

SURE HEAT

Installation and Operating Instructions for **NATURAL & L.P. GAS VENT FREE SYSTEM**

**Model: SCVFMR18, SCVFMR 24/21,
SCVFMR30 (LP or NG Versions)**

DANGER:

FAILURE TO FOLLOW THESE INSTRUCTIONS CAREFULLY AND WITHOUT ERROR, OR FAILURE TO HEED ANY AND ALL WARNINGS IN THESE INSTRUCTIONS CAN RESULT IN AN EXPLOSION, FIRE OR THE PRODUCTION OF CARBON MONOXIDE GAS WHICH CAN CAUSE PROPERTY DAMAGE, BODILY INJURY OR DEATH.



Sure Heat Manufacturing

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NOTE: THIS UNIT CANNOT BE CONVERTED TO DIFFERENT GAS TYPES.

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

- Do not store or use gasoline or other flammable vapors or 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 telephone in your building.
 - Immediately call your gas supplier from a neighbor's telephone.
 - Follow the gas suppliers instructions.
 - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency or the gas supplier.

This is an unvented gas-fired heater. It uses air (oxygen) from the room in which it is installed. Provisions for adequate combustion and ventilation air must be provided.

THIS APPLIANCE MAY BE INSTALLED IN AN AFTER MARKET MANUFACTURED (MOBILE) HOME, WHERE NOT PROHIBITED BY STATE OR LOCAL CODES. INSTALL ONLY IN A SOLID-FUEL BURNING FIREPLACE OR APPROVED VENTLESS FIREBOX ENCLOSURE (MANUFACTURED UNVENTED FIREPLACE) AS SPECIFIED BY THESE INSTRUCTIONS.

*AFTER MARKET: COMPLETION OF SALE, NOT FOR PURPOSE OF RESALE, FROM THE MANUFACTURER.

THIS APPLIANCE IS ONLY FOR USE WITH THE TYPE OF GAS INDICATED ON THE RATING LABEL ATTACHED TO THE APPLIANCE. THIS APPLIANCE IS NOT CONVERTIBLE FOR USE WITH OTHER GASES.

This appliance is designed as an unvented room heater when installed in a non-combustible fireplace with the flue damper closed.

This appliance may be used as a heating appliance only if unvented heating appliances are permitted by local state and city codes. If unvented heaters are not permitted, then the fireplace vent damper must be locked at the minimum area required by local codes, or in the absence of local codes, by the latest edition of the National Fuel Gas Code (ANSI Z223.1 or latest edition).

This installation manual contains valuable safety instructions and installation procedures that should be understood before installation of the unit. The owner of this appliance should keep this instruction manual to refer to in the future. It is the installer's responsibility to instruct the owner of this unit in the proper use and maintenance of this appliance.

DANGER: THIS APPLIANCE, AS ANY GAS-FIRED APPLIANCE, CAN PRODUCE POISONOUS CARBON MONOXIDE, ALONG WITH OTHER COMBUSTION PRODUCTS. CARBON MONOXIDE, IN STRONG CONCENTRATIONS, CAN CAUSE SICKNESS, SERIOUS PERSONAL INJURY OR DEATH.

GASEOUS FUELS ARE HIGHLY EXPLOSIVE IN CERTAIN CONCENTRATIONS AND ARE VERY FLAMMABLE. ANY GAS LEAKS IN THE PLUMBING SUPPLYING GAS TO THIS APPLIANCE CAN LEAD TO FIRE OR EXPLOSION.

WHEN PROPERLY INSTALLED, USED AND MAINTAINED, THIS APPLIANCE SHOULD NOT PRODUCE CARBON MONOXIDE IN DANGEROUS QUANTITIES. HOWEVER, SINCE CARBON MONOXIDE CAN BE DEADLY POISONOUS, THE INSTALLER AND ALL USERS OF THIS APPLIANCE SHOULD READ AND FOLLOW THESE INSTRUCTIONS CAREFULLY.

IMPORTANT INFORMATION

Fireplace sizing guide and BTU information:

BTU Information

<u>Set Size</u>	<u>Opening Height</u>	<u>Front Width</u>	<u>Rear Width</u>	<u>Fireplace Depth</u>	<u>Natural Gas</u>		<u>L.P. Gas</u>	
					<u>Max.</u>	<u>Min.</u>	<u>Max.</u>	<u>Min.</u>
18"	18"	22"	18"	12"	34,000	22,000	34,000	22,000
24"/21"	18"	28"	23"	15"	39,000	22,000	39,000	22,000
30"	18"	34"	25"	15"	39,000	22,000	39,000	22,000

Sufficient space must be provided around this appliance to provide air for combustion and ventilation. Any alterations to this unit or its controls may be hazardous.

