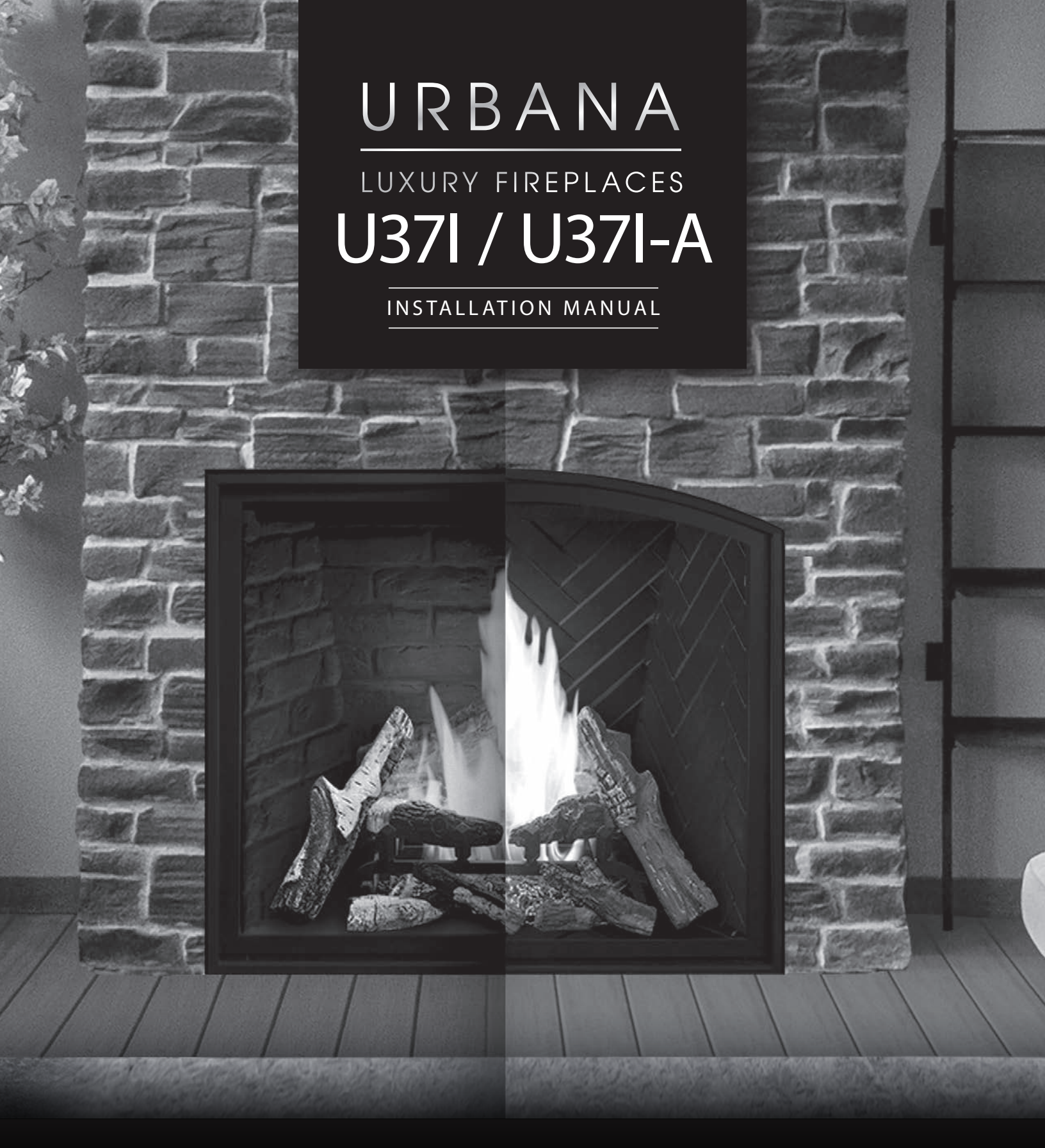
URBANA

LUXURY FIREPLACES

U37I / U37I-A

INSTALLATION MANUAL



Intertek
C#4001609

WARNING: If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury or loss of life. Installation and service must be performed by a qualified installer, service agency or the gas supplier.

CERTIFIED TO: ANSI Z21.50 / CSA 2.22 VENTED DECORATIVE GAS APPLIANCES
CSA 2.17 GAS FIRED APPLIANCES FOR HIGH ALTITUDES

C-16412

Safety Precautions

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 vapours 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.

INSTALLER:
Leave this manual with the appliance.

CONSUMER:
Retain this manual for future reference.

This appliance may be installed in an after-market permanently located, manufactured (mobile) home, where not prohibited by local codes.

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

Only doors certified with the appliance shall be used

Massachusetts installations (Warning): This product must be installed by a licensed plumber or gas fitter when installed within the Commonwealth of Massachusetts. Other Massachusetts code requirements: Flexible connector must not be longer than 36in., a shut off valve must be installed; only direct vent sealed combustion products are approved for bedrooms/bathrooms. A carbon monoxide detector is required in all rooms containing gas fired direct vent appliances. The fireplace damper must be removed or welded in the open position prior to installation of a fireplace insert.

Safety Precautions

FOR SAFE INSTALLATION AND OPERATION OF YOUR "Urbana" Appliance, PLEASE CAREFULLY READ THE FOLLOWING INFORMATION:

• All Urbana gas-fired appliances must be installed in accordance with their instructions. Carefully read all the instructions in this manual first. Consult the building authority having jurisdiction to determine the need for a permit prior to commencing the installation.

• **NOTE:** Failure to follow these instructions could cause a malfunction of the fireplace, which could result in death, serious bodily injury, and/or property damage.

• Failure to follow these instructions may also void your fire insurance and/or warranty.

GENERAL

• Installation and repair should be done by a qualified service person. The appliance should be inspected before the first use and, at least, annually by a qualified service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. It is imperative the control compartments, burners and circulating air passageways of the appliance be kept clean.

• Due to high temperatures, the appliance should be located out of high traffic areas and away from furniture and draperies.

Children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burn or clothing ignition.

• Young children should be carefully supervised when in the same room as the appliance. Toddlers, young children and others may be susceptible to accidental contact burns. A physical barrier is required if there is a risk for individuals in the house. To restrict access to a fireplace or stove install an adjustable safety gate to keep toddlers, young children and other at risk individuals out of the room and away from hot surfaces. Any safety screen, guard, or barrier removed for servicing an appliance must be replaced prior to operating the appliance.

• Clothing or other flammable materials should not be placed on or near the appliance.

DANGER



HOT GLASS WILL CAUSE BURNS

DO NOT TOUCH GLASS UNTIL COOLED.

NEVER ALLOW CHILDREN TO TOUCH GLASS.

A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and must be installed for the protection of children and other at-risk individuals.

• A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and shall be installed for the protection of children and other at-risk individuals. If the barrier becomes damaged, the barrier shall be replaced with the manufacturer's barrier for this appliance.

FOR YOUR SAFETY

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

• This installation must conform to 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.

• To prevent injury, do not allow anyone who is unfamiliar with the stove to operate it.

• To prevent injury, if the pilot or pilot and burners have gone out on their own, open the glass door and wait 5 minutes to air out before attempting to re-light the stove.

• Always keep the area around these appliances clear of combustible material, gasoline and other flammable liquids and vapours.

• These appliances should not be used as a drying rack for clothing or for hanging Christmas stockings/decorations.

• Due to the paint curing on the stove, a faint odor and slight smoking will likely be noticed when the stove is first used. Open a window until the smoking stops.

Always connect this gas stove to a vent system and vent to the outside of the building envelope. Never vent to another room or inside the building. Make sure the specified vent pipe is used, properly sized and of adequate height to provide sufficient draft. Inspect the venting system annually for blockage and signs of deterioration.

WARNING: Failure to position the parts in accordance with the diagrams in this booklet, or failure to use only parts specifically approved with this appliance, may result in property damage or personal injury.

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

• Never use solid fuels such as wood, paper, cardboard, coal, or any flammable liquids, etc., in this appliance.

• 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 or any gas control which has been under water.

• Do not abuse the glass by striking it or slamming the door shut.

• If the U37I unit is pulled out of its installation, and the vent-air intake system is disconnected for any reason, ensure that the vent-air intake pipes are reconnected and re-sealed in accordance to the instructions noted in Initial Installation - Direct Vent

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Codes And Approvals

DIRECT VENT ONLY: This type is identified by the suffix DV. This appliance draws all of its air for combustion from outside the dwelling, through a specially designed vent pipe system.

This appliance has been tested and approved for installations from 0 feet to 4500 feet (1372 m) above sea level.

In the USA: The appliance may be installed at higher altitudes. Please refer to your American Gas Association guidelines which state: the sea level rated input of Gas Designed Appliances installed at elevations above 2000 (610 m) feet is to be reduced 4% for each 1000 feet (305 m) above sea level. Refer also to local authorities or codes which have jurisdiction in your area regarding the de-rate guidelines.

In Canada: When the appliance is installed at elevations above 4500 feet (1372 m), the certified high altitude rating shall be reduced at the rate of 4% for each additional 1000 feet (305 m).

- This appliance has been tested by INTERTEK and found to comply with the established VENTED DECORATIVE GAS APPLIANCE standards in CANADA and the USA as follows:

VENTED DECORATIVE GAS APPLIANCE (U37I; NATURAL GAS, PROPANE GAS)

CERTIFIED TO: ANSI Z21.50 / CSA 2.22 VENTED DECORATIVE GAS APPLIANCES

CSA 2.17 GAS FIRED APPLIANCES FOR HIGH ALTITUDES

This Urbana U37I / U37I-A Decorative Appliance:

- Is not a source of heat.
- Has been certified for use with either natural gas or propane (see rating label).
- Is not for use with solid fuels.
- Is approved for a bedroom or bed sitting room. (**IN CANADA**: must be installed with a listed wall thermostat. **IN USA**: **Installation with a thermostat is not permitted**, see current ANSI Z223.1 for installation instructions.)
- Must be installed in accordance with local codes. If none exist, use current installation code CAN/CGA B149.1 in Canada or ANSI Z223.1/NFPA 54 in the USA.
- Must be properly connected to an approved venting system and not connected to a chimney flue serving a separate solid-fuel burning appliance.

IMPORTANT NOTICE (Regarding first fire up): When the unit is turned on for the first time, it should be turned onto high without the fan on (if equipped) for the first 4 hours. This will cure the paint, logs, gasket material and other products used in the manufacturing process. It is advisable to open a window or door, as the unit will start to smoke and can irritate some people. After the unit has gone through the first burn, turn the unit off including the pilot, let the unit get cold then remove the glass door and clean it with a good gas fireplace glass cleaner, available at your local Urbana dealer.

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We recommend that our gas hearth products be installed and serviced by professionals who are certified in the U.S. by the National Fireplace Institute® (NFI) as NFI Gas Specialists.

Specifications

Rating Label & Lighting Instructions Location:

Remove the safety screen to access the rating label and lighting instructions. They are attached to a length of chain and are never to be tampered with or removed. All important information for your fireplace is on this label as well as the model specific serial number which you will need for warranty information. The sheet is located in the air space underneath the firebox.

Dimensions:

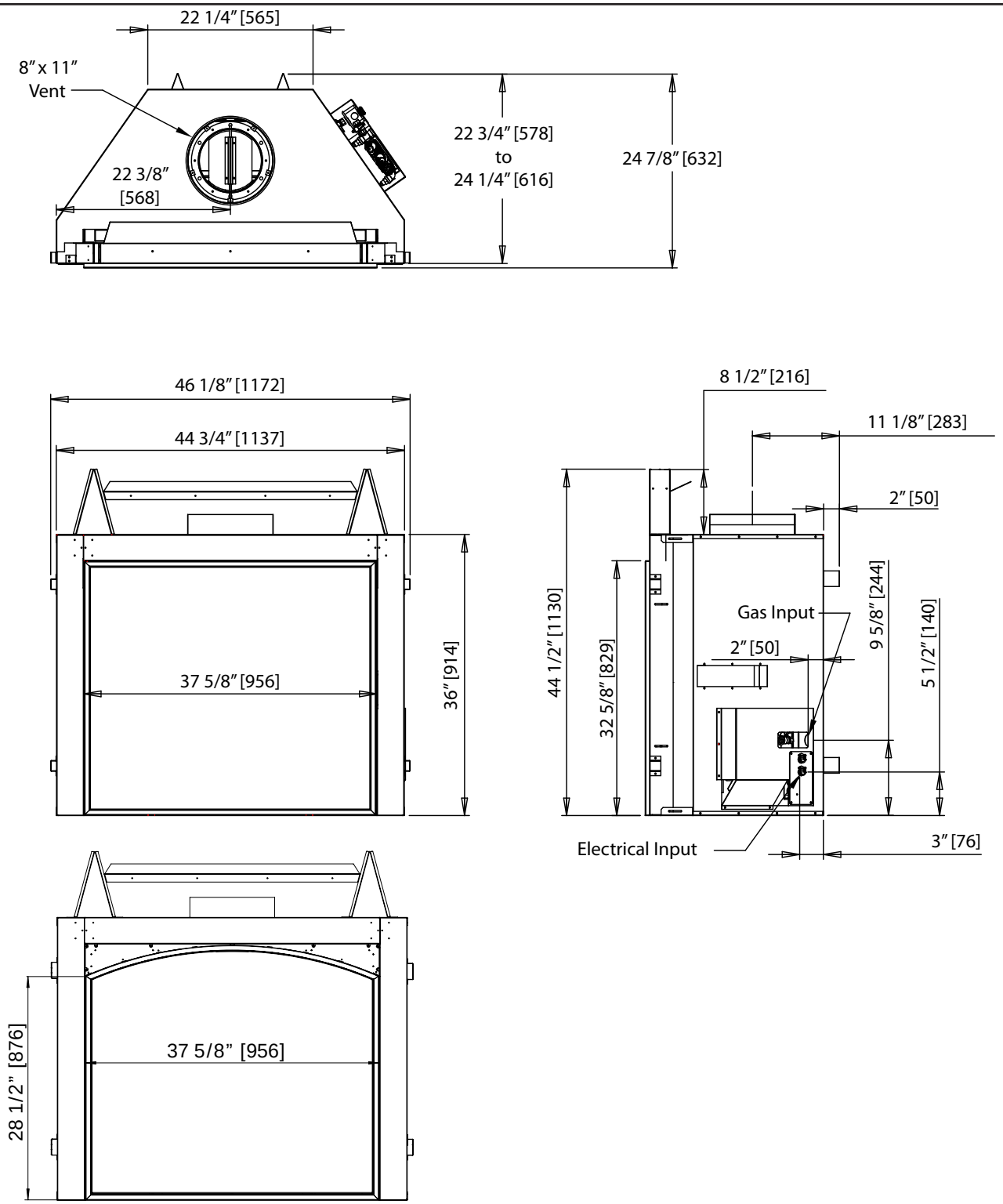


Figure 1: U37I & U37I-A Unit Dimensions

Operating Instructions

For Your Safety, Read Safety Precautions And Lighting Instructions Before Operating

WARNING: IF YOU DO NOT FOLLOW THESE INSTRUCTIONS EXACTLY A FIRE OR EXPLOSION MAY RESULT, CAUSING PROPERTY DAMAGE, PERSONAL INJURY OF LOSS OF LIFE.

Lighting and Instructions:

FOR YOUR SAFETY READ BEFORE OPERATING

WARNING: IF YOU DO NOT FOLLOW THESE INSTRUCTIONS EXACTLY, A FIRE OR EXPLOSION MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL INJURY OR LOSS OF LIFE.

A. This appliance is equipped with an ignition device which automatically lights the pilot. Do not try to light the pilot by hand.
B. BEFORE OPERATING smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.
WHAT TO DO IF YOU SMELL GAS:

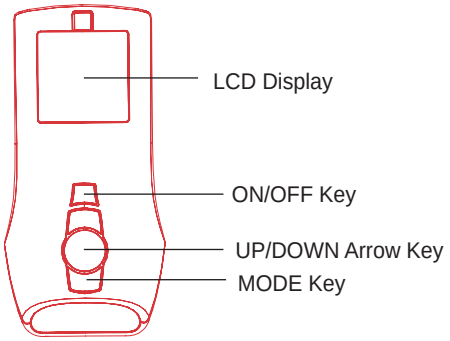
- Do not try to light any appliance.
- Do not touch any electrical switch; do not use any phone in your building.
- Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

C. Use only the remote supplied with this fireplace. Never use tools, 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.

OPERATING INSTRUCTIONS

USA Installations: This **Decorative Gas Appliance** is not permitted for use with a thermostat.

1. STOP! Read the safety information above on this label.
2. Read the owner's manual including the section on "Remote Control" operation.
3. Turn off all electric power to the appliance.
4. Do not attempt to light the pilot by hand.
5. Wait five (5) minutes to clear out any gas. Then smell for gas, including near the floor. If you 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. Turn on all electric power to the appliance.
7. Using the remote control, press the ON/OFF key on the remote. "ON" will be indicated on the display of the remote and an audible "beep" will be heard at the unit to indicate the command has been received.
8. 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. Press the ON/OFF Key. "OFF" will be indicated on the display and an audible "Beep" will be heard at the unit to indicate the command has been received.
2. Turn off all electric power to the appliance if service is to be performed.

C-16462

Figure 2: Lighting Instruction Label

Pilot Light:

The pilot flow adjustment is set to maximum at the factory and should not need to be adjusted. The pilot flame should cover ⅜" to ½" (10 to 13mm) of the flame sensor (see Figure 3). However, should the need arise, turn the adjustment screw to alter the pilot gas flow.

Note: The should the pilot require adjustment it must be done prior to installation of the appliance. After installation, the valve will only be accessible through the firebox access panel.

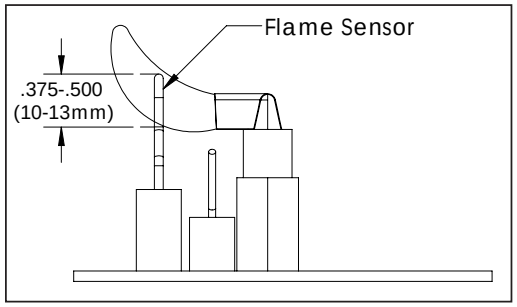


Figure 3: Pilot Light

Routine Maintenance:

Run through the following procedures to ensure the system is clean and working properly at least once a year. Check the burner to see if all the ports are clear and clean. Check the pilot to make sure it is not blocked by anything. The pilot flame should be blue with little or no yellow tips.

WARNING: Failure to position parts in accordance with this manual, or failure to use only parts specifically approved with this appliance may result in property damage or personal injury.

The venting system must be periodically examined; it is recommended the examination is done by a qualified agency.

Cleaning The Glass:

With the appliance cooled, remove the surround panel and glass door (See Maintenance And Service - Surround Panel Removal and Maintenance And Service - Glass Door Removal). Check the gasket material on the back of the glass, making sure that it is attached and intact.

During a cold start up, condensation will sometimes form on the glass. This is a normal condition with all gas fireplaces. This condensation can allow dust and lint to cling to the glass surface which requires periodic cleaning.

Initial paint curing of the appliance can leave a slight film behind the glass, a temporary problem. The glass will need cleaning about two weeks after installation.

Use a mild glass cleaner and a soft cloth. **Abrasive cleaners will damage the glass and painted surfaces.** Depending on the amount of use, the glass should require cleaning no more than two or three times a season.

WARNING: Do not clean the glass when it is hot.

Cleaning The Firebox:

Carefully remove the logs, they are fragile. Gently remove all the media and place on a paper towel. Vacuum the bottom of the firebox thoroughly. Carefully clean any dust off the logs and remove any lint from the burner and pilot. At this time, inspect the burner tube for cracking or severe warping. If a problem is suspected, contact the dealer. Check the logs for deterioration or large amounts of soot; a small amount on the bottom side of the logs is normal. Replace the logs as shown in the Secondary Installation - Log Set Installation section. If new/more media is required, contact your nearest Urbana dealer.

Replacing the Glass:

The glass in the appliance is a high temperature ceramic. If the glass is damaged in any way, a factory replacement is required (see Parts List). Wear gloves when handling damaged glass door assembly to prevent personal injury. Do not operate with the glass front removed, cracked or broken. Removal and replacement of the glass from the door **must** be done by a licensed or qualified service person**. The glass must be purchased from an Urbana dealer. No substitute materials are allowed.** To remove the door (see Maintenance And Service - Glass Door Removal). The replacement glass will come with a new gasket installed. Remove any silicone remnants from the door. Apply high temperature silicone around the perimeter of the door and install the new piece of glass with gasket. Apply even pressure to the glass to allow the silicone to adhere to the gasket material.

Cleaning Decorative Surfaces:

Painted and porcelain faces should be wiped with a damp cloth periodically. Never clean the face when it is hot. Do not use other cleaners as they may leave a residue, which can become permanently etched into the surface.

Safety Screen Removal:

WARNING: Do not attempt to remove the safety screen until the unit has completely cooled.

There are four magnets that hold the safety screen into position (see Figure 4). To remove the safety screen, it is easiest to grab with both hands on either side and lift up and bring outward. Upon installation, some adjustment from left to right may be needed to center the surround.

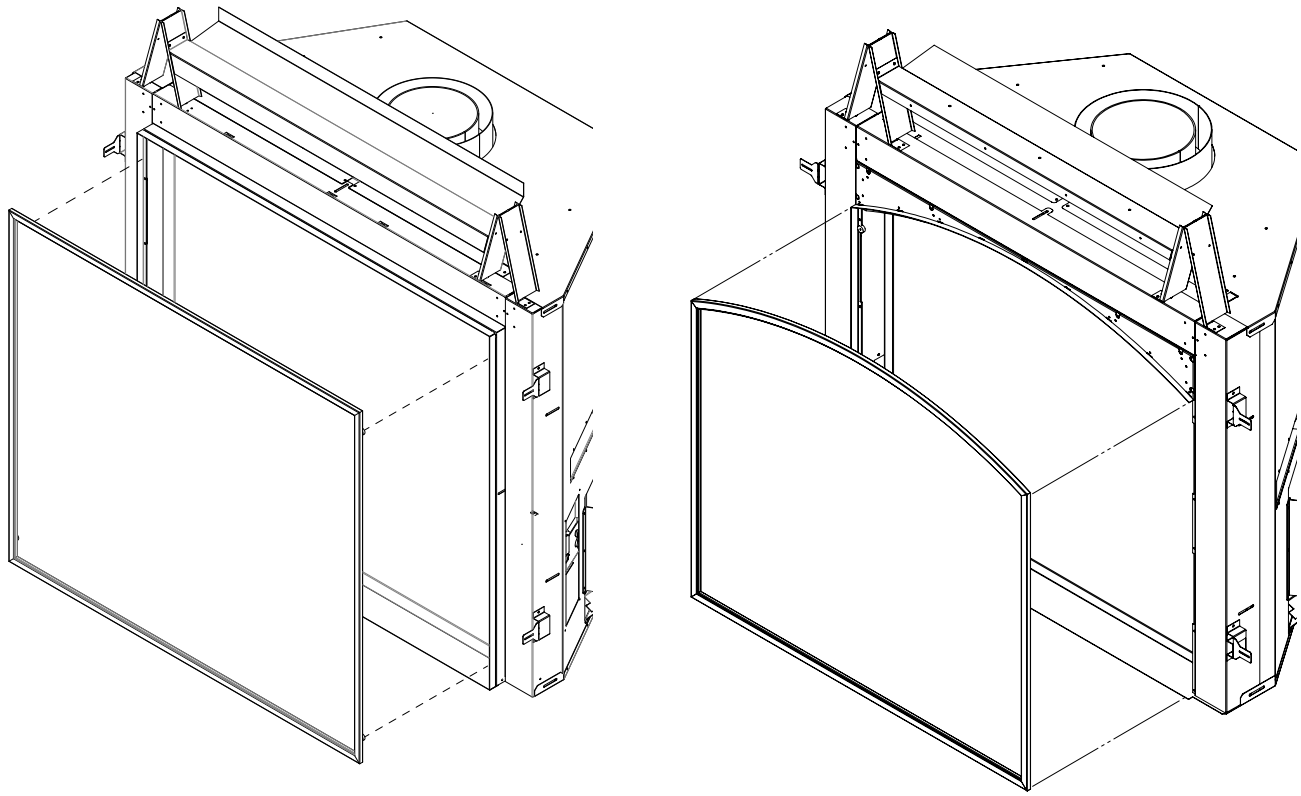


Figure 4: Safety Screen Removal (U37 and U37I-A models)

Door Trim Removal:

The glass door has four trim pieces used to improve the aesthetic of the outer perimeter of the firebox. These pieces will need to be removed prior to removing the glass door. There are no fasteners holding the pieces together, rather they are slotted together around the door.

First remove the two side pieces then the top & bottom pieces.

When reattaching the trim pieces, perform the above in reverse order.

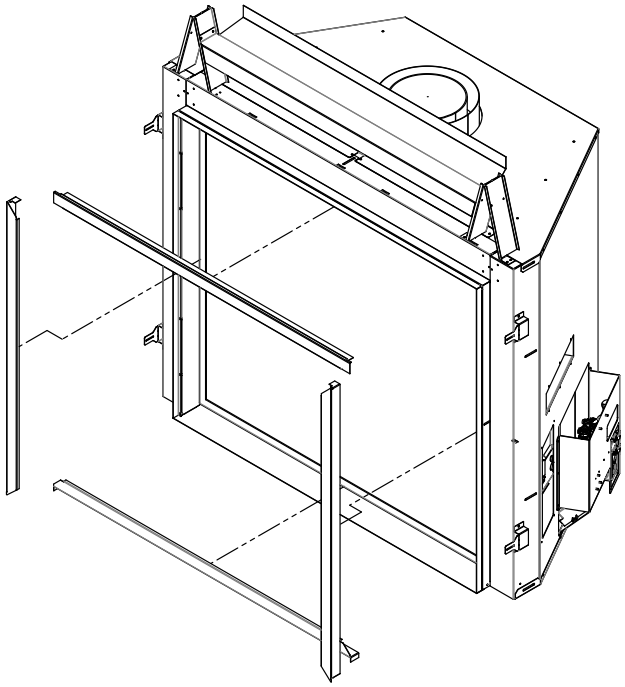


Figure 5: Door Trim Removal (U37I shown)

Glass Door Removal:

The glass door is attached using four hooks (see Figure 6). To disengage the hooks and remove the door, pull the handles out and up (see Figure 7). For arched models (U37I-A) the bottom of the door will need to be pulled out first to lower and tilt the door enabling the top to come out from behind the arch. To reattach the door, align the hooks back up with their respective attachment points, push the door into the fireplace opening, then push the hook handles down and into the opening until they lock into place (see Figure 7).

WARNING: Do not touch or attempt to remove the glass door if the fireplace is not completely cold.

WARNING: Never operate the fireplace with the glass door removed.

