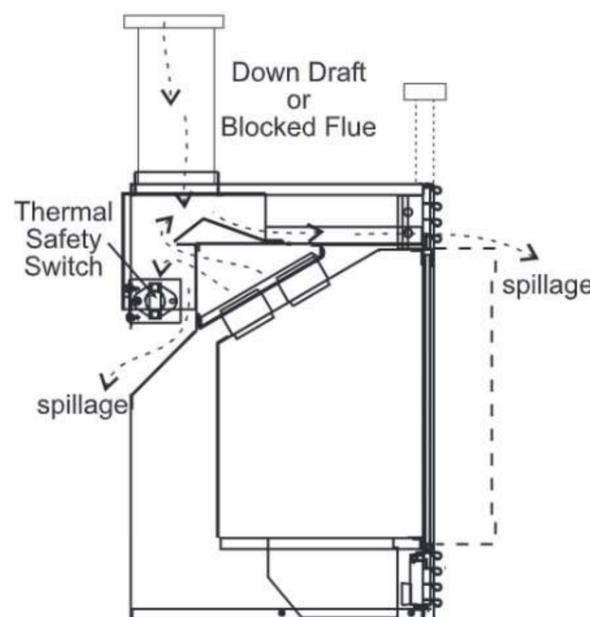


Diagram 1

The smoke should be drawn into the spill tube. If the smoke is still not drawn into the spill tube, turn the unit off and check for the cause of the lack of draft. If necessary, seek expert advice.



For wind turbulent sites, a wind cap may remedy the problem.

Note: The thermally activated safety switch will sense the change in temperature and shut down the gas valve in the event of a severe downdraft or a blocked or disconnected vent. The switch acts as a safety shut-off to prevent a build-up of carbon monoxide. If the flue is blocked or has no "draw", the switch will automatically shut off the supply of gas within 5 - 10 minutes. Tampering with the switch can result in carbon monoxide (CO) poisoning and possible death.

If the heater turns off because of lack of draft during the spillage test, check for the cause and if necessary, seek expert advice.

The thermally actuated safety switch will automatically reset after it has cooled off. The switch will continue to cycle until the draft problem is corrected. **DO NOT BYPASS OR DISCONNECT THIS SWITCH.**

OPTIONAL BRICK PANEL

- 1) Unwrap the brick pattern panels from the protective wrapping.
- 2) Remove the glass front if it is already installed.
- 3) Put the rear brick panel flat against the back of the unit.

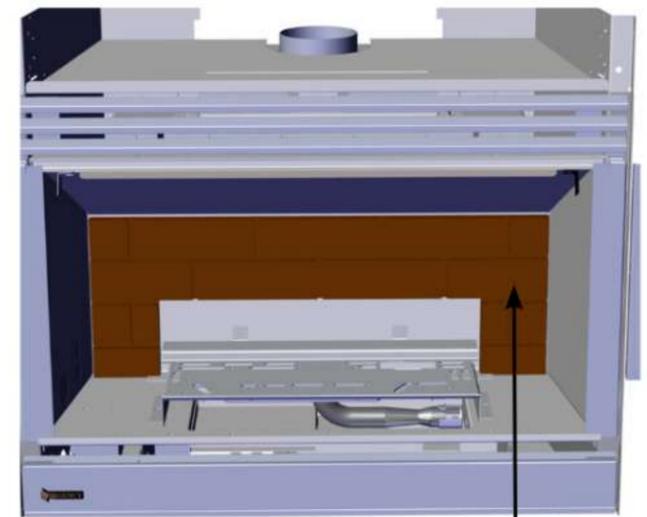


Diagram 1

Back Panel

- 4) Before installing the side brick panels, loosen the screws for the brick tabs enough so that you can slide the brick clips on to the screws easily but that the tabs are secure. For the location of the side brick tab screws see Diagram 2.

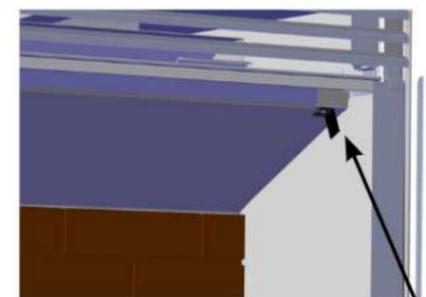


Diagram 2

Brick clip

- 5) Slide brick panel under brick clips, tighten screws securing clips to complete installation.

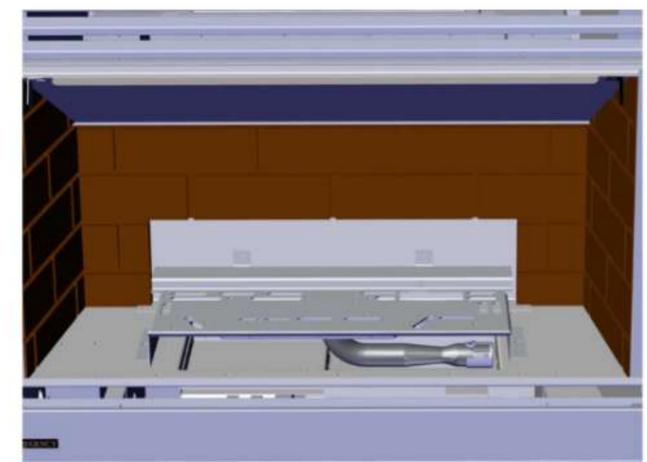


Diagram 3

TEST FOR FLUE SPILLAGE

A "spillage" test must be made before the installed unit is left with the customer. Follow the procedure below:

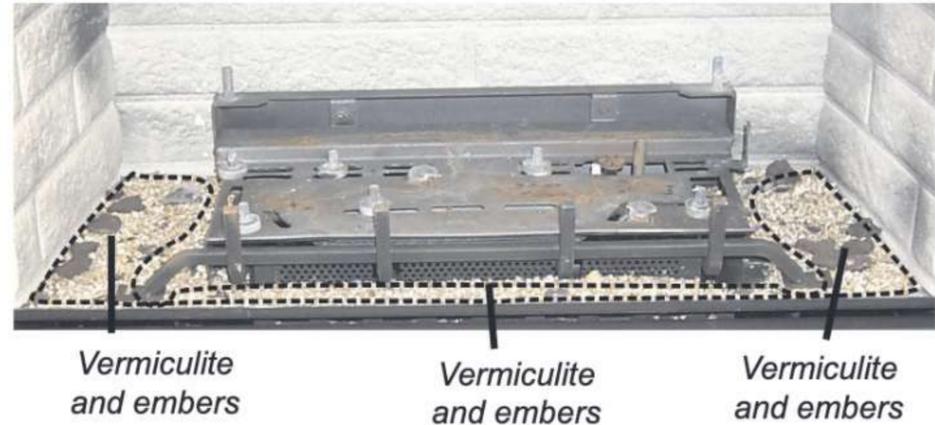
- 1) Start all exhaust fans in the home and then close all external doors and windows in the house.
- 2) Light the unit and set controls to maximum. Turn fan off.
- 3) After five minutes, test that there is a "pull" on the flue by placing a smoke match, cigarette or similar device which gives off smoke, in front of the spill tube. To ensure a valid test, place a scrap piece of sheet metal (or other noncombustible material) between the spill tube and the upper louver, this will prevent the natural convection of the unit from interfering with the test. See diagram 1.

LOG SET INSTALLATION

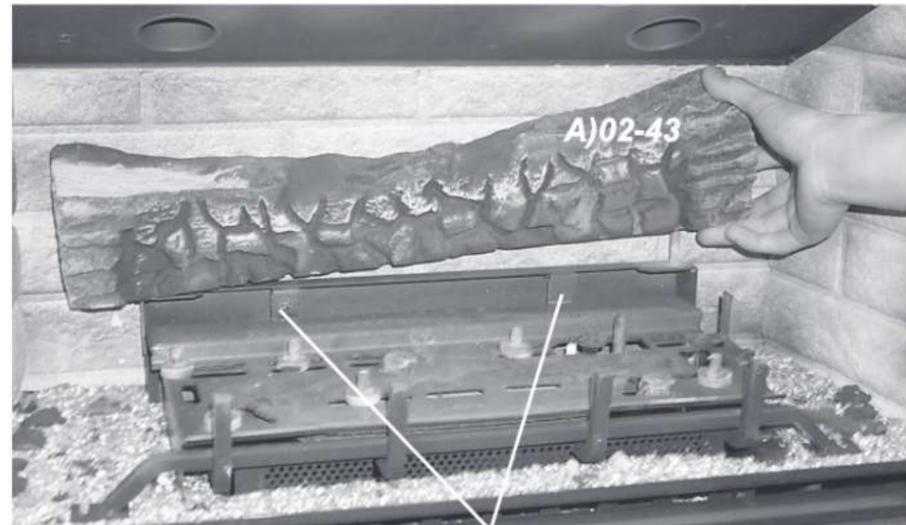
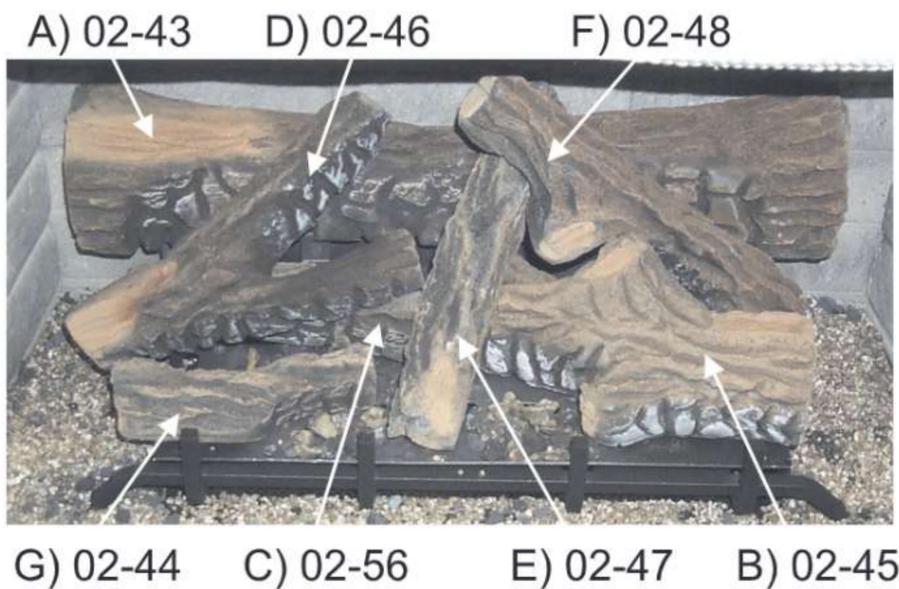
Read the instructions below carefully and refer to the diagrams. If logs are broken do not use the unit until they are replaced. Broken logs can interfere with the pilot operation.

The gas log kit contains the following:

- a) 02-43 Rear Log
- b) 02-45 Front Right Log
- c) 02-56 Middle Left Log
- d) 02-46 Left Top Log
- e) 02-47 Center Log
- f) 02-48 Middle Right Log
- g) 02-44 Front Left Log
- h) 902-154 Embers
- i) 902-153 Rockwool
- j) 902-179/P Vermiculite
- k) 946-669 Platinum Embers
(supplied with packaged manual)



- 3) Place Rear Log A)02-43 on the two pins on the rear log support.



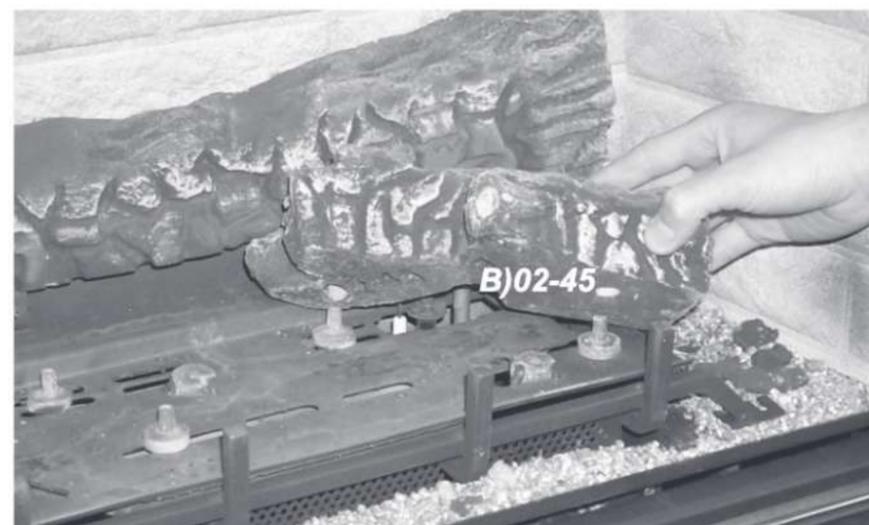
Pins on Rear Log Support

The "02" refer numbers (i.e. 02-43) are molded into the rear of each log.

Note: Install Optional Brick Panels prior to installing logs.

- 1) Carefully remove the logs from the box and unwrap them. The logs are fragile, handle with care - **do not force into position.**
- 2) Sprinkle the vermiculite around the firebox base. Take some of the embers (approx. 1/3 of the bag) and sprinkle over the vermiculite.

- 4) Place Front Right Log B)02-45 on the two pins as shown.

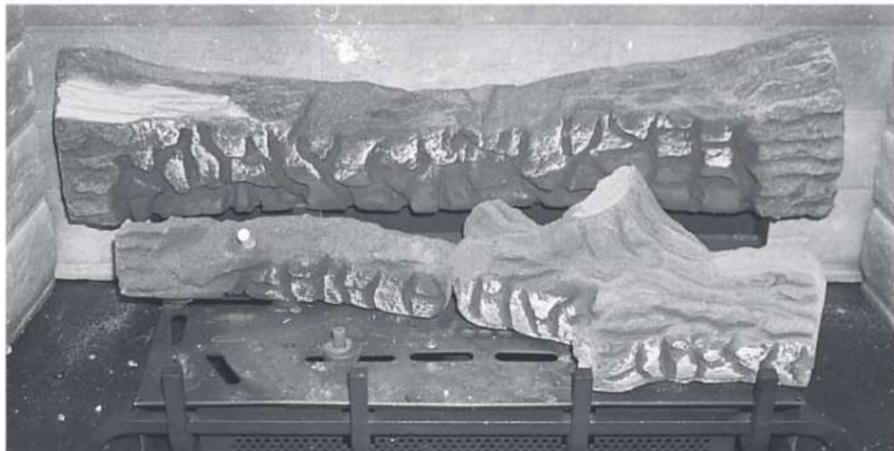
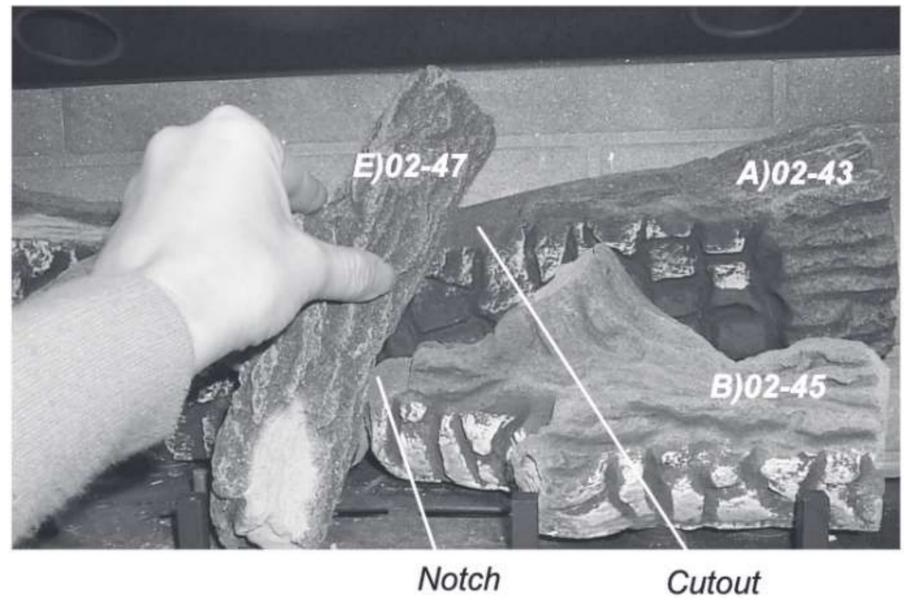


INSTALLATION

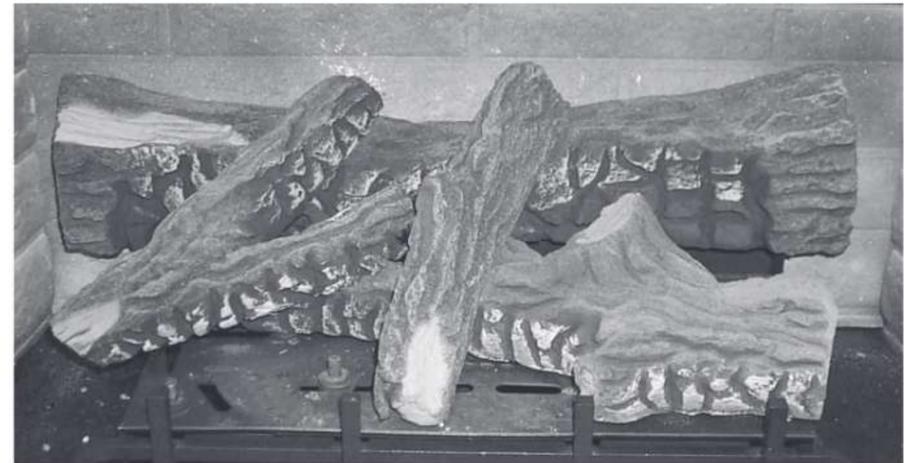
- 5) Place the Middle Left Log C)02-56 on the two pins as shown.



