

CARE AND MAINTENANCE

BURNER FLAME PATTERN

Figure 22 shows a correct burner flame pattern. Figure 23 shows an incorrect burner flame pattern. The incorrect burner flame pattern shows sporadic, irregular flame tipping. The flame should not be dark or have an orange/reddish tinge.

Note: When using the fireplace the first time, the flame will be orange for approximately one hour until the log cures.

If burner flame pattern is incorrect, as shown in Figure 23

- turn fireplace off (see To Turn Off Gas to Appliance, page 34).
- see Troubleshooting, page 34.



Fig. 22 - Correct Burner Flame Pattern



Fig. 23 - Incorrect Burner Flame Pattern

⚠ WARNING: Turn off heater and let cool before servicing.

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

⚠ WARNING: Failure to keep the primary air opening(s) of the burner(s) clean may result in sooting and property damage.

BURNER ORIFICE HOLDER AND PILOT AIR INLET HOLE

The primary air inlet holes allow the proper amount of air to mix with the gas. This provides a clean burning flame. Keep these holes clear of dust, dirt, lint and pet hair. Clean these air inlet holes prior to each heating season. Blocked air holes will create soot. We recommend that you clean the unit every three months during operation and have fireplace inspected yearly by a qualified service person.

We also recommend that you keep the burner tube and pilot assembly clean and free of dust and dirt. To clean these parts we recommend using compressed air no greater than 30 PSI. Your local computer store, hardware store or home center may carry compressed air in a can. If using compressed air in a can, please follow the directions on the can. If you don't follow directions on the can, you could damage the pilot assembly.

CARE AND MAINTENANCE

1. Shut off unit including pilot. Allow unit to cool for at least 30 minutes.
2. Inspect burner, pilot and primary air inlet holes on orifice holder for dust and dirt (See Fig. 24).
3. Blow air through the ports/slots and holes in the burner.
4. Check the orifice holder located at the end of the burner tube again. Remove any large particles of dust, dirt, lint or pet hair with a soft cloth or vacuum cleaner nozzle.
5. Blow air into the primary air holes on the orifice holder.
6. In case any large clumps of dust have now been pushed into the burner repeat steps 3 and 4. Clean the pilot assembly also. A yellow tip on the pilot flame indicates dust and dirt in the pilot assembly. There is a small pilot air inlet hole about 2" from where the pilot flame comes out of the pilot assembly (see Figure 25 depending on model). With the unit off, lightly blow air through the air inlet hole. You may blow through a drinking straw if compressed air is not available.