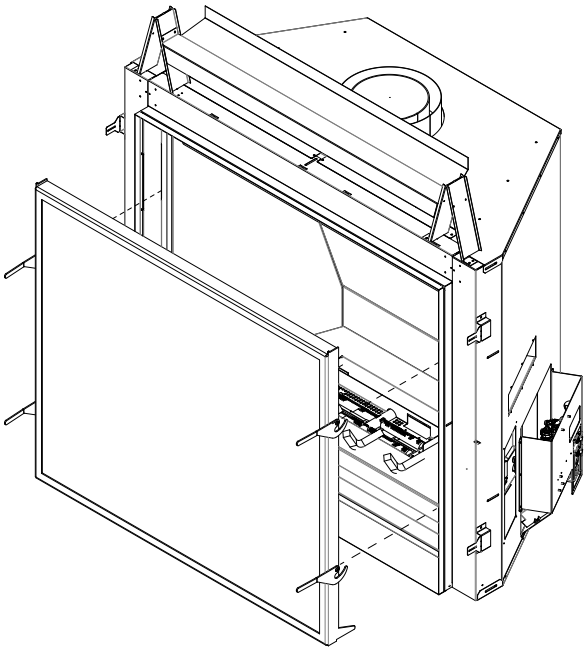


Figure 6: Glass Door Removal

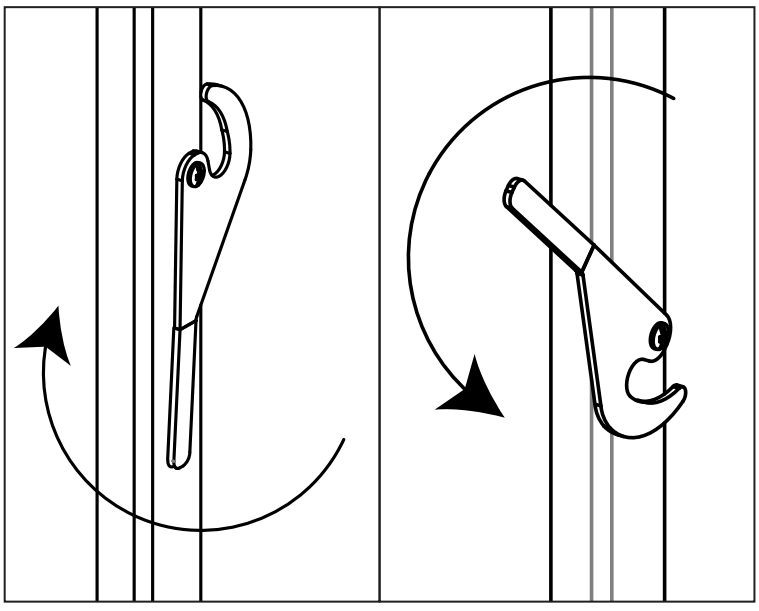


Figure 7: Door Hook Unlock (Left) and Lock (Right)

The burner will need to be removed for maintenance and fuel conversion. Follow the procedure carefully.

Proceed only when the unit has completely cooled down.

Burner Assembly Removal:

1. Remove the safety screen (see Maintenance and Service - Safety Screen Removal on page 10).
2. Remove the door trim (see Maintenance and Service - Door Trim Removal on page 11).
3. Remove the glass door (see Maintenance and Service - Glass Door Removal on page 11)
4. Remove log set (if installed).
5. Remove the bottom steel liner from the firebox (see Figure 8).
6. Remove the Log Grate by loosening the two screws holding the log grate clamps in place near the front of the grate and sliding them outwards (see Figure 9).
7. Remove the Rear Air Channel (see Figure 10)
8. Remove the pilot shield and pilot from the log burner assembly (see Figure 10).
9. Remove the two (2) T-20 screws securing the orifice mount clamp onto the burner (see Figure 11).
10. Loosen the two (2) T-20 screws securing the burner to the firebox (see Figure 12). The burner has keyslot holes that allow the burner to then be removed without fully removing the screws.

To re-install the burners, follow the steps above in reverse. When placing the burners back in the unit, be sure not to move the air shutter. **Do not over tighten the burner screws or they might strip; just get them snug.**

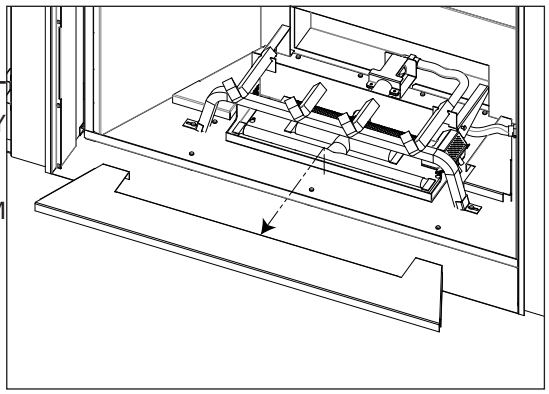


Figure 8: Bottom Steel Liner Removal

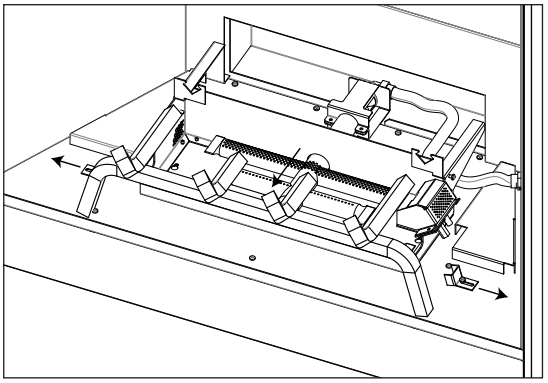


Figure 9: Log Grate Removal

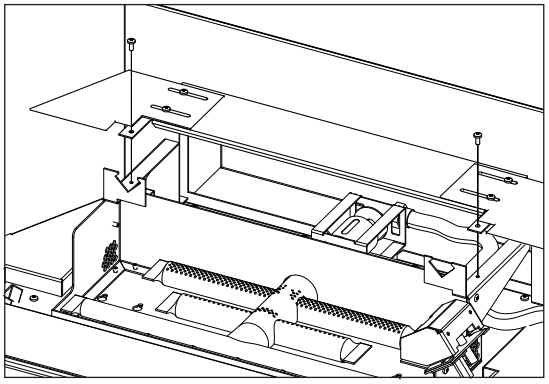


Figure 10: Rear Air Channel Removal

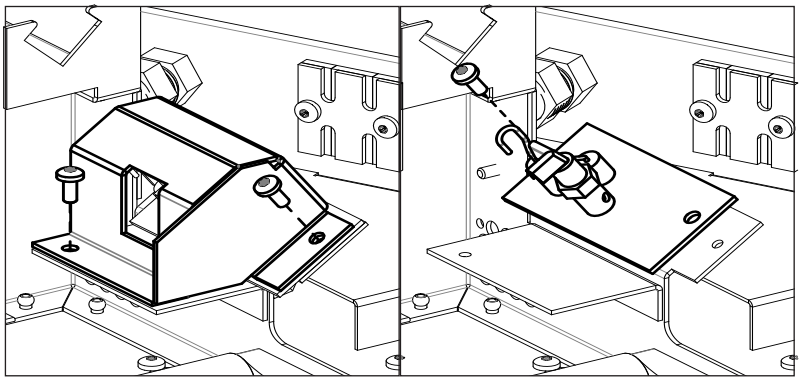


Figure 11: Pilot Shield & Pilot Removal

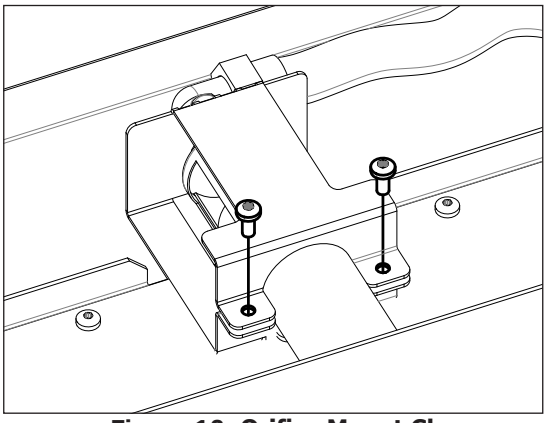


Figure 12: Orifice Mount Clamp

Burner Shutter Cap Adjustment:

The U37 contains an adjustable shutter cap that can alter the amount of air the burner receives. This can greatly affect the quality of the burn, especially when converting the gas type for the unit. Follow these steps carefully to properly set the shutter cap:

1. Remove the burner assembly from the unit (see Maintenance and Service - Burner Assembly Removal on page 12).
2. The cap at the back of the burner assembly can be slid open/close to adjust the air channel for the burner (see Figure 14).
3. Adjust the shutter forward following the guidelines below. These are general settings only and the shutter may require additional adjustment (less/more) depending on the exact setup of the appliance:

   8x11 Venting NG: Closed

   8x11 Venting LP: Closed - 3/16" open

   5x8 Venting NG: 3/16" - 1/4" open

   5x8 Venting LP: 3/8" - 7/16" open

Important Note - When using 5x8 venting the burner shutter setting greatly effects both the burner and pilot flames. Opening the shutter too much will result in a blue transparent flame and unstable pilot.

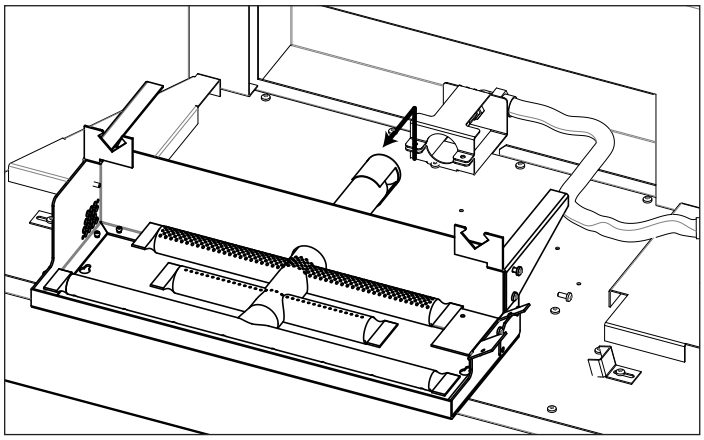


Figure 13: Log Burner Removal

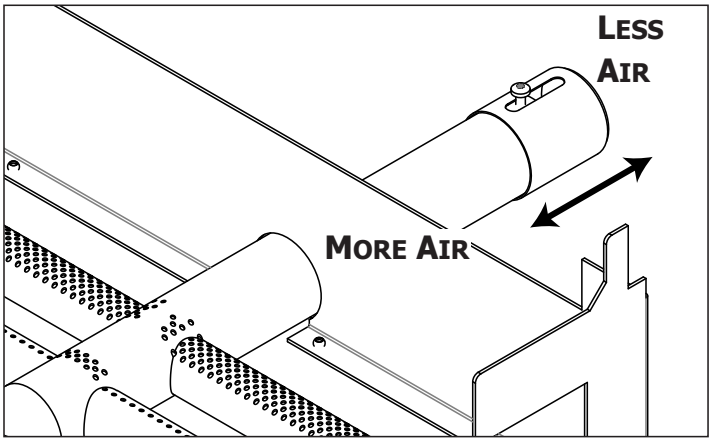


Figure 14: Burner Cap Adjustment

Component Backpack Removal:

The component backpack houses the valve, IFC and fuses for the fireplace. It is located on the back right side of the unit. To remove the backpack and access the components, remove the eight (8) T-20 screws around the perimeter (see Figure 15).

Once installed, the components can be accessed from inside the firebox. Refer to Maintenance And Service - Component Access After Installation on page 15 for instructions on how to do so.

***Note**: Ensure that the backpack is properly supported while removing from the unit to avoid possible damage and injury.

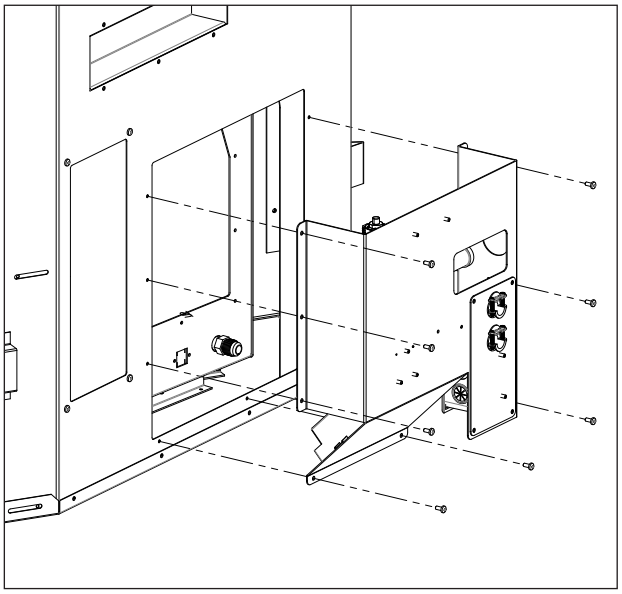


Figure 15: Component Backpack Removal

Top Light Replacement:

1. Disconnect electrical power to the unit.
2. Remove the safety screen, door trim, and glass door (see page 10 to page 11).
3. Remove light deflector (see Figure 16).
4. Remove the top light assembly by removing four (4) bolts using a 5/16" socket (see Figure 17).
5. Grab the connectors firmly at the base to disconnect them from the bulb assembly. Remove assembly from unit then disconnect the ground wire.

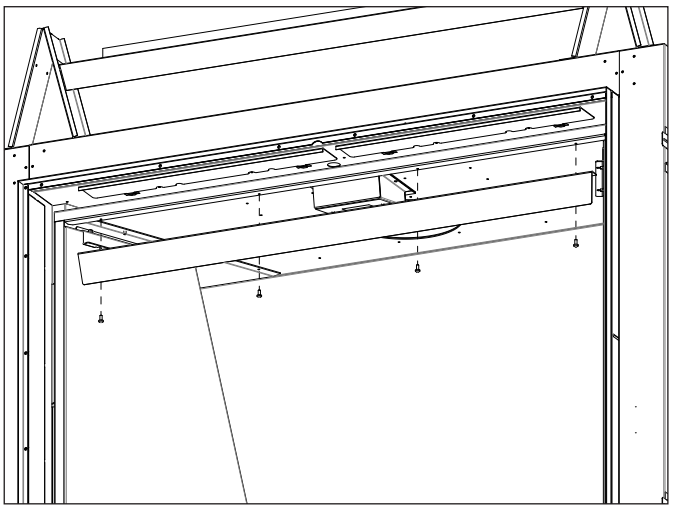


Figure 16: Light Deflector Removal

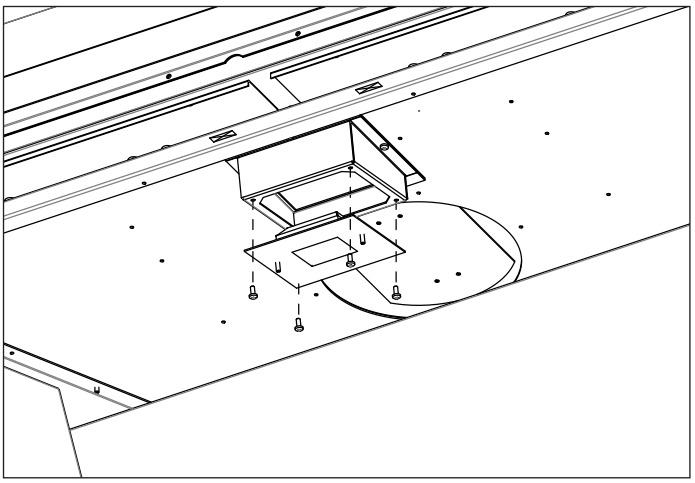


Figure 17: Top Light Removal

6. Remove the light cover by removing the two (2) T-20 screws. If light gasket is damaged, contact your Urbana dealer for replacement.
7. Replace the bulb or light assembly as necessary and assemble back into unit.
   Bulb Specifications: G9 Halogen, 25W, 120V
   Enviro Part #: 50-4119
8. Reconnect electrical power.

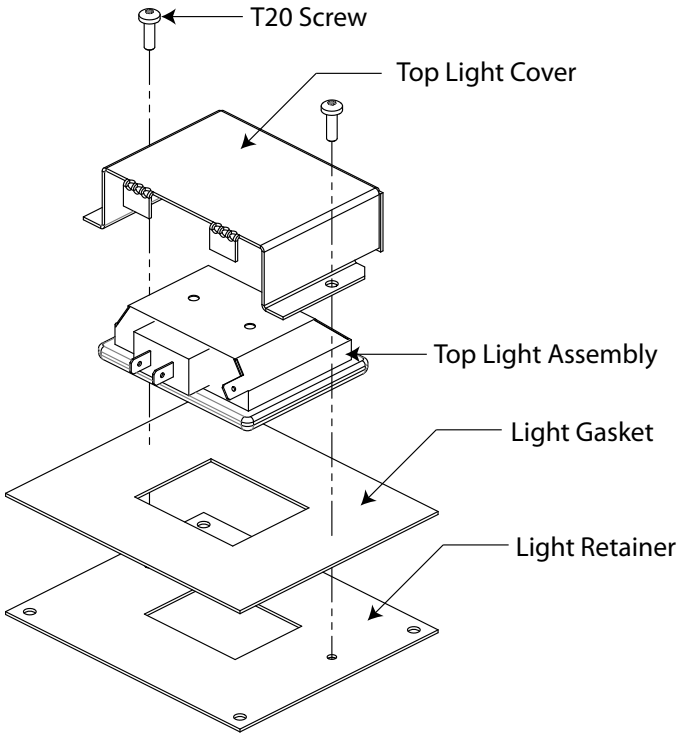


Figure 18: Top Light Assembly

Component Access After Installation:

To access the control panel and components after the U37 has been installed into the wall, perform the steps in the following sections.

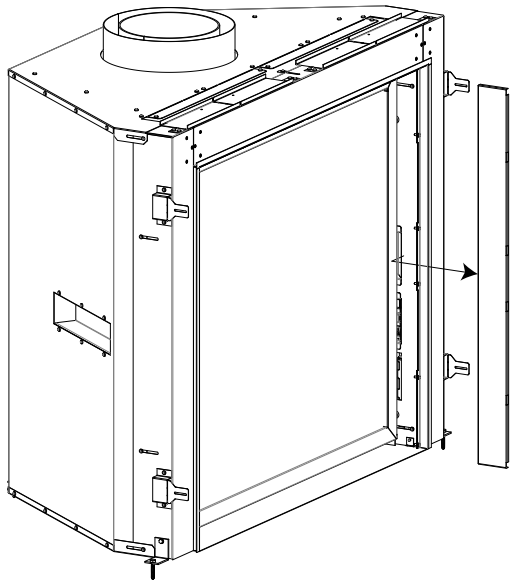


Figure 19: Side Panel Removal

Control Panel Access:

1. Remove the safety screen (see Maintenance And Service - Remove Safety Screen on page 10).
2. Remove the door trim (see Maintenance And Service - Remove Door Trim on page 11).
3. A side cover can be found on the inner right side of the unit. It is held in place using two magnets. Gently pull the side panel out and away from the unit (see Figure 19).
4. Behind the side cover is the control panel which contains:
   - Pressure taps for the inlet (IN) and the manifold (OUT) *see page 48*
   - Switches for the burner (bottom), IFC reset (middle), and power vent (bottom) *see section below*
   - Access to the battery backup

Refer to Figure 20 for a diagram of the control panel.

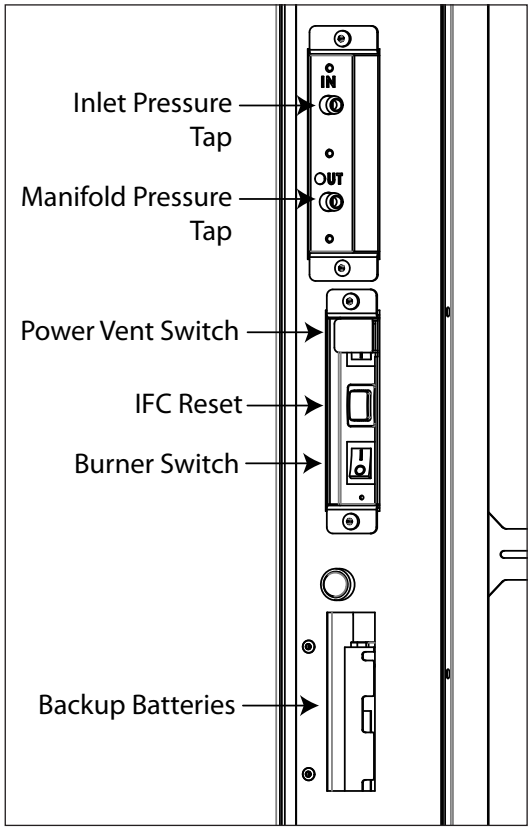


Figure 20: Control Panel

For convenience, the fireplace comes pre-wired for power vent applications. If needed, to switch into power vent (PV) mode locate the PV switch next to the Remote Sync Button. The top rocker switch with the cover above it controls the mode setting of the fireplace's IFC. From the factory the **-** symbol is down, press the rocker switch so that the **O** symbol is down. To clarify:

- symbol down = Direct Vent (DV) mode

O symbol down = Power Vent (PV) mode

If for some reason the IFC needs to be switched back to DV mode simply press the switch again **with main power disconnected**.

IMPORTANT - Main power **must not** be connected to the fireplace prior to switching between DV and PV modes. If power is connected the IFC will remain in the previous mode until power is removed. Turning the fireplace on and off via the remote will not correct this.

Quick Tip - A typical symptom of the fireplace being inadvertently switched to PV mode is a responsive remote with full control of the Light circuit but no pilot ignition sequence.

COMPONENT ACCESS:

1. Remove the safety screen (see MAINTENANCE AND SERVICE - REMOVE SAFETY SCREEN on page 10).
2. Remove the door trim (see MAINTENANCE AND SERVICE - REMOVE DOOR TRIM on page 11).
3. Remove the glass door (see MAINTENANCE AND SERVICE - GLASS DOOR REMOVAL on page 11).
4. Remove light deflector (see Figure 16).
5. Remove the front steel liner (see Figure 22).
6. The components can be accessed behind the right liner panel. Loosen the two (2) bolts on the right liner retainer using a 5/16" socket until it can be removed. See Figure 23.
7. Remove the right liner from the firebox. See Figure 24.
8. Using a T-20 screwdriver remove the 12 screws from the black cover plate on the firebox side to gain access to the valve, IFC, and fuse.

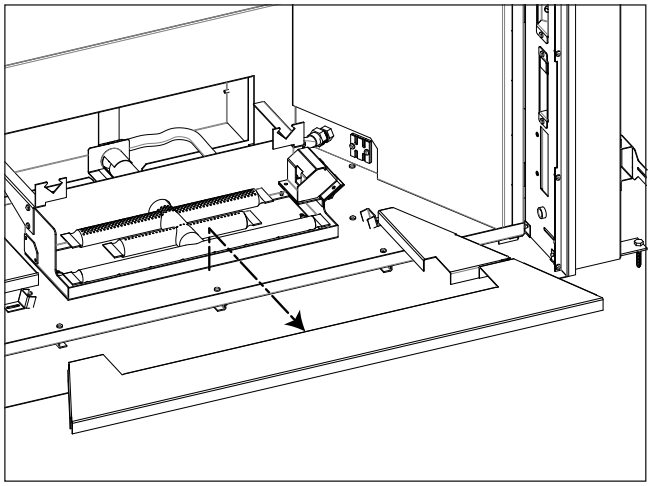


Figure 22: Front Steel Liner Removal

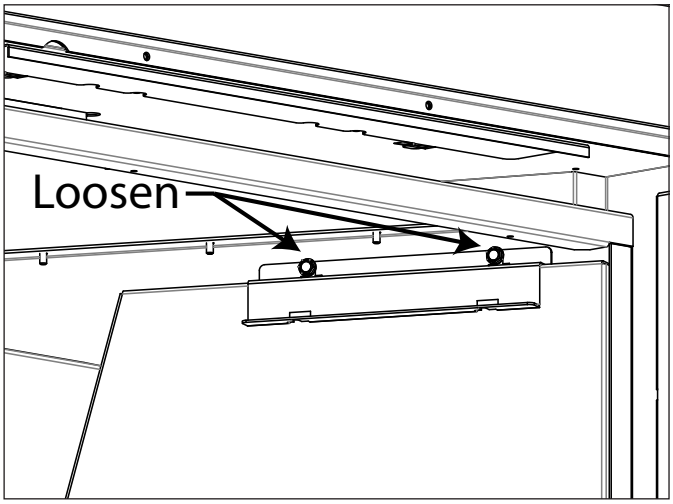


Figure 23: Liner Retainer Removal

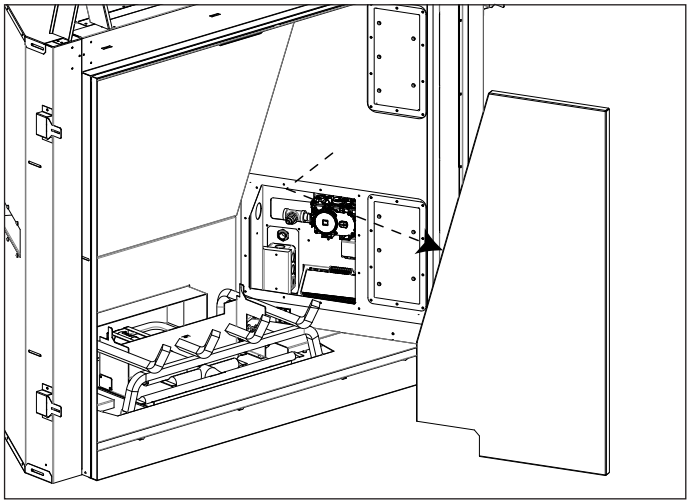


Figure 24: Right Liner Removal

FUSE REPLACEMENT:

1. Disconnect electrical power to the unit.
2. Remove component backpack (see MAINTENANCE AND SERVICE - COMPONENT BACKPACK REMOVAL on page 13). If the unit is already framed into the wall, refer to MAINTENANCE AND SERVICE - COMPONENT ACCESS AFTER INSTALLATION on page 15.
3. Remove the fuse cover by removing the two T-20 screws (see Figure 21).
4. Remove the fuse by removing the two T-20 screws if they appear damaged.
5. Reconnect power to the unit.

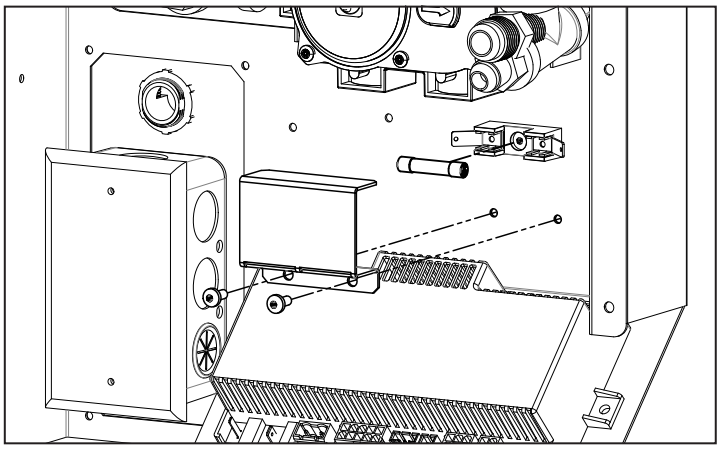


Figure 21: Fuse Removal

Burner Conversion 5" x 8" Venting :

By default, the burner comes set for use with 8" x 11" venting. If planning to use 5" x 8" venting, a small conversion to the burner is needed:

1. Remove the safety screen (see Maintenance And Service - Remove Safety Screen on page 10).
2. Remove the door trim (see Maintenance And Service - Remove Door Trim on page 11).
3. Remove the glass door (see Maintenance and Service - Glass Door Removal on page 11).
4. Near the rear of the burner box, there are two small cover plates (one on each side). Remove the two (2) T-20 screws securing each of the cover plates onto the burner box (see Figure 25). This provides more air to the burner and makes a significant difference when using 5" x 8" venting.

