



## Installation and Operation Manual



ORTAL Heating Systems Ltd.



## Testing Standards and Document Information

The Lyric direct vent (and power vent with separate manual) gas appliances have been tested and approved by CSA for safety and efficiency for use with either Natural Gas (NG) or Propane (LPG).

Standard references:

- ANSI Z21.88/CSA 2.33-2014- Vented Gas Fireplace Heaters
- ANSI Z21.50/CSA 2.22-2016- Decorative Vented Gas Fireplaces
- CLASS 2901 84 – DOMESTIC HEATERS (GAS) Vented Fireplace – Certified to US Standard
- CLASS 2901 04 – DOMESTIC HEATERS (GAS) Vented Fireplace

Patent Pending for screen barrier glass bracket: USSN 60/040,074



**NOTE: Diagrams and illustrations in this manual are not to scale. All fireplace drawings with correct dimensions are available on our website under Products>Downloads>Diagram.**



**NOTE: For additional details about installing Curve Island units and/or units with Power Vents, please refer to the specific manuals supplied with the product.**



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## Introduction and Company Profile

### **Welcome to Lyric by ORTAL and ORTAL USA.**

ORTAL, providing heating solutions for over 25 years, is well known for its wide selection of modern gas fireplaces, produced with close attention to detail, finishing, heating efficiency and quality. ORTAL's products combine traditional and modern design with the technology innovation that ensures a green product with high efficiency ratings. Our advanced technology produces eye-catching fires that are safe, beautiful and economical. Our product sophistication allows installation in more locations inside the home.

The Lyric line by ORTAL offers the largest selection of modern gas fireplaces in North America available in an array of sizes, integrating heat into the aesthetics of life. Our high-quality fireplaces are CSA and CE certified. Lyric fireplaces are available in North America through ORTAL USA approved dealers who each have a strong commitment to offer the best installation and service.



**Green Statement:** ORTAL offers a green, environmentally friendly heating solution for the modern era.

With ORTAL's high efficiency ratings and contemporary designs, you don't have to sacrifice form for function. The unique design maximizes the fireplace's radiant heat. Additional efficient components include ORTAL's use of direct vent technology, electronic ignition (instead of a standing pilot) and low maintenance requirements.

We appreciate you choosing **ORTAL** for your fireplace needs.

Thank you,

*Ortal and Ortal USA*

## Fireplace Safety Information and Warnings

This section provides safety guidelines and instructions. It is important to **SAVE THESE INSTRUCTIONS** and to make yourself fully aware of all the safety protocols and the many features of the Lyric direct vent gas fireplace appliance.

- **INSTALLER:** Leave this manual with the appliance.
- **OWNER:** Keep this manual for future reference.



**NOTE:** ALL the warnings and instructions below apply to ALL the models.



### **WARNING –SCREEN BARRIER**

A barrier designed to reduce the risk of burns from hot viewing glass is provided with this appliance and shall be installed.

If the barrier becomes damaged, the barrier shall be replaced with the manufacturer's barrier for this appliance.

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

### **WARNING –FIREPLACE TEMPERATURE**

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

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

Clothing or other flammable material should not be placed on or near the appliance.

**Young children should be carefully supervised when they are in the same room as the appliance.** Toddlers, young children and others may be susceptible to accidental contact burns. A physical barrier is recommended if there are at-risk individuals in the house. To restrict access to a fireplace or stove, install an adjustable safety gate to keep toddlers, young children and other at-risk individuals out of the room and away from hot surfaces.



 **WARNING –GLASS HANDLING**

The glass must ONLY be removed by an authorized and/or qualified installer. The authorized technician should ONLY remove the glass with the suction cups supplied by the manufacturer. To prevent damage to the glass edges, lower the glass to rest in a safe place.

Follow these guidelines for glass handling:

- **Step 1:** Prepare a safe place for the glass to rest.
- **Step 2:** Remove the glass using the suction cup.
- **Step 3:** The glass can now be rested safely.

 **WARNING –IF YOU SMELL GAS**

If you smell gas, take the following action immediately:

- Do not try to light any appliance.
- Do not touch any electrical switch.
- Do not use any phone in your building.
- Call your gas supplier from a neighbor's phone, and follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

 **WARNING –INSTALLATION AND OPERATION**

The 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.

The appliance must be installed in accordance with the 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 are not followed exactly, a fire or explosion may result, causing property damage, personal injury or loss of life.**

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

 **WARNING –INSTALLATION AND SERVICE**

Installation and repairs must be done by an authorized qualified installer service agency or gas supplier. The appliance should be inspected before use and at least annually by a professional service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. It is imperative that control apartments, burners and circulating air passageways of the appliance be kept clean.

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



 **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 for use only 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 Vented Gas fireplace heaters ANSI Z21.88 / CSA 2.33a and gas-fired appliances for use at high altitudes CAN/CGA 2.17-M91.



## Product Listing

This chapter presents certifications, installation requirements, and a list of models and burners.

### Certifications and Codes

The appliance has been certified for use with either natural gas (NG) or propane gas (LP), and **NOT** for use with solid fuels.

These gas fireplace appliances are CSA certified and approved for indoor use. They can be specialized with certain requirements for indoor outdoor use (i.e., tunnel models). For indoor installation they must be installed while maintaining required clearances. Installation is recommended in living spaces such as bedrooms, living rooms, great rooms, etc. The appliance is not approved for closet installation.

The appliance must be installed according to ORTAL and ORTAL USA requirements in addition to any local codes that may apply. If none exist, the current CSA installation code must be followed:

- USA, ANSI Z223.1/NFPA 54
- Canada, CSA B149

The appliance must be properly connected to an approved chimney venting system. Refer to the specific appliance to determine vent size and pathway requirements. In addition, adhere to the following pre-installation guidelines:

- Approved vent system manufacturers are:
  - Olympia
  - DuraVent
  - ICC
  - BDM
  - Selkirk
- Consult the authority having jurisdiction to determine the need for a permit **PRIOR** to starting the installation.
- It is the responsibility of the installer to ensure that this fireplace is installed in compliance with the manufacturer's instructions and all the applicable codes.
- Before starting, take careful note of **ALL** the **WARNINGS** in this manual.

### Product List: Models and Burners

The following table lists burners and venting for models using the installation codes ANSI Z21.88/CSA 2.33-2014 for vented gas fireplace heaters. Adaptors are not required.

Table 1: Burner Sizes: Vented Gas Fireplace Heaters

UNIT SERIES	BURNER	MODELS	CHIMNEY SIZE
40	30	• Stand Alone 40 TS	4x6
75	45	• Stand Alone 75TS	4x6
110/120	100	• 110/ RS/LS/TS/ Tunnel • Space Creator 120	5x8



## Fireplace Clearances

This chapter provides information, diagrams and recommendations related to mounting, minimum clearances, television installation and more:

- Appliances and Vent Clearances: Overview on page 10
- Firebox Clearance Diagrams on page 11
- Diagrams for Mantel Clearances on page 14
- Mounting of Stand Alone Models on page 16
- Cool Wall Technology on page 22
- Television and Fireplace Installation on page 23
- Wall Support Sample Detail on page 26

### Appliances and Vent Clearances: Overview

The appliance is approved with maintained minimum clearance to combustible materials, as shown in the diagrams provided in this chapter.

Non-combustible materials, such as surrounds and other appliance trim, may be installed on the appliance face as long as the minimum clearances are maintained between the appliance and the non-combustible material. Surrounding material is not allowed to transfer weight to the unit or be connected in any way to the unit, with the exception of the Type X drywall (or its equivalent) in a flush install. It may be fastened to the frame with 1" self-tapping drywall screws 16" on center, with a minimum of 2 ½" from the glass lip. It must not transfer weight to the fireplace, or cover any portion of the removable glass panel or the control compartment.

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

### Concepts and Definitions

- **Access Panels:** These are typically required for all Lyric fireplaces. They allow for efficient and comfortable access to the fireplace receiver and valves, which is required to service the unit(s). Also, access panels can be uniquely placed and designed to not disturb the aesthetic incorporation of the fireplace to its surrounding living space. The size of the Access Panel may vary, but in all cases must allow the fireplace technician to effectively access and service the valve and receiver if required.

However, access panels are not the only option for servicing the fireplace operation mechanisms. A technician may also service the fireplace controls by going through the firebox. This procedure requires removing the glass panel(s), taking out the interior design media and lifting the grill, burner and bottom side (explosion valve) of the unit. The technician would then return all these fireplace components when service is complete.

Fireplace dealers/installers are advised to consult with their clients, project architects and/or interior designers regarding the advantages and disadvantages of each service option.

- **Framing and Drywall:** Fireplace chase may be framed with metal studs or wood studs. Wood must be covered completely with non-combustible material and have the gaps sealed with a non-combustible fire sealant. We recommend using 5/8" Type X fire rated drywall or its equivalent for the enclosure of the fireplace chase. The framing of the fireplace chase wall must be designed to carry the entire weight of the wall. Plan to include weight of other finish materials placed on the drywall.
- **Heat Release:** Heat release is required for all models except the Stand Alone. This allows for heat building up within the fireplace chase to be released back into the space, helping to keep the fireplace wall cool. It must be located at the top of the fireplace chase and be placed a maximum of 6 inches below the fireplace chase ceiling. It can be located on the front, sides or back of the fireplace chase, as long as it is being released into an interior space and not outdoors. For Series 40-120, a minimum of 124 sq. in. of free air space is required.

These air space values are the minimum required- they can always be greater. The heat release can be added as a louver or as a reveal. If using a louver, make sure that the free airspace allowed in the louvered area is equal or greater than the minimum number of square inches required per unit.

- **Fireplace Legs:** All Lyric built-in fireplaces (Clear Front, LS, RS, TS, and Space Creator) come standard with legs that measure 8 1/4" from the bottom of the fireplace glass opening to the floor.

This is the minimum height for the firebox to rest on the floor. **The legs cannot be removed.**

Stand Alone models come with legs that are used for transportation purposes only. These are connected with a bolt that must be removed once the unit is installed onsite. Since these models do not have legs, they can only be wall mounted.








## Firebox Clearance Diagrams

This chapter is based on installation of front-facing fireplaces. To install other fireplace styles, modify the instructions per ORTAL Framing Dimensions.

Maintain clearances as shown in the figures below. Clearances are to non-combustible materials, or 5/8" Type X fire rated drywall or its equivalent.

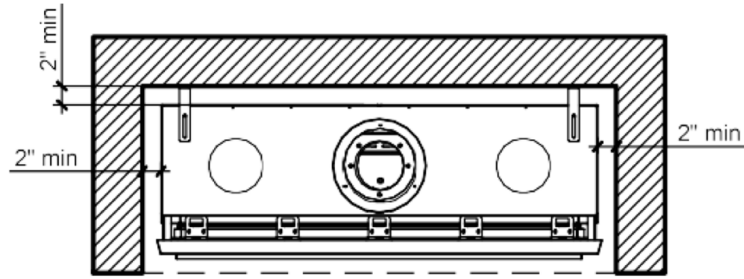
Please note that these drawings are not to scale. All fireplace drawings with correct dimensions are available on our website under **Products>Downloads>Diagram**

The legend for the figures is provided in the following table:

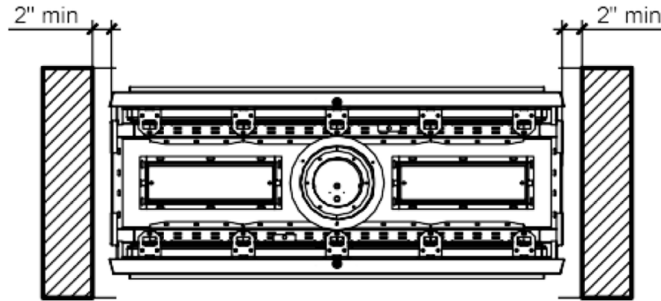
	5/8" Type X fire rated gypsum board
	Section cut
	Wood
	Combustible material
	Non-combustible material
	Wood framing
	Metal framing

### FRONT/TRADITIONAL

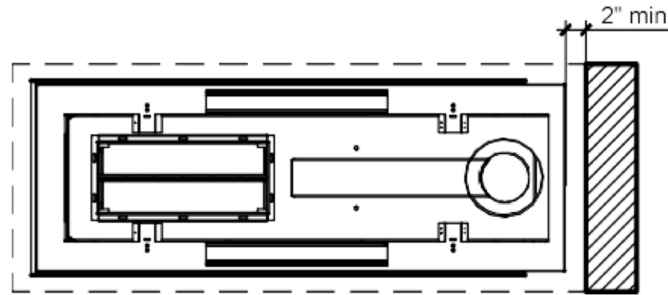




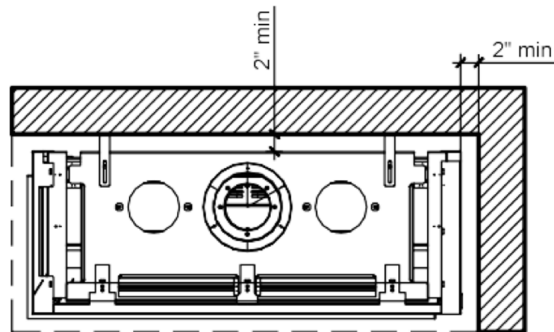
**TUNNEL (SEE-THRU)**



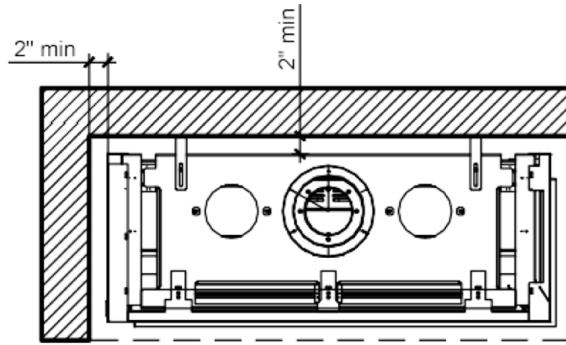
**SPACE CREATOR**



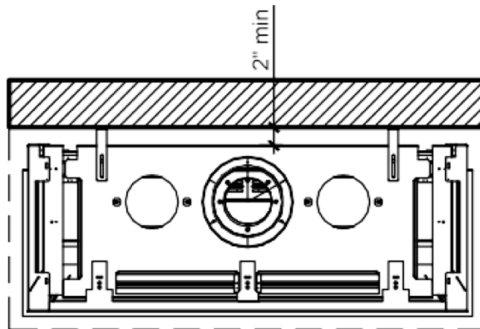
**LEFT SIDE OPEN (LS)**



**RIGHT SIDE OPEN (RS)**



**THREE SIDES (TS)**



## Diagrams for Mantel Clearances and Shelf Details

The following sections present clearance diagrams for different fireplace options.



**NOTE:** For detailed information about framing and finishes, please refer to the Builder's Manual.

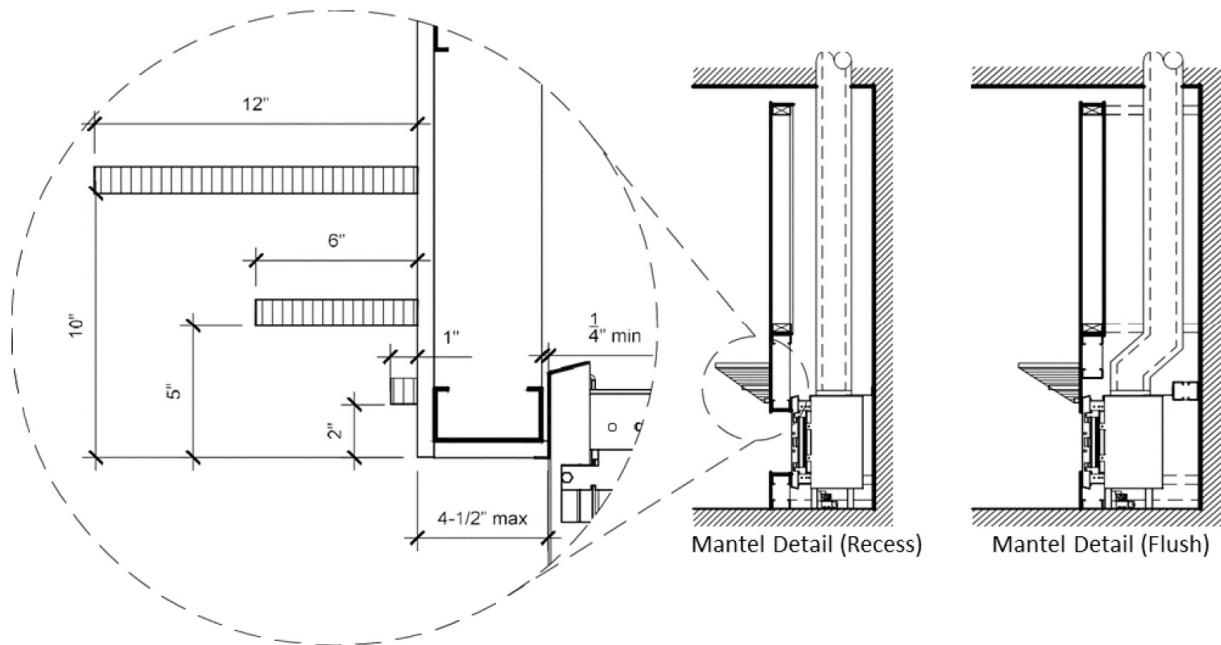


Figure 1: Mantel Clearances: Recess and Flush Finishes

### LEGEND:

	5/8" Type X fire rated gypsum board (or equivalent)		Wood framing
	Combustible material		Metal framing

**Non-combustible materials:** Materials applicable for the installation of Lyric fireplaces within the specified clearance dimensions are described as non-combustible materials. An exception is made only for fire rated 5/8" Type X gypsum wallboard UL authorized or equivalent, where a non-combustible material may be used.



**The air flow area must be free from any obstruction, to allow heat from the chase to be released.**

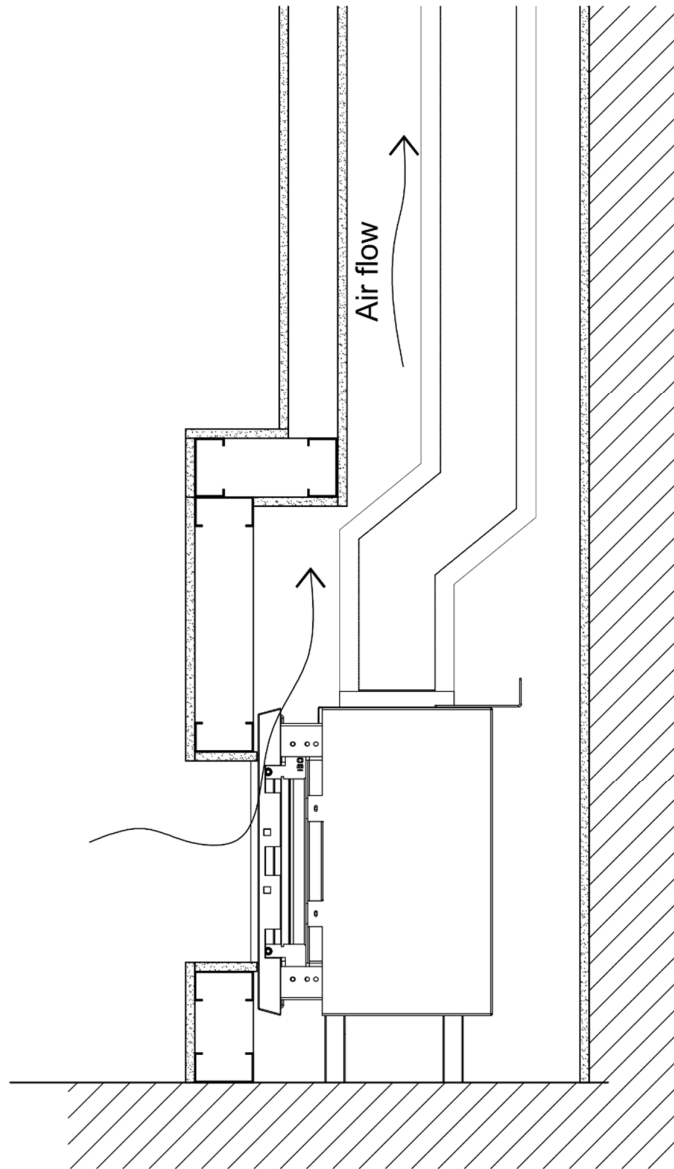






Figure 2: Shelf Detail

**LEGEND:**

	5/8" Type X fire rated gypsum board (or equivalent)		Wood framing
	Combustible material		Metal framing

**Non-combustible materials:** Materials applicable for the installation of Lyric fireplaces within the specified clearance dimensions are described as non-combustible materials. An exception is made only for fire rated 5/8" Type X gypsum wallboard UL authorized or equivalent, where a non-combustible material may be used.

 **The air flow area must be free from any obstruction, to allow heat from the chase to be released.**



## Mounting of Stand Alone Models

This section provides guidelines and diagrams related to mounting of Stand Alone models.

### Recommendations for Wall Mounting

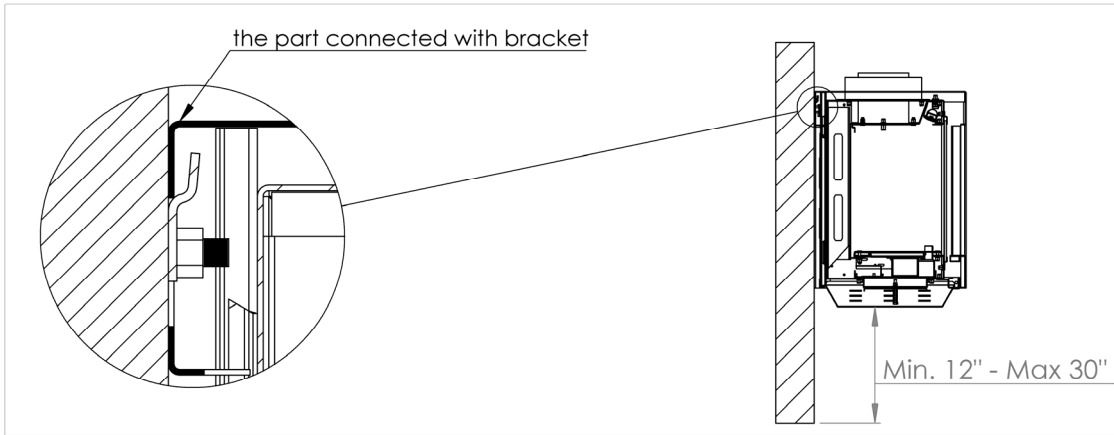
The following procedures present manufacturer-recommended instructions for mounting on concrete walls and wood stud walls.



**NOTE: All installations are to be completed per local building codes and safety requirements. The recommendations provided do not take the place of reviewing and incorporating structural requirements set forth by the building engineer, local codes, etc.**

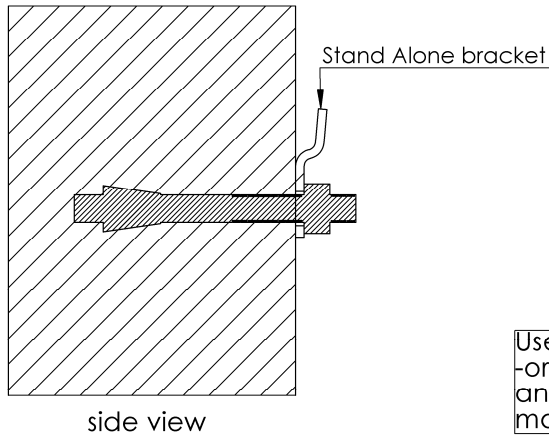
#### To mount the unit on a concrete wall:

1. Position the unit at the desired height and mark the wall. There should be a minimum 12" and maximum 30" distance from the bottom of the unit to the floor.
2. Mount the Stand Alone hanging bracket using Hilti 3/8" x 3" Kwik bolt 3 expansion anchors (or equivalent) with manufacturer's requirement of 2-1/2" embedment and torque to 20ft-lbs.
3. Attach the unit to the mounting bracket. (See Figure 3 on page 17).



Min/Max height from bottom of the unit to the floor.

The Max height is a recommendation so that the uncovered bottom not be exposed.



Use Hitti (3/8 X 3)\" kwik bolt -or its equivalent- expansion anchor . Follow bolt manufacturers instructions .

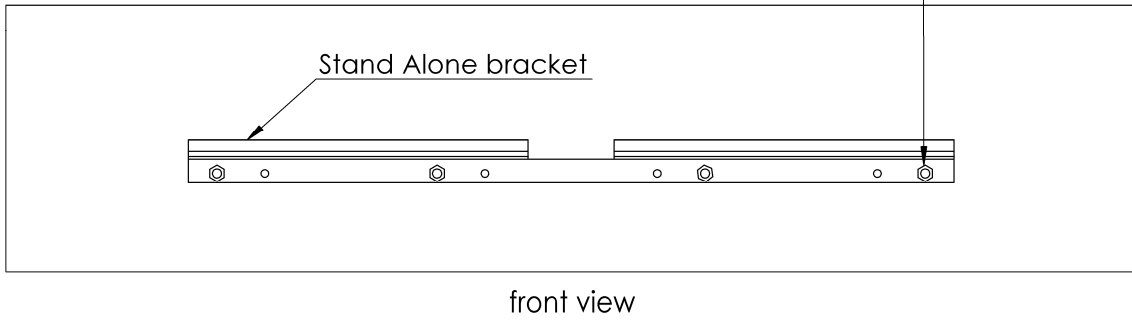


Figure 3: Concrete Wall Mounting Detail



**To mount the unit on a wood stud wall:**

1. Position the unit at the desired height and mark the wall. There should be a minimum 12" and maximum 30" distance from the bottom of the unit to the floor.
2. Create an opening in the wall big enough to position the 4x8 blocks between the wood studs at the desired height.
3. Repair the opening with Hardy backer board or its equivalent.
4. Make sure that the bracket has a minimum 4" extra hardy backer board material around it.
5. Mount the bracket with 3/8" x 4" lag bolts. Follow the bracket manufacturer's installation requirements and then mount the unit.

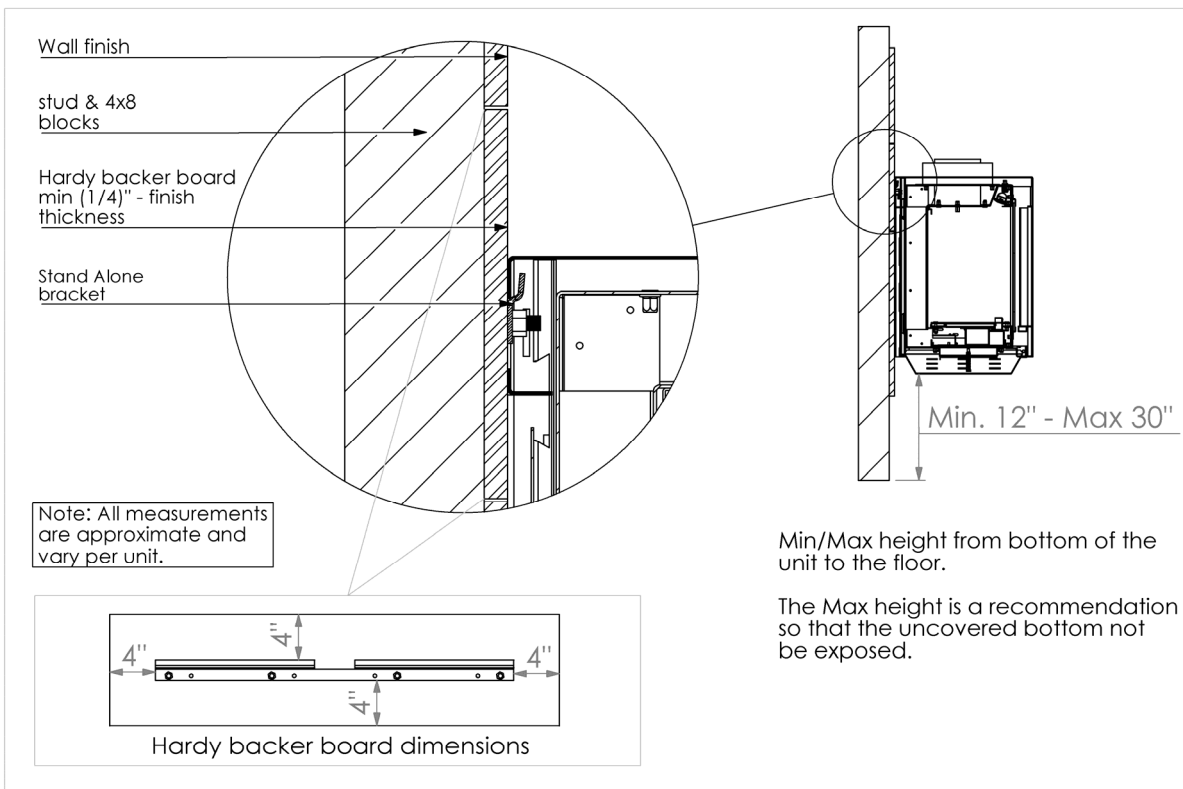
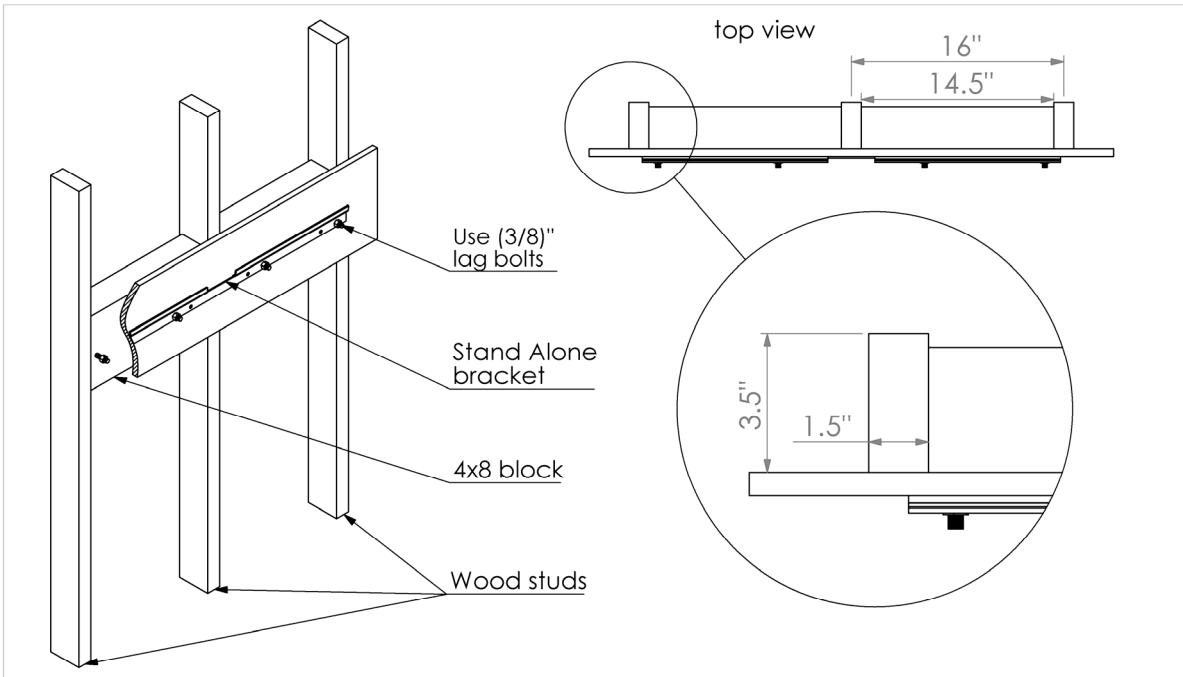


