13. TROUBLESHOOTING – INSTALLER ONLY

(CERTIFIED GAS TECHNICIAN ONLY)

PROBLEM	CAUSE	SOLUTION
Pilot will not light despite repeated pushing of ignitor	1. Air in gas lines	a. Bleed gas lines
	2. No ignitor spark, either checked visually or proven by lighting the pilot with a match	a. Check for loose or disconnected wires
		b. Piezo wire is broken or corroded: replace
		c. Misaligned electrode, wrong gap: gap should be 1/8"
		d. Electrode insulator is cracked or tip is corroded: replace electrode
	3. Low gas pressure.	a. Wrong inlet pressure; with main burner lit, adjust inlet pressure regulator to 5" w.c. for NG, 11" w.c. for LP.
Pilot will not stay lit	1. Low gas pressure	a. With main burner lit, adjust inlet pressure regulator to 5" w.c. for NG, 11"w.c. for LP.
		b. Adjust the pilot output from the controller
	2. Thermocouple not properly inserted in pilot assembly.	a. It must be placed so that the top 3/8" is engulfed in flame from the pilot.
	3. Thermocouple has dirty tip;	a. Clean with fine emery cloth
	4. Defective thermocouple;	a. Check open circuit voltage with volt meter, should be between 18mV and 28mV. If less than 18mV, replace.
	5. Defective electromagnet, check operation as follows:	a. Depress and hold pilot button
		b. Verify open-circuit thermocouple voltage is between 18mV and 28mV as above.
		c. Reconnect thermocouple to valve
		d. Measure the voltage between the solderbutton on the base of the electromagnet and the valve body. If the mV reading is above 6mV and the magnet does not hold, replace the valve.
		e. If the closed circuit mV reading is the same as the open circuit reading, the coil is electrically open. Replace the valve.
Pilot burning, main burner will not light	1. Gas Control knob in wrong position	a. Check that all switches are on including the gas control knob, Remote Receiver, and ON/OFF toggle switch.
	2. If Remote Receiver* is switched to “REMOTE”:	a. Is thermostat setting lower than ambient temperature?
		b. Have batteries failed? Check by switching Remote Receiver* from “REMOTE” to “ON”. If burner ignites, problem is failed batteries in the transmitter.
	3. Loose or defective wiring	a. Place jumper wire across remote control receiver* wires at gas control valve. If that works, tighten connections or replace wiring from receiver* to control valve.
		b Connect a jumper wire to the “TPTH” and “TH” Tabs and the control valve. If the stove lights, replace the ON/OFF switch and switch wires..
	4. Thermopile may not be generating enough voltage, (milivoltmeter should read 325mV at control valve TP-TH and TP terminals)	a. Pilot flame is not covering 3/8" of the thermopile; make sure the thermopile is tight and positioned correctly in its bracket.
		b. Check the thermopile with a millivolt meter. The pilot should be lit, the control knob in the “PILOT” position, and the Remote Receiver* switch turned to “OFF”. Take the reading at the TP-TH and TP terminals on the gas control valve. If the reading is less than 325 mV, when the stove is hot replace the thermopile.
	5. Gas supply orifice is clogged.	a. Remove and blow out with compressed air or clean out with brush.

*Optional Equipment

PROBLEM	CAUSE	SOLUTION
Delayed Ignition of burner	1. Burner pan is not in correct position (pilot cannot ignite fuel).	a. Reseat the burner pan following the instructions in the manual.
	2. Low manifold pressure	a. Use manometer to check inlet gas pressure. Must be 5.0" w.c. for N.G. and 11.0" w.c. for LP.
		b. Check the outlet pressure of control valve (3.5" w.c.for N.G. and 10".w.c. for L.P..
	3. Low voltage from thermo pile.	a. Use a millivolt multitester to check the voltage of the thermopile. It must be at least 325 mV when hot and the ON/OFF switch is "ON".
		b. If voltage of thermopile is 325 mv when hot then the control valve may need to be replaced.
	4. Flame Impingement (logset position).	a. If the logset is covering the pilot output contact Woodstock Soapstone for information.
Odor	1. Pressure relief lids not seated correctly.	a. Cool the fireplace then reposition both pressure relief lids so that they are flat and centered properly.
	2. Curing of paint and gasket cement.	a. It is normal to experience an odor for the first few hours of constant use; this will discontinue with normal use.
Low flame or flame goes out after a short burn.	1. Venting is blocked or interrupted.	a. Check that the pipe joints are locked together and free from obstruction.
		b. Be sure that the pipe system is completely without interruptions from the fireplace to the outside termination cap.
	2. Low gas pressure.	a. Make sure the gas storage tank is not too low.
		b. Confirm inlet pressure and Outlet/Manifold pressure.
		c. Check for moisture in gas supply system.
		d. Check for contaminants in gas supply system.
Sporadic changes of flame level/lifting of flame.	1. High wind.	a. Shut off fireplace system and wait for wind to die down. b. Get termination cap designed specifically for high wind.
	2. Pressure relief lids out of position	a. Re-set both lids. See illustration 10-3.
	3. NG owners: Air shield out of position.	a. Check that the air shield is positioned correctly. (see page 14)

14. OPERATING YOUR GAS FIREPLACE

BEFORE YOU USE YOUR GAS FIREPLACE

1. Determine that the gas shut-off valve is in the open position (there may be more than one shut-off valve between the Fireplace and the main gas supply; make sure all are turned on).
2. If the Fireplace has not been used for some time, there will be air in the gas supply line. This will be automatically purged when you light the pilot.
3. Smell for gas, especially near the floor if you are using LPG (propane) as it is a heavy gas and any leaked gas would stay near the floor. Natural Gas is lighter than air and will rise. If you smell gas, do not attempt to light. Follow "What to do if you smell gas" instructions shown on the cover of the manual.