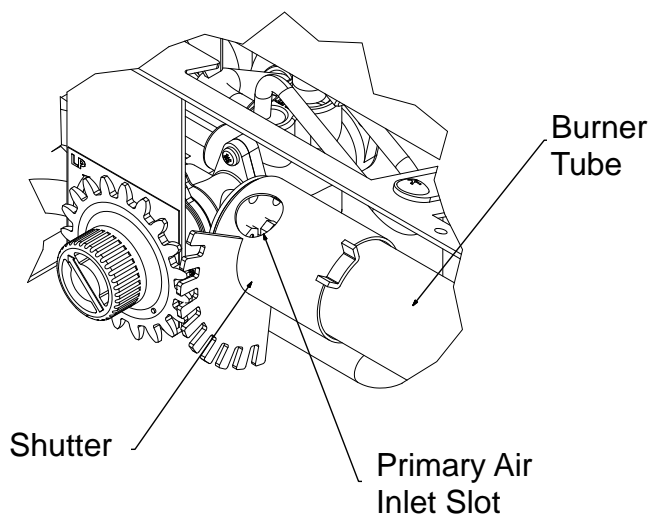


Fig. 24 - Primary Air Inlet Slot on Burner Tube

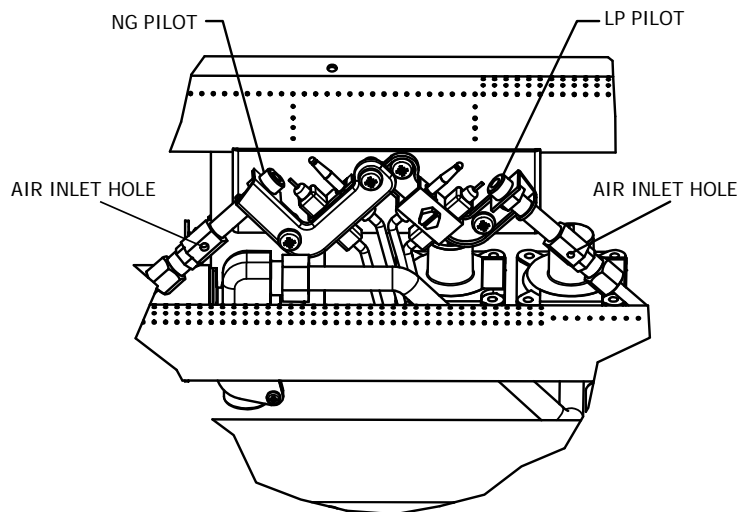


Fig. 25 - Pilot Inlet Air Hole

LOG SET

- If you remove the log set for cleaning, refer to pages 20 & 21, for placement instructions.
- Replace log set if broken or chipped (dime sized or larger).

CABINET

Air Passageways

Use a vacuum cleaner or pressurized air to clean.

Exterior

Use a soft cloth dampened with a mild soap and water mixture. Wipe the cabinet to remove dust.

TROUBLESHOOTING

WARNING: If you smell gas:

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

IMPORTANT: Operating heater where impurities in air exist may create odors. Cleaning supplies, paint, paint remover, cigarette smoke, cements and glues, new carpet or textiles, etc., create fumes. These fumes may mix with combustion air and create odors.

WARNING: Make sure that power is turned off before proceeding.

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

CAUTION: Never use a wire, needle, or similar object to clean ODS/pilot. This can damage ODS/ pilot unit.

SERVICE HINTS

When Gas Pressure Is Too Low

- pilot will not stay lit
- burners will have delayed ignition
- fireplace will not produce specified heat
- for propane/LP units, propane/LP gas supply may be low

You may feel your gas pressure is too low. If so, contact your local natural or propane/LP gas supplier.

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
When ignitor button is pressed in, there is no spark at ODS/ pilot.	<ol style="list-style-type: none">1. Ignitor electrode is positioned wrong.2. Ignitor electrode is broken.3. Ignitor electrode is not connected to ignitor cable.4. Ignitor cable is pinched or wet.5. Damaged ignitor cable.6. Bad push button ignitor.7. Bad Battery.	<ol style="list-style-type: none">1. Replace electrode.2. Replace electrode.3. Replace ignitor cable4. Free ignitor cable if pinched by any metal or tubing. Keep ignitor cable dry.5. Replace ignitor cable.6. Replace push button ignitor.7. Check Battery and replace if needed.
When ignitor button is pressed in, there is a spark at ODS/ pilot but no ignition.	<ol style="list-style-type: none">1. Gas supply is turned off or equipment shutoff valve is closed.2. Control knob not fully pressed in while pressing ignitor button.3. Air in gas lines when installed.4. ODS / pilot is clogged.5. Gas regulator setting is not correct.6. Control knob not in PILOT position.7. Depleted gas supply (propane).	<ol style="list-style-type: none">1. Turn on gas supply or open equipment shutoff valve.2. Fully press in control knob while pressing ignitor button.3. Continue holding down control knob. Repeat igniting operation until air is removed.4. Clean ODS/pilot (see Care and Maintenance, page 32) or replace ODS/ pilot assembly.5. Replace gas regulator.6. Turn control knob to PILOT position.7. Contact local propane/LP gas company.

