

## 13. TROUBLESHOOTING - INSTALLER ONLY

(CERTIFIED GAS TECHNICIAN ONLY)

PROBLEM	CAUSE	SOLUTION
Pilot will not light despite repeated clicking 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. Ignition wire is broken or corroded: replace
		c. Misaligned electrode, wrong gap: gap should be 1/8"
3. Low gas pressure.	d. Electrode insulator is cracked or tip is corroded: replace electrode	
	a. Wrong inlet pressure; adjust inlet pressure regulator to 4" w.c. for NG, 11" w.c. for LP.	
Pilot will not stay lit	1. Low gas pressure	a. Adjust inlet pressure regulator to 4" w.c. for NG, 11" w.c. for LP.
	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 with induced heat source applied. If less than 18mV, replace.
	5. Defective electromagnet, check operation as follows:	a. Verify open-circuit thermocouple voltage is between 18mV and 28mV with induced heat source applied. If so, electromagnet is faulty and valve must be replaced.
	6. Lack of oxygen	a. Check venting for blockage, loose connections, and that configuration meets requirements for the stove
	7. High wind	a. Call Woodstock Soapstone Company for windguard options designed for your stove and installation.
Pilot burning, main burner will not light	1. Gas Control knob in wrong position	a. Check that gas control knob is "ON".
	2. Temperature set in remote transmitter is lower than room temperature, and remote set to Auto.	a. Increase set temperature on remote, go to manual mode, increase gas flow manually with switch, or knob on valve.
	3. Gas supply orifice is clogged.	a. Remove and blow out with compressed air or clean out with brush.

\*Optional Equipment

<b>PROBLEM</b>	<b>CAUSE</b>	<b>SOLUTION</b>
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 ensuring that the venturi is positioned over the orifice and pilot flame is running over the top surface of the burner pan.
	2. High Wind	a. Call Woodstock Soapstone Company for wind guard options designed for your stove and installation.
	3. Low manifold pressure	a. Use manometer to check output from controller. Must be 3.5" w.c. for N.G. and 10.5" w.c. for LP. (Check inlet pressure first)
	4. Low pilot flame	a. Adjust the setting of the "pilot" valve on the controller.(Check inlet pressure first)
	5. 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. Confirm pressure relief lids on top of and at the rear of firebox are properly seated.
	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.The inner pipe is more critical than the outer wall. b. Be sure that the pipe system is completely without interruptions from the fireplace to the outside termination cap.
	2. Low gas pressure.	a. Confirm inlet pressure. b. Make sure the gas storage tank is not too low. (Under 20%) 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. Call Woodstock Soapstone Company for wind guard options designed for your stove and installation.
	2. Pressure relief lids out of position	a. Confirm pressure relief lids on top of and at the rear of firebox are properly seated.

## 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.

## 15. LIGHTING INSTRUCTIONS

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.**

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

**BEFORE OPERATING**, smell all around the appliance area for gas. Be sure to smell next to the floor because LP 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.

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 fire or explosion.

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.

**BEFORE LIGHTING YOUR STOVE READ THESE INSTRUCTIONS CAREFULLY!  
DO NOT LIGHT THE STOVE IF YOU SMELL GAS!**

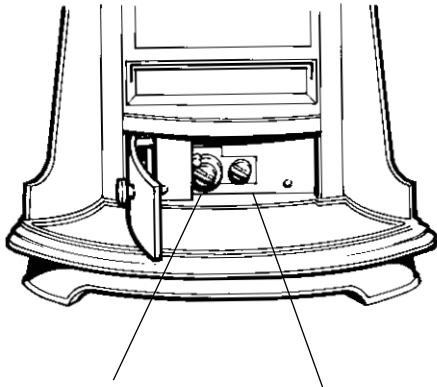
### TO LIGHT THE PILOT

1. PUSH THE GAS CONTROL KNOB IN COMPLETELY AND WHILE THE KNOB IS PUSHED IN, TURN IT **REPEATEDLY** COUNTERCLOCKWISE FROM "IGN" TO "PILOT". EACH TIME YOU TURN THE KNOB TO "PILOT" YOU WILL HEAR A CLICK AS IT PRODUCES A SPARK.