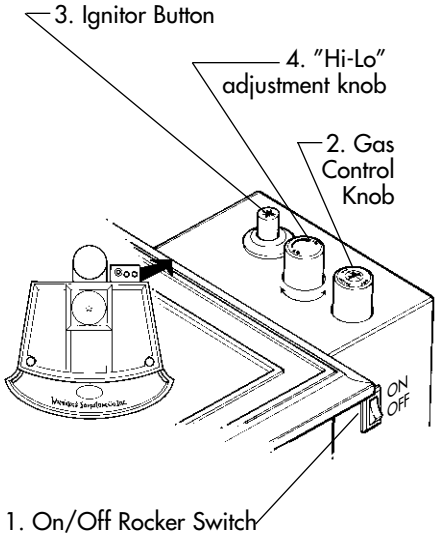


Illustration 15.1

15. LIGHTING INSTRUCTIONS

MAIN CONTROLS

The main controls for the Franklin Fireplace are located at the back right hand corner of the top of the Fireplace. There are four main controls:

1. The Gas Control Knob (ON/OFF/PILOT - controls the flow of gas to the pilot and the main burner).
2. The Ignitor Button (used to ignite the pilot).
3. The (ON/OFF) Rocker Switch - turns the Fireplace on/off by controlling the millivolt electricity flow to the controller
4. The "Hi-Lo" adjustment Knob (controls flame height and heat output)

LIGHTING THE PILOT

1. If the pilot is lit then proceed to Lighting the Fire on page 21. See step 4 for information on how to locate the pilot.
2. Turn the rocker switch to the "OFF" position.
3. Push down slightly on gas control knob and turn it counterclockwise to "PILOT". If the gas control knob is already in the "PILOT" position and the pilot is not lit you must turn the knob to the "OFF" position, wait to hear a "click" (up to 30 seconds) then turn the knob back to "PILOT" and go to step 4.

4. Visually locate the pilot. It is at the right side of the logset in front of the small, partial log. (see illustration 15.5)
5. Light the pilot by pushing down on the gas control knob and holding it down while repeatedly pushing the ignitor button. This sends a spark to the pilot. Keep pushing the ignitor button about once every second for up to 30 seconds.

   IF PUSHING IGNITOR BUTTON DOES NOT LIGHT PILOT WITHIN 30 SECONDS, STOP TRYING. Wait five minutes before attempting to light the pilot. If it still does not light, see "Trouble Shooting" .

   When you see the pilot ignite, continue to hold the gas control knob in for about 15 seconds then release. The pilot should now remain lit.

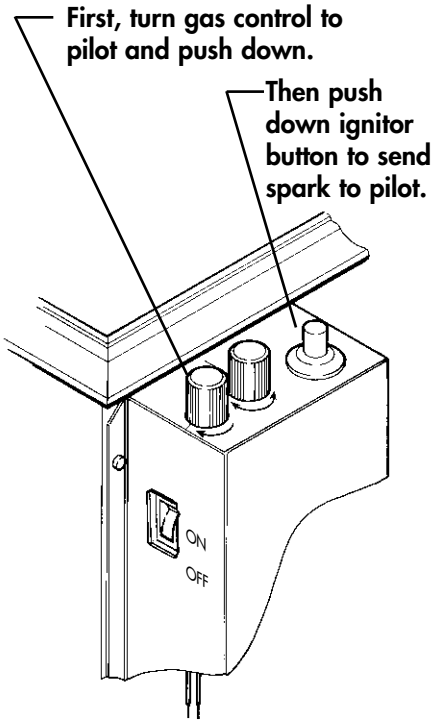


Illustration 15.2 *To ignite the pilot, use the two controls indicated above.*

Technical Note:

HOW THE PILOT SAFETY CONTROL WORKS: When lit, the pilot flame warms a thermocouple. The heated thermocouple produces a small electrical current that activates an electromagnet which keeps the pilot gas supply valve open. When you hold down the control knob after the pilot initially lights, you are manually keeping open the gas supply until the thermocouple warms up enough to automatically keep the gas supply valve open.

Should the pilot blow out, the thermocouple will cool and the electromagnet will close the gas supply valve and shut off the supply of gas. If pilot goes out after being lit long enough to warm the thermocouple, the thermocouple must cool down before the electromagnet will allow the gas valve to reopen. This can take up to 30 seconds and produces an audible "click".

