

# Owner's Manual

## Care and Operation

**INSTALLER:** Leave this manual with party responsible for use and operation.

**OWNER:** Retain this manual for future reference.

Contact your dealer with questions regarding installation, operation or service.

**NOTICE:** DO NOT discard this manual!

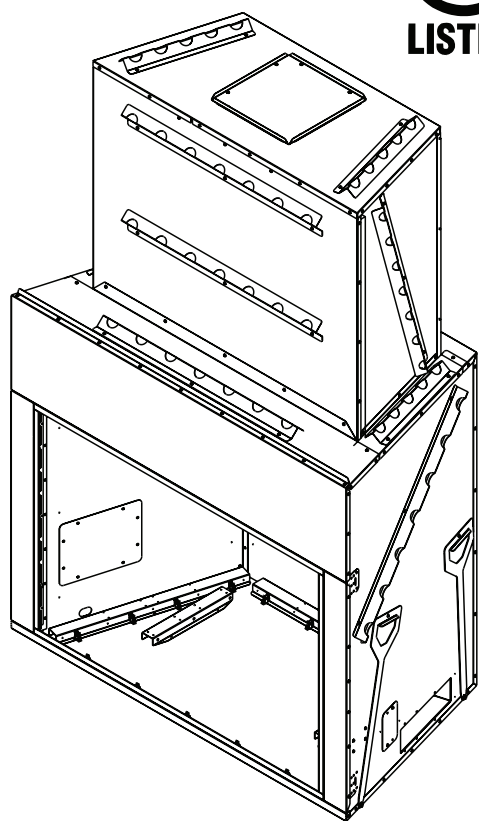
# HEAT & GLO™

Where everything comes together

**Model:**

**PHOENIX42-IFT**

**GAS-FIRED**



**▲ WARNING:**  
**FIRE OR EXPLOSION HAZARD**  
Failure to follow safety warnings exactly could result in serious injury, death, or property damage.

- **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.
  - Leave the building immediately.
  - 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.

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

In the Commonwealth of Massachusetts installation must be performed by a licensed plumber or gas fitter.

See appliance installation manual for additional Commonwealth of Massachusetts requirements.

# 1 Welcome

Read this manual before operating this appliance.  
Please retain this Owner's Manual for future reference.

Read the Installation Manual before making any installation or finishing changes.

## A. Congratulations

Congratulations on selecting a Heat & Glo gas fireplace, an elegant and clean alternative to wood burning fireplaces. The Heat & Glo gas fireplace you have selected is designed to provide the utmost in safety, reliability, and efficiency.

As the owner of a new fireplace, you'll want to read and carefully follow all of the instructions contained in this owner's manual. Pay special attention to all cautions and warnings.

This owner's manual should be retained for future reference. We suggest that you keep it with your other important documents and product manuals.

The information contained in this owner's manual, unless noted otherwise, applies to all models and gas control systems.

Your new Heat & Glo gas fireplace will give you years of durable use and trouble-free enjoyment. Welcome to the Heat & Glo family of fireplace products!

### Local Dealer Information

**DEALER:** Fill in your name, address, phone and email information here and appliance information below.

Dealer Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Email: \_\_\_\_\_

#### Appliance Information:

Brand: \_\_\_\_\_ Model Name: \_\_\_\_\_  
 Serial Number: \_\_\_\_\_ Date Installed: \_\_\_\_\_

### Listing Label Information/Location

The model information regarding your specific fireplace can be found on the rating plate usually located in the control area of the fireplace.

**Hearth & Home Technologies**  
7571 - 215th Street West  
Lakeville, MN 55044

**Energy Verified**  
Rendement Énergétique Vérifié

SERIAL NO. DE SÉRIE **MP095000001** **GAS-FIRED**

ANSI Z21.50-2016/CSA 2.22-2016/CAN/CSA P4.1-15  
VENTED DECORATIVE GAS APPLIANCES. FOR USE AT HIGH ALTITUDES.  
This installation must conform with local codes or, in the absence of local codes, with the National Fuel Gas Code, ANSI Z223.1/NFPA 54, or the Natural Gas and Propane Installation Code, CSA B149.1.

MODEL/MODÈLE  LEGACY42-IFT  PHOENIX42-IFT MFG. DATE/DATE DE FAB.

GAS TYPE/TYPE DE GAZ	NATURAL/NATUREL	PROPANE
ALTIITUDE	0-2000 2000-4000 FT/PI	0-2000 2000-4000 FT/PI
MAX INPUT/DÉBIT	65,000 65,000 BTUH	65,000 65,000 BTUH
MANIFOLD PRESSURE/PRESSION TUBULAIRE MAX.	3.5 IN. W.C./C. D'EAU	10.0 IN. W.C./C. D'EAU
MIN. INLET PRESS. FOR THE PURPOSE OF INPUT ADJUSTMENT	5.0 IN. W.C./C. D'EAU	11.0 IN. W.C./C. D'EAU
PRESS. MIN. D'ALIMENTATION		
ORIFICE SIZE/DIAM. DE L'INJECTEUR	#20/4.09 mm DIA. 19.8%	#40/2.49 mm DIA. 21.7%

FE%  
LESS THAN/MOINS DE 3 AMPERES, 115V, 60 Hz  
NOT FOR USE WITH GLASS DOORS.  
FOR USE ONLY WITH AUTOMATIC VENT DAMPER DEVICE PART NUMBER 4095-039. FOLLOW INSTALLATION INSTRUCTIONS.  
FOR USE ONLY WITH BARRIER PART NUMBER GV80BK. FOLLOW INSTALLATION INSTRUCTIONS.  
DO NOT REMOVE OR COVER THIS LABEL.  
VENTED GAS FIREPLACE - NOT FOR USE WITH SOLID FUEL.  
UTILISEZ SEULEMENT AVEC LE DISPOSITIF AUTOMATIQUE D'AMORTISSEUR DE VENTILATION NUMÉRO DE PIÈCE 4095-039,  
SUIVEZ LES INSTRUCTIONS D'INSTALLATION.  
À USAGE UNIQUEMENT AVEC LE NUMÉRO DE PIÈCE BARRIÈRE GV80BK.  
SUIVRE LES INSTRUCTIONS D'INSTALLATION.  
NE PAS ENLEVER OU COUVRIR CETTE ÉTIQUETTE.  
FOYER À GAZ VENTILÉ - NE PAS UTILISER AVEC DU CARBURANT SOLIDE.

**UL LISTED**  
File No. MH26457  
CERTIFIED FOR CANADA  
CERTIFIÉ POUR LE CANADA

Serial Number

BAR CODE  
3 OF 9

## ▲ Safety Alert Key:

- **DANGER!** Indicates a hazardous situation which, if not avoided will result in death or serious injury.
- **WARNING!** Indicates a hazardous situation which, if not avoided could result in death or serious injury.
- **CAUTION!** Indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.
- **NOTICE:** Used to address practices not related to personal injury.

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➔ = Contains updated information.

## B. Limited Lifetime Warranty

### Hearth & Home Technologies LIMITED LIFETIME WARRANTY

Hearth & Home Technologies, on behalf of its hearth brands (“HHT”), extends the following warranty for HHT gas, wood, pellet and electric hearth appliances that are purchased from an HHT authorized dealer.

#### **WARRANTY COVERAGE:**

HHT warrants to the original owner of the HHT appliance at the site of installation, and to any transferee taking ownership of the appliance at the site of installation within two years following the date of original purchase, that the HHT appliance will be free from defects in materials and workmanship at the time of manufacture. After installation, if covered components manufactured by HHT are found to be defective in materials or workmanship during the applicable warranty period, HHT will, at its option, repair or replace the covered components. HHT, at its own discretion, may fully discharge all of its obligations under such warranties by replacing the product itself or refunding the verified purchase price of the product itself. The maximum amount recoverable under this warranty is limited to the purchase price of the product. This warranty is subject to conditions, exclusions and limitations as described below.

#### **WARRANTY PERIOD:**

Warranty coverage for consumers begins at the date of installation. In the case of new home construction, warranty coverage begins on the date of first occupancy of the dwelling or six months after the sale of the product by an independent, authorized HHT dealer/distributor, whichever occurs earlier. However, the warranty shall commence no later than 24 months following the date of product shipment from HHT, regardless of the installation or occupancy date. The warranty period for parts and labor for covered components is produced in the following table.

The term “Limited Lifetime” in the table below is defined as: 20 years from the beginning date of warranty coverage for gas appliances, and 10 years from the beginning date of warranty coverage for wood and pellet appliances. These time periods reflect the minimum expected useful lives of the designated components under normal operating conditions.

Warranty Period		HHT Manufactured Appliances and Venting					
Parts	Labor	Gas	Pellet	Wood	Electric	Venting	Components Covered
1 Year		X	X	X	X	x	All parts including handles, external enameled components and other material except as covered by Conditions, Exclusions, and Limitations listed
2 years			X	X			Igniters, Auger Motors, Electronic Components, and Glass
		X					Electrical components limited to modules, remotes/wall switches, valves, pilots, blowers, junction boxes, wire harnesses, transformers and lights (excluding light bulbs)
		X		X			Molded Refractory Panels, Glass Liners
3 years			X				Firepots, burnpots, mechanical feeders/auger assemblies
5 years	1 year	X					Vent Free Burners, Vent Free Logs
			X	X			Castings, Medallions and Baffles
6 years	3 years			X			Catalyst - Limitations Listed
7 years	3 years		X	X			Manifold tubes, HHT Chimney and Terminations
10 years	1 year	X					Burners, logs and refractory
Limited Lifetime	3 years	X	X	X			Firebox and heat exchanger, FlexBurn® System (engine, inner cover, access cover and fireback)
1 Year	None	X	X	X	X	X	All replacement parts beyond warranty period

See conditions, exclusions and limitations on the next page

## B. Limited Lifetime Warranty (*continued*)

### **WARRANTY CONDITIONS:**

- This warranty only covers HHT appliances that are purchased through an HHT authorized dealer or distributor. A list of HHT authorized dealers is available on the HHT branded websites.
- This warranty is only valid while the HHT appliance remains at the site of original installation.
- This warranty is only valid in the country in which the HHT authorized dealer or distributor that sold the appliance resides.
- Contact your installing dealer for warranty service. If the installing dealer or distributor is unable to provide necessary parts, contact the nearest HHT authorized dealer or supplier. Additional service fees may apply if you are seeking warranty service from a dealer other than the dealer from whom you originally purchased the product.
- Check with your dealer in advance for any costs to you when arranging a warranty call. Travel and shipping charges for parts are not covered by this warranty.
- Limited Catalyst Warranty
  - o For wood burning products containing a catalyst, the catalyst will be warranted for a six-year period to the original purchaser at the site of original installation. The purchaser must provide the name, address, and telephone number of the location where the product is installed, proof of original purchase date, date of failure, and any relevant information regarding the failure of the catalyst.

