

INSTALLER:

Leave this manual with the appliance.

CONSUMER:

Retain this manual for future reference.

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

FOR YOUR SAFETY

Do not store or use gasoline or other flammable vapours and liquids in the vicinity of this or any other appliance.

WHAT TO DO IF YOU SMELL GAS

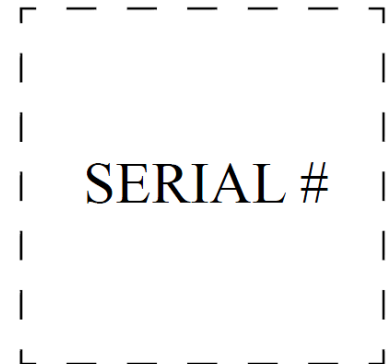
- Do not try to light any appliance.
- Do not touch any electrical switch.
- Do not use any phone in your building.
- Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier call the fire department.

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

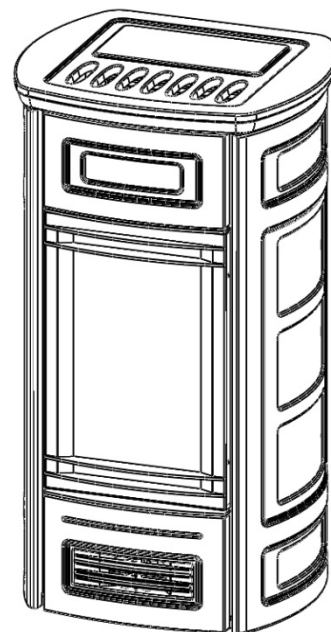
This appliance may be installed in an aftermarket permanently located, manufacture home (USA only) or mobile home, where not prohibited by local codes.

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

This appliance is suitable for installation in a bedroom or bed sitting room.



G963 INSTALLATION AND OPERATING INSTRUCTIONS



**MODEL: G963
SERIES: A
DIRECT VENT GAS HEATER**

Important Note for the Commonwealth of Massachusetts:

From Massachusetts Rules and Regulations 248 CMR 5.08:

(a) For all side wall horizontally vented gas fuelled 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 fuelled equipment, the installing plumber or gas fitter 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 gas fitter 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 fuelled 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 fuelled 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 cannot 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 as 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 fuelled 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 fuelled 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 5.089(2)(a) 1 through 4.

(b) **EXEMPTIONS.** The following equipment is exempt from 248 CMR 5.089(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 horizontal vented gas fuelled 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 fuelled equipment does not provide the parts for venting the fuel 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 fuelled 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.

Table of Contents

Note for Massachusetts	2
Caution	4
Safety	5
Owners Information	
First Fire	6
Remote Control Operation.....	7
IFC Module	8
Operating Procedure	8
Maintenance	13
Warnings and Cautions	12
Lighting Instructions.....	14
Installer information	
Heater Dimensions	15
Clearances to Combustibles.....	16
Locating the Heater	16
Venting	17
Plumbing and Electrical	19
Gas Supply	20
Gas Pressure Check	20
Gas Pressure Testing Procedure	21
Pilot Adjustment	21
Propane Conversion.....	22
Door Installation / Removal	23
Fan Installation/ Removal	23
Panel Installation/Removal	24
Burner Kit Installation/Removal	25
Glass Kit Installation	25
Log Set Installation	25
Cladding Installation/Removal	26
Venturi Adjustment	27
Replacement Parts	28
Aesthetic Options	28
Venting Components	29
Wiring Diagram.....	30
Installation Notes	32

Caution


FOR YOUR SAFETY - Do not install or operate your Pacific Energy gas heater without first reading and understanding this manual. Any installation or operational deviation from the following instructions voids the Pacific Energy Fireplace Products Warranty and may prove hazardous.

This heater and its individual shut off valve must be disconnected from gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psi (3.5 kPa).


This heater 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 psi (3.5 kPa).

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

This heater is equipped with a micro mesh safety screen for your protection and must be installed with the unit. Removal of the safety screen will cause the heater to become a burn hazard.



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



NATIONAL FIREPLACE INSTITUTE
NFI
CERTIFIED
www.nficertified.org

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

Safety

- Due to high temperatures, this gas heater should be located out of traffic and away from furniture and draperies.
- Children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burns or clothing ignition.
- Young children should be carefully supervised when they are in the same room as the heater. 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 heater 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 heater.
- A barrier designed for to reduce the risk of burns from the hot viewing glass is provided with the heater and shall be installed.
- If the barrier becomes damaged, the barrier shall be replaced with the manufacturers barrier for this heater.
- Any grill, panel or door removed for servicing the unit must be replaced prior to operating.
- Installation and repair should be done by a qualified service person. The heater 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 heater be kept clean.
- This heater must not be connected to a chimney flue serving a separate solid fuel burning heater.
- It is our policy that no responsibility is assumed by the Company or by any of its employees or representatives for any damages caused by an inoperable, inadequate, or unsafe condition which is the result, either directly or indirectly, of any improper operation or installation procedures.

OWNER'S INFORMATION

Congratulations on your purchase of a Pacific Energy Gas Heater.

Your heater has been professionally installed by:

Dealer name: _____

Phone Number: _____

If you discover any problems with your gas heater contact your dealer immediately to have the unit repaired.

Caution: Do not attempt to repair the heater because you may cause injury to yourself or other, and risk causing damage to the unit.

Before operating your heater carefully read this manual and pay close attention to all Safety Warnings. The manual contains important information on the unit's safe operation and maintenance.

First Fire

When lit for the first time, the heater will emit a slight odour for a couple of hours. This is due to the curing of paints, sealants, gaskets, and lubricants used in the manufacturing process. This condition is temporary. Open doors and windows to ventilate the area. Odour caused by the curing process may cause discomfort to some individuals.

It is normal for heaters fabricated from steel to give off some expansion and/or contraction noises during the start up or cool down cycle. Similar noises are found with your furnace heat exchanger or cook stove oven.

NOTE: Heater may take up to 30 seconds to ignite each time the "ON" button has been selected

System Description

The Proflame2 Remote Control System consists of two elements:

1. Proflame2 Transmitter.
2. Proflame Integrated Fireplace Control (IFC) board and a wiring harness to connect the IFC to the gas valve and stepper motor.

Transmitter (Remote Control with LCD Display)

The Proflame2 Transmitter uses a streamline design with a simple button layout and informative LCD display (Figure 1). The remote transmitter is powered by 3 AAA type batteries. A mode key is provided to index between the features and a thermostat key is used to turn on/off or index through thermostat functions (Figure 1 & Figure 2).



Figure 1: Proflame2 Remote Transmitter

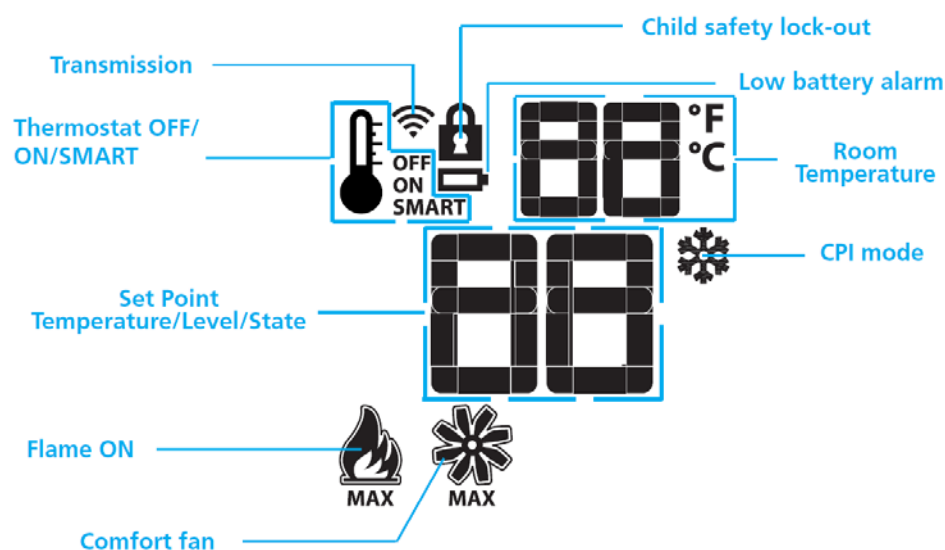


Figure 2: Remote Transmitter LCD display

IFC Module

The Proflame2 Integrated Fireplace Control (IFC) module is a device that allows automatic ignition and pilot flame supervision, and commands the functions of the hearth Heater. It's configured to control the ON/OFF main burner operation, giving the choice of both IPI (intermittent pilot ignition), and CPI (continuous pilot ignition) modes. The Proflame2 IFC module controls and connects directly to the pilot assembly and the automatic valve using low electric power.

The IFC module can be powered by both an AC power supply, and battery pack for back up. The Proflame2 offers the added ability to control the comfort fan speed from OFF through six (6) speeds, a remotely actuated auxiliary outlet and a dimmable light outlet. The external batteries can provide DC power to the IFC allowing the batteries to be used only when line power is interrupted or lost, and if the Heater does not use a combustion fan

Operating Procedure

Initializing the System for the first time

1. Install 4 AA batteries into the G958 battery bay (Fig. 4) located on the rear side of the G958. Install the ON/OFF switch cover (Fig. 5) over top of the battery bay. Make sure that the selection switch is on the "Remote" setting.
2. Install 3 AAA batteries into the Proflame2 Remote Transmitter.
3. Plug the G958 power cord into a wall socket and open the gas supply line.
4. Insert a straightened paper clip into the opening marked "PRG" of the ON/OFF battery bay cover (Fig. 4 & 5) and press the program button once. The module, also located on the rear of the G958, will beep 3 times indicating that it is ready to synchronize with a remote transmitter.
5. On the remote transmitter, push the power on button once. The remote transmitter will beep 4 times to indicate that the remote transmitter and the control module are now synchronized. The remote transmitter is now ready to use.

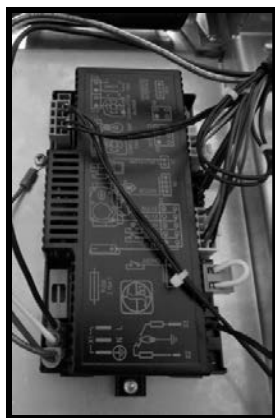


Figure 3. IFC (integrated fireplace control) module.

