



# Bristol DX

(Model 8763)

**GAS-FIRED DIRECT-VENT HEATER**

## Owner's Manual Installation & Operating Instructions

**Read This Manual in Its Entirety  
Operate And Maintain This Gas Heater  
According To This Instruction Manual.**

**SAVE THESE INSTRUCTIONS!**



OMNI-Test Laboratories, Inc.

**Report # 0261GF005S**

Ce manuel est disponible en Français a  
[www.hearthstonetech.com](http://www.hearthstonetech.com)

### **WARNING:**

#### **FIRE OR EXPLOSION HAZARD**

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

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

### **AVERTISSEMENT:**

#### **RISQUE D'INCENDIE OU D'EXPLOSION**

**Le non-respect des avertissements de sécurité serait exactement entraîner des blessures graves, la mort ou des dommages matériels.**

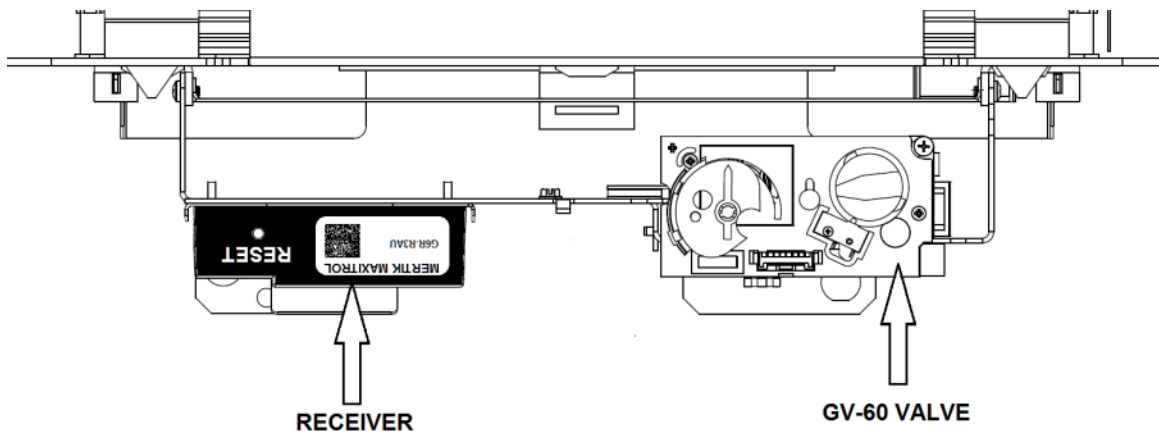
- Ne pas entresposer ni utiliser d'essence ni d'autre vaperurs ou liquides inflammables dans le voisinage de cet appareil ou de tout autre appareil.
- **QUE FAIRE SI VOUS SENTEZ UNE ODEUR DE GAZ:**
  - Ne pas tenter d'allumer d'appareil.
  - Ne touchez à aucun interrupteur. Ne pas vous servir des téléphones se trouvant dans le bâtiment où vous vous trouvez.
  - Quittez le bâtiment immédiatement.
  - Appelez immédiatement votre fournisseur de gaz depuis un voisin. Suivez les instructions du fournisseur.
  - Si vous ne pouvez rejoindre le fournisseur de gaz, appelez le service des incendies
- L'installation et l'entretien doivent être assurés par un installateur ou un service d'entretien qualifié ou par le fournisseur de gaz.

# INDEX

<b>Notes.....</b>	<b>2</b>
<b>Specifications.....</b>	<b>4</b>
<b>Introduction.....</b>	<b>5</b>
<b>Safety Information.....</b>	<b>5</b>
<b>Installation Preparation.....</b>	<b>8</b>
Codes.....	8
Items Required for Installation.....	8
Packing List/Unpackaging and Inspection.....	8
<b>Clearances to Combustibles.....</b>	<b>9</b>
Hearth Requirement/Floor Protection.....	10
<b>Venting Information.....</b>	<b>11</b>
Venting Connection.....	11
Approved Systems.....	11
Minimum Venting.....	13
Vertical Vent Kit Installation.....	14
<b>Electrical System Information.....</b>	<b>18</b>
<b>Gas Supply &amp; Connections.....</b>	<b>19</b>
Gas Connections.....	19
Initial Leak Check.....	20
<b>Pre-Ignition Checks .....</b>	<b>20</b>
<b>Initial Lighting Instructions.....</b>	<b>22</b>
Pilot Adjustment.....	23
Outlet Pressure Adjustment.....	23
Minimum Flow Adjustment.....	23
LP Conversion.....	24
<b>Firebox/Log Set Placement.....</b>	<b>27</b>
Installation.....	27
Removal.....	29
Air Shutter.....	30
Restrictor.....	30
<b>Maxitrol GV60 Control System Features.....</b>	<b>31</b>
Sync Receiver to Remote/Starting the Appliance.....	32
Daily Operation.....	33
<b>Routine Maintenance and Care.....</b>	<b>38</b>
<b>Parts List.....</b>	<b>42</b>
<b>Troubleshooting.....</b>	<b>43</b>
<b>Rating Label.....</b>	<b>45</b>
<b>Warranty.....</b>	<b>46</b>

## NOTE ON BATTERY INSTALLATION IN RECEIVER

Please refer to pages 31-38 of this manual for operation of Maxitrol GV-60 gas control system. The following illustration is intended only to identify component location and receiver removal for installation of the 4 AA batteries included in your stove. **To install batteries in the receiver:** Remove control cover panel by firmly grasping front lip, lifting slightly and pulling forward free of the stove. Set panel aside on a soft surface. Locate and grasp receiver body. Pull receiver straight forward from the mounting bracket firmly but slowly. As soon as the receiver can be rotated free of the mounting clip, turn over counter-clockwise until battery cover can be accessed. Remove battery access cover, lay red ribbon across the battery tray and install supplied batteries as indicated in the receiver. Center the receiver in the mounting clip, reverse procedure to re-install receiver and follow receiver/remote sync procedure on page 32.



# Information Sheet

Use this page to record all relevant information concerning the purchase, installation, and maintenance of your Bristol Model 8763 Direct -Vent heater. This information will facilitate servicing, purchase of replacement parts, and warranty claims (if necessary). Keep your original receipt in a safe place as proof of purchase.

<b>Serial Number:</b>		
<b>Fuel type:</b>	Natural Gas	Liquid Propane
<b>Sold by:</b>		Date of Purchase:
Address:		
Phone:		
E-mail		Website:
<b>Installed by:</b>		Date of Installation:
Address:		
Phone:		
E-mail		Website:
<b>Gas Supplier:</b>		
Address:		
Phone:		
E-mail		Website:

**Read this Owner's Manual** before installing or operating your Bristol. Retain this manual for future reference.

## SERVICE RECORD

[illegible]

## WHAT

Firebox Cleaning.....  
Glass Cleaning.....  
Gaskets.....

## WHEN

annually  
as needed  
Replacement as needed

# Specifications

**Testing Agency:** OMNI- Test Laboratories, Inc.

PO Box 301367  
Portland, OR 97294

**Listed:** Direct Vent Gas Heater

**Model:** Bristol Model 8763

**Tested to:** ANSI Z21.88 – 2014/CSA 2.33 - 2014

Certified for Canada, CSA P.4.1

Approved for Mobile Home Installation

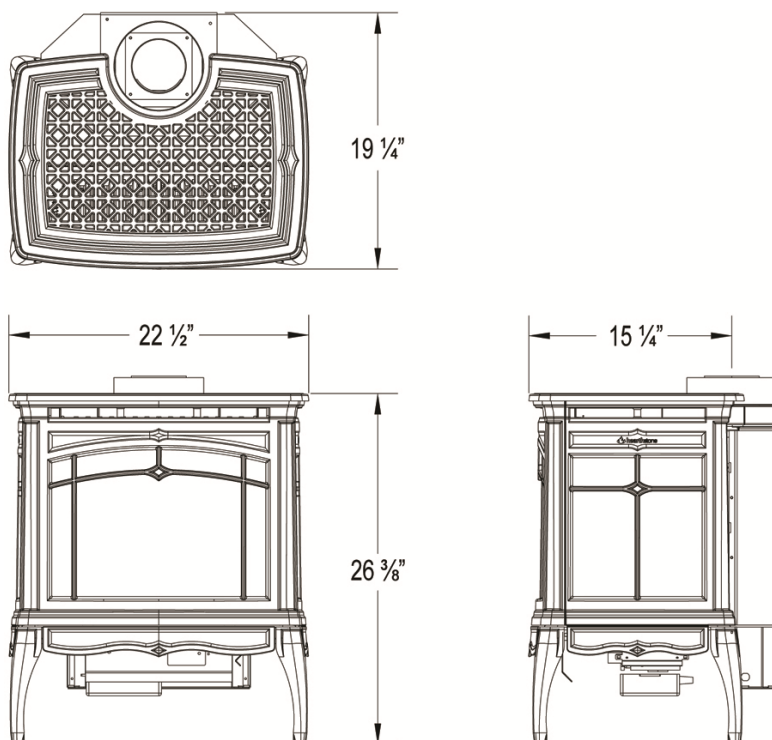
**Certified for use by:**

Board of State Examiners of Plumbers and Gasfitters  
100 Cambridge Street, Room 1511  
Boston, Massachusetts 02202

Manufactured and Warranted by:

**Hearthstone Quality Home Heating Products, Inc.**

317 Stafford Ave.  
Morrisville, VT 05661-8695, USA  
[www.hearthstonestoves.com](http://www.hearthstonestoves.com)



**Bristol DX Dimensions**

Specification	NG	LP
Maximum input rating (Btu/hr) 0-2000 ft	26,000	26,000
Minimum input rating (Btu/hr) 0-2000 ft	18,000	16,000
Orifice size DMS 0-2000 ft	41	53
Orifice size DMS 2000-4500 ft	41	53
Man. press.-LO setting (in.w.c./kPa)	1.7/0.42	5.2/1.3
Man. press.-HI setting (in.w.c./kPa)	3.4/0.87	10.4/2.59
Minimum Inlet press.(in.w.c./kPa)	5.0/1.25	12.0/2.99
Maximum Inlet press.(in.w.c./kPa)	10.0/2.5	13.0/3.3

## Introduction

Congratulations on your purchase of the Bristol Model 8763, Gas-Fired Direct-Vent heater. The Bristol, by Hearthstone, incorporates the latest in direct vent gas technology, which will provide you with clean, efficient heat for years to come. The enameled or painted cast iron gives the Bristol a pleasing look that is maintained with minimum care.

The Bristol will provide you with years of practical and convenient service. However, as with any gas appliance, the unit must be properly and safely installed and maintained by qualified service personnel to ensure safe and trouble-free operation.

### Bristol Model 8763 Features:

1. Maxitrol GV-60 Remote Control System
2. 4-piece log set
3. Safety Barrier Screen
4. Platinum Bright Embers
5. Battery backup for functionality during power outages.
6. Integrated blower

### Control System Features:

1. Maxitrol GV-60 Control System:
  - Manual Mode:
    - a. Manual igniter
    - b. Adjustable flame height
    - c. Manual operation:
      - i. Flame level control knob
      - ii. Integrated piezoelectric igniter
2. Remote Control Mode:
  - a. Flame level control.
  - b. Manual, thermostatic, and two (2) programmable control modes.
  - c. The option to select on-demand or continuous pilot mode, based on control mode selected:
    - i. On-demand mode allows the most efficient use of gas, burning the pilot only when the control system calls for the burner to ignite.
    - ii. Programmable constant mode runs the pilot continuously keeping the firebox warmer thus promoting better draft in colder climates.
  - d. Battery level indicator for Transmitter on remote control

Part #	Description
8763-0010	Matte Black
8763-0020	Brown Enamel
8763-0030	Basil Enamel

### Read this Owner's Manual

Operate and maintain this gas heater according to the instructions in this manual. For your safety, and years of trouble free operation, read this manual in its entirety.

### Heater Must Be Installed and Maintained By Qualified Service Personnel

Verify the gas connections and venting systems meet the requirements of local, regional or national installation codes. Qualified service personnel must inspect the gas heater before use, and at least annually.

### Manufactured & warranted by:

Hearthstone Quality Home heating Products, Inc.  
317 Stafford Ave.

Morrisville, VT 05661


[www.hearthstonestoves.com](http://www.hearthstonestoves.com)

[inquiry@hearthstonestoves.com](mailto:inquiry@hearthstonestoves.com)

## Safety Information

**Your Bristol is an attractive and extremely efficient heater, utilizing today's best technologies. By following a few simple safety precautions and by performing minimal maintenance, the unit will remain appealing while providing years of quality performance.**

The installation must conform to local codes or, in the absence of local codes, the current National Fuel Gas Code, ANSI Z223.1 (NFPA 54) or CAN/CGA B149 Installation Code. (*Installer l'appareil selon les codes ou règlements locaux, ou, en l'absence de tels règlements, selon les Codes d'installation CAN/CGA B149.*)

 **CAUTION: DO NOT USE THIS APPLIANCE IF ANY PART WAS UNDER WATER. IMMEDIATELY CALL A QUALIFIED SERVICE TECHNICIAN TO INSPECT THE HEATER AND TO REPLACE ANY PART OF THE CONTROL SYSTEM AND GAS CONTROL THAT HAS BEEN UNDER WATER. (NE PAS SE SERVIR DE CET APPAREIL S'IL A ÉTÉ PLONGÉ DANS L'EAU, COMPLÈTEMENT OU EN PARTIE. APPELER UN TECHNICIEN QUALIFIÉ POUR INSPECTER L'APPAREIL ET REMPLACER TOUTE PARTIE DU SYSTÈME DE CONTRÔLE ET TOUTE COMMANDE QUI ONT ÉTÉ PLONGES DANS L'EAU.)**



During the first few hours of operation the appliance may produce smoke and/or odor. This is normal during the first several burns and also after long periods when the stove is not burned. During these initial burns, open a window(s) to assist in the removal of the smoke/odor.

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 ½ psig. (3.5k Pa). 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 ½ psig (3.5k Pa).

### Fire Hazard

Do not store or use gasoline or other flammable vapors or liquids in the vicinity of this appliance. Locate the Bristol out of traffic areas and away from furniture, draperies, clothing, and flammable material.

### Vent Only to the Outside

Never vent the gas heater to other rooms or buildings.

### Service Caution


If you believe your Bristol is not, in any way, performing properly, immediately discontinue operation until the unit is inspected and approved by qualified service personnel. Prior to servicing the unit, turn the gas to the valve off, and disconnect any electrical source. Ensure the unit is cool prior to servicing and cleaning. Replace any safety screen, guard, or component removed during servicing prior to operation. Use of any components not supplied by Hearthstone on the stove voids all warranties. **Do not substitute components.**


### Proper Fuel


This gas heater is designed to burn natural gas (NG) or with conversion, liquid propane (LP). Never burn any fuel gas not intended for use with this unit. Never burn paper, wood, or other materials in this appliance.

This heater is factory equipped to burn natural gas (NG). To burn propane (LP), you must install the included LP conversion kit #97-56631.

This appliance is only for use with the type(s) of gas indicated on the rating plate. This appliance is not convertible for use with other gases, unless a certified kit is used. *Cet appareil doit être utilisé uniquement avec les types de gas indiqués sur la plaque signalétique. Ne pas l'utiliser avec d'autres gas sauf si un kited conversion certifié est installé. )*

 **WARNING: THIS GAS APPLIANCE MUST NOT BE CONNECTED TO A CHIMNEY FLUE SERVING A SEPARATE GAS OR SOLID-FUEL BURNING APPLIANCE**


 **WARNING: DO NOT OPERATE THE APPLIANCE WITH THE FRONT GLASS REMOVED, CRACKED, OR BROKEN. REPLACEMENT OF GLASS SHOULD BE DONE BY A LICENSED OR QUALIFIED SERVICE PERSON. ONLY OPEN FRONT FOR ROUTINE SERVICE. DO NOT SLAM FRONT OR STRIKE GLASS. USE MANUFACTURER-APPROVED FRONT GLASS ONLY.**


 **WARNING: HEARTHSTONE RECOMMENDS THAT ONLY AN NFI CERTIFIED SERVICE TECHNICIAN INSTALLS, AND REPAIRS THIS APPLIANCE. A QUALIFIED SERVICE TECHNICIAN MUST INSPECT THE APPLIANCE BEFORE USE, AND AT LEAST ANNUALLY. MORE FREQUENT CLEANING MAY BE REQUIRED DUE TO EXCESSIVE LINT FROM CARPETING, BEDDING MATERIAL, PETS, ETC. IT IS IMPERATIVE THAT THE CONTROL COMPARTMENTS, BURNERS, AND CIRCULATING AIR PASSAGES OF THE APPLIANCE ARE KEPT CLEAN AND FREE OF OBSTRUCTIONS. (S'ASSURER QUE LE BRÛLEUR ET LE COMPARTIMENT DES COMMANDES SONT PROPRES. VOIR LES INSTRUCTIONS D'INSTALLATION ET D'UTILISATION QUI ACCOMPAGNENT L'APPAREIL.)**

### Hot Surfaces

Certain exposed surfaces of the Bristol will reach high temperatures during normal operation. Clearances to combustibles must be maintained, as specified in the "Clearances To Combustibles" section of this manual.



