

INSTALLATION AND OPERATION GUIDE

DIRECT-VENTED GAS FIREPLACE



WHAT TO DO IF YOU SMELL GAS

Do not turn on any appliance.

Do not touch any electrical switch; do not use any phone in your building.

From an external phone, call your gas supplier immediately and follow their instructions to the letter.

If your gas supplier is not available, contact your local fire department.

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

If the information in these instructions are not followed exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

**WARNING**



HOT GLASS MAY CAUSE INJURIES

DO NOT TOUCH GLASS UNTIL IT HAS COOLED DOWN

NEVER ALLOW CHILDREN TO TOUCH GLASS

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

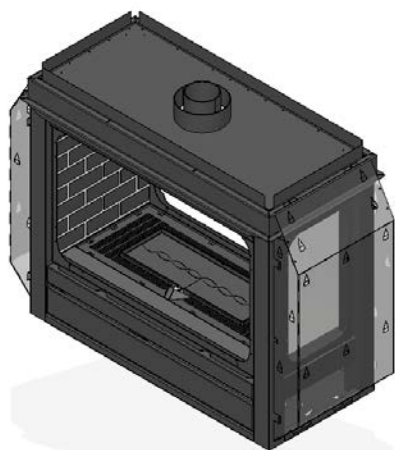


CERTIFIED AS DIRECT VENT GAS
FIREPLACE : CSA 2.22-2012
ANSI Z21.50-2012

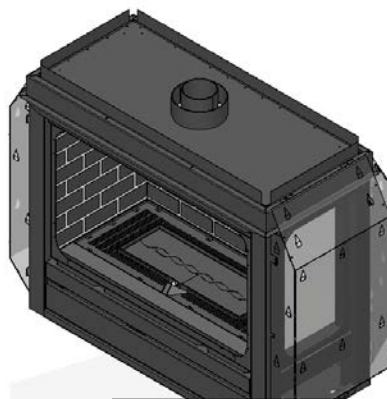
Reviewed on September 1st, 2014
Gas fireplace

490, rue de l'Argon, Québec (Québec) CANADA G2N 2C9
Tel.: 418-849-8095 Fax: 418-849-0077
www.jaroby.com

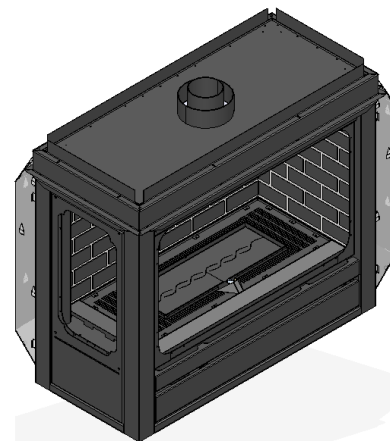
7 GAS FIREPLACES MODELS



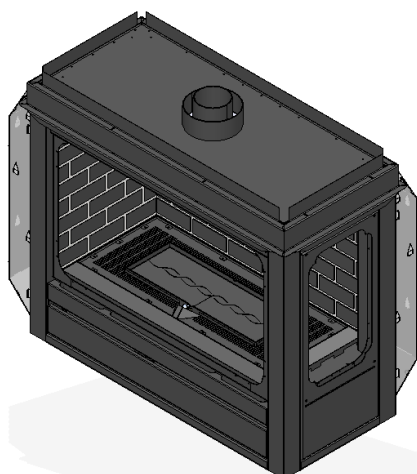
SUROIT / RGV-25
(SEE THRU)



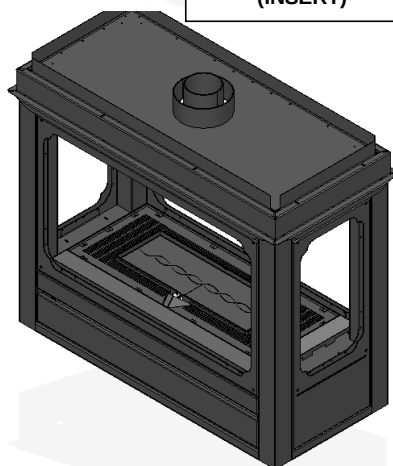
LOO / RGR-25
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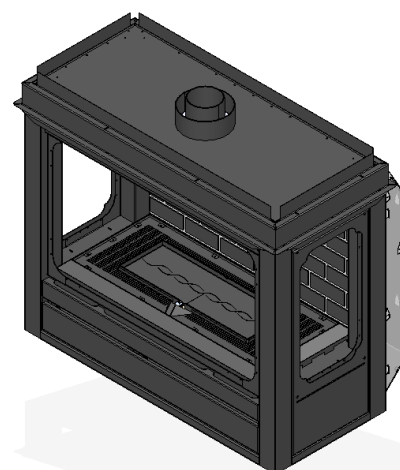
MOUSSON / RGCD-25
(RIGHT CORNER)



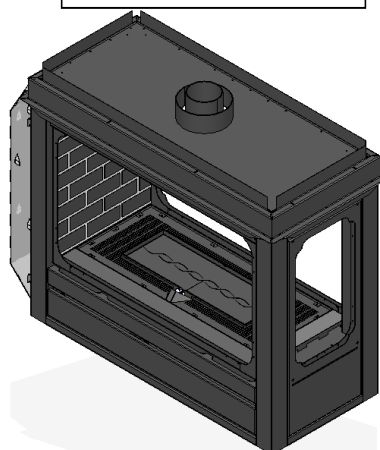
AUSTER / RCGG-25
(LEFT CORNER)



PAMPERO / RGC-25
(CENTRAL)



SIROCCO / RGB-25
(PANORAMIC)



MISTRAL / RGP-25
(PENINSULA)

INTRODUCTION

Read this manual before installing or using this product. Please keep this owner's manual for future reference.

CONGRATULATIONS!

You are now the owner of a J. A. ROBY gas fireplace. J. A. ROBY products are made with first grade components and materials and are put together by skilled professionals who care about the quality of their work. Each component of your fireplace was tested and thoroughly inspected to make sure you receive a high-quality product. For the past 30 years, we have been committed to providing you with high-quality products and customer satisfaction. We offer a complete range of gas and wood burning fireplaces, unique decorative cabinets and stylish accessories to compliment any decor. At J. A. ROBY, we know that adding a fireplace is one of the best ways to increase the value of your home, and we are proud to help you achieve your dreams with a network of retailers all across the country. Not only are we committed to providing you with reliable and well-functioning appliances; but we also have your safety at heart. This is why we offer you ongoing assistance and support to make sure you can take full advantage of your J. A. ROBY gas fireplace.



Owner's reference information

We recommend you write down the following information on your gas fireplace.

Model name: _____

Date of purchase/installation: _____

Serial number: _____

Location of the gas fireplace: _____

Retailer's name: _____

Retailer's phone number: _____

Notes: _____

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SAFETY

READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

THIS APPLIANCE MUST BE INSTALLED BY A CERTIFIED QUALIFIED TECHNICIAN IN ACCORDANCE WITH THE INSTRUCTIONS CONTAINED IN THE OWNER'S MANUAL PROVIDED BY THE MANUFACTURER AND IN COMPLIANCE WITH THE APPLICABLE LOCAL AND NATIONAL INSTALLATION STANDARDS ALSO WITH THE EFFECT BUILDING CODE.

IT IS STRICTLY FORBIDDEN TO MODIFY THIS UNIT

1.1 WARNING

WARNING:

If these instructions are not followed exactly, a fire or explosion may result causing property damage, personal injury or even death.

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

WHAT TO DO IF YOU SMELL GAS

- Do not turn on any appliance.
- Do not touch any electrical switch; do not use any phone in your building.
- From an external phone, call your gas supplier immediately and follow their instructions to the letter.
- If your gas supplier is not available, contact the fire department.
- Installation and maintenance must be performed by a qualified installer or by the gas supplier.

- This unit can be installed in a prefabricated home that is already installed if local regulations allow it.

- This appliance must only be used with the type of gas indicated on the **rating plate**. This appliance is not convertible for use with other gases unless a conversion kit is used.

This equipment has been certified by ITS.
To:
ANSI Z21.50-2012 • CSA 2.22-2012
Vented Gas Fireplace Heaters

INSTALLER: LEAVE THIS MANUAL WITH THE EQUIPMENT

DO NOT DISCARD

- This document contains important instructions for the installation, use and maintenance of the appliance.
- You must read, understand and follow these instructions and details to ensure safe installation and use.
- You must refer to a qualified person for the installation, use and maintenance of the appliance.

WARNING

Improper installation, adjustment, alteration, repair or maintenance can cause material damage or injury. Make sure to read and understand this manual. For assistance or additional information, consult an installer, a licensed technician or your gas supplier.



1.2 SAFETY INSTRUCTIONS

- Make sure you follow the instructions in this manual to avoid any risk of fire, explosion, damage, injury or death.
- This guide will tell you how to use your fireplace properly and safely. Keep it for future reference. This unit is approved for installation in living rooms, bedrooms and bathrooms. Failure to comply with the requirements that follow could pose a hazard.

BURNING HOT!

Do not touch the fireplace when it is used! Serious injuries could occur and clothes could catch fire!

Keep children away!



WARNING



HOT GLASS MAY CAUSE INJURIES

DO NOT TOUCH GLASS UNTIL IT HAS COOLED DOWN

NEVER ALLOW CHILDREN TO TOUCH GLASS

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

1.2.1 INSTALLATION

- CAUTION: Failure to follow these instructions voids the warranty.
- Installation must comply with local codes. If there are none, follow the National Fuel Gas Code ANSI Z223.1 (latest edition) for the U.S. and the CAN / CSA B149 installation codes in Canada. Do not install directly on carpeting or on a combustible material other than wood. If you are installing the fireplace on a flooring not adapted for this kind of appliance, you must install it on a piece of sheet metal, a wood floor or an hearth as wide and as deep as the appliance
- Your fireplace is designed to be used in zero clearance installations. Depending on your configuration, insulator box are provided on the fireplace. Combustible materials can be placed against the clearance post located on top of the appliance. Follow the installation instructions carefully to avoid any risk of fire.
- Do not connect this fireplace's vent with another vent appliance.
- Install and use this appliance carefully. Follow all local codes; if there are none, refer to the latest *National Fuel Gas Code* ANSI Z223.1/NFPA 54 in the U.S. and the *National Gas and Propane Installation Code* CAN / CGA B149 1 in Canada.

- This appliance can be installed in any room of the house, provided that all local codes and installation instructions are followed.
- The fireplace must be properly connected to a **venting** system. It is very important to correctly install the **vent** pipe to ensure the appliance is functioning properly. You must strictly follow the instructions on the vent pipe, whether vertical or horizontal. (See 3.2)
- The installation must be performed by a qualified installer or by trained professionals supervised by a technician, the service agency or the gas supplier.
- This unit can be installed as an original equipment in a prefabricated home (USA only). It must be installed according to the manufacturer's instructions and in accordance with the *Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280*.
- Check building codes prior to installation.
- The installation must comply with local, regional, provincial and national codes and regulations.
- Consult local building and fire department authorities or officials who have jurisdiction over restrictions, post-installation inspection and permit issuing.

WARNING

Do not install any damaged or incomplete component, or any replacement component that was not approved by the manufacturer.



- Install the appliance on a metal or wood hard surface that is as wide and as deep as the fireplace.
- Install the **alcove** in accordance with the guide's clearance specifications.
- Install the fireplace in accordance with the guide's clearance specifications.
- Make sure to leave a 3 in. space between combustible materials and the first 8 ft. of the vent pipe (except if protected by a firestop). After the first 8 ft. of the vent pipe, keep a 1 in. space between the vent and combustible materials.
- Do not connect this gas appliance to a flue used for another fuel-fired appliance.
- Drain the gas from this unit directly to the outside.
- Use a standalone **vent** system for this appliance.
- Make sure to always leave the required clearances around the vent system and firestop.
- Install the ceiling firestop as specified in this manual.
- Overlap vent sections at least 1 ½ in. (3.8 cm).
- Vent sections can come off if they are not properly connected. Each vent sections should be sealed and screwed on.
- Check that all vent and gas pipe connections are tightly sealed.
- Use only the accessories provided by the manufacturer inside the fireplace's combustion chamber.
- Facing or trim materials must never extend above the removable glass door.
- Trim materials must not interfere with the operation of the service access or maintenance doors.

- This appliance must be used ONLY with the type of gas indicated on the rating plate. Do not use this unit with other gases unless it has been converted by a qualified technician.
- To ensure optimal performance, it is recommended to use a propane/LPG tank with a capacity of at least 100 gallons (379 L).
- When installed with electric accessories, all J. A. ROBY fireplaces must be grounded in compliance with local codes, where applicable. If no such codes exist, consult the *National Electric Code* (ANSI/NFPA70) or the *Canadian Electrical Code* (CSA C22.1).

1.2.2 **USE**

- Closely supervise children who are in the same room as the appliance. Small children are more at risk of accidental burns. For maximum safety, add a physical barrier designed specifically for children. This type of equipment is highly recommended if children are often near the appliance.
- Explain the risks related to the fireplace's high temperature to both children and adults.
- Do not use the appliance without a protection mechanism in the presence of small children.
- Keep the appliance dry (mold and rust can cause odors and water could damage the controls).
- Make sure the air inlets and the service access door are clear and uncluttered.
- If any part of the fireplace is exposed to or immersed in water, refrain from using the appliance and contact a qualified technician as soon as possible to have the damaged elements repaired or replaced
- If a log, a brick panel or any other accessory is damaged, do not use the fireplace until a qualified technician has replaced it.
- This direct-vented gas fireplace is balanced and sealed. About 10 to 20 minutes of operation are required for the flame to stabilize.
- Do not use any accessory that has not been recommended by J. A. ROBY.
- Do not add a fan, heat exchanger, or any other accessory that has not been approved for use with this fireplace.

WARNING:

- Do not use the fireplace if a glass door is missing, cracked or broken.



- When the fireplace is not in use, it is recommended to place the control valve in the off position (CLOSE) .
- Inspect the unit and its components to detect any damage; damaged parts may interfere with proper operation.

This fireplace reaches high temperatures. To avoid burns and clothing catching fire, refrain from touching hot surfaces. The fireplace will remain hot sometime after it is turned off. Never touch surfaces before they have cooled down.

- Supervise small children closely and make sure they do not touch or operate the gas fireplace. This fireplace is designed for space heating; never use it for cooking or burning anything.
- This fireplace is designed to be used with the type of gas indicated on the rating plate; never use solid fuel (wood, coal, paper, cardboard, or other).
- Do not use this appliance if any part has been immersed in water or any other liquid. Call a qualified service technician immediately to have the appliance inspected and to replace any part of the control system and any gas control mechanism that has been immersed.

WARNING:

For optimal combustion, the mandatory amount of glass (2 cups) on the burner is necessary



1.2.3 FIRE HAZARD

- Facing materials must be properly installed to prevent the risk of fire.
- Make sure that no debris are blocking the cap as a restricted air flow affects gas combustion.
- Close the manual shutoff valve before installing the devices to test valve pressure. These tests must be performed by a qualified technician.
- Do not store or use gasoline or any other flammable vapors or liquids in the vicinity of the unit.
- High gas intake pressure at valve may cause overheating.
- Check minimum gas pressure intake when other household gas appliances are operating. These verifications must be performed by a qualified technician.
- Gas accumulation may ignite when purging the line.
- Purge must be performed by a qualified technician.
- When purging gas lines, make sure there are no ignition sources such as sparks or open flames in the same room as the fireplace.
- The adjustment of the valve is set at the factory. Do not modify.
- Do not connect 110 V wires to the fireplace's valve.
- Never let any fuel or other volatile liquids (gasoline or alcohol) near your fireplace when it is operating.
- Do not obstruct fuel or air inlets in any way.
- Improper wiring will override the safety interlock system, which could cause an explosion.
- If you smell gas, carry out the steps indicated in paragraph 1.1 immediately.
- This unit is equipped with injectors sized specifically for use with natural gas (or propane gas). Do not attempt to change the injectors in any way; this will cause abnormal operation of the unit and may cause a fire.

1.2.4 MAINTENANCE

- You should have a qualified technician inspect this fireplace every year. Make a habit of having your gas fireplaces inspected once a year.
- If the glass door have to be replaced, we suggest to call a qualified technician to do it.
- Turn the fireplace off and let it cool before servicing or repairing it. Installation or repair of the fireplace must be performed by a qualified technician only. Have the burner inspected every year.
- Always make sure the unit is working properly after every maintenance operation.
- Always keep the control boxes and burner clean. Turn off the gas supply before cleaning the fireplace.
- This unit is equipped to run on natural or propane gas. Conversion must be made by a qualified technician.

- Have the exhaust system and the fireplace inspected by a qualified technician every year before the heating season begins
- Use a gentle cleaner on the windows. Do not use abrasive products; abrasive products damage glass will damage the surface of the glass.

THE INSTALLER MUST READ THIS MANUAL CAREFULLY BEFORE INSTALLING OR USING THIS APPLIANCE. PLEASE REFER TO LOCAL CODES, WHERE APPLICABLE.

J. A. ROBY assumes no liability and makes no warranties if some of this eventuality became.

- A bad installation.
- Used with a damaged component.
- A vent system installation that does not met J. A. ROBY's instructions;
- The crushed glass was not placed properly on the burner
- Used of any component not approved by J. A. ROBY.

WARNING:

It is important to handle all appliance components (doors, SmartCase®, burner, etc.) with care during maintenance.



1.3 **GENERAL SAFETY INFORMATION**

1.3.1 **CARBON MONOXIDE**

- An installation that does not comply with the recommendations described in this manual can lead to carbon monoxide emissions. As a safety measure, we strongly recommend for a carbon monoxide detector to be installed near the unit.

Signs of a carbon monoxide poisoning (headaches, dizziness and nausea) are similar to those of influenza. If you have these symptoms, your fireplace may not have been installed correctly. Turn off the gas fireplace and go outside immediately for some fresh air! Have the fireplace inspected by a qualified technician.

1.3.2 **GAS ODOR**

- Propane gas/LPG and natural gas are odorless. An odorant (usually sulfur) is added to each one of these gases which makes them smell similar to rotten eggs. This will help you easily detect any eventual leak. However, the odor added to these gases can fade. Gas may be leaking without releasing any smell. We therefore strongly recommend that a gas detector be installed near the unit.

2. SPECIFICATIONS

2.1 TECHNICAL FEATURES

This fireplace is intended for use with the type of gas specified on the rating plate.

- These fireplaces are approved for installations without changes at altitudes up to 2,000 feet (609 meters) in the U.S. and 1,370 meters (4,500 feet) in Canada.
- If your system is installed at an altitude higher than 4,500 feet above sea level, please contact your local authorities having jurisdiction over gas product installation to determine the specific adjustments necessary at this higher altitude.
- Fireplaces at 31,000 BTU/h or less are equipped with tempered glass. Tempered glass goes through a quenching process (rapid cooling) that treats it to improve its mechanical properties; it is more resistant than regular glass.
- Fireplaces at 32,000 BTU/h are equipped with a glass-ceramic surface. Glass-ceramic is made of microcrystals dispersed in a glassy phase. This particular structure gives this material higher thermal shock resistance than tempered glass.

2.2 RATING PLATE



Certified as:
Direct vent gas fireplace
CSA 2.22-2012
ANSI Z21.50-2012



Au coeur de la chaleur
Warmth from the heart of J.A.ROBY INC.

Do not use with solid fuel
For use with glass door certified with this appliance only
Not for use in Mobile Home

LOCATION : Quebec, Qc, Canada

SERIAL NO. :

Models : RGP 25 Mistral, RGB 25 Sirocco, RGCG 25 Auster, RGV 25 Suroit, RGC 25 Pampero, RGR 25 Loo, RGCD 25 Mousson				LOCATION : Québec, QC, Canada SERIAL NO. :	
GAS	Supply pressure		Normal BTU/h	Burner orifice size	Manifold Pressure
	Minimum	Normal		Burner	
Natural	3.5" WC.	7" WC.	21,000	0.0905"(2.29mm)	3.5 WC.
Natural	3.5" WC.	7" WC.	23,000	#42	3.5 WC.
Natural	3.5" WC.	7" WC.	25,000	#41	3.5 W.C.
LPG GAS	8"WC.	11" WC.	21,000	#54	10 W.C.
LPG GAS	8"WC.	11" WC.	27,000	#53	10 W.C.
LPG GAS	8"WC.	11" WC.	32,000	#1/16	10 W.C.
ALTITUDE	0-610 M / 0-4500 Ft				
MINIMUM CLEARANCES TO COMBUSTIBLE MATERIAL					
BACK		TOP		SIDES	
0"/ 0 cm **		17"/43.18cm **		1"/ 2.54 cm **	
Mantle : **		From the opening : **			
See installation instructions for details					

Vented gas Fireplace- Do not Use with Solid fuel

Electrical requirement for optional fan (115 Volts, 60 Hz, 0.20 Amps) normal power consumption is 23 watts. For Use with glass door certified with this appliance only. This appliance must be properly connected to a venting system in accordance with the manufacturer's installation instructions. **WARNING:** Failure to position the part in accordance with these diagrams or failure to use only parts specifically approved with this appliance may result in property damage or personal injury. Keep burner and control compartment clean. See installation and operating instructions accompanying appliance. This appliance must be installed in accordance with local code, if any; if none, follow the current ANSI Z223.1, or CSA B149, Installation codes.

CAUTION: Hot while in operation. Do not touch the appliance. Severe burns may result. Keep children, clothing and furniture away.

WARNING

HOT GLASS MAY CAUSE INJURIES

DO NOT TOUCH GLASS UNTIL IT HAS COOLED DOWN

NEVER ALLOW CHILDREN TO TOUCH GLASS

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

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 OPERATING smell all around the appliance gas area. 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. Use only your hand to turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, do not 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 on this label.
2. Press the power button to the "OFF" position or set the thermostat to the lowest setting on the transmitter.
3. Turn off all electric power to the appliance.
4. This appliance is equipped with an ignition device which automatically lights the pilot. Do not try to light the pilot by hand.
5. Turn off all electric power to the appliance.
6. Close the main gas valve.
(Perpendicular to pipe, 1/4 of turn)
7. Wait five (5) minutes to clear out any gas. If you then smell gas, STOP!
Follow "B" in the safety information above on this label. If you do not smell gas, go to next step.
8. Open the main gas valve. (Parallel to pipe, 1/4 of turn)
9. Turn on all electric power to the appliance.
10. Close control access panel
11. Press the power button to the "ON" position or set the thermostat to desired setting on the transmitter
12. If the appliance will not operate, follow the instructions "To Turn off Gas to Appliance" and call your service technician or gas supplier.

