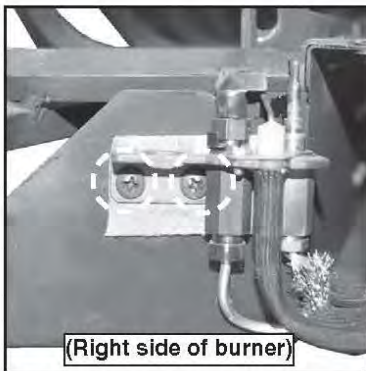


## Technical Service Bulletin Real Fyre G52-2VT Burner System Shut Downs

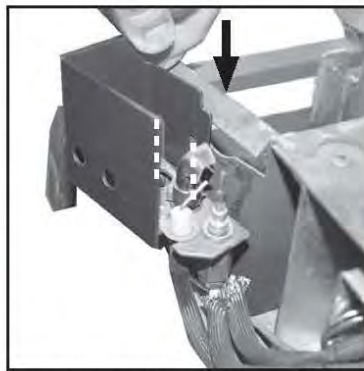
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Some G52 gas log systems which use the 2VT electronic control valve have been reported to abruptly cease burning after 10 or more minutes of operation. A review of units that failed in the field points to two possible factors:

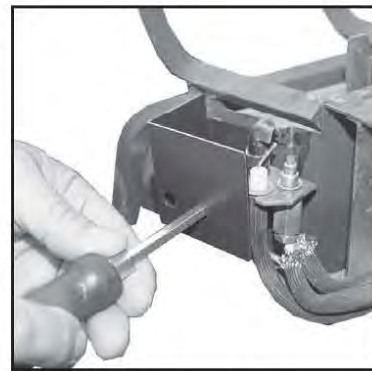
- **An unstable pilot flame.** In order to stabilize the pilot operation, all G52-2VT systems are now equipped with a pilot shield. If needed, this shield may be installed in the field (see below) and is available at no charge (Part No. 412374) from the Technical Service Department.



Loosen two Phillips-head screws.

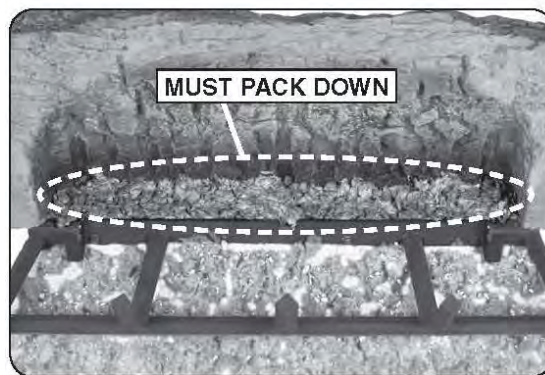


Align and drop pilot shield into place (over screws).



Tighten two screws to secure.

- **Failure to properly install the ember material** in front of the rear log as detailed in the attached log placement instructions (excerpt shown below) to prevent heat transfer to the controls (extra embers are included with each G52 for this purpose):



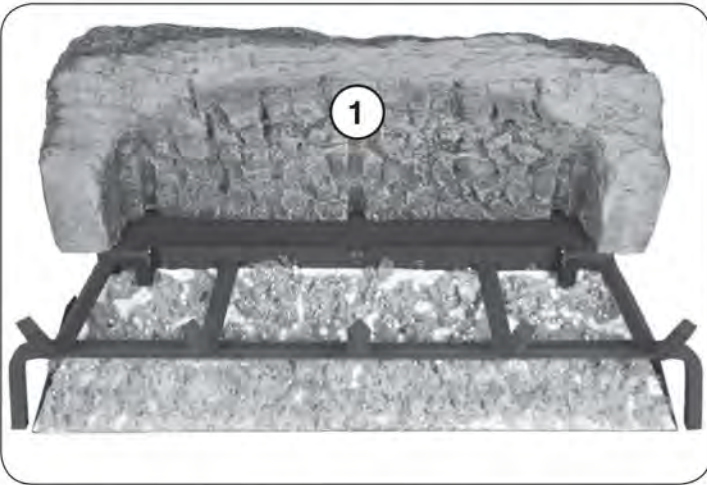
Ensure the embers are level and packed in place.

# EVERGREEN OAK & CHARRED EVERGREEN SPLIT OAK LOG PLACEMENT INSTRUCTIONS

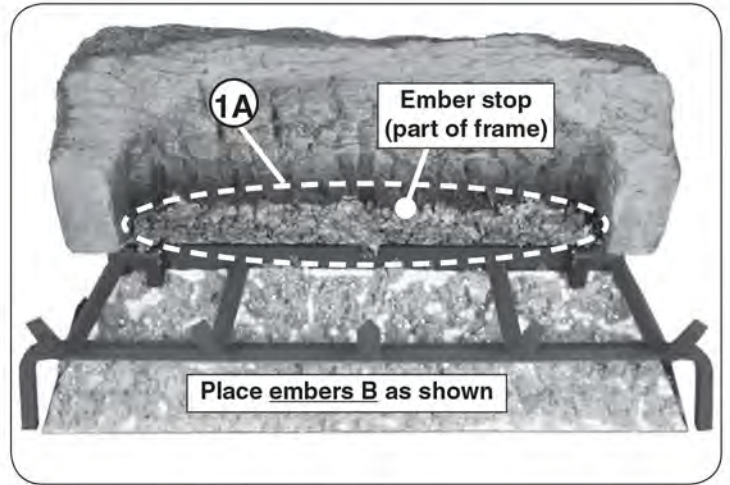
BEGIN WITH THE GENERIC LOG, BOOSTER GRID, AND EMBER STEPS BELOW, THEN LOCATE THE PAGE FOR YOUR LOG SET SIZE CHOSEN TO COMPLETE PLACEMENT.

## Generic Placement Steps

All models begin with the bottom log and ember placement shown below. To complete log placement continue to the appropriate section (on one of the following pages) specific to your log set size.

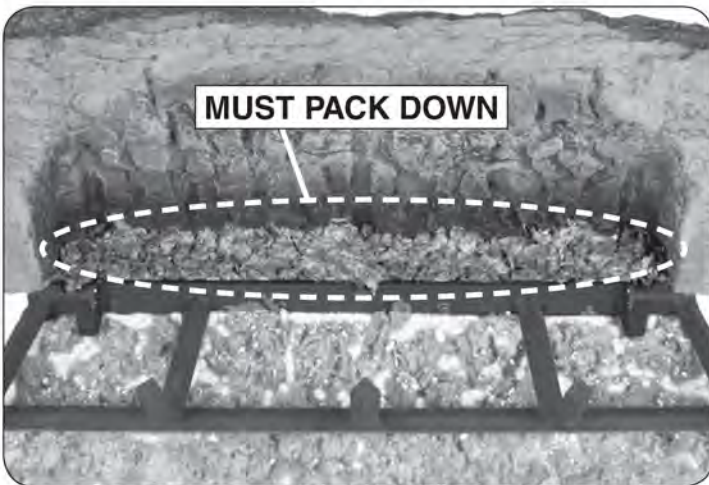


Place the rear log (log #1) as shown. The log should be slid back on