- When you push the control knob in, you are letting gas into the firebox.
- Each time you turn the knob to the left and hear a click, you are producing a spark.

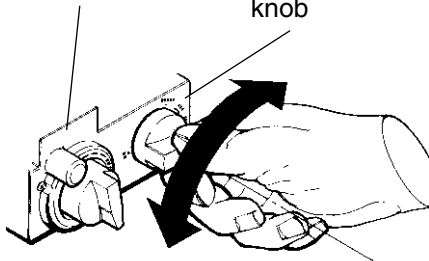
2. IF THE PILOT DOES NOT LIGHT IN THE FIRST 5-6 SECONDS, **STOP**.

- Turn the control knob to the "OFF" position. Wait 5 minutes for the gas to dissipate before attempting to light the stove again.

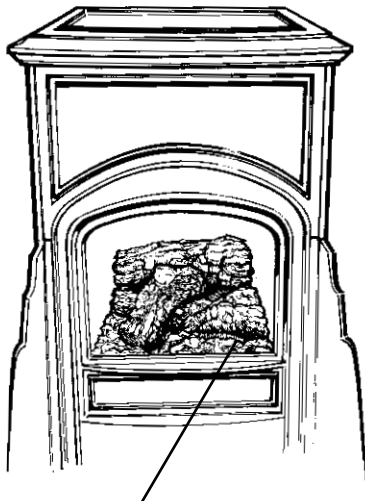


Flame adjustment knob

Gas control knob



The knob on the right lights the pilot and the main burner. The knob on the left controls flame height and burner On/Off.



Look for Pilot here.

– If you attempt to light the stove too soon the accumulated gas will ignite, causing an explosion.

### 3. WHEN THE PILOT LIGHTS, CONTINUE TO HOLD THE KNOB IN FOR 10 SECONDS SO THE PILOT WILL STAY LIT.

- When the pilot lights a small flame will be visible below the logset at the right front corner of the firebox.
- Depressing the gas control for 10 seconds after the pilot is lit warms the thermocouple.
- Release the knob. The pilot will remain lit.

### TO LIGHT THE BURNER

#### 1. CONFIRM THE PILOT IS LIT.

- The pilot must be lit before the burner will light.
- Follow instructions above if pilot is not lit.

#### 2. TURN THE GAS CONTROL KNOB COUNTERCLOCKWISE FROM "PILOT" TO "ON". THE BURNER WILL IGNITE

- If flames do not appear in 10 seconds it may be necessary to turn the flame adjustment (left) knob counterclockwise until flames appear.

NOTE: Flame height can be controlled manually at the control panel using the left knob; at the rear of the stove using the HI/LO - ON/OFF switch; or with the optional remote control.

NOTE: Knob cannot be turned from "PILOT" to "OFF" unless depressed slightly. Do not force or use tools.

### TO TURN OFF GAS TO APPLIANCE

To turn the main burner off manually turn the ON-PILOT-OFF knob clockwise to pilot. In this position the flames from the main burner will be extinguished, but the pilot will remain lit. The left flame adjustment knob may also be used to turn the burner off by turning it clockwise until it stops. The HI/LO - ON/OFF switch at the back of the stove and the optional remote control can also extinguish the main burner by simply holding the flame adjustment button in the LO position until the flames go out.

**CAUTION; HOT WHILE IN OPERATION. DO NOT TOUCH. KEEP CHILDREN, CLOTHING, FURNITURE, GASOLINE AND OTHER LIQUIDS HAVING FLAMMABLE VAPORS AWAY.**

**WARNING:** Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to the owner's information manual provided with this appliance. For assistance or additional information consult a qualified installer, service agency or the gas supplier.

**CAUTION:** Do not operate this appliance with glass removed, cracked or broken. Replacement of the panel(s) should be done by a licensed or qualified service person.