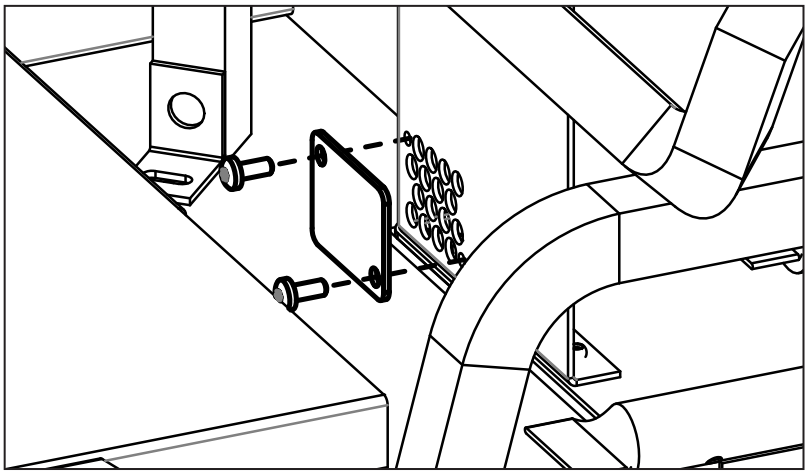


Figure 25: Burner Conversion 5" x 8" Venting

Fuel Conversion:

TO BE INSTALLED BY A QUALIFIED SERVICE AGENCY ONLY

Please read and understand these instructions before installing.

Warning: This conversion kit shall be installed by a qualified service agency in accordance with the manufacturer's instructions and all applicable codes and requirements of the authority having jurisdiction. If the information in these instructions is not followed exactly, a fire, explosion or production of carbon monoxide may result causing property damage, personal injury or loss of life. The qualified service agency is responsible for the proper installation of this kit. The installation is not proper or complete until the operation of the converted appliance is checked as specified in the manufacturer's instructions supplied with the kit.

Kit Parts List for U37I Model:

1 - LP Stepper Motor w/ Hardware
1 - Burner Orifices (LP: #44)
1 - Pilot Orifice (NG: 0.2) or (LP: 0.14)
2 - Conversion Labels [included with unit]

Carefully inspect all parts supplied with this conversion kit. If any parts have been damaged or are missing, contact your dealer, distributor or courier company to have them replaced before starting this installation.

Conversion Kit Installation:

1. **Disconnect the gas supply completely as well as any electrical power source before proceeding.**
2. Remove safety screen, door trim, glass door, log grate, and burner (see Maintenance and Service section of Owner's Manual).
3. Convert the existing burner orifice with the ones provided in this kit using a 1/2 inch socket.

4. Remove the pilot cover from the pilot assembly (see Figure 27).
5. Convert the existing pilot orifice using a 7/16 inch wrench. Loosen the pilot head, rotate counter clockwise and fully remove. Remove the existing orifice and replace with the one supplied in the kit (Figure 28). Re-install the pilot head and tighten back to its original position (Figure 29).
6. Convert the gas valve:

   a) Remove the existing stepper motor using a T-20 screwdriver.
   b) Remove the rubber diaphragm and spring within; do not reuse.
   c) Install the new stepper motor with integrated diaphragm assembly using longer hardware.
   d) Plug new motor into existing wiring harness.

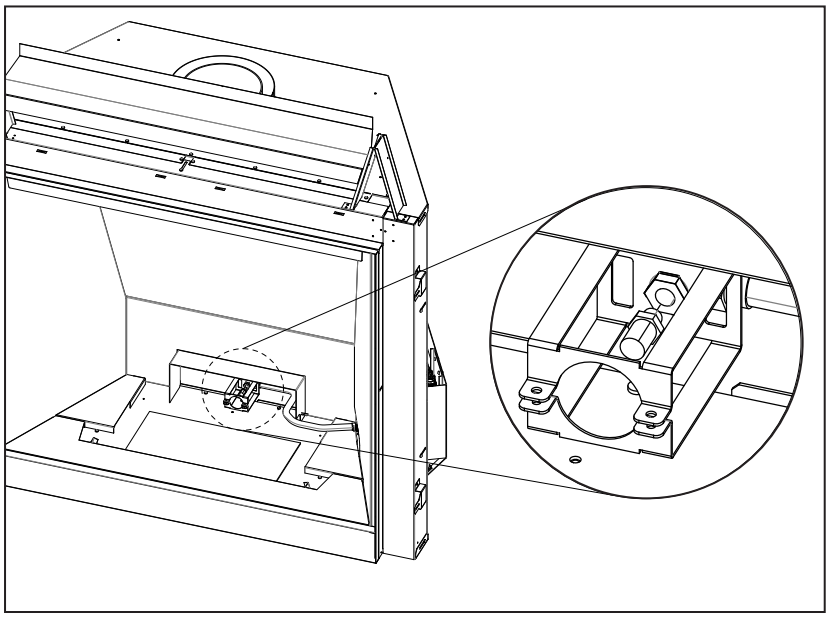


Figure 26: Orifice Location

7. Adjust the burner shutter cap to the proper setting (see section MAINTENANCE AND SERVICE - BURNER SHUTTER CAP ADJUSTMENT on page 13).
8. Reinstall burners, log grate, burner media, logs, and glass door (see MAINTENANCE AND SERVICE section of Owner's Manual).
9. Purge any air from gas line and reconnect to unit.
10. Use a small brush and apply a warm soapy water solution to all gas connections. If a gas leak is present, bubbling will occur. Gas leaks can be repaired by using a gas approved pipe thread sealant. **WARNING: NEVER USE AN OPEN FLAME WHEN TESTING FOR GAS LEAKS.**
11. Reconnect electrical power to the unit.
12. Light the pilot and recheck for leaks in the aluminum pilot line. If a leak is evident, contact your Urbana dealer for a pilot line replacement. **WARNING: DO NOT ATTEMPT TO FIX THIS LINE, IT MUST BE REPLACED IF DAMAGED.** The pilot should properly cover the thermocouple. If adjustment is necessary, turn the adjustment screw in the valve (see Figure 76) clockwise to decrease and counter-clockwise to increase until the correct flame is achieved.
13. Start the main burner and verify full range of adjustment using the UP/DOWN key. Confirm the inlet and manifold gas pressures are within the acceptable range using a manometer (see INITIAL INSTALLATION - GAS LINE CONNECTION AND TESTING). If this unit has been installed at an altitude higher than 2000ft (610m) it is required to de-rate the unit accordingly.

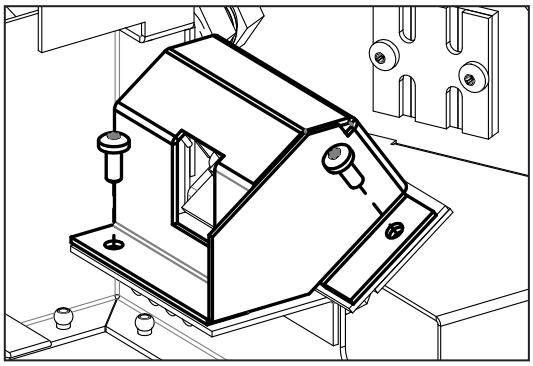


Figure 27: Pilot Shield Removal



Figure 28: Pilot Orifice



Figure 29: Correct Pilot Position

I**n the USA:** The appliance may be installed at higher altitudes. Please refer to your American Gas Association guidelines which state: the sea level rated input of Gas Designed Appliances installed at elevations above 2000 (610 m) feet is to be reduced 4% for each 1000 feet (305 m) above sea level. Refer also to local authorities or codes which have jurisdiction in your area regarding the de-rate guidelines.

In Canada: When the appliance is installed at elevations above 4500 feet (1372 m), the certified high altitude rating shall be reduced at the rate of 4% for each additional 1000 feet (305 m).

14. **MAKE SURE** that the conversion labels provided are installed on or close to the rating label to signify that the unit has been converted to a different fuel type.

Initial Installation

QUALIFIED INSTALLERS ONLY

Introduction:

This section of the owner's manual is for the use of qualified technicians only. There are several installation safety guidelines that must be adhered to; please carefully read the safety precautions at the front of this manual.

Unit Install Preparation:

Please review the following instructions carefully to ensure the unit is prepared properly before installation.

Nailing Flanges:

There are four (4) nailing flanges to secure the unit to the framing, they are assembled flat from the manufacturer (see Figure 30). Flip the nailing flanges up 180 degrees and secure in place using the T-20 screws above pre-installed in the cabinet. Bend the flanges 90 degrees making them flush with the cabinet face (see Figure 31).

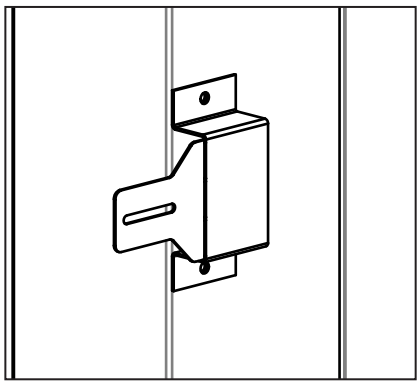


Figure 30: Nailing Flange Flat

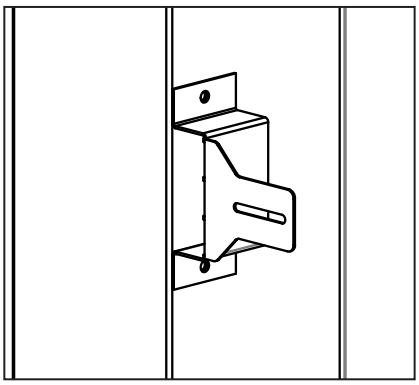


Figure 31: Nailing Flange Assembled

QUALIFIED INSTALLERS ONLY

Top Standoffs:

1. Bend top standoffs by hand to form general shape (see Figure 32).

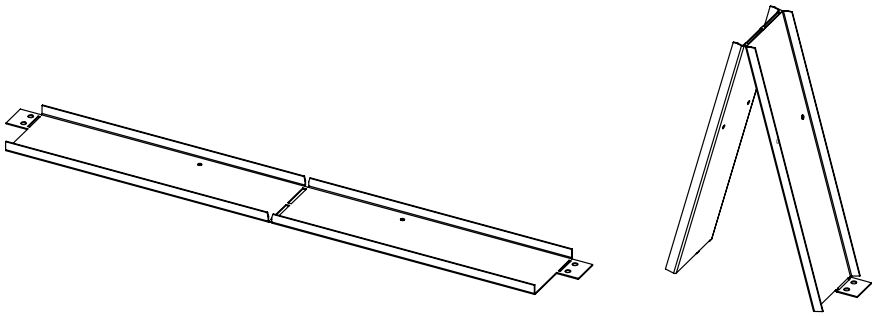


Figure 32: Top Standoff Shape

2. Install top standoffs into position using supplied T-20 screws (see Figure 33).

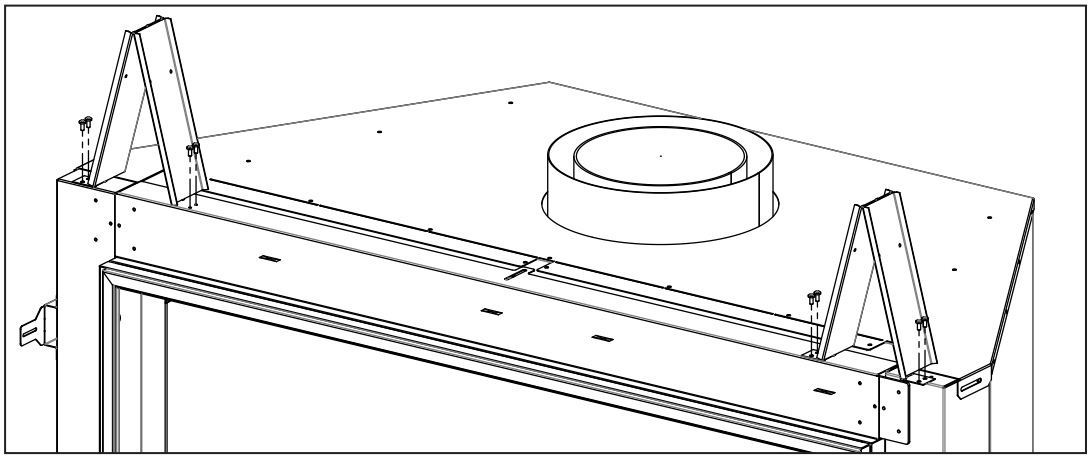


Figure 33: Top Standoff Install

3. Install heat shield support using four (4) supplied T-20 screws (see Figure 34).

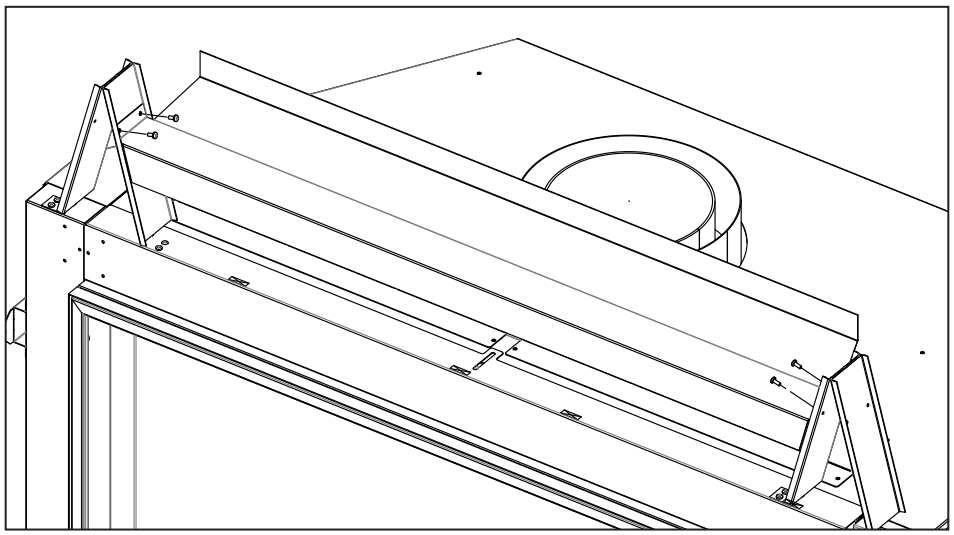


Figure 34: Top Standoff Support Install

Optional Finishing Edges (not applicable for U37I-A):

The U37 comes equipped with clean finishing edges installed to allow for facing materials like stone and tile. An optional 3-piece set of finishing edges is also supplied with an integrated finishing clean edge flange to accommodate rough edge facing materials like cement board and drywall (if CSS has been activated). To install the optional finishing edges:

1. Remove the safety screen (see Maintenance And Service - Remove Safety Screen on page 10).
2. Use a T-20 Screwdriver to remove the existing clean finishing flanges. There are 6 screws per side and 6 across the top to remove.
3. Install the supplied finishing flanges by re-using the removed screws. The side flanges are common and not left or right specific.

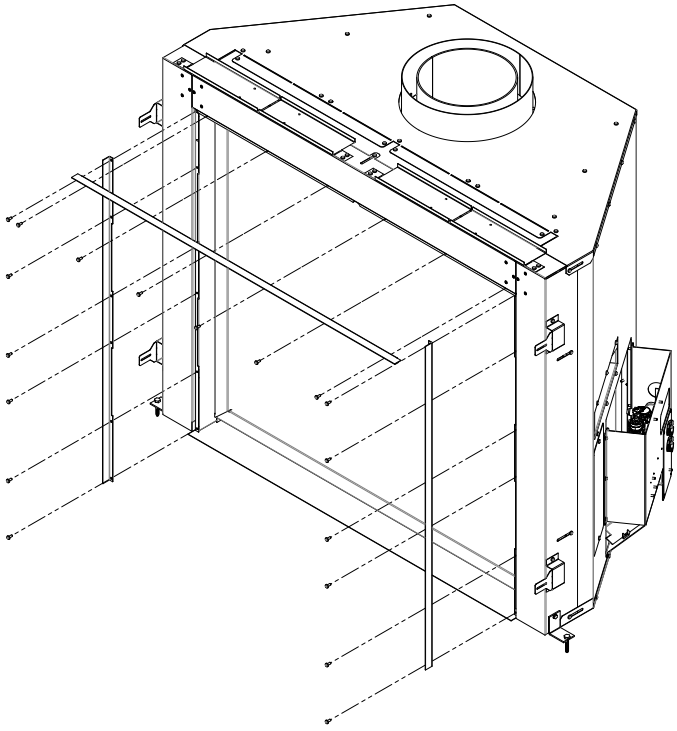


Figure 35: Finishing Edge Removal / Installation

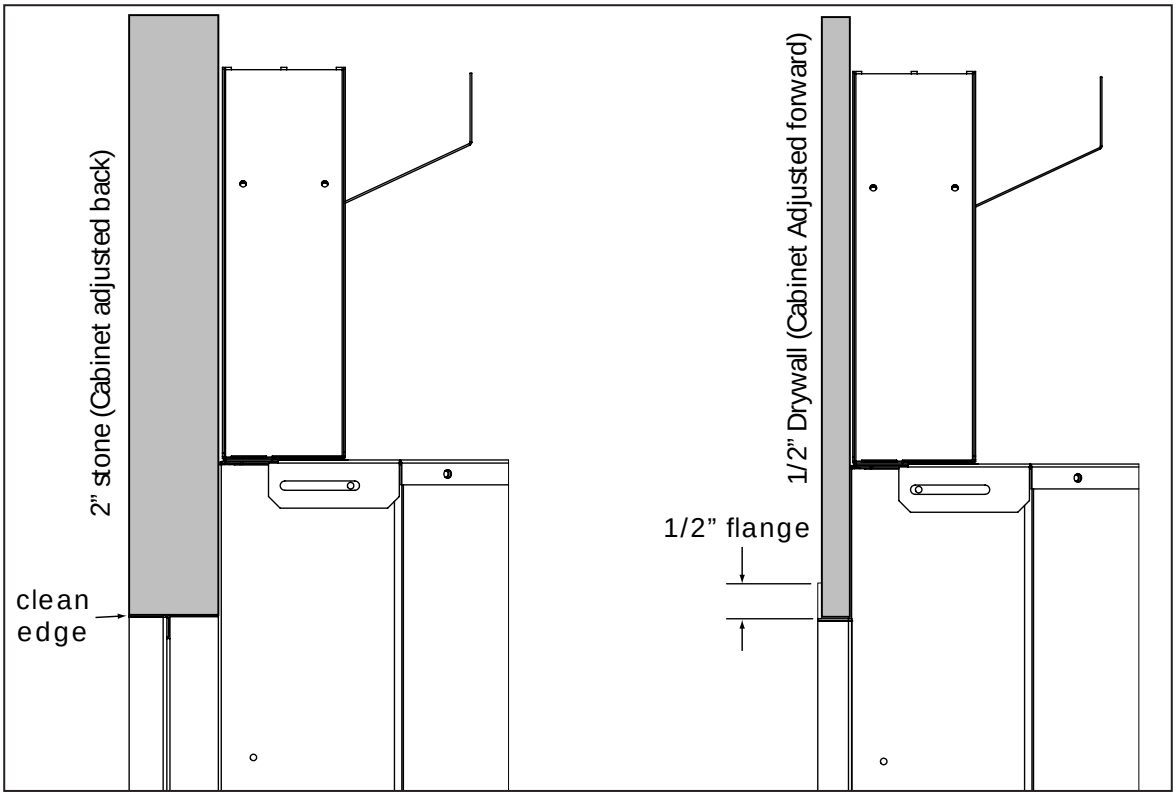


Figure 36: Finishing Edge Comparison

Framing Depth:

The U37 can adjust its front face to account for different framing material thicknesses. It can account for material thickness ranging from 1/2" to 2".

1. Remove the safety screen (see Maintenance And Service - Remove Safety Screen on page 10).
2. Remove the door trim (see Maintenance And Service - Remove Door Trim on page 11).
3. On the inside of the cabinet there are two side covers attached via magnets. Gently pull on the side cover until they detach and set them aside (see Figure 37).
4. There are thirteen (13) slotted fasteners that need to be loosened to adjust the framing depth. There are two (2) behind each of the side covers removed in the prior step, four (4) on the outside of each cabinet side, and one (1) of the top-center of the unit (see Figure 38).
5. With the fasteners loosened, the front face should now be adjustable. All pieces are still connected to each other and should move as one. Adjust the depth to match the desired framing material then retighten the thirteen (13) slotted fasteners.

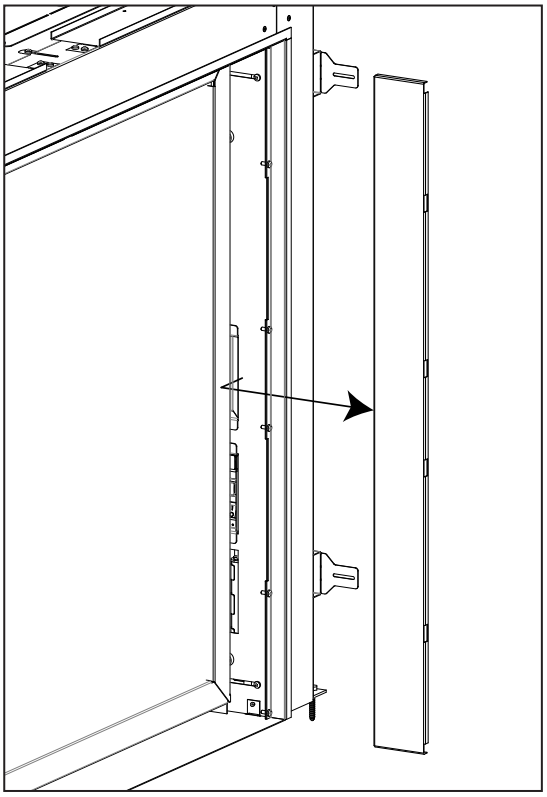


Figure 37: Side Cover Removal

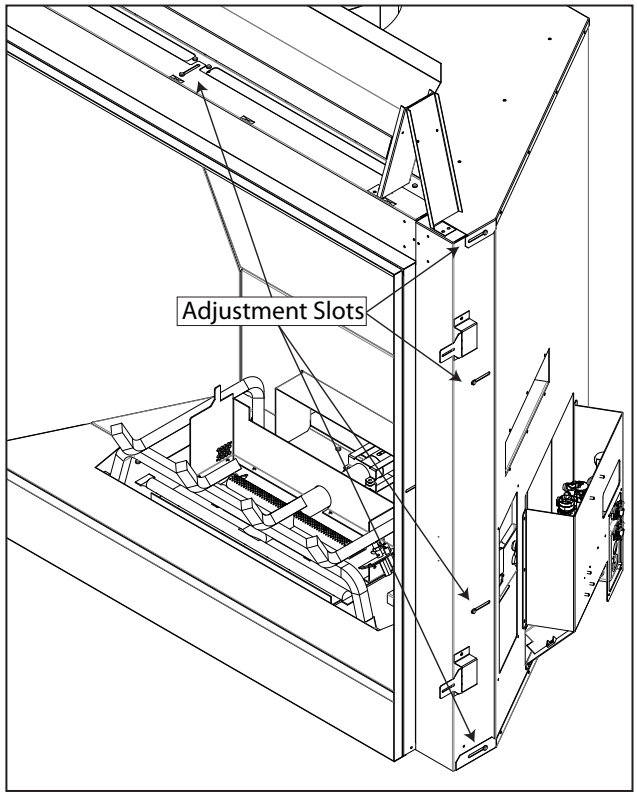


Figure 38: Framing Depth Adjustment

Placement and Framing:

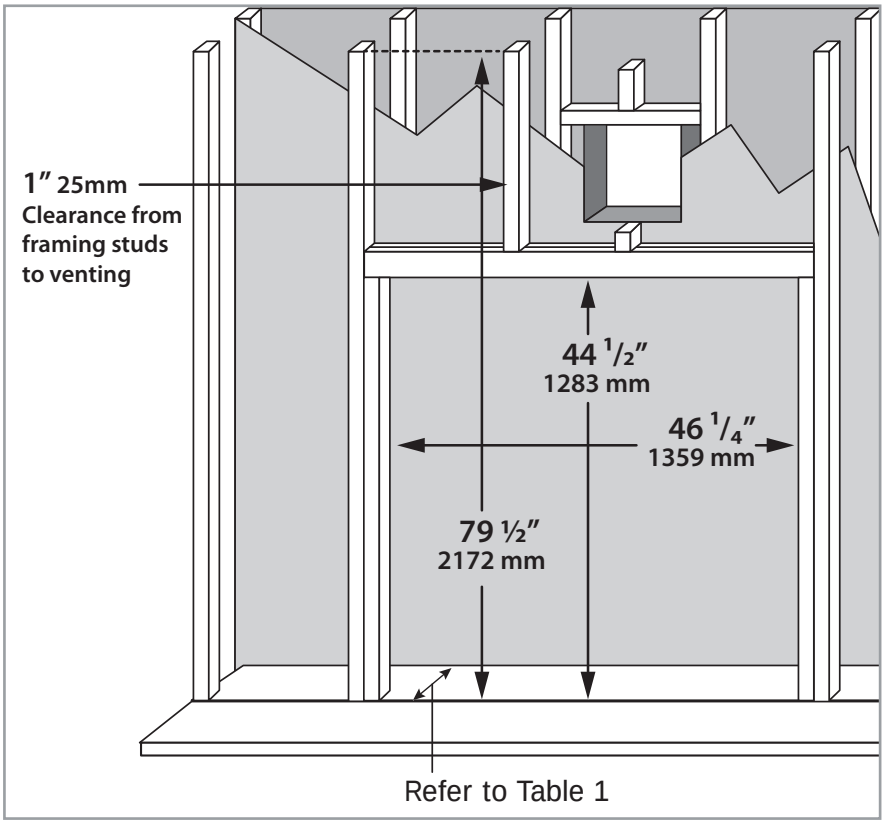


Figure 39: U37 Minimum Framing

Table 1: U37 Framing Depth

Minimum Depth *(2" facing mat.)*	22 ¾"	578 mm
Maximum Depth *(½" facing mat.)*	24 ¼"	616 mm

NOTE: When framing the unit, care must be taken to consider the final floor thickness, the bottom of the appliance must sit flush with the finished floor to ensure proper fit of the surround components.

The location for the appliance can be raised, at floor level, or installed in a corner. There are minimum framing measurements for each situation. The basic rough opening should have the following dimensions (see Figure 39). The appliance must be placed on a strong and level surface.

The gas line must be run to the right side of the appliance, there is a 3/8 NPT fitting to connect the gas line to. The electrical wiring must also be brought to the right side. The location of the appliance should be chosen so there will be at least a **36 inches (914 mm)** clearance from drapes, doors and other combustible materials.

Combustible material may be brought up to any finishing edge ONLY if the Cool Surface System (CSS) has been correctly activated allowing heat in the chase to be vented. This system keeps the front wall cool enough for any combustible materials. The supplied non-combustible board can still be used but is not mandatory when the CSS is activated, combustible material may overlap in this situation.

If the CSS has NOT been activated (Traditional Install) you MUST use a non-combustible material directly above the appliance extending up the front wall 12" from the top finishing edge, it is recommended to use the supplied non-combustible board. Combustible material must **NOT** be brought up to the top finishing edge. Also combustible material **CANNOT** overlap the non-combustible board on a traditional installation.

NOTE: These are exact dimensions, add tolerance when cutting finishing material to ensure fit around the finishing edge.

