



## INSTALLATION AND OPERATION INSTRUCTIONS



### **MODEL: GRL-700-AU**

AUSTRALIAN GAS ASSOCIATION APPROVED

Approval Number 5669

**THIS MANUAL MUST BE USED FOR INSTALLATION AND RETAINED  
BY HOMEOWNER FOR OPERATION AND MAINTENANCE.**

**HEAT-N-GLO, a brand of Hearth & Home Technologies Inc.  
20802 Kensington Boulevard, Lakeville, MN 55044, U.S.A. • (952) 985-6000**

This product is covered by one or more of the following patents: (United States) 4,112,913; 4,408,594; 4,422,426; 4,424,792; 4,520,791; 4,793,322; 4,852,548; 4,875,464; 5,000,162; 5,016,609; 5,076,254; 5,191,877; 5,218,953; 5,328,356; 5,429,495; 5,452,708; 5,542,407; 5,613,487; (Australia) 543790; 586383; (Canada) 1,123,296; 1,297,746; 2,195,264; (Mexico) 97-0457; (New Zealand) 200265; or other U.S. and foreign patents pending.



## INSTALLATION AND OPERATION INSTRUCTIONS

PLEASE READ THIS MANUAL BEFORE INSTALLING  
AND USING THIS APPLIANCE.

### **MODEL GRL-700-AU IS AUSTRALIAN GAS ASSOCIATION APPROVED FOR NATURAL GAS OR PROPANE AS A DECORATIVE GAS LOG.**

Refer to the appliance data plates for gas consumptions and pressures.

Installation of this appliance should only be carried out by an authorized person in accordance with the manufacturer's instructions. All relevant codes and regulations laid down by the gas piping authorities, municipal building regulations, electrical wiring regulations and the requirements of the AGA Gas Installation Code must be observed.

This appliance and its components are tested and safe when installed in accordance with this Installation Manual. Report to your dealer any parts damaged in shipment. Read all instructions before starting installation and follow these instructions carefully during installation to ensure maximum benefit and safety. Failure to follow

them will void your warranty and may present a fire hazard.

The Heat-N-Glo, a brand of Hearth & Home Technologies Inc. warranty will be voided by, and Heat-N-Glo, a brand of Hearth & Home Technologies Inc. disclaims any responsibility for the following actions:

- Installation of any damaged heater.
- Modification of the heater installation other than as instructed by Heat-N-Glo, a brand of Hearth & Home Technologies Inc.
- Improper positioning of the gas logs.
- Installation and/or use of any component part not manufactured or approved by Heat-N-Glo, a brand of Hearth & Home Technologies Inc., notwithstanding any independent testing laboratory or other party approval of such component part or accessory.

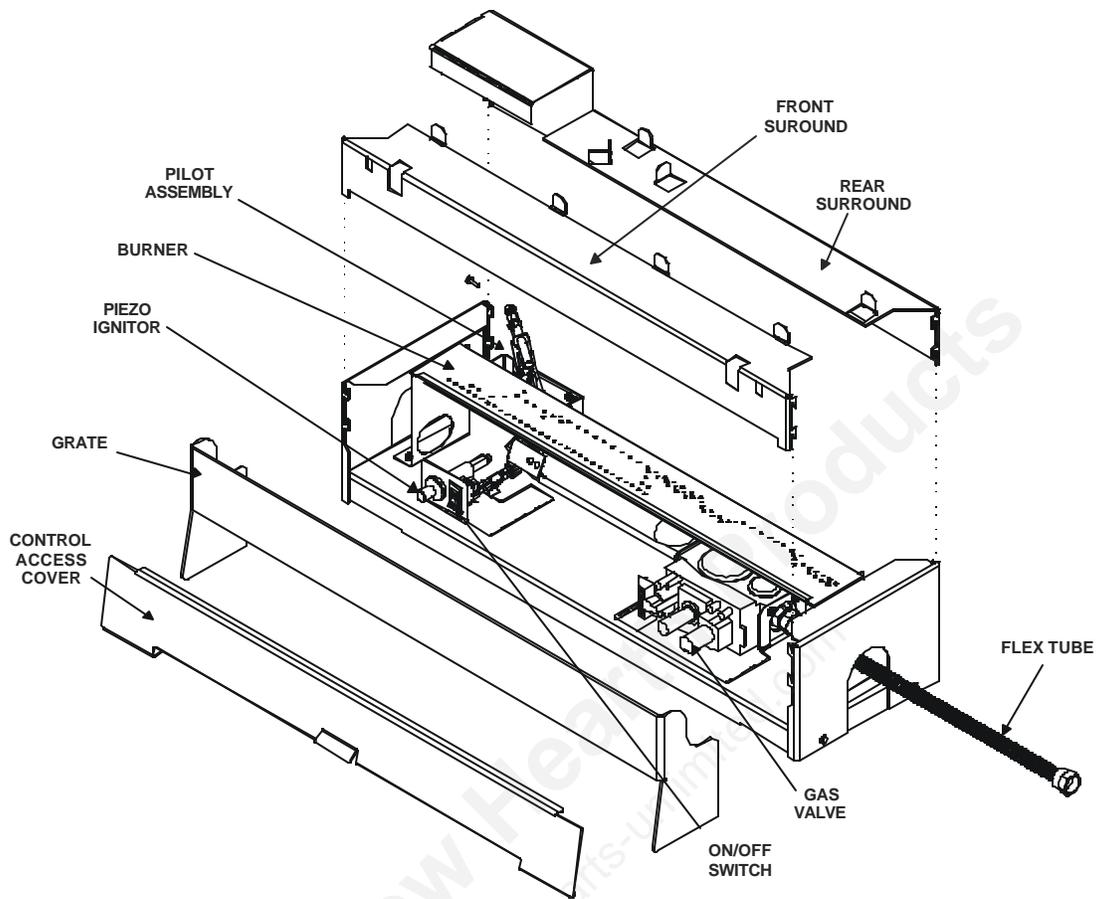
**IMPORTANT:** Read all instructions carefully before starting installation. Failure to follow these installation instructions may result in a possible fire hazard and will void the warranty. Save this Manual for future reference.