### **WARRANTY EXCLUSIONS:**

This warranty does not cover the following:

- Changes in surface finishes as a result of normal use. As a heating appliance, some changes in color of interior and exterior surface finishes may occur. This is not a flaw and is not covered under warranty.
- Damage to printed, plated, or enameled surfaces caused by fingerprints, accidents, misuse, scratches, melted items, or other external sources and residues left on the plated surfaces from the use of abrasive cleaners or polishes.
- Repair or replacement of parts that are subject to normal wear and tear during the warranty period are not covered. These parts include: paint, wood and pellet gaskets, firebricks, grates, flame guides, batteries and the discoloration of glass.
- Expansion, contraction, or movement of certain parts causing noise. These conditions are normal and complaints related to this noise are not covered by this warranty.
- Damages resulting from: (1) failure to install, operate, or maintain the appliance in accordance with the installation instructions, operating instructions, and listing agent identification label furnished with the appliance; (2) failure to install the appliance in accordance with local building codes; (3) shipping or improper handling; (4) improper operation, abuse, misuse, continued operation with damaged, corroded or failed components, accident, or improperly/incorrectly performed repairs (5) environmental conditions, inadequate ventilation, negative pressure, or drafting caused by tightly sealed constructions, insufficient make-up air supply, or handling devices such as exhaust fans or forced air furnaces or other such causes; (6) use of fuels other than those specified in the operation instructions; (7) installation or use of components not supplied with the appliance or any other components not expressly authorized and approved by HHT; (8) modification of the appliance not expressly authorized and approved by HHT in writing; and/or (9) interruptions or fluctuations of electrical power supply to the appliance.
- Non-HHT venting components, hearth connections or other accessories used in conjunction with the appliance.
- Any part of a pre-existing fireplace system in which an insert or a decorative gas appliance is installed.
- HHT's obligation under this warranty does not extend to the appliance's capability to heat the desired space. Information is provided to assist the consumer and the dealer in selecting the proper appliance for the application. Consideration must be given to the appliance location and configuration, environmental conditions, insulation and air tightness of the structure.

### **This warranty is void if:**

- The appliance has been over-fired, operated in atmospheres contaminated by chlorine, fluorine, or other damaging chemicals. Over-firing can be identified by, but not limited to, warped plates or tubes, deformation/warping of interior cast iron structure or components, rust colored cast iron, bubbling, cracking and discoloration of steel or enamel finishes.
- The appliance is subjected to prolonged periods of dampness or condensation.
- There is any damage to the appliance or other components due to water or weather damage which is the result of, but not limited to, improper chimney or venting installation.

### **LIMITATIONS OF LIABILITY**

- The owner's exclusive remedy and HHT's sole obligation under this warranty, under any other warranty, express or implied, or in contract, tort or otherwise, shall be limited to replacement, repair, or refund, as specified above. In no event will HHT be liable for any incidental or consequential damages caused by defects in the appliance. Some states do not allow exclusions or limitation of incidental or consequential damages, so these limitations may not apply to you. This warranty gives you specific rights; you may also have other rights, which vary from state to state. EXCEPT TO THE EXTENT PROVIDED BY LAW, HHT MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY SPECIFIED HEREIN. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO DURATION OF THE EXPRESSED WARRANTY SPECIFIED ABOVE.

## 2 Product Specific Information

### A. Appliance Certification

**MODELS:** Phoenix42-IFT  
**LABORATORY:** Underwriters Laboratories, Inc. (UL)  
**TYPE:** Vented Decorative Gas Appliances  
**STANDARD:** ANSI Z21.50-2016 · CSA 2.22-2016

This product is listed to ANSI standards for “Vented Decorative Gas Appliances” and applicable sections of “Gas Fired Appliances for Use at High Altitudes”.

Vented decorative gas appliance: not a source of heat; not for use with solid fuel.

**NOTICE:** *This installation must conform with local codes. In the absence of local codes you must comply with the National Fuel Gas Code, ANSI Z223.1-latest edition in the U.S.A. and the CAN/CGA B149 Installation Codes in Canada.*

**NOT INTENDED FOR USE AS A PRIMARY HEAT SOURCE.**  
 This appliance is tested and approved as either supplemental room heat or as a decorative appliance. It should not be factored as primary heat in residential heating calculations.

Installation and service of this appliance should be performed by qualified personnel. Hearth & Home Technologies recommends HHT Factory Trained or NFI certified professionals.



### B. BTU Specifications

Models (U.S. or Canada)		Maximum Input BTU/h	Orifice Size (DMS)
Phoenix42-IFT (NG)	(0-2000 FT)	65,000	.161 in. (#20)
Phoenix42-IFT (Propane)	(0-2000 FT)	65,000	.098 (#40)

**⚠ WARNING:** This product and the fuels used to operate this product (liquid propane or natural gas), and the products of combustion of such fuels, can expose you to chemicals including benzene, which is known to the State of California to cause cancer and reproductive harm. For more information go to: [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

# 3 Important Safety and Operating Information

## A. Appliance Safety

**WARNING! DO NOT operate fireplace before reading and understanding operating instructions. Failure to operate fireplace according to operating instructions could cause fire or injury.**

**DANGER**



- Keep children away.
- CAREFULLY SUPERVISE children in same room as fireplace.
- Alert children and adults to hazards of high temperatures.

**High temperatures may ignite clothing or other flammable materials.**

- Clothing, furniture, draperies, and other flammable materials must not be placed on or near the appliance.

Young children should be carefully supervised when they are in the same room as the appliance. Toddlers, young children and others may be susceptible to accidental contact burns.

- A physical barrier is recommended if there are at risk individuals in the house.
- To restrict access to a fireplace, install an adjustable safety gate to keep toddlers, young children and other at risk individuals out of the room and away from hot surfaces.
- Install a switch lock or a wall/remote control with child protection lockout feature.
- Keep remote controls out of reach of children.
- Never leave children alone near a hot fireplace, whether operating or cooling down.
- Teach children to NEVER touch the fireplace.
- Consider not using the fireplace when children will be present.

Contact your dealer for more information, or visit: [www.hpba.org/safety-information](http://www.hpba.org/safety-information).

To prevent unintended operation when not using your fireplace for an extended period of time (summer months, vacations, trips, etc):

- Remove batteries from remote controls.
- Unplug 6 volt adapter plug (IPI).

## Clear Space

**WARNING! DO NOT place combustible objects in front of the fireplace. High temperatures could start a fire. See Figure 3.1.**

Avoid placing candles and other heat-sensitive objects on mantel or hearth. Heat could damage these objects.

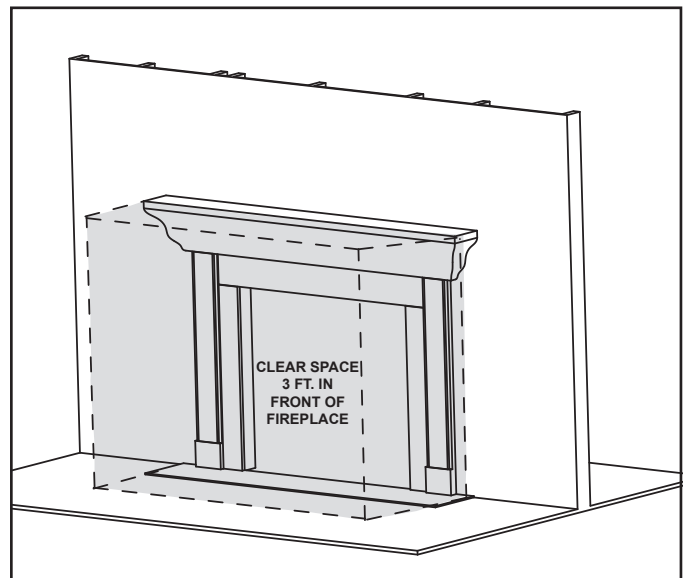


Figure 3.1 Clear Space Requirement - All Models

## Over Firing

The appliance is considered to be over firing if the flames are higher than the appliance opening. Call a qualified service technician to service the appliance.



## B. General Operating Parts

Figure 3.2 references the general operating parts of the appliance and the section of this manual in which they are discussed.

