



VRE3236ZENWS	VRE3236ZEPWS	VRE3242ZENWS	VRE3242ZEPWS
VRE3236ZENWH	VRE3236ZEPWH	VRE3242ZENWH	VRE3242ZEPWH

**INSTALLER:** Leave this manual with the appliance.  
**CONSUMER:** Retain this manual for future reference.

**Installateur :** Laissez cette notice avec l'appareil.  
**Consommateur :** Conservez cette notice pour consultation ultérieure.

### WHEN USED AS AN OUTDOOR APPLIANCE

**DANGER**



#### CARBON MONOXIDE WARNING

- This appliance can produce carbon monoxide which has no odor.
- Using it in an enclosed space can kill you.
- Never use this appliance in an enclosed space such as a camper, tent, car or home.

**⚠ DANGER**

#### FIRE OR EXPLOSION HAZARD

If you smell gas:

- Shut off gas to the appliance.
  - Extinguish any open flame.
  - If odor continues, leave the area immediately.
  - After leaving the area, call your gas supplier or fire department.
- Failure to follow these instructions could result in fire or explosion, which could cause property damage, personal injury, or death.

**⚠ WARNING:** For Outdoor Use Only.

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

**⚠ WARNING:** Do not store gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance. An LP-cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

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

**⚠ DANGER:**

#### FIRE OR EXPLOSION HAZARD

Failure to follow safety warnings exactly could result in serious injury, death, or property damage.

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- **WHAT TO DO IF YOU SMELL GAS**
  - Do not try to light any appliance.
  - Do not touch any electrical switch; do not use any phone in your building.
  - Leave the building immediately.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency or the gas supplier.

**⚠ AVERTISSEMENT**

#### RISQUÉ D'INDENNIE OU D'EXPLOSION

Le non-respect Des avertissements de sécurité pourrait d'entraîner des blessures graves, la mort ou des dommages matériels.

- Ne pas entreposer ni utiliser d'essence ni d'autres vapeurs ou liquides inflammables dans le voisinage de cet appareil ou de tout autre appareil.
  - **QUE FAIRE SI VOUS SENTEZ UNE ODEUR DE GAZ:**
    - Ne pas tenter d'allumer d'appareil.
    - Ne touchez à aucun interrupteur. Ne pas vous servir des téléphones se trouvant dans le bâtiment où vous trouvez.
    - Sortez immédiatement de bâtiment.
    - Appelez immédiatement votre fournisseur de gaz depuis un voisin. Suivez les instructions du fournisseur.
    - Si vous ne pouvez rejoindre le fournisseur de gaz, appelez le service des incendies.
- L'installation et l'entretien doivent être assurés par un installateur ou un service d'entretien qualifié ou par le fournisseur de gaz.

## Thank you for your purchase. We appreciate your business!

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

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

**Please read and understand these instructions before installing or operating.**

## TABLE OF CONTENTS

Packaging .....	Page 2
Introduction .....	Page 2
General Information .....	Page 2
Massachusetts Requirements .....	Page 3
Location .....	Page 4
Pre-Installation Notes .....	Page 4
Assembly Steps .....	Page 4
Waterproofing the Fireplace .....	Page 4
Appliance Clearances .....	Page 5
Clearance Specifications .....	Page 6
Fireplace Installation .....	Page 7
Routing Gas Line .....	Page 7
Fireplace Specifications.....	Page 8
Framing Specifications.....	Page 9
Field Wiring.....	Page 10
Connecting Gas Line .....	Page 10
Installing The Logs.....	Page 11
Burner Air Shutter Adjustments .....	Page 14
Flame Appearance and Sooting.....	Page 14
Checking Appliance Operation .....	Page 15
Firebox Finishes .....	Page 15
Gas Conversion Kits.....	Page 16
Operation/Care of Your Appliance .....	Page 17
Variable Flame Adjustment.....	Page 18
Maintenance.....	Page 18
Gas Control Module System .....	Page 19
Replacement Parts.....	Page 19
Technical Service .....	Page 19
Accessory Components .....	Page 20
Lighting Instructions – Electronic .....	Page 21
Troubleshooting .....	Page 22
Maintenance Schedule .....	Page 24
Wiring Diagram.....	Page 24
Replacement Parts List .....	Page 25
Warranty .....	Page 29

**Please read and understand these instructions before beginning your installation.**



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

## PACKAGING

The assembled outdoor gas fireplace is packaged with the following:

- 1 - the logs are packaged in a carton located within the firebox.
- 2 - one envelope containing the literature package which consists of the Care and Operation manual and Installation Instructions.
- 3 - two (2) bags of volcanic stone, envelope is located in the firebox area.
- 4 - battery holder (*see Field Wiring Page 10*).

## INTRODUCTION

The Fireplace models covered in this manual are ventless outdoor gas fireplace heaters designed for exterior application. Ventless appliances operate with the combustion chamber completely open to the outside atmosphere. All air for combustion is brought in through the face opening and exhaust gases are vented through the same face opening. **These appliances must be installed outdoors.**

The VRE3200 Series Outdoor Gas Fireplace is designed for outdoor use. It may also be installed in screened porches and lanais that meet these minimum requirements:

Minimum porch area - 96 square feet  
Minimum ceiling height - 7 feet 8 inches

A minimum of two (2) walls can be screened but must be open to outside ventilation.  
Minimum screen area - 64 square feet  
Minimum screen top height - 6 feet 8 inches

Refer to Outdoor Space definition below and Clearance Specifications on **Page 6**.

## AN OUTDOOR SPACE IS DEFINED AS FOLLOWS PER ANSI Z21.97:

**Outdoor spaces** - An appliance is considered to be outdoors if installed with shelter no more inclusive than:

- (a) With walls on all sides, but with no overhead cover;
- (b) Within a partial enclosure which includes an overhead cover and no more than two side walls. These side walls may be parallel, as in a breezeway, or at right angles to each other; or
- (c) Within a partial enclosure which includes an overhead cover and three sidewalls, as long as 30% or more of the horizontal periphery of the enclosure is permanently open.

NOTE: DIAGRAMS & ILLUSTRATIONS ARE NOT TO SCALE.

## GENERAL INFORMATION

**These appliances are designed to operate on natural or propane gas only.** An electronic intermittent pilot ignition system provides safe, efficient operation. A battery pack is required to operate these units (4 "AA" batteries).

This fireplace is designed for outdoor use only. It has been tested and approved to ANSI Z21.97 / CSA 2.41 standard for outdoor decorative gas appliance and CAN 1-2.21-M85 standard for gas-fired appliance for outdoor installation.

The Installation must conform to local codes or, in the absence of local codes, with the **National Fuel Gas Code, ANSI Z223.1/NFPA 54**, or the **Natural Gas and Propane Installation Code, CAN/CGA B149.1; or Propane Storage and Handling Code, B149.2, as applicable.**

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

**DO NOT ATTEMPT TO ALTER OR MODIFY THE CONSTRUCTION OF THE APPLIANCE OR ITS COMPONENTS. ANY MODIFICATION OR ALTERATION MAY VOID THE WARRANTY, CERTIFICATION AND LISTINGS OF THIS UNIT.**

**Solid fuels shall not be burned in this appliance.**

Any safety guard or screen removed for servicing the appliance must be replaced prior to operating the appliance.

### WARNING

**These appliances are not designed or intended to be used for cooking. Do not barbecue, heat food, or roast marshmallows in this appliance. Doing so could damage the appliance and cause injury.**

### WARNING

**These fireplaces are gas fireplaces. Do not burn wood or other material in these appliances.**

**This appliance is only for use with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases, unless a certified kit is used.**

**⚠ WARNING**

**DO NOT store or use gasoline or other flammable vapors or liquids in the vicinity of this or any other appliance.**

**⚠ WARNING**

**Improper installation, adjustment, alteration, service or maintenance can cause property damage, personal injury or loss of life. Refer to this manual for correct installation and operational procedures. For assistance or additional information consult a qualified installer, service agency or the gas supplier.**

**⚠ WARNING**

**An LP-cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.**

*NOTE: Installation and repair should be done by a qualified service person. The appliance should be inspected before use and at least annually by a qualified service person. More frequent cleaning may be required as necessary. It is imperative that the control compartment, burners, and circulating air passageways of the appliance are kept clean.*

Provide adequate clearances around air openings and adequate accessibility clearance for service and proper operation. Never obstruct the front openings of the appliance.

Due to high temperatures the appliance should be located out of traffic and away from furniture and draperies. Locate furniture and window coverings accordingly.

**All Models -**

All models have a manually modulated gas valve. Input is shown in **Table 1**:

BTU Input (BTU/Hr)	
Model No.	Input Rate (BTU/Hr)
Natural Gas	
VRE3236ZEN	30,000 to 45,000
VRE3242ZEN	30,000 to 45,000
Propane Gas (LP)	
VRE3236ZEP	32,000 to 41,000
VRE3242ZEP	32,000 to 41,000

**Table 1**

**Gas Pressure - All Models**

**Tables 2 and 3** show the appliances' inlet and manifold gas pressure.

Inlet Gas Supply Pressure (all models)		
Fuel #	Minimum*	Maximum
Natural Gas	5.0" WC (1.24 kPa)	10.5" WC (2.61 kPa)
Propane	11.0" WC (2.74 kPa)	13.0" WC (3.23 kPa)

**Table 2** \* For purposes of input adjustment

Manifold Gas Supply Pressure (all models)	
Fuel #	High
Natural Gas	3.5" WC (0.87 kPa)
Propane	10.0" WC (2.49 kPa)

**Table 3**

Test gauge connections are provided on the front of the gas control valve identified **IN** for the inlet and **OUT** for the manifold side. A 1/8" NPT Test gauge connection is provided at the inlet and outlet side of the electronic gas control valve.

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

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

**Orifice Sizes - Sea Level To High Altitude (All Models)**

These appliances are tested and approved for installation at elevations of 0-4500 feet (0-1372 meters) above sea level, using the standard burner orifice (**See Table 4**). For elevations above 4500 feet, contact your gas supplier or qualified service technician. Install the appliance according to the regulations of the local authorities having jurisdiction and, in the USA, the National Fuel Gas Code NFPA 54 / ANSI Z223.1 - latest edition or, in Canada, the CAN/CGA-B149.1 and .2 codes - latest edition.

Burner Orifice Sizes Elevation 0-4500 feet ( 0-1372 meters)		
Model	Nat. Gas drill size (inches)	Propane drill size (inches)
VRE3236	3.25mm (.128")	#49 (.073")
VRE3242	3.25mm (.128")	#49 (.073")

**Table 4**

**⚠ WARNING**

**PROPANE TANKS ARE AT PRESSURES THAT WILL CAUSE DAMAGE TO VALVE COMPONENTS. VERIFY THAT THE TANKS HAVE STEP DOWN REGULATORS TO REDUCE THE PRESSURE TO SAFE LEVELS.**

**MASSACHUSETTS REQUIREMENTS**

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

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

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

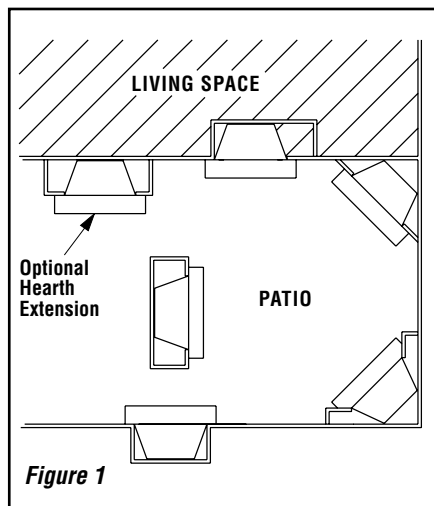
## ASSEMBLY OUTLINE

### Before You Start

Check your inventory list to be sure you have all the necessary parts supplied in good usable condition. Check also for any concealed damage.

### LOCATION OF FIREPLACE

Carefully select the proper location for any obstructions, clearance to side wall(s), air availability, location and aesthetics. With proper pre-planning, a slight adjustment of a few inches can save considerable time and expense later during construction and assembly. See **Figure 1** for some examples.



When choosing a location, care must be taken to avoid places where flooding or running water may be a problem.

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 that has been under water.

Ne pas se servir de cet appareil s'il a été plongé dans l'eau, complètement ou en partie. Appeler un technicien qualifié pour inspecter l'appareil et remplacer toute partie du système de contrôle et toute commande qui ont été plongés dans l'eau.

The burner must be replaced prior to the appliance being put into operation if it is evident that the burner is damaged (use only factory original replacement burner).

Carefully consider the position of the fireplace opening with respect to the location of adjacent or nearby stairwells, doors, windows, walkways and over hanging trees, patios and wires.

When locating the fireplace, consideration must be given to combustibles and final finishing. See **Figure 24, Page 15** and confine the final location of combustible finish materials to the "Safe Zone". Also refer to Clearance Specifications on **Page 6**.

Consider the effects of heat when locating any object in front of or near the fireplace opening.

### PRE-INSTALLATION NOTES

The fireplace may be installed directly on a combustible floor or raised on a platform of an appropriate height. Do not place the fireplace on vinyl or other soft floor coverings. It may, however, be placed on flat wood, plywood, particle board or other hard surfaces.

Be sure the fireplace rests on a solid continuous floor or platform with appropriate framing for support.

The fireplace may be positioned and then the framing built around it, or the framing may be constructed and the fireplace positioned into the opening.

Usually, no special floor support is needed for the fireplace, however, to be certain:

1. Estimate the total weight of the fireplace system including surround materials such as brick, stone, etc., to be installed. Shipping weights for the fireplace may be found on **Page 8**.
2. Measure the square footage of the floor space to be occupied by the system, surrounds and hearth extensions.
3. Note the decking construction, i.e. 2 x 6's, 2 x 8's or 2 x 10's, single or double joists, type and thickness of floor boards.
4. Use this information and consult your local building code to determine if you need additional support.

If you plan to raise the fireplace and hearth extension, build the platform assembly then position fireplace and hearth extension on top. Secure the platform to the floor to prevent possible shifting.

## ASSEMBLY STEPS

**NOTE:** The following steps represent the normal sequence of installation. Each installation is unique, however, and might require a different sequence.

1. Position firebox prior to framing or into prepared framing (non-combustible framing is recommended).
2. Waterproof the fireplace or install the optional drip pan (see *Waterproofing The Fireplace* and **Figure 2** on **Page 5**).
3. Plumb gas line. (Gas connections should only be performed by an experienced, licensed/certified tradesman.)
4. Complete the installation, finish wall material, surround and hearth extension to your individual taste.
5. Assemble and attach optional accessories.

Study the three dimensional illustration (**Figure 5, Page 7**) to get a general idea of each element of your fireplace system.

### WATERPROOFING THE FIREPLACE

Although this fireplace is designed to operate safely outdoors, rain may enter the hearth area (along with condensation) that could cause an undue amount of water to collect in the fireplace bottom.

**To prevent water collection, the builder must provide a means to drain water from under the fireplace by building or installing a water collector of the builders choice, before positioning the fireplace in its location.**

Special care must be taken when the fireplace is installed against an exterior wall. The enclosure surrounding the fireplace on the sides and back must be treated as an exterior wall.

Innovative Hearth Products (IHP) provides an optional drain pan to assist weatherproofing the fireplace.

H4651 DPSS36 Drain Pan for **VRE3236**, H4652 DPSS42 Drain Pan for **VRE3242**.

