

# All About Your Fireplace

*Your home is equipped with a Gas Direct Vent Fireplace installed by Perfection Supply. This flyer will provide you with operational instructions and safety information for use with your new fireplace. We encourage you to read though it carefully prior to turning on your fireplace. If you have any additional questions, please feel free to contact our Customer Service Department at 713-937-4575.*

## **FIRING IT UP**

Your fireplace is equipped with a hand held remote control. The remote control will turn your fireplace on and off with the simple click of a button. The hand held remote transmitter communicates with a remote receiver located behind the bottom panel of your fireplace. To turn on (or light) your fireplace, make sure the gas is turned on at the wall valve (turned fully counter clockwise), and then simply click the on button on the remote transmitter. Click the off button to turn it off. NOTE: It is safe to leave the wall valve in the on position, even when the fireplace is not lit.

## **BREAK-IN PERIOD**

Gas direct vent fireplaces have a break-in period when first being used which causes a strong odor. The odor is caused by the burn-off of excess paints & oils used in the manufacturing process of the fireplace. All gas fireplaces have a break-in procedure that needs to be done to fully drive off any odor. If you do not run the fireplace for the full break-in period (shown below) the odor will not be eliminated.

### **INITIAL BREAK-IN PROCEDURE**

- The fireplace should burn continuously for 12 to 15 hours.
- After the first three to four hours of burning the fireplace, the glass may build up some residue. If so, it is recommended to turn off the fireplace, let it cool completely, and then remove and clean the glass (see instructions below for cleaning the glass).
- After cleaning the glass, turn on the fireplace again and burn continuously for the remainder of the recommended break-in period.

*This procedure cures the materials used to manufacture the fireplace, and will eliminate the bad odor.*

## **FIREPLACE SCREEN: *Can I remove the mesh screen from the front of my fireplace?***

When your fireplace is in use you MUST always have the mesh screen secured in front of the glass in order to operate your fireplace safely. During operation of the fireplace, the glass can get EXTREMELY HOT. The mesh safety screen is there to prevent children (and adults) from getting burned by touching the glass directly. NOTE: Despite the safety screen, it is recommended to always keep small children away from a burning fireplace.

## **CLEANING THE GLASS: *Do I need to clean the glass on my fireplace?***

It is recommended to clean the glass as described when doing the break-in procedure above, and occasionally other times, as needed. You must use a NON-ABRASIVE, NON-AMMONIA cleaner. Any type of scratch on the glass from an abrasive product will weaken it and could result in breakage when the glass heats up. NOTE: NEVER BURN YOUR FIREPLACE WITHOUT THE GLASS PANEL IN PLACE.

## **CONDENSATION ON THE GLASS: *The glass fogs up and has moisture on it when I light my fireplace.***

Your gas fireplace is equipped with direct vent technology that draws all air for combustion from the outside. That means that the inside of your fireplace contains air from the outdoors. When hot, humid air from the outdoors contacts the glass cooled below the dew point from your air conditioner, moisture in that air will condense and form moisture on the glass. As you continue to burn your fireplace, the moisture will dissipate and go away. Always run your fireplace until the condensation has cleared.

**NOTE: Your fireplace manufacturer recommends that your gas fireplace is serviced every one to two years to maintain safe and efficient operation. Perfection offers a fireplace Tune-Up that will keep your fireplace running smoothly. Contact our Customer Service Department or visit our website for more information. It is recommended to call early in the fall to beat the winter rush.**

**PerfectionFireplace.com / 713-937-4575**

## TROUBLESHOOTING

### **My fireplace makes a ticking noise when I click the remote, but it does not come on.**

Sometimes, when the fireplace is new and has not been used yet, or has not been used in a long time (for example, over the summer months), air will accumulate in the gas line. In order for the fireplace to light, the air must be purged from the line. The ticking sound you hear when you click the on button on the remote transmitter is an indication that the air is being purged from the line. When you click the on button, let the ticking continue for about 40 seconds and then click the off button. Then click the on button again and let the ticking continue again for 40 seconds. Click the off button. You may have to do this several times to get all of the air out of the line. Once the air is purged, the fireplace will light.

### **My fireplace does not come on with the remote control, and there is no ticking as described above.**

This could mean the batteries in your remote control need to be replaced or that you need to reprogram your remote control. The remote transmitter takes one 12v A23 battery. In most cases, after you replace the battery, the remote receiver will need to be reprogrammed before it will operate the fireplace (instructions are below).

## REPROGRAMMING YOUR REMOTE CONTROL

Sometimes, the battery in the remote is fine, but there is interference from another device and the remote receiver loses contact with the remote transmitter. If you click on your remote transmitter and nothing happens (including no ticking as described above) you may need to reprogram your remote receiver.

First, see if you can turn on your fireplace manually. To do this, open the horizontal panel at the bottom of your fireplace (FIG. A). You will see the remote receiver (FIG. B). The slide switch on the remote receiver should be in the REMOTE position. Slide it to the ON position. If the fireplace starts ticking and then lights, it means there is a problem with the remote control communicating with the fireplace. Use the instructions below to reprogram your remote receiver:

FIG. A

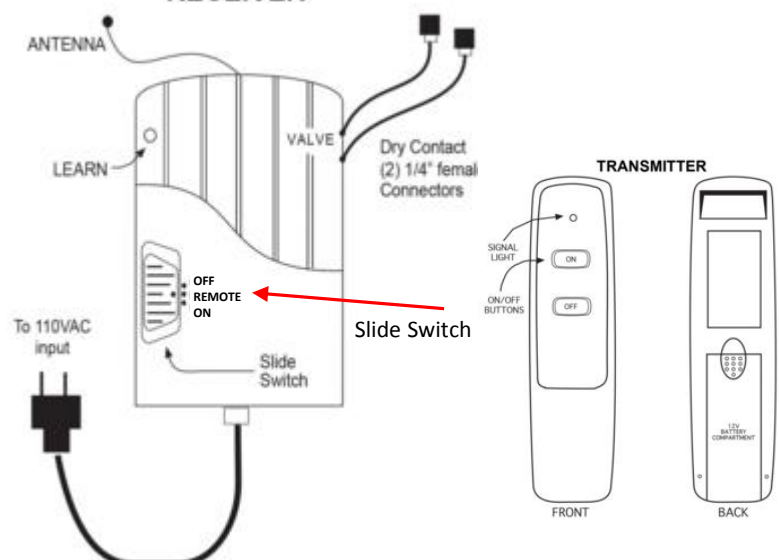


Pull off front panel

### **How to Reprogram (or "Learn") your Fireplace Remote Control**

- Place the receiver slide switch to the "REMOTE" position.
- Get a small item like a toothpick and push it into the "Learn" pinhole. Hold it down for 10 seconds.
- After a 10 second hold, release the toothpick. You should hear 3 beeps. Hearing the 3 beeps lets you know that previous memory has been cleared.
- Press the toothpick into the "Learn" pinhole again and quickly release. You should hear 1 beep.
- Press the "ON" button on the hand held transmitter.
- You should hear a fast series of repetitive beeps from the receiver. You have successfully reprogrammed the remote and your fireplace should be turning on.
- If the fireplace does not turn on, try the series of steps again. If after multiple tries, your fireplace still does not turn on, call Perfection for service.

FIG. B  
RECEIVER



**If you have any questions about the operation of your fireplace, feel free to contact the Perfection Supply Customer Service Department at 713-937-4575. We are here to help!**