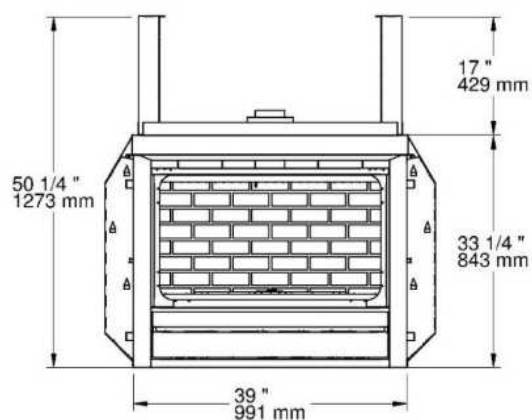
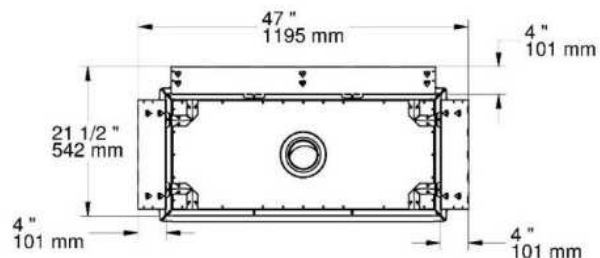
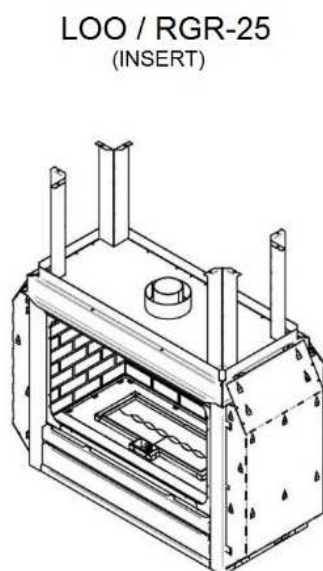
TO TURN OFF GAS TO APPLIANCE

1. Set the thermostat to lowest setting.
2. Turn off all electric power to the appliance if service is to be performed.
3. Open control access panel
4. Put the battery holder switch to the "OFF" position.
5. Close the main gas valve.
(Perpendicular to pipe, 1/4 of turn)
6. Close control access panel

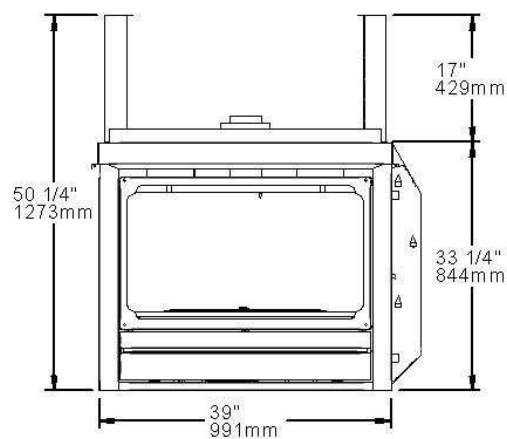
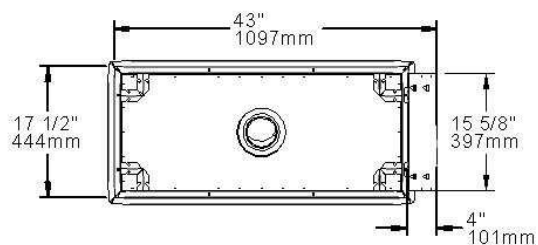
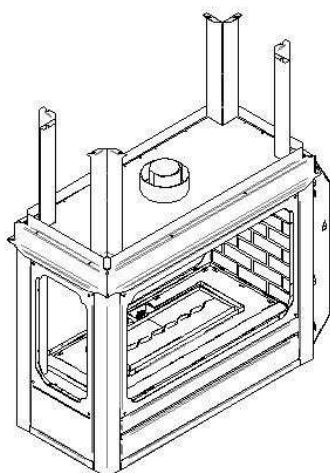
2.3 FIREPLACE DIMENSIONS

2.3.1 LOO / RGR-25 (INSERT)

2.3.2 MISTRAL / RGP-25 (PENINSULA)

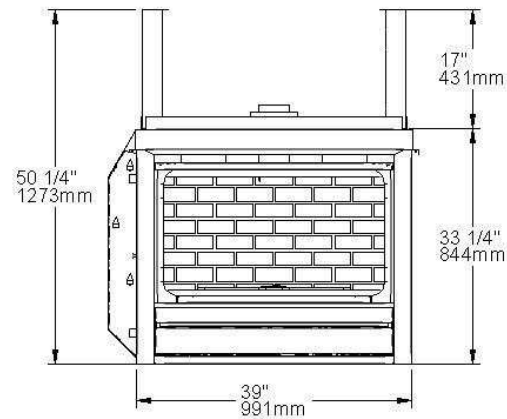
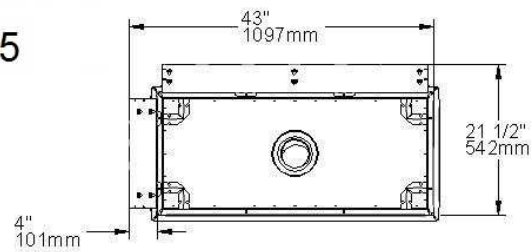
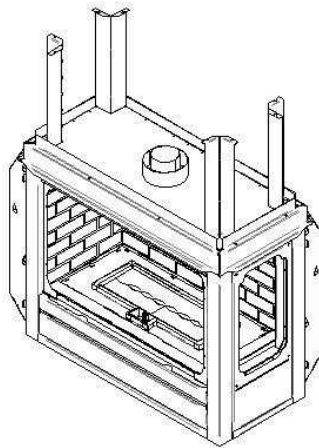


MISTRAL / RGP-25
(PENINSULA)



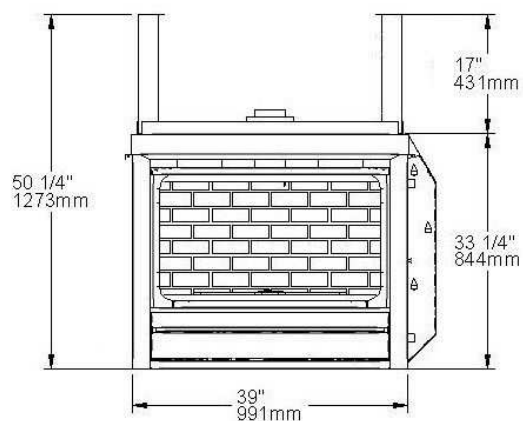
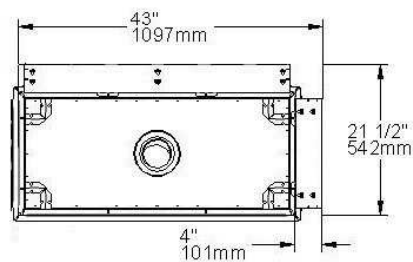
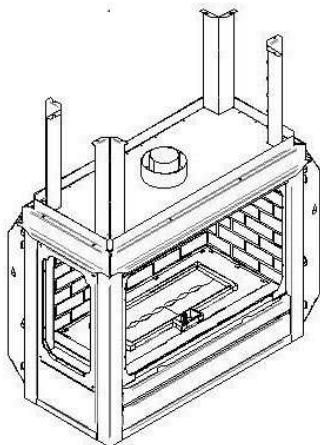
2.3.3 AUSTER / RGCG-25 (LEFT CORNER)

AUSTER / RGCG-25
(LEFT CORNER)



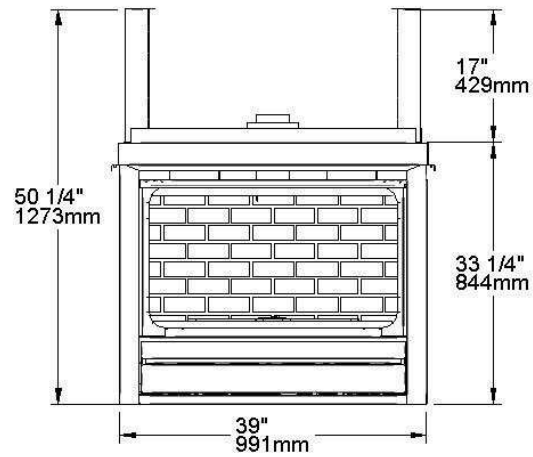
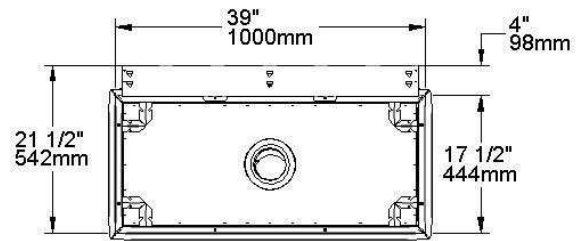
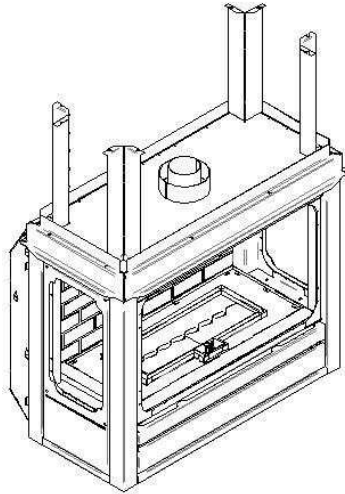
2.3.4 MOUSSON / RGCD-25 (RIGHT CORNER)

MOUSSON / RGCD-25
(RIGHT CORNER)



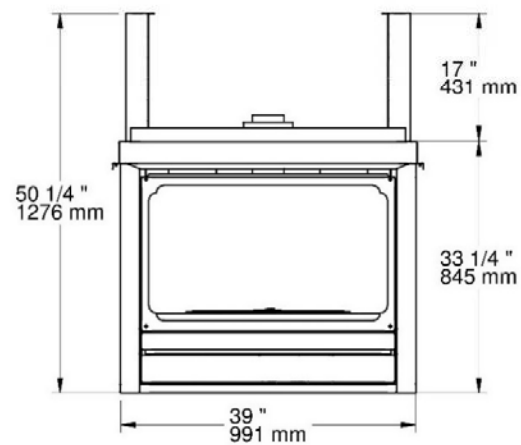
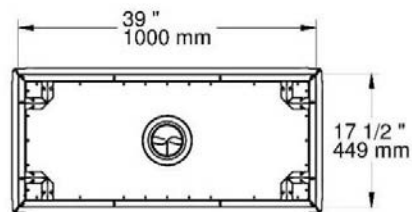
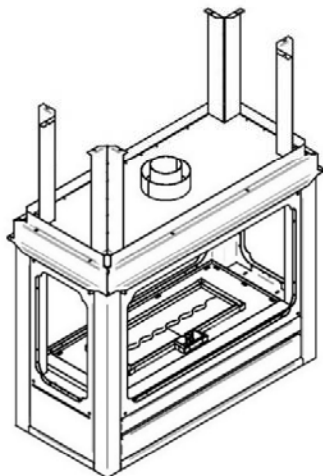
2.3.5 SIROCCO / RGB-25 (PANORAMIC)

SIROCCO / RGB-25
(PANORAMIC)



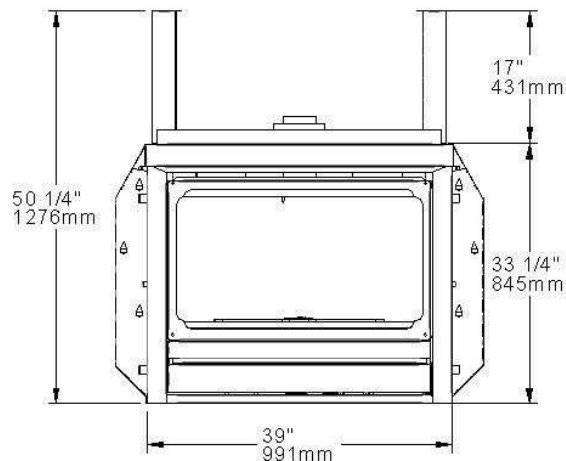
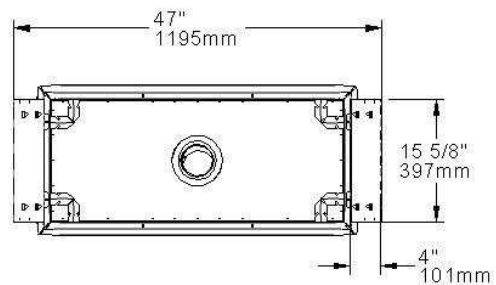
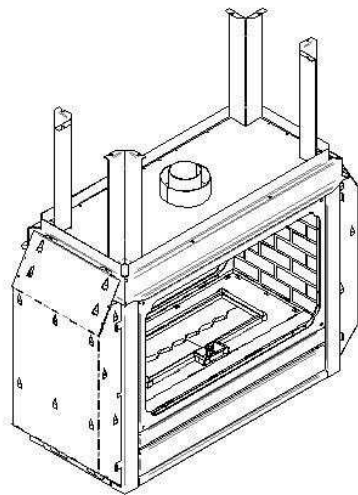
2.3.6 PAMPERO RGC-25 (CENTRAL)

PAMPERO / RGC-25
(CENTRAL)



2.3.7 SUROIT / RGV-25 (SEE THRU)

SUROIT / RGV-25 (SEE THROUGH)



3. GAS FIREPLACE INSTALLATION

Before starting the installation of the fireplace, make sure to read and understand section 1.2.1 describing the safety precautions to take when installing this appliance.

This device is designed to operate with a remote control or a wall switch.
When planning the fireplace installation you must determine:

- Where the appliance will be installed.
- The ventilation system configuration you will use. Make sure to check that it complies with the formulas listed in section 3.2.3 VENT INSTALLATION.
- The configuration of the gas supply pipe.
- The configuration of the electrical wiring.
- The configuration of the recessed installation.
- The finishing details.
- The list of tools and installation equipment required.
- Thoroughly inspect the unit and its components.
- Report any damaged component to the merchant.

3.1 INSERT INSTALLATION OF THE GAS FIREPLACE

- The framework should rest on top of the fireplace's upper clearance post as well as on the air circulation boxes located on the sides and at the back of the unit (see section 3.1.3 TOP CLEARANCE.)
- The fireplace can be installed directly on a hard combustible floor (see section 1.2.1) or on a platform with an appropriate height. Do not place the fireplace on carpeting, vinyl or other soft floor coverings. You can however install it on wood floor, plywood, particle board or other hard surfaces. Make sure the unit is placed on a continuous floor or a sturdy platform and that the framework offers adequate support. No cold air should enter the room from under the fireplace.

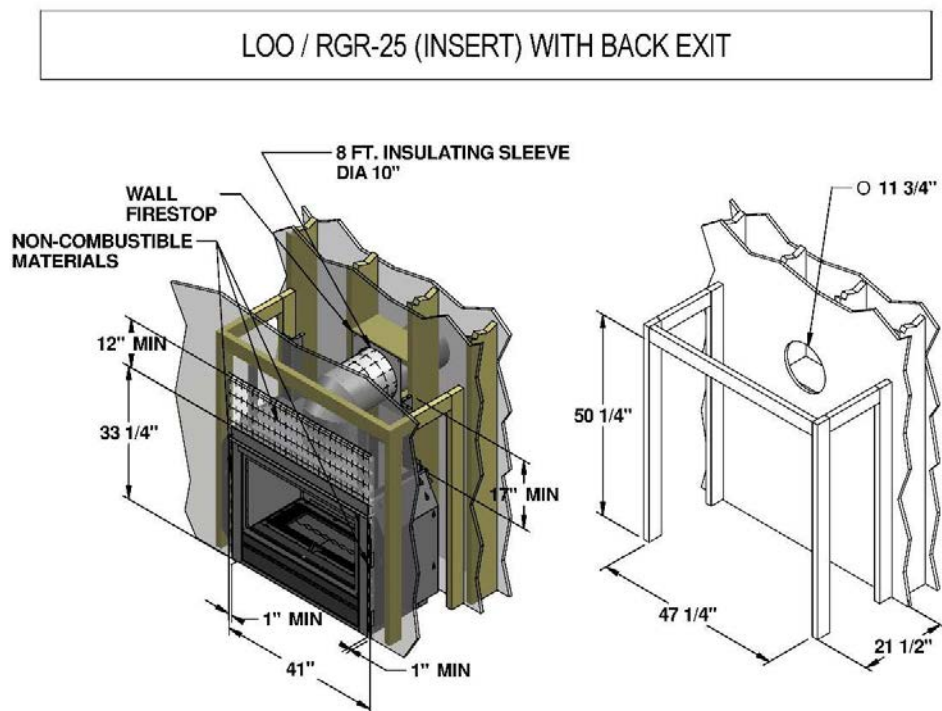
WARNING:

No matter the vent system configuration you choose, you must absolutely install an insulating sleeve over the first 8 ft. of vent, no exception. Always use the firestop provided with the gas fireplace when the vent is protected by the 8 ft. insulating sleeve and it goes through a wall/floor/ceiling/etc.

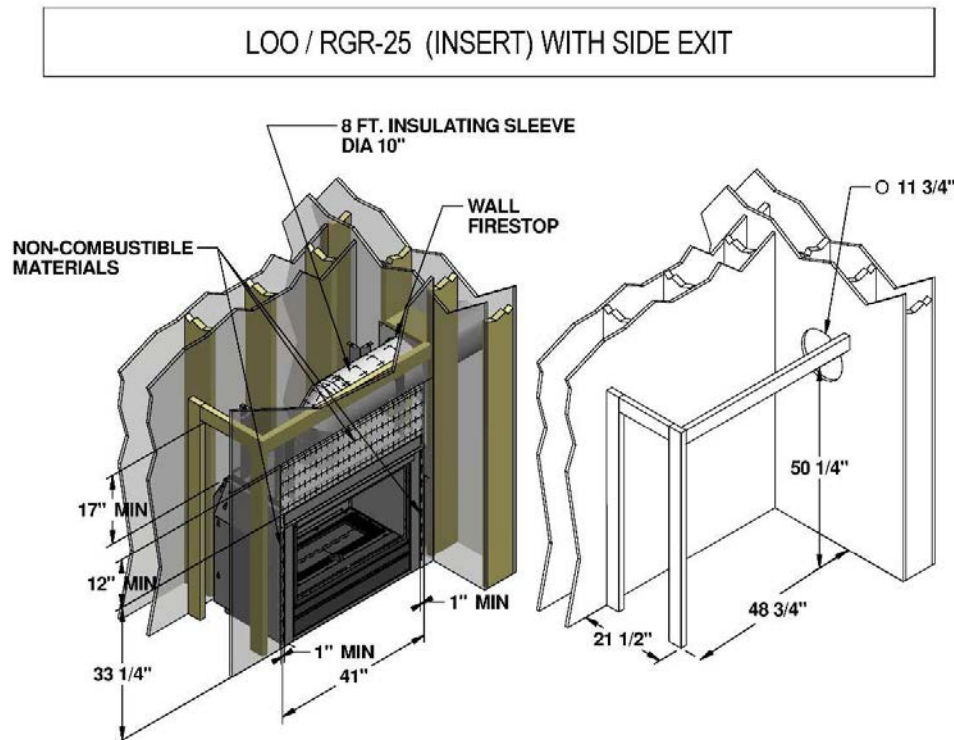


3.1.1 DRAWINGS OF MINIMUM CLEARANCES FOR INSTALLATION

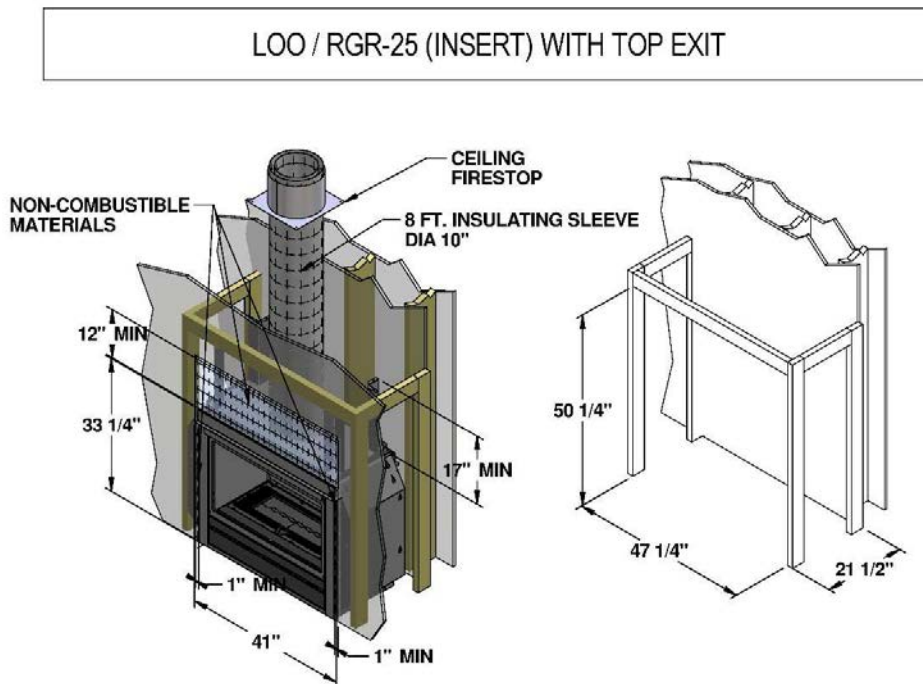
3.1.1.1 LOO / RGR-25 (INSERT) WITH BACK EXIT



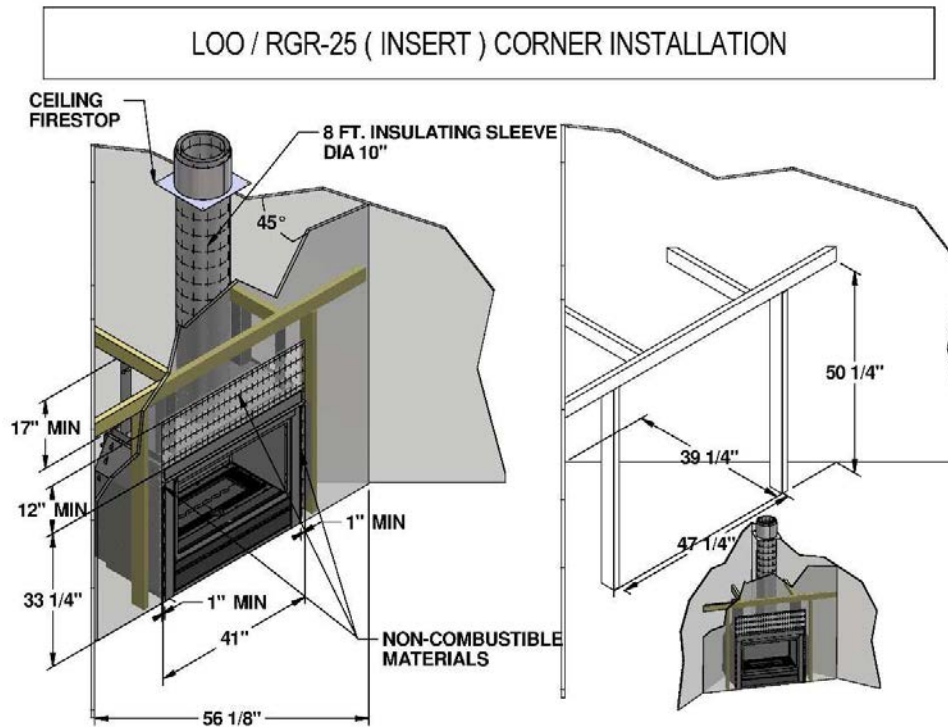
3.1.1.2 LOO / RGR-25 (INSERT) WITH SIDE EXIT



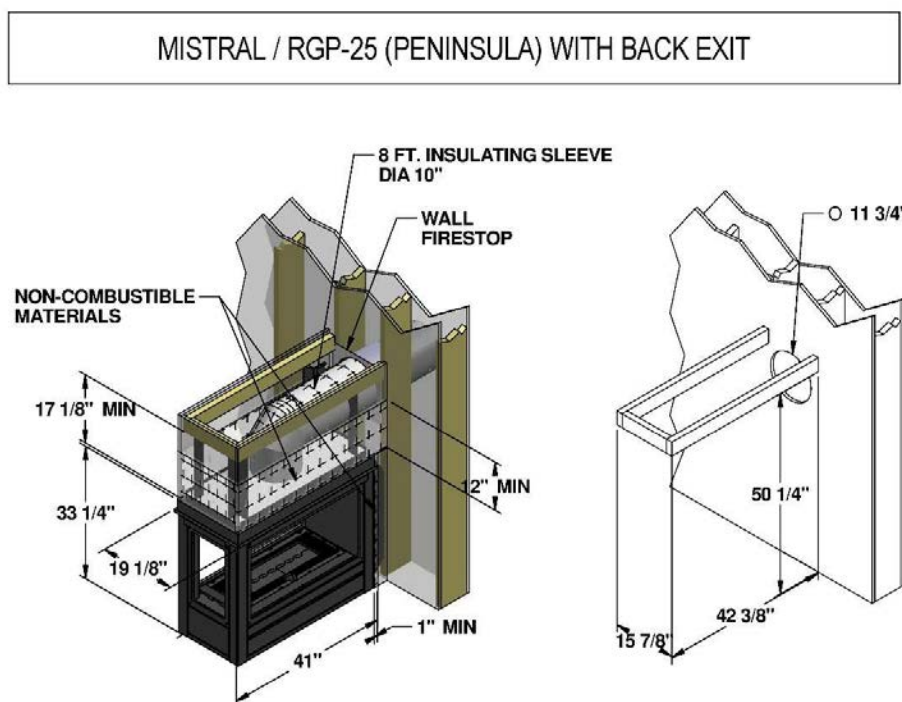
3.1.1.3 LOO / RGR-25 (INSERT) WITH TOP EXIT