 **DUE TO HIGH TEMPERATURES THE APPLIANCE SHOULD BE LOCATED OUT OF TRAFFIC AND AWAY FROM FURNITURE, DRAPERIES, CLOTHING AND FLAMMABLE MATERIALS. EN RAISON DES TEMPÉRATURES ÉLEVÉES, L'APPAREIL DEVRAIT ÊTRE INSTALLÉ DANS UN ENDROIT OÙ IL Y A PEU DE CIRCULATION ET LOIN DU MOBILIER ET DES TENTURES**

 **CHILDREN AND ADULTS SHOULD BE ALERTED TO THE HAZARDS OF HIGH SURFACE TEMPERATURES AND SHOULD STAY AWAY TO AVOID BURNS TO SKIN OR CLOTHING IGNITION. LES ENFANTS ET LES ADULTES DEVRAIENT ÊTRE INFORMÉS DES DANGERS QUE POSENT LES TEMPÉRATURES DE SURFACE ÉLEVÉES ET SE TENIR À DISTANCE AFIN D'ÉVITER DES BRÛLURES OU QUE LEURS VÊTEMENTS NE S'ENFLAMMENT.**

 **CAREFULLY SUPERVISE YOUNG CHILDREN WHEN THEY ARE IN THE SAME ROOM AS THE APPLIANCE. TODDLERS, YOUNG CHILDREN, AND OTHERS MAY BE SUSCEPTIBLE TO ACCIDENTAL CONTACT BURNS. BARRIERS DESIGNED TO**

**REDUCE THE RISK OF BURNS FROM THE HOT VIEWING GLASS ARE PROVIDED WITH THIS APPLIANCE AND SHALL BE INSTALLED FOR THE PROTECTION OF CHILDREN AND OTHER AT-RISK INDIVIDUALS. THESE BARRIERS ARE FRAMED SCREENS MECHANICALLY AFFIXED TO THE INSIDE SURFACE OF THE FRONT AND SIDE CASTINGS, AND WHEN UNDAMAGED WILL PREVENT CASUAL PHYSICAL CONTACT OF THE STOVE GLASS. IF THE BARRIER BECOMES DAMAGED, THE BARRIER SHALL BE REPLACED WITH THE MANUFACTURER'S BARRIER FOR THIS APPLIANCE.**

***LES JEUNES ENFANTS DEVRAIENT ÊTRE SURVEILLÉS ÉTROITEMENT LORSQU'ILS SE TROUVENT DANS LA MÊME PIÈCE QUE L'APPAREIL. LES TOUT PETITS, LES JEUNES ENFANTS OU LES ADULTES PEUVENT SUBIR DES BRÛLURES S'ILS VIENNENT EN CONTACT AVEC LA SURFACE CHAUDE. UN ÉCRAN PROTECTEUR POUR RÉDUIRE LES RISQUES DE BRÛLURE EST INCLUT ET DOIT ÊTRE INSTALLÉ DEVANT LA VITRE DE L'APPAREIL POUR PROTÉGER LES ENFANTS ET TOUS AUTRES PERSONNES À RISQUE. SI L'ÉCRAN EST ENDOMMAGÉ, IL DOIT ÊTRE REMPLACÉ PAR UN ÉCRAN APPROUVÉ PAR LE MANUFACTURIER POUR CETTE APPAREIL. CES ÉCRANS SONT DES FILETS MÉTALLIQUES ENCADRÉS, LES CADRES SONT FIXÉS SUR LES SURFACES INTÉRIEURES DE LA FAÇADE ET DES CÔTÉS. EN BONNE CONDITION LES ÉCRANS PRÉVIENNENT UN CONTACT DIRECT AVEC LES VITRES DE L'APPAREIL.***

-  **CLOTHING OR OTHER FLAMMABLE MATERIAL SHOULD NOT BE PLACED ON OR NEAR THE APPLIANCE. ON NE DEVRAIT PAS PLACER DE VÊTEMENTS NI D'AUTRES MATIÈRES INFLAMMABLES SUR L'APPAREIL NI À PROXIMITÉ.**
-  **CLEAN THE AREA AROUND, UNDER, AND BEHIND THE UNIT ON A REGULAR BASIS TO PREVENT THE ACCUMULATION OF DUST AND LINT.**

### **Ceramic Logs, Burner, & Baffle**

If the decorative ceramic log or burner material supplied with the Bristol is damaged or parts are missing, they must be replaced with the same, or approved Hearthstone replacement parts. These

#### **Mobile Home Installations**

This appliance may be installed in an aftermarket permanently located, manufactured home (USA only), 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 gasses, unless a certified kit is used.

components affect the combustion quality and safety of the heater. Do not replace ceramic logs, the burner, or baffle with unapproved ceramic components or any other material. We recommend you always wear gloves and safety goggles while handling the ceramic log set and burner materials.

### **Electrical Hazard**

For your protection against shock hazard, any three-prong grounding plug, if present, must be plugged directly into a properly grounded three-prong receptacle. Do not cut or remove the grounding prong from any plug or otherwise attempt to circumvent the grounding protection provided with the unit. The Bristol must be electrically grounded in accordance with local codes, or in the absence of local codes, with the National Electrical Code, ANSI/NFPA 70 in the U.S. or CSA C22.1 Canadian Electrical Code in Canada.

### **Do Not Light Pilot or Burner by Hand**

The pilot light on this gas heater is lit by using the remote control as described elsewhere in this manual. Never attempt to light the pilot or main burner by hand with a match or lighter.

**! DANGER**



**HOT GLASS WILL CAUSE BURNS.**

**DO NOT TOUCH GLASS UNTIL COOLED.**

**NEVER ALLOW CHILDREN TO TOUCH GLASS.**

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

**! DANGER**



**UNE VITRE CHAUDE PEUT CAUSER DES BRÛLURES.**

**NE PAS TOUCHER UNE VITRE AVANT QU'ELLE NE REFROIDISSE.**

**NE JAMAIS LAISSER UN ENFANT TOUCHER À LA VITRE.**

Une barrière de sécurité est recommandée pour réduire les risques de brûlures causées par la vitre chaude de cet appareil et doit être installée pour la protection des enfants et d'autres personnes à risque.



# Installation Preparation

## Codes

Adhere to **all local codes** or, in their absence, the latest edition of THE NATIONAL FUEL GAS CODE ANSI Z223.1 (NFPA 54) or CAN/CGA B149 (*Installer l'appareil selon les codes ou règlements locaux, ou, en l'absence de tels règlements, selon les Codes d'installation CAN/CGA-B149.*)

Installation Codes can be obtained from:

**AMERICAN NATIONAL STANDARDS  
INSTITUTE, INC.**  
1430 BROADWAY  
NEW YORK, NY 10018  
[www.ansi.org](http://www.ansi.org)

**NATIONAL FIRE PROTECTION  
ASSOCIATION, INC.**  
BATTERY MARCH PARK  
QUINCY, MA 02269  
[www.nfpa.org](http://www.nfpa.org)

The appliance when installed must be electrically connected and grounded in accordance with local codes or, in the absence of local codes, with the current NFPA 70-National Electrical Code or CSA C22.1-Canadian Electric Code.

A manufactured home (mobile) OEM installation must conform to the Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280 (U.S.) or Standard for Manufactured Home Installation, ANSI/NCBCS A225.1 or Standard for Gas Equipped Recreational Vehicles and mobile Housing, CSA Z240.4.CAN/SCA Z240 MH (Canada). This appliance is only for use with the type(s) of gas indicated on the rating plate. *Cet appareil peut être installé comme du matériel d'origine dans une maison préfabriquée (É.-U. seulement) ou mobile et doit être installé selon les instructions du fabricant et conformément à la norme Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280 aux États-Unis ou à la norme CAN/CSA-Z240 Série MM, Maisons mobiles au Canada. Cet appareil doit être utilisé uniquement avec les types de gaz indiqués sur la plaque signalétique.*

This appliance is equipped for use at 0 to 2000 feet (0-610 meters) altitude. *(Cet appareil est équipé pour des altitudes comprises entre 0 et 2000 pieds (0-610 m) seulement.)*

## Items Required for Installation

- 🔧 External regulator (for propane (LP) only)
- 🔧 LP conversion kit (for propane only)
- 🔧 Piping which complies with local codes

- 🔧 Pipe sealant approved for use with propane (LP) (resistant to sulfur compounds).
- 🔧 Manual shutoff valve
- 🔧 Sediment trap (*see page 20*)
- 🔧 Pipe wrench
- 🔧 Phillips head screwdriver
- 🔧 7/16-inch wrench
- 🔧 5/23" (4mm) allen wrench
- 🔧 Other parts as required by local code
- 🔧 Safety Glasses
- 🔧 Gloves

## Packing List

- 1- Bristol 8763 Gas-Fired Heater
- 1- Burner
- 1- Owner's Packet (manual)
- 1- LP Conversion Kit
- 1- Decorative Ceramic Log set (in separate box)
- 1- Bag of Platinum Bright Embers
- 2- Black metal valve train side privacy panels
- 1-Vertical vent restrictor kit

🔧 Note: Vent kits and components are supplied separately. Failure to use the venting components approved by Hearthstone for this appliance will void your warranty.

## Unpacking and Inspection

Hearthstone packages your Bristol to withstand normal shipment without damage. However, damage can still occur during transit. Take care to inspect for damage when unpacking and installing the unit.

🔧 **DO NOT INSTALL, OR PUT INTO SERVICE, A DAMAGED OR INCOMPLETE HEATER.**

Remove the shrink-wrap and other packaging materials taking care not to damage the stove's finish. Inspect the Bristol for visible or concealed damage. The unit should be square and true. The sheet metal parts should be smooth and free of bends and dents. Any enameled cast iron should be free of chips or cracks. If visible or concealed damage is found or suspected, contact your dealer for instructions.

Inspect the vent connection on the top of the stove for damage. The inner and outer vent jackets rings should be circular and undamaged. See the Vent Attachment Inspection image on the following page.



Vent Attachment Inspection – unbent and attached rings

Always use gloves and eye protection when handling the decorative ceramic fire logs and burner. Use care when handling these parts as they are fragile and subject to damage and breakage if handled roughly.

See the firebox access instructions on page 9. Unpack and inspect the logs for damage. Inspect the metal burner as well. Open the other boxes and inspect the components. If log, burner or any other component damage is encountered, contact your dealer for a replacement. Otherwise, set the logs and other components aside until called for during the installation.

### Dismounting from Pallet

With the accessory boxes removed and set aside, remove the four lag screws that fasten the unit to the pallet. Take care not to mar or chip the stove's finish.

Have someone help lift the stove off the pallet, taking care to avoid damaging components mounted under the stove.

**INSTALLER:** Leave this manual with the appliance.

**INSTALLATEUR :** Laissez cette notice avec l'appareil.

**CONSUMER:** Retain this manual for future reference.

**CONSOMMATEUR :** Conservez cette notice pour consultation ultérieure

### Firebox Access

1. Remove top of the stove (lift off). Set carefully aside on a soft surface (Figure 1).
2. Release the front panel by lifting up and off of the stove body and set aside (Figure 2).
3. Remove glass and frame by holding the glass retainer tab with one hand while compressing

the glass retention spring forward with the other and lifting the bolt heads slightly clear of the stove glass frame one at a time (Figure 3).

4. Gently release pressure on the glass/frame and allow to tilt outward and lift up and off of the stove (Figure 4).

While glass and retention frame are removed from the stove, perform log set installation as described on pages 27-28. Reverse procedure outlined above to reinstall.



Figure 1

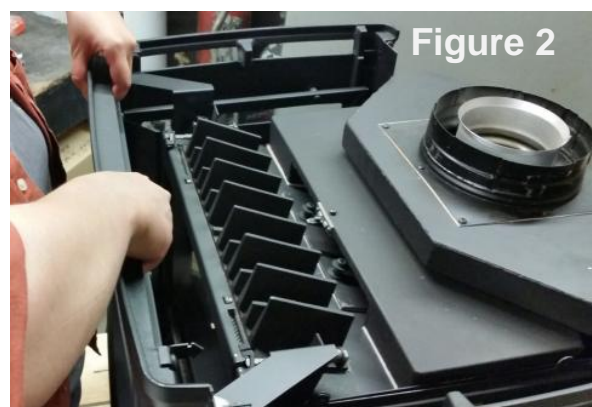


Figure 2



Figure 3



Figure 4

placing the Bristol on any other type of combustible surface you must install a panel made of metal, wood, stone, or glass under the appliance. The panel must extend the full width and depth of the appliance. Installations must meet all local codes. The corner clearance for the Bristol 8763 is 4", measured from the edge of the top castings, to the adjacent wall (see Figure 7).

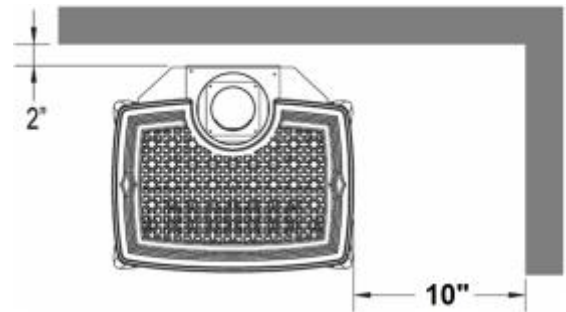




Figure 5 - Minimum Wall Clearances

## Clearances to Combustibles

 **Note:** Ensure clearances are in accordance with local installation codes and the requirements of the gas supplier. Dégagement conforme aux codes d'installation locaux et aux exigences du fournisseur de gaz.

Due to high surface temperatures, locate the unit out of traffic areas and away from furniture and draperies. Do not place clothing and other flammable material on or near the heater. When positioning the unit always maintain adequate ventilation. Minimum clearances to combustibles must be maintained as shown in Figures 5 - 8.

**Note:** The rear clearance to combustibles is determined by either the unit's or the vent pipe's minimum clearance, depending on whether the installation calls for vertical rise within the room or a rear exit, through-the-wall vent pipe. Ensure you consider the need for access to the gas control valve access door on the front of the unit as well as full access for periodic cleaning and servicing. Also consider clearance for the blower assembly if present, or planned in the future

 **CAUTION: THESE CLEARANCES REPRESENT MINIMUM DISTANCES IN ALL CASES, WHICH, THROUGH TESTING IN AN INDEPENDENT LABORATORY TO ANSI AND CSA STANDARDS, WILL PREVENT FIRE OR SPONTANEOUS COMBUSTION. WE DO NOT CONTROL THE COMBUSTIBLE MATERIALS EXPOSED TO HEAT BY THIS PRODUCT; THEREFORE, AN ASSESSMENT MUST BE MADE BY THE INSTALLER TO PREVENT CONSEQUENTIAL DAMAGE OF WALLS AND FLOORING.**

## Hearth Requirement/Floor Protection

You can place the Bristol directly on any non-combustible surface or on a wood floor. When

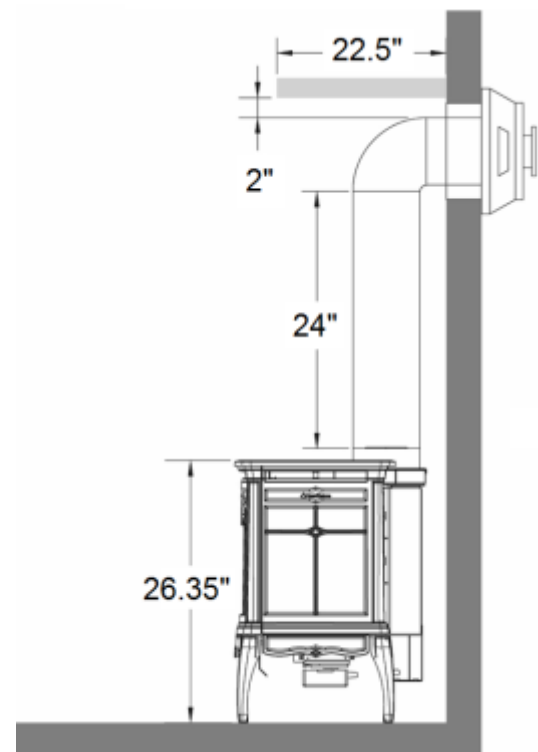


Figure 6 – Minimum Clearances cont.

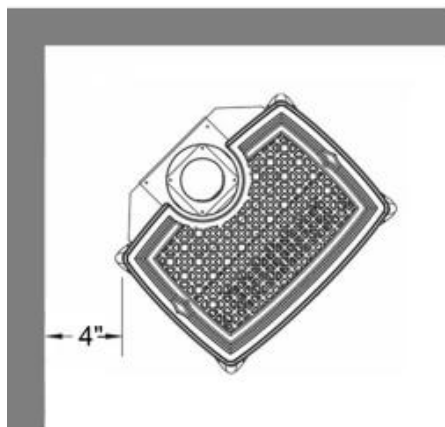


Figure 7 – Minimum Corner Clearance

## Venting Information

Starter collar is installed by Hearthstone.

Use the following instructions along with the pipe manufacturer's instructions to complete the installation. Do not mix vent components from different manufacturers within the same venting system.

### Approved Venting Manufacturers

The Bristol 8763 is approved for installation only with the venting components provided by manufacturers listed on this page.

Simpson Dura-Vent, Inc.  
P.O. Box 1510  
Vacaville, CA 95696-1510 800-835-4429

American Metal Products (*AmeriVent*)  
8601 Hacks Cross Rd.  
Olive Branch, MS 38654 800-423-4270

Selkirk Corporation  
1301 W. President George Bush Hwy, Suite 330  
Richardson, TX 75080-1139 800-992-8368

Security Chimneys International Ltd (*Secure Vent*)  
2125 Monterey, Laval, Quebec  
Canada, H7L 3T6 450-973-9999

ICC, Inc.  
400 J-F Kennedy, St. Jerome, Quebec  
Canada, J7Y 4B7 450-565-6336

Metal-Fab, Inc.  
P.O. Box 1138  
Wichita, Kansas 67201 316-943-2351

## Venting Terminations

The Bristol cannot be vented jointly with any other solid fuel or gas appliance. It must be vented directly to the outside of the building using a proper termination as listed in this manual. After determining the venting configuration for your stove, select the vent system that will best accommodate your installation.

- 🔥 **CAUTION: ENSURE ALL STOVE AND TERMINATION CAP CLEARANCES ARE OBSERVED PER THIS OWNER'S MANUAL.**
- 🔥 **CAUTION: ENSURE THERE IS NO WIRING OR PLUMBING IN THE CHOSEN LOCATION.**
- 🔥 **CAUTION: DO NOT RECESS VENTING TERMINALS INTO A WALL OR SIDING.**

## Approved Venting Configurations

- 🔥 **WARNING: IN HIGH WIND AREAS AND PARTICULARLY COLD CLIMATES IT MAY BE NECESSARY TO HEAT YOUR VENT SYSTEM WITH THE PILOT PRIOR TO IGNITION OF THE MAIN BURNER. IN THESE INSTANCES IT IS RECOMMENDED THAT YOU LEAVE THE PILOT RUNNING FOR 5 MINUTES PRIOR TO IGNITING THE MAIN BURNER. THIS WILL ALLOW FOR PROPER START UP AND IGNITION OF ALL PORTS ON THE BURNER.**

*There are two types of venting configurations approved for use with this appliance:*

- 🔥 Vertical Venting/Vertical Termination
- 🔥 Vertical Venting/Horizontal Termination

### Pipe Clearances to combustibles:

- 🔥 1" to vertical runs
- 🔥 1" below and to the side of horizontal runs
- 🔥 2" from the top of horizontal runs

## Vertical Venting and Termination

The Bristol 8763 is approved for venting vertically through a roof or ceiling. When installing a vertical vent and/or vertical terminations you must adhere to the following requirements:

- 🔥 When terminating vertically you must have at least 10' of vertical pipe.
- 🔥 The Vent Restrictor Kit must be installed and the vent restrictor setting in Figure 12 must be followed. See page 14 for installation instructions.
- 🔥 Always maintain a minimum of 1" clearance from all sides of the vent system to any combustible material.



