• Important operating and maintenance instructions included.
• Read, understand, and follow these instructions for safe installation and operation.

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

WARNING: FIRE OR EXPLOSION HAZARD
Failure to follow safety warnings exactly could result in serious injury, death or property damage.

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

• WHAT TO DO IF YOU SMELL GAS
- Do not try to light any appliance.
- Do not touch any electrical switch; do not use any phone in the 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.

WARNING

FOR USE IN WOOD BURNING FIREPLACES

It is imperative the burner be kept clean. The appliance must be serviced and maintained to ensure proper operations and performance. All service should be done by NFI certified persons.

INSTALLATION AND SERVICE OF THIS APPLIANCE SHOULD BE PERFORMED BY AUTHORIZED PERSONNEL.

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.
HOT! DO NOT TOUCH! SEVERE BURNS MAY RESULT! CLOTHING IGNITION MAY RESULT!

- Glass and other surfaces are hot during operation and cool-down periods.
- Keep children away.
- Young children should be CAREFULLY SUPERVISED when they are in the same room as the appliance. Toddlers, young children, and others may be susceptible to accidental contact burns. A physical barrier is recommended if there are at-risk individuals in the house. To restrict access to the appliance, install an adjustable safety gate to keep toddlers, young children, and other at-risk individuals out of the room and away from hot surfaces.
- 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 APPLIANCE.
- PRIMARILY A VENTED APPLIANCE - NOT CERTIFIED AS A SPACE HEATER!
- Due to high temperatures, the appliance should be located out of traffic and away from furniture and draperies.

WARNING: This product can expose you to chemicals including Lead, which are known to the State of California to cause cancer or birth defects or reproductive harm. For more information, visit www.P65Warnings.ca.gov
Read this manual before installing or operating this appliance. Please retain this owner’s manual for future reference.

CONGRATULATIONS

Congratulations on selecting an Outdoor GreatRoom Company vented gas appliance. The Gas Appliance you have selected is designed to provide the utmost in safety, reliability, and efficiency.

As the owner of an Outdoor GreatRoom Company gas appliance, you’ll want to read and carefully follow all of the instructions contained in this owner’s manual. Pay special attention to all cautions and warnings.

This owner’s manual should be retained for future reference. We suggest you keep it with other important documents and product manuals.

The information contained in this owner’s manual applies to the HGI-31 only.

Your new HGI-31 will give you years of durable use and trouble-free enjoyment.

WARNING

ALL GAS SUPPLIES MUST BE HARD-PIPED TO THE APPLIANCE.

<table>
<thead>
<tr>
<th>HGI-31 [Heritage Gas Insert]</th>
<th>PROPAINE:</th>
<th>NAT. GAS:</th>
<th>Manufacturer:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas Type:</td>
<td></td>
<td></td>
<td>Fabricant:</td>
</tr>
<tr>
<td>Orifice Size:</td>
<td>Ø54</td>
<td>Ø41</td>
<td>The Outdoor GreatRoom Company, LLC</td>
</tr>
<tr>
<td>Inlet Pressure:</td>
<td>11 in. WC (2.74 kPa)</td>
<td>7 in. WC (1.74 kPa)</td>
<td></td>
</tr>
<tr>
<td>Test Point Pressure:</td>
<td>10 in. WC (2.49 kPa)</td>
<td>3.5 in. WC (0.87 kPa)</td>
<td></td>
</tr>
</tbody>
</table>

Vented decorative gas appliance: not a source of heat; not for use with solid fuel.
Foyer au gaz à évacuation. Ne pas utiliser avec du combustible solide.

NOT FOR USE WITH GLASS DOORS.
NE PAS UTILISER AVEC DES PORTES EN VERRE.

Energy Verified Rendement Énergétique Vérifié
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A. APPLIANCE CERTIFICATION

MODEL: HGI-31 Vented Gas Insert
LABORATORY: Underwriters Lab (UL)
TYPE: Sealed combustion gas insert for use in wood burning fireplaces.

B. SPECIFICATIONS

<table>
<thead>
<tr>
<th>MODEL</th>
<th>ORIFICE SIZE</th>
</tr>
</thead>
<tbody>
<tr>
<td>HGI-31</td>
<td>PROpane - #54</td>
</tr>
<tr>
<td>MAX INPUT BTU</td>
<td>22,000 BTU/hr - high</td>
</tr>
<tr>
<td></td>
<td>16,500 BTU/hr - low</td>
</tr>
<tr>
<td></td>
<td>24,400 BTU/hr - high</td>
</tr>
<tr>
<td></td>
<td>19,100 BTU/hr - low</td>
</tr>
</tbody>
</table>

HGI-31 has been tested in accordance with US and Canadian requirements for vented gas fireplaces, reference National Fuel Gas Code ANSI Z223.1/NFPA54 or the Natural Gas and Propane Installation Code CSA B149.1, and operating as described in these installation and operating instructions.

The installation must conform with local codes or, in the absence of local codes, to ANSI Z21-50 or CSA 2.22-2014.

