



## INSTALLATION, OPERATION, AND MAINTENANCE MANUAL

### Northfire 3400

Model: 3400-DVTR20N-3

Direct Vent Top/Rear Gas Fireplace  
S/N 009208 and up

#### **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 or 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 suppliers instructions
- If you can not reach your gas supplier, call the fire department

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

Installation Manuals available through your local dealer or by visiting our website at: [www.archgard.com](http://www.archgard.com)

This appliance may be installed in an aftermarket permanently located, manufactured 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.



## DANGER



**HOT GLASS WILL  
CAUSE BURNS.**

**DO NOT TOUCH GLASS  
UNTIL COOLED.**

**NEVER ALLOW CHILDREN  
TO TOUCH GLASS.**

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

**NATIONAL  
FIREPLACE  
INSTITUTE®**



**CERTIFIED**  
[www.nficertified.org](http://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.

**For use with natural gas or propane**  
(Conversion kit required for Propane use)

#### **INSTALLER:**

LEAVE THIS MANUAL WITH THE APPLIANCE.

#### **CONSUMER:**

RETAIN THIS MANUAL FOR FUTURE REFERENCE.

#### **ARCHGARD FIREPLACE PRODUCTS**

7116 Beatty Dr  
Mission, BC V2V 6B4  
Canada

#### **Gas Fireplace Efficiency Rating**

**SIT 820:  
54.54%**

Based on CSA P.4.1-15

#### **Gas Fireplace Efficiency Rating**

**SIT 821:  
56.98%**

Based on CSA P.4.1-15



200-1913-07  
January 18, 2022

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## INTRODUCTION

Thank you for purchasing the Northfire 3400-DVTR20N-3 Direct Vent Gas Fireplace Heater.

The 3400-DVTR20N-3 is one of the most advanced gas fireplace heaters on the market. It is designed using the latest technology and manufactured to the highest quality.

Some of the many features are:

- \* Small Size                      The 3400-DVTR20N-3 is compact enough to fit into almost any size room.
- \* Heater Classification        The 3400-DVTR20N-3 is classified as a heating appliance. Therefore, it can be operated continuously for zone heating.
- \* High Efficiency                The 3400-DVTR20N-3 has high efficiency, which means that it is less expensive to operate.
- \* Adjustable Flame            The flame aesthetics and heat output can be adjusted to suit the owner's mood and heating needs.
- \* Solid Construction          The 3400-DVTR20N-3 is constructed mainly of satin coated and galvanized steel for long life and durability.
- \* Convertible                    The 3400-DVTR20N-3 is easily convertible between top and rear vent configurations.
- \* Multiple Pilot Options        This fireplace uses a gas control valve can be purchased with either a Continuous Pilot Ignition (USA only) or Continuous Pilot on Demand Ignition system (also known as a Pilot on Demand (POD) with 7 day timer).

**Please read the manual carefully prior to installation and operation of the appliance. Proper installation, operation and maintenance of the appliance will provide you with many years of enjoyment.**

### Model Number Definition (3400-DVTR20N-3)

3400	Number assigned to identify the fireplace
DV	Direct Vent
T	Top Vent
R	Rear Vent Option
20	Natural Gas Input Rating in BTU
N	Natural Gas / Traditional Log Burner
-3	Revision Number

**SIT 820:** This millivolt control system includes a continuous pilot (also known as a standing pilot). Once lit, the pilot will continue to burn until turned off. This option is not available in Canada.

**SIT 821:** This millivolt control system includes Continuous Pilot on Demand. Once lit, the pilot will continue to burn until 7 days without use. If the fireplace is not used for 7 days, the pilot will extinguish. This feature is intended to save fuel. Simply relight the fireplace to start the 7 day timer again.

Fireplace Model Number: **3400-DVTR20N-3**      Serial Number: \_\_\_\_\_

Date of Installation: \_\_\_\_\_

Type of Gas Used by the Fireplace: ☐ Natural Gas ☐ Propane

Dealer's Name & Address: \_\_\_\_\_

Dealer's Phone Number: \_\_\_\_\_

Please complete and submit the warranty registration card included in the back of this manual or by visiting us at:  
[www.archgard.com/warranty-registration](http://www.archgard.com/warranty-registration)

### Caution

**FOR YOUR SAFETY** - Do not install or operate your **3400-DVTR20N-3** without reading and understanding this manual. Any installation or operational deviation from this instruction manual voids the warranty and may prove hazardous.

- This appliance must be installed by a qualified gas installer and the installation must conform to the installation codes
- Provide adequate clearance around air openings into combustion chamber
- Never obstruct front openings
- Provide adequate clearances for proper operation and servicing of the appliance
- This appliance must be properly connected to an approved venting system and must not be connected to a chimney flue serving a separate solid fuel burning appliance
- Flow of combustion and ventilation air must not be obstructed - always provide adequate combustion and ventilation air
- Always provide adequate clearance around the intake and exhaust openings

### Safety

- Due to high temperatures, the appliance should be located out of traffic and away from furniture and draperies
- Children and adults should be alerted to the hazards of high surface temperature and stay away to avoid burns or clothing ignition
- If this appliance is installed directly on carpeting, tile, or other combustible material other than wood flooring, the appliance shall be installed on a metal or wood panel extending the full width and depth of the appliance
- 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. 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
- Do not store or place combustibles, gasoline, and other flammable vapors and liquids near the appliance
- Clothing or other flammable material should not be placed on or near the appliance
- **WARNING:** Do not operate appliance with the glass front removed, cracked, or broken. Removal of the glass should be done by a licensed or qualified service person. Do not to strike or slam the glass
- Any safety screen or guard removed for servicing an appliance must be replaced prior to operating
- Installation and Repair should be done by a qualified service person. The appliance should be inspected before use and at least annually by a professional service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding materials, etc. It is imperative that the control compartments, burners and circulating air passageways of the appliance are kept clean
- Under no circumstances should any solid fuel (wood, coal, paper or cardboard, etc.) be used in this appliance
- Keep burner and control compartment clean
- 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
- **California Proposition 65 Warning:** This product can expose you to chemicals including Carbon Monoxide, that is an externally vented by-product of fuel combustion, which is [are] known to the State of California to cause cancer, birth defects, or other reproductive harm. For more information, visit [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

Each Archgard Gas Fireplace is checked and tested at the factory prior to being packaged and shipped to our dealers and finally installed in your home. Before leaving this unit with the customer, the installer must ensure that the appliance is firing correctly and that the electrical system is in working order. The Installation Checklist should be used to ensure the proper installation of this gas fireplace heater and to document any deviations from a typical install.

**Any alteration to the product that causes carbon or soot deposits that results in any damage or requires cleaning is not the responsibility of the manufacturer.**

## GENERAL INFORMATION

### APPLIANCE CERTIFICATION

This appliance was listed by QAI Laboratory Inc to the following USA and Canadian gas appliance standards.

- ANSI Z21.88 / CSA 2.33-2019 Vented Gas Fireplace Heaters
- CSA 2.17-2017 Gas Fired Appliances for Use at High Altitudes
- CSA – P.4.1-15 – Testing Method for Measuring Annual Fireplace Efficiency
- CSA C22.2 No.3 - M1998(R.2014) - Electrical Features of Fuel-Burning Equipment

The listing label is attached to the appliance on the bottom left side of the appliance. A copy is shown on the following page.

**Commonwealth of Massachusetts:** This appliance has been manufactured in accordance with Massachusetts code 248 CMR 5.00. Approval Code: G3-0119-103 . ([https://licensing.reg.state.ma.us/pubLic/pl\\_products/pb\\_pre\\_form.asp](https://licensing.reg.state.ma.us/pubLic/pl_products/pb_pre_form.asp)).

Please contact **Archgard Industries Ltd.**, if you have any questions regarding the certification of this appliance.

### INSTALLATION CODES

This appliance must be installed by a qualified gas appliance installer. The installation must conform with the local codes or, in the absence of local codes, with the current National Fuel Gas Code ANSI Z223.1/ NFPA 54 in the US, or the Natural Gas and Propane Installation Code, CSA B149.1 in Canada. Electrical connections and grounding must conform with local code, or in the absence of local codes, with the National Electrical Code, ANSI/NFPA 70 in the US, and in Canada the current Canadian Electrical Code CAN/CSA C22.1.

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

### SPECIFICATIONS

	Natural Gas (NG)	Propane (LP)
<b>Manifold Pressure</b>	1.6 - 3.5 in. w.c. (0.4 - 0.9 kPa)	6.4 - 10.0 in. w.c. (1.6 - 2.5 kPa)
<b>Minimum Supply Pressure for Purpose of Input Adjustment</b>	5.0 - 14.0 in. w.c. (1.2 - 3.5 kPa)	11.0 - 14.0 in. w.c. (2.7 - 3.5 kPa)
<b>Orifice Size</b>	#45 DMS ( 2.18 mm dia.)	#55 DMS ( 1.32 mm dia.)
<b>Nominal Input Rating</b>	13,000 - 20,000 BTU/hr (3.8 -5.8 kW)	15,000 -20,000 BTU/hr (4.4 - 5.8 kW)
<b>P.4 Fireplace Efficiency (FE)</b>	SIT 820: 54.54%, SIT 821: 56.98%	
<b>P.4 Steady State Efficiency</b>	SIT 820: 61.94%, SIT 821: 61.94%	
<b>Electrical Rating</b>	120 VAC, 60 Hz less than 2 A.	
<b>Altitude</b>	0 - 4,500 ft. (0 - 1372 m)	0 - 4,500 ft. (0 - 1372 m)
<b>Primary Air Opening</b>	¼ in. (6 mm)	Full open

### HIGH ALTITUDE INSTALLATION

When installing this appliance beyond 4500 ft. (1372 M) above sea level, the appliance must be properly derated and installed according to local codes, in the absence of local codes, with the current National Fuel Gas Code, ANSI Z223.1/ NFPA 54, in the US or Installation Code, CAN/CGA-B149.1, in Canada.

## RATING PLATE SAMPLE



DO NOT REMOVE THIS LABEL

**MODEL: 3400-DVTR20N-3**  
Manufactured as Natural Gas

SIT 820

SIT 821

VENTED GAS FIREPLACE HEATER and GAS-FIRED APPLIANCES FOR USE AT HIGH ALTITUDES.  
Tested to: ANSI Z21.88 / CSA 2.33-2019, CSA 2.17-2017, CSA – P.4.1-15, CSA C22.2 No.3 - M1998(R.2014).  
This vented gas fireplace heater is not for use with air filters. Certified for use in both CANADA and USA.

VENTED GAS FIREPLACE HEATER-NOT FOR USE WITH SOLID FUEL.

	NG	LPG
Input rating	13,000 - 20,000 BTU/hr (3.8 - 5.9 kW)	15,000 - 20,000 BTU/hr (4.4 - 5.8 kW)
Manifold Pressure	1.6 - 3.5 in. W.C. (0.4 - 0.9 kPa)	1.6 - 3.5 in. W.C. (0.4 - 0.9 kPa)
Orifice size	#45 DMS (1.28 mm dia.)	#55 DMS (1.32 mm dia.)
Minimum supply pressure for purpose of input adjustment.	5.0 - 14.0 in. W.C. (1.3 - 3.5 kPa)	11.0 - 14.0 in. W.C. (2.73 - 3.5 kPa)
Burner Primary Air Setting	100% Open	100% Open
Altitude	0 - 4500 ft (0 - 1372 m)	0 - 4500 ft (0 - 1372 m)
Fireplace Efficiency (FE) Rating	SIT 820: 54.54% SIT 821: 56.98%	
Electrical rating	120 VAC, 60 Hz less than 2 A.	
Replacement fan	Part no. 999-DV-FK optional fan kit may be used	
Keep burner and control compartment clear. See Instructions accompanying the heater.  Optional fuel conversion kit : See Manual	Minimum clearances to Combustibles: Chase sides, back & top from fireplace standoffs: 0" (0 cm). Interior sidewall from faceplate: 1" (2.5 cm). Mantle: 6" (15.2 cm) mantle at min 6" (15.2 cm) from top of the fireplace opening Vent pipe: Sides & Bottom: 1" (2.54 cm), Top: 2" (5.08 mm).  See Manual for additional dimensions and clearances	

This appliance must be installed in accordance with local codes, if any; if none, follow the National Fuel Gas Code, ANSI Z223.1/NFPA 54, or Natural Gas and Propane Installation Codes, CSA B149.1. Electrical connections and grounding must be in accordance with local codes, if any; if none, follow the current CAN/CSA C22.1 in Canada and ANSI/NFPA 70 in the US. This appliance is certified for installation in a bedroom or a bed sitting room. This appliance is only for use with the gas indicated on the rating plate and may be installed in an aftermarket, permanently located, manufactured (mobile) home where not prohibited by local codes. See owner's manual for details. This appliance is not convertible with other gases, unless a certified kit is used.