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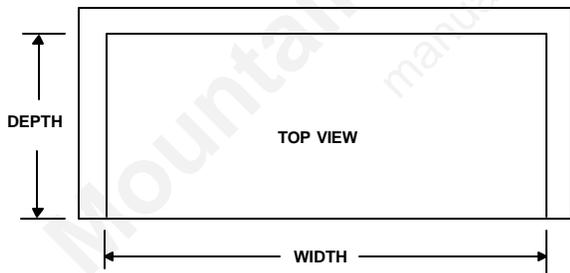
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◆ = Contains updated information.

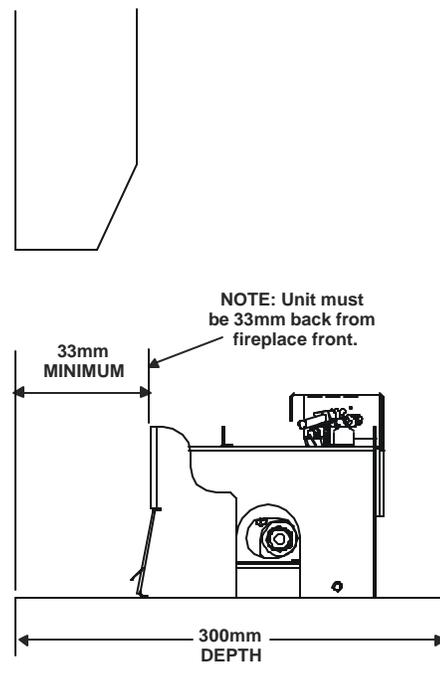


**TOP VIEW - FIREPLACE AREA**



**FIREPLACE OPENING**

	<u>Minimum</u>	<u>Maximum</u>
<b>WIDTH:</b>	<b>700mm</b>	<b>1050mm</b>
<b>DEPTH:</b>	<b>300mm</b>	<b>460mm</b>
<b>HEIGHT:</b>	<b>425mm</b>	<b>540mm</b>



◆ **FIGURE 1**

## 1.0 INTRODUCTION

Model GRL-700-AU Gas Log Sets are Decorative Gas Appliances for Installation in a Solid-Fuel Burning Fireplace. Minimum fireplace size for GRL-700-AU: height 425mm, width 700mm, depth 300mm.

This log set is to be installed only in a solid-fuel burning fireplace with a working flue and one constructed of noncombustible material or into an approved Jetmaster gas firebox. The minimum permanent vent opening provided by the fireplace chimney damper to vent the flue products must not be less than 40,000mm<sup>2</sup>. The chimney damper **MUST** be fixed in a fully opened position and the fireplace must have a proper draft.

 **WARNING: OPEN THE CHIMNEY DAMPER TO ITS FULLY OPEN POSITION WHEN BURNING THIS GAS LOG SET.**

 **WARNING: LOGS MUST NEVER BE BURNED WITHOUT THE FLUE DAMPER IN THE FULL OPEN POSITION. FAILURE TO DO SO IS DANGEROUS TO YOUR HEALTH AND VOIDS ALL WARRANTIES.**

 **WARNING: ALL GAS APPLIANCES PRODUCE SOME CARBON MONOXIDE WHEN OPERATED. CARBON MONOXIDE IS A COLORLESS, ODORLESS, POISONOUS GAS. ADEQUATE PROVISIONS MUST BE MADE TO PROVIDE COMBUSTION AIR FOR THIS GAS LOG SET. IF OUTSIDE AIR IS NOT INCLUDED IN THE FIREPLACE, IT MAY BE NECESSARY THAT AN ADDITIONAL COMBUSTION AIR SOURCE BE PROVIDED.**

 **WARNING: LOGS OTHER THAN THOSE SUPPLIED WITH THIS UNIT MUST NOT BE USED.**

**CAUTION:** To minimize the possibility of spillage and to maximize proper draft, position the log set as close to the back of the fireplace as possible.

The installation, including provisions for combustion and ventilation air, must conform with the AGA Gas Installation Code.