The appliance, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the National Electrical Code, ANSI/NFPA 70, or the Canadian Electrical Code, Part 1, CSA C22.1.

WHAT’S INCLUDED:

HGI-31 NATURAL GAS

- Multi-speed fan
- Set-up for Natural Gas
- Multi-level ember bed setting
- Glowing embers
- Flexible metal gas line with shut-off
- Owner’s Manual
- Remote Control
Getting Started

This appliance is a Vented Gas Appliance and MUST NOT be used for cooking.

Place the HGI-31 system in an existing functional wood burning fireplace with a functional flue, this can be a manufactured fireplace or site built type. This location must have a natural gas supply line or propane gas supply.

A. DESIGN AND INSTALLATION CONSIDERATIONS

When planning an appliance installation, it is necessary to determine the following information before installing:

• Where will the appliance be installed? See section 4
• Gas supply piping. See section 5
• Framing and finishing details. See section 4

B. TOOLS AND SUPPLIES REQUIRED

Before beginning the installation, be sure that the following tools and supplies are at hand.

• Gloves
• Safety Glasses
• Phillips screwdriver
• Non-corrosive leak-check solution
• Wrenches

C. INSPECT THE APPLIANCE AND COMPONENTS

Inspect appliance and components for damage. Damaged parts may impair safe operation.

• Do not install damaged, incomplete, or substitute components. Report damaged parts to your dealer.
• Carefully remove all components from packaging.
• Read all instructions before beginning installation. Follow these instructions carefully during installation to ensure maximum safety and performance.

Asphyxiation Risk:
• This gas appliance is to be vented outdoors.
• This unit must NOT be installed inside an unvented appliance.

WARNING

Asphyxiation Risk:
• This gas appliance is to be vented outdoors.
• This unit must NOT be installed inside an unvented appliance.

WARNING

Do NOT use this appliance if any part of it has been underwater. Have an authorized service technician inspect the appliance and replace any part of the control system and any gas control which has been underwater.

WARNING

Sharp Edges:
Wear protective gloves and safety glasses during installation.

WARNING

Vented Decorative gas appliance: NOT a source of heat; NOT for use with solid fuel.

WARNING

The Outdoor Greatroom Co. disclaims any responsibility for, and the warranty will be voided by, the following actions:

• Installation and use of any damaged components.
• Modification of the assembly.
• Installation other than as instructed by the Outdoor Greatroom Company.

ANY SUCH ACTION MAY RESULT IN A FIRE HAZARD
**INSPECTION OF APPLIANCE AND COMPONENTS**

Some parts may have become damaged during shipment. Visually inspect every element for damage before installation. **NEVER** install a damaged component. Review the Limited One Year Warranty found on page 28 and 29 of this manual.

## 3 Additional Items Required

### A. PACKING LIST

- Log set
- Glowing ember material
- Glass media
- Remote transmitter
- Power cord
- Manual gas valve shut off
- Vent Connection Tool

### B. ADDITIONAL ITEMS REQUIRED:

- Front surround kit - sold separately
- Venting system - 3” flex system
- Direct vent cap
- Phillips screw driver
- Flat-head screw driver
- 5/16” Hex driver

## 4 Framing Clearances

### WARNING

**FIRE RISK**

**PROVIDE ADEQUATE CLARANCE:**

- Around air openings
- For service access
- Locate appliance away from traffic areas

### WARNING

**CLEARANCES:**

- Minimum clearance to combustible side-walls: 6 inches
- Minimum clearance to ceiling combustibles: 36 inches
- Minimum clearance to front of appliance: 10 inches
- Minimum clearance to mantel: 12 inches for a 10 inch deep mantel
Gas Hookup and Information

**WARNING**

**FIRE RISK**

**EXPLOSION RISK:** VERIFY INLET PRESSURES

- High pressure may cause over-fire condition.
- Low pressure may cause explosion
- Verify minimum pressures when other household appliances are operating

Install regulator upstream of valve if line pressure is greater than 10.5 in WC for natural gas and 14 in WC for Propane gas.

**A. FUEL**

Before making gas connections, ensure the appliance being installed is compatible with the available gas type.

**B. GAS PRESSURE**

Proper input pressures are required for optimum performance and safety. Gas line sizing requirements need to be made following NFPA-54.

Pressure requirements for appliance are shown in table below. Minimum pressures must be met when other household gas appliances are operating.

<table>
<thead>
<tr>
<th>PRESSURE</th>
<th>NATURAL GAS</th>
<th>PROPANE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Min. inlet pressure</td>
<td>5 inch WC</td>
<td>10.5 inch WC</td>
</tr>
<tr>
<td>Max. inlet pressure</td>
<td>10.5 inch WC</td>
<td>14 inch WC</td>
</tr>
</tbody>
</table>

**C. GAS CONNECTION**

NOTE: Have the gas supply installed in accordance with local building codes, if any. Installation should be done by an authorized installer approved and/or licensed as required by the locality.

Incoming gas line should be piped to the 12.7mm (1/2 inch) connection on the manual shut-off valve.