Do not install this heater in bedrooms or bathrooms.

These instructions should be studied carefully before the installation and operation of this unit.

The installation must conform with local codes, or in the absence of local codes, with the National Fuel Gas Code ANSI Z223.1, 1992, or latest edition.

The installation and repair of this unit should be conducted by a licensed or qualified service person.

WARNING: This appliance is only for installation in a solid fuel burning fireplace made of non-combustible materials or approved ventless firebox enclosure.

This appliance must be kept clear from combustible materials, gasoline or other flammable vapors and liquids.

Solid fuels should not be burned in a fireplace where an unvented room heater is installed.

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

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

Children should be supervised when they are in the same room as the appliance.

All people should be notified of high surface temperatures of the system to avoid burns or clothing ignition.

This system should be inspected upon installation and annually by a professional service person. It is necessary to keep controls, burner and air passageways clear of any debris.

Do not place any combustible material on or around the appliance.

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

This heater shall not be installed in a confined space unless provisions are provided for adequate combustion and ventilation. The National Fuel Gas Code defines a confined space as a space whose volume is less than 50 cubic feet per 1,000 BTU per hour (4.8m³ per kw) of the aggregate input rating of all appliances installed in that space and an unconfined space whose volume is not less than 50 cubic feet per 1,000 BTU per hour (4.8m³ per kw) of the aggregate input rating of all appliances installed in that space. Rooms communicating directly with the space in which the appliances are installed, through openings not furnished with doors, are considered a part of the unconfined space.

WARNING: If the area in which the heater may be operated is smaller than that defined as an unconfined space, provide adequate combustion and ventilation air by one of the methods described in the National Fuel Gas Code, ANSI Z223.1, 1992, Section 5.3.

This appliance is equipped with an ODS (oxygen depletion sensor) pilot light safety system that turns off the appliance if there is not enough fresh air available. Additional ventilation is obtained by opening a door to another room or opening a window.

Always ensure that there is proper ventilation from the area the system is operating in.

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

This appliance must be used with glass doors in the OPEN position.

A fireplace screen with an opening for combustion air must be in place when the appliance is operating, unless other provisions for combustion air are provided.

IMPORTANT: During the manufacturing process, this appliance is treated with certain coloring agents. These agents are not harmful, but may produce annoying smoke and smell as they are burned off. This is a temporary occurrence that ceases after 10 hours of use. During the "burning off" period, provide ventilation by opening windows, door and the chimney flue to allow odors to dissipate. Any remaining odors will burn off with continued use.

WARNING: This appliance cannot be converted to a gas other than the type for which it was made at the factory. Operation of this appliance on gasses for which it is not equipped may be hazardous. See identification plate for gas type designation.

UNPACKING

Unpack the appliance carefully and inspect for missing parts or damages that may have occurred during shipping. If any part of the appliance is missing or damaged, please notify Sure Heat Manufacturing at (770) 422-8008. An incomplete or damaged appliance may be hazardous. DO NOT INSTALL A DAMAGED OR INCOMPLETE APPLIANCE.

FIREPLACE PREPARATION

The fireplace needs to be properly prepared before installing this fireplace unit.

1. Turn off gas supply to the fireplace.
2. Clean chimney and fireplace floor of any combustible material to limit the smell from the system.

WARNING: Before installing in a solid fuel burning fireplace, the chimney flue and firebox must be cleaned for soot, creosote, ashes and loose paint by a qualified chimney cleaner.

UNIT PLACEMENT

Place the entire burner system in the center of the fireplace to allow proper air flow on all sides of the unit.

GAS PIPING AND GAS PRESSURE REQUIREMENTS

Check the type of gas that is supplied to your fireplace. Use only the gas type indicated on the heater's rating plate. If the gas listed on the plate is not your type of gas supply, DO NOT INSTALL THE SYSTEM. Contact your dealer for the proper model.

All gas piping must be installed to comply with local and national fuel gas codes. Do not use flexible hose unless it is allowed by local codes. Compounds used on threaded joints of gas piping must be resistant to the action of LP gas.

The gas supply line to the fireplace should not be less than 1/2" inside dimension.

The gas supply must be of sufficient size to provide a minimum natural gas pressure of 7 inches water column for natural gas or 11 inches for LP gas. The maximum inlet pressure to the appliance must not exceed 10 inches water column for Natural Gas or 13 inches water column for LP gas. If this appliance is to be supplied with LP gas, the tank or bottle supplying the gas must have a regulator that reduces gas pressure between 11 and 13 inches water column.