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
ODS/pilot lights but flame goes out when control knob is released.	<ol style="list-style-type: none"> 1. Control knob is not fully pressed in. 2. Control knob is not pressed in long enough. 3. Equipment shutoff valve is not fully open. 4. Thermocouple connection is loose. 5. Thermocouple damaged. 6. Control valve damaged. 	<ol style="list-style-type: none"> 1. Press in control knob fully. 2. After ODS/pilot lights, keep control knob pressed in 30 seconds. 3. Fully open equipment shutoff valve. 4. Hand tighten until snug, and then tighten ¼ turn more. 5. Replace thermocouple. 6. Contact customer service.
Burner(s) does not light after ODS/pilot is lit.	<ol style="list-style-type: none"> 1. Burner orifice is clogged. 2. Burner orifice diameter is too small. 3. Inlet gas pressure is too low. 	<ol style="list-style-type: none"> 1. Clean burner orifice (see Care and Maintenance, page 32) or contact customer service. 2. Contact customer service. 3. Contact your gas supplier.
Delayed ignition of burner(s).	<ol style="list-style-type: none"> 1. Manifold pressure is too low. 2. Burner orifice is clogged. 	<ol style="list-style-type: none"> 1. Contact your gas supplier. 2. Clean burner (see Care and Maintenance, page 32) or contact customer service.
Burner backfiring during combustion.	<ol style="list-style-type: none"> 1. Burner orifice is clogged or damaged. 2. Burner is damaged. 3. Gas regulator is damaged. 	<ol style="list-style-type: none"> 1. Clean burner orifice (see Care and Maintenance, page 32) or contact customer service. 2. Contact dealer or customer service. 3. Replace gas regulator.
High yellow flame during burner combustion	<ol style="list-style-type: none"> 1. Not enough air. 2. Gas regulator is defective. 3. Inlet gas pressure is too low. 	<ol style="list-style-type: none"> 1. Check burner for dirt and debris. If found, clean burner (see Care and Maintenance, page 32). 2. Replace gas regulator. 3. Contact your gas supplier.
Gas odor during combustion.	<ol style="list-style-type: none"> 1. Foreign matter between control valve and burner. 2. Gas leak. (See Warning Statement at top of page 34). 	<ol style="list-style-type: none"> 1. Take apart gas tubing and remove foreign matter. 2. Locate and correct all leaks (see "Checking Gas Connections," page 22).
Heater produces a clicking/ticking noise just after burner is lit or shut off.	<ol style="list-style-type: none"> 1. Metal is expanding while heating or contracting while cooling. 	<ol style="list-style-type: none"> 1. This is common with most heaters. If noise is excessive, contact qualified service technician.

