

HOMEOWNER'S MANUAL

INSTALLER:

Leave this manual with the appliance.

CONSUMER:

Retain this manual for future reference.

⚠ WARNING

If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

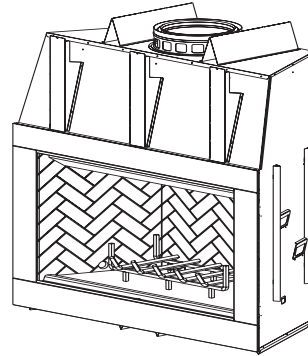
- DO NOT store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- DO NOT overfire. Overfiring will void your warranty.
- Comply with all minimum clearances to combustibles as specified. Failure to comply may cause house fire.

⚠ WARNING

FIRE RISK! For use with solid wood fuel only. Other fuels may overfire and generate poisonous gases (i.e. carbon monoxide).

WOOD BURNING FIREPLACE MODELS:

WB(36,44,54)FB0F



⚠ WARNING

DO NOT alter or modify the fireplace or its components under any circumstances. Any modification or alteration of the fireplace system, including but not limited to the fireplace, chimney components and accessories, may void the warranty, listings and approvals of this system and could result in an unsafe and potentially dangerous installation.



DANGER



**HOT SURFACES! GLASS
AND OTHER SURFACES ARE
HOT DURING OPERATION
AND COOL DOWN.
HOT GLASS WILL
CAUSE BURNS.**

DO NOT touch glass until it is cooled. **NEVER** allow children to touch glass. Keep children away. **CAREFULLY SUPERVISE** children in same room as fireplace. Alert children and adults to hazards of high temperatures. **High temperatures may ignite clothing or other flammable materials.** Keep clothing, furniture, draperies and other flammable materials away.

NATIONAL
FIREPLACE
INSTITUTE



www.nficertified.org

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



This fireplace is approved for use as a wood burning fireplace or for use with a vented gas log approved to ANSI Z21.60 or Z21.84 standards or for use with a vent-free gas log heater approved to ANSI Z21.11.2 standard.

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READ THIS MANUAL CAREFULLY

Congratulations on selecting an Empire Wood Burning Fireplace. The Empire Wood Burning Fireplace you have selected is designed to provide the highest standard in safety and reliability.

As the owner of this fireplace, you'll want to carefully follow all of the instructions contained in this Owner's Manual. Pay close attention to all **CAUTIONS, DANGERS** and **WARNINGS**.

This Owner's Manual should be retained for future reference.

WARNING

Do not attach combustible material above your fireplace. This is a fire hazard. No greeting card, stockings or ornamentation of any type should be placed on or attached to the fireplace. This is a heating appliance. The flow of heat can ignite combustibles.

TELEVISION CONSIDERATIONS

Installing a television above a fireplace has become increasingly popular; however, the areas above any fireplace gets hot and most TV manufacturers recommend against placing their products near a heat source.

If you install a television above this fireplace insert, Empire Comfort Systems accepts no responsibility for damage or injuries. Follow the television manufacturers installation instructions, including any recommendations regarding proximity to heat sources.

If you have a TV above your fireplace turn off the fireplace and let it cool completely before servicing or touching any buttons on the TV.

KEEP THIS MANUAL

It Contains Important Homeowner Information About Your Wood Burning Fireplace.

HOMEOWNER REFERENCE INFORMATION

We recommend that you record the following information about your fireplace.

Model Number: _____ Date Purchased: _____

Serial Number: _____ Location Of Fireplace: _____

Dealer Name: _____ Dealer Phone: _____

Notes: _____

IMPORTANT SAFETY PRECAUTIONS

SAFETY PRECAUTIONS

The safety precautions and operating instructions in this homeowner's manual cannot cover all potential situations that come during use. Caution and care must always be used when operating this fireplace.

- Never ignite a fire with a liquid fire starter such as gasoline, kerosene, or liquid barbecue starters.
- The fire should be supervised while in use.
- Never burn trash or trees (such as Christmas trees) as they can create extremely hot fires that may be hazardous.
- Keep children and pets away from hot surfaces to avoid burns. Carefully supervise children when they are in the room with the fireplace. Exposed metal parts and glass doors become very hot.
- Never use wood products with synthetic binders. They create creosote in flue system and termination which can be hazardous.
- Install at least one smoke detector on each floor of your home to ensure your safety.
- Locate a Class A fire extinguisher near the fireplace.
- **Devise a plan to deal with a chimney fire:**
 - Escape route
 - Contacting Fire Department
- An annual inspection should be performed on the fireplace system.

