



SINCE 1932

# HOME OWNERS GUIDE

### INSTALLER:

Leave this manual with the appliance.

### CONSUMER:

Retain this manual for future reference.

### WARNING

#### FIRE OR EXPLOSION HAZARD

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

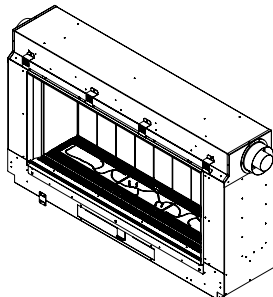
-Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

#### -What to do if you smell gas:

- Do not try to light the 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.

DIRECT VENT ZERO CLEARANCE GAS FIREPLACE HEATER MODEL: DVLXG55B/DVLXG55S



This appliance may be installed in an aftermarket, permanently located, manufactured home (USA only) or mobile home, where not prohibited by local codes.

This appliance is only for use with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases, unless a certified kit is used.



## DANGER



**HOT GLASS WILL CAUSE BURNS.  
DO NOT TOUCH GLASS UNTIL COOLED.  
NEVER ALLOW CHILDREN TO TOUCH GLASS.**

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



[www.nficertified.org](http://www.nficertified.org)

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



## INTERMITTENT PILOT 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 must be lighted with the remote control. When lighting the pilot, follow these instructions exactly.

B. BEFORE LIGHTING, smell around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

What to do if you smell gas:

- Do not try to light any appliance.
- Do not touch any electrical switch.
- Do not use any phone in your building.
- Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.
- If you can not reach your gas supplier, call the fire department.

C. Use only the remote control to operate the valve. Never use tools. If the valve does not operate, don't try to repair it; call a qualified service technician. Force or attempted repair may result in fire or explosion.

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

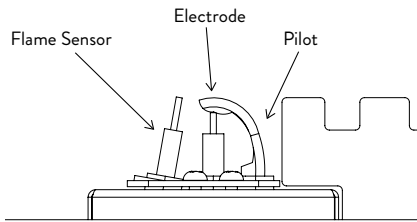
### LIGHTING INSTRUCTIONS

1. STOP! Read the safety information above.
2. Turn OFF electric power to the appliance.
3. Ensure that the gas shut-off valve is in the "ON" position.
4. Wait ten minutes. Then smell for gas, including near the floor. If you smell gas, STOP! Follow "B" in the safety information above on this page. If you do not smell gas, go to the next step.
5. Turn ON electric power to the appliance.

6. Use the remote to turn your fire on. If the pilot does not light within 60 seconds, stop and go back to step 5.

7. If the burner or pilot does not operate properly after several tries, turn the gas shut-off valve to the "OFF" position and call your service technician or gas supplier.

8. Operation of the fire is controlled by a manual on/off switch or a hand held remote control. Refer to remote instructions for detailed operation information.



#### SHUT-OFF VALVE



### TO TURN OFF GAS TO FIREPLACE

1. Turn off all electrical power to the appliance if service is to be performed (if applicable).
2. Turn gas shut off valve to "OFF" position.

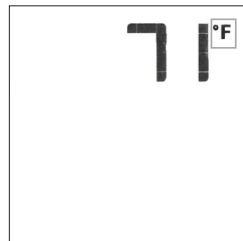
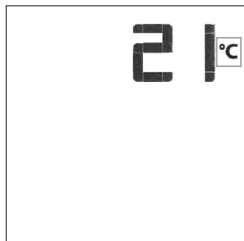
# MULTIFUNCTION REMOTE OPERATING INSTRUCTIONS

## REMOTE FUNCTIONS



## TEMPERATURE INDICATION DISPLAY

With the system in the “OFF” position, press the Thermostat Button and the Mode Button at the same time. Look at the LCD screen on the transmitter to verify that a °C or °F is visible to the right of the Room Temperature display.



## TURN ON THE APPLIANCE

With the system OFF, press the ON/OFF Button on the Transmitter. The Transmitter display will show some other active Icons on the screen. At the same time the Receiver will activate the appliance. A single “beep” from the Receiver will confirm reception of the command.

This appliance comes equipped with a hot air circulating fan. The fan speed is linked to the height of the flames and cannot be adjusted manually.

