

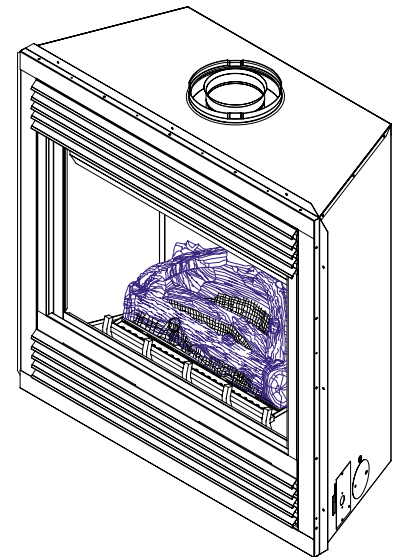
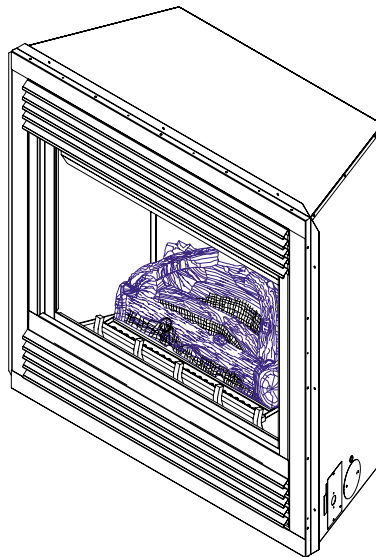


# DIRECT-VENT FIREPLACE OWNER'S OPERATION AND INSTALLATION MANUAL

DEDICATED REAR AND TOP VENT FIREPLACES



We recommend that our products be installed and serviced by professionals who are certified in the U.S. by NFI (National Fireplace Institute).  
[www.nficertified.org](http://www.nficertified.org)



MODELS: (V) CD36R(N,P) (E)      MODELS: (V) CD36T(N,P) (E)

**WARNING:** If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury, or loss of life.

#### FOR YOUR SAFETY

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

#### FOR YOUR SAFETY

##### WHAT TO DO IF YOU SMELL GAS

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

**WARNING:** Improper installation adjustment, alteration, service, or maintenance can cause injury or property damage. Refer to this manual for correct installation and operational procedures. For assistance or additional information consult a qualified installer, service agency, or the gas supplier.

Installation and service must be performed by a qualified installer, service agency, or the gas supplier.

This appliance may be installed in an aftermarket\*, permanently located, manufactured (mobile) home, where not prohibited by state or local codes. This appliance is only for use with the type od gas indicated on the rating plate. This appliance is not convertible for use with other gases, unless a certified kit is used.

\*Aftermarket: Completion of sale, not for purpose of resale, from the manufacturer.

**State of Massachusetts:** The installation must be made by a licensed plumber or gas fitter in the Commonwealth of Massachusetts.

Save this manual for future reference.  
For more information, visit [www.desatech.com](http://www.desatech.com)

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## SAFETY INFORMATION

**⚠ WARNING: This product contains and/or generates chemicals known to the State of California to cause cancer or birth defects, or other reproductive harm.**

**IMPORTANT: Read this owner's manual carefully and completely before trying to assemble, operate, or service this fireplace. Improper use of this fireplace can cause serious injury or death from burns, fire, explosions, electrical shock, and carbon monoxide poisoning.**

**⚠ DANGER: Carbon monoxide poisoning may lead to death!**

This fireplace must be installed by a qualified (certified or licensed) service person. It has a sealed gas combustion chamber that uses a coaxial pipe (pipe within a pipe and having the same center) venting system. It brings in fresh air for combustion through the outer pipe and combustion gases are exhausted through the inner pipe. If the glass door assembly and venting pipe are not properly seated, connected, and sealed, carbon monoxide leakage (spillage) can occur.

**Carbon Monoxide Poisoning:** Early signs of carbon monoxide poisoning resemble the flu, with headaches, dizziness, or nausea. If you have these signs, the fireplace may not have been installed properly. **Get fresh air at once!** Have fireplace inspected and serviced by a qualified service person. Some people are more affected by carbon monoxide than others. These include pregnant women, people with heart or lung disease or anemia, those under the influence of alcohol, and those at high altitudes.

**Propane/LP and Natural Gas:** Propane/LP and natural gases are odorless. An odor-making agent is added to the gas. The odor helps you detect a gas leak. However, the odor added to the gas can fade. Gas may be present even though no odor exists.

Make certain you read and understand all warnings. Keep this manual for reference. It is your guide to safe and proper operation of this fireplace.

**⚠ WARNING: Any change to this fireplace or its controls can be dangerous.**

1. This appliance is only for use with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases unless a certified kit is used.
2. For a propane/LP fireplace, do not place propane/LP supply tank(s) inside any structure. Locate propane/LP tank(s) outdoors. To prevent performance problems, do not use propane/LP fuel tank of less than 100 lbs. capacity.
3. If you smell gas:
  - shut off gas supply
  - do not try to light any appliance
  - do not touch any electrical switch; do not use any phone in your building
  - immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions
  - if you cannot reach your gas supplier, call the fire department.
4. Never install the fireplace
  - in a recreational vehicle
  - in windy or drafty areas where curtains or other combustible (flammable) objects can make contact with the fireplace front
  - in high traffic areas

## SAFETY INFORMATION

### Continued

5. This fireplace reaches high temperatures, Keep children and adults away from hot surfaces to avoid burns or clothing ignition. Fireplace will remain hot for a time after shutdown. Allow surfaces to cool before touching.
6. Carefully supervise young children when they are in the room with fireplace.
7. Do not modify this fireplace under any circumstances. Any parts removed for servicing must be replaced prior to operating fireplace.
8. Turn fireplace off and let cool before servicing, installing, or repairing. Only a qualified service person should install, service or repair this fireplace. Have fireplace inspected annually by a qualified service person.
9. You must keep control compartments, burners, and circulating air passages clean. More frequent cleaning may be needed due to excessive lint and dust from carpeting, bedding material, etc. Turn off the gas valve and pilot light before cleaning fireplace.
10. Have venting system inspected annually by a qualified service person. If needed, have venting system cleaned or repaired. See *Cleaning and Maintenance*, page##.
11. Keep the area around your fireplace clear of combustible materials, gasoline, and other flammable vapor and liquids. Do not run fireplace where these are used or stored. Do not place items such as clothing or decorations on or around fireplace.
12. Do not use this fireplace to cook food or burn paper or other objects.
13. Do not use any solid fuels (wood, coal, paper, cardboard, etc.) in this fireplace. Use only the gas type indicated on the nameplate.
14. This appliance, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the *National Electric Code*, *ANSI/NFPA 70*, or the *Canadian Electric Code*, *CSA C22.1*.
15. Do not use fireplace if any part has been exposed to or under water. Immediately call a qualified service person to arrange for replacement of the unit.
16. Do not operate fireplace if any log is broken or missing.
17. Do not use a blower insert, heat exchanger insert, or other accessory not approved for use with this fireplace.
18. Do not operate fireplace with glass door removed, cracked, or broken.
19. Provide adequate clearances around air openings.

**NOTICE:** This product is intended only as a supplement to your central heating system and is not to be installed as a primary source of heat. You may use this product for emergency heating during a power outage.

## PRODUCT IDENTIFICATION

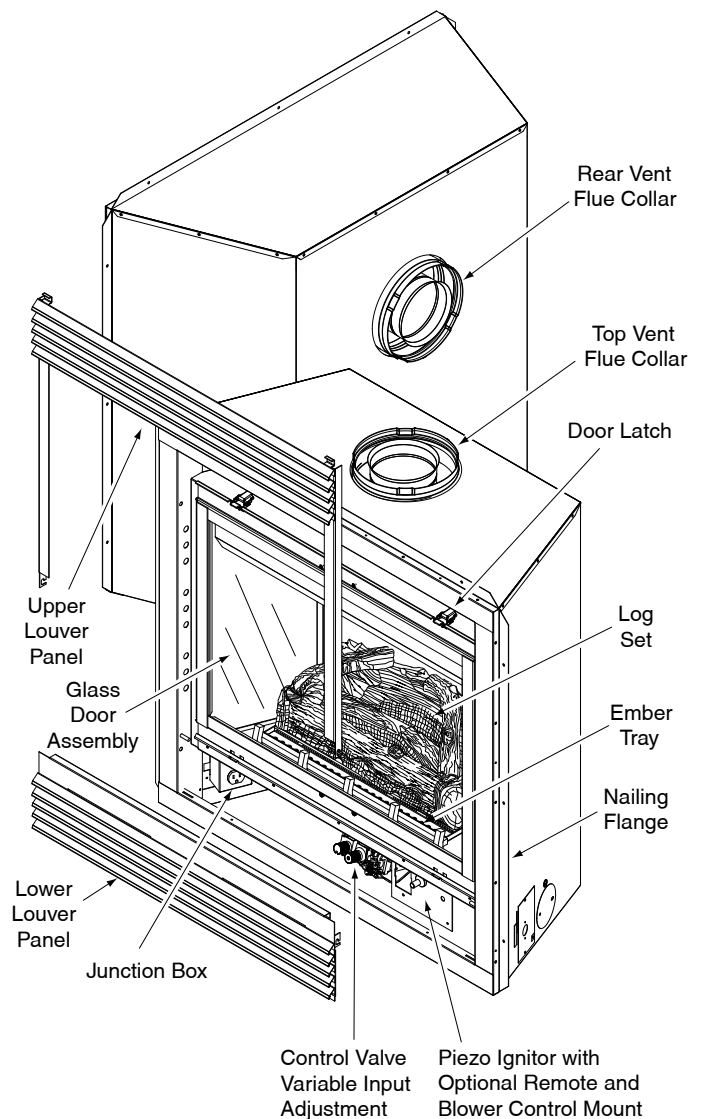


Figure 1 - Rear / Top Direct-Vent Fireplace

## LOCAL CODES

Install and use fireplace with care. Follow all local codes. In the absence of local codes, use the current *National Fuel Gas Code ANSI Z223.1/NFPA 54\** (USA) or the current *CSA-B149.1 Installation Code* (Canada).

\*Available from:

American National Standards Institute, Inc.  
1430 Broadway  
New York, NY 10018  
National Fire Protection Association, Inc.  
Batterymark Park  
Quincy, MA 02269

## PRODUCT FEATURES

These are a few facts that can help you understand and enjoy your direct-vent fireplace:

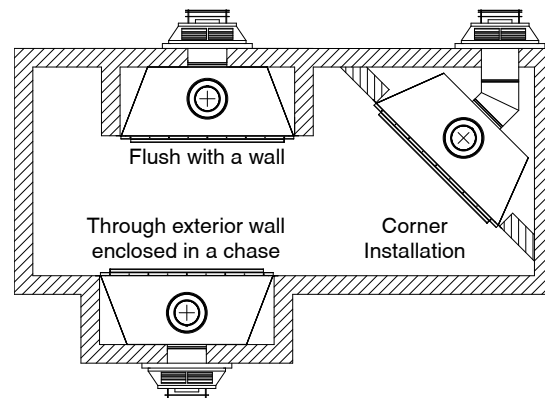
- The **CD36R** dedicated rear vent is best suited for flush or corner installations when vented horizontally through an exterior wall.
- The **CD36T** dedicated top vent is suited for any application where height is necessary to terminate the venting system either through the roof (vertical) or to gain sufficient height and offset to vent to an outside/exterior wall (horizontal).
- The vent pipe installation is very important to allow for proper operation. You must select the appropriate unit for your application and follow the venting instructions to plan your installation.
- This fireplace may be installed in any room of your house provided all local codes and these installation instructions are followed.
- Models **(V)CD36R/T** are equipped with a millivolt gas control system that does not require electricity to operate. A piezo ignitor is provided to light the pilot without using matches or lighters.
- Models **(V)CD36RE/TE** are equipped with an electronic ignition system that requires 120VAC to operate. An electrode ignitor automatically lights the pilot flame when the fireplace is turned on.
- All models can accept an optional circulating air blower when 120 VAC connection is supplied. If you plan to install an optional blower, do not forget to wire the fireplace outlet when framing.
- Each time you turn on your fireplace, you may notice some amount of condensation on the inside of the fireplace glass. This is normal and will disappear after 10-20 minutes of operation.
- Your direct-vent gas fireplace system (fireplace and venting) is a balanced and sealed gas operating unit. It is highly efficient because it uses outside air for combustion while independently heating the indoor air.
- Your fireplace is designed to be used in zero clearance installations. Wall or framing material can be placed directly against any exterior surface on the back, sides, or top of your fireplace, except where stand-off spacers are integrally attached. If stand-off spacers are attached to your fireplace, these spacers can be placed directly against wall or framing material. See framing details on page 5.
- If you plan on installing a television or entertainment center recessed above your fireplace, it is recommended that you maintain a minimum 18" above the top of louver opening.
- When locating termination cap, it is important to observe the minimum clearances shown in **Figure 10**, page 7.
- If recessed into a wall, you can avoid extra framing by positioning your fireplace against an already existing framing member.
- Do not recess termination cap into a wall or siding.
- You may paint the termination cap with 450°F (232°C) heat-resistant paint to coordinate with the exterior finish.
- There must not be any obstruction such as bushes, garden sheds, fences, decks, or utility buildings within 24" from the front of the termination cap.
- Do not locate termination cap where excessive snow or ice build up may occur. Be sure to clear vent terminal area after snow falls to prevent accidental blockage of venting system. When using snow blowers, do not direct snow towards vent termination area.

## PRE-INSTALLATION PREPARATION LOCATION AND SPACE REQUIREMENTS

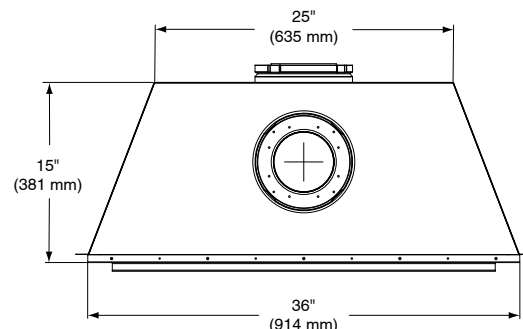
Determine the safest and most efficient location for your DESA direct-vent fireplace. Make sure that rafters and wall studs are not in the way of the venting system. Choose a location where the heat output is not affected by drafts, air conditioning ducts, windows or doors. Figure 2 shows some common locations. Be aware of all restrictions and precautions before deciding the exact location for your fireplace and termination cap.

When deciding the location of your fireplace, follow these rules:

- Do not connect this fireplace to a chimney flue servicing a separate solid-fuel burning fireplace or appliance.
- Do to high temperatures, do not locate this fireplace in high traffic areas, windy or drafty areas, or near furniture or draperies.
- Proper clearances must be maintained.
- If your fireplace is to be installed directly on carpeting, vinyl tile, or any combustible material other than wood, it must be installed on a metal or wood panel extending the full width and depth of the fireplace. See Figure 3.



**Figure 2 - Common Fireplace Locations**



**Figure 3 - Fireplace Bottom Dimensions**

## PRE-INSTALLATION PREPARATION

### Continued

### PACKAGING AND REMOVAL

The (V)CD36R/T direct vent gas fireplace heater is packaged with:

- one box containing a 4-log set located on the burner in the firebox.
- one bag containing the owner's manual with installation instructions, operator's guide, and warranty information.
- one bag of glowing ember material.
- one bag of vermiculite hearth treatments.

Remove the shrinkwrap securing the 2 carton trays to the unit. Lift the top carton tray off and remove the four corner posts. Discard the bottom tray once the unit is moved into position.

**Note:** On rear vent models you must remove the fiberboard collar protector located on the rear collar before installing the fireplace and venting system. See Figure 4.

### CLEARANCES

Minimum clearances to combustibles for the fireplace are as follows:

Back, and sides	0" (0 mm)
Perpendicular walls	12" (305 mm)
Floor	0" (0 mm)
Ceiling to louver opening	40" (1016 mm)
Front	36" (914 mm)
Top	0" (0 mm)
Vent Surfaces	1" (26 mm) (See venting instructions for specifics on vent clearances.)
Mantel Clearances	(See - <i>Mantel Clearances</i> for specific clearances to combustible mantels.)

Combustible material with a maximum thickness of 5/8" (16 mm) may be flush with the top and sides of the front face of the fireplace.

### FRAMING AND FINISHING

Figure 5 shows typical framing of this fireplace. Figure 6 shows framing for corner installation. All minimum clearances must be met.

For overall unit dimensions, framing allowances, and vent collar locations, see *Unit Dimensions*, **Figure 9** on page 6.

For available accessories for this fireplace, see *Accessories* on page 37. If you are using a separate combustible mantel piece, refer to **Figures 7 and 8** for proper height and clearances. You can install a noncombustible mantel at any height above the fireplace opening.

**Note:** Non-combustible mantels may discolor!

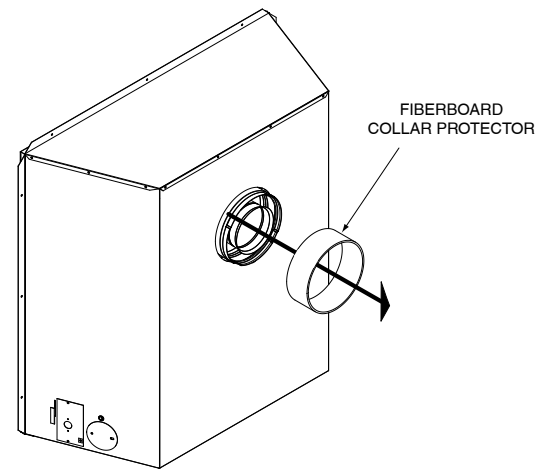


Figure 4 - Removing Collar Protector (Rear Vent) Fireplace

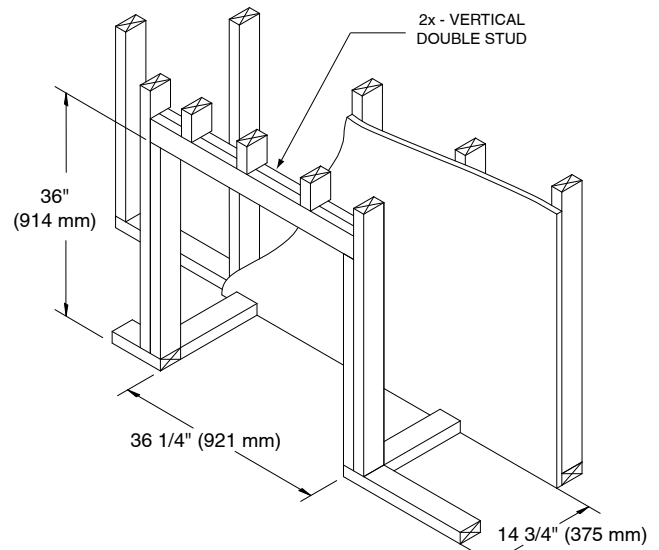


Figure 5 - Framing Clearances for Flush, Wall Installation

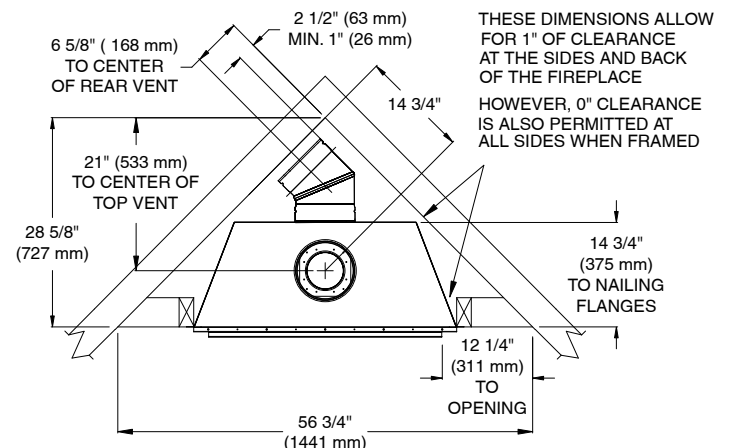


Figure 6 - Framing Clearances for Corner Installation

**MANTEL CLEARANCES**

Figure 8 shows projected mantel depths at various heights above the top of the louver opening. Figure 7 shows the minimum allowable distances from various mantel components in relation to the both sides of the fireplace opening.