COMBUSTIBLE MATERIALS

Combustible materials must not be stored on the hearth extension. Room furnishings such as drapes, curtains, chairs or other combustibles must be at least 4 ft. (1219 mm) from the open front of the fireplace.

Combustible materials are materials made of or surfaced with any of the following materials:

- Wood
- Compressed Paper
- Drywall
- Plant Fibers
- Plastic
- Any material that can ignite and burn, flame proof items can still ignite.

WARNING

Read and follow these safety precautions prior to operating this appliance. Failure to follow these precautions may result in death, injury, or property damage.

SAMPLES AND DEFINITIONS:

DANGER

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

WARNING

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

CAUTION

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

NOTICE: Addresses practices not related to personal injury.

All correspondence should refer to complete Model Number, and Serial Number. Fill out page 2 of Homeowner Reference Section and page 6 of Installation Manual.

FOR THE HOMEOWNER

- Do not allow Combustible Materials adjacent to or in contact with the fireplace. Combustible materials include wood, compressed paper, plant fibers, or other materials that will burn. These materials are considered combustible even when treated with fire-retardant chemicals.
- Alert children and adults to the hazards of high surface temperatures. Warn them to stay away to avoid burns and clothing ignition.
- Supervise children when they are in the same room as the fireplace.
- Do not place clothing or other flammable material on or near the fireplace.
- Any safety screen or guard removed for servicing the fireplace must be replaced prior to operating the fireplace.
- Keep fireplace area clear and free from combustible materials, gasoline and other flammable vapors and liquids.
- Do not use this fireplace if any part has been under water. Immediately call a qualified service technician to inspect the fireplace and to replace any part of the control system and any gas control which has been under water.
- If glass doors are installed, they must be either fully closed or fully open when burning a fire.
- Always operate the fireplace with the firescreens in place.
- Do not place lava rocks in this fireplace.

MAINTENANCE AND SERVICE

Although the frequency of servicing and maintenance will depend on use and the type of installation, a qualified service technician should perform an appliance checkup at the beginning of each heating season. Specific guidelines regarding each appliance maintenance task are listed below.

NOTICE: It is normal for steel appliances to make expansion and/or contraction noise during the start-up or cool-down cycle. Similar noises are found with furnace heat exchangers and car engines.

NOTICE: During manufacture, components of this fireplace are treated with oils, films or bonding agents. These are not harmful, but may produce smoke and smells as they are burned off during the initial operation of the fireplace. This is normal. Open a window to ventilate the area.

Only a glass door accessory approved for use by the manufacturer for this fireplace may be used for replacement. The glass door replacement must be done by a licensed or qualified service person.

UNDERSTANDING YOUR FIREPLACE

UNDERSTANDING YOUR FIREPLACE

This firebox has been tested to UL 127 test standards and is insulated properly for clearances to combustibles. Proper clearances are outlined in the installation manual used by installers and building inspectors to insure compliance.

Firebox:

The firebox is where the fire is built. It is made of heavy gauge steel lined with refractory material (firebrick) on back, sides and bottom (hearth). This is surrounded by another metal enclosure on top, back and bottom. Air space between firebox and outer enclosure provides an insulating feature that has been designed for a safety.

Damper:

The damper is the disk found at the top of your Firebox it has 2 positions, open and closed. The Damper must be in the fully opened position during operation. See fireplace owner's manual for operation.

Chimney System:

The chimney is made of metal extending from top of fireplace collar through the roof and then with a screened termination cap. The Flue liner (inner) of Chimney is made of stainless steel and provides for exhaust of gases from the fire. Outer liner is made of galvanized steel and provides for cooling air to keep chimney safe at clearance to combustibles.