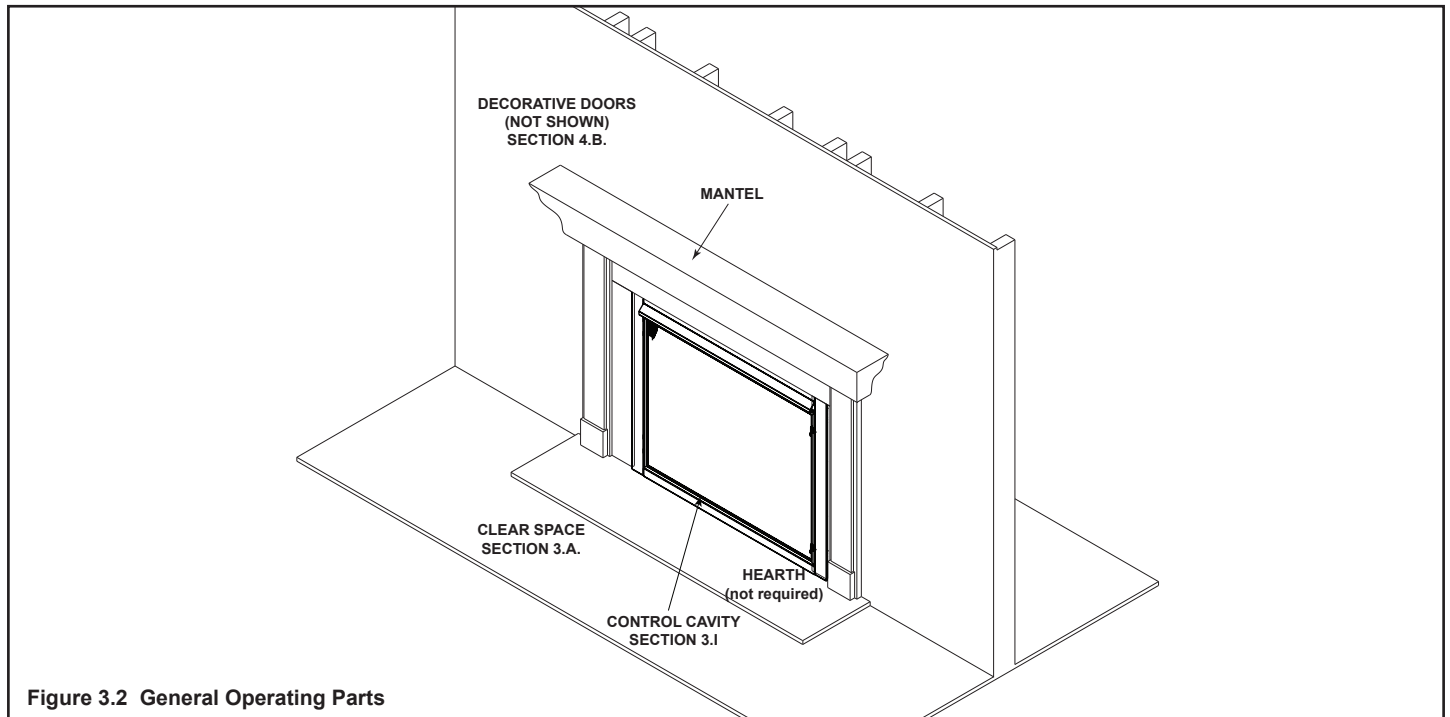


Figure 3.2 General Operating Parts

Note: This appliance is equipped with an outside air handle on both the right and left side of the appliance opening. Optional AK22 Air Kits must be installed in order for outside air to function properly.

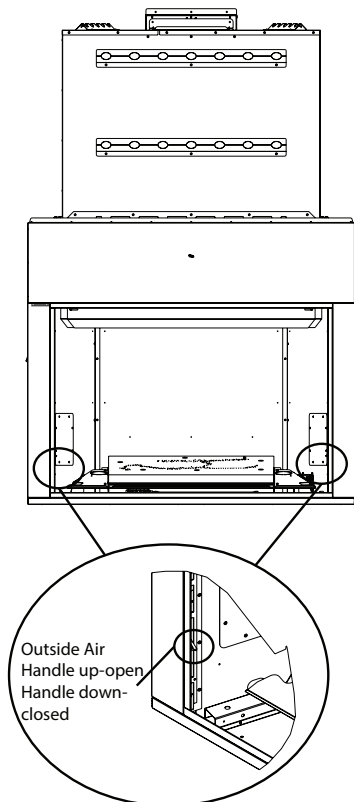


Figure 3.3 Outside Air Operation

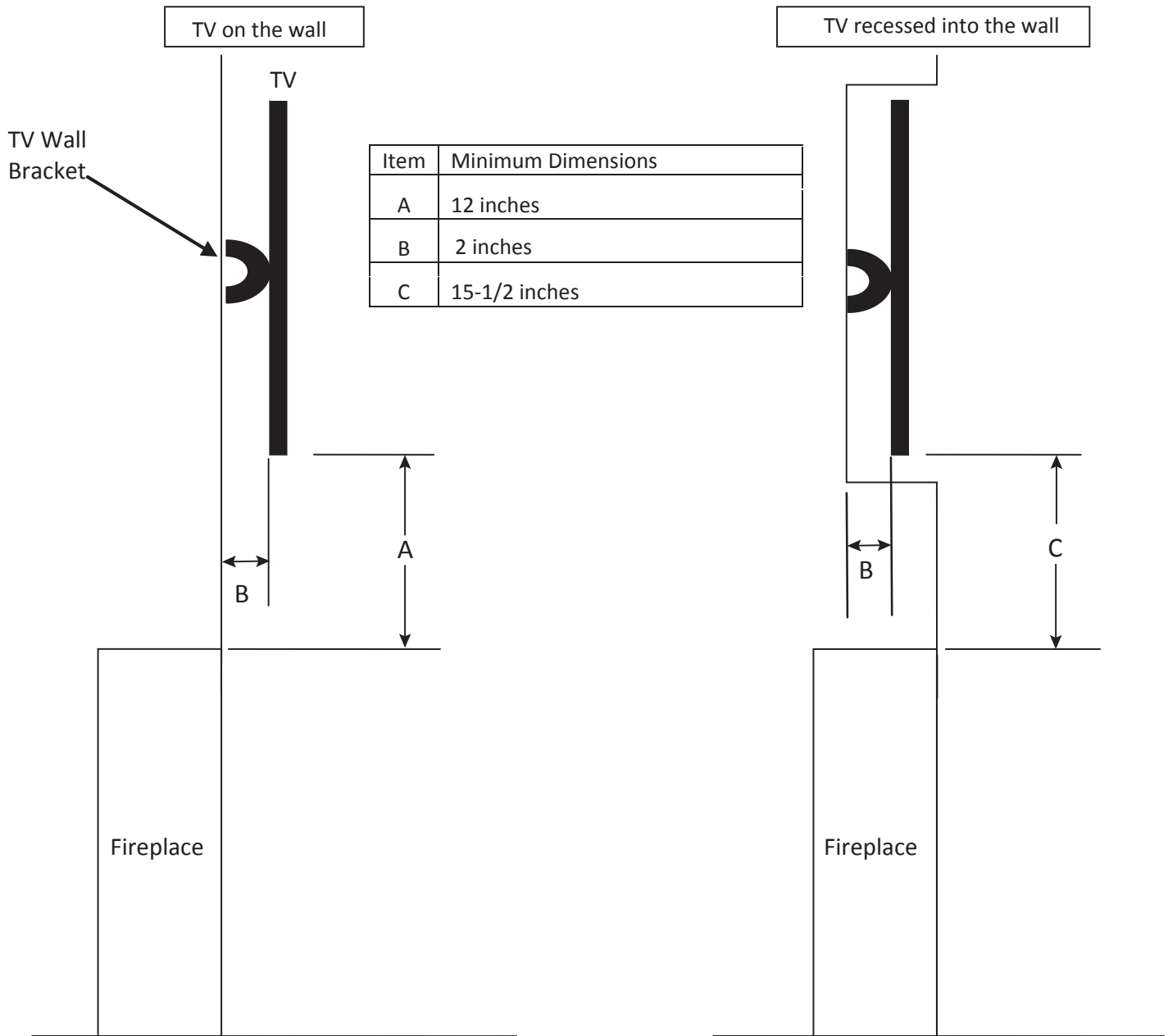
## C. Fuel Specifications

**WARNING! Risk of Fire or Explosion!** Appliance must be set up for compatible gas type!

- This appliance is designed to operate on either natural gas or propane. Make sure the appliance is compatible with gas type selected for installation site.
- Conversions must be made by a qualified service technician using Hearth & Home Technologies specified and approved parts.



## D. Good Faith Wall Surface/TV Guidelines



### Notes:

1. These are good faith recommended clearances only and not a guarantee of compliance with all TV manufacturers' maximum allowable operating temperatures.
2. Since every home has unique air flow characteristics and maximum allowable operating temperatures can vary from manufacturer to manufacturer and from model to model, actual TV temperatures should be validated at the time of each installation. TVs should not be used in situations where the actual TV temperature exceeds the manufacturers' maximum allowable operating temperatures identified in the TV's technical specifications. Contact the TV's manufacturer directly if you cannot locate this information or have questions regarding the information.
3. Mantel height and depth must conform to mantel requirements specified in the fireplace installation manual.
4. "A" and "C" dimension taken from the top of the fireplace opening.
5. Suggestions on how to further reduce TV temperatures:
  - a. Increase "A" dimension.
  - b. Increase "C" dimension.

Figure 3.4 Good Faith Guidelines

## **E. Before Lighting Appliance**

Before operating this fireplace for the first time, **have a qualified service technician:**

- Verify all shipping materials have been removed from inside and/or underneath the firebox.
- Review proper placement of logs, ember material and/or other decorative materials.
- Check the wiring.
- Check the air shutter adjustment.
- Ensure that there are no gas leaks.

# 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 is equipped with an ignition device which automatically lights the pilot. Do not try to light the pilot by hand.
- 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.
  - 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.
- C. Use only your hand to push in and move the gas control valve or turn the gas control knob. Never use tools. If the lever or knob will not move 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.
- If you cannot reach your gas supplier, call the fire department.

## 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.

## LIGHTING INSTRUCTIONS

1. STOP! Read the safety information above on this label.
2. Turn wall switch to the "OFF" position to the lowest setting.
3. Turn off all electric power to the appliance.
4. This appliance is equipped with an ignition device which automatically lights the pilot. Do NOT try to light the pilot by hand.
5. Wait five 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.
6. To turn on the burner, turn on all electric power to this appliance and turn on the wall switch.
7. If the appliance will not operate, follow the instructions "TO TURN OFF GAS TO APPLIANCE" and call your service technician or gas supplier.