A small amount of air will be in the gas supply lines. When first lighting appliance it will take a short time for air to purge from lines. Subsequent lighting of the appliance will not require such purging.
D. PROpane GAS SETUp

• The Propane gas supply used with Propane configurations must be constructed and marked in accordance with the specifications for Propane gas.
• Cylinders must be stored outdoors in a well-ventilated area out of the reach of children. Disconnected cylinders must have threaded valve plugs tightly installed and must not be stored in a building, garage, or any other enclosed area.
• The Propane gas supply system must be arranged for vapor withdraw.

GAS SETUP FOR LIQUID PROPANE

Your gas fireplace insert was built for Natural Gas use. If you are converting from one fuel source to another, you must reference the specific Conversion Kit Instructions supplied with the Conversion Kit. Conversion Kits MUST be installed by QUALIFIED INSTALLERS.

NATURAL GAS CONVERSION KIT:
PART NUMBER: HGI-16

LIQUID PROPANE CONVERSION KIT:
PART NUMBER: HGI-17

WARNING

CHECK ENTIRE SYSTEM FOR LEAKS BEFORE OPERATING. IF AN INSTALLER IS CONVERTING THE UNIT FROM NATURAL GAS TO PROPANE, RE-CHECK ALL CONNECTIONS FOR LEAKS BEFORE USE.

WARNING

IMPROPER INSTALLATION, ADJUSTMENT, ALTERATION SERVICES, OR MAINTENANCE CAN CAUSE INJURY OR PROPERTY DAMAGE. REFER TO AND UNDERSTAND THIS MANUAL. FOR ASSISTANCE OR ADDITIONAL INFORMATION CONSULT A QUALIFIED INSTALLER, SERVICE AGENCY, LICENSED TECHNICIAN OR THE GAS SUPPLIER.

WARNING

AN APPROVED REGULATOR, IF NEEDED, MUST BE FITTED BY THE INSTALLING PLUMBER.
E. NATURAL GAS SETUP

- The Natural Gas supply must be properly sized for use with this appliance.
- An adequate gas supply system must be in place to provide gas to the fireplace without affecting other gas appliances.
- Gas supply sizing must be done by a certified professional.

GAS SETUP FOR NATURAL GAS

1. Ensure that the HGI-31 is stable and level. Verify that the Natural Gas injector is in place and that the air shutter is 1/8” open. Adjust air shutter by loosening the small screw on the air shutter and rotating it to an 1/8” open position and re-tighten screw.
2. Connect the metal flex-line included with your insert to the incoming Natural Gas supply line shut-off valve using two (2) wrenches to tighten.
3. Ensure that the manual shut-off valve is placed on the Natural Gas line before it reaches the appliance control valve.

- The appliance and its appliance main gas valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of ½ psi (3.5 kPa).
- The appliance must be isolated from the gas supply piping system by closing the equipment shut-off valve during any pressure testing of the gas supply piping system at test pressures equal to or less than ½ psi (3.5 kPa).
- Provide a 1/8-in NPT plugged tapping, accessible for test gage connection, immediately upstream of the gas supply connection to the appliance.
6 Installation

**WARNING**

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

- If any parts need to be removed, they should be removed in a manner that allows the unit to be returned to its original condition in the event this insert is removed. A label is provided to position in the interior firebox stating the fireplace has been altered and cannot be used for wood burning unless it is returned to the original condition.
- The damper and grate, if present, must be removed from the wood burning fireplace. Other parts as needed must also be removed, these can include: glass doors, smoke shelf, ash ledge, refractory liner, screen. Nothing must be removed that weakens the structural strength or integrity of the existing wood burning fireplace. A gas appliance must **NOT** be connected to a chimney flue servicing a separate solid-fuel burning appliance.
- If the lower hearth of the unit is removed, the HGI-31 must be set on noncombustible material and should be positioned so that appliance is not installed where carpet or other material will discolor or ignite from radiant heat. See Page 7 for clearances.
- After removal of obstructions in the existing factory-built fireplace, you can now begin installation of the HGI-31.
- Ensure accessibility of components for service when unit is installed.
- 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 passageways of the appliance be kept clean.

**STEP ONE: VENTING THE APPLIANCE**

1. Install the two (2) 3-inch diameter flex lines down your chimney. This is a dangerous job - ensure you use all necessary safety precautions to prevent falling from the roof.
2. Stretch the vent to the desired length.
3. Mark both ends of one flex line with the word “**EXHAUST**” as to properly identify and connect to the cap and the appliance.
4. Attach a rope to the end of the flex line with a heavy object. Do not use anything that could damage your chimney. The rope must be long enough to reach into the firebox from your rooftop.

**MINIMUM VENT HEIGHT FROM TOP OF APPLIANCE; 10 feet**

**MAXIMUM VENT HEIGHT FROM TOP OF APPLIANCE; 25 feet**
5. Slowly lower your rope down the chimney. After the rope is inside the firebox, the installer on the rooftop feeds the flex vent down the chimney while a second person guides the pipe through the chimney by pulling on the rope from the interior of the house.

