



ULTIMATE™ U38 Freestanding Gas Stove

Owners & Installation Manual



U38-39 Video

www.regency-fire.com

MODELS: U38-NG10 Natural Gas U38-LP10 Propane

▲ WARNING

FIRE OR EXPLOSION HAZARD

Failure to follow safety warnings exactly could result in serious injury, death, or property damage.

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- **WHAT TO DO IF YOU SMELL GAS**
 - Do not try to light any appliance.
 - Do not touch any electrical switch: do not use any phone in your building. Leave the building immediately.
 - Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.
 - If you cannot reach you gas supplier, call the fire department.

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

Tested by:



Installer: Please complete the details on the back cover and leave this manual with the homeowner.

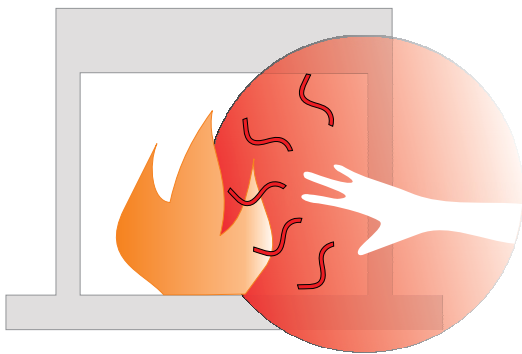
Homeowner: Please keep these instructions for future reference.

To the New Owner:

Congratulations! You are the owner of a state-of-the-art ULTIMATE Gas Stove by FIREPLACE PRODUCTS INTERNATIONAL LTD. The Regency® Gas Series of hand crafted appliances has been designed to provide you with all the warmth and charm of a woodstove, at the flick of a switch. The models U38-NG10, and U38-LP10 of this series has been approved by Warnock Hersey/Intertek for both safety and efficiency. As it also bears our own mark, it promises to provide you with economy, comfort and security for many trouble free years to follow. Please take a moment now to acquaint yourself with these instructions and the many features of your Regency® Gas Stove.



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 shall be installed for the protection of children and other at risk individuals.

CAUTION:

**HOT WHILE IN OPERATION. DO NOT TOUCH.
SEVERE BURNS MAY RESULT. KEEP CHILDREN, CLOTHING, FURNITURE,
GASOLINE, AND ANY LIQUIDS WITH FLAMMABLE VAPOURS AWAY.**

**KEEP BURNER AND CONTROL COMPARTMENT CLEAN.
SEE INSTALLATION AND OPERATING INSTRUCTIONS ACCOMPANYING
APPLIANCE.**

919-358



We recommend that our products be installed and serviced by professionals who are certified in the U.S. by the National Fireplace Institute® (NFI) or in Canada by Wood Energy Technical Training (WETT).



U38-39 Video

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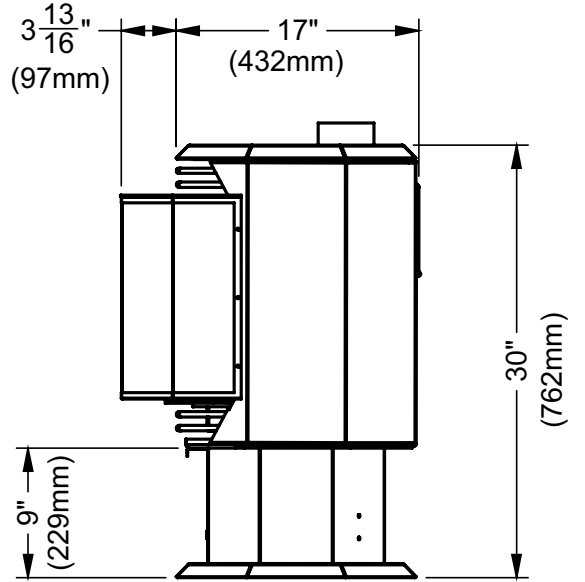
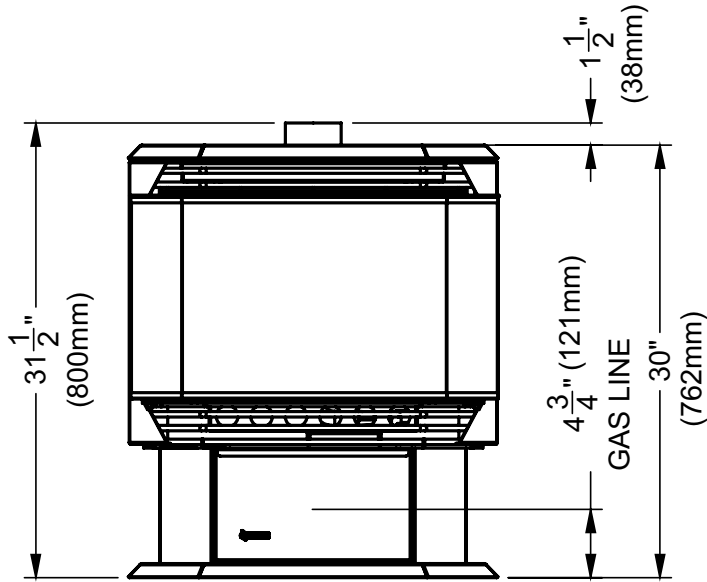
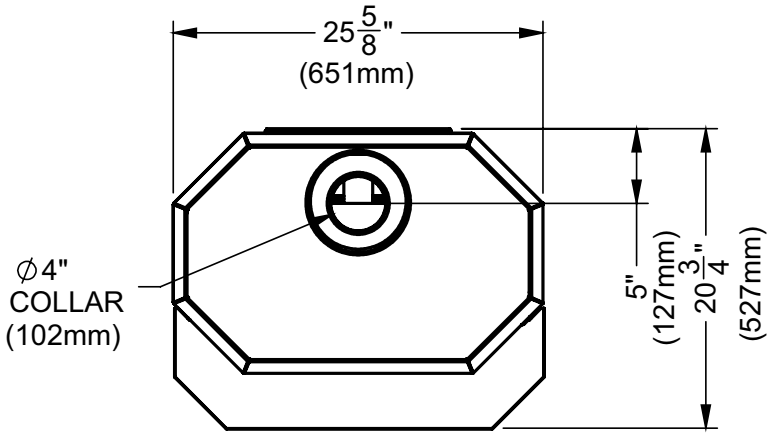
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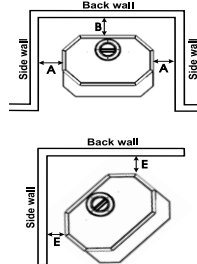


ALL PICTURES / DIAGRAMS SHOWN THROUGHOUT THIS MANUAL ARE FOR ILLUSTRATION PURPOSES ONLY. ACTUAL PRODUCT MAY VARY DUE TO PRODUCT ENHANCEMENTS.

This is a copy of the label that accompanies each ULTIMATE Freestanding Gas Stove. We have printed a copy of the contents here for your review. The safety label is located on the inside of the drop down pedestal door.

NOTE: Regency® units are constantly being improved. Check the label on the unit and if there is a difference, the label on the unit is the correct one.

SAFETY LABEL FOR THE U38-10

Duplicate serial #		314
Listed: VENTED GAS FIREPLACE HEATER / FOYER AU GAZ À ÉVACUATION Certified for/Certifiée pour: CANADA and U.S.A. Tested to: CAN/CGA-2.17-M91(R2009) Conforms to: ANSI Z21.88-2014 Certified to: CSA 2.33-2014. MAY BE INSTALLED IN MANUFACTURED (MOBILE) HOMES AFTER FIRST SALE		314
Model/Modèle: U38-NG-10		Serial No./No de serie
Model/Modèle: U38-NG-10	FACTORY EQUIPPED FOR NATURAL GAS: Model U38-NG10 Minimum supply pressure 5" WC/C.E. (1.25kPa) Manifold pressure High 3.8" WC/C.E. (0.94kPa) Manifold pressure Low 1.1" WC/C.E. (0.27kPa) Model U38-NG: Factory Equipped for Altitude 0-2000 ft. Orifice size #31 DMS Altitude 0-2000 ft/pi (0-610) Maximum Input 40,000 Btu/h (11.73Kwh) Minimum Input 21,000 Btu/h (6.15Kwh) Model U38-NG: Convertible for Altitude 2000-4500 ft. Orifice size #33 DMS Altitude 2000-4500ft/pi (610-1370m) Maximum Input 36,000 Btu/h (10.55Kwh) Minimum Input 19,000 Btu/h (5.57Kwh) Model U38-NG: Convertible to 30,000 Btu for Altitude 0-4500 ft. Orifice size #37 DMS Maximum Input 30,000 Btu/h (8.78Kwh) Minimum Input 15,000 Btu/h (4.39Kwh)	ÉQUIPÉ À L'USINE POUR GAZ NATUREL: Pression d'alimentation minimum Pression tubulure d'échappement élevée Pression tubulure d'échappement basse Dimensions de l'orifice L'altitude Débit calorifique maximum selon Débit calorifique minimum selon Transforme en haute l'altitude Gaz Naturel: Dimensions de l'orifice L'altitude Débit calorifique maximum selon Débit calorifique minimum selon Dimensions de l'orifice Débit calorifique maximum selon Débit calorifique minimum selon
Model/Modèle: U38-LP-10	FACTORY EQUIPPED FOR PROPANE GAS: Model U38-LP10 Minimum supply pressure 12" WC/C.E. (3.00kPa) Manifold pressure High 11" WC/C.E. (2.74kPa) Manifold pressure Low 2.9" WC/C.E. (0.72kPa) Orifice size 50 Altitude 0-2,000 ft/pi (0-610m) Maximum Input 38,000 BTU/h (11.14Kwh/h) Minimum Input 20,000 BTU/h (5.86Kwh/h) Model U38-LP: Convertible to 30,000 Btu for Altitude 0-4500 ft. Orifice size #52 DMS Maximum Input 30,000 Btu/h (8.78Kwh) Minimum Input 15,000 Btu/h (4.39Kwh)	ÉQUIPÉ À L'USINE POUR GAZ PROPANE: Pression d'alimentation minimum Pression tubulure d'échappement élevée Pression tubulure d'échappement basse Dimensions de l'orifice L'altitude Débit calorifique maximum selon Débit calorifique minimum selon Dimensions de l'orifice Débit calorifique maximum selon Débit calorifique minimum selon
This appliance must be installed in accordance with local codes, if any; if none, follow the National Fuel Gas Code, ANSI Z223.1, or Natural Gas and Propane Installation Code, CSA B149.1. This appliance must be installed in accordance with the Standard CAN/CSA Z240 MH, Mobile Housing, in Canada, or with the Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280, in the United States, or when such a standard is not applicable, ANSI/NCSBCS A225.1/NFPA 501A, Manufactured Home Installations Standard or ANSI A119.2 ou NFPA 501C Standard for Recreational Vehicles. For use with Fan Kit # 910-331 This appliance is only for use with the type of gas indicated on the rating plate and may be installed in an aftermarket, permanently located, manufactured (mobile) home where not prohibited by local codes. See owner's manual for details. Installer l'appareil selon les codes ou règlements locaux, ou, en l'absence de tels règlements, selon les codes d'installation ANSI Z223.1, National Fuel Gas Code ou CSA-B149.1 en vigueur. Installer l'appareil selon la norme CAN/CSA-Z240, Série MM, Maison mobiles ou CAN/CSA-Z240 VC, Véhicules de camping, ou la norme 24 CFR Part 3280, Manufactured Home Construction and Safety Standard. Si ces normes ne sont pas pertinentes, utilisez la norme ANSI/NCSBCS A225.1/NFPA 501A, Manufactured Home Installations Standard, ou ANSI A119.2 ou NFPA 501C Standard for Recreational Vehicles. Cet appareil doit être utilisé uniquement avec le type de gaz indiqué sur la plaque signalétique. Cet appareil peut être installé dans une maison préfabriqué mobile (É.-U. seulement) installée à demeure si les règlements locaux le permettent. Voir la notice de l'utilisateur pour plus de renseignements. Cet appareil peut pas être utilisé avec d'autres gaz sauf si une trousse de conversion certifiée est fournie. This vented gas fireplace heater is not for use with air filters. /Ne pas utiliser de filtre à air avec ce foyer au gaz à évacuation. For use with glass doors certified with the appliance only. /Pour utilisation uniquement avec les portes en verre certifiées avec l'appareil		Minimum Clearances to Combustibles Degagement minimum des materiaux combustibles: A 7-1/2" /190mm B 6" /150mm E 2" /50mm Min. Ceiling Height from top of unit / Min. Plafond Hauteur en haut de l'appareil: 36" / 914 mm 
This appliance must be installed in accordance with local codes, if any; if none, follow the National Fuel Gas Code, ANSI Z223.1, or Natural Gas and Propane Installation Code, CSA B149.1. This appliance must be installed in accordance with the Standard CAN/CSA Z240 MH, Mobile Housing, in Canada, or with the Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280, in the United States, or when such a standard is not applicable, ANSI/NCSBCS A225.1/NFPA 501A, Manufactured Home Installations Standard or ANSI A119.2 ou NFPA 501C Standard for Recreational Vehicles. For use with Fan Kit # 910-331 This appliance is only for use with the type of gas indicated on the rating plate and may be installed in an aftermarket, permanently located, manufactured (mobile) home where not prohibited by local codes. See owner's manual for details. Installer l'appareil selon les codes ou règlements locaux, ou, en l'absence de tels règlements, selon les codes d'installation ANSI Z223.1, National Fuel Gas Code ou CSA-B149.1 en vigueur. Installer l'appareil selon la norme CAN/CSA-Z240, Série MM, Maison mobiles ou CAN/CSA-Z240 VC, Véhicules de camping, ou la norme 24 CFR Part 3280, Manufactured Home Construction and Safety Standard. Si ces normes ne sont pas pertinentes, utilisez la norme ANSI/NCSBCS A225.1/NFPA 501A, Manufactured Home Installations Standard, ou ANSI A119.2 ou NFPA 501C Standard for Recreational Vehicles. Cet appareil doit être utilisé uniquement avec le type de gaz indiqué sur la plaque signalétique. Cet appareil peut être installé dans une maison préfabriqué mobile (É.-U. seulement) installée à demeure si les règlements locaux le permettent. Voir la notice de l'utilisateur pour plus de renseignements. Cet appareil peut pas être utilisé avec d'autres gaz sauf si une trousse de conversion certifiée est fournie. This vented gas fireplace heater is not for use with air filters. /Ne pas utiliser de filtre à air avec ce foyer au gaz à évacuation. For use with glass doors certified with the appliance only. /Pour utilisation uniquement avec les portes en verre certifiées avec l'appareil		VENTED GAS FIREPLACE HEATER - NOT FOR USE WITH SOLID FUELS. FOYER AU GAZ À ÉVACUATION - NE PAS UTILISER AVEC DU COMBUSTIBLE SOLIDE. ELECTRICAL SUPPLY/ALIMENTATION ELECTRIQUE: 115V_60HZ less than/moins de 2 AMP For Use Only with Barrier (Part # 732-512) Follow installation instructions. Utiliser uniquement avec l'écran (n ° 732-512) Suivre les instructions d'installation. FPI Fireplace Products International Ltd. Delta, BC, Canada Made in Canada / Fabrique au Canada
		919-481

For the State of Massachusetts, installation and repair must be done by a plumber or gasfitter licensed in the Commonwealth of Massachusetts.