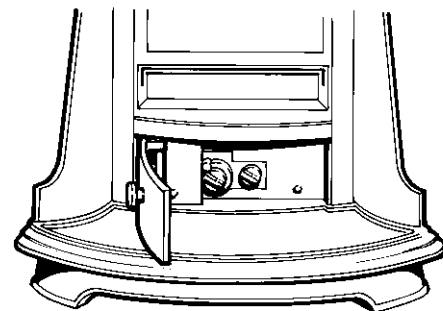


Illustration 15.2 To ignite the pilot, use the two controls indicated above.

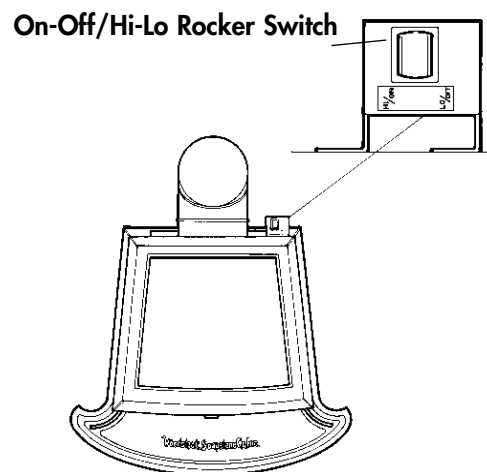


Illustration 15.1 Switch at back of stove controls flame height and burner On/Off.

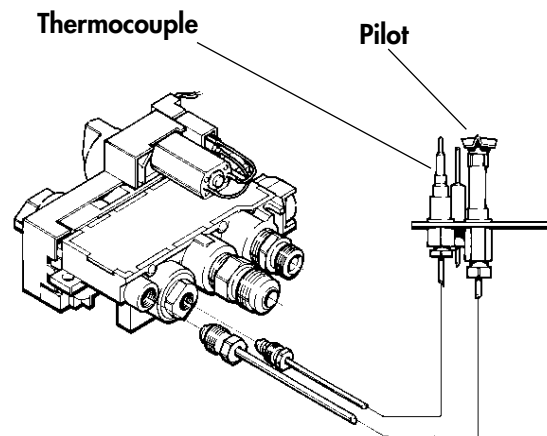


Illustration 15.3 The pilot is located next to the thermocouple. The pilot flame is visible on the right side of the firebox.

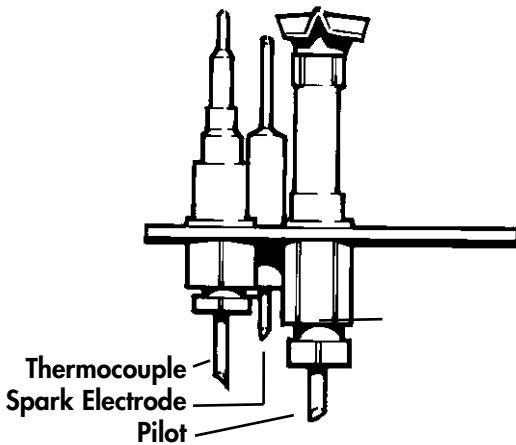


Illustration 15.4 *The pilot assembly is located on the right side of the firebox.*

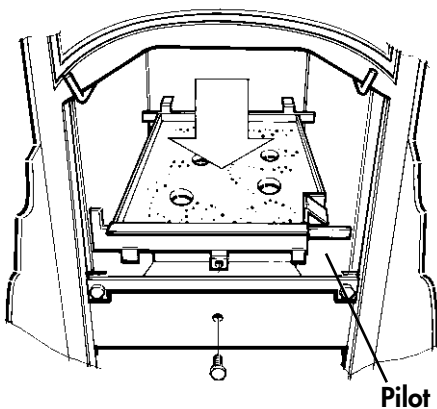


Illustration 15.5 *When the pilot is lit, the flame will be clearly visible at the right side of the firebox, beneath the right side of the burner pan.*

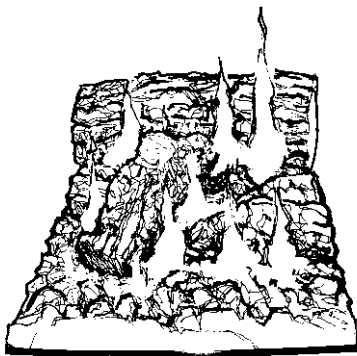


Illustration 15.6 *After the fire has burned for 15 minutes the flames should be evenly distributed and have a mostly yellow appearance.*

### 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 safety mechanism can take up to 30 seconds and produces an audible “click”.