- ✿ A listed fire stop is required at any floor penetration. The opening must be framed in according to the venting manufacturer's instructions.
- ✿ Steep roofs, nearby trees, or predominantly strong windy conditions can promote poor draft or down draft conditions. In this event, an increase to the height of the vent may improve performance.
- ✿ A maximum of two 90° or four 45° elbows may be used in vertical terminations. Whenever possible use 45° elbows instead of 90° elbows as they offer less restriction to the flue gases.
- ✿ All termination caps must be no less than 18" (457mm) horizontally from any roof or vertical surface. See Figure 8.
- ✿ The termination must fall within the chart in Figure 11.
- ✿ The maximum vertical run is 35'

The minimum vent/air intake termination clearances above the high side of an angled roof are as follows:

Roof Pitch	Feet	Meters
Flat to 6/12	1	0.3
7/12 to 9/12	2	0.6
10/12 to 12/12	4	1.2
13/12 to 16/12	6	1.8
17/12 to 21/12	8	2.4

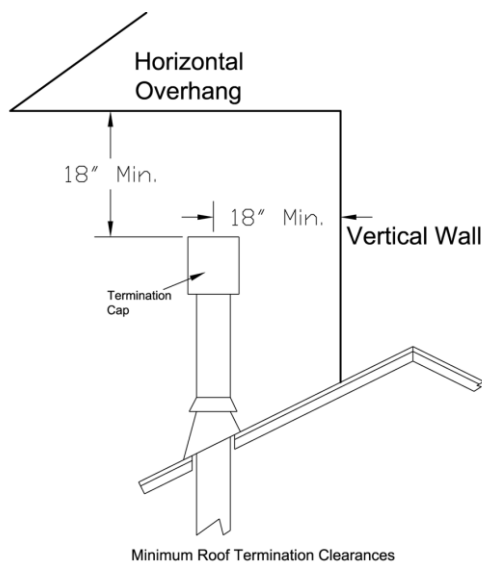


Figure 8 - Termination Cap clearances

## Prefabricated & Fireplace Chimney Installations

The Bristol 8763 is approved for use with direct vent chimney conversion kits in masonry or prefabricated

solid fuel listed chimneys. The following installation requirements must be followed:

- ✿ The termination must fall within the chart shown in Figure 12.
- ✿ In a masonry chimney, a fireclay liner or listed steel liner, must be present the entire length of the chimney.
- ✿ The maximum vertical length of vent is 35'.
- ✿ The liner must have an inside dimension or diameter 6" or greater.
- ✿ Prefabricated chimneys must be UL103 or ULC S-629 listed and have a minimum INSIDE diameter of 6". Prefabricated chimneys must be listed for the specific manufacturer's conversion kit.

The use of an existing chimney as an air intake is not listed under the ANSI Z21.88-2014-CSA 2.33-2014 test methods; this installation has been tested and approved by Intertek Testing Services with an appropriate test. The code authority having jurisdiction must be consulted prior to proceeding with this installation method. See examples below.

VERTICAL VENTING USING: A CO-AXIAL ADAPTER A CO-LINEAR ADAPTER A CHIMNEY AS AIR INLET ADAPTER	
V (FT)	H (FT)
10' MIN. — — — 1.5' MAX.	
35' MAX. — — — 1.5' MAX.	
V + H = MAXIMUM ALLOWABLE VENT LENGTH	
FOR CORRECT DRAFT, HORIZONTAL VENTING MUST RISE 1/4"–1/2" PER FOOT OF RUN.	

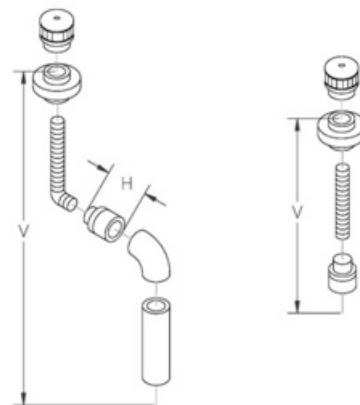


Figure 9 – Existing Chimney Venting Options



## Horizontal Termination

- 🔥 The termination must fall within the area shown in Figures 11 & 12.
- 🔥 A minimum of 24" vertical rise is required directly off the heater unless a minimum 14" snorkel is used. In this case, a 12" vertical rise is required directly off the heater.
- 🔥 Minimum horizontal run at the above conditions is 9", the maximum horizontal run is 5' providing a 1/4" rise is provided for every 12" of horizontal run.
- 🔥 With 3' of vertical rise from the stove top, maximum horizontal run is 10' providing a 1/4" rise is provided for every 12" of horizontal run.
- 🔥 Use a vinyl siding Stand-Off when installing against vinyl siding. The termination cap must not be recessed into the wall or siding. Do not fill air spaces with any type of insulation material.
- 🔥 A minimum 10" x 10" square hole is necessary for proper pipe clearance through a wall, provided the vent is positioned to maintain 2" minimum clearance at the top. A 1" minimum clearance must be maintained to combustible materials around the other sides.
- 🔥 All horizontal terminations must also comply with the clearance specifications to adjacent structures outlined in Figures 8 & 11.
- 🔥 **NOTE: For each 90° elbow after 2, remove 5' from the allowable horizontal run. For Canadian installations: remove 4' from the allowable horizontal run.**
- 🔥 **WARNING: FAILURE TO USE ONLY PARTS SPECIFICALLY APPROVED FOR USE WITH THIS APPLIANCE MAY RESULT IN PROPERTY DAMAGE OR PERSONAL INJURY.**

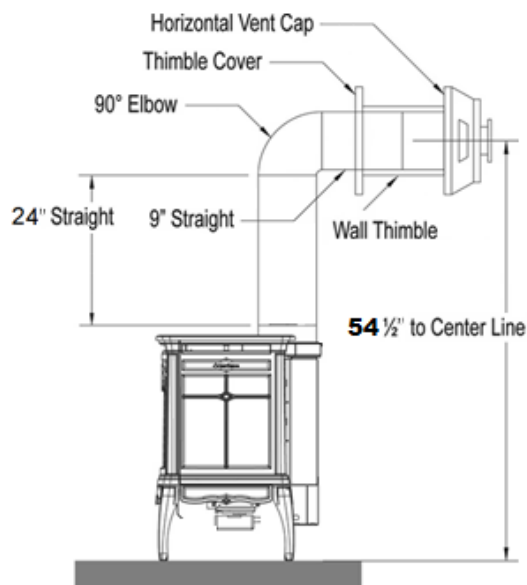
## Minimum Vent Installation Instructions

1. Install the 24" pipe section onto the starter collar by fully inserting it and turning approximately 1/4 turn clockwise, until the 2 sections are fully locked. Install the 90° elbow in similar fashion.
2. Move the stove and pipe assembly back until the 90° elbow is flush to the wall. The 24" vertical pipe should be parallel to the wall. Draw a circle around the pipe. Use the center of this circle as the center point of the 10" x 10" square wall pass through. Cut and frame the wall pass through.
3. Place the interior wall thimble into the 10" x 10" wall pass through. Secure it with 4 screws (not provided). Install the exterior portion of the thimble in similar fashion, overlapping the 2 sections.

🔥 **CAUTION: FOR BUILDINGS WITH VINYL SIDING, INSTALL A VINYL SIDING STANDOFF BETWEEN THE VENT CAP AND THE EXTERIOR WALL.**

4. Install the horizontal vent termination on the outside of the wall. Ensure both of the retaining straps extend through interior wall thimble. Before attaching the vent termination to the outside of the house, run a bead of non-hardening mastic around its' outside edges, so as to make a seal between it and the wall. The arrow on the end cap should point up. Secure the cap to the wall with the appropriate screws.

Place the thimble cover onto the 90° elbow. Put the 9" pipe into the horizontal vent cap, (the vent pipe must extend into the horizontal vent cap a minimum of 1-1/4"). Move the stove and vent pipe into position, insert the 9" pipe into the 90° elbow and twist to lock it. Secure the straps from the horizontal vent termination to the interior pipe with 2 sheet metal screws, keeping the screws as close to wall thimble as possible. Bend or cut the excess strapping so that the thimble cover will fit properly. Screw the thimble cover to the wall.



**Figure 10 - Typical Minimum Horizontal Venting Installation Components**

Centerlines shown are approximate. Ensure you dry fit your venting and take a measurement. Pipe dimensions will vary by manufacturer and supplier. These dimensions are using typical Simpson Dura-Vent GS components. See installation instructions on this page and Figure 10.

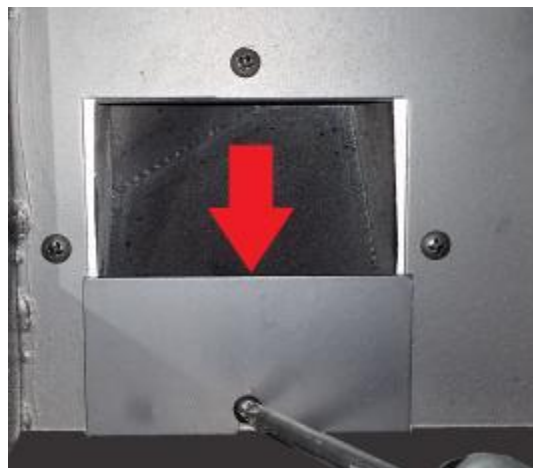
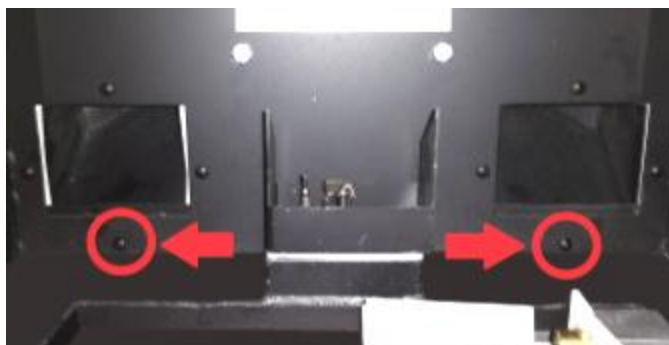
## Installing the Vertical Vent Kit

When the total vertical vent run in a particular Bristol installation meets or exceeds 8', the Vertical Vent Kit must be installed in the stove. This kit is shipped with every stove and consists of the three steel components shown below (not shown to scale).



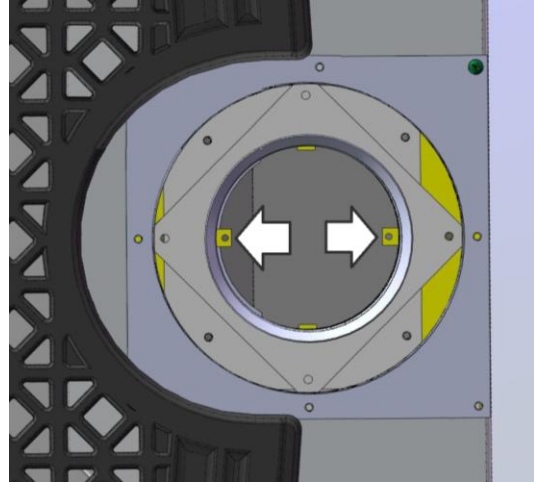
The two identical flat, rectangular steel pieces are designed to be installed inside the firebox over the bottom edge of the fresh air intake openings located at the back of the firebox. Use the following method:

- 1) Access the firebox by following the instructions on pages 9 and 10 of this manual.
- 2) Remove the burner and carefully set aside.
- 3) Remove the bottom center fresh air duct screw from both the left and right side inlets.
- 4) Position the restrictor plates over the intake openings by resting them on the firebox bottom and sliding them left or right until the screw hole in the restrictor plate aligns with the screw hole in the firebox exposed by removing the screw in step 3 above.
- 5) While holding the restrictor plate in position, re-install the fresh air duct screws removed in step 3 and tighten snugly.
- 6) Reverse steps 4-1 to reassemble stove.

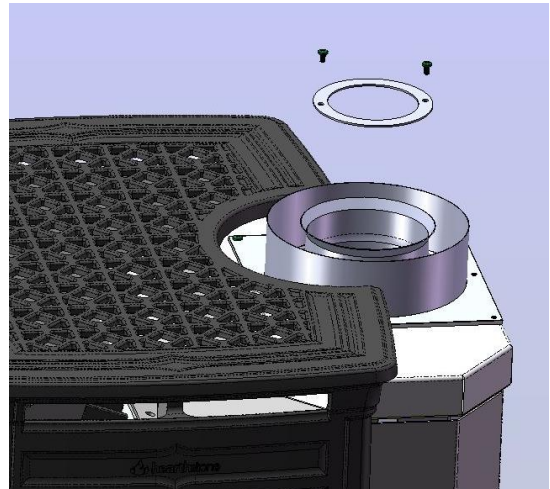


The ring shaped metal piece installs in the starter collar on the top of the stove, from the outside **before** venting is attached by the following method:

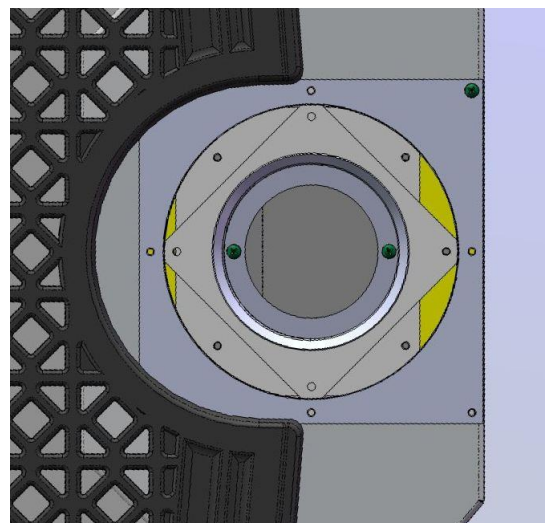
- 1) Note the two tabs extending into the inner flue collar from the upper manifold housing.

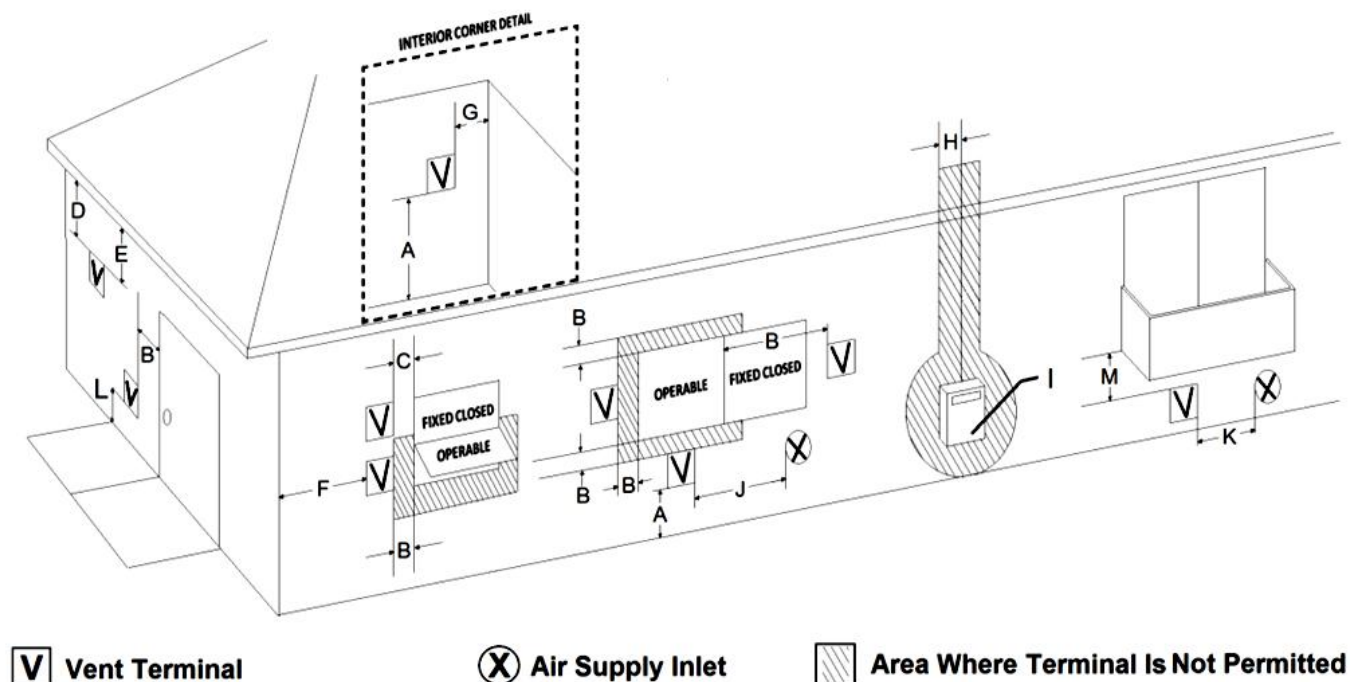


- 2) Place the restrictor ring into the inner collar and align the screw holes with the holes in the tabs.



- 3) Secure restrictor ring with the two included screws.





**Figure 11 - Acceptable Direct Vent Terminal Vent Cap Locations**

A = Clearance above grade, veranda, porch, deck, or balcony: 12 inches (30cm) minimum.

B = Clearance to window or door that may be opened: \*\*Min. 9 inches U.S./12 inches (30cm) CAN. We recommend 12 in. minimum to prevent condensation on the window.

C = Clearance to permanently closed window: \*\*Min. 9 inches, U.S./12 inches (30cm) CAN.

We recommend 12 in. minimum to prevent condensation on the window.

D = Vertical clearance to ventilated soffit located above the termination within a horizontal distance of 2 feet (60cm) from the center line of the termination: 18 inches (46cm) minimum.

E = Clearances to unventilated soffit: 12 inches (30cm) minimum.

F = Clearance to outside corner: \*\*Min. 9 inches, U.S./12 inches (30cm) CAN. We strongly recommend 12 inches, particularly where windy conditions prevail.

G = Clearance to inside corner: \*\*Min. 6 inches, U.S./12 inches (30cm) CAN. We strongly recommend 12 inches, particularly where strong winds prevail.

H = \*Not to be installed within 15 feet (4.5m) above a meter/regulator assembly within 3 feet (91cm) horizontally from the center line of the regulator.

I = Clearance to service regulator vent: 3 feet (91cm)

J = Clearance to non-mechanical air supply inlet to building or the combustion air inlet to any other appliance: 12 inches (30cm) minimum.

K = Clearance to a mechanical air supply inlet: \*\*Min. 3 feet (91cm) above if within 10 feet horizontally, U.S./6 feet (1.83m) CAN minimum.

L = <sup>1</sup>Clearance above paved sidewalk or a paved driveway located on public property: 7 feet (2.1m) minimum.

M = <sup>2</sup>Clearance under veranda, porch, deck, or balcony: 12 inches (30cm) minimum.