**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. This appliance must be properly connected to a Direct Vent venting system in accordance with the manufacturer's installation instructions.

**WARNING:** Failure to install this appliance per the manufacturer's instructions or failure to use only parts specifically approved with this appliance may result in property damage or personal injury.

**WARNING:** Do not operate the appliance until all sections have been assembled and installed in accordance with the manufacturer's instructions.

**WARNING:** Operation of this appliance when not connected to a properly installed and maintained venting system can result in carbon monoxide (CO) poisoning and possible death.

ONLY DOORS CERTIFIED WITH THE APPLIANCE SHALL BE USED.

For use only with barrier part # 3400-BS. Follow installation instructions.

Made in Canada by:  
Archgard Industries Ltd.  
7116 Beatty Dr., Mission, B.C.

December 2021 303-0143-04

MANUFACTURE DATE:

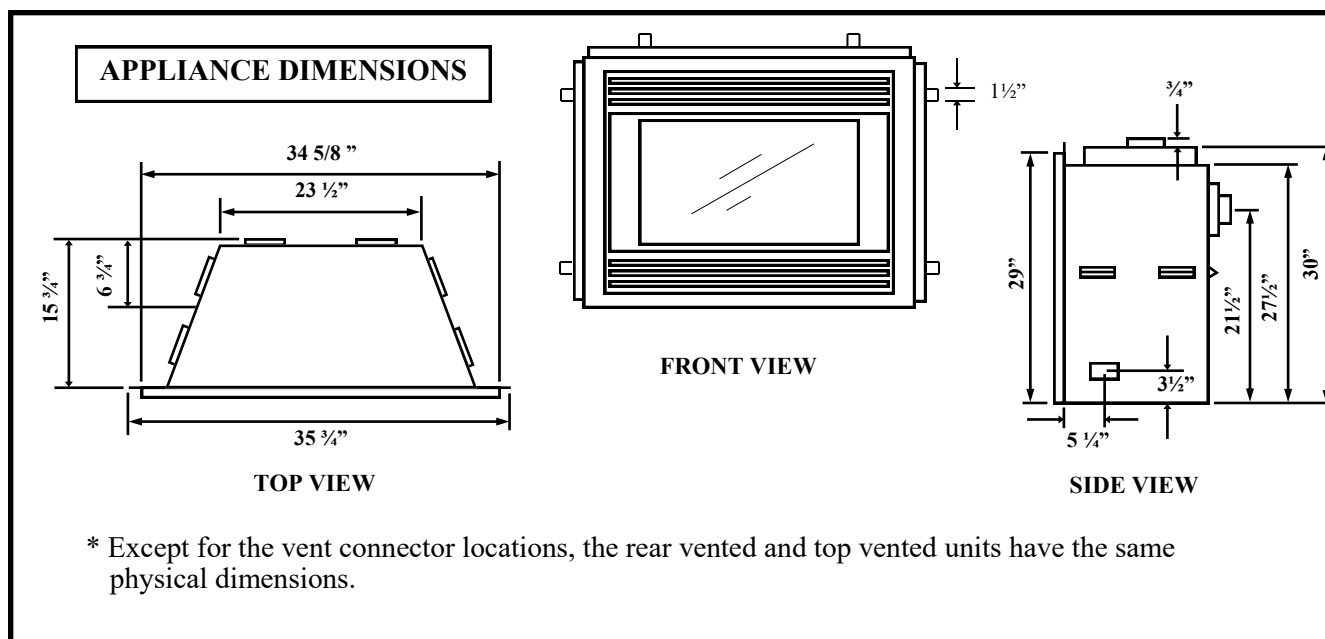
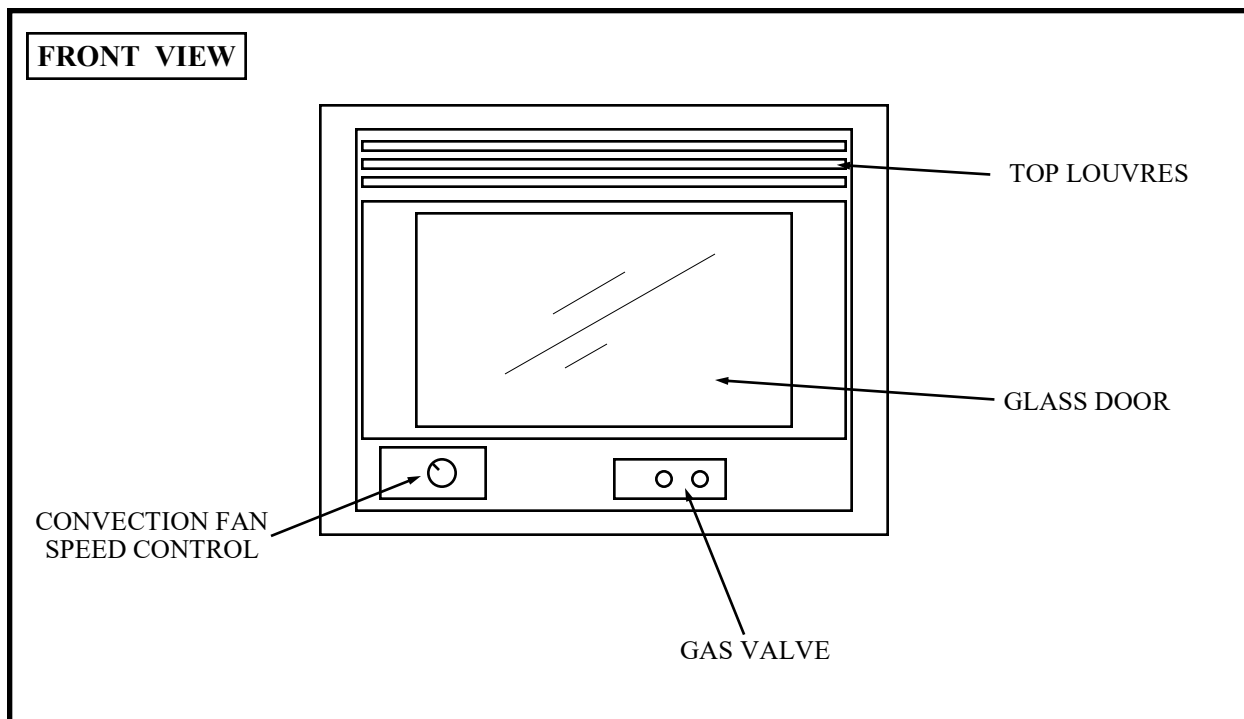


## Installation Checklist

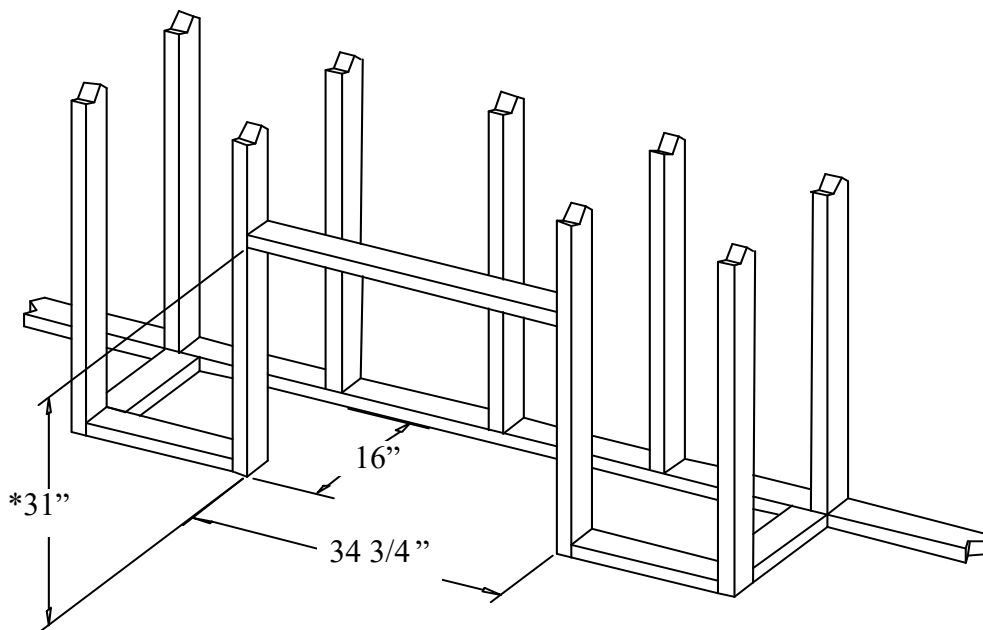
This standard installation checklist is to be used by the installer in conjunction with, not instead of, the instructions contained within this installation manual.

Customer: _____		Date Installed: _____	
Install Address: _____		Location of Fireplace: _____	
Installer: _____			
<b>Appliance Install:</b>	YES	IF NO, WHY NOT?	
Standoffs, side nailing flanges, and top nailing flange extension are installed.			
Fireplace is leveled and secured.			
<b>Venting:</b>	YES	IF NO, WHY NOT?	
Venting configuration complies with vent diagrams.			
Venting installed and secured in place maintaining proper clearances.			
<b>Maintained 1/4" rise for every 1 ft. on horizontal run.</b>			
Terminations installed and sealed in compliance with local building code.			
Direct vent termination is highest point in vent assembly.			
<b>Wiring / Electrical:</b>	YES	IF NO, WHY NOT?	
Connected to household 110/120v per local codes.			
Unit is properly grounded.			
<b>Gas:</b>	YES	IF NO, WHY NOT?	
Proper appliance for fuel type?			
Was a conversion performed?			
Leak check performed & inlet and manifold pressures verified?			
Verified proper air shutter setting?			
<b>Finishing</b>	YES	IF NO, WHY NOT?	
Only noncombustible material installed in noncombustible areas.			
Clearances meet installation manual requirements.			
Mantels and/or projections comply with install manual.			
<b>Appliance Setup:</b>	YES	IF NO, WHY NOT?	
Burner media / log set, glass door, and screen installed according to manual			
Manual given to home owner.			
Did you check flame modulation?			
<b>Comments:</b> _____			

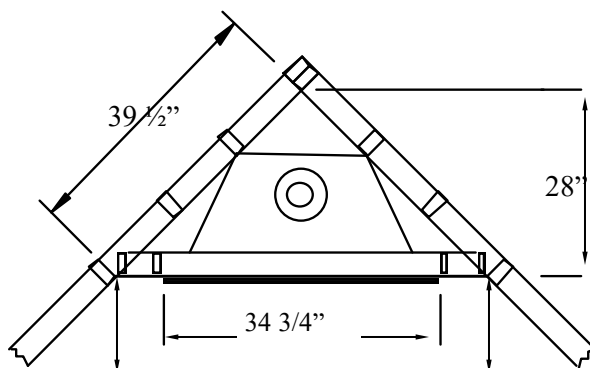
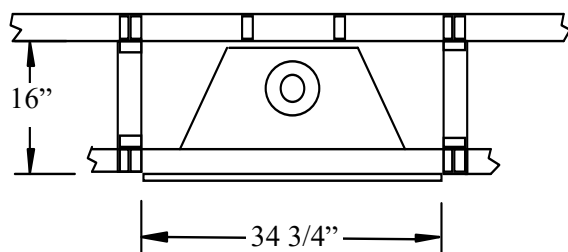
# APPLIANCE DESCRIPTION & DIMENSIONS



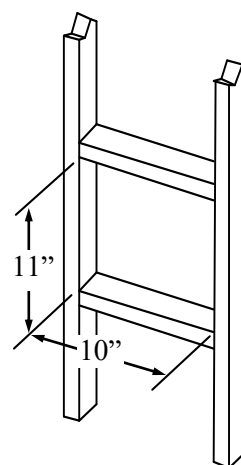


**FRAMING DIMENSIONS****FRAMING DIMENSIONS**

\* If more rigidity is required, a stud may be added to the back of the top nailing flange after the fireplace is installed.