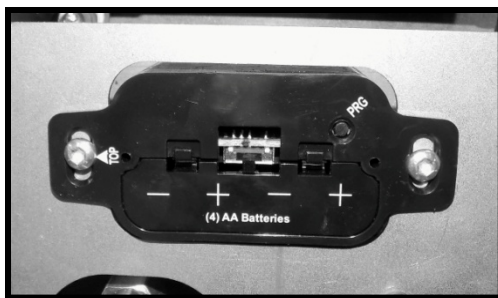


Figure 4. On/Off switch. Position switch in the middle to use the hand-held remote control switch.



Figure 5. On/Off switch cover

Temperature indication Display

With the remote transmitter in the “OFF” position, press the thermostat key and the mode key at the same time. Look at the LCD screen on the remote transmitter to verify that a C or F is visible to the right of the room temperature display. (Figure 6 & Figure 7)

Turn on the Heater

With the system OFF, press the ON/OFF Key on the remote transmitter. The remote transmitter display will show some other active Icons on the screen. At the same time the Receiver will activate the Heater. A single “beep” from the Receiver (module) will confirm reception of the command.

Turn off the Heater

With the system ON, press the ON/OFF Key on the Remote transmitter. The Remote transmitter LCD display will only show the room temperature (Fig. 6 or 7). At the same time the Receiver (module) will turn off the Heater. A single “beep” from the Receiver confirms reception of the command.

Manual Bypass of the Remote System

If the batteries of the receiver or remote transmitter are low or depleted, the Heater can be turned off manually using ON/OFF switch located on battery box at the rear of the G958. This will bypass the remote transmitter.

Key Lock

This function will lock the keys to avoid unsupervised operation. To activate this function, press the MODE and UP keys at the same time. The lock icon will appear (Fig. 8). To de-activate this function, press the MODE and UP keys at the same time.

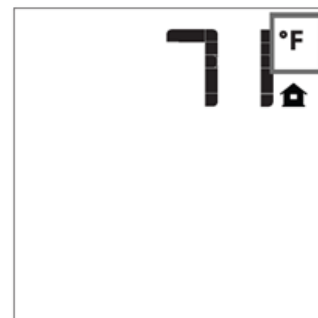


Figure 6: Display in Fahrenheit



Figure 7: Display in Celsius

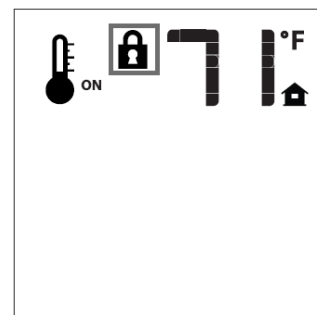


Figure 8

Remote Flame Control

The Proflame2 has six (6) flame levels. With the system turned on, and the flame level at maximum in the Heater, press the down arrow key once to reduce the flame height by one step until the flame is turned off.

The up arrow key will increase the flame height each time it is pressed. If the up arrow key is pressed while the system is on but the flame is off, the flame will come on in the high position. (Fig. 9) A single “beep” will confirm reception of the command.

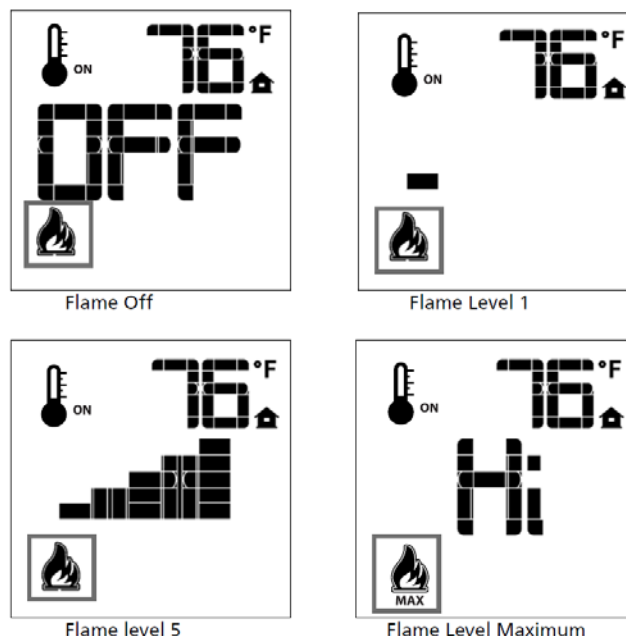


Figure 9

ROOM THERMOSTAT (Transmitter Operation)

The remote control can operate as a room thermostat. The thermostat can be set to a desired temperature to control the comfort level in a room.

To activate this function, press the thermostat key (Fig. 1). The LCD display on the remote transmitter will change to show that the room thermostat is “ON” and the set temperature is now displayed (Fig. 10). To adjust the set point, press the up or down arrow keys until the desired set point temperature is displayed on the LCD screen of the remote transmitter.

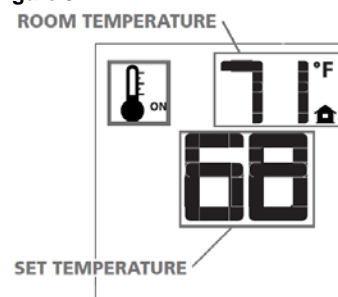


Figure 10

Smart Thermostat (Transmitter Operation)

The Smart Thermostat function adjusts the flame height in accordance to the difference between the set point and the room temperatures. As the room temperature gets closer to the set point, the Smart Function will modulate the flame down. If the room temperature is cool, the Smart Function will modulate the flame up. To activate this function, press the THERMOSTAT key (Fig. 1) until the word “SMART” appears to the right of the temperature icon (Fig.11). To adjust the set point, press the up or down arrow keys until the desired set point temperature is displayed on the LCD screen of the remote transmitter (Fig. 12).

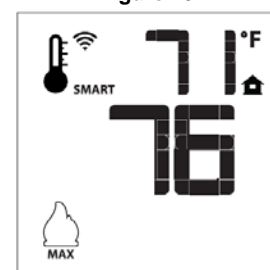


Figure 11: Smart Flame Function

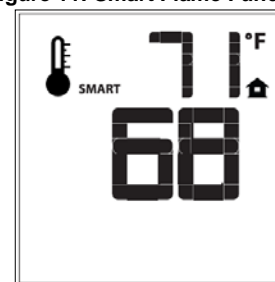


Figure 12

Comfort Fan Speed Control

If the Heater is equipped with a hot air circulating fan, the speed of the fan can be controlled by the Proflame2 System. The fan speed can be adjusted through six (6) speeds. To activate this function use the Mode Key (Fig. 1) to index to the fan control icon (Fig. 13). Use the Up/Down Arrow Keys (Fig. 1) to turn on, off or adjust the fan speed (Fig. 13). A single “beep” will confirm reception of the command.

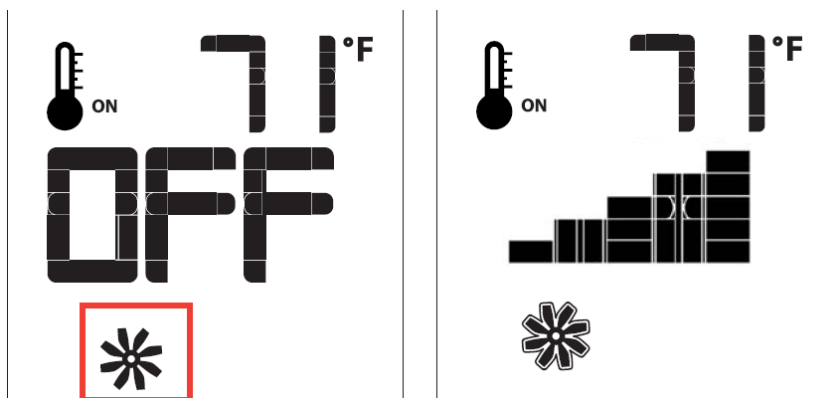


Figure 13: Fan Control

Continuous Pilot/Intermittent Pilot (CPI/IPI) selection

With the system in the “OFF” position, press the Mode Key (Fig. 1) to index to the CPI mode icon (Fig. 14). Pressing the Up Arrow Key will activate the Continuous Pilot Ignition mode (CPI). Pressing the Down Arrow Key will return to IPI. A single “beep” will confirm the reception of the command.

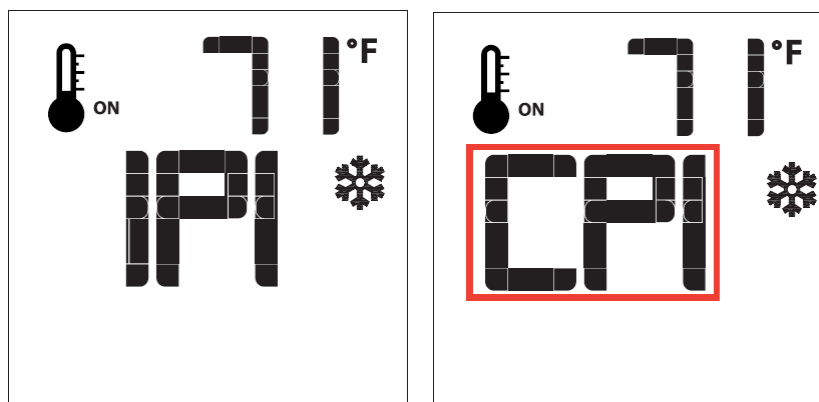


Figure 14: CPI/IPI Selection

Low Battery Power Detection

Transmitter

The life span of the remote control batteries depends on various factors: quality of the batteries used, the number of ignitions of the Heater, the number of changes to the room thermostat set point, etc.

When the remote batteries are low, an icon will appear on the LCD display of the remote (Fig. 15) before all battery power is lost. When the batteries are replaced this icon will disappear.

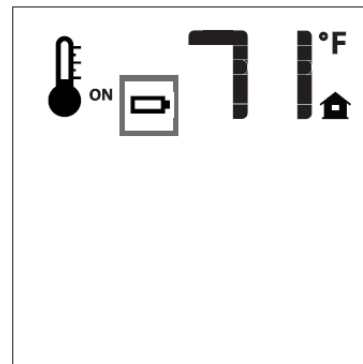


Figure 15

Receiver

The life span of the IFC module batteries depends on various factors: quality of the batteries used, the number of ignitions of the Heater, the number of changes to the room thermostat set point, etc.

