

Figure 4.3 Replace Barrier Glass - Clean Face Finish

Removing Firebox Glass Assembly

- Remove the transition media from the appliance. Lift the transition media tray out of appliance. Disconnect the wires that are connected to the reset switch. The transition media tray fits tightly, lift carefully. See Figure 4.4.
- 2. Locate the glass clips that are on the upper edge of the glass frame of the appliance. See Figure 4.4.
- 3. Use both index fingers to release the glass clips.
- 4. Allow glass to tilt forward. Lift up and out. The glass will lift out of the bottom retaining lip.

Replacing Firebox Glass Assembly

1. Locate retaining lip on lower front face of firebox.

Note: Remove any media that may have fallen into the glass retaining lip.

- 2. Place glass assembly into retaining lip. Tilt top of glass assembly toward fireplace.
- 3. Assure proper left to right placement of glass and engage all four spring latches.

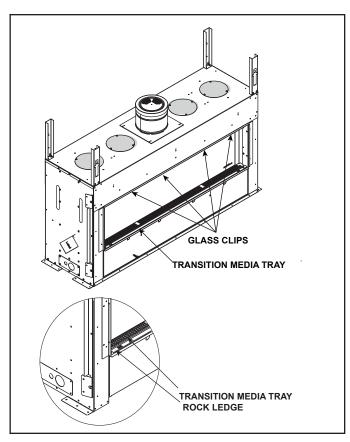


Figure 4.4 Location of Glass Clips and Transition Media Tray

Firebox Gasket Seal and Firebox Glass Assembly Inspection

Frequency: Annually

By: Qualified Service Technician

Tools needed: Protective gloves, suction cups, drop cloth and a stable work surface.

- · Inspect condition of gasket seal.
- Inspect firebox glass for scratches and nicks that can lead to breakage when exposed to heat.
- Confirm there is no damage to glass or glass frame.
 Replace as necessary.
- Verify that firebox glass is properly retained and attachment components are intact and not damaged. Replace as necessary.

Firebox

Frequency: Annually

By: Qualified Service Technician

Tools needed: Protective gloves, sandpaper, steel wool, cloths, mineral spirits, primer and touch-up paint.

- Inspect for paint condition, warped surfaces, corrosion or perforation. Sand and repaint as necessary.
- Replace fireplace if firebox has been perforated.

Control Compartment and Firebox Top

Frequency: Annually

By: Qualified Service Technician

Tools needed: Protective gloves, vacuum cleaner, dust cloths

- Vacuum and wipe out dust, cobwebs, debris or pet hair.
 Use caution when cleaning these areas. Screw tips that have penetrated the sheet metal are sharp and should be avoided.
- Remove all foreign objects.
- · Verify unobstructed air circulation.

Burner Ignition and Operation

Frequency: Annually

By: Qualified Service Technician

Tools needed: Protective gloves, vacuum cleaner, whisk broom, flashlight, voltmeter, indexed drill bit set, and a manometer.

- Verify burner is properly secured and aligned with pilot or igniter.
- Clean off burner tube, inspect for plugged ports, corrosion or deterioration. Replace burner if necessary.
- · Inspect for lifting or other flame problems.
- Verify air shutter setting is correct. See Installation Manual for required air shutter setting. Verify air shutter is clear of dust and debris.
- Inspect orifice for soot, dirt and corrosion. Verify orifice size is correct. See Service Parts List for proper orifice sizing.
- Verify manifold and inlet pressures. Adjust regulator as required.
- Check all accessible gas-carrying tubes, connections, pipes and other components for leaks.
- Inspect pilot flame pattern and strength. See Figure 45for proper pilot flame pattern. Clean or replace orifice spud as necessary.
- Inspect IntelliFire Plus flame sensing rod for soot, corrosion and deterioration. Polish with fine steel wool or replace as required.
- Verify IntelliFire Plus micro-amp output. Replace as necessary.
- Verify that there is not a short in flame sense circuit by checking continuity between pilot hood and flame sensing rod. Replace pilot as necessary.
- Check for smooth lighting and ignition carryover to all ports. Verify that there is no ignition delay. Inspect and ensure the lighting of the main burner occurs within four seconds of the main gas valve opening.