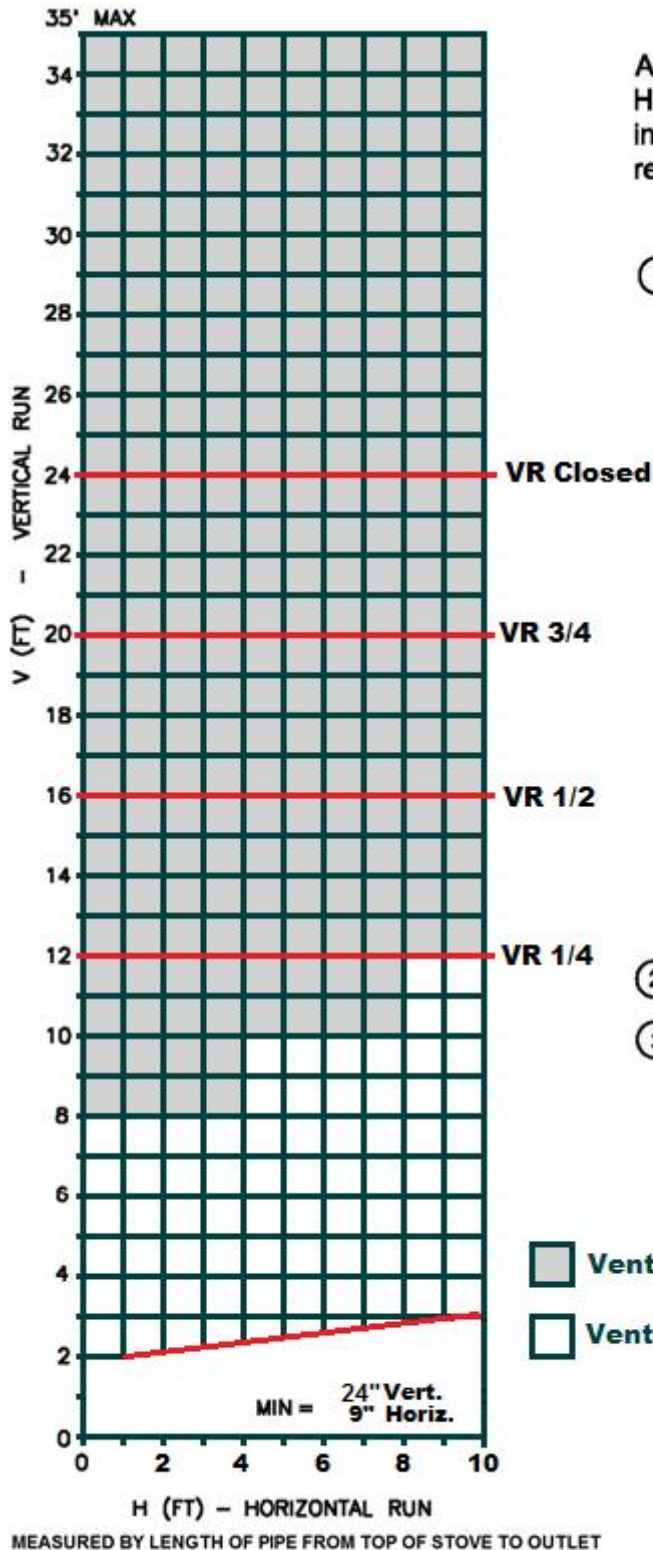
*\*In accordance with CSA B149 Installation codes.*

*\*\*In accordance with the current ANSI Z223.1/NFPA 54, National Fuel Gas Code. Note: Local Codes and Regulations may require different clearances.*

*<sup>1</sup>A vent shall not terminate directly above a sidewalk or driveway which is located between two single family dwellings and serves both dwellings*

*<sup>2</sup>Only permitted if veranda, porch, deck or balcony, is fully open on a minimum of two sides beneath the floor.*



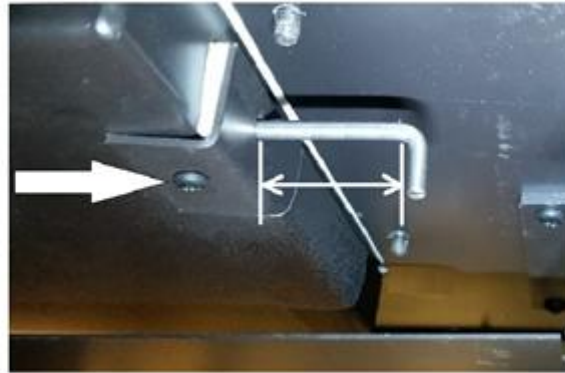


As a rule, only two 90 degree elbows are allowable. However if more than two are **required** to complete the installation, the maximum allowable vent length must be reduced by 5' for each additional elbow.

- ① FOR VENTING INSTALLATIONS AT OR BELOW 12' VERTICLE FROM STOVE TOP, VENT RESTRICTOR SHOULD BE SET TO MINIMUM RESTRICTION AND THE AIR SHUTTERS SHOULD BE SET TO AT LEAST THE MINIMUM OPENING SETTINGS BELOW:

7/8" FOR NG (75% CLOSED)

1 1/3" FOR LP (25% CLOSED)



- ② MEDIUM VENT RESTRICTION SETTING\*
- ③ MAXIMUM VENT RESTRICTION SETTING\*

\* AT VERTICLE LINGTHS ABOVE 10" FROM STOVE TOP, ADDITIONAL AIR SHUTTER ADJUSTMENTS MAY NEED TO BE MADE TO OPTIMISE FLAME APPEARANCE.

-  Vent Restrictor Kit Required
-  Vent Restrictor Kit Not Required

Figure 12 - Venting Termination



## Electrical System Information

**CAUTION: LABEL ALL WIRES PRIOR TO DISCONNECTION WHEN SERVICING CONTROLS. WIRING ERRORS CAN CAUSE IMPROPER AND DANGEROUS OPERATION. VERIFY PROPER OPERATION AFTER SERVICING. (ATTENTION: AU MOMENT DE L'ENTRETIEN DES COMMANDES, ÉTIQUETEZ TOUS LES FILS AVANT LE DÉBRANCHEMENT. DES ERREURS DE CÂBLAGE PEUVENT ENTRAÎNER UN FONCTIONNEMENT INADEQUATE ET DANGEREUX.)**

The proper location of wire connections are shown in the following figure.

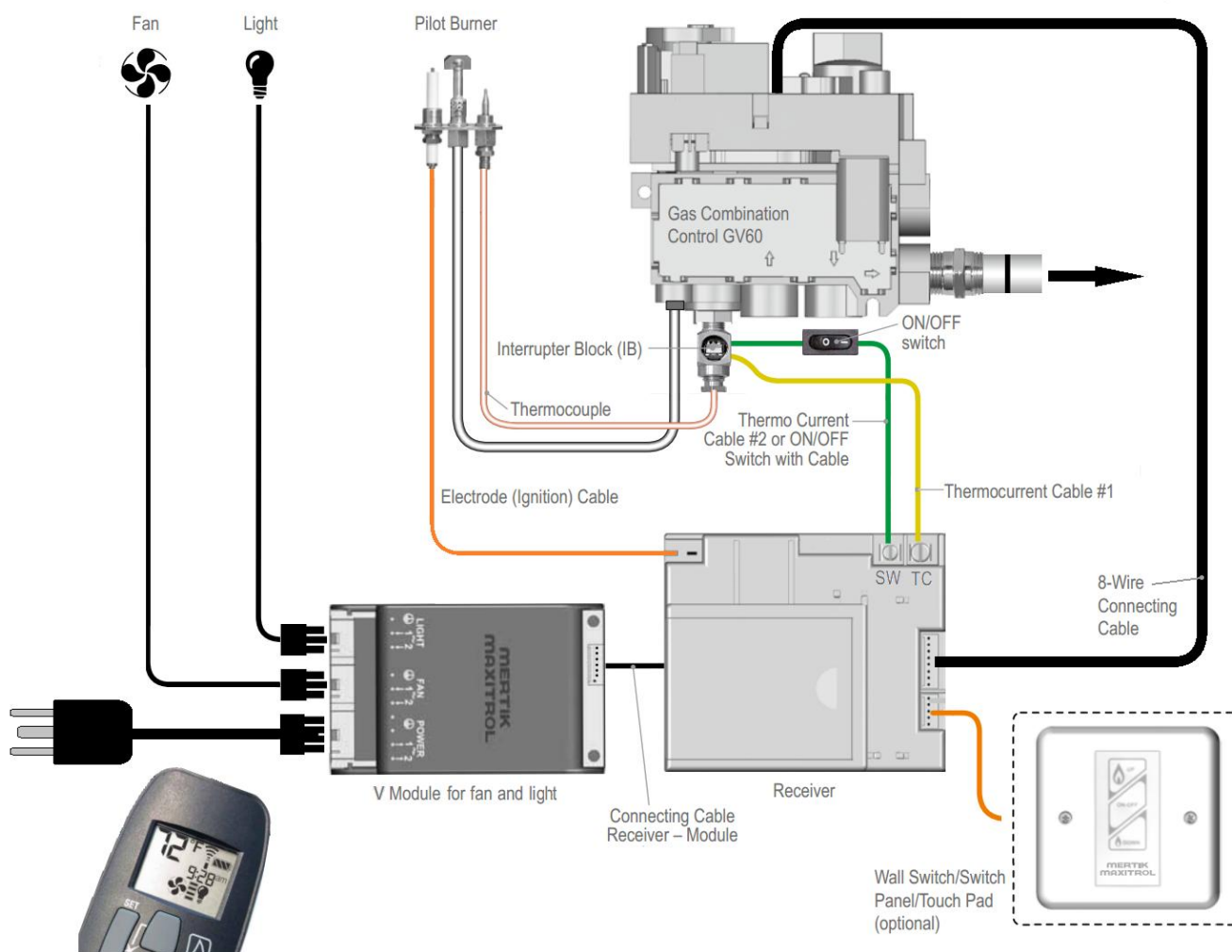


Figure 13 – Bristol 8763 Wiring Diagram

# Gas Supply & Connections


## Connection Location


The gas supply connection is made to the Bristol's gas control valve under the bottom right center of the unit using a 3/8" male NPT fitting. The supply line should be 1/2" diameter, or appropriately sized to provide a sufficient gas supply to meet the maximum demand of the unit without undue loss of pressure. We recommend a flexible line to avoid undue mechanical load on the valve and to ease thread alignment, but refer to local codes.


The Bristol is factory equipped to use natural gas (NG) and requires conversion for use with propane (LP). A propane (LP) fuel conversion kit is included with your stove purchase.

## Gas Supply

This 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. The Bristol 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 greater than 1/2 psig. Over pressurizing can damage the control resulting in leakage or control malfunction.

 **NOTICE: A QUALIFIED TECHNICIAN MUST CONNECT THE HEATER TO THE GAS SUPPLY AND LEAK TEST THE UNIT BEFORE IT IS APPROVED FOR USE. CONSULT ALL CODES.**

 **WARNING: THE UNIT MUST BE INSTALLED AND CONNECTED IN ACCORDANCE WITH LOCAL CODES, OR IN THE ABSENCE OF LOCAL CODES, WITH THE MOST CURRENT EDITION OF THE NATIONAL FUEL GAS CODE ANSI Z223.1 (NFPA 54) OR CAN/CGA B149 INSTALLATION CODE. INSTALLER L'APPAREIL SELON LES CODES OU RÈGLEMENTS LOCAUX, OU, EN L'ABSENCE DE TELS RÈGLEMENTS, SELON LES CODES D'INSTALLATION CAN/CGA-B149**

 NFPA Code and Hearthstone require the use of a dedicated sediment trap just upstream of the unit. Damage to the valve, or other components due to the lack of a sediment trap are not covered by warranty (see figure 14).

## High Altitude Installations

For high altitude installations consult the local gas distributor or the authority having jurisdiction for proper rating methods.

The decreased atmospheric pressure at higher altitudes affects the heat value of fuel gases. Gas suppliers typically de-rate the gas intended for use at elevations above 2000 feet (610 meters). This is not necessary with the Bristol. If necessary, increase valve outlet pressure to compensate.

### WARNINGS

- Fire or Explosion Hazard. Can cause property damage, severe injury, or death. Do NOT bend tubing at gas valve connection point after compression fitting has been tightened. This can result in gas leakage at the connection.
- Use new properly prepared pipe free from metal or material chips. When tubing is used, assure that ends are square, de-burred and clean. All tubing bends must be smooth and free of distortion.
- Do NOT over tighten connections. Over tightening can damage the control body resulting in leakage or control malfunction.
- Do NOT remove screws from the gas valve. Do NOT adjust and/or alter any components marked with tamper indicating paint. Motor knob is not to be removed.
- Turn off gas supply at the appliance service valve before starting installation, and perform a Gas Leak Test after the installation is complete.
- Install the sediment trap (where required) in the gas supply line to prevent contamination of the gas valve (see figure 14).
- Use only your hand to push in or turn, the gas Control knobs. Never use tools. If a knob will not push in or turn by hand, do NOT try to repair it. Call a qualified service technician. Force or attempted repair will void warranty and can result in a fire or explosion.

## GAS CONNECTIONS

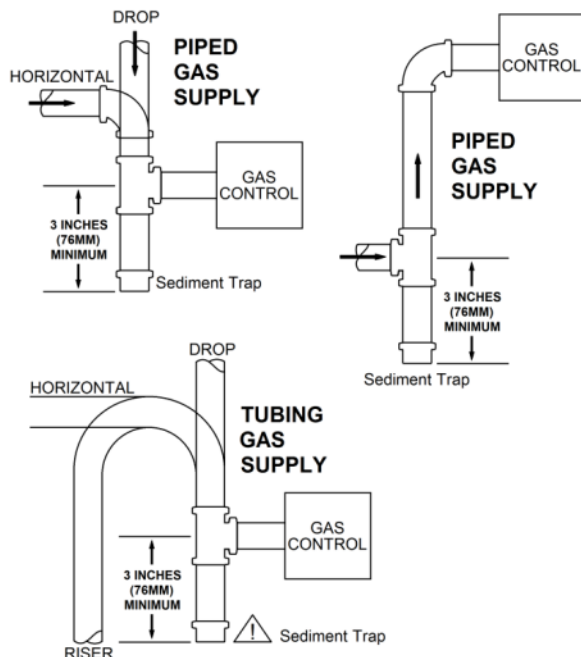
When threads are tightened, the valve must be held at the designated clamping areas (see *Figure 15*). DO NOT apply pressure to top casting or plastic cover.

### Connection Main Gas (Tubing connections)

1. Do NOT use pipe joint compound or Teflon®/PTFE tape.
2. Slip nut and ferrule over tubing.
3. Slide nut and ferrule into place, and insert tubing into inlet/outlet connection until it bottoms. Turn until finger-tight.
4. Use a wrench to tighten nut about 1 turn beyond finger tight.

### Connection Main Gas (Pipe Connections)

1. Do NOT use Teflon®/PTFE tape.
2. Pipe to be inserted into the valve must be the proper thread length and to gauge. Thread that is cut too long can cause distortion or malfunction if inserted too deeply.
3. Apply a moderate amount of approved pipe sealant to the pipe only, leaving the two end threads bare.
3. Connect pipe to valve inlet and outlet.



**Figure 14 – Sample Gas Supply Sediment Traps**

## PERFORM INITIAL GAS LEAK TEST

1. Check carefully for gas leaks immediately after the appliance has been installed and the gas turned on. **Do this before attempting to operate the appliance or other gas burning device.**
1. Use an approved non-corrosive leak detection fluid, or other approved leak detection method, around the diaphragm flanges, pipe connections, seal cap, and all other joints. Bubbles indicate a leak.
2. If no leakage is detected, proceed with the instructions listed on page 20 to light the main burner and perform a secondary leak check of the appliance gas supply system.
5. If a leak is detected, tighten pipe connections (including adapters) according to "GAS CONNECTIONS" (page 20).

### WARNING

Absolutely no leakage should occur, otherwise there is a danger of fire or explosion depending upon conditions. Never use if leakage is detected.

## Pre-Ignition Checks

### WIRING CONNECTIONS

(See *Figure 13*, page 16)

- Assure all components are connected according to the wiring diagram.
- When GV60 components are installed, make sure they are not exposed to dirt, oil, grease or other chemical agents.
- Do NOT permit foreign particles under plastic cover.

### Thermocouple Circuit

Total resistance of thermocouple circuit should be minimized to ensure proper operation.

**NOTICE:** Keep connection of the Mertik Maxitrol interrupter block interrupter block and thermocouple clean and dry. Avoid severe bending of the thermocouple tubing during installation (min. 1" radius:2.5 cm) as this may cause it to fail. If the Mertik Maxitrol interrupter block must be removed for any reason, following the steps below to re-install:

- Tighten interrupter block into valve 1/4 turn beyond finger tight (2...3 Nm).
- Slide cables into plastic insert.
- Slide plastic insert with cables into the brass interrupter block.

- While keeping pressure on the cables and plastic insert, tighten the thermocouple 1/4 to 1/2 turn beyond finger tight (2...3 Nm).

### Ignition Cable

Do NOT damage the ignition cable. When the cable is in place, avoid contact with sharp objects or edges. Avoid contact with metal parts, as this could decrease spark.

### Receiver

1. Insert batteries.
2. Place ON/OFF switch on valve to ON position.

### Remote

1. The receiver has to learn the handset code:  
Press and hold the receiver's reset button (*Figure 41, page 30*) until you hear two (2) beeps. After the second, longer beep, release the reset button. Within the subsequent 20 seconds press the small flame button on the handset until you hear two (2) short beeps confirming the code is set.

*NOTE: This is a one-time setting only, and It is not required when changing the batteries in the hand set or receiver.*

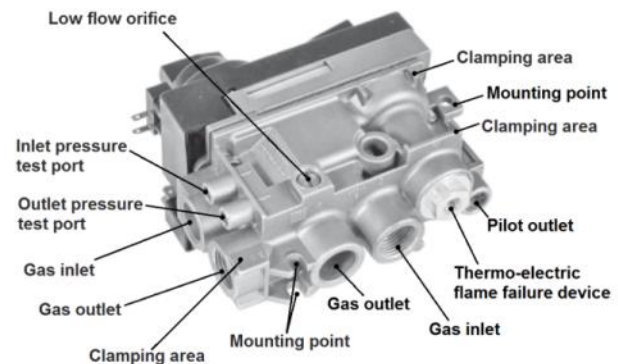
2. Check reception. For better reception straighten the antenna and move it to a position that allows for better line of sight (see notice below).
3. When the RF receiver is placed in the appliance, the surrounding metal can reduce reception considerably. The position of the antenna on the receiver also influences reception.

**NOTICE:** The antenna must not cross or come into contact with the ignition wire. This will render the receiver inoperable.

### WARNING

#### ELECTRIC SHOCK HAZARD.

- Read these instructions carefully. Failure to follow them could result in property damage, personal injury, or loss of life.
- This control must be electrically wired and operated in accordance with all codes and local regulations. Service and installation must be performed by a trained, experienced service technician.
- Do NOT-use the module if you suspect it may be damaged.



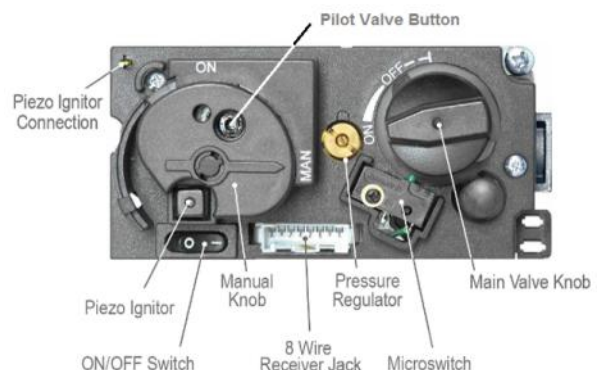
**Figure 15 – GV60 Valve Configuration (Side)**

### GAS CONTROL KNOB SETTINGS

KNOB	POSITION	FUNCTION
Main Valve	OFF	Prevents main gas flow through valve.
Main Valve	ON	Permits main gas flow through valve if the pilot is lit and thermocouple is generating sufficient power.
MANUAL knob	MAN	Allows the pilot to be manually ignited and prevents main gas flow.
MANUAL knob	ON	Allows for automatic ignition.

### WARNING

- Do NOT attempt to remove screws from the top of gas valve. Do NOT change any adjustments marked with tamper indicating paint. Motor knob is not to be removed.