Outside Air Kit Operation:

The outside air adjustment is located in the front lower door track, on the left. Use a pointed tool such as a screwdriver to move the adjuster to the open or closed position. **See Figure 1.**

Fireplace Grate:

The grate equipped with this fireplace was designed to keep operation of fireplace efficient and safe. Do not alter grate. Size and position of grate was engineered to give ideal combustion characteristics for the fire. By keeping logs within grate and not on hearth, you will prevent chance of having a log roll out of fireplace. **DO NOT OVERLOAD FIREPLACE.** Piling excessive wood on grate will not increase efficiency and could possibly cause smoke to enter your room. When replacing the grate, only replace with an Empire factory replacement grate for your fireplace.

Fireplace Screen:

The fireplace screen is provided to prevent sparks and embers from escaping fireplace. The firescreen should always be closed when a fire is burning.

Fireplace Glass Doors (If Installed):

Glass doors must be fully opened or fully closed during operation of your fireplace. Grate and/or wood should not touch doors. Allow doors to warm gradually to prevent breakage.

⚠ WARNING

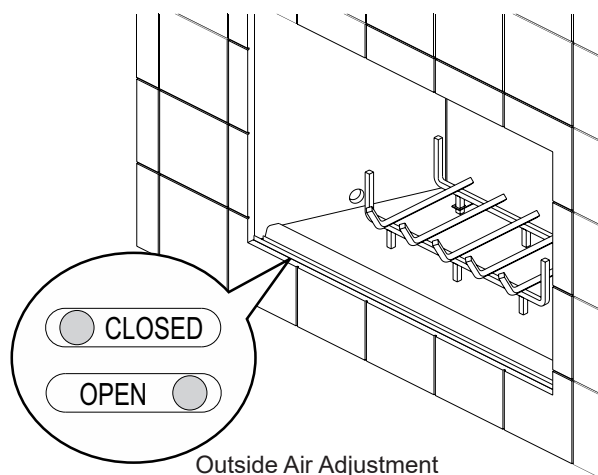
RISK OF FIRE! Install ONLY doors approved by Empire Comfort Systems

⚠ WARNING

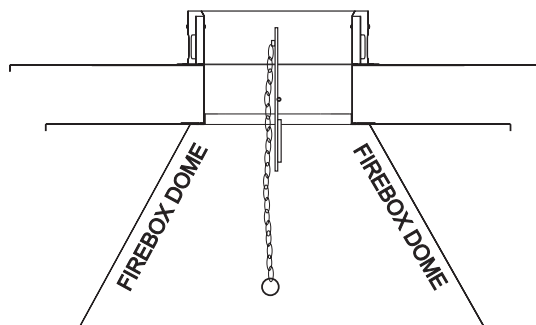
RISK OF FIRE AND SMOKE! Fireplace equipped with doors should be operated only with doors fully open or doors fully closed. If doors are left partly open, gas and flame may be drawn out of the fireplace opening.

OPERATION

- Keep the grate in the retainer brackets provided.
- Open flue damper. During operation the damper must be in the **FULLY OPENED POSITION**. **See Figure 2.**
- Open outside air damper.
- How to properly build a fire:
- The first three or four fires should be of moderate size to allow the oils to be burned from the fireplace and the refractory and paint to cure. You may notice an industrial odor the first few fires. This is considered normal.
- Use well-seasoned dry wood (should be seasoned at least 1 year).
- Crisscross small pieces of wood and place crumpled paper beneath it.
- Place 3-4 logs on grate. **DO NOT OVERLOAD FIREPLACE.** Stacking excessive wood on the grate will not increase efficiency and could cause smoke spillage.
- Light newspaper.
- Fireplace glass doors, if installed, must be in fully opened or fully closed position during operation of fireplace.
- After the fire has burned out, do not close damper until embers and ashes have had a chance to completely cool.
- Dispose of ashes by using a metal container with a tight lid. Do not remove ashes until you are certain they are burned out and have cooled completely.



Outside Air Adjustment
Figure 1



Damper Diagram
Figure 2

UNDERSTANDING YOUR FIREPLACE (CONT'D)

Selecting the right wood depends on your preference for comfort and visual image. If you want a constant heat output, a short flame with a glowing coals type of fire, select a hardwood. If you want a hot fire for chilly mornings, select a softer wood.

THE WOOD TYPE AND DENSITY CHART BELOW IS A GUIDE TO AID IN WOOD SELECTION.

Woods at the top of chart are harder woods and those at bottom of chart are softer. Aromatic woods are best from nut and fruit trees such as hickory, apple, cherry, beech, etc. Heat value from harder woods is better than from softer. It is important to burn wood that has been seasoned. Seasoning reduces moisture content for a good steady fire and less creosote output. The recommended length of time for proper seasoning is about 1 year.