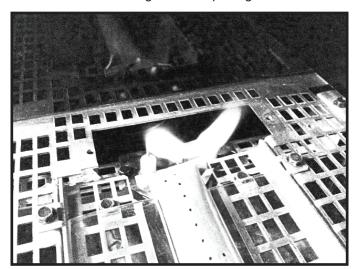


Figure 4.5 IPI Pilot Flame Pattern



5 Frequently Asked Questions and Troubleshooting

A. Frequently Asked Questions

ISSUE	SOLUTIONS
Appliance shuts down without	This model is equipped with a safety limit switch that force shutdown of the appliance if temperature exceeds specifications. Verify that power vent and optional PowerFlow™ Heat Management system(s) are functioning correctly.
command from remote control.	The appliance has a safety feature that automatically shuts down the fireplace after nine hours of continuous operation without receiving a command from the remote.
Condensation on the glass	This is a result of gas combustion and temperature variations. As the fireplace warms, this condensation will disappear.
Blue flames	This is a result of normal operation and the flames will begin to yellow as the fireplace is allowed to burn for 20 to 30 minutes.
Odor from fireplace	When first operated, this fireplace may release an odor for the first several hours. This is caused by the curing of materials from manufacturing. Odor may also be released from finishing materials and adhesives used near the fireplace. These circumstances may require additional curing related to the installation environment.
Flame appears colorless	Burner glass is installed incorrectly or media pieces may be lodged between burner glass and burner tube.
Film on the glass	This is a normal result of the curing process of the paint. Glass should be cleaned within 3 to 4 hours of initial burning. A non-abrasive cleaner such as gas appliance glass cleaner may be necessary. See your dealer.
Metallic noise	Noise is caused by metal expanding and contracting as it heats up and cools down, similar to the sound produced by a furnace or heating duct. This noise does not affect the operation or longevity of the fireplace.
Rock noise	There may be some "cracking" noise coming from the fireplace during the first few heating and cooling cycles. This noise is associated with settling rock and some minor cracking of larger pieces of rock. This will lessen over time as the glass rock is conditioned to the heating and cooling temperature changes.
Rocks falling through basepan	It is expected that a few small pieces of rock may fall through the basepan and come to rest on the fireplace bottom. This has no affect on fireplace performance.
Wall above appliance feels hot to the touch.	Contact your dealer. The wall above the PRIMO appliance should remain slightly warm to the touch.
Power vent turns on, but appliance does not light.	Appliance is equipped with a pre-purge safety feature. The appliance will take approximately 2 to 3 minutes to light. If appliance does not light after three attempts using the reset switch, contact a qualified service technician.
Power vent runs after appliance shuts down.	Appliance is equipped with a post-purge system/feature to eliminate condensation and keep the appliance components cool. The power vent will run approximately 20 minutes. If power vent does not shut off, contact a qualified service technician.
HEAT-ZONE-PRIMO and/or HEAT-OUT-PRIMO does not turn on when appliance is turned on.	Allow the limit switch to reach the temperature required for the PowerFlow™ Heat Management System to begin operation. The HEAT-ZONE-PRIMO and/or HEAT-OUT-PRIMO features should begin operation within twenty minutes of appliance ignition. The HEAT-ZONE-PRIMO and/or HEAT-OUT-PRIMO may cycle on and off until appliance reaches the desired temperature.
HEAT-ZONE-PRIMO and/or HEAT- OUT-PRIMO runs after appliance is shut down.	Appliance is equipped with a post-purge feature. This ensures that the barrier glass and appliance components remain cool to the touch. If these systems do not shut down, contact a qualified service technician. The HEAT-ZONE-PRIMO and/or HEAT-OUT-PRIMO may cycle on and off until appliance cools completely.

Contact your dealer for additional information regarding operation and troubleshooting. Visit www.heatnglo.com to locate a dealer.

B. Troubleshooting



DO NOT cycle the ON/OFF/REM selector switch more than one time within a five minute period. Gas may accumulate in firebox. Call a qualified service technician.

Troubleshooting

With proper installation, operation and maintenance your gas appliance will provide years of trouble-free service. If you do experience a problem, this troubleshooting guide will assist a qualified service technician in the diagnosis of a problem and the corrective action to be taken. This troubleshooting guide can only be used by a qualified service technician.

IntelliFire Touch Ignition System

Error Codes:

ECM 2.0 LED Er- ror Codes	Description	
3 Red: 1 Green	IFT-RC400 error message: 'Appliance Safely Disabled', pilot sparks for 90 sec, no flame rectification.	
2 Red: 1 Green	IFT-RC400 display: 'Error Pilot Flame', pilot valve solenoid not detected.	
2 Red: 2 Green	Sparking feedback signal error, spark coil failure.	
5 Red: 1 Green	IFT-RC400 display: 'Error Power Vent' (if installed).	

See Troubleshooting matrix for more detail on Lock-out Error Codes, Possible Causes and Corrective Actions.

Troubleshooting:

Symptom	Possible Cause	Corrective Action	
	Incorrect wiring.	Verify 'S' (White) sense wire and 'l' (orange) ignitor wire are connected to correct terminals on IFT-ECM 2.0.	
Pilot won't light, module clicks but no spark 90 sec, 3 Red/1 Green Lock out.	Loose connections or electrical shorts in wiring.	Verify no loose connections or electrical shorts in wiring from module to pilot assembly. Verify wire insulation is not damaged. Verify wires are not grounding out to chassis, pilot burner, or any other metal object. Replace any damaged wires.	
	Ignitor gap is too large.	Verify spark gap is approximately 0.095" (2.41 mm) to 0.135" (3.43 mm).	
Pilot won't light, there is no noise	No AC power, AC/DC adaptor faulty, backup batteries (if being used) depleted, IFT-ECM 2.0 slider switch in OFF position.	Verify IFT-ECM 2.0 slider switch is in ON or IFT-REM position Verify AC power available to junction box. Verify AC/DC adator is plugged into junction box and ECM 2.0. Verify AC/D adaptor output voltage is between 5.7-6.3 Vdc. If battery part is used, check battery pack voltage is >4.2 V (if not, replace batteries).	
or spark.	Shorted or loose connection in system wiring or wiring harness.	Verify system wiring configuration. Remove and reinstall wiring harness that plugs into module. Check continuity of wires in valve wiring harness. Replace any damaged components.	
	Poor or no system ground.	Verify black ground wire in valve harness is connected to metal chassis of fireplace.	
Pilot won't light, there is no noise or spark, 2 Red/1 Green Lockout.	Pilot solenoid not detected.	Check if valve harness orange wire is connected to pilot solenoid valve. Check pilot solenoid resistance, nominal is 40 ohms. If open or shorted, replace valve. Check valve harness wire continuity, if open replace 6-pin harness.	
Pilot won't light, there is no noise or spark, 2 Red/2 Green Lockout.	Spark coil failure.	Replace ECM 2.0.	