## TO TURN OFF GAS TO APPLIANCE

1. Turn off wall switch.
2. Turn off all electric power to the appliance if service is to be performed.
3. Push the gas control lever in and move to the "OFF" position or push the gas control lever to the "OFF" position. Do not force.
4. Replace the control access panel.



**WARNING:** This product and the fuels used to operate this product (liquid propane or natural gas), and the products of combustion of such fuels, can expose you to chemicals including benzene, which is known to the State of California to cause cancer and reproductive harm. For more information go to: [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

**For use with natural gas or propane. A conversion kit as supplied by the manufacturer shall be used to convert this appliance to the alternative fuel.**

- \* Also certified for installation in a bedroom or a bed-sitting room.
- \* For U.S. only!

Due to high surface temperatures, keep children, clothing and furniture away.

Keep burner and control compartment clean. See installation and operating instructions accompanying the appliance.

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

This appliance must be installed in accordance with local codes, if any; if not, follow ANSI Z223.1 or, in Canada, current CAN/CGA-B149.

This appliance must be properly connected to a venting system in accordance with the manufacturer's installation instructions.

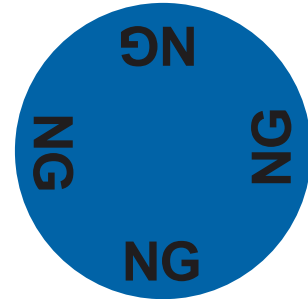
**WARNING:** Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to the owner's information manual provided with the appliance. For assistance or additional information consult a qualified installer, service agency or the gas supplier.

**CAUTION:** Hot while in operation. Do not touch. Keep children, clothing, furniture, gasoline and other liquids having flammable vapors away.

## WARNING RISK OF FIRE

This appliance is intended to burn a specified gas fuel only. Do not attempt to use with solid wood fuel or another type of fuel. Do not attempt to modify or use any other type of gas burner system.

**WARNING:** Disconnect the electric power before servicing. If for any reason the original wire supplied with the appliance must be replaced, it must be replaced with 105° C or its equivalent.



## G. Appliance Break-In

### Initial Break-in Procedure

- The fireplace should be run three to four hours continuously.
- Turn the fireplace off and allow it to completely cool.

This cures the materials used to manufacture the fireplace.

**NOTICE! Open windows for air circulation during fireplace break-in.**

- Some people may be sensitive to smoke and odors.
- Smoke detectors may activate.

## H. Operation During A Power Outage (IPI)

The Phoenix42-IFT, being a power vented appliance, will NOT function during a power outage.

## I. Valve and Component Access

Gas valve and electrical components are located within the appliance valve compartment, beneath the burner and hearth refractory. The center hearth refractory must be removed to access components. See Figure 3.5.



Figure 3.5

- To remove the center hearth refractory, lift the rear edge of the refractory and tilt towards the front of the appliance. It may be necessary to lift slightly on grate in order for hearth refractory to clear.
- Carefully lift center hearth refractory out of the appliance and set aside.
- Gas valve and electrical components should now be accessible. See Figure 3.6.

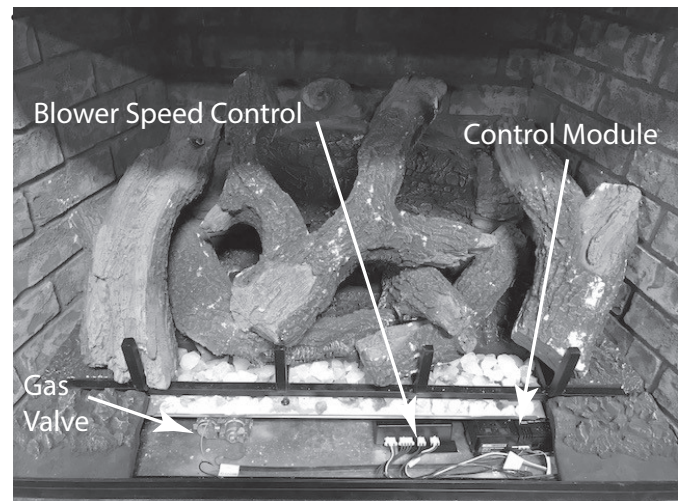


Figure 3.6

## J. Intellifire™ Touch

### Operating Instructions

The Phoenix42-IFT product comes factory equipped with the IFT-RC400 remote.

1. The Electronic Control Module has a three-position ON/OFF/REMOTE selector switch that must be set for proper operation. See Figure 3.8. When changing switch positions, it is important to pause in each position for 1-2 seconds.

#### OFF Position:

The appliance is off and will not respond to any command from the remote control. The appliance should be in the OFF position during installation, setup, service and fuel conversion.

#### ON Position:

Disabled in power vent mode, will result in a power vent fault code.

#### Remote Position:

The remote position allows operation of the appliance from the remote control. The control module switch must be in this position to pair with the remote control and the auxiliary module. See the remote control installation manual for detailed instructions on pairing.

Note: The control module has a safety feature that will automatically shut down the appliance after 9 hours of continuous operation without receiving a command from the remote.

2. A wired wall switch is NOT available when a power vent is used, such as with the Phoenix42-IFT product.
3. A control module reset is required if the module is in a lockout mode. When this occurs, the appliance is shut down and the control module status indicator LED will be blinking a RED/GREEN error code along with a one-time audible double beep. Refer to the troubleshooting chart to interpret the error code and take corrective action as required.


**CAUTION! Risk of burns!** Appliance surfaces are hot when operating and during cool down. Use care and wear gloves when opening the front and accessing components inside the appliance.

### Appliance ON/OFF

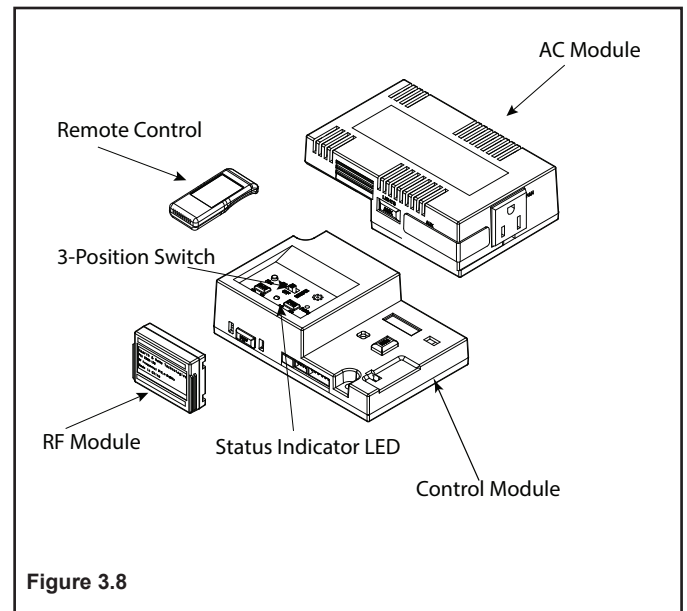
The IFT-RC400 remote is used to control the ON/OFF function of the appliance. Follow instructions included with the remote.

! DANGER

RISK OF EXPLOSION



**DO NOT** cycle the ON/OFF/REM selector switch more than one time within a five minute period. Gas may accumulate in firebox. Call a qualified service technician.



### To reset the Control Module and/or Power Vent Speed Control after a lock-out error:

**CAUTION! Risk of burns!** Be aware the appliance may be HOT, use care in accessing the Control Module and Speed Control.

Step 1: Access appliance component area. See section I “Valve and Component Access”.

Step 2: Observe the flashing error code displayed on the Control Module prior to resetting. See section 5.C, Troubleshooting, for list of error codes.

- An “Error Power Vent” code, (5 red, 1 green) will require a reset of both the Control Module and the Power Vent Speed Control. All other errors require a reset of the Control Module only.

Step 3: Set the Control Module selector switch to OFF position. Wait five (5) minutes to allow possible accumulated gas to clear.

Step 4: Set the control module selector switch to the REMOTE position. Module will beep once and flash a three GREEN LED code on successful startup.

Step 5: Using the handheld remote control, turn the appliance to the “ON” setting and check the error status of Power Vent Speed Control.

- If Power Vent Speed Control displays a red LED, the Speed Control must to be reset. Continue to Step 6.
- If Speed Control displays a green LED, no reset is needed. Go to Step 7.

Step 6: Using a paper clip depress reset button, located on the right side of the Power Vent Speed Control one time. The red error LED will be cleared and the green S1 or S2 LED should be lit.

**Note:** Pressing of the reset button more than once will alter the blower speed preset. Make certain that the selected speed (S1 or S2) matches the speed indicated on the Power Vent Speed Control label. If correct speed is not indicated on label, set speed to S2. The selected speed is now the default speed setting whenever the appliance is placed into operation. See Figure 3.7.

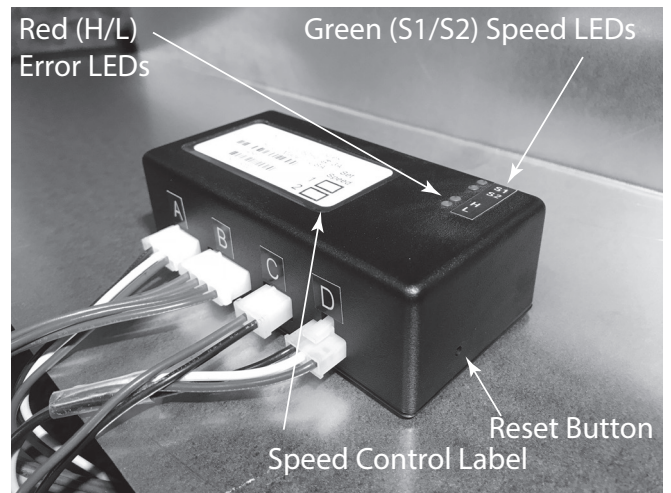


Figure 3.7 Power Vent Speed Control

Step 7: Power vent blower turns on and appliance begins pre-purge cycle (two minutes).

