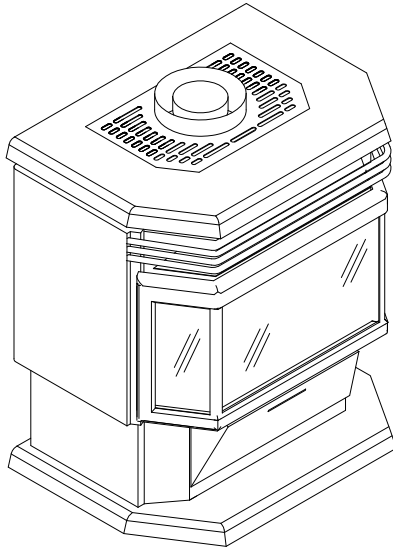


WESTBAY 38 FREESTANDING STOVE OWNER'S MANUAL



WARNING: If the information in these instructions is not followed exactly, a fire or explosion may result causing property damage, personal injury or death.

FOR YOUR SAFETY: Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

Installation and service must be performed by a qualified installer, service agency or the gas supplier.

WHAT TO DO IF YOU SMELL GAS:

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

THE INSTALLATION MUST BE IN ACCORDANCE WITH LOCAL CODES OR, IN THE ABSENCE OF LOCAL CODES, WITH THE CURRENT NATIONAL FUEL GAS CODE ANSI Z233.1 (USA) OR THE CURRENT CAN/CGA B149.1-M86 INSTALLATION CODES (CANADA).

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1.0 INTRODUCTION

1.1 Specifications

ITEM	NATURAL GAS (NG)	PROPANE (LPG)
INPUT: Hi	35,000 Btu/hr (10.25 kW)	35,000 Btu/hr (10.25 kW)
INPUT: Lo	19,000 Btu/hr (5.57 kW)	27,000 Btu/hr (7.91kW)
MANIFOLD PRESSURE: Hi	3.5" w.c. (0.87kPa)	10.5" w.c. (2.62kPa)
MANIFOLD PRESSURE: Lo	1.7" w.c. (0.43kPa)	5.5" w.c. (1.37kPa)
GAS INLET SUPPLY PRESSURE:	Minimum: 5.0" w.c. (1.2 kPa)	Minimum: 11.5" w.c. (2.9 kPa)
	Normal: 7.0" w.c. (1.7 kPa)	Normal: 13.5" w.c. (3.4 kPa)
	Maximum: 13.5" w.c. (3.4 kPa)	Maximum: 13.5" w.c. (3.4 kPa)
ORIFICE SIZE: @ 0-4500' Elavation	# 31 DMS	# 50 DMS
PRIMARY AIR ADJUSTMENT	*25% to 50% open	*Fully Open. In high altitude, air shutter may need to be removed.
CONTROL VALVE TYPE:	Honeywell	Honeywell
SHIPPING WEIGHT:	200 lbs (90 kg)	200 lbs (90 kg)
VENTING	Simpson Dura-Vent Security Chimneys International (Secure Vent) Selkirk (Direct-Temp)	Simpson Dura-Vent Security Chimneys International (Secure Vent) Selkirk (Direct-Temp)
FAN	Variable Speed (110 Volt)	Variable Speed (110 Volt)

***May vary (±25%)depending on the installations. Judgment of the installer is required.**

Table 1

APPLIANCE DIMENSIONS

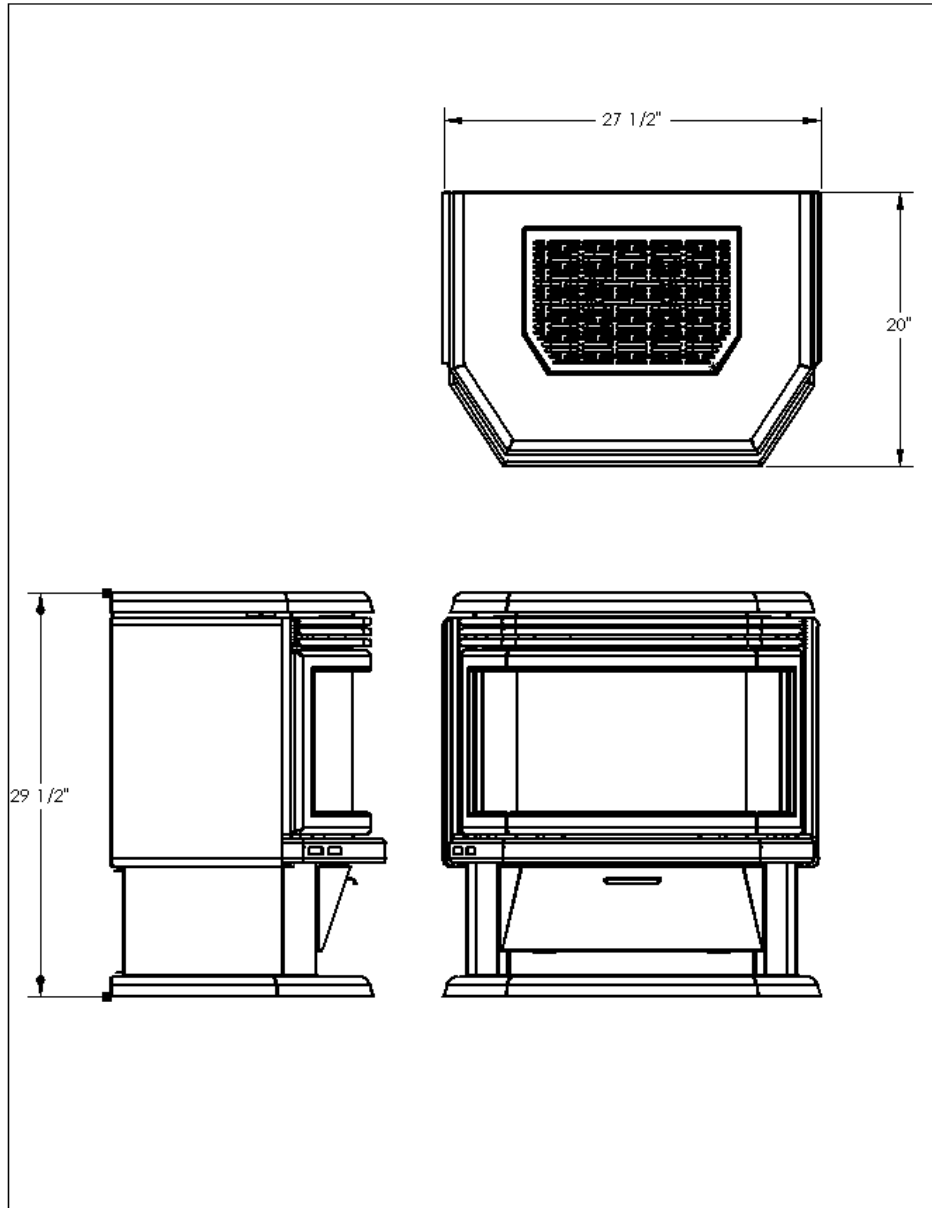


Figure 1

INSTALLATION CODES

Installation must conform to local codes. In the absence of local codes, installation must conform to the National Fuel Gas Code, ANSI Z233.1 1988, (in the U.S.), or with the current installation code CAN/CGA B149.1 – M86 (in Canada). The heater, when installed, must be electrically grounded in accordance with ANSI/NFPA No. 70-1990 (in the U.S.) or with the current CSA C22.1(in Canada). In the state of Massachusetts, this product can only be installed by a licensed plumber or a licensed gas fitter. Failure to comply will void the warranty.

1.2 Features

Ignition system:

Standing pilot ignition system with thermopile, thermocouple flame detection and piezo igniter.

Gas control:

Gas control valve type:

Automatic millivolt powered combination gas control valve with variable flame control for convenience and on/off switch. Optional remote on/off wall switch, optional wall thermostat, and/or optional wireless remote control are available. The gas valve does not require electricity from an external source.

Safety controls: (Direct-Vent model)

A safety device will shut the system down in the event of any one of the following conditions: Incorrectly installed vent system, blocked vent or if pilot flame goes out.

Safety controls: (B-Vent model)

A safety device will shut the system down in the event of any one of the following conditions: Incorrectly installed vent system, blocked vent causing flue spillage or flow reversal or sustained down draft situation.

1.3 Intended Use

This appliance is intended to be used as a free standing heater. In Massachusetts the Westbay 38 may be installed in a bedroom only when used as a direct vent unit (sealed combustion), no b-vent installation in bedroom or bathroom is allowed. For other states or provinces may be installed in a bedroom provided that CR89-00 and/or ANSI A225.1/NFPA 501A standards are followed, all required clearances are met, a wall thermostat is installed and where the maximum input is within 50 cubic feet of room volume per 1000 BTU/hr, (i.e.1500 minimum cubic feet) and the stove must be hooked up to a Simpson Dura Vent GS direct venting system, Security Chimneys International (Secure Vent) or Selkirk (Direct-Temp).