When the IFC batteries are low, a “double-beep” will be emitted from the IFC module when it receives a command from the remote. This is an alert for a low battery condition for the IFC board. When the batteries are replaced, a single “beep” will be emitted from the IFC module when a key is pressed (See Initialization of The System on page 8).

Warnings and Cautions

WARNING

Fire Hazard. Can cause severe injury or death

The receiver causes ignition of the heater. The heater can turn on suddenly. Keep away from the heater burner when operating the remote system or activating manual bypass of the remote system.

WARNING

Shock Hazard. Can cause severe injury or death

This device is powered by line voltage. Do not try to repair this device. In no way is the enclosure to be tampered with or opened. Disconnect from line voltage before performing any maintenance.

Turn off gas and electrical power supply (if applicable) and allow ample time for unit to cool before servicing heater. It is recommended that the heater and its venting should be inspected at least once a year by a qualified service person.

Glass Door:

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

Do not strike or otherwise impact the glass in any way that may cause it to break. If the glass becomes cracked or broken it must be replaced before using the heater. Replacement door can be obtained from your nearest Pacific Energy dealer. **Do not substitute with any other type.**

To remove broken glass, remove door as noted in "Door Removal" section.

Annual Inspection:

- a) Remove glass door and decorative media (such as logs and rocks). Inspect decorative media and burner assemblies for soot buildup. If excessive buildup of soot is present, have a qualified service person inspect and adjust unit for proper combustion. Clean burners with a brush or vacuum cleaner, paying close attention to burner ports.
- b) Check the pilot system for proper flame size and operation. Clean pilot free of soot, dust or any other deposits.
- c) Check that the vent pipe and vent terminal are open and free from blockage or debris. If the venting is disassembled for cleaning, it must be properly assembled and re-sealed. Refer to VENTING section for proper procedure.
- d) Check glass panel gasket, replace if necessary. It is important that the glass seal be maintained in good condition.
- e) Check and replace batteries as needed.

Note: The heater area must be kept clear and free from combustible materials, gasoline and other flammable vapors and liquids.

Periodically:

- a) Viewing glass may be cleaned as necessary with heater glass cleaner.
- b) Exterior finish may be cleaned with mild soap and water.

CAUTION:

Do not use abrasive cleaners on glass or any other part of the heater.

Do not clean glass when hot.

FOR YOUR SAFETY READ BEFORE LIGHTING

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

- A. This appliance is equipped with an ignition device which automatically lights the pilot. Do not try to light the pilot by hand.
B. BEFORE LIGHTING smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

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. 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, don't try to repair it, call a qualified service technician. Force or attempted repair may result in a fire or explosion.

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

LIGHTING INSTRUCTIONS

1. STOP! Read the safety information above on this label.
2. This appliance is equipped with an ignition device which automatically lights the pilot. Do not try to light the pilot by hand.
3. Push the "On/ Off" switch to turn the fireplace ON.
 - If the burner does light go to step 6.
 - If the burner does not light, complete steps 4 through 5.
 - If the burner will not light or stay lit after several tries, push the "On/ Off" switch for the fireplace to OFF, turn off all electric power

to the fireplace and call your service technician or gas supplier.

Note: Sufficient time must be allowed for air to escape from lines if the unit is being lit for the first time.

4. Push the "On/ Off" switch to the fireplace Off.
5. Allow sufficient length of time (minimum 5 minutes) for any gas in the combustion chamber to escape. If you still smell gas, STOP! Follow "B" in the safety information above on this label. If you don't smell gas, go to step 3.
6. Set fireplace to desired setting by using hand held remote.

TO TURN OFF GAS APPLIANCE

1. Push the "on/ off" switch to the "Off" position.
2. Turn off all electric power to the appliance and remove backup batteries if service is to be performed or for extended shutdown.

Due to high surface temperatures, keep children, clothing and furniture away. Keep burner and control compartment clean. See installation and operating instructions accompanying the appliance.

A cause de la température élevée des parois, tenir éloignés les enfants, les vêtements et les meubles. Maintenir propres le brûleur et le compartiment de commande. Voir les instructions relatives à l'installation et au fonctionnement qui accompagnent l'appareil.

CAUTION: Hot while in operation. Do not touch. Severe burns may result. Keep children, clothing, furniture, gasoline and other liquids having flammable vapours away. Keep burner and control compartment clean. See installation and operating instructions accompanying the appliance.

ATTENTION: L'appareil est chaud lorsqu'il fonctionne. Ne pas toucher l'appareil. Risque de brûlures graves. Surveiller les enfants. Garder les vêtements, les meubles, l'essence ou autres liquides produisant des vapeurs inflammables loin de l'appareil. S'assurer que le brûleur et le compartiment des commandes sont propres. Voir les instructions d'installation et d'utilisation qui accompagnent l'appareil.

G963

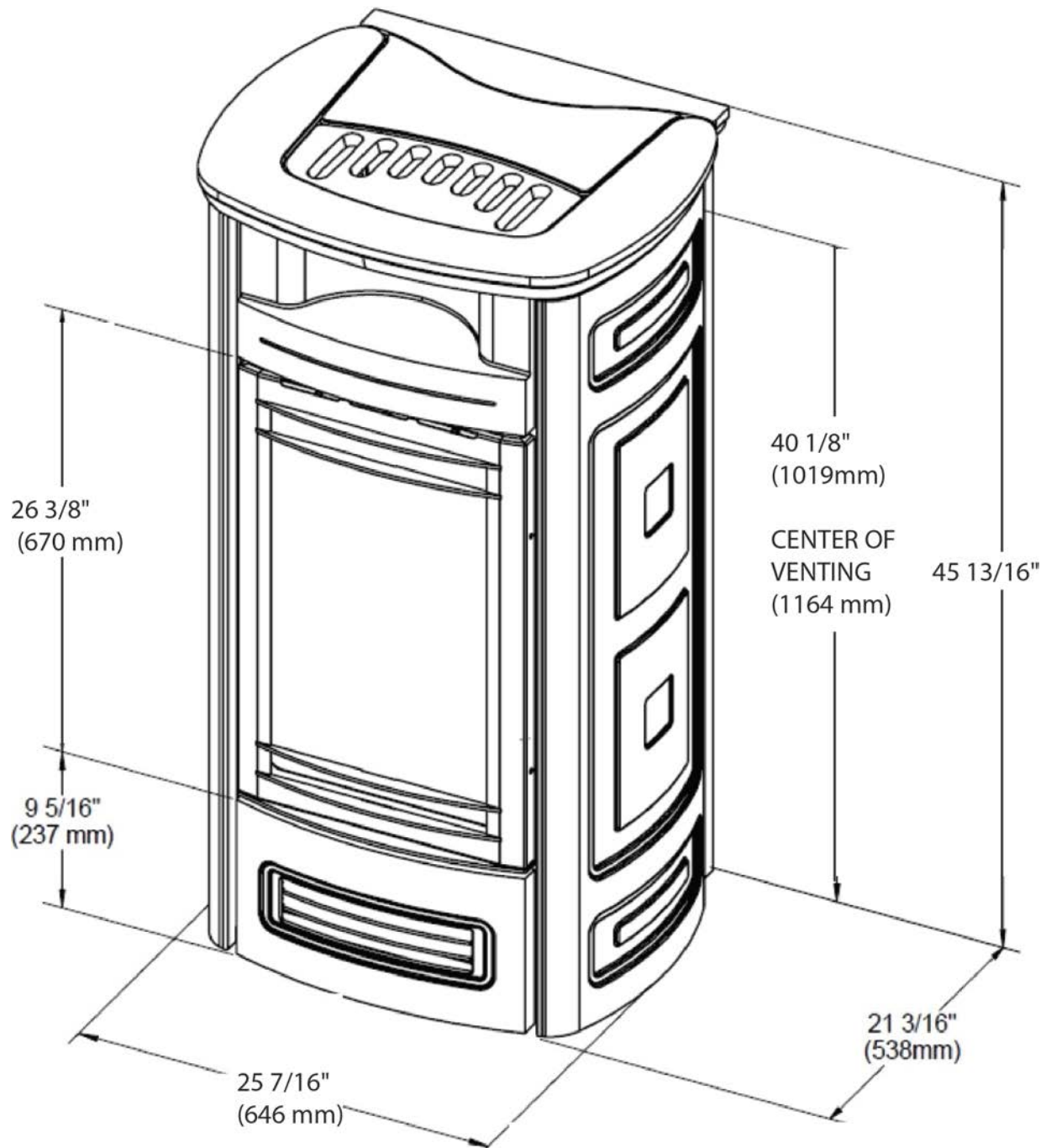


Figure 16: G963 Heater Dimensions

Clearances to Combustibles

Minimum Clearance to Combustible Materials

	G963
INTERIOR SIDE WALL	4"
INTERIOR BACK WALL	4 "
INTERIOR CEILING	36"
IN FRONT OF HEATER	36"
EXTERIOR SIDE WALL	8"
VENTING CLEARANCE	1"
EXTERIOR SOFFIT	30"

*NCR STANDS FOR NO CLEARANCE REQUIRED; YOU MAY USE COMBUSTIBLE CONSTRUCTION MATERIALS IN DIRECT CONTACT WITH THE HEATER ON THESE SURFACES.

Figure 17: Minimum Clearances

Locating the Heater

In planning the installation for the heater, it is necessary to determine where the unit is to be installed, location of vent system and where gas supply piping may be plumbed. Various installations are possible, such as next to an existing wall, a corner, an alcove or a wall projection. Due to high temperatures, do not locate this heater in areas of high traffic, near furniture or draperies.

