

# Manual



## GFi750 GAS INBUILT



Models: GFi750NG  
GFi750LP  
GFi750ULPG

### PLEASE KEEP THESE INSTRUCTIONS FOR FUTURE REFERENCE

<p><b>WARNING:</b> Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to this manual. For assistance or additional information consult an authorised installer, service agency or the gas supplier.</p>	<p><b>FOR YOUR SAFETY</b> What to do if you smell gas:</p> <ul style="list-style-type: none"><li>● Do not try to light any appliance</li><li>● Do not touch any electrical switch: do not use any phone in your building.</li><li>● Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.</li><li>● If you cannot reach your gas supplier, call the fire department.</li></ul>
<p><b>FOR YOUR SAFETY</b> Do not store or use gasoline or other flammable vapours and liquids in the vicinity of this or any other appliance.</p>	
<p>Installation and service must be performed by an authorised installer, service agency or the gas supplier.</p>	

#### LISTINGS AND CODE APPROVALS

These gas appliances have been tested in accordance with AS/NZS 5263.0 & AS/NZS 5263.1.3-2021 and have been certified by IAPMO for installation and operation as described in these Installation and Operating Instructions. Must be installed as per AS/NZS5601.

Your unit should be serviced annually by an authorised service person.

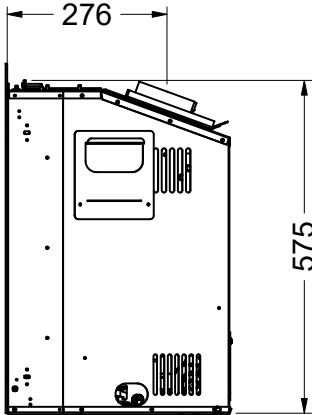
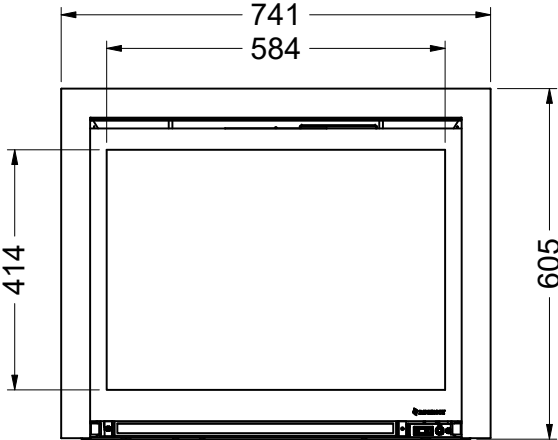
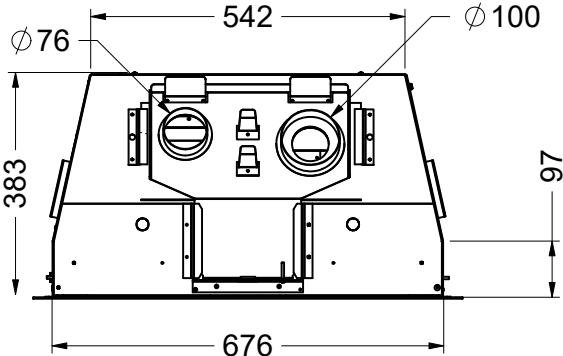
## Regency Gas Inbuilt Fireplace

### TO THE NEW OWNER

Congratulations! You are the owner of a state-of-the-art Gas Inbuilt Fireplace by FPI. The Regency Gas Fireplace Series of appliances has been designed to provide you with all the warmth and charm of a fireplace, at the flick of a switch. The model GFi750 of this series has been approved by IAPMO for both safety and efficiency. As it also bears our own mark, it promises to provide you with economy, comfort and security for many trouble free years to follow. Please take a moment now to acquaint yourself with these instructions and the many features of your Regency Fireplace.

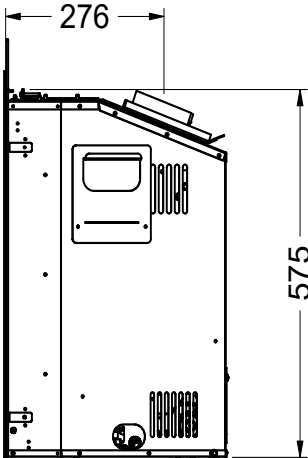
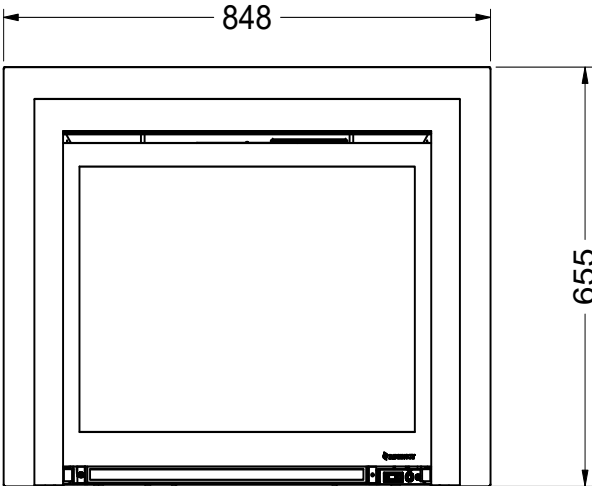
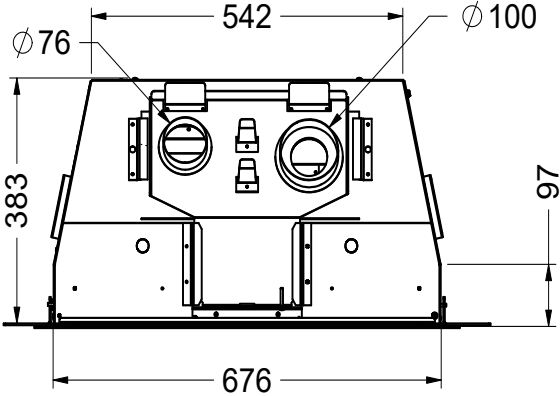


Unit Dimensions - Flush Install (millimeters)



# dimensions

## Unit Dimensions - With Backing Plate (millimeters)



## Table of Contents

Unit Dimensions - Flush Install (millimeters).....	3
Unit Dimensions - With Backing Plate (millimeters) .....	4
Data Badge.....	6

### Owner's Information

Important Message .....	7
For Your Safety .....	7
Materials Required.....	7
Before You Start.....	7

### Installer's Information

Minimum Fireplace Opening .....	8
Installation Checklist.....	8

### Installation

Clearances to Combustibles.....	9
Mantel Clearances .....	9
Gas Connection .....	9
Flueing .....	9
Flue Liner Installation .....	10
Gas Pipe Pressure Testing .....	10
885 S.I.T. Valve Description.....	10
Installation in Full Masonry Chimney.....	11
System Data - GFI750L .....	12
Aeration Settings.....	12
Conversion Kit #346-969 from NG to Propane/ULPG Model .....	13
Glass Panel Installation (Part #346-906) .....	15
Log Set Installation .....	16
Primary Glass Guard Installation and Removal.....	19
Glass Door Installation and Removal.....	19
Faceplate Installation and Removal.....	20
Optional Zero Clearance Box Installation .....	21
Installation Instructions .....	23
3-Sided & 4-Sided Faceplate Installation .....	32
Backing Plate Installation.....	33

Final Check.....	34
Wiring .....	34
Standard Wiring .....	34

### Operation

Lighting Procedure .....	35
Copy of Lighting Instruction Plate.....	36
Normal Operating Sounds Of Gas Appliances.....	37
Proflame II Remote Control Operating Instructions .....	38
Proflame II Battery Replacement & Battery Back Up .....	42

### Maintenance

Maintenance Instructions .....	43
Log Replacement .....	43
Door Glass Replacement.....	43
Glass Gasket .....	43
Fan Removal and Installation Option 1 (Front).....	44
Fan Removal and Installation Option 2 (Rear Fan Access).....	45
Inner Panel Removal and Installation.....	46
IFC (Integrated Fireplace Control) Error Codes .....	47
Gas Appliance Maintenance.....	48

### Parts

Main Assembly .....	49
Faceplate Assembly .....	50
Warranty .....	53

# data badge

This is a copy of the label that accompanies each Regency GFi750 Gas Inbuilt fireplace. We have printed a copy of the contents here for your review.

Check the label on the unit and if there is a difference, the label on the unit is the correct one.

**DATA BADGE NOTE:** Regency units are constantly being improved.

## Regency Gas Fireplace

Model	○	○	○
Gas Type	NG	PROPANE	ULPG
Model	<b>GFi750NG</b>	<b>GFi750LP</b>	<b>GFi750ULPG</b>
Gas Consumption High	26 MJ/h	26 MJ/h	21.5 MJ/h
Gas Consumption Low	16.9 MJ/h	18.1 MJ/h	17.7 MJ/h
Min. Supply Pressure	1.13 kPa	2.75 kPa	2.75 kPa
Manifold Pressure High	0.87 kPa	2.49 kPa	2.49 kPa
Manifold Pressure Low	0.40 kPa	1.59 kPa	1.59 kPa
Injector Size	1 x #42 2.37 mm	1.45 mm	1 x #55 1.32 mm
AS/NZS 5263.0 & AS/NZS 5263.1.3 Approval No. GMK10782 SUITABLE ONLY FOR INDOOR INSTALLATION			
Electrical: 240VAC 50Hz 1.0 amp		<b>N2134</b>	

Western Australia:  
**Air Group Australia**  
131 Bannister Rd  
Canning Vale WA 6155

Eastern Australia:  
**Fireplace Products**  
**Australia Pty. Ltd.**  
99 Colemans Road  
Dandenong South  
Vic. Australia 3175

New Zealand:  
**Aber Holdings**  
17 Main Street Place  
Te Rapa, HA 3200

To be installed by an authorised person in accordance with installation instructions provided with the appliance.

Serial Number **571**

920-473a

**DO NOT** OPERATE THIS APPLIANCE BEFORE READING THE INSTRUCTIONS BOOKLET.

**DO NOT** PLACE ARTICLES ON OR AGAINST THIS APPLIANCE

**DO NOT** STORE CHEMICALS OR FLAMMABLE MATERIALS NEAR THIS APPLIANCE.

**DO NOT** OPERATE WITH PANELS, COVERS OR GUARDS REMOVED FROM THIS APPLIANCE.

908-602c

**THE GUARD IS FITTED TO THIS APPLIANCE TO REDUCE THE RISK OF FIRE OR INJURY FROM BURNS AND NO PART OF IT SHOULD BE PERMANENTLY REMOVED.**

○

**FOR PROTECTION OF YOUNG CHILDREN OR THE INFIRM, A SECONDARY GUARD IS REQUIRED.**

## Important Message

The Regency Gas Inbuilt must be installed in accordance with these instructions. Carefully read all the instructions in this manual first.

**Note: Failure to follow these instructions could cause a malfunction of the heater which could result in death, serious bodily injury, and/or property damage. Failure to follow these instructions may also void your fire insurance and/or warranty.**

## For Your Safety

This appliance requires air for proper combustion. Always provide adequate combustion and ventilation air. Follow instructions and information in the current AS/NZS5601 or local codes. Consult the "authority having jurisdiction" to determine the need for a permit prior to starting the installation.

## Materials Required

A 240 Volt AC power cord is hooked up to the unit. Plug 3 wire cord into a suitable receptacle. Do not cut the ground terminal off under any circumstances.

When connected with 240 volts, the appliance must be electrically grounded in accordance with local codes.

This unit is polarity sensitive and will not operate if polarity is incorrect.

**WARNING:**  
Suitable for installation into a masonry fireplace only.

## Before You Start

**Installation is to be carried out ONLY by an authorised person.**

- 1) The appliance shall be installed in accordance with the manufacturer's installation instructions, local gas fitting regulations, municipal building codes, water supply regulations, electrical wiring regulations, with AS/NZS5601.
- 2) **Installation and repair should be done ONLY by an authorised person.**
- 3) The appliance should be inspected before use and at least annually by an authorised service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. It is imperative that control compartments, burners and circulating air passageways of the appliance be kept clean and free from excessive lint from carpeting.
- 4) See general construction and assembly instructions. This appliance may only be installed in a flued, non-combustible fireplace. The appliance and flue should be enclosed when installed or passing through a living area, where children may come in contact with it.
- 5) Always connect this space heater to a chimney and flue to the outside of the building envelope. Never flue to another room. Make sure that the flue is properly sized and is of adequate height to provide the proper draft.
- 6) Inspect the flueing system annually for blockage and any signs of deterioration.
- 7) Any safety glass removed for servicing must be replaced prior to operating the appliance.
- 8) To prevent injury, do not allow anyone who is unfamiliar with the operation to use the fireplace.
- 9) Only Regency flue kit part # 946-773 can be used. This flue kit contains all the components required to safely install this GFi750 gas inbuilt.

**PACKAGING:** The unit and its contents are packaged to prevent damage during transport. After unboxing, remove the cardboard spacers and plastic wrap and recycle or dispose of them properly. Carefully remove the logs from inside the box before commissioning it; unwrap each log and set aside. Refer to subsequent instructions on proper set up and safety check before commissioning the unit.

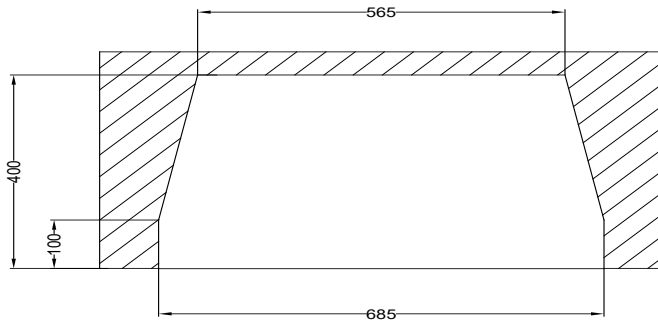
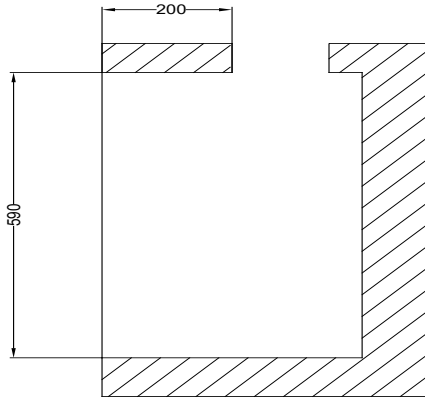
**NOTE:**  
**TO BE INSTALLED ON A  
NON-COMBUSTIBLE FLOOR.**

# installer's information

## Minimum Fireplace Opening

The minimum fireplace openings for the Regency GF750 gas space heater are shown below:

Lintel Depth (mm)	Height (mm)	Width Front (mm)	Depth (mm)	Width-Back (mm)
200	590	685	400	565



## Installation Checklist

Before installing vent system ensure that the damper plate is open and secure to prevent the damper plate from falling down and crushing the liner.

The FPI Gas Inbuilt is installed as listed.

1. Check all clearances to combustibles, (Refer to sections "Minimum Fireplace Opening and Clearances to Combustibles")
2. Make the gas connection. (Refer to section "Gas Connection")
3. Install the 76 mm and 102 mm flue liner to the sliding connector plate. (Refer to section "Flue Liner Installation.")
4. Slide the unit half way into the fireplace.
5. Pull the vent connector plate through the tapered brackets and fasten to the front plate. Refer to section "Flue Liner Installation.")
6. Slide the unit fully into the fireplace.
7. Test gas pressure (Refer to section "Gas Pipe Pressure Testing"). Check aeration system (Refer to section "Gas Insert Aeration System").
8. Install standard and optional features. Refer to the following sections:
  - a. Log Set
  - b. Door, Primary Guard & Faceplate
  - c. Inner Glass Panels (optional)
9. Final check: Before leaving this unit with the customer, the installer must ensure that the appliance is firing correctly. This includes:
  - a) Clocking the appliance to ensure the correct firing rate.
  - b) Adjusting the primary air and restrictor settings, if required, to ensure that the flame does not carbon.

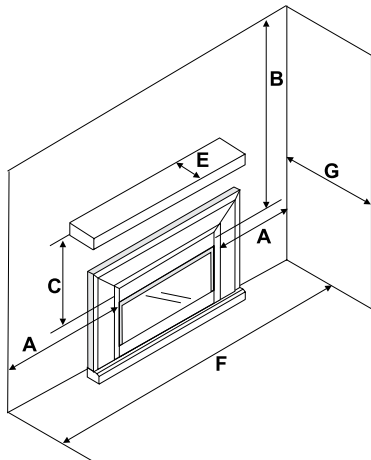


## Clearances to Combustibles

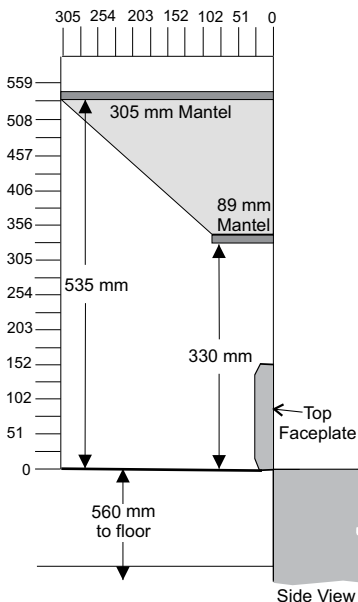
Minimum Clearances to Combustibles

	From Unit	
Sides	A	180 mm
Ceiling	B	1205 mm
Mantel	C	330 mm
Max. Mantle Depth	E	305 mm
		(see Dia. 2)
Min. Alcove Width	F	1220 mm
Max. Alcove Depth	G	915 mm

\*No hearth required.



## Mantel Clearances

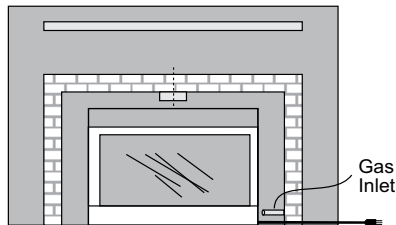


- NOTES**
- A non-combustible mantel may be installed at a lower height if the framing is made of metal studs covered with a non-combustible board.
  - The non-combustible mantle when installed at a lower overall height may not be lower than 152 mm from the top of the fireplace opening.

## Gas Connection

**GAS CONNECTION WARNING:**  
Only persons licensed to work with gas piping may make the necessary gas connections to this appliance.

- 1) If the appliance is to be installed into an existing chimney system, thoroughly clean the masonry fireplace.
- 2) The appliance is provided with an opening on the right hand side of the control compartment. The 9.5 mm flexible gas hose provided needs to be brought in from behind this opening. Ensure all gas connections are tight.
- 3) Locate the center point where the vent will pass through the chimney above the appliance. Move the appliance into the exact location where it is to be installed. Ensure that the Insert is level.



NOTE: Shut off valve must be installed in an accessible location.

## Flueing

**WARNING**  
DO NOT USE AN UNLINED MASONRY CHIMNEY AS THE FLUE FOR THIS APPLIANCE. THE APPLIANCE MUST NOT CONNECT TO A CHIMNEY FLUE SERVING A SEPARATE SOLID FUEL BURNING APPLIANCE AND MUST BE TERMINATED TO THE OUTDOORS.

This appliance is designed to be attached to two co-linear aluminium flex pipes running the full length of the chimney. The flue length must be a minimum length of 2.44 m and a maximum of 10.7 m. See chart for minimum distances from roof. Periodically check that the vent is unrestricted.

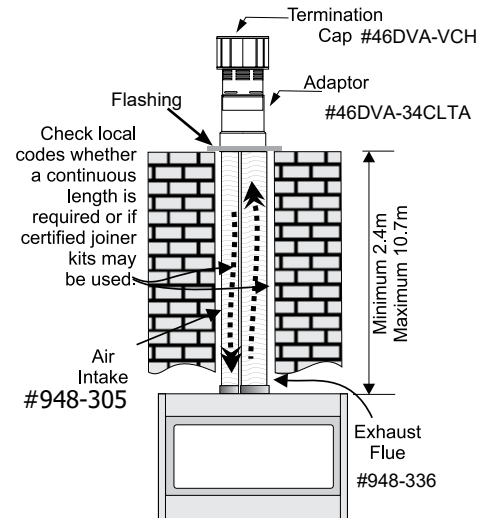
Masonry chimneys may take various contours which the flexible liner will accommodate. However, **keep the flexible liner as straight as possible**, avoid unnecessary bending.

The Air Intake pipe must be attached to the inlet air collar of the adaptor.

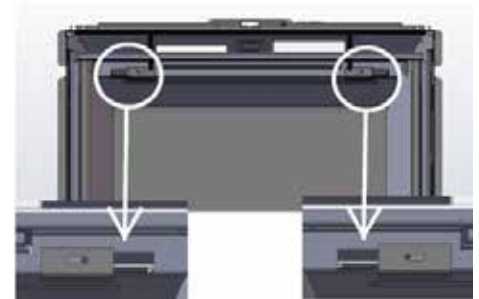
## 946-773 Vertical Flue Kit

The flue kit contains the following:

Part #	Description
948-305	76mm Flex - 10.7m
948-336	102mm Flex - 10.7m
46DVA-VCH	Termination Cap High Wind
46DVA-34CLTA	Adaptor & Chimney Plate



Note: When installing the flueing, identify the flues. Mark one exhaust and one intake as indicated on the top of the unit.



