



**Standard Burner Systems:**

- G4-12(P)
- G4-16/19(P)
- G4-18/20(P)
- G4-24(P)
- G4-30(P)
- G4-36(P)
- G4-42(P)
- G4-48(P)
- G4-60(P)



Woodland Oak (WOG4-24) Shown

**FOR INSTALLATION IN  
SOLID-FUEL BURNING  
FIREPLACES**

**G4/GX4 SERIES BURNER**

**⚠ 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.

**WHAT TO DO IF YOU SMELL GAS:**

- Open a window.
- Do not try to light any appliance.
- Do not touch any electrical switch; do not use any phone in the building.
- Immediately call the gas supplier from a neighbor's phone and follow the gas supplier's instructions.
- If you cannot reach the gas supplier, call the fire department.

**Installation and service must be performed by an NFI Certified or other qualified professional installer, service agency, or the gas supplier.**



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

**Important:** Read these instructions carefully before starting installation of the gas log set.

This burner system is to be installed only in a solid-fuel-burning fireplace with a working flue and constructed of noncombustible material. Solid fuels shall not be burned in a fireplace where this gas log set is installed. The installation, including provisions for combustion, ventilation air, and required minimum permanent vent opening, must conform with the *National Fuel Gas Code (Z223.1)* and applicable local building codes. A damper stop clamp is included to maintain the minimum permanent vent opening and to prevent full closure of the damper blade. **The chimney damper should be fully opened when burning the log set. The log set is designed to burn with yellow flames; thus, adequate ventilation is absolutely necessary.**

**Important:** To comply with certification, listings, and building code acceptance, and for safe operation and proper performance, ONLY Peterson parts and accessories may be used with this gas log set.

**INSTALLER & CONSUMER**  
**These instructions MUST be retained with this appliance.**



## IMPORTANT - Read This Manual Carefully Before Starting Installation of the Log Set

When the log set is burning, the fireplace damper must be fully open. The Peterson Real Fyre gas log set is to be burned only in a fully vented, noncombustible fireplace with damper and chimney free of any obstructions. The fireplace must be designed and approved to burn wood. As with burning natural firewood, the Real Fyre log set is designed to burn with yellow, smoky flames. For this reason, it must be adequately vented. If adequate ventilation is not provided as detailed on this instruction, **do not use this Real Fyre log set**. If fumes from the burner emerge into the room when the damper is fully open, creating a smell like a smoldering oil lamp, it indicates that the fireplace draft is defective. Check chimney flue for obstructions. **Do not operate the log set until the fireplace draft is corrected**. Check with the dealer or installer. Do not use firewood with the gas log set.

### Some Available Log Styles:

#### Charred Series

Charred Oak (CHD)  
Charred Split (CHS)  
Charred Royal (CHB)

#### Classic Series

Golden Oak (R)  
Post Oak (PO)  
Emberwood (E)  
Royal English Oak (B)  
Mountain Oak (K)

#### Designer Series

Golden Oak Designer Plus (RDP)  
Split Oak (S)  
Split Oak Designer Plus (SDP)  
Woodland Oak (WO)  
Designer (EXD)  
Royal English Oak Designer (BD)  
Heritage Designer (HD)  
White Birch (W)  
Golden Oak Designer (RD6)

### FOR YOUR SAFETY

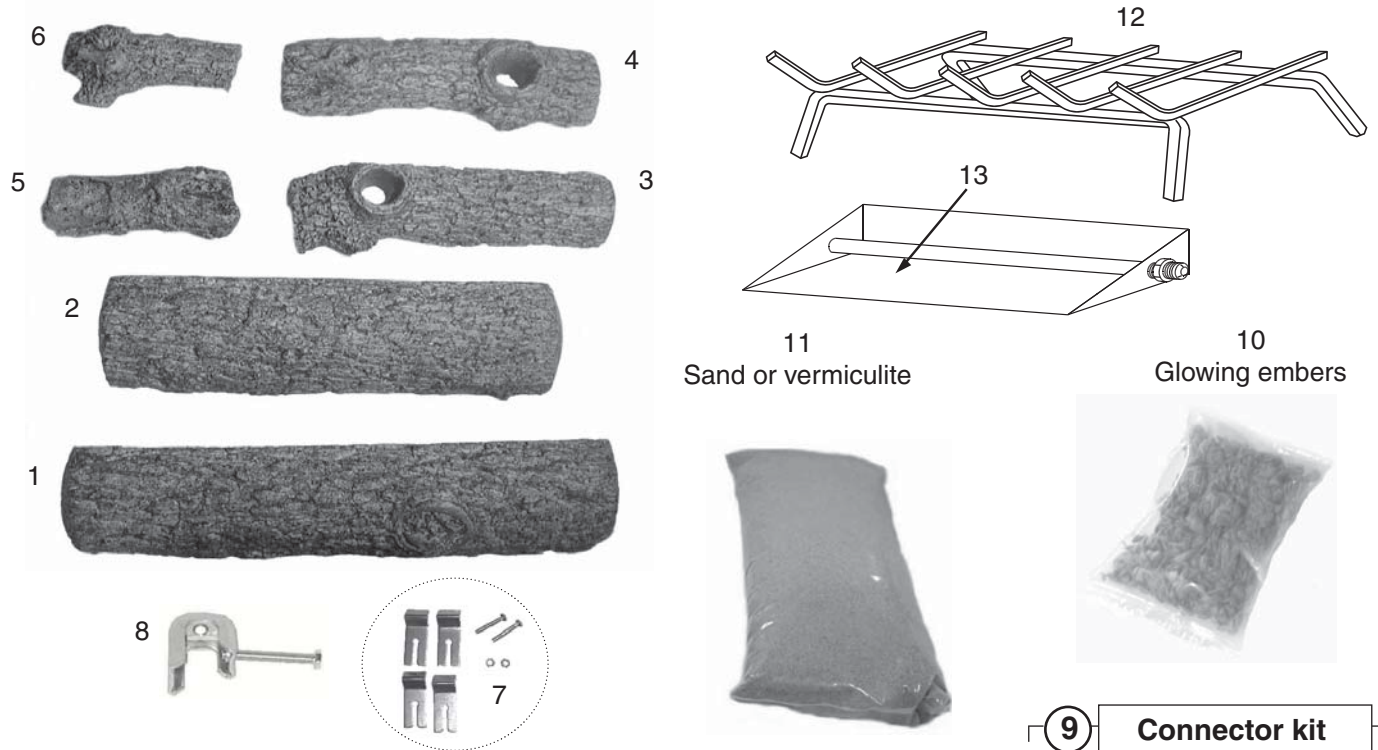
Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