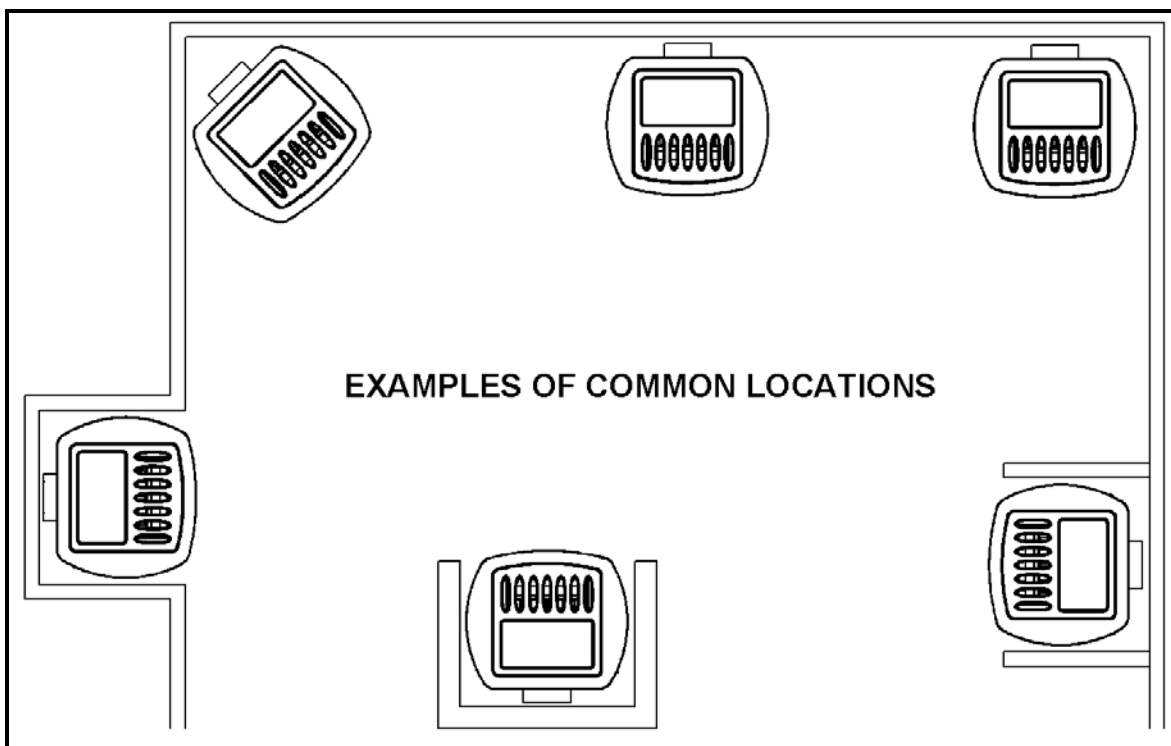
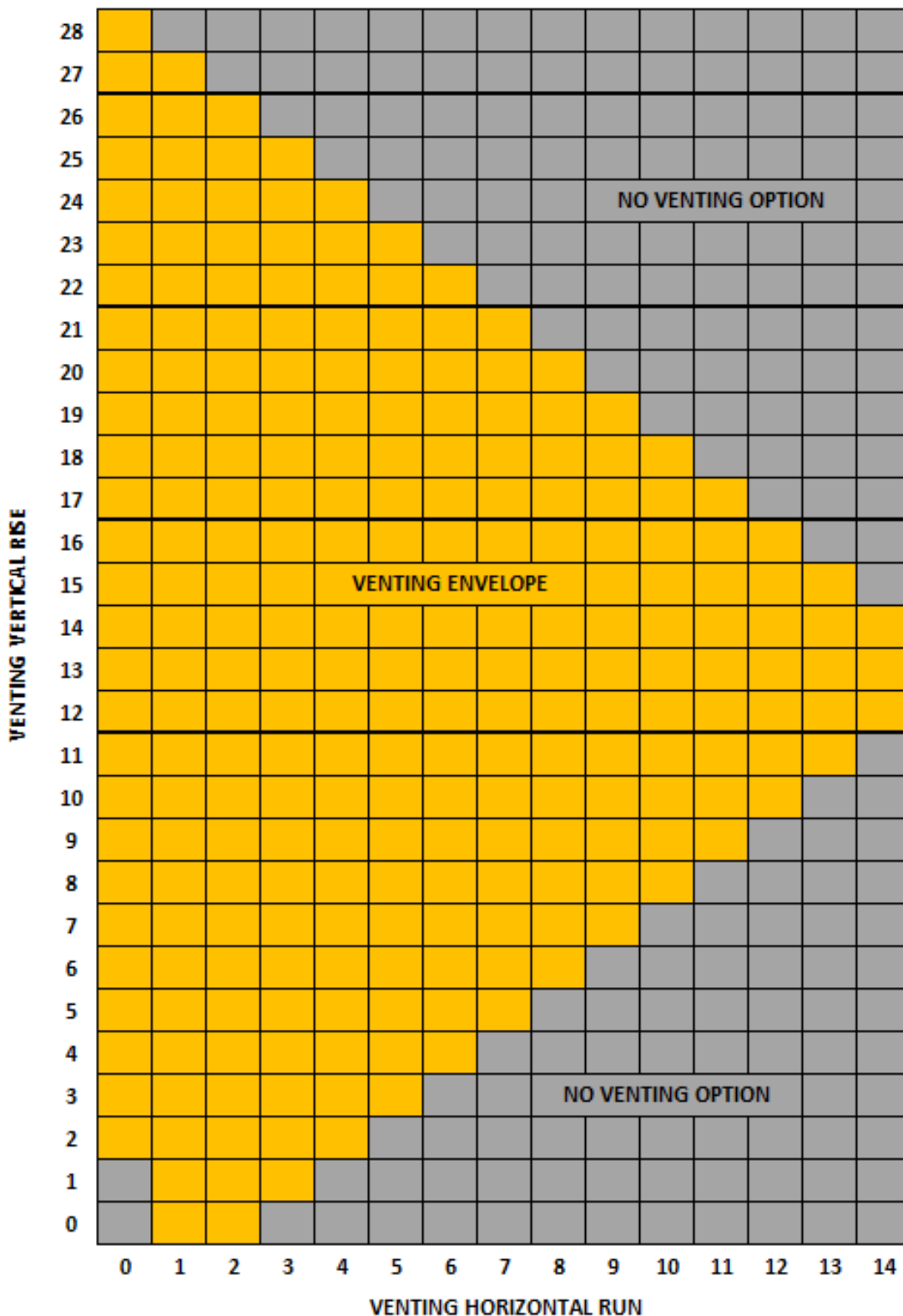


Figure 18: Common Installation Location

G958 / G963 VENTING CHART



Note: The vent must not exceed a total length of 28 feet. Any combination of rise and run may be used but must be constrained to the boundaries of this chart. A Maximum of three (3) 90° elbows may be used. Only one (1) 90° elbow or combination of other elbows equalling 90° can be used without reducing horizontal run. For each additional 90° elbow, or an equal combination of elbows, reduce horizontal vent run by 2 feet. Ensure vent pipe is properly supported.

INSTALLER INFORMATION



- H= * not to be installed above a meter/regulator assembly within 3 feet (90 cm) horizontally from the center-line of the regulator
- I= clearance to service regulator vent outlet [* 6 feet (1.8 m) minimum]
- J= clearance to non mechanical air supply inlet to building or the combustion air inlet to any other appliance [* 12 inches (30 cm) minimum]
- K= clearance to a mechanical air supply inlet [* 6 feet (1.8 m) minimum]
- L= ^ clearance above paved side-walk or a paved driveway located on public property [* 7 feet (2.1 m) minimum]
- M= clearance under veranda, porch, deck, or balcony [30 inches (76 cm) minimum**]

* for U.S.A. Installations follow the current National Fuel Gas Code, ANSI Z223.1

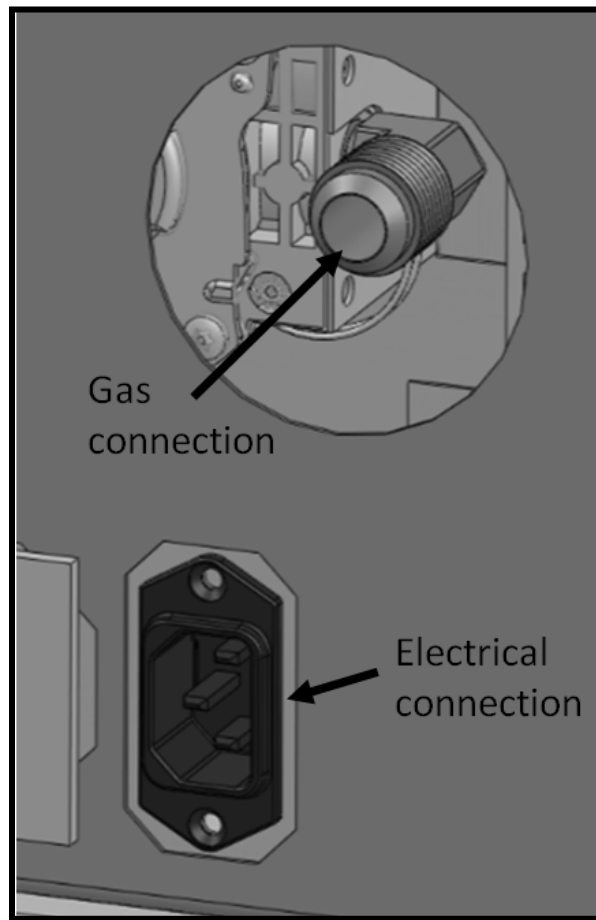


Figure 19: Gas and Electrical Connections

Gas connection

To make the required electrical and gas connections, start by positioning the gas heater. Connect the gas supply line to the 1/2" flare fitting at the rear of the unit as seen in Figure . Please see the gas supply section of the manual for requirements of the gas supply.

Electrical connection

Plug the provided IEC power cord into the receptacle at the rear of the unit as shown in Figure .

Servicing of the heater can be performed from the rear of the unit by removing the access panel from the unit.

Caution: The gas line should be installed by a qualified service person in accordance with all building codes. This section is intended as a guide for qualified technicians installing this heater. Consult local and/or national building codes before proceeding.

- Gas supply line connection is located on the rear of the heater. Gas connection accepts a ½" 45° flare fitting. Correct gas line diameter must be used to assure proper operation and pressure.
- The heater input rating is shown in the chart below.
- A drip leg must be installed in the gas supply line going to the gas control valve to -minimize the possibility of any loose scale or dirt within the gas supply line from -entering the control valve.
- It is essential that a union or flanged connection be installed just upstream of the valve to allow for repair or replacement of the gas valve.