Figure 4: Wood Stud Mounting Detail

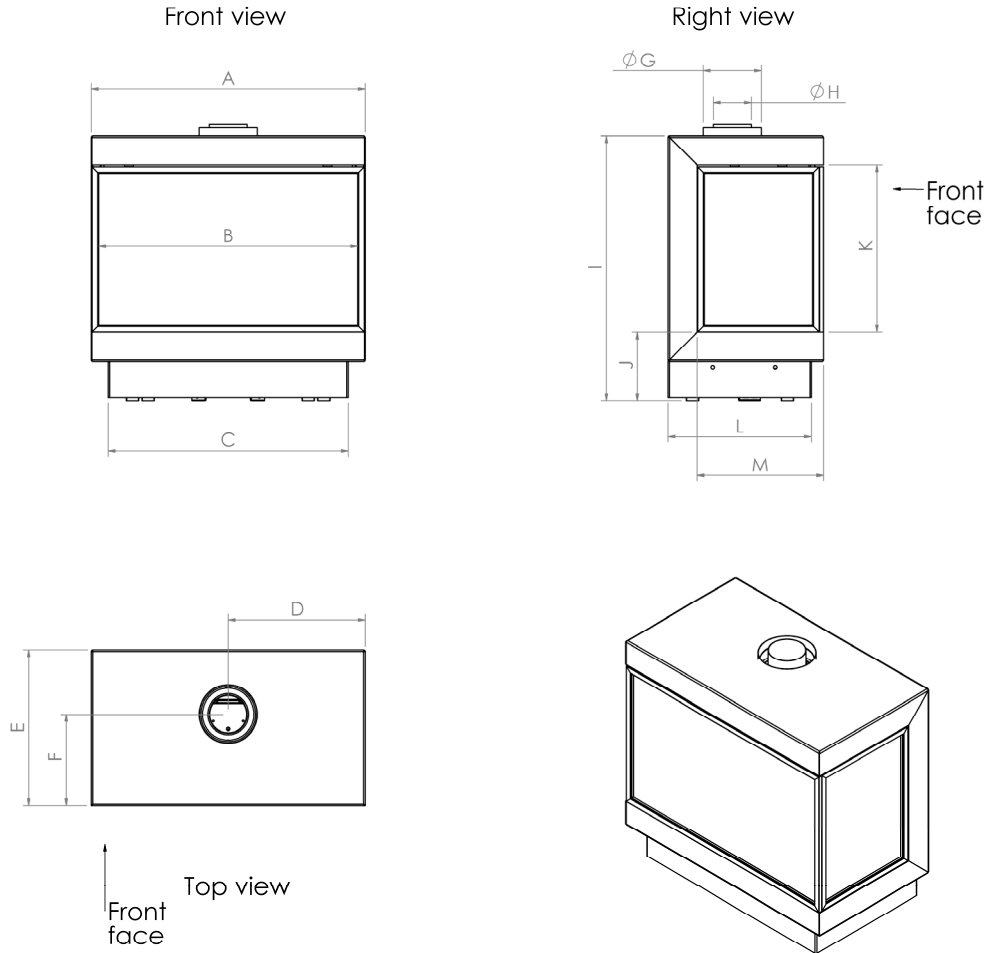


## Stand Alone Installation Diagrams

The following diagrams present installation guidelines for the Stand Alone models. Please note that these drawings are not to scale. All fireplace drawings with correct dimensions are available on our website under [Products>Downloads>Diagram](#)

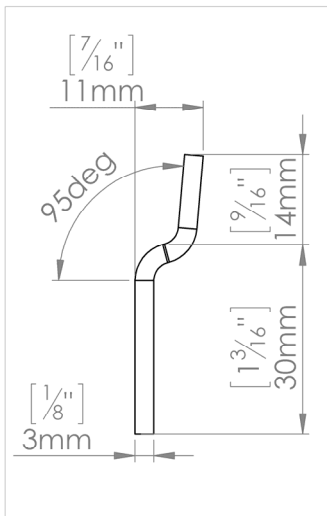
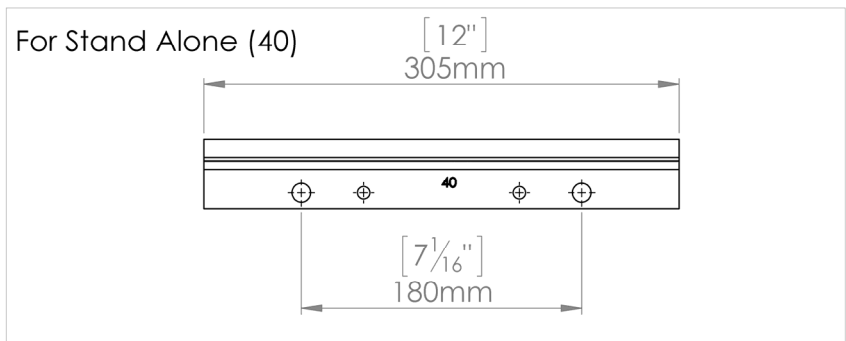
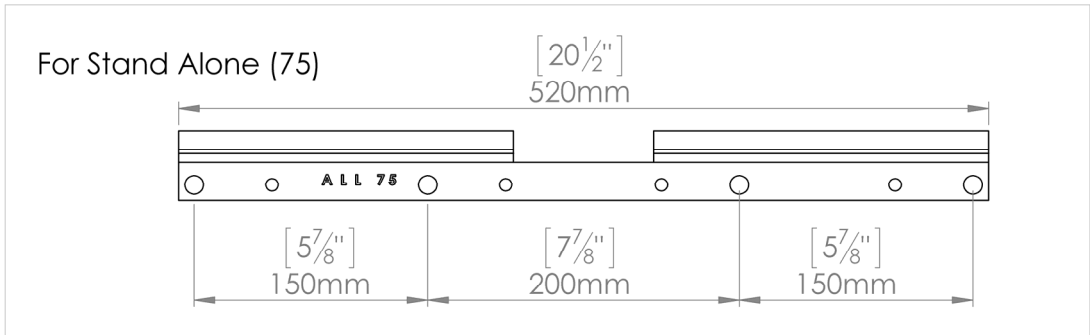


**NOTE: All dimensions in the diagrams are in inches.**



All dimensions are in inches													
Type \ Dim	A	B	C	D	E	F	G	H	I	J	K	L	M
75 TS	$30 \frac{3}{8}$	$28 \frac{11}{16}$	$26 \frac{5}{8}$	$15 \frac{3}{16}$	$17 \frac{1}{4}$	$10 \frac{1}{8}$	$6 \frac{7}{16}$	$4 \frac{3}{16}$	31	$8 \frac{1}{4}$	$18 \frac{1}{2}$	$15 \frac{7}{8}$	14
40 TS	19	$17 \frac{5}{16}$	$16 \frac{5}{8}$	$9 \frac{1}{2}$	$14 \frac{9}{16}$	$8 \frac{3}{8}$	$5 \frac{7}{8}$	4	$33 \frac{7}{16}$	$8 \frac{1}{4}$	$21 \frac{3}{8}$	$13 \frac{1}{2}$	$11 \frac{3}{8}$

Figure 5: Lyric TS Stand Alone: Front, Top and Side Views



Side view

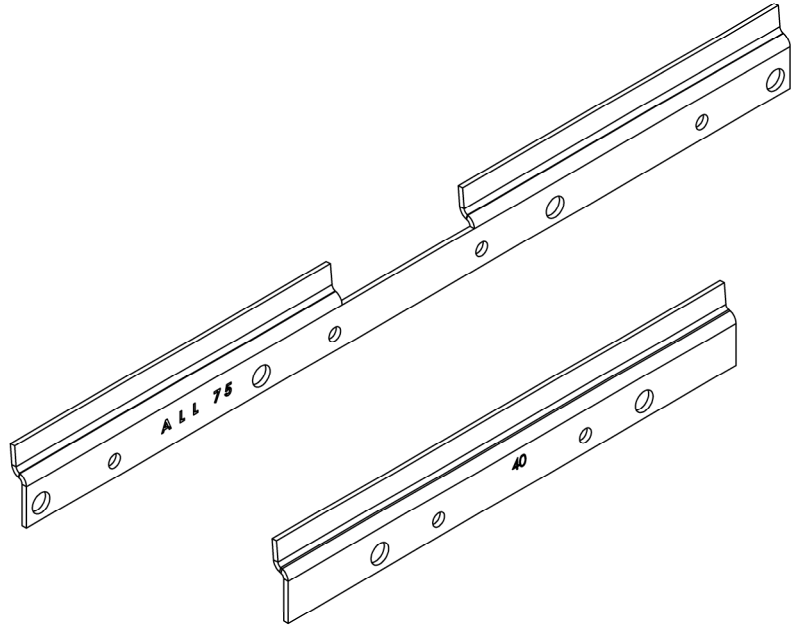


Figure 6: Stand Alone Bracket Drawings



## Cool Wall Technology

Lyric products offer unique Cool Wall technology, a technique that reduces the heat from the glass and the firebox and prevents excessive heat buildup, thereby avoiding any damage that may result from high heat temperatures. This cool wall system enables the option of installing a TV or other similar electronic components above the fireplace, as well as the ability to use finishing materials that a hot wall surface would prohibit.

A Lyric fireplace is surrounded by cool walls the first time every time. In addition, Cool Wall technology avoids the need for a fan to keep the walls cool. A fan requires more power, an additional outlet near the fireplace, and may result in a dull noise in the background whenever the fan is operating.

The following table shows wall temperatures achieved by the Cool Wall technique.

Table 2: Wall Temperatures Above the Firebox

Location	Wall Temperature
0-6" above the firebox	160°-210°
6-12" above the firebox	160°
<b>Recommended minimum clearance between bottom edge of TV or other similar device and top of firebox opening is 12".</b>	
12" above the firebox	90°

Excessively high wall temperatures surrounding the firebox can contribute to the following conditions:

- Distortion of the wall surface
- Peeling or color change of the paint on the finished wall
- Falling wall tiles (glue will no longer hold at temperatures above 240 degrees)
- Puckering, bending and/or splintering of wood paneling
- Cracking of marble
- Noncompliance of electrical components

The following table summarizes types of damage that can be caused by excessive heat around the firebox opening.

Table 3: Material Damage Caused by Excessive Heat

Material	Temperature at which material is damaged	Damage
Marble	Approximately 280° (lots of variety is reported; ask your supplier)	Cracking
Tile/Glue	240° (From MSDS sampling of a variety of products)	Tiles aren't held by the glue and will fall
Paint	170° (From MSDS sampling of a variety of products)	Peeling, color change
Wood	Varies according to dryness/moisture content	Warping, cracking, bowing, drying, burn/fire hazard



The Cool Wall Solution allows for the wall to breathe, releasing the excess heat from the chase to maintain a temperature from a high point of 210 degrees (immediately above the firebox) to 90 degrees (one foot above the firebox). Advantages of a Lyric fireplace include:

- A safe wall temperature under 160 degrees at 6" and higher above the firebox
- No need for a fan to remove heat from walls
- Ability to place a TV and other similar devices above the firebox without worry of the TV screen cracking or electrical components burning out
- Provision of a mounting detail for installation of the TV above the firebox
- Ability to hang artwork without fear of heat impact
- Ability to use finish materials such as tiles, Venetian plaster paint and regular paint (not high temp) without worry
- Ability to use wood as a decorative finish material (see the clearance requirements)
- Savings on installation costs (no need to return for overheating problems)

**NOTE:** Make sure to review and understand all of Lyric's installation manuals, details and clearances before installation. Also be sure to consult the product guides and manuals for whatever products or devices will be used as part of the installation to ensure compliant installation for all products.

If you have any questions, please contact us and our technical department will be happy to assist you.

## Television and Fireplace Installation

The following sections provide guidelines and diagrams for installing a television above the fireplace:

- TV Placement Considerations on page 23
- TV Installation Clearance Diagrams on page 24

### TV Placement Considerations

Most TV manufacturers specify in their instructions that the TV should not be installed on, near or above a heat source. However, the decision of where to place the TV ultimately rests solely with the homeowner. ORTAL USA will not be held liable for any adverse effects on a TV or other equipment located near ORTAL/Lyric fireplaces.

The material from which the wall and mantle are made will also affect the operating temperature of the TV. It is the customer's responsibility to verify that their TV mounting and mantel design will not exceed the listed maximum operating temperature of their electronic goods.

The homeowner should also be careful to consider the placement of the equipment's power and signal lines. If these lines are in or near the chase, they need to be protected from heat.

The drawings in the following sections can be used as a guide for those consumers who do decide to locate their TVs above Lyric fireplaces. These drawings illustrate ways of reducing the amount of heat impact to TVs placed above the fireplace.

### TV Installation Clearance Diagrams

The following diagrams show TV clearances for different fireplace options. Please note that these drawings are not to scale. All fireplace drawings with correct dimensions are available on our website under [Products>Downloads>Diagram](#)



**NOTE:** For detailed information about framing and finishes, please refer to the Builder's Manual.

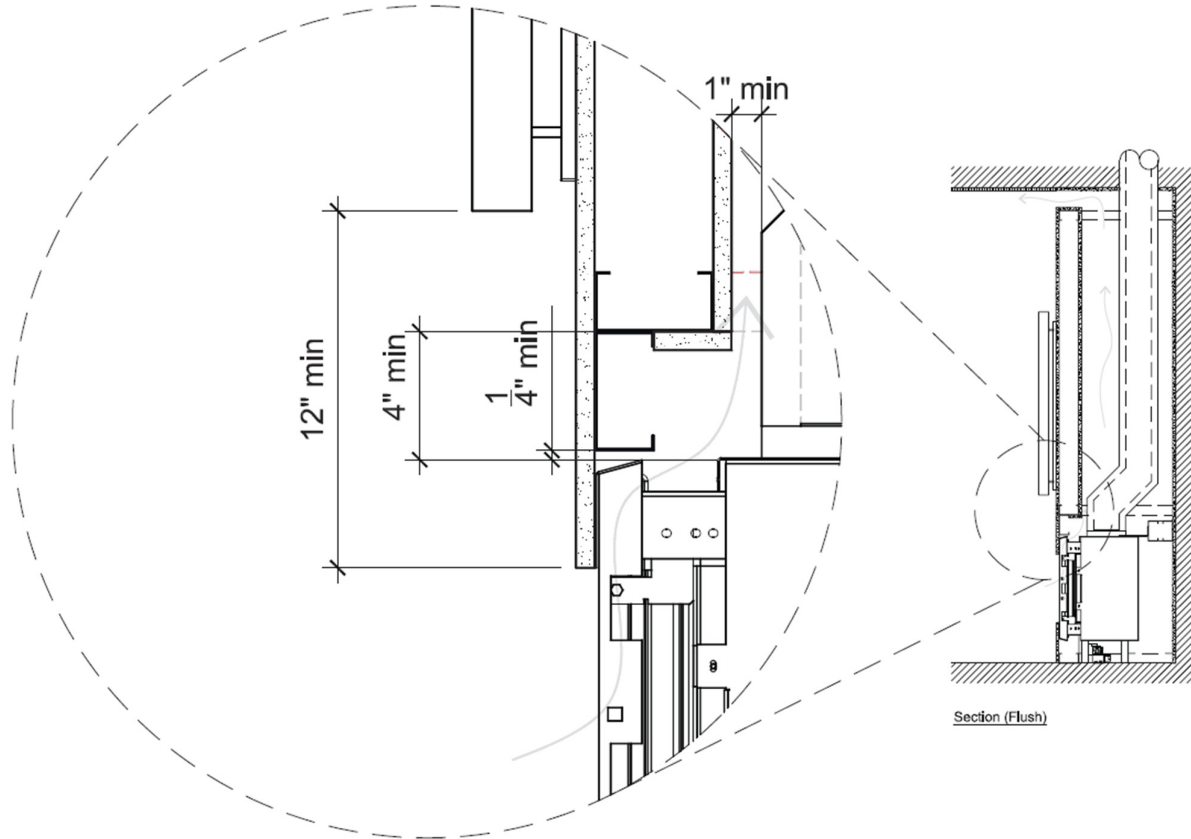


Figure 7: Fireplaces with Flush Finish: TV Clearances

**LEGEND:**

	5/8" Type X fire rated gypsum board (or equivalent)		Wood framing
	Combustible material		Metal framing

**Non-combustible materials:** Materials applicable for the installation of Lyric fireplaces within the specified clearance dimensions are described as non-combustible materials. An exception is made only for fire rated 5/8" Type X gypsum wallboard UL authorized or equivalent, where a non-combustible material may be used.



The air flow area must be free from any obstruction, to allow heat from the chase to be released.

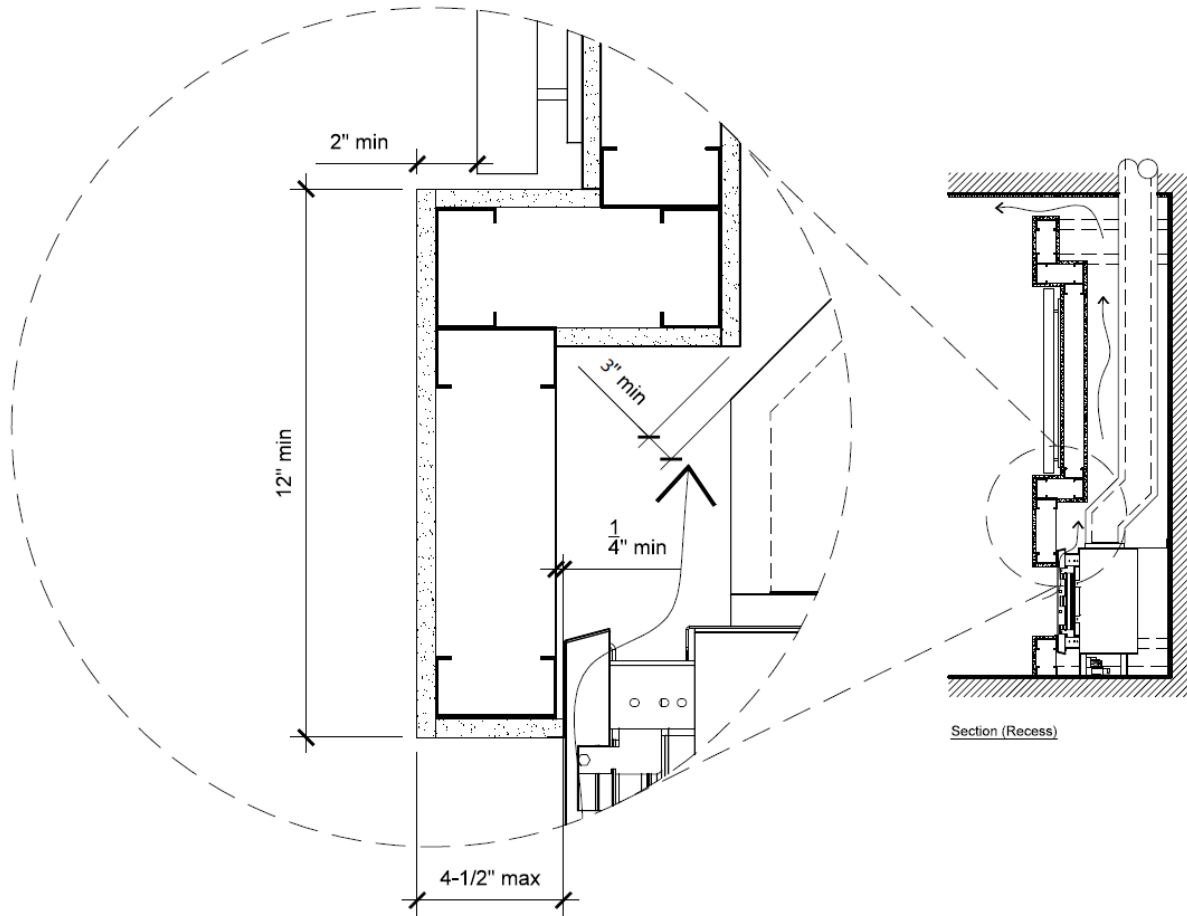






Figure 8: Fireplaces with Recess Finish: TV Clearances

**LEGEND:**

	5/8" Type X fire rated gypsum board (or equivalent)		Wood framing
	Combustible material		Metal framing

**Non-combustible materials:** Materials applicable for the installation of Lyric fireplaces within the specified clearance dimensions are described as non-combustible materials. An exception is made only for fire rated 5/8" Type X gypsum wallboard UL authorized or equivalent, where a non-combustible material may be used.

 **The air flow area must be free from any obstruction, to allow heat from the chase to be released.**

## Wall Support Sample Detail

Lyric fireplaces must not carry any structural weight. The framing must be supported by another surface, not by the firebox. Please consult with your structural engineer and refer to your local building code for proper wall support.

The following drawing shows a recommended approach to this type of installation. Please note that this drawing is not to scale. All fireplace drawings with correct dimensions are available on our website under **Products>Downloads>Diagram**

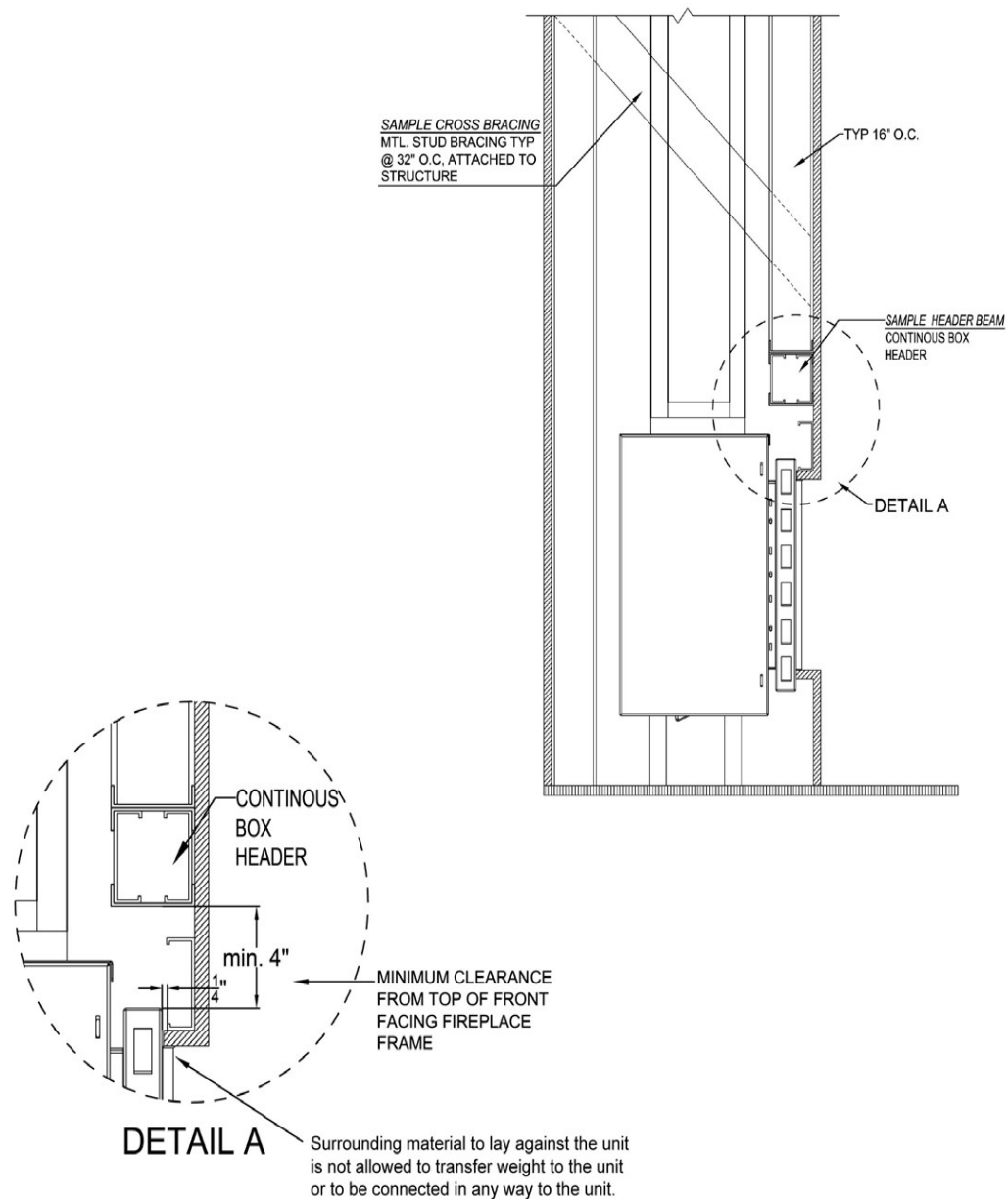


Figure 9:Wall Support Sample Detail




## Gas Setup

Lyric fireplaces are closed direct vent systems that can operate with natural gas (NG) or propane (LPG). The following sections present detailed information about gas routing, pressures, conversion, maintenance and more:

- Gas Line Routing on page 27
- Gas Pressure and Heat Input Chart on page 28
- Gas Control Assemblies and Components on page 29
- Gas Conversion on page 30
- Burner Inspection on page 39
- Burner Maintenance on page 39
- Pilot and Thermocouple Maintenance on page 40

### Gas Line Routing

Correctly size and route the gas supply line from the supply regulator to the area where the appliance is to be installed, as per the requirements outlined in the latest edition of the National Fuel Gas Code, NFPA 54 (USA) or CAN/CSA-B1491 (Canada).

 **WARNING** –The main gas valve must be installed to allow complete disconnection of the appliance from the gas supply piping system for servicing purposes.

### Control Connections

For information on remote and electronic systems, please visit the manufacturer's website:

<http://www.mertikmaxitrol.com/>





## Gas Pressure and Heat Input Charts

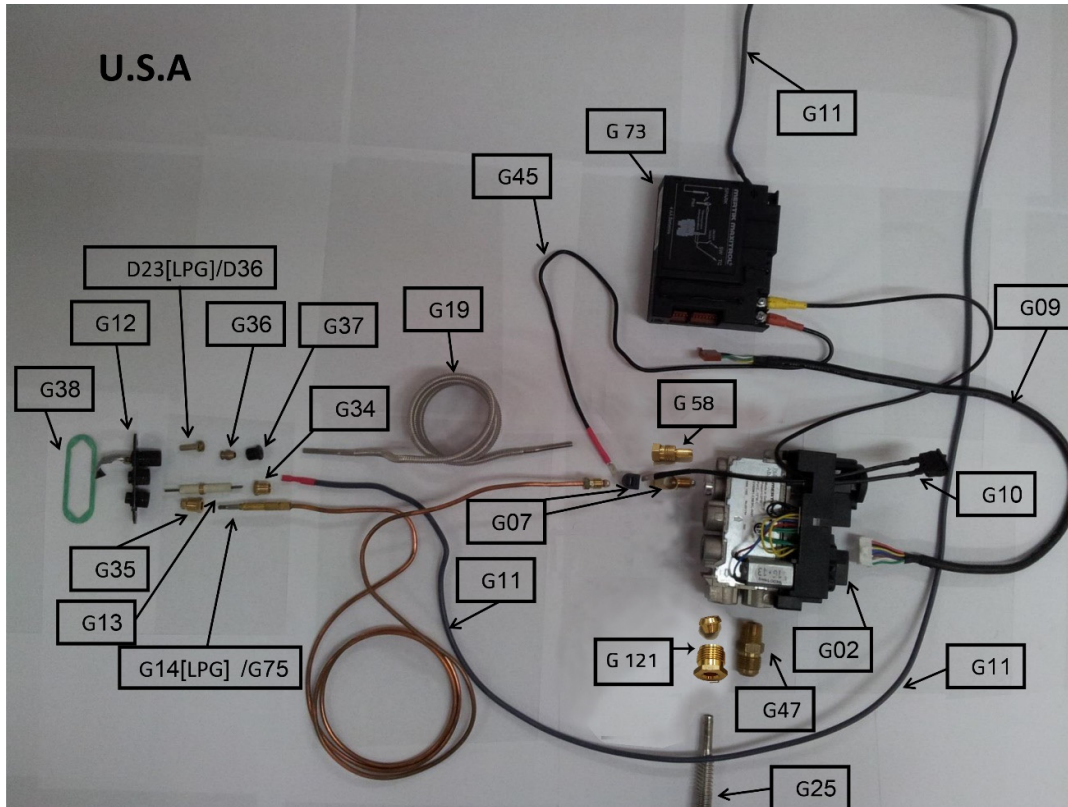
The following table lists gas pressures and heat input values for models using the installation codes ANSI Z21.88/CSA 2.33-2014 for vented gas fireplace heaters.

Table 4: Gas Pressures and Heat Input: Vented Gas Fireplace Heaters

UNIT SERIES	BURNER	GAS TYPE	Inlet Pressures (INCH WC)		Manifold Pressures (INCH WC)		Heat Input BTU/hr		ORIFICE NUMBER
			Max.	Min.	Max.	Min.	Max.	Min.	
40	30	Natural Gas (NG)	7.0	7.0	3.2	0.9	23,700	10,400	650
40	30	Propane (LPG)	11.0	11.0	10.9	4.4	21,000	12,800	220
75	45	Natural Gas (NG)	7.0	7.0	4.7	1.6	29,100	16,147	650
75	45	Propane (LPG)	11.0	11.0	10.7	4.5	22,118	13,811	220
110/120	100	Natural Gas (NG)	7.0	7.0	5	2.1	37,167	22,800	1200
110/120	100	Propane (LPG)	11.0	11.0	10.8	7.3	28,541	22,900	260

## Gas Control Assemblies and Components

Assemblies and components are listed and described in the tables following the figure.



CAT. NUMBER	DESCRIPTION
D23	Propane pilot orifice
D36	Natural gas pilot orifice
G02	Mertik gas valve
G73	Mertik receiver
G07	Thermocouple block
G09	8-wire cable 500 mm
G10	Switch w cables 180/500 mm
G11	Spark wire
G12	Pilot
G13	Spark plug
G75	Thermocouple NG
G14	Thermocouple LPG

CAT. NUMBER	DESCRIPTION
G121	Main burner gas fitting
G25	Burner gas tube
G19	Pilot gas tube
G34	Spark plug connector
G35	TC connector
G36	Olive D.4
G37	Nut for olive D.4
G38	Gasket pilot burn
G45	Cable
G58	Connection fitting 4mm One-piece
G47	Fitting for main line inlet to gas valve GV60

## Gas Conversion

To change the gas source of a fireplace, you need to request a gas conversion kit. Gas conversion can be performed only by technicians who have specific authorization to change these components. The actual change must be done by the authorized technician. Not all installers are authorized to provide gas conversion services.

The following procedure is a guide for NG-LPG conversion.

