



Firenado™ Spiral Vented Gas Log Burner Owner's Manual (FN-SGLBV24-NG)

USE ONLY IN A FULLY FUNCTIONAL WOOD-BURNING FIREPLACE WITH DAMPER FIXED IN THE FULLY OPEN POSITION. FIREPLACE REQUIRES ABILITY TO BURN SOLID FUEL AND MUST BE PROPERLY VENTED WITH A FUNCTIONING FLUE MADE OF NONCOMBUSTIBLE MATERIAL. ALL PRODUCTS OF COMBUSTION MUST BE VENTED. PROPANE MUST NOT BE USED – NATURAL GAS ONLY!

DESIGN CERTIFIED
to Manually Lighted, Natural Gas Vented
Decorative Appliance
ANSI Z21.84-2017
FOR INSTALLATION IN SOLID-FUEL BURNING
FIREPLACES*

▲ ATTENTION

INSTALLER: PLEASE LEAVE THESE INSTRUCTIONS WITH THE CONSUMER.

CONSUMER: PLEASE READ & RETAIN THESE INSTRUCTIONS FOR FUTURE REFERENCE AND BEFORE INSTALLING OR OPERATING.

▲ 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.

▲ WARNING

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

WHAT TO DO IF YOU SMELL GAS:

- Shut off gas to the burner.
- Extinguish any open flame.
- Do not try to light any appliance.
- Do not touch any electrical switch; do not use any phone in your building.
- Exit the building and immediately call your gas supplier. Follow your gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

▲ WARNING

- Read the installation, operation, and maintenance instructions thoroughly before installing, operating or servicing this equipment to reduce risk of fire, burn hazard or other injury.
- This manual should be retained for your information.
- Do not operate this burner without having read this manual.
- All gas installations, service and repairs must be performed by a qualified technician or authorized service agent.
- **NOTE:** This burner is not intended for commercial use.



⚠ IMPORTANT

- This burner is intended for use in a fully functional wood-burning fireplace in good repair. This means the chimney has been inspected and works properly.
- The damper must be in the fully open position at all times during operation. The flue and fireplace must be constructed of noncombustible materials and vent all products of combustion to ensure the safety of use.

⚠ WARNING

- Do not store or use gasoline or other flammable vapors or liquids in vicinity of this or any appliance.
- An LP gas cylinder shall not be stored in the vicinity of this or any other appliance.
- Never operate with a LP gas cylinder inside.

⚠ IMPORTANT

- Installation must adhere with local codes and with the National Fuel Gas Code, ANSI Z223.1/NFPA 54 or the Natural Gas and Propane Installation Code, CSA B149.1

⚠ CARBON MONOXIDE HAZARD

- This burner will produce carbon monoxide which has no odor.
- As with any vented heating appliance, harmful carbon monoxide is produced during the combustion process that should not be allowed to accumulate in a confined space.
- A fully functional wood-burning fireplace with the damper in the fully open position is required.
- It is required that carbon monoxide detectors be positioned and properly maintained in the vicinity of the fireplace area.

GENERAL SAFETY & INSTALLATION WARNINGS

- Safe operation of this burner depends upon its proper installation.
- A qualified professional installer and service technician must perform adjustments and service of the burner.
- Proper location and proper use is essential to insure safe and continued trouble-free operation.
- Any non-approved alterations made to the fireplace burner will void the product's warranty.

NOTE: The manufacturer cannot be held responsible for damage or injury caused by improper use or installation of this burner.

IMPORTANT: Consult the AHJ (Authority Having Jurisdiction) or local contractor of any uncertainty in regards to installation.

IMPORTANT: Have an ABC Fire Extinguisher accessible at all times.



CALIFORNIA PROPOSITION 65 WARNING

WARNING: This product can expose you to chemicals including Chromium (hexavalent compounds), which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to: www.P65Warnings.ca.gov

⚠ MASSACHUSETTS RESIDENTS:

- Installation must be performed by a licensed plumber or gas fitter.
- The chimney flue damper, when used with gas logs, will be welded open or completely removed.
- A carbon monoxide detector shall be installed in the room where the appliance is installed.
- A naturally vented gas log may not be installed in a bedroom or bathroom in the commonwealth of mass.
- Flexline installation must not exceed 36"
- The appliance on/off valve must be a T-handle gas cock.