## MULTIFUNCTION REMOTE OPERATING INSTRUCTIONS

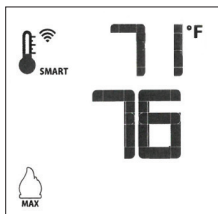
### TURN OFF THE APPLIANCE

With the system ON, press the ON/OFF Button on the Transmitter. The Transmitter LCD display will only show the room temperature. At the same time the Receiver will turn off the appliance. A single “beep” from the Receiver confirms reception of the command.

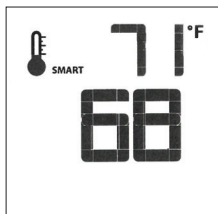


### SMART THERMOSTAT

The Smart Thermostat function adjusts the flame height in accordance to the difference between the set point temperature and the actual room temperatures. As the room temperature gets closer to the set point the Smart Function will modulate the flame down. To activate this function, press the Thermostat Button until the word “SMART” appears to the right of the temperature bulb graphic.



To adjust the set temperature, press the Up or Down Arrow Buttons until the desired set temperature is displayed on the LCD screen of the Transmitter.

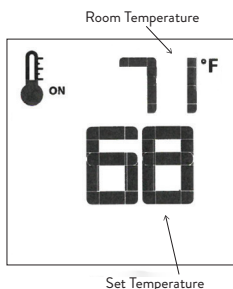


**NOTICE: When Smart Thermostat is activated, manual flame height adjustment is disabled.**

## MULTIFUNCTION REMOTE OPERATING INSTRUCTIONS

### ROOM THERMOSTAT

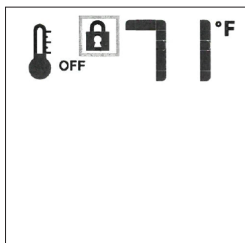
The remote control can operate as a room thermostat. The thermostat can be set to a desired temperature to control the comfort level in a room. To activate this function, press the Thermostat Button. The LCD display on the transmitter will change to show that the room thermostat is "ON" and the set temperature is now displayed. To adjust the set temperature, press the Up or Down Arrow Buttons until the desired set temperature is displayed on the LCD screen of the Transmitter, as shown below.



### BUTTON LOCK

This function will lock the Buttons to avoid unsupervised operation. To activate this function, press the MODE and UP Buttons at the same time.

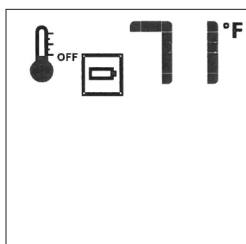
To deactivate this function, press the MODE and UP Buttons at the same time.



### LOW BATTERY POWER DETECTION

The life span of the remote control batteries depends on various factors: quality of the batteries used, the number of ignitions of the appliance, the number of changes to the room thermostat set point, etc.

When the transmitter batteries are low, an Icon will appear on the LCD display of the transmitter before all battery power is lost. When the batteries are replaced this Icon will disappear.



## MAINTENANCE AND SERVICE

**NOTICE:** It is normal for steel appliances to make expansion/ contraction noises as they heat up or cool down. Similar noises are found with your furnace or car engine.

It is normal for your gas fireplace to give off some odor the first time it is burned. This is due to the curing of the paint and any oil from the manufacturing process. If odor becomes offensive, open windows.

Burn the fireplace for at least six hours the first time you use it.

**NOTICE:** Turn off the gas before servicing appliance.

Have a qualified service person perform the following (inspections) at the beginning of each heating season:

- **Check Vent System**  
Inspect the fireplace and venting system before initial use and at least annually. Inspect the external vent cap on a regular basis to make sure no debris is interferes with the air flow.
- **Clean Burner and Control Compartment**  
Keep the control compartment, logs, and burner areas surrounding the logs clean by vacuuming or brushing at least twice a year.
- **Cleaning Procedure**
  1. Turn off pilot flame using your remote. Allow the fireplace to cool completely.
  2. Remove outer and inner glass.
  3. Remove all logs and coals. Place them in a safe location.
  4. Vacuum burner compartment.
  5. Replace glowing embers, logs, and coals.
  6. Re-install inner and outer glass.
  7. Ignite pilot.
  8. Operate the pilot burner. If it appears abnormal contact your dealer for service.

## CLEANING THE GLASS

Clean the glass periodically. We recommend gas fireplace glass cleaner.

Contact your dealer in regards to servicing of the fireplace.