1.4 General Safety

The appliance **must** be properly connected to a venting system in accordance with local codes. This unit must not be connected to a chimney or flue serving any other appliance. It is equipped with a safety control system to protect against improper venting of flue products.

WARNING: Operation of this unit when not connected to a properly installed and maintained venting system may result in carbon monoxide poisoning.

Installation and repair should be done by a qualified service person. The appliance should be inspected before use and at least annually by a professional service technician. Provide adequate clearances around air openings, for combustion and ventilation air, and allow accessibility clearance for servicing and proper operation. Do not use this heater if any part has been under water. Immediately call a qualified service technician to inspect the heater and replace any part of the control system and any gas control which has been under water.

2.0 OPERATION

2.1 Operation Safety

Inspect the appliance before use. Always keep the appliance area clear and free from combustible materials, gasoline, and other flammable vapors and liquids. Never obstruct the flow of ventilation air. Keep the front of the appliance clear of all obstacles and foreign materials. Never obstruct or modify the air inlet/outlet grilles of the fireplace in any manner.

CAUTION: Children and adults should be alerted to the hazards of high surface temperature and should stay away to avoid burns or contact with hot surfaces. Young children should be carefully supervised when they are in the same room as the heater. Clothing or other flammable material should not be placed on or near the unit.

The glass door and top grille must be properly installed prior to operation. **Never** operate the unit with the glass door off or broken since this may cause dangerous indoor air pollution. This unit is **not** for use with solid fuel. **Do not** substitute any parts or materials. **Do not** abuse the glass door by striking or slamming shut.

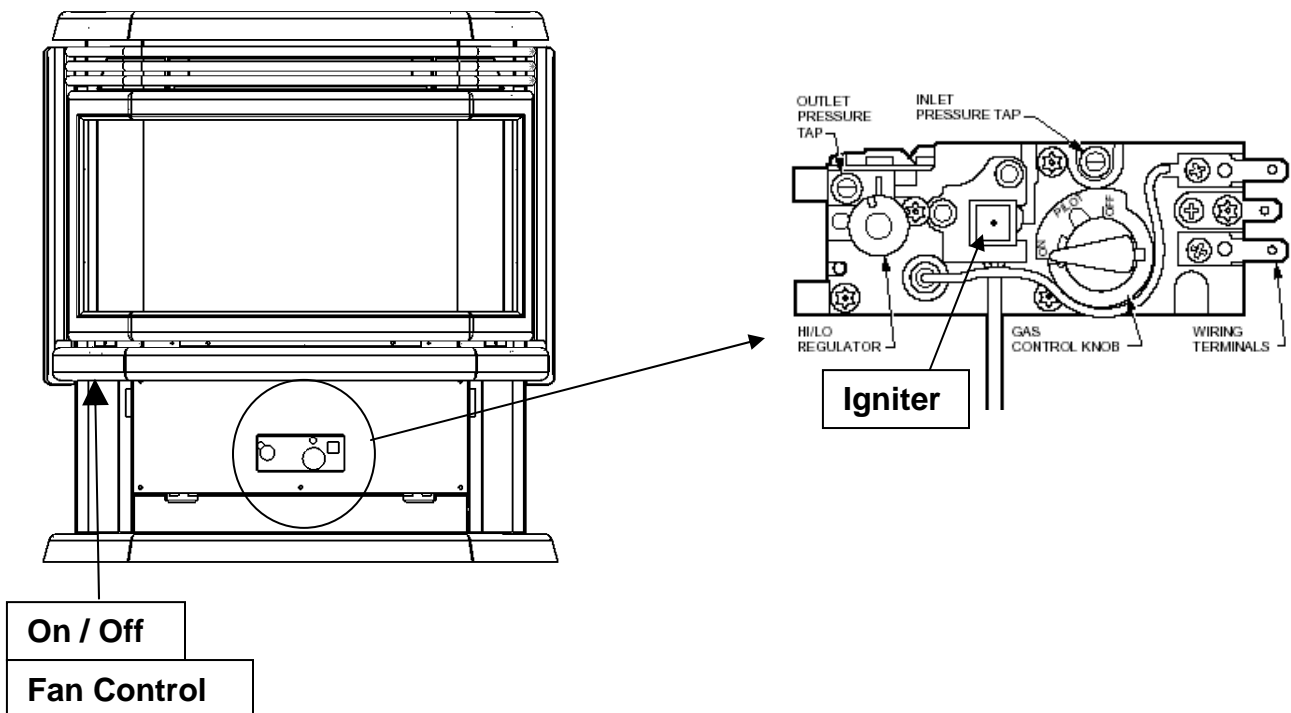


Figure 2

2.2 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.

A. This appliance is provided with a standing pilot flame. When lighting the pilot, follow these instructions exactly.

B. **BEFORE LIGHTING:** smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

WHAT TO DO IF YOU SMELL GAS

Do not try to light any appliance.

Do not touch any electrical switch: do not use any phone in your home.

Immediately call your gas supplier from a neighbor's phone. Follow the gas suppliers' 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, do not try to force or repair it; call a qualified service technician. Forcing or attempted repair may result in a fire or explosion.

D. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

LIGHTING PROCEDURE

1. "STOP!" Read the safety information in the previous section.
2. Set the thermostat to the lowest setting.
3. Turn off all electrical power to the appliance.
4. Open the access door, hinged to open downward, by gently pulling the top toward you.
5. Push in the gas control knob slightly and turn clockwise to the "OFF" position (see Figure 3).

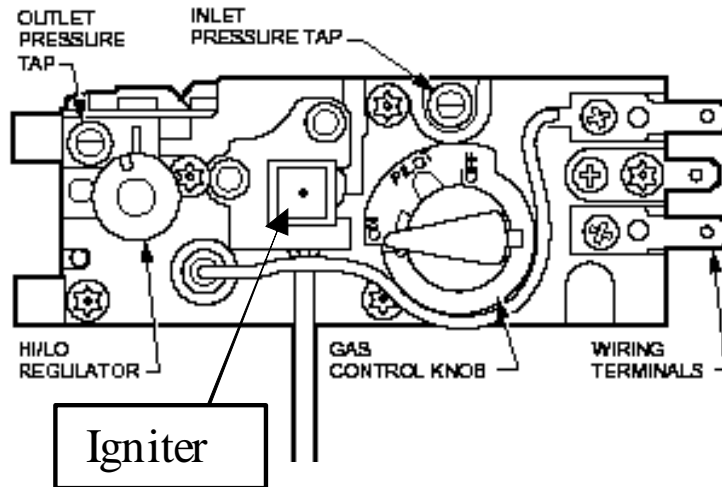


Figure 3

6. Wait a minimum of five minutes to clear out any residual gas. If you then smell gas, STOP! Follow “B” in the Lighting Instruction section described on the previous page. If you don’t smell gas, go to the next step.
7. Press in the gas control knob and turn counter-clockwise to the “PILOT” position.
8. Push the control knob in all the way and hold it in. Immediately push the piezo ignition button repeatedly so that it clicks; continue until the pilot ignites. Maintain pressure on the knob for about one minute after ignition. Then release the knob; if the pilot flame goes out repeat step 8; if the pilot flame remains on, turn the knob counter-clockwise to the “ON” position.

NOTA: If the pilot lights will not stay on after several tries, turn the gas control knob to the “OFF” position and call your service technician or gas supplier. If the control knob does not pop out when released, **STOP** – shut off the gas supply to the control valve, and **IMMEDIATELY** call your service technician or gas supplier.

9. If equipped with a wall switch, select the “ON” position. If equipped with a thermostat or auxiliary control, set it to the desired setting.
10. Close the access door by lifting it until the magnets catch.

SHUT DOWN PROCEDURE

1. To turn off the main burner only, turn off the wall switch, thermostat, or On/Off switch located on the left underside of the ash shelf.
2. For complete shutdown of the appliance, depress the gas control knob and turn it clockwise to the “OFF” position.

2.3 Heat Output Adjustment

The valve supplied with the appliance has a HI/LO knob to control the heat output and flame height (see Figure 2).

3.0 INSTALLATION

3.1 Installation & Safety Notes

WARNING: Do not connect 120 VAC to the gas control valve or it's wiring, as this will damage the valve.

Read all instructions before starting installation and follow them carefully during installation to ensure maximum benefit and safety. Failure to follow these instructions will void your warranty and may present a fire hazard. See the Osburn warranty at the back of this manual for disclaimers regarding improper installation. This free standing stove and it's components are tested and safe when installed in accordance with this installation manual.