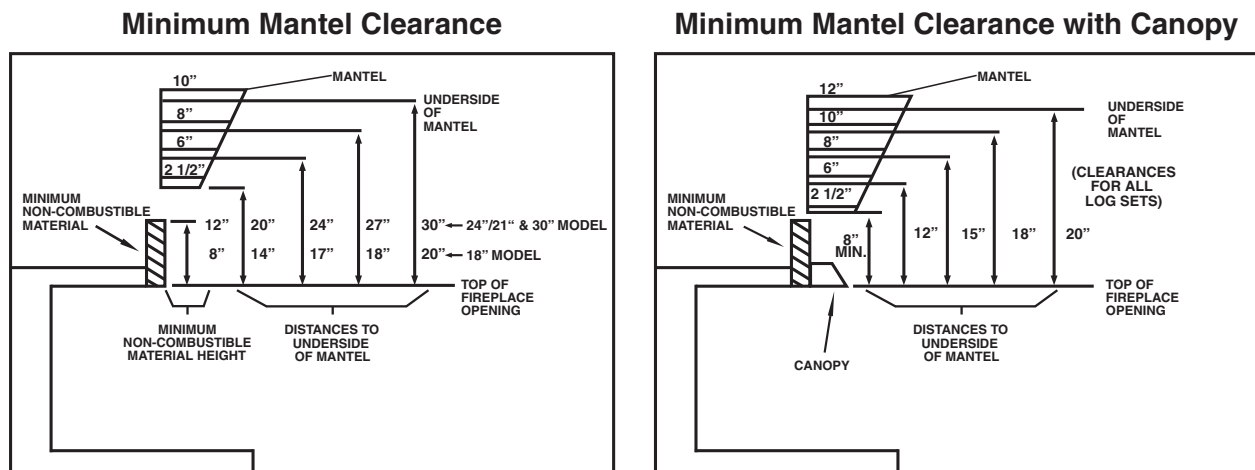
Include a manual shut-off valve and union in the line so the appliance may be disconnected for servicing. Provide a 1/8" NPT plugged tapping for pressure gauge connection between the shut-off valve and the appliance. Test for leaks using soap and water solution after completing the connection. **DO NOT USE OPEN FLAME!**

WARNING: The appliance and its individual shut-off 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 PSIG (3.5kPa). 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. Pressures in excess of 1/2 PSIG will cause damage to the unit.

FIREPLACE CLEARANCES

To guarantee safe installation into a non-combustible fireplace, certain space requirements must be fulfilled.

1. The clearance from the side of the unit to any combustible wall should not be less than 15 1/2 inches.
2. The clearance from the ceiling to the top of the fireplace opening should not be less than 42 inches.
3. The minimum clearance to combustible items in front of the heater is 36 inches.
4. For any fireplace in which this unit is installed, there are certain mantel clearance requirements that must be met.



You must have non-combustible material(s) above the fireplace opening. Non-combustible materials (such as slate, marble, tile, etc.) must be at least 1/2 inch thick. Some decorative fireplace surrounds (cultured marble) may get discolored from the heat produced by the system. With sheet metal, you must have non-combustible material behind it. If non-combustible material is less than 8", you must install fireplace canopy (Model AMG-100)

BURNER ASSEMBLY INSTALLATION

1. Install the 3 C Cell batteries. (See Fig. 1)
2. Locate the switch on the bottom of the control box (see page 13 for control box location) and verify that it is in the “on” position. (See Fig. 2)
3. Remove the black iron pipe cap from your gas supply pipe.

NOTE: Hold the gas supply pipe securely with a wrench to prevent it from rotating loose and unthreading from the inner wall connection.

4. Tighten the 1/2” NPT by the 3/8” flare supply fitting on the 1/2” gas supply line using pipe joint compound.
5. Place the burner assembly in the center of your fireplace.
6. Fasten the aluminum tube from the gas supply to the gas inlet at the side of the heater assembly. (See Fig. 3)

NOTE: The use of a flexible hose to attach the gas supply to the burn assembly may cause the burner to make excessive noise.

Burner requires 3 C batteries. Located on left side of burner.



Fig. 1

Switch on Control Box in the “ON” position.