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

**CAUTION: DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.**

**CAUTION: DO NOT USE OR STORE FLAMMABLE MATERIALS NEAR THIS APPLIANCE.**

**CAUTION: DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILE IT IS IN OPERATION.**

 **WARNING: THIS UNIT IS NOT FOR USE WITH SOLID FUEL. SOLID FUELS SHALL NOT BE BURNED IN A FIREPLACE WHERE A DECORATIVE APPLIANCE IS INSTALLED.**

**TO REDUCE THE RISK OF FIRE OR INJURY FROM BURNS AND FOR THE PROTECTION OF YOUNG CHILDREN OR THE INFIRM, A SECONDARY GUARD IS RECOMMENDED.**

## 2.0 ASSEMBLY

**CAUTION: WHEN INSTALLING THIS LOG SET IN A FACTORY BUILT FIREPLACE, BE CERTAIN TO CONSULT THE FIREPLACE INSTALLATION MANUAL. ALL KNOCKOUTS IN THE FIREPLACE THROUGH WHICH THE GAS SUPPLY LINE IS RUN MUST BE RESEALED WITH INSULATION AFTER THE GAS LINE IS IN PLACE.**

Model GRL-700-AU contains complete gas-burner, decorative front, and log components needed. Use caution when handling logs to avoid damage. Position gas-burner assembly to the rear of the fireplace. Once fully assembled slide access door into place.

- A. Inlet gas supply pressure for purposes of input adjustment, shall be 6.0 inches w.c. (1.5kPa) for natural gas and 11 inches w.c. (2.75kPa) for propane. Manifold (outlet) pressure should be 3.2 inches w.c. (.80kPa) for natural gas and 9.6 inches w.c. (2.40kPa) for propane models.
- B. **NOTE: THE GAS SUPPLY LINE SHOULD BE PURGED OF ANY TRAPPED AIR PRIOR TO THE FIRST FIRING OF THE UNIT.**
- C. **CAUTION: During the initial purging and subsequent lightings, NEVER allow the gas control valve knob to remain depressed in the "PILOT" position without pushing the red ignitor button at least once every second.**
- D. Your appliance control system is a millivolt type. It consists of a pilot burner, a gas control valve/regulator, a thermopile, a piezo ignitor, and an ON/OFF rocker switch. For control system wiring diagram see Figure 2.
- E. **NOTE:** An Optional Remote Control Kit and Wall Switch Kit, for turning the burner ON/OFF are available. Detailed installation instructions are found in each kit.
- F. Test fire the unit after referring to the **SAFETY INFORMATION** and **LIGHTING INSTRUCTIONS** found in Section 3 in this manual, or on label plate assembly found on the gas-burner.
- G. Using a soap-solution or other device, check system for leaks. Refer to Section 3, **OPERATING GUIDELINES** and **MAINTENANCE INSTRUCTIONS.**
- H. Once the gas-burner is test fired and gas supply lines are purged, assembly of the grate and logs is required.
- NOTE:** Appliances incorporating a live fuel effect may exhibit slight carbon deposits.

