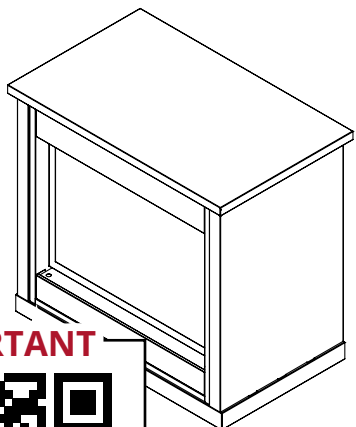


Installation & Maintenance Manual



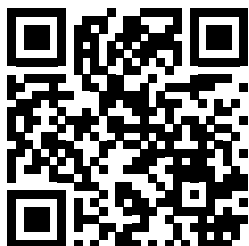
MONTIGO
the art of **fireplaces**

DIVINE SEE THROUGH VENTLESS OUTDOOR

H38SVO**,
45,000 BTU/hr Natural Gas or Propane Gas

HL38SVO**
45,000 BTU/hr Natural Gas or Propane Gas

IMPORTANT



SCAN THE QR CODE OR VISIT THE WEBSITE TO VIEW THE MOST RECENT VERSION OF THE MANUAL

WWW.MONTIGO.COM/PRODUCT-GUIDES



NOTICE

Installer: Leave this manual with the appliance.
Consumer: Retain this manual for future reference.

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 neighbour's phone. Follow the gas supplier's instructions.
 - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency or the gas fitter.

WARNING

Do not store or use gasoline or any other flammable vapours or liquids in the vicinity of this or any other gas burning appliance. A fire or explosion may occur resulting in serious injury, property damage or death

WARNING

FOR OUTDOOR USE ONLY

CAUTION

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

WARNING

CARBON MONOXIDE HAZARD
This appliance can produce carbon monoxide which has no odour. Using it in an enclosed space can kill you. Never use this appliance in an enclosed space such as a camper, tent, car or home.

WARNING

Some materials used in the manufacturing process of this product can expose you to Benzene which is known in the State of California to cause cancer and birth defects or other reproductive harm. For more information go to www.P65warnings.ca.gov

DANGER



**HOT GLASS WILL CAUSE BURNS.
DO NOT TOUCH GLASS UNTIL COOLED.**

NEVER ALLOW CHILDREN TO TOUCH GLASS.

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

Safety Alert Key



DANGER

Indicates a hazardous situation which, if not avoided, WILL result in death or serious injury or property damage.



WARNING

Indicates a hazardous situation which, if not avoided, COULD result in death or serious injury or property damage.



CAUTION

Indicates a hazardous situation which, if not avoided, WILL result in minor or moderate injury.

NOTICE

Addresses practices that are important, but not related to personal injury

Introduction

Congratulations on your purchase of a Montigo Fireplace.

With over 30 years of experience, Montigo is committed to providing you with a gas fireplace that is not only a beautiful addition to your space, but that is also designed and manufactured to the highest safety, reliability and engineering standards.

We strongly encourage you to read and carefully follow the instructions laid out in this Installation, Operation and Maintenance Manual and retain it for your future reference. Pay special attention to all cautions, warnings, and notices throughout this manual intended to ensure your safety.

This manual covers installation, operation and maintenance. Lighting, operation and care of this fireplace can be easily performed by the homeowner. All installation and service work should be performed by a qualified or licensed installer, plumber or gas fitter as certified by the state, province, region or governing body where the fireplace is being installed.

This installation, operation and maintenance manual is applicable to the models described in Table 1. Refer to your rating plate to verify included options.

MODEL	Natural Gas	Liquid Propane	Gas Rating (BTU hr)	Traditional Burner / Logset	Linear Burner w/ Glass Accessories	Standing Pilot Ignition	Honeywell Hot Surface Ignition
H38SVON	X		45,000	X		X	
H38SVONE	X		45,000	X			X
H38SVOL		X	45,000	X		X	
H38SVOLE		X	45,000	X			X
HL38SVON	X		45,000		X	X	
HL38SVONE	X		45,000		X		X
HL38SVOL		V	45,000		X	X	
HL38SVOLE		X	45,000		X		X

Warranty and Installation Information: (See Appendix B)

The Montigo warranty will be voided by, and Montigo disclaims any responsibility for, the following actions:

- Modification of the fireplace and/or components including glass doors.
- Use of any component part not manufactured or approved by Montigo in combination with this Montigo fireplace system.
- Installation other than as instructed in this manual.
- Consult your local Gas Inspection Branch on installation requirements for factory-built gas fireplaces. Installation & repairs should be done by a qualified contractor.



CAUTION

Young children should be carefully supervised when they are in the same room as the appliance. Toddlers, young children, and others may be susceptible to accidental contact burns. A physical barrier is recommended if there are at-risk individuals in the house. To restrict access to a fireplace or stove, install an adjustable safety gate to keep toddlers, young children, and other at-risk individuals out of the room and away from hot surfaces

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Section A: Before You Begin

IMPORTANT MESSAGE: SAVE THESE INSTRUCTIONS

The H*38SVO** Ventless fireplace must be installed in accordance with these Instructions. Carefully read all the Instructions in this manual first. Consult the Local Gas Branch to determine the need for a permit prior to starting the installation. It is the responsibility of the installer to ensure this fireplace is installed in compliance with the manufacturers instructions and all applicable codes.

NOTICE

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

NOTICE

Due to high temperatures, the appliance should be located out of traffic and away from furniture and draperies

NOTICE

Children and adults should be alerted to the hazards of high surface temperature and should stay away to avoid burns or clothing ignition

NOTICE

Clothing or other flammable material should not be placed on or near the appliance

NOTICE

Installation and repair should be done by a qualified service person. The appliance should be inspected before use and at least annually by a professional service person. More frequent cleaning might 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

Installation Checklist

- Determine the desired install location of your fireplace.
- See Section 1, Dimensions on Page 5, and refer to the Framing Section 2 for details.
- Layout Electrical Requirements Refer to Section 4: Wiring, for Details.
- Refer to Section 4: Installing the Gas Line, for details on the gas connection and access.
- Refer to local codes and guidelines for installation requirements.
- Installation and repairs should be done by a qualified contractor and must conform to:
- Installations in Canada must conform to the local codes or in the absence of local codes to the current version of Natural Gas and Propane Installation Code, CSA B149. Electrical installations must conform to the local codes or, in the absence of local codes, to the current version of Canadian Electrical Code, CSA C22.1.1
- Installations in the USA must conform to the local codes or in the absence of local codes to the current version of National Fuel Gas Code, ANSI Z223.1/NFPA 54. Electrical installations must conform to the local codes or, in the absence of local codes, to the current version of the National Electrical Code, ANSI/NFPA 70. See Appendix C for installation within the State of Massachusetts