### Flue Restrictor Settings:

29 mm x 2 (Factory Set)

# installation

## Gas Pipe Pressure Testing

During pressure testing of the gas supply piping system at pressures equal to or less than 3.45 kPa, close the appliance's manual shut-off valve to isolate it from the gas supply. Disconnect the piping from the valve at pressures over 3.45 kPa.

The manifold pressure is controlled by a regulator built into the gas control and should be checked at the pressure test point.

1. Make sure the unit is in the "OFF" position.
2. Loosen the "IN" and/or "OUT" pressure tap(s), turning counterclockwise with a 3mm wide flat screwdriver.

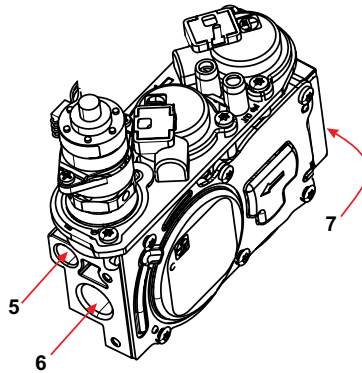
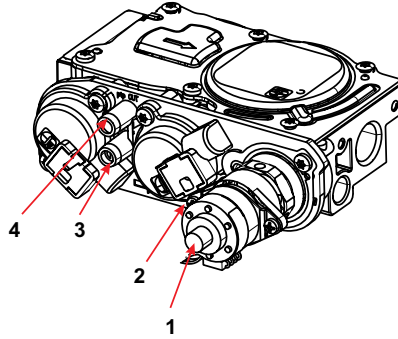
**NOTE** • To properly check gas pressure, both inlet and manifold pressures should be checked using the valve pressure ports on the valve.

3. Attach manometer to "IN" and/or "OUT" pressure tap(s) using a 8mm ID hose.
4. Turn the unit on with the remote or wall switch.
5. The pressure check should be carried out with the unit burning and the setting within the limits specified on the safety label.
6. When finished reading the manometer, turn off the unit, disconnect the hose, and tighten the screw (clockwise) with a 3mm flat screwdriver.

**NOTE** Screw should be snug, but do not over tighten.

## 885 S.I.T. Valve Description

- 1) 6 Stage flame adjustment
- 2) Pilot adjustment
- 3) Outlet Pressure Tap
- 4) Inlet Pressure Tap
- 5) Pilot Outlet
- 6) Main Gas Outlet
- 7) Main Gas Inlet

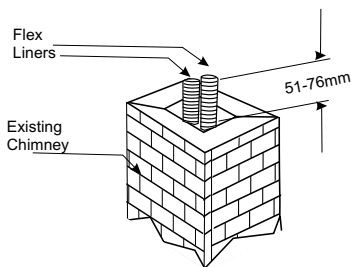


## Installation in Full Masonry Chimney

1. Measure and record dimensions to determine total flex liner length requirements (see instructions below for details).
2. Carefully feed the liner down the chimney and out through the damper. One person should feed the liner through the chimney, and another person should pull the liner from the bottom.
3. After carefully feeding the Flex Liner down the chimney to the bottom, form and angle to line up the Flex Liner with the vent opening on the appliance.

**Important:** Do not let the flex liner sag below the level at which it will connect to the appliance or connector. This could allow hot gas to become trapped and potentially become a fire hazard. The Flex Liner path should always be sloped up toward the termination cap.

4. Temporarily secure the flex liner at the top of the chimney. Be sure to leave 76 mm of flex above the existing chimney to allow for connection to the termination cap (chimney plate and termination cap).



5. Repeat Steps 1-4 for second length of Flex Liner.
6. At the top of the chimney, slide the chimney plate over the two ends of the Flex Liner and secure it to the surrounding masonry using masonry anchor bolts. Before installing the chimney plate, run a bead of non-hardening seal and between the chimney plate and the masonry to prevent moisture from entering the chimney.

**Note:** Verify that there is sufficient room to mount the chimney plate on to the masonry. You must have a level surface in order to install the chimney plate properly.

7. Add a bead of Mill-pack sealant to each collar on the Co-Linear to Co-Axial adaptor. Attach the Flex Liner ends at the top of the chimney to the Co-Linear to Co-Axial adaptor. Use four sheet metal screws to connect each Flex Liner run to the Co-Linear to Co-Axial adaptor.
8. Install termination cap.

9. Add a bead of Mill-pack sealant to each collar at appliance end. Connect the Co-Linear Flex to the two outlets on the top of the appliance using four sheet metal screws each. See the appliance manufacturer's instructions for details. Make sure the Flex Liners do not sag behind the appliance. Finally, move the appliance into its appropriate place. Mount the Adaptor to the chimney plate using sheet metal screws.

**Note: The unit needs to be installed on a flat solid continuous base. The base may be metal, concrete or masonry. Installing the unit on an unlevelled base may cause vibration or excess fan noises.**

Roof Pitch	Minimum Flue Height
	Meters
flat to 30.26°	0.61
over 30.26° to 33.69°	0.61
over 33.69° to 36.37°	0.61
over 36.37° to 39.81°	0.76
over 39.81° to 42.51°	0.99
over 42.51° to 45.00°	1.22
over 45.00° to 49.40°	1.52
over 49.40° to 53.13°	1.83
over 53.13° to 56.31°	2.13
over 56.31° to 59.04°	2.29
over 59.04° to 60.26°	2.44

Install to AS5601 (Australia) / NZS 5262 (New Zealand)

**NOTE** Flue plate connector gasket must not be damaged or removed. Care must be taken to ensure that this gasket remains intact to prevent flue leakage.

# installation

System Data - GFi750			
GFi750NG: For 0 to 610 meters altitude GFi750LP: For 0 to 610 meters altitude GFi750ULPG: For 0 to 610 meters altitude			
Burner Inlet Orifice Sizes:			
Burner	NG #42	Propane 1.45mm	ULPG #55
<b>Max. Input</b>			
	NG	26 MJ/h	
	Propane	26 MJ/h	
	ULPG	21.5 MJ/h	
<b>Min. Input</b>			
	NG	16.9 MJ/h	
	Propane	18.1 MJ/h	
	ULPG	17.7 MJ/h	
<b>Supply Pressure</b>			
	NG	1.13 kPa	
	Propane	2.75 kPa	
	ULPG	2.75 kPa	
<b>Manifold Pressure</b>			
	<b>HIGH</b>	<b>LOW</b>	
	NG	0.87 kPa	0.4 kPa
	Propane	2.49 kPa	1.6 kPa
	ULPG	2.49 kPa	1.6 kPa
Electrical: 240 V. 50Hz. Circulation: Off/Low to High Fan Speed Log Set: 13 per set			
<b>Aeration Setting</b>			
	NG	5 mm open	
	Propane	Fully open	
	ULPG	Fully open	

## Aeration Settings

The burner aeration is factory set but may need adjusting due to either the local gas supply, air supply or altitude. This adjustment is performed by the installer. (Close the aeration for a more yellow flame, or open it to make the flame bluer).

NG: 5mm open  
Propane: Fully open  
ULPG: Fully open

**NOTE**

- Any damage due to carboning resulting from improperly setting the aeration and restrictor setting controls is NOT covered under warranty.

Conversion Kit #346-969 from NG to Propane/ULPG Model

**THIS CONVERSION MUST BE DONE BY A QUALIFIED GAS FITTER  
IF IN DOUBT DO NOT DO THIS CONVERSION!**

**WARNING**

This conversion kit shall be installed by a qualified service agency in accordance with the manufacturer's instructions and all applicable codes and requirements of the authority having jurisdiction. If these instructions is not followed exactly, a fire, explosion or production of carbon monoxide may result causing property damage, personal injury or loss of life. The qualified service agency is responsible for the proper installation of this kit. The installation is not proper and complete until the operation of the converted appliance is checked as specified in the manufacturer's instructions supplied with the kit.

Conversion Kit includes:

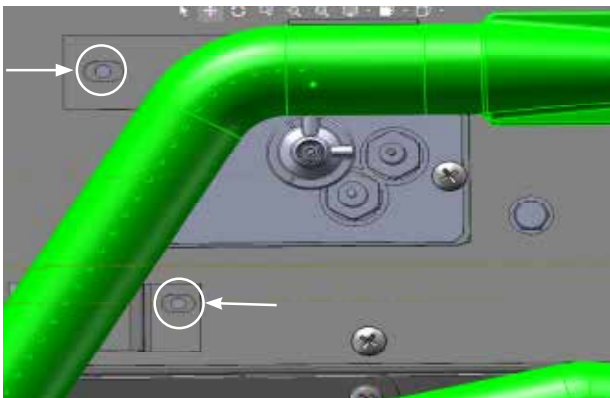
1	911-011	Stepper Motor LP for 885 SIT
1	905-081	Propane Orifice 1.45 mm
1	904-977	ULPG orifice
1	910-037	Pilot Orifice #30
1	918-590	Decal - Conversion to LP
1	919-728	Orange "PROPANE" Label
1	904-977	ULPG Orifice #55
1	918-272	Conversion to ULPG decal
1	919-727	Red "UNIVERSAL LPG" Label
1	904-529	4mm Allen Key
1	920-534	Instruction Sheet

**CAUTION**

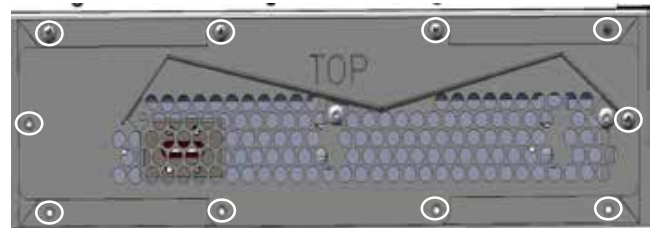
The gas supply must be shut off prior to disconnecting the electrical power, before proceeding with the conversion.

Always let the appliance cool to room temperature before servicing.

1. Remove faceplate, glass guard, door, logs and crushed glass media. (See instructions)
2. Remove the burner by removing the 2 screws as shown below.



3. Remove 10 screws from the light housing and place it on the valve tray as shown below. Be careful not to tear the gasket located below the light housing.



4. Remove the screw from IFC mounting bracket and gently slide it out.



5. Disconnect the cable at IFC marked X5 coming from pressure regulator motor.



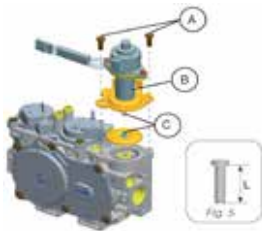
**CAUTION**

Ensure that the wires do not touch underneath the firebox and light housing.

# installation

- Remove and discard 2 Pressure regulator screws (A) using a (T20 or slot screwdriver,) Pressure Regulator (B) and Spring and Diaphragm (C) (see below).
- Ensure the rubber gasket, which is prefitted as part of the Assembly, is properly positioned. Install the new Pressure Regulator using the 2x M4 x .7 screws supplied. Tighten the screws to 25lb-in. In the event that the screw threads are cross threaded or stripped, replace the valve assembly.

Install the enclosed propane identification label to the valve body where it can be easily seen.



- Re-attach the Pressure Regulator wire (disconnected in Step 5), and re-situate the IFC, secure the screw that fastens the IFC Mounting Bracket.

**CAUTION**

**Ensure that the wires do not touch underneath firebox and light housing.**

- Remove burner orifice with a 9.5mm spanner. Use another spanner to hold on to the elbow behind the orifice. Discard orifice. Reinstall the new LP orifice stamped 1.45mm (or #55 ULPG) and tighten.



**Installer Notice:**  
These instructions must be left with the appliance.

- Remove pilot retainer clip with pliers and pull off the pilot cap to expose the pilot orifice.



*Pilot retainer clip*



- Unscrew the pilot orifice with the allen key; then replace with the LPG pilot orifice #30 and re-tighten using the same allen key.



- Reinstall pilot hood and pilot retainer clip removed in step 10.
- Prior to installing burner - adjust aeration settings:  
Propane: Full Open  
ULPG: Full Open

Reinstall light housing and burner, see steps 3 and 2.

- Ensure the pilot light is in the correct orientation to the Burner. Reconnect the gas and electrical supply to the appliance. Start the appliance. (see section on Lighting Instructions) Ensure that pilot and burner ignition is completed without delay. Check both your inlet and outlet pressures at full load. With a soapy solution, leak test the entire system. Verify both the correct flame and pilot appearance.
- See Gas Pipe Pressure Testing section in the manual.

**Note:**  
**Continuous Pilot (CPI Mode) is recommended for Propane/ULPG.**  
(see page 28 of the manual or instructions included with the remote)

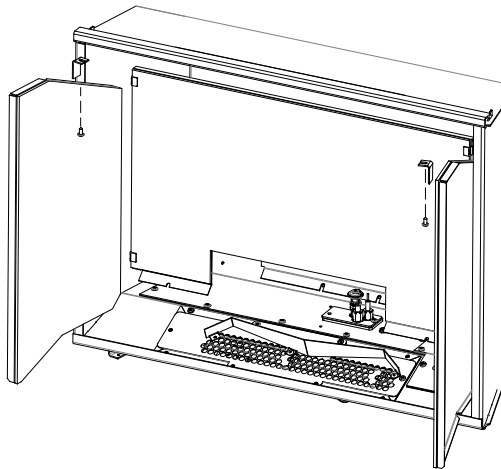
## Optional Inner Glass Panel Installation (Part #346-906)

**Note: Inner glass panel installation must be done prior to logs installation.**

1. Remove faceplate, glass guard, door, logs, crushed glass media, and burner (see instructions in this manual).
2. Loosen the two screws securing the brackets that hold the side panels.
3. Remove the two back brackets and set aside.
7. Remove the insulation from the rear inner metal panel and add it to rear inner glass panel. Recycle metal inner panel.

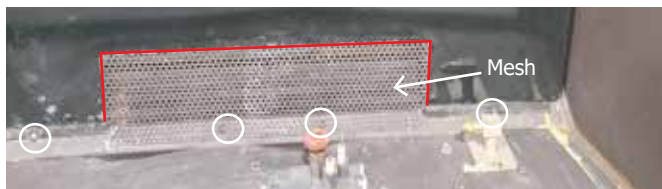


4. Remove the side panels by tilting the top in and lifting them out.



8. To install, do steps 5 to 1 in that order.

5. Loosen the four screws and remove the mesh.



6. Remove the back panel by tilting it forward, then lifting it up and out.



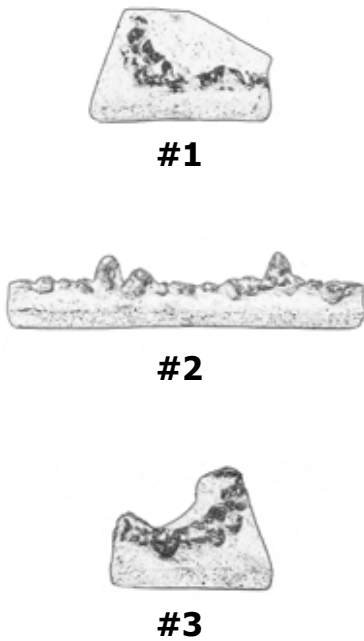
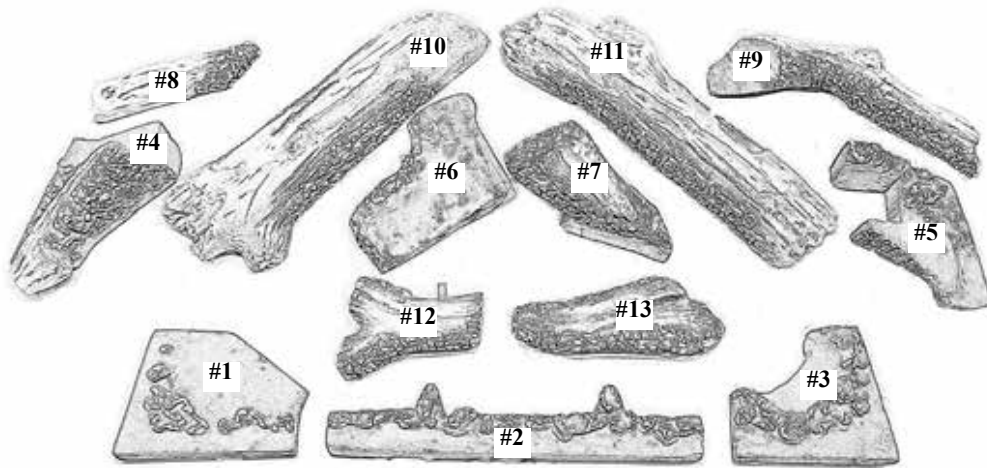
6. To install, do steps 5 to 1 in that order.

# installation

## Log Set Installation

Read the instructions below carefully and refer to the diagrams. If logs are broken do not use the unit until they are replaced. Broken logs can interfere with the pilot operation. Carefully remove the logs from the box and unwrap them. The logs are fragile, handle with care - do not force into position.

Note: Install Optional Glass Inner Firebox Panels prior to installing logs.



1. Place the 3 base panels as shown above.
2. Add 320 grams of 19 mm crushed glass on the light tray.





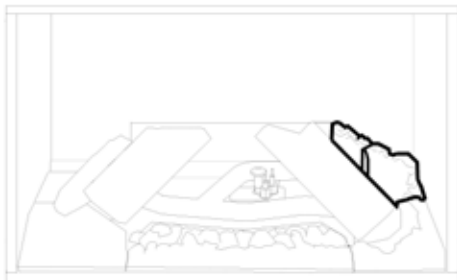
**#4**



3. Place log #4 on the top left corner of firebox base.



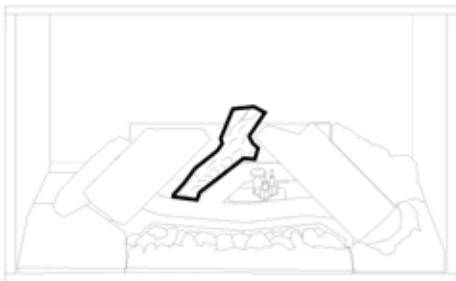
**#5**



4. Place log #5 on the top right corner of firebox base.



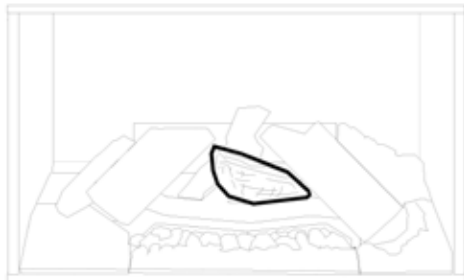
**#6**



5. Place log #6 as shown above. Maintain a gap between the log and the burner on the left side (see diagram 1).



**#7**



6. Place log #7 as shown above. Maintain a gap between the log and the burner on the right side (see diagram 1).



Diagram 1



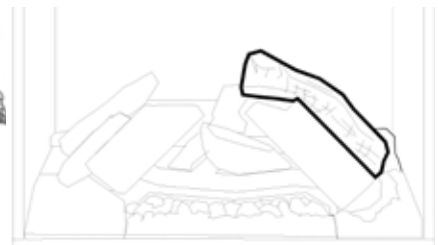
**#8**



7. Place log #8 on log #4. Ensure log #8 is pushed against the rear panel.



**#9**



8. Place log #9 on log #5. Ensure log #9 is pushed against the rear panel and top of log #9 sits on top of log #6 (see diagram 1).



**#10**

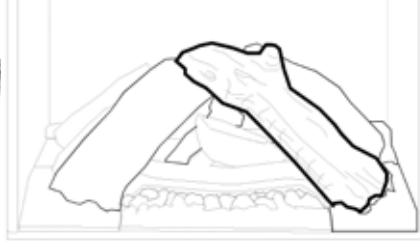


9. Place log #10 on left burner.

# installation



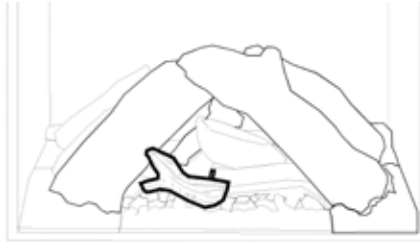
**#11**



10. Place log #11 on right burner.



**#12**



11. Place log #12 on the 2 notches located on base panel #2 (see diagram 2).



Diagram 2



**#13**



12. Place log #13 on the pin on log #12. Place the other end of log #13 on notch located on base panel #2 (see diagram 3).

