

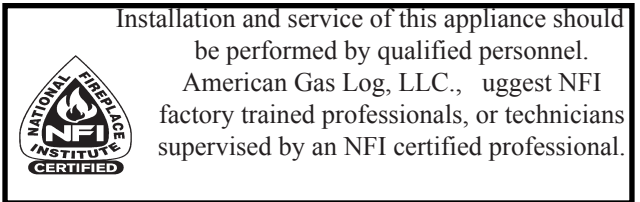
Models:

Universal Burner Series

WC-181,-241,-301,

WC-181,-241,-301 W/Double burner

FOR USE WITH NATURAL GAS ONLY



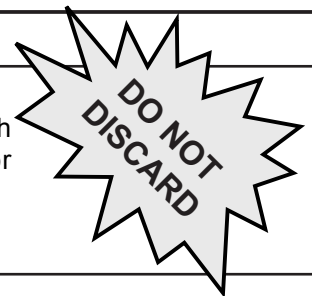
Check with your local building code agency before you begin installation to ensure compliance with local codes, including the need for permits and follow-up inspections. If you encounter any problems regarding code approvals, or if you need clarification of any of the instructions contained here, contact the Technical Services Dept., American Gas Log, LLC, 3625 Benson Rd, Angier, NC 27501. phone 919.331.0078 or 919.331.0079.

CAUTION



DO NOT DISCARD THIS MANUAL

- Important operating and maintenance instructions included.
- Read, understand and follow these instructions for safe installation and operation.
- Leave this manual with party responsible for use and operation.



⚠ WARNING



If the information in these instructions is not followed exactly, a fire may result causing property damage, personal injury, or death.

- 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 your building.
 - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
 - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency, or the gas supplier.

⚠ WARNING



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



Glass and other surfaces are hot during operation and cool down.

- Keep children away.
- CAREFULLY SUPERVISE children in same room as appliance.
- Alert children and adults to hazards of high temperatures.
- Keep clothing, furniture, draperies and other combustibles away.

In the Commonwealth of Massachusetts:

- This appliance must be installed by a licensed plumber or gas fitter.
- The chimney flue damper, when used with gas logs, will be welded open or completely removed.
- A CO detector shall be installed in the room where the appliance is installed.

**Read this manual before installing or operating this appliance.
Please retain this owner's manual for future reference.**

Congratulations

Congratulations on selecting an American Gas Log, LLC gas log set—an elegant and clean alternative to burning wood. The American Gas Log, LLC gas log set you have selected is designed to provide the utmost in safety, reliability, and efficiency.

As the owner of this new gas log set, 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 your other important documents and product manuals.

The information contained in this owner's manual, unless noted otherwise, applies to all models and gas control systems.

Your new gas log set will give you years of durable use and trouble-free enjoyment. Welcome to the American Gas Log, LLC family of appliance products!

Homeowner Reference Information	<i>We recommend that you record the following pertinent information about your gas log set:</i>
Model Name: _____	Date purchased/installed: _____
Serial Number: _____	Location on appliance: _____
Dealership purchased from: _____	Dealer phone: _____
Notes: _____ _____ _____	

B.Table 1

Product		WC-18/201NG	WC-241NG	WC-301NG
Inlet BTU / KW /HR	Nat.	74,000	84,000	84,000
Max. Inlet Pressure IN. WC / KPa	Nat.	10.0 “	10.0 “	10.0 “
Min. Inlet Pressure IN. WC / KPa	Nat.	3.5”	3.5”	3.5”
Orifice Size In. / mm	Nat.	(#26)	(#20)	(#16)
Minimum Fireplace Opening Size In. / cm	Front	28”	34”	42”
	Rear	16”	18”	24”
	Depth	14”	16”	16”
	Height	16”	18”	20”
Min. Vent Opening in Square In. / cm		39”	48”	48”

1 Listing and Code Approvals

A. Appliance Certification

The Gas Log Hearth Kits have been tested and listed in the U.S. in accordance with **ANSI Z21.84-2017** (Gas Log Set). They have been listed by PFS Test Labs for installation and operation in the United States as described in these Installation and Operating Instructions. All components are UL, PFS or CSA safety certified.