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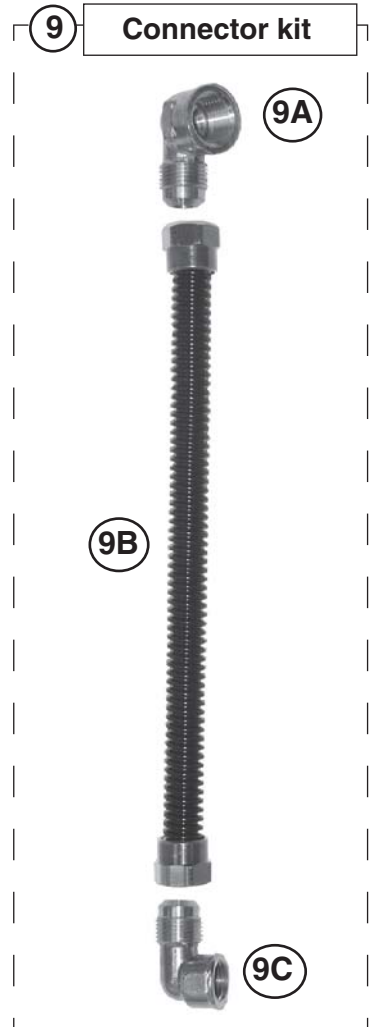
# PARTS LIST

Before beginning installation, be sure the gas log set is complete by comparing its contents with this PARTS LIST. The RG4-24 set is listed and illustrated. Your parts may differ depending upon the log style and size of the set. Be sure you know the model number and size of your set when ordering replacement or optional parts and accessories.



Item No.	Part No.	Description
1.	<b>RL-24BF</b>	Golden Oak front bottom log 24"
2.	<b>RL-20BR</b>	Golden Oak rear bottom log 20"
3.	<b>RL-15TL</b>	Golden Oak top log 15"
4.	<b>RL-15TR</b>	Golden Oak top log 15"
5.	<b>RL-9TL</b>	Golden Oak top log 9"
6.	<b>RL-9TR</b>	Golden Oak top log 9"
7.	400768	Stabilizer clips with screws and nuts (replacement package also includes a damper clamp)
8.	DC-1	Damper clamp
9.	CK-14-12	Connector kit (with adapters)
10.	EM-1	Glowing Embers (2)
11.	CS-12 or LF-15	Sand (natural) Vermiculite (propane)
12.	SD-24 SX-24	Fireplace grate 24" Heavy-duty fireplace grate (GX4 log sets)
13.	GG-24	Burner pan assembly

The log set is purchased and packaged separately. Golden Oak log set shown here. Styles and sizes will vary depending upon the log set ordered. **If the log set ordered includes placement instructions; follow those instructions.**



**Note:** Values in **bold** change with burner size, model, and log set.

**Replacement parts can be ordered from your local Real Fyre dealer.**

# IMPORTANT INFORMATION

**Important:** To comply with certification, listings, and building code acceptances, and for safe operation and proper performance of this log set, use **ONLY** Peterson Real Fyre parts and accessories. Use of other controls, parts, and accessories that are not designed for use with Real Fyre gas log sets is prohibited and will void all warranties, certifications, listings, and building code approvals, and may cause property damage, personal injury, or loss of life.

**Check to be sure the fireplace meets venting and construction requirements for the installation of the Real Fyre gas log set (see FIREPLACE REQUIREMENTS section, below).**

**Be sure your gas log set is properly sized for your fireplace.** Improper sizing may negatively impact the proper drafting of the fireplace. Additionally, too large a log set will adversely affect the burn and hamper the proper operation of the control system. Too small a log set will diminish the beauty of your hearth setting. Fig. 4-1 below shows the critical dimensions of your firebox. The table below shows log set dimensions.

## FIREPLACE REQUIREMENTS

This Real Fyre gas log set is to be installed only in a fully vented, noncombustible fireplace with an open damper. The chimney must be free of any obstructions. The fireplace must be designed and approved to burn wood. Your Real Fyre log set is designed to burn with yellow, smoky flames. For this reason, it must be adequately vented.

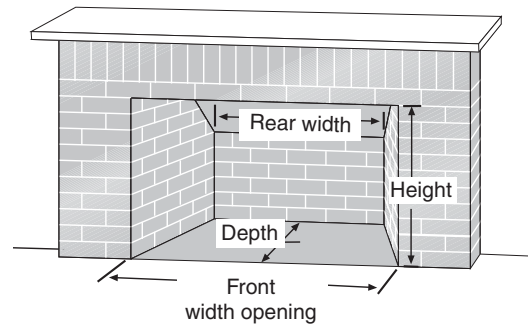
**Check to be sure the gas log set is designed for the proper gas type.** Real Fyre log sets are designed for use with natural gas unless clearly labeled for propane gas. Sets designed for use with propane gas must be installed with a safety pilot system. Never use propane gas in a log set designed for natural gas or natural gas in a log set designed for use with propane gas.

The fireplace must have a gas-supply line that has been installed by a qualified technician in accordance with all local codes. The gas-supply line must be ½" minimum interior diameter. If the gas line to the fireplace is longer than 20', a larger-diameter line may be necessary.

**A fireplace screen must be in place when the system is burning.** Provisions for adequate combustion air must be maintained. Unless other provisions for combustion air are provided, the screen shall have an opening(s) for introduction of combustion air. Combustion air is adequate when all flames curl into the fireplace and away from the screen. **When a glass fireplace enclosure (door) is used, leave the doors fully open when the system is in operation.**

**Required Gas Pressure:** The minimum inlet gas-supply pressure for the purpose of input adjustment is 7" of water column (w.c.) for natural gas and 11" w.c. for propane. The maximum inlet gas-supply pressure is 10.5" w.c. for natural gas and 13" for propane.

Fig. 4-1 **Fireplace Dimensions**



**Note:** It is recommended that complete firebox dimensions (front width, back wall, and height) be obtained to ensure proper sizing.