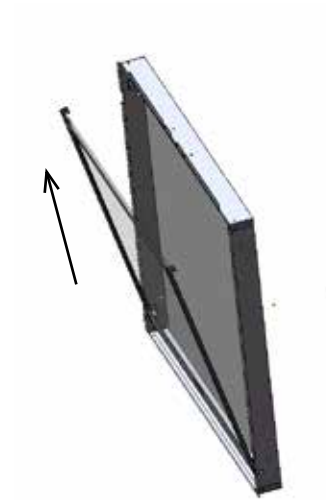
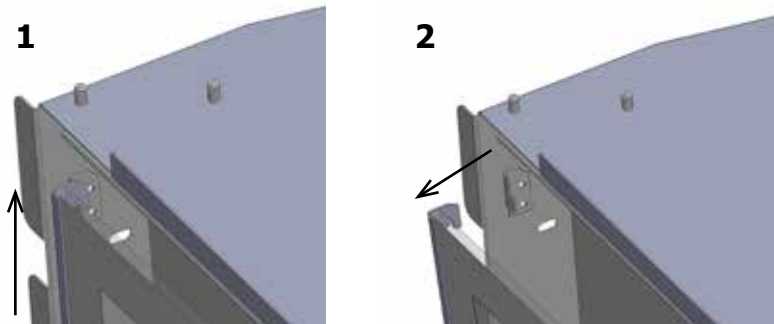


Diagram 3

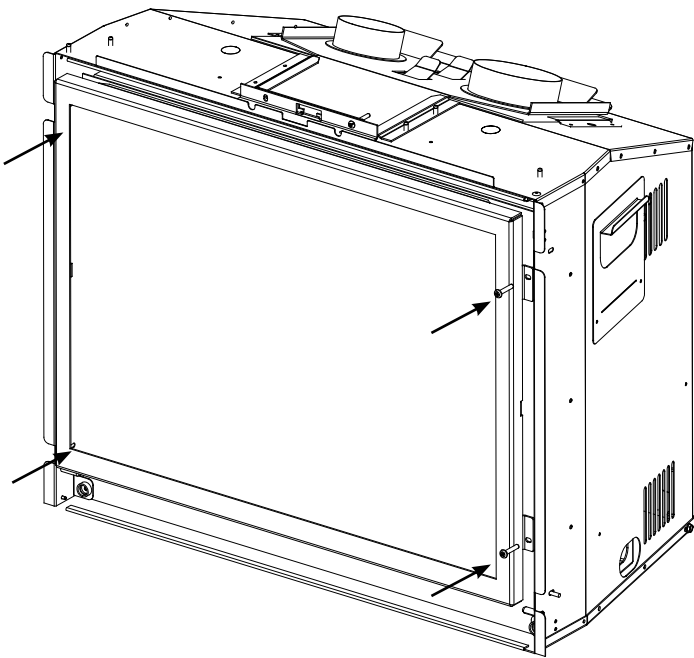


13. Spread the embers along the front panels and on crushed glass.

### Primary Glass Guard Installation and Removal



### Glass Door Installation and Removal



# installation

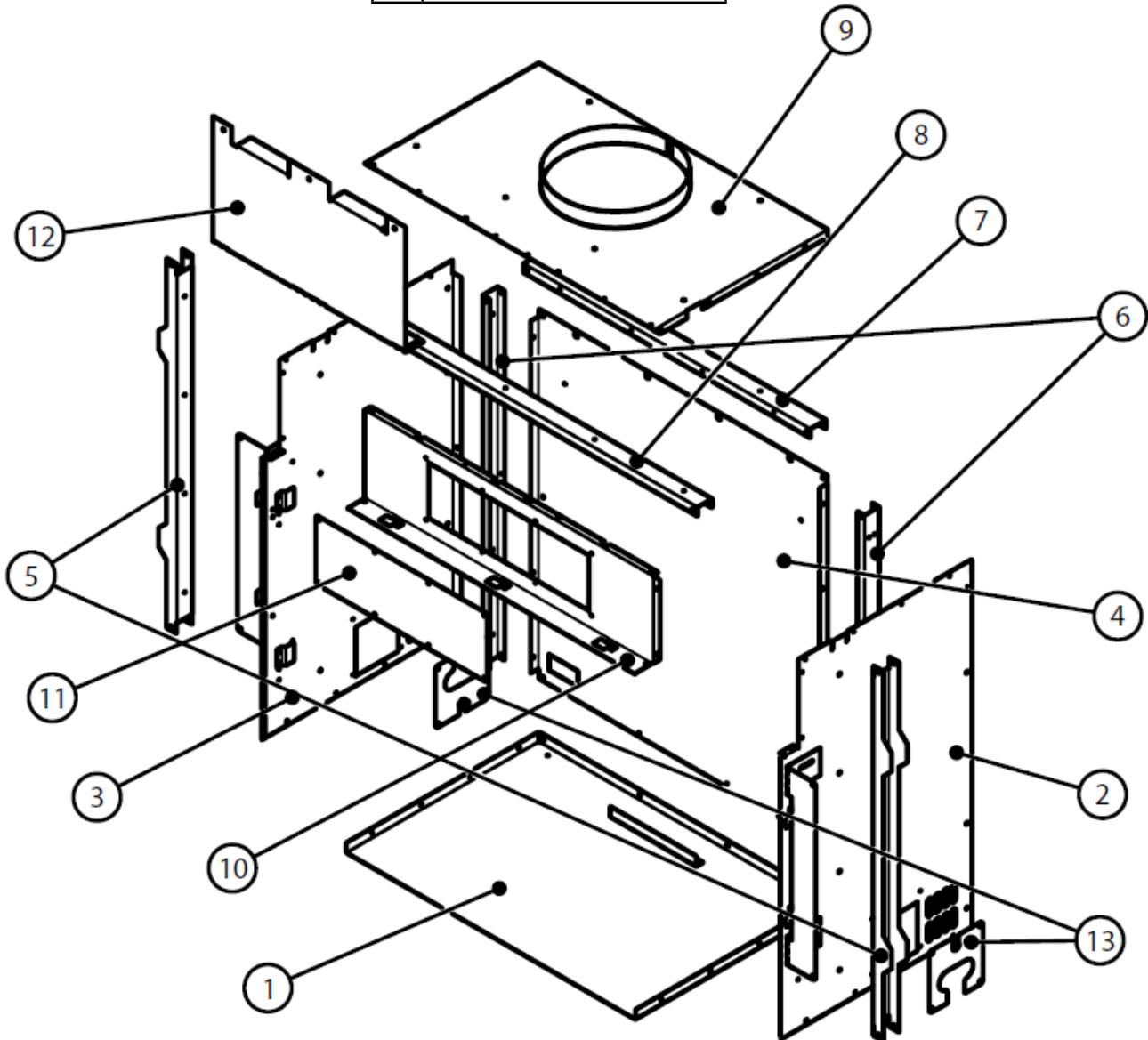
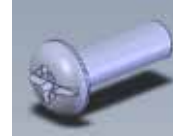
## Optional Zero Clearance Box Installation

### PART LIST

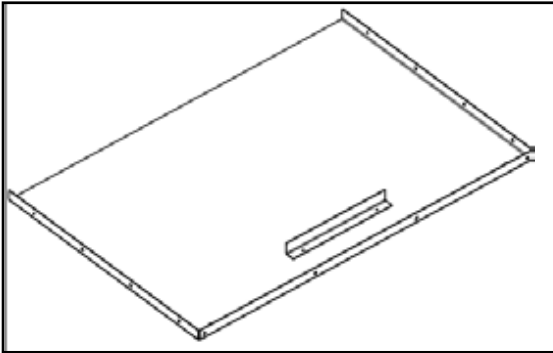
#	Description
1	Base Panel Assembly
2	Right Panel Assembly
3	Left Panel Assembly
4	Rear Panel Assembly
5	Front Side Channel
6	Rear Side Channel
7	Rear Top Channel
8	Front Top Channel
9	Top Panel Assembly

#	Description
10	Front Panel Assembly
11	Front Access Cover
12	Top Header
13	Side Access Cover
14	Blunt Screw x 66
6	Pointed Screw x 10
N/S	Cowl
N/S	Outer Flue
N/S	Flex

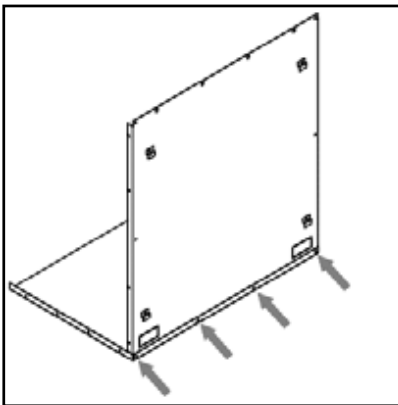
14



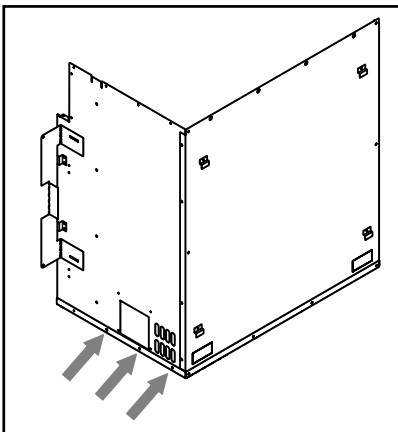
1. Place Base Panel on the working surface.



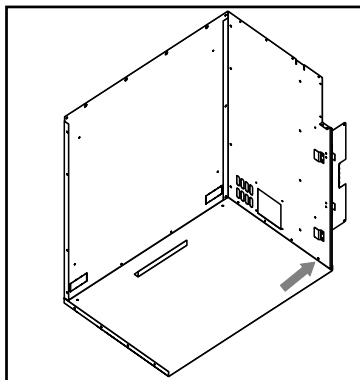
2. Position Rear Panel and fasten with blunt screw.



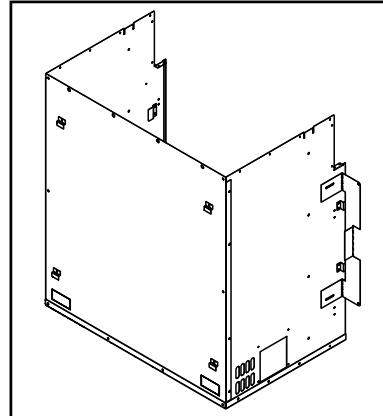
3. Install Right Panel with three screws from outside.



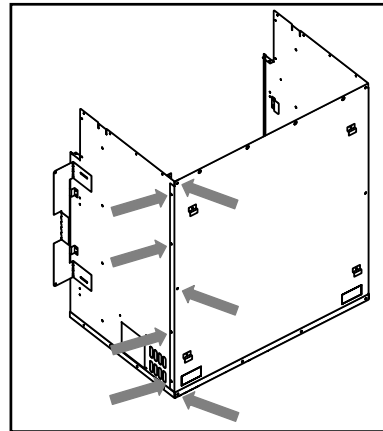
4. Fasten last screw from inside.



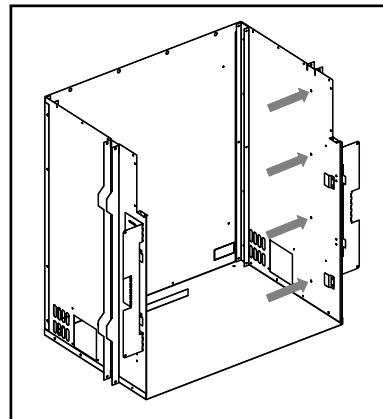
5. Repeat for the Left Panel.



6. Install Rear Side Channel from outside, repeat on the other side.

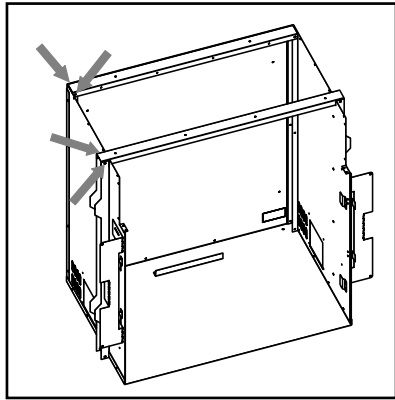


7. Install Front Side Channel from inside, repeat on the other side.

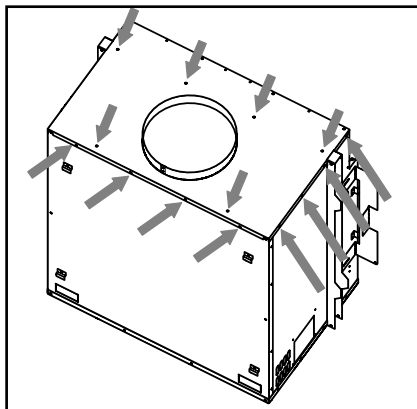


# installation

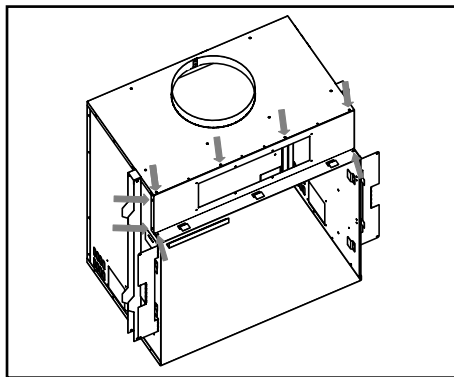
8. Install Front Top and Rear Top Channels, fasten both sides.



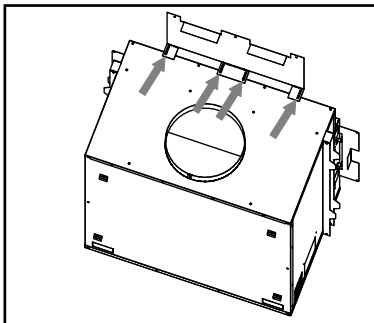
9. Install Top Panel.



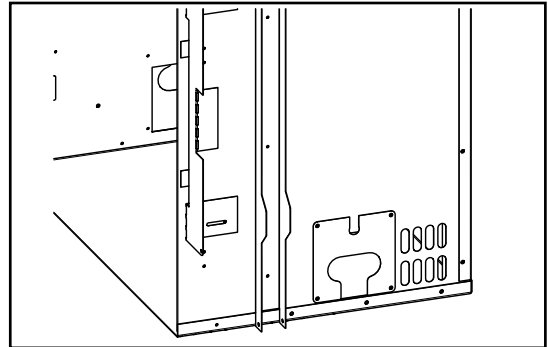
10. Install Front Panel. Use pointed screw x 2 on the lip. (View 13, 14)



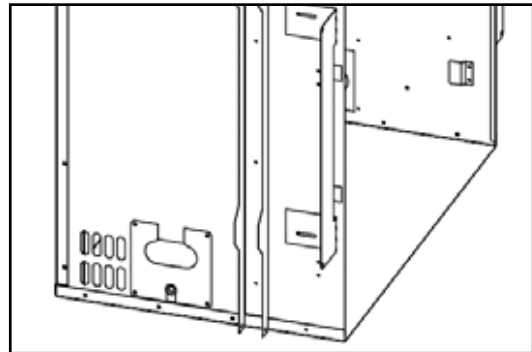
11. Install Top Nailing Strip.



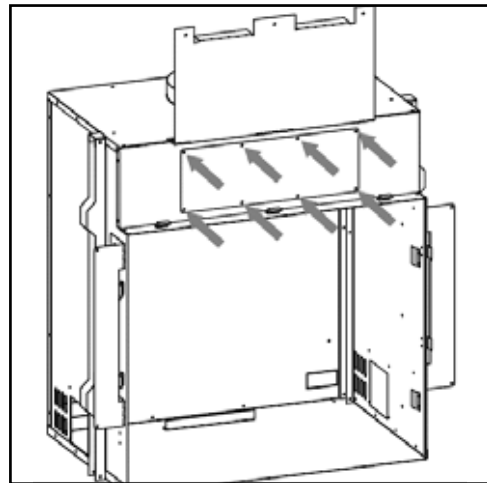
12. For Side Access, use wide opening for gas line.



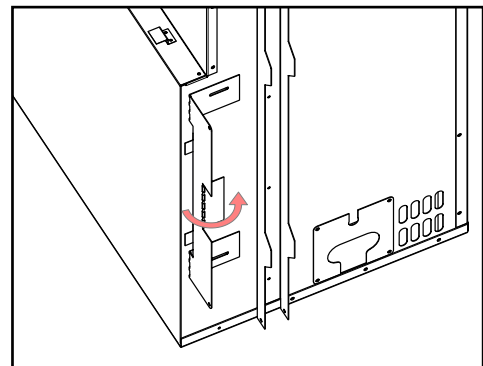
13. Use small opening for electrical cord with supplied grommet.



14. Install Front Cover.



14. Fold tab back on side nailing strip before frame installation.



**Installation Instructions**

**CLEARANCES**

The clearances listed below are minimum distances unless otherwise stated.

A major cause of chimney related fires is failure to maintain required clearances (air space) to combustible materials. It is of the greatest importance that this fireplace and flue system be installed only in accordance with these instructions.

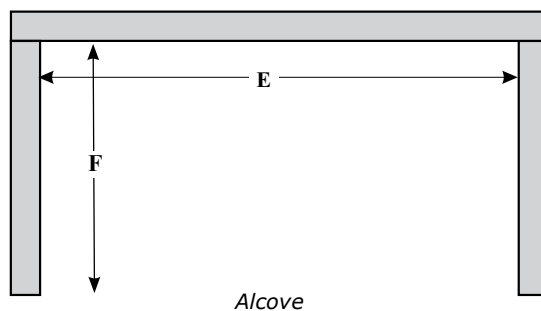
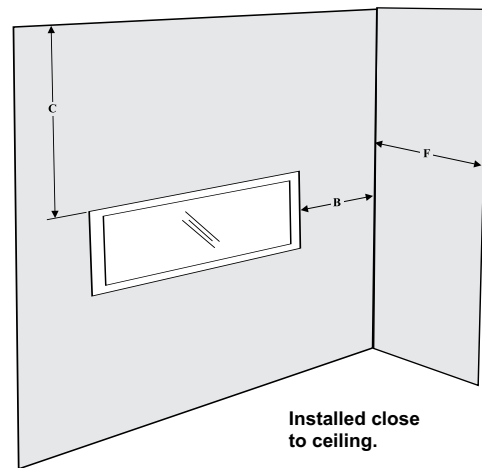
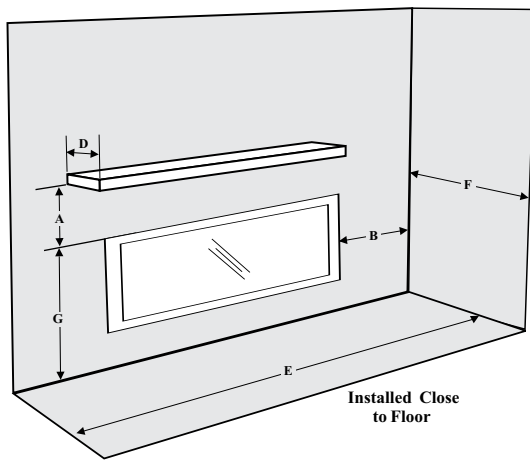
**CAUTION** The top, back and sides of the fireplace are defined by standoffs. The metal ends of the standoff may NOT be recessed into combustible construction.

Clearance:	Dimension	Measured From:
<b>A: Mantel Height (min.)</b>	406mm	Top of Fireplace Opening (Hot Air Outlet)
<b>B: Sidewall (on one side)</b>	178mm	Side of Fireplace Opening
<b>C: Ceiling (room and/or alcove)</b>	1067mm	Top of Fireplace Opening
<b>D: Mantel Depth (max.)</b>	305mm	420mm Above Fireplace Opening
<b>E: Alcove Width</b>	1524mm	Sidewall to Sidewall (Minimum)
<b>F: Alcove Depth</b>	787mm	Front to Back Wall (Maximum)
<b>G: From Floor</b>	583mm	Top of Fireplace Opening (Hot Air Outlet)
<b>Note:</b>	0	No hearth required

**WARNING** Fire hazard is an extreme risk. If these clearances (air space) to combustible materials are not adhered to. It is of greatest importance that this fireplace and flue system be installed only in accordance with these instructions.

