

# Woodbridge Fireplace Inc.



18" and 24" OUTDOOR GAS LOG SET

**GLO-18(N,P), GLO-24-(N,P)**

NATURAL GAS / PROPANE

OWNER'S OPERATION AND INSTALLATION MANUAL



We recommend that our products be installed and serviced by professionals who are certified in the U.S. by NFI (National Fireplace Institute).



Report # 0401GM017S

Complies with ANS Z21.97.CSA 2.41-2017 "Outdoor Decorative Gas Appliances",  
CSA 2.17-2017 "Gas-Fired Appliances for Use at High Altitudes"

## **DANGER**



### **CARBON MONOXIDE HAZARD**

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

## **WARNING**

Improper installation, adjustment, alteration, service, or maintenance can cause injury or property damage. Read the installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.

## **DANGER**

If you smell gas:

1. Shut off gas to appliance.
2. Extinguish any open flame.
3. If odor continues, keep away from the appliance and immediately call your gas supplier or fire department.

## **WARNING**

**Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance. A propane cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.**

## **WARNING: For Outdoor Use Only**

**INSTALLER:** Leave this manual with the appliance. **CONSUMER:** Retain this manual for future reference.

Version française de ce manuel est disponible à partir du site WEB : [www.woodbridgedealer.com](http://www.woodbridgedealer.com)  
French version of this Owners Manual is available at [www.woodbridgedealer.com](http://www.woodbridgedealer.com)

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## WARNINGS

**⚠ WARNING:** Keep flue open when operating unit.

**IMPORTANT:** Read this owner's manual carefully and completely before trying to assemble, operate, or service this Gas Log Set. Improper use of this unit can cause serious injury or death from burns, fire, explosion, electrical shock, and carbon monoxide poisoning.

**⚠ DANGER:** Carbon monoxide poisoning may lead to death!

### Carbon Monoxide Poisoning:

Early signs of carbon monoxide poisoning resemble the flu, with headaches, dizziness, or nausea. If you have these signs, the Gas Log Set may not be working properly. **Get fresh air at once!** Have Gas Log Set serviced. Some people are more affected by carbon monoxide than others. These include pregnant women, people with heart or lung disease or anemia, those under the influence of alcohol, and those at high altitudes.

### Natural and Propane Gas:

Natural and propane gases are odorless. An odor making agent is added to the gas. The odor helps you detect a gas leak. However, the odor added to the gas can fade. Gas may be present even though no odor exists.

Make certain you read and understand all warnings. Keep this manual for reference. It is your guide to safe and proper operation of this Log Set.

**⚠ WARNING:** Any change to this Gas Log Set or its controls can be dangerous.

1. This appliance, as supplied, is only for use with the type of gas indicated on the rating plate.
2. If you smell gas:
  - shut off gas supply
  - do not try to light any appliance
  - do not touch any electrical switch; do not use any phone in your building
  - immediately call to 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
3. Never install the Gas Log Set:
  - in a recreational vehicle
  - where curtains, furniture, clothing, or other flammable objects are less than 42 inches from the front, top, or sides of the Log Set.
  - in the high traffic areas
  - in windy or drafty areas.

Clothing or other flammable materials should not be hung from the appliance, or placed on or near the appliance.
4. Gas Log Set is designed to be smokeless. If it ever appears to smoke, turn off appliance and call a qualified service person. **NOTE:** During initial operation, slight smoking could occur due to unit curing and the burning of manufacturing residues.
5. To reduce the creation of soot, follow the instructions in *Cleaning and Maintenance*.
6. Do not allow fans to blow directly into the fireplace. Avoid any drafts that alter burner flame patterns, as it could increase sooting.
7. Do not use a blower insert, heat exchanger insert or other accessory not approved for use with this Gas Log Set.
8. This Gas Log Set needs fresh, outside air ventilation to run properly.
9. Keep the appliance area clear and free from combustible materials, gasoline and other flammable vapors and liquids.
10. Do not burn solid fuel in the fireplace after installing the Gas Log Set. Do not use this appliance to cook food or burn paper or other objects.
11. Gas Log Set becomes hot when in use. Keep children and adults away from hot surface to avoid burns or clothing ignition. The Log Set will remain hot for a time after shut-down. Allow surface to cool before touching.
12. Carefully supervise young children when they are in the area near the Gas Log Set.
13. Do not use appliance if any part has been exposed to or under water. Immediately call a qualified service technician to inspect the room appliance and to replace any part of the control system and any gas control which has been under water.
14. Turn Gas Log Set off and let cool before servicing, installing, or repairing. Only a qualified service person should install, service, or repair the Gas Log Set.

## SAFETY INFORMATION

15. Installation and repair should be done by a qualified service person. The appliance should be inspected before use and at least annually by a professional service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. It is imperative that control compartments, burners and circulating air passageway of the appliance be kept clean.

### INSTALLING ABOVE 2000 FEET

- In the USA, the appliance must be derated 4% for every 1,000 ft above 2,000 ft elevations (at the factory).
- In Canada, these appliances are certified for altitudes of 0 – 4,500 ft.

### IMPORTANT

This outdoor gas log set is designed to be placed and operated inside a custom built **NON-COMBUSTIBLE FIREBOX**. See next page for the firebox specifications.

### CLEARANCE TO COMBUSTIBLES

While planning your custom non-combustible firebox, you can refer to the following recommendations on clearances to combustible materials:

#### Clearance to Combustibles

Top	60"	(1524 mm)
Sides	16"	(407 mm)
Back	12"	(305 mm)
Front	36"	(915 mm)

Maximum mantel projection  
12" (305 mm) at 40" (1017 mm)  
above appliance.

Floor\*)

\*) If appliance is installed directly on combustible material, the firebox shall be installed on 1" thick cement board extending the full width and depth of the Log Set.

### LOCAL CODES

Install and use the Gas Log Set with care. Follow local codes. In the absence of local codes, use the latest edition of The National Fuel Gas Code ANSZ223.1, also known as NFPA 54 available from:

- American National Standards Institute, Inc., 1430 Broadway, New York, NY 10018
- National Fire Protection Association, Inc., Batterymarch Park, Quincy, MA 02269.