For the State of Massachusetts, flexible connectors shall not exceed 36 inches in length.

For the State of Massachusetts, the appliances individual manual shut-off must be a t-handle type valve.

The State of Massachusetts requires the installation of a carbon monoxide alarm in accordance with NFPA 720 and a CO alarm with battery back up in the same room where the gas appliance is installed.

MA Code - CO Detector (for the State of Massachusetts only)

5.08: Modifications to NFPA-54, Chapter 10

(2) Revise 10.8.3 by adding the following additional requirements:

(a) For all side wall horizontally vented gas fueled equipment installed in every dwelling, building or structure used in whole or in part for residential purposes, including those owned or operated by the Commonwealth and where the side wall exhaust vent termination is less than seven (7) feet above finished grade in the area of the venting, including but not limited to decks and porches, the following requirements shall be satisfied:

1. **INSTALLATION OF CARBON MONOXIDE DETECTORS.** At the time of installation of the side wall horizontal vented gas fueled equipment, the installing plumber or gasfitter shall observe that a hard wired carbon monoxide detector with an alarm and battery back-up is installed on the floor level where the gas equipment is to be installed. In addition, the installing plumber or gasfitter shall observe that a battery operated or hard wired carbon monoxide detector with an alarm is installed on each additional level of the dwelling, building or structure served by the side wall horizontal vented gas fueled equipment. It shall be the responsibility of the property owner to secure the services of qualified licensed professionals for the installation of hard wired carbon monoxide detectors

a. In the event that the side wall horizontally vented gas fueled equipment is installed in a crawl space or an attic, the hard wired carbon monoxide detector with alarm and battery back-up may be installed on the next adjacent floor level.

b. In the event that the requirements of this subdivision can not be met at the time of completion of installation, the owner shall have a period of thirty (30) days to comply with the above requirements; provided, however, that during said thirty (30) day period, a battery operated carbon monoxide detector with an alarm shall be installed.

2. **APPROVED CARBON MONOXIDE DETECTORS.** Each carbon monoxide detector as required in accordance with the above provisions shall comply with NFPA 720 and be ANSI/UL 2034 listed and IAS certified.

3. **SIGNAGE.** A metal or plastic identification plate shall be permanently mounted to the exterior of the building at a minimum height of eight (8) feet above grade directly in line with the exhaust vent terminal for the horizontally vented gas fueled heating appliance or equipment. The sign shall read, in print size no less than one-half (1/2) inch in size, "**GAS VENT DIRECTLY BELOW. KEEP CLEAR OF ALL OBSTRUCTIONS**".

4. **INSPECTION.** The state or local gas inspector of the side wall horizontally vented gas fueled equipment shall not approve the installation unless, upon inspection, the inspector observes carbon monoxide detectors and signage installed in accordance with the provisions of 248 CMR 5.08(2)(a)1 through 4.

(b) **EXEMPTIONS:** The following equipment is exempt from 248 CMR 5.08(2)(a)1 through 4:

1. The equipment listed in Chapter 10 entitled "Equipment Not Required To Be Vented" in the most current edition of NFPA 54 as adopted by the Board; and

2. Product Approved side wall horizontally vented gas fueled equipment installed in a room or structure separate from the dwelling, building or structure used in whole or in part for residential purposes.

(c) **MANUFACTURER REQUIREMENTS - GAS EQUIPMENT VENTING SYSTEM PROVIDED.** When the manufacturer of Product Approved side wall horizontally vented gas equipment provides a venting system design or venting system components with the equipment, the instructions provided by the manufacturer for installation of the equipment and the venting system shall include:

1. Detailed instructions for the installation of the venting system design or the venting system components; and

2. A complete parts list for the venting system design or venting system.

(d) **MANUFACTURER REQUIREMENTS - GAS EQUIPMENT VENTING SYSTEM NOT PROVIDED.** When the manufacturer of a Product Approved side wall horizontally vented gas fueled equipment does not provide the parts for venting the flue gases, but identifies "special venting systems", the following requirements shall be satisfied by the manufacturer:

1. The referenced "special venting system" instructions shall be included with the appliance or equipment installation instructions; and

2. The "special venting systems" shall be Product Approved by the Board, and the instructions for that system shall include a parts list and detailed installation instructions.

(e) A copy of all installation instructions for all Product Approved side wall horizontally vented gas fueled equipment, all venting instructions, all parts lists for venting instructions, and/or all venting design instructions shall remain with the appliance or equipment at the completion of the installation.

BEFORE YOU START

Safe installation and operation of this appliance requires common sense, however, we are required by the Canadian Safety Standards and ANSI Standards to make you aware of the following:

INSTALLATION AND REPAIR SHOULD BE DONE BY AN AUTHORIZED SERVICE PERSON. THE APPLIANCE SHOULD BE INSPECTED BEFORE USE AND AT LEAST ANNUALLY BY A PROFESSIONAL SERVICE PERSON. MORE FREQUENT CLEANING MAY BE REQUIRED DUE TO EXCESSIVE LINT FROM CARPETING, BEDDING MATERIAL, ETC. IT IS IMPERATIVE THAT CONTROL COMPARTMENTS, BURNERS AND CIRCULATING AIR PASSAGEWAYS OF THE APPLIANCE BE KEPT CLEAN.

DUE TO HIGH TEMPERATURES, THE APPLIANCE SHOULD BE LOCATED OUT OF TRAFFIC AND AWAY FROM FURNITURE AND DRAPERIES.

WARNING: FAILURE TO INSTALL THIS APPLIANCE CORRECTLY WILL VOID YOUR WARRANTY AND MAY CAUSE A SERIOUS HOUSE FIRE.

CHILDREN AND ADULTS SHOULD BE ALERTED TO THE HAZARDS OF HIGH SURFACE TEMPERATURES, ESPECIALLY THE FIREPLACE GLASS, AND SHOULD STAY AWAY TO AVOID BURNS OR CLOTHING IGNITION.

YOUNG CHILDREN SHOULD BE CAREFULLY SUPERVISED WHEN THEY ARE IN THE SAME AREA AS THE APPLIANCE. TODDLERS, YOUNG CHILDREN AND OTHERS MAY BE SUSCEPTIBLE TO ACCIDENTAL CONTACT BURNS. A PHYSICAL BARRIER IS RECOMMENDED IF THERE ARE AT RISK INDIVIDUALS IN THE HOUSE. TO RESTRICT ACCESS TO A FIREPLACE 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.

CLOTHING OR OTHER FLAMMABLE MATERIAL SHOULD NOT BE PLACED ON OR NEAR THE APPLIANCE.

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.

ANY SAFETY SCREEN, GUARD, OR BARRIER REMOVED FOR SERVICING AN APPLIANCE MUST BE REPLACED PRIOR TO OPERATING THE APPLIANCE.



IMPORTANT MESSAGE SAVE THESE INSTRUCTIONS

The ULTIMATE Freestanding Gas Stove must be installed in accordance with these instructions. Carefully read all the instructions in this manual first. Consult the "authority having jurisdiction" to determine the need for a permit prior to starting the installation.

GENERAL SAFETY INFORMATION

- 1) The appliance installation must conform with local codes or, in the absence of local codes, with the current Canadian or National Gas Codes, CAN1-B149 or ANSI-223.1 Installation Codes.
- 2) The appliance when installed, must be electrically grounded in accordance with local codes, or in the absence of local codes with the current National Electrical Code, ANSI/NFPA70 or CSA C22.1 Canadian Electrical Code.
- 3) This appliance is Listed for bedroom installations when used with a Listed Millivolt Thermostat. Some areas may have further requirements, check local codes before installation.
- 4) This appliance is Listed for Alcove installations, maintain minimum Alcove clearances as follows, minimum ceiling height of 66", minimum width of 48" and a maximum depth of 36".
- 5) This unit is not approved for installation into a mobile home.
- 6) See general construction and assembly instructions.
- 7) This appliance must be connected to a vent and terminate to the outside of the building envelope. Never vent to another room or inside a building.
- 8) Inspect the venting system annually for blockage and any signs of deterioration.
- 9) Any safety glass removed for servicing must be replaced prior to operating the appliance.
- 10) To prevent injury, do not allow anyone who is unfamiliar with the operation to use the fireplace.
- 11) Wear gloves and safety glasses for protection while doing required maintenance.

- 12) Under no circumstances should this appliance be modified. Parts that have to be removed for servicing should be replaced prior to operating this appliance.
- 13) Installation and any repairs to this appliance should be done by a qualified service person. A professional service person should be called to inspect this appliance annually. Make it a practice to have all of your gas appliances checked annually.
- 14) Do not strike the glass door.
- 15) Under no circumstances should any solid fuels (wood, paper, cardboard, coal, etc.) be used in this appliance.
- 16) The appliance area must be kept clear and free of combustible materials, (gases and other flammable vapours and liquids).
- 17) Do not connect this gas appliance to chimney flue serving a separate solid-fuel burning appliance.
- 18) **WARNING:** Operation of this appliance when not connected to a properly installed and maintained venting system or tampering with the blocked vent shutoff system can result in carbon monoxide (CO) poisoning and possible death.
- 19) This appliance needs fresh air for safe operation and must be installed so there are provisions for adequate combustion and ventilation air.

Emissions from burning wood or gas could contain chemicals known to the State of California to cause cancer, birth defects or other reproductive harm.

INSTALLATION CHECKLIST

- 1) Locate your appliance. Refer to the following sections:
 - a. Locating Your Ultimate Gas Stove
 - b. Exterior Vent Termination Locations
 - c. Clearance to Combustibles
 - d. Combustion and Ventilation Air
- 2) Install Louvers. Refer to the "Louver Installation" section.
- 3) Choose a venting option and install accordingly. Refer to the following sections where applicable:
 - a. DV Stove Horizontal Vent Kit Installation
 - b. Dura-Vent Termination Kit
 - c. Set Vent Restrictors. Refer to "Rigid Pipe Venting Arrangement" section.
 - d. Converting a Class-A Metal Chimney or Masonry Chimney to a Direct Vent system.
- 4) Install 4-AA batteries into receiver. This will enable operation of appliance manually when in "ON" position.
- 5) Make gas connections. Refer to "Gas Connection" section.

Test the pilot. Must be as per diagram. Refer to "Pilot Adjustment" section.
- 6) If necessary, see the "Conversion from NG to LPG" section and "Conversion to Lower BTU Rating" section.
- 7) Test Gas Pressure. Refer to "Gas Pipe Pressure Testing" section .
- 8) Install standard and optional features. Refer to the following sections where applicable:
 - a. Log Set
 - b. Front Door
 - c. Wall Thermostat
 - d. Remote Control
 - e. Safety Screen
 - f. Louver Installation
 - g. 1-AA battery into DC spark box
- 9) Final check. Refer to the "Final Check" section.

Before leaving this unit with the customer, the installer must ensure that the appliance is firing correctly and **operation fully explained to customer.**

This includes:

- 1) Clocking the appliance to ensure the correct firing rate (rate noted on label) after burning appliance for 15 minutes.
- 2) If required, adjusting the primary air to ensure that the flame does not carbon. First allow the unit to burn for 15-20 min. to stabilize.

CAUTION: Any alteration to the product that causes sooting or carboning that results in damage is not the responsibility of the manufacturer.

CLEARANCES TO COMBUSTIBLES

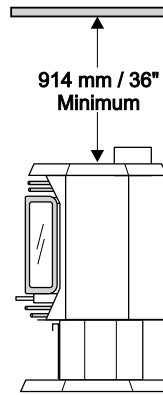
The clearances listed below are MINIMUM distances. Measure the clearance to both the appliance and the chimney connector. **(The farthest distance is correct if the two clearances do not coincide.)** For example, if the appliance is set as indicated in one of the figures but the connector is too close, move the stove until the correct clearance to the connector is obtained.

This unit can be installed on a solid combustible surface like a wood floor. This unit can also be installed directly on carpeting or vinyl when the bottom pedestal cover plate (provided with unit) is installed.

This appliance may be installed only with the clearances as shown in the situations pictured. Do not combine clearances from one type of installation with another in order to achieve closer clearances.

Use the minimum clearances shown in the diagrams below for installation with "B" vent.

Minimum ceiling height is 36"/914mm from top of unit.