- 7) Place the notch in Center Log E)02-47 over Log B)02-45 and across the cutout on Log A)02-43.

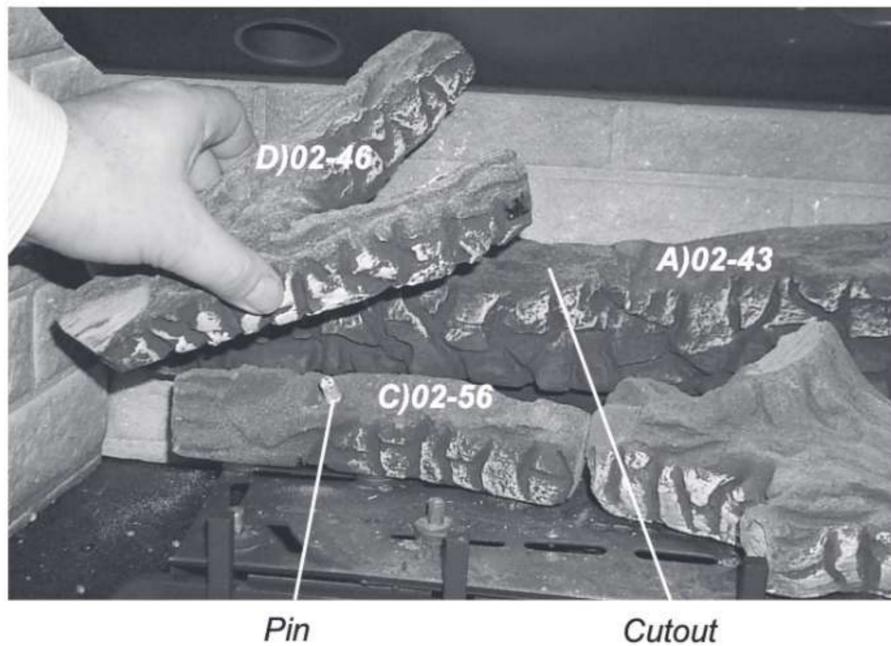


Logs A)02-43, C)02-56, and B)02-45 in position

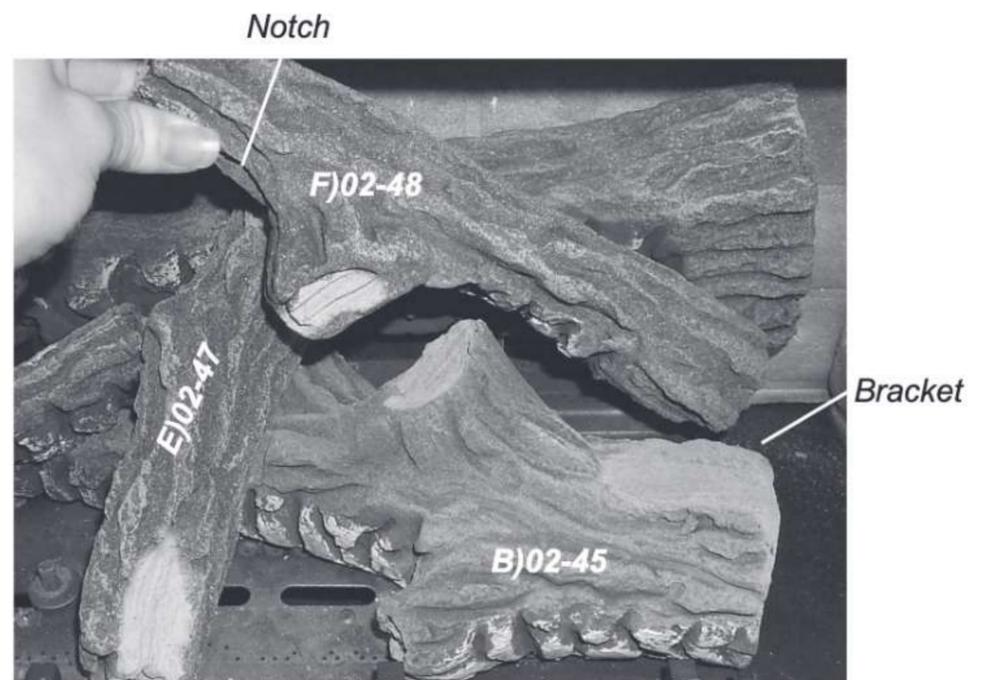


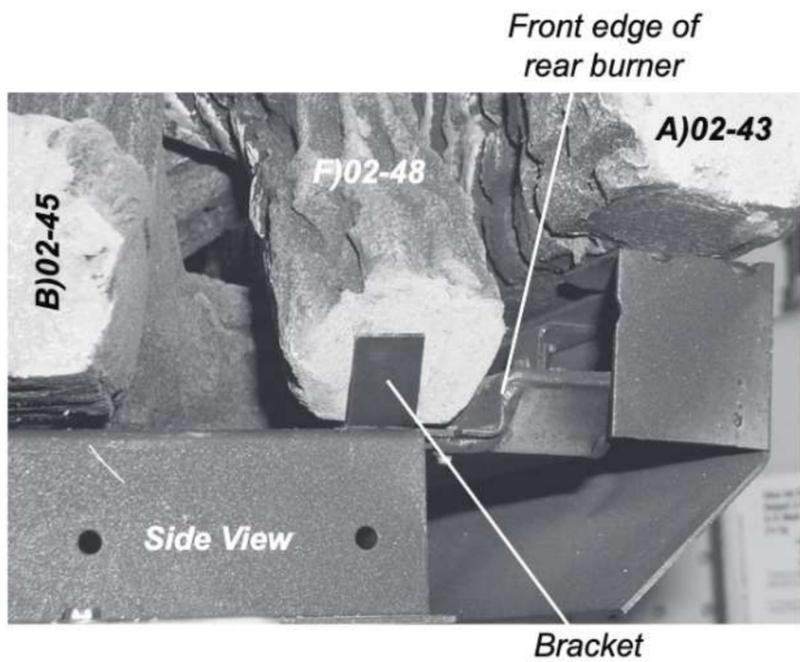
Logs D)02-46 and E)02-47 in position.

- 6) Place the Left Top Log D)02-46 on the pin on Log C)02-56 and on top of the cutout on Log A)02-43.



- 8) Position notch in Front Right Log F)02-48 on Log E)02-47 and push the bottom right edge against the bracket on the burner tray and the front edge of the rear burner.



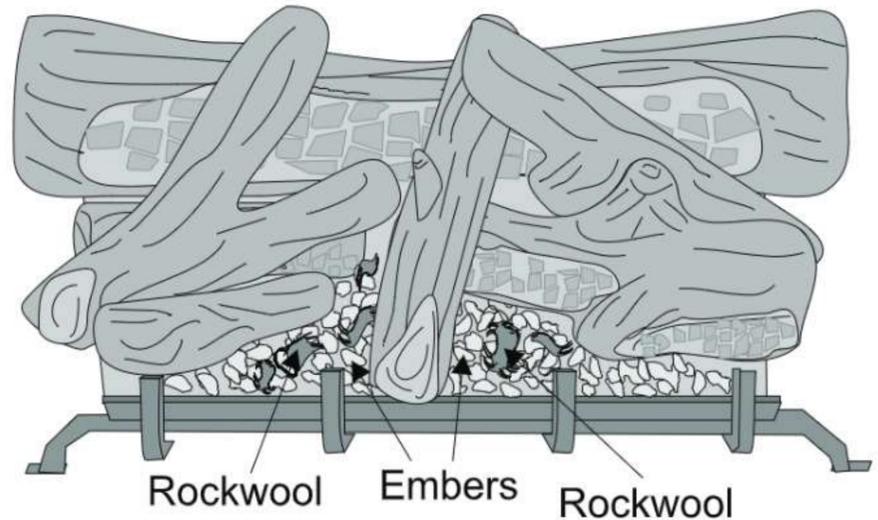


The bottom right edge of Log F)02-48 must sit snugly against the bracket and the front edge of the rear burner.

- 9) Place Front Left Log G)02-44 onto the 2 front pins as shown.

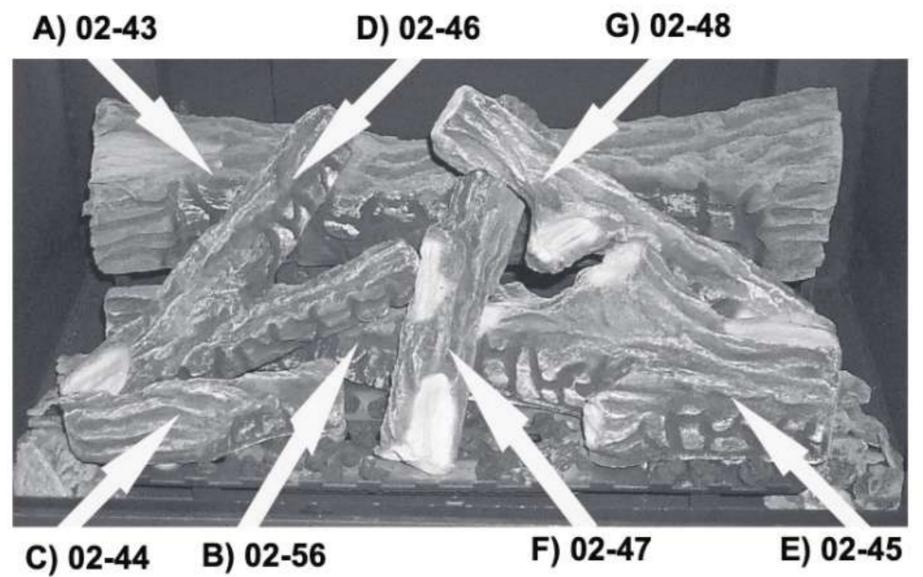


- 10) Place the embers and Rockwool on the exposed front burner tray.



- 11) Separate platinum embers and place on and around the embers and rockwool on the burner tray. Avoid stacking platinum embers.

- 12) Test fire to ensure proper light off (make sure flame flows smoothly from one end of burner to the other. If there is any flame hesitation, check that area for any blockage of the burner port.

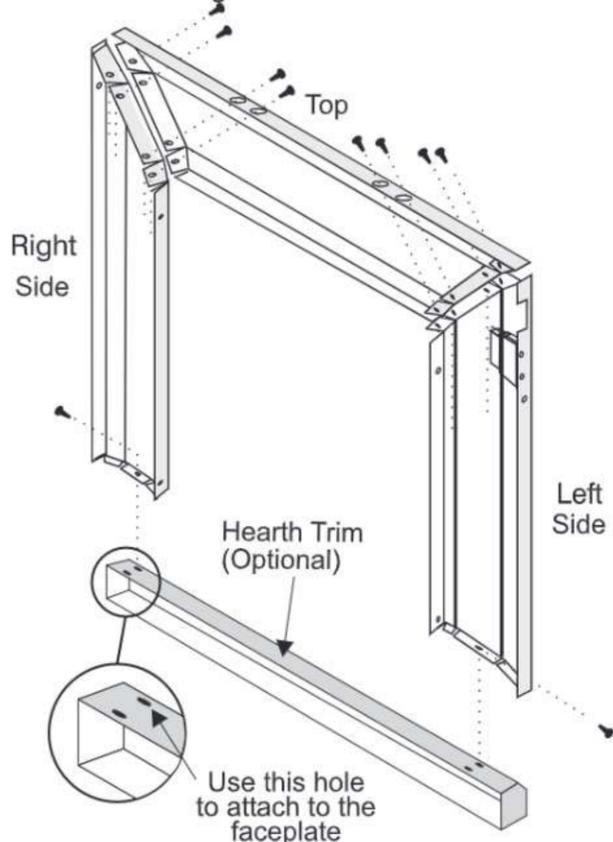


The "02" refer numbers (i.e. 02-43) are molded into the rear of each log.

FACEPLATE & TRIM INSTALLATION

- 1) Lay the faceplate panels flat, face down on something soft so they don't scratch.
- 2) Take the top faceplate and align the holes in it with the holes in the side panels. Using the screws provided, attach from the top of the panel (the holes in the top panel are slightly larger than the holes in the side panel to facilitate easier installation). Diagram 1.

Hint: Don't tighten the screws down com-

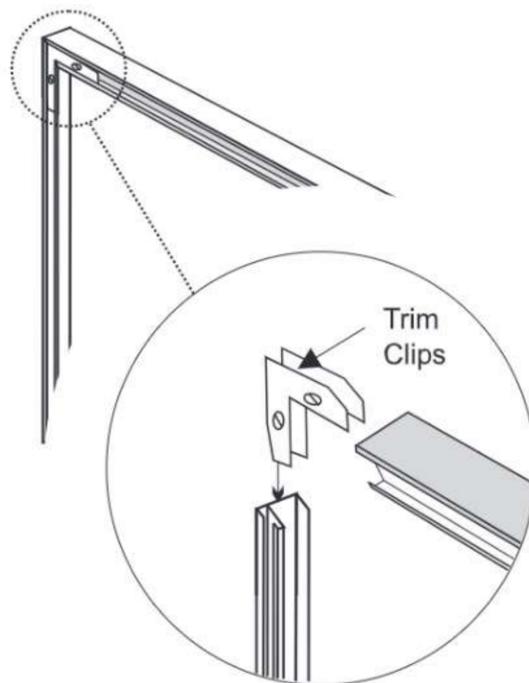


Rear View: Faceplate Assembly
Diagram 1

pletely at this point, continue on with steps 3 and 4 and do a trial fit to the unit. Make any necessary adjustments and when it fits properly then tighten down the screws.

Hearth Trim Option: Hearth Trim is an option that can be used to finish off the installation when the bottom of the fireplace is higher than the hearth or to raise the fireplace. Attach the Hearth Trim to the bottom of the faceplate side panels with the screws provided. See Diagram 1.

- 3) Using the connectors provided, join the left side trim (with the ON/OFF switch) to the top trim. Diagram 2. Connect the right side trim to the top trim.
- 4) Place the trim on the assembled faceplate panels, aligning the wire connections from the switches with the notch on the left side panel.
- 5) Connect the fan switch wires by taking the black and red wires with the male ends (in



Rear View: Trim Assembly
Diagram 2

the grey harness) and connect them with the wire connectors from the fan speed control.

- 6) Connect the ON/OFF switch wires by taking the black and red wires with the female ends and connect them to the ON/OFF switch.
- 7) Tuck the wires into the faceplate to keep them away from the insert using the clip provided. Attach the clip to the rear of the faceplate to ensure that the wires do not touch the side of the unit. Diagram 3.
- 8) The power cord should be run behind the faceplate panel.

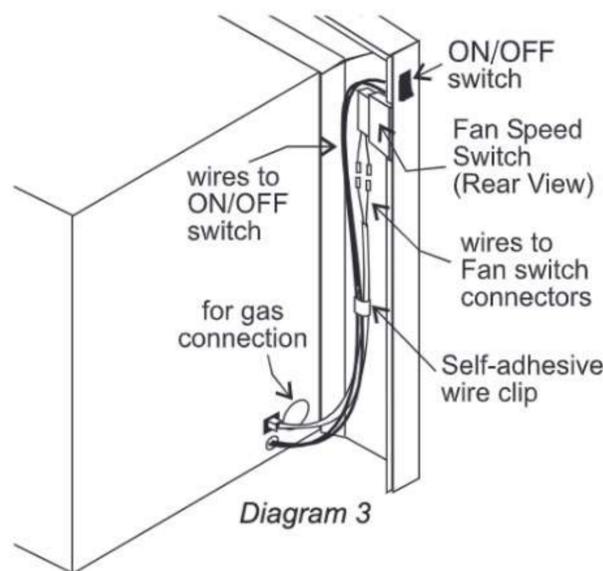


Diagram 3

- 9) Attach the brass trim to the faceplate by drilling a 1/8" hole through into the faceplate using the hole in the trim as a guide. Fasten the trim to the faceplate panels using the plated screws. Diagram 4.
- 10) Attach the faceplate panels to the insert body using the 4 remaining black screws. Diagram 5.
- 11) Push the Regency logo plate into the two holes in the bottom left corner of the faceplate.