When Planning for the installation of the fireplace, the framing height must be increased from 46-1/2" to 47-1/4", when installing the drain pan. An additional space below the fireplace will also be required to plumb a drain line.

**Step 1.** Seal all joints, gaps and corners around the bottom of the drain pan before positioning the fireplace on its location (Figure 2).

**Step 2.** On the exposed drain hole, install a PVC threaded coupling reducer, 3/4" x 1/2" going from the top of the pan down through the hole. Apply a silicone-based sealant around the base and threads before installation.

**Step 3.** Holding the reducer coupling with a wrench, thread a 3/4", 90 degree, PVC elbow to the reducer until it is tight to the metal.

**Step 4.** Add additional piping to route the drain to an appropriate location.

**NOTE:** To assure proper drainage, the fireplace must be installed on a leveled surface.

**CLEARANCES**

Minimum clearance to combustibles for the fireplace is as follows; sides and back – 1/2" (13mm), combustible floor – 0" (0mm), adjacent wall 6" (152mm), ceiling – 72" (1829mm). Refer to Figure 3 on this Page and Figure 24 on Page 15 for more detail.

**NOTE:** Clearance behind the nailing flange for both fireplace models is 1/2" (13mm).

**NOTE:** Adjacent wall considerations are for an adjacent wall to only a single side. Walls should not be placed at the minimum distance on both sides of the fireplace. Allow at least 4 feet on one side of the fireplace.

**Mantel Clearances**

See Page 9.

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

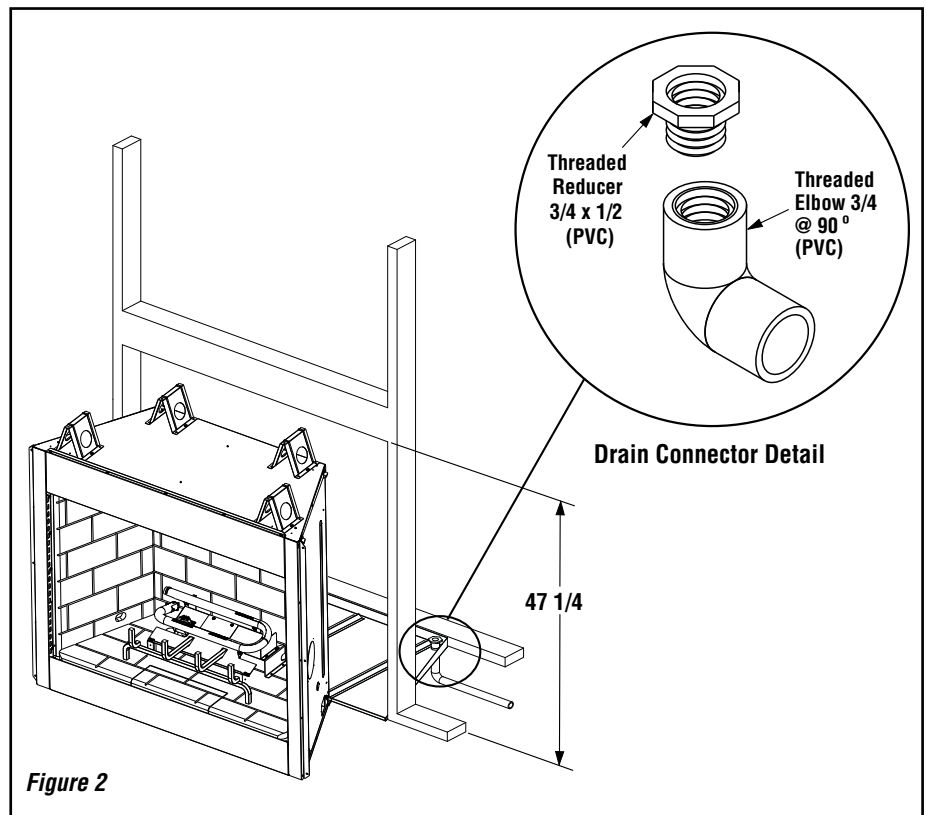


Figure 2

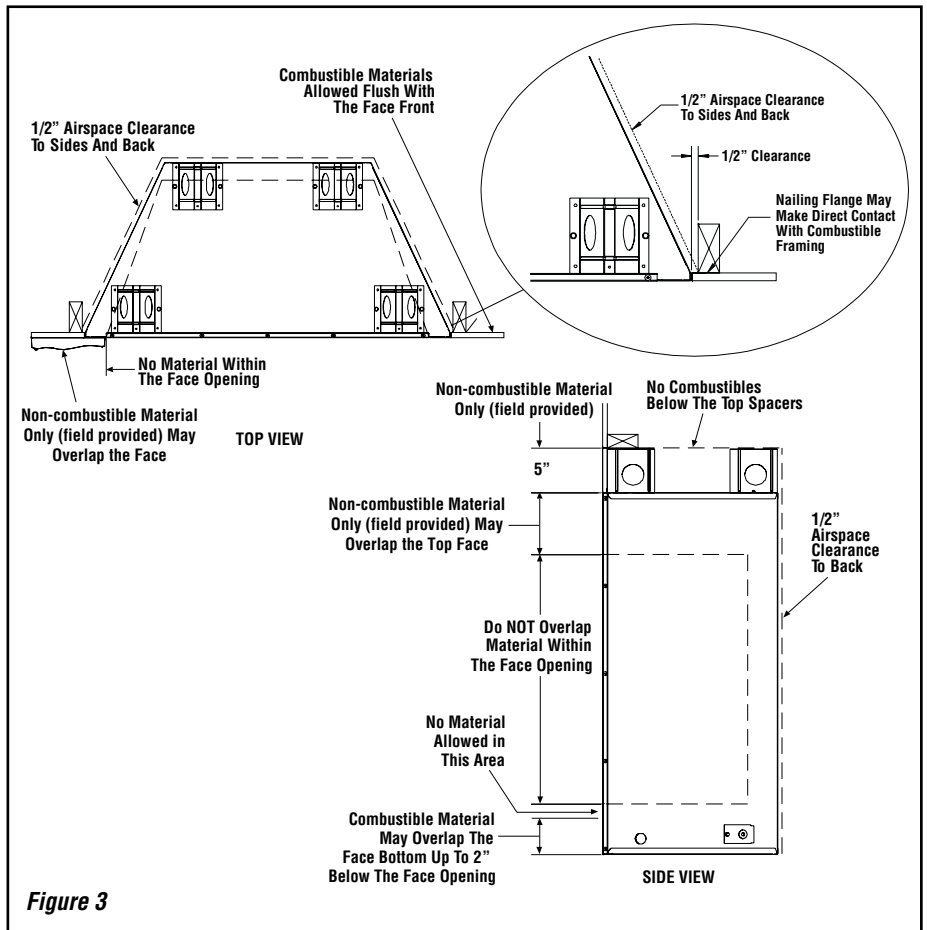
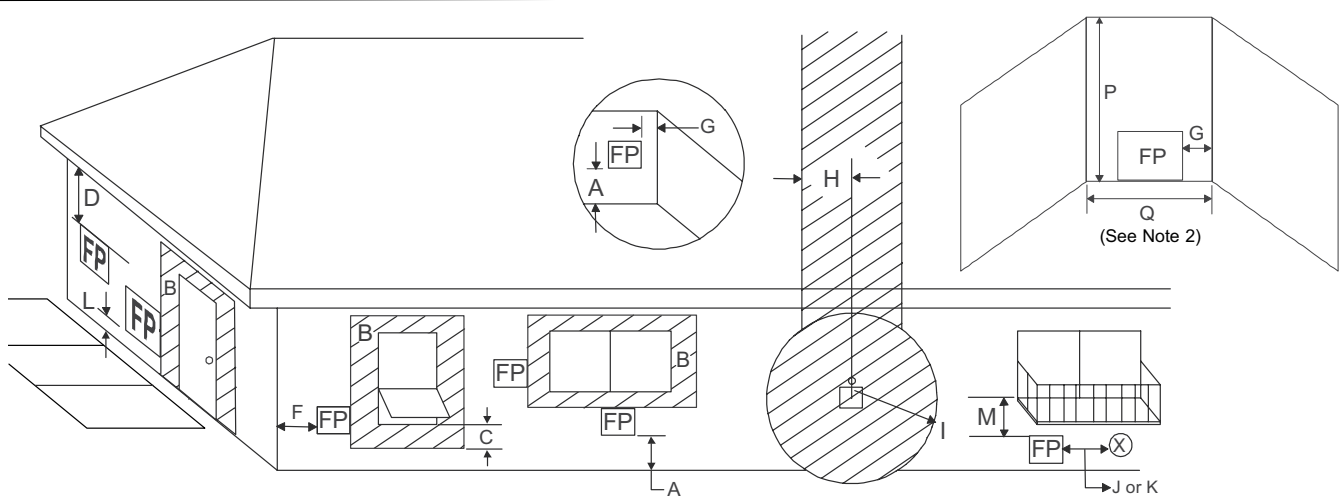


Figure 3

# CLEARANCE SPECIFICATIONS



**FP** = FIREPLACE OPENING    **X** = AIR SUPPLY INLET    **[Hatched Box]** = AREA WHERE FIREPLACE IS NOT PERMITTED

A = 2 in. . . . .	clearances above grade, veranda, porch, deck or balcony.	I = 3 ft. (USA) . . . .	clearance to service regulator vent outlet and electric service.
B = 12 in. . . . .	clearances to window or door that may be opened, or to permanently closed window.	J = 9 in. (USA) . . . .	clearance to non-mechanical air supply inlet to building or the combustion air inlet to any other appliance.
36 in. . . . .	vinyl windows or siding.	K = 3 ft. (USA) . . . .	clearance to a mechanical air supply inlet.
C = 72 in. . . . .	clearance below an operable window.	L* = 54 in. . . . .	clearance above paved sidewalk or a paved driveway located on public property.
D = 47 in. . . . .	vertical clearance to unventilated soffit or to ventilated soffit located above the fireplace.	M** = 47 in. . . . .	clearance under veranda, porch, deck, balcony or overhang.
60 in. . . . .	vinyl clad soffits.	Not allowed: . . . . .	vinyl.
F = 9 in. . . . .	clearance to outside corner.	P = 92 in.	
G = 6 in. . . . .	clearance to inside corner.	Q = 72 in.	
48 in. . . . .	vinyl windows or siding.		
H = 3 ft. (Canada) .	not to be installed above a gas meter/regulator assembly within 3 ft (914 mm) horizontally from the center line of the regulator.		

\* A fireplace shall not open directly above a sidewalk or paved driveway which is located between two single family dwellings and services both dwellings.

\*\* Only permitted if veranda, porch, deck or balcony is fully open on a minimum of 2 sides beneath the floor, or if the screened porch guidelines are followed.

**Note 1:** Local codes or regulations may require different clearances.

**Note 2:** Fireplaces in an alcove space (spaces open only on one side and with an overhang) are permitted with the dimensions specified for vinyl or non-vinyl siding and soffits. **1)** There must be a 3 ft minimum between terminations or between the fireplace and termination. **2)** All mechanical air intakes within 10 ft of the top of the fireplace opening must be a minimum of 3 ft below the top of the fireplace opening.

**3)** All gravity air intakes within 3 ft of the fireplace must be a minimum of 1 ft below the face top opening.

This fireplace is approved for installation in screened porches with the following guidelines:

- Minimum porch area - 96 sq ft
- Minimum ceiling height - 92 in.
- Minimum of two walls must be screened or open
- Minimum top of screen height, side walls - 6 ft 8 in.
- Minimum screen area - 64 sq ft

**Note:** There may be some odor and small amounts of soot associated with burning the fireplace in a screened porch. Ensuring good cross draft ventilation and routine maintenance of the fireplace will maximize comfort and cleanliness.

**Figure 4**

## TYPICAL INSTALLATION

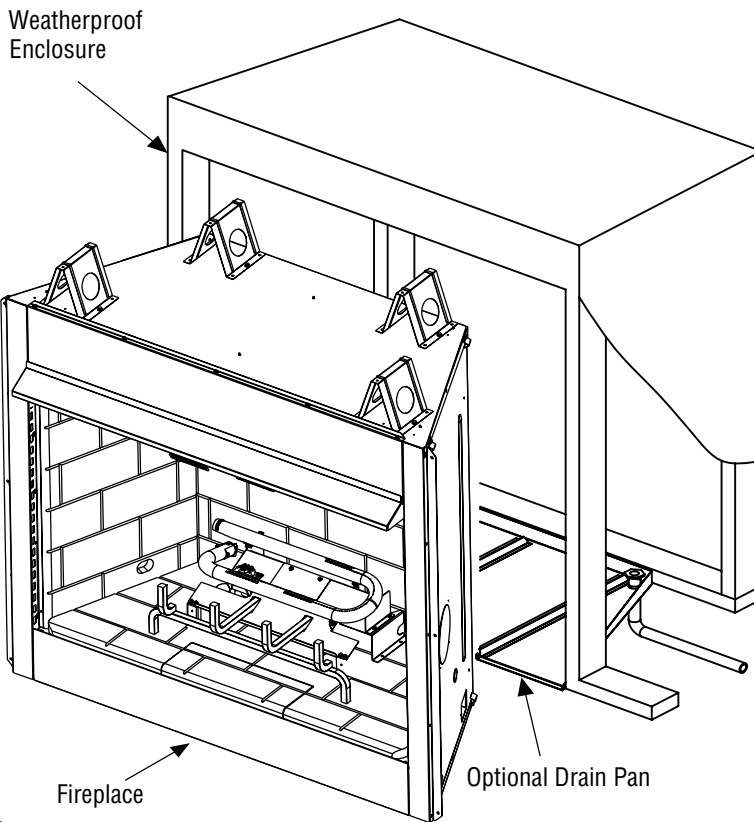


Figure 5

## ROUTING GAS LINE

Route a 1/2" (13 mm) gas line along the inside of the right side framing as shown in **Figure 5**. Gas lines must be routed, constructed and made of materials that are in strict accordance with local codes and regulations.

All appliances are factory-equipped with a flexible gas line connector and 1/2" shutoff valve. (See **Figure 12, Page 10**).

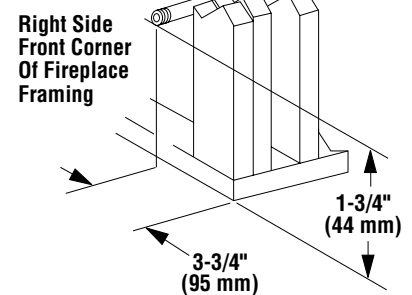


Figure 6

**NOTE:** An additional inlet has been provided on the left side (see **Figure 7, Page 8**).

## CAUTION

If propane is used, be aware that with a tank that is too small (i.e., under 100 lbs, if this is the only gas appliance in the dwelling—see NPFA 58), there may be a loss of pressure. This can result in insufficient fuel delivery that can cause sooting, delayed ignition, or other malfunctions. Any damage resulting from an improper installation is not covered by the limited warranty.

## WARNING

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

When an appliance is for connection to a fixed piping system, the installation must conform with local codes, or in the absence of local codes with the *National Fuel Gas Code, ANSI Z223.1 • NFPA 54; National Fuel Gas Code*.