During start-up, condensation forms on the inside of the glass causing lint, dust and other airborne particles to cling to the glass. Also initial paint curing may deposit a film on the glass. Allow the fireplace to cool and then clean the glass two or three times with gas fireplace glass cleaner or a non-abrasive household cleaner and warm water. After that, clean the glass two or three times during each heating season or more often if necessary.

### WARNING

Clean glass with cleaner designed for fireplaces.

Do not use Ammonia based or abrasive cleaners on glass. Do not attempt to clean glass when glass is hot.

### WARNING

Do not operate the appliance with the glass removed, cracked, or broken.

### WARNING

1. Avoid breaking the glass.
2. Do not operate this appliance without the glass or with broken glass. Have a qualified service person replace damaged glass and gasket using materials specified by Empire Comfort Systems.
3. Do not abuse or strike the glass.
4. The use of substitute glass will void all product warranties.

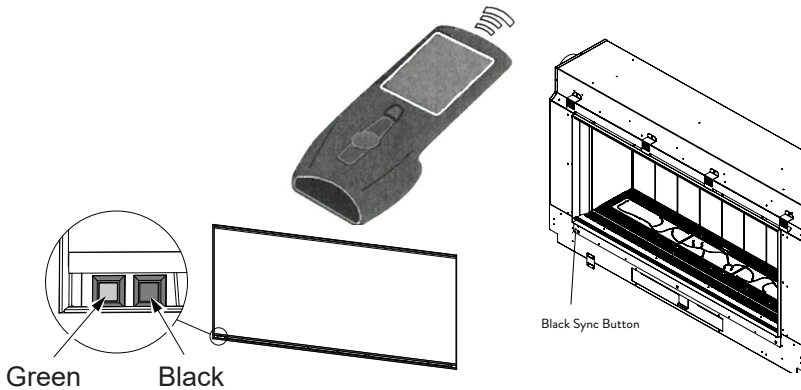
## MAINTENANCE AND SERVICE

### WIRING

If any of the original wire supplied with this unit must be replaced, order from an Empire dealer.

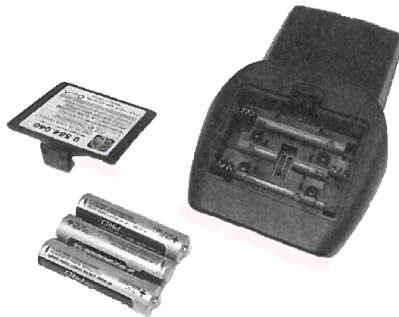
### PAIRING THE REMOTE TRANSMITTER

1. Press remote sync button on the fireplace. (Black button)
2. Press the ON button on remote transmitter. An audible four beeps will be heard.
3. Should the SIT controller be replaced with a brand new controller then it may be necessary to hold down the GREEN button throughout the whole pairing procedure above.



### REPLACE BATTERIES IN REMOTE TRANSMITTER

1. Locate the cover on the base of the remote transmitter.
2. Remove the cover and replace existing batteries with three AAA batteries.
3. Replace cover.



## IMPORTANT SAFETY INFORMATION

### FOR THE HOMEOWNER

- This fireplace must be installed and serviced by your dealer or a qualified service technician. Other than cleaning the glass, there are no userserviceable components.
- Keep the area around the fireplace clean and free of debris. This fireplace requires an unimpeded flow of air to circulate warm air. Do not place objects on or around the fireplace that may restrict air flow.
- Keep the area around the fireplace free of combustible materials - including drapery, upholstered furniture, paper, boxes, and clothing. Never hang stockings or cards above the fireplace.
- Never operate the fireplace with the glass front removed or damaged. Any part removed for cleaning or servicing must be replaced prior to operating the fireplace.
- The fireplace gets hot during operation and may remain hot for an hour after use. When operated by thermostat, the fireplace will turn on and off automatically.
- This fireplace may become hot enough to burn skin and ignite clothing after prolonged contact. To prevent injury, alert people in your home - especially children - to the hazards of high surface temperatures and warn them to stay away from the fireplace.
- Supervise children whenever the fireplace is hot. Young children and others may be susceptible to accidental contact burns. Have your dealer install a physical barrier if there are at-risk individuals in your home. 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.
- The vent cap, located on the outside of your home, will also become very hot. Alert everyone, adults and children, to stay clear and avoid touching the vent cap. Keep the area around the vent cap clear of combustibles, including shrubs and trees.
- Do not use this fireplace if any part has been underwater. Have a qualified technician inspect the fireplace and replace any part that has been underwater. In the event of a natural disaster (tornado, earthquake, fire, etc.) have a qualified technician inspect the fireplace for damage or potential gas leaks. Repair or replace any damaged components before operating this fireplace.
- Never burn solid fuels such as wood, coal, paper or cardboard in this fireplace.