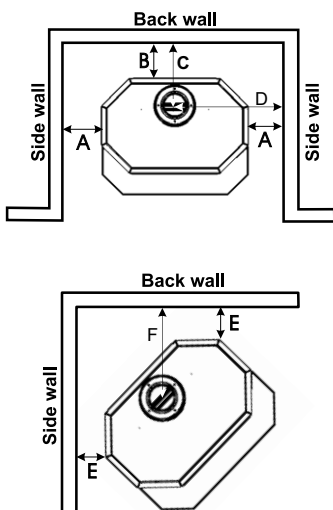


U38-NG10 & U38-LP10 Clearances

A Side Wall to Unit	7-1/2" / 190 mm
B Back Wall to Unit	6" / 155 mm
E Side Wall to Unit	2" / 50 mm

U38-NG10 & U38-LP10 REFERENCE DIMENSIONS

C Back Wall to Flue Centerline	10-3/4" / 273 mm
D Side Wall to Flue Centerline	20-1/2" / 520 mm
F Side Wall to Flue Centerline	11" / 280 mm



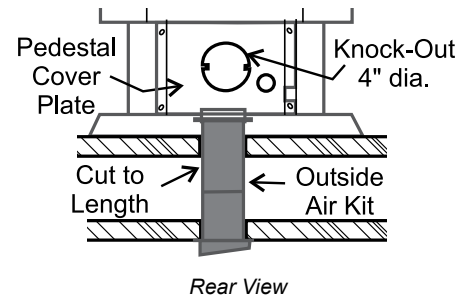
OPTIONAL OUTSIDE AIR

Outside air for combustion can be brought in either through the bottom of the pedestal or through the rear plate of the pedestal.

For both bottom and rear "outside air" the Pedestal Cover Plate must be installed. Loosen the 4 screws on the rear of the pedestal and slide the cover plate over them. Slide the plate to the left to center it and tighten down the 4 screws.

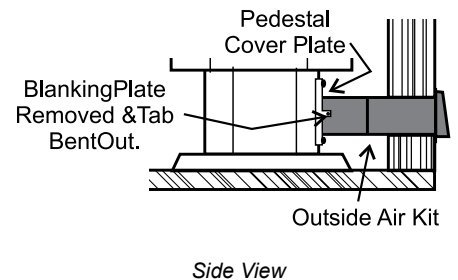
Outside Air Through Pedestal Bottom

Once you have properly marked the position of your unit as outlined in "General Information" and "Clearances to Combustibles", cut a properly sized hole through the floor directly under your pedestal base to the outside. Pipe fresh air into the pedestal area by using appropriate metallic duct pipe with a mesh grill at the outside termination. Do not remove the knockout.



Outside Air Through Rear of Pedestal

Remove the blanking plate from the rear of the pedestal cover plate and bend the two tabs out 90 degrees. Pipe fresh air into the pedestal area by using duct pipe with a mesh grill at the outside termination. Attach the pipe to the tabs with screws.



DRAFT HOOD

This heater has a draft hood built in. It must not be altered, obstructed, or blocked in any way, and the unit must be installed so that the draft hood is in the same atmospheric pressure zone as the combustion air inlet to the burner. This heater must be properly connected to a venting system. This heater is equipped with a vent safety shutoff system.

WARNING: Operation of this heater when not connected to a properly installed and maintained venting system or tampering with the vent safety shutoff system can result in carbon monoxide (CO) poisoning and possible death.

HIGH ELEVATION

The U38-10 is approved in Canada for altitude 0 ft. to 4500 ft. (CAN/CGA-2.17-M91). For Natural Gas installations above 4500 ft. follow current CAN/CGA-B149.1.

In U.S.A., for installations above 2000 ft. refer to current ANSI Z223.1 Sc8-8.1.2a appendix F, for resizing orifice.

VENTING

This heater is a vented appliance and must be connected to a chimney/flue in accordance with the installation codes.

Note: *The rear pedestal cover plate is only required when outside air is being used. If using room air for combustion, remove this plate from the back of the pedestal.*

For your safety this heater is equipped with a vent safety switch designed to sense incorrect venting and react by shutting down the gas supply. This thermally actuated switch is located within the draft hood and will detect either a blocked chimney or backdraft condition where the chimney flow has reversed. If this switch shuts the unit down, it indicates a drafting problem that must be identified and rectified without delay - the thermally activated switch must **never** be bypassed or disconnected as a hazardous or deadly condition can result.

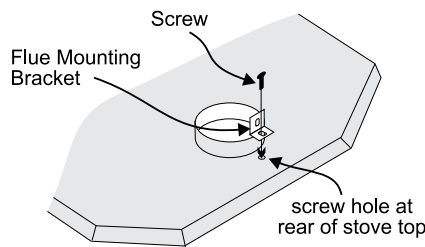
Venting Requirements

A four inch diameter vent is required. B-Vent, Class A or Masonry with an approved liner are all acceptable. For cosmetic or aesthetic purposes 6" outer vent can be used as long as an approved inner vent is installed. Fasten but do not penetrate the inner sleeve of the B-Vent when tightening the screw.

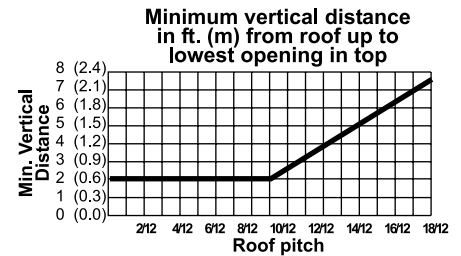
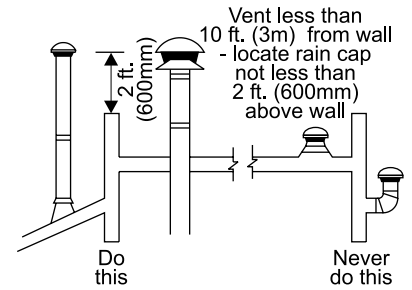
Follow all venting manufacturer's requirements and local building codes. In cold climates, we recommend the use of insulated B-vent, chase, and liners. For altitudes above 2000 ft. we recommend that a minimum flue height of 12 ft. is used.

Flue Mounting Bracket

Attach the flue mounting bracket with the enclosed screw as shown in the diagram.



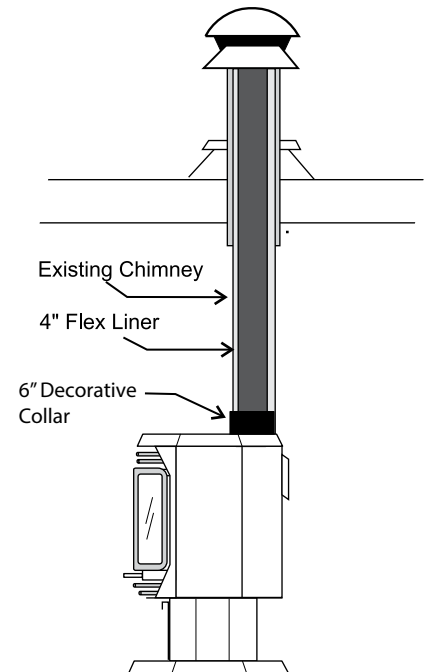
Vent Terminations



Installation into Existing Woodstove Flue System

- 1) Clean existing Chimney system.
- 2) Run an approved 4" flex liner or "B" vent into existing chimney.

Note: *See the chimney systems manufacturer for detailed installation instructions.*



GAS CONNECTION

The gas line can be rigid pipe, or to make installation easier, use a listed flexible connector if allowed by local codes. Copper may also be used if approved by local codes.

The gas connection at the valve is 3/8" NPT. For minimum and maximum supply pressure see the System Data Table.

System Data	
U38-10 with 40,000 BTU	
U38-NG10: For 0 to 2000 feet altitude U38-LP10: For 0 to 4500 feet altitude	
Burner Inlet Orifice Sizes:	
	Natural Gas Propane
Burner	#31 #50
Max. Input	
Natural Gas	40,000 Btu/h
Propane	38,000 Btu/h
Min. Input	
Natural Gas	22,000 Btu/h
Propane	20,000 Btu/h
Supply Pressure	
Natural Gas	min. 5" w.c.
Propane	min. 12" w.c.
Manifold Pressure	
Natural Gas	3.8" +/- 0.2" w.c.
Propane	11" +/- 0.2" w.c.
Electrical: 115_60Hz. Circulation: Variable speed fan, 125/75 CFM. Log Set: Ceramic fiber, 7 per set.	
System Data:	
HIGH ELEVATION - U38-NG10	
For 2,000 - 4,500 feet altitude	
Burner Inlet Orifice Sizes:	
	Natural Gas Burner #33
Max. Input Rating	36,000 Btu/h
Min. Input Rating	19,000 Btu/h

System Data	
U38-10 Converted to 30,000 Btu	
For 0 to 4500 feet altitude	
Burner Inlet Orifice Sizes:	
	Natural Gas Propane
Burner	#37 #52
Max. Input	
Natural Gas	30,000 Btu/h
Propane	30,000 Btu/h
Min. Input	
Natural Gas	15,000 Btu/h
Propane	15,000 Btu/h
Supply Pressure	
Natural Gas	min. 5" w.c.
Propane	min. 12" w.c.
Manifold Pressure	
Natural Gas	3.8" +/- 0.2" w.c.
Propane	11" +/- 0.2" w.c.
Electrical: 115_60Hz. Circulation: Variable speed fan, 125/75 CFM. Log Set: Ceramic fiber, 7 per set.	

GAS PIPE PRESSURE TESTING

The appliance must be isolated from the gas supply piping system by closing its individual manual shut-off valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psig. (3.45 kPa). Disconnect piping from valve at pressures over 1/2 psig (14" w.c.).

The manifold pressure is controlled by a regulator built into the gas control, and should be checked at the pressure test point.

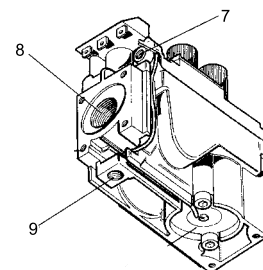
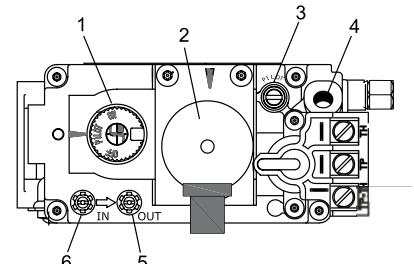
Note: *To properly check gas pressure, both inlet and manifold pressures should be checked using the valve pressure ports on the valve.*

- 1) Make sure the valve is in the "OFF" position.
- 2) Loosen the "IN" (# 7) and/or "OUT" (# 6) pressure tap(s), turning counterclockwise with a 1/8" wide flat screwdriver.
- 3) Attach manometer to "IN" and/or "OUT" pressure tap(s) using a 5/16" ID hose.
- 4) Light the pilot and turn the valve to "ON" position.

- 5) The pressure check should be carried out with the unit burning and the setting should be within the limits specified on the safety label.
- 6) When finished reading manometer, turn off the gas valve, disconnect the hose and tighten the screw (clockwise) with a 1/8" flat screwdriver. *Screw should be snug, but do not over tighten.*

SIT 829 VALVE DESCRIPTION

- 1) Gas on/off knob
- 2) Electronically Operated Hi/Lo
- 3) Pilot Adjustment
- 4) Thermocouple Connection - *option*
- 5) Outlet Pressure Tap
- 6) Inlet Pressure Tap
- 7) Pilot Outlet
- 8) Main Gas Outlet
- 9) Alternative TC Connection Point



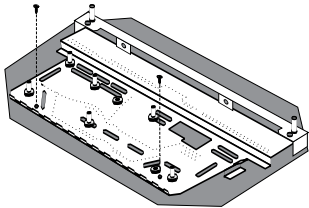
CONVERSION KIT# 732-969 FROM NG TO LP

**THIS CONVERSION MUST BE DONE BY A QUALIFIED GAS FITTER
IF IN DOUBT DO NOT DO THIS CONVERSION !!**

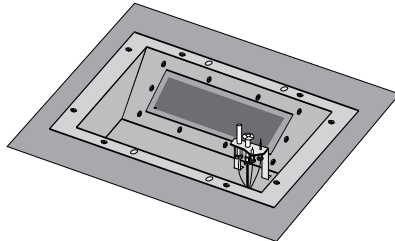
Each Kit contains one LPG Conversion Kit
LPG Conversion Kit Contains:

Qty.	Part #	Description
1	904-529	5/32" Allen Key
1	904-641	Burner Orifice #50
1	918-590	Label "Converted to LPG"
1	908-528	Red "LPG" label
1	910-037	LPG Injector (Pilot Orifice)
1	910-582	Stepper motor
1	919-504	Instruction Sheet

1. Shut off the gas and electrical supply.
2. Remove the safety screen, open the front door and carefully remove the logs and lava rock.
3. Remove burner. See diagram below.



Note: Use a magnetic type screwdriver if possible.

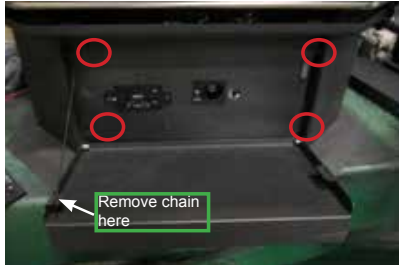


Pilot assembly is now accessible .

4. Open pedestal door and remove the chain from door which will allow door to fall.
5. Remove 2 screws that secure the front door to the unit. One screw is on the left hand side and the other on the right hand side. (Left side shown).



6. Remove four screws to remove the access panel (in locations shown below) and the chain attached to the front door and the unit.



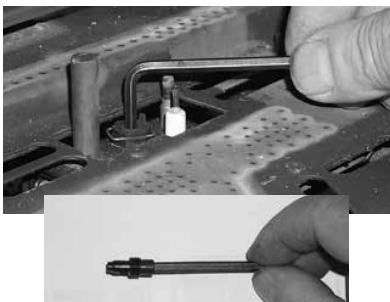
7. Turn control knob to the "OFF" position.
8. Remove NG stepper motor by removing 3 screws in locations shown below—replace with LP stepper motor, secure in place with 3 screws.



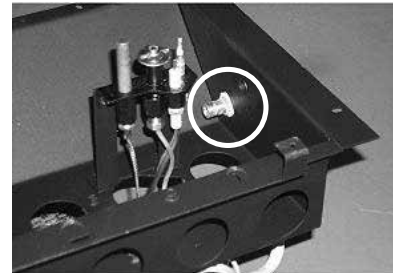
9. Pull off the pilot cap to expose the pilot orifice.



10. Pull off the pilot cap to expose the pilot orifice.
11. Unscrew the pilot orifice with the allen key and replace with the LPG pilot orifice in the kit.



12. Remove burner orifice with a 1/2" wrench while using a 9/16" wrench to hold onto the elbow behind the orifice, then discard the orifice.



