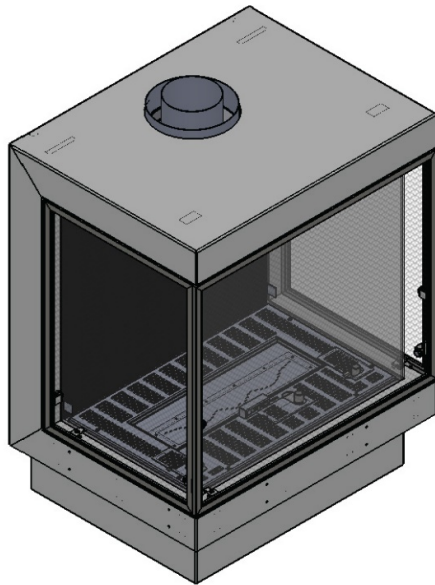
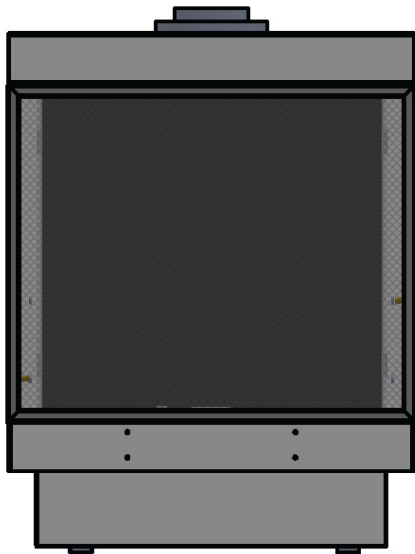


ORTAL®

Installation and Operation Manual Wilderness Stand Alone 25H TS



Manufacturer Update:
Serial #31968 and forward

⚠ 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.

! 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 Information and Warnings



IMPORTANT NOTE: LOCAL CODE

Local codes and regulations that are more stringent than the requirements in this manual take precedence over Ortal requirements.



WARNING: REVIEW ALL WARNINGS

Be sure to review all safety warnings and installation guidelines contained in this manual. Consider installation location, vent configuration, clearances, structural requirements, framing and finish materials, and local codes. ALL warnings and instructions apply to all products manufactured and distributed by Ortal.



WARNING: DO NOT OPERATE FIREPLACE IF:

The glass is NOT properly secured in place; Connection points are not sealed (for fireplaces with glass-to-glass connections); Glass is cracked; You smell gas; Any part of the fireplace has been under water; You have any doubt about safe operation of the fireplace. Immediately call a qualified, professional service technician to inspect the fireplace and to replace any parts of the control system and any gas controls which have been under water.



WARNING: ELECTRICAL GROUNDING

All electrical connections must be properly installed, insulated, and secured to avoid potential **ELECTRICAL SHOCK** and **FIRE HAZARD** and malfunction of the system. Consult local building code requirements. In the absence of local codes, refer to the National Electric Code, ANSI/NFPA 70, or the Canadian Electric Code, CSA C22.1.



WARNING: MATERIAL USAGE

All materials and objects used to carry out the installation must be certified/approved or specified by Ortal and are suitable for use. Do NOT install the system with different materials or objects than those approved for installation by Ortal.



WARNING: INSTALLATION AND SERVICE

Installation and repairs on the fireplace and vent system must be done by an authorized Ortal qualified installer service agency or gas supplier. If these components are not installed by an authorized Ortal dealer/installer, the warranty of all components will be void and Ortal will not be responsible for any damage caused by improper installation. The fireplace should be inspected before use and at least annually by a professional service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. Control compartments, burners and circulating air passageways of the fireplace must be kept clean. Any alteration to the product can cause soot or carbon to form and may result in damage. This damage and any other damage that results from not following the instructions outlined in this manual is not the responsibility of Ortal.



WARNING: HEAT BARRIER

A barrier designed to reduce the risk of burns from hot viewing glass is provided with this fireplace and shall be installed. The fireplace **MUST** not be used without the heat barrier in place. If the barrier becomes damaged, the barrier shall be replaced with the manufacturer's barrier for this fireplace. **Any safety screen, guard, or barrier removed for servicing the fireplace must be replaced before operating.**



WARNING: FIREPLACE TEMPERATURE

Due to hot temperatures, the fireplace should be located out of traffic and away from furniture and draperies. Children and adults should be alerted to the hazards of high surface temperature and should stay away to avoid burns or clothing ignition. Clothing or other flammable material should not be placed on or near the fireplace. **Young children should be carefully supervised when they are in the same room as the fireplace.** 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.



WARNING: GLASS HANDLING

Only an Ortal certified installer is authorized to remove the glass using an 8-inch glass-handling suction cup.



WARNING: INSTALLATION AND OPERATION

The fireplace and accompanying components must be installed as an OEM installation in manufactured homes (USA only) or an aftermarket permanently located, or a mobile home, where not prohibited by local codes. The fireplace must be installed in accordance with the Manufacturer's instructions and the Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280, in the United States, or the Standard for Installation in Mobile Homes, CAN/CSA Z240 MH Series, in Canada. **Exceeding the restrictions imposed in these instructions may result in a fire or explosion, causing property damage, personal injury, or loss of life. Ortal will not be responsible for any damage caused by improper installation. Do not store or use gasoline or other flammable vapors and liquids near this fireplace.**



WARNING: GAS FIREPLACE

This fireplace is for use only with the type of gas indicated on the rating plate. These fireplaces are not convertible for use with other gases unless a certified kit is used, and the conversion is performed by an authorized and qualified technician. Applicable standards are Vented Gas Fireplace Heaters ANSI Z21.88 / CSA 2.33a and Gas-fired Fireplaces for Use at High Altitudes CAN/CGA 2.17-M91



WARNING: CALIFORNIA PROP 65

These products and the fuels used to operate these products (liquid propane or natural gas), and the products of combustibles of such fuels, can expose you to chemicals including benzene, carbon monoxide, and ceramic fibers, which are known to the state of California to cause cancer and/or reproductive harm. For more information, visit www.p65warnings.ca.gov.

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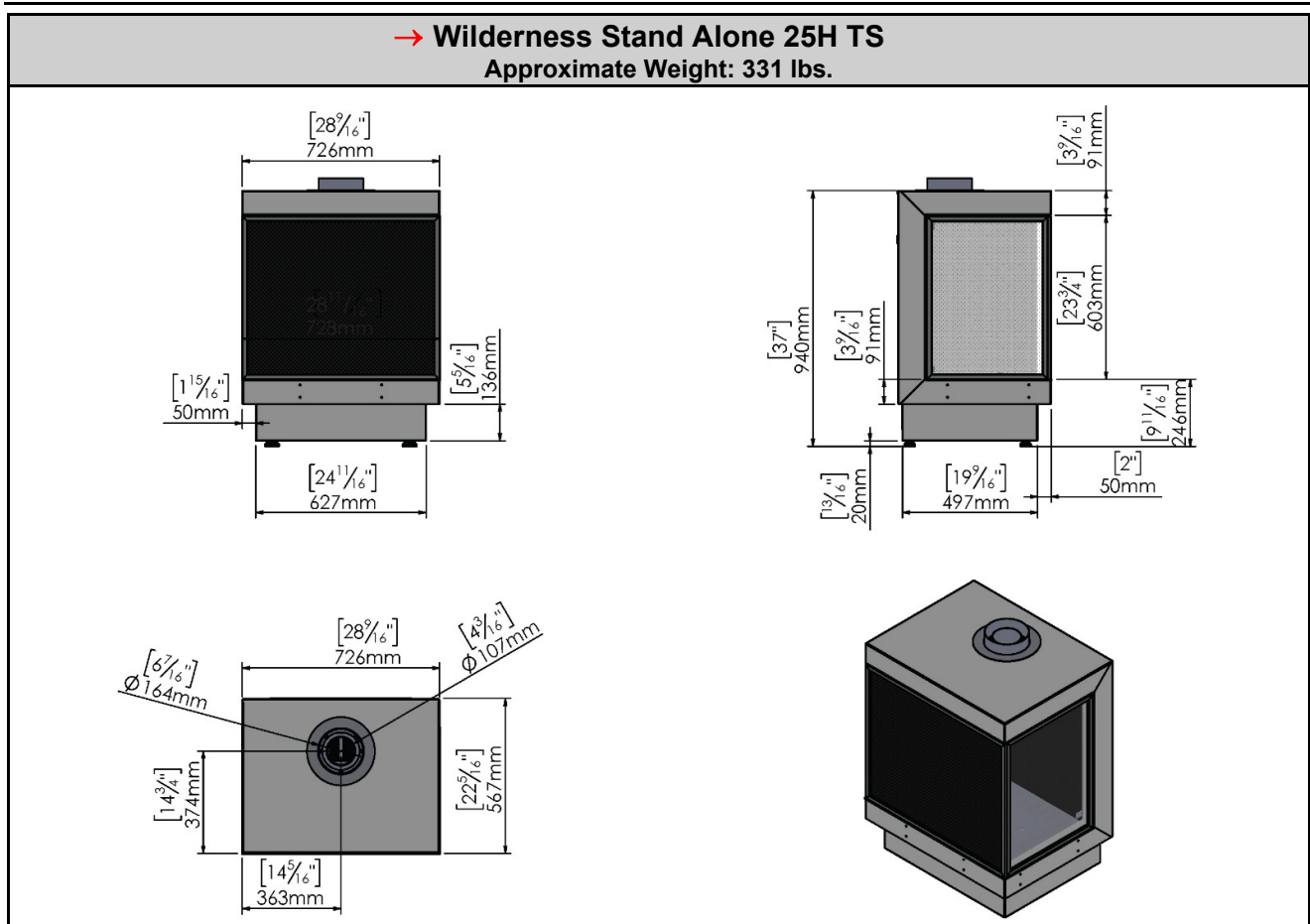
Product Information

Model

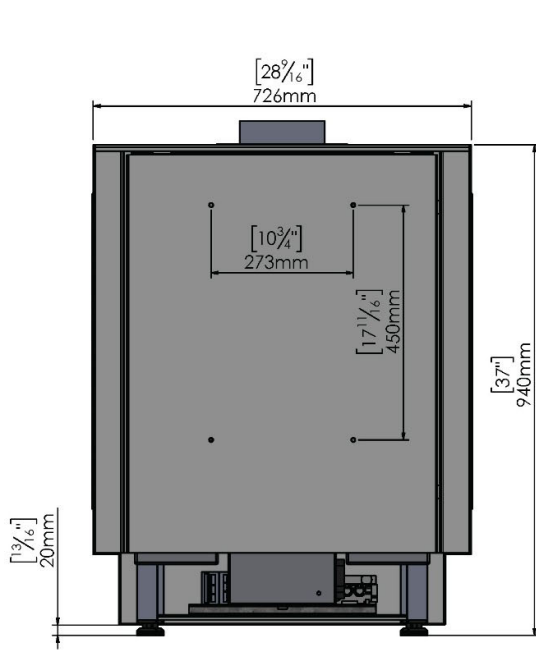
Fireplace Model	Firelog Burner	Certification Standard	Gas Types	Direct Venting
Wilderness Stand Alone 25H TS	Dark Brown Firelogs	US: ANSI Z21.88-2019 Canada: CSA 2.33-2019	Natural Gas or Propane	Type: Passive Vent Vent Size: 5"x8" (co-axial)
	Chopped Wood Firelogs			
	Driftwood 45-3 Firelogs (3 standard logs)			

NOTES: Venting is not supplied by Ortal with the fireplace. The fireplace is certified to be used with, and can be obtained from, the vent manufacturers outlined in "General Venting Requirements" section on page 19.

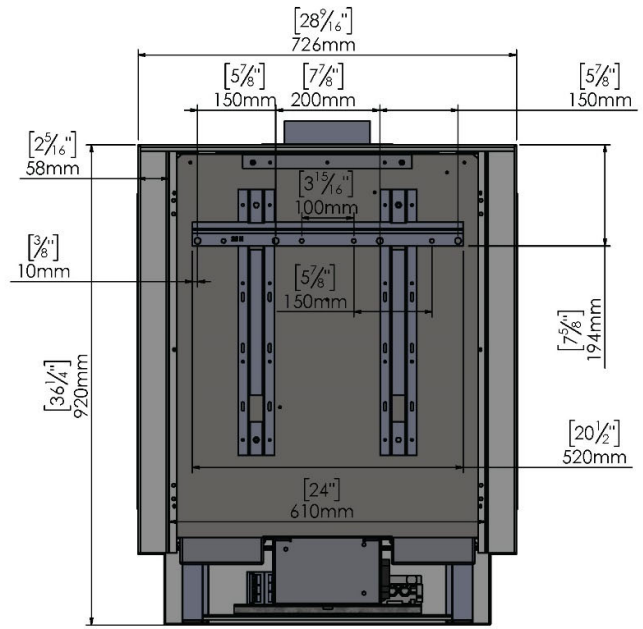
→ Product Dimensions



→ Back Dimensions

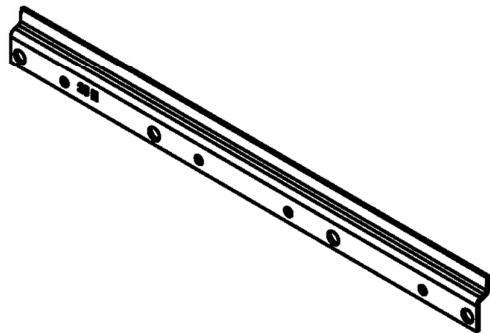
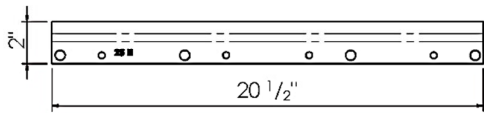
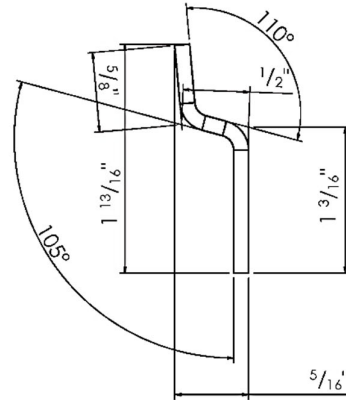
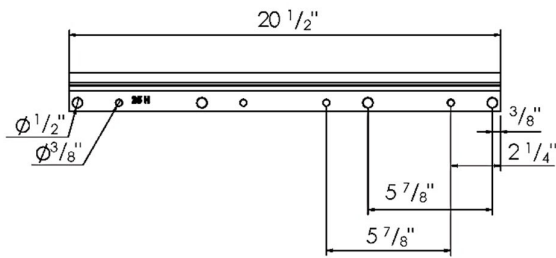


FLOOR-MOUNTED
(legs, covered back)



WALL-MOUNTED
(no legs, exposed mounting attachments on back)

→ Hanging Bracket Dimensions



Certification

The Wilderness Stand Alone 25H TS fireplaces have been tested and approved by CSA Group for safety and efficiency for use with Natural Gas (NG) and Propane (LP) only, and **NOT** for use with solid fuels.

CSA Group is approved by the American National Standards Institute (ANSI) as an Accredited Standards Developer.

Certification Listing:

US: ANSI Z21.88 – 2019: Vented Gas Fireplace Heaters

Canada: CSA 2.33 – 2019: Vented Gas Fireplace Heaters



Products:

CLASS 2901 84: DOMESTIC HEATERS (GAS) Vented Fireplace: Certified to US Standard

CLASS 2901 04: DOMESTIC HEATERS (GAS) Vented Fireplace

The fireplaces are permitted for indoor use only. "Indoor" is defined as a conditioned space. The fireplaces are not approved for outdoor or partial outdoor installation. The fireplaces must be installed while maintaining required clearances. Installation is recommended in living spaces such as bedrooms, living rooms, great rooms, etc. The fireplaces are not approved for closet installation. The fireplace must be installed according to Ortal requirements in addition to any local codes that may apply, such as USA: ANSI Z223.1/NFPA 54, Canada: CSA B149.

IMPORTANT:

- Consult the authority having jurisdiction to determine the need for a permit prior to starting the installation.
- It is the responsibility of the fireplace dealer and installer to ensure that this fireplace is installed and framed in compliance with these instructions and all applicable codes.
- Before starting, take careful note of **ALL** the **WARNINGS** in this manual.

Rating Label

The fireplace rating label is found on a metal plate separate included with the fireplace. The rating label changes depending on the Firelog set included in the fireplace. See below for details.

DEALERS/INSTALLERS:

You **MUST** leave the fireplace's rating label with the fireplace in an area easily accessible by the owner. You must instruct the owner before handing over the fireplace where this label can be found.

OWNERS:

Make sure the installer leaves your fireplace's rating label in an area that is easily accessible for you. This information is required for servicing and receiving replacement parts.

ORTAL			
Manufacturer/Fabricant Ortal Ltd. 14 Haharash St. Hod Hasharon, 4524087 Israel Tel: 011-972-9-7402828 Fax: 011-972-9-7402687		For use only with vent, glass and interior design media certified and approved for use with the appliance. Not for use with solid fuel. For use with barriers certified for this appliance only. Utilisez uniquement avec des conduits, des panneaux vitrés et des accessoires décoratifs intérieurs homologués et approuvés pour une utilisation avec cet appareil. Pas pour l'usage avec le combustible solide. Pour une utilisation avec des barrières certifiées pour cet appareil uniquement.	
Serial No.: <input type="text"/>		Approved By: Homologué Par: CSA No.: 2358468	
Tested to: CSA/ANSI Z21.88-2019 • CSA 2.33-2019 for Vented Gas Fireplace Heater Examiné à: CSA/ANSI Z21.88-2019 • CSA 2.33-2019 pour Poêles-foyers ventilés			
Altitude rating: Estimation d'altitude: 0-2000 ft. / 0-610 m.		Electrical Rating: Estimation Électrique: 110 volt / 60 Hz / less than 5A	
Model Series / Modèle Série: Wilderness Dark Brown/Chopped Wood			
<input type="checkbox"/> Wilderness 25 Front RS/LS/TS/SA <input type="checkbox"/> Wilderness 25H Front RS/LS/TS/SA <input type="checkbox"/> Wilderness Traditional 36S <input type="checkbox"/> Wilderness Traditional 28I <input type="checkbox"/> Wilderness Traditional 36 <input type="checkbox"/> Wilderness 31 <input type="checkbox"/> Wilderness Traditional 42 <input type="checkbox"/> Wilderness Curve Tunnel <input type="checkbox"/> Wilderness Curve			
Fuel Type: Type de combustible: <input type="checkbox"/> NG/GN <input type="checkbox"/> PROPANE			
Max Input / Débit max. (BTU/HR):		29,861 24,130	
Min Input / Débit min. (BTU/HR):		12,613 18,120	
Orifice Size / Taille de l'orifice:		220-160-220 90-80-90	
Gas Inlet Pressure (W.C.) inches:		180 80	
Pression d'entrée de gaz (CE) pouces:		7.0 11.0	
Gas manifold Pressure (W.C.) inches:		4.7 4.7	
Pression d'alimentation (CE) pouces:			
Clearances to Combustibles (with included standoffs): Espace par rapport aux matériaux inflammables (avec entretoises inclus)		Sides: 0"	Back: 0" In front of Glass: 40"
Also adhere to clearance diagrams and instructions included in the ORTAL manual. Adhérer également aux schémas d'espace et des instructions figurant dans le manuel ORTAL.			
SKU: M209-WILD-DBCW-3			

Chopped Wood/Dark Brown Rating Label

ORTAL			
Manufacturer/Fabricant Ortal Ltd. 14 Haharash St. Hod Hasharon, 4524087 Israel Tel: 011-972-9-7402828 Fax: 011-972-9-7402687		For use only with vent, glass and interior design media certified and approved for use with the appliance. Not for use with solid fuel. For use with barriers certified for this appliance only. Utilisez uniquement avec des conduits, des panneaux vitrés et des accessoires décoratifs intérieurs homologués et approuvés pour une utilisation avec cet appareil. Pas pour l'usage avec le combustible solide. Pour une utilisation avec des barrières certifiées pour cet appareil uniquement.	
Serial No.: <input type="text"/>		Approved By: Homologué Par: CSA No.: 2358468	
Tested to: CSA/ANSI Z21.88-2019 • CSA 2.33-2019 for Vented Gas Fireplace Heater Examiné à: CSA/ANSI Z21.88-2019 • CSA 2.33-2019 pour Poêles-foyers ventilés			
Altitude rating: Estimation d'altitude: 0-2000 ft. / 0-610 m.		Electrical Rating: Estimation Électrique: 110 volt / 60 Hz / less than 5A	
Model Series / Modèle Série: Wilderness Driftwood 45-3			
<input type="checkbox"/> Wilderness 25H FR/RS/LS/TS/SA/TU <input type="checkbox"/> Wilderness 36 H FR/RS/LS/TS <input type="checkbox"/> Wilderness TR36s <input type="checkbox"/> Wilderness 24 <input type="checkbox"/> Wilderness Curve/Tunnel <input type="checkbox"/> Wilderness TR36 <input type="checkbox"/> Wilderness 31 FR/TU <input type="checkbox"/> Wilderness TR28I <input type="checkbox"/> Wilderness TR42 <input type="checkbox"/> Wilderness 31 H FR/TU <input type="checkbox"/> Wilderness TR30 <input type="checkbox"/> Wilderness TR51			
Fuel Type/Type de combustible: <input type="checkbox"/> NG/GN <input type="checkbox"/> PROPANE			
Max Input / Débit max. (BTU/HR):		32,768 27,645	
Min Input / Débit min. (BTU/HR):		16,781 18,745	
Orifice Size / Taille de l'orifice:		320-180-320 80-60-80	
Gas Inlet Pressure (W.C.) inches:		260 90	
Pression d'entrée de gaz (CE) pouces:		11.0 13.0	
Gas manifold Pressure (W.C.) inches:		3.7 4.9	
Pression d'alimentation (CE) pouces:			
Clearances to Combustibles: Espace par rapport aux matériaux inflammables:		Sides: 0"	Back: 0" In front of Glass: 40"
Also adhere to clearance diagrams and instructions included in the ORTAL manual. Adhérer également aux schémas d'espace et des instructions figurant dans le manuel ORTAL.			
SKU: M209-WD45-3			

Driftwood 45-3 Rating Label

Installation

Prior to Installation

Locate the Fireplace

Keep the following factors in mind when selecting a location for the fireplace:

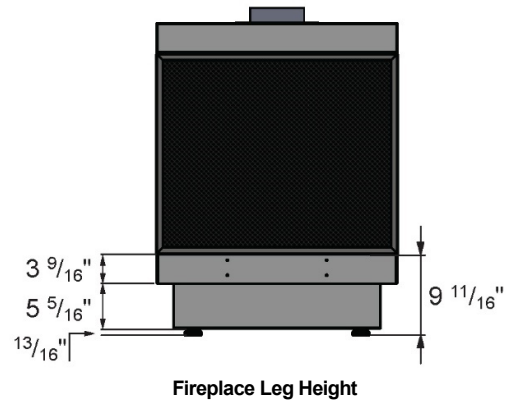
- Fireplace clearance requirements (review "Clearances" section on page 17).
- Floor/platform requirements (review "Floor/Platform" section below).
- Adequate space for servicing.
- Minimum vertical vent rise, allowed horizontal lengths, and number and orientation of elbows (review "Venting" section on page 19).