Burner size	Min. Fireplace Dimensions				BTU	
	Width		Depth	Height	NAT.	L.P.
	Front*	Rear				
12"	18"	16"	11"	18"	25k	25k
16/19"	25"	23"	11"	18"	39k	39k
18/20"	26"	24"	14"	18"	75k	50k
24"	30"	28"	14"	18"	90k	65k
30"	36"	34"	15"	18"	90k	65k
[36"]	42"	40"	16"	18"	120k	90k
[42"]	48"	46"	20 ½"	18"	150k	110k
[48"]	54"	52"	20 ½"	18"	150k	115k
[60"]	66"	64"	20 ½"	18"	150k	120k

\* This required width allows for centering of the log set. Add 4" to front width if the burner is to be installed with a pilot kit.

**Note:** Rear width is at corresponding depth. **Bracketed sizes indicate non-certified burner systems.**

**Minimum Free Opening Area of Chimney Damper for Venting (sq. in.)**

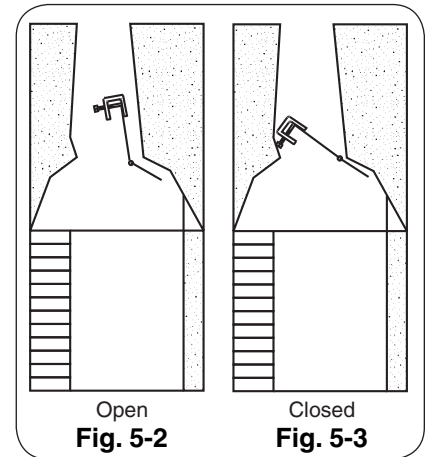
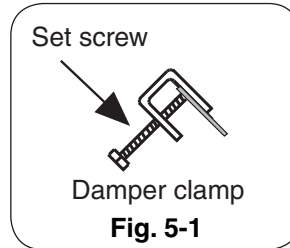
For Factory-Built Fireplaces *									
Chimney Height	12"	16/19"	18/20"	24"	30"	36"	42"	48"	60"
15' (min.)	11	18	36	46	46	62	76	76	76
20'	10	15	29	38	38	56	68	68	68
30'	8	12	23	29	29	45	59	59	59

\* For Masonry-Built Fireplaces; add 10 sq. in. to amount shown.

# INSTALLATION

The damper clamp with hex bolt (Fig. 5-1) is provided as a means to prevent full closure of the damper blade. The clamp is easily attached to most damper blades with pliers or a wrench, and must be permanently installed. The clamp is designed to prevent accidental closure of the damper when installed as illustrated (Fig. 5-2 and Fig. 5-3). Should the clamp not fit, or fail to provide the permanent vent opening listed in the table found on the previous page, have a permanent stop installed, remove the damper blade, or have the damper cut to provide the minimum permanent opening required.

**Note:** These are minimum damper opening specifications. The damper must be completely opened when operating this gas appliance to achieve the best ventilation possible.



## INSTALLING THE BURNER

The Real Fyre gas log set must be installed by a qualified professional service technician. Instructions must be followed carefully to ensure proper performance and full benefit from the gas log set. **Check to be sure the log set is designed and labeled for the type of gas (natural or propane gas) supplied to the fireplace. Fireplace floor must be level, clean, and smooth.**

**WARNING:** 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.

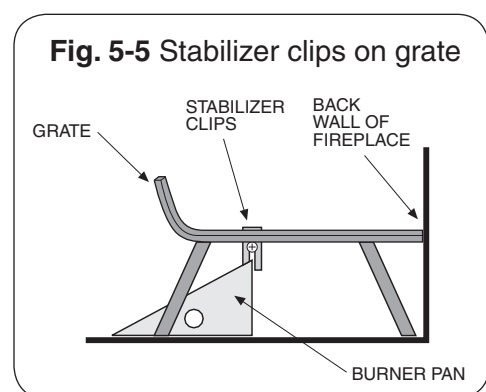
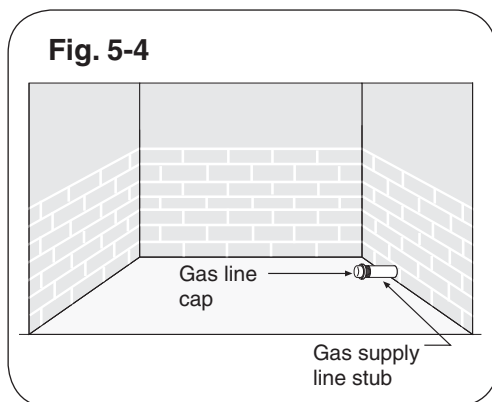
REFER TO THE PARTS LIST WHEN FOLLOWING THESE INSTRUCTIONS. **If your burner is to be installed with a pilot kit; carefully follow the instructions supplied with your pilot kit for specific gas connection.**

The burner pan is supplied with an air mixer for propane gas or a fuel injector for natural gas. **The air mixer / fuel injector must be used in ALL installations.** The air mixer / fuel injector has a precisely sized orifice to ensure only the proper quantity of gas enters the burner. This allows maximum performance and gas conservation.

1. MAKE SURE THE FIREPLACE GAS SUPPLY IS TURNED OFF.
2. Locate the gas-supply stub inside the fireplace and remove the cap, if attached (see Fig. 5-4).

**CAUTION:** When removing the cap, make sure the stub does not turn, loosening the connection inside the wall.

3. Attach the small adapter (Item 9C) to the fuel injector / air mixer on the burner pan, using a pipe compound resistant to all gases. Tighten securely. **DO NOT REMOVE THE FUEL INJECTOR / AIR MIXER.** Then attach one end of the flex connector (Item 9B) to the small adapter. Tighten securely.
4. Place the burner system into the fireplace so the open burner pan faces outward.
5. Locate the grate (Item 12) and attach the stabilizer clips (Item 7) to the 2 outer bars of the grate with screws and nuts. The stabilizer clips should be positioned towards the middle of the bars (Fig. 5-5). Place a clip on each side of the bar, insert the screw, attach the nut, and loosely tighten. Repeat for the other side.
6. Place the grate over the burner pan so the stabilizer clips fit over the back edge of the burner pan to lock it in position. Completely tighten the clips in place.



