

## **VENTED MATCH THROW GLASS BURNER FOR INSTALLATION IN SOLID-FUEL BURNING FIREPLACES**



**BURNER SYSTEMS**  
**FGB14-1, FGB18-1**  
**FGB24-1**  
Safety Pilot Kit Available

For Use With Fire Glass/Fire Gems



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

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- **WHAT TO DO IF YOU SMELL GAS**
  - Do not try to light any appliance.
  - Do not touch any electrical switch; do not use any phone in your building.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency or the gas supplier.

**INSTALLER:** Leave this manual with the appliance.  
**CONSUMER:** Retain this manual for future reference.



**Questions, problems, missing parts?** Before returning to your retailer, call our customer service department at 1-855-607-6557, 8:00 am - 4:30 pm EST, Monday through Friday or email [info@factorybuysdirect.com](mailto:info@factorybuysdirect.com)

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## SAVE THIS BOOK

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**This is a gas-fired appliance. It uses air (oxygen) from the room in which it is installed. Provisions for adequate combustion and ventilation air must be provided. Refer to *Air For Combustion and Ventilation* section on page 6 of this manual.**

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

**This appliance may be installed in an aftermarket,\* permanently located, manufactured (mobile) home, where not prohibited by local codes.**

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

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

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## SAFETY

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

**Only a qualified installer, service agent, or local gas supplier may install and service this product.**

**⚠ WARNING: Keep flue open when operating unit.**

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## SAFETY

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

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

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

 **WARNING: This appliance is for installation only in a solid-fuel burning masonry or factory-built fireplace, constructed of noncombustible material, and connected to a working flue.**

1. This appliance, as supplied, is only for use with the type of gas indicated on the rating plate. This appliance is convertible for use with propane/LP, using the manual ON/OFF safety pilot valve kit NVDWA2 (see page 19).
2. If you smell gas:
  - Shut off gas supply
  - Do not try to light any appliance
  - Do not touch any electrical switches; 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
3. Never install the appliance:
  - In a recreational vehicle
  - Where curtains, furniture, clothing, or other flammable objects are less than 42" from the front, top, or sides of the appliance
  - In high traffic areas
  - In windy or drafty areas
4. Before installing in a solid fuel burning fireplace, the chimney flue and fire-box must be cleaned of soot, creosote, ashes and loose paint by a qualified chimney cleaner. Creosote will ignite if highly heated. Inspect chimney flue for damage.
5. You must operate this appliance with a fire-place screen in place. Make sure fireplace screen is closed before running appliance. If the fireplace has glass doors, they must remain OPEN while this appliance is in operation.
6. Do not allow fans to blow directly into the fireplace. Avoid any drafts that alter burner flame patterns. Ceiling fans can create drafts that alter burner flame patterns. Altered burner patterns can increase sooting.
7. Do not use a blower insert, heat exchanger insert, or other accessory not approved for use with this appliance.
8. This appliance needs fresh, outside air ventilation to run properly. See the [\*Air for Combustion and Ventilation\*](#), page 6.
9. Do not run appliance
  - where gasoline, flammable liquids and vapors are used or stored
  - under dusty conditions
10. Do not burn solid fuel in the fireplace after installing the appliance. Do not use this appliance to cook food or burn paper or other objects.
11. Appliance becomes very hot when in use. Keep children and adults away from hot surface to avoid burns or clothing ignition. Appliance will remain hot for a short time after shut-down. Allow surface to cool before touching.
12. Carefully supervise young children when they are in the room with appliance.
13. Do not use appliance if any part has been exposed to or under water. Immediately call a qualified service technician to inspect the room appliance and to replace any part of the control system (if using control system) and any gas control which has been under water.
14. Turn appliance off and let cool before servicing, installing, or repairing. Only a qualified service person should install, service, or repair appliance.
15. Any guard or other protective device removed for servicing the appliance must be replaced prior to operating the appliance.

## SPECIFICATIONS

**Check to be sure that the fireplace meets the venting and construction requirements for the installation of the burner system.**

**THIS BURNER IS DESIGNED FOR USE WITH NATURAL GAS. PROPANE/LP CONVERSION CAN BE ACHIEVED WITH A SAFETY PILOT KIT.** Never use natural gas in a burner system designed for use with propane gas and never use propane gas in a burner designed for natural gas.

**This product is not recommended for use in temperatures below 32°F.**

**Be sure the burner system is properly sized for the fireplace.** Improper sizing may negatively impact the proper drafting of the fireplace. Figure 1 illustrates the critical dimensions of the firebox.