- Appliance will ignite normally if the error condition was corrected.
- If the control module re-enters the lock-out mode after these steps, call your dealer for service.



# 4 Maintenance and Service

Any safety screen or guard removed for servicing must be replaced prior to operating the fireplace.

When properly maintained, your fireplace will give you many years of trouble-free service. **Contact your dealer** to answer questions regarding proper operation, troubleshooting and service for your appliance. Visit [www.heatnglo.com](http://www.heatnglo.com) to locate a dealer. We recommend annual service by a qualified service technician.

## A. Maintenance: Frequency and Tasks

Task	Frequency	To be completed by
Screen Fronts	Annually	<b>Homeowner</b>
Remote Control	Seasonally	
Venting	Seasonally	
Power Vent Operation	Annually	<b>Qualified Service Technician</b>
Log Inspection	Annually	
Firebox Inspection	Annually	
Control Compartment & firebox Top	Annually	
Burner Ignition & Operation	Annually	
Light Bulbs	As needed	
Refractory	Annually	

## B. Maintenance Tasks - Homeowner

Installation and repair should be done by a qualified service technician only. The appliance should be inspected before use and at least annually by a professional service person.

The following tasks may be performed annually by the homeowner. If you are uncomfortable performing any of the listed tasks, please call your dealer for a service appointment.

More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etcetera. It is imperative that control compartments, burners and circulating air passageways of the appliance be kept clean. Any safety screen, guard, or barrier removed for servicing the appliance must be replaced prior to operating the appliance.

**CAUTION! Risk of Burns!** The fireplace shall be turned off and cooled before servicing.

### Screen Fronts

**Frequency:** Annually

**By:** Homeowner

**Tools needed:** Protective gloves, stable work surface

- Assess condition of screen and replace as necessary.
- Inspect for scratches, dents or other damage and repair as necessary.
- Check that screen mesh is not blocked.
- Vacuum and dust surfaces.

### Remote Control

**Frequency:** Seasonally

**By:** Homeowner

**Tools needed:** Replacement batteries and remote control instructions.

- Locate remote control transmitter.
- Verify operation of remote. Refer to remote control operation instructions for proper calibration and setup procedure.
- Place batteries as needed in remote transmitter.
- Place remote control out of reach of children.

If not using your fireplace for an extended period of time (summer months, vacations/trips, etc), to prevent unintended operation:

- Remove batteries from remote controls.

### Venting

**Frequency:** Seasonally

**By:** Homeowner

**Tools needed:** Protective gloves and safety glasses.

- Inspect venting and termination cap for blockage or obstruction such plants, bird nests, leaves, snow, debris, etc.
- Verify termination cap clearance to subsequent construction (building additions, decks, fences, or sheds).
- Inspect for corrosion or separation.
- Verify weather stripping, sealing and flashing remains intact.

## C. Maintenance Tasks - Qualified Service Technician

The following tasks must be performed by a qualified service technician.

### Power Vent Operation

**Frequency:** Annually

**By:** Qualified Service Technician

**Tools needed:** Protective gloves, screwdriver and voltmeter.

- Inspect power vent termination cap for blockage or obstruction such plants, bird nests, leaves, snow, debris, etc.



- Verify termination cap clearance to subsequent construction (building additions, decks, fences, or sheds).
- Inspect for corrosion or separation.
- Verify weather stripping, sealing and flashing remains intact.
- Verify proper operation of blower and automatic damper mechanism.
- Inspect blower motor for any deterioration of electrical connectors.

## Logs

**Frequency:** Annually

**By:** Qualified Service Technician

**Tools needed:** Protective gloves.

- Inspect for damaged or missing logs. Replace as necessary. Refer to Installation manual for log placement instructions.
- Verify correct log placement and no flame impingement causing sooting. Correct as necessary.

## Firebox

**Frequency:** Annually

**By:** Qualified Service Technician

**Tools needed:** Protective gloves, sandpaper, steel wool, cloths, mineral spirits, primer and touch-up paint.

- Inspect for paint condition, warped surfaces, corrosion or perforation. Sand and repaint as necessary.
- Replace fireplace if firebox has been perforated.

## Control Compartment and Firebox Top

**Frequency:** Annually

**By:** Qualified Service Technician

**Tools needed:** Protective gloves, vacuum cleaner, dust cloths

- Vacuum and wipe out dust, cobwebs, debris or pet hair. Use caution when cleaning these areas. Screw tips that have penetrated the sheet metal are sharp and should be avoided.
- Remove all foreign objects.
- Verify unobstructed air circulation.

## Burner Ignition and Operation

**Frequency:** Annually

**By:** Qualified Service Technician

**Tools needed:** Protective gloves, vacuum cleaner, whisk broom, flashlight, voltmeter, indexed drill bit set, and a manometer.

- Verify burner is properly secured and aligned with pilot.
- Clean off burner top, inspect for plugged ports, corrosion or deterioration. Replace burner if necessary.

- Replace mineral wool with new dime-size pieces. **DO NOT** block ports or obstruct lighting paths. Refer to Section 11 of appliance installation manual for proper ember placement.
- Check for smooth lighting and ignition carryover to all ports. Verify that there is no ignition delay.
- Inspect for lifting or other flame problems.
- Verify air shutter setting is correct. See Installation Manual for required air shutter setting. Verify air shutter is clear of dust and debris.
- Inspect orifice for soot, dirt and corrosion. Verify orifice size is correct. See Service Parts List for proper orifice sizing.
- Verify manifold and inlet pressures. Adjust regulator as required.
- Inspect pilot flame pattern and strength. See Figure 4.2 for proper pilot flame pattern. Clean or replace orifice spud as necessary.
- Inspect IPI flame sensing rod for soot, corrosion and deterioration. Polish with fine steel wool or replace as required.
- Verify that there is not a short in flame sense circuit by checking continuity between pilot hood and flame sensing rod. Replace pilot as necessary.

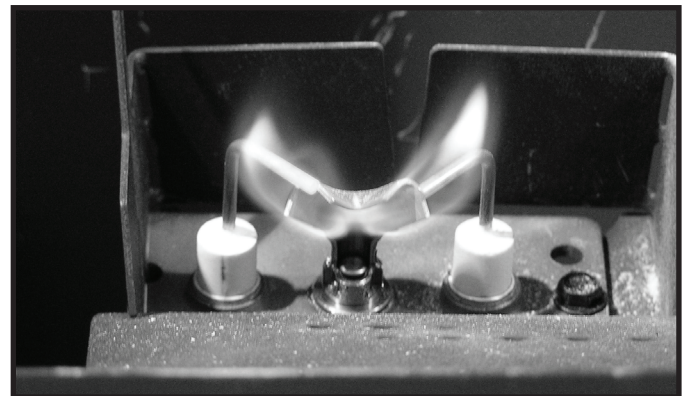


Figure 4.2 IPI Pilot Flame Pattern

## LED Lights - Ember Bed

**Frequency:** As needed

**By:** Qualified Service Technician

**Tools needed:** Protective gloves, phillips screwdriver

The LED assembly is located on the bottom of the burner assembly.

Accessing the LEDs:

- Remove the logs and grate, set aside.
- Remove (3) Front Hearth Refractory pieces.
- Remove (2) Side Hearth Refractory pieces.
- Remove left and right Side Hearth Refractory Brackets, (3) screws each.
- Remove (4) screws, (2) per side, securing Burner Assembly to the base of the appliance.
- Disconnect incoming flexible gas line from gas valve.
- Remove orange and green wires from the valve.
- Slide Burner Assembly towards the front of the appliance and stand upright. Make certain Burner Assembly is stable and will not fall over.

**CAUTION!** Use care not to damage Burner Top or Refractory when standing Burner Assembly upright.

- When Burner Assembly is standing upright, access to LED components for service is possible.

# 5 Frequently Asked Questions and Troubleshooting

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## A. Frequently Asked Questions

ISSUE	SOLUTIONS
Blue flames	This is a result of normal operation and the flames will begin to yellow as the fireplace is allowed to burn for 20 to 40 minutes.
Odor from fireplace	When first operated, this fireplace may release an odor for the first several hours. This is caused by the curing of the paint and the burning off of any oils remaining from manufacturing. Odor may also be released from finishing materials and adhesives used around the fireplace.
Metallic noise	Noise is caused by metal expanding and contracting as it heats up and cools down, similar to the sound produced by a furnace or heating duct. This noise does not affect the operation or longevity of the fireplace.

**Contact your dealer** for additional information regarding operation and troubleshooting. Visit [www.HeatnGlo.com](http://www.HeatnGlo.com) to locate a dealer.