3.1.1.4 LOO / RGR-25 (INSERT) CORNER INSTALATION WITH TOP EXIT

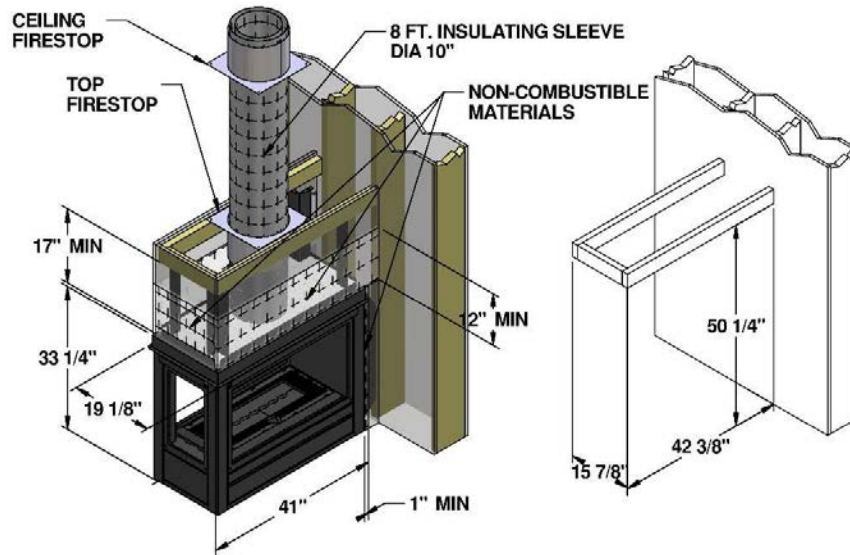


3.1.1.5 MISTRAL / RGP-25 (PENINSULA) WITH BACK EXIT



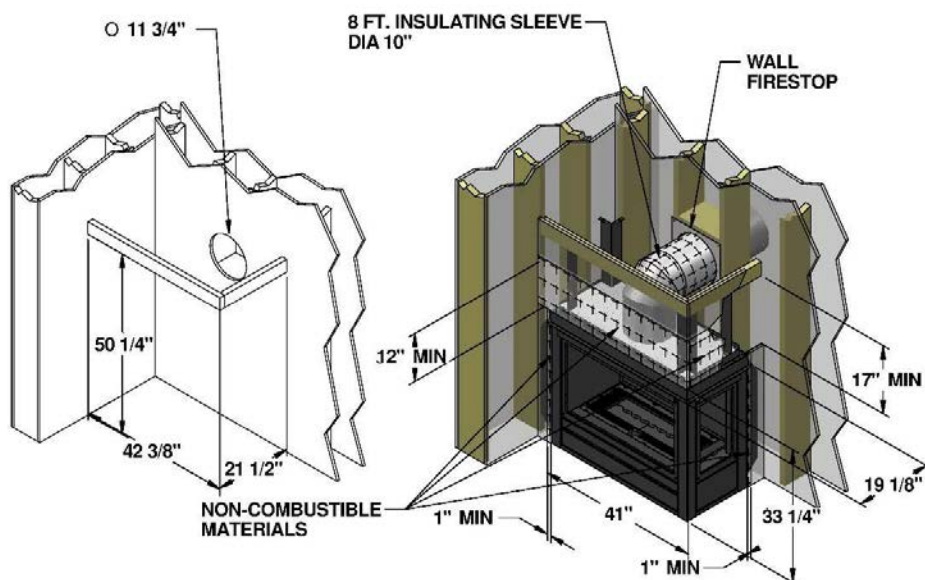
3.1.1.6 MISTRAL/ RGP-25 (PENINSULA) WITH TOP EXIT

MISTRAL / RGP-25 (PENINSULA) WITH TOP EXIT

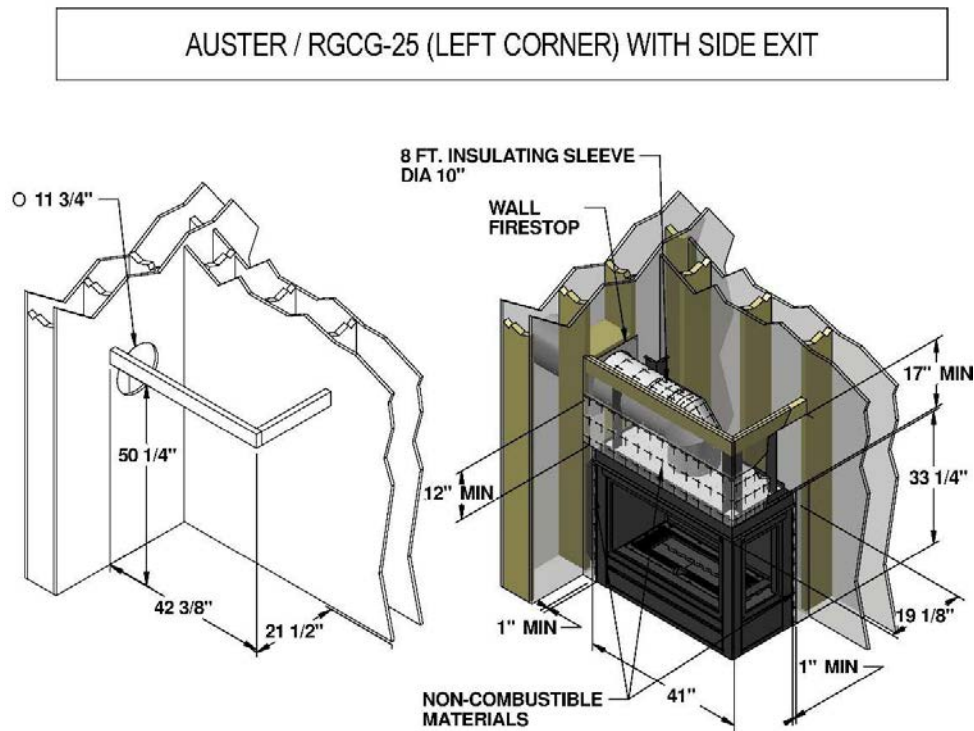


3.1.1.7 AUSTER / RGCG-25 (LEFT CORNER) WITH BACK EXIT

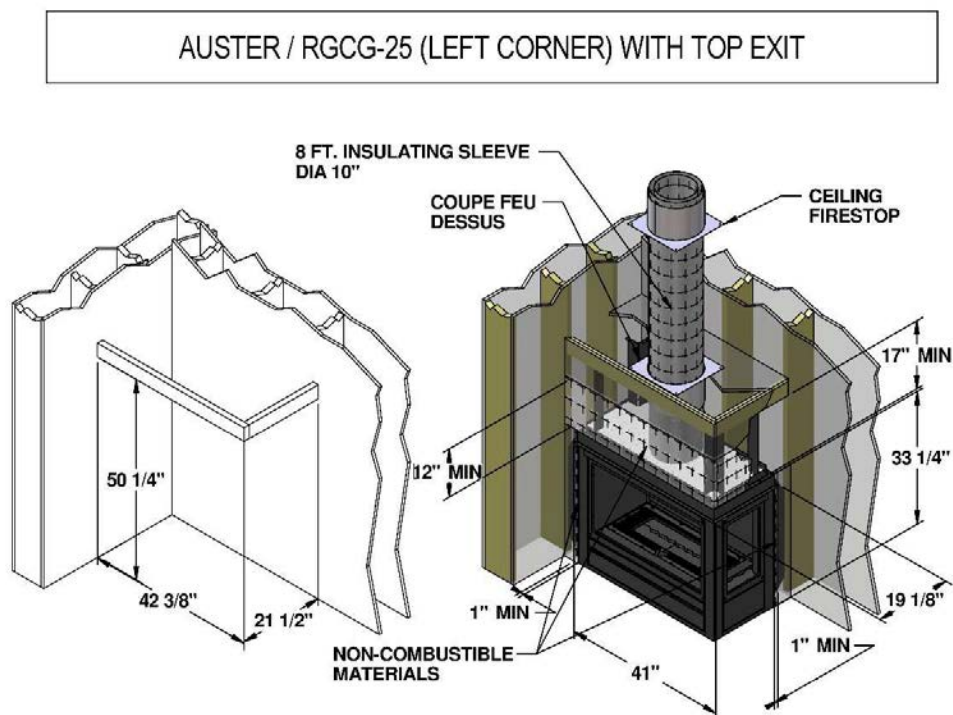
AUSTER / RGCG-25 (LEFT CORNER) WITH BACK EXIT



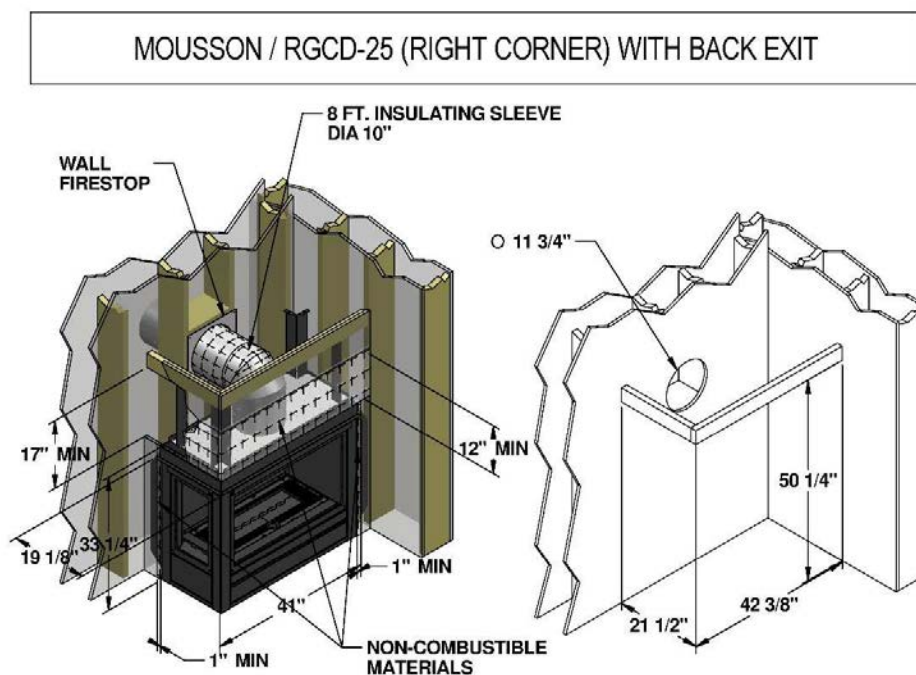
3.1.1.8 AUSTER / RGCG-25 (LEFT CORNER) WITH SIDE EXIT



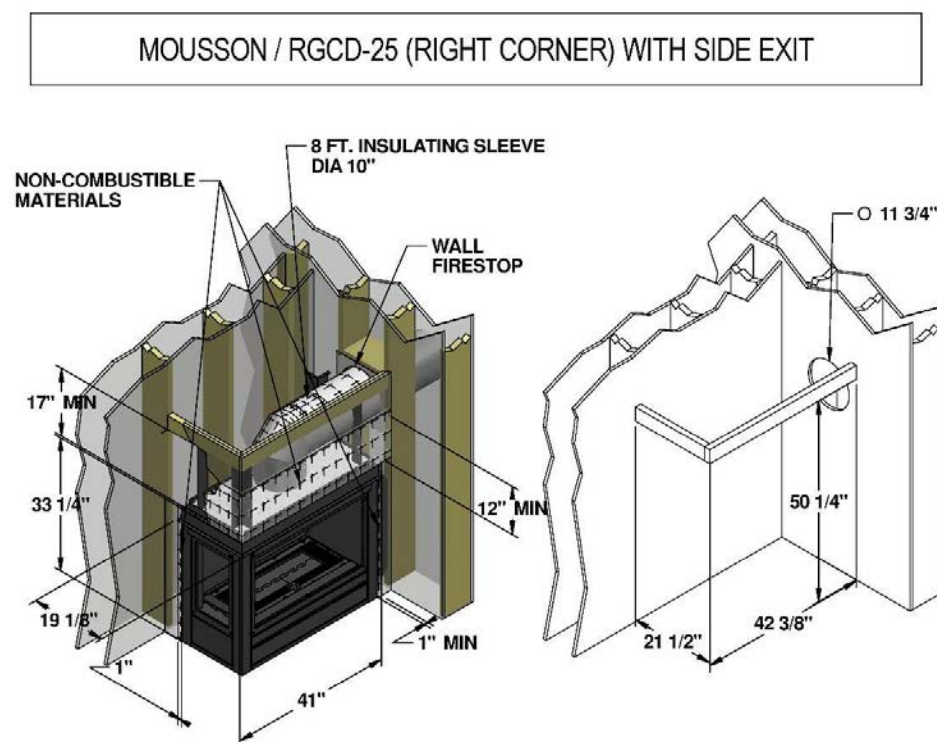
3.1.1.9 AUSTER / RGCG-25 (LEFT CORNER) WITH TOP EXIT



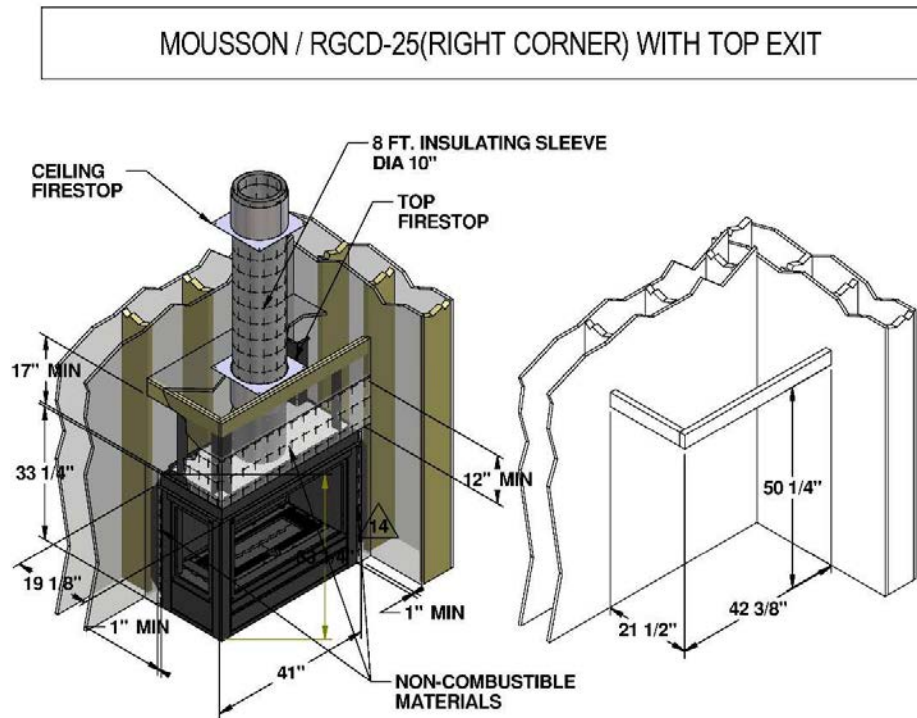
3.1.1.10 MOUSSON / RGCD-25 (RIGHT CORNER) WITH BACK EXIT



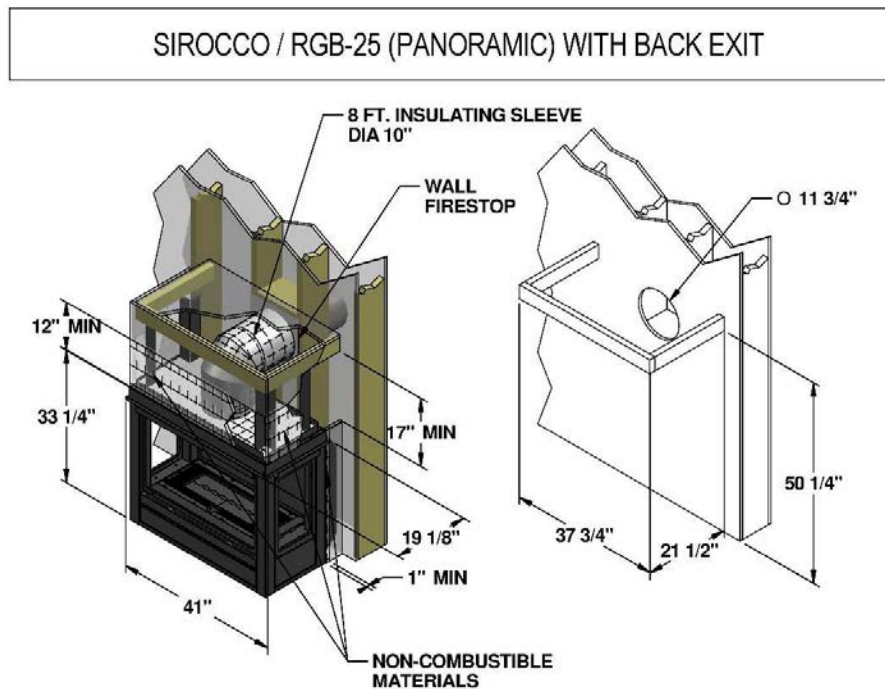
3.1.1.11 MOUSSON / RGCD-25 (RIGHT CORNER) WITH SIDE EXIT



3.1.1.12 MOUSSON / RGCD-25 (RIGHT CORNER) WITH TOP EXIT

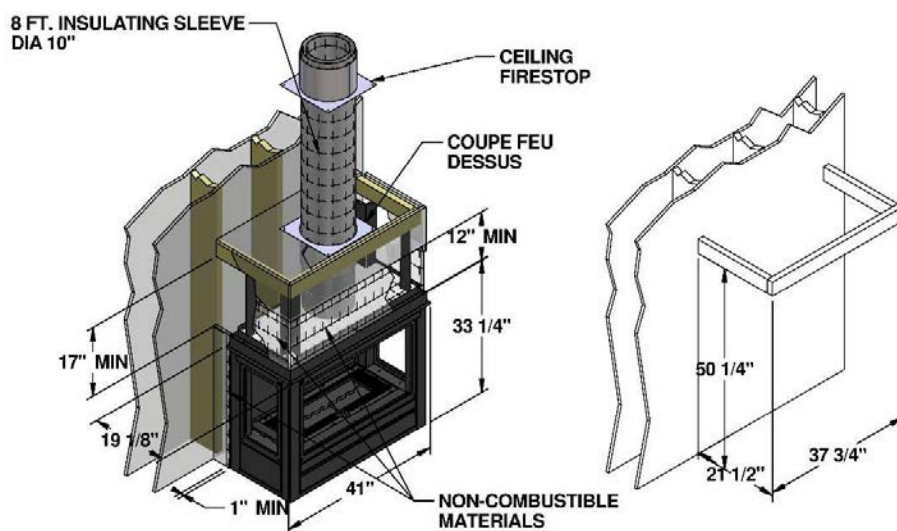


3.1.1.13 SIROCCO / RGB-25 (PANORAMIC) WITH BACK EXIT



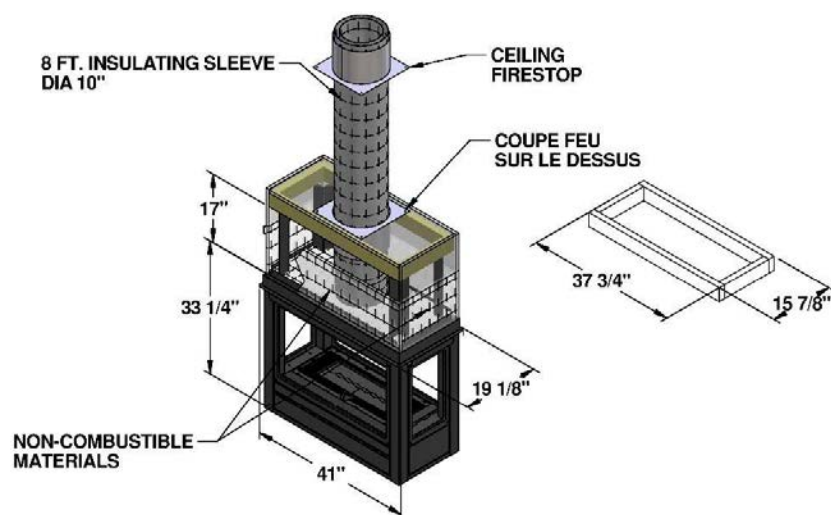
3.1.1.14 SIROCCO / RGB-25 (PANORAMIC) WITH TOP EXIT

SIROCCO / RGB-25 (PANORAMIC) WITH TOP EXIT

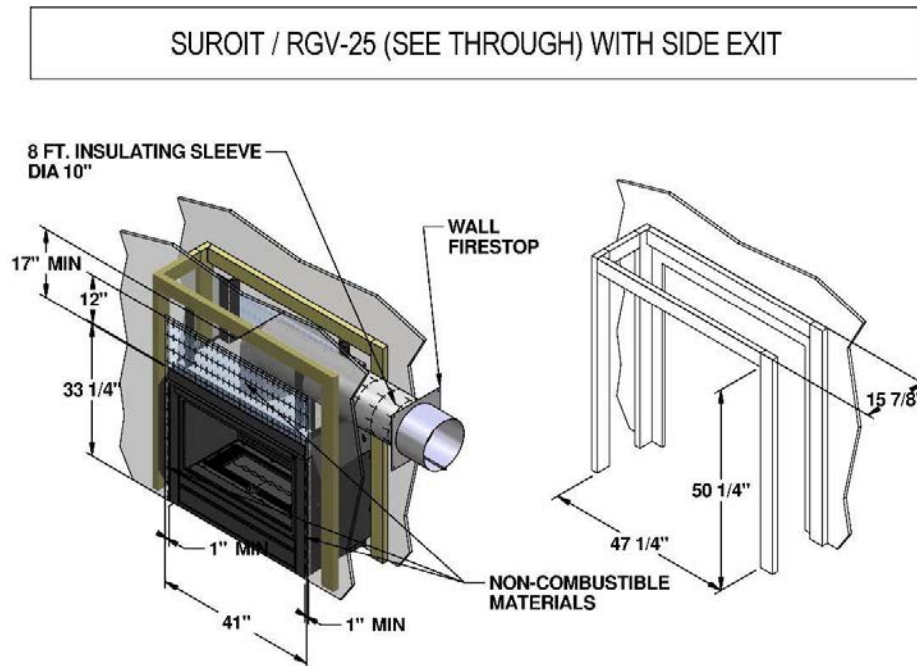


3.1.1.15 PAMPERO / RGC-25 (PAMPERO) WITH TOP EXIT

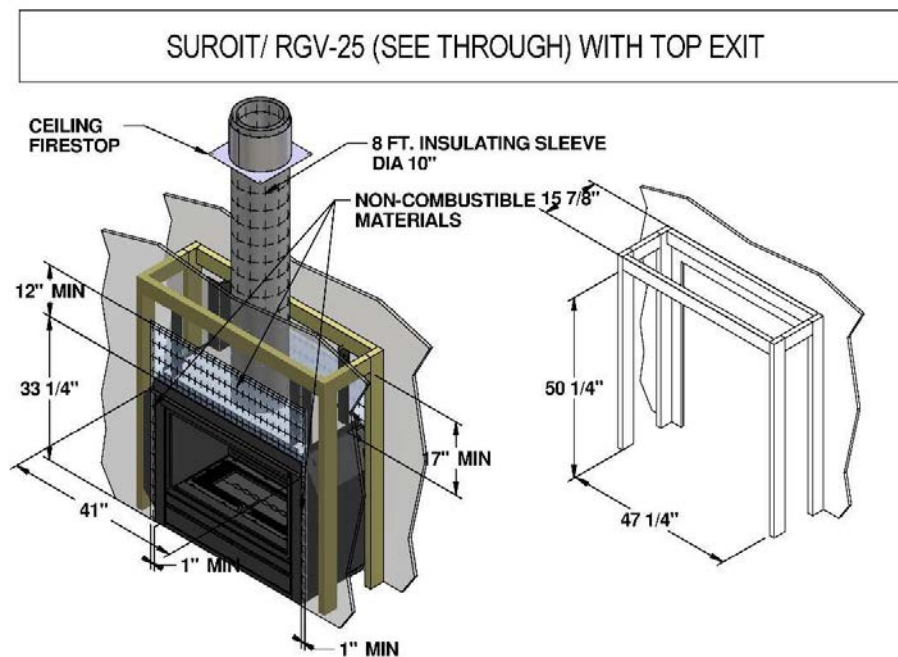
PAMPERO / RGC-25 (CENTRAL) WITH TOP EXIT



3.1.1.16 SUROIT / RGV-25 (SEE THROUGH) WITH SIDE EXIT



3.1.1.17 SUROIT / RGV-25 (SEE THROUGH) WITH TOP EXIT



3.1.2 CLEARANCE FROM COMBUSTIBLE MATERIALS

MINIMUM CLEARANCE WITH COMBUSTIBLE MATERIALS	
Glass doors to opposite walls - All models	42" (107 cm)
Vent to walls - All models	3" (8 cm) for the first 8 ft. of vent (unless protected by a firewall) and 1" (25.4 mm) for the rest of the vent.
Top of fireplace to ceiling - All models	21¼" (54 cm)
Back of fireplace to adjacent material - Models: LOO, MISTRAL, AUSTER MOUSSON, and SIROCCO	0" (0 mm)

WARNING:



A combustible surface located above the visible faces of the fireplace must not overhand these faces by more than 3/4" (2 cm). A surface exceeding this limit is considered a mantle and must comply with the requirements on shelves described in section 3.1.5 of this manual.

To make installation easier, put the appliance in place and install the vent system before framing the fireplace. Remember to install the required clearance post on top.

WARNING:



Before framing your fireplace, check dimensions, framing methods and finished wall facing details. Determine the total thickness of the finishing material – drywall, ceramic, tile, slate, etc. Make sure the

If you install your fireplace on an outside wall or in an alcove, use a firewall and drywall in compliance with local building codes.

3.1.3 TOP CLEARANCE

Top clearance post are not installed when you receive your fireplace. They must be mounted before installing the unit. Eight machine screws are already placed on top of the fireplace where clearance post will go (2 screws per spacer). Please see the following illustrations.