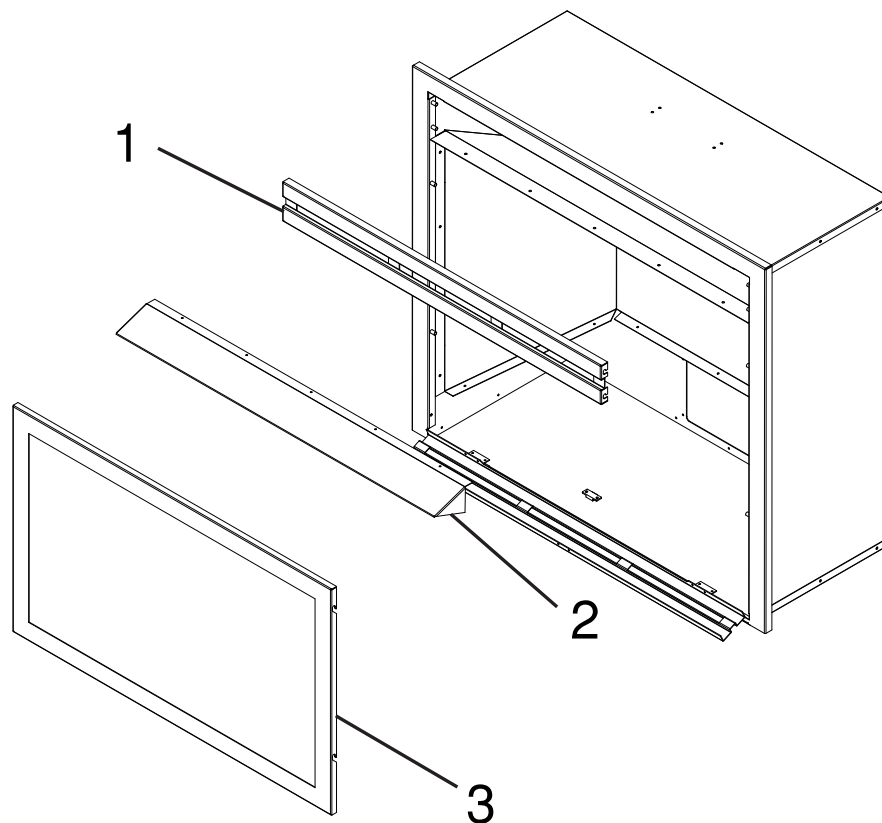
TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
White powder residue forming within burner box or on adjacent walls or furniture.	1. When heated, the vapors from furniture polish, wax, carpet cleaners, etc., turn into white powder residue.	1. Turn heater off when using furniture polish, wax, carpet cleaner or similar products.
Heater produces unwanted odors.	1. Heater is burning vapors from paint, hair spray, glues, etc. See IMPORTANT statement, page 34. 2. Gas leak. See Warning Statement, page 34. 3. Low fuel supply.	1. Ventilate room. Stop using odor causing products while heater is running. 2. Locate and correct all leaks (see "Checking Gas Connections," page 22). 3. Refill supply tank (Propane /LP models).
Heater shuts off in use (ODS operates).	1. Not enough fresh air is available. 2. Low line pressure. 3. ODS/pilot is partially clogged.	1. Open window and/or door for ventilation. 2. Contact local gas supplier. 3. Clean ODS/pilot (see Care and Maintenance, page 32).
Gas odor exists even when control knob is in OFF position.	1. Gas leak. See Warning Statement at top of page 34. 2. Control valve is defective.	1. Locate and correct all leaks (see "Checking Gas Connections," page 22). 2. Contact customer service.
Moisture/condensation noticed on windows.	1. Not enough combustion/ventilation air.	1. Refer to "Air for Combustion and Ventilation" requirements, page 9-11.
Slight smoke or odor during initial operation	1. Residues from manufacturing process.	1. Problem will stop after a few hours of operation.
Heater produces a whistling noise when burner is lit.	1. Turning control knob to high (5) position when burner is cold. 2. Air in gas line. 3. Air passageways on heater are blocked. 4. Dirty or partially clogged burner orifice.	1. Turn control knob to low (1) position and let warm up for a minute. 2. Operate burner until air is removed from line. Have gas line checked by local propane/LP gas company. 3. Observe minimum installation clearances (Fig. 6, page 12) 4. Clean burner (see Care and Maintenance, page 32) or contact customer service.

REPLACEMENT PARTS

For replacement parts, call our Technical service department at 1-814-643-1775, 8:30 a.m. – 4:30 p.m., CST, Monday – Friday.

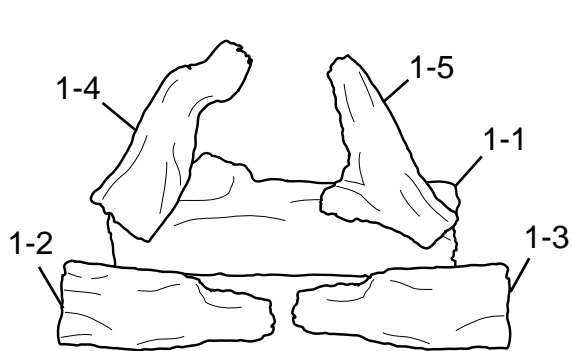
FIREBOX MODELS GFD 2043 / 2671 / 3281R / 3291R