**⚠ WARNING: Before starting this procedure, make sure to disconnect the main gas and high voltage power supply to the unit.**

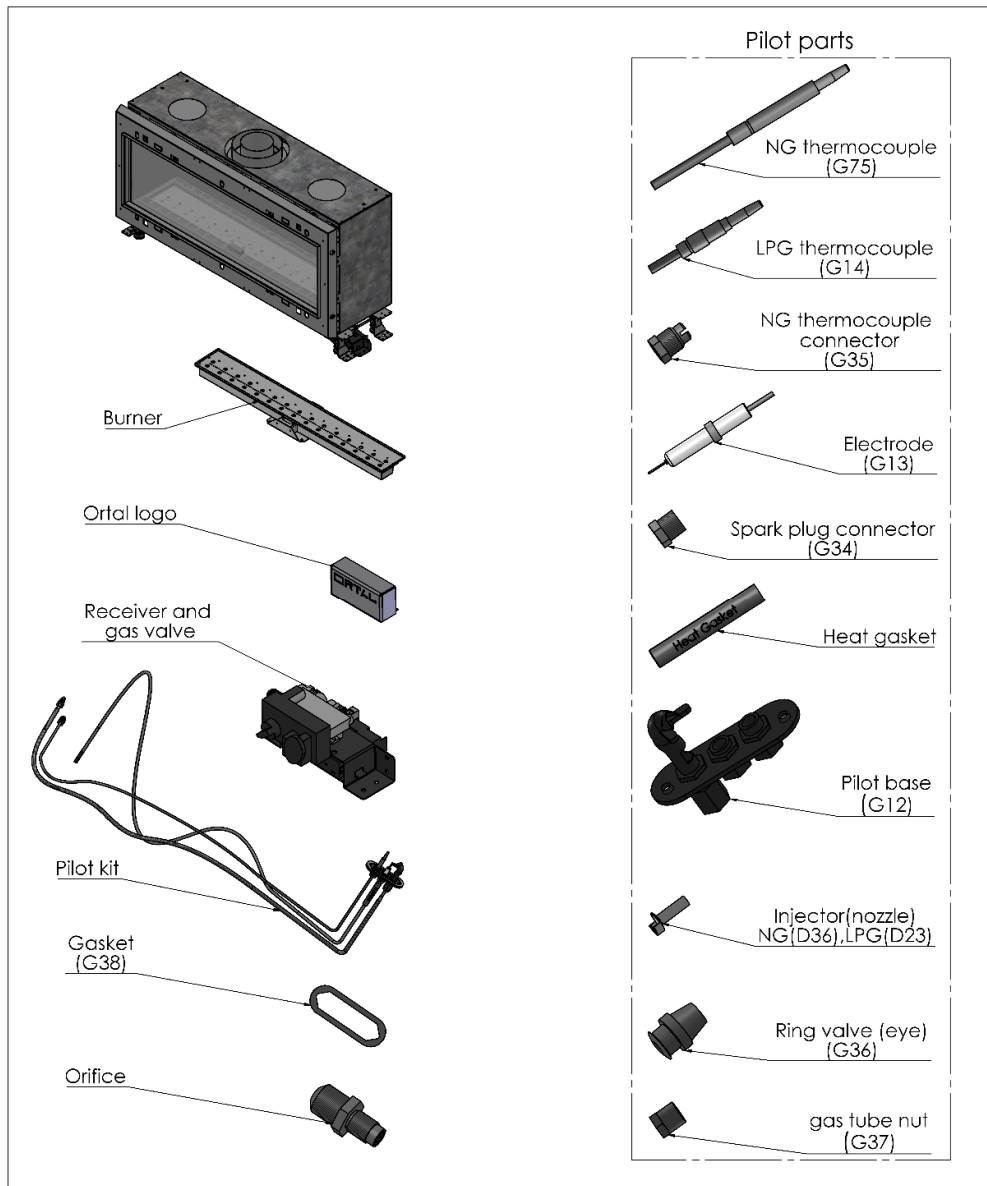
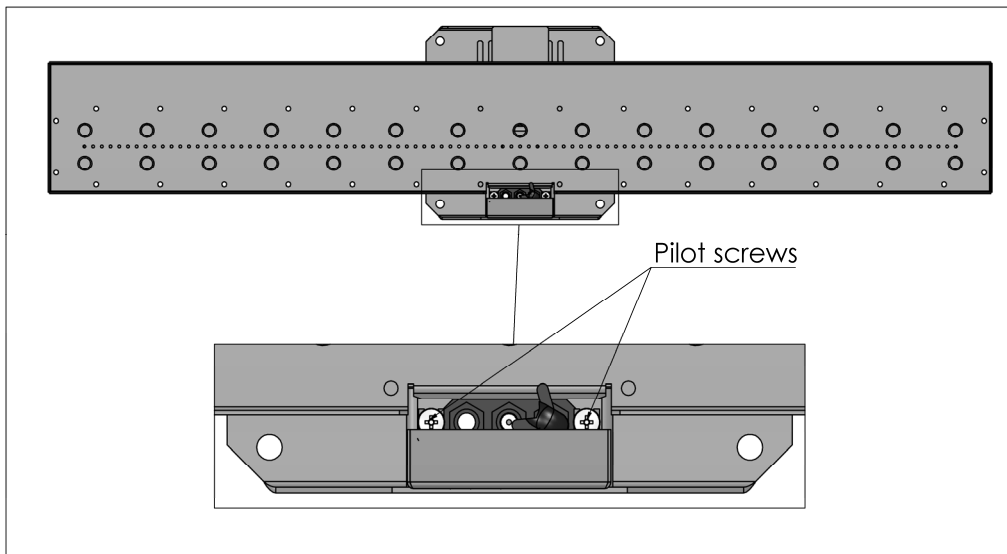


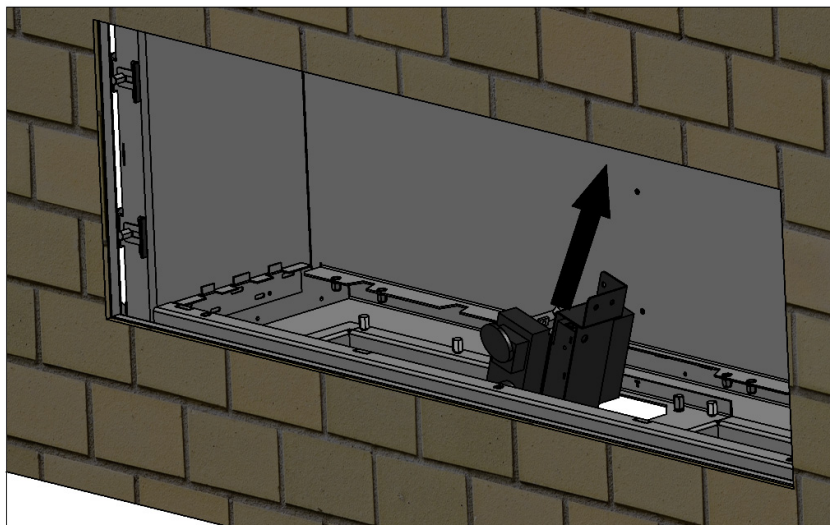
Figure 10: Gas Conversion: Parts

**To perform NG-LPG conversion:**

1. Remove the front heat barrier and glass. (For details, refer to Fireplace Heat Barrier on page 57.)
2. Remove the burner. (For details, refer to Appendix B: Removal / Assembly of the Burner on page 106.)
3. Remove the pilot kit:  
Remove the two pilot screws.



Pull the pilot down and twist slightly, until it releases from the burner. Then, pull the receiver and the gas valve out.



**NOTE:** Before continuing, review Figure 11 to familiarize yourself with the components.

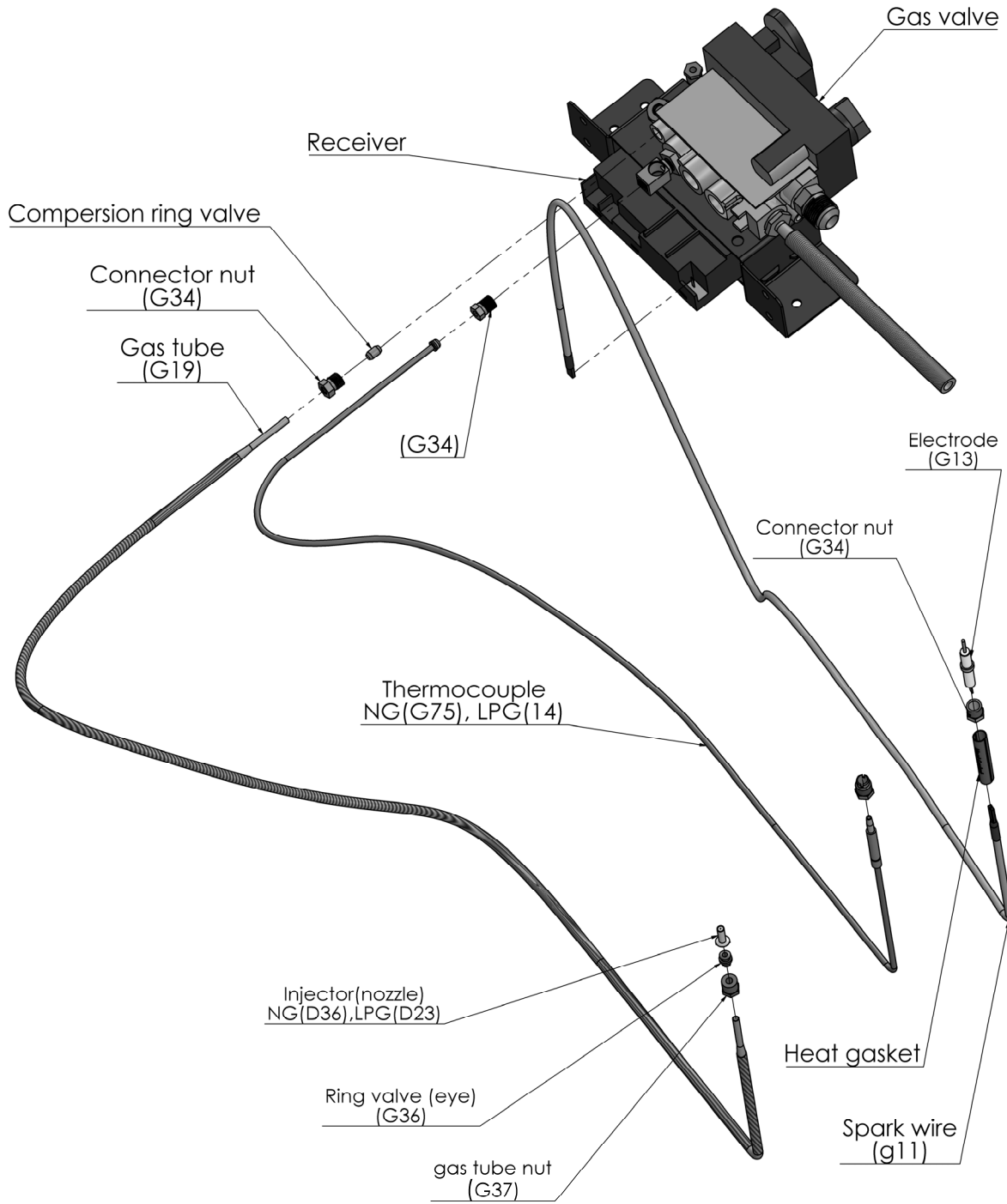
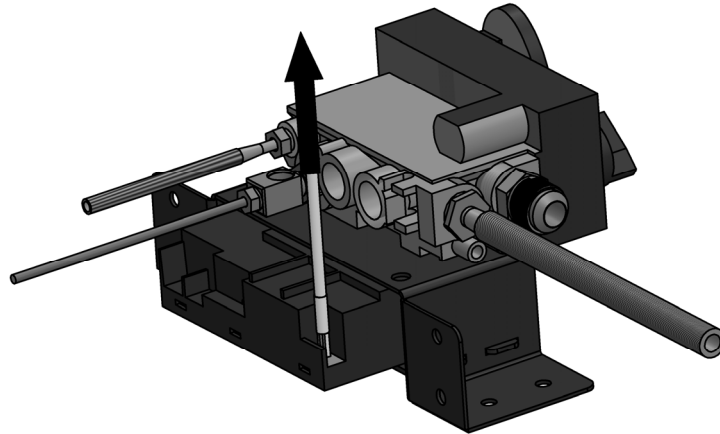
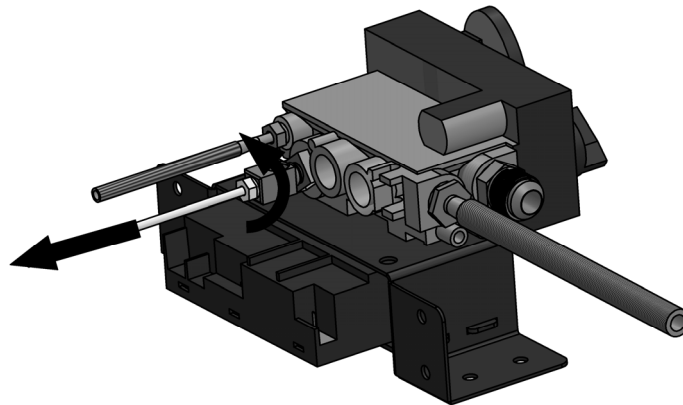


Figure 11: Exploded View of Pilot Parts, Receiver and Gas Valve

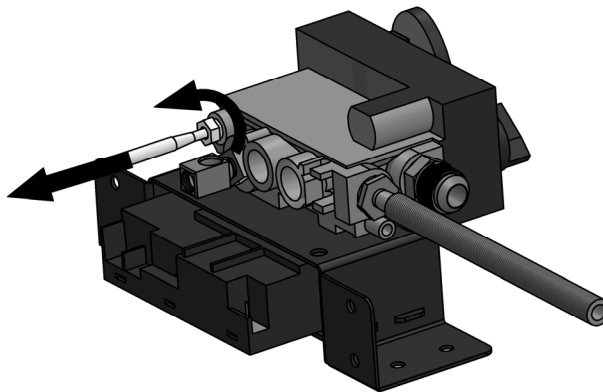
Pull the wire to disconnect it from the receiver.



Remove the nut holding the thermocouple pipe, and pull the pipe out.



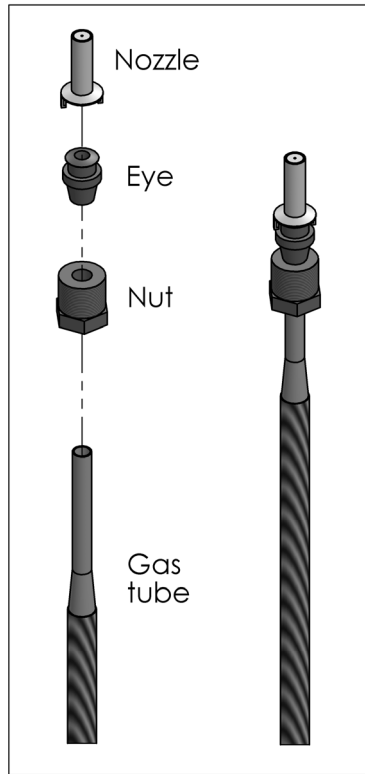
Remove the nut holding the gas pipe, and pull the pipe out.



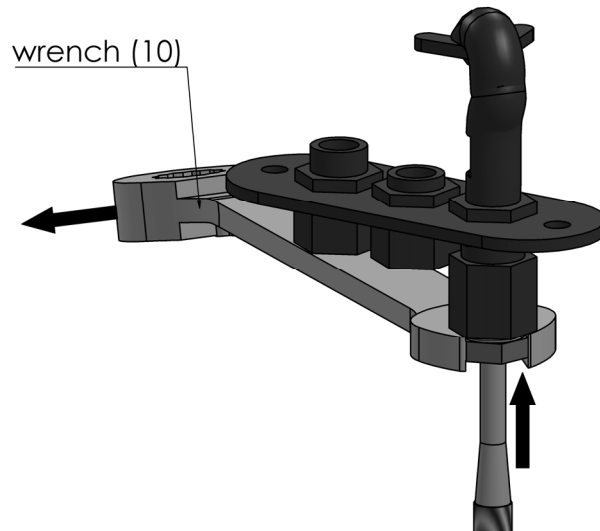
**NOTE:** If you have a new, complete pilot kit, skip Step 4 and continue with Step 5.

4. Assemble the pilot parts:

Assemble the injector (nozzle) with the ring valve (eye) and the gas tube nut. Then, insert the assembled parts into the gas tube.

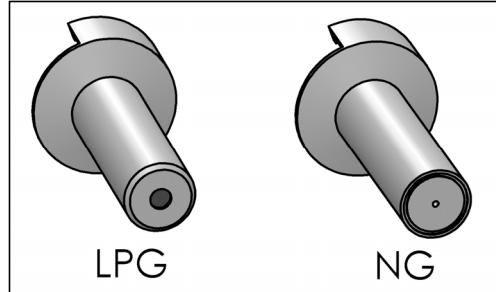


Attach the assembled parts to the pilot base, and then tighten the nut.

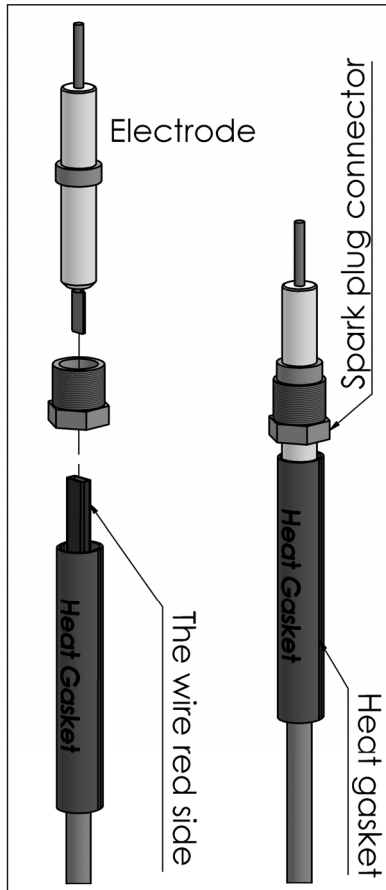




**NOTE:** The LPG nozzle has a red dot in the hole (.36mm). The NG hole is .23mm and has a different shape:

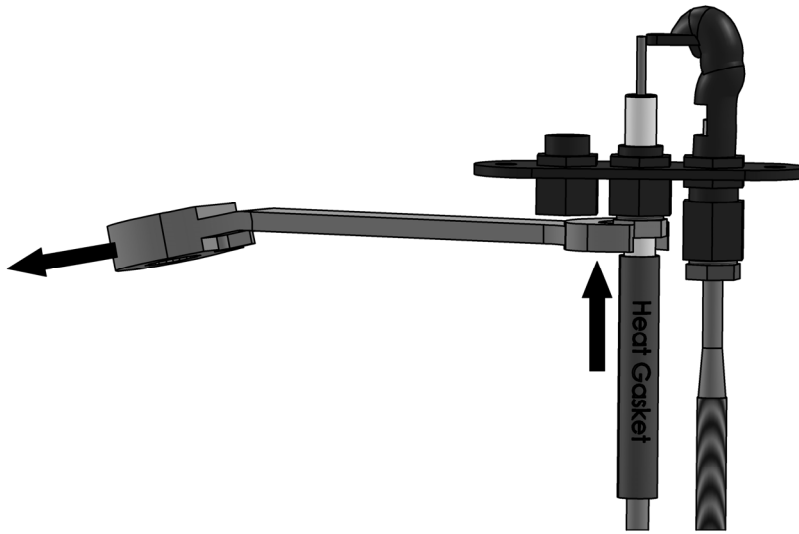


Assemble the electrode with the spark plug connector, and the heat gasket with the wire. Use a lighter to dissolve the heat gasket, to reinforce the parts.

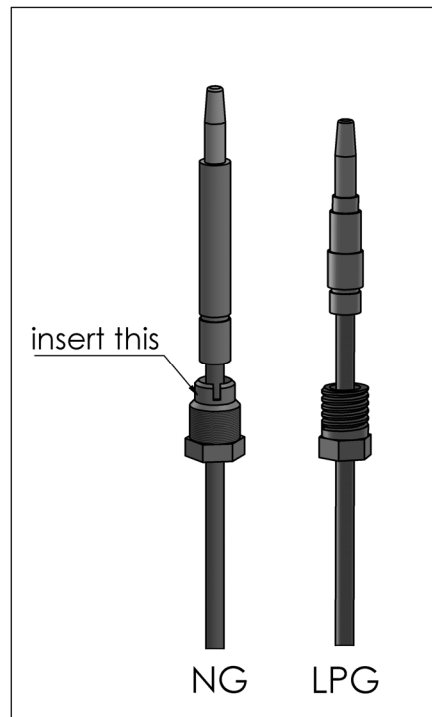




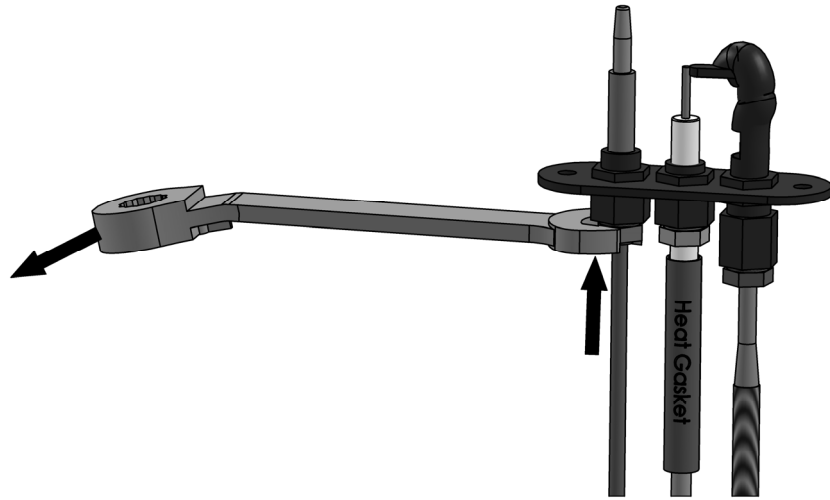
Attach the assembled parts to the pilot base, and then tighten the connector nut.



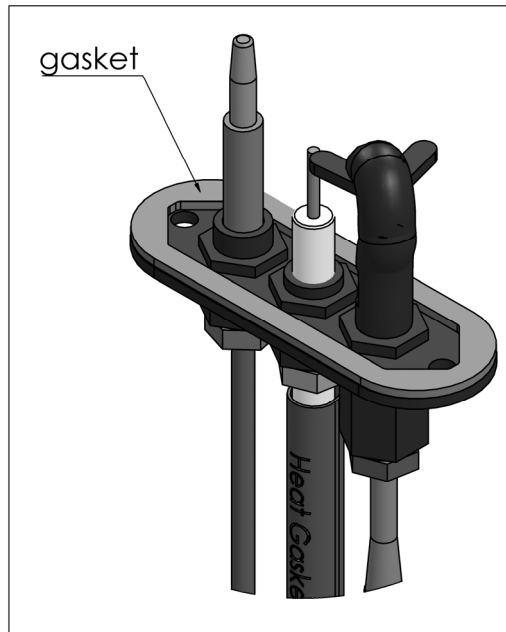
Assemble the thermocouple pipe. The NG pipe comes pre-assembled with only one connector nut. Insert the additional connector nut provided by ORTAL as shown in the figure below.



Attach the thermocouple pipe to the pilot base, and then tighten the connector nut.



5. Change the base pilot gasket every time you open the pilot base.

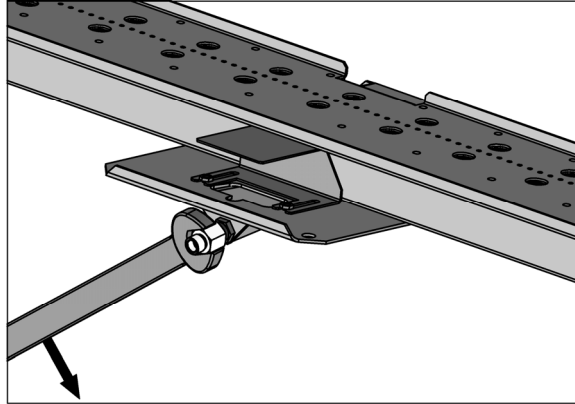


6. Change the orifice:

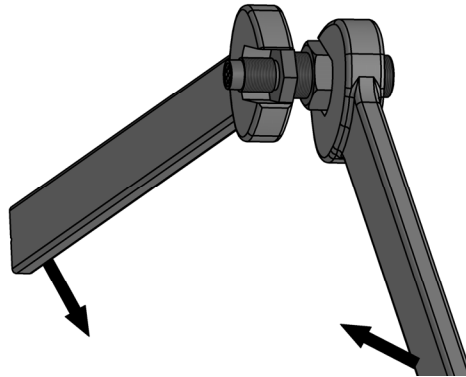
Using wrench (17), remove the nut holding the orifice.



**NOTE:** When reassembling, be careful not to overtighten.

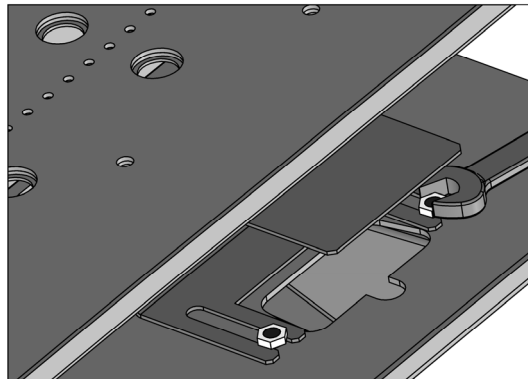


If the orifice is removed together with the nut, separate them using wrenches (15 and 17), as shown in the figure below. If not, use wrench (15) to remove it from the burner.

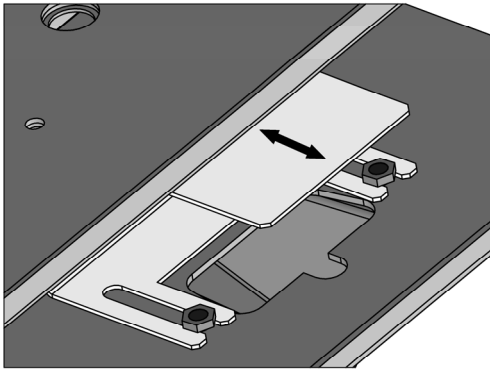


7. Adjust the burner main aeration:

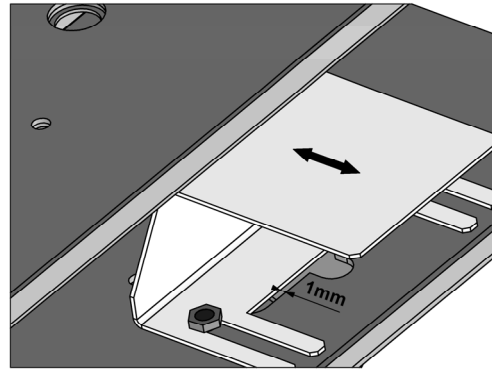
Loosen the burner main aeration nuts.



Adjust the burner main aeration as shown in the figure below. Then, tighten the nuts with an 8mm wrench.



LPG adjustment



NG adjustment



**NOTE:** For reinstallation, perform the above steps in reverse.

## Burner Inspection

The burner comes complete with all necessary parts assembled, including the main aeration, nozzle, pilot, thermocouple and spark plug. The parts are pre-set for the specific gas type (natural/propane), and no field adjustments are necessary.

During installation, the burner and its accessories must be inspected for cleanliness and completeness. Do **NOT** disassemble the components.

## Burner Maintenance

Remove the media and vacuum all debris from the firebox, burner and grill area at least once a year (quarterly for commercial installations).

A visual check should be done when operating the flame from the burner. The appearance should be candle-like with blue and yellow coloring.

## Pilot and Thermocouple Maintenance

The pilot flame must be visually checked. The pilot flame has two distinct flames. One engulfs the thermocouple, and the other reaches the main burner. Both flames must be present.

The area around the injector should be inspected. Any foreign material must be removed with a brush or vacuum.

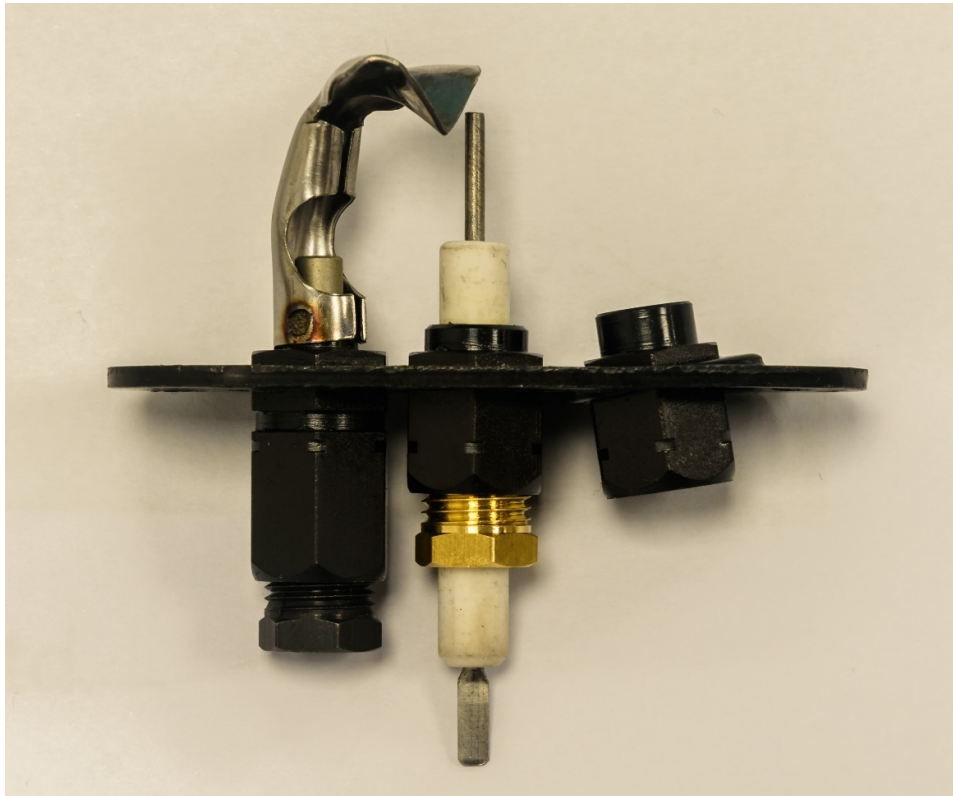


Figure 12: Thermocouple Injector

 **Always be present when the fireplace is in operation.**

### **Thermocouple Maintenance**

Thermocouple integrity and operation must be checked. The installer needs to confirm that the thermocouple is in place, and is not cracked or damaged.

## Electrical Guidelines

This chapter details electrical and wiring requirements for installation of Lyric fireplaces.

### Electrical Requirements

Provide a single gang (two outlet) box with 120v 15 amp 60hz, in the area where the controls will be located. This work should be done by a qualified licensed electrician, per local code.

**⚠️ WARNING: Be sure to disconnect the power supply before servicing any electrical components.**

### Wiring Diagrams

The following diagrams show the electrical wiring required.