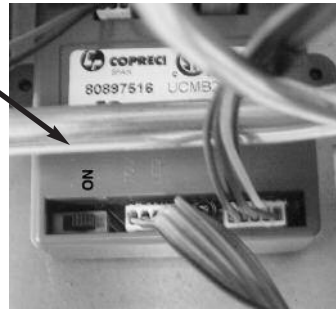


Fig. 2

Gas Line Hookup on right side of burner



Fig. 3

FINAL CHECKPOINTS BEFORE OPERATION

PILOT OPERATION

1. Before setting the logs in place, turn the gas on and check each joint in the the gas line with soap and water solution for leaks. Bubbles indicate a leak. Repair any leaks and recheck before proceeding.

DANGER: DO NOT USE OPEN FLAME TO TEST FOR LEAKS!

2. We suggest you do a test lighting of the burner assembly before you begin log placement. Be sure to review all safety precautions in the owner's manual before you light your set.
3. Press the on/off button to bleed the pilot system, after a few seconds you will hear a clicking noise as the pilot lights.
4. If the pilot does not light, wait 30 seconds and press the on/off button, you will hear a click, then press again to light the pilot, continue repeating this process until the pilot system lights.
5. It may take several attempts and up to 5 minutes to light the pilot the first time since there will be air in the gas line.
6. Once the pilot flame is lit, wait 15 seconds
7. Then, press the “up” control button.
8. The flame should ignite on the burner bar.
9. Now, press the down control button, the burner should go out and the pilot should remain lit. You are ready for log placement.

LOG PLACEMENT

1. The smallest of the 3 large logs is placed on the back tier of the grate. (See Fig. 4 or 7)
2. The second largest log (log with burner notch) is to be placed on the second tier of the grate. (See Fig. 4 or 7)
3. The largest log is placed in the front part of the grate with the notches facing upwards. (See Fig. 4 or 7)

NOTE: The Front log should be as far forward as possible.

4. Place the top logs as shown in Fig. 5-6 for 18" sets or Fig. 8-9 for 21"/24" and 30" sets. (Incorrect log placement can lead to the production of harmful carbon monoxide while the unit is in operation.) Be sure that the logs are correctly placed in the notches provided for them. There should be no direct impingement of flames on any of the logs.

WARNING: Failure to position the parts specifically approved with this heater may result in property damage or personal injury

Models: SCVFMR18, SCVFMR24/21, SCVFMR30

18"



Fig. 4



Fig. 5



Fig. 6

21"/24"/30"



Fig. 7



Fig. 8



Fig. 9

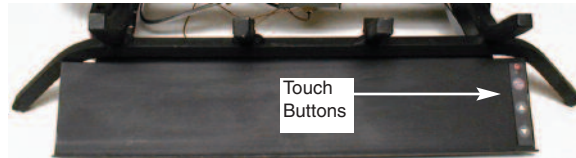
DECORATIVE STONE

The decorative stone from the bag provided should be spread on the bottom tray of the grate. The stone should not be placed on or near the burner. Contact with the burner can cause the production of carbon monoxide.

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 is equipped with an electronic ignition device controlled by push-buttons located on the front of the burner or by a remote control handset.



OR



Remote Handset

B. BEFORE LIGHTING the unit, smell 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 electrical switch
- Do not use any telephone in your building
- Immediately call your gas supplier from a neighbors telephone
- 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

C. Use only your hand to push the touch button controls. Never use tools. If the touch buttons will not operate, do not try to repair. Call a qualified service technician.

WARNING: THE USE OF 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 replace any part of the control system and any gas control that has been under water.

LIGHTING INSTRUCTIONS FOR REMOTE CONTROLLED SYSTEM

Model SCVFMR

Lighting Set from Burner System

1. **Stop!!** Read the safety instructions on the previous page before proceeding.
2. Press the on/off button to bleed the pilot system, after a few seconds you will hear a clicking noise as the pilot lights. (See Fig. 10)
3. If the pilot does not light, wait 30 seconds and press the on/off button, you will hear a click, then press again to light the pilot, continue repeating this process until the pilot system lights.
4. It may take several attempts and up to 5 minutes to light the pilot the first time since there will be air in the gas line.
5. Wait fifteen (15) seconds after pilot is lit before adjusting the flame height.
6. To increase the flame height push the up arrow on the touch pad, until desired flame height is reached. (See Fig. 11)

Note: Burner has 4 different settings:

1. Pilot
 2. Low flame
 3. Medium flame
 4. High flame
7. To decrease flame height, push the down arrow on the touch pad, until desired flame height is reached. (See Fig. 12)
 8. To turn the burner off, press the down arrow button. (See Fig. 12)
 9. If you wish to turn off the pilot light, push the on/off button. (See Fig. 10)