⚠ WARNING

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

⚠ WARNING

- Do not use the fireplace and surrounding area as storage area for flammable materials. Keep area clear and free from combustible materials, gasoline and other flammable vapors and liquids. Failure to do so can result in death, explosion or fire.
 - Do not use this appliance if any part has been submerged in water. Immediately call a qualified service technician to inspect the appliance and to replace any parts necessary.
 - A fireplace screen must be in place when the appliance is operating and, unless other provisions for combustion air are provided, the screen shall have an opening(s) for introduction of combustion air.

⚠ WARNING

- This burner should be inspected before use and at least annually by a qualified service person.
- More frequent cleaning may be required as necessary.
- Control compartment, burners, media and circulating air passages of the burner must be kept clean.

⚠ WARNING

- Fire Risk/Burn Risk: The fireplace and all its interior parts will be HOT. DO NOT TOUCH. SEVERE BURNS MAY RESULT. CLOTHING COULD IGNITE.
- CAREFULLY SUPERVISE children in areas where the fireplace is located during and after operation.
- Alert children and adults to hazards of high temperatures.
- Clothing or other flammable materials should not be near the fireplace.

⚠ ADDITIONAL WARNINGS

- **Please read all instructions before installing or operating your burner to prevent injury and burner damage.**
- Ensure your burner is positioned safely away from anything that can catch fire.
- This burner is not approved to be installed in or on any recreational vehicles and/or boats. This is for single family/residential use only.
- When determining a suitable location take into account concerns such as exposure to air movement, proximity to traffic paths and keeping any gas supply lines as short as possible.
- Use noncombustible materials and construction for gas supply, power and enclosure.
- The determination of whether a material is combustible or noncombustible construction is made by the local fire marshal, building inspector or the local safety authority having jurisdiction.

- When installing your Firenado™ burner and gas log set, **ADEQUATE VENTILATION** is **REQUIRED**. Your damper should be in the fully open position and the damper clamp should be installed to prevent the damper from closing.
- **DO NOT** obstruct the flow of combustion and ventilation air to the fireplace.

- Keep any electrical supply cords and all types of hoses away from any heated surfaces and/or sharp and aggressive edges.
- Keep the burner protected from adverse weather, including rain and wind.
- All fireplaces and their contents will get hot during use. Use extreme caution when operating.
- Do not touch hot surfaces.
- Close supervision is necessary when this or any appliance is used near children. Keep children away from the burner during operation and until the burner has cooled off.
- Do not store any LP cylinder or tank, in the area of this burner or any other appliance. Never store an LP cylinder or tank indoors, or within the reach of children.
- Never test the burner for gas leaks using a lighted match or any other open flame.
- The use of accessories, regulators or components not recommended by the manufacturer may cause injuries and will void warranty.
- Never lean over the burner when lighting or operating the burner.
- To prevent injuries, do not use accessories that are not recommended by the manufacturer.
- Children should not be left alone or unattended in an area where any appliance is in use. They should never be allowed to touch, sit or stand on any part of the burner.
- Wear proper clothing when operating this burner. Loose-fitting or hanging garments should never be worn while using the burner.
- Do not leave the burner unattended while in use.
- Do not leave the burner in use while sleeping.
- If glass doors are present, always operate with doors in the fully opened position.
- When the gas valve is in the “OFF” position, remove valve key so that children cannot place the gas in the “ON” position.
- If fire should “blow out”/extinguish, switch the gas to the “OFF” position and wait until gas dissipates before attempting to reignite.
- Be cautious after burner has been placed in the “OFF” position that children do not touch the fireplace or any contents, as the fireplace will have residual heat built up in the materials.
- Heat exchanger inserts or blower inserts are not an approved accessory with this burner.
- Avoid using fans that may alter the flame patterns or drafts, do not let fans blow directly into the fireplace.
- Gas logs are not designed for cooking food. Refrain from using the Firenado™ burner as a method of cooking.
- **Solid fuels shall not be burned in a fireplace where a gas log burner is installed.**
- **It is required that carbon monoxide detectors be positioned and properly maintained in the vicinity of the fireplace area.**