## FIREPLACE INSTALLATION

**Step 1.** Frame these appliances as illustrated in **Figures 8-10, Page 9**. All framing details must allow for a minimum clearance to combustible framing members, as shown in **Figure 3, Page 5**. Also refer to Fireplace Specifications on **Page 8**. Headers may be in direct contact with the appliance top spacers but must not be supported by them or notched to fit around them. All construction above the appliance must be self supporting. **DO NOT USE THE APPLIANCE FOR STRUCTURAL SUPPORT.**

**NOTE:** The framed depth from a framed wall, must always be measured from a finished surface. If a wall covering such as Durock® is to be attached to the rear wall, then the depth must be measured from the wall surface. It is important that this dimension be exact.

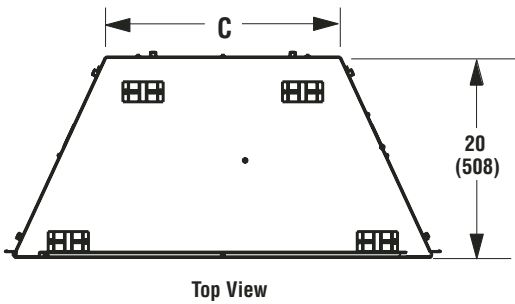
**NOTE:** Non-combustible framing members are not required, but are recommended.

**Step 2.** Level the firebox by checking the top edge of the firebox. Shim if necessary.

**Step 3.** The fireplace should be secured to the side framing members, using the full length nailing flange located on both sides of the fireplace. Use 8d nails, or screws.

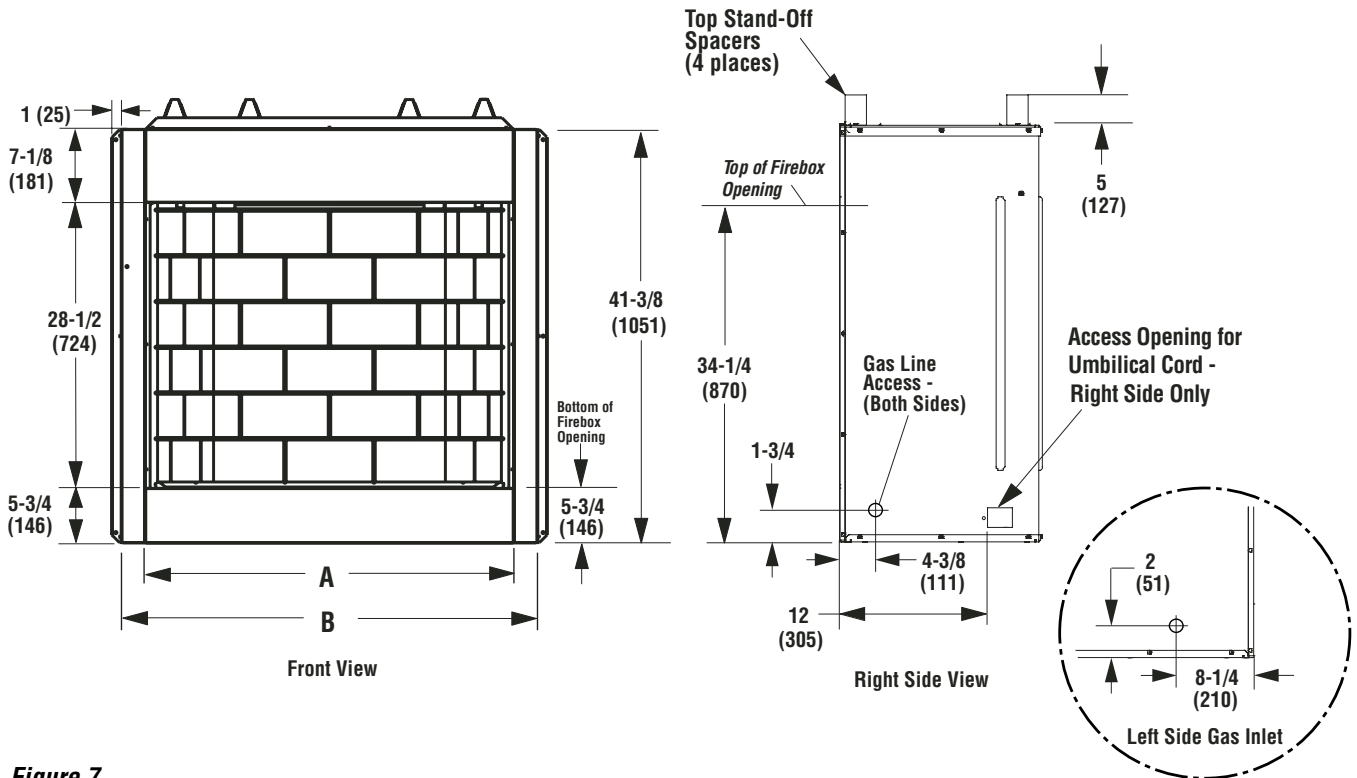
**IMPORTANT: UNDER NO CIRCUMSTANCES SHALL THE FIREBOX TOP SPACERS BE REMOVED OR MODIFIED. THE HEADER MAY BE IN DIRECT CONTACT WITH THE TOP SPACERS BUT MUST NOT BE SUPPORTED BY THEM OR NOTCHED TO FIT AROUND THEM.**

# FIREPLACE SPECIFICATIONS



Dimensions - Inches (millimeters)			
Model	A	B	C
VRE3236	37 (940)	41-3/4 (1061)	23-1/2 (597)
VRE3242	43 (1092)	47-3/4 (1213)	29-1/2 (749)

Model	Ship. Wt.	Shipping Volume
VRE3236	260 lbs	28.424 Cu. Ft.
VRE3242	290 lbs	32.184 Cu. Ft.

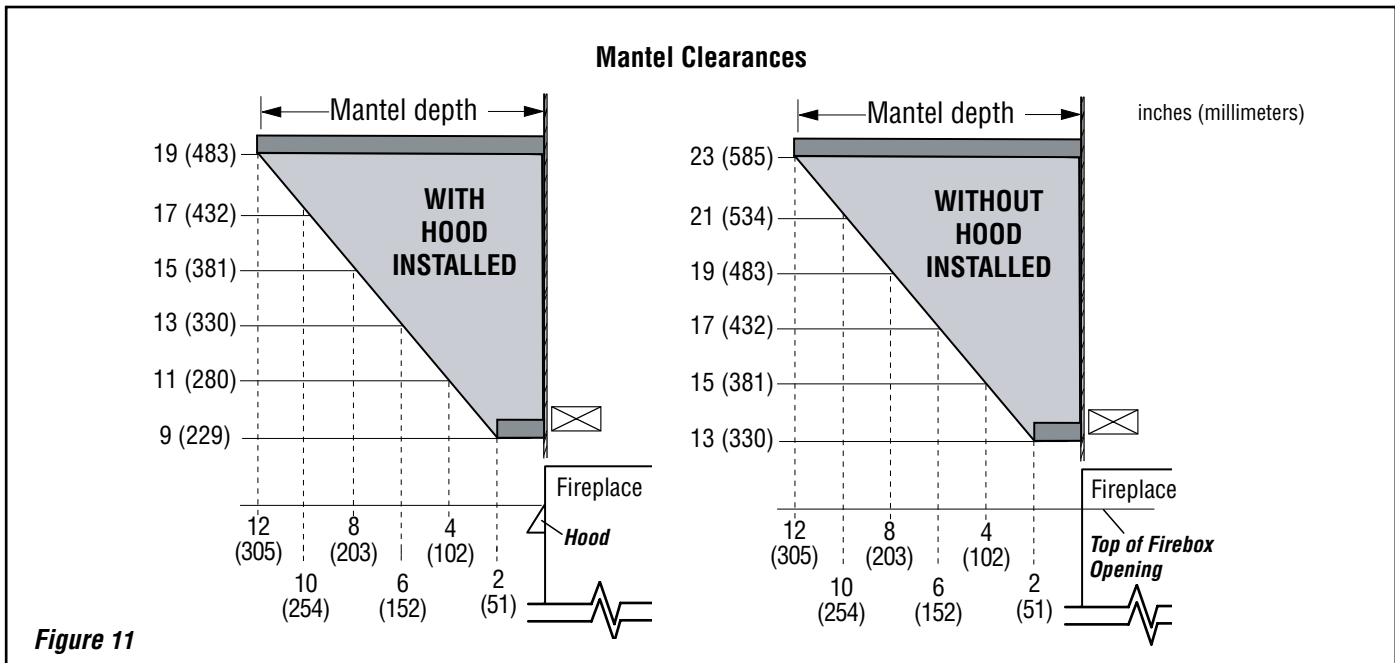
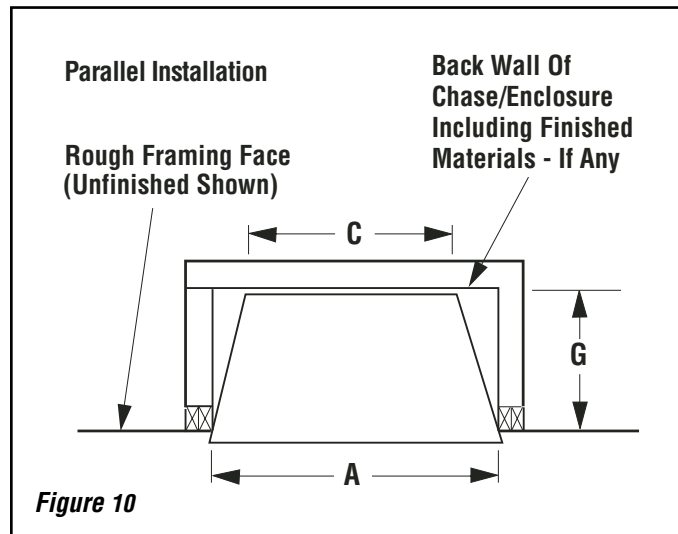
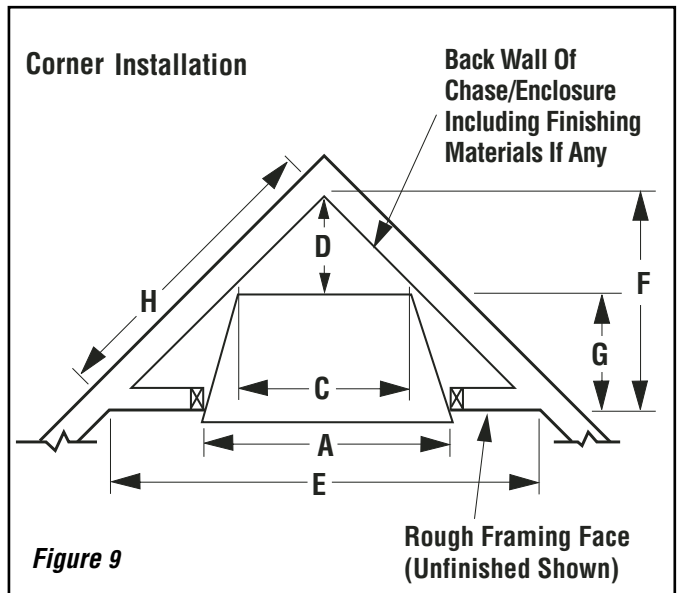
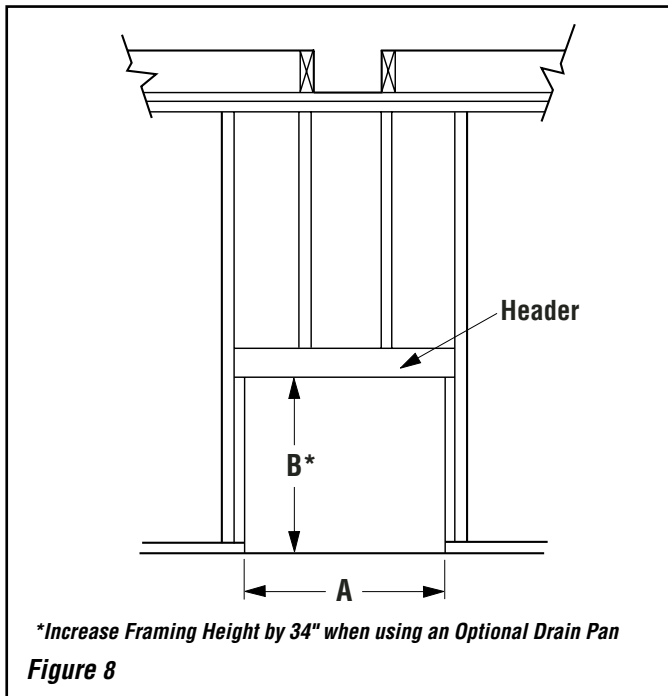




# FRAMING SPECIFICATIONS

Opening	VRE3236	VRE3242
A	42-3/4" (1086)	48-3/4" (1238)
B	46-1/2" (1181)	46-1/2" (1181)
C	23-5/8" (600)	29-5/8" (753)
D	11-1/4" (286)	14-1/4" (362)
E	63-1/2" (1613)	69-1/2" (1765)
F	31-3/4" (807)	34-3/4" (883)
G	20-1/2" (521)	20-1/2" (521)
H	44-1/4" (1124)	49-1/8" (1248)

**Table 5 - This Table Corresponds To Figures 8, 9 and 10**



NOTE: DIAGRAMS & ILLUSTRATIONS ARE NOT TO SCALE.

## FIELD WIRING

**CAUTION: LABEL ALL WIRES PRIOR TO DISCONNECTION WHEN SERVICING CONTROLS. WIRING ERRORS CAN CAUSE IMPROPER AND DANGEROUS OPERATION. VERIFY PROPER OPERATION AFTER SERVICING.**

Refer to **Figure 32, Page 24** for the wiring schematic for these fireplaces. Two brown wires are for the connection of the switch. These are labeled SW and SW. A black and red pair are for connection to the battery pack. These are labeled (+) and (-). These wires are for low voltage current.

Wiring diagrams are provided (**Figure 32, Page 24**) for reference purposes only. This information is also provided on schematics attached directly to the appliance on a pullout panel located within the control compartment.

## CONNECTING GAS LINE

Codes require a shut-off valve mounted in the supply line. **Figure 12** illustrates two methods for connecting the gas supply. The flex-line method is acceptable in the U.S., however, Canadian requirements vary depending on locality. Installation must be in compliance with local codes.

These appliances are equipped with a gas flex line for use (where permitted) in connecting the unit to the gas line. A gas flex line is provided to aid in attaching the outdoor appliance to the gas supply. The gas flex line can only be used where local codes permit. See **Figure 12** for flex line description. The flex line is rated for both natural and propane gas. A manual shut off valve is also provided with the flex line.

The gas control valve is located under the refractory cover in front of the burner.

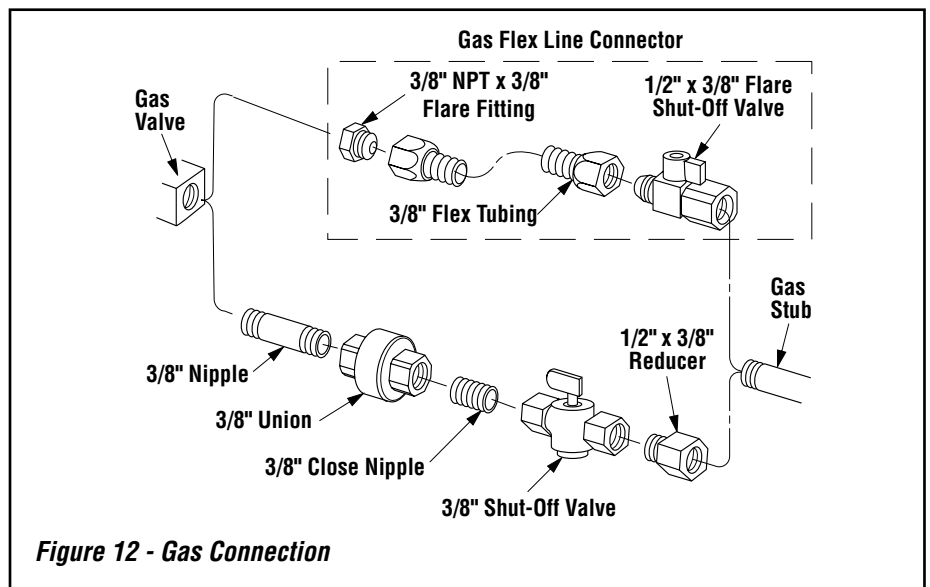
To access the valve, lift out the center refractory and remove the rain shield (**see Figure 13**).