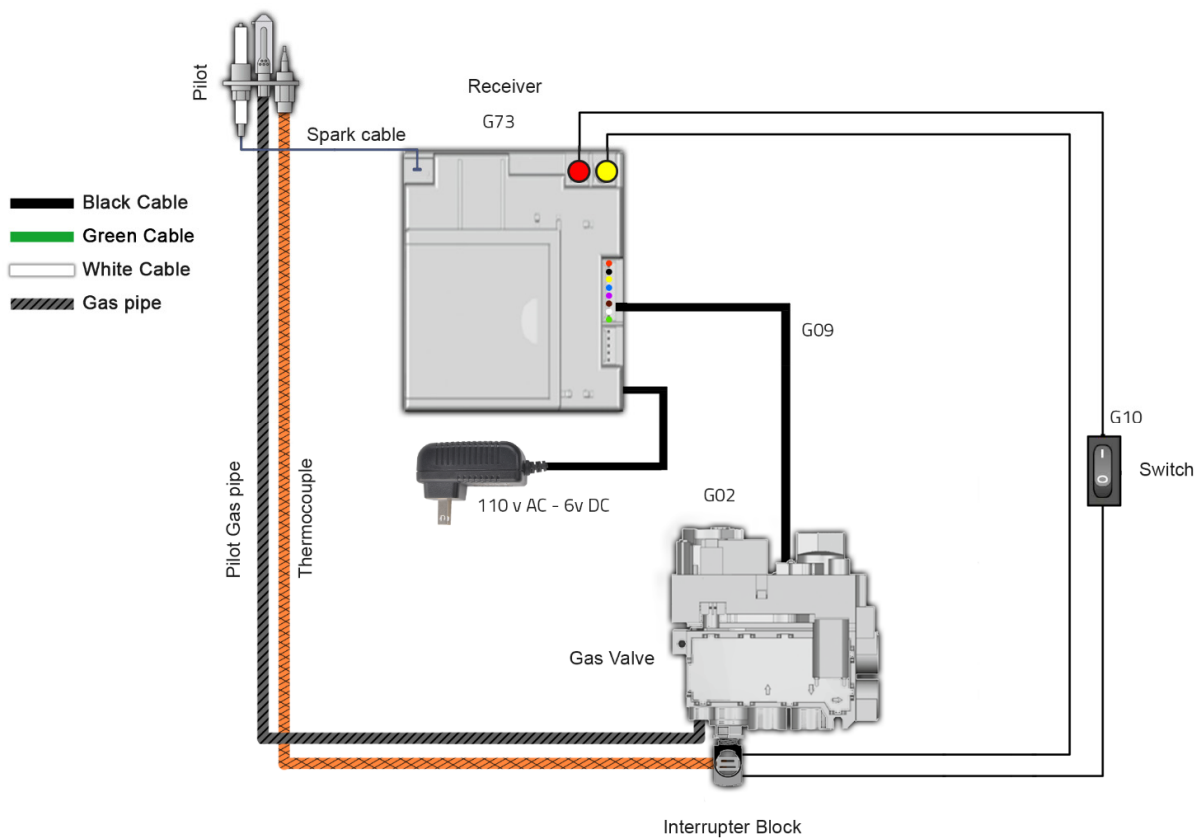


Figure 13: Electrical Wiring: Screen Units

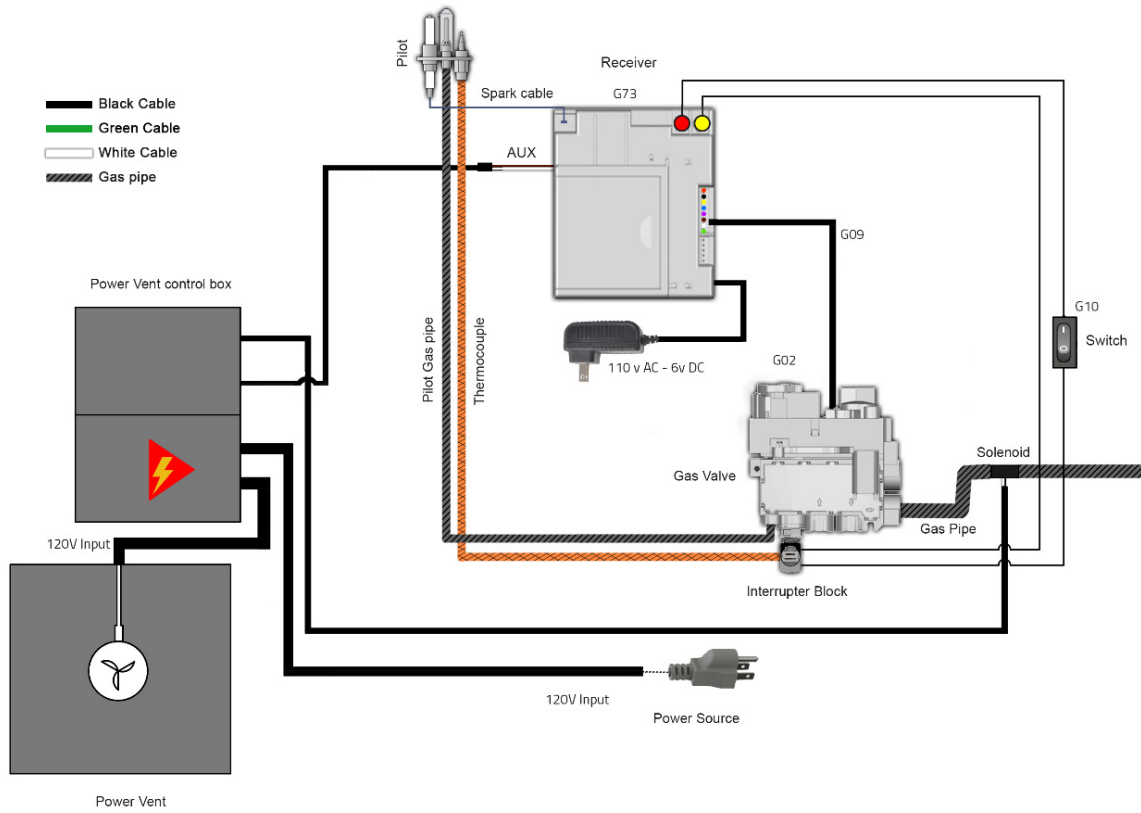


Figure 14: Electrical Wiring: Screen Units with Power Vent

## Vent System Information

The following sections provide details related to vent installation and care:

- Venting Requirements on page 43
- Venting Diagrams on page 43
- Working with Vertical Elbows on page 47
- Fireplace Restrictors and Vent Arrangement on page 49
- Vent Installation and Clearances on page 51
- Vent Termination Drawings on page 52
- Vent Maintenance on page 53



**NOTE:** For information about the 4/6 and 5/8 direct vent pipe installation and specs, please visit the appropriate manufacturer's website.



**NOTE:** If the appliance has a Power Vent system, please refer to the ORTAL Power Vent manual for more information.

## Venting Requirements

When installing the venting, follow all instructions of the venting system manufacturer. For vertical and horizontal distances, refer to the charts in the Venting Diagrams section. Maintain all clearances specified in Vent Installation and Clearances on page 51. Alternatively, follow the vent system manufacturer's instructions, provided that they meet local code.

The first section of venting must be secured to the starter with a minimum of 3 sheet metal screws no longer than ½".

**DO NOT use silicone to seal the sections.** If sealing is required by the venting manufacturer or local code, use Mil-Pac sealant.

## Venting Diagrams

The following sections provide information for calculating venting run distances:

- Venting Diagram: Typical Horizontal on page 44
- Venting Diagram: Typical Vertical on page 45
- Venting Diagram: Straight Vertical on page 46



### Venting Diagram: Typical Horizontal

Use the diagram and tables below to calculate distances for venting runs. You can use up to two 90-degree elbows OR four 45-degree elbows.

If needed for clearance, 2\*45° may be used directly on the unit with up to a 12" section between them. The V minimum starts above them. They do not count in elbow totals.

#### V minimum =

- 3 feet for Series 40-120

For venting runs that exceed these maximums, consider ORTAL'S Power Vent system. Contact your dealer for more information.

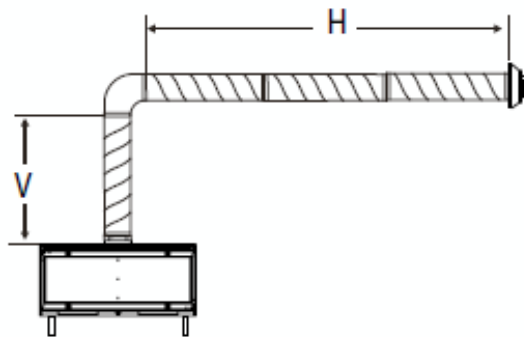


Figure 15: Venting Diagram: Typical Horizontal

SERIES 40 / SERIES 75	
Vertical (V)	Horizontal (H)
3 ft	21 ft
6 ft	24 ft
9 ft	24 ft
12 ft	24 ft
15 ft	24 ft
18 ft	21 ft
21 ft	18 ft
24 ft	15 ft
27 ft	12 ft
30 ft	12 ft
33 ft	12 ft

SERIES 110/120	
Vertical (V)	Horizontal (H)
3 ft	12 ft
6 ft	18 ft
9 ft	24 ft
12 ft	21 ft
15 ft	21 ft
18 ft	18 ft
21 ft	15 ft
24 ft	12 ft
27 ft	12 ft
30 ft	12 ft
33 ft	12 ft

### Venting Diagram: Typical Vertical

Use the diagram and tables below to calculate distances for venting runs. You can use up to two 90-degree elbows.

If needed for clearance, 2\*45° may be used directly on the unit with up to a 12" section between them. The V minimum starts above them. They do not count in elbow totals.

$$V = V1 + V2$$

For venting runs that exceed these maximums, consider ORTAL'S Power Vent system. Contact your dealer for more information.

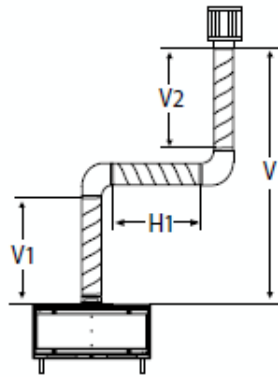


Figure 16: Venting Diagram: Typical Vertical

**V1= minimum of 3 feet for the following product series:**

SERIES 40 / SERIES 75	
Vertical (V)	Horizontal (H)
3 ft	15 ft
7 ft	18 ft
10 ft	18 ft
13 ft	18 ft
16 ft	18 ft
19 ft	15 ft
22 ft	12 ft
25 ft	9 ft
28 ft	6 ft
31 ft	6 ft
34 ft	6 ft

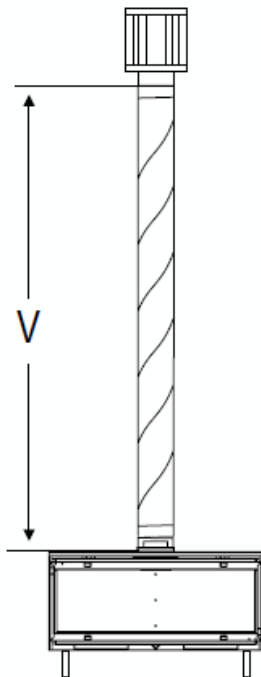
SERIES 110/120	
Vertical (V)	Horizontal (H)
3 ft	6 ft
7 ft	15 ft
10 ft	18 ft
13 ft	15 ft
16 ft	15 ft
19 ft	12 ft
22 ft	9 ft
25 ft	6 ft
28 ft	6 ft
31 ft	6 ft
34 ft	6 ft



### Venting Diagram: Straight Vertical

For Series 40-120, the maximum vertical distance is 42 feet.

For venting runs that exceed this maximum, consider ORTAL'S Power Vent system. Contact your dealer for more information.



## Working with Vertical Elbows

When doing an installation involving vertical elbows, keep the following guidelines in mind:

- Only **two** 90-degree elbows are allowed per installation. An installation involving more than two 90-degree elbows requires manufacturer's approval.
- Each 90-degree bend can be calculated as 2 x 45-degree bends. For example, an installation can have two 45-degree bends and one 90-degree bend, OR four 45-degree bends and no 90-degree bends.

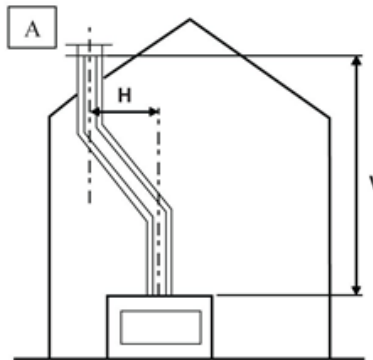
### SCENARIO A

When you have vertical elbows of 45 degrees, no additional length for the (H) calculation for the restrictor plate size is needed. For example:

Total height of duct work = 6 feet (V)

Length between the center of the two 45-degree elbows = (B) = 3 feet

The (H) calculation is  $(H) = (B)$  so the restrictor plate size is 1.97", per the table.



### SCENARIO B

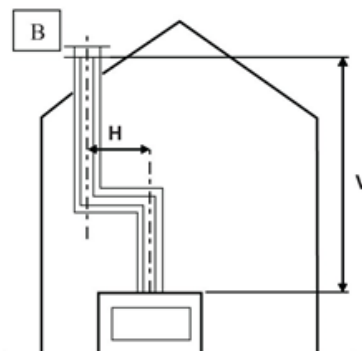
If there are two 90-degree elbows in the vent system, an additional 6 feet must be added to the (H) calculation for the restrictor plate size. For example:

Total height of duct work = 18 feet (V)

Length between the center of two 90-degree elbows = (B) = 21 feet

The (H) calculation to be used in the restrictor table is  $(H) = (B) + 6$  feet, so the (H) length is 27 feet.

Per the table, the restrictor plate is 0. No restrictor is required.



**SCENARIO C**

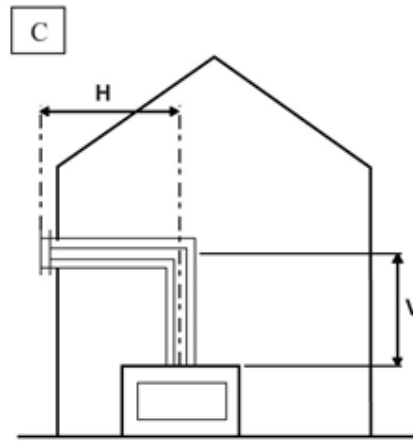
The first 90-degree elbow is not taken into calculation of the (H) length for the restrictor plate size. For example:

Total height of duct work = 15 feet (V)

Length between the center of the 90-degree elbow and wall termination cap = (B) = 11 feet

The (H) calculation is  $(H) = (B) = 11$ . Therefore, the restrictor plate size is 1.18", per the table.

The value of 11 does not appear on the x scale of the table. The choices are then 9 and 12. Always choose the next **higher** value, which is also the smaller restrictor if there is a difference between the values provided.

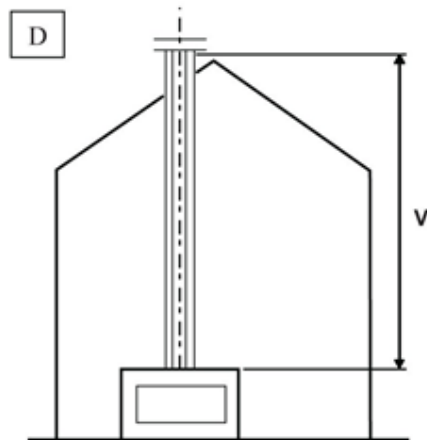


**SCENARIO D**

There are no 90-degree elbows or 45-degree angles. The venting is a straight vertical run. For example:

Total height of duct work = 24 feet (V)

The (H) calculation is = 0. Therefore, the restrictor plate size is 1.97".





## Fireplace Restrictors and Vent Arrangement

The information and tables in this section will help you calculate the correct restrictor selection. The tables show the options permitted for both vertical and horizontal positioning of the vents and the required restrictor. Any venting pathway that does not appear in the tables requires approval from the manufacturer.

The tables presented below apply to both Natural Gas and Propane. The tables represent manufacturer's guidelines. Environment gas type (NG vs. LPG and the source of the gas) and other factors may affect the best restrictor choice.



**NOTE: If the flame appears to be atypical, please contact ORTAL USA for alternate restrictor size recommendations.**

The following symbols are used in the tables:

- **X:** The path is not allowed.
- **0:** There is no restriction.
- **Numbers other than zero:** The number represents the width required for the size of restrictor that has to be assembled. All these dimensions are shown in inches.

If the length (vertical or horizontal) does not appear in the table, consult with ORTAL before proceeding. For special venting systems, please contact ORTAL USA for more information.



**NOTE: Space Creator models may require special restrictors. Traditional models do not require restrictors.**

### For Series 40-120:

- A minimum 3' vertical run is required before any 90-degree bends.
- A 45-degree offset is allowed for maximum 1'. This must be followed by a 3' vertical run before offset, 90-degree bend or termination.

For the correct size vent, refer to Table 1 on page 9. The approved vent system components are labelled for identification. Do NOT combine vent components from different manufacturers with these appliances. Please follow the manufacturer's instructions for vent system installation.



**WARNING – Fire hazard is an extreme risk if these clearances (air space) to combustible materials are not adhered to. It is of the greatest importance that the fireplace and vent system are installed in accordance with these instructions.**

V													
27	1.97	1.57	1.57	1.18	1.18	0	0	0	0	x	x	x	
24	1.97	1.57	1.57	1.18	1.18	1.18	0	0	0	0	x	x	
21	1.97	1.97	1.57	1.57	1.18	1.18	1.18	0	0	0	0	x	
18	1.97	1.97	1.57	1.57	1.18	1.18	1.18	1.18	0	0	0	0	
15	1.97	1.97	1.57	1.57	1.18	1.18	1.18	1.18	1.18	0	0	0	
12	1.97	1.97	1.57	1.57	1.57	1.18	1.18	1.18	1.18	0	0	0	
9	1.97	1.97	1.97	1.57	1.57	1.18	1.18	1.18	1.18	0	0	0	
6	1.97	1.97	1.97	1.57	1.57	1.18	1.18	1.18	1.18	0	0	0	
3	1.97	1.97	1.97	1.57	1.57	1.18	1.18	1.18	0	0	x	x	
1.5	x	x	x	x	x	x	x	x	x	x	x	x	
	0	3	6	9	12	15	18	21	24	27	30	33	H

Table 5: Restrictor Table: Burner 30 – Series 40

V													
27	1.97	1.57	1.57	1.18	1.18	0	0	0	0	x	x	x	
24	1.97	1.57	1.57	1.18	1.18	1.18	0	0	0	0	x	x	
21	1.97	1.97	1.57	1.57	1.18	1.18	1.18	0	0	0	0	x	
18	1.97	1.97	1.57	1.57	1.18	1.18	1.18	1.18	0	0	0	0	
15	1.97	1.97	1.57	1.57	1.18	1.18	1.18	1.18	1.18	0	0	0	
12	1.97	1.97	1.57	1.57	1.57	1.18	1.18	1.18	1.18	0	0	0	
9	1.97	1.97	1.97	1.57	1.57	1.18	1.18	1.18	1.18	0	0	0	
6	1.97	1.97	1.97	1.57	1.57	1.18	1.18	1.18	1.18	0	0	0	
3	1.97	1.97	1.97	1.57	1.57	1.18	1.18	1.18	0	0	x	x	
1.5	x	x	x	x	x	x	x	x	x	x	x	x	
	0	3	6	9	12	15	18	21	24	27	30	33	H

Table 6: Restrictor Table: Burner 45 – Series 75

V												
27	1.97	1.57	1.57	1.18	1.18	0	0	x	x	x	x	x
24	1.97	1.57	1.57	1.18	1.18	0	0	0	x	x	x	x
21	1.97	1.97	1.57	1.57	1.18	1.18	0	0	0	x	x	x
18	1.97	1.97	1.97	1.57	1.57	1.18	1.18	0	0	0	x	x
15	1.97	1.97	1.97	1.57	1.57	1.18	1.18	1.18	0	0	0	x
12	1.97	1.97	1.97	1.57	1.57	1.18	1.18	1.18	0	0	0	x
9	1.97	1.97	1.97	1.57	1.57	1.57	1.18	1.18	0	0	0	x
6	1.97	1.97	1.97	1.57	1.57	1.18	1.18	1.18	0	0	x	x
3	1.97	1.97	1.97	1.57	1.18	0	0	0	0	x	x	x
1.5	x	x	x	x	x	x	x	x	x	x	x	x
	0	3	6	9	12	15	18	21	24	27	30	33 H

Table 7: Restrictor Table: Burner 100 – Series 110/120

### Vent Installation and Clearances

When installing the venting, be sure that the vent pipe is supported by the structural surrounding and not by the firebox. Secure the vent connection to the fireplace with a minimum of 3 self-tapping screws. Each elbow should be strapped to reduce movement or possible disconnection. Follow the instructions of the vent system manufacturer.

#### Vertical Clearances:

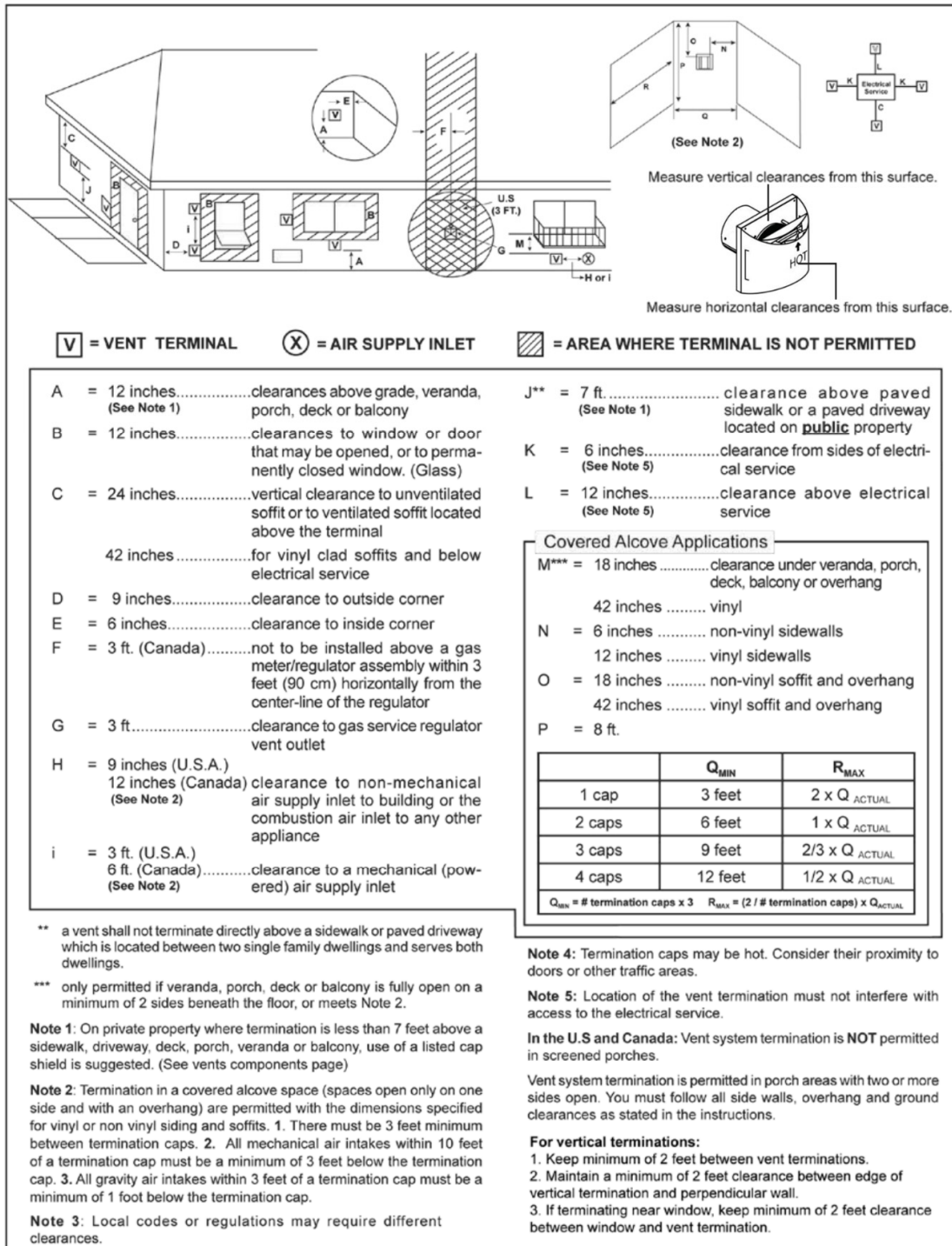
- Maintain 1" clearance to combustibles on entire circumference.

#### Horizontal Clearances:

- Maintain 1" clearance to combustibles on bottom.
- Maintain 3" clearance to combustibles on top.
- Maintain ¼" rise per foot.




## Vent Termination Drawings



CAUTION: IF EXTERIOR WALLS ARE FINISHED WITH VINYL SIDING, IT IS SUGGESTED THAT A VINYL PROTECTOR KIT BE INSTALLED.

Figure 17: Vent Termination: Horizontal

**⚠ WARNING**

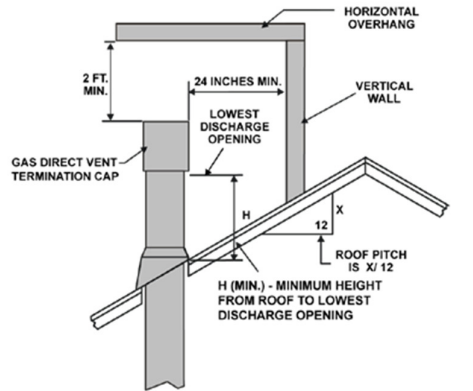


**Fire Risk.**  
Maintain vent clearance to combustibles as specified.

- **DO NOT** pack air space with insulation or other materials.

Failure to keep insulation or other materials away from vent pipe may cause overheating and fire.

**Minimum Height From Roof To Lowest Discharge Opening**

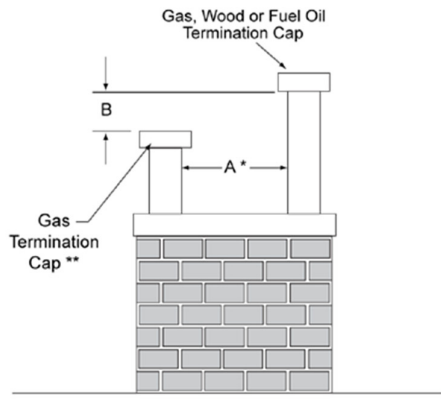


Roof Pitch	H (Min.) Ft.
Flat to 6/12.....	1.0*
Over 6/12 to 7/12.....	1.25*
Over 7/12 to 8/12.....	1.5*
Over 8/12 to 9/12.....	2.0*
Over 9/12 to 10/12.....	2.5*
Over 10/12 to 11/12.....	3.25
Over 11/12 to 12/12.....	4.0
Over 12/12 to 14/12.....	5.0
Over 14/12 to 16/12.....	6.0
Over 16/12 to 18/12.....	7.0
Over 18/12 to 20/12.....	7.5
Over 20/12 to 21/12.....	8.0

\* 3 foot minimum in snow regions

**Staggered Termination Caps**

A	B
6 in. (minimum) up to 24 in.	18 in. minimum
24 in. and over	0 in. minimum



• If using decorative cap cover(s), this distance may need to be increased. Refer to the installation instructions supplied with the decorative cap cover.

\*\* In a staggered installation with both gas and wood or fuel oil terminations, the wood or fuel oil termination cap must be higher than the gas termination cap.

- Notes:**
1. Maintain a minimum of 2 feet clearance between edge of vertical termination and perpendicular wall.
  2. If terminating near window, keep minimum of 2 feet clearance between window and vent termination.
  3. All mechanical air intakes within 10 feet of a termination cap must be a minimum of 3 feet below the termination cap.
  4. All gravity air intakes within 3 feet of a termination cap must be a minimum of 1 foot below the termination cap.

Figure 18: Vent Termination: Vertical

## Vent Maintenance

Regular inspection of the venting system by a qualified service technician is recommended every six months. The following maintenance routing is recommended:

1. Inspect for excessive condensation, e.g., water droplets forming in the inner lining, and subsequently dripping from the joints. This can cause corrosion in the system.
2. Check for corrosion in areas exposed to the elements. Components with rust spots or holes 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. If possible, check all joints and pipes to make sure that nothing has been disturbed or loosened.



## Fireplace Installation Instructions

The following sections describe fireplace components and describe installation operations:

- Selecting a Location on page 54
- Installation Sequence on page 54
- Working with Glass Panels on page 56
- Fireplace Heat Barrier on page 57
- Removal / Assembly of the Protective Screen on page 57
- Removing/Assembling the Inner Glass on page 70
- Remote Control Setup and Operation on page 74
- Interior Design Media on page 79
- Cold Climate Insulation on page 82
- Post-installation Procedures on page 83

### Selecting a Location

Keep the following factors in mind when selecting a location for the fireplace:

- Minimum clearances to combustibles must be met (Fireplace Clearances on page 10).
- Adequate clearances for servicing need to be provided.
- Consider the minimum vent vertical and allowed horizontal lengths and number of bends (Vent System Information on page 43).
- Consider framing and finishing requirements (surrounding framing and materials to be completed after fireplace installation).

The appliance must be installed on a flat, solid, continuous surface (e.g., wood, metal, or concrete). This may be the sub-floor or a raised platform.

### Installation Sequence

Use the following guidelines to help ensure a smooth and error-free installation. The installation sequence is divided into three phases: planning, installation, and startup.

#### **First Trip to Site: Planning Phase**

Consult with the contractor and go over all requirements:

- Chase and framing requirements
- Drywall or noncombustible inside the chase
- Air intake and heat release
- Access panel size and location
- Gas and electric specs and location
- Venting configuration
- Finishing details

### Second Trip to Site: Installation Phase

- Confirm the framing and platform are built to spec.
- Confirm gas and electric are in the correct location.
- Confirm access panel location and size.
- Confirm air intake and heat release locations.
- Make sure there is a clear path to carry in the unit.
- Uncrate the unit and set in place.
- Use the shipping bracket for the legs and seismic brackets to level and secure the unit (see note below).
- Cut off ALL the zip ties.
- Move the components to the access panel location. Be mindful of the routing for future service needs.
- Install the venting components per the venting manufacturer's instructions and the requirements in this manual.
- Go over the infill panel requirements and finishing details with the contractor.
- Protect the fireplace and components from damage.



**SECURING THE UNIT: Use the supplied seismic brackets and leg shipping brackets to secure and level the fireplace. If necessary, the brackets can be extended with similar steel components. It is crucial to the finishing that the unit is stable, level and plumb. The legs are zero clearance. Wood shims are acceptable**

### Third Trip to Site: Startup Phase

- Perform a visual inspection to confirm that all work was completed per ORTAL specifications.
- Confirm that gas and electric are properly connected and live.
- Remove the safety barrier and glass.
- Clean the inside of the unit.
- Confirm operation and remote control setup.
- Set up the media per specifications.
- Remove protective layers and clean glass.
- Install the glass and safety barrier.
- Go over operation of the unit and remote with the homeowner.
- Set up return visit to clean glass after initial burnoff period.



**For more information about final inspection and homeowner instructions, refer to Post-installation Procedures on page 83.**

## Working with Glass Panels

5mm ceramic glass front and side panels are provided. Contact ORTAL USA for replacement parts if required. 3/16 tempered glass exterior panels can be serviced locally.

Silicon comes pre-applied to any glass-to-glass connections (LS, RS, TS and SC models), on both sides of the glass. Keep the following guidelines in mind when handling silicon and glass panels:

- The purpose of the silicon is to create a seal. When placing glass panels, ensure that the glass is fully in place and that the silicon is filling the space between the glass panels. Place the front (or center) panel in place first and then slide the side panel into place so that the silicon edge touches the glass edge.

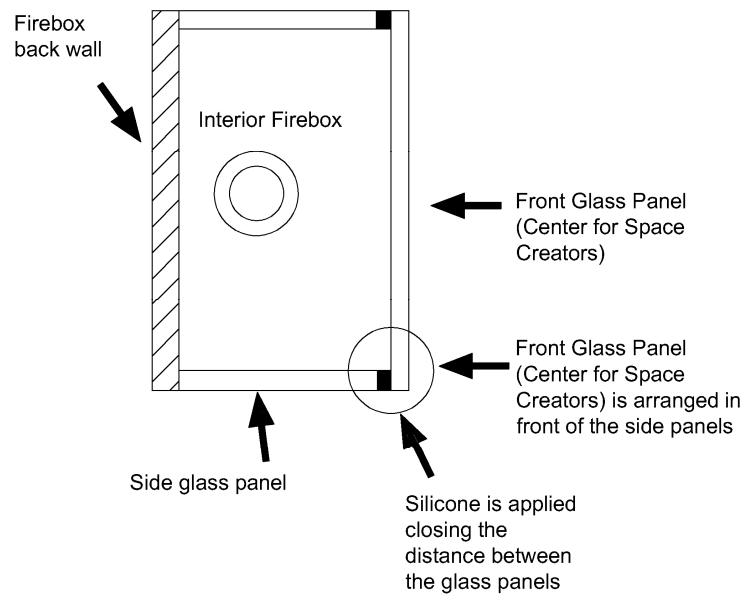


Figure 19: Glass Seal Assembly Diagram

- Re-apply silicon only if the original silicon is damaged.
- If new silicon is applied, cure time is 24 hours before operation of the fireplace.
- Do not use silicon to seal the glass after it is in place.