ADDITIONAL GAS SAFETY AND INSTALLATION WARNINGS

- All gas connections should be made by a professional qualified technician and in accordance with local codes and ordinances. The installation must conform to local codes.
- Do not twist the gas supply hose.
- Before each use, visually inspect the gas supply for cracks, cuts or excessive wear. Replace if necessary. Check for gas leaks before each use.
- Gas Specifications: Be sure that the gas supplied to the burner conforms to the model you purchased. A natural gas burner requires natural gas to operate; LP gas is not allowed on this burner.
- Never connect the burner to an unregulated gas supply line. Burners operated without regulation are unsafe and should not be serviced until installed properly and safely. Unsafe operation will void the warranty of the burner.
- Fuel hoses are trip hazards.

CHECK TO ENSURE THAT THE GAS SUPPLY DOES NOT COME IN CONTACT WITH ANY HOT SURFACE, SHARP OR ROUGH EDGES, OR CONSTRUCTION. DO NOT KINK THE GAS LINE WHEN INSTALLING.

IMPORTANT: Never connect the burner to an unregulated gas supply. The installation of this burner must conform to local codes. A licensed contractor or local gas company representative must perform all natural gas connections. Ensure that the service supplying the burner is fitted with a shut off valve conveniently positioned near the burner and giving ease of access. The burner must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psi (3.5 kPa). The burner and its individual shut-off valve must be disconnected from the gas supply piping system during any pressure testing of that system.

- The minimum inlet natural gas supply pressure is 4" WC
- The maximum inlet natural gas supply pressure is 10.5" WC
- Refer to the NFPA 54 guidelines for details pertaining to gas pipe size. The natural gas supply line must provide minimum inlet pressure while maintaining maximum flowrate (85,000 BTUs per hour). The minimum natural gas supply pipe of 1/2 inch internal diameter may not be adequate. (Example: Extended gas runs.)
- Input ratings shown in BTU per hour are appropriate for elevations at up to 2,000 feet. For higher elevations, please refer to the national fuel gas code or contact the manufacturer prior to installing this product.

⚠ GAS LEAK WARNING

- Finding and/or fixing a gas leak is NOT a "do-it-yourself" procedure – ONLY USE A PROFESSIONAL.
- NEVER USE THE BURNER WITHOUT FIRST LEAK TESTING THE GAS CONNECTIONS, INCLUDING ALL OF THE VALVES, FITTINGS, LINES ETC. (ANY GAS CONNECTION SHOULD BE CHECKED)
- WARNING: DO NOT USE OPEN FLAME TO CHECK FOR LEAKS. USE OF AN OPEN FLAME COULD RESULT IN A FIRE, EXPLOSION AND/OR BODILY HARM.
- DO NOT SMOKE WHILE PERFORMING A LEAK TEST. Any open flame will ignite the gas.
- Check to ensure that flexible hoses do not have any cuts and/or wear that may affect the safety before each use.

FIREPLACE SIZE & MINIMUM REQUIREMENTS

Fireplace floor inner dimensions required for your Firenado™ burner:

Brand	Log Size	Front Width	Rear Width	Depth	Height
Firenado™	24"	34"	28"	15"	18"
Firenado™	30"	40"	34"	15"	18"

Free opening area of chimney damper for venting combustion products (factory-built fireplaces)		
Chimney Height* Ft.	Appliance Input Rate kBTU/hr	Minimum Opening^ Sq. In.
20	85	50
25	85	45
30	85	39
35	85	36
40	85	33

**Height is from hearth to top of chimney and the minimum height is 20 feet.
^Minimum permanent free opening area of chimney damper for venting (sq. in.)*

Free opening area of chimney damper for venting combustion products (masonry-built fireplaces)		
Chimney Height* Ft.	Appliance Input Rate kBTU/hr	Minimum Opening^ Sq. In.
6	85	88
8	85	83
10	85	74
15	85	66
20	85	60
30	85	54

**Height is from hearth to top of chimney and the minimum height is 6 feet.
^Minimum permanent free opening area of chimney damper for venting (sq. in.)*

GETTING STARTED

▲ CAUTION

Installations and repairs must be performed by a qualified technician or authorized service agent. Installer is to please carefully read all instructions prior to installing this burner. Be sure you are familiar and understand all warnings stated in this manual and take all of the necessary safety precautions.