## IMPORTANT SAFETY INFORMATION

### ANNUAL INSPECTION

- Have the fireplace inspected annually before use.
  - More frequent inspection and cleaning may be required if the fireplace is installed in an area exposed to pet hair or dust, or to excessive lint from new carpeting or bedding materials.
- During the annual checkup, the technician will:**
- Inspect the pilot (flame safety system) and burner(s) for proper operation and replace any damaged parts.
  - Check the glass and gasket for proper seal.
  - Vacuum and clean any foreign debris in the firebox that is not supposed to be there.
  - Clean Glass with a suitable fireplace glass cleaner. Abrasive cleaners must not be used. Be careful not to scratch the glass when cleaning.
  - Check the barrier for fit and structural integrity.
  - Check all latches or other door retention components for proper operation, tension, and relief mechanisms are free from obstructions.
  - Inspect the log set (if applicable) and decorative media (if applicable) for debris or damage.
  - Freshen up the glowing embers if applicable.
  - Replace batteries in the remote transmitter and receiver if applicable.
  - Inspect the venting and vent termination cap for damage, corrosion, sooting, or obstruction and correct if present.
  - In addition, clean and inspect the fireplace following any remodeling work in your home.

## SAFETY INFORMATION FOR USERS OF PROPANE GAS

Propane is a flammable gas which can cause fires and explosions. In its natural state, propane is odorless and colorless. You may not know all the following safety precautions which can protect both you and your family from an accident. Read them carefully now, then review them point by point with the members of your household.

Someday when there may not be a minute to lose, everyone's safety will depend on knowing exactly what to do. If, after reading the following information, you feel you still need more information, please contact your gas supplier.

### PROPANE GAS WARNING ODOR

**If a gas leak happens, you should be able to smell the gas because of the odorant put in the Propane Gas. That's your signal to go into immediate action!**

- Do not operate electric switches, light matches, use your phone. Do not do anything that could ignite the gas.
- Get everyone out of the building, vehicle, trailer, or area. Do that IMMEDIATELY.
- Close all gas tank or cylinder supply valves.
- Propane Gas is heavier than air and may settle in low areas such as basements. When you have reason to suspect a gas leak, keep out of basements and other low areas. Stay out until firefighters declare them to be safe.
- Use your neighbor's phone and call a trained Propane Gas service person and the fire department. Even though you may not continue to smell gas, do not turn on the gas again. Do not re-enter the building, vehicle, trailer, or area.
- **Finally**, let the service man and firefighters check for escaped gas. Have them air out the area before you return. Properly trained Propane Gas service people should repair the leak, then check and relight the gas appliance for you.

### NO ODOR DETECTED - ODOR FADE

**Some people cannot smell well. Some people cannot smell the odor of the chemical put into the gas. You must find out if you can smell the odorant in propane.**

Smoking can decrease your ability to smell. Being around an odor for a time can affect your sensitivity or ability to detect that odor. Sometimes other odors in the area mask the gas odor. People may not smell the gas odor or their minds are on something else. Thinking about smelling a gas odor can make it easier to smell.

**The odorant in Propane Gas is colorless, and it can fade under some circumstances.**

For example, if there is an underground leak, the movement of the gas through soil can filter the odorant. Odorants in Propane Gas also are subject to oxidation. This fading can occur if there is rust inside the storage tank or in iron gas pipes.

The odorant in escaped gas can adsorb or absorb onto or into walls, masonry and other materials and fabrics in a room. That will take some of the odorant out of the gas, reducing its odor intensity.

Propane Gas may stratify in a closed area, and the odor intensity could vary at different levels. Since it is heavier than air, there may be more odor at lower levels. Always be sensitive to the slightest gas odor. If you detect any odor, treat it as a serious leak. Immediately go into action as instructed earlier.