**Figure 16 – GV60 Valve Configuration (Top)**

## Initial Lighting Instructions

Use a gas sniffer device or smell all around the appliance area for gas. Ensure you check at the floor also because unlike natural gas, propane is heavier than air. If you do not detect or smell gas, proceed with the lighting procedure. If you do detect or smell gas, **DO NOT** proceed with the lighting procedure.

## Pilot Light Warning

Do not attempt to light the unit with a match or by any means other than the ignition system supplied with the unit.

## To Light the Stove for Initial Leak Test:

### Remote Control Ignition:

The Remote and Receiver must be synchronized before initial use (for instructions, see page 32). After synchronizing the remote perform the following steps to light the stove:

1. On the remote handset, simultaneously press the Large Flame and OFF buttons.
2. The stove receiver will begin to emit audible beeps and the ignition sequence will begin.
3. After several seconds, the piezo igniter will begin to spark and the pilot light will ignite.
4. After several more seconds, the main burner will ignite.
5. Select the desired flame height by pressing either the large flame or small flame icon on the remote. For additional operational information, see the MAXITROL GV60 CONTROL SYSTEM FEATURES section.
6. With the main burner in operation, apply an approved leak test solution to all tubing and pipe connections (including adapters) and the valve inlet and outlet. Bubbles indicate a leak.
7. If a leak is detected, tighten pipe connections (including adapters) according to "GAS CONNECTIONS" (page 20).

### Manual Ignition (Optional):

1. Remove orange ignition wire from Control module and insert onto Piezo Ignitor Connection on valve top (see *Figures 13 and 16*).
2. Open the gas supply to the valve.

3. Remove the access panel from the front of the stove and set on a non-marring surface.
4. Locate and turn the MANUAL Knob on the valve clockwise to the "MAN" position (see *Figure 16*).
5. Turn the Main Valve knob to "OFF".
6. Using a pen or other device that will reach through the MANUAL Knob cut out, gently press the pilot button and hold it in the down position.
7. After a ten second wait, push the piezo igniter button on the valve every three seconds until you see the pilot light.
8. Once the pilot lights, continue holding the Pilot Button for one (1) minute. Release the Pilot Button and the pilot flame should remain on.
9. Once the pilot flame has been established, turn the Main valve knob counter-clockwise. The main burner will ignite after the Main Valve knob is turned past the minimum setting. Once the main burner is on, continue turning the Main Valve knob until the desired flame height is reached.
10. With the main burner in operation, apply an approved leak test solution to all tubing and pipe connections (including adapters) and the valve inlet and outlet. Bubbles indicate a leak.
11. If a leak is detected, tighten pipe connections (including adapters) according to "GAS CONNECTIONS" (page 20).

## Smoke and Fumes Warning

When lit for the first time, the Bristol will emit some smoke and fumes. This is normal "off-gassing" of the paints and oils used in the manufacturing and assembly of the unit. Open windows to vent the room if necessary. The off gassing and fumes will subside after the first 8 hours of operation.

## Odors and Impurities

A heater of this type may produce odors during heater operation at any time due to impurities that may exist in the immediate area around the unit. Sources of impurities can include cleaning solvents, paint solvents, cigarettes, candles, smoke, pet hair, dust, adhesives, new carpet, and/or textiles. Such odors will eventually dissipate. However, opening a window or otherwise providing additional ventilation to the area can alleviate the condition sooner. If any odor persists, find and remove the cause, or contact your dealer or an authorized service technician.



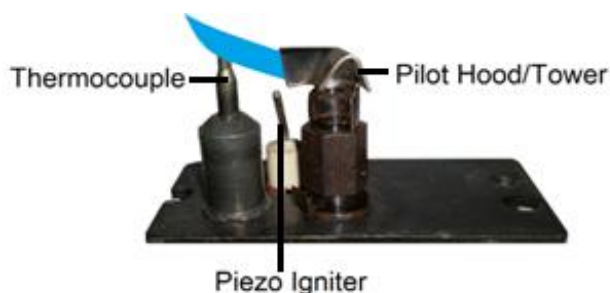
## Pilot Adjustment

**CAUTION:** THE PILOT FLAME SHOULD ONLY BE ADJUSTED BY AN AUTHORIZED SERVICE TECHNICIAN.

The pilot flow adjustment is preset to maximum at the factory. The pilot flame should envelope  $3/8"$  to  $1/2"$  of the thermocouple (see Figure 17).

To adjust pilot:

1. The adjustment screw can be reached through a hole in the MANUAL knob (see Figure 18).
2. Turn the MANUAL knob to the ON position.
3. It is now possible to pierce through a film on the cover with a screwdriver to reach the adjustment screw beneath.
4. Turn the adjustment screw clockwise to decrease or counter-clockwise to increase pilot flame.



**Figure 17 - Pilot Flame Pattern**

Controlling the Bristol manually or by the optional remote become erratic, nonexistent, or the unit may go out, if the pilot flame is too small or misdirected away from the thermopile.

**⚠ WARNING: THE CONTROL HAS AN INTERLOCK DEVICE. IF THE STOVE HAS BEEN LIT, IT WILL NOT RELIGHT AGAIN IMMEDIATELY. AFTER SHUTTING OFF ALL GAS FLOW, THE PILOT BURNER CANNOT BE RELIT UNTIL THE THERMOCOUPLE HAS COOLED (60 SECONDS TO 2 MINUTES).**

## Outlet Pressure Adjustment

**CAUTION:** THE VALVE MAXIMUM OUTLET PRESSURE SHOULD ONLY BE ADJUSTED BY AN AUTHORIZED SERVICE TECHNICIAN AND IS PRE-SET AT THE FACTORY.

1. Connect a pressure manometer to the valve

outlet pressure tap. Pressure tap is opened by turning the screw counter-clockwise (see Figure 15).

2. Turn MANUAL knob and main valve knob to the ON position.
3. Turn pressure regulator adjustment screw to set required burner pressure (high fire). Pressure is increased by turning clockwise. (pressure regulator models), or decreased by turning counter-clockwise.
4. After adjustment, replace the plug.
5. If no other adjustments are required, close pressure tap(s) by turning the screw(s) fully clockwise until snug. Check all connections/pressure tap(s) for leaks.
6. If the desired outlet pressure or flow cannot be achieved by adjusting the gas valve, check the gas valve inlet pressure using a manometer at the valve inlet pressure tap. If the inlet pressure is in the normal range, replace the gas valve; otherwise, take necessary steps to assure proper gas pressure to the valve.

## Minimum Gas Flow Adjustment

**CAUTION:** THE MINIMUM VALVE OUTLET PRESSURE SHOULD ONLY BE ADJUSTED BY AN AUTHORIZED SERVICE TECHNICIAN AND IS PRE-SET AT THE FACTORY.

- a. Light the stove and engage the main burner.
- b. Set the control into low fire setting by quickly pressing the Low Flame button twice.
- c. The minimum rate can be set either by screwing in a calibrated minimum rate screw (LP, fixed orifice) or an adjustable minimum rate screw (NG). For the NG adjustable rate screw, turn the screw clockwise to decrease or counter-clockwise to increase the minimum flow. Once the Bristol has been converted to LP with the fixed rate low flow orifice, the low rate is not adjustable.

## Changing the fuel type

Convertible regulators are designed to deliver either of two fixed outlet pressures for Natural Gas (NG) or LP Gas. To change from one gas to the other, turn the outlet pressure screw housing (see Figures 18 & 19) counter-clockwise to remove. **Be careful not to engage the small flat slot on the screw itself but use the larger slot of the screw housing to remove the unit.** Unsnap and remove the plastic part, rotate it 180°, and then slide it back on the conversion plug until it snaps. Reinstall the

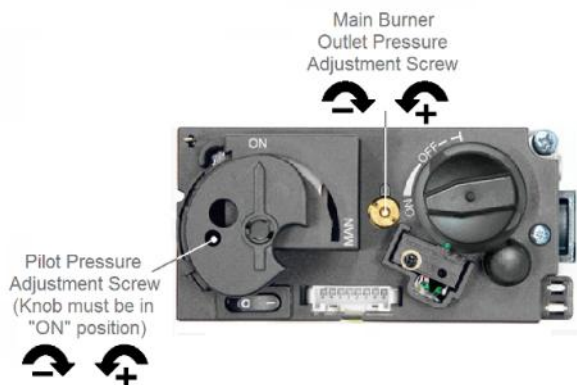
conversion plug by screwing it clockwise until it bottoms out. The low pressure orifice must also be changed (see Figures 20-25, pages 24-26).

**NOTE:** Do NOT adjust and/or alter any components marked with tamper indicating paint.

### To Switch the Valve to LP Operation:

(Refer to Figures 18-25)

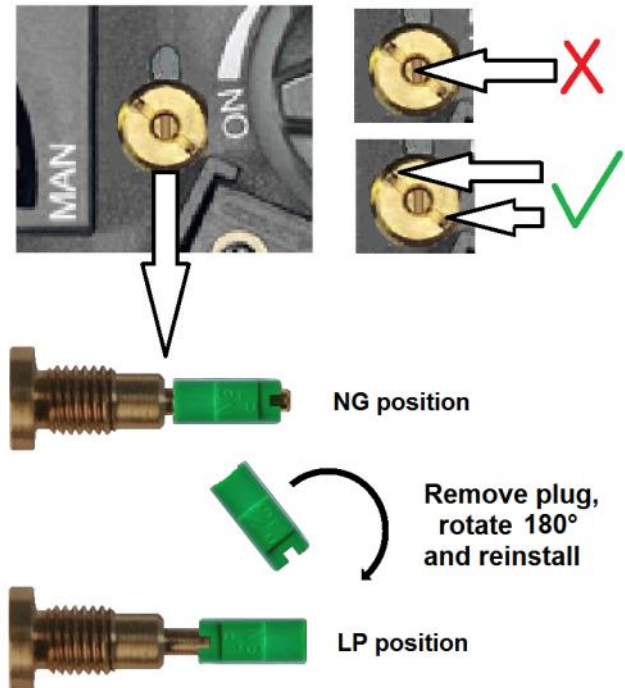
1. Remove the conversion plug from the valve body.
2. Carefully and without turning the adjusting screw, grasp the plastic conversion plug at the end of the pressure screw and remove it from the shaft by gently pulling away from the screw head.
3. Flip the conversion plug 180°.
4. Slide the conversion plug back on the pressure screw shaft and gently push until it clicks in place.
5. Reinstall the screw assembly using only the outer screw head slot for driving and seat it fully in the valve.



**Figure 18 – GV60 Valve Top**

6. Loosen the valve mounting bracket front two screws and swing the front of the valve assembly down.
7. Using a 4mm (5/32") allen wrench, loosen and remove the existing low pressure NG screw by turning counter-clockwise until it spins freely. It may be necessary to grasp the screw head with your fingernails or gently pry it free of the valve body with a small flat blade screwdriver as the screw has an o-ring at the top that may gently hold it in the valve body even after fully loosening (see Figure 22).

**Do not remove using small, center screw head. USE ONLY THE OUTER SLOTS.**



**Figure 19 - GV60 LP Conversion Steps**

8. Insert the LP low pressure orifice in the receptacle, press firmly with finger to push o-ring past threads and tighten using the enclosed tool. Fully seat the orifice body in the valve (snug it down until it stops turning by turning clockwise).
9. Swing the valve mounting bracket back up into its original position.
10. Tighten the two front mounting screws and assure valve bracket is firmly held in position.



Figure 20 – Low Flow Orifice Location



Figure 21 – Low Flow Orifice Removal



Figure 22 – Low Flow Orifice Removal – O-ring



Figure 23 – NG Low Flow Screw Removal

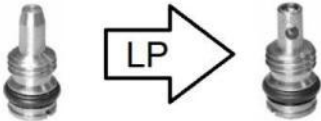


Figure 24 – Press LP Orifice into Valve to Compress O-ring



Figure 25 – Tighten LP Low Flow Orifice



## To Switch the Pilot to LP Operation:

(Refer to Figures 26-29)

The pilot assembly in the Bristol is a slide convertible unit, only requiring access from the firebox and a 7/16" open-end wrench. To convert pilot from NG to LP:

1. Follow steps listed in the Installation Preparation section on page 9 for gaining access to the firebox and removing the logs.
2. Remove Pilot Shield.
3. Using the 7/16" wrench, grasp the pilot tower and turn counter-clockwise about 1/4 turn (see Figure 27).
4. Look at the front edge of the base of the pilot tower. You will see the NG/LP Pilot Orifice Gate protruding toward the front of the pilot tower and the letters "NAT" should be visible on the upper horizontal surface (see Figure 26). Slide the gate backward in the Pilot Tower by pushing on the upturned edge by the "NAT" lettering until the upturned edge is flush with the Pilot Tower surface. You will see the NG/LP Pilot Gate protruding from the back edge of the Pilot Tower and the letters "LP" will be visible, separated by a punched hole.
5. While holding the NG/LP Pilot Gate in the LP visible position, grasp the Pilot Tower with the 7/16" wrench and turn clockwise until the tower is snug. The Pilot Hood should be oriented such that one pilot flame is directed at the thermocouple and the other is facing the main burner (see Figure 29).
6. Reinstall Pilot Shield.



Figure 26 – Pilot in NG (Pilot Gate forward)



Figure 27 – Loosen Tower and Slide Pilot Gate to Rear of Pilot Tower (LP position)



**Figure 28 – Pilot in LP (LP text visible to rear of Pilot Tower)**



**Figure 29 – Pilot in LP (slide gate to rear of Pilot Tower)**

### Initial Adjustments

Once the Bristol is set in place, connected and assembled as described in the Clearances To Combustibles, Venting Components & Configurations, Electrical Connections, Log Placement and Maxitrol GV60 Control System Features & Gas Supply Connections sections of this manual, the unit is ready to be lit and adjusted to its particular installation. Hearthstone tests each unit prior to shipment, so ignition should take place without issue. However, a number of small adjustments may be necessary to compensate for variations in gas pressure, altitude, and other factors particular to each installation. Read pages 29-30 to complete installation specific setup.

## TO SHUT DOWN THE APPLIANCE AND TURN OFF GAS

### Remote Control:

1. Push the OFF button on the remote once (See page 31).
2. Remove valve access panel.
3. Turn the ON/OFF switch on the valve to OFF.
4. Replace valve access panel.
5. Turn the gas supply valve to the off position.

### Manual Mode:

1. Remove valve access panel.
2. Turn the Main Valve Knob clockwise to OFF.
3. Turn the ON/OFF switch on the valve to OFF.
4. Replace valve access panel.
5. Turn the gas supply valve to the off position.

## FINAL CHECK

Observe several complete cycles to ensure proper operation. During these cycles the electronics will determine the optimum ignition sequence timing.

## Log Set Placement

Place only the ceramic log set supplied with the unit in the firebox. Do not place any other ceramic logs, wood logs, or other materials in the firebox. If the log set is damaged or broken contact your dealer for replacement. The ceramic logs will last a long time; however, they will break if subjected to rough or improper handling. **Exact positioning of the log set is required in order to obtain a pleasing flame pattern and efficient combustion.** Incorrect log placement may cause carbon build-up; excess thermal stress on the log set and stove parts, reduced efficiency, and high levels of carbon monoxide. If the log set does not fit into the firebox exactly as outlined, contact your dealer for assistance.

## Installation of the Log Set

*(Refer to the following images in this section for log set assembly)*

1. Remove the packaging material around the log set assembly. Be careful not to damage the log set when unpacking.





**Figure 30 – Burner Without Log Set Detail**

2. Place log 1 on burner in its channel as shown.



**Figure 31 – Log 1 in Position**

3. Place Log 2 into the channel in the burner with the narrow end resting on log 1 as shown.



**Figure 32 – Log 2 in Position**

4. Place log 3 as shown.



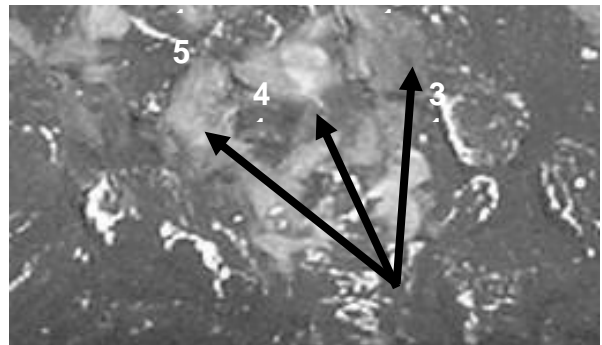
**Figure 33 – Log 3 in Position**

5. Place log 4 on top of log 1 as shown.



**Figure 34 – Log 4 in Position**

6. Place small tufts of the Platinum Bright Embers on the burner and log surfaces for additional glow as desired – **do not block burner ports.**



**Figure 35 – Platinum Bright Embers (Enlarged to Show Detail)**

## Removal of Log Set

**CAUTION: THE LOG SET, BURNER, AND EMBERS RETAIN HEAT AND CAN BE VERY HOT! ALLOW 2 TO 3 HOURS TO COOL AFTER PILOT LIGHT IS TURNED OFF FOR SAFE HANDLING.**

To remove the log set, follow the Installation of Log Set instructions in the reverse order.

## Completing the Installation

1. Close the firebox – reverse the firebox access procedure outlined on page 9.
2. Install any batteries as necessary. Synchronize the Remote Transmitter and Receiver (see page 32).

## Ceramic Burner Fissures

The ceramic burner may develop surface fissures at or after the initial burn. These fissures are normal, and have no effect on the operation, or safety of the stove. However, if a crack is found that penetrates into the fuel accumulation area below the ceramic surface; discontinue operation until the stove is checked by a qualified technician.

## Air Shutter

The air shutter is used to regulate the air-to-gas combustion mixture of each burner, which in turn influences the size and color of the flames. The air shutter is factory positioned in the general location needed for testing the unit with natural gas (NG) and minimum venting. However, if the unit is not burning as well as it should in your installation, then the air shutter may need adjusting.

To determine if an air shutter needs adjustment, it is necessary to view the flame pattern with the burner output set at its highest setting. Allow the unit to operate for at least 10 minutes to allow the entire unit to reach temperature, and for the flame pattern to stabilize. Generally, the more air (open shutter) in the mixture, the bluer the flame. Less air (closed shutter) results in a more yellow flame, but too little air will result in incomplete combustion, low efficiency and a dirty burn. There are two simple guidelines to aid in determining the correct flame pattern:

1. If the flame just above the surface of the burner or at the base of the logs is completely blue, the air shutter may be open too far;
2. If the flame is dirty, sooty, or licks the top of

the firebox, the air shutter may be closed too far.

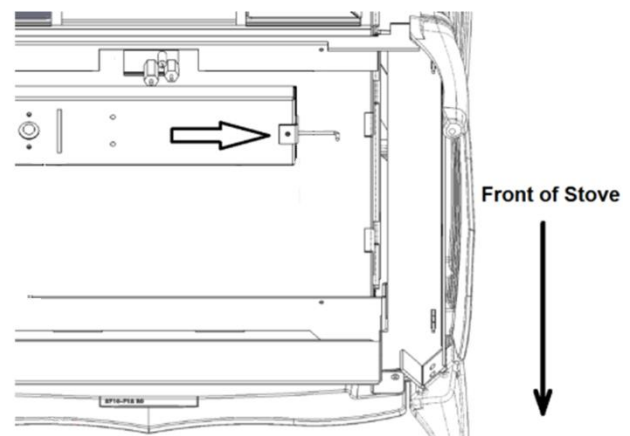
Refer to Figure 12 on page 17 for minimum required settings. Some conditions cannot be corrected through air shutter adjustment; an adjustment must be made to the gas supply pressure or by changing the restriction plate setting. Qualified service personnel must perform supply line/manifold gas line pressure adjustments and restrictor plate adjustments. Do not attempt to complete any part of the installation or adjustment of this unit unless technically qualified.