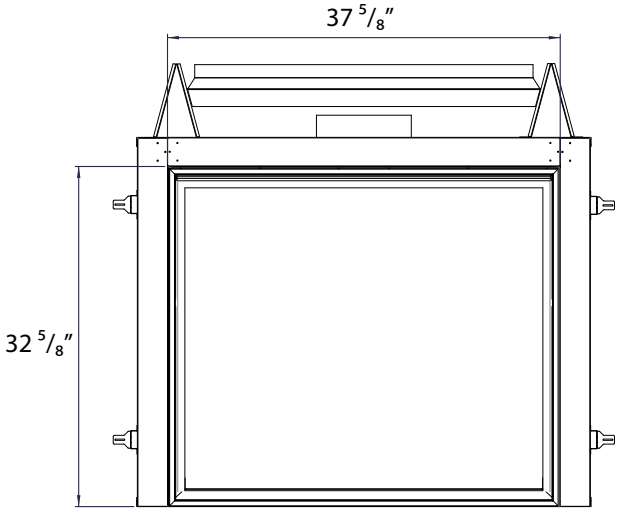


Figure 40: Finishing Edge Dims

QUALIFIED INSTALLERS ONLY

Cool Surface Activation:

WARNING: IT IS ESSENTIAL THAT THE CHASE IS VENTED IN A MANNER THAT RELIEVES THE ADDITIONAL HEAT ENTERING THE CHASE. ENSURE ONE OF THE AVAILABLE FRAMING OPTIONS HAVE BEEN CONSTRUCTED IN ACCORDANCE WITH THIS MANUAL. FAILURE TO DO SO CAN CREATE AN OVERHEATING SITUATION THAT COULD LEAD TO BUILDING FIRE.

Ensure your chase has been constructed in a manner that vents the chase into the same room. It is not permitted to vent the chase into an adjoining room. The CSS bleeds heat off the appliance into the chase as opposed to climbing up the front face. This dramatically lowers the front wall temperatures allowing the placement of delicate objects above the appliance. Review the guidelines in the previous sections to ensure your install is in accordance with the framing specifications. Follow these instructions to activate the CSS feature.

Step 1. Remove the safety screen (see Maintenance And Service - Remove Safety Screen on page 10).

Step 2. Remove the door trim (see Maintenance And Service - Remove Door Trim on page 11).

Step 3. Remove the glass door (see Maintenance and Service - Glass Door Removal on page 11).

Step 4. Remove the two cover plates on the ceiling of the unit. These are secured by four (4) T-20 screws. See Figure 41.

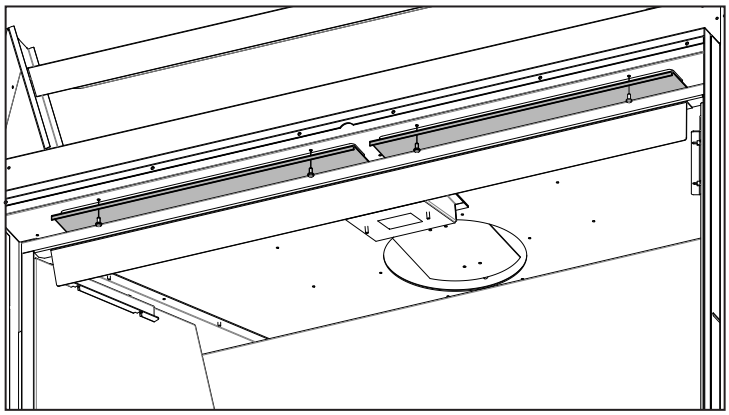


Figure 41: CSS Cover Plates

Step 5. If already installed, temporarily remove the top standoffs & standoff brace from the unit.

Step 6. Remove the four (4) T-20 screws shown in Figure 42.

Step 7. Bend the two flaps upwards 90° to open the CSS air channels. See Figure 42.

Step 8. If removed in Step 5, re-install the top standoffs & standoff brace.

The CSS system is now activated.

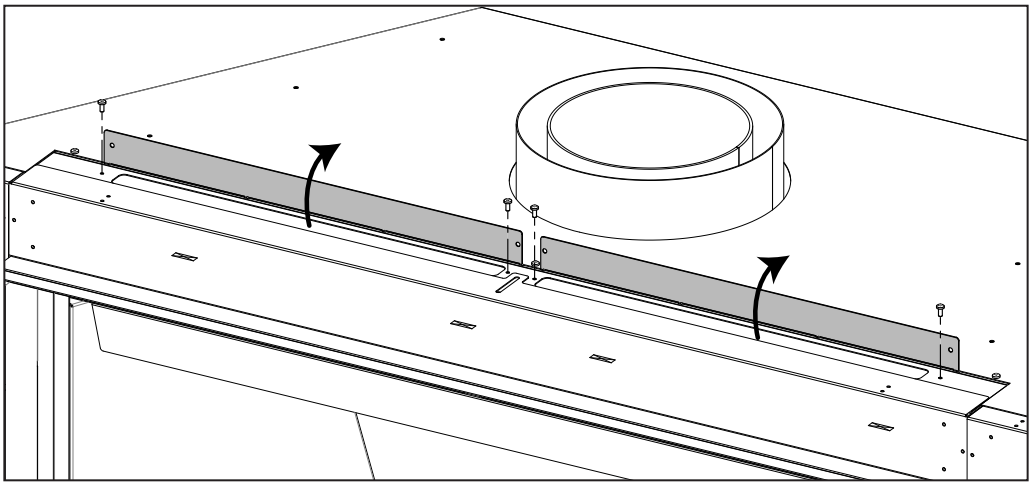
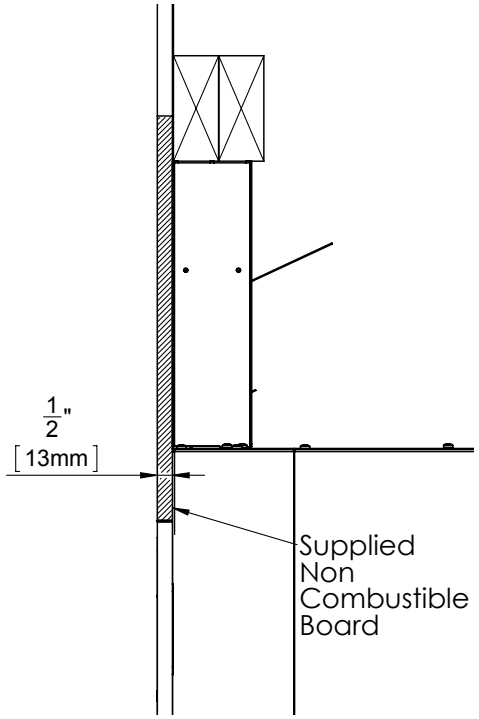


Figure 42: CSS Top Flaps

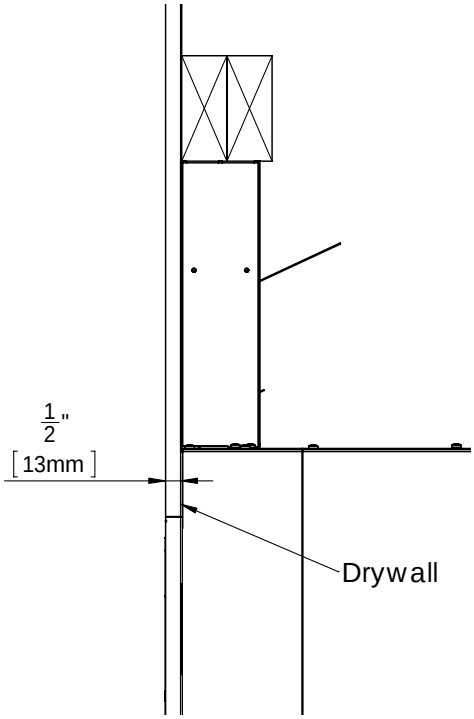
Initial Installation

QUALIFIED INSTALLERS ONLY

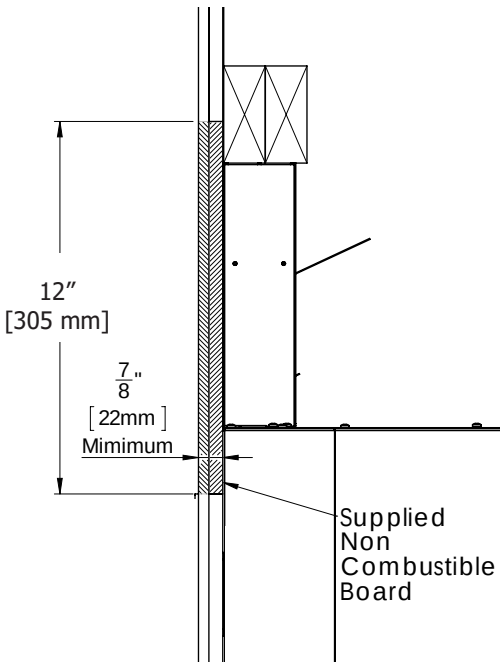
Standard Install: the supplied non-combustible facing is mandatory. Image shows single layer finishing material used.



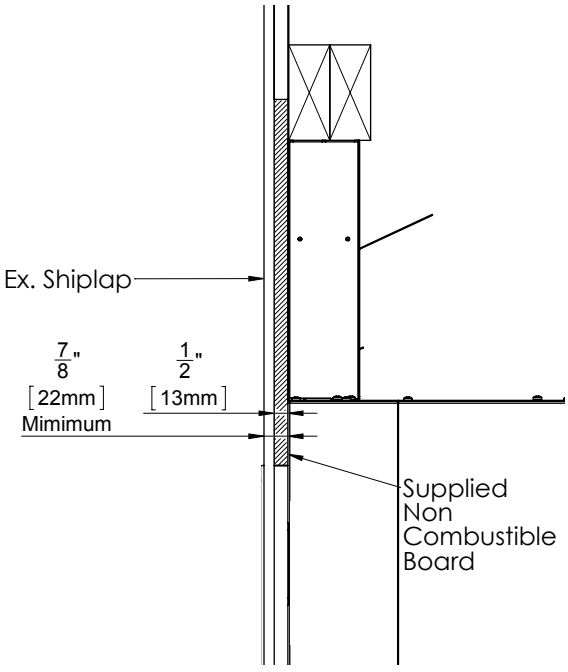
Cool Surface System (CSS) Install: Image shows how **combustible facing** can be brought right down to the finishing edge.



Standard Thick Facing Install: By adjusting the cabinet back, **non-combustible** material may be layered on top of the supplied Non-combustible board. Supplied board not needed for thick **non-combustible** finishes like rock.



Cool Surface System Extended Install: By adjusting the cabinet back, **combustible** material may be layered on top of the supplied Non-combustible board. Supplied board is not needed for thicker **combustible** finishes.



QUALIFIED INSTALLERS ONLY

COOL SURFACE FRAMING:

This appliance is manufactured with a built-in heat distribution kit, referred to as the Cool Surface System (CSS). The purpose of the CSS is to dramatically reduce the front wall temperatures above your appliance. This is very useful when delicate objects such as a TV or artwork are mounted above the unit. Using this feature will also allow you to use combustible facing materials right up to the finishing edge. It is extremely important these instructions are followed meticulously. If not installed correctly this could be very dangerous and could lead to building fire. If the CSS is activated it is crucial that the chase is vented in accordance to this manual. There are a few different options available to finish the CSS.

*__IMPORTANT__ - When using 5" x 8" venting the **CSS MUST BE ACTIVATED** prior to installation. Use of 5" x 8" venting is **NOT PERMITTED** without the CSS activated.*

Framing Option 1: Front Discharge (flush wall installations) - Construct the framing in a way that provides a minimum 42 inch (1067mm) by 2 inch (51mm) gap at the top of the facing wall. It is essential that these dimensions are respected and not to deviate away from them when using combustible materials inside the chase (see Figure 43).

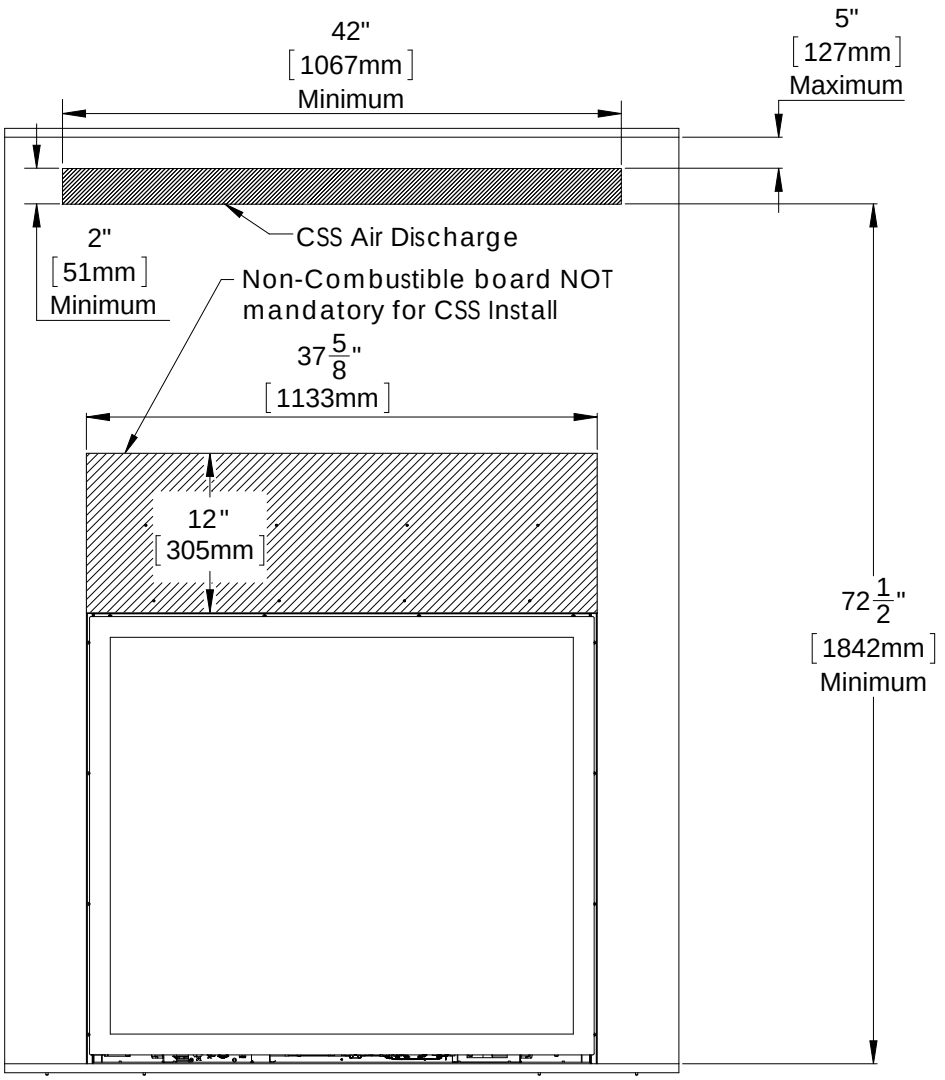


Figure 43: Framing Option 1

Note: If you wish to construct the CSS air discharge part way up a tall wall then it is essential to build a false ceiling inside the chase at the desired height to direct the rising heat out of the gap.

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Optional: False Ceiling - If your ceiling dimension is greater than the minimum (Figure 43) You may want the CSS Air discharge lower on the wall. To do this a false ceiling is required to properly evacuate the heat from the chase. (See Figure 44).

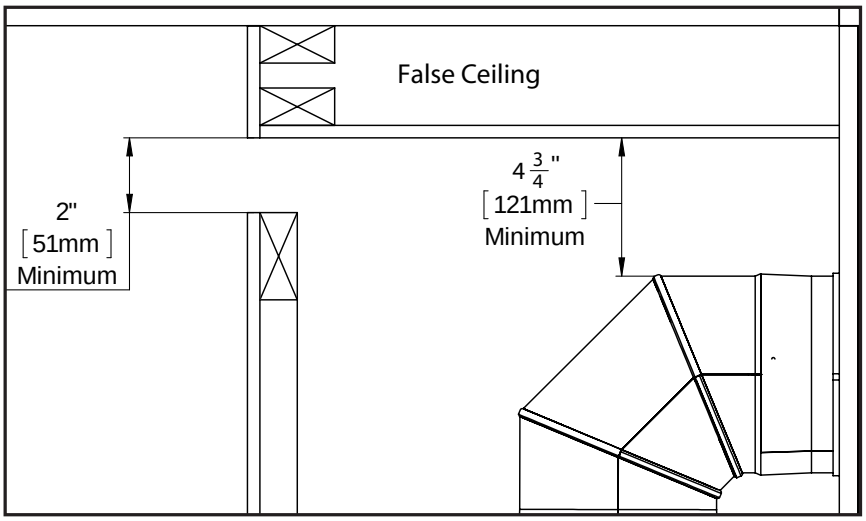


Figure 44: False Ceiling

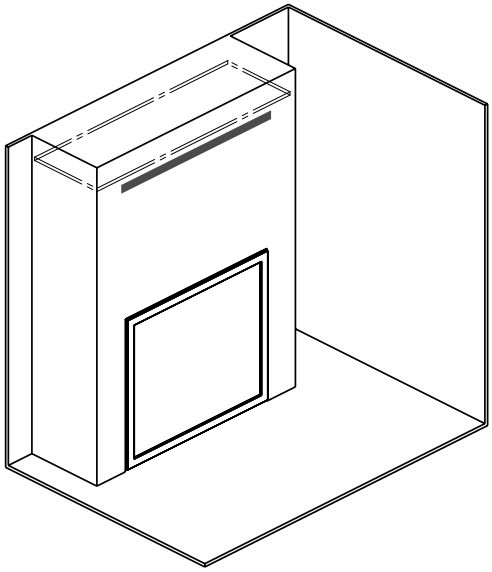


Figure 45: False Ceiling Iso View

Option 2: Open Chase (built-out installations) - This could be considered the most discreet option when considering the CSS. The chase must be constructed in a way that stops short of the ceiling, leaving it totally vented above. Minimum framing dimensions must be followed when constructing this option and not to deviated from them when using combustible materials. Consider **Option 3: Valance** to work in conjunction with this option.

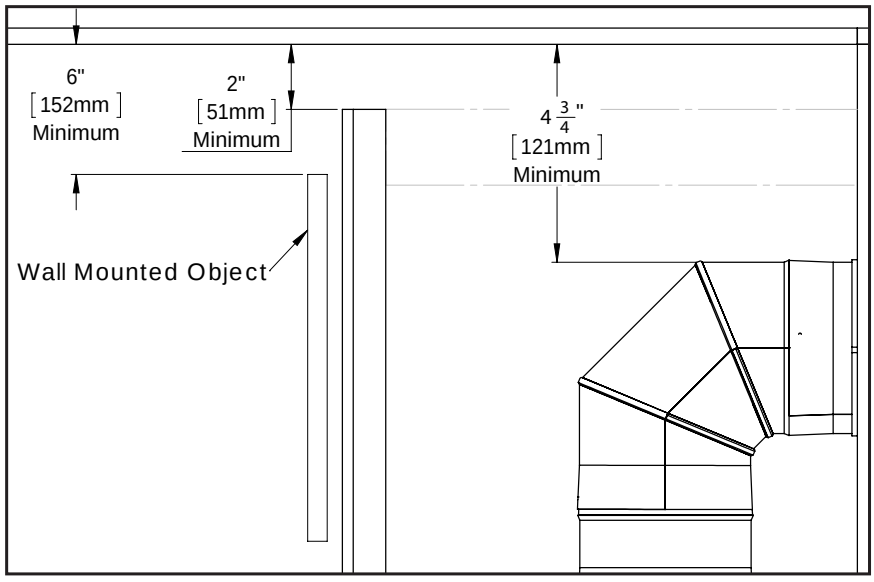


Figure 46: Option 2

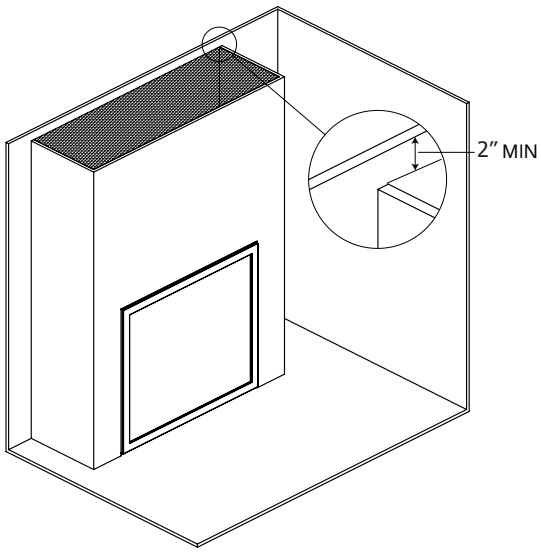


Figure 47: Open Chase Iso View

Option 3: Valance - A valance may be desired to accentuate or hide the CSS outlet. Consider framing option 1 or 2 to utilize the valance feature. This is an optional decorative feature that covers up the CSS outlet gap. Minimum opening and valance dimensions must be followed to ensure safe heat dissipation. Combustible materiel is acceptable when constructing the valance. It is acceptable to wrap the valance around the three sides of a built out chase (Option 2).

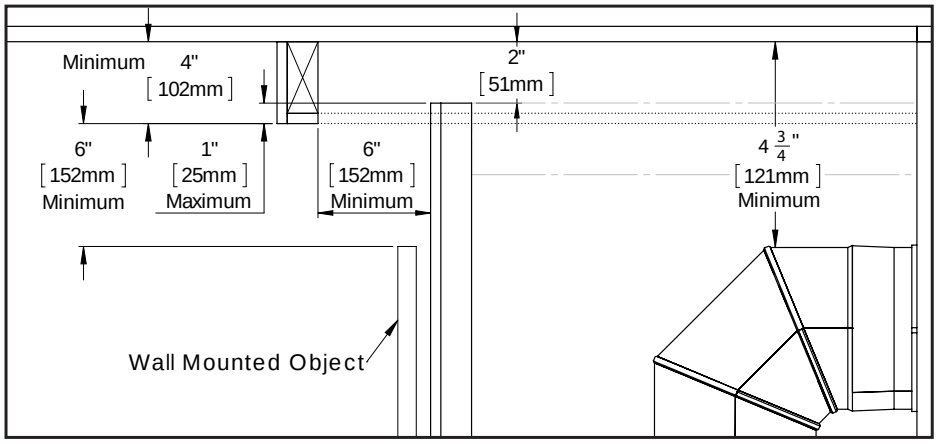


Figure 48: Valance Install

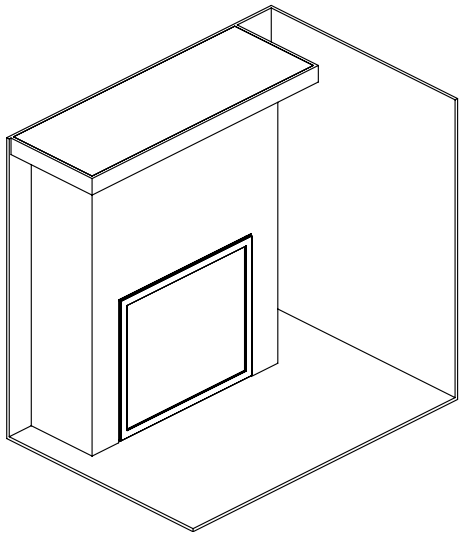


Figure 49: Valance Iso View

Option 4: Side Discharge - Construct the framing in a way that provides two gaps, one on each side of the chase as shown in Figure 50 & Figure 51. Each gap should be a minimum of 15 inch (381mm) by 3 inch (76mm). It is essential that these dimensions are followed and not to deviated from them when using combustible materials inside the chase.

Note: If you wish to construct a similar cutout part way up a tall wall then it is essential to build a false ceiling inside the chase at the desired height to direct the rising heat out of the gap.

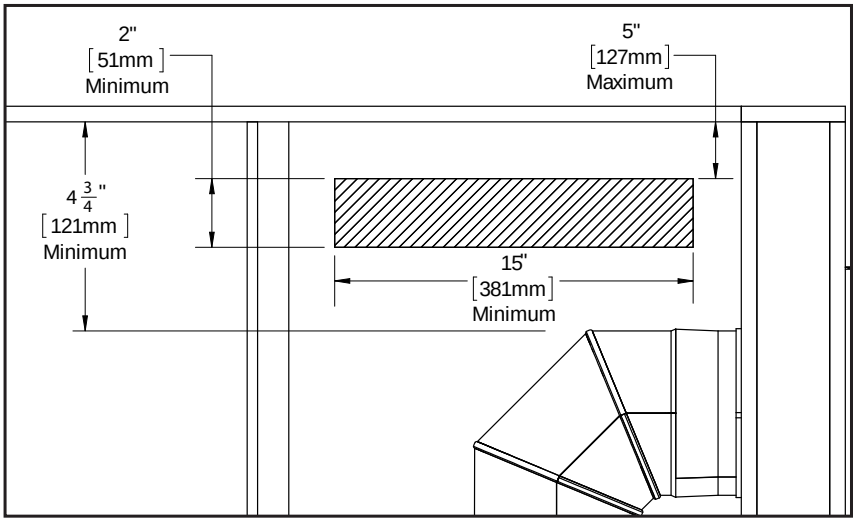


Figure 50: Side Discharge

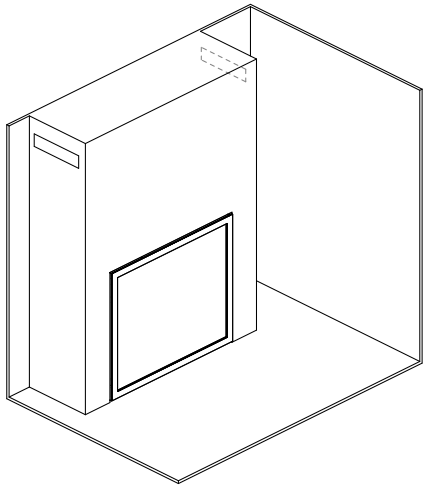


Figure 51: Side Discharge Iso View

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Option 5: No Visible Discharge w/ Chase Comfort Kit (50-4175) - If use of the CSS system is desired/required but a visible discharge is not wanted anywhere then the Chase Comfort Kit may be used. The Chase Comfort Kit is a blower motor housing that gets mounted on the same exterior wall as the chase and discharges the heat outside. The Comfort Kit will always be in operation whenever the fireplace is on and the blower speed is non-adjustable. For more details and installation specifications refer to the 50-4175 Chase Comfort Kit manual.

RECESS INSTALLATION

These are the minimum allowable dimensions required to safely operate the appliance. Plan your entire installation before proceeding. The maximum allowable framed depth for a recess is 3 1/2" (90mm).