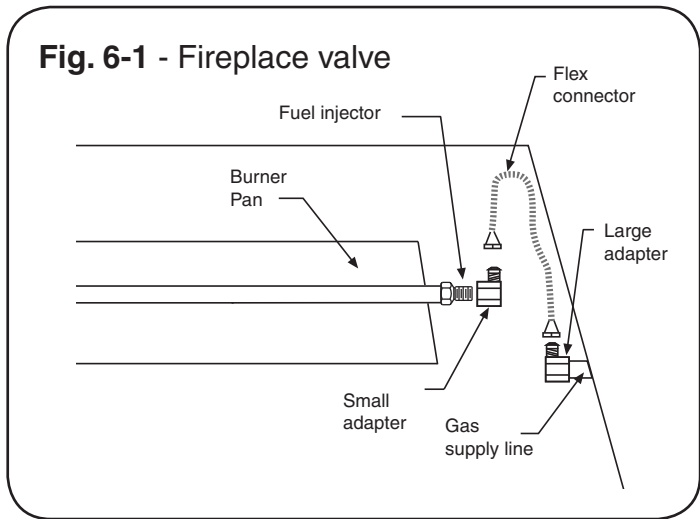
## INSTALLATION (cont.)

7. Center this assembly in the fireplace and place it as far back in the fireplace as possible. Remove the grate to continue installation.

8. **Be sure gas to the fireplace is off.** Attach the large adapter (Item 9A) to the gas-supply stub using a pipe compound resistant to all gases. Tighten securely. Then attach the open end of the flex connector to the large adapter. Tighten securely. Ensure the pan rests level on the fireplace floor after connection. Adjust the pan if necessary.

9. **LEAK TEST:** Use a long-necked butane lighter, or lay a lighted match next to the burner pipe, and carefully turn on the gas supply until the burner ignites. Test at all connections for leaks using the appropriate soapy water solution. If bubbles appear, a leak is present. Turn off the gas and tighten at all connections. Repeat until no leaks are present. If a leak persists, turn off the gas supply and contact the local gas company or dealer. **NEVER USE A FLAME TO CHECK FOR LEAKS.**

Turn off the gas supply prior to proceeding.



### SAND/VERMICULITE, GLOWING EMBER, AND GRATE PLACEMENT

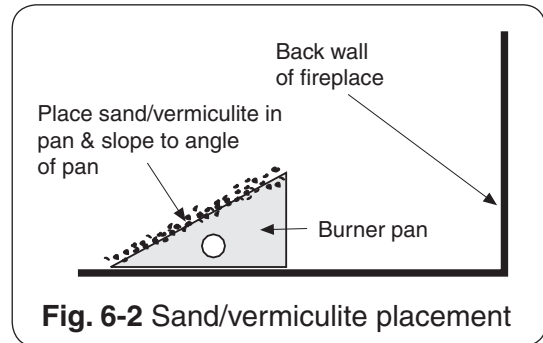
#### SAND/VERMICULITE PLACEMENT

The sand/vermiculite supplied with the unit is specially selected for use with either propane gas or natural gas. It maximizes flame distribution and reduces carbon buildup.

1. Fill the burner pan completely with the sand/vermiculite\* (Item 11). See Fig. 6-2. **Avoid spilling the sand/vermiculite on the pilot kit (if equipped).**

\***Note:** Use only sand for natural gas burners and vermiculite for propane gas burners.

2. Slope the sand/vermiculite at the same angle as the burner pan. This is important to ensure quiet lighting and even flame distribution.



#### GLOWING EMBER PLACEMENT

Sprinkle the glowing embers (Item 10) lightly and evenly over the entire surface of the sand/vermiculite. **Break up any clumps that may have developed during shipment.** (For Charred series log sets, refer to OPTIONAL CHARRED SERIES INSTALLATION section.)

**Important: Do not add any additional embers to this log set. Any additional embers may cause unsafe operation.**

#### GRATE PLACEMENT

Replace the grate so that the stabilizer clips fit over the back edge of the pan, locking it in position.

## LOG PLACEMENT

**CAUTION: Burn hazard. Logs will remain hot for some time after use. You must maintain the log layout as shown to ensure proper operation of your log set. If you need to reposition any log to maintain the proper layout, use heat-resistant gloves or allow logs adequate time to cool before handling.**

**Styles and sizes will vary depending upon the log set ordered. If the log set ordered includes placement instructions; follow those instructions.**

## LOG PLACEMENT (cont.)

**NOTE: LOGS SUPPLIED SEPARATELY.**

Log placement is very important for the proper operation of the Real Fyre gas log set. Although you have some flexibility in the log arrangement, it is necessary to follow the LOG PLACEMENT instructions carefully to fully enjoy your log set. Follow the steps below, referring to Fig. 7-1 through Fig. 7-5.

1. The second-longest log, the rear log, is placed on the rear of the grate with the bark of the log facing forward (Fig. 7-1). Center the log left to right (Fig. 7-5, #1).
2. The longest log, the front log, is placed on the front of the grate with the bark facing forward. Center left to right (Fig. 7-2, #2). **NOTE: Be sure to maintain a space between the front and rear logs** (Fig. 7-1).
3. Top logs should be stacked diagonally, with the largest at the bottom (Fig. 7-3, #3 & 4), and with spaces between the logs so that the flames are not choked off. Place the smaller logs diagonally across the larger ones (see Fig. 7-4, #5 & #6). The top logs may be moved to achieve desired flame pattern. Some carbon buildup (sooting) may occur where the flames impinge on the logs and should not be a concern unless excessive. If sooting is excessive, rearrange the top logs to reduce flame impingement. Examples of log stacks are shown below.