## Air Shutter Adjustments

**WARNING: THE ADJUSTING ROD IS HOT!**

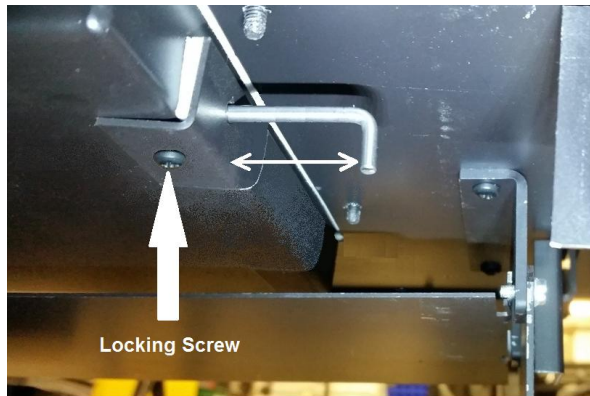
**WARNING: THE AIR SHUTTER IS FACTORY SET AND ONLY A QUALIFIED GAS TECHNICIAN SHOULD MAKE ADJUSTMENTS.**

The air shutter is adjustable while the stove is burning. Adjustments are easier to make with the Valve Cover Panel removed. Refer to Figures 36 and 37 for location. Loosen the set screw of the Air Shutter Lock using a Phillips screwdriver. Move the shutter rod left or right to adjust the flame pattern. Push rod into the firebox to close the shutter, and pull out to open. When the flame pattern is correct, tighten the set screw without letting the rods move.



**Figure 36 – Stove Bottom View: Air Shutter Adjusting Rod**

**Note:** Very little movement is needed to substantially change the burn and flame patterns. Some conditions cannot be corrected through air shutter adjustment; an adjustment must be made to the gas supply pressure. Supply line/manifold gas line pressure adjustments must be performed by



**Figure 37 – Locking Screw and Motion Direction**

qualified service personnel. Do not attempt to complete any part of the installation or adjustment of this unit unless technically qualified to do so.

## Restrictor Plate

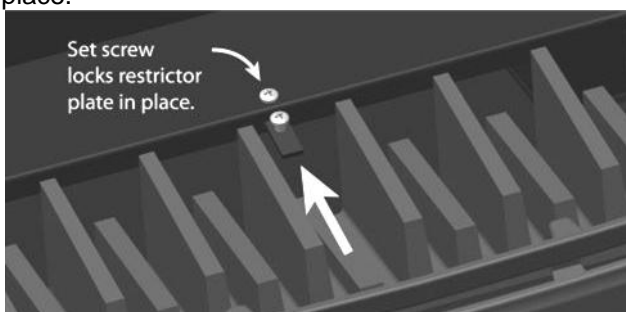
The restrictor plate is used to control excess draft if necessary. Controlling the draft also changes the aesthetics of the flame. The restrictor plate has an unlimited range of settings (see *Figures 38 & 39*). The adjustment point is on the top, center of the firebox, accessible with the top casting removed.

### Restrictor Plate Position

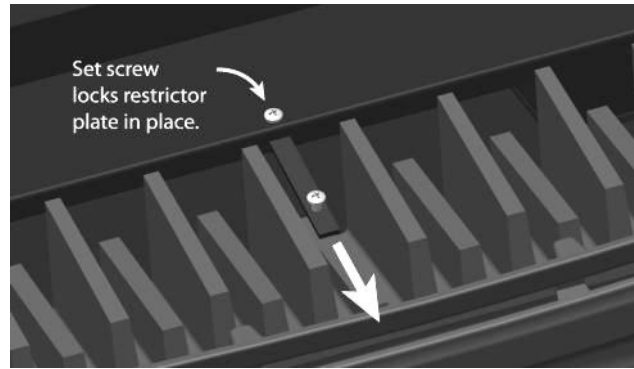
The restrictor plate is factory set in the fully opened position for shipping. This ensures proper flames for a wide variety of vent configurations and efficiency. The restrictor consists of a sliding plate just below the venting starter collar on the top rear of the firebox. Depending on your vent configuration, you may need to adjust the restrictor plate position to reduce draft. See Figure 12 on page 17 for settings.

### Restrictor Plate Adjustment

Loosen the screw and position the restrictor plate in the desired location. Tighten the screw to lock in place.



**Figure 38 - Restrictor Fully Closed**



**Figure 39 - Restrictor Fully Opened (no restriction)**

## Burner Flame Appearance

Once the unit is lit, observe the flame pattern and adjust as necessary. Also, a periodic visual check of the burner flame should be performed. The burner flames can be adjusted by means of the air shutter. To determine if the burner flame needs adjustment, it is necessary to view the flame pattern with the valve output at its highest setting. Allow the unit to operate for 10 minutes enabling the entire unit to reach temperature and for the flame pattern to stabilize. The flame pattern should be similar to the one shown in Figure 40. There are several guidelines to aid in determining if the flame pattern is correct:

1. The flame should not be dirty, smoky, sooty, or lick the top of the stove.
2. The flame should not rise off the burner; this is called "lifting".
3. Flames should not impinge heavily on the log set. They should "fit" through the pre-formed spaces designed in the log set.



**Figure 40 – Typical Burner Flame Appearance**

# Maxitrol GV60 Control System Features

 **NOTE: REMOVE THE MODESTY PANEL BELOW THE FRONT CASTING FOR ACCESS TO ELECTRICAL AND GAS CONNECTIONS.**

## TECHNICAL SPECIFICATIONS

Gas combination control according to CSA approval (see label for certification)

## FUELS

CSA: Suitable for natural, manufactured, mixed gases, liquefied petroleum gases, and LP gas-air mixtures.

## APPROVALS

CSA: ANSI Z21.78/CSA 6.20 for U.S. & Canada, ANSI Z21.20/CSA 6.20 for U.S. & Canada

## PRESSURE DROP/CAPACITY

CSA: 1" W.C. at 65,000 BTU/hr

## RANGE OF REGULATION

CSA: 10,000 to 85,000 BTU/hr

## REGULATOR ADJUSTMENT

CSA: 3" W.C. to 5" W.C. (7.5 to 12.5 mbar); 8" W.C. to 12" W.C. (20 to 30 mbar)  
Convertible Regulator: 3 to 4.5" NG/8.5 to 11.5" LP

## MOUNTING POSITION

Mount valve 0 to 90°, in any direction (including vertically) from the upright position of the gas control knob.

## MAXIMUM INLET PRESSURE

CSA: 1/2 psi (3.45 mbar)

## MAIN GAS CONNECTION

CSA: 3/8" in, NPT; Rp3/78" ISO 7-1 internal thread for 12 mm, 10 mm, 8 mm, 6 mm outside diameter tube.

## INLET AND OUTLET CONNECTION

Side or Bottom

## MAXIMUM ALLOWED TORQUE INLET AND OUTLET

CSA: .280 inch-pounds

## PILOT GAS CONNECTION

CSA: 7/16-24 UNS for 1/4" or 3/16" tubing

## THERMOCOUPLE/INTERRUPTER BLOCK

11/32-32 UNS, M10x1, M9x1, M8x1

## AMBIENT TEMPERATURE RANGE

Combination control: 32°F to 176°F (0°C to 80°C)

Latching solenoid valve: 32°F to 176°F (0°C to 80°C)

Receiver RF without batteries: 176°F (80°C)

Receiver RF with batteries: 131°F (55°C)

Receiver infrared with/without batteries: 131°F (55°C)

Handset: 140°F (60°C)

Wall switch/Touchpad: 176°F (80°C)

Switch panel: 221°F (105°C)

Module: 176°F (80°C)

Ignition cable: 302°F (150°C)

Misc. cables: 221°F (105°C)

Infrared sensor: 176°F (80°C)

Cable with relay: 158°F (70°C)

## HANDSETS

NOTICE: The handsets, receivers, wall switches, switch panels and touch pads are not interchangeable with previous electronics.

## RADIO FREQUENCY

Radio Frequency Handset

433.92 MHz for Europe; 315 MHz for U.S. (FCC 10:

RTD-G6R) and for Canada (le: 4943A-G6R).

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## GENERAL NOTES

### Batteries – Handset

- 1x 9V (quality alkaline recommended).
- Low battery indicator on handsets with display.
- Battery replacement is recommended after 2 years

### Batteries – Receiver

- 4 x 1.5V "AA" (quality alkaline recommended).
- Low battery indication: frequent beeps for 3 seconds when motor turns.
- An AC Mains Adapter may be used instead of batteries.\*
- The module for fan speed control and light



dimmer includes mains power together with batteries in the receiver for automatic backup in case of power outage.

- Without using a mains adapter, battery replacement is recommended at the beginning of each heating season.

*\*Only the Mertik Maxitrol AC Mains Adapter or one preapproved by Mertik Maxitrol can be used. Use of other adaptors can render the system inoperable.*

## STARTING THE APPLIANCE

### Remote Control Operation

A code is selected automatically for all Mertik Maxitrol electronics from among 65,000 random codes available. The receiver has to learn the code of the handset:

Press and hold the receiver's reset button (see Figure 41) until you hear two (2) beeps. The first beep is short and the second beep is long. After the second beep, release the reset button.

Within the subsequent 20 seconds press the Small Flame button on the handset until you hear two additional short beeps confirming the code is set. If you hear one long beep, this indicates the code has failed or the wiring is incorrect.

NOTE: This is a one-time setting only and is not required after changing the batteries of the handset or receiver.



**Figure 41 – Receiver Reset Button Location**

## Manual Ignition/Operation

1. Remove orange ignition wire from Control module and insert onto Piezo Ignitor Connection on valve top (see Figures 13 and 16).
2. Open the gas supply to the valve.
3. Remove the access panel from the front of the stove and set on a non-marring surface.
4. Locate and turn the MANUAL Knob on the valve clockwise to the "MAN" position (see Figure 18).
5. Turn the Main Valve knob to "OFF".
6. Using a pen or other device that will reach through the MANUAL Knob cutout, gently press the pilot button and hold it in the down position.
7. After a ten second wait, push the piezo igniter button on the valve every three seconds until you see the pilot light. If the pilot does not light after one minute, release the pilot button and wait 5 minutes for gas to clear then repeat step 5. If the pilot has not ignited after three attempts at the ignition sequence, STOP ALL ATTEMPTS TO LIGHT PILOT AND CALL AN AUTHORIZED SERVICE TECHNICIAN.
8. If the pilot lights, continue holding the Pilot Button for one (1) minute. Release the Pilot Button and the pilot flame should remain on. If it does, proceed to step 8. If the pilot flame does not remain on after you release the Pilot Button, repeat steps 5 and 6 above. If the pilot does not remain on after three attempts, STOP ALL ATTEMPTS TO LIGHT PILOT AND CALL AN AUTHORIZED SERVICE TECHNICIAN.
9. Once the pilot flame has been established, turn the Main valve knob counter-clockwise. The main burner will ignite after the Main Valve knob is turned past the minimum setting. Once the main burner is on, continue turning the Main Valve knob until the desired flame height is reached.
10. If the Main Burner does not ignite, return the Main Valve knob clockwise back to "OFF", wait three (3) minutes and repeat step 8. If the main burner does not ignite after a repeat attempt, STOP ALL ATTEMPTS TO LIGHT THE MAIN BURNER, TURN THE MANUAL KNOB TO ON, SHUT OFF THE GAS SUPPLY VALVE AND CALL AN AUTHORIZED SERVICE TECHNICIAN.
11. Once the main burner is ignited, replace the access panel. Further adjustments to the flame height are controlled by turning the Main Valve knob clockwise for less flame and counter-clockwise for more fire.



## DAILY OPERATION

### TURN ON THE APPLIANCE

#### Handset

- Simultaneously press the OFF and & large flame buttons until a short beep confirms the start sequence has begun; release buttons.
- Continuing beeps confirm the ignition is in process.
- Once pilot ignition is confirmed, main burner gas flow will begin.
- After main burner ignition, the handset will automatically go into manual mode.



#### Wall Switch/Touch Pad/Switch Panel

- Press button "B" (see Figure 42) until a short beep confirms the start sequence has begun; release button.
- Continuing beeps confirm the ignition is in process.
- Once pilot ignition is confirmed, there is main gas flow.

#### WARNING

If the pilot does not stay lit after several tries, turn the main valve knob to OFF and follow the instructions **"TO SHUT DOWN THE APPLIANCE AND TURN OFF GAS"** on page 27.

### STANDBY MODE (Pilot Flame)

#### Handset

- Press and hold small flame to set appliance at pilot flame.

#### Wall Switch/Touch Pad/Switch Panel

- Press and hold button "C" (see Figure 42) to set appliance at pilot flame.

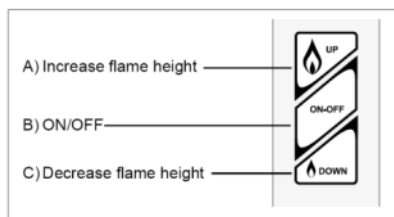


Figure 42 – Optional Touch Pad

### TO TURN OFF APPLIANCE

#### Handset

- Press OFF button

#### Wall Switch/Touch Pad/Switch Panel

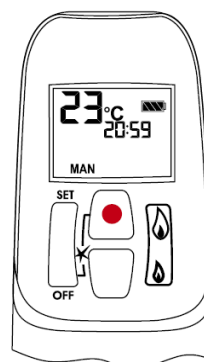
- Press button "B" (see figure 42).



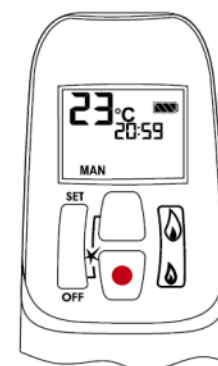
### FLAME HEIGHT ADJUSTMENT

#### Handset

- In standby mode: Press and hold large flame button to increase flame height.



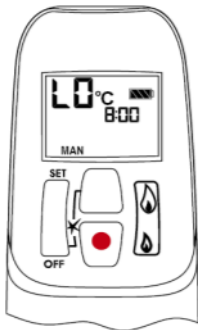
- Press and hold small Flame button to decrease flame height or to set appliance at pilot flame.
- For fine adjustment tap The Large flame or small flame buttons.



#### Wall Switch/Touch Pad/Switch Panel (See Figure 42)

- Press and hold button "A" to increase flame height.
- Press and hold button "C" to decrease flame height or to set appliance at pilot flame.
- For fine adjustment tap button "A" or "C".

## Designated Low Fire and High Fire



- Double-click small flame button. "LO" will be displayed.

NOTE: Flame goes to high fire first before going to designated low fire.

- Double-click large flame button. Flame automatically goes to high fire. "HI" will be displayed.

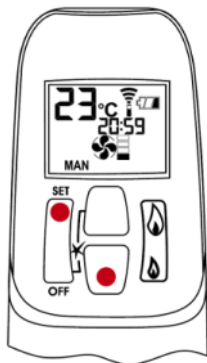


## TURNING FRONT BURNER ON/OFF (ONLY on Waitsfield 8770)

NOTE: The latching solenoid valve cannot operate manually. If the battery runs down it will remain in the last operating position. During normal operation the solenoid valve will be reset to the ON position when the GV60 is switched OFF remotely.

### ⚠ WARNING

If the appliance will not operate, follow the instructions **"TO SHUT DOWN THE APPLAANCE AND TURN OFF GAS"** on page 27.



- Upon ignition Front and Rear are ON.
- Simultaneously press **SET** and small flame buttons to switch the Front burner OFF. Printed instructions are on the battery cover (see Figure 43).



- Simultaneously press **SET** and large flame buttons to switch Front burner ON. (The AUX symbol on the display indicates the solenoid valve is OPEN)

NOTE: The operation of the burner control valve is

blocked in timer OFF mode, when the setting of the Nighttime Setback Temp

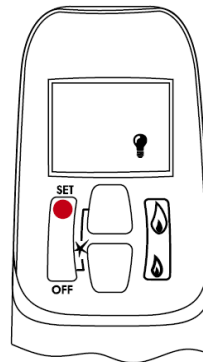
(moon icon) is " \_ \_".



Figure 43 – Aux Burner Control Instructions

## LIGHT/DIMMER OPERATION

(Not Applicable to Bristol, Waitsfield, Stowe or Champlain)



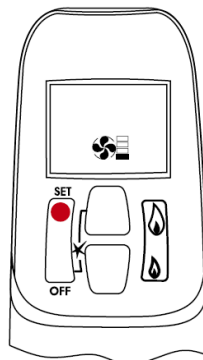
- Briefly press **SET** button to scroll to light bulb icon. Light bulb icon flashes.
- Press and hold large flame button to turn ON the light or increase brightness.
- Press and hold small flame button to decrease brightness.
- In the Light/Dimmer mode the OFF button shuts OFF the light.

- If you want the light ON but no flame, press and hold the small flame button and turn to Pilot flame.

NOTE: The light bulb icon is displayed during light/dimmer setting only. 8 seconds after the light/dimmer has been set, the handset will automatically go into temperature control mode (CSA version) or manual mode (CE version).

## CIRCULATING FAN OPERATION

(ONLY on Bristol 8763 and Waitsfield 8770)



The circulating fan has 4 speed levels from low (1 bar) to high (4 bars).

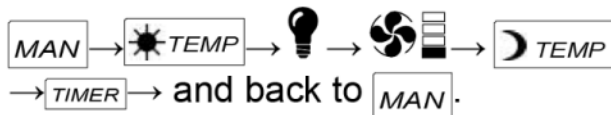
- Briefly press **SET** button to scroll to the fan icon. Fan and Level icons flash.
- Press large flame button to

- switch ON and increase fan speed.
- Press small flame button to Decrease fan speed. To turn OFF fan, press small flame button until all 4 speed level bars disappear.

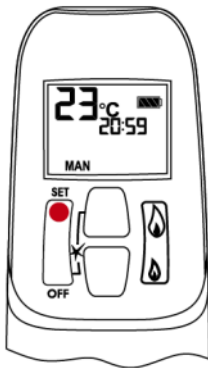
NOTE: 8 seconds after the fan has been set, the handset will automatically go into temperature control mode (CSA version). The fan starts 4 minutes after the gas opens (from OFF or from pilot) at maximum speed and goes to the displayed level after 10 seconds. The fan stops 10 minutes after the gas is OFF or at pilot.

## MODES OF OPERATION

- Briefly pressing the **SET** button changes the mode of operation in the following order:

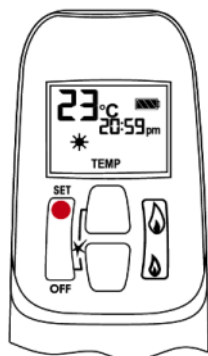


NOTE: Manual mode can also be reached by pressing either the large flame or the small flame button.



