

# Owners & Installation



## Greenfire® GF350L Gas Inbuilt

Models: GF350LNG-R  
GF350LLP-R  
GF350LULPG-R

# Manual



## PLEASE KEEP THESE INSTRUCTIONS FOR FUTURE REFERENCE

### LISTINGS AND CODE APPROVALS

These gas appliances have been tested in accordance with AS 5263.0, AS/NZS 5263.1.3 and have been certified by the Australian Gas Association for installation and operation as described in these Installation and Operating Instructions.

Your unit should be serviced annually by an authorised service person.

### WARNING:

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to this manual. For assistance or additional information consult an authorised installer, service agency or the gas supplier.

### FOR YOUR SAFETY

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

Installation and service must be performed by an authorised installer, service agency or the gas supplier.

### FOR YOUR SAFETY

What to do if you smell gas:

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

## REGENCY GAS FIREPLACE INBUILT FIREPLACE

### TO THE NEW OWNER

**Congratulations!** You are the owner of a state-of-the-art Gas Inbuilt Fireplace by Fireplace Products International Ltd. The Regency Gas Fireplace Series of hand crafted appliances has been designed to provide you with all the warmth and charm of a fireplace, at the flick of a switch. The model GF350L of this series has been approved by Australian Gas Association for both safety and efficiency. As it also bears our own mark, it promises to provide you with economy, comfort and security for many trouble free years to follow. Please take a moment now to acquaint yourself with these instructions and the many features of your Regency Fireplace.



### **PAIRING THE REMOTE HANDSET AND CONTROL BOX ID CODE**

The Remote Control Handset has a set of unique ID codes that is pre-programmed into its memory. This set of ID codes helps to differentiate one Remote Control Handset from another so that only the control box with a matching ID code will respond to the appropriate Remote Control Handset. To match the control box, the following steps are to be followed:

1. Ensure the Remote is switched OFF.
2. Remove main power to the control box.
3. Reconnect main power to the control box.
4. Press and hold the PROG and FAN buttons simultaneously. The temperature display will show the letters "LC" momentarily indicating the ID codes have been transmitted
5. The display will revert back to the normal off mode display.
6. Release both the PROG and FAN buttons.

The control box will only learn the Remote ID codes during the first 30 seconds after power is applied and will ignore this special command from the Remote after the first 30 seconds

**Note:** The pairing up process can be carried out by anyone.

**Note:** In addition; please also go to: [www.regency-fire.com.au](http://www.regency-fire.com.au) to see the pairing up video.


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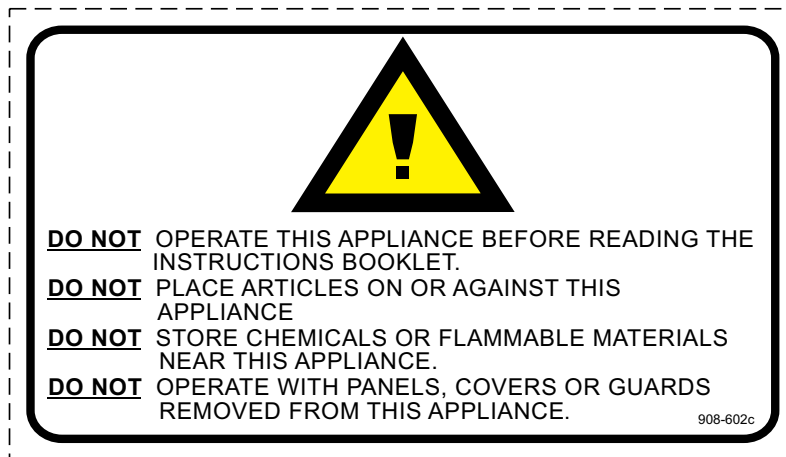
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## data badge

This is a copy of the label that accompanies each Regency GFi350L Gas Inbuilt fireplace. We have printed a copy of the contents here for your review.

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

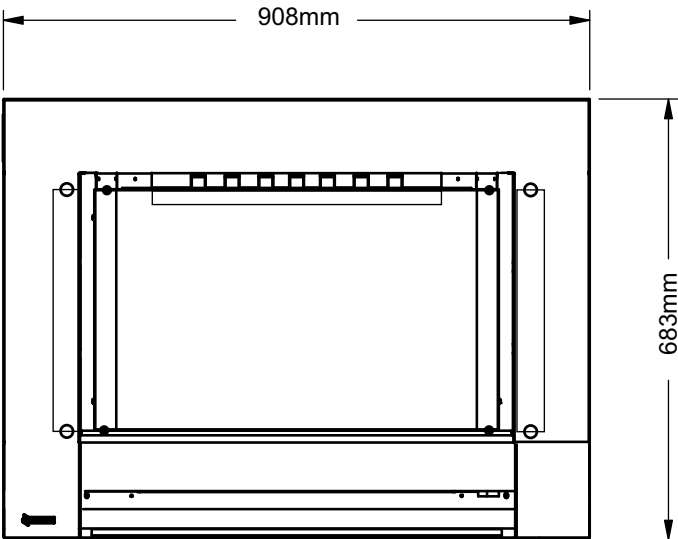
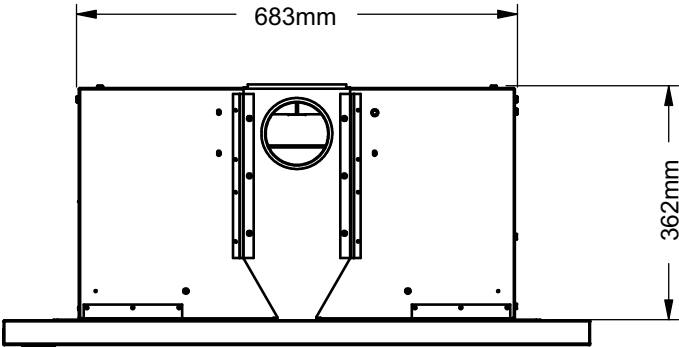
Regency Gas Fireplace				
Model	<input type="radio"/> <input type="radio"/> <input type="radio"/>			Distributed by:
Gas Type	NG	LPG	ULPG	Western Australia:
Model	GFi350LNG-R	GFi350LLPG-R	GFi350LULPG-R	Air Group Australia 28 Division St Welshpool WA 6106
Gas Consumption High	30MJ/h	27MJ/h	21MJ/h	Eastern Australia
Gas Consumption Low	20MJ/h	22MJ/h	17MJ/h	Fireplace Products Australia Pty. Ltd. 1 Conquest Way Hallam, VIC 3803
Manifold Pressure High	0.9 kPa	2.3 kPa	2.3 kPa	New Zealand:
Manifold Pressure Low	0.42kPa	1.5kPa	1.5kPa	Aber Holdings Ltd. 17 Mainstreet Place, Te Rapa, Hamilton, New Zealand
Injector Size	1x#40	1x#53	1x#55	To be installed by an authorised person in accordance with installation instructions provided with the appliance.
AGA 8072 G	2.50mm	1.50mm	1.30mm	
AS 5263.0 & AS/NZS 5263.1.3				
Electrical: 240VAC 50Hz 1.0 amp	 N2134			Serial Number 453 <small>919-768a</small>



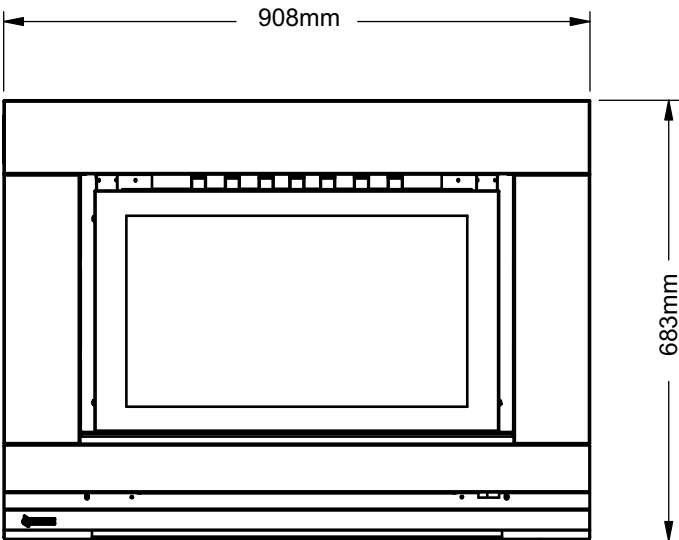
**THE GUARD IS FITTED TO THIS APPLIANCE TO REDUCE THE RISK OF FIRE OR INJURY FROM BURNS AND NO PART OF IT SHOULD BE PERMANENTLY REMOVED.**

**FOR PROTECTION OF YOUNG CHILDREN OR THE INFIRM, A SECONDARY GUARD IS REQUIRED.**

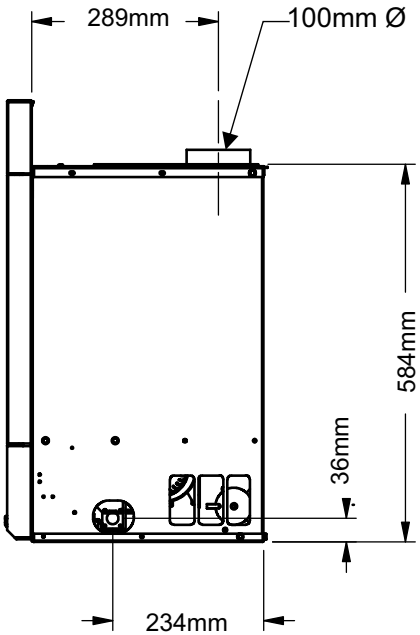
UNIT DIMENSIONS



Fascia with Glass Guard



Fascia with Mesh Guard



## IMPORTANT: SAVE THESE INSTRUCTIONS

The Regency Gas Fireplace must be installed in accordance with these instructions. Carefully read all the instructions in this manual first.

**NOTE: FAILURE TO FOLLOW THESE INSTRUCTIONS COULD CAUSE A MALFUNCTION OF THE HEATER WHICH COULD RESULT IN DEATH, SERIOUS BODILY INJURY, AND/OR PROPERTY DAMAGE. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY ALSO VOID YOUR FIRE INSURANCE AND/OR WARRANTY.**

## FOR YOUR SAFETY

This appliance requires air for proper combustion. Always provide adequate combustion and ventilation air. Follow instructions and information in the current AS5601-2013, NZS 5261 or local codes. Consult the "authority having jurisdiction" to determine the need for a permit prior to starting the installation.

## GAS PIPE TESTING

The appliance must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 3.45 kPa.

Specifications:

Fuel: NG, Propane, or ULPG  
Electrical: 240 volt 50 hz system  
Fan/Blower: 3-speed  
Log Sets: Ceramic fibre

## BEFORE YOU START

**Installation is to be carried out ONLY by an authorised person.**

1. The appliance shall be installed in accordance with the manufacturer's installation instructions, local gas fitting regulations, municipal building codes, water supply regulations, electrical wiring regulations, with AS/NZS 5601-2013.

2. **Installation and repair should be done ONLY by an authorised person.**

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

4. See general construction and assembly instructions. This appliance may only be installed in a flued, non-combustible fireplace. The appliance and flue should be enclosed when installed or passing through a living area, where children may come in contact with it.

5. Always connect this space heater to a chimney and flue to the outside of the building envelope. Never flue to another room. Make sure that the flue is properly sized and is of adequate height to provide the proper draft.

6. Inspect the flueing system annually for blockage and any signs of deterioration.

7. Any safety glass removed for servicing must be replaced prior to operating the appliance.

8. To prevent injury, do not allow anyone who is unfamiliar with the operation to use the fireplace.

9. Assemble and install the faceplate and trim.

10. Install the glass front.

11. Install bottom louvres and flush front.

12. Install Optional Remote Control.

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

a) Clocking the appliance to ensure the correct firing rate.

b) Adjusting the primary air, if required, to ensure that the flame does not carbon. See page 7.

c) Ensuring that the appliance is flueing correctly.

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

## INSTALLATION CHECKLIST

The Regency Gas Insert is installed as listed below.

1. Unit Location - check Clearances to Combustibles.

2. Make the gas connections.

3. Install the flue or liner to the sliding draft diverter.

4. Install Flueing. Slide the unit into the fireplace. Attach draft diverter to the insert.

5. Test gas pressure. Check aeration.

6. Test for flue spillage.

7. Install the optional panels.

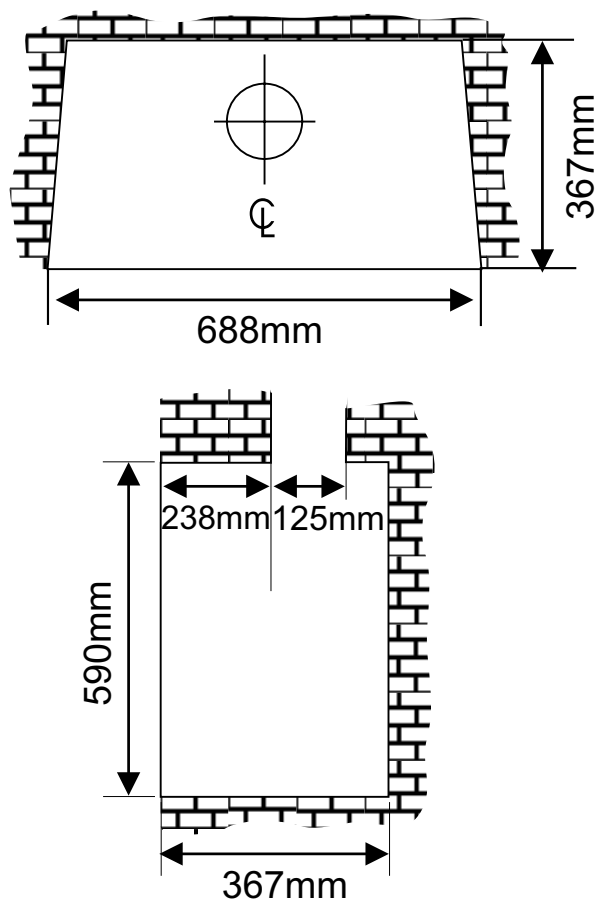
8. Install the log set.

## MINIMUM FIREPLACE DIMENSIONS

The below minimum cavity requirements are to be maintained to ensure safe and proper operation of the appliance. Ensure all construction conforms to local building codes.

### MASONRY INSTALLATION:

The minimum fireplace dimensions for a masonry installation are shown in the diagrams below.