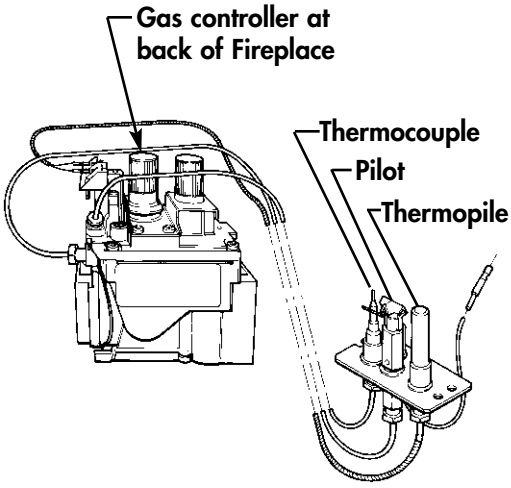


Illustration 15.3 *The pilot is located between the thermocouple and thermopile. The pilot flame is visible on the right side of the firebox.*

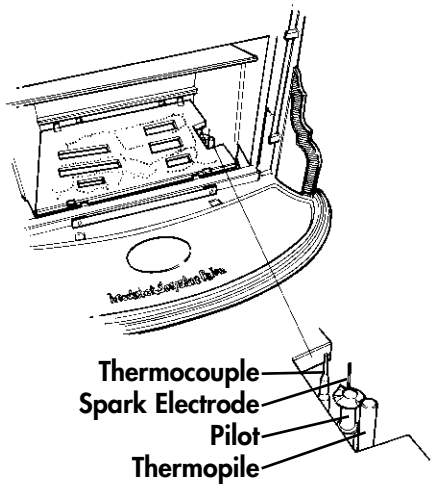


Illustration 15.4 *The pilot assembly is located on the right side of the firebox, about half way back along the side wall*

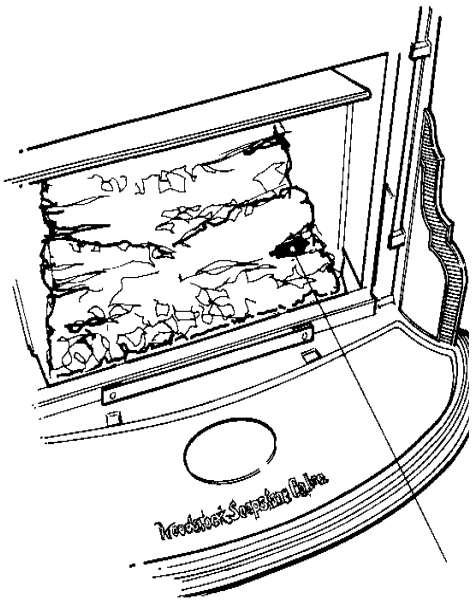


Illustration 15.5 *When the pilot is lit, the flame will be clearly visible at the right side of the firebox, just beneath the right side of the burnt log remnant.*

LIGHTING THE FIRE

NOTE: Remote Control or Thermostat owners see Section 18 or 20 for lighting instructions.

1. Check that the pilot is lit and turn the Gas control knob to the "ON" position. The pilot can be seen at the right side of the logset in front of the small, partial log. If it is not lit, follow the previous instructions for lighting the pilot.
2. Put the "ON/OFF" Rocker Switch to the "ON" position. The Fireplace will light up. There may be a delay in lighting as the thermopile warms to an operating temperature and permits the gas to enter the burner pan.
3. Check that the flames are evenly distributed. They will be mostly blue for the first 15 minutes and then will change to yellow/orange. There may be a slight amount of condensation on the glass. This will disappear when the fireplace heats up.
4. Adjust the flame height and heat output using the "HI-LO" adjustment knob. It adjusts the flame from 100% at "HI" to 70% at "LO".
5. If this is the first time you have burned your new fireplace for any length of time, you may smell the fireplace paint curing. This is normal and will go away within a few hours.
6. The adhesive on the window gasket will also take a few days to cure. This process will create an unpleasant odor. This is normal and will go away after your first few fires.

TURNING OFF THE PILOT

1. To turn off the pilot, simply turn the Gas control switch to "OFF" This turns off the gas supply to both the pilot and the fire.

TURNING OFF THE FIRE

You may use any one of the following methods to shut the fire off:

1. Push the "ON/OFF" Rocker Switch to "OFF" position. This will turn off the fire, but the pilot will remain lit. Simply push it back to "ON" to re-light the fire.
2. **To completely shut off the Fireplace**, including the pilot, turn the Gas Control Knob to the "OFF" position. It is a good idea to turn the Gas Control Knob to "OFF" and turn the manual gas valve on the supply line to "OFF" if the stove will not be used for any length of time. This turns off the pilot, the burner, and the gas supply.

WARNING

Do not attempt to decrease flame size or heat output by closing the manual gas supply valve. This valve should always be in a fully open position.

16. SAFETY INSTRUCTIONS

FOR YOUR SAFETY READ BEFORE OPERATING

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

A. This appliance has a pilot. When lighting the pilot, follow these instructions exactly.

B. **BEFORE OPERATING** 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

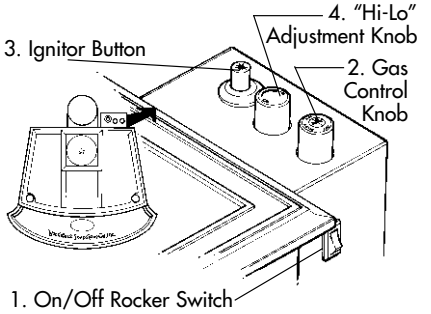
- Do not try to light any gas appliance.
- Do not touch any electric switch; do not use any phone in your building.
- Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier. Call the fire department.

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 that has been under water.

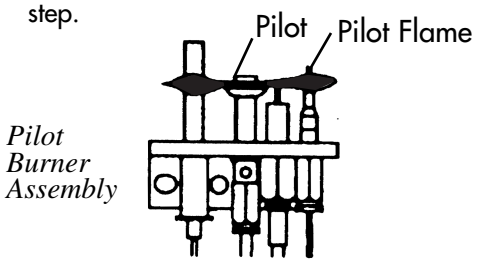
LIGHTING INSTRUCTIONS

1. STOP! Read the safety information on the panel above.
2. Turn thermostat to lowest setting.
3. Turn off all electric power to the appliance.
4. Place the ON/OFF switch in the OFF position.
5. Push in gas control knob slightly and turn clockwise ↷ to "OFF".