IntelliFire Touch Ignition System - (continued)

Troubleshooting (continued)

Symptom	Possible Cause	Corrective Action	
	No gas supply.	Verify incoming gas line ball valve is 'Open'. Verify inlet pressure is within requirement for gas type used. Contact gas supplier.	
Pilot sparks but does not light, after 90 sec, 3 Red/1 Green Lockout.	ECM 2.0 has poor ground.	Verify wiring, check valve harness black wire is securely grounded to metal chassis.	
	Gas valve defective.	Check pilot valve solenoid kick and hold voltages during ignition cycle. Kick V should be >1 V, hold V minimum 0.26 V. If voltages are OK, replace gas valve.	
Pilot lights but main burner does not light. Pilot continues to spark for 90 sec then goes into 3 Red/1 Green Lockout.	No flame detected. Flame rectification issue.	Check if white sense lead is securely connected to 'S' terminal of IFT-ECM 2.0. Check resistance of sense lead between sense rod tip and connector to IFT-ECM 2.0, should be less than 1 ohm - if not, replace pilot assembly. Check system ground, ensure black valve harness wire is securely attached to metal chassis. Check wiring for damage. With system OFF, check resistance between tip of sense rod and pilot hood, should be resistance (>1 M-ohm).	
	No flame detected or sense rod contamination.	With glass assembly installed, verify pilot flame is engulfir flame sense rod on pilot assembly. Verify inlet gas pressur is correct for gas type. Polish flame sense rod with fine ste wool to remove any contaminants that may have accumulate.	
Pilot lights and rectifies, but main burner does not light.	Check if green wire in valve harness is connected to green main valve solenoid. Check main valve solenoid resistance, nominal is 60 ohms. If open or shorted, replace valve. Verify valve inlet pressure is correct for gas type.		
Pilot and main do not light, ECM 2.0 goes into 5 Red/1 Green Lockout.	Power Vent (PV) Failure.	Power Vent blower defective - check wiring to IFT-PACM 2.0, check if blower is working. Check if PV pressure switch is connected to brown and black wire in 6-pin valve wire harness. Check if pressure switch is closed (shorted) when PV blower is running. Refer to PV troubleshooting instructions.	
	Shorted or loose connection in flame detection circuit.	Check if white sense lead is securely connected to 'S' terminal of IFT-ECM 2.0. Check resistance of sense lead between sense rod tip and connector to IFT-ECM 2.0, should be less than 1 ohm - if not, replace pilot assembly. Check system ground, ensure black valve harness wire is securely attached to metal chassis. Check wiring for damage. With system OFF, check resistance between tip of sense rod and pilot hood, should be resistance (>1 M-ohm).	
Appliance lights and runs for a few minutes then shuts down and/or appliance cycle ON and OFF with less than 90 sec of ON time.	Poor flame rectification or contaminated sense rod.	With glass assembly installed, verify pilot flame is engulfing flame sense rod on pilot assembly. Verify inlet gas pressure is correct for gas type. Polish flame sense rod with fine steel wool to remove any contaminants that may have accumulated. Verify no soot deposits are in sense rod to pilot hood gap.	
	Logs are set up wrong.	Remove and re-install logs per the log placement instructions.	
	Damaged pilot assembly.	Verify the pilot assembly ceramic insulator around the flame sensing rod is not cracked, damaged or loose. Check resistance between tip of sense rod and IFT-ECM 2.0 connector, should be less than 1 ohm. Replace pilot assembly if damage is detected.	