Check with your local building code agency prior to installing this appliance to ensure compliance with local codes, including the need for permits and follow-up inspections. In the absence of local codes, comply with the **National Fuel Gas Code, ANSI Z223.1-Latest Edition** in the U.S. If any assistance is required during installation, please contact your local dealer or call the Technical Services Department at 919.331.0078 or 919.331.0079.

WARNING

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to the owner's information manual provided with this appliance. For assistance or additional information consult a qualified installer, service agency or the gas supplier.

WARNING



Fire Risk Exhaust Fumes Risk

- Do NOT use this appliance as a "vent-free" heater.



The flue must be permanently open. Refer to Table 1.

2 Getting Started

A. Size of Firebox

See Table 1 in Section 1.B.

B. Negative Pressure

Negative pressure results from the imbalance of air available for the fireplace to operate properly. Causes for this imbalance include:

- Exhaust fans (kitchen, bath, etc.).
- Range hoods.
- Combustion air requirements for furnaces, water heaters and other combustion appliances.
- Clothes dryers.
- Location of return-air vents to furnace or air conditioning.
- Imbalances of the HVAC air handling system.
- Upper level air leaks: recessed lighting, attic hatch opening, duct leaks.



California Proposition 65 Warning

WARNING: This product can expose you to chemicals, including carbon black, which is known in the state of California to cause cancer and chromium, which is known in the state Of California to cause birth defects or other reproductive harm. For more information go to: www.P65Warnings.ca.gov



Figure 2.1 Measure Firebox

C. Tools and Supplies Needed

Tools and supplies normally required for installation:

- Pliers
- Phillips screwdriver
- Tape measure
- Crescent wrenches
- Gas shutoff valve
- Non-corrosive leak check solution
- 3/4 in. wrench, 7/16 in. wrench

D. Inspect the Appliance and Components

- Remove the contents from the carton. Attached to the burner is a label identifying the manufacturer name, serial number, model number (including gas log size), BTU ratings, gas type, etc.
- Review the attached label before proceeding. Ensure that all minimum fireplace dimension requirements are achieved using Table 1 in Section 1.B. See Figure 2.1. Ensure the gas type provided in the fireplace coincide with the gas type marked on the tag.

CAUTION



Sharp Edges

- Wear protective gloves and safety glasses during installation.



WARNING



Asphyxiation Risk

This appliance produces carbon monoxide (CO).

- The free opening areas (in square inches) of the chimney damper as shown in the tables must be met.
- User must make sure damper is locked open.
- The installer is responsible to ensure proper ventilation of flue gases before appliance is used.

Fire needs to draft properly for safe operation.

WARNING



American Gas Log, LLC disclaims any responsibility for, and the warranty will be voided by, the following actions:

- Installation and use of any damaged appliance or vent system component.
- Modification of the appliance or vent system.
- Installation other than as instructed by American Gas Log, LLC.
- Improper positioning of the gas logs or the glass door.
- Installation and/or use of any component part not approved by American Gas Log, LLC.

Any such action may cause a fire hazard.

WARNING



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



- Do NOT install damaged components.
- Do NOT install incomplete components.
- Do NOT install substitute components.

Report damaged parts to dealer.

WARNING



Keep appliance dry.

- Mold or rust may cause odors.
- Water may damage controls.



E. Components of the Gas Hearth Kit

The Burner/Hearth Kit consists of the following:

- Burner/Pan Assembly
- Grate Assembly
- Glowing Embers
- Sand
- Lava Rock
- Damper Stop
- Aluminum Tubing Assembly
- Brass Elbow Connector
- Brass Orifice & Cap
- Log Set (packaged separately)

WARNING



Shock Risk

Fire Risk

Use **ONLY** optional accessories approved for this appliance.



- Using non-listed accessories voids warranty.
- Using non-listed accessories may result in a safety hazard.
- Only American Gas Log, LLC approved accessories may be used safely.

WARNING

Do **NOT** use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

3 Appliance Preparation

Note: Have the gas supply line installed in accordance with local building codes, if any. If not, follow **ANSI 223.1**. Installation should be done by a qualified installer approved and/or licensed as required by the locality. (In the Commonwealth of Massachusetts installation must be performed by a licensed plumber or gas fitter.)

A. Gas Supply Connection

Ensure fittings are of the appropriate size and type on the gas line connection. If the tubing has to be cut to length be sure to use the proper cutting and flaring tool. Also, be careful not to crimp the tubing while bending. If the tubing becomes crimped, do not use for installation.