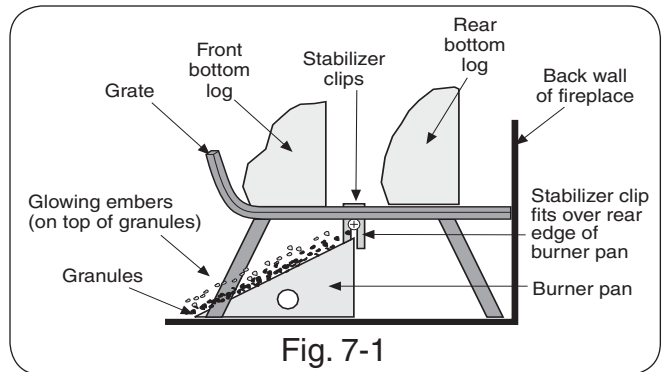
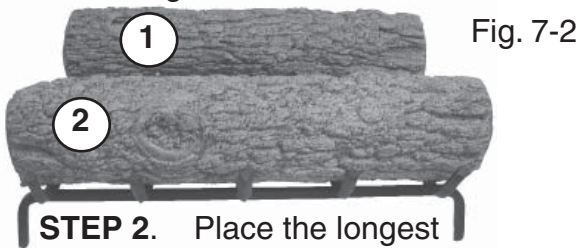


Fig. 7-1

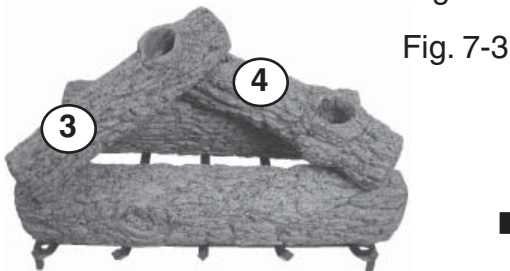
**Note: Although log styles may differ in pattern or shape ( Fig. 7-6), layout is essentially the same. Adequate spacing between the logs is NECESSARY and MUST be maintained for best performance.**

**STEP 1.** Place the second-longest log to the rear.



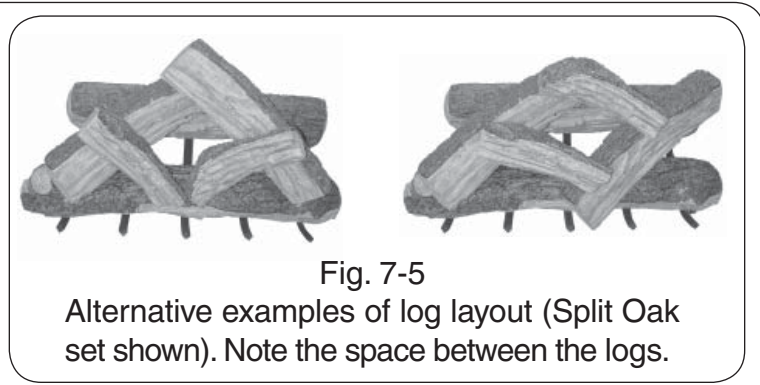
**STEP 2.** Place the longest log at the front.

**STEP 3.** Place the largest top logs across the bottom logs.



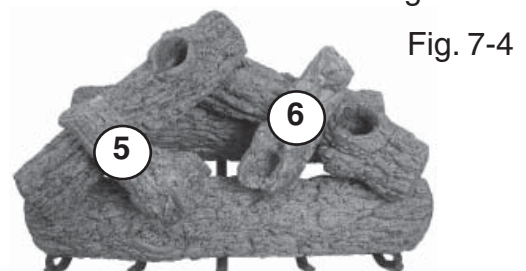
Knotholes go to the front or back as desired.

**Note:** 24" Golden Oak (R-24) shown



Alternative examples of log layout (Split Oak set shown). Note the space between the logs.

**STEP 3 (cont.)** Place the smaller top logs across the other logs.



(Note the gaps between the logs.)

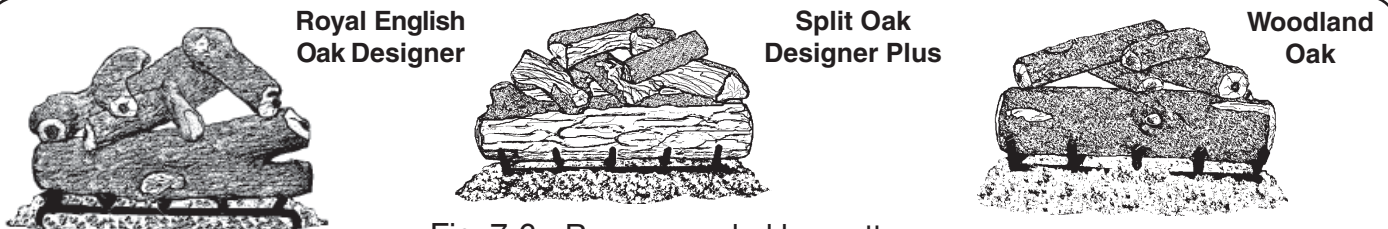


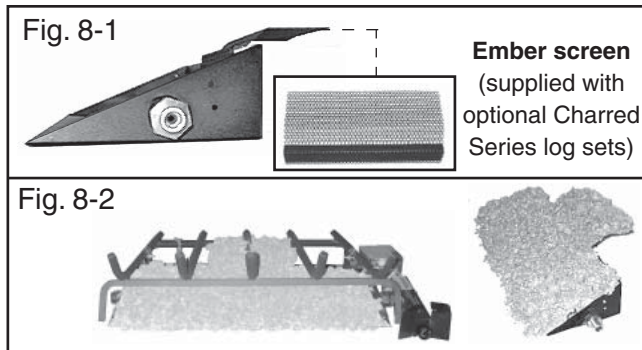
Fig. 7-6 - Recommended log patterns

# OPTIONAL CHARRED SERIES INSTALLATION

## GLOWING EMBERS PLACEMENT

**Note:** Optional Charred Series log sets are supplied with an ember screen (Fig. 8-1).

Attach the ember screen to the burner by slipping it onto the back edge (center left to right) with the perforated section facing toward the back fireplace wall (Fig. 8-1). Cover the surface of the ember screen with the Glowing Embers (Fig. 8-2). For best glowing performance, they should be applied evenly and pulled slightly apart so the fibers are somewhat loose. (It is not necessary to pile the entire bag of the Glowing Embers. More Glowing Embers may be added after completion of the entire installation).



## LOG PLACEMENT

Log styles and sizes will vary depending upon the Charred Series log set ordered.

### CHARRED SPLIT (CHS) layout shown.

Place the long bottom rear log (Log #2) on the back of the grate with the flat featureless side facing the rear of the fireplace. The two sections of the front log (Logs #1A & 1B) are placed on the front of the grate with the charred sections facing each other and approximately 1 inch apart at the top (Fig. 8-3). Slide the logs to the front of the grate.