**State of Massachusetts:** The installation must be made by a licensed plumber or gas fitter in the Commonwealth of Massachusetts.

Sellers of unvented propane or natural gas-fired supplemental room heaters shall provide to each purchaser a copy of 527 CMR 30 upon sale of the unit.

Vent-free gas products are prohibited for bedroom and bathroom installation in the Commonwealth of Massachusetts.

**⚠ CAUTION:** Do not remove the metal data plates attached to the Gas Log set. These plates contain important information.

**NOTICE:** Installation, service, and repair of this appliance must be performed by a qualified installer, service agency, company or gas supplier experienced with this type of gas appliances. Only factory authorized components listed in this instruction may be used in accordance with the manufacturer's instructions and all codes and requirements of the authority having jurisdiction. Any modifications to this appliance or use of unauthorized components or accessory items will void the manufacturer's warranty, and may result in a hazardous condition.



## OUTDOOR GAS LOG SET SPECIFICATIONS AND NON-COMBUSTIBLE FIREBOX REQUIREMENTS

Gas Log Set Dimensions (with logs installed)				Min. Firebox Dimensions			
				Width		Depth	Height
Model	Width	Depth	Height	Front	Rear		
<b>GLO-18</b>	23"	14"	17"	30"	23"	16"	30"
<b>GLO-24</b>	29"	15"	18"	36"	24"	16"	32"

### GLO-18 Specifications

Parameter / Model	GLO-18N	GLO-18P
<b>Gas Type</b>	Natural	Propane
<b>ROBERTSHAW Valve Model</b>	711-811-404	711-811-404 CONVERTED
<b>Ignition</b>	Manual, with BBQ lighter	Manual, with BBQ lighter
<b>Manifold Pressure</b>	3.5" w.c.	10.0" w.c.
<b>Inlet Gas Pressure, MAX</b>	10.5" w.c.	13.0" w.c.
<b>Inlet Gas Pressure, MIN</b>	5.0" w.c.	11.0" w.c.
<b>Orifice Size</b>	#30	#46
<b>Heat Output, Btu/h</b>	45,000	45,000
<b>Shipping Weight, Lbs</b>	125	125

### GLO-24 Specifications

Parameter / Model	GLO-24N	GLO-24P
<b>Gas Type</b>	Natural	Propane
<b>ROBERTSHAW Valve Model</b>	711-811-404	711-811-404 CONVERTED
<b>Ignition</b>	Manual, with BBQ lighter	Manual, with BBQ lighter
<b>Manifold Pressure</b>	3.5" w.c.	10.0" w.c.
<b>Inlet Gas Pressure, MAX</b>	10.5" w.c.	13.0" w.c.
<b>Inlet Gas Pressure, MIN</b>	5.0" w.c.	11.0" w.c.
<b>Orifice Size</b>	#26	#42
<b>Heat Output, Btu/h</b>	60,000	60,000
<b>Shipping Weight, Lbs</b>	150	150

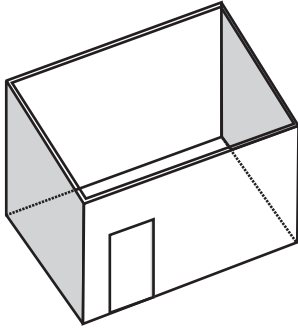
## LOCATING YOUR FIREPLACE

### IMPORTANT

This outdoor gas log set is designed to be placed and operated inside a custom built **NON-COMBUSTIBLE FIREBOX**. See previous page for the firebox specifications.

If you are planning to locate your firebox inside of any outdoor structure (enclosure), please refer to the following.

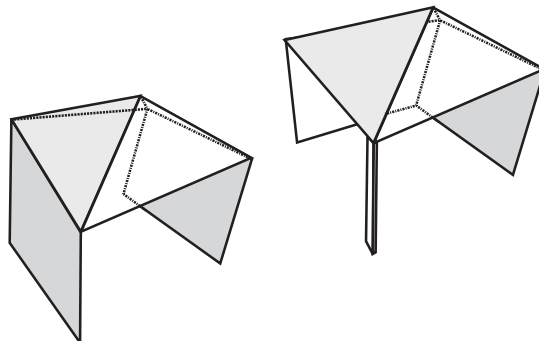
### LOCATING YOUR OUTDOOR GAS FIREPLACE.



- 1) When selecting a location for your fireplace, ensure that the clearances are met.
- 2) This appliance must be installed in an open-air situation with natural ventilation, without stagnant areas, where gas leakage and products of combustion are rapidly dispersed by wind and natural convection.
- 3) Certain materials or items, when placed under or near the appliance, will be subjected to radiant heat and could become damaged.
- 4) Typically an outdoor space is not enclosed but, any enclosure in which the appliance is used shall comply with one of the following:

An enclosure with walls on all sides, but at least one permanent opening at ground level and no overhead cover.

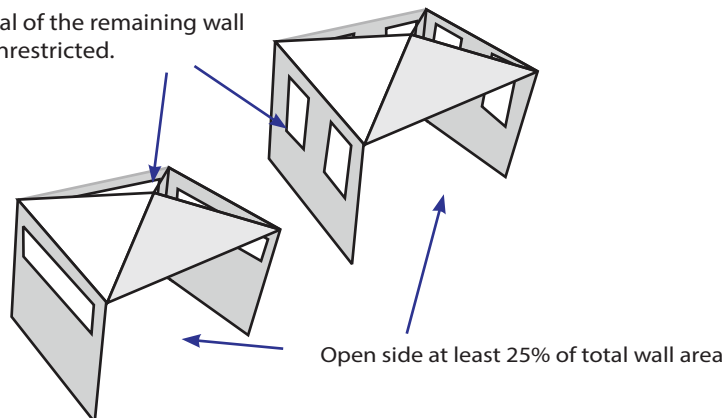
Within a partial enclosure that includes an overhead cover and no more than two walls.