The control valves have a 3/8" (10 mm) NPT thread inlet port.

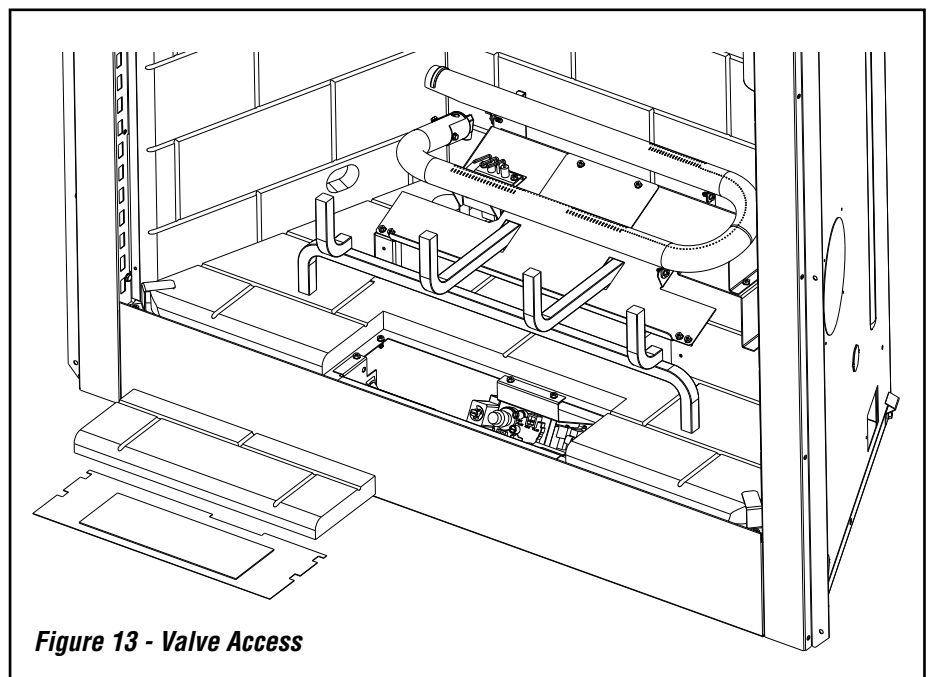
**Secure all joints tightly using appropriate tools and sealing compounds (ensure propane resistant compounds are used in propane applications).**

Turn on gas supply and test for gas leaks, using a gas leak test solution (also referred to as bubble leak solution). **NOTE:** Using a soapy water solution (50% dish soap, 50% water) is an effective leak test solution but it is not recommended, because the soap residue that is left on the pipes/fittings can result in corrosion over time. **Never use an open flame to check for leaks.**

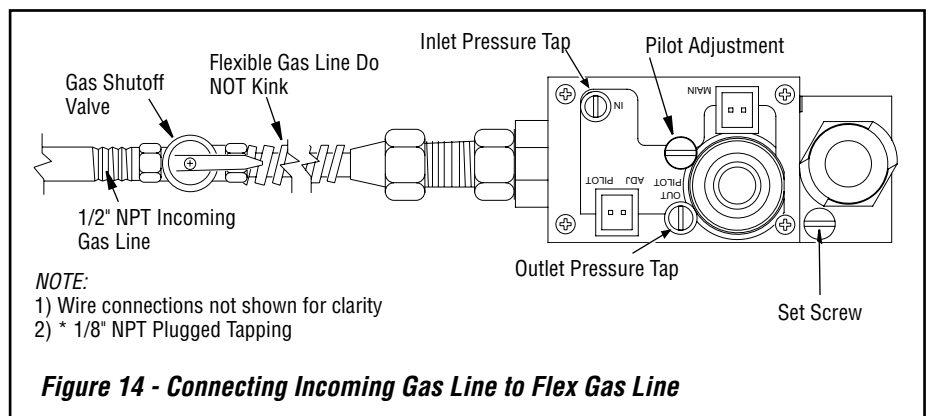
- A. Light the appliance (refer to the lighting instructions label in the control compartment or in the Care and Operation Instructions).
- B. Brush all joints and connections with the gas leak test solution to check for leaks. If bubbles are formed, or gas odor is detected, turn the gas control knob to the "OFF" position. Either tighten or refasten the leaking connection and retest as described above.
- C. When the gas lines are tested and leak free, be sure to rinse off the leak testing solution.



**Figure 12 - Gas Connection**



**Figure 13 - Valve Access**



- NOTE:**
- 1) Wire connections not shown for clarity
  - 2) \* 1/8" NPT Plugged Tapping

**Figure 14 - Connecting Incoming Gas Line to Flex Gas Line**

## Install the Logs and Glowing Embers

### **WARNING**

- Turn OFF all gas and electricity to the appliance before installing the embers, and logs.
- Do NOT install the logs until the appliance has been completely installed, the gas line connected and tested for leaks, and the initial burner operation has been confirmed.
- Use of an unapproved log set in the fireplace will void the warranty and will result in incomplete combustion, sooting, and poor flame quality.
- Logs get very hot and will remain hot up to one hour after gas supply is turned off. Handle only when logs are cool. Turn off all electricity to the appliance before you install grate and logs.
- This appliance is not designed to burn wood. Any attempt to do so could cause irreparable damage to appliance and prove hazardous.
- If the logs are not installed according to these instructions, improper combustion could occur. This could result in the excessive production of soot and/or the colorless, odorless, toxic gas carbon monoxide (CO).
- The size and position of the log set was engineered to give your appliance a safe, reliable and attractive flame pattern. Any attempt to use a different log set in the fireplace will void the warranty and will result in incomplete combustion, sooting, and poor flame quality.

**NOTE:** It is important to ensure proper log placement per the manual when installing these units. Verify pilot flame is not obstructed. See *Verifying Appliance Operation* on *Page 42*.

# Installing the VRE3200 Series Log Set

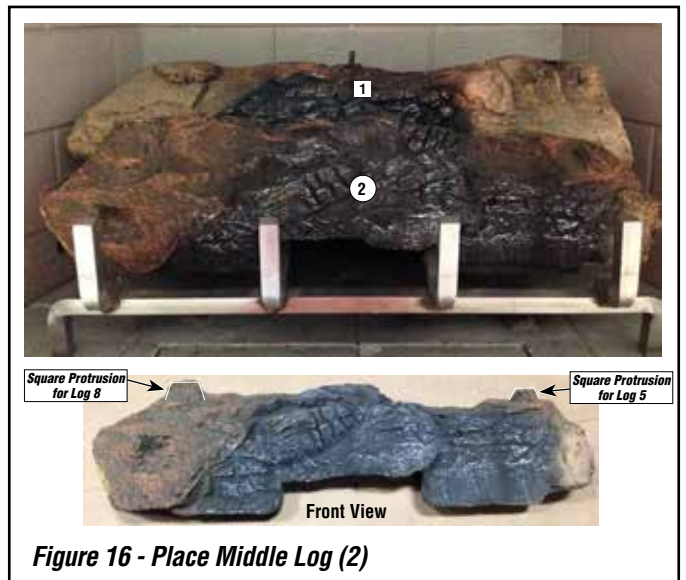
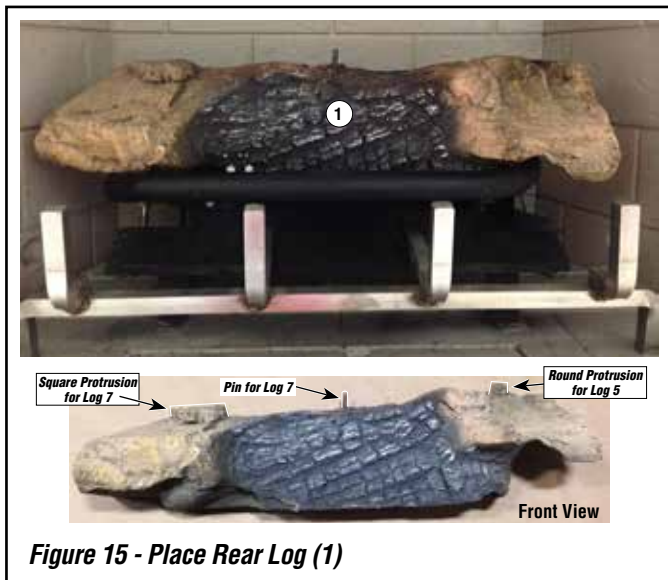
The logs have notches/tabs to assist proper positioning. Upper logs rest on lower logs via notches/tabs. Proper log placement is critical to prevent sooting. Place the logs in the gaps between flame peaks, so they do not impinge the flames. Follow the log placement instructions precisely. **NOTE:** Do not cover the burner ports.

**Table 6 - Log Set**

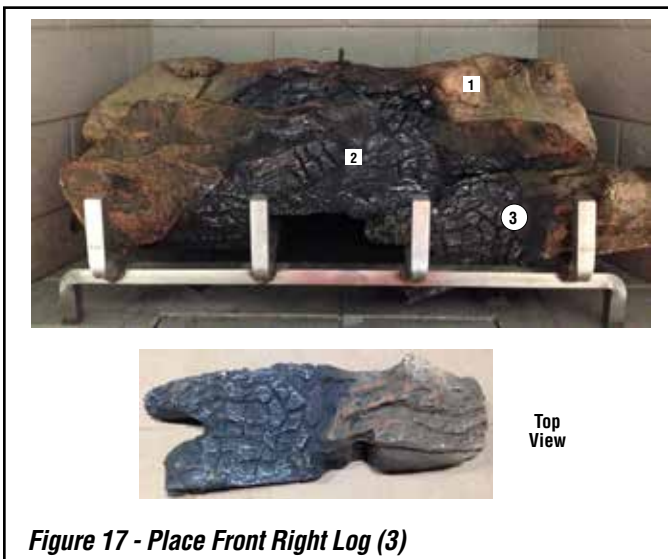
I.D. No.	Description
1	Rear Log
2	Middle Log
3	Right Front Log
4	Front Left Log
5	Top Right Log
6	Middle Twig Log
7	Top Rear Log
8	Top Left Log



1. Place rear log (1) being pilot in-between the tube burner. (**Figure 15**)
2. Place middle log (2) directly in front of tube burner (**Figure 16**).

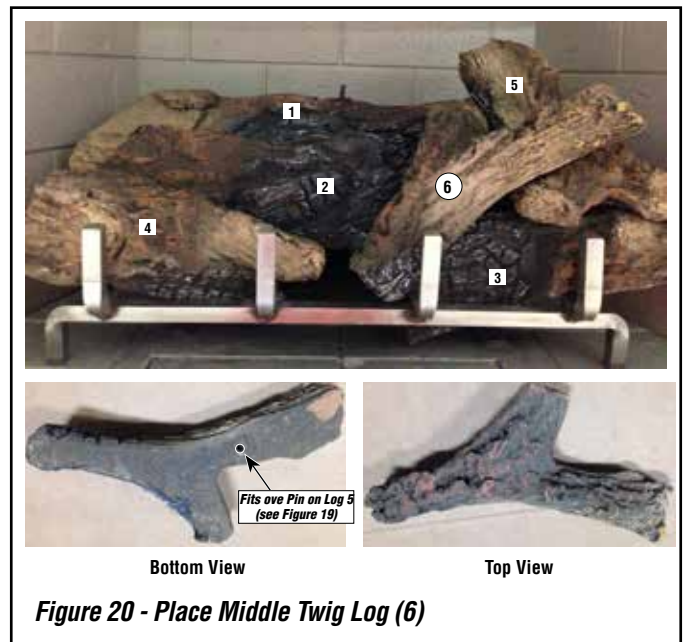
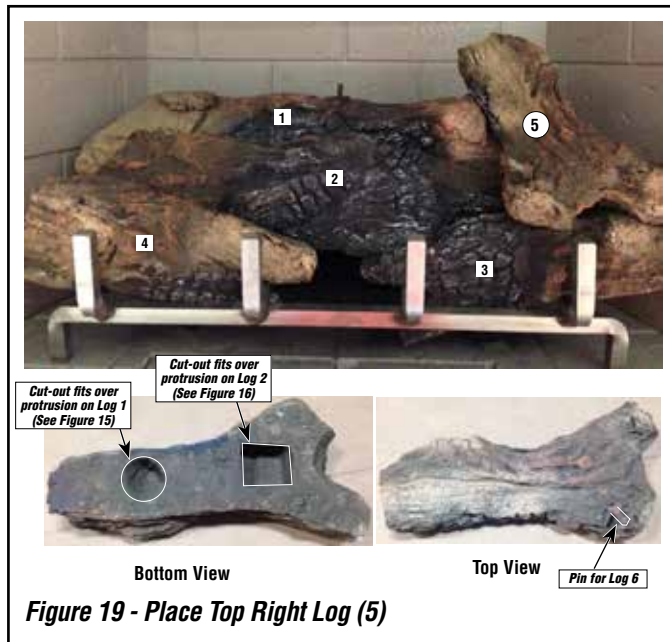


3. Place front right log (3) onto grate. The notch on the "charred section" will fit around the grate (**Figure 17**).
4. Place front left log (4) onto grate. The notch on the "charred section" will fit around the grate (**Figure 18**).