3.2 Unpacking

Please check the appliance carefully for any damaged or missing components (specifically check the glass condition). Report any problems to your dealer. This unit is shipped with the logs in separate packages inside the firebox.

3.3 Installation

For satisfactory results it is necessary to plan certain aspects of the installation prior to the appliance's final positioning. These include the vent system, the gas piping, and the fan wiring. Combustible surfaces such as the hearth, mantle, and facing must also be planned for.

NOTE: All Installations Require Venting.

3.3.1 Minimum Clearances

Minimum Clearances to Combustibles are:

A. Alcove width:	54-1/2" (1384mm)	D. Side panel to Sidewall:	13-1/2" (343mm)
B. Ceiling Height:	50" (1270 mm)	E. Alcove Depth:	26" (660mm)
C. Top of unit to ceiling:	20-1/2" (521mm)	F. Back of unit to back wall:	4" (102mm)
Floor:	0" (0mm) – Note: Check local codes for floor requirements.		
Corner:	4" (102mm)		

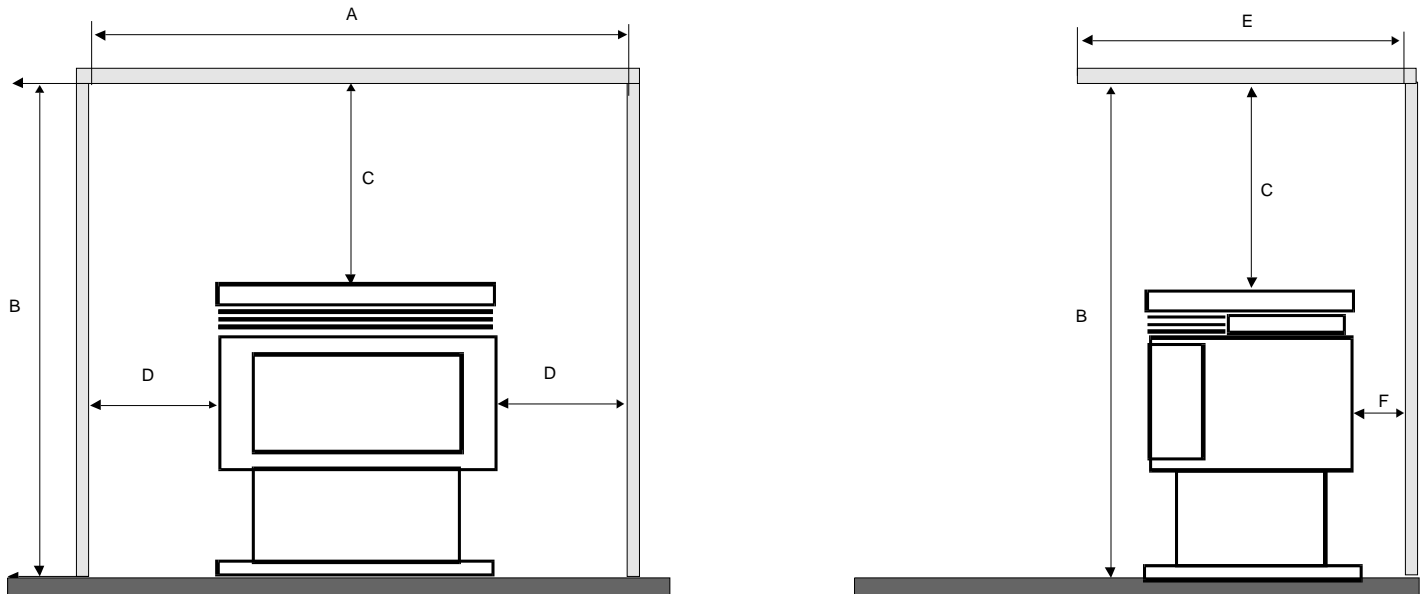


Figure 4

CAUTION: Due to high temperatures, the appliance should be located out of traffic and away from furniture and draperies. Provide a minimum 48" (1219 mm) front clearance to the unit.

Note: The appliance may be installed directly on combustible flooring providing the unit stability is maintained. Although the back wall and corner clearance is 4" (102mm), we recommend 6" (150mm) for fan installation and removal.

3.3.2 Gas Line Installation

- Install supply line using any piping approved for your installation meeting CAN/CGA 6.10, AA 3, ANSI Z21.24 or Z21.45. A qualified gas fitter should install the gas line in accordance with all local building codes. If codes permit, coiled copper tubing may be used for gas supply.
- Pressure taps are provided on the gas control for test gauge connections to measure the manifold and inlet pressures.
- This appliance must be isolated from the gas supply piping system by closing its individual manual shut off valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psig (3.45 kPa).
- The appliance and its individual shut off valve must be disconnected from the gas supply piping system during any pressure testing of the system at test pressures in excess of 1/2 psig (3.45 kPa).
- Install the gas line as follows:
The gas line connection found on the back of the valve is a black iron street elbow. An AGA and/or CGA approved shut off valve can be installed in conjunction with a nipple if so desired. Installing the shut off valve on the end of the nipple will allow quick accessibility.
- Upon initial firing check manifold pressure at pressure tap located on the front control panel (see Figure 2).

WARNING: Do not use an open flame to test for gas leaks.

3.3.3 Thermostat or Wall Switch Installation

The burner control switch is located under the left side of the decorative ash shelf. For your convenience, the unit can also be operated by a thermostat, or a wall switch control. Millivolt thermostats are available from any authorized Osburn dealer. Bedroom installations require the use of a wall thermostat.

NOTE: The thermostat or wall switch MUST be rated for millivolt use. Minimize splicing in all millivolt wiring & solder all unavoidable splices.

REMOTE CONTROL INSTALLATION

Please refer to instructions included with kit.

THERMOSTAT OR WALL SWITCH INSTALLATION

1. Mount the thermostat or wall switch in the desired location and run "two conductor thermostat wire" to the burner control switch (Figure 5). To bypass the burner control switch, run the wires directly to the gas valve (Figure 6).

Purchase "two conductor thermostat wire", which is not provided, at any local supplier. The gauge of thermostat wire will determine the maximum wire length and distance at which to locate the thermostat or wall switch. See table 2 below and the information packaged with the thermostat. Be aware that, as the length of wire increases, the probability of adequate operating voltage decreases.

TABLE 2: THERMOSTAT WIRE INFORMATION

AWG	WIRE SIZE	MAX. WIRE LENGTH	
	mm	ft.	m
22	0.6	10	3.1
20	0.8	25	7.6
18	1.0	40	12.2
16	1.3	64	19.5
14	1.6	100	30.5

- Solder an appropriate wire connector to each wire. To connect to the burner switch, 1/4" female quick connects are required and to connect directly to the valve use spade tongue connectors.
- ck tests can be performed on the valve by referring to the trouble shooting guide.