- MAN**
- Manual Mode

Manual flame height adjustment.



- TEMP**
- Daytime Temperature Mode  
(Appliance must be in standby mode; pilot ignited)

The room temperature is measured and compared to the set temperature. The flame height is then automatically adjusted to achieve the Daytime Set Temperature.



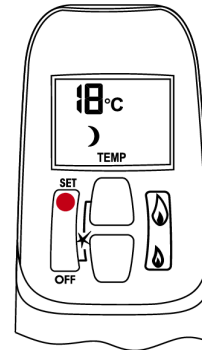
### Light/Dimmer Mode (Optional)

See discussion above.



### Circulating Fan Mode

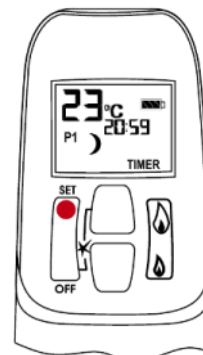
See discussion above.



- Nighttime Setback Temperature Mode  
(Appliance must be in standby mode; pilot ignited)

The room temperature is Measured and compared to the Nighttime Setback Temperature. The flame

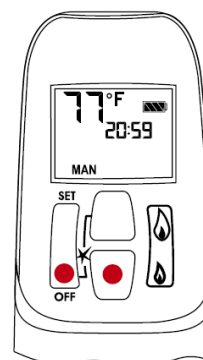
height is then automatically adjusted to achieve the Nighttime Setback Temperature.



- Timer Mode  
(Appliance Must be in standby mode; pilot ignited)

The Timers P1 and P2 (Program 1, Program 2) each can be programmed to go ON and OFF at specific times. For instructions see Timer Programming Mode.

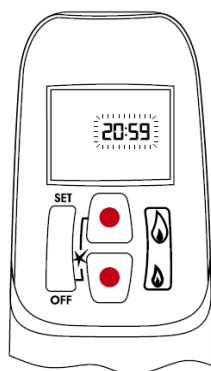
NOTE: The display shows the set temperature every 30 seconds.



### **SETTING °C/24 HOUR OR °F/12 HOUR CLOCK**

- Press **OFF** and small flame button until display changes from Fahrenheit/12 hour clock to

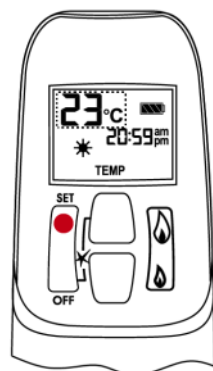
Celsius/24 hour clock and vice versa.



### SETTING THE TIME

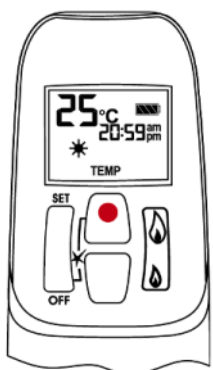
- The Time display will flash after either:  
a) Installing the battery or  
b) Simultaneously pressing the large flame and small flame buttons.
- Press large flame button to set the hour.
- Press small flame button to set the minute.
- Press OFF or simply wait to return to manual mode.

### SETTING THE ON/OFF TEMPERATURES

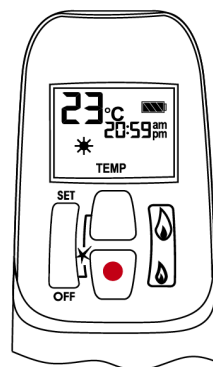


**Setting the DAYTIME Temperature**  
DEFAULT SETTINGS:  
23°C/74°F

- Briefly press **SET** button to scroll to TEMP mode (sun icon). Hold the **SET** button until the set temperature on the screen flashes.



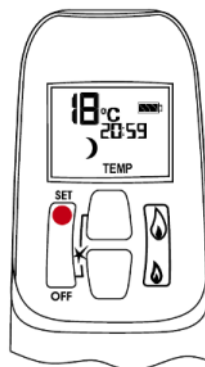
- Press large flame button to increase Daytime Set Temperature.



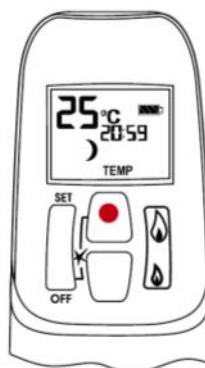
- Press small flame button to decrease Daytime Set Temperature.
- Press OFF or simply wait to complete programming.

### Setting the NIGHTTIME SETBACK Temperature

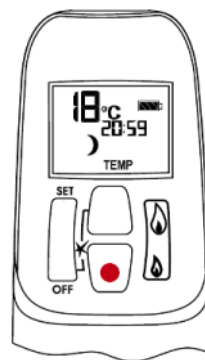
DEFAULT SETTINGS: "—" (OFF)



- Briefly press **SET** button to TEMP mode (moon icon). Hold the **SET** button until the set temperature on the screen flashes.



- Press large flame button to increase Nighttime Setback Temperature.



- Press small flame button to decrease Nighttime Setback Temperature.
- Press **OFF** or simply wait to complete programming.

### SETTING PROGRAM TIMERS

#### Default Settings

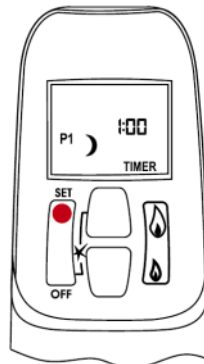
CE: Program 1: P1 ☀: 6:00 P1 🌙: 8:00  
Program 2: P2 ☀: 23:50 P2 🌙: 23:50  
CSA: Program 1: P1 ☀: 6:00am P1 🌙: 8:00am  
Program 2: P2 ☀: 11:50pm P2 🌙: 11:50pm

- 2 ON times can be programmed ☀ per day.
- CE: The day starts at 0:00, ends at 23:50.
- CSA: The day starts at 12:00am, ends at 11:50pm.
- The ON/OFF times have to be programmed in the order P1 ☀ ≤ P1 🌙 < P2 ☀ ≤ P2 🌙.
- If P1 ☀ = P1 🌙 or P2 ☀ = P2 🌙 the timer is deactivated.
- To have the fire over night, it can be set:  
CE: P2 🌙 23:50 and P1 ☀ 0:00  
CSA: P2 🌙 11:50am and P1 ☀ 12:00am

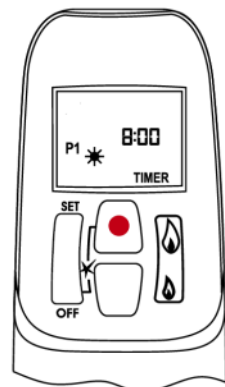


### Setting P1 ON Time

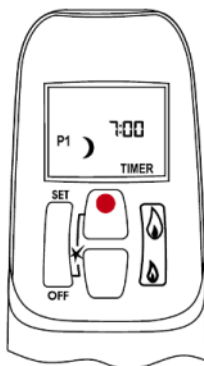
- Hold the **SET** button until P1 and the sun icon displayed and the time flashes.



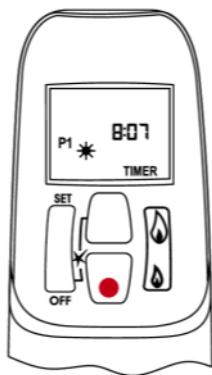
- Briefly press **SET** button to scroll to setting P1 OFF time (P1 and moon) is displayed and the time flashes.



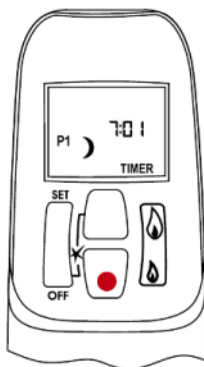
- Set the hour by pressing the large flame button.



- Set the hour by pressing the large flame button.



- Set the minutes by pressing the small flame button.



- Set the minutes by pressing the small flame button.



### Setting P1 OFF Time

- Select Timer Mode by briefly pressing the **SET** button until P1 and the crescent moon appear.

### Setting P2 ON Time

- Once P1 times are set, briefly press **SET** button to scroll to setting P2 ON time. P2 and the sun icon are displayed and the time flashes.
- See instructions SETTING P1 ON TIME.

### Setting P2 OFF Time

- Briefly press **SET** button to scroll to setting P2 OFF time. P2 and the crescent moon icon are displayed and the time flashes.
- See instructions SETTING P1 OFF TIME.
- This concludes programming Timers P1 and P2.



Press OFF or wait. The handset will automatically save your changes.

## TO TURN OFF GAS TO APPLIANCE

1. Place ON/OFF switch in 0 (OFF position).
2. If gas control is accessible turn main valve knob to the OFF full clockwise position.
3. Replace appliance access cover.

## AUTOMATIC TURN DOWN

### 6 Hour no Motor Movement

- Manual Model/Temperature/Timer Mode: The valve will turn to pilot flame if there is no change in flame height for a 6 hour period. In Temperature/Timer Mode if the ambient room temperature changes, the flame height will adjust automatically to maintain set temperature, and the fire will continue to function normally. The valve will turn to pilot flame if the set temperature and the ambient room temperature remain the same over a 6 hour period.

### Receiver Overheating

- Valve turns to pilot flame if the temperature in the receiver is higher than 140°F (60°C). The main burner comes back on only when the temperature is below 140°F (60°C).

## AUTOMATIC SHUT OFF

### Low Battery Receiver

- With low battery power in the receiver the system shuts off the fire completely. This will not happen if the power supply is interrupted.

### Five Day Shut Off

- The system shuts off the fire completely if there is no change in flame height for 5 days.

NOTE: Before the next ignition there is a 2 minute waiting period.

## Routine Maintenance and Care

Your Bristol requires minimal routine maintenance and care. Ensure the unit is cool and off when cleaning, or servicing.

 **WARNING: DO NOT SUBSTITUTE MATERIALS.**

For replacement parts, or for information about parts or service, contact your local Hearthstone dealer.

**Any safety screen or guard removed for servicing an appliance must be replaced prior to operating the appliance. *Tout écran ou protecteur retiré pour permettre l'entretien de l'appareil doit être remis en place avant de mettre l'appareil en marche.***

## Cleaning


 **WARNING: DO NOT CLEAN THE UNIT WHEN HOT.**

The unit should receive regular cleaning on, under, and around the stove to prevent the buildup of dust and lint. The exterior surfaces of the unit can be cleaned using soap, water, and a soft cloth. Do not use abrasive or chemical cleaners and take care not to scratch the glass or enamel finish (if so equipped) when cleaning the unit. The use of chemical wax based cleaners or polishes are not recommended due to the potential for discoloration of the castings, or enamel when the residue of the cleaners or polishes is exposed to heat. Excessive buildup of dust, spider webs, or room air contamination may cause odors when the stove is hot.

## Monthly (or as needed):

### Glass Cleaning

As fuel gas may contain some impurities; it will be necessary to clean the inside of the glass occasionally. Do not use abrasive cleaners. Scratching the glass will weaken the integrity of the glass. **Do not clean the glass when hot!** Allow the glass to cool and apply a mild window cleaning fluid. Special gas appliance window cleaner is available from your local Hearthstone dealer.

 **WARNING: DO NOT OPERATE THIS APPLIANCE WITH THE GLASS PANEL REMOVED, CRACKED, OR BROKEN. DO NOT SUBJECT THE GLASS OR ITS FRAME TO ABUSE, SUCH AS STRIKING OR BENDING. REPLACEMENT OF THE GLASS PANEL SHOULD BE DONE BY A LICENSED OR QUALIFIED SERVICE PERSON. REPLACE WITH MANUFACTURER-APPROVED FRONT GLASS ONLY. NE PAS UTILISER L'APPAREIL SI LE PANNEAU FRONTAL EN VERRE N'EST PAS EN PLACE, EST CRAQUÉ OU BRISÉ. CONFIEZ LE REMPLACEMENT DU PANNEAU À UN TECHNICIEN AGRÉÉ.**


**NOTE:** If the venting system is disassembled for any reason, re-install per the instructions provided in the venting section of this manual.

## Annually:

### Clean Firebox, Pilot, & Burner Assembly

The firebox requires periodic cleaning to prevent the accumulation of dust, lint, and other debris. To clean the firebox, set the switch to the "OFF" position, and turn off the gas supply to the valve. When the unit is cool, remove the front panel and glass (see page 9 for Firebox Access instructions) and carefully remove the decorative ceramic log set, taking care not to damage the logs or chip the enamel cast iron. Remove all ember material. Clean the firebox baffle, burner, and carefully vacuum the entire surface of the log set with a soft brush attachment. Thoroughly vacuum the ports (holes) along the top of the burner, and the pilot assembly.

With the decorative ceramic logs out of the firebox, reseal the firebox and briefly light the unit according to the lighting instructions described on page 22. Check to ensure a proper flame is burning from each burner port. The pilot flame should be burning properly as shown in *Figure 17*.

 **NOTE: Do not operate the unit for more than 1-2 minutes without the log set in place. Turn the unit off by setting the switch to "OFF", and turning off the gas supply to the valve. Allow the unit to cool.**

Check and clean any burner ports that are not burning, or not burning properly. Clean burner ports using a soft brush or vacuum cleaner. If the pilot flame height needs adjustment, it should be adjusted by qualified service personnel as described on page 23.

Complete the cleaning procedure by carefully placing the log set within the firebox as described on pages 25-27. Reattach the glass to seal the firebox and install front/top castings. Turn on the gas, light the unit and check for proper operation. Flame patterns should look similar to the flames in *Figure 40, page 30*. Regularly check to ensure the area around the Bristol is kept free from combustible materials, gasoline, and other flammable vapors and liquids. Check that the flow of combustion and ventilation air is not obstructed.

### Battery Replacement

 **WARNING: DISCONNECT POWER TO THE UNIT AND SHUT OFF THE GAS SUPPLY TO THE VALVE BEFORE REPLACING ANY BATTERIES.**

Hearthstone recommends replacing all batteries at least every season. Keep a supply of good quality

rechargeable batteries on hand to ensure functionality during power outages, and to give the environment a break.

### Remote Transmitter Battery Replacement

You can easily change the Remote Transmitter batteries by accessing the rear cover plate. Ensure you orient the batteries correctly as indicated in the battery compartment.

### Receiver Battery Replacement

1. Turn the stove OFF.
2. Remove the valve access cover and set on a non-marring surface.
3. Remove the receiver from the appliance and remove the receiver's battery compartment cover.
4. Install four new AA batteries. Ensure that you orient the batteries correctly as indicated on the battery compartment cover.
5. Slide the cover plate back onto the battery compartment and reinstall the receiver in the appliance.
6. Replace the access panel.

### Initializing the Remote Control

You should not be required to synchronize communication between the Receiver and the Remote Control transmitter when you change the batteries in either. If the system does not respond to commands issued from the remote after changing batteries, follow the sequence for synchronizing the remote and transmitter described on page 32.

### Professional Inspection

Installation and repair should be done by a qualified service person. The appliance should be inspected before use and at least annually by a qualified service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. It is imperative that control compartments, burners and circulating air passageways of the appliance be kept clean. *L'installation et la réparation devrait être confiées à un technicien qualifié. L'appareil devrait faire l'objet d'une inspection par un technicien professionnel avant d'être utilisé et au moins une fois l'an par la suite. Des nettoyages plus fréquents peuvent être nécessaires si les tapis, la literie, et cetera produisent une quantité importante de poussière. Il est essentiel que les compartiments abritant les commandes, les brûleurs et les conduits de circulation d'air de l'appareil soient tenus propres.*

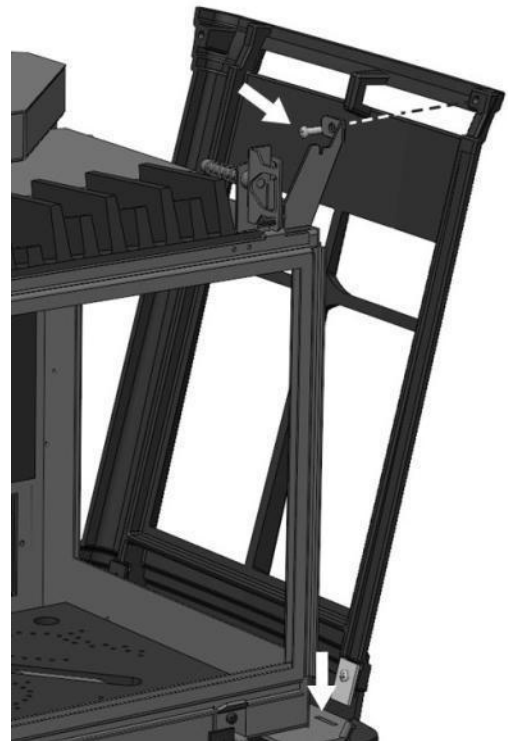
## As Needed:

### Glass and Gasket Replacement

In the event that you need to repair or replace a cracked or broken glass, order kit 97-58621 (complete side glass assembly with frame) or 97-58620 (complete side glass assembly with frame) and use the following instructions to replace the components. Your Bristol uses a folded flat fiberglass gasket to make a tight seal between the glass frame and the firebox. In time, the gasket can become brittle and compressed and should be replaced using the following instructions. New gasket material is also available from your Authorized Hearthstone Dealer. Protect your hands with work gloves, and wash up later.

#### If Replacing Glass

1. Allow the Bristol to cool completely. If the glass is severely broken, first pull the broken fragments of glass away from the firebox using heavy-duty gloves.
2. Dismount the top casting, front cast panel and side cast panels.
3. To dismount the side panels, first remove the top and front façade. Remove the top front machine screw while holding the panel, and then lift the side panel off the stove (See Figure 44).
4. Dismount the front glass assembly by releasing the upper spring clips – then lift the frame up and out of the lower mounting points.
5. Dismount the side glass assemblies by removing the six screws (retain for reassembly) securing the frame to the firebox. Ensure the glass doesn't fall out of the frame during removal.
6. Remove the glass from the front glass frame by drilling out the four 1/8" rivets on the upper glass clips. Push the top of the glass slightly away from the frame and lift it up above the lower clips, and then out of the frame, set it aside.
7. Remove the glass from the side frames by lifting the frame off the glass. You may have to hold the glass down while pulling up on the frame. Do this as evenly as possible to avoid bending the frame, or breaking the glass.
8. Remove the existing gasket from each piece of glass by grasping one end and pulling firmly. Clean off as much of the hanging fiber "hairs" as possible
9. Locate the three pieces of 1" x1/8" flat tape gasket. Use the two shorter pieces for the side glass. Peel the adhesive protecting paper away from one end. Starting at the middle of the bottom edge of the glass apply the gasket centered on the edge of the glass. Continue to wrap the gasket loosely around the edge until you meet at the starting point. Adjust the gasket so the ends do not overlap. If the gasket length is too long, trim the excess. Do not leave ends with ragged edges.
10. Firmly and evenly, fold the gasket around the edges of the glass so it lies flat on the surface. There should be no folds at the corners.
11. Place each gasketed glass back in its frame. With four new 1/8" rivets reinstall the 2 glass clips on the front glass frame. The glass assemblies are now ready to remount on the unit.



