

Owner's Manual

Care and Operation

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

OWNER: Retain this manual for future reference. Contact your dealer with questions regarding installation, operation or service.

Pour demander un exemplaire en français de ce Manuel du propriétaire, visitez www.heatnglo.com/translations.

NOTICE: DO NOT discard this manual!

Models: **HEAT&GLO®**

No one builds a better fire

PRIMO48ST

PRIMO60ST

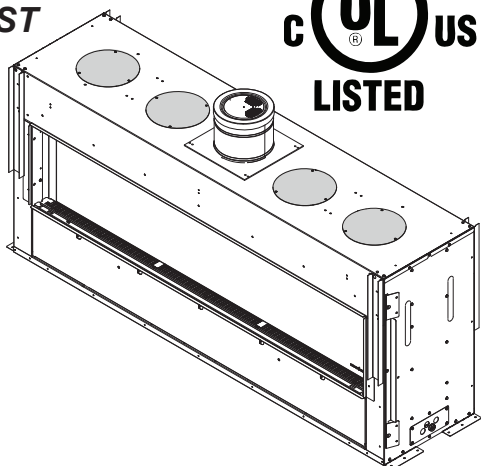
PRIMO72ST

PRIMO48

PRIMO60

PRIMO72

GAS-FIRED



These gas appliance models are built with the following electronic control module which is in compliance with Federal Communications Commission (FCC) and Industry Standard of Canada (IC).

Model Name: IntelliFire Touch Technology - Electronic Control Module (IFT-ECM)

Model No: 2564-130

This appliance may be installed as an OEM installation in manufactured home (USA only) or mobile home and must be installed in accordance with the manufacturer's instructions and the *Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280* in the United States, or the *Standard for Installation in Mobile Homes, CAN/CSA Z240 MH Series*, in Canada.

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

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

See appliance Installation Manual for additional Commonwealth of Massachusetts requirements.

⚠ WARNING:

FIRE OR EXPLOSION HAZARD

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

- **DO NOT** store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- **What to do if you smell gas**
 - **DO NOT** try to light any appliance.
 - **DO NOT** touch any electrical switch. **DO NOT** use any phone in your building.
 - Leave the building immediately.
 - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
 - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency, or the gas supplier.

This appliance comes standard with patented SafeSurface™ Glass which keeps the surface temperature of the barrier glass at a safe level and will still be hot to the touch when operated for long periods of time. SafeSurface™ Glass complies with the barrier requirements of ANSI Z21.50-2016 CSA 2.22-2016 for vented gas fireplaces. If the barrier glass is removed, the inner glass temperature will be very hot and cause burns.



**HOT GLASS WILL
CAUSE BURNS.**

**DO NOT TOUCH GLASS
UNTIL COOLED.**

**NEVER ALLOW CHILDREN
TO TOUCH GLASS.**

A (glass) 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.

1 Welcome

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

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

A. Congratulations

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

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

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

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

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

Local Dealer Information

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

Dealer Name: _____
Address: _____

Phone: _____
Email: _____

Appliance Information:

Brand: _____ Model Name: _____

Serial Number: _____ Date Installed: _____

Listing Label Information/Location

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

Type of Gas

Gas and Electric Information

Model Number

Serial Number

HEAT & GLO No one builds a better fire		Heat & Glo, a brand of Hearth & Home Technologies 7571 215th Street West, Lakeville, MN 55044		GAS-FIRED UL LISTED	
Not for use with solid fuel. (Ne doit pas être utilisé avec un combustible solide).					
Type of Gas (Sorte De Gaz): This appliance must be installed in accordance with local codes, if any; if not, follow ANSI Z223.1 in the USA or CAN/CSA B149 installation codes. (Installer l'appareil selon les codes ou règlements locaux ou, en l'absence de tels règlements, selon les codes d'installation CAN/CSA-B149.)					
NATURAL GAS ANSI Z21XX-XXXX · CSA 2.XX-MXX					
Minimum Permissible Gas Supply for Purposes of Input Adjustment.					
Approved Minimum (De Gaz) Acceptable 0.0 in w.c. (Po. Col. d'eau)					
Maximum Pressure (Pression) 0.0 in w.c. (Po. Col. d'eau)					
Maximum Manifold Pressure (Pression) 0.0 in w.c. (Po. Col. d'eau)					
Minimum Manifold Pressure (Pression) 0.0 in w.c. (Po. Col. d'eau)					
Total Electrical Requirements: 000Vac, 00Hz., less than 00 Amperes					
MADE IN USA					
ALTITUDE: 0-0000 FT.		IN CANADA 0000-0000FT.		Model: XXXXXXXX	
MAX. INPUT BTUH: 00,000		00,000		(Modele):	
MIN. INPUT BTUH: 00,000		00,000		Serial: XXXXXXXX	
ORIFICE SIZE: #XXXXX		#XXXXX		(Serie):	

Federal Communications Commission (FCC) Compliance

This gas appliance electronic control module (ECM) has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The FCC certification number and compliance statement are displayed on the Electronic Control Module (ECM) housing as follows:

FCC ID: ULE2564-130

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference and,
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Industry of Canada (IC) Compliance

This gas appliance electronic control module (ECM) complies with Industry Canada license exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The IC certification number is displayed on the Electronic Control Module (ECM) housing as follows:

IC: 6732A-2564130

▲ Safety Alert Key:

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

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➔ = Contains updated information.

B. Limited Lifetime Warranty

Hearth & Home Technologies LIMITED LIFETIME WARRANTY

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

WARRANTY COVERAGE:

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

WARRANTY PERIOD:

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

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

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

See conditions, exclusions and limitations on the next page

B. Limited Lifetime Warranty (*continued*)

WARRANTY CONDITIONS:

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

WARRANTY EXCLUSIONS:

This warranty does not cover the following:

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

This warranty is void if:

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

LIMITATIONS OF LIABILITY

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

2 Product Specific Information

A. Appliance Certification

MODEL: PRIMO48, PRIMO48ST
PRIMO60, PRIMO60ST, PRIMO72, PRIMO72ST
LABORATORY: Underwriters Laboratories, Inc. (UL)
TYPE: Direct Vent Gas Appliance
STANDARD: ANSI Z21.50-2016 • CSA 2.22-2016

This product is listed to ANSI standards for “Vented Gas Fireplaces” and applicable sections of “Gas Burning Heating Appliances for Manufactured Homes and Recreational Vehicles”, and “Gas Fired Appliances for Use at High Altitudes”.

