



# Installation, Operation and Owner's Manual

## Bidore 140 with Quad Burner Modore 140 with Quad Burner Trisore 140 with Quad Burner


### Direct Vent Gas Fireplaces

**! DANGER**

**HOT GLASS WILL CAUSE BURNS.**

**DO NOT TOUCH GLASS UNTIL COOLED.**

**NEVER ALLOW CHILDREN TO TOUCH GLASS.**



Une surface vitrée chaude peut causer des brûlures. Laissez refroidir la surface vitrée avant d'y toucher.

Ne permettez jamais à un enfant de toucher la surface vitrée.

A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and shall be installed for the protection of children and other at-risk individuals.

Une barrière conçu pour réduire le risque de brûlure par le verre de visualisation chaude est fournie avec cet appareil et doit être installé pour la protection des enfants et autres personnes à risque.

**! WARNING:**  
FIRE OR EXPLOSION HAZARD  
Failure to follow safety warnings exactly could result in serious injury, death, or property damage.

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

**! AVERTISSEMENT:**  
INCENDIE OU D'EXPLOSION  
Le non-respect des avertissements de sécurité à la lettre pourrait entraîner de graves blessures, la mort ou des dommages matériels.

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

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

**INSTALLATEUR:** Laissez cette notice avec l'appareil.  
**CONSOMMATEUR:** Conservez cette notice pour consultation ultérieure.

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# IMPORTANT SAFETY INFORMATION

## CAUTION - HOT! HOT! HOT!

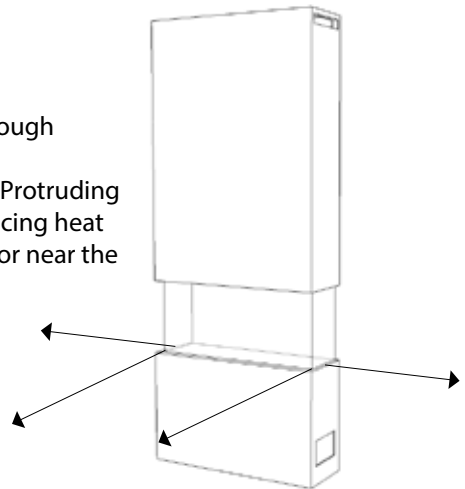
This appliance is a HEATING appliance and it does become very hot in operation. UNDER ANY CIRCUMSTANCES, DO NOT PLACE any object, furniture, draperies or other item LESS THAN 36" (90 cm) IN FRONT OF THE GLASS OF THE FIREPLACE.

### CHILDREN AND PETS

Radiant heat can heat surfaces such as the surround and trims of the fireplace to temperatures that, although approved safe, can be quite uncomfortable to touch - particularly for children and pets. Children and pets should always be supervised when in the room where the appliance is located. Remote control handset should be kept out of reach of children. In the presence of children, we STRONGLY RECOMMEND that you install in front of the fireplace: a fire screen or, to protect young toddlers, a "hearth gate".

### HOT SURFACES

Be aware that, although safe, some combustible materials and finishes, even though installed at listed clearances may, over time, discolor, warp or show cracks. Convective heat will exit the unit and travel up the wall surface if not impeded. Protruding mantels and projections can help direct the heat away from the wall. AVOID placing heat sensitive items such as televisions, paintings, decorations, etc. above fireplaces or near the edge of protrusions unless appropriate.



Do not place furniture or other objects within 36" of the fireplace glass.

## SAVE THESE INSTRUCTIONS

Make yourself fully aware of all the following instructions and the many features of the Element4 direct vent gas fireplace appliance.

INSTALLER: Leave this manual with the appliance.

OWNER: Keep this manual for future reference.

# IMPORTANT SAFETY INFORMATION

## WARNING

Children and adults should be alerted to the hazards of high surface temperature and should stay away to avoid burns or clothing ignition.

## WARNING: Installation and Service

Installation and service must be performed by an authorized qualified installer, service agency or gas supplier.

Any alteration to the product that causes soot or carbon to form and results in damage is not the responsibility of the manufacturer.

ONLY a qualified person may open the door/remove the glass.

Do not modify or substitute any part of this appliance.

## WARNING

This direct vent system appliance must be installed as an OEM installation in manufactured homes (USA only) or an aftermarket permanently located, or a mobile home, **where not prohibited by local codes** and must be installed in accordance with Manufacturer's instructions and the Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280, in the United States, or the Standard for Installation in Mobile Homes, CAN/CSA Z240 MH Series, in Canada.

If the information in these instructions is not followed exactly a fire or explosion may result causing property damage, personal injury or death.

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

## WARNING: Electrical Grounding

These direct vent appliances must be electrically grounded in accordance with the local codes or, in the absence of local codes, with National Electric code, ANSI/NFPA 70, or the Canadian Electric Code, CSA C22.1

## WARNING: Gas Appliance

This appliance is only for use with the type of gas indicated on the rating plate. These appliances are not convertible for use with other gases unless a certified kit is used and the conversion is performed by an authorized qualified technician.

Applicable standards are ANSI Z21.50/CSA 2.22 (Vented Gas Fireplaces) and CAN/CGA 2.17-M91 (Gas-fired Appliances for Use at High Altitudes.) If your installation is at an elevation greater than 2000' in the US or 4500' in Canada, consult with the local authority having jurisdiction for gas product installations to determine their specific requirements for high altitude installations.

## WARNING: Glass Handling

The glass must only be removed by a qualified person. Gloves should be worn when removing the glass.

# IMPORTANT SAFETY INFORMATION

This gas fireplace and vent assembly **MUST** be vented directly to the outside and **MUST NEVER** be attached to a chimney serving a separate solid fuel burning appliance. Each gas appliance **MUST BE** a separate vent system. Common vent systems are prohibited.

This unit **MUST** be used with a vent system as described in this installation manual. **NO OTHER VENT SYSTEM OR COMPONENTS MAY BE USED.**

**INSPECT** the external vent cap on a regular basis to make sure that no debris, plants, trees, or shrubs are interfering with the air flow.

This appliance is for indoor use only.

**NEVER OBSTRUCT** the flow of ventilation air. Keep the front of the appliance **CLEAR** of all obstacles and materials for servicing and proper operation.

The glass panels **MUST** be in place and sealed before the unit can be placed into safe operation.

**DO NOT OPERATE** this appliance with the glass panels removed, cracked or broken. Replacement of the glass panels should be performed by a licensed or qualified service person. **DO NOT** strike or slam the glass panels.

The glass panels **SHALL ONLY** be replaced by units supplied by the manufacturer. **NO SUBSTITUTE** panels shall be used.

**DO NOT USE** abrasive cleaners on the panels. **DO NOT ATTEMPT** to clean the glass panels when they are hot.

**TURN OFF** the gas before servicing the appliance. It is recommended that a qualified service technician perform an appliance check-up/service once a year.

Any safety screen or guard removed for servicing **MUST BE REPLACED** before operating this appliance.

**THIS UNIT IS NOT FOR USE WITH SOLID FUEL**, and must only be used with gas supply conditions as indicated on the rating label.

**DO NOT USE** this appliance if any part has been under water. Immediately call a qualified service technician to inspect the unit and to replace any part of the control system and any gas control that has been under water.

**DO NOT** use this appliance as a temporary source of heat during construction.

This appliance is a vented gas fireplace. It must not be used for any other purposes such as drying clothes, etc.

If the pilot flame is extinguished either intentionally or unintentionally, no attempt should be made to re-light the gas until at least 3 minutes have elapsed.

Dimensions will appear as **INCHES"/metric** throughout this manual. For convenience, the inches are rounded to the nearest 1/16" when converted. If greater accuracy is required, use the metric dimensions.

# KEY INSTALLATION POINTS



## IMPORTANT INFORMATION



This page references the most important key installation points when installing any Element 4 fireplace. This page **DOES NOT** substitute for reading the entire manual.

**RECORDS**

The installer **MUST** record the serial number and venting configuration to use for any technical issues that may arise.

**ELECTRICAL**

An approved 120V AC wall receptacle is required. The receiver **MUST** be powered by the AC adapter. Four AA batteries may be used only for on-demand electrical requirement during power outage.

**FIRE MEDIA**

When installing the fire media make sure to **NEVER** mix different types of media or use media purchased from another retailer. **ALWAYS** keep the second thermocouple **AND** pilot free from media.

**AIR OUTLETS**

The warm air outlets **MUST** be installed **BEFORE** the first light. The amount of square inches needed for the opening varies from model to model.

**ENCLOSING THE FIREPLACE**

**ONLY** a tested and approved non-combustible wallboard that is specified in the manual may be used when enclosing the fireplace.

**FRAMING**

The dimensions are different between metal and wood framing. Know which material you are using and know the framing requirements.

**VENTING**

The venting **MUST** follow the model specific graph shown in the manual. A restrictor may or may not need to be used based on venting run and rise.

**CONSTRUCTION DEBRIS**

**REMEMBER** that if the fireplace is installed before the site is finished, construction debris **MUST** be cleaned from the enclosure and around the unit prior to finishing and the test fire.

**GAS PRESSURES**

Gas pressures **MUST** be read with a manometer and confirmed with what is required in the installation manual.

# USER INFORMATION

## WARMTH AND BEAUTY - HOW IT WORKS

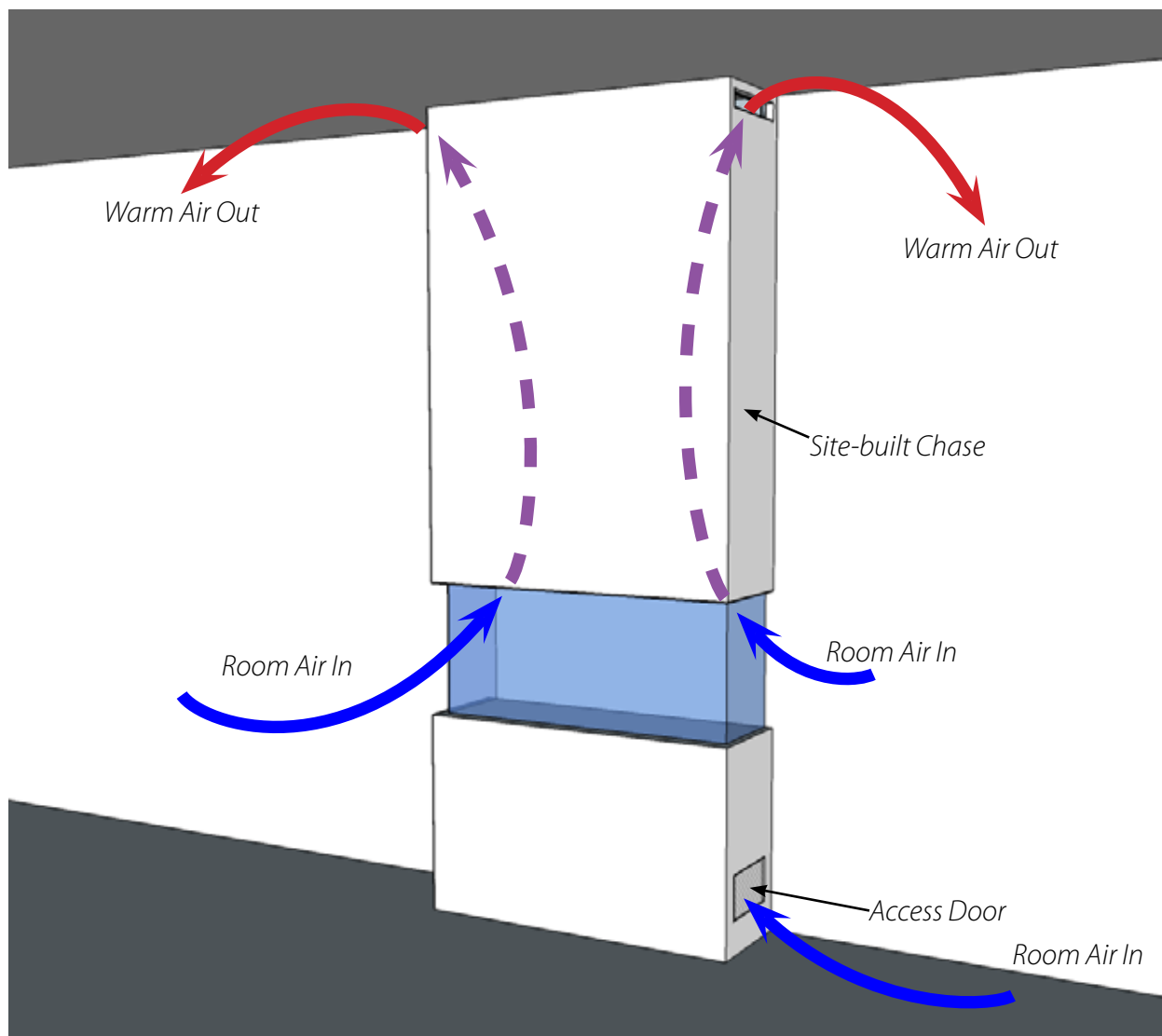
The Element4 fireplaces are direct vent fireplaces and, as such, the intake and exhaust are both handled through the vent pipe. The fireplace also provides convection air to your room. The illustration shows one of the unique features of the Element4 fireplaces - its use of warm, convection air flow.

Other fireplaces have louvered metal boxes around them to keep temperatures under control. The Element4 fireplaces use your enclosing walls, or chase, to guide this warm air.

When the air within the chase is warmed by the fireplace, it exits through an *air outlet* that you have provided. This chase air is then replaced by room air which enters through the *Air Inlet* (provided by the fireplace design) and through the Wall Access Door. As the exiting warm air cools, it falls to the floor where it's drawn into the inlets and the cycle repeats.

The fireplace provides the *inlet* for room air as part of its design; you provide the warm air *outlet* as part of your design.

See the **ENCLOSING the FIREPLACE** section of this manual for more information.



# SPECIFICATIONS and DIMENSIONS

## APPLIANCE RATINGS

Model		Modore 140 MKII w/ Quad Burner Bidore 140 MKII w/ Quad Burner Trisore 140 MKII w/ Quad Burner	
Gas		Natural Gas	Propane
Input Maximum	Btu/hr	71,000	64,000
Input Minimum	Btu/hr	15,000	13,000
Inlet Pressure	in. w.c.	7	11
	kpa	1.74	2.74
Manifold Pressure	in. w.c.	6	10.5
	kpa	1.5	2.6
Main Burner Injector Marking		220 (4x), 480	120 (4x), 180
Pilot Injector Marking		32.2	27.1
New Efficiency		90%	



This product was tested and listed to ANSI Z21.50a-2008 and CSA2.22a-2008 “Vented Gas Fireplaces” by Intertek Group.

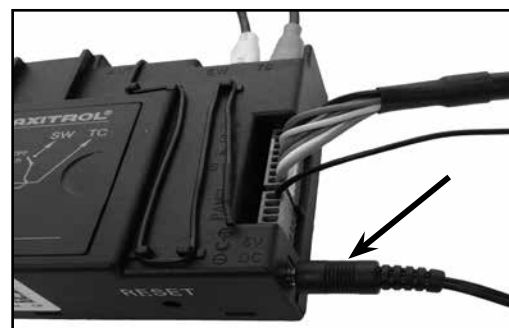
A sample listing label image is shown above. A *metal* listing label is attached to every Element4 fireplace and contains important certification information. **The listing label must not be removed from the fireplace.**

### AC ADAPTER SPECIFICATIONS

Input Voltage	120V AC
Input Power	9 W
Output Voltage	6V DC
Output Current	500 mA
Size	3.1”H x 2”W x 1.7”D
Output Cord Length	6 Feet
Agency Approvals	UL, CSA



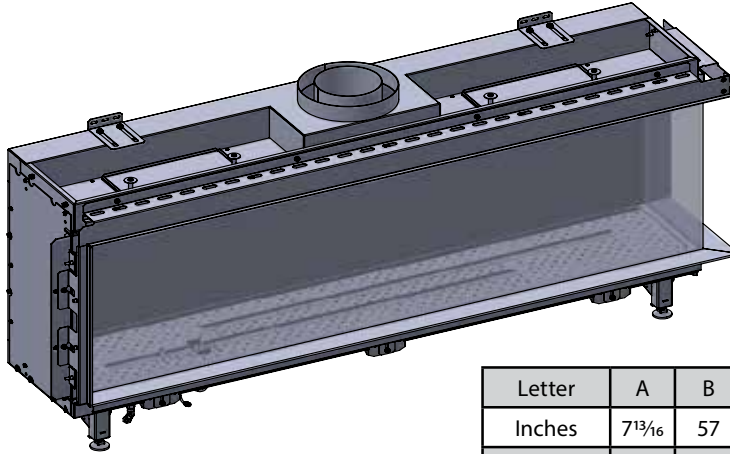
AC Adapter



AC Adapter Connection (arrow)



# SPECIFICATIONS and DIMENSIONS

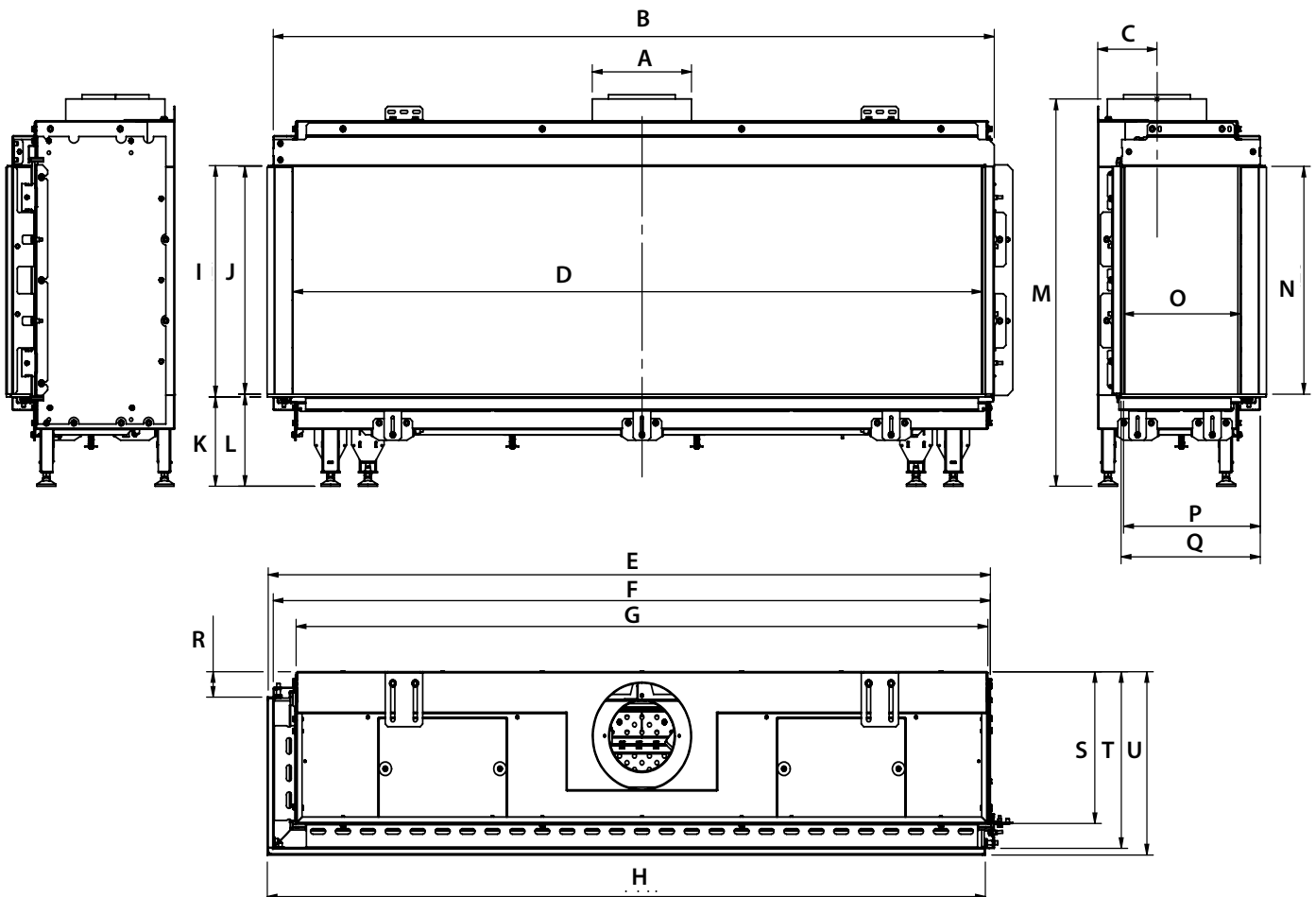


Unit Weight	
Pounds	Kilograms
220	100

Letter	A	B	C	D	E	F	G	H	I
Inches	7 <sup>13</sup> / <sub>16</sub>	57	4 <sup>13</sup> / <sub>16</sub>	54 <sup>1</sup> / <sub>2</sub>	57 <sup>1</sup> / <sub>16</sub>	56 <sup>11</sup> / <sub>16</sub>	54 <sup>11</sup> / <sub>16</sub>	56 <sup>3</sup> / <sub>4</sub>	16 <sup>13</sup> / <sub>16</sub>
Millimeters	199	1447	119	1383	1449	1439	1388	1441	427

Letter	J	K	L	M	N	O	P	Q	R	S	T	U
Inches	16 <sup>9</sup> / <sub>16</sub>	6 <sup>1</sup> / <sub>2</sub>	6 <sup>11</sup> / <sub>16</sub>	28 <sup>7</sup> / <sub>8</sub>	16 <sup>9</sup> / <sub>16</sub>	9 <sup>1</sup> / <sub>4</sub>	10 <sup>13</sup> / <sub>16</sub>	11	1 <sup>13</sup> / <sub>16</sub>	11	12 <sup>13</sup> / <sub>16</sub>	13 <sup>9</sup> / <sub>16</sub>
Millimeters	420	165	170	714	420	234	274	279	47	280	326	338

Plan View

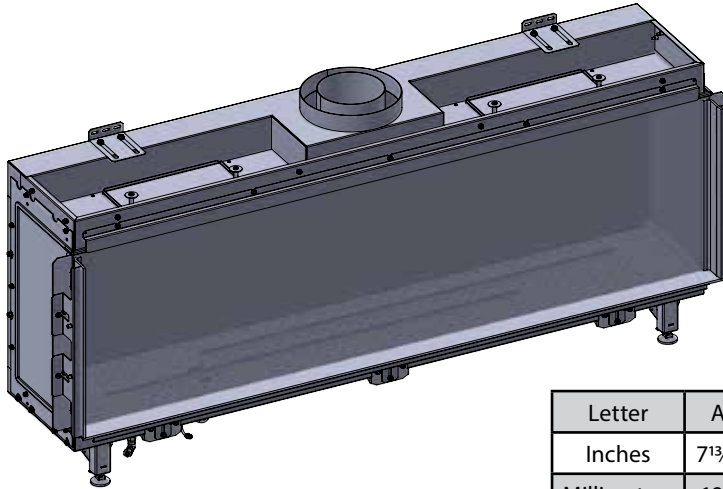


## BIDORE RC WITH QUAD BURNER

Bidore 140 RC with Quad Burner shown. Bidore 140 LC with Quad Burner is similar.

A downloadable DWG file is available at [www.europeanhome.com](http://www.europeanhome.com) for dimensions not shown.