**⚠ WARNING: When finishing appliance, do not overlap combustible materials onto the black front face. Brick, tile, or other non-combustible materials may be applied to the face provided that any fireplace openings are not blocked and gaps in the material used and the face are sealed with a non-combustible caulking.**

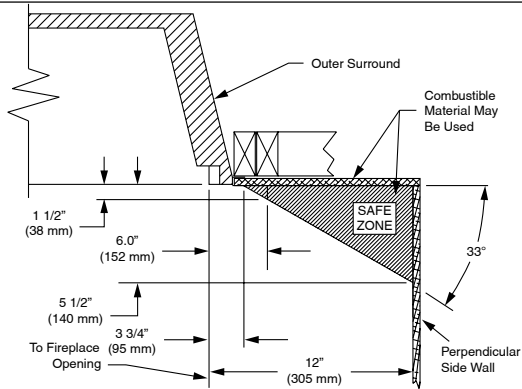
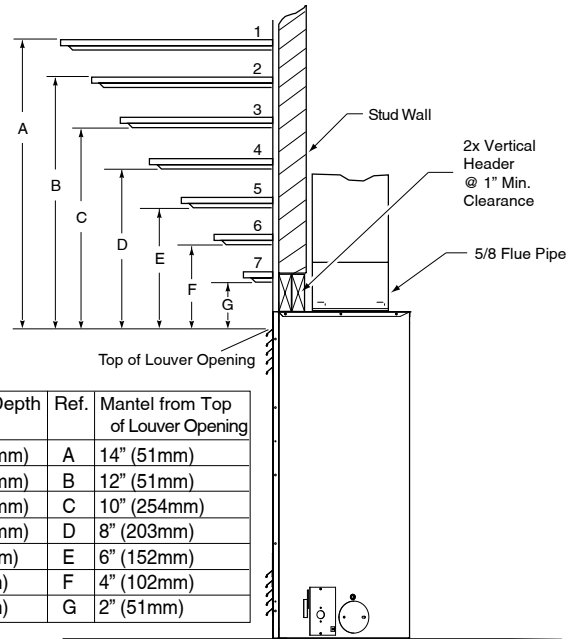


Figure 7 - Side Clearances for Combustible Mantels



Ref.	Mantel Depth	Ref.	Mantel from Top of Louver Opening
1	16" (267mm)	A	14" (51mm)
2	14" (229mm)	B	12" (51mm)
3	12" (190mm)	C	10" (254mm)
4	10" (152mm)	D	8" (203mm)
5	8" (114mm)	E	6" (152mm)
6	4" (76mm)	F	4" (102mm)
7	2" (38mm)	G	2" (51mm)

Figure 8 - Clearances for Combustible Mantels

**UNIT DIMENSIONS**  
**Rear / Top Vent Common**

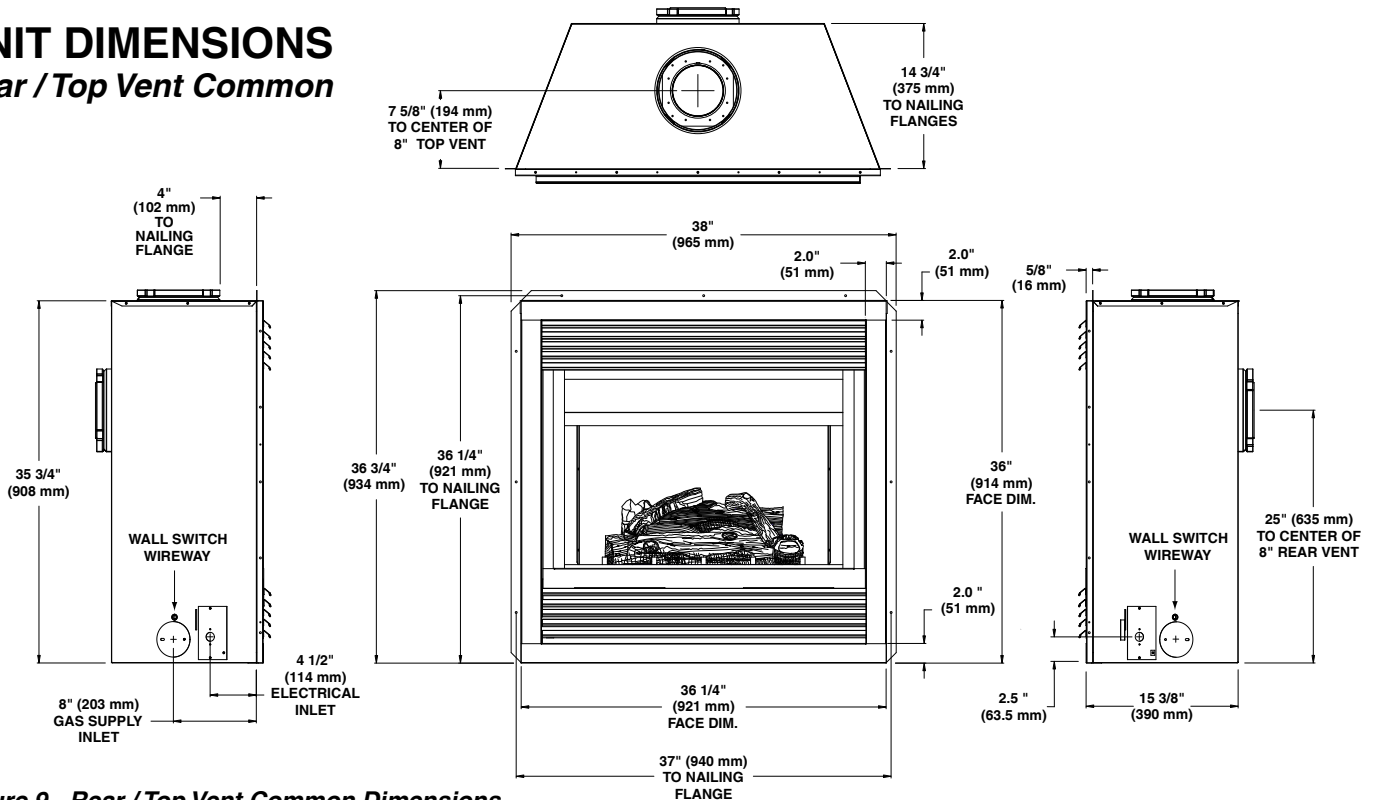
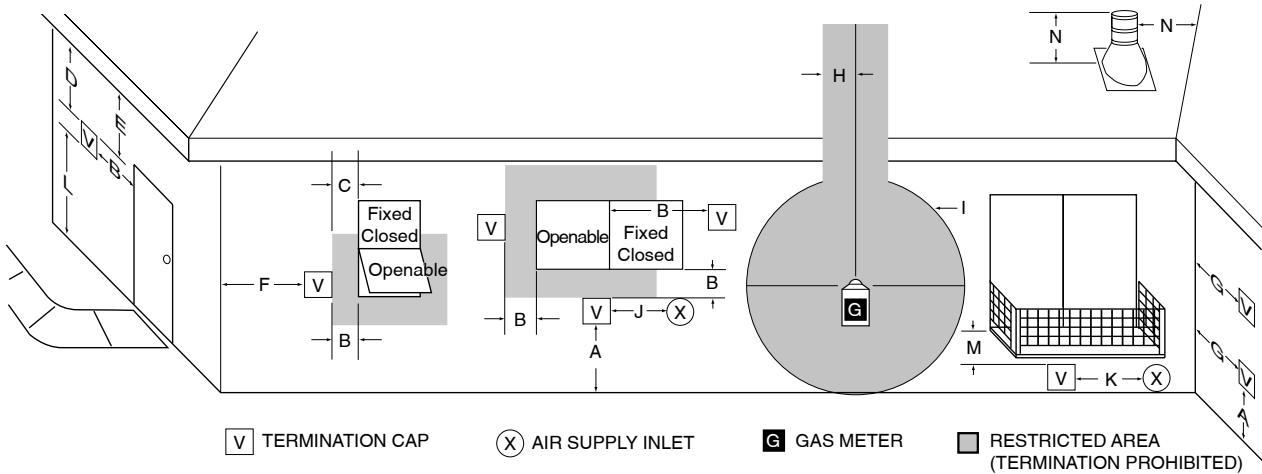


Figure 9 - Rear / Top Vent Common Dimensions

# LOCATION OF TERMINATION CAP



- A = clearance above grade, veranda, porch, deck, or balcony [\*12 inches (30.5cm) minimum]
- B = clearance to window or door that may be opened [12 inches (30.5cm) minimum]
- C = clearance to permanently closed window [minimum 12 inches (30.5cm) recommended to prevent condensation on window]
- D = vertical clearance to ventilated soffit located above the terminal within a horizontal distance of 24 inches (61cm) from the center-line of the terminal [18 inches (45.7cm) minimum]
- E = clearance to unventilated soffit [12 inches (30.5cm) minimum]
- F = clearance to outside corner (see below)
- G = clearance to inside corner (see below)
- H = \*not to be installed above a meter/regulator assembly within 36 inches (91.4cm) horizontally from the center-line of the regulator
- I = clearance to service regulator vent outlet [\*72 inches (182.9cm) minimum]
- J = clearance to non-mechanical air supply inlet to building or the combustion air inlet to any other fireplace [\*12 inches (30.5cm) minimum]
- K = clearance to a mechanical air supply inlet [\*72 inches (182.9cm) minimum]
- L = clearance above paved side-walk or a paved driveway located on public property [\*84 inches (213.3cm) minimum]
- M = clearance under veranda, porch, deck [\*12 inches (30.5cm) minimum]
- N = clearance above a roof shall extend a minimum of 24 inches (61cm) above the highest point when it passes through the roof surface and any other obstruction within a horizontal distance of 18 inches (45.7cm)

vent shall not terminate directly above a side-walk or paved driveway which is located between two single family dwellings and serves both dwellings\*  
 only permitted if veranda, porch, deck or balcony is fully open on a minimum of 2 sides beneath the floor\*  
 \* as specified in CAN/CSA B149 (.1 or .2) Installation Codes (1991) for Canada and U.S.A.  
 Note: Local codes or regulations may require different clearances

## Termination Clearances for Buildings with Combustible and Noncombustible Exteriors

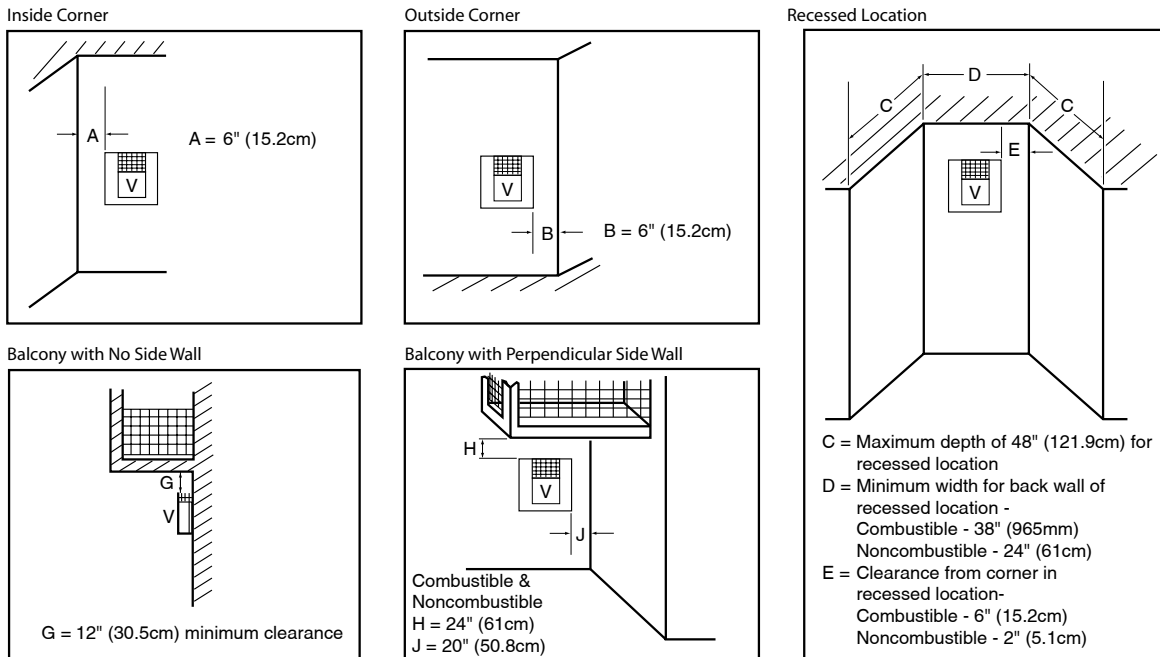


Figure 10 - Minimum Clearances for Termination Cap

## VENTING INSTALLATION INSTRUCTIONS

**NOTICE:** Read these instructions completely before attempting installation.

These models are tested and approved for use with DESA (direct-vent) pipe components and terminations.

The venting system must terminate on the outside of the structure and can not be attached to a chimney or flue system servicing a solid fuel or gas burning appliance. A direct-vent appliance must have its own venting system. **DO NOT** common vent this appliance.

These models are approved to be vented either horizontally through an outside wall or vertically through a roof or chase enclosure using the following:

- When venting system terminates horizontally on an outside wall you may install a standoff if the termination cap is to be installed directly on combustible finish such as vinyl, wood, stucco, etc.
- Never run the vent downward as this may cause excessive temperatures which could cause a fire.
- Vent pipe air space clearances to combustibles are 1" on all sides except on the horizontal sections, which require 2" clearance from the top of the pipe. Where the termination cap penetrates a combustible wall, the use of a 2 piece wall firestop is required to support the termination cap and maintain proper clearances.
- Have fireplace and selected vent components on hand to help determine the exact measurements when elbowing or offsetting. Always use wall firestops when penetrating walls and vertical firestops when penetrating ceilings, floor joists or attic spaces.
- Install horizontal venting with a 1/4" rise for every 12" of run towards the termination.

**⚠ WARNING:** Read all instructions completely and thoroughly before attempting installation. Failure to do so could result in serious injury, property damage or loss of life.

**IMPORTANT:** Do not seal vent cap to pipe. Cap must be removable for servicing.

**NOTICE:** Failure to follow these instructions will void the warranty.

## INSTALLATION PRECAUTIONS

- Wear gloves and safety glasses for protection
- Use extreme caution when using ladders or when on roof tops
- Be aware of electrical wiring locations in walls and ceilings

The following actions will void the warranty on your venting system:

- Installation of any damaged venting component
- Unauthorized modification of the venting system (Do not cut or alter vent components)
- Installation of any component part not manufactured or approved by DESA.
- Installation other than as instructed by these instructions

**⚠ WARNING:** This gas fireplace and vent assembly must be vented directly to the outside. The venting system must NEVER be attached to a chimney serving a separate solid fuel burning appliance. Each direct-vent gas appliance must use a separate vent system. Do not use common vent systems.

**⚠ WARNING:** Vent pipe air space clearance to combustibles are 1" on all sides except on horizontal sections, which require 2" clearance from the top of the pipe. Where the termination cap penetrates a combustible wall 1", air space clearance is required.



# VENTING INSTALLATION INSTRUCTIONS

## Continued

### INSTALLATION PLANNING

There are two basic types of direct-vent installations:

- Horizontal Termination
- Vertical Termination

#### Horizontal Termination Installation

**IMPORTANT:** Horizontal square terminations require only inner portion of wall firestop. Horizontal installation using round termination require exterior portion of wall firestop (see **Figure 18**, page 11).

1. Set the fireplace in its desired location and determine the route your horizontal venting will take. Do not secure the fireplace until all venting has been installed. Some installations require sliding the fireplace in and out of position to make final venting connections. **Figures 19** through **25** on pages 11 through 13 show different configurations for venting with horizontal termination that will help you decide which application best suits your installation. Check to see if wall studs or roof rafters are in the path of your desired venting route. If they are, you may want to adjust the location of the fireplace.

2. Direct vent pipe sections and components are designed with special twist-lock connections.

**Twist-Lock Procedure:** The female ends of the pipes have locking lugs (indentations). These lugs will slide straight into matching slots on the male ends of adjacent pipes. Push pipe sections together and twist one section clockwise approximately one-quarter turn until the sections are fully locked (see **Figure 11**). **Note:** Horizontal runs of vent must be supported every three feet. Use wall strap for this purpose.

3. Any straight pipe section, a 45°, or a 90° elbow can be used when first connecting the venting system to the fireplace. Elbows are designed to twist lock into any of four 90° positions to direct the venting system to the desired location.

**IMPORTANT:** Do not attempt to alter the configuration of the elbows by cutting, twisting, bending, etc.

4. Assemble the desired combination of pipe and elbows to the fireplace flue collar. If there are long portions of venting run, pipe sections may be pre-assembled and installed for convenience.

5. Carefully determine the location where the vent pipe assembly will penetrate the outside wall. The center of the hole should line up with the center-line of the horizontal vent pipe. Mark the wall for a 10 3/4" x 10 3/4" square hole. Cut and frame the square hole in the exterior wall where the vent will be terminated. If the wall being penetrated is constructed of noncombustible material, such as masonry block of concrete, a 8 1/2" hole with zero clearance is acceptable (see **Figure 12**).

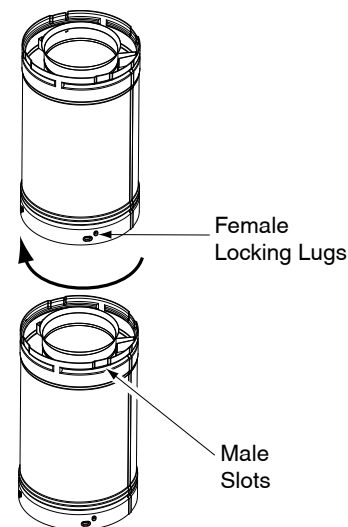


Figure 11 - Vent Pipe Connection

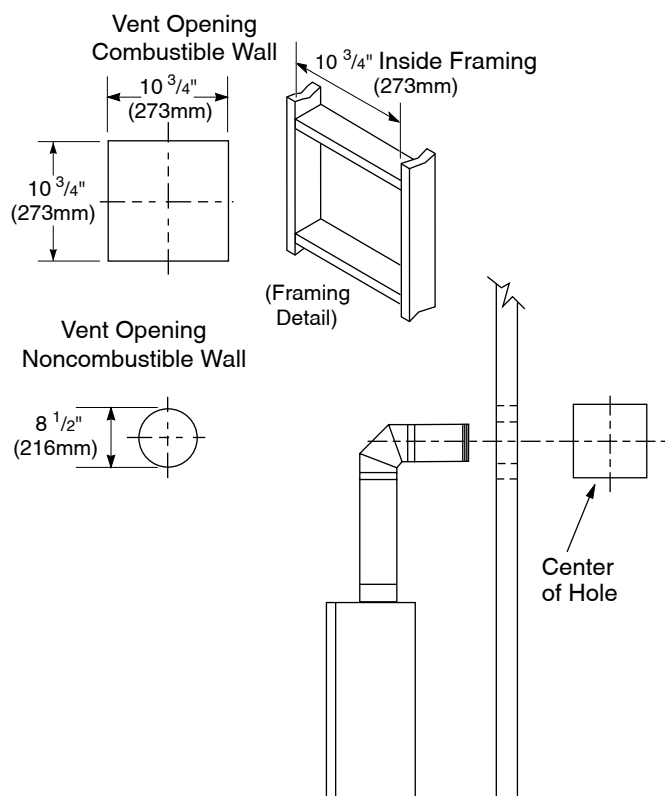


Figure 12 - Vent Opening Requirements

**⚠ WARNING:** Never run vent downward as this may cause excessive temperatures which could cause a fire. Operation of improperly installed and maintained venting system could result in serious injury, property damage or loss of life.

**⚠ WARNING:** Do not recess vent termination into any wall. This will cause a fire hazard.

## VENTING INSTALLATION INSTRUCTIONS

### Continued

6. **Noncombustible Exterior Wall:** Position the horizontal vent cap in the center of the 8 1/2" round hole and attach to the exterior wall with four wood screws provided. Before attaching the vent cap to exterior wall, run a bead of non-hardening mastic (pliable sealant) around the outside edges to make a seal between it and the outside wall. **Note:** The four wood screws provided should be replaced with appropriate fasteners for stucco, brick, concrete, or other types of sidings. (See **Figure 13**).

**Combustible Exterior Wall:** For vinyl siding, stucco or wood exteriors, a siding standoff may be installed between the vent cap and exterior wall. The siding standoff prevents excessive heat from damaging the siding materials. Siding material must be cut to accommodate standoff. Bolt the vent cap to the standoff. Apply non-hardening mastic around outside edge of standoff. Position the standoff/cap assembly in the center of the 10 3/4" square hole and attach to exterior wall with wood screws provided (see **Figure 14**). The siding standoff must sit flush against the exterior fascia material.

7. **Combustible Exterior Wall Only:** Fit the outer and inner wall firestop into the wall before connecting horizontal run to vent cap (see **Figure 15**).
8. Carefully move fireplace, with vent assembly attached, toward wall and insert vent pipe into horizontal termination. The pipe overlap should be a minimum of 1 1/4".
9. **Combustible Exterior Wall Only:** Slide wall firestop against interior wall surface and attach with screws provided (see **Figure 16**). See **Figure 17** for horizontal termination details.
10. Place fireplace into position and shim with noncombustible material, if needed. Nail or screw flanges to framing to secure unit in place. **IMPORTANT:** Make sure fireplace is level before securing. If fireplace is not level, it will not work properly.

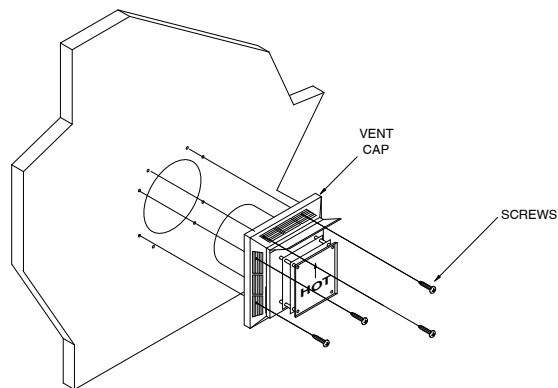


Figure 13 - Installing Horizontal Vent Cap (Noncombustible)

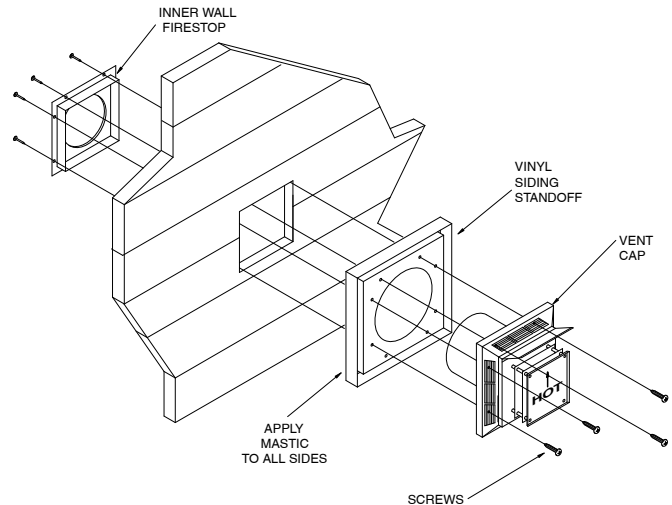


Figure 14 - Installing Siding Standoff

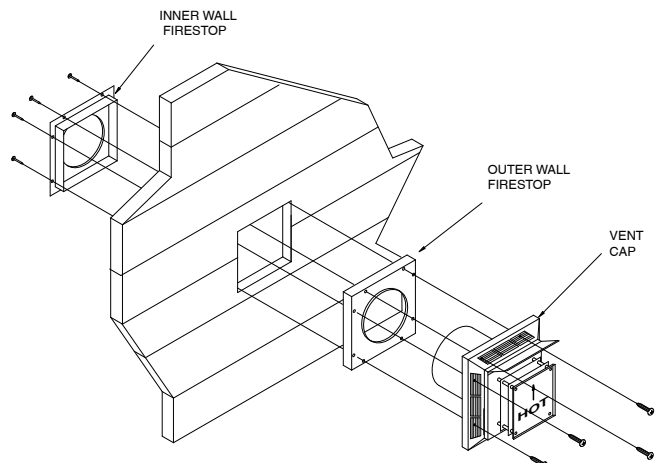


Figure 15 - Installing Outer Wall Firestop

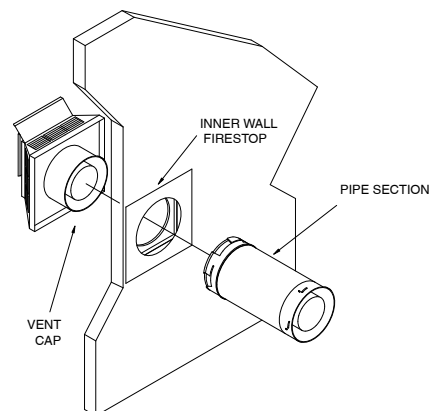


Figure 16 - Installing Inner Wall Firestop

# VENTING INSTALLATION INSTRUCTIONS

## Continued

### Horizontal Termination Configuration

Figures 19 through 25 show different configurations and alternatives for venting with horizontal terminations. Each figure includes a chart with critical minimum and maximum dimensions which MUST be met. **IMPORTANT:** Remember that a horizontal run of venting must have a 1/4" rise for every 12" of run toward the termination.