WARNING



Gas Leak Risk

- Support control when attaching pipe to prevent bending gas line.

Joint compound or Teflon tape must be used on all threaded male connections to ensure a tight seal.

Note: An individual manual shutoff valve (not supplied) is required when installing this appliance. The manual shutoff valve must be located in an easily accessible area, no more than 6 feet from the appliance.

Note: A listed (and Commonwealth of Massachusetts approved) 1/2 in. (13 mm) T-handle manual shut-off valve and flexible gas connector are connected to the 1/2 in. (13 mm) control valve inlet.

- **If substituting for these components, please consult local codes for compliance.**

WARNING



Fire Risk

Explosion Risk

Verify inlet pressures.

- High pressure may cause overfire condition.



B. Convert to Left Side Gas Piping

- Remove the orifice from the right side.
- Remove the cap from the left side.

Note: Prior to installing the fittings, use Teflon tape or joint compound on the male threads.

- Replace the cap on the opposite end of the burner tube.
- Install the orifice on the left side of the burner.

WARNING



Fire Risk

Explosion Risk

- Gas build-up during line purge may ignite.
- Purge should be performed by qualified technician.
- Ensure adequate ventilation.
- Ensure there are no ignition sources such as sparks or open flames.



High Altitude Derate

In the USA, input BTU shall be derated 4% (one orifice size) per 1000 feet for altitudes above 2000 feet. In Canada, input BTU shall be derated 10% (two orifice sizes) at altitudes from 2000-4500 feet.

C. Gas Pressure

Proper input pressures are required for optimum appliance performance. Gas line sizing requirements need to be made following **NFPA51**.

WARNING



CHECK FOR GAS LEAKS

Fire Risk

Explosion Risk

Asphyxiation Risk

- Check all fittings and connections.
- Do not use open flame.
- After the gas line installation is complete, all connections must be tightened and checked for leaks with a commercially available, non-corrosive leak check solution. Be sure to rinse off all leak check solution following testing.



Fittings and connections may have loosened during shipping and handling.

- Gas Supply Pressure: Minimum inlet gas supply pressure must be 3.5 in. W.C. for the purpose of input adjustment. Maximum inlet gas pressure must not exceed 10.0 in. W.C. The gas line supplying the appliance must be sufficient size to furnish the appropriate supply pressure to the appliance while operating in the "High" setting.
- Gas Line Pressure Test: Perform pressure test according to state and local code (if pressure exceeds 1/2 in. psi [3.5 kPa]) before appliance is connected. Be sure to release air pressure from the gas line before connection is made to the appliance.
- Gas Leak Test: Make sure the gas connections are tight. Turn on the gas and coat each joint with a non-corrosive gas leak check solution. Air bubbles will form indicating any leaks. **DO NOT USE A FLAME OR ANY TYPE OF IGNITION SOURCE TO CHECK FOR LEAKS.** All leaks must be corrected before proceeding with installation.
- The appliance must only be installed in a solid-fuel burning fireplace *with the flue damper clamped open*. The fireplace must be constructed of non-combustible material.
- The minimum permanent free opening (in square inches) that must be provided by the fireplace chimney or damper to vent the flue gases is provided in Table 1. If the free opening is smaller than the specified area, do not use this appliance.
- The damper must be removed or fixed in a manner in which will secure it open. Some jurisdictions require the damper to be removed or permanently welded fully open. Check with state and local codes.
- Be sure that the chimney is completely unobstructed to ensure proper ventilation of flue gases including carbon monoxide (CO). CO (a poisonous gas) is tasteless, odorless, colorless and undetectable without proper equipment.

4 Installation Instructions

A. Install the Damper Stop

- Open the damper to the fully open position and secure it open with the stop as shown in Figure 4.1.
- If the damper stop doesn't fit your application, use a permanent means that will keep the damper open at least to the minimum vent opening as outlined in Table 1, Section 1.B.