6. After both flex vents are in place, attach the cap with the end you marked exhaust to the exhaust terminal of the roof cap. The roof cap can now be secured in place.

7. You can now complete the installation indoors - connect the Termination Plate inside the unit first connecting the exhaust flex vent to the exhaust side. (Img. 5-6) *(clamps are provided with vent kit and require either a 1/4” wrench or flat-head screwdriver)*

8. Press fiberglass insulation around the two vents, at the damper level, to prevent cold air from entering or hot air from escaping.

9. Attach the Termination Plate to the unit using two (2) provided screws. (Img. 6)

- The installer must mechanically attach the marking supplied with the gas fireplace insert to the inside of the firebox of the fireplace into which the gas fireplace insert in installed
- Cutting any sheet-metal parts of the fireplace in which the gas fireplace insert is to be installed is prohibited.
- If the factory-built fireplace has no gas access hole(s) provided, an access hole of 1.5 in (38.1 mm) or less may be drilled through the lower sides or bottom of the firebox in a proper workmanship like manner. This access hole must be plugged with non-combustible insulation after gas supply line has been installed.
- The fireplace flue damper can be fully blocked open or removed for installation of the gas fireplace insert.
- The fireplace and fireplace chimney must be clean and in good working order and constructed of non-combustible materials.
- Refractory, glass doors, screen rails, screen mesh, and log grates can be removed from the fireplace before installing the gas fireplace insert.
- Trim panels or surrounds shall not seal ventilation openings in the fireplace.
- Ensure that chimney clean outs fit properly.
- Smoke shelves, shields, and baffles may be removed if attached by mechanical fasteners.
- Ensure a tight connection is made between the gas insert flue collar and fireplace chimney.
STEP TWO: POSITIONING APPLIANCE

1. Slide the appliance and vent connector assembly into the wall cavity. (NOTE: Vent connector assembly may be difficult to reach depending on the opening height of the fireplace cavity. An installation tool is provided to assist in positioning the vent connection assembly.)
2. Position the appliance so that it is flush with the exterior face of the fireplace cavity.

STEP THREE: TESTING THE APPLIANCE

1. The appliance should now be tested to ensure the gas supply and electrical connection have been properly installed.
2. If you did not previously check for leaks, you must remove the appliance from the wall cavity at this time and perform a check for leaks on all gas connections.
3. Use the manual switch and remote control unit to ensure the appliance is properly operating.
4. Do not operate for more than two minutes as the appliance will not properly exhaust at this time without the front glass assembly installed.

STEP FOUR: ATTACHING THE SURROUND

1. Fasten the Surround panel to the appliance using the provided four (4) screws into the upper and lower corners of the surround (Img. 8).
2. Following Step One, the appliance should be positioned so that the surround is firmly pressed against the exterior face of the fireplace cavity.
**STEP FIVE: LOGS AND EMBERS**

1. Position the back log (A) as seen in Img. 10. Press it in place such that the tabs secure it on both ends. The log should be flat against the back of the firebox.
2. Position the two (2) larger side logs (B) and (C) as shown inImg. 11.
3. Position the center log (D) over tube as seen in Img. 11.
4. Position the fiber embers over the porting - be sure not to interfere with the pilot assembly. Pull the material apart so it is light and thin over the ports, it is not necessary to use all of the material.
5. Position the glass embers over the LED tray. Use all the glass embers, place them randomly ensuring the darker side of the material is not uniformly installed.
6. Position the last two (2) smaller logs (E) and (F) to line up with the indentations for the grate bar as shown in Img. 12.
1. Position the TOP two (2) slots over the tabs on the appliance and press tight the bottom of the glass as seen in Img. 13 and Img. 14.

2. Reach into the lower slot of the appliance and grasp the spring-loaded glass clamps as seen in Img. 15.

3. Pull the latch forward and up to latch the hooks to the front.

4. Release the handle to secure the front.

5. **NOTE: BOTH SPRING-LOADED GLASS CLAMPS ARE NECESSARY FOR THE APPLIANCE TO FUNCTION PROPERLY AND SAFELY!**

6. Press heat deflector into position above glass door assembly. (Img. 16)

---

**WARNING**

The glass front seals the front of the appliance and provides relief in the event of a delayed ignition. You must ensure it is correctly installed for proper, safe operation!

- DO NOT USE SUBSTITUTE MATERIALS.
- DO NOT SLAM OR STRIKE GLASS.
- DO NOT OPERATE WITH BROKEN GLASS.
- DO NOT CLEAN WHEN HOT.
- DO NOT USE ABRASIVE CLEANERS.
**STEP SEVEN: SAFETY SCREEN**

1. The Vented Front Face with Integral Screen can now be placed on the mounting brackets.
2. Align the tabs of the Safety Screen with their associated mounting brackets on the appliance. (Img. 17)
3. Lower the assembly into place. (Img. 18)
4. The safety screen is now installed. (Img. 19)

- If the screen becomes damaged, the screen shall be replaced with the manufacturer’s barrier for this appliance.
- In case of glass breakage, notify the manufacture for new glass front assembly. DO NOT ATTEMPT TO REPLACE THE GLASS PANEL.
- THIS APPLIANCE IS NOT INTENDED FOR USE WITH GLASS DOORS.