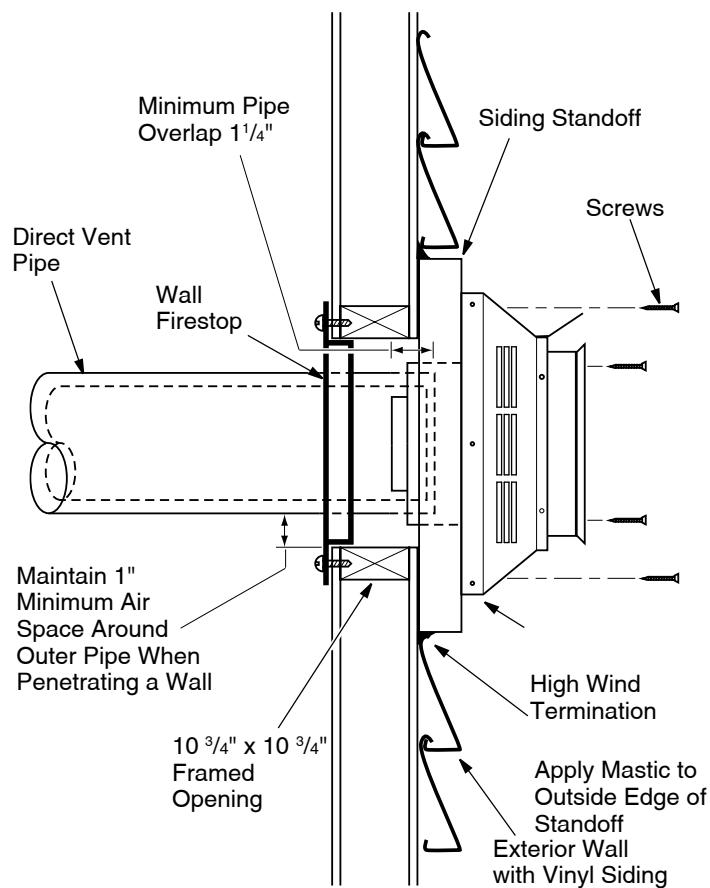


Figure 17 - Typical Horizontal Termination Cap Mounting with Additional Siding Standoff Installed

### GROUND FLOOR INSTALLATION REAR VENT

Recommended Applications for Rear Vent Model (V)CD36R:

- Installation using cabinet surrounds
- Through the wall using round or square termination (up to a maximum of 18" of horizontal pipe)
- Corner installation (Using one 45° elbow and a maximum of 18" of horizontal pipe).

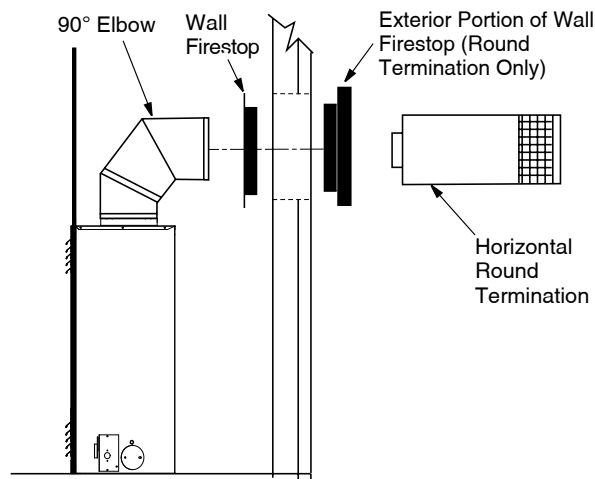


Figure 18 - Horizontal Termination Configuration for Round Termination (Model (V)CD36T)

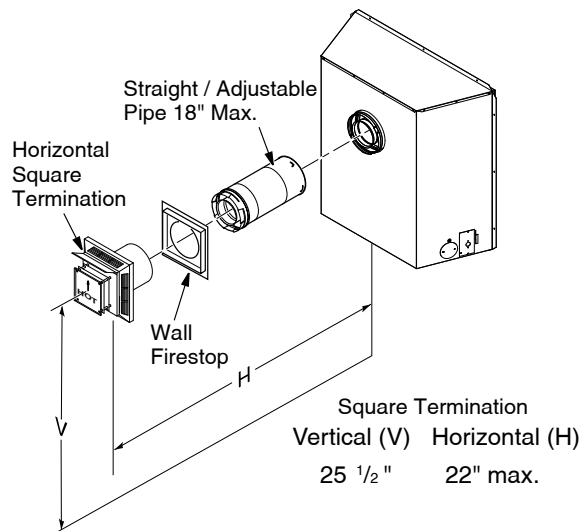


Figure 19 - Horizontal Termination Configuration for Flush Installation (Model (V)CD36R)

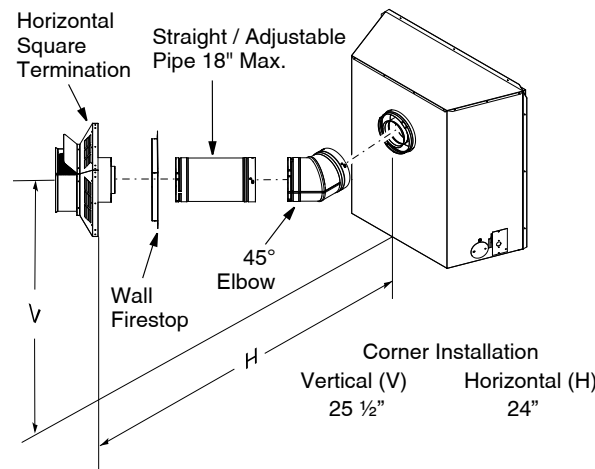


Figure 20 - Horizontal Termination Configuration for Corner Installation (Model (V)CD36R)

# VENTING INSTALLATION INSTRUCTIONS

## Continued

### GROUND FLOOR INSTALLATION TOP VENT

Recommended Applications for Top Vent Model (V)CD36T:

- Installation using cabinet surrounds
- Through the wall using round or square termination (up to a maximum of 24" of horizontal pipe)
- Corner installation (Using one 90° elbow and a maximum of 24" of horizontal pipe).

Required Vertical (V)	Vertical (V) Vertical Pipe	Allowable Horizontal (H)
45 1/2"	None	26" Max.
57 1/4" Min.	1 ft.	30" Max.
69 1/4" Min.	2 ft.	74" Max.
81 1/2" Min.	3 ft.	98" Max.
94" Min.	4 ft.	122" Max.
106" Min.	5 ft.	146" Max.
159" Min.	9 ft.	20' Max.

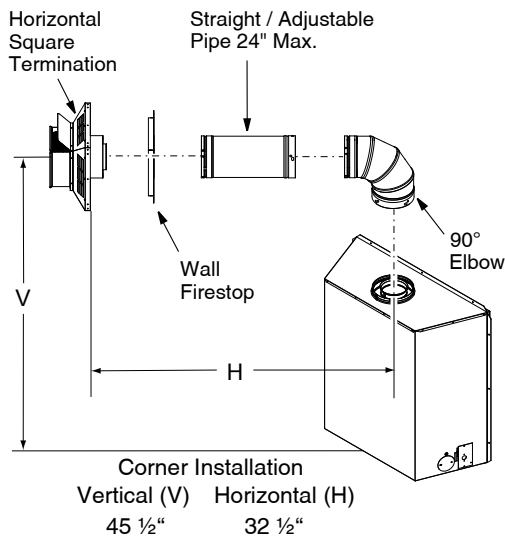


Figure 21 - Horizontal Termination Configuration for Corner Installation using One 90° Elbow (Model (V)CD36T)

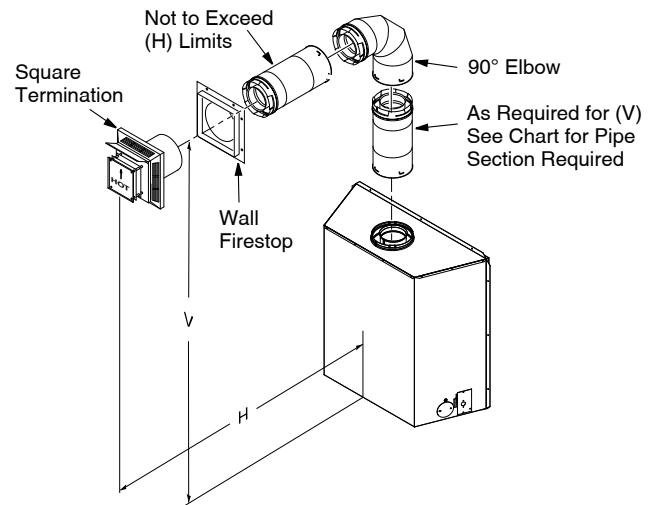


Figure 22 - Horizontal Termination Configuration with Vertical Rise and One 90° Elbow (Model (V)CD36T)

### SNORKEL TERMINATION INSTALLATION

Recommended Applications Models (V)CD36R and (V)CD36T:

- Installations requiring vertical rise on building exterior.
- Installation using snorkel termination to achieve 1 ft. above grade.

Snorkel termination □

you must provide proper drainage to prevent water from entering snorkel (see Figure 23). Do not back fill around snorkel termination.

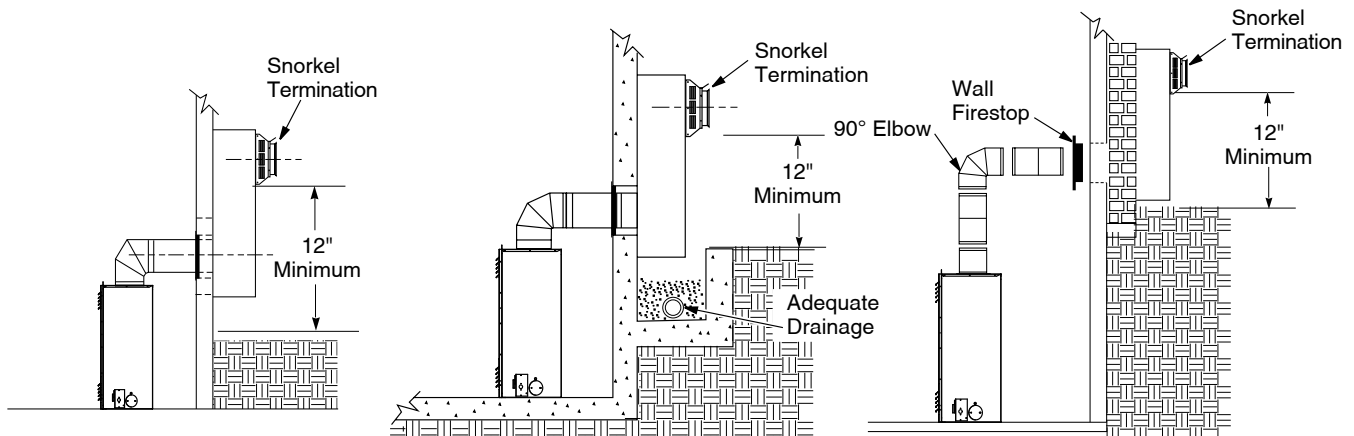


Figure 23 - Snorkel Termination Configurations for Below Ground Installation

**HORIZONTAL SYSTEM INSTALLATION USING TWO 90° ELBOWS**

The following configurations show the minimum vertical rise requirements for a horizontal system using two 90° elbows.

**Venting with Two 90° Elbows**

Vertical (V)	Horizontal (H <sub>1</sub> ) + Horizontal (H <sub>2</sub> )
8' min.	9' max.
9' min.	11' max.
10' min.	13' max.
12' min.	17' max.
14' min.	20' max.

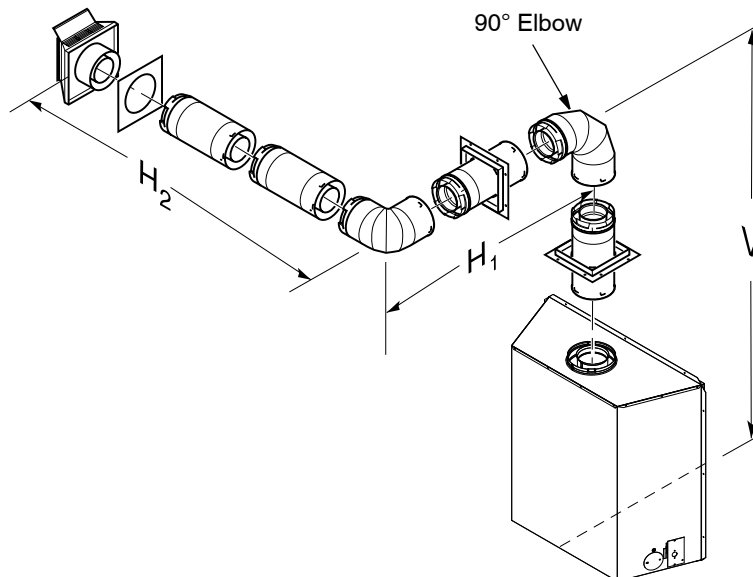


Figure 24 - Horizontal Termination Configuration for Venting using Two 90° Elbows (Model (V)CD36T)

**Venting with Three 90° Elbows**

Vertical (V)	Horizontal (H <sub>1</sub> )	Horizontal (H <sub>1</sub> ) + Horizontal (H <sub>2</sub> )
5' min.	2' max.	6' max.
6' min.	3' max.	8' max.
7' min.	4' max.	10' max.
8' min.	5' max.	12' max.
12' min.	8' max.	20' max.
20' max.	8' max.	20' max.

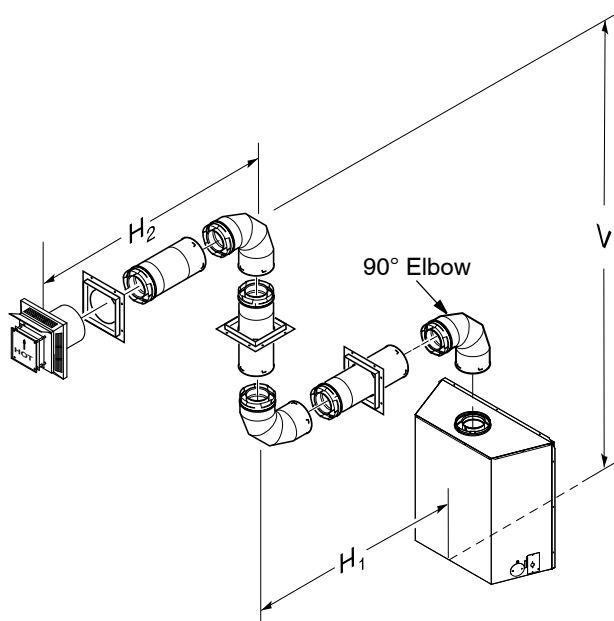


Figure 25 - Horizontal Termination Configuration for Venting using Three 90° Elbows (Model (V)CD36T)

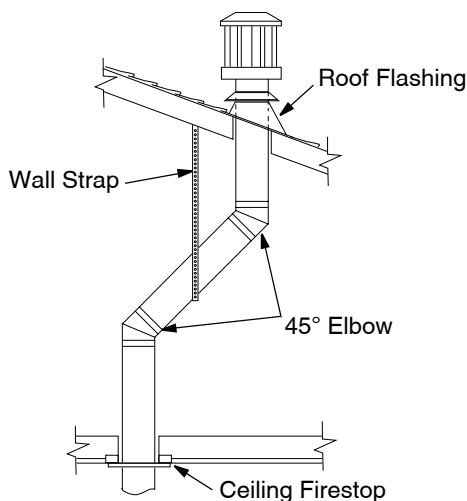
## VENTING INSTALLATION INSTRUCTIONS

### Continued

**Note:** Vertical restrictor must be installed in all vertical installations.

1. Determine the route your vertical venting will take. If ceiling joists, roof rafters, or other framing will obstruct the venting system, consider an offset (see **Figure 26**) to avoid cutting load bearing members. **NOTE:** Pay special attention to these installation instructions for required clearances (air space) to combustibles when passing through ceilings, walls, roofs, enclosures, attic rafters, etc. Do not pack air spaces with insulation. Also note maximum horizontal offset limitations.
2. Set fireplace in desired location. Drop a plumb line down from the ceiling to the position of the fireplace exit flue. Mark the center point where the vent will penetrate the ceiling. Drill a small locating hole at this point.

Drop a plumb line from the inside of the roof to the locating hole in the ceiling. Mark the center point where the vent will penetrate the roof. Drill a small locating hole at this point.



**Figure 26 - Offset with Wall Strap and 45° Elbows**

### Flat Ceiling Installation

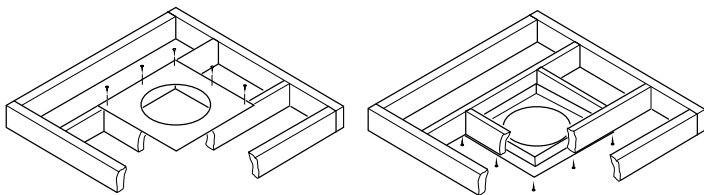
1. Cut a 10 3/4" square hole in the ceiling using the locating hole as a center point. The opening should be framed to 10 3/4" x 10 3/4" (273 mm x 273 mm) inside dimensions, as shown in **Figure 12** on page 9 using framing lumber the same size as the ceiling joists. If the area above the ceiling is an insulated ceiling or a room, nail firestop from the top side. This prevents loose insulation from falling into the required clearance space. Otherwise, install firestop below the framed hole. The firestop should be installed with no less than three nails per side (see **Figure 27**).

2. Assemble the desired lengths of pipe and elbows necessary to reach from the fireplace flue up through the firestop. Be sure all pipe and elbow connections are fully twist-locked (see **Figure 11**, page 9).
3. Cut a hole in the roof using the locating hole as a center point. (Cover any exposed open vent pipes before cutting hole in roof.) The 10 3/4" x 10 3/4" hole must be measured on the horizontal; actual length may be larger depending on the pitch of the roof. There must be a 1" clearance from the vent pipe to combustible materials. Frame the opening as shown in **Figure 12**, page 9.
4. Connect a section of pipe and extend up through the hole.
 

**Note:** If an offset is needed to avoid obstructions, you must support the vent pipe every 3 feet. Use wall straps for this purpose (see **Figure 26**). Whenever possible, use 45° elbows instead of 90° elbows. The 45° elbow offers less restriction to the flow of the flue gases and intake air.
5. Place the flashing over the pipe section(s) extending through the roof. Secure the base of the flashing to the roof and framing with roofing nails. Be sure roofing material overlaps the top edge of the flashing as shown in **Figure 26**. There must be a 1" clearance from the vent pipe to combustible materials.
6. Continue to add pipe section until the height of the vent cap meets the minimum building code requirements described in **Figure 10** on page 7. **Note:** You must increase vent height for steep roof pitches. Nearby trees, adjoining rooflines, steep pitched roofs, and other similar factors may cause poor draft or down-drafting in high winds. Increasing the vent height may solve this problem.
7. Twist-lock the vent cap onto the last section of vent pipe.

**Note:** If the vent pipe passes through any occupied areas above the first floor, including storage spaces and closets, you must enclose pipe. You may frame and sheetrock the enclosure with standard construction material. Make sure and meet the minimum allowable clearances to combustibles. Do not fill any of the required air spaces with insulation.

If area above is a room, install firestop above framed hole. If the area above is not a room, install firestop below framed hole.



**Figure 27 - Installing Firestop**

# VENTING INSTALLATION INSTRUCTIONS

## Continued

### Vertical Termination Configurations

Figures 28 through 31 show four different configurations for vertical termination.

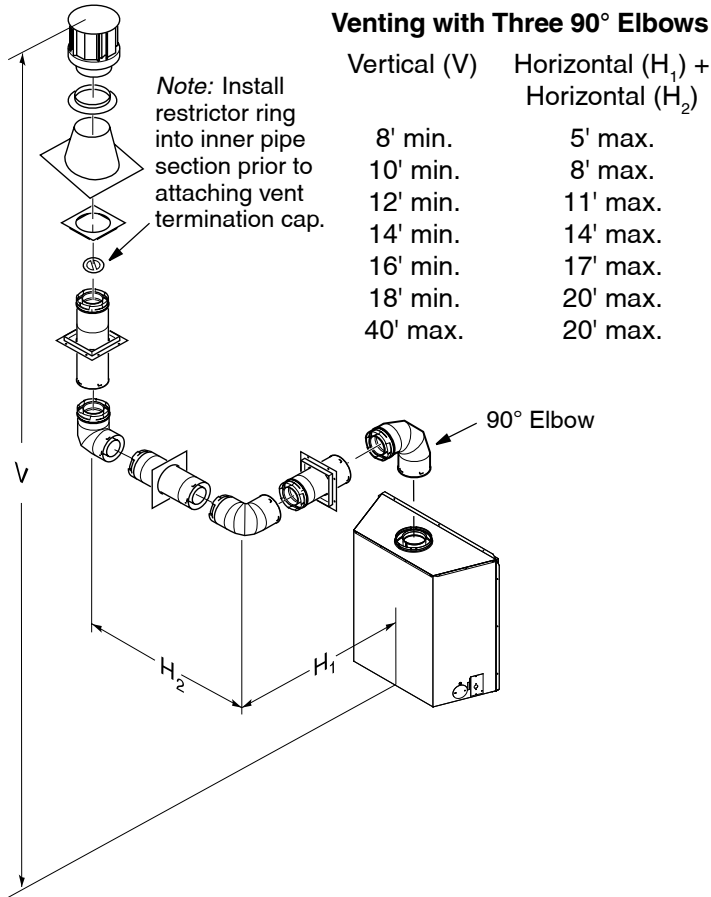


Figure 28 - Vertical Venting Configuration using Three 90° Elbows (Model (V)CD36T with Vertical Round High Wind Termination)

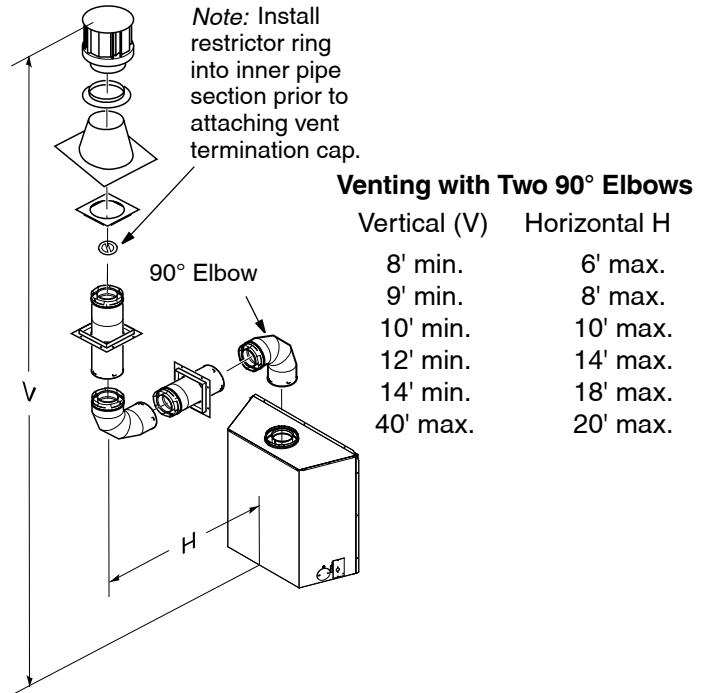


Figure 29 - Vertical Venting Configuration Using Two 90° Elbows (Model (V)CD36T with Vertical Round High Wind Termination)