**Note:** Be sure to maintain a space between the front and rear logs (Fig. 8-3).

Place the two curved logs (Logs #3 & 4) so that one end rests on each front log section (Logs #1A & 1B) and the other end rests on the rear log (Log #2). The charred sections should be over the opening between the front and rear logs (Fig. 8-4).

Place the small top charred logs (Logs #5 & 6) so they rest over the charred sections of the front bottom log sections (Logs #1A & 1B) and on the two curved logs (Logs #3 & 4) (Fig. 8-5).

Finally, place the curved top charred log (Log #7) rest on the two top logs at rear, but not encroaching into the space between rear and front logs (Fig. 8-6).

**Note:** The additional top log (Log #7) is not available with 18" log sets.

Fig. 8-3



Fig. 8-4

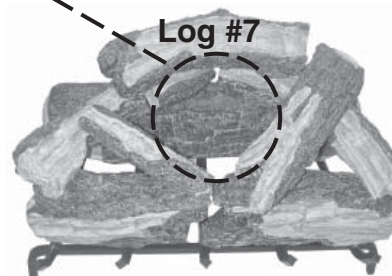


Fig. 8-5



**MAINTAIN A SPACE IN THE CENTER OF THE LOGS AT ALL TIMES**

Fig. 8-6





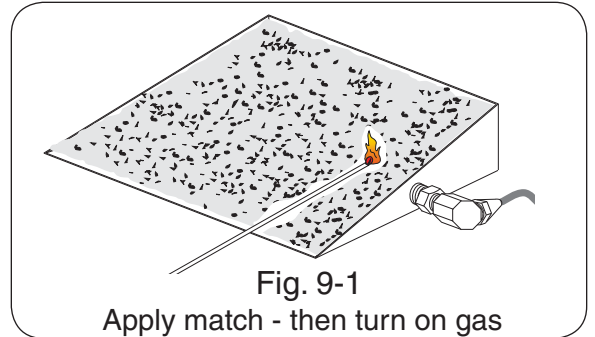
## LIGHTING INSTRUCTIONS

### Before operating your gas log set:

1. Be sure your fireplace is free from flammable liquids or combustible materials.
2. Be sure your damper is open.
3. Smell all around the gas log set for the odor of escaping gas. IF YOU SMELL GAS, FOLLOW THE INSTRUCTIONS ON P. 1.

### If your gas log set is operated by the fireplace valve:

1. Lay a lighted long-stem match on the surface of the embers near the gas inlet (**do not hold the match in your hand**) or use a lighted long-necked butane lighter (Fig. 9-1).
2. Slowly turn the fireplace remote valve to the **ON** position. Your log set should light.
3. If the log set does not light before the match goes out, immediately turn the valve to the **OFF** position.
4. Wait approximately five (5) minutes to clear out any gas, and repeat steps 1-3 above.
5. If your log set fails to light again, turn the valve to the **OFF** position and contact your dealer or gas supplier.
6. **To extinguish your gas log set**, turn the valve to the **OFF** position. Be sure the valve is turned fully off to avoid any gas leakage.



### If your burner is operated by a pilot kit:

1. Carefully follow the lighting instructions supplied with your pilot kit for the steps to ignite the burner.

# MAINTENANCE & SERVICE

## Maintenance

Once installed and operating properly, your Real Fyre gas log set will require regular maintenance. You should inspect your log set and controls (where installed) for the following:

**1. Excessive sooting - Some sooting of your log set is normal, adding to the appearance of burned wood. If excessive sooting accumulates, clean the logs using any of the following options:**

**Option 1. Spray the logs with clean water when they are being burned and hot.**

**The soot will lift off and burn off.**

**Option 2. Brush the soot off with a stiff brush when the logs are cold.**

**Do not use water or soot cleaners at the same time as brushing the soot off.**

**2. Moisture may cause the sand/vermiculite and glowing embers in your burner pan to settle. To improve the burn, follow these tips.**

**a. Settling of sand (or vermiculite) - Using a screwdriver or flat-blade knife, carefully stir the sand/vermiculite, loosening the material. Clear up any spills.**

**b. Embers - Break up any clumps that may have formed, then redistribute the embers on the sand/vermiculite.**

**3. Debris around the control (where used) - Inspect control and pilot to be sure it is free of dirt or debris.**

## Service

While some minor service conditions may be handled by the owner of the log set, it is recommended that a qualified professional service technician be called to maintain and service the gas log set and any installed control system. The TROUBLESHOOTING section of these instructions serves as a guide for ensuring optimum performance of your gas log set.

# OPTIONAL CONTROLS

**THIS UNIT COMES WITHOUT A VALVE INSTALLED.**

**IT MAY BE CONNECTED DIRECTLY TO AND OPERATED BY YOUR FIREPLACE VALVE.**

Alternatively, your Real Fyre gas log set may be operated using a number of optional Peterson control systems (see below). Peterson control systems are engineered to provide convenient, safe, and reliable operation of your gas log set.

**For safe operation, proper performance, and to comply with safety standards and certifications, use only Robert H. Peterson Company control systems, parts, and accessories with your Real Fyre log set. If you have purchased a valve separately, unpack your Peterson control system and check the PARTS LIST provided with your control to be sure all parts are included.**

## Peterson Control Systems

### Manual On/Off Systems

AV-17 (knob) or AV-18 (rod handle) ..... Manual On/Off, match lit, no pilot

### Manual Safety Pilot Systems

SPK-20 (knob) or SPK-21 (rod handle) ..... Standard Pilot

SPK-26 ..... Low-Profile Valve

### Remote Systems (APK-11, EPK-01)

#### Available Accessories

Toggle Switch, WS-1 Wall switch, WS-2 Wall timer, WCS-1 Wood Chip switch, RR-1A Remote, RR-2A, Deluxe Remote, PC-105 Pine Cone Remote.