WOOD TYPE AND DENSITY	
Wood Type	Wood Density
Dogwood	0.70 - 0.79
Hickory	0.70 - 0.74
Oak	0.60 - 0.73
Beech	0.64 - 0.66
Hard Maple	0.58 - 0.65
Birch	0.55 - 0.64
Mulberry	0.59 - 0.63
Apple	0.58 - 0.62
Ash	0.57 - 0.61
Southern Pine	0.51 - 0.60
Elm	0.50 - 0.59
Walnut	0.52 - 0.55
Soft Maple	0.47 - 0.54
Cherry	0.50 - 0.52
Sycamore	0.49 - 0.52
Douglas Fir	0.45 - 0.51
Chestnut	0.42 - 0.44
Spruce	0.41 - 0.44
Hemlock	0.40 - 0.42
Redwood	0.33 - 0.40
Aspen	0.37 - 0.39
White Pine	0.35 - 0.37

CAUTION

Never burn trash, plastics, Gasoline, rubber, industrial solvents, flammable liquids, household garbage, and material treated with petroleum products, leaves, paper products, cardboard or salt driftwood.

MOISTURE CONTENT

The majority of the problems fireplace owners experience are caused by trying to burn wet, unseasoned wood. Freshly cut wood can be as much water as it is wood, having a moisture content of around 50%. Dead wood lying on the forest floor should be considered wet, and requires full seasoning time. Standing dead wood can be considered to be about two-thirds seasoned, if cut at the dry time of the year.

Burning wet, unseasoned wood will produce less heat output because it requires energy in the form of heat to evaporate the water trapped inside. This is wasted energy that should be used for heating your home. This moisture evaporates in the form of steam which has a cooling effect in your firebox and chimney system. When combined with tar and other organic vapors from burning wood it will form creosote which condenses in the relatively cool firebox and chimney.

Even dry wood contains at least 15% moisture by weight, and should be burned hot enough to keep the chimney hot for as long as it takes to dry the wood out, about one hour. To tell if wood is dry enough to burn; check the ends of the logs. If there are cracks radiating in all directions from the center, it is dry. If your wood sizzles in the fire, even though the surface is dry, it is not be fully cured.

SEASONING

Seasoned firewood is nothing more than wood that is cut to size, split and air dried to a moisture content of around 18-20%. The time it takes to season wood varies from around 9 months for soft woods up to 18 months for hardwoods. The key to seasoning wood is to have it split, exposing the wet interior and increasing the surface area of each piece. A tree that was cut down a year ago and not split is likely to have almost as high moisture content now as it did when it was cut.

STORING WOOD

Splitting wood before it is stored reduces drying time. The following guideline will ensure properly seasoned wood:

- Elevate the woodpile stack off the ground to allow air to freely circulation underneath and around the woodpile.
- The smaller the pieces, the faster the drying process.
- Wood should be stacked so that both ends of each piece are exposed to air, since more drying occurs through the ends than the sides.
- Store wood under cover, such as in a shed, or covered with a tarp, plastic, etc., as uncovered wood can absorb water from rain or snow, delaying the seasoning process. Avoid covering the sides and ends completely. Doing so may trap moisture from the ground and impede air circulation.

CLEANING AND MAINTENANCE

CREOSOTE

When wood burns slowly or if not seasoned properly it produces tar and other organic vapors which, when combined with expelled moisture, forms creosote. Creosote vapors condense in relatively cool chimney flue of a slow burning fire.

As a result, creosote residue accumulates on flue lining. When ignited, this creosote makes an extremely hot fire. Chimney should be inspected at least twice a year during heating season to determine if creosote build-up has occurred. If creosote has accumulated, it should be removed to reduce risk of chimney fire. It is recommended that you use a professional chimney sweep.

REMOVING CREOSOTE

In order to remove creosote from flue, termination cap must be removed.