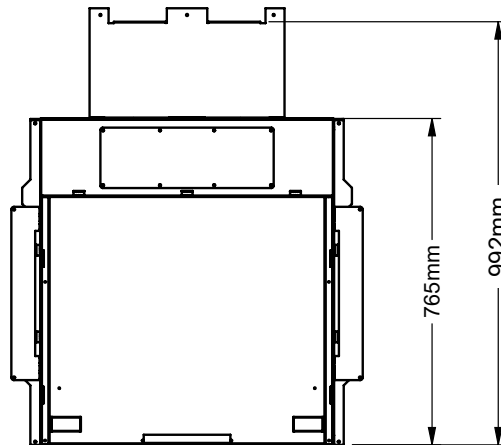
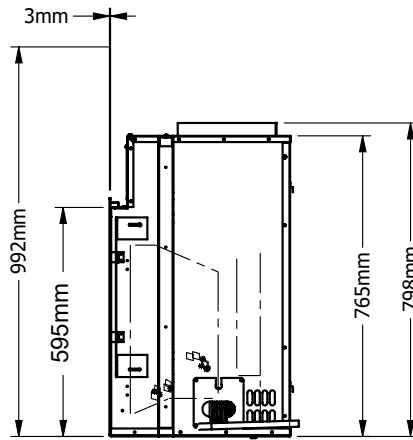
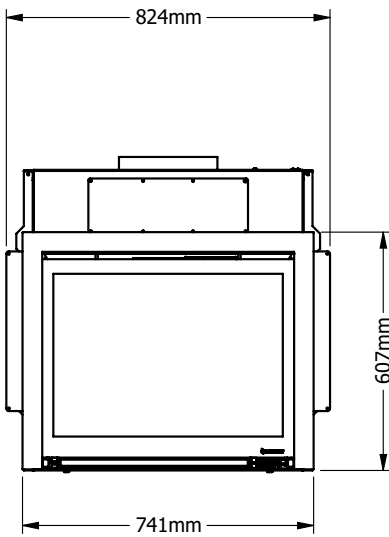
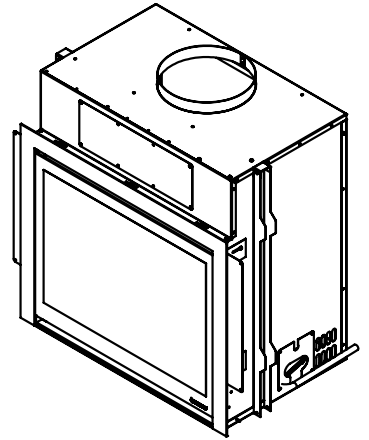
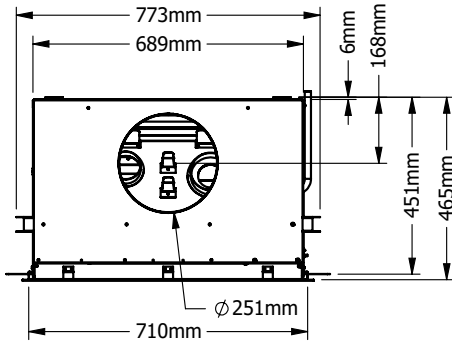
Flue Clearances to Combustibles	
Around Flue	51mm

**NOTE** THE UNIT CAN BE INSTALLED ONTO A COMBUSTIBLE BASE.



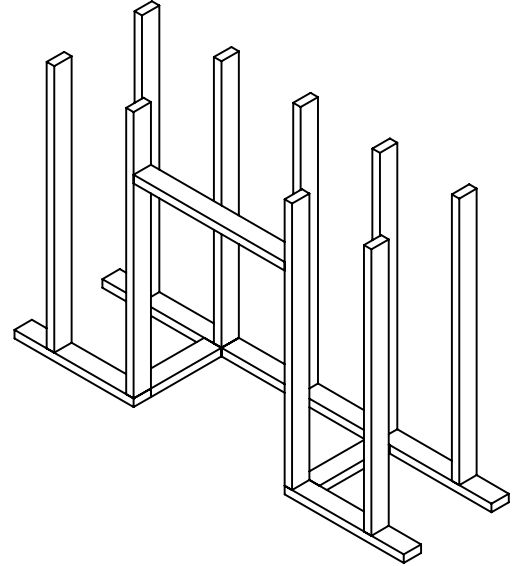
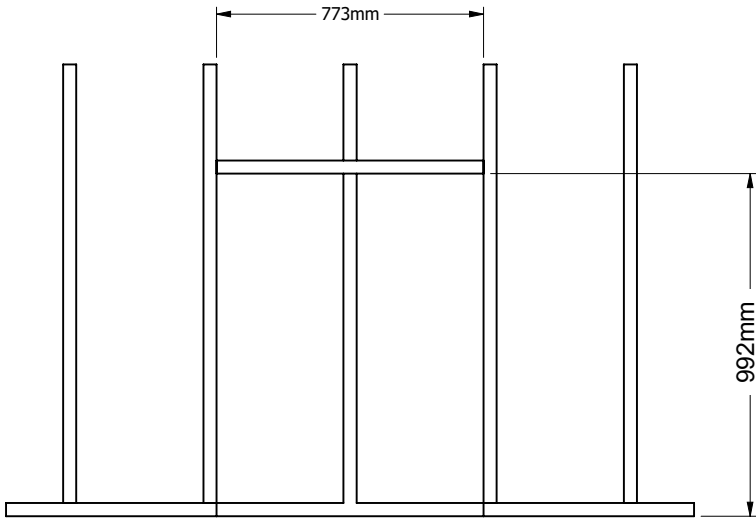
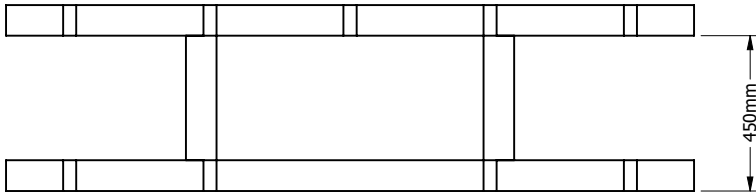
# installation

## UNIT DIMENSIONS

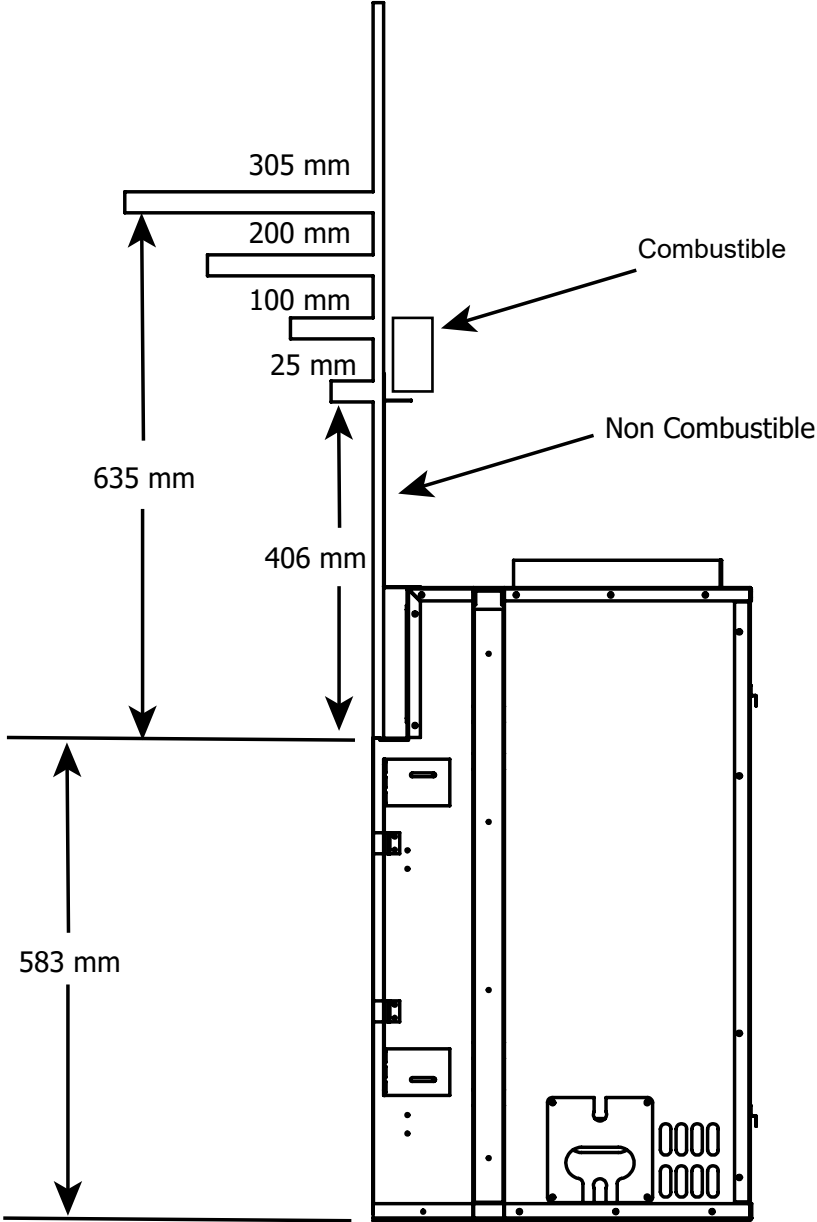




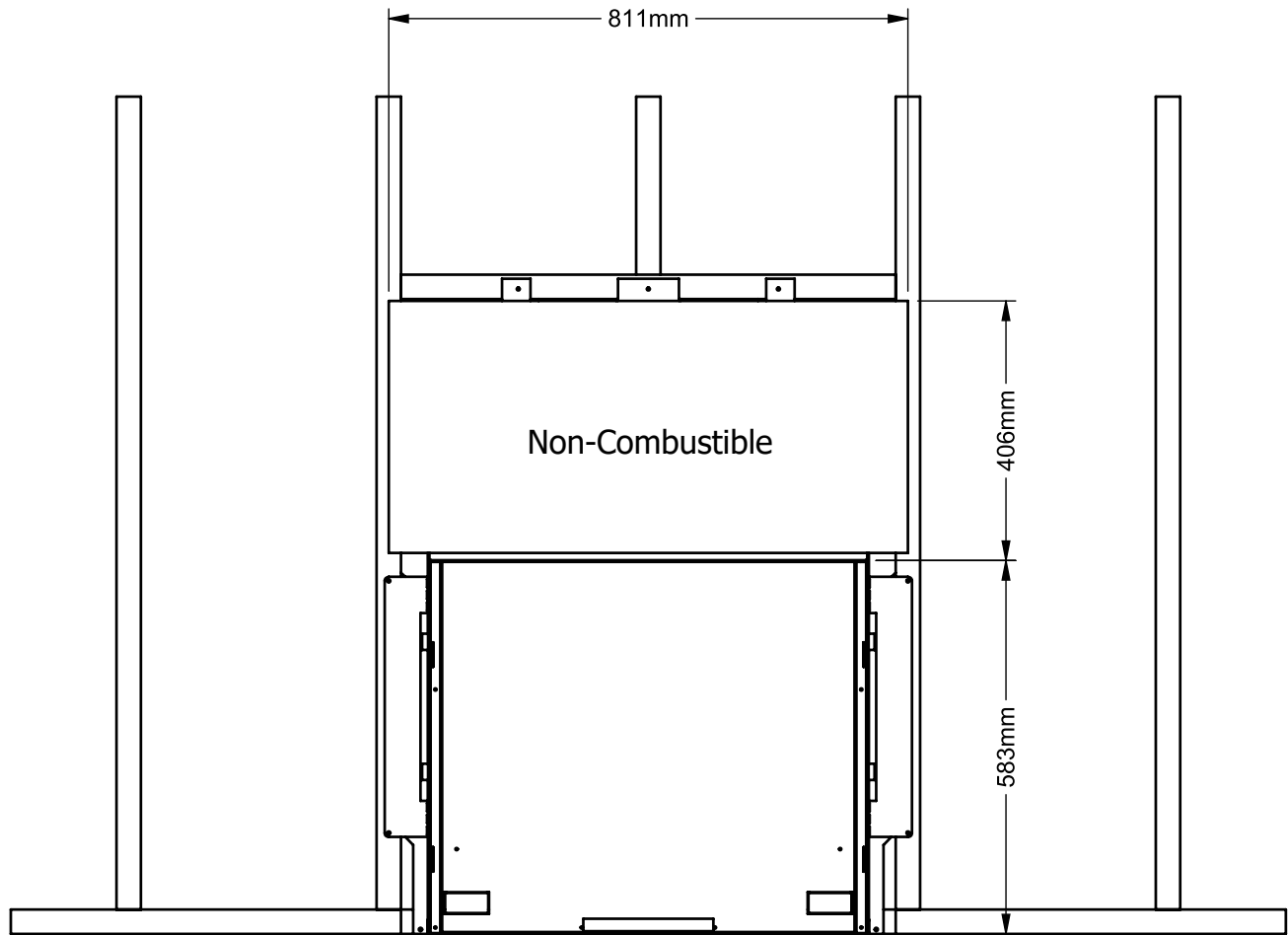
**FRAMING DIMENSIONS**



**MANTEL DIMENSIONS**

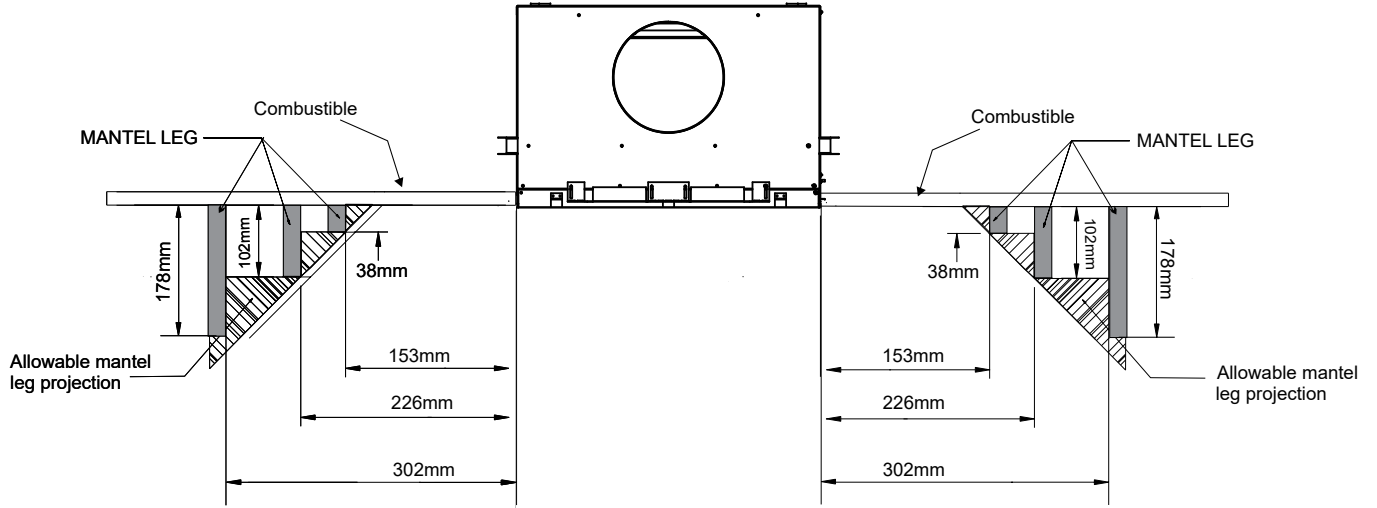


**NON-COMBUSTIBLE REQUIREMENTS**

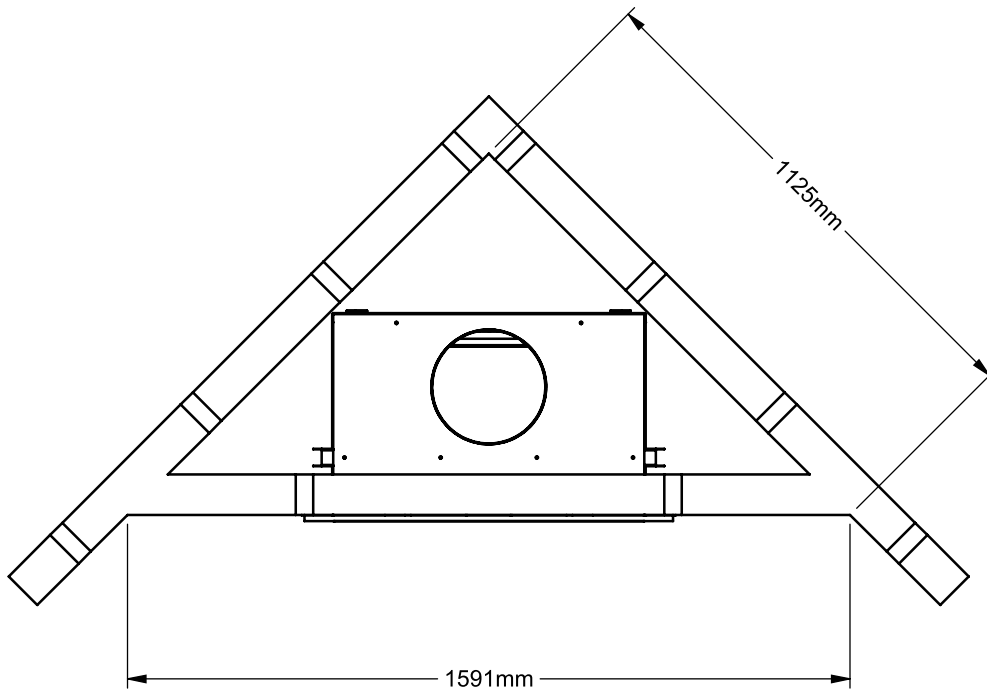


# installation

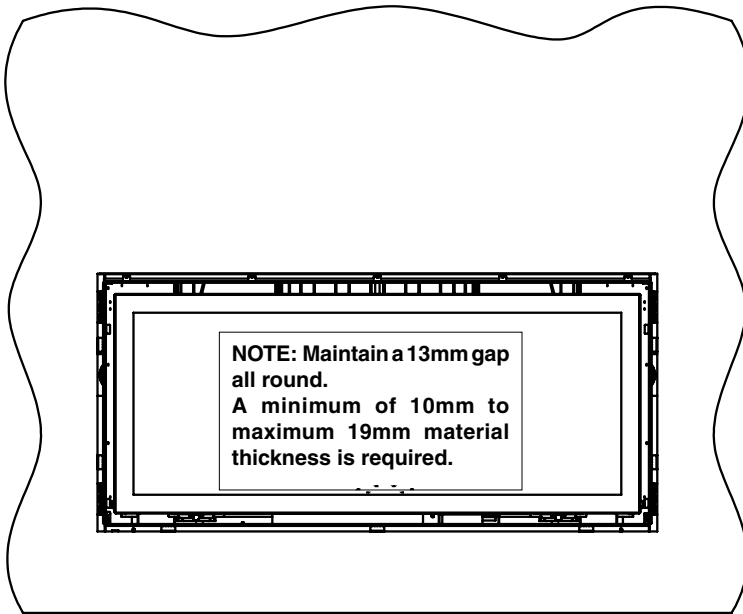
## MANTEL LEG CLEARANCES



## FRAMING DIMENSIONS



## Maintain a 13mm gap all around



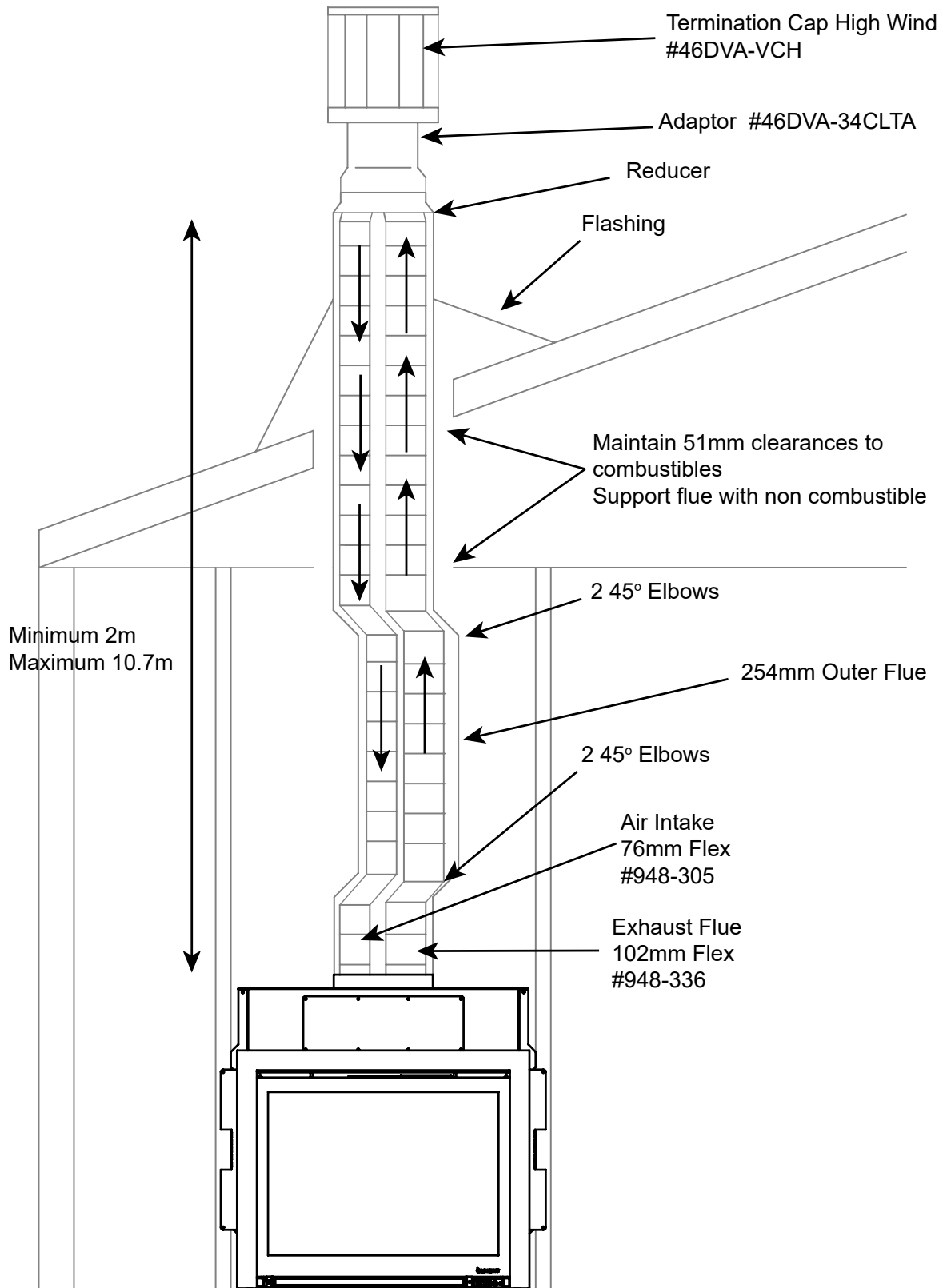
### **NOTE:**

The appliance must be installed on a flat, solid, continuous surface. For example a wood, metal or concrete floor. In a raised (on the wall) application the appliance must be installed on a metal or wood panel extending the full width and depth of the appliance.