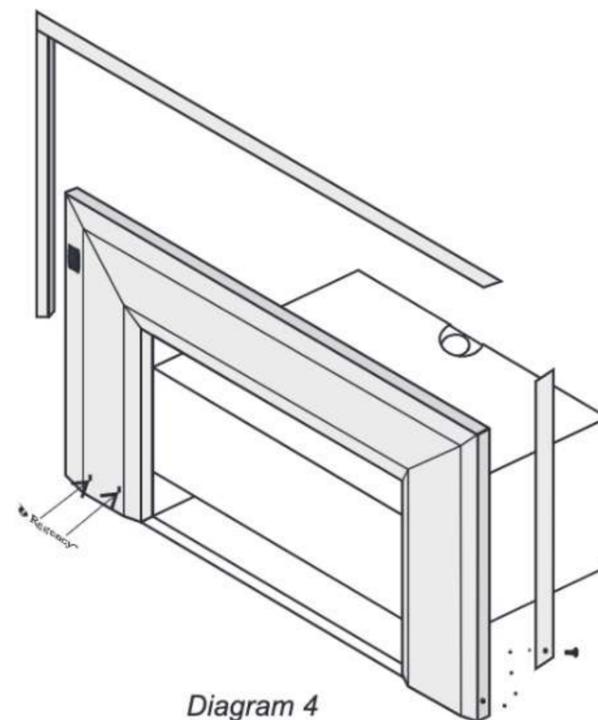


Diagram 4

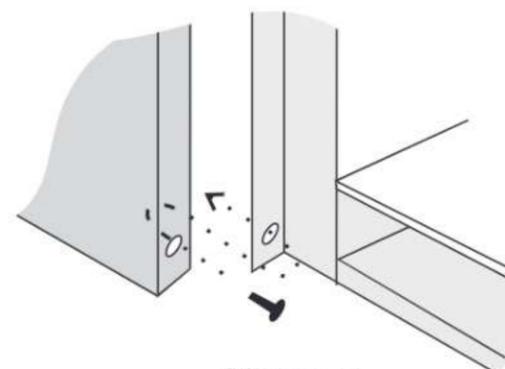
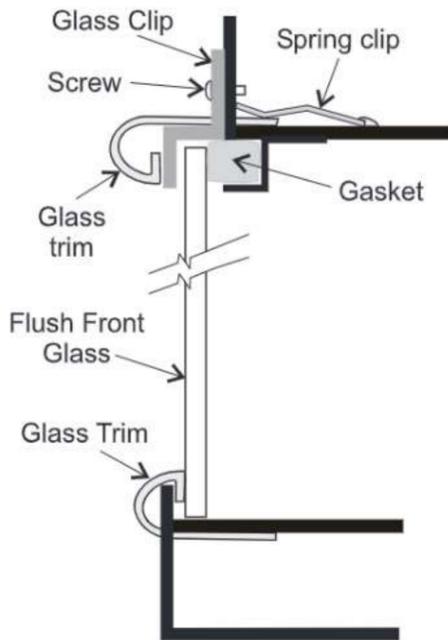


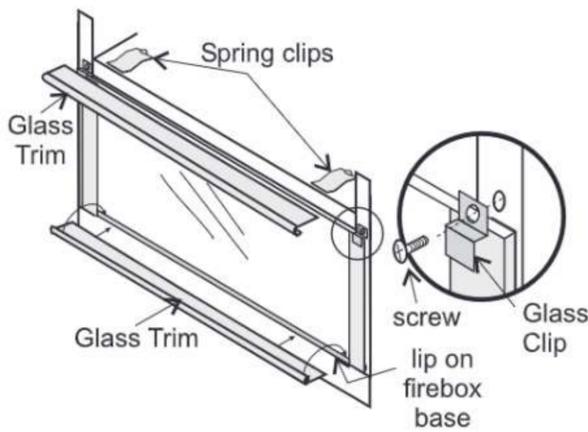
Diagram 5

FLUSH FRONT INSTALLATION

- 1) Install Logs before going on to the next step. See the Log Installation instruction sheet or page 9.
- 2) Install the bottom glass trim by hooking the trim into the lip on the firebox base. The trim will not fit into place if the glass is installed first.
- 3) Place the bottom of the flush glass behind the bottom glass trim.

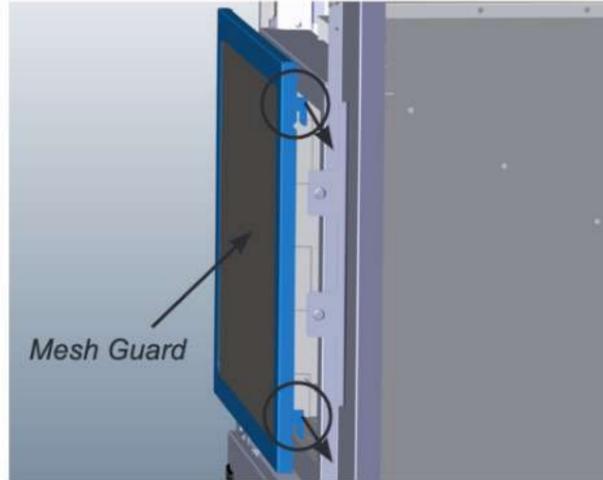


- 4) Secure the glass with the two glass clips at the top corners of the glass. Secure glass clips with the screws provided. Do not over tighten as this could break the glass.
- 5) Slide in the top glass trim under the spring clips.



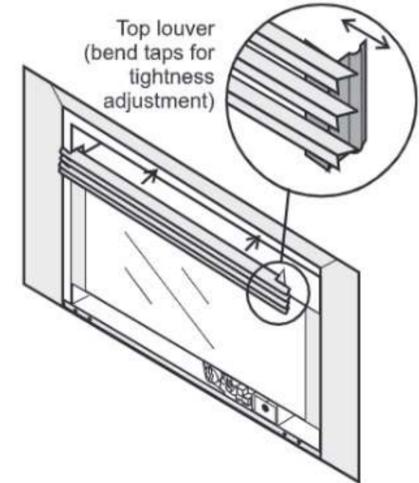
MESH GUARD INSTALL

Line up hooks on mesh guard with slots on unit. Slide mesh guard down into slots until securely in place.

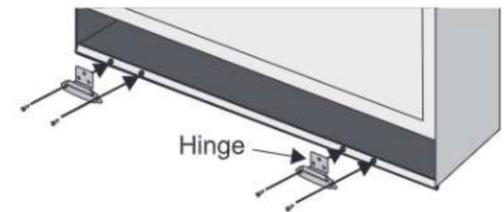


FLUSH LOUVERS

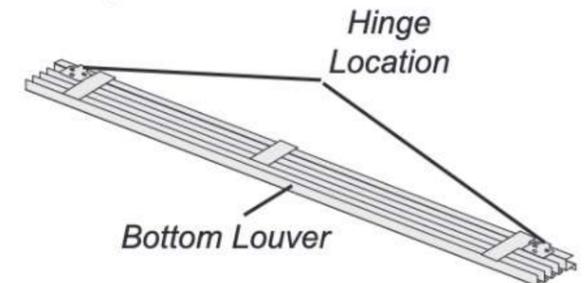
- 1) The Top Louver is held in place by friction fit, if the Louver needs to be adjusted; bend the bracket out as shown in the diagram.



- 2) Install the Spring Hinges on the left and right side of the bottom of the Firebox using 2 screws per hinge.



- 3) Place the Bottom Louver near the hinge. Flip hinge over the Bottom Louver and secure using 3 screws.



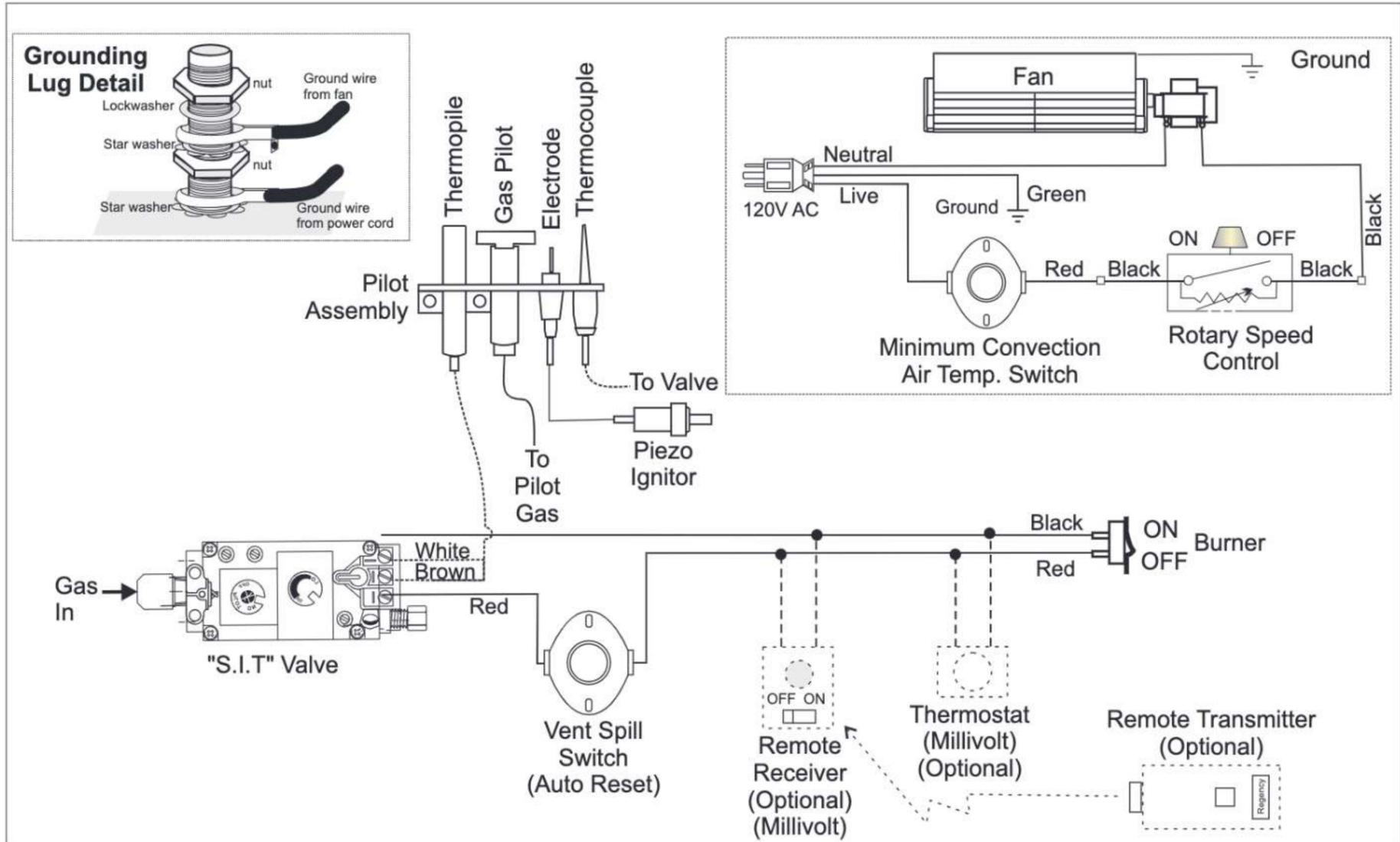
INSTALLATION

WIRING DIAGRAM

This heater does not require a 120V A.C. supply for operation. In case of a power failure, the burner switch and the optional remote control/thermostat will continue to operate. However, a 120V A.C. power supply is needed for the fan/blower operation.

Caution: Ensure that the wires do not touch any hot surfaces and are away from sharp edges.

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



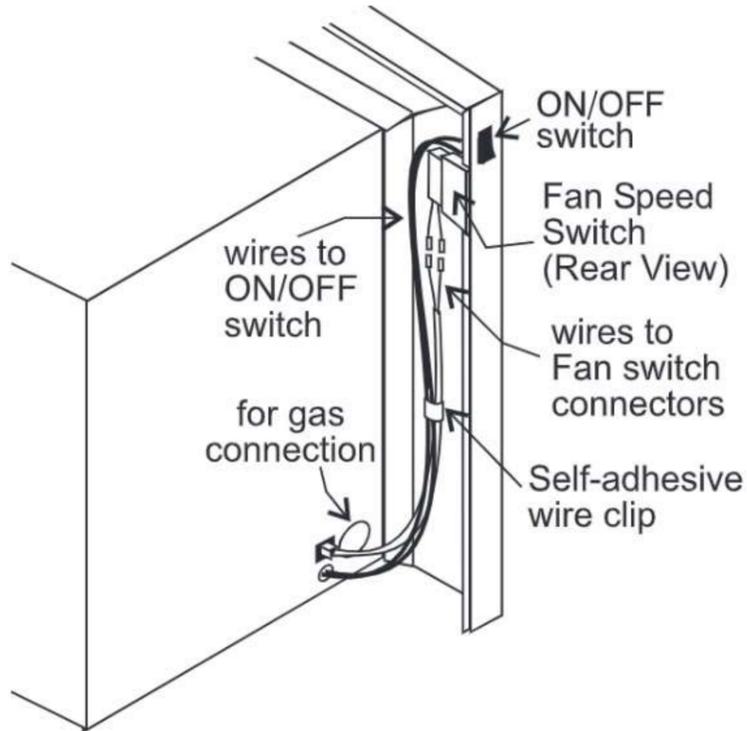
WARNING: Electrical Grounding Instructions
 This appliance is equipped with a three pronged (grounding) plug for your protection against shock hazard and should be plugged directly into a properly grounded three-prong receptacle. Do not cut or remove the grounding prong from this plug.

FULL SCREEN FRONT

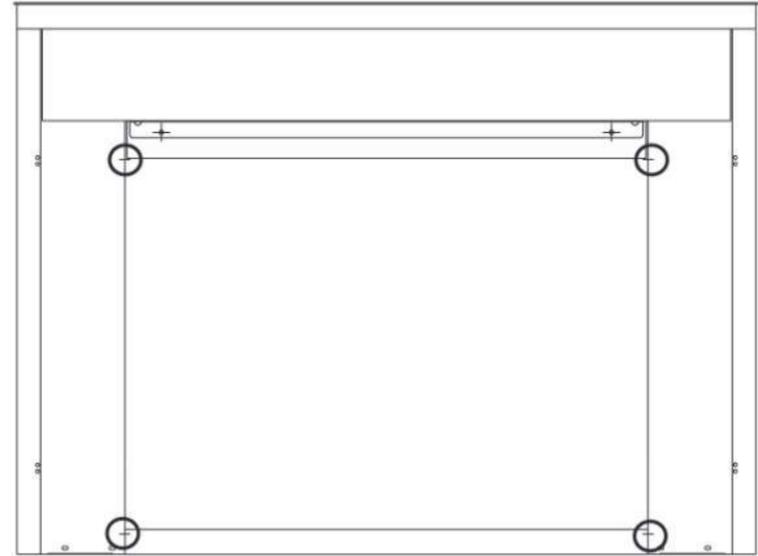
- 1) Hold the full screen door up against the unit in order to make the following wire connections.

Pull the ON/OFF connector wires from the firebox and connect them to the switch.

Connect the fan switch wires with the wire connectors from the fan speed control. Place clips over wires and tuck into side trim.

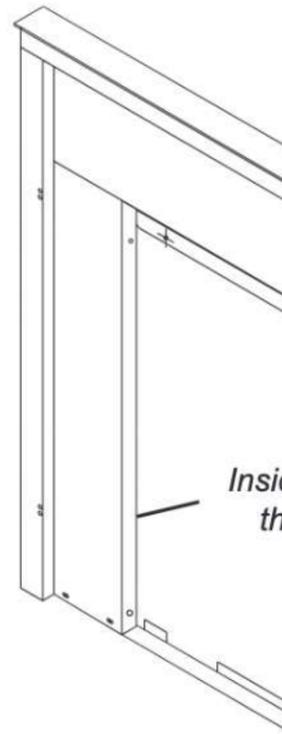
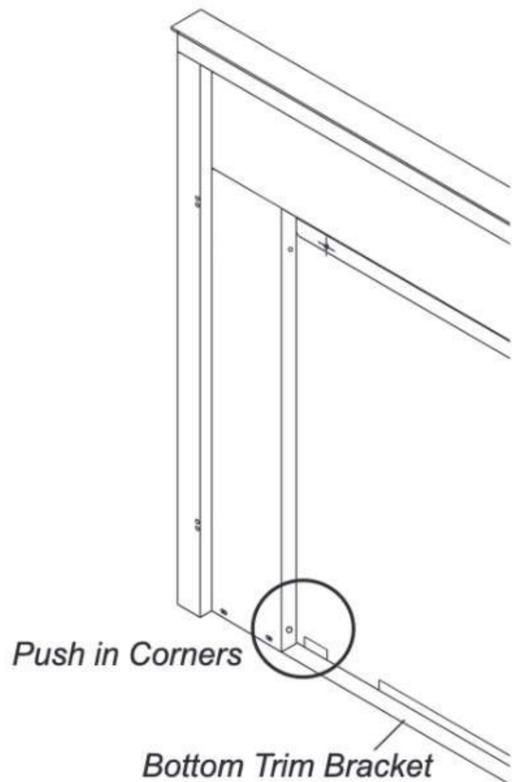


- 3) Completely secure the full screen door to the unit by securing 4 screws to the Left and Right Side Trims.



NOTE: When mounting the full screen door to the unit, the inside flange of the side trims are to fit over the inner side of the unit flange and **NOT** next to the outer side of the unit flange.

- 2) Lift unit up slightly and push down on the corners of the Bottom Trim Bracket and slide under unit. Unit should touch tabs on Bottom Trim Bracket.