Section 1: Product Dimensions

Unit Dimensions

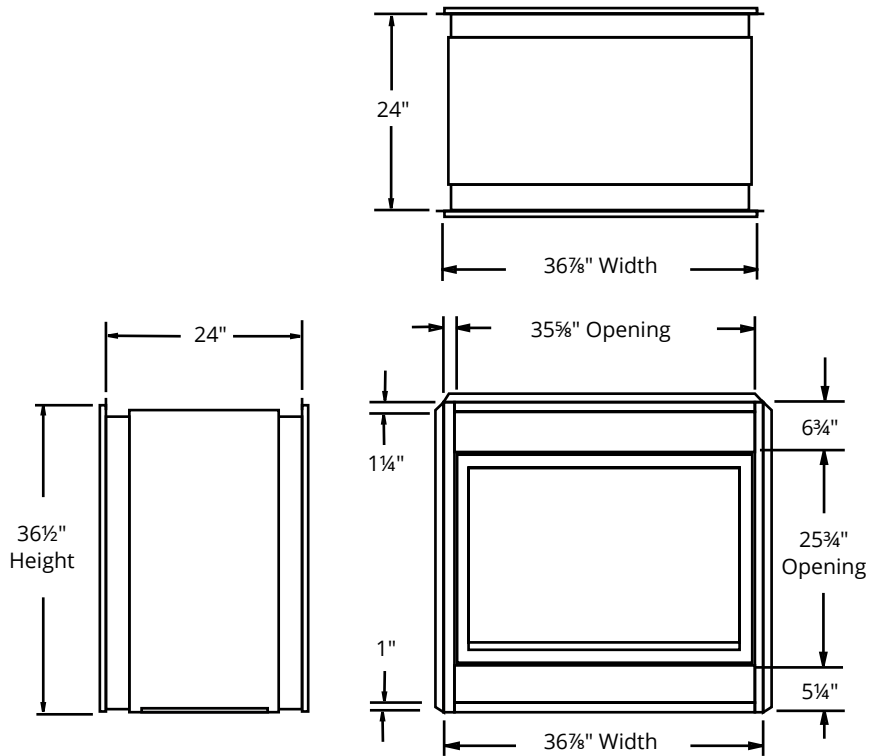


Figure 1. Fireplace dimensions

Section 2: Framing

Installing The Fireplace

The fireplace must be installed in a location that maintains clearances to ALL exterior furniture, appliances and other exterior equipment. Safety, as well as efficiency of operation, must be considered when selecting the fireplace location. Try to select a location that does not interfere with foot traffic, has adequate ventilation, and offers an accessible pathway for ventilated gasses.

Framing (without surround)

Frame in the enclosure for the unit with framing materials. The framed opening for the assembled fireplace is 41" wide x 38" high x 23 7/8" deep, see Figure 2.

NOTE: When constructing the framed opening, please ensure there is access to install the gas line when the unit is installed.

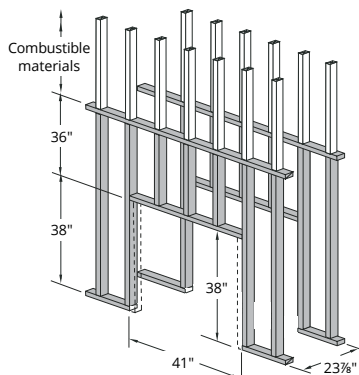
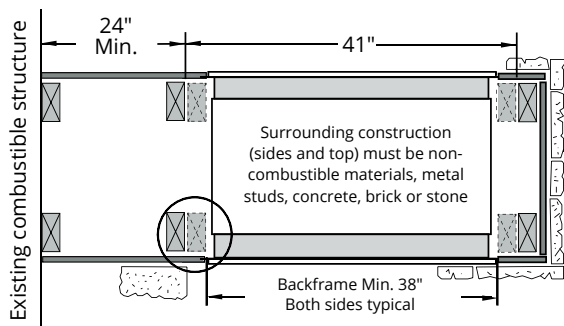


Figure 2. Framing dimensions (without optional surround). Must be back-framed

Clearances

When installing a shelf over the top of the fireplaces, the following guidelines must be adhered to:

MODEL	Top	Header	Sides	Floor	Mantel	Ceiling
H*38SVO**	36"	36"	12"	0"	24"	48"



Back framing dimensions

Note: ONLY Non-combustible materials must be used in construction of the enclosure. (top, bottom and sides). Steel studs in combination with concrete, rock, or stone finishing materials, are acceptable.

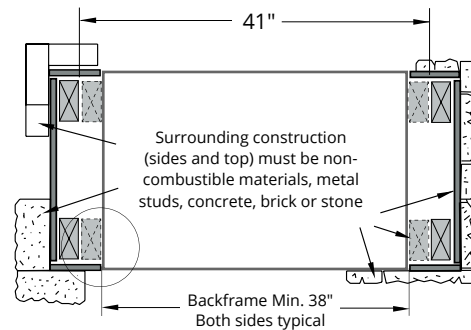


Figure 2.b Back framing dimensions. (without Optional surround)

Fireplace Facing

When selecting the finish material for your fireplace, it is important to remember the following: THE LOWER GAS CONTROL PANEL MUST NOT BE OBSTRUCTED IN ANY WAY - to do so restricts the air supply for the control compartments and heat exchanger it also prevents access for servicing controls.

Decorative facing must not extend past the fireplace opening at all, because it will interfere with the access to retainers for removal of glass door.

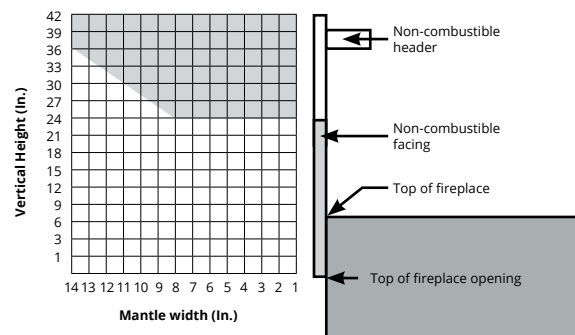


Figure 2.c Non-combustible mantles and facings.