## ► B. Frequently Asked Questions - IntelliFire™ Touch Controls

Symptom	Possible Cause	Corrective Action
The appliance does not respond to commands from the remote control display does not light up when screen is touched.	Batteries are depleted.	Verify batteries are new.
	Batteries are incorrectly oriented.	Verify batteries are installed in correct orientation as shown on batteries receptacle.
The display on remote lights up when screen is touched but it does not respond to commands.	Touchscreen has lost calibration.	Touchscreen needs to be re-calibrated. Call dealer to have screen re-calibrated.
	Child Lock is ON.	Check child lock icon located at the top of the remote display. If ON, it will show as a 'locked' symbol. To unlock, remove battery compartment door, locate child lock switch and move to 'unlock' position. Verify child lock icon on screen is now displayed in 'unlock' position.
The remote displays the following message on-screen: No dealer info available	Dealer information not programmed into remote.	Remote will still provide all available functions, and appliance is fully available for use. Call dealer to have them program.
The remote displays the following message on-screen: Call "Dealer Name & Number" to schedule maintenance.	300 hours of use. Appliance is still fully functional.	The appliance has been burning for 300 hours and is due for a regular maintenance. Call dealer to have them perform maintenance.
The room temperature displayed on the remote is either slow or quick to respond while operating in thermostat mode.	Remote is placed at a very short distance or too far away from the appliance.	Try to keep the remote close to the appliance but not directly in front of it. The remote acts as the thermostat.
	Remote is placed in the path of an air draft or vent.	Move the remote away from the direct path of air flow. The remote acts as the thermostat.
The appliance turns OFF the flame after extended periods of operation	9 hour safety shutdown timer	This is normal behavior. The appliance has a safety timer that will automatically turn OFF the flame after nine hours of uninterrupted operation.
The remote displays the following message on-screen: "Replace remote batteries."	Low batteries in remote.	Install new batteries in remote.
The remote is displaying an incorrect brand.	Remote was programmed incorrectly.	Call dealer to have them program the remote with correct branding. Remote is still fully functional and the appliance is unaffected.
After turning flame ON using remote, the flame does not turn ON immediately and instead a two minute timer is displayed.	Power vent is installed on the appliance.	This is expected behavior and the two minute timer is called a pre-purge timer. The flame will turn ON at the expiration of the timer.
The remote displays the following message on-screen: "Remote Control Communication Error."	No power to appliance.	Verify home circuit breaker is on and master reset is on (if equipped).
The remote displays the following message on-screen: Sorry your appliance did not start. Try again by pressing Flame On.	No power to appliance. No gas to appliance. Accumulation of air in gas line from extended period of appliance inactivity. Gas control system failure.	Verify that appliance has power and gas. Verify that the appliance accepts flame ON commands with an audible beep, and successfully turns flame on within 90 seconds. If this failure persists, contact dealer for service.

## C. Troubleshooting

With proper installation, operation, and maintenance your gas appliance will provide years of trouble-free service. If you do experience a problem, this troubleshooting guide will assist a qualified service technician in the diagnosis of a problem and the corrective action to be taken. This troubleshooting guide can only be used by a qualified service technician. Contact your dealer to arrange a service call by a qualified service technician.

### IntelliFire™ Touch

#### Error Codes:

ECM LED Error Codes	Display Error Message	Description
3 Red: 1 Green	Appliance Safely Disabled	Pilot sparks for 90 seconds, no flame rectification
2 Red: 1 Green	Error Pilot Flame	Pilot valve solenoid not detected/ground not connected
2 Red: 2 Green	Sparking Feedback Signal Error	Spark coil failure
5 Red: 1 Green	Error Power Vent	Speed Control failure or High Limit Switch tripped

See Troubleshooting matrix for more detail on Lock-out Error Codes, Possible Causes and Corrective Actions.

#### Troubleshooting:

Symptom	Possible Cause	Corrective Action
Pilot won't light, module clicks but no spark 90 sec, 3 Red/1 Green Lock out.	Incorrect wiring.	Verify 'S' (White) sense wire and 'I' (orange) ignitor wire are connected to correct terminals on Control Module.
	Loose connections or electrical shorts in wiring.	Verify no loose connections or electrical shorts in wiring from module to pilot assembly. Verify wire insulation is not damaged. Verify wires are not grounding out to chassis, pilot burner, or any other metal object. Replace any damaged wires.
	Ignitor gap is too large.	Verify spark gap is approximately 0.095" (2.41 mm) to 0.135" (3.43 mm).
Pilot won't light, there is no noise or spark.	No AC power, AC/DC adaptor faulty, Control Module slider switch in OFF position.	Verify Control Module slider switch is in ON or REMOTE position. Verify AC power available to junction box. Verify AC/DC adaptor is plugged into junction box and Control Module. Verify AC/DC adaptor output voltage is between 5.7-6.3 Vdc.
	Shorted or loose connection in system wiring or wiring harness.	Verify system wiring configuration. Remove and reinstall wiring harness that plugs into module. Check continuity of wires in valve wiring harness. Replace any damaged components.
	Poor or no system ground.	Verify black ground wire in valve harness is connected to metal chassis of fireplace.
Pilot won't light, there is no noise or spark, 2 Red/1 Green Lockout.	Pilot solenoid not detected.	Check if valve harness orange wire is connected to pilot solenoid valve. Check pilot solenoid resistance, nominal is 40 ohms. If open or shorted, replace valve. Check valve harness wire continuity, if open replace 6-pin harness.
Pilot won't light, there is no noise or spark, 2 Red/2 Green Lockout.	Spark coil failure.	Replace Control Module.

## Intellifire™ Touch - (continued)

Symptom	Possible Cause	Corrective Action
Pilot sparks but does not light for 90 seconds, 3 Red/1 Green Lockout	No gas supply.	Verify incoming gas line ball valve is 'Open'. Verify inlet pressure is within requirement for gas type used. Contact gas supplier.
	Control Module has poor ground.	Verify wiring, check valve harness black wire is securely grounded to metal chassis.
	Gas valve defective.	Check pilot valve solenoid kick and hold voltages during ignition cycle. Kick V should be >1 V, hold V minimum 0.26 V. If voltages are OK, replace gas valve.
Pilot lights but main burner does not light. Pilot continues to spark for 90 sec then goes into 3 Red/1 Green Lockout.	No flame detected. Flame rectification issue.	Check if white sense lead is securely connected to 'S' terminal of Control Module. Check resistance of sense lead between sense rod tip and connector to Control Module, should be less than 1 ohm - if not, replace pilot assembly. Check system ground, ensure black valve harness wire is securely attached to metal chassis. Check wiring for damage. With system OFF, check resistance between tip of sense rod and pilot hood, should be resistance (>1 M-ohm).
	No flame detected or sense rod contamination.	Verify pilot flame is engulfing flame sense rod on pilot assembly. Verify inlet gas pressure is correct for gas type. Polish flame sense rod with fine steel wool to remove any contaminants that may have accumulated.
Pilot lights and rectifies, but main burner does not light.	Main valve solenoid.	Check if green wire in valve harness is connected to green main valve solenoid. Check main valve solenoid resistance, nominal is 60 ohms. If open or shorted, replace valve. Verify valve inlet pressure is correct for gas type.
Pilot and main do not light, Control Module goes into 5 Red/1 Green Lockout.	Power Vent (PV) Fault.	Power Vent blower fault - check wiring to AC Module, check if blower is working. Check if Blower Control Module is connected to brown and black wire in 6-pin valve wire harness. Check if High Limit Switch is open (tripped). Note: Some PV Faults require that the Blower Control Module be reset before the appliance may be returned to service.
Appliance lights and runs for a few minutes then shuts down and/or appliance cycle ON and OFF with less than 90 sec of ON time.	Shorted or loose connection in flame detection circuit.	Check if white sense lead is securely connected to 'S' terminal of Control Module. Check resistance of sense lead between sense rod tip and connector to Control Module, should be less than 1 ohm - if not, replace pilot assembly. Check system ground, ensure black valve harness wire is securely attached to metal chassis. Check wiring for damage. With system OFF, check resistance between tip of sense rod and pilot hood, should be resistance (>1 M-ohm).
	Poor flame rectification or contaminated sense rod.	Verify pilot flame is engulfing flame sense rod on pilot assembly. Verify inlet gas pressure is correct for gas type. Polish flame sense rod with fine steel wool to remove any contaminants that may have accumulated. Verify no soot deposits are in sense rod to pilot hood gap.
	Logs are set up wrong.	Remove and re-install logs per the log placement instructions.
	Damaged pilot assembly.	Verify the pilot assembly ceramic insulator around the flame sensing rod is not cracked, damaged or loose. Check resistance between tip of sense rod and Control Module connector, should be less than 1 ohm. Replace pilot assembly if damage is detected.

# 6 Reference Materials

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## A. Accessories

Install approved accessories per instructions included with accessories. Contact your dealer for a list of approved accessories.

**WARNING! Risk of Fire and Electric Shock!** Use *ONLY* *Hearth & Home Technologies-approved optional accessories with this appliance. Using non-listed accessories could result in a safety hazard and will void the warranty.*

### Remote Controls

After a qualified service technician has installed the remote control, follow the instructions supplied with the control to operate your fireplace:

For safety:

- Install a switch lock or a wall/remote control with child protection lockout feature.
- Keep remote controls out of reach of children.

See your dealer if you have questions.

### Decorative Doors and Fronts

**WARNING! Risk of Fire!** Install *ONLY* *doors or fronts approved by Hearth & Home Technologies. Unapproved doors or fronts may cause appliance to overheat.*