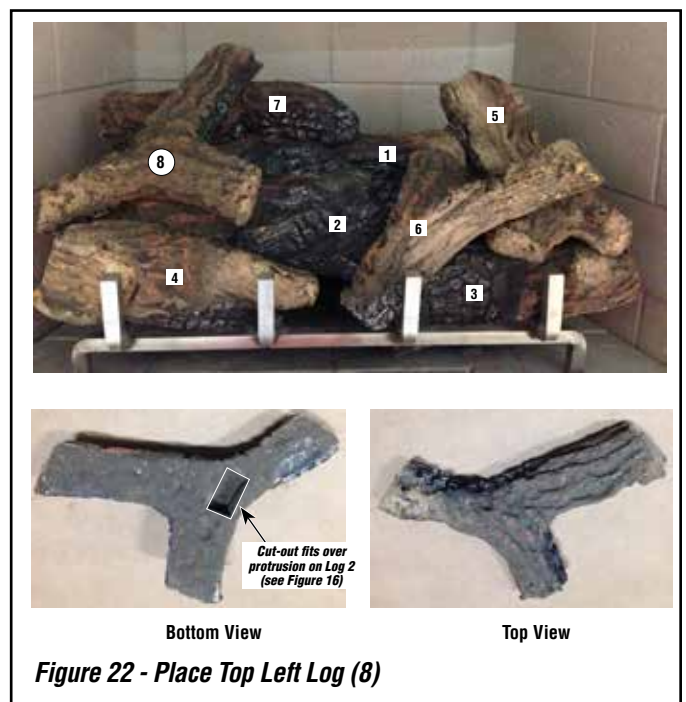
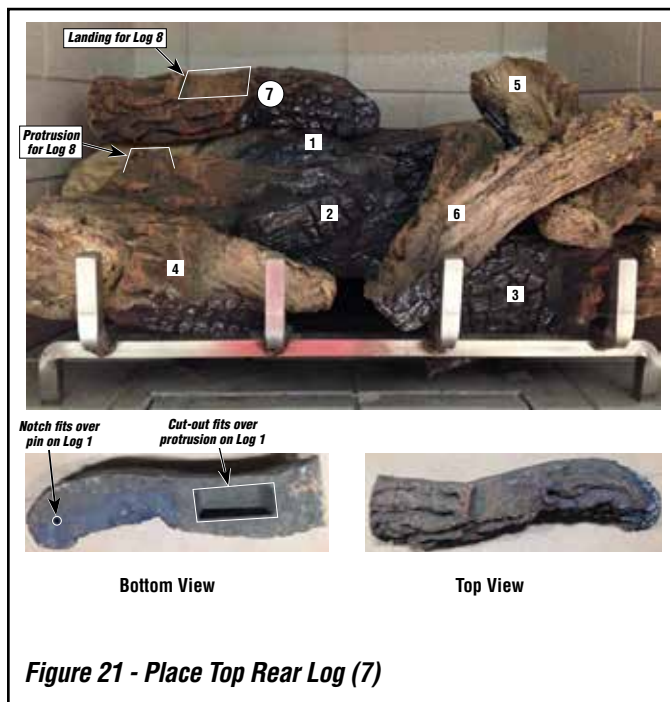


## Installing the VRE3200 Series Log Set (continued)

5. Position top right log (5) using the round protrusion on the rear log (1) and the square protrusion on the middle log (2) (**Figure 19**).
6. Position middle twig log (6) using the pin on top right log (5) (**Figure 20**).



7. Position top rear log (7) over the square protrusion and pin on the rear log (See **Figure 15 and G**).
8. Position Top Left log (8) onto the landings on the top rear log (7) (**Figure 21**) and the protrusion on the middle log (2) (**Figure 22**).



## FLAME APPEARANCE AND SOOTING

Sooting is indicated by black puffs developing at the tips of very long orange flames. Sooting results in black deposits forming on the logs, appliance inside surfaces and on exterior surfaces adjacent to the face opening.

These appliances should not smoke. Small amounts of soot will accumulate over time and should be expected. This soot adds to the realism of the firebox interior. The logs can be cleaned, when cool, with a soft brush and small amounts of water.

Keep in mind that this is an outdoor appliance. Wind and air currents cannot be strictly controlled.

If the flame acts too erratically, we recommend that the screens be closed.



*Figure 23 - Proper Burner Flame Appearance*

## CHECKING APPLIANCE OPERATION

With gas line installed run initial system check-out before installing any additional accessories. Follow the lighting instructions on **Page 21**.

**NOTE:** *Lighting Instructions are also found on the literature tag tied to the gas piping next to the gas valve. To access the tag, open the lower control compartment door (refer to Figure 13, Page 10 - Valve Access).*

When first lighting the appliance, it will take a few minutes for the line to purge itself of air. Once purging is complete, the burner will light and operate as indicated in the instruction manual. Subsequent lighting of the appliance will not require such purging. Inspect the pilot flame (remove logs, if necessary, handling carefully).

After the logs have been placed and the fireplace has been checked for proper flame presentation.

### Electronic Appliance Checkout

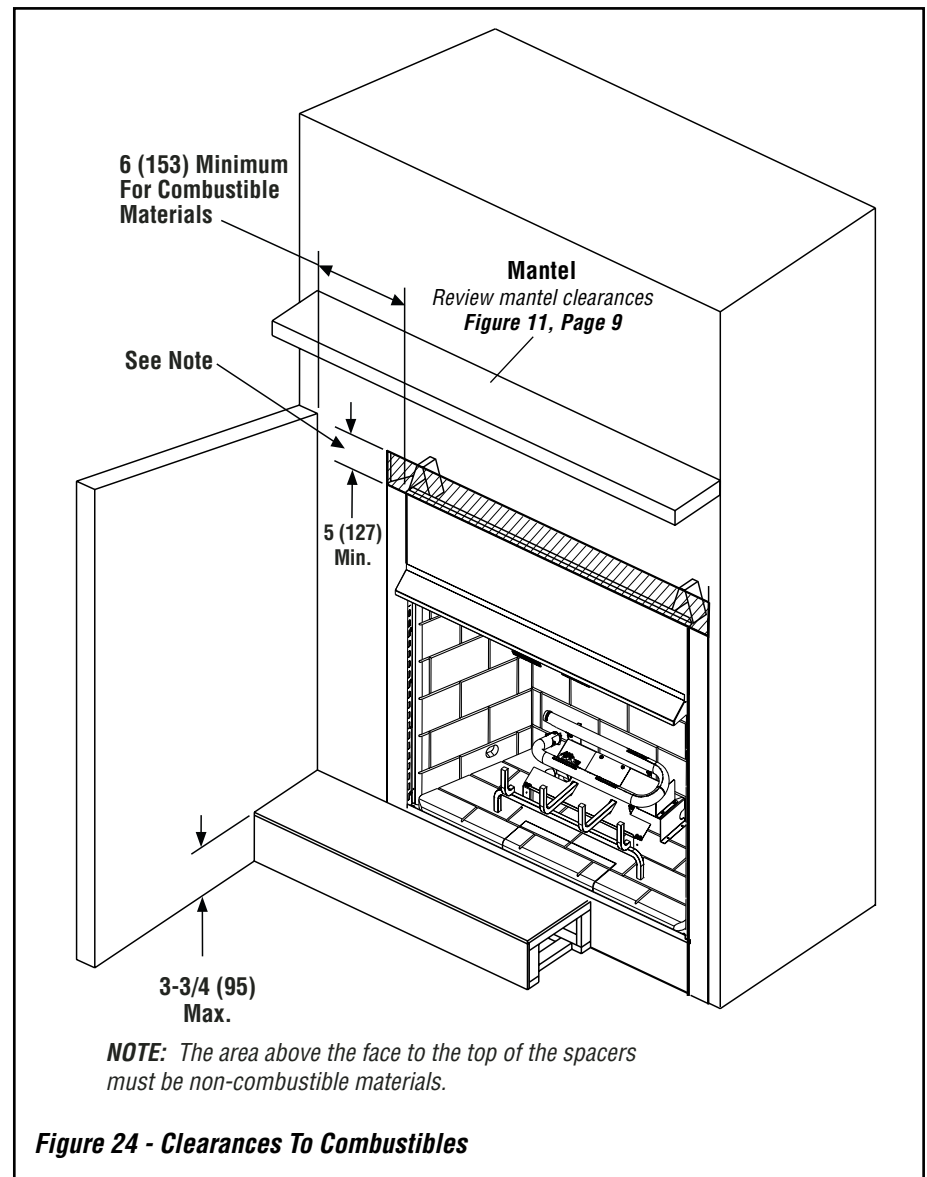
**Carbon Monoxide Poisoning:** Early signs of carbon monoxide poisoning are similar to the flu with headaches, dizziness and/or nausea. If you have these signs, obtain fresh air immediately. Turn off the gas supply to the appliance and have it serviced by a qualified professional, as it may not be operating correctly.

## FIREBOX FINISHES

Only noncombustible materials like marble, stone, tile, brick, etc. may overlap the top and sides of the front facing. Seal all joints between the black facing and wall surrounds to prevent air intrusion.

Use noncombustible caulking materials only to seal the metal facing to the surround material on the finished wall. See **Figure 24**.

**CAUTION: DO NOT BLOCK THE FACE OPENING ON THESE FIREBOXES. DOING SO MAY CREATE A POTENTIAL FIRE HAZARD.**



## GAS CONVERSION KITS

Gas conversion kits are available to adapt your appliance from the use of one type of gas to the use of another. These kits contain all the necessary components needed to complete the task including labeling that must be affixed to ensure safe operation.

Kit part numbers are listed here:

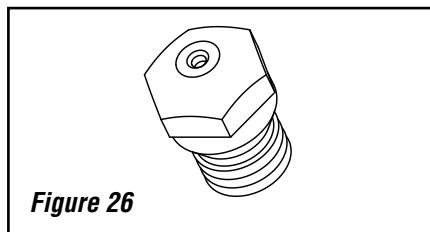
Natural to Propane Gas Conversion Kits		
Cat. #	Model	Fireplace
F4126	CKAF4004SLLXNP	VRE32 36/42
Propane to Natural Gas Conversion Kits		
Cat. #	Model	Fireplace
F4127	CKAF4004SLLXPN	VRE32 36/42

**Table 7**

See the following Table for orifice sizes for natural and propane models. **Figure 26** illustrates the orifice. Use pipe joint compound or Teflon tape on all pipe fittings before installing (ensure propane resistant compounds are used in propane applications, do not use pipe joint compounds on flare fittings).

Burner Orifice Sizes Elevation 0-4500 feet ( 0-1372 meters)		
Model	Nat. Gas drill size (inches)	Propane drill size (inches)
VRE3236	3.25mm (.128")	#49 (.073")
VRE3242	3.25mm (.128")	#49 (.073")

**Table 8**



## ⚠ WARNING

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

## ⚠ AVERTISSEMENT

Cette trousse de conversion doit être installée par un technicien agréé, selon les instructions du fabricant et selon toutes les exigences et tous les codes pertinents de l'autorité compétente. Assurez-vous de bien suivre les instructions dans cette notice pour réduire au minimum le risque d'incendie, d'explosion ou la production de monoxyde de carbone pouvant causer des dommages matériels, des blessures ou la mort. Le technicien agréé est responsable de l'installation de cette trousse. L'installation n'est pas adéquate ni complète tant que le bon fonctionnement de l'appareil converti n'a pas été vérifié selon les instructions du fabricant fournies avec la trousse. Le fournisseur de service qualifié ayant réalisé l'installation assume les responsabilités liées à la conversion.

In Canada:

THE CONVERSION SHALL BE CARRIED OUT IN ACCORDANCE WITH THE REQUIREMENTS OF THE PROVINCIAL AUTHORITIES HAVING JURISDICTION AND IN ACCORDANCE WITH THE REQUIREMENTS OF THE CAN/CGA-B149.1 AND .2 INSTALLATION CODE.

LA CONVERSION DEVRA ÊTRE EFFECTUÉE CONFORMÉMENT AUX RECOMMANDATIONS DES AUTORITÉS PROVINCIALES AYANT JURIDICTION ET CONFORMÉMENT AUX EXIGENCES DU CODE D'INSTALLATION CAN/CGA-B149.1 ET .2.



## OPERATION AND CARE OF YOUR APPLIANCE

Appliance operation may be controlled by a remotely located wall switch.

### Gas Controls/Control Compartment Access

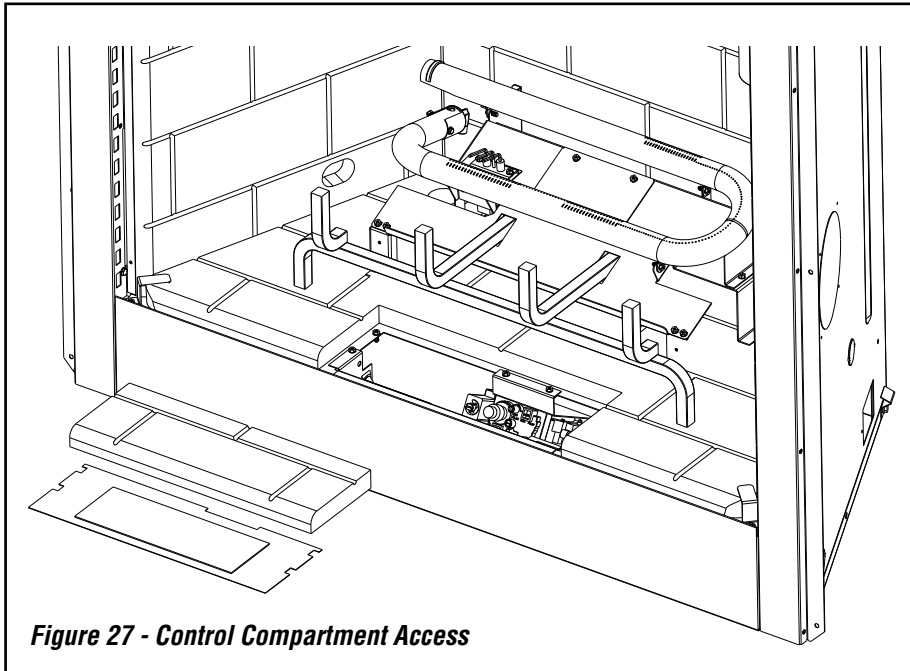
The gas controls can be found beneath the bottom refractory. Remove the bottom refractory by lifting it up. Remove the access cover (refer to **Figure 27**).

**Note:** Adjustment screws are provided to level refractory access cover (refer to **Figure 27a**).

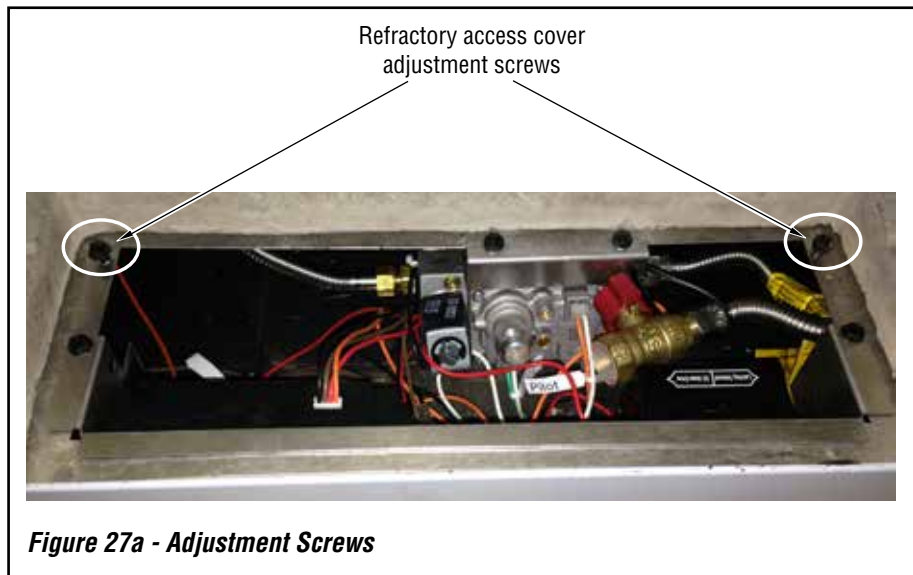
### All Models -

To light these appliances refer to the detailed lighting instructions found on **Page 21**. The appliance lighting instructions may also be found on the pull out lighting instruction labels attached to the gas control valve (see **Figure 27**).

**Carbon Monoxide Poisoning:** Early signs of carbon monoxide poisoning are similar to the flu with headaches, dizziness and/or nausea. If you have these signs, obtain fresh air immediately. Turn off the gas supply to the appliance and have it serviced by a qualified professional, as it may not be operating correctly.