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

NOT INTENDED FOR USE AS A HEAT SOURCE.

This appliance is decorative in nature and not intended to be a source of heat.

NOT FOR USE WITH SOLID FUEL.

This appliance is not intended to burn solid fuel.

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



B. Glass Specifications

The firebox glass and barrier glass on this appliance are tempered glass. Hearth & Home Technologies appliances manufactured with tempered glass may be installed in hazardous locations such as bathtub enclosures as defined by the Consumer Product Safety Commission (CPSC). The tempered glass has been tested and certified to the requirements of **ANSI Z97.1** and **CPSC 16 CFR 1202** (Safety Glazing Certification Council **SGCC# 1595** and **1597**. Architectural Testing, Inc. Reports **02-31919.01** and **02-31917.01**).

This statement is in compliance with **CPSC 16 CFR Section 1201.5** “Certification and labeling requirements” which refers to **15 U.S. Code (USC) 2063** stating “...Such certificate shall accompany the product or shall otherwise be furnished to any distributor or retailer to whom the product is delivered.”

Some local building codes require the use of tempered glass with permanent marking in such locations. Glass meeting this requirement is available from the factory. Please contact your dealer or distributor to order.

C. BTU Specifications

Models (U.S. or Canada)		Maximum Input BTU/h	Minimum Input BTU/h	Orifice Size (DMS)
PRIMO48 (NG)	(0-2000 FT)	45,000	31,000	#30
PRIMO48 (Propane)	(0-2000 FT)	45,000	33,000	#47
PRIMO48ST (NG)	(0-2000 FT)	45,000	31,000	#30
PRIMO48ST (Propane)	(0-2000 FT)	45,000	33,000	#47
PRIMO60 (NG)	(0-2000 FT)	55,000	38,000	#26
PRIMO60 (Propane)	(0-2000 FT)	50,000	35,000	#45
PRIMO60ST (NG)	(0-2000 FT)	55,000	38,000	#26
PRIMO60ST (Propane)	(0-2000 FT)	50,000	35,000	#45
PRIMO72 (NG)	(0-2000 FT)	61,000	41,000	#23
PRIMO72ST (NG)	(0-2000 FT)	61,000	41,000	#23

3 Important Safety and Operating Information

A. Appliance Safety

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

This appliance comes standard with patented SafeSurface™ Glass which keeps the surface temperature of the barrier glass at a safe level and will still be hot to the touch when operated for long periods of time. SafeSurface™ Glass complies with the barrier requirements of ANSI Z21.50-2016 CSA 2.22-2016 for vented gas fireplaces. If the barrier glass is removed, the inner glass temperature will be very hot and cause burns.



HOT GLASS WILL CAUSE BURNS.

DO NOT TOUCH GLASS UNTIL COOLED.

NEVER ALLOW CHILDREN TO TOUCH GLASS.

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

High temperatures may ignite clothing or other flammable materials.

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

A (glass) 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. DO NOT operate the appliance with the barrier removed. If the barrier becomes damaged, the barrier shall be replaced with the manufacturer's barrier for this appliance.

Contact your dealer or Hearth & Home Technologies if the barrier is not present or help is needed to properly install one.

- 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.
- Install a switch lock or a wall/remote control with child protection lockout feature.
- Keep remote controls out of reach of children.
- Never leave children alone near a hot fireplace, whether operating or cooling down.
- Teach children to NEVER touch the fireplace.
- Consider not using the fireplace when children will be present.
- Glass service and cleaning of the inside of the glass must be performed by a qualified service technician.

Contact your dealer for more information, or visit: www.hpba.org/Product-Info/Fireplace-Stove-Heater/Glass-Fronts-Safety.

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

- Remove batteries from remote controls.
- Turn off wall controls.
- Unplug 6 volt adapter plug.



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

WARNING! Choking Hazard! Keep media out of reach of children.

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

B. General Operating Parts

Figure 3.1 references the general operating parts of the appliance and the section of this manual in which they are discussed.