→ Floor/Platform

The fireplace must be installed on a flat, solid, continuous surface. Surface can be wood, concrete, metal, and other typical solid floor types. Surface material is not required to be non-combustible.

Fireplace leg height is $9 \frac{11}{16}$ ", measured to the bottom of the screen. Legs cannot be removed, cut, or adjusted.

Raised Platform Option: To raise the fireplace higher than $9 \frac{11}{16}$ " height, build a platform for the fireplace to stand on. Platform must be stable and able to bear the full weight of the fireplace. Platform can be constructed out of wood, concrete, metal, or any other solid materials. Platform material is not required to be non-combustible.



Fireplace Installation

Use the following guidelines to ensure a smooth installation. The installation sequence is divided into three phases: Planning, Installation, and Startup.

First Trip to Site: Planning

Consult with the contractor and go over all requirements:

- Clearances around the fireplace
 - For a floor-mounted fireplace, see "Floor-Mounted Clearances" section on page 17.
 - For a wall-mounted fireplace, see "Wall-Mounted Clearances" section on page 18.
- Gas and electrical specs and location.
- Vent configuration.

→ Second Trip to Site: Installation

- Clear a path free of any possible obstruction to carry in the fireplace.
- Uncrate the fireplace.
- Install the fireplace at the desired location:
 - On the floor (using legs)
 - On a wall (see "Wall-Mounting" section on page 8 for details).
- If fireplace is wall-mounted, remove legs after installation.
- Install the vent components. See "Vent Installation" section on page 25.
- Protect the fireplace and components from damage.

→ Wall-Mounting Instructions

The following sections explain how to mount the fireplace on either (1) wood-framed walls or (2) concrete/masonry walls. For clearances, see “Wall-Mounted Clearances” section on page 18.

NOTE: Wall framing and mounting hardware (not provided) must be able to support the weight of the fireplace (254 lbs.).

Wood-Framed Wall

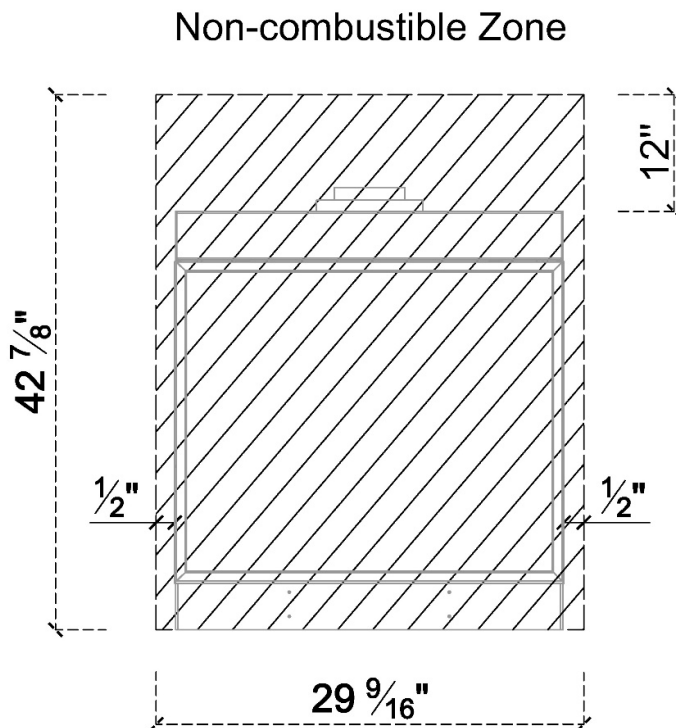
You will need to provide:

- $\frac{1}{2}$ " Cement Board (or equivalent). Note: $\frac{5}{8}$ " Type X Drywall is not equivalent to $\frac{1}{2}$ " Cement Board.
- Four $\frac{3}{8}$ "-diameter lag bolts (recommended bolt length is minimum 3 inches but may need to be longer depending on project design needs)

Step 1: Install Your Non-Combustible Zone

1. *Remove the Decorative Skirt:* Remove the decorative skirt from the bottom of the fireplace. (See “Decorative Skirt Removal” section on page 28 for instructions.) Keep the legs on the fireplace until installation is complete.
2. *Position the Fireplace:* Using the fireplace and hanging bracket dimensions (see “Product Dimensions” section starting on page 4), determine the desired position of the fireplace on the wall, ensuring all required clearances are met (see “Wall-Mounted Clearances” section on page 18 for details).
3. *Locate the Non-Combustible Zone:* A “Non-Combustible Zone” is required on the wall immediately behind and above the fireplace to prevent heat transfer from the fireplace to the framing. No drywall, wood, or any other combustible material is permitted within this zone on the wall. **Note:** The Non-Combustible Zone does not apply to the area behind the cement board (or equivalent), which will be addressed in a later step.

This zone will be larger than the size of the fireplace. The bottom of the fireplace (without the skirt) will line up with the bottom of this zone. **The zone will extend 12 inches above the top of the fireplace and $\frac{1}{2}$ inch to each side.**



How to Calculate the Non-Combustible Zone

Width = Fireplace Width + ($\frac{1}{2}$ " + $\frac{1}{2}$ ")

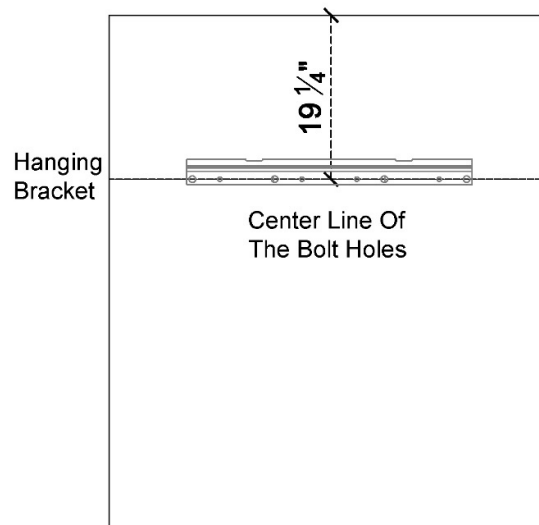
Height = Fireplace Height (without skirt) + 12"

DIAGRAM NOTE: The fireplace is shown in the diagram above as a reference point only. The fireplace will not be mounted to the wall until step 5.

4. *Remove Existing Drywall:* For projects with existing drywall, remove the drywall and finish (if applicable) within the non-combustible zone down to the wood stud framing, creating a cut-out in your wall. If your project is new construction without the drywall already installed, skip this step and move to step 1.5.

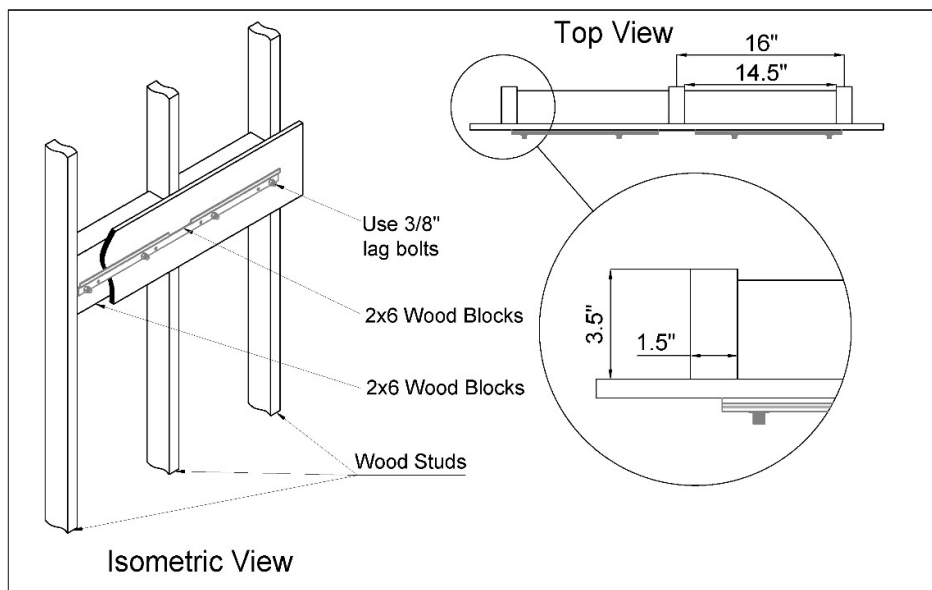
5. *Locate the Hanging Bracket:* From the center top of your non-combustible zone, measure down **19 1/4 inches**. This is the center line for the bolts for the hanging bracket. This is where the wood blocking in step 1.6 will be installed.

Non-combustible Zone



! **DIAGRAM NOTE:** The hanging bracket is shown in the diagram above as a reference point only. The fireplace will not be mounted to the wall until step 3.

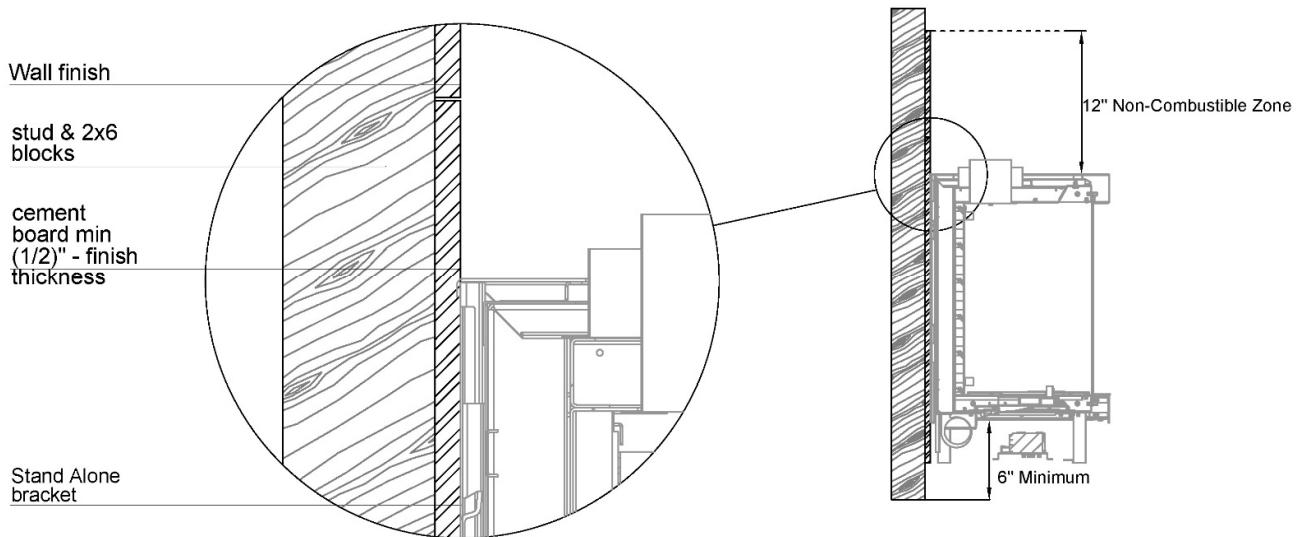
6. *Insert Weight-Bearing Wood Blocks into the Wall:* At the location measured in step 1.5, using 3/8" lag bolts, secure enough 2"x6" wood blocks (or larger) between the existing wood studs to span 20 1/2" (the width of the hanging bracket). The purpose of these wood blocks is to support the weight of the fireplace.



! **DIAGRAM NOTE:** The hanging bracket is shown in the diagram above as a reference point only. The hanging bracket will not be mounted to the wall until step 3.

7. **Fill in Non-Combustible Zone:** Fill and secure the entire non-combustible zone with $\frac{1}{2}$ " cement board, fireplace construction board (e.g., Promat Promafour), or its equivalent, matching the thickness of the surrounding wall. This board will likely need to be oversized so it can be attached to the framing studs. Dimension will vary per project.

Drywall (including $\frac{5}{8}$ " Type X Drywall) is not permitted within the Non-Combustible Zone. **Note: Drywall tape cannot go behind the fireplace, but it can go right up to the side of the fireplace (within the Non-Combustible Zone).**



! DIAGRAM NOTE: The fireplace is shown in the diagram above as a reference point only. The fireplace will not be mounted to the wall until step 5.

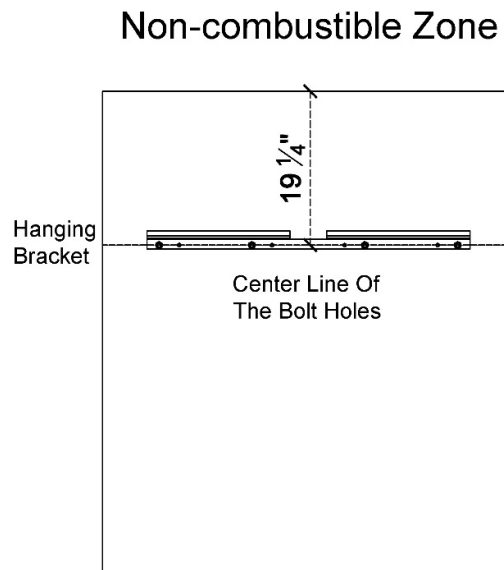
Step 2: Apply Wall Finish (optional)

1. **Apply Wall Finish Behind the Fireplace:** If it is desired to have the wall finish extend behind the fireplace (in the non-combustible zone), apply the wall finish now. Please note that combustible wall finishes with any thickness (such as wood) cannot enter the non-combustible zone. Wall finishes with no or negligible thickness (such as paint) that can withstand temperatures of up to 200°F can come within the non-combustible zone.

If no finish is desired behind the fireplace, skip this step.

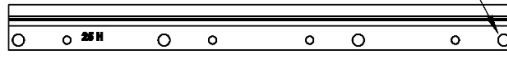
Step 3: Mount the Hanging Bracket

1. **Mark Hanging Bracket Location:** Measure from the top of your non-combustible zone down **19 $\frac{1}{4}$ inches**, and make a mark spanning the entire width of the fireplace. This line will mark the center of the bolt holes for the hanging bracket. This should line up with the center of the installed 2"x6" wood blocks in the wall. To ensure the fireplace will be level on the wall, it is recommended to use a leveling tool when making your mark for the bracket location.



2. **Mount the Hanging Bracket:** Center the hanging bracket along the line marking you just made. Mount the bracket to the wall using four $\frac{3}{8}$ "-diameter lag bolts following the bolt manufacturer's requirements (bolts are not provided). Recommended bolt length is minimum 3" but may need to be longer depending on project needs.

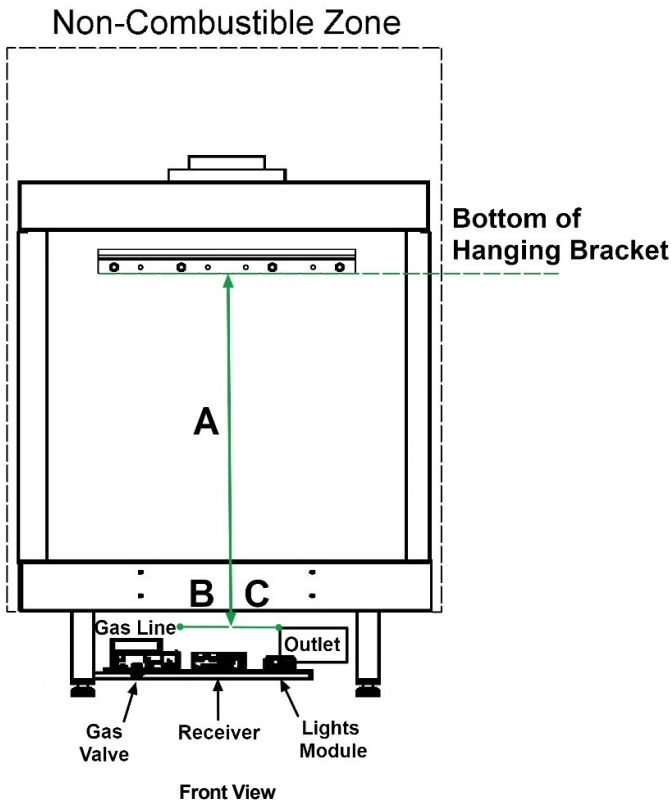
Use $\frac{3}{8}$ " diameter lag bolts
(not provided)



NOTE: To ensure the fireplace can be installed tightly to the wall, make sure the bolt does not stick out more than $\frac{3}{4}$ " from the wall.

Step 4: Mark the location of the gas line and electrical outlet.

1. **Find the Gas and Electrical Locations on the Wall:** Route the gas line to the bottom left of the fireplace and the outlet to the bottom right (in reference to a front view of the fireplace). Refer to the table below for measurements.

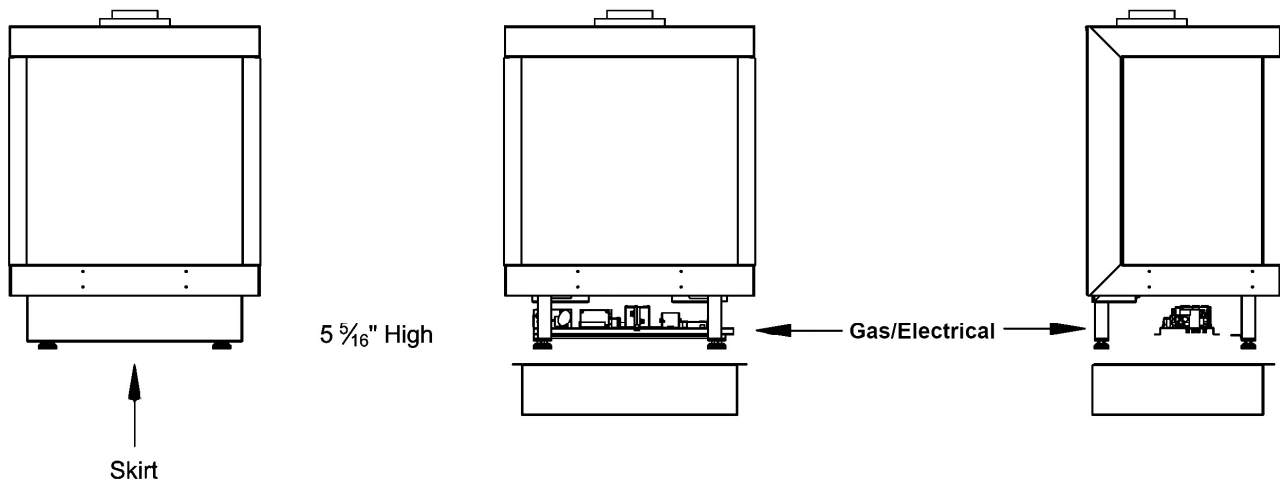


A = Distance from bottom of the hanging bracket to center line of gas valve opening.

B = Distance from bottom of A to where gas line should be routed.

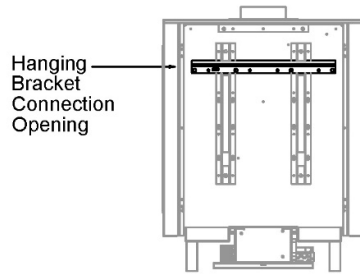
C = Distance from bottom of A to the start of the electrical outlet (not provided)

Dimensions	
A	35"
B	4"
C	4"

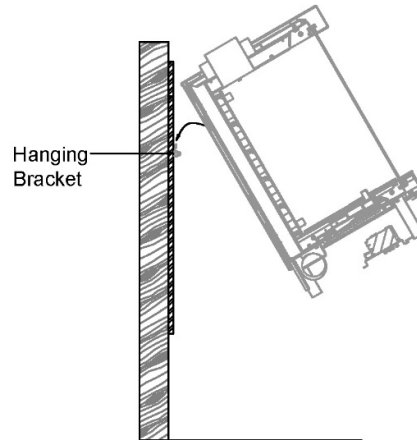


Step 5: Mount the Fireplace to the Wall

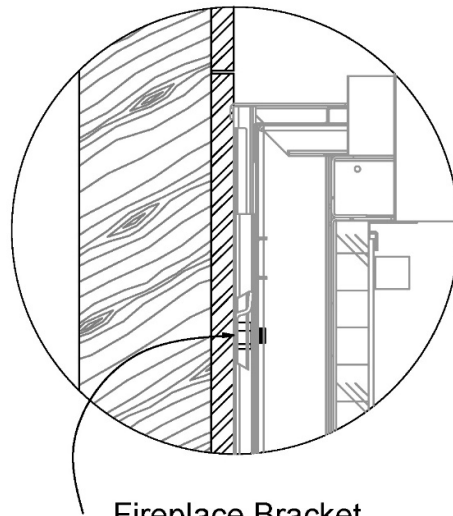
1. *Recommended – Make a Vertical Mark on the Wall:* Find the center of the top of the hanging bracket and make a vertical mark going up at a 90° angle to the hanging bracket. This will be used as a guide to center the fireplace while attaching it to the hanging bracket. The mark will need to extend high enough to be seen while hanging the fireplace to the wall.
2. *Hang the Fireplace:* Attach the fireplace to the hanging bracket as shown in the diagram below, ensuring the z-channels of the hanging bracket and fireplace are properly mated. After hanging, you can ensure proper engagement of the hanging bracket to the fireplace by checking that the top line marking on the wall lines up with the top of the fireplace.