Please allow 6" sidewall clearance on each side

**TERMINATION  
FRAMING**

## CLEARANCE TO COMBUSTIBLES

### PRECAUTIONS

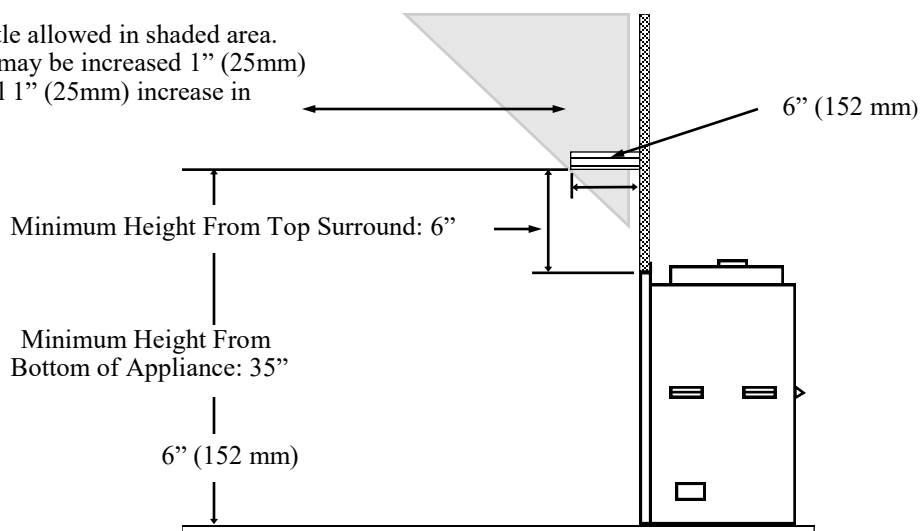
- This appliance must be installed by a qualified gas installer and the installation must conform to the installation codes.
- Provide adequate clearance around air openings of the appliance. Never obstruct front openings.
- Provide adequate clearances for proper operation and servicing of the appliance.
- This appliance must be properly connected to a venting system.

### CLEARANCES TO COMBUSTIBLES

BACK	0" to stand-offs
SIDES	0" to stand-offs
TOP	0" to stand-offs
BOTTOM	0"
ADJACENT SIDE WALL	1" to side of faceplate
MANTLE	see diagram
VENT	1" to outside side and bottom surface 2" to outside top surface.

**NOTE:** Low profile wooden crowns and moldings above the unit are not considered as mantles. I.E. 1" or less protrusions on the upper mantle facing are acceptable

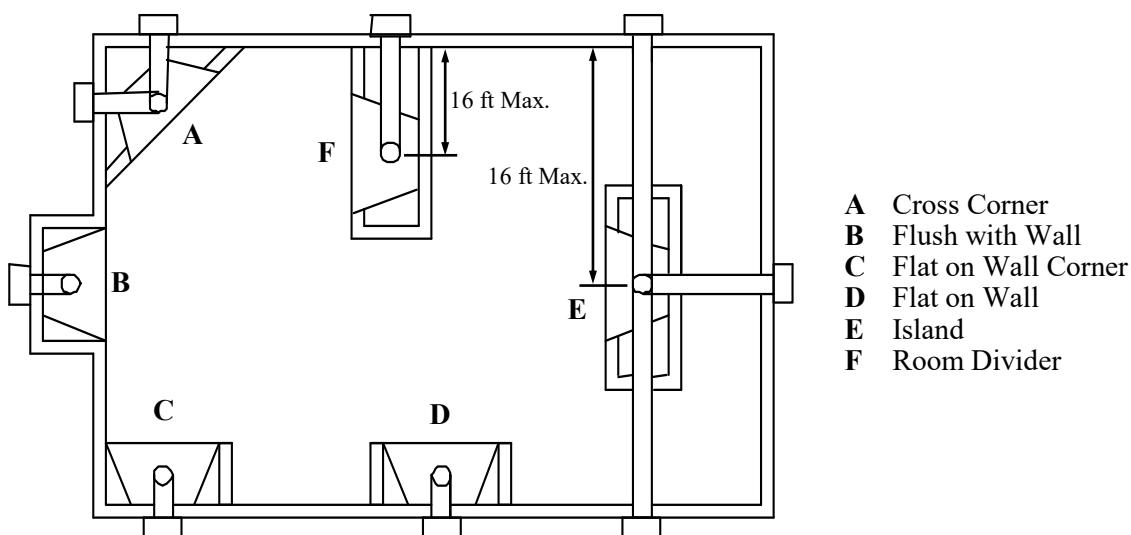
Combustible mantle allowed in shaded area.  
Mantle extension may be increased 1" (25mm)  
for each additional 1" (25mm) increase in  
clearance height.



## POSSIBLE FIREPLACE LOCATIONS

### LOCATING GAS FIREPLACE

This appliance must be installed in a location that is free of plumbing, electrical wiring and heating or air conditioning ducts. Select a location that is accessible for venting. See APPENDIX A. ALLOWABLE TERMINATION LOCATIONS.



**\*NOTE: The rear vented gas fireplace can only be located in positions A, B, C and D.**

**REFER TO THE VENTING SECTION OF THIS MANUAL FOR  
ALLOWABLE VENTING CONFIGURATIONS**

## **VENTING INSTRUCTIONS**

### **VENTING**

The appliance will not function without being connected to a proper venting system.

This appliance may use 4" and 7" gas flex vents with NorthFire 3400 listed vent components, or Simpson Duravent 4 x 6 5/8 direct vent systems with Simpson Dura vent Adaptor (999-DV-SDA). 7" dia. rigid vent may directly replace 7" dia. flex vent in all applications.

For best venting performance using gas flex vent, here are some general venting rules that we recommend:

1. Use only 4" and 7" diameter 2-ply certified gas flex vent in a co-axial configuration.
2. Maintain a minimum clearance of 1" to the sides and bottom and 2" to the top outside surface of the vent pipe and combustible material.
3. Observe any local code restrictions, if any, regarding the installation of this type of gas appliance.
4. Observe the venting chart given in this manual.
5. Use a vent spacer between the inside and outside flex vents at 3 ft intervals.
6. Never slope horizontal running vents downwards.
7. Maintain at least an upward slope of 1" for every 1 ft of horizontal run on the rear vented models.
8. Terminate the vent with a vent termination supplied by Archgard Industries Ltd.
9. Support horizontal running vents every 3 ft to prevent it from sagging.
10. Wall terminal must be installed a minimum of 12" above grade measured from bottom of terminal.

Horizontal sections must be supported to prevent sagging. See vent manufacturer's installation manual for more information - As a general guideline; a flex line should be supported every 2 - 3' (609.6 - 914.4 mm) and rigid pipe should be supported every 4 - 6' (1219.2 - 1828.8 mm)

This fireplace must be installed so as to prevent accumulation of condensate in the venting system.

### **VENT TERMINATION**

1. See "ALLOWABLE TERMINATION LOCATIONS" diagram (page 15) to establish a suitable vent termination location.
2. In heavy snowfall areas make sure vent termination is located where it can not be blocked by snow or snow from snow removal equipment.
3. Locate vent termination away from plants, bushes or any other object on or near the vent termination that will interfere or obstruct the air flow around it.
4. DO NOT recess vent termination into walls, sidings or planters.
5. Vent terminations located below 7ft from grade level or anywhere it can be a burn hazard to the public, such as patios and balconies, must be protected with an Archgard-approved termination cage.
6. Always ensure bottom of Vent Terminal is a minimum of 12" above grade.

### **VENTING FOR REAR VENTED APPLIANCES**

- Maximum horizontal vent length straight out the back of the unit is 3ft
- Maximum of one 45° elbow is allowed
- Maintain 1" vertical rise minimum per foot of horizontal length beyond 6". ie: no vertical rise is required for a 6" horizontal vent straight out the back of the fireplace
- For rear vent configurations other than above please refer to the vent charts on page 13 and vent restrictor chart on page 14

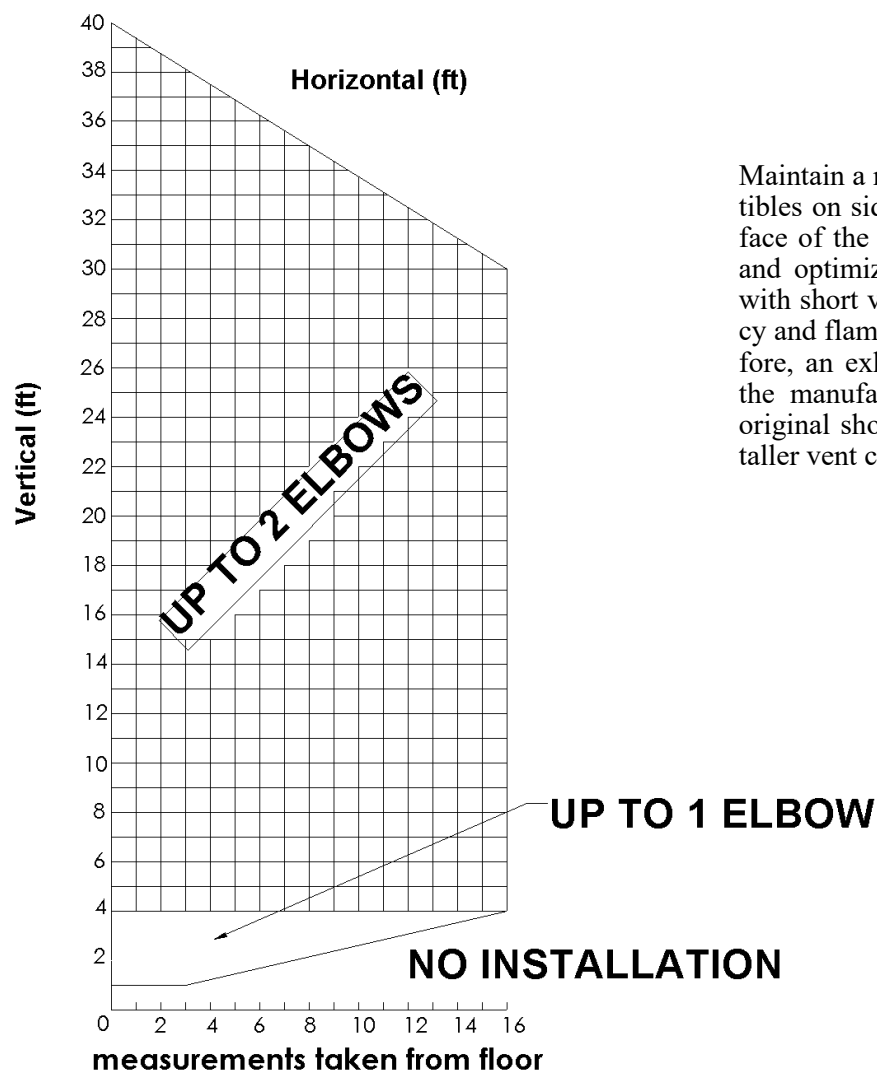
**DO NOT USE SILICONE TO SEAL VENT.**

Follow the venting instructions as strictly as possible to obtain the best performance from the appliance.