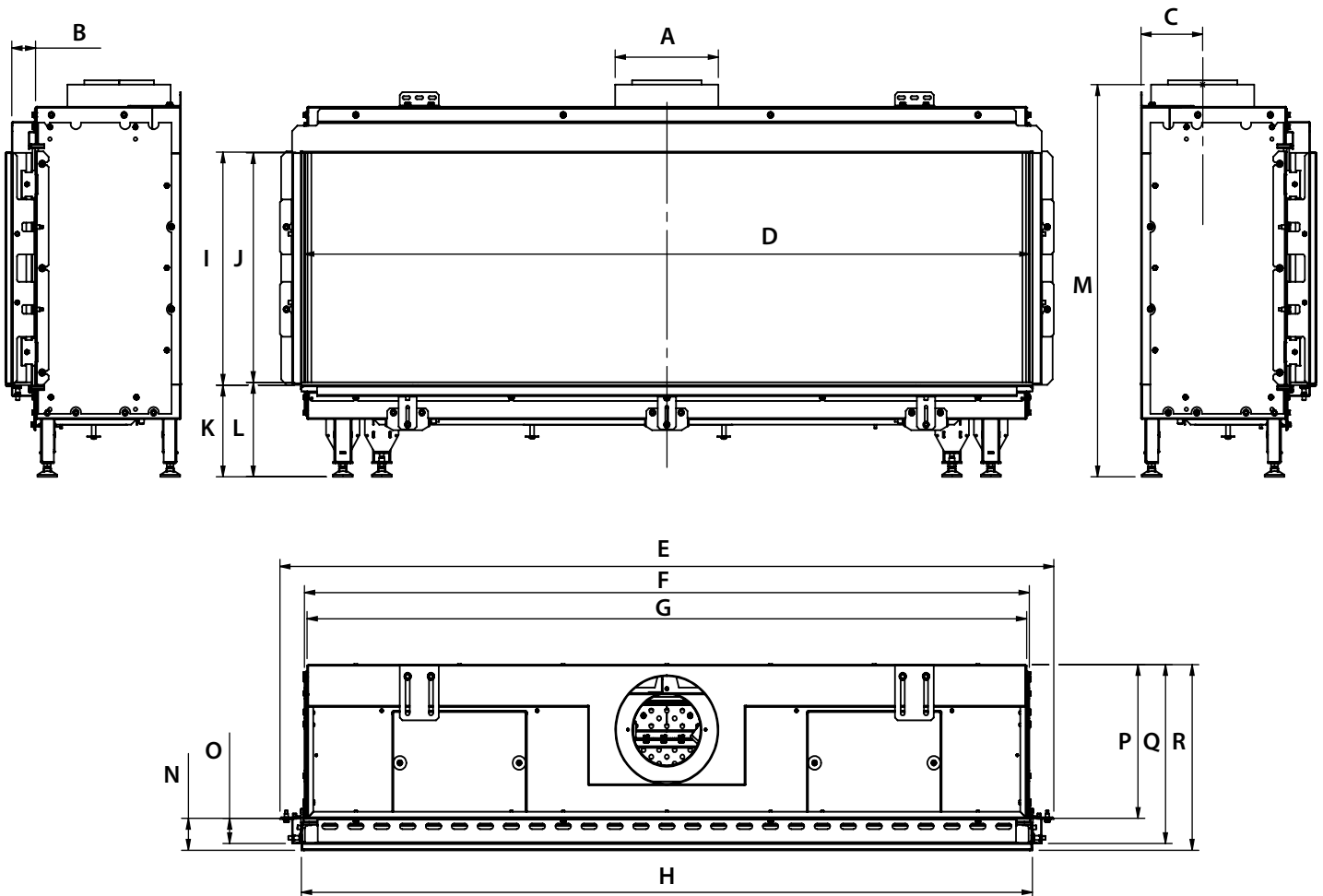
# SPECIFICATIONS and DIMENSIONS



Unit Weight	
Pounds	Kilograms
220	100

Letter	A	B	C	D	E	F	G	H
Inches	7 <sup>13</sup> / <sub>16</sub>	1 <sup>13</sup> / <sub>16</sub>	4 <sup>13</sup> / <sub>16</sub>	55 <sup>13</sup> / <sub>16</sub>	58 <sup>13</sup> / <sub>16</sub>	55 <sup>1</sup> / <sub>16</sub>	54 <sup>1</sup> / <sub>16</sub>	55 <sup>1</sup> / <sub>2</sub>
Millimeters	199	46	119	1401	1493	1398	1388	1410

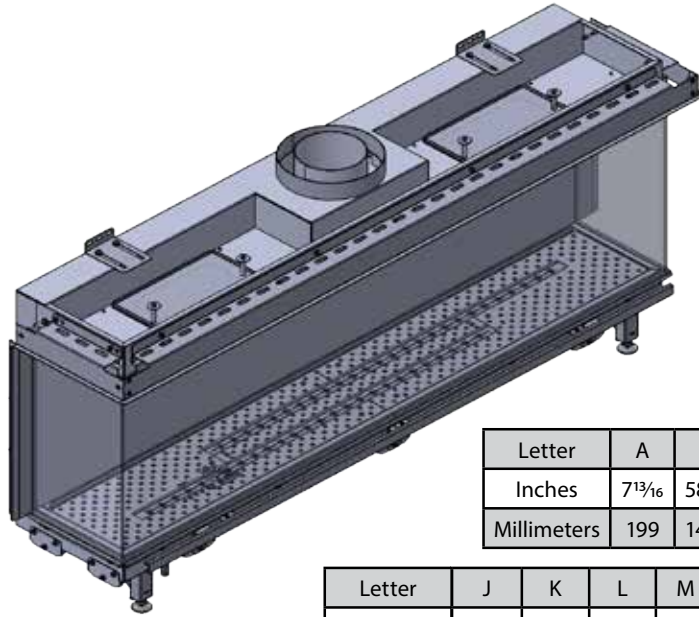
Letter	I	J	K	L	M	N	O	P	Q	R
Inches	16 <sup>3</sup> / <sub>4</sub>	16 <sup>1</sup> / <sub>2</sub>	6 <sup>5</sup> / <sub>8</sub>	6 <sup>13</sup> / <sub>16</sub>	28 <sup>1</sup> / <sub>8</sub>	2 <sup>5</sup> / <sub>16</sub>	1 <sup>13</sup> / <sub>16</sub>	11	12 <sup>13</sup> / <sub>16</sub>	13 <sup>5</sup> / <sub>16</sub>
Millimeters	425	418	167	172	714	58	46	280	326	338



## MODORE 140 WITH QUAD BURNER

A downloadable DWG file is available at [www.europeanhome.com](http://www.europeanhome.com) for dimensions not shown.

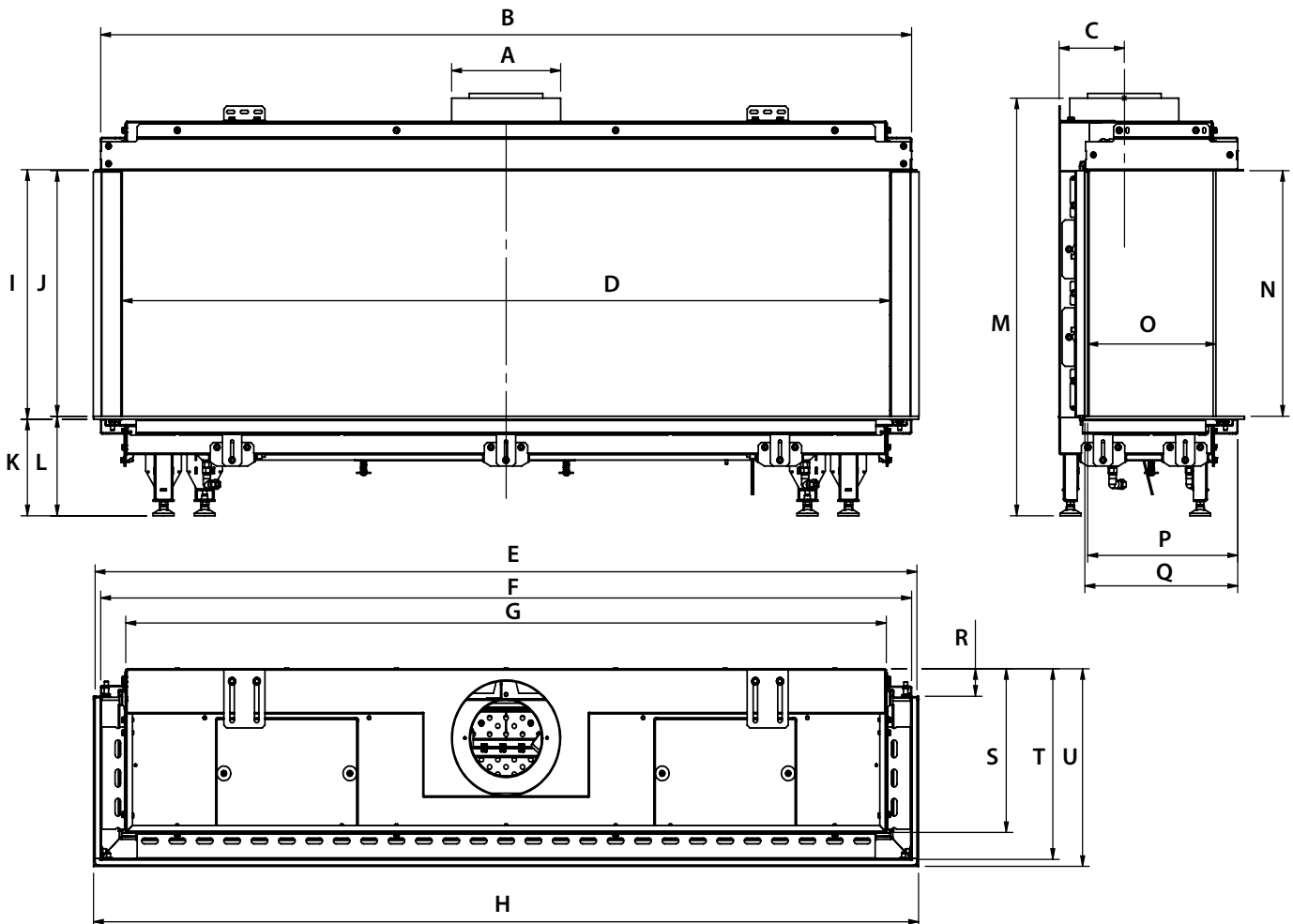
# SPECIFICATIONS and DIMENSIONS



Unit Weight	
Pounds	Kilograms
220	100

Letter	A	B	C	D	E	F	G	H	I
Inches	7 <sup>13</sup> / <sub>16</sub>	58 <sup>3</sup> / <sub>16</sub>	4 <sup>13</sup> / <sub>16</sub>	55 <sup>3</sup> / <sub>16</sub>	59 <sup>1</sup> / <sub>16</sub>	58 <sup>7</sup> / <sub>16</sub>	54 <sup>11</sup> / <sub>16</sub>	59 <sup>5</sup> / <sub>16</sub>	16 <sup>13</sup> / <sub>16</sub>
Millimeters	199	1480	119	1401	1500	1480	1388	1506	427

Letter	J	K	L	M	N	O	P	Q	R	S	T	U
Inches	16 <sup>5</sup> / <sub>16</sub>	6 <sup>1</sup> / <sub>2</sub>	6 <sup>11</sup> / <sub>16</sub>	28 <sup>1</sup> / <sub>8</sub>	16 <sup>9</sup> / <sub>16</sub>	9 <sup>1</sup> / <sub>4</sub>	10 <sup>13</sup> / <sub>16</sub>	11	1 <sup>13</sup> / <sub>16</sub>	11	12 <sup>13</sup> / <sub>16</sub>	13 <sup>5</sup> / <sub>16</sub>
Millimeters	420	165	170	714	420	234	274	279	47	280	326	338



TRISORE 140 WITH QUAD BURNER

# SPECIFICATIONS and DIMENSIONS

## PARTS OF THE FIREPLACE

The various parts of the 140 MKII With Quad Burner Series fireplaces are shown below. These parts are typical of any Element4 fireplace.

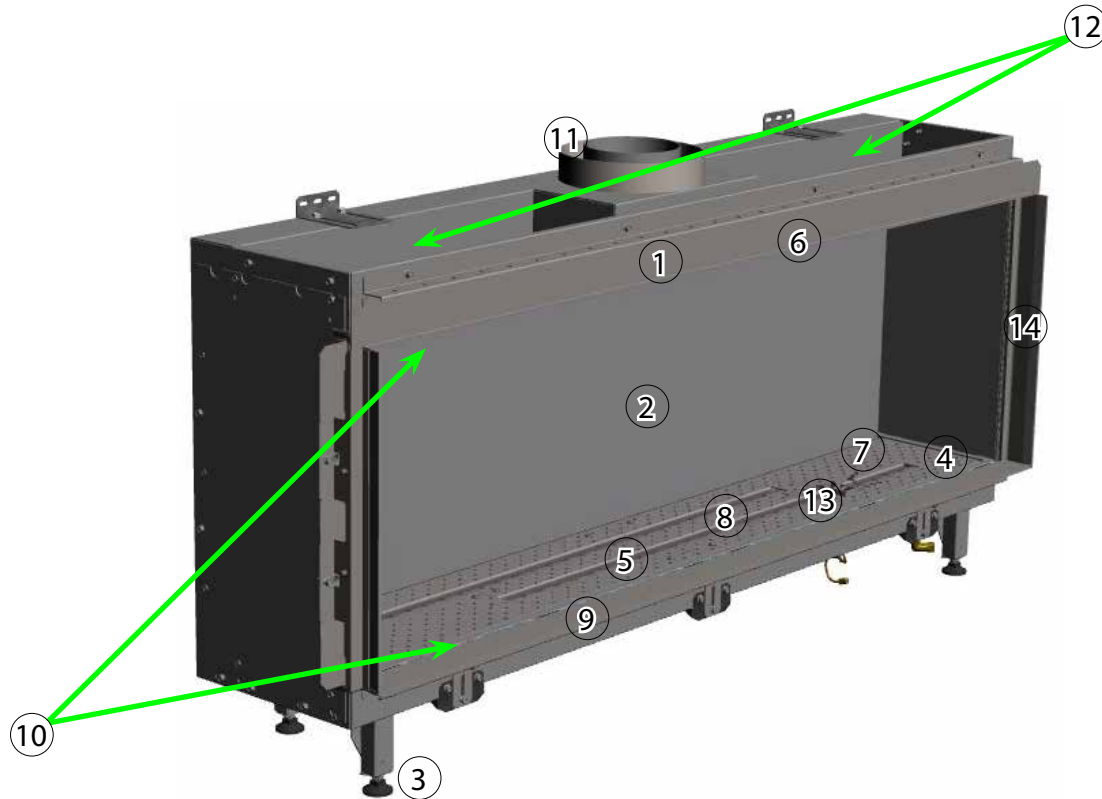
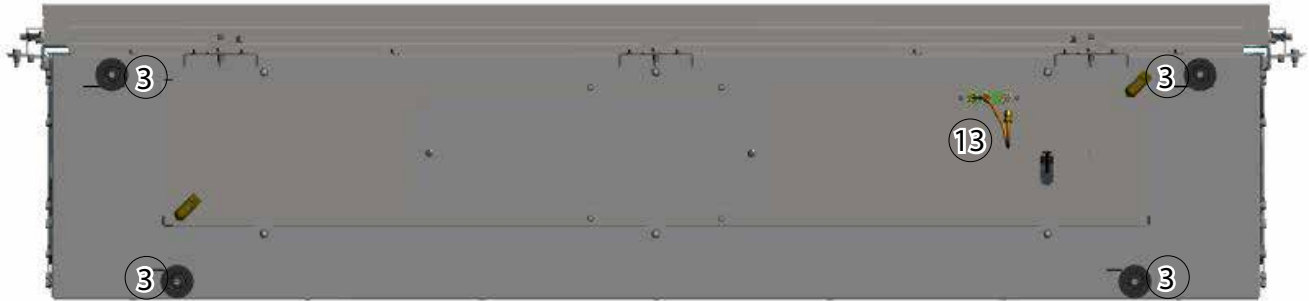


Table of Fireplace Parts	
①	Outer Frame Face - surrounds the glass panels and limits the non-combustible wall board
②	Exterior Glass Panel(s) - (1 ea. Modore, 2 ea. Bidore, 3 ea. Trisore)
③	Support Feet - four adjustable feet allow the fireplace to be levelled
④	Hearth Panel - supports various Fire Media
⑤	Primary Burner - produces the flame
⑥	Flange
⑦	Pilot Burner - the part of the safety circuit which lights the Main Burner
⑧	2 <sup>nd</sup> Thermocouple - the part of the safety circuit which monitors the Main Burner
⑨	Finish Trim - hides the Glass Clamps
⑩	Glass Rope Gaskets - holds the Glass Panel in place (2 ea. - Modore, 3 ea. - Bidore, 4 ea. - Trisore)
⑪	Vent Collar - accepts the 5" x 8" venting adapter (included)
⑫	Relief Door - part of the safety system. Do NOT block the operation.
⑬	Pilot Assembly
⑭	Upright Trim - (2 ea. - Modore, Bidore, Trisore)

# SPECIFICATIONS and DIMENSIONS



*Fireplace from below*

Table of Fireplace Parts	
①	Outer Frame Face - surrounds the glass panels and limits the non-combustible wall board
②	Exterior Glass Panel(s) - (1 - Modore, 2 - Bidore, 3 - Trisore)
③	Support Feet - four adjustable feet allow the fireplace to be levelled
④	Hearth Panel - supports various Fire Media
⑤	Primary Burner - produces the flame
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⑦	Pilot Burner - the part of the safety circuit which lights the Main Burner
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⑪	Vent Collar - accepts the 5" x 8" venting adapter (included)
⑫	Relief Door - part of the safety system. Do NOT block the operation.
⑬	Pilot Assembly
⑭	Upright Trim - (2 ea. - Modore, Bidore, Trisore)

# CLEARANCES

These are **NOT** zero-clearance fireplaces. All clearances to combustible AND non-combustible materials **MUST** be maintained as described in this manual.

## LOCATING THE FIREPLACE

When selecting a location for the fireplace:

- Ensure that all minimum clearances to combustible AND non-combustible materials are met.
- Provide adequate clearances for servicing.
- Consider venting dimensions (rise, run and number of elbows, etc.) when selecting the location for your fireplace.
- Locate the appliance out of traffic and away from furniture and draperies.
- Keep the location free of electrical, plumbing or other heating/air conditioning ducting.

## PLACING THE FIREPLACE

The base upon which the appliance rests must be sturdy, level and built to safely support at least 800 pounds (363 kilograms). The base may be the floor or a purpose-built raised platform, e.g. wood, metal. When placed on a platform, an 8" (203 mm) x 6" (152 mm) opening must be cut through the platform top. The lineset can be routed through this opening. Room air must be allowed to flow through the Wall Access Door then through this platform opening.



The feet on the appliance are designed to sit on a flat platform, however the appliance must not be installed on any combustible material other than wood. For example, carpet or linoleum bases are not permitted.

Do not place anything between the bottom of the firebox and the bottom of the feet.

**ENSURE THAT THE LINESET (WHICH INCLUDES THE GAS VALVE, ELECTRICAL WIRING, AND GAS LINES) DOES NOT IMPEDE THE FULL OPERATION OF THE RELIEF DOORS. IT IS YOUR RESPONSIBILITY TO ENSURE THE SAFETY OF THESE CRITICAL COMPONENTS THROUGHOUT THE INSTALLATION PROCESS. REMOVE AND DISPOSE OF ALL WRAPS AND TIES.**

## MINIMUM CLEARANCE TO COMBUSTIBLES

- The appliance is approved with a minimum clearance to combustible materials of 26" (660 mm) to the top, 11" (280 mm) on all sides and 4" (100 mm) to the bottom. Any spacer or framing used closer than this dimension must be non-combustible (e.g. metal).
- The minimum distance from the bottom of the appliance to the room ceiling is 72" (1830 mm).
- When installing the venting, the following clearances to combustible materials **MUST** be maintained:
  - a. 3" (76 mm) above any horizontal venting
  - b. 1" (25 mm) to venting sides or below any horizontal venting
- Do not block or restrict the Air Inlet, located between the standoff frame and glass.

**The minimum clearances (air spaces) to combustible materials must be maintained. It is of the greatest importance that the fireplace and vent system be installed only in accordance with these instructions.**

Clearance to combustibles summary:

Back:	11" (280 mm)
Front:	11" (280 mm)
Sides:	11" (280 mm)
Top:	26" (660 mm)
Floor:	4" (100 mm)

The **Floor** dimension (above) is measured from the bottom of the firebox. When the adjustable feet are in their lowest position the required clearance to the floor is maintained.

## CLEARANCES TO **COMBUSTIBLE** MATERIAL

<i>Clearances to Combustibles</i>	
<i>Sides (Non-Glass Sides ONLY)</i>	11"
<i>Top</i>	26"
<i>Bottom</i>	4"

## CLEARANCES TO **NON-COMBUSTIBLE** MATERIAL

<i>Clearances to Non-Combustibles</i>	
<i>Sides (Non-Glass Sides ONLY)</i>	2"
<i>Top</i>	2"
<i>Bottom</i>	4"

No material of any kind is allowed between the bottom of the support feet and the bottom of the firebox (except for the lineset).

No material of any kind is allowed within 2" (50 mm) of the top of the fireplace.

No material of any kind is allowed within 2" (50 mm) of the metal sides the fireplace.

Facing material should be installed against the outer frame of the fireplace, with an 1/8" (3 mm) vertical or horizontal clearance TO THE FLANGE to allow for heat expansion.

Non-combustible materials may be installed to a zero clearance to the outer faces of the appliance outer frame face. However, they must not cover (or prevent the removal of) the glass panels or other fireplace parts.

The appliance must not be installed on any combustible material other than wood.

These clearances are the same for ALL Element 4 Fireplaces, regardless of model.

We recommend that the fireplace be set into its final location before building the enclosure.



Please refer to the "Reduced Clearance to Existing Combustible Walls" section for use of combustibles inside of the above clearances.

# CLEARANCES

## MANTELS

The graph below shows a range of allowable depths and heights for a **combustible** mantel installation.

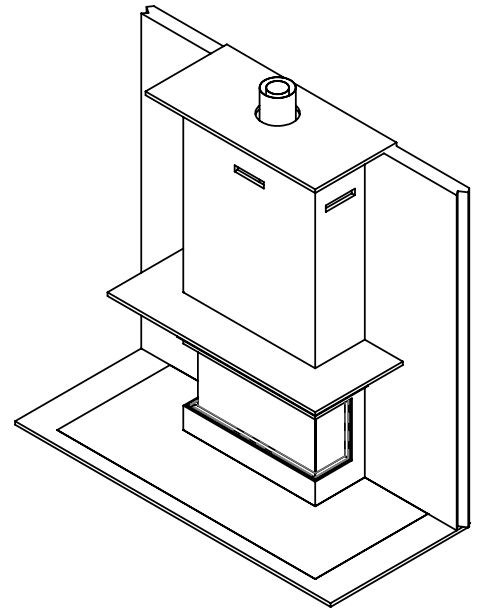
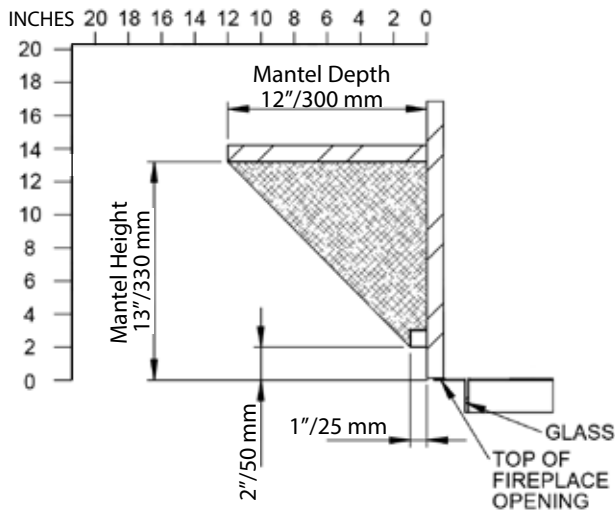
As shown, the minimum allowable mantel height above the fireplace opening is 2" (50 mm) with a 1" (25 mm) deep mantel.

The maximum mantel depth is 12" (300 mm) at a minimum height above the fireplace opening of 13" (330 mm.)

All of the mantel height/depth combinations fall in between these extremes in accordance with the chart below.

Mantels made of *non-combustible* material are allowed inside these dimensions but they will be subjected to elevated temperatures and may become too hot to touch.

A typical completed installation with mantel is shown in the diagram below, on the right.





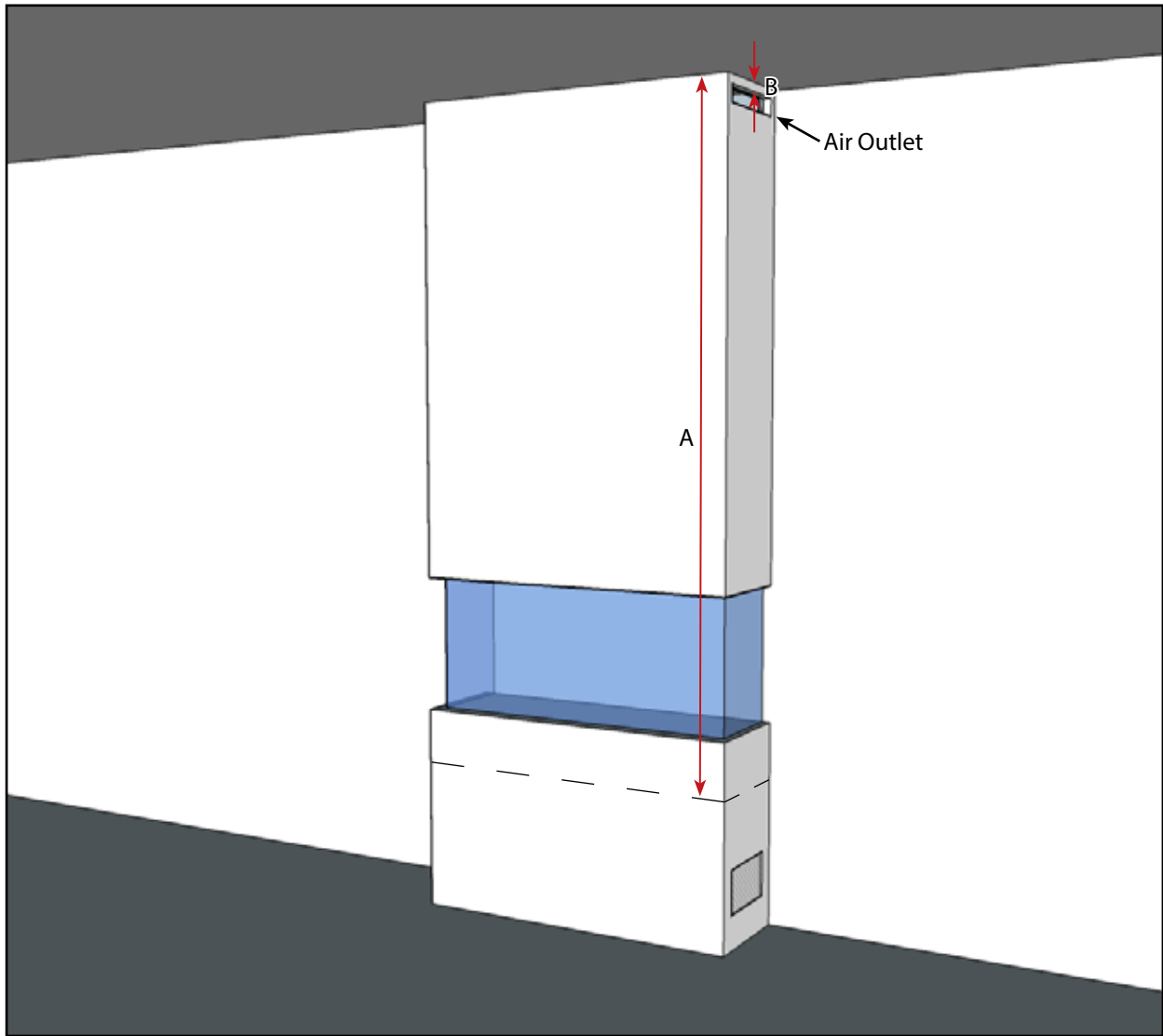
# CLEARANCES

## TYPICAL CLEARANCE DIAGRAMS

The total area of the air openings must be maintained. The location of the openings must allow for the free movement of air and must not allow excessive warm air to build up within the chase.