C. PVLP-SLP and PVV-SLP Power Vent Troubleshooting

Symptoms Compatible Control of the C		
IntelliFire Plus System	Possible Causes	Corrective Action
Main Closes/ Pilot open, 5 seconds later pilot sparking with power vent ON. If condition persists for 60 seconds, 8K-1 locks out with 3 LED alarm.	A. Pilot Rectification Failure	 Verify that black wire on IPI wire harness is properly grounded to the fireplace chassis. Verify that pilot is not being compromised by draft such that it fails to rectify. With the glass assembly in place, verify that the pilot flame is engulfing the flame sensing rod on the left side of the pilot hood. With a multimeter, verify that the current in series between the module and the sense lead is at least 0.14 microamps. Verify that line inlet pressure is within range on rating plate and correct pilot orifice is in pilot. If #1-3 are correct, replace IPI module.
Pilot and Main shut down and 8K1-PVI locks out with 4 LED alarm. Main Closes, 5 seconds later pilot	A. Blocked Flue/Insufficient Draft A. Shorted Pilot Sense	 Verify the teflon pressure tube is connected between power vent impeller housing and vacuum switch. Verify that wiring within Power Vent is correct and that the power vent operates during the ignition command. Verify that the venting is connected and sealed properly. Verify that the vent termination is not blocked. If #1 thru #4 are complete, connect black and red wires to bypass vacuum switch. If malfunction is corrected, lock-out system until the vacuum switch can be replaced. Verify 3/8 in. barrier glass gap is maintained and not obstructed. Gap must be 5/8 in. if Passive Heat option is installed. Verify that the white sensor lead is properly
sparking with power vent ON. If condition persists for 60 seconds, 8K-1 locks out with 3 LED alarm. 4. Main Closes, 5 seconds later pilot	A. Disconnected Pilot Sense	connected to the S-terminal on the module. 2. Check for soot deposits on the pilot sense rod, adjacent shielding, or logs. If so, clean affected parts. 3. Verify that the white sense lead from the pilot is not damaged or melted within the firebox or valve compartment. Replace pilot if damage exists. 1. Verify that white sensor lead is properly con-
sparking with power vent ON. If condition persists for 60 seconds, 8K-1 locks out with 3 LED alarm.	2.33333.3333.3333.	nected to the S-terminal and the orange ig- nitor lead is connected to the I-terminal on the module.
5. If given ignition command in both ON and REMOTE modes, system immediately locks-out with 3 LED alarm. Does not spark or attempt to ignite.	A. Pre-Existing/False Pilot Flame	Check for pre-existing pilot flame. If so, th- valve is defective and should replaced.
6. PRIMO48/PRIMO48ST (NG only): Pilot extinguishes	A. Air from power vent moves more quickly through the smaller size appliances.	PVLP-SLP: 1. Open power vent baffle no more than 1/2 inch. PVV-SLP: 1. Install flue restrictor at no more than the 1-1 setting.

D. PVI-SLP-B Power Vent Troubleshooting

Symptoms		Corrective Action		
IntelliFire Plus System	Possible Causes			
Main Closes/ Pilot open, 5 seconds later pilot sparking with power vent ON. If condition persists for 60 seconds, 8K-1 locks out with 3 LED alarm.	A. Pilot Rectification Failure	 Verify that black wire on IPI wire harness is properly grounded to the fireplace chassis. Verify that pilot is not being compromised by draft such that it fails to rectify. With the glass assembly in place, verify that the pilot flame is engulfing the flame sensing rod on the left side of the pilot hood. With a multi-meter, verify that the current in series between the module and the sense lead is at least 0.14 microamps. Verify that line inlet pressure is within range on rating plate and correct pilot orifice is in pilot. If #1-4 are correct, replace IPI module. 		
Pilot and Main shut down and 8K1-PVI locks out with 4 LED alarm.	B. Blocked Flue/Insufficient Draft	 Verify the teflon pressure tube is connected between power vent blower impeller housing and vacuum switch. Verify that wiring within PVI is correct and that the blower operates during the ignition command. Verify that the venting is connected and sealed properly. Verify that the vent termination is not blocked. If #1 thru #4 are complete, connect black and red wires to bypass vacuum switch. If malfunction is corrected, lock-out system until the vacuum switch can be replaced. Verify 3/8 in. barrier glass gap is maintained and not obstructed. 		
Main Closes, 5 seconds later pilot sparking with power vent ON. If condition persists for 60 seconds, 8K-1 locks out with 3 LED alarm.	C. Shorted Pilot Sense	 Verify that the white sensor lead is properly connected to the S-terminal on the module. Check for soot deposits on the pilot sense rod, adjacent shielding, or logs. If so, clean affected parts. Verify that the white sense lead from the pilot is not damaged or melted within the firebox or valve compartment. Replace pilot if damage exists. 		
Main Closes, 5 seconds later pilot sparking with power vent ON. If condition persists for 60 seconds, 8K-1 locks out with 3 LED alarm.	E. Disconnected Pilot Sense	Verify that white sensor lead is properly connected to the S-terminal and the orange ignitor lead is connected to the I-terminal on the module.		
5. If given ignition command in both ON and REMOTE modes, system immediately locks-out with 3 LED alarm. Does not spark or attempt to ignite.	F. Pre-Existing/False Pilot Flame	Check for pre-existing pilot flame. If so, the valve is defective and should replaced.		



Reference Materials

A. Accessories

WARNING! Risk of Fire and Electric Shock! Use ONLY Hearth & Home Technologies-approved optional accessories with this appliance. Using non-listed accessories could result in a safety hazard and will void the warranty.