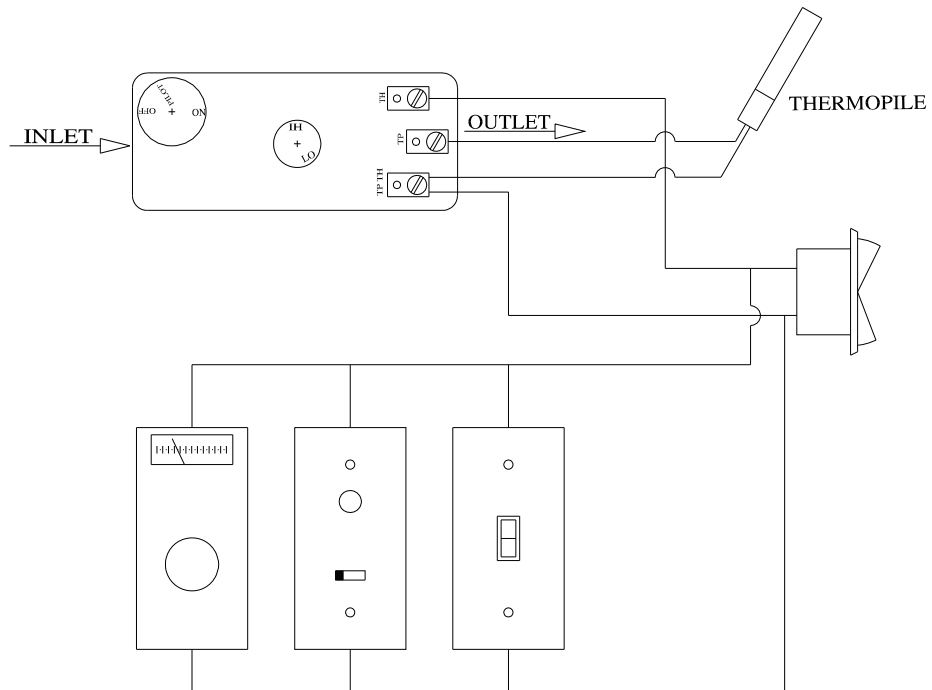


Figure 5

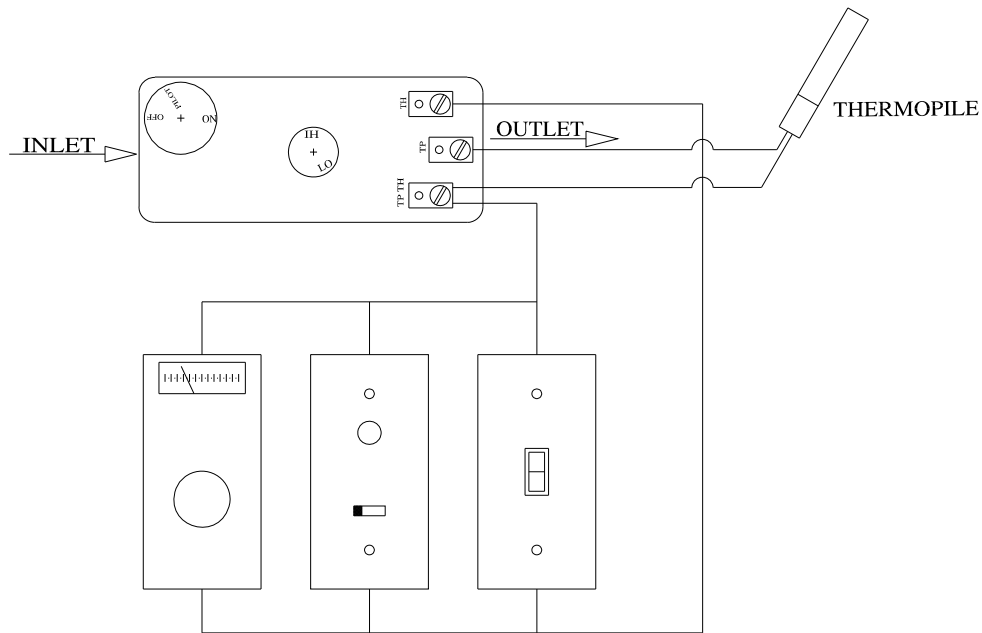


Figure 6

3.3.4 Direct Vent Information

The stove must be connected to Simpson Duravent model 4" x 6 5/8" DV-GS vent, Security Chimneys International (Secure Vent) or Selkirk (Direct-Temp). Install the vent components according to the manufacturer's instructions. Use a maximum of two 90 degree elbows or four 45 degree elbows. Slope horizontal pipe at least 1/4" (6 mm) rise per foot of horizontal run. Allow 2" (50 mm) clearance to the vent. A vinyl siding standoff must be used when terminating horizontally to vinyl siding. Refer to the graph for allowable vent configurations.

Note: If at any time the vent-air intake piping is dismantled, use the vent manufacturer's instructions and the sealing instructions for reassembly.

The minimum top horizontal vent system must consist of:

- 24" (610 mm) vertical length directly on top of stove, one 90 degree elbow
- 12" (305 mm) length horizontally
- Round support box/wall thimble
- Horizontal termination cap
- Snorkel kits can be used if needed.

The maximum top horizontal vent system consists of:

- 4' (1219 mm) vertical length directly on top of the stove, one 90 degree elbow
- 10' (3050 mm) maximum horizontal length
- Horizontal termination cap
- Snorkel kits can be used if needed.

Do not exceed more than 10' (3048 mm) of horizontal length of vent.

The maximum vertical (top vent) system consists of:

Up to 30' (9145 mm) of vertical height
Fire stop
Flashing
Collar
Low profile termination cap

A rear vent system consists of:

Up to a maximum of 24" (610mm) of horizontal length
Decorative wall thimble cover
Wall Thimble
36" Vent Snorkel (Simpson Dura-Vent only)
"No elbow is allowed in this set-up"

Use a ceiling fire stop when penetrating a ceiling. Use a round support box/wall thimble when penetrating an inside wall, or on an outside wall, only when additional support or decorative trim is required. The round support box is not required on basic installations. Vent terminals shall not be recessed into a wall or siding.

NOTE:In Canada local codes may require the use of a wall thimble on horizontal terminations.

Typical Chimney Installation:

Vent terminals shall not be recessed into a wall or siding.

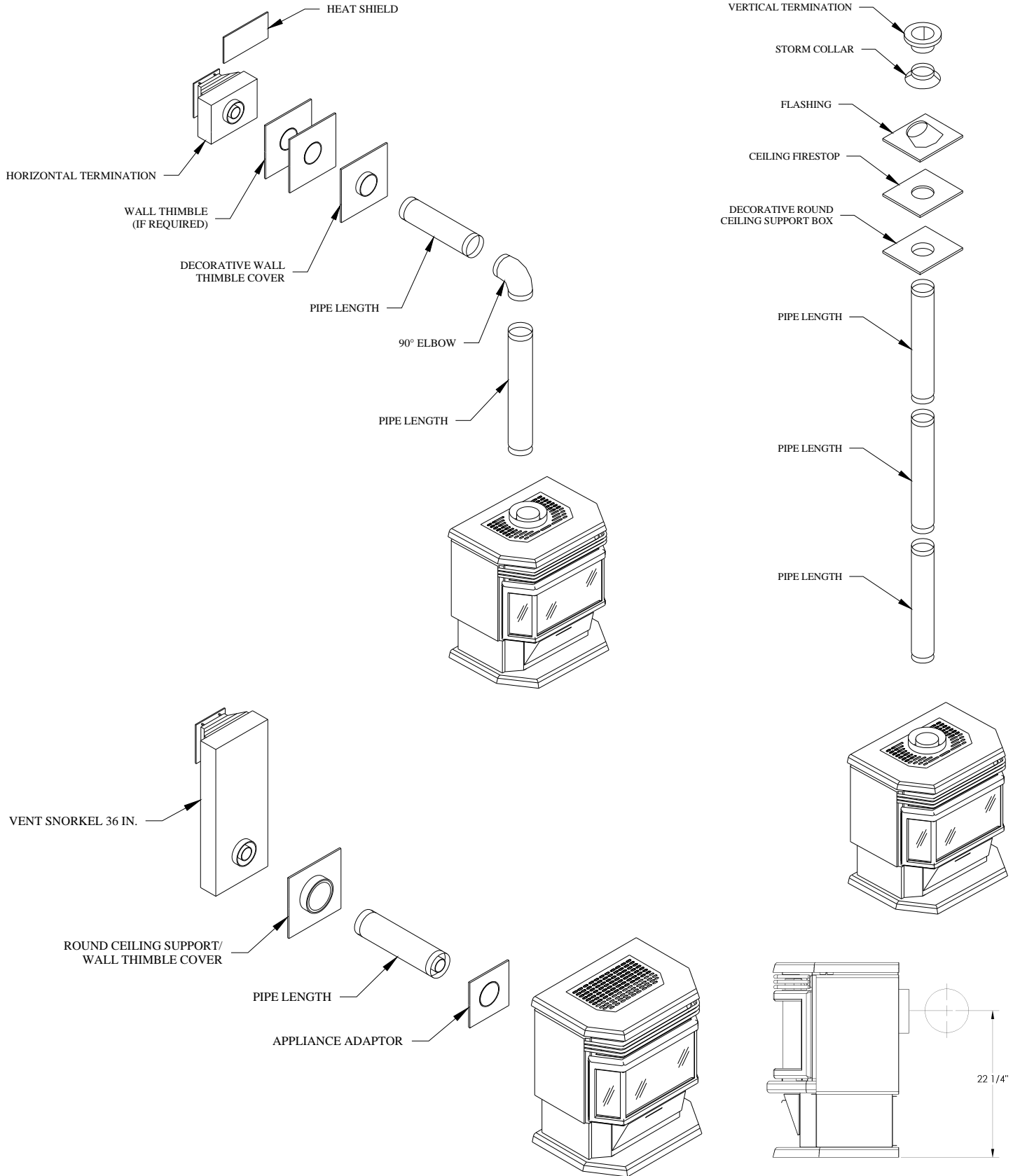
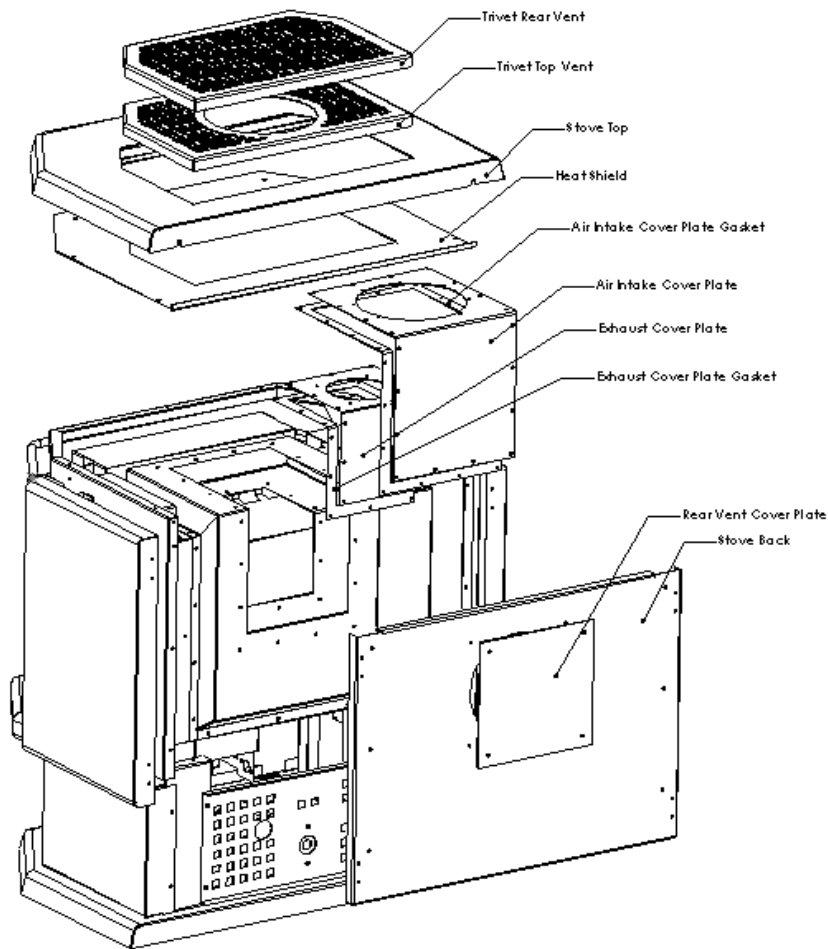