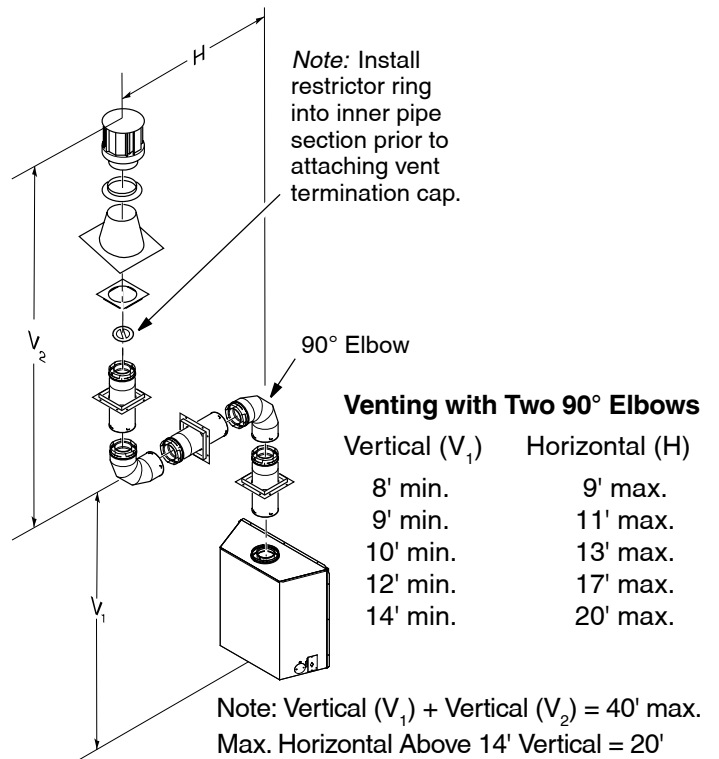
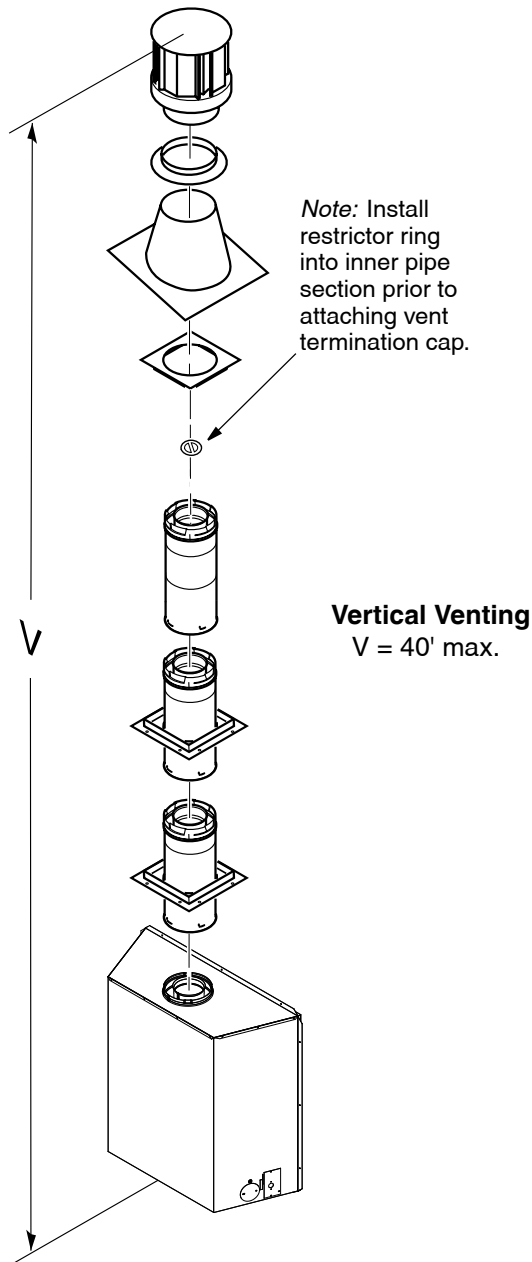


Figure 30 - Vertical Venting Configuration Using Two 90° Elbows (Model (V)CD36T with Vertical Round High Wind Termination)

## VENTING INSTALLATION INSTRUCTIONS

*Continued*



**Figure 31 - Vertical Venting Configuration with No Horizontal Run (Model (V)CD36T with Vertical Round High Wind Termination)**

### PARTS LISTS FOR VENTING KITS AND COMPONENTS

#### DESA (5/8") Pipe & Vent Kits

Number	Description
P58-6	6" Section Double Wall Pipe Galvanized
P58-12	12" Section Double Wall Pipe, Galvanized
P58-24	24" Section Double Wall Pipe, Galvanized
P58-36	36" Section Double Wall Pipe, Galvanized
P58-48	48" Section Double Wall Pipe, Galvanized
PA58-712	Adjustable 7"-12" Section Double Wall Pipe, Galvanized
FPA58-6	6" Duravent Collar to FMI Pipe Adaptor (6" Collar/ Pipe Section)
DPA58-6	6" FMI Collar to Pipe Duravent Adaptor (6" Collar/ Pipe Section)
E58-45	45° Elbow, Galvanized
E58-90	90° Elbow Galvanized
FSE58-45	45° Starter Elbow, Galvanized (Duravent Collar to FMI Pipe)
DSE58-45	45° Starter Elbow, Galvanized (FMI Collar to Duravent Pipe)
VKG-58	Ground Floor Vent Kit
VKB-58	Basement Vent Kit
VKC-58	Corner Vent Kit
VKS-58	Snorkeo Vent Kit
VKC-58	Corner Vent Kit
HTK	Horizontal Round Termination Kit
HT-58	Horizontal Round Termination, Galvanized
HTKS-58	Horizontal Square Termination, Galvanized
VT-58	Vertical Round Termination, Galvanized
ST-58-14	14" Snorkel Termination, Galvanized
ST-58-36	36" Snorkel Termination, Galvanized
SC-58	Storm Collar, Galvanized
WF-58	Wall Firestop, Galvanized
RF-58-6	Roof Flashing - 0 to 6/12 Pitch, Galvanized
RF-58-12	Roof Flashing - 6/12 to 12/12 Pitch, Galvanized
VR-58	Vertical Restrictor, Galvanized
WS-58	Wall Strap
CS-58	Cathedral Ceiling Support
FP-58	Firestop Plate
SF-58	Stucco Flashing - For use with HTS-5



## ELECTRICAL SUPPLY CONNECTION

**CAUTION:** Disconnect the electrical power to the supply circuit before attempting to connect or service this appliance.

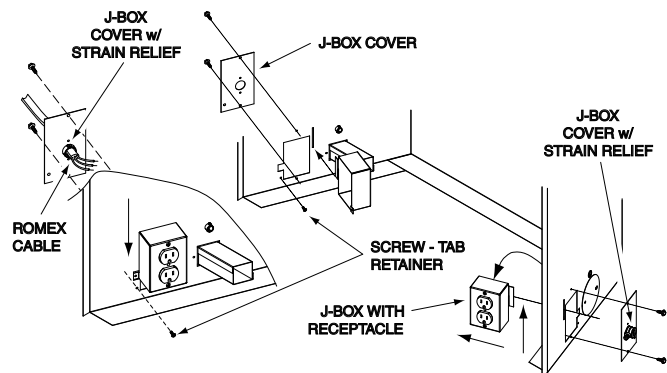
**WARNING:** This appliance, when installed must be electrically grounded in accordance with local code or in the absence of local code, with the current National Electric Code, ANSI/NFPA 70, or the Canadian Electric Code, CSA C22.1.

A pre-wired junction box receptacle with strain relief is provided on the right side of the cabinet for hard wiring the unit to a 15 Amp, 120VAC, 60Hz grounded branch circuit. If the installation demands that the electrical supply be connected from the left side, the entire receptacle box can be relocated to the left side by following these instructions:

**Note:** If you do not need to relocate the junction box, to connect the electric supply follow steps 8 through 11 only:

1. Remove the 2 screws and outer cover with strain relief bushing on the right side of the cabinet (see **Figure 32**).
2. Remove inner retaining screw on the junction box mounting tab.
3. Slide the junction box up until the screw mounting tab is lined up to the notch in the outer cabinet.
4. Swing the junction box out and slip the retaining flange out through the slot in the outer cabinet.
5. Remove the two screws and outer cover on the left side of the outer cabinet.
6. Reinsert the junction box retaining flange through the slot now on the left side and swing the screw mounting tab back through the notch as before.
7. Slide the junction box down till the mounting tab holes line up and replace the inner retaining screw.
8. With the junction box cover removed, pull the end of 3-wire Romex supply line through the universal strain relief bushing on the cover. (see **Figure 32**).
9. Strip back the outer Romex to about 4" and connect the black, white and green wires accordingly using 3 wire nut connectors.
10. Tuck the tailing wires into the junction box and replace the junction box cover using the 2 remaining screws.
11. Tighten down the strain adjustment on the universal bushing until the Romex sheathing is secured.

The electrical connection is now complete.



**Figure 32 - Relocating Junction Box Receptacle and Electrical Supply Connection**

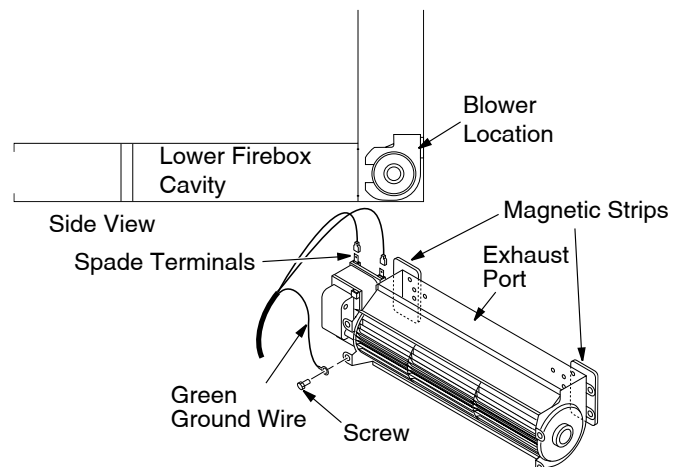
## OPTIONAL BLOWER INSTALLATION

**NOTICE:** If installing the blower in an existing fireplace with gas connections, shut off the gas supply to the fireplace before attempting to service this appliance. If it is necessary to disconnect the gas supply, contact a qualified service person to do this.

### Model BK Installation

Follow all instructions provided in the blower accessory kit:

1. Attach the power cord to the blower motor by firmly pushing the two female terminals at the end of the power cord onto the two spade terminals on the blower motor (see **Figure 33**).
2. Attach green ground wire from power cord to blower housing using screw provided (see **Figure 33**). Tighten screws securely.
3. Place the blower against the lower rear wall of the firebox outer wrapper with the exhaust port directed upward. The blower will fit inside the back opening and be held in position against the back wall by the magnets (see **Figure 33**).



**Figure 33 - Blower Model BK**

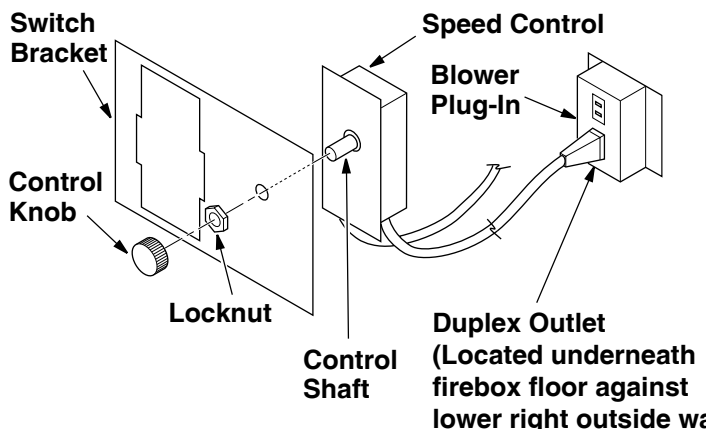
## OPTIONAL BLOWER INSTALLATION

### Continued

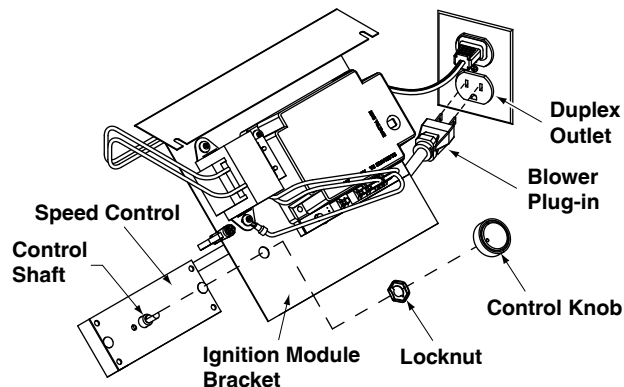
4. Be certain that all wire terminals are securely attached to terminals on blower motor and that the screw retaining the green ground wire is tight.
5. Mount speed control box by placing the plastic control shaft through the opening in switch bracket (see **Figure 34**) or the igniton module bracket (see **Figure 35**).
6. While supporting speed control, secure control shaft with lock nut by pushing and turning lock nut with pliers clockwise until it is tight against front panel. Place control knob provided on shaft.
7. Turn on power to duplex outlet if previously turned off per the warning in column 1, page 17.
8. Plug in blower power cord.
  - a. **If your firebox is installed as a freestanding unit with an accessory mantel**, determine whether the power cord will exit the left side or the right side of the firebox. Route power cord through exit hole and plug the power cord into a wall receptacle near the firebox.
  - b. **If your firebox installation is recessed and/or pre-wired**, plug the power cord into the duplex outlet provided. Refer to *Electrical Supply Connection*, page 17 for instructions on wiring the duplex box.

**CAUTION:** Never touch the blower wheel while in operation.

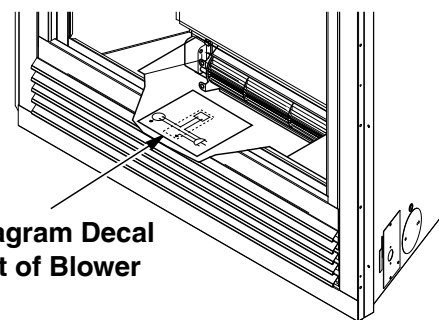
9. Check to make sure that the power cord is completely clear of the blower wheel and that there are no other foreign objects in blower wheel. Turn blower on and check for operation. Turn blower off by turning knob fully counterclockwise before continuing.
10. Peel off the backing paper and stick the supplied wiring diagram decal on the firebox bottom approximately 6" in front of the blower (see **Figure 36**).



**Figure 34 - Attaching Speed Control to Fireplace**  
*(Millivolt Models (VCD36R and VCD36T))*



**Figure 35 - Attaching Speed Control to Fireplace**  
*(Electronic Models (VCD36RE and VCD36TE))*



**Figure 36 - Locating Wiring Diagram Decal**

### Model BKT Installation

**Note:** When installing the BKT thermostatically-controlled blower, you must first secure the thermal switch bracket to the blower. If it has not already been factory installed.

Follow all instructions provided in the blower accessory kit:

1. Place the green ground wire with ring terminal between the bottom hole on the thermal switch bracket and the top ear hole on the blower assembly. Insert the phillips screw into all three pieces and tighten securely (see **Figure 37**, page 19).
2. Connect wire harness and power cord terminals. Connect the blue jumper wire to the blower motor terminal and the right side terminal of the thermal switch. Connect the black wire to the left side of the thermal switch and the white wire to the other remaining blower motor terminal.

**Note:** The power cord outer insulation sleeve may have to be stripped slightly to allow enough wire length to reach and make all connections. DO NOT trim excessive length away. Just enable enough to make all connections securely.

3. Place the blower against the lower rear wall of the firebox outer wrapper with the exhaust port directed upward and the thermdisc positioned up near the fireplace bottom. The thermdisc must be oriented near the fireplace bottom as shown in **Figure 37**, page 19, in order to sense temperature and properly operate. The blower will be held in position against the back wall by the magnets incorporated onto the blower housing (see **Figure 37**, page 19).

## OPTIONAL BLOWER INSTALLATION Continued

- Be certain that all wire terminals are securely attached to terminals on blower motor and thermal switch, and that the screw for the thermodisc bracket and green ground wire is tight.
- Mount the speed control box by placing the plastic control shaft through the opening in switch bracket (see **Figure 34**, page 18) or the ignition module bracket (see **Figure 35**, page 18)
- While supporting speed control, secure control shaft with lock nut by pushing and turning lock nut with pliers clockwise until it is tight against mounting plate. Place control knob provided on shaft (see **Figure 34 or 35**, page 18).
- Check to make sure that the power cord is completely clear of the blower wheel and that there are no other foreign objects in blower wheel. Also double check all wire leads and make sure wire routing is not pinched or in a precarious position. Correct accordingly.
- Turn on power to duplex outlet if previously turned off per the warning in column 1, page 17.
- Plug in blower power cord to duplex outlet.
- The blower will only run when the speed control knob is in the ON position and the thermal switch senses temperature after the fireplace begins to heat up. The blower speed can be adjusted by rotating the control knob. To turn off, turn knob fully counter-clockwise until it clicks off. If the blower is ON and has been running with the fireplace operating, the blower will continue to run for a short time after the fireplace has been turned off. As the thermal switch cools down, the blower shuts down automatically.
- Peel off the backing paper and stick the supplied wiring diagram decal on the firebox bottom approximately 6" in front of the blower (see **Figure 36**, page 18).

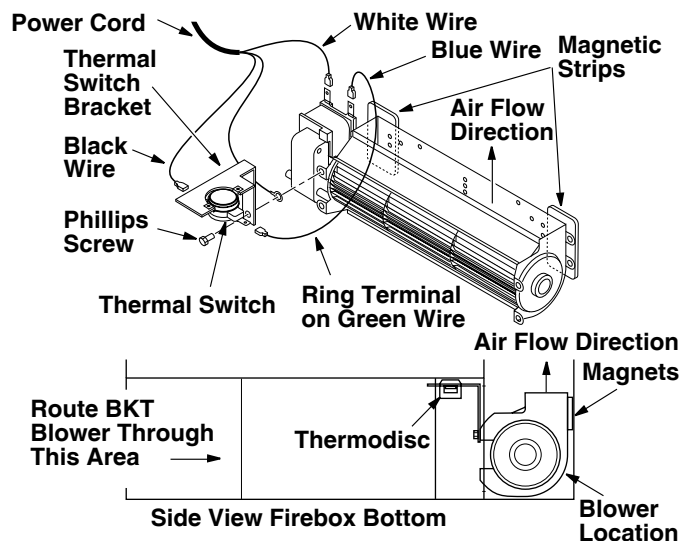


Figure 37 - Blower Model BKT

## WIRING DIAGRAMS

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

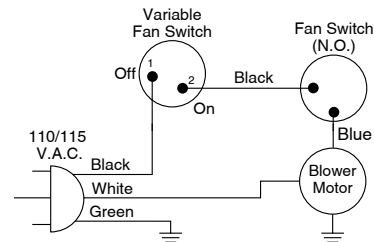


Figure 38 - Blower Wiring Diagram for Thermostatic-Controlled Models

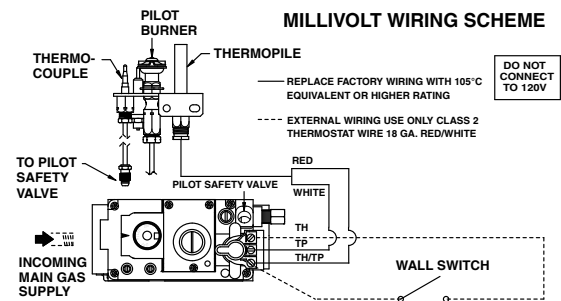


Figure 39 - Millivolt Ignition Wiring Diagram

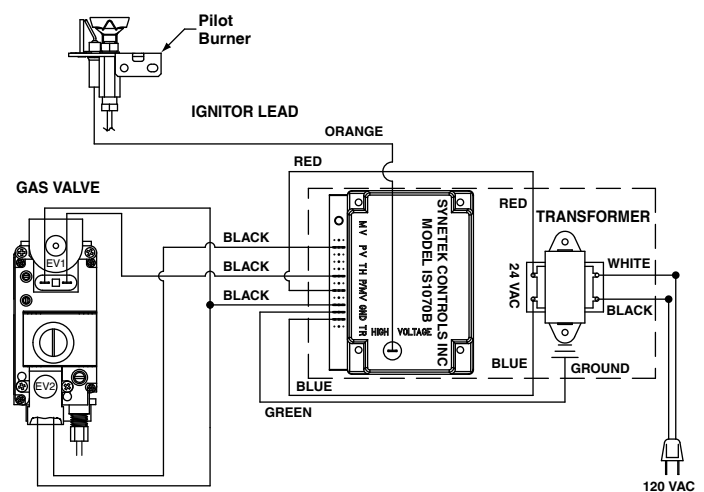


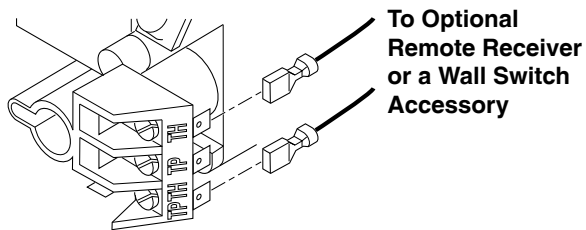
Figure 40 - Electronic Ignition Wiring Diagram

## INSTALLING OPTIONAL CONTROLS

### INSTALLING OPTIONAL WALL MOUNT SWITCH - GWMS2

1. Connect one terminal of 15 ft. wire from the wall switch to the TPTH terminal on the valve. Connect remaining wire terminal to the TH terminal on the valve. Make sure that the wire terminals are in the positions on the unit as pictured in **Figure 41**. If wires are not connected as shown the switch will not work.
2. Route the 15 ft. wire through hole openings with bushings provided on either side of the fireplace cabinet.
3. Connect one bare wire end to each of the terminals of the GWMS2 wall switch.
4. Install the wall switch and cover in the wall.

**IMPORTANT:** Do not use any other wire than that provided with the GWMS2 wall switch kit. Do not exceed 15 ft. of distance from the valve connection. Using wire of higher gage or turns or exceeding the minimum distance will increase resistance at the control valve causing unreliable performance of the fireplace controls.