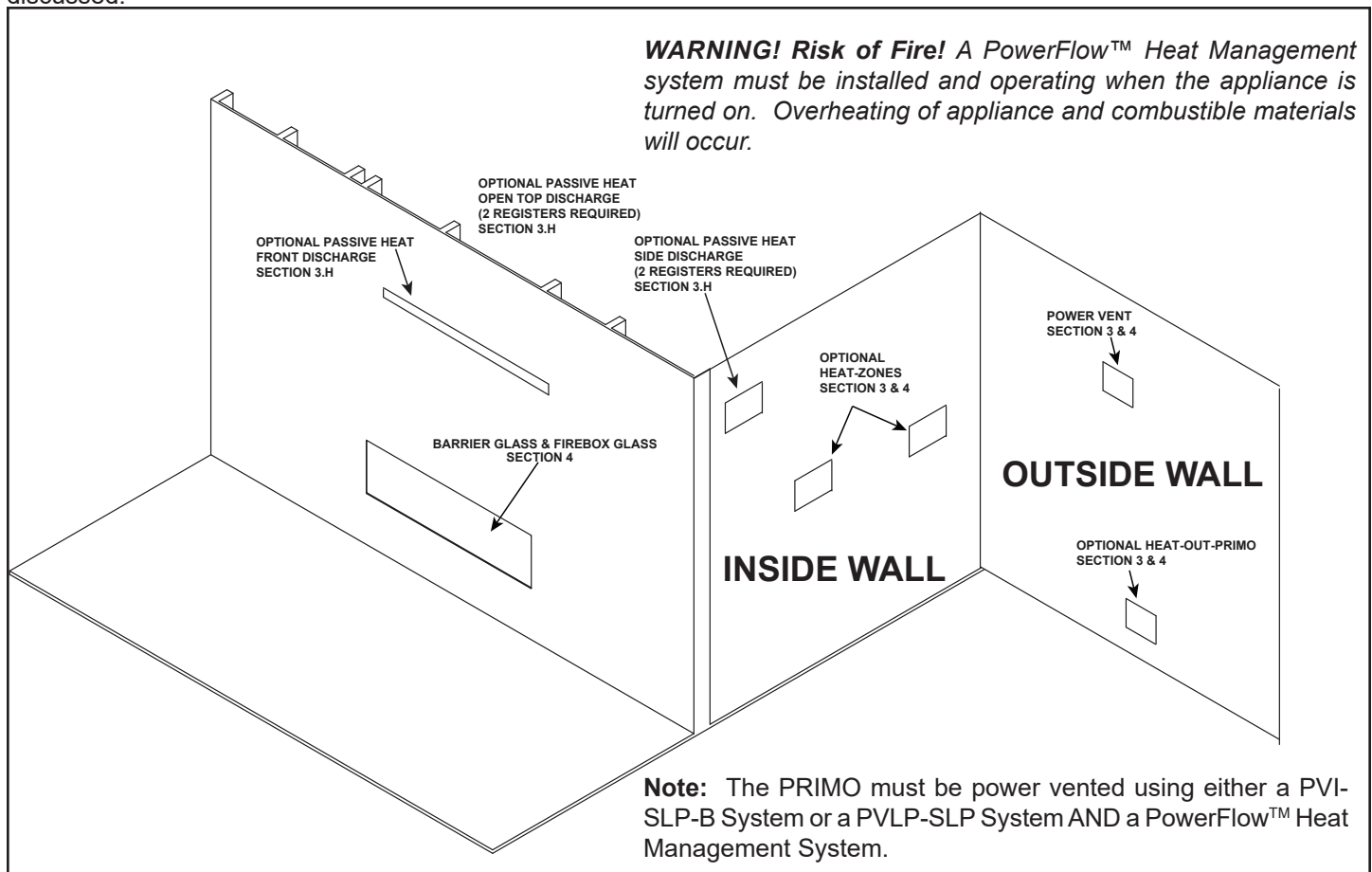


Figure 3.1 General Operating Parts

C. Fuel Specifications

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

- This appliance is designed to operate on either natural gas or propane. Make sure the appliance is compatible with gas type selected for installation site.
- Conversions must be made by a qualified service technician using Hearth & Home Technologies specified and approved parts.
- Conversion to propane not allowed on PRIMO72 and PRIMO72ST models.

D. Good Faith Wall Surface/TV Guidelines

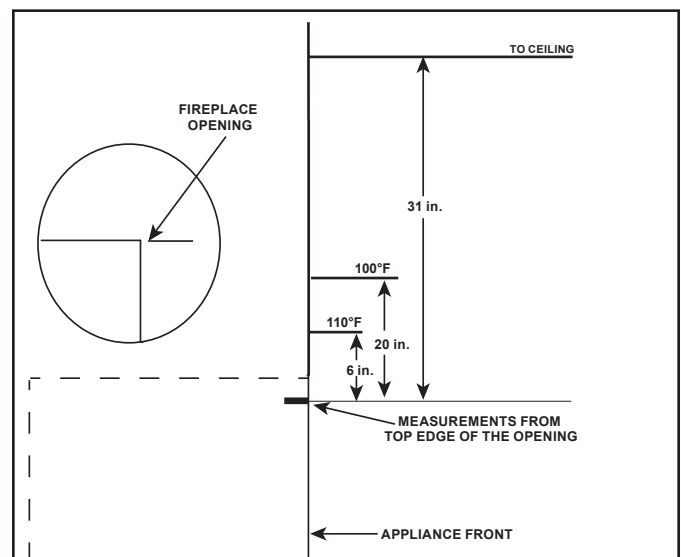
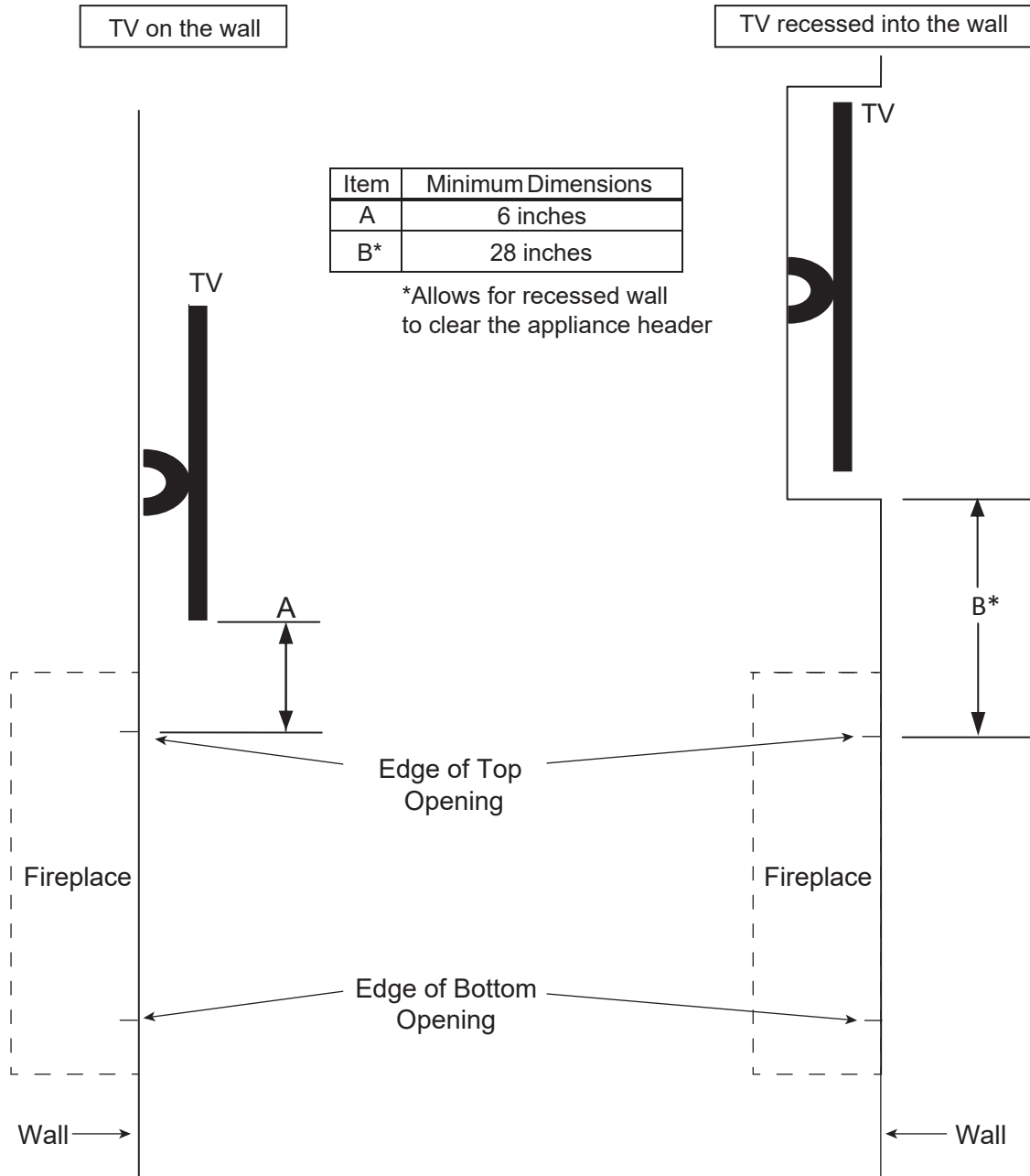