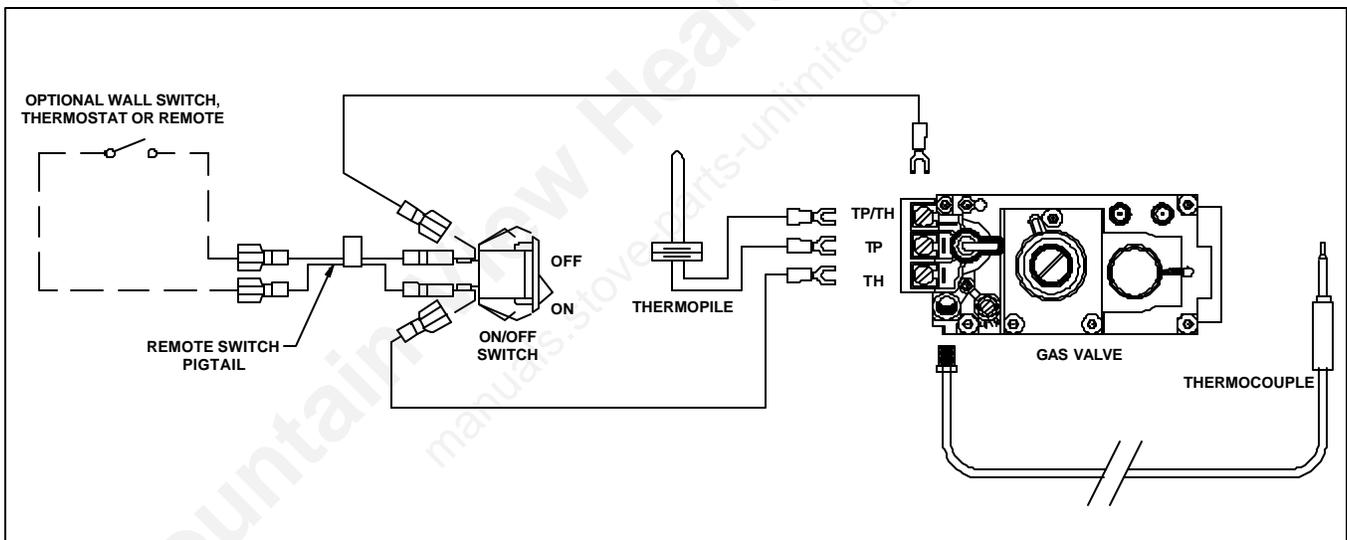
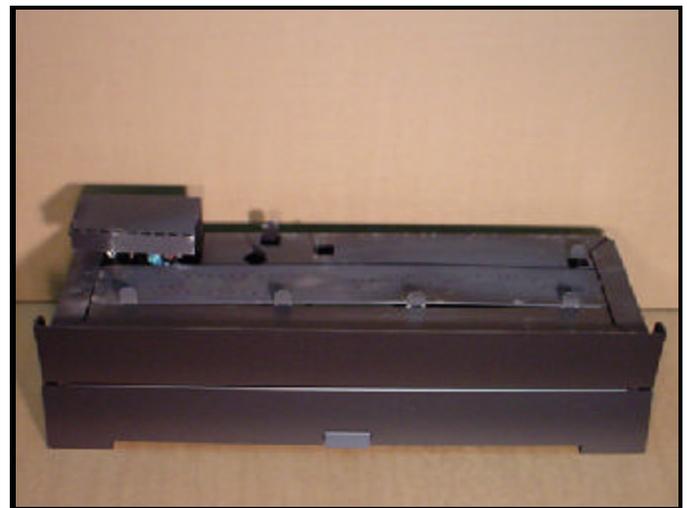
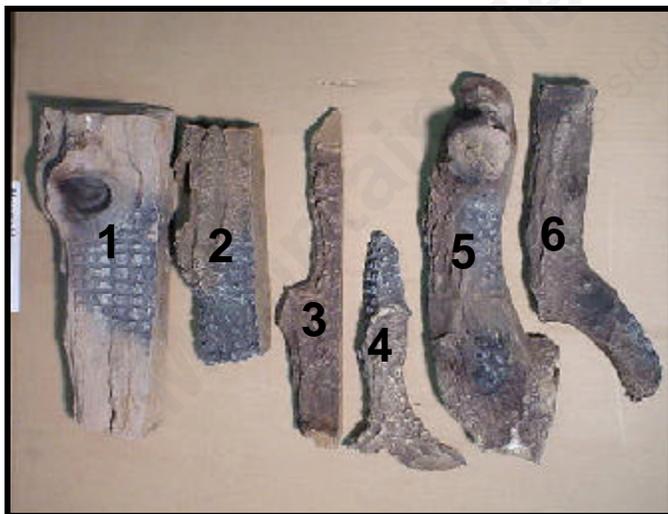
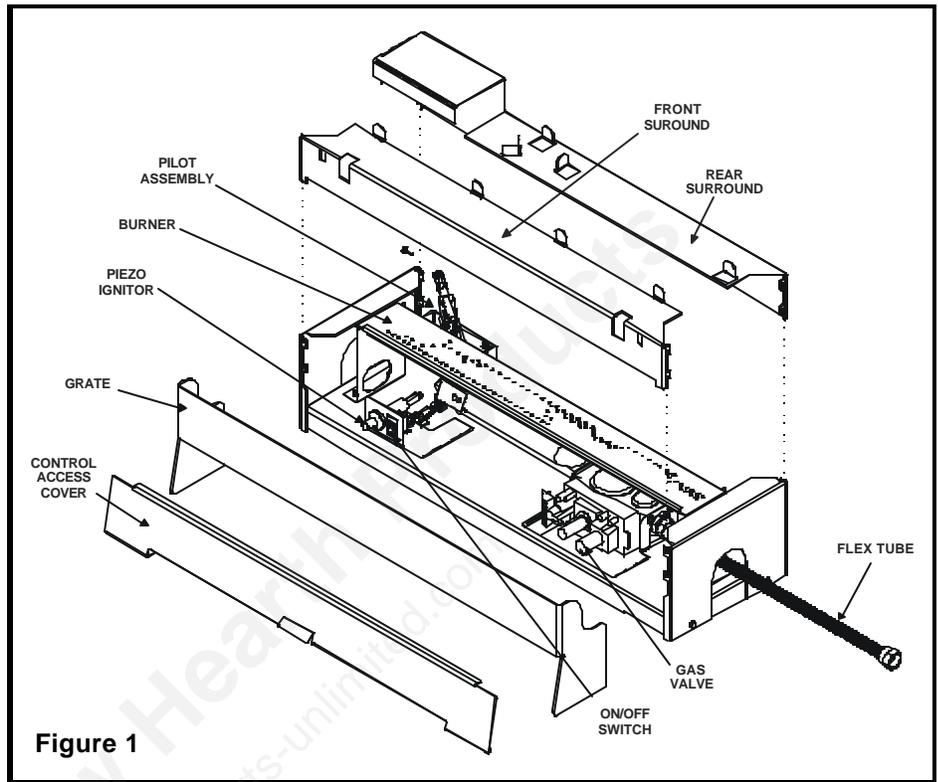


Figure 2

**STEP 1:** Attach grate to assembly by sliding hooks into openings on the front surround.

**STEP 2:** Ensure that tabs on front and rear surrounds are bent as shown in Figure 1. Carefully remove logs from carton and place as shown.