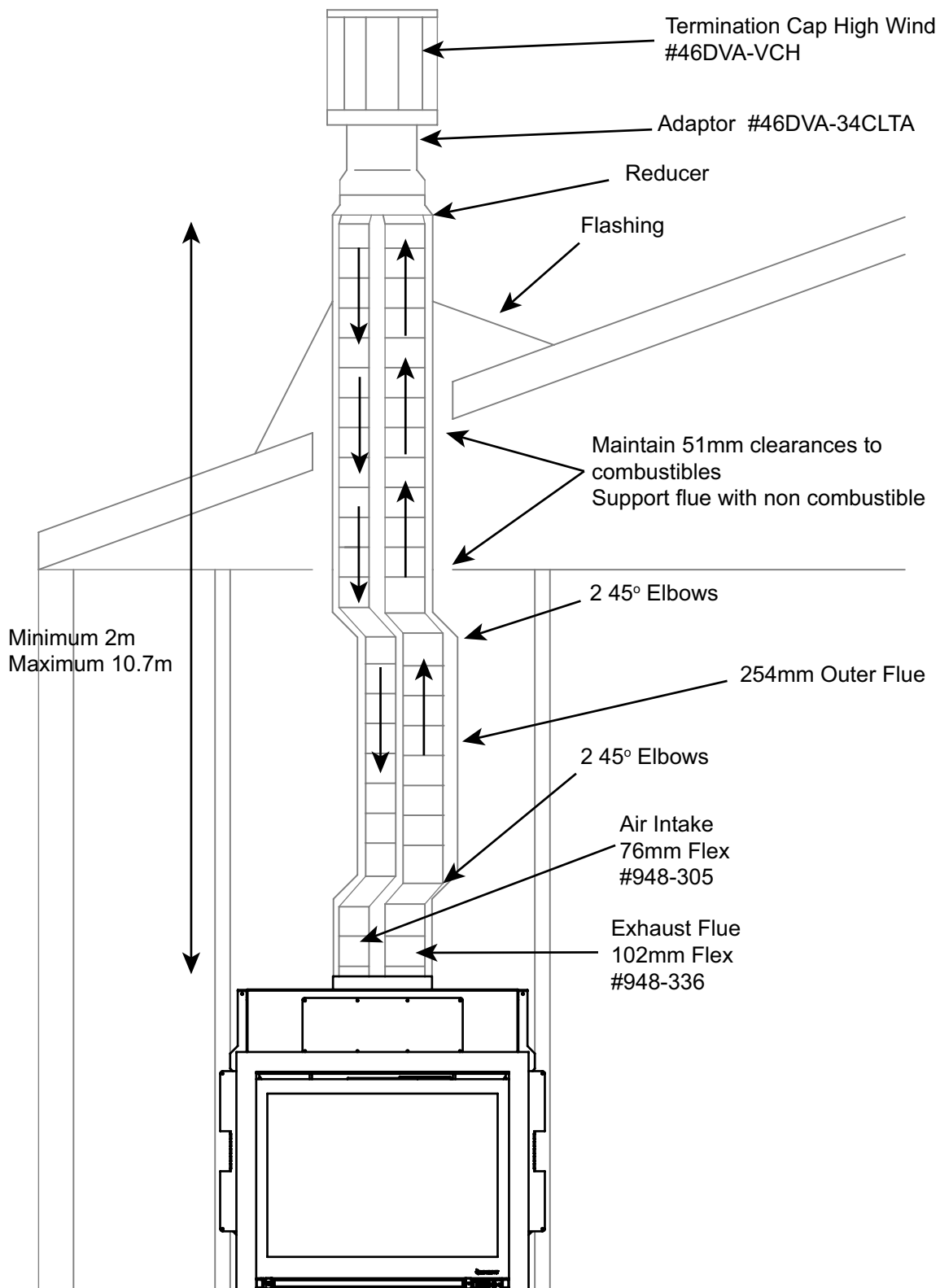
### **NOTE:**

Do not remove the standoffs which are located around the perimeter of this unit. These are in place and act as a guide for the combustible material to be placed.

### FLUEING ARRANGEMENT FOR VERTICAL TERMINATION



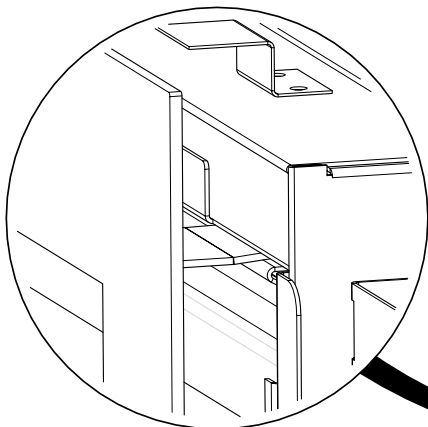
### FLUEING ARRANGEMENT FOR VERTICAL TERMINATION WITH FOUR (4) 45° ELBOWS



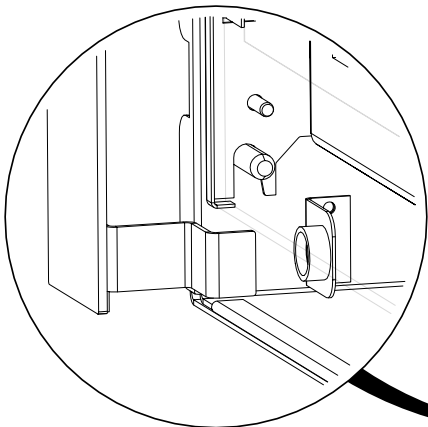
# installation

## 3-sided & 4-sided Faceplate Installation

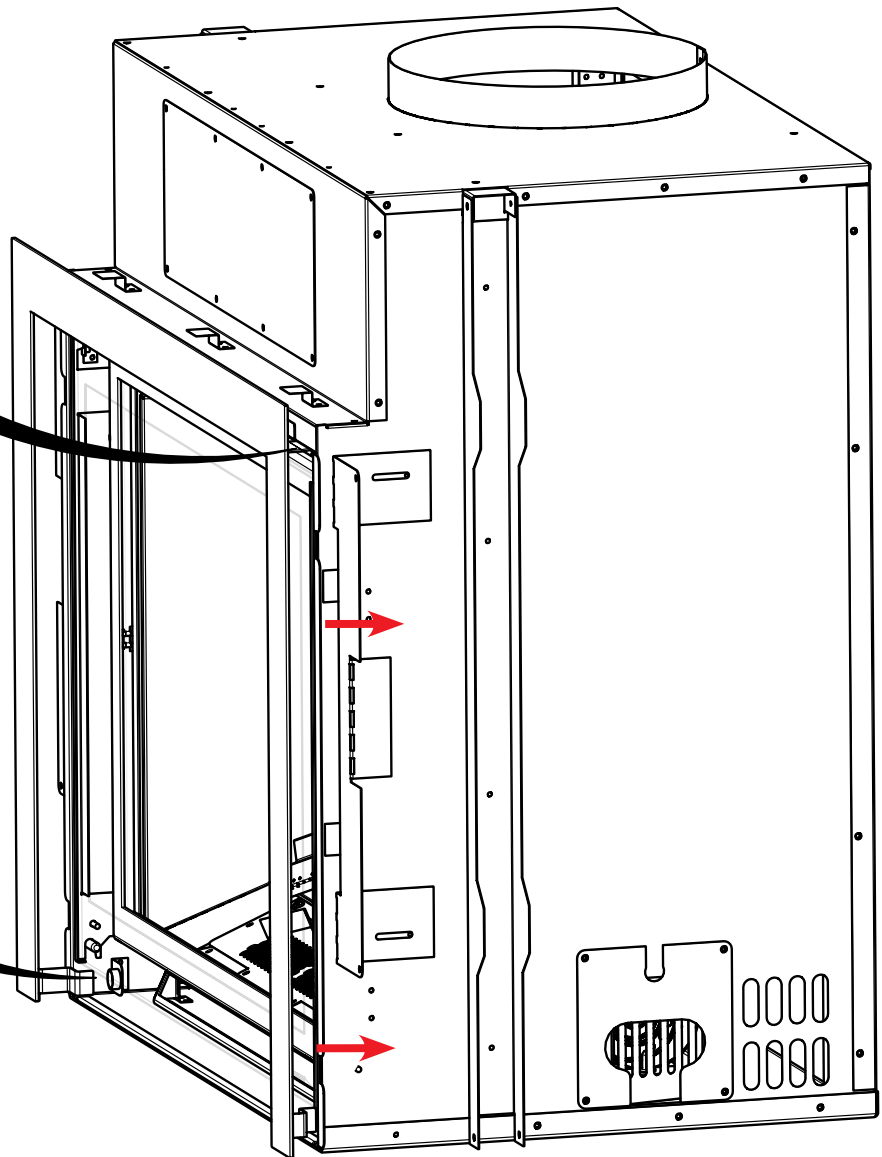
Part #	Description
346-912	3-sided faceplate
346-913	4-sided faceplate



Insert the top fascia taps into the slot between the unit outer shell and fan air deflector



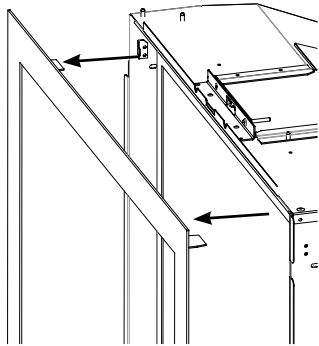
Ensure bottom tabs of fascia engage with magnets on each side



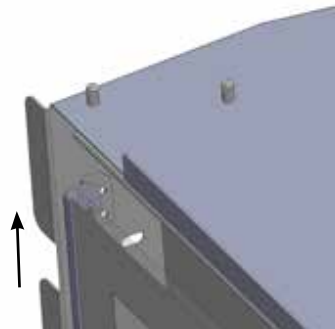
Note: 3-sided faceplate shown



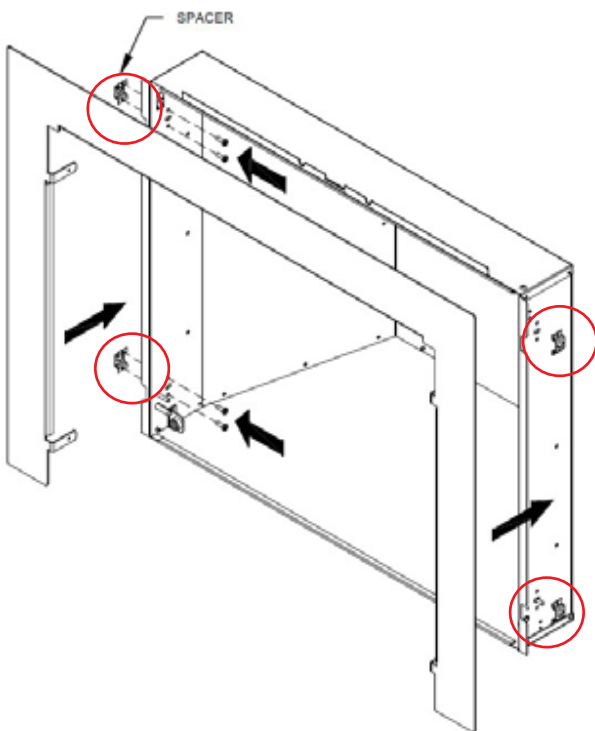
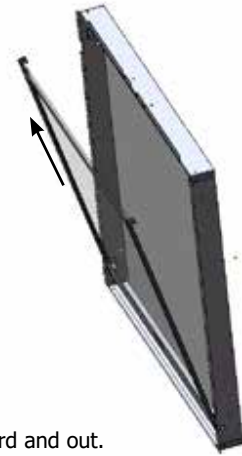
**Backing Plate Installation (Part #346-936)**



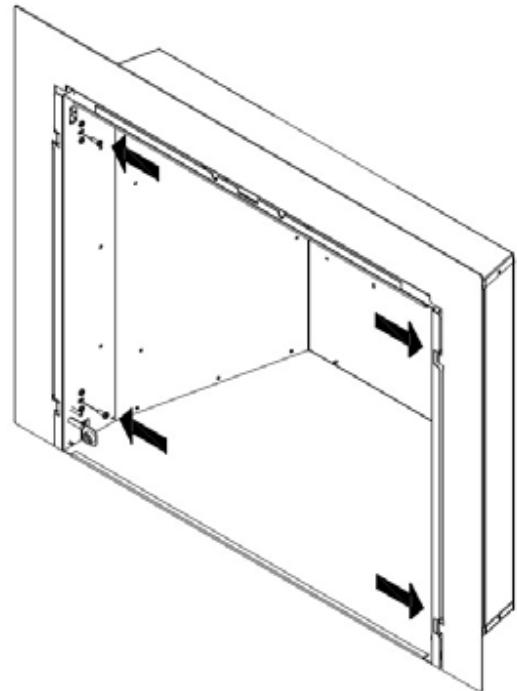
1. Remove the faceplate.



2. Slightly lift up the Primary Glass Guard and tilt forward and out.



3. Screw the 4 bracket to the the side of the unit (as shown above).



4. Secure the backing plate to the unit using 4 screws. Slide the unit back in the masonry and install the primary glass guard and the faceplate.

# installation

## Final Check

Before leaving this unit with the customer, the installer must ensure that the appliance is firing correctly. This includes:

- 1) Clacking the appliance to ensure the correct firing rate (rate noted on label) at 15 minutes.
- 2) If required, adjusting the primary air to ensure that the flame does not carbon. First allow the unit to burn for 15 min. to stabilize.
- 3) Check for proper draft.

### CAUTION

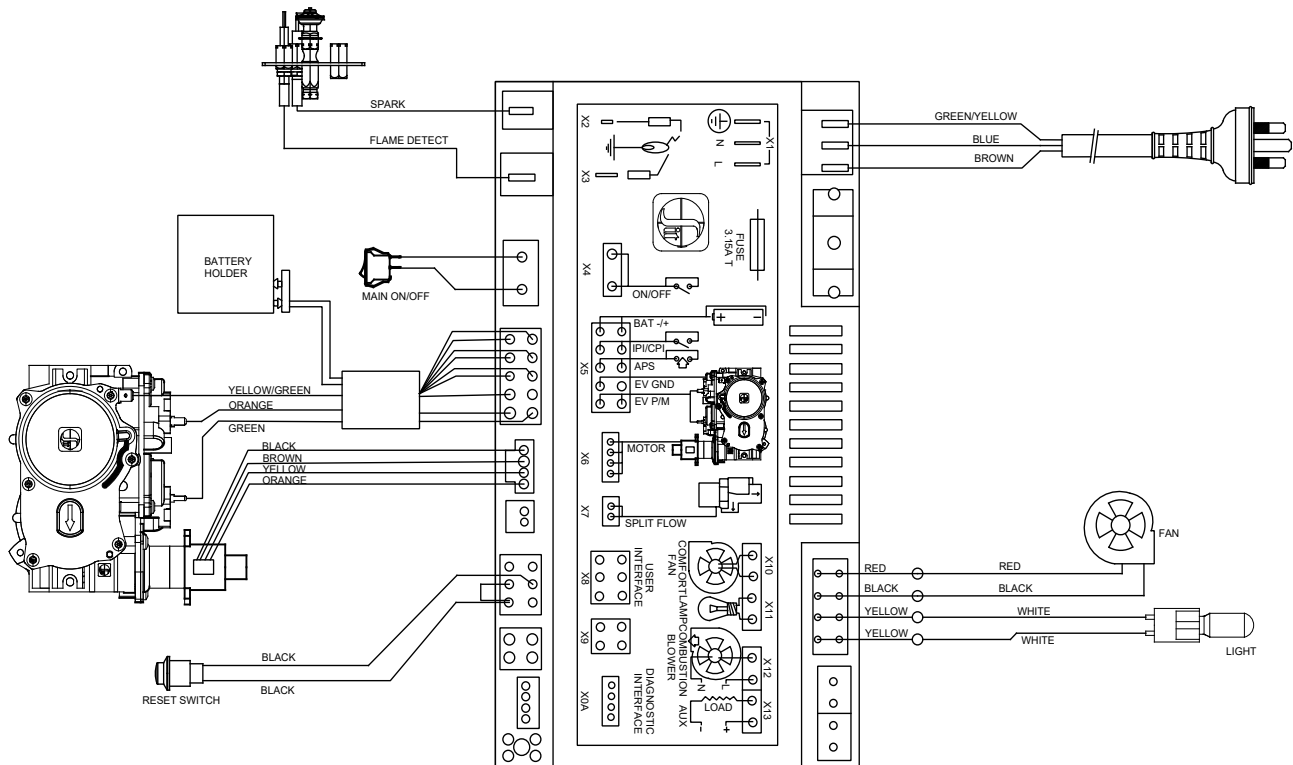
**Any alteration to the product that causes sooting or carboning that results in damage to the exterior fascia is not the responsibility of the manufacturer.**

## Wiring

**Caution: Ensure that the wires do not touch any hot surfaces and are away from sharp edges.**

**This unit is polarity sensitive and will not operate if polarity is incorrect.**

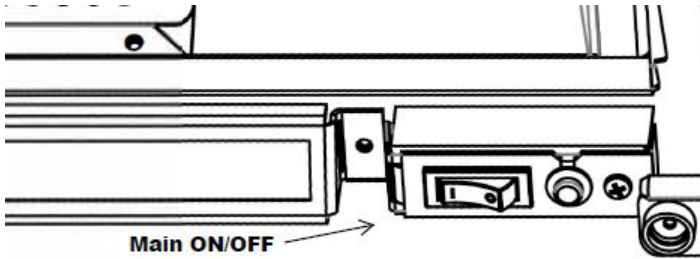
**CAUTION:** Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation.



## Lighting Procedure

**IMPORTANT:** The remote control system supplied with this appliance has several options for starting/operating the appliance using the power button and ON/OFF key on the hand held transmitter. Prior to operating this appliance, please read the remote control operating instructions (packaged with remote control) to understand how to operate this remote control system.

1. Ensure the Main switch is in the ON position.



2. Press and release the ON/OFF button on the remote handheld transmitter (see Diagram 2). An audible beep should be heard from the IFC.



Diagram 2

Remote shown in Manual Mode on Hi

3. After approximately 4 seconds the spark ignition system will spark for 60 seconds to light the pilot.
4. The unit will turn on.



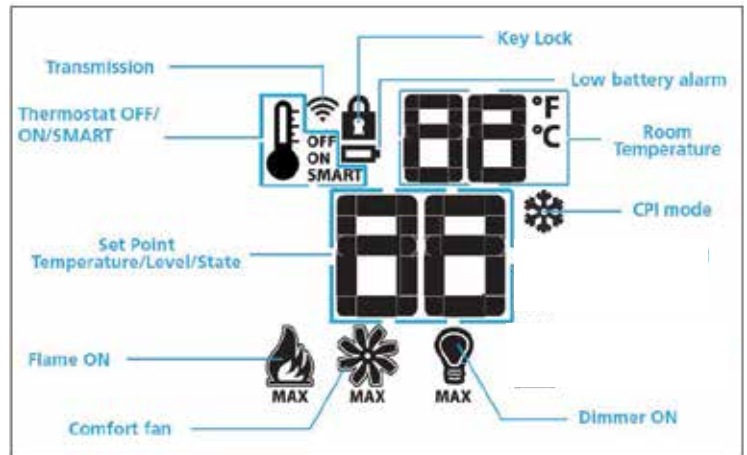
**Note:** The first try for ignition will last approximately 60 seconds. If there is no flame ignition (rectification) the board will stop sparking for approximately 35 seconds. After this wait time, the board will start second try for ignition by sparking for approximately 60 seconds. If there is still no positive ignition the board will go into lock out.

The system will need to be reset as follows:

- a) Wait 5 minutes - turn the system off by pressing the ON/OFF button on the remote.
- b) After approximately 2 seconds turn on ON/OFF switch or press ON/OFF button if using optional remote.
- c) Repeat step 2.

## SHUTDOWN PROCEDURE

1. Press the ON/OFF button on the remote
2. If service is to be performed- you must disconnect power and shut off gas to the unit.



### Fan Operation:

The fan can be operated by using the remote control supplied with this unit. See remote control instructions.