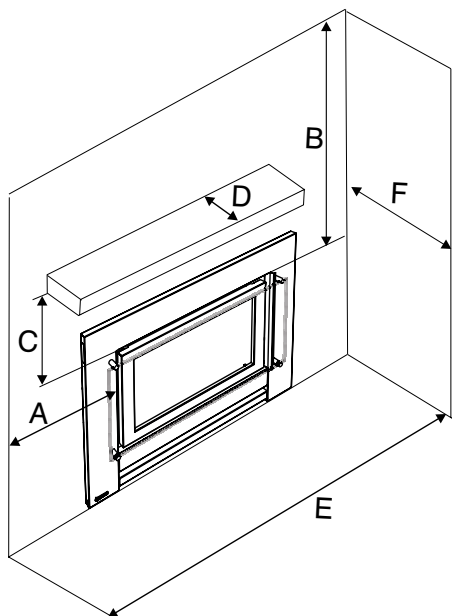


# installation

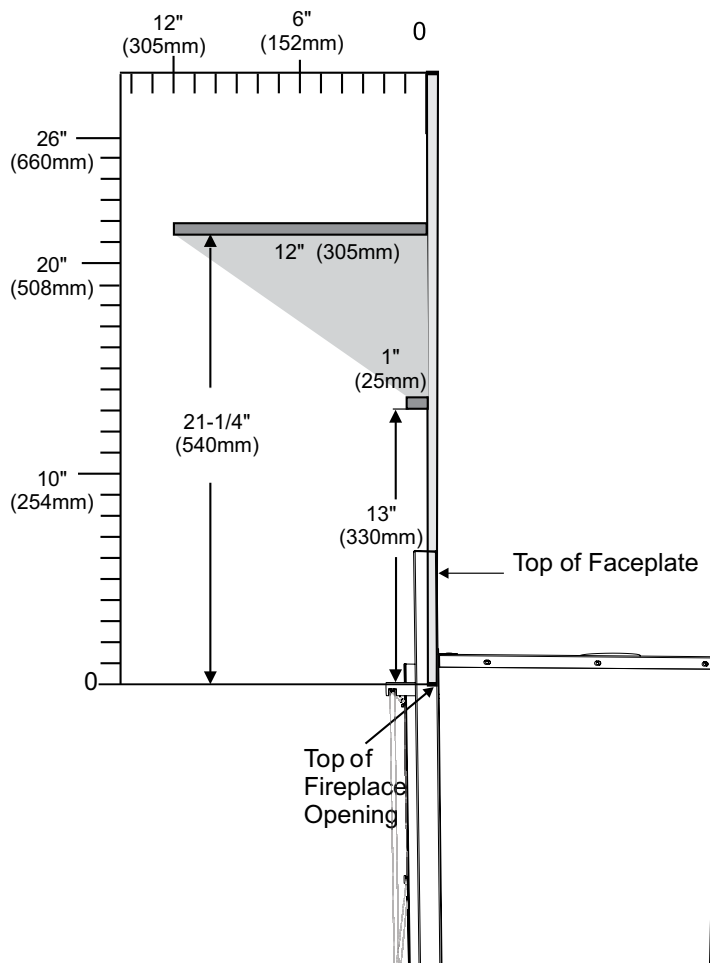
## MINIMUM CLEARANCES TO COMBUSTIBLES

The minimum fireplace clearances for the Regency gas space heater are shown in the following diagrams:

	From Unit	
Sides	A	464 mm
Ceiling	B	860 mm
Mantle	C	see Mantel Clearances
Min. Alcove Width	E	1924 mm
Max. Alcove Depth	F	914 mm

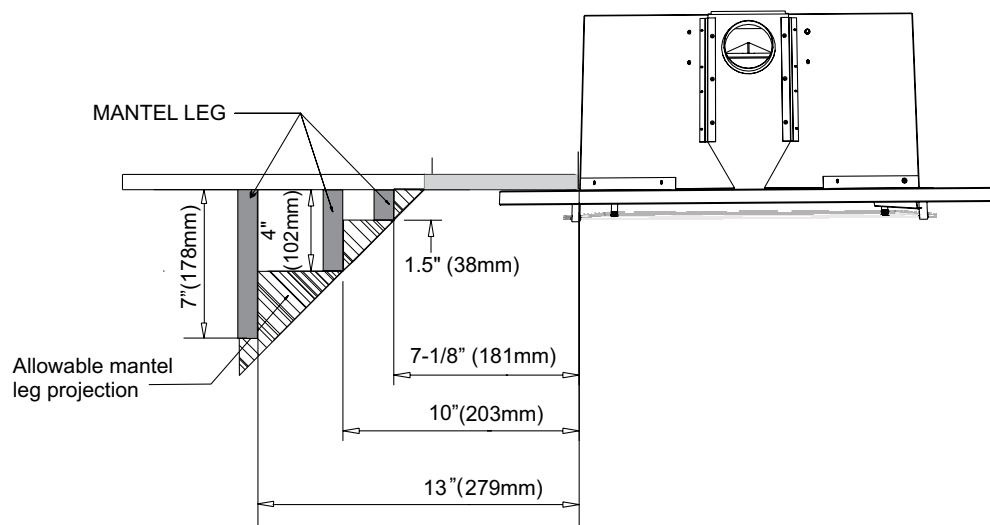


## (C) MANTLE CLEARANCES



## MANTEL LEG CLEARANCES

Combustible mantel leg clearances as per diagram:

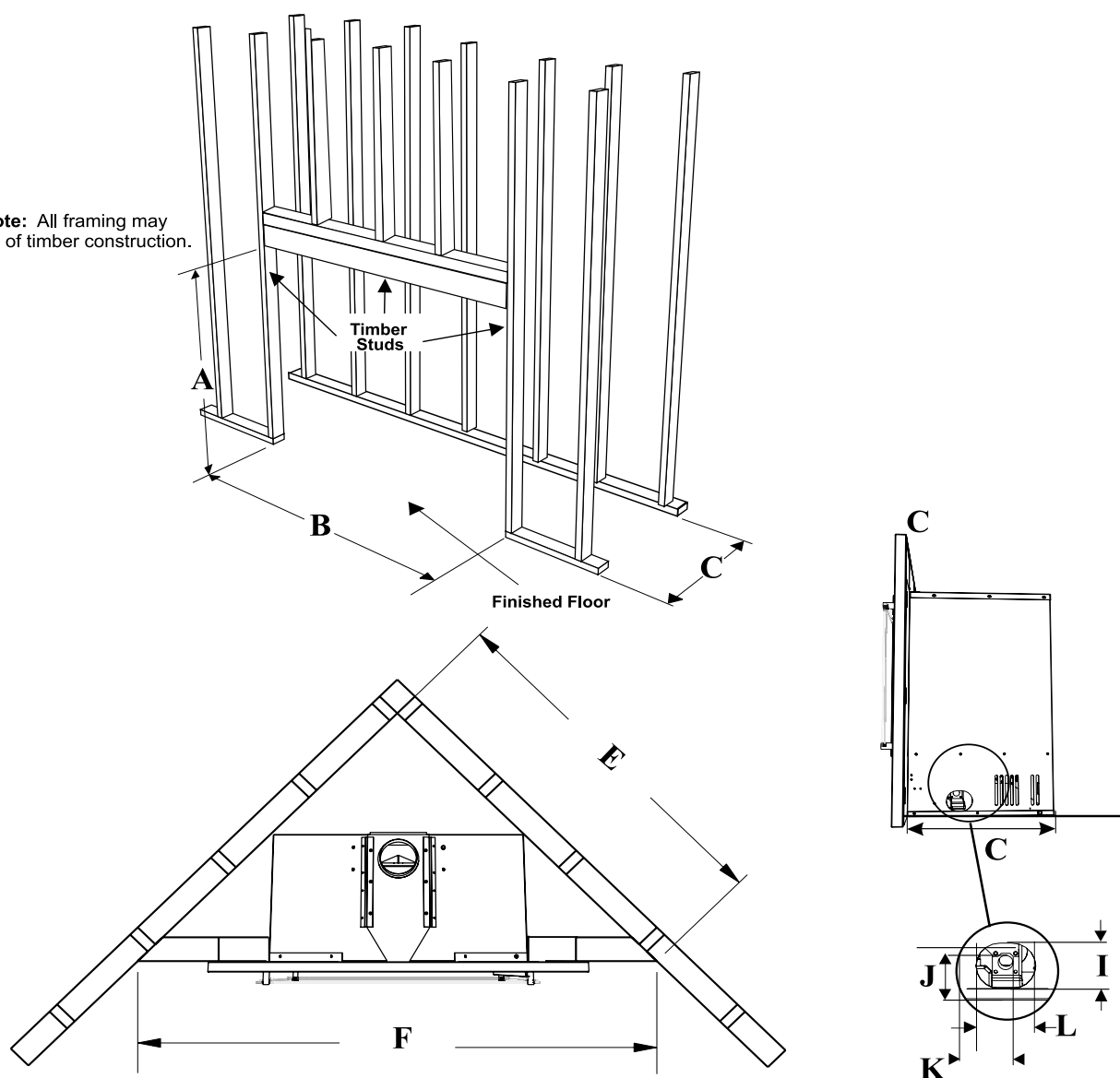




# **OPTIONAL MOCK FIREPLACE (ZERO CLEARANCE) DIMENSIONS (NO MASONRY CHIMNEY)**

Framing Dimensions	Description	GFi350L
A	Framing Height	25-5/8" (650mm)
B	Framing Width	31-1/2" (800mm)
C*	Framing Depth	16-1/2" (420mm)
E	Corner Wall Depth	39-9/16" (1006mm)
F	Corner Facing Wall Width	56" (1422mm)
I	Gas Connection Opening Height	2" (51mm)
J	Gas Connection Height	2-5/8" (67mm)
K	Gas Connection Inset	3-11/16" (99mm)
L	Gas Connection Opening Width	2-1/2" (64mm)

**Note:** All framing may be of timber construction.



## OPTIONAL MOCK FIREPLACE (ZERO CLEARANCE) INSTALLATION

Mock Fireplace (zero clearance) Kit Contents	
3	Standoffs
2	Side brackets

### STANDOFF ASSEMBLY

The top, side, rear and bottom standoffs are shipped in a flat position and must be folded into shape and attached - see Diagram 1.

1. Remove the standoffs from the mock fireplace packaging.
2. Take each standoff and bend into the correct shape. Bend up at the bend lines until the screw holes in the standoff and the pre-punched screw holes on the unit line up.

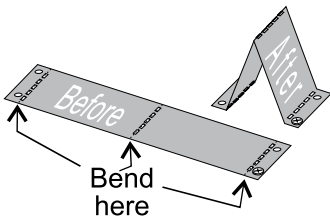


Diagram 1

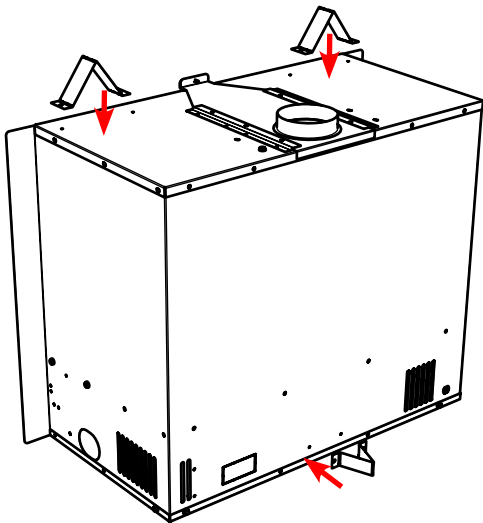


Diagram 2

3. Install left and right nailing brackets. Remove existing screws from the outside of the unit - line up bracket with holes in the unit and secure with 2 removed screws.

See framing clearance dimensions in the installation manual.

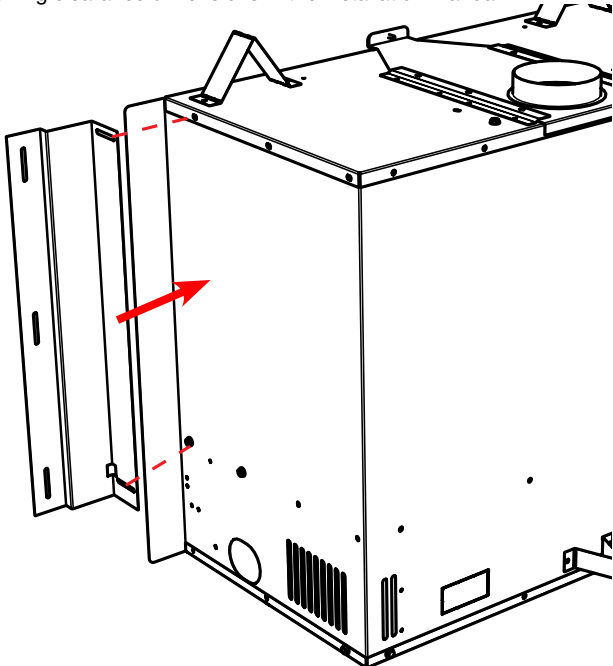


Diagram 3

**Note:** Side brackets can be adjusted between 13 mm to 38 mm. This adjustment must be done before unit is moved into framed opening.

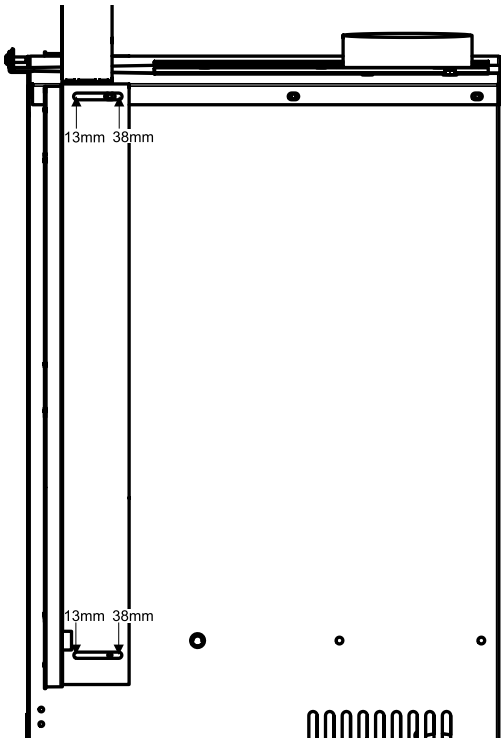
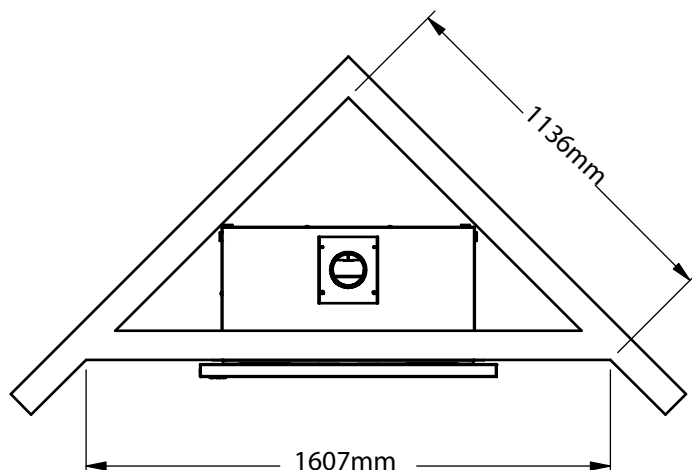
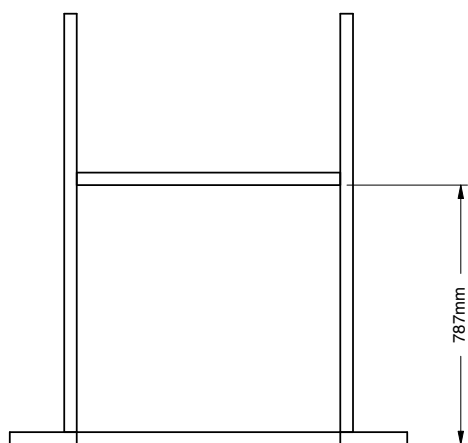
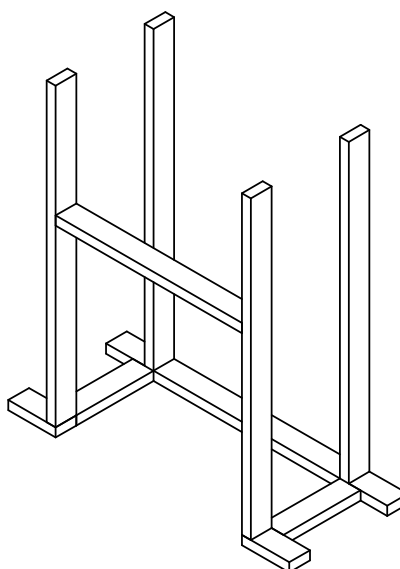
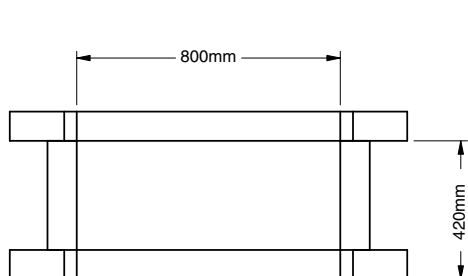


Diagram 4

## ZERO CLEARANCE BOX DIMENSIONS (NO MASONRY CHIMNEY)

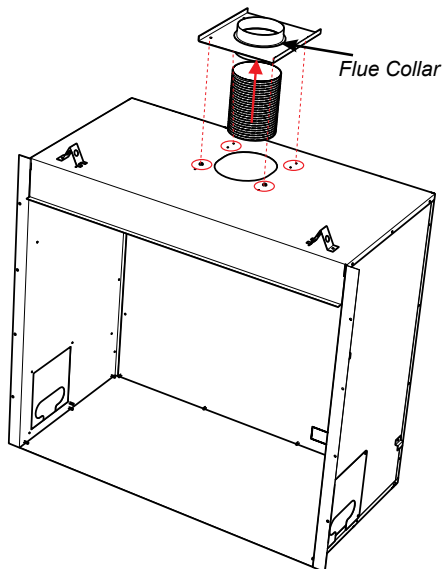
Framing Dimensions	Description	GFi350L
A	Framing Height	787mm
B	Framing Width	800mm
C*	Framing Depth	420mm
E	Corner Wall Depth	1136mm
F	Corner Facing Wall Width	1607mm
I	Gas Connection Opening Height	51mm
J	Gas Connection Height	67mm
K	Gas Connection Inset	99mm
L	Gas Connection Opening Width	64mm



# installation

## ZERO CLEARANCE BOX INSTALLATION

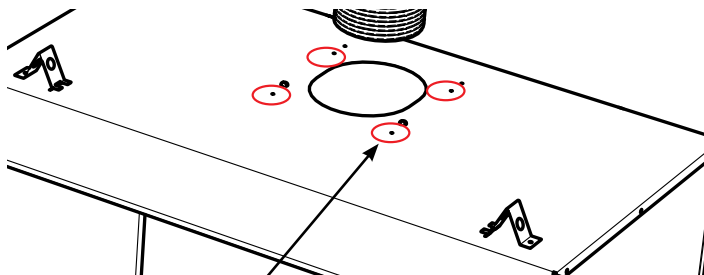
1. Remove the flue collar from the zero clearance box by removing 4 screws in locations shown below. Install the flex pipe, onto the lower collar and secure with provided clamp.