The top of the Warm Air Outlet must be *no more* than 1" (25 mm) down from the *chase* ceiling.

The minimum distance from the bottom of the appliance to the room ceiling is 72" (1830 mm).



Minimum Distances		
<b>A</b>	Room ceiling to appliance bottom	72" 1830 mm
<b>B</b>	Room ceiling to top of Warm Air Outlet	1" 25 mm

Air Outlet Area by Model		
Model	Square Inches	Square Centimeters
Modore 140 With Quad Burner	70	452
Bidore 140 With Quad Burner	70	452
Trisore 140 With Quad Burner	70	452

# GAS and ELECTRIC

## INSTALLING THE GAS LINE

In accordance with the latest edition of the National Fuel Gas Code, NFPA 54 (USA) or CAN/CSA-B149.1 (Canada,) correctly size and route the gas supply line from the supply regulator to the area where the appliance is to be installed.

Never use galvanized or plastic pipe unless it is rated for use with gas. Gas supply pipes must be designed, routed, constructed and made of materials that are in strict accordance with local codes and regulations. A qualified plumber or gas fitter should be hired to correctly size and route the gas supply line to the appliance in accordance with all applicable codes and regulations.

Installing a gas supply line from the fuel supply to the appliance involves numerous considerations of materials, protection, sizing, locations, controls, pressure, sediment trap, and other criteria. The sizing and/or installing of gas piping should only be performed by a qualified plumber or gasfitter.

The gas control inlet accepts a  $\frac{3}{8}$ " NPT fitting.

The gas supply piping should have a separate gas shutoff valve and a capped,  $\frac{1}{8}$ " pipe tapping upstream of the valve for the purpose of reading pressure. A service shutoff valve must be placed within six feet of the fireplace gas control valve.

The gas supply pressure at the gas control valve **must not exceed the Maximum Supply Pressure** as shown in the *Specifications and Dimensions* section of this manual.

The gas supply line must be properly connected and bled by a certified gasfitter or plumber.

The appliance and its main gas valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of  $\frac{1}{2}$  psi (3.5 kPa). The appliance must be isolated from the gas supply piping system by closing its equipment shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than  $\frac{1}{2}$  psi (3.5 kPa).

## ELECTRICAL REQUIREMENTS

The Element 4 fireplaces use a receiver and remote control for their burner operation. The remote control comes with two AAA batteries and the receiver is powered by a 120V AC adapter, included. The fireplace **MUST** be powered by the AC adapter for improved reliability and customer satisfaction.

The installer must provide an approved 120V AC receptacle to be placed within the six foot cord limit of the AC adapter.

The receiver **MUST** be powered by the AC adapter. Four (4) AA batteries may be used only for on-demand electrical requirement during a power outage. Remove batteries after use to avoid battery corrosion. Battery corrosion will damage the receiver.



### WARNING

*Electrical work must be performed by a qualified, licensed electrician.*

*All wiring shall be in compliance with all local, city, and state codes.*



## CONFIGURING THE VENTING

The fireplaces in this manual are direct vent fireplaces that use a co-axial or “pipe within a pipe” venting system. The outer “pipe” or vent conducts fresh, outside air into the fireplace and the inner vent carries the exhaust outside. This system, which can run either horizontally through a side wall or vertically through the roof, produces an efficient system because conditioned building air is not used for combustion.

- Only the 5” x 8” direct vent components from the companies listed below are approved for use with these fireplaces. Any of the 5” x 8” direct vent components suitable for the local condition are permitted. Please visit [www.europeanhome.com/qr-support](http://www.europeanhome.com/qr-support) or via the QR code below for installation instructions.
- This fireplace is shipped with a North American venting adapter. It MUST attach to the vent collar of the fireplace.
- All venting measurements are taken from the top center of the vent collar on the top of the fireplace and all configurations must fall within the acceptable range of the venting charts.
- A minimum clearance of 3” (75 mm) must be maintained between combustible materials and the top of any horizontal vent pipe surface; a minimum clearance of 1” (25 mm) must be maintained between combustible materials and any other vent pipe surface.
- The horizontal parts of the venting must be pitched up away from the fireplace. For every 12” (305 mm) of horizontal run, the venting must rise ¼” (6.5 mm) toward the termination. The venting must never run downward unless with the use of a power vent.
- Whenever venting passes through a wall, an approved heat shield or ‘wall thimble’ must be installed.
- A power vent system is available for venting that falls outside of the venting graphs. Refer to the appropriate power vent manual for any venting configuration which is outside of the vent graphs shown here.
- Your venting needs to be inspected annually, including any connected components, to ensure that the system is working as designed.
- In colder climate environments, the fireplace can be lowered to STANDBY BY MODE (Pilot Flame only). This will help maintain a steady draft within the venting over a period of up to five days. See the “Operating the Fireplace” section.

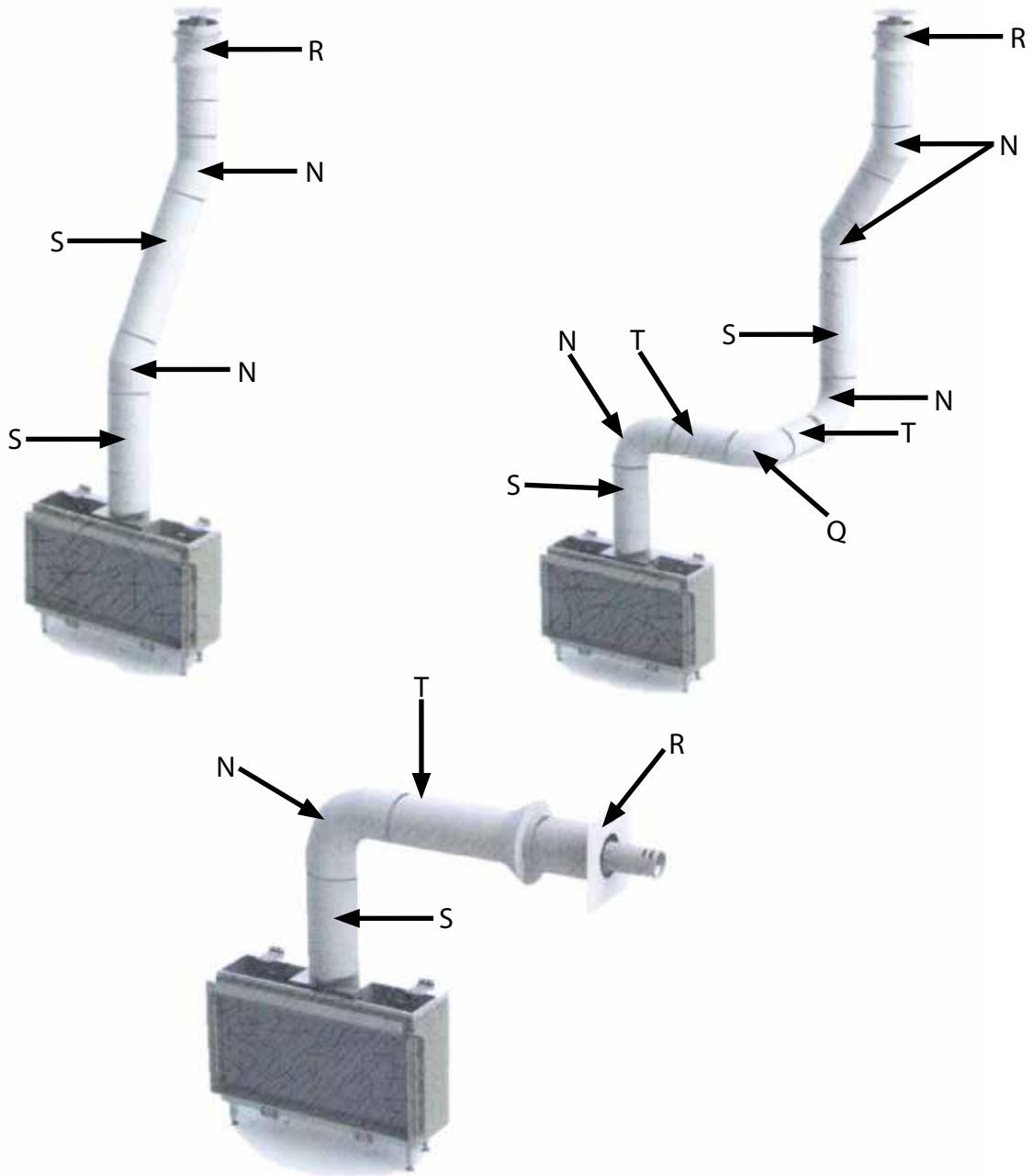


North American Vent Adapter

APPROVED COMPONENTS and MANUFACTURERS
DirectVent Pro (M&G DuraVent, Inc.)
EXCELDirect (ICC - Industrial Chimney Company)
Pro-Form (BDM - Bernard Dalsin Manufacturing)
Direct-Temp (Selkirk Corporation)
AmeriVent Direct Vent (Hart & Cooley Inc.)
Ventis Direct Vent (Olympia Chimney Supply, Inc.)

Please visit [www.europeanhome.com/technical-support/](http://www.europeanhome.com/technical-support/) for the power venting installation manuals





Vertical or Horizontal Vent Termination	R
45° or 90° (bends vertical to horizontal or vice versa)	N
45° and 90° (bends horizontal to horizontal)	Q
Horizontal Pipe Section	T
Vertical Pipe Section	S

## CALCULATING THE TOTAL VERTICAL SECTION (TVS)

Calculate the Total Vertical Section by adding up all vertical upward sections in your vent design.

## CALCULATING THE TOTAL HORIZONTAL SECTION (THS)

Calculate the Total Horizontal Section by adding up all horizontal sections in your vent design.

## BEWARE OF ELBOWS

Elbows create resistance to the movement of air through your venting configuration and they must be included when determining your minimum and maximum vent lengths. *There must be a minimum vertical rise of 20" (508mm) before any elbow.*

Elbows are called either 'vertical' or 'horizontal' depending on their mounted position. The two types of elbows are:

**TYPE N** - 45° or 90° elbows which transition from vertical to horizontal and vice versa. This can be called an *upright* elbow.

**TYPE Q** - 45° or 90° elbows which transition from horizontal to horizontal. This can be called a *flat* elbow.

No more than four 90° elbows OR eight 45° elbows OR a combination totaling no more than 360° 'elbow degrees' are allowed. For example, a combination of two 90° elbows and two 45° elbows is allowed (90° + 90° + 45° + 45° equals 270°) but a combination of three 90° elbows and three 45° elbows is not allowed (the total equals 405°).

## APPLYING THE RESULTS

For the purposes of applying a venting configuration to the vent charts, the first 270° of elbows do not count but the last 90° *does*. That is to say, the first 270° of elbows (three 90° elbows, six 45° elbows or any combination totaling 270° elbow degrees) are 'free.'

For an elbow-degree count greater than 270°, the following applies:

- for either **Type N** elbow you must add 40" (1m) to your **THS**
- for a 90° **Type Q** elbow you must add 80" (2m) to your **THS**
- for *each* 45° **Type Q** elbow you must add 40" (1m) to your **THS**

Once you have found your total vertical section (**TVS**) and your total horizontal section (**THS**) plot the intersection of these two numbers on the appropriate chart, below.

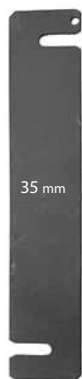
The intersecting block will have one of three entries; **0**, **35**, or **X**:

0	venting possible, no restrictor needed
35	venting possible, 35mm restrictor needed
x	venting NOT possible

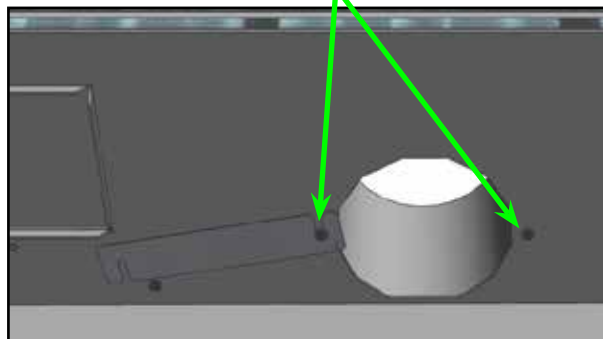
If your **TVS** and **THS** intersect at a block with an "X" the configuration is not possible. For venting configurations that intersect at an "X" a power vent option may be available.

## INSTALLING A RESTRICTOR

Some vent configurations may require a restrictor plate be installed. The restrictor for this fireplace is installed on the inside top of the fireplace and is to be slid open or closed. Loosen the screws on either side and slide the restrictor as desired. Do not modify the restrictor(s). Please use the graph above to determine if you will need to use a restrictor.



Loosen these two 2 Phillips head screws to slide the restrictor on/off.



## HORIZONTAL TERMINATIONS & RESTRICTOR USE

Category 1 - Horizontal Termination (vent possibilities & restrictor requirements)									
32'10" (10 m)	35	35	35	35	35	35	35	0	0
29'7" (9 m)	35	35	35	35	35	35	35	0	0
26'3" (8 m)	35	35	35	35	35	35	35	0	0
23' (7 m)	35	35	35	35	35	35	35	0	0
19'8" (6 m)	35	35	35	35	35	35	35	0	0
16'5" (5 m)	35	35	35	35	35	35	35	0	0
13'2" (4 m)	35	35	35	35	35	35	35	0	0
11'6" (3.5 m)	35	35	35	35	35	35	35	0	0
9'10" (3 m)	0	0	0	0	0	0	0	0	0
8'3" (2.5 m)	0	0	0	0	0	0	0	0	x
6'7" (2 m)	0	0	0	0	0	0	0	x	x
5' (1.5 m)	0	0	0	0	0	0	x	x	x
3'4" (1 m)	0	0	0	0	0	x	x	x	x
1'8" (0.5 m)	x	0	0	x	x	x	x	x	x
inches (meters)	0 - 17"	1'8" (0.5 m)	3'4" (1 m)	6'7" (2 m)	8'3" (2.5 m)	11'6" (3.5 m)	13'2" (4 m)	14'10" (4.5 m)	16'5" (5 m)

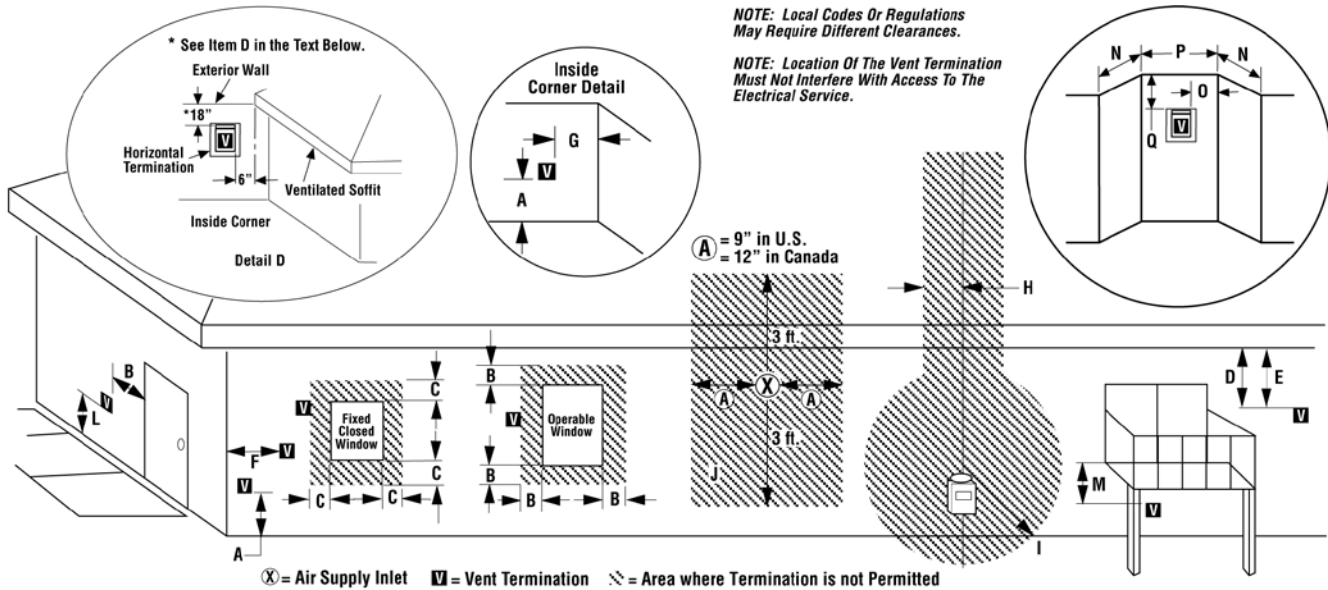
## VERTICAL TERMINATIONS & RESTRICTOR USE

Category 1 - Vertical Termination (vent possibilities & restrictor requirements)									
75'6" (23 m)	x	x	x	x	x	x	x	x	x
72'3" (22 m)	0	x	x	x	x	x	x	x	x
68'11" (21 m)	35	35	0	x	x	x	x	x	x
65'8" (20 m)	35	35	0	0	x	x	x	x	x
62'5" (19 m)	35	35	35	35	0	x	x	x	x
60' (18 m)	35	35	35	35	35	0	0	x	x
55'10" (17 m)	35	35	35	35	35	35	35	0	0
52'6" (16 m)	35	35	35	35	35	35	35	35	0
49'3" (15 m)	35	35	35	35	35	35	35	35	0
46' (14 m)	35	35	35	35	35	35	35	35	0
42'8" (13 m)	35	35	35	35	35	35	35	35	0
39'5" (12 m)	35	35	35	35	35	35	35	35	0
36'2" (11 m)	35	35	35	35	35	35	35	35	0
32'10" (10 m)	35	35	35	35	35	35	35	35	0
29'7" (9 m)	35	35	35	35	35	35	35	35	0
26'3" (8 m)	35	35	35	35	35	35	35	35	0
23' (7 m)	35	35	35	35	35	0	0	0	0
19'8" (6 m)	35	35	35	35	35	0	0	0	0
16'5" (5 m)	35	35	35	35	35	0	0	0	0
13'2" (4 m)	35	35	35	35	35	0	0	0	0
11'6" (3.5 m)	35	35	35	35	35	0	0	0	0
9'10" (3 m)	0	0	0	0	0	0	0	0	0
8'3" (2.5 m)	0	0	0	0	0	0	0	0	x
6'7" (2 m)	0	0	0	0	0	0	0	x	x
5' (1.5 m)	0	0	0	0	0	0	x	x	x
3'4" (1 m)	0	0	0	0	0	x	x	x	x
1'8" (0.5 m)	0	x	x	x	x	x	x	x	x
inches (meters)	0 - 17"	1'8" (0.5 m)	3'4" (1 m)	6'7" (2 m)	8'3" (2.5 m)	11'6" (3.5 m)	13'2" (4 m)	14'10" (4.5 m)	16'5" (5 m)

### KEY

0	venting possible, no restrictor needed
35	venting possible, 35mm restrictor needed
x	venting NOT possible

## HORIZONTAL VENT TERMINATION CLEARANCES AND REQUIREMENTS



	US Installation**	Canadian Installation*
<b>A</b> = Clearance above grade, veranda, porch, deck, or balcony.	12 inches (30cm)**	12 inches (30cm)*
<b>B</b> = Clearance to window or door that may be opened.	6 inches (15cm) for appliances < 10,000 Btuh (3kW), 9 inches (23cm) for appliances > 10,000 Btuh (3kW) and < 50,000 Btuh (15kW), 12 inches (30cm) for appliances > 50,000 Btuh (15kW)**	6 inches (15cm) for appliances < 10,000 Btuh (3kW), 12 inches (30cm) for appliances > 10,000 Btuh (3kW)
<b>C</b> = Clearance to permanently closed window	9 inches (229mm) recommended to prevent window condensation	12 inches (305mm) recommended to prevent window condensation
<b>D</b> = Vertical clearance to ventilated soffit located above the termination within a horizontal distance of 18 inches (458mm) from the center line of the termination	18 inches (458mm)	18 inches (458mm)
<b>E</b> = Clearance to unventilated soffit	12 inches (305mm)	12 inches (305mm)
<b>F</b> = Clearance to outside corner	5 inches (12.7cm) minimum	5 inches (12.7cm) minimum
<b>G</b> = Clearance to inside corner	2 inches (5.08cm) minimum - SV4.5HT-2	2 inches (5.08cm) minimum - SV4.5HT-2
<b>H</b> = Clearance to each inside of center line extended above meter/regulator assembly	3 feet (91cm) within a height of 15 feet above the meter/regulator assembly**	3 feet (91cm) within a height of 15 feet above the meter/regulator assembly*
<b>I</b> = Clearance to service regulator vent outlet	3 feet (91cm)**	3 feet (91cm)*
<b>J</b> = Clearance to nonmechanical air supply inlet to building or the combustion air inlet to any other appliance	6 inches (15cm) for appliances < 10,000 Btuh (3kW), 9 inches (23cm) for appliances > 10,000 Btuh (3kW) and < 50,000 Btuh (15kW), 12 inches (30cm) for appliances > 50,000 Btuh (15kW)**	6 inches (15cm) for appliances < 10,000 Btuh (3kW), 12 inches (30cm) for appliances > 10,000 Btuh (3kW)
<b>K</b> = Clearance to a mechanical air supply inlet	3 feet (91cm) above if within 10 feet (3m) horizontally**	6 feet (1.83m)*
<b>L</b> = Clearance above paved sidewalk or paved driveway located on public property	7 feet (2.13m)‡	7 feet (2.13m)‡
<b>M</b> = Clearance under veranda, porch, deck or balcony	12 inches (30cm)‡	12 inches (30cm)*‡
<b>N</b> = Depth of Alcove (Maximum)	6 feet (1.83m)**	6 feet (1.83m)*
<b>O</b> = Clearance to Termination (Alcove)	6 inches (15.2mm)**	6 inches (15.2mm)*
<b>P</b> = Width of Alcove (Minimum)	3 feet (91cm)*	3 feet (91cm)*
<b>Q</b> = Clearance to Combustible Above (Alcove)	18 inches (457mm)**	18 inches (457mm)*

\* In accordance with the current CSA-B149.1 National Gas And Propane Installation Code.

\*\* In accordance with the current ANSI S2223.1/NFPA 54 National Fuel Gas Codes.

‡ A vent shall not terminate directly above a sidewalk or paved driveway which is located between two single family dwellings and serves both dwellings.

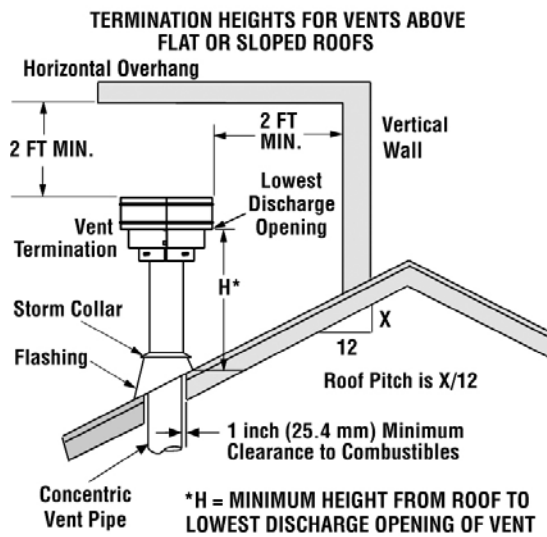
\*‡ Only permitted if veranda, porch, deck or balcony is fully open on a minimum 2 sides beneath the floor:

## VERTICAL TERMINATION CLEARANCES AND REQUIREMENTS

### Important Note for Roof Terminations

These instructions should be used as a guideline and do not supersede local codes in any way. Install venting according to local codes, these instructions, the current National Fuel Gas Code (ANSI Z223.1 in the USA) or the current standard of CAN/CSA-B149.1 in Canada.