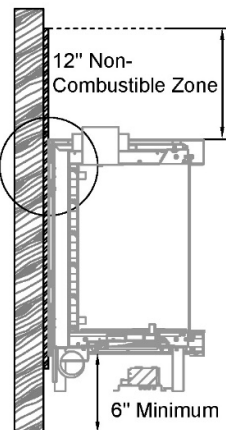
Back View



Side View



Fireplace Bracket Connection



Side View

3. *Remove Legs:* Using a 10mm wrench (provided), unbolt and remove the shipping legs and reattach the decorative skirt to the bottom of the fireplace. See "Decorative Skirt Removal" section on page 28 for instructions.

Step 6: Apply Wall Finish (optional)

1. *Apply Wall Finish Around the Fireplace:* If the wall finish has not been installed yet, apply the wall finish now. Please note that combustible wall finishes with any thickness (such as wood) cannot enter the Non-Combustible Zone. Wall finishes with no or negligible thickness (such as paint) that can withstand temperatures of up to 200°F can come within the Non-Combustible Zone.

Concrete or Masonry Wall

You will need to provide:

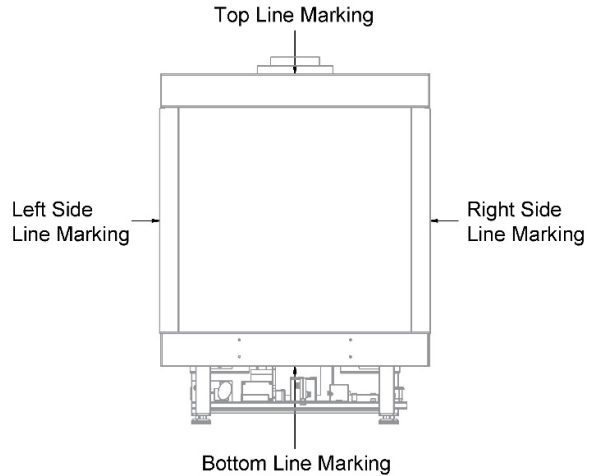
- Four $\frac{3}{8}$ "-diameter extension bolts (recommended bolt length is minimum 3" but may need to be longer depending on project design needs)

NOTE: This section assumes the non-combustible finish is already in place.

Step 1: Mark the desired location of the fireplace on the wall.

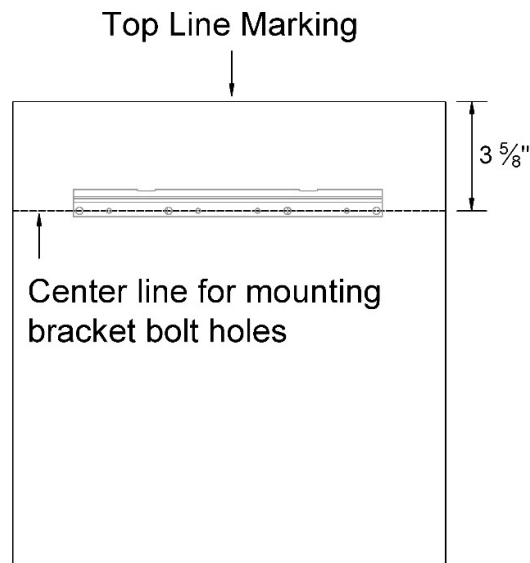
- Remove the Decorative Skirt:** Remove the decorative skirt from the bottom of the fireplace. See "Decorative Skirt Removal" section on page 28 for instructions. Keep the legs on the fireplace until installation is complete.
- Mark the Desired Fireplace Location on the Wall:** Using the fireplace and hanging bracket dimensions (see "Product Dimensions" section starting on page 4), determine the desired location of the fireplace on the wall, and mark the location of the top, bottom, and sides of the fireplace, ensuring all required clearances are met (see section "Wall-Mounted Clearances" on page 18).

DIAGRAM NOTE: The fireplace is shown in the diagram to the right as a reference point only. The fireplace will not be mounted to the wall until step 4.



Step 2: Mount the hanging bracket.

- Mark Desired Hanging Bracket Location:** Using the dimensions in the diagram below, measure down $3 \frac{5}{8}$ " inches from your top line marking (indicating the top of the fireplace) and make another mark spanning the entire width of the fireplace. This will be the center of the bolt holes for the hanging bracket. To ensure the fireplace will be level on the wall, it is recommended to use a leveling tool when making your marking for the bracket location.



- Mount the Hanging Bracket:** Center the hanging bracket along the line marking made in Step 2. Mount the bracket to the wall using four $\frac{3}{8}$ "-diameter expansion bolts following the bolt manufacturer's requirements (bolts are not provided). Recommended bolt length is minimum 3" but may need to be longer depending on project design needs.

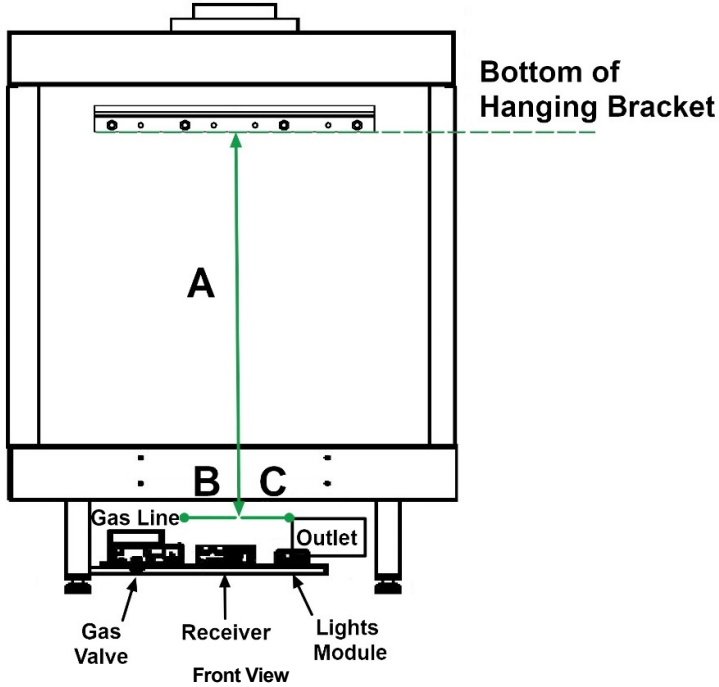
Use $\frac{3}{8}$ " diameter lag bolts
(not provided)



NOTE: To ensure the fireplace can be installed tightly to the wall, make sure the bolt doesn't stick out more than $\frac{11}{16}$ " from the wall.

Step 3: Mark the location of the gas line and electrical outlet on the wall.

1. *Find the Gas and Electrical Locations on the Wall:* Route the gas line to the bottom right of the fireplace and the outlet to the bottom left (in reference to a front view of the fireplace) using the hanging bracket marking made in Step 2. Refer to the diagram below for measurements.



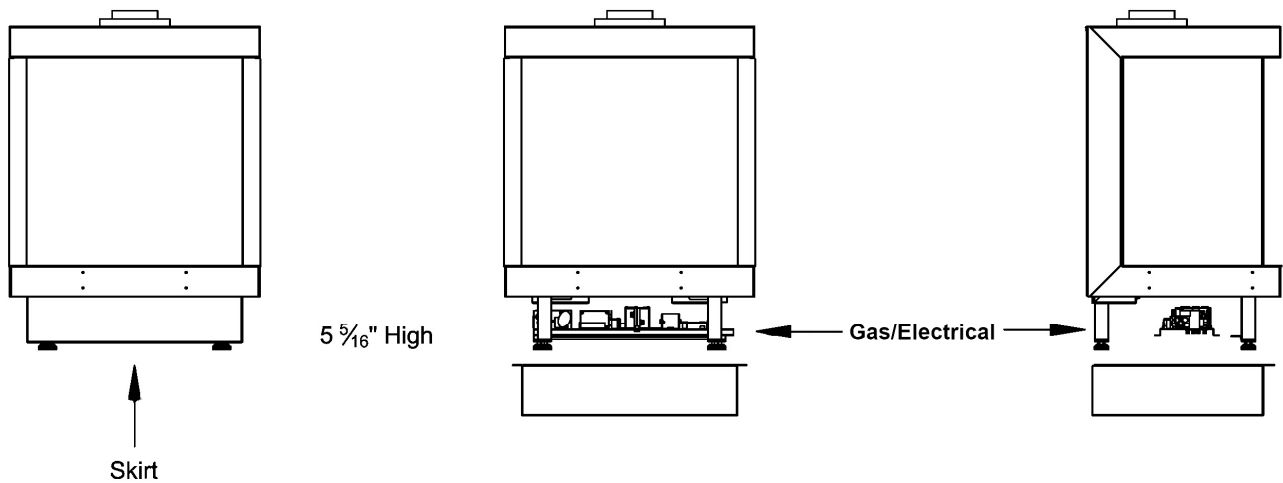
A = Distance from Center Line of Bracket Bolt Holes to Center Line of Gas Valve Opening

B = Distance from bottom of A to where gas line should be routed.

C = Distance from bottom of A to the start of the electrical outlet (not provided)

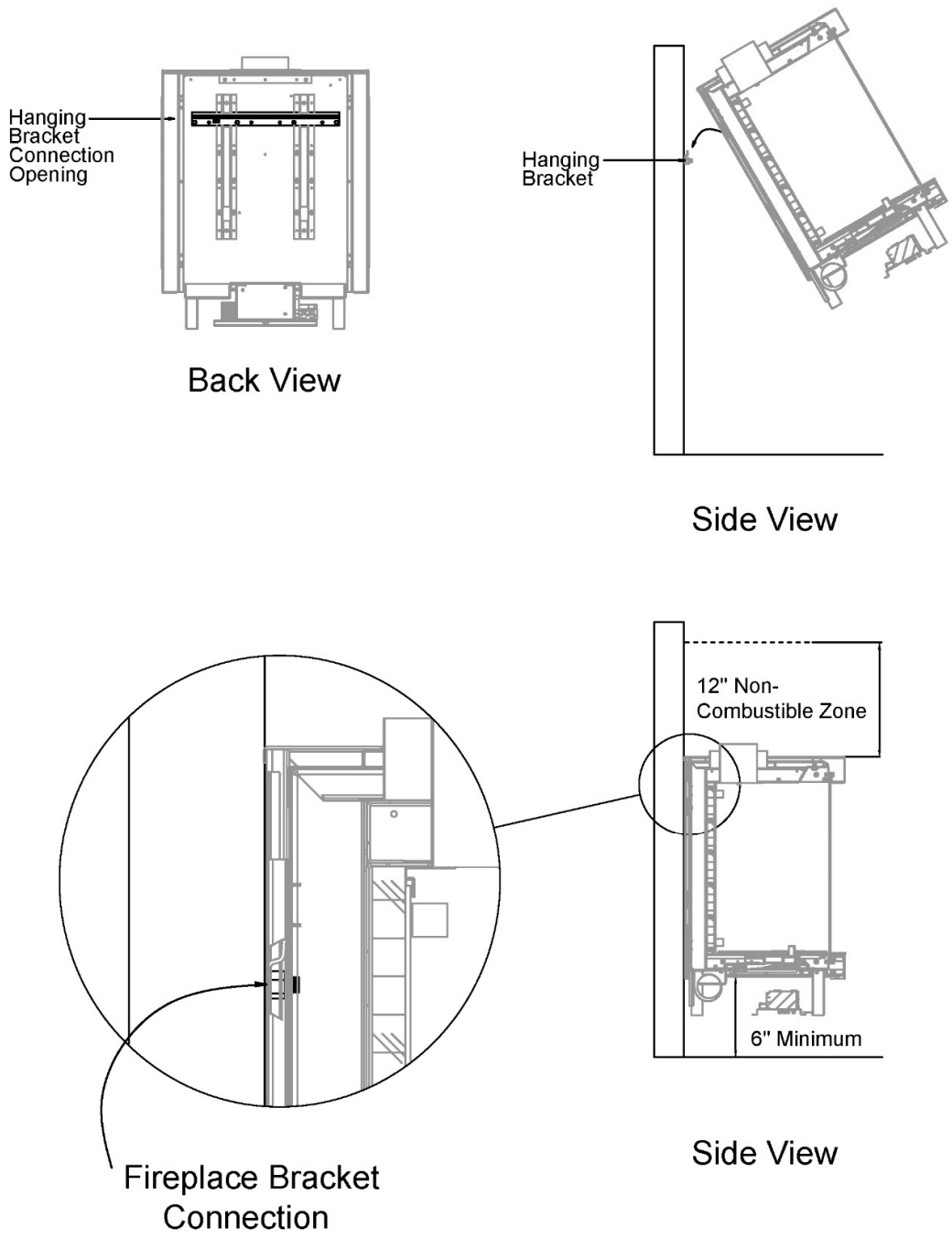
Dimensions	
A	23"
B	4"
C	4"

! DIAGRAM NOTE: The fireplace is shown in the diagram above as a reference point only. The fireplace will not be mounted to the wall until step 4.



Step 4: Mount the Fireplace to the Wall

1. *Recommended – Make a Vertical Mark on the Wall:* Find the center of the hanging bracket and make a vertical mark at a 90° angle to the hanging bracket. This will be used as a guide to center the fireplace while attaching it to the hanging bracket. The mark will need to extend high enough to be seen while hanging the fireplace to the wall.
2. *Hang the Fireplace:* Attach the fireplace to the hanging bracket as shown in diagram below, ensuring the z-channels of the hanging bracket and fireplace are properly mated. After mounting, you can ensure proper engagement of the hanging bracket to the fireplace by checking that the top line marking on the wall lines up with the top of the fireplace.



3. *Remove Legs:* Remove legs and reattach the decorative skirt to the bottom of the fireplace. See "Decorative Skirt Removal" section on page 28 for instructions.

Third Trip to Site: Startup

- Perform a visual inspection to confirm that all work was completed correctly and per specification.
- Confirm that gas and electrical are properly connected and live.
- Remove the safety barrier and glass and clean the inside of the fireplace.
- Install Firelogs as specified in the “Wilderness Firelogs” section on page 34.
- Confirm Firelog placement is set up per specification.
- Confirm the fireplace is operating properly.
- Check remote-control setup.
- Remove protective layer from glass.
- Clean glass.
- Reinstall the glass and safety barrier.
- Review operation of the fireplace and remote control with the owner.
- Set up return visit to clean glass after the Initial Burning Period (see “Post-Installation” section below).

Post-Installation

Complete the following post-installation steps upon 4th trip to site.

Initial Burning Period

There is a 12-hour minimum burning period following installation of the fireplace. This 12-hour period must include a minimum of 4 consecutive hours of continuous burning. During this time, the owner or installer may notice:

- The glass developing a white or “cloudy” residue.
- An unusual smell

Both the residue and the smell are due to the paint on the fireplace metal heating and “burning off”. This is normal. The cloudiness and odor will disappear after the 12-hour period elapses and the installer returns to service the fireplace and complete startup.

Final Inspection Procedure

When the 12-hour burning period is complete, the installer must return and perform the final inspection, which includes:

- Cleaning the glass with a ceramic glass cleaner (otherwise the white residue will remain)
- Checking the Driftwood Firelog setup
- Checking for gas leaks
- Adjusting the restrictor (if necessary)
- Performing an overall check to make sure that everything is working properly.

When these activities are complete, initial startup is concluded and the fireplace may be operated by the owner.

Final Checks and User Instruction

Before releasing the fireplace to the customer for use without installer supervision, the installer must ensure that the fireplace is burning correctly. In addition, the installer must review and explain the following to the owner:

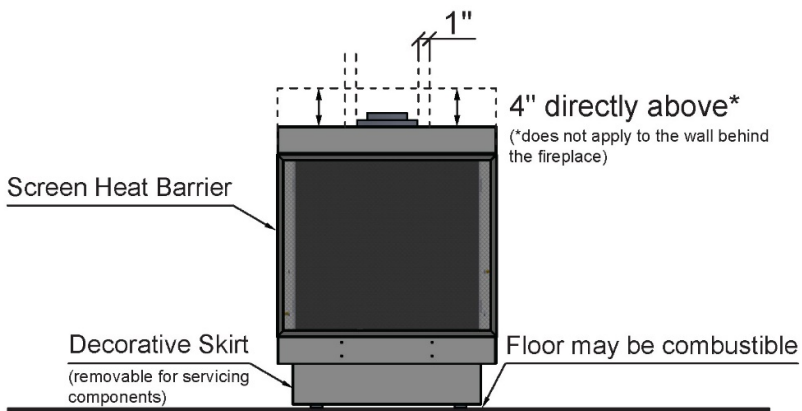
- Safety warnings
- Fireplace operation
- Warranty requirements
- Maintenance requirements
- Glass is hot during and after operation.
- If any questions or concerns arise, owner must contact the local Ortal dealer/installer for support.

Clearances

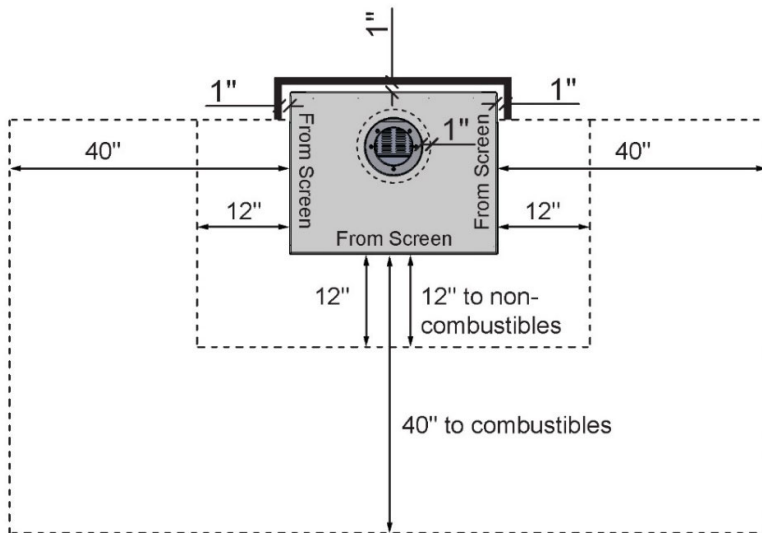
Floor-Mounted Clearances

Keep the following areas clear to specified materials:

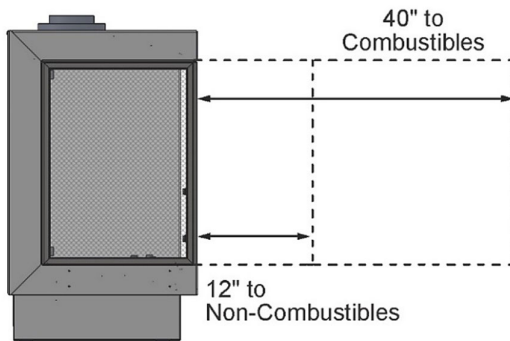
- **1-inch** clearance around the vent pipe to any material.
- **1-inch** clearance from the back of the fireplace to any material.
- **4-inch** clearance directly above the fireplace to any material. This does not apply to the wall behind the fireplace and extending upward. It only applies directly above the fireplace.
- **12-inch** clearance from the screen heat barrier to non-combustible materials. This only applies directly in front of the screen, not above or below.
- **40-inch** clearance from the screen heat barrier to combustible materials. This only applies directly in front of the screen, not above or below.
- **Zero-clearance** from the legs to the floor. The fireplace may sit directly on combustible material. Material must be able to bear the weight of the fireplace.