⚠ WARNING

When covering the upper metal portion of the fireplace with a non-combustible material, please note the decorative facing materials may be subject to temperatures in excess of 350F. This should be considered when selecting facing materials.

Section 2b: Optional Enclosure

Optional Enclosure Dimensions

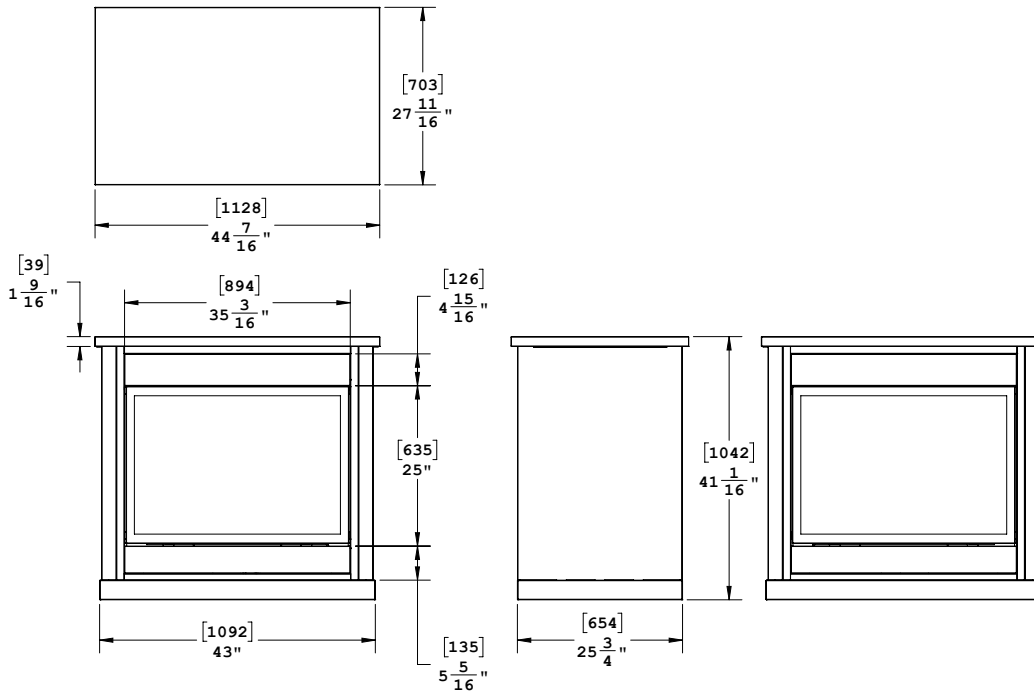
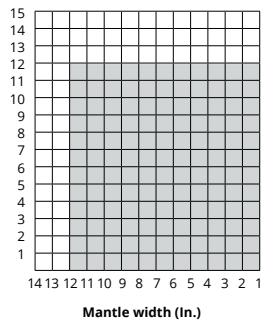


Figure 3. Fireplace dimensions with optional Stainless Steel enclosure.

Enclosure clearances

Proper clearance for heat discharge needs to be maintained for the fan assisted enclosure. Use the below chart to find the minimum clearance to combustibles.



The below chart is for clearances to the enclosure heat vents only, proper clearance from the glass should also be maintained.

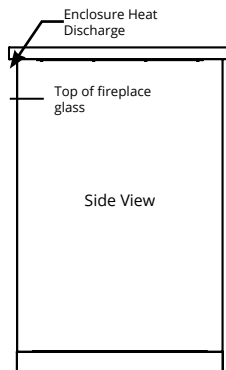
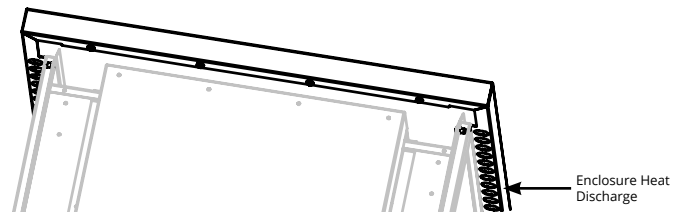


Figure 3.b Stainless Steel enclosure clearances.

The internal fans inside the enclosure push heat through vents in the underside of the top cover. Careful attention should be made to keep combustibles away from this location.



MODEL	Top	Sides	Floor	Ceiling
H*38SVO**	0"	0"	0"	48"

Figure 3.c Stainless Steel enclosure clearances.

Section 3: Wiring

Wiring Diagram

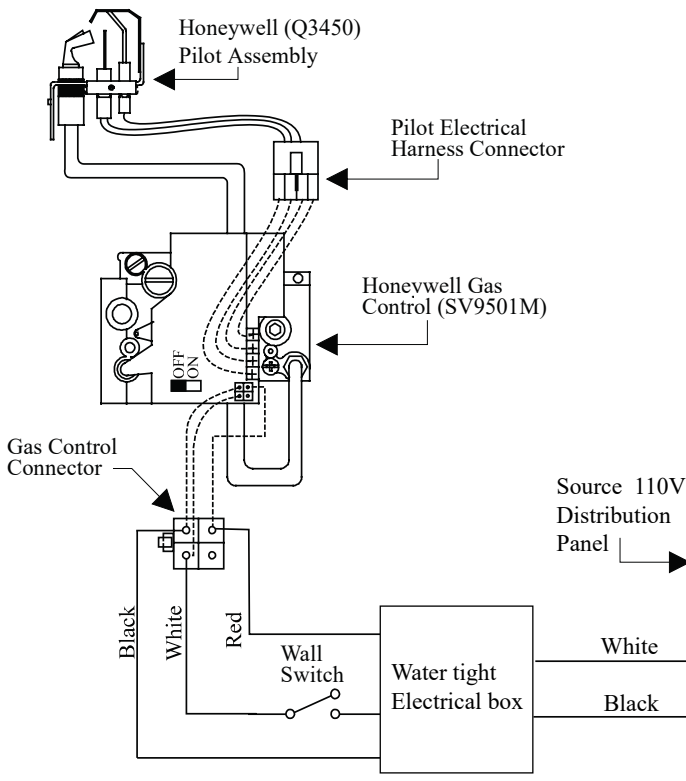


Figure 4. Wiring for the H*38SVO*E Honeywell gas control and pilot.