Fire Art

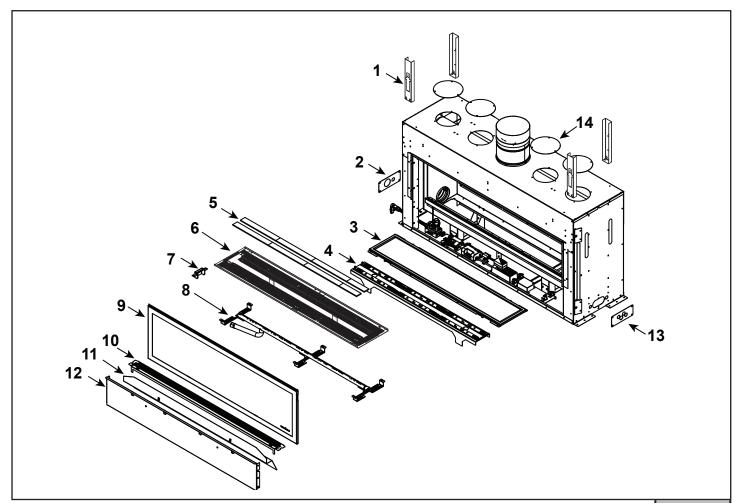
Fire art accessories may be installed by a qualified service technician following the instructions included with the accessory.

Optional accessories include modern logs, driftwood logs, and multiple media options. Contact your dealer for details.



48" Gas Fireplace - DV

Beginning Manufacturing Date: April 2015
Ending Manufacturing Date: Active



IMPORTANT: THIS IS DATED INFORMATION. Parts must be ordered from a dealer or distributor. **Hearth and Home Technologies does not sell directly to consumers**. Provide model number and serial number when requesting service parts from your dealer or distributor.

1

Stocked at Depot

ITEM	DESCRIPTION	COMMENTS	PART NUMBER	at Depot
1	Standoff, Top	Qty 4 req	2300-282	
2	Plate, Cover, Gas		2310-158	
3	Bottom glass		2300-018	
4	Light Tray Assembly		2310-014	
5	Glass Assembly, Burner		2310-017	
6	Glass and Rock Tray Assembly		2310-059	
7	Shield, Pilot		2310-139	
8	Burner Assembly		2310-007	Υ
9	Glass Assembly		GLA2310-019	
10	Transitions Rock Tray, Assembly		2310-027	
11	Light Tray Assembly, Transition		2310-013	
12	Panel, Bottom		2310-111	
13	Plate, Cover, Electrical		2310-144	
14	HZ Collar Cover Plate	Qty 4 req	2310-107	

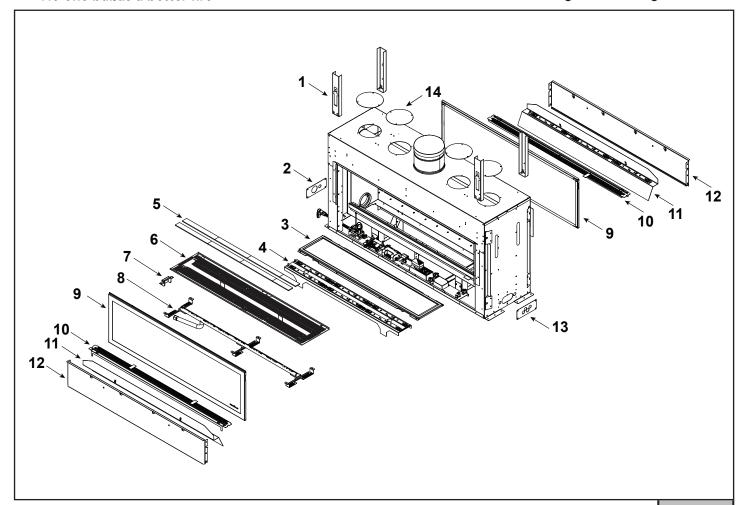
Additional service part numbers on following page.

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48" Gas Fireplace - DV

Beginning Manufacturing Date: April 2015
Ending Manufacturing Date: Active



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Stocked at Depot

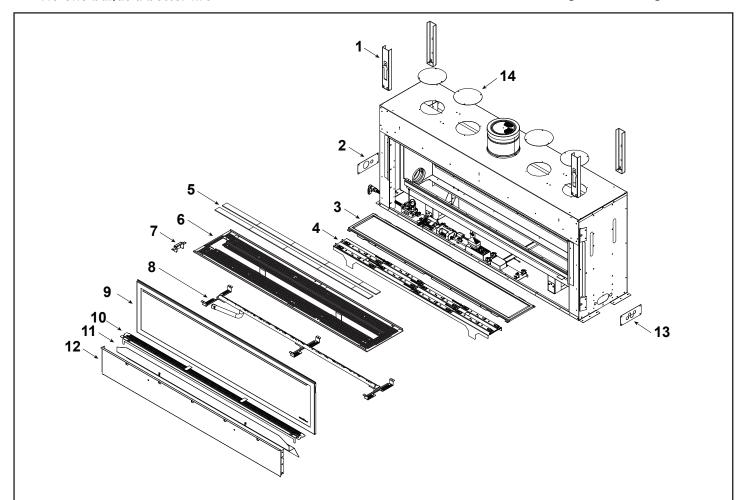
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2	Plate, Cover, Gas		2310-158	
3	Bottom glass		2300-018	
4	Light Tray Assembly		2310-014	
5	Glass Assembly, Burner		2310-017	
6	Glass and Rock Tray Assembly		2310-059	
7	Shield, Pilot		2310-139	
8	Burner Assembly		2310-007	Y
9	Glass Assembly	Qty 2 req	GLA2310-019	
10	Transitions Rock Tray, Assembly	Qty 2 req	2310-027	
11	Light Tray Assembly, Transition	Qty 2 req	2310-013	
12	Panel, Bottom	Qty 2 req	2310-111	
13	Plate, Cover, Electrical		2310-144	
14	HZ Collar Cover Plate	Qty 4 req	2310-107	

Additional service part numbers on following page.