Front View



Top View

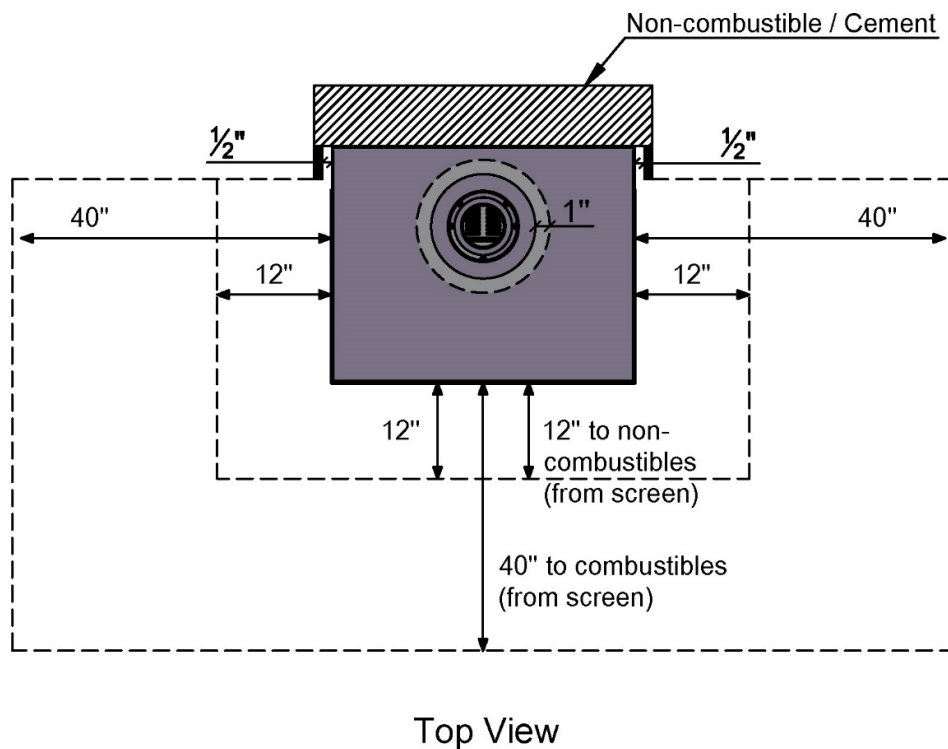
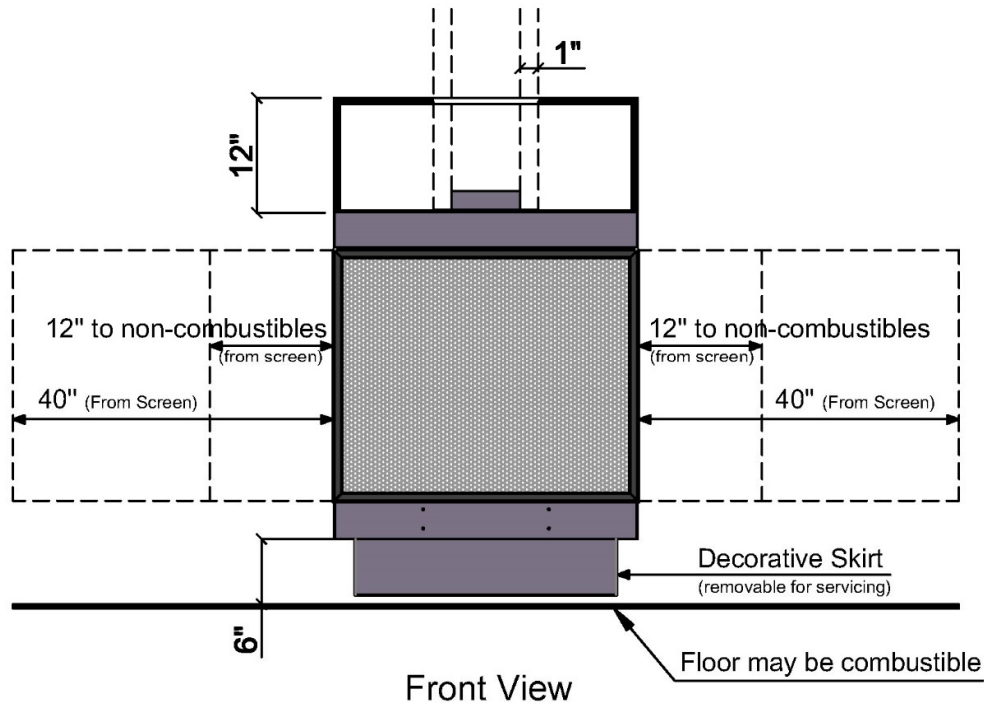


Side View

→Wall-Mounted Clearances

Keep the following areas clear to specified materials:

- **1-inch** clearance around the vent pipe to any material.
- **12-inch** clearance directly above the fireplace to any material. This does not apply to the wall behind the fireplace and extending upward. It only applies directly above the fireplace.
- **12-inch** clearance from the screen heat barrier to non-combustible materials. This only applies directly in front of the screen, not above or below.
- **40-inch** clearance from the screen heat barrier to combustible materials. This only applies directly in front of the screen, not above or below.
- **6-inch** clearance from the bottom of the fireplace (not including decorative skirt) to the floor. The floor may be combustible material.
- **1/2-inch** clearance from the right and left sides of the fireplace (not glass) to any material.



Venting


General Venting Requirements

The fireplace operates using a direct vent system and requires co-axial direct vent pipe. The fireplace must be properly connected to an approved vent system. Venting is not provided with the fireplace and must be sourced from one of the approved vent manufacturers mentioned in the table below. Proper installation, use, and maintenance of venting is determined by and can be acquired from the vent manufacturer.

Vent Requirements			
Fireplace Model	Direct Vent Type	Vent Size	Approved Vent Manufacturers
Wilderness Stand Alone 25H TS	Passive Vent (standard)	5x8 co-axial direct vent pipe (5" interior, 8" exterior)	Olympia: Ventis DuraVent: Direct Vent Pro ICC: EXCELDirect BDM: Pro-Form Direct Vent System Selkirk: Direct-Temp System
	Enervex RS Power Vent* (optional)		

*Power Vent: a fan-assisted direct vent system that boosts airflow for vent configurations with too much constriction. Review the "Vent Configuration" section to determine if your fireplace needs a power vent.

 **POWER VENT NOTE:** Stand Alone model fireplaces are approved for power-venting with an Enervex system only. Ortal-manufactured power vents cannot be used with Stand Alone fireplaces. See Ortal's Enervex RS Power Vent Manual for more details on power venting with an Enervex power vent.

 **TERMINATION CAP NOTE:** Low Profile Termination Cap and Sconce Termination Cap can negatively impact flame appearance and are not recommended for use with the fireplace.


 **WARNING:** Do not combine vent components from different vent manufacturers. Please follow the manufacturer's instructions for vent system installation.

Vent Configurations

The following sections provide information for calculating vent configuration distances and elbows. For vent configurations that cannot conform to these guidelines, consider Ortal's Power Vent System, or contact Ortal for assistance. Power Vent information can be found in the Power Vent Installation Manual.

Please consider the following guidelines when determining vent configuration:

Elbows

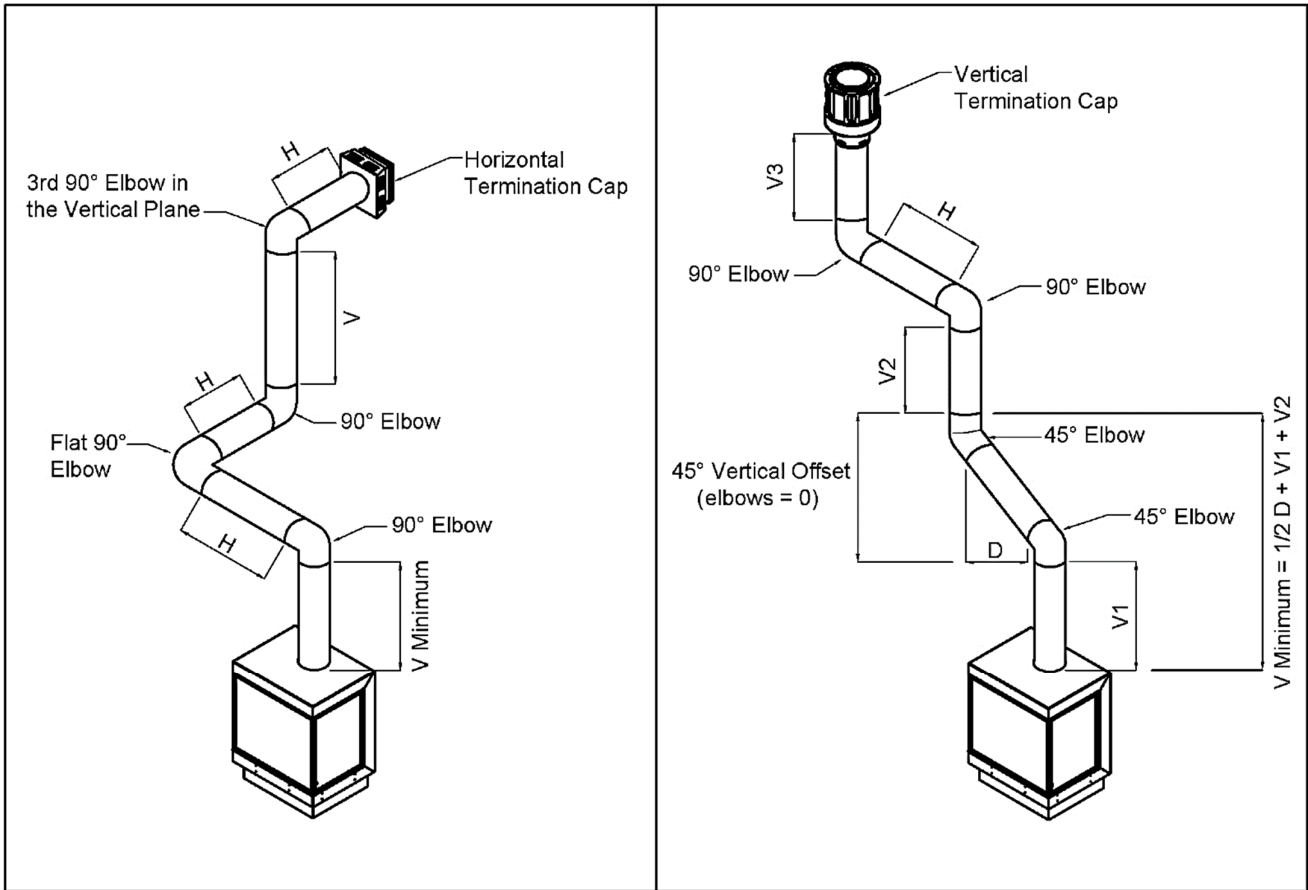
- **Maximum Elbows:** Up to four 90° elbows can be used in the vent configuration. Two 45° elbows = one 90° elbow.
 - **45° Vertical Offset Exception:** Two 45° elbows in the vertical plane with a diagonal run in between is equal to **0 elbows**. They are not counted with other elbows in the vent configuration. This offset exception is applicable immediately on the top of the fireplace and anywhere else within the vent configuration.
The diagonal run between the two 45° elbows must be included when calculating vertical and horizontal distances.
 - **45° Horizontal Offset:** Two 45° elbows that begin and end in the horizontal plane, with a diagonal run in between, is equal to **one 90° elbow**. Additionally, **3 feet** must be reduced from the total allowable horizontal run.
The diagonal run between the two 45° elbows must be included when calculating vertical and horizontal distances
- **Flat 90° Elbows:** For every flat 90° elbow (a 90° elbow that stays in the horizontal plane), **6 feet** must be reduced from the total allowable horizontal run. Up to two flat elbows are allowed.
 - Example: If max allowable horizontal run is 24 feet and 1 flat elbow is added, max run is reduced to 18 feet.
- **3rd 90° Elbow in the Vertical Plane:** The 3rd elbow in the vertical plane reduces **3 feet** from total allowable horizontal run. Do not include flat elbows when determining which 90° elbow in your configuration is 3rd in the vertical plane.
 -  **Exception:** If the 3rd 90° elbow in the vertical plane turns the vent direction from horizontal to vertical, the total allowable horizontal run does not require a 3-foot reduction.

Diagonal Runs

- **Calculating Diagonal Runs (D):** Diagonal (45°) vent runs have an equal combination of vertical and horizontal aspects. To include diagonal portions of your desired vent configuration when determining overall vent limitations, divide the diagonal distance in half. Add this value to the total vertical rise and total horizontal run distances in your vent configuration. Include these values when utilizing the Vent Configuration Tables below.
 - Example: 6 feet diagonal run = 3 feet vertical rise & 3 feet horizontal run

Other

- **V Minimum:** This is the minimum amount of vertical rise required before the first *completely* horizontal (not diagonal) run.
- Any vent configuration that does not meet these parameters requires Ortal's review and approval.



! TERMINATION CAP NOTE: Low Profile Termination Cap and Sconce Termination Cap can negatively impact flame appearance and are not recommended for use with the fireplace.

Allowable Maximum Horizontal Runs	
Wilderness Stand Alone 25H TS	
V minimum = 3 feet	
Vertical (V)	Max Horizontal (H)
3 ft	7 ft
6 ft	15 ft
9 ft	20 ft
12 ft	19 ft
15 ft	19 ft
18 ft	15 ft
21 ft	15 ft
24 ft	15 ft
27 ft	15 ft
30 ft	15 ft
33 ft	15 ft
36 ft	6 ft
39 ft	0 ft
42 ft	0 ft
45 ft	0 ft

! CHART NOTE: Do not include the space elbows take up when calculating your vertical and horizontal distances.

Vent Restrictor Sizing Guidelines

The restrictor sizing tables in this section determine the recommended restrictor for your vent configuration. These tables show Ortal's recommendations only. The Environment, gas type and other factors may affect the best restrictor choice.

How to use the "Recommended Restrictor" tables:

4. Find the total vertical rise in your vent configuration along the y-axis.
5. Find the horizontal run in your vent configuration along the x-axis.
6. Follow the desired rise and run values within the table until they meet. This value is the recommended restrictor size (in inches) for your vent configuration.

Legend:

X: Vent configuration is not allowed. Power vent required.

0: No restrictor required.

Numbers other than 0: Represents the recommended restrictor (by width).

Restrictor Sizes:

- 20mm (0.79")
- 30mm (1.18")
- 40mm (1.57")
- 50mm (1.97")
- 70mm (2.75")
- 85mm (3.35")

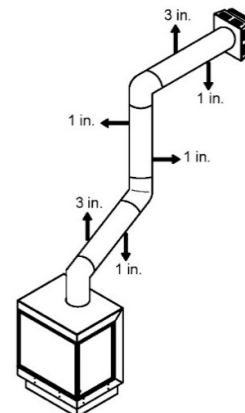
Wilderness Stand Alone 25H TS												
V Minimum = 3 Feet												
Total Vertical Vent Rise	45'	2.75"	X	X	X	X	X	X	X	X	X	X
	42'	2.75"	X	X	X	X	X	X	X	X	X	X
	39'	2.75"	X	X	X	X	X	X	X	X	X	X
	36'	2.75"	2.75"	1.97"	X	X	X	X	X	X	X	X
	33'	2.75"	2.75"	1.97"	1.97"	1.57"	1.18"	X	X	X	X	X
	30'	2.75"	2.75"	1.97"	1.97"	1.57"	1.18"	X	X	X	X	X
	27'	2.75"	2.75"	1.97"	1.97"	1.57"	1.18"	X	X	X	X	X
	24'	2.75"	2.75"	1.97"	1.97"	1.57"	1.18"	X	X	X	X	X
	21'	2.75"	1.97"	1.97"	1.57"	1.57"	1.18"	X	X	X	X	X
	18'	2.75"	1.97"	1.97"	1.57"	1.57"	1.18"	X	X	X	X	X
	15'	1.97"	1.97"	1.57"	1.57"	1.18"	0	0	X	X	X	X
	12'	1.97"	1.97"	1.57"	1.57"	1.18"	0	0	X	X	X	X
	9'	1.57"	1.57"	1.18"	1.18"	0	0	0	X	X	X	X
6'	1.57"	1.18"	1.18"	0	0	0	X	X	X	X	X	
3'	0	0	0	X	X	X	X	X	X	X	X	
0'	X	X	X	X	X	X	X	X	X	X	X	
	0'	3'	6'	9'	12'	15'	18'	21'	24'	27'	30'	33'
Horizontal Vent Run												

Vent Clearances

The following clearances apply to the vent system regardless of vent manufacturer.

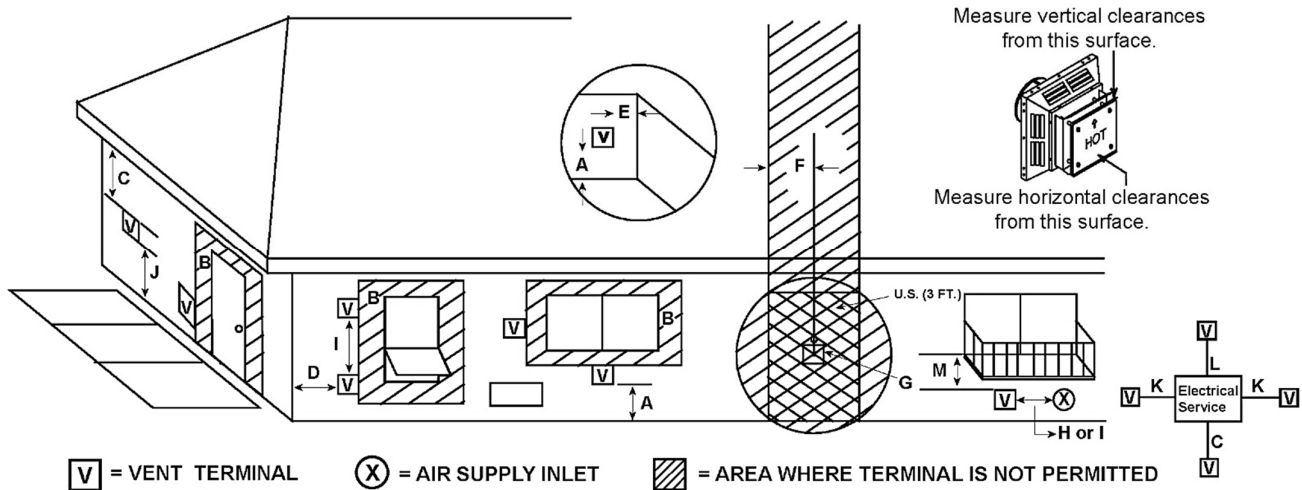
Vent Clearances	
Sides: 1"	Applies to entire circumference when venting is oriented vertically. Clearance is to any material.
*Top: 3"	Applies to venting oriented horizontally or at an angle. Clearance is to any material.
Bottom: 1"	

***Exception:** Wall thimble top clearance to any material is 1".

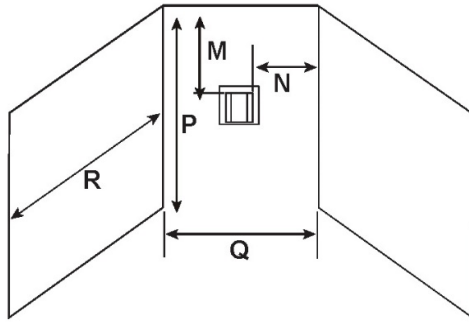


Vent Termination

Horizontal Termination Clearance Diagram



Location	Country	Minimum Clearance	Description
A	US & Canada	12 inches	Clearance above grade, veranda, porch, deck, or balcony. NOTE: On private property where termination is less than 7 feet above a sidewalk, driveway, deck, porch, veranda, or balcony, use of a listed cap shield is suggested.
B	US	≤ 50,000 BTU: 9 inches > 50,000 BTU: 12 inches	Clearance to an operable window or door. NOTE: Zero clearance to an inoperable window or door.
	Canada	12 inches	
C	US & Canada	24 inches	Vertical clearance to a ventilated soffit located above the vent termination.
		18 inches	Vertical clearance to an unventilated soffit located above the vent termination.
		42 inches	Vertical clearance to vinyl clad soffits and below electrical service.
D	US & Canada	9 inches	Clearance to an outside corner.
E	US & Canada	6 inches	Clearance to an inside corner.
	US	N/A	Not to be installed above a gas meter/regulator assembly within 3 feet (90 cm) horizontally from the center-line of the regulator.
Canada	3 feet		
G	US & Canada	3 feet	Clearance to gas service regulator vent outlet.
H	US	9 inches	Clearance to a non-mechanical air supply inlet to the building or the combustion air inlet to any other appliance. NOTE: Termination in a covered alcove space (spaces open only on one side and with an overhang) are permitted with the dimensions specified for vinyl or non-vinyl siding and soffits. 1. There must be 3 feet minimum between termination caps. 2. All mechanical air intakes within 10 feet of a termination cap must be a minimum of 3 feet below the termination cap. 3. All gravity air intakes within 3 feet of a termination cap must be a minimum of 1 foot below the termination cap.
	Canada	12 inches	
I	US	3 feet	Clearance to a mechanical (powered) air supply inlet. NOTE: Termination in a covered alcove space (spaces open only on one side and with an overhang) are permitted with the dimensions specified for vinyl or non-vinyl siding and soffits. 1. There must be 3 feet minimum between termination caps. 2. All mechanical air intakes within 10 feet of a termination cap must be a minimum of 3 feet below the termination cap. 3. All gravity air intakes within 3 feet of a termination cap must be a minimum of 1 foot below the termination cap.
	Canada	6 feet	
J*	US & Canada	7 feet	Clearance above paved sidewalk or a paved driveway located on public property. NOTE: On private property where termination is less than 7 feet above a sidewalk, driveway, deck, porch, veranda, or balcony, use of a listed cap shield is suggested. *a vent shall not terminate directly above a sidewalk or paved driveway which is located between two single family dwellings and serves both dwellings.
K	US & Canada	6 inches	Clearance from sides of electrical service. NOTE: Location of the vent termination must not interfere with access to the electrical service.
L	US & Canada	12 inches	Clearance above electrical service. NOTE: Location of the vent termination must not interfere with access to the electrical service.



Covered Alcove: spaces open only on one side and with an overhang

Horizontal Termination Clearances Continued: Covered Alcove Application				
Location	Country	Minimum Clearance	Description	
COVERED ALCOVE APPLICATION	M	US & Canada	16 inches	Clearance under non-vinyl veranda, porch, deck, balcony, or overhang. NOTE: Termination in a covered alcove space is permitted with the dimensions specified. 1. There must be 3 feet minimum between termination caps. 2. All mechanical air intakes within 10 feet of a termination cap must be a minimum of 3 feet below the termination cap. 3. All gravity air intakes within 3 feet of a termination cap must be a minimum of 1 foot below the termination cap.
	N	US & Canada	6 inches	Non-vinyl sidewalls.
			12 inches	Vinyl sidewalls.
	P	US & Canada	8 feet	Alcove height.
	Q	US & Canada	See table below.	Alcove width (dependent on number of caps in the space).
R	US & Canada	See table below.	Alcove depth (dependent on number of caps in the space).	