### Vertical Vent Termination Clearances

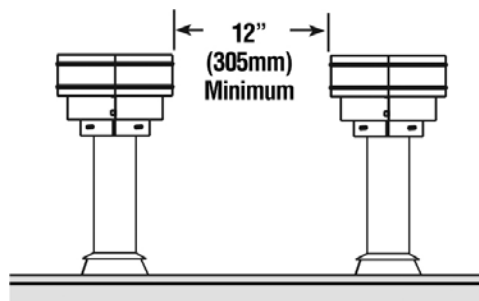


The vent / air intake termination clearances above the high side of an angled roof is as shown in the following chart:

Termination Heights For Vents Above Flat Or Sloped Roofs Ref. NFPA 54 / ANSI Z223.1		
Roof Pitch	* Feet	* Meters
Flat to 6/12	1.0	0.3
6/12 to 7/12	1.25	0.38
7/12 to 8/12	1.5	0.46
8/12 to 9/12	2.0	0.61
9/12 to 10/12	2.5	0.76
10/12 to 11/12	3.25	0.99
11/12 to 12/12	4.0	1.22
12/12 to 14/12	5.0	1.52
14/12 to 16/12	6.0	1.83
16/12 to 18/12	7.0	2.13
18/12 to 20/12	7.5	2.29
20/12 to 21/12	8.0	2.44

Termination Heights

A second termination may be no closer than 12"/305 mm.



Multiple Termination Clearance



# ENCLOSING the FIREPLACE

## COMBUSTIBLE MATERIALS

Materials that can catch fire and burn are considered combustible. Any material that is made of, or faced with wood, wood pulp, paper, plastic or any other material that can catch fire and burn is considered combustible. Even though these materials may have been 'flame-proofed', made 'fire-resistant' or are 'fire-rated' they are considered combustible. **Standard and Type X drywall are combustible.**

## NON-COMBUSTIBLE MATERIALS

A material is non-combustible when it cannot catch fire and burn. For example, materials made of stone, brick, concrete, tile, steel, plaster or glass are non-combustible.

The table below shows a list of materials which are reported by their manufacturers to be non-combustible (in accordance with the ASTM E136 standard) **AND** approved for use around fireplaces.

Skamol Skamotec® 225 and the Promat PROMAFOUR® system are preferred products for enclosing fireplaces.

<i>Product</i>	<i>Thickness</i>
Skamol Skamotec® 225 Fireplace Building Board	1½" (38 mm)
Promat PROMAFOUR® System	½" (12 mm), ⅝" (15 mm), ¾" (18 mm)
James Hardie Building Products HardieBacker® 500 ½" Cement Board	½" (12 mm)
James Hardie Building Products HardieBacker® ¼" Cement Board	¼" (6 mm)

*\* The listed brand names are trademarks of their respective companies*

Skamol Americas, Inc.  
(844) 475-2665  
E-mail: [skamotec225@skamol.com](mailto:skamotec225@skamol.com)  
[www.skamotec225.com](http://www.skamotec225.com)

Promat Inc.  
(865) 681-0155  
E-mail: [sales@promat.us](mailto:sales@promat.us)  
[www.promat.us/en](http://www.promat.us/en)

James Hardie Building Products  
(888) 542-7343  
[www.jameshardie.com](http://www.jameshardie.com)

# ENCLOSING the FIREPLACE

## BUILDING THE ENCLOSURE/FRAMING

A safe installation of your Element4 fireplace requires that three things be clearly understood.

1. Most important, these fireplaces are NOT zero-clearance fireplaces. Unlike zero-clearance fireplaces, there is not an outer metal box around the Element4 fireplaces which increases the framing dimensions.
2. Only the non-combustible wall around the glass, the platform (floor,) the mounting brackets and the venting may touch the fireplace.
3. The controls will be mounted to your enclosure and below the burner. The controls are at the end of a line set and are to be accessed via the Wall Access Door (included.) The controls must be located for ease of physical access (gas line, maintenance, etc.) as well as wireless signal (remote control) access. See the **LOCATING THE CONTROLS** and the **MOUNTING THE CONTROLS** sections. The Wall Access Door has a total opening of 25 in<sup>2</sup> (161 cm<sup>2</sup>) through which air must pass into the chase.

It may seem straightforward to build the 'rough opening', set the fireplace then attach the wall. However, **for most projects**, it will be easier to first set the fireplace in position then enclose it with Skamol Skamotec® or Promat PROMAFOUR® building board.

## REDUCED CLEARANCE TO EXISTING COMBUSTIBLE WALLS

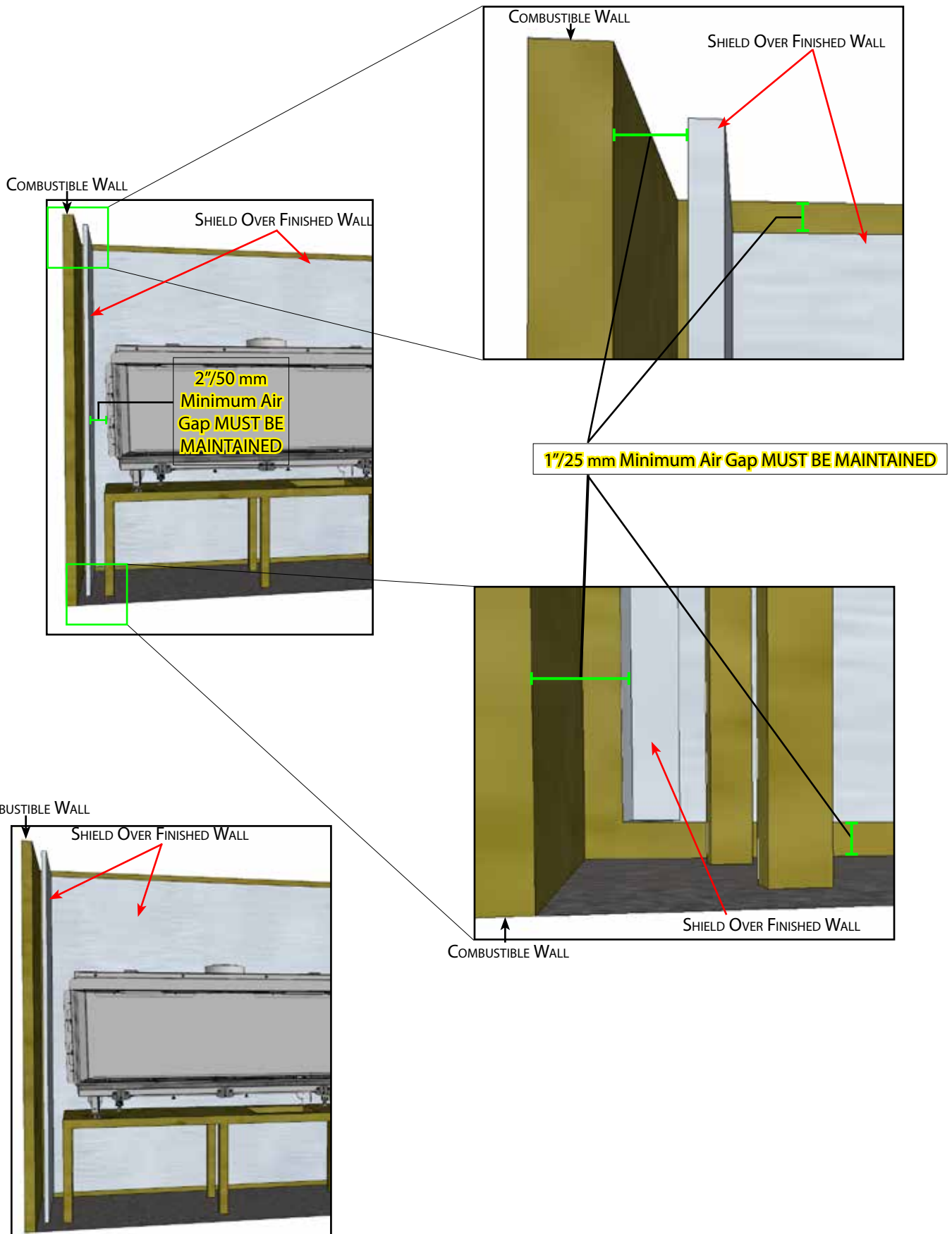
When retrofitting the fireplace against an existing wall it is often desirable to reduce the distance between the fireplace and the combustible wall. Normally, this distance is 11" (280 mm) but it may be reduced by shielding the existing finished wall with a 1" (25mm) air gap and a sheet of non-combustible material as shown on the following page.

### **IN ALL CASES:**

- A reduced clearance "wall protection shield" is **ONLY ALLOWED ON A VERTICAL WALL; IT IS NOT ALLOWED TO BE USED ON HORIZONTAL OR ANGLED SURFACES WITHIN THE NON-COMBUSTIBLE ZONE.**
- The "wall protection shield" shall be placed no closer than 1" (25 mm) to the floor or any intersecting walls. Air **MUST** be allowed to continually circulate around all sides of the wall shield.
- A 1" (25 mm) air gap between the wall shield and the existing wall **MUST** be maintained.
- A 2" (50 mm) air gap between the wall shield and the fireplace **MUST** be maintained.

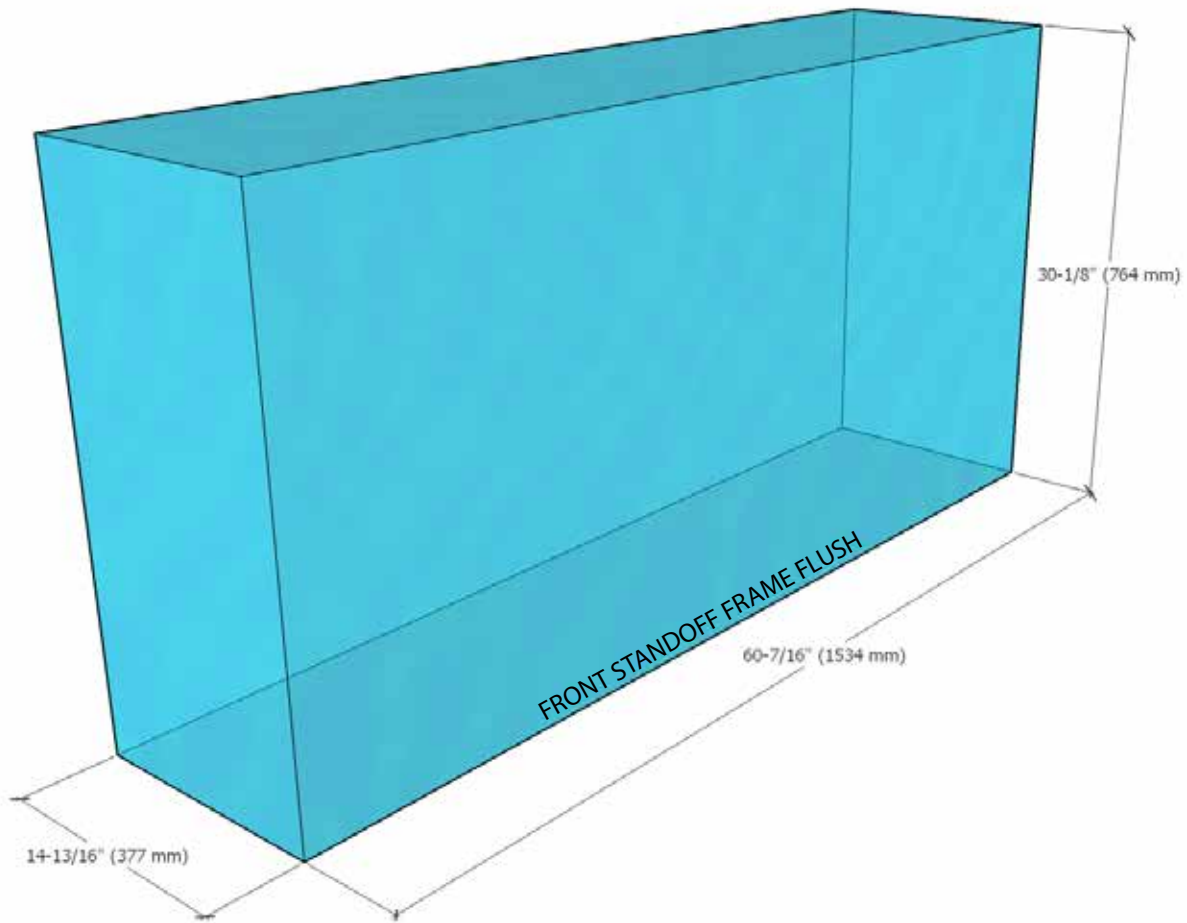
# ENCLOSING the FIREPLACE

## REDUCED CLEARANCE TO EXISTING COMBUSTIBLE WALLS



# ENCLOSING the FIREPLACE

MINIMUM AREA REQUIRED FOR BIDORE 140 MKII With Quad Burner

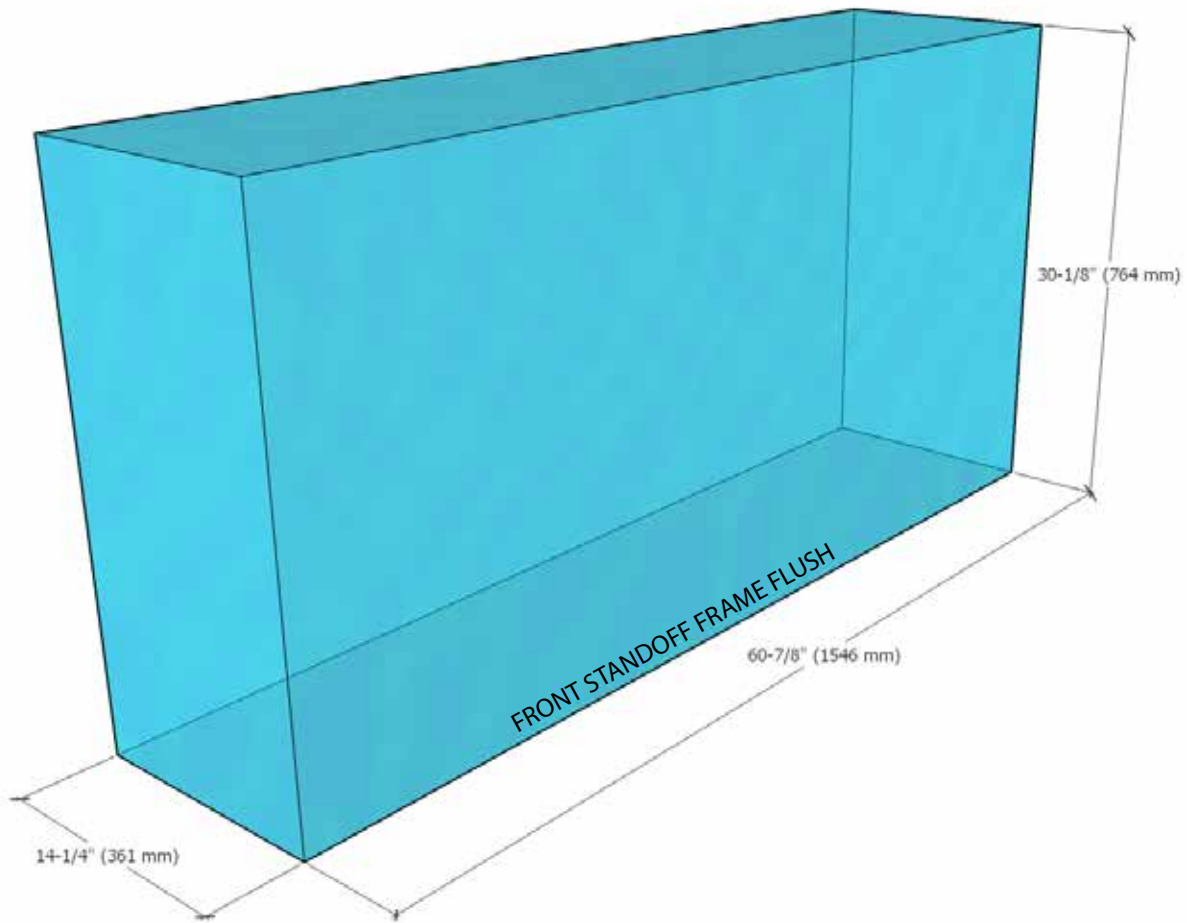


When enclosing the Bidore 140 MKII With Quad Burner fireplace there is a minimum clear area which must be maintained. Nothing except the Bidore 140 MKII With Quad Burner may be within this area. When enclosed, the Bidore 140 MKII With Quad Burner is centered - stand off frame face in line with the front inside or back inside blue limit and centered- above. This minimum area ***MUST BE DEFINED BY NON-COMBUSTIBLE MATERIAL***. The *inside* of the enclosing walls (including any necessary framing) may be no less than the distances shown above.

We recommend that the fireplace be set into its final location before building the enclosure.

# ENCLOSING the FIREPLACE

MINIMUM AREA REQUIRED FOR MODORE 140 MKII With Quad Burner

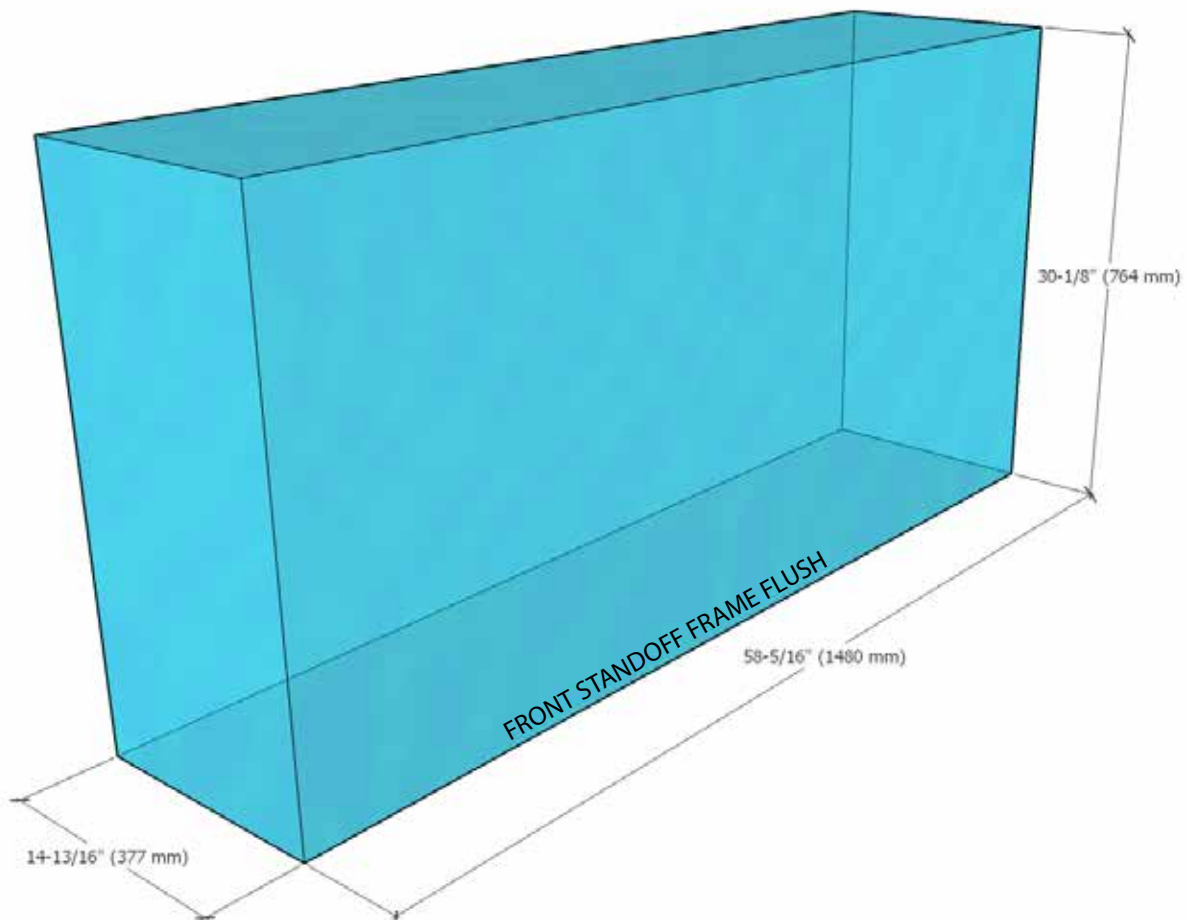


When enclosing the Modore 140 MKII With Quad Burner fireplace there is a minimum clear area which must be maintained. Nothing except the Modore 140 MKII With Quad Burner may be within this area. When enclosed, the Modore 140 MKII With Quad Burner is centered - stand off frame face in line with the front inside or back inside blue limit and centered- above. This minimum area ***MUST BE DEFINED BY NON-COMBUSTIBLE MATERIAL***. The inside of the enclosing walls (including any necessary framing) may be no less than the distances shown above.

We recommend that the fireplace be set into its final location before building the enclosure.

# ENCLOSING the FIREPLACE

MINIMUM AREA REQUIRED FOR TRISORE 140 MKII With Quad Burner



When enclosing the Trisore 140 MKII With Quad Burner fireplace there is a minimum clear area which must be maintained. Nothing except the Trisore 140 MKII With Quad Burner may be within this area. When enclosed, the Trisore 140 MKII With Quad Burner is centered - stand off frame face in line with the front inside or back inside blue limit and centered- above. This minimum area ***MUST BE DEFINED BY NON-COMBUSTIBLE MATERIAL***. The inside of the enclosing walls (including any necessary framing) may be no less than the distances shown above.

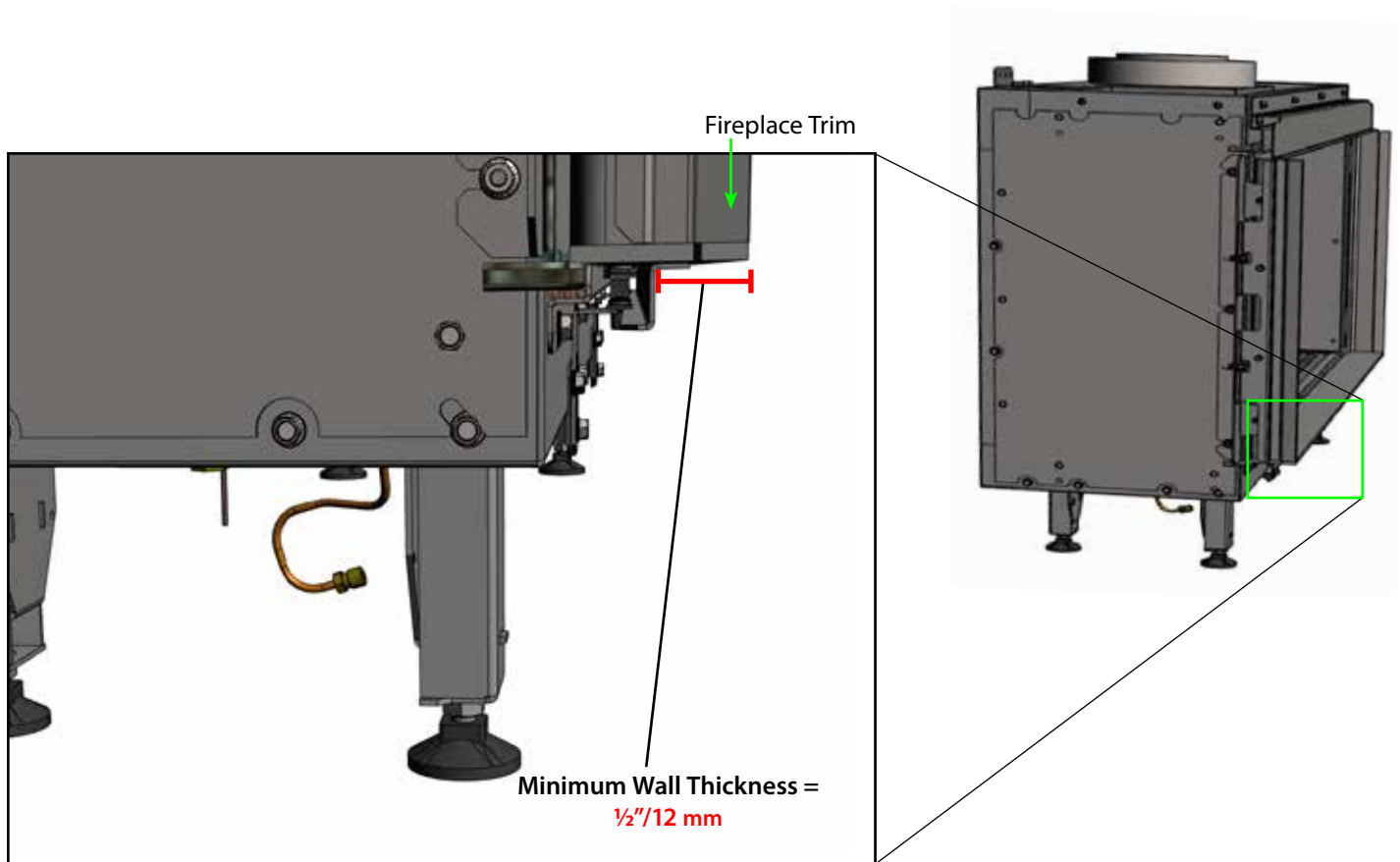
We recommend that the fireplace be set into its final location before building the enclosure.