Within a partial enclosure that includes an overhead cover and more than two walls, the following shall apply:

- At least 25% of the total wall area is completely open, and
- At least 30% of the remaining wall area is open and unrestricted

30% or more in total of the remaining wall area is open and unrestricted.



**IMPORTANT:** Minimum ambient air temperature for the log set operation is 0°C (32°F)

## CHECK GAS TYPE

Use proper gas type for the Log Set you are installing. If you have conflicting gas type, do not install fireplace. See dealer where you purchased the Log Set for proper fireplace for your gas type or conversion kit.

## INSTALLING GAS PIPING TO FIREPLACE / BURNER SYSTEM LOCATION

### WARNING

A qualified installer or service person must connect appliance to gas supply. Follow all local codes.

### CAUTION

For propane units, never connect fireplace directly to the propane supply. This burner system requires an external regulator (not supplied). Install the external regulator between the burner system and propane supply.

## INSTALLATION ITEMS NEEDED

Before installing fireplace and burner system, make sure you have the items listed below.

- External regulator (supplied by installer)
- Equipment shutoff valve\*
- Tee joint
- approved flexible gas line with gas connector (if allowed by local codes — not provided)
- Piping (check local codes)
- Test gauge connection\*
- Pipe wrench
- Sealant (resistant to propane gas)
- Sediment trap (recommended)

\* A CSA design-certified equipment shutoff valve with  $\frac{1}{8}$ " NPT tap is an acceptable alternative to test gauge connection. Purchase the CSA design-certified equipment shutoff valve from your dealer.

For propane connections only, the installer must supply an external regulator. The external regulator will reduce incoming gas pressure. You must reduce incoming gas pressure to between 11 and 13 inches of water. If you do not reduce incoming gas pressure, burner system regulator damage could occur. Install external regulator with the vent pointing down as shown in *Figure 2*. Pointing the vent down protects it from freezing rain or sleet.

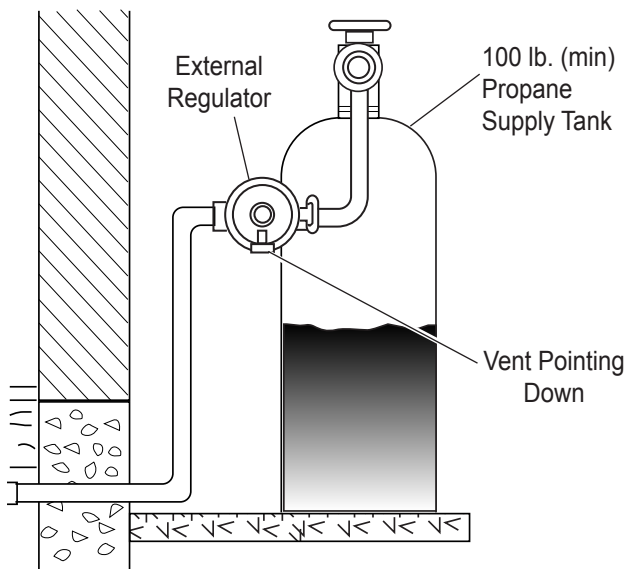


Figure 2 - External Regulator with Vent Pointing Down (Propane Only)

### CAUTION

Use only new black iron or steel pipe. Internally tinned copper or copper tubing can be used per National Fuel Code, section 2.6.3, providing gas meets hydrogen sulfide limits, and where permitted by local codes. Gas piping system must be sized to provide minimum inlet pressure (listed on data plate) at the maximum flow rate (BTU/hr). Undue pressure loss will occur if the pipe is too small.

When using copper or flex connectors use only fittings approved for gas connections. The gas control inlet is  $\frac{1}{2}$ " NPT.

## GAS CONNECTION

### CONNECTING TO GAS SUPPLY

**⚠ WARNING:** A qualified service person must connect appliance to gas supply. Follow all local codes.

#### Installation Items Needed

Before installing the Outdoor Log Set, make sure you have all items listed bellow:

- piping (check local codes)
- sealant
- manual shutoff valve
- adjustable (crescent) wrench or pliers
- sediment trap
- tee joints
- pipe wrench

**⚠ CAUTION:** Use only new, black iron or steel pipe. Internally tinned copper tubing may be used in certain areas. Use pipe of 1/2" diameter or greater to allow proper gas volume to the Gas Log Set. If pipe is too small, undue loss of pressure will occur.

Installation must include a manual shutoff valve, union, and plugged 1/8" NPT tap. Locate NPT tap within reach for test gauge hook up. NPT tap must be upstream from the appliance.

Apply pipe joint sealant lightly to male threads. This will prevent excess sealant from going into pipe. Excess sealant in pipe could result in a clogged burner injector.

Install sediment trap in supply line as shown below. Locate sediment trap where it is within reach for cleaning and trapped matter is not likely to freeze. A sediment trap

traps moisture and contaminants. This keeps them from going into Outdoor Log Set controls.

If sediment trap is not installed or is installed wrong, unit may not run properly.

### CHECKING GAS CONNECTION

**⚠ WARNING:** Test all gas piping and connections for leaks after installing or servicing. Correct all leaks at once.

**⚠ WARNING:** Never use an open flame to check for a leak. Apply a mixture of liquid soap and water on all joints. Bubbles forming show a leak. Correct all leaks at once.

### Test Pressures in Excess Of 1/2 psi (3.5 kPa)

The appliance and its individual shutoff valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psi (3.5 kPa).