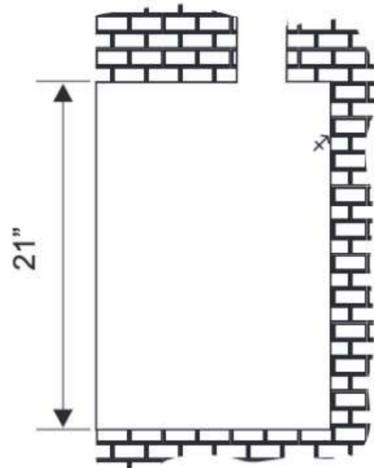
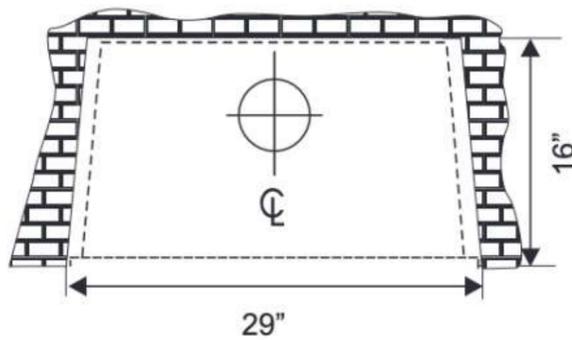


Inside flange of Side Trim goes over the inner side of the unit flange.

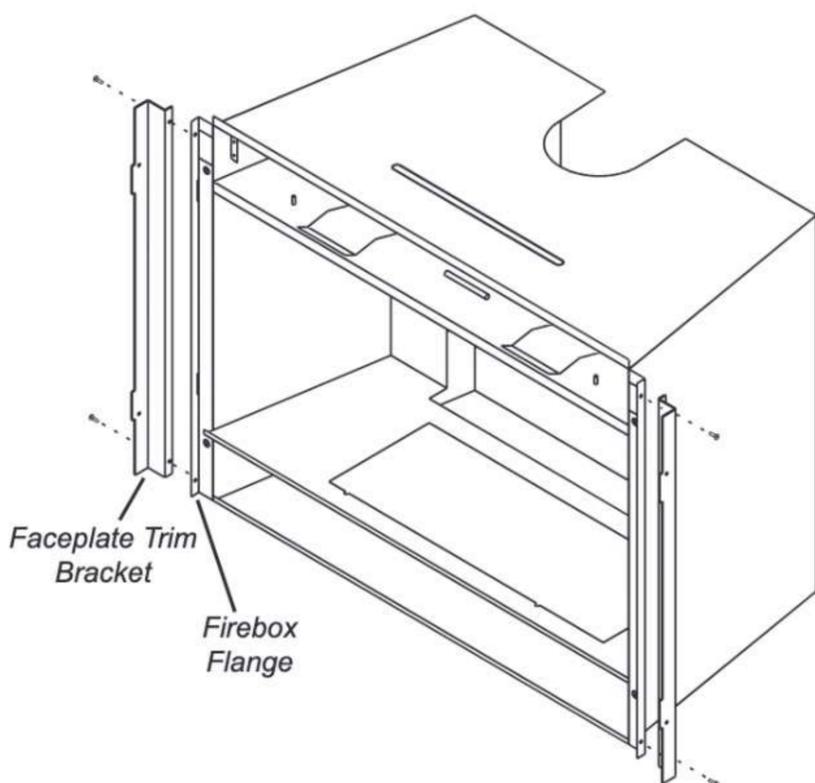
EXCALIBUR SURROUND INSTALLATION

IMPORTANT NOTE:

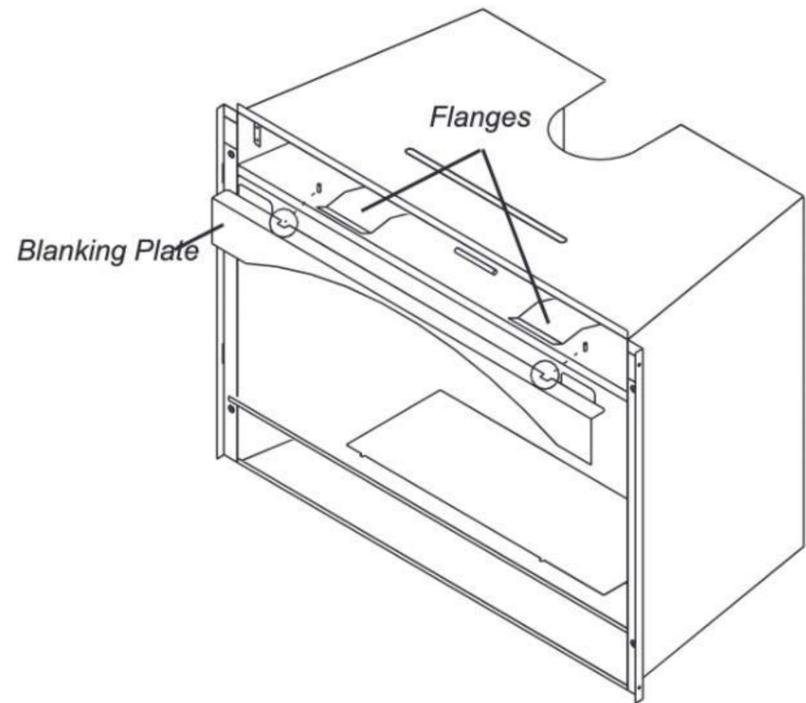
When using the Surround, the unit must be set 1" further into the fireplace than the standard faceplate installation. See the diagrams below for the correct minimum fireplace opening requirements.



- 1) Align the left side Faceplate Trim Bracket with the Firebox Flange and secure using 2 screws as shown in diagram 1. Repeat for right side.



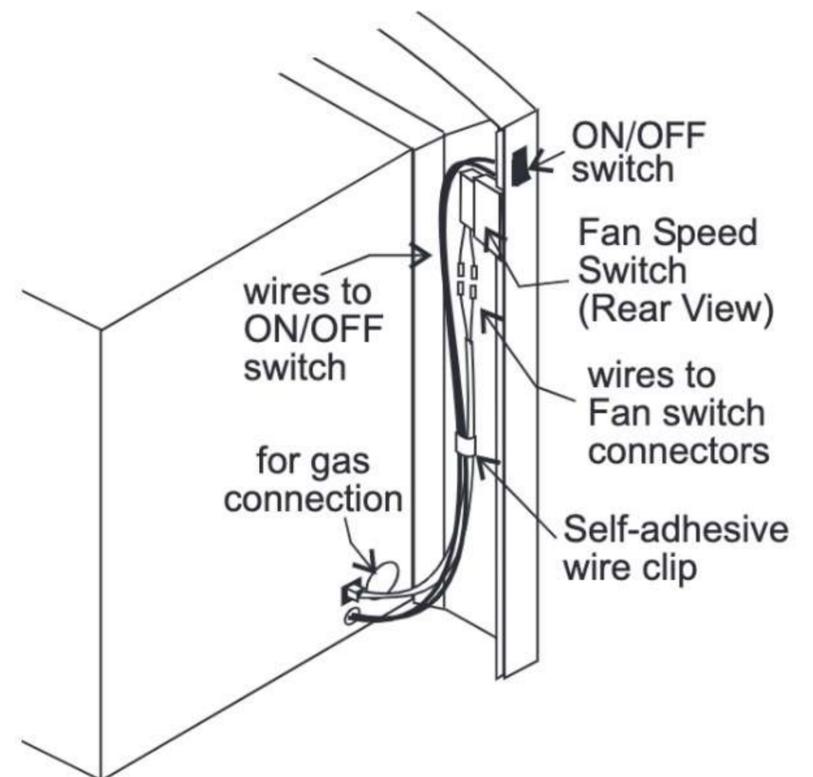
- 2) Align the cut-outs in the Blanking Plate with the pins located on the inside top of the firebox. Slide the Blanking Plate into position ensuring it goes under the 2 flanges.



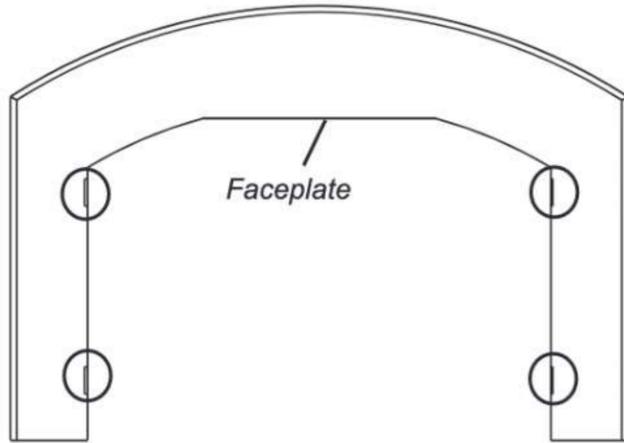
- 3) Hold the Faceplate Trim up against the unit in order to make the following wire connections.

Pull the ON/OFF connector wires from the firebox and connect them to the switch.

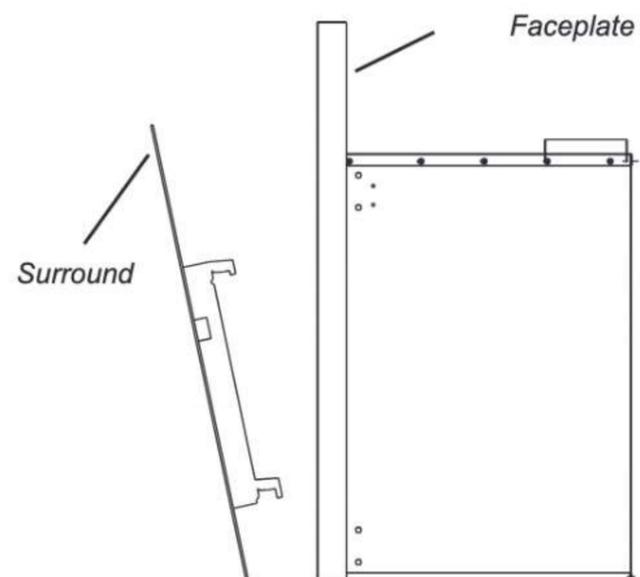
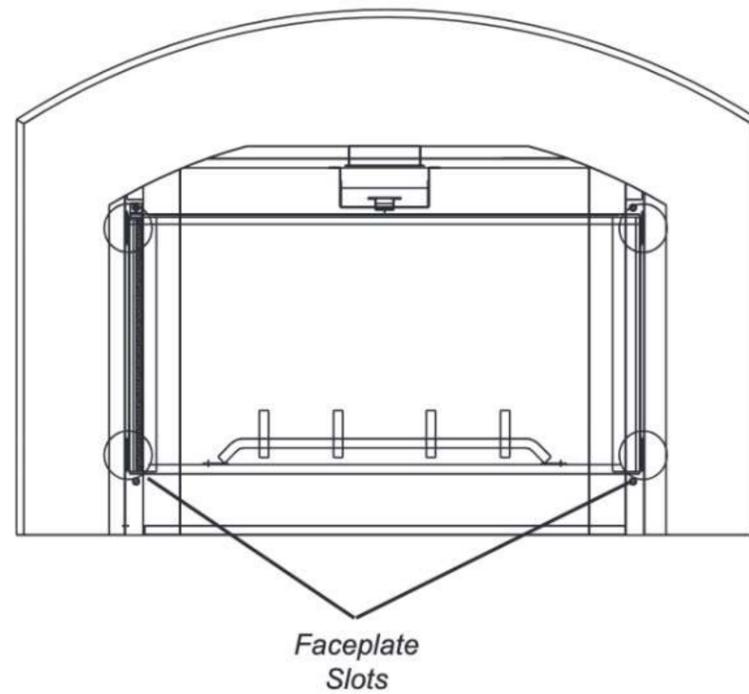
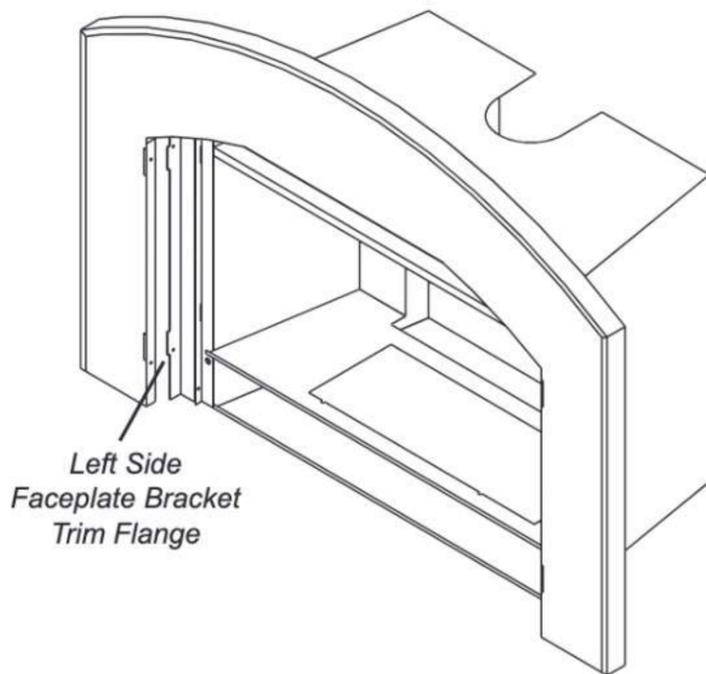
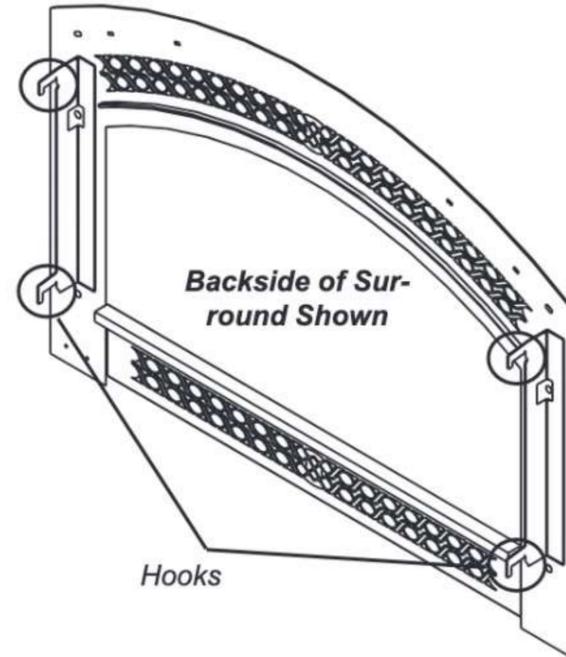
Connect the fan switch wires with the wire connectors from the fan speed control. Place clips over wires and tuck into side trim.



- 4) Secure the Faceplate by sliding the slots in the Faceplate into the flanges on the left and right side Faceplate Trim Brackets. Once the Faceplate is in place secure using 2 screws per side.



- 5) Place the bottom hooks of the Surround into the bottom slots of the Faceplate. Slightly pull up the Surround and push the top hooks into the top slots of the Faceplate. Push down to secure. Tug on the Surround to ensure it is securely locked in place.



INSTALLATION

LOW PROFILE FACEPLATE INSTALLATION

- 1) Attach the inner faceplate panel to the insert body using 4 screws in the locations shown below.



Diagram 1

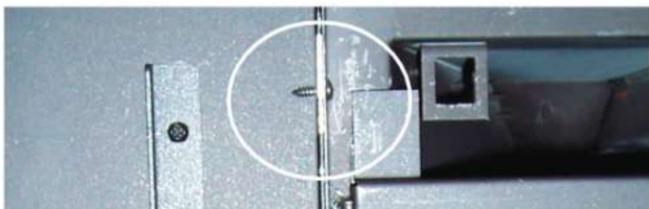


Diagram 2

- 2) Connect the male end black and red fan switch wires to the wire connectors from the fan speed control.

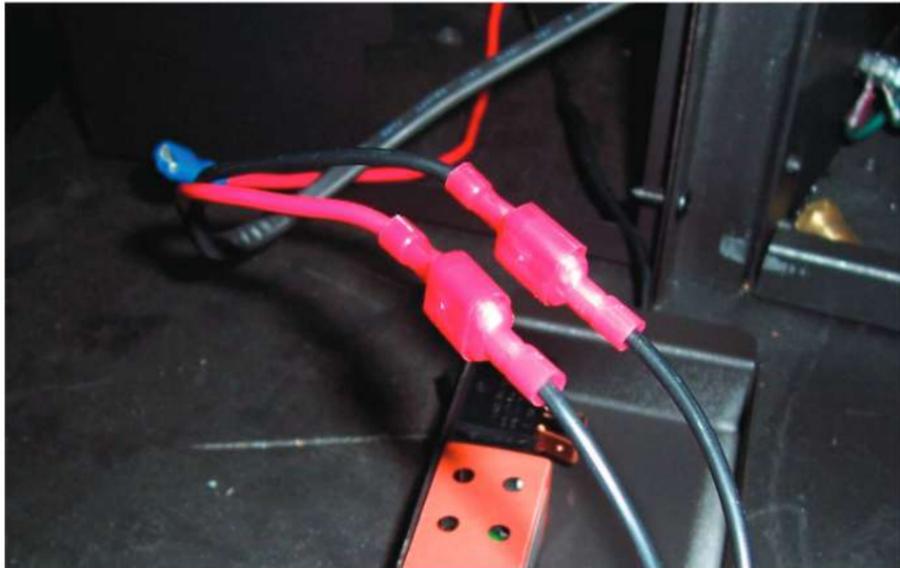


Diagram 3

- 3) Connect the female ends of the ON/OFF switch - to the ON/OFF switch in the control box.