*Note: This vented appliance must be installed only in a solid-fuel burning fireplace with a working flue and constructed of noncombustible material.*

The charts indicate technical information regarding the installation of your gas appliance. Please make sure that all of the specifications shown are applicable before installation is attempted.

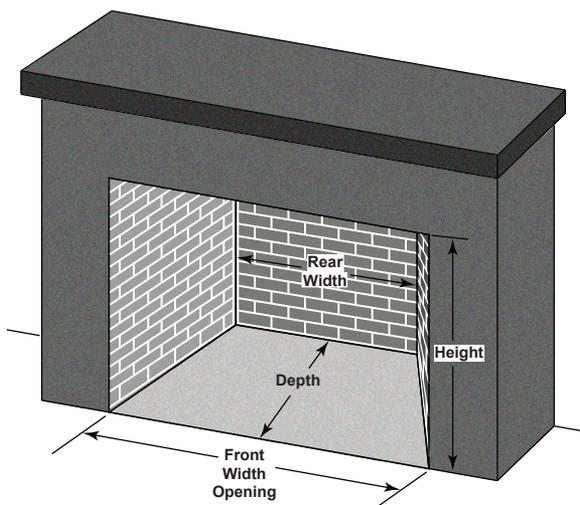
The fireplace must include a working flue and venting system with the minimum openings shown as below.

The fireplace must have a gas supply line that has been installed by a qualified technician in accordance with all local codes. The gas supply line must have a 1/2" minimum interior diameter. If the gas line to the fireplace is longer than 20', a larger diameter line may be necessary.

Be sure to clean the fireplace floor of any ashes or other foreign materials. It is recommended that the fireplace and chimney be examined and cleaned by a chimney sweep or other qualified person before you install the burner system, and annually thereafter.

MINIMUM FIREPLACE DIMENSIONS				
Model	Front Width*	Rear Width *	Depth	Height
FGB14-1	26" NG/30" LP	20" NG/22" LP	12" NG/15" LP	18"
FGB18-1	28" NG/32" LP	24" NG/28" LP	12" NG/15" LP	18"
FGB24-1	34" NG/40" LP	28" NG/34" LP	12" NG/15" LP	18"

\* Add 4" when using on/off valve safety pilot kit



**Figure 1 - Fireplace Dimensions**

## SPECIFICATIONS

Model	FGB14-1	FGB18-1	FGB24-1
Gas Type	Natural	Natural	Natural
BTU Input*	45,000 BTU/Hr	55,000 BTU/Hr	65,000 BTU/Hr
Minimum Vent Opening	8" Diameter	8" Diameter	8" Diameter
Burner Orifice (Propane/LP)**	205 (mm)	225 (mm)	242 (mm)

\* Btu/Hr Rating is the same when unit is converted to Propane/LP gas.

\*\* Number is printed on orifice. Located in NVDWA2 kit when converting to LP gas.

### FUEL INLET PRESSURE SPECIFICATIONS (W.C.)

Natural Gas	Minimum 5.5" W.C.	Maximum 10.5" W.C.
Propane/LP Gas*	Minimum 11" W.C.	Maximum 11" W.C.

\* For use if unit is converted to Propane/LP gas.

### Minimum Free Opening Area of Chimney Damper for Venting (sq. in.) For Factory-Built Fireplaces

Chimney Height	14"	18"	24"
15' (Min)	41	47	53
20'	37	43	48
30'	33	38	43

## PRODUCT FEATURES

### ON/OFF SAFETY PILOT VALVE KIT WITH PROPANE/LP CONVERSION

An optional on/off valve/safety pilot kit with a piezo ignitor is available for this appliance. This system requires no matches, batteries, or other sources to light. You must use this optional system for Propane/LP conversion.

## LOCAL CODES

Install and use heater with care. Follow all local codes. In the absence of local codes, use the latest edition of *The National Fuel Gas Code, ANSI Z223.1/NFPA 54\**.

\*Available from:

American National Standards Institute, Inc.  
1430 Broadway  
New York, NY 10018

National Fire Protection Association, Inc.  
1 Batterymarch Park  
Quincy, MA 02269-9101

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

Sellers of unvented propane or natural gas-fired supplemental room heaters shall provide to each purchaser a copy of 527 CMR 30 upon sale of the unit.

In the State of Massachusetts the gas cock must be a T-handle type. The State of Massachusetts requires that a flexible appliance connector cannot exceed three feet in length.

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## UNPACKING

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**⚠ CAUTION: Do not remove the metal data plates from the burner pan. The data plates contain important product information.**

Check all items for any shipping damage. If damaged, promptly inform dealer where you bought the product.