**\*\*Top/Rear Conversion Instructions Pg. 34\*\***

## VENTING INSTRUCTIONS

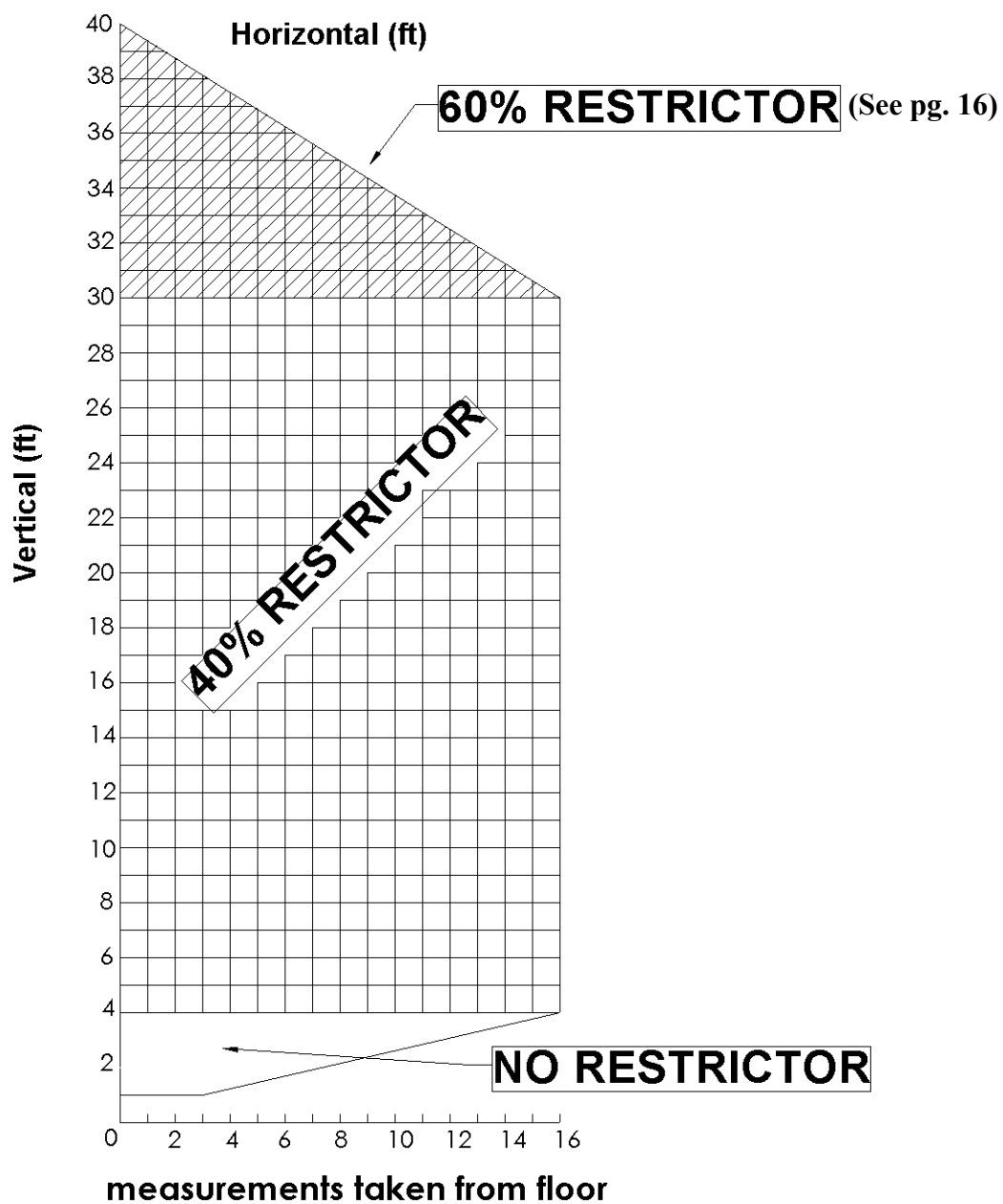
### Top/Rear Vent Units



Maintain a minimum of 1" clearance to combustibles on sides and bottom and 2" from top surface of the vent. The gas fireplace is designed and optimized for majority of the installations with short vents. With taller vents, the efficiency and flame characteristics will change. Therefore, an exhaust restrictor plate is provided by the manufacturer to preserve as much of the original short vent performances as possible on taller vent configurations.

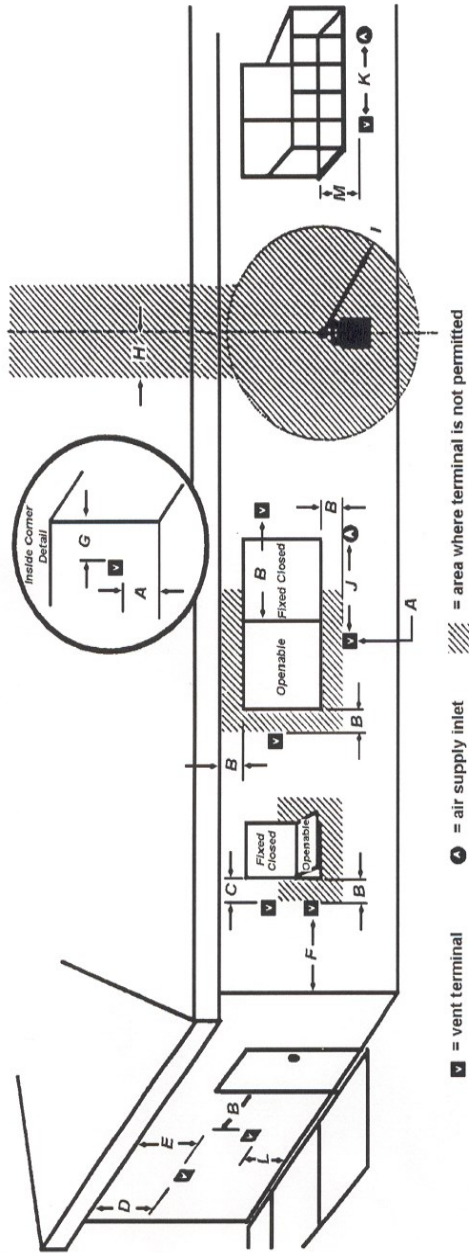
### Rear Vent Units

Maximum Horizontal run for Rear Vent is 36" from the back of the unit to termination or 16" with a 45° elbow

**VENTING INSTRUCTIONS****RESTRICTOR INSTALLATION**

VENTING INSTRUCTIONS

ALLOWABLE TERMINATION LOCATIONS.



	Canadian Installations (1)	US Installations (2)	Canadian Installations (1)	US Installations (2)
A= Clearance above grade, veranda, porch, deck, or balcony	12 inches (30 cm)	12 inches (30 cm)	J= Clearance to non-mechanical air supply inlet to building or the combustion air inlet of any other appliance	9 inches (23 cm)
B= Clearance to window or door that may be opened	12 inches (30 cm)	12 inches (30 cm)	K= Clearance to a mechanical air supply inlet	3 feet (91 cm) above if within 10 feet (3 m) horizontally
C= Clearance to permanently closed window	*	*	L= Clearance above paved sidewalk or paved driveway located on public property	*
D= Vertical clearance to ventilated soffit located above the terminal within a horizontal distance of 2 feet (61 cm) from the center line of the terminal	*	*	M= Clearance under veranda, porch, deck, or balcony	*
E= Clearance to unventilated soffit	*	*		
F= Clearance to outside corner	*	*		
G= Clearance to inside corner	9" (22.5cm)	9" (22.5cm)		
H= Clearance to each side of center line extended above meter/regulator assembly	3 feet (91 cm) within a height 15 feet (4.5 m) above the meter/regulator assembly	*		
L= Clearance to service regulator vent outlet	3 feet (91 cm)	*		

(1) In accordance with the current CSA B149.1, *National Gas and Propane Installation Code*

(2) In accordance with the current ANSI Z223.1/NFPA 54, *National Fuel Gas Code*

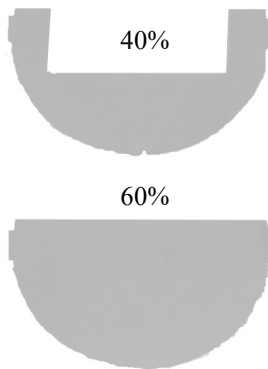
(+) A vent shall not terminate directly above a side walk or paved driveway that is located between two single family dwellings and serves both dwellings

(++) Permitted only if veranda, porch, deck, or balcony is fully open on a minimum of two sides beneath the floor.

(\*) For clearances not specified in ANSI Z223.1/NFPA 54 or CSA B149.1, "Clearances shall be in accordance with local installation codes and the requirements of the gas supplier."

**VENTING INSTRUCTIONS Cont...****RESTRICTOR PLACEMENT “FOR ABOVE 4 FOOT VERTICAL RISE VENTED APPLICATIONS ONLY”**

**WARNING:** These restrictors are only to be installed in the vent system if the vent exceeds 4’ in vertical height. \*See below which restrictor is required. **Installing them under any other circumstances may cause hazardous venting conditions and may result in personal injury, property damage or death.**



Vertical Venting between Four Feet (4’) and Thirty Feet (30’) requires Restrictor Number 1 as per the Venting Chart on page 14.

Vertical Venting between Thirty Feet (30’) and up to a maximum Forty Feet (40’) requires Restrictor Number 2 as per the Venting Chart on page 14.

**NOTE:** Vent restrictors are designed to reduce vertical stack action for above 4 feet (4’), which will reduce the velocity of incoming combustion air and not adversely affect the standing pilot or the flame of the appliance.

**Archgard System**

In the Archgard system the restrictors are placed on the exhaust outlet on the appliance.

**Simpson Duravent**

With Simpson Duravent locate the restrictor in the exhaust section fitting into the formed lip.

**Simpson Duravent****Archgard System****Restrictor Placement**



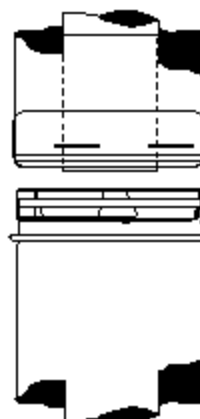
**VENTING INSTRUCTIONS Cont...**

The rigid vent systems use twist lock connections. The adaptor attached to the unit connects to the approved venting system. Assemble the vent system using the desired combination to sections and fittings required for your particular installation. While you are assembling the pipe bear in mind the best visual appearance. Seams should be aligned and hidden as much as possible. Make sure you twist the mating section all the way to make a solid connection.

**Note:** As this system is a sealed system, a high temperature sealing compound must be used to seal the metal to metal joint.

**Vent Pipe Assembly Procedure**

The female section of the pipe/fitting has four indentations evenly spaced around the pipe. These indentations are designed to slide over the male section of the pipe and locate into the four entry slots of the male section of pipe. Twist the female section clockwise a quarter turn to fully lock the sections together.



## GAS CONNECTION INSTRUCTIONS

### GAS CONNECTIONS

Before connecting the appliance to the gas supply line, double check that the appliance you have purchased is designed for the gas type you are using. The gas type markings are located on the certification label and also on the appliance's gas valve.

Provide adequate clearance for proper installation and checking of the gas connections. Have your gas supplier or a qualified gas fitter run a gas supply line into the gas fireplace. The line must be properly sized and fitted according to the installation codes. Upstream of the appliance supply connection, the fitter shall provide an easily accessible manual shut-off valve.

**CAUTION:** The appliance and its individual shutoff valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psig (3.5 kPa). The appliance must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psig (3.5 kPa). Failure to do so will damage the appliance's gas valve. Such damage is not covered by the manufacturer's warranty.

Check for proper gas supply pressure by loosening the set screw on the supply pressure tap (marked **IN**) on the gas valve with a small flat tip screw driver and placing a test gauge on the tap.

The minimum permissible gas supply pressure is 4.5 in. w.c. (1.12 kPa) for natural gas and 11.0 in. w.c. (2.74 kPa) for propane. Maximum gas supply pressure should never exceed 7 in. w.c. (1.74 kPa) or 1/2 psi. for natural gas and 13 in. w.c propane.

**BE SURE TO TIGHTEN THE PRESSURE TAP SET SCREW AFTER CHECKING THE PRESSURE. CHECK ALL GAS CONNECTIONS FOR GAS LEAKS.**

## GLASS DOOR INSTRUCTIONS

**WARNING:** Do not operate appliance with the glass front removed, cracked, or broken. Replacement of the glass should be done by a licensed or qualified service person. Do not attempt to remove the glass door when the appliance is hot. Be sure there are no fingerprints left on the glass panels during install or when cleaning as high temperatures can bake these prints on permanently. Inspect the door gasket to ensure no damage has occurred when installing the glass door.