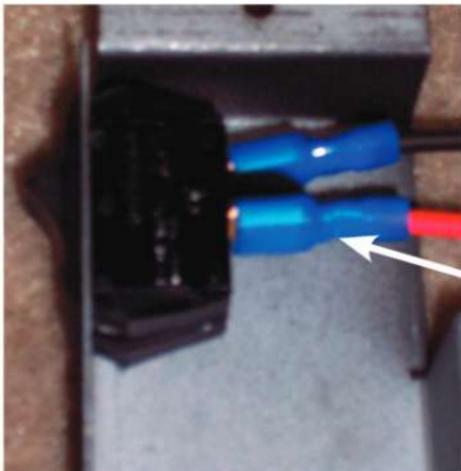


Diagram 4

- 4) Tuck the wires into the clip to keep them away from the insert using the clip provided. Attach the clip to the rear of the faceplate to ensure that the wires do not touch the side of the unit. The power cord should be run behind the inner faceplate panel.

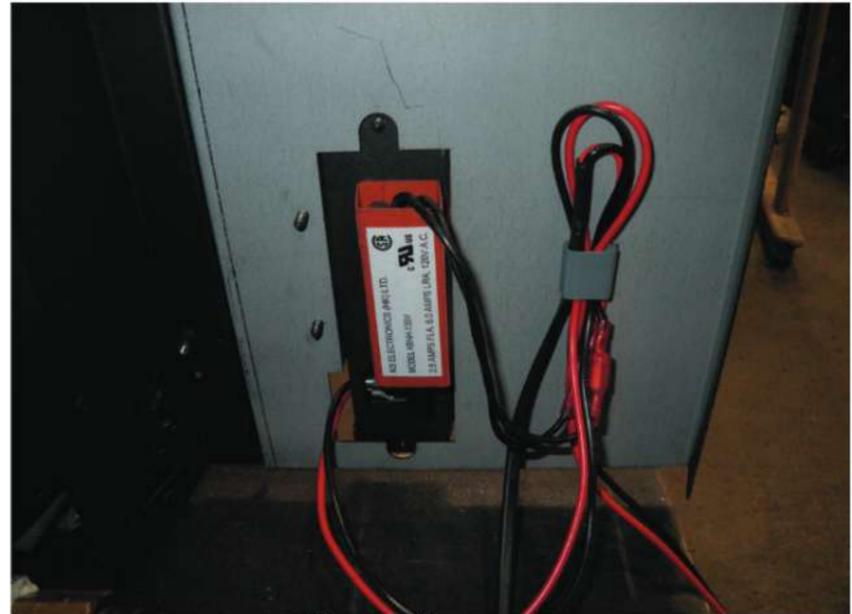


Diagram 5

- 5) Install the on /off switch - fan speed control box to the left hand bottom leg of the inner faceplate. Controls located on the left side.



Diagram 6

- 6) Feed wires through the left air chamber clip - then clip them to the lower left of firebox as show below.

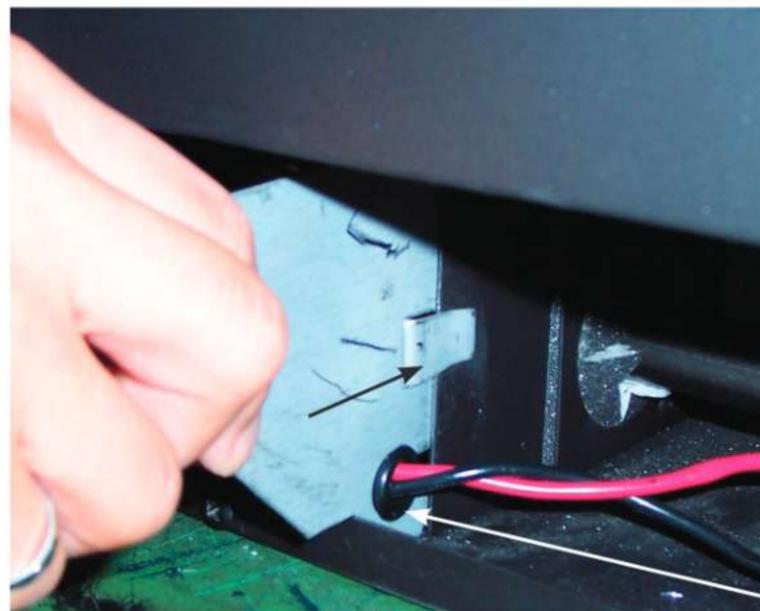


Diagram 7

Wire feed

- 7) Clip the right side air chamber clip as shown below in Diagram 8.

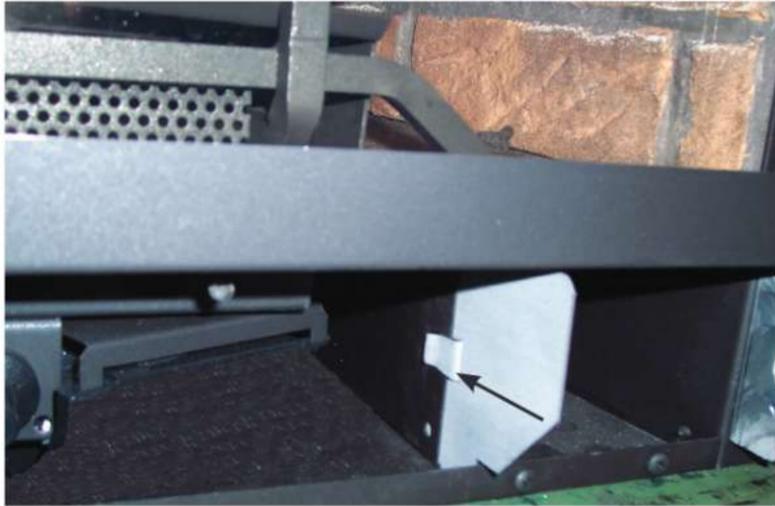


Diagram 8

- 8) Attach 2 brackets near the bottom of the unit with one screw as shown below in Diagram 9 (left and right brackets are interchangeable).

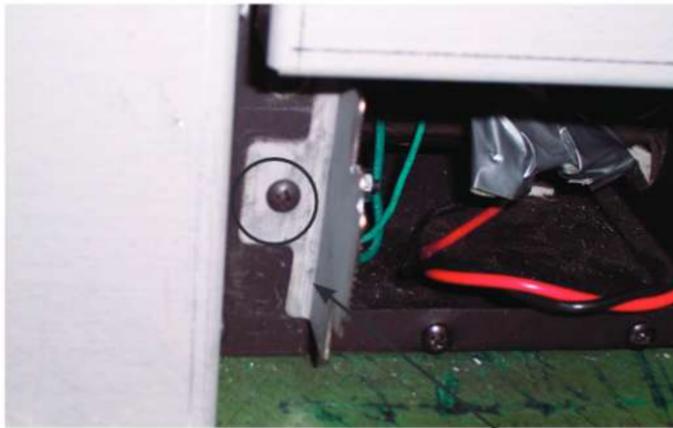


Diagram 9

Bracket

- 9) Attach Regency logo to bottom louver. Install bottom louver by hanging louver on brackets installed in step 8.



Diagram 10

Attach Regency logo to left side of bottom louver

- 10) Hook door frame on 2 pins over glass door in locations shown below in Diagram 11.



Diagram 11

- 11) Take the outer faceplate, line up the openings on the left and right legs and install onto the inner faceplate panel pins.

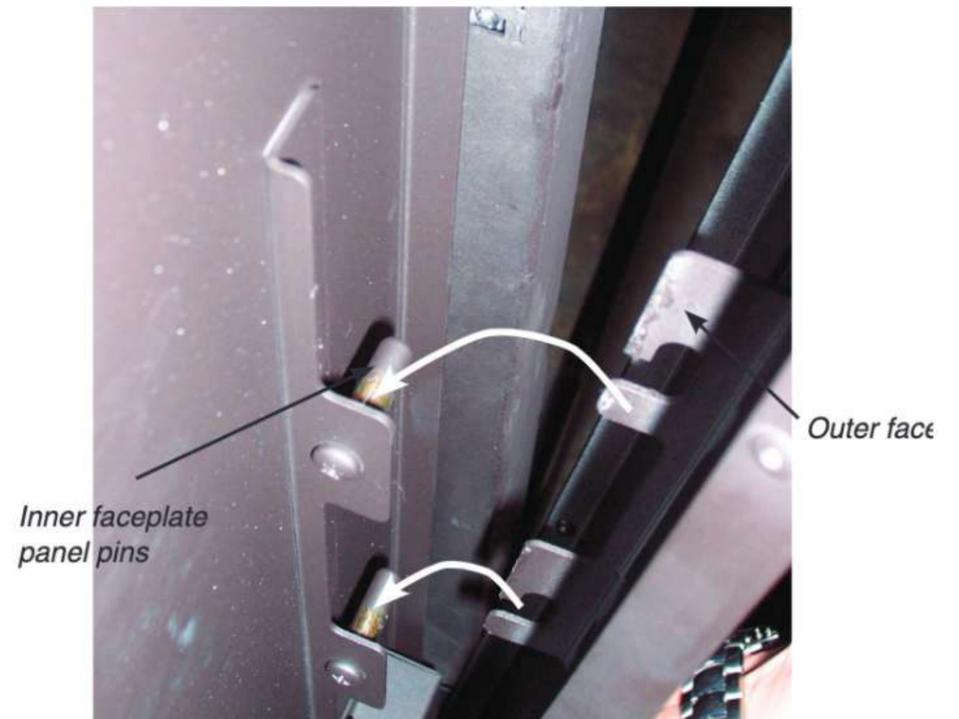


Diagram 12



Final Install

Diagram 13

OPERATING INSTRUCTIONS

OPTIONAL WALL THERMOSTAT

A wall thermostat may be installed if desired. Connect the wires as per the wiring diagrams. Note that the wires are connected to the "TH" on the gas valve. Use table on page 14 to determine the maximum wire length:

Note: Preferable if the thermostat is installed on an interior wall.

FPI offers an optional programmable thermostat but any 250-750 millivolt rated non-anticipator type thermostat that is CSA, ULC or UL approved may be used.

CAUTION
Do not connect the millivolt wall thermostat wires to the 120V wires.

Thermostat Wire Table

Recommended Maximum Lead Length (Two-Wire) When Using Wall Thermostat (CP-2 System)

Wire Size	Max. Length
14 GA.	50 Ft.
16 GA.	32 Ft.
18 GA.	20 Ft.
20 GA.	12 Ft.
22 GA.	9 Ft.

OPTIONAL REMOTE CONTROL

Use the FPI Remote Control Kit approved for this unit. Use of other systems may void your warranty.

The remote control kit comes with a hand held transmitter, a receiver and a wall mounting plate.

- 1) Choose a convenient location on the wall to install the receiver and the receptacle box (protection from extreme heat is very important). Run wires from the fireplace to that location, use Thermostat Wire Table.
- 2) Connect the wires as per the wiring diagram above.

CAUTION
Do not connect the millivolt remote control wires to the 120V wires.

- 3) Install 3 AAA alkaline batteries in transmitter and 4 AA alkaline batteries in the receiver. Install the receiver and its cover in the wall. Switch the remote receiver to "remote" mode. The remote control is now ready for operation.

FINAL CHECK

Before leaving this unit with the customer, the installer must ensure that the appliance is firing correctly. This includes:

- 1) Locking the appliance to ensure the correct firing rate (rate noted on label) at 15 minutes.
- 2) If required, adjusting the primary air to ensure that the flame does not carbon. First allow the unit to burn for 15 min. to stabilize.

CAUTION
Any alteration to the product that causes sooting or carboning that results in damage to the exterior facia is not the responsibility of the manufacturer.

OPERATING INSTRUCTIONS

Before operating this appliance, proceed through the following check list.

- 1) Read and understand these Instructions before operating this appliance.
- 2) Check to see that all wiring is correct and enclosed to prevent possible shock.
- 3) Check to ensure there are no gas leaks.
- 4) Make sure the glass door is in place. Never operate the appliance with the door glass removed.
- 5) Verify that all venting and the cap is unobstructed.
- 6) Verify log placement. If the pilot cannot be seen when lighting the unit - the logs or the embers have been incorrectly positioned.
- 7) The unit should never be turned off and on again without a minimum of a 60 second wait.
- 8) When lighting the appliance, the inside of the glass may fog up. This will burn off after a few minutes of operation.

LIGHTING PROCEDURE

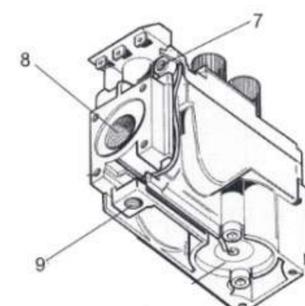
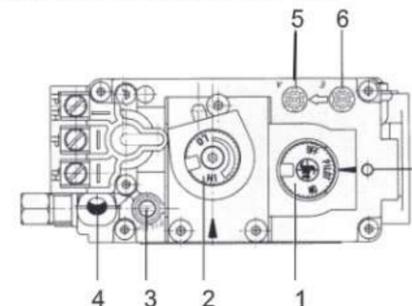
IMPORTANT: Gas cock knob cannot be turned from "PILOT" to "OFF" unless it is partially depressed.

- 1) Open the bottom louver assembly

- 2) If the control knob is in the "OFF" position proceed to Step 5.
- 3) Push in gas control knob slightly and turn clockwise to "OFF". Knob cannot be turned from "PILOT" to "OFF" unless knob is pushed in slightly. Do not force.
- 4) Wait five minutes to allow gas, that may have accumulated in the main burner compartment, to escape. If you do smell gas, follow the instructions on the front of this manual. If you don't smell gas continue on to the next step.
- 5) Turn the gas control counter clockwise to "PILOT".
- 6) Push in control knob all the way and hold in. Continually push and release the black button on spark igniter until pilot lights. Continue to hold the control knob in for approximately one minute, then release the gas control knob. The pilot flame should continue to burn. If the pilot does not remain lit, repeat operation allowing a longer period before releasing gas control knob.
- 7) Turn gas control knob counter clockwise to "ON".
- 8) Use the rocker switch to operate main burner.
- 9) Rotate the variable flame control to adjust the flame height higher or lower.
- 10) Close the bottom louver assembly.

820 S.I.T. VALVE DESCRIPTION

- 1) Gas on/off knob
- 2) Manual high/low adjustment
- 3) Pilot Adjustment
- 4) Thermocouple Connection - *option*
- 5) Outlet Pressure Tap
- 6) Inlet Pressure Tap
- 7) Pilot Outlet
- 8) Main Gas Outlet
- 9) Alternative TC Connection Point



SHUTDOWN PROCEDURE

- 1) Use the rocker switch to turn off the main burner.
- 2) Open the bottom louver assembly.
- 3) Push in the gas control knob slightly and turn clockwise to "OFF". Do not force.
- 4) Disconnect all electric power and gas to the appliance if service is to be performed.

FIRST FIRE

The first fire in your stove is part of the paint curing process. To ensure that the paint is properly cured, it is recommended that you burn your fireplace for at least four (4) hours the first time you use it with the fan on. When first operated, the unit will release an odour caused by the curing of the paint, the burning off of any oils remaining from manufacturing. Smoke detectors in the house may go off at this time. Open a few windows to ventilate the room for a couple of hours.

The glass panel may require cleaning after the unit has cooled down.

DO NOT ATTEMPT TO CLEAN THE GLASS WHILE IT IS HOT.

Note: When the glass is cold and the appliance is lit, it may cause condensation and fog the glass. This condensation is normal and will disappear in a few minutes as the glass heats up.

DO NOT BURN THE APPLIANCE WITHOUT THE GLASS FRONT IN PLACE.

AUTOMATIC CONVECTION FAN OPERATION

The fan operates automatically, turn the knob on the side of the faceplate to adjust to the desired speed. The fan will turn on as the stove comes up to operating temperature. After the unit has been turned off and the unit cooled to below a useful heat output range the fan will shut off automatically.

COPY OF LIGHTING INSTRUCTION PLATE

FOR YOUR SAFETY READ BEFORE LIGHTING

This appliance must be installed in accordance with local codes, if any; if none, follow the National Fuel Gas Code, ANSI Z223.1/NFPA 54, or Natural Gas and Propane Installation Codes. CSA B149.1. (Australia: AG601, New Zealand: NZS 5261)

WARNING: If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life. Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to the owner's information manual provided with this appliance. For assistance or additional information consult a qualified installer, service agency, or gas supplier.

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

B) **BEFORE LIGHTING** smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.
WHAT TO DO IF YOU SMELL GAS
- Do not try to light any appliance.
- Do not touch any electric switch, do not use any phone in your building.
- Immediately call your gas supplier from a neighbour's phone.
- Follow the gas supplier's instructions.

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

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

CAUTION: Hot while in operation. Do not touch. Severe burns may result. Due to high surface temperatures keep children, clothing and furniture, gasoline and other liquid having flammable vapors away. Keep burner and control compartment clean. See installation and operating instructions accompanying appliance.

LIGHTING INSTRUCTIONS

STOP! Read the safety information above on this label.