**Figure 27 - Control Compartment Access**



**Figure 27a - Adjustment Screws**

## ⚠ WARNING

FAILURE TO COMPLY WITH THE INSTALLATION AND OPERATING INSTRUCTIONS PROVIDED IN THIS DOCUMENT WILL RESULT IN AN IMPROPERLY INSTALLED AND OPERATING APPLIANCE, VOIDING ITS WARRANTY. ANY CHANGE TO THIS APPLIANCE AND/OR ITS OPERATING CONTROLS IS DANGEROUS. IMPROPER INSTALLATION OR USE OF THIS APPLIANCE CAN CAUSE SERIOUS INJURY OR DEATH FROM FIRE, BURNS, EXPLOSION OR CARBON MONOXIDE POISONING.

## ⚠ WARNING

CLOTHING OR OTHER FLAMMABLE MATERIALS SHOULD NOT BE HUNG FROM THE APPLIANCE OR PLACED ON OR NEAR THE APPLIANCE. NEVER PLACE ANY OBJECTS ON THE FIREPLACE.

## ⚠ AVERTISSEMENT

SURVEILLER LES ENFANTS. GARDER LES VÊTEMENTS, LES MEUBLES, L'ESSENCE OU AUTRES LIQUIDES À VAPEUR INFLAMMABLES LOIN DE L'APPAREIL.

## ⚠ WARNING

CHILDREN AND ADULTS SHOULD BE ALERTED TO THE HAZARDS OF HIGH SURFACE TEMPERATURES AND SHOULD STAY AWAY TO AVOID BURNS OR CLOTHING IGNITION. FIREPLACE WILL REMAIN HOT FOR A TIME AFTER SHUTDOWN. ALLOW SURFACES TO COOL BEFORE TOUCHING.

## ⚠ WARNING

YOUNG CHILDREN SHOULD BE CAREFULLY SUPERVISED WHEN THEY ARE IN THE AREA OF THE APPLIANCE. TODDLERS, YOUNG CHILDREN AND OTHERS MAY BE SUSCEPTIBLE TO ACCIDENTAL 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.

### IMPORTANT NOTES:

- When lit for the first time, this appliance will emit a slight odor for an hour or two. This is due to the “burn-in” of internal paints and lubricants used in the manufacturing process.
- Keep lower control compartment clean by vacuuming or brushing at least twice a year. More frequent cleaning may be required due to excessive lint from carpeting, bedding materials, etc. It is important that control compartments, burners and circulating air passageways of the appliance be kept clean.  
S'assurer que le brûleur et le compartiment des commandes sont propres. Voir les instructions d'installation et d'utilisation qui accompagnent l'appareil.
- Keep the appliance area clear and free from combustible materials, gasoline and other flammable vapors and liquids.

### Maintenance

The appliance should be thoroughly inspected before initial use and at least annually by a qualified service technician. However, more frequent periodic inspections and cleanings should be performed by the homeowner. **Homeowner must contact a qualified service technician at once if any abnormal condition is observed.**

Refer to the maintenance schedule (**Page 23**) for maintenance tasks, procedures, periodicity and by whom they should be performed. Always verify proper operation of the appliance after servicing.

**NOTE: Make sure you have new batteries.**

### CAUTION

**You must keep control areas, burner and circulating air passageways of fireplace clean. Inspect these areas of fireplace before each use. Have fireplace inspected yearly by a qualified service person.**

### WARNING

- Turn off gas and any electrical power before servicing the appliance.
- Let fireplace completely cool before cleaning.
- Failure to keep the primary air opening(s) of the burner(s) clean may result in sooting and property damage.
- Burner Flame Pattern - If yellow tipping occurs, your fireplace could produce increased levels of carbon monoxide. Do not mistake orange flames with yellow tipping. Dirt or other fine particles enter the fireplace and burn causing brief patches of orange flame.

**Verify proper operation after servicing.**  
S'assurer que l'appareil fonctionne adéquatement une fois l'entretien terminé.

**Perform a periodic visual check of pilot and burner flame.**

### Inspect Burner Flame and Pilot Flame Appearance

Periodically do a visual check of the burner flame and the pilot flame. Ensure that the burner flame appearance resembles the flame shown in **Figure 23, Page 14** and as described in Flame Appearance and Sooting on **Page 14**.

### Battery Replacement

**NOTE: All batteries loose voltage when frozen or left for prolonged periods. It may be wise to remove batteries during extended periods of disuse.**

### Inspect Burner Assembly

The burner must be replaced prior to the appliance being put into operation if it is evident that the burner is damaged (use only factory original replacement burner).

### IGNITER ASSEMBLY

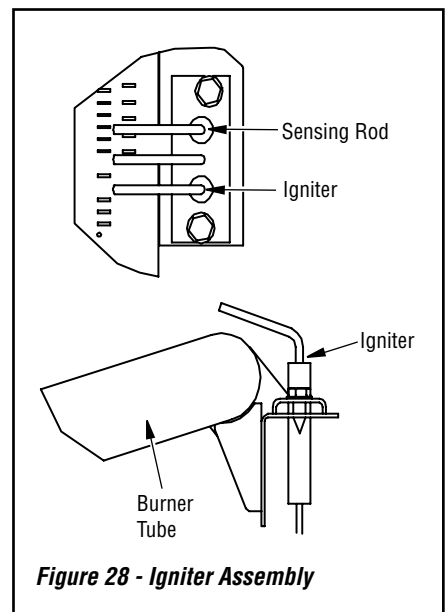
The igniter assembly is factory preset for proper ignition of the burner. Alterations may have occurred during shipping and handling. Call a qualified service person to readjust the igniter assembly if necessary.

The igniter should be positioned as shown in **Figure 28**.

**NOTE: Figure 28, shows the correct positioning of the igniter and sensing rod.**

If your igniter assembly does not meet these requirements:

- Turn appliance off (see **To Turn Off Gas to Appliance, Page 21**).
- See **Troubleshooting, Page 22**.



**Figure 28 - Igniter Assembly**

## GAS CONTROL MODULE SYSTEM

### REMOTE CONTROL FEATURE

The module has a built in remote control receiver that allows the user to program the remote transmitter at any time during or after the installation of the burner.

1. There is a switch located on the right side of the module that reads REMOTE/OFF (**Figure 29**).
2. When the remote/off switch is in the OFF position, the burner will operate from the rocker switch that is mounted near the module (**Figure 29A**) and connected to the brown switch wires.
3. When the remote/off is in the REMOTE position the burner will operate from the Remote Control Transmitter.

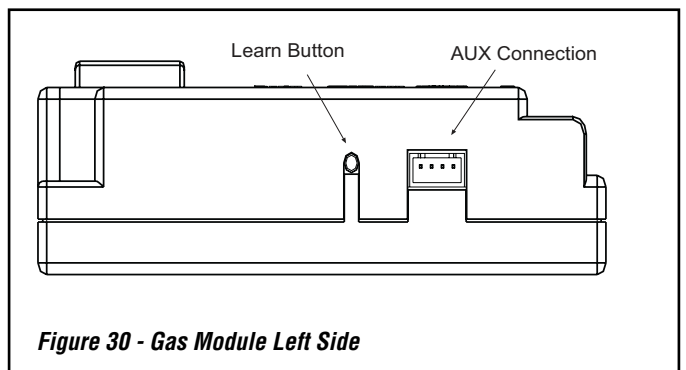
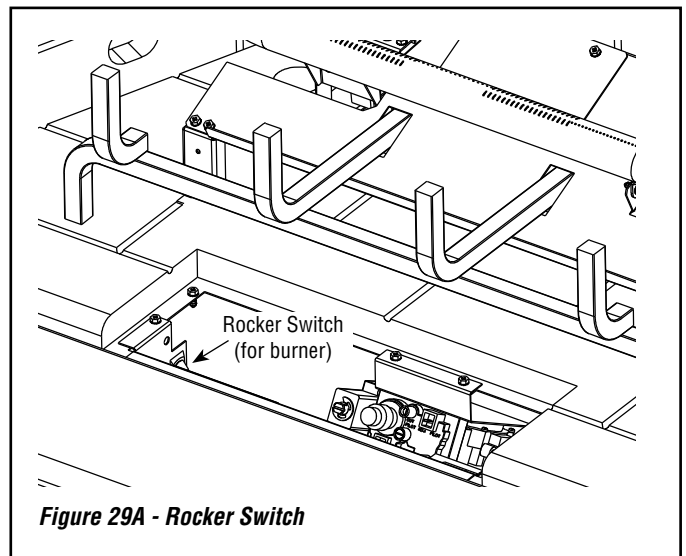
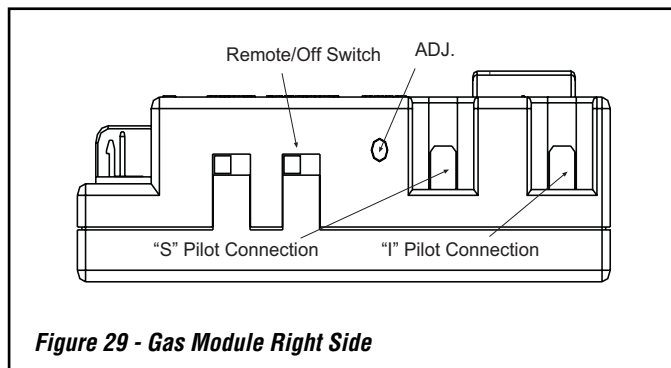
**NOTE:** The module must be programmed to the Remote Control Transmitter.

- To program the module (make sure the system has power), locate the learn button (**Figure 30**) on the module. Locate the metal shield that is covering the module and remove the screw on top. Use a small thin object like a paper clip (not sharp points) to press and release the learn button. There will be a beep sound from the module. Then press any button on the remote transmitter. Once the module's internal receiver accepts the transmitter code, there will be a series of confirming beeps.
- The remote system is ready for use.
- Pushing and holding the LEARN button for 6 seconds will result in clearing the transmitter security code from the module's memory. The module will make three long beeps in succession when it has been cleared.

### REMOTE CONTROL "DRY-OUT" FEATURE

The remote/ignitor has a special feature. It will allow heat from the burner to dry the probe and burner assembly due to excess moisture, caused by rain, humidity or condensation. To activate:

- Press and hold the HI and LO buttons on the transmitter for 30-45 seconds. This allows the sparking to start and the burner to ignite.
- Release the HI and LO buttons, after the allotted time, sparking will stop and the burner will go out.
- Press and hold the ON button and sparking will start again and burner should ignite.
- Release the ON button. The sparking will stop, and the burner should stay ON.
- Repeat if necessary.



### REPLACEMENT PARTS

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

Normally, all parts should be ordered through your IHP distributor or dealer. Parts will be shipped at prevailing prices at time of order.

**NEVER USE SUBSTITUTE MATERIALS. USE OF NON-APPROVED PARTS CAN RESULT IN POOR PERFORMANCE AND SAFETY HAZARDS.**

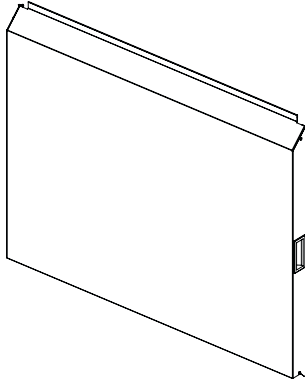
### TECHNICAL SERVICE

You may have further questions about installation, operation, or troubleshooting. Please contact your IHP dealer for any questions or concerns. When contacting your dealer please have your model and serial numbers of your appliance ready. You can also visit our web site at [SuperiorFireplaces.us.com](http://SuperiorFireplaces.us.com)

## ACCESSORY COMPONENTS

Purchase these accessories from your local dealer. If they can not supply these accessories contact IHP at [SuperiorFireplaces.us.com](http://SuperiorFireplaces.us.com) for information.

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



### Outdoor Weather Cover

This attractive stainless steel Outdoor Weather Cover is easy to install and protects the firebox interior from adverse weather.

Outdoor Weather Cover *		
Cat. No.	Model	Description
F4130	WC36SL	36" SS Outdoor Weather Cover
F4131	WC42SL	42" SS Outdoor Weather Cover

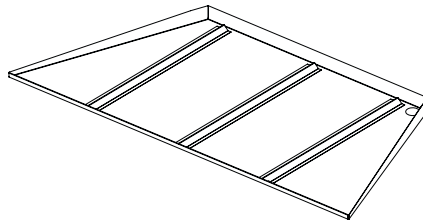
*\* Cannot be used with 36/42LBFOD-BS doors in place*



### Decorative Volcanic Stone

The decorative volcanic stone, Model FDVS, can be used to enhance the look of your appliance. Order model FDVS for replacement of stone when needed. Spread the decorative volcanic stone evenly around the bottom of the firebox.

Decorative Volcanic Stone		
Cat. No.	Model	Description
80L42	FDVS	Bag of Volcanic Stone



### Drain Pan

The drain pan is used with the appliance.

Drain Pan		
Cat. No.	Model	Description
H4651	DPSS36	Drain Pan (36)
H4652	DPSS42	Drain Pan (42)



Creamer



Rust



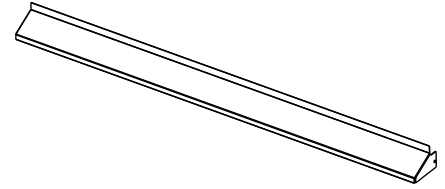
Cappuccino

### Refractory Stain Kits

Use the Refractory Stain Kits to give white refractory panels a new look.

Kit includes foam roller, roller handle, paint tray, and one can of stain. Available stain colors are Creamer (ivory), Rust (terra cotta), and Cappuccino (rosy taupe).

Refractory Stain Kits		
Cat. No.	Model	Description
H8176	BSK-CR	Creamer
H8177	BSK-RT	Rust
H8178	BSK-CP	Cappuccino



### Hood Kit

This attractive brushed stainless Hood Kit is easy to install and enhances the appearance of the appliance.

Outdoor Hood Kit		
Cat. No.	Model	Description
F4128	Hood36ODSL	36" Hood Kit Outdoor Gas
F4129	Hood42ODSL	42" Hood Kit Outdoor Gas

## LIGHTING INSTRUCTIONS, ELECTRONIC

### FOR YOUR SAFETY READ BEFORE LIGHTING

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

- A. This appliance does not have a pilot, it is equipped with an ignition device which automatically lights the pilot. Do not light pilot by hand.
- B. BEFORE LIGHTING smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

#### WHAT TO DO IF YOU SMELL GAS

- Do not try to light any appliance.

- Do not touch any electric switch; do not use any phone in your building.

- Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.

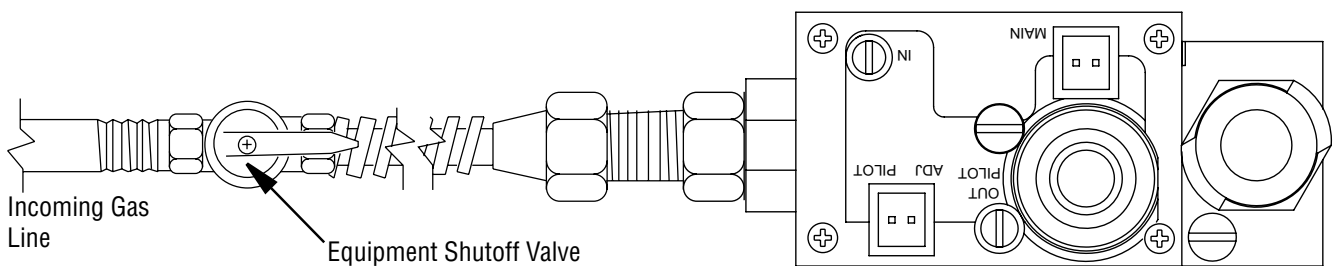
- C. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

### LIGHTING INSTRUCTIONS

1. STOP! Read the safety information first.
2. Do not attempt to light the burner by hand.
3. Turn equipment shutoff valve clockwise ↻ to the OFF position (see **Figure 31**). Do not force.
4. Wait five (5) minutes to clear out any gas. Then smell for gas, including near the floor. If you smell gas, STOP! Follow "B" in the safety information. If you don't smell gas, go to the next step.
5. Turn equipment shutoff valve counterclockwise ↻ to the ON position. Do not force.
6. Push remote control "ON" button.
7. Visually locate igniter. Igniter should begin to spark and main burner should ignite once flame appears at pilot.
  - If lighting appliance for the first time each season, it may take several attempts before supply gas can reach pilot and main burners.
  - If appliance will not stay lit after several attempts, follow instructions under To Turn Off Gas To Appliance and call your service technician or gas supplier.