Always use appropriate materials and cleaning agents to clean glass. Ammonia free glass cleaners and/or ceramic glass cleaners are recommended.




## Fireplace Heat Barrier

The glass fronts of the fireplace and surrounding surfaces can become extremely hot during and even long after operation. Touching the hot glass front can lead to serious burns. The fireplace heat barrier prevents contact with the glass front.

The heat barrier is constructed to maintain a fixed relationship between essential barrier parts and the outside glass viewing area. The barrier must be installed properly prior to startup of the firebox.

A Lyric fireplace comes with a protective screen, which is a heat barrier that includes front-facing and side-facing screens. For installation instructions, refer to Removal / Assembly of the Protective Screen on page 57.

 **WARNING – The firebox MUST not be used without the heat barrier in place.**

## Removal / Assembly of the Protective Screen

The procedures in this section explain how to remove and replace the protective screen of different models.

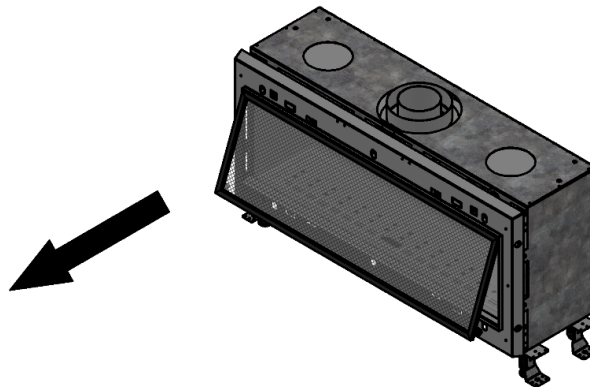
- Screen Removal/Assembly: Lyric Front Models on page 57
- Protective Screen Removal/Assembly: Lyric RS/LS Models on page 60
- Protective Screen Removal/Assembly: TS/SC Models on page 64

### Screen Removal/Assembly: Lyric Front Models

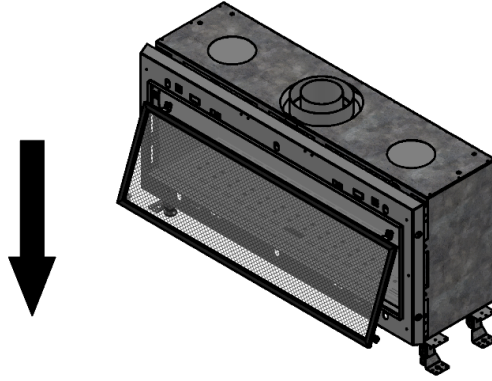
The procedures below show how to remove and re-install the protective screen of Front/Tunnel models.

#### To remove the protective screen:

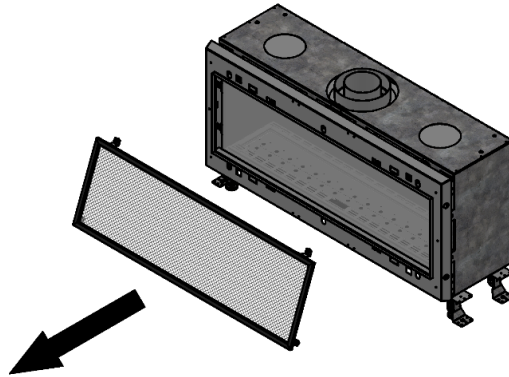
1. Pull out the front-facing screen from the bottom, until the bottom part of the screen passes the fireplace frame.



2. Pull the screen downwards.

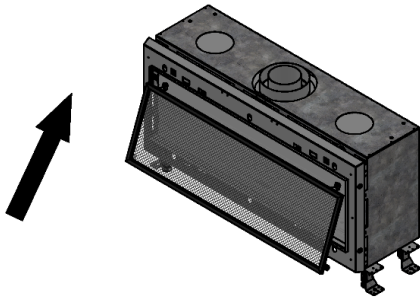


3. Pull the screen out.



To install the protective screen:

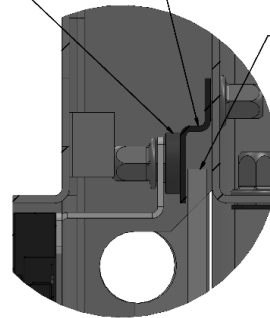
1. Insert the top part of the screen until the magnet touches the top glass bracket.



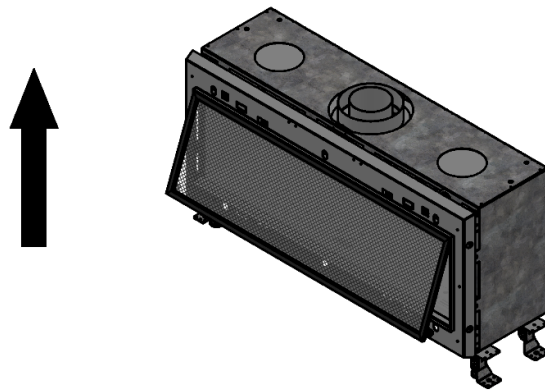
Glass holder (top side)

Magnet

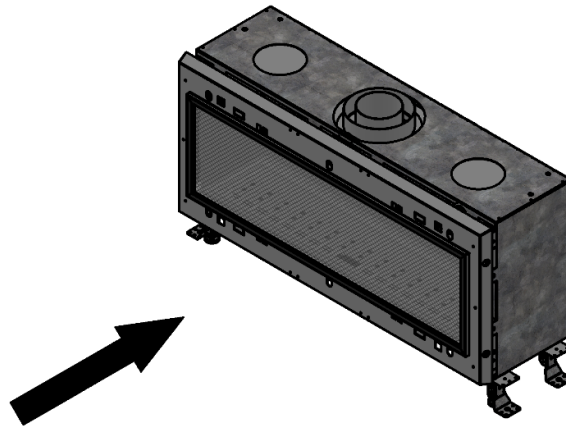
Glass



2. Pull the screen upwards until it touches the frame.



3. Push the screen from the bottom until the bottom magnet touches the side profile of the glass. The screen is now in place.



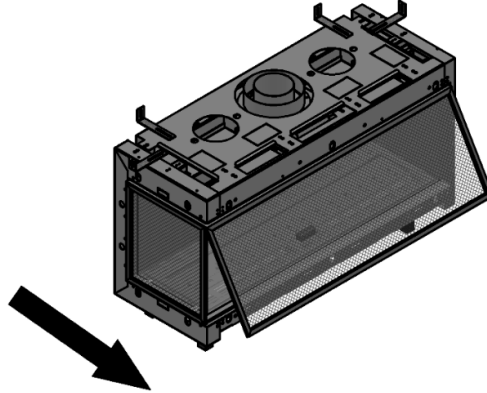


## Protective Screen Removal/Assembly: Lyric RS/LS Models

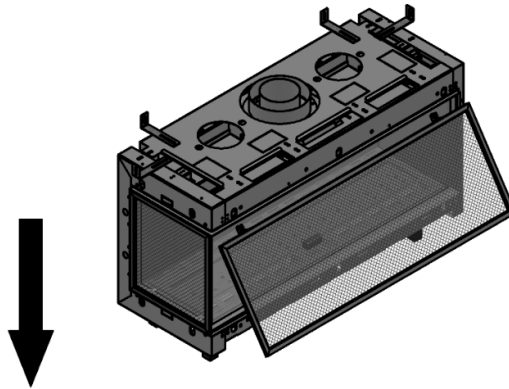
The procedures below show how to remove and re-install the protective screen of RS/LS models.

### To remove the protective screen:

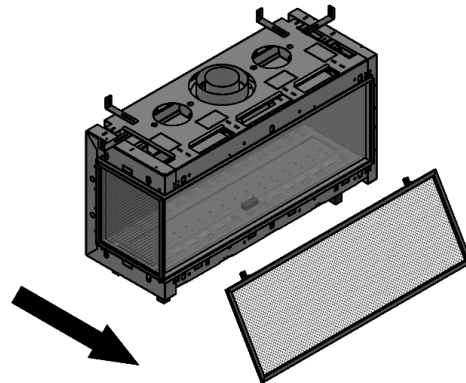
1. Pull out the front-facing screen from the bottom, until the bottom part of the screen passes the fireplace frame.



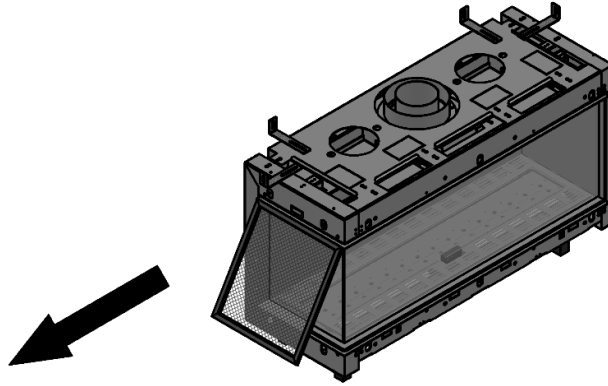
2. Pull the screen downwards.



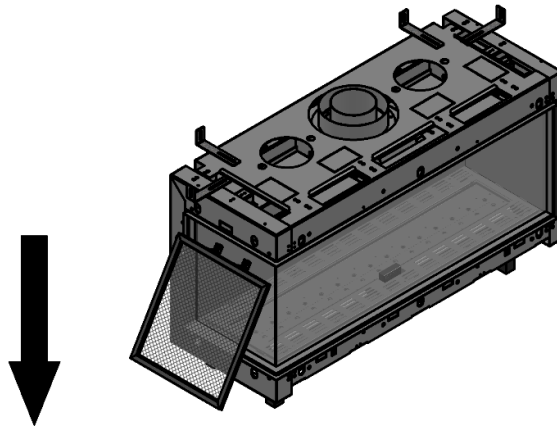
3. Pull the screen out.



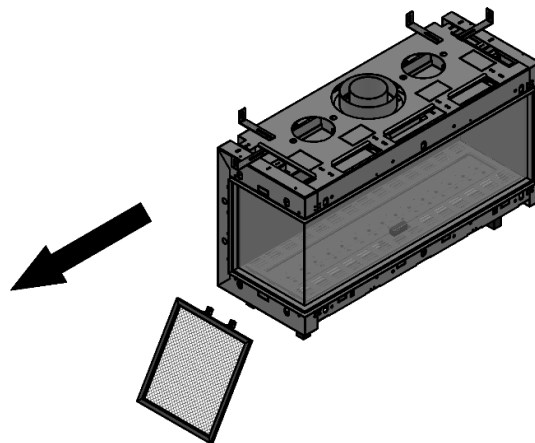
4. Pull out the side screen downwards from the bottom, until the bottom of the screen passes the fireplace frame.



5. Pull the side screen down.

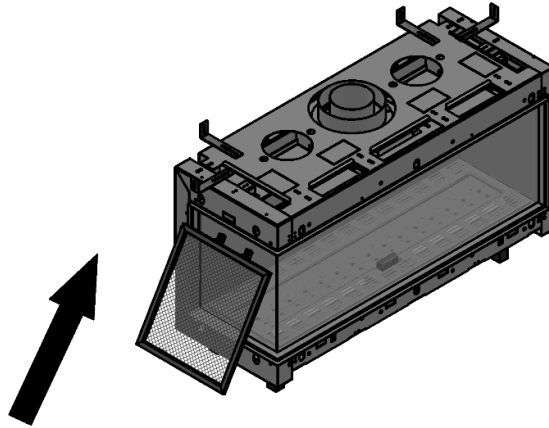


6. Pull the screen out.

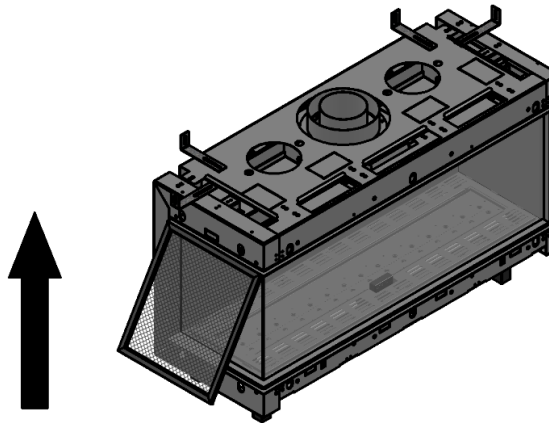


**To install the protective screen:**

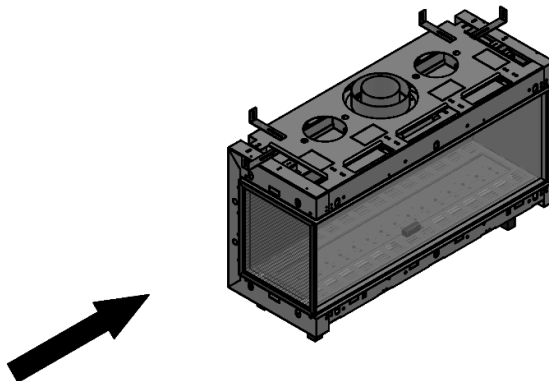
1. Begin with the left side screen. Insert the top part of the screen until the magnet touches the top glass bracket.



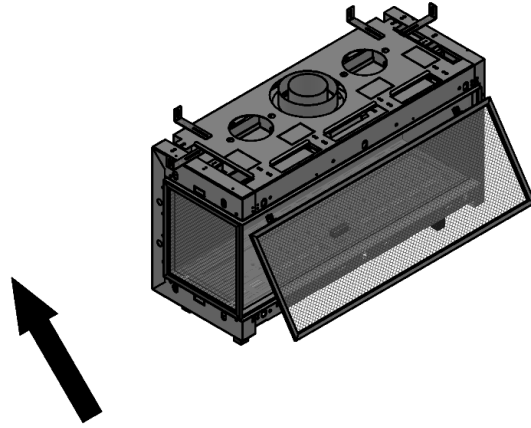
2. Pull the screen upwards until it touches the frame.



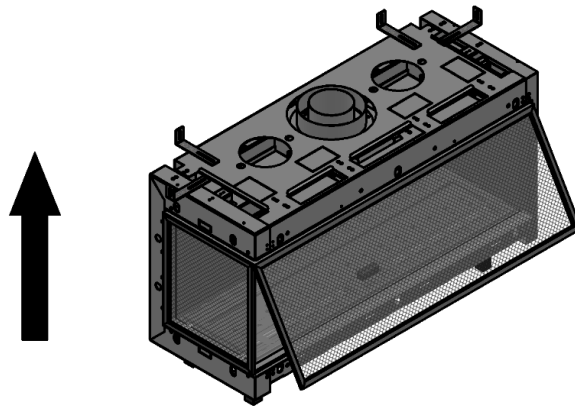
3. Push the screen from the bottom until the stopper touches the glass. The screen is now in place.



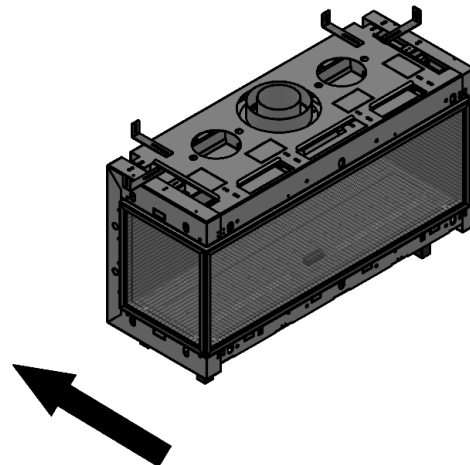
4. Take the front-facing screen. Insert the top part of the screen until the magnet touches the top glass bracket.



5. Push the screen upwards until it touches the frame.



6. Push the screen from the bottom until the screen touches the glass. The screen is now in place.

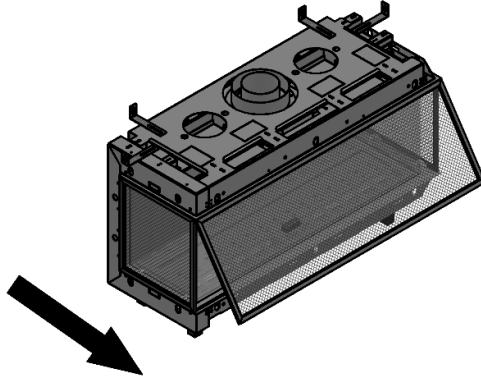


## Protective Screen Removal/Assembly: TS/SC Models

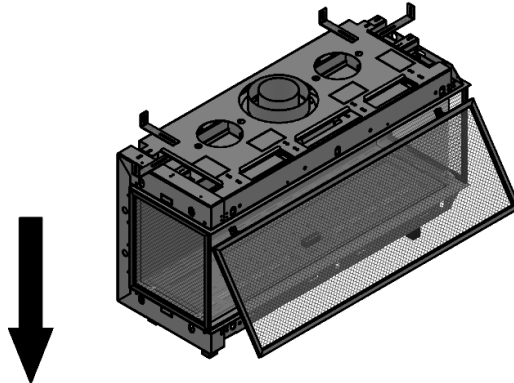
The procedures below show how to remove and re-install the protective screen of TS/SC models.

### To remove the protective screen:

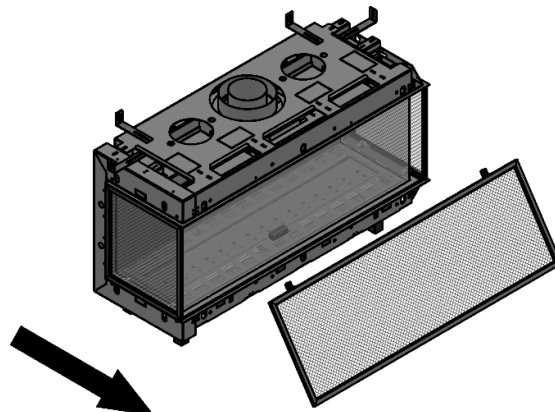
1. Pull out the front-facing screen from the bottom, until the bottom part of the screen passes the fireplace frame.



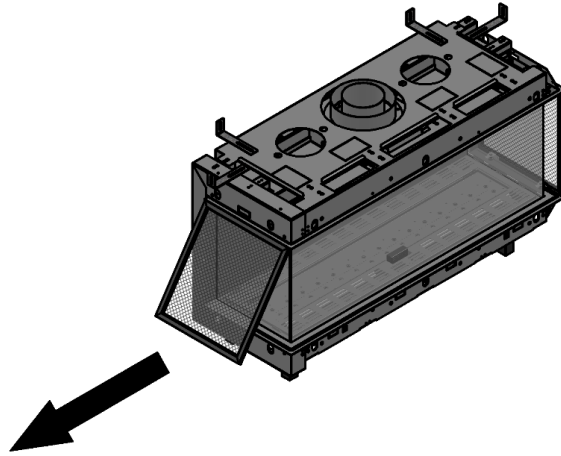
2. Pull the screen downwards.



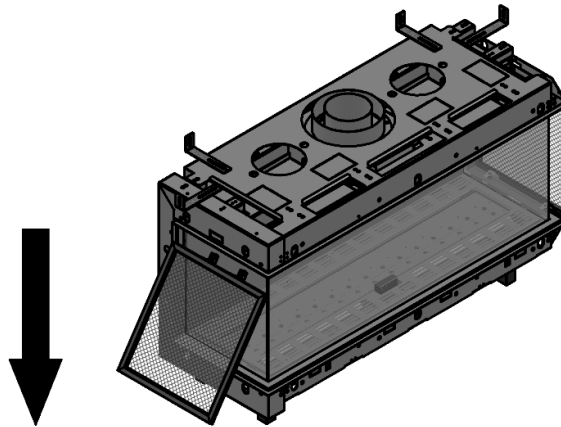
3. Pull the screen out.



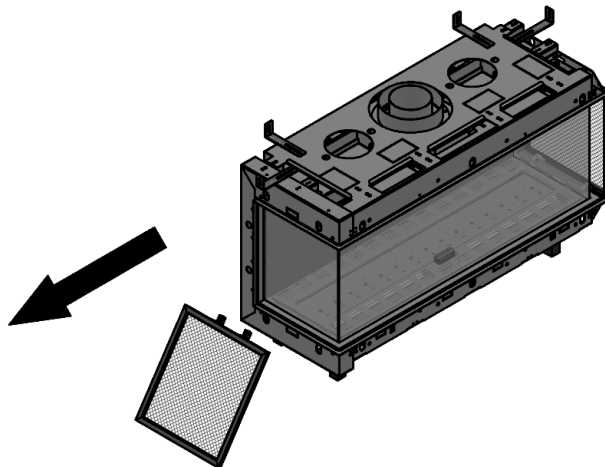
4. Pull the side screen downwards from the bottom, until the bottom part of the screen passes the fireplace frame.



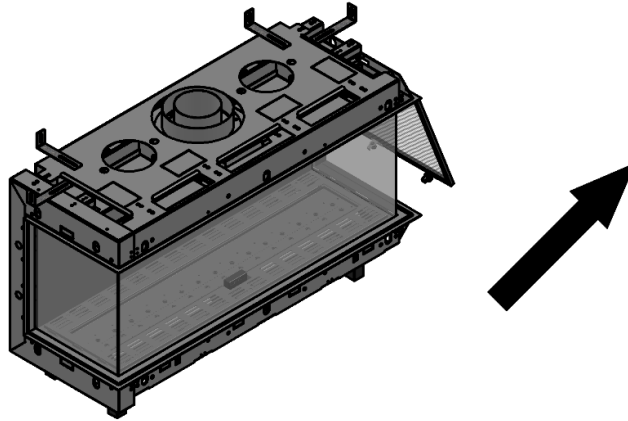
5. Pull the left side screen down.



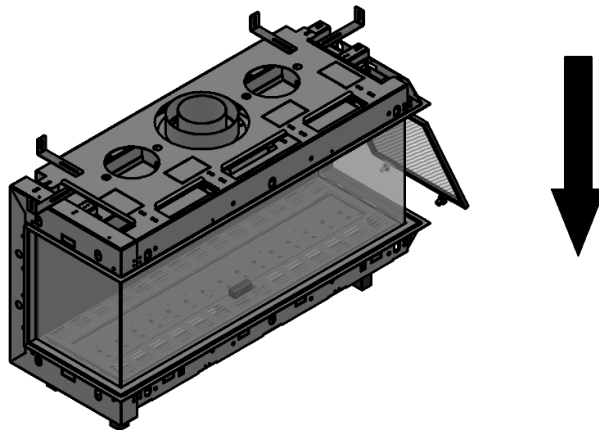
6. Pull the screen out.



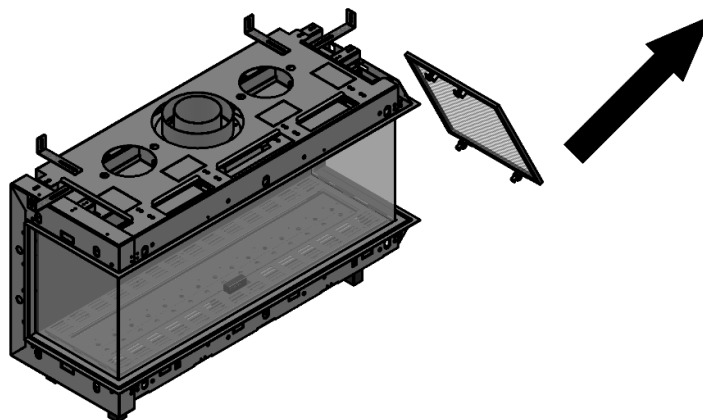
7. Pull the side screen downwards from the bottom, until the bottom part of the screen passes the fireplace frame.



8. Pull the right side screen down.



9. Pull the screen out.

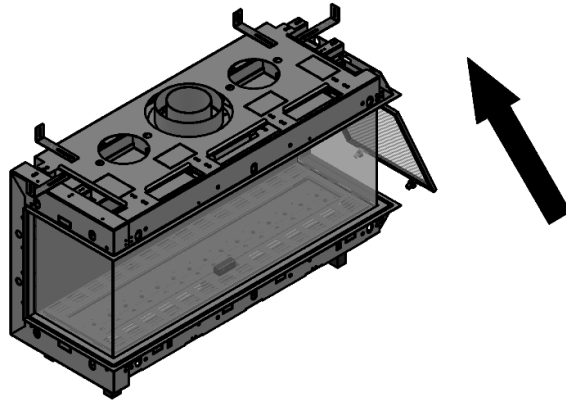




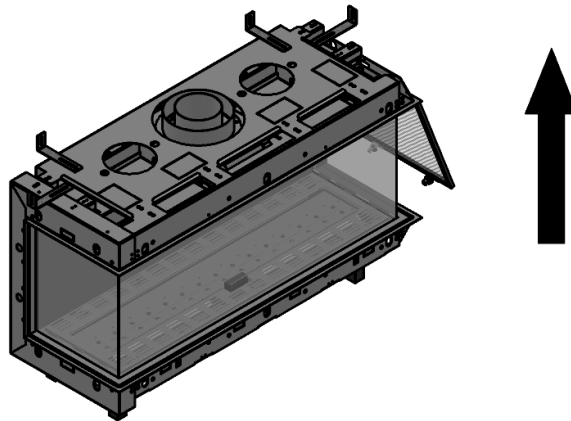
**To install the protective screen:**

1. Insert the right side screen:

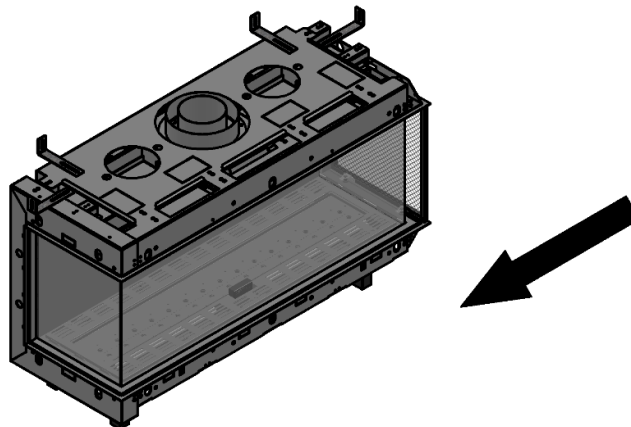
Insert the top part of the screen until the magnet touches the top glass bracket.



Pull the screen upwards until it touches the frame.



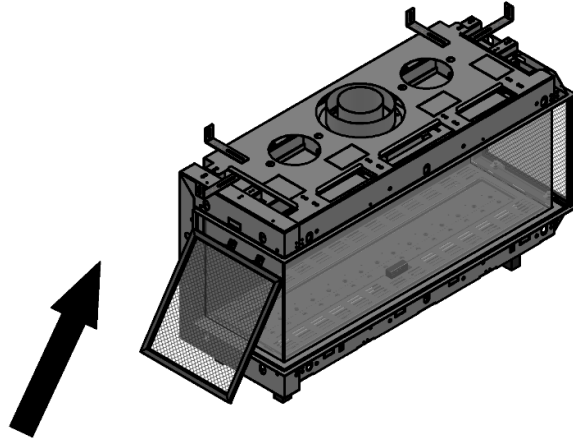
Push the screen from the bottom until the stopper touches the glass.  
The screen is now in place.



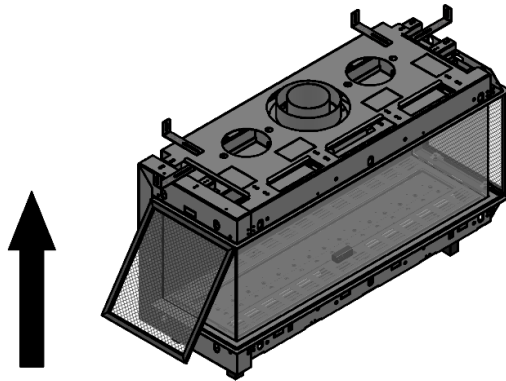


2. Insert the left side screen:

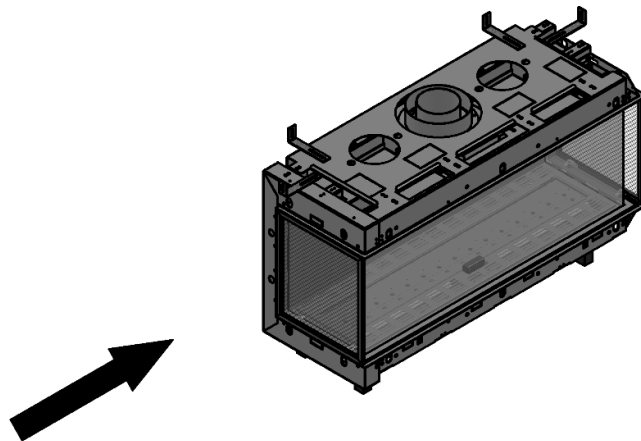
Insert the top part of the screen until the magnet touches the top glass bracket.



Pull the screen upwards until it touches the frame.

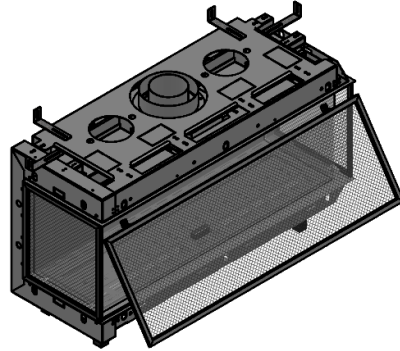


Push the screen from the bottom until the stopper touches the glass.  
The screen is now in place.

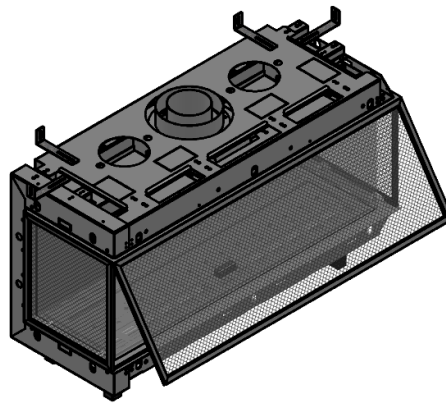


3. Insert the front-facing screen:

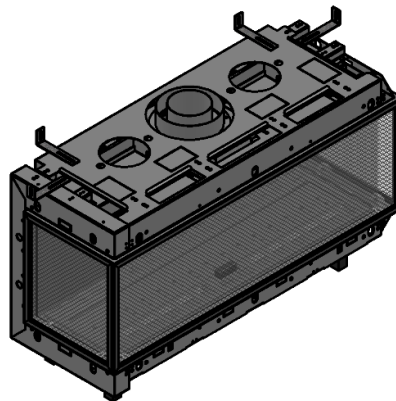
Insert the top part of the screen until the magnet touches the top glass bracket.



Push the screen upwards until it touches the frame.



Push the screen from the bottom until the screen touches the glass.  
The protective screen is now in place.



## Removing/Assembling the Inner Glass

The procedure below shows how to remove the inner glass panels of Lyric fireplace units with a screen heat barrier. To re-install the glass, perform the steps in the reverse order.