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## AIR FOR COMBUSTION AND VENTILATION

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**⚠ WARNING: If the area in which the heater may be operated does not meet the required volume for indoor combustion air, combustion and ventilation air shall be provided by one of the methods described in the *National Fuel Gas Code, ANSI Z223.1/NFPA 54, the International Fuel Gas Code, or applicable local codes.***

Today's homes are built more energy efficient than ever. New materials, increased insulation, and new construction methods help reduce heat loss in homes. Home owners weather strip and caulk around windows and doors to keep the cold air out and the warm air in. During heating months, home owners want their homes as airtight as possible.

While it is good to make your home energy efficient, your home needs to breathe. Fresh air must enter your home. All fuel-burning appliances need fresh air for proper combustion and ventilation.

Exhaust fans, fireplaces, clothes dryers, and fuel burning appliances draw air from the house to operate. You must provide adequate fresh air for these appliances. This will ensure proper venting of vented fuel-burning appliances.

**⚠ WARNING: Before installing in a solid fuel burning fireplace, the chimney flue and firebox must be cleaned of soot, creosote, ashes, and loose paint by a qualified chimney cleaner. Creosote will ignite if highly heated. A dirty chimney flue may create and distribute soot within the house. Inspect chimney flue for damage.**

NOTICE: Installation, service, and repair of this appliance must be performed by a qualified installer, service agency, company or gas supplier experienced with this type of gas appliance. Only factory authorized components listed in these instructions may be used in accordance with the manufacturer's instructions and all codes and requirements of the authority having jurisdiction. Any modifications to this kit, or use of unauthorized components, or accessory items, will void the manufacturer's warranty, and may result in a hazardous condition.

**⚠ CAUTION: Do not remove the metal data plates attached to the burner pan. The data plates contain important warranty information.**

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## INSTALLATION

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### CHECK GAS TYPE

Use only natural gas. If your gas supply is not natural gas, you must install On/Off Safety Pilot Valve Kit (see [Accessories](#), page 19).

If the fireplace does not have a gas supply shutoff valve, one must be installed.

### VENTING SPECIFICATIONS FOR INSTALLATION

The fireplace chimney flue and vent must be drafting properly. To check the vent for proper drafting, light a tightly rolled newspaper on one end and place it at the inside front edge of the fireplace. Observe the smoke and be sure the vent is properly drawing it up the chimney.

If the smoke spills out into the room, extinguish the flame and remove any obstruction until proper venting is achieved. The chimney flue must remain open a minimum of 3" at all times during the operation of this appliance.

### INSTALLING DAMPER CLAMP

Secure the damper stop clamp provided to the leading edge of the damper as shown in Figure 2. If for any reason this clamp doesn't work on your fireplace, another suitable clamp or permanent stop must be installed, or the damper blade must be cut or removed.

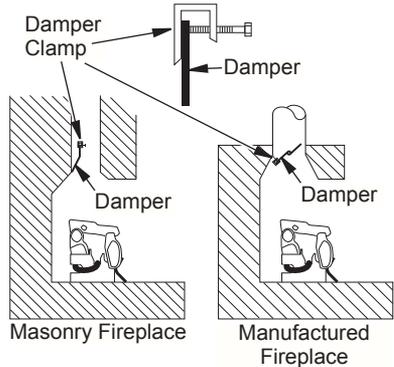


Figure 2 - Attaching Damper Clamp

### HEARTH KIT ASSEMBLY

*Note: The following instructions apply to dual flame "U" style burners. Be sure all pipe threaded connections are tight, and have thread compound to prevent leaks.*

1. Determine which side the gas line will be coming into the fireplace.

**Gas line is on the right side.** This unit is manufactured with the gas inlet on the right side of the burner pan. See [Installation and Gas Connection](#), page 8.

**Gas line is on the left side.** If your gas line will be coming into the fireplace from the left side, continue with step 2.

2. Using a screwdriver, remove cover plate on left side of burner pan (see Figure 3).
3. Unscrew burner inlet fitting from burner manifold (see Figure 3).
4. Place burner manifold in pan with threaded opening facing opening on left side.