FOR UNITS NOT EQUIPPED WITH ELECTRIC SPARK BOXES:

- 1) Push in gas control knob slightly and turn clockwise to "OFF". Knob cannot be turned from "PILOT" to "OFF" unless knob is turned in slightly. Do not force.

PILOT BURNER
VEILLEUSE
THERMOPILE
ELEMENT
THERMO-
ELECTRIQUE

- 2) Wait five (5) minutes to clear out any gas. If you then smell gas STOP! Follow step "B" in the Safety information above this label. If you don't smell gas go to the next step.
- 3) Turn knob on gas control counterclockwise to "PILOT".
- 4) Push in control knob all the way and hold in. Continually push and release the black button on spark igniter until pilot lights. Continue to hold the control knob in for about 1/2 minute after the pilot is lit. Release knob and it will pop back up. Pilot should remain lit. If it goes out, repeat steps 1-4. If knob does not pop up when released, stop and immediately call your service technician or gas supplier. If the pilot will not stay lit after several tries, turn the gas control knob to "OFF" and call your service technician or gas supplier.
- 5) Turn gas control knob counterclockwise to "ON".
- 6) Use rocker switch to operate main burner.

FOR ALL PROPANE UNITS AND UNITS EQUIPPED WITH ELECTRIC SPARK BOXES

- 1) Push in gas control knob slightly and turn to "PILOT" position.
- 2) Push in control knob all the way and hold in until the pilot lights up. Continue to hold the control knob in for about 20 seconds after the pilot is lit. Release knob.
- 3) Push in gas control knob slightly and turn to "ON" position.
- 4) Turn ON the flame switch.

TO TURN OFF GAS APPLIANCE

- 1) Turn off the flame switch.
- 2) Push in the gas control knob slightly and turn clockwise to "OFF". Do not force.
- 3) Turn off all electric power to the appliance if service is to be performed. You may shut off the pilot during prolonged non use periods to conserve fuel.

DO NOT REMOVE THIS INSTRUCTION PLATE

919-161

NORMAL OPERATING SOUNDS OF GAS APPLIANCES

It is possible that you will hear some sounds from your gas appliance. This is perfectly normal due to the fact that there are various gauges and types of steel used within your appliance. Listed below are some examples. All are **normal operating sounds** and should not be considered as defects in your appliance.

Blower:

FPI gas appliances use high tech blowers to push heated air farther into the room. It is not unusual for the fan to make a "whirring" sound

when ON. This sound will increase or decrease in volume depending on the speed setting of your fan speed control.

Burner Tray:

The burner tray is positioned directly under the burner tube(s) and logs and is made of a different gauge material from the rest of the firebox and body. Therefore, the varying thicknesses of steel will expand and contract at slightly different rates which can cause "ticking" and "cracking" sounds. You should also be aware that as there

MAINTENANCE

are temperature changes within the unit these sounds will likely re-occur. Again, this is normal for steel fireboxes.

Blower Thermodisc:

When this thermally activated switch turns ON it will create a small "clicking" sound. This is the switch contacts closing and is normal.

Pilot Flame:

While the pilot flame is on it can make a very slight "whisper" sound.

Gas Control Valve:

As the gas control valve turns ON and OFF, a dull clicking sound may be audible, this is normal operation of a gas regulator or valve.

Unit Body/Firebox:

Different types and thicknesses of steel will expand and contract at different rates resulting in some "cracking" and "ticking" sounds will be heard throughout the cycling process.

MAINTENANCE INSTRUCTIONS

- 1) Always turn the gas valve to off before cleaning. For relighting, refer to lighting instructions. Keep the burner and control compartment clean by brushing and vacuuming at least once a year. When cleaning the logs, use a clean soft paint brush as the logs are fragile and easily damaged.
- 2) Clean (never when unit is hot) appliance, door and louvers with a damp cloth. Never use an abrasive cleaner. The gold louvers (and optional gold door) may be scratched if abrasives are used to clean them. The heater is finished in a heat resistant paint and should only be refinished with heat resistant paint (not with wall paint). FPI uses StoveBrite Paint - Metallic Black #6309.
- 3) Make a periodic check of burner for proper position and condition. Visually check the flame of the burner periodically, making sure the flames are steady; not lifting or floating. If there is a problem, call a qualified service person.
- 4) The appliance and venting system must be inspected before use, and at least annually, by a qualified field service person, to ensure that the flow of combustion and ventilation air is not obstructed.

During the annual service call, the burners should be removed from the burner tray and cleaned. Replace the embers but do not block the pilot.

- 5) Keep the area near the appliance clear and free from combustible materials, gasoline and other flammable vapours and liquids.

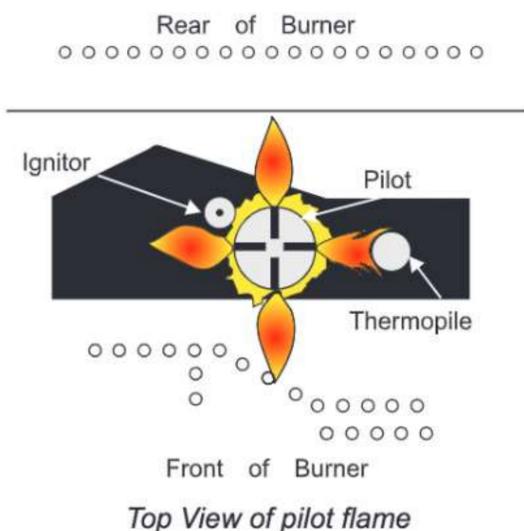
WARNING: CHILDREN AND ADULTS SHOULD BE ALERTED TO THE HAZARDS OF HIGH SURFACE TEMPERATURE AND SHOULD STAY AWAY TO AVOID BURNS OR CLOTHING IGNITION. YOUNG CHILDREN SHOULD BE CAREFULLY SUPERVISED WHEN THEY ARE IN THE SAME ROOM AS THE APPLIANCE.

CAUTION: ANY SAFETY SCREEN OR GUARD REMOVED FOR SERVICING AN APPLIANCE MUST BE REPLACED PRIOR TO OPERATING THE APPLIANCE.

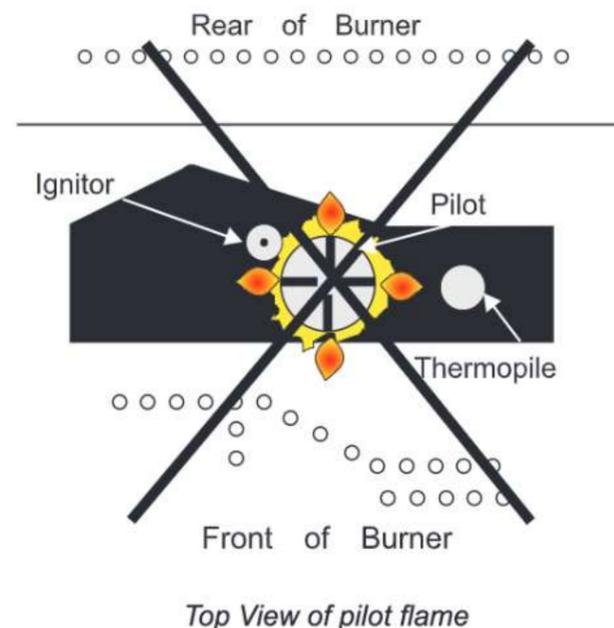
CLOTHING OR OTHER FLAMMABLE MATERIAL SHOULD NOT BE PLACED ON OR NEAR THE APPLIANCE.

- 6) Each time the appliance is lit, it may cause condensation and fog the glass. This condensation and fog is normal and will disappear in a few minutes as the glass heats up.
Never operate the appliance without the glass properly secured in place, with broken glass or with the door open.
- 7) Verify proper operation after servicing.
- 8) Periodically check the pilot flames, there should be three strong blue flames approx. 3/4" long - 1 flame to the front burner, and 1 to the thermopile and one to the left. See diagrams below.

Correct flame pattern has four strong blue flames: 1 flowing around the thermopile and thermocouple and 1 reaching towards the rear burner and 1 toward the front(it does not have to be touching the burner).



Incorrect flame pattern will have small, probably yellow flames, not coming into proper contact with the rear burner or thermopile.



If you have an incorrect flame pattern, contact your FPI dealer for further instructions.

GOLD-PLATED TRIM

The 24 carat gold plated finish on the trim requires little maintenance, and need only be cleaned with a damp cloth. DO NOT use abrasive materials or chemical cleaners, as they may harm the finish and void the warranty.

Clean any fingerprints off before turning the unit on. If the top louvers start to discolour, check the door gasket seal and replace if necessary.

LOG REPLACEMENT

The unit should never be used with broken logs. Turn off the gas valve and allow the unit to cool before opening door to carefully remove the logs. The pilot light generates enough heat to burn someone. If for any reason a log should need replacement, you must use the proper replacement log. The position of these logs must be as shown in the diagram under Log Installation.

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

GLASS GASKET

If the glass gasket requires replacement use 7/8" flat glass gasket (Part # 936-243) for the Bay Front and for the Flush Front.

FAN MAINTENANCE

DOOR GLASS REPLACEMENT

Your Regency insert is supplied with high temperature, 5 mm Neoceram ceramic glass that will withstand the highest heat that your unit will produce. In the event that you break your glass by impact, purchase your replacement from an authorized FPI dealer only, and follow our step-by-step instructions for replacement.

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

Flush Glass Replacement

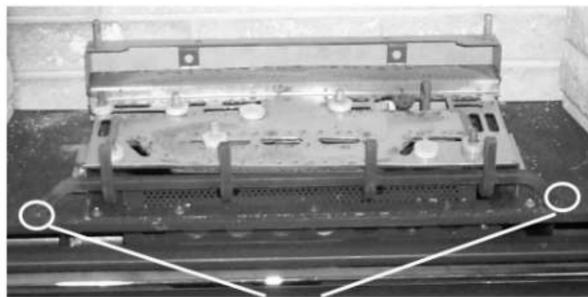
Slide old glass out of the side frames and replace with new glass.

If your fan requires maintenance or replacement, access to the fan is through the plate on the rear wall of the firebox. **NOTE: the unit MUST NOT be operated without the fan access panel securely in place.**

CAUTION: Label all wires prior to disconnection when servicing controls. Wiring error can cause improper and dangerous operation.

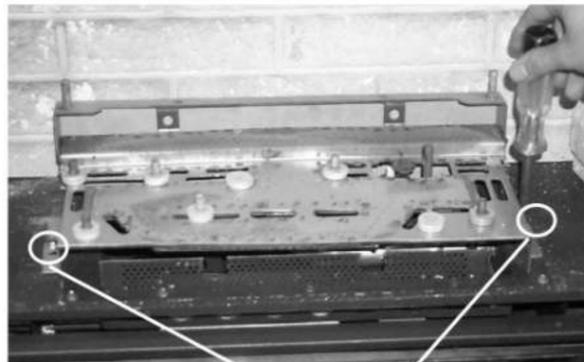
To remove fan:

- 1) Turn the unit off and allow it to cool to room temperature.
- 2) Unplug or disconnect power source to stove.
- 3) Remove glass front (see page 11).
- 4) Remove logs.
- 5) Remove brick panels.
- 6) Remove the Grate by removing the screws on each side of the grate.



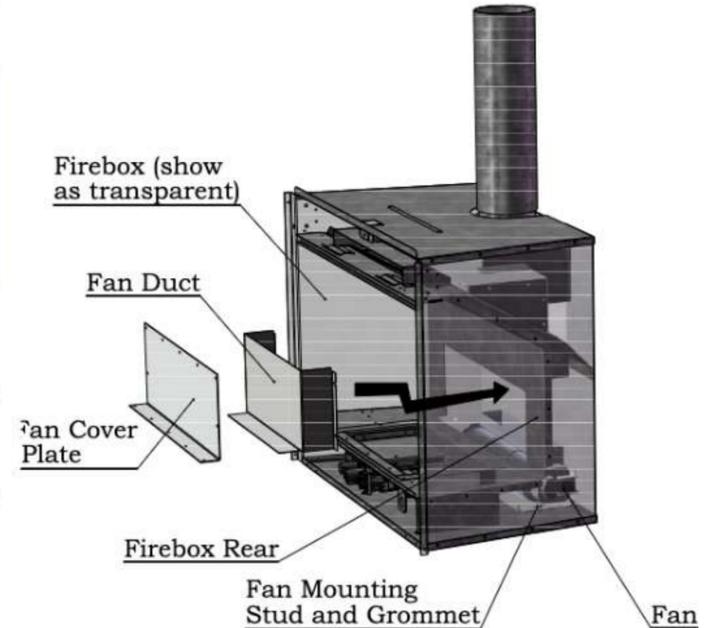
Remove the 2 screws holding the grate in position.

- 7) Remove the Burner Tray by removing the screws on each side of the tray. Push the tray to the left and lift up.



Remove the 2 screws, push Burner Tray to the left, and lift off.

- 8) Remove the 12 screws holding the Access Panel in place.
- 9) Remove the Fan Air Duct by removing 4 screws, 2 per side.

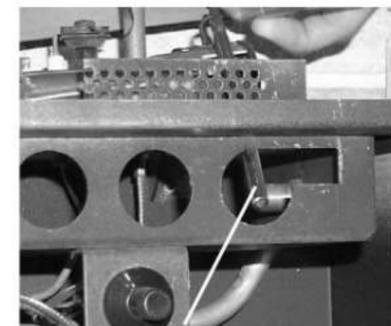


- 10) Unplug the black wires from the fan motor (from inside the stove).
- 11) Lift Fan Assembly off of the 2 pins, tip forward and pull through firebox opening.
- 12) Disconnect green wire from power cord.

Replacing fan:

Reverse above steps. Hint for pushing fan down onto pins - rub a bit of dish soap on the grommet so it will slide more easily onto the pin. Check to make sure the fan is seated properly on the pins, this is very important- try to move the fan back and forth, there should be no noise, if there is check that the grommets haven't come loose.

When replacing the Burner Tray, slide the aeration adjustment rod through the opening in the front of the Valve Assembly.



Aeration Adjustment Rod

GAS APPLIANCE MAINTENANCE

In order for your Regency appliance to continue to provide comfort to your home periodic maintenance must be performed to ensure it is operating at peak efficiency. The items in the list should be checked by a licensed gas service technician during the annual service check. Your unit may require more frequent maintenance checks if you notice any changes in how it operates. Operational changes to look for can include, but are not limited to, extended start up time, increased fan noise, residue/carbon build up, white build up on the glass/firebox, increased operating noise etc. Should any of these or other conditions arise, discontinue use and schedule a service check with your local licensed gas technician. The list below shows items your licensed service technician will need to check and service at least annually.

Clean

- Glass
- Interior bricks / panels
- Burner ports & burner air shutter
- Fan blades
- Log set
- Pilot orifices
- Pilot hood (change as needed)
- Flame sensor (electronic ignition models)
- Flame electrode
- Burner orifice
- Thermocouple (millivolt models)
- Thermopile (millivolt models)

Inspect

- Pilot assembly
- Burner
- Pressure relief gaskets/doors
- Flue connector gasket if present
- Door seal
- Firebox
- Venting
- Batteries (remote handheld, remote receiver, DC sparker, change as needed)
- Burner media (change as needed)
- Air shutter setting
- Wiring

Check

- Voltage on thermocouple/thermopile (millivolt models)
- Ohms reading on flame sense (electronic ignition models)
- Inlet/outlet fuel pressures as per rating plate
- Voltage/ohms readings on gas valve
- Ohms reading to on/off switch circuit (Millivolt models)