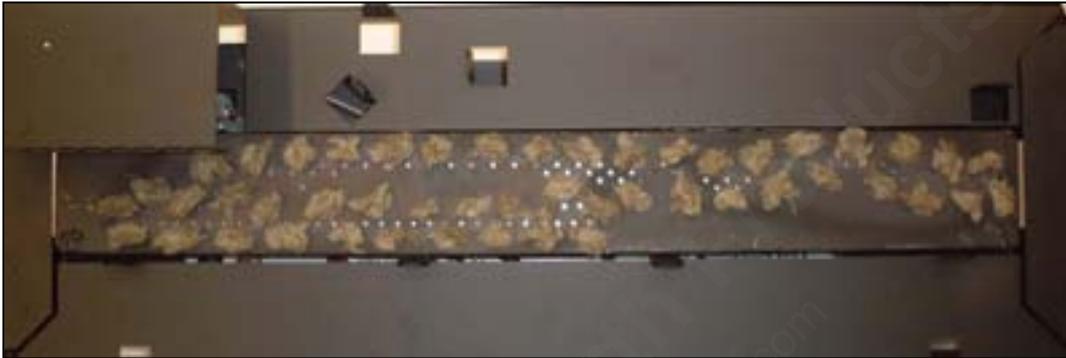


**CAUTION:** Logs are fragile. Carefully remove the logs from the packaging.

**NOTE:** Overhead view and front view of burner, decorative front and surround.

# Heat-n-Glo GRL-700/GRL-850 Glowing Embers (Mineral Wool) Placement

## Natural Gas



- Place single layer of 10mm circular sized pieces next to burner ports, taking care not to place material on or between ports.
- Do not use all of the 'ember' in the packet. One packet should last 5-6 applications.
- Repeat application at the start of each season or at the next fireplace service (annually).

**Note:** *The contents of the bag is intended for multiple applications. Do not use complete contents for the initial application. Save remaining material for use at the next fireplace servicing. Keep away from children. Do not eat.*

# Heat-n-Glo GRL-700/GRL-850

## Glowing Embers (Mineral Wool) Placement

### LPG



- Place single layer of 10mm circular sized pieces on top of burner ports.
- Increase the quantity of the “glowing embers” on the right, centre and left hand side, as indicated, of the burner where there is a cluster of burner ports.
- Do not use all of the ‘ember’ in the packet. One packet should last 4-5 applications.
- Repeat application at the start of each season or at the next fireplace service (annually).

**Note:** The contents of the bag is intended for multiple applications. Do not use complete contents for the initial application. Save remaining material for use at the next fireplace servicing. Keep away from children. Do not eat.



### STEP 3: LOG #1 (SRV506-701)

Put log #1 behind the locating tab on the right rear corner and up against the locating tab in the center.



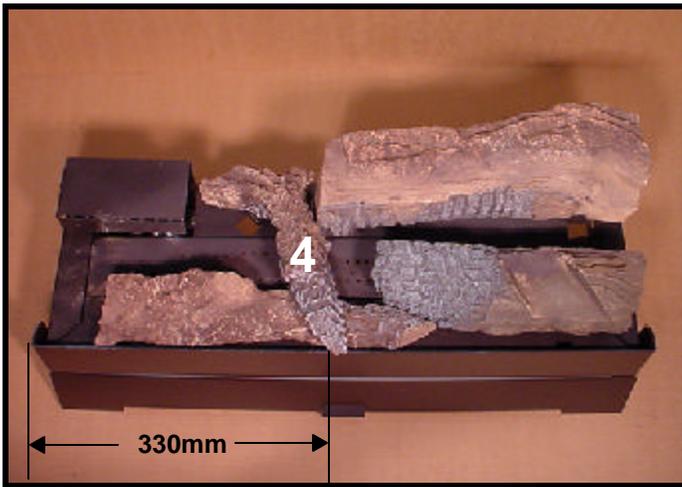
### STEP 4: LOG #2 (SRV2010-703)

Place log #2 on the right front corner of the unit using its locating slots (on log bottom).



### STEP 5: LOG #3 (SRV506-717)

Place log #3 against the left front corner of log #2 as shown.



### STEP 6: LOG #4 (SRV591-703)

Rest log #4 in between the locating tabs on the rear shelf and rest its front top 330mm from the left corner of the decorative front.



### STEP 7: LOG #5 (SRV550-714)

Rest log #5 against log #3 and rest its right edge on log #1.



### STEP 8: LOG #6 (SRV530-716)

Place log #6 in the groove on top of log #2 with its front on log #1.

### 3.0 OPERATING GUIDELINES AND MAINTENANCE INSTRUCTIONS

Upon completing the gas line connection, a small amount of air will be in the lines. When first lighting the pilot light, it will take a few minutes for the lines to purge themselves of this air. Once the purging is complete, the pilot and burner will light and operate as indicated in the instruction manual. Subsequent lighting of the appliance will not require such purging.