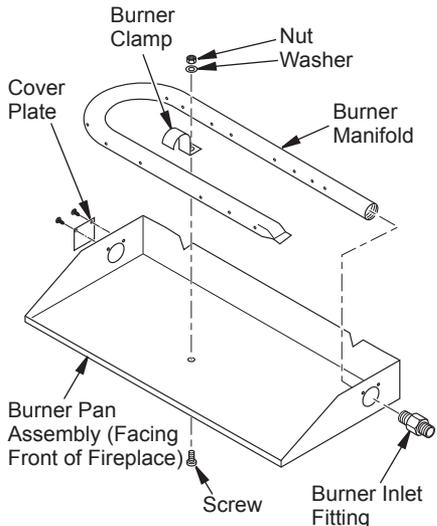


Figure 3 - Installing Burner

## INSTALLATION

5. Using thread sealant (resistant to the action of natural gas) on larger end of fitting, screw the burner inlet fitting through hole and into burner manifold. Tighten using a wrench.
6. Using burner clamp, screw, and nut provided, assemble clamp to pan. This will hold the burner manifold in place.
7. Using screws removed in step 2, install cover plate over opening on right side of burner pan.
8. If using optional control system kit, follow instructions included with kit for installation and operation.

### Installation and Gas Connection

1. Place the burner pan assembly in the center of the fireplace floor. Make sure the front of pan faces forward.
2. Thread the gas supply fitting to the fireplace gas supply pipe. Use thread sealant.
3. Install adapter fitting onto the burner inlet fitting using thread sealant on male threads of burner inlet fitting (see Figure 4).
4. Install the gas connector tube to the gas supply fitting. Carefully shape tube to attach to adapter fitting.

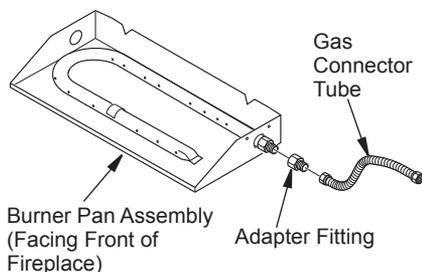


Figure 4 - Connecting Gas to Appliance

### Installing Glass Burner Set

1. Fill burner pan with vermiculite until they just cover the burner tube (see Figure 5).
2. Place glass support on top of vermiculite, starting in the front of the burner pan, then lowering into the back edge (see Figure 6). The screen should rest on the bottom of the burner pan floor. If it sits too high, remove some of the vermiculite to ensure a proper fit. Vermiculite should not be on top of the screen.
3. Place glass gems over glass support allowing them to spill over the edge of the burner pan (see Figure 7). DO NOT exceed 2" depth of glass. **Keep pilot area clear of glass.** Glass gems are sold separately.

**CAUTION:** Glass pieces may have sharp edges. Use hand protection such as gloves if necessary.



Figure 5 - Vermiculite



Figure 6 - Glass support



Figure 7 - Glass Gems (Sold Separately)

# INSTALLATION

## CONNECTION TO GAS SUPPLY

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

### Installation Items Needed

Before installing appliance, make sure you have the items listed below.

- piping (check local codes)
- sealant (resistant to natural gas)
- equipment shutoff valve
- test gauge connection
- adjustable (crescent) wrench or pliers
- sediment trap
- tee joint
- pipe wrench

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

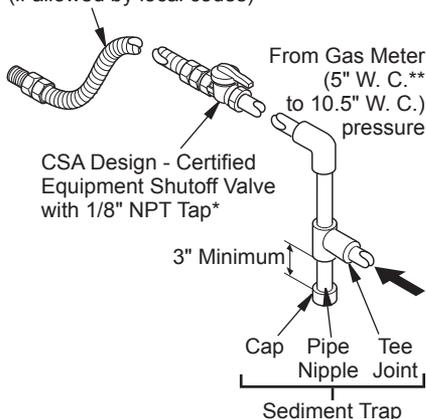
Installation must include an equipment shutoff valve, union, and plugged 1/8" NPT tap. Locate NPT tap within reach for test gauge hook up. NPT tap must be upstream from appliance (see Figure 8).

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

Apply pipe joint sealant lightly to male threads. This will prevent excess sealant from going into pipe. Excess sealant in pipe could result in a clogged burner injector.

Install sediment trap in supply line as shown in Figure 8. Locate sediment trap where it is within reach for cleaning. Locate sediment trap where trapped matter is not likely to freeze. A sediment trap traps moisture and contaminants. This keeps them from going into appliance controls. If sediment trap is not installed or is installed incorrectly, appliance may not run properly.

Approved Flexible Gas Hose  
(if allowed by local codes)



**Figure 8 - Gas Connection**

\* Purchase the optional CSA design-certified equipment shutoff valve from dealer. See [Accessories](#) page 19.

\*\* Minimum inlet pressure for purpose of input adjustment.

# INSTALLATION

## CHECKING GAS CONNECTIONS

**⚠ WARNING:** Test all gas piping and connections for leaks after installing or servicing. Correct all leaks immediately.