NOTE: Knob cannot be turned from "PILOT" to "OFF" unless knob is pushed in slightly. Do not force.

6. Wait five (5) minutes to clear out any gas. If you then smell gas. STOP! Follow "B" in the safety information above on this label. If you don't smell gas, go to the next step.



7. Turn knob on gas control counterclockwise ↶ to "PILOT".
8. Find pilot. The pilot is located below the logset in the forward right corner area of the firebox.
9. Push in control knob all the way and hold in. Immediately light the pilot by pushing the red starred ignitor button once every second for up to 30 seconds. If it does not light in 30 seconds, refer to step number 6.

Continue to hold the control knob in for about 15 seconds after the pilot is lit. Release knob and it will pop back up.
Pilot should remain lit. If it goes out, repeat steps 5 through 9.

* If knob does not pop up when released, stop and immediately call your service technician or gas supplier.

* If the pilot will not stay lit after several tries, turn the gas control knob to "OFF" and call your service technician or gas supplier.

10. Turn gas control knob counterclockwise ↶ to "ON".
11. Place the ON/OFF switch in the ON position; or if you have a remote control, turn the receiver switch to the "ON" position; or if you have a thermostat, place the thermostat switch in the "ON" POSITION.

TO TURN OFF GAS TO APPLIANCE

1. Set the thermostat to the lowest setting.
2. Turn off all electric power to the stove if service is to be performed.
3. Push in gas control knob slightly and turn clockwise ↷ to "OFF."

NOTE: Knob cannot be turned from "PILOT" to 'OFF" unless knob is pushed in slightly. Do not force.

17. REMOTE CONTROL

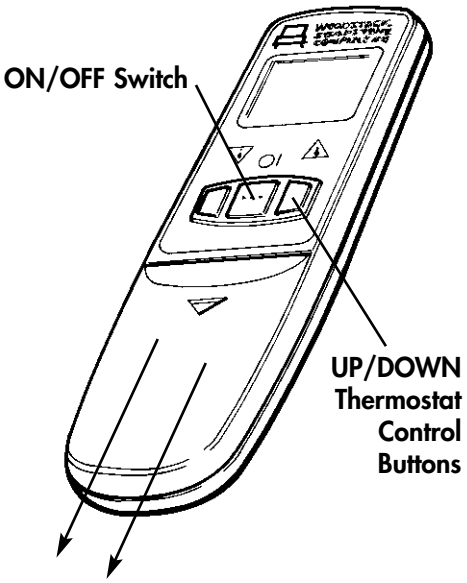


Illustration 17.1 *Remote Transmitter Cover slides back to access all clock and timer settings.*

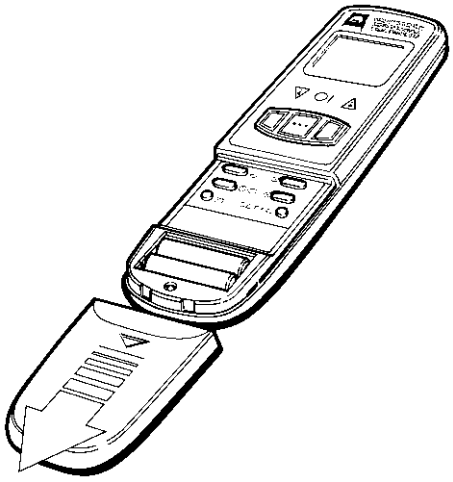


Illustration 17.2 *Remote Transmitter timer and batteries are under sliding cover.*

CONSIDERATIONS FOR SELECTING AN OPTIONAL THERMOSTAT

These are things you might want to consider if you are choosing between a remote control/thermostat and a wall switch/thermostat:

(1) The wall switch has simple sliding controls, so some people will find it easier to use than the remote control, which has digital settings.

(2) The wall switch is not portable, like a remote control, (but the wall switch is impossible to misplace).

(3) You don't have to "point" the wall switch at a receiver.

(4) The wall switch doesn't have a timer, so you cannot program the Fireplace to come on at a specific time.

(5) The wall switch has a larger buffer in the thermostat so there is about 5-10 degrees before the fire will light. The Remote unit has a 1 degree buffer and cycles on and off more frequently, but will keep the temperature very stable.

Both the remote control and the wall switch are useful accessories. The wall switch is a little simpler, a little less versatile, and a little less expensive.

REMOTE CONTROL UNIT

The battery operated remote control has two main parts:

1. The Remote Transmitter
2. The Remote Receiver

THE REMOTE TRANSMITTER HAS THE FOLLOWING FEATURES:

Main Control Pad

"ON-OFF" switch
"ON-OFF" indicators
Ambient temperature read out
Thermostat temperature setting
Raise temperature key
Lower temperature key
Sound "OFF-ON" switch
Clock

Under sliding cover

Change “turn on” time
Change “turn off” time
Read/set clock time
Increase time setting
Decrease time setting
Set timer button
Battery condition

The Remote Receiver must be installed in order to operate the Fireplace using a Remote Transmitter.

A wiring diagram for the Remote Control Unit is attached as Appendix B.