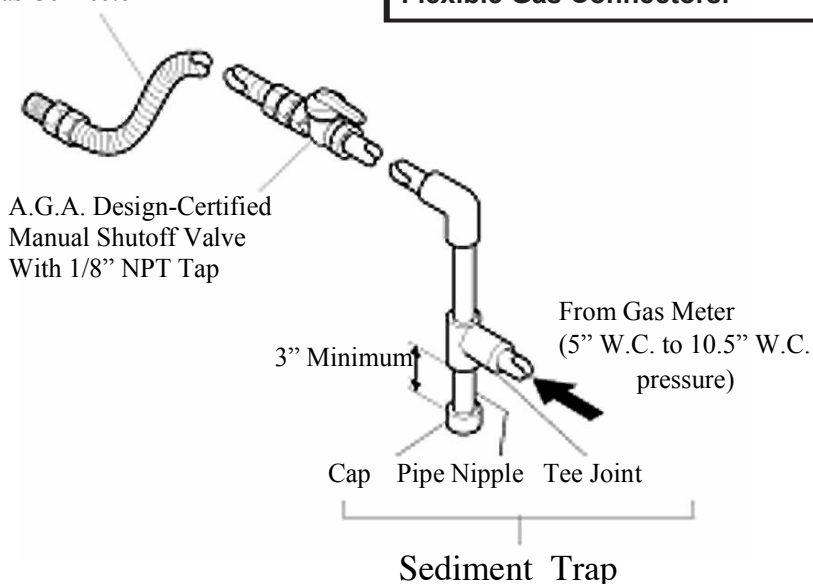
### Test Pressures Equal To or Less Than 1/2 psi (3.5 kPa)

The appliance must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psi (3.5 kPa).

### IMPORTANT

This appliance is not designed for use with a non-disposable, self-contained propane as supply system! Do not use a gas hose to connect the appliance to any gas supply. Use approved Flexible Gas Connectors.

Approved Flexible Gas Connector



# BURNER ASSEMBLY INSTRUCTIONS

## WARNING

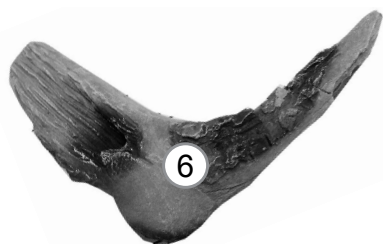
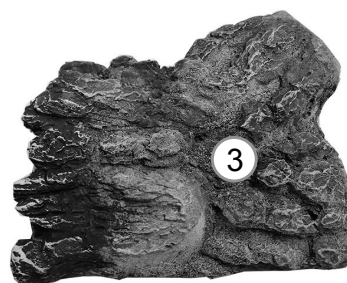
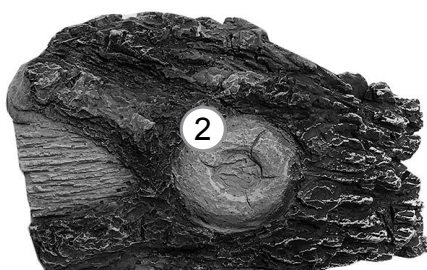
**Do not operate the appliance without the burner being completely filled with glass media. Lighting the burner without the glass media will cause unsafe temperatures within the appliance.**

1. Carefully remove all parts from the box and inspect them for any damage. Read the Certification Tag attached. **DO NOT REMOVE ANY LOGS FROM ORIGINAL PACKAGING TILL STEP # 7 AS BREAKAGE MAY EASILY OCCUR.**
2. Remove the burner assembly from the box and place it onto floor of your firebox ( custom built non-combustible enclosure) with the grate facing the front of the fireplace.  
Position the burner assembly centered from side to side and as far toward the back wall of the fireplace as possible.
3. Connect the gas line to the 1/2" flex connector of the Log Set using supplied shut-off valve (see "Fireplace Installation").  
Make sure the gas connections are tight. Turn on the gas and coat each joint with a soap and water solution and then watch for air bubbles indicating leaks. **DO NOT USE A FLAME OR ANY TYPE OF IGNITION SOURCE TO CHECK FOR LEAKS.** Any leaks must be corrected before proceeding with the installation.
4. Fill the burner tray with the supplied glass media. Make sure the burner is completely covered with the media and the pilot is not blocked with loose pieces of glass.
5. Test functionality of the Log Set burner (see "Operating Instructions") before placing logs.  
**Make sure the flame is tall, steady, and yellow. Ignition time should not exceed 5-7 seconds.**
6. Remove grate from the box and place onto the base with rear legs positioned inside of support brackets.
7. Carefully remove all log parts from the box and place them onto the floor off to one side of the fireplace. **DO NOT DROP ANY LOG PART AS BREAKAGE MAY EASILY OCCUR.**
8. Carefully position logs over the burner grate. Start with placing the largest Log #1 behind the rear set of vertical tabs welded on the grate. Then place large Logs #2 and #3 in front of the nearest row of the vertical tabs welded on the grate. Make sure all three logs are secured on the grate with appropriate gap between front and rear logs.  
Continue with the rest of the logs following the recommended positioning shown on the next page(s).