# Vent Caps	Q _{MINIMUM}	R _{MAXIMUM}
1 vent cap	3 feet	2 x Q _{ACTUAL}
2 vent caps	6 feet	1 x Q _{ACTUAL}
3 vent caps	9 feet	² / ₃ x Q _{ACTUAL}
4 vent caps	12 feet	¹ / ₂ x Q _{ACTUAL}
Q_{MIN} = # vent caps x 3		R_{MAX} = (²/_{# vent caps}) x Q_{ACTUAL}

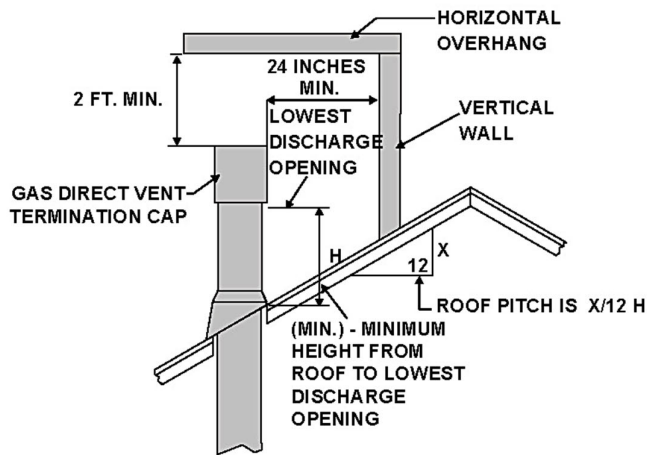
! HORIZONTAL TERMINATION CAP CLEARANCES - NOTES:

- If exterior walls are finished with vinyl siding, it is required that a vinyl protector kit be installed.
- Vent system termination is not permitted in screened porches.
- Vent system termination is permitted in porch areas with two or more sides open. You must follow all side walls, overhang and ground clearances as stated.
- Termination caps may be hot. Consider their proximity to doors or other traffic areas.

! TERMINATION CAP NOTE: A Sconce Termination Cap can negatively impact flame appearance and is not recommended for use with the fireplace.

Vertical Termination Clearance Diagram

Minimum Height From Roof To Lowest Discharge Opening

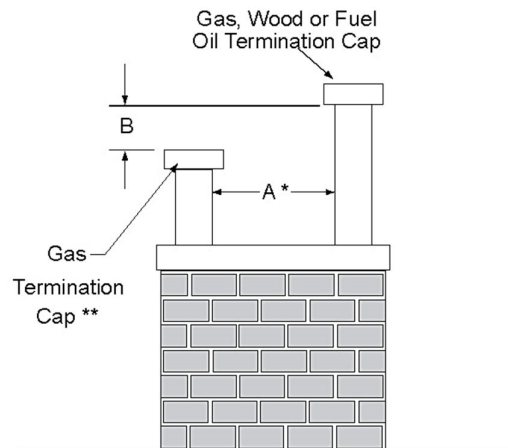


Roof Pitch	H (Min.) Ft.
Flat to 6/12.....	1.0*
Over 6/12 to 7/12.....	1.25*
Over 7/12 to 8/12.....	1.5*
Over 8/12 to 9/12.....	2.0*
Over 9/12 to 10/12.....	2.5*
Over 10/12 to 11/12.....	3.25
Over 11/12 to 12/12.....	4.0
Over 12/12 to 14/12.....	5.0
Over 14/12 to 16/12.....	6.0
Over 16/12 to 18/12.....	7.0
Over 18/12 to 20/12.....	7.5
Over 20/12 to 21/12.....	8.0

*H min. may vary depending on regional snowfall. Refer to local codes.

Staggered Termination Caps

A	B
6 in. (minimum) up to 24 in.	18 in. minimum
24 in. and over	0 in. minimum



* If using decorative cap cover(s), this distance may need to be increased. Refer to the installation instructions supplied with the decorative cap cover.

** In a staggered installation with both gas and wood or fuel oil terminations, the wood or fuel oil termination cap must be higher than the gas termination cap.

Notes:

1. Maintain a minimum of 2 feet clearance between edge of vertical termination and perpendicular wall.
2. If terminating near window, keep minimum of 2 feet clearance between window and vent termination.
3. All mechanical air intakes (such as an Energex power vent) within 10 feet of a termination cap must be a minimum of 3 feet below the termination cap.
4. All gravity air intakes within 3 feet of a termination cap must be a minimum of 1 foot below the termination cap.

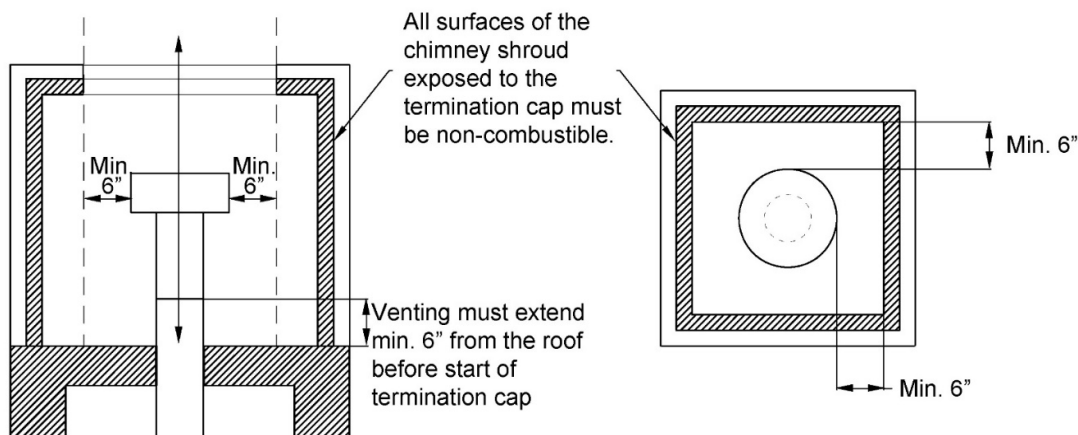
NOTE: This chart does not apply to a chimney shroud application. See the "Chimney Shroud" section on the next page for more information.

TERMINATION CAP NOTE: A Low Profile Termination Cap can negatively impact flame appearance and is not recommended for use with the fireplace.

Chimney Shroud

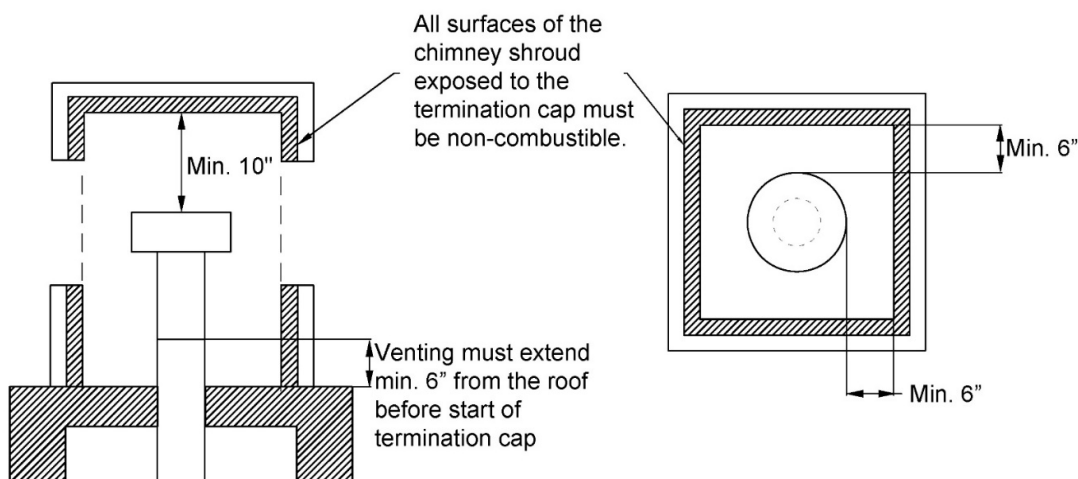
Top Open

Keep a minimum **6-inch** clearance around the diameter of the cap's side edge and extending above and below the cap.



Sides Open

Keep a minimum **6-inch** clearance around the diameter of the cap's side edge, and a minimum **10-inch** clearance above the top of the cap. For openings in the shroud, make sure to allow for enough air flow space to release the exhaust gases and allow the vent to operate properly.



Vent Installation

Venting must be installed to meet the requirements as detailed in the following sections in conjunction with the vent system manufacturer's installation instructions. Venting must be supported by the structural surrounding and not by the fireplace. Each offset (elbow) must be strapped to reduce movement or possible disconnection.

The first section of venting must be secured to the fireplace starter collar with a minimum of 3 sheet metal screws no longer than 1/2". DO NOT use silicone to seal the sections. If sealing is required by the vent manufacturer or local code, use Mil-Pac sealant.

⚠ WARNING: Do not combine vent components from different vent manufacturers. Please follow the manufacturer's instructions for vent system installation.

Vent Maintenance

Regular inspection of the vent system by a qualified service technician is recommended every six months. The following maintenance routing is recommended:

- Inspect for excessive condensation, e.g., water droplets forming in the inner lining, and subsequently dripping from the joints. This can cause corrosion in the system.
- Check for corrosion in areas exposed to the elements. Components with rust spots or holes must be immediately replaced.
- Ensure that there is no foreign material in the vents. Survey by removing the cap and shining a light down the vent.
- If possible, check all vent joints to make sure nothing has been disturbed or loosened.

Gas

The fireplaces are approved for use with natural gas (NG) or propane (LP) only. No other fuel types are permitted.

Gas Pressures

Fireplace Series	Firelog Burner	Gas Type	Inlet Pressure		Manifold Pressure	Heat Input (BTU/hr)		Orifice Size*
			Min	Max		Min	Max	
Wilderness Stand Alone 25H TS	Dark Brown Wood	Natural Gas	7.0	11.0	4.7	12,613	29,861	220-130-220 180
		Propane	11.0	13.0	4.7	18,020	24,130	90-60-90 80
	Chopped Wood	Natural Gas	7.0	11.0	4.7	12,613	29,861	220-130-220 180
		Propane	11.0	13.0	4.7	18,020	24,130	90-60-90 80
	Driftwood 45-3 (3 standard logs)	Natural Gas	7.0	11.0	3.7	16,781	32,768	320-180-320 260
		Propane	11.0	13.0	3.7	18,745	27,645	80-60-80 90

*Wilderness Orifice Size, Top Row (left to right): Left log, center log, right log. Bottom Row: Bottom of burner.

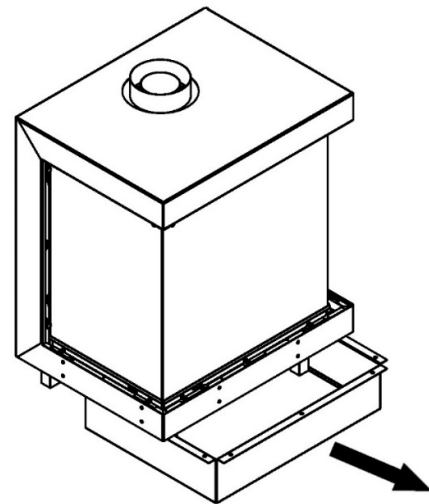
NOTE: It can take up to 20 minutes for the flames to turn yellow.

Routing the Gas Line

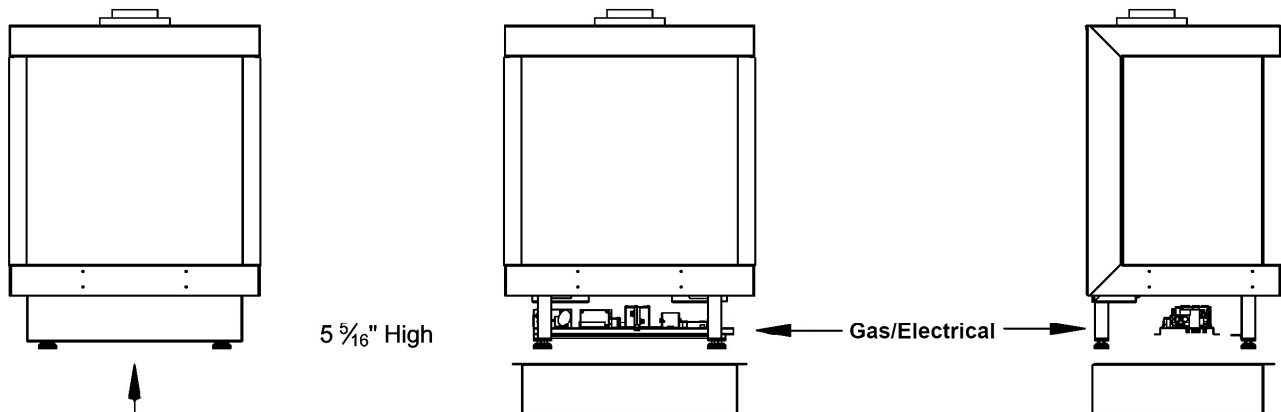
The gas and electrical components are attached to the pilot on a flexible gas line directly under the fireplace. The removable skirt below the fireplace is open on the back and bottom to allow for easy service access. Correctly size and route the gas supply line to the back bottom side of the fireplace as shown in the figure below. Gas must be routed per the requirements outlined in the latest edition of the National Fuel Gas Code, NFPA 54 (USA) or CAN/CSA-B1491 (Canada).

A gas shut-off valve and a 12" gas flex connector are provided with every fireplace. The location of the gas shut-off valve is dependent on local codes and requirements. Check with your authority having jurisdiction for more information.

WARNING: The main gas valve must be installed to allow complete disconnection of the fireplace from the gas supply piping system for servicing purposes.



Removable Skirt



Skirt

5 5/16" High

Gas/Electrical

Location of Gas/Electrical Components

Gas Conversion

For gas conversion (NG to LP or LP to NG) to be performed in the field, Wilderness Firelogs for the desired gas type must have been ordered and on site before gas conversion can occur. Firelog installation and gas conversion must be performed only by technicians who have specific authorization by Ortal to change these components. The Firelog set must be supplied by Ortal. Using parts from other manufacturers or having an unauthorized party performing the conversion will void your fireplace's warranty. Conversion instructions are supplied with the set.

Dark Brown Firelog Set, Natural Gas SKU: MLLBSMD3

Dark Brown Firelog Set, Propane SKU: GCNLDB45-US

Chopped Wood Firelog Set, Natural Gas SKU: MLLBSMCH

Chopped Wood Firelog Set, Propane SKU: GCNLCW45-US

Driftwood 45-3 Firelog Set, Natural Gas SKU: MLLBSLD

Driftwood 45-3 Firelog Set, Propane SKU: GCNLDW70-US



NOTES:

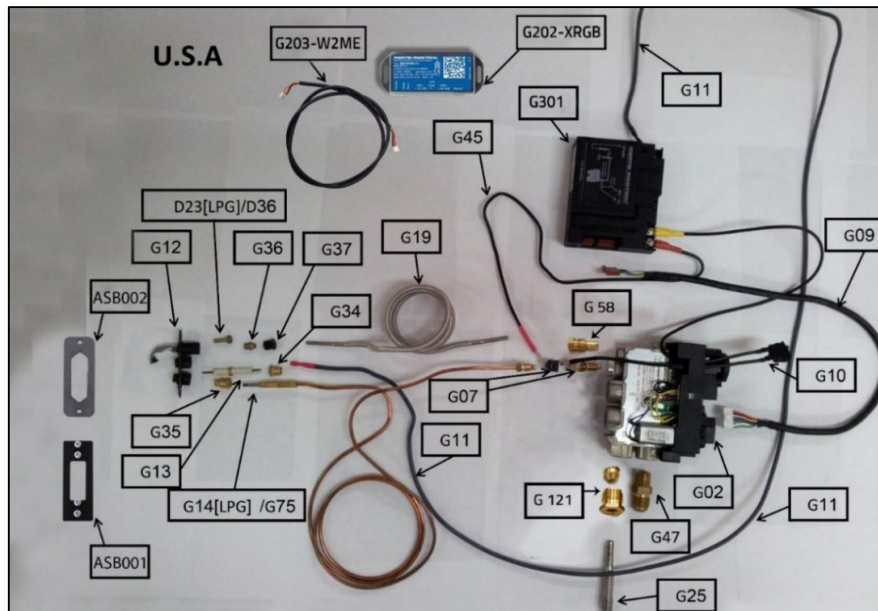
- Log sets for NG and LP have different SKUs. Please consult the price list to ensure you have the correct SKU.
- LP logs do not contain nickel strands inside the logs. NG logs do contain nickel strands.

High Altitude Requirements

For elevations above 2,000 feet, fireplace shall be re-rated 4% for each 1,000 feet above sea level.

Gas and Electrical Components

Assemblies and components are listed and described in the tables following the figure.



Part Number	Description
ASB001	Pilot Bracket
D23	Orifice LPG
D36	Orifice NG
G02	Mertik Gas Valve
G301	Symax Receiver
G202-XRGB	Symax Wi-Fi Box (optional)
G203-W2ME	Symax Wi-Fi Box Cable (optional)
G07	Thermocouple Block
G09	Wire Harness for Receiver and Gas Valve
G10	Switch w. cables 180/500 mm
G11	Spark Wire
G12	Pilot Base
G75	Thermocouple NG
G14	Thermocouple LPG

Part Number	Description
ASB002	Pilot Gasket
G13	Electrode Target Type
G121	Main Burner Gas Fitting
G25	Burner Gas Tube
G19	Pilot Gas Tube
G34	Spark Plug Connector
G35	Thermocouple Connector
G36	OLIVE D.4 Pilot gas tube compression ring valve
G37	Pilot gas tube fitting burner side
G38	Pilot Assembly Gasket
G45	Red Cable
G58	Connection fitting 4mm One-piece
G47	Fitting for main line inlet to gas valve GV60

Decorative Skirt Removal

To access the gas and electrical components, the decorative skirt attached to the bottom of the fireplace must be removed. Follow the instructions below for skirt removal and reinstallation.

Step 1 - Remove Screens

The screens are attached to the fireplace via magnets. To remove the front screen, pull the top of the screen down and out, as shown in figure (1). Repeat for side screens.

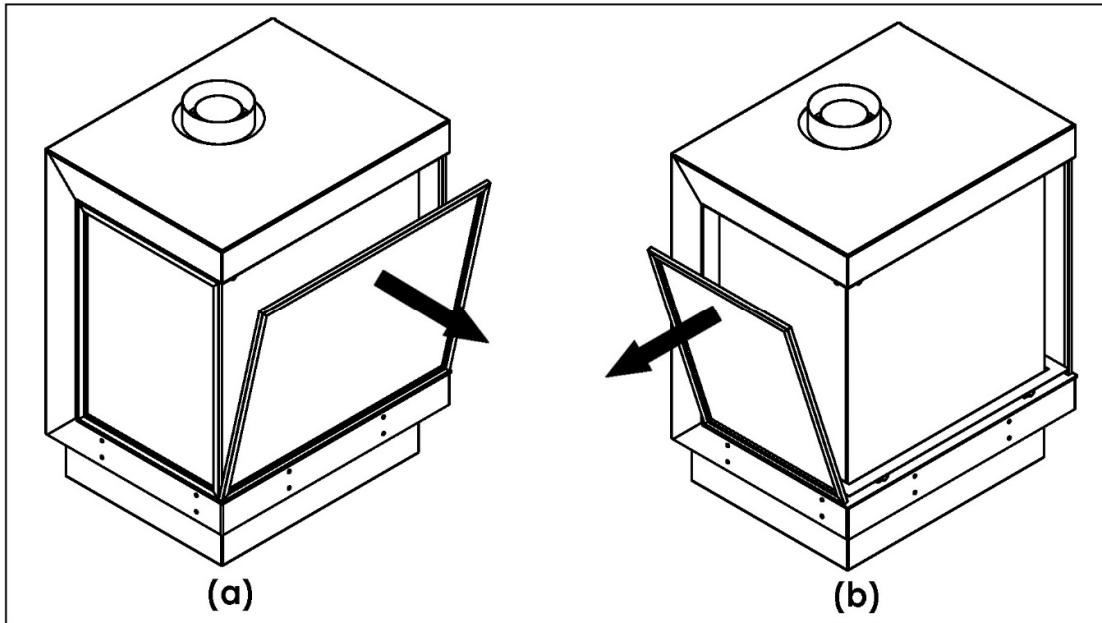


Figure (1)

Step 2

Remove the lower screen bracket by pulling up and out, as shown in figure (2).

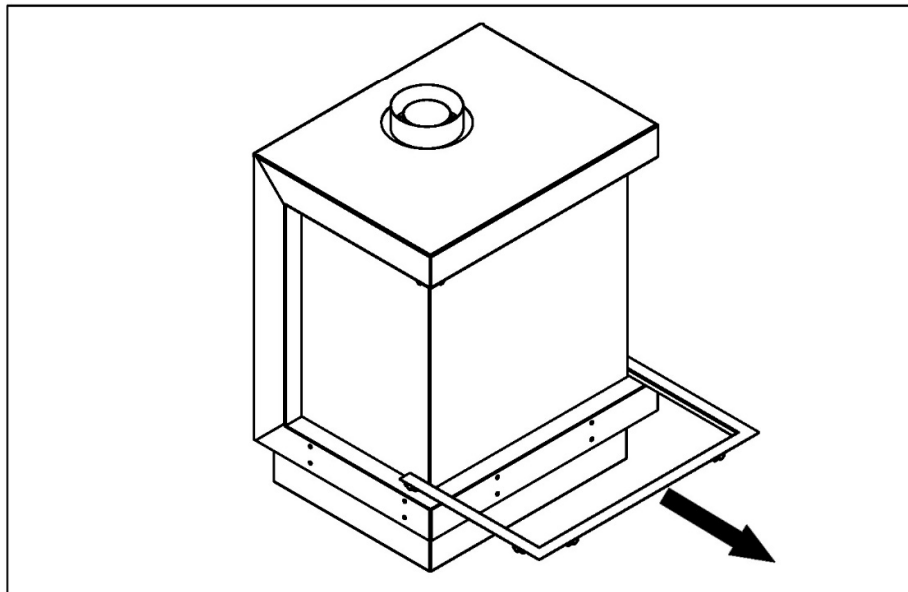


Figure (2)

Step 3

Remove side screen brackets by pulling the top of the bracket out and down, as shown in figure (3).