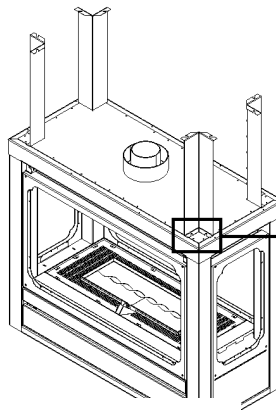


Figure 3.1.3.a

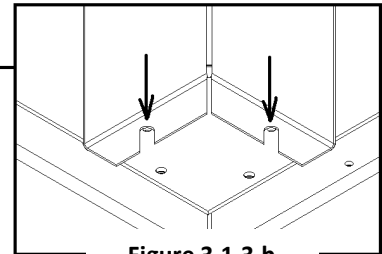


Figure 3.1.3.b

CAUTION:

Remote wiring (wall switch) must be before the facing materials to avoid costly reconstruction.



CAUTION:

The appliance must not be completely enclosed in an alcove. Clearance above the top of the fireplace is 0 in. from the top clearance post. This means that combustible building materials can rest directly on top of the upper mounts.

You must leave a 3 in. clearance between the first 8 ft. of vent and combustible materials (unless protected by a firewall). The rest of the vent requires a clearance of 1 in.



CAUTION:

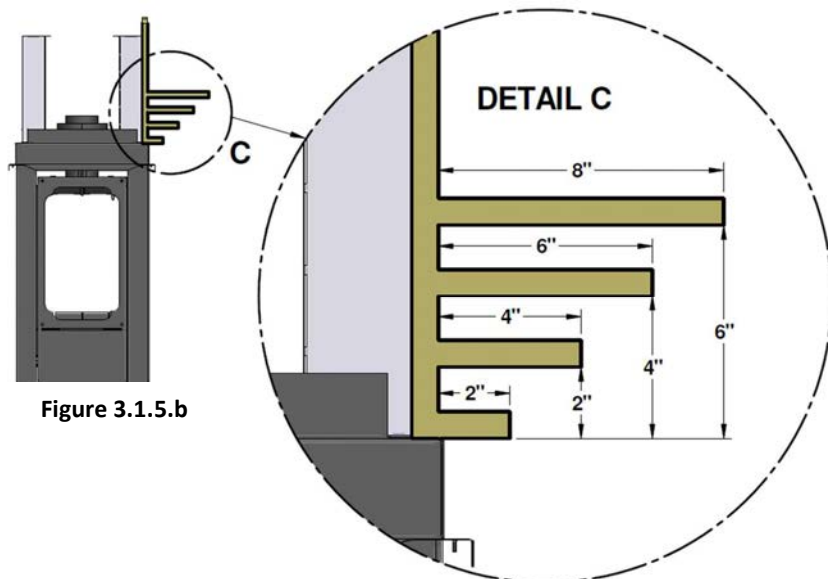
Never obstruct the air duct inlet or outlet. This could pose a risk of overheating, which could lead to a fire.



Only non-combustible materials (brick, slate tile, steel or other non-combustible materials allowed by local standards) can be used to cover the appliance's non-removable/fixed surfaces.

3.1.5 SHELF SIZE

A shelf may be installed above the fireplace as long as it complies with the authorized dimensions. Non-compliance could result in a fire.



SHELF SIZE (IN.)	
Distance from the top of the fireplace	Authorized shelf depth
0	2
1	3
2	4
3	5
4	6
5	7
6	8
7	9

Figure 3.1.5.a

3.2 VENT INSTALLATION

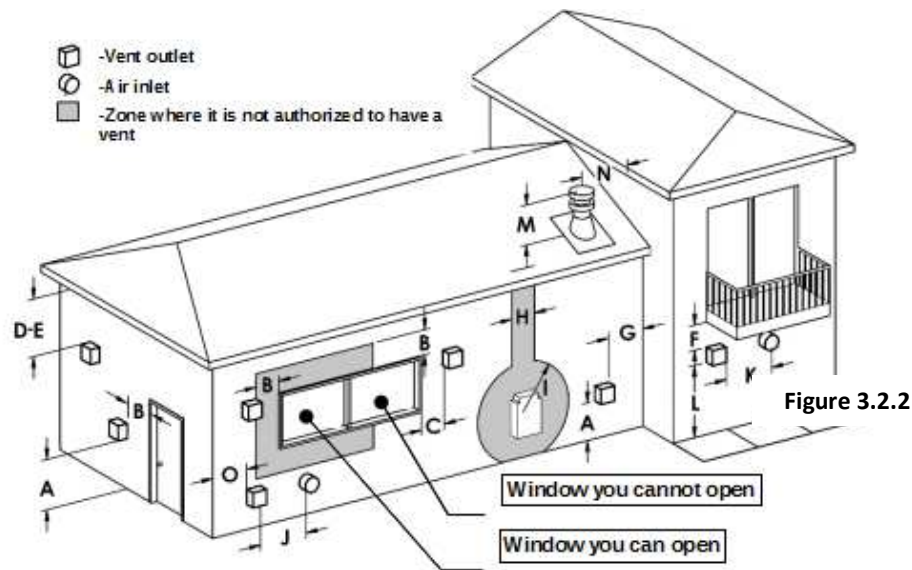
3.2.1 INSTALLATION PRECAUTIONS

- The installer must make sure to read and understand section 1.2.1 of this manual regarding installation instructions.
- This appliance must be installed in combination with a ventilation system approved by J. A. ROBY. Consult local building codes before starting the installation.
- The installer must use a vent configuration adapted to the installation.
- Before installing the vent, the installer must read this fireplace's and the vent kit's manuals.
- Vents should only be installed by a qualified installer/technician. This person must comply with the following safety rules:
 - Wear gloves and safety glasses for his own protection.
 - Be very careful when working on a roof or with ladders.
 - Find where electrical wires are located in walls and ceiling.

The following actions will void your vent system's warranty:

- Installation of any damaged vent system component.
- Unauthorized modification of the vent system.
- Installation that differs in any way from the one specified in section 3.2, INSTALLATION OF THE VENT.
- Installation of any component not manufactured or approved by J. A. ROBY.

3.2.2 LOCATION OF WALL VENT OUTLETS



		Installation in CANADA ¹	Installation in the US
A=	Clearance above a slope, veranda, porch, terrace or balcony.	12 in. (30 cm) ₁	12 in. (30 cm) ₂
B=	Clearance to a window or door opening.	12 in. (30 cm)	12 in. (30 cm)
C=	Clearance to a permanently closed window.	12 in. (30 cm)	9 in. (23 cm)
D=	Vertical clearance under a ventilated soffit. (For a vent outlet located within a horizontal distance of 2 feet (61 cm) from the opening of the soffit to the center of the vent outlet.)	18 in. (46 cm) ₅	18 in. (46 cm) ₅
E=	Clearance to a non-ventilated soffit.	12 in. (30 cm)	12 in. (30 cm)
F=	Clearance under a veranda, porch, terrace or balcony.	12 in. (30 cm) ₁₋₄	12 in. (30 cm) ₅
G=	Clearance to an inside corner.	3 in. (8 cm)	3 in. (8 cm)
H=	Clearance to each side of the axis extending over a meter-regulator.	91 cm (3 ft) within a height of 4.5 m (15 ft.) above meter-regulator	91 cm (3 ft) within a height of 4.5 m (15 ft.) above meter-regulator
I=	Clearance to a meter ventilation outlet.	3 ft. (91 cm) ₁	3 ft. (91 cm) ₅
J=	Clearance to a non-mechanical air inlet adjacent to the building or to an air inlet adjoining any other appliance.	12 in. (30 cm)	9 in. (23 cm)
K=	Clearance to a mechanical air inlet.	6 ft. (1.83 m)	3 ft. (91 cm) above. If less than 10 ft. (3m) horizontally
L=	Clearance above a paved sidewalk or paved path located on a public property.	7 ft. (2.12m) ₃	7 ft. (2.12m) ₃
M=	Clearance above the roof.	18 in. (46 cm)	18 in. (46 cm)
N	Clearance to adjacent walls, including neighbour's houses	2 ft.	2 ft.
O	Clearance to an outside corner	0	0

NOTE:

1) In accordance with the most recent National Installation Code for natural gas and propane, CSA B419.1

2) In accordance with the latest National Fuel Code, ANSI Z223.1 / NFPA 54.

3) A vent must not come out directly above a sidewalk or paved driveway located between two family residences serving both dwellings.

4) Permitted only if veranda, porch, deck or balcony is fully open on at least two sides beneath the floor.

5) Clearance complying with local installation codes and the requirements of the gas supplier.

3.2.3 VENT CONFIGURATION

3.2.3.1 LEGEND

- $\leq$: less than or equal
- $\geq$: greater than or equal
- $<$: less than
- $>$: greater than
- V: vertical rise
- H: horizontal run

3.2.3.2 CONDITIONS THAT MUST ALWAYS BE MET

- Total vent length, including elbows (see 3.2.3.3), must not exceed 40 ft. $H + V \leq 40$ ft.
- The first 8 ft. of vent (from the fireplace) must always be covered with the insulating sleeve provided with the fireplace; no matter the model or configuration type.
- The first 6 in. of vent (from the fireplace) must be vertical.
- The horizontal run, including elbow equivalents (see 3.2.3.3), must not exceed 3 times the vertical rise when it is greater than or equal to 1.33 ft. (16 in.) and less than or equal to 10 ft.
 $H \leq 3 \times V$ only if $1.33 \text{ ft. (16 in.)} \leq V \leq 10 \text{ ft.}$
Exception: $6 \text{ in.} \leq V \leq 16 \text{ in.}$ $H_{\text{max.}} = 48 \text{ in. (4 ft.)}$
- Maximum of 4 elbows for the entire exhaust length.
- Minimum of 1 ft. (0.3 m) is required between two vent elbows.
- No vent section should have a downward slope.

3.2.3.3 ELBOW EQUIVALENT FOR HORIZONTAL VENT LENGTH

Elbow angle	Horizontal vent length equivalent (H_e)	
	in.	ft.
1°	0.4	0.033
15°	6	0.5
30°	12	1
45°	18	1.5
90°	36	3

Note₁: The first elbow has a value of 0 in horizontal vent length. The above table is valid for the 2nd, 3rd, and 4th elbows.

CAUTION:

No vent section should slope downwards (from the fireplace to the exterior vent outlet).

3.2.3.4 VENT SECTION LENGTHS

Section lengths must be calculated as shown in the following picture:

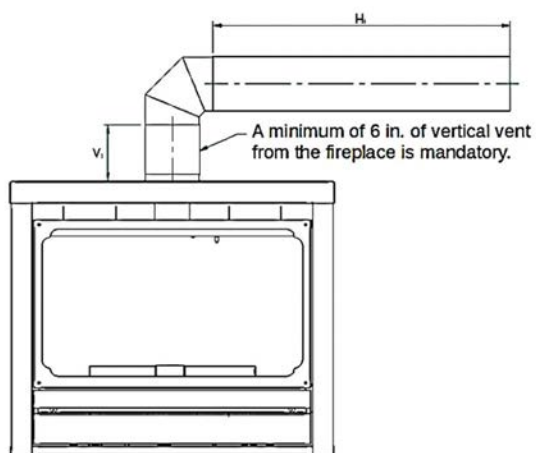
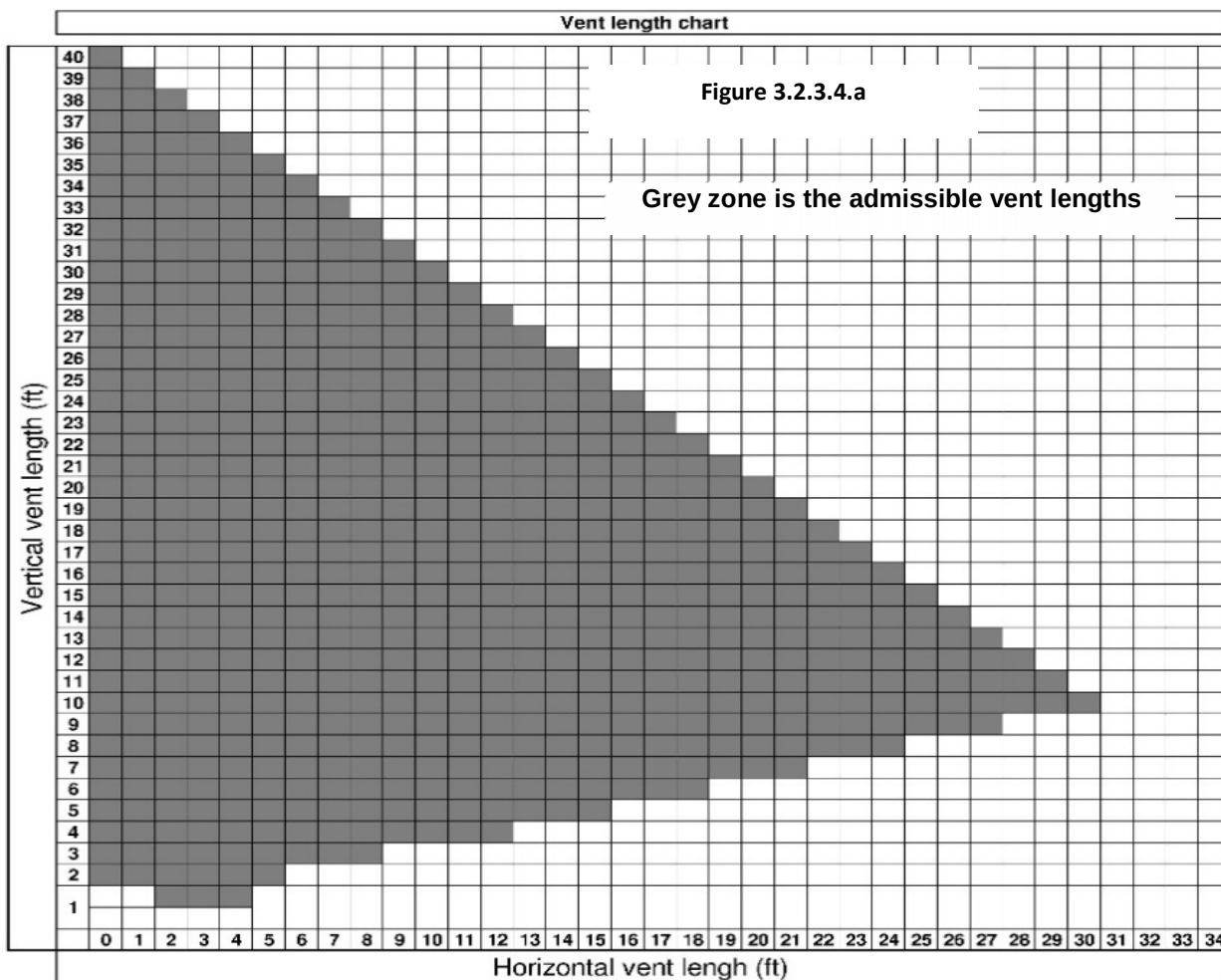


Figure 3.2.3.4.b

3.2.3.5 WALL VENT INSTALLATION

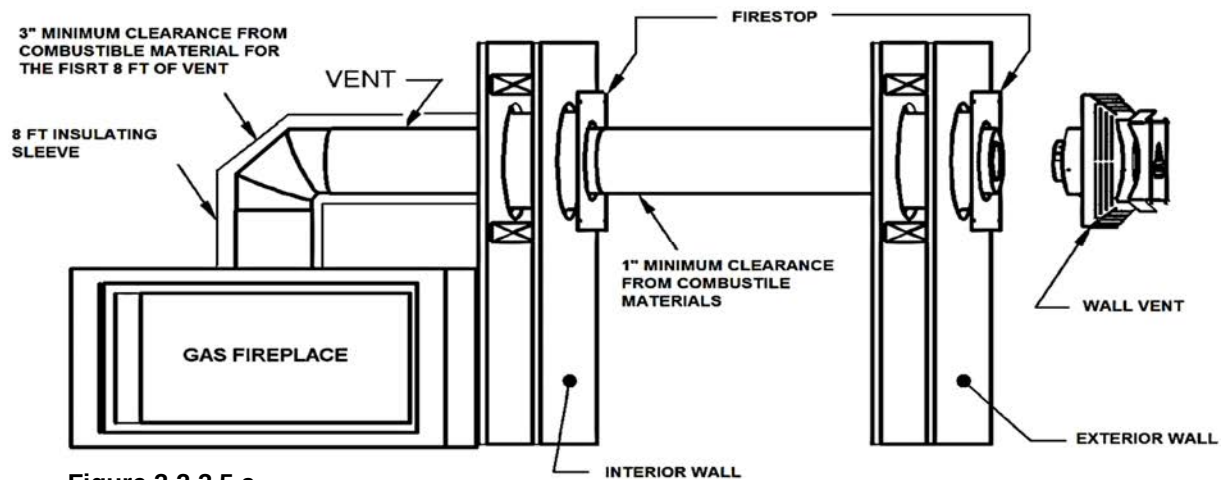


Figure 3.2.3.5.a

Install the ventilation system in accordance with the manufacturer's instructions included with the components. (see 3.2.3).

Install the unit in the desired location. Check to determine if studs, structural walls or rafters could pose a problem when fastening the vent system.

The flexible horizontal vent lengths must be supported every 3 ft. (90 cm). Wall ties are provided for this purpose. The vent support can be used to fasten both hard and flexible vents.

A firestop is included with the fireplace; it is adapted to receive both the vent and the insulating sleeve that covers the first 8 ft. of vent.

If the first 8 ft. of vent must go through a wall, cut out a 11.75 x 11.75 in. (30 x 30 cm) square hole or a Ø11.75 in. hole and use the firestop provided with the fireplace.

Cut and frame the interior wall where the exhaust vent will go. If the wall the vent goes through is made of a non-combustible material, a Ø 9½ in. (Ø 24.2 cm) hole is sufficient for a flexible duct; the firestop will not be required.

The horizontal length of the vent must be level or have a ¼ in. per foot upward slope.

CAUTION: Never allow the vent to go downwards. This could lead to improper exhaust venting and cause a fire.

A firewall is required at each floor level and wherever the vent goes through a wall.

Slide the vent toward the wall and carefully insert the pipe into the vent cap. It is important that the vent pipe overlaps the vent cap on a minimum of 1 ½ in. (3.8 cm). Fasten both parts together using three self-drilling screws.

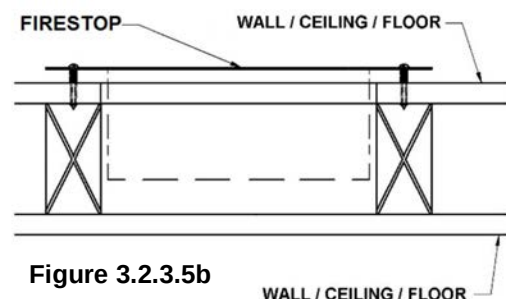


Figure 3.2.3.5b

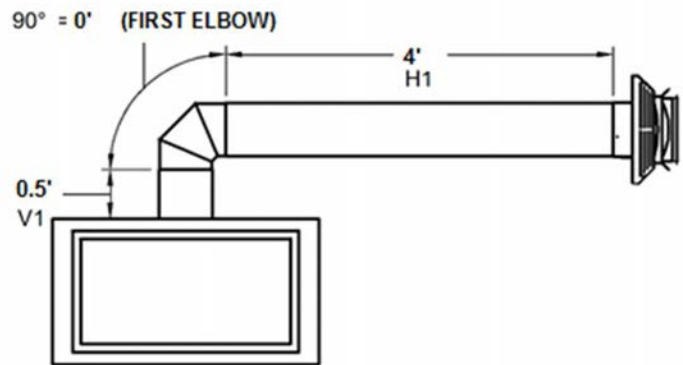
3.2.3.6 WALL OUTLET CONFIGURATION EXAMPLE

ASSEMBLY WITH 1 90° ELBOW

For a horizontal exhaust where V_t is between 6 in. and 16 in we have $H_t \leq 4'$

- **Vertical rise**
 $V_1 = 0.5$ feet.
 - **Horizontal run**
 $H_1 = 4$ feet.
 - **Total vertical rise**
 $V_t = 0.5$ feet
 - **Horizontal equivalent of elbows**
 $H_e = 3$ feet (for a 90° elbow)
 $N = 1$ (qty of elbow)
 $H_c = (N - 1) \times H_e = 0 \times 3 \text{ feet.} = 0 \text{ feet.}$
 - **Total horizontal run**
 $H_t = 0 \text{ ft.} + 4 \text{ ft.} = 4 \text{ ft.}$
 - **$0.5 \leq \text{vertical rise} \leq 1.33 \text{ ft.}$**
 $0.5 \leq 0.5 \text{ ft.} \leq 1.33 \text{ ft.}$
 - **Because $0.5 \text{ ft.} \leq V_t \leq 1.33 \text{ ft.}$ use $H_t \leq 4 \text{ ft.}$**
- Total distance $H_t + V_t \leq 40 \text{ ft.}$**
 $4 \text{ ft.} + 0.5 \text{ ft.} = 4.5 \text{ ft.}$
 $4.5 \text{ ft.} \leq 40 \text{ ft.}$

This assembly is accepted.



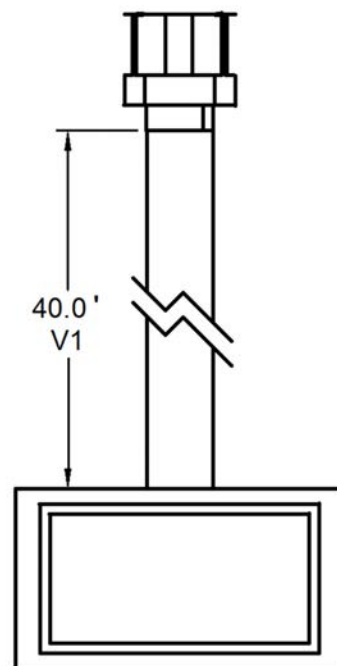
3.2.3.7 ROOF EXHAUST CONFIGURATION EXAMPLE

MAX VERTICAL VENT

Direct vertical vent with no elbow

- **Vertical rise**
 $V_1 = 40 \text{ ft.}$
- **Horizontal run**
 $H_1 = 0 \text{ ft.}$
- **Total vertical rise**
 $V_t = 40 \text{ ft.}$
- **Horizontal equivalent of elbows**
 $H_c = (0 - 1) \times 90^\circ = 0 \times 3 \text{ ft.} = 0 \text{ ft.}$
- **Total horizontal run**
 $H_t = 0 \text{ ft.} + 0 \text{ ft.} = 0 \text{ ft.}$
- **Vertical rise $\leq 10 \text{ ft.}$**
 $40 \text{ ft.} > 10 \text{ ft.}$
- **Therefore the formula $H_t \leq 3V_t$ is not applicable**
- **Total distance $H_t + V_t \leq 40 \text{ ft.}$**
 $40 \text{ ft.} + 0 \text{ ft.} = 40 \text{ ft.}$
 $40 \text{ ft.} \leq 40 \text{ ft.}$

This assembly is accepted.



3.2.3.8 ROOF VENT INSTALLATION

If the vent is longer than 8 ft. it must be rigid to make installation easier.

Start by determining where the outlet will be on the roof, and cut an opening that fits the firestop used. Be careful: the opening on the roof will be oval due to the angle of the roof. Build an interior frame 9 x 12.5 in. for a 45° slope) around the opening to allow a minimum clearance of 1 in. from combustible materials. It is best to set the opening between the beams to minimize the work.

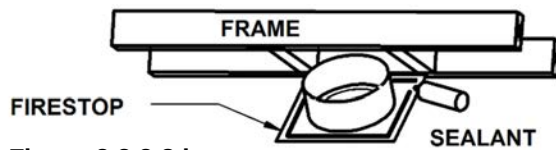


Figure 3.2.3.8.b

In attics, you may use an insulating shield for attic as well as an insulating sleeve. However, use of the firestop is required when the vent goes through combustible materials.

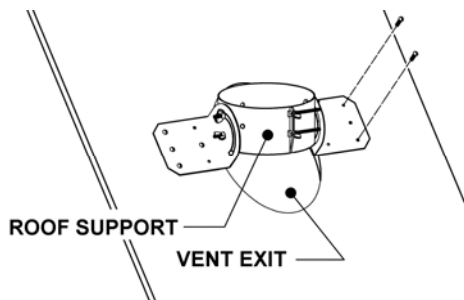


Figure 3.2.3.8.c

If your vent is 8 ft. long or less, use the flexible vent provided with the fireplace.