### Note:

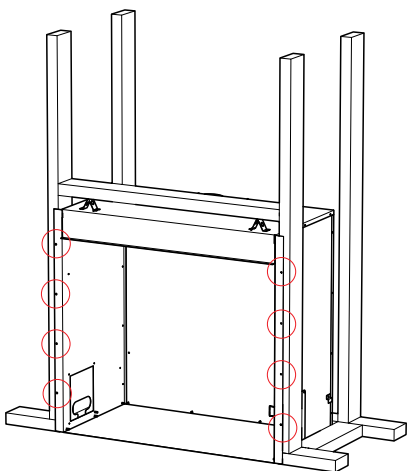
Apply the sealant provided around the perimeter of the flue collar prior to joining the two parts together with the clamp.

**Note:** Determine the thickness of the finishing material before securing the flue collar to the box. Using the front set of holes to secure the flue collar will allow an extra 25mm of clearance for thicker materials.



Use front holes for thicker finishing materials.

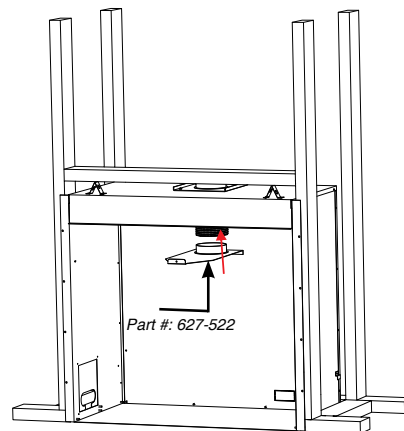
2. Slide the box into the framed opening, secure the box to the framing with 4 screws on each side.



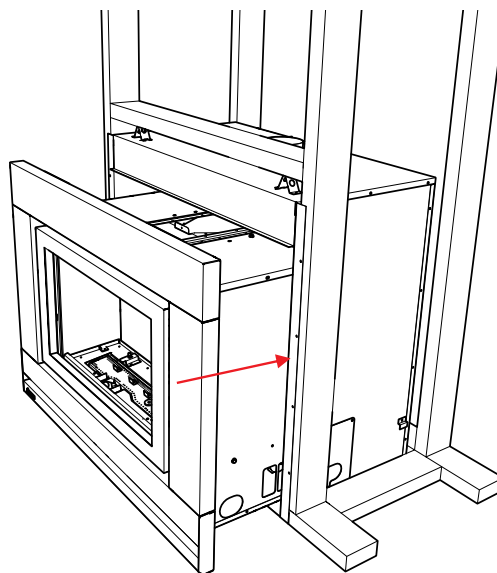
3. Remove the flue collar assembly from the unit by sliding the collar away from the unit--and recycle the part.

4. Attach the new flue collar assembly from the zero clearance box (Part No: 627-522) and attach it to the flex pipe using sealant and clamp provided as in the previous step.

5. Compress the flex pipe with attached flue assembly to allow clearance for the unit.



6. Slide the unit into place while guiding the unit flue assembly back into position on top of the unit and secure.

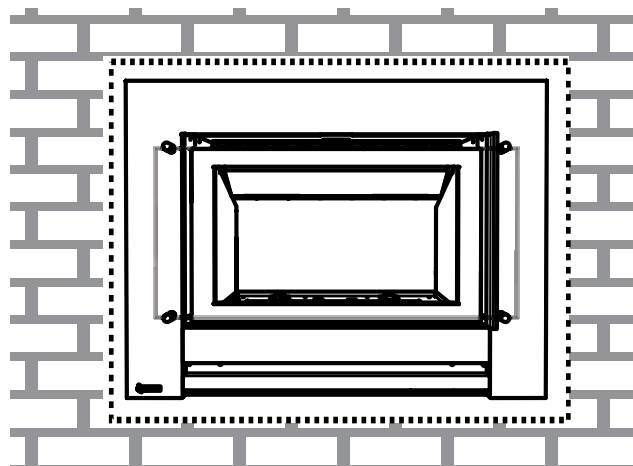
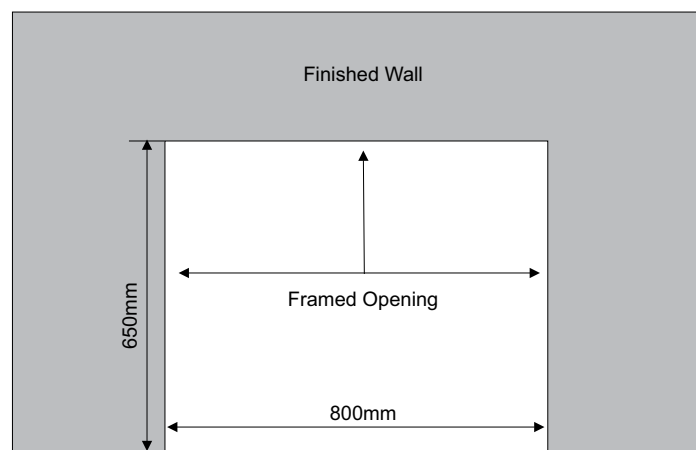


## FRAMING & FINISHING WHEN USING THE ZERO CLEARANCE BOX

1. Frame in the enclosure for the unit with framing material.

**Note:** When constructing the framed opening, please ensure there is access to install the gas lines when the unit is installed.

2. The unit does not have to be completely enclosed in a chase. You must maintain clearances from the vent to combustible materials: See "Clearances" section. Combustible materials can be laid against the side and back standoffs and the stove base.
3. Finishing material may be brought to the side and top of the framing, do not bring combustible material beyond the framed opening. This is both for safety and servicing of the appliance.



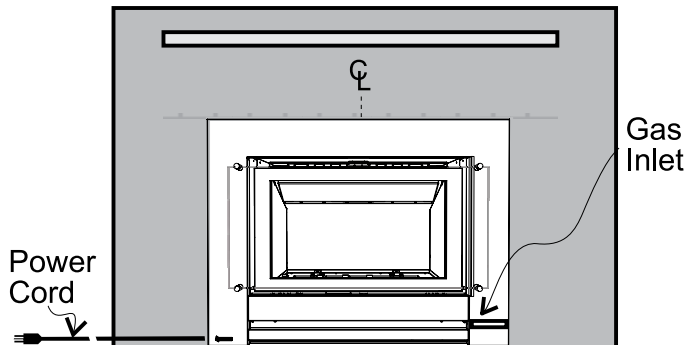
*Unit shown with Fascia*

# installation

## GAS CONNECTION

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

1. If the appliance is to be installed into an existing chimney system, thoroughly clean the masonry or factory built fireplace.
2. The gas connection is 1/2" BSP.



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

**CAUTION:** If the glass is removed or opened for servicing, it must be replaced and closed prior to operating the appliance. The glass must be fixed in the door when operating.

## SPECIFICATIONS

	NG	LP	ULPG
Injector Size	#40 2.50mm	#53 1.50mm	#55 1.30mm
Input Rating	Max. 30 mj	Max. 27 mj	Max. 21 mj
	Min. 20mj	Min. 22 mj	Min. 17 mj
Manifold Pressure	High 0.9 kPa	High 2.3 kPa	High 2.3 kPa
	Low 0.42 kPa	Low 1.50 kPa	Low 1.50 kPa
Aeration Setting	5 mm	13 mm	Full open

## DRAFT DIVERTER CONNECTION

- 1) Attach the flue to the flue collar on the detachable draft diverter. The flue collar of the appliance will fit inside a standard flue and may be fastened directly to the flue by sheet metal screw. Diagram 1.

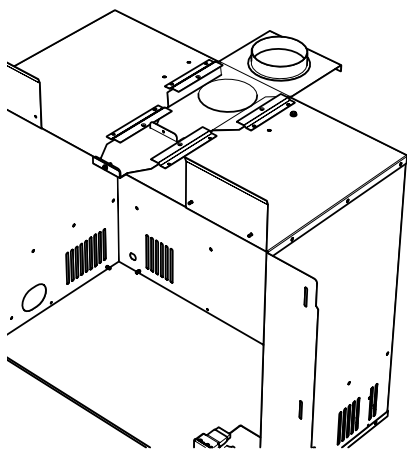


Diagram 1

- 2) Before pushing the appliance into position inside the fireplace, align the draft diverter with the guides on the insert top and push forward. While pushing the unit back into place keep pulling the draft diverter forward until the screw hole in the spill tube aligns with the screw hole in the top of the firebox. The screw is secured through the inside top of the firebox into the bottom of the spill tube. (If screw holes do not line up then draft diverter is not positioned correctly.) Diagram 2.

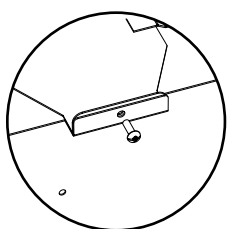


Diagram 2

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

## GAS CONNECTION

### GAS CONNECTION WARNING:

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

- 1) If the appliance is to be installed into an existing chimney system, thoroughly clean the masonry or factory built fireplace.
- 2) The gas connection is 1/2" BSP.
- 3) Locate the center point where the flue will pass through the chimney above the appliance. Move the appliance into the exact location where it is to be installed. Ensure that the Insert is level.
- 4) The installer must provide a valve with a plugged tapping, accessible for test gauge connection, immediately upstream of the gas supply connection to the appliance.

**CAUTION:** If the glass is removed or opened for servicing, it must be replaced and closed prior to operating the appliance. The glass must be fixed in the door when operating.

## FLUEING

**THE APPLIANCE MUST NOT BE CONNECTED TO A CHIMNEY FLUE SERVING A SEPARATE SOLID FUEL BURNING APPLIANCE.**

This appliance is designed to attach to a 100 mm diameter twin skin or listed gas fuel type flue liner running the full length of the chimney. A minimum flue height of 0.6 m. is required for masonry applications. The Regency Inbuilt Fireplace incorporates its own internal draft diverter, so no additional external draft diverter is required.

Periodically check that the flue is unrestricted and an adequate draft is present when the unit is in operation. (See page 7 for spillage test.)

Before installing flue system ensure that the damper plate is open and secure to prevent the damper plate from falling down and crushing the liner.

Install to AS/NZS 5601-2013

## Combustion and Ventilation Air

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

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

## TEST FOR FLUE SPILLAGE

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

- 1) Start all exhaust fans in the home and then close all external doors and windows in the house.
- 2) Light the unit and set controls to maximum. Turn fan off.
- 3) After five minutes, test that there is a "pull" on the flue by placing a smoke match, or similar device which gives off smoke, in both sides of the unit. See diagram 1.

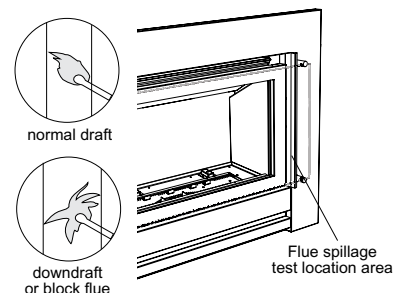


Diagram 1

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

For wind turbulent sites, a wind cap may remedy the problem. These caps are not included with the standard flue kit and will need to be purchased separately.

# installation

## HIGH ELEVATION

This unit is approved for altitude 0 to 1372m.

## GAS LINE INSTALLATION

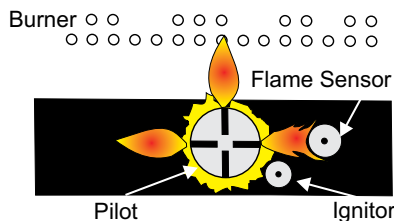
Since some municipalities have additional local codes it is always best to consult with your local authorities.

When using copper or flex connectors use only approved fittings. Always provide a union so that gas lines can be easily disconnected for servicing. Flare nuts for copper lines and flex connectors are usually considered to meet this requirement.

**NOTE: A shutoff / dante valve should be supplied in or near the unit (or as per local codes) for ease of servicing this appliance.**

## PILOT ADJUSTMENT

Periodically check the pilot flames. Correct flame pattern has three strong blue flames: 1 flowing around the flame sensor and 1 flowing across the burner (it does not have to be touching the burner), and 1 opposite the flame sensor.



**Note:** If you have an incorrect flame pattern, contact your Regency® dealer for further instructions.

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

## GAS PIPE PRESSURE TESTING

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

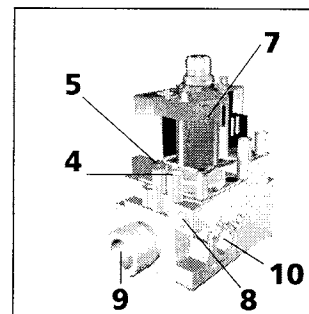
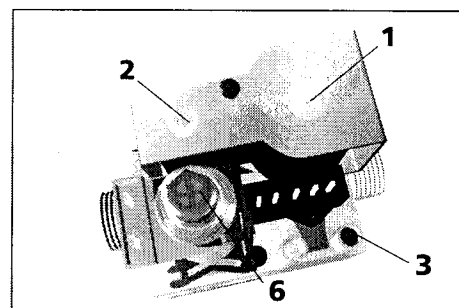
The manifold pressure is controlled by a regulator built into the gas control, and should be checked at the pressure test point.

**Note: To properly check gas pressure, both inlet and manifold pressures should be checked using the valve pressure ports on the valve.**

- 1) Make sure the unit is in the "OFF" position.
- 2) Loosen the "IN" and/or "OUT" pressure tap(s), turning counterclockwise with a 1/8" wide flat screwdriver.
- 3) Attach manometer to "IN" and/or "OUT" pressure tap(s) using a 5/16" ID hose.
- 4) Turn the unit on with the remote or wall switch
- 5) The pressure check should be carried out with the unit burning and the setting should be within the limits specified on the safety label.
- 6) When finished reading manometer, turn off the unit, disconnect the hose and tighten the screw (clockwise) with a 1/8" flat screwdriver.  
**Note: Screw should be snug, but do not over tighten.**

## 845 S.I.T. VALVE DESCRIPTION

- 1) On-Off Solenoid Valve EV1
- 2) On-Off Solenoid Valve EV2
- 3) Inlet Pressure Test Point
- 4) Outlet Pressure Test Point
- 5) Connection for Pressure Regulator/Combustion Chamber Compensation
- 6) Pressure Regulator for Minimum and Maximum Outlet Pressure
- 7) Gas Outlet Pressure Electric Modulator
- 8) Pilot Outlet
- 9) Main Gas Outlet



## AERATION ADJUSTMENT

The burner aeration is factory set but may need adjusting due to either the local gas supply or altitude. Open the air shutter for a blue flame or close for a more yellow flame.

### Minimum Air Shutter Opening:

NG	3/16" (5mm)
LPG	1/2" (13mm)
ULPG	Full Open

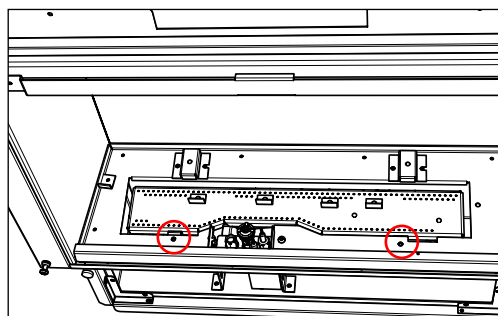
**Note:** Any damage due to carboning resulting from improperly setting the aeration controls is NOT covered under warranty.