Burner Orifice

13. Reinstall new burner orifice LPG stamped #50 and tighten.
14. Check for gas leaks with a proper soapy solution or leak detector.
15. Check for proper spark between the ignitor and pilot cap. Refer to "Lighting Procedure" section of the manual for lighting sequence.
16. Check pilot flames. Correct flame pattern has 3 strong blue flames. Adjustment can be made by turning the slotted screw at the top right corner of the valve. Refer to "Maintenance Instructions" section of the manual for correct flame patterns.
17. Reverse Steps 9-1.
18. Attach the label "This unit has been converted to LPG" near or on top of the Serial # decal.
19. Replace yellow "NG" label with red "LPG" label.
20. Check operation of flame control.
21. Check for proper flame appearance and glow on logs.

**Installer Notice:
These instructions must be left with the appliance.**

CONVERSION TO LOWER BTU RATING

THIS CONVERSION MUST BE DONE BY A QUALIFIED GAS FITTER IF IN DOUBT DO NOT DO THIS CONVERSION !!

Natural Gas Conversion Kit 730-920

Contains:

- Qty. Part # Description
- 1 904-240 Burner Orifice #37 (Natural Gas)
- 1 918-034 Decal "Converted to 30,000 Btu"
- 1 918-033 Instruction Sheet

Propane Conversion Kit 730-922

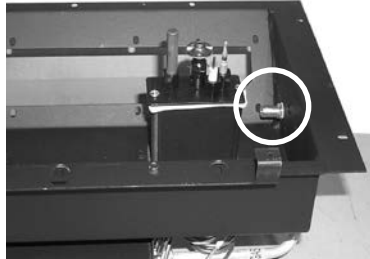
Contains:

- Qty. Part # Description
- 1 904-390 Burner Orifice #52 (Propane)
- 1 918-034 Decal "Converted to 30,000 Btu"
- 1 918-033 Instruction Sheet

Additional Piece (pkg. with unit):

- 1 Log Bracket Restrictor

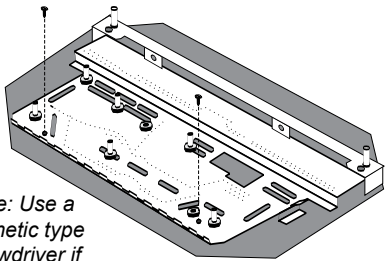
- 6) Remove burner orifice with a 1/2" wrench and discard.



Burner Orifice

- 7) Reinstall new burner orifice (NG stamped #37 or LP stamped #52) and tighten.
- 8) Reverse steps 3) and 2).
- 9) Adjust Vent restrictor setting: To set the Vent restriction as indicated in the diagram, simply loosen the screws and push the vent restrictor plate to the correct position. Tighten the screws.

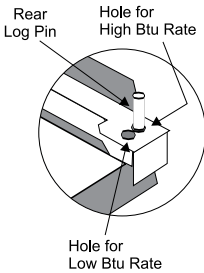
- 1) Shut off the gas and electrical supply.
- 2) Remove the safety screen - open the front door. Carefully remove the logs and lava rock.
- 3) Remove burner. See diagram below.



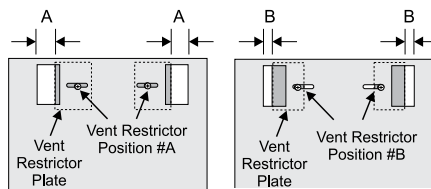
Note: Use a magnetic type screwdriver if possible.

Unit	Btu/h	Restrictor Opening
U38-10	40,000	A 1-3/8" (35mm)
U38-10	30,000	B 1-1/8"(29mm)

- 4) Unscrew the 2 Rear Log Pins and move to the front hole position.

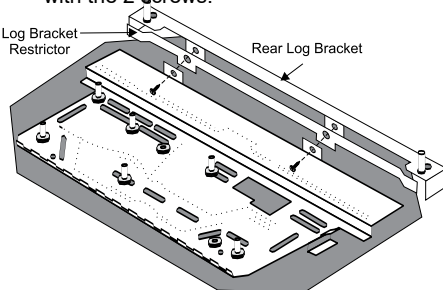


- 5) Remove Rear Log Bracket and slide the Log Bracket Restrictor between the Rear Log Bracket and the burner, secure with the 2 screws.



Vent Restrictor setting at High Btu/h

Vent Restrictor setting at Low Btu/h



Position the Log Bracket Restrictor between the Rear Log Bracket and the burner.

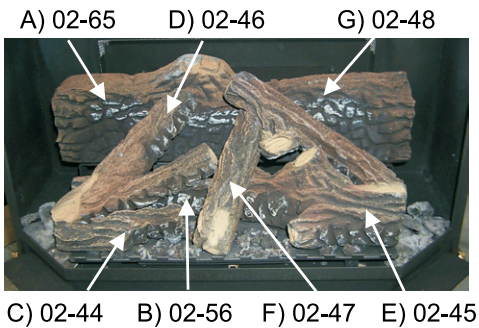
- 10) Attach the label "This unit has been converted to..." on top of the Serial # decal over the higher Btu information.
- 11) Check for gas leaks.
- 12) Check inlet and outlet pressures.
- 13) Check operation of flame control. Check for proper flame appearance and glow on logs.

LOG SET INSTALLATION

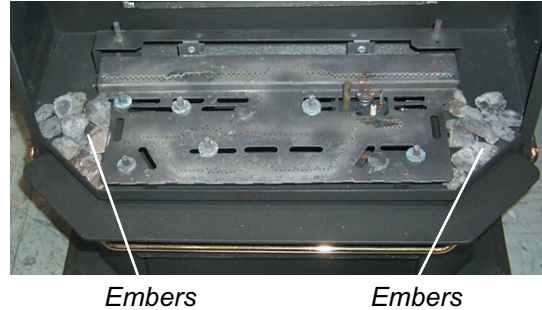
Read the instructions below carefully and refer to the diagrams. If logs are broken do not use the unit until they are replaced. Broken logs can interfere with the pilot operation.

The gas log kit contains the following:

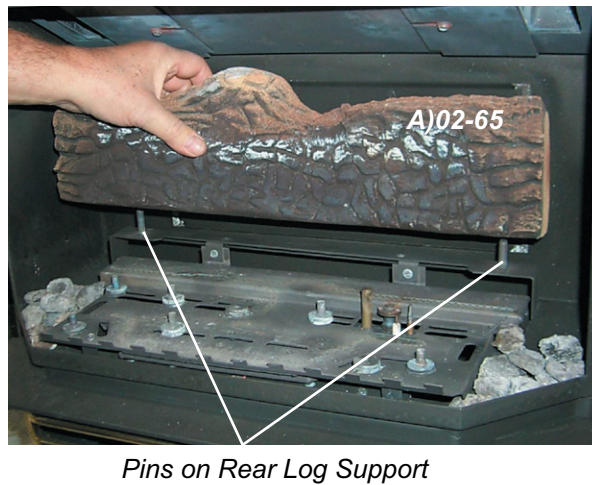
- a) 02-65 Rear Log
- b) 02-56 Middle Left Log
- c) 02-44 Front Left Log
- d) 02-46 Left Top Log
- e) 02-45 Front Right Log
- f) 02-47 Center Log
- g) 02-48 Middle Right Log
- h) 902-151 Embers
- i) 902-154 Lava
- j) 946-669 Platinum Embers
(supplied w/package manual)



- 2) Sprinkle the embers on the left and right sides of the firebox base.



- 3) Place Rear Log A)02-65 on the two pins on the rear log support.



The "02" refer numbers (i.e. 02-65) are molded into the rear of each log.

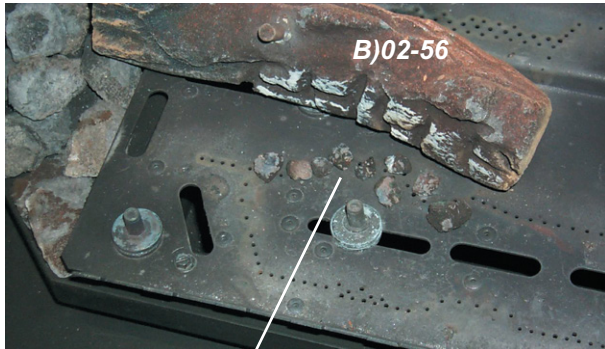
Note: Install Optional Brick Panels prior to installing logs.

- 1) Carefully remove the logs from the box and unwrap them. The logs are fragile, handle with care - **do not force into position.**

- 4) Place the Middle Left Log B)02-56 on the two pins as shown.



- 5) Sprinkle some lava rock just in front of B) 02-56 on the burner holes.

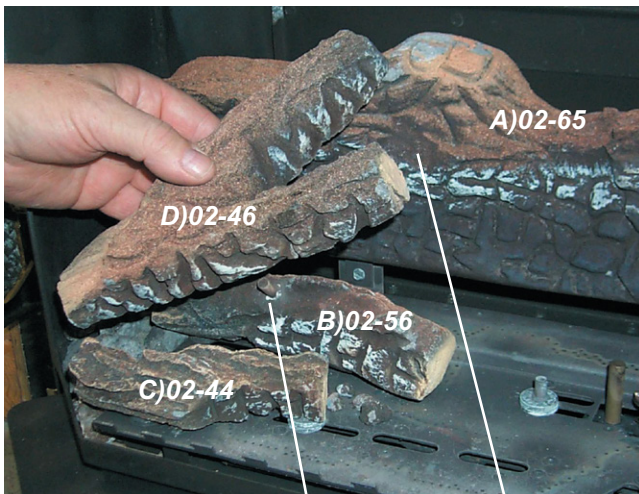


Lava Rock

- 6) Place Front Left Log C)02-44 onto the 2 front pins as shown.



- 7) Place the Left Top Log D)02-46 on the pin on Log B)02-56 and on top of the cutout on Log A)02-65.



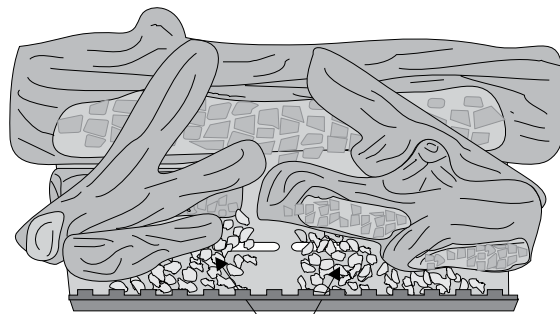
Pin

Cutout

- 8) Place Front Right Log E)02-45 on the two pins as shown.



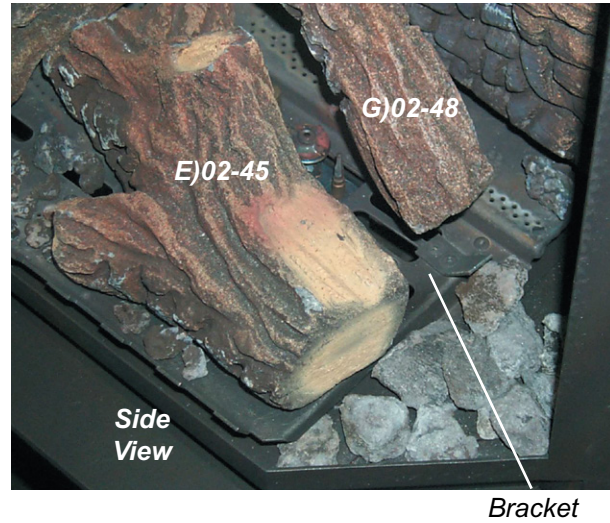
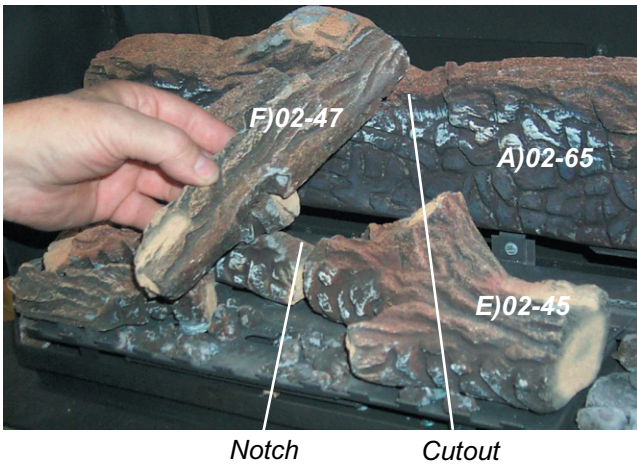
- 9) Place the lava rock in the area between the left and right logs, leaving a space in the middle for log (F) 02-47.



lava rocks

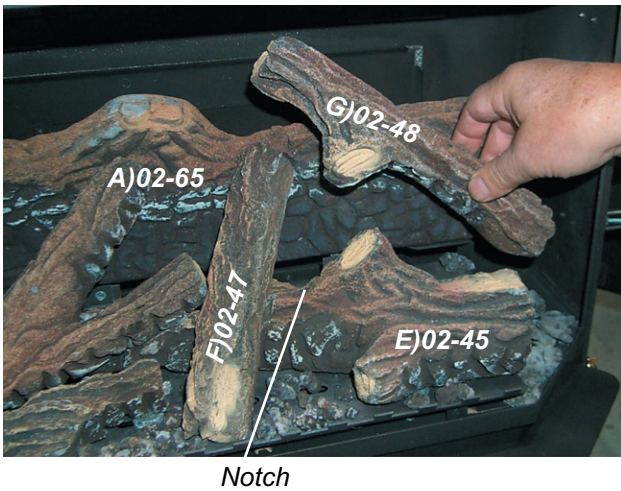
- 10) Separate platinum embers and place around the lava rock on the burner. Avoid stacking platinum embers.

- 11) Place the notch in Center Log F)02-47 over Log E)02-45 and across the cutout on Log A)02-65.



The bottom right edge of Log G)02-48 must sit snugly against the bracket

- 12) Position notch in Front Right Log G)02-48 on Log F)02-47 and push the bottom right edge against the bracket on the burner tray.



- 13) Test fire to ensure proper light off (make sure flame flows smoothly from one end of burner to the other. If there is any flame hesitation, check that area for any blockage of the burner port.



FRONT DOOR INSTALLATION (packaged separately)

1) Open the two side panels.