1. Close damper before cleaning flue as fine soot can become airborne in the home.
2. If termination is round top remove sheet metal screws that secure termination to last section of pipe and lift off cap.
3. For square chase termination with square cap, remove screws that secure top at four corners.
4. Place termination top aside.
5. After cleaning is completed open damper and collect debris in trash container. A professional chimney sweep has all tools and experience necessary to complete this job.
6. Be certain to clean all loose debris from termination before replacing.
7. Before installing a vented or vent-free gas log set in a solid fuel burning fireplace, chimney flue and firebox must be cleaned of soot, creosote, ashes by a qualified chimney cleaner. Creosote will ignite if highly heated. Inspect chimney flue for damage. If damaged, replace components of the chimney and fireplace as specified by the professionals.

REFRACTORY

The brick refractory on the interior of your fireplace is manufactured with a high quality cement mixture and reinforced with stainless steel needles. In a new fireplace or one with new refractory, allow refractory to cure for 24 hours.

When building a fire, build a small one for the first 3 or 4 fires. The refractory is subjected to expansion and contraction from the heating and cooling of firebox during operation. It is acceptable to operate the fireplace with cracks of 1/64" wide.

If a crack should develop that is larger than the hairline crack described, take the following corrective measures:

- Patch crack with a refractory patching cement available at fireplace shops or hardware stores. The refractory must still be in one piece to patch.
- Replace refractory panel (see fire- place owner's manual). DO NOT continue to use your fireplace if your refractory has a crack that exceeds 1/64".

Refractories are available through your service dealer.

GRATE

If grate warps or sags more than 1-1/2" or is distorted, replace with an Empire Comfort Systems grate designed for your fireplace (see fireplace installation manual).

GLASS DOORS

Clean glass with any commercial glass cleaner or soap and water. Do not use any abrasive material to clean glass. Do not clean glass if it is still hot from use. Let doors dry completely before building the next fire.

TROUBLESHOOTING

SMOKE SPILLAGE

This fireplace has been designed to operate without smoke spillage into the room when installed and operated properly. In the event that a spillage problem does occur, check for one of the following conditions:

- Outside environmental conditions adversely affecting draft.
- Other appliances competing for air in a tightly sealed home. These could be heating appliances, kitchen exhaust fans, bathroom exhaust fans and etc.
- Lack of ventilation due to a tightly sealed home could prevent the fireplace from drawing properly. If this happens, open outside air damper.
- Relationship of your house to hills, trees and nearby taller buildings can affect wind conditions which can have a direct effect on your fireplace operation.
- Chimney termination not installed to proper height. Refer to installation manual.
- Blockage of flue or termination cap.
- Flue and/or termination have creosote buildup.
- Grate positioned to front of fireplace. Position the grate in the grate retainer brackets.
- Damper not in fully opened position.
- Operating fireplace with partially opened doors.

COLD AIR DRAFTS

If cold air drafts are present when your fireplace is not in operation check the following:

1. Air coming down fireplace chimney. Close flue damper.
2. Air near front lower edge of firebox interior. Close outside combustion air damper.
3. Air coming in around sides of fireplace, between fireplace and wall. Make sure fireplace frame has been caulked to enclosure.

DRAFT REQUIREMENTS

Your wood-burning appliance is dependent upon a properly functioning chimney for optimum performance. The chimney has two functions:

- It draws cool air around the flue to cool temperatures.
- It exhausts combustion by-products.

Your new Fireplace is what is known as a “natural draft” appliance.

The Fireplace depends solely on the natural draft of the chimney system to draw combustion air into the unit. Draft is the force that moves air from the appliance up into the chimney. The amount of draft in your chimney depends on the length of the chimney, local geography, nearby obstructions and other factors. Too much draft may cause excessive temperatures in the appliance (overfiring). Slow or inadequate draft equals poor combustion and possible smoking problems.

The following are some conditions that may contribute to poor chimney draft:

1. A chimney too large for your appliance.
2. A chimney with not enough height to produce adequate draft.
3. A chimney with excessive height.
4. Offsets in the venting system are too restrictive

Inadequate draft will cause the appliance to leak smoke into the room through the wood-burning appliance and the chimney connector joints.

Excessive draft may cause an uncontrollable burn or a glowing red appliance or chimney part.

OVERFIRING DAMAGE

If the appliance or chimney connector glows, you are overfiring. Other symptoms may include: Cracking, warping or burning out of metal, roaring or rumbling noise, loud cracking or banging sounds.

Overfiring of an appliance is a condition where excessive temperatures are reached, beyond the design capabilities of the appliance. The damage that occurs from overfiring is not covered under the manufacturer's limited warranty.