60" Gas Fireplace - DV

Beginning Manufacturing Date: April 2015
Ending Manufacturing Date: Active



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Stocked at Depot

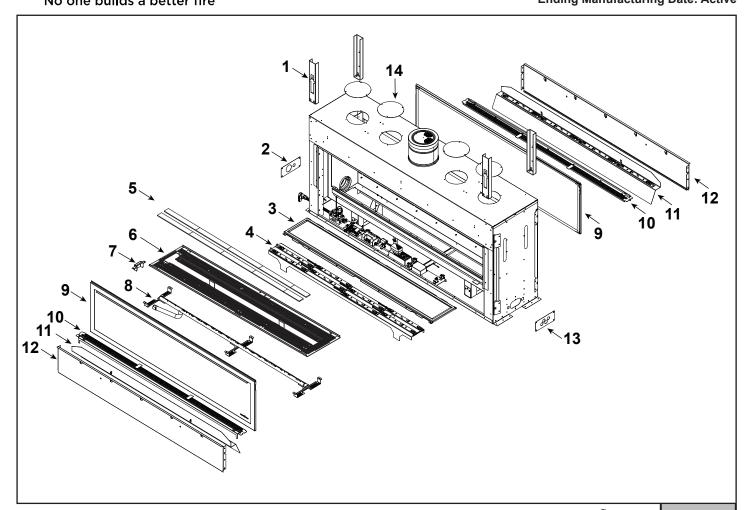
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ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
1	Standoff, Top	Qty 4 req	2300-283	
2	Plate, Cover, Gas		2310-158	
3	Bottom glass		2321-018	
4	Light Tray Assembly		2329-014	
5	Glass Assembly, Burner		2329-017	
6	Glass and Rock Tray Assembly		2329-059	
7	Shield, Pilot		2310-139	
8	Burner Assembly		2329-007	Υ
9	Glass Assembly		GLA2329-019	
10	Transitions Rock Tray, Assembly		2329-027	
11	Light Tray Assembly, Transition		2329-013	
12	Panel, Bottom		2329-111	
13	Plate, Cover, Electrical		2310-144	
14	HZ Collar Cover Plate	Qty 4 req	2310-107	

Additional service part numbers on following page.

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60" Gas Fireplace - DV
No one builds a better fire

Beginning Manufacturing Date: April 2015
Ending Manufacturing Date: Active



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Stocked at Depot

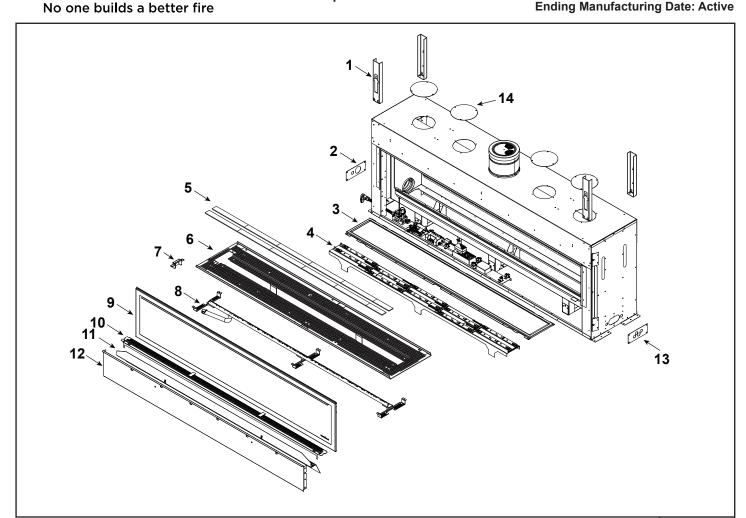
				Jai Depoi
ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
1	Standoff, Top	Qty 4 req	2300-283	
2	Plate, Cover, Gas		2310-158	
3	Bottom glass		2321-018	
4	Light Tray Assembly		2329-014	
5	Glass Assembly, Burner		2329-017	
6	Glass and Rock Tray Assembly		2329-059	
7	Shield, Pilot		2310-139	
8	Burner Assembly		2329-007	Υ
9	Glass Assembly	Qty 2 req	GLA2329-019	
10	Transitions Rock Tray, Assembly	Qty 2 req	2329-027	
11	Light Tray Assembly, Transition	Qty 2 req	2329-013	
12	Panel, Bottom	Qty 2 req	2329-111	
13	Plate, Cover, Electrical		2310-144	
14	HZ Collar Cover Plate	Qty 4 req	2310-107	

Additional service part numbers on following page.