### Removing the Glass Door

- ◆ Remove the top & bottom louvers (or optional front).
- ◆ Unhook the door latches found on the bottom of the firebox.
- ◆ Carefully lift and remove the door.
- ◆ Place the door at a safe location where it cannot be scratched or damaged.
- ◆ If the glass door is damaged, it **must** be replaced with another glass door certified with this appliance **only**.
- ◆ Replacement glass doors are available through your Archgard dealer
- ◆ See Replacement Parts page 33

### Replacing the Glass Door

- ◆ Check the condition of the glass and the gasket before installing door.
- ◆ Carefully hook the door onto the tabs on the top of the firebox.
- ◆ Connect the door latches, at the bottom of the door, and close latches.
- ◆ Install the top & bottom louvers (or optional front).

If the glass has been damaged contact your dealer and replace the door assembly with a new assembly provided by your dealer.

### WARNING:

- Do not attempt to remove the glass door when the appliance is hot.
- Do not abuse the glass door.
- Do not strike or slam the glass.
- Do not operate this appliance with cracked or broken glass.
- Do not use any substitute materials.

### If Your Glass Breaks

In the event your glass cracks or breaks, replace the original door assembly with an Ambiance replacement door assembly (part number URP-893-0000). The glass door and frame assembly must be replaced as a complete unit. Remove the barrier screen and remove door as per the instructions above. Replace with new door assembly and reinstall the barrier screen.

**NOTE:** the NEW door will emit some odor when the appliance is lit. The odor will dissipate after the gasket material within the door has cured. Be sure there are no fingerprints left on the glass panels as high temperatures can bake these prints on permanently.

**Warning:** Only doors certified with the appliance shall be used. Do not use substitute glazing materials.

## **3400 SAFETY BARRIER INSTALLATION**

If barrier becomes damaged, the barrier shall be replaced with the manufacturer's barrier for this appliance  
(Part Number: 3400-BS).



- **REMOVE TOP LOUVERS.**
- **OPEN BOTTOM LOUVERS**
- **UNDO BOTTOM DOOR LATCHES.**
- **PLACE UPPER SCREEN TABS ON DOOR MOUNTS.**

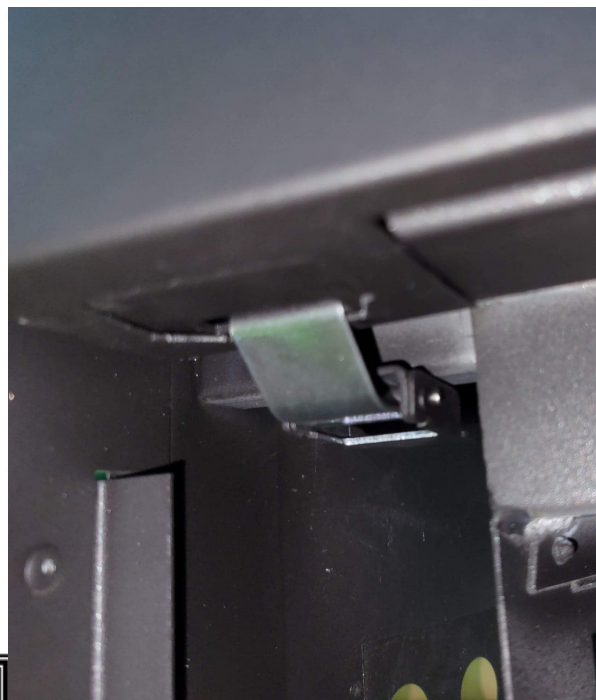
- **PUSH IN BOTTOM OF SCREEN AND DOOR.**
- **RELATCH BOTTOM DOOR LATCHES**

Safety Barrier installed.

- To remove screen, reverse installation process.

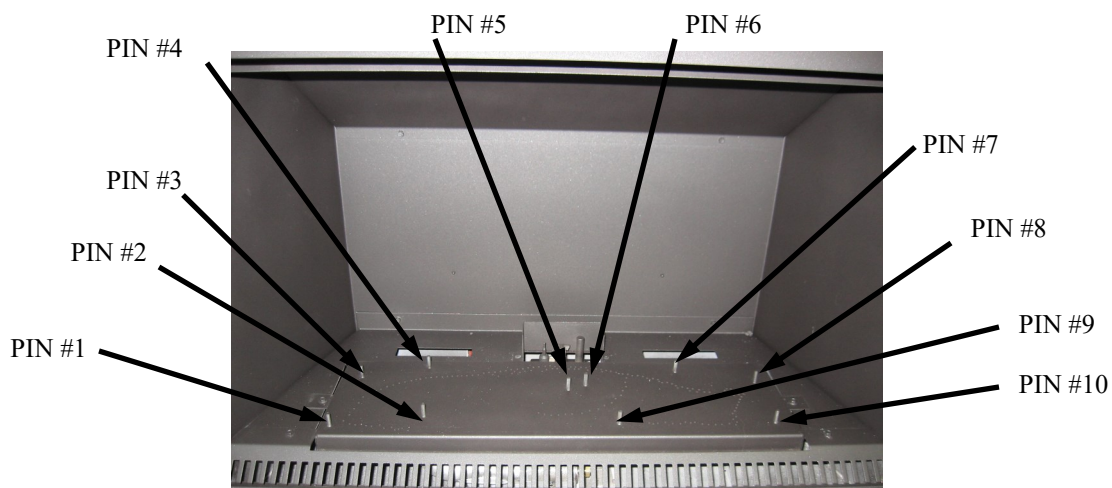
### **WARNING**

**DOOR MUST BE INSTALLED PRIOR TO  
SCREEN INSTALLATION TO AVOID  
POSSIBLE DAMAGE OR INJURY.**



## LOG PLACEMENT INSTRUCTIONS

### PIN NUMBERS AND LOCATIONS



### PLACEMENT OF LOGSET



**Step 1:** Place rear right log on pin numbers 7 and 8 with the left side of the log resting on the pilot shield so as to allow secondary air to pass under the log.



**Step 2:** Place rear left log on pin numbers 3 and 4 with the right side of the log resting on the rear right log so as to allow secondary air to pass under the log.





**Step 3:** Place left front log on pin numbers 1 and 2 as shown.



**Step 4:** Place right front log on pin numbers 9 and 10 as shown.



**Step 5:** Place the center log on pin numbers 5 and 6 with the larger branch facing forward between the front left and right logs.



**Step 6:** Place the coals on top of the burner so as not to block any of the burner ports or the secondary air flow under the two rear logs



**REPLACEMENT LOGS**

310-63400-1	Right Rear Log
310-63400-2	Left Rear Log
310-63400-3	Left Front Log
310-63400-4	Right Front Log
310-63400-5	Middle Chunk Log
310-0020	Black Embers
310-63400	Complete Log Set

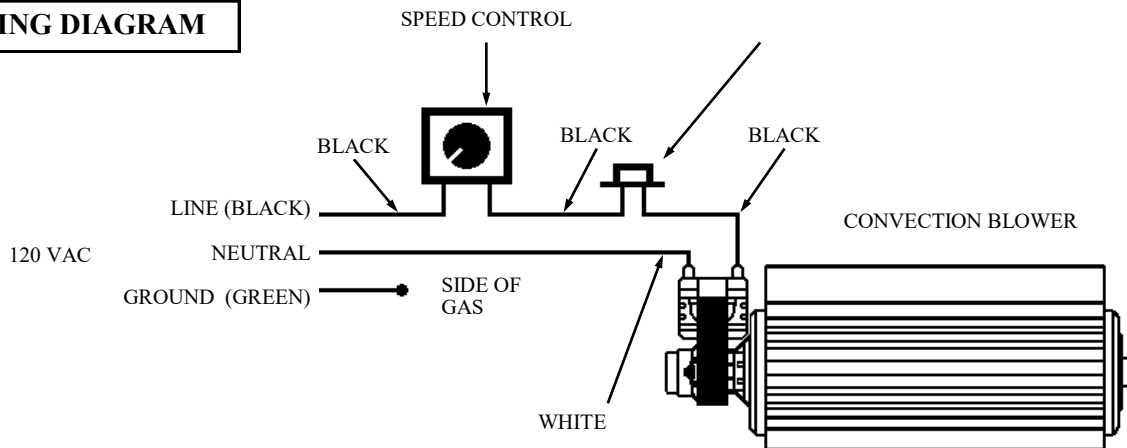
**WARNING :** Do not place the logs branches in any configuration other than the one shown, a fire, explosion or excessive carbon monoxide (CO) may result, causing property damage, personal injury or loss of life.

## FAN & VALVE WIRING DIAGRAM/INSTRUCTIONS

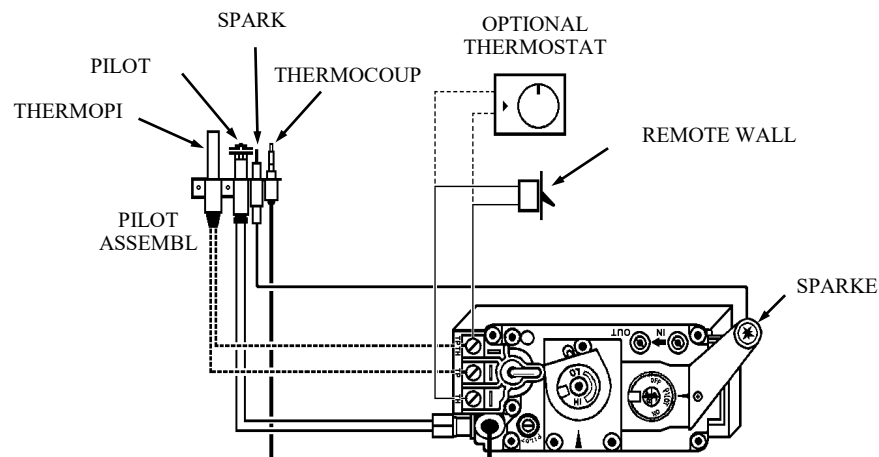
### ELECTRICAL CONNECTIONS (for optional convection fan kit 999-DV-FK only)

- Install the fan first. Remove the lower louvers and gently place the bottom front lip of the blower mounting bracket into the opening. Slide the blower assembly into the bottom of the fireplace. Rotate the blower into position. Be careful not to damage the fan blades. The fan blades will now face towards you. Line up the holes on fan bracket to the mounting bracket at the bottom of the fireplace. Place a screw at each of the three holes and tighten.
- Run 120VAC power line through the left side of the fireplace and into the bottom of the gas fireplace.
- Be sure to connect a grounding wire to the side of gas fireplace. Use any screw hole on the side for this purpose.
- Slide the thermal snap switch into the fork like bracket underneath the left side of the firebox.
- Neatly tie down and tuck the wires down at the bottom and to the back of the fireplace.
- **CAUTION:** Do not allow any wires to touch the bottom of the firebox. Otherwise, the wires will melt and short-out.
- Screw the speed controller bracket to the bottom left sidewall of the gas fireplace.

### WIRING DIAGRAM



### VALVE CONNECTIONS



## INITIAL START-UP INSTRUCTIONS

FOR YOUR SAFETY READ BEFORE LIGHTING  
POUR VOTRE SÉCURITÉ VEUILLEZ LIRE AVANT L'ALLUMAGE

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

**AVERTISSEMENT:** Quiconque ne respecte pas à la lettre les instructions dans la présente notice risque de déclencher un incendie ou une explosion entraînant des dommages, des blessures ou la mort.

- A. This appliance has a pilot which must be lighted by manual spark igniter. 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 electrical switch; do not use any phone in your building.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- C. Use only 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.
- 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.




- A. Cet appareil est muni d'une veilleuse qui doit être allumée par allumeur manuel. Respectez les instructions ci-dessous à la lettre.
- B. AVANT D'ALLUMER la veilleuse, reniflez tout autour de l'appareil pour déceler une odeur de gaz. Reniflez près du plancher, car certains gaz sont plus lourds que l'air et peuvent s'accumuler au niveau du sol.