- 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.
- If the barrier becomes damaged, the barrier shall be replaced with the manufacture’s barrier for this appliance.

---

**NOTE TO THE INSTALLER**

COMPLETE ALL VERIFICATION TESTING PRIOR TO TURNING OVER THE UNIT TO THE HOME OWNER. FOLLOW THE SECTION “LIGHTING AND OPERATION” BEFORE LIGHTING. BE SURE TO READ ALL WARNINGS AND SAFETY PRECAUTIONS.
1. Install remote control batteries (Battery Type: CR2450). Test the remote control from various locations within the room - a blue light on the remote will indicate the remote is working.

2. Select remote operation on the fireplace switch, see Img. 22.

3. Push the button shown on Image 20.

4. Press the ON button on the fireplace remote.

5. A series of two (2) beeps will be heard from the control module of the fireplace. An additional beep will indicate that the unit is searching for a remote signal to operate.

6. Remote is paired with the fireplace.

7. Turn on the main burner - this will take a few minutes for its initial burn. It is necessary that air bleeds out of the gas line on its initial start-up.

8. Once the pilot lights, the main burner of the appliance will light. The glass will fog over from moisture exhaust against the cold glass. This will dissipate in a few minutes.

9. Allow the appliance to burn for a few minutes.

10. Adjust the flame height a number of times from high to low. As the valve is adjusting, you will hear a noise of the servo motor moving within the appliance. When the valve has reached a maximum or minimum value, the appliance will beep twice to indicate the highest or lowest setting.

11. Adjust the fan control up and down. Similar to the flame height adjustment, two beeps from the appliance will alert you when the maximum or minimum value has been reached.

12. Repeat for ember light adjustments.

**ACTIVATE PILOT ONLY OPERATION**

1. With unit on, cycle down to the lowest flame setting using the SMALL FLAME button. Two beeps will indicate lowest flame setting.

2. Press and hold the SMALL FLAME button. The control module will beep twice and the light on the remote will go out and come back on following ONE beep from the control module.

3. Turn the unit off with the remote OFF button. Pilot will remain lit.

**DEACTIVATE PILOT ONLY OPERATION**

1. With unit on, cycle up to the highest flame setting using the LARGE FLAME button. Two beeps will indicate highest flame setting.

2. Press and hold the LARGE FLAME button. The control module will beep twice and the light on the remote will go out and come back on following TWO beeps from the control module.

3. Turn the unit off with the remote OFF button. Pilot will no longer remain lit.

---

**FCC STATEMENT**

**Warning**

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

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

**Attention:**

Changes or modification not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

Note: This product has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This product generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this product does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
7 Lighting and Operation

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, AND/OR LOSS OF LIFE.

A. This appliance is lit electronically. When lighting, follow these instructions exactly.

B. BEFORE LIGHTING, perform a smell test for gas around the entire appliance. Be sure to smell next to and around the base of the appliance - some gas is heavier than air and will settle on the floor.

C. Use only your hand to turn the gas control knob on the gas supply (if equipped), never use tools. If the valve will not turn by hand, do not attempt to repair it. Call a qualified service technician. Force or attempted repair may result in a fire or explosion.

D. Do not use the appliance if any part has been under water. Immediately call an authorized service technician to inspect the appliance and replace any part which has been under water.

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 NEARBY
- 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 LOCAL FIRE DEPARTMENT
LIGHTING INSTRUCTIONS

1. Turn ON/OFF switch to the ON position

2. You will see or hear sparking occurring at the electrode.

3. Remote function

4. Standing pilot

WARNING

IN THE EVENT THE FLAME DOES NOT LIGHT:

1. Flip switch to the OFF position.
2. Wait 10 minutes.
3. Smell for gas before you re-attempt ignition.
# Troubleshooting