### Note:

**In thermostat mode:** When the appliance is turned on, the fan will not come on for the first 5 minutes (if fan is turned on). When the appliance is turned off the fan will not turn off for 12 minutes (if in on position)

**Manual mode:** Fan will turn on and off immediately using the remote control transmitter if the fan function is in the "on" position.

### Continuous Pilot/Intermittent Pilot (CPI/IPI) selection

See remote control instructions for details.

## Copy of Lighting Instruction Plate

**FOR YOUR SAFETY READ BEFORE LIGHTING**

**SUITABLE ONLY FOR INDOOR INSTALLATION**  
This appliance must be installed in accordance with local codes, if any; if not, follow the current AS/NZS 5601

**WARNING:** If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life. Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to the owner's information manual provided with this appliance. For assistance or additional information consult a qualified installer, service agency or gas supplier.

A) BEFORE LIGHTING smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

**WHAT TO DO IF YOU SMELL GAS**

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

B) 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.

This appliance needs fresh air for safe operation and must be installed so there are provisions for adequate combustion and ventilation air.

**CAUTION:** Hot while in operation. Do not touch. Severe Burns may result. Due to high surface temperatures keep children, clothing and furniture, gasoline and other liquids having flammable vapors away. Keep burner and control compartment clean. See installation and operating instructions accompanying appliance.

**LIGHTING INSTRUCTIONS**

**STOP!** Read the safety information above on this label.

- 1) Ensure the Main switch is in the ON position and/or the wall mounted battery holder (if equipped) is in the <REMOTE> position.
- 2) Press and release the ON/OFF button on the remote handheld transmitter. The receiver will beep. If not using the remote, the unit can be turned on by sliding the battery holder switch to the <ON> position (if equipped).
- 3) After approximately 4 seconds the spark ignition system will spark for 60 seconds to light the main burner.
- 4) The unit will turn on.  
Note: The first attempt to ignition will last approximately 60 seconds. If there is no flame ignition (rectification) the board will stop sparking for approximately 35 seconds. After this wait time, the board will start a second try for ignition by sparking for approximately 60 seconds. If there is still no positive ignition after the second attempt the board will go into lock out. The system will need to be reset as follows (after going into lock out mode):
  - a) Wait 5 minutes - turn the system off by pressing the ON/OFF button on the remote.
  - b) After approximately 2 seconds, press the ON/OFF button again.
  - c) Unit will repeat step 2.

**TO TURN OFF GAS APPLIANCE**

- 1) Press the ON/OFF button once.
- 2) Turn off all electric power to the unit if service is to be performed.

**DO NOT REMOVE THIS INSTRUCTION PLATE**

920-463

## Normal Operating Sounds Of Gas Appliances

It is possible that you will hear some sounds from your gas appliance. This is perfectly normal due to the fact that there are various gauges and types of steel used within your appliance. Listed below are some examples. All are **normal operating sounds** and should not be considered as defects in your appliance.

### Blower:

Regency gas appliances use high tech blowers to push heated air farther into the room. It is not unusual for the fan to make a "whirring" sound when ON. This sound will increase or decrease in volume depending on the speed setting of your fan speed control.

### Burner Tray:

The burner tray is positioned directly under the burner tube(s) and logs and is made of a different gauge material from the rest of the firebox and body. Therefore, the varying thicknesses of steel will expand and contract at slightly different rates which can cause "ticking" and "cracking" sounds. You should also be aware that as there are temperature changes within the unit these sounds will likely re-occur. Again, this is normal for steel fireboxes.

### Gas Control Valve:

As the gas control valve turns ON and OFF, a dull clicking sound may be audible, this is normal operation of a gas regulator or valve.

### Unit Body/Firebox:

Different types and thicknesses of steel will expand and contract at different rates resulting in some "cracking" and "ticking" sounds will be heard throughout the cycling process.

### WARNING:

**DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILE IN OPERATION.**

**DO NOT USE OR STORE FLAMMABLE MATERIALS IN OR NEAR THIS APPLIANCE.**

**DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.**

**DO NOT MODIFY THIS APPLIANCE.**

"Appliances incorporating a live fuel effect and designed to operate with luminous flames may exhibit slight carbon deposition."



### IMPORTANT

In the event of power loss or outage, the appliance will shut down automatically. To return to normal operation, the appliance will have to be restarted. To restart, press the ON/OFF switch on the remote control.

# operating instructions

## Proflame II Remote Control Operating Instructions

**IMPORTANT:**The Proflame Transmitter 2 is an integrated part of the Proflame 2 System, which consists of these elements:

- Proflame 2 Transmitter, to be used in conjunction with:
- Integrated Fireplaces Control (Proflame 2 IFC)

The Proflame 2 Transmitter provides for controlling the following hearth appliance functions:

1. Main Burner On/Off
2. Main Burner flame modulation (6 levels)
3. Choice of standing or intermittent pilot (CPI/IPI)
4. Thermostat and Smart thermostat functions
5. Accent light modulation (6 levels)
6. Comfort Fan speed modulation (6 levels)

The Proflame Transmitter uses a streamline design with a simple button layout and informative LCD display (Fig. 1). A Mode Key is provided to index between the features and a Thermostat Key is used to turn on/off or index through Thermostat functions (Fig. 1 & 2). Additionally, a Key Lock feature is provided (Fig. 21).



Figure 1: Proflame Transmitter

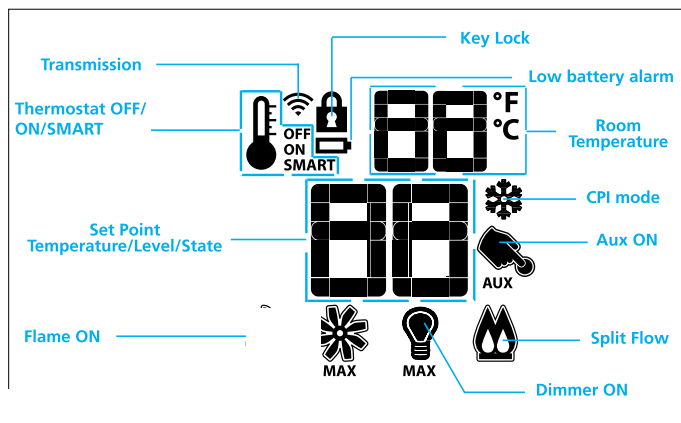


Figure 2: Transmitter LCD Display

TECHNICAL DATA REMOTE CONTROL	
Supply Voltage	4.5V (three 1.5V AAA batteries)
Ambient temperature ratings	0 - 50°C (32 - 122°F)
Radio Frequency	433.92 MHZ

**WARNING: THE TRANSMITTER AND RECEIVER ARE RADIO FREQUENCY DEVICES. PLACING THE RECEIVER IN OR NEAR METAL MAY SEVERELY REDUCE THE SIGNAL RANGE.**

ATTENTION!

- Turn "OFF" the main gas supply of the appliance during installation or maintenance of the Receiver device.
- Turn "OFF" main gas supply to the appliance prior to removing or reinserting the batteries.
- In case of remote control malfunction, turn off the IFC device using the "ON/OFF" main switch.
- For installation / maintenance, switch off the IFC device removing main power supply plug.

## Operating Procedure

### Initializing the System For the First Time

Power the receiver. Press the reset button located on front right-hand corner of the unit. The Receiver will "beep" three (3) times to indicate that it is ready to synchronize with a Transmitter. Install the 3 AAA type batteries in the Transmitter battery bay, located on the base of the Transmitter. (fig. 3) With the batteries already installed in the Transmitter, push the On button. The Receiver will "beep" four times to indicate the Transmitter's command is accepted and sets to the particular code of that Transmitter. The system is now initialized.



Figure 3: Battery Compartment

## Temperature Indication Display

With the system in the "OFF" position, press the Thermostat Key and the Mode Key at the same time. Look at the LCD screen on the transmitter to verify that a C or F is visible to the right of the room temperature display (Figures 4 & 5).

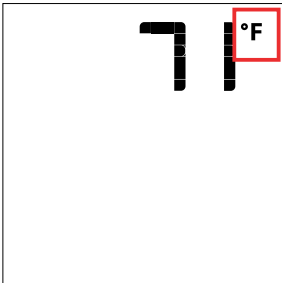


Figure 4: Remote Control Display in Fahrenheit.

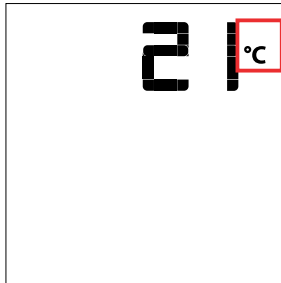


Figure 5: Remote Control Display in Celsius.

## Turn on the Appliance

With the system OFF, press the ON/OFF Key on the Transmitter. The Transmitter display will show some other active Icons on the screen. At the same time the Receiver will activate the appliance. A single "beep" from the Receiver will confirm reception of the command.

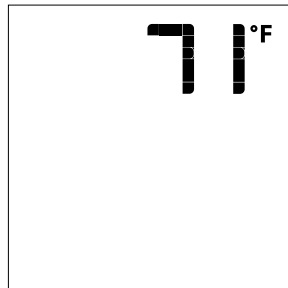


Figure 6: Remote Control Display

## Turn off the Appliance

With the system ON, press the ON/OFF Key on the Transmitter. The Transmitter LCD display will only show the room temperature (Fig. 6). At the same time the Receiver will turn off the appliance. A single "beep" from the Receiver confirms reception of the command.

## Remote Flame Control

The Proflame has six (6) flame levels. With the system on, and the flame level at the maximum in the appliance, pressing the Down Arrow Key once will reduce the flame height by one step until the flame is turned off.

The Up Arrow Key will increase the flame height each time it is pressed. If the Up Arrow Key is pressed while the system is on but the flame is off, the flame will come on in the high position. ( Fig. 7 & 8 ) A single "beep" will confirm reception of the command.

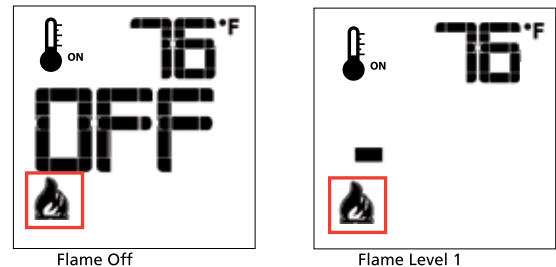


Fig. 7

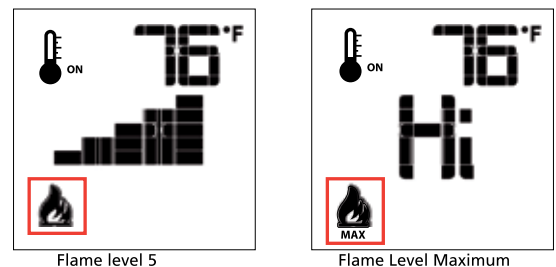


Fig. 8

## Room Thermostat (Transmitter Operation)

The Remote Control can operate as a room thermostat. The thermostat can be set to a desired temperature to control the comfort level in a room.

To activate this function, press the Thermostat Key (Fig. 1). The LCD display on the Transmitter will change to show that the room thermostat is "ON" and the set temperature is now displayed (Fig. 9). To adjust the set temperature, press the Up or Down Arrow Keys until the desired set temperature is displayed on the LCD screen of the Transmitter.

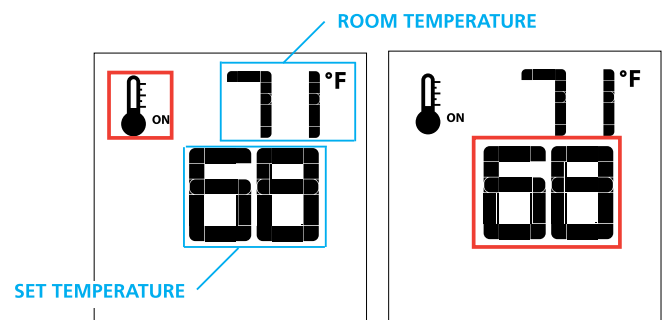


Figure 9

Figure 10

# operating instructions

## Smart Thermostat (Transmitter Operation)

The Smart Thermostat function adjusts the flame height in accordance to the difference between the set point temperature and the actual room temperatures. As the room temperature gets closer to the set point the Smart Function will modulate the flame down.

To activate this function, press the Thermostat Key (Fig. 1) until the word "SMART" appears to the right of the temperature bulb graphic (Fig. 11).

To adjust the set temperature, press the Up or Down Arrow Keys until the desired set temperature is displayed on the LCD screen of the Transmitter (Fig. 12).

Note: When Smart Thermostat is activated, manual flame height adjustment is disabled.

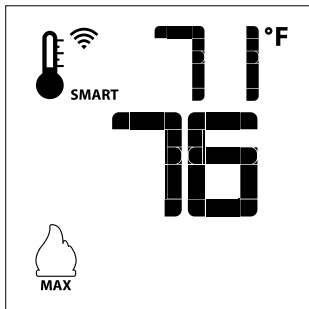


Figure 11: Smart Flame Function

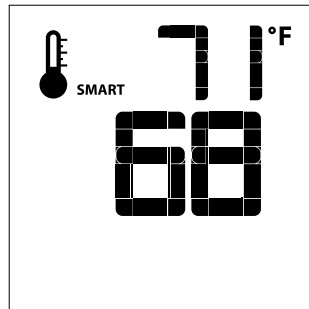


Figure 12

## Remote Dimmer Control (Light)

The auxiliary function controls the AUX power outlet by the dimmable light control. To activate this function use the Mode Key (fig. 1) to index to the AUX icon (fig. 15 & 16).

The intensity of the output can be adjusted through six (6) levels. Use the Up/Down Arrow Keys (Fig.1) adjust the output level (Fig. 16). A single "beep" will confirm reception of the command.

Note: This function is available only with the IFC Control Module.

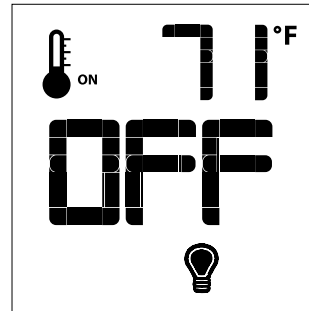


Figure 15

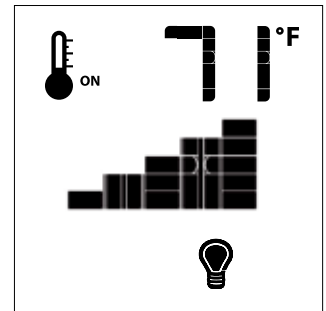


Figure 16

## Fan Speed Control

If the appliance is equipped with a hot air circulating fan, the speed of the fan can be controlled by the Proflame system. The fan speed can be adjusted through six (6) speeds. To activate this function use the Mode Key (fig.1) to index to the fan control icon (Fig. 13). Use the Up/Down Arrow Keys (fig.1) to turn on, off or adjust the fan speed (fig. 14). A single "beep" will confirm reception of the command.



Figure 13

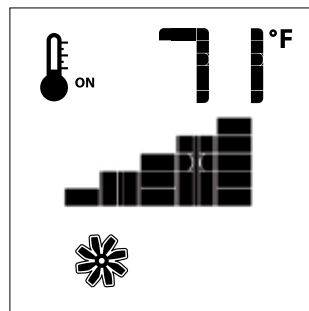


Figure 14



## Continuous Pilot/Intermittent Pilot (CPI/IPI) Selection

**Note: Power vent models do not have a Continuous Pilot option.**

With the system in "OFF" position press the Mode Key (fig. 1) to index to the CPI mode icon (fig. 19 & 20).

Pressing the Up Arrow Key will activate the Continuous Pilot Ignition mode (CPI). Pressing the Down Arrow Key will return to IPI. A single "beep" will confirm the reception of the command.

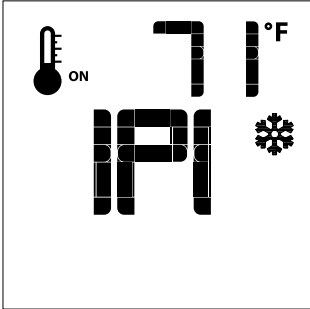


Figure 19

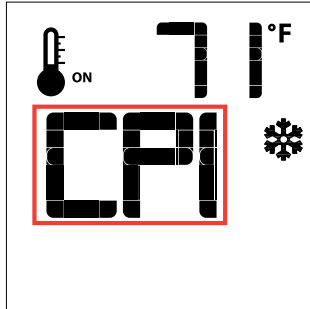


Figure 20

## CPI/IPI Switch

This appliance comes equipped with a CPI/IPI switch. The functions of both the CPI/IPI switch are as follows:

**Continuous pilot (CPI)** - A pilot that when in operation, is intended to remain continuously ignited until it is manually interrupted.

**Intermittent pilot (IPI)** - A pilot that is automatically ignited when an appliance is called on to operate and which remains continuously ignited during each period of main burner operation. The pilot is automatically extinguished when each main burner operating cycle is completed. The mode of the fireplace is easily changed from an intermittent pilot ignition system (IPI) to a continuous pilot ignition system (CPI) by using remote control as noted above.

The benefits of having as CPI are as follows:

- Keeps venting primed for trouble free start-up under colder weather conditions or inversions.
  - Keeps the unit glass warm, which decreases the amount of condensation on start-up
  - Provides owners with flexibility to choose a traditional continuous pilot.
- The primary benefit of having the IPI function is a significant savings on fuel as the pilot will only run when there is a call for heat.

**Thermostat Icon:** If the thermostat icon is not present on the remote transmitter, follow instructions noted below:

1. Remove one battery from the remote.
2. Press and hold down the Thermostat button on the remote.
3. Reinstall the battery (removed in Step 1) while still holding down thermostat button.
4. If you see "Set" the thermostat option is now enabled. If you see "Clr" the thermostat option is now disabled.
5. Repeat the procedure if the "Set" or "Clr" to remove or add the option back to the remote did not appear.

Enable all other functions if not present on the remote transmitter, follow instructions noted below:

1. Remove one battery from remote.
2. Press and hold both the **ON/OFF** and **MODE** button at the same time .
3. Reinstall battery removed in Step 1 while holding both buttons—keep holding buttons, then release the **MODE** button only.
4. The screen will show either "Clr" or "Set" as the first option available is to disable or enable a mode.

5. "Clr" will remove a mode—use the up or down arrow while holding down **ON/OFF** and **MODE** (mode icon will disappear once removed).
6. Use the "**MODE**" button to move to the next function.
7. "Set" will add a mode —use the up or down arrow while holding down **ON/OFF** and **MODE** (mode icon will appear when added).
8. Use the "**MODE**" button to move to the next function.

**Note:** You should never program out the fan (if installed) or CPI/IPI mode on the remote.

## Key Lock

This function will lock the keys to avoid unsupervised operation. To activate this function, press the MODE and UP Keys at the same time (fig. 21).

To de-activate this function, press the MODE and UP Keys at the same time.

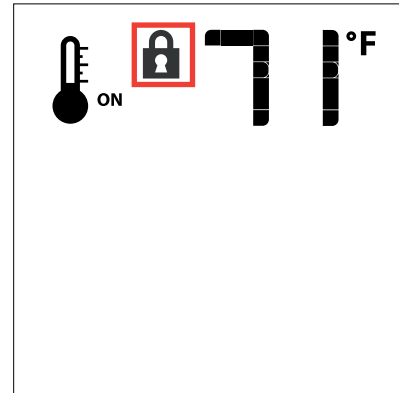


Figure 21

## Low Battery Power Detection Transmitter

The life span of the remote control batteries depends on various factors: quality of the batteries used, the number of ignitions of the appliance, the number of changes to the room thermostat set point, etc. When the Transmitter batteries are low, a Battery Icon will appear on the LCD display of the Transmitter (Fig. 22) before all battery power is lost. When the batteries are replaced this Icon will disappear.

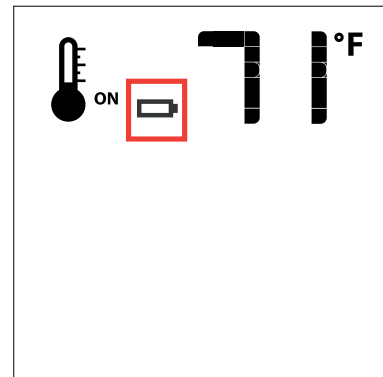


Figure 22

# operating instructions

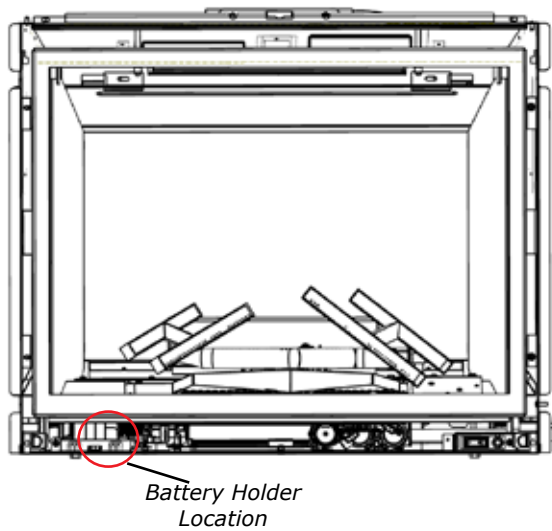
## Proflame II Battery Holder Battery Replacement & Battery Back Up if 240 Volt Power is lost

How to replace/add the batteries on backup battery holder (Proflame II).