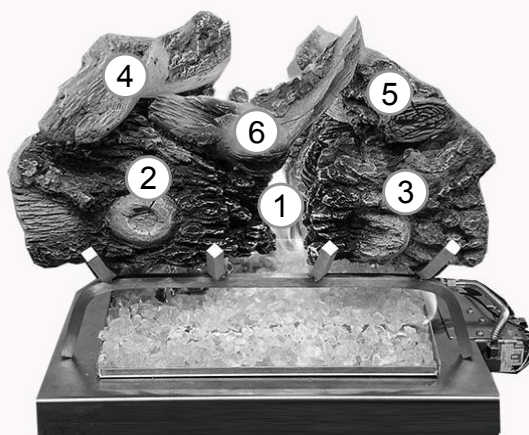


## 18" LOG SET INSTALLATION

### GLO-18 LOG SET



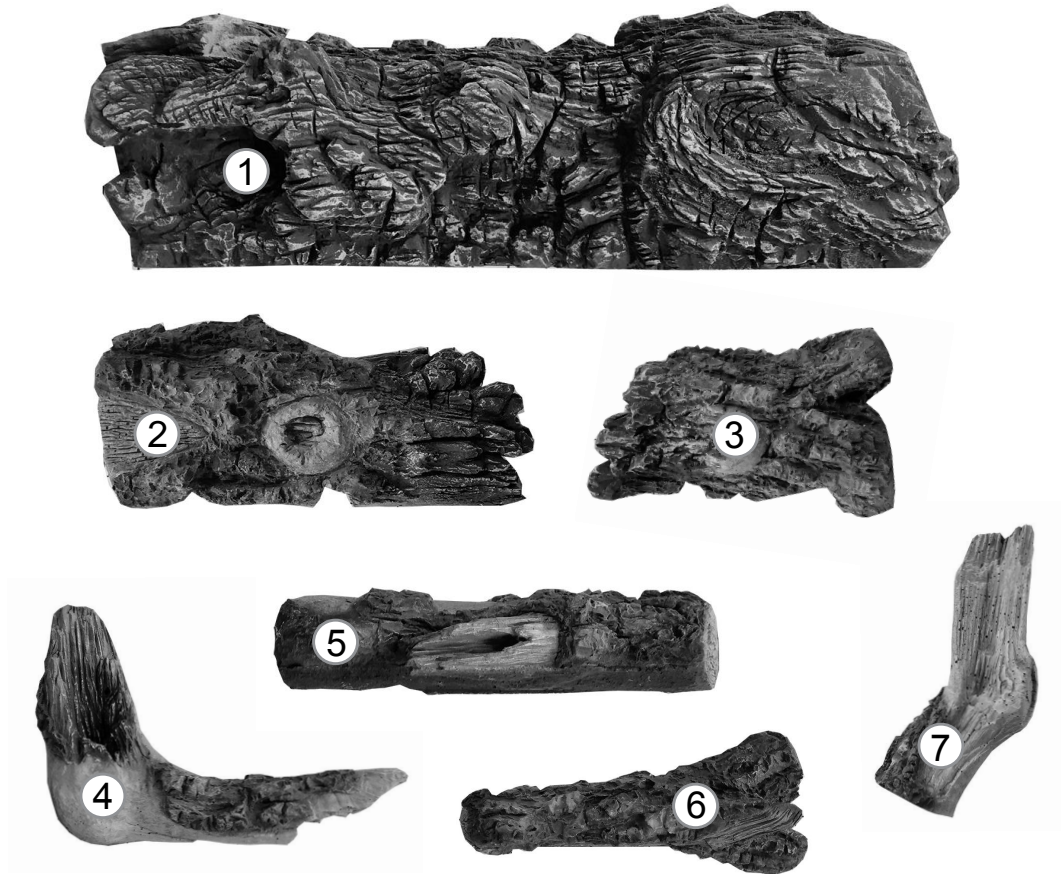
### LOG PLACEMENT



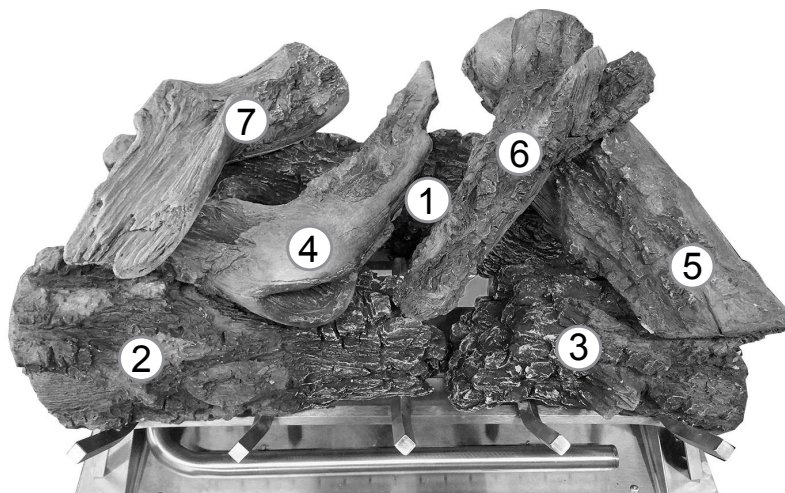
**WARNING:** Failure to position the parts in accordance with these diagrams or failure to use only parts specially approved with this appliance may result in property damage or personal injury.



**GLO-24 LOG SET**



**LOG PLACEMENT**



## LIGHTING INSTRUCTIONS

### FOR YOUR SAFETY READ BEFORE LIGHTING

#### WARNING

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

- A.** This appliance is equipped with a pilot which must be lit by hand while following these instructions exactly.
- B.** BEFORE OPERATING smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

#### WHAT TO DO IF YOU SMELL GAS:

- Do not try to light any appliance.
  - Do not touch any electric switch; do not use any phone in your building.
  - Immediately call your gas supplier from a neighbor's phone.  
Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- C.** Use only your hand to push in, or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it. Call a qualified service technician. Force or attempted repair may result in a fire or explosion.
- D.** Do not use this appliance if any part of it has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control that has been under water.

### LIGHTING PILOT FOR THE FIRST TIME

#### INITIAL LIGHTING

Purge air from the supply line as follows:

- Open main shutoff valve.
- Unscrew main pressure test point.
- Leave inlet test screw open until gas comes in.
- When gas is flowing, tighten inlet screw immediately.

#### DANGER

Never use an open flame to check for gas leak.

#### LEAK TESTING

1. Follow the pipe from the gas supply line connection to the gas valve. Check connection for leaks with soap and water mixture.
2. Next check for gas leaks at the burner with soap and water mixture.
3. Check the pilot for gas leaks with soap and water mixture.

## LIGHTING PILOT FOR THE FIRST TIME

### APPROVED LEAK TESTING METHOD

You may check for gas leaks with the following methods only:

- Soap and water solution
- An approved leak testing spray
- Electronic sniffer

### DANGER

Never use an open flame to check for gas leak.

### WARNING

If using a soap and water solution to test for leaks, DO NOT spray solution onto control body.

**NOTE:** Remove any excessive pipe compound from the connections. Excessive pipe compound can set off electronic sniffers.