Figure 3.2 Wall Surface Temperatures Above Appliance

NOTICE: Temperatures listed above are taken with a temperature measuring probe as prescribed by the test standard used for appliance certification. Temperatures on walls or mantels taken with an infrared thermometer may yield increased temperatures of up to 30 degrees or more depending on the thermometer settings and material characteristics being measured.

Good Faith Guidelines for TV Installations above Fireplace



Notes:

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

Figure 3.3 Good Faith TV Guidelines

E. Before Lighting Appliance

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

- Verify all shipping materials have been removed from inside and/or underneath the firebox.
- Review proper placement of logs and media, if installed.
- Check the wiring.
- Check the air shutter adjustment.
- Ensure that there are no gas leaks.
- Ensure that the firebox glass is sealed and in the proper position and that the integral glass barrier is in place.
- Ensure the appliance is vented with the approved power vent system: PVI-SLP-B or PVLP-SLP.
- Ensure the appliance has one or more compatible PowerFlow™ Heat Management Systems. See Section 3.H.
- Barrier glass is installed properly with “THIS SIDE OUT” text on outside. See Section 4.C.
- Ensure there is a vertical gap of approximately 3/8 inch between the bottom of the barrier glass and the transition media tray for adequate air flow. If using the Passive Heat heat management option, the gap will be approximately 5/8 inch.
- Verify proper damper adjustment setting. See appliance installation manual.

WARNING! Risk of Fire or Asphyxiation! DO NOT operate fireplace with firebox glass assembly removed.

F. Lighting Instructions (IPI)

FOR YOUR SAFETY READ BEFORE LIGHTING



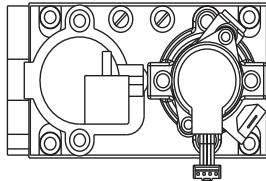
WARNING: If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

- This appliance is equipped with an intermittent pilot ignition (IPI) device which automatically lights the burner. **DO NOT** try to light the burner by hand.
 - BEFORE LIGHTING**, smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.
- WHAT TO DO IF YOU SMELL GAS**
- DO NOT** try to light any appliance.
 - DO NOT** touch any electric switch; do not use any phone in your building.
 - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
 - If you cannot reach your gas supplier, call the fire department.
- Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, **DO NOT** try to repair it, call a qualified service technician. Force or attempted repair may result in a fire or explosion.
 - DO NOT** use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

LIGHTING INSTRUCTIONS (IPI)

- This appliance is equipped with an ignition device which automatically lights the burner. **DO NOT** try to light the burner by hand.
- 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 located on the top of this label. If you do not smell gas, go to next step.
- To light the burner:
Equipped with wall switch: Turn ON/OFF switch to ON.
Equipped with remote or wall control: Press ON or FLAME button.
Equipped with thermostat: Set temperature to desired setting.
- If the appliance does not light after three tries, call your service technician or gas supplier.

**GAS
VALVE**



TO TURN OFF GAS TO APPLIANCE

- Equipped with wall switch: Turn ON/OFF switch to OFF.
Equipped with remote or wall control: Press OFF button.
Equipped with thermostat: Set temperature to lowest setting.
- Service technician should turn off electric power to the control when performing service.



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.

WARNING:

DO NOT CONNECT LINE VOLTAGE (110/120 VAC OR 220/240 VAC) TO THE CONTROL VALVE.

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

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



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

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

CAUTION:

Hot while in operation. **DO NOT** touch. Keep children, clothing, furniture, gasoline and other liquids having flammable vapors away.

DO NOT operate the appliance with fixed glass assembly removed, cracked or broken. Replacement of the fixed glass assembly should be done by a licensed or qualified service person.

NOT FOR USE WITH SOLID FUEL

For use with natural gas and propane. A conversion kit, as supplied by the manufacturer, shall be used to convert this appliance to the alternate fuel.

Also Certified for Installation in a Bedroom or a Bedsitting Room.

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 the *National Gas and Propane Installation code, CSA B149.1*.