**Figure 41 - Connecting Remote Receiver or Wall Switch to the Gas Control Valve**

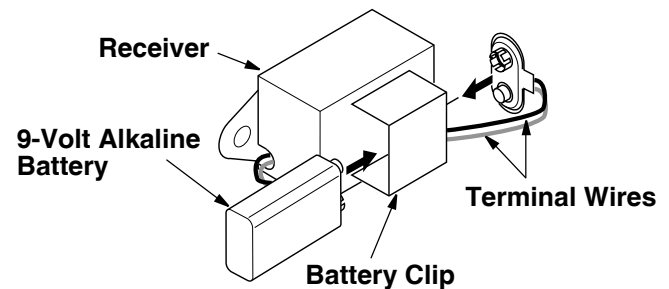
### INSTALLING OPTIONAL WIRELESS HAND-HELD REMOTE CONTROL - GHRC AND GHRCT SERIES

#### Installing Remote Receiver

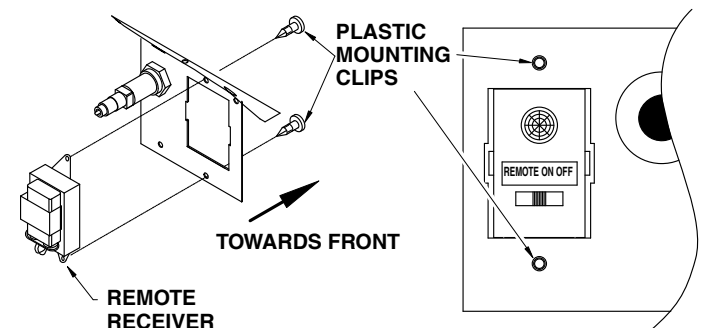
1. Open bottom louver and locate the switch bracket on the right
2. Locate the battery clip mounted on the back of the receiver. Slide a 9-volt alkaline battery (not included) through the clip
3. Attach the terminal wires to the battery. (see **Figure 42**).
4. Connect wires from receiver to TH and TPTH to control valve (see **Figure 41**).
5. Locate the two plastic mounting clips provided with the kit.
6. Use the clips to mount the receiver on remote mounting bracket, as shown in **Figure 43**.

#### Installing 9-Volt Alkaline Battery in Hand-Held Remote Control Unit

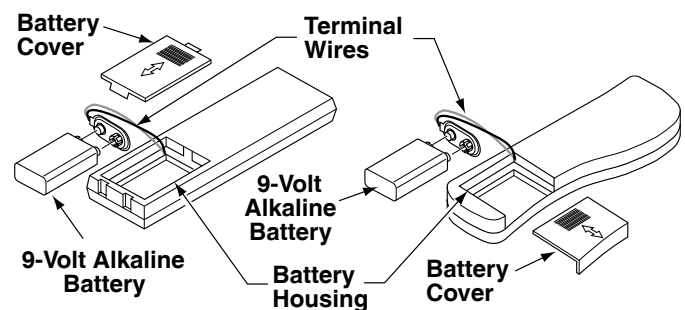
1. Remove battery cover on back of remote control unit.
2. Attach terminal wires to a 9-volt alkaline battery (not included). Place battery into the battery housing. (see **Figure 44**).
3. Replace battery cover onto remote control unit.



**Figure 42 - Attaching Alkaline Battery to Receiver**



**Figure 43 - Mounting Remote Receiver to Bracket**



**GHRCB Remote Control      GHRCTB Remote Control**  
**Figure 44 - Installing Battery in Hand-Held Control Unit (GHRCTB Series)**

## INSTALLING OPTIONAL CONTROLS

*Continued*

### INSTALLING OPTIONAL WIRELESS REMOTE CONTROL - MODEL WRC (Electronic Ignition)

#### Installing and Activating the Remote Receiver

1. Open bottom louver and locate the plug receptacle. The plug receptacle is located either on the right or left side of cabinet.
2. The WRC model receiver does not require a battery. The receiver can be installed by first plugging the short extension cord into the fireplace receptacle. Then plug the receiver unit into the extension cord. Finally plug the ignition module plug into the receiver unit (see **Figure 45**).
3. Activate the remote handset battery by removing the insulating tab on the back of the handset (see **Figure 46**). The battery is included pre-installed.
4. Once the battery is activated the unit is ready to use.
5. Replace the bottom louver panel.

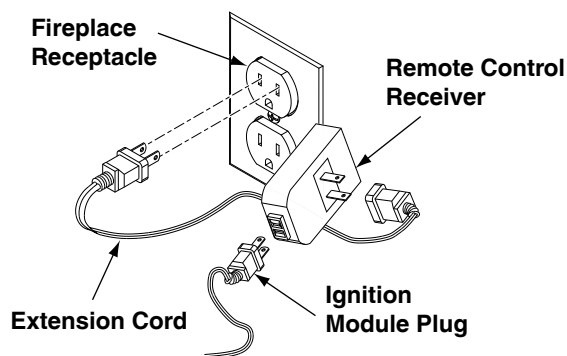


Figure 45 - Connecting WRC Remote Control Electronic

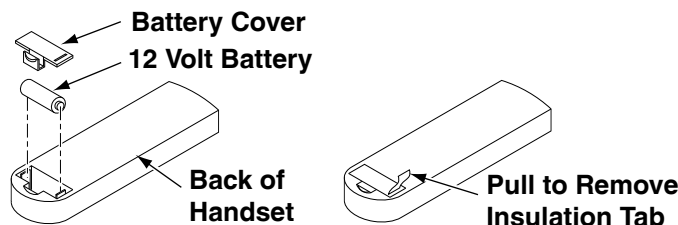


Figure 46 - Installing Battery into Back of Handset

## HIGH ALTITUDE INSTALLATION

Your DESA direct-vent fireplace has been tested and approved in the USA for elevations from 0-2000 feet (610 m) and in Canada at elevations from 0-4500 feet (1372 m).

When installing this fireplace in the USA at an elevation above 2000 feet (610 m), you may need to decrease the input rating by changing the existing burner orifice to a smaller size. Reduce input 4% for each 1000 feet (305 m) above sea level. Check with your local gas company for proper derate procedure and orifice size.

When installing this fireplace in Canada at an elevation above 4500 feet (1372 m), Check with local or provincial code authorities.

Consult your local gas company to help determine the proper orifice for your location.

For assistance with any high altitude installation contact DESA's Customer Service Department at 1-866-672-6040.

## GAS SUPPLY AND PIPING

### CHECK GAS TYPE

Use proper gas type for the fireplace unit you are installing. If your gas supply is not correct, do not install fireplace. See retailer where you purchased the fireplace for proper fireplace according to your gas type or to purchase gas conversion kit (see *Accessories*, page 43).

### INSTALLING GAS PIPING TO FIREPLACE

**WARNING:** A qualified service person must connect fireplace to gas supply. Follow all local codes.

**CAUTION:** For propane/LP units, never connect fireplace directly to the propane/LP supply. This heater requires an external regulator (not supplied). Install the external regulator between the fireplace and propane/LP supply.

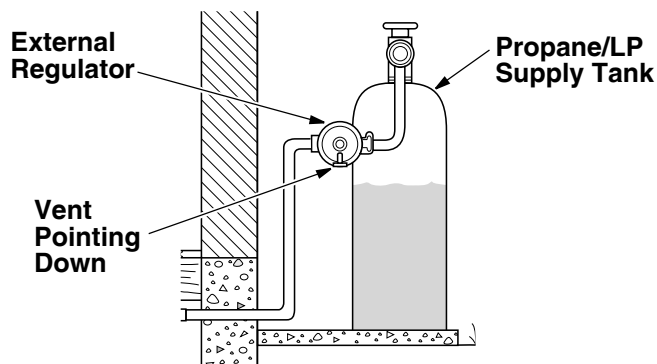


Figure 47 - External Regulator with Vent Pointing Down (Propane/LP Only)

## GAS SUPPLY AND PIPING *Continued*

### INSTALLING GAS PIPING TO FIREPLACE (Cont.)

#### Installation Items Needed

Before installing fireplace, make sure you have the items listed below:

- external regulator (when Propane/LP gas is supplied)
- piping (check local codes)
- sealant (resistant to propane/LP gas)
- equipment shutoff valve \*
- test gauge connection \*
- sediment trap
- tee joint
- pipe wrench
- approved flexible gas line with gas connector (if allowed by local codes)

\* A CSA design-certified equipment shutoff valve with 1/8" NPT tap is an acceptable alternative to test gauge connection. Purchase the CSA design-certified equipment shutoff valve from your retailer.

For propane/LP connection only, the installer must supply an external regulator. You must reduce incoming gas pressure to between 11 and 14 inches of water column. If you do not reduce incoming gas pressure, fireplace regulator damage could occur. Install external regulator with the vent pointing down as shown in **Figure 47**, page 21.

Pointing the vent down protects it from freezing rain or sleet.

**CAUTION:** Use only new, black iron or steel pipe. Internally-tinned copper tubing may be used in certain areas. Check your local codes. Use pipe of 1/2" inside diameter or greater to allow proper gas volume to fireplace. If pipe is too small, undue loss of volume will occur.

Installation must include an equipment shutoff valve, union and plugged 1/8" NPT tap. Locate NPT tap within reach for test gauge hook up. NPT tap must be upstream from fireplace (see **Figure 48**).

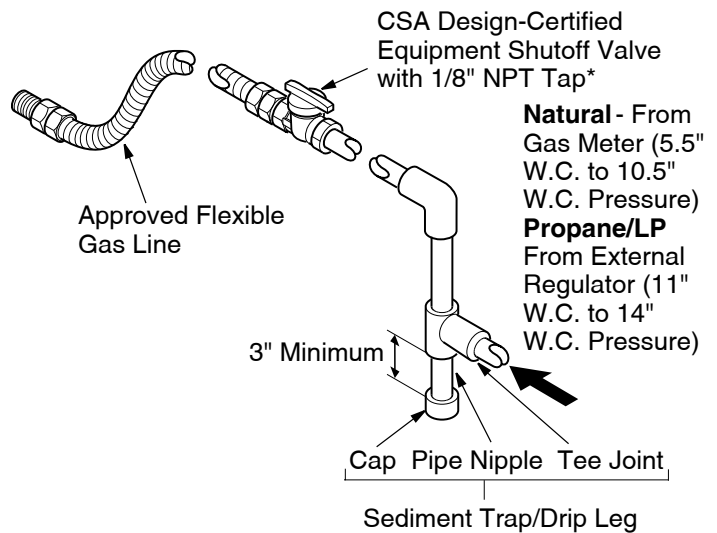
**IMPORTANT:** Install main gas valve (equipment shutoff valve) in an accessible location. The main gas valve is for turning on or shutting off the gas to the appliance.

Check your building codes for any special requirements for locating equipment shutoff valve to fireplaces.

Apply pipe joint sealant lightly to male NPT threads. This will prevent excess sealant from going into pipe. Excess sealant in pipe could result in clogged fireplace valves.

**WARNING:** Use pipe joint sealant that is resistant to liquid petroleum (LP) gas.

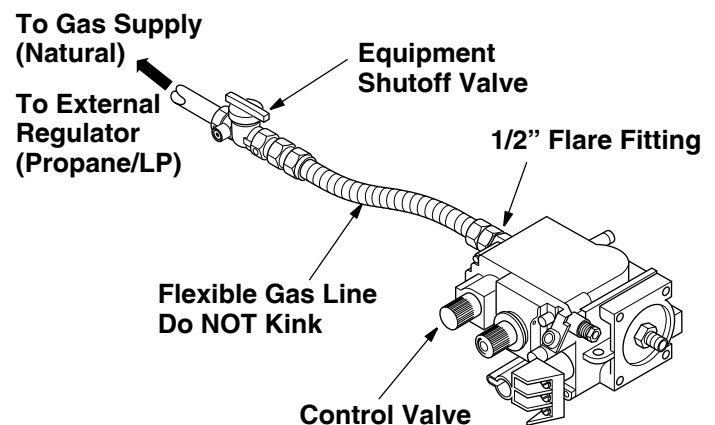
### CONNECTING FIREPLACE TO GAS SUPPLY



**Figure 48 - Gas Connection**

#### Installation Items Needed

- 3/4" and a 7/8" open end wrench or adjustable wrench
  - sealant (resistant to propane/LP gas, not provided)
1. Remove lower louver door panel by lifting up unit disengaged and swing forward and out of the locating slots at the bottom.
  2. Route flexible gas line (provided by installer) from equipment shutoff valve to fireplace. Route flexible gas supply line through one of the access holes on each side of the fireplace cabinet.
  3. Attach flexible gas line from gas supply to the 1/2" flare fitting provided on the control valve (see **Figure 49**).
  4. Check all gas connections for leaks. See *Checking Gas Connections*.



**Figure 49 - Connecting Flexible Gas Line to Millivolt Valve**

## GAS SUPPLY AND PIPING *Continued*

### CHECKING GAS CONNECTIONS

**⚠ WARNING:** Test all gas piping and connections, internal and external to unit, for leaks after installing, or servicing. Correct all leaks at once.

**⚠ WARNING:** Never use an open flame to check for a leak. Apply noncorrosive leak detection fluid to all joints. Bubbles forming show a leak. Correct all leaks at once.

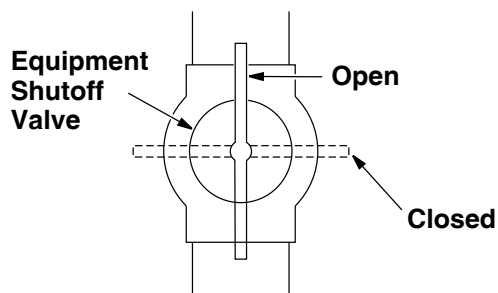
### Pressure Testing Gas Supply Piping System

#### Test Pressures In Excess of 1/2 PSIG (3.5 kPa)

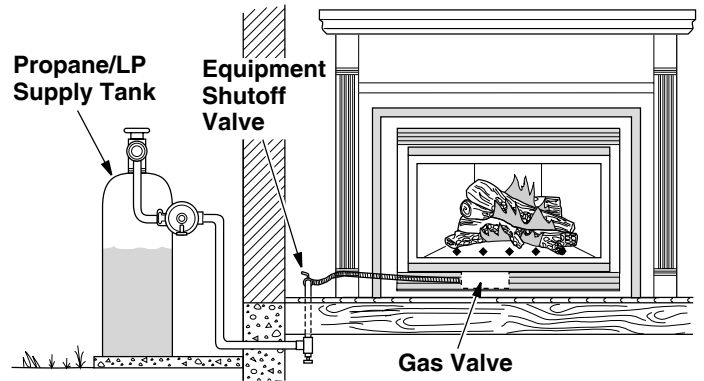
1. Disconnect fireplace and its individual equipment shutoff valve from the gas supply piping system. Pressures in excess of 1/2 psig (3.5 kPa) will damage fireplace gas regulator.
2. Cap off open end of gas pipe where equipment shutoff valve was connected.
3. Pressurize supply piping system by either opening propane/LP supply tank valve for propane/LP gas fireplace or opening main gas valve located on or near gas meter for natural gas fireplace, or by using compressed air.
4. Check all joints of gas supply piping system. Apply noncorrosive leak detection fluid to all joints at once.
5. Reconnect fireplace and equipment shutoff valve to gas supply. Check reconnected fittings for leaks.

#### Test Pressures Equal To or Less Than 1/2 PSIG (3.5 kPa)

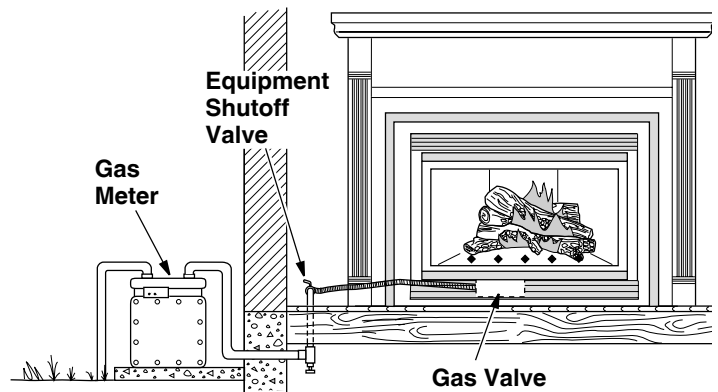
1. Close equipment shutoff valve (see **Figure 50**).
2. Pressurize supply piping system by either opening propane/LP supply tank valve for propane/LP gas fireplace or opening main gas valve located on or near gas meter for natural gas fireplace, or by using compressed air.
4. Check all joints from propane/LP supply tank or gas meter to equipment shutoff valve (see **Figure 51** for propane/LP or **Figure 52** for natural gas). Apply noncorrosive leak detection fluid to all joints. Bubbles forming show a leak. Correct all leaks at once.



**Figure 50 - Equipment Shutoff Valve**



**Figure 51 - Checking Gas Joints for Propane/LP Gas Fireplace**



**Figure 52 - Checking Gas Joints for Natural Gas Fireplace**

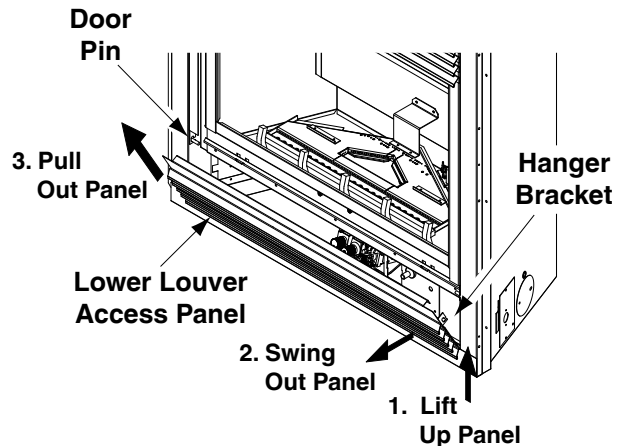
### Pressure Testing Fireplace Gas Connections

1. Open equipment shutoff valve (see **Figure 50**).
2. Open propane/LP supply tank valve for propane/LP fireplace or main gas valve located on or near gas meter for natural gas fireplace.
3. Check all joints from equipment shutoff valve to gas valve (see **Figure 51** for propane/LP or **Figure 52** for natural gas, Apply noncorrosive leak detection fluid to all joints. Bubbles formed show a leak. Correct all leaks at once.
5. Light fireplace (see *Operating Fireplace*, page 25 or 27 depending on ignition system). Check all other internal joints for leaks.
5. Turn off fireplace (see *To Turn Off Gas to Appliance*, page 26 or page 27 depending on ignition system).

## HEARTH ACCESS AND ASSEMBLY

### Removing Lower Louver Access Panel

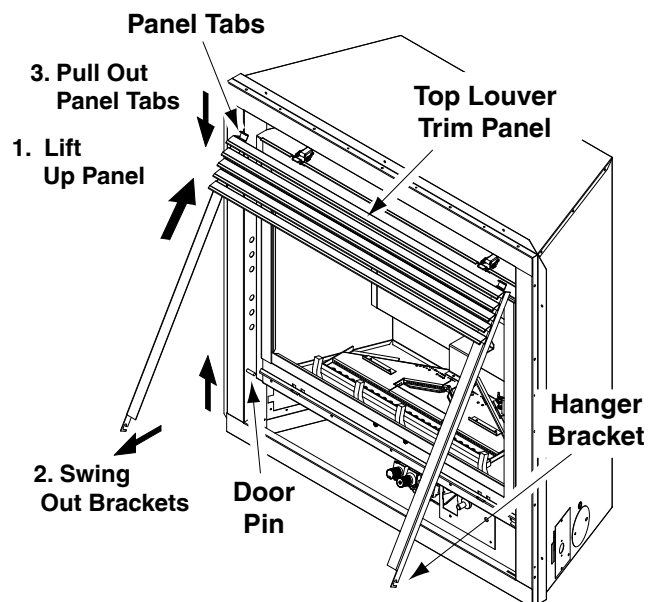
1. Grasp the lower louver panel and pull up until the hanger brackets release from the door pins (see **Figure 53**).
2. Swing the louver panel out until it clears the fireplace opening.
3. Pull the entire panel out until the bottom tabs are free of the slot openings in the lower face frame.



**Figure 53 - Removing Lower Louver Access Panel**

### Removing Top Louver Trim Panel

1. Grasp the two hanger brackets at the bottom and pull up until the hanger brackets release from the door pins. (see **Figure 54**).
2. Swing out the bracket ends until the upper panel tabs can be angled out of the slot openings in the upper face frame.
3. Pull the entire louver trim panel out of the face frame.



**Figure 54 - Removing Top Louver Trim Panel**

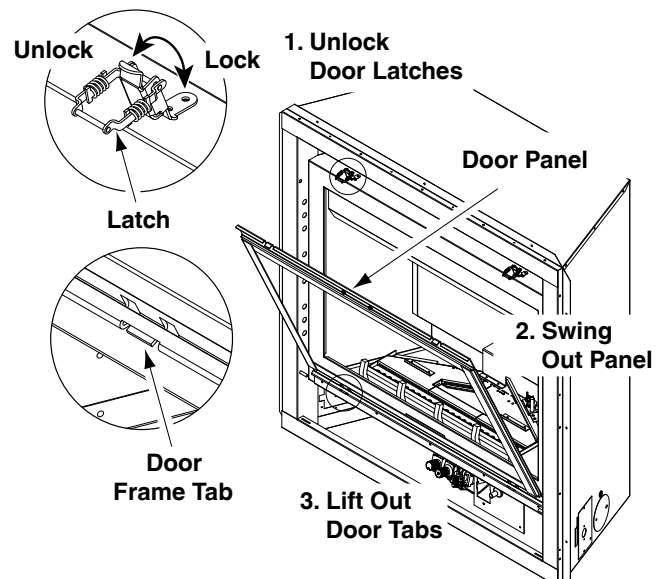
**⚠ WARNING:** If fireplace has been running, turn off and let cool before accessing or servicing the unit.

**⚠ WARNING:** Handle glass door panel with care. Do not strike, slam, or otherwise abuse glass. Do not operate fireplace with glass door removed, cracked, or broken.

### Removing/Replacing Glass Door

If replacement of glass is necessary, the entire assembly, glass and frame, must be replaced. If glass is broken, wear gloves and tape the remaining fragments onto the frame.

1. Remove the lower louver panel (see *Removing Lower Louver Access Panel*, **Figure 53**).
2. Remove the top louver trim panel (see *Removing Top Louver Trim Panel*, **Figure 54**).
3. Hold the glass frame with one hand and with the other hand unlock the two door latches found on top of the firebox to release tension on the door frame (see detail **Figure 55**).
4. Unhook the locking clasp from the tabs on the door frame and with both hands swing the door panel out while pivoting the lower frame on the lower retaining bracket.
5. Lift the lower frame tabs out from the positioning slots found on the lower frame retaining bracket (see detail **Figure 55**).
6. Remount the new frame in reverse order by placing the positioning tabs on the glass frame into the slots in the retaining bracket then swinging the door into the sealed position and locking the two latches in place.
7. Replace the top louver panel and then the lower louver panel.