# ENCLOSING the FIREPLACE

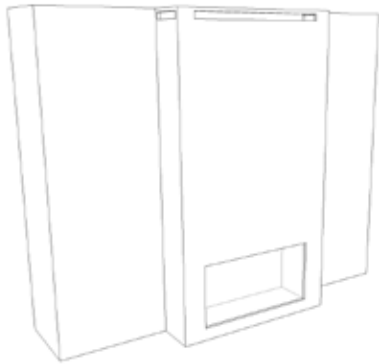
The finished wall(s) must be at least ½"/12 mm thick or the fireplace trim will extend beyond the finished wall. The list below shows the thickness of the approved wall products.

Your choice of wall material depends largely on the intended finish. For example, a thinner wall product and a layer of stone may be thick enough to reach the trim edge. If a painted finish is desired then a wall at least ½"/12 mm thick will suffice.

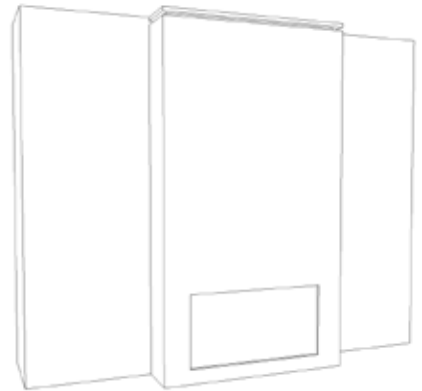
Product	Thickness
Skamol Skamotec® 225 Fireplace Building Board	1½" (38 mm)
Promat PROMAFOUR® System	½" (12 mm), ⅝" (15 mm), ¾" (18 mm)
James Hardie Building Products HardieBacker® 500 ½" Cement Board	½" (12 mm)
James Hardie Building Products HardieBacker® ¼" Cement Board	¼" (6 mm)



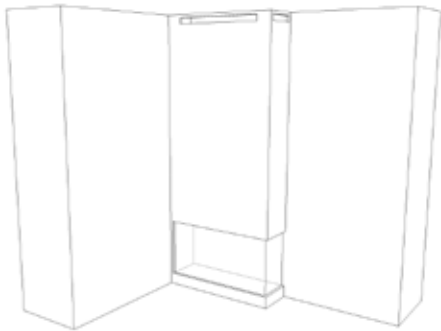
# ENCLOSING the FIREPLACE



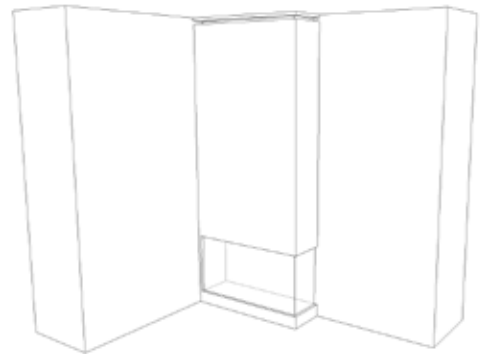
*Modore 140 with Air Outlets in Wall*



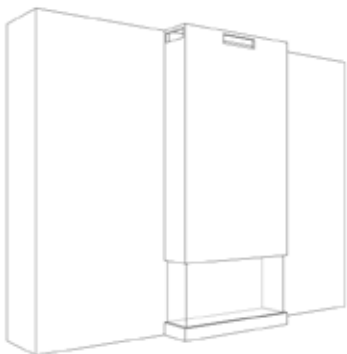
*Modore 140 with Air Outlet in Reveal*



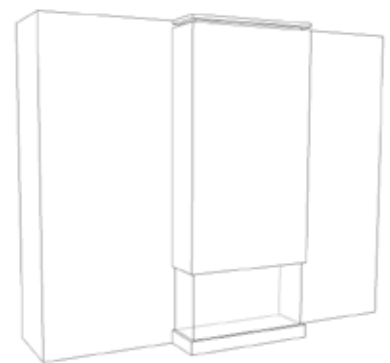
*Bidore 140 with Air Outlets in Wall*



*Bidore 140 with Air Outlet in Reveal*



*Trisore 140 with Air Outlets in Wall*



*Trisore 140 with Air Outlet in Reveal*

<b>Air Outlet Area by Model</b>		
<i>Model</i>	<i>Square Inches</i>	<i>Square Centimeters</i>
Modore 140 MKII With Quad Burner	70	452
Bidore 140 MKII With Quad Burner	70	452
Trisore 140 MKII With Quad Burner	70	452



# ENCLOSING the FIREPLACE

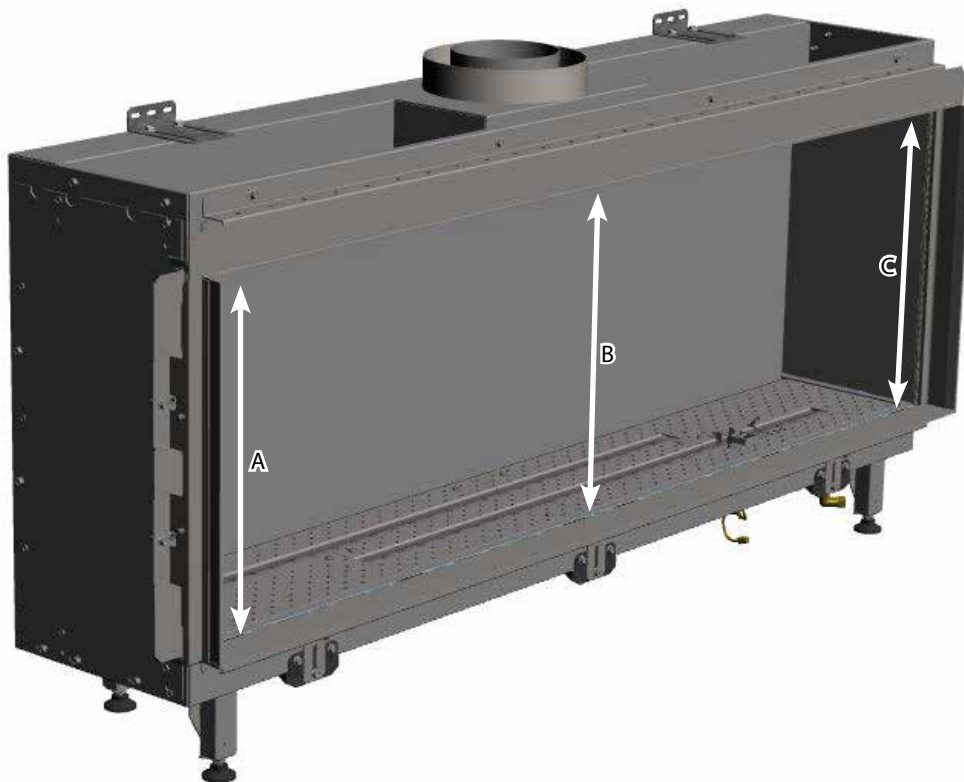


**DO NOT ALLOW THE FIREPLACE  
TO BEAR ANY WEIGHT**



Dimensions A, B, and C must be equal throughout the installation.

Any support framing (NON-combustible framing ONLY) must be at least 2" (50 mm) away from any part of the fireplace. The entire weight of the non-combustible walls must be borne by a structure other than the fireplace.



Use the adjustable feet to ensure that the fireplace is level prior to enclosing it.

Do NOT lift the fireplace by the face frame but by the bottom of the cabinet.

# ENCLOSING the FIREPLACE

## COLD CLIMATE INSULATION

For cold climate installations, it is especially important to insulate outside the chase cavity, between studs and under the floor on which appliance rests, if floor is above ground level. Gas line holes and other openings should be filled with approved firestop.

If the fireplace is being installed on a cement slab in cold climates, a sheet of plywood or a raised platform can be placed underneath to prevent cold transferring to the fireplace and into the room. It also helps to tape the venting for maximum air tightness and to caulk the firestops.

## LOCATING THE CONTROLS

The standard control system consists of four major components; the receiver, the remote control, the gas valve, and the power supply.

The remote control is the device by which you operate the fireplace. The receiver and the gas control are at one end of a line set which is connected to the firebox near the center. As shipped, the line set is wrapped together and fixed to the fireplace. Remove all wraps and ties prior to installation.

The Wall Access Door is provided with your fireplace. When locating the Wall Access Door you must consider four types of access:

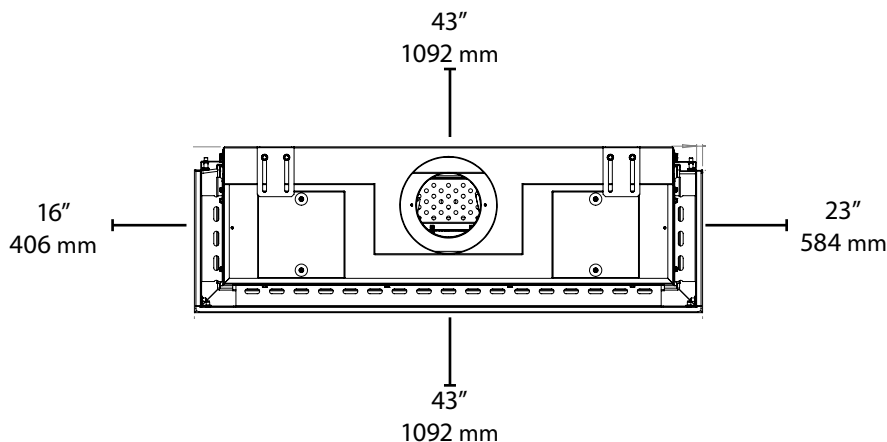
1. *Air access.* Room air must be allowed to flow freely through the Wall Access Door perforations, the site-built platform and the fireplace chase. The Wall Access Door must be installed in the same room as the fireplace.
2. *Line set access.* The line set is to be unwrapped. Do not kink the lineset and do not bend to a radius of less than 2" (50 mm)
3. *Physical access.* The gas valve/receiver must be readily accessible for maintenance, etc.
4. *Wireless access.* The signals from the remote must get to the receiver, inside the access door.

If the Access Door is not used its air access equivalent 25 in<sup>2</sup> (161 cm<sup>2</sup>) as well as physical, wireless and line set access must be provided.

## MOUNTING THE CONTROLS

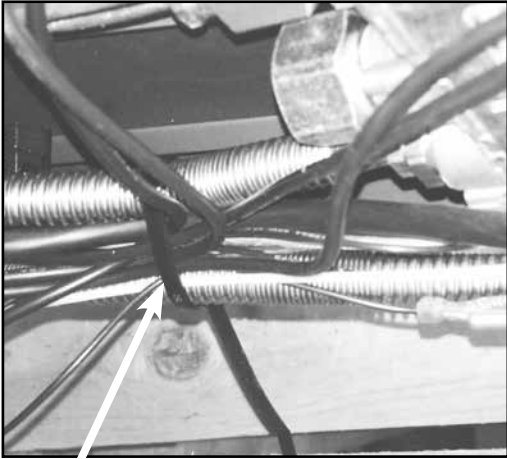
Do not place the controls above the level of the burner. If the fireplace is to be set directly on the floor, the controls must be placed outside the non-combustible zone.

The table shows the dimensions and the required rough opening of the Wall Access Door. The door should be mounted with the hinge on the left side or with the hinge down.

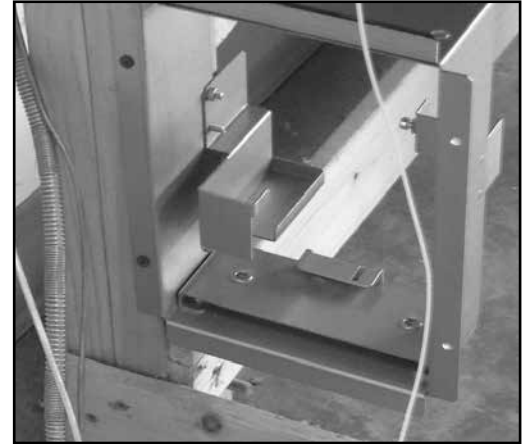


When measured at the level of the feet, the controls will reach no farther from the cabinet edge than shown at left. The drawing is not to scale.

## ENCLOSING the FIREPLACE



Carefully cut the black tie wraps which hold the line set to the bottom of the fireplace then carefully unwrap the line set. Lay the line set out towards the location of the Access Door. Do not kink the lineset and do not bend to a radius of less than 2"/50 mm.



Remove the four bolts holding the white door/frame cover to the frame. Separate the frame and cover then mount the Access Door frame to the rough opening as shown.

Replace the white door/frame cover onto the frame and secure it with the four bolts.



Set the receiver into the Wall Access Door bracket as shown and connect the AC adapter.

# ENCLOSING the FIREPLACE

## TEST FIRE

Prior to being placed into operation, the fireplace should be test-fired in stages to ensure that all components are in good working order. This fireplace has a 2<sup>nd</sup> thermocouple which senses the burner flame. **The system will turn itself off if the system does not sense the 2<sup>nd</sup> thermocouple output within 29 seconds after the valve opens.**

Note that a single, long beep indicates that the 2<sup>nd</sup> thermocouple is still hot enough to produce electricity at the receiver thus preventing the fireplace from starting. Allow time for the 2<sup>nd</sup> thermocouple to cool down before attempting a start. The system is ready to start when pressing the ON/OFF button produces a response from the valve.

1. Start the fireplace with the hearth panel out and with the front glass off. Ensure that the pilot flame both heats the primary thermocouple and lights the burner. For safety, a post-purge delay is built into the system. Subsequent start attempts **MUST NOT** take place for at least thirty (30) seconds.
2. Start the fireplace with the hearth panel in place and with all of the glass panels fixed correctly in place. Ensure that the main burner flames engulf the 2<sup>nd</sup> thermocouple and the fireplace stays lit for at least 1 full minute. If the system turns itself off after 29 seconds install the required media (next section) and return here. Installing the fire media will help with the flame around the 2<sup>nd</sup> thermocouple. Subsequent start attempts **MUST NOT** take place for at least five (5) minutes.
3. Start the fireplace with the media installed. If the system turns itself off after 29 seconds, rearrange the media to produce a good flame at the 2<sup>nd</sup> thermocouple. This step may have to be repeated several times before the media is in the best place for consistent operation. A single, long beep indicates that the 2<sup>nd</sup> thermocouple is still too hot to start the ignition sequence. Allow time for the 2<sup>nd</sup> thermocouple to cool down. Once the system stays lit for at least one full minute, turn the fireplace off, fix the glass panels in place and operate the fireplace for at least 45 minutes to ensure the system works properly when heated.

**DO NOT OPERATE THE BURNERS WITH THE GLASS OFF FOR MORE THAN THREE (3) MINUTES OR DAMAGE WILL OCCUR!**

# INSTALLING THE FIRE MEDIA

LSE 418 II

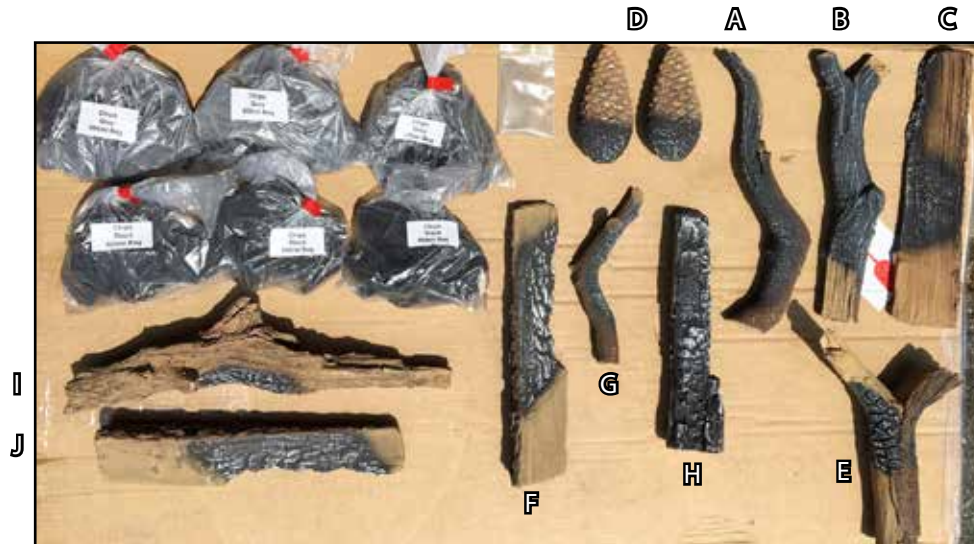
## LOG ARRANGEMENTS

Ensure that the hearth panels are properly placed and sitting firmly on the base of the fire box. The pilot flame must be visible through the panel and the cut-out in the pilot shield. Scatter the bag of chips evenly on the hearth panel and burners. **Ensure that the area inside the pilot shield and the area around the 2<sup>nd</sup> thermocouple remains clear of media.**



The LSE 418 II carton contains:

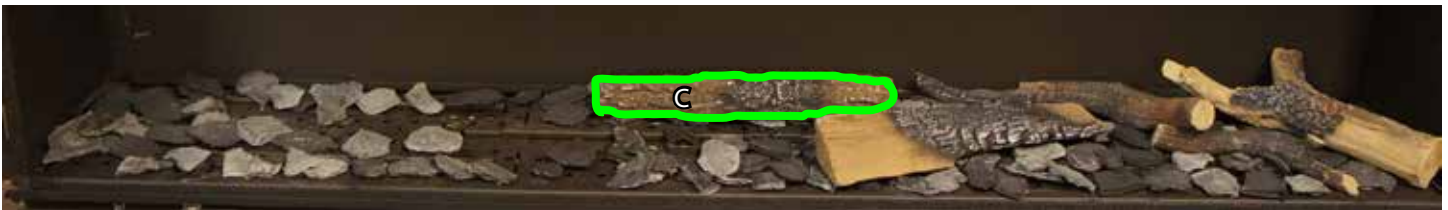
- one small bag of ash (use is optional)
- two pine cones
- nine logs
- three bags of black chips
- three bag of grey chips



Scatter the chips across the burner and hearth panel then lay the logs in the following sequence:



# INSTALLING THE FIRE MEDIA



# INSTALLING THE FIRE MEDIA



# INSTALLING THE FIRE MEDIA

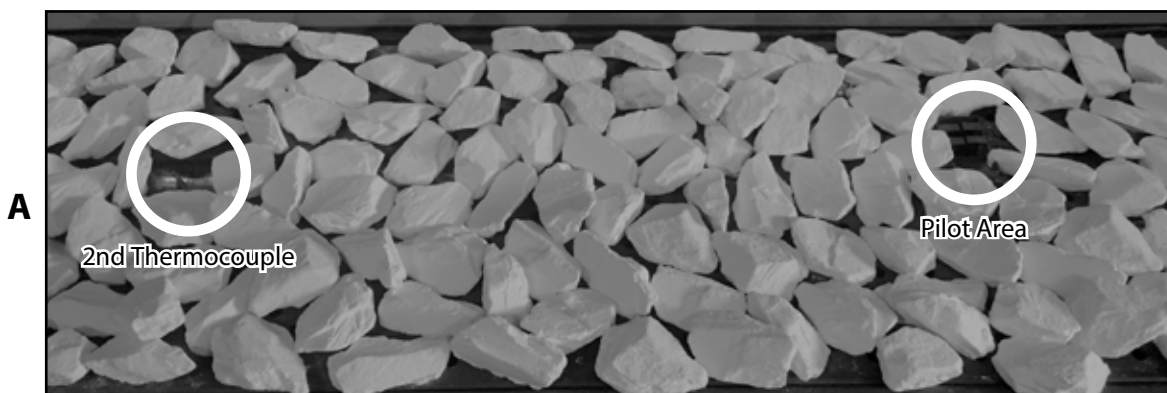
## STONES/GLASS ARRANGEMENTS

Ensure that the hearth panel is sitting firmly on the base of the fire box and the shield is installed around the 2<sup>nd</sup> thermocouple. The center panel must be inserted in between the burner tubes. The pilot flame must be visible through the hearth panel and the pilot shield.

Evenly scatter the contents of the bag of stones/glass over the top of the hearth panel and burner. Ensure that none of the stones/glass enters the pilot area or restricts the operation of the 2<sup>nd</sup> thermocouple.

The arrangement is now complete. However, it is important to check that the pilot flame is still visible.

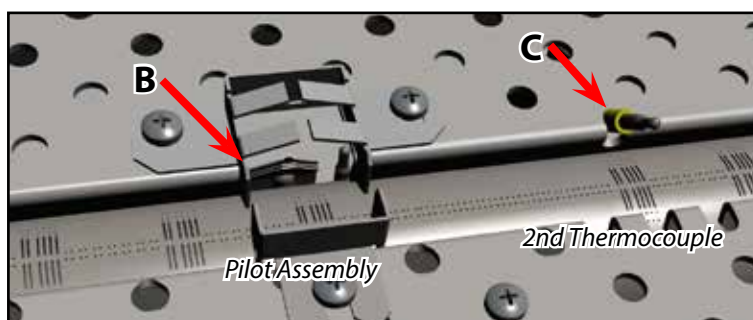
A shows the arrangement for stones; the arrangement for glass is similar.



*(actual burner pilot assembly and thermocouple location may vary depending on model)  
(grey stones shown here)*

B shows the pilot area (below) clear of media (above).

C shows the 2<sup>nd</sup> thermocouple area (below) clear of media (above).



To see how to arrange media in an Element4 fireplace please visit the link below.

[WWW.EUROPEANHOME.COM/RESOURCES/VIDEOS/](http://WWW.EUROPEANHOME.COM/RESOURCES/VIDEOS/)



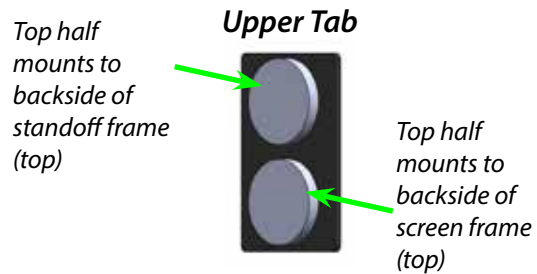
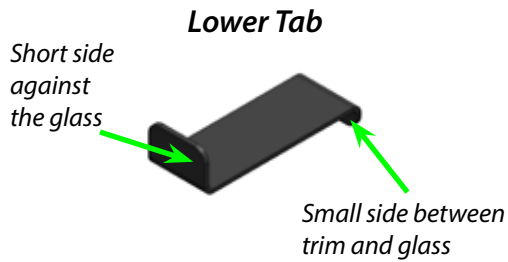


# SCREEN INSTALLATION

MODEORE 140 With Quad Burner	
Upper Tabs	3
Lower Tabs	3
Magnets	9
Long Screen	1
Short Screen	N/A

BIDORE 140 With Quad Burner	
Upper Tabs	4
Lower Tabs	4
Magnets	12
Long Screen	1
Short Screen	1

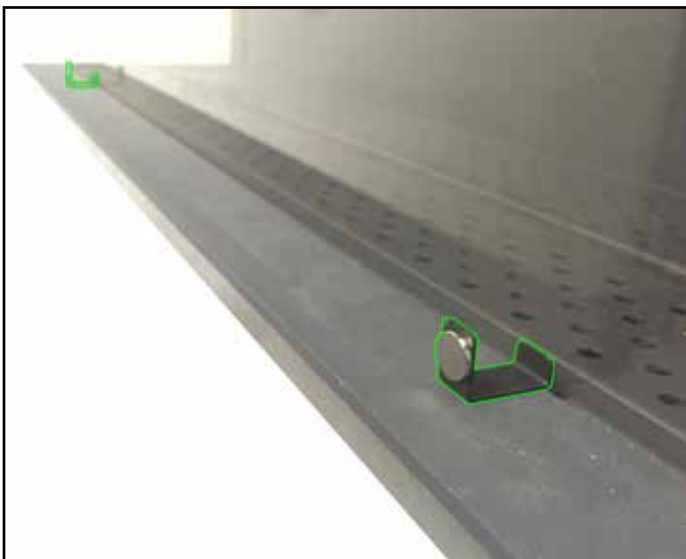
TRISORE 140 With Quad Burner	
Upper Tabs	5
Lower Tabs	5
Magnets	15
Long Screen	1
Short Screen	2



Short Screen

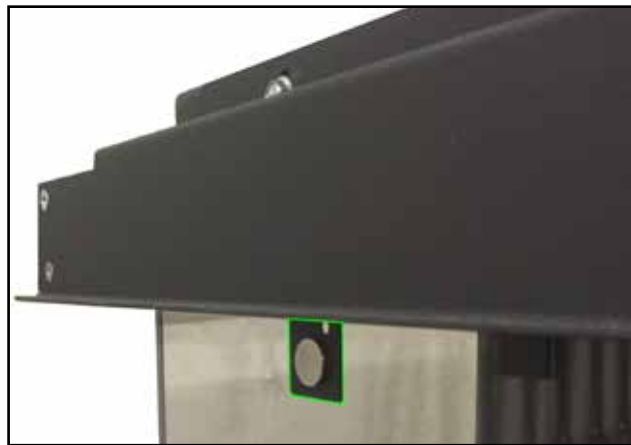


Long Screen

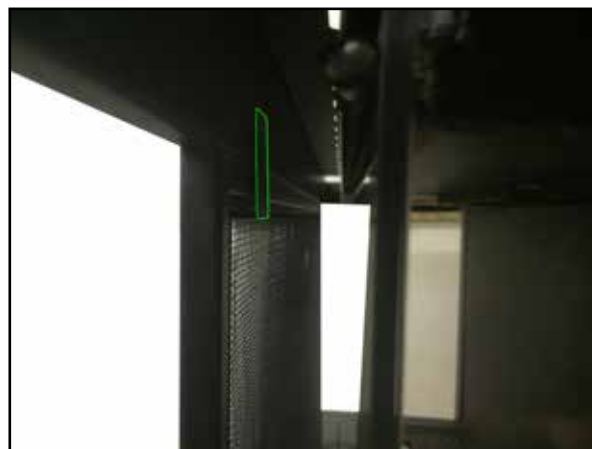


Place the two Lower Tabs on the trim, with the short side against the glass, about 2-3" from each corner of the glass. Place a magnet on the front of each tab.