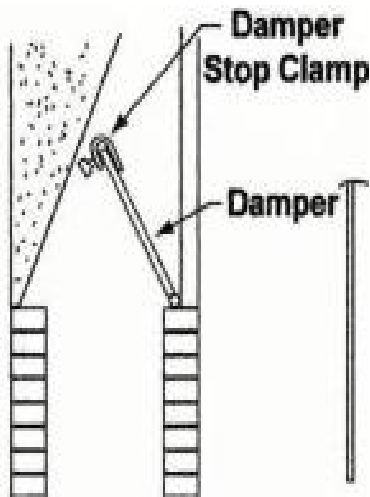


Figure 4.1 Damper Operation

B. Install the Burner/Pan Assembly

The burner/pan assembly is shipped ready for right-hand gas connection. See Section 3.B. for left-hand connection.

- Remove the existing cap or gas jet assembly from the gas stub in your fireplace. Clean the threads using a wire brush or steel wool. Apply Teflon tape or pipe dope to the steel fitting and attach the provided brass adapter to the stub.
- Place the burner/pan assembly in the fireplace. The pan should be centered both front to back and side to side.
- Bend the provided gas connector to facilitate its installation between the burner and the gas stub.
- Attach one end of the gas connector to the brass elbow or safety pilot fitting. Attach the other end to the brass adapter at the gas tube.

C. Place Sand and Rockwool

- Pour the sand into the burner pan. Sand should follow the slope of pan, covering it and the burner tube completely.
- Allow the sand to spill out the front of the pan and over the sides onto the fireplace floor.
- Lightly place dime-sized pieces of rockwool evenly on top of the sand.
- The gas burns at the point of the least resistance. In case of an uneven flame pattern it may be necessary to adjust the materials in the pans (using an object such as a screwdriver) to achieve the desired effect.

Hearth kit



Sand

Note: For best results, do not pack down the rock wool. The placement of rock wool can have an effect on flame pattern and may need to be adjusted to achieve a desired appearance.

add Rockwool



WARNING

Explosion Risk

- Follow rockwool placement instructions in this manual.
 - Replace rockwool material annually.
- Improperly placed rockwool interferes with proper burner operation.

D. Install the Grate

- The grate should be centered over the burner pan, side to side. If the grate sits toward the front of the burner pan, the flames will be larger coming through the logs. If the grate sits toward the back of the burner pan, the ember bed will be more prominent.



E. Install the Logs

- Install the logs using the installation instructions included with them.
- Light the burner as outlined in the operating section. Allow the flame pattern to stabilize. If you are satisfied with the flame pattern go to the next step. If you want more or less flame around the front log, turn off the gas and move the grate backward or forward.
- Once you are satisfied, turn on the gas and go on to the next step.
- Arrange the top logs as shown in your log set up instructions. Light the burner as outlined in the operating instructions and allow the flame to stabilize.
- Spread the lava rock around the outside of the burner pan on the floor of the fireplace. If possible, cover the gas connector with the cinders.

Note: If your log set is the burnt-out type, place the rock wool in the center of the logs to give a glowing ember effect.

F. Adjust the Burner Flame

- The burner flame can be adjusted at the manual shutoff valve beside the fireplace to obtain the desired flame appearance.
- The flame color will stabilize after ten minutes of operation.

G. Inspect the Venting System

The fireplace venting system is designed and constructed to develop a positive flow adequate to remove flue gases to the outside atmosphere. See fireplace installation instructions.

A spillage test must be made before the installed appliance is left with the consumer



- Close all doors and windows in the home.
- Light the log set.
- After three minutes, test with a smoke match, smoke candle, stick incense or cigarette one inch below the top of the opening (lintel) moving across the full width. If spillage (smoke drawn into the room) occurs, it will most likely be near the top, outside corners.

Possible Cures if Spilling Occurs

- The damper should be fully open.
- The fireplace opening needs to be reduced by adding a drop panel across the top under the lintel.
- The air supply from outdoors needs to be increased. Open the outside air kit if the appliance is so equipped, or crack open a door or window.
- If necessary, seek expert advice. Do not operate this appliance.

Cleaning

- Periodic examination and cleaning of the venting system of the fireplace should be done before initial use and at least annually by a qualified agency.

	WARNING
	Fire Risk Explosion Risk Inspect external vent cap regularly. <ul style="list-style-type: none">• Ensure no debris blocks cap.• Combustible materials blocking cap may ignite.• Restricted air flow affects burner operation.