### ADDITIONAL NOTES

1. Check that the flames are evenly distributed. (See illustration 15.6.) in LP burning stoves they will be mostly blue for the first 15 minutes and then will change to yellow/orange. NG stoves will remain very blue/translucent. There may be a slight amount of condensation on the glass. This will disappear when the fireplace heats up.
2. 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.
3. 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 about 10 to 12 hours of use on High.
4. **To completely shut off the Stove**, 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.
- 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.

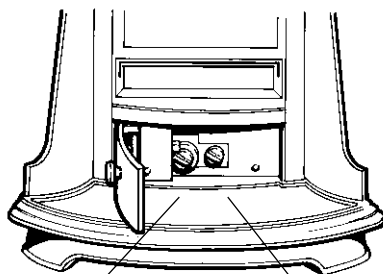
### WHAT TO DO IF YOU SMELL GAS

- Do not try to light any gas appliance.

### LIGHTING INSTRUCTIONS

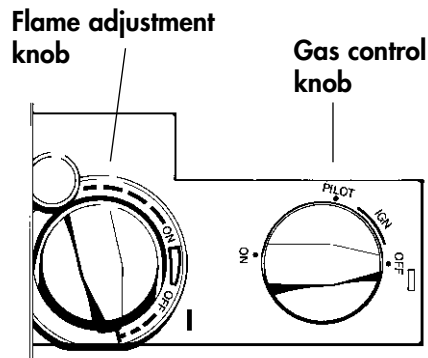
1. STOP! Read the safety information on the panel above.

If you don't smell gas, go to the next step.



Flame adjustment knob

Gas control knob

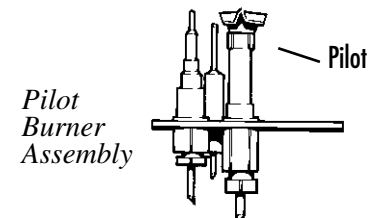


2. Push in gas control knob slightly and turn clockwise to "OFF".  
NOTE: Knob cannot be turned from "PILOT" to "OFF" unless knob is pushed in slightly. Do not force.
3. Wait five (5) minutes to clear out any gas. If you then smell gas. STOP! Follow "B" in the safety information above on this label.

4. Push gas control knob in completely and turn counterclockwise repeatedly from "IGN" to "PILOT". (audible click)
5. Find pilot. The pilot is located below the logset in the forward right corner area of the firebox.
6. Continue to hold the control knob in for about 10 seconds after the pilot is lit. Release knob and it will pop back up.

Pilot should remain lit. If it goes out, repeat steps 4 and 5.

- \* 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.



7. Turn gas control knob counter clockwise to ON, turn flame adjustment knob counter clockwise until flames appear.

### TO TURN OFF GAS TO APPLIANCE

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.

Turn manual gas supply valve off if stove will not be used for an extended length of time.

## 17. REMOTE CONTROL

### REMOTE CONTROL UNIT

The Cottage Franklin gas stove is available with an optional remote control. The remote can adjust flame height, turn the main burner on and off when pilot is lit, as well as function as a timer or thermostat for your stove.

The remote control unit has two main components, a remote transmitter (see diagram 17.1) and a receiver.

The battery operated remote control has two main parts:

1. The Remote Transmitter  
(1- 9 volt battery)
2. The Remote Receiver  
(4 AA batteries)

### THE REMOTE TRANSMITTER HAS THE FOLLOWING FEATURES:

#### Main Control Pad

- “ON-OFF” “HI-LO” buttons
- Mode indicators
- Ambient temperature read out
- Thermostat temperature setting
- Clock
- Timer
- Battery condition

Detailed instructions for setting and operating the remote control unit are located under the sliding cover on the back of the transmitter.

The 9V battery is also located under the cover. Further instructions are included from the manufacturer.