# SCREEN INSTALLATION

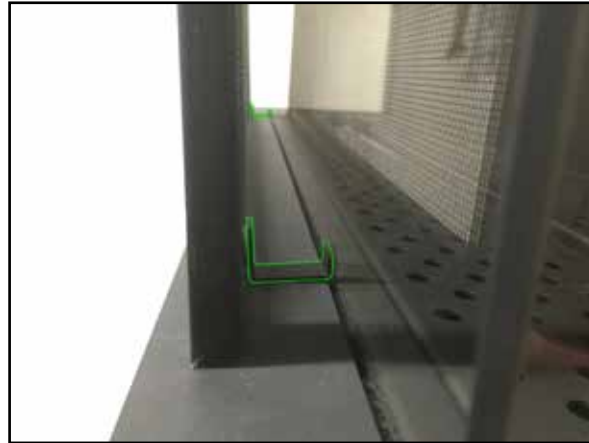


Place the two Upper Tabs on the inside of the top stand off frame. One magnet will be hidden, attached to the standoff frame. The other magnet will be exposed to attach to the screen.



This is what the screen will look like when it is attached correctly to the top Upper Tabs (view from inside of the standoff frame).

# SCREEN INSTALLATION



This is what the screen will look like when it is attached correctly to the top Lower Tabs (view between the screen and the glass).



The screen is installed properly in the photo above. Please make sure that all magnets are in the correct position and the tabs are secured.



# OPERATING the FIREPLACE

## BEFORE THE FIRST FIRE

1. Make certain that all construction materials have been removed from inside and around the fireplace and the fireplace has been cleaned of any construction dust. Clean the glass BEFORE and AFTER the first fire.
2. Confirm that the gas valve is properly connected and bled by a certified gas technician or plumber.
3. Check the gas supply for leaks and proper pressure. Refer to the table in "Appliance Ratings" section.
4. Check that the venting is unobstructed and in proper working condition.
- 5. PROPERLY PLACE, CLAMP, AND SEAL THE GLASS PANELS.**
6. Ensure the receiver is powered with an AC Adapter OR Batteries, NOT BOTH.
7. Place the two (2) AAA batteries into the remote control and confirm that it will communicate with the receiver by pressing the **ON/OFF** button. If necessary pair the remote and receiver (see below).
8. Follow USING THE REMOTE CONTROL ELECTRONIC IGNITION SEQUENCE to setup and use remote.

## PAIRING THE REMOTE AND RECEIVER (System Reset)

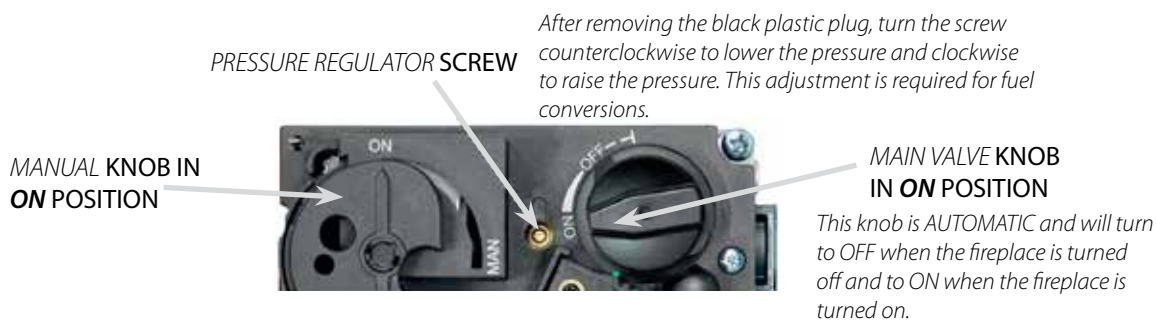
From the factory, the remote control will communicate with the receiver; they are 'paired' and should need no further attention. If the receiver does not respond to commands from the remote they should be paired to each other. This is done as follows:

1. Press and hold the receiver reset button using a small, long tool until you hear the second of two beeps. After the second beep release the reset button.
2. Press and hold the  button on the remote until you hear the second of two beeps. Release the  button.

If you hear one long beep, this indicates the pairing sequence has failed or the wiring is incorrect.



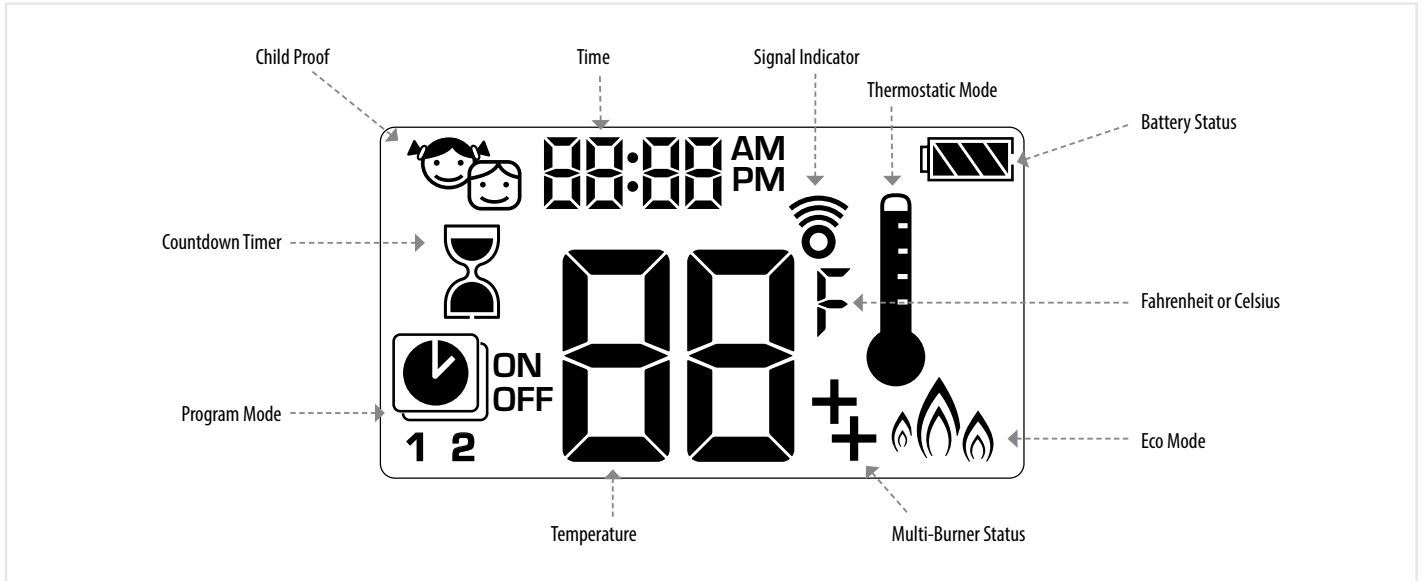
## GAS VALVE KNOBS



**Note!** For normal operation the *MANUAL* knob on the gas valve cannot be in the **MAN** position; it must be fully in the **ON** position.

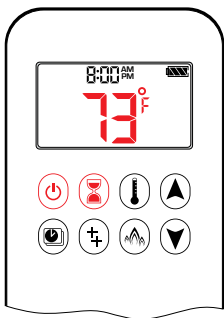
# OPERATING the FIREPLACE

## 8-BUTTON REMOTE CONTROL



Display (all symbols shown)

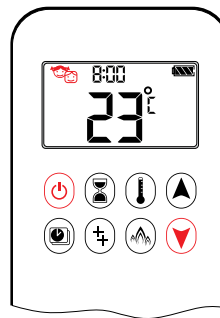
### SETTING FAHRENHEIT or CELSIUS



To change between °C and °F, press and buttons simultaneously.

**NOTE:** Choosing °F results in a 12 hour clock. Choosing °C results in a 24 hour clock.

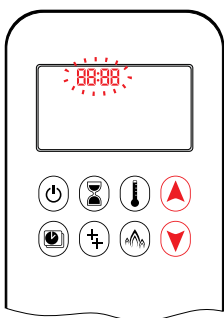
### CHILD PROOF



**ON:**  
To activate press and buttons simultaneously. displayed and the handset is rendered inoperable, except for the off function.

**OFF:**  
To deactivate press and buttons simultaneously. disappears.

### SETTING the TIME



1. Press and buttons simultaneously. **Day** flashes.
2. Press or button to select a number to correspond with the day of the week (e.g. 1=Monday, 2=Tuesday, 3=Wednesday, 4=Thursday, 5=Friday, 6=Saturday, 7=Sunday).
3. Press and buttons simultaneously. **Hour** flashes.
4. To select hour press or button.
5. Press and buttons simultaneously. **Minutes** flash.
6. To select minutes press or button.
7. To confirm press and buttons simultaneously or wait.

### MANUAL MODE (HANDSET)

#### NOTICE

#### BEFORE OPERATING

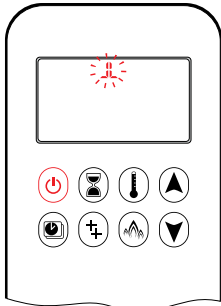
1. Make sure MANUAL knob on the GV60 valve is in the **ON**, full counterclockwise position.
2. Place the ON/OFF switch (if equipped) in the I (ON) position.

#### TO TURN ON FIRE

#### ⚠ WARNING

When pilot ignition is confirmed, motor turns automatically to maximum flame height.

# OPERATING the FIREPLACE

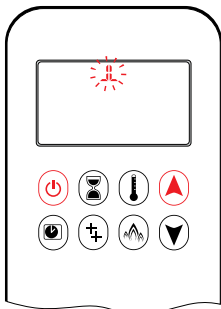


## Handset One-Button Operation (Default Setting)

- Press, and hold, (⏻) button until two short beeps and a blinking series of lines confirms the start sequence has begun; release button.
- Main gas flows once pilot ignition is confirmed.
- Handset automatically goes into Manual Mode after main burner ignition.

### NOTICE

Change from one-button to two-button ignition operation by pressing and holding (⏻) button for 10 seconds immediately after installing batteries. **ON** is displayed and **1** is flashing. When change is complete **1** will change to **2**.



## Handset Two-Button Operation

- Press (⏻) and (⏮) button simultaneously until two short beeps and a blinking series of lines confirms the start sequence has begun; release buttons.
- Main gas flows once pilot ignition is confirmed.
- Handset automatically goes into Manual Mode after main burner ignition.

### NOTICE

Change from two-button to one-button ignition operation by pressing and holding (⏻) button for 10 seconds immediately after installing batteries. **ON** is displayed and **2** is flashing. When change is complete **2** will change to **1**.

### ⚠ WARNING

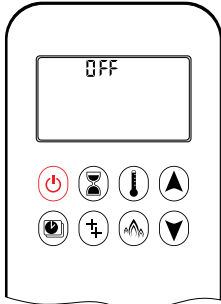
If the pilot does not stay lit after several tries, turn the main valve knob to **OFF**, turn off gas to the appliance and contact your fireplace service agency.

## STANDBY MODE (PILOT FLAME)

### Handset

- Press and hold (⏮) button to set appliance to pilot flame.

## TO TURN OFF FIRE

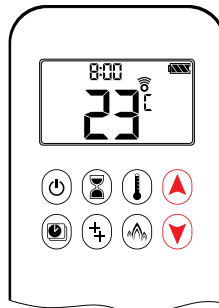


### Handset

- Press (⏻) button to turn OFF.

**NOTE:** There is a 5 sec delay before the next ignition is possible.

## FLAME HEIGHT ADJUSTMENT

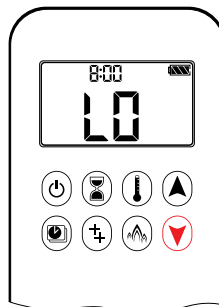


### Handset

- To increase flame height press and hold (⏮) button.
- To decrease flame height or to set appliance to pilot flame, press and hold (⏭) button.

## DESIGNATED LOW FIRE and HIGH FIRE

**NOTE:** Backlight must be on for high fire and low fire double-click operation.



- To go to low fire, double-click (⏭) button. **L0** is displayed.

**NOTE:** Flame goes to high fire first before going to low fire.

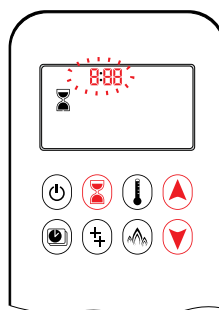


- To go to high fire, double-click (⏮) button. **H1** is displayed.

### ⚠ WARNING

If the appliance will not operate, turn off gas to the appliance.

## COUNTDOWN TIMER



### ON/SETTING:

1. Press and hold (⏻) button until (⌚) displayed, and **hour** flashes.
2. To select hour press (⏮) or (⏭) button.
3. To confirm hour press (⏻) button. **Minutes** flash.
4. To select minutes press (⏮) or (⏭) button.
5. To confirm press (⏻) button or wait.

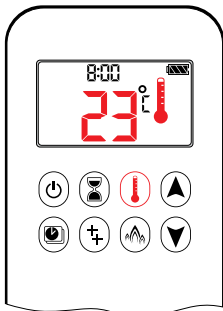
### OFF:

Press (⏻) button, (⌚) and countdown time disappear.

**NOTE:** At end of countdown time period, the fire turns off. The Countdown Timer only works in Manual, Thermostatic, and Eco Modes. Maximum countdown time is 9 hours and 50 minutes.

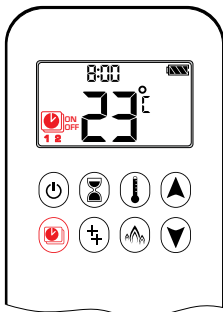
# OPERATING the FIREPLACE

## MODES of OPERATION



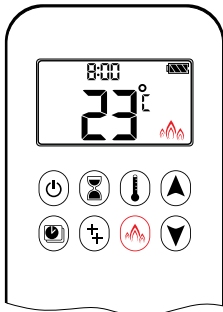
### Thermostatic Mode

The room temperature is measured and compared to the set temperature. The flame height is then automatically adjusted to achieve the set temperature.



### Program Mode

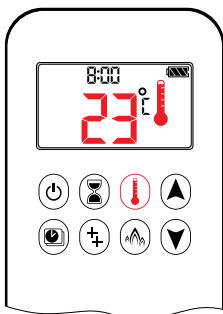
PROGRAMS 1 and 2, each can be programmed to go on and off at specific times at a set temperature.



### Eco Mode

Flame height modulates between high and low. If the room temperature is lower than the set temperature, the flame height stays on high for a longer period of time. If the room temperature is higher than the set temperature, the flame height stays on low for a longer period of time. One cycle lasts approximately 20 minutes.

## THERMOSTATIC MODE

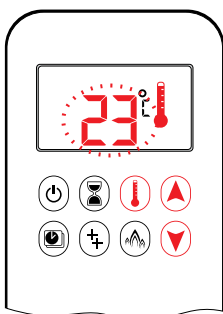


### ON:

Press button. displayed, preset temperature displayed briefly, and then room temperature displayed.

### OFF:

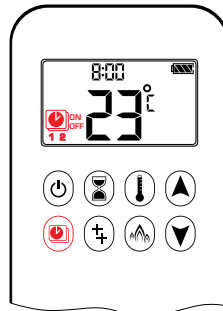
1. Press button.
2. Press or button to enter Manual Mode.
3. Press button to enter Program Mode.
4. Press button to enter Eco Mode.



### SETTING:

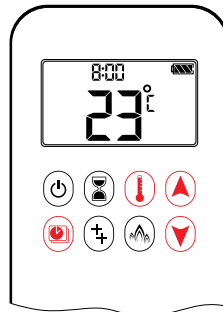
1. Press button and hold until displayed, temperature flashes.
2. To adjust set temperature press or button.
3. To confirm press button or wait.

## PROGRAM MODE



### ON:

Press button. , **1** or **2**, **ON** or **OFF** displayed.



### OFF:

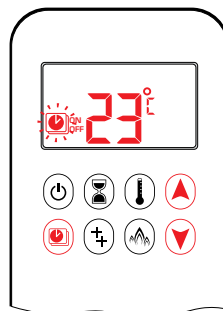
1. Press or or button to enter Manual Mode.
2. Press button to enter Thermostatic Mode.

**NOTE:** The set temperature for Thermostatic Mode is the temperature for the on time in Program Mode. Changing the Thermostatic Mode set temperature also changes the on time temperature in Program Mode.

### Default settings:

ON TIME (Thermostatic) TEMPERATURE: 21 °C (70 °F)

OFF TIME TEMPERATURE: “--” (pilot flame only)



### TEMPERATURE SETTING:

1. Press button and hold until flashes. **ON** and set temperature (setting in Thermostatic Mode) displayed.
2. To continue press button or wait. , **OFF** displayed, temperature flashes.
3. Select off temperature by pressing the or button.
4. To confirm press button.

**NOTE:** The on (Thermostatic) and off set temperatures are the same for each day.

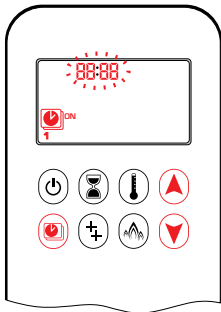


### DAY SETTING:

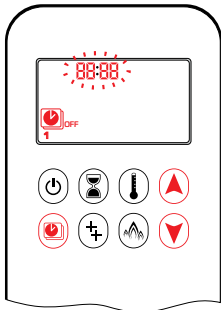
5. **ALL** flashes. Press or button to choose between **ALL**, **SRSU**, **1**, **2**, **3**, **4**, **5**, **6**, **7**.
6. To confirm press button.

# OPERATING the FIREPLACE

## RLL selected



- ON TIME SETTING (PROGRAM 1):
1. **ON** displayed, RLL is displayed shortly, and hour flashes.
  2. To select hour press ▲ or ▼ button.
  3. To confirm press ⏻ button. **1, ON** displayed, RLL displayed shortly, and minutes flash.
  4. To select minutes press ▲ or ▼ button.
  5. To confirm press ⏻ button.



- OFF TIME SETTING (PROGRAM 1):
6. **OFF** displayed, RLL is displayed shortly, and hour flashes.
  7. To select hour, press ▲ or ▼ button.
  8. To confirm press ⏻ button. **1, OFF** displayed, RLL displayed shortly, and minutes flash.
  9. To select minutes press ▲ or ▼ button.
  10. To confirm press ⏻ button.

**NOTE:** Either continue to PROGRAM 2 and set on and off times or stop programming at this point, and PROGRAM 2 remains deactivated.

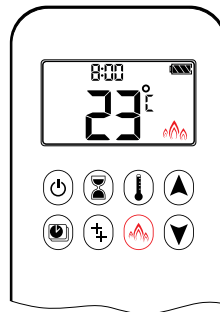
**NOTE:** PROGRAM 1 and 2 use the same on (Thermostatic) and off temperatures for RLL, SR5U and Daily Timer (1, 2, 3, 4, 5, 6, 7). Once a new on (Thermostatic) and/or off temperature has been set, that temperature becomes the new default setting.

**NOTE:** If RLL, SR5U or Daily Timer are programmed for PROGRAM 1 and PROGRAM 2 on and off times, these become the new default times. The batteries must be removed to clear the PROGRAM 1 and PROGRAM 2 on and off times and temperatures.

## SR5U or Daily Timer (1, 2, 3, 4, 5, 6, 7) selected

- Set on time and off time using same procedure as "RLL selected" (above).
- SR5U: Set on time and off time for both Saturday and Sunday.
- Daily Timer: Unique on and off times may be set for a single day of the week, for multiple days of the week, or for every day of the week.
- Wait to finish setting.

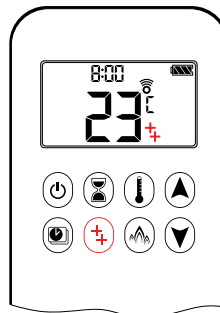
## ECO MODE



**ON:**  
Press 🔥 button to enter Eco Mode. 🔥 displayed.

**OFF:**  
Press 🔥 button. 🔥 disappears.

## WITH QUAD BURNER BURNER OPERATION



The With Quad Burner burner features the possibility of four different flame configurations. Shown below is a top view of the five individual burners used in the With Quad Burner burner. Each burner is in one of three groups; A, B or C.

Group A contains the main burner, the pilot burner and the second thermocouple. Similar to any other fireplace, when the fireplace is burning the pilot flame is always on. Groups B and C consist of two burners each (B1/B2 and C1/C2, respectively.)

Note: The flame configuration at start up is the same as that which was most recently used. Therefore, the possibility exists, that in one occasion all five burners are on at start-up, while in another only the main burner is in use.