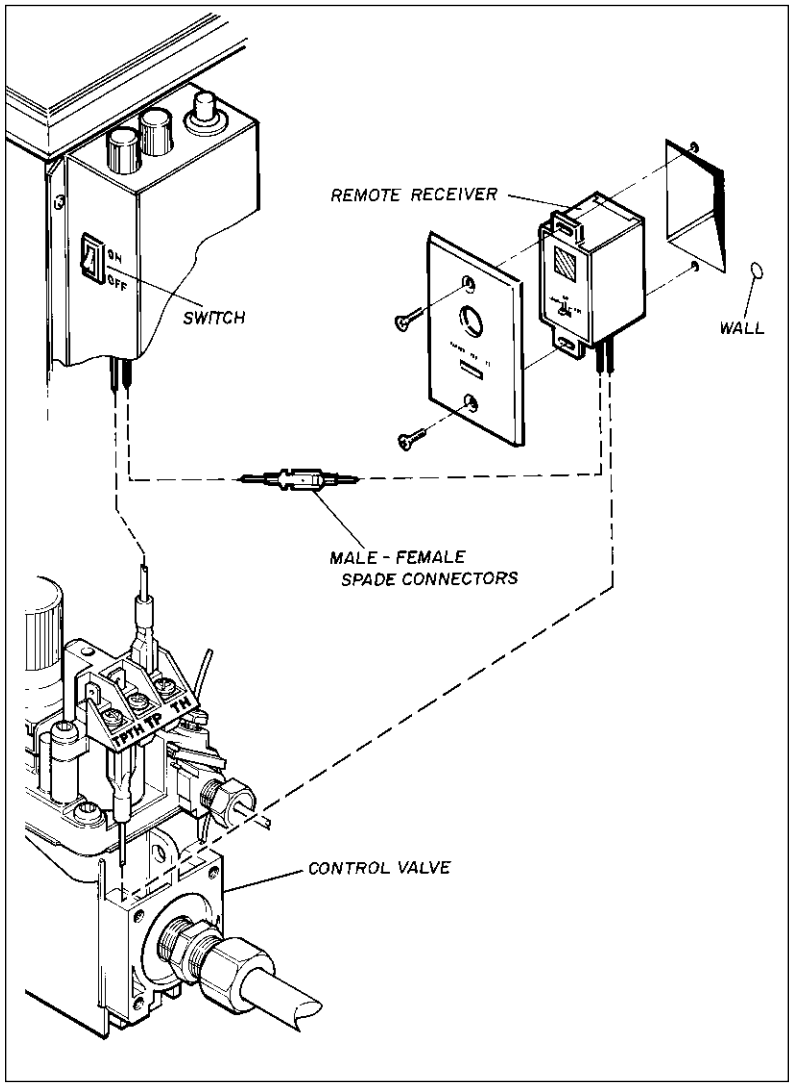


Illustration 17.3 *Remote Receiver Wiring*

The Remote Receiver must be turned on in order to start the Fireplace. When the remote receiver is switched to “Remote”, and the Remote Transmitter is switched on, the Fireplace will turn on and off depending on the temperature setting. You simply set the temperature you want to maintain using the up or down buttons on the main control pad. The Remote Transmitter turns the Fireplace on when the temperature falls below the setting, turns it off when the desired temperature is reached.

NOTE: The Remote Transmitter can only turn the Fireplace on or off. It does not control the flame height or heat output, which are regulated only by the “Hi-Lo” adjustment knob on the gas control.

REMOTE THERMOSTAT:

The Remote Transmitter has a built in thermostat. Place the Transmitter in the area you want to warm and set it for the temperature you want for that area. It transmits a sonic signal. Point the hand-held Remote Transmitter directly at the Remote Receiver. Try to keep the Remote Transmitter within 20 feet of the receiver.

TIMER: You may set the Remote Transmitter to turn on or off at whatever hour you choose. For example, if you want the Fireplace to turn on an hour before you get up in the morning, and go off at night after you have gone to bed. Just set the “turn on time” and the “turn off” time accordingly, say 5:30AM and 10:30PM. Refer to instructions included with remote unit.

CAUTION: If the batteries fail in either your Remote Transmitter or the Remote Receiver, the Fireplace will continue doing whatever it was doing when the batteries failed. If it was burning, it will continue burning until you manually turn it off. If it was off, it will remain off. There is no immediate danger in this situation. You could come home to either a very warm house or, if the Fireplace is your sole source of heat, a very cold house which offers the eventual danger of frozen water pipes. If this is a concern, switch the Remote Receiver from "REMOTE" to "ON" and adjust the flame height to where you believe it will keep the heated area at the desired temperature.

NOTE: If either set of batteries fail in the Transmitter or Receiver the On/Off switch in the receiver will still operate the fireplace. If either set of batteries fail in the Transmitter or Receiver the Remote Transmitter will not function.

18. LIGHTING THE FIRE FOR REMOTE CONTROL OWNERS

1. Check that the pilot is lit and turn the Gas control knob to the "ON" position. The pilot can be seen at the right side of the logset in front of the small, partial log. If it is not lit, follow the previous instructions for lighting the pilot.
2. Put the "ON/OFF" Rocker Switch to the "ON" position.
3. You must select one of the following modes on the Remote Control Receiver to light the fire:

a. The "ON" mode will bypass the remote transmitter functions and light the fireplace directly.

b. The "REMOTE" mode will enable the remote transmitter functions. In this mode the remote transmitter must be turned "ON". When the temperature of that location falls below the setting of the thermostat, built into the remote transmitter, the fireplace will light.