5 Operating Instructions

A. Lighting Instructions

FOR YOUR SAFETY READ BEFORE LIGHTING

WARNING! IF THESE INSTRUCTIONS ARE NOT FOLLOWED EXACTLY, A FIRE OR EXPLOSION MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL INJURY OR LOSS OF LIFE.

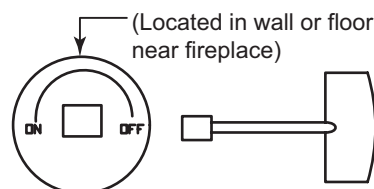
- A. This appliance has a manually lighted burner and must be lit by hand. When lighting the burner, follow these instructions exactly.
- B. **BEFORE LIGHTING** smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.
WHAT TO DO IF YOU SMELL GAS
 - Do not try to light any appliance.
 - Do not touch any electrical switch; do not use any phone in your building.
 - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
 - If you cannot reach your gas supplier, call the fire department.
- C. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control that has been under water.
- D. Use only your hand to push in or turn the gas control handle. Never use tools. If the handle will not push in or turn by hand, do not try to repair it. Call a qualified service technician. Force or attempted repair may result in fire or explosion.

LIGHTING INSTRUCTIONS

1. **STOP!** Read the safety information previously listed above.
2. Turn gas control manual valve to the full "OFF" position.
3. Wait 5 minutes to clear out any gas. Then smell for gas, including near the floor. If you smell gas, STOP! Follow "B" in the safety information above on this label. If you don't smell gas, go to the next step.
4. Place a lit match on the surface of the burning embers. Do not hold match in hand.
5. Turn gas control manual valve to the full "ON" position.
6. If appliance will not operate, follow the instructions "TO TURN OFF GAS TO APPLIANCE" and call your service technician or gas supplier.

TO TURN OFF GAS TO APPLIANCE




Turn manual gas control handle to "OFF" position. Do not force.






B. Glass Doors

If your fireplace is equipped with glass doors:

- Glass doors should be in fully open position when appliance is operating.
- Glass doors may be closed when the hearth kit is not being used.

	WARNING
	Fire Risk
	Explosion Risk
Do not close the glass doors during appliance operation.	
<ul style="list-style-type: none">• Could cause incomplete combustion of the gas.	

	WARNING
	Fire Risk
	High Temperatures
Keep combustible household items away from appliance.	
Do NOT obstruct combustion and ventilation air.	
<ul style="list-style-type: none">• Do NOT place combustible items on top of or in front of appliance.• Keep furniture, draperies away from appliance.	

	WARNING
Do NOT use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.	

C. Important Safeguards

- Other Fuels
 - Although your gas log set is very realistic in appearance, it is not a real woodburning fire and must not be used for burning any fuel other than natural gas.
 - To avoid irreparable damage to the appliance and/or personal injury, wood, matches, paper, garbage or any other material must not be placed or thrown on top of the logs.
- Appliance Safety
 - To avoid personal injury, do not touch hot surfaces when the appliance is operating.
 - Always ensure that the fireplace screen is closed when the appliance is operating.
 - Close supervision is necessary when the appliance is being used near children.
- Keep the appliance area clear and free of all combustible materials, gasoline and other flammable vapors and liquids.
- **A qualified service technician must perform installation and repair.** The appliance should be inspected and cleaned annually by a qualified service technician. More frequent cleaning may be required due to excessive lint, dust, pet hair, etc. It is imperative that the control compartments, burners and air passageways are unobstructed during operation.
 - Review proper placement of logs, rockwool, lava rock and sand.
 - Ensure there are no gas leaks.
 - Ensure the flow of combustion and ventilation air is not obstructed (front grilles and vent caps).
- Before installing into a solid fuel burning fireplace, the chimney and firebox should be inspected and cleaned to remove soot, creosote, ashes, paint, bird nests etc.
- Annual examination of the chimney must be performed by a qualified agency to ensure proper ventilation of flue gases created by this appliance.
- Have the chimney and adjacent structure inspected and cleaned by qualified professionals. American Gas Log, LLC recommends that NFI certified professionals, or technicians under the direction of certified professionals, conduct a minimum of an **NFPA 211 Level 2** inspection of the chimney.
- Replace component parts of the chimney and fireplace as specified by the professionals.
- Ensure all joints are properly engaged and the chimney is properly secured.
- Do not allow fans to blow directly into the fireplace. Avoid any drafts that alter burner flame pattern.
- Do not use a blower insert, heat exchanger insert or other accessories not approved for use with this appliance. Solid fuels shall not be burned in a fireplace where a decorative appliance is installed.
- If glass doors are present, the **glass doors must be fully opened** while appliance is in operation.