**Figure 55 - Removing/Replacing Glass Door**



## HEARTH ACCESS AND ASSEMBLY

### Continued

### INSTALLING LOGS AND GLOWING EMBERS

A 4 piece ceramic log set comes packed inside the unit firebox. Removal of glass door is necessary to unpack and assemble the logs and add hearth treatments. Follow steps under *Removing/Replacing Glass Door*, page 24 to access the logs and burner.

Assemble the logs and add burner treatments as follows:

1. Position the base log onto burner log mounts. (see **Figure 56**).  
**Note:** The cut out on the bottom should fit over the mounts and the base log should be positioned against the rear panel
2. Position the holes on the bottom of the rear log over the pins on the base log **Figure 53**).
3. Position the top left log and top right log onto the rear log and base log as shown in (see **Figure 54**).

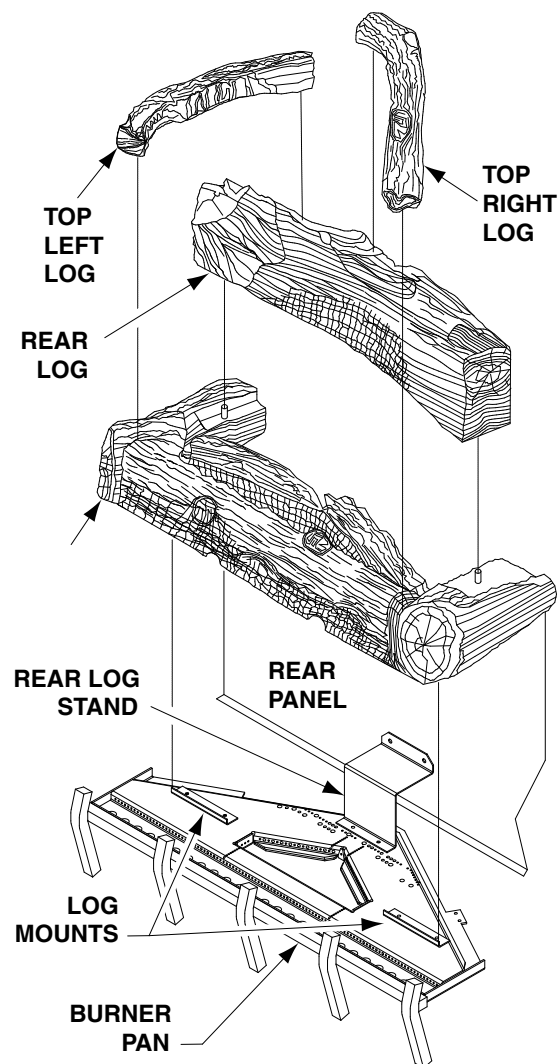


Figure 56 - Installing Logs

**WARNING:** The glass door must be securely in place before running this fireplace. Do not run this fireplace if glass is missing or broken.

4. Open the bag of ember materials.
5. Break apart about quarter sized pieces and place about a single layer along the full length of the ember tray to hide the bottom edge of the base log. (see **Figure 57**).
6. Replace the glass door and louver panels. See *Removing/Replacing Glass Door*, page 24.

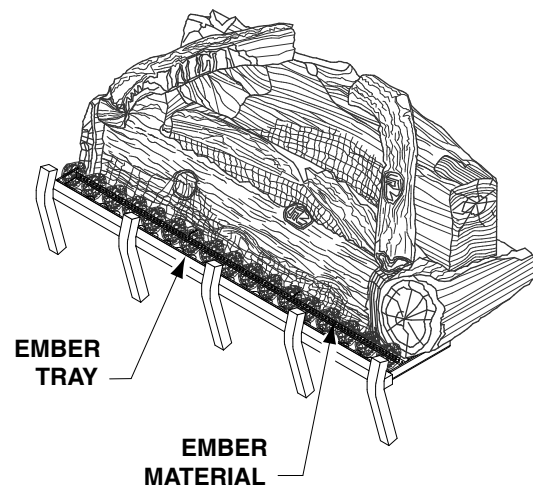


Figure 57 - Applying Ember Material

## OPERATING FIREPLACE

### Manual Ignition System

**FOR YOUR SAFETY READ  
BEFORE LIGHTING**

**WARNING:** If you do not follow these instructions exactly, a fire or explosion may result causing property, damage, personal injury or loss of life.

- A. This appliance has a pilot which must be lighted by hand. When lighting the pilot, follow these instructions exactly.
- B. **BEFORE LIGHTING** smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

#### WHAT TO DO IF YOU SMELL GAS

- Do not try to light any appliance.
- Do not touch any electric switch; do not use any phone in your building.
- Immediately call your gas supplier from a neighbor's Phone. Follow the gas supplier's instructions.

## OPERATING FIREPLACE

### Manual Ignition System (Continued)

- If you cannot reach your gas supplier, call the fire department.
- C. Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it, call a qualified service technician. Force or attempted repair may result in a fire or explosion.
- D. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

### LIGHTING INSTRUCTIONS

1. STOP! Read the safety information above.
2. Open lower louver panel.
3. Turn off all electric power to the fireplace.
4. Push in gas control knob slightly and turn clockwise to "OFF".
5. Wait five (5) minutes to clear out any gas. Then smell for gas, including near the floor. If you smell gas, STOP! Follow "B" in the safety information above. If you don't smell gas go to the next step.
6. The pilot is located by the main burner and should not require accessing for lighting.
7. Turn gas control knob counterclockwise to "PILOT".
8. Push in gas control knob all the way and hold. Immediately light the pilot by repeatedly depressing the piezo spark ignitor until a flame appears. Continue to hold for about one (1) minute after the pilot is lit. Release gas control knob and it will pop back. Pilot should remain lit. If it goes out, repeat steps 5 through 8.
  - If gas control knob does not pop up when released, stop and immediately call your service technician or gas supplier.
  - If the pilot will not stay lit after several tries, turn the gas control knob to "OFF" and call your service technician or gas supplier.
9. Turn on all electric power to fireplace.
10. Turn gas control knob counterclockwise to "ON".
11. This valve is equipped with a HI/LO feature. Set fireplace input as desired.
12. Close lower louver panel.

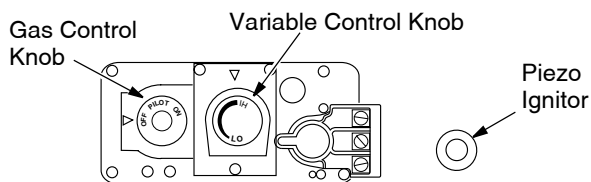


Figure 58 - Control Valve Millivolt

### TO TURN OFF GAS TO APPLIANCE

1. Open lower louver panel.
2. Set the wall switch to the OFF position or the GHRC selector switch (when equipped) to prevent draining the battery.
3. Turn off all electric power to the appliance if service is to be performed.
4. Push in gas control knob slightly and turn clockwise to "OFF".
5. Close lower louver panel.

#### Shutting Off Burners Only (pilot stays lit)

You may shut off the burners and keep the pilot lit by doing one of the following:

1. Turn gas control knob clockwise to the PILOT position.
2. Set the wall switch to the OFF position or the GHRC selector switch (when equipped) to prevent draining the battery.

### MANUAL LIGHTING PROCEDURE

1. Remove glass door (see *Removing/Replacing Glass Door*, page 24).
2. Follow steps 1 through 8 under *Lighting Instructions*.
3. Depress gas control knob and light pilot with match.
4. Keep gas control knob pressed in for 30 seconds after lighting pilot. After 30 seconds, release gas control knob. Follow steps 10 through 14 under *Lighting Instructions*.
5. Replace glass door (see *Removing/Replacing Glass Door*, page 24).

### OPTIONAL HAND-HELD REMOTE OPERATION

**Note:** All remote control accessories must be purchased separately (see *Accessories*, page 43). Follow instructions included with the remote control.

**NOTICE:** You must light the pilot before using the hand-held remote control unit. See *Lighting Instructions*.

After lighting, let pilot flame burn for about one minute. Turn control knob to ON position. Adjust flame adjustment knob anywhere between HI and LO. Slide the selector switch to the REMOTE position (see Figure 61, page 28). **Note:** The burner may light if hand-held remote was on when selector switch was last turned off. You can now turn the burner on and off with the hand-held remote control unit.

## OPERATING FIREPLACE

### Electronic Ignition System

#### FOR YOUR SAFETY READ BEFORE LIGHTING



**WARNING:** If you do not follow these instructions exactly, a fire or explosion may result causing property, damage, personal injury or loss of life.

- A. This appliance is equipped with an ignition device which automatically lights the pilot. Do not try to light the pilot by hand.
- B. **BEFORE LIGHTING** smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

#### WHAT TO DO IF YOU SMELL GAS

- Do not try to light any appliance.
  - Do not touch any electric switch; do not use any phone in your building.
  - Immediately call your gas supplier from a neighbor's Phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- C. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

#### LIGHTING INSTRUCTIONS

1. STOP! Read the safety information above.
2. Turn off all electrical power to the fireplace.
3. Turn wall switch to the OFF position.
4. Open lower louver panel.
5. Turn equipment shutoff valve clockwise  to the OFF position (see Figure ##). Do not force.
6. Wait five (5) minutes to clear out any gas. Then smell for gas, including near the floor. If you smell gas, STOP! Follow "B" in the safety information above. If you don't smell gas go to the next step.
7. Turn equipment shutoff valve counterclockwise  to the ON position. Do not force.
8. Close lower louver panel.
9. Turn on all electric power to the fireplace.
10. Turn the wall switch to the ON position.
11. Visually locate the pilot. The ignitor should begin to spark and the main burner should ignite once flame appears at pilot.
  - If lighting the appliance for the first time each season, it may take several attempts before the supply gas can reach the pilot and main burner.
  - If the appliance will not stay lit after several attempts, follow the instructions *To Turn Off Gas To Appliance*, below, and call your service technician or gas supplier.

**NOTICE:** During initial operation of a new heater, the burning of residues from the manufacturing process of the firebox and logs will produce a paper-burning smell and orange flames. Open a window for the first few hours of operation to adequately vent this smell.

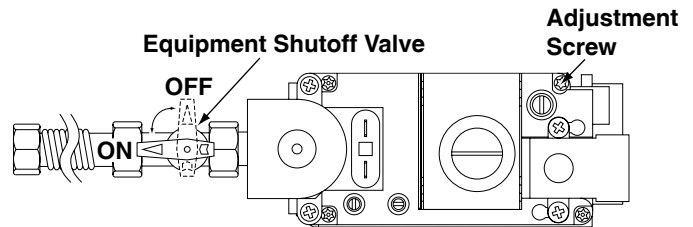



Figure 59 - Turning Equipment Shutoff Valve to the OFF Position

#### TO TURN OFF GAS TO APPLIANCE

1. Turn off the wall switch.
2. Turn off all electric power to the appliance if service is to be performed.
3. Open lower louver panel.
4. Turn equipment shutoff valve clockwise  to OFF. Do not force.
5. Close lower louver panel.

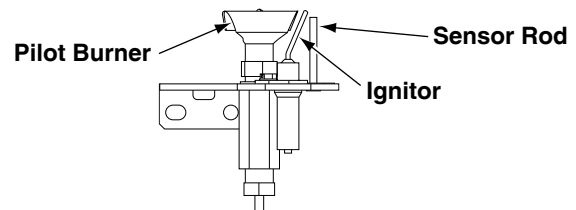


Figure 60 - Pilot

#### OPTIONAL WIRELESS REMOTE OPERATION

**Note:** The WRC receiver and hand-held remote control kit must be purchased separately (see *Accessories*, page 43). Follow installation instructions included with the remote control.

1. Turn equipment shutoff valve to ON position. You can now turn the burner on and off with the hand-held remote unit.

**IMPORTANT:** Be sure to press the ON/OFF buttons on the hand-held remote control unit for up to 3 seconds to assure proper operation.

2. Press the ON/OFF button to turn the burner on and off.

## OPERATING FIREPLACE *Continued*

**IMPORTANT:** Do not leave the selector switch in the REMOTE or ON position when the pilot is not lit. This will drain the battery.

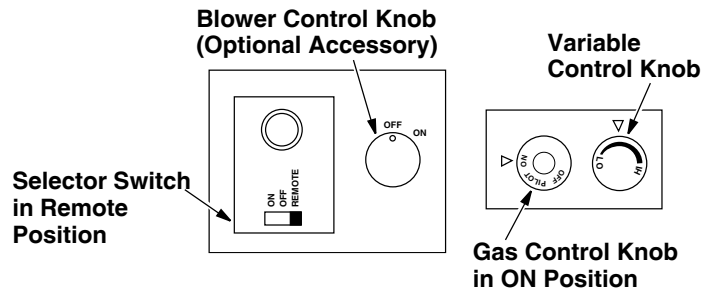


Figure 61 - Setting the Selector Switch, Gas Control Knob, and Variable Control Knob for Remote Operation

### ON/OFF SERIES MODEL GHRCB

Hold the control button on the hand-held remote until burner turns on. Hold the control button again until burner turns off (see Figure 62).

**TO LOCK** press both buttons on hand-held remote control until light stops flashing, Hand-held remote control is now locked. If the fire is on it will be turned off automatically. In the locked state, the light will not light up when any button is pressed.

**TO UNLOCK** press both buttons together on hand-held remote control until the light stops flashing, The hand-held remote is now unlocked.

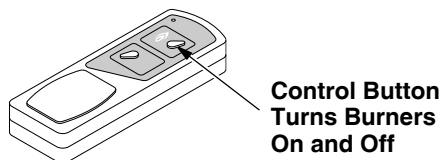


Figure 62 - On/Off Hand Held Remote Control Unit GHRCB

### THERMOSTAT SERIES MODEL GHRCTB

The hand-held remote can be operated using either the manual mode (MANU) or thermostat mode (AUTO) (see Figure 63). To select Fahrenheit/Centigrade mode display, carefully press the °C/°F mode button with the end of a paper clip or similar blunt object.

#### Manual Mode

1. Press the POWER and LOCK buttons together to turn on the hand-held remote control.
2. Press the MANU button to turn on the fireplace.
3. Press the POWER and LOCK buttons together to turn off the fireplace.

#### Auto (Thermostat) Mode

1. Press the POWER and LOCK buttons together to turn on the hand-held remote control.
2. Press the AUTO button to select this mode.
3. Set the desired room temperature by pressing the TEMP + or - buttons.
4. Press the POWER and LOCK buttons together to turn off the fireplace.

**NOTE:** Do not leave the hand-held remote in the AUTO mode close to the fireplace. The radiant heat from the fireplace will turn off the fireplace. Ideally, place the hand-held remote in the center of the room facing towards the fireplace.

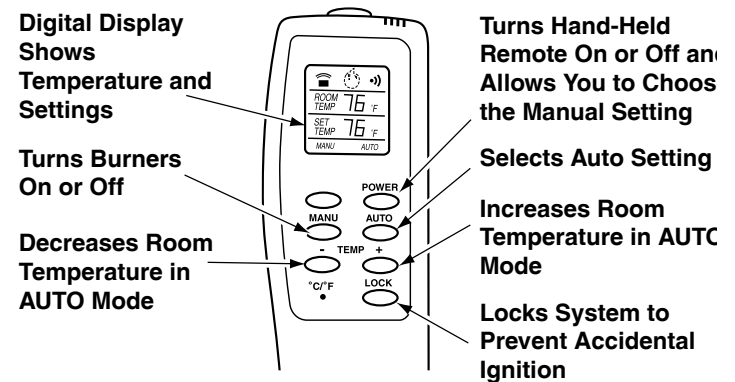


Figure 63 - Thermostat Hand Held Remote Control Unit GHRCTB

**NOTE:** Do not hold the hand-held remote for a long time. Body temperature will affect its operation in the AUTO mode.

#### Safety Features

When away from the home for an extended period of time or as a child safety feature to prevent accidental ignition of the fireplace, the receiver ON/OFF/REMOTE switch should be in the OFF position.

#### Auto Shutoff Feature

1. If the average room temperature exceeds 82 degrees Fahrenheit (28 degrees Centigrade), the hand-held remote control will perform a safety override, and shut the fireplace off. This feature is not available in the MANU mode.
2. The receiver continuously receives signals from the hand-held remote to control the room temperature. If the hand-held remote is misplaced, obstructed, or for any reason cannot transmit to the receiver, the receiver will shut off the fireplace after 8 minutes.

#### Key Pad Lock Feature

This feature allows the user to lock/unlock the keypad on the hand-held remote in the MANU or AUTO mode to prevent inadvertent operation (i.e. children operating the hand-held remote control, etc.). The keypad is locked in either on or off, Press the POWER and LOCK buttons together to turn the unit on or off.

## OPERATING FIREPLACE *Continued*

### OPERATING OPTIONAL GWMT1 WALL MOUNTED THERMOSTAT

**⚠ WARNING:** Do not connect the thermostat to a 120 VAC power source. Damage or injury may occur.

Light the fireplace as instructed in *Lighting Instructions* on page 26. Set wall thermostat to desired temperature.

This thermostat has been electronically calibrated at the factory and requires no adjustment or leveling.

Upon installation, the thermostat must be allowed to stabilize at room temperature for a minimum of 30 minutes for proper operation.

To turn the fireplace off, adjust thermostat to the lowest setting and turn the gas control knob back to PILOT. The pilot will remain lit.

**IMPORTANT:** To turn the pilot off, turn the gas control knob on the heater to the OFF position.

### OPERATING OPTIONAL BLOWER ACCESSORY

Blower control is located on the ignitor bracket to the right of the gas control behind the lower louver panel.

The BK manual blower and the BKT thermostatically controlled blower have a control knob to turn on the blower and adjust the fan speed. Rotating the knob approximately 1/4 turn will switch the blower ON in the high position. Turning the knob further will reduce the blower speed to the lowest position. To turn the blower off, rotate the knob back until it clicks off.

**Note for BKT Only:** If you are using a BKT blower, the blower will not turn on until the fireplace has been burning for several minutes and is sufficiently heating. The blower control works independent of the gas control, wall mounted switch or remote controls. For the BKT blower to operate automatically the speed control knob must be left in the on position prior to turning on the fireplace either manually or remotely.

The blower helps distribute heated air from the fireplace. Periodically check the louver of the fireplace and remove any dust, dirt or other obstructions that will hinder the flow of air.

## INSPECTING BURNERS

Check pilot flame pattern and burner flame patterns often.

### PILOT ASSEMBLY

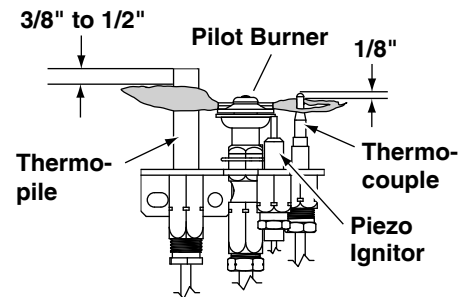
The pilot assembly is factory preset for the proper flame height. Alterations may have occurred during shipping and handling. Call a qualified service person to readjust the pilot if necessary.

The position and pattern of the pilot flames in relation to the sensing devices should be as shown in **Figures 64** and **65** respectively.

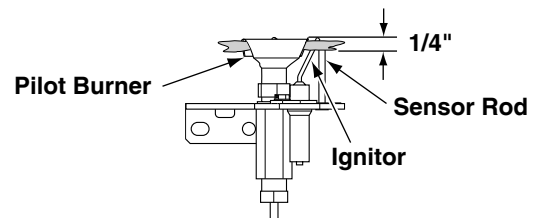
The pilot flame may need adjustment in order for the thermocouple, thermopile and/or the ignition system to sense the pilot flame.

If your pilot assembly does not meet these requirements:

- turn fireplace off (see *To Turn Off Gas to Appliance*, page 26 or 27)
- see sections under *Troubleshooting*, pages 31 through 35



**Figure 64 - Pilot Assembly (Millivolt System)**



**Figure 65 - Pilot Assembly (Electronic Ignition System)**

## BURNER FLAME PATTERN

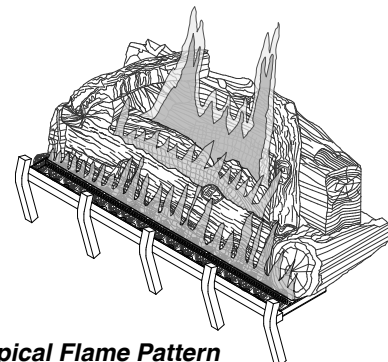
Burner flames will be steady; not lifting or floating. Flame patterns will be different from unit to unit and will vary depending on installation type and weather conditions.

If the vent configuration is installed incorrectly, the flames will lift or “ghost”. This can be dangerous. Inspect the flames after installation to ensure proper installation and performance.

**Figure 66** shows a typical flame pattern.

If burner flame pattern differs from that described:

- turn fireplace off (see *To Turn Off Gas to Appliance*, page 26 or 27)
- see *Troubleshooting*, pages 31 through 35



**Figure 66 - Typical Flame Pattern**

## CLEANING AND MAINTENANCE

**⚠ WARNING:** Turn off fireplace and let cool before cleaning.

**⚠ CAUTION:** You must keep control areas, burners, and circulating air passages of fireplace clean. Inspect these areas of fireplace before each use. Have fireplace inspected yearly by a qualified service person. Fireplace may need more frequent cleaning due to excessive lint from carpeting, bedding material, pet hair, etc.

### GLASS DOOR

**⚠ WARNING:** Handle glass door panel with care. Do not strike, slam, or otherwise abuse glass. Do not operate fireplace with the glass door removed, cracked, or broken.

**⚠ WARNING:** Do not use abrasive cleaners as this may damage glass. Use a nonabrasive household glass cleaner to clean glass. Do not clean glass when hot.

Glass must be cleaned periodically. During start-up it is normal for condensation to form on the inside of the glass causing lint, dust, and other airborne particles to cling to the glass surface. During initial start-up a slight film may form on the glass due to paint curing. The glass should be cleaned several times with a non-ammonia, non-abrasive household cleaner and warm water after the first two weeks of operation. Thereafter, clean the glass two or three times during each heating season, depending on the usage and circumstances present. Refer to *Removing/Replacing Glass Door*, on page 23 of this manual when removing glass door for cleaning.

**⚠ WARNING:** Only parts supplied by the manufacturer should be used when replacing broken or damaged glass door panel (see *Replacement Parts*, page ##). This glass door panel is a complete unit. No substitute materials may be used.

**⚠ CAUTION:** Wear gloves and safety glasses while handling or removing broken glass. Do not remove if glass is hot. Keep children and pets away from glass.

If glass has been broken, carefully remove glass door (see *Removing/Replacing Glass Door*, page 24). Vacuum all glass pieces with a shop vac.

**⚠ CAUTION:** Do not vacuum if pieces are hot.

Use only the tempered glass door replacement intended for this fireplace (see *Replacement Parts*, page ## for detail on ordering). No substitutions may be made. See *Removing/Replacing Glass Door*, on page 24 for instructions for replacing glass door.