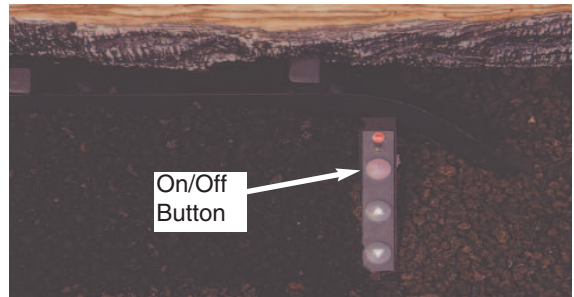


Fig. 10

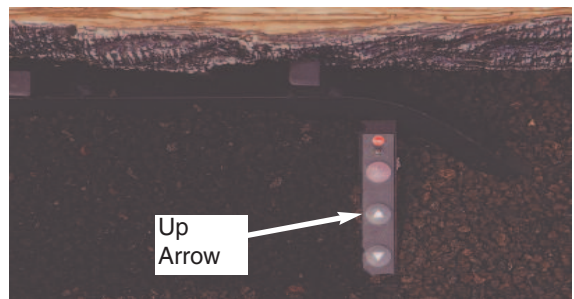


Fig. 11

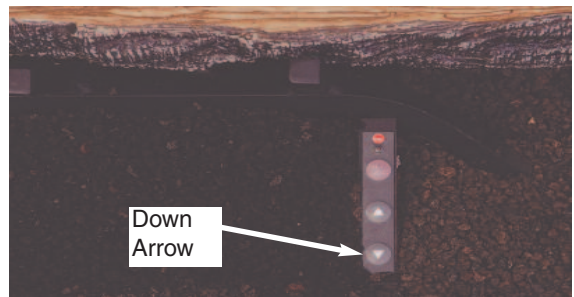


Fig. 12

LIGHTING INSTRUCTIONS FOR REMOTE CONTROLLED SYSTEM

Model SCVFMR

Lighting Set from Remote Handset

1. **Stop!!** Read the safety information on page 7 before proceeding.

Note: Before the remote control can operate correctly it must learn the security code from the control box on the burner.

Note: Make sure the sensor switch on the control box is in the "on" position. (See Fig. 2 on page 5)

2. For the remote to learn the security code, point the remote at the burner and press the following buttons:
(See Fig. 13)

On/Off button once - "ON" should start blinking
On/Off+Up+Down (all together) - hold for 1 second (while "ON" is still blinking)
Set button (while "ON" is still blinking)

A small clock appears while the hand held unit is learning the code(See Fig. 13)

Remote will return to the "off" position

MANUAL MODE

3. To light the pilot press the following buttons: (See Fig. 14)
On/Off button ("ON" will start blinking)
Set button (while "ON" is still blinking)

This turns the unit on in manual mode - hand should appear. (See Fig. 14)

4. To adjust the flame height in manual mode press:
(See Fig. 15)

Up button - Each press raises the flame height one setting.