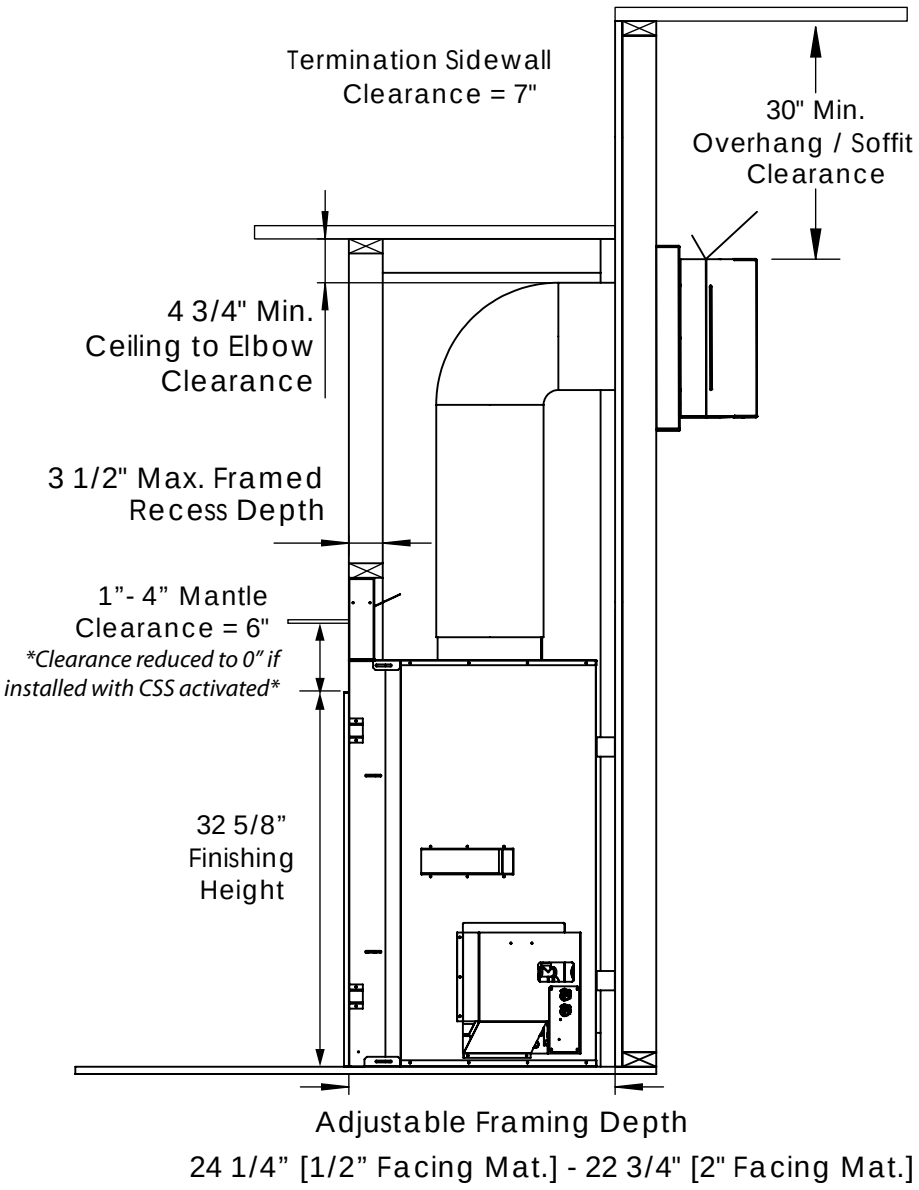


Figure 52: Recess Installation

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CORNER INSTALLATION:

These are the minimum allowable framing dimensions required to safely operate the appliance in a corner install. Plan your entire installation before proceeding.

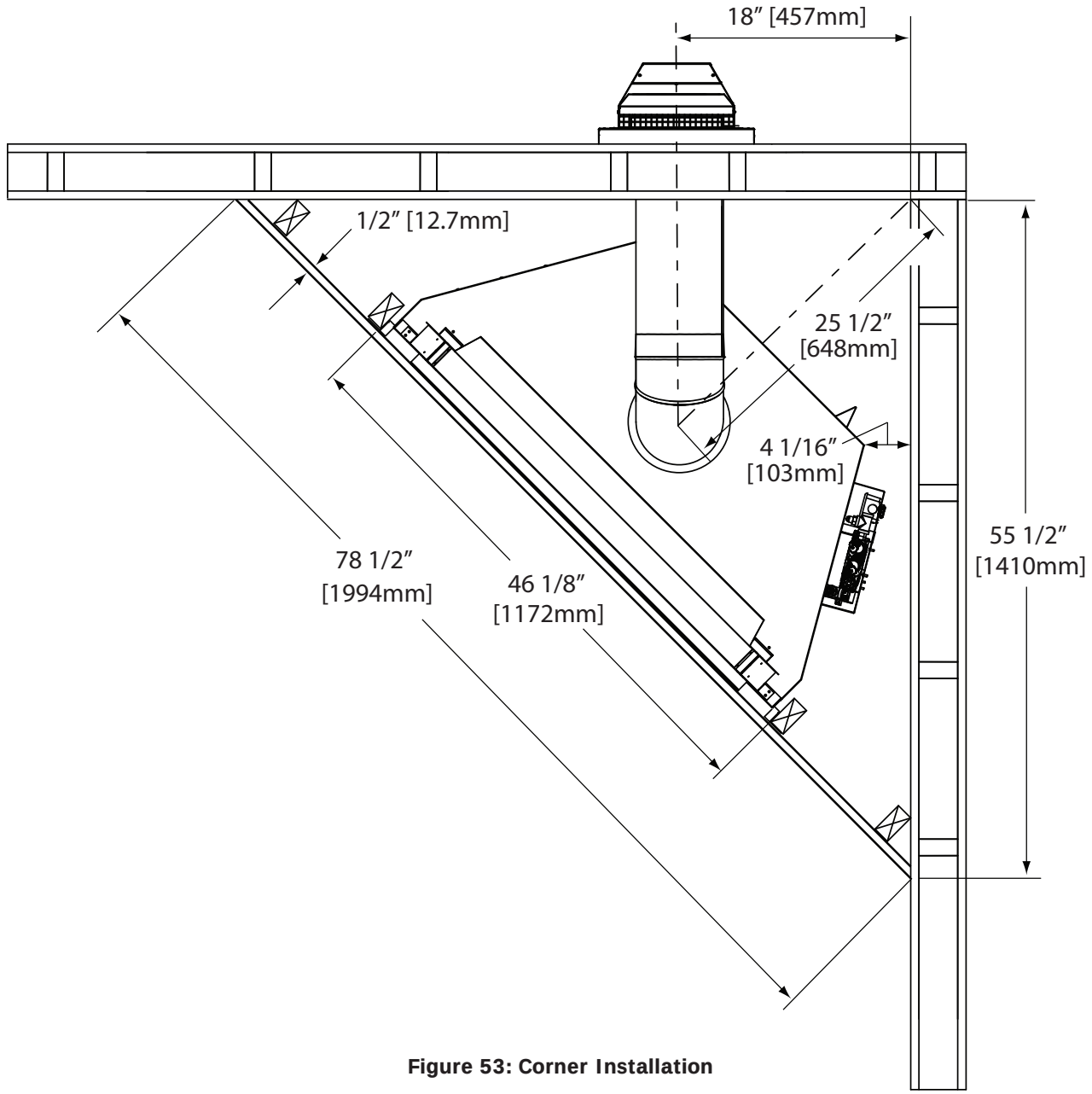


Figure 53: Corner Installation

FLOOR PROTECTION:

The appliance must be placed on a solid and level floor; plywood is recommended for basic installations. A protective hearth is not required but highly recommended for the longevity of sensitive flooring materials in front of the appliance.

If masonry is to be used, prepare the necessary foundation for the masonry load. When masonry construction is being used, a lintel must be used over top of the appliance to support the added weight.

Consider the height of hearth finish material (stone, brick, etc.) when building a appliance platform. The bottom of the fireplace must be level with finished hearth.

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MANTEL REQUIREMENTS:

First determine what mantel height or depth you would like and use the graph to determine the minimum corresponding dimension. Mantel graph dimensions are measured from the bottom of the appliance, if you wish to reference the mantel height from the tiling edge subtract 38 5/8 inches (981mm) from the mantel height depicted on the graph. If you plan to install a TV above your appliance refer to the appropriate section for available options. It is acceptable to install a combustible mantel over top of the non-combustible board. **If you are activating the COOL SURFACE SYSTEM the mantel clearances may be reduced. Refer to the second chart below for the reduced clearances.**

IMPORTANT - When using 5" x 8" venting the CSS MUST BE ACTIVATED prior to installation. Use of 5x8 venting is NOT PERMITTED without the CSS activated.

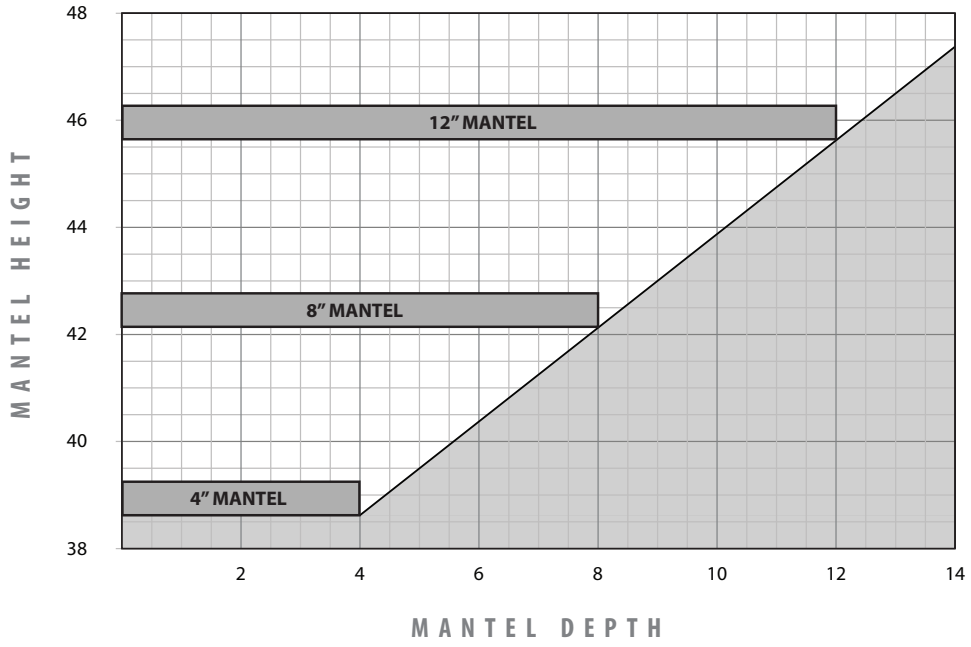


Figure 54: Mantel Clearances - Non CSS

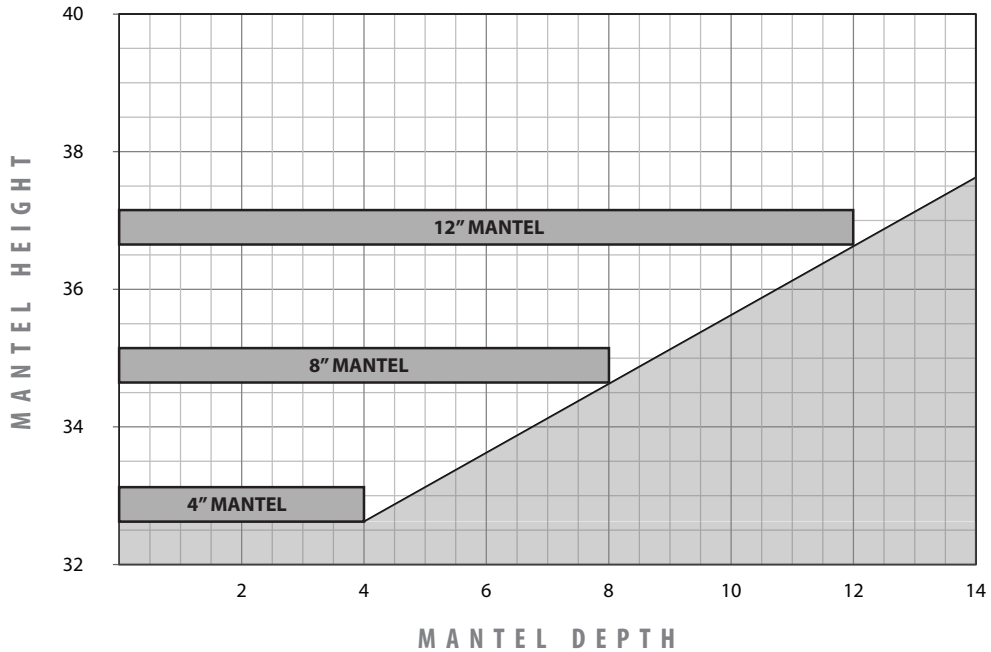


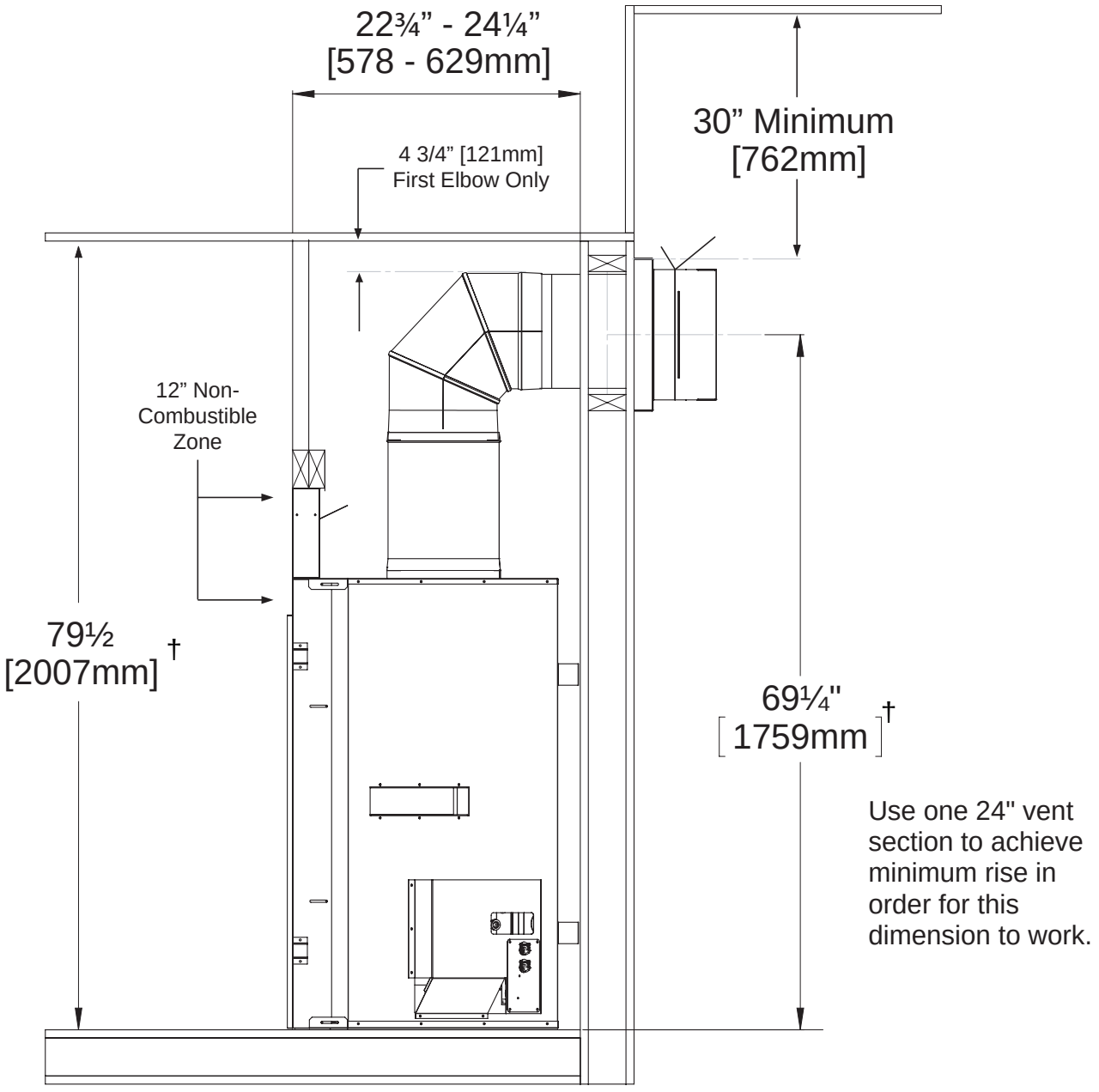
Figure 55: Mantel Clearances - CSS Activated

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Minimum Venting Requirements - 8" x 11":

This appliance uses either an 8" x 11" or 5" x 8" vent pipe system. For safe and proper operation of the appliance follow the venting instructions exactly. Deviation from the minimum vertical length can create difficulty in burner start-up, flame appearance and sooting. Allow several minutes for the flame to stabilize after ignition under extreme vent configurations. It is recommended for vent lengths that pass through unheated spaces (garages, attics, crawl spaces) be insulated to minimize condensation.

NOTE: At least 3 (76mm) of clearance is required above vent when passing through an exterior wall when horizontally terminating.



† Dependent of brand of 8x11 venting used. Additional 3" required if using Metal-Fab Sure Seal

Figure 56: Minimum Vent - 8x11

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Minimum Venting Requirements - 5" x 8":

If using the smaller 5" x 8" vent size on this appliance refer to Figure 56 below. Note there is a taller minimum vent rise required as compared to what 8" x 11" venting requires. For safe and proper operation of the appliance follow the venting instructions exactly. Deviation from the minimum vertical length will create difficulty in burner start-up, flame appearance and sooting. Allow up to 15-20 minutes for the flame to mature and colour after ignition when using this vent size. It is recommended for vent lengths that pass through unheated spaces (garages, attics, crawl spaces) be insulated to minimize condensation.

NOTE: At least 3" (76mm) of clearance is required above vent when passing through an exterior wall when horizontally terminating.

__IMPORTANT__ - When using 5" x 8" venting the __CSS MUST BE ACTIVATED__ prior to installation. Use of 5x8 venting is __NOT PERMITTED__ without the CSS activated.

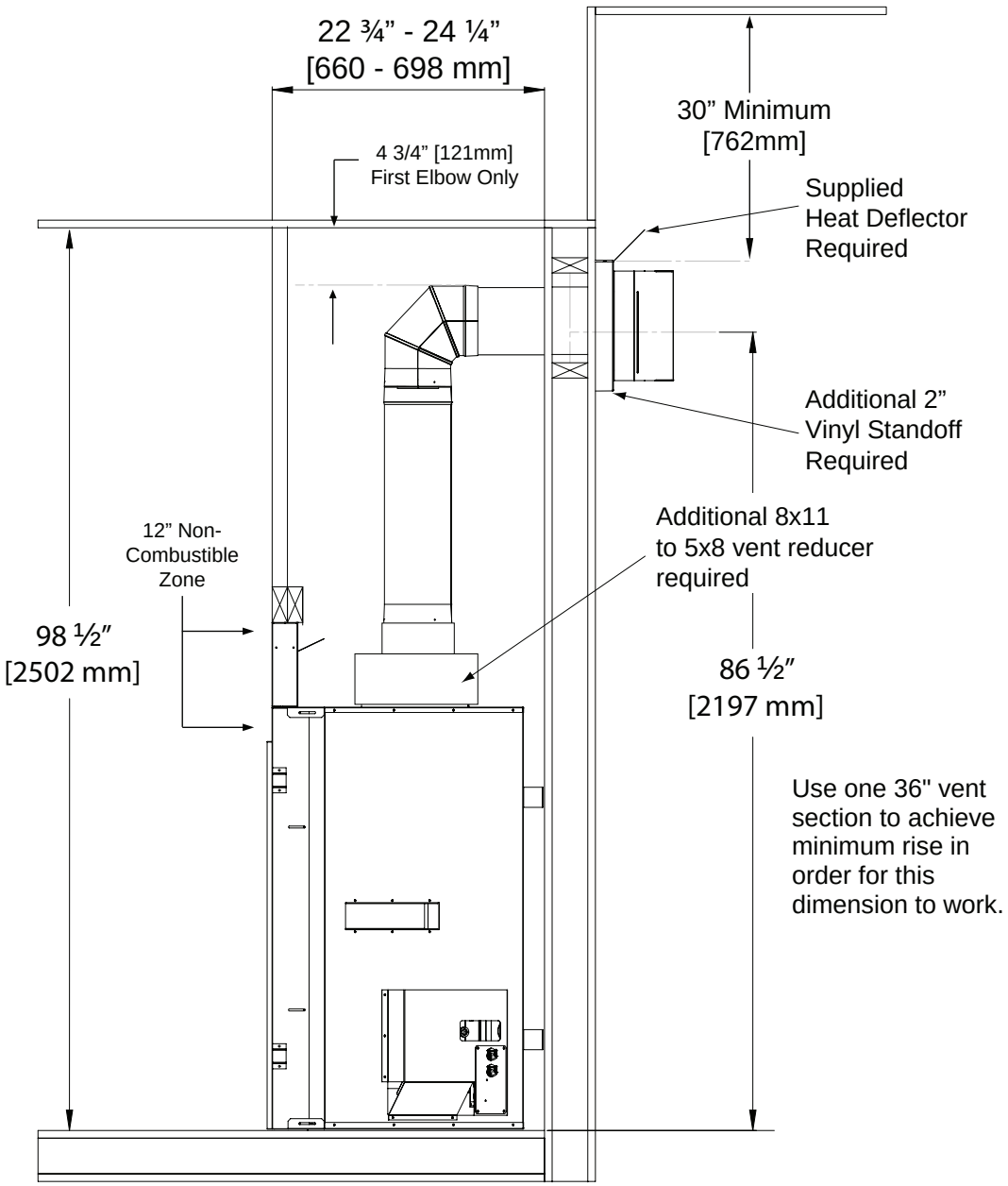


Figure 57: Minimum Vent - 5x8

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Clearances & Non-Combustible :

When installing as a zero clearance appliance the correct clearances and materials must be used.

Above Unit: The supplied noncombustible board is required above the unit up to 12″ MIN.

However this not required if the Cool Surface System has been properly installed.

Header: The header can be made up of wood 2x4 construction at or above the top standoffs.

Below Unit: Is is recommended the appliance sit a solid and level piece of 3/4″ plywood.

Adjacent/Sidewall: There must be a minimum distance of **3 1/2" (89mm)** from the finishing edge of the appliance to an adjacent wall composed of combustible material.

Mantel: It is not necessary to install a mantel, but if one is desired the guidelines as shown in "Initial Installation - Mantel Requirements".

Floor: The unit must be raised to accommodate flooring thickness. Always ensure convective air gaps around the unit remain unobstructed. Combustible flooring can be used but make sure to review the maximum allowable temperature for your specific flooring material. Since every home and installation is unique, temperatures should be verified at the time of install. A hearth should be installed if temperatures exceed the manufacturers maximum allowable temperature.

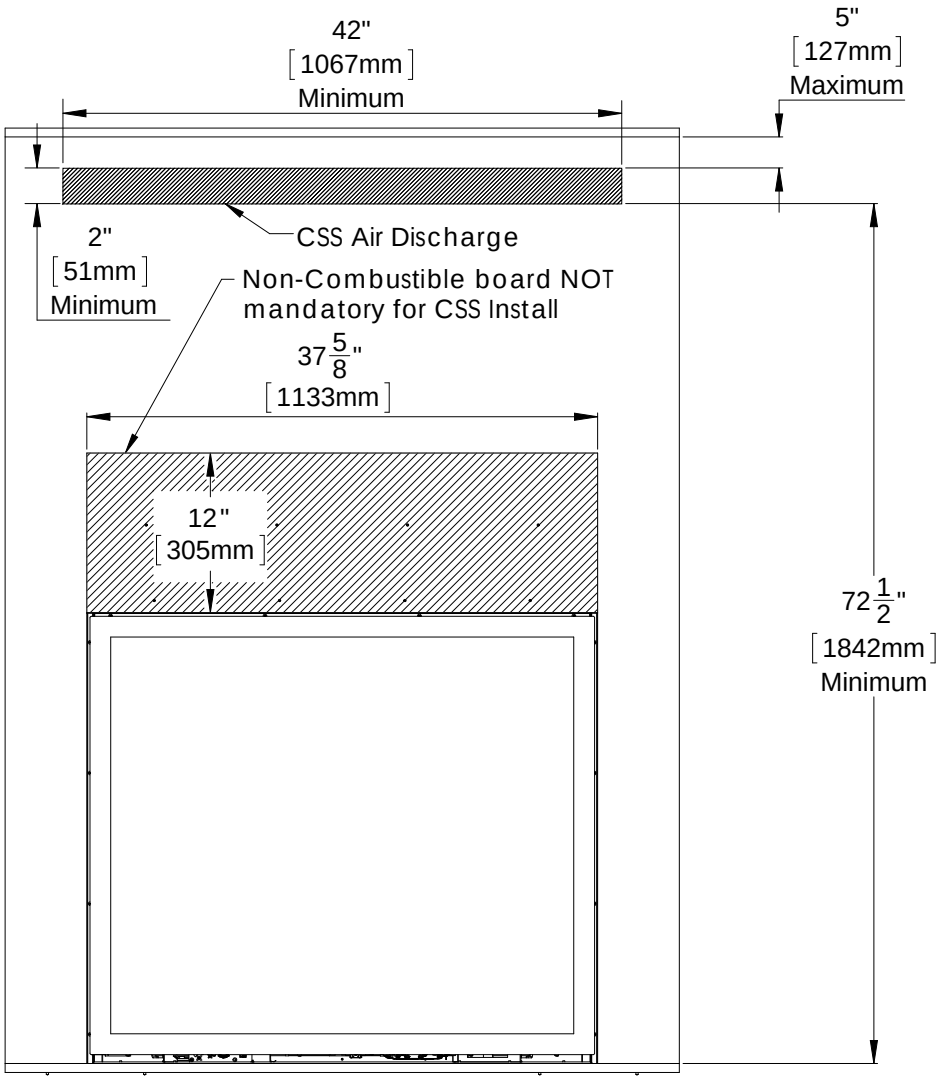


Figure 58: Typical Facing Layout

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TV INSTALLATION CONSIDERATIONS:

Use of the Cool Surface System is highly recommended when mounting a TV or delicate artwork above the appliance. If the system is not desired, some considerations must be made to ensure above objects are protected from the heat. A recess, mantel, or a combination of both will be needed for heat protection.

During testing temperatures did not exceed 120F° over ambient in a 3 1/2" deep recess. There is no guarantee that these temperatures will not harm the longevity of your TV. Make sure to consult your TV manufacture's specifications to find the maximum allowable operating temperature. Since every home and installation is unique, temperatures should be verified at the time of install. A TV should not be installed if temperatures exceed the manufacturers maximum allowable temperature.

Mantel Only Installation: Always maintain minimum clearances (see Figure 59). The total depth of the TV including the wall mount will determine the minimum allowable mantel depth.

Recess/Mantel Installation: Always maintain minimum clearances (see Figure 60). The total depth of the TV and wall mount as well as the recess depth will determine the minimum whether or not a mantel is recommended. A mantel may not be needed if the TV and Mount are low profile enough.

A mantle is not mandatory, but highly recommended for protection of a TV. If choosing to not use a mantel you should place the TV as high up the wall as possible. Please consult the TV manufacture's specifications to find the maximum allowable operating temperature. Temperatures should be confirmed on site after an extended burn.

See "INITIAL INSTALLATION - MANTEL CLEARANCES" and "INITIAL INSTALLATION - RECESS INSTALLATION" for more information.