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

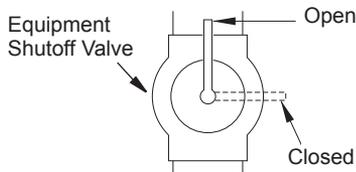
### PRESSURE TESTING GAS SUPPLY PIPING SYSTEM

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

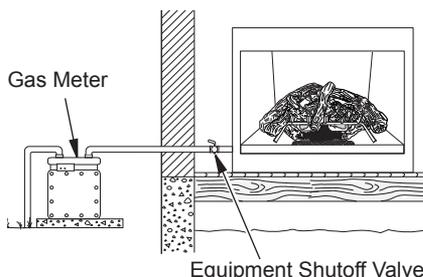
1. Disconnect heater with its appliance main gas valve (control valve) and equipment shutoff valve from gas supply piping system. Pressures in excess of 1/2 PSIG will damage heater regulator.
2. Cap off open end of gas pipe where equipment shutoff valve was connected.
3. Pressurize supply piping system by either using compressed air or opening gas supply tank valve.
4. Check all joints of gas supply piping system. Apply a noncorrosive leak detection fluid to gas joints. Bubbles forming show a leak.
5. Correct all leaks immediately.
6. Reconnect appliance and equipment shutoff valve to gas supply. Check reconnected fittings for leaks.

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

1. Close equipment shutoff valve (see Figure 9).
2. Pressure supply piping system by either using compressed air or opening gas supply tank valve.
3. Check all joints from gas meter to equipment shutoff valve (see Figure 10). Apply a noncorrosive leak detection fluid to gas joints. If bubbles form, there may be a leak.
4. Correct all leaks immediately.



**Figure 9 - Equipment Shutoff Valve**



**Figure 10 - Checking Gas Joints**

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## INSTALLATION

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### TESTING BURNER FOR LEAKS

 **WARNING: Never check for gas leaks with open flame.**

1. Generously apply a noncorrosive leak detection fluid to all connections.
2. Light the burner with the shutoff valve, no more than half open, and holding a match slightly in front of the pan (see [Lighting Instructions](#), page 12).
3. Inspect all connections for bubbles, raw gas odor, or flame from any area other than the burner (leaks). If leaks are detected, shut off the gas valve immediately. Tighten, or reassemble the loose connection(s) using pipe joint compound until burner system is leak free.
4. When the burner is tested and leak free, observe the individual tongues of flame on the burner.  
*Note: Let the burner manifold cool first before removing to unclog port blockages. The burner design includes more ports on the outside of the bar. Make sure that all ports are clear and producing flame evenly across the burner. If any ports appear blocked, clear them by removing the burner manifold and reaming the ports with a modified paper clip or other suitable tool.*
5. When finished testing, turn the gas shutoff valve OFF to extinguish all flames.

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## OPERATION

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### FOR YOUR SAFETY READ BEFORE LIGHTING

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

- A. This appliance must be lit by hand. When lighting, follow these instructions exactly.
- B. BEFORE LIGHTING smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.
- WHAT TO DO IF YOU SMELL GAS**
- Do not try to light any appliance.
  - Do not touch any electric switch; do

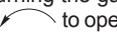
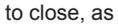
- not use any phone in your building.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- C. Use only your hand to push in or turn the gas control knob. Never use tools. If the knob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

### LIGHTING INSTRUCTIONS

1. STOP! Read the safety information above.
2. Turn the gas shutoff valve to OFF.
3. Wait five (5) minutes to clear out any gas. If you still smell gas, STOP! Follow the safety information above. If you don't smell gas, go on to the next step.
4. Light a match and lay it on top of the pan material about 2" from the end of the supply side of the pan.
5. Slowly turn the gas shutoff valve ON until the burner ignites. If the burner doesn't ignite within 10 seconds with the match burning, turn the shutoff valve OFF and repeat steps 1 through 4 again.

### GAS SHUTOFF VALVE OPERATION

#### Flame Adjustment

Adjust the flame ON/OFF by turning the gas shutoff valve counterclockwise  to open or clockwise  to close, as necessary.

#### Shutting Off Appliance

Turn gas shutoff valve clockwise  to the OFF position.

### CURING LOGS

During the 2-3 hour appliance curing period, you may detect an odor from the appliance as the various paints and compounds used in the manufacturing of this log set cure. This is a normal and temporary situation that is not cause for alarm. However, you may want to provide extra ventilation to the room during this time.

To ensure proper curing of the logs:

- Ignite a 2" flame and maintain it for 1 hour.
- Burn the logs in consecutive 1 hour periods raising the flame an additional 2" to full flame height for a total of three hours.