**⚠ WARNING:** Do not operate fireplace with glass door removed, cracked, or broken.

### PILOT AND BURNERS

- Remove ember material before cleaning burners and replace
- Burner and controls should be cleaned with compressed air to remove dust, dirt, or lint.
- Use a vacuum cleaner or small, soft bristled brush to remove excess dust, dirt, or lint.

### LOGS

- If you remove logs for cleaning, refer to *Installing Logs and Glowing Embers*, page 25, to properly replace logs.
- Use a vacuum cleaner to remove any carbon buildup on logs.
- Replace log(s) if broken. See *Replacement Parts* on page 36.
- Replace ember material periodically as needed. See *Replacement Parts* on page 36.

### VENTING SYSTEM

Conduct annual inspection of the venting system following these guidelines:

1. Check areas of venting system that are exposed to the weather corrosion (rust spots or streaks and, in extreme cases, holes). Have these items replaced immediately by a qualified service person.
2. Remove the vent cap and shine a flashlight into vent. Remove any foreign material.
3. Check for evidence of excessive condensation. Continuous condensation can cause corrosion of caps, pipes, and fittings and can be caused by having excessive lateral runs, too many elbows, or exterior portions of the system being exposed to cold weather.
4. Inspect joints to verify that no pipe section or fitting has been distributed and loosened. Check mechanical supports such as wall straps for rigidity.

## TROUBLESHOOTING

### Manual Ignition System

**Note:** For additional help, visit DESA's technical service web site at [www.desatech.com](http://www.desatech.com)

**⚠ WARNING: Turn off heater and let cool before servicing. Only a qualified service person should service and repair heater.**

**⚠ CAUTION Never use a wire, needle, or similar object to clean pilot. This can damage pilot unit.**

**Note:** All troubleshooting items are listed in order of operation.

The two most common causes of a malfunctioning gas appliance are:

1. Loose wiring connections
2. Construction debris clogging the pilot and/or gas control valve filter

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
When ignitor button is pressed, there is no spark at pilot	<ol style="list-style-type: none"> <li>1. Ignitor electrode not connected to ignitor cable</li> <li>2. Ignitor cable pinched or wet</li> <li>3. Piezo ignitor nut is loose</li> <li>4. Broken ignitor cable</li> <li>5. Bad piezo ignitor</li> <li>6. Ignitor electrode broken</li> <li>7. Ignitor electrode positioned wrong</li> </ol>	<ol style="list-style-type: none"> <li>1. Reconnect ignitor cable</li> <li>2. Free ignitor cable if pinched by any metal or tubing. Keep ignitor cable dry</li> <li>3. Tighten nut holding piezo ignitor. Nut is located behind the mounting bracket</li> <li>4. Replace ignitor cable</li> <li>5. Replace piezo ignitor</li> <li>6. Replace pilot assembly</li> <li>7. Replace pilot assembly</li> </ol>
When ignitor button is pressed, there is spark at pilot but no ignition	<ol style="list-style-type: none"> <li>1. Gas supply turned off or equipment shutoff valve closed</li> <li>2. Gas control knob not in PILOT position</li> <li>3. Gas control knob not pressed in while in PILOT position</li> <li>4. Air in gas lines when installed</li> <li>5. Depleted gas supply (propane/LP models only)</li> <li>6. Pilot is clogged</li> <li>7. Gas regulator setting is not correct</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn on gas supply or open equipment shutoff valve</li> <li>2. Turn gas control knob to PILOT position</li> <li>3. Press in gas control knob while in PILOT position</li> <li>4. Continue holding down control knob.</li> <li>5. Contact local propane/LP gas company</li> <li>6. Clean pilot (see <i>Cleaning and Maintenance</i>, page 30) or replace pilot assembly</li> <li>7. Replace gas control</li> </ol>
Pilot lights but flame goes out when control knob is released	<ol style="list-style-type: none"> <li>1. Gas control knob not fully pressed in</li> <li>2. Gas control knob not pressed in long enough</li> <li>3. Equipment shutoff valve not fully open</li> <li>4. Pilot flame not touching thermocouple, which allows thermocouple to cool, causing pilot to go out. This problem could be caused by one or more of the following:                             <ol style="list-style-type: none"> <li>A) Low gas pressure</li> <li>B) Dirty or partially clogged pilot</li> </ol> </li> <li>5. Thermocouple connection loose at control valve.</li> <li>6. Thermocouple damaged</li> <li>7. Control valve damaged</li> </ol>	<ol style="list-style-type: none"> <li>1. Press in gas control knob fully</li> <li>2. After pilot lights, keep gas control knob pressed in 30 seconds</li> <li>3. Fully open equipment shutoff valve</li> <li>4. A) Contact local natural or propane/LP gas company B) Clean pilot (see <i>Cleaning and Maintenance</i>, page 30) or replace pilot assembly</li> <li>5. Hand tighten until snug, then tighten 1/4 turn more</li> <li>6. Replace pilot assembly</li> <li>7. Replace control valve</li> </ol>

## TROUBLESHOOTING

### Manual Ignition System (Continued)

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Burner does not light after pilot is lit	<ol style="list-style-type: none"> <li>1. Burner orifice clogged</li> <li>2. Inlet gas pressure is too low</li> <li>3. Thermopile leads disconnected or improperly connected</li> <li>4. Thermopile is defective</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean burner (see <i>Cleaning and Maintenance</i>, page 30) or replace burner orifice</li> <li>2. Contact local propane/LP or natural gas company</li> <li>3. Reconnect leads</li> <li>4. Replace thermopile</li> </ol>
Delayed ignition at burner	<ol style="list-style-type: none"> <li>1. Manifold pressure too low</li> <li>2. Burner porting or orifice clogged</li> </ol>	<ol style="list-style-type: none"> <li>1. Contact local propane/LP or natural gas company</li> <li>2. Clean burner (see <i>Cleaning and Maintenance</i>, page 30) or replace burner orifice</li> </ol>
Burner backfiring during combustion	<ol style="list-style-type: none"> <li>1. Burner orifice is clogged or damaged</li> <li>2. Damaged burner</li> <li>3. Gas regulator defective</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean burner (see <i>Cleaning and Maintenance</i>, page 30) or replace burner orifice</li> <li>2. Replace damaged burner</li> <li>3. Replace gas control</li> </ol>
Slight smoke or odor during initial operation	<ol style="list-style-type: none"> <li>1. Residues from manufacturing processes and logs curing</li> </ol>	<ol style="list-style-type: none"> <li>1. Problem will stop after a few hours of operation</li> </ol>
Heat produces a wistling noise when burner is lit	<ol style="list-style-type: none"> <li>1. Turning gas control knob to HI position when burner is cold</li> <li>2. Air in gas line</li> <li>3. Dirty or partially clogged burner orifice</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn gas control knob to LO position and let warm up for a minute</li> <li>2. Operate burner until air is removed from line. Have gas line checked by propane/LP or natural gas company</li> <li>3. Clean burner (see <i>Cleaning and Maintenance</i>, page 30) or replace burner orifice</li> </ol>
Glass soots	<ol style="list-style-type: none"> <li>1. Flame impingement on logs</li> <li>2. Debris around burner air mixer</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust the log set so the flame does equipment shutoff valve</li> <li>2. Inspect the opening at the base of the burner to see that it is not packed with any type of material</li> </ol>
Fireplace produces a clicking/ticking noise just after burners are lit or shut off	<ol style="list-style-type: none"> <li>1. Metal expanding while heating or contracting while cooling</li> </ol>	<ol style="list-style-type: none"> <li>1. This is common. If noise is excessive, contact qualified service person</li> </ol>
Remote does not function	<ol style="list-style-type: none"> <li>1. Battery is not installed or battery is power is low</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace 9-volt batteries in receiver and remote control</li> </ol>



## TROUBLESHOOTING

### Manual Ignition System (Continued)

- ⚠ WARNING: If you smell gas**
- Shut off gas supply.
  - Do not try to light any appliance.
  - Do not touch any electrical switch; do not use any phone in your building.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions
  - If you cannot reach your gas supplier, call the fire department.

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Fireplace produces unwanted odors	1. Gas leak. See <b>Warning statement above</b>	1. Locate and correct all leaks (see <i>Checking Gas Connections</i> , page 23)
Fireplace shuts off in use	1. High or gusting winds	1. Fireplace has been tested for up to 40 mph winds. However, extreme conditions may occur. See <i>Lighting Instructions</i> on page 26
Burner backfiring during combustion	2. Low line pressure 3. Pilot is partially clogged 4. Inner vent pipe leaking exhaust gases into system 5. Glass is too loose and airtight gasket leaks in corners after usage 6. Bad thermopile or thermocouple 7. Vent cap improperly installed or blocked	2. Check local propane/LP or natural gas company 3. Clean pilot (see <i>Cleaning and Maintenance</i> , page 30) 4. Locate and correct all vent connections (see <i>Installation Planning</i> , page 9) 5. Tighten or replace glass door (see <i>Removing/Replacing Glass Door</i> , page 24) 6. Replace faulty components 7. Check for proper installation or remove debris or blockage.
Gas odor even when control knob is in OFF position	1. <i>Gas leak</i> . See <b>Warning statement above</b>	1. Locate and correct all leaks (see <i>Checking Gas Connections</i> , page 23)
Gas odor during combustion	1. <i>Gas leak</i> . See <b>Warning statement above</b>	1. Locate and correct all leaks (see <i>Checking Gas Connections</i> , page 23)
Dark residue on logs or inside of fireplace	1. Improper log placement 2. Air holes at burner inlet blocked 3. Burner flame holes blocked 4. Improper venting or excessive blockage 5. Excessive amounts of embers and pan material	1. Properly locate logs (see <i>Installing Logs, Lava Rock, and Glowing Embers</i> , page 25) 2. Clean out air holes at burner inlets, Periodically repeat as needed 3. Remove blockage or replace burner 4. Have the vent system inspected, including the termination cap. Remove any restrictions or blockage 5. Clear excess embers from around the rear main ports. Use a minimum of one layer of smaller ember pieces to achieve the best glowing effect over the visible areas

## TROUBLESHOOTING

### Electronic Ignition System

**Note:** For additional help, visit DESA's technical service web site at [www.desatech.com](http://www.desatech.com)

**Note:** All troubleshooting items are listed in order of operation.

**⚠ WARNING:** Turn off heater and let cool before servicing. Only a qualified service person should service and repair heater.

**⚠ CAUTION** Never use a wire, needle, or similar object to clean pilot. This can damage pilot unit.

The two most common causes of a malfunctioning gas appliance are:

1. Loose wiring connections
2. Construction debris clogging the pilot and/or gas control valve filter

#### OBSERVED PROBLEM

#### POSSIBLE CAUSE

#### REMEDY

Ignitor will not spark or pilot will not light

1. No gas supply, or shutoff valve is OFF
2. Air in gas line
3. Construction debris clogging pilot orifice
4. Low gas pressure
5. Kinked pilot line
6. Control valve is not opening
7. No power to unit or the ignition module

1. Check to see if you have gas supply and that equipment shutoff valve is opened
2. Repeat lighting procedure several times to purge all air out of lines. If after repeated attempts appliance does not light, call for qualified service and repair.
3. Remove debris and dirt, and inspect and clean any other possible obstructions
4. Contact your gas supplier to check pressure
5. Have a qualified technician replace pilot line
6. Replace control valve (Refer to *Replacement Parts*, page 36)
7. Check that main power is on and that wire connections are made correctly to the ignition model (see *Wiring Diagram*, page 19). Check for 24 VAC at the secondary side of the transformer. If 24 VAC is present, and the module does not operate, have the module replaced otherwise have the transformer replaced.

Pilot will not stay lit

1. Loose wiring on ignitor wire to ignition module and/or poor ground to ignition module
2. Pilot flame too low to sense

1. Check wiring connection. Refer to wiring diagram (see *Wiring Diagram*, page 19) and/or check ground wire to ignition module
2. Clean and adjust pilot burner and check gas supply and inlet pressure to unit

**Note:** Have a qualified technician replace pilot assembly if broken or corroded

Frequent outage of main burner and pilot after complete ignition sequence.

1. Pilot flame may be too low to sense flame causing ignition module to shut down
2. Improper venting, excessive blockage, or high wind conditions. Overdrafting of straight (no offset) vertical vent systems over 15 feet in height.

1. Clean and adjust pilot flame for maximum flame across sensor rod.
2. Have vent system inspected, including the termination cap. Remove any restriction or obstruction. Add restrictor plate model VR-58 in straight vertical systems over 15 feet (if not previously installed).

## TROUBLESHOOTING

### Electronic Ignition System (Continued)

- ⚠ WARNING: If you smell gas**
- Shut off gas supply.
  - Do not try to light any appliance.
  - Do not touch any electrical switch; do not use any phone in your building.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions
  - If you cannot reach your gas supplier, call the fire department.

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Fireplace produces a clicking/ticking noise just after burner is lit or shut off	1. Metal expanding while heating or contracting while cooling	1. This is common with most fireplaces. If noise is excessive, contact qualified service person
Slight smoke or odor during initial operation	1. Residues from manufacturing processes and logs curing	1. Problem will stop after a few hours of operation
Gas odor even when control knob is in OFF position	1. Gas leak. <b>See Warning statement at top of page</b> 2. Control valve defective	1. Locate and correct all leaks (see <i>Checking Gas Connections</i> , page 23) 2. Replace gas control valve
Glass soots	1. Flame impingement on logs and burner 2. Gas leak. <b>See Warning statement at top of page</b>	1. Adjust the log set that the flame does not excessively impinge on log surfaces 2. Inspect the opening at the base of the burner to see that it is NOT packed with any type of material
Dark residue on logs or inside of fireplace	1. Improper log placement 2. Air holes at burner inlet blocked 3. Burner flame holes blocked 4. Improper venting or excessive blockage 5. Excessive amounts of embers and pan material	6. Replace faulty components 7. Check for proper installation or remove debris or blockage. 1. Properly locate logs (see <i>Installing Logs, Lava Rock, and Glowing Embers</i> , page 25) 2. Clean out air holes at burner inlets, Periodically repeat as needed 3. Remove blockage or replace burner 4. Have the vent system inspected, including the termination cap. Remove any restrictions or blockage 5. Clear excess embers from around the rear main ports. Use a minimum of one layer of smaller ember pieces to achieve the best glowing effect over the visible areas

## REPLACEMENT PARTS

**Note:** Use only original replacement parts. This will protect your warranty coverage for parts replaced under warranty.

### PARTS UNDER WARRANTY

Contact authorized retailers of this product. If they can not supply original replacement part(s), call DESA's Customer Service Department at 1-866-672-6040

When calling DESA, have ready

- your name
- your address
- model and serial numbers of your fireplace
- how fireplace was malfunctioning
- type of gas used (propane/LP or natural gas)
- purchase date

Usually, we will ask you to return the part to the factory.

### PARTS NOT UNDER WARRANTY

Contact authorized retailers of this product. If they can not supply original replacement part(s), call DESA's Customer Service Department at 1-866-672-6040

When calling DESA, have ready

- model number of your fireplace
- the replacement part number

## SPECIFICATIONS

	(V)CD36RN (V)CD36TN	(V)CD36RP (V)CD36TP	(V)CD36RNE (V)CD36TNE	(V)CD36RPE (V)CD36TPE
Max. Btu	21,000 Btu/hr	20,000 Btu/hr	21,000 Btu/hr	20,000 Btu/hr
Min. Btu	15,000 Btu/hr	13,000 Btu/hr		
Orifice Size (Main Burner)	#44 DMS (0.086")	#55 DMS (0.052")	#44 DMS (0.086")	#55 DMS (0.052")
Gas Type	Natural	Propane/LP	Natural	Propane/LP
Ignition	Millivolt	Millivolt	Electronic	Electronic
Manifold Pressure	3.5" w.c. (0.87 kPa)	10.0" w.c. (2.5 kPa)	3.5" w.c. (0.87 kPa)	10.0" w.c. (2.5 kPa)
Minimum Inlet Supply Pressure	5.5" w.c. (1.1 kPa)	11.0" w.c. (2.7 kPa)	5.5" w.c. (1.1 kPa)	11.0" w.c. (2.7 kPa)
Dimension, Inches/mm (HxWxD)				
Fireplace (Actual size of firebox measurements do not include nailing flanges or standoffs).	35 3/4" x 36 1/4" x 14 3/4" 908 x 921 x 375 mm	35 3/4" x 36 1/4" x 14 3/4" 908 x 921 x 375 mm	35 3/4" x 36 1/4" x 14 3/4" 908 x 921 x 375 mm	35 3/4" x 36 1/4" x 14 3/4" 908 x 921 x 375 mm
Carton	36 3/4" x 38" x 16 1/4" 933 x 965 x 413 mm	36 3/4" x 38" x 16 1/4" 933 x 965 x 413 mm	36 3/4" x 38" x 16 1/4" 933 x 965 x 413 mm	36 3/4" x 38" x 16 1/4" 933 x 965 x 413 mm
Fireplace Weight, lbs/kg	102 lbs./47kg	102 lbs./47kg	106 lbs./47kg	106 lbs./47kg
Shipping Weight, lbs/kg	105 lbs./48kg	105 lbs./48kg	109 lbs./48kg	109 lbs./48kg

## SERVICE HINTS

### When Gas Pressure Is Too Low

- pilot will not stay lit
- burners will have delayed ignition
- fireplace will not produce specified heat
- propane/LP gas supply might be low (propane/LP units only)

You may feel your gas pressure is too low. If so, contact your local gas supplier.

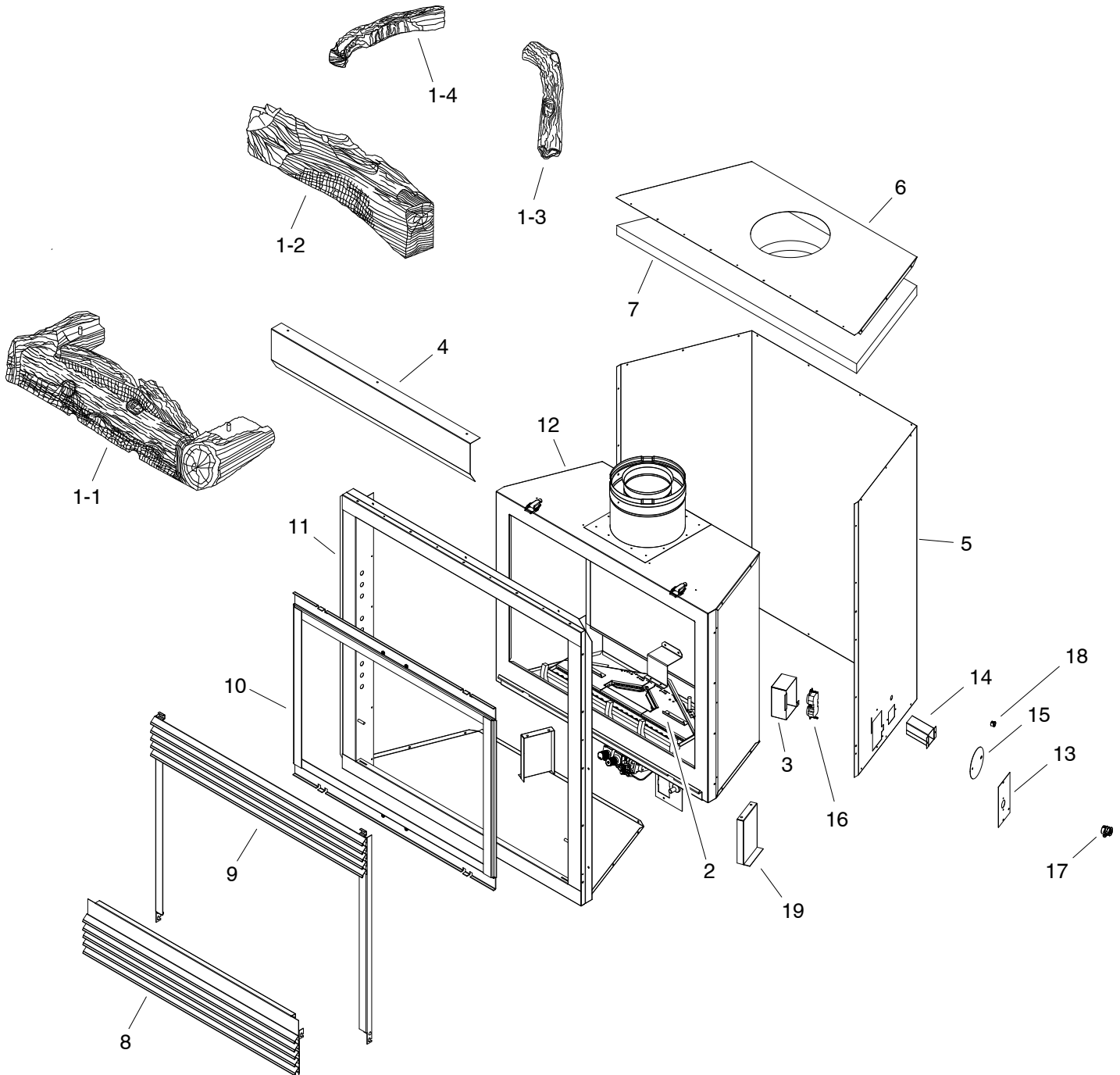
## TECHNICAL SERVICE

You may have further questions about installation, operation, or troubleshooting. If so, contact DESA's Customer Service Department at 1-866-672-6040. When calling, please have your model and serial number of your heater ready.

You can also visit DESA's technical service web site at [www.desatech.com](http://www.desatech.com).