Figure 7

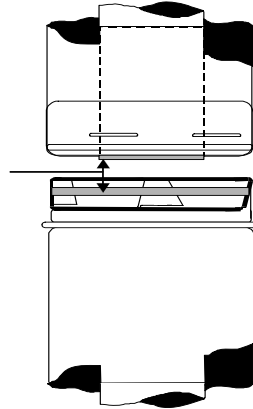
3.3.4.1 Top / rear vent configuration



- 1) Remove the trivet from the top of unit.
- 2) Remove stove top by removing 2 screws from the rear and one screw from each side (behind cabinet sides)
- 3) Remove Heat Shield by removing 6 screws.
- 4) Remove 6 screws and lift off Stove Back and Cabinet Side assembly
- 5) Remove 20 screws and take off Air Intake Cover Plate. Be careful not to damage the adjoining gasket.
- 6) Remove 14 screws and take off Exhaust Cover Plate. Be careful not to damage the adjoining gasket.
- 7) If the unit has been previously fired, all gaskets must be replaced. Old gaskets must be removed and all surfaces must be cleaned.
- 8) Replace the Exhaust Cover Plate and the Air Intake Cover Plate with the vents pointing in the desired direction.
- 9) Re-assemble all components in the reverse order in which they were removed.
- 10) If you are converting from a top vent to a rear vent, remove and discard the Rear Vent Cover Plate.

3.3.4.2 Use of Sealant

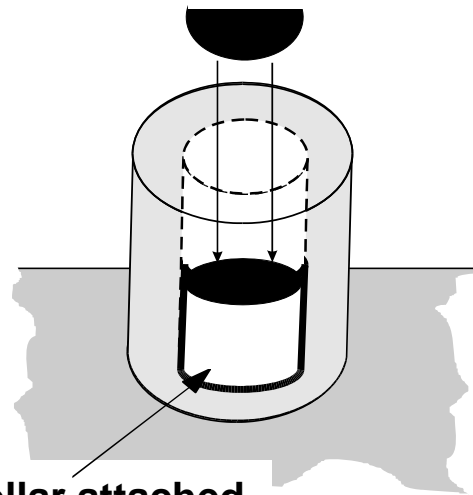
Sealant is required on vent system joints. On longer vent runs, especially vertical runs, sealant will ensure that the combustion air enters from outdoors, and not through the vent joints. Use Mil-Pac Black sealant (or equivalent), available from local suppliers or Osburn dealers, on the inner pipe joint, applying the sealant around the outside of the male part of the vent. A bead of silicone should be used on the outside of the joint after assembly to seal the supply air.



Apply RTV high temperature sealant around male pipe.

Figure 9

3.3.4.3 Vent Restrictor Installation



4" Collar attached to unit

Figure 10

Vent Restrictor

When required installed the vent restrictor inside the 4" vent adaptor collar of the unit. Bend the tabs down and slide the restrictor down inside the collar (see diagram). You will notice a rolled bead at this point in which the restrictor will rest.

WARNING: A minimum clearance to combustibles must be maintained around the vent pipe of 2" on horizontal pipe runs and 1" on vertical pipe runs.

This model is certified for a maximum horizontal run of 10' and maximum vertical height of 30'.

NOTE: The shaded areas on the vent diagrams indicate where vent restrictor(s) are to be used.

MINIMUM VERTICAL RISE 2ft.
MAXIMUM VERTICAL RISE 30ft. (measured from the top of the stove)
MAXIMUM HORIZONTAL RUN 10ft. with a minimum of 4ft. vertical rise (measured from the top of the stove)

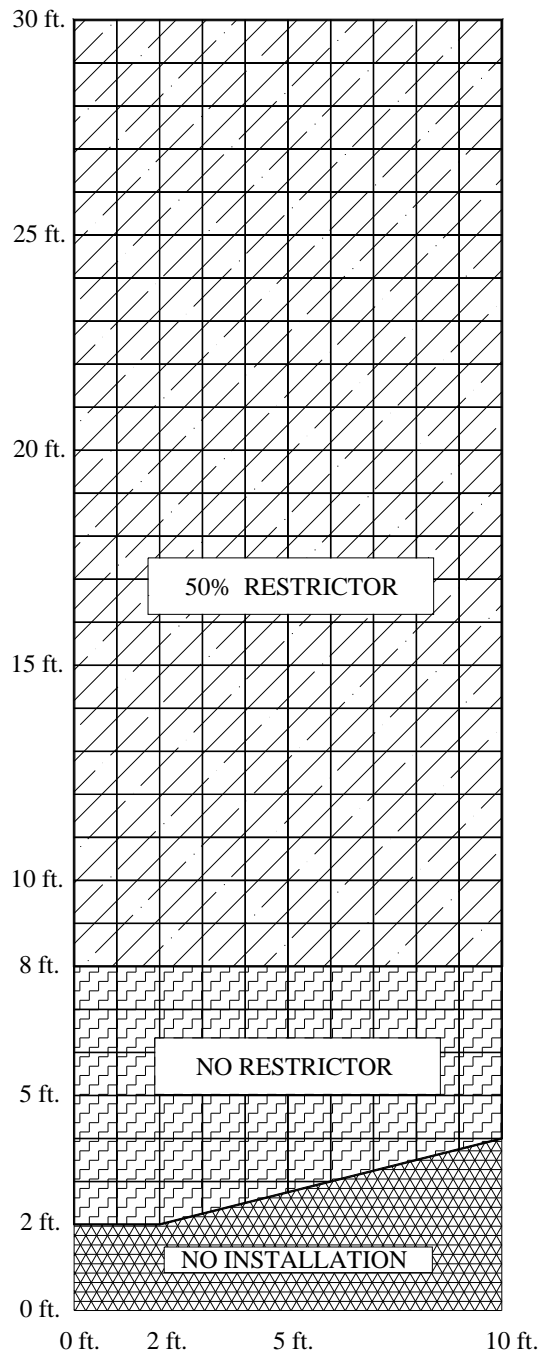


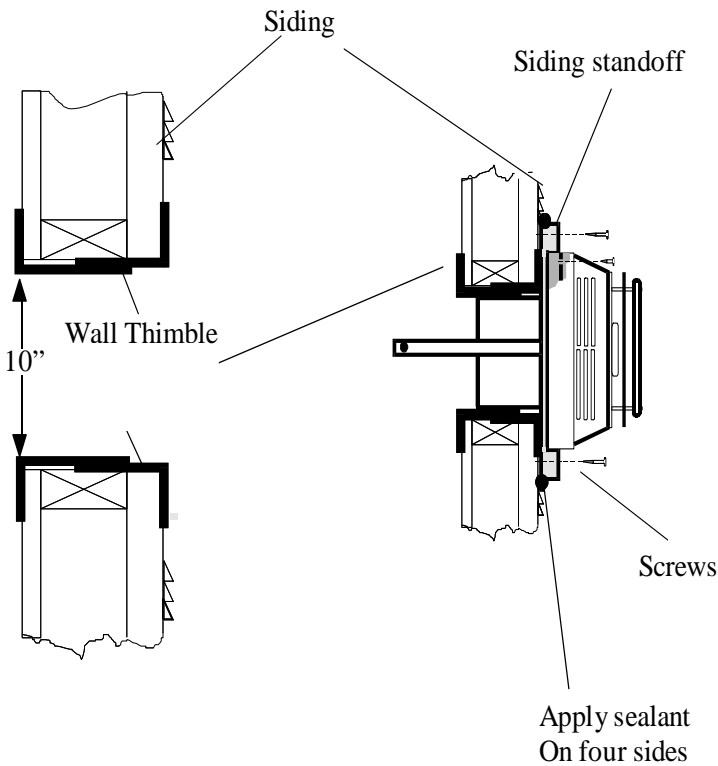
Figure 11

Horizontal Wall Vent Terminations

The position of the horizontal vent termination must be positioned in such a way as to meet all local building codes. Attach the correct length of vertical section pipe and an elbow fitting to the stove. Mark the center line of the pipe facing the wall (allowing for a $\frac{1}{4}$ " rise per foot of horizontal, example: 10 ft. of horizontal would require a rise of $2\frac{1}{2}$ "