<table>
<thead>
<tr>
<th>SYMPTOM</th>
<th>POSSIBLE CAUSES</th>
<th>CORRECTIVE ACTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Burner will not light</strong></td>
<td>No fuel</td>
<td>Check gas valves are in the <strong>ON</strong> position.</td>
</tr>
<tr>
<td></td>
<td>No power</td>
<td>Make sure 110 VAC is supplied. If the power is out operate using 4AA batteries.</td>
</tr>
<tr>
<td></td>
<td>Plugged burner orifice</td>
<td>Check the burner orifice for blockage. Remove blockage.</td>
</tr>
<tr>
<td><strong>Blue flames</strong></td>
<td>This is a result of normal operation and flames will begin to yellow as unit is allowed to burn for 16-20 minutes.</td>
<td>Do nothing.</td>
</tr>
<tr>
<td></td>
<td>Improper air/fuel mixture related to air shutter position.</td>
<td>Close air shutter. <em>(For LP, leave 3/16” open, Natural Gas 1/16” open)</em></td>
</tr>
<tr>
<td><strong>Metallic noise</strong></td>
<td>Noise is caused by metal expanding and contracting as it heats up and cools down, similar to the sound produced by a furnace or heating duct. This noise does not effect the operation or longevity of the appliance.</td>
<td>Do nothing.</td>
</tr>
<tr>
<td><strong>Embers deteriorating</strong></td>
<td>The ember material can break down and can be replaced.</td>
<td>Vacuum out old material and replace with new. <strong>PART #: HGI-13</strong></td>
</tr>
<tr>
<td><strong>Sparker makes clicking sound but no spark is produced</strong></td>
<td>Sparker is improperly grounded.</td>
<td>Ensure ground wires are connected.</td>
</tr>
<tr>
<td></td>
<td>Ignition or ground wire not plugged in.</td>
<td>Ensure wire is not broken or unplugged.</td>
</tr>
<tr>
<td></td>
<td>Igniter tip set too far from grounding.</td>
<td>Check that tip of sparker is within 3/16” of pilot hood. Gently bend igniter tip or grounding probe by hand to achieve the proper gap.</td>
</tr>
<tr>
<td><strong>Fan Not Responding</strong></td>
<td>When turning appliance ON, fan is programmed to start 3 minutes later.</td>
<td>Do nothing.</td>
</tr>
<tr>
<td></td>
<td>When turning appliance OFF, fan is programmed to turn off 10 minutes later.</td>
<td></td>
</tr>
</tbody>
</table>
DIAGNOSING AND SOLVING FLAME ISSUES:

**Correct.**
Flames should be blue at the base, yellow-orange on the top.

**Not Enough Air.**
The flames are tall or sooty on the ends, open the air shutter.

**Too Much Air.**
The flames are all blue, short and transparent. Close the air shutter.
## 9 Service and Maintenance

### WARNING

**RISK OF INJURY OR PROPERTY DAMAGE BEFORE SERVICING:**

- Turn off utilities to appliance
- Ensure appliance is completely cooled

Although the frequency of appliance servicing and maintenance will depend on use and the type of installation, an authorized service technician should perform an annual appliance check-up.

Periodic examination of venting systems should be performed by a qualified agency.

Any safety screen, guard, or barrier removed for servicing an appliance must be replaced prior to operating the appliance.

### WARNING

Annual inspection by an authorized technician is recommended.

**CHECK:**

- Obstructions of combustion and ventilation air.
- Condition of burner assembly.
- Burner ignition and operation.
- Burner air shutter adjustment.
- Gas connections and fittings.

**RISK OF:**

- Fire
- Delayed ignition or explosion
- Exposure to combustion fumes
- Odors

### INSPECT

**Burner Assembly**

- Remove screen front and glass access panel, examine logs for any damage, replace or repair as needed.
- Inspect for warping and corrosion. Repair as necessary.
- Verify air shutter area is clean. Verify all gas connections are tight and free of leaks.

**Glass front, screen, firebox, clear venting**

- Inspect firebox walls, repaint if needed. If any warping or corrosion is present, ensure there are no holes or leaks.
- Clean both sides of the glass front. **DO NOT USE ANY AMMONIA BASED** products to clean glass. Final clean should be done with warm water and newspaper to wipe dry.
- Ensure the screen is clean and complete.
- Make sure the vent cap and vents are clear of any obstructions.
- Return glass front and screen to normal operating positions.
- Verify inlet and test point pressures. Adjust regulator as required.

---

For service calls: Contact the dealer your product was purchased from first.
Contact The Outdoor GreatRoom Company at 1-866-303-4028 or sales@outdoorrooms.com if further assistance is needed.
## A. SERVICE PARTS LIST