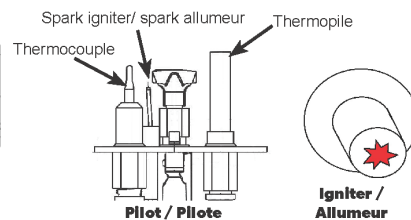
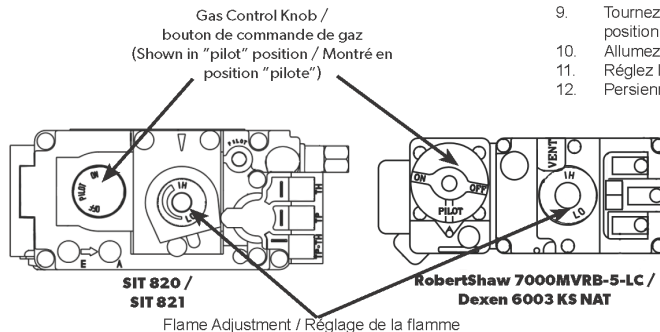
### QUE FAIRE SI VOUS SENTEZ UNE ODEUR DE GAZ:

- Ne pas tenter d'allumer d'appareil
  - Ne touchez à aucun interrupteur; ne pas vous servir des téléphones se trouvant dans le bâtiment
  - Appelez immédiatement votre fournisseur de gaz depuis un voisin. Suivez les instructions du fournisseur.
  - Si vous ne pouvez rejoindre le fournisseur, appelez le service des incendies.
- C. Ne pousser ou tourner la manette d'admission du gaz qu'à la main. Ne jamais employer d'outil à cette fin. Si la manette reste coincée, ne tentez pas de la réparer; appelez un technicien qualifié. Quiconque tente de forcer la manette ou de la réparer peut provoquer une explosion ou un incendie.
- D. N'utilisez pas cet appareil s'il a été plongé dans l'eau, même partiellement. Faites inspecter l'appareil par un technicien qualifié et remplacez toute partie du système de contrôle et toute commande qui ont été longés dans l'eau.



## LIGHTING INSTRUCTIONS INSTRUCTION D'ALLUMAGE

1. STOP! Read the safety information above on this label.
2. Set the wall switch to "OFF".
3. Turn off all electric power to the appliance.
4. Open lower louvers or remove trim and barrier screen.
5. Press slightly and turn the control knob clockwise  to the "OFF" position. Open gas isolation valve.
6. Wait 5 minutes to clear out any gas. Then smell for gas, including near the floor. If you smell gas, STOP! and follow "B" in the safety information above (and to the left) on this label. If you do not smell gas, go to the next step.
7. Find pilot. It is adjacent to the burner and may be partially concealed by a decorative cover.
8. Press slightly and turn control knob counterclockwise  to "PILOT". Depress knob and light pilot by repeatedly pressing the igniter. Once flame is established, hold knob depressed for approximately 30 seconds. Release knob. If pilot should go out, repeat steps 3 to 8.
  - If the knob does not pop up when released, stop and immediately call your service technician or gas supplier.
  - If the pilot will not stay lit after several tries, turn the gas control knob to "OFF" and call your service technician or gas supplier.
9. Turn the control knob counterclockwise  to the "ON" position.
10. Set the wall switch to "ON".
11. Turn on all electric power to the appliance.
12. Close louver or replace trim and the barrier screen.

1. ARRÊTEZ! Lisez les instructions de sécurité sur la portion supérieure (à gauche) de cette étiquette.
2. Réglez le commutateur à distance sur "OFF".
3. Coupez l'alimentation électrique de l'appareil.
4. Ouvrez persiennes inférieures ou porte d'accès.
5. Appuyez légèrement et tournez le bouton de commande dans le sens horaire  à la position "OFF". vanne d'isolement de gaz ouverte.
6. Attendre cinq (5) minutes pour laisser échapper tout le gaz. Reniflez tout autour de l'appareil, y compris près du plancher, pour déceler une odeur de gaz. Si vous sentez une odeur de gaz, ARRÊTEZ! Passez à l'étape B des instructions de sécurité sur la portion supérieure (à gauche) de cette étiquette. S'il n'y a pas d'odeur de gaz, passez à l'étape suivante.
7. Trouver pilote. Il est adjacent au brûleur et peut être partiellement masqué par un couvercle décoratif.
8. Appuyez légèrement et tournez le bouton de commande vers la gauche  pour "PILOT". Enfoncez le bouton et la veilleuse en appuyant plusieurs fois sur la allumeur. Une fois que la flamme est établie, maintenez le bouton enfoncé pendant environ 30 secondes. bouton de sortie. Si pilote doit sortir, répétez les étapes 3 à 8.
  - Si la manette ne se soulève pas d'elle-même lorsqu'on la relâche, arrêter et appeler immédiatement un technicien qualifié ou le fournisseur de gaz.
  - Si la veilleuse ne reste pas allumée après plusieurs tentatives, réglez la manette d'admission du gaz à la position OFF et appelez un technicien qualifié ou le fournisseur de gaz.
9. Tournez le bouton de commande dans le sens antihoraire  à la position "ON".
10. Allumez l'alimentation électrique de l'appareil.
11. Réglez le commutateur à distance sur "ON".
12. Persienne fermée ou porte d'accès.



## TO TURN OFF GAS TO APPLIANCE COMMENT COUPER L'ADMISSION DE GAZ DE L'APPAREIL

1. Set the wall switch to "OFF".
  2. Turn off all electric power to the appliance if service is to be performed.
  3. Open lower louvers or remove trim.
  4. Press slightly and turn control knob clockwise  to "OFF". Do not force. Close gas isolation valve.
  5. Close lower louvers or replace trim.
1. Réglez le commutateur à distance sur "OFF".
  2. Coupez l'alimentation électrique de l'appareil s'il faut procéder à l'entretien.
  3. Ouvrez persiennes inférieures ou porte d'accès.
  4. Appuyez légèrement et tournez le bouton de commande dans le sens horaire  à la position "OFF". vanne d'isolement de gaz à proximité.
  5. Persienne fermée ou porte d'accès.



## MAINTENANCE

**CAUTION:**

Do not conduct maintenance on the appliance while it is operating or while it is still hot. Always verify proper operation after servicing.

### Cleaning and Routine Maintenance

The exterior painted surfaces, glass, and metal plated trims may be cleaned with a soft, non-abrasive cloth and water or a suitable, mild, non-abrasive cleaner. Be sure there are no fingerprints left on the glass panels as high temperatures can bake these prints on permanently.

**Regularly:**

- Frequent cleaning of the ceramic glass is recommended. We recommend using a good quality ammonia free gas fireplace glass cleaner that is available at any hearth retail location. Take care to avoid scratching glass while cleaning. **DO NOT CLEAN WHILE HOT**. Never use common household cleaners to clean the glass.
- Keep the appliance area free from combustible materials, such as paper, wood, clothing, gasoline and flammable solids, liquids and vapors
- Visually check the height and color of the burner and pilot flames

**Once a year, have a qualified service technician:**

- Perform the regular services listed above
- Inspect and operate the pressure relief mechanism (door buckles) to verify they are free from obstruction and operate properly
- Carefully remove the logs and gently brush off any loose carbon deposits. This job is best done outside the house, wearing a dust mask. The logs are very fragile, take care not to break them. Do not wash logs with any liquid. While the logs are removed, check that all burner openings are not obstructed and it is recommended you use a vacuum cleaner to clean off any dust or lint
- Vacuum and clean any lint accumulations or debris in the firebox, on the burners, on the pilot, at the primary air opening, on the convection air blower and in any combustion and convection air passageways
- After cleaning, the logs and embers must be replaced according to the instructions in this manual
- Inspect the operation of the flame safety system pilot and gas valve
- Inspect and ensure the lighting of the main burner occurs within 4 seconds of the main gas valve opening. Flames should match those shown in **Page 28**
- Completely inspect the appliance and the venting system, if the vent pipe or seal is found to be defective, replace and or reseal (follow the instructions found in the venting instructions in this manual)
- Inspect the condition of the vent and vent terminal for sooting or obstruction and correct if present
- Test and measure the flame failure response time of the flame safety system. It must de-energize the safety shutoff in no more than 30 seconds
- Check all accessible gas-carrying tubes, connections, pipes and other components for leaks

**WARNING:**

**All parts removed or disturbed, including guards and grills, must be properly replaced after maintenance. Service and repair must be conducted by a qualified service person. If these instructions are not followed, a fire or explosion may result, causing property damage, personal injury or loss of life.**

## TROUBLESHOOTING

Please check to make sure the instructions are followed exactly before attempting troubleshooting of the appliance.

**WARNING:** Troubleshooting and servicing of gas and electrical devices of the appliance should only be conducted by a qualified service technician.

SYMPTOM	ACTION
Pilot will not light after pressing the sparker many times.	<ol style="list-style-type: none"> <li>1. When lighting the appliance for the first time after installation or after servicing, there is air in the gas line. It takes a while for all the air to purge out of the pilot before gas can reach the pilot and ignite. Remove the glass door and try lighting the pilot many times to purge the air.</li> <li>2. Check to make sure the gas supply to the appliance is turned on and there is adequate gas supply pressure to the appliance.</li> <li>3. Check for sparks between the spark electrode and the pilot head when the sparker is pressed. If there are no sparks,               <ol style="list-style-type: none"> <li>a. Check for broken or poor connection from the sparker to the electrode.</li> <li>b. Check for the spark shorting or arcing at other locations.</li> <li>c. Check for defective sparker.</li> <li>d. Check for defective spark electrode.</li> </ol> </li> <li>4. With the door removed, try lighting the pilot with a match.               <ol style="list-style-type: none"> <li>a. If air is blowing on the flame of the match, hold the control knob in at the '<b>PILOT</b>' setting until all the air is purged out of the line.</li> <li>b. If there is no gas or air coming out of the pilot and there is gas pressure to the appliance, the pilot orifice may be blocked or the gas valve may be defective.</li> </ol> </li> </ol>
Pilot will not remain on after being lit.	<ol style="list-style-type: none"> <li>1. Press the control knob all the way in.</li> <li>2. Hold the control knob in for a longer period of time.</li> <li>3. If you are trying to re-light the pilot immediately after you have shut-off the pilot, you have to wait a few minutes for the valve to reset.</li> <li>4. Check to see if the pilot flame is large enough to reach and surround the thermocouple. If the flame is too small, check for correct gas supply pressure. If pressure is good, adjust the pilot flame size with the adjustment screw on the valve. If the flame cannot be adjusted, there might be some debris obstructing the pilot orifice.</li> <li>5. Check for poor connection of the thermocouple to the valve.</li> <li>6. Check for proper millivolts of the thermocouple. The thermocouple should generate at least 30 mV or it is defective.</li> <li>7. Check for defective gas valve.</li> </ol>
The main burner does not turn on with the pilot lit.	<ol style="list-style-type: none"> <li>1. Check to make sure the control knob is turned to the '<b>ON</b>' position.</li> <li>2. The thermopile takes a bit of time to heat up and generate enough voltage to activate the valve. Wait a little longer.</li> </ol>