For a vertical vent outlet, you must cut roof covering on a radius of 18 inches around the opening. Then fix the roof support to the roof with screws provided for this purpose. (Figure 3.2.3.8.c)

Put high temperature latex sealant on the central connector of the rigid vent. Attach the central flexible vent on the central connector of the rigid vent and be sure to cover all the connector with the flexible and screw it using three self-tapping screws. Do the same with the outer flexible vent. (Figure 3.2.3.8.d)

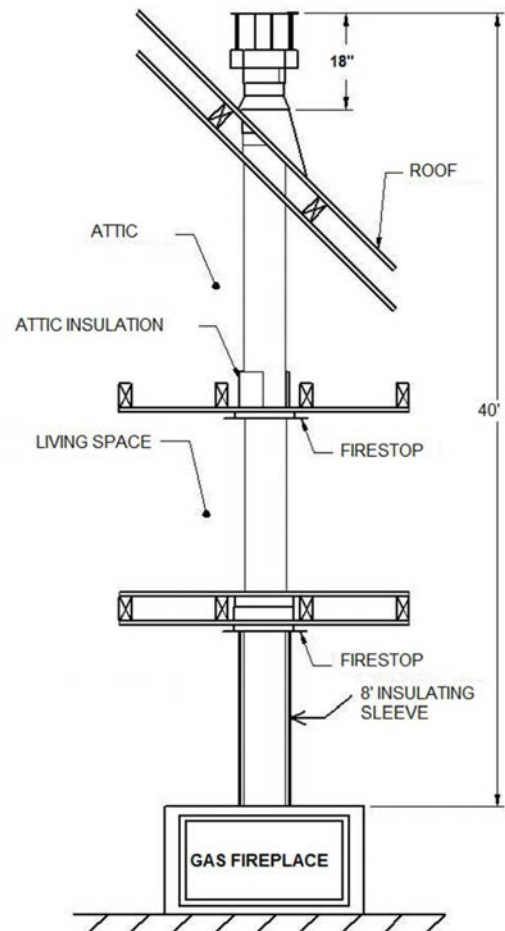


Figure 3.2.3.8.a

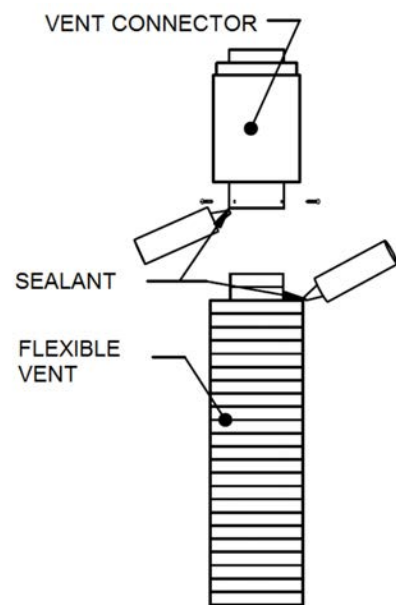


Figure 3.2.3.8.d

Pass the vent vertically through the hole in the roof and fasten to the roof support. The top part of the vent must be at least 16 inches higher than the highest part of the hole.

Make sure you have the correct flashing model; different models that will fit your roof's slope are available at your retailer. Slide the flashing on the connector to have it sit flat on the roof. There must be a good layer of sealant between the flashing and the roof to waterproof the assembly. The vent must come up at least $\frac{3}{4}$ in. above the flashing. Paint the flashing to increase useful life and tightness. Replace shingles at the base of the flashing.

Adjust the storm collar to the vent connector and apply a generous layer of latex-based sealant on the top edge of the flashing and slide the collar to make contact. Apply pressure to seal assembly (figure 3.2.3.8.e) Encase the vent on the connector and tighten.

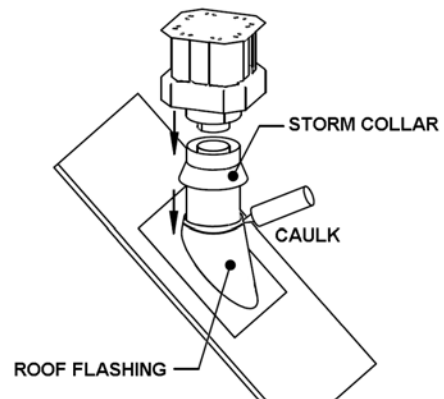


Figure 3.2.3.8.e

3.2.4 ASSEMBLY AND FASTENING OF VENT SECTIONS

3.2.4.1 FLEXIBLE VENT SECTION ASSEMBLY

Use two connecting tubes to assemble two flexible sections; one with a 4 in. diameter and another one with a 7 in. diameter. Pull out the inner part ($\varnothing$ 4 in.) from both flexible sections and apply a generous bead of latex-based sealant inside one of the sections. Then assemble the 4 in. connecting tube with the 4 in. flexible pipe. Sections must overlap over more than 2 in. Fasten using three self-drilling screws. Repeat operation to assemble the other 4 in. section to the 4 in. connecting tube. This procedure also applies to 7 in. sections.

The use of flexible pipes requires the use of supports every 3 ft. (1 m). These supports can also be used with hard exhaust pipes when necessary.

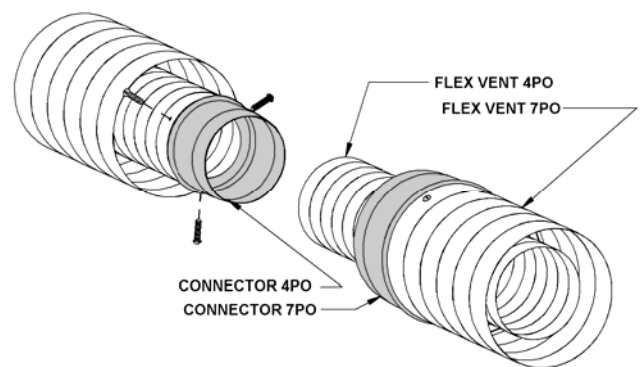


Figure 3.2.4.1.a

3.2.4.2 HARD VENT SECTION ASSEMBLY

- Apply a generous bead high-temperature latex-based sealant inside the female part of each section as shown in figures 3.2.4.2.a and 3.2.4.2.b.

- Connect the two sections together and have them overlap on at least 1.5 in. (3.8 cm).

- Fasten both sections together with three self-drilling screws as shown in figure 3.2.4.2.c.

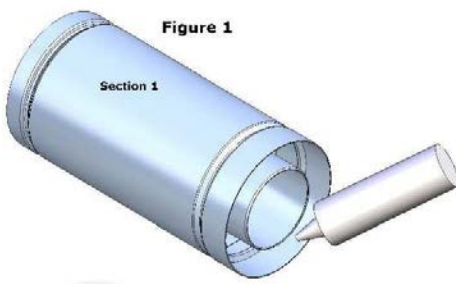


Figure 1

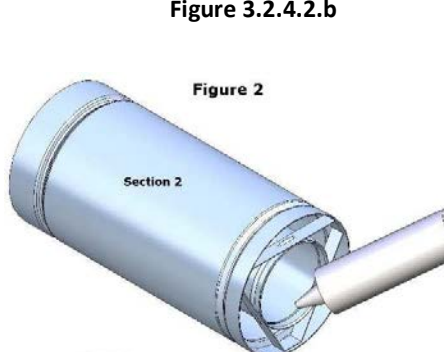


Figure 2

Figure 3.2.4.2.b

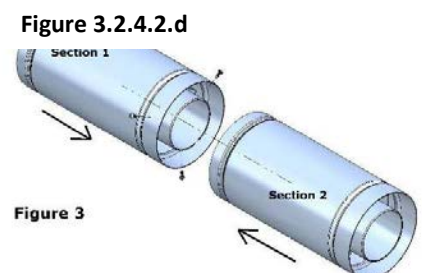


Figure 3.2.4.2.d

Figure 3

3.3 INSULATING SLEEVE INSTALLATION

All our gas fireplace models come with an 8 ft. insulating sleeve. It must be installed when assembling the vent with the fireplace. Before putting the vent in place and fastening it, slide the sleeve around it, leaving only a few inches of the vent exposed. Fasten the vent to the fireplace and slide the sleeve back down so that it completely covers the base of the pipe. Using heat-resistant tape (aluminum), secure the sleeve to the fireplace.



WARNING:

Whatever the model of home and vent configuration, the insulation sheath must always be installed.

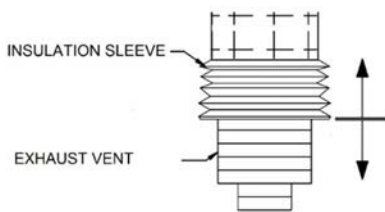


Figure 3.3.a

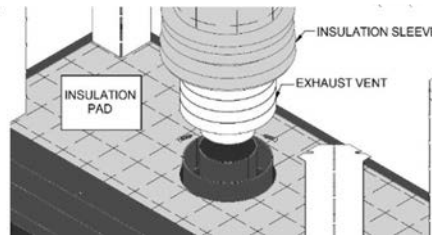


Figure 3.3.b

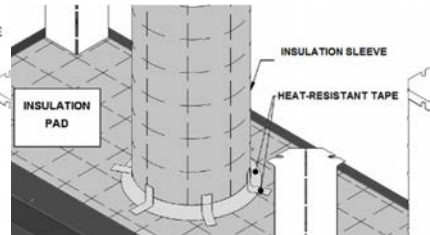
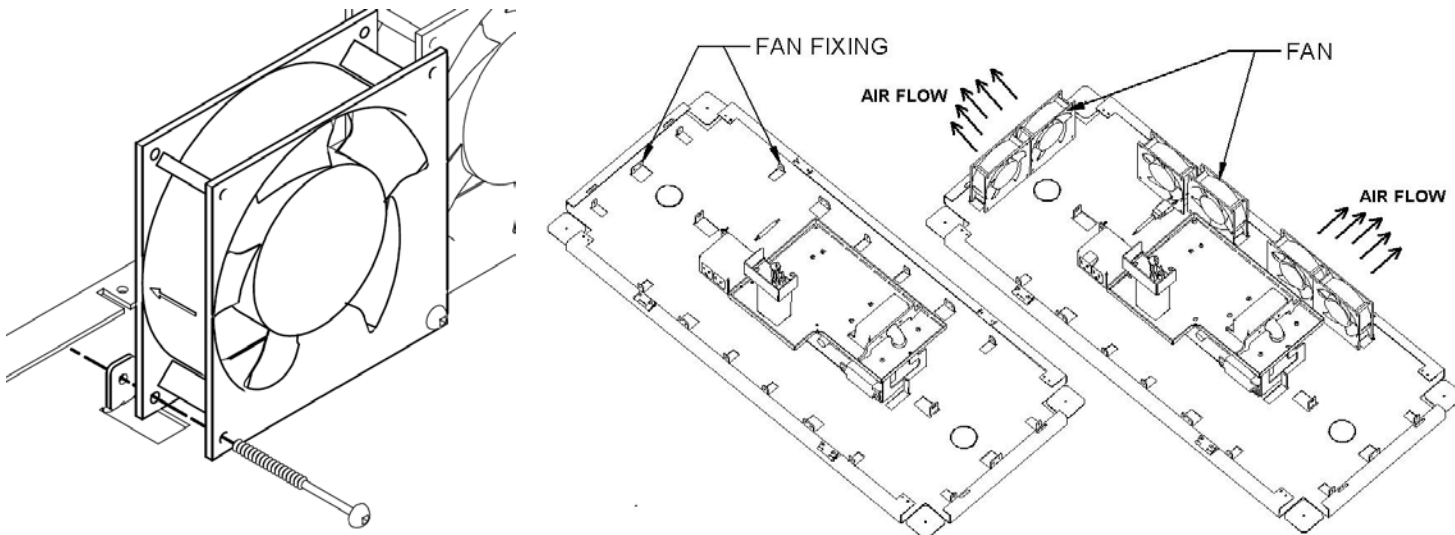


Figure 3.3.c

If the sleeve needs to be held upright, fasten the end of the sleeve with three self-drilling screws. Screw in the vent.

3.4 FAN INSTALLATION

Fans are used to circulate the heat from the fireplace in the room. They are sold by two at your retailer's (optional). Fans are installed in the lower part of the fireplace. They must be fixed to the fasteners located at the bottom of the fireplace using screws and oriented toward the recessed sides of the fireplace. To do this, remove the SmartCase® (see 5.1) and place the fans as well as the thermo-disc (7.4).



3.5 DECORATIVE PANEL INSTALLATION

To make brick pattern plate installation easier a notch is made at the bottom of the plate to pass over the burner without to remove it. But the surrounding burner plate or logs have to be removed. Otherwise you cannot install the brick pattern plates.

Depending on the model, both plate sizes could be required. Always start by installing the small plate.

3.5.1 SMALL PLATE INSTALLATION

- Insert the plate from the top. To do so, tilt the plate and insert it between the beams, then push it up (figure 3.5.1.a).
- Push the plate all the way to the back so that it stands vertically and press it against the base (figure 3.5.1.b).
- Fold the retaining tabs located at the top of the fireplace (figure 3.5.1.c).

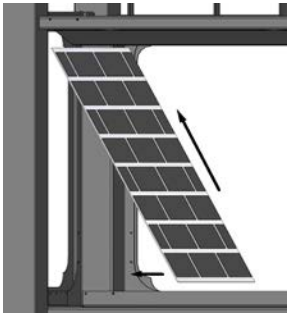


Figure 3.5.1.a

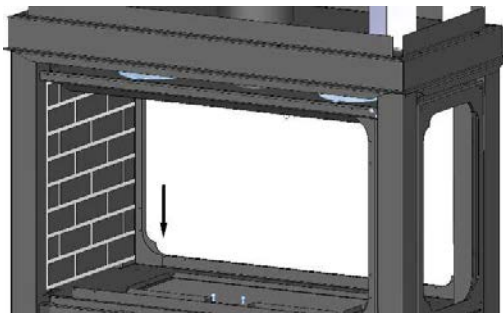


Figure 3.5.1.b

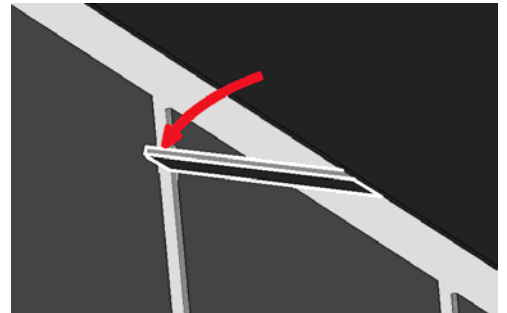


Figure 3.5.1.c

3.5.2 LARGE PLATE INSTALLATION

- Insert the plate from the top. To do so, tilt the plate and insert it between the little plates then push up (figure 3.5.2.a).
- Push the plate all the way to the back so that it stands vertically and press it against the base (figure 3.5.2.b).
- Fold the retaining tabs located at the top of the fireplace (figure 3.1.2.c).

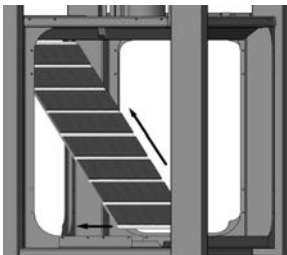


Figure 3.5.2.a

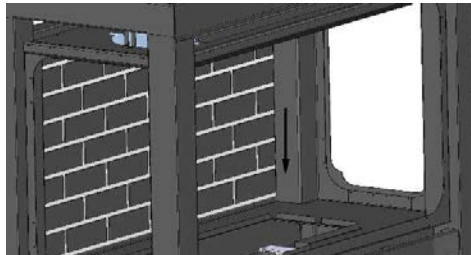


Figure 3.5.2.b

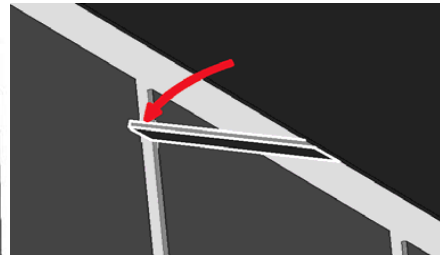
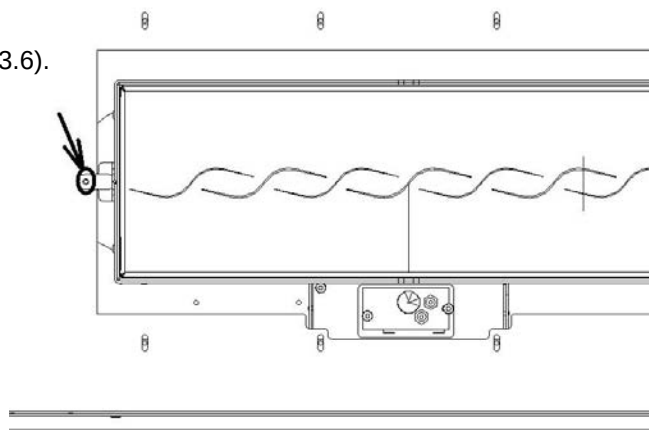


Figure 3.5.2.c

3.6 **BURNER REMOVAL**

- Remove the door as described in section 8.3.1.
- Unscrew the screw located on the left of the burner (figure 3.6).
- Move the burner completely to the left to remove the hose from the air/gas mixture box and lift it vertically.



3.7 **BURNER INSTALLATION**

To install the burner, place it completely on the left of the empty space located on the floor of the combustion chamber. Then slide it to the right until the gas supply pipe fits into gas/air premix box of the SmartCase® (figure 3.7.a). Make sure the pilot is aligned with the notch in the burner (figure 3.7.b). Once the burner is in place, screw it in (figure 3.6)

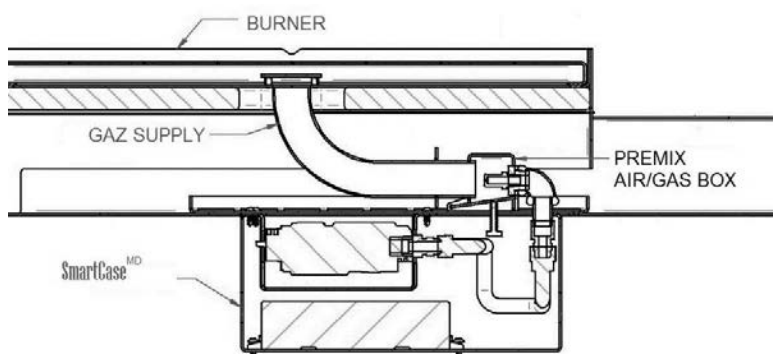


Figure 3.7.a

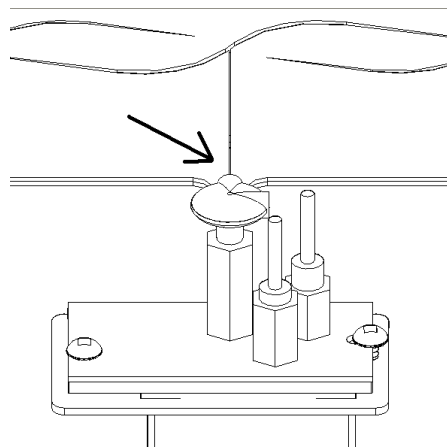


Figure 3.7.b

WARNING:

For optimal combustion, you must place the mandatory required amount of glass (2 cups) on the burner.



3.8 BURNER SURROUND INSTALLATION

You can choose to install a platform with crushed glass or imitation logs around the burner.

WARNING:

It is mandatory to install either the platform or imitation logs around the burner to maintain the appropriate volume of the combustion chamber. Do not leave the space around the burner empty.



3.8.1 IMITATION LOG INSTALLATION

Four log pieces are required to completely surround the burner (each one surrounds a corner of the burner). If you have a recessed fireplace, two pieces will be enough (they will be installed in front of the burner.) If you use four log pieces, start at the back. The large log goes on the left back corner and the small one lines up on the right back corner of burner. Then install the other large log in front of the burner; on the longer side, there is a clearance space to surround the pilot. The large log goes on the front right corner of the burner. Finish installation by inserting the small log on the front left corner of burner, lining it up with the large log (figures 3.8.a and 3.8.b). Finally, spread 3 cups of glass around the logs.

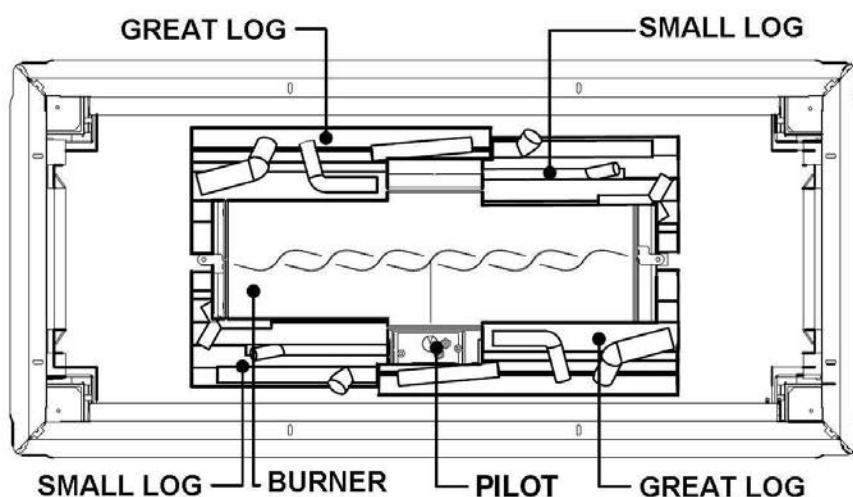


Figure 3.8.a

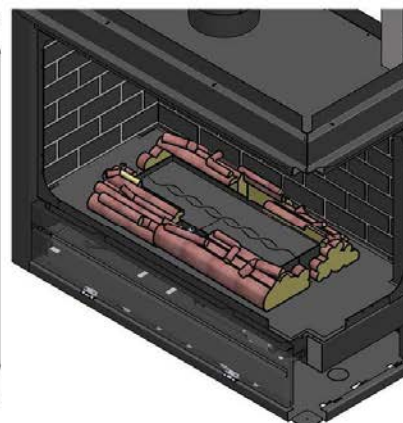
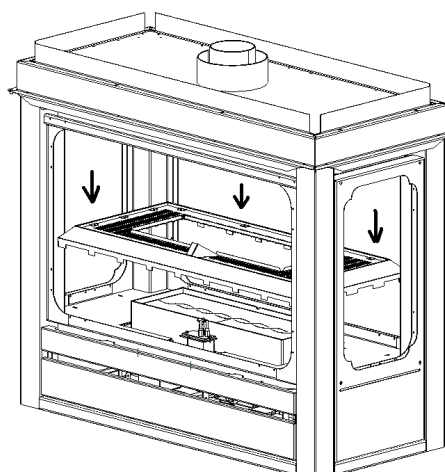
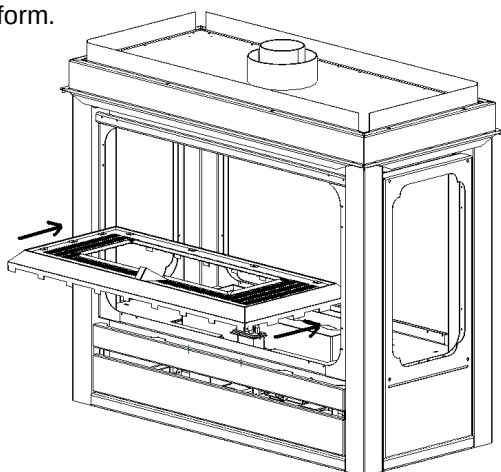


Figure 3.8.b

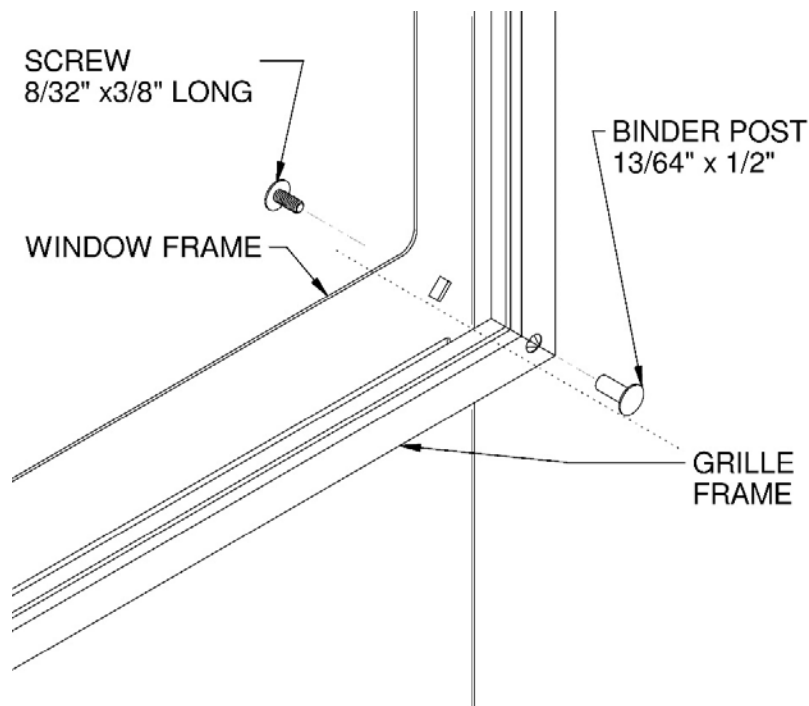
3.8.2 PLATFORM INSTALLATION

The platform is designed to be adapted to any configuration of the gas fireplace. Remove the glass door (see 8.3.1) and install the platform as shown in the following images. Then, spread 3 cups of ember glass evenly on the platform.