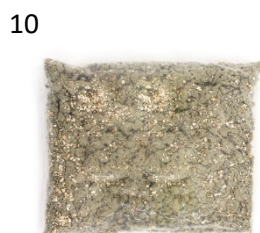
Prior to installing your Firenado™ burner and gas log set into your fully functional wood-burning fireplace, the chimney must be inspected and cleaned/cleared of any soot, ashes, creosote, loose paint and/or debris. Consult a fireplace inspecting professional as well as a chimney cleaning professional.

PARTS LIST & TOOLS RECOMMENDED FOR INSTALL

Log sets are purchased and packaged separately. Replacement parts can be ordered from your Firenado™ dealer. The following list details the parts and tools recommended to complete the installation of your new Firenado Burner™.

Item Description	Part #
Firenado™ Burner	1
Grate	2
12" Non-Whistling Flex Connector	3
3/8 Inch Elbow Fitting	4
1/2 Inch Elbow Fitting	5
NG Orifice Fitting	6
Gas Cap	7
Damper Clamp	8
Sand Granule Pack	9
Glowing Ember Pack	10
Black Glass – 10 lbs.	11
Key Valve (FN-KEY-VALVE)	12

Tool List
Crescent Wrench x2
Long Flathead Screwdriver
Leak Checker/Soapy Water
Gas Approved Pipe Sealing Compound or Gas Approved Teflon Tape
Heat Resistant Gloves
Pencil
Pipe Wrench
Long Fireplace Matches
Tape Measure



Part 12: Optional Accessory
*If part is not already installed, part must be present. Part #: FN-KEY-VALVE

INSTALLATION & ASSEMBLY INSTRUCTIONS

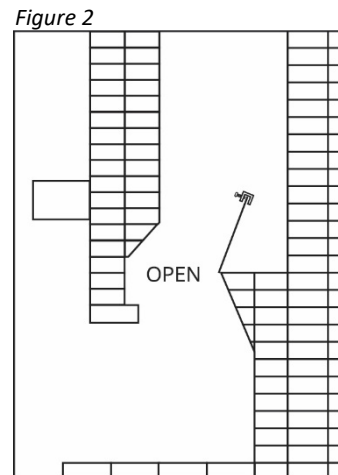
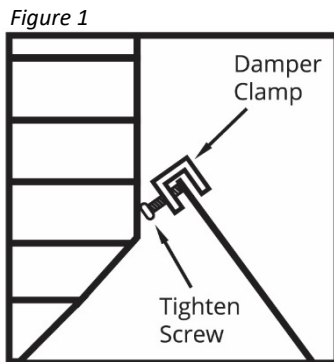
⚠ A FULLY FUNCTIONAL WOOD-BURNING FIREPLACE IN GOOD REPAIR & PROPER VENTILATION IS REQUIRED FOR USE.

⚠ This gas log burner must be installed by a certified fireplace professional or a qualified licensed gas professional.

Before Starting: Remove existing fireplace grate, ensure the fireplace floor is clean of all debris and the surface is level.

Damper Clamp: Attach the damper clamp to the flap of the damper. See Figure 1. Open the damper to the fully open position and place the open end of the damper clamp around the damper. When in place, secure with the included bolt to hold it tight in position.

NOTE: THE DAMPER SHOULD REMAIN IN THE FULLY OPEN POSITION AT ALL TIMES DURING OPERATION OF THE GAS LOG SET. See Figure 2.