**WARNING: BE SURE FIREPLACE SCREEN OR GLASS DOORS ARE IN PLACE WHEN BURNING FIREPLACE LOGS. UNLESS OTHER PROVISIONS FOR COMBUSTION AIR ARE PROVIDED, THE SCREEN OR DOORS SHALL HAVE AN OPENING FOR INTRODUCTION OF COMBUSTION AIR. THIS GAS LOG SET IS NOT DESIGNED TO OPERATE WITH AIR TIGHT GLASS DOORS. IF GAS ODOR IS NOTICEABLE, TURN CONTROL KNOB TO "OFF" POSITION AND CHECK ALL CONNECTIONS FOR LEAKS. DO NOT USE OPEN FLAME. ADEQUATE COMBUSTION AND COOLING AIR MUST BE PROVIDED OR THE UNIT WILL NOT FUNCTION PROPERLY.**

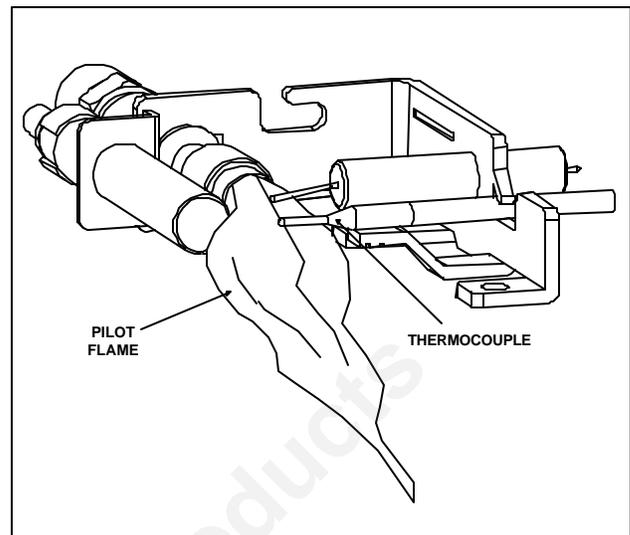
The following conditions must not cause spillage of combustion products:

- cold chimney or flue system
- open or closed doors or windows
- operation of any exhaust or extraction fans
- operation of any other gas appliance in the room or dwelling

Proper means must be employed to ensure sufficient draft.

Note to Installer: Disconnect this appliance and advise owner if any spillage or abnormal operation occurs which can't be rechecked immediately.

To obtain proper operation, it is imperative that the pilot and main burner flame characteristics are steady, not lifting or floating.



**Figure 3**

The thermocouple should be engulfed in the pilot flame (see Figure 3).

Periodically examine the area around the burner neck and the pilot. Any dirt or lint in this area should be removed. This will ensure long life and trouble free operation. When the appliance is put back in service, check the burner flame patterns.

The appliance and venting system should be inspected before initial use and inspected and cleaned at least annually by an authorized field service person.

## SAFETY INFORMATION

### FOR YOUR SAFETY READ BEFORE LIGHTING



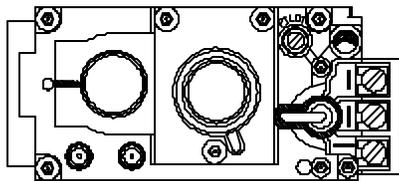
**WARNING: IF YOU DO NOT FOLLOW THESE INSTRUCTIONS EXACTLY, A FIRE OR EXPLOSION MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL INJURY, OR LOSS OF LIFE.**

- A.** This appliance has a pilot which must be lighted by hand. When lighting the pilot, follow these instructions exactly.
- B. BEFORE LIGHTING** smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.
- WHAT TO DO IF YOU SMELL GAS:**
- Do not try to light any appliance.
  - Do not touch any 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.
- 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 and to replace any part of the control system and any gas control which has been under water.

## LIGHTING INSTRUCTIONS

### LIGHTING INSTRUCTIONS

1. **"STOP!"** Read the safety information on previous page.
2. Remove the control access cover.
3. Turn the valve control knob to the "OFF" position. To do this, you must turn the knob clockwise  to the "Pilot" position, and then press in and continue turning clockwise  to the "OFF" position.

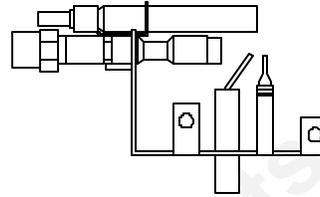


**GAS CONTROL VALVE**

**NOTE:** Knob cannot be turned from "PILOT" to "OFF" unless knob is pushed in slightly. Do not force.

4. WAIT FIVE (5) MINUTES TO CLEAR OUT ANY GAS. Then smell for gas, including near the floor. If you then smell gas, **STOP!** Follow "B" in the safety information on the previous page. If you don't smell gas, go to the next step.
5. The pilot should not require accessing for lighting purposes. The pilot is located at the left end of the burner.