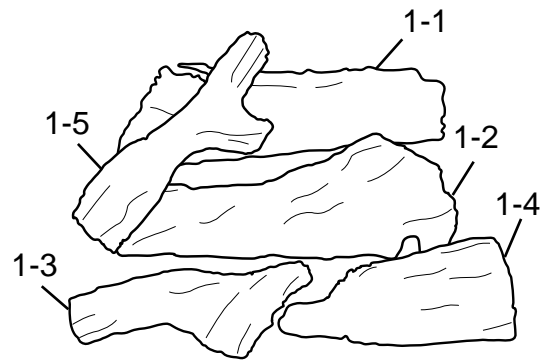
ITEM No.	DESCRIPTION	QTY	PART NUMBER		
			GFD2043	GFD2671	GFD3281R GFD3291R
1	Top Grille	1	700-S1014B	700-M1014B	700-L1014B
2	Hood	1	700-S1012B	700-M1012B	700-L1012B
3	Window Frame Assembly	1	700-AS1015	700-AM1015	700-AL1015

REPLACEMENT PARTS LIST

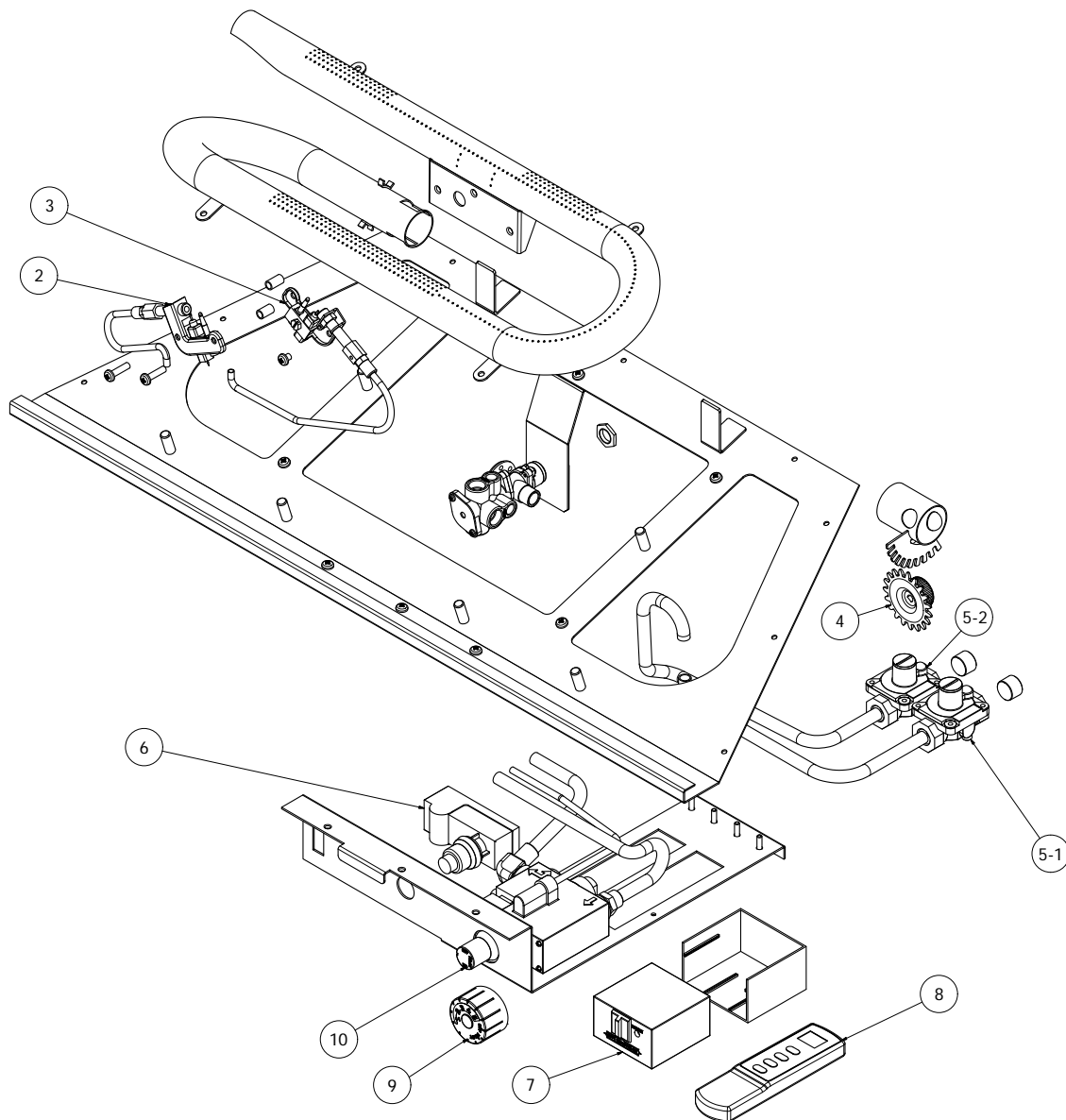
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GFD 2043 / 2671