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72" Gas Fireplace - DV

Beginning Manufacturing Date: April 2015
Ending Manufacturing Date: Active



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requesting	ng service parts from your dealer or distributor.		at Depot	
ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
1	Standoff, Top	Qty 4 req	2300-283	
2	Plate, Cover, Gas		2310-158	
3	Bottom glass		2331-018	
4	Light Tray Assembly		2336-014	
5	Glass Assembly, Burner		2336-017	
6	Glass and Rock Tray Assembly		2336-059	
7	Shield, Pilot		2310-139	
8	Burner Assembly		2336-007	Υ
9	Glass Assembly		GLA2336-019	
10	Transitions Rock Tray, Assembly		2336-027	
11	Light Tray Assembly, Transition		2336-013	
12	Panel, Bottom		2336-111	
13	Plate, Cover, Electrical		2310-144	

Additional service part numbers on following page.

HZ Collar Cover Plate

3/20

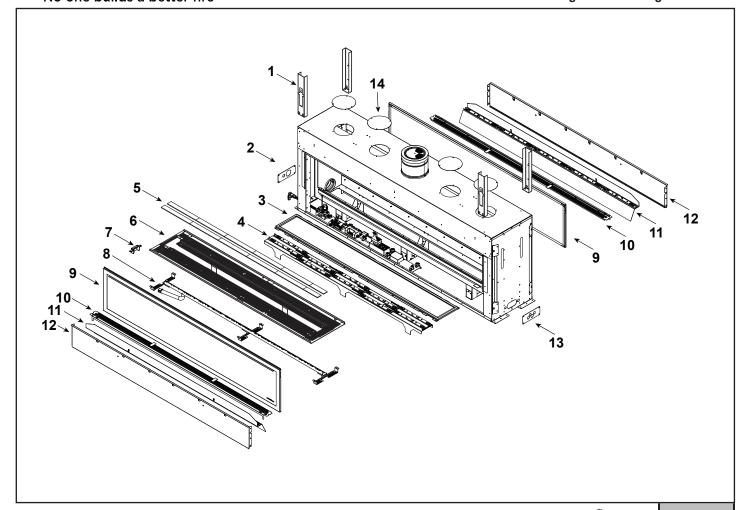
Stocked

Qty 4 req

2310-107



Beginning Manufacturing Date: April 2015 **Ending Manufacturing Date: Active**



IMPORTANT: THIS IS DATED INFORMATION. Parts must be ordered from a dealer or distributor. Hearth and Home Technologies does not sell directly to consumers. Provide model number and serial number when requesting service parts from your dealer or distributor.

	,			_ at Depot
ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
1	Standoff, Top	Qty 4 req	2300-283	
2	Plate, Cover, Gas		2310-158	
3	Bottom glass		2331-018	
4	Light Tray Assembly		2336-014	
5	Glass Assembly, Burner		2336-017	
6	Glass and Rock Tray Assembly		2336-059	
7	Shield, Pilot		2310-139	
8	Burner Assembly		2336-007	Υ
9	Glass Assembly	Qty 2req	GLA2336-019	
10	Transitions Rock Tray, Assembly	Qty 2req	2336-027	
11	Light Tray Assembly, Transition	Qty 2req	2336-013	
12	Panel, Bottom	Qty 2req	2336-111	

Additional service part numbers on following page.

Plate, Cover, Electrical

HZ Collar Cover Plate

2310-144

2310-107

Stocked

13

14

Qty 4 req



Beginning Manufacturing Date: April 2015

Ending Manufacturing Date: Active

IMPORTANT: THIS IS DATED INFORMATION. Parts must be ordered from a dealer or distributor. Hearth and Home Technologies does not sell directly to consumers. Provide model number and serial number when



EM	DESCRIPTION	COMMENTS	PART NUMBER	
LE	D Light Components			
P	PRIMO48 / 48ST			
	15	15	17	
P	PRIMO60 / 60ST	15	10	17
	16 2000000000000000000000000000000000000		16	
۲	PRIMO72 / 72ST 15	15	16	, 17
	1 1			
15	LED Lightbar Connection		2300-753	

Additional service part numbers on following page.



Beginning Manufacturing Date: April 2015 **Ending Manufacturing Date: Active**

IMPORTANT: THIS IS DATED INFORMATION. Parts must be ordered from a dealer or distributor. Hearth and Home Technologies does not sell directly to consumers. Provide model number and serial number when requesting service parts from your dealer or distributor.