# ILLUSTRATED PARTS BREAKDOWN

## FIREPLACE ASSEMBLY FOR MODELS (V)CD36RN, (V)CD36RP, (V)CD36TN, (V)CD36TP



## PARTS LIST

### FIREPLACE ASSEMBLY FOR MODELS

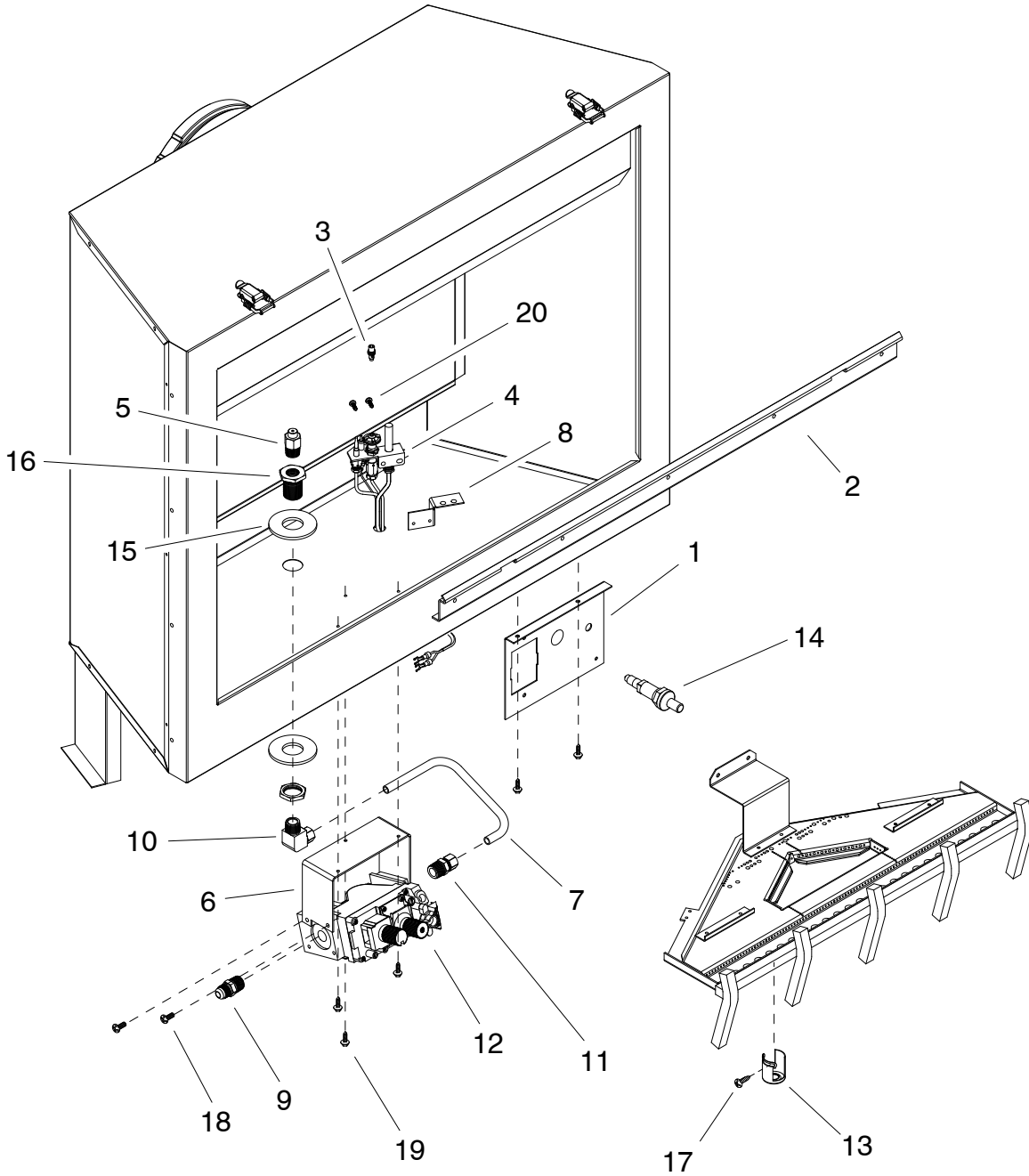
#### (V)CD36RN, (V)CD36TN, (V)CD36RP, (V)CD36TP

This list contains replaceable parts used in your fireplace. When ordering parts, follow the instructions listed under *Replacement Parts* on page 36 of this manual.

KEY NO.	(V)CD36RN (V)CD36RP	(V)CD36TN (V)CD36TP	DESCRIPTION	QTY.
1	116108-01	116108-01	Log Set	1
1-1	116109-01	116109-01	Burner Base Log	1
1-2	116110-01	116110-01	Rear Log	1
1-3	111802-05	111802-05	Right Top Log	1
1-4	111802-04	111802-04	Left Top Log	1
2	115615-01	115615-01	Burner Assembly Complete(See pages 35 an 36)	1
3	114889-01	114889-01	Junction Box Duplex Plug	1
4	114880-01	114880-01	Heat Deflector	1
5	114875-01	114875-02	Fireplace Surround	1
6	114876-01	114876-02	Fireplace Top	1
7	116016-01	116016-02	Fireplace Top Insulation	1
8	114873-01	114873-01	Louver Bottom Assembly	1
9	114872-01	114872-01	Louver Top Assembly	1
10	114871-01	114871-01	Glass Door Assembly	1
11	114867-01	114867-01	Face Assembly	1
12	114866-01	114866-02	Firebox Assembly Complete (Natural Gas)	1
12	114866-03	114866-04	Firebox Assembly Complete (Propane/LP Gas)	1
13	110973-01	110973-01	Cover Junction Box	2
14	24460	24460	Gas Conduit Assembly	2
15	21171	21171	Gas Knock-Out Cover	2
16	14418	14418	Duplex Plug Receptacle	1
17	14123	14123	Bushing Universal Strain Relief	1
18	11408	11408	Bushing 0.5" Electric	2
19	26290	26290	Firebox Leg	2
<b>PARTS AVAILABLE - NOT SHOWN</b>				
	25580	25580	Ember Bag Assy	1
	27253	27253	Notice Label	1
	55240	55240	Vent Label	1

# ILLUSTRATED PARTS BREAKDOWN

BURNER ASSEMBLY FOR MODELS  
(V)CD36RN, (V)CD36RP, (V)CD36TN, (V)CD36TP



## PARTS LIST

### BURNER ASSEMBLY FOR MODELS

### (V)CD36RN, (V)CD36TN, (V)CD36RP, (V)CD36TP

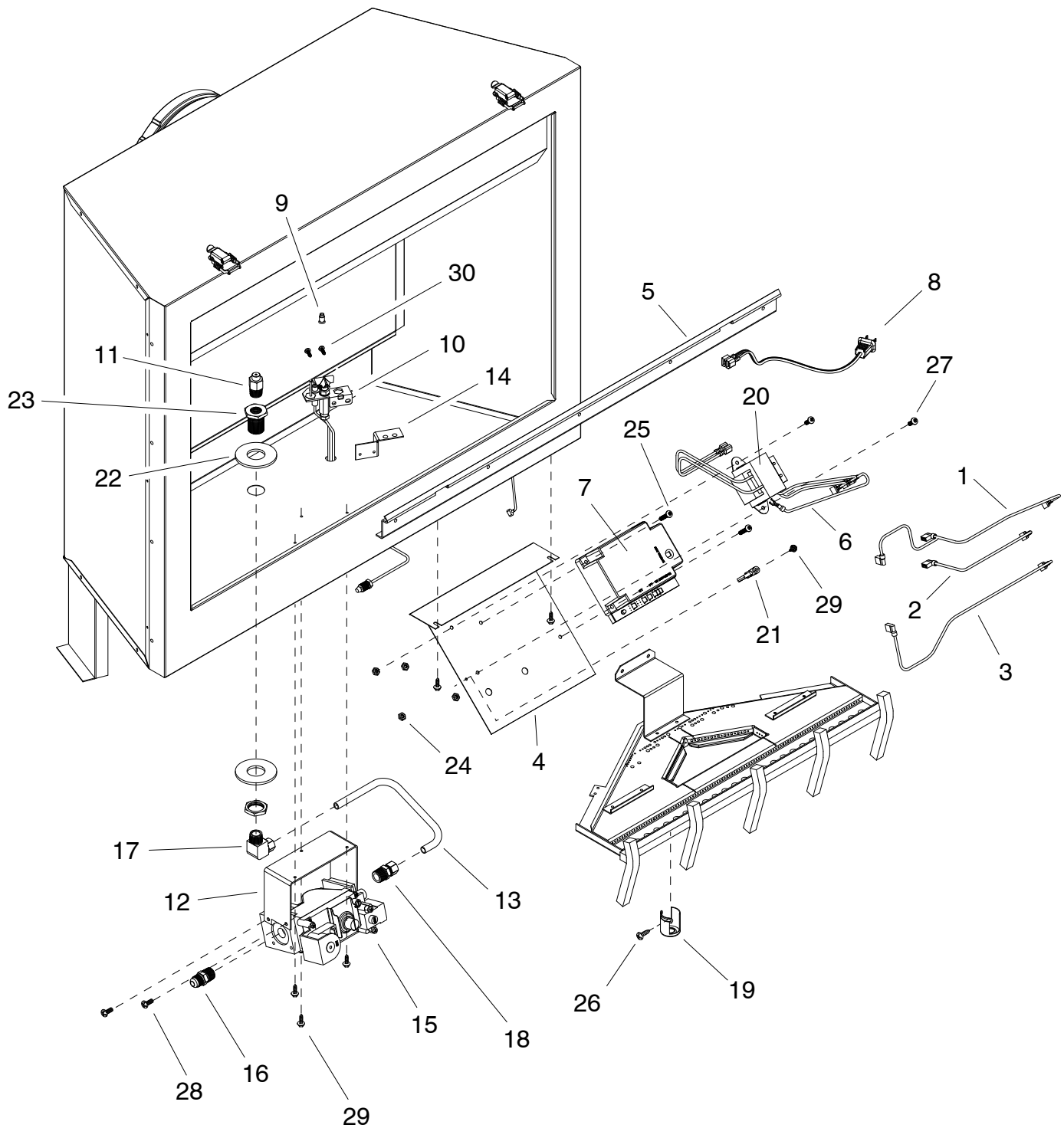
This list contains replaceable parts used in your fireplace. When ordering parts, follow the instructions listed under *Replacement Parts* on page 36 of this manual.

KEY NO.	(V)CD36RN (V)CD36TN	(V)CD36RP (V)CD36TP	DESCRIPTION	QTY.
1	116317-01	116317-01	Remote Ignitor Bracket	1
2	114886-01	114886-01	Door Retainer Bracket	1
3	108085-01	--	Pilot Orifice #51 (Natural Gas)	1
	--	108085-02	Pilot Orifice #31 (Propane/LP Gas)	1
4	108084-02	--	Pilot Assembly (Natural Gas)	1
	--	108084-03	Pilot Assembly (Propane/LP Gas)	1
5	27206	--	Burner Orifice #44 (Natural Gas)	1
	--	26482	Burner Orifice #55 (Propane/LP Gas)	1
6	26808	26808	Valve Bracket	1
7	24389	24389	Tube 3/8" Dia. x 11" Aluminum	1
8	24360	24360	Pilot Bracket	1
9	14500	14500	Fitting 3/8" MPT x 1/2" Flare	1
10	14399	14399	Fitting Brass Elbow 3/8" MPT x 3/8" Comp. Tube	1
11	14396	14396	Fitting Brass Straight 3/8" MPT x 3/8" Comp. Tube	1
12	14389	--	Gas Control Valve Millivolt (Natural Gas)	1
	--	14390	Gas Control Valve Millivolt (Propane/LP Gas)	1
13	14299	14299	Air Shutter	1
14	14261	14261	Ignitor Piezo	1
15	11226	11226	Washer, Flat 7/8" ID x 2" OD x 1/8" Thick	2
16	11214	11214	Fitting Bulkead w/ Nut Brass	1
17	11187	11187	Screw, #8 x 1/4" PPH	1
18	11107	11107	Screw, #10-32 x 1/4" PPH Zinc	4
19	11105	11105	Screw, #10 x 1/2" HWH LGM Zinc	10
20	11102	11102	Screw, #8 x 3/8" PPH F Zinc.	2



# ILLUSTRATED PARTS BREAKDOWN

BURNER ASSEMBLY FOR MODELS  
(V)CD36RNE, (V)CD36RPE, (V)CD36TNE, (V)CD36TPE



## PARTS LIST

### BURNER ASSEMBLY FOR MODELS (V)CD36RNE, (V)CD36TNE, (V)CD36RPE, (V)CD36TPE

This list contains replaceable parts used in your fireplace. When ordering parts, follow the instructions listed under *Replacement Parts* on page 36 of this manual.

KEY NO.	(V)CD36RNE (V)CD36TNE	(V)CD36RPE (V)CD36TPE	DESCRIPTION	QTY.
1	116719-01	116719-01	Gas Valve Wire Harness (MV/PV)	1
2	116719-02	116719-02	Gas Valve Wire Harness (MV)	1
3	116719-03	116719-03	Gas Valve Wire Harness (PV)	1
4	116316-01	116316-01	Ignition Module Bracket	1
5	114886-01	114886-01	Door Retainer Bracket	1
6	111059-03	111059-03	Ground Wire Harness	1
7	110286-01	110286-01	Ignition Module Synetek	1
8	108863-01	108863-01	Plug 24" Supply Connect	1
9	108867-01	--	Pilot Orifice BL14LP (Propane/LP Gas)	1
	--	108867-02	Pilot Orifice BL22N (Natural Gas)	1
10	108866-01	--	Pilot Assembly PSE (Natural Gas)	1
	--	108866-02	Pilot Assembly PSE (Propane/LP Gas)	1
11	27206	--	Burner Orifice #44 (Natural Gas)	1
	--	26482	Burner Orifice #55 (Propane/LP Gas)	1
12	26808	26808	Valve Bracket	1
13	24389	24389	Tube 3/8" Dia. x 11" Aluminum	1
14	24360	24360	Pilot Bracket	1
15	14569	--	Gas Control Valve Millivolt (Natural Gas)	1
	--	14570	Gas Control Valve Millivolt (Propane/LP Gas)	1
16	14500	14500	Fitting 3/8" MPT x 1/2" Flare	1
17	14399	14399	Fitting Brass Elbow 3/8" MPT x 3/8" Comp. Tube	1
18	14396	14396	Fitting Brass Straight 3/8" MPT x 3/8" Comp. Tube	1
19	14299	14299	Air Shutter	1
20	14129	14129	Transformer, 24V Class 2	1
21	11404	11404	Cable, Tie 8.5" #10 Screwdown	1
22	11226	11226	Washer, Flat 7/8" ID x 2" OD x 1/8" Thick	2
23	11214	11214	Fitting Bulkead w/ Nut Brass	1
24	11201	11201	Nut, #8-32 Hex Zinc	4
25	11186	11186	Screw, #8-32 x 1" PPH	2
26	11187	11187	Screw, #8 x 1/4" PPH	1
27	11109	11109	Screw, #8-32 x 1/2" PPH	2
28	11107	11107	Screw, #10-32 x 1/4" PPH Zinc	4
29	11105	11105	Screw, #10 x 1/2" HWH LGM Zinc	11
30	11102	11102	Screw, #8 x 3/8" PPH F Zinc.	2

## ACCESSORIES

**NOTE: All accessories may not be available for all fireplace models.**

Purchase these fireplace accessories from your local retailer. If they can not supply these accessories, call DESA's Sales Department at 1-866-672-6040, for information. You can also write to the address listed on the back of this manual

### FLEXIBLE GAS LINE CONNECTOR - GA5081 (Not Shown)

For all models

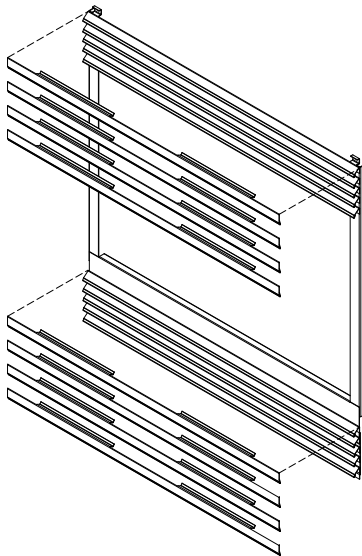
### PROPANE/NATURAL GAS CONVERSION KIT (Not Shown)

**PCDM-36RT** - Propane/LP Gas Conversion Kit Millivolt Models

**NCDM-36RT** - Natural Gas Conversion Kit Millivolt Models

**PCDE-36RT** - Propane/LP Gas Conversion Kit Electronic Models

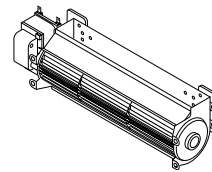
**NCDE-36RT** - Natural Gas Conversion Kit Electronic Models



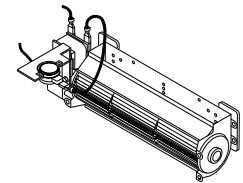
### LOUVER TRIM KITS (Rolled Louvers Only)

**LTC36B** - Rolled Louver Trim Kit - Brushed Brass

**LTC36P** - Rolled Louver Trim Kit - Platinum



**Model BK Blower**



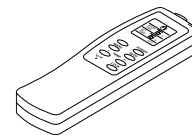
**Model BKT Blower**

### MANUAL BLOWER KIT - BK

Manual variable control blower accessory provides better heat distribution. Complete installation and operating instructions included in this manual.

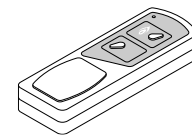
### THERMOSTATICALLY - CONTROLLED BLOWER KIT - BKT

Provides better heat distribution Blower turns off and on automatically, as needed. Complete installation and operating instructions included in this manual.



### RECEIVER AND HAND-HELD THERMOSTAT REMOTE CONTROL KIT - GHRCTB SERIES

Allows fireplace to be operated manually or thermostatically-controlled mode. You can adjust your heat settings and turn the fireplace on or off without leaving the comfort of your easy chair.



### RECEIVER AND HAND-HELD ON/OFF REMOTE CONTROL KIT - GHRCB SERIES

Allows the fireplace to be turned on and off conveniently.

### REMOTE CONTROL KIT - WRC SERIES (Not Shown)

Standard ON/OFF electronic remote control kit.

### WALL MOUNTED THERMOSTAT CONTROL CONTROL KIT - GWMT1 (Not Shown)

Allows easy wall access for thermostatic operation of your fireplace.

### WALL MOUNTED ON/OFF SWITCH - GWMT1 (Not Shown)

Allows burner system to be turned on and off with a wall switch.



# OWNER'S REGISTRATION FORM

In order to provide better customer service for this and future purchases, we recommend that you register your product with us. You can register online at [www.desatech.com](http://www.desatech.com). If access to our website is not available to you, please complete the Owner's Registration Form and mail to the address on the back of this owner's manual. Please provide the following product information:

Brand: \_\_\_\_\_ (Comfort Glow, Vanguard, etc.)  
 Model: \_\_\_\_\_ (EFP33PR, VTGH33NR, etc.)  
 Date Purchased: \_\_\_\_\_ Note: Keep receipt for warranty verification.  
 Serial Number: \_\_\_\_\_ 7 or 9 digit number located on product or identification tag.  
 First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Country: \_\_\_\_\_  
 Home Phone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
 E-mail: \_\_\_\_\_

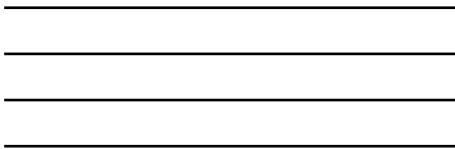
Please answer the following questions to register your product with DESA:

1. Where will the product be used?  
 Living/Family Room    Office/Warehouse    Utility Shed/Outbuilding    Garage    Bedroom    Bathroom    Other
2. If you bought this product yourself, did you plan to purchase this type of product before going into the store?    Yes    No
3. Who selected the product?    Male    Female    Both
4. What is the population of your area?    Under 10,000    10,000 to 25,000    25,000 to 50,000    50,000 to 100,000  
 100,000 to 250,000    Over 250,000
5. What is your primary source of heat?    Propane (LP Gas)    Fuel Oil    Wood    Natural Gas    Electric    Other
6. How was the product installed?    Professional Installer    Self    Other
7. Cost of product excluding sales tax? \$ \_\_\_\_\_
8. Cost to install product? \$ \_\_\_\_\_
9. Type of store where product was purchased?    Hardware    Propane Dealer    Natural Gas/Utility Co.    Home Center/Builder's Supply  
 Fireplace or Hearth Shop    Farm Store    Other
10. What motivated you to buy this product?    Sudden Cold Weather    Replaced Older Model    D.I.Y. Home Project  
 Emergency Back-Up Heat    Heater was on Sale    Energy Savings/High Efficiency    Construction Project    Other
11. How did you learn about this product brand?    Advertising    Relative or Friend    Store Display    Other \_\_\_\_\_
12. Level of Education of Purchaser:    Some High School    Completed High School    Completed College    Completed Graduate School
13. Age of Purchaser:    Under 20    20 - 29    30 - 39    40 - 49    50 - 59    60 or Over
14. Buyer's total annual household income:    Under \$15,000    \$15,000 to \$19,999    \$20,000 to \$34,999    \$35,000 to \$49,999  
 \$50,000 to \$74,999    \$75,000 to \$99,999    \$100,000 and Over
15. Store where product was purchased:  
 Name: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_

16. In choosing this product, how important were the following:

	Not Important	Somewhat Important	Very Important
Availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brand Name	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heat Output	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Made in USA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Warranty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value for Price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prior Brand Experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Controls Location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thermostat, Remote, or Manual Operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of Operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Special Features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Salesperson's Recommendation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freind/Relative's Recommendation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Portability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quiet Operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**TAPE**



**Postage  
Required**



**2701 Industrial Drive  
P.O. Box 90004  
Bowling Green, KY 42102-9004**

**TAPE**



# WARRANTY INFORMATION

## KEEP THIS WARRANTY

<b>Model</b> _____
<b>Serial No.</b> _____
<b>Date Purchased</b> _____

Always specify model and serial numbers when communicating with the factory.

We reserve the right to amend these specifications at any time without notice. The only warranty applicable is our standard written warranty. We make no other warranty, expressed or implied.

### LIMITED WARRANTY DIRECT-VENT FIREPLACE

DESA warrants this product to be free from defects in materials and components for two (2) years from the date of first purchase, provided that the product has been properly installed, operated and maintained in accordance with all applicable instructions. To make a claim under this warranty the Bill of Sale or cancelled check must be presented.

This warranty is extended only to the original retail purchaser. This warranty covers the cost of part(s) required to restore this heater to proper operating condition and an allowance for labor when provided by a DESA Authorized Service Center. Warranty part(s) MUST be obtained through authorized dealers of this product and/or DESA who will provide original factory replacement parts. Failure to use original factory replacement parts voids this warranty. The product MUST be installed by a qualified installer in accordance with all local codes and instructions furnished with the unit.

This warranty does not apply to parts that are not in original condition because of normal wear and tear or parts that fail or become damaged as a result of misuse, accidents, lack of proper maintenance or defects caused by improper installation. Travel, diagnostic cost, labor, transportation and any and all such other costs related to repairing a defective heater will be the responsibility of the owner.

TO THE FULL EXTENT ALLOWED BY THE LAW OF THE JURISDICTION THAT GOVERNS THE SALE OF THE PRODUCT; THIS EXPRESS WARRANTY EXCLUDES ANY AND ALL OTHER EXPRESSED WARRANTIES AND LIMITS THE DURATION OF ANY AND ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO TWO (2) YEARS ON ALL COMPONENTS FROM THE DATE OF FIRST PURCHASE; AND DESA'S LIABILITY IS HEREBY LIMITED TO THE PURCHASE PRICE OF THE PRODUCT AND DESA SHALL NOT BE LIABLE FOR ANY OTHER DAMAGES WHATSOEVER INCLUDING INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Some states do not allow a limitation on how long an implied warranty lasts or an exclusion or limitation of incidental or consequential damages, so the above limitation on implied warranties or exclusion or limitation on damages may not apply to you.

This warranty gives you specific legal rights and you may also have other rights that vary from state to state.

For information about this warranty write:



2701 Industrial Drive  
P.O. Box 90004  
Bowling Green, KY 42102-9004  
[www.desatech.com](http://www.desatech.com)



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