2) ~~Slide the two latches~~ Slide the two latches pins making sure the two pieces are flush together. See diagram 1.

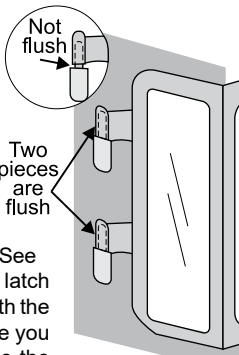


Diagram 1

3) Close the door. The latch plate must be centered around the alignment pin. See diagram 2. If the latch plate interferes with the corner of the stove you may want to angle the plate slightly so the door closes easier.

4) The latches should already be at the proper setting. If they are too hard or too easy to close, you may want to adjust them by loosening the latch catch. See diagram 3.

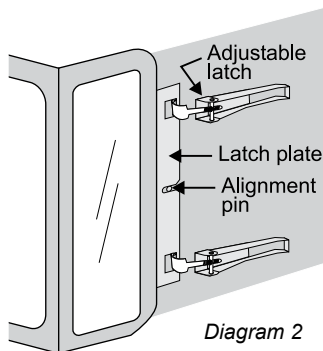


Diagram 2

5) Remove the blue plastic protective coating from the glass.

6) Test the seal around the door by placing a piece of paper between the unit and the door, close the door and try to pull the paper out. If it slips out easily, then the door is not properly sealed. Tighten or loosen the latch. See diagram 3.

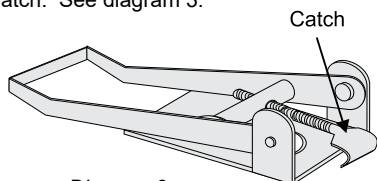
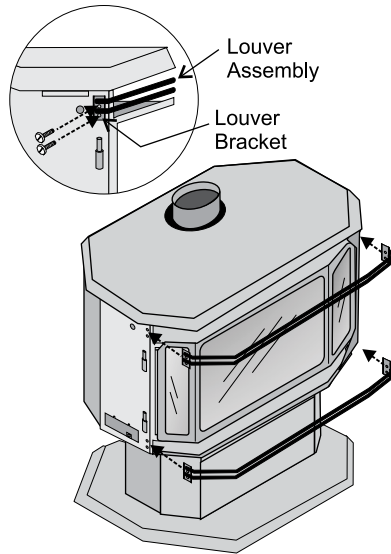


Diagram 3

Note: The door latch may require adjustment as the door gasket material compresses after a few fires and after glass replacement. Turn the latch catch inward or outward to loosen or tighten.

LOUVER INSTALLATION

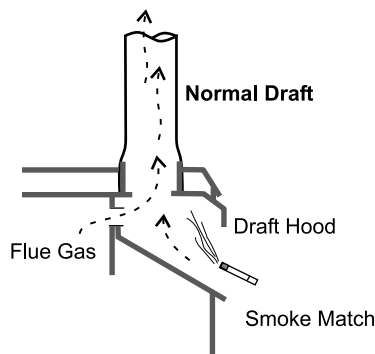
1) Attach the top & bottom louvers to the side stove panel using 2 screws per side.



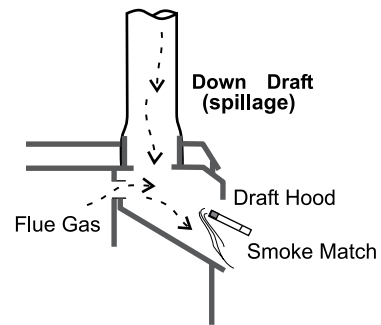
TEST FOR FLUE SPILLAGE

A "spillage" test must be made before the installed unit is left with the customer. Follow the procedure below:

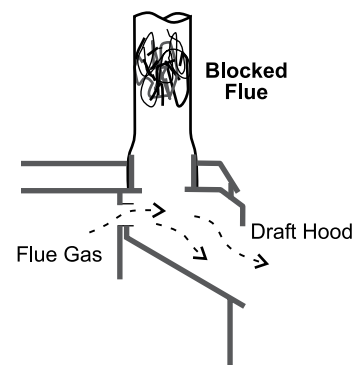
- 1) Start all exhaust fans in the home and any other gas appliances. Then close all doors and windows.
- 2) Light the unit and set controls to maximum.
- 3) After five minutes, test that there is a "pull" on the flue by placing a smoke match, cigarette or similar device which gives off smoke, on the edge of the draft hood. See diagrams.



The smoke should be drawn into the draft hood. If the smoke is not drawn into the draft hood, turn the unit off and check for the cause of lack of draft.



Note: If the flue is blocked or has a strong reverse flow, the thermally actuated safety switch mounted in the draft hood will automatically shut off the gas supply within about 10 minutes. If the heater turns off because of this during the spillage test, check for the cause of the lack of draft.



The thermally activated safety switch must be manually reset before first startup.

OPTIONAL WALL THERMOSTAT

A wall thermostat may be installed if desired. Connect the wires as per the wiring diagrams. Note that the wires are connected to the "TH" on the gas valve. Use table below to determine the maximum wire length:

Note: Preferable if the thermostat is installed on an interior wall.

Regency® offers an optional programmable thermostat but any 250-750 millivolt rated non-anticipator type thermostat that is CSA, ULC or UL approved may be used.

CAUTION
Do not connect the millivolt wall thermostat wires to the 120V wires.

Thermostat Wire Table	
Recommended Maximum Lead Length (Two-Wire) When Using Wall Thermostat (CP-2 System)	
Wire Size	Max. Length
14 GA.	50 Ft.
16 GA.	32 Ft.
18 GA.	20 Ft.
20 GA.	12 Ft.
22 GA.	9 Ft.

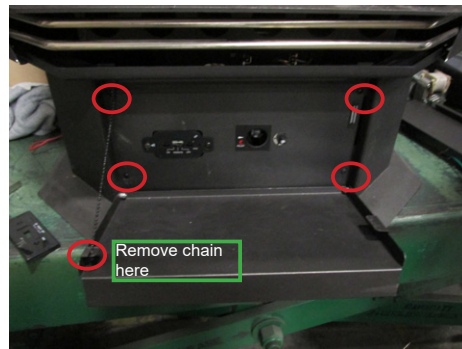
DC SPARK IGNITER BATTERY INSTALL

Install supplied battery into the DC spark box.

1. Open pedestal front door.
2. Remove 2 screws that secure the front door to the unit. One screw is on the left hand side and the other on the right hand side. (Left side shown).



3. Remove four screws and the chain attached to the front door and the unit.



4. The DC spark box will be exposed after removing the valve cover.



5. Open the battery compartment door on the DC spark box
6. Install battery into DC spark box.



7. Reverse steps 1 to 5.

FINAL CHECK

Before leaving this unit with the customer, the installer must ensure that the appliance is firing correctly. This includes:

- 1) Clocking the appliance to ensure the correct firing rate (rate noted on label) at 15 minutes.
- 2) If required, adjusting the primary air to ensure that the flame does not carbon. First allow the unit to burn for 15 min. to stabilize.
- 3) Check for proper draft.

CAUTION

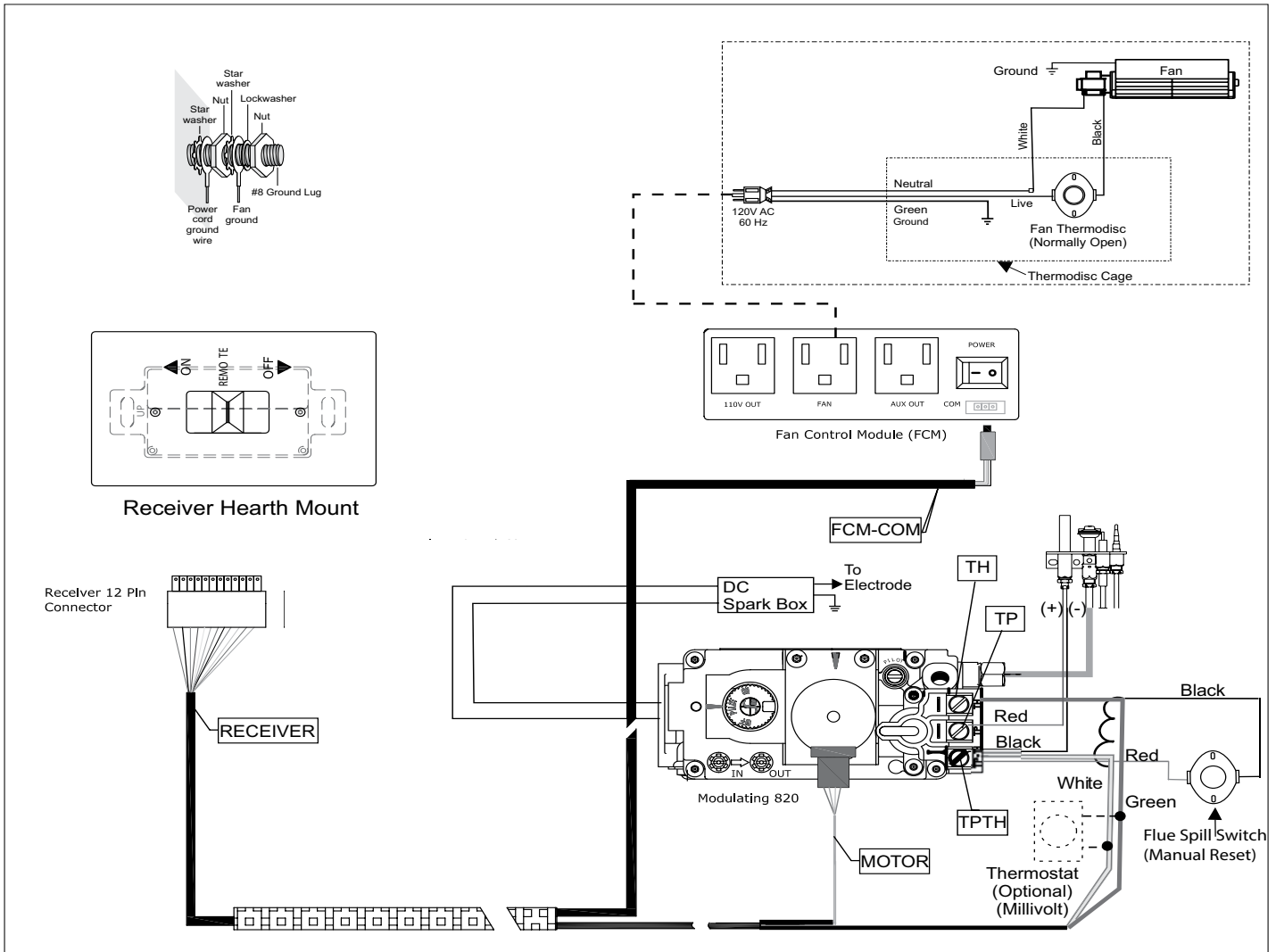
Any alteration to the product that causes sooting or carboning that results in damage to the exterior fascia is not the responsibility of the manufacturer.

WIRING DIAGRAMS

This heater does not require a 120V A.C. supply for operation. In case of a power failure, the burner switch and the optional remote control/thermostat will continue to operate. However, a 120V A.C. power supply is needed for the fan/blower operation.

(Do not cut the ground terminal off under any circumstances.)

NOTE: Even if the fan is not purchased with the unit, it is still a good idea to bring power to the receptacle box (provided with the unit) in case the fan is installed at a later date.



CAUTION: Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation.

WARNING: Electrical Grounding Instructions
 This appliance is equipped with a three pronged (grounding) plug for your protection against shock hazard and should be plugged directly into a properly grounded three-prong receptacle. Do not cut or remove the grounding prong from this plug.

Caution: Ensure that the wires do not touch any hot surfaces and are away from sharp edges.

FIRST FIRE

The first fire in your stove is part of the paint curing process. To ensure that the paint is properly cured, it is recommended that you burn your fireplace for at least four (4) hours the first time you use it with the fan on. When first operated, the unit will release an odour caused by the curing of the paint, the burning off of any oils remaining from manufacturing. Smoke detectors in the house may go off at this time. Open a few windows to ventilate the room for a couple of hours.

The glass panel may require cleaning after the unit has cooled down.

DO NOT ATTEMPT TO CLEAN THE GLASS WHILE IT IS HOT.

Note: When the glass is cold and the appliance is lit, it may cause condensation and fog the glass. This condensation is normal and will disappear in a few minutes as the glass heats up.

During the first few fires, a white film may develop on the glass front as part of the curing process. The glass should be cleaned or the film will bake on and become very difficult to remove. Use a non-abrasive cleaner and NEVER clean the glass while it is hot.

DO NOT BURN THE APPLIANCE WITHOUT THE GLASS FRONT IN PLACE.

OPERATING INSTRUCTIONS

- 1) Read and understand these instructions before operating this appliance.
- 2) Check to see that all wiring is correct and enclosed to prevent possible shock.
- 3) Check to ensure there are no gas leaks.
- 4) Make sure the glass in the door frame is properly positioned. Never operate the appliance with the glass removed.
- 5) Verify that the venting and cap are unobstructed.
- 6) Verify log placement. If the pilot cannot be seen when lighting the unit, the logs have been incorrectly positioned.
- 7) The unit should never be turned off, and on again without a minimum of a 60 second wait.
- 8) Hook up remote receiver to wire marked 're-

ceiver' which will be located on the bottom of the appliance. This remote control requires coding. See remote control instructions for details.

NOTE: This appliance will operate during power outages. Only the fan will not operate until power is restored. If the remote batteries in both the handheld transmitter or receiver lose power, the appliance can still be operated by sliding the switch on the receiver switch from "Remote" to "ON". To turn on the appliance off slide the receiver switch from "ON" to "Remote" or "OFF".

IMPORTANT: The remote control system supplied with this appliance has several options for starting/operating the appliance, please read the remote control operating instructions (packed with remote control) to understand how to operate this remote system. You can download remote functions video with the QR code below..



Proflame video

LIGHTING PROCEDURE

IMPORTANT
Prior to igniting or re igniting the pilot, remove the glass door.

Important: If the pilot does not hold, turn pilot knob to "OFF" position. Wait 5 minutes to clear gas. If you smell gas - STOP! Follow the safety information above. If you don't smell gas, repeat Steps 1-6.