### TO TURN OFF GAS TO APPLIANCE

1. Push remote control "OFF" button.
2. Turn equipment shutoff valve clockwise ↻ to OFF. Do not force.



**Figure 31 - Turning Equipment Shutoff Valve to the OFF Position**

## TROUBLESHOOTING

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

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

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
When "ON" button on remote control is pressed, there is no spark at igniter assembly	<ol style="list-style-type: none"> <li>1. Igniter electrode not connected to igniter cable</li> <li>2. Igniter cable pinched or wet</li> <li>3. Broken igniter cable</li> <li>4. Bad igniter</li> <li>5. Igniter electrode positioned wrong</li> <li>6. Igniter is wet</li> <li>7. Igniter electrode broken</li> <li>8. Battery not installed, battery power low or battery not installed correctly (electronic ignition models only)</li> </ol>	<ol style="list-style-type: none"> <li>1. Reconnect igniter cable</li> <li>2. Free igniter cable if pinched by any metal or tubing. Keep igniter cable dry</li> <li>3. Replace igniter</li> <li>4. Replace igniter</li> <li>5. Adjust igniter wires as shown in <b>Figure 28</b> on <b>Page 18</b>. Replace igniter assembly if repositioning does not correct the problem</li> <li>6. See <b>Page 19</b> (<i>Dry-Out Feature</i>)</li> <li>7. Replace igniter</li> <li>8. Install new alkaline battery in remote control and battery pack. Verify batteries are installed correctly (5.4 volts batteries required to operate valve system).</li> </ol>
When "ON" button on remote control is pressed, there is spark at igniter, but no ignition	<ol style="list-style-type: none"> <li>1. Gas supply turned off or equipment shutoff valve closed</li> <li>2. Air in gas lines when installed</li> <li>3. Depleted gas supply (propane/LP only)</li> <li>4. Control module not in REMOTE position</li> <li>5. Gas control valve pressure setting is not correct</li> <li>6. Inlet gas pressure is too low</li> <li>7. Burner orifice(s) clogged</li> <li>8. Wire disconnected from gas control</li> <li>9. Ground wire issue</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn on gas supply or open equipment shutoff valve</li> <li>2. Repeat igniting operation until air is removed</li> <li>3. Contact local propane/LP gas company</li> <li>4. Set control module to REMOTE position</li> <li>5. Contact qualified service person to check pressure</li> <li>6. Contact local natural or propane/LP gas company</li> <li>7. Clean burner (see <i>Cleaning and Maintenance, Page 18</i>) or replace burner orifice(s)</li> <li>8. See <i>Wiring Diagram, Page 24</i></li> <li>9. Verify black ground wire from module is secured under screw adjacent to igniter</li> </ol>
Delayed ignition of burner	<ol style="list-style-type: none"> <li>1. Manifold pressure is too low</li> <li>2. Burner orifice clogged</li> </ol>	<ol style="list-style-type: none"> <li>1. Contact local natural or propane/LP gas company</li> <li>2. Clean burner (see <i>Cleaning and Maintenance, Page 18</i>) or replace burner orifice(s)</li> </ol>
Burner backfiring during combustion	<ol style="list-style-type: none"> <li>1. Burner orifice is clogged or damaged</li> <li>2. Damaged burner</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean burner (see <i>Cleaning and Maintenance, Page 18</i>) or replace burner orifice</li> <li>2. Replace damaged burner</li> </ol>
Slight smoke or odor during initial operation	<ol style="list-style-type: none"> <li>1. Residues from manufacturing processes and logs curing</li> </ol>	<ol style="list-style-type: none"> <li>1. Problem will stop after a few hours of operation</li> </ol>
Appliance produces a whistling noise when burners are lit	<ol style="list-style-type: none"> <li>1. Air in gas line</li> <li>2. Air passageways on appliance blocked</li> <li>3. Dirty or partially clogged burner orifice.</li> </ol>	<ol style="list-style-type: none"> <li>1. Operate burners until air is removed from line. Have gas line checked by local natural or propane/LP gas company</li> <li>2. Observe minimum installation clearances (see <b>Pages 5-6</b>)</li> <li>3. Clean burner (see <i>Cleaning and Maintenance, Page 18</i>) or replace burner orifice(s)</li> </ol>

## TROUBLESHOOTING *Continued*

**⚠ WARNING: If you smell gas**

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

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

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
White powder residue forming within burner box or on adjacent walls or furniture	1. When heated, vapors from furniture polish, wax, carpet cleaners, etc. may turn into white powder residue	1. Turn appliance off when using furniture polish, wax, carpet cleaners or similar products
Remote does not function	1. Battery is not installed. Battery power is low	1. Replace batteries in battery pack and in hand-held remote
Appliance produces a clicking/ticking noise just after burners are lit or shut off	1. Metal expanding while heating or contracting while cooling 2. Igniter Assembly is out of position 3. Wind is disturbing the burner flame and the igniter assembly is relighting the burner 4. Wire connection loose or wire broken	1. This is normal with most appliances. If noise is excessive, contact qualified service person 2. Check igniter position and adjust if needed. See <b>Figure 28, Page 18.</b> 3. Should wind disturb the burner flame, the igniter will automatically spark to relight the burner. This is normal when the appliance is installed outdoors in windy conditions. 4. Check wiring connections (see <i>wiring diagram, Page 24</i> ). Replace wire harness if necessary.
Appliance produces unwanted odors	1. Appliance burning vapors from paint, hair spray, glues, cleaners, chemicals, new carpet, etc. (See <b>IMPORTANT</b> statement above) 2. Low fuel supply (propane/LP only) 3. Gas leak. <b>See Warning statement at top of Page</b>	1. Open window to ventilate room. Stop using odor causing products while appliance is running 2. Refill supply tank (propane/LP only) 3. Locate and correct all leaks (see <i>Checking Gas Connections, Page 10</i> )
Appliance shuts off in use	1. Low line pressure	1. Contact local natural or propane/LP gas company
Gas odor even when control knob is in OFF position	1. Gas leak. <b>See Warning statement at top of Page</b> 2. Control valve or gas control defective	1. Locate and correct all leaks (see <i>Checking Gas Connections, Page 10</i> ) 2. Replace control valve or gas control
Module makes 4 beeps every 2 seconds	1. The module's internal temperature is too high	1. Check to see the minimum fireplace size requirements are met, <b>Page 9</b>
Module makes one beep every one second	1. The burner did not successfully ignite	1. Press OFF then ON buttons to re-attempt ignition. Refer to "When 'on' button on remote control is pressed, there is spark at igniter but no ignition" on <b>Page 19.</b>
Gas odor during combustion	1. Gas leak. <b>See Warning statement at top of Page</b>	1. Locate and correct all leaks (see <i>Checking Gas Connections, Page 10</i> )

# MAINTENANCE SCHEDULE

**Annually** (Before the onset of the Burning Season)

MAINTENANCE TASK	ACCOMPLISHING PERSON	PROCEDURE
Inspecting/Cleaning Burner, Logs and Controls	Qualified Service Technician	Inspect valve and ensure it is properly operating. Check piping for leaks. Vacuum the control compartment, fireplace logs and burner area.
Inspecting/Cleaning Pilot and Burner	Qualified Service Technician	Refer to <b>Page 17</b> . Remove any surface build-up on pilot and burner assembly. Wipe the pilot nozzles, igniter/flame rod and hood. Ensure the pilot flame engulfs the flame sensor as shown.
Appliance Checkout	Qualified Service Technician	Perform the appropriate appliance checkout procedure detailed in this manual.
Replacing Volcanic Stone	Homeowner/Qualified Services Technician	Remove old volcanic stone and vacuum the stone placement area. Place new volcanic stone as described in this document.
Replace Spent Batteries	Homeowner	Locate and remove the four (4) screws retaining the stainless J-Box cover. Remove the battery pack and replace the two (2) "D" cell batteries.

**Periodically** (After the Burning Season)

MAINTENANCE TASK	ACCOMPLISHING PERSON	PROCEDURE
Cleaning Firebox Interior	Homeowner	Carefully remove logs and decorative volcanic stone. Vacuum out interior of the firebox. Clean firebox walls and log grate. Replace logs, Rockwool and volcanic stone as detailed in this manual.
Replace Spent Batteries	Homeowner	Locate and remove the four (4) screws retaining the stainless J-Box cover. Remove the battery pack and replace the two (2) "D" cell batteries.

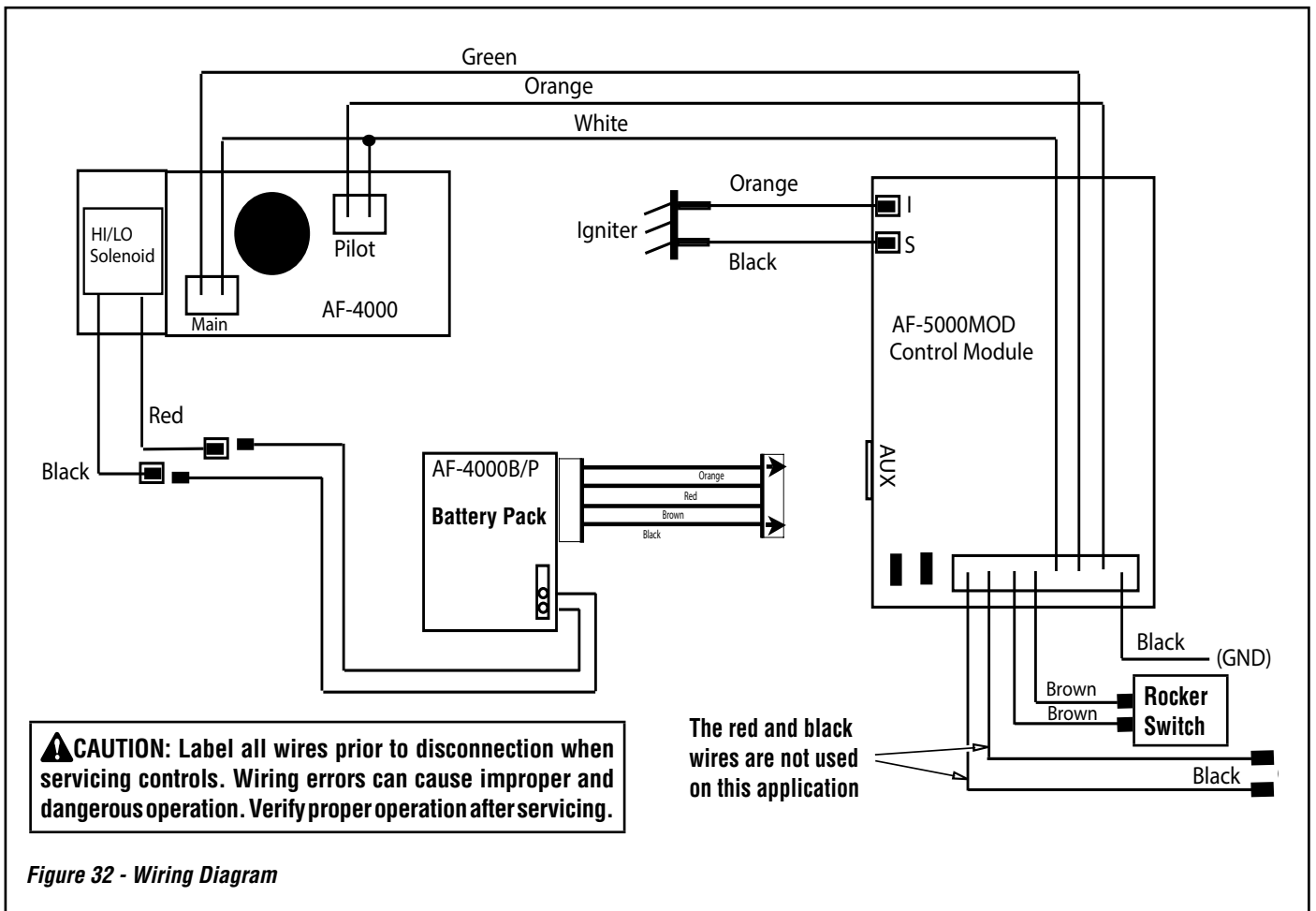


Figure 32 - Wiring Diagram

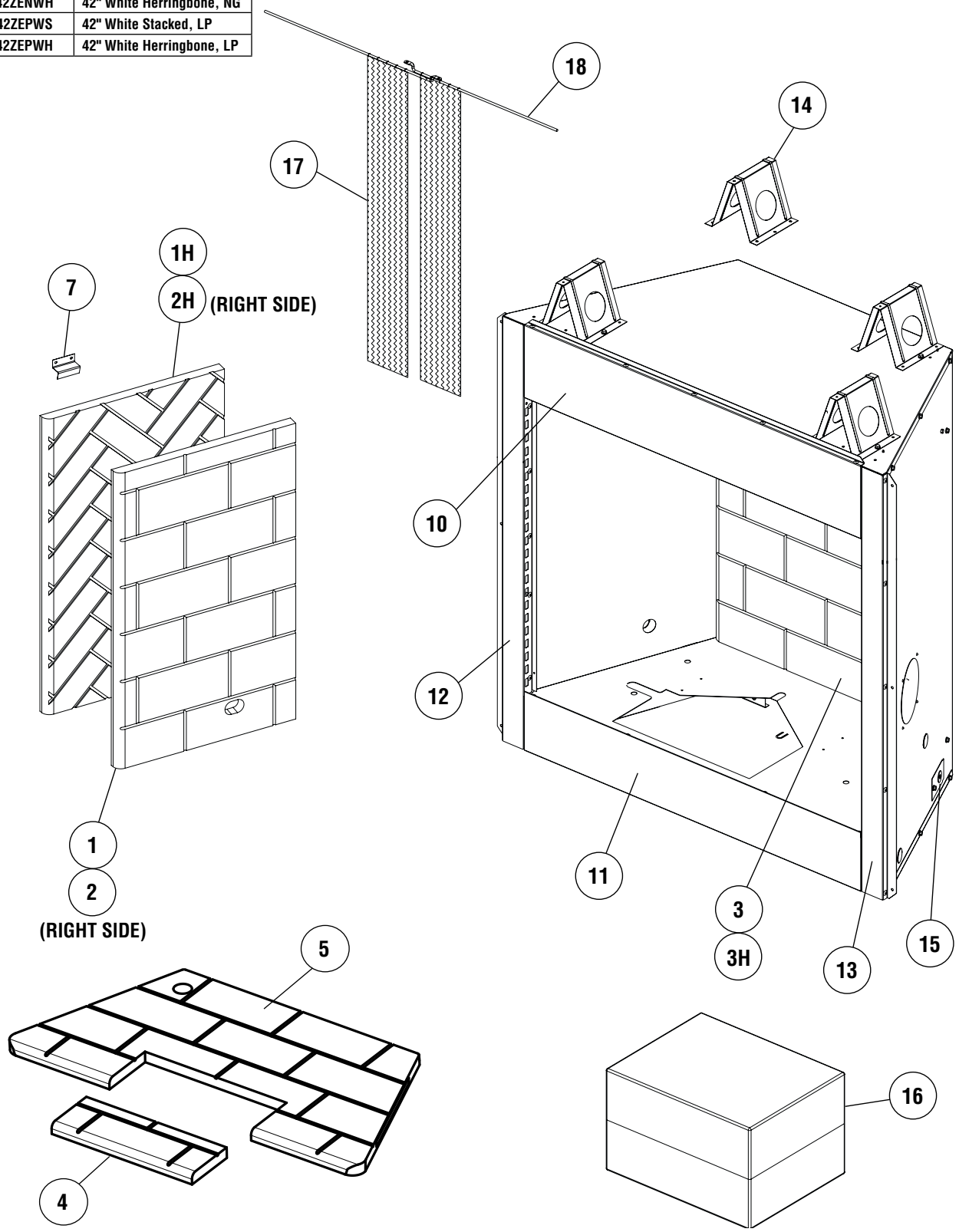


# REPLACEMENT PARTS

Cat.#	Model	Description
F4118	VRE3236ZENWS	36" White Stacked, NG
F4119	VRE3236ZENWH	36" White Herringbone, NG
F4120	VRE3236ZEPWS	36" White Stacked, LP
F4121	VRE3236ZEPWH	36" White Herringbone, LP

Cat.#	Model	Description
F4122	VRE3242ZENWS	42" White Stacked, NG
F4123	VRE3242ZENWH	42" White Herringbone, NG
F4124	VRE3242ZEPWS	42" White Stacked, LP
F4125	VRE3242ZEPWH	42" White Herringbone, LP

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



NOTE: DIAGRAMS & ILLUSTRATIONS ARE NOT TO SCALE.