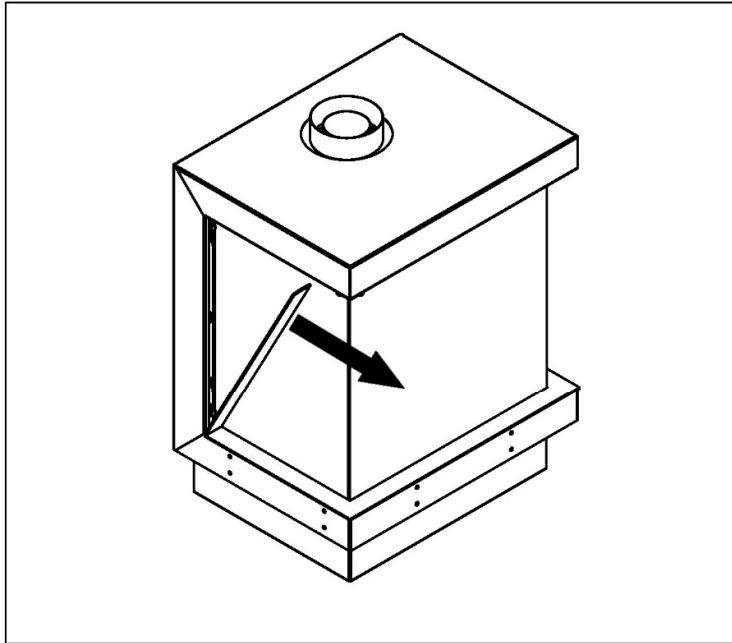


Figure (3)

Step 4

Remove the lower frame bracket by pulling up and out, as shown in figure (4).

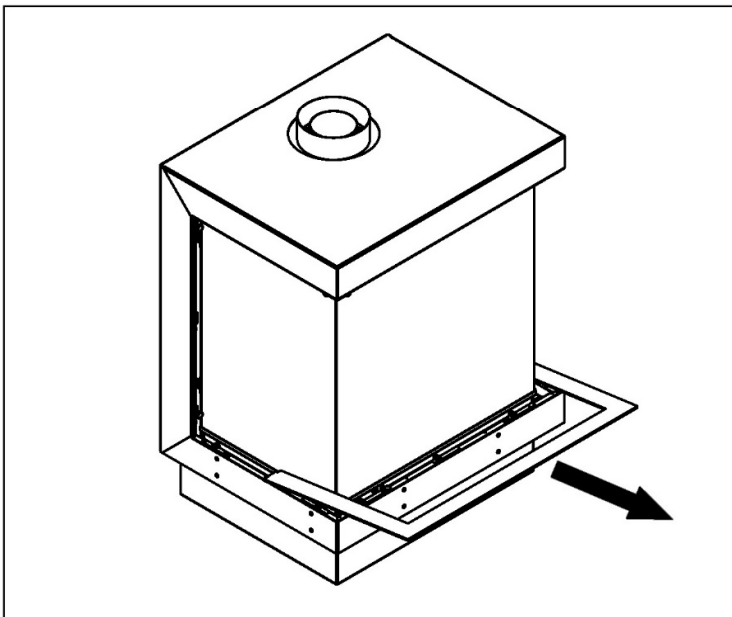


Figure (4)

Step 5

Using a Phillips-Head screwdriver, remove the nine screws holding the skirt in place, as shown in figure (5).

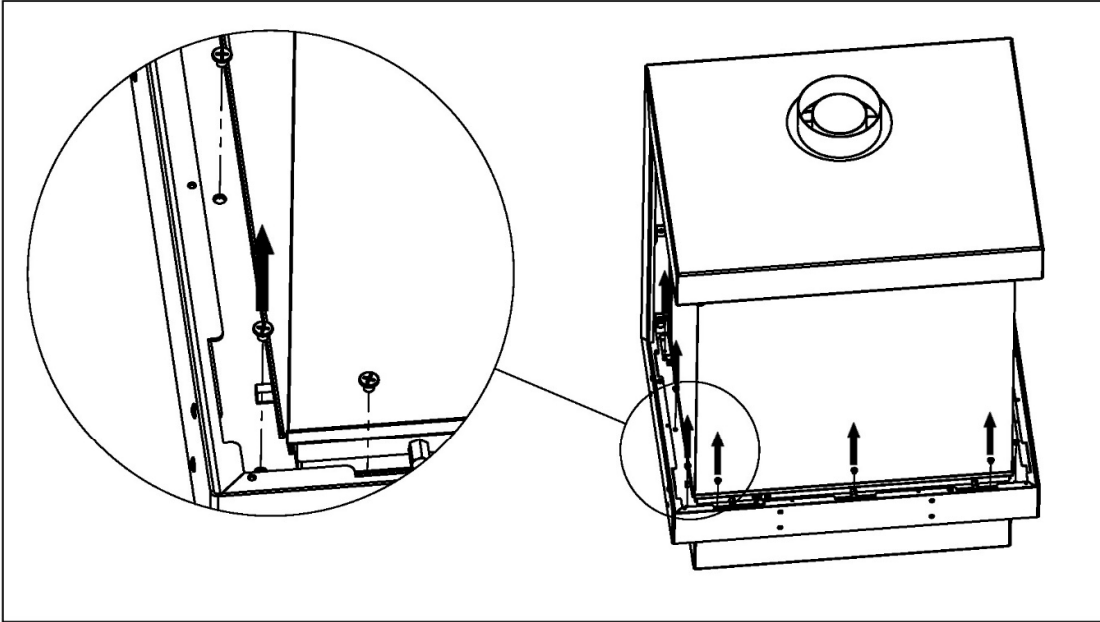


Figure (5)

Step 6

Remove the skirt by pulling out, as shown in figure (6).

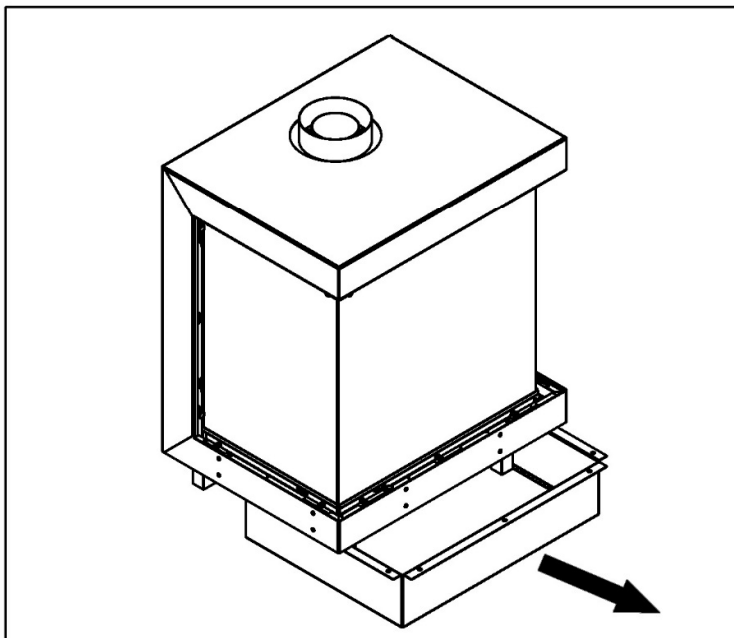


Figure (6)

To reinstall skirt, perform the steps above in reverse order.

Electrical



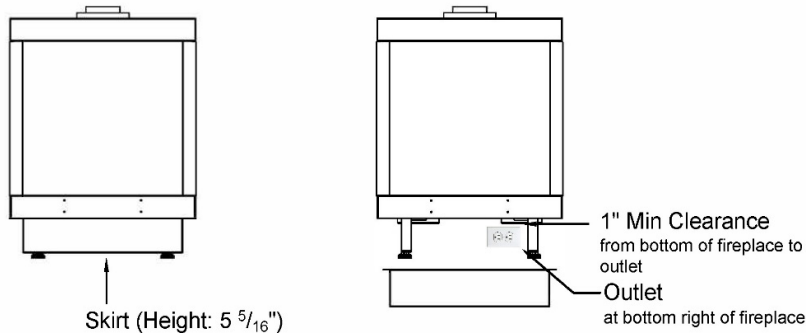
WARNING: Disconnect the power supply before servicing any electrical components.

Electrical Requirements

The fireplace has the option to either run on 4 AA batteries or a 6-Volt AC Adapter. The fireplace should not use both the batteries and power supply at the same time.

- **4 AA Batteries:** 4 AA batteries must be installed in the electrical receiver. Batteries must be replaced annually (more frequently if fireplace is operated regularly). Failure to replace batteries may cause damage to the electrical receiver.
- **6-Volt AC Adapter:** One duplex receptacle with two outlets (not included) must be installed directly under the **bottom left** side of the fireplace (see diagram below). Maintain min. **1-inch** clearance to the back of the fireplace to the outlet. For aesthetic purposes, it is recommended to install the outlet horizontally to allow the decorative skirt to fully cover the outlet. Batteries **MUST NOT** be installed in the receiver when an AC Adapter is plugged in as this could cause operation malfunctions.

Outlet Type	Power Requirements
1 Duplex Receptacle (2 outlets) (Standard Receptacle Size = 2 3/4" x 4 1/2")	120V, 15 amp, 60Hz



Locating the Outlet



NOTE: Any device that functions using the same radio frequency as the handset will be affected when remote-controlled handset is in use.

Power Outage

The Stand Alone 25H TS fireplaces are required to be plugged into an outlet for the interior lights feature (and any optional feature such as Wi-Fi or power vent) to function. The fireplace alone will operate successfully in a power outage, but the interior lights and Wi-Fi kit (optional feature) will not function. Fireplaces with a power vent will not function at all in a power outage.



In the event of a power outage, the fireplace will need to be unplugged from an outlet and 4 AA batteries must be installed in the receiver. Once power returns, remove batteries and return the plug to the outlet. Batteries must not be installed while the fireplace is plugged into the outlet as this could cause operation malfunctions.

Pairing the Remote and Receiver

To set up the remote-control device to operate the fireplace, follow the following guidelines to pair the remote and receiver unit on the same radio frequency.

1. Press and hold the receiver's reset button until you hear two beeps. The first beep is short, and the second beep is long. After the second beep, release the reset button.



2. Within the subsequent 20 seconds, press the following button depending on the mode of operation:
 - a. **10-Button Handset:** Press the  button. "CONN" and a running number from 1 to 8 will appear on the handset display confirming that the synchronization and data exchange are in process.
 - b. **Puck Handset:** Press and hold the  button approximately 4 seconds.
 - c. **Wall Switch:** Use the 10-button handset to synch with the receiver. Once the remote and receiver are paired, the wall switch will function normally.
 - d. **MyFire App:** Use the 10-button handset to synch with the receiver. Once the remote and receiver are paired, the App will function normally.
3. You will hear two short beeps confirming the connection.

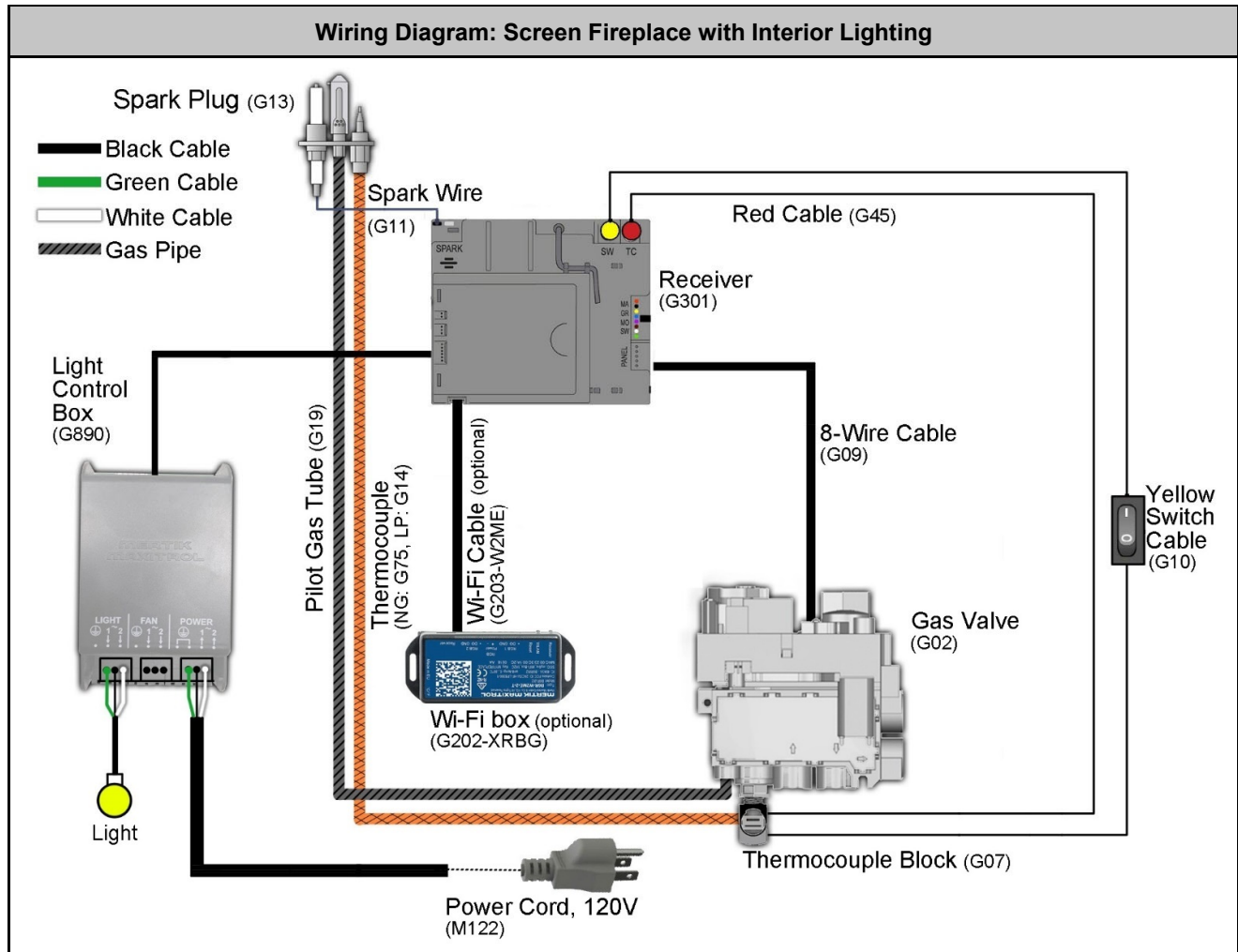


NOTES:

- If you hear one long beep, this indicates the connection has failed or the wiring is incorrect.
- The connection between remote and receiver only needs to be made once and is not required after changing the batteries in the remote.

Wiring Diagrams

The following diagram shows the electrical wiring required for the Wilderness Stand Alone 25H TS. If the fireplace is being power vented, please refer to the applicable power vent manual for wiring information. If the fireplace has a CO Shutoff Kit, please refer to the CO Shutoff Kit spec sheet for wiring information.



→ Home Automation Wiring Diagram

Use the following wiring diagram to connect fireplace control a hardwired home automation system.

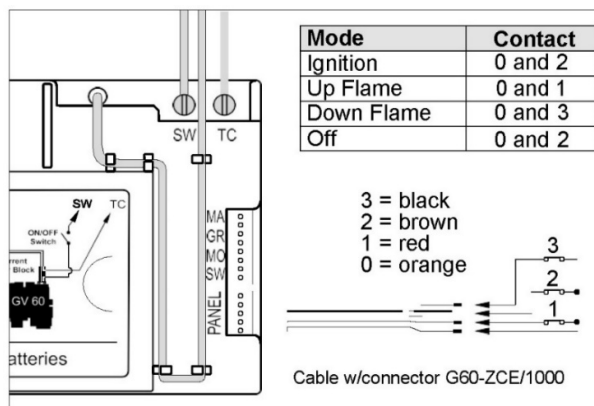
Contacts Options/Operation

Ignition: Close contacts 0 (orange) and 2 (brown) simultaneously for 1 second. Fireplace automatically goes to high after ignition.

Up Flame: Close contacts 0 (orange) and 1 (red) simultaneously. The contact needs to be closed for 12 seconds to turn the motor from end-stop to end-stop.

Down Flame: Close contacts 0 (orange) and 3 (black) simultaneously. The contact needs to be closed for 12 seconds to turn the motor from end-stop to end-stop.

→ **Off:** Close contacts 0 (orange) and 2 (brown) simultaneously for 1 second.



Wiring Diagram and Operation Sequence

Mode of Operation: The external source provides ON and OFF operation only. The Timer/Thermostat handset provides all other functions.

NOTICE: The Timer/Thermostat handset in Thermostatic Model controls the room temperature even if the fire is turned on by the external source. If the handset is in Manual Mode, the fire will go to High Fire in the next cycle of external operation.

NOTE: This wiring diagram is for hardwired home automation systems only and will not connect the fireplace to a wireless system.

Wilderness Firelogs

The Wilderness Firelog Sets are designed for use in the Wilderness series fireplaces only. No other interior design media options are permitted for Wilderness series fireplaces.

The following Firelog sets are permitted in the Wilderness Stand Alone 25H TS fireplace:

Dark Brown Firelog Set, Natural Gas SKU: MLLBSMD3

Dark Brown Firelog Set, Propane SKU: GCNLDB45-US

Chopped Wood Firelog Set, Natural Gas SKU: MLLBSMCH

Chopped Wood Firelog Set, Propane SKU: GCNLCW45-US

Driftwood 45-3 Firelog Set, Natural Gas SKU: MLLBSLD

Driftwood 45-3 Firelog Set, Propane SKU: GCNLDW70-US

FIRELOG SETS ARE DIFFERENT FOR NG AND LP:

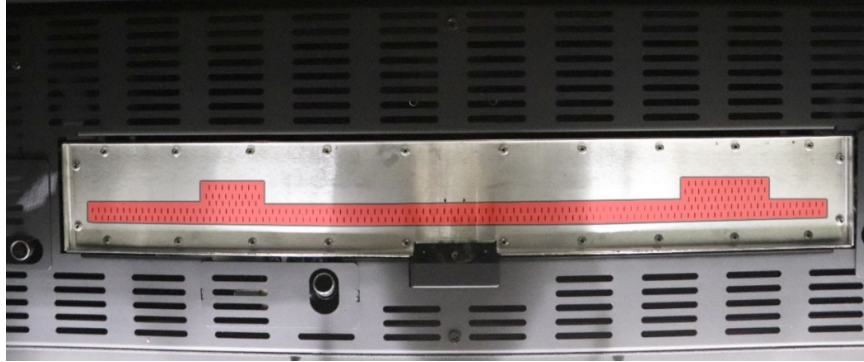
- Firelog sets for NG and LP have different SKUs. Please ensure you have correct SKU for desired gas type prior to ordering.
- LP logs do not contain nickel strands inside the logs. NG logs do contain nickel strands.

NOTE: It can take up to 20 minutes for the flames to turn yellow.

WARNING: The fireplace is not designed to burn real wood. Any attempt to do so could cause irreparable damage to the fireplace and may result in property damage, personal injury and/or loss of life.

Firelog Installation Warnings

7. **Firelogs are fragile.** Handle them gently to prevent damage to their paint or to the fireplace.
8. **Arrange Firelogs as shown the section below.** Do not arrange them in any other way. If Firelogs are not installed per installation instructions, flame impingement and improper combustion may occur and result in soot and/or excessive production of carbon monoxide (CO). Carbon monoxide is a toxic, colorless, and odorless gas.
9. **Do not install the Firelog media until** fireplace installation is complete, the gas line is connected and tested for leaks, and initial burner operation has been inspected and approved.
10. **Keep 1 inch around the pilot (behind pilot hood) completely clear of any media or debris.** Contact between the nickel strands and the spark plug cable may lead to failure operating the fireplace.
11. **Do not cover over the main burner holes** (marked in the image below) unless otherwise stated in this manual. Blocking the holes can cause a gas release that could cause an explosion in the fireplace.

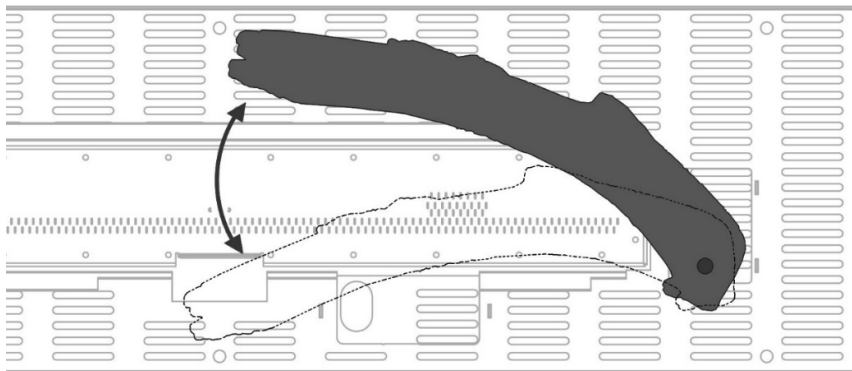


12. Placing the log onto the log base/tube:

Step 1: Grasp the log at both ends as shown in the picture



Step 2: Insert the tube coming out of the log into its base while making gentle rotational movements back and forth around its axis for easy insertion/removal. See figure below.



Top View

⚠ WARNING: Using force when installing the log onto its base/gas tube may result in breakage or damage to the log that will require its replacement.

Dark Brown Firelog Setup

Placement of the Dark Brown Firelog Set is crucial for optimal fireplace operation and safety purposes. Logs must be arranged as detailed in the following pages. No other arrangement is permitted. Alternative log arrangement will affect fireplace safety, operation, and performance. Setup can take up to 1 hour to complete. Handle logs gently to avoid paint damage. Log placement is the same for NG and LP.

The following items are included with the Dark Brown Firelog set for the Wilderness Stand Alone 25H TS.



Items supplied with Dark Brown Firelog set

STEP 1: Nickle Strands

1. Use your fingers to separate the nickle strands (supplied 2x20" long) as shown in the image below. It is recommended to cut the nickle strips into 10 equal strips to make it easier to separate them.



Left: Nickel strands as supplied | Right: Nickel strands ready to use

2. Place nickel strands on top of the burner holes. Keep nickel strands a minimum of 1 inch from the pilot.



⚠ WARNING: For safety and optimal fireplace function, keep 1 inch around the pilot (behind pilot hood) completely clear of any media or debris.