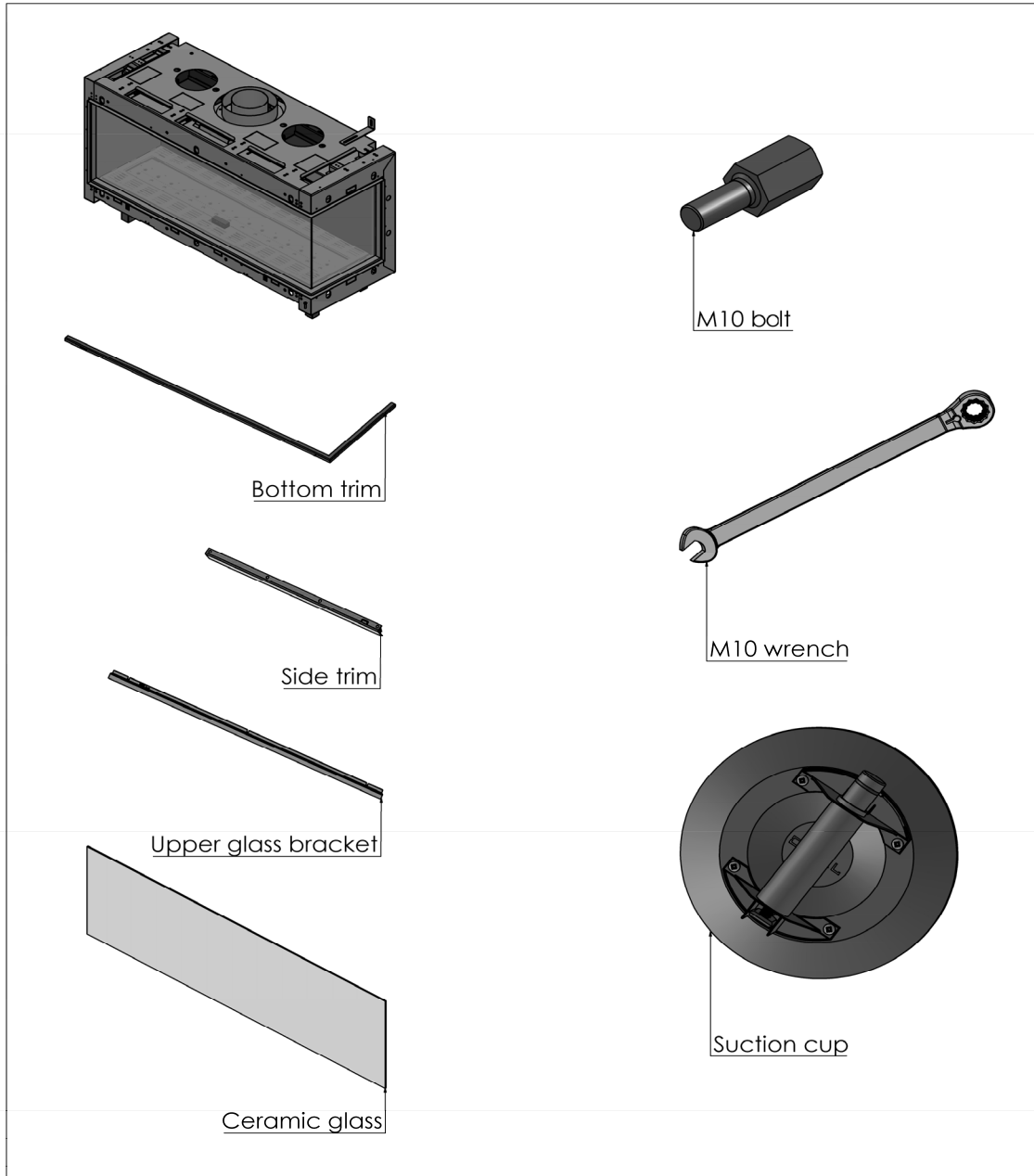
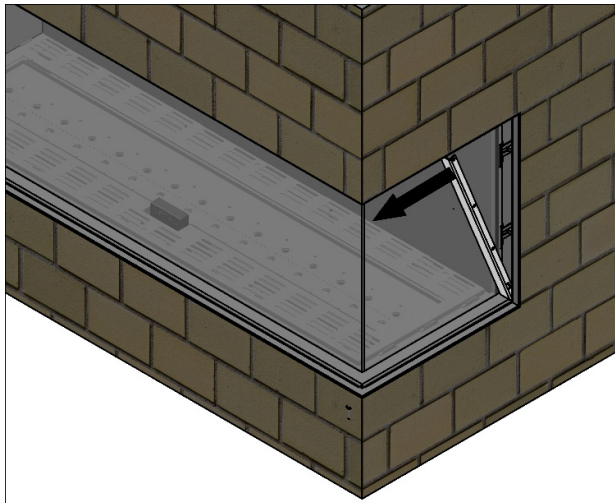


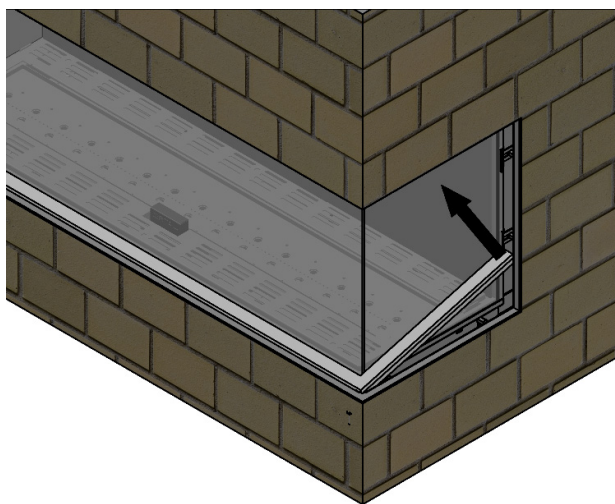
Figure 20: Inner Glass: Parts

**To remove the inner glass:**

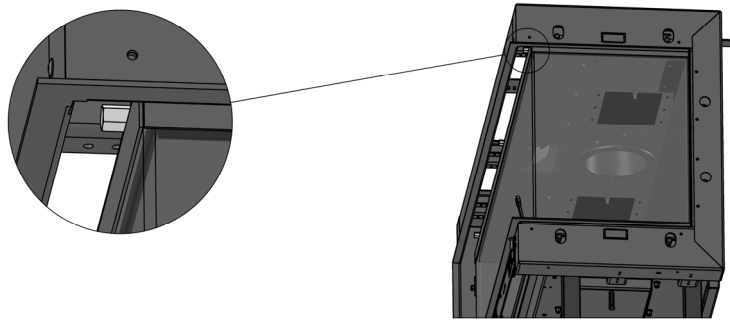
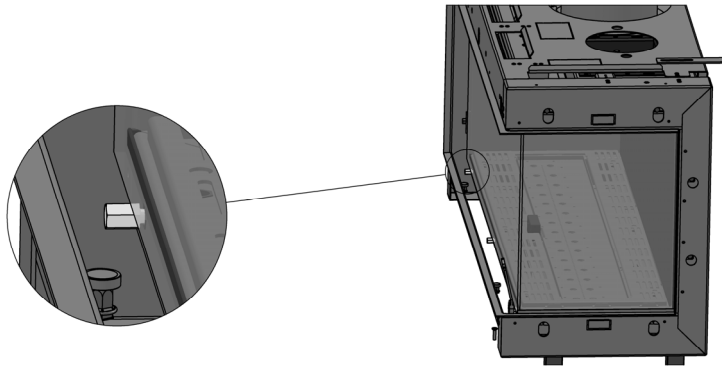
1. Remove the side trim by pulling out from the top.



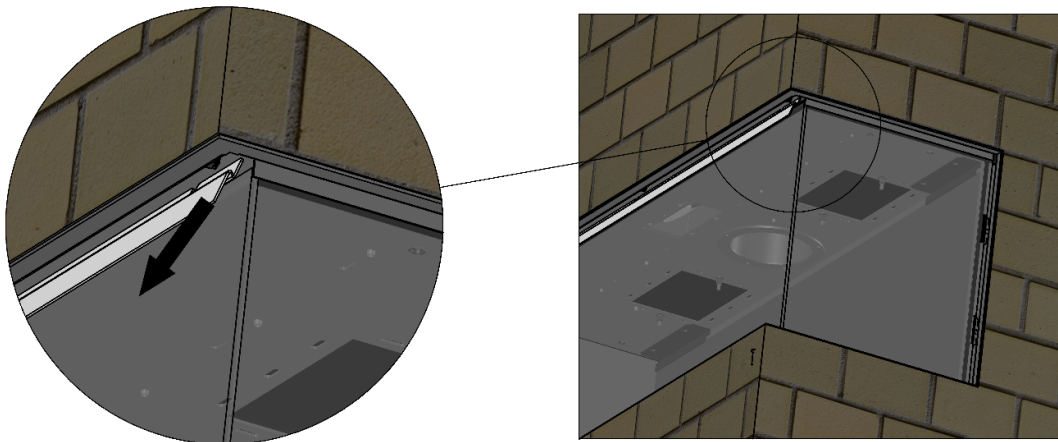
2. Remove the bottom trim by pulling up from the end.



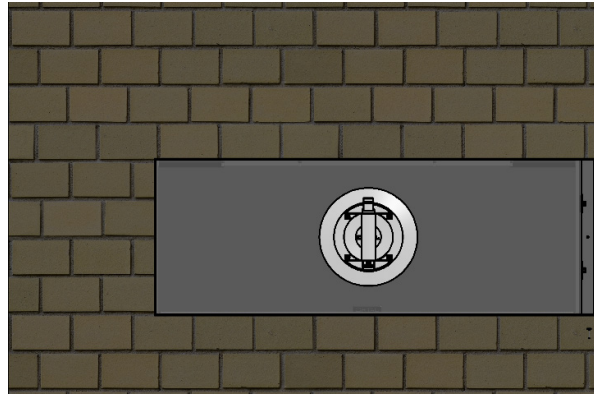
3. Loosen all the (M10) bolts from the upper and lower brackets.  
Do NOT remove the bolts.



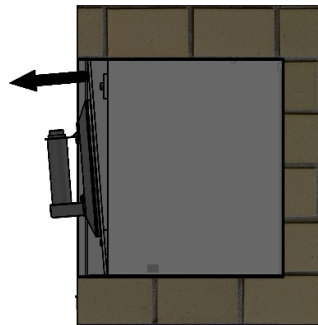
4. Remove the upper glass bracket.  
Do NOT remove the bottom bracket.



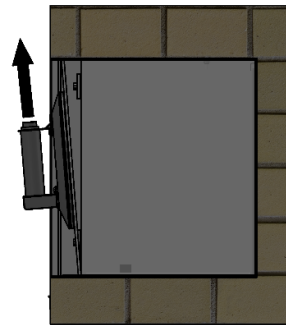
5. Attach the suction cup as shown. Make sure that the line on the suction cup bottom is not showing.



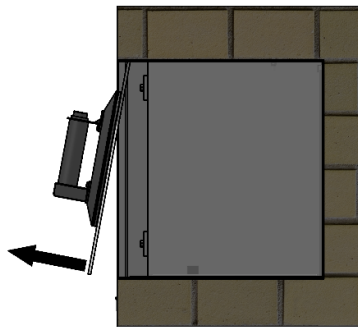
6. Remove the front glass by performing the following steps while holding the button of the suction cup down.
  - A. Tilt the top side of the glass forward.
  - B. Lift the glass up.
  - C. Tilt the bottom side of the glass forward.
  - D. Pull the glass down and out.



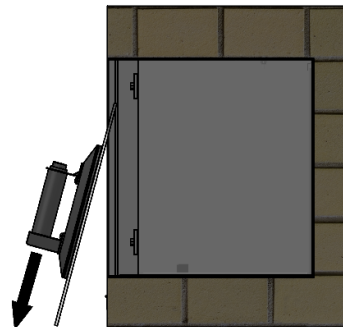
(A)



(B)



(C)



(D)











7. If necessary, remove the side glass using the same technique described in Step 6.

## Remote Control Setup and Operation

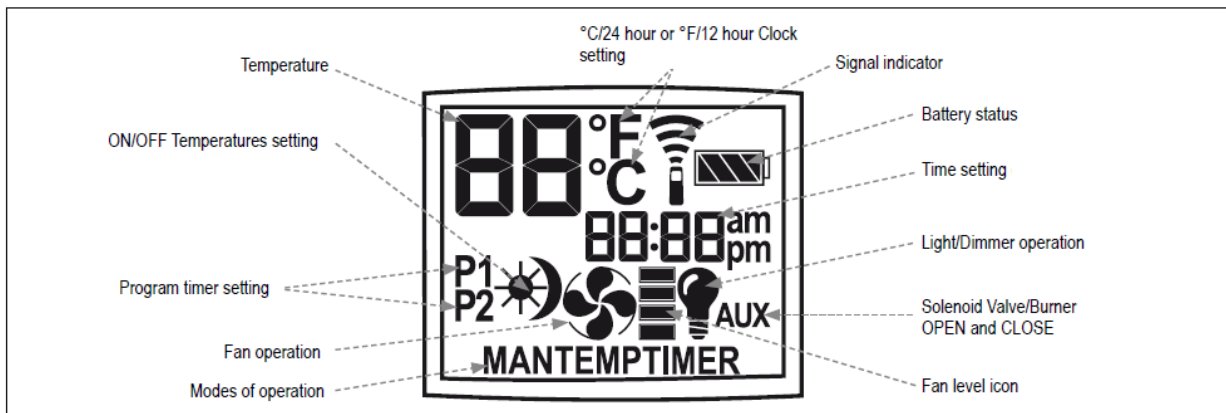
This section provides safety information and instructions for setting up and operating the remote control.

The redesigned GV60 handsets G6R-H...FB and G6R-H...FW operate exactly the same as the previous handset G6R-H...

Only the symbols on the buttons have changed. See the figure below for the corresponding symbols.

KEY ASSIGNMENTS		
G6R-H...FB(W)		G6R-H...
	=	
	=	
	=	
	=	
	=	

New style
Old style





## Radio Frequency Handset

433.92 MHz for Europe; 315 MHz for U.S. and Canada. This device complies with part 15 of the FCC Rules. Operation is subject to the following conditions:

- This device may not cause harmful interference
- This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.




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

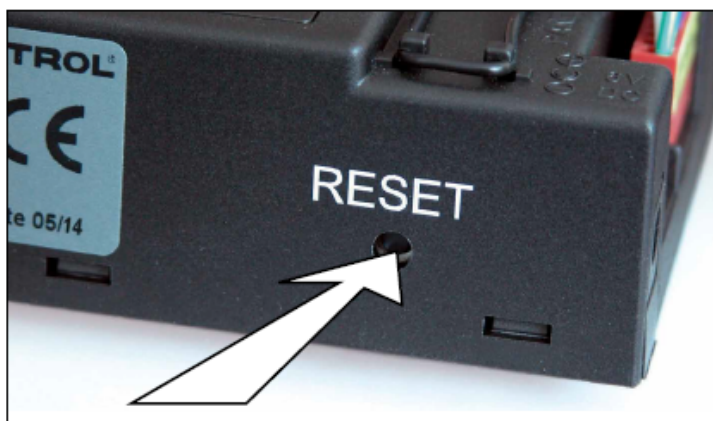
## Setting the Electronics Code

Follow these guidelines to set the code on the radio frequency handset.

A code is selected automatically for all Mertik Maxitrol electronics from among 65,000 random codes available. The receiver has to learn the code of the handset:

- Press and hold the receiver's reset button (see figure 21) 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  (small flame) button on the handset until you hear two additional short beeps confirming the code is set. If you hear one long beep, this indicates the code learning sequence has failed or the wiring is incorrect.

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



Mertik Maxitrol GmbH & Co. KG, All Rights Reserved.



## Batteries

### Handset:

- 3 x “AAA” (alkaline recommended).
- Low battery indicator on handsets with display.
- Handsets without display: the red LED gets darker.
- Battery replacement is recommended after 2 years.
- The handset may display options that are not available on all fireplaces

### Receiver:

- 4 x 1.5V “AA” (alkaline recommended).
- Low battery indication: Frequent beeps for 3 seconds when motor turns.
- The AC Mains Adapter must be used for all units except screen units with no options.
- The module for fan speed control and light/dimmer includes mains power together with batteries in the receiver for automatic backup in case of power outage.



**NOTE: Power vented units will not operate during a power failure, and need to be run with the AC Adapter.**

- Without using a mains adapter, battery replacement is recommended at the beginning of each heating season.



**NOTE: Only the Mertik Maxitrol AC Mains Adapter or one pre-approved by Mertik Maxitrol can be used. Use of other adapters can render the system inoperable. The handsets, receivers, wall switches switch panels and touchpads are not interchangeable with previous electronics.**

## Operating Instructions

Some options on the remote may not be available on all fireplaces. For complete operating instructions, please refer to the Homeowner's manual.

### TO TURN ON APPLIANCE

#### ▲ WARNING

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

- Turn MANUAL knob on valve to the **ON**, full counter-clockwise ↺ position (see figure 24, page 9).
- Place ON/OFF switch (if equipped) in **I** (ON position).

#### Handset



- Simultaneously press the OFF and 🔥 (large flame) buttons until a short beep confirms the start sequence has begun; release buttons.
- Continuing beeps confirm the ignition is in process.
- Once pilot ignition is confirmed, there is main gas flow.
- After main burner ignition the handset will automatically go into manual mode (CSA version, CE version).

#### Wall Switch / Touchpad / Switch Panel

- Press button "B" (see figure 22) until a short beep confirms the start sequence has begun; release button.
- Continuing beeps confirm the ignition is in process.
- Once pilot ignition is confirmed, there is main gas flow.

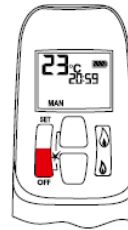
#### ▲ WARNING

If the pilot does not stay lit after several tries, turn the main valve knob to **OFF** and follow the instructions "TURN OFF GAS TO APPLIANCE" (page 9).

### TO TURN OFF APPLIANCE

#### Handset

- Press **OFF** button.



#### Wall Switch / Touchpad / Switch Panel

- Press button "B" (see figure 22).

1. **STOP!** Read the safety information included before proceeding.
2. Turn main valve knob to the **OFF**, full clockwise ↻ position.
3. Turn **MANUAL** knob to the **MAN**, full clockwise ↻ position.
4. Place ON/OFF switch (if equipped) in **O** (OFF position).
5. Wait five (5) minutes to clear out any gas. Verify that no gas is in the area around the appliance, including near the floor. **If you detect gas STOP! Follow “WHAT TO DO IF YOU SMELL GAS” in the safety information on page 3.** If no gas is present, proceed to step 6.
6. Place ON/OFF switch (if equipped) in **I** (ON position).
7. With the **MANUAL** knob in **MAN** position a manual pilot valve operator and piezo ignitor (optional) are accessible.
8. Fully push down manual pilot valve operator and hold in, to start pilot gas flow (see figure 24).

#### IGNITION WITH MATCH:

Immediately light the pilot with a match, while continuing to hold in the manual pilot valve operator for about one (1) minute after the pilot is lit. Release manual pilot valve operator. If pilot does not stay lit, wait five (5) minutes and repeat.

#### IGNITION WITH PIEZO IGNITOR:

Change the ignition cable from the receiver to the valve (see figure 24). Push in the piezo ignitor to ignite. If pilot does not stay lit, wait five (5) minutes and repeat.

#### ▲ WARNING

If the pilot does not stay lit after several tries, turn the main valve knob to **OFF** and proceed to step 12.

9. If applicable, replace pilot access panel before proceeding.
10. Turn **MANUAL** knob to the **ON**, full counter-clockwise ↻ position.
11. Turn main valve knob to the full **ON**, full counter-clockwise ↻ position.
12. If the appliance will not operate, follow the instructions “TURN OFF GAS TO APPLIANCE”.

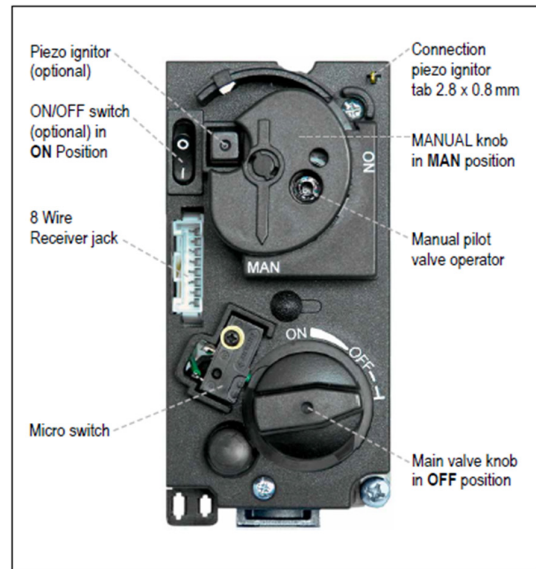


Figure 24: Combination control, cover

#### TO TURN OFF GAS TO APPLIANCE

1. Place ON/OFF switch (if equipped) in **O** (OFF position).
2. If gas control is accessible turn main valve knob to the **OFF** full clockwise ↻ position.




## Interior Design Media

Different media such as stones, glass and logs can be provided with the Lyric fireplace. This section provides guidelines for safe placement of media.

### WARNINGS –INSTALLING AND HANDLING MEDIA

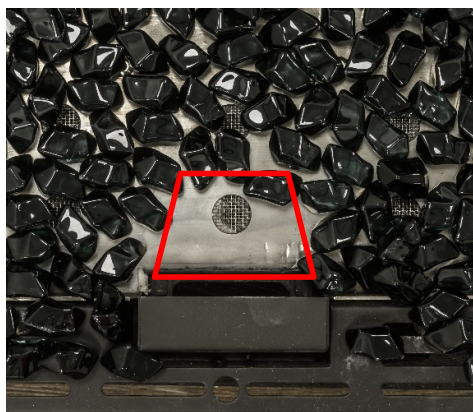
- DO NOT install the interior design media until appliance installation is complete, the gas line is connected and tested for leaks, and initial burner operation has been inspected and approved.
- ONLY install media provided by the manufacturer or otherwise specifically approved by the manufacturer for installation and operation with the unit.
- The size and position of the media was engineered to give the appliance a safe, reliable and attractive flame pattern. Any attempt to use different media in the fireplace will void the manufacturer's warranty and will result in incomplete combustion, sooting, and poor flame quality.
- Media materials get very hot and will remain hot up to one hour after gas supply is turned off. Handle media only when materials are cool.
- If media are not installed according to the installation instructions, flame impingement and improper combustion could occur and result in soot and/or excessive production of carbon monoxide (CO). Carbon monoxide is a colorless, odorless and toxic gas.

 **The appliance is NOT designed to burn wood. Any attempt to do so could cause irreparable damage to the appliance and may result in property damage, personal injury and/or loss of life.**

### Media Placement Guidelines

When installing media, adhere to the following general guidelines:

- Keep the media back from the pilot hood so at least one burner port is open. Otherwise, there will be delayed ignition.



- Do not use the hood to support media. This could cause overheating of the thermocouple.
- Keep the media away from the edges and the glass.

- Do not overfill the media tray. Keep 30% of the tray open to allow for air flow.



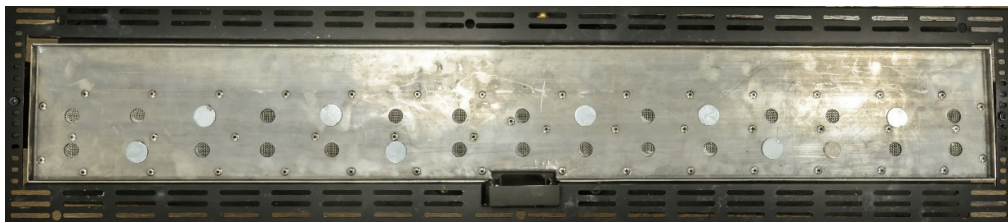
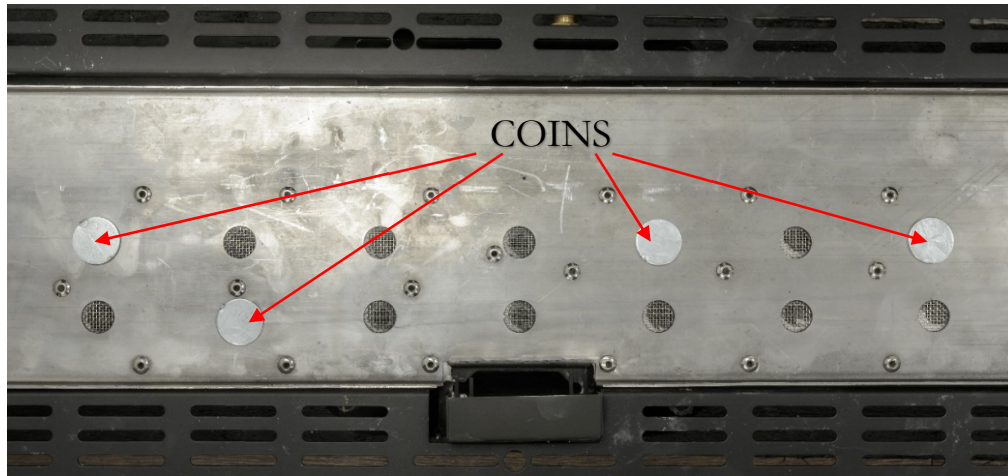
- When using the glass media, use a single layer and do not pack down. Once the media is placed, go back and move the glass back slightly to open up the ports.
- When placing stone media, use the space left by the round shape to leave the ports open.





## Tips for Log Media Placement

- Place the logs carefully to block as few ports as possible. If a log is placed over a port, block the port with a “coin” to keep the flame from creating soot on the media or to manipulate the look of the flame.



- Block as few ports as possible, and no more than 30% of total ports. Do NOT port that are next to one another. This will cause delayed ignition.

- When combining both logs and glass, it is recommended to place the logs (and coins if needed) first, and then to spread the glass according to the instructions given above.



## Cold Climate Insulation

Seal all cracks around your appliance with noncombustible material and wherever cold air could enter the room. It is especially important to insulate outside chase cavity between fastenings, and under the floor on which the appliance rests if the floor is above ground level. Gas line holes and other openings should be caulked or stuffed with un-faced fiberglass insulation.

If the fireplace is being installed on a cement slab, a sheet of plywood or other raised platform can be placed underneath to prevent cold transfer to the fireplace and into the room. It also helps to sheetrock inside surfaces and tape and caulk fire stops for maximum air tightness.



## Post-installation Procedures

The following sections present post-installation operations.

### Initial Burning Period

Following installation of a Lyric fireplace, there is a 12-hour minimum burning period. This 12-hour period must include a minimum of 4 hours of continuous burning.

During this time, the customer/installer may notice:

- The glass developing a white or “cloudy” film
- An unusual smell

Both the film and the smell are due to the paint on the fireplace metal heating and “burning off”. This is normal. The cloudiness and odor will disappear after the 12-hour period elapses and the installer returns to service the fireplace and complete startup.

### Final Inspection Procedure

When the 12-hour burning period is complete, the installer returns and performs the final inspection, which includes:

1. Cleaning the glass with a ceramic glass cleaner (otherwise the white film will remain)
2. Checking the interior media
3. Checking for gas leaks
4. Adjusting the restrictor (if necessary)
5. Performing an overall check to make sure that everything is working properly

When these activities are complete, initial startup is concluded and the fireplace may be operated by the owner.

### Final Checks and Customer Instruction

Before releasing the unit to the customer for use without installer supervision, the installer must ensure that the appliance is burning correctly. In addition, the installer must:

- Review and explain unit operation to customer
- Review and explain safety warnings to customer
- Review and explain to the customer that glass is hot during and after operation
- Review and explain maintenance requirements to the customer
- Review and explain warranty requirements to the customer
- Explain that if any questions or concerns arise, to contact the local ORTAL USA dealer/installer or ORTAL USA directly for support.





## Operating Warnings

Lyric direct vent gas fireplace heaters are sealed combustion, air-circulating gas fireplaces designed for residential applications.

For your safety, please read the following warnings carefully before lighting your fireplace. If you do not follow these instructions exactly, a fire or explosion may result, causing property damage, personal injury or loss of life.

 **WARNING –DO NOT OPERATE YOUR APPLIANCE IF:**

- The glass is NOT properly secured in place
- Connection points are not sealed (for appliances with glass-to-glass connections)
- Glass is cracked
- You smell gas
- Any part of the appliance has been under water
- You have any doubt about safe operation of the unit

If any part has been under water, do not use the appliance. Immediately call a qualified, professional service technician to inspect the appliance and to replace any parts of the control system and any gas controls which have been under water.



## Maintenance Instructions

The following sections provide maintenance information, checklists and logs:

- General Maintenance: Tips and Warnings on page 85
- Maintenance Frequency and Equipment Checklist on page 86
- ORTAL Factory Recommended Service Checklist on page 87
- ORTAL USA Product Service Log on page 88



**NOTE: Service recommendations presented are for standard Lyric fireplace products. Custom fireplaces may have different recommended service periods and activities.**

### General Maintenance: Tips and Warnings



#### **WARNING –SERVICING**

- It is recommended that a qualified service technician perform a routine inspection at the beginning of each heating season.
- Turn off the gas and electricity **BEFORE** servicing the fireplace.



#### **WARNING –BURNER AND VENT INSPECTIONS**

- Periodic checks should be made of the burner for correct position and condition. Visually check the flame of the burner, making sure that the flames are steady. For any problem, call a qualified service technician.
- The venting system must be inspected before use. Annual inspection by a qualified field technician must be scheduled to ensure the flow of combustion and ventilation air.



#### **WARNING –SUBMERGED PARTS**

- Do not use the appliance if any part has been under water, or if you suspect that it may have been under water. Immediately call a qualified, professional service technician to inspect the appliance and to replace any parts of the control system and any gas controls which have been under water.



#### **WARNING –HANDLING OF GLASS**

- NEVER operate the appliance without the glass properly secured in place.
- The glass must be removed **ONLY** by an authorized qualified installer.
- The technician should **ONLY** remove the glass with the suction cup supplied by the manufacturer. Lower the glass to rest in a safe place to prevent damage to the glass edges.

## **WARNING –CLEANING THE UNIT**

- ALWAYS turn off the gas valve before cleaning.
- Do NOT clean when hot. Make sure unit has had time to cool prior to cleaning any surface or component, interior or exterior.
- Keep the unit clean by brushing and/or vacuuming at least once a year by a service technician.
- Only service technicians can open the fireplace to clean interior surfaces.
- CLEAN the glass when it starts to look cloudy. Use a damp cloth for cleaning the appliance and the door.
- Verify correct operation after servicing.

## Maintenance Frequency and Equipment Checklist

Under normal circumstances, the factory recommendation is to have the unit serviced at least once a year (annual service). Units meeting the following conditions should have more frequent service:

- Units installed in commercial/public spaces should be serviced every 3 months (quarterly).
- Units installed in climates near the ocean or in other settings where corrosion buildup is more likely should be serviced every 6 months (semi-annual service)

## Thermocouple Maintenance

The thermocouple should be replaced annually or as needed in all commercial installations, and in any residential unit where the fireplace is operated for an average of 10 hours or more per day.

For all other installations, the thermocouple should be replaced every three years or as needed.

## Recommended Maintenance Equipment

Before proceeding with service, read through the following checklist and make sure you have all the equipment you need.