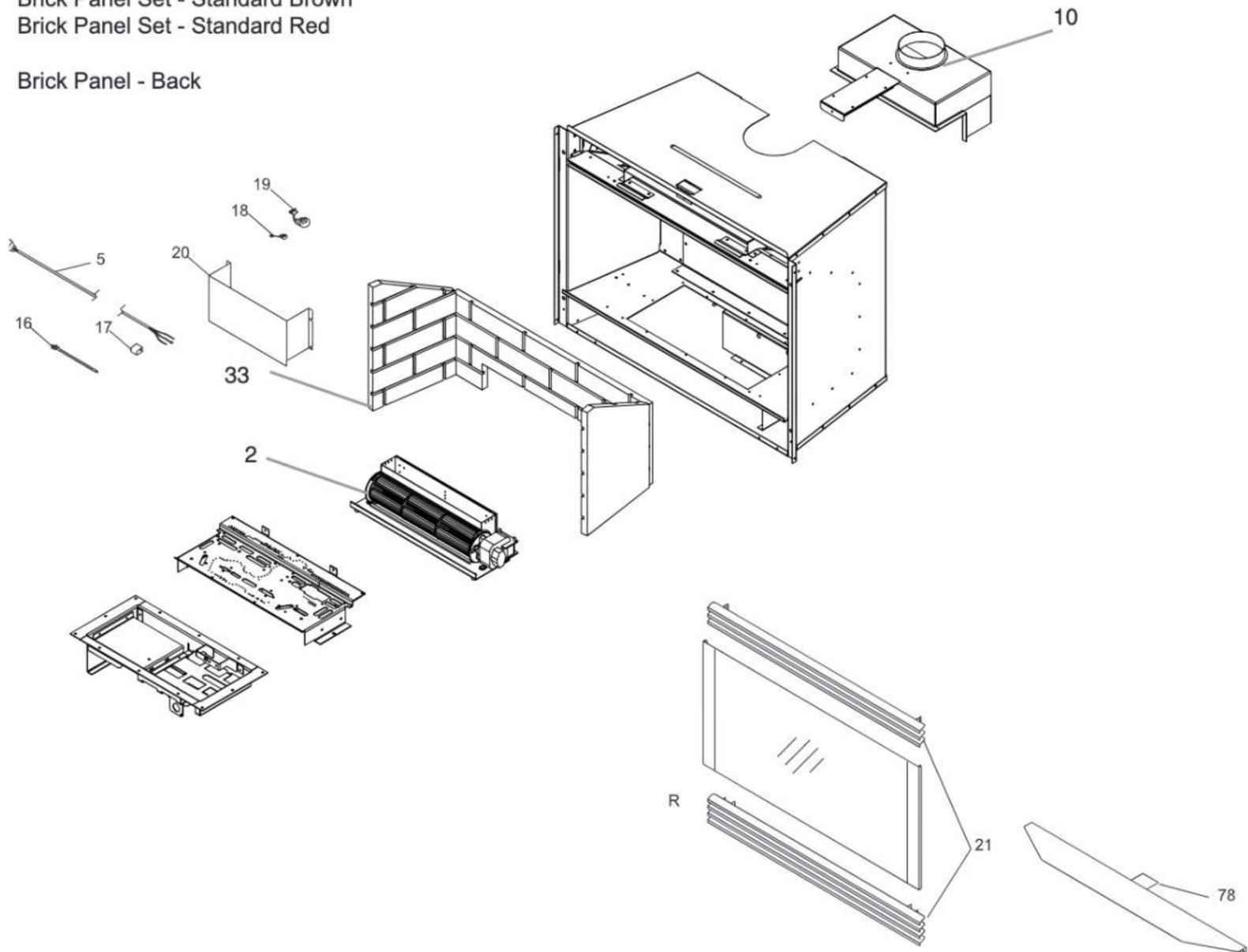
Gas Leak Tests

- Check main gas line connection to valve
- Check shut off valve connections
- Check connection at gas valve outlet
- Check connection at main burner orifice
- Check pilot fuel line at valve and at pilot assembly

Main Assembly

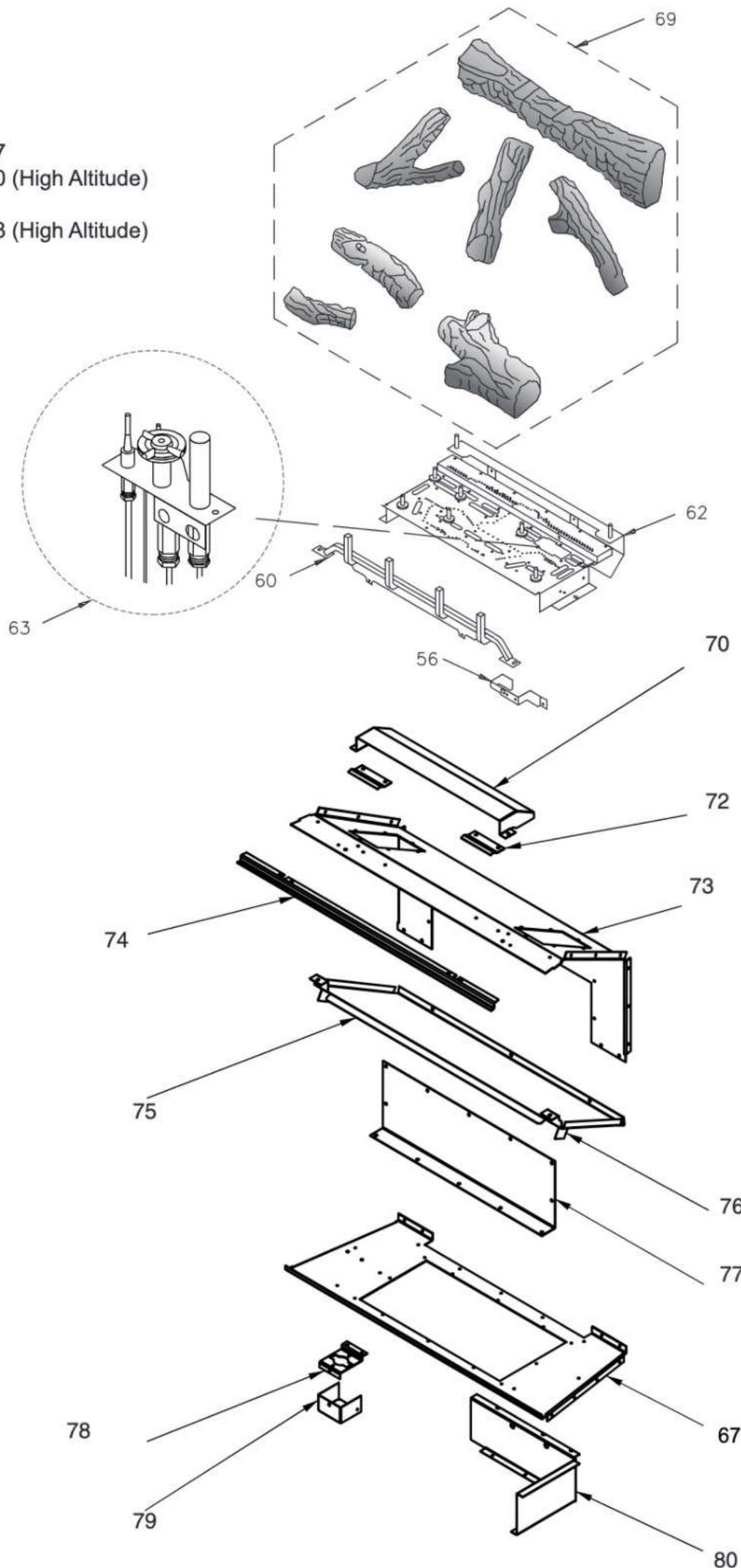
Part #	Description	Part #	Description
1) 400-011	Fan Opening Cover	34) *	Brick Panel - Left Side
2) 911-071/P	Fan Motor (120 V)	35) *	Brick Panel - Right Side
5) 910-750	Power Cord (120 V)	36) 400-090	Brick Clips
910-752	Wire Harness (intermediate)	78) 410-920	Zero Clearance Ashlip
6) *	Thermodisc cover	410-905	Zero Clearance Kit
7) *	Thermodisc bracket	404-969	Conversion to LP Kit
8) 910-142	Thermodisc-Fan Auto ON/OFF	919-099	Manual
10) *	Draft Hood Assembly		
11) *	Spill Switch Bracket		
12) 910-220	Spill Switch		
13) *	Levelling Bolts 5/16 x 3 Hex Head		
16) *	Cable Tie		
17) *	Wire Holder Clip		
18) *	Strain Relief		
19) *	Grommet for Power Cord		
20) 400-024	Air Channel		
21) 402-922	Flush Louvers (Set) - Gold/Black		
402-920	Flush Louvers (Set) - Black		
402-924	Flush Louvers (Set) - Steel/Black		
33) 404-901	Brick Panel Set - Standard Brown		
404-902	Brick Panel Set - Standard Red		
*	Brick Panel - Back		

*Not available as a replacement part.



Burner Assembly & Log Set

Part #	Description
404-574/P	Valve Assembly - NG
404-576/P	Valve Assembly - LP
52) 910-568	SIT 820 Valve -NG/LP**
53) 910-190	Piezo Ignitor and nut
54) *	Valve Heat Shield
56) *	Pilot Bracket
57) 904-240	Burner Orifice Nat. Gas #37
904-593	Burner Orifice Nat. Gas #40 (High Altitude)
904-390	Burner Orifice LP # 52
904-345	Burner Orifice Nat. Gas #53 (High Altitude)
60) 402-526	Grate Assembly
62) 404-525	Burner Assembly NG/LP
63) 910-048	Pilot Assembly (NG) - 4 flame convertible top
910-049	Pilot Assembly (LP) - 4 flame convertible top
67) *	Firebox Base
69) 402-935	Log Set
402-572	Ember Package
70) *	Air Channel
72) *	Glass Trim Retainer
73) *	Firebox back and top
74) *	Glass Gasket Retainer
75) *	Firebox Baffle
76) 400-090	Brick Clip
77) *	Fan Access Plate
78) *	Thermodisc Bracket
79) *	Thermodisc cover plate
80) *	Fan Shield



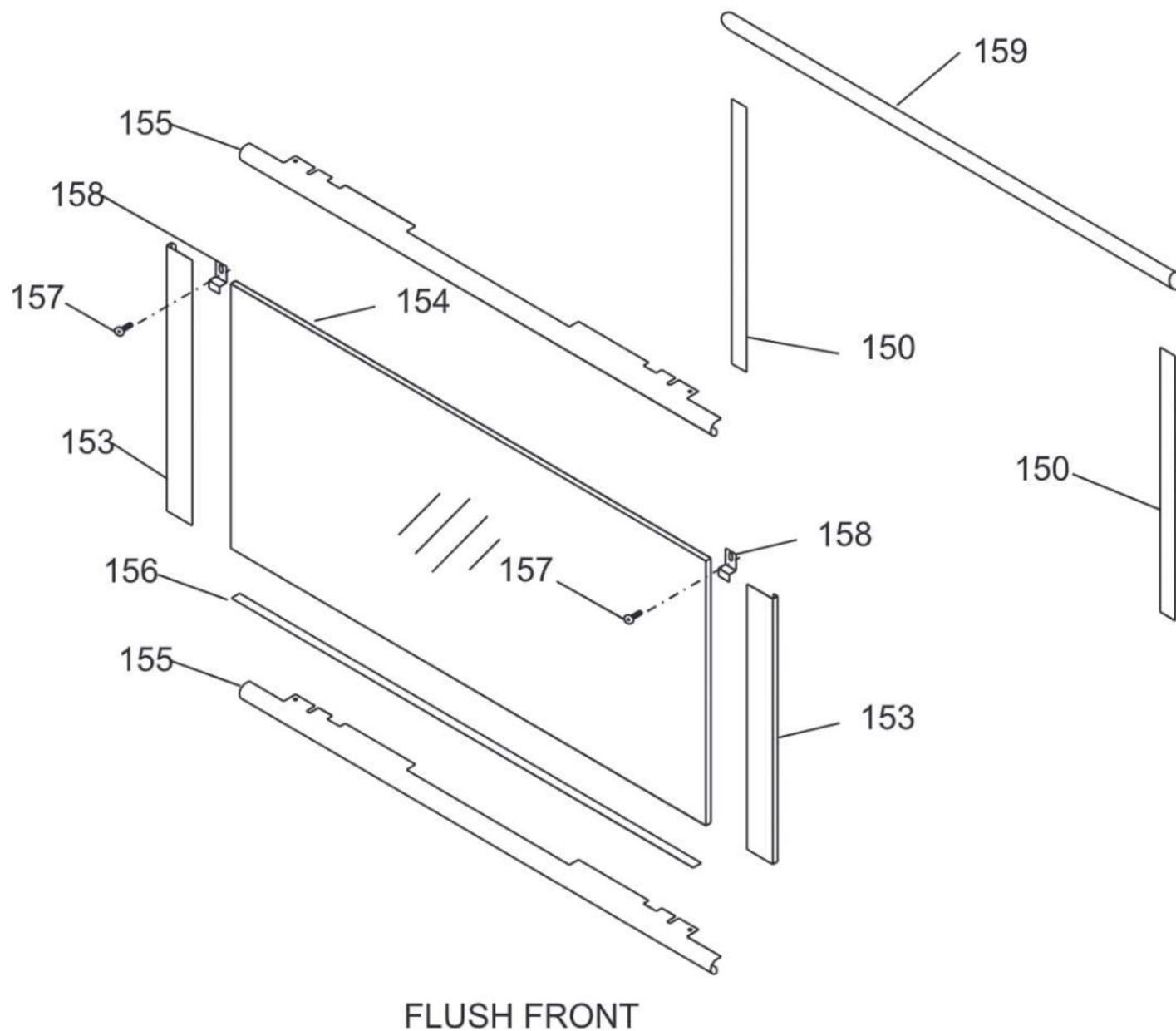
*Not available as a replacement part.

**Not Shown

Flush Front Assembly

Part #	Description
Flush Door	
402-515/P	Complete Flush Front
150) 936-243	Door Frame Gasket - 7/8"
153) *	Glass Side Trim
154) *	Flush Glass
155) 402-046	Glass Support Trim - Black
156) 936-238	Flush Glass Gasket
157) *	Screw #10-24 x 1/2"
158) 402-033	Flush Glass Bracket
159) 936-233	3/4" Rope Gasket

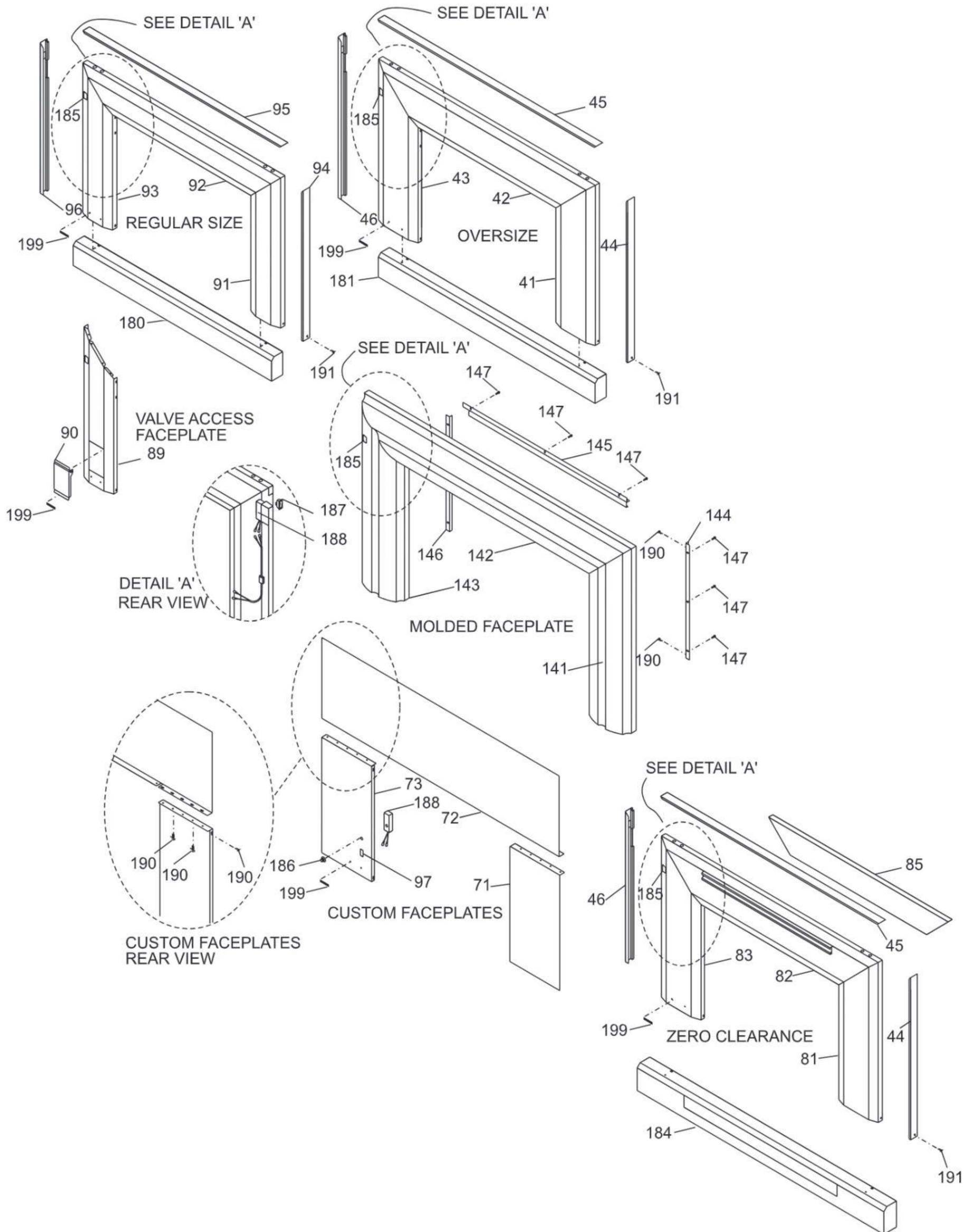
*Not available as a replacement part.