Standing Pilot Diagram

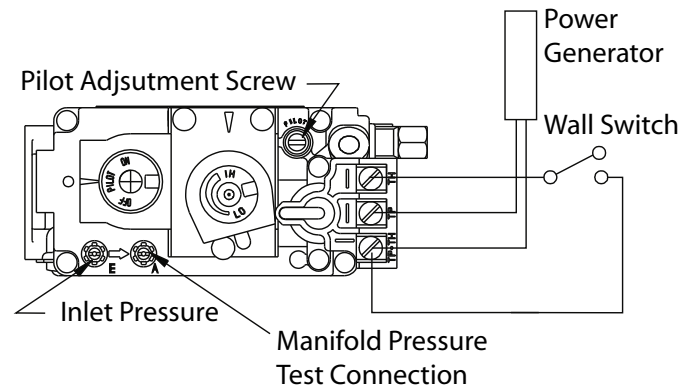


Figure 4.b Standing Pilot Diagram (H*38SVO*)

Installing The Remote Switch (H*38SVO*E)

The H*38SVO*E gas valve, located behind the lower trim, may be connected to a wall switch. The valve generates its own power on a millivolt circuit. Use only low voltage wire, and DO NOT connect any external power to it.

Note: The switch location must not exceed 30' from the fireplace.

! WARNING

Use Montigo Part No. #RPOVO Water-tight electrical box, or equivalent equipment. Ensure the box is installed in a dry location and avoid any moisture. If you install 115V Wire, ensure you use Ground fault breakers. Also avoid any moisture near or around the 115V Circuit.

Section 4: Installing the gas line

Fuel conversion

- Verify that your fireplace is compatible with your available gas type. (Natural Gas or Propane shown by "N" or "L" in your model number)
- If gas type is not compatible, contact your local Montigo representative to purchase a conversion kit.
- Conversion kits must be installed by a qualified service technician.

Gas Pressure

Optimum appliance performance requires proper input pressures. Gas line sizing requirements will be determined in ANSI Z221.3 National Fuel Gas Code in the USA and CAN/CGA B149 in Canada.

Pressure requirements (during operation):

Pressure Requirements		
Model	Natural Gas	Propane
Minimum inlet pressure	5.5" W.C.	11" W.C.
Manifold pressure	3.5" W.C.	10" W.C.

- The manifold outlet pressure is set from the factory to the appropriate pressure but should be verified.
- To check pressures, control valves have a provision to remove a 1/8" N.P.T. plug to be fitted with a hose barb.
- Montigo requires a service shut off valve be located in an accessible location to isolate the gas supply.
- Only install gas shut-off valves approved for use by the state, province, or other governing body in which the fireplace is being installed.

Gas connection

- See Figure 5 for location of gas line access.
- Flexible gas connectors must not exceed 3 feet in length, unless allowable within local regulations.
- Connect incoming gas line to the 1/2" or 3/8" gas inlet port.
- Purge all air out of gas line.
- Check appliance connection, valve and valve train under normal operating pressure with a commercially available leak check solution.
- DO NOT USE A FLAME OF ANY KIND TO TEST FOR LEAKS.

⚠ DANGER

After gas line is connected, each appliance connection, valve and valve train **MUST** be checked while under normal operating pressure with either a Liquid Solution, or Leak Detection Device, to locate any source of leak. Tighten any areas where bubbling appears or a leak is detected until bubbling stops completely or leak is no longer detected. **DO NOT** use a flame of any kind to test for leaks. A fire or explosion will occur, causing serious injury, property damage or death.

NOTICE

When pressure testing the fireplace, Gas line, and input system follow the appropriate local codes for your area. **DO NOT** connect the fireplace to pressures in excess of 1/2 lb. This will damage the gas control valve.

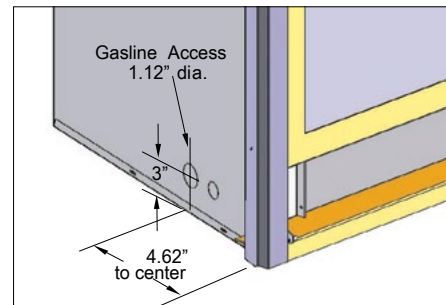


Figure 5. Gas Inlet Supply location

Section 5: Installing & Removing the Door

Removing the door

The doors are removed in a few simple steps. Follow these below to remove the horizontal access panel, unlatch the door buckles and, remove the door. Replace in reverse order.

⚠ WARNING

When reinstalling the door(s), always make sure all door buckles are properly hooked and fully engaged.



Figure 6.a Door buckle Tool

STEP 1:

Remove the Horizontal valve blind by placing fingers in both finger holes, then pushing away from you and lifting out. Place it aside during maintenance or cleaning. Install in reverse order.



Figure 6.b Removing and installing the Horizontal Access Panel

STEP 2:

Locate door buckles

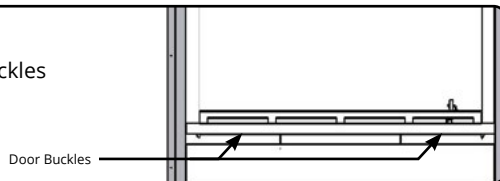


Figure 6.c Locate door buckles

STEP 3:

Firmly grasp handhold end of Door buckle tool and place the machined end in the slot under door frame. (as shown)

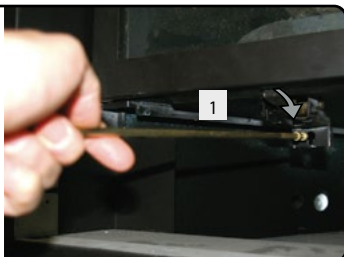


Figure 6.d Locate door latches

STEP 4:

Ensure the tool is firmly in the lower end of the slot, (as shown), Then pull toward you.

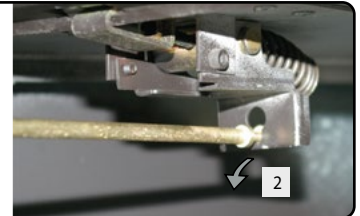


Figure 6.e Pull door latches

STEP 5:

Pull hard if necessary to release the spring tension. (Caution: The latch springs back with force, hold the tool securely).