Check local codes for additional requirements.

Turn on the gas supply and check that all connections are tight and leak free.

WARNING: The gas tray including gasket must be reinstalled after conversion/installation or servicing has been completed.

Gas Pressure Check

Please refer to following page for gas pressure testing procedure.

Gas pressure requirements

<u>Input Pressure</u>	Natural Gas	Propane
Minimum	4.0" WC	11.0" WC
Maximum	13.9" WC	13.9" WC
<u>Manifold Pressure</u>		
High	3.5" WC	10" WC
Low	1.6" WC	6.4" WC

G963

<u>Gas</u>	<u>Orifice</u>	<u>Output</u>	<u>AFUE</u>
NG	2.55mm	30,000 btu/hr	72%
LP	1.52mm	28,000 btu/hr	72%

Note: To test the gas pressure, turn off the gas supply to the heater before loosening test point screws.

Verify gas pressures with the heater lit and at the highest setting.

1. Remove switch cover and back panel and locate the valve as seen in Figure .
2. Locate the inlet and outlet test points on the valve which can be seen in Figure. After locating test ports loosen the screws within the ports using a flat-tip screwdriver.
3. Attach pressure gauge to the test ports.
4. Turn gas supply back on and test pressures.
5. After testing is finished turn off gas supply, remove the pressure gauges and retighten the screws in the test points.

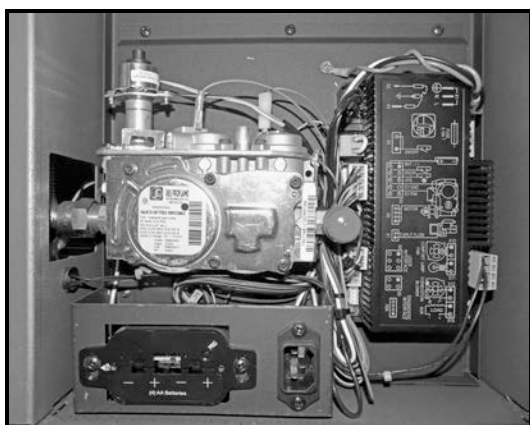


Figure 20: Valve Location

Pilot Adjustment

The pilot flame level can be adjusted by turning the adjustment screw, using a flat-tip screwdriver, seen on the valve in Figure.

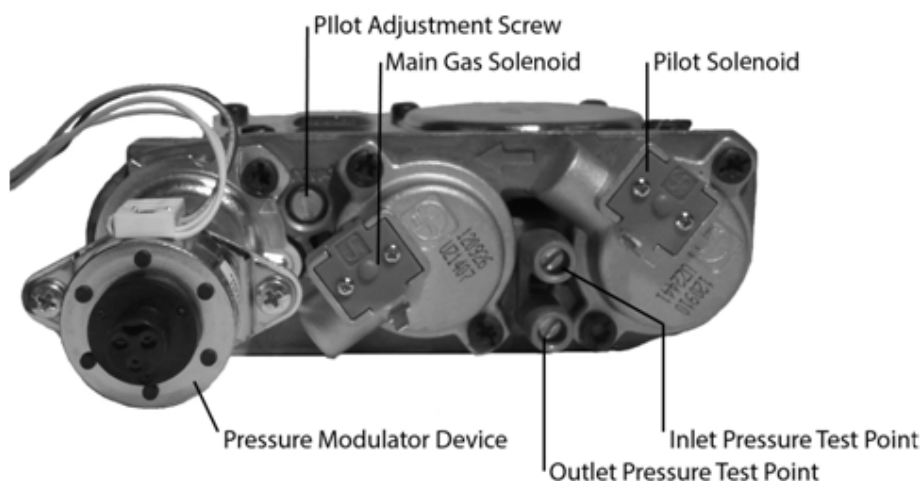


Figure 21: Valve

Before starting the conversion make sure to shut off the gas supply to the unit and allow heater to cool to room temperature.

To convert the gas heater insert from natural gas to propane the (GASC.LPKIT) kit is required. This kit comes with new pilot and burner orifices as well as a new pressure modulator for the valve.

To switch the pressure modulator, follow the instructions that are provided with the conversion kit.

To change the orifices you are required to remove the door, and side cladding. Please refer to the appropriate sections of this manual and follow instructions on how to correctly remove the components.

After removing the side cladding you will have access to the burner orifice's mounting plate on right side of unit. To access the orifice remove the two nuts securing the mounting plate and pull from side of unit, as seen in Figure . The orifice can be removed using a 1/2" socket. Before installing the new orifice, Loctite 567 Thread Sealant needs to be applied to the threads of the new orifice to ensure a proper seal when installed.

To replace the pilot orifice you will need to remove the pilot hood which is held in place by a spring. First remove the spring, and then remove the hood by pulling it up from the pilot bracket, seen in Figure. To remove the existing orifice insert a 5/32" or 4mm Allen wrench into the hexagonal key-way of the orifice and rotate counter-clockwise until free. Insert the new orifice using the same Allen wrench and tighten it until a torque of 9 lbf in (1 Nm) is achieved. Replace the pilot hood by aligning the tab on the base of the hood with the slot in the side of the pilot journal, and push the hood down onto the pilot bracket. Replace the spring by pushing it onto its seat.

Before reinstalling the cladding, the venturi shutter will have to be adjusted to the correct opening. Please refer to page 27 for correct adjustment of venturi.

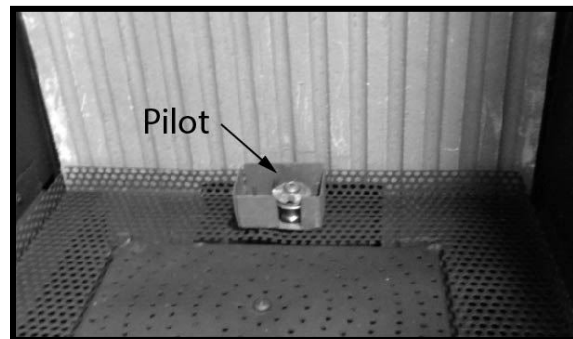


Figure 22: Pilot

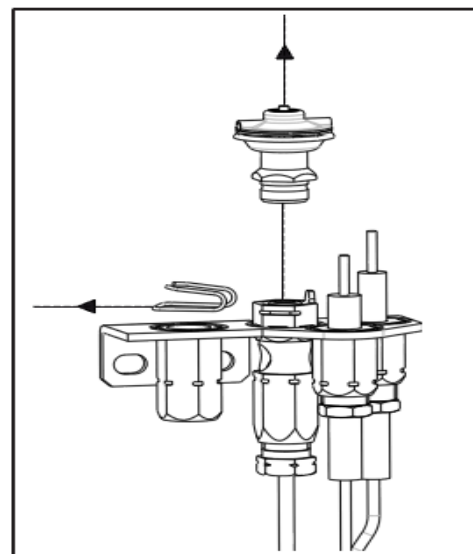


Figure 23: Pilot

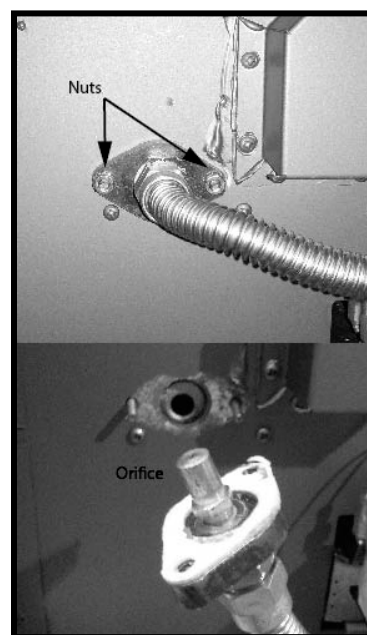


Figure 24: Orifice

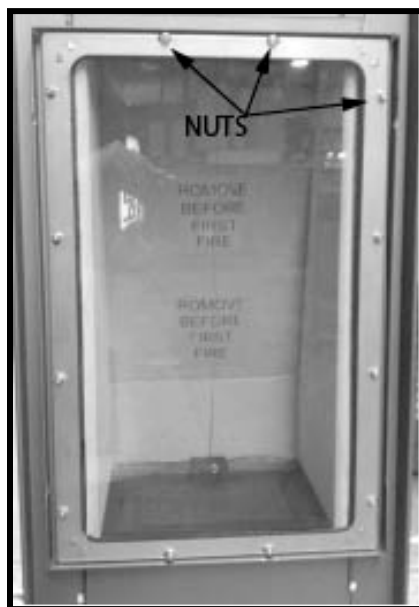


Figure 25: Glass Retainer

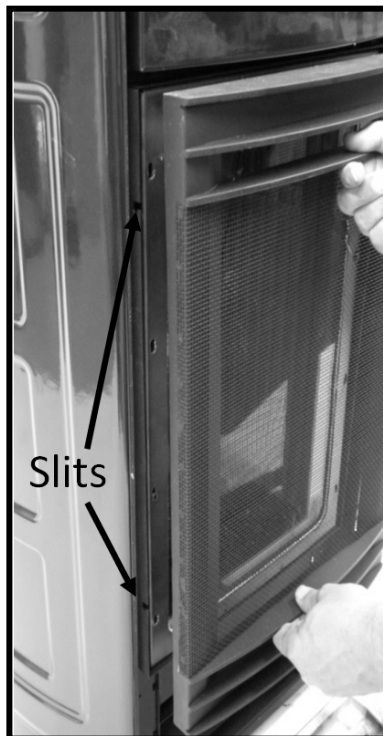


Figure 26: Outer Door

Installation

1. Position the glass retainer's frame so that the studs on unit align with holes in frame. Secure using 12 11/32" nuts as shown in Figure 25.
CAUTION: Over tightening of nuts could result in glass fracturing.
2. Insert and lower the outer door by positioning the door's pins into the slits in the firebox frame as shown in Figure .

Removal

1. Lift the outer door up and pull away from unit.
2. Remove the 12 11/32" nuts as shown in Figure . Carefully remove the glass retainer with the glass by tilting the top towards you.

Fan Installation / Removal

Installation

1. Connect wiring to the fan and insert into the heater through the side of the unit.
2. Insert both screws into the fan access panel to attach the fan to the unit, as in Figure 27.
3. Replace side surround as shown on page 27.