6 Maintaining and Servicing the Appliance

A. Servicing Your Appliance

WARNING

Risk of injury or property damage

Before servicing:

- Turn off gas.
- Turn off electricity to appliance.
- Disable remote control, if one is present.
- Ensure appliance is completely cooled.

After Servicing:

- Replace any screen or barrier that was removed.
- Reseal and reinstall any venting removed for servicing.

- Repair and replacement work should be done by a qualified service technician.
- Always shut off the gas supply and make sure the appliance is cool before beginning any service operation.
- Always check for gas leaks after servicing.
- Always check for proper venting.

B. Cleaning Your Appliance

Your gas logs require little care. Keep the burner assembly, logs and burner area surrounding the logs clean by vacuuming or brushing with a dry paint brush at least twice a year.

- The logs become fragile after burning. Take care in handling.
- Always turn off the gas before cleaning. For relighting, refer to lighting instructions located in Section 5.A. of these instructions.
- Always keep the appliance clear and free from combustible materials, gasoline, and other flammable vapors and liquids.
- Never obstruct the flow of combustion and ventilation air. Keep the front of the appliance clear of all obstacles and materials.
- Leave clearance of at least 36 in. from the front of the fireplace.
- The air shutter should not be blocked.

CAUTION

- Logs can get very hot. Handle only when they are cool.

C. Annual Inspection

WARNING



Annual inspection by qualified technician recommended.

Check:

- Condition of doors, surrounds and fronts.
- Obstructions of combustion and ventilation air.
- Condition of logs.
- Condition of firebox.
- Gas connections and fittings.
- Obstructions of termination cap.



Clean:

- Glass.
- Logs.
- Burner, burner ports.

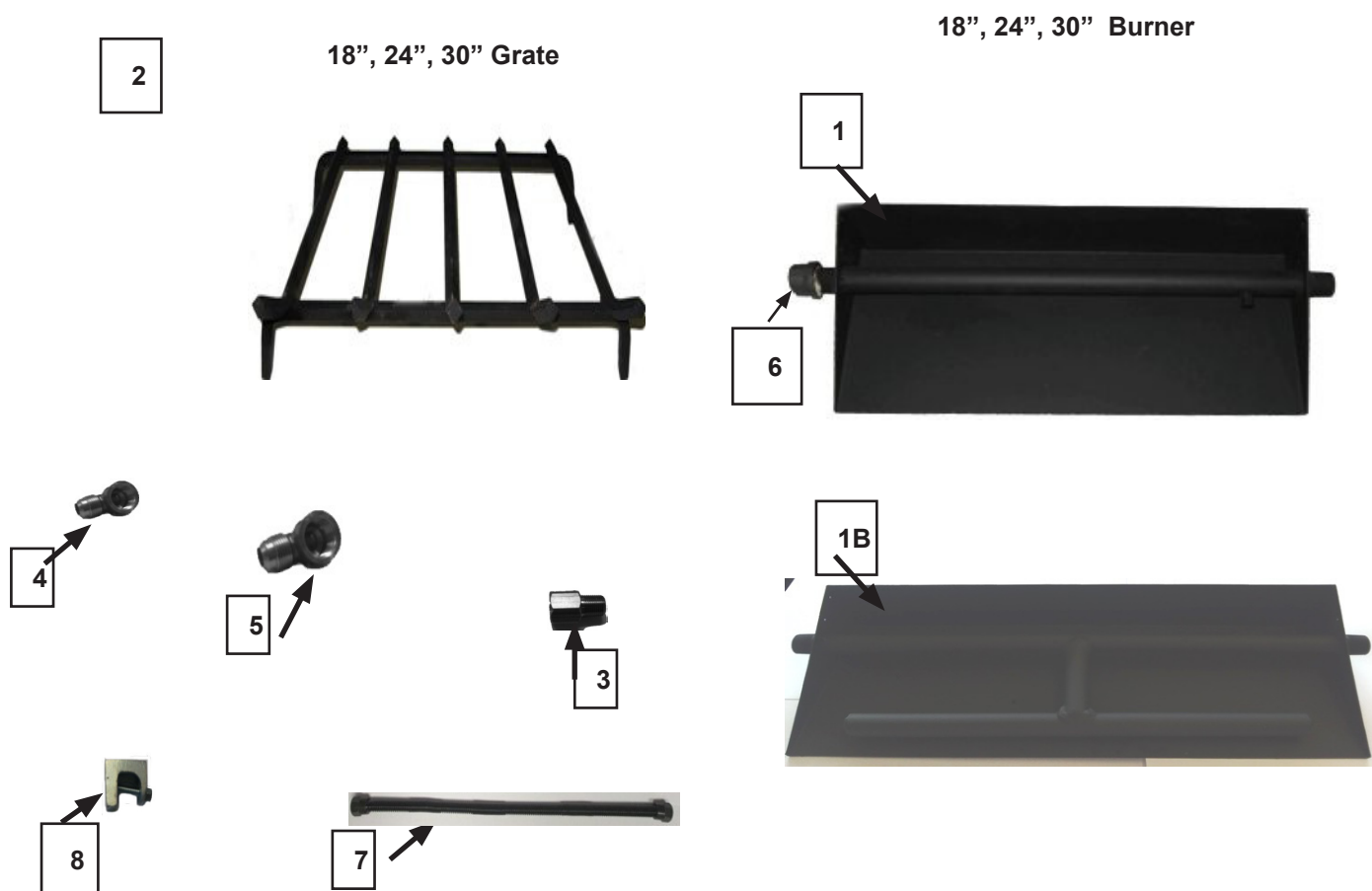
Risk of:

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

D. Troubleshooting

With proper installation and maintenance, your new decorative gas appliance should provide years of trouble-free service. If you do experience a problem, refer to the troubleshooting guide below. This guide will assist you or a qualified service technician in the diagnosis of problems and the corrective action to be taken.

Symptoms	Possible Causes	Corrective Action
1. A match will not light the main burner; no gas to the main burner	A. Main gas shutoff valve is closed	1. Make sure the shutoff valve located on the incoming gas line is open.
	B. There is air in the gas line.	1. Bleed air from the gas line; wait five minutes and attempt to relight the main burner.
	C. No gas supply to the appliance.	1. Check the plumbing to ensure the appliance has been hooked up to the gas supply line.
	D. A blockage is preventing gas flow.	1. Inspect the burner orifice for obstruction. Call a qualified service technician.



#	Description of Part	WC18NG	WC24NG	WC30NG	Qty.
1	Burner Pan Assy	AGLBP-14	AGLBP-18	AGLBP-24	1
1B	Burner Pan Assy Double burner	AGLBP-14 DBL	AGLBP-18 DBL	AGLBP-24 DBL	1
2	Grate Assy	AG16	AG18	AG24	1
3	Orifice	BPO-2	BPO-2	BPO-2	1
4	3/8" FL x 3/8" FIP Elbow	01-1050	01-1050	01-1050	1
5	3/8" FL x 1/2" FIP Elbow	10-1037	10-1037	10-1037	1
6	1/2" Malleable Pipe Cap	10-1053	10-1053	10-1053	1
7	3/8" x 14" Gas Line	10ANW-5858-14	10ANW-5858-14	10ANW-5858-14	1
8	Damper Stop Assy	10-1065	10-1065	10-1065	1
	Sand	ACC15	ACC15	ACC15	
	Lava Rock	ACC10	ACC10	ACC10	
	Glowing Embers	ACC13	ACC13	ACC13	
	Crackling Ash Bonus Pack	ACC18BP	ACC18BP	ACC18BP	

DECORATIVE GAS LOG LIMITED WARRANTY

American Gas Log, LLC. extends the following warranty for decorative gas log sets as described herein, while it is in its location or original installation. Dealers and employees of American Gas Log, LLC., have no authority to make any warranty or authorize any remedies in addition to or inconsistent with the terms of this Program. This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

LIMITED WARRANTY. All refractory cement logs manufactured by American Gas Log, LLC., have a lifetime warranty against breakage due to heat to the original owner in the original installation. All metal parts, including burners and grate assemblies are warranted for 5 years. All mechanical parts are warranted for 1 year. All refractory cement logs manufactured by American Gas Log, LLC., have a lifetime warranty against breakage due to heat to the original owner in the original installation. All metal parts, including burners and grate assemblies are warranted for 5 years. All mechanical parts are warranted for 1 year. This Limited Warranty extends only to decorative gas log sets installed in the United States or Canada.