Arrange firelogs as shown in Steps 2-12.

STEP 2



STEP 3



STEP 4



The base of log #4 can be adjusted to fit the position shown in pictures above (see “Log Base Position Adjustment” section on page 57 for details).

STEP 5



STEP 6



STEP 7



The base of log #7 can be adjusted to fit the position shown in pictures above (see “Log Base Position Adjustment” section, pg. 57).

STEP 8



STEP 9



STEP 10



The base of log #10 can be adjusted to fit the position shown in pictures above (see “Log Base Position Adjustment” section on page 57 for details).

STEP 11



STEP 12



STEP 13

Add charcoal pieces to the bottom of the firebox. Do not cover any burner holes. Maintain minimum 1-inch clearance around the pilot behind pilot hood.



⚠ WARNING: For safety and optimal fireplace function, keep 1 inch around the pilot (behind pilot hood) completely clear of any media or debris.

Chopped Wood Firelog Setup

Placement of the Chopped Wood Firelog Set is crucial for optimal fireplace operation and safety purposes. Logs must be arranged as detailed in the following pages. No other arrangement is permitted. Alternative log arrangement will affect fireplace safety, operation, and performance. Setup can take up to 1 hour to complete. Handle logs gently to avoid paint damage. Log placement is the same for NG and LP.

The following items are included with the Chopped Wood Firelog set for the Wilderness Stand Alone 25H TS.



Items supplied with Chopped Wood Firelog set

STEP 1: Nickle Strands

3. Use your fingers to separate the nickel strands (supplied 2x20" long) as shown in the image below. It is recommended to cut the nickel strips into 10 equal strips to make it easier to separate them.



Left: Nickel strands as supplied | Right: Nickel strands ready to use

4. Place nickel strands on top of the burner holes. Keep nickel strands a minimum of 1 inch from the pilot.



⚠ WARNING: For safety and optimal fireplace function, keep 1 inch around the pilot (behind pilot hood) completely clear of any media or debris.

Arrange firelogs as shown in Steps 2-9.

STEP 2



STEP 3



The base of log #3 can be adjusted to fit the position shown in pictures above (see "Log Base Position Adjustment" section on page 57 for details).

STEP 4



STEP 5



STEP 6



The base of log #6 can be adjusted to fit the position shown in pictures above (see “Log Base Position Adjustment” section, pg. 57).

STEP 7



STEP 8



The base of log #8 can be adjusted to fit the position shown in pictures above (see “Log Base Position Adjustment” section, pg. 57).

STEP 9



STEP 10

Add charcoal pieces to the bottom of the firebox. Do not cover any burner holes. Maintain minimum 1-inch clearance around the pilot behind pilot hood.



 **WARNING:** For safety and optimal fireplace function, keep 1 inch around the pilot (behind pilot hood) completely clear of any media or debris.

Driftwood Firelog Setup

Placement of the Driftwood Firelog Set is crucial for optimal fireplace operation and safety purposes. Logs must be arranged as detailed in the following pages. No other arrangement is permitted. Alternative log arrangement will affect fireplace safety, operation, and performance. Setup can take up to 1 hour to complete. Handle logs gently to avoid paint damage. Log placement is the same for NG and LP.

The following items are included with the Driftwood Firelog set for the Wilderness Stand Alone 25H TS.



Items supplied with Driftwood Firelog set

STEP 1: Nickle Strands

5. Use your fingers to separate the nickel strands (supplied 2x20" long) as shown in the image below. It is recommended to cut the nickel strips into 10 equal strips to make it easier to separate them.



Left: Nickel strands as supplied | Right: Nickel strands ready to use

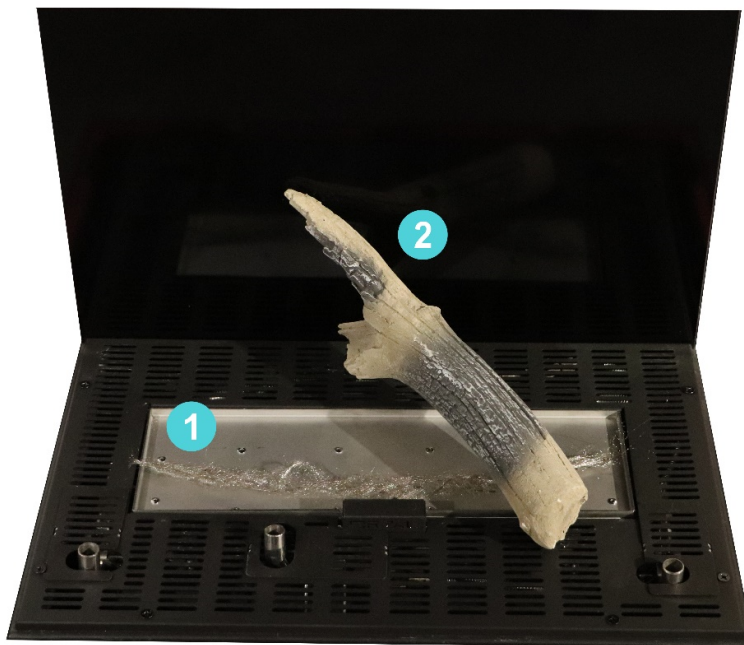
6. Place nickel strands on top of the burner holes. Keep nickel strands a minimum of 1 inch from the pilot.



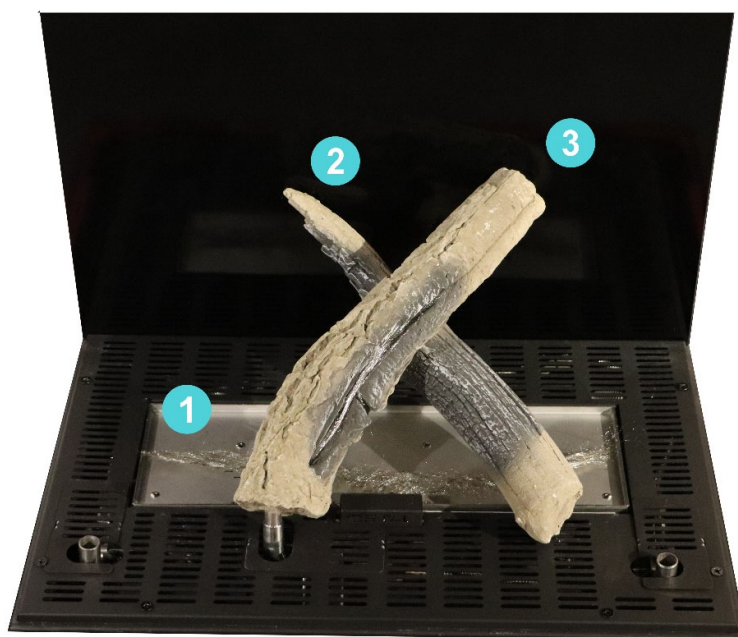
⚠ WARNING: For safety and optimal fireplace function, keep 1 inch around the pilot (behind pilot hood) completely clear of any media or debris.

Arrange firelogs as shown in Steps 2-8.

STEP 2

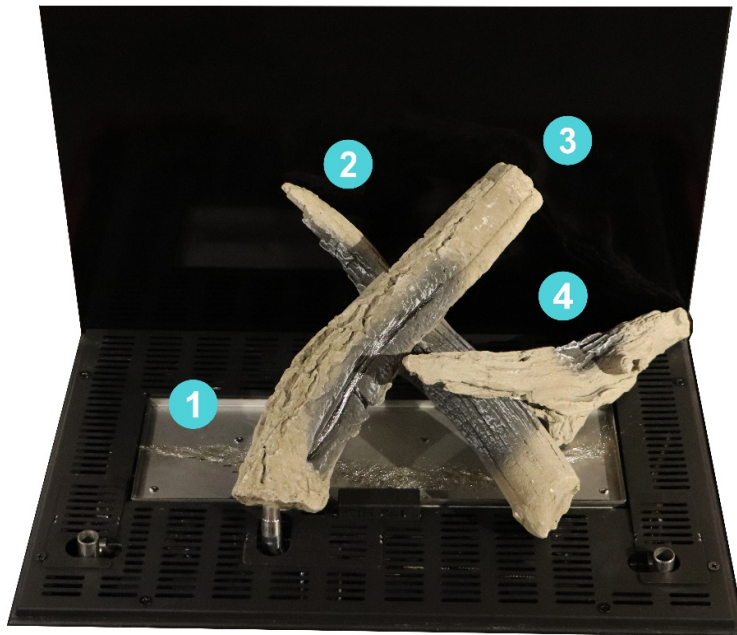


STEP 3



The base of log #3 can be adjusted to fit the position shown in pictures above (see “Log Base Position Adjustment” section on page 57 for details).

STEP 4

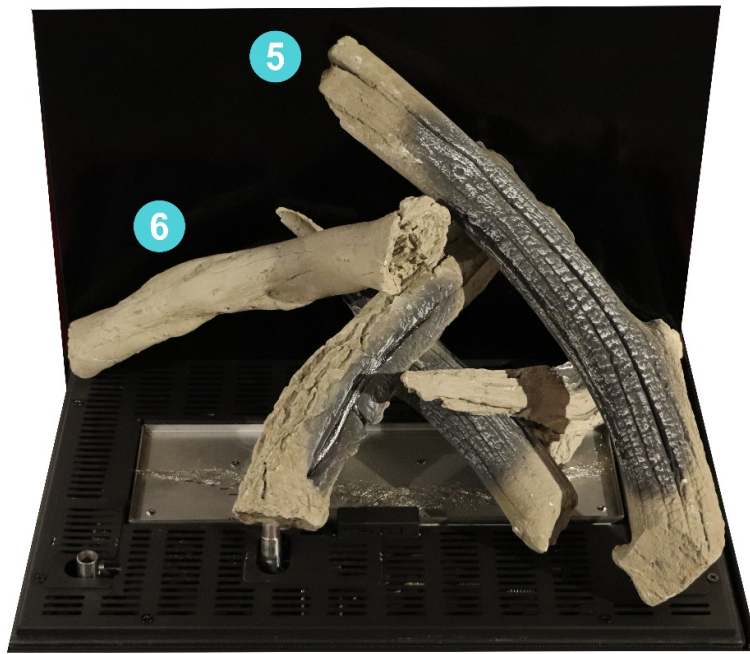


STEP 5

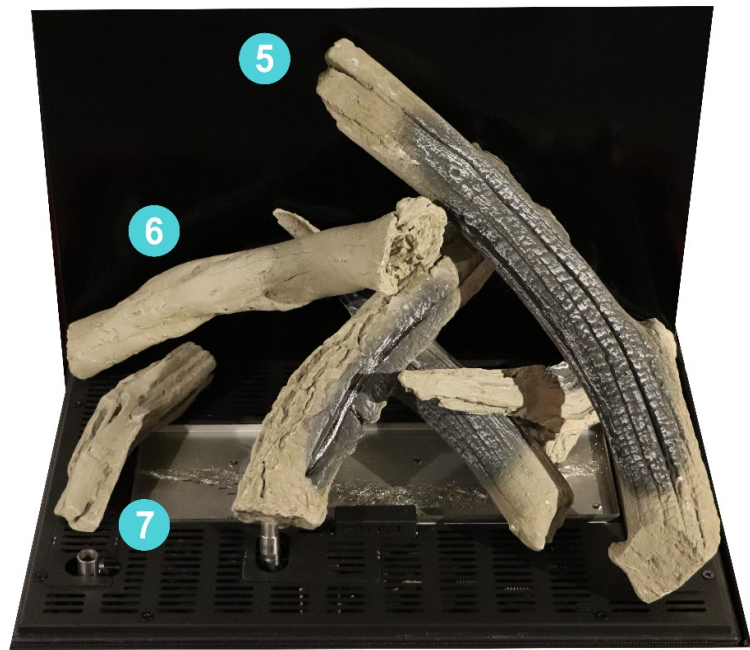


The base of log #5 can be adjusted to fit the position shown in pictures above (see “Log Base Position Adjustment” section on page 57 for details).

STEP 6



STEP 7



STEP 8



The base of log #8 can be adjusted to fit the position shown in pictures above (see “Log Base Position Adjustment” section on page 57 for details).

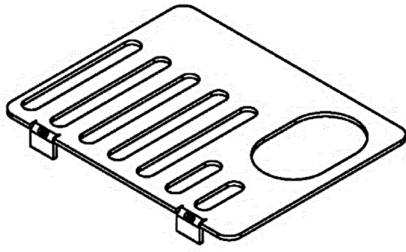
STEP 9

Add charcoal pieces to the bottom of the firebox. Do not cover any burner holes. Maintain minimum 1-inch clearance around the pilot behind pilot hood.

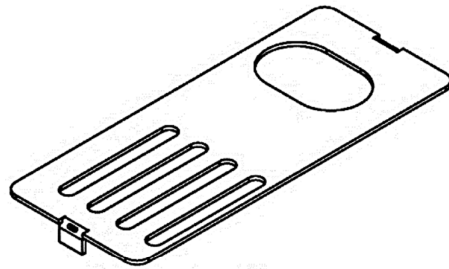


⚠️ WARNING: For safety and optimal fireplace function, keep 1 inch around the pilot (behind pilot hood) completely clear of any media or debris.

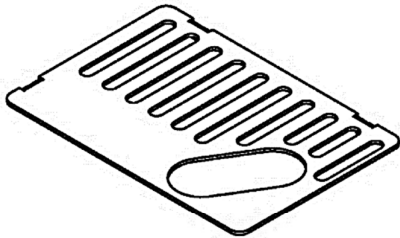
Log Base Position Adjustment



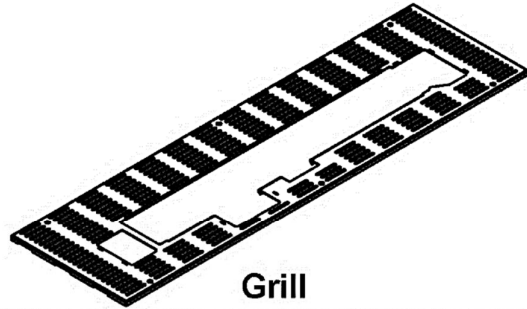
Left Grill Cover



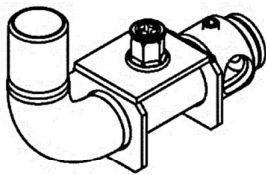
Center Grill Cover



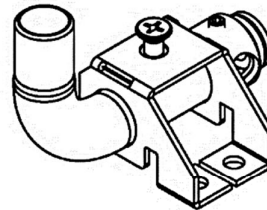
Right Grill Cover



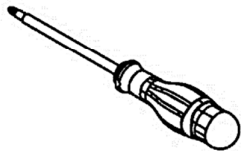
Grill



Left/Right Log Base



Center Log Base



Phillips Head
Screwdriver



2.5 Allen Key

Tools Needed

Adjustment Instructions

! NOTE: The following images are for illustrative purposes only. Instructions show a different model fireplace, but information applies to the Wilderness Stand Alone 25H TS.

Step 1

Remove the front heat barrier (screen or glass) and inner front glass.

Step 2

Pull the logs up and remove from the fireplace, as shown in figure 1 below.

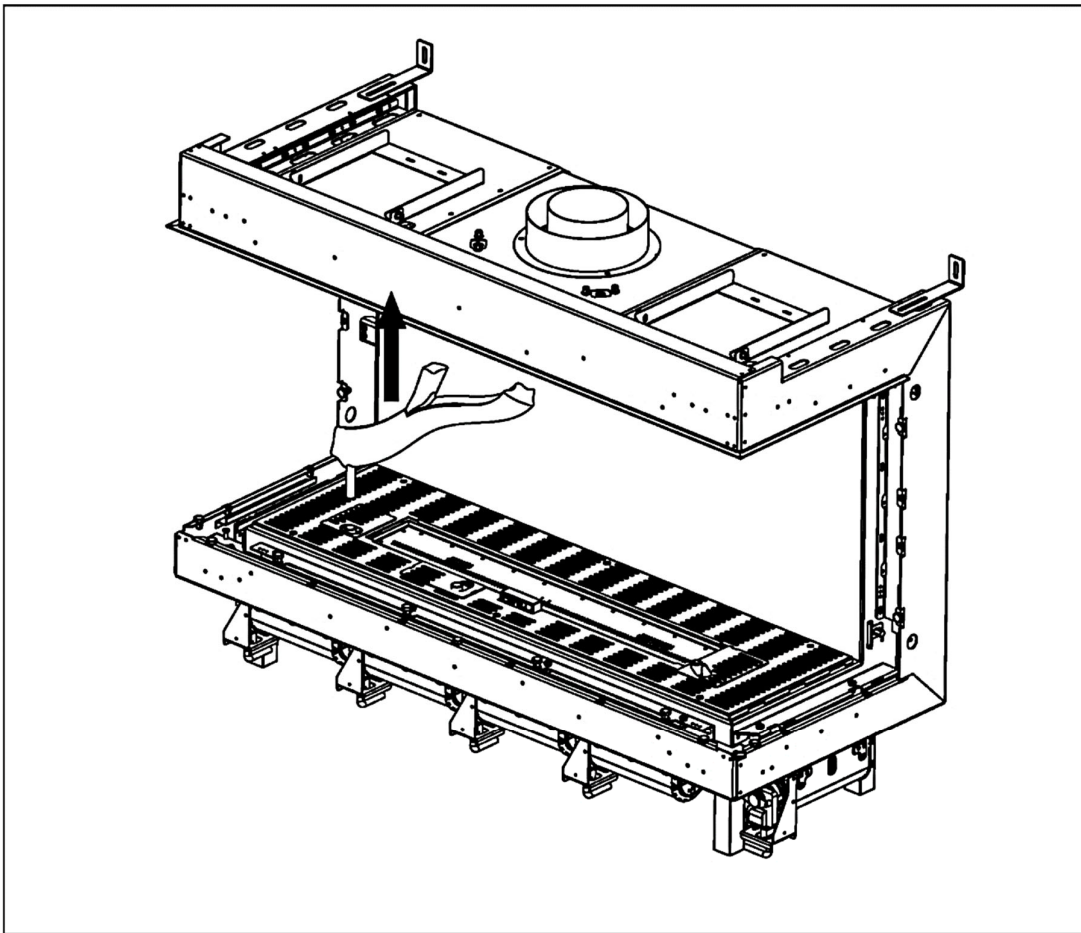


Figure 1

Step 3

Remove the grill covers as shown in figure 2 below.

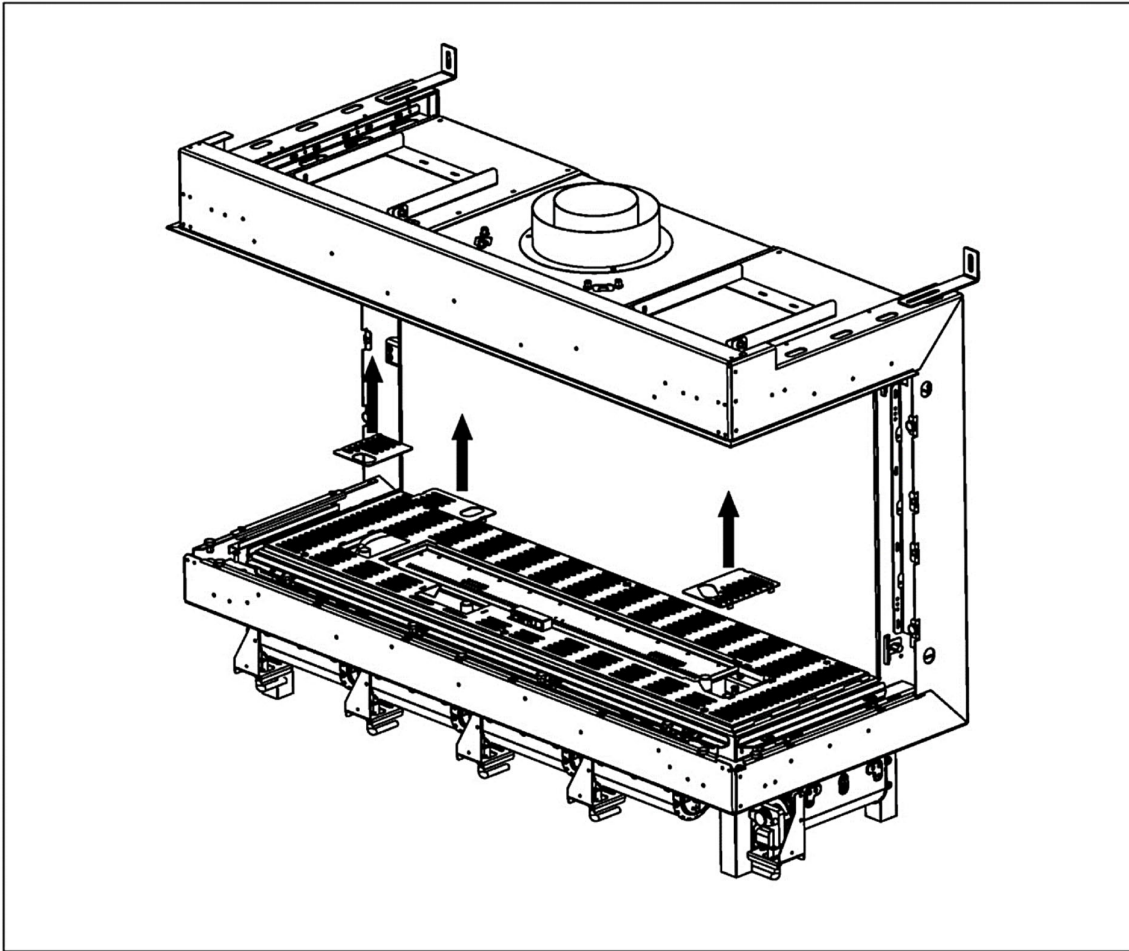


Figure 2

NOTE: Reassemble the system by performing Steps 1-3 in reverse.