3.9 **SAFETY SCREEN INSTALLATION**

For maximum protection against burns that may be caused by touching the glass when the fireplace is turned on, get safety screens for every glass side of your fireplace from your retailer and install them as indicated in the figure below. Refer to sections 8.3 and 8.4 to remove window frames. Screw the screen on all four corners of the window frame.



4. **FIREPLACE SETTINGS**

4.1 **MAIN BURNER**

The fireplace includes an adjustment for the air/gas premix (figure 4.1). It can be used when converting from natural gas (NG) to propane gas (LP) or vice versa. For natural gas, the air/gas premix adjustment screw must be completely screwed (toward the inside of the combustion chamber). For propane gas, the adjustment screw must be unscrewed (do not remove it completely).

The air/gas premix adjustment screw is located under the combustion chamber. It can be accessed through the small door located at the bottom (figure 4.1).

CAUTION:

The screw must always remain in the threaded hole; never fully remove it.



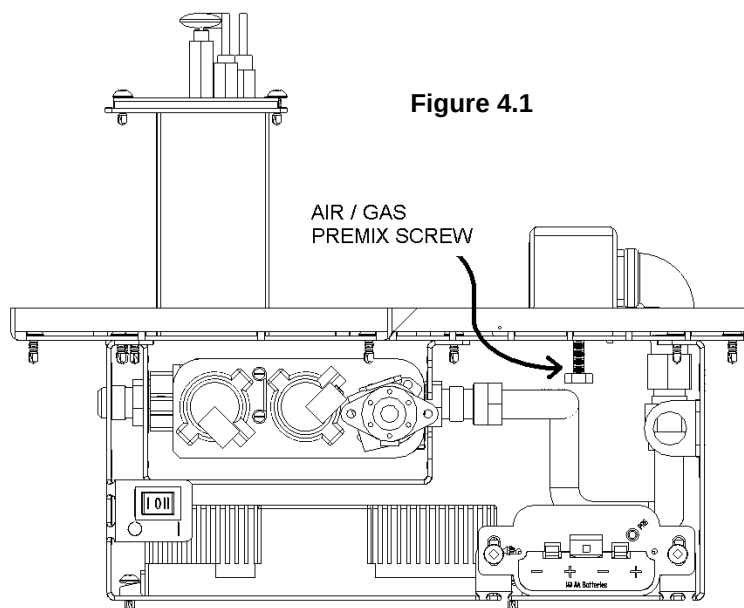


Figure 4.1

4.2 PROFLAMME 2 REMOTE CONTROL

The Proflamme2 remote control allows you to control the following functions on your gas fireplace:

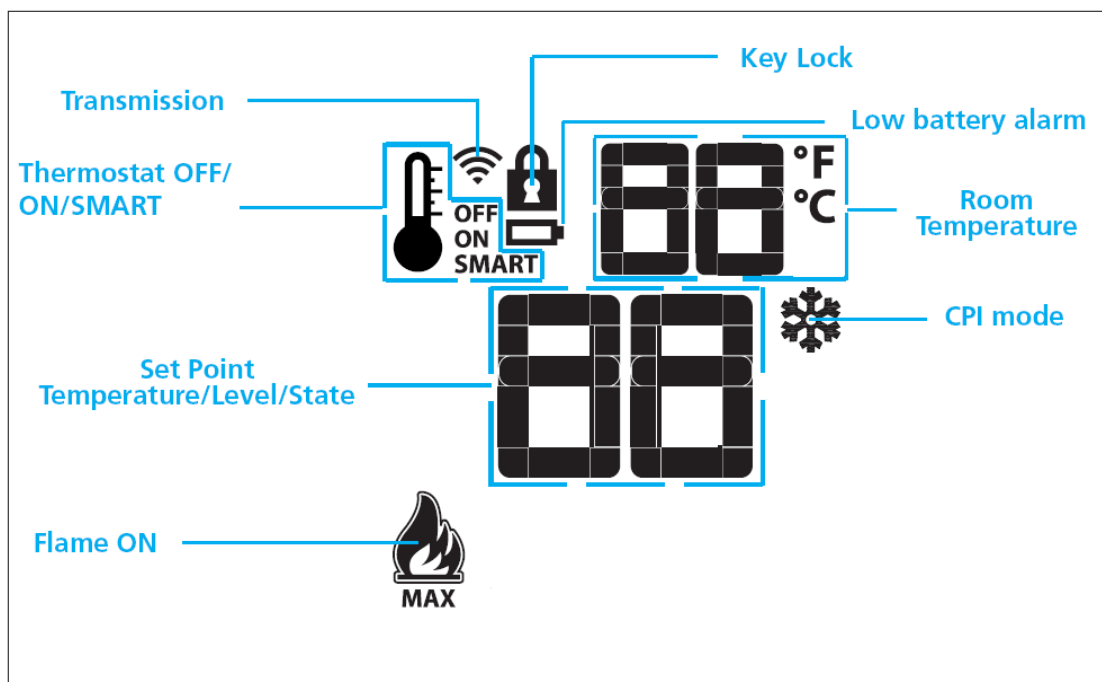
- Turning the main burner on/off.
- Modulating the main burner flame (6 levels).
- Controlling the thermostat and Smart thermostat functions.

Technical data:

- | | |
|--------------------------|---------------------------------|
| • Supply voltage: | 4.5 V (3 x 1.5 V AAA batteries) |
| • Room temperature range | 0°C to 50°C (32°F to 122°F) |
| • Radio frequency | 315 MHz |



Remote control's LCD screen:



CAUTION:

The remote control and the receiver are radio frequency devices. Placing the receiver in or near metal may considerably reduce the range of the signal.



4.2.1 REMOTE CONTROL AND FIREPLACE SYNCHRONIZATION

- Push button 1 (figure 4.2.1.b) completely to the right.
- Remove a battery from the remote control (figure 4.2.1.a)
- Press the PRG button (button 2 in figure 4.2.1.b). You will hear three beeps.
- Place the battery back in the remote control. You will hear three beeps again.
- Put button 1 (figure 4.2.1.b) back in the center position.
- The remote control is now synchronized.
- Press the ON/OFF button on the remote control to turn the fireplace on (figure 4.2.2.).



Figure 4.2.1.a

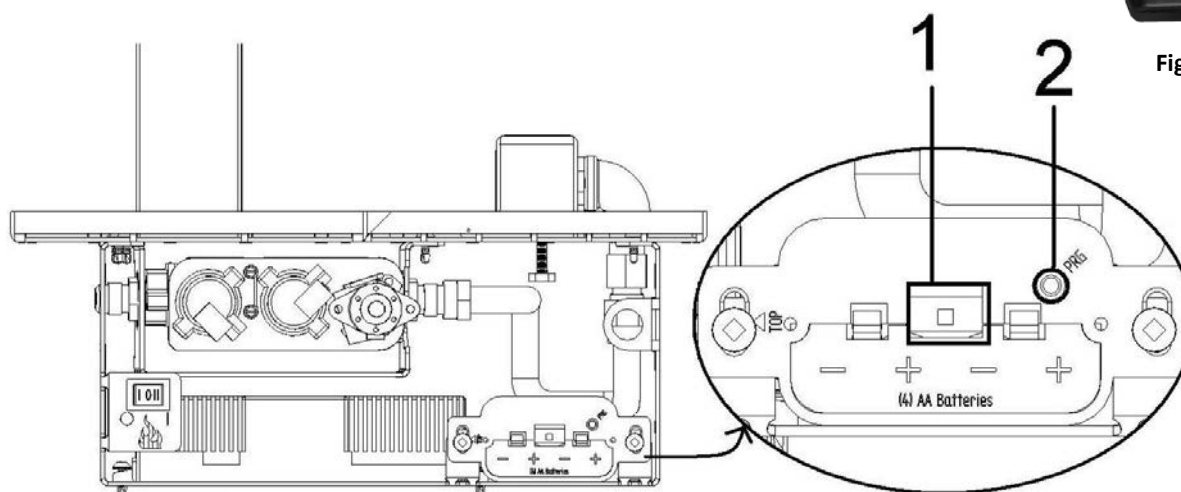


Figure 4.2.1.b

4.2.2 REMOTE CONTROL SETTING



Figure 4.2.2.a

Temperature display:

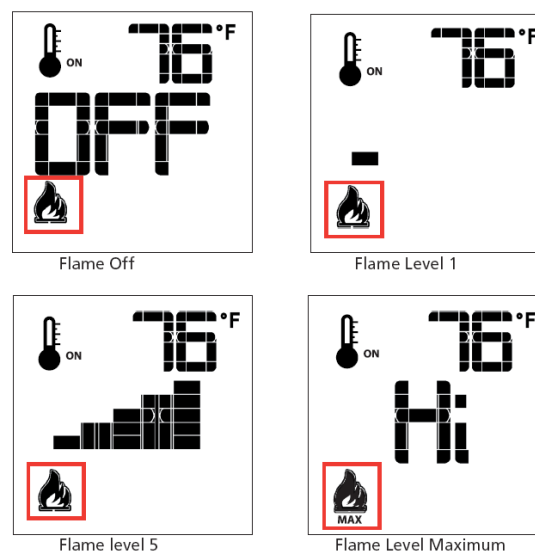
With the system off, press both THERMOSTAT and MODE buttons at the same time (see figure 4.2.2.a). Check the remote control's LCD screen; a °C or °F symbol should have appeared at the right of the number indicating room temperature (see figure 4.2.2.b).

Remote control of flame:

The PROFLAMME 2 system has six (6) flame intensity levels. When the system is on and the flame is at its maximum level, each push on the downward arrow button (see figure 4.2.2.a) will bring flame height one level lower until it there is no longer any flame.

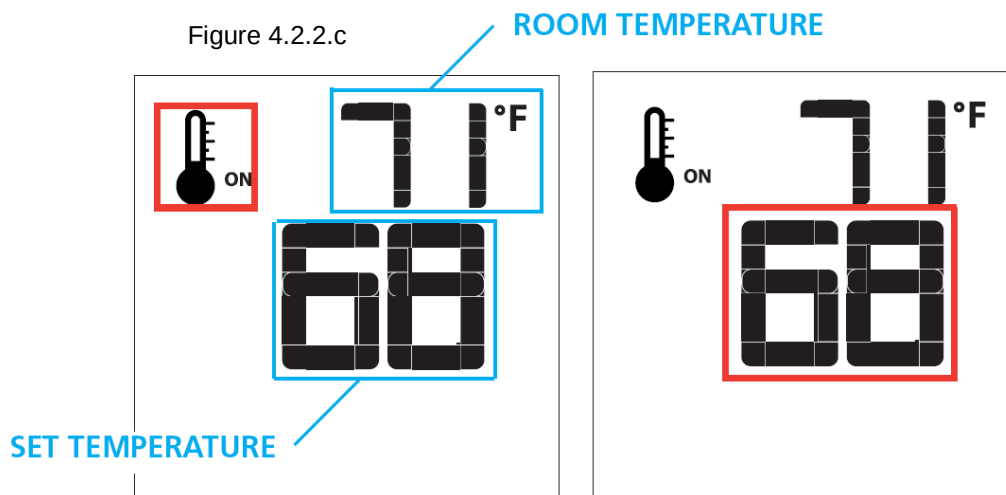
The upward arrow button (see figure 4.2.2.a) increases flame height one level each time you push it. If you press the upward arrow button when the system is on CPI mode (see section regarding IPI/CPI modes), you will turn on the main burner at level six (6). Command reception is always confirmed by an audible beep.

Figure 4.2.2.b



Room thermostat:

The remote control can act as a room thermostat. You can program a desired temperature on this thermostat to control the comfort level in a room. To activate this function, press the Thermostat button (figure 4.2.2.a). The remote control's LCD screen will change to indicate that the room thermostat is turned ON. The set temperature will be displayed (figure 4.2.2.c). To set the desired temperature, use the upward/downward arrow buttons (figure 4.2.2.a).



Note: When room temperature drops below the set temperature, the fireplace will turn on automatically.

Smart thermostat:

The Smart Thermostat function adjusts flame height according to the difference between the set temperature and the actual room temperature. When room temperature is close to set temperature, the Smart function will lower flame.

To activate this function, press the Thermostat button until “SMART” on the right of the thermostat symbol (figure 4.2.2.d).

To adjust set temperature, press the upward/downward arrow button (figure 4.2.2.a).

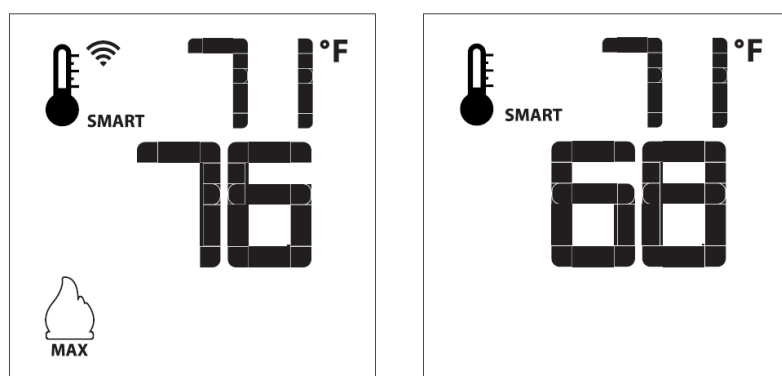


Figure 4.2.2.d

Smart flame function

Note: When you turn on the Smart Thermostat function, manual flame height adjustment is deactivated.

Intermittent pilot (IPI) and continuous pilot (CPI) modes:

With the system turned off, press the Mode button to select the CPI or IPI function. Use the upward arrow button to select the CPI mode and the downward arrow button to select the IPI mode.

Definition:

- CPI Mode: The CPI mode keeps the pilot turned on permanently, no matter if the burner is turned on or not.
- IPI mode: During IPI mode, the pilot only turns on to ignite the main burner and when the fireplace is operating.

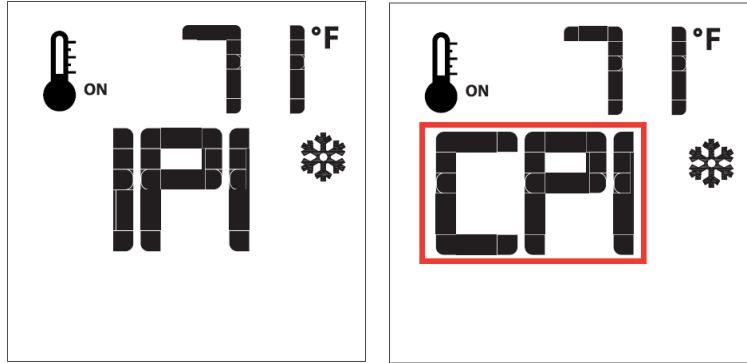


Figure 4.2.2.e

Keylock:

This function locks the keys to prevent any unsupervised use.

A padlock is shown on the remote display when activated. (Figure 4.2.2.f)

To activate this function, press the Mode button and the upward arrow button at the same time.

To deactivate this function, press the Mode button and the upward arrow button at the same time.

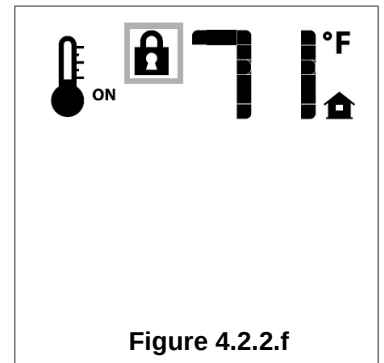


Figure 4.2.2.f

Low battery alarm

How long batteries will last inside the remote control depends on several elements: battery quality, how many times the appliance has been turned on, how many times the room thermostat set temperature was changed, etc. When batteries are low, a battery symbol appears on the LCD screen of the remote control to warn you before the batteries die. This symbol disappears once the batteries are replaced.(Figure 4.2.2.g)

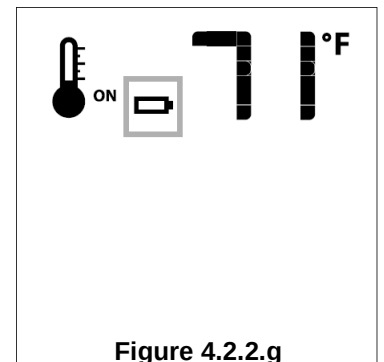


Figure 4.2.2.g

5. FIREPLACE CONVERSION

To convert your propane gas fireplace to natural gas or vice versa, you need to contact your supplier to get the SmartCase[®] required for the desired conversion.

CAUTION:

You can make the fireplace less powerful (reduce the number of BTUs, but you **cannot** make it more powerful due to the type of glass used.



Any changes to your fireplace must be performed by a certified professional.
It is forbidden to use damaged replacement parts or replacement parts not authorized by JA Roby.

5.1 CHANGING THE SmartCase[®]

If a component of the SmartCase[®] is broken, it is strongly recommended to completely remove the SmartCase[®] for easier handling. For more complex problems, simply replace the SmartCase[®] by a new one.

- Open the door as described in section 8.3.1.
- Remove the burner as described in section 3.6
- Disconnect the SmartCase[®] plug located on the electrical box made of two power outlets; on the left of the SmartCase[®].
- Close the manual gas valve.
- Unscrew the gas intake pipe from the SmartCase[®].
- Unscrew the four screws from the SmartCase[®] as illustrated in figure 5.1.
- Then carefully remove the SmartCase[®] from the fireplace.

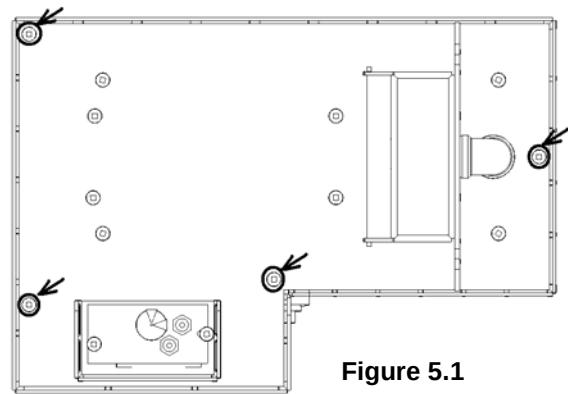


Figure 5.1

Note: It is strongly recommended to plan for a 12 in. minimum additional length of gas pipe inside the fireplace (under the combustion chamber) to make SmartCase[®] maintenance easier. This way, the technician will not have to disconnect the gas supply to work on the SmartCase[®].

6. GAS INSTALLATION AND ADJUSTMENT

6.1 CHECKING GAS TYPE

Use the type of gas suitable for the fireplace you are installing. If you use a type of gas not suitable for the fireplace refer to a merchant who can recommend a fireplace suited to the type of gas you are using or provide you with a conversion kit. Bring gas pipes to where the fireplace will be installed.

WARNING:

Connection of gas lines to the appliance must be performed by a certified installer. Observe all local installation codes.

**CAUTION:**

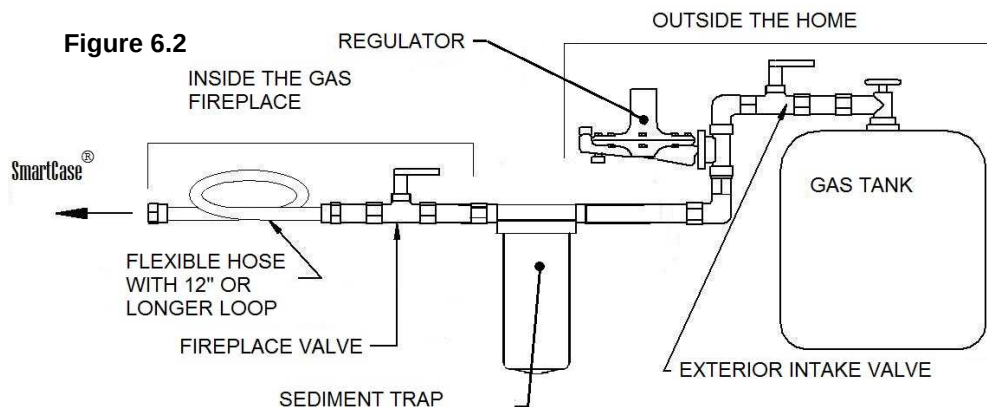
Never connect the gas line directly to the fireplace operating on propane (LPG) or natural gas (NG). This system requires an external regulator (not supplied). Install the external regulator directly on the cylinder and adjust the pressure according to the table featured in section 6.4.



6.2 INSTALLATION EQUIPMENT REQUIRED FOR GAS LINES

Make sure you have on hand the following items before installing the fireplace:

- An external regulator. The installer must supply an external regulator for propane/LPG connection. The purpose of the regulator is to reduce incoming gas pressure (Table 6.4). If intake pressure is not adjusted properly, the SmartCase[®] automatic valve could be damaged (see section 6.4).
- A pipeline network (check local codes).
- CSA approved gas lines sealant.
- A manual valve has to be placed inside the lower compartment of the appliance (before SmartCase[®]) (figure 6.2).
- A pressure gauge connection.
- A sediment trap (*recommended*) (figure 6.2).
- An approved flexible gas line equipped with a connector (figure 6.2).

**WARNING**

Connection must be performed by a certified installer.

**CAUTION**

A manual shut-off valve must be installed before the SmartCase[®]. It must be easy to access (see figure 6.2).



Note: The gas line connection can be made of a 3/8 in. (12 mm) rigid tube or an approved flexible connector. It is possible that other codes apply in your area. Please consult local authorities and the National Fuel Gas Code ANSI.Z223.1, NFPA54 in force. In Canada, consult the CAN/CGA-B149 (1 or 2).

Note: It is strongly recommended to plan for a 12 in. minimum additional length of gas pipe inside the fireplace (under the combustion chamber) to make SmartCase® maintenance easier. This way, the technician will not have to disconnect the gas supply to work on the SmartCase®.

6.3 INSTALLATION CODE

IMPORTANT



Install the main gas valve (stop valve) in an accessible location. The valve allows you to block the fireplace's gas intake. Check building codes specifications regarding the location of the manual gas valve.

CAUTION



Use a propane gas-resistant joins sealant (metallic compound) to secure your gas lines.

Apply a light coat of joint sealing compound (metallic compound). Make attention to do not put excess sealant. Excess sealant compound in pipes can lead to clogging the burner system.

We recommend installing a sediment trap in the supply line (figure 6.2). Install it where residues are not likely to freeze. A sediment trap is designed to trap moisture and contaminants to prevent them from reaching the gas burner control system.

6.4 GAS PRESSURE

	Natural gas (NG)	Propane (PG)
Ideal intake pressure	7" w.c. / 1.74 kPa	11" w.c. / 2.8 kPa
Min. Intake pressure	3.5" w.c. / .87 kPa	8" w.c. / 1.99 kPa
Max. Intake pressure	10.5" w.c. / 2.61 kPa	13" w.c./3.23 kPa

- It is essential to use the type of gas specified on the nameplate of the unit. In case of discrepancy, STOP EVERYTHING and contact your merchant to get a SmartCase® that matches the type of gas you are using.
- To make installation easier, a 12 in. (30 cm) flexible duct equipped with a manual valve is supplied with the appliance. Install the 3/8 in. (12 mm) supply line and fasten it to the shutoff valve.
- Once gas line installation is completed, purge gas lines and check that all connections as well as the gas meter (or tank) connected to the fireplace are tight. Make sure there are no leaks (see section 6.6).
- To adjust flame height, turn the HI/LO control knob located on the automatic valve.

WARNING:



Never use an open flame to check for gas leaks.

- The fireplace must be disconnected from the gas supply system when components that measure intake gas pressure are being installed. Once the gas supply is reconnected, check all connections as well as the gas meter (or tank) connected to the fireplace for tightness. Make sure there are no leaks (see section 6.6).

6.5 PROCEDURE FOR CHECKING GAS PRESSURE FROM THE FIREPLACE VALVE

- Make sure the manual valve is closed.
- Loosen the input "IN" and/or the output "OUT" pressure verification port(s) by turning counter clockwise with a 1/8 in. (3 mm) wide screwdriver (figure 6.5).
- Connect the pressure gauge to the input "IN" and/or output "OUT" pressure verification port(s) using a rubber hose with a 5/16 in. (8 mm) inner diameter.
- Open the manual valve (you will get the intake pressure).
- Turn on the fireplace to check outlet pressure.