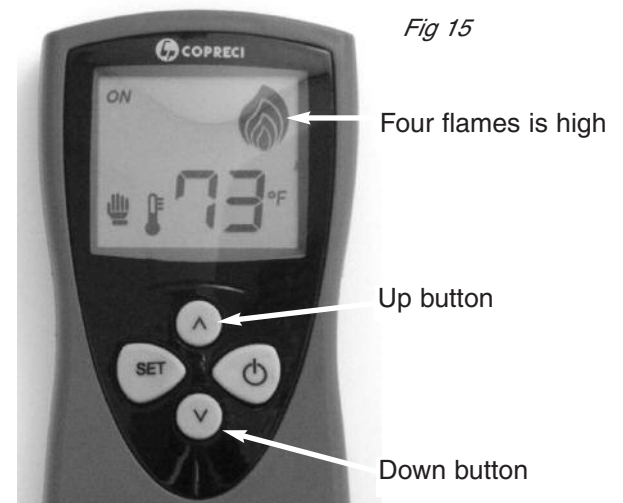
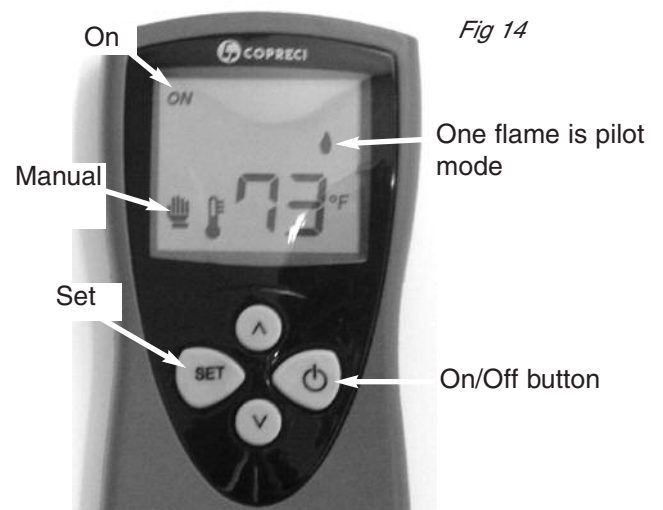
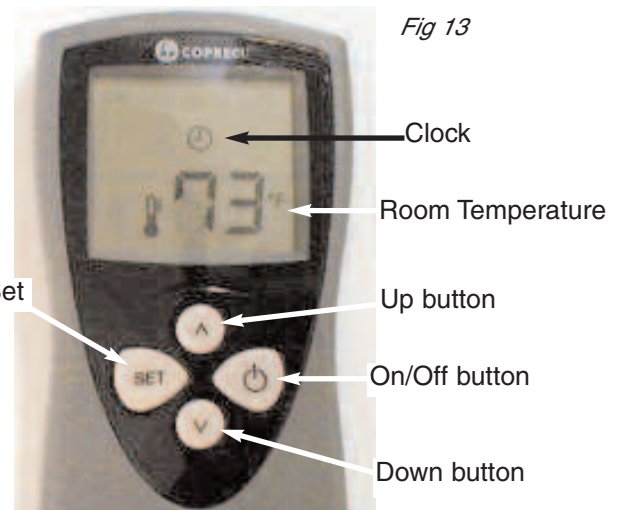
Or

Down button - Each press lowers the flame height one setting.

Note: Burner has 4 different settings:

1. Pilot
2. Low flame
3. Medium flame
4. High flame

5. To turn the pilot off
Press on/off button ("OFF" will start blinking)
Set button (while "OFF" is still blinking)



LIGHTING INSTRUCTIONS FOR REMOTE CONTROLLED SYSTEM

Model SCVFMR

AUTO-THERMOSTATIC MODE

6. To switch to Auto mode press the following buttons:
(See Fig. 16)

Set button - "AUTO" will start blinking
Set button (while "AUTO" is still blinking)

Note: After switching to Auto mode, the temperature will start blinking. This is the temperature you wish the room to reach.

7. To change the temperature in Auto mode press the following buttons: (See Fig. 17)

Up button -Temperature will start blinking
(each press raises the temperature one degree)
Set button (while temperature is still blinking)

Or

Down button -Temperature will start blinking
(each press lowers the temperature one degree)
Set button (while temperature is still blinking)

The number of flames automatically adjusts to the correct setting in order to reach the desired temperature.

Note: After a few seconds the display returns to showing the current room temperature.

8. To turn the unit off press the following buttons: (See Fig. 18)

On/Off button - "OFF" will start blinking
Set button (while "ON/OFF" is still blinking)

8. To switch the unit from Fahrenheit to Celsius press the following buttons:
(See Fig. 19)

On/Off button -
Either "ON" or "OFF" will start blinking.

On/Off+Up (while
"ON" or "OFF" is still
blinking)

Repeat steps to
switch back to
Fahrenheit



Fig 19



Fig 16



Fig 17

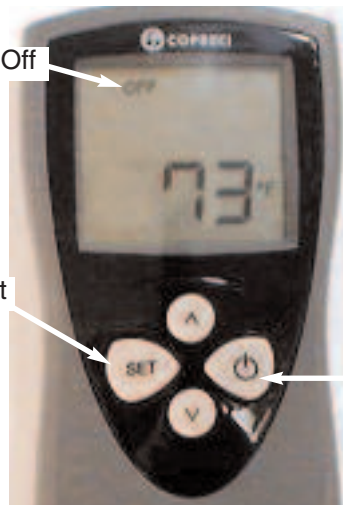


Fig 18

FLAME CHECK

A periodic visual check of the flames should be made. The pilot flame should always be present when the appliance is in operation.

The flames should be yellow in color and should not be impinging on any of the logs.

For your safety, the appliance is equipped with an ODS (Oxygen Depletion Sensor) system. The system senses the oxygen in the atmosphere and switches off the gas supply in case the level of oxygen falls below a safe level.