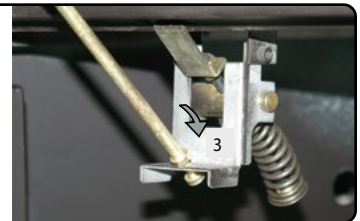


Figure 6.f Lift the latch upward

STEP 6:

Remove the tool from the latch slot. Ensure the latches are hanging freely, the hook end is released from the bottom of the door. (Repeat all 4-steps for the remaining latches).



Figure 6.g Lift the door up and out of the fireplace frame

STEP 7:

Grasp the door on either side, usually midway and lift upward, lift the door carefully up and away from the front of the fireplace. Place the door aside in a safe place while maintenance and / or cleaning is being performed.

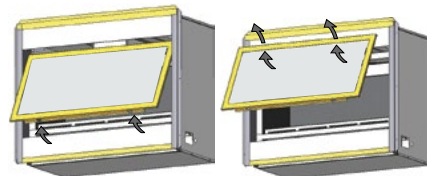


Figure 6.h Removing and installing the glass doors.

Reinstalling the door

To install the door, hook the top edge of the door frame into place. Lower the door into position and follow the previous steps shown in reverse order.

Section 6: Installing the Accessories

Installing the Logs and Embers

Bottom Logs

The H38SVO** is supplied with eight (8) fibre logs. The two small bottom logs ("A") are mounted on the burner grate by placing them diagonally onto the supplied Log stands. The long Front / Back logs ("B") are placed against the grate as shown in Figure 7b. Note: When placing logs, arrange Logs "B" as not to cover Burner holes.

Top Logs

Next are the logs "C" which are placed diagonally, as shown in Figure 7c. The last Logs "D" are then mounted on top of logs "A" as shown in Figure 7d.

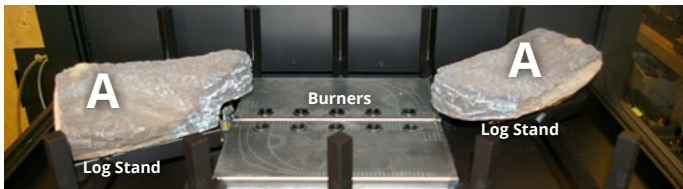


Figure 7.a



Figure 7.b



Figure 7.c



Figure 7.d



Figure 7.e

Installing the Glass Beads

The HL38SVO** is supplied with Designer Glass beads. Remove the Door as shown on page 10.

Once the glass door(s) are removed place the glass beads across the pan surrounding the burners as shown in Figure 7.f

NOTE: DO NOT Cover burners with beads or the optional rocks.



Figure 7.f

⚠ WARNING

Do not attempt to clean glass when hot. Do not clean glass with abrasive materials. Any glass etching may cause premature glass failure. Do not operate this fireplace without the glass door or with a broken glass door.

Section 7: Start-up Sequence

Standing (Continuous) Pilot Ignition (SIT NOVA 820)




For Your Safety - READ BEFORE LIGHTING:

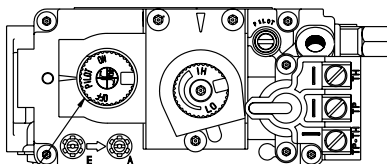
WARNING

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

- A. This appliance has a pilot which must be lighted by hand. When lighting the pilot, follow these instructions exactly.
- B. **BEFORE LIGHTING** smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.
 - What To Do If You Smell Gas:**
 - p Do not try to light any appliance.
 - p Do not touch any electrical switch; do not use any phone in your building.
 - p Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.
 - p If you cannot reach your gas supplier, call the Fire Department.
- C. Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it, call a qualified service technician. Force or attempt to repair may result in a fire or explosion.
- D. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system, and any gas control which has been under water.

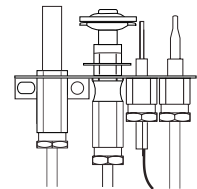
Lighting Instructions:

1. **STOP!** Read the safety information above on this label.
2. Lift out the lower Horizontal access panel.
3. Push in gas control knob and turn clockwise  to "OFF."
4. Wait five (5) minutes to clear out any gas. Smell for gas, including near the floor. If you then smell gas, **STOP!** Follow "B" in the safety information above on this label. If you don't smell gas, go to the next step.
5. Locate pilot burner (*See illustration at right.*) and follow steps below.
6. Turn knob on gas control counter clockwise  to "PILOT."
7. Push in gas control knob completely and hold. Light with Piezo Igniter button. Continue to hold the control knob in for about (1) minute after the pilot is lit. Release the knob and it will pop back up. Pilot should remain lit. If it goes out repeat steps 3 through 8.
 - p If knob does not pop up when released. Stop and immediately call your service technician or gas supplier.
 - p If the pilot will not stay lit after several tries, turn the gas control knob to "OFF" and call your service technician or gas supplier.
8. Push in gas control knob and turn counter-clockwise  to "ON."
9. Replace the lower Horizontal access panel.
10. Turn on remote switch to ignite fire.




Gas Control Knob
(Shown in "Pilot" position.)

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



To Turn Off Gas To Appliance:

1. Turn off remote switch.
2. Lift out the lower Horizontal access panel.
3. Push in gas control knob slightly and turn  clockwise to "Off". Do not force.
4. Replace the lower Horizontal access panel.

Honeywell Electronic Ignition

For Your Safety - READ BEFORE LIGHTING:

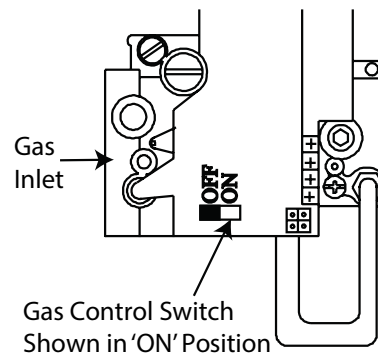
WARNING

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

- A. This appliance is equipped with an ignition system that lights the pilot burner automatically. **Do not attempt to light the pilot by hand.**
- B. **BEFORE LIGHTING** smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.
What To Do If You Smell Gas:
 - Do not try to light any appliance.
 - Do not touch any electrical switch; do not use any phone in your building.
 - Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.
 - If you cannot reach your gas supplier, call the Fire Department.
- C. Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it, call a qualified service technician. Force or attempt to repair may result in a fire or explosion.
- D. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system, and any gas control which has been under water.