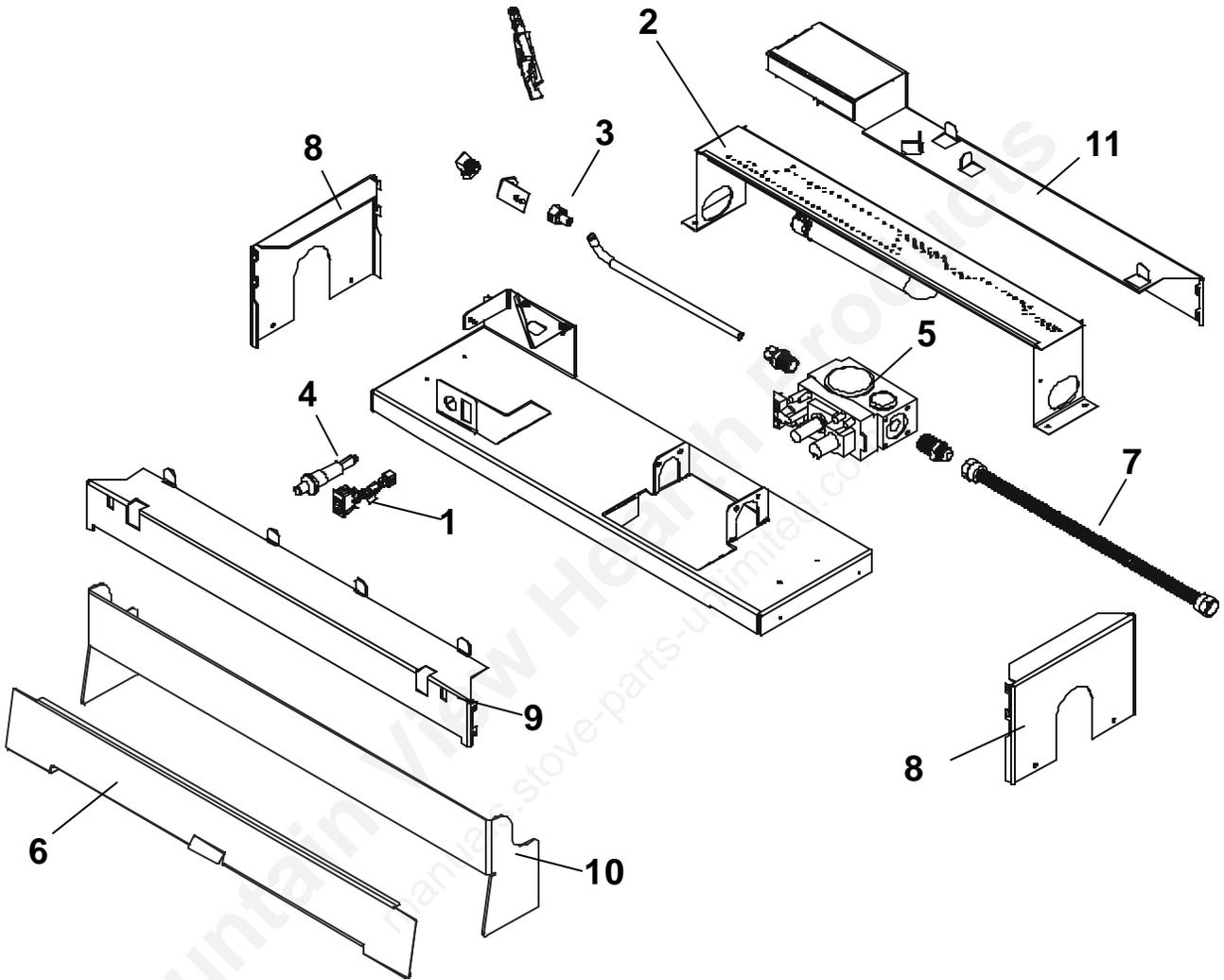
### PILOT ASSEMBLY



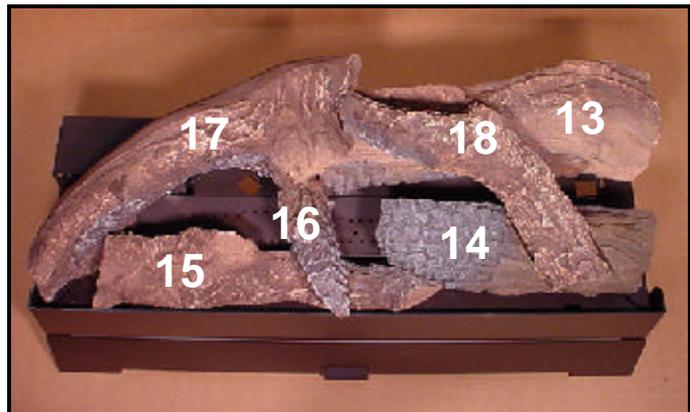
6. To put the control in the "Pilot" position, turn the control knob counter-clockwise  to the "Pilot" position.
7. To light the pilot depress the control knob and then depress the red piezo button until it makes a clicking sound. It may be necessary to repeat this step. If the pilot does not light after 10 seconds, go back to step 3. The control knob should be held in for a MINUTE after pilot ignition.
  - If the control knob does not pop out when released, **STOP**-shut off the gas supply to the fireplace control valve, and **IMMEDIATELY** call your service technician or gas supplier.
  - If the pilot will not stay lit after two tries, turn the control knob to the "OFF" position and call your service technician or gas supplier.
8. After the pilot has been lit, the burner can be turned on by turning the knob counter-clockwise  to the "ON" position. Flip the ON/OFF switch to the "ON" position.
9. Replace control access cover.