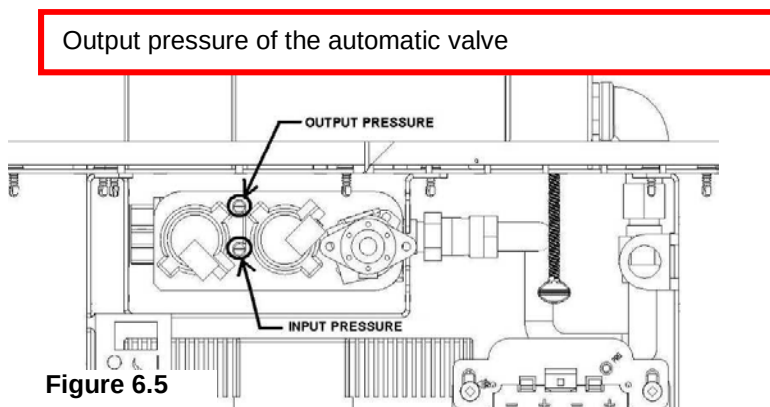


Figure 6.5

- When you are done reading the pressure gauge, turn off the fireplace, close the manual valve, disconnect the hose and tighten the screw(s) (clockwise) with a small flat screwdriver (1/8 in. wide).

OUTPUT PRESSURE OF THE AUTOMATIC VALVE		
GAS	MIN.	MAX.
PROPANE	5.3" w.c.	11" w.c.
NATURAL GAS	1.1" w.c.	3.8" w.c.

Make sure the output pressure of the automatic valve is comprised between the numbers listed in this table.

6.6 CHECKING GAS LINES FOR TIGHTNESS

- Fill a spray bottle (figure 6.6) with soapy water (5% soap, 95% water).
- Spray liberally over all screwed gas line connections (from the tank to the fireplace).
- If no bubbles appear it means the assembly is tight.
- If there are bubbles, it means there is a gas leak. If this occurs, immediately refer to section 1.2.1 and follow instructions.



Figure 6.6

WARNING:

Never use an open flame to check for gas leaks.



6.7 OPEN OR CLOSE MANUAL VALVE

To open or close manual valve, pull the little access panel at the base of the stove and turn the knob to the require position as shown on Figure 6.7

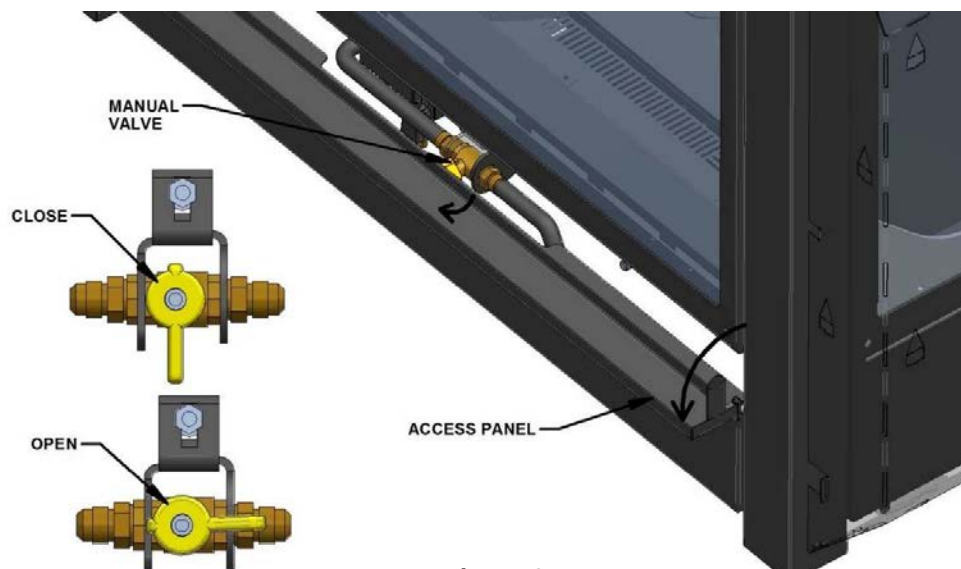


Figure 6.7

7. ELECTRICAL INSTALLATION

7.1 WIRING

Connecting the appliance is easy. Connect the thermodisc's power cable (if your fireplace is equipped with a ventilation kit) to the electrical box and connect the SmartCase® to the electrical box. Connect the electrical box's to the home electric panel with a 14-2 wire (figure 7.1).

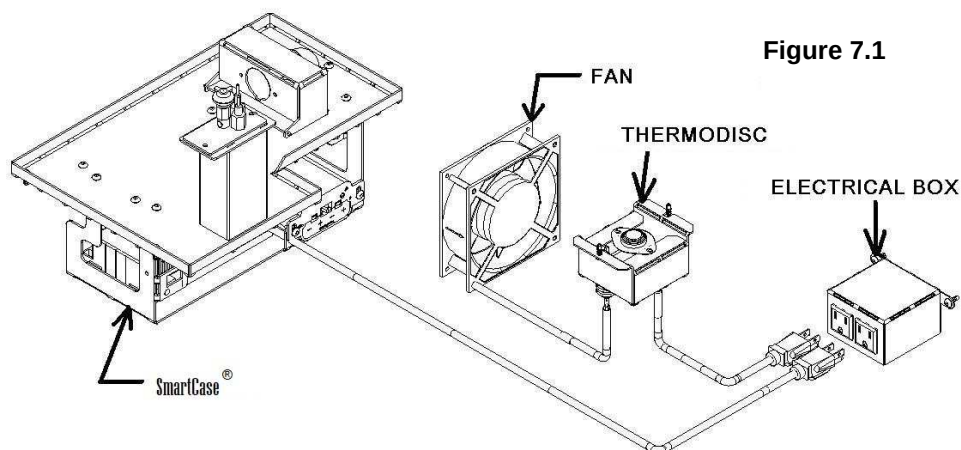


Figure 7.1

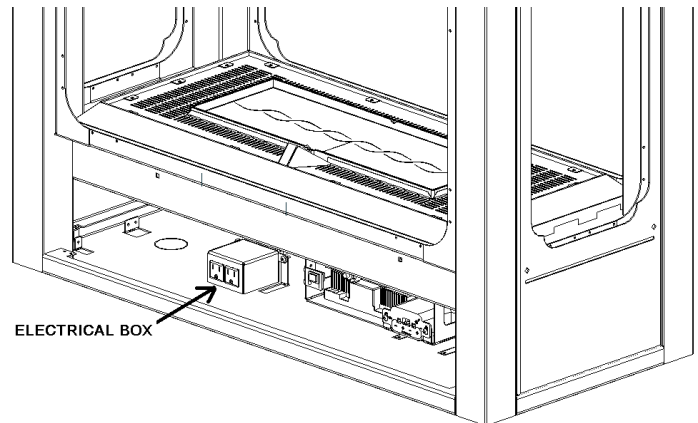
WARNING:

Electrical connections should only be performed by a qualified and licensed electrician. All wiring must comply with local, provincial and municipal codes.

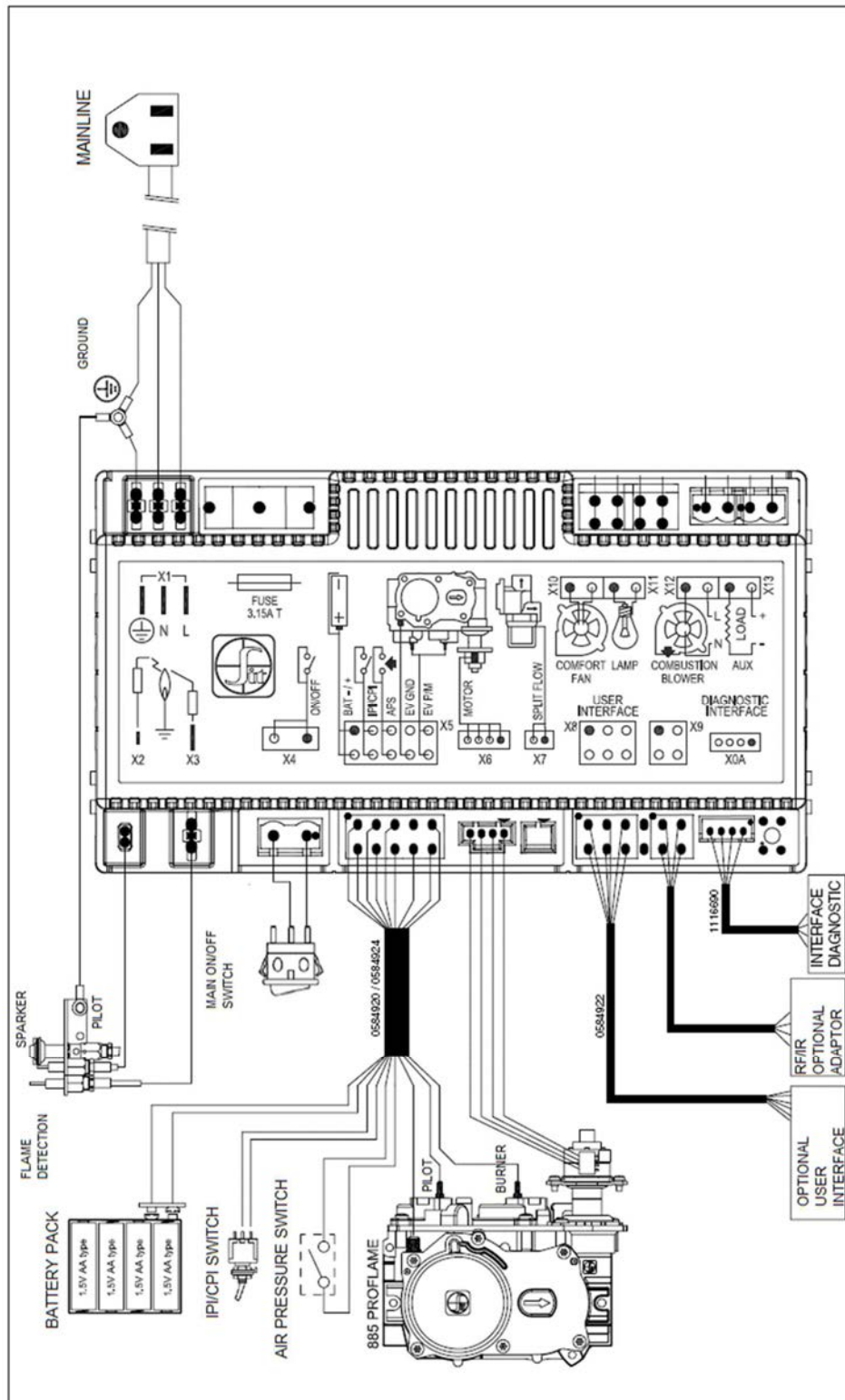


7.2 ELECTRICAL BOX

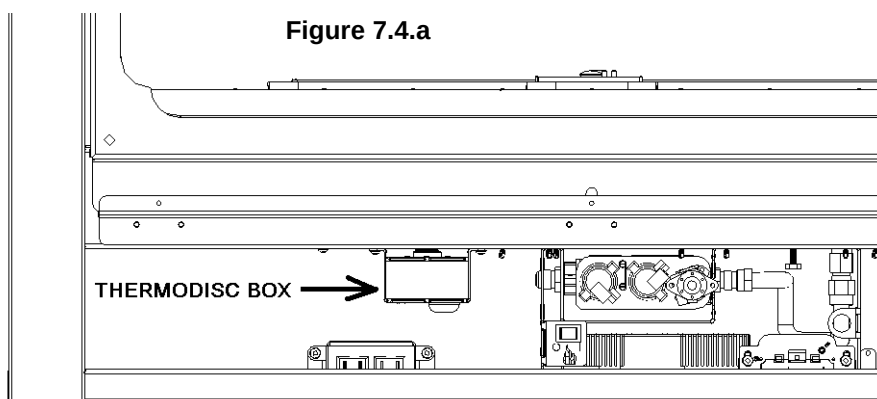
The electrical box is used to power the SmartCase® and the heat circulation fans. The box is equipped with two hook-ups and it must be wire to the home electric panel.



7.3 ELECTRICAL DIAGRAM OF THE SmartCase®



7.4 THERMODISC BOX INSTALLATION



When installing your fan kit, you must install the thermodisc box. This box will turn fans on automatically when the fireplace reaches ideal temperatures.

- To install the thermodisc box, open the small door located at the bottom of the unit.

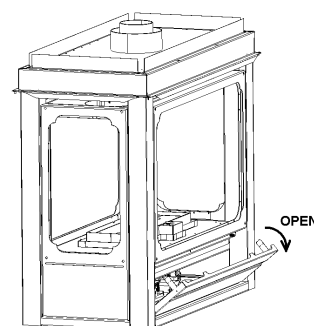


Figure 7.4.b

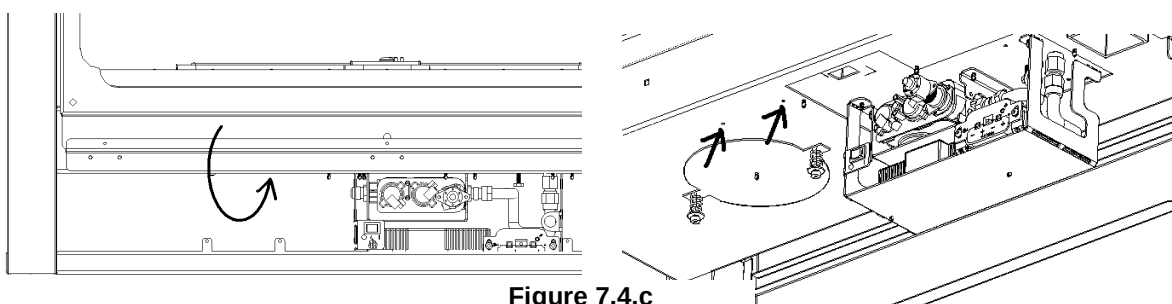
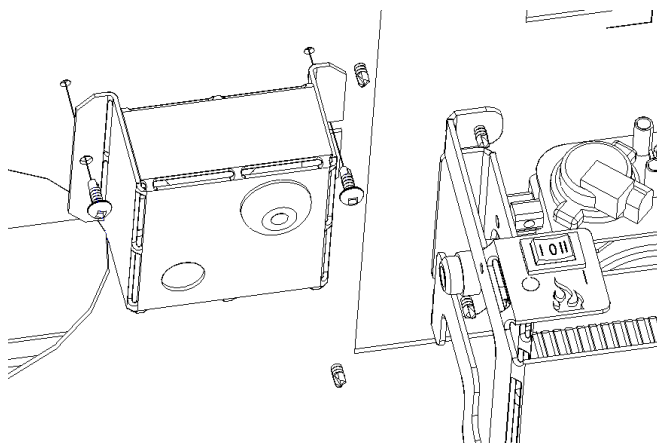


Figure 7.4.c

- Locate the two screws that secure the thermodisc box, as shown in the pictures below.

- Screw the thermodisc box as illustrated in this image.



8. USE

8.1 FIRST USE OF THE FIREPLACE

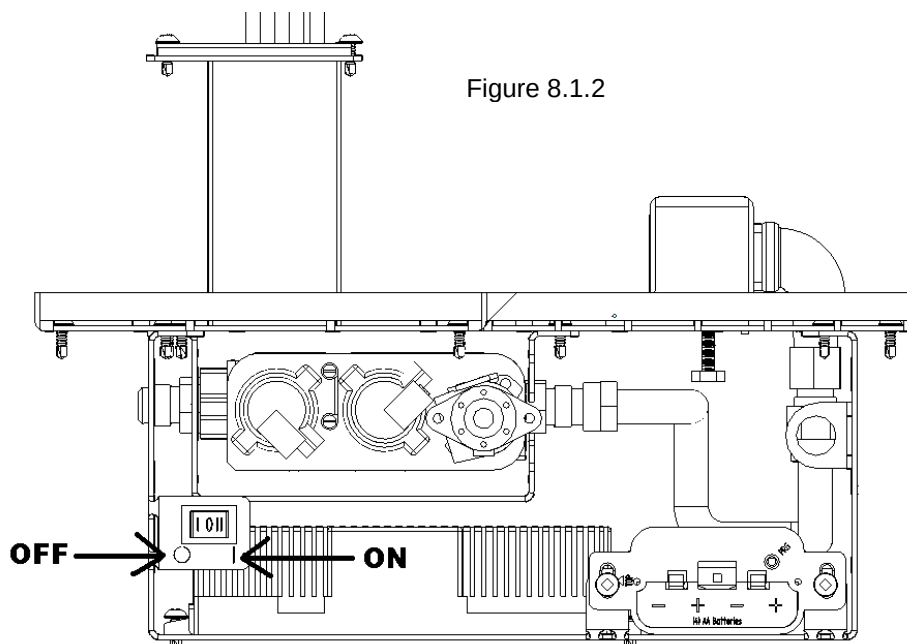
8.1.1 ODOR

During the first fire, an odor caused by paint curing will be released. When you first use the fireplace, it is suggested to let it operate for several hours before turning on the fans (if your fireplace is equipped with fans). This will ensure proper curing of the paint. It could make your home's smoke alarm go off. Open windows to ventilate the room.

8.1.2 IGNITION

Before turning on your fireplace, you must make sure:

- To have read and understood sections this manual.
- Your fireplace was installed by a qualified or certified technician.
- Your appliance is properly powered by a gas intake and that no manual valves are closed.
- Your intake gas pressure complies with the ones listed on the fireplace's nameplate (see table in section 2.1).
- Tightness of all gas lines was thoroughly checked as described in section 6.5.
- Your fireplace is properly connected to the home's electrical power supply.
- You have 3 new AAA batteries in your remote control.
- You have 4 new AA batteries in the "battery holders" box of the SmartCase[®] located inside the fireplace.
- The remote control is properly synchronized with the fireplace (see 4.2.1 to synchronize the remote control).
- The SmartCase[®] is in the ON position (figure 8.1.2 below).
- The glass is properly placed in its frame. Never operate the appliance if the glass door is not in place.



- To turn your fireplace on, simply press the ON/OFF button on your remote control or place the wall switch in the ON position if your fireplace is not equipped with a remote control.
- You will hear a beep: it means the fireplace received the signal. If you hear two beeps, it means the batteries in the SmartCase® are low (change the batteries). (See 9.6)
- A few seconds after, you will hear the sparker "spark": pilot is being ignited. This generally takes 3 to 15 seconds. After 30 seconds, the sparker will stop "sparking" as a precaution measure; it will start another 30-second period. During the first ignition, gas lines may not be properly purged which would cause air to remain inside the gas intake. The first ignition may therefore require two 30-second "sparking" periods. If after these two "sparking" periods the pilot is still not lit, turn off your fireplace and refer to the troubleshooting guide (section 10).
- Once the pilot is lit, the sparker stops "sparking" and the main valve opens to ignite the main burner. It should take 3 to 10 seconds, for the main burner to ignite. If the pilot has been lit for 10 seconds and the burner is still not ignited, put the wall switch in the OFF position or press the OFF button on the remote control and refer to the troubleshooting guide (section 10).

Note: When you turn on the fireplace, condensation forms on the inside surface of the glass. This condensation is normal and will disappear within a few minutes as the glass heats up.

During the first few uses, a white film may appear on the windows as a result of the elimination of some paint particles. It is recommended to clean the windows after the unit has cooled, otherwise the white film becomes difficult to remove. Use a non-abrasive cleaner and **DO NOT ATTEMPT TO CLEAN THE GLASS WHEN HOT.**

8.1.3 PILOT FLAME

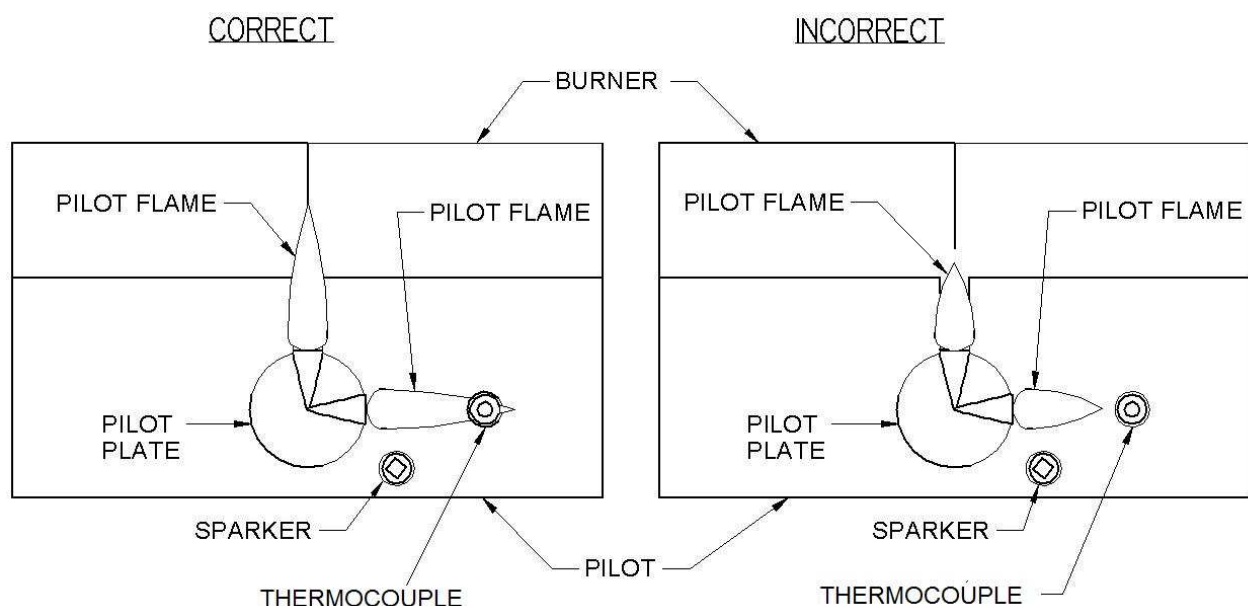


Figure 8.1.3.

Make sure the pilot flames are wide enough, they must reach the thermocouple and burner otherwise the burner will not ignite (figure 8.1.3).

8.1.4 EXTINCTION

To turn off the fireplace, simply press the ON/OFF button of the remote control or put the wall switch in the OFF position if your fireplace is not equipped with a remote control. You will hear a beep: it means the fireplace received the signal.

If you do not hear a beep and the fireplace does not turn off, refer to the troubleshooting guide (section 1).

8.2 NOISES RESULTING FROM THE USE OF THE FIREPLACE

Your fireplace may make cracking sounds when operating. They are caused by the thermal expansion of the various metal components that make up your fireplace. These sounds are not the sign of a defect and do not affect the durability of your fireplace.

The gas control valve makes a subtle clicking sound when going from the ON to the OFF position and vice versa. This is completely normal for a regulator and an automatic gas valve.

8.3 HANDLING THE DOOR

Always be careful when handling the fireplace door. We remind you to wait for the door to be cool before handling it.

8.3.1 REMOVING THE DOOR

NOTE:

If the glass is broken follow this procedure to remove it. Contact your retailer to replace the entire door; the glass is sealed in the frame and therefore cannot be replaced separately.



- Step 1: Open the access door located at the bottom of the fireplace and untighten the wing nut without remove them. (Figure 8.3.1.a)

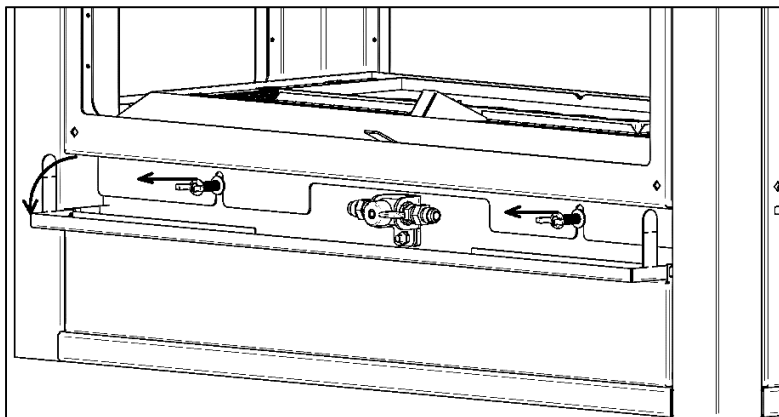


Figure 8.3.1.a

- Step 2: Lift up the tabs and completely remove the upper wing nuts.

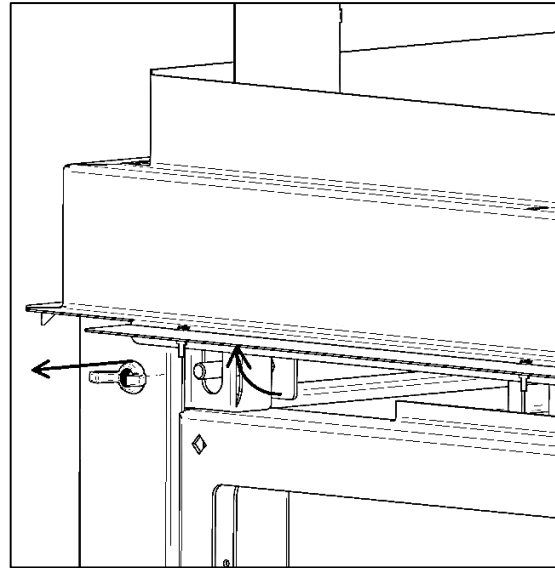


Figure 8.3.1.b

- Step 3: Then carefully bring the door toward you to remove it completely (step 3).