SCVFMR FLAME CHARACTERISTICS



THINGS TO DO

1. Use only the type of gas for which your system is designed. The type of gas the system is equipped for is marked on the rating plate.
2. Install appliance and all gas piping according to local codes.
3. Disconnect or isolate the system during line pressure testing.
4. Make sure 1/2" gas line is run to the fireplace to ensure sufficient gas volume to the appliance.
5. Install the the system only in a fireplace suitable for burning solid fuel.
6. Use pipe dope on threaded joints of gas piping that is resistant to the action of LP gas.
7. Install a manual shut-off valve, union and 1/8" NPT plugged pressure tap ahead of controls.
8. Use soap and water solution when checking for leaks.
9. Keep the area around the appliance clear and free of combustible materials, gasoline and any flammable or explosive material.
10. Follow the lighting and operating procedures given in this manual.
11. Periodically inspect the pilot and burner flame.
12. Clean the appliance as described in the manual.
13. Keep logs properly positioned.

THINGS NOT TO DO

1. Do not modify or alter this appliance in any way.
2. Do not use this appliance with any gas other than that for which it was equipped.
3. Do not install this appliance in any area where gasoline or any flammable material is used or stored.
4. Do not use open flame to check for leaks.
5. Do not operate this system with glass doors in the closed position.
6. Do not block or restrict any grills of a factory built fireplace in which this appliance is installed.
7. Do not burn solid fuels in a fireplace where this appliance is installed.

MAINTENANCE OF THE SYSTEM

Under normal use, this appliance will require only limited cleaning. Constant air flow through this appliance will cause dust to collect on the burners, base and logs. An excessive build-up of dust can cause the pilot and burners to operate incorrectly and produce high levels of carbon monoxide, a poisonous gas. This unit should be cleaned about once a month.

To clean the burner and base, turn the heater OFF and allow the system to cool down. Remove top logs and bottom logs very carefully. Vacuum or brush away all dust and lint from the system. Do not use any cleaning fluids to clean the logs or any other part of the appliance.

Replace the logs in their proper position and relight the pilot. At least once a year, the log set and all gas piping should be checked by a qualified service person.

WARNING

When used without fresh air, appliance may give off **carbon monoxide**, an odorless, poisonous gas.

OPEN WINDOW AN INCH OR TWO FOR FRESH AIR WHEN USING APPLIANCE

This appliance has a Pilot Light Safety System that turns the appliance off if there is not enough fresh air available.

DO NOT TAMPER WITH THE PILOT LIGHT SAFETY SYSTEM

If appliance shuts off, do not relight until you provide fresh air. If appliance continues to shut off, have it serviced by a qualified technician. Keep burner and control compartment clean.

CARBON MONOXIDE POISONING MAY LEAD TO DEATH

Early signs of carbon monoxide poisoning resemble the flu, with headache, dizziness and/or nausea. If you experience any of these symptoms, appliance may not be working properly. **Get fresh air at once!** Have appliance serviced by a qualified service technician.

Some individuals, pregnant woman, persons with heart or lung disorders, anemia, those under the influence of alcohol or those at high altitudes are more likely to be affected by carbon monoxide than others.

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

Adults and especially children should be alerted to the hazard of high surface temperatures and should be kept away to avoid burns or clothing ignition.

Young children should be carefully supervised when in the same room as the appliance.

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

Do not place clothing or other flammable material on or near the appliance.

Installation and repair should only be performed by a qualified service technician.

The appliance should be inspected before use and at least once a year by a qualified service technician.

More frequent cleaning may be required due to excessive lint from some carpeting, bedding or other materials. It is imperative that control compartments, burners and circulating air passageways of this appliance be kept clean.