### TO TURN OFF GAS APPLIANCE

1. Remove the control access cover.
2. Turn ON/OFF switch to "OFF".
3. Turn the valve control knob clockwise  to the "Pilot" position, then depress knob and continue turning to "OFF" position.
4. Replace control access cover.



**12 Log set assembly**



Part number list on following page.

#### 4.0 REPLACEMENT PARTS: GRL-700-AU

When requesting service or replacement parts for your decorative gas log set, please provide model number and serial number. All parts listed in this manual may be ordered from an authorized dealer.

ITEM	Description	SERIAL #	PART NUMBER
1	ON/OFF Rocker Switch		060-521A
2	Burner NG		2010-003
2	Burner LP		2010-005
3	Burner Orifice NG		526-801
3	Burner Orifice LP		526-800
4	Piezo Ignitor		418-513
5	Valve NG		060-524
5	Valve LP		060-526
6	Access Door		2010-216
7	Flex Gas Supply Line		303-301
8	Surround Left and Right		2010-201
9	Surround Front		2010-200
10	Decorative Front		2010-217
11	Surround Rear		2010-203
12	Log Set Assembly		LOGS-700-AU
13	Log 1		SRV506-701
14	Log 2		SRV2010-703
15	Log 3		SRV506-717
16	Log 4		SRV591-703
17	Log 5		SRV550-714
18	Log 6		SRV530-716
	Pilot Assembly NG		506-510A
	Pilot Assembly LP		596-511A

## **LIMITED 10 YEAR WARRANTY**

### **HEAT-N-GLO, a brand of Hearth & Home Technologies Inc.**

In order to presumptively establish the dates to which your HEAT-N-GLO Limited Warranty runs, you must mail the completed warranty card to HEAT-N-GLO, a brand of Hearth & Home Technologies Inc., 20802 Kensington Boulevard, Lakeville, MN 55044, within 60 days of the date of the fireplace installation. If you fail to do so, you may be required to prove the date of installation before warranty work can be performed.

The warranty exclusions and limitations of liability are effective upon installation of the fireplace.

Subject to the conditions set forth herein, HEAT-N-GLO, a brand of Hearth & Home Technologies Inc. ("HEAT-N-GLO") extends the following warranty with respect to HEAT-N-GLO, a brand of Hearth & Home Technologies Inc.

If HEAT-N-GLO is reasonably satisfied that any part or portion of the fireplace covered by this Limited Warranty is defective in material or workmanship under normal use and service as described in the Operating Instructions, HEAT-N-GLO will take the following actions:

1. If the defect is reported during the first year from the date of installation (stainless steel burners and fiber logs are covered for 3 years), HEAT-N-GLO will replace or repair the defective components at its sole expense. The decision whether to replace a component shall be made at HEAT-N-GLO's sole discretion. This Limited Warranty does not cover components broken during shipping, misuse or careless handling. HEAT-N-GLO shall be not responsible for any indirect, incidental, or consequential damages or for any costs other than those incurred by HEAT-N-GLO to repair or replace the defective component. If components (including venting) other than factory approved components are used, all warranty and liability on the fireplace is voided. **Defects reported after the first year will not be covered by warranty unless they fall within the purview of paragraph 2 or 3 below.**
2. If the following defects are reported during the second year after the date of installation, HEAT-N-GLO will supply replacement parts at the current wholesale price: defective electrical or manual components, optional components or accessories, and glass panels (not including glass panels broken during misuse or careless handling). HEAT-N-GLO shall not be responsible for any labor, transportation or other costs. Furthermore, it shall not be liable for any indirect, incidental or consequential damages.
3. HEAT-N-GLO will replace or repair a defective firebox or heat exchanger, at any time during the 10 years from the date of installation. The decision whether to replace the defective component shall be made at HEAT-N-GLO's sole discretion. HEAT-N-GLO shall not be responsible for any indirect, incidental or consequential damages or for any costs other than those incurred by HEAT-N-GLO to repair or replace the defective component.

This Limited Warranty is the exclusive remedy available to you. If HEAT-N-GLO cannot effectively resolve a warranty problem in an expedient and cost-effective manner, it can discharge its entire warranty liability by refunding the price of the product to you.

Products made by other manufacturers, whether sold with the fireplace or added thereafter, are NOT covered by this Limited Warranty. The use of other unauthorized components will make this warranty null and void. This Limited Warranty will also be void if the appliance is not installed by a qualified installer in accordance with the Installation Instructions. Furthermore, the Limited Warranty will be void if the fireplace is not operated, at all times, according to the Operating Instructions furnished with the fireplace. Any service work must be performed by authorized service representatives.

EXCEPT TO THE EXTENT PROVIDED BY LAW, NO OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY TO THE FIREPLACE PRODUCT. In States that do not allow limitations on how long an implied warranty lasts, or do not allow exclusion of indirect damages, those limitations or exclusions may not apply to you. You may also have additional rights not covered in this Limited Warranty.

HEAT-N-GLO reserves the right to make changes at any time, without notice, in design, material, specifications and prices. It also reserves the right to discontinue styles and products.