Adjusting Log Position

Step 4

Using a screwdriver, loosen the log tube screw to change its orientation, as shown in figure 3 below.

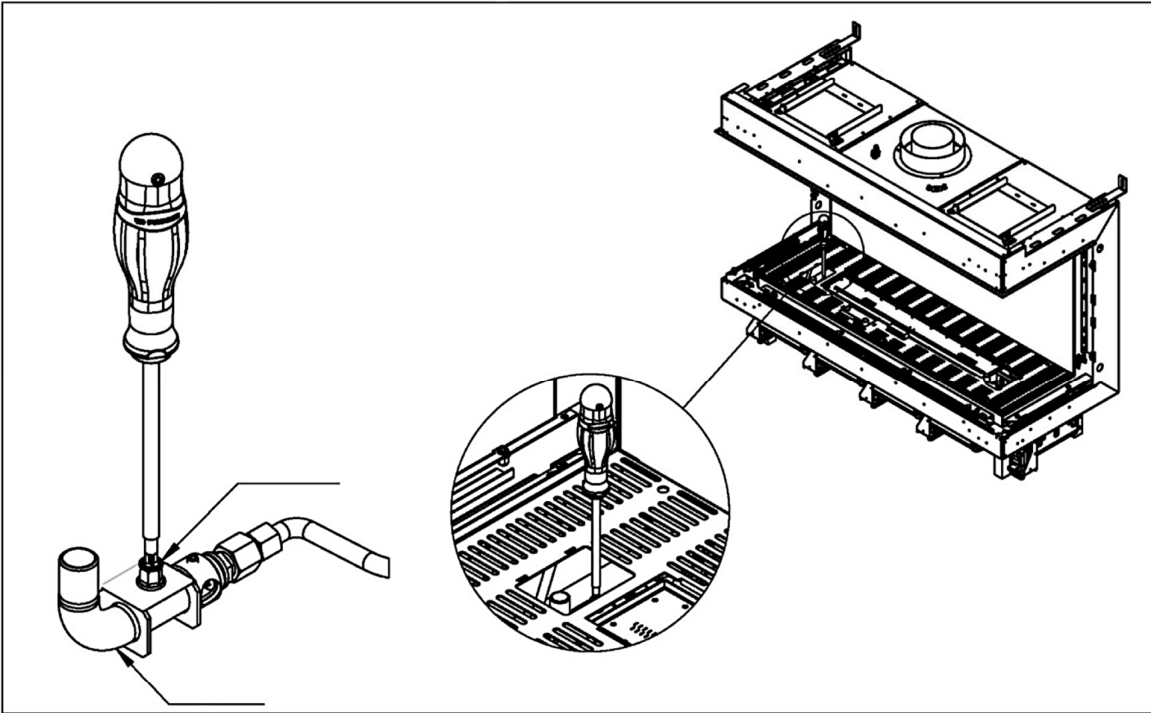


Figure 3

Step 5

Adjust the orientation as needed, as shown in figure 4 below, then re-tighten the screw.

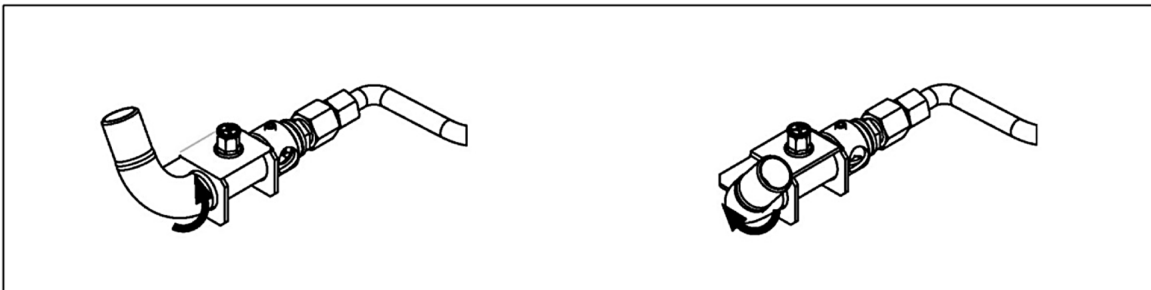


Figure 4

Log Base Aeration

! NOTE: The following images are for illustrative purposes only. Instructions show a different model fireplace, but information applies to the Wilderness Stand Alone 25H TS.

Step 1

Using a 2.5mm Allen Key, loosen the aeration screw to change its position, as shown in figure 1 below.

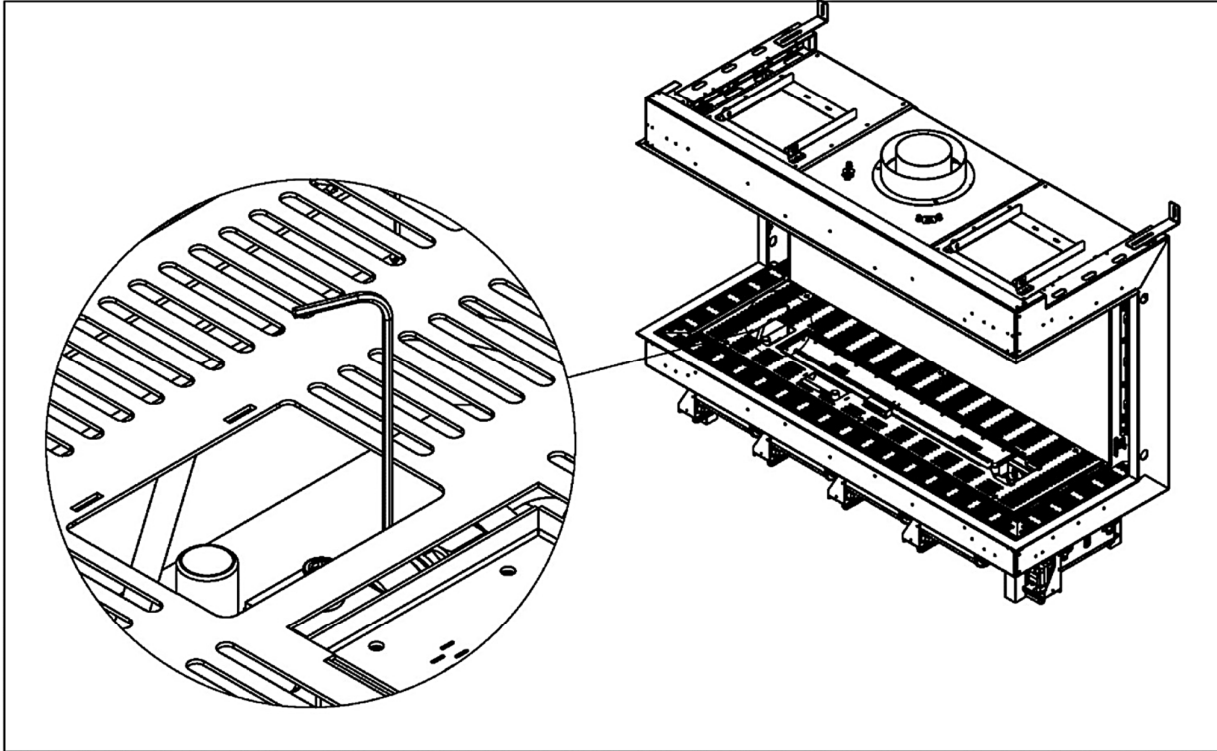


Figure 1

Step 2

Rotate the shutter to adjust the aeration to the gas tube, as shown in figure 2 below. Then re-tighten the screw.

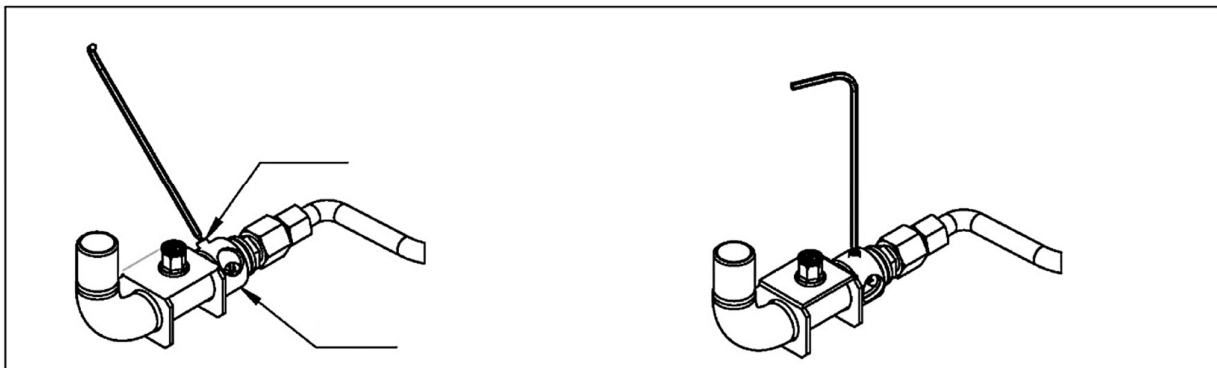


Figure 2

Operation

WARNING – Read these instructions carefully before lighting the fireplace.

Four operation options are available for use with the fireplace:

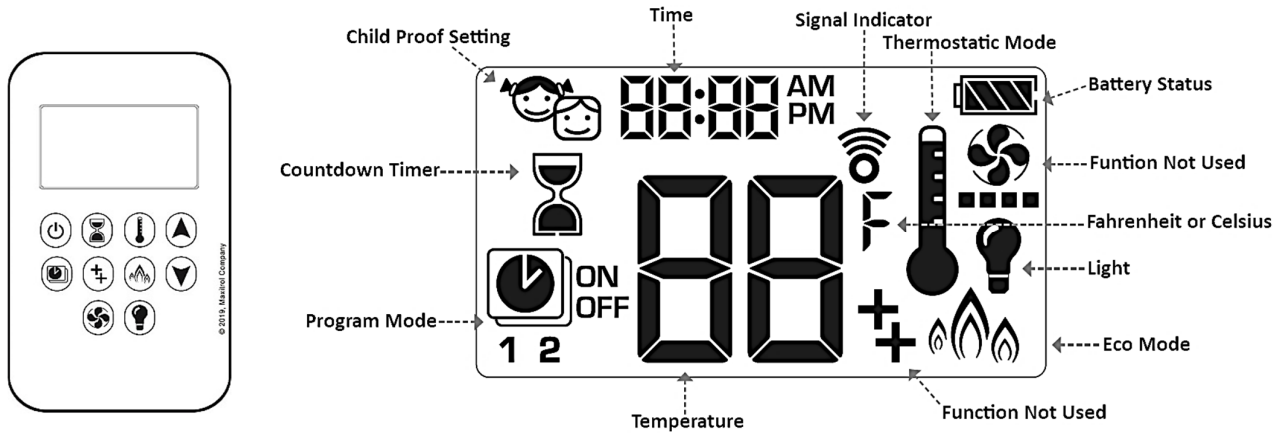
- 10-Button Remote Control Handset (default option, always included with the fireplace)
- Puck Handset (optional accessory)
- Wall Switch (optional accessory)
- MyFire Application (optional accessory)

IMPORTANT: The 10-Button remote control handset is always included with the fireplace regardless of which operation option is chosen. **DO NOT DISCARD.** The 10-Button remote must be kept within 26 feet of the fireplace at all times.

NOTES:

- Wiring of valve and receiver must be completed before starting ignition. Failure to do so could damage the electronics.
- If operating the fireplace without an AC adapter, battery replacement is recommended at the beginning of each heating season.
- Fireplaces with double glass, power vent, and/or interior lighting features must operate using the AC Adapter and therefore will not operate during a power failure.
- Only the Meritk Maxitrol AC Adapter is permitted for use with the fireplace. Use of other adapter brands can render the system inoperable. The handsets, receivers, wall switches are not interchangeable with other electronics.
- Batteries must be kept within their recommended temperature limits (32°F to 131°F).

10-Button Remote Control Handset



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Control Option	Radio Frequency	Power Supply	
10-Button Handset	918.0 MHz (U.S. & Canada)	2 x 1.5V AAA batteries (quality alkaline recommended)	Replace batteries after 2 years or when low battery indicator appears on handset display

IMPORTANT: For safety/communication purposes, 10-button handset must be located within 26 feet of the receiver.

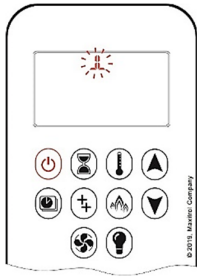
NOTE: Any device that functions using the same radio frequency as the handset will be affected when handset is in use.


Operating Instructions

Instructions for operating the 10-Button Handset are shown below. For more in-depth instructions, please refer to the "Homeowner's Fireplace Operation Manual" or "Remote Operation Instructions".

NOTE: Some options on the remote may not be available for all fireplaces.

Turning the Fireplace On




1. Press the  button until you hear continuous beeping, and a blinking series of lines confirms the start sequence has begun; release buttons.
2. Main gas flows once pilot ignition is confirmed.
3. The system automatically goes into Manual Mode after main burner ignition.

NOTE: When pilot ignition is confirmed, motor turns automatically to maximum flame height.

NOTE: If the Timer function has been set and the fireplace is manually turned on, the Timer function will need to be reset.

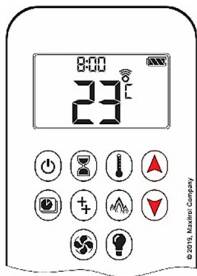
Turning the Fireplace Off





1. Press the  button to turn the fireplace off.

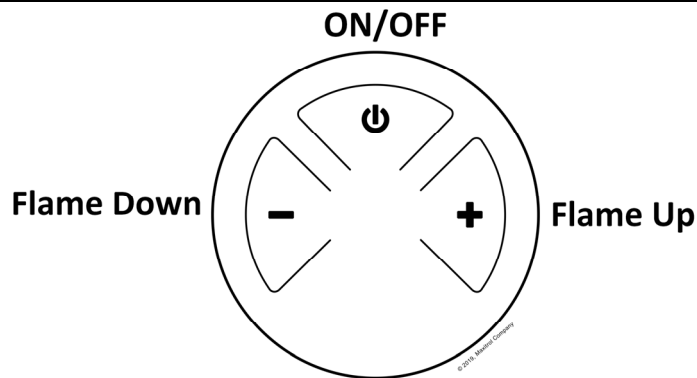
NOTE: The fireplace may be turned on again after the OFF icon stops flashing.

Flame Height Adjustment



1. To increase flame height, press and hold the  button to desired flame height.
2. To decrease flame height, or to set fireplace to pilot flame only, press and hold the  button.

Puck Handset



Control Option	Radio Frequency	Power Supply	
Puck Handset	918.0 MHz (U.S. & Canada)	2 x 1.5V AAA batteries (quality alkaline recommended)	Replace batteries after 2 years or when low battery indicator appears on handset display

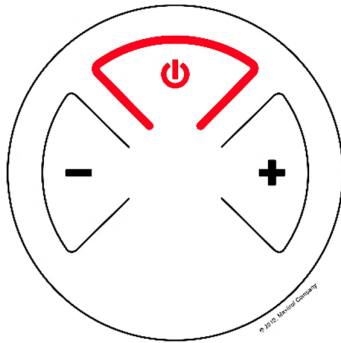
IMPORTANT: For safety/communication purposes, Puck handset must be located within 26 feet of the receiver.

NOTE: Any device that functions using the same radio frequency as the handset will be affected when handset is in use.


Operating Instructions

Instructions for operating the Puck Handset are shown below.


Turning the Fireplace On/Off



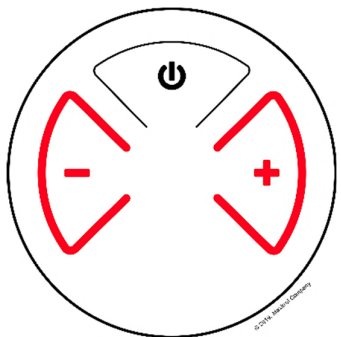
ON:

13. Firmly press and hold the  button until two short beeps confirms the start sequence has begun; release button.

OFF:

14. Firmly press the  button.

Increase/Decrease Flame Height



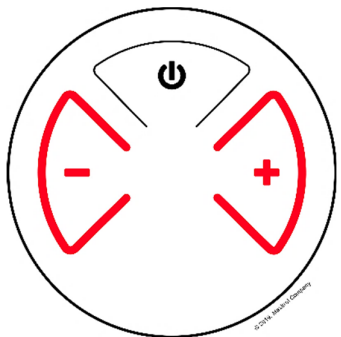
INCREASE:

15. To increase flame height, press and hold **+** button.

DECREASE:

16. To decrease flame height, press and hold **-** button.
17. Holding the **-** button long enough sets the fireplace to pilot flame (Standby Mode).

Designated Flame Settings



DESIGNATED LOW FLAME SETTING

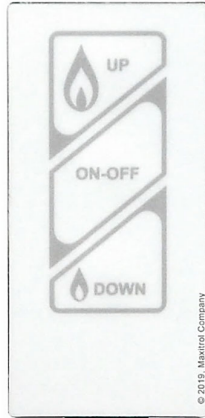
18. To go to designated low flame setting, double-click **-** button.

 **NOTE:** Flame goes to High Flame before going to Low Flame.

DESIGNATED HIGH FLAME SETTING

19. To go to designated high flame setting, double-click **+** button.

Wall Switch

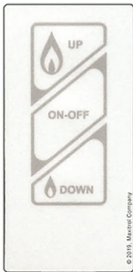


Control Option	Radio Frequency	Power Supply
Wall Switch	N/A	N/A

IMPORTANT: For safety/communication purposes, the 10-button handset must be located within 26 feet of the receiver.

Operating Instructions

Turning the Fireplace On/Off

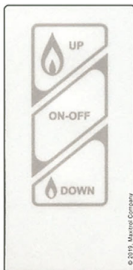


ON/OFF

ON: Press and hold the **ON-OFF** button until two short beeps confirms the start sequence has begun; release button.


OFF: Press the **ON-OFF** button.


Flame Height Adjustment




Flame Up

Flame Down

INCREASE: To increase flame height, press and hold  (up flame) button.

DECREASE: To decrease flame height, press and hold  (down flame) button.

Holding the  (down flame) button long enough sets the fireplace to pilot flame (Standby Mode).

MyFire App

The MyFire app requires the Wi-Fi kit to operate with the fireplace. The Wi-Fi kit does not automatically come with the fireplace and must be ordered.



IMPORTANT: For safety/communication purposes, the 10-button handset must be located within 26 feet of the receiver.

To download the MyFire app, search “MyFire” at the Apple App Store or Google Play.

Operating Instructions

For setup and operating instructions of the MyFire app, see the Homeowner’s Fireplace Operation Manual, or visit the Ortel website or www.myfireapp.com.

MyFire Wi-Fi Box

The MyFire Wi-Fi router box provides the Wi-Fi connection that allows the MyFire App to operate the fireplace. This part is included with the optional Wi-Fi kit. Wi-Fi kit does not automatically come with the fireplace and must be ordered.



Part	Radio Frequency	Power Supply	Wireless Communication
MyFire Wi-Fi Box	2.4 GHz	Connects to Receiver	WPA2 authentication AES 256-bit encryption security Compatible with IEEE 802.11 b/g/n

Fireplace Maintenance

General Maintenance

All servicing, maintenance, interior cleaning and handling of the fireplace, parts and glass must be performed by an authorized Ortal dealer service technician only.

Servicing

- Turn off the gas and electricity **BEFORE** servicing the fireplace.
- It is recommended that a routine inspection is performed at the beginning of each heating season.
- When removing glass from multisided fireplaces, only one side of glass can be removed at a time. Glass must be re-installed before removing glass from a different side.

Burner and Vent Inspections

- Periodic checks should be made of the burner for correct position and condition. Visually check the flame of the burner, making sure that the flames are steady.
- The vent system must be inspected before use. Annual inspection must be scheduled to ensure the flow of combustion and ventilation air.

Submerged Parts

- Do not use the fireplace if any part has been under water, or if you suspect that it may have been under water. The Ortal dealer service technician must inspect and, if necessary, replace any parts of the control system and any gas controls which have been under water.

Handling the Glass

Inner glass panel is 5mm ceramic glass. Exterior double glass panel is 3/16" tempered glass. Tempered glass can be sourced locally if replacement becomes necessary. Ceramic glass must be provided by Ortal.

- When removing glass from multisided fireplaces, only one side of glass can be removed at a time. Glass must be re-installed before removing glass from a different side.
- **NEVER** operate the fireplace without the glass properly secured in place.
- Only an Ortal certified installer is authorized to remove the glass. Glass must be removed using an 8-inch glass-handling suction cup. Lower the glass to rest in a safe place to prevent damage to the glass edges.

Cleaning the Fireplace

- Only an Ortal dealer service technician can open the fireplace to clean interior surfaces.
- **ALWAYS** turn off the gas valve before cleaning.
- Do **NOT** clean when hot. Make sure fireplace has had time to cool prior to cleaning any surface or component, interior or exterior.
- Keep the fireplace clean by brushing and/or vacuuming at least once a year. This can only be performed by an Ortal dealer service technician.
- When removing glass from multisided fireplaces, only one side of glass can be removed at a time. Glass must be re-installed before removing glass from a different side.
- Clean the glass when it starts to look cloudy. Use a damp cloth for cleaning the fireplace and the door.
- Verify correct operation after servicing.

Maintenance Frequency and Equipment Checklist

- Under normal circumstances, the factory recommendation is to have the fireplace serviced at least once a year. Fireplaces meeting the following conditions should have more frequent service:
 - Fireplaces installed in commercial/public spaces should be serviced every 3 months.
 - Fireplaces installed in climates near the ocean or in other settings where corrosion buildup is more likely should be serviced every 6 months.
- Thermocouple Maintenance:
 - The thermocouple should be replaced annually or as needed in all commercial installations, and in any residential fireplace where the fireplace is operated for an average of 10 hours or more per day.
 - For all other installations, the thermocouple should be replaced every three years or as needed.

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