Faceplate Assembly

Part #	Description
402-919	Complete Faceplate (Set) with Black Trim - Oversize
41) *	Faceplate Side Right - Oversize
42) *	Faceplate Top - Oversize
43) *	Faceplate Side Left Assy-Oversize
402-534	Trims Pkg. - Oversize, Zero Clearance
44) *	Faceplate Trim Right - Oversize
45) *	Faceplate Trim Top - Oversize
46) *	Faceplate Trim Left Assy - Oversize
400-917	Complete Custom Faceplate (Set)
71) *	Faceplate Side Right - Custom
72) *	Faceplate Top - Custom
73) *	Faceplate Side Left - Custom
412-906	Complete Faceplate (Set) with Black Trim - Zero Clearance
81) *	Faceplate Side Right - Zero Clearance
82) *	Faceplate Top - Zero Clearance
83) *	Faceplate Side Left Assy-Zero Clearance
402-534	Trims Pkg. - Zero Clearance
85) 836-203	Thermal Insulation - Top
400-939	Valve Access Faceplate
89) *	Faceplate Side Left Assy
90) *	Cover Plate - Valve Access
402-918	Complete Faceplate (Set) with Black Trim - Standard
91) *	Faceplate Side Right - Standard
92) *	Faceplate Top - Standard
93) *	Faceplate Side Left Assy - Standard
402-532	Trims Pkg. - Standard
94) *	Faceplate Trim Right - Standard
95) *	Faceplate Trim Top - Standard
96) *	Faceplate Trim Left Assy - Standard
402-933	Molded Faceplate Complete (Set)
141) *	Faceplate Side Right - Molded
142) *	Faceplate Top - Molded
143) *	Faceplate Side Left Assy -Molded
144) 402-044	Mounting Bracket - Right
145) 402-045	Filler Bracket
146) 402-043	Mounting Bracket - Left
147) *	Screw - #8 x 3/4" Pan Head
400-950	Hearth Trim 1" - Standard
320-940	Hearth Trim 1" - Oversize
400-926	Hearth Trim 2" - Standard
320-942	Hearth Trim 2" - Oversize
180) 400-928	Hearth Trim 4" - Standard
181) 320-944	Hearth Trim 4" - Oversize
400-959	Hearth Trim 6" - Standard
320-946	Hearth Trim 6" - Oversize
184) 410-525/01	Hearth Trim 4" - Zero Clearance
185) 904-569	Fan Speed Control Knob (120 V)
186) 904-586	Speed Control Knob c/w Spring Clip
187) 910-246	Burner ON/OFF Switch
188) 910-330	Fan Speed Control (120 V)
190) *	Screw #8 x 1/2" Black self-tapping
191) *	Screw #8 x 1/2" Brass self-tapping
199) 948-220	Hampton Logo Plate

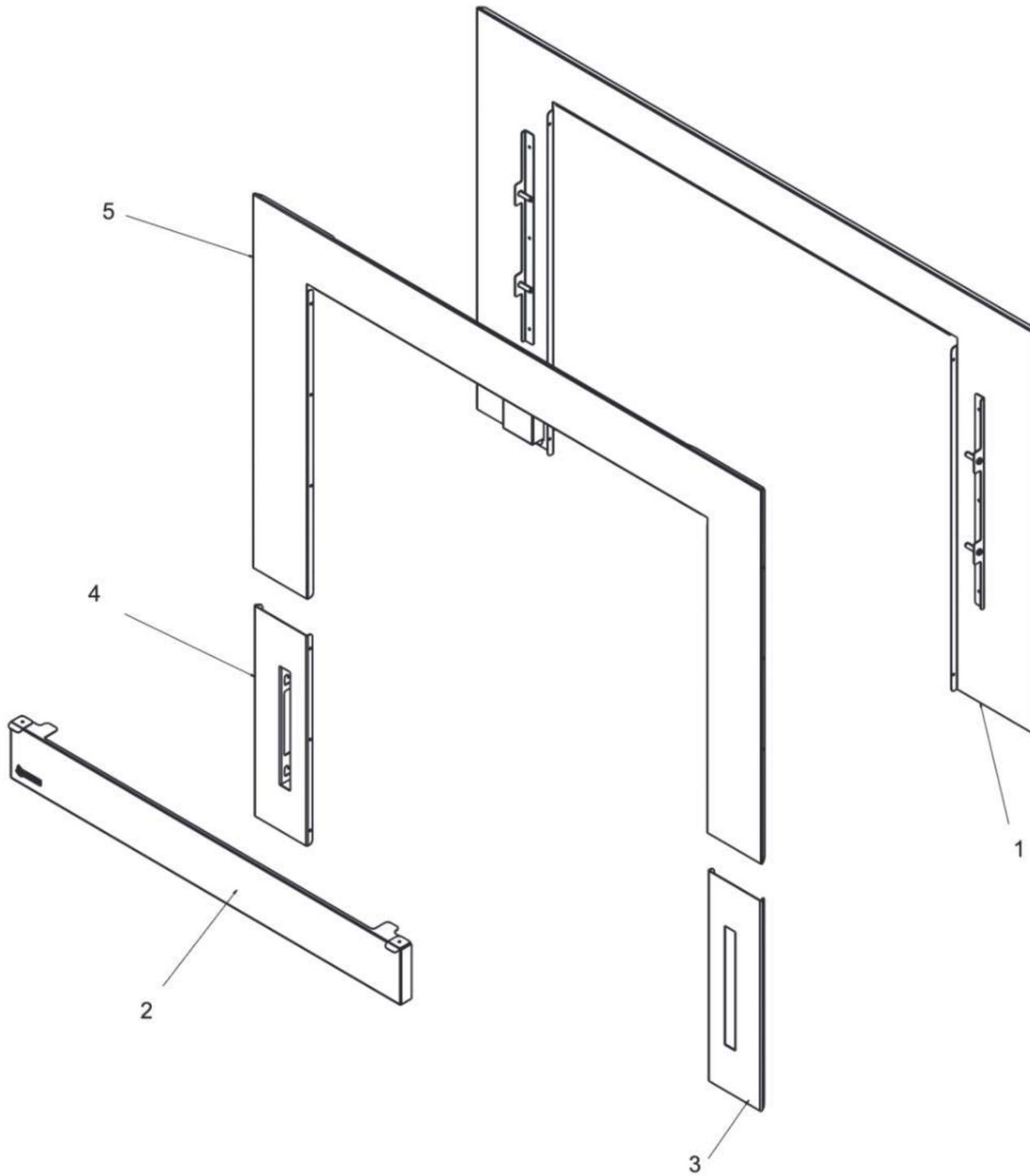
*Not available as a replacement part.



PARTS LIST

LOW PROFILE FACEPLATE

Part #	403-954	Description
1)	*	Back plate Assembly
2)	*	Bottom Louver
3)	*	Right mounting bracket
4)	*	Left mounting bracket
5)	*	Front Frame



WARRANTY

Limited Lifetime Warranty

FPI Fireplace Products International Ltd. (for Canadian customers) and Fireplace Products US, Inc. (for US customers) (collectively referred to herein as "FPI") extends this Limited Lifetime Warranty to the original purchaser of this Appliance provided the product remains in the original place of installation. The items covered by this Limited Lifetime Warranty and the period of such coverage are set forth in the table below.

* The term "Limited Lifetime" in the table below is defined as **20 years** beginning the date when the Appliance was purchased. The "Limited Lifetime" warranty coverage period (**20 years**) reflects the minimum expected useful life of the designated Appliance or component under normal operating conditions. Some conditions apply (see below).

An Appliance in this policy is defined as an Indoor Gas Fireplace, Indoor Gas Insert, Indoor Gas Freestanding Stove. **This Appliance has only been certified and listed for use indoors.**

This Limited Lifetime Warranty starts on the day the Appliance was purchased.

The Limited Lifetime Warranty is not transferable, amendable or negotiable under any circumstances.

Indoor Gas Products Warranty Coverage Parts and Labor	Limited Lifetime	5 years	2 years	1 year	Supplier Warranty	Subsidized Labor Coverage (Years)
*Firebox and Heat Exchanger	✓					3
*Steel Burner Tube	✓					3
*Glass Thermal breakage only	✓					3
All Surrounds/Inlays Finishes		✓				3
Brick Panels/Log sets/Ceramic Burners		✓				3
All Castings		✓				3
Valve assembly and all gas control components (Pilot assembly, flame sensors, Spark Electrode, Pilot Tubing, Orifices, Thermocouple, Thermopile)			✓			2
All Other Electrical components (Ignition Control Boards, Wiring, Switches, Blowers, Blower Control Module, Battery Pack, Remote Control Systems)			✓			2
Enamel Panels			✓			1
Venting/Venting Components			✓			1
All Stainless steel surrounds				✓		1
All Firebox Media (Crystals, Fire beads, Volcanic, Ceramic & Spa Stones)				✓		1
All hardware				✓		1
Mesh/Glass Safety Barriers				✓		1
Accent Light Bulbs				✓		1
Glass (Crazing)				✓		1

Conditions:

Warranty protects against defect in manufacture or FPI factory-assembled components only, unless herein specified otherwise.

Any part(s) found to be defective during the warranty period as outlined above will be repaired or replaced at FPI's option through an accredited distributor, dealer or pre-approved and assigned agent; provided that the defective part is returned to the distributor, dealer or agent for inspection if requested by FPI. Alternatively, FPI may, at its discretion, fully discharge all of its obligations under warranty by refunding the verified purchase price of the product to the original purchaser. The purchase price must be confirmed by the original Bill of Sale.

The authorized selling dealer, or an alternative authorized FPI dealer if pre-approved by FPI, is responsible for all in-field diagnosis and service work related to all warranty claims. FPI is not responsible for results or costs of workmanship of unauthorized FPI dealers or agents in the negligence of their service work.

At all times, FPI reserves the right to inspect reported in the field/on location complaints of products claimed to be defective before processing or authorizing any claim. Failure to allow this upon request will void the warranty.

All warranty claims must be submitted by the dealer servicing the claim, including a copy of the Bill of Sale (proof of purchase by you). All claims must be complete and provide full details as requested by FPI to receive consideration for evaluation. **Incomplete claims may be rejected.**

Replacement Appliances to the original purchaser are limited to one per warranty term.

Appliances must be installed according to all manufacturers' instructions as per the manual.

All Local and National required codes must be met.

The installer is responsible for ensuring the Appliance is operating as designed at the time of installation.

The original purchaser is responsible for the annual maintenance of the Appliance, as outlined in the owner's manual. As outlined below, the warranty may be voided due to problems caused by a lack of maintenance.

Purchased parts: Repair/replacement parts purchased by the consumer from FPI after the original coverage has expired on the Appliance will carry a **90-day** warranty, valid with a receipt only. Any item shown to be defective will be repaired or replaced at our discretion. No labor coverage is included with these parts.

As this is a **20-year** Limited Lifetime Warranty, if the Appliance needs to be replaced, the Appliance that was purchased at the time of sale might not be replaced with exactly the same model Appliance. In that case, FPI will replace your Appliance with one that is similar at the time of replacement under the terms of this Limited Lifetime Warranty, but **ONLY** in the event that an item covered by the Limited Lifetime Warranty is found to be defective. Please refer to the table on first page of this warranty for items covered by the Limited Lifetime Warranty. Product changes might be the result of the original Appliance being discontinued, changes in regulatory requirements, product advancements, etc., which are beyond the control of FPI. **This Limited Lifetime Warranty does not cover any installation costs, or costs associated with changes of required clearances for the replacement Appliance, hearth pads, mantles, facing and/or facing materials such as framing, completed walls made of drywall, wood, non-combustible board, tile, brick, stone, marble etc., venting/chimney systems, or components of the chimney system.**

If a suitable replacement is not available, FPI will refund **50%** of the purchase price of the Appliance and any applicable FPI accessories (faceplates, brick panels, media, etc.) purchased at the time of sale. **In no event will FPI refund any portion of the purchase price of, or reimburse costs associated with, any other items, including without limitation, installation of a new Appliance, changes of required clearances for a new Appliance, hearth pads, mantles, facing and/or facing materials such as framing, completed walls made of drywall, wood, non-combustible board, tile, brick, stone, marble etc., venting/chimney systems, or components of the chimney system. A copy of the receipt or bill of sale will be necessary to validate the purchase price.**

Exclusions:

This Limited Lifetime Warranty does not extend to paint, rust or corrosion of any kind due to a lack of maintenance or improper venting, combustion air provision, corrosive chemicals (i.e. chlorine, salt, air, etc.), door or glass gasketing.

Malfunction, damage or performance-based issues as a result of environmental conditions, location, chemical damages, downdrafts, installation error, an installation by an unqualified installer, incorrect chimney components (including but not limited to cap size or type), operator error, abuse, misuse, use of improper fuels, lack of regular maintenance and upkeep, acts of God, weather-related problems from hurricanes, tornados, earthquakes, floods, lightning strikes/bolts or acts of terrorism or war, which result in a malfunction of the Appliance are not covered under the terms of this Limited Lifetime Warranty.

FPI has no obligation to enhance or modify any Appliance once manufactured (i.e. as products evolve, field modifications or upgrades will not be performed on existing Appliances).

WARRANTY

This warranty does not cover dealer travel costs for diagnostic or service work. All labor rates paid to authorized dealers are subsidized, pre-determined rates. Dealers may charge you for travel and additional time beyond their subsidy.

Any Appliance showing signs of neglect or misuse will not be covered under the terms of this warranty policy and may void this warranty, including Appliances with rusted or corroded fireboxes that have not been reported as rusted or corroded within **three (3)** months of installation/purchase.

Appliances which show evidence of being operated while damaged, or with problems known to the purchaser and causing further damages will void this warranty.

Appliances where the serial no. has been altered, deleted, removed or made illegible will void this warranty.

Minor movement, expansion and contraction of the steel is normal and is not covered under the terms of this warranty.

Freight damages for products or parts are not covered under the terms of the warranty.

Products made or provided by other manufacturers and used in conjunction with the FPI Appliance without prior authorization from FPI may void this warranty.

Limitations of Liability:

The original purchaser's exclusive remedy under this warranty, and FPI's sole obligation under this Limited Lifetime Warranty, express or implied, in contract or in tort, shall be limited to replacement, repair, or refund, as outlined above. IN NO EVENT WILL FPI BE LIABLE UNDER THIS WARRANTY FOR ANY INCIDENTAL OR CONSEQUENTIAL COMMERCIAL DAMAGES OR DAMAGES TO PROPERTY. TO THE EXTENT PERMITTED BY APPLICABLE LAW, FPI MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY SPECIFIED HEREIN. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO DURATION OF THE EXPRESSED WARRANTY SPECIFIED ABOVE. IF IMPLIED WARRANTIES CANNOT BE DISCLAIMED, THEN SUCH WARRANTIES ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.

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

Customers located outside the US should consult their local, provincial or national legal codes for additional terms, which may apply to this warranty.

How to Obtain Warranty Service:

Customers should contact the authorized selling dealer to obtain warranty service. In the event the authorized selling dealer is unable to provide warranty service, please contact FPI by mail at the address listed below. Please include a brief description of the problem and your address, email and telephone contact information. A representative will contact you to make arrangements for an inspection and/or warranty service.

Canadian Warrantor:

FPI Fireplace Products International Ltd.
6988 Venture St.
Delta, British Columbia
Canada, V4G 1H4

U.S. Warrantor:

Fireplace Products US, Inc.
PO Box 2189 PMB 125
Blaine, WA
United States, 98231

Or contact the Regency Customer Care Centre at 1-800-442-7432 (phone) / 604-946-4349 (fax)

Product Registration and Customer Support:

Thank you for choosing a Regency Fireplace. Regency strives to be a world leader in the design, manufacture, and marketing of hearth products. To provide the best support for your product, we request that you complete a product registration form at <http://www.regency-fire.com/Customer-Care/Warranty-Registration.aspx> within **ninety (90)** days of purchase.



Product Registration and Customer Support:

Thank you for choosing a Regency Fireplace. Regency strives to be a world leader in the design, manufacture, and marketing of hearth products. To provide the best support for your product, we request that you complete a product registration form found on our Web Site under Customer Care within ninety (90) days of purchase.

For purchases made in **CANADA or the UNITED STATES:**

<http://www.regency-fire.com/Customer-Care/Warranty-Registration.aspx>

For purchases made in **AUSTRALIA:**

<http://www.regency-fire.com.au/Customer-Care/Warranty-Registration.aspx>

You may also complete the warranty registration form below to register your Regency Fireplace Product and mail and/or fax it back to us, and we will register the warranty for you. It is important you provide us with all the information below in order for us to serve you better.

Warranty Registration Form (or Register online immediately at the above Web Site):

Warranty Details	
Serial Number (required):	
Purchase Date (required) (mm/dd/yyyy):	
Product Details	
Product Model (required):	
Dealer Details	
Dealer Name (required):	
Dealer Address:	
Dealer Phone #:	
Installer:	
Date Installed (mm/dd/yyyy):	
Your Contact Details (required)	
Name:	
Address:	
Phone:	
Email:	

For purchases made in **CANADA:**

FPI Fireplace Products International Ltd.
6988 Venture St.
Delta, British Columbia
Canada, V4G 1H4

Phone: 604-946-5155
Fax: 1-866-393-2806

For purchases made in the **UNITED STATES:**

Fireplace Products US, Inc.
PO Box 2189 PMB 125
Blaine, WA
United States, 98231

Phone: 604-946-5155
Fax: 1-866-393-2806

For purchases made in **AUSTRALIA:**

Fireplace Products Australia Pty Ltd
1- 3 Conquest Way
Hallam, VIC
Australia, 3803

Phone: +61 3 9799 7277
Fax: +61 3 9799 7822

For fireplace care and tips and answers to most common questions please visit our Customer Care section on our Web Site. Please feel free to contact your selling dealer if you have any questions about your Regency product.

Installer: Please complete the following information

Dealer Name & Address: _____

Installer: _____

Phone #: _____

Date Installed: _____

Serial No.: _____