A wiring diagram for installation can be found on page 36 in this manual. (See Appendix B, page 36)

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

Once the remote control receiver has been wired into the control valve, and the transmitter has been properly set it can be used to control the stove in several ways.

-Flame adjustment - the height of the flames can be adjusted up and down using the large buttons on the transmitter. This will regulate the heat output of the stove. If the flame is adjusted to the minimum the main burner flame will be extinguished. The burner will re-ignite when the flame adjustment is increased.

- As a thermostat - A specific temperature can be maintained automatically using the remote control unit. Once a desired

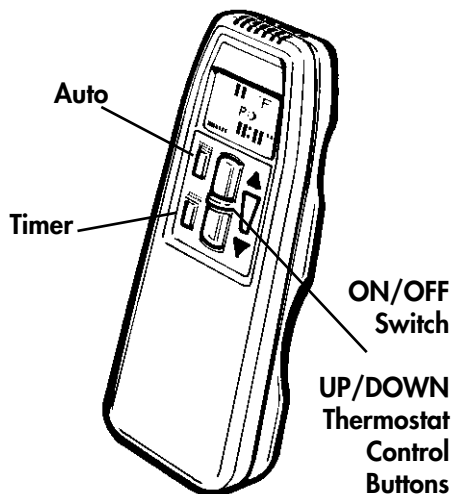


Illustration 17.1 The remote transmitter controls flame height, and acts as a thermostat.

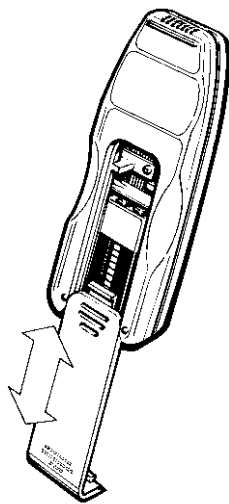


Illustration 17.2 The transmitter battery (9V) and programming instructions are under the sliding cover.

temperature has been set in the transmitter the stove will automatically cycle on and off and/or adjust flame height to maintain it.

-As a timer - specific on and off times can be pre-set in the transmitter and will be maintained in this mode.

**NOTE: If either set of batteries fail in the Transmitter or Receiver the Remote Transmitter will not function.**

**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.

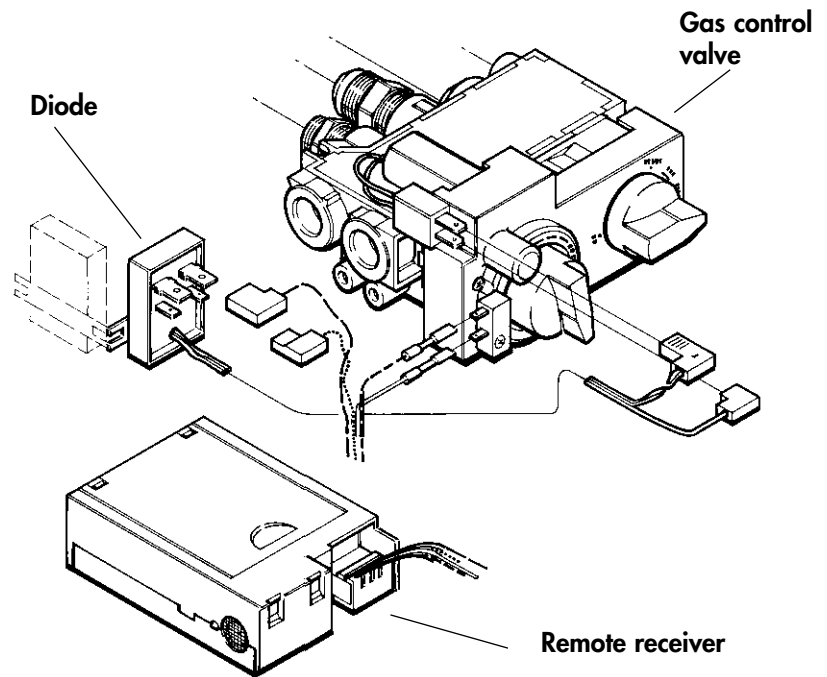


Illustration 17.3 Remote Receiver Wiring



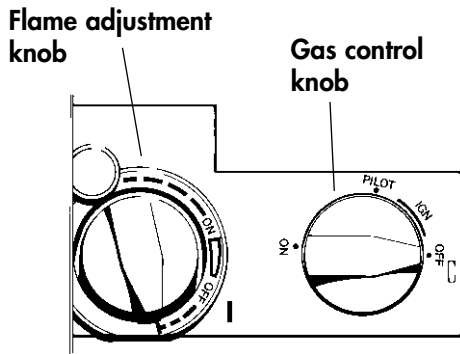


Illustration 18.1 To light the main burner with the remote the pilot must be lit and the gas control knob turned to ON.

## 18. LIGHTING THE FIRE FOR REMOTE CONTROL OWNERS

To light the main burner with the optional remote:

Confirm the pilot is lit. If not lit, follow instructions for lighting pilot on page 21.

Turn the right gas control knob counter clockwise to the ON position.

Use the flame adjustment button on the remote to increase gas flow until flames appear. If flames appear immediately when the gas control knob is turned to the ON position the remote can then be used to control the flame height and turn the burner On or OFF with the large flame adjustment buttons.

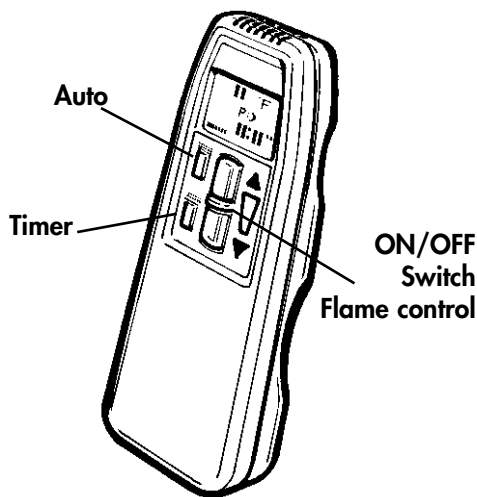


Illustration 18.2 Use the large buttons to turn the main burner ON or OFF and control flame height.

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.

Flame height can be controlled manually at the control panel using the left knob; at the rear of the stove using the HI/LO - ON/OFF switch; on with the optional remote control.

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:

To turn the burner off using the remote simply adjust the flame to the minimum until it is extinguished. To turn off the pilot as well as the main burner, the gas control knob must be pushed in and turned from the ON position through PILOT to OFF. If the stove will not be used for any length of time, it is a good idea to shut off the valve on the gas supply line. This turns off the burner, pilot, and gas supply.

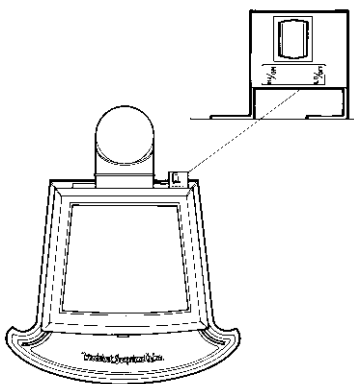


Illustration 18.3 Turning the burner ON or OFF and controlling flame height can be done with the switch at the back of the stove.

## 19. 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 Cottage Franklin Gas Stove may be cleaned with a damp cloth. Any scratches on the soapstone surface may be removed with number 000 or 0000 steel wool. If you polish the surface of the soapstone, remove the dust with a vacuum cleaner rather than a damp cloth.

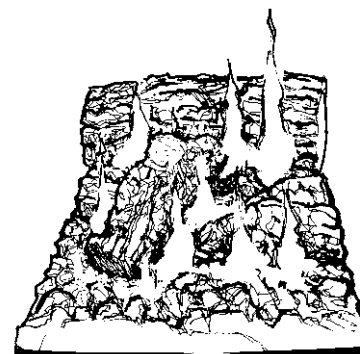


Illustration 19.1 *When the burner is clean and the Fireplace is operating properly, the flame pattern will look approximately like the drawing above.*

### CHECK THE PILOT FLAME AND GAS LOG FLAMES PERIODICALLY

The flame pattern should resemble the pattern in diagram 19.1. One of the pilot flames should hit the thermocouple and the middle flame should angle up toward the main burner pan at the right front corner. Black carbon deposits on the logset are common, especially in LP burning stoves. Excessive loose build-up may have an impact on flame appearance. See “Cleaning the inside of the firebox” for cleaning instructions.

### 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 two spring loaded clips that hold the frame in place.

**WARNING: Do not strike the glass front. Do not operate the Cottage Franklin Gas Stove 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**

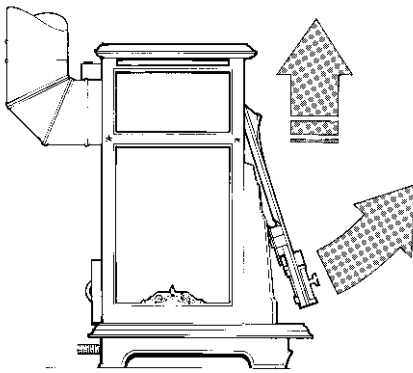


Illustration 19.2 To remove the front casting, lift straight up under the lip that extends over the top of the glass. This assembly includes the swinging door.

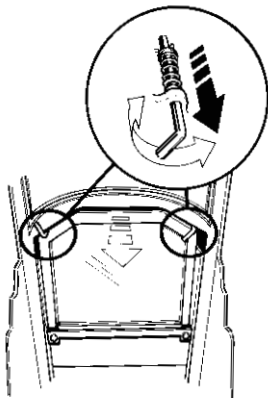


Illustration 19.3 The glass front is held in place by two spring-loaded clips. To release the clips, pull and twist.

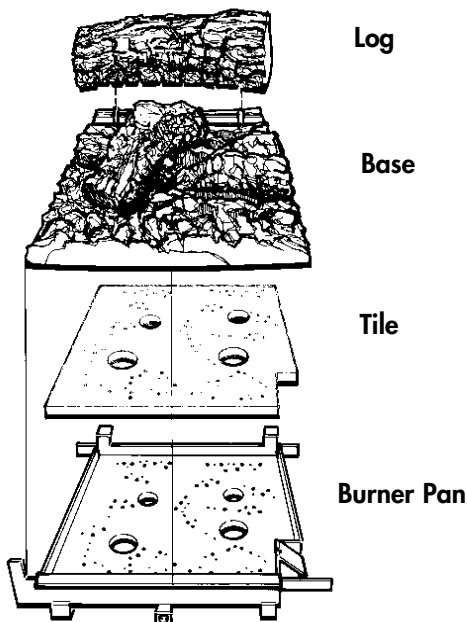


Illustration 19.4 . Ceramic tile and Logset are fragile. Please handle with care while installing and cleaning.

materials when replacing the front glass and frame assembly.

Use only the correct Woodstock Soapstone Company part #G-140 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 the front casting, and swing the bottom out. (See illustration 19.2.)
- (2) Pull and twist 2 spring-loaded clips to release pressure on glass frame. (See illustration 19.3.)
- (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 2 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 top tab 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 illustration 19.2.).
3. The logset and ceramic tile are extremely fragile and must be handled with care. A soft bristle brush may be used delicately to remove any dust or lint or loose black carbon deposits which may accumulate. Do not use a vacuum on the logset or tile. Remove both, then use a vacuum to clean the burner pan. (See illustration 19.4.)
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.

## 20. ANNUAL INSPECTION

### ANNUAL INSPECTION

The Cottage Franklin Gas Stove 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, 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, the log set and ceramic tile 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.

#### 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 to the Simpson Dura-Vent instructions.

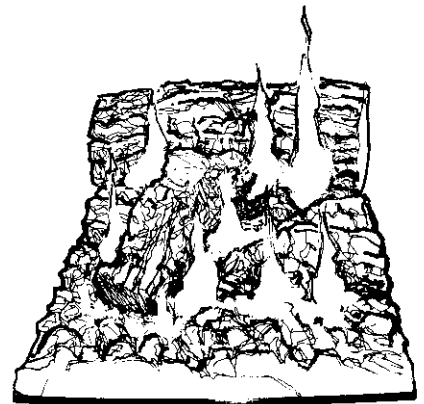


Illustration 20.1 *When the burner is clean and the Fireplace is operating properly, the flame pattern will look approximately like the drawing above.*

## 21. 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

<b>PROBLEM</b>	<b>SOLUTION</b>
<ul style="list-style-type: none"> <li>• Pilot will not light even though gas control knob has been depressed and turned repeatedly. Wait five minutes for gas to dissipate, then do the following before retrying</li> </ul>	<ol style="list-style-type: none"> <li>1. Confirm that you are following the pilot lighting instructions on page 21.</li> <li>2. Make certain that gas supply is turned on.</li> <li>3. If you are using propane, make sure tank is not too low. (Under 20%)</li> <li>4. Verify the ignitor wire is properly connected and undamaged.</li> <li>5. The ignitor spark may be checked visually at the right front of the firebox with the logset removed.</li> </ol>
<ul style="list-style-type: none"> <li>• Pilot will not stay lit when first trying to light it</li> </ul>	<ol style="list-style-type: none"> <li>1. Gas control knob not held down long enough for thermocouple to heat up to keep pilot gas valve turned on. (About 10 seconds after being lit)</li> <li>2. Pilot gas knob not fully depressed</li> </ol>
<ul style="list-style-type: none"> <li>• Burner refuses to light, pilot is working</li> </ul>	<ol style="list-style-type: none"> <li>1. Turn left flame adjustment knob counterclockwise until flames appear.</li> <li>2. Be sure temperature set in remote control is higher than room temperature; adjust flame height with remote, flame adj. Knob, or switch on back of stove.</li> <li>3. If options 1 and 2 have been checked turn off the pilot immediately. Orifice or manifold may be obstructed. Turn the left flame adjustment knob to “off” and call a qualified technician to remove either part and clear obstruction.</li> </ol>
<ul style="list-style-type: none"> <li>• Burner flame too low</li> </ul>	<ol style="list-style-type: none"> <li>1. Flame adjustment knob set at “LO”, Turn knob counter clockwise to increase.</li> <li>2. Check vent pipe for possible blockage or loose connections.</li> <li>3. Call a qualified technician to check gas pressures.</li> </ol>
<ul style="list-style-type: none"> <li>• Glass has white residue on inside</li> </ul>	<ol style="list-style-type: none"> <li>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.</li> </ol>

<b>PROBLEM</b>	<b>SOLUTION</b>
<ul style="list-style-type: none"> <li>• Glass has white residue on inside <i>(continued)</i></li> </ul>	<ol style="list-style-type: none"> <li>2. Contaminants from paints or sealants used in manufacturing the Fireplace.</li> </ol>
<ul style="list-style-type: none"> <li>• Glass has brown residue inside</li> </ul>	<ol style="list-style-type: none"> <li>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.</li> <li>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.</li> </ol>
<ul style="list-style-type: none"> <li>• Pungent odor</li> </ul>	<ol style="list-style-type: none"> <li>1. Confirm pressure relief lids on top of and at the rear of firebox are properly seated.</li> <li>2. Partial burning of aldehydes (See “Glass has white residue...” immediately above).</li> <li>3. This condition means that carbon monoxide is present.</li> <li>4. Call gas technician to check gas connection and installation.</li> </ol> <p>Note: During the first few days of operation, there will be an odor generated by the curing process. This is normal and will abate.</p>
<ul style="list-style-type: none"> <li>• Soot accumulating up on walls or furniture</li> </ul>	<ol style="list-style-type: none"> <li>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.</li> <li>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.</li> </ol>
<ul style="list-style-type: none"> <li>• If you have a Carbon Monoxide (CO) sensor alarm, and it sounds</li> </ul>	<ol style="list-style-type: none"> <li>1. Incomplete or interrupted combustion of aldehydes               <ol style="list-style-type: none"> <li>a. Ventilate room until aldehydes are all burned off, that is, until the pungent odor is gone.</li> <li>b. A gas technician should check gas connection and installation.</li> </ol> </li> </ol>

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## 22. 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-