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## CARE AND MAINTENANCE

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To protect your gas fireplace burner system and keep it operating safely for years to come, maintain, clean and inspect it regularly. Follow these instructions at the beginning of each fireplace season and as needed throughout the year, depending on your usage pattern and environmental conditions in your home.

More frequent cleaning and maintenance may be necessary when burning propane gas than with natural gas.

- Check and readjust the burner orifice.
- Clean and test the ignitor and pilot (if equipped).

### MAINTENANCE

Once installed and operating properly, your burner will require regular maintenance. You should inspect your burner and control for the following:

1. Moisture may cause the glass/gems in your burner pan to settle. To improve the burn, use a screwdriver or flat-blade knife to carefully stir the glass, loosening the material. Clear up any spills.
2. Inspect control and pilot (if equipped) to be sure they are free of dirt of debris.
3. Check the burner ports and burner orifice to make sure they are free from debris. Blocked burner ports and orifices may result in a fire.
4. Flames should be blue at the base and a combination of blue/yellow at the body and tips. The flames should be 16" to 18" tall. Inspect the flames periodically. If they appear different, contact a qualified service technician or your gas supplier to correct the problem.

### CLEANING

- Keep the area around the appliance clean and clear of debris.
- Vacuum or use compressed air from a can or compressor to clean out the burner assembly, pilot assembly and pilot air intake openings (if equipped) and burner orifices. Blockage can affect the operation of the pilot assembly.
- Occasionally, you may use a soft bristle brush to clean.
- Once every year a qualified agency or certified chimney sweep should examine and clean the venting system of the fireplace.

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## TECHNICAL SERVICE

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You may have further questions about installation, operation, or troubleshooting. If so, contact Factory Buys Direct at 1-855-607-6557.

When calling, please have your model and serial numbers of your heater ready.

## 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.

**⚠ WARNING: Only a qualified service technician should service and repair heater. Make sure that power is turned off before proceeding. Turn off and let cool before servicing.**

**⚠ CAUTION: Never use a wire, needle, or similar object to clean ODS/pilot (if equipped). This can damage ODS/ pilot unit.**

*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.

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

Problem	Possible Cause	Corrective Action
Appliance is smoking/sooting excessively.	<ol style="list-style-type: none"> <li>1. Poor fuel quality.</li> <li>2. Fireplace venting system not drafting properly.</li> <li>3. Excessive flame impingement or blockage.</li> <li>4. Improper fuel/air mixture.</li> <li>5. Excessive gas supply/ pressure.</li> <li>6. Improper glass/gems placement or amount.</li> </ol>	<ol style="list-style-type: none"> <li>1. Contact local natural gas company.</li> <li>2. Adjust damper wide open and/or have fireplace and venting professionally cleaned and checked.</li> <li>3. Separate the logs to allow more flame passage.</li> <li>4. Remove any foreign items from the flame pattern.</li> <li>5. Preheat flue in very cold weather.</li> <li>6. See <i>Installing Glass Burner Set</i> on page 8.</li> </ol>
Burner is excessively noisy. <i>Note: The movement and combustion of gas will create low, unavoidable levels of noise.</i>	<ol style="list-style-type: none"> <li>1. Passage of air/gas across irregular surfaces.</li> </ol>	<ol style="list-style-type: none"> <li>1. Relieve any tight bends or kinks in gas supply line.</li> </ol>
Burner flame is too low or too high.	<ol style="list-style-type: none"> <li>1. Incorrect gas supply or pressure.</li> <li>2. Blocked burner orifice or burner manifold ports.</li> <li>3. Improper burner orifice size.</li> <li>4. Valve not fully open.</li> <li>5. Incorrect decorative media for type of gas used.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check for proper gas supply pressure.</li> <li>2. Free burner orifice and manifold ports of any burrs, paint, or other blockage.</li> <li>3. Verify proper burner orifice sizing (see page 5).</li> <li>4. Open valve fully.</li> <li>5. Consult your dealer for proper set.</li> </ol>