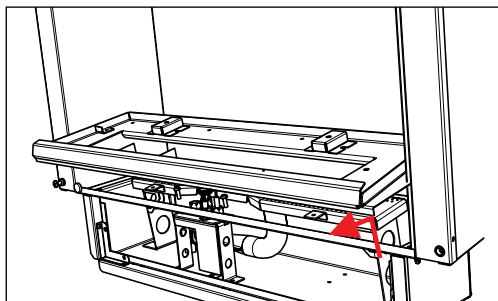
## Conversion Kit from NG to LP or ULPG

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

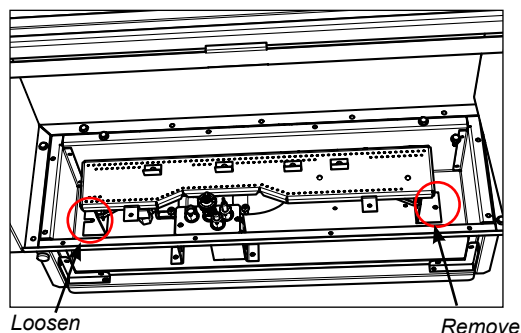
1. Unplug or disconnect the power source to the unit.
2. Shut off the gas supply and remove the gas connection from the valve.
3. Remove the faceplate, door frame, safety glass or screen.
4. Remove the glass door. (See door removal section in this manual).
5. Remove the logs. (See log section in this manual).
6. Remove the panels. (See panel section in this manual).
7. Remove the log tray, by removing 2 screws in locations shown below.



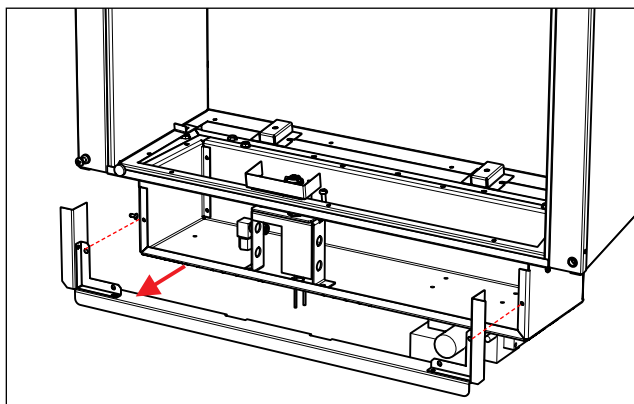
8. Lift log tray up and out to remove.



9. Remove burner - loosen screw on left side, remove screw from right side - slide to the right and lift up and out to remove and discard



10. Remove 2 screws in location shown below to remove front bracket.



11. Remove pilot retainer clip with pliers and pull off the pilot cap to expose the pilot orifice.



*Pilot retainer clip*



12. Remove burner orifice with a 1/2" wrench and discard. Use another wrench to hold on to the elbow below the orifice.



# installation

13. Reinstall new burner orifice LPG stamped #53 or ULPG burner orifice stamped #55 and tighten.

14. Install new LP burner supplied with kit ensuring aeration is set to 13mm for LPG or fully open for ULPG - prior to install.

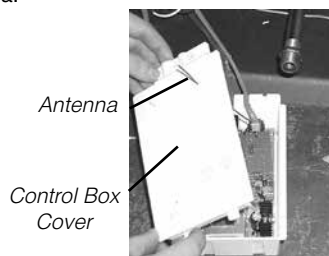
15. Replace the yellow "NG" label with the red "ULPG" label.

16. Carefully pull out the control box.

**NOTE:** The control box is held in place with velcro.

17. Remove the heat shield from the control box by removing the 2 screws.

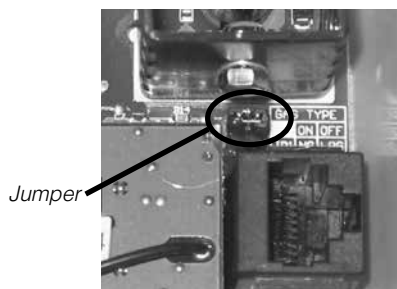
18. Remove the control box cover by undoing the 3 screws. Manoeuvre through antenna.



19. Remove the jumper using pliers and discard.



Jumper Location



20. Reverse Steps 18, 17, 16, 9, 8, 7, 6, and 5.

21. Turn on gas supply and plug in power cord.

## 22. Adjusting the Outlet Pressure

All the adjustments must be carried out in the following order:

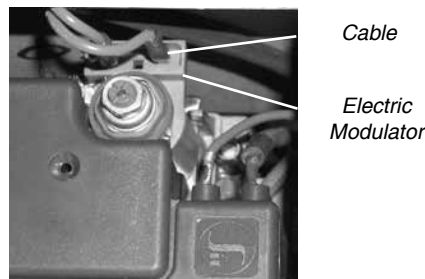
**Installer Notice:**  
These instructions must be left with the appliance.

Remove the modulator plastic cap (A) using needle nose pliers.

**Maximum pressure:** Turn the unit ON to its highest input rating. Screw in the nut (B) to increase the outlet pressure and screw it out to decrease it. Use a 10 mm wrench.

**NOTE:** The outlet pressure for LPG or ULPG must be set to maximum 2.3 kPa.

**Minimum pressure:** Remove one of the cables connected to the electric modulator. While holding the nut (B) with a wrench, screw in the screw (C) to increase the pressure and screw it out to decrease it. Use a screwdriver 6 x 1 blade.



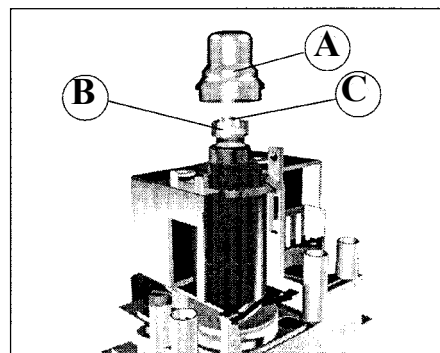
After carrying out all adjustments, block the setting screws with paint, taking care not to obstruct the breather orifice of the pressure.

Put back the modulator plastic cap.

**WARNING:** To ensure the correct operation of the modulator it is necessary that the plastic cap (A) is returned to its original location.

**NOTE:** The outlet pressure for LPG or ULPG must be set to minimum 1.5 kPa.

	LPG	ULPG
Manifold Pressure (High)	2.30 kPa	2.30 kPa
Manifold Pressure (Low)	1.50 kPa	1.50 kPa



23. Reverse Steps 10, 4, 3, 2 and 1.

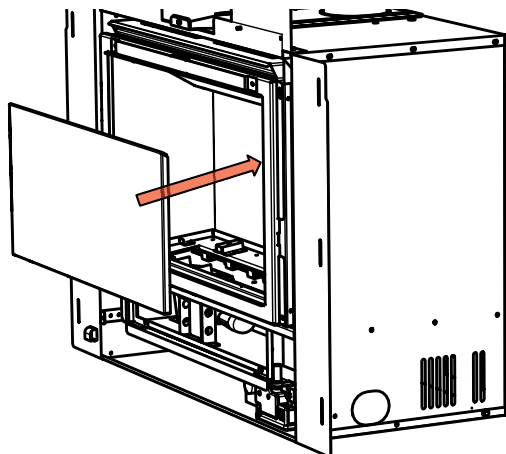
24. At the end of all setting and adjustment operations, check electrical installation and gas leaks.

24. Check operation of flame control.

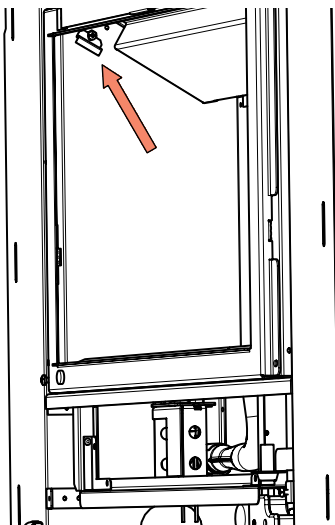
25. Check for proper flame appearance and glow on logs.

## OPTIONAL ENAMEL PANELS

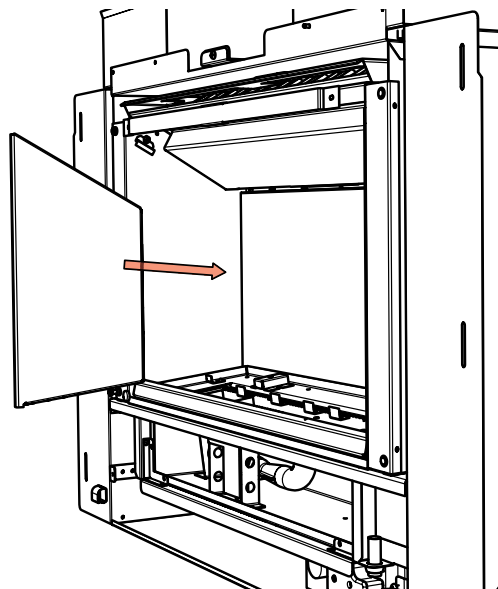
1. Unwrap the panels from the protective wrapping.
2. Remove the glass front if already installed (see manual).
3. Put the rear panel flat against the back of the unit.



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



5. Slide the side panels into position and tighten the screw to secure the tab - repeat to install panel on opposite side of unit.
6. Reinstall glass door (see manual).



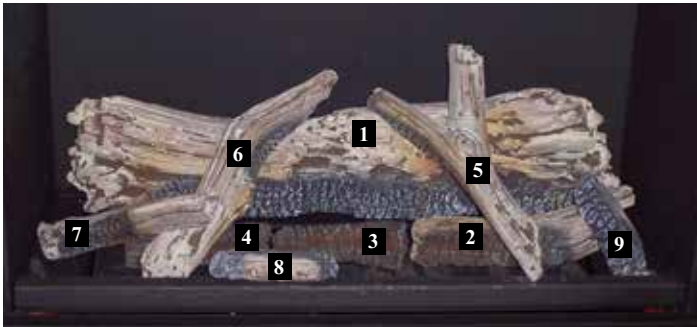
## LOG SET INSTALLATION

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

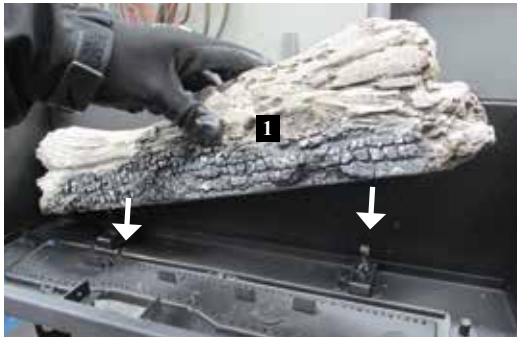
Improper positioning of the logs may create carbon build-up and can alter the unit's performance which is not covered under warranty.

**\*For Touch Ups:** Dark Brown paint is included.

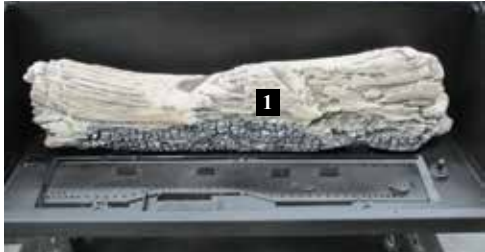
1	Rear Log
2	Right Log
3	Centre Log
4	Left Log
5	Right Upright Cross Log
6	Left Upright Cross Log
7	Left Front Log Piece
8	Centre Front Log Piece
9	Centre Right Log Piece



1. Line up pin holes on the bottom of Log 1 with pins behind burner as shown below.



*Logs 1 - fits over pins behind burner*

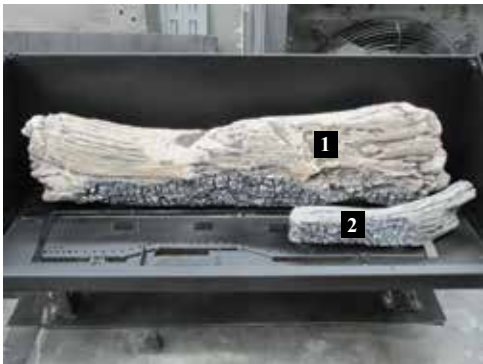


*Logs 1 - in position*

2. Locate pin hole on Log 2 and line up with pin on the right side of the burner. The left end of Log 2 will rest against a tab in location shown below.



*Logs 2 - fits over pin on left side  
- rests against tab on right*



*Logs 2 in position*

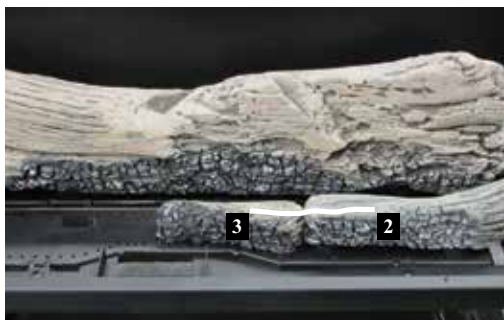
3. Place Log 3 on the centre of the burner, rest the log against the centre tabs.



*Logs 3 - place in centre of burner, resting against tabs*



In position, the bark pattern on Log 3 should line up with the pattern on Log 2. It should appear as if one log has split during burning.



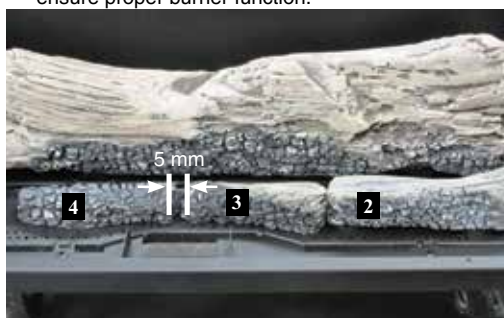
*Logs 2 & 3 - continuous bark line*

4. Place Log 4 on the burner, rest the back of Log 4 on the tab located on the left side of the burner.

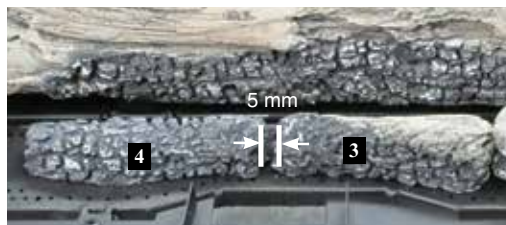


*Log 4 rests against tab on burner*

**IMPORTANT:** A 5 mm gap must be maintained between Logs 3 and 4 to ensure proper burner function.



*5 mm gap between Logs 3 & 4*



**IMPORTANT**  
Maintain a 5mm gap between Logs 3 & 4

5. Place Log 5 across Logs 1 and 2. The left side of the "Y" in Log 5 fits into the notch in Log 1. The other end of the Log 5 will rest on the burner tray, covering the hole as shown below.

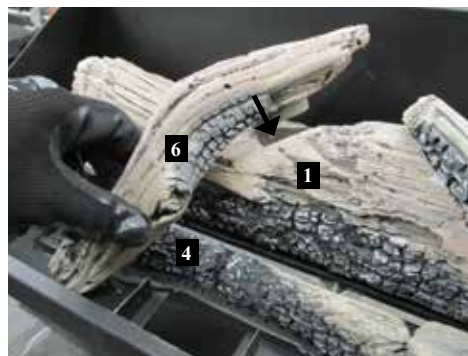


*Log 5 covers hole on burner tray trim*



*Log 5 in position*

6. Place Log 6 across Logs 1 and 4. The top part of Log 6 fits into the notch on the left hand side of Log 1. The bottom end of Log 6 should sit so it covers a screw on the burner tray.

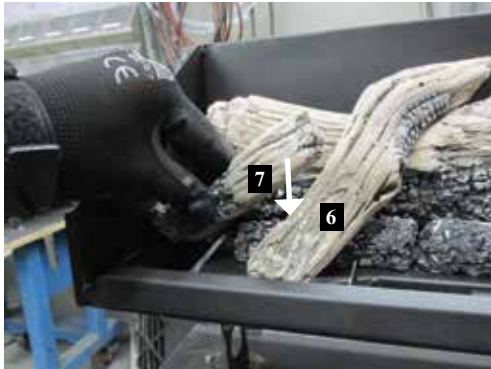


*Log 6 fits in notch on Log 1*



## installation

7. Place Log 7 on the left hand side of the burner, Log 7 will sit in a notch on Log 6 and the bottom of Log 7 will rest on a tab located on the burner.