Neither the manufacturer nor the seller warrants “smoke free” operation nor are we responsible for inadequate system draft caused by mechanical systems, general construction conditions, inadequate chimney heights, adverse wind conditions and/or unusual environmental factors or conditions beyond our control.

PROHIBITED FUELS

This Fireplace is designed to burn natural well-seasoned wood. The wood should be air dried seasoned hardwoods, as compared to softwoods or to green or freshly cut hardwoods. Burning artificial logs are allowed, please read and follow the instructions provided by the log manufacturer.

DO NOT BURN:

- | | |
|---|---|
| • Garbage | • Manure or animal remains |
| • Lawn clippings or yard waste | • Salt water driftwood or other previously salt water saturated materials |
| • Materials containing rubber, including tires | • Unseasoned wood |
| • Materials containing plastic | • Christmas tree branches |
| • Waste petroleum products, paints or paint thinners, or asphalt products | • Paper products, colored paper, card-board, plywood, or |
| • Materials containing asbestos | • Particleboard |
| • Construction or demolition debris | • Gasoline or engine oil |
| • Railroad ties or pressure-treated wood; woods that have been dipped in tar, pitch, pine tar, creosote, etc. | • Naphtha |
| | • Flammable Liquids or solvents |
| | • Grease |
| | • Charcoal or Coal |

ASH DISPOSAL

Ashes should be placed in a metal container with a tight fitting lid and placed on a noncombustible floor or on the ground. The container should be kept well away from all combustible materials pending disposal. All ashes should be allowed to cool completely before final disposal.

GLASS DOORS

Glass doors manufactured by Empire Comfort Systems include tempered (safety) glass and have been tested to national test standards. If glass breaks during use it could be for the following reasons:

- Heat has built up too fast. Operation at excessively high temperatures may cause glass to partially lose its temper and break.
- Logs are too close to glass. Any burning material should not touch glass. This may cause glass to break.

TROUBLESHOOTING (CONT'D)

PROBLEM OBSERVED	POSSIBLE CAUSE	CORRECTIVE MEASURE
Fireplace smoking	Other appliances competing for available air.	These could be other fireplaces, furnaces, kitchen/bathroom exhaust fans, whole house fans or other heating appliances. Turn off any competing appliance while operating fireplace is possible.
	Grate too close to front of fireplace.	Position grate on the grate retainer brackets.
	Damper not in fully opened position.	Ensure damper in fully opened position.
	Outside air damper not in opened position.	Ensure air damper in opened position. If not, adjust air damper until fully open.
	Operating fireplace with partially closed doors.	During fireplace operation doors should be either in the fully opened or fully closed position.
	Flue and termination is caked with creosote buildup.	We recommend to have your chimney professionally cleaned, by a chimney sweep, at least once per year.
	Chimney Cap not installed to required height.	Verify height and reinstall chimney cap to correct height.
	Environmental conditions adversely affecting draft.	Check relationship of your chimney to trees, nearby taller structures or high wind areas.
	Lack of ventilation due to a tightly insulated house	Open a window a small amount while operating fireplace.
Cold air drafts coming from fireplace	Air coming out of fireplace opening.	Close damper and/or outside air damper.
	During installation, didn't follow Cold Climate instructions in owner's manual.	Refer to Cold Climate notes in owner's manual.
	Air coming in around sides of fireplace, between fireplace and wall.	Make sure fireplace frame has been sealed to wall.
Glass door breakage	Heat has built up too fast.	Before closing doors allow them to warm up slowly as you build the fire. Close them once the fire is established and doors are heated.
	Fire is too large.	Ensure fire is appropriate size. Check manual for size of fire. Continued operation at excessively high temperatures may cause glass to partially lose its temper and break.
	Logs are too close to glass.	Logs and burning material should not touch glass.