- The damper clamp is intended to prevent the damper from accidentally closing completely vs. providing the minimum dimension in which the gas log set should be operated. Should the damper clamp not fit, not fit securely, or if you find any issue with the damper itself regarding structural integrity or its ability to provide the necessary ventilation for the fireplace, the damper should be removed entirely or be permanently fixed in the open position.
- Make sure the gas supply to the fireplace is in the closed/off position.
- The existing gas supply will either be fitted with a log lighter, capped off or potentially something different. It is very important to make sure to hold the main gas feed line securely when removing the old gas connections. Hold tightly to the main gas supply with a pipe wrench to prevent loosening of the gas connection inside the wall. Remove the log lighter, gas cap and/or fittings, leaving just the main gas feed line.
- Assemble the gas connections onto the burner. The gas log burner is designed to accept the gas supply from either the right-hand or the left-hand side of the burner to adjust to the side of the fireplace in which the gas comes in. Install the straight gas orifice fitting on the gas supply side of the fireplace and the gas cap on the opposite side. Seal both connections with gas approved Teflon tape or pipe-sealing compound. Install the 3/8-inch elbow fitting to the orifice fitting and seal with gas-approved Teflon tape or pipe-sealing compound.
- Place the burner into the fireplace with the shorter tapered edge facing forward. Place the fireplace grate in the fireplace with the upward angled pieces of the grate towards the front of the fireplace and install over the burner. Center the fireplace grate left to right and as far to the rear of the fireplace as possible. The burner will rest under the grate evenly spaced left and right between the grate. The front edge of the burner should be even with the front feet of the fireplace grate. The location of these pieces not only ensures the overall look but is also important for the safe operation of the gas log set, as locating the set too far forward in the fireplace may



cause the exhaust to enter the home. Should anything interfere with the placing of these parts in the instructed location, seek the appropriate local professional to correct the issue. Examples: Consult with your local certified gas professional to redirect the main gas line; consult with your local fireplace specialist to correct any issues with the fireplace.

- With a pencil, make a small notation on the fireplace floor to show the location of the grate feet and burner edges. This will allow an easy replacement of these parts later on. Remove the grate and burner.
- Attach the 1/2-inch elbow fitting onto the main gas supply and seal with gas-approved Teflon tape or pipe-sealing compound. Once secure, replace the burner.
- Connect the flexible gas line to the burner and to the newly added fitting onto the main gas supply but do not tighten until after final shaping of the line. After installation, the gas line should be curved but try to avoid as many hard turns as possible. Locate the path of the gas line so that it doesn't make contact with the fireplace grate and avoid the path of the line from traveling through the burner flames. Once the desired shape to the gas line is achieved, tighten the fittings on the flexible gas line.

Note: Gas line fittings are flared and therefore need not be sealed with pipe-sealing compound or Teflon tape.

- Check for leaks using a soap and water solution or leak checking solution and never with an open flame. Apply to all gas connections and fittings. Turn gas on for 3-5 seconds to test for leaks. Observe for bubbles at the connection points. Correct any leaks before proceeding.
- Fill the burner with the included sand granules. Slope the sand with the shape of the burner tapering it from the front to the back. Avoid spilling the sand outside of the pan as much as possible. Cover the burners completely. Do not pat down. Note: you may have extra sand when done. *See Figure A.*
- Install the glowing ember material to the top of the sand, breaking up any chunks into smaller pieces, which will enhance the glow. When breaking up the chunks, focus on the front embers as they are the most visible. Do not pat down. *See Figure B.*

Note: To prevent skin irritation, wash your hands after handling glowing ember material.

- Replace the fireplace grate, being careful to not disturb the embers. *See Figure C.*
- The included glass gets installed in a strip in front of the log burner and on the sides of the burner and grate. When installed, the glass should cover the stainless steel lip on the front of the burner and sides along with some of the gas line and fittings. *See Figure D.*
- Failure to position the parts in accordance with these diagrams or failure to use only parts specifically approved with this appliance may result in property damage or personal injury.

Figure A



Add Sand Granules

Figure B



Add Glowing Embers

Figure C



Add Grate

Figure D



Add Crushed Glass

Log Placement: Stack the logs in accordance with the manufacturers' recommendations. For basic vented gas log instruction and dos and don'ts for stacking vented gas logs, see below:

- The largest two logs are typically your main two bottom logs with the larger of the two being the main bottom front log. Install the main bottom rear log to the farthest rear part of the fireplace grate, centered left to right. Install the main bottom front log next farthest to the front of the fireplace grate, centered left and right on the fireplace grate. It is necessary to leave a space between the bottom front and rear logs in order to allow the flame to come up between them and through the top stack.
- The top logs get stacked on top of the main bottom logs and most sets give the option to the installer/homeowner to stack them to their preference. Do not place logs into the void between the bottom front and rear log which will affect the flame from traveling up through the top stack. Stack the top logs in such a way as to allow the flame to pass through the top stack, leaving gaps for the flame to pass through. Note: the logs will be hot within a very short time after burning so be careful handling should you want to rearrange afterwards. Ensure logs sit securely on the top stack.