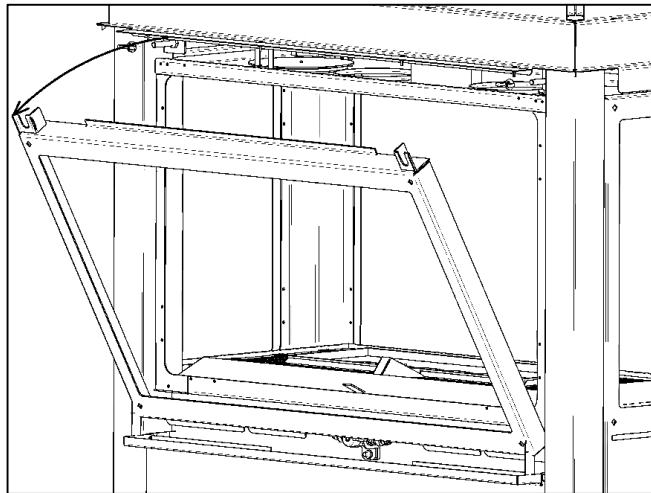


Figure 8.3.1.c

8.3.2 DOOR INSTALLATION

- Step 1: Install the door and make sure it sits properly in its place.

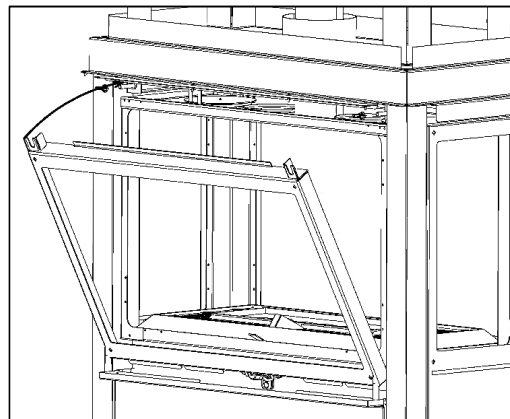


Figure 8.3.2a

- Step 2: Press firmly the door on the gas fireplace and tightly screw the wing nuts at the top of the door.(Figure 8.3.2.b)

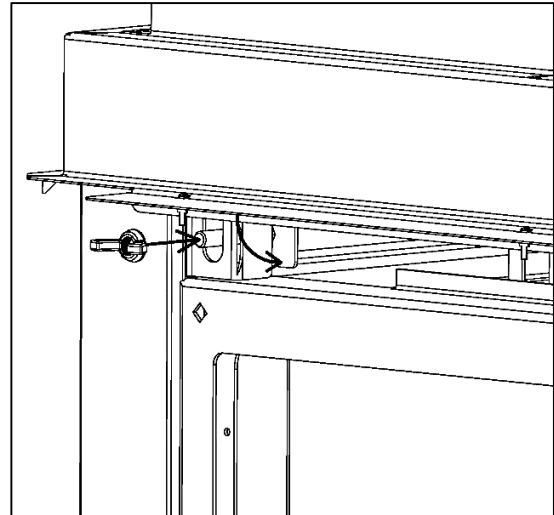


Figure 8.3.2.b

- Step 3: Tightly screw the wing nuts at bottom of the door and close the access door.

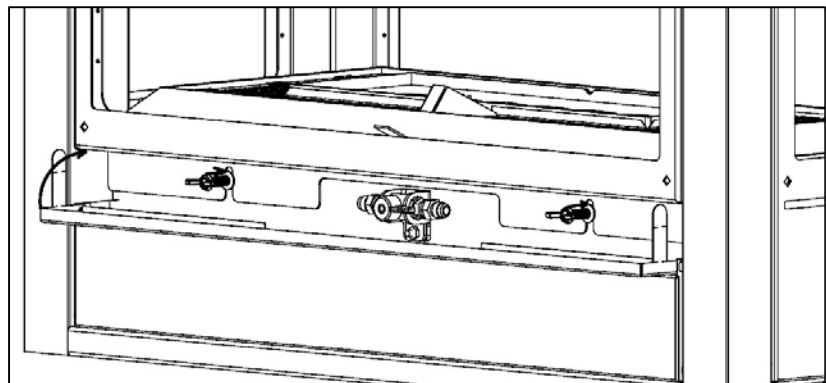


Figure 8.3.2.c

8.4 INSTALLATION AND REMOVAL OF SIDE AND BACK WINDOW FRAME

8.4.1 INSTALLATION AND REMOVAL OF SIDE WINDOW FRAMES

Installation of side window frame:

- Start by inserting the tabs of the window frame in the opening located at the bottom of the appliance (Figure 8.4.1.Detail B)
- Tilt the top of the window frame and slightly lift it (without removing the bottom tabs from their slots) to positioning the hook (Figure 8.4.1 Detail A) in place.
- Push down to secure it in place

Removal of side window frame:

- Raise vertically to disengage the hook (Figure 8.4.1 Detail A).
- Pull outward the appliance
- Disengage the bottom tabs. (Figure 8.4.1 Detail B)

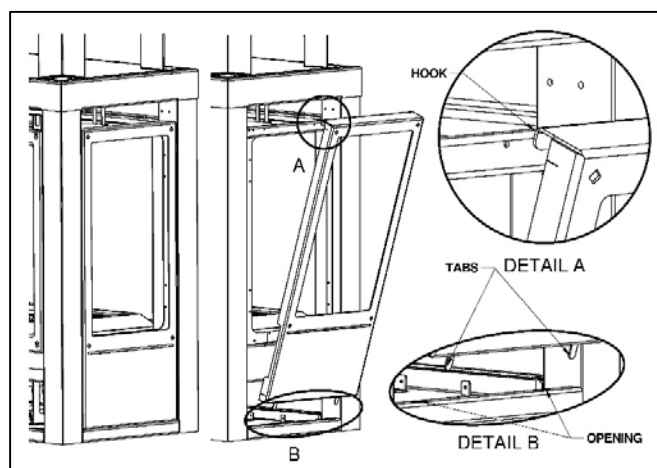


Figure 8.4.1

8.4.2 INSTALLATION AND REMOVAL OF BACK WINDOW FRAME

Installation of back window frame:

- Start by inserting the tabs of the door in the opening located at the bottom of the appliance (figure 8.4.2.Detail B)
- Tilt the top of the door and slightly lift it (without removing the bottom tabs from their slots) to positioning the hook (Figure 8.4.2 Detail A) in place.
- Push down to secure it in place.

Removal of back window frame:

- Raise vertically to disengage the hook (Figure 8.4.2 Detail).
- Pull outward the appliance
- Disengage the bottom tabs.(Figure 8.4.2 Detail B)

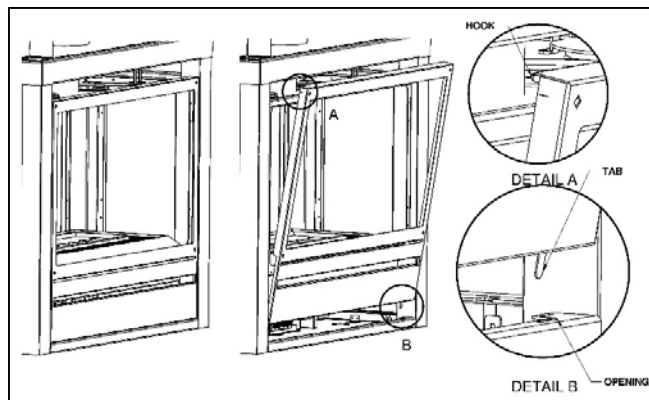


Figure 8.4.2

8.5 THERMAL INSULATION PANEL INSTALLATION

Corresponding window frame must be removed to install the insulation box (see 8.4 " INSTALLATION AND REMOVAL OF SIDE AND BACK WINDOW FRAME") to remove the window frame.

Depending of your configuration, you have to a variable quantity of thermal insulation panel; see the next chart to know how many.

Type	Model	Side thermal insulation panel	Back thermal insulation panel
INSERT	LOO / RGR-25	2	1
PENINSULE	MISTRAL / RGP-25	1	0
LEFT CORNER	AUSTER / RGCG-25	1	1
RIGHT CORNER	MOUSSON / RGCD-25	1	1
PANORAMIC	SIROCCO / RGP-25	0	1
CENTRAL	PAMPERO / RGC-25	0	0
SEE THRU	SUROIT / RGV-25	2	0

8.5.1 SIDE THERMAL INSULATION PANEL INSTALLATION

Screws are already in place and include with your appliance. Untighten it not completely. Two grooves are cut into the top tabs to insert it easily. (Figure 8.5.1 Detail A)

Put the tab behind the bottom frame and align the screws into the grooves and tighten it enough to keep in place the thermal insulation panel

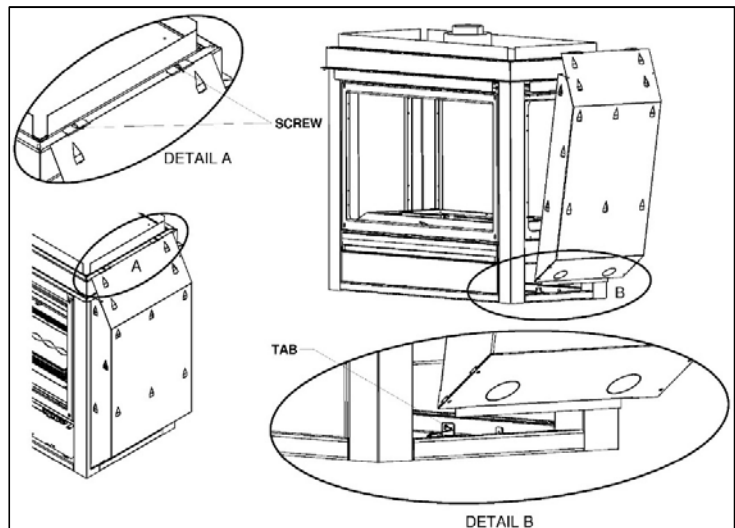


Figure 8.5.1

8.5.2 8.5.2 BACK THERMAL INSULATION PANEL INSTALLATION

Screws are already in place and include with your appliance. Untighten it not completely. Two grooves are cut into the tabs to insert it easily.

Put the tab behind the bottom frame and align the screws into the grooves and tighten it enough to keep in place the thermal insulation panel (Figure 8.5.2)

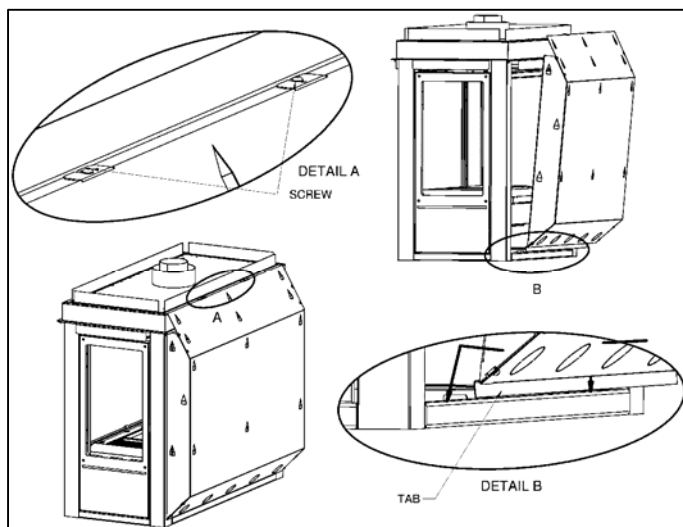


Figure 8.5.2

8.6 PLACEMENT OF EMBER GLASS ON THE BURNER

WARNING:

For optimal combustion, you must spread the mandatory required amount of ember glass (2 cups) on the burner.



Ember glass is provided with your device. Always wear gloves to prevent cutting yourself on the glass. After handling ember glass, carefully wash your hands with soap and water to remove all traces of glass.

WARNING:

The proper positioning of ember glass is essential to good and safe operation of the appliance. Ember glass must be distributed evenly over the burner. Do not add additional ember glass, ornaments or vermiculite. Use only the amount of ember glass provided with the appliance.



- Remove the frame of the window. Refer to section 8.3.1 REMOVING THE DOOR
- Carefully open the bag containing the ember glass.
- Spread ember glass carefully on top of the burner. Use the entire bag and distribute it evenly over the entire surface of the burner so as to cover the entire plate and grooves.

9. MAINTENANCE

9.1 PRECAUTION

A certified technician should perform the annual inspection and maintenance of your fireplace in addition to the general installation of the fireplace and vent system to keep everything up and running safely. The gas intake should be cut and the fireplace should be completely cool during any maintenance. All parts of equipment that are set aside for maintenance must be secured before the next use.

9.2 VENTILATION SYSTEM

An inspection of the vent pipes should be part of the annual maintenance visit. The vent system must not be blocked. The instructions of the vent system manufacturer can provide specific details regarding the inspection of the system. Any disassembled section must be reassembled sealed as required.

9.3 CLEANING THE GLASS

WARNING:

Do not clean the glass when hot. Do not use abrasive cleaners or cleaners that contain ammonia.
Do not strike or slam the glass door.



Note: The glass manufacturer recommends using a microfiber cleaning cloth and water.

- A thin white film, caused by some paint particles, may appear the first hours the fireplace is being used. It is recommended to clean the glass after the first two weeks of use.
- Use a mild glass cleaner. Do not use abrasive products; they would damage the glass surface.

9.4 CLEANING THE BURNER AND COMBUSTION CHAMBER

- Remove the door (section 8.3.1).
- Remove the burner surround or the logs.
- Remove the burner (section 3.6).
- Empty the ember glass in a container.
- Use a vacuum cleaner to clean the burner and the entire bottom of the combustion chamber.
- Using a microfiber cloth, dust the surfaces of the combustion chamber.
- Remove any lint from main burner and from the pilot.
- Put the burner back in place (section 3.7).
- Carefully put the ember glass back in place.
- Put the door back in place.

WARNING:

For optimal combustion, you must place the required amount of ember glass (2 cups) on the burner.



9.5 CLEANING THE PILOT AND THERMOCOUPLE

The pilot flame can create a carbon deposit on the pilot and thermocouple. To remove that deposit, use a steel wool and gently scrub the metal parts. This will make ignition more efficient.

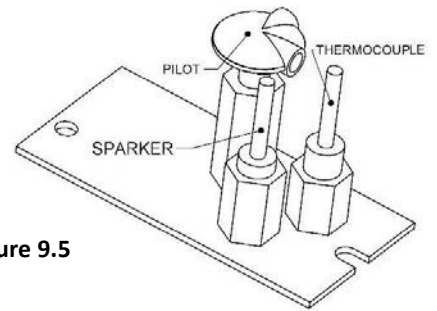


Figure 9.5

9.6 BATTERY REPLACEMENT IN THE SmartCase®

The electronic ignition system of this appliance requires four 1.5 V AA batteries to operate when it is not plugged into a wall socket in the house (or during a power outage). If the batteries are dead and there are no spark where the pilot is, replace the batteries.

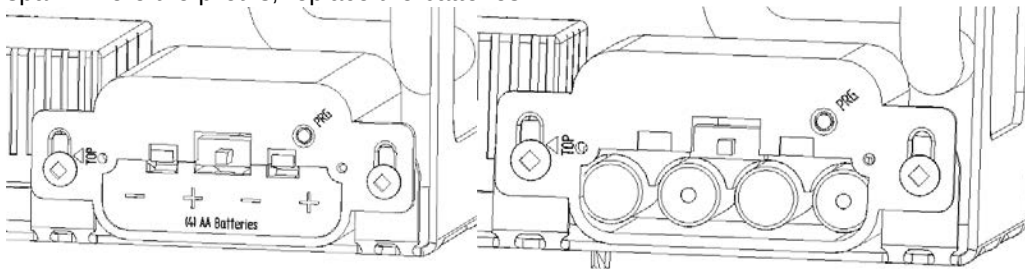


Figure 9.6

10. TROUBLESHOOTING

Problem	Possible causes	Solutions
1. When I press the ON/OFF button on the remote control, there is no beep and the fireplace does not turn on.	1A. The remote control is not properly synchronized with the fireplace. 1B. The batteries are installed incorrectly in the remote control and / or the SmartCase® of the fireplace. 1C. the batteries are too low. 1D. You are too far from the fireplace.	1A: Refer to section 4.2.1 of this manual and synchronize the remote control. 1B: Check if batteries are properly positioned in the remote control and the SmartCase®. 1C: Change batteries. 1D: Move closer to the fireplace.
2. When I press the ON/OFF button on the remote control, I hear a beep but I do not hear the sparker "sparking" even after 15 seconds.	2A. The sparker is dirty from previous uses and the sparker cannot create a spark. 2B. The sparker wire is damaged or defective.	2A: Clean sparker as described in section 9.5. 2B: Call your J. A. ROBY retailer to have the SmartCase® replaced.
3. When I press the ON/OFF button on the remote control, I hear a beep followed by "sparks" but the pilot does not ignite even after two periods of "sparks".	3A. The gas tank is empty. 3B. Gas intake ducts were not purged when the fireplace was installed. 3C. The sparker is dirty from previous uses and there is not enough spark.	3A: Call your gas supplier to have your tank refilled. 3B: Contact a certified technician to have the purge performed. 3C: Clean sparker as described in section 9.5.
4. When I press the ON/OFF button on the remote control, I hear a beep and "sparks", the pilot ignites but the burner does not light up even 10 seconds after ignition of the pilot.	4A. The pilot flame is too weak and does not reach the thermocouple. 4B. The thermocouple is dirty from previous uses and no longer detects or has trouble detecting the pilot flame. 4C. The thermocouple wire is damaged or defective. 4D. The SmartCase® is in the OFF position.	4A: Call your J. A. ROBY retailer to have the SmartCase® replaced 4B: Clean the thermocouple as described in section 9.5 4C: Call your J. A. ROBY retailer have the SmartCase® replaced. 4D: Put the SmartCase® in the ON position, figure 8.1.2.
5. My fireplace turns itself off.	5A. There is poor combustion, the flame is too dirty. 5B. Gas tank is empty. 5C. Vent is blocked or defective.	5A: Start by checking the gas/air premix adjustment screw and adjust as described in section 4.1 5B: Call your gas supplier to have your tank refilled.. 5C: Contact a certified technician to have your vent ducts inspected.
6. Bright orange flames are coming off the burner and making soot.	6A. There is poor combustion, the flame is too dirty. 6B. Air restrictor is not open enough. 6C. Vent is blocked or defective.	6A: Start by checking the air/gas premix adjustment screw and adjust as described in section 4.1. 6B: Adjust gas intake and exhaust properly as described in section 4.1. 6C: Contact a certified technician to have your vent ducts inspected.
7. When I turn on my fireplace, there are long blue flames coming off the burner and the fireplaces stops working after a minute.	7A. Not enough air intake. 7B. Gas exhaust panel is not open enough. 7C. Vent is blocked or defective.	7A: Start by checking the air/gas premix adjustment screw and adjust as described in section 4.1. 7B. Adjust gas intake and exhaust properly as described in section 4.1. 7C: Contact a certified technician to have your vent ducts inspected.
8. I smell gas	.	8B. Refer to the front page of this manual immediately and follow instructions
9. My remote control cannot turn off the fireplace.	9A. Batteries in the remote control are dead. 9B. You are too far from the fireplace. 9C. A component of the SmartCase® is defective.	9A. Change the batteries in the remote control. 9B. Move closer to the fireplace. 9C. Close the manual valve upstream from the fireplace and call your J. A. ROBY retailer.
10. When I turn my fireplace off, the pilot light remains lit.	10A. Your fireplace is in CPI mode.	10A. Refer to section 4.2.2 to set the remote control in IPI mode.
11. A lot of soot is accumulating on the inner walls of the fireplace.	11A. The exhaust panel is not open enough and causes poor combustion. 11B. The vent is blocked	11A. Refer to section 4.1 to adjust the gas exhaust panel in a more open position. 11B: Contact a certified technician to have your vent system inspected.
12. The flame intensity varies	12A Your fireplace is in thermostat mode	12A. Refer to section 4.2.2 to desactivated thermostat mode



Warmth from the heart of J.A. ROBY INC.

11. WARRANTY

J. A. ROBY GAS FIREPLACE LIMITED LIFETIME WARRANTY

The following materials and workmanship in your new J. A. ROBY gas fireplace are warranted against defects for as long as you own the fireplace. This cover:

- Combustion chamber
- Burner
- Ceramic glass * (Thermal breakage only)

- Electrical 110V and millivolts components and wearable parts such as blowers, gas valves, thermal switch, switches, wiring, remote control, ignitor, gasketing, SmartCase® safety screen and thermal insulation panel are covered and J. A. ROBY will provide replacement parts free of charge during the first year of the limited warranty.**

- Labour related to warranty repair is covered free of charge during the first year. However, repair work requires the prior approval of an authorized company official. Labour cost. To the account of J. A. ROBY are based on a predetermined rate schedule and any repair work must be done through an authorized J. A. ROBY dealer.

*= Digital pictures required

**= Construction of models may vary. Warranty applies only to components included with your specific appliance.

CONDITIONS & LIMITATIONS

J. A. ROBY warrants its gas fireplace against manufacturing defects to the original purchaser only. Registering your warranty is not necessary. Simply provide your proof of purchase along with the model and serial number to make a warranty claim. J. A. ROBY reserves the right to have its representative inspect any product or part thereof prior to honouring any warranty claim. Provided that the purchase was made through an authorized J. A. ROBY dealer your fireplace is subject to the following conditions and limitations:

- This factory warranty is non-transferable and may not be extended whatsoever by any of our representatives.
- This gas fireplace must be installed by a licensed, authorized service technician or contractor. Installation must be done in accordance with the installation instructions included with the product and all local and national building and fire codes.
- This limited lifetime warranty does not cover damages caused by misuse, lack of maintenance, accident, alterations, abuse or neglect and parts installed from other manufacturers will nullify this warranty.
- This Limited Lifetime Warranty further does not cover any scratches, dents, corrosion or discoloring caused by excessive heat, abrasive and chemical cleaners, artificial logs and glass ember.
- J. A. ROBY warrants its burners against manufacturing defects: During the 10 first years, J. A. ROBY will replace or repair the defective parts covered by the lifetime warranty at our discretion free of charge. From 10 years to life, J. A. ROBY will provide replacement burner at 50% of the current retail price.
- During the first year only, this warranty extended to the repair or replacement of warranted parts which are defective in material or workmanship provided that the product has been operated in accordance with the operation instructions and under normal conditions.
- After the first year, with respect to this Limited Lifetime Warranty, J. A. ROBY may, at its discretion, fully discharge all obligations with respect to this warranty by refunding to the original warranted purchases the wholesale price of any warranted but defective part(s).
- J. A. ROBY will not be responsible for installation, labour or any other expenses related to the reinstallation of a warranted part and such expenses are not covered by this warranty.
- Notwithstanding any provisions contained in this Limited Lifetime Warranty, J. A. ROBY'S responsibility under this warranty is defined as above and it shall not in any event extend to any incidental, consequential or indirect damages.
- This warranty defines the obligations and liability of J. A. ROBY with respect to the J. A. ROBY gas fireplace and any other warranties expressed or implied with respect to this product, its components or accessories are excluded.
- J. A. ROBY neither assumes, nor authorizes any third party to assume, on its behalf, any other liabilities with respect to the sale of this product.
- J. A. ROBY will not be responsible for : over-firing, downdrafts, spillage caused by environmental conditions such as rooftops, buildings, nearby trees, hills, mountains, inadequate vents or ventilation, excessive venting configurations, insufficient makeup air, or negative air pressures which may or may not be caused by mechanical systems such as exhaust fans, furnaces, clothes dryers, etc.
- Any damages to the fireplace, combustion chamber, heat exchanger, SmartCase® or other components due to water, weather damage, long periods of dampness, condensation, damaging chemicals or cleaners will not be the responsibility of J. A. ROBY.
- All parts replaced under the Limited Lifetime Warranty Policy are subject to a single claim
- All parts replaced under the warranty will be covered for a period of 90 days from the date of their installation.
- The manufacturer may require that defective parts or products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer for investigation. If a product is found to be defective, the manufacturer will repair or replace such defect.
- Before shipping your appliance or defective components, your dealer must obtain an authorization number. Any merchandise shipped without authorization will be refused and returned to sender.
- Shipping cost are not covered under this warranty
- Additional service fees may apply if you are seeking warranty service from a dealer
- Warranty labour allowance is only for the replacement of the warranted part. Travel, diagnostic tests, shipping and other related charges are not covered by this warranty.

DUE TO ON-GOING PRODUCT IMPROVEMENTS, ALL SPECIFICATIONS AND DESIGNS ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE.
AS REQUIRED BY THE DEPARTMENT OF ENERGY IN THE UNITED STATES, 10 CFR PART 430, THE WARRANTY IS VOID IF THIS PRODUCT IS USED WITH A THERMOSTAT, THIS
APPLIES TO PRODUCT INSTALLED IN THE UNITED STATES ONLY.

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