NOTE: NOTE: The transmitter must be pointed directly at the receiver to turn it "ON/OFF". When the receiver recognizes a signal from the transmitter it will produce an audible beep. (SEE THE DETAILED INSTRUCTIONS INCLUDED WITH THE REMOTE CONTROL UNIT)

4. Check that the flames are evenly distributed. They will be mostly blue for the first 15 minutes and then will change to yellow/orange. There may be a slight amount of condensation on the glass. This will disappear when the fireplace heats up.

5. Adjust the flame height and heat output using the “HI-LO” adjustment knob. It adjusts the flame from 100% at “HI” to 70% at “LO”.
6. If this is the first time you have burned your new fireplace for any length of time, you may smell the fireplace paint curing. This is normal and will go away within a few hours.

SHUTTING THE FIRE OFF FOR REMOTE CONTROL OWNERS

You may use any one of the following methods to shut the fire off:

1. Turn the remote transmitter “OFF”. This will work **only if the remote receiver is in the “REMOTE” position**.* To re-light the fire turn the remote transmitter “ON”.

*This will turn off the fire, but the pilot will remain lit.

NOTE: The transmitter must be pointed directly at the receiver to turn it “ON/OFF”. (SEE THE DETAILED INSTRUCTIONS INCLUDED WITH THE REMOTE CONTROL UNIT)

2. Move the remote receiver into the “OFF” position. This will turn off the fire, but the pilot will remain lit. To re-light the fire move it back into the “ON” position.
3. Push the “ON/OFF” Rocker Switch to the “OFF” position. This will turn off the fire, but the pilot will remain lit. Simply push it back to “ON” to re-light the fire.
4. To Completely shut off the Fireplace, including the pilot,turn the Gas Control Knob to the “OFF” position. It is a good idea to turn the Gas Control Knob to “OFF” and turn the manual gas valve on the supply line to “OFF” if the stove will not be used for any length of time. This turns off the pilot, the burner, and the gas supply.

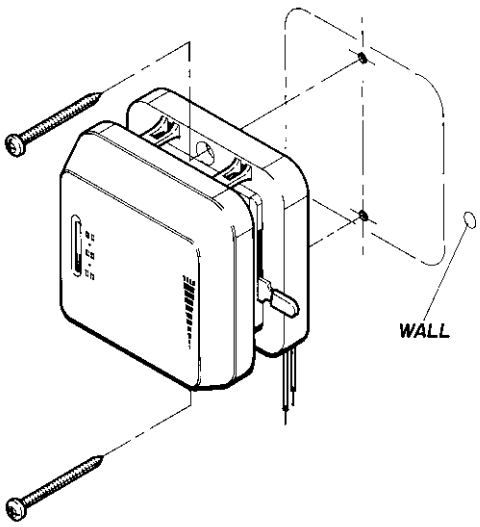


Illustration 19.1 *The wall switch allows you to turn the Fireplace on and off, and control room temperature with a built-in thermostat.*

19. WALL SWITCH/THERMOSTAT

The combination Wall Switch/Thermostat allows you to (1) manually turn the Fireplace on and off from a remote location, and (2) set a thermostat so the Fireplace will maintain a pre-set temperature.

The wall switch should be installed about 5' above the floor, in the same room as the Fireplace. Try to install the wall switch/thermostat on an inside wall, in a location where the thermostat will not be affected by specific sources of heat and cold other than the Fireplace. (For example try to avoid installation on an outside wall, or in a direct path of heat from radiators, warm air registers, or lamps.)

Installation directions are packaged with the wall thermostat, and a wiring diagram is included at the end of this manual as Appendix C.

20. LIGHTING THE FIRE FOR THERMOSTAT OWNERS

1. Check that the pilot is lit and turn the Gas control knob to the “ON” position. The pilot can be seen at the right side of the logset in front of the small, partial log. If it is not lit, follow the previous instructions for lighting the pilot.
2. Put the “ON/OFF” Rocker Switch to the “ON” position.
3. Turn the thermostat to the “ON” position and set it to the desired temperature. The Fireplace will light when the thermostat setting exceeds the room temperature.
4. Check that the flames are evenly distributed. They will be mostly blue for the first 15 minutes and then will change to yellow/orange. There may be a slight amount of condensation on the glass. This will disappear when the fireplace heats up.
5. Adjust the flame height and heat output using the “HI-LO” adjustment knob. It adjusts the flame from 100% at “HI” to 70% at “LO”.
6. If this is the first time you have burned your new fireplace for any length of time, you may smell the fireplace paint curing. This is normal and will go away within a few hours.

SHUTTING THE FIRE OFF FOR THERMOSTAT OWNERS

You may use any one of the following methods to shut the fire off:

1. Turn the temperature control down on the thermostat. This will turn off the fire, but the pilot will remain lit. To turn the fire back on, turn the temperature control up.
2. Put the Thermostat in the "OFF" position. This will turn off the fire, but the pilot will remain lit. Simply put the Thermostat back into the "ON" position to re-light the fire.
3. Push the "ON/OFF" Rocker Switch to the "OFF" position. This will turn off the fire, but the pilot will remain lit. Simply push it back to "ON" to re-light the fire.

   Note: If either the Thermostat or Rocker Switch is in the "OFF" position the Fireplace will remain off.
4. **To Completely shut off the Fireplace**, including the pilot, turn the Gas Control Knob to the "OFF" position. It is a good idea to use this method and shut off the valve to the supply line if the stove will not be used for any length of time.