### TROUBLE SHOOTING Cont...

SYMPTOM	ACTION
The main burner does not turn on with the pilot lit. Cont...	<ol style="list-style-type: none"> <li>3. Check to make sure the thermostat is set high enough to turn on the appliance.</li> <li>4. Check that the remote switch or the thermostat is turned on.</li> <li>5. Check for weak pilot flame. If flame is weak, check gas supply, check pilot flame adjustment and check for blockage of pilot orifice.</li> <li>6. Check for 400-500 mV from the thermopile with the burner off and 200-250 mV with the burner on. If the voltages are lower, the thermopile is defective.</li> <li>7. Check for defective gas valve.</li> </ol>
The main burner shuts off when the appliance is warm.	<ol style="list-style-type: none"> <li>1. This may be the normal operation of a wall thermostat installed to appliances.</li> <li>2. Check for good pilot flames on the thermopile.</li> <li>3. Check for good voltage from the thermopile.</li> </ol>
The pilot was lit but will randomly go out.	<ol style="list-style-type: none"> <li>1. Turn the fireplace on again. If the fireplace includes continuous pilot on demand ignition, the system will turn off the pilot if the fireplace has not been used for seven days.</li> <li>2. If the fireplace includes continuous pilot on demand ignition, the pilot wires connected to the valve may be reversed. See Page 30.</li> <li>2. Have a service technician check for low inlet pressure.</li> </ol>
Sooty deposits on the glass door.	<ol style="list-style-type: none"> <li>1. If the flame is yellow and lazy, increase primary air by opening the primary air shutter.</li> <li>2. Check for proper placement of the logs and branches. See that section in the instruction manual.</li> <li>3. Check for obstruction of the burner ports by the embers. See that section in the instruction manual.</li> <li>4. Check for proper venting and blockage of the vent termination.</li> <li>5. Check manifold pressure and clock input rating.</li> </ol>
Sharp blue flames with flames lifting off the burner at the ends.	<ol style="list-style-type: none"> <li>1. Too much primary air. Reduce primary air by closing the primary air shutter. During cold temperatures, some flame lifting may occur during start-up.</li> </ol>
Convection blower does not turn on.	<ol style="list-style-type: none"> <li>1. The convection fan is thermostatically controlled. It will only turn on when the appliance is warmed-up. This may take 5 to 15 minutes with the appliance on high.</li> <li>2. Check for 120VAC electrical supply to the appliance.</li> <li>3. Check for proper mounting of the thermal snap disc.</li> <li>4. Check electrical connections.</li> <li>5. Check for defective thermal snap disc.</li> <li>6. Check for defective convection blower speed controller.</li> <li>7. Check for defective convection blower.</li> </ol>

## SERVICING

### SERVICING UNDER WARRANTY

Before servicing, read the terms and conditions of the Archgard warranty at the back of the manual. Contact the Archgard authorized dealer which you have purchased the appliance from and provide him with details of the problem and the installation information which the installer has fill out at the back of the manual.

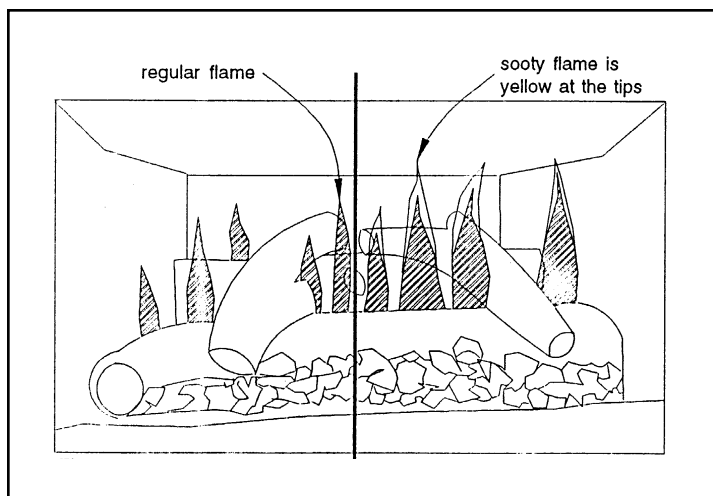
**WARNING:** Servicing of this appliance **must be conducted by a qualified Archgard service technician.** Improper servicing, adjustment or alteration of this appliance may cause property damage, personal injury or loss of life. All servicing should be conducted with the appliance cold. All replacement parts must be authorized by Archgard for suitability.

### ADJUSTING PRIMARY AIR

Note: the Shutter is set at the factory and normally only requires setting at higher altitudes.

- The primary air adjustment wing nut is located on the bottom side of the valve tray behind the lower louver
- Loosen the wing nut and slide the primary air shutter screw to the right to decrease primary air and to the left to increase primary air. **WARNING: Any Adjustment to Primary Air Should Only Be Attempted by a Qualified, Licensed Gas Fitter or Service Person.**
- Tighten the wing nut to the air shutter after adjustment.

**Caution:** Wear gloves when adjusting the primary air with the appliance is hot.



#### FLAMES... (Reference only)

The left side shows correct adjustment. The right side shows yellow sooty flames requiring increase in shutter opening or cleaning of shutter area due to lint buildup.

**SERVICING Cont...****CHANGING MAIN BURNER ORIFICE**

- Remove the glass door, log set and brick panels (if used)
- Remove the burner by removing the screws holding the burner and cover plate
- Use two wrenches to loosen and remove the cap orifice.
- Change the orifice.
- Replace the burner and the log set and brick panels if used.
- Test fire the appliance with the glass door off and check for gas leaks.
- Replace the glass door.

**CHECKING INLET AND OUTLET GAS PRESSURE**

- Open the lower grills.
- The pressure test taps are located on the valve.

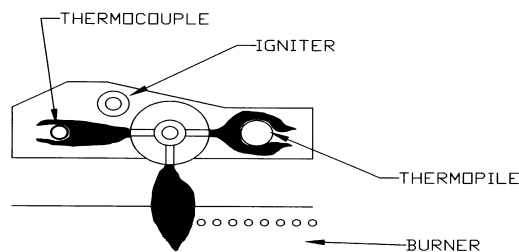
**Automatic valve:** The taps are located in the front. The inlet is marked '**IN**' and the outlet is marked '**OUT**'. There is also an arrow marking the direction of gas flow.

**Manual valve:** The taps are located on the left side of the valve. The connection closest to the back, marked with '**IN**' is the inlet and the outlet marked with '**OUT**' is closest to the front.

- Loosen the set screw inside the tap with a 1/8" wide flat screw driver.
- Connect a 1/4" rubber tube to the tap and to the manometer.
- Be sure to tighten the set screw inside the tap after you are finish taking pressure readings.
- Check for leaks.

**CHECKING AND ADJUSTING PILOT**

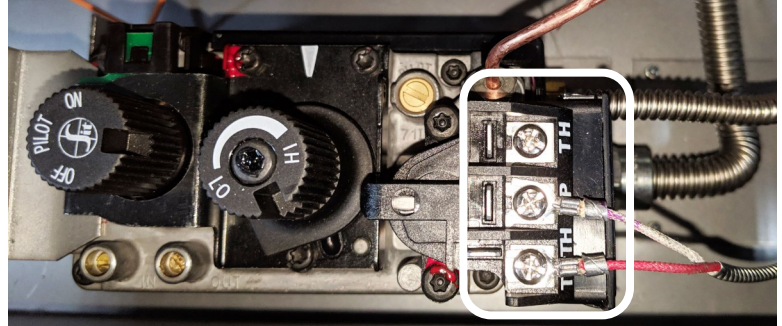
The pilot flame should have the characteristic as shown in the illustration below. The flame should not have yellow tips but should engulf the thermocouple and thermopile. It can be adjusted by turning the screw marked "pilot" on the control valve.



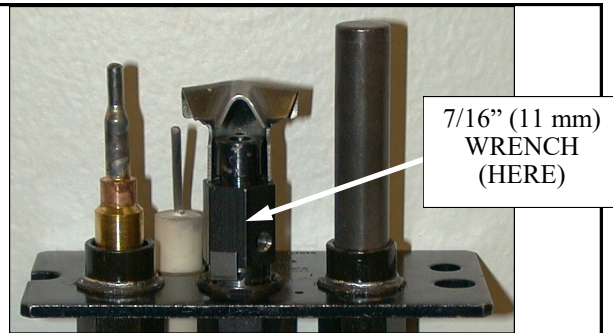
**SERVICING Cont...****PILOT POLARITY (SIT 821)**

The SIT 821 must be wired with the red thermopile wire connected to the TP TH (+) contact and the white thermopile wire connected to the TP (-) contact.

If these are reversed, the pilot will not stay lit.

**CONVERTIBLE PILOT ORIFICE**

The pilot assembly is convertible to the type of gas being used; simply unscrew the body by using a 7/16" (11 mm) wrench turn a ¼ open then push the small metal tab across to the other side of the body and retighten. **Call your local Authorized Archgard Dealer to purchase the correct fuel conversion kit for your gas appliance.**

**IF YOUR GLASS BREAKS**

In the event your glass cracks or breaks, it must be replaced by the exact same size and material. It is made from high temperature ceramic material. See replacement parts list and contact your nearest Archgard dealer.

- Remove door and carefully remove all traces of glass and gasket material. See page 19 for glass door removal.
- Clean glass frame & ensure no "old" gasket or glue remains.
- Install new glass and gasket. The "thicker" side of the gasket fits against the fireplace opening.
- Hold glass in place by using the sealer between gasket and door. Use sparingly so that no excess will be visible. **DO NOT PUT ANY SEALER BETWEEN GLASS AND UNIT OPENING.**
- Replace the door carefully making sure all clamps are closed.

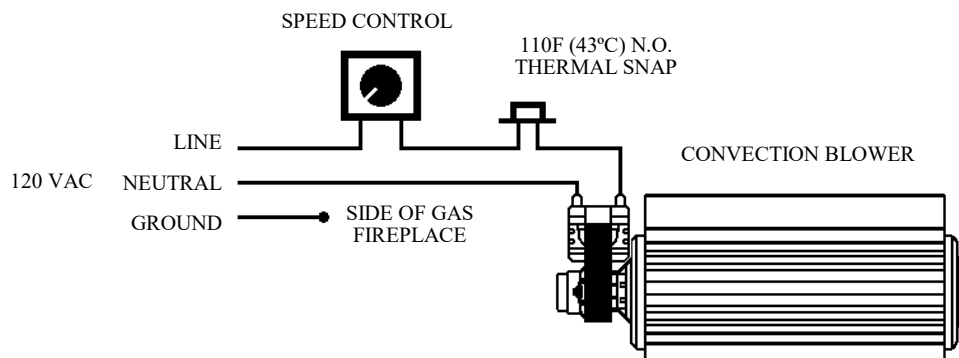
**SERVICING Cont...****REPLACING VALVE PLATE ASSEMBLY**

- Disconnect electricity to the appliance. (If equipped with Optional Fan Kit)
- Remove the glass door and the logs. See glass door instructions.
- Remove the burner tray by loosening and removing the two mounting screws located on the burner cover and burner.
- Shut off the gas to the appliance and disconnect the gas line to the appliance.
- If the appliance has a remote switch or thermostat, disconnect their wires at the front of the valve.
- Remove the four screws holding the gas component assembly plate to the appliance.
- Gently lift the assembly up and tilt the back up to clear the front of the valve from the opening.
- Replacing the assembly is the reverse of the above instructions.

**REPLACING CONVECTION BLOWER**

See Pg. 23, Fan and Valve Wiring Diagram

- Remove the gas component (valve plate) assembly, see above.
- See fan wiring diagram. See above.
- Mark all wires to be removed for proper reassembly. **CAUTION:** Wiring errors cause improper and dangerous operation.
- The convection blower is located at the bottom of the appliance at the back. Remove the three screws holding the blower.
- Lift the blower out and disconnect the wires from the blower.

**WIRING DIAGRAM**

**SERVICING Cont...**

**Caution:** Do not service appliance while it is operating or still hot.

**Cleaning the Appliance:** The exterior surfaces and glass may be cleaned with a soft, non-abrasive, cloth and water or a suitable mild, non-abrasive cleaner.

**Regularly**

- Clean and remove any lint accumulations or debris from the grills and in any combustion and convection air passage ways.
- Keep the appliance area free from combustible materials, such as paper, wood, clothing, gasoline and flammable solids, liquids and vapors.
- Check for unusual noise, odor and operation of the appliance.
- Check the vent terminal for any damage, or obstruction by plants or debris accumulation.
- Visually check the height and color of the burner and pilot flames.

**Once a Year,**

- Remove the glass door and clean the inside of the glass with a soft, non-abrasive cloth and water or a suitable, mild, non-abrasive cleaner.
- Carefully remove the logs and gently brush off any loose carbon deposits. This job is best done outside the house, wearing a dust mask. The logs are very fragile, take care not to break them. After cleaning, the logs must be replaced as per the instructions in this manual.

**Once a Year have a qualified service technician,**

- Completely inspect the appliance and the venting system.
- Clean and remove any lint accumulations or debris in the firebox, on the burners, on the pilot, at the primary air opening, on the convection air blower and in any combustion and convection air passage ways.
- Check the safety system of the gas valve.