*Log 7 fits in notch on Log 6*



*Log 7 in position*

8. Log 8 will cover pilot assembly, resting on pilot assembly bracket and trim of the burner tray as shown below.



*Log 8 covers Pilot Assembly*



### IMPORTANT

**Ensure Log 8 is centered over Pilot Assembly.  
Failure to do so will cause improper burning.**

9. Rest Log 9 upright against Log 2 as shown below



*Log 9 rests on Log 2*

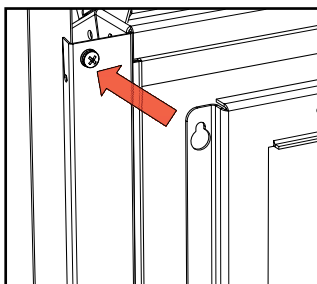
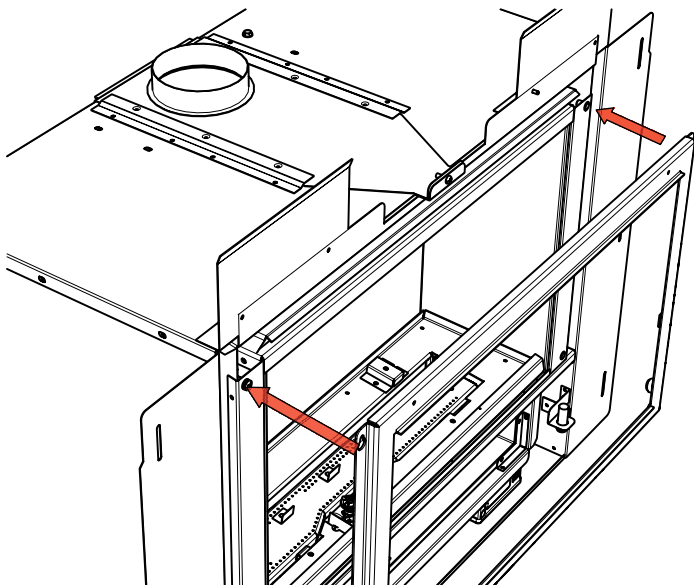
10. Install lava rock at the front and sides of the exterior of burner as shown below. Do not put lava rocks on the burner ports or near pilot assembly.



*Final Install*

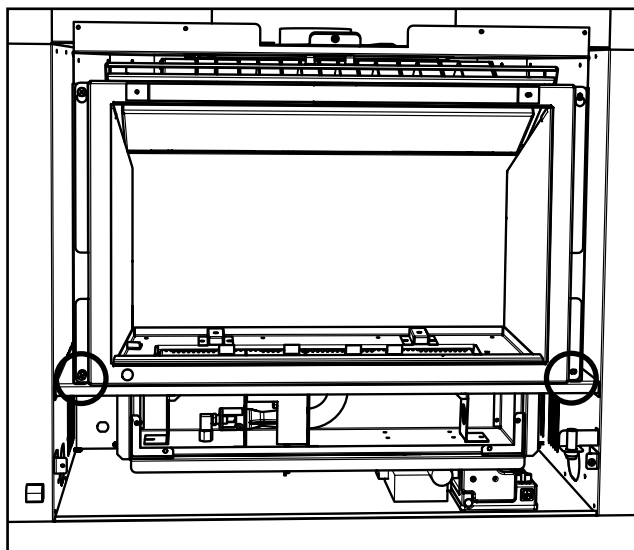
## GLASS DOOR INSTALLATION

1. Lift glass door and slot keyhole in glass door over screw installed in unit body.



2. Once in position, slide glass door down and secure with 2 screws at the bottom of the door as shown below, and tighten the top 2 (two) screws.

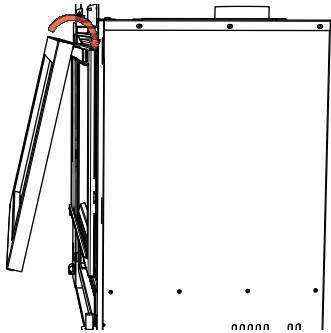
3. To remove- reverse steps.



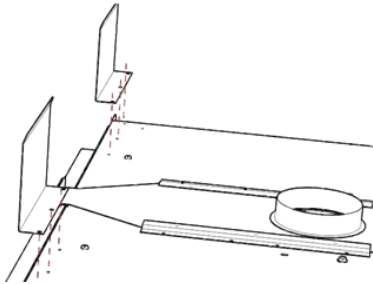
# installation

## FACEPLATE & TRIM INSTALLATION

1. Hang trim over glass door frame and lower gently.



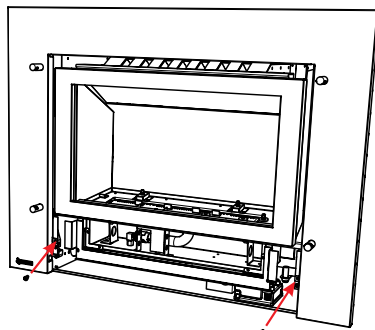
2. Install 2 Faceplate brackets to the top of the unit with 3 screws each.



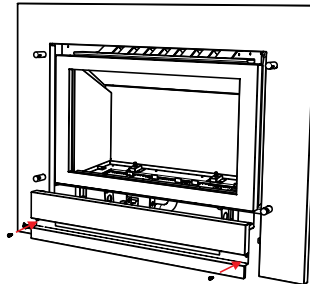
3. Lift Faceplate over brackets on top of unit--hook faceplate over brackets and lower gently.



4. Install lower access panel, slide the 2 tabs located on the top of the access panel into position and secure with 2 screws as shown below.



5. Install lower access panel, slide the 2 tabs located on the top of the access panel into position and secure with 2 screws as shown below.



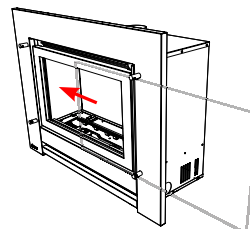
6. Feed the wire from the digital box on the floor of the unit up through the back of the faceplate and plug into the switch in the location shown.



7. Place power cord through opening located on the side of the faceplate and secure with supplied grommet.



8. Slide glass through brackets as shown.

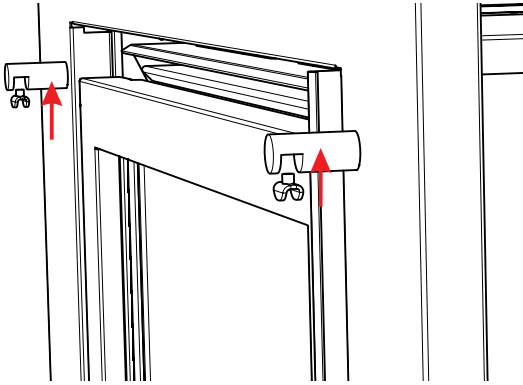


9. Secure logo plate to bottom left hand side of faceplate

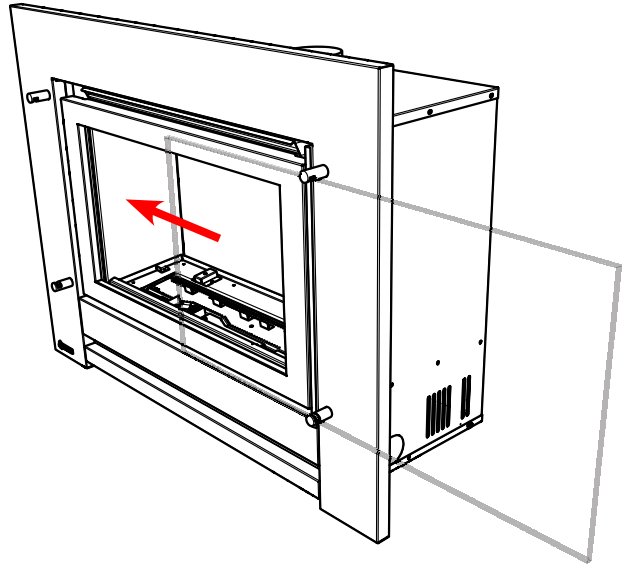


## PRIMARY GLASS GUARD INSTALLATION

1. Insert silicone grips into all four (4) glass retaining brackets.



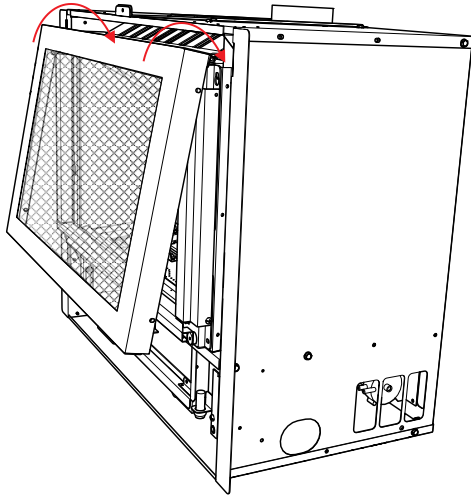
2. Slide glass through brackets.



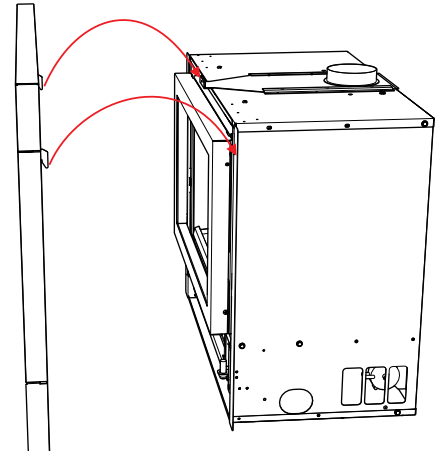
# installation

## 4 PIECE FACEPLATE INSTALLATION

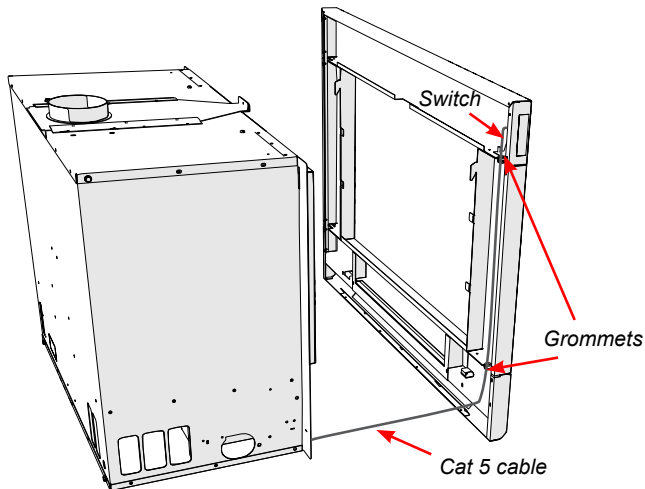
1. Hang trim (with mesh) over glass door frame and lower gently.



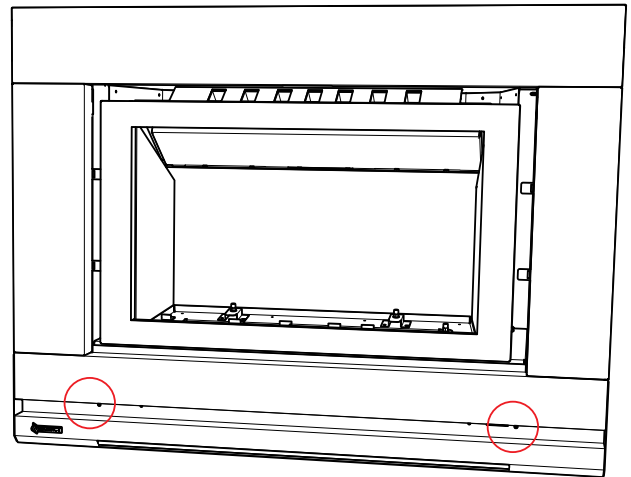
3. Lift Faceplate up, hook tabs on the Faceplate onto slots in the unit body.



2. Feed the wire from the digital box on the floor of the unit up through the back of the faceplate and plug into the switch in the location shown. Place grommets in the locations shown below.



4. When the faceplate is in position, secure with 2 screws in locations shown below and apply the Regency logo to the lower left hand corner.



5. Reverse steps to remove.

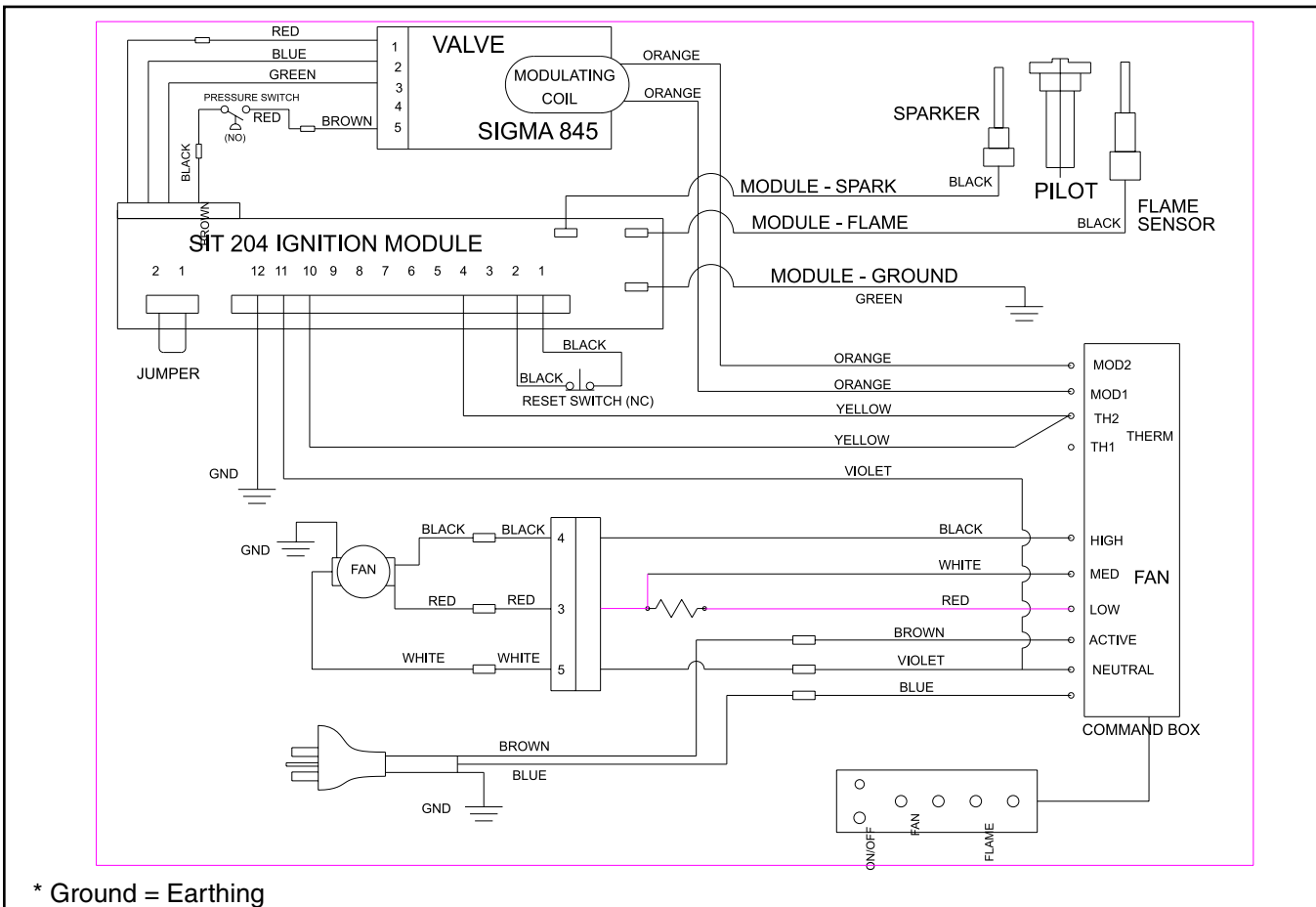
## WIRING

**DISCONNECT POWER SUPPLY TO UNIT PRIOR TO WORKING ON ELECTRICAL COMPONENTS.**

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

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

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



# operating instructions

## OPERATING INSTRUCTIONS

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

1. Read and understand these instructions before operating this appliance.
2. Check to see that all wiring is correct and enclosed to prevent possible shock.
3. Check to ensure there are no gas leaks.
4. Make sure the glass door is in place. Never operate the appliance with the door glass removed.
5. Verify that all flueing and the cap is unobstructed.
6. Verify log placement.
7. The unit should never be turned off and on again without a minimum of a 60 second wait.
8. When lighting the appliance, the inside of the glass may fog up. This will burn off after a few minutes of operation.