### Variable Remote System (APK-150, APK-15, APK-17)

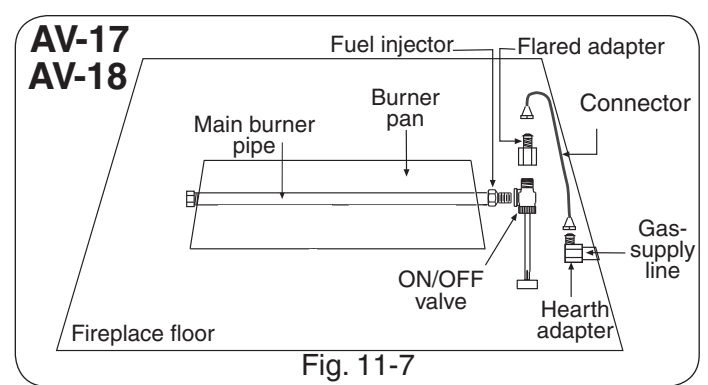
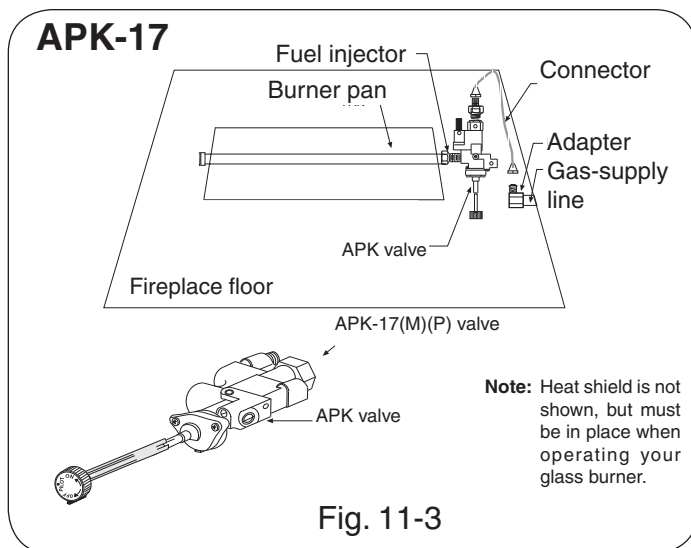
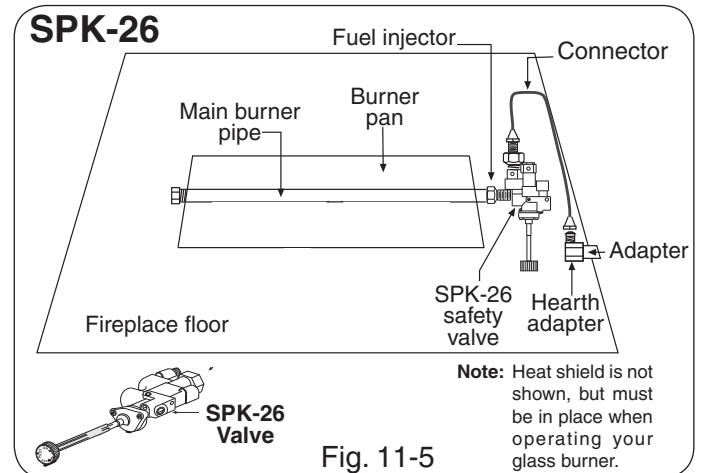
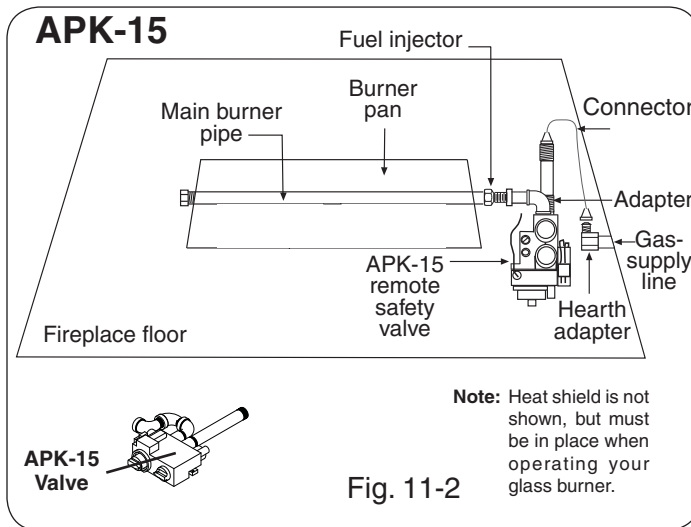
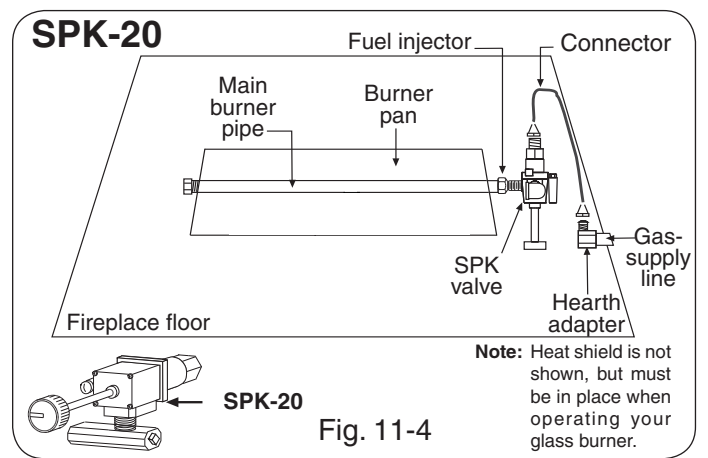
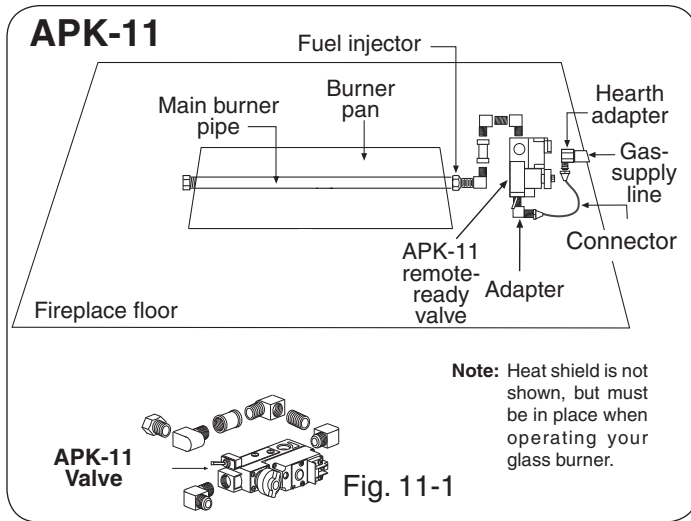
#### Available Accessories

WS-3 Wall switch, VR-1A Variable Flame-Height Remote, VR-2A Deluxe Variable Flame-Height Remote.