With the With Quad Burner burner, one is able to create four different flame configurations, each a combination of one or more of the four burner groups. For each configuration the main burner (Group A) will be turned on. The configurations can be controlled, in sequence, with the "double plus" button on the remote as follows;

Click 🔥 for Group A

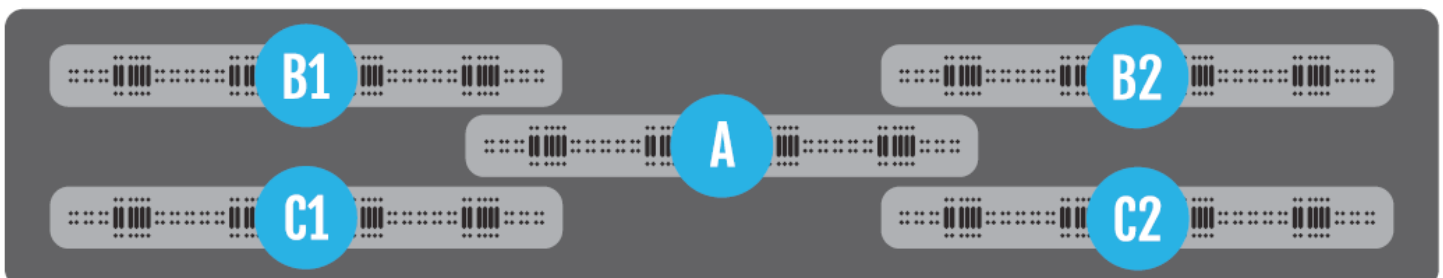
Again, click 🔥 for Groups A and B (or Groups A and C)

Again, click 🔥 for Groups A, B and C

Again, click 🔥 for Groups A and C (or Groups A and B)

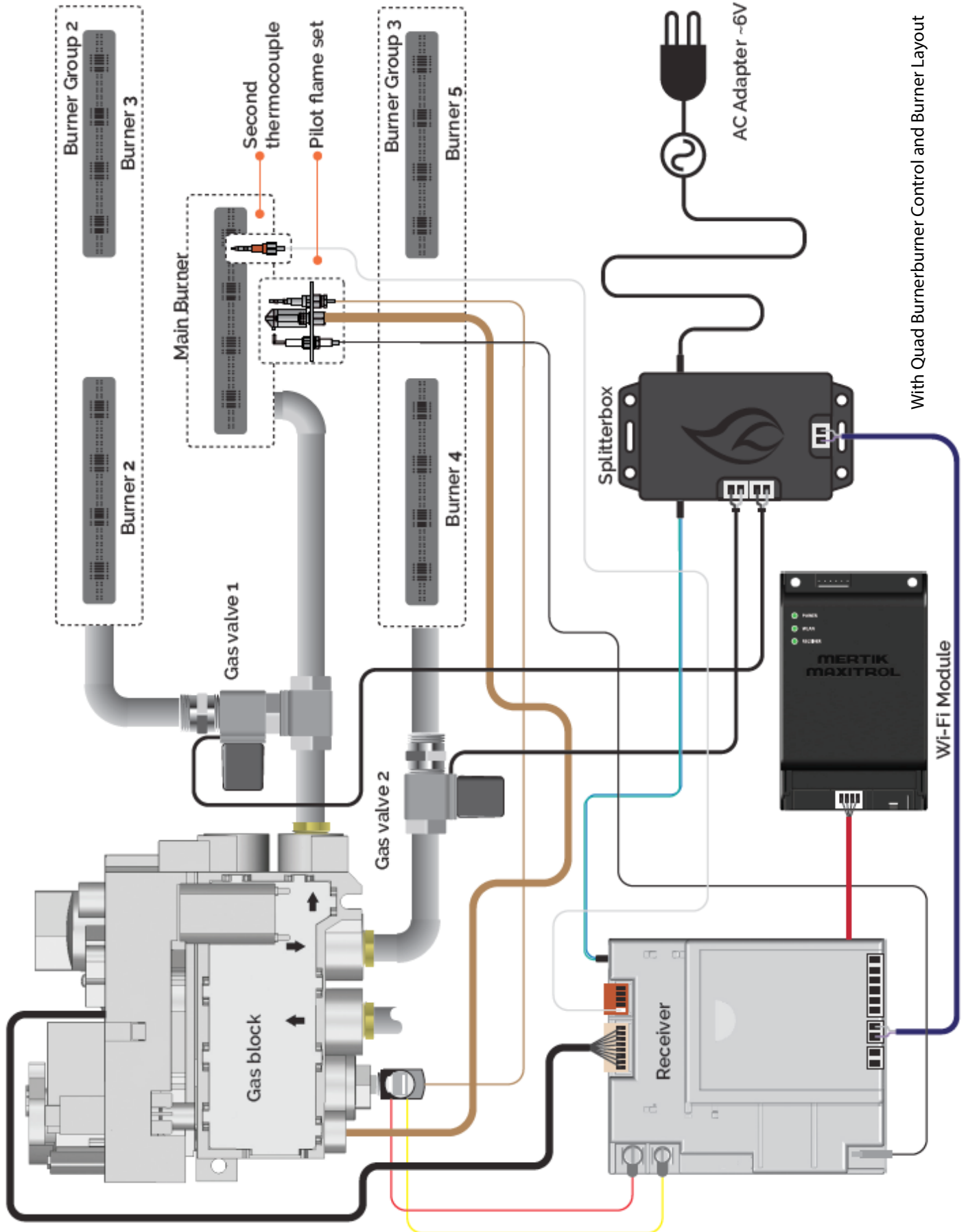
Again, click 🔥 for the initial Group A configuration

Depending on the MODEL, Groups B and C may be switched in their position, front to back. Therefore, it is possible that in two different fireplaces, one fireplace starts by igniting Groups A and B, while the other fireplace will ignite Groups A and C.





# OPERATING the FIREPLACE



With Quad Burner Control and Burner Layout

# OPERATING the FIREPLACE

## OPERATING INSTRUCTIONS

### GENERAL NOTES

#### NOTICE

Wiring of valve and receiver must be completed before starting ignition. Failure to do so could damage the electronics.



#### Handset

- Two (2) AAA batteries are supplied and required.
- Low battery indicator on handset display.



#### Receiver

- An AC adapter is supplied with the fireplace and should be used instead of batteries.
- NEVER use both batteries and an AC adapter.
- Batteries may be used for troubleshooting but should be removed in favor of the AC adapter when appropriate.

#### Software Version

Press  and  buttons simultaneously. Software version is displayed.

#### Handset Model Number

Press  and  buttons simultaneously. Handset model number is displayed.

#### Deactivate Functions

1. Install handset batteries. All icons are displayed and flashing.
2. While the icons are flashing, press the relevant function button and hold for 10 seconds.
3. The function icon will flash until deactivation is complete. Deactivation is complete when the function icon and two horizontal bars are displayed.




**NOTE:** If a deactivated button is pressed, there is no function, and two horizontal bars are displayed.

**NOTE:** Deactivation remains in effect after change of batteries.

#### Activate Functions

1. Install handset batteries. All icons are displayed and flashing.
2. To activate a function, press the relevant button and hold for 10 seconds.
3. The function icon will continue to flash until activation is complete. Activation is complete when the function icon is displayed.

#### The following Functions can be Deactivated/Activated


- CHILD PROOF (To activate press  and  buttons simultaneously.  displayed and the handset is rendered inoperable (except for off function).
- PROGRAM MODE
- THERMOSTATIC MODE (also deactivates Program Mode)
- ECO MODE
- MULTI-BURNER FEATURE
- COUNTDOWN TIMER

### SETTING THE ELECTRONIC CODE

(First time use only.)

#### Radio Frequency Handset

To secure the communications between the handset and the receiver a security code must be chosen from among 65,000 codes available. Pairing the handset with the receiver automatically chooses one of these codes. To pair the handset and receiver:

- Press and hold the receiver's reset button until you hear two (2) beeps. The first beep is short and the second beep is long. After the second beep, release the reset button.
- Within the subsequent 20 seconds press the  on the handset until you hear two additional short beeps confirming the code is set. If you hear one long beep, this indicates the pairing sequence has failed or the wiring is incorrect.

**NOTE:** This is a one time pairing only, and is not required after changing the batteries of the handset or receiver.



Receiver Reset Button

# OPERATING the FIREPLACE

## THE FIRST FIRE

When the fireplace is first heated, an odor may be given off by the hot metal. This is normal and is a result of the 'burn off' of the lubricants and sealants used when manufacturing the fireplace. We recommend that you open the nearby windows for extra ventilation and then operate the fireplace for at least four hours.

When the glass is cold, some condensation may appear on the glass after lighting the fireplace. This is normal and the condensation will disappear as the glass warms.

During this first fire, examine the flame for appearance and quality. Examine the burner media for sooting. The flame pattern should be similar to that shown below. Flames may appear blue and will turn yellow after 15 to 20 minutes.

After this burn-off period, turn off the fireplace and let it cool completely to room temperature and clean both sides of the glass and the interior panels as described in the **MAINTENANCE** section.

Since it is a metal fireplace, the heat-up and cool-down cycles may produce some noises caused by the expansion and contraction of these metals. The premium materials and build quality of your fireplace will keep these sounds to a minimum.



To see an Element4 fireplace starting and running normally  
please visit the link below.

[WWW.EUROPEANHOME.COM/RESOURCES/VIDEOS/](http://WWW.EUROPEANHOME.COM/RESOURCES/VIDEOS/)



# MAINTENANCE

## REMOVING AND CLEANING THE GLASS

### OVERVIEW

The glass panels on this fireplace are held in place by a number of rope gaskets. These instructions will show you how to remove and install the rope gaskets and glass panels.

Please read these instructions completely before proceeding.

### TOOLS REQUIRED

- Gloves (not included)

*Remove the SIDE TRIM first,  
then the BOTTOM TRIM*



### REMOVING THE GLASS

#### Step 1.

Remove the lower and upright trim pieces which are held in place with magnets and will lift out.

#### Step 2.

The front glass panel should be removed first. This panel is secured with one lower rope gasket and one upper rope gasket.

#### Step 3.

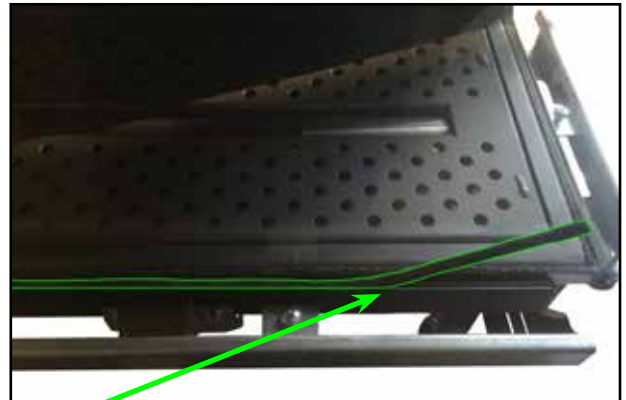
Once the rope gaskets are out, lift the glass panel up and swing the lower edge of the glass panel out and over the standoff frame.

When the glass panel is clear of the standoff frame then lower the glass panel out and set the panel securely aside.

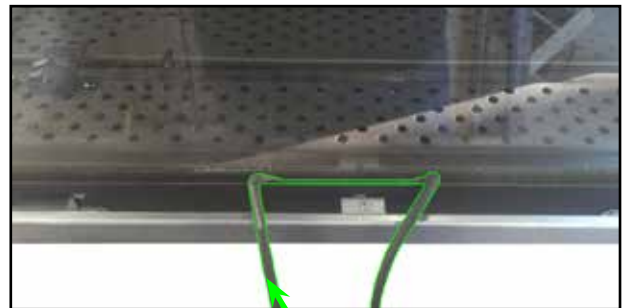
#### Step 4.

Remove all of the rope gaskets holding each remaining glass panel (if applicable). Remove each small glass panel and set aside.

**PROPERLY PLACE ROPE GASKET(S) AND SEAL THE GLASS PANEL(S) BEFORE LIGHTING THE FIRE!**



*Remove the ROPE GASKET  
starting from one end down  
to the other end*



*The ROPE GASKET will be  
removed for all remaining  
sides (if applicable)*

To see how to remove the glass from an Element4 fireplace please visit the link below.

[WWW.EUROPEANHOME.COM/RESOURCES/VIDEOS/](http://WWW.EUROPEANHOME.COM/RESOURCES/VIDEOS/)



# MAINTENANCE

## CLEANING THE GLASS

Burning natural gas (NG) or propane (LP) in this fireplace will always result in some of the gas components being deposited on the glass. Hydrogen sulfides and mercaptans, which are present in the burning gas, condense onto the relatively cooler glass surface and cause white film to build up over time.

The amount of this white film is influenced by a number of factors such as; the configuration of the system venting, thermal efficiency of the fireplace design, the humidity of combustion air, frequency of fireplace use, burner performance and, the fireplace design itself.

Do not use normal household (usually ammonia-based) glass cleaners to clean the glass as these cleaners can leave a permanent stain. Only a gas fireplace glass cleaner should be used. Products such as Stove Bright® Gas Appliance Glass Cleaner by Forrester Technical Coatings, Imperial Gas Fireplace Glass Cleaner by Imperial Manufacturing Group and GFC™ Gas Fireplace Glass Cleaner by A.W. Perkins Co. are designed for this purpose.

Follow the instructions for use and **do not clean the glass when it is hot!** If the glass becomes coated with deposits which cannot be removed it must be replaced.

The fireplace glass should be cleaned before the fireplace is first lit and then after the fireplace has been through its four hour burn-in cycle. This will reduce potential build up on your glass.

## INSTALLING THE GLASS

The glass panels should be installed in reverse order of their removal.

### Step 1.

Lift the glass panel up under the standoff frame and swing the lower edge of the glass panel against the firebox gasket. Set a rope gasket into place and secure it from the middle to the left and right sides.

### Step 2.

Repeat Step 1 with the remaining glass panels.

### Step 3.

Adjust the remaining glass panels left to right until there is no corner gap.

### Step 4.

While ensuring that the glass panels are tight and square to each another, carefully install the remaining rope gaskets.

**PROPERLY PLACE ROPE GASKET(S) AND SEAL THE GLASS PANEL(S) BEFORE LIGHTING THE FIRE!**

# MAINTENANCE

## WARNING

Installation and maintenance must be performed by an authorized qualified installer, service agency or gas supplier.

TURN OFF THE GAS before servicing the appliance. It is recommended that a qualified service technician perform an appliance check-up/service once a year.

Any safety screen or guard removed for servicing **MUST BE REPLACED** before operating this appliance.

**DO NOT USE** this appliance if any part has been under water. Immediately call a qualified service technician to inspect the unit and to replace any part of the control system and any gas valve that has been under water.

Any alteration to the product that causes soot or carbon to form and results in damage is not the responsibility of the manufacturer.

Inspect the external vent cap on a regular basis to make sure that no debris, plants, trees, or shrubs are interfering with the air flow.

## BURNER MAINTENANCE

The flames from the burner should be visually checked. The flame should have a blue base and yellow tops and be candle-like in appearance.

## PILOT MAINTENANCE

The pilot flame must be visually checked. The pilot flame must always be present when the appliance is in operation and should appear as shown (with hearth panel removed.)

The pilot has two distinct flames, one engulfing the thermocouple on its left, the other reaching across to the burner.

The area around the pilot should be inspected for cleanliness. Lint or foreign material must be removed with a brush or vacuum.



# MAINTENANCE



## THERMOCOUPLE MAINTENANCE

The Element4 fireplaces have two thermocouples; one next to the pilot and one opposite the pilot side of the burner. The completeness and operation of both must be checked. A qualified installer must confirm that both thermocouples are in place and not damaged. While checking the thermocouple, please ensure that the ignitor rod is not cracked as well.

## VENT MAINTENANCE

The following venting system inspection by a qualified service technician is recommended every six months:

1. Inspect for excessive condensation, e.g. water droplets forming in the inner lining and subsequently dripping out of the joints. This can cause corrosion in the system.
2. Check for corrosion in areas exposed to the elements. Where rust spots or holes have appeared, these must be immediately replaced.
3. Ensure that there is no foreign material in the vents. Survey by removing the cap and shining a light down the vent.
4. Check all joints and pipes to make sure that nothing has been disturbed or loosened.

## REPLACEMENT PARTS

REPL-E4-GS-1T-01	Replacement Primary Thermocouple
REPL-E4-GS-2TC-MKII-01	Replacement 2nd Thermocouple
E4-GS-CM-Wifi-02	Replacement Receiver
E4-GS-RC-Wifi	Replacement Remote Control

# WARRANTY

## European Home Warranty Element4 Gas Fireplace

European Home warrants these gas fireplaces against defects in materials and workmanship for a period of TWO (2) YEARS from the date of original retail purchase. Glass is expressly NOT covered by this warranty.

If a defect exists, European Home will, at its option, either (1) provide needed components using new or refurbished replacement parts or (2) exchange the product with one which is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product. A replacement product/part assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes the property of European Home. All warranty claims must be submitted through the dealer from which you purchased the product. Check with your dealer in advance for any costs to you when arranging a warranty call. Shipping and/or delivery charges for parts are not covered by this warranty.

Nothing in the above shall be deemed to imply that this warranty shall apply to work which has been abused or neglected or shows evidence of changes or modifications by others with or without permit, damages caused by the acts of God, building settlement or moving, fire or vandalism. In addition, installation of this product that varies from the requirements stated in the instruction manual will void the warranty.

### PRODUCT INSTALLATION RECORD

Installer: Please complete this form.

Customer: Please retain this information.

<b>Model</b> (check one)	Modore 140 Quad Burner <input type="radio"/> Bidore 140 Quad Burner <input type="radio"/> Trisore 140 Quad Burner <input type="radio"/>
<b>Purchased From</b>	
<b>Date of Purchase</b>	
<b>Installed By</b>	
<b>Date of Installation</b>	
<b>Fireplace Serial Number</b>	
<b>Fuel Type</b>	
<b>Total Venting Horizontal</b>	
<b>Total Venting Vertical</b>	



# APPENDIX ONE

## MASSACHUSETTS CERTIFICATION

This appliance is approved for installation in the Commonwealth of Massachusetts. The Board of State Examiners of Plumbers and Gas Fitters has issued approval number G1-0515-495 for this appliance.

### **The following must be observed when installing the Element4 fireplaces within the Commonwealth of Massachusetts:**

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

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

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

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

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

3. **SIGNAGE.** A metal or plastic identification plate shall be permanently mounted to the exterior of the building at a minimum height of eight (8) feet above grade directly in line with the exhaust vent terminal for the horizontally vented gas fueled heating appliance or equipment. The sign shall read, in print size no less than one-half (½) inch in size, "GAS VENT DIRECTLY BELOW. KEEP CLEAR OF ALL OBSTRUCTIONS".

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

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

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

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

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

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

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

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

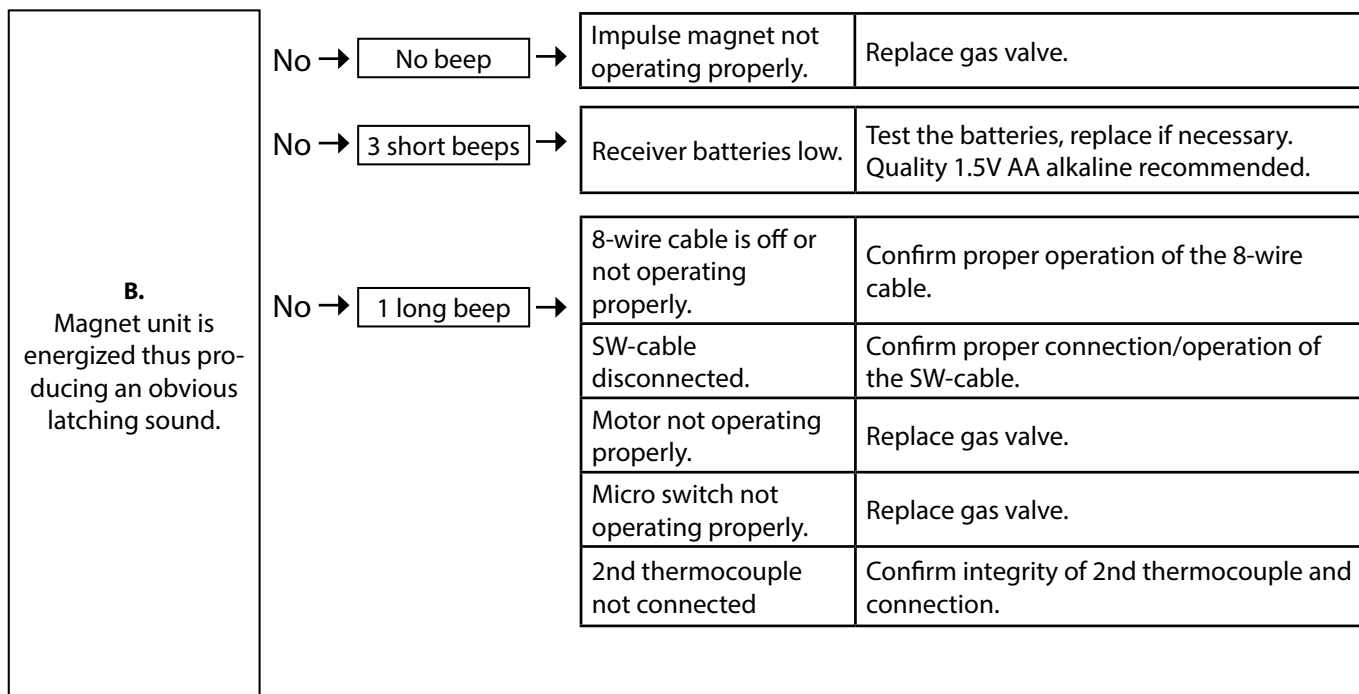
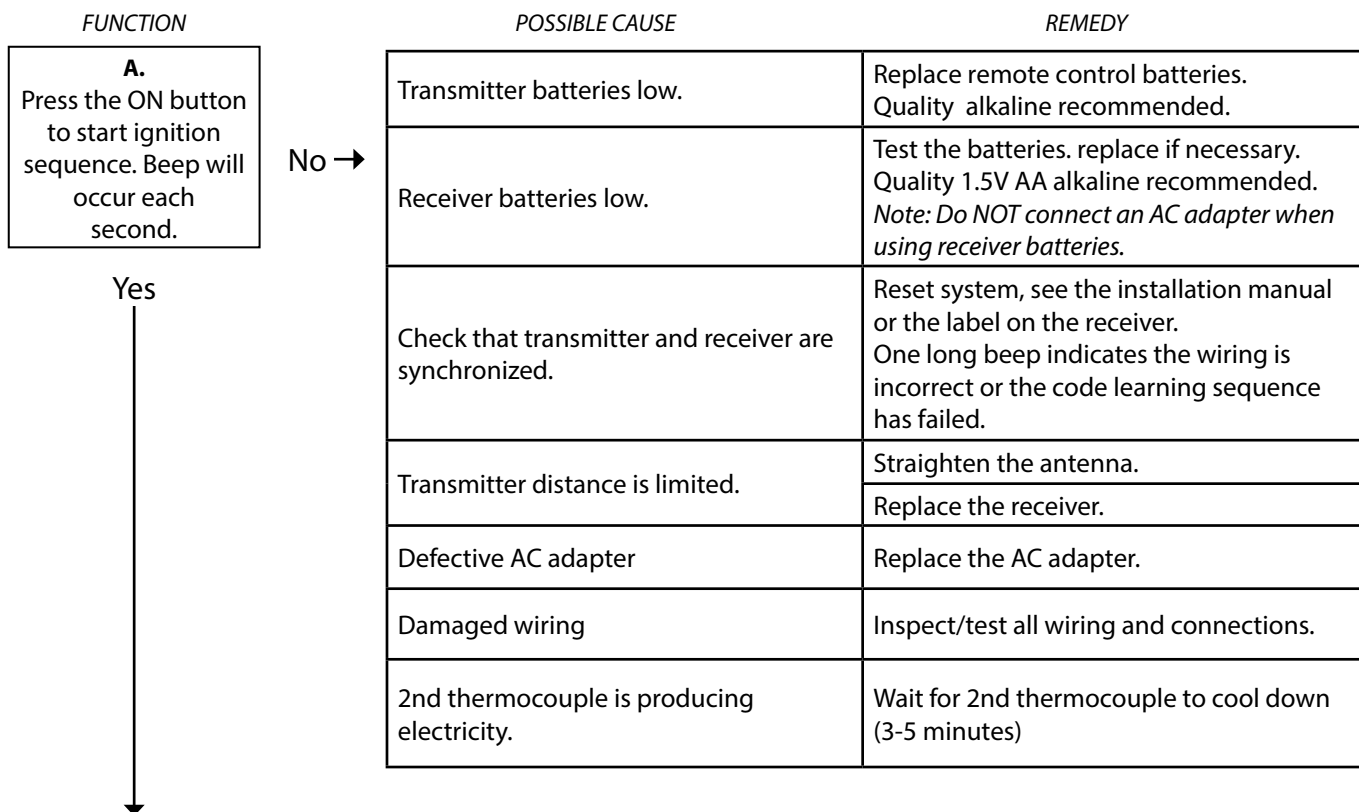
1. The referenced "special venting system" instructions shall be included with the appliance or equipment installation instructions; and

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

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

# APPENDIX TWO

## TROUBLESHOOTING FLOW CHART



Yes  
↓  
(continued)

# APPENDIX TWO

FUNCTION	POSSIBLE CAUSE	REMEDY
<b>C.</b> Spark will occur each second.	No → Ignition components not operating properly.	Check connection between ignition cable and ignitor rod.
		Check ignitor rod spark gap.
		Check ignitor rod.
		Check ignition cable for damage.
No → Ignition sequence stops, no pilot flame. No reaction to transmitter command.	Ignition sequence stops after one spark	Increase distance between ignition cable and all metal parts.
		Remove ground bolt (T20 Torx) and clean ground lug.
		Reset system, see the installation manual or the label on the receiver.
No → Ignition sequence stops, no pilot flame. Transmitter command is possible.	Ignition sequence stops, no pilot flame. No reaction to transmitter command.	Do not coil the ignition cable.
		Shorten the ignition cable, if possible.
<b>D.</b> Pilot lit.	No →	Ignition sequence stops, no pilot flame. Transmitter command is possible. Test the batteries, replace if necessary. Quality 1.5V AA alkaline recommended.
		TC- and SW-cable reversed.
		Magnet unit not operating properly.
		Short between interrupter and SW cable.
		No gas (magnet unit drops after 30 second audible count.)
		Spark not lighting the pilot.
Cracked ignitor rod (spark heard but not seen)		
<b>E.</b> Sparking stops after pilot is lit.	No →	Check cable connection between receiver and interrupter block.
		Replace gas valve.
No →	Short between interrupter block and TC-cable.	Check interrupter block connection.
		Check gas supply.
No →	Electronic measuring amplifier defective.	Check spark is crossing the pilot orifice.
		Ensure that ignitor rod does not move within ceramic shield. Check that ceramic shield or ignition wire is not defective.
No →	Short between interrupter block and TC-cable.	Check connection to interrupter block.
		Replace the receiver.