**For additional information on operating your
Hearth & Home Technologies fireplace, please
refer to www.hearthnhome.com.**

G. Appliance Break-In

Initial Break-in Procedure

- The fireplace should be run three to four hours continuously on high.
- Turn the fireplace off and allow it to completely cool.
- Have a qualified service technician remove barrier glass and firebox glass. See Section 4.
- Have a qualified service technician clean firebox glass. See Section 4.
- Have a qualified service technician replace the barrier glass and firebox glass. Run appliance continuously on high an additional 12 hours.

This cures the materials used to manufacture the fireplace.

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

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

H. Heat Management

Burn Rate

The PRIMO models have a variable burn rate which is controlled by the remote control. Therefore the flame height is adjustable.

The flame height may be adjusted as desired by locating the flame option on the remote control and adjusting up or down to desired flame height.

WARNING! Risk of Fire! A PowerFlow™ Heat Management system must be installed and operating when the appliance is turned on. Overheating of appliance and combustibles will occur.

The PRIMO requires a PowerFlow™ Heat Management System. It may be either a HEAT-ZONE-PRIMO, which diverts heat into an adjacent room, and/or a HEAT-OUT-PRIMO which will divert heat outside the home/building and/or a Passive Heat kit which disperses the heat into the same room as the fireplace. Reference Section 6 the appliance installation manual to confirm which of the PowerFlow™ Heat Management systems may be installed together.

HEAT-ZONE-PRIMO

Use the optional HEAT-ZONE-PRIMO systems for heat management with the PRIMO. The HEAT-ZONE-PRIMO must be installed by a qualified service technician at the time of appliance installation. The PRIMO will not function properly unless the HEAT-ZONE-PRIMO systems are properly installed. HEAT-ZONE-PRIMO systems are designed to keep the barrier glass from overheating and to keep the controls and gas train cool.

HEAT-OUT-PRIMO

Use the optional HEAT-OUT-PRIMO for heat management with the PRIMO. The HEAT-OUT-PRIMO allows the heat to be removed from the home while the fireplace is in operation. This feature is useful when heat is not needed, but ambiance is desired. The optional heat management system is designed to keep the barrier glass from overheating and to keep the controls and gas train cool. It must be installed by a qualified service technician at the time of appliance installation.

Passive Heat Kit

(PHFR-PRIMO-48/PHFR-PRIMO-60/PHSI-PRIMO)

Use the optional Passive Heat Kit for heat management with the PRIMO48/PRIMO48ST/PRIMO60/PRIMO60ST. The optional heat management system is designed to keep the barrier glass from overheating and to keep the controls and gas train cool. The appropriate Passive Heat Kit must be installed by a qualified service technician at the time of appliance installation. The Passive Heat Kit allows the heat to be vented into the room through one front discharge, two side discharges or an open top discharge while the fireplace is in operation.

Note: The Passive Heat kit is not approved for use with the PRIMO72 or PRIMO72ST.

I. Operation During A Power Outage

The PRIMO model requires electrical power in order to operate the required heat management system and power vent. If electrical power service is interrupted during operation of this model, the appliance will not operate.

Battery power is not an option on the PRIMO.

J. Detailed Component Operating Instructions - IFT 2.0

IFT-ECM 2.0 Detailed Operating Instruction

1. The Electronic Control Module (IFT-ECM 2.0) has a three-position ON/OFF/REMOTE selector switch that must be set for proper operation. See Figure 12. When changing switch positions, it is important to pause in each position for 1-2 seconds.

OFF Position:

The appliance will not respond to any commands from a wired wall switch, IFT-RC150 or IFT-RC400 remote controls. The unit should be in the OFF position during installation, service, backup battery installation, fuel conversion and to reset the IFT-ECM 2.0 in the event the system goes into a LOCK-OUT mode as the result of a system error. When switched to the OFF position while the appliance is operating, the system will shut down.

ON Position:

The appliance will ignite and run continuously at the HI flame setting. No adjustment in flame height is possible.

The IFT-ECM 2.0 has a safety feature that will automatically shut down the fireplace after 9 hours of continuous operation in the ON position.

Remote Position:

The remote position allows operation of the appliance from a wired wall switch, IFT-RC400 or IFT-RC150 remote controls. The IFT-ECM 2.0 switch must be in this position to pair the IFT-ECM 2.0 with the IFT-PACM 2.0 (if installed), and/or IFT-RC400 and IFT-RC150 remote controls. See the IFT-RC400 or IFT-RC150 installation manual for detailed instructions on pairing the IFT-ECM 2.0 with the remote controls. After successfully pairing a IFT-RC400, all installed accessories can be controlled by the IFT-RC400 (see IFT-RC400 user manual). The RC150 allows the user to turn ON/OFF the flame in the appliance and activate the Cold Climate mode if desired. The IFT-ECM 2.0 has a safety feature that will automatically shut down the fireplace after 9 hours of continuous operation without receiving a command from the IFT-RC400 or IFT-RC150.

2. If multiple control options are installed, the IFT-ECM 2.0 will respond to the last command from the wired wall switch, IFT-RC400 or IFT-RC150. The wired wall switch is NOT available if a Power Vent is used.
3. The Pilot button on the IFT-ECM 2.0 activates the Cold Climate function of the fireplace. This function lights the pilot flame ONLY to provide enough heat in the firebox to reduce condensation in cool, high humidity ambient conditions. To activate the Cold Climate

press and hold the Pilot button for one second and release. The IFT-ECM 2.0 will flash two green LED blinks, beep twice and light and rectify the pilot flame when pressed to activate. To turn off Cold Climate, press and hold the Pilot button for one second and release. The IFT-ECM 2.0 will flash one green LED blink, beep once and shut down the pilot flame. If remote controls are paired with the IFT-ECM 2.0, this feature can also be activated with the IFT-RC400 and/or IFT-RC150.