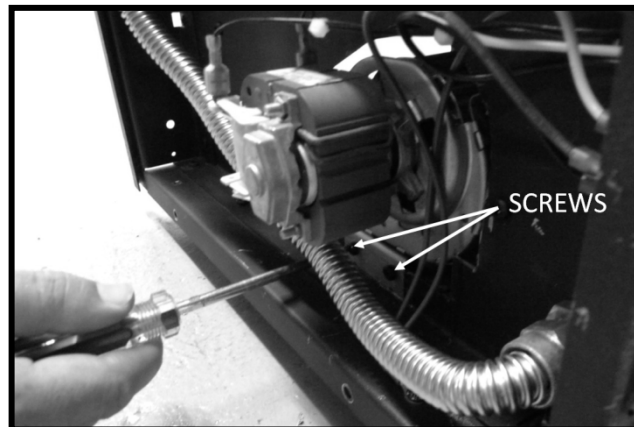


Figure 27: Fan Instal/Removal

Removal

1. Start by turning off the main gas supply to heater and disconnect the gas supply from the 1/2" flare fitting as seen in Figure . Also, disconnect the power cord from the unit.
2. Pull the heater insert out of the pre-existing heater cavity until the cladding on the right side of the heater can be accessed. Remove the top and side cladding.
3. Remove the two (2) screws from the panel as shown in Figure 27 and pull the fan out of unit. You will have to disconnect the wires from the fan before you can remove it completely.

Note: The burner tray needs to be removed before installation or removal of panels, see page 25.

Installation

1. Insert lower back panel so that it is sitting on the ledge at the back of the firebox as shown in Figure 28.
2. Insert upper back panel so that it is sitting on top of the lower back panel as shown in Figure .
3. Insert first side panel by tilting the panel into the fire box chamber. Then slide the panel until it reaches the firebox side wall. See Figure .
4. Repeat step 3 for the second side panel.

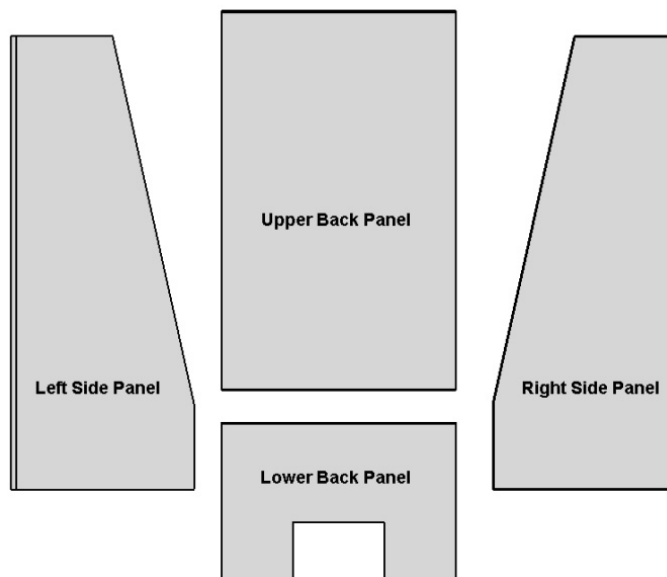


Figure 29: Panel Set

Removal

1. Remove first side panel by pulling the bottom edge of panel into the firebox chamber until there is enough room to move the panel away from the wall. When you have enough room remove the panel from the heater.
2. Repeat step 1 to remove second side panel.
3. Remove the upper back panel by tilting the top forward and then pull out of heater.
4. Remove the lower back panel by lifting it off of the pilot ledge and the pull out of heater.

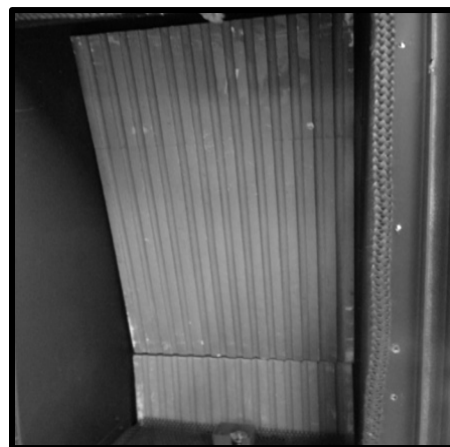


Figure 30: Upper Back Panel



Figure 31: Side Panel

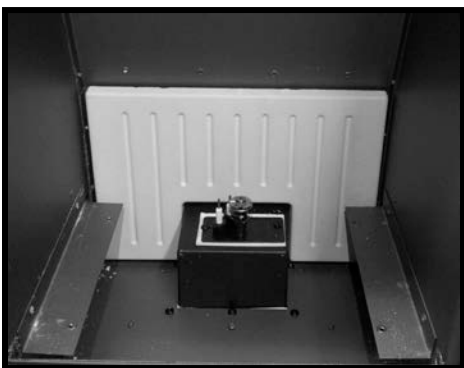


Figure 28: Lower Back Panel

Burner Tray Installation / Removal

Installation

Place the burner tray in the firebox so that the venturi is over top of the orifice. To secure the burner tray, insert the 4 screws using a screwdriver, as seen in Figure .

Removal

Remove the 4 screws seen in Figure using a screwdriver, and remove the burner tray.

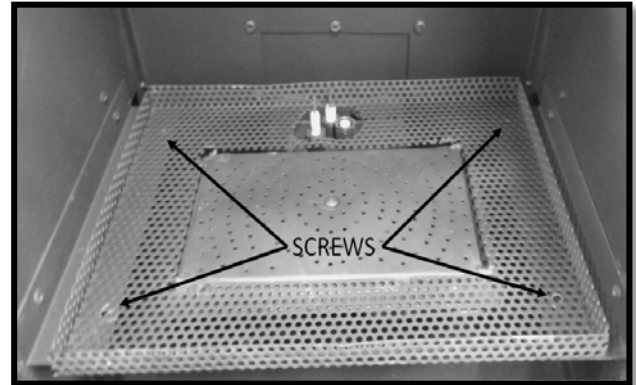


Figure 32: Burner Tray

Glass Kit Installation

To install the glass, evenly spread a thin layer of crushed glass across the entire burner pan as seen in Figure 33.



Figure 33: Glass Installation

Log Set Installation

1. Position rear log against the back firebox as seen in pane 1 of Figure 34
2. Interlock right log with rear log as seen in pane 2.
3. Lean left log against log set as seen in pane 3.
4. Interlock front log with left log to complete log set structure.

Note: Do Not Block Pilot With Logs



Figure 34: Log Set Installation

Installation

1. Slide back the top cladding piece into the top of the heater as seen in 35. Fasten using screws on front of heater as shown in 36.
2. Place metal grill onto lower front cladding as seen in Figure 37
3. Place lower front cladding through the screw holes and secure screw nut onto the back of the cladding bolt as shown in Figure 39 & 40.
4. Repeat step 3 for upper front cladding.
5. Secure side cladding stand using bolts as shown in Figure 40.
6. Slide front side of left side cladding into front clamps as shown in Figure 41. Secure back with hex bolts as shown in Figure .
7. Repeat step 6 for the right side cladding.

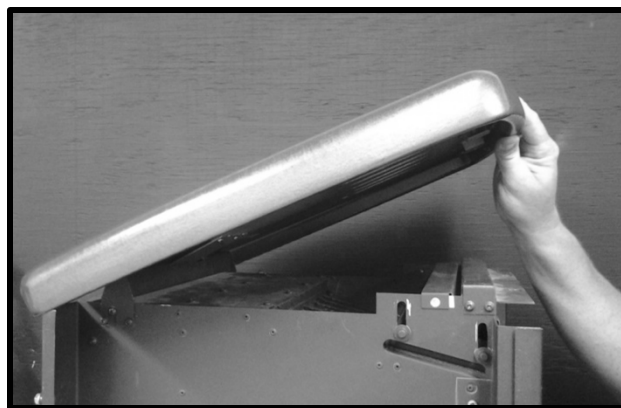


Figure 35: Top Cladding

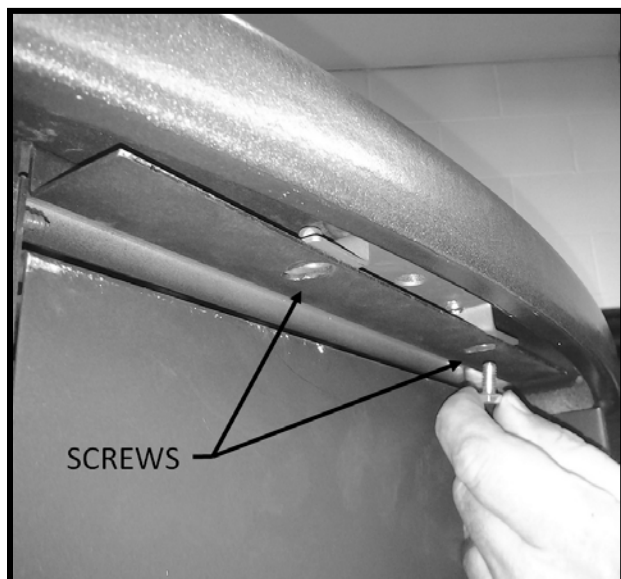


Figure 36: Top Cladding Screws

Removal

1. Unscrew hex bolts on back of heater and slide-out side cladding.
2. Repeat step 2 for the cladding on the other side.
3. Unscrew and remove side cladding stands.
4. Unscrew bolts behind front upper cladding and remove cladding.
5. Repeat step 5 for the front lower cladding.
6. Unscrew top cladding screws then slide out and remove upper cladding.