## REPLACEMENT PARTS LIST

Item No.	Description	VRE3236		VRE3242	
		Part No.	Qty.	Part No.	Qty.
1, 2, 3, 4, 5	Refractory Set, White Stacked	F4155	1	F4157	1
1	Refractory, LH White Stacked	---	1	---	1
2	Refractory, RH White Stacked	---	1	---	1
3	Refractory, Rear White Stacked	---	1	---	1
1H, 2H, 3H, 4H, 5H	Refractory Set, White Herringbone	F4156	1	F4158	1
1H	Refractory, LH White Herringbone	---	1	---	1
2H	Refractory, RH White Herringbone	---	1	---	1
3H	Refractory, Rear White Herringbone	---	1	---	1
4	Refractory, Hearth Access Cover Insert	F4159	1	F4159	1
5	Refractory Floor / Hearth	---	1	---	1
7	Clip, Refractory	H6368	4	H6368	4
10	Top Frame	H4933	1	H4934	1
11	Bottom Frame	H4935	1	H4936	1
12	Corner Post (LH)	H4937	1	H4937	1
13	Corner Post (RH)	H4938	1	H4938	1
14	Stand-Off Bracket	H2716	4	H2716	4
15	Cover Plate (Gas Access)	H4955	1	H4955	1
16	Log Set	F0114	1	F0114	1
17	Screen	H4926	2	H4927	2
18	Screen Rod	H4939	2	H4940	2
22	Flex Connector	93L32	2	93L32	2
23	Volcanic Stone (Not Pictured)	80L42	3	80L42	3

### **WARNING / AVERTISSEMENT**

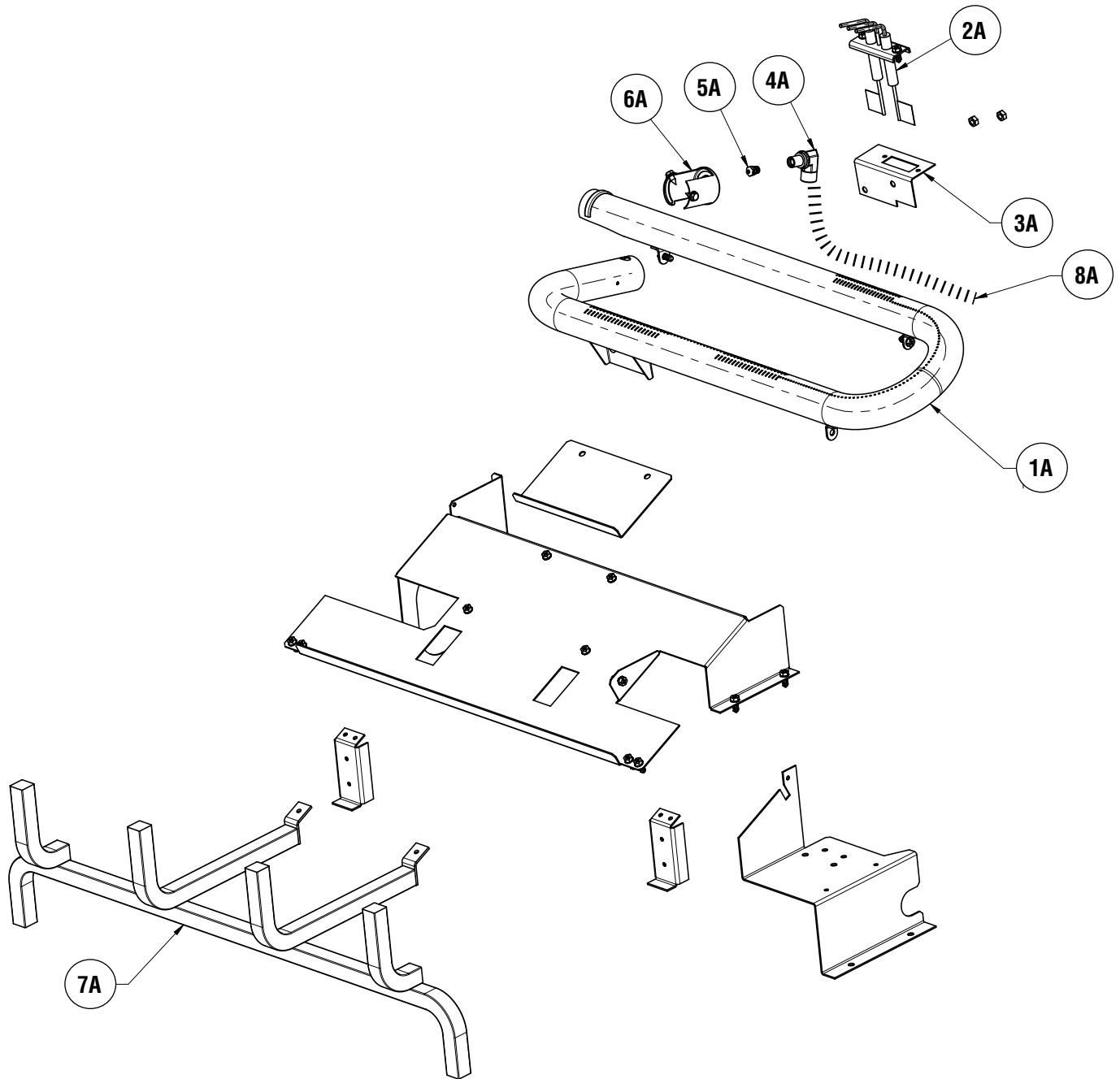
Failure to position the parts in accordance with these diagrams or failure to use only parts specifically approved with this appliance may result in property damage or personal injury.

Risque de dommages ou de blessures si les pièces ne sont pas installées conformément à ces schémas et ou si des pièces autres que celles spécifiquement approuvées avec cet appareil sont utilisées.

### **WARNING**

Never use substitute materials. Use of non-approved parts can result in poor performance and safety hazards.

# REPLACEMENT PARTS *(continued)*



NOTE: DIAGRAMS & ILLUSTRATIONS ARE NOT TO SCALE.

**REPLACEMENT PARTS (continued)**

Item No.	Description	VRE32 36/42 NG		VRE32 36/42 LP	
		Part No.	Qty.	Part No.	Qty.
<b>Gas Train Replacement Parts List</b>					
1A	Stainless Burner	F4151	1	F4151	1
2A	Assembly, Igniter and Flame Rod	J6548	1	J6548	1
3A	Pilot Bracket	F4152	1	F4152	1
4A	Orifice Holder	J6127	1	J6127	1
5A	Orifice	F4148	1	J3617	1
6A	Air Shutter	J5198	1	J5197	1
7A	Stainless Grate	F4150	1	F4150	1
8A	Flex Tube 22"	F4149	1	F4149	1
not shown	Valve	J6361	1	F4160	1
not shown	Battery Box	J6550	1	J6550	1
not shown	Control Module	J6547	1	J6547	1
not shown	Rain Shield	F4153	1	F4153	1
not shown	Wiring Harness	F4154	1	F4154	1
not shown	On/Off Switch	H3291	1	H3291	1
not shown	Remote Control	J6549	1	J6549	1

# Innovative Hearth Products Superior® Brand Gas Fireplaces, Stoves and Inserts 20 Year Limited Warranty

## THE WARRANTY

Innovative Hearth Products ("IHP") 20 Year Limited Warranty warrants your Superior® Brand gas fireplace, Stove or Insert ("Product") to be free from defects in materials and workmanship at the time of manufacture. The product body, firebox and barrier carry the 20 Year Limited Warranty. Ceramic glass carries the 20 Year Limited Warranty against thermal breakage only. After installation, if covered components manufactured by IHP are found to be defective in materials or workmanship during the 20 Year Limited Warranty period and while the Product remains at the site of the original installation, IHP will, at its option, repair or replace the covered components. If repair or replacement is not commercially practical, IHP will, at its option, refund the purchase price or wholesale price of the IHP product, whichever is applicable. IHP will also pay IHP prevailing labor rates, as determined in its sole discretion, incurred in repairing or replacing such components for up to five years. THERE ARE EXCLUSIONS AND LIMITATIONS to this 20 Year Limited Warranty as described herein.

## COVERAGE COMMENCEMENT DATE

Warranty coverage begins on the date of purchase. In the case of new home construction, warranty coverage begins on the date of first occupancy of the dwelling or six months after the sale of the Product by an independent IHP dealer/distributor, whichever occurs earlier. The warranty shall commence no later than 24 months following the date of product shipment from IHP, regardless of the installation or occupancy date.

## EXCLUSIONS AND LIMITATIONS

This 20 Year Limited Warranty applies only if the Product is installed in the United States or Canada and only if operated and maintained in accordance with the printed instructions accompanying the Product and in compliance with all applicable installation and building codes and good trade practices.

This warranty is non-transferable and extends to the original owner only. The Product must be purchased through a listed supplier of IHP and proof of purchase must be provided. The product body, firebox and barrier carry the 20 Year Limited Warranty from the date of installation. Vent components, trim components and paint are excluded from this 20 Year Limited Warranty. The following do not carry the 20 Year Limited Warranty but are warranted as follows:

- Burner** – Repair or replacement for one year from the date of installation
- Gas components** – Repair or replacement for one year from the date of installation
- Gaskets** – Repair or replacement for one year from the date of installation
- Logs** – Replacement for one year from the date of installation against thermal breakage only
- Optional blowers & remote controls** – Repair or replacement for one year from the date of installation
- Optional glass doors** – Repair or replacement for 90 days from the date of installation
- Tempered glass** - Replacement for one year from the date of installation
- Labor coverage** – Prevailing IHP labor rates apply for the warranty period of the component

**Parts not otherwise listed carry a 90 day warranty from the date of installation.**

**Whenever practicable, IHP will provide replacement parts, if available, for a period of 10 years from the last date of manufacture of the Product.**

IHP will not be responsible for: (a) damages caused by normal wear and tear, accident, riot, fire, flood or acts of God; (b) damages caused by abuse, negligence, misuse, or unauthorized alteration or repair of the Product affecting its stability or performance (The Product must be subjected to normal use. The Product is designed to burn either natural or propane gas only. Burning conventional fuels such as wood, coal or any other solid fuel will cause damage to the Product, will produce excessive temperatures and could result in a fire hazard.); (c) damages caused by failing to provide proper maintenance and service in accordance with the instructions provided with the Product; (d) damages, repairs or inefficiency resulting from faulty installation or application of the Product.

IHP is not responsible for inadequate fireplace system draft caused by air conditioning and heating systems, mechanical ventilation systems, or general construction conditions which may generate negative pressure in the room in which the appliance is installed. Additionally IHP assumes no responsibility for drafting conditions caused by venting configurations, adjoining trees or buildings, adverse wind conditions or unusual environmental factors and conditions that affect the operation of the unit.

This 20 Year Limited Warranty covers only parts and labor as provided herein. In no case shall IHP be responsible for materials, components or construction, which are not manufactured or supplied by IHP or for the labor necessary to install, repair or remove such materials, components or construction. Additional utility bills incurred due to any malfunction or defect in equipment are not covered by this warranty. All replacement or repair components will be shipped F.O.B. from the nearest stocking IHP factory.

## LIMITATION ON LIABILITY

It is expressly agreed and understood that IHP's sole obligation and the purchaser's exclusive remedy under this warranty, under any other warranty, expressed or implied, or in contract, tort or otherwise, shall be limited to replacement, repair, or refund, as specified herein.

In no event shall IHP be liable for any incidental or consequential damages caused by defects in the Product, whether such damage occurs or is discovered before or after repair or replacement, and whether such damage is caused by IHP's negligence. IHP has not made and does not make any representation or warranty of fitness for a particular use or purpose, and there is no implied condition of fitness for a particular use or purpose.

IHP makes no expressed warranties except as stated in this 20 Year Limited Warranty. The duration of any implied warranty is limited to the duration of this expressed warranty.

No one is authorized to change this 20 Year Limited Warranty or to create for IHP any other obligation or liability in connection with the Product. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. The provisions of this 20 Year Limited Warranty are in addition to and not a modification of or subtraction from any statutory warranties and other rights and remedies provided by law.

## INVESTIGATION OF CLAIMS AGAINST WARRANTY

IHP reserves the right to investigate any and all claims against this 20 Year Limited Warranty and to decide, in its sole discretion, upon the method of settlement.

To receive the benefits and advantages described in this 20 Year Limited Warranty, the appliance must be installed and repaired by a licensed contractor approved by IHP.

Contact IHP at the address provided herein to obtain a listing of approved dealers/distributors. **IHP shall in no event be responsible for any warranty work done by a contractor that is not approved without first obtaining IHP's prior written consent.**

## HOW TO REGISTER A CLAIM AGAINST WARRANTY

In order for any claim under this warranty to be valid, you must contact the IHP dealer/distributor from which you purchased the product. If you cannot locate the dealer/distributor, then you must notify IHP in writing. IHP must be notified of the claimed defect in writing within 90 days of the date of failure. Notices should be directed to the IHP Warranty Department at 1769 East Lawrence Street, Russellville, AL 35654 or visit our website at [WWW.SUPERIORFIREPLACES.US.COM](http://WWW.SUPERIORFIREPLACES.US.COM).

**SuperiorFireplaces.us.com**

Record the following important information about your fireplace:

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

---

Innovative Hearth Products (IHP) reserves the right to make changes at any time, without notice, in design, materials, specifications, prices and also to discontinue colors, styles and products. Consult your local distributor for fireplace code information.