GFD 3281R / 3291R



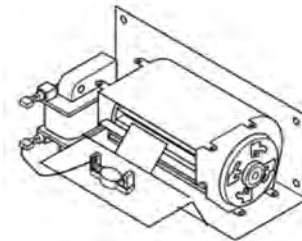
REPLACEMENT PARTS LIST

ITEM No.	DESCRIPTION	QTY	PART NUMBER		
			GFD2043	GFD2671	GFD 3281R / 3291R
1	Log Set (Complete)	1	700-S1018	700-M1018	700-L1018
1-1	Log 1	1	700-S1018-01	700-M1018-01	700-L1018-01
1-2	Log 2	1	700-S1018-02	700-M1018-02	700-M1018-02
1-3	Log 3	1	700-S1018-03	700-M1018-03	700-M1018-03
1-4	Log 4	1	700-S1018-04	700-M1018-04	700-M1018-04
1-5	Log 5	1	700-S1018-05	700-M1018-05	700-M1018-05
2	ODS Pilot - NG	1	GZ20-30B	GZ20-30B	GZ20-30B
3	ODS Pilot - LP	1	GZ20-29B	GZ20-29B	GZ20-29B
4	Selector Knob	1	GZ20-17	GZ20-17	GZ20-17
5-1	Regulator, (NG) Natural Gas 5" W.C.	1	GR-130B8-GHP	GR-130B8-GHP	GR-130B8-GHP
5-2	Regulator, (LP) Liquid Propane 10" W.C.	1	GR-130A2-GHP	GR-130A2-GHP	GR-130A2-GHP
6	Ignitor Module	1	GZ20-32a	GZ20-32a	GZ20-32a
7	Remote Receiver	1	N/A	N/A	80-05-102
8	Thermostat Remote	1	N/A	N/A	80-05-101
9	Control Valve, EUROSIT 360	1	0630560	0630560	N/A
10	Control Valve	1	N/A	N/A	AF-1110

ACCESSORIES

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

THERMOSTAT-CONTROLLED BLOWER KIT - 20-6140 For all models. Provides better heat distribution. Makes fireplace more efficient. Automatically turns off and on as needed.



COMFORTGLOW® GAS APPLIANCE WARRANTY

LIMITED WARRANTY:

A limited warranty is extended to the original purchaser of this heater and warrants against malfunction due to manufacturing defects for a period of (1) one year from the date of retail purchase. Please read and follow all details noted below.

CLAIMS HANDLED AS FOLLOWS:

- DO NOT RETURN TO PLACE OF PURCHASE.
- Contact our Customer Service Department at 1-800-776-9425. You must have the model number, serial number and date of purchase.
- They will provide you with further instructions, which may include replacement parts, repair or replacement at our option.