# OPTIONAL PETERSON VALVES & SAFETY PILOT KITS\*

**Note:** For all valves and safety pilot kits shown on this page, carefully follow the instructions supplied with your safety pilot kit for steps to assemble and install it on the burner pan and test for leaks.

**\*Available from your local Real Fyre dealer**



## TROUBLESHOOTING YOUR GAS LOG SET

SYMPTOM	CAUSE	SOLUTION
1. Excessive smoking and sooting	A. Poor draft or downdraft	A. Check for chimney blockage. Be sure chimney is at least 3' taller than anything within 10' of it in all directions. If not, consult a chimney sweep. Chimney cap or fan may help. Under severe conditions, you may need to open a window near the fireplace about 1" to 2" when burning the log set.
	B. Improper burner for gas used	B. Use only a natural-gas set with natural gas. Use only a propane-gas set with propane gas.
	C. Damper closed	C. Open the damper fully when operating the gas log set.
	D. Improper log placement	D. Be sure the bottom logs are spaced at least 3" apart. Top logs should be placed to minimize flame impingement.
	E. Air mixer on propane set is closed	E. Open the air mixer completely.
2. Low flame	A. Incorrect log set for type of gas used	A. Consult your dealer for proper set.
	B. Insufficient gas supply	B. Other gas appliances may be competing for gas supply. Consult installer or plumber. Orifice size is based upon 7" w.c. pressure for natural gas and 11" w.c. pressure for propane gas. Plumbing must supply adequate pressure.
	C. Blockage or kink in connector kit, plumbing, or burner orifice	C. Clean out blockage. If connector kit is kinked, replace it.
	D. Valve not fully open	D. Open valve fully.

## TROUBLESHOOTING YOUR GAS LOG SET (Continued)

SYMPTOM	CAUSE	SOLUTION
3. Uneven flame distribution. (Lower at one end of the burner)	A. Clogged or blocked portholes	A. Portholes can be cleared of foreign object by running a wire through them.
	B. Insufficient gas pressure and/or supply	B. Consult installer or plumber. (See solution 2b.)
	C. Sand/vermiculite may be packed down too tightly	C. Loosen sand/vermiculite around burner pipe by running a kitchen knife along both sides of pipe. Even out sand/vermiculite in burner pan.
	D. Auxiliary shutoff valve partially closed	D. Open valve fully. Usually, you will find this along the wall 3' from the fireplace.
4. Flame at air mixer (For propane units)	A. Clogged or blocked portholes	A. Portholes can be cleared of foreign objects by running a wire through them.
	B. Insufficient gas pressure and/or supply	B. Consult installer or plumber. (See solution 2b.)
	C. Vermiculite may be packed down too tightly	C. Loosen vermiculite around the burner by running a kitchen knife along both sides of the pipe. Be sure vermiculite (not sand) is used with an air mixer.
	D. Excessive gas pressure	D. Contact your gas supplier.

# WARRANTY

## PETERSON VENTED DECORATIVE GAS APPLIANCE LIMITED WARRANTY

Robert H. Peterson Co. ("RHP") warrants your Real Fyre® vented decorative gas appliance to be free from defects in material and workmanship.

Peterson vented ceramic refractory gas logs are warranted for **as long as you own them (lifetime)**.

Peterson vented burner assemblies are **WARRANTED for TEN (10) YEARS**. Peterson vented outdoor stainless-steel burner assemblies are warranted for **FIVE (5) YEARS**.

Peterson glass, gems, nuggets, and fiber-ceramic blend gas logs are warranted for **FIVE (5) YEARS**.

SPK-26 controls are warranted for **THREE (3) YEARS**.

APK-17 controls (including -17 valve) are warranted for **TWO (2) YEARS**.

All other Peterson valves, pilots, and controls are warranted for **ONE (1) YEAR (excluding batteries)**.

### A COPY OF YOUR SALES SLIP FOR PROOF OF PURCHASE IS REQUIRED

This warranty applies to the original purchaser for products which are installed in the United States or Canada and which are operated and maintained as intended for single family residential usage. This warranty is valid only with proof of purchase, shall commence on the date of purchase, and shall terminate (both as to original and any replacement products) on the anniversary date of the original purchase of the product stated on the above schedules.

This warranty covers defects in material and workmanship. This warranty **does not** cover parts which become defective as a result of negligence, misuse, use not in compliance with the Owner's Manual/Installation Instructions, accidental damage, improper handling, improper storage, improper installation, **lack of required routine maintenance** (as specified in the Owner's Manual/Installation Instructions), electrical damage, local gas impurities or failure to protect against combustibles. Product must be installed (and gas must be connected) as specified in the Owner's Manual/Installation Instructions by a **qualified professional installer**. Modifications to products which are not specifically authorized will void this warranty. Accessories, parts, valves, remotes, etc. when used must be Peterson products or this warranty is void. Warranted items will be repaired or replaced at Peterson's sole discretion. This warranty **does not** apply to rust, corrosion, oxidation, or discoloration unless the affected part becomes inoperable.

This warranty **does not** cover labor or labor related charges, except as provided by separate specific written programs from the Peterson Co. All repair work must be performed by a qualified professional service person and requires prior approval of Peterson.

Peterson may require the defective product or part to be returned to the factory to determine the cause of failure. Peterson will pay freight charges if the product or part is determined to be defective. This warranty does not cover breakage in shipment from our (Independent) distributor to its customer if the damage is determined to have occurred during that shipment.

This warranty specifically excludes liability for **indirect, incidental**, or consequential damages. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you. This warranty gives you specified legal rights, and you may have other rights that vary from state to state or province.

For additional information regarding this warranty, or to place a warranty claim, contact the R. H. Peterson dealer where the product was purchased.

When contacting your Peterson dealer or the R. H. Peterson Co., please provide the following information:

- Your name, address, telephone number, e-mail
- Sales receipt showing where purchased and date purchased
- Model number, serial number of product, date code
- Relevant information: installer, additions, repairs, when defect was first noted

**TO REGISTER YOUR PRODUCT ONLINE GO TO: [WWW.RHPETERSON.COM](http://WWW.RHPETERSON.COM),  
AND CLICK ON PRODUCT REGISTRATION. THANK YOU FOR YOUR PURCHASE.**