Yes ↓

Yes ↓

Yes ↓

(continued)

# APPENDIX TWO

FUNCTION	POSSIBLE CAUSE	REMEDY	
<b>F.</b> Motor turns to main gas and pilot stays lit.	No →	Resistance in thermocouple circuit too high.	Check thermocouple circuit.
	Magnet unit drops (audible sound)	Not enough heat on thermocouple.	Check position of pilot to thermocouple. Check the stability and intensity of pilot flame. Ensure the proper restrictor is installed. Ensure that the pilot flame is properly adjusted. Possible cold start. Wait one minute and retry.
		Low voltage from thermocouple.	Replace thermocouple. Do not over tighten - hand tight plus ¼ turn <i>maximum</i> .
		No gas (magnet unit drops after 30 second audible count.)	Check gas supply.
No →	Broken receiver	Ensure powered/unpowered receiver allows manual operation.	
No →	Ignition sequence stops. No reaction to transmitter command.	Reset system, see the installation manual or the label on the receiver.	
		Do not coil the ignition cable.	
Pilot flame under hearth panel not establishing.	Remove glass and hearth panel then check for proper pilot operation. If pilot establishes with panel off then install panel and glass and adjust pilot flame (hi/lo) for best operation.		
Yes	↓		
<b>G.</b> Main burner is lit.	No →	Manual knob is in the "MAN" position.	Turn the control knob to "ON" position, a positive latch is required.
Yes	↓		
Pilot flame is too low.	Confirm correct gas pressure. Increase pilot flame if necessary.		
(continued)			

# APPENDIX TWO

FUNCTION		POSSIBLE CAUSE	REMEDY						
<b>H.</b> Main burner stays lit.	No →	System 'drops out' - all flames immediately go out	<table border="1"> <tr> <td>Too much draft at pilot flame (poor flame impingement of primary thermocouple.)</td> <td>Check venting installation. Use restrictor as required.</td> </tr> <tr> <td>Pilot assembly out of order.</td> <td>Inspect pilot assembly for correct operation and thermocouple impingement.</td> </tr> <tr> <td>5 day shut off.</td> <td>The system shuts off the fire and pilot if there is no change in the flame height for 5 days.</td> </tr> </table>	Too much draft at pilot flame (poor flame impingement of primary thermocouple.)	Check venting installation. Use restrictor as required.	Pilot assembly out of order.	Inspect pilot assembly for correct operation and thermocouple impingement.	5 day shut off.	The system shuts off the fire and pilot if there is no change in the flame height for 5 days.
	Too much draft at pilot flame (poor flame impingement of primary thermocouple.)	Check venting installation. Use restrictor as required.							
	Pilot assembly out of order.	Inspect pilot assembly for correct operation and thermocouple impingement.							
	5 day shut off.	The system shuts off the fire and pilot if there is no change in the flame height for 5 days.							
	No →	Main burner remains lit while flames are lowered.  (Main valve knob is turned via motor.)	<table border="1"> <tr> <td>2<sup>nd</sup> thermocouple is not heated.</td> <td>Ensure 2<sup>nd</sup> thermocouple is heated by a robust flame. The fireplace media may be interfering with proper flame. Check 2<sup>nd</sup> thermocouple wiring.</td> </tr> <tr> <td>2<sup>nd</sup> thermocouple shut off.</td> <td>The system shuts off the fire when the main burner flame is not sensed within 29 seconds of ignition or not sensed after pressing the <i>large flame</i> button. <b>Note:</b> If the system fails to light due to the 2<sup>nd</sup> thermocouple voltage not being sensed a two minute lockout period begins. This lockout time allows the gas to dissipate.</td> </tr> </table>	2 <sup>nd</sup> thermocouple is not heated.	Ensure 2 <sup>nd</sup> thermocouple is heated by a robust flame. The fireplace media may be interfering with proper flame. Check 2 <sup>nd</sup> thermocouple wiring.	2 <sup>nd</sup> thermocouple shut off.	The system shuts off the fire when the main burner flame is not sensed within 29 seconds of ignition or not sensed after pressing the <i>large flame</i> button. <b>Note:</b> If the system fails to light due to the 2 <sup>nd</sup> thermocouple voltage not being sensed a two minute lockout period begins. This lockout time allows the gas to dissipate.		
	2 <sup>nd</sup> thermocouple is not heated.	Ensure 2 <sup>nd</sup> thermocouple is heated by a robust flame. The fireplace media may be interfering with proper flame. Check 2 <sup>nd</sup> thermocouple wiring.							
	2 <sup>nd</sup> thermocouple shut off.	The system shuts off the fire when the main burner flame is not sensed within 29 seconds of ignition or not sensed after pressing the <i>large flame</i> button. <b>Note:</b> If the system fails to light due to the 2 <sup>nd</sup> thermocouple voltage not being sensed a two minute lockout period begins. This lockout time allows the gas to dissipate.							
	No →	System goes to pilot flame only.	<table border="1"> <tr> <td>6 hours of no motor movement.</td> <td>                     In Manual/Temperature/Timer modes the valve turns down to pilot only if the flame height does not change for a 6 hour period.                       In Temperature/Timer modes if the ambient room temperature changes, the flame height will adjust automatically to maintain the set temperature and the fire will continue to function normally. The valve will turn to pilot flame if the set temperature and the ambient temperature remain the same over a 6 hour period.                 </td> </tr> </table>	6 hours of no motor movement.	In Manual/Temperature/Timer modes the valve turns down to pilot only if the flame height does not change for a 6 hour period.  In Temperature/Timer modes if the ambient room temperature changes, the flame height will adjust automatically to maintain the set temperature and the fire will continue to function normally. The valve will turn to pilot flame if the set temperature and the ambient temperature remain the same over a 6 hour period.				
	6 hours of no motor movement.	In Manual/Temperature/Timer modes the valve turns down to pilot only if the flame height does not change for a 6 hour period.  In Temperature/Timer modes if the ambient room temperature changes, the flame height will adjust automatically to maintain the set temperature and the fire will continue to function normally. The valve will turn to pilot flame if the set temperature and the ambient temperature remain the same over a 6 hour period.							
Yes									
<b>I.</b> Magnet unit drops while motor turns. Receiver makes 3 beeps.	Yes →	<table border="1"> <tr> <td>Receiver batteries low.</td> <td>Test the batteries, replace if necessary. Quality 1.5V AA alkaline recommended.</td> </tr> <tr> <td>Ensure magnet unit is operating normally.</td> <td>Test the receiver output to the magnet unit.</td> </tr> </table>	Receiver batteries low.	Test the batteries, replace if necessary. Quality 1.5V AA alkaline recommended.	Ensure magnet unit is operating normally.	Test the receiver output to the magnet unit.			
	Receiver batteries low.	Test the batteries, replace if necessary. Quality 1.5V AA alkaline recommended.							
Ensure magnet unit is operating normally.	Test the receiver output to the magnet unit.								
No									
		(continued)							

# APPENDIX TWO

FUNCTION	POSSIBLE CAUSE	REMEDY
<b>J.</b> Flames become thin, blue, wispy then go out.	Exhaust is contaminating the fresh air.	Inspect venting for damage and/or incorrect installation.
	Flow of fresh air and/or exhaust is blocked.	Ensure that vent configuration is within the vent chart requirements. Check termination for blockage and/or appropriate type.
	Natural gas being used with LP orifice(s).	Ensure the gas type is correct for the installed orifices.
No ↓		
<b>K.</b> Flames are very yellow with dark, sooty tips.	The air shutter is closed when using LP gas.	When using LP gas the air shutter must be fully open. See conversion instructions.
	Flow of fresh air and/or exhaust is blocked.	Ensure that vent configuration is within the vent chart requirements. Check termination for blockage and/or appropriate type.
No ↓		
<b>L.</b> Flames are very busy and blowing in an abnormal direction.	Air leak in the firebox.	Check unit for leaks at glass corners or at gaskets.
		Check unit for positive relief door seal.
		Check venting for complete integrity.
No ↓		
<b>M.</b> Flames are stable but too small and blue.	Too much primary air.	Reduce the primary air opening until flames have blue base and yellow upper two-thirds.
No ↓		
<b>NORMAL OPERATION</b>		

# APPENDIX TWO

## Remote/Receiver Combonations

<u>FIREPLACE/ REMOTE SYSTEMS</u>		<u>EH PART #</u>	<u>MAXITROL PART #</u>	<u>DESCRIPTION</u>
<b>Old Style (4-Buttons)</b>	Remote Control:	Repl-E4-GS-RC-01	<i>G6R-H3T2FW</i>	Maxitrol 4 Button Remote Control
	Receiver:	Repl-E4-GS-CM-01	<i>G6R-R3AUT</i>	Maxitrol Receiver Works with 4-button remote
	Gas Valve:	Repl-E4-GS-GV-01	<i>GV60M1-C5B1KL-0003</i>	Maxitrol Gas Valve
<b>Esave MKII (8 Buttons)</b>	Remote Control:	Repl-E4-GS-RCESAVE-01	<i>B6R-H9TL3W</i>	Maxitrol Esave 8 Button Remote for use with Esave receiver
	Receiver:	Repl-E4-GS-CMESAVE-01	<i>B6R-R9UT</i>	Maxitrol Receiver for use with Esave Receiver only
	Gas Valve:	Repl-E4-GS-GV-01	<i>GV60M1-C5B1KL-0003</i>	Maxitrol Gas Valve
<b>Improved Performance WiFi Receiver (29 secs)</b>	Remote Control:	E4-GS-RC-Wifi	<i>B6R-H9TL3P</i>	Maxitrol Esave 8 Button Remote supports Wifi
			<i>B6R-H9TL3PW</i>	
	Receiver:	E4-GS-CM-Wifi-02	<i>B6R-R9PT2</i>	Maxitrol Receiver supports Wifi
Gas Valve:	Repl-E4-GS-GV-01	<i>GV60M1-C5B1KL-0003</i>	Maxitrol Gas Valve	

# APPENDIX THREE

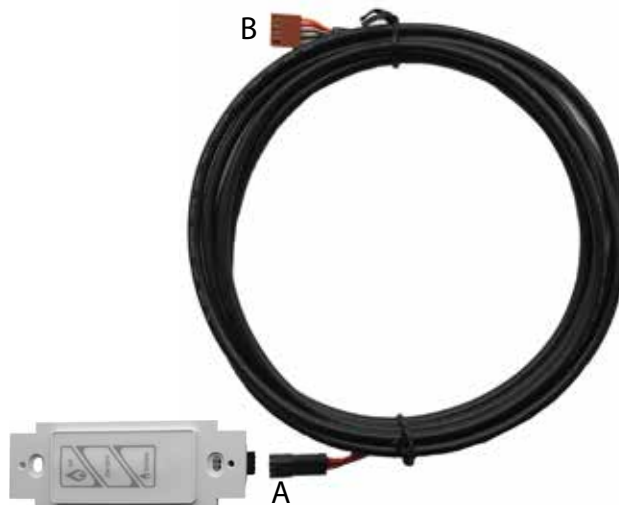
## NOTE

For best results, install the Wall Switch before setting the fireplace into its final location.

## INSTALLING AN OPTIONAL WALL SWITCH

*(shown at right)*

1. Install a single-gang electrical workbox (not supplied) at the desired location - no more than 26 feet as the cable runs.
2. While keeping the black connector (A) inside the work box, thread the black 4-wire cable through the workbox and bring the red connector (B) to the location of the receiver.
3. Connect the black connector (A) to the wall switch, the red connector (C) to the receiver.
4. Test for proper operation then screw the wall switchplate to the workbox with the two screws provided and attach the faceplate (included).

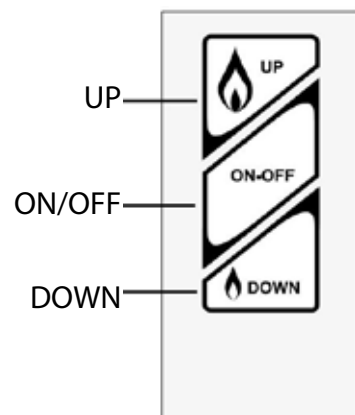


## WALL SWITCH OPERATION

*(shown at right)*

With the wall switch you can turn the fireplace on and off and adjust the flames up and down. However, additional burners, if equipped, can only be turned on/off with the remote control.

- Turn fireplace ON: Press the ON/OFF button until a short beep confirms the start sequence has begun then release the button.
- Increase the flame height: Press and hold the UP button.
- Decrease the flame height: Press and hold the DOWN button.
- For fine adjustment tap the UP or DOWN button as necessary.
- Turn fireplace OFF: Press the ON/OFF button.





# APPENDIX FOUR

## CONNECTING TO A SMART HOME SYSTEM (Smart Home System Cable)

### GENERAL NOTES

The fireplace may be operated through an external source such as a smart home (home automation) system by using the 5-pin connector on the receiver.

A required 39" (990 mm) cable, with connector, is available (p/n E4-SA-SHSC-02). The overall cable length should not exceed 26' (7925 mm.)

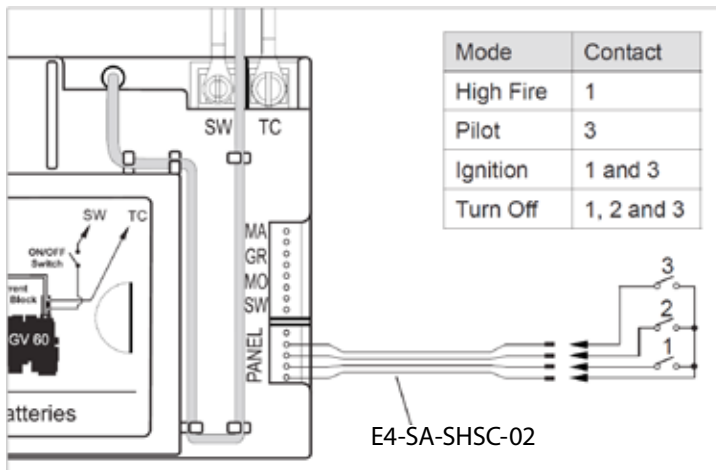
Signal relays (gold contacts) or opto-couplers are recommended but not supplied. The E4-SA-SHSC-02 cable must be connected to the three smart home system contacts as shown below.



**WARNING**



**You MUST ensure that the fireplace is in a safe and ready condition before attempting to operate it from a remote location.**



### SEQUENCE OF OPERATION

- To start ignition, close contacts 1 and 3 simultaneously for 1 second.
- To set the valve to High Fire, close contact 1. To set the valve to Pilot, close contact 3. In each case, the contacts need to be closed for 12 seconds to turn the motor from one end-stop to the other end stop.
- To set the valve to the Off position, close contacts 1, 2, and 3 simultaneously for 1 second.

### MODES OF OPERATION

- Mode 1 - the external source provides "ON" and "OFF" operation only. The remote control provides all other functions.  
Note: Even if the fire is switched on by the external source, the remote control, in the thermostatic mode, controls the room temperature. The room temperature setting of the remote control will remain the same for the next ON-cycle of the external source as long as the temperature setting of the remote control has not been changed. If the remote control is in manual mode, it will go to High Fire in the next cycle of external operation.
- Mode 2 - The remote control must be set to the manual mode if the external source is to control the room temperature. If the handset is placed in the thermostatic mode it will override the external source.

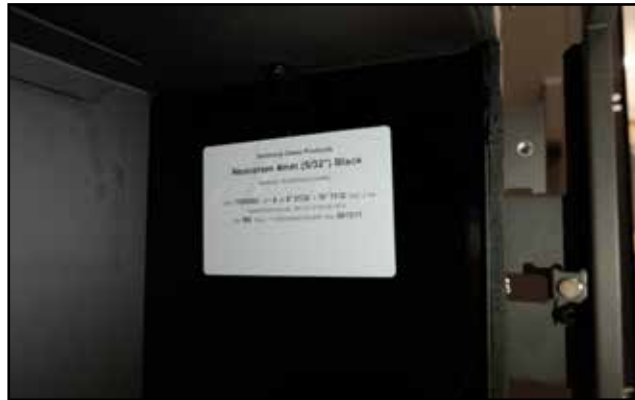
### NOTE:

Frequent ON and OFF cycles will limit life expectancy of the valve and will increase battery consumption. The fireplace should be powered by the AC adapter for improved reliability and customer satisfaction.

# APPENDIX FIVE

## INSTALLING OPTIONAL BLACK GLASS

**\*Note: Before installing black glass, carefully remove the front glass using the instructed glass removal method.\***



Insert the short black glass first and push it up against the side and back wall. Unscrew the top mounting screw and slide on the black tab making sure the flat face is against the black glass. Tighten the screw to hold the tab and black glass in place. (This step is for the Modore and Bidore models only)



Using the provided suction cups, carefully put the top end of the glass into the top channel first. Push up until the bottom end of the glass clears the bottom channel. Lower the glass into the bottom channel.



# APPENDIX SIX

## Errors codes Procontrol App

Error code	Message in App	Description	Possible cause
F02	Contact service	5 sec beep van de ontvanger. Geen reactie van ontvanger, en geen ontsteking.	<ul style="list-style-type: none"> <li>No engine end stop</li> <li>Wiring motor</li> <li>Microswitch</li> <li>Knob B</li> </ul>
F03	Contact service	5 seconds beep from the receiver. Ignition process is interrupted No response from receiver, and no ignition.	Thermocouple wiring not in order / interrupted
F04	Ignition failure. wait 1 minute, than try again.	No pilot flame within 30 sec. After 3rd attempts F06	<ul style="list-style-type: none"> <li>No gas</li> <li>Air in the pipe</li> <li>No spark</li> </ul>
F06	Contact service	3rd time start attempt within 5 minutes	<ul style="list-style-type: none"> <li>No gas</li> <li>Air in the pipe</li> <li>No spark</li> </ul>
F10	Contact service	Pilot is on 2nd thermocouple procedure Starting again after 2 min	<ul style="list-style-type: none"> <li>2nd thermocouple is not heated</li> <li>2nd thermocouple blocked by decoration material</li> </ul>
F12	Contact service	Motor turns to pilot light position	<ul style="list-style-type: none"> <li>Receiver above 60 °</li> </ul>
F13	Contact service	Motor turns to pilot light position	<ul style="list-style-type: none"> <li>Receiver above 80 °</li> </ul>
F14	Contact service	5 sec. beep No reaction from the fireplace and no ignition	<ul style="list-style-type: none"> <li>Wiring not in order</li> <li>2nd thermocouple interrupted</li> <li>No right recipient</li> </ul>
F15	Contact service	5 sec. beep No reaction from the fireplace and no ignition	<ul style="list-style-type: none"> <li>2nd thermocouple not connected</li> <li>Wiring 2nd thermocouple</li> </ul>
F16	Hand transmitter out of reach	No temperature in the app	<ul style="list-style-type: none"> <li>Hand transmitter out of reach for more than 1.5 hours.</li> <li>Electrical fault</li> </ul>
F17	Contact service	No ignition No reaction from the fireplace	<ul style="list-style-type: none"> <li>Voltage above 7.5 volts</li> <li>AC adapter defective</li> </ul>
F19	Contact service	Pilot flame goes out when the main burner is opened	<ul style="list-style-type: none"> <li>1st Thermocouple voltage not sufficient</li> <li>1st thermocouple defective</li> <li>Too low pressure</li> <li>Resistance in the thermocouple circuit</li> <li>Gas control block (magnetic coil)</li> </ul>
F26	Contact service	No high flame regulation possible	<ul style="list-style-type: none"> <li>Receiver above 60 °</li> </ul>
F28	On-Demand pilot	Pilot flame goes out	<ul style="list-style-type: none"> <li>Pilot flame goes out after there has been no motor movement for a long time.</li> </ul>
F31	Contact service	No reaction from the fireplace No control possible by the electronics	<ul style="list-style-type: none"> <li>Receiver defective</li> </ul>
F41	Controleer Wi-Fi	No reaction from the fireplace	<ul style="list-style-type: none"> <li>No Wi-Fi connection</li> </ul>
F43	No receiver connected. Contact service	No reaction from the fireplace No control possible by the electronics	<ul style="list-style-type: none"> <li>No communication between receiver and Wi-Fi module</li> </ul>
F44	Contact service	No temperature display in the App "N.a." in the App	<ul style="list-style-type: none"> <li>No hand transmitter connected</li> <li>Batteries hand transmitter empty</li> </ul>

# APPENDIX SIX

Error code	App Message	Time	Description	Possible Cause
F04	F04	4 sec.	5 seconds beep from the receiver. No response from receiver, and no ignition.	No engine end stop Wiring motor Microswitch Knob B
F06	F06	4 sec.	3rd time a start attempt within 5 minutes	No gas Air in the pipe No spark
F09	F09	4 sec.	No reaction from the fireplace. No electronic control	The torque of the hand transmitter and receiver did not work
F40	Battery symbol Contact service	Continu	Battery voltage in the hand transmitter too low	Replace batteries 2x 1.5 V AAA
F46	F46	4 sec.	No reaction from the fireplace Interrupted responses No electronic control	No or bad connection between the receiver and hand transmitter No voltage on the receiver Low communication range, AC adapter

# APPENDIX SIX

## Faults and error codes in the remote

This appendix can be consulted when error messages occur in the application for smartphone and tablet.

### F41 error

This message will appear if there is no or bad Wi-Fi reception, this can be between app and router or Wi-Fi box and router

### App

By closing the App and opening it again, this is solved in most cases.

### Cause

The cause may be that the ProControl module is blocked or is too far away from the router.

See: router information.

### Possible solution

Only place an external router for the ProControl module

Strengthen existing Wi-Fi signal

Resetting the router.

### Router information

Minimum requirement

- Compatible with IEEE 802.11n / g / b
- WPA2 encryption
- Radio frequency 2.4 GHz band
- Wireless automatic channel: Automated search for WLAN radio channel that is free from interference.
- Support for the User Datagram Protocol (UDP)

### Wi-Fi Router

It is important to think carefully about the location of a router. This device spreads the wifi signal in and around your home. Therefore, preferably choose a central position. You prevent long distances from occurring. Many people put the router in the meter cupboard, because that is where the internet comes in at many households. A bad choice! For a powerful WiFi signal, the router needs as much space as possible. Therefore, do not place the device near a wall or on the ground. Some routers have multiple antennas that you can target. Try to spread these antennas so that you increase the range.

### Jammers

Many devices also emit radio waves just like your router. These include microwave ovens, wireless doorbells, baby monitors, Bluetooth adapters, wireless music systems, DECT telephones and security cameras. These devices can disrupt your wireless network (interference), so the Wi-Fi connection is not optimal. Try to keep jammers as far away as possible from the router. Neighboring wireless networks also play a role in the Wi-Fi area.

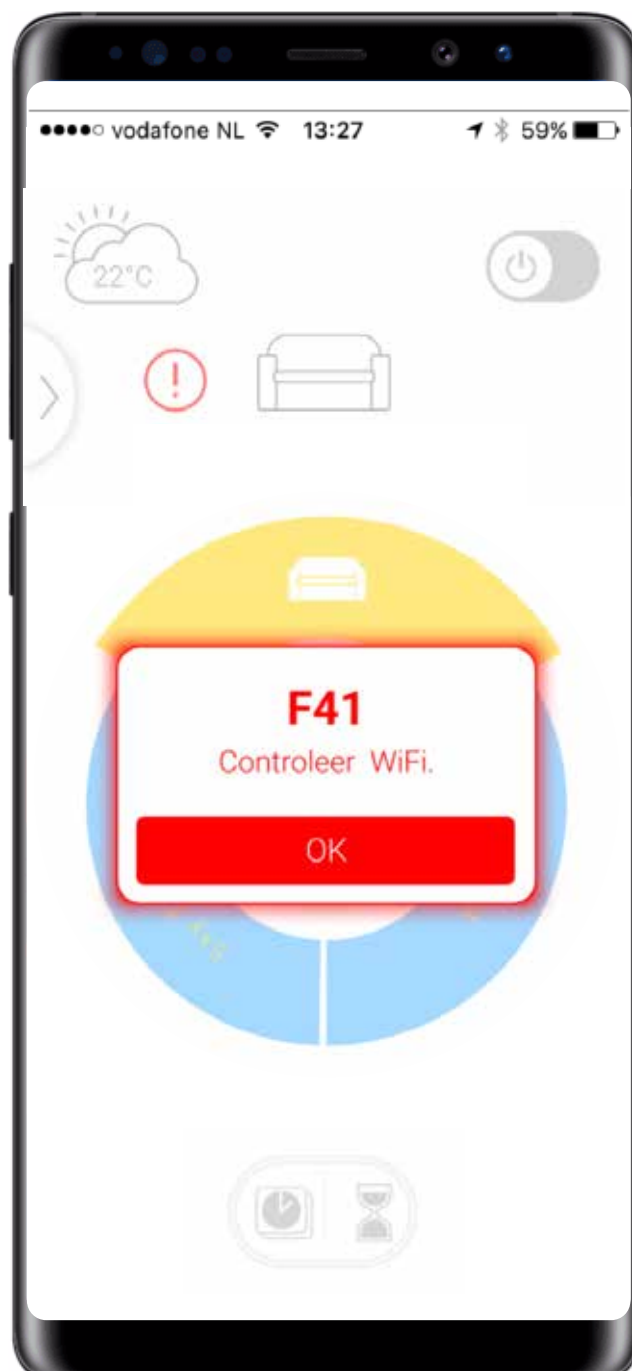


Figure C-1: Application screen

### 2.4 or 5 GHz band?

By default, most routers use the 2.4 GHz band to broadcast the Wi-Fi signal. The disadvantage is that this frequency band is very busy, so that there is quickly interference. There are a lot of competing users and jammers using the same radio waves.

Since most "older" laptops, smartphones, tablets and other devices can not connect via the 5GHz band, the ProControl module is not suitable for 5GHz band.

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