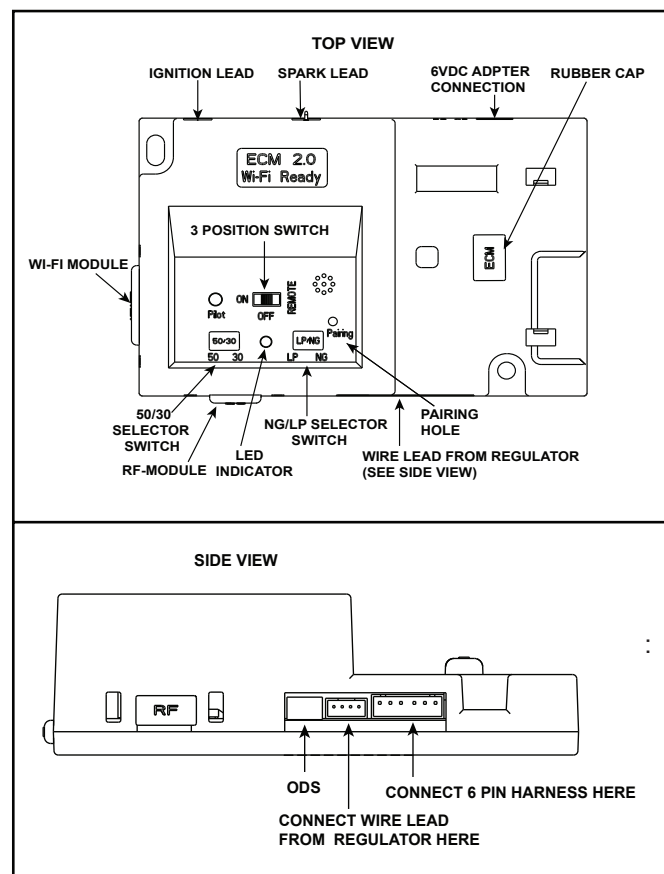


Figure 12. IFT-ECM 2.0

4. An IFT-ECM 2.0 reset is required if the module is in a lock-out condition. When this occurs, the appliance is shut down and the IFT-ECM 2.0 status indicator LED will be blinking a RED/GREEN error code along with a one-time audible double-beep. If the IFT-ECM 2.0 is in a lock-out condition, refer to the troubleshooting chart to interpret the error code and take corrective action as required. To reset the IFT-ECM 2.0 after a lock-out error

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

LED Lighting

WARNING! Risk of Shock! Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing.

WARNING! Risk of Shock! Replace damaged wire with type 105° C rated wire. Wire must have high temperature insulation.

The functions and colors for the LED lighting on the PRIMO appliance are controlled by the included wall switch.

LED Switch Operation

Three white toggle switches are used to operate the exterior lighting control for the fireplace. There are seven color options. See Figure 3.6. Flipping a combination of these three buttons activates the desired color. The chart in Figure 3.6 shows the combinations for each of the seven colors.

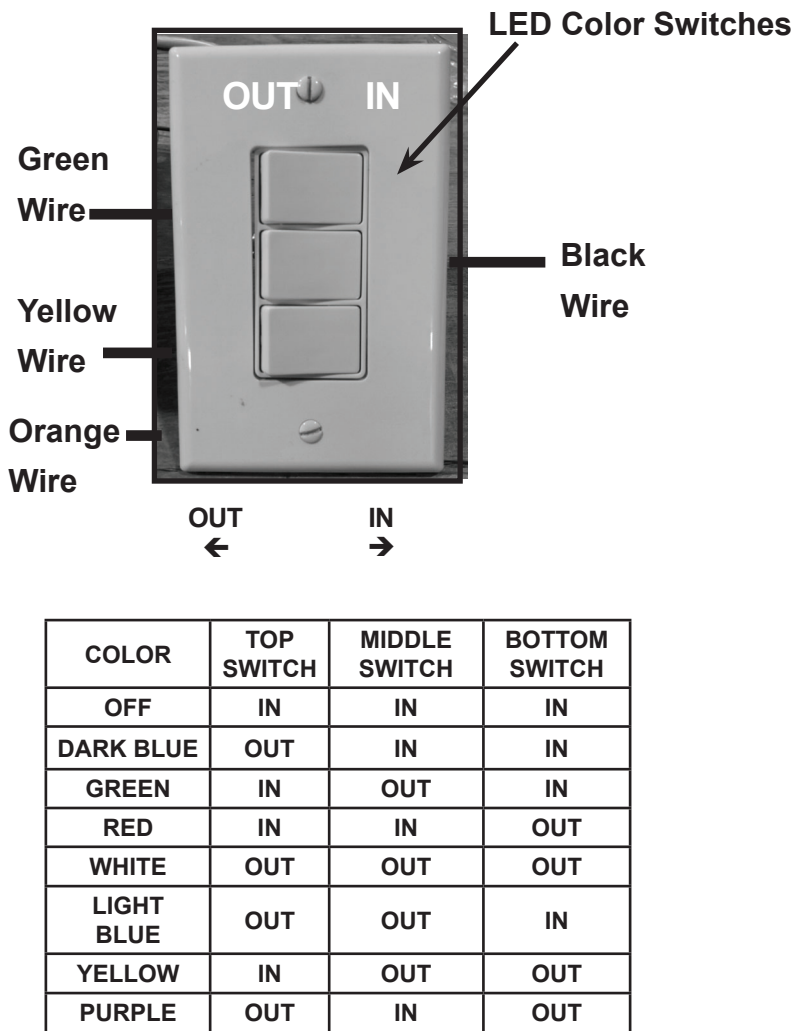


Figure 3.6 LED Color Combinations

Power Vent System

PVI-SLP-B, PVV-SLP or PVLP-SLP

WARNING! Risk of Fire! PRIMO models must be power vented using PVI-SLP-B, PVV-SLP or PVLP-SLP. Failure to vent properly could cause overheating and fire.

A qualified service technician will install desired power vent system at the time of appliance installation.

The PRIMO comes standard with a 2 minute pre-purge function designed to remove cold air and excess gas from the gas lines.

The PRIMO comes standard with a 20 minute post-purge function designed to eliminate condensation in the venting system components.

For additional information, see the instructions included with the power vent product.