Ember Adjustment: Light the logs as indicated below in "lighting". After lit, reduce the light in the room (turning the lights off) which should give you the best view of the ember bed.

- Using a long-handled screwdriver and heat-protective gloves, adjust the embers to eliminate any dead spots with no glow and balance the ember bed. This can be achieved by moving the embers around a little, letting more gas flow around them and or adding some embers in the thin areas.

▲ WARNING

It is critical that your fireplace vent all products of combustion. Signs that your venting is inadequate include but are not limited to: any smoke or odors noticed in the room, soot at the top of the fireplace opening, soot directly above the fireplace, soot on the underside of the fireplace mantel, and/or soot anywhere in the room. Discontinue use of the gas log set immediately until the issue has been properly corrected by a certified chimney professional.

OPERATING YOUR BURNER

(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.]

Note: There will be a break-in period of anywhere between 2-6 hours where you might notice an odor coming from the fireplace. This is normal as the new pans and gas logs cure along with the metal oils burning off of the burner and grate. Provide adequate room ventilation during this time if necessary.

- A. This appliance must be lighted by hand each and every time it is used.
- B. BEFORE LIGHTING smell all around the appliance area for gas.

WHAT TO DO IF YOU SMELL GAS

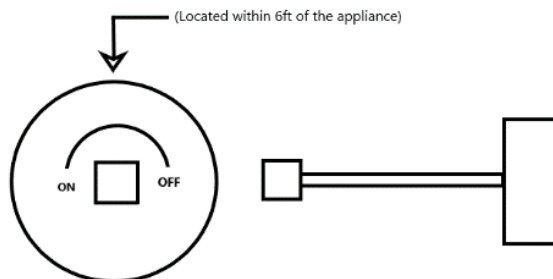
- Do not try to light any appliances.
 - Do not touch any electric switch, do not use any phone in your building.
 - Make sure the gas valve is fully in the off position.
 - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
 - If you cannot reach the gas supplier, call the fire department.
- C. Use only your hand to turn on the gas valve. Using a tool may result in damage to the valve.
- D. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and replace any part of the system that may have been under water.

(LIGHTING INSTRUCTIONS)

1. STOP! Read all the safety information above this label.
2. WARNING: BE SURE THE CHIMNEY DAMPER IS FULLY OPEN.
3. Make sure gas valve is in the full off position.
4. Wait five (5) minutes to clear out any gas that may be near the appliance. If you smell gas, STOP! Follow "B" in the safety information above this label. If you do not smell gas, go to the next step.
5. Place a burning match on the surface of the burner embers. Do not hold match in hand. Turn the manual valve counterclockwise to the ON position.
6. Once lit, remove the match stem and adjust the gas valve to desired flame height.
7. Make sure burner lights before leaving the area.

(TO TURN OFF GAS TO THE APPLIANCE)

1. Turn the manual gas valve clockwise to the OFF position. Make sure the flame is out completely and smell for gas before leaving the area.
 - **Note: It is normal for the embers to glow for a period of time after shutdown while the gas finishes burning through the sand and embers.**



VISUAL INSPECTION

- Observe the flames. The main burner flames should be blue at the base and a combination of blue/yellow at the body and at the tips.
- They should be approximately 5-8" above the logs, with the center flame being the tallest. The ember flames should be ¼" to 5" above the embers. (See figure below for example.)



GENERAL MAINTENANCE

Soot: Where the flames impact the logs, a black sooty carbon buildup will occur. This is normal and what a lot of people feel adds to the realism of the log set. There are several soot cleaners on the market that can be used to clean off the excess soot. The logs can also be brushed with a soft bristled brush when they are cool. *Note: The logs will not come 100 percent clean and will still show signs of soot even after cleaning.*

Grate: The fireplace grate is made out of a painted steel and will show signs of heat stress over time. The grate can be re-painted with a high heat fireplace paint to restore it to its original condition. Sand away any rust before painting.

Embers: Over time, the glowing ember material will lose its glow and need to be replenished and replaced. This can be accomplished by simply adding some additional embers to the ember bed or removing all existing embers and replacing them fully.