## LIGHTING INSTRUCTIONS

1. Plug the power cord into a power outlet.
2. Press and release the ON/OFF switch once to start the unit. The LED will be lit. ON/OFF function can be controlled by either Remote Control Wall Mount or ON/OFF Control on Unit.
3. After approximately 3 seconds the spark ignition system will spark for 25 seconds to light the pilot burner.
4. If the main burner does not light, repeat step 2 to restart the unit. (See "resetting the unit" in this manual.)

## SHUTDOWN INSTRUCTIONS

1. Press the ON/OFF switch once.
2. The LED will flash.
3. Turn off all electric power to the appliance if service is to be performed.

## FIRST FIRE

The **FIRST FIRE** in your heater is part of the paint curing process. To ensure that the paint is properly cured, it is recommended that you burn your fireplace for at least four (4) hours the first time you use it.

When first operated, the unit will release an odour caused by the curing of the paint and the burning off of any oils remaining from manufacturing. Smoke detectors in the house may go off at this time. Open a few windows to ventilate the room for a couple of hours. The glass may require cleaning.

**NOTE:** The main burner will always start on "HIGH" and resume it's last setting after 20 seconds of operation.

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

**DO NOT ATTEMPT TO CLEAN THE GLASS WHILE IT IS STILL HOT!**

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

## REMOTE CONTROL

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

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

- 1) Choose a convenient location to mount the hand held transmitter, protection from extreme heat is very important.

By using the wall mounting plate to house the transmitter, the remote can also be used as a wall thermostat.

**It is essential that the remote control and the receiver be coded together prior to the remote operation. For coding instructions refer to the manual supplied with the remote control.**



How to code the remote.

## SUMMARY OF CONTROLS

### On/Off Button

If the unit is switched off, pressing and releasing this button once will switch the unit on. The unit will resume its last settings.

If the unit is switched on, pressing and releasing this button once will switch the unit off.

### Flame:

**Increase** - If the unit is switched on, pressing and releasing the flame plus (+) button once will increase the flame height to the next available high setting.

**Decrease** - If the unit is switched on, pressing and releasing the flame minus (-) button once will decrease the flame height to the next available low setting.

### Fan:

**Increase** - If the unit is switched on, pressing and releasing the fan plus (+) button once will increase the fan speed to the next available high setting.

**Decrease** - If the unit is switched on, pressing and releasing the fan minus (-) button once will decrease the fan speed to the next available low setting.

Note: the fan will not completely turn off on this unit.

## FAN OPERATION

Set the fan speed on the control panel to adjust to the desired speed.

Pressing and releasing the plus (+) FAN button will change the fan speed as follows:

LOW -> MEDIUM -> HIGH -> .

Pressing and releasing the minus (-) FAN button will be the reverse of the above.

**Fan must be running at all times when the unit is in operation.**

## ADJUSTING FLAME HEIGHT

There are six flame settings that can be adjusted by pressing and releasing the plus (+) and minus (-) FLAME button.

## COPY OF LIGHTING PLATE INSTRUCTIONS

### FOR YOUR SAFETY READ BEFORE LIGHTING

#### SUITABLE ONLY FOR INDOOR INSTALLATION

This appliance must be installed in accordance with local codes, if any; if not, follow the current AS/NZS 5601

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

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

B) 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.

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

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

### LIGHTING INSTRUCTIONS

**STOP!** Read the safety information above on this label.

- 1) Plug the power cord into a power outlet.
  - 2) Press and release the ON/OFF button once to start the unit.
- \*ON/OFF function may be controlled by either Remote Wall Mount Control or ON/OFF control on the Unit.
- 3) After approximately 3 seconds the spark ignition system will spark for 25 seconds to light the main burner.
  - 4) If the main burner does not light, check the gas and reset the unit.

### TO TURN OFF GAS APPLIANCE

- 1) Press the ON/OFF button once.
- 2) Turn off all electric power to the unit if service is to be performed.

**DO NOT REMOVE THIS INSTRUCTION PLATE** 919-130b

## NORMAL OPERATING SOUNDS OF GAS APPLIANCES

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

#### Blower:

Regency gas appliances use high tech blowers to push heated air farther into the room. It is not unusual for the fan to make a "whirring" sound when ON. This sound will increase or decrease in volume depending on the speed setting of your fan speed control.

#### Burner Tray:

The burner tray is positioned directly under the burner tube(s) and logs and is made of a different gauge material from the rest of the firebox and body. Therefore, the varying thicknesses of steel will expand and contract at slightly different rates which can cause "ticking" and "cracking" sounds. You should also be aware that as there are temperature changes within the unit these sounds will likely re-occur. Again, this is normal for steel fireboxes.

#### Gas Control Valve:

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

#### Unit Body/Firebox:

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

## RESETTING THE UNIT

If the appliance goes to 'lockout', the system will have to be reset by depressing the reset button - located on the right side of the unit by glass frame.

**\*Important:** Wait at least 5 min for any unburned gas to clear before resetting the appliance.

- 1) "Turn unit "on" via remote or touch pad.
- 2) Locate the reset button on the bottom right side of the fascia.
- 3) Press and release the reset button - once.
- 4) Wait for approximately 3 seconds - the pilot sparks can be heard and seen. It will take approximately 2 to 3 seconds for the flame to be lit.

**NOTE:** Wait 5 minutes between reset attempts.

**NOTE:** If unit fails to light after 25 seconds; wait 5 min, then manually reset using red button on the right hand side below glass frame.

**WARNING:**  
**DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILE IN OPERATION.**



"Appliances incorporating a live fuel effect (designed to operate with blue flames with slight yellow tips) may exhibit slight carbon deposition."

## MAINTENANCE INSTRUCTIONS

1. Always turn off the gas valve before cleaning. For relighting, refer to lighting instructions. Keep the burner and control compartment clean by brushing and vacuuming at least once a year.
  2. Clean appliance and door with a damp cloth (never when unit is hot). Never use an abrasive cleaner. The glass should be cleaned with a gas fireplace glass cleaner. The glass should be cleaned when it starts looking cloudy.
  3. The faceplate is finished in a heat resistant paint and should only be refinished with heat resistant paint. Regency® uses StoveBright Paint - Metallic Black #6309.
- Note: Faceplates and inner panels made from stainless steel will naturally change color over time.**
4. Make a periodic check of burner for proper position and condition. Visually check the flame of the burner periodically, making sure the flames are steady; not lifting or floating. If there is a problem, call a qualified service person.
  5. The appliance and venting system must be inspected before use, and at least annually, by a qualified field service person, to ensure that the flow of combustion and ventilation air is not obstructed.

**Note: Never operate the appliance without the glass properly secured in place.**

6. 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.
7. In the event this appliance has been serviced check that the vent-air system has been properly resealed & reinstalled in accordance with the manufacturer's instructions.
8. Verify operation after servicing.

## GENERAL VENT MAINTENANCE

Conduct an inspection of the venting system semi-annually. Recommended areas to inspect as follows:

1. Check the Venting System for corrosion in areas that are exposed to the elements. These will appear as rust spots or streaks, and in extreme cases, holes. These components should be replaced immediately.
2. Remove the Cap, and shine a flashlight down the Vent. Remove any bird nests, or other foreign material.
3. Check for evidences of excessive condensation, such as water droplets forming in the inner liner, and subsequently dripping out the joints. Continuous condensation can cause corrosion of caps, pipe, and fittings. It may be caused by having excessive lateral runs, too many elbows, and exterior portions of the system being exposed to cold weather.
4. Inspect joints, to verify that no pipe sections or fittings have been disturbed, and consequently loosened. Also check mechanical supports such as Wall Straps, or plumbers' tape for rigidity.

## GLASS GASKET

If the glass gasket requires replacement use a tadpole glass gasket (Part # 936-155).

## GLASS DOOR

Your Regency® fireplace is supplied with high temperature 5mm-Ceramic glass. If your glass requires cleaning, we recommend using an approved glass cleaner available at all authorized dealers. Do not use abrasive materials.

### CAUTION & WARNINGS:

- \* Do not clean when the glass is hot.
- \* The use of substitute glass will void all product warranties.
- \* Care must be taken to avoid breakage of the glass.
- \* Do not strike or abuse the glass.
- \* Do not operate this fireplace without the glass front or with a cracked or broken glass front.
- \* Wear gloves when removing damaged or broken glass.
- \* Replacement of the glass panel(s) should be done by a licensed or qualified service person.

## GLASS REPLACEMENT

In the event that you break your glass by impact, purchase your replacement from an authorized Regency® dealer only.

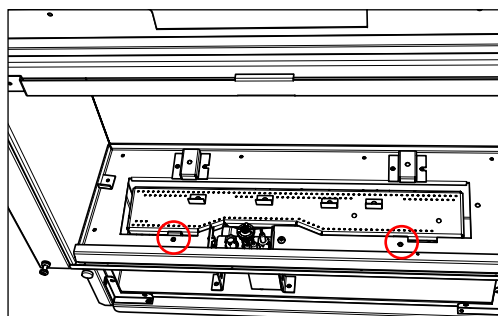
Replacement glass is shipped already installed into the door frame.

**CAUTION: Wear gloves when removing damaged or broken glass.**

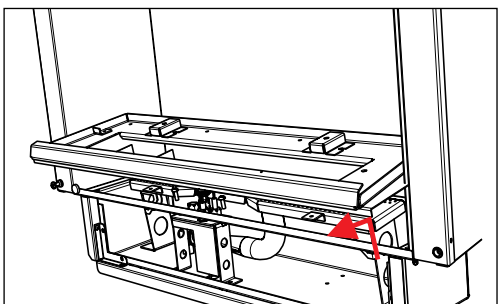
**WARNING: Do not operate the appliance with the glass panels removed, cracked or broken. Replacement of the glass panels should be done by a licensed or qualified service person.**

## VALVE TRAY REPLACEMENT

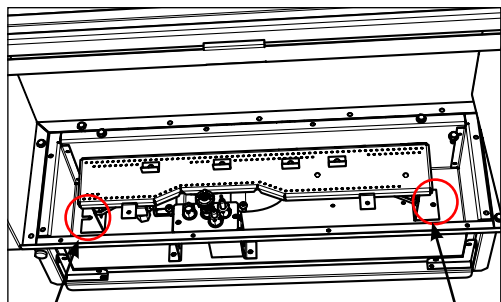
1. Unplug or disconnect the power source to the unit.
2. Shut off the gas supply and remove the gas connection from the valve.
3. Remove the faceplate, door frame, safety glass or screen.
4. Remove the glass door. (See door removal section in this manual).
5. Remove the logs. (See log section in this manual).
6. Remove the panels. (See panel section in this manual).
7. Remove the log tray, by removing 2 screws in locations shown below.



8. Lift log tray up and out to remove.



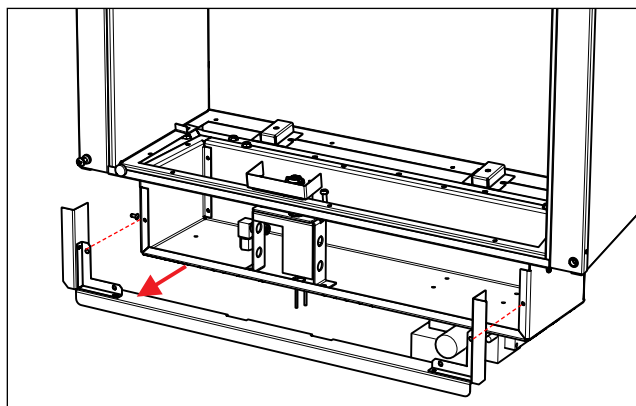
9. Remove burner - loosen screw on left side, remove screw from right side - slide to the right and lift up and out to remove.



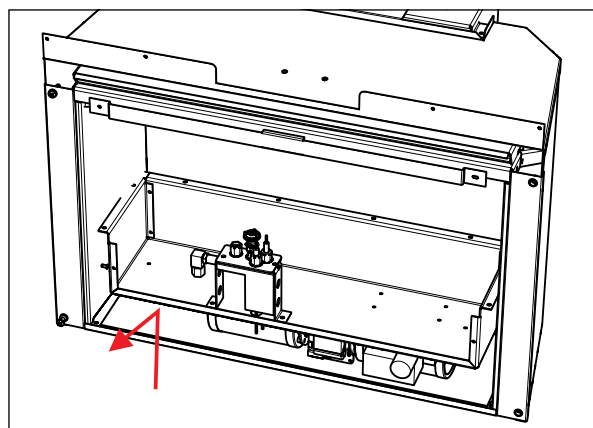
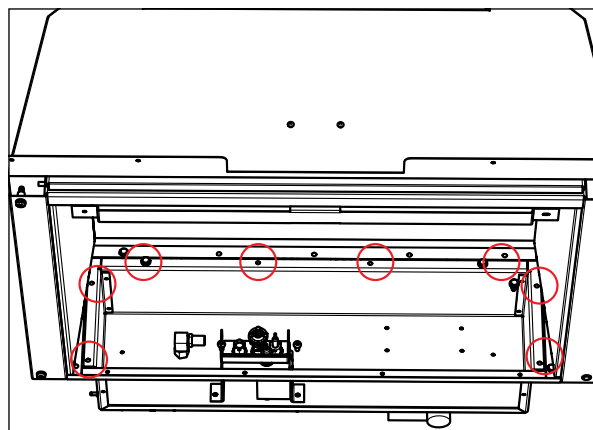
Loosen

Remove

10. Remove 2 screws in location shown below to remove front bracket.



11. Remove 8 screws to remove valve tray - lift up and out to remove.

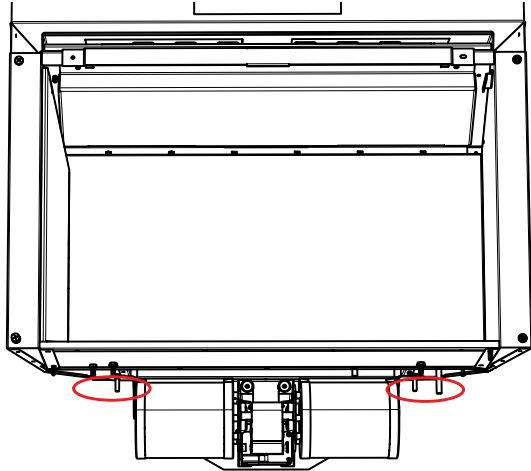


12. Replace valve tray and reverse steps 11-1.

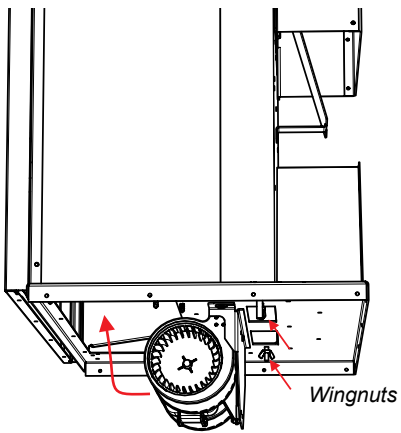


## FAN MAINTENANCE

1. Follow steps 1-11 on previous page to access fan.
2. Disconnect fan wires and ground wire.



3. Loosen 2 wing nuts on either side of fan.
4. Slide fan forward and lift out to remove.



5. Replace or service fan.
6. Reverse steps 5-1 to reinstall fan.

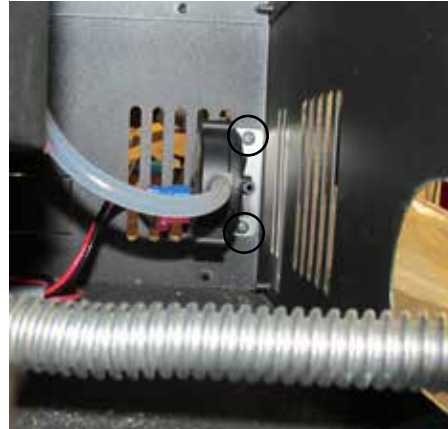
## PRESSURE SWITCH REPLACEMENT

Before you start ensure all power is turned off.

1. Follow steps 1-11 on previous page to access pressure switch.
2. Disconnect wire leads and tubing on the switch.

**NOTE:** It is important to label wires and hose connections to ensure the new switch is hooked up in the same manner.

3. Remove the two screws on the mounting bracket.



*Remove 2 screws*

4. Slide switch out to the left side.
5. Remove switch and replace.
6. Reverse steps to complete installation.

### Handling of Ceramic fiber log sets and brick panels

When installing or removing ceramic fiber log sets or ceramic brick panels (if installed) from an appliance we recommend that you use latex gloves and a P1 respiratory filter be used.

We also recommend if when servicing the appliance that any items which may be replaced, not be broken up and are sealed within a heavy duty polythene bag and labeled as RCF waste.