**WARNING :**

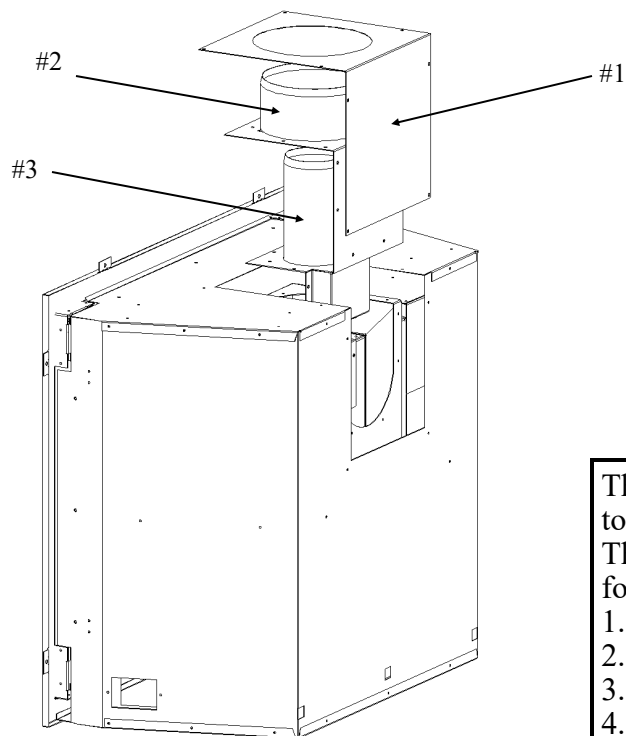
All parts removed or disturbed must be properly replaced after maintenance. Service and repair must be conducted by a qualified service person. If these instructions are not followed, a fire or explosion may result, causing property damage, personal injury or loss of life.



## REPLACEMENT PARTS LIST

PART #	ITEM DESCRIPTION	QTY	UNIT
200-1913-07	OWNERS MANUAL, 3400-DVTR20N-3	1	EA
301-0068-45	ORIFICE CAP, DRILL TO #45 (NATURAL GAS)	1	EA
301-0068-55	ORIFICE CAP, DRILL TO #55 (PROPANE GAS)	1	EA
305-0013	FAN SPEED CONTROL (RHEOSTAT) (FOR OPTIONAL FAN KIT FK-36/38)	1	EA
305-0021	FAN THERMODISC 110 DEG, FAN SENSOR (FOR OPTIONAL FAN KIT FK-36/38)	1	EA
RF-305-0024	FAN, CROSS FLOW 110 CFM (FOR OPTIONAL FAN KIT FK-36/38)	1	EA
308-0007	PIEZO IGNITOR FOR MOUNTING ON NOVA SIT 820 VALVE	1	EA
308-0013	VALVE NOVA SIT 820 MV HI/LOW (NATURAL GAS)	1	EA
Or 308-0018	VALVE SIT 821 MV HI/LOW (NATURAL GAS) WITH 7 DAY TIMER		
308-0035	REGULATOR, PROPANE, FOR CONVERTING 308-0013 VALVE TO PROPANE	1	EA
308-0056	THERMOPILE (REPLACEMENT ONLY)	1	EA
308-0057	THERMOCOUPLE (REPLACEMENT ONLY)	1	EA
308-0093	PILOT ASSEMBLY, PSE TOP MOUNT CONVERTIBLE NG/LP	1	EA
310-63400-1	LOG, RIGHT REAR	1	EA
310-63400-2	LOG, LEFT REAR	1	EA
310-63400-3	LOG, LEFT FRONT	1	EA
310-63400-4	LOG, RIGHT FRONT	1	EA
310-63400-5	LOG, MIDDLE CHUNK	1	EA
310-63400	COMPLETE LOG SET INCLUDES BLACK EMBERS	1	SET
310-0020	BLACK EMBERS	1	EA
834-0020	GLASS DOOR ASSEMBLY	1	EA
3400-CKLP	CONVERSION KIT-NATURAL GAS TO PROPANE (OPTIONAL)	1	EA

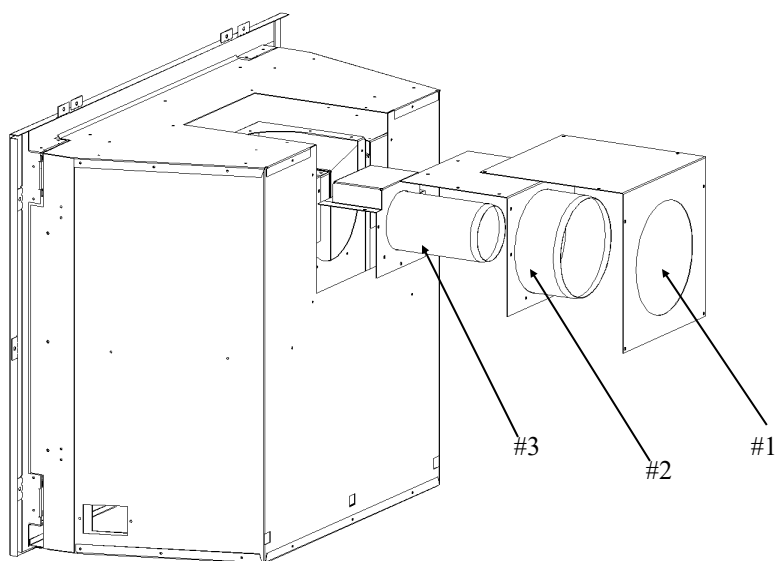
Parts can be ordered through your local dealer or distributor by giving ITEM # and DESCRIPTION.

**TOP/REAR VENT CONVERSION**

The appliance is easily converted from top vent to rear vent.

The steps for converting are as follows:

1. Remove the vent outer shell cover (#1).
2. Remove the outer collar assembly (#2).
3. Remove the exhaust collar assembly (#3).
4. Rotate the exhaust collar assembly and the outer collar assembly to the rear vent configuration and reinstall.
5. Install vent outer shell cover.



## ARCHGARD LIMITED WARRANTY

This Limited Warranty is made by ARCHGARD INDUSTRIES LTD., hereinafter referred to as "Archgard". Archgard warrants to the original purchaser of an Archgard gas burning fireplace (s) that the product will be free from defects in materials and workmanship under normal use and service, for a "lifetime". All warranty repairs are to be performed by an authorized Archgard Dealer during the warranty period. Other repair / service company charges for any work done during the warranty period, will be the responsibility of the home owner.

### INCLUSIONS: "LIFETIME LIMITED WARRANTY"

- All heat exchangers and combustion chamber
- Ceramic Fiber Logs and Ceramic Brick Panels, against splitting and cracking due to heat exposure

**NOTE:** Discoloration and some minor movement including warping of certain parts are normal and are not a defect; therefore, not covered under warranty.

### INCLUSIONS: "TEN YEAR LIMITED WARRANTY"

- Burner tubes and pans

### INCLUSIONS: "TWO YEAR LIMITED WARRANTY"

- Ceramic Glass against thermal breakage
- Trims and accessories from splitting or separating
- Electronic Control Module, Remote Transmitter

The above will be covered under "Parts & Labour" to the original purchaser for one (1) year and "Parts Only" thereafter from original date of purchase.

### INCLUSIONS: "ONE YEAR LIMITED WARRANTY"

- Blowers, fans and fan motors, wiring, rheostats and thermodiscs
- Rocker switches, spill switches and wiring to them
- Gas control valves, pilot assemblies including thermopiles, thermocouples, electrodes and igniters
- Paint peeling or cracking
- The above will be covered under "Parts & Labour" to the original purchaser for one (1) year from date of purchase.

### WHAT TO DO IN THE EVENT OF A PROBLEM:

- Thoroughly read your "Owner's Installation, Operation & Maintenance Manual"
- If you cannot solve the problem, contact your Archgard dealer or representative
- When calling for assistance, please have the following information:
  - Model of your fireplace
  - Serial Number
  - Place of Purchase
  - Date of Purchase
  - Problem Description

**NOTE:** Warranty will be void if work is carried out by an unqualified person(s). Only original Archgard parts may be used. Please consult your Archgard dealer or representative if in doubt about a replacement part(s).

All warranty repairs are to be performed by an authorized Archgard Dealer during the warranty period. Other repair / service company charges for any work done during the warranty period, will be the responsibility of the home owner.

### OBTAINING WARRANTY SERVICE:

The original purchaser shall return the defective part(s) to the original authorized Archgard dealer – transaction prepaid, along with the serial number of the appliance and original proof of purchase. Any defective part, in our judgment, will be repaired or replaced at Archgard's discretion. The dealer must obtain approval from Archgard before any repairs are made.

### WARRANTY LIMITATION:

THIS LIMITED WARRANTY IS MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED AS TO QUALITY, MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE.

The appliance is only warranted for the use as intended by the installation and operating instructions and local building codes. The warranty will not cover damage due to accident, misuse, abuse, alteration, improper installation or "Acts of God". This limited warranty is void unless the appliance is installed by a qualified Archgard installer, in accordance with the instructions furnished with the appliance. Some Provinces or States do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to the original purchaser. Any damage resulting from defects in this product is limited to the replacement of the defective part(s) and does not include incidental and consequential exposures sustained in connection with the product. This includes facing(s), mantle (s), cabinet(s), tile(s) or any other finishes resulting from removal of any gas appliance. This warranty is limited to residential use only and gives the consumer specific rights. These rights may vary from State to State or Province to Province.

### WARRANTY CONDITIONS & REQUIREMENTS:

1. You are the original purchaser – this warranty is not transferable.
2. Installation of the fireplace must be performed by a qualified Archgard installer.
3. Installation and operation must comply with the installation and operation instructions.
4. All optional accessories are covered for one (1) year from the date of purchase.
5. This warranty does not offer coverage for light bulbs or batteries (whether factory, dealer, or installer supplied). This includes any damage stemming from non-use.
6. Damage during shipping or handling of components, defects resulting from improper installation or service, or misuse of the fireplace or fireplace components are not covered under this warranty.
7. This warranty does not cover any part of the fireplace or any component which has been exposed to or submerged under water.
8. Archgard must be notified by the dealer the fireplace was purchased from or a qualified Archgard technician of the defect.
9. Annual service of the fireplace as required in the installation manual must be performed by a qualified Archgard technician (service records may be required to claim a warranty).
10. All previous warranty service must have been performed by a qualified Archgard technician (service records may be required to claim a warranty).
11. Travel time or mileage to the original purchaser's residences is not covered under this warranty. We suggest that you pre-arrange travel expenses with your Authorized Archgard Dealer.

Postage

## WARRANTY REGISTRATION

**ARCHGARD INDUSTRIES LTD.  
7116 BEATTY DRIVE  
MISSION, B.C. CANADA  
V2V 6B4**

FOLD DOWN AT LINE

FOLD DOWN AT LINE & TAPE CLOSED

Model # : **3400-DVTR20N-3** Serial #: \_\_\_\_\_ Date Installed: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Name & Address: \_\_\_\_\_

City/State \_\_\_\_\_ PC/Zip \_\_\_\_\_ Phone: ( \_\_\_\_\_ ) \_\_\_\_\_

Dealer's Name & Address: \_\_\_\_\_

City/State \_\_\_\_\_ PC/Zip \_\_\_\_\_ Phone: ( \_\_\_\_\_ ) \_\_\_\_\_

Installer's Name & Address: \_\_\_\_\_

City/State \_\_\_\_\_ PC/Zip \_\_\_\_\_ Phone: ( \_\_\_\_\_ ) \_\_\_\_\_

Why did you choose this product? \_\_\_\_\_

\_\_\_\_\_

*Thank you for purchasing our product and filling out this warranty card. Save time by completing this form at  
[www.archgard.com/warranty-registration](http://www.archgard.com/warranty-registration)*

# **NOTES**

# **NOTES**

# **NOTES**

**ARCHGARD INDUSTRIES LTD.**

7116 BEATTY DRIVE  
MISSION, B.C. V2V 6B4  
CANADA

WEBSITE: [WWW.ARCHGARD.COM](http://WWW.ARCHGARD.COM)