## TROUBLESHOOTING

Problem	Possible Cause	Corrective Action
Appliance produces a clicking/ticking noise just after burner is lit or shut off.	1. Metal expanding while heating or contracting while cooling.	1. This is common with most appliances. If noise is excessive, contact qualified service person.
Appliance produces unwanted odors.	1. Appliance burning vapors from paint, hair spray, glues, cleaners, chemicals, new carpet, etc. (See IMPORTANT statement page 14). 2. Gas leak. See Warning statement page 14.	1. Open flue to maximum. Stop using odor causing products while appliance is running.  2. Locate and correct all leaks (see <a href="#"><u>Checking Gas Connections</u></a> , page 10).
Gas odor even when control knob is in OFF position.	1. Gas leak. See Warning statement page 14.  2. Control valve defective	1. Locate and correct all leaks (see <a href="#"><u>Checking Gas Connections</u></a> , page 10). 2. Replace control valve.
Gas odor during combustion.	1. Gas leak. See Warning statement at top of page 14.	1. Locate and correct all leaks (see <a href="#"><u>Checking Gas Connections</u></a> , page 10).
Uneven flame distribution (lower at one end of the burner).	1. Clogged or blocked port-holes. 2. Insufficient gas pressure and/or supply. 3. Decorative media may be packed too tightly.  4. Auxiliary shutoff valve partially closed.	1. Clear burner ports.  2. Contact a qualified service person. 3. Loosen media around burner using a screwdriver or flat kitchen knife around both sides of the burner tube. Even out media in burner pan. 4. Open valve fully.
Flame at air mixer (propane units only).	1. Clogged or blocked burner ports. 2. Insufficient gas pressure and/or supply. 3. Decorative media may be packed too tightly.  4. Excessive gas pressure.	1. Clear burner ports.  2. Contact a qualified service person. 3. Loosen media around burner using a screwdriver or flat kitchen knife around both sides of the burner tube. Even out media in burner pan. 4. Contact your gas supplier.

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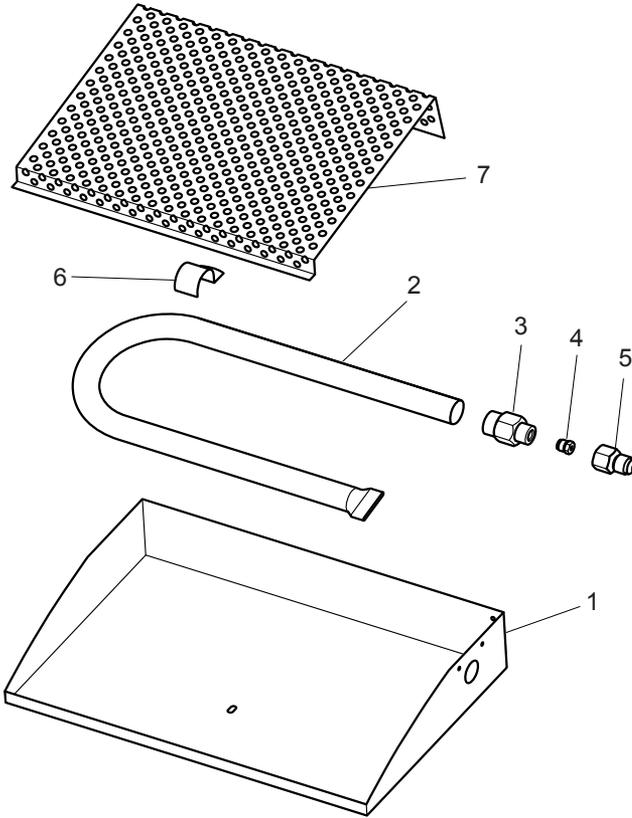
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## PARTS

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### MODELS FGB14-1, FGB18-1 AND FGB24-1



## PARTS

### MODELS FGB14-1, FGB18-1 AND FGB24-1

This list contains replaceable parts used in your heater. When ordering parts, follow the instructions listed under Replacement Parts on page 18 of this manual.

ITEM	FGB14-1	FGB18-1	FGB24-1	DESCRIPTION	QTY
1	**FG14B1001-01	**FG18B1001-01	**FG24B1001-01	Burner Pan	1
2	**WAL02-01LS	**WAL02-02LS	**WAL02-03LS	Burner Tube	1
3	WAL06-01	WAL06-01	WAL06-01	Injector Mounting	1
4	WAL07-01N	WAL07-02N	WAL07-03N	Injector	1
5	BL050-01	BL050-01	BL050-01	Female Flare Adaptor	1
6	WAL19-01	WAL19-01	WAL19-01	Burner Bracket	1
7	FG14B1002-01	FG18B1002-01	FG24B1002-01	Glass Support	1
<b>PARTS AVAILABLE - NOT SHOWN</b>					
	WAL11-01	WAL11-01	WAL11-01	Vermiculite	1
	WAN300B	WAN300B	WAN300B	Hardware Package	1
	*WAB03	*WAB03	*WAB03	Damper Clamp	1

\* Included in hardware package.

\*\* Not a field replaceable part.