NOTE: ALLOWING THE VENT PIPE TO SLOPE DOWN TOWARDS THE VENT TERMINATION COULD CAUSE POOR COMBUSTION AND/OR HIGH TEMPERATURES THAT MAY PRESENT A FIRE HAZARD.

Mark a 10" x 10" square around the center mark (inside dimensions). Cut and frame the exterior wall to except the Wall Thimble. Install the Wall Thimble shield using wood screws. If the wall being penetrated is constructed of non-combustible material a 7" hole sufficient for the vent pipe is acceptable.



Caution: When installing the terminal on to vinyl siding, a vinyl siding kit or furring strips must be used to prevent the terminal from being recessed into the siding. When the termination is to be attached to vinyl siding, apply a bead of non-hardening mastic around the outside edge to form a seal between the standoff and the terminal. Attach the terminal to the exterior wall by using four wood screws through the holes in the corners of the vent terminal. Complete the terminal installation; apply a bead of mastic around the outer edge of the vinyl standoff. With the termination installed you can now connect completed vent assembly by sliding the unit back towards the wall and carefully inserting the pipe into the terminal. Before the final connection is made slide on the decorative wall thimble. Secure the terminal by securing the termination straps to the pipe as close to the exterior wall as possible using sheet metal screws. Ensure that the straps are hidden by the wall thimble cover. Apply decorative trim if required.

Figure 12

Before sliding the pipe into the termination, ensure that you have slid the decorative wall thimble cover and penetration heat shield over the pipe.

Slide the pipe into the vent, making sure that at least 1 1/4" overlap between the pipe and the terminal. Attach the pipe by attaching two sheet metal screws through the terminal straps and into the pipe. Bend back the straps towards the terminal making sure they are hidden by the decorative thimble. Finally attach the wall penetration heat shield and secure with wood screws

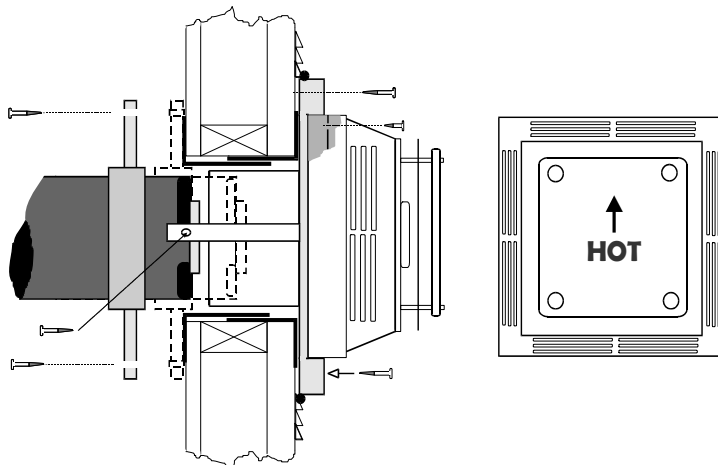


Figure 13

3.3.4.4 VENT TERMINAL LOCATIONS

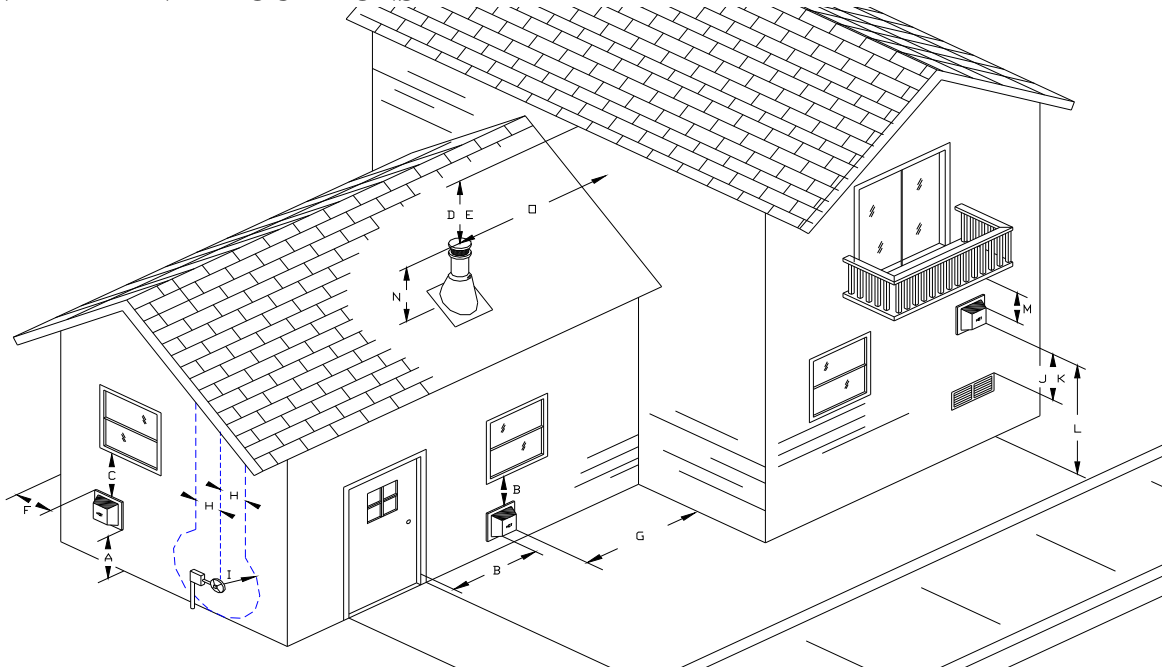


Figure 14

- A. 12" Clearance above grade, veranda, porch, deck or balcony
- B. 12" Clearance to window or door that may be opened
- C. 12" Clearance to permanently closed window
- D. 18" Vertical clearance to ventilated soffit located above the terminal within a horizontal distance of 2 feet (60 cm) from the center-line of terminal (direct or corner installation)
- 24" Vertical clearance to ventilated soffit (Basement installation)
- E. 12" Clearance to unventilated soffit, (straight out or corner installation)
- 24" Clearance to unventilated soffit, (Basement installation)
- F. 12" Clearance to outside corner
- G. 12" Clearance to inside corner
- H. Not to be installed above a meter/regulator assembly within 3 feet (90 cm) horizontally from the center-line of the regulator.
- I. 72" Clearance to service regulator vent outlet
- J. 12" Clearance to non-mechanical air supply inlet to building or the combustion air inlet to any other appliance
- K. 72" Clearance to a mechanical air supply inlet
- L. 84" Clearance above paved sidewalk or a paved driveway located on public property. A vent shall not terminate directly above a sidewalk or paved driveway which is located between two single family dwellings and serves both dwelling
- M. 12" Clearance under veranda, porch, deck, or balcony. Only permitted if veranda, porch, deck, or balcony is fully open on a minimum of 2 sides beneath the floor.
- N. 16" Clearance above the roof.
- O. 24" Clearances from an adjacent wall including neighbouring buildings.
- ❖ Local codes or regulations may require different clearances.
- ❖ When the vent terminal is accessible, a certified guard shall be installed around the terminal.
- ❖ The vent terminal may not be recessed into the wall or siding.

The vent terminal shall not be:

- Within 3 ft. of a building mechanical air supply;
- Less than 12 inches from a perpendicular wall;
- Under a window that pivots open.

In addition, in a structure with three walls and a roof, the vent terminal should not be installed if:

- The distance between the two sidewalls is less than 72"; The roof exceed the walls by more than 24".

3.3.5 Optional B-Vent installation

This unit may be modified for use as a vented room heater, by using the optional West Bay 38 B-Vent adapter. Follow instructions included with the adaptor when using this option.