A vacuum with a HEPA filter should be used when cleaning up remaining dust or broken bits.

Protective clothing is not required when handling these articles.

RCF waste is classed as stable, nonhazardous waste which may be disposed of at any licensed landfill site.



**All maintenance must be carried out by a licensed qualified service person**

IT IS CRITICAL THAT THIS APPLIANCE IS EARTHED AND THAT THE ACTIVE AND NEUTRAL ARE NOT REVERSED

Unit Operation	Action required
No gas to the pilot burner	The pilot valve should open at the same time the ignition commence sparking. If there is no gas to the pilot, turn unit off. Connect manometer to inlet test point on the gas valve and check static pressure. • If OK, turn unit on and check there is no significant drop in the pressure.
Unit sparks, pilot ignites, spark continues for 25 seconds, even after pilot flame is present	This can be caused by incorrect polarity. • Check that wall socket to appliance has correct polarity. • If an extension lead is fitted, check polarity of the lead. • Check the polarity of the supply lead to the appliance. NOTE: The above checks must be carried out by a qualified service person.
Unit sparks and pilot light ignites spark stops but main burner does not ignite	Check if convection fan is operating, if not, turn unit off and try again. If convection fan operates pilot is established and main burner still does not ignite, shut down unit and call qualified service person.
Convection fan operates, but no ignition after approximately 30 seconds	Ignition module is in lockout, reset module. Turn on again. Note: On initial light up, this may occur a number of times until any residual air is purged from the gas line through the pilot system. It is essential the required waiting time as stated in the manual is observed prior to attempting ignition.
Confirm spark is produced when heater is turned on	The ignition electrode should spark at the same time the gas control solenoid valve opens. At this point, the spark electrode will activate for up to 30 seconds. A blue spark can be seen when the heater ignition process starts. Ensure the spark is present between electrode and burner.

**ABNORMAL OPERATION**

If main burner does not light but pilot stays on, shut down heater and contact your dealer. If excessive carbon on logs or glass contact your dealer for service.

**THE MAJOR CAUSE OF OPERATING PROBLEMS WITH GAS HEATERS IS IMPROPER GAS PRESSURE**

Such problems as changes in flame colour or configuration, burner outages, intermittent operations, changes in heat output, excessive burner noise, are nearly always the result of changes in gas pressure or improper gas pressure at time of installation.

THE MOST IMPORTANT ITEM TO CHECK DURING THE INSTALLATION AND THE FIRST THING TO CHECK WHEN PROBLEMS OCCUR IS GAS PRESSURE.

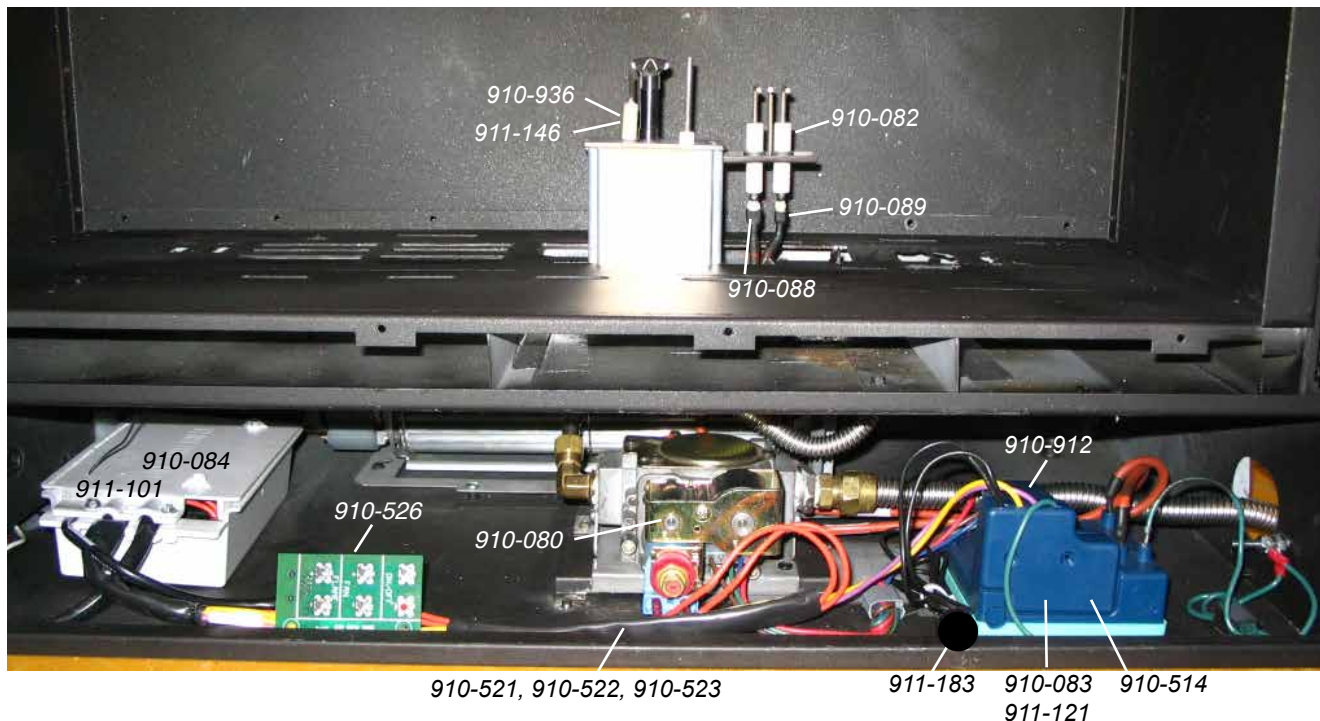
**CHECK DATA PLATE FOR CORRECT PRESSURE SETTINGS**

INCORRECT INSTALLATION OR GAS PRESSURE SETTINGS ARE NOT COVERED BY WARRANTY, A SERVICE OR CALLOUT FEE WILL BE CHARGED IN THESE CIRCUMSTANCES

## parts list

### ELECTRONIC COMPONENTS PARTS LIST

**Note:** Depending on the model, the diagram shown below may not depict the actual parts - for reference purposes only.



	FG38	FG39	PG33	PG36 / PG36D	PG121/ PG131	GFi350L	IG34	GF900L/C	GF1500L
<b>910-909</b> Fan Resistor	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>910-936</b> Intermittent Pilot	N/A	✓	✓	✓	✓	N/A	✓	✓	N/A
<b>911-146</b> Intermittent Pilot	N/A	N/A	N/A	N/A	N/A	✓	N/A	N/A	✓
<b>910-082</b> Direct Spark Ignitor	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>910-089</b> Flame Cable	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>910-088</b> Spark Cable	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>910-084</b> Control Box	✓	✓	✓	✓	✓	N/A	✓	N/A	N/A
<b>911-101</b> Control Box	N/A	N/A	N/A	N/A	N/A	✓	N/A	✓	✓
<b>910-527</b> Manual Control Switch	✓	✓	N/A	N/A	N/A	N/A	✓	N/A	N/A
<b>910-080</b> Valve	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>910-521</b> Control Box Cable (1) <b>910-522</b> Control Box Cable (2) <b>910-523</b> Control Box Cable (3) <b>910-525</b> Control Box Cable (4)	*N/A	(2)	(1)	(1)	(3)	N/A	(2)	N/A	N/A
<b>910-912</b> Ignition Module to Valve Cable	N/A	N/A	✓	✓	✓	✓	✓	✓	✓
<b>911-183</b> Reset Switch	N/A	✓	✓	✓	✓	✓	✓	✓	✓
<b>910-083</b> Ignition Module (1) <b>911-121</b> Ignition Module (2)	(1) (2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)	(2)
<b>910-514</b> Jumper Wire	N/A	✓	✓	✓	✓	✓			
<b>910-935</b> Manual Control Switch	N/A	N/A	✓	✓	✓	N/A	✓	N/A	N/A

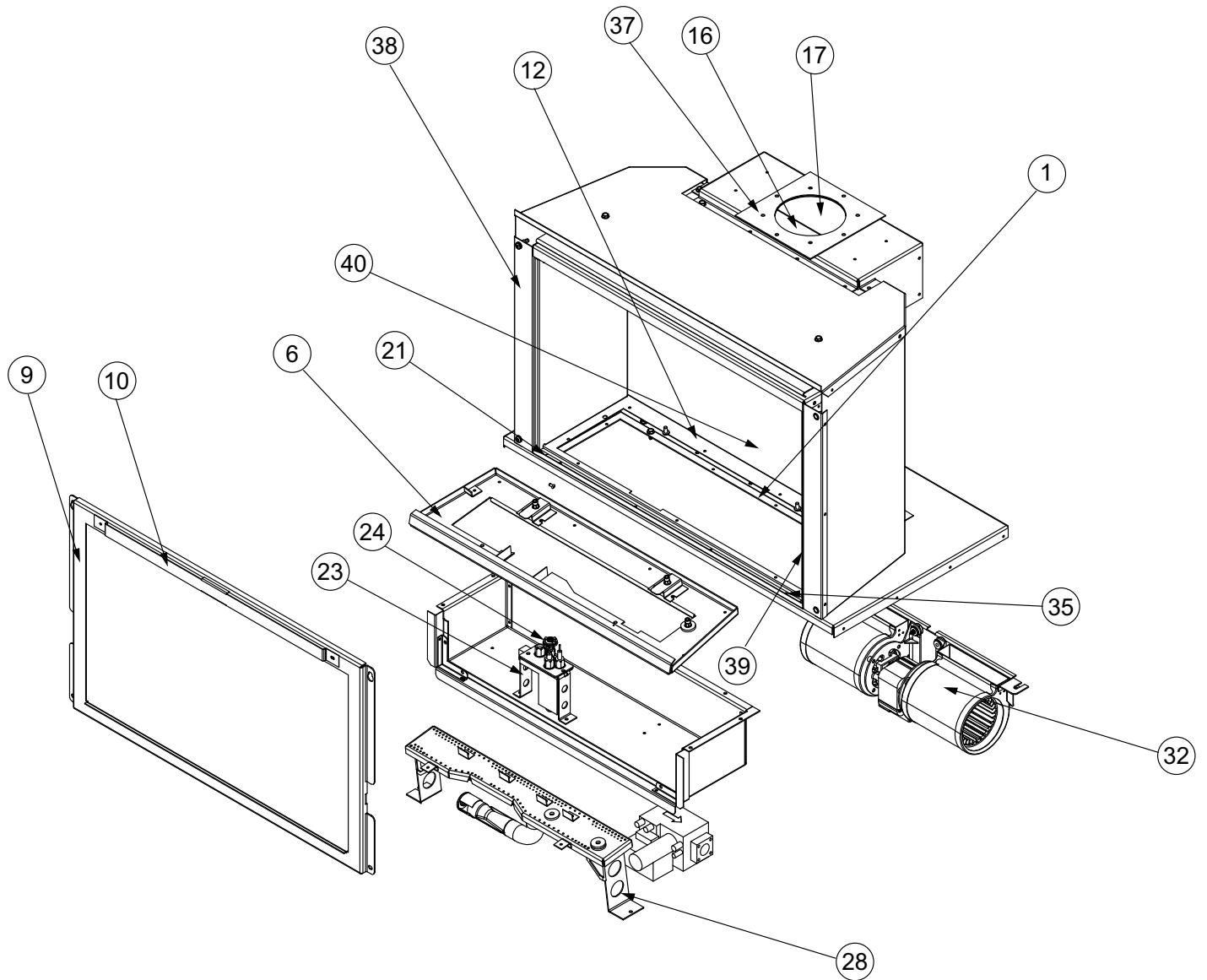
**\*\*Note:** The Control Box Cable wires for the FG38 come separately: 910-502, 910-505, 910-506, 910-507, 910-509

## MAIN ASSEMBLY

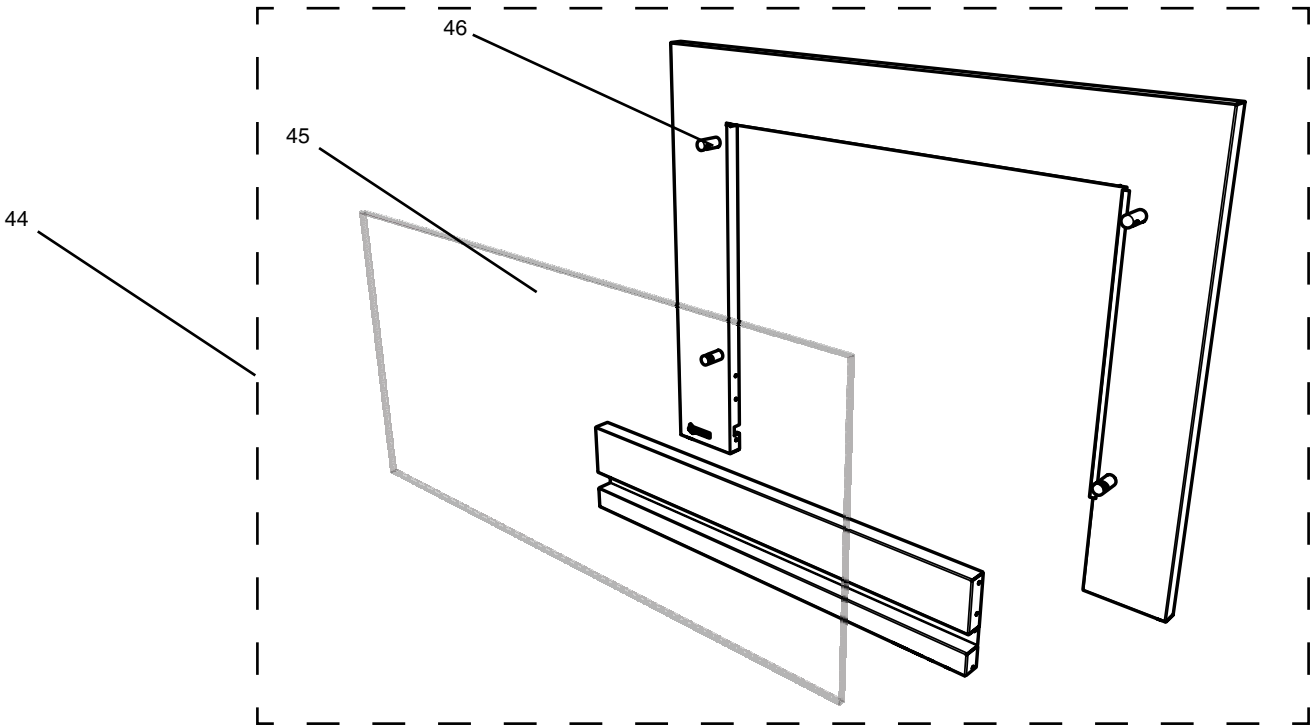
Part #	Description	Part #	Description
1	** Firebox Side-Back	28	626-525 Burner Assembly NG
6	626-023 Glass Tray Assembly	28	626-530 Burner Assembly LP
7	** Firebox baffle	32	910-155/P Replacement Fan Motor
8	940-427/P 5mm glass Neo Ceramic	35	626-041 Sealing Bracket
9	626-037 Glass Frame	37	430-011 Gasket
10	626-042 Trim Hanger	38	626-063 Inner Panel Left
13	626-065 Panel	39	626-064 Inner Panel Right
14	626-063 Panel LH	40	626-065 Inner Panel Rear
15	626-034 Panel Bracket LH	*	948-223 Regency Logo Plate
16	626-036 Drafthood	*	910-909 Resistor Fan
17	626-038 Down draft deflector	*	911-112 Pressure Switch
19	904-643 #10-16 x 1/2" HEX SMS	*	911-141 Power Cord
20	904-564 INSERT 10-24 HEX OPEN END	*	626-930 Log Set
21	940-790 MAGNET ROUND 1/2" x 1/8"	*	911-121 Sit Control Module 230V 0.579.204
22	904-839 1/4-20 x 1 PAN HD PHIL BLK-OXIDE	*	911-101 ECS Control Box
23	W840470 Pilot Assembly Gasket	*	911-142 Wire Harness ECS
24	911-146 Pilot Assembly - NG	*	910-912 Wire Harness Module to valve
25	911-157 Pilot Assembly - LP	*	910-514 Wire Jumper SIT ignition module
*	904-593 Burner Orifice #40 NG	*	910-080 Sigma Valve NG
*	936-170 Orifice Gasket	*	910-081 Sigma Valve LP
*	904-345 Burner Orifice #53 LPG	*	627-969 LP conversion kit
*	904-575 Burner Orifice #55 ULPG	*	626-900 Zero clearance kit
*	911-145 Manual Switch	*	627-900 One Trip Installation kit
		*	911-100 Remote Control
*	Not shown	*	626-513 Flue Collar
**	Not a replacement part	*	626-076 F/P Mounting Bracket Left
		*	626-077 F/P Mounting Bracket Right
		*	910-528 CAT 5 Cable
		*	911-229 Wire Harness
		*	911-183 Black Round Reset Switch
			919-769 Manual
		*	Not shown