### TOOLS

- Suction cup
- 10mm wrench
- Manometer (for checking gas pressure)
- Razor blade
- Paper towel or soft cloth for cleaning glass
- Glass cleaner
- Flathead 3/32" screwdriver
- #3 Phillips screwdriver
- 10mm T handle wrench

### MATERIALS

- Silicon (carry more than you think you will need)
- Batteries: 4xAA and 3xAAA



## ORTAL Factory Recommended Service Checklist

Model Type: \_\_\_\_\_ Serial #: \_\_\_\_\_ Date: \_\_\_\_\_

**Before, during and after service, if there is any doubt, stop and call ORTAL USA.**

*If there is any NO answer, close the gas valve and correct.  
If you cannot correct, discontinue operation, lockout unit and call ORTAL USA.*

1. Outside horizontal/vertical cap. Clean and unobstructed. ( ) Yes ( ) No
2. Check the louver/chase heat release. Clean and unobstructed. ( ) Yes ( ) No
3. Is there an access panel for valve and receiver maintenance? ( ) Yes ( ) No
  - a) Clean and unobstructed? ( ) Yes ( ) No
  - b) Allows access to components? ( ) Yes ( ) No
4. LPG only:  
Is there adequate opening for releasing a potential gas leak at the lowest point of elevation in the chase? ( ) Yes ( ) No
5. Is glass complete and NOT broken? ( ) Yes ( ) No
6. Is area around the fireplace free of wall crack or signs of heat impact? ( ) Yes ( ) No  
Make sure the shut-off valve is in the ON position and there is gas flow. ( ) Yes ( ) No
7. Verify that there is NO gas leak. ( ) Yes ( ) No
8. Turn on the fireplace for visual inspection (30 sec- 1 minute).
  - a) Check if the system sparks. ( ) Yes ( ) No
  - b) Check if the pilot turns on. ( ) Yes ( ) No
  - c) Check if the burner turns on. ( ) Yes ( ) No
  - d) Measure gas pressure. Inlet \_\_\_\_\_ W.C. Manifold \_\_\_\_\_ W.C.
9. Let the glass cool down.
10. Remove glass.
  - a) Clean the glass.
  - b) Remove the media and clean / vacuum the burner. ( ) Yes ( ) No
  - c) Return media per installation guidelines. ( ) Yes ( ) No
  - d) Make sure pilot, spark plug and thermocouple area is clear. ( ) Yes ( ) No
11. Check explosion valve
  - a) Push explosion valve open.
  - b) Release explosion valve to close. Is the explosion valve closed? ( ) Yes ( ) No
  - c) Is the explosion valve unobstructed? ( ) Yes ( ) No
12. Turn unit on without the glass installed to verify the following:  
Block the flame from the pilot to the thermocouple with a metal or similar divider, and verify that the main burner turns off. ( ) Yes ( ) No
13. Reinstall the glass.
14. Check silicon on the glass. If broken, flip glass to the other edge. If the other edge is also broken, apply new silicon and cure for 24 hours.  
Tell owner not to turn unit on for 24 hours, until: Date: \_\_\_\_\_ Time \_\_\_\_\_



ORTAL USA Product Service Log

Product Name/ Model Type: \_\_\_\_\_  
Serial Number: \_\_\_\_\_ Date of Service: \_\_\_\_\_

**Location Information**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Is this unit installed in a Commercial/Public space or Residential? \_\_\_\_\_

Service call: ( ) Routine or ( ) special request. If requested, why? \_\_\_\_\_

**Service Technician**

Installation Technician Name: \_\_\_\_\_

NFI Gas Specialist ID #: \_\_\_\_\_

Technician Company Name: \_\_\_\_\_

Technician Signature and date: \_\_\_\_\_

Customer Company Name: \_\_\_\_\_

**Fireplace Customer/Owner**

Customer Individual Name: \_\_\_\_\_

Customer Signature and date: \_\_\_\_\_

**A copy of this service record to remain with the fireplace unit and Owner.  
A copy of this service record to remain with the service technician.**

If any product or warranty concerns are present or replacement parts are required please provide a copy of the complete service record to:

ORTAL USA:  
ORTAL USA, Service  
8421 Canoga Avenue  
Canoga Park, CA 91304  
Fax: 818 6780541  
E-mail: [office@ortal-heat-usa.com](mailto:office@ortal-heat-usa.com)



## Warranty Policy

Below is the warranty policy of Ortal Ltd. and Ortal USA, Inc. for Standard products sold and distributed in North America. Warranties may vary for custom models.

### THE WARRANTY

The Ortal Ltd. and Ortal USA, Inc. Limited Warranty warrants your Ortal USA gas fireplace ("Product") to be free from defects in materials and workmanship at the time of manufacture. The Product body and firebox carry the 10 Year Limited Warranty. Ceramic glass carries the 5 Year Limited Warranty against thermal breakage only. After installation, if covered components manufactured by Ortal are found to be defective in materials or workmanship during the Limited Warranty period and while the Product remains at the site of the original installation, Ortal USA will, at its option, repair or replace the covered components. If repair or replacement is not commercially practical, Ortal USA will, at its option, refund the purchase price or wholesale price of the Ortal product, whichever is applicable. Ortal USA will also pay Ortal USA prevailing labor rates, as determined in its sole discretion, incurred in repairing or replacing such components for up to five years. There are exclusions and limitations to this limited warranty as described herein.

### COVERAGE COMMENCEMENT DATE

Warranty coverage begins on the date of installation subsequent to the completion and return of the signed warranty card and to Ortal USA's receipt of payment in full for the Product. In the case of new home construction, warranty begins on the date of first occupancy of the dwelling or six months after the sale of the Product by an independent Ortal USA dealer/distributor, whichever occurs earlier. The warranty shall commence no later than 24 months following the date of product shipment from Ortal or Ortal USA, regardless of the installation or occupancy date.

### EXCLUSIONS AND LIMITATIONS

This Limited Warranty applies only if the Product is installed in the United States or Canada and only if installed, operated and maintained in accordance with the printed instructions accompanying the Product and in compliance with all applicable installation and building codes and good trade practices. Printed instructions include those which direct the installer and/or owner to refer to the product information, diagrams, and operation and maintenance manuals available on Ortal USA's website, [www.ortalheat.com](http://www.ortalheat.com). These can also be requested in digital format direct from Ortal USA's office(s).

This warranty is non-transferable and extends to the original owner only. The Product must be purchased through a listed supplier of Ortal USA and proof of purchase must be provided. The Product body and firebox carry the 10 Year Limited Warranty from the date of installation. Vent components, trim components and paint are excluded from this Limited Warranty. The following components are part of the Limited Warranty and are warranted as follows:

- **Burner:** Repair or replacement for two years from the date of installation
- **Gas Components (including the valve):** Repair or replacement for one year from the date of installation
- **Gaskets:** Repair or replacement for one year from the date of installation
- **Interior Decorative Media:** Replacement for one year from the date of installation against thermal breakage only



- **Optional Blowers and Remote Controls:** Repair or replacement for one year from the date of installation. Water damage and batteries are entirely excluded.
- **Ceramic Glass:** Replacement for five years from the date of installation against thermal breakage only.
- **Labor Coverage:** Prevailing Ortal USA labor rates apply for the warranty period of components. Labor coverage is for actual repair and/or replacement of components. Troubleshooting is excluded.

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

**Whenever practicable, Ortal USA will provide replacement parts, if available, for a period of 5 years from the last date of manufacture of the Product.**

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

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

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

#### **LIMITATION ON LIABILITY**

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

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

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



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

#### **INVESTIGATION OF CLAIMS AGAINST WARRANTY**

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

To receive the benefits and advantages described in this Limited Warranty, the appliance must be installed and repaired by either a qualified or authorized Ortal USA installation technician. Refer to your dealer/distributor sales agreement for requirements. Contact Ortal USA at the address provided herein to obtain a listing of approved dealers/distributors and certified/authorized installer companies. **Ortal USA shall in no event be responsible for any warranty work done by an installer that is not approved without first obtaining Ortal USA's prior written consent.**

#### **HOW TO REGISTER A CLAIM AGAINST WARRANTY**

In order for any claim under this warranty to be valid, you must contact the Ortal USA dealer/distributor from which you purchased the product. If you cannot locate the dealer/distributor, then you must notify Ortal USA in writing. Submission of a completed warranty claim is the preferred method of warranty claim notification. Ortal USA must be notified of the claimed defect in writing within 90 days of the date of failure. Notices should be directed to the Ortal USA Warranty Department at 8421 Canoga Avenue, Canoga Park, CA 91304 or visit our website at [www.ortalheat.com/](http://www.ortalheat.com/)

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Ortal USA  
8421 Canoga Avenue  
Canoga Park, CA 91304





ORTAL USA PRODUCT WARRANTY REGISTRATION  
For Ortal Ltd. and Ortal USA, Inc. Products

Product Name/ Model Type: \_\_\_\_\_

Description: \_\_\_\_\_

Product Number: \_\_\_\_\_ Serial Number: \_\_\_\_\_

**Sales Information**

**Dealer Information**

Name:  
Address:  
PO Box:  
City, State:  
Zip:

**Distributor Information (if applicable)**

Name:  
Address:  
PO Box:  
City, State:  
Zip:

**Installation Information**

**Installer Company Information**

Name:  
Address:  
PO Box:  
City, State:  
Zip:

Installation Technician Name:  
NFI Gas Specialist ID #:  
Date of Installation:  
Installation Location:  
Customer Company Name:  
Customer Individual Name:  
Address:  
PO Box:  
City, State:  
Zip:

**Installation Comments:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

- Customer Signature:  
Signature Date:
- Installation Technician Signature:  
Signature Date:

**Return completed Registration Form  
within 30 days of installation to:**  
Ortal USA, Warranty Department  
8421 Canoga Avenue  
Canoga Park, CA 91304  
Fax: 818-678-0541  
E-mail: [office@ortal-heat-usa.com](mailto:office@ortal-heat-usa.com)



## Manufacturer Contact Information

For all service issues, please contact your local dealer.

### **ORTAL USA, Inc.**

8421 Canoga Avenue

Canoga Park, CA 91304

Tel: 818 2387000

Fax: 818 6780541

E-mail: [office@ortal-heat-usa.com](mailto:office@ortal-heat-usa.com)

Website: [www.ortal-heat-usa.com](http://www.ortal-heat-usa.com)

### **Installer**

Company Name: \_\_\_\_\_

Technician Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Tel: \_\_\_\_\_

Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

Website: \_\_\_\_\_

## Appendix A: Fireplace Troubleshooting Guide

This appendix provides information and guidelines for troubleshooting, including:

- Pre-troubleshooting Checklist on page 94
- Normal Sequence of Fireplace Operation on page 97
- Troubleshooting Pilot Problems on page 98
- Troubleshooting Thermocouple Problems on page 100
- Troubleshooting Main Burner Problems on page 101
- Troubleshooting Beeping on page 103
- Mertix Maxitrol External Source Operation on page 105

### Pre-troubleshooting Checklist

Before you begin troubleshooting, perform these steps:

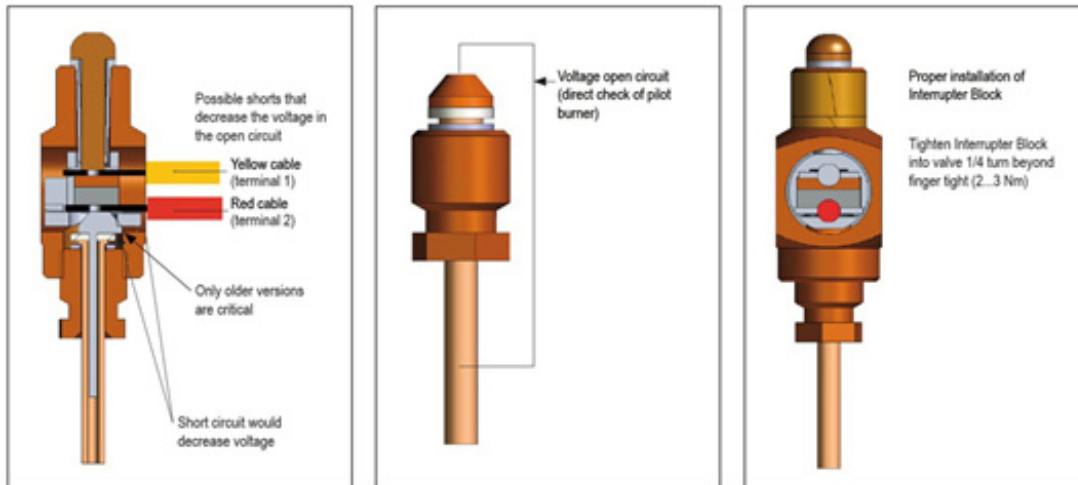
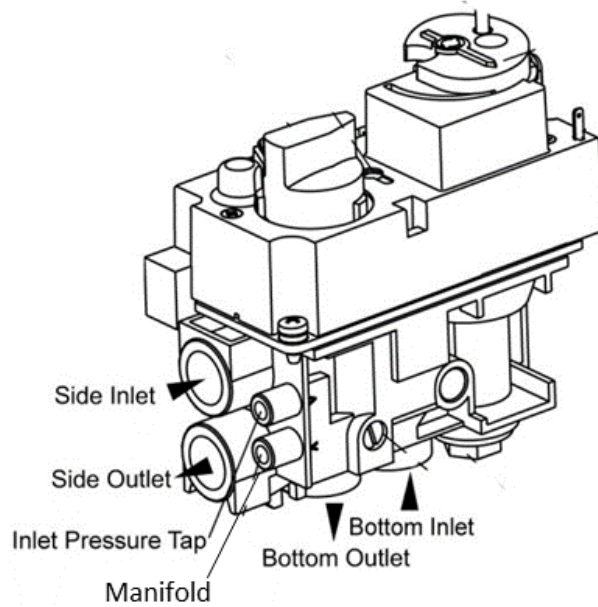
1. Check the batteries and 6V transformer connection.
2. Verify that the switch on the valve is on.



Figure 21: On/Off and Manual Pilot Valve Switches

3. Verify that the gas is on.

- Using the purge port, purge the gas line of air up to the valve (see figure below).



- Using the purge port, check the pressure of inlet/ supply (see figure above).
  - Inlet pressure for NG should be 7" WC
  - Inlet pressure for LPG should be 11" WC

- Verify that the valve and receiver wires are properly connected and tight, and that the interrupter block is tight (hand-tight plus  $\frac{1}{4}$  turn).

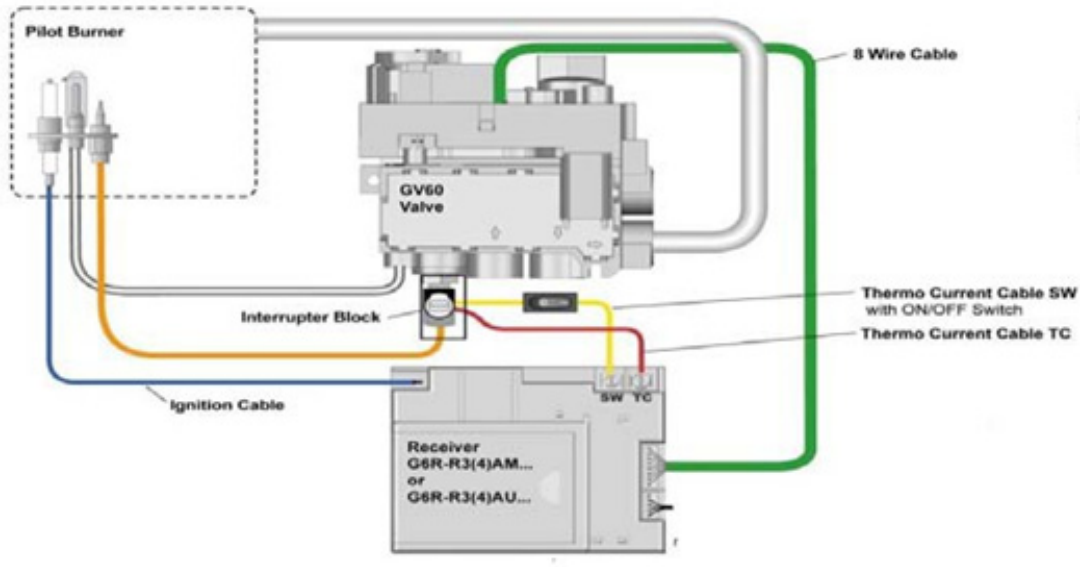


Figure 22: Valve/Receiver Wires and Interrupter Block

- Verify that the manual pilot valve operator is in the ON position (Figure 21 on page 94).

## Normal Sequence of Fireplace Operation

Turn the fireplace on by pressing the Off and Flame Up buttons simultaneously (buttons 1 and 2 in the figure below).



Figure 23: Remote Control Unit

Once the fireplace is turned on, the following sequence of events will occur:

1. The system checks itself for any electrical trouble. This is accompanied by sequential beeps. If there is a fault, weak batteries, the On/Off switch is off, or other issues, a single long beep will sound.
2. If the initial check is okay, the system initiates spark to the pilot and opens gas to the pilot.
3. Once the pilot is on, the pilot heats up the thermocouple.
4. When the thermocouple is heated to the specified temperature, it will allow the flow of the millivolt to the valve.
5. Once the millivolt is detected by the valve, the valve turns the solenoid for the main burner on. The fireplace is now fully on.



## Troubleshooting Pilot Problems

The following sections provide step-by-step instructions for troubleshooting issues related to the pilot. If these instructions fail to resolve the problem, please contact ORTAL USA.

 **Before beginning, make sure that the glass protective film has been removed.**

### Spark But No Pilot

1. Review the Pre-troubleshooting Checklist on page 94.
2. Review the Normal Sequence of Fireplace Operation on page 97.
3. Make sure the inlet line is purged and that no air is present.
4. Make sure that the valve is mounted horizontally (unless it is a hanging Stand Alone unit).
5. To purge the pilot tube of any air, turn the unit on 5-10 times.
6. Verify that all wire connections are tight. Then, check that the interrupter block is screwed in tightly but not too tightly (tightening the interrupter block too much will break it). Refer to Figure 22 on page 96 for details.
7. If the problem is not resolved, call ORTAL USA.

### No Spark to the Pilot

1. Review the Pre-troubleshooting Checklist on page 94.
2. Review the Normal Sequence of Fireplace Operation on page 97.
3. Locate the valve and receiver.
  - a) Once the receiver is located, pull it from the holder.
  - b) Disconnect the wire for the spark wire. Refer to Figure 22 on page 96 for details.
  - c) Put a small wire on the receiver spark wire port, and place the other side of the wire close to the metal body without touching (about 1/8"). While watching the small wire, turn the unit on and see if there is a spark jumping from the wire to the body of the fireplace. If there is, proceed to the next step. If there is not, call ORTAL USA.
4. Remove the heat barrier and the glass. For instructions, refer to Fireplace Heat Barrier on page 57.
5. Remove the grill and the burner. For instructions, refer to Appendix B: Removal / Assembly of the Burner on page 106.
6. Remove the pilot assembly from the burner. For instructions, refer to Gas Conversion on page 30.



7. Reconnect the spark wire and disconnect the wire from the spark plug.  
Place the spark wire close to the metal body of the fireplace without touching (about 1/8"). If there is no spark or a weak spark jumping from the wire, replace the wire. If the spark is strong and jumping, proceed to the next step.
8. If the problem is not resolved, replace the spark plug. Call ORTAL USA if a spark plug is needed.

#### Pilot Turns Off After Igniting But Before Burner Turns On

1. Replace the battery.
2. Review the Normal Sequence of Fireplace Operation on page 97.
3. Turn the unit on, and listen and look at the pilot section. Once the pilot is on, is the spark continuing to ignite the pilot? If it is, go to Troubleshooting Thermocouple Problems on page 100.  
If it is not, proceed to the next step.
4. Remove the heat barrier and the glass. For instructions, refer to Fireplace Heat Barrier on page 57.
5. Make sure the pilot assembly and the pilot hood screw are tight and that there is a gasket. Whenever the pilot assembly is disturbed, replace the gasket.
6. If the problem is not resolved, call ORTAL USA.

#### Pilot Turns Off After Igniting and After Burner Turns On

1. Review the Normal Sequence of Fireplace Operation on page 97.
2. Remove the heat barrier and the glass. For instructions, refer to Fireplace Heat Barrier on page 57.
3. Make sure that the valve is mounted horizontally (unless it is a hanging Stand Alone unit).
4. Turn the unit on and see if the pilot is still turning off after the burner turns on. If it turns off, make sure the flame from the pilot is hitting the thermocouple.
5. Verify that the pilot assembly and pilot hood screw are tight, and that the pilot assembly gasket is present and in good condition.
6. Review the restrictor tables (Fireplace Restrictors and Vent Arrangement on page 49) and check that the correct restrictor is in place.
7. If the problem is not resolved, call ORTAL USA.





## Troubleshooting Thermocouple Problems

The following sections explain how to check and test the thermocouple.

### Checking the Thermocouple

Perform these steps to check the thermocouple. Refer to Figure 22 on page 96 for details.

1. Place new batteries in the receiver.
2. Check for any breakage to the thermocouple from pilot assembly to the valve.
3. Check that the thermocouple is tightly connected to the interrupter block and that the thermo current cable is securely touching the end of the thermocouple.
4. Verify that the interrupter block is screwed into the valve properly and is finger-tight, plus  $\frac{1}{4}$  turn.
5. Verify that the thermo current cable TC is screwed into the receiver properly and is tight.
6. Verify that the thermo current cable SW is screwed into the receiver properly and is tight.
7. Verify that the thermo current cable SW is securely placed in the interrupter block.

### Testing the Thermocouple

Perform these steps to test the thermocouple. Do not begin testing until the thermocouple check has been completed.

1. Remove the heat barrier and the glass. For instructions, refer to Fireplace Heat Barrier on page 57.
2. Turn off gas to the unit.
3. Turn the unit on. While the spark is sparking, place a heat source to the thermocouple. Sparking should stop once the thermocouple senses that there is heat. If the spark does not stop, go to Step 5.
4. Check that the thermocouple is screwed properly into the interrupter block. Verify that the thermo current cable is screwed in tightly at the receiver, and that the other end is touching the head of the thermocouple at the interrupter block.
5. If the problem is not resolved, the thermocouple should be replaced. Complete a part claim/replacement form and call ORTAL USA for replacement.



## Troubleshooting Main Burner Problems

The tables below provide instructions for troubleshooting issues related to the main burner and the flame.





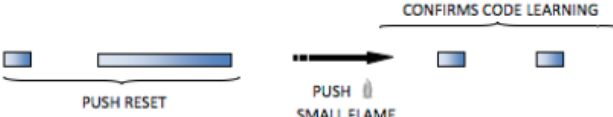

Problem	Possible Causes	Recommended Actions
Main burner does not turn on. Pilot is on, and valve on sequence is done.	Manual pilot valve operation is off.	Verify that the manual pilot valve operation is in the ON position.
Main burner turns off after a period of time.	<ul style="list-style-type: none"> <li>• Thermostat is set too low.</li> <li>• There is a problem with the flame.</li> </ul>	Check whether the pilot stays on when the main burner turns off. <ul style="list-style-type: none"> <li>• If the pilot stays on, make sure the remote thermostat is set to the desired temperature or to the highest temperature allowed on the remote, so the system does not turn the burner off.</li> <li>• If the pilot does not stay on, check the appearance of the flame before the fireplace turns off. Refer to Troubleshooting Flame Issues on page 102.</li> </ul>
Main burner is turning on and off.	The pilot flame is being intermittently deflected off the thermocouple.	Make sure the pilot assembly screw is tight and that the gasket is present and in good condition.

### Troubleshooting Flame Issues

Problem	Possible Causes	Recommended Actions
There is a faint or blue flame.	<ul style="list-style-type: none"> <li>• Too much CO in the fireplace, due to CO backfeeding or an unapproved vent run.</li> <li>• Too much O2 in the fireplace.</li> </ul>	<ul style="list-style-type: none"> <li>• Review the vent run. If the size of the restrictor in the unit is incorrect, replace it with the correct size. If it is the right restrictor, check the pipe for proper connections and for termination blockage.</li> <li>• Review the vent run. If the size of the restrictor in the unit is incorrect, replace it with the correct size. If it is the right restrictor, replace it with a bigger one.</li> </ul>
The flame is jumping from the burner.	Too much draw in the fireplace.	Review the vent run. If the size of the restrictor in the unit is incorrect, replace it with the correct size. If it is the right restrictor, replace it with a bigger one.
Part of the burner is not turning on.	<ul style="list-style-type: none"> <li>• Too much CO in the fireplace, due to CO backfeeding or an unapproved vent run.</li> <li>• Too much media.</li> <li>• Burner ports are clogged.</li> </ul>	<ul style="list-style-type: none"> <li>• Review the vent run. If the size of the restrictor in the unit is incorrect, replace it with the correct size. If it is the right restrictor, check the pipe for proper connection.</li> <li>• Remove some of the media. No more than 70% of the burner and grill surface area should be covered.</li> <li>• Check burner ports for blockage.</li> </ul>
The flame is small.	Unit manifold pressure is incorrect.	Set the correct pressure.

## Troubleshooting Beeping

### BEEPS 2008 ELECTRONIC

CONFIRMATION OF A VALID SIGNAL <i>also</i> Reset, new Batteries	
FAILURE: Microswitch defect ON-OFF Switch open WIRING NOT COMPLETED LEARN FUNCTION FAILED	
LOW BATTERY (During the motor turns)	
SYMBOL FOR IGNITION SEQUENCE	
LEARNING FUNCTION	 <p>PUSH RESET</p> <p>PUSH  SMALL FLAME</p> <p>CONFIRMS CODE LEARNING</p>



## BEEPS 2010 ELECTRONIC

CONFIRMATION OF A VALID SIGNAL also Reset, new Batteries	
FAILURE: Micro switch defect ON-OFF Switch open WIRING NOT COMPLETED LEARN FUNCTION FAILED	
LOW BATTERY (During the motor turns)	
SYMBOL FOR IGNITION SEQUENCE	
LEARNING FUNCTION	<p>PUSH RESET      PUSH  SMALL FLAME      CONFIRMS CODE LEARNING</p>



## BEEPS 2013 ELECTRONIC (B6R...)

CONFIRMATION IGNITION START	
FAILURE: Micro switch defect ON-OFF Switch open WIRING NOT COMPLETED LEARN FUNCTION FAILED 2 <sup>nd</sup> THERMOCOUPLE CONNECTED TO STANDARD VERSIONS (WHITE STICKER ON THE RECEIVER'S BACKSIDE) NO 2 <sup>nd</sup> THERMOCOUPLE CONNECTED TO 2 <sup>nd</sup> THERMOCOUPLE VERSION (YELLOW STICKER ON THE RECEIVER'S BACKSIDE) IGNITION TRIED WHILE 2 <sup>nd</sup> THERMOCOUPLE HAS NOT COOLED DOWN YET	
LOW BATTERY (During the motor turns)	
RESET also Batteries changed, Power on	
LEARNING FUNCTION	<p>PUSH RESET      PUSH  SMALL FLAME      CONFIRMS CODE LEARNING</p>



SILVER STICKER AT THIS POSITION IS USED FOR B6R VERSIONS (G6R has the sticker at a different position)

Mertix Maxitrol External Source Operation

The following figure is taken from the Mertix Maxitrol guide.

**MERTIK MAXITROL®**

**gV60 Remote electronic ignition and Control system external source operation**



**Contact Options/Operation**

**FOR OEM USE ONLY**

**⚠ WARNING**

**Fire or explosion hazard.** Attempted disassembly or re-pair of controls can cause property damage, severe injury or death. Do not disassemble the gas valve; it contains no serviceable components.

Read these instructions carefully and completely before installing or operating. Failure to follow them could result in a fire or explosion causing property damage, personal injury, or loss of life. Service and installation must be performed by a trained/ experienced service technician. The Mertix Maxitrol product should not be operated until it has been inspected and approved by the local code authority.

**What to do if you smell gas:**

- Do not operate any appliance.
- Do not touch any electrical switch; do not use any phone in your building.
- Immediately evacuate the area and contact the gas supplier. Follow the gas supplier's instructions.
- If you cannot reach the gas supplier, call the fire department.

Do NOT use this product if you suspect it has been subjected to high temperatures, damaged, tampered with, or taken apart.

Do NOT use a product if you suspect it has been under water or that liquid has seeped into the product. Any of these incidents can cause leakage or other damage that may affect proper operation and cause potentially dangerous combustion problems.

Do not store or use gasoline or other flammable vapors and liquids near this control or other appliances.

Use only your hand to push in or turn the gas control knobs. Never use tools. If a knob will not push in or turn by hand, do NOT try to repair it. Call a qualified service technician. Force or attempted repair can result in a fire or explosion.

**Description**

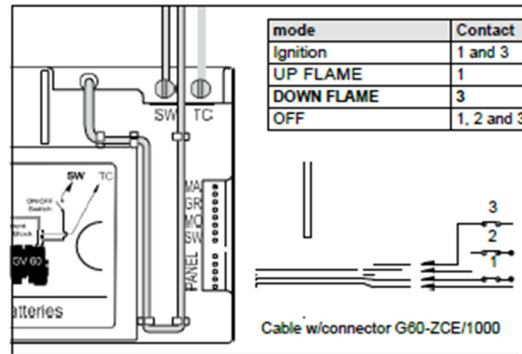
The GV80 will operate through an external source, such as a home automation system, by using the 5-wire pin connector on the receiver. A 1000 mm cable with Alex 2510-Z connector (part number G80-ZCE/1000) is available. The overall length of the cable should not exceed 8 m. Signal relays (gold contacts) and opto-couplers are recommended.

**⚠ WARNING**

It is the appliance manufacturer's responsibility to fully disclose any operation from a remote source that will create an unsafe operating condition. For Europe see GADAC guidance sheet B12.

**Contacts Options/Operation**

- **Ignition:** Close contact 1 and 3 simultaneously for 1 second.
- **Fireplace automatically goes to high after ignition sequence.**
- **UP FLAME:** Close contact 1. The contact needs to be closed for 12 seconds to turn the motor from end-stop to end-stop.
- **DOWN FLAME:** Close contact 3. The contact needs to be closed for 12 seconds to turn the motor from end-stop to end-stop.
- **Off:** Close contacts 1, 2, and 3 simultaneously for 1 second.



**Figure 1: Wiring diagram and the operation sequence**

**Possible modes of Operation**

**Mode 1**

The external source provides ON and OFF operation only. The Timer/Thermostat handset provides all other functions.

**NOTICE**

The Timer/Thermostat handset in Thermostatic Mode controls the room temperature even if the fire is turned on by the external source. If the handset is in Manual Mode, the fire will go to High Fire in the next cycle of external operation.

**Mode 2**

The external source controls the room temperature. The Timer/Thermostat handset must be set to Manual Mode (or use a standard handset). If the Timer/Thermostat handset is set to Thermostatic Mode, it will override the external source.

**NOTICE**

Frequent ON/OFF cycles will limit the life expectancy of the valve and will increase the battery consumption. The AC Mains Adapter may be used instead of batteries.

## Appendix B: Removal / Assembly of the Burner

The procedure below shows how to remove the burner. To re-install, perform the steps in the opposite order.

**⚠ WARNING:** Before starting this procedure, make sure to disconnect the main gas and high voltage power supply to the unit.