Sand: Replace the sand in your burner should you lose some during maintenance. Should moisture pack down and compress the sand, stir it gently with a long handled screwdriver to loosen the material.

Venting System: You should have the venting system of your fireplace inspected annually, cleaned if necessary, and any repairs conducted. This should be done by a qualified agency or a certified chimney sweep. Only use this vented gas log set in a fully functioning fireplace and chimney in good repair.

TROUBLESHOOTING

WARNING

It is critical that your fireplace vent all products of combustion. Signs that your venting is inadequate include but are not limited to: any smoke or odors noticed in the room, soot at the top of the fireplace opening, soot directly above the fireplace, soot on the underside of the fireplace mantel, and/or soot anywhere in the room. Discontinue use of the gas log set immediately until the issue has been properly corrected by a certified chimney professional.

Sooting on logs: Some sooting of the logs can be expected but excessive sooting can be caused by the following items: high gas pressure; logs may be placed tightly together not allowing a path for fire and draft to move through; or fireplace venting system not drafting properly*. **Discontinue using the fireplace and consult a fireplace professional.**

**Note: In cold climates, preheat the flue by running the logs on low for a while to establish draft, drafts/competing sources of air in the home, something in the vent or an issue with the flue cap could be preventing draft.*

Noise from burner: Caused by sharp bends in gas line, potentially could be debris in orifice fitting or the burner itself.

Low flame: Orifice fitting has blockage or lack of gas supply/pressure.

High flame: When included orifice fitting is not installed on the burner, gas supply feed may be too high. LP gas used on a natural gas burner, may cause a high flame. Confirm correct gas pressure.

Odors: Gas leak may be present. **SHUT GAS OFF IMMEDIATELY!** Stop use of gas log until the leak is corrected. Other issues may cause odors, such as the venting system being closed, blocked or inadequate. Paint or other contaminants may have been pulled into the fireplace and burned. Discontinue use of the gas log set until the fireplace is inspected by a fireplace professional.

Carbon monoxide detector alarm sounding: Discontinue use of the gas log set and have your fireplace venting system inspected. Competing house systems in the home including kitchen venting, heating systems, etc. can also pull air from the fireplace and affect the natural draft of the log set. Turn off the gas log set and leave the home, leaving doors and windows open to allow the home to vent fresh air. Discontinue use of the gas log set until the fireplace is inspected by a fireplace professional.

LIMITED LIFETIME WARRANTY

Firenado™, 6620 Greenwell Springs Rd., Baton Rouge, Louisiana, 70805 U.S.A., warrants this stainless steel natural gas burner for the lifetime of the original purchaser. The black iron grate is warranted against any defects in materials and workmanship, and deemed suitable for residential use for a period of ten (10) years for indoor applications and two (2) years for outdoor applications from the date of purchase. All other parts are covered by a thirty (30) day warranty, excluding paint. Not intended for commercial use and will not be warranted under commercial use.

Installation, repair and maintenance work should be performed by an authorized service technician. Work by unqualified persons could be dangerous and will void the warranty. All Natural and LP Gas appliances must have a qualified installer complete the installation for the warranty to be in effect. The incorrect installation of the Firenado™ natural gas burner will void the warranty.

Improper maintenance, excessive humidity, chlorine, fertilizers, lawn pesticides, chemicals, and salt can affect the stainless steel components and for these reasons, the warranties DO NOT COVER DISCOLORATION, SURFACE RUST, OR RUST, unless there is a loss of structural integrity/rust through of the appliance components. This warranty covers defects in material and workmanship.

Consumers are responsible for all labor and shipping cost associated with warranty parts. All warranty claims are subject to manufacturer review. Please make sure to have your sales receipt information. All replacement parts can be purchased through your local stocking dealer.

This warranty is intended for the original purchaser and is nontransferable.

WHAT IS NOT COVERED

- Cost of removal and/or reinstallation.
- Shipping and/or transportation cost.
- Service calls to determine troubles or issues.
- Any painted surfaces.
- Labor costs for replacement and/or repairs.
- Replacement of burner which has rusted due to improper storage or use.
- Defects or any damages as a result of improper installation, misuse, alteration or abuse.

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