EXCLUSIONS AND QUALIFICATIONS. This Limited Warranty is subject to the following exclusions and qualifications: (1) This Limited Warranty does not apply to, and American Gas Log, LLC., assumes no responsibility for, any damages that result due to the installation or operation of this decorative gas log set not in accordance with both the installation instructions and operating instructions furnished. (2) The decorative gas log set must be subjected to normal use as explained in the operating instructions and the listing agency identification label attached to the burner pan assembly. This decorative gas log set is only intended to burn the fuel specified on the listing agency identification label. Use of any other fuel other than specified on the listing agency identification label can create a life threatening situation and will void this limited warranty. (3) This Limited Warranty applies only if the decorative gas log system has been installed in a vented fireplace that is suitable for burning wood. Adequate ventilation must be provided to allow proper drafting of the fireplace chimney system. American Gas Log, LLC., assumes no responsibility for improper performance of the decorative gas log set caused by inadequate draft due to environmental conditions (e.g. wind currents, downdrafts), tight-sealing construction of the structure, or mechanical devices (e.g. air handling devices that include forced air furnaces and air conditioning units, exhaust fans and ventilating devices), any and all of which may cause a negative pressure within the structure where the decorative gas log set is installed. (4) This Limited Warranty applies only to the components of the Appliance manufactured by American Gas Log, LLC. American Gas Log, LLC expressly excludes from this Limited Warranty any liability hereunder for defects or damage caused by the installation or use of any parts, devices or components that are not manufactured by American Gas Log, LLC. (5) As part of this limited warranty no Labor costs will be paid by American Gas Log, LLC pursuant to this Limited Warranty must be approved in advance of the performance of the work by American Gas Log, LLC and must not exceed the retail price of the replacement part. (6) This Limited Warranty will be voided if the decorative gas log set is at any time removed or has been removed from the location in which it was originally installed. (7) Since building code requirements vary greatly throughout the United States and Canada, users of this decorative gas log set should determine in advance whether there are any building code restrictions on the installation and use of this product. American Gas Log, LLC makes no representation or warranty regarding building code compliance and shall not be responsible for compliance therewith.

THERE ARE NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE LIMITATION OF LIABILITY. IT IS EXPRESSLY AGREED AND UNDERSTOOD THAT AMERICAN GAS LOG, LLC., OBLIGATION AND PURCHASERS EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY, UNDER ANY OTHER WARRANTY, EXPRESSED OR IMPLIED (INCLUDING MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE), OR OTHERWISE, SHALL BE LIMITED TO THE REPLACEMENT OR REPAIR OF ONLY AMERICAN GAS LOG, LLC., COMPONENTS AND OPTIONAL COMPONENTS AS SPECIFIED ABOVE. THE DURATION OF ANY IMPLIED WARRANTY INCLUDING MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE APPLICABLE TO THIS GAS APPLIANCE IS LIMITED TO THE DURATION OF THE FOREGOING WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS SO THE ABOVE WARRANTY MAY NOT APPLY TO YOU. IN NO EVENT SHALL AMERICAN GAS LOG, LLC., BE RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY DEFECTS IN THE DECORATIVE GAS LOG SET, WHETHER SUCH DAMAGE OCCURS OR IS DISCOVERED BEFORE OR AFTER REPLACEMENT OR REPAIR, AND WHETHER SUCH DAMAGE IS CAUSED BY AMERICAN GAS LOG, LLC., NEGLIGENCE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

HOW TO OBTAIN SERVICE. To obtain service under this Program, you must:

1. Send written notice of the claimed condition to the Technical Service Department, American Gas Log, LLC. 3625 Benson Rd, Angier, NC 27501
2. Provide proof of purchase to American Gas Log, LLC.
3. Provide American Gas Log, LLC reasonable opportunity to investigate the claim, including reasonable opportunity to inspect the Fireplace prior to any repair or replacement work and before the Fireplace has been removed from the place of original installation.
4. Obtain American Gas Log, LLC consent to any warranty work before the work is done.