Check for gas leaks in each of the following locations:

- Pipe from the gas supply line connection to the gas valve
- Burner connections, pilot
- All joints on valve and control body
- Field made joints / gas shutoff valve
- Factory made joints, each joint and connection

## LIGHTING INSTRUCTIONS

1. **STOP! Read the safety information on previous page.**
2. Turn the gas control knob to the "OFF" position.
3. Wait five (5) minutes to clear out any gas. If you then smell gas, STOP! Follow "B" in the safety information on the previous page. If you don't smell gas, go to the next step.
4. Locate the Pilot Assembly on the back of Gas Log Set.



Off Position



Pilot Assembly

5. Depress and turn pilot gas knob counterclockwise to "PILOT" position.
6. Depress fully and hold pilot gas knob.  
**Light pilot with a match or barbecue lighter.**  
Keep knob fully depressed for a few seconds.  
Release and check that pilot continues to burn.
  - If the pilot does not stay lit, repeat steps 1 and 2.
  - If the pilot knob does not pop up when released, STOP and immediately call service technician or gas supplier
  - If the pilot will not stay lit after several tries, turn the gas control knob to "OFF" position and call your service technician or gas supplier.



Pilot Position

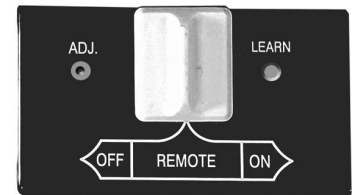
## LIGHTING INSTRUCTIONS

### LIGHTING BURNER

#### MAIN BURNER SWITCH / REMOTE


The “ON/REMOTE/OFF” switch for the main burner can be found on remote control receiver beneath the base. This switch allows you to turn on and to turn off the main burner without using the gas valve knob.

Make sure the button is in the "REMOTE" position to operate the main burner using a hand held remote. Slide the switch to "ON" or "OFF" position to operate the burner manually without remote control.



*Remote Position*

#### LIGHTING THE BURNER

Depress and turn the knob counterclockwise  to the “ON” position. It will take less than four (4) seconds for the burner to ignite.



*On Position*

#### PILOT POSITION

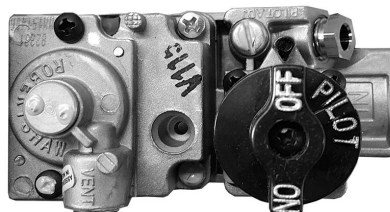
Depress and turn knob to pilot position to keep burner off while maintaining the pilot light.



*Pilot Position*

### TO TURN OFF GAS TO APPLIANCE

1. Depress and turn knob clockwise  to “OFF” position.



*Off Position*

### WARNING

Turn off gas before servicing fireplace. It is recommended that a qualified service technician perform these check-ups at the beginning of each heating season.

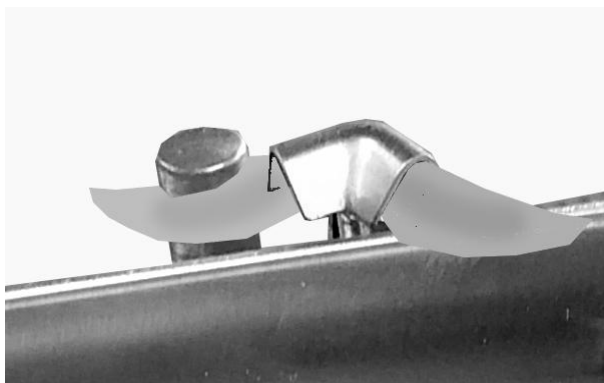
### BURNER, PILOT AND CONTROL COMPARTMENT

Keep the control compartment clean by vacuuming or brushing at least twice a year.

Make sure the burner porting, pilot air opening and burner air opening are free of obstructions at all times.

### PILOT FLAME

The flames from the pilot should be visually checked as soon as the unit is installed and periodically during normal operation. **The pilot flame must always be present when the fireplace is in operation.** The pilot flame has two distinct flames, one engulfing the thermopile and the other reaching to the main burner.



*Pilot Flame*

### BURNER

Inspect area around the injector. Remove any lint or foreign material with a brush or vacuum.

If it is evident that the burner is damaged, the burner must be replaced prior to the appliance being put into operation (refer to Illustrated Parts List).



# TROUBLESHOOTING



## **WARNING:** If you smell gas

- Shut off gas supply.
- Do not try to light any appliance.
- Do not touch any electrical switch; do not use any phone in your building.
- Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.



**WARNING:** Turn off appliance and let cool before servicing. Only a qualified service person should service and repair this appliance.