TROUBLESHOOTING (CONT'D)

PROBLEM OBSERVED	POSSIBLE CAUSE	CORRECTIVE MEASURE
Burning wrong material	Avoid burning green wood, that is high in water content. As such, it can seriously damage the inside of your chimney lining.	Make sure you're only burning seasoned, dry wood in your fireplace. We recommend purchasing a moisture meter to check the wood before burning.
Dirty Glass Doors	Doors not kept cleaned causing soot buildup.	You can avoid this problem by cleaning it regularly. However, avoid hard chemical cleaners as these will leave unattractive marks. Instead, simply use a clean cloth covered in water.
Improper Wood Storage	Leaving wood outdoors in an uncovered area.	Store firewood on an elevated rack that is covered, yet slightly elevated, to allow air flow. Store firewood a short distance from your building's exterior. This ensures pests don't enter your home.
Improper burning techniques	Firewood not burned correctly or efficiently.	To burn wood correctly: • Heat your flue and let it reach about 600 degrees. • Fill your grate with wood. • Wait around 10 minutes. • Close the doors of your fireplace and keep the doors closed until you go to load more wood.

FIREWOOD SEASONING GUIDE RECOMMENDATIONS

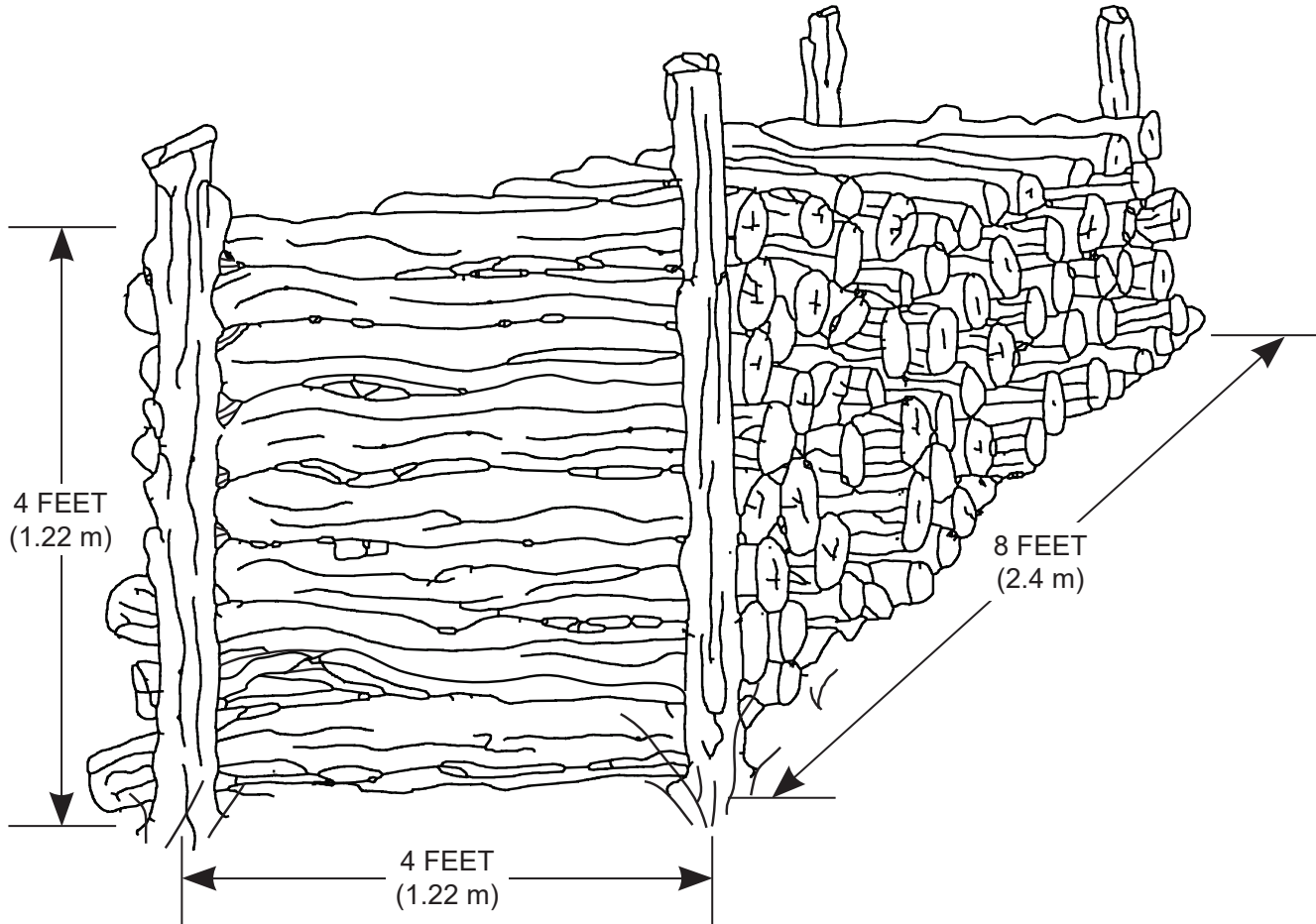
NOTE: The use of a firewood moisture meter is recommended to ensure the firewood contains less than 20% moisture.