21. ROUTINE MAINTENANCE

Before performing any maintenance, turn the gas control knob to the “off” position. This will extinguish both the fire and the pilot flame. Wait until the Fireplace is cold before cleaning.

CLEANING THE EXTERIOR CAST IRON OR SOAPSTONE

The metal and soapstone exterior of the Franklin Gas Fireplace may be cleaned with a damp cloth. Any scratches on the soapstone surface may be removed with a medium steel wool followed by a 00 steel wool. If you polish the surface of the soapstone, remove the dust with a soft bristled vacuum cleaner rather than a damp cloth.

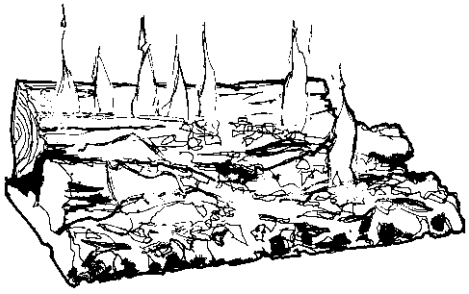


Illustration 21.1 *When the burner is clean and the Fireplace is operating properly, the flame pattern will look approximately like the drawing above.*

CHECK THE PILOT FLAME AND GAS LOG FLAMES PERIODICALLY

The flame pattern should resemble the pattern in illustration 21.1. The pilot flame has three jets. One should hit the thermopile, one should hit the thermocouple, and the middle should burn just above the Burner Pan surface.

CLEANING THE GLASS

Do not clean the glass when it is hot. Always allow it to cool to room temperature.

It will be necessary to clean the ceramic glass occasionally. It is normal for condensation to form on the inside of the glass during a cold start-up. Sometimes dust or lint clings to the condensation. Residue from the initial paint curing inside the firebox can also leave a residue on the inside of the glass.

We recommend that you clean the glass after the first couple weeks of use. After the initial cleaning, the inside of the glass should require cleaning no more than once or twice a year.

To clean the glass, use a mild glass cleaner and a soft cloth. Do not use abrasive cleaners. Lift the front casting up, and pull the bottom of the casting out from the Fireplace. Remove the glass front by rotating the four spring loaded clips that hold the frame in place.

WARNING: Do not strike the glass front. Do not operate the Franklin Gas Fireplace with the glass front removed, cracked, or broken. Replacement of the glass front should be done by a licensed or qualified person. Do not use substitute materials when replacing the front glass and frame assembly. Use only the

correct Woodstock Soapstone Company part #WG-80A Robax Ceramic Glass/Frame Assembly.

If the ceramic front glass becomes cracked or damaged, follow the instructions below to remove the frame and damaged glass

INSTRUCTIONS TO REMOVE OR REPLACE GLASS FRONT:

The glass front on the Franklin Gas Stove consists of a fully gasketed piece of ceramic glass, fastened with refractory adhesive to a steel frame. To replace the glass front and frame:

(1) Remove the front casting. Lift up under the two sets of stars on the front casting, and swing the bottom out. (See illustration 9.1.)

(2) Pull and twist 4 spring-loaded clips to release pressure on glass frame. Use needle nose pliers to reach the side clips. (See illustration 9.3.)

(3) Lift frame and glass out of Glass Window Retainer.

(4) Insert new or replacement frame and glass into Glass Window retainer. The Glass Frame will line up with the edge of the Firebox Frame. Keep the edges properly aligned to achieve the best seal.

(5) Pull and twist 4 spring-loaded clips to clamp glass frame in place. This will compress the gasketing all the way around the glass, making a tight seal between the glass front and the firebox.

(6) Replace front casting. Slide two top tabs up under the top frame, and then swing the bottom in behind the arched retaining rail.

CLEANING THE INSIDE OF THE FIREBOX

The firebox should be cleaned annually. Follow these steps:

1. Turn off gas supply.
2. Remove glass front (see above).
3. Lift out log set and brush it using a soft bristle brush. The log set is fragile, so treat it gently. Inspect log set for any black carbon build-up and remove it. We recommend using a soft-bristled brush rather than a vacuum cleaner to remove dust or lint from the log set.
4. Vacuum the inside of the firebox thoroughly.
5. Check that all gas ports are clear.
6. If glass needs cleaning, use regular glass cleaner or, for stubborn film, oven cleaner. Do not use abrasive cleaners. Never clean the glass when the glass is hot.
7. Replace log set and glass.

22. ANNUAL INSPECTION

The Franklin Gas Fireplace and venting system should be inspected before use, ***and at least annually by a qualified field service person*** to ensure that the flow of combustion and ventilation air is not obstructed, the venting components are in good condition,the two pressure relief lids are properly positioned, and that the appliance is working properly.

Annual Burner and Pilot Inspection and Cleaning

A qualified service technician should clean the burner and pilot annually. In order to properly clean the burner and pilot assembly, you will have to turn off the gas supply to the appliance, and remove the front casting, the glass front, and the log set to expose the burner and pilot assembly.

Clean all foreign materials from the top of the burner and from the pilot assembly with a soft brush or vacuum cleaner. Remove any dust or lint. Check to be sure the burner and burner orifice are clean. If the pilot orifice becomes plugged, disassembly may be required. Inspect for and remove any black carbon buildup in the fire box and logset.