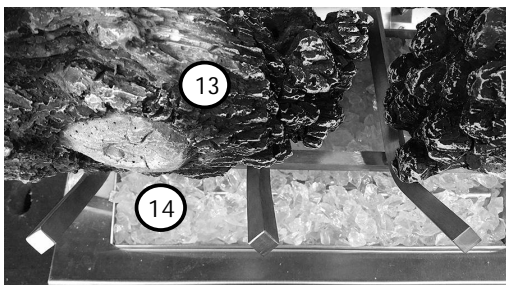
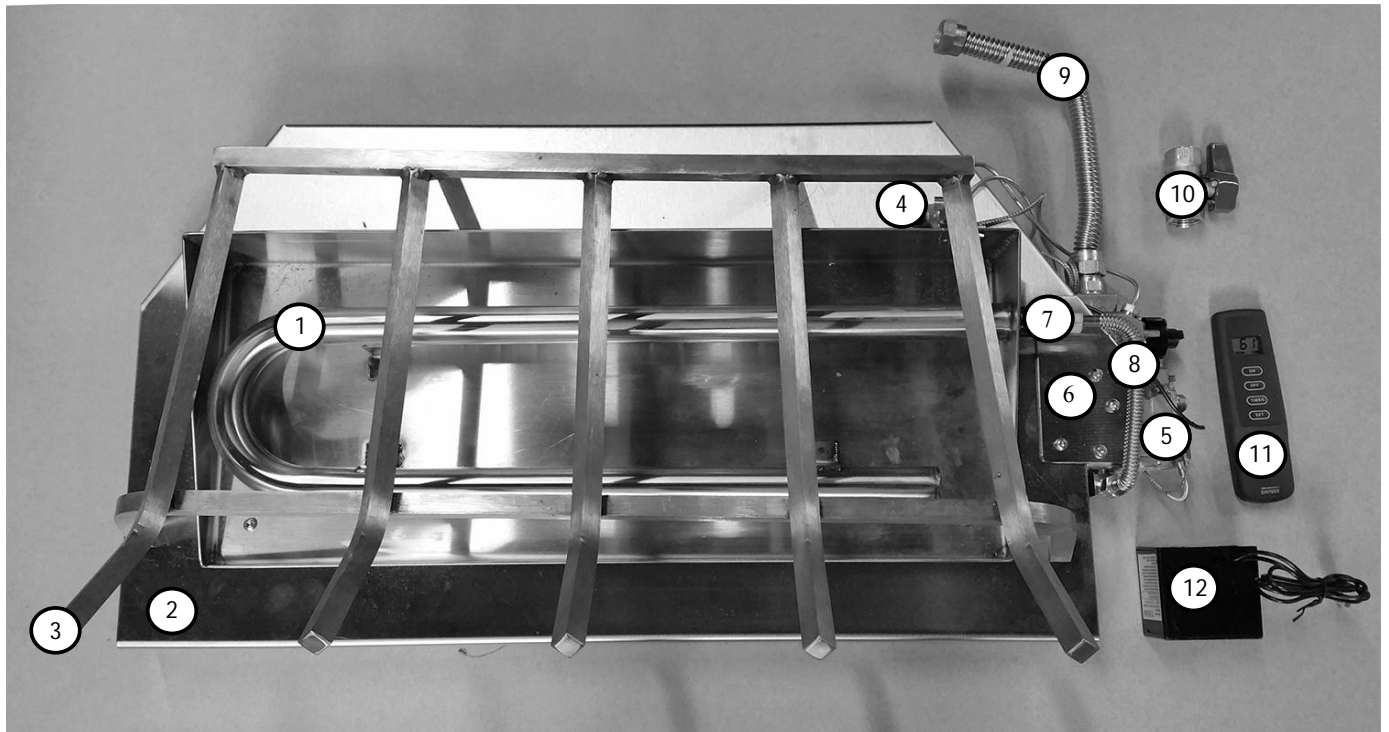
*Note:* All troubleshooting items are listed in order of operation.

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Unit is smoking / sooting excessively ( <i>Note:</i> It is natural and unavoidable for appliance sets to produce moderate levels of carbon (soot) where flames contact the media. This is especially true with propane gas.)	<ol style="list-style-type: none"> <li>Poor fuel quality</li> <li>Excessive flame impingement or blockage</li> <li>Improper fuel/air mixture</li> <li>Not enough media over burner tube.</li> </ol>	<ol style="list-style-type: none"> <li>Contact local natural or propane gas company</li> <li>Separate the logs to allow more flame passage</li> <li>Remove any foreign items from the flame pattern and/or check for proper orifice sizing.</li> <li>Make sure the burner tube is completely covered with glass media.</li> </ol>
Burner is excessively noisy ( <i>Note:</i> The movement and combustion of gas will create low, unavoidable levels of noise.)	<ol style="list-style-type: none"> <li>Passage of air/gas across irregular surfaces</li> <li>Excessive gas pressure on natural gas units</li> </ol>	<ol style="list-style-type: none"> <li>Relieve any tight bends or kinks in gas supply line</li> <li>Check/reset gas regulator pressure</li> </ol>
Burner flame is too low or too high	<ol style="list-style-type: none"> <li>Incorrect gas supply or pressure</li> <li>Blocked burner orifice or burner manifold ports</li> <li>Improper burner orifice size</li> </ol>	<ol style="list-style-type: none"> <li>Check for proper gas supply pressure</li> <li>Free burner orifice and manifold ports of any burrs, paint, or other blockage i.e. spider webs, etc.</li> <li>Verify proper burner orifice sizing</li> </ol>
Remote does not function	<ol style="list-style-type: none"> <li>Battery is not installed. Battery power is low</li> </ol>	<ol style="list-style-type: none"> <li>Replace batteries in receiver and remote control. Re-program the receiver.</li> </ol>
Pilot lights but flame goes out when control knob is released	<ol style="list-style-type: none"> <li>Control knob not fully pressed in</li> <li>Control knob not pressed in long enough</li> <li>Manual shutoff valve not fully open</li> <li>Pilot flame not touching thermopile, which allows thermopile to cool, causing pilot flame to go out. This problem could be caused by one or both of the following: <ol style="list-style-type: none"> <li>Low gas pressure</li> <li>Dirty or partially clogged pilot</li> </ol> </li> <li>Thermopile connection loose at control valve</li> <li>Thermopile damaged</li> <li>Control valve damaged</li> </ol>	<ol style="list-style-type: none"> <li>Press in control knob fully</li> <li>After pilot lights, keep control knob pressed in 30 seconds</li> <li>Fully open manual shut-off valve</li> <li> <ol style="list-style-type: none"> <li>Contact local natural gas company</li> <li>Clean pilot (see <i>Cleaning and Maintenance</i>, page 10) or replace pilot assembly</li> </ol> </li> <li>Hand tighten until snug, then tighten 1/4 turn more</li> <li>Replace thermopile</li> <li>Replace control valve</li> </ol>
Burner does not light after pilot is lit	<ol style="list-style-type: none"> <li>Burner orifice clogged</li> <li>Inlet gas pressure is too low</li> <li>Burner orifice diameter is too small</li> <li>Thermopile leads disconnected or improperly connected</li> </ol>	<ol style="list-style-type: none"> <li>Clean burner orifice</li> <li>Contact local natural or propane gas company</li> <li>Replace burner orifice</li> <li>Reconnect leads</li> </ol>



OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Gas Log Set produces unwanted odors	<ol style="list-style-type: none"> <li>1. Unit burning vapors from paint, hair spray, glues, cleaners, chemicals, new carpet, etc.</li> <li>2. Gas leak. <b>See Warning statement on previous page</b></li> </ol>	<ol style="list-style-type: none"> <li>1. Open flue to maximum. Stop using odor causing products while unit is running</li> <li>2. Locate and correct all leaks (see <i>Checking Gas Connections</i>, page 5)</li> </ol>
Gas odor even when control knob is in OFF position	<ol style="list-style-type: none"> <li>1. Gas leak. <b>See Warning statement on previous page</b></li> <li>2. Control valve defective</li> </ol>	<ol style="list-style-type: none"> <li>1. Locate and correct all leaks (see <i>Checking Gas Connections</i>, page 5)</li> <li>2. Replace control valve</li> </ol>
Gas odor during combustion	<ol style="list-style-type: none"> <li>1. Gas leak. <b>See Warning statement on previous page</b></li> </ol>	<ol style="list-style-type: none"> <li>1. Locate and correct all leaks (see <i>Checking Gas Connections</i>, page 5)</li> </ol>

## ILLUSTRATED PARTS LIST



SEE NEXT PAGE FOR PART DESCRIPTION

This list contains replaceable parts used in your outdoor fireplace.  
 All replacement parts should be ordered from your installer or from Woodbridge Fireplace Inc.  
 at 1-905-564-3001 or on-line at [www.woodbridgedealer.com](http://www.woodbridgedealer.com)

**GLO-18" LOG SET**

KEY NO.	PART NUMBER		DESCRIPTION	QTY
	GLO 18-N	GLO 18-P		
1	W200218	W200218	BURNER ASSEMBLY	1
2	F200221	F200221	BASE	1
3	W200211	W200211	GRATE	1
4	R100042	R200042	PILOT ASSEMBLY	1
5	R100020	R200020	MAIN GAS VALVE	1
6	F200222-SS	F200222-SS	GAS VALVE BRACKET	1
7	F300074	F300075	ORIFICE (NG) / AIR MIXER (Propane)	1
8	C100038	C100038	5/16" X 7" FLEX CONNECTOR	1
9	D300098	D300098	1/2" X 12" FLARE GAS CONNECTOR	1
10	D300090	D300090	SUPPLIED 1/2" SHUTOFF VALVE	1
11	PCB	PCB	SKYTECH REMOTE CONTROL	1
12	PCB-R	PCB-R	SKYTECH REMOTE RECEIVER	1
13	M100509	M100509	6 PC. LOG SET	1
14	G100050	G100050	BURNER GLASS MEDIA, Lbs.	10

**GLO-24" LOG SET**

KEY NO.	PART NUMBER		DESCRIPTION	QTY
	GLO 24-N	GLO 24-P		
1	W200208	W200208	BURNER ASSEMBLY	1
2	F200220	F200220	BASE	1
3	W200210	W200210	GRATE	1
4	R100042	R200042	VENT-FREE PILOT ASSEMBLY	1
5	R100020	R200020	MAIN GAS VALVE	1
6	F200222-SS	F200222-SS	GAS VALVE BRACKET	1
7	F300072	F300073	ORIFICE (NG) / AIR MIXER (Propane)	1
8	C100038	C100038	5/16" X 7" FLEX CONNECTOR	1
9	D300098	D300098	1/2" X 12" FLARE GAS CONNECTOR	1
10	D300090	D300090	SUPPLIED 1/2" SHUTOFF VALVE	1
11	PCB	PCB	SKYTECH REMOTE CONTROL	1
12	PCB-R	PCB-R	SKYTECH REMOTE RECEIVER	1
13	M100508	M100508	7 PC. LOG SET	1
14	G100050	G100050	BURNER GLASS MEDIA, Lbs.	15

# LIMITED LIFETIME WARRANTY POLICY

## LIFETIME WARRANTY

The following components are warranted for life to the original owner, subject to proof of purchase: Base, Grate, and Steel Burner.

## FIVE YEAR WARRANTY

The following components are warranted five (5) years to the original owner, subject of proof of purchase: Ceramic Logs.

## BASIC WARRANTY

Woodbridge Fireplace Inc. warrants the components and materials in your gas appliance to be free from manufacturing and material defects for a period of two years from date of installation. After installation, if any of the components manufactured by Woodbridge Fireplace Inc. in the appliance are found to be defective in materials or workmanship, Woodbridge Fireplace Inc. will, at its option, replace or repair the defective components at no charge to the original owner. Woodbridge Fireplace Inc. will also pay for reasonable labor costs incurred in replacing or repairing such components for a period of two years from date of installation. Any products presented for warranty repair must be accompanied by a dated proof of purchase.

This Limited Lifetime Warranty will be void if the appliance is not installed by a qualified installer in accordance with the installation instructions. The Limited Lifetime Warranty will also be void if the appliance is not operated and maintained according to the operating instructions supplied with the appliance, and does not extend to (1) firebox/burner assembly damage by accident, neglect, misuse, abuse, alterations, negligence of others, including the installation thereof by unqualified installers, (2) the costs of removal, reinstallation or transportation of defective parts on the appliance, or (3) incidental or consequential damage. All service work must be performed by an authorized service representative.

This warranty is expressly in lieu of other warranties, express or implied, including the warranty of merchantability of fitness for purpose and of all other obligations or liabilities. Woodbridge Fireplace Inc. does not assume for it any other obligations or liabilities in connection with sale or use of the appliance. It states that do not allow limitations on how long an implied warranty lasts, or do not allow exclusion of indirect damage, those limitations of exclusions may not apply to you. You may also have additional rights not covered in the Limited Lifetime Warranty.

Woodbridge Fireplace Inc. reserves the right to investigate any and all the claims against the Limited Lifetime Warranty and decide upon method of settlement.

For information about this warranty, contact:

**Woodbridge Fireplace Inc.**  
**1305 Meyerside Dr., Mississauga**  
**Ontario, Canada L5T 1C9**  
**Tel.: 1-905-564-3001**  
**[www.woodbridgedealer.com](http://www.woodbridgedealer.com)**