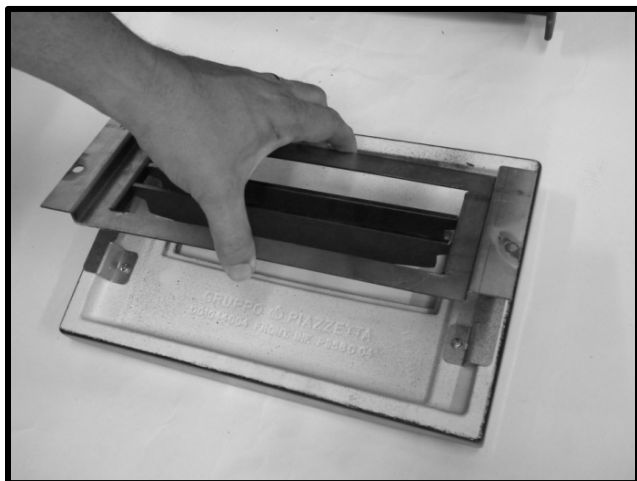


Figure 37: Metal Grill Attachment



Figure 38: Lower Front Cladding

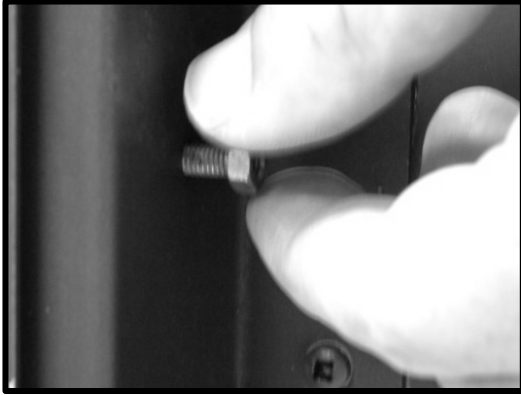


Figure 39: Front Cladding Securement

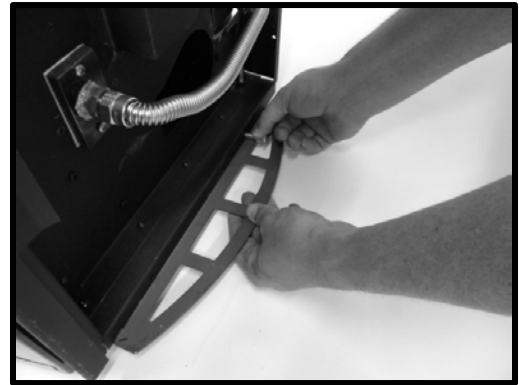


Figure 40: Side Cladding Stand



Figure 41: Side Cladding

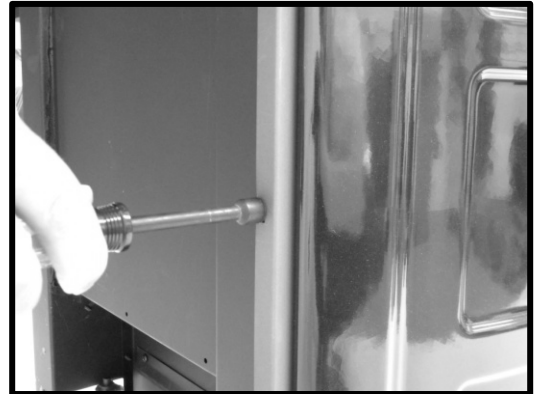


Figure 42: Side Cladding Securement

Venturi Adjustment

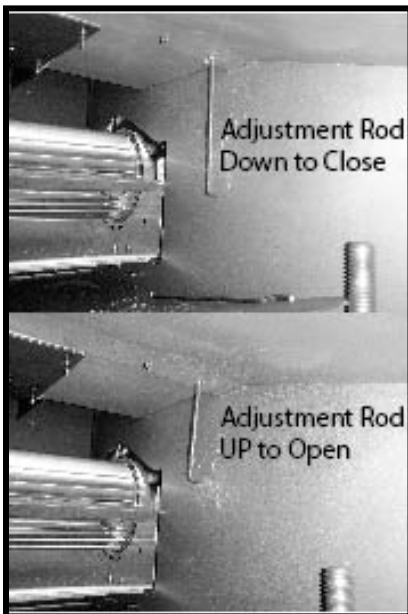


Figure 43: Side Cladding Securement

To adjust the venturi the lower front piece of cladding needs to be removed, please refer to appropriate section of manual for removal instructions. With the lower front cladding removed you are able to reach the venturi adjustment rod seen in Figure 43. See Table for Rod Position.

Gas	Adjustment Rod	Venturi
Natural (NG)	Full Down	1/8 Open
Propane (LP)	Full Up	Full Open

Venturi Adjustment Table

Replacement Parts

Description	Order Number
1. Replacement Control Module.....	GASC.MODA
2. Replacement Gas Valve.....	GASC.VALVEA
3. Replacement Pilot Assembly.....	GASC.PILOTA
4. Replacement Remote Control.....	GASC.CNTRLA
5. Replacement Complete Gas Tray.....	PZPE.RP7501
6. Replacement Blower Kit.....	PZPE.RP7502
7. Replacement Burner.....	PZPE.RP7506
8. Replacement Door Glass.....	PZPE.RP7503
9. Replacement Door Screen.....	PZPE.5002.963
10. Replacement Aluker Panel Set.....	PZPE.5099.G963

Aesthetic Components

Description	Order Number
-------------	--------------

Exterior Ceramic Panels by Piazzetta

Mirage Surround Classic Bordeaux.....	PZSY.P963CBX
Mirage Surround Classic Oriental Sand.....	PZSY.P963COS
Mirage Surround Classic Off White.....	PZSY.P963CWH
Mirage Surround Modern Stone.....	PZSY.P963MST
Mirage Surround Modern Yellow.....	PZSY.P963YW
Mirage Surround Modern Aqua Marine.....	PZSY.P963AM

Optional Components

PZ Log set with pebbles.....	PZPE.G958LOGA
Black Glass.....	GASC.15GLBK
Copper Glass.....	GASC.15GLBE
White Glass.....	GASC.15GLTW
Blue Glass.....	GASC.15GLPE
Propane Conversion Kit.....	GASC.LP30KIT

Venting Components

INSTALLER INFORMATION

NOTE: Mixing venting components from different manufacturers is inadvisable.

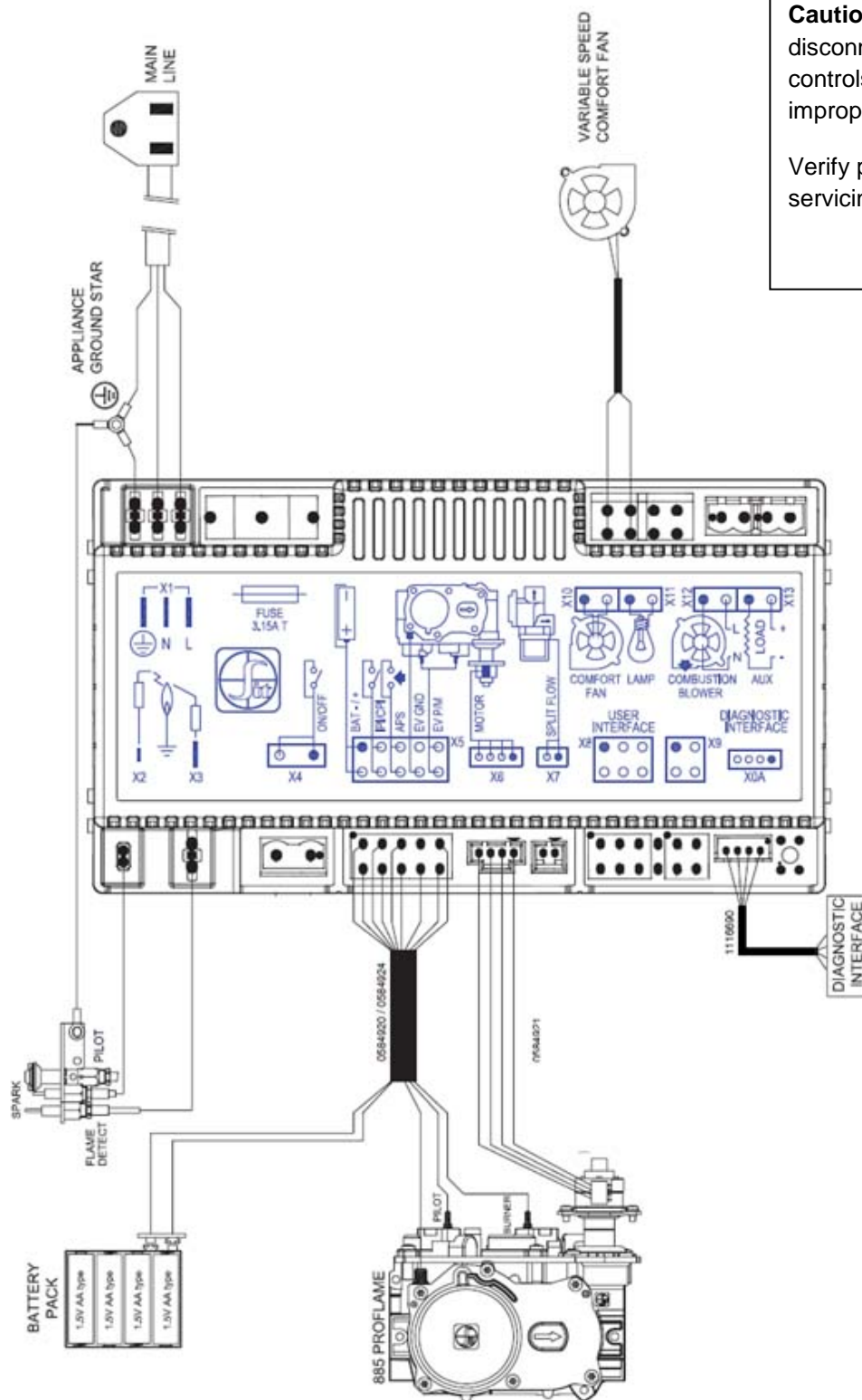
Description	ICC EXCELDirect®		Metal-Fab® Sure-Seal		Security Secure Vent™		Selkirk Direct-Temp™		DuraVent DirectVent Pro®	
	Galvanized	Black	Galvanized	Black	Galvanized	Black	Galvanized	Black	Galvanized	Black
6" Pipe Length	4DL6	4DL6B	4D6	4D6B	SV4L6	SV4LB6	4DT-06	4DT-06B	46DVA-06	46DVA-06B
9" Pipe Length	N/A	N/A	N/A	N/A	N/A	N/A	4DT-09	4DT-09B	46DVA-09	46DVA-09B
12" Pipe Length	4DL1	4DL1B	4D12	4D12B	SV4L12	SV4LB12	4DT-12	4DT-12B	46DVA-12	46DVA-12B
18" Pipe Length	N/A	N/A	4D18	4D18B	N/A	N/A	4DT-18	4DT-18B	46DVA-18	46DVA-18B
24" Pipe Length	4DL2	4DL2B	4D24	4D24B	SV4L24	SV4LB24	4DT-24	4DT-24B	46DVA-24	46DVA-24B
36" Pipe Length	4DL3	4DL3B	4D36	4D36B	SV4L36	SV4LB36	4DT-36	4DT-36B	46DVA-36	46DVA-36B
48" Pipe Length	4DL4	4DL4B	4D48	4D48B	SV4L48	SV4LB48	4DT-48	4DT-48B	46DVA-48	46DVA-48B
60" Pipe Length	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	46DVA-60	46DVA-60B
Adjustable Length (< 12")	4DLT	4DLTB	4DAL	4DALB	SV4LA SV4LA12	SV4LB SV4LB12	4DT-AJ12	4DT-AJ12B	46DVA-08A	46DVA-08AB
Adjustable Length (> 12")	N/A	N/A	N/A	N/A	SV4LA24	SV4LB24	N/A	N/A	46DVA-16A	46DVA-16AB
Telescopic Pipe	N/A	N/A	N/A	N/A	N/A	N/A	4DT-TL14 4DT-TL38	4DT-TL14B 4DT-TL38B	46DVA-17TA 46DVA-24TA	46DVA-17TAB 46DVA-24TAB
45° Elbow	4DE45	4DE45B	N/A	N/A	N/A	SV4EBR45	4DT-EL45	4DT-EL45B	46DVA-E45	46DVA-E45B
45° Elbow (Swivel)	N/A	N/A	4D45L	4D45LB	SV4E45	SV4EB45	N/A	N/A	N/A	N/A
90° Elbow	4DE90	4DE90B	N/A	N/A	N/A	SV4EBR90	4DT-EL90S	4DT-EL90SB	46DVA-E90	46DVA-E90B
90° Elbow (Swivel)	N/A	N/A	4D90L	4D90LB	SV4E90	SV4EB90	N/A	N/A	N/A	N/A