**Figure 44 – Side Panel Mounting Detail**


#### If replacing gasket only:

1. Follow Steps 1 – 8 above (as needed depending on glass panel being replaced).
2. Remove the existing gasket from the glass by grasping one end and pulling firmly. Clean off as much of the hanging fiber "hairs" as possible

3. Locate the three pieces of 1" x1/8" flat tape gasket. Use the two shorter pieces for the side glass. Peel the adhesive protecting paper away from one end. Starting at the middle of the bottom edge of the glass apply the gasket centered on the edge of the glass. Continue to wrap the gasket loosely around the edge until you meet at the starting point. Adjust the gasket so the ends do not overlap. If the gasket length is too long, trim the excess. Do not leave ends with ragged edges.
4. Firmly and evenly, fold the gasket around the edges of the glass so it lies flat on the surface. There should be no folds at the corners.
5. Place each gasketed glass back in its frame. With four new 1/8" rivets reinstall the 2 glass clips on the front glass frame. The glass assemblies are now ready to remount on the unit.

If replacing entire glass with kit:

1. Follow instructions included in glass kit (Steps 1 – 11 under If Replacing Glass above).

 **WARNING! DO NOT USE SUBSTITUTE MATERIALS. USE ONLY PARTS SUPPLIED BY HEARTHSTONE THROUGH AN AUTHORIZED HEARTHSTONE DEALER.**

 **CAUTION! DO NOT CLEAN THE GLASS WHILE THE UNIT IS HOT.**

## Venting Components

Venting should not need to be disassembled for normal cleaning. However, if venting is required to be removed for any reason, this should be done by a qualified service person only. It is imperative that the venting system be reinstalled according to the particular manufacturer's specifications and this is best performed by a professional.

### Venting System Inspection


Periodic inspection of the venting system should be performed by a qualified service person or agency at least annually.

## Parts List

Part #	Description	Part #	Description
27XX-740	Top	5710-307	Pilot Shield
27XX-730	Front	5763-405	Firebox
27XX-725	Right Side	5763-100	Base Plate
27XX-720	Left Side	5763-343	Handle, Glass Spring Pull
27XX-710	Control Door	5710-250	Lower Mount Bracket
27XX-700	Foot	7000-381	Control Board
27XX-665	Heat Exchanger	7000-382	Fan Control Board
3160-202	Air Shutter Slider Gasket	7000-360	Remote Control Transmitter
3160-225	Flue Inlet Gasket	7211-944	Blower Assembly
3160-706	Inlet Collar Plate Gasket	7200-441	NG Burner Orifice #45
3160-722	Air Inlet Plenum Gasket	7211-634	Ember Burner
3160-210	Exhaust Collar Gasket	7211-332	Pilot Assembly
3160-762	Orifice Block Gasket	7211-308	Valve
3160-200	Exhaust Manifold Gasket		
3160-228	Flue Exhaust Gasket	<b>Kits:</b>	
3160-152	Pilot Gasket	97-66630	Log Set
3160-712	Heat Exchanger Gasket	97-58621	Side Glass Assembly
3160-710	Delayed Ignition Relief Gasket (Top)	97-58620	Front Glass Assembly
		97-56631	LP Conversion Kit
3160-081	¾"x 1/8" Gasket Tape	97-56630	NG Conversion Kit
3170-150	Platinum Bright Embers	97-64630	Vertical Vent Kit
5701-927	4" Exhaust Collar		
5701-926	6-5/8" Inlet Collar		
5763-345	Front Glass Frame		
5763-340	Side Glass Frame		
5763-355	Inlet Collector		
5323-010	Valve Mounting Bracket		
5770-215	Air Shutter		
5710-311	Restrictor Plate		

**Key:** XX = Finish (e.g. 10 = Matte Black Paint) – Specify finish required when ordering parts

 **WARNING: DO NOT SUBSTITUTE MATERIALS. FOR REPLACEMENT PARTS, OR FOR INFORMATION ABOUT PARTS OR SERVICE, CONTACT YOUR AUTHORIZED HEARTHSTONE RETAILER.**

 **For the name of the authorized retailer nearest to you, visit our website [www.hearthstonestoves.com](http://www.hearthstonestoves.com) or write:**

Hearthstone Quality Home Heating Products, Inc.  
317 Stafford Ave.  
Morrisville, Vermont 05661-8695



## Troubleshooting

Symptom	Possible Cause	Corrective Action
1. Pilot will not light.	<p>A. Optional Power supply not plugged in and/or batteries are dead.</p> <p>B. Insufficient gas pressure, air in the pilot line, or dirty or kinked gas line.</p> <p>C. Pilot orifice plugged.</p> <p>D. Defective or misaligned igniter element in pilot assembly.</p> <p>E. Defective igniter.</p> <p>F. After sitting for "off" season (summer), pilot assembly may be dirty.</p> <p>G. ON/OFF Switch in "OFF".</p>	<p>A. Ensure power supply is plugged in and receiving 120V AC. Replace all batteries with known good batteries.</p> <p>B. Allow time for system to purge air in line. Check the inlet gas pressure. Make sure it is within the Min/Max. allowable pressures.</p> <p>C. Clean or replace the pilot assembly.</p> <p>D. If a flame lights the pilot, check the electrode gap and location. The gap should be 1/8" in the flame area.</p> <p>E. Check for a good connection between igniter and electrode. Check wire insulation. If everything is properly connected and still no spark, replace the Ignition Module.</p> <p>F. Clean or replace the pilot assembly.</p> <p>G. Turn switch to 'ON' position.</p>
2. Pilot in Manual or Standby mode and will not stay lit after carefully following lighting instructions.	<p>A. Low or too high gas pressure</p> <p>B. Faulty connections.</p> <p>C. Pilot dirty or plugged.</p> <p>D. Thermocouple damaged.</p> <p>E. Thermocouple Interrupter circuit damaged.</p>	<p>A. Check for proper inlet pressure for the fuel gas in use.</p> <p>B. Check connections on the valve.</p> <p>C. Clean or replace the pilot assembly.</p> <p>D. Check for appropriate MV at thermocouple interrupter.</p> <p>E. Check thermocouple interrupter circuit for damage or loose connections.</p>
3. Pilot burning, no gas to main burner.	<p>A. Gas control system may be damaged.</p> <p>B. No power and/or batteries may be dead.</p> <p>C. Plugged burner orifice.</p>	<p>A. Check wiring for proper connections. Check components for proper operation. Check for appropriate MV output from thermocouple and check connections at thermocouple interrupter.</p> <p>B. Restore 120V service or replace batteries in receiver.</p> <p>C. Remove and check burner orifice - clean or replace. Note: do not use any metal cleaning device, as this may damage the orifice.</p>
4. Pilot and burner come on, but go out after some warm-up.	<p>A. Inconsistent draft.</p> <p>B. Insufficient gas pressure.</p> <p>C. Excessive draft.</p>	<p>A. Check flue for blockage or other damage to venting.</p> <p>B. Check line pressure to ensure that the correct inlet pressure is present for the type of gas being used. If propane pressure is inconsistent, check for water condensation at the regulator.</p> <p>C. Check Restriction settings per this manual.</p>

Symptom	Possible Cause	Corrective Action
5. Frequent pilot outage.	A. Pilot flame may be too low or blowing, (high), causing the pilot safety to drop out. B. Excessive draft	A. Clean and/or adjust the pilot flame for maximum impingement on the thermocouple. B. Check Restriction settings per this manual.
6. Glass fogs	A. A normal result of gas combustion in a cold stove.	A1. After the heater has warmed up, the glass should clear. A2. Leave pilot in standby mode to keep stove warmer.
7. Blue Flames	A. A normal result during the first 20 minutes.	A. Flames should begin to turn more yellowish after 20 minutes of burning. B. If the blue color stays; adjust the air shutter for a proper burn.
8. Floating flames, lazy ill-defined, quiet flames, which roll around, sometimes completely off of the port, sometimes with overly, yellow tips. Possible sooting. Usually accompanied by the odor of aldehydes.	A. Potentially dangerous incomplete combustion due to incorrect air to fuel ratio (lack of combustion air or excessive fuel delivery I.e. excessive gas pressure, overrating of appliance). B. Incorrect air intake/exhaust flow system. Causes may be: B1. Blocked burner. B2. Blocked primary air B3. Blocked secondary air inlets C. Incorrect air shutter position.	A. Check the appliance input rate and reduce if necessary. The air intake/exhaust flow system may be too restrictive or blocked (the rate at which the exhaust leaves [draft] determines the rate at which the combustion air is delivered). Poor draft results in insufficient air delivery or a restricted exhaust. Correct air intake/exhaust flow system. B1. Clear ports. B2. Clear obstructions. B3. Clear obstructions. C. If gas pressures are correct and the flames stay the same, adjust the air shutter for a proper burn.
9. Burner flashback. Air-gas mixture ignites inside the burner near the orifice, usually creating a roaring noise like a blowtorch. The problem is an imbalance of gas flow velocity and burning speed pattern.	A. Excessive primary air. B. Burner input underrated. C. Valve leak if flashback occurs with burner valve in off position. D. Improper gas pipe size.	A. Adjust the air shutter for a proper burn. B. Check input rate. Check input pressure using a manometer. Confirm correct gas pressure at house meter or tank (call gas company). Confirm burner orifice size. C. Replace valve. If above corrections do not eliminate flashback, replace burner. D. Correct plumbing.
10. Delayed ignition (makes a sudden "whoosh" noise as the burner lights). This is a buildup of gas prior to ignition. This is more prevalent with propane (LP) fuel.	A. Incorrect air-to-fuel ratio. A1. Primary air incorrect. A2. Burner ports plugged. B. Improper log placement. C. Pilot shield not installed properly.	A1. Adjust the air shutter for a proper burn. A2. Open ports to allow for proper travel of flames. B. Reposition logs to eliminate interference with flame travel. C. Ensure the pilot shield is installed in the proper position.



## Limited Warranty

**These warranties give you specific legal rights. You may also have other rights which vary from State to State.**

Hearthstone Quality Home Heating Products, Inc. (Hearthstone) warrants to the original retail purchaser only (the "Original Purchaser") the new appliance manufactured by Hearthstone, purchased by the Original Purchaser and installed by an authorized Hearthstone dealer or their designated representative against any of the occurrences listed in this document that result from defects in material or workmanship. This warranty is not transferrable. All obligations of Hearthstone under this document commence on the date of the Original Invoice (the "Purchase Date"). The term "Limited Lifetime" is defined as 10 years from the beginning of warranty coverage.

Hearthstone appliances are designed to be operated only with the fuels listed in your owner's manual.

Warranty Period	Wood	Gas	Pellet	Covered Components
Limited Lifetime	X	X	X	Stone
	X	X	X	Cast iron not listed elsewhere
	X			Clean burning air supply system*
5 Year	X	X	X	Door handles and latches
	X	X	X	Steel Components and Firebox
		X		Burner and logs
3 Year			X	Burn Pot and Baffles
2 Year	X	X	X	Appliance Electrical and Gas Components
	X	X		Refractory, Vermiculite Panels, Baffles
1 Year	X	X	X	Enamel finish against peeling or fading
	X	X	X	Accessories
	X	X	X	Glass
	X			Ash Grate
	X	X	X	All components not listed elsewhere

Any parts repaired or replaced during the limited warranty period will be warranted under the terms of the limited warranty for a period not to exceed the remaining term of the original limited warranty or one year, whichever is longer.

**Parts:** Hearthstone will replace through an authorized dealer, defective parts covered by the foregoing warranty at no charge.

**Labor:** Within the first (1<sup>st</sup>) year after the Purchase Date, Hearthstone will pay for warranty labor performed by an authorized Dealer at Hearthstone's published labor rates in effect at the time the labor is performed only if the appliance is installed by an authorized dealer or their designated representative. Otherwise or thereafter, the Original Purchaser is responsible for the cost of labor.

**Shipping cost for parts:** Within the first ninety (90) days after the Purchase Date, Hearthstone will pay for the shipping of appliance parts covered by any of the foregoing warranties to and from Hearthstone or an authorized Dealer, as the case may be. Thereafter, the Original Purchaser is responsible for all shipping costs related to shipping appliance parts to and from Hearthstone or an authorized Dealer, as the case may be.

**Shipping cost for the appliance:** Within the first (1<sup>st</sup>) year after the Purchase Date, if the Original Purchaser is instructed to return the appliance to Hearthstone or an authorized Dealer for repair, Hearthstone will pay fifty percent (50%) and the Original Purchaser will pay fifty percent (50%) of the shipping costs related to shipping the appliance to and from Hearthstone or an authorized Dealer, as the case may be. Thereafter, the Original Purchaser is responsible for one hundred percent (100%) of all of the shipping costs related to shipping the



appliance to and from Hearthstone or an authorized Dealer, as the case may be. Notwithstanding any other provision of this document, in no event will Hearthstone pay for any Dealer fees or other fees for pick up or delivery of the appliance returned for repair; the Original Purchaser shall be responsible for any such fees.

#### **EXCLUSIONS & CONDITIONS**

The warranties contained in this document do not cover, nor is Hearthstone responsible for:

1. Damages resulting from:
  - a. Failure to install, operate, or maintain the appliance in accordance with the owner's manual, operating instructions, installation instructions, or safety rating label provided with the appliance.
  - b. Over-firing the appliance. Over-firing can be identified by, but not limited to, warped cast iron or steel, rust colored cast iron, bubbling, cracking and discoloration of steel or enamel finishes.
  - c. Failure to install the appliance in accordance with all national or local building codes.
  - d. Shipping or improper handling.
  - e. Improper operation, abuse, misuse, continued operation with damaged, corroded, or failed components, accident, or improper/incorrect service or repairs.
  - f. Environmental conditions, inadequate ventilation, negative pressure, or improper drafting caused by tightly sealed constructions, insufficient make-up air supply, or air handling devices such as exhaust fans, forced air furnaces, or other such causes.
  - g. Damage caused by direct exposure to water.
  - h. Use of fuels other than those specified in the owner's manual.
  - i. Installation or use of components not supplied with the appliance, or any other components not expressly authorized and approved by Hearthstone.
  - j. Modifications of the appliance not expressly authorized and approved by Hearthstone in writing
  - k. Interruptions or fluctuations of electrical power supplied to the appliance.
2. All stones are warranted against cracking or breakage due to thermal stress, excluding surface and hairline cracks and scratches that do not affect the operation, or safety of the appliance.
3. Repair or replacement of wear parts. Such parts that are subject to normal wear and tear during the warranty period such as paint, gaskets, baffles, refractory materials, ash grates, and glass.
4. Damage resulting from installation, modification, alteration, repair or service of the appliance by any party other than an authorized Hearthstone dealer (a "Dealer") or their designated representative, or Hearthstone.
5. Damage due to water or condensation due to installation of the appliance in a high moisture area.
6. Damage due to installation of the appliance in an atmosphere contaminated by damaging chemicals, including but not limited to chlorine, fluorine or salts.
7. Scratches on glass, enameled surfaces or stones due to mechanical abrasion.
8. Noise caused by expansion or contraction caused by the heating and cooling of the appliance.
9. Odors caused by the heating of the appliance, or surrounding materials
10. Consequential damage caused by leaking of condensate during startup
11. A defect in any part of the appliance if the Original Purchaser fails to comply with Hearthstone's or a Dealer's request to ship the part or the appliance to Hearthstone or a Dealer, as the case may be.
12. Replacement stones and enameled parts are taken from current stock, and may not match originals in color, grain, or pattern. Hearthstone will supply replacement parts for discontinued parts in finishes or colors as available, or at their discretion.
13. Hearthstone's obligation under this warranty does not extend to the appliance's ability to heat the desired space. Information is provided to assist the customer and the dealer in selecting the appropriate appliance for the application. Consideration must be given to appliance location and configuration, environmental conditions, insulation and air tightness of the structure.

THE WARRANTIES CONTAINED IN THIS DOCUMENT ARE EXCLUSIVE AND ARE GIVEN BY HEARTHSTONE AND ACCEPTED BY THE ORIGINAL PURCHASER IN LIEU OF ALL OTHER EXPRESS WARRANTIES AND ANY OBLIGATIONS, LIABILITIES, RIGHTS, CLAIMS, OR REMEDIES IN CONTRACT OR TORT, WHETHER OR NOT ARISING FROM HEARTHSTONE'S NEGLIGENCE, ACTUAL OR IMPUTED. ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE GIVEN ONLY TO THE EXTENT REQUIRED BY FEDERAL OR STATE LAW. EXCEPT AS OTHERWISE REQUIRED BY STATE LAW, UPON THE EXPIRATION OF THE EXPRESS LIMITED WARRANTIES CONTAINED HEREIN, NO IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY TO

THE SUBJECT APPLIANCE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

THE WARRANTIES CONTAINED IN THIS DOCUMENT EXTEND ONLY TO THE ORIGINAL PURCHASER OF THE APPLIANCE WARRANTED HEREUNDER. THEY ARE NOT TRANSFERRABLE AND DO NOT EXTEND TO ANY SUBSEQUENT OWNERS.

UNDER NO CIRCUMSTANCES SHALL HEARTHSTONE BE LIABLE TO THE ORIGINAL PURCHASER OR ANY OTHER PERSON FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO DAMAGE TO PROPERTY OR PERSONAL INJURIES, WHETHER ARISING OUT OF LOSS OF USE, BREACH OF WARRANTY, TORT, OR OTHERWISE, EVEN IF HEARTHSTONE HAS BEEN APPRAISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

### **QUALIFYING FOR WARRANTY COVERAGE**

To obtain performance of any obligation under this document, the Original Purchaser must, within the applicable warranty time period, contact their original Hearthstone dealer, or the current responsible local Hearthstone dealer, for instructions regarding the return of defective parts for repair, the return of the appliance for repair, or to schedule a Dealer service call. The Original Purchaser should refer to the Dealer Network search engine contained on Hearthstone's Web site ([www.hearthstonestoves.com](http://www.hearthstonestoves.com)) if the original dealer is not available, to find a Hearthstone dealer nearest to the Original Purchaser's location.

### **REMEDY**

The remedy for any breach of the foregoing warranties will consist of repair or replacement, at Hearthstone's option, of any covered defect in the appliance. When the Original Purchaser contacts a Hearthstone Dealer, the Dealer on behalf of Hearthstone, as the case may be, will instruct the Original Purchaser to either return the defective part, or the entire appliance (if requested), to the Dealer or Hearthstone or allow a Dealer to make a service call at the place where the appliance is located. Hearthstone may require that a digital picture be provided to support the claim. Notwithstanding any other provision of this document, the Original Purchaser shall pay for any fees and service charges related to a Dealer's service call or the shipping charges associated with the return.

### **WARRANTY REGISTRATION**

The Original Purchaser can complete their warranty registration on our website at [www.hearthstonestoves.com](http://www.hearthstonestoves.com).  
Hearthstone's physical address is:

Hearthstone Quality Home Heating Products, Inc.  
Warranty Department  
317 Stafford Avenue  
Morrisville, VT 05661

**NOTE: ON-LINE REGISTRATION IS *NOT REQUIRED* AS A CONDITION OF WARRANTY COVERAGE OR HEARTHSTONE'S PERFORMANCE.**