PowerFlow™ Heat Management Systems

The PRIMO requires a PowerFlow™ Heat Management System. System options are:

- HEAT-ZONE-PRIMO: The heat is diverted into an adjacent room.
- HEAT-OUT-PRIMO: The heat is diverted outside the home/building.
- PRIMO Passive Heat: The heat is vented into the room in which the appliance is installed through discharge opening(s).

At least one of these options must be installed and in operation whenever the appliance is turned on. Because the Passive Heat option is naturally drafted, it is the only PowerFlow™ Heat management system that operates automatically when the appliance is turned on.

WARNING! Risk of Fire! A PowerFlow™ Heat Management system must be installed and operating when the appliance is turned on. Overheating of appliance and combustible materials will occur.

HEAT-ZONE-PRIMO

The HEAT-ZONE-PRIMO is operated using a temperature switch. When the appliance is turned on, the HEAT-ZONE-PRIMO will automatically turn on when the appliance stabilizes at its operating temperature. This process will take approximately 10-20 minutes.

After a qualified service technician has installed the appliance, including the Heat-Zones®, follow the instruction supplied with the appliance manual and accessory instruction for operation. Contact your dealer if you have questions.

HEAT-OUT-PRIMO

The HEAT-OUT-PRIMO is operated using a temperature switch. When the appliance is turned on, the HEAT-OUT-PRIMO will not turn on until the temperature switch has reached a predetermined temperature. This process will take approximately 10-20 minutes.

PRIMO Passive Heat Kit

The Primo Passive Heat Kit (PHFR-PRIMO-48/PHFR-PRIMO-60/PHSI-PRIMO) is operational when the appliance is turned on. The heat is vented into the room.

After a qualified service technician has installed the appliance, including the PowerFlow™ Heat Management system, follow the instructions supplied with the appliance manual and accessory instruction for operation. Contact your dealer if you have questions.

For additional information, see the instructions included with the appropriate PowerFlow™ Heat Management System.

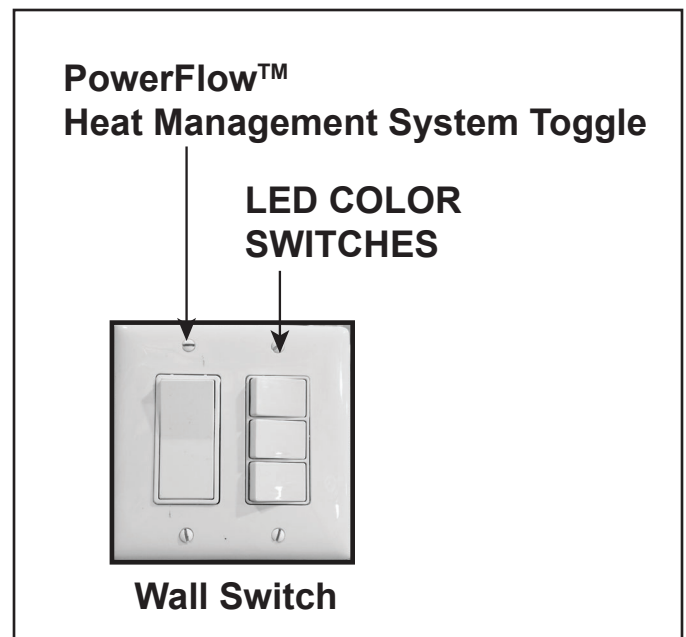


Figure 3.7 PowerFlow™ Heat Management and LED Switch

4 Maintenance and Service

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

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

A. Maintenance: Frequency and Tasks

The matrix below is an overview of maintenance tasks to be performed on the appliance. Sections B and C give details and instructions needed to assist the appropriate person in performing the tasks.

Task	Frequency	To be completed by
Decorative Surrounds, Finishes	Annually	Homeowner
Remote Control	Seasonally	
Venting	Seasonally	
PowerFlow™ Heat Management System	Seasonally	
Power Vent	Seasonally	
Firebox Glass Cleaning	Seasonally	Qualified Service Technician
Barrier Glass Cleaning	Seasonally	
Gasket Seal and Glass Inspection	Annually	
Log Inspection	Annually	
Firebox Inspection	Annually	
Control Compartment & Firebox Top	Annually	
Burner Ignition & Operation	Annually	

B. Maintenance Tasks: Homeowner

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

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

More frequent cleaning may be required due to lint from carpeting or other factors. Control compartment, burner and circulating air passageway of the fireplace must be kept clean.

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

Decorative Surrounds, Finishes

Frequency: Annually

By: Homeowner

Tools needed: Protective gloves

- Inspect for scratches, dents or other damage. Call a qualified service technician for assistance if any damage is found.
- Verify the 3/8 in. gap between barrier glass and transition media tray is not blocked. Gap must be 5/8 in. if Passive Heat option is installed.
- Dust barrier glass and finishing material.

Remote Control

Frequency: Seasonally

By: Homeowner

Tools needed: Replacement batteries and remote control instructions.

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

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

- Remove batteries from remote controls.

Venting

Frequency: Seasonally

By: Homeowner

Tools needed: Protective gloves and safety glasses.

- Inspect venting and termination cap for blockage or obstruction such as plants, bird nests, leaves, snow, debris, etc.
- Verify termination cap clearance to subsequent construction (building additions, decks, fences, or sheds).
- Inspect for corrosion or separation.
- Verify weather stripping, sealing and flashing remains intact.
- Inspect draft shield to verify it is not damaged or missing.

PowerFlow™ Heat Management System

WARNING! Risk of Fire! A PowerFlow™ Heat Management system must be installed and operating when the appliance is turned on. Overheating of appliance and combustible materials will occur.

Frequency: Seasonally

By: Homeowner

Tools Needed: Protective gloves and safety glasses.

HEAT-ZONE-PRIMO

- Inspect venting and air register(s) clean and free of any blockage or obstructions.
- Verify fan is working properly.

HEAT-OUT-PRIMO

- Inspect venting and termination cap for blockage or obstructions inside such as plants, bird nests, leaves, snow, debris, etc.
- Verify termination cap clearance to subsequent construction (building additions, decks, fences, or sheds).
- Verify fan is working properly.