1. Remove fascia and glass guard.
2. Remove louver by removing the 2 screws.



3. Pull out the battery holder and add/replace batteries.



## Maintenance Instructions

Any maintenance required accessing the glass door of the unit must be performed by an authorized service person.

- 1) Always unplug the power cord before cleaning. For relighting, refer to lighting instructions. Keep the burner and control compartment clean by brushing and vacuuming at least once a year. When cleaning the logs, use a soft clean brush as the logs are fragile and easily damaged.
- 2) Clean glass (never when unit is hot), appliance, louvres, and door with a damp cloth. Never use an abrasive cleaner. The gold louvres (and optional gold door) may be scratched if abrasives are used to clean them.

The heater is finished in a heat resistant paint and should only be refinished with heat resistant paint (not with wall paint). Regency uses StoveBright Paint - Metallic Black #6309.

- 3) Make a periodic check of burner for proper position and condition. Visually check the flame of the burner periodically, making sure the flames are steady; not lifting or floating. If there is a problem, call an authorized service person.
- 4) The appliance and flueing system must be inspected before use, and at least annually, by an authorized field service person, to ensure that the flow of combustion and ventilation air is not obstructed.  
  
During the annual service call, the burners should be removed from the burner tray and cleaned. Replace the embers - do not block the burner ports.
- 5) Keep the area near the appliance clear and free from combustible materials, gasoline and other flammable vapours and liquids.
- 6) Verify proper operation after servicing.

**WARNING: CHILDREN AND ADULTS SHOULD BE ALERTED TO THE HAZARDS OF HIGH SURFACE TEMPERATURE AND SHOULD STAY AWAY TO AVOID BURNS OR CLOTHING IGNITION. YOUNG CHILDREN SHOULD BE CAREFULLY SUPERVISED WHEN THEY ARE IN THE SAME ROOM AS THE APPLIANCE.**



**CAUTION: ANY SAFETY SCREEN OR GUARD REMOVED FOR SERVICING AN APPLIANCE MUST BE REPLACED PRIOR TO OPERATING THE APPLIANCE.**

**CLOTHING OR OTHER FLAMMABLE MATERIAL SHOULD NOT BE PLACED ON OR NEAR THE APPLIANCE.**

**DO NOT USE THIS APPLIANCE IF ANY PART HAS BEEN UNDER WATER. IMMEDIATELY CALL AN AUTHORIZED SERVICE TECHNICIAN TO INSPECT THE APPLIANCE AND TO REPLACE ANY PART OF CONTROL SYSTEM AND ANY GAS CONTROL WHICH HAS BEEN UNDER WATER.**

## Log Replacement

The unit should never be used with broken logs. Unplug the power cord and allow the unit to cool before opening door to carefully remove the logs. If for any reason a log should need replacement, you must use the proper replacement log. The position of these logs must be as shown in the diagram under Log Installation.

**Note: Improper positioning of logs may create carbon build-up and will alter the unit's performance which is not covered under warranty.**

## Door Glass Replacement

Your Regency stove is supplied with high temperature, 5 mm Neoceram ceramic glass that will withstand the highest heat that your unit will produce. In the event that you break your glass by impact, purchase your replacement from an authorised Regency dealer only, and follow our step-by-step instructions for replacement.

**WARNING: do not operate appliance with the glass front removed, cracked or broken. Replacement of the glass should be done by a licensed or authorised service person.**

### Flush Glass Replacement

Slide old glass out of the side frames and replace with new glass.

## Glass Gasket

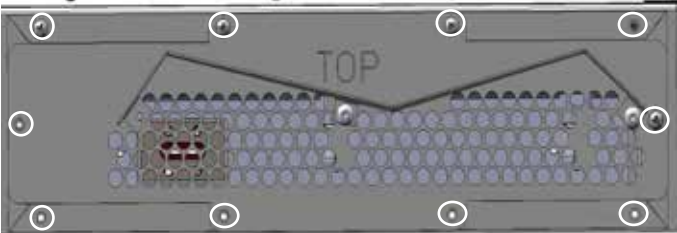
If the glass gasket requires replacement use glass gasket (Part # 846-700).

# maintenance

## Fan Removal and Installation Option 1 (Front)

### To Remove Fan:

1. Unplug or disconnect the power source to the stove and shut off gas supply.
2. Remove faceplate, glass guard, door, logs, crushed glass media, burner and inner firebox panels (see instructions in this manual).
3. Remove 10 screws from the light housing and place it on the valve tray as shown below.



4. Remove the screw from the IFC mounting bracket and gently slide it out.



5. Disconnect the cables coming from pressure regulator motor, ignitor and flame sensor.



6. Disconnect the three cables from the valve.



7. Remove access panel by removing 7 screws and disconnect the gasline from the valve.



8. Remove valve tray by removing 11 screws which hold it in place. It will be easier to process by removing the rear panel first.



9. Disconnect the three fan connectors and lift the fan up and out.



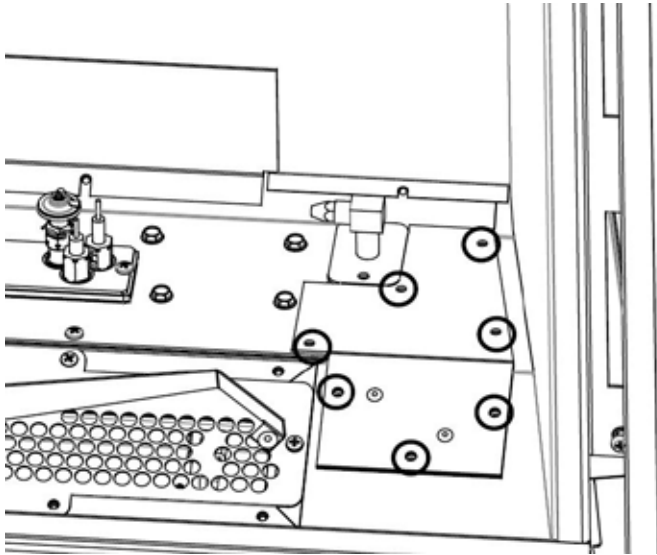
10. Reverse the above steps to install the new fan.

**NOTE** • Replace any damaged gaskets when reinstalling all the components.

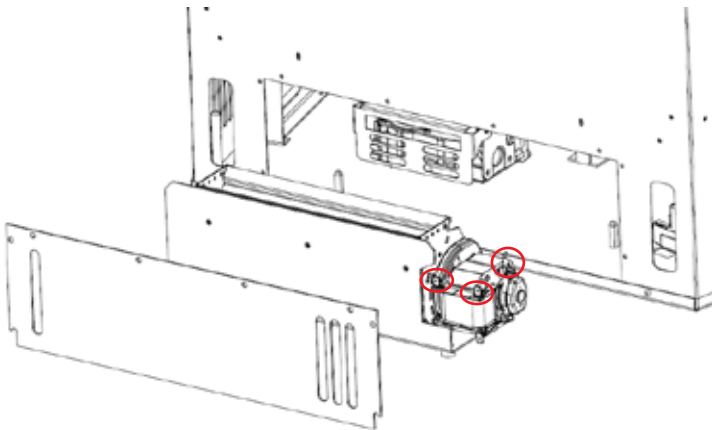
## Fan Removal and Installation Option 2 (Rear Fan Access)

### To remove the fan:

1. Unplug or disconnect the power source to the heater and shut off the gas supply.
2. Remove the faceplate, glass guard, door, logs, glass media and burner.
3. Remove the flue adapter.
4. Detach the gas access panel by removing 7 screws and disconnecting the gas line from the valve.



5. Pull the unit out and remove the rear fan access panel by removing 8 screws.
6. Disconnect 3 fan connectors and lift the fan up and out.



7. Reverse the above steps to install the new fan.

**NOTE**

Replace gas access panel gasket if it has been damaged.

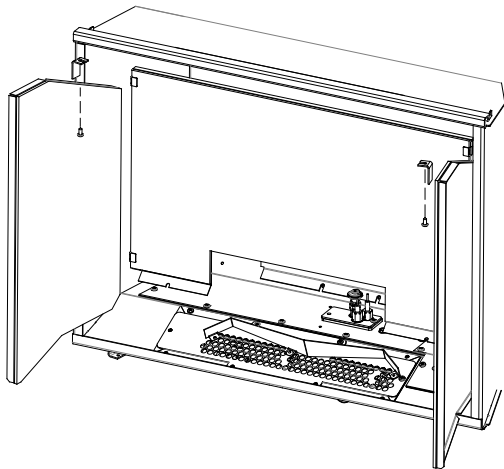
# maintenance

## Inner Panel Removal and Installation

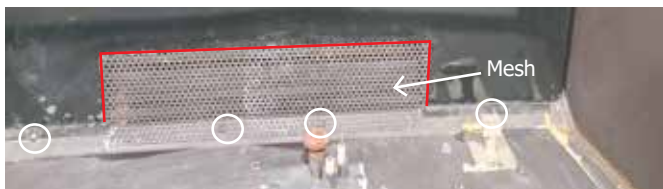
1. Remove faceplate, glass guard, door, logs, crushed glass media, and burner (see instructions in this manual).
2. Loosen the two screws securing the brackets that hold the side panels.
3. Remove the two back brackets and set aside.



4. Remove the side panels by tilting the top in and lifting them out.



5. Loosen the four screws and remove the mesh.



6. Remove the back panel by tilting it forward, then lifting it up and out.



6. To install, do steps 5 to 1 in that order.

### IFC (Integrated Fireplace Control) Error codes

The IFC (Integrated Fireplace Control) in this appliance has an LED which can inform of any error codes as a result of the appliance not turning on. The error codes are noted below.

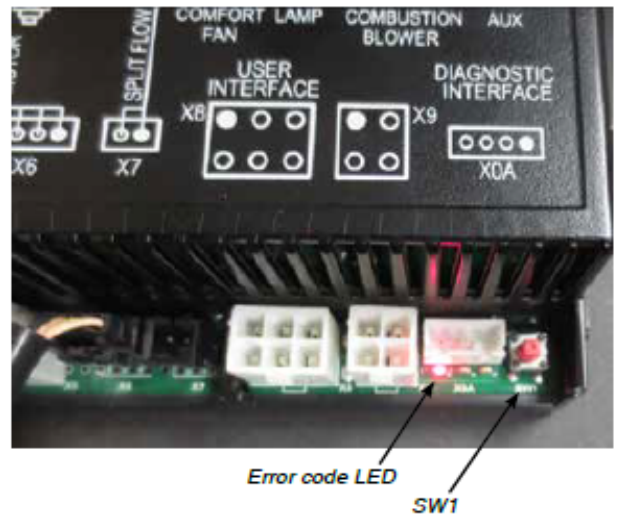
NOTE: Depending on the appliance this LED may or may not be visible.

- **Error codes:** All error codes are displayed on a set of three LEDs located beside the SW1 switch.

- **Low battery:** When backup battery is under 4V the RED LED light (located beside the SW1 switch) will pulse steadily. A double beep will be made by the IFC whenever a command is made when backup batteries are below 4V.

- **Flame sense problem:** If the pilot flame is not detected or the flame sense system is not satisfied the RED LED light will pulse with 2 flashes until corrected.

- **Lockout:** If three trials for ignition fail the RED LED indicator will pulse three times in intervals. To clear lockout power cycle the IFC.



## IFC (Integrated Fireplace Control) Error Codes

The IFC (Integrated Fireplace Control) in this appliance has an LED which can inform of any error codes as a result of the appliance not turning on. The error codes are noted below.

NOTE: Depending on the appliance this may or may not be visible.

- **Error codes:** All error codes are displayed on a set of three LEDs located beside the SW1 switch.

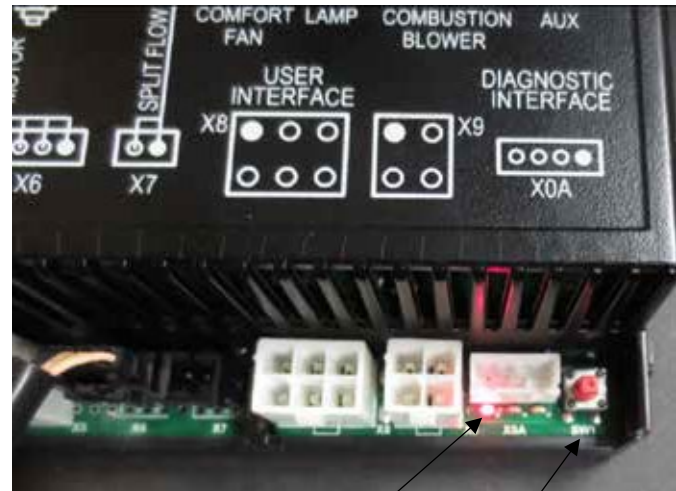
- **Low battery:** When backup battery is under 4V the RED LED light (located beside the SW1 switch) will pulse steadily. A double beep will be made by the IFC whenever a command is made when backup batteries are below 4V. Replace with 4 x AA alkaline batteries.

- **Flame sense problem:** If the pilot flame is not detected or the flame sense system is not satisfied the RED LED light will pulse with 2 flashes until corrected.

### Possible causes of flame sense problems

- The pilot is not engulfing the flame sense
- Pilot light shrinks in size
- The flame sense wire is not connected to the IFC module.
- Proper grounding
- Flame sense and pilot hood are clean and free of any debris
- The flame sense has no continuity (Ohms)
- The pilot flame is fluttering and not engulfing and moving away from the flame sense

- **Lockout:** If three trials for ignition fail the RED LED indicator will pulse three times in intervals. To clear lockout, turn the remote control hand-held to OFF position and then back to ON position.



*Error code LED*

*SW1*

# maintenance

## Gas Appliance Maintenance

In order for your Regency appliance to continue to provide comfort to your home periodic maintenance must be performed to ensure it is operating at peak efficiency. The items in the list should be checked by a licensed gas service technician during the annual service check. Your unit may require more frequent maintenance checks if you notice any changes in how it operates. Operational changes to look for can include, but are not limited to, extended start up time, increased fan noise, residue/carbon build up, white build up on the glass/firebox, increased operating noise etc. Should any of these or other conditions arise, discontinue use and schedule a service check with your local licensed gas technician. The list below shows items your licensed service technician will need to check and service at least annually.

### Clean

- Glass
- Interior bricks / panels
- Burner ports & burner air shutter
- Fan blades
- Log set
- Pilot orifices
- Pilot hood (change as needed)
- Flame sensor (electronic ignition models)
- Flame electrode
- Burner orifice
- Thermocouple (millivolt models)
- Thermopile (millivolt models)

### Inspect

- Pilot assembly
- Burner
- Pressure relief gaskets/doors
- Flue connector gasket if present
- Door seal
- Firebox
- Venting
- Batteries (remote handheld, remote receiver, DC sparker, change as needed)
- Burner media (change as needed)
- Air shutter setting
- Wiring

### Check

- Voltage on thermocouple/thermopile (millivolt models)
- Ohms reading on flame sense (electronic ignition models)
- Inlet/outlet fuel pressures as per rating plate
- Voltage/ohms readings on gas valve
- Ohms reading to on/off switch circuit (Millivolt models)

### Gas Leak Tests

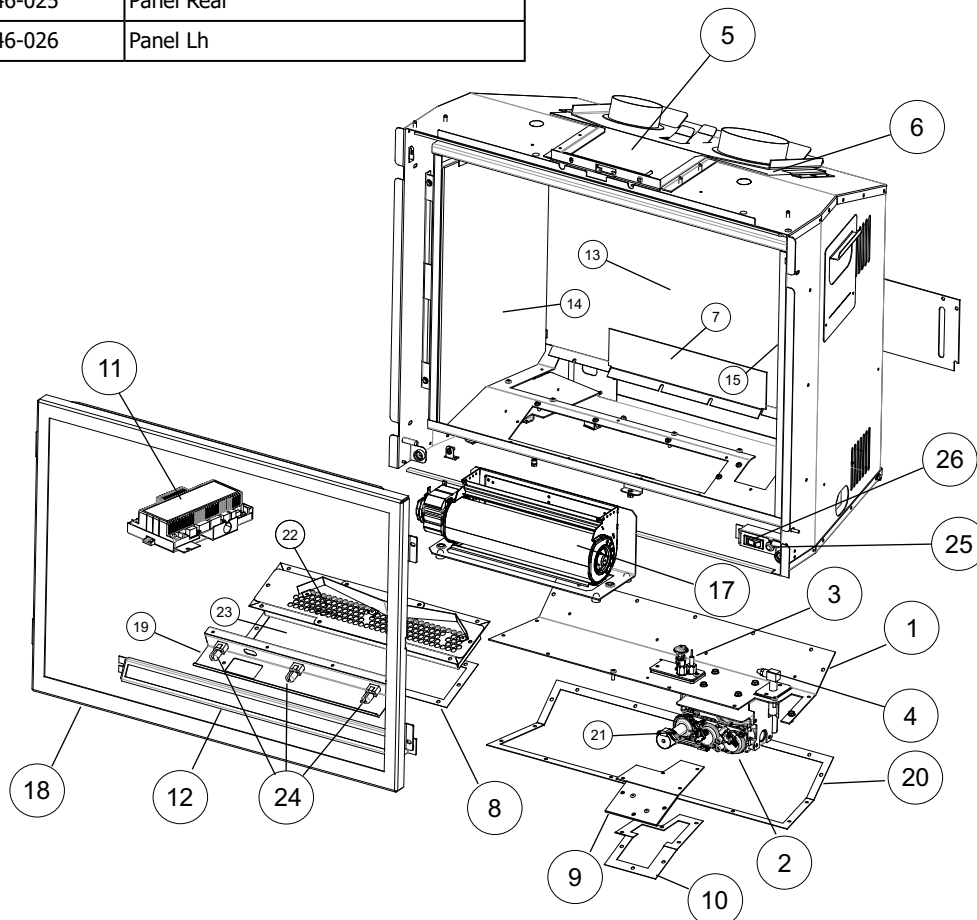
- Check main gas line connection to valve
- Check shut off valve connections
- Check connection at gas valve outlet
- Check connection at main burner orifice
- Check pilot fuel line at valve and at pilot assembly



Main Assembly

Part #	Description
1	346-574/P Valve Assembly - NG
1	346-576/P Valve Assembly - LP
2	911-084 Valve NG 885 SIT IPI 0.885.001
2	911-085 Valve LP 885 SIT IPI 0.885.002
3	911-276 Pilot Assembly IPI NG 2 Flame 0.199.050
3	911-277 Pilot Assembly IPI LP 2 Flame
4	904-996 Burner Orifice #42 - NG (P0512)
4	905-081 Burner Orifice 1.45mm Propane (P0512)
4	904-977 Burner Orifice #55 ULPG (P0512)
5	346-520 Flue Adaptor Assembly
6	346-078 Flue Adaptor Gasket
7	346-112 Intake Diffuser
8	346-065 Gasket Light Assembly
9	346-097 Valve Access
10	346-095 Gasket Valve Access
11	911-298 IFC Board SIT Proflame II CE 0.584.316
12	346-519 Louvre Assembly
13	346-025 Panel Rear
14	346-026 Panel Lh

Part #	Description
15	346-028 Panel Rh
17	910-169/P Fan 240 Volt Transflow 2 Speed
18	346-046 Door Frame Only
19	911-354 Light Assembly (Housing/Bulb Socket/ Light Bulb)
20	346-066 Gasket Valve Tray
21	911-010 Stepper Motor NG
21	911-011 Stepper Motor LP
22	346-050F Ember Light Screen
23	346-529 Ember Light Tray
24	911-300 Halogen Light Bulb G9/230V/25W
25	911-271 Reset Switch with Wire
26	911-314 Switch 2 Way w/On/Off Marking
N/S	910-036 Pilot Orifice - NG
N/S	910-037 Pilot Orifice - LP
N/S	911-038 Flame Electrode
N/S	911-037 Flame Sensor