B. Service Parts

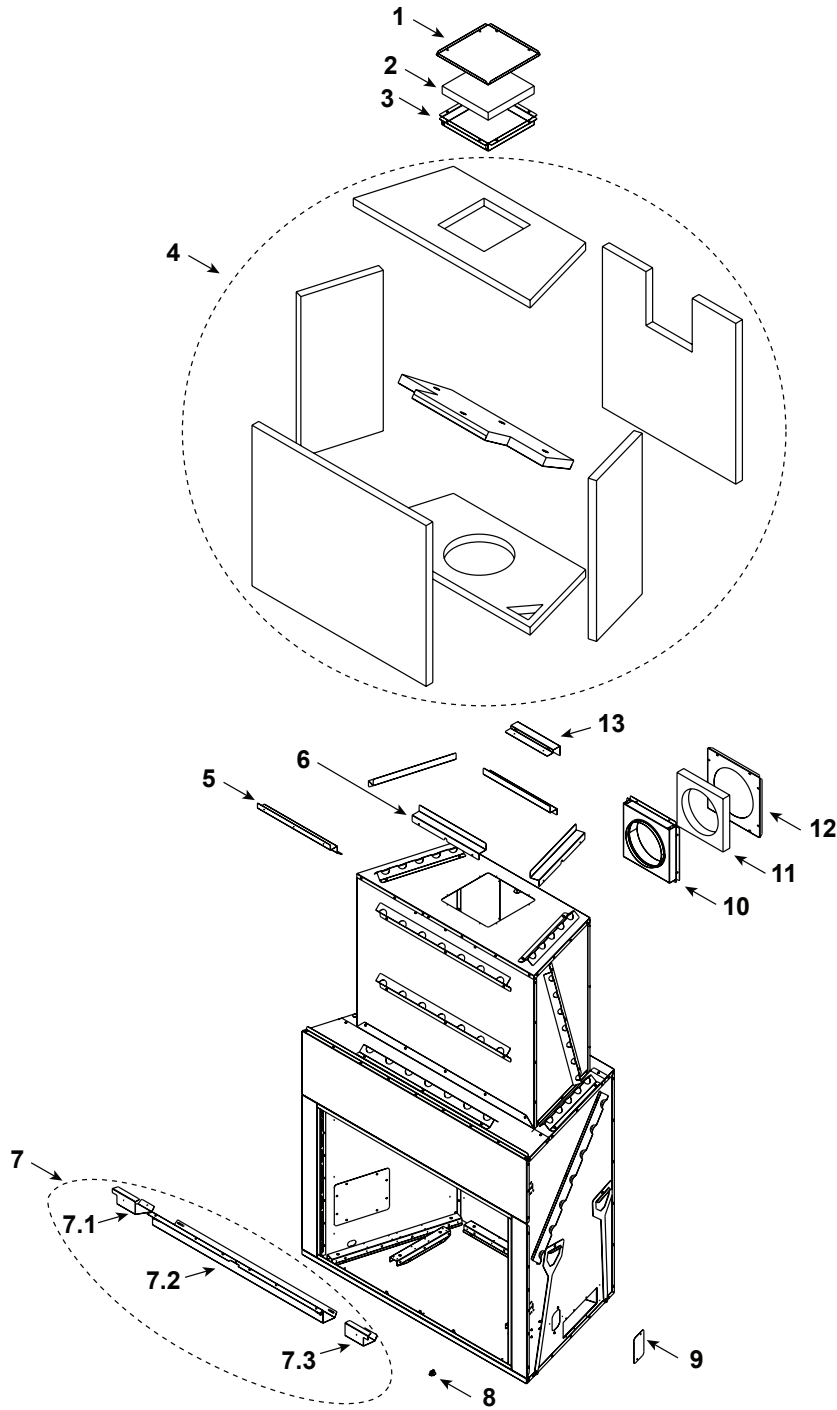


Service Parts

42" True View

PHOENIX42-IFT

Beginning Manufacturing Date: Mar 2018  
Ending Manufacturing Date: Active



Part number list on following page.

02/20

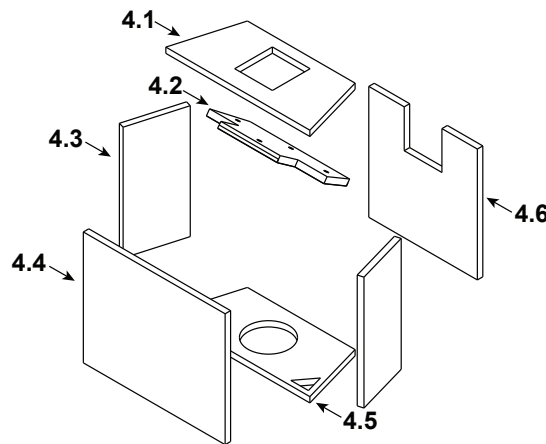
IMPORTANT: THIS IS DATED INFORMATION. Parts must be ordered from a dealer or distributor. **Hearth and Home Technologies does not sell directly to consumers.** Provide model number and serial number when requesting service parts from your dealer or distributor.



**Stocked  
at Depot**

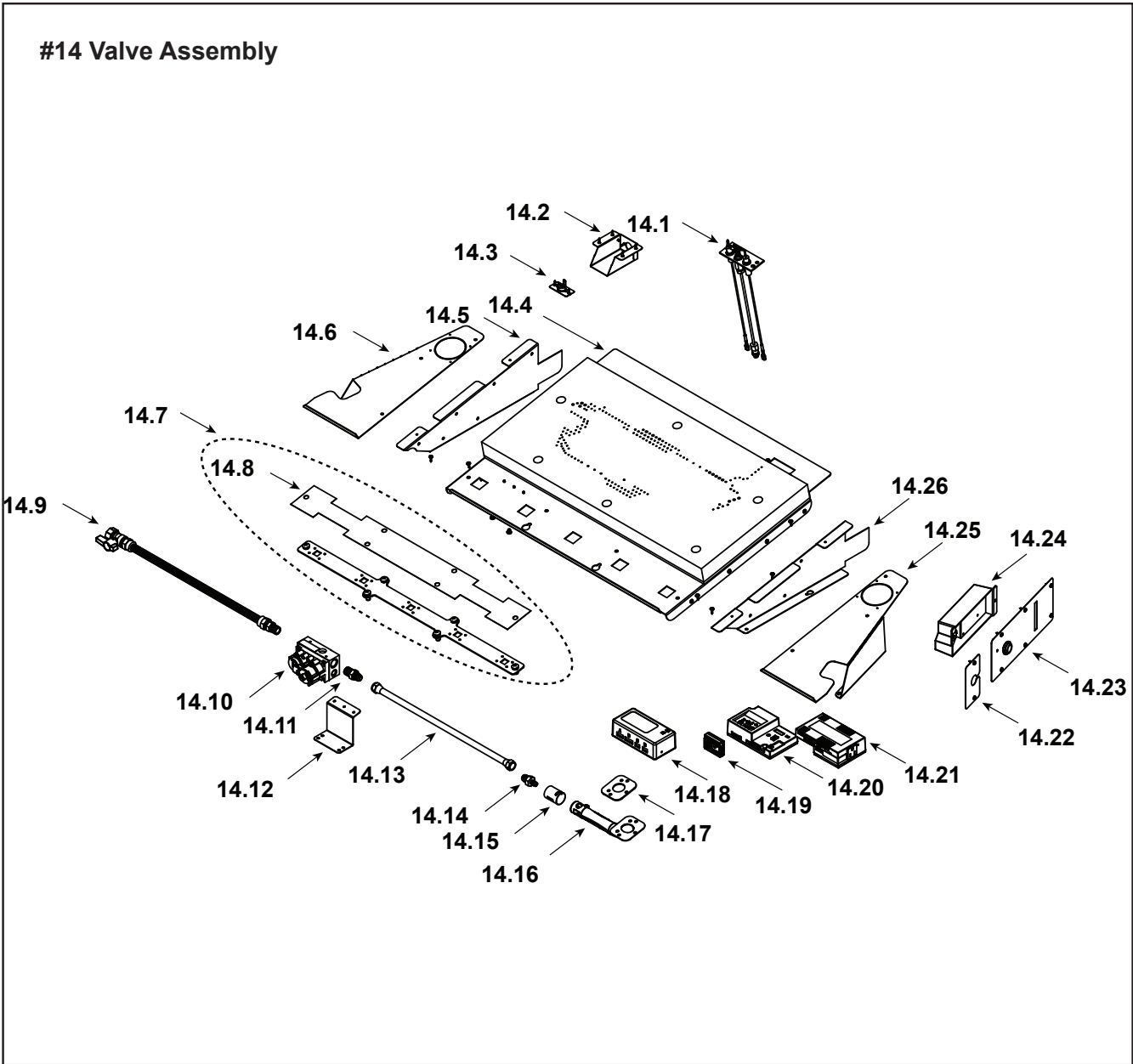
ITEM	DESCRIPTION	COMMENTS	PART NUMBER
1	Cover Plate, Top		SRV4095-138
2	Insulation, Box		SRV4095-311
3	Flue Cover		SRV4095-137

### #4 Insulation Kit



4	Insulation Kit		SRV4095-033	
4.1	Insulation, Top		SRV4095-305	
4.2	Baffle Assembly		SRV4095-009	
4.3	Insulation, Side	Qty 2 req	SRV4095-309	
4.4	Insulation, Front		SRV4095-307	
4.5	Insulation, Bottom		SRV4095-306	
4.6	Insulation, Back		SRV4095-308	
5	Insulation Bracket, Front Upper		SRV4095-134	
6	Lower Insulation Bracket	Qty 4 req	SRV4095-132	
7	Smoke Shield Assembly		SRV4095-019	
7.1	Smoke Shield Wing, Left		SRV4095-163	
7.2	Smoke Shield		SRV4095-164	
7.3	Smoke Shield Wing, Right		SRV4095-162	
8	Cable Clamp, Adjustable	Qty 9 req	SRV4095-318	
9	Cover Plate, OA	Qty 2 req	SRV4095-185	
10	Collar Box/Flu Assembly		SRV4095-007	
11	Insulation, Collar		SRV4095-316	
12	Cover Plate, Rear		SRV4095-152	
13	Insulation Bracket, Upper Rear		SRV4095-135	
	Grate Assembly		SRV4096-014	
	Firescreen Assembly	Qty 2 req	29958	Y
	Screen Rod	Qty 2 req	28404	Y

Additional service part numbers appear on following page.



IMPORTANT: THIS IS DATED INFORMATION. Parts must be ordered from a dealer or distributor. **Hearth and Home Technologies does not sell directly to consumers.** Provide model number and serial number when requesting service parts from your dealer or distributor.



**Stocked at Depot**

ITEM	DESCRIPTION	Comments	Part Number	
14.1	Pilot Assembly, NG		SRV2090-012	Y
14.2	Light Channel		SRV4095-151	
14.3	Limit Switch Assembly		SRV4095-013	Y
14.4	Burner Top Assembly		SRV4096-022	Y

Additional service part numbers appear on following page.

IMPORTANT: THIS IS DATED INFORMATION. Parts must be ordered from a dealer or distributor. **Hearth and Home Technologies does not sell directly to consumers.** Provide model number and serial number when requesting service parts from your dealer or distributor.