					j at Depot
ITEM	DESCRIP	TION	COMMENTS	PART NUMBER	
	18.1 ———————————————————————————————————	#19 Valve Assembly 19.1 19.3 19.3 19.3 19.3 19.3 19.3 19.3	19.2	19.7	
18.1	Bulkhead W/Flex tube			2166-119	Y
18.2	Plate Flex and Pilot			2300-163	
18.3	3-Hole Grommet			SRV2118-420	
18.4	Pilot Assembly, NG			SRV2090-012	Y
10.4	Pilot Assembly, Propane			2090-013	Y
	Orifice, NG #30C		PRIMO48/48ST	582-830	Y
	Orifice, Propane #47C		1 1(1101040/4001	582-847	Y
18.5	Orifice, NG #26C		PRIMO60/60ST	582-826	Y
	Orifice, Propane #45C		1 1(110/000/0001	582-845	Y
	Orifice, NG #23C		PRIMO72/72ST	582-823	Y
19.1	Flex Ball Valve Assembly			2078-022	Y
19.2	Valve, NG			2166-302	Y
13.2	Valve, Propane			2166-303	Y
19.3	Elbow		Qty 2 req	SRV4021-045	
19.4	Transformer, 6 Volt Wall			SRV2326-131	Y
19.5	Junction Box			SRV4021-013	Y
19.6	LED 12V Power Supply			2273-308	Y
19.7	Limit Switch		Powervent	2310-202	Y
10.1	Limit Switch		Heat Management	2310-204	Υ
19.8	AUX RC300			2166-335	Y
19.9	8K1-PVI			2196-150	Υ
			PRIMO48/48ST	GLA2310-101	
	Barrier, Granite Surround Glas	SS	PRIMO60/60ST	GLA2329-101	
			PRIMO72/72ST	GLA2336-101	
			PRIMO48/48ST	GLA2310-106	
	Barrier, Sheetrock Glass		PRIMO60/60ST	GLA2329-106	
			PRIMO72/72ST	GLA2336-106	
\ -I -I:4:	al sorvice part numbers on following				

Additional service part numbers on following page.



Beginning Manufacturing Date: April 2015

Ending Manufacturing Date: Active

MPORTANT: THIS IS DATED INFORMATION. Parts must be ordered from a dealer or distributor. Hearth and Home Technologies does not sell directly to consumers. Provide model number and serial number when equesting service parts from your dealer or distributor.				
ITEM	DESCRIPTION	COMMENTS	PART NUMBER	at Depot
	Gasket Assembly		2200 000	
	Contains: Vent, Burner Neck, Seal Cap, Air Passage, Drawn Air Passa	ge, and Flex and Pilot	2300-080	
	Glass Latch Assembly	Qty 4 required for single side units, Qty 8 rquired for see through units.	2146-413	Υ
		PRIMO48/48ST	MODLOGS-48	
	Log Assembly (Optional)	PRIMO60/60ST	MODLOGS-60	
		PRIMO72/72ST	MODLOGS-72	
			SRV2310-750	
			SRV2310-751	
			SRV2310-752	
	When ordering replacement logs please refer to the		SRV2310-753	
	MODLOG Installation instructions, 2310-935.		SRV2310-754	
			SRV2310-755	
			SRV2310-756	
	Remote, RC300 Transmitter		2166-330	Υ
	Touch-Up Paint		TUP-GBK-12	Υ
	Wire Plug Assembly		2005-021	Υ
	3 Lead Jumper (LED)	1	2155-752	Υ
	Wall Switch Control (LED Wire Assembly)	1 1	2155-755	Υ
	Jumper Wire (Reset Switch)	7	SRV2179-300	Υ
	8K1-PVI Wire Harness	A complete wiring	2196-200	Υ
İ	Reset Switch (Pre LC5114352)	schematic is located	SRV2206-299	Υ
Ì	Reset Switch (Post LC5114352)	in the Installation Manual	2206-298	Υ
	Wire Harness, 20"	7	107-558A	Υ
	Jumper 2.5" 1/4F to 1/4F	7	2155-033	Υ
	36" Male/Female Wire Assembly	7	2159-310	Υ
	Female Plug/Male Spade	7	2310-211	Υ
	Conversion K	its		
	Conversion Kit NG		N/A	
		PRIMO48/48ST	LPK-PRIMO48	Υ
	Conversion Kit Propane	PRIMO60/60ST	LPK-PRIMO60	Υ
		PRIMO72/72ST	N/A	
	Pilot Orifice, NG		SRV593-528	Υ
	Pilot Orifice, Propane		SRV593-527	Υ
	Regulator, NG	With Stepper Motor	NGK-DXV-50	Υ
	Regulator, Propane	With Stepper Motor	SRVLPK-DXV-50	Υ

C. Contact Information



No one builds a better fire

Heat & Glo, a brand of Hearth & Home Technologies 7571 215th Street West, Lakeville, MN 55044 www.heatnglo.com

Please contact your Heat & Glo dealer with any questions or concerns.

For the location of your nearest Heat & Glo dealer,

please visit www.heatnglo.com.

	- NOTES -	

NOTICE

DO NOT DISCARD THIS MANUAL

Important operating and maintenance instructions included.

- Read, understand and follow these instructions for safe installation and operation.
- Leave this manual with party responsible for use and operation.



This product may be covered by one or more of the following patents: (United States) 5613487, 6006743, 6019099, 6053165, 6145502, 6374822, 6484712, 6601579, 6769426, 6863064, 7077122, 7074035, 7098269, 7258116, 7322819, 7470729, 7726300, 8147240, 9625149 or other U.S. and foreign patents pending.

2000-945D