Lighting Instructions:

1. **STOP!** Read the safety information above on this label.
2. Flip down the lower trims.
3. Turn switch on the gas control to "OFF".
4. Wait 5 minutes to clear out any gas. If you smell gas, **STOP!** Follow "B" in the safety information above on this label. If you don't smell gas, go to the next step.
5. Turn switch on the gas control to "ON". **NOTE:** This unit is equipped with an ignition system that lights the pilot burner automatically. **Do not attempt to light the pilot by hand.**
6. Turn on wall switch.
7. Flip up the lower trim.
8. If the fireplace does not operate, follow the instructions "To Turn Off Gas To Appliance" and call your service technician or gas supplier.



To Turn Off Gas To Appliance:

1. Turn off remote switch.
2. Flip down the lower trim.
3. Turn the switch on the gas control to "Off".
4. Flip up the trim.

Lighting Instructions

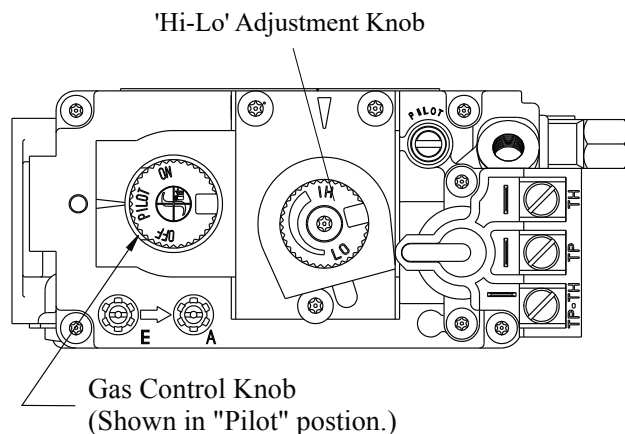
General

- Have the fireplace and installation inspected yearly. The inspection must include, but is not limited to, the following:
 - A visual check of the entire vent system and termination.
 - An inspection of the explosion relief flappers and the door gaskets to ensure a proper seal.
 - An inspection of the burner, vent run, and primary air openings.
 - An inspection of the gas valve, gas components, and pilot flame. For your convenience a 1/8" manifold pressure tap is supplied on the gas valve for a test gauge connection.
 - Ensure proper log placement as per this manual.
 - Inspection of all optional equipment; fans, thermostats, etc.
- For Natural Gas this appliance requires a minimum inlet pressure of 5.5" W.C. and a manifold pressure of 3.5" W.C.
- For Propane Gas this appliance requires a minimum inlet pressure of 11" W.C. and a manifold pressure of 10" W.C.
- Always keep the fireplace area clear and free of combustible materials, as well as gasoline and other flammable vapours and liquids.
- Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

Burner Adjustment

The H*38VO-ST* is equipped with an adjustable burner, allowing you to raise or lower the flames. To adjust the flames, locate the black knob marked 'Hi-Lo', in the centre of the gas control valve. The front burners are not adjustable.

- To raise the flame height, turn the black knob (located behind the lower trim) counterclockwise.
- To lower the flame height, turn clockwise.



Cleaning

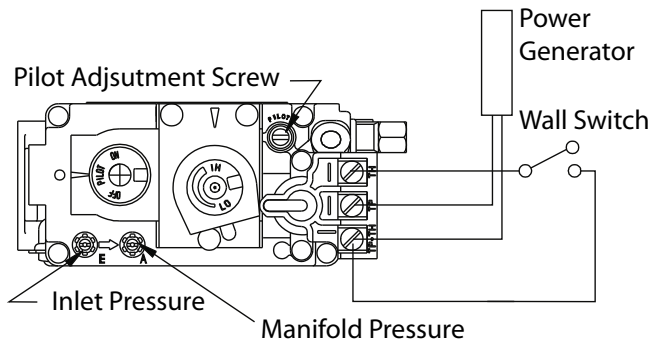
When the fireplace is first activated, there may be some smoking and a visible film may be left on the glass. This is a normal condition, and is the result of burning of protective coatings on new metal.

- Glass must be cleaned periodically to remove any film (which is a normal by-product of combustion) which may be visible. Film can easily be removed by removing the door, as shown on Page 10. Handle the door carefully, and clean it with non-abrasive glass cleaners. One of the most effective products is Kel Kem.
- Silicone seals on inner door during initial firing will "off gas", leaving a visual deposit of a white substance on combustion chamber walls. This can easily be removed using normal household products.
- Use a vacuum cleaner or whisk broom to keep the control compartment, burner, and firebox free from dust and lint.
- Logs may be cleaned periodically with a vacuum to remove soot or other contaminants.

NOTICE

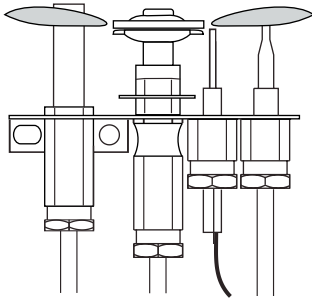
Do not use ammonia or abrasive cleaners on the glass, they will permanently etch the surface. Use an approved gas fireplace cleaner such as Kel-Kem or White off.

Gas Control Valve



Pilot Burner Adjustment

1. Locate Pilot Adjustment Screw.
2. Adjust pilot screw to provide properly sized flame as shown.
3. After installing or servicing, leak test with a soap solution with main burner on. Coat pipe and tubing joints, gasket etc. with soap solution. Bubbles indicate leaks. Tighten any areas where the bubbles appear until the bubbling stops completely.



Troubleshooting

The following is a troubleshooting chart of possible problems:

PROBLEM	SOLUTION
Noisy Pilot Flame	1. Locate pilot adjustment screw on gas control valve. Flame is decreased by turning adjustment screw clockwise.
Pilot won't ignite	1. Disconnect remote wires and try to light pilot. If pilot now works, remote connections are faulty. Check wiring diagram figure 14.
Main burner will not light	1. Check wiring 2. Check wall switch for proper connection.

HONEYWELL SV 9500 /SV9600 Troubleshooting Sequence

NOTE: Before Troubleshooting, Familiarize Yourself With The Startup And Checkout Procedure.

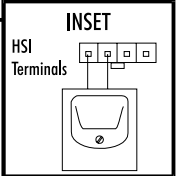
START

· Turn Gas Supply off
· Set thermostat to call for heat

SV9500/SV9600 is powered (24 VAC nominal)

CHECK:

- Line voltage power
- Low voltage transformer
- Limit Controller
- Thermostat
- Wiring
- Air proving switch on combustion air blower system
- Vent damper (if used) is open and end switch made



Igniter warms up and glows red.