<table>
<thead>
<tr>
<th>ITEM</th>
<th>DESCRIPTION</th>
<th>PART NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Burner Neck</td>
<td>GF15A.05.02-00</td>
</tr>
<tr>
<td>8</td>
<td>Burner Neck Gasket</td>
<td>GF15A.01-20</td>
</tr>
<tr>
<td>9</td>
<td>Burner Back Plate</td>
<td>GF15A.00-04</td>
</tr>
<tr>
<td>10</td>
<td>Burner Assembly</td>
<td>GF15A.05-00</td>
</tr>
<tr>
<td>11</td>
<td>Burner Pan</td>
<td>GF15A.04-00</td>
</tr>
<tr>
<td>12</td>
<td>Heat Shield 1</td>
<td>GF15A.04-03</td>
</tr>
<tr>
<td>13</td>
<td>Heat Shield 2</td>
<td>HGI-01</td>
</tr>
<tr>
<td>14</td>
<td>Control Panel</td>
<td>HGI-02</td>
</tr>
<tr>
<td>15</td>
<td>On/Off Switch</td>
<td>HGI-03</td>
</tr>
<tr>
<td>16</td>
<td>Glass Door Assembly</td>
<td>GF15A.06-00</td>
</tr>
<tr>
<td>17</td>
<td>Termination Plate</td>
<td>GF15A.03-00</td>
</tr>
<tr>
<td>18</td>
<td>Flue Gasket</td>
<td>GF15A.01.03-05</td>
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<tr>
<td>19</td>
<td>Blower Assembly</td>
<td>FZN40*250A-00</td>
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<tr>
<td>20</td>
<td>Fan Holder</td>
<td>GF15A.05-01</td>
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<tr>
<td>21</td>
<td>Power Cord</td>
<td>HGI-04</td>
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<tr>
<td>22</td>
<td>Heat Deflector</td>
<td>GF15A.00-01</td>
</tr>
<tr>
<td>ITEM</td>
<td>DESCRIPTION</td>
<td>PART NUMBER</td>
</tr>
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<td>------</td>
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</tr>
<tr>
<td>1</td>
<td>Pilot</td>
<td>AP.RQJ.015-00</td>
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<td>2</td>
<td>Sparker</td>
<td>HGI-05</td>
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<tr>
<td>3</td>
<td>Burner Panel Gasket</td>
<td>HGI-06</td>
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<tr>
<td>4</td>
<td>M4*10 Screw</td>
<td>AP.JGJ.0136-00</td>
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<tr>
<td>5</td>
<td>Valve Holder</td>
<td>GF15A.02-05</td>
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<tr>
<td>6</td>
<td>LED Lights</td>
<td>AP.PCB.0407-00</td>
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<tr>
<td>7</td>
<td>Brass Fitting 1</td>
<td>AP.RQJ.0116-00</td>
</tr>
<tr>
<td>8</td>
<td>Shut Off Valve</td>
<td>AP.RQJ.0114-00</td>
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<tr>
<td>9</td>
<td>Flex Line w/3/8&quot; Flare Fitting</td>
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<td>10</td>
<td>Brass Fitting 2</td>
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<tr>
<td>11</td>
<td>Valve</td>
<td>GV97-NAT</td>
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<td>12</td>
<td>Brass Fitting 3</td>
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<td>13</td>
<td>SF1443 Valve Flex Line</td>
<td>AP.RQJ.0118-00</td>
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<tr>
<td>14</td>
<td>Control Module</td>
<td>AP.RQJ.0106-00</td>
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<tr>
<td>15</td>
<td>ST4*20 Screw</td>
<td>AP.JGJ.0081-00</td>
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<tr>
<td>16</td>
<td>Backup Battery Pack</td>
<td>HGI-07</td>
</tr>
<tr>
<td>17</td>
<td>Valve and Pilot Control Harness</td>
<td>HGI-08</td>
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<tr>
<td>18</td>
<td>Main Power Harness</td>
<td>HGI-09</td>
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<tr>
<td>19</td>
<td>LED Control Harness</td>
<td>HGI-10</td>
</tr>
<tr>
<td>20</td>
<td>#41 NG Orifice</td>
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<tr>
<td>21</td>
<td>M12*3 Nut</td>
<td>AP.JGJ.0259-00</td>
</tr>
<tr>
<td>ITEM</td>
<td>DESCRIPTION</td>
<td>PART NUMBER</td>
</tr>
<tr>
<td>------</td>
<td>---------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>A</td>
<td>Log A</td>
<td>GF15A.00-55</td>
</tr>
<tr>
<td>B</td>
<td>Log B</td>
<td>GF15A.00-56</td>
</tr>
<tr>
<td>C</td>
<td>Log C</td>
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</tr>
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<td>D</td>
<td>Log D</td>
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</tr>
<tr>
<td>E</td>
<td>Log E</td>
<td>GF15A.00-59</td>
</tr>
<tr>
<td>F</td>
<td>Log F</td>
<td>GF15A.00-60</td>
</tr>
</tbody>
</table>

**MISCELLANEOUS (NOT SHOWN)**

- Glowing Embers
- Ember Log
- Ember Media
- Remote Control
- Refractory Kit (Left, Right, Back Side)
- Natural Gas Conversion Kit
- Liquid Propane Conversion Kit
<table>
<thead>
<tr>
<th>ITEM</th>
<th>DESCRIPTION</th>
<th>PART NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Traditional Front</td>
<td>HGI-ISTF</td>
</tr>
<tr>
<td>B</td>
<td>Arched Front</td>
<td>HGI-ISAF</td>
</tr>
<tr>
<td>C</td>
<td>Modern Front</td>
<td>HGI-ISMF</td>
</tr>
</tbody>
</table>
B. DIMENSIONAL INFORMATION


C. WIRING DIAGRAM

[Diagram showing wiring connections: LED Lights, FAN motor, AWM PFA 10362 18AWG, AWM 1911 PFA 20AWG, Gas Valve M60003V/56003V-LP, Pilot, Pressure Taps, SM-Y SM-A, SM-A, SM-A, DC wire, batteries, Variable regulator, etc.]
D. CHECKING TEST POINT PRESSURE

In the event of improper gas inlet pressure, locate the valve by removing the decorative, metal shield and looking into the unit. Verify pressure with a manometer. See pressure values on rating plate found on page 3 and 8 of this manual.
E. LIMITED ONE YEAR WARRANTY

The Outdoor GreatRoom Company, OGC, extends the following warranty for the HGI-31 Vented Gas Appliances that are purchased from an OGC authorized dealer.