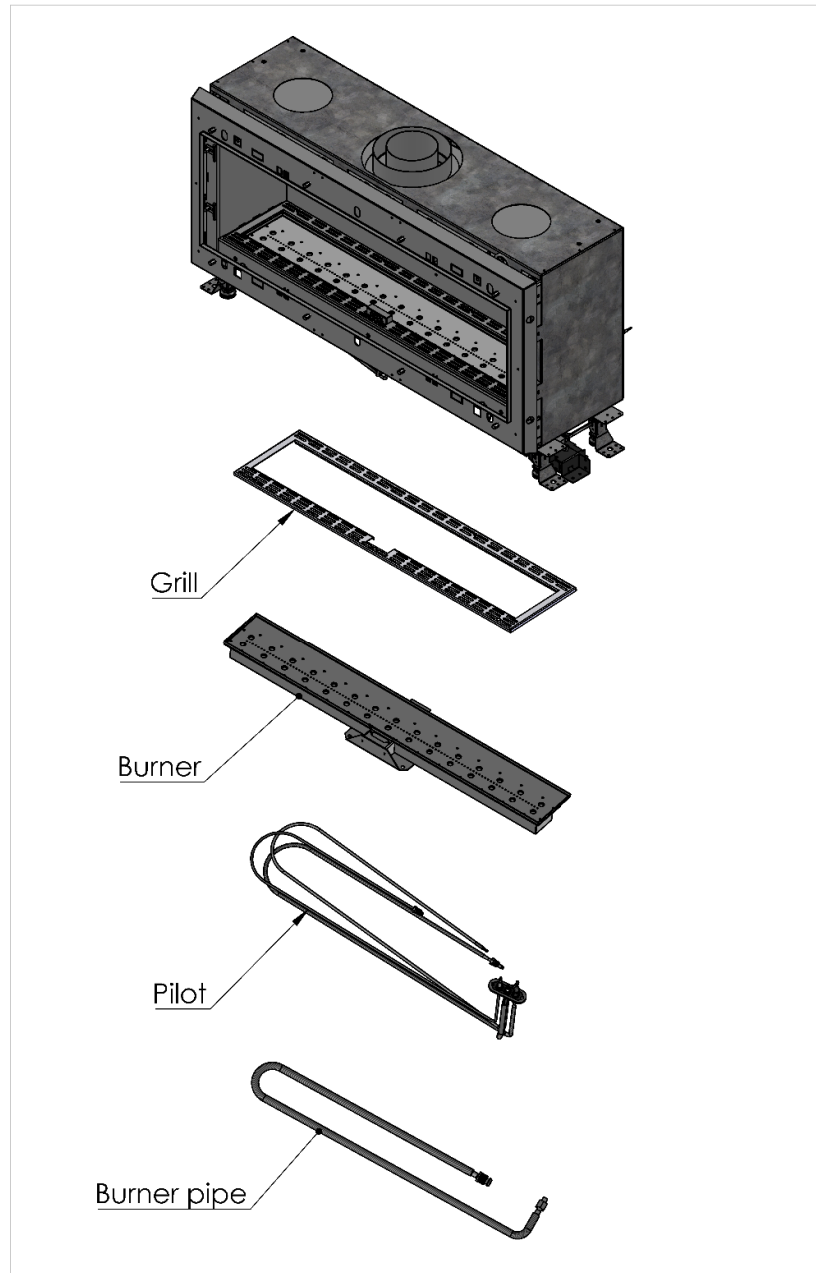
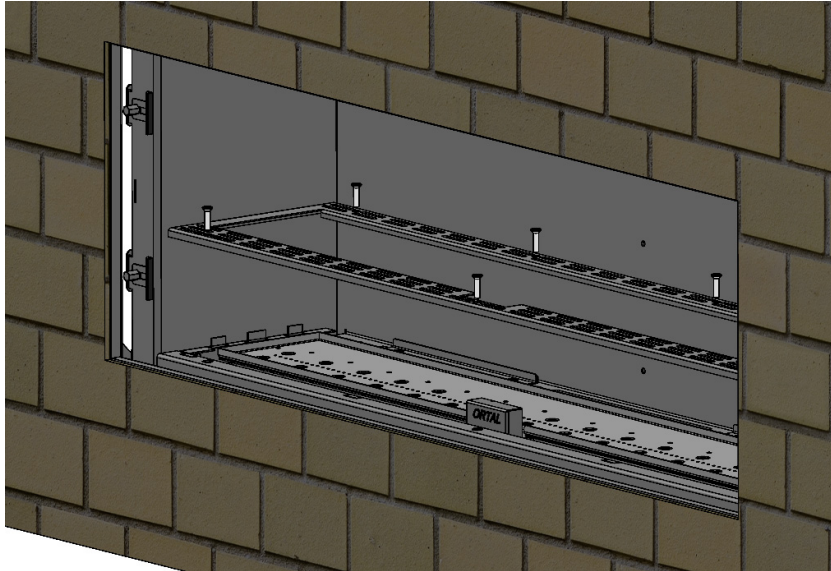


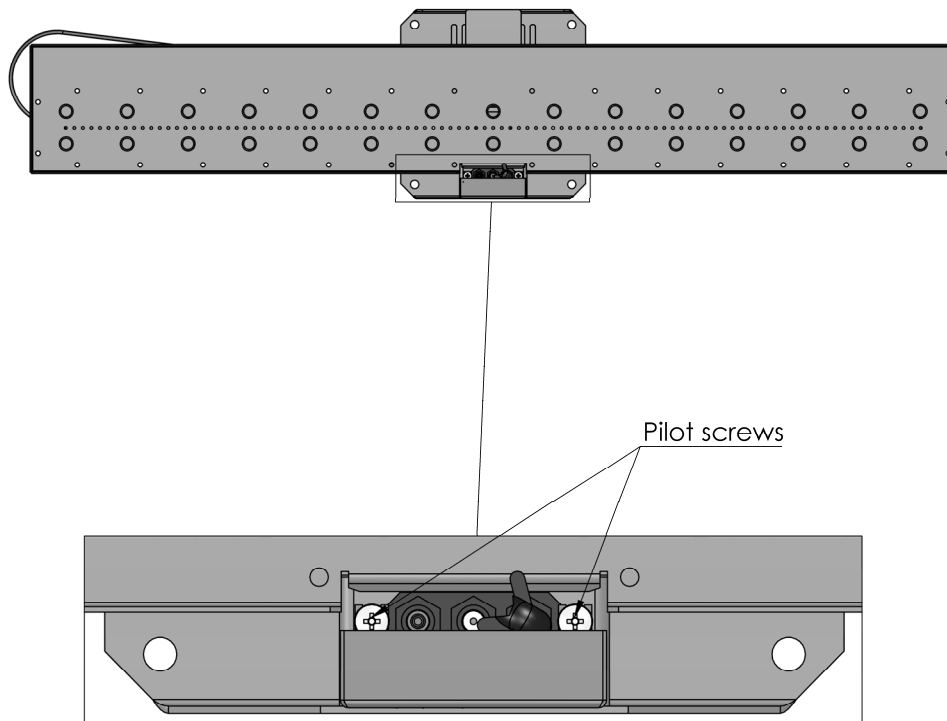
Figure 24: Burner Components

**To remove the burner:**

1. Remove the front heat barrier and glass. For details, refer to Fireplace Heat Barrier on page 57.
2. Remove the grill screws and take the grill out.



3. Disconnect the pilot by removing the two screws holding it.



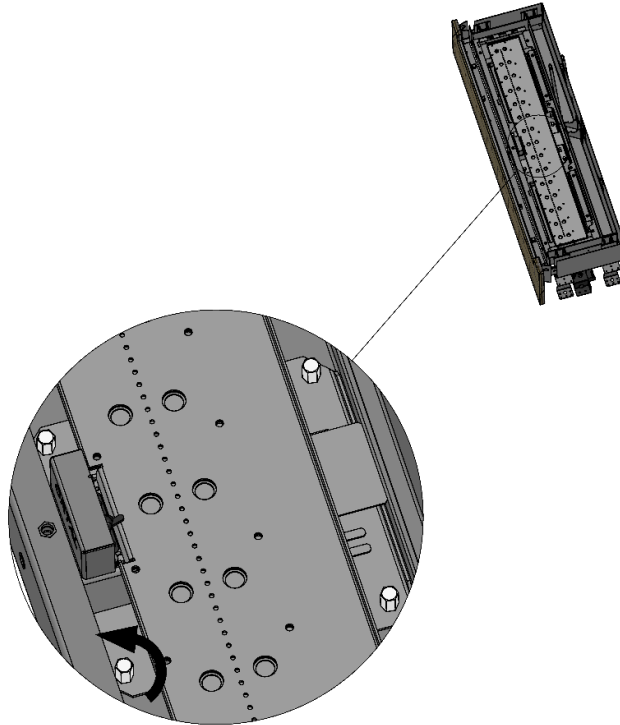




**NOTE: It is recommended to cover the work area with a blanket.**

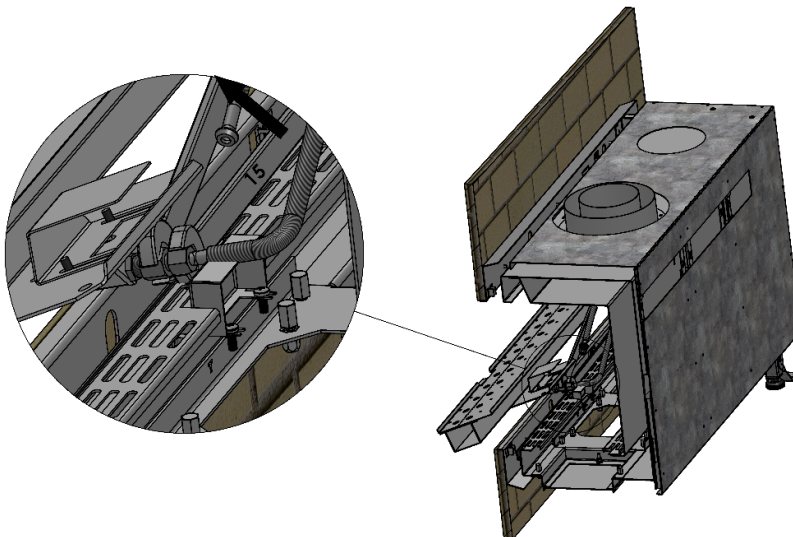
4. Disconnect and remove the burner:

Remove the four burner screws.



Lift the burner and pull it out of the fireplace.

Attach wrenches (15 and 17) as shown in the figure below. Then, hold wrench (17) and rotate wrench (15) until the gas pipe releases from the burner.



## Appendix C: Removal / Assembly of the Burner Base

The procedure below shows how to remove the burner base. To re-install it, perform the steps in the opposite order.

**⚠ WARNING:** Before starting this procedure, make sure to disconnect the main gas and high voltage power supply to the unit.

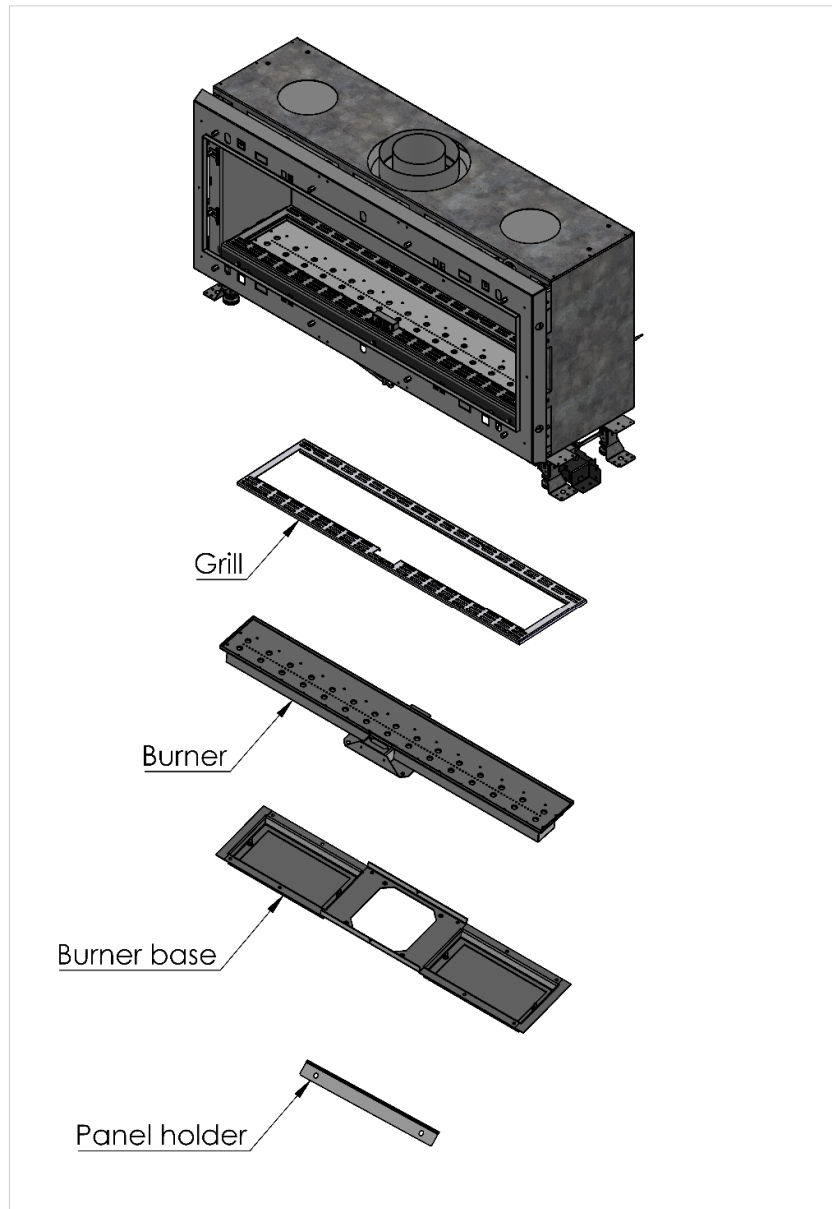
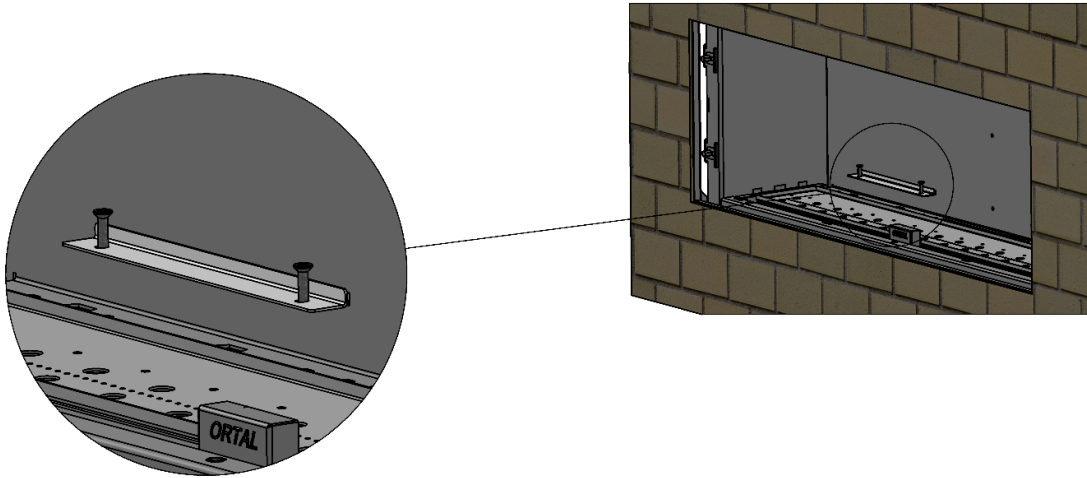


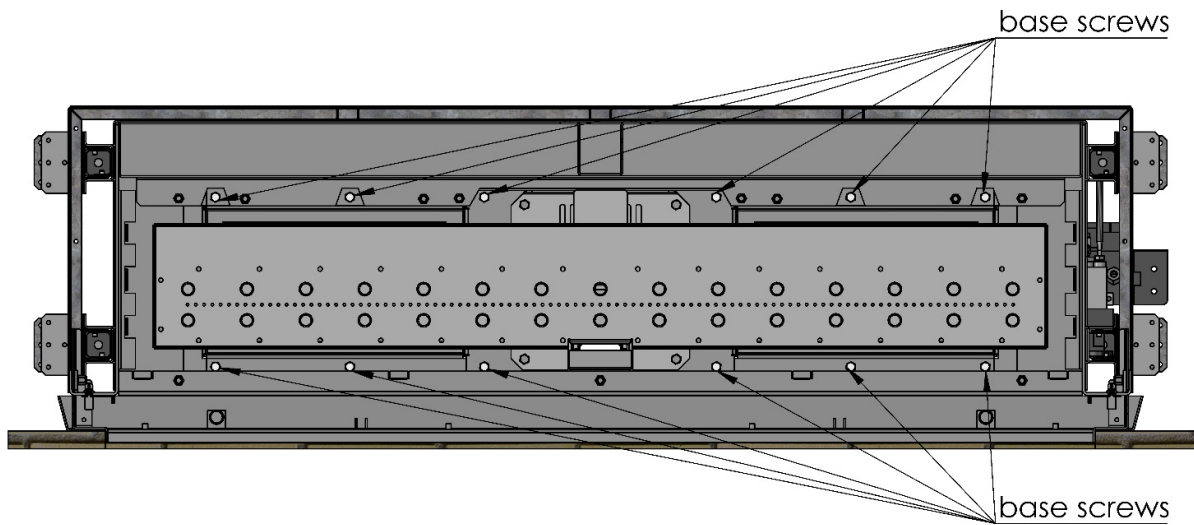
Figure 25: Burner Base Components

**To remove the burner base:**

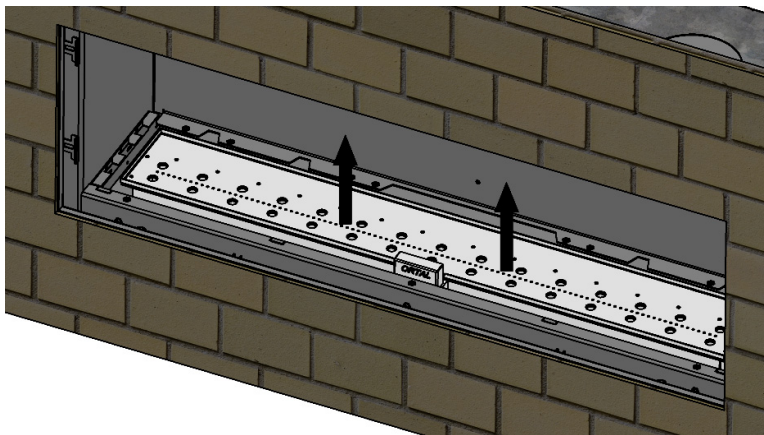
1. Remove the heat barrier and glass. For details, refer to Fireplace Heat Barrier on page 57.
2. Remove the back panel holders (as needed) by removing the screws holding them.



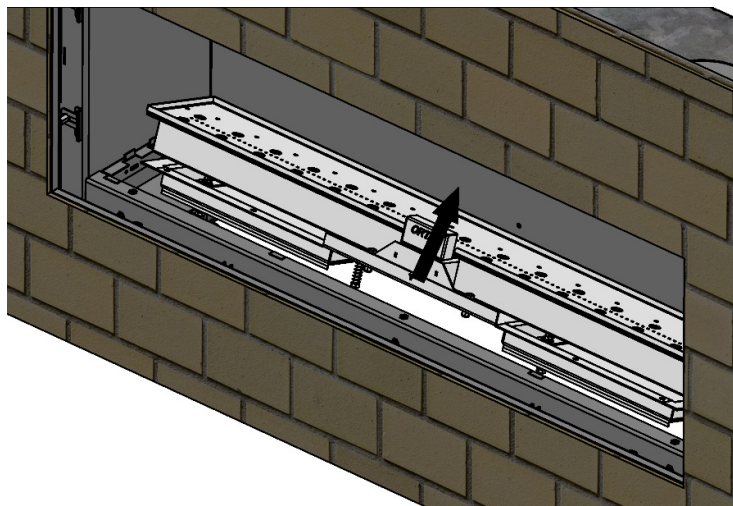
3. Remove the burner base:  
Remove the screws holding the base.



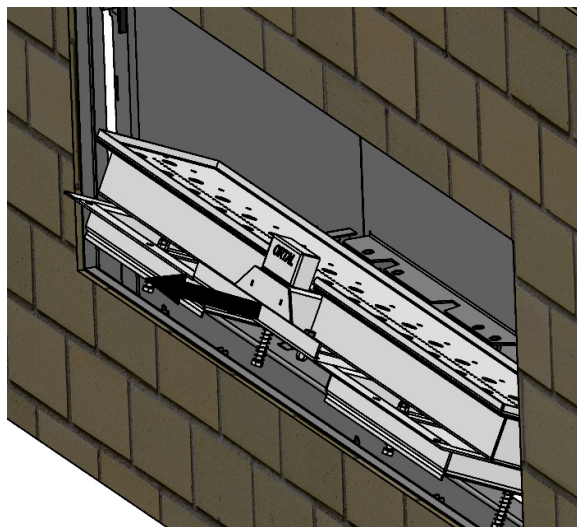
Pull the base until it releases.



Tilt the base as shown in the figure below.



Pull the base out, as shown.



## Appendix D: Sample Product Certification Labels

The following figures show sample certification labels for various product series.

**Do Not Remove This Label**  
**Ne pas retirer cette étiquette**

For use only with vent, glass and interior design media certified and approved for use with the appliance. Not for use with solid fuel. For use with barriers certified for this appliance only.  
Utilisez uniquement avec des conduits, des panneaux vitrés et des accessoires décoratifs intérieurs homologués et approuvés pour une utilisation avec cet appareil. Pas pour l'usage avec le combustible solide. Pour une utilisation avec des barrières certifiées pour cet appareil uniquement.

Approved by / Homologué par: no. **2358468**      S - Single Orifice Burner/Brûleur d'orifice singulier

Check one (check space to the right of the model name) / Cochez un choix (cochez à droite du nom du modèle):

Clear 40 / RS / LS / TS / Tunnel <input type="checkbox"/>	Small Square <input type="checkbox"/>
Stand Alone 40 TS <input type="checkbox"/>	Classic corner <input type="checkbox"/>
Clear 4070 H / RS / LS / TS / Tunnel <input type="checkbox"/>	Modern corner <input type="checkbox"/>
Clear 4090 H / RS / LS / TS / Tunnel <input type="checkbox"/>	Modern Classic <input type="checkbox"/>

Serial No. / N° de série: \_\_\_\_\_

Manufacturer / Fabricant :  
ORTAL Heating Systems Ltd.  
Ind. Zone B Neve Neeman, Hod Hasharon  
ISRAEL  
Tel: 011 972 9 7402828  
Fax: 011 972 9 7402687

Tested To / Examiné À: ANSI Z21.88/ CSA 2.33-2016  
Electrical rating / Estimation Électrique: 110 volt /60 Hz/ less than 5A  
Altitude rating / Estimation d'altitude: 0-4500 ft. / 0-1370 m.

	S	S	
Fuel Type / Type de combustible:	NL	PROPANE	
Max Input / Débit max. (BTU/HR):	23,670	21,073	
Min Input / Débit min. (BTU/HR):	10,419	12,841	
Orifice Size / Taille de l'orifice:	650	220	
Gas Inlet Pressure (W.C.) inches / Pression d'entrée de gaz (CE) pouces:	7.0	11.0	
Gas manifold Pressure (W.C.) Inches / Pression d'alimentation (CE) pouces:	3.2	10.9	

Clearances to Combustibles/Espacement par rapport aux matériaux inflammables:  
Sides / Côtés: 2"  
Back / Arrière: 2"  
In front of Glass/Devant le panneau vitré: 40"

Also adhere to clearance diagrams and instructions included in the ORTAL manual.  
Adhérer également aux schémas d'espacement et des instructions figurant dans le manuel ORTAL.

Figure 26: Certification Label: Series 40 Burner 30

**Do Not Remove This Label**  
**Ne pas retirer cette étiquette**

For use only with vent, glass and interior design media certified and approved for use with the appliance. Not for use with solid fuel. For use with barriers certified for this appliance only.  
Utilisez uniquement avec des conduits, des panneaux vitrés et des accessoires décoratifs intérieurs homologués et approuvés pour une utilisation avec cet appareil. Pas pour l'usage avec le combustible solide. Pour une utilisation avec des barrières certifiées pour cet appareil uniquement.

Approved by / Homologué par: no. **2358468**      S - Single Orifice Burner/Brûleur d'orifice singulier  
D - Double Orifice Burner/Double brûleur d'Orifice

Check one (check space to the right of the model name) / Cochez un choix (cochez à droite du nom du modèle):

Clear 75 / RS / LS / TS <input type="checkbox"/>	Clear 75H / RS / LS / TS <input type="checkbox"/>	4 Glass Island <input type="checkbox"/>
Stand Alone 75 / TS <input type="checkbox"/>	Clear 6080 / Tunnel <input type="checkbox"/>	Traditional 90 <input type="checkbox"/>
Space Crestor 75 <input type="checkbox"/>	Minimal 6080 / Tunnel <input type="checkbox"/>	Traditional 110 <input type="checkbox"/>
Clear 7565 / Tunnel <input type="checkbox"/>	Clear 8070H / RS / LS / TS <input type="checkbox"/>	
Stand Alone 75x65 Curve / Tunnel <input type="checkbox"/>	Clear 80 / RS / LS / TS <input type="checkbox"/>	
Clear 75x65H / Tunnel <input type="checkbox"/>	Class F 75/80 <input type="checkbox"/>	

Serial No. / N° de série: \_\_\_\_\_

Manufacturer / Fabricant :  
ORTAL Heating Systems Ltd.  
Ind. Zone B Neve Neeman, Hod Hasharon  
ISRAEL  
Tel: 011 972 9 7402828  
Fax: 011 972 9 7402687

Tested To / Examiné À: ANSI Z21.88/ CSA 2.33-2016  
Electrical rating / Estimation Électrique: 110 volt /60 Hz/ less than 5A  
Altitude rating / Estimation d'altitude: 0-4500 ft. / 0-1370 m.

	S	S	D	D
Fuel Type / Type de combustible:	NL	PROPANE	NL	PROPANE
Max Input / Débit max. (BTU/HR):	29,100	22,118	33,029	28,500
Min Input / Débit min. (BTU/HR):	16,147	13,811	18,327	17,796
Orifice Size / Taille de l'orifice:	650	220	380+380	160+160
Gas Inlet Pressure (W.C.) inches / Pression d'entrée de gaz (CE) pouces:	7.0	11.0	7.0	11.0
Gas manifold Pressure (W.C.) Inches / Pression d'alimentation (CE) pouces:	4.7	10.7	6.8	10.9

Clearances to Combustibles/Espacement par rapport aux matériaux inflammables:  
Sides / Côtés: 2"  
Back / Arrière: 2"  
In front of Glass/Devant le panneau vitré: 40"


Also adhere to clearance diagrams and instructions included in the ORTAL manual.  
Adhérer également aux schémas d'espacement et des instructions figurant dans le manuel ORTAL.

Figure 27: Certification Label: Series 70/75 Burner 45



**Do Not Remove This Label**  
**Ne pas retirer cette étiquette**

For use only with vent, glass and interior design media certified and approved for use with the appliance. Not for use with solid fuel. For use with barriers certified for this appliance only.  
Utilisez uniquement avec des conduits, des panneaux vitrés et des accessoires décoratifs intérieurs homologués et approuvés pour une utilisation avec cet appareil. Pas pour l'usage avec le combustible solide. Pour une utilisation avec des barrières certifiées pour cet appareil uniquement.

Approved by/ Homologué par:  no. **2358468**

S - Single Orifice Burner/Brûleur d'orifice singulier  
D - Double Orifice Burner/Double brûleur d'Orifice

Check one (check space to the right of the model name)/ Cochez un choix (cochez à droite du nom du modèle):

Clear 110 / RS / LS / TS / Tunnel  Island 130   
 Stand Alone 110  Clear 130 / RS / LS / TS / Tunnel / Top   
 Clear 110 H / Tunnel  Space Creator 120 / Mini / Medium   
 Clear 110H / RS / LS / TS  Clear 130H / RS / LS / TS

Serial No./ N° de série: \_\_\_\_\_

Manufacturer/ Fabricant:  
ORTAL Heating Systems Ltd.  
Ind. Zone B Neve Neeman, Hod Hasharon  
ISRAEL  
Tel: 011 972 9 7402828  
Fax: 011 972 9 7402687

Tested To/ Examiné À: ANSI Z21.88/ CSA 2.33-2016  
Electrical rating/ Estimation Electrique: 110 volt /60 Hz/ less than 5A  
Altitude rating/ Estimation d'altitude: 0-4500 ft. / 0-1370 m.

	B	B	D	D
	NG	PROPANE	NG	PROPANE
Max Input/ Débit max. (BTU/HR):	37,167	28,541	42,185	33,400
Min Input/ Débit min. (BTU/HR):	22,798	22,551	28,878	26,837
Orifice Size/ Taille de l'orifice:	1,200	260	650+650	180+180
Gas Inlet Pressure (W.C.) inches/ Pression d'entrée de gaz (CE) pouces:	7.0	11.0	7.0	11.0
Gas manifold Pressure (W.C.) inches/ Pression d'alimentation (CE) pouces:	5.0	10.8	5.5	10.8

Clearances to Combustibles/Espacement par rapport aux matériaux inflammables:  
 Sides/ Côtés: 2"  
 Back/ Arrière: 2"  
 In front of Glass/Devant le panneau vitré: 40"

Also adhere to clearance diagrams and instructions included in the ORTAL manual.  
Adhérer également aux schémas d'espacement et des instructions figurant dans le manuel ORTAL.

Figure 28: Certification Label: Series 110/120 Burner 100

**Do Not Remove This Label**  
**Ne pas retirer cette étiquette**

For use only with vent, glass and interior design media certified and approved for use with the appliance. Not for use with solid fuel. For use with barriers certified for this appliance only.  
Utilisez uniquement avec des conduits, des panneaux vitrés et des accessoires décoratifs intérieurs homologués et approuvés pour une utilisation avec cet appareil. Pas pour l'usage avec le combustible solide. Pour une utilisation avec des barrières certifiées pour cet appareil uniquement.

Approved by/ Homologué par:  no. **2358468**

D - Double Orifice Burner/Double brûleur d'Orifice  
**DECORATIVE**

Check one (check space to the right of the model name)/ Cochez un choix (cochez à droite du nom du modèle):

Stand Alone 75x65 Curve / Tunnel   
 Clear 75H / RS / LS / TS   
 Clear 75 TS H

Serial No./ N° de série: \_\_\_\_\_

Manufacturer/ Fabricant:  
ORTAL Heating Systems Ltd.  
Ind. Zone B Neve Neeman, Hod Hasharon  
ISRAEL  
Tel: 011 972 9 7402828  
Fax: 011 972 9 7402687

Tested To/ Examiné À: ANSI Z21.50/ CSA 2.33-2014  
Electrical rating/ Estimation Electrique: 110 volt /60 Hz/ less than 5A  
Altitude rating/ Estimation d'altitude: 0-4500 ft. / 0-1370 m.

	D	D
	NG	PROPANE
Max Input/ Débit max. (BTU/HR):	49,000	28,500
Min Input/ Débit min. (BTU/HR):	9,000	17,796
Orifice Size/ Taille de l'orifice:	800R+650F	160+160
Gas Inlet Pressure (W.C.) inches/ Pression d'entrée de gaz (CE) pouces:	7.0	11.0
Gas manifold Pressure (W.C.) inches/ Pression d'alimentation (CE) pouces:	6.8	9.9

Clearances to Combustibles/Espacement par rapport aux matériaux inflammables:  
 Sides/ Côtés: 2"  
 Back/ Arrière: 2"  
 In front of Glass/Devant le panneau vitré: 40"

Also adhere to clearance diagrams and instructions included in the ORTAL manual.  
Adhérer également aux schémas d'espacement et des instructions figurant dans le manuel ORTAL.

Figure 29: Certification Label: Decorative Series Burner 45D



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Rev. 1.0 January 2018

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