## SAFETY INFORMATION FOR USERS OF PROPANE GAS

### SOME POINTS TO REMEMBER

- Learn to recognize the odor of Propane Gas. Your local Propane Gas Dealer can give you a “Scratch and Sniff” pamphlet. Use it to find out what the propane odor smells like. If you suspect that your Propane Gas has a weak or abnormal odor, call your Propane Gas Dealer.
- If you are not qualified, do not light pilot lights, perform service, or make adjustments to appliances on the Propane Gas system. If you are qualified, consciously think about the odor of Propane Gas prior to and while lighting pilot lights or performing service or making adjustments.
- Sometimes a basement or a closed-up house has a musty smell that can cover up the Propane Gas odor. Do not try to light pilot lights, perform service, or make adjustments in an area where the conditions are such that you may not detect the odor if there has been a leak of Propane Gas.
- Odor fade, due to oxidation by rust or adsorption on walls of new cylinders and tanks, is possible. Therefore, people should be particularly alert and careful when new tanks or cylinders are placed in service. Odor fade can occur in new tanks, or reinstalled old tanks, if they are filled and allowed to set too long before refilling. Cylinders and tanks which have been out of service for a time may develop internal rust which will cause odor fade. If such conditions are suspected to exist, a periodic sniff test of the gas is advisable. **If you have any question about the gas odor, call your Propane Gas Dealer. A periodic sniff test of the Propane Gas is a good safety measure under any condition.**

If, at any time, you do not smell the Propane Gas odorant and you think you should, assume you have a leak. Then take the same immediate action recommended above for the occasion when you do detect the odorized Propane Gas.
- If you experience a complete “gas out,” (the container is under no vapor pressure), turn the tank valve off immediately. If the container valve is left on, the container may draw in some air through openings such as pilot light orifices. If this occurs, some new internal rusting could occur. If the valve is left open, then treat the container as a new tank. Always be sure your container is under vapor pressure by turning it off at the container before it goes completely empty or having it refilled before it is completely empty.

## WARRANTY

Empire Comfort Systems Inc. warrants this hearth product to be free from defects at the time of purchase and for the periods specified below. Hearth products must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner's manual. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

### **Limited Lifetime Parts Warranty- Combustion Chamber, Heat Exchanger, and Factory-Installed Glass**

If the combustion chamber, heat exchanger (see parts list) or factory-installed glass fails because of defective workmanship or material, Empire will repair or replace at Empire's option.

### **Limited Three-Year Parts Warranty- All Other Components**

#### **(Except Remote Controls, Thermostats, Accessories and Replacement Parts)**

Should any part fail because of defective workmanship or material within three years from the date of purchase, Empire will repair or replace at Empire's option.

### **Limited One-Year Parts Warranty- Remote Controls, Thermostats, Lighting System, Accessories, and Parts**

Should any remote control, thermostat, lighting system, accessory, or other part fail because of defective workmanship within one year from the date of purchase, Empire will repair or replace at Empire's option.

### **Duties of the Owner**

The appliance must be installed by a qualified installer and operated in accordance with the instructions furnished with the appliance.

A bill of sale, canceled check, or payment record should be kept to verify purchase date and establish warranty period. Ready access to the appliance for service.

### **What Is Not Covered**

Damages that might result from the use, misuse, or improper installation of this appliance. Travel, diagnostic costs and freight charges on warranted parts to and from the factory. Claims that do not involve defective workmanship or materials.

Unauthorized service or parts replacements.

Removal and reinstallation cost.

Inoperable due to improper or lack of maintenance.

### **How To Get Service**

To make a claim under this warranty, please have your receipt available and contact your installing dealer. Provide the dealer with the model number, serial number, type of gas, and purchase verification. The installing dealer is responsible for providing service and will contact the factory to initiate any warranted parts replacements. Empire will make replacement parts available at the factory. Shipping expenses are not covered.

If, after contacting your Empire dealer, service received has not been satisfactory, contact: Consumer Relations Department, Empire Comfort Systems Inc., PO Box 529, Belleville, Illinois 62222, or send an e-mail to [info@empirecomfort.com](mailto:info@empirecomfort.com) with "Consumer Relations" in the subject line.

Empire Comfort Systems Inc. warrants this hearth product to be free from defects at the time of purchase and for the periods specified below. Hearth products must be installed by a qualified technician and must be maintained and operated safely, in accordance with the instructions in the owner's manual. This warranty applies to the original purchaser only and is not transferable. All warranty repairs must be accomplished by a qualified gas appliance technician.

### **Your Rights Under State Law**

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