Figure 44: 4"x6-5/8" Rigid Piping Cross Reference Chart

Description	ICC EXCELDirect®	Metal-Fab® Sure-Seal	Security Secure Vent™	Selkirk Direct-Temp™	DuraVent DirectVent Pro®
Ceiling Support	4CS	4DSP	SV4SD	4DT-CS	46DVA-DC
Cathedral Support Box	4SS	4DRS	SV4CSB	4DT-CSS	46DVS-CS
Wall Support	4WS	4DWS	SV4BM	4DTWS/B	46DVA-WS
Offset Support	4OS	N/A	SV4SU	4DT-OS	46DVA-ES
Wall Thimble	4WT	4DWT	SV4RSM	4DT-WT	46DVA-WT
Firestop Spacer	4CS	4DFS	SV4BF	4DT-FS	46DVA-FS
Trim Plate	4TP	4DCP	SV4PF	4DT-TP	N/A
Attic Insulation Shield	4AS	N/A	SV4RSA	4DT-AIS	46DVA-IS
Storm Collar	4SC	4DSC	SV4FC	4DT-SC	46DVA-SC
Flat Roof Flashing	4F	N/A	SV4F	4DT-AF6	46DVA-FF
Adjustable Flashing (0/12 - 6/12)	4FA	4DF	SV4FA	4DT-AF6	46DVA-F6
Adjustable Flashing (6/12 - 12/12)	4FB	4DF-12	SV4FB	4DT-AF12	46DVA-F12
Vinyl Siding Standoff	4VSS	4DVS	SV4VS	4DT-VS	46DVA-VSS
High Wind Vertical Cap	4VT	N/A	N/A	N/A	46DVA-VCH
High Wind Horizontal Cap	4DHT	N/A	N/A	N/A	46DVA-HSCH
Horizontal Termination Cap	4HT	4DHT	SV4CHC	4DT-HC	46DVA-HC
Vertical Termination Cap	4VT	4DVT	SV4CGV	4DT-VT	46DVA-VC
Snorkel Termination Cap	4ST14 4ST36	4DST14 4DST36	SV4STC14 SV4STC36	4DT-ST14 4DT-ST36	46DVA-SNK14 46DVA-SNK36
Horizontal Termination Kit	4HTK	4DHTKA 4DHTKB	SV0HK SV0HK2	4DT-HKA 4DT-HKB	46DVA-KHA 46DVA-KHC
Vertical Termination Kit	N/A	4DHTK	SV0FK SV0FAK / SV0FBK	4DT-VKC	N/A

Figure 45: 4"x6-5/8" Rigid Pipe Components Cross Reference Chart

Wiring Diagram



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

Verify proper operation after servicing.



MODEL/ MODELE: G963

SERIES/
SERIE: A

MADE IN CANADA
FABRIQUE AU CANADA

**VENTED GAS FIREPLACE HEATER - NOT FOR USE
WITH SOLID FUEL//FOYER AU GAZ À ÉVACUATION -
NE PAS UTILISER AVEC DU COMBUSTIBLE SOLIDE**

ANSI Z21.88-2014 / CSA 2.33-2014 Vented Gas Fireplace Heaters
CAN/CGA 2.17-M91 Gas-Fired Appliance For Use At High Altitudes.

Certified for / Certifié pour Canada and U.S.A.

LC- 207

This Appliance is Equipped For Use With /
Cet Appareil est Équipé Pour Utiliser Avec :

NATURAL GAS / GAZ NATUREL ☐ LP-GAS / LP GAZ ☐

FOR USE WITH/ EN CASE D'EMPLOI AVEC:	NATURAL GAS/ DU GAZ NATUREL	LP GAS/ DU GAZ LP
Minimum supply pressure / Pression minimum d'alimentation: (For the purpose of input adjustment / dans le but de régler l'alimentation)	5.0 in/wc / 5.0 po/c.e. (1.25 kPa)	12.5 in/wc / 12.5 po/c.e. (3.11 kPa)
Maximum supply pressure / Pression maximum d'alimentation:	13.9 in/wc / 13.9 po/c.e. (3.45 kPa)	13.9 in/wc / 13.9 po/c.e. (3.45 kPa)
Manifold pressure / Pression de la tuyauterie: Maximum	3.5 in/wc / 3.5 po/c.e. (.87 kPa)	10.0 in/wc / 11.0 po/c.e. (2.74 kPa)
Orifice Size / Diametre de l'injecteur:	2.55mm	1.52mm
Input BTU/hr (kW) / Entree BTU/h (kW):	Max.:30,000Btu (8.8kw) Min.: 20,000Btu (5.9kw)	Max.:28,000Btu (7.9kw) Min.:22,000Btu (6.5kw)

Unit electrical rating: 115v, 60hz, 0.52A / Normes electriques du unité: 115v, 60hz, 0.52 A

This appliance equipped for altitudes 0 - 4500 ft. (0 - 1372 m) / Cet unité est conçu pour des altitudes variant entre 0 - 4500 pieds (0 - 1372 m). In Canada, also certified for installation in a bedroom or a bedsitting room / Aussi certifié pour installation dans une chambre à coucher ou une salle de séjour. This appliance must be installed in accordance with local codes, if any; if none, follow the current CAN/CGA-B149 (Canada), or ANSI Z223.1 (USA) Installation Codes. Installer l'appareil selon les codes ou règlements locaux, ou, en l'absence de tels règlements, selon les codes d'installation CAN/CGA-B149 (Canada), or ANSI Z223.1 (USA) en vigueur.

MANUFACTURED (MOBILE) HOME: 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 owners manual for details.

FABRIQUEZ (MOBILE) MAISON: Cet appareil doit être utilisé uniquement avec le type de gaz indiqué sur la plaque signalétique et peut être installé dans une maison préfabriquée (mobile) installée à demeure si les règlements locaux le permettent. Voir la notice du propriétaire pour plus de détails. Cet appareil ne peut être converti à d'autres gaz sauf si une trousse de conversion certifiée est utilisée.

Install in accordance with the current standard Mobile Homes, CAN/CSA Z240 MH (in CANADA), and the Manufacturer's Home Construction and Safety Standard, Title 24 CFR, Part 3280, or the current Standard for Fire Safety Criteria for Manufactured Home Installations, Sites, and Communities ANSI/NFPA 501A, (in the U.S.A.). Cet appareil doit être installé conformément aux exigences de la norme CAN/CSA Z240 MH en vigueur de l'ACNOR, Installations de gaz dans les Constructions Mobiles.

FOR USE WITH GLASS DOORS CERTIFIED WITH THE APPLIANCE ONLY / POUR UTILISATION UNIQUEMENT AVEC LES PORTES IN VERRE CERTIFIÉES AVEC L'APPAREIL

MINIMUM CLEARANCES TO COMBUSTIBLES / CLAIRANCES MINIMALES AVEC LES COMBUSTIBLE	
Left and Right side are determined when facing the front of the appliance. / Les côtés droit et gauche se déterminent en se mettant devant l'appareil et en lui faisant face.	
For installation as free standing appliance only / Pour l'installation comme appareil autonome seulement Sidewall / Back wall to Appliance / Du mur latéral a l'appareil	4 in. (102 mm)
*See Installation Manual for more detail / Voyez des Directive de l'Installation pour plus détails.	

PACIFIC ENERGY
2975 ALLENBY ROAD
DUNCAN, BC
CANADA
V9L 6V8

WARNING: 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.

AVERTISSEMENT: Une installation, un réglage, une modification, une réparation ou un entretien mal effectué peut causer des dommages matériels ou des blessures. Voir la notice de l'utilisateur qui accompagne l'appareil. Pour de l'aide ou des renseignements supplémentaires, consultez un installateur, un technicien agréé ou le fournisseur de gaz.

041514

5050.815-A

PZPE.G963BODYA

© 2015 Copyright Pacific Energy Fireplace
Products LTD.

Reproduction, adaptation, or translation
without prior written permission is prohibited
except as allowed under the copyright laws.



For technical support, please contact your retailer.

Web site: www.pacificenergy.net
2975 Allenby Rd., Duncan, BC V9L 6V8