WARRANTY COVERAGE:
The Outdoor GreatRoom Company extends warranty coverage to the original owner of the HGI-31 Vented Gas Appliance at the original site of installation, and to any transfer of ownership of the appliance at the site of installation within two years of the original purchase date, that the HGI-31 Vented Gas Appliance will be free from defects in material and craftsmanship at the time of manufacturing. Following installation, if components manufactured by OGC are found to be defective in material or craftsmanship during the warranty period, OGC will, at its discretion, repair or replace the warranted component(s). OGC, at its discretion, may fully remove all of its obligations under such warranties by fully replacing the product itself or refunding the purchased price of the product itself. The maximum amount refundable under this warranty is limited to the final purchased price of the product. This warranty is subject to conditions, exclusions, and limitations as described below.

WARRANTY PERIOD:
Warranty coverage of the HGI-31 Vented Gas Appliance begins on the date of original purchase. For new home construction, warranty coverage initiates on the day occupation first occurs of the home or six (6) months following the sale of the HGI-31 Vented Gas Appliance by an authorized OGC dealer/distributor, whichever occurs first. The warranty coverage shall begin no later than 24 months following the date of product shipment from OGC, regardless of the installation or occupancy date. The Outdoor GreatRoom Company will cover parts and labor for one (1) full year, limited to $65 per occurrence credit, and parts for two (2) years.

WARRANTY CONDITIONS:
• This warranty coverage is reserved for OGC products that are purchased through an OGC authorized dealer or distributor. A full list of OGC authorized dealers is available on the Outdoor GreatRoom Company website.
• This warranty is only valid while the OGC appliance remains at the site of original installation.
• This warranty is only valid in the county in which the OGC authorized dealer or distributor that sold the appliance resides.
• Contact your installing dealer for warranty service. If the installing dealer is unable to provide necessary parts, contact the nearest OGC authorized dealer or distributor. Additional service fees may apply if you are claiming warranty service from a dealer other than the dealer from whom originally sold the purchased product.
• Check with your dealer or distributor for any costs to you when arranging a warranty claim. Shipping and travel charges for parts and service are not covered by this warranty.
WARRANTY EXCLUSIONS:
This warranty does not warrant the following:

• Changes in surface finishes as a result of normal use. As a heating appliance, some changes in color to finished surfaces may occur. This is not a warranted condition.
• Damage to printed, plated, or enameled surfaces caused by fingerprints, accidents, misuse, scratches, melting, or other external sources and residues left on coated surfaces from the use of abrasive cleaners or polishers.
• Repair or replacement of parts that are subject to normal wear and tear during the warranty period. These parts include: paint, wood, pellet and coal gaskets, firebricks, grates, flame guides, batteries, and the discoloration of glass.
• Expansion, contraction, or movement of certain parts causing noise. These are normal operating conditions are not covered under warranty.
• Damages resulting from:
  • Failure to install, operate, or maintain the appliance in accordance with the installation instructions, operating instructions, and listing agent identification label furnished with the HGI-31.
  • Failure to install the appliance in accordance with local building codes.
  • Shipping or improper handling.
  • Improper operating, abuse, misuse, continued operation with damage, corroded, or failed components, accident, or improperly/incorrectly performed repairs.
  • Environmental conditions, inadequate ventilation, negative pressure, or drafting caused by tightly sealed constructions, insufficient make-up air supply, or handling devices such as exhaust fans or force air furnaces or other such causes.
  • Use of fuels other than those specified in the operating instructions.
  • Installation or use of components not supplied with the appliance or any other components not expressly authorized or approved by OGC.
  • Modification of the appliance not expressly authorized and approved by OGC in writing.
  • Interruptions or fluctuations of electrical power supply to the appliance.

The warranty is void if:

• The appliance has been over-fired or operated in atmospheres contaminated by chlorine, fluorine, or other damaging chemicals. Over-firing can be identified by, but not limited to, warped plates or tubes, rust colored cast iron, bubbling, cracking, and discoloration of steel or enameled finishes.
• The appliance is subjected to prolonged periods of dampness or condensation.
• There is any damage to the appliance or other components due to water or weather damage which is a result of, but not limited to, improper chimney or venting installation.

LIMITATIONS OF LIABILITY:
The owner’s exclusive remedy and OGC’s sole obligation under this warranty, under any other warranty, expressed or implied, or in contract, tort, or otherwise, shall be limited to replacement, repair, or refund, as specified above. In no event will OGC be liable for any incidental or consequential damages caused by defects in the appliance. Some states do not allow exclusions or limitation of incidental or consequential damages, so these limitations may not apply to you. This warranty gives you specific rights; you may also have other rights, which vary from state to state. EXCEPT TO THE EXTENT PROVIDED BY LAW, OGC MAKES NO EXPRESSED WARRANTIES OTHER THAN THE WARRANTY SPECIFIED HEREIN. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO THE DURATION OF THE EXPRESSED WARRANTY SPECIFIED ABOVE.