1. Push in gas control knob slightly and turn to "PILOT" position.
2. Push in control knob all the way and hold in until the pilot lights up. Continue to hold the control knob in for about 20 seconds after the pilot is lit. Release knob.
3. Push in gas control knob slightly and turn to "ON" position.
4. Ensure the receiver is in the remote position.

Set Switch to Remote

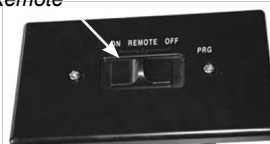


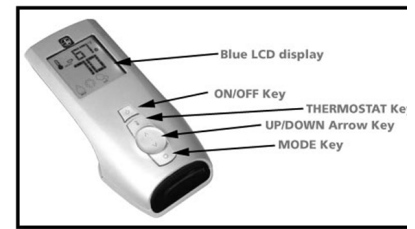
Diagram 1

5. Press and release the ON/OFF button on the remote handheld transmitter. An audible beep should be heard from the receiver.



Diagram 2

Remote shown in Manual Mode on Hi



6. The unit will turn on.

SHUTDOWN PROCEDURE

1. Press "OFF" on the remote or slide receiver switch from remote to "OFF".
2. Turn the gas control knob to the "OFF" position to turn off the pilot.

Pilot may be shut off during prolonged non use periods to conserve fuel.

COPY OF THE LIGHTING PLATE INSTRUCTIONS

FOR YOUR SAFETY READ BEFORE LIGHTING

This appliance must be installed in accordance with local codes, if any; if none, follow the National Fuel Gas Code, ANSI Z223.1/NFPA 54, or Natural Gas and Propane Installation Codes, CSA B149.1.

WARNING: If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life. Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to the owner's information manual provided with this appliance. For assistance or additional information consult a qualified installer, service agency or gas supplier.

AVERTISSEMENT : Le non-respect des instructions du présent manuel risque de déclencher un incendie ou une explosion pouvant entraîner des dégâts matériels ou des blessures pouvant être mortelles.

Une mauvaise installation, un mauvais réglage, une altération ou un entretien mal effectué peut entraîner des dégâts matériels ou des blessures. Reportez-vous au manuel d'utilisation fourni avec cet appareil. Pour obtenir de l'aide ou des informations supplémentaires consulter un installateur ou un service d'entretien qualifié, ou le fournisseur de gaz.

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 electric switch, do not use any phone in your building.
- Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

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

A) Cet appareil est muni d'un dispositif d'allumage qui allume automatiquement la veilleuse. Ne tentez pas d'allumer la veilleuse manuellement.

B) AVANT LA MISE EN MARCHÉ, renifllez tout autour de l'appareil pour détecter une odeur de gaz. Renifllez au niveau du plancher, car certains gaz sont plus lourds que l'air et peuvent s'accumuler au niveau du sol.

QUE FAIRE SI VOUS SENTEZ UNE ODEUR DE GAZ :

- Ne tentez pas d'allumer d'appareil
- Ne touchez à aucun interrupteur; n'utilisez pas de téléphones se trouvant dans le bâtiment.
- Appelez immédiatement votre fournisseur de gaz depuis un téléphone extérieur. Suivez les instructions du fournisseur.
- Si vous ne pouvez pas rejoindre le fournisseur, appelez le service incendie.

C) N'utilisez pas cet appareil s'il a été plongé dans l'eau, même partiellement. Faites inspecter l'appareil par un technicien qualifié et remplacez tout élément du système de contrôle ou de commande qui a été plongé dans l'eau.

CAUTION: Hot while in operation. Do not touch. Severe Burns may result. Due to high surface temperatures keep children, clothing and furniture, gasoline and other liquids having flammable vapors away. Keep burner and control compartment clean. See installation and operating instructions accompanying appliance.

LIGHTING INSTRUCTIONS

Important: If the pilot does not hold, turn pilot knob to "OFF" position. Wait 5 minutes to clear gas. If you smell gas - STOP! Follow the safety information above. If you don't smell gas, repeat Steps 1-6.

- 1) Push in gas control knob slightly and turn to "PILOT" position.
- 2) Push in control knob all the way and hold in until the pilot lights up. Continue to hold the control knob in for about 20 seconds after the pilot is lit. Release knob.
- 3) Push in gas control knob slightly and turn to "ON" position.
- 4) Ensure the receiver is in the remote position.
- 5) Press and release the ON/OFF button on the remote handheld transmitter. An audible beep should be heard from the receiver.
- 6) The unit will turn on.

Important : Si la veilleuse ne reste pas allumée, mettre le bouton de la veilleuse sur "OFF". Attendre 5 minutes pour laisser le gaz se dissiper. Si vous sentez du gaz, ARRÊTEZ ! Suivre les consignes de sécurité ci-dessus. Si vous ne sentez pas de gaz, répétez les opérations 1 à 6.

- 1) Appuyer légèrement sur le bouton de contrôle de gaz et mettre sur la position "PILOT".
- 2) Maintenir appuyé le bouton de contrôle jusqu'à ce que la veilleuse s'allume, puis pendant les 20 secondes qui suivent l'allumage. Relâcher le bouton.
- 3) Appuyer légèrement sur le bouton de contrôle de gaz et mettre sur la position "ON".
- 4) S'assurer que le récepteur est sur la position "Remote".
- 5) Maintenir puis relâcher le bouton ON/OFF de la télécommande manuelle. Le récepteur émettra un "bip".
- 6) L'appareil s'allume.

TO TURN OFF GAS APPLIANCE

- 1) Press "OFF" on the remote or slide receiver switch from remote to "OFF".
 - 2) Turn the gas control knob to the "OFF" position to turn off the pilot. Pilot may be shut off during prolonged non use periods to conserve fuel.
- 1) Appuyer sur le bouton "OFF" de la télécommande ou positionner l'interrupteur du récepteur sur "OFF".
 - 2) Mettre le bouton de contrôle de gaz sur "OFF" pour éteindre la veilleuse. Pour économiser le carburant, éteindre la veilleuse quand l'appareil reste longtemps inutilisé.

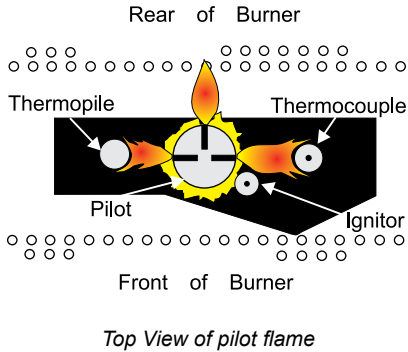
DO NOT REMOVE THIS INSTRUCTION PLATE

919-456

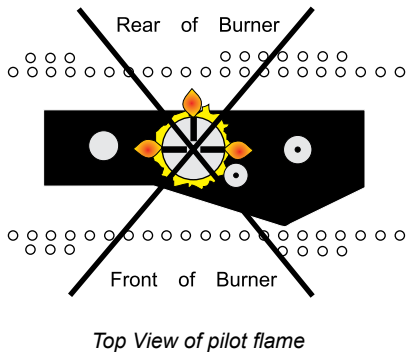
PILOT ADJUSTMENT

Periodically check the pilot flames. Correct flame pattern has three strong blue flames: 1 flowing around the thermopile and 1 around the thermocouple, and 1 flowing across the rear of the burner (it does not have to be touching the burner).

Note: *If you have an incorrect flame pattern, contact your Regency® dealer for further instructions.*



Incorrect flame pattern will have small, probably yellow flames, not coming into proper contact with the rear of the burner or thermopile.



AERATION ADJUSTMENT

The burner aeration is factory set but may need adjusting due to either the local gas supply or altitude.

U38-10 with 40,000 Btu/h

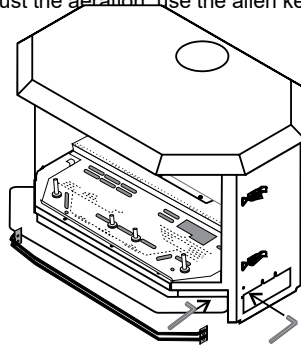
U38-NG10	Natural Gas:	1/4" open
U38-LP10	Propane:	1/2" open

U38-10 with 30,000 Btu/h

U38-NG10	Natural Gas	3/16" open
U38-LP10	Propane	3/8" open

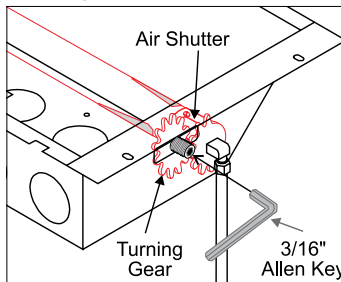
The aeration adjustment gears are located on the right side of the burner box and can be accessed from the side or from the front when the louvers are removed.

To adjust the aeration: use the allen key to turn



the turning gear which will adjust the air shutter. Open the air shutter for a blue flame or close it for a yellow flame.

Clockwise to open
Closed - Tall yellow flame
Open - Short blue flame



counter-clockwise to close.

Caution: Carbon will be produced if the air shutter is closed too much.

Note: Any damage due to carboning resulting from improperly setting the aeration controls is NOT covered under warranty.

Note: Aeration Adjustment should only be performed by an authorized Regency® Installer at the time of installation or service.

NORMAL OPERATING SOUNDS OF GAS APPLIANCES

It is possible that you will hear some sounds from your gas appliance. This is perfectly normal due to the fact that there are various gauges and types of steel used within your appliance. Listed below are some examples. All are **normal operating sounds** and should not be considered as defects in your appliance.

Blower:

Regency® gas appliances use high tech blowers to push heated air farther into the room. It is not unusual for the fan to make a "whirring" sound when ON. This sound will increase or decrease in volume depending on the speed setting of your fan speed control.

Burner Tray:

The burner tray is positioned directly under the burner tube(s) and logs and is made of a different gauge material from the rest of the firebox and body. Therefore, the varying thicknesses of steel will expand and contract at slightly different rates which can cause "ticking" and "cracking" sounds. You should also be aware that as there are temperature changes within the unit these sounds will likely re-occur. Again, this is normal for steel fireboxes.

Blower Thermodisc:

When this thermally activated switch turns ON it will create a small "clicking" sound. This is the switch contacts closing and is normal.

Pilot Flame:

While the pilot flame is on it can make a very slight "whisper" sound.

Gas Control Valve:

As the gas control valve turns ON and OFF, a dull clicking sound may be audible, this is normal operation of a gas regulator or valve.

Unit Body/Firebox:

Different types and thicknesses of steel will expand and contract at different rates resulting in some "cracking" and "ticking" sounds will be heard throughout the cycling process.

MAINTENANCE INSTRUCTIONS

- 1) Always shut the valve off before cleaning. For relighting, refer to lighting instructions. Keep the burner and control compartment clean by brushing and vacuuming at least once a year. When cleaning the logs, use a soft clean brush as the logs are fragile and easily damaged.
- 2) Clean glass (never when unit is hot), appliance, louvers, and door with a damp cloth. Never use an abrasive cleaner. The gold louvers (and optional gold door) may be scratched if abrasives are used to clean them.

The heater is finished in a heat resistant paint and should only be refinished with heat resistant paint (not with wall paint). Regency® uses StoveBright Paint - Metallic Black #6309.

- 3) Make a periodic check of burner for proper position and condition. Visually check the flame of the burner periodically, making sure the flames are steady; not lifting or floating. If there is a problem, call a qualified service person.
- 4) The appliance and venting system must be inspected before use, and at least annually, by a qualified field service person, to ensure that the flow of combustion and ventilation air is not obstructed.

During the annual service call, the burners should be removed from the burner tray and cleaned. Replace the embers - do not block the pilot or burner ports.

- 5) Keep the area near the appliance clear and free from combustible materials, gasoline and other flammable vapours and liquids.

WARNING: CHILDREN AND ADULTS SHOULD BE ALERTED TO THE HAZARDS OF HIGH SURFACE TEMPERATURE AND SHOULD STAY AWAY TO AVOID BURNS OR CLOTHING IGNITION. YOUNG CHILDREN SHOULD BE CAREFULLY SUPERVISED WHEN THEY ARE IN THE SAME ROOM AS THE APPLIANCE.

CAUTION: ANY SAFETY SCREEN OR GUARD REMOVED FOR SERVICING AN APPLIANCE MUST BE REPLACED PRIOR TO OPERATING THE APPLIANCE.

CLOTHING OR OTHER FLAMMABLE MATERIAL SHOULD NOT BE PLACED ON OR NEAR THE 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 CONTROL SYSTEM AND ANY GAS CONTROL WHICH HAS BEEN UNDER WATER.

- 6) Verify proper operation after servicing.

LOG REPLACEMENT

The unit should never be used with broken logs. Turn off the gas valve and allow the unit to cool before opening door to carefully remove the logs. The pilot light generates enough heat to burn someone. If for any reason a log should need replacement, you must use the proper replacement log. The position of these logs must be as shown in the diagram under Log Installation.

Note: Improper positioning of logs may create carbon build-up and will alter the unit's performance which is not covered under warranty.

DOOR AND GLASS GASKET

If the door gasket requires replacement use 7/8" diameter oval door gasket (Part # 846-570). The glass requires 5/8" flat glass gasket. See your Regency® dealer.

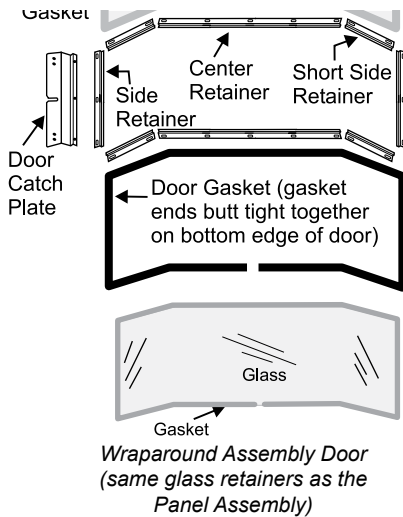
GLASS REPLACEMENT

Your Regency® stove is supplied with high temperature, 5 mm Neoceram ceramic glass that will withstand the highest heat that your unit will produce. In the event that you break your glass, purchase your replacement from an authorized Regency® dealer only, and follow the step-by-step instructions for replacement. **Never operate your unit with broken glass.**

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

PANEL DOOR

- 1) Remove the door from the unit and place on a soft surface to prevent scratching.
- 2) Pull out the door gasket.
- 3) Remove the nuts holding the glass retainers in place.
- 4) Remove the glass retainers (sides, top and bottom) and the door catch plate.
- 5) Replace the glass. **The glass must have gasketing around it.**
- 6) Reverse the previous steps, replace the retainers and fasten with the nuts but do not overtighten, as this can break the glass. Note: the door catch plate fits on top of the left side retainer.
- 7) Put gasket glue on the retainers, but do not put glue on the screws. Replace the door gasket, the two ends butt tight together on the bottom edge of the door.
- 8) Replace door on the stove and check the seal.