PASSIVE HEAT (Front, Side, or Open Top Discharge)

- Inspect venting and ensure air register(s) is clean and free of any blockage or obstructions.

Power Vent System

Frequency: Seasonally

By: Homeowner

Tools Needed: Protective gloves and safety glasses.

- Inspect venting and termination cap for blockage or obstruction such as plants, bird nests, leaves, snow, debris, etc.
- Verify termination cap clearance to subsequent construction (building additions, decks, fences, or sheds).
- Verify fan is working properly.

Note: The PRIMO must be power-vented using a PVI-SLP-B, PVV-SLP or a PVLP-SLP system.

WARNING! Risk of Shock! Before performing any maintenance or repair to the power vent assembly, make sure electrical power to the fireplace is disconnected.

- Access Panel: Inspect at least annually. Ensure vertical gap, located between transition media tray and bottom edge of the barrier glass, is free of dust and debris.

C. Maintenance Tasks: Qualified Service Technician

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

Glass Cleaning

Frequency: Seasonally

By: Qualified Service Technician

Tools Needed: Protective gloves, glass cleaner, suction cups, drop cloth and a stable work surface.

WARNING! Risk of Asphyxiation! Handle firebox glass assembly with care. Inspect the gasket to ensure it is undamaged and inspect the glass for cracks, chips or scratches.

- **DO NOT** strike, slam or scratch glass.
- **DO NOT** operate fireplace with glass removed, cracked, broken or scratched.
- Replace as a complete assembly.

CAUTION! Risk of Injury! Glass assembly installation and removal must be performed by a qualified service technician. See chart below for glass assembly weights.

- **PRIMO60 AND PRIMO72 MODELS:** It is recommended that Glass installation and removal be performed by two qualified service technicians.

CAUTION! Risk of Cuts or Abrasions. Wear protective gloves and safety glasses during installation. Sheet metal edges are sharp.

WARNING! Risk of Injury! Glass is heavy. Use suction cups to handle glass.

Inspect and operate all glass latches to ensure they move freely and no obstructions are present.

Barrier Glass Weights		
PRIMO48	PRIMO60	PRIMO72
12 lbs	16 lbs	18 lbs

Firebox Glass Weights		
PRIMO48	PRIMO60	PRIMO72
20.2 lbs	23.5 lbs	28.5 lbs

WARNING! Handle glass with care. Glass is breakable. Inspect the gasket to ensure it is undamaged and inspect the glass for cracks, chips or scratches.

- Avoid striking, scratching or slamming glass.
- Avoid abrasive cleaners.
- **DO NOT** clean glass while it is hot.
- Replace as a complete assembly.
- Prepare a work area large enough to accommodate firebox glass assembly and barrier glass by placing a drop cloth on a flat, stable surface.

Note: Firebox glass assembly and gasketing may have residue that can stain carpeting or floor surfaces.

Cleaning Barrier Glass and Firebox Glass

- See below for proper glass removal instructions.
- Clean glass with a non-abrasive commercially available cleaner.
 - Light deposits: Use a soft cloth with soap and water.
 - Heavy deposits: Use commercial fireplace glass cleaner (consult with your dealer).

WARNING! Risk of Injury! Glass is heavy. Use suction cups to handle glass.

- **PRIMO60 AND PRIMO72 MODELS:** It is recommended that Glass installation and removal be performed by two qualified service technicians.

Removing Barrier Glass - Clean Face Finish

1. Press glass suction cups firmly against glass to create a solid hold.
2. Slide glass straight up behind finishing material. See Figure 4.1.
3. Tilt bottom out as shown in Figure 4.2. Slide glass down to remove it from the appliance.
4. Set glass on prepared work surface.

WARNING! Risk of Fire! Vertical gap required for proper airflow. Required gap size depends on PowerFlow™ Heat Management system installed.

- **HEAT-OUT-PRIMO/HEAT-ZONE-PRIMO = 3/8 INCH**
- **PASSIVE HEAT = 5/8 INCH**

NOTE: Barrier glass must be installed between the finishing material and the barrier glass tabs. If not installed correctly, appliance will not operate as intended. See Figure 4.3.

WARNING! Risk of Fire! Install barrier glass as instructed. Overheating will occur.

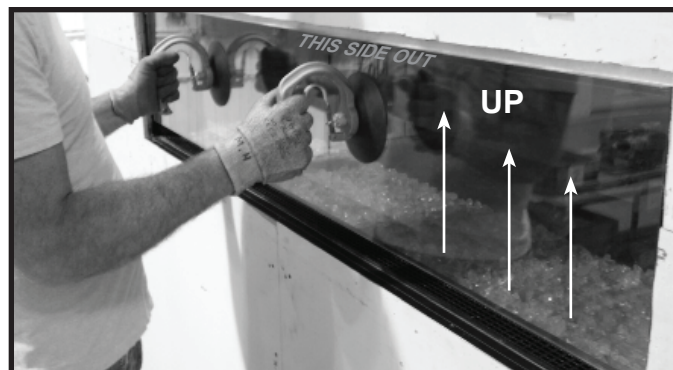


Figure 4.1 Slide Barrier Glass Up

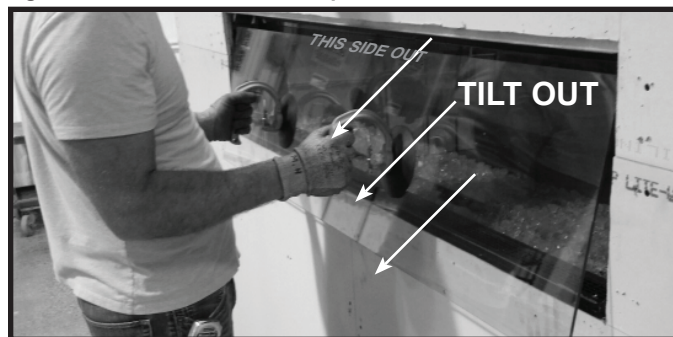


Figure 4.2 Tilt Barrier Glass and Remove