3.3.6 Firebox components installation

Installing Logs

Proper log placement is very important. The logs are designed to be installed in only one position so that flames do not impinge on them.

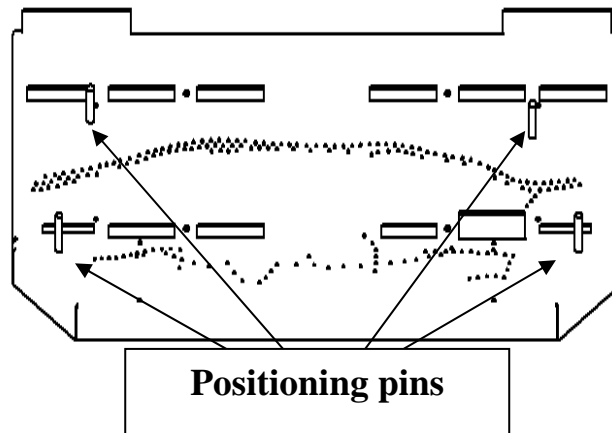


Figure 15

Place the rear log on the pins located on the burner(see Figure 15).

Installing Logs (continued)



Figure 16

Place the front log on the pins located on the burner (see Figure 16).



Figure 17

Place the small twig across the top of the back log using the pre-carved shape as guide. The “Y” portion of the small twig must be facing down towards the top middle portion of the front log. (Figure 17)

3.3.7 Installing the Door

Place door on door support brackets (located on each side of unit). Attach the door clasp hooks to the upper and lower slots on the door anchors and close clasps. Removal is reverse order. If the glass has been damaged or broken, remove the broken pieces (be sure to wear gloves) and remove door. Then remove the hex head screws which are holding the glass retainers in place, remove the remaining broken pieces and clear away any remaining gasket pieces. Replace defective parts with Osburn parts only.

Warning: Do not operate the appliance with the glass front removed, cracked or broken. Replacement of the glass should be done by a licensed qualified service person.

3.3.8 Initial Firing

When lit for the first few times, the appliance may emit an odour resulting from evaporation of paint and lubricants used in the manufacturing process. Open a door or window for ventilation. Anyone with a respiratory condition may need to leave the room during the initial firings.

NOTE: It is normal for the appliance to expand and contract while it heats up or cools down whether this is from a cold start or a steady-state condition where the fan has come on or off. Under these circumstances it is possible that the expansion/contraction of the metal parts may produce a ticking sound.

Occasionally, after a cold start, vapor may condense and fog the glass, and the flames may be partially blue. After a few minutes the moisture will disappear and the flames will become yellow. Visually check the maximum flame height after warm-up (see Figure 18).



Figure 18

3.3.8.1 Manifold Pressure Regulator Adjustment

The manifold pressure regulator controls gas input and flame height and is pre-adjusted at the factory. No further adjustment is required. Manifold pressure can be verified only (see Figure 2).

3.3.8.2 Pilot Flame Adjustment

For proper operation, the pilot and main burner flames must be steady and not lifting off or floating. The top 3/8" – 1/2" (10-13mm) of the thermopile should be engulfed by the pilot flame. The pilot flame adjustment should be performed by a qualified service person only. To adjust the pilot flame, turn the pilot adjustment screw counter-clockwise to increase and clockwise to decrease the flame. Ensure that the pilot flame completely engulfs the thermopile (see Figure 19).

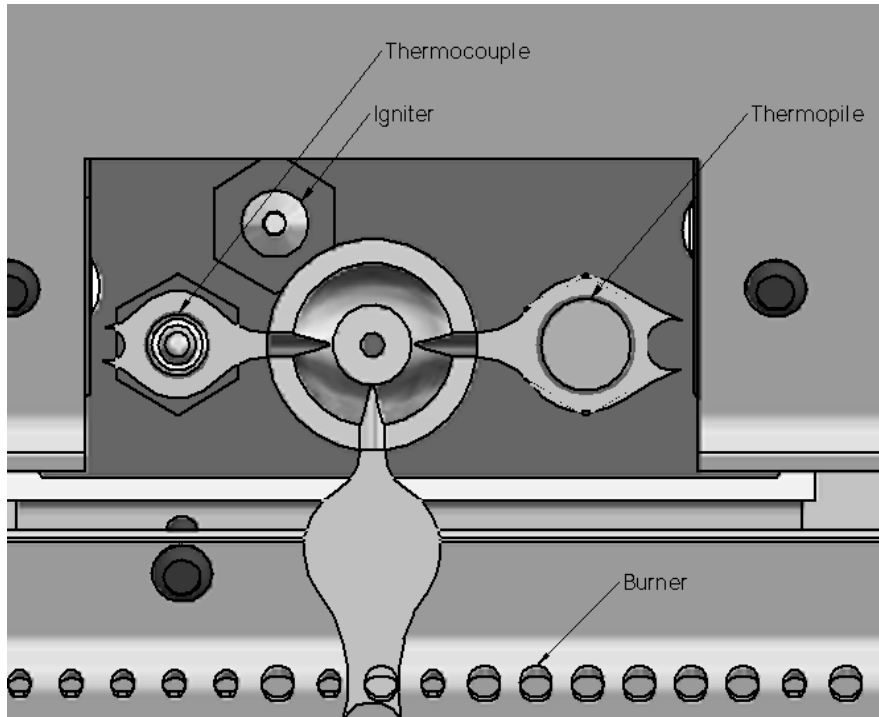


Figure 19

3.3.8.3 Primary Air Adjustment

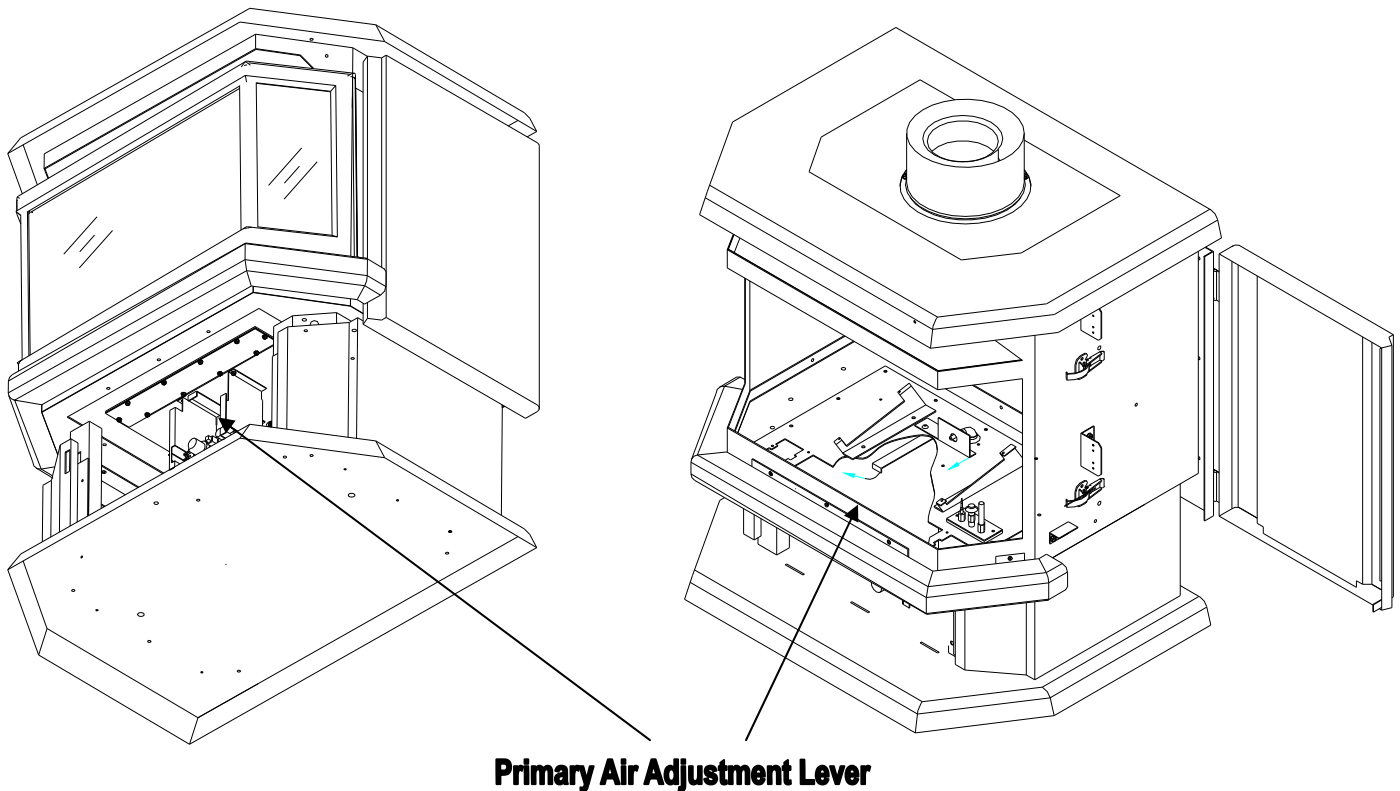


Figure 20

For most installations refer to table 1 page 3 for primary air adjustment, however in a very few instances performance may be improved by sliding the adjustment lever (see above figure). To gain access to the primary air adjustment lever, open front pedestal door and remove the control panel cover. Loosen the positioning nut located on the underside of the lever. Pushing the lever “towards the rear” will increase aeration which will cause the flame to appear more transparent and blue making the ceramic fuel effects glow more. Pulling the lever “towards the front” decreases aeration and will cause the flames to appear more yellow or orange, making the fuel effects glow less. Evaluate the aeration only after the unit has warmed up approximately 45 minutes.