FAN MAINTENANCE

If your fan requires maintenance or replacement, access to the fan is through the access panel on the rear wall of the firebox.

Note: The unit **MUST NOT** be operated without the fan access panel securely in place and correctly sealed.

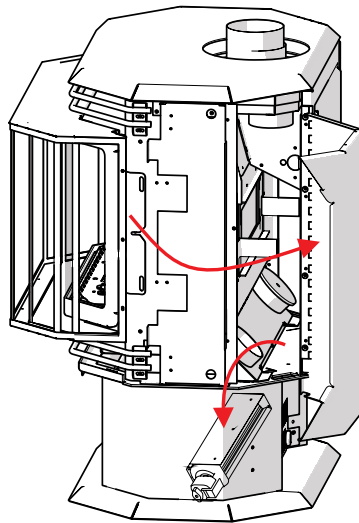
IMPORTANT: These fans collect a lot of dust from within your home. Ensure you maintain these fan motors on a regular basis by vacuuming out the fan squirrel cages, around the motor, and around the grills on the back of the stove.

IMPORTANT
Disconnect power supply before servicing

WARNING: Electrical Grounding Instructions This appliance is equipped with a three pronged (grounding) plug for your protection against shock hazard and should be plugged directly into a properly grounded three-prong receptacle. Do not cut or remove the grounding prong from this plug.

To Remove U38-10 Fan:

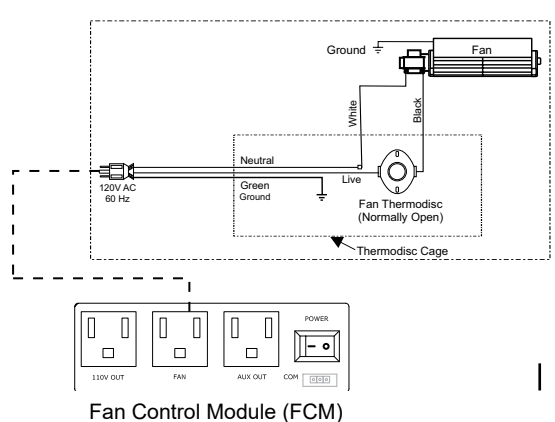
- 1) Unplug or disconnect power source to stove.
- 2) Open side door.
- 3) Unclip the black and white wires from the fan motor.
- 4) Lift fan off of the 2 pins, tip back and pull through firebox opening. Disconnect the green ground wire from the left side of the fan as soon as you can reach it.



Replacing U38-10 Fan:

Reverse the above steps (1 - 4).

Tip: When reinstalling fan use dish soap on the rubber grommets. This will eliminate any friction when sliding the fan into position.

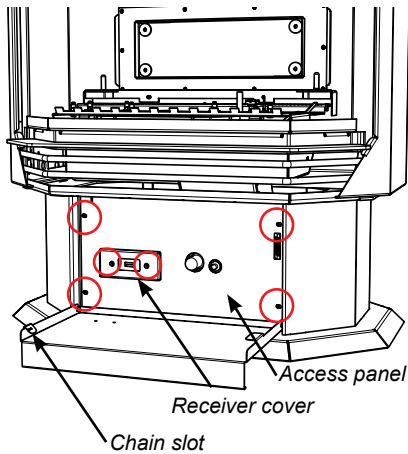


VALVE REPLACEMENT

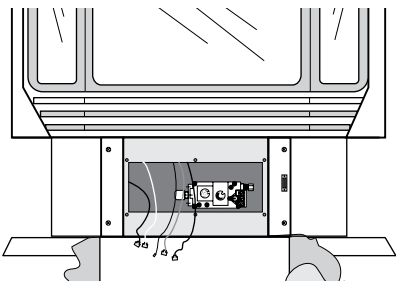
If your valve requires maintenance or replacement, follow these instructions:

NOTE: Always shut off the gas and electrical supply before removing the valve.

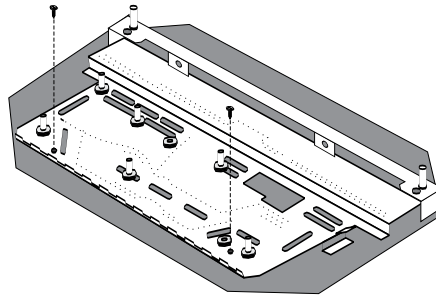
- 1) Remove safety screen and open front pedestal door. You may want to put a soft cloth on the base of the unit so that when the pedestal door is open it doesn't scratch the paint.
- 2) Undo the four screws holding the control panel in place.
- 3) Disconnect all the receiver wires from the back of the panel and then remove panel. You should lay the panel on a soft cloth so it doesn't get marked up.



- 4) Disconnect the Stepper Motor wire..
- 5) Disconnect "com" wire that leads to the fan module if installed.

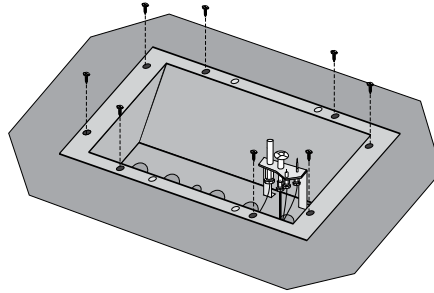


- 6) Carefully remove the logs and lava rock.
- 7) At this point you should disconnect the gas at the valve.
- 8) Remove the burner by removing the two 1/4" hex head screws. See diagram below.

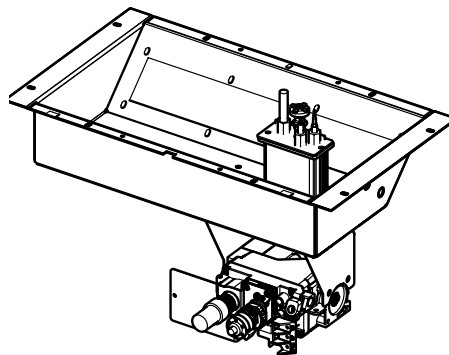


Note: Use a magnetic type screwdriver.

- 9) Remove eight 1/4" hex head screws holding the burner tray assembly in place.



- 10) Carefully lift the burner tray assembly out.

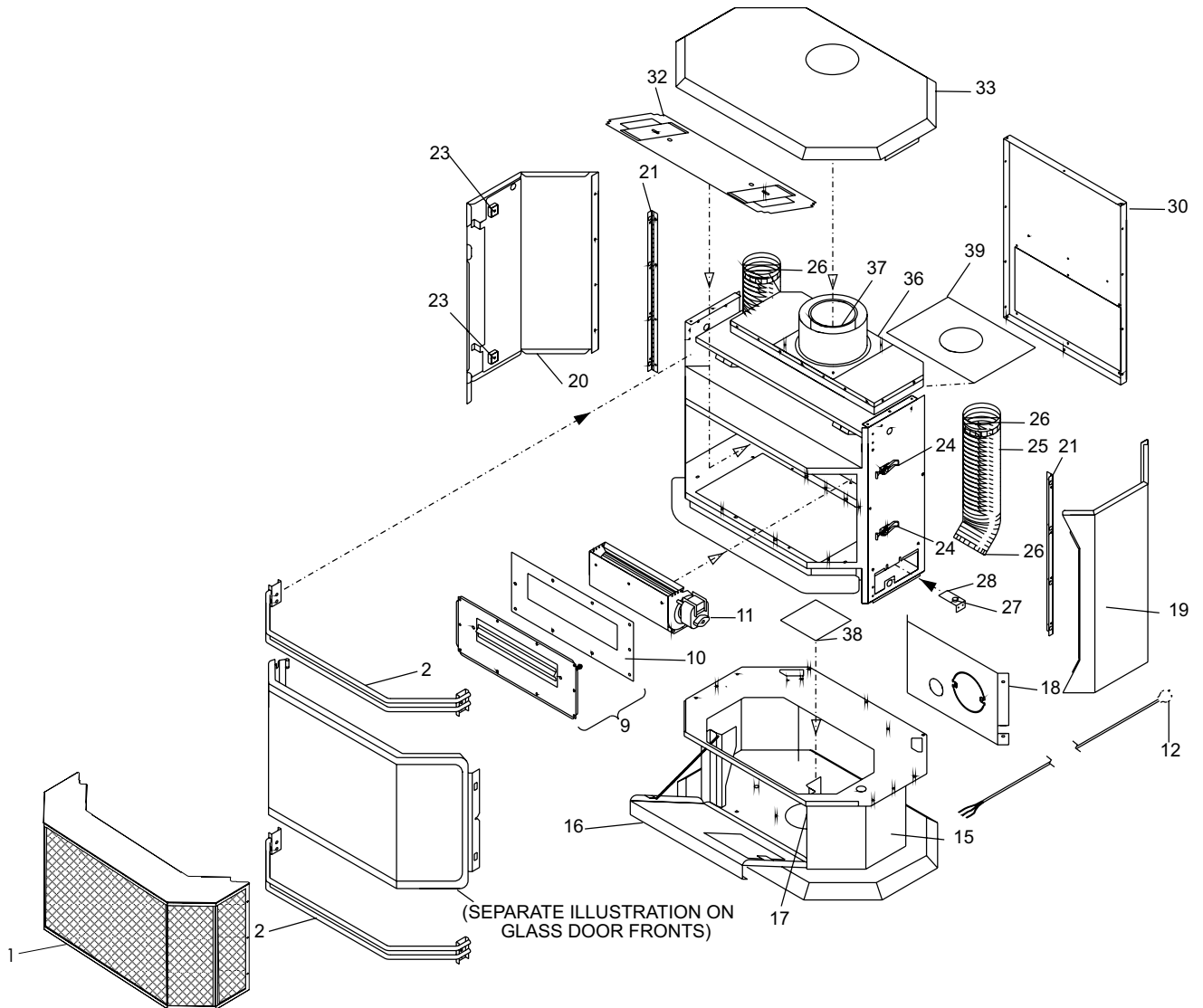


- 11) To replace the burner tray assembly, simply reverse these instructions.

U38-10 MAIN ASSEMBLY

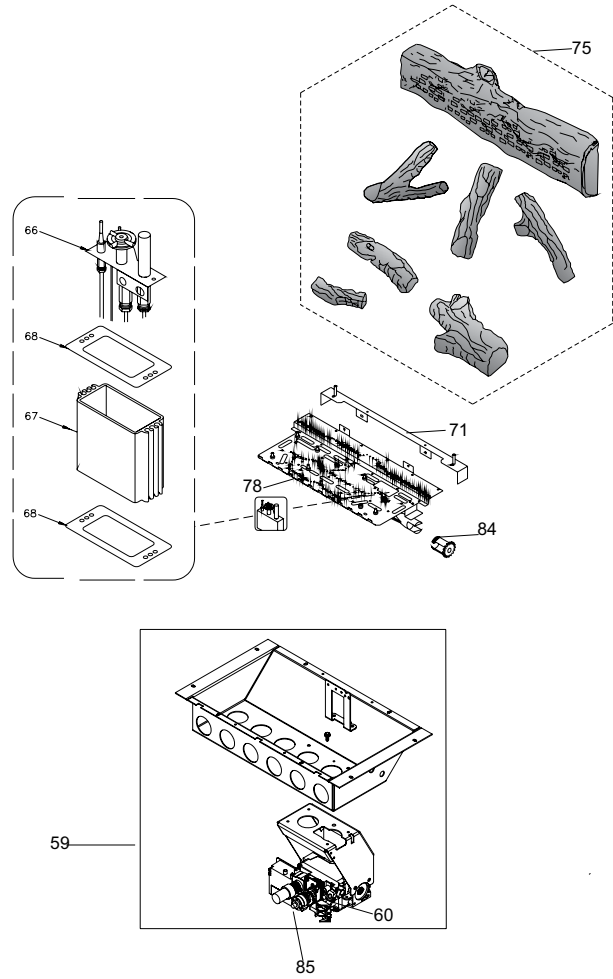
Part #	Description	Part #	Description
1)	732-929 Safety Screen	24)	948-255 Door Latch c/w Hook
2)	560-920 Top/Bottom Gold Louver Assy	25)	910-250 Spill Switch
	560-921 Top/Bottom Brush Nickel Assy	27)	910-233 Thermodisc - Fan Auto/On/Off
	560-922 Top/Bottom Black Louver Assy	28)	* Mounting Bracket - Fan Thermodisc
9)	560-055 Fan Access Door	30)	750-026 Rear Panel
10)	730-034 Gasket for Fan Access Door	32)	730-565 Firebox Baffle
	730-517/P Fan Assembly	33)	560-535 False Top Assembly
11)	910-331/P Fan Motor (120 Volt)	34)	590-273 Flue Attachment Bracket
12)	910-813 Power Cord (120 Volt)	35)	590-930 Ult. 6" Flue Collar (Optional)
		38)	820-058 Pedestal Base Cover
15)	* Pedestal Assembly	948-223	Logo Plate
16)	730-039 Pedestal Door	918-530	Manual
17)	904-257 Pedestal Door Magnet		
18)	732-084 Pedestal Back		
20)	730-531 Short Side Panel Door Assy		
21)	560-031 Hinge for Side Panel		
23)	904-258 Side Panel Door Magnet		

*Not available as a replacement part.