***Fire Glass/Fire Gems are purchased and packaged separately. Quantity will vary, depending on the selection. Glass and gems are available in various colors. Please visit us online at [www.factorybuysdirect.com](http://www.factorybuysdirect.com) for more details.***

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## REPLACEMENT PARTS

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

### **PARTS UNDER WARRANTY**

Contact authorized dealers of this product. If they can't supply original replacement parts, call Customer Service toll free at 1-855-607-6557 for referral information.

When calling Customer Service or your dealer, have ready:

- Your name
- Your address

- Model and serial number of your heater
- How heater was malfunctioning
- Type of gas supply and Propane/LP tank size
- Purchase date

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

### **PARTS NOT UNDER WARRANTY**

Contact authorized dealers of this product. If they can't supply original replacement part(s) call Customer Service toll free at 1-855-607-6557 for referral information.

When calling Customer Service have ready:

- Model number of your heater
- The replacement part number

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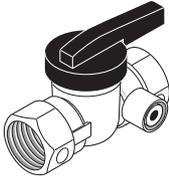
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## ACCESSORIES

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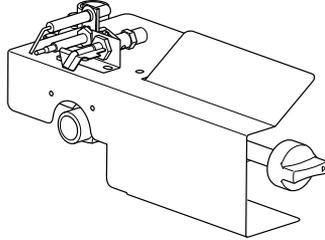
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Purchase these fireplace accessories from your local dealer. If they can not supply these accessories, contact customer service department for information.



### **EQUIPMENT SHUTOFF VALVE**

For all models. Equipment shutoff valve with 1/8" NPT tap. Fits 1/2" NPT pipe.



### **NVDWA2 - ON/OFF SAFETY PILOT VALVE KIT**

For all models. Required for propane/LP installation.

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## WARRANTY

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### KEEP THIS WARRANTY

Model \_\_\_\_\_

Serial No. \_\_\_\_\_

Date Purchased \_\_\_\_\_

Keep receipt for warranty verification.

**REGISTER YOUR PRODUCT AT [WWW.FACTORYBUYSDIRECT.COM](http://WWW.FACTORYBUYSDIRECT.COM)**

### FACTORY BUYS DIRECT LIMITED WARRANTIES

#### New Products

**Standard Warranty:** Factory Buys Direct warrants this new product and any parts thereof to be free from defects in material and workmanship for a period of one (1) year from the date of first purchase from an authorized dealer provided the product has been installed, maintained and operated in accordance with Factory Buys Direct's warnings and instructions.

For products purchased for commercial, industrial or rental usage, this warranty is limited to 90 days from the date of first purchase.

#### Factory Reconditioned Products

**Limited Warranty:** Factory Buys Direct warrants factory reconditioned products and any parts thereof to be free from defects in material and workmanship for a period 30 days from the date of first purchase from an authorized dealer provided the product has been installed, maintained and operated in accordance with Factory Buys Direct's warnings and instructions. No return will be authorized. Parts will be provided to repair the product.

#### Terms Common to All Warranties

The following terms apply to all of the above warranties:

Always specify model number and serial number when contacting the manufacturer. To make a claim under this warranty, the bill of sale or other proof of purchase must be presented.

This warranty is extended only to the original retail purchaser when purchased from an authorized dealer, and only when installed by a qualified installer in accordance with all local codes and instructions furnished with this product.

This warranty covers the cost of part(s) required to restore this product to proper operating condition and an allowance for labor when provided by a Factory Buys Direct Authorized Service Center or a provider approved by Factory Buys Direct. Warranty parts must be obtained through authorized dealers of this product and/or Factory Buys Direct who will provide original factory replacement parts. Failure to use original factory replacement parts will void this warranty.

Traveling, handling, transportation, diagnostic, material, labor and incidental costs associated with warranty repairs, unless expressly covered by this warranty, are not reimbursable under this warranty and are the responsibility of the owner.

Excluded from this warranty are products or parts that fail or become damaged due to misuse, accidents, improper installation, lack of proper maintenance, tampering or alteration(s).

This is Factory Buys Direct's exclusive warranty, and to the full extent allowed by law; this express warranty excludes any and all other warranties, express or implied, written or verbal and limits the duration of any and all implied warranties, including warranties of merchantability and fitness for a particular purpose to one (1) year on new products and 30 days on factory reconditioned products from the date of first purchase.

Factory Buys Direct makes no other warranties regarding this product.

Factory Buys Direct's liability is limited to the purchase price of the product and Factory Buys Direct shall not be liable for any other damages whatsoever under any circumstances including direct, indirect, incidental, or consequential damages.

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

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



**FACTORY  
BUYS  
DIRECT.COM**

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