Annual Vent System Inspection

During the annual servicing, a qualified technician should inspect the vent pipe to be sure that both the inside exhaust channel and the outside air intake channel are clean and free of obstructions. All parts should be checked for wear, corrosion, or deterioration. At the end of inspection, the venting components should be reassembled and re-sealed according the the Simpson Dura-Vent instructions.

Annual Pressure Relief Lid Inspection

Visually inspect that the two pressure relief lids shown in illustration 10.2, pg 15, are properly seated. Physically push upward on the pressure relief lid found at the top of the firebox to insure that it can move freely. Make sure it reseats properly when you release it.

23. TROUBLESHOOTING – OWNER

These are troubleshooting problems you could check before calling a technician. If these do not work, you must call in a qualified gas technician

PROBLEM	SOLUTION
• Pilot will not ignite despite repeated pressing of ignitor button and with control valve depressed. Wait five minutes for gas to dissipate, then do the following before retrying	1. Recheck that control valve is set at "PILOT" 2. Make certain that gas is turned on 3. If you are using propane, make sure tank is not empty 4. Look for any loose or disconnected wires on ignitor 5. The ignitor spark may be checked visually. It should be visible thru the logset on the right side in front of the small, partial log.
• Pilot will not stay lit when first trying to light it	1. Gas control knob not held down long enough for thermocouple to heat up to keep pilot gas valve turned on 2. Pilot gas knob not fully depressed
• Burner refuses to light, pilot is working	1. On/Off Rocker switch is "OFF". Turn to "ON" 2. Control valve left in "PILOT" position, turn to "ON" 3. Remote Receiver* switch is turned "OFF" 4. If Remote Receiver* is on "REMOTE": a. Thermostat setting is lower than room temperature. Raise temperature setting? b. The Remote unit is not working. Switch Remote Receiver from "REMOTE" to "ON" . If burner turns on, either Remote Transmitter or Remote Receiver is not working. Replace batteries, first in the Remote Transmitter. If that does not work, replace the battery in the Remote Receiver. If that does not work, call Woodstock Soapstone for repair or replacement.
• Burner flame too low	1. "HI-LO" adjustment knob set at "LO"
• Glass has white residue on inside	1. Usual causes are contaminants in the combustion air. Contaminants (called aldehydes) could be from garden fertilizers or sprays, paint, any dust that is combustible.

*Optional Equipment

PROBLEM	SOLUTION
• Glass has white residue on inside *(continued)*	2. Contaminants from paints or sealants used in manufacturing the Fireplace or normal impurities in Gas.
• Glass has brown residue inside	1. Over long periods of time (months), this may occur if you are burning LP gas because it has more impurities than natural gas. You will need to clean the glass more often. 2. This can result rapidly if the flame is not properly adjusted or there are other conditions that generate soot. Adjustments should be made by a service technician.
• Pungent odor	1. Check to be sure pressure relief doors on top of the firebox and heat exchanger are seated properly. 2. Partial burning of aldehydes (See “Glass has white residue...” immediately above). 3. This condition means that carbon monoxide is present. 4. Call gas technician to check gas connection and installation. Note: During the first few days of operation, there will be an odor generated by the curing process. This is normal and will abate.
• Soot accumulating up on walls or furniture	1. Your gas Fireplace and venting system are sealed so that it is virtually impossible for soot to come from them. The most common source for this complaint turns out to be from burning candles. 2. If you do not ever burn candles or do not have other open flames, check for the presence of soot in your Fireplace's firebox. If there is, look for a gasket leak around the glass or where the vent pipe exits the Fireplace. If there is a leak, there would likely be soot evident in the area of the leak.
• If you have a Carbon Monoxide (CO) sensor alarm, and it sounds	1. Incomplete or interrupted combustion of aldehydes a. Ventilate room until aldehydes are all burned off, that is, until the pungent odor is gone. b. A gas technician should check gas connection and installation.

24. WARRANTY

Your Woodstock Soapstone Gas Fireplace has been carefully tested and inspected prior to shipment to you. We take pride in every Fireplace we build but our greatest satisfaction comes from our customers' continued happiness with their Woodstock Soapstone Stoves. In addition to this limited warranty, you have our assurance that we will be here to assist you in the installation, operation and maintenance of your Woodstock Soapstone Stove for the life of the Fireplace. Our customer service team is always happy to answer your questions.

Should you discover a defect, please call us for instruction about return and replacement of the defective part. We will replace free of cost any part that is defective in material or workmanship for one year from date of shipment. If you take delivery during the late spring or summer, we will extend the warranty start date to Thanksgiving of that year. If you find that you will be starting up your Fireplace later than Thanksgiving, please let us know by calling or writing us and giving us your projected installation and start up date. We will then confirm to you, in writing, an extended warranty expiration date.

We further warrant that each Fireplace is exactly as we have represented it. If you are not completely satisfied with the appearance, quality or performance of your Fireplace, you may return it within 30 days of delivery.

If your Fireplace is shipped by common carrier, it is insured against damage in transit. We will repair or replace any Fireplace damaged in transit. Please inspect your Fireplace carefully on receipt and report any damage to us within three days of receipt.

This Warranty does not cover damage caused by abuse or neglect or if your Fireplace was installed or used contrary to the instructions in your owner's manual.

Woodstock Soapstone Company employees have no authority to offer any warranty or remedy that varies from those covered here. This Warranty is not transferable.

Woodstock Soapstone Company will not be liable for incidental and consequential damages. (This may not apply to you if you live in a state that does not allow the exclusion of incidental and consequential damages).

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

This limited warranty is in strict accordance with the Moss-Magnuson Warranty Act.