Too little aeration may result in black carbon forming and dropping into the firebox.

3.3.8.4 Altitude Adjustment

All valves have been pre-set and certified for installation at elevations from 0 – 4500 feet (1 – 1372m) above sea level.

When installing this heater at higher elevations, it is necessary to decrease the input rating by replacing the existing burner orifice with a smaller size for installations over 4500 feet (1372m). The appliances input should be reduced 4% for each additional 1000 feet (305m) above sea level. For the USA, de-rate the heater from sea level according to the gas installation code.

4.0 MAINTENANCE

4.1 Maintenance Safety

Turn off the gas to the main burner and allow the heater to cool for up to 30 minutes before servicing.

Service and repair should be done by a qualified service person. The appliance should be inspected before use and at least annually by a professional service technician. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. It is important that the access door compartment, burner and circulating air passageways be kept clean to provide for adequate combustion and ventilation airflow. Do not substitute materials or use components other than factory supplied.

4.2 Recommended Service

1. Examine the venting system periodically.
2. Visually check the burner and pilot flames occasionally. Visually inspect height and color of flames (see Figures 18 & 19).
3. Clean the glass as needed. See section 4.3 for instructions on glass cleaning.
4. Have the appliance inspected annually by a professional service technician.
5. Clean the appliance regularly.

NOTE: Safety screens removed for service must be replaced prior to operating the heater.

Annual service: An annual service call should take between 1 – 2 hours. Start by disassembling the unit; take off the glass and remove all the logs, embers, burner and fan. A small toothbrush is a handy tool for cleaning the fan. Loosen all the debris on the fan blades and vacuum it off. Vacuum the whole firebox and all the air passages. Clean the burner, pilot orifice, main orifice, logs, etc. After everything is clean, check all the connections and the chassis ground and reassemble. Fire up the unit and check the electrical readings of the thermopile/thermocouple. Clean the glass. Check the gas pressure. Check the draft (the venting system should also be checked).

4.3 Glass Cleaning

The inside of the glass may require periodic cleaning to remove deposits left from impurities in the gas and combustion air. For best results, use a ceramic glass cleaner or polish. A suitable cleaner is available from your dealer. Avoid the use of ammonia based cleaners such as Windex[®]. Do not clean while hot. Do not use abrasive cleaners. Make sure you clean off the white film on the fireplace glass as soon as possible – otherwise the glass may deteriorate.

4.4 Cleaning Of Gold Plated Surfaces

Take special care and **DO NOT** use chemical or abrasive cleaners. Wipe only with a soft damp cotton cloth to maintain original brilliance. **CAUTION:** Vigorous wiping may damage the gold finish.

4.5 Burner & Pilot Cleaning

Periodic cleaning is necessary for proper operation.

Refer to section 4.8, remove the burner, and check that the burner orifice is clean.

Visually inspect the pilot. Brush or blow away any dust, lint or foreign debris. If the pilot orifice is plugged, disassembly may be required to remove any foreign material from the orifice or tubing. When the appliance is back in service, check the pilot flame pattern with the figures in Section 3.3.7. For re-lighting, refer to the lighting instructions in Section 2.2.

5.0 TROUBLE SHOOTING

SYMPTOM	POSSIBLE CAUSE	CORRECTIVE ACTION
I. Pilot will not light after repeated triggering of the piezo ignition button	A. No spark at electrode (weak or no heat source for pilot ignition)	
	1. Poor connections at starter and ignition electrode 2. Broken ceramic cover on ignition electrode 3. Defective piezo igniter 4. Poor grounding of piezo igniter	1. Reconnect if loose 2. Replace pilot assembly 3. Replace piezo igniter 4. Tighten mounting nut and/or igniter screws
	B. No gas or low gas pressure	
	1. Gas line shut off(s) may not be turned on 2. No gas supply (LPG) 3. Air in gas lines 4. Gas lines may not be connected 5. Low pressure may be caused by bent line 6. Valve control knob not fully depressed in "PILOT" position	1. Turn on shut-off valves 2. Check propane tank; you may be out of fuel 3. Purge gas lines 4. Connect all gas lines 5. Check for a kinked line 6. Fully depress control knob
II. Pilot will not stay lit after following the lighting instructions	A. Thermocouple / Valve	
	Weak or improperly located pilot flame Defective thermocouple Thermocouple not installed properly Open wire connection in pilot circuit Defective Valve	1. Adjust and clean pilot. The flame must impinge on or engulf the thermocouple, as shown in Figure 22 2. Replace thermocouple 3. Make sure all wire connections at the gas valve terminals are tight and the thermocouple is fully inserted into the mounting bracket 4. Check wire continuity and connections in the pilot circuit 5. Connect the millivolt meter probes to the thermopile terminals on the gas valve. Turn the valve to the "PILOT" position, depress, and light. If the meter reading is greater than 250 millivolts after 30 seconds, the thermopile is good. If the pilot does not stay lit, the valve is defective.

OSBURN LIMITED LIFETIME WARRANTY

The warranty of the manufacturer extends only to the original consumer purchaser and is not transferable. This warranty covers brand new products only, which have not been altered, modified nor repaired since shipment from factory. Proof of purchase (dated bill of sale), model name and serial number must be supplied when making any warranty claim to your OSBURN dealer.

This warranty applies to normal residential use only. Damages caused by misuse, abuse, improper installation, lack of maintenance, over firing, negligence, accident during transportation, power failures, downdrafts, or venting problems are not covered by this warranty.

This warranty does not cover any scratch, corrosion, warping, or discoloration caused by over firing, abrasives or chemical cleaners. Any defect or damage caused by the use of unauthorized parts or others than original parts void this warranty. An authorized qualified technician must perform the installation in accordance with the instructions supplied with this product and all local and national building codes. Any service call related to an improper installation is not covered by this warranty.

The manufacturer may require that defective products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer for investigation. If a product is found to be defective, the manufacturer will repair or replace such defect. Transportation fees to ship the product back to the purchaser will be paid by the manufacturer. Repair work covered by the warranty, executed at the purchaser's domicile by an authorized qualified technician requires the prior approval of the manufacturer. Labour cost and repair work to the account of the manufacturer are based on predetermined rate schedule and must not exceed the wholesale price of the replacement part. All parts and labour costs covered by this warranty are limited according to the table below.

The manufacturer at its discretion may decide to repair or replace any part or unit after inspection and investigation of the defect. The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of any warranted but defective parts. The manufacturer shall in no event be responsible for any special, indirect, consequential damages of any nature, which are in excess of the original purchase price of the product. A one-time replacement limit applies to all parts benefiting from a lifetime coverage. This warranty applies to products purchased after March 1st, 2009.

DESCRIPTION	WARRANTY APPLICATION	
	PARTS	LABOUR
Combustion chamber (welds only), heat exchanger (welds only), castings, and ceramic glass (thermal breakage only*).	Lifetime	5 years
Plating* (defective manufacture) – subject to limitations above.	Lifetime	n/a
Stainless steel firebox components, surrounds and heat shields, pedestal, and trims (aluminum extrusions).	7 years	5 years
Carbon steel firebox components, burner, glass retainers, and handle assembly.	5 years	3 years
Gas valve, pilot assembly & related parts, blowers, heat sensors, switches, rheostat, wiring, and other controls.	2 years	1 year
Paint (peeling), gaskets, insulation, ceramic logs, masonry-like panels, and ceramic fibre blankets.	1 year	n/a

****Pictures required***

Shall your unit or a components be defective, contact immediately your OSBURN dealer. Prior to your call make sure you have the following information necessary to your warranty claim treatment:

- Your name, address and telephone number;
- Bill of sale and dealer's name;
- Serial number and model name as indicated on the nameplate fixed to the back of your unit;
- Nature of the defect and any relevant information.
-

Before shipping your unit or defective component to our plant, you must obtain from your OSBURN dealer an Authorization Number. Any merchandise shipped to our plant without authorization will be refused automatically and returned to sender.