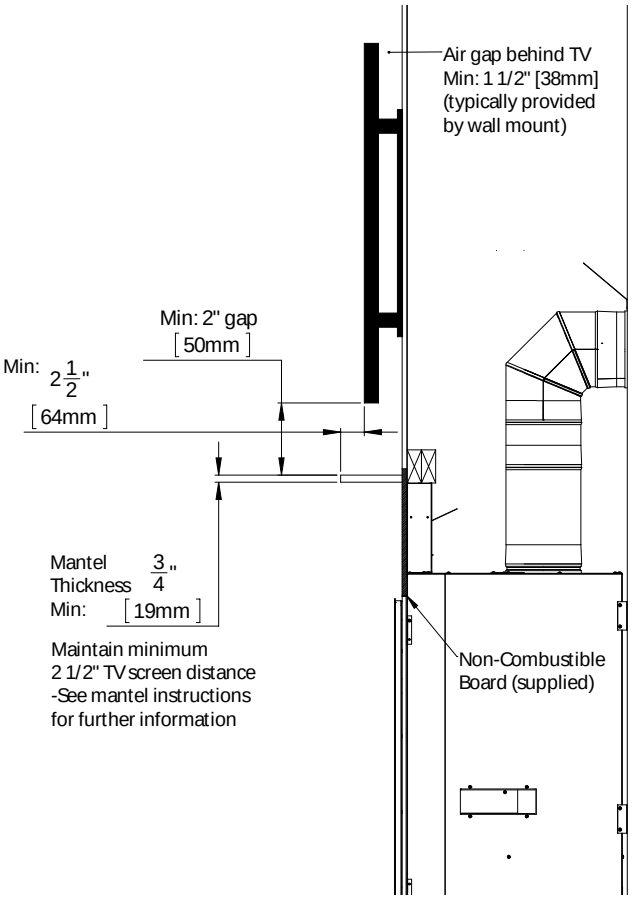


Figure 59: Minimum TV Install

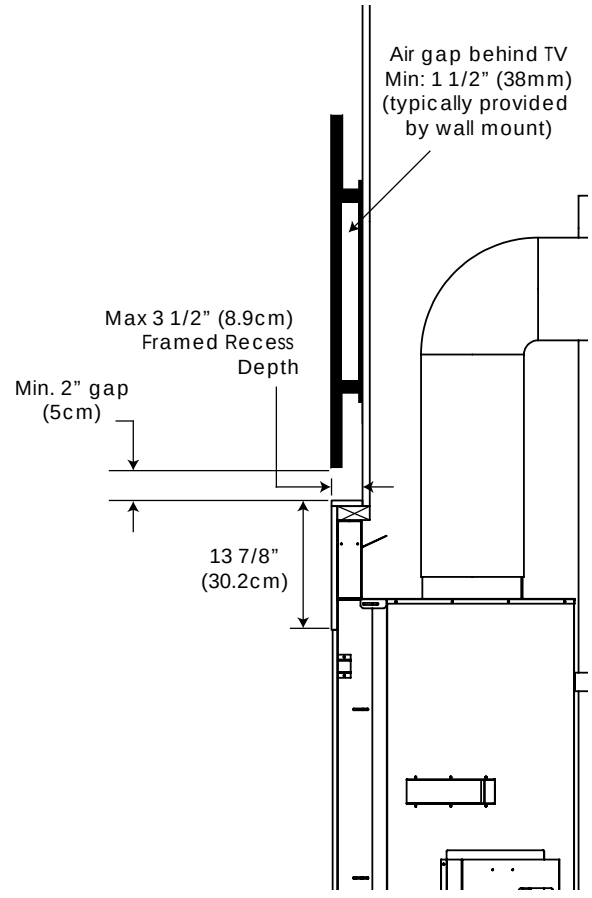


Figure 60: Recess Minimum TV Install

Direct Vent:

WARNING:
- Follow the venting instructions exactly for safe and proper appliance operation.
- Use Mill Pac or high temp RTV silicone for all venting connections.
- Risk of fire, explosion, or asphyxiation if improper venting setup.
-Risk of fire, do not allow loose materials or insulation to contact vent pipe. Remove insulation to allow installation of thimble and maintain clearances to combustible materials.

This appliance uses either a 8" x 11" or 5" x 8" vent pipe system. For safe and proper operation of the appliance follow the venting instructions exactly. Deviation from the minimum vertical length can create difficulty in burner start-up and sooting. Allow several minutes for the flame to stabilize after ignition under extreme vent configurations. It is recommended for vent lengths that pass through unheated spaces (garages, attics, crawl spaces) be insulated to minimize condensation. Use at least three (3) screws at each vent connection. Check periodically that the vents are unrestricted, especially the exterior vent cap.

Vent Termination Restrictions:

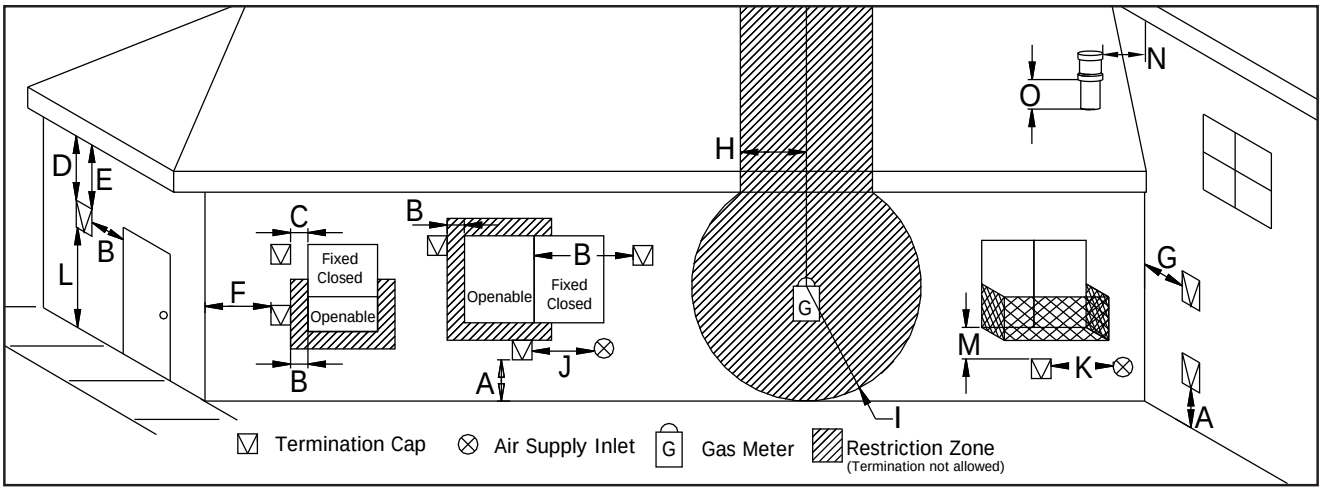


Figure 61: Vent Termination Restrictions, refer to Table 2

Table 2: Vent Termination Clearances

Letter	Canadian Installation [1]	US Installation[2]	Description
A	12 in (30 cm)		Clearance above grade, verandah, porch, deck, or balcony.
B	12 in (30 cm)	9 in (23 cm)	Clearance from window or door that may be opened.
C	12 in (30 cm)*		Clearance from permanently closed window (to prevent condensation).
D	30 in (76.2 cm)		Vertical clearance to ventilated soffit located above the terminal, within a horizontal distance of 2 ft (60 cm) from center line of terminal.
E			Clearance to unventilated soffit.
F	12 in (30 cm)		Clearance to outside corner.
G	7 in (17.8 cm)		Clearance to inside corner.
H	3 ft (91 cm) within a height of 15 ft (4.5 m) above the meter/ regulator assembly	3 ft (91 cm) within a height of 15 ft (4.5 m) above the meter/ regulator assembly*	Clearance to each side of center line extended above meter/regulator assembly.
I	3 ft (91 cm)	3 ft (91 cm)*	Radial clearance around service regulator vent outlet.
J	12 in (30 cm)	9 in (23 cm)	Clearance to non-mechanical air supply inlet to building, or the combustion air inlet to any other appliance.
K	6 ft (1.83 m)	3 ft (91 cm) above if within 10 ft (3 m) horizontally	Clearance to mechanical air supply inlet.

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L	7 ft (2.13 m)[t]	7 ft (2.13 m)*[t]	Clearance above paved sidewalk or paved driveway located on public property.
M	30 in (76.2cm)[+]		Clearance under verandah, porch, deck, or balcony.
N	12 in (30 cm)*		Clearance horizontally to any surface (such as an exterior wall) for vertical terminations.
O	12 in (30 cm)		Clearance above roof line for vertical terminations.

[1] In accordance with the current CSA B149.1, Natural Gas and Propane Installation Code.
[2] In accordance with the current ANSI Z223.1 NFPA 54, National Fuel Gas Code.
* These numbers are only estimates.
[t] A vent shall not terminate directly above a side walk or paved driveway that is located between two single family dwellings and it serves both dwellings.
[+] Permitted only if verandah, porch, deck, or balcony is fully open on a minimum of two sides beneath the floor.

Clearances must be in accordance with local installation codes and requirements of the gas supplier.

NOTE: Venting terminals shall not be recessed into walls or siding.

GENERAL VENTING CLEARANCES:

The clearance to combustibles must be maintained around any vertical or horizontal vent pipe. The required clearance changes depending on the size and orientation of the venting used. Refer to table 3 below.

Table 3: Vent Pipe Minimum Clearances

Vent Size	Vertical Pipe to the Side Walls	Horizontal Pipe to the Sides & Bottom	Above First Elbow	Above Subsequent Elbows	Above Horizontal Vent Pipe	Wall Frame 8" (203mm) or less
5x8	1" (25mm)	1" (25 mm)	See figure 58	3" (76 mm)	3" (76 mm)	3" top (76mm)
8x11	1" (25mm)	1" (25 mm)	See figure 57	3" (76 mm)	3" (76 mm)	3" top (76mm)
8x11 Town & Country	1 ¾" (44mm)	1 ¾" (44mm)				

See certified thimbles in venting section and frame accordingly (see Figure 62 & Table 4). A thimble will assure the proper support and spacing requirements for the vent pipe as it passes through the exterior wall. Installations in Canada require that a wall thimble be used for passing through walls and ceilings. All sealing and vapour barriers must comply with local building codes. **Not all standard 8" thimbles can be used; you MUST maintain 3" (76mm) clearance above a vent pipe running through a wall.**

The framing clearance of the thimble will depend on the size of venting used. Refer to Table 4 for the proper clearance dimensions. The offset of the thimble must be **ABOVE** the vent pipe with the gap insulated.

The venting configuration depends on the locations of walls, ceilings, and studs. However, the pipes cannot be of arbitrary length and arrangement. Certain guidelines have been set in "INITIAL INSTALLATION - ALLOWABLE CO-AXIAL VENT CONFIGURATIONS" because the length of the vertical and horizontal sections dramatically affects the burning efficiency of the fireplace.

Table 4: Thimble Framing Clearances

Vent Size	Clearance (Height)	Clearance (Width)
5" x 8"	12 1/2"	10 1/2"
8" x 11"	16 1/4"	14 1/4"

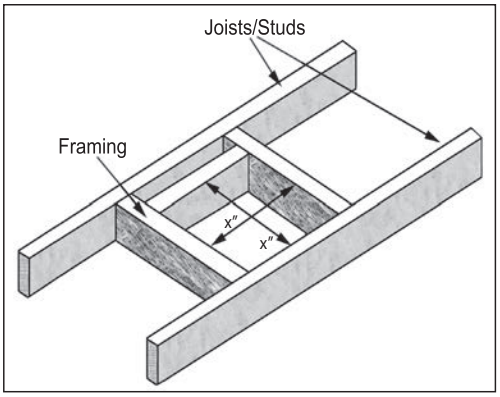


Figure 62: Thimble Framing

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WARNING

-This gas appliance must be direct vented and can't be connected to a chimney flue serving a separate solid-burning appliances.

-Venting terminals cannot be recessed into a wall or siding.

5" x 8" VENT TERMINATION CLEARANCES

The following termination restrictions only apply to 5" x 8" venting configurations. These restrictions are in addition to those previously stated in the VENT TERMINATION RESTRICTIONS section on page 36.

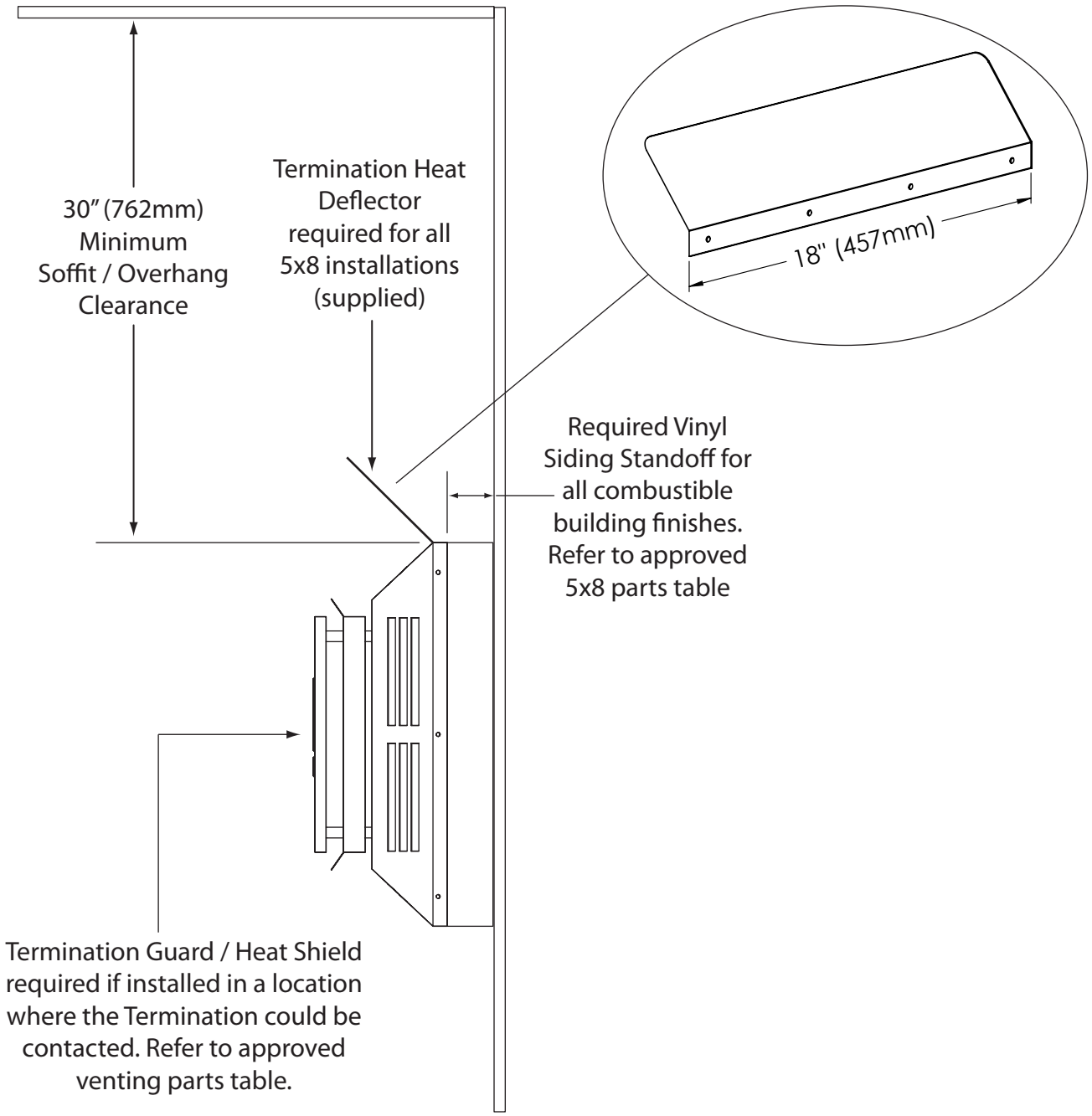


Figure 63: Additional Termination Restrictions for 5" x 8" Venting

Approved Venting Parts:

This fireplace has been tested and certified for use with the venting brand names listed in Table 5. Refer to Table 6 below for part numbers of commonly used parts for 8″ x 11″ venting and Table 7 for 5″ x 8″ venting. For more venting parts please visit the respective manufacturers' website.

WARNING: Do not mix parts from different vent manufacturers' systems.

Table 5: Approved Vent Manufacturers

	Manufacturer	Brand Name	Nominal Sizes
8″ x 11″	Duravent	DirectVent Pro	8″ x 11″
	Town & Country	-	8″ x 11″
	Metal-Fab Inc.	Sure-Seal	8″ x 11″
5″ x 8″	ICC	EXCELDirect	5″ x 8″
	DuraVent	DirectVent Pro	5″ x 8″
	Selkirk	DIRECT-TEMP	5″ x 8″
	Selkirk	AMP DV	5″ x 8″
	Metal-Fab Inc.	Sure-Seal	5″ x 8″

Table 6: 8"x11" Vent Part Numbers (must state if galvanized or black wanted)

Duravent DirectVent Pro	Town & Country	Metal-Fab Sure Seal		Description
		Metal-Fab #	Urbana #	
		8DV6		6″ pipe length
811DVP-12	TCVT.811X12	8DV12	50-4110	12″ pipe length
811DVP-18	TCVT.811X18			18″ pipe length
811DVP-24	TCVT.811X24	8DV24	50-4108	24″ pipe length
811DVP-24		8DV36	50-4107	36″ pipe length
811DVP-48	TCVT.811X48	8DV48		48″ pipe length
811DVP-ADJ	TCVT.811X12ADJ	8DVAL	50-4305	Adjustable length
811DVP-E45	TCVT.811XLB45	8DV45L	50-4109	45° elbow
811DVP-E90	TCVT.811XLB90	8DV90L	50-4106	90° elbow
811DVP-WT	TCVT.THIMA	8DWTSH	50-4105	Wall thimble
811DVP-SC	TC42.90665	8DVSC		Storm collar
811DVP-HFS		8DVFSH	50-4120	Wall fire stop
811DVP-VFS	TCVT.THIMA	8DVFSV		Ceiling fire stop
811DVP-AAIS		8DVIS		Attic insulation shield
811DVP-ES	TCVT.811XOS	8DVSS		Support strap
811DVP-SP	TCVT.93915	8DVSP		Support plate
811DVP-HC-SS	TCVT.WTA	8DVHT	50-4104	Horizontal termination
811DVP-VC-SS	TCVT.RTA	8DVVT	50-4284	Vertical termination
811DVP-FF	TCVT.811FLFLT			Flashing, flat roof
811DVP-F6	TCVT.811FLADJ	8DVF		Flashing, 1/12 to 5/12 roof pitch
811DVP-F12	TCVT.811FLSTP	8DVF-12		Flashing, 6/12 to 12/12 roof pitch

Table 7: 5”x8” Vent Part Numbers (must state if galvanized or black wanted)

Duravent Direct Vent Pro	ICC EXCELDirect	Selkirk DIRECT-TEMP	Amerivent AMV DV	Metal-Fab Sure-Seal DV	Description
	R85			8DV5A	8x11 to 5x8 vent reducer
58DVA-06	5DL6	5DT-06		5D6	6” pipe length
			5D7		7” pipe length
58DVA-09	5DL9	5DT-09			9” pipe length
58DVA-12	5DL1	5DT-12	5D12	5D12	12” pipe length
58DVA-18		5DT-18		5D18	18” pipe length
58DVA-24	5DL2	5DT-24	5D2	5D24	24” pipe length
58DVA-36	5DL3	5DT-36	5D3	5D36	36” pipe length
58DVA-48	5DL4	5DT-48	5D4	5D48	48” pipe length
58DVA-60					60” pipe length
58DVA-E30					30° elbow
58DVA-E45	5DE45	5DT-EL45	5D45L	5D45L	45° elbow
58DVA-E90	5DE90	5DT-EL90	5D90L	5D90A, 5D90L	90° elbow
58DVA-VSS, DVA-BVS	VSS	5DT-VS/VSK	5DHVS, DVSK	5DVS	Vinyl siding standoff/sheild
58DVA-WT3, 58DVA-WTU3	5WT	5DT-WT	5DWT	5DWT, 5DWT11	Wall thimble
58DVA-SC	SQSC, SC	5DT-SC	5DSC	5DSC	Storm collar
58DVA-WFS		5DT-FS		5DFSH	Wall Fire stop
58DVA-FS	5CS	5DT-FS	5DFSP	5DFS, 5DSPFS	Ceiling Fire stop
58DVA-IS	5AS	5DT-AIS	5DAIS12, AIS36	5DIS	Attic Insulation Shield
58DVA-WS	5WS	5DT-WS/B	5DWS	5DWS	Wall strap/support/band
58DVA-VCH	5SVT			5DVT	High wind vertical termination
58DVA-HC	5RHT	5DT-HC	5DHCS	5DHT	High wind horizontal termination
46DVA-WG	HTS		4DHWS	8DVTS	Wind / Heat Shield
				5DAL	3” to 10” pipe, adjustable
58DVA-17TA					11” to 17” pipe, adjustable
58DVA-24TA					17” to 24” pipe, adjustable
	5DLA30				16.5” to 29” pipe , adjustable
	5DLS1				1 7/8” to 9” slip length pipe
	5DLS2				1 7/8” to 21” slip length pipe
58DVA-F6	6EFA	5DT-AF6	5DF	5DF	Flashing, 0/12 to 6/12 roof pitch
58DVA-F12	6EFB	5DT-AF12	5DF12	5DF-12	Flashing, 7/12 to 12/12 roof pitch
58DVA-FF	6EF			5DFT	Flat Roof Flashings
58DVA-CFK	4MF				Masonary Flashing

*** ICC 5HT termination not approved for use**

QUALIFIED INSTALLERS ONLY

ALLOWABLE CO-AXIAL VENT CONFIGURATIONS - 5" x 8":

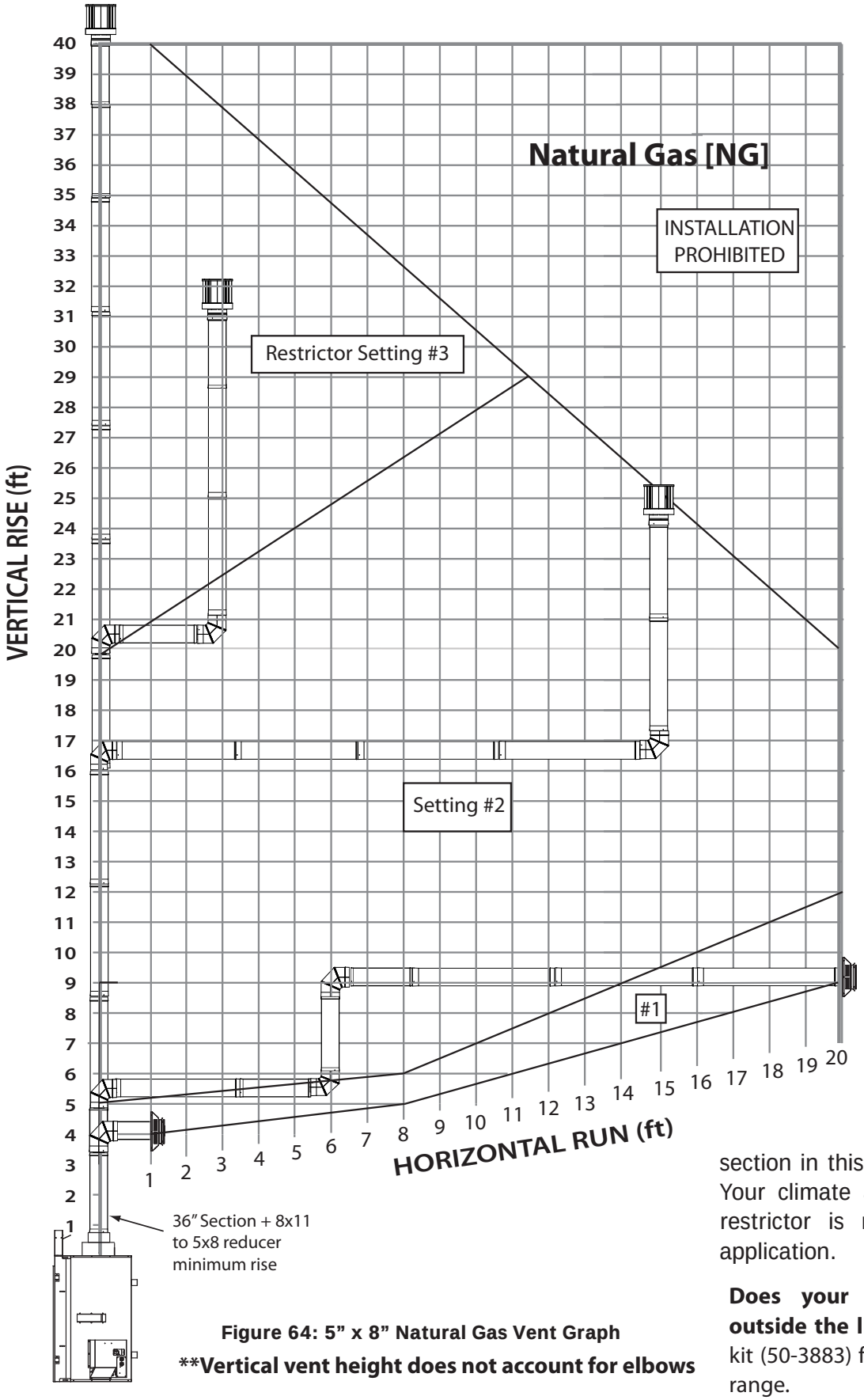


Figure 64: 5" x 8" Natural Gas Vent Graph

****Vertical vent height does not account for elbows**

This shows the range of venting options using either vertical or horizontal terminations; any layout that remains within the shaded area is acceptable. Having the fewest number of elbows is ideal as they restrict air movement. The total length of horizontal vent pipe can not exceed 20 feet (6.1m) and the total vertical vent length can not exceed 40ft (12.2m). Any combination of rise and run can be used as long as it lays within the shaded area (a total of three (3) 90° elbows or six (6) 45° elbows can be used. In addition to what is shown, if a 90° elbow is used in the horizontal plane, 3 feet (91.4cm) must be subtracted from the allowable horizontal run (for each 45° elbow, 1½ feet (45.7cm) must be subtracted).

Restrictor Setting: Find the point on the graph where your vent configuration will terminate. Remember to consider elbows in the HORIZONTAL plane account for horizontal distance as stated above. Use the corresponding exhaust restrictor setting indicated on the graph. See the following section in this manual for restrictor details. Your climate and altitude may alter what restrictor is required for your particular application.

Does your vent configuration fall outside the limits? Use our power vent kit (50-3883) for a much broader venting range.