CALL 1-800-776-9425 FOR SERVICE (9AM-6PM MON. - FRI.) or EMAIL US AT info@worldmktng.com

DUTIES OF THE OWNER:

This heating appliance must be installed and tested by a qualified individual and operated in accordance with the written instructions furnished with this appliance. This warranty shall not excuse the owner from properly maintaining this appliance in accordance with the written instructions furnished. A bill of sale, cancelled check or payment record must be kept to verify purchase date and establish warranty period. Original carton should be kept in case of warranty return of unit.

WHAT IS NOT COVERED:

1. Damage resulting from use of improper fuel.
2. Damage caused by misuse or use contrary to the owners manual and safety guidelines.
3. Damage caused by a lack of normal maintenance.
4. Use of non-standard parts or accessories.
5. Accessory items

LIMITATIONS:

This warranty does not imply or assume any responsibility for consequential damages that may result from the use, misuse, or the lack of routine maintenance of this heating appliance. A cleaning fee and the cost of parts may be charged for appliance failures resulting from lack of maintenance. This warranty does not cover claims which do not involve defective workmanship or materials. FAILURE TO PERFORM GENERAL MAINTENANCE (INCLUDING CLEANING) WILL VOID THIS WARRANTY.

THIS LIMITED WARRANTY IS GIVEN TO THE PURCHASER IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE. THE REMEDY PROVIDED IN THIS WARRANTY IS EXCLUSIVE AND IS GRANTED IN LIEU OF ALL OTHER REMEDIES. IN NO EVENT WILL WORLD MARKETING OF AMERICA BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Some states do not allow the exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply to you.

TO REGISTER THE WARRANTY ON YOUR APPLIANCE, PLEASE FILL OUT THIS CARD COMPLETELY AND MAIL OR REGISTER ON-LINE AT WORLDWMKTNG.COM WITHIN 10 DAYS FROM DATE OF PURCHASE.

NAME: _____ PHONE: () _____
ADDRESS: _____ EMAIL: _____
CITY: _____ STATE: _____ ZIP: _____
MODEL: _____ SERIAL #: _____ DATE PURCHASED: _____
PURCHASED AT: _____ TYPE OF STORE: _____
CITY & STATE WHERE PURCHASED: _____ PRICE PAID: _____

Please Take a Minute To Give Us Your Answers To The Following Questions.

All Responses Are Used Solely For Market Research And Are Held In Strict Confidence.

Who primarily decided this purchase? ☐ Male ☐ Female ☐ 18-24 ☐ 25-39 ☐ 40-59 ☐ 60 and over

Occupation? ☐ Homemaker ☐ Operator/Laborer ☐ Professional ☐ Service Work ☐ Clerical

☐ Retired ☐ Student ☐ Other _____

Household income? ☐ Under \$20,000 ☐ \$20-39,000 ☐ \$40-59,000 ☐ \$60-79,000 ☐ Over \$80,000

Do you own any other heating appliances? ☐ Yes ☐ No If yes, type _____ brand _____

How do you intend to use your new heating appliance? ☐ Emergency Heat ☐ Extra Heat ☐ Decorative

How did you become aware of this appliance? ☐ In-Store Display ☐ Newspaper Ad ☐ Magazine Ad

☐ Friend/Relative ☐ TV Commercial ☐ Store Salesperson ☐ Other _____

What made you select this appliance? ☐ Style ☐ Size/Portability ☐ Durability ☐ Warranty ☐ Package

☐ Other _____

Do you: ☐ own ☐ rent Would you recommend this heater to a friend? ☐ Yes ☐ No

Please give us your comments: _____

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5. Accessory items

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NAME: _____ PHONE: () _____
ADDRESS: _____ EMAIL: _____
CITY: _____ STATE: _____ ZIP: _____
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What made you select this appliance? ☐ Style ☐ Size/Portability ☐ Durability ☐ Warranty ☐ Package

☐ Other _____

Do you: ☐ own ☐ rent

Would you recommend this heater to a friend? ☐ Yes ☐ No

Please give us your comments: _____