Pilot Valve opens.

Unplug Pilot Burner Cable, Measure Voltage at SV9500/SV9600 HSI Terminals (24 VAC Nominal, See INSET)

Replace SV9500/SV9600

Replace Igniter/Flame Rod Assembly.

Replace SV9500/SV9600

Turn gas on. Pilot Burner lights?

Measure Voltage to SV9500/SV9600. Voltage must be at least 19.5 VAC

Check Transformer Line Volt Supply

Replace Igniter/Flame Rod Assembly.

Main Valve opens?

Replace Igniter/Flame Rod Assembly and retain. Restart Troubleshooting Sequence. Does main valve open?

Replace SV9500/SV9600. Save old Igniter/Flame Rod Assembly for service.

SYSTEM OK

Discard old Igniter/Flame Rod Assembly.

If your fireplace still does not operate correctly, consult your local Montigo dealer.

All service and repairs should be performed by a qualified Technician.

All spare parts, optional fans, and optional trim finishes are available from your local Montigo dealer.

Appendix B: Warranty

MONTIGO RESIDENTIAL WARRANTY PROGRAM

Empire Comfort Systems, Inc. and/or Empire Comfort Systems Canada, Inc. (collectively referred to herein as "The Companies"), warrants the Montigo gas appliance (referred to herein as 'the appliance') to be free from defects in materials and workmanship at the time of manufacture. The gas appliance and related components are further subject to the terms and conditions set forth below.

This warranty covers the following Montigo product series: **Distinction, Divine & Divine Outdoor (H-Series), Illume (FID Inserts), Phenom (L/P/PL-Series), Exemplar (R/RP-Series), Mahana and DelRay**

Component	Coverage Period	Labor Coverage
Firebox, heat exchanger	15 years	1 year
Main burner	15 years	1 year
Gas control valve and related control components (pilot assembly, spark electrode flame sensors, thermopile)	1 year	1 year
Electrical components (internal blowers, ignition control module, wiring, switches, remote control systems, blower control module, accent bulbs)	1 year	1 year
Firebox media (logset, glass beads, river rocks)	1 year	1 year
Glass (thermal breakage)	1 year	1 year
Plated, painted finishes (including interior reflective glass) *	1 year	1 year
Refractory lining	1 year	1 year
Mesh/Glass safety barriers	1 year	1 year
Power vent termination	1 year	1 year
Montigo terminations*	10 years	1 year
Montigo venting (excluding termination)	15 years	1 year

* Exterior painted surfaces exempt

QUALIFICATIONS TO THE WARRANTY

This Warranty only covers gas appliances installed in the United States or Canada.

To receive the benefits of this warranty, the appliance must be purchased, installed and serviced annually by a dealer authorized by The Companies for the warranty to be valid.

The gas appliance must be installed by a licensed professional in accordance with The Companies' installation instructions and local building codes. The warranty on the appliance covers only components manufactured by The Companies. The use of components manufactured or supplied by other manufacturers and used in conjunction with the appliance could create serious safety hazards, may result in the denial of certification by recognized national safety agencies and could violate local building codes. Such use may untimely void this warranty. This warranty does not cover any damages occurring from the use of any components not manufactured or supplied by The Companies.

The appliance must be subjected to normal use. The appliance is designed to burn natural gas (NG) or liquefied petroleum (LP) only. Burning conventional fireplace fuels such as wood, coal or any other solid fuel will cause damage to the appliance, produce

excessive temperatures will result in a fire hazard and void all warranties. This warranty is transferable. The appliance must remain in its original place of installation to be valid.

If the components of the appliance covered by this warranty are found to be defective within the time frame stated (see The Companies investigation of claims), The Companies will, at its option, replace or repair defective components of the appliance manufactured by The Companies at no charge and will also pay for labor costs (in accordance with schedule) incurred in replacing or repairing components. If repair or replacement is not commercially practical, The Companies will, at its sole discretion, fully discharge all obligations under the warranty by refunding the verified dealer purchase price of the appliance, excluding the cost of labor unless the labor is covered by the terms of the warranty.

This warranty covers only parts and labor as provided above. In no case shall the companies be responsible for materials, components or construction, which are not manufactured or supplied by The Companies, or for the labor necessary to install, repair or remove such materials, components or construction. All replacement or repair components will be shipped F.O.B. from the nearest Company factory.

LIMITATION ON LIABILITY

It is agreed and understood that The Companies sole obligation, and purchaser's exclusive remedy under this warranty, under any other warranty, expressed or implied, or in contract, tort or otherwise, shall be limited to repair, replacement or refund as specified above. The opinion of The Companies with respect to these matters shall be final.

In no event shall The Companies be responsible for any incidental or consequential damages caused by (but not limited to) improper installation, installation by an unqualified or unauthorized installer, accident, lack of regular maintenance, user error, abuse, misuse, Acts of God, power surges, floods, natural disasters, force majeure, defects in its appliance whether such damage occurs or is discovered before or after replacement or repair, and whether or not such damage is caused by The Companies negligence. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. The duration of any implied warranty with respect to the appliance is limited to the duration of the foregoing warranty. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you.

Appendix B: Warranty Continued

EXCLUSIONS TO WARRANTY

Corrosion or rust of any kind due to a lack of maintenance, inadequate combustion air or improper venting and corrosive chemicals/environments, expansion and contraction of metals or minor movements of components causing noise are not covered by this warranty.

Willful misconduct (i.e. use of the appliance with problems known to the purchaser and causing further damages), including unauthorized or self-performed 'fixing' or exploration of the appliance's internal workings will void the warranty.

Appliances on which the serial number has been altered, defaced, removed or made illegible will void the warranty.

Costs incurred for diagnosis, service work, shipping and handling of defective or replacement parts are not covered under this warranty.

The published warranties are not applicable for any equipment manufactured by The Companies that has been sold direct to the consumer via internet or auction websites. The Companies do not endorse, approve or certify any online sale of its products through auction websites, online retailers or any other method of online sales direct to consumers.

INVESTIGATION OF CLAIMS AGAINST WARRANTY

The Companies reserve the right to investigate any and all claims against this warranty and decide upon method of settlement.