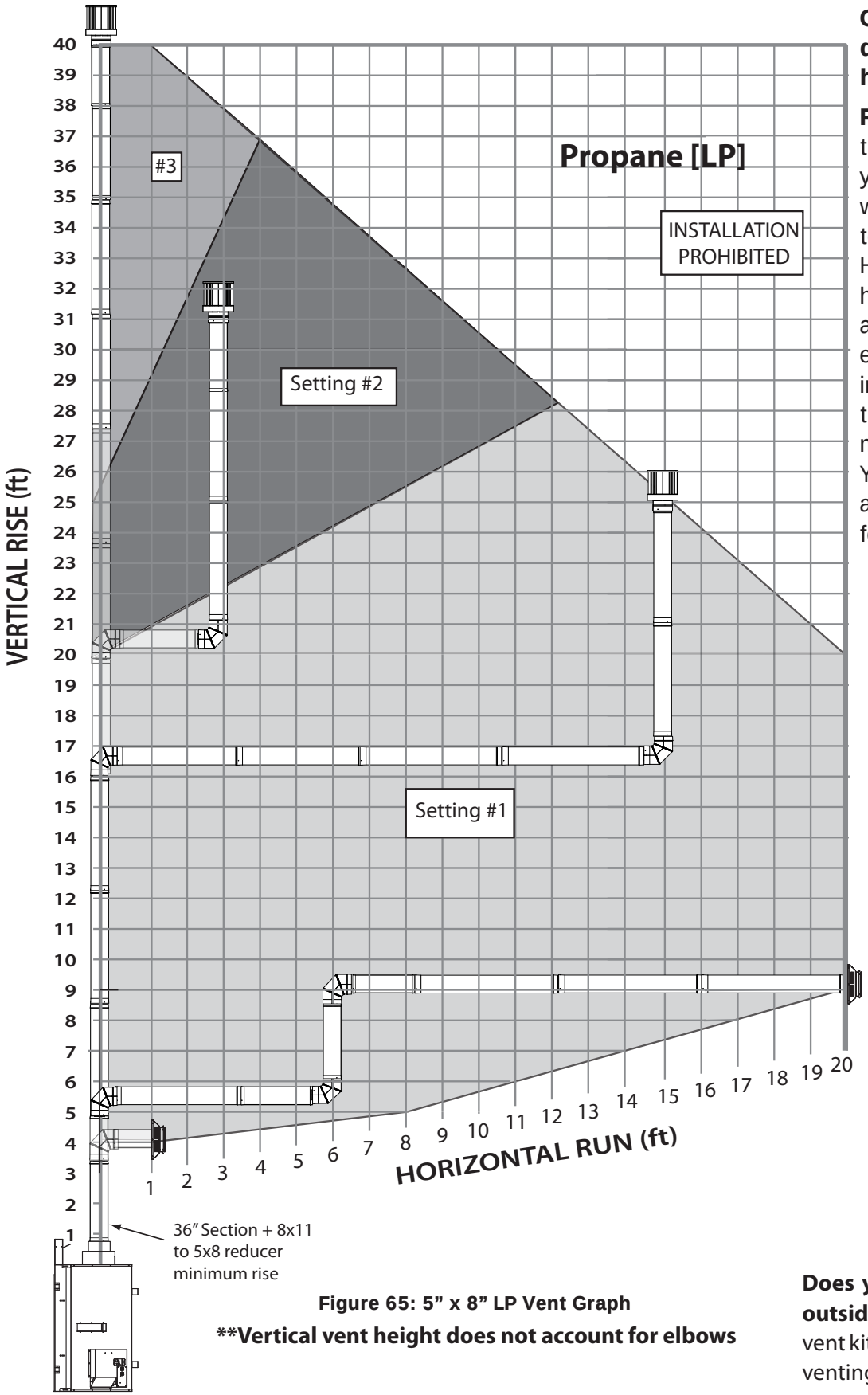


Figure 65: 5" x 8" LP Vent Graph

****Vertical vent height does not account for elbows**

ONLY use this venting diagram if your appliance has been converted to LP.

Restrictor Setting: Find the point on the graph where your vent configuration will terminate. Remember to consider elbows in the HORIZONTAL plane account for horizontal distance as stated above. Use the corresponding exhaust restrictor setting indicated on the graph. See the following section in this manual for restrictor details. Your climate and altitude may alter what restrictor is required for your particular application.

Does your vent configuration fall outside the limits? Use our power vent kit (50-3883) for a much broader venting range.

QUALIFIED INSTALLERS ONLY

Allowable Snorkel Installation - 5" x 8":

A snorkel is permitted for use on installations where additional vertical rise is required on the exterior of the building. Refer to the table for the approved models. **Note** - *The use of a snorkel does not reduce the minimum required venting or termination clearances.*

Note - If there is a soffit above the snorkel termination the supplied heat deflector must be installed. Trimming the length may be required to fit correctly.

Table 8: Permitted Snorkels - 5x8 venting

Manufacturer	Trade Name	Model #
ICC	EXCELDirect	ST14 ST36
DuraVent	DirectVent Pro	58DVA-SNK14 58DVA-SNK36
Selkirk	DIRECT-TEMP	5DT-ST14 5DT-ST36

Allowable Co-Axial Vent Configurations - 8" x 11":

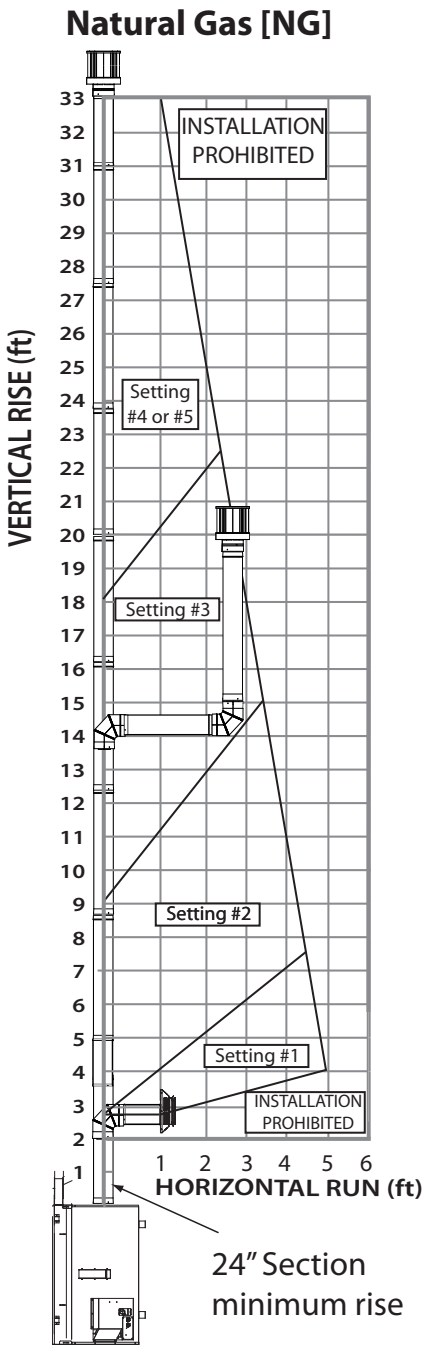


Figure 66: 8" x 11" NG Vent Graph

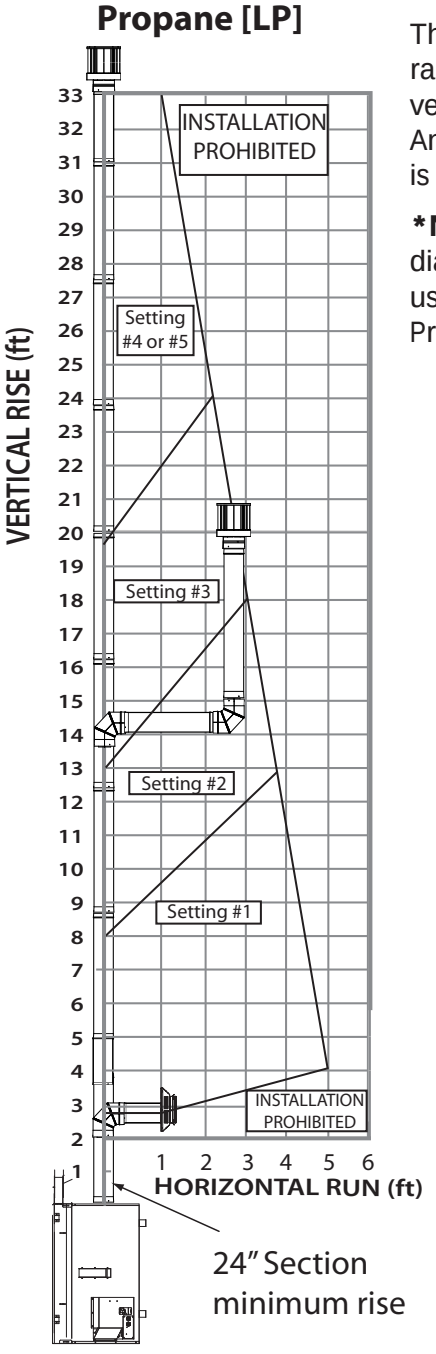


Figure 67: 8" x 11" LP Vent Graph

The following diagrams show the range of venting options using either vertical or horizontal terminations. Any layout within the shaded area is acceptable.

***Note**: Be sure to use the proper diagram depending on if your unit uses Natural Gas (Figure 66) or Propane (Figure 67).

QUALIFIED INSTALLERS ONLY

Exhaust Restrictor Setting:

WARNING: Improperly set restrictor setting can cause overheating issues which can lead to building fire.

It may be necessary to adjust the exhaust restrictor in order to control combustion quality and flame appearance. There are six different restrictor settings.

Determine what restrictor setting you require using the vent graphs in "Initial Installation - Allowable Coaxial Vent Configurations. The restrictor is set to 1 when the flat edge of the dial is vertical (see Figure 69). Rotate the dial counter-clockwise to increase the restriction level successively until the appropriate setting is achieved. When the flat edge is horizontal the restrictor level is at its maximum (see Figure 68). The proper setting is crucial for an efficient burn and best possible flame appearance.

It may be necessary to deviate from the recommended setting as different altitudes and climates can vary the operation of the appliance. With LP fueled appliances, it is always a good idea to offer slightly less restriction for higher altitudes to reduce the risk of sooting over an extended period.

Step 1. Remove the safety screen (see Maintenance And Service - Remove Safety Screen on page 10).

Step 2. Remove the door trim (see Maintenance And Service - Remove Door Trim on page 11).

Step 3. Use a 7/16 socket with long extension to adjust the restrictor dial to desired setting.

Step 4. Allow unit to warn up sufficiently and make adjustment as needed.

Step 5. Allow unit to cool down and reinstall surround panel.

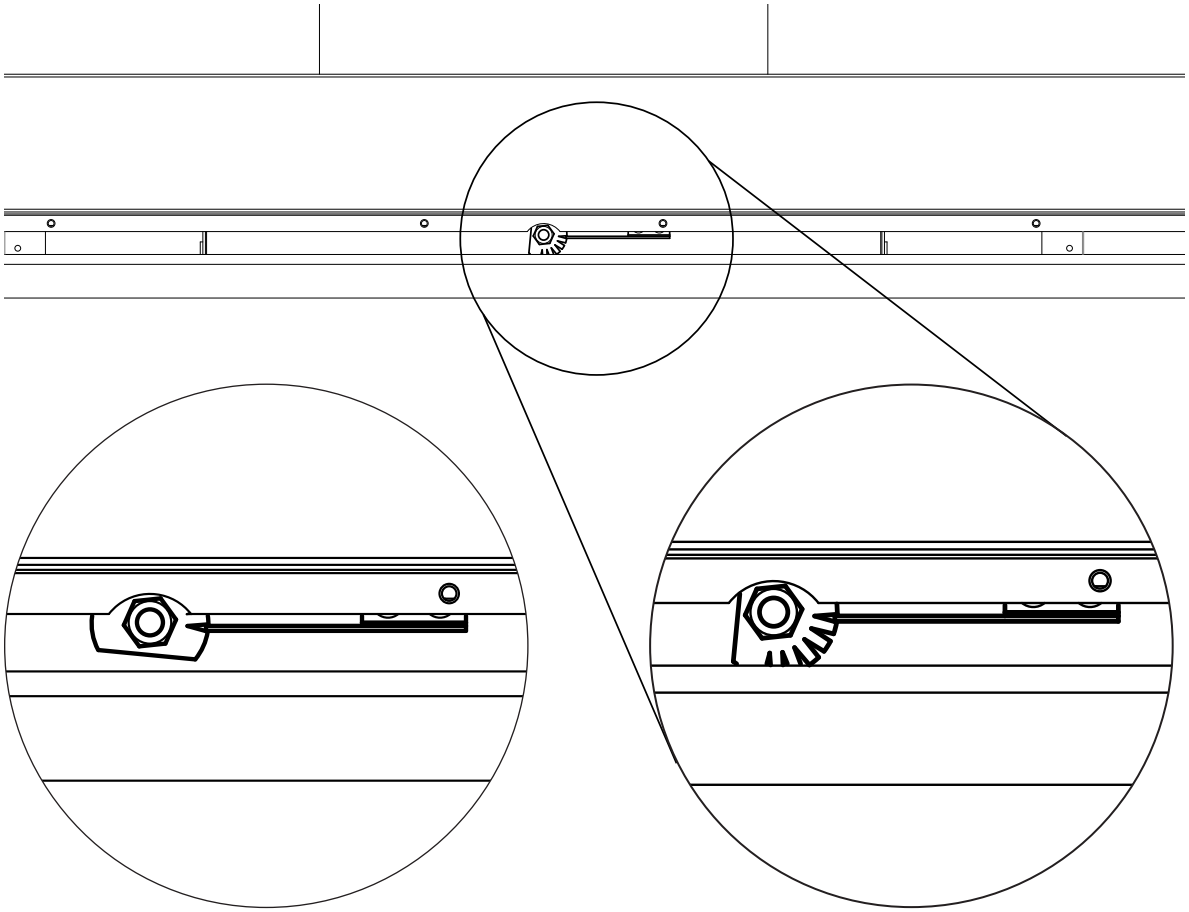


Figure 68: Restrictor Setting 6

Figure 69: Restrictor Setting 1

QUALIFIED INSTALLERS ONLY

HORIZONTAL TERMINATION:

1. **Horizontal pipes must not be level. For every 12" (305 mm) of horizontal travel there should be at least ¼" (6.4 mm) of vertical rise. Never allow the vent to run downward, as this could cause high temperatures or even present the possibility of a fire.**
2. The exterior of the horizontal vent termination must not be blocked or obstructed.
3. If the vent termination is not being attached to wood, the four wood screws provided should be replaced with material appropriate fasteners.
4. For buildings with vinyl siding, a vinyl standoff should be installed between the vent cap and the exterior wall. Attach the vinyl siding standoff to the horizontal termination. Note that the termination screws onto the flat portion of the standoff which provides an air space between the wall and the vent termination. The air gap prevents excessive heat from possibly melting the vinyl siding. **For installations using 5x8 venting a vinyl standoff is mandatory for all combustible building exterior finishes**. See page 38 for more information.
5. Horizontal pipes must be supported every **3' (914 mm)**. Plumber's "all round" strap will suffice.
6. Ensure venting clearances are maintained, see page 37 for details.

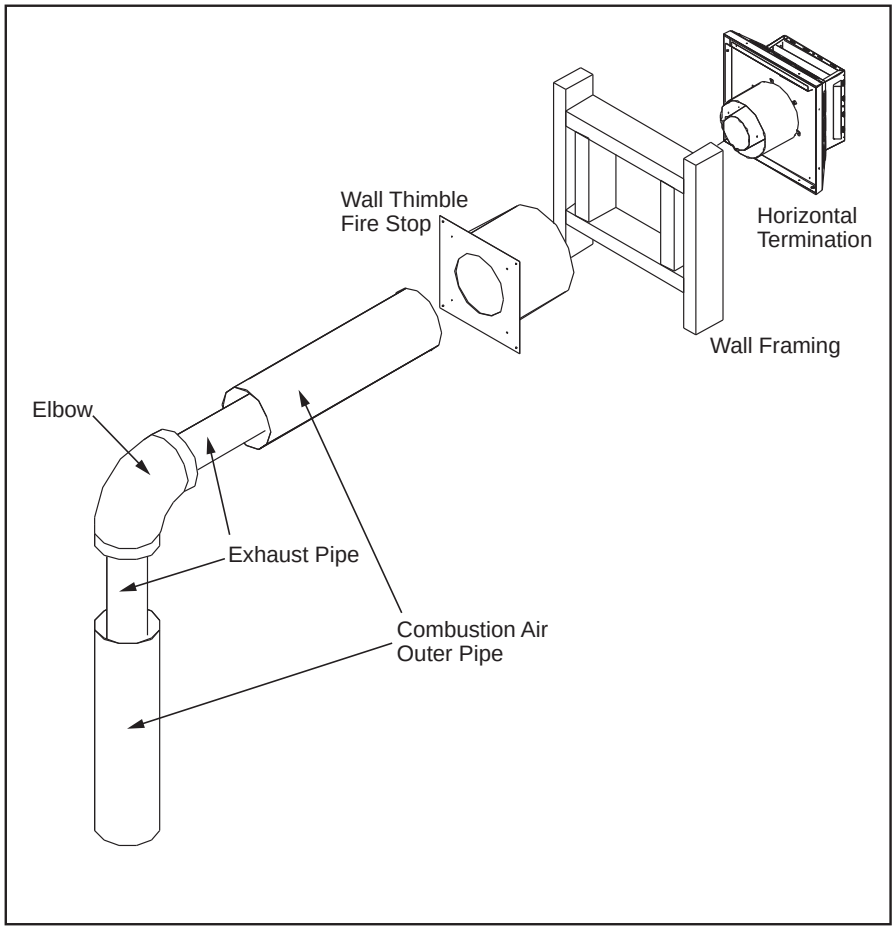


Figure 70: Horizontal Vent Termination

Step 1. Set the appliance in the desired location. Check to determine if wall studs will be in the way when the venting system is attached. If this is the case, the location of the appliance may have to be adjusted or the venting may have to be offset.

Step 2. Many direct vent pipe sections are designed with special twist-lock connections. Dry fit the desired combination of pipe and elbows to the appliance adaptor.

Step 3. With the pipe in the correct position and attached to the appliance, mark the wall for a hole as directed by specified wall thimble dimensions. Cut and frame the hole in the exterior wall where the vent will be terminated. If the wall being penetrated is made of a non-combustible material (i.e. masonry or concrete) a minimum **8 1/2" (21.6 cm) / 11 1/2" (29.2 cm)** hole is accept.

Step 4. The vent pipe must extend into the vent cap at least **1¼" (320 mm)**. Secure the connection between the vent cap and the pipe by attaching the two (2) sheet metal straps, which extend from the vent cap assembly to the outer wall of the vent pipe. Bend any remaining portion of the strap back towards the vent cap.

Step 5. Position the horizontal vent termination in the center of the thimble and attach to the exterior wall with the four screws provided. The arrow on the vent termination must be pointing up. Run a bead of high-temp silicone around the edges of the vent cap to make a seal with the wall. Ensure the proper clearances to combustibles have been maintained.

VERTICAL TERMINATION:

Step 1. Check "INITIAL INSTALLATION - VENTING CLEARANCES" for required clearances to combustibles when passing through ceilings, walls, roofs, enclosures, attic rafters, or other nearby combustible surfaces. Do not pack air spaces with insulation.

Step 2. Set the appliance in the desired location. Drop a plumb bob down from the ceiling to the appliance flue exit and mark the location where the vent will penetrate the ceiling. Drill a small hole at this point. Next, drop a plumb bob from the roof to the hole and mark the spot where the vent will penetrate the roof. Determine if ceiling joists, roof rafters, or other framing will obstruct the venting system. Relocate the appliance or offset the venting to avoid cutting load bearing members.

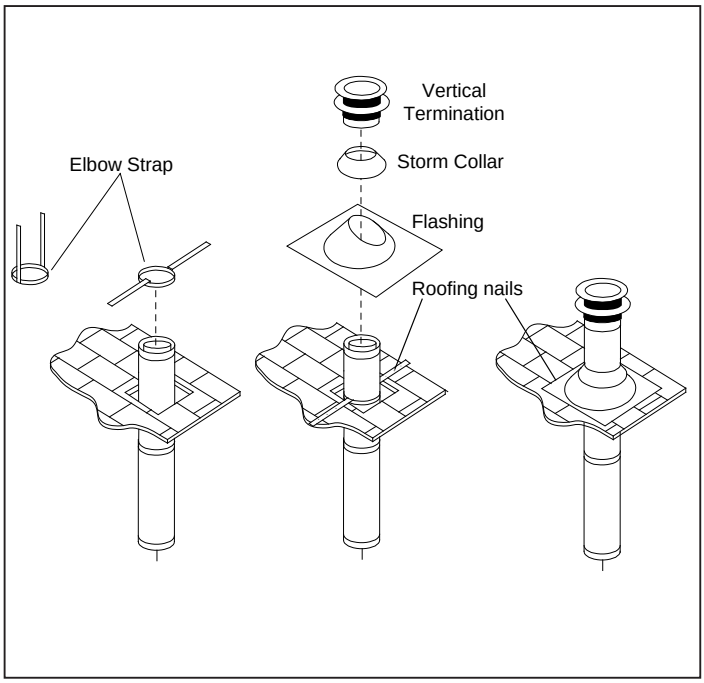


Figure 71: Vertical Vent Termination

Step 3. To determine the length of pipe required, measure room height, ceiling thickness, and vertical rise in an attic or second story. Firestops are required at each floor level beyond the first floor ceiling support/wall thimble cover or cathedral ceiling support box. If an offset is required to avoid obstructions, use a pair of 45 degree elbows. For proper support, use elbow straps with offsets. Use wall straps for long vertical runs. Attic insulation shield is required in attic.

Step 4. Measure roof pitch. Select the proper flashing and storm collar and determine the height above the roof (see Figure 72). A non-corrosive pipe material must be used for all exterior pipe lengths. Seal nail heads with silicone.

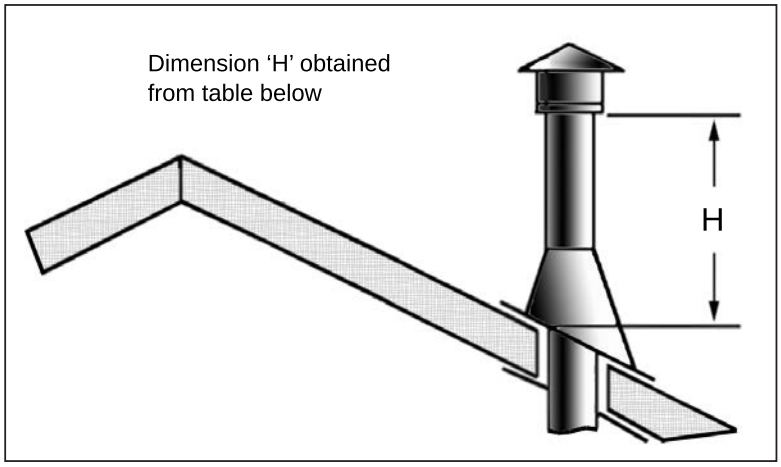


Figure 72: Height of Vertical Termination; Reference Table 9

Table 9: Minimum 'H' for Figure 71.

Roof Pitch	Minimum Height (H)	
	Feet	Meters
Flat to 7/12	1	0.3
Over 7/12 to 8/12	1.5	0.46
Over 8/12 to 9/12	2	0.61
Over 9/12 to 10/12	2.5	0.76
Over 10/12 to 11/12	3.25	0.99
Over 11/12 to 12/12	4	1.22
Over 12/12 to 14/12	5	1.52
Over 14/12 to 16/12	6	1.83
Over 16/12 to 18/12	7	2.13
Over 18/12 to 20/12	7.5	2.29
Over 20/12 to 21/12	8	2.44

NOTES:

1. If an offset is necessary in the attic to avoid obstructions, it is important to support the vent pipe every **3' (914 mm)** using wall straps to avoid excessive stress on the elbows.
2. Use 45° degree elbows instead of 90° degree elbows when ever possible. The 45° degree elbow offers less restriction to the flow of flue gases and intake air.

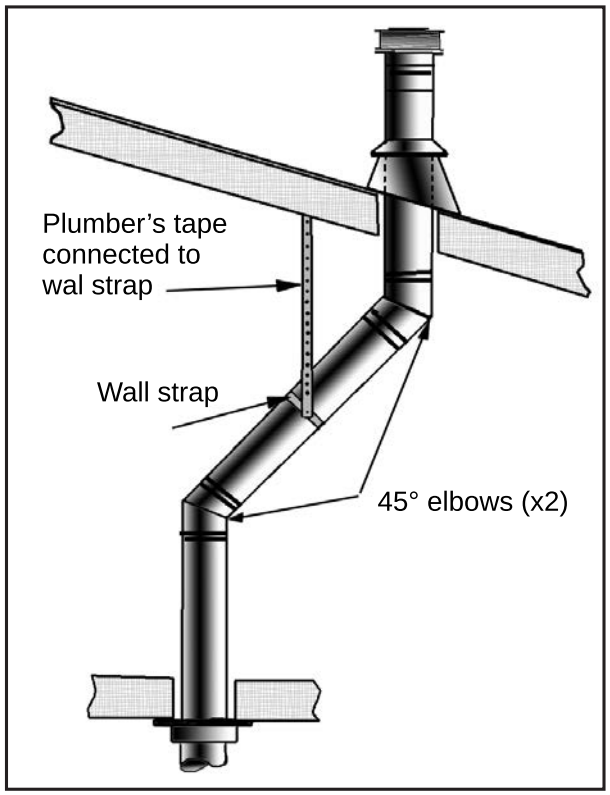


Figure 73: Multi-Story Vent Pipe Installation

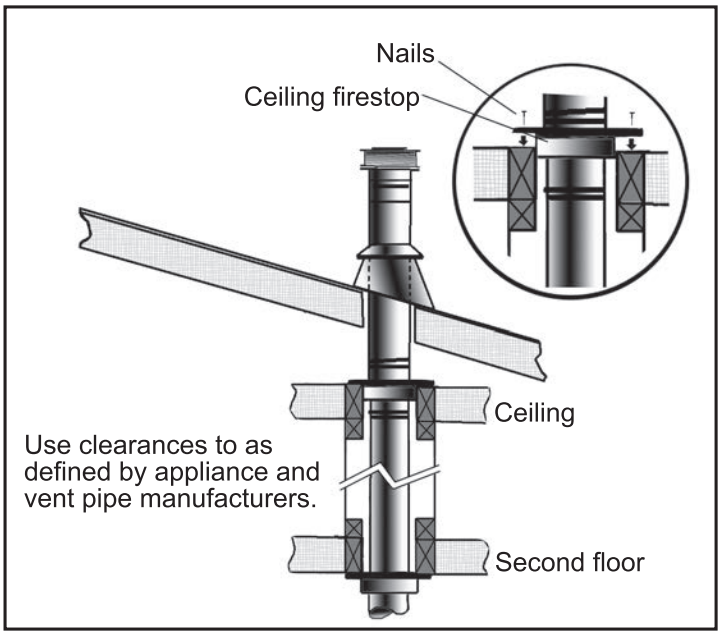


Figure 74: Use of Wall Straps.

QUALIFIED INSTALLERS ONLY

Gas Line Connection and Testing:

WARNING: Only persons licensed to work with gas piping may make the necessary gas connections to this appliance.

GAS LINE CONNECTION

- This appliance is equipped with a certified flexible pipe located on the right side of the unit terminating in a 3/8" Male NPT fitting. Consult your local authorities codes or the CAN/CGA B 149 (1 or 2) installation code in Canada, or in the USA gas installations follow either local codes or the current edition of the National Fuel Gas Code ANSI Z223.1.
- The efficiency rating of this appliance is a product thermal efficiency rating determined under continuous operating conditions and was determined independently of any installed system.

The appliance and its shutoff valves must be disconnected from the gas supply piping system during any pressure testing where the pressure exceeds ½ PSIG (3.45 KPa) or damage will occur to the valve.

The appliance must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than ½ psig (3.45 KPa).

Always check for gas leaks with a soap and water solution after completing the required pressure test.

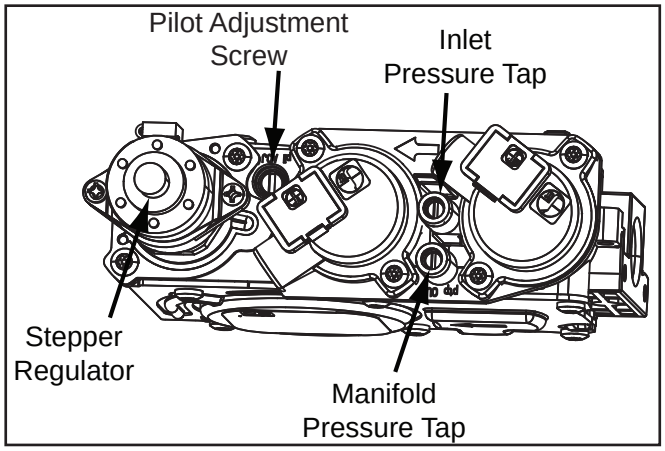


Figure 75: Fully Labeled Gas Valve.