# parts list

## Main Assembly

Part #	Description	
N/S	905-080	Gas Outlet Tubing
N/S	936-170	Gasket Orifice
N/S	W840470	Gasket Pilot Assembly
N/S	904-599	Fitting Elbow 90 Degree
N/S	904-658	Inlet Flex Line Gas SS Steel 710 mm Long
N/S	904-798	Fitting Elbow 90 Deg 1/2x3/8 Tube 69-6D
N/S	904-911	Fitting Connector 1/2 MIP x 1/2 Flare
N/S	905-049	Adaptor Male Dormont 90-2031-BSP
N/S	904-529	Allen Key 5/32"
N/S	346-931	Log Set (Driftwood)
N/S	902-148	Andiron Black Embers 3/4 in 10 Pc Bag
N/S	902-149	Crushed Glass Ginger 3/4 in 0.7 Lbs Bag
N/S	911-359	Wire Ground 24 inch (Green) Fan
N/S	911-243-ASM	Power Cord 240 Volts
N/S	911-047	Silicone Tubing 0.313 OD x 0.187 ID
N/S	940-530/P	Replacement Glass Includes Gasket
N/S	846-700	Glass Gasket Tadpole Tape (2.1 m) (936-273)
	911-299	Remote Control GTMFL CE SIT 0.584.052
	904-790	Magnet Round 13 mm
	904-970	Magnet Cup 13 mm
	346-019F	Pressure Relief Plate - Front
	346-063	Gasket Pressure Relief
N/S	911-039	Pilot Hood 2 Flame Sit SureFire 0.975.005
N/S	911-137	Pilot Hood Clip
N/S	905-080	Bracket Dormont Orifice Mount 10-BZ001-13.5
N/S	656-039	Gasket Burner Orifice Mount
N/S	W840470	Gasket Pilot Assembly
N/S	904-658	Inlet Flex Line Gas SS Steel
N/S	905-049	Adaptor Male Dormont 90-2031-BSP
N/S	904-165	Fitting Male Flarex Mpt Strt Adaptor
N/S	911-173	Wire Harness IFC No CPI Switch 584.924
N/S	911-018	Holder Battery W/9V Snap 4 Cell Stack AA
N/S	346-068	Front Shield
N/S	346-082	Glass Trim Left
N/S	346-083	Glass Trim Right
N/S	346-107	Firebox Baffle

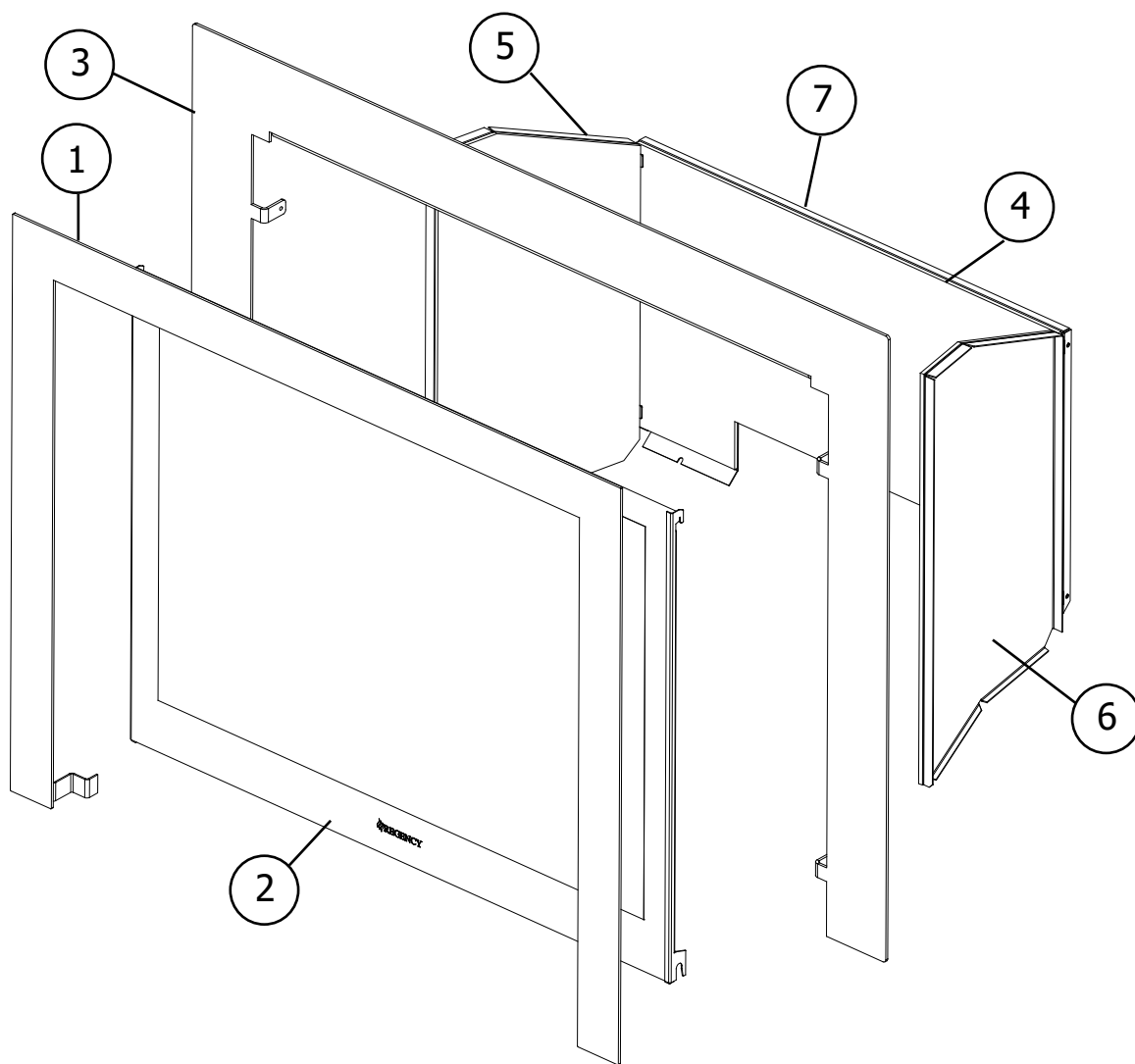
N/S	346-109	Vent Restrictor
N/S	346-126	Ember Guard
N/S	346-132	Safety Barrier Hanger - Left
N/S	346-133	Safety Barrier Hanger - Right
N/S	346-141	Deflector Glass Guard
N/S	940-531/P	Glass 5 mm Ceramic Safety Barrier
N/S	346-525	Burner Assembly NG/LPG/ULPG c/w Cap
N/S	846-696	Gasket Tape 51 mm Wide Graphite (2.4 m) (936-220)

**Faceplate Assembly**

1	346-912	3-Sided Faceplate
2	346-528	Primary Glass Guard
4	346-025	Black Inner Panel - Rear
5	346-026	Black Inner Panel - Left
6	346-028	Black Inner Panel - Right
7	346-140	Inner Panel Rear Insulation
N/S	346-913	4-Sided Faceplate

**OPTIONAL ACCESSORIES**

- N/S 346-969 Conversion Kit LP/ULPG
- N/S 346-936 Backing Plate
- N/S 346-906 Inner Panel Glass Black
- N/S 346-900 Zero Clearance Box





### Limited Lifetime Warranty

FPI Fireplace Products International Ltd. (“the manufacturer”) through its wholly owned subsidiary, Fireplace Products Australia Pty Ltd (for Australia and New Zealand customers) and sold under the Regency® brand of fireplace products (collectively referred to herein as “FPI”), extends this Limited Lifetime Warranty to the original purchaser of this appliance provided the product remains in the original place of installation. The items covered by this limited warranty and the period of such coverage is set forth in the table below.

Some conditions apply (see below).

The policy is not transferable, amendable or negotiable under any circumstances.

Indoor Gas Products Warranty Coverage Parts and Labor	Part				Supplier	Labor Coverage
	Lifetime	5 years	2 years	1 year	Warranty	(Years)
Firebox and Heat Exchanger	✓					3
Steel Burner Tube	✓					3
Glass Thermal breakage only	✓					3
All Surrounds/Inlays Finishes		✓				3
Brick Panels/Log sets/Ceramic Burners		✓				3
All Castings		✓				3
Valve assembly and all gas control components (Pilot assembly, flame sensors, Spark Electrode, Pilot Tubing, Orifices, Thermocouple, Thermopile)			✓			2
All Other Electrical components with the exception of WIFI Dongle (Ignition Control Boards, Wiring, Switches, Fans, Fan Control Module, Battery Pack, Remote Control Systems)			✓			1
Enamel Panels			✓			1
Venting/Venting Components			✓			1
All Stainless steel surrounds				✓		1
All Firebox Media (Crystals, Fire beads, Volcanic, Ceramic & Spa Stones)				✓		1
All hardware				✓		1
Mesh/Glass Safety Barriers				✓		1
Accent Light Bulbs				✓		1
Glass (Crazing)				✓		1
WIFI Dongle (Applicable Models)				✓		1

After the original warranty coverage for any of the parts above have expired, any repair and/or replacement parts purchased by the consumer from FPI or through an accredited distributor or dealer will carry a ninety (90) day warranty (valid only with an original copy of the tax invoice). No labor coverage is included with any repair and/or replacement part.

Replacement parts are limited to one per warranty term.

### Conditions:

Warranty protects against defect in manufacture or FPI factory assembled components only, unless herein specified otherwise. This warranty will only apply to those products which are acquired at the time of this warranty being effective. FPI will not be liable for any damage or loss that falls outside the scope of the warranty.

# warranty

Any part(s) found to be defective during the warranty period as outlined above will be repaired or replaced at FPI's option through an accredited distributor, dealer or pre-approved and assigned agent provided that the defective part is returned to the distributor, dealer or agent for inspection if requested by FPI. Alternatively, FPI may at its own discretion fully discharge all of its obligations under the warranty by refunding the verified purchase price of the product to the original purchaser. The purchase price must be confirmed by an original copy of the tax invoice.

**The authorised selling dealer, or an alternative authorised FPI dealer if pre-approved by FPI, is responsible for all in-field diagnosis and service work related to all warranty claims. This warranty does not cover dealer travel costs for diagnostic or service work. Dealers may charge homeowner for travel and additional time. Check with your selling dealer in advance for any costs to you when arranging a warranty call. FPI is not responsible for results or costs of workmanship of unauthorised FPI dealers or agents in the negligence of their service work. Additional service fees may apply if you are seeking warranty service from a dealer other than the dealer from whom you originally purchased the product.**

At all times FPI reserves the right to inspect reported complaints on location in the field claimed to be defective and determine whether the warranty will apply prior to processing or authorising of any claim. Failure to allow this upon request will void the warranty.

All warranty claims must be submitted by the dealer servicing the claim, including an original copy of the tax invoice (proof of purchase by you). All claims must be complete and provide full details as requested by FPI to receive consideration for evaluation, including proof of maintenance records. Incomplete claims may be rejected. FPI has absolute discretion to assess and determine any warranty claim and may accept or reject a claim as it considers appropriate. Any part or parts of the unit found to be defective will be repaired or replaced at FPI's option, through an accredited distributor or service agent provided that the defective part be returned to the distributor or agent, **Transportation Prepaid**, if requested. **It is the general practice of FPI to charge for larger, higher priced replacement parts and issue credit once the replaced component has been returned to FPI and evaluated for manufacturer defect.**

**If a consumer has a unit installed outside an accredited distributor, dealer or pre-approved service agent's service area, or the closest approved service agent is situated more than thirty (30) kilometres from the installation, FPI is not obliged to arrange warranty repairs or shipping/transportation costs. In these cases, the consumer must arrange warranty service with its selling dealer, and shipping, travel and/or additional labor charges will apply.**

Unit must be installed according to all manufacturers' instructions as per the manual.

All Local and National required codes must be met.

The installer is responsible to ensure the unit is operating as designed at the time of installation.

The original purchaser is responsible for annual maintenance of the unit, as outlined in the owner's manual. As outlined below, the warranty may be voided due to problems caused by lack of maintenance. Annual maintenance records should be retained.

Repair/replacement parts purchased by the consumer from FPI after the original coverage has expired on the unit will carry a 90 day warranty, valid with a receipt only. Any item shown to be defective will be repaired or replaced at our discretion. No labor coverage is included with these parts.

## **Exclusions:**

This Limited Lifetime Warranty does not extend to paint, rust or corrosion of any kind due to a lack of maintenance or improper venting, combustion air provision, corrosive chemicals (i.e. chlorine, salt, air, etc.), door or glass gasket.

Malfunction, damage or performance based issues as a result of environmental conditions, location, chemical damages, downdrafts, installation error, installation by an unqualified installer, incorrect chimney components (including but not limited to cap size or type), operator error, abuse, misuse, use of improper fuels, accidents, lack of regular maintenance and upkeep, acts of God, weather related problems from hurricanes, tornados,

earthquakes, floods, lightning strikes/bolts or acts of terrorism or war, which result in malfunction of the appliance are not covered under the terms of this Limited Lifetime Warranty.

FPI has no obligation to enhance or modify any unit once manufactured (i.e. as products evolve, field modifications or upgrades will not be performed on existing appliances).

Any unit showing signs of neglect or misuse will not be covered under the terms of this warranty policy and may void this warranty. This includes units with rusted or corroded fireboxes which have not been reported as rusted or corroded within three (3) months of installation/purchase. Any alteration to the unit which causes sooting or carboning that results in damage to the exterior fascia or over firing that can cause component or firebox/heat exchanger failure will not be covered by this warranty.

Units which show evidence of being operated while damaged, or with problems known to the purchaser and causing further damages will void this warranty.

Units where the serial no. has been altered, deleted, removed or made illegible will void this warranty.

Minor movement, expansion and contraction of the steel is normal and is not covered under the terms of this warranty.

Freight damages for products or parts are not covered under the terms of the warranty.

Porcelain/Enamel: Absolute perfection is neither guaranteed nor commercially possible. Any chips must be reported and inspected by the authorised selling dealer within three (3) days of installation. Any damage of this type not reported after this time period will be subject to rejection and any related warranty will not apply.

Special Finishes: Expect some changes in color as the product "ages" with constant heating and cooling. The manufacturer warranty does not cover tarnishing, changing colors and/or marks (i.e. finger prints, etc.) after the purchase of the product. Damage from the use of abrasive cleaners is not covered by warranty.

Products made or provided by other manufacturers and used in conjunction with the FPI appliance without prior authorisation from FPI may void this warranty.

**INCORRECT INSTALLATION OR GAS PRESSURE SETTINGS ARE NOT COVERED BY WARRANTY. A SERVICE OR CALLOUT FEE WILL BE CHARGED IN THESE CIRCUMSTANCES.**

# warranty

## Limitations of Liability:

### 1. Exclusion of implied terms

The customer may have the benefit of consumer guarantees under the Australian Consumer Law. To the maximum extent permitted by law, all terms, conditions or warranties that would be implied into this Warranty or in connection with the supply of any goods or services by the supplier under law or statute or custom or international conventions are excluded.

### 2. Limitation of liability

(a) To the maximum extent permitted by law and subject to clauses 1 and 3, the supplier's total liability arising out of or in connection with its performance or its obligations pursuant to this Warranty, or arising out of or in connection with the supply of specific goods or services (including pursuant to or for breach of this Warranty, under statute, in equity or for tort, including negligent acts or omissions) is limited as follows: (i) the supplier shall have no liability to the customer for any Consequential Loss; (ii) without limiting the effect of clause 2(a)(i), the supplier's total aggregate liability for Loss, however arising, shall not exceed the GST exclusive aggregate price paid by the customer to the supplier for the specific goods or services that gave rise to the Loss in question.

(b) The limitations and exclusions in this sub-clause do not apply to the extent that any Loss is directly attributable to: (i) the personal injury or death caused by the supplier's default, breach of this Warranty or negligence; or (ii) fraud by the supplier.

(c) Each party must take reasonable steps to mitigate any Loss it suffers or incurs.

### 3. Limitation of liability under Australian Consumer Law Guarantees

(a) To the extent that goods supplied by the supplier are not goods of a kind ordinarily acquired for personal, domestic or household use and the customer is deemed to be a consumer for the purposes of section 64A of the Australian Consumer Law, the customer agrees that the supplier's liability for a failure to comply with a consumer guarantee that the customer may have a benefit under the Australian Consumer Law (other than a guarantee under sections 51 (title), 52 (undisturbed possession) and 53 (undisclosed securities)), is limited to, at the option of the supplier, one or more of the following: (i) replacement of the goods or the supply of equivalent goods; (ii) the repair of the goods; (iii) the payment of the cost of replacing the goods or of acquiring equivalent goods; or (iv) equivalent goods; or (v) the payment of the cost of having the goods repaired.

(b) To the extent that services supplied by the supplier are services other than services of a kind ordinarily acquired for personal, domestic or household use or consumption, the supplier's liability for failure to comply with a consumer guarantee that the customer may have the benefit of is limited to, at the option of the supplier: (i) the supply of the services again; or (ii) the payment of the cost of having the services supplied again.

### 4. Subject to Change

This Limited Warranty is given at the time of sale and purchase of the relevant fireplace product. The terms of this Limited Warranty may be amended from time to time by FPI in accordance with changes to business practices, consumer laws or other legal requirements. The rights and protections granted under the Limited Warranty are those in force in relation to a fireplace product at the time and in the place of sale of that product, and only those terms will be applicable in respect of that product.

### 5. Severability

Any term of this Limited Warranty that is invalid or unenforceable in any jurisdiction is to be read down for the purposes of that jurisdiction, if possible, so as to be valid and enforceable, and is otherwise capable of being severed to the extent of the invalidity or unenforceability, without affecting the remaining provisions of this Limited Warranty or affecting the validity or enforceability of that provision in any other jurisdiction.

### 6. Definitions

For purposes of clauses 1, 2 and 3:

(a) Consequential Loss means loss of expected savings, loss of use, loss of opportunity, loss of profit, loss of revenue, increased financing costs, loss arising from delay, or any consequential, special or indirect loss or damage, whether or not the possibility or potential extent of the loss or damage was known or foreseeable, and whether arising from a claim under indemnity, contract, tort (including negligence), statute or otherwise.

(b) Loss means any expense, cost or damage of any kind and includes Consequential Loss and a fine or penalty imposed by a statutory or other authority.



**How to Obtain Warranty Service:**

Customers should contact the authorised selling dealer to obtain warranty service. In the event the authorised selling dealer is unable to provide warranty service, please contact FPI by mail at the address listed below. Please include your name, address, purchase date, selling dealer, serial #, type of unit, a brief description of the problem, email and telephone contact information, and a copy of your original tax invoice. A representative will contact you to make arrangements for an inspection and/or warranty service. (See below for Western Australia and/or New Zealand)

Please note Fireplace Products Australia Pty Ltd does not provide installation services.

**Fireplace Products Australia Pty Ltd**

99 Colemans Road  
Dandenong, VIC  
Australia, 3175  
Phone: +61 3 9799 7277  
Fax: +61 3 9799 7822

To obtain warranty service in Western Australia and/or New Zealand, please contact one of our authorised distributors in those areas:

Western Australia:**Air Group Australia**

131 Bannister Rd  
Canning Vale WA  
Australia, 6155  
Phone: (08) 9350 2200  
Fax: (08) 9353 4225

New Zealand:**Aber Holdings Ltd**

PO Box 10095  
Te Rapa, Hamilton  
New Zealand, 3241  
Freephone: 0800 161 161

**Product Registration and Customer Support:**

Thank you for choosing a Regency Fireplace. Regency strives to be a world leader in the design, manufacture, and marketing of hearth products. To provide the best support for your product, we request that you complete a product registration form at <http://www.regency-fire.com.au/Customer-Care/Warranty-Registration.aspx> within ninety (90) days of purchase.



## Product Registration and Customer Support:

Thank you for choosing a Regency Fireplace. Regency strives to be a world leader in the design, manufacture, and marketing of hearth products. To provide the best support for your product, we request that you complete a product registration form found on our Web Site under Customer Care within ninety (90) days of purchase.

For purchases made in **CANADA or the UNITED STATES:**

<http://www.regency-fire.com/Customer-Care/Warranty-Registration.aspx>

For purchases made in AUSTRALIA:

<http://www.regency-fire.com.au/Customer-Care/Warranty-Registration.aspx>

You may also complete the warranty registration form below to register your Regency Fireplace Product and mail and/or fax it back to us, and we will register the warranty for you. It is important you provide us with all the information below in order for us to serve you better.

## Warranty Registration Form (or Register online immediately at the above Web Site):

<b>Warranty Details</b>	
Serial Number (required):	
Purchase Date (required) (mm/dd/yyyy):	
<b>Product Details</b>	
Product Model (required):	
<b>Dealer Details</b>	
Dealer Name (required):	
Dealer Address:	
Dealer Phone #:	
Installer:	
Date Installed (mm/dd/yyyy):	
<b>Your Contact Details (required)</b>	
Name:	
Address:	
Phone:	
Email:	

For purchases made in CANADA:

**FPI Fireplace Products International Ltd.**  
6988 Venture St.  
Delta, British Columbia  
Canada, V4G 1H4

Phone: 604-946-5155  
Fax: 1-866-393-2806

For purchases made in the UNITED STATES:

**Fireplace Products US, Inc.**  
PO Box 2189 PMB 125  
Blaine, WA  
United States, 98231

Phone: 604-946-5155  
Fax: 1-866-393-2806

For purchases made in AUSTRALIA:

**Fireplace Products Australia Pty Ltd**  
99 Colemans Road  
Dandenong South, Vic. 3175  
Australia

Phone: +61 3 9799 7277  
Fax: +61 3 9799 7822

For fireplace care and tips and answers to most common questions please visit our Customer Care section on our Web Site. Please feel free to contact your selling dealer if you have any questions about your Regency product.



*Installer: Please complete the following information*

Dealer Name & Address: \_\_\_\_\_

\_\_\_\_\_  
Installer: \_\_\_\_\_

Phone #: \_\_\_\_\_

Date Installed: \_\_\_\_\_

Serial #: \_\_\_\_\_