U38-10 BURNER & LOG ASSEMBLY

Part #	Description
59.	732-574/P Valve Assembly- Natural Gas 732-576/P Valve Assembly - Propane
60.	910-578 Valve Only- Natural Gas 910-580 Valve Only - Propane
66.	910-038 Pilot Assy - S.I.T. - 3 Flame NG 910-039 Pilot Assy - S.I.T. - 3 Flame LP 904-690 #31 Orifice - N.G. at 40,000 Btu/h 904-240 #37 Orifice - N.G. at 30,000 Btu/h 904-689 #33 Orifice - N.G. at 36,000 Btu/h 904-390 #52 Orifice - Propane at 30,000 Btu/h 904-641 #50 Orifice - Propane at 38,000 Btu/h 936-170 Orifice Gasket
67.	* Pilot Holder
68.	W840470 Pilot Assembly Gasket
71.	730-528 Rear Log Bracket
75.	730-935 Log Set
78.	730-550 Burner Assembly (NG/LP)
80.	260-565 Air Shutter Gear Assembly - Female
81.	904-565 Hex Key 3/16" AF
84.	* Air Shutter Gear Assembly - Male
85.	910-581 Stepper Motor NG 910-582 Stepper Motor LP 910-572 Remote Receiver 910-592 Remote handheld (GTMF) 911-127 Battery Compartment Door 910-036 Pilot Orifice NG 910-037 Pilot Orifice LP 910-096 Pilot Hood 910-341 Thermopile 910-386 Thermocouple 910-432 Pilot Tube w/nuts 910-073 DC Spark box 910-074 DC spark box wire 911-030 Fan Control Module 732-969 Conversion Kit LP 911-029 Valve/Remote Wiring Harness 911-093 120 Volt Power Cord (10 foot extension) 910-233 Fan Thermodisc

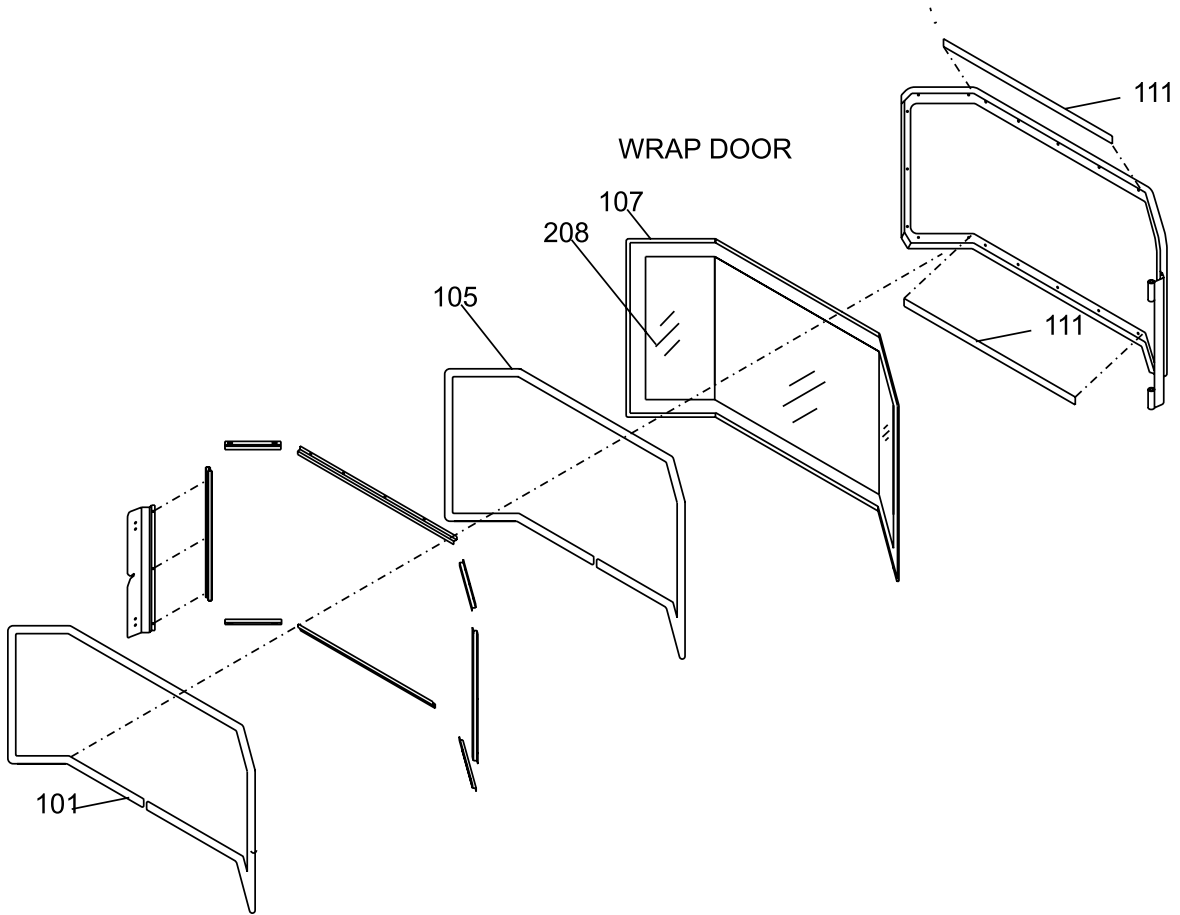


*Not available as a replacement part.

U38-10 DOOR ASSEMBLY

Part #	Description
730-932	Gold Wrap Door - Complete
730-933	Black Wrap Door - Complete
730-934	Brushed Nickel Wrap Door - Complete
101) 846-570	Door Gasket Kit
105) *	Ceramic Paper
107) 936-243	Glass Gasket
111) *	Door Frame Fibre Paper
208) 940-325/P	Wrap Glass

*Not available as a replacement part.



Limited Lifetime Warranty

FPI Fireplace Products International Ltd. (for Canadian customers) and Fireplace Products U.S., Inc. (for U.S. customers) (collectively referred to herein as “FPI”) extends this Limited Lifetime Warranty to the original purchaser of this appliance provided the product remains in the original place of installation. The items covered by this limited warranty and the period of such coverage is set forth in the table below.

Some conditions apply (see below).

The policy is not transferable, amendable or negotiable under any circumstances.

Indoor Gas Products Warranty Coverage Parts and Labor	Part				Supplier	Labor Coverage
	Lifetime	5 years	2 years	1 year	Warranty	(Years)
Firebox and Heat Exchanger	✓					3
Steel Burner Tube	✓					3
Glass Thermal breakage only	✓					3
All Surrounds/Inlays Finishes		✓				3
Brick Panels/Log sets/Ceramic Burners		✓				3
All Castings		✓				3
Valve assembly and all gas control components, (Pilot assembly, flame sensors, Spark Electrode, Pilot Tubing, Orifices, Thermocouple, Thermopile)			✓			2
All Other Electrical components,(Ignition Control Boards, Wiring, Switches, Blowers, Blower Control Module, Battery Pack, Remote Control Systems)			✓			2
Enamel Panels			✓			1
Venting/Venting Components			✓			1
All Stainless steel surrounds				✓		1
All Firebox Media (Crystals, Firebeads, Volcanic, Ceramic & Spa Stones)				✓		1
All hardware				✓		1
Mesh/Glass Safety Barriers				✓		1
Accent Light Bulbs				✓		1
Glass (Crazing)				✓		1

Conditions:

Warranty protects against defect in manufacture or FPI factory assembled components only, unless herein specified otherwise.

Any part(s) found to be defective during the warranty period as outlined above will be repaired or replaced at FPI’s option through an accredited distributor, dealer or pre-approved and assigned agent provided that the defective part is returned to the distributor, dealer or agent for inspection if requested by FPI. Alternatively, FPI may at its own discretion fully discharge all of its obligations under the warranty by refunding the verified purchase price of the product to the original purchaser. The purchase price must be confirmed by the original Bill of Sale.

The authorized selling dealer, or an alternative authorized FPI dealer if pre-approved by FPI, is responsible for all in-field diagnosis and service work related to all warranty claims. FPI is not responsible for results or costs of workmanship of unauthorized FPI dealers or agents in the negligence of their service work.

At all times FPI reserves the right to inspect reported complaints on location in the field claimed to be defective prior to processing or authorizing of any claim. Failure to allow this upon request will void the warranty.

All warranty claims must be submitted by the dealer servicing the claim, including a copy of the Bill of Sale (proof of purchase by you). All claims must be complete and provide full details as requested by FPI to receive consideration for evaluation. Incomplete claims may be rejected.

Unit must be installed according to all manufacturers' instructions as per the manual.

All Local and National required codes must be met.

The installer is responsible to ensure the unit is operating as designed at the time of installation.

The original purchaser is responsible for annual maintenance of the unit, as outlined in the owner's manual. As outlined below, the warranty may be voided due to problems caused by lack of maintenance.

Repair/replacement parts purchased by the consumer from FPI after the original coverage has expired on the unit will carry a 90 day warranty, valid with a receipt only. Any item shown to be defective will be repaired or replaced at our discretion. No labor coverage is included with these parts

Exclusions:

This Limited Lifetime Warranty does not extend to paint, rust or corrosion of any kind due to a lack of maintenance or improper venting, combustion air provision, corrosive chemicals (i.e. chlorine, salt, air, etc.), door or glass gasketing.

Malfunction, damage or performance based issues as a result of environmental conditions, location, chemical damages, downdrafts, installation error, installation by an unqualified installer, incorrect chimney components (including but not limited to cap size or type), operator error, abuse, misuse, use of improper fuels, lack of regular maintenance and upkeep, acts of God, weather related problems from hurricanes, tornados, earthquakes, floods, lightning strikes/bolts or acts of terrorism or war, which result in malfunction of the appliance are not covered under the terms of this Limited Lifetime Warranty.

FPI has no obligation to enhance or modify any unit once manufactured (i.e. as products evolve, field modifications or upgrades will not be performed on existing appliances).

This warranty does not cover dealer travel costs for diagnostic or service work. All labor rates paid to authorized dealers are subsidized, pre-determined rates. Dealers may charge homeowner for travel and additional time beyond their subsidy.

Any unit showing signs of neglect or misuse will not be covered under the terms of this warranty policy and may void this warranty. This includes units with rusted or corroded fireboxes which have not been reported as rusted or corroded within three (3) months of installation/purchase.

Units which show evidence of being operated while damaged, or with problems known to the purchaser and causing further damages will void this warranty.

Units where the serial no. has been altered, deleted, removed or made illegible will void this warranty.

Minor movement, expansion and contraction of the steel is normal and is not covered under the terms of this warranty.

Freight damages for products or parts are not covered under the terms of the warranty.

Products made or provided by other manufacturers and used in conjunction with the FPI appliance without prior authorization from FPI may void this warranty.

Limitations of Liability:

The original purchaser's exclusive remedy under this warranty, and FPI's sole obligation under this warranty, express or implied, in contract or in tort, shall be limited to replacement, repair, or refund, as outlined above. IN NO EVENT WILL FPI BE LIABLE UNDER THIS WARRANTY FOR ANY INCIDENTAL OR CONSEQUENTIAL COMMERCIAL DAMAGES OR DAMAGES TO PROPERTY. TO THE EXTENT PERMITTED BY APPLICABLE LAW, FPI MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY SPECIFIED HEREIN. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO DURATION OF THE EXPRESSED WARRANTY SPECIFIED ABOVE. IF IMPLIED WARRANTIES CANNOT BE DISCLAIMED, THEN SUCH WARRANTIES ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.

Some U.S. states do not allow limitations on how long an implied warranty lasts, or allow exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

Customers located outside the U.S. should consult their local, provincial or national legal codes for additional terms which may be applicable to this warranty.

How to Obtain Warranty Service:

Customers should contact the authorized selling dealer to obtain warranty service. In the event the authorized selling dealer is unable to provide warranty service, please contact FPI by mail at the address listed below. Please include a brief description of the problem and your address, email and telephone contact information. A representative will contact you to make arrangements for an inspection and/or warranty service.

Canadian Warrantor:

FPI Fireplace Products International Ltd.
6988 Venture St.
Delta, British Columbia
Canada, V4G 1H4

U.S. Warrantor:

Fireplace Products U.S., Inc.
PO Box 2189 PMB 125
Blaine, WA
United States, 98231

Or contact the Regency Customer Care Centre at 1-800-442-7432 (phone) / 604-946-4349 (fax)

Product Registration and Customer Support:

Thank you for choosing a Regency Fireplace. Regency strives to be a world leader in the design, manufacture, and marketing of hearth products. To provide the best support for your product, we request that you complete a product registration form at <http://www.regency-fire.com/Customer-Care/Warranty-Registration.aspx> within ninety (90) days of purchase.



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For purchases made in **CANADA or the UNITED STATES:**

<http://www.regency-fire.com/Customer-Care/Warranty-Registration.aspx>

For purchases made in AUSTRALIA:

<http://www.regency-fire.com.au/Customer-Care/Warranty-Registration.aspx>

You may also complete the warranty registration form below to register your Regency Fireplace Product and mail and/or fax it back to us, and we will register the warranty for you. It is important you provide us with all the information below in order for us to serve you better.

Warranty Registration Form (or Register online immediately at the above Web Site):

Warranty Details	
Serial Number (required):	
Purchase Date (required) (mm/dd/yyyy):	
Product Details	
Product Model (required):	
Dealer Details	
Dealer Name (required):	
Dealer Address:	
Dealer Phone #:	
Installer:	
Date Installed (mm/dd/yyyy):	
Your Contact Details (required)	
Name:	
Address:	
Phone:	
Email:	

For purchases made in CANADA:

FPI Fireplace Products International Ltd.
6988 Venture St.
Delta, British Columbia
Canada, V4G 1H4

Phone: 604-946-5155
Fax: 604-946-4349

For purchases made in the UNITED STATES:

Fireplace Products U.S., Inc.
PO Box 2189 PMB 125
Blaine, WA
United States, 98231

Phone: 604-946-5155
Fax: 604-946-4349

For purchases made in AUSTRALIA:

Fireplace Products Australia Pty Ltd
1- 3 Conquest Way
Hallam, VIC
Australia, 3803

Phone: +61 3 9799 7277
Fax: +61 3 9799 7822

For fireplace care and tips and answers to most common questions please visit our Customer Care section on our Web Site. Please feel free to contact your selling dealer if you have any questions about your Regency product.

Installer: Please complete the following information

Dealer Name & Address: _____

Installer: _____

Phone #: _____

Date Installed: _____

Serial No.: _____



U38-39 Video