The Companies are not responsible for work done without written consent of The Companies.

The Companies shall in no event be responsible for any warranty work done without first obtaining the Companies written consent.

The Companies employees and dealers have no authority to make any warranties to neither alter this warranty nor authorize any remedies in addition to or inconsistent with those stated within this warranty.

IF WARRANTY SERVICE IS NEEDED

To make a claim under this warranty, contact your installing dealer or contractor. The installing dealer is responsible for providing service and will contact the companies to initiate warranted parts replacements. In the event the installing dealer is unavailable, contact your nearest authorized Montigo dealer (www.Montigo.com) or contact Montigo direct at techsupport@montigo.com. Ensure you have your sales receipt and the model and serial number of your appliance.

DO NOT ATTEMPT TO DO ANY SERVICE WORK YOURSELF

If you cannot locate the installing dealer, or nearest dealer/distributor, you must notify The Companies in writing.

USA Offices

6955 Salashan Parkway
Ferndale WA, 98248
techsupport@montigo.com

Canadian Offices

27342 Gloucester Way
Langley, BC V4W 4A1
techsupport@montigo.com

The terms and conditions of this warranty may be altered or amended from time to time without prior notice.

WARRANTY PERIOD: Warranty coverage begins on the date of original purchase. In the case of new construction, warranty coverage begins on the date of first occupancy of the dwelling or six months after the sale of the product by an independent, authorized Company dealer/ distributor, whichever occurs earlier.

Appendix C: Amendment

(Gas Fireplace / Equipment sold in the State of Massachusetts)
5.08: Modifications to NFPA-54, Chapter 10

- (1) Revise NFPA-54 section 10.5.4.2 by adding a second exception as follows:

Existing chimneys shall be permitted to have their use continued when a gas conversion burner is installed, and shall be equipped with a manually reset device that will automatically shut off the gas to the burner in the event of a sustained back-draft.

- (2) Revise 10.8.3 by adding the following additional requirements:

- (a) For all side wall horizontally vented gas fueled equipment installed in every dwelling, building or structure used in whole or in part for residential purposes, including those owned or operated by the Commonwealth and where the side wall exhaust vent termination is less than seven (7) feet above finished grade in the area of the venting, including but not limited to decks and porches, the following requirements shall be satisfied:

1. **INSTALLATION OF CARBON MONOXIDE DETECTORS.** At the time of installation of the side wall horizontal vented gas fueled equipment, the installing plumber or gas fitter shall observe that a hard wired carbon monoxide detector with an alarm and battery back-up is installed on the floor level where the gas equipment is to be installed. In addition, the installing plumber or gas fitter shall observe that a battery operated or hard wired carbon monoxide detector with an alarm is installed on each additional level of the dwelling, building or structure served by the side wall horizontal vented gas fueled equipment. It shall be the responsibility of the property owner to secure the services of qualified licensed professionals for the installation of hard wired carbon monoxide detectors
 - a. In the event that the side wall horizontally vented gas fueled equipment is installed in a crawl space or an attic, the hard wired carbon monoxide detector with alarm and battery back-up may be installed on the next adjacent floor level.
 - b. In the event that the requirements of this subdivision can not be met at the time of completion of installation, the owner shall have a period of thirty (30) days to comply with the above requirements; provided, however, that during said thirty (30) day period, a battery operated carbon monoxide detector with an alarm shall be installed.
2. **APPROVED CARBON MONOXIDE DETECTORS.** Each carbon monoxide detector as required in accordance with the above provisions shall comply with NFPA 720 and be ANSI/UL 2042 listed and IAS certified.
3. **SIGNAGE.** A metal or plastic identification plate shall be permanently mounted to the exterior of the building at a minimum height of eight (8) feet above grade directly in line with the exhaust vent terminal for the horizontally vented gas fueled heating appliance or equipment. The sign shall read, in print size no less than one-half (1/2) inch in size, "GAS VENT DIRECTLY BELOW. KEEP CLEAR OF ALL OBSTRUCTIONS".

4. **INSPECTION.** The state or local gas inspector of the side wall horizontally vented gas fueled equipment shall not approve the installation unless, upon inspection, the inspector observes carbon monoxide detectors and signage installed in accordance with the provisions of 248 CMR 5.08(2)(a)1 through 4.

- (b) **EXEMPTIONS:** The following equipment is exempt from 248 CMR 5.08(2)(a)1 through 4:

1. The equipment listed in Chapter 10 entitled "Equipment Not Required To Be Vented" in the most current edition of NFPA 54 as adopted by the Board; and
 2. Product Approved side wall horizontally vented gas fueled equipment installed in a room or structure separate from the dwelling, building or structure used in whole or in part for residential purposes.
- (c) **MANUFACTURER REQUIREMENTS - GAS EQUIPMENT VENTING SYSTEM PROVIDED.** When the manufacturer of Product Approved side wall horizontally vented gas equipment provides a venting system design or venting system components with the equipment, the instructions provided by the manufacturer for installation of the equipment and the venting system shall include:
1. Detailed instructions for the installation of the venting system design or the venting system components; and
 2. A complete parts list for the venting system design or venting system.
- (d) **MANUFACTURER REQUIREMENTS - GAS EQUIPMENT VENTING SYSTEM NOT PROVIDED.** When the manufacturer of a Product Approved side wall horizontally vented gas fueled equipment does not provide the parts for venting the flue gases, but identifies "special venting systems", the following requirements shall be satisfied by the manufacturer:
1. The referenced "special venting system" instructions shall be included with the appliance or equipment installation instructions; and
 2. The "special venting systems" shall be Product Approved by the Board, and the instructions for that system shall include a parts list and detailed installation instructions.
- (e) A copy of all installation instructions for all Product Approved side wall horizontally vented gas fueled equipment, all venting instructions, all parts lists for venting instructions, and/or all venting design instructions shall remain with the appliance or equipment at the completion of the installation.
- (3) After NFPA-54 section 10.10.4.2 add a new section 10.10.4.3 as follows:
- When more than four gas appliances are to be vented through a common gas vent or common horizontal vent manifold, a plan of the proposed vent installation shall be submitted to the Inspector and the serving gas supplier for review and approval.

Extraction from: Massachusetts Rules and Regulations

5.00: Amendments To 2002 Edition Of ANSI Z223.1-NFPA-54

H*38SVO**

Ventless Outdoor
See Through Residential
Gas Fireplace