TO TEST VALVE PRESSURES

The pressure taps are located on the top right of the valve shown in Figure 75.

Important Note: When using the control panel pressure ports there is an approx. +0.2 W.C. Inlet & -0.2 W.C. manifold measured pressure difference from the valve. Be sure to strongly re-tighten the pressure port screws after testing and leak test with soapy water confirm they are fully closed.

- Turn set screw 1 turn counter clockwise to loose.
- Place 5/16" (8 mm) I.D. hose over pressure tap system.
- Check pressures using a manometer.
- When finished, release pressure, remove hose & tighten set screw.

Table 10: Pressure and BTU Information.

	Natural Gas	Propane
Main Orifice	#29	#44
Manifold Pressure	3.5" W.C. (0.87 KPa)	10.0" W.C. (2.49 KPa)
Min. Manifold Pressure	1.6" W.C. (0.39 KPa)	6.4" W.C. (1.59 KPa)
Max Supply Pressure	7.0" W.C. (1.74 KPa)	11.0" W.C. (2.74 KPa)
Min. Supply Pressure	4.5" W.C. (1.12 KPa)	10.4" W.C. (2.59 KPa)
Max BTU/hr Input	47,000 BTU/hr (18.4 KW)	47,000 BTU/hr (18.4 KW)
Min. BTU/hr Input	32,000 BTU/hr (12.0 KW)	39,000 BTU/hr (14.3 KW)

NEVER USE AN OPEN FLAME FOR LEAK TESTING.

QUALIFIED INSTALLERS ONLY

ELECTRICAL REQUIREMENTS:

WARNING: The appliance must be electrically connected and grounded in accordance with local codes or, in the absence of local codes, with the current CSA C22.1 Canadian Electrical Code Part 1, Safety Standards For Electrical Installations, or The National Electrical Code ANSI / NFPA 70 in the US.

WARNING: Disconnect electrical power supply before working on receptacle wiring.

CAUTION: When servicing controls, label all wires prior to disconnection. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing. If any of the original wire supplied with the appliance must be replaced, it must be replaced with 18 AWG wire with a temperature rating of 105°C.

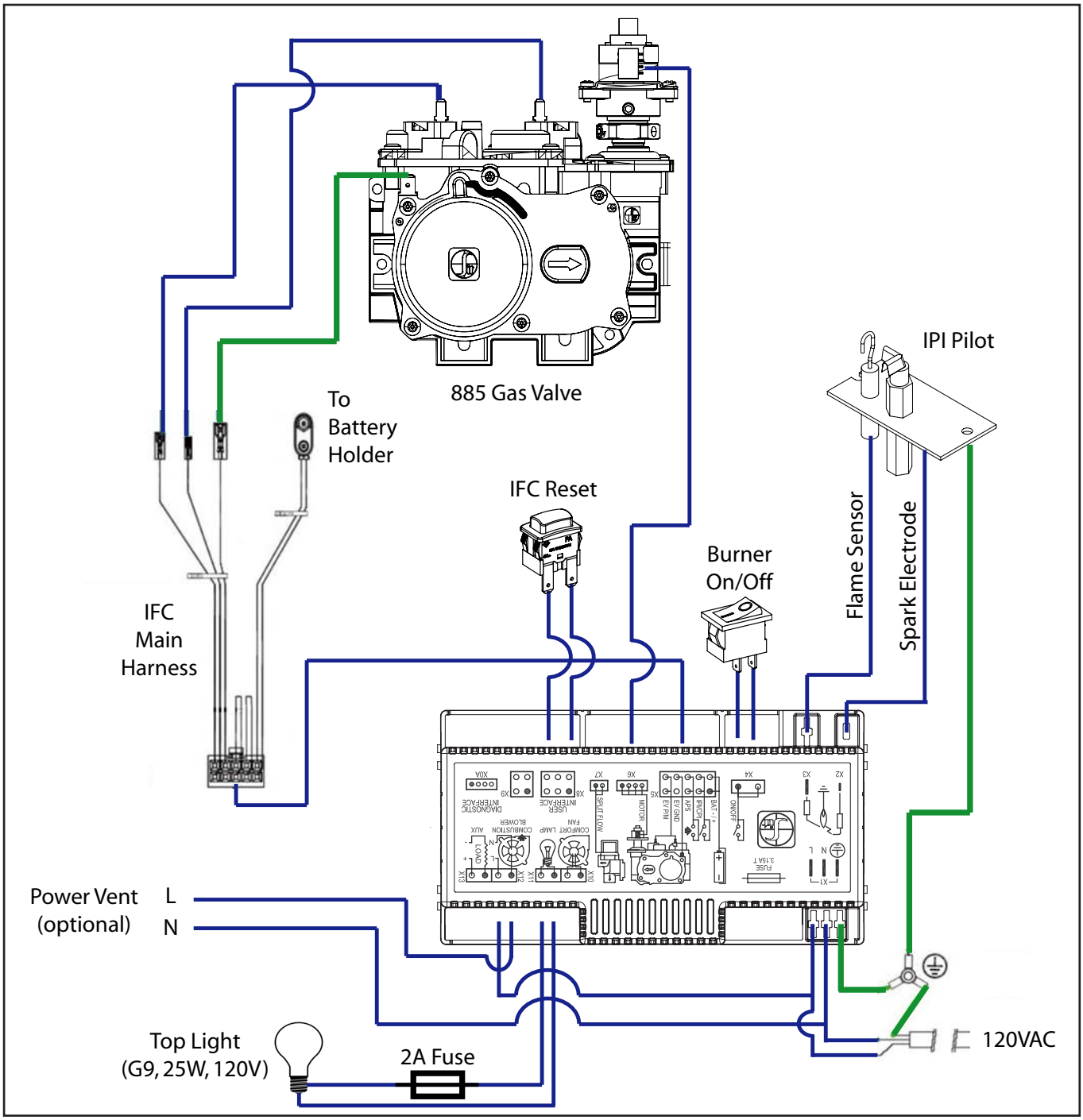


Figure 76: Wiring Diagram

Panel and Media Installation:

Step 1. Remove safety screen, door trim, and glass door (see "Maintenance and Service" section).

Step 2. Remove light deflector by removing the four (4) retaining T-20 screws (see Figure 77).

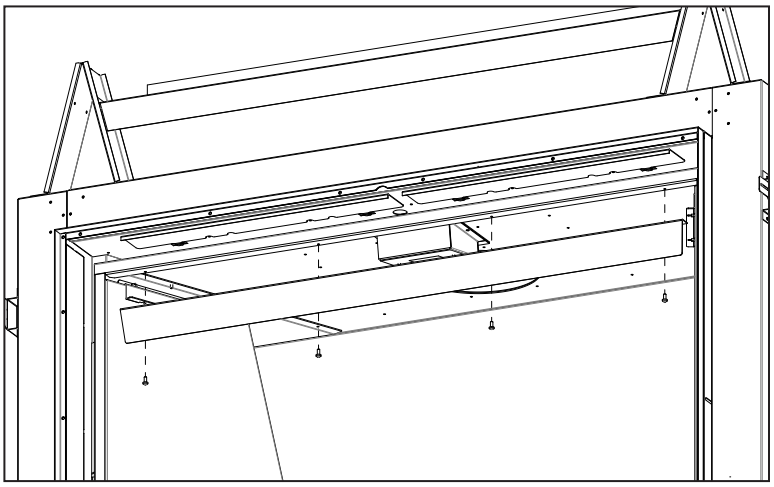


Figure 77: Light Deflector Removal

Step 3. Remove the side liner retainers one at a time using a 5/16 socket (see Figure 78). The screws only have to be loosened, not completely removed, as the retainers are slotted. ***Note**: The upper rear liner is supported by the side liners. When removing the side liners, be sure to properly support the upper rear liner so that it does not fall.

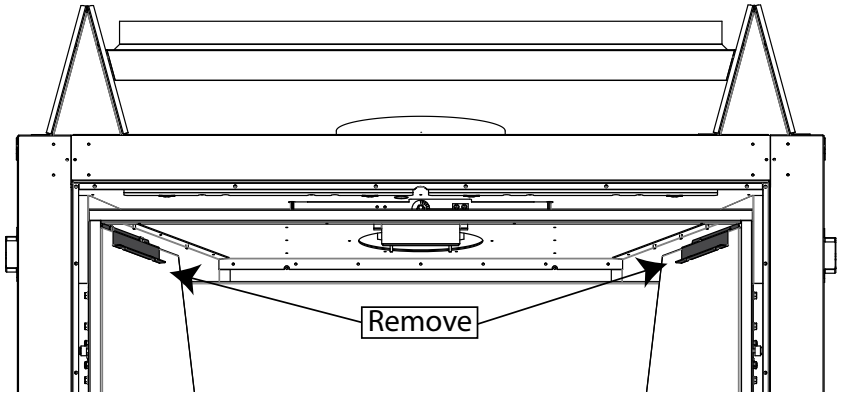


Figure 78: Liner Retainers

Step 4. Remove the upper and lower rear liners.

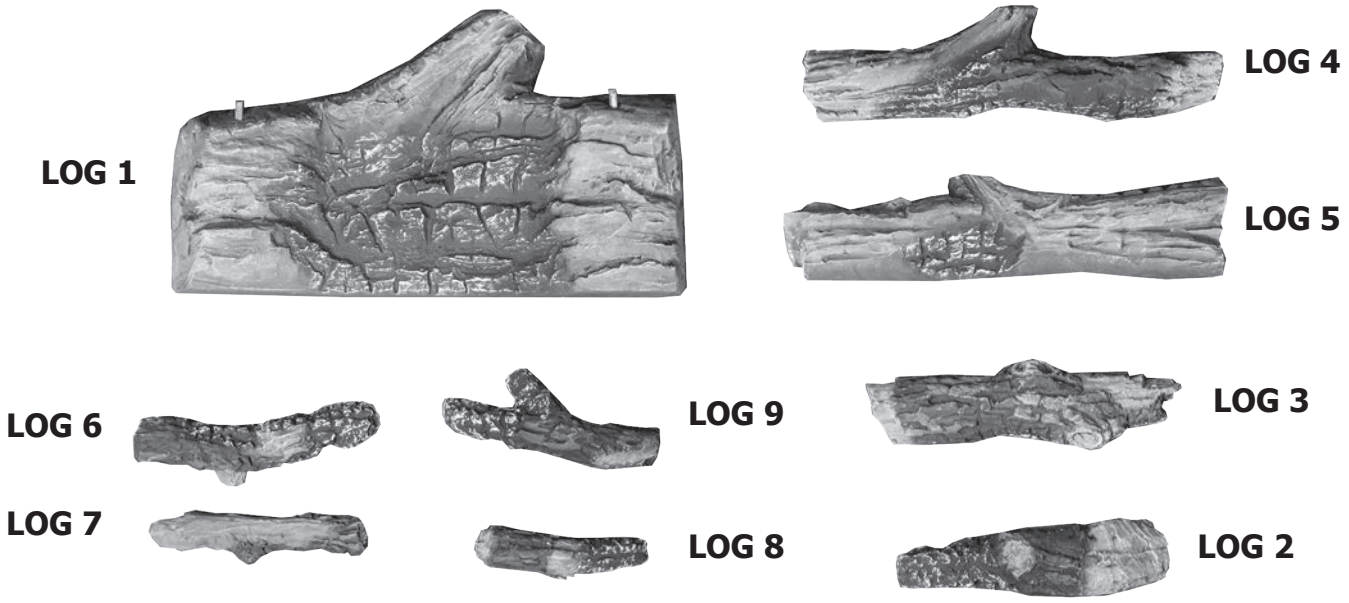
Step 5. Prepare new liners for installation. Wear clean vinyl gloves when handling the liners, the ceramic material can irritate your skin. Take care not to damage the liners as they are very fragile and can chip easily. If handling porcelain liners, it is still a good idea to wear gloves as the oils from your fingers and stain the enameled coating. If the liners arrive damaged, please contact your Urbana dealer for replacement.

Step 6. Replace liners back into position starting with the lower rear. Please note that any liner options containing brick will have to be aligned with each other. The rear liner will only line up with the side liners in one position. Line up the top corners ahead of time to determine the installation direction. Retighten retainers once liners are in position.

Step 7. Reinstall removed components.

Log Set Installation

The placement of the logs is not arbitrary. If they are positioned incorrectly, the flames can be impinged and will not burn correctly creating a hazardous environment. Carefully set the logs in place using the figures provided. Wear vinyl gloves when handling the logs, the ceramic material can irritate your skin. Take care not to damage the logs as they are very fragile and can chip easily. If any logs arrive damaged, please contact your Urbana dealer for replacement.



Media Installation - Prior to log placement evenly distribute the supplied black wool media on top of the entire burner tube assembly. Gloves are recommended when installing the supplied wool media. The burner tube should be covered with a thin layer of wool on top but not buried. *Applying to much wool on top of the burner may result in an undesired flame appearance*. Use the remaining wool to cover the perimeter of firebox bottom up to the front liner as shown in Step 1.

STEP 1



Figure 79: Log Set Installation - Step 1

STEP 2



Figure 80: Log Set Installation - Step 2

STEP 3



Figure 81: Log Set Installation - Step 3

STEP 4



Figure 82: Log Set Installation - Step 4

STEP 5



Figure 83: Log Set Installation - Step 5

STEP 6



Figure 84: Log Set Installation - Step 6

STEP 7



Figure 85: Log Set Installation - Step 7

STEP 8



Figure 86: Log Set Installation - Step 8

STEP 9



www.tinyurl.com/2p8kftpf

Figure 87: Log Set Installation - Step 9



Figure 88: Correct Log Setup & Flame (Birch log set shown)

Troubleshooting

Table 11: Troubleshooting

Problem	Possible Cause	Solution
No spark generation	Spark develops near the pilot assembly or could occur onboard	· Check pilot assembly wiring
		· Check for broken or poor connection from the sparker to the electrode
		· Check for the spark shorting or arcing at other locations
		· Check for defective sparker and spark electrode
	Inadvertently switched to Power Vent mode on control panel	A typical symptom is a responsive remote with full control of the Light circuit but no pilot ignition sequence. Switch back to Direct Vent mode as directed in manual.
No pilot flame ignition	No spark from the igniter	· See "no spark generation"
	Air in the gas line	· It takes a while for all the air to purge out of the pilot before gas can reach the pilot and ignite
	Pilot gas pressure dropout upon main burner gas valve opening	· Check gas mains supply and pressure
	No gas flow out of the pilot burner	· Check gas valve wirings and connections to the board
		· Check the pilot burner for obstruction
		· Check the wirings and connections between the pilot assembly and the board
		· Check the correct gas type settings on the valve and pilot burner assembly orifice
Pilot will not remain lit	7-Day Shutdown	· The pilot has been in operation for 7 continuous days without main burner operation. Turn fireplace ON to reset pilot timer.
	Problem with Flame Sensor circuit	· Check for proper connection of the Flame Sensor to the IFC board
		· Check pilot for full flame impingement around Flame Sensor
		· If flame is too small, check gas pressure, adjust pilot rate screw, check pilot head for damage
		· Ensure the ground wire is properly attached to the pilot mounting bracket and that it is makes a good electrical connection.
	Restrictor setting	· Use the correct restrictor setting for the venting configuration
Remote control (transmitter) does not work	The pilot light has gone out	· See "Pilot will not remain lit"
	The transmitter is too far away from the heater	· Use the transmitter to the heater
	The transmitter batteries are dead	· Replace the batteries
No reaction to command	Transmitter batteries are low	· Replace the batteries
	A maximum number of failed ignitions or flame restorations have been reached.	· Remove any possible blocking conditions. See "locking conditions"
		· See how to reset the board from Lockout
	No communication between the remote control and the receiver	· Reprogram the transmitter to the receiver.
		· Follow the initializing system for the first time

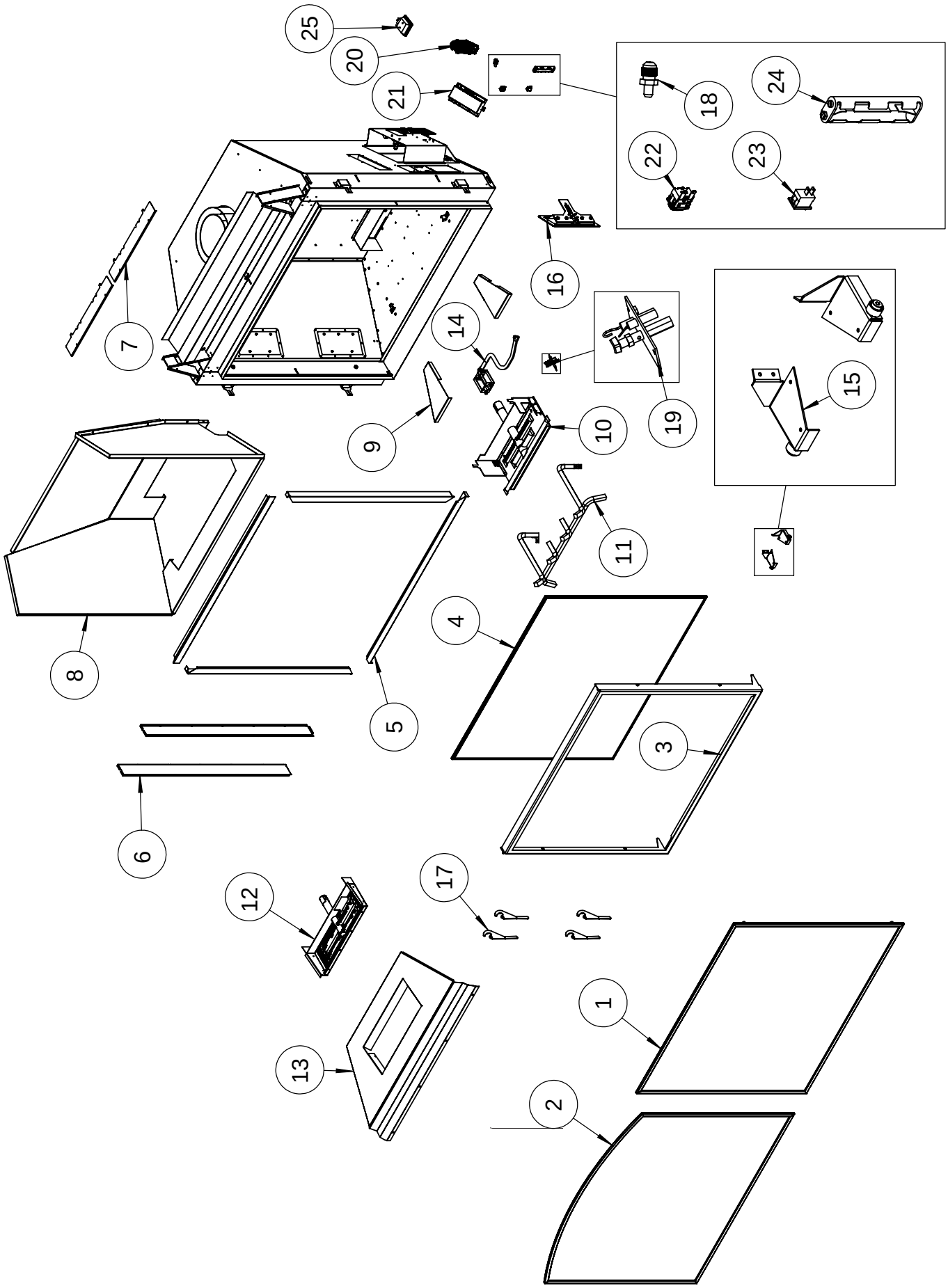
Troubleshooting

Problem	Possible Cause	Solution
Locking conditions	Reset the Proflame IFC board	· Turn the system off by pressing the ON/OFF button on the transmitter
		· After approximately 2 seconds press the ON/OFF button on the transmitter again.
		· In the manual flame control mode, use the down arrow button to reduce the flame to off, indicated by the word OFF displayed on the transmitter LCD screen.
		· Wait approximately 2 seconds and press the up arrow button, the ignition sequence will start.
		· With the transmitter off, disconnect main power from stove for a few seconds then re-connect power.
		· Wait approximately 2 seconds and press the Reset button on the IFC
Main burners will not start	The pilot flame has gone out	· See "Pilot will not remain lit"
	The remote control is not working correctly	· Replace the batteries
Flame lifting	Leak in vent pipe	· Check for leaks in vent connections
	Improper vent configuration	· Check vent configuration with manual
	Terminal may be re-circulating flue gases	· Check to see if terminal is on correctly
		· May need to install high wind termination cap.
		· Contact dealer
Blue Flames	The heater has just been started	· Normal during start up, especially for 5x8 minimum venting: flame will yellow as the fireplace heats up
	Improper air shutter adjustment	· Adjust air shutter – contact your dealer
	Improper restrictor setting	· Adjust restrictor – contact your dealer
	Burner not converted for 5x8 venting	· Refer to the Burner Conversion section of Maintenance & Service
Glass fogs up	Normal condition: after the appliance warms up the glass will be clear.	**Due to additives in gas, glass may get hazy during operation** Clean as needed.
Flames are burning "dirty" or sooting	The logs or glasses are placed incorrectly	· Check log positioning
		· Check level of glasses layout
	Improper air shutter adjustment	· Increase primary air by opening the air shutter and/or by opening the vent restrictor
		· Check for proper venting and blockage of the vent termination
		· See also "Burners will not remain lit"
	Incorrect rating input	· Check manifold pressure and clock input rating for over-firing

Table 12: U37 Parts List

Reference Number	Part Description	Part Number
1	Safety Screen	50-4196
2	Arched Safety Screen	50-4224
3	Firebox Door Complete	50-4197
4	Firebox Door Glass w/ Gasket	50-4198
5	Door Cover Trim Set - 4 pcs	50-4201
-	Arched Door Cover Trim Set - 4 pcs	50-4225
6	Side Cover Panel Set - 2 pcs	50-4206
7	CSS Cover Plate Set - 2 pcs	50-4207
8	Painted Steel Firebox Liner Set - 5 pcs	50-4199
9	Painted Steel Burner Accent Set - 2 pcs	50-4200
10	Log Burner Tray	50-4202
11	Log Grate	50-4203
12	Glass Burner Tray	50-4226
13	Enameled Media Tray	50-4227
14	Burner Flex Hose Assembly (no orifice)	50-4205
-	Valve Access Panel Gasket	50-4204
15	Firebox Door Roller Set - 2pcs	50-4220
16	Firebox Door Spring Relief Assembly	50-4221
17	Firebox Door Handle Set - 4pcs	50-4223
18	Valve Pressure Test Port	50-4222
19	PSE IPI Pilot Assembly (2021)	50-4058
-	IPI LP Pilot Orifice (2021)	50-4080
20	S.I.T. 885 Valve w/ NG Stepper Motor	50-2682
21	Proflame 2 IFC - Urbana	50-3887
-	Proflame 2 IFC Wire Harnes (0.584.924)	50-3030
-	IFC RF Antenna	50-4090
22	IFC Reset Button	50-3518
23	Urbana Rocker Switch	50-3892
24	Battery Holder 4 x AA	50-3027
-	Proflame 2 Transmitter (0.584.080)	50-3888
25	Top Light Assembly	50-3516
-	Top Light - Bulb Only	50-4119
-	2A Glass Fuse	50-2075
-	Vent Reducer 8x11 to 5x8	50-4022
-	NG to LP Stepper Motor Only	50-3753
-	LP to NG Stepper Motor Only	50-3870
-	12 oz. Can of Matallic Black Touch Up Paint	PAINT-12-MB

Parts Diagram



URBANA LUXURY FIREPLACES

WARRANTY INFORMATION

Sherwood Industries Ltd. ("Sherwood") hereby warrants, subject to the terms and conditions herein set forth, this product against defects in material and workmanship during the specified warranty period starting from the date of original purchase at retail. In the event of a defect of material or workmanship during the specified warranty period, Sherwood reserves the right to make repairs or to assess the replacement of a defective product at Sherwood's factory. The shipping costs are to be paid by the consumer. All warranties by Sherwood are set forth herein and no claim shall be made against Sherwood on any oral warranty or representation.

Conditions

- A completed warranty registration must be submitted to Sherwood within 90 days of original purchase via the online warranty registration page or via the mail-in warranty registration card provided. Have the installer fill in the installation data sheet in the back of the manual for warranty and future reference.
- This warranty applies only to the original owner in the original location from date of install.
- The unit must have been properly installed by a qualified technician or installer, and must meet all local and national building code requirements.
- The warranty does not cover removal and re-installation costs.
- Sherwood Industries Ltd. reserves the right to make changes without notice.
- Sherwood Industries Ltd. and its employees or representatives will not assume any damages, either directly or indirectly caused by improper usage, operation, installation, servicing or maintenance of this appliance.
- A proof of original purchase must be provided by you or the dealer including serial number.

Exclusions

An expanded list of exclusions is available at www.urbanafireplaces.com/warranty.html

This warranty does not cover:

- Damage as a result of improper usage or abuse.
- Damage caused from over-firing due to incorrect setup or tampering.
- Damage caused by incorrect installation.

To the Dealer

- Provide name, address and telephone number of purchaser and date of purchase.
- Provide date of purchase. Name of installer and dealer. Serial number of the appliance. Nature of complaint, defects or malfunction, description and part # of any parts replaced.
- Pictures or return of damaged or defective product may be required.

To the Distributor

- Sign and verify that work and information are correct.

Sherwood Industries Ltd.
6782 Oldfield Road, Victoria, BC . Canada V8M 2A3
Online warranty registration: www.urbanafireplaces.com/warranty/

Category	One Year	Two Year	Limited Lifetime (7yr)
Parts [1] (unit serial number required)		✔	
Firebox Liner Panels [2]		✔	
Firebox			✔
Burner			✔
Ceramic Logs [3]			✔
Ceramic Glass [4]	✔		
Door Assembly			✔
Exterior Panels (excluding finish) [5]			Up to 5 years
Electrical Components		✔	
Labour	✔		

[1] Whereas warranty has expired, replacement parts will be warrantied for 90 days from part purchase date. Labour not included. Unit serial # required.

[2] Excluding damage to the finish caused by improper setup of the appliance, or color changes.

[3] Log set and panels excludes wear and tear or breakage caused by cleaning or service.

[4] Glass is covered for thermal breakage. Photos of box, inside of door, and unit serial # must be supplied for breakage due to shipping.

[5] Exterior Surface finishing covers plating, enamel or paint and excludes colour changes, chipping, and fingerprints. Travel costs not included.

December 2019

Installation Data Sheet

The following information must be recorded by the installer for warranty purposes and future reference.

NAME OF OWNER:

_____

ADDRESS:

_____

_____

_____

PHONE:_____

NAME OF DEALER:

_____

ADDRESS:

_____

_____

_____

PHONE:_____

MODEL:_____

SERIAL NUMBER:_____

DATE OF PURCHASE: _____ (dd/mm/yyyy)

DATE OF INSTALLATION:_____(dd/mm/yyyy)

☐ NATURAL GAS (NAT) ☐ PROPANE(LPG)

INLET GAS PRESSURE:_____in wc

MAIN BURNER ORIFICE:_____# DMS

PILOT ORIFICE #_____OR_____in diam.

INSTALLER'S SIGNATURE:

_____

NAME OF INSTALLER:

_____

ADDRESS:

_____

_____

_____

PHONE:_____

MANUFACTURED BY:
SHERWOOD INDUSTRIES LTD.
6782 OLDFIELD RD. SAANICHTON, BC, CANADA V8M 2A3
www.Urbanafireplaces.com
July 2026
C-16412