SEASONING GUIDE:

- Softwoods - 6 months to 12 months
- Hardwoods - 12 months to 24 months

Logs that are 5 in. (127 mm) diameter across or larger should be split in half, three pieces if over 8 inches (203 mm), and four pieces when over a foot across.

If a tree has been dead for 2 - 4 years it still needs to be cut, split, and seasoned for 6 to 24 months depending on the wood.



4 ft. (1.22 m) (H) X 4 ft. (1.22 m) (W) X 8 ft. (2.4 m) (L) - Cord Of Firewood

Figure 3

MASTER PARTS DISTRIBUTOR LIST

To Order Parts Under Warranty, contact your local Empire dealer. See the dealer locator at www.empirecomfort.com. To provide warranty service, your dealer will need your name and address, purchase date and serial number, and the nature of the problem with the unit. To Order Parts After the Warranty Period, contact your dealer or one of the Master Parts Distributors listed below. This list may change. For the current list, click on the Master Parts button at www.empirecomfort.com.

NOTE: Master Parts Distributors are independent businesses that stock the most ordered Original Equipment repair parts for Heaters, Grills, and Fireplaces manufactured by Empire Comfort Systems Inc.

Dey Distributing

1401 Willow Lake Boulevard
Vadnais Heights, MN 55101

Phone: 651-490-9191

Toll Free: 800-397-1339

Website: www.deydistributing.com

Parts: Heater, Hearth and Grills

F. W. Webb Company

200 Locust Street
Hartford, CT 06114

Phone: 860-722-2433

Toll Free: 800-243-9360

Fax: 860-293-0479

Toll Free Fax: 800-274-2004

Websites: www.fwwebb.com and www.victormfg.com

Parts: Heater, Hearth and Grills

East Coast Energy Products

10 East Route 36
West Long Branch, NJ 07764

Phone: 732-870-8809

Toll Free: 800-755-8809

Fax: 732-870-8811

Website: www.eastcoastenergy.com

Parts: Heater, Hearth and Grills

HOW TO ORDER REPAIR PARTS

Parts Not Under Warranty

Parts can be ordered through your Service Person, Dealer, or a Master Parts Distributor. See this page for the Master Parts Distributors list. For best results, the **service person or dealer** should order parts through the distributor. Parts can be shipped directly to the **service person/dealer**.

Warranty Parts

Warranty parts will need a proof of purchase and can be ordered by your Service Person or Dealer. Proof of purchase is **required** for warranty parts.

All parts listed in the Parts List have a Part Number. When ordering parts, first obtain the Model Number and Serial Number from the name plate on your equipment. Then determine the Part Number (**not** the Index Number) and the Description of each part from the following illustration and part list. Be sure to give all this information . . .

Appliance Model Number _____ Part Description _____

Appliance Serial Number _____ Part Number _____

Type of Gas (Propane or Natural) _____

Do not order bolts, screws, washers or nuts. They are standard hardware items and can be purchased at any local hardware store. Shipments contingent upon strikes, fires and all causes beyond our control.

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 With A Five-Year Limited Labor Warranty – Combustion Chamber

If the combustion chamber (see parts list) fails because of defective workmanship or material,

Empire will repair or replace at Empire's option.

Within five years from the date of purchase, Empire will pay reasonable labor to have the defective part repaired or replaced at Empire's option.

Limited Ten-Year Parts Warranty – Venting

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

Limited One-Year Parts Warranty – Accessories and Parts

Handles, glass, and cast refractory panels

Should any 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, cancelled 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 with "Consumer Relations" in the subject line.

Your Rights Under State Law

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



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Empire Comfort Systems Inc.
Belleville, IL

If you have a general question
about our products, please e-mail
us at info@empirecomfort.com.

If you have a service or repair
question, please contact your dealer.

www.empirecomfort.com