## parts list

### MAIN ASSEMBLY



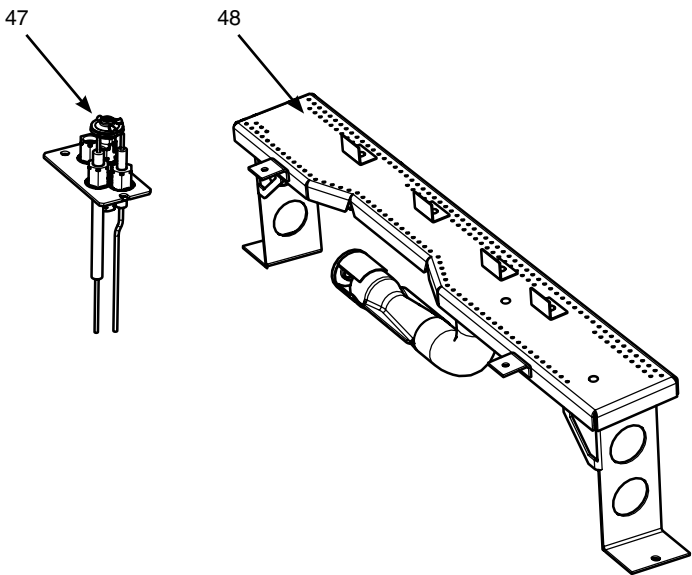
FACEPLATE ASSEMBLY



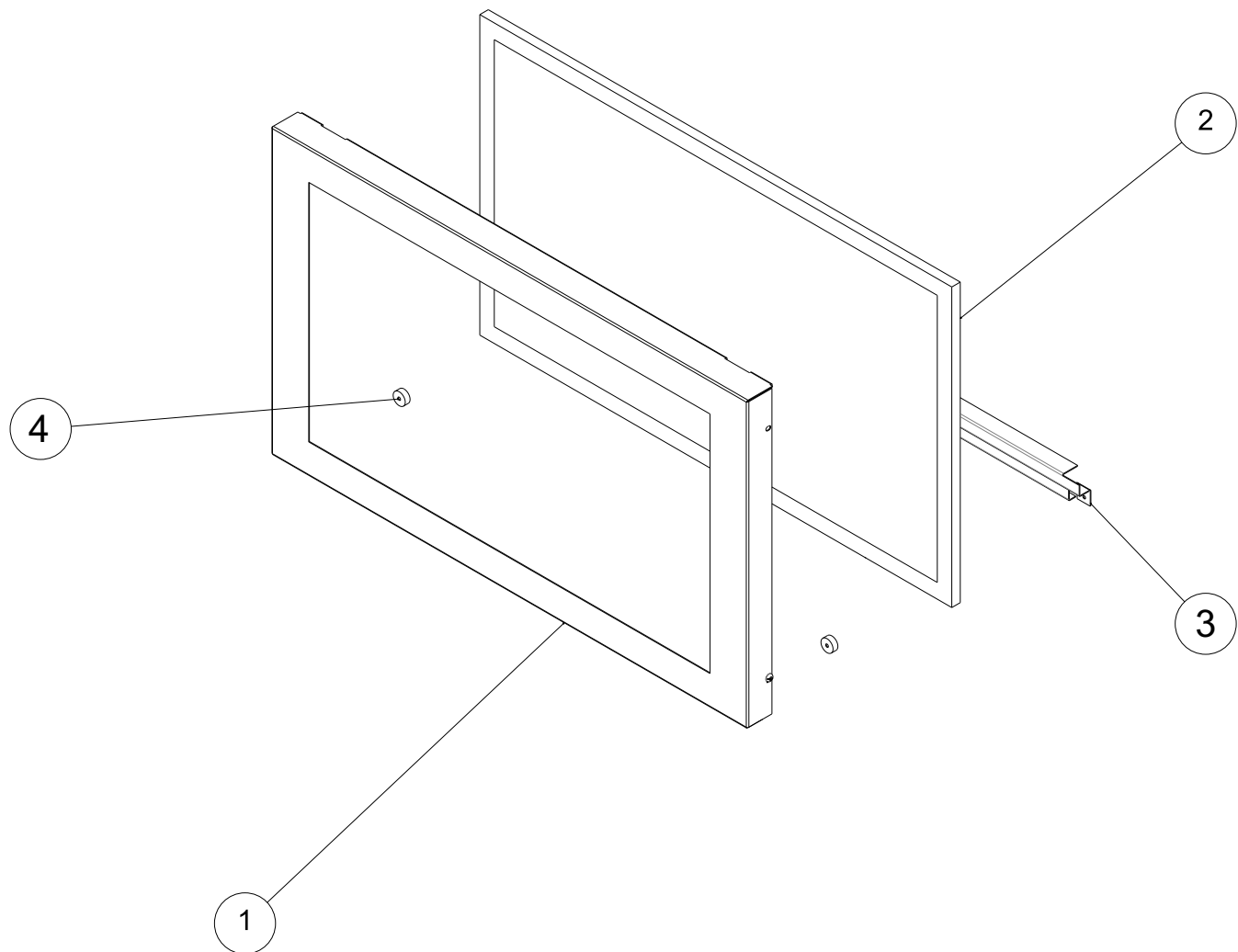
44	627-914	Black Faceplate w/ Black Trim And Glass	*	911-145	Manual Switch
44	627-912	Black Faceplate w/ Black Trim And Glass Guard	*	919-488	Manual Switch Decal
45	627-020	Glass Mesh Guard	*	904-790	Round Magnet (ea)
45	940-428/P	Tempered Glass	*	904-970	Round cup magnet (ea)
46	948-076	Glass Standoff (ea)	*	627-021	Fascia Hanger (glass guard) ea

BURNER AND PILOT ASSEMBLY

	Part #	Description
47	911-146	Pilot Assembly - NG
	911-157	Pilot Assembly - LP
48	626-525	Burner Assembly - NG
	626-530	Burner Assembly - LP



STAINLESS STEEL DOOR TRIM



	Part #	Description
1	626-932	GF350 stainless steel door trim
2	627-020	Safety Screen (comes with appliance)
3	626-058	Stainless steel inside bottom frame
4	904-791	Cup Magnet

### Limited Lifetime Warranty

FPI Fireplace Products International Ltd. ("the manufacturer") through its wholly owned subsidiary, Fireplace Products Australia Pty Ltd (for Australia and New Zealand customers) and sold under the Regency® brand of fireplace products (collectively referred to herein as "FPI"), extends this Limited Lifetime Warranty to the original purchaser of this appliance provided the product remains in the original place of installation. The items covered by this limited warranty and the period of such coverage is set forth in the table below.

Some conditions apply (see below).

The policy is not transferable, amendable or negotiable under any circumstances.

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

After the original warranty coverage for any of the parts above have expired, any repair and/or replacement parts purchased by the consumer from FPI or through an accredited distributor or dealer will carry a ninety (90) day warranty (valid only with an original copy of the tax invoice). No labor coverage is included with any repair and/or replacement part.

Replacement parts are limited to one per warranty term.

### Conditions:

Warranty protects against defect in manufacture or FPI factory assembled components only, unless herein specified otherwise. This warranty will only apply to those products which are acquired at the time of this warranty being effective. FPI will not be liable for any damage or loss that falls outside the scope of the warranty.

Any part(s) found to be defective during the warranty period as outlined above will be repaired or replaced at FPI's option through an accredited distributor, dealer or pre-approved and assigned agent provided that the defective

## warranty

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part is returned to the distributor, dealer or agent for inspection if requested by FPI. Alternatively, FPI may at its own discretion fully discharge all of its obligations under the warranty by refunding the verified purchase price of the product to the original purchaser. The purchase price must be confirmed by an original copy of the tax invoice.

**The authorised selling dealer, or an alternative authorised FPI dealer if pre-approved by FPI, is responsible for all in-field diagnosis and service work related to all warranty claims. This warranty does not cover dealer travel costs for diagnostic or service work. Dealers may charge homeowner for travel and additional time. Check with your selling dealer in advance for any costs to you when arranging a warranty call. FPI is not responsible for results or costs of workmanship of unauthorised FPI dealers or agents in the negligence of their service work. Additional service fees may apply if you are seeking warranty service from a dealer other than the dealer from whom you originally purchased the product.**

At all times FPI reserves the right to inspect reported complaints on location in the field claimed to be defective and determine whether the warranty will apply prior to processing or authorising of any claim. Failure to allow this upon request will void the warranty.

All warranty claims must be submitted by the dealer servicing the claim, including an original copy of the tax invoice (proof of purchase by you). All claims must be complete and provide full details as requested by FPI to receive consideration for evaluation, including proof of maintenance records. Incomplete claims may be rejected. FPI has absolute discretion to assess and determine any warranty claim and may accept or reject a claim as it considers appropriate. Any part or parts of the unit found to be defective will be repaired or replaced at FPI's option, through an accredited distributor or service agent provided that the defective part be returned to the distributor or agent, Transportation Prepaid, if requested. **It is the general practice of FPI to charge for larger, higher priced replacement parts and issue credit once the replaced component has been returned to FPI and evaluated for manufacturer defect.**

**If a consumer has a unit installed outside an accredited distributor, dealer or pre-approved service agent's service area, or the closest approved service agent is situated more than thirty (30) kilometres from the installation, FPI is not obliged to arrange warranty repairs or shipping/transportation costs. In these cases, the consumer must arrange warranty service with its selling dealer, and shipping, travel and/or additional labor charges will apply.**

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

All Local and National required codes must be met.

The installer is responsible to ensure the unit is operating as designed at the time of installation.

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

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

### **Exclusions:**

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

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



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

Any unit showing signs of neglect or misuse will not be covered under the terms of this warranty policy and may void this warranty. This includes units with rusted or corroded fireboxes which have not been reported as rusted or corroded within three (3) months of installation/purchase. Any alteration to the unit which causes sooting or carboning that results in damage to the exterior fascia or over firing that can cause component or firebox/heat exchanger failure will not be covered by this warranty.

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

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

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

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

Porcelain/Enamel: Absolute perfection is neither guaranteed nor commercially possible. Any chips must be reported and inspected by the authorised selling dealer within three (3) days of installation. Any damage of this type not reported after this time period will be subject to rejection and any related warranty will not apply.

Special Finishes: Expect some changes in color as the product "ages" with constant heating and cooling. The manufacturer warranty does not cover tarnishing, changing colors and/or marks (i.e. finger prints, etc.) after the purchase of the product. Damage from the use of abrasive cleaners is not covered by warranty.

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

**INCORRECT INSTALLATION OR GAS PRESSURE SETTINGS ARE NOT COVERED BY WARRANTY. A SERVICE OR CALLOUT FEE WILL BE CHARGED IN THESE CIRCUMSTANCES.**

## **Limitations of Liability:**

### 1. Exclusion of implied terms

The customer may have the benefit of consumer guarantees under the Australian Consumer Law. To the maximum extent permitted by law, all terms, conditions or warranties that would be implied into this Warranty or in connection with the supply of any goods or services by the supplier under law or statute or custom or international conventions are excluded.

### 2. Limitation of liability

(a) To the maximum extent permitted by law and subject to clauses 1 and 3, the supplier's total liability arising out of or in connection with its performance or its obligations pursuant to this Warranty, or arising out of or in connection with the supply of specific goods or services (including pursuant to or for breach of this Warranty, under statute, in equity or for tort, including negligent acts or omissions) is limited as follows: (i) the supplier shall have no liability to the customer for any Consequential Loss; (ii) without limiting the effect of clause 2(a)(i), the supplier's total aggregate liability for Loss, however arising, shall not exceed the GST exclusive aggregate price paid by the customer to the supplier for the specific goods or services that gave rise to the Loss in question.

(b) The limitations and exclusions in this sub-clause do not apply to the extent that any Loss is directly attributable to: (i) the personal injury or death caused by the supplier's default, breach of this Warranty or negligence; or (ii) fraud by the supplier.

(c) Each party must take reasonable steps to mitigate any Loss it suffers or incurs.

### 3. Limitation of liability under Australian Consumer Law Guarantees

(a) To the extent that goods supplied by the supplier are not goods of a kind ordinarily acquired for personal, domestic or household use and the customer is deemed to be a consumer for the purposes of section 64A of the Australian Consumer Law, the customer agrees that the supplier's liability for a failure to comply with a consumer guarantee that the customer may have a benefit under the Australian Consumer Law (other than a guarantee under sections 51 (title), 52 (undisturbed possession) and 53 (undisclosed securities)), is limited to, at the option of the supplier, one or more of the following: (i) replacement of the goods or the supply of equivalent goods; (ii) the repair of the goods; (iii) the payment of the cost of replacing the goods or of acquiring equivalent goods; or (iv) equivalent goods; or (v) the payment of the cost of having the goods repaired.

(b) To the extent that services supplied by the supplier are services other than services of a kind ordinarily acquired for personal, domestic or household use or consumption, the supplier's liability for failure to comply with a consumer guarantee that the customer may have the benefit of is limited to, at the option of the supplier: (i) the supply of the services again; or (ii) the payment of the cost of having the services supplied again.

### 4. Subject to Change

This Limited Warranty is given at the time of sale and purchase of the relevant fireplace product. The terms of this Limited Warranty may be amended from time to time by FPI in accordance with changes to business practices, consumer laws or other legal requirements. The rights and protections granted under the Limited Warranty are those in force in relation to a fireplace product at the time and in the place of sale of that product, and only those terms will be applicable in respect of that product.

### 5. Severability

Any term of this Limited Warranty that is invalid or unenforceable in any jurisdiction is to be read down for the purposes of that jurisdiction, if possible, so as to be valid and enforceable, and is otherwise capable of being severed to the extent of the invalidity or unenforceability, without affecting the remaining provisions of this Limited Warranty or affecting the validity or enforceability of that provision in any other jurisdiction.

### 6. Definitions

For purposes of clauses 1, 2 and 3:

(a) Consequential Loss means loss of expected savings, loss of use, loss of opportunity, loss of profit, loss of revenue, increased financing costs, loss arising from delay, or any consequential, special or indirect loss or damage, whether or not the possibility or potential extent of the loss or damage was known or foreseeable, and whether arising from a claim under indemnity, contract, tort (including negligence), statute or otherwise.

(b) Loss means any expense, cost or damage of any kind and includes Consequential Loss and a fine or penalty imposed by a statutory or other authority.

## How to Obtain Warranty Service:

Customers should contact the authorised selling dealer to obtain warranty service. In the event the authorised selling dealer is unable to provide warranty service, please contact FPI by mail at the address listed below. Please include your name, address, purchase date, selling dealer, serial #, type of unit, a brief description of the problem, email and telephone contact information, and a copy of your original tax invoice. A representative will contact you to make arrangements for an inspection and/or warranty service. (See below for Western Australia and/or New Zealand)

Please note Fireplace Products Australia Pty Ltd does not provide installation services.

### **Fireplace Products Australia Pty Ltd**

1 – 3 Conquest Way  
Hallam, VIC  
Australia, 3803  
Phone: +61 3 9799 7277  
Fax: +61 3 9799 7822

To obtain warranty service in Western Australia and/or New Zealand, please contact one of our authorised distributors in those areas:

#### Western Australia:

**Air Group Australia**  
28-30 Division St.  
Welshpool, WA  
Australia, 6106  
Phone: (08) 9350 2200  
Fax: (08) 9353 4225

#### New Zealand:

**Aber Holdings Ltd**  
PO Box 10095  
Te Rapa, Hamilton  
New Zealand, 3241  
Freephone: 0800 161 161

## Product Registration and Customer Support:

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



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

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

For purchases made in **AUSTRALIA:**

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

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

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

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

For purchases made in **CANADA:**

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

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

**Fireplace Products U.S., Inc.**  
PO Box 2189 PMB 125  
Blaine, WA  
United States, 98231

For purchases made in **AUSTRALIA:**

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

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

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

\_\_\_\_\_

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

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

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

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