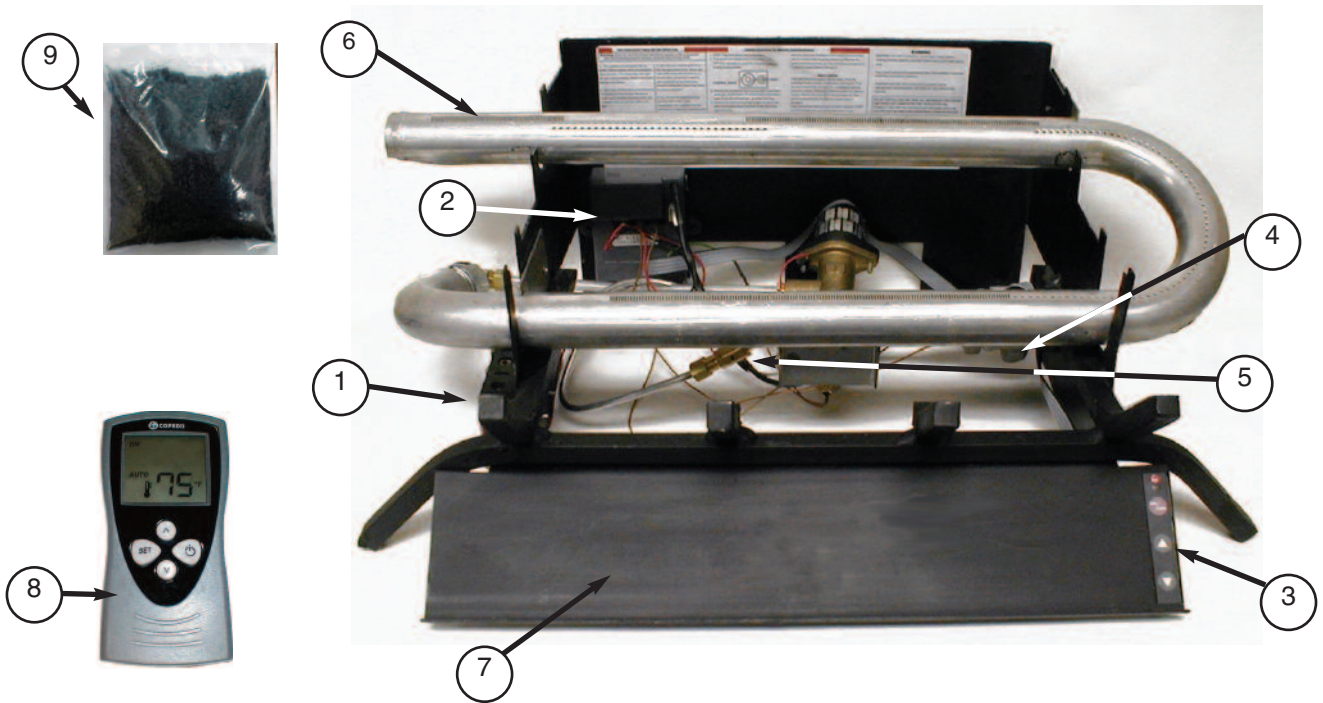
WARNING: Do not allow fans to blow directly into the fireplace. Avoid any drafts that alter burner flame patterns.

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

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

PARTS LIST

Ref. #	Part Name- SCVFMR (18", 24"/21" & 30")	Qty.
1	Battery compartment	1
2	Control module	1
3	Touch button controls	1
4	Main regulator	1
5	ODS pilot system	1
6	Burner	1
7	Decorative stone shelf	1
8	Remote control hand unit	1
9	Decorative stone- 1 bag	1



TROUBLE SHOOTING

Problem	Cause	Corrective Action
No ignition	<ul style="list-style-type: none"> - valve not clear - gas line not clear 	<ul style="list-style-type: none"> - turn gas supply valve on - inspect supply lines for tube kinks or obstructions - replace batteries
Inadequate flame	<ul style="list-style-type: none"> -batteries are dead - valve partially closed - gas line obstruction 	<ul style="list-style-type: none"> - open gas supply valve fully - burner inspection for tube kinks or obstructions - inspect burner for dust or debris - inspect supply lines for tube kinks or obstructions

LIMITED LIFETIME WARRANTY

Limited Lifetime Warranty shall apply to the original purchaser at the original installation point only

All logs are guaranteed for the lifetime of the original purchaser against destruction by fire or heat.

The burner assembly system is guaranteed for a period of three (3) years from the date of purchase and will be repaired or replaced for freight costs only.

General Warranty: This warranty does not apply in the case of improper installation, neglect, accident, misuse or as a result of modifications of the original product.

All costs for removal and reinstallation are the expressed responsibility of the purchaser.

For repair or replacement of a defective part or parts, contact our customer service department at 1-800-229-5647. You will be asked to provide valid warranty registration, proof of purchase and model number.

It is agreed that any repair or replacement is the exclusive remedy from Sure Heat Manufacturing. In no case shall Sure Heat be liable for any consequential damage for breach of this or any other warranty expressed or implied whatsoever. This limitation as to consequential damages shall not apply in states where prohibited.

Purchased From: _____ Date: _____

Size: 18" 24"/21" 30" Model:

Name _____ Date: _____ Phone () _____

Address _____

City _____ State _____ Zip _____

E-mail _____

***Please photocopy and return registration along with proof of purchase
within 14 days of purchase to:***

***Sure Heat Mfg.
3130 Moon Station Road
Kennesaw, GA 30144
Attention: Warranty Registration***

If you have other questions, please contact our Customer Service Hotline
(800) 229-5647

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