**Stocked at Depot**

ITEM	DESCRIPTION	Comments	Part Number	Stocked at Depot
14.5	Burner Pan Leg, Left		SRV4095-167	
14.6	Refractory Wing, Left		SRV4095-344	
14.7	LED Light Assembly		SRV4096-024	Y
14.8	Kapton		SRV4096-347	Y
14.9	Flex Ball Valve		SRV302-320	Y
14.10	Fixed Valve, NG		593-500	Y
14.11	Male Connector	Pkg of 5	303-315/5	Y
14.12	Bracket, Valve		SRV4095-168	
14.13	Gas Line, Flex 16"		SRV4121-006	Y
14.14	Flare Injector, .161 (#20) NG		SRV4095-346	Y
	Flare Injector, .098 (#40) Propane		SRV4095-345	Y
14.15	Air Shutter		20305955	Y
14.16	Venturi w/Screw, No Air Shutter		SRV69D1026	
14.17	Venturi Gasket		SRV45D0032	Y
14.18	Blower Speed Control		SRV4095-317	Y
14.19	Module, RF FCC		2326-120	Y
14.20	Module, IFT Control		SRV2326-130	Y
14.21	Module, B Type AC		2326-150	Y
14.22	Cover Plate, Accessory Cable		SRV4095-144	
14.23	Cover Plate, Jbox		SRV4095-143	
14.24	Junction Box (Plastic)		SRV4021-013	Y
14.25	Refractory Wing, Right		SRV4095-343	
14.26	Burner Pan Leg, Right		SRV4095-166	
	RC400Remote		SRV2326-110	Y
	Transformer, 6 Volt		SRV2326-131	Y
	Reset Switch Wire		2326-135	Y
	Cable, B Type AC Module		SRV2326-152	Y
	Harness, IFT 6 PIN Wiring		SRV4095-366	Y
	High Limit Switch Wire Assembly		SRV4095-368	Y
	Switch Harness		SRV4095-374	Y
	AUX Power Harness		SRV4095-375	Y
	Mineral Wool		050-721	
	Teco Sil		700-790	
	Wire Harness, Cap to Appliance	10 Ft	TV-WH10	Y
		25 Ft	TV-WH25	Y
		50 Ft	TV-WH50	Y

Additional service part numbers appear on following page.

No one builds a better fire

Beginning Manufacturing Date: Mar 2018  
Ending Manufacturing Date: Active

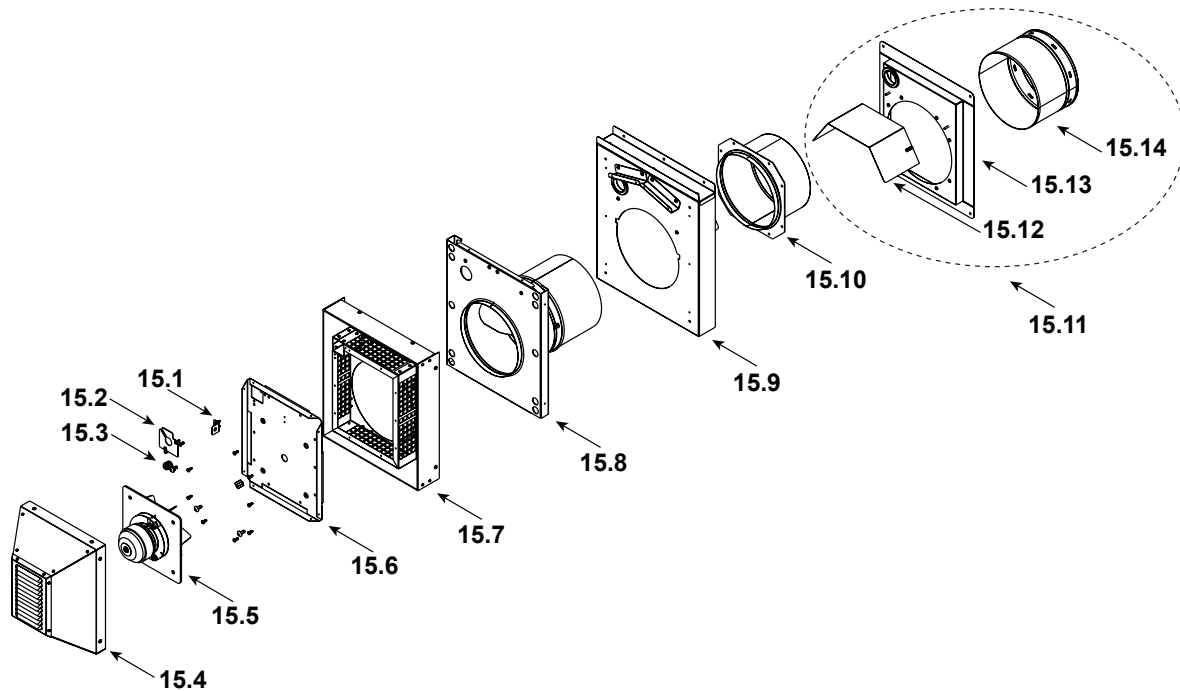
IMPORTANT: THIS IS DATED INFORMATION. Parts must be ordered from a dealer or distributor. **Hearth and Home Technologies does not sell directly to consumers.** Provide model number and serial number when requesting service parts from your dealer or distributor.



**Stocked  
at Depot**

ITEM	DESCRIPTION	COMMENTS	PART NUMBER
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### #15 Cap Assembly



15	Cap Assembly		SRV4095-040	
15.1	Capacitor Bracket		SRV4095-234	
15.2	Cover Plate, Cable		SRV4095-238	
15.3	Loop Clamp, 3/8"		SRV4095-315	
15.4	Fan Cover Assembly		SRV4095-044	
15.5	Blower		SRV4095-300	Y
15.6	Fan Mount Plate Assembly		SRV4095-048	
15.7	Trim Assembly		SRV4095-042	
15.8	Collar Assembly		SRV4095-043	
15.9	Base Plate Assembly		SRV4095-046	
15.10	Swedge Plate Assembly		SRV4095-062	
15.11	Wall Shield Assembly		SRV4095-060	
15.12	Heat Shield		4033-123	
15.13	Firestop Spacer		SRV4095-239	
15.14	Slip Section, Female		SRV4095-235	

Additional service part numbers appear on following page.

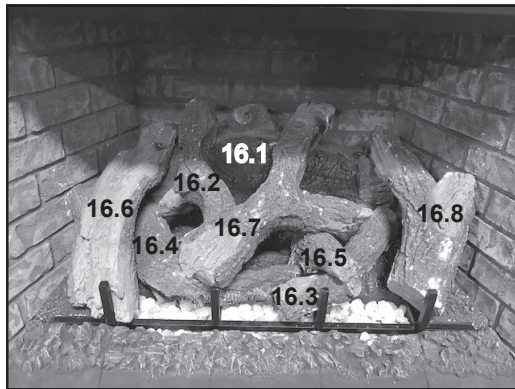
IMPORTANT: THIS IS DATED INFORMATION. Parts must be ordered from a dealer or distributor. **Hearth and Home Technologies does not sell directly to consumers.** Provide model number and serial number when requesting service parts from your dealer or distributor.



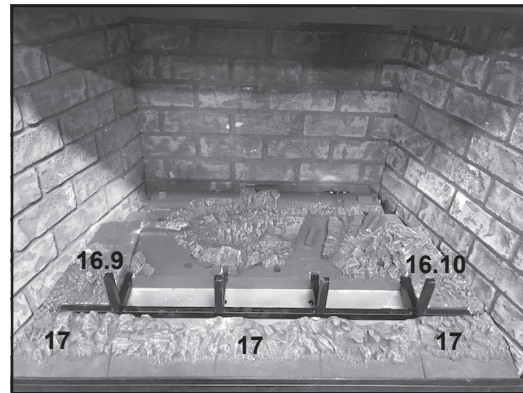
**Stocked  
at Depot**

ITEM	DESCRIPTION	COMMENTS	PART NUMBER
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### #16 Log Assembly



### Hearth Refractory



16	Log Assembly		SRV4096-427	
16.1	Back Log		SRV4096-428	
16.2	Left Middle Log, Upper		SRV4096-429	
16.3	Right Middle Log		SRV4096-430	
16.4	Left Middle Log, Lower		SRV4096-431	
16.5	Right Front Log		SRV4096-432	
16.6	Left Top Log		SRV4096-433	
16.7	Center Top Log		SRV4096-434	
16.8	Right Top Log		SRV4096-435	
16.9	Left Wing Hearth Refractory(Included w/Log Assembly)		SRV4095-422	
16.10	Right Wing Hearth Refractory(Included w/Log Assembly)		SRV4095-423	
17	Hearth Kit (Includes Left, Center, & Front)		<b>PHX42-EMBED-KIT</b>	
	Refractory Assembly, Traditional		SRV4096-449	
	Glass Refractory, Assembly		SRV4096-320	
	Glass Bracket Kit		SRV4096-325	
	Bag Assembly, Touch Up Kit		2372-099	
	Lava Rock	2 lbs. Bag	4021-296	
CONVERSION KITS				
	Conversion Kit Propane		LPK-OH	Y
	Flare Injector, .098 (#40) Propane		SRV4095-345	Y
	Regulator Propane		SRVLPK-DXF	Y

**C. Contact Information**



Where everything comes together

Heat & Glo, a brand of Hearth & Home Technologies  
7571 215<sup>th</sup> Street West, Lakeville, MN 55044  
www.HeatnGlo.com

Please contact your Heat & Glo dealer with any questions or concerns.  
For the location of your nearest Heat & Glo dealer,  
please visit [www.HeatnGlo.com](http://www.HeatnGlo.com).

**- NOTES -**

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**NOTICE**



• Important operating and maintenance instructions included.

**DO NOT DISCARD THIS MANUAL**

• Read, understand and follow these instructions for safe installation and operation.

• Leave this manual with party responsible for use and operation.



This product may be covered by one or more of the following patents: (United States) 5613487, 6006743, 6019099, 6053165, 6145502, 6374822, 6484712, 6601579, 6769426, 6863064, 7077122, 7074035, 7098269, 7258116, 7322819, 7470729, 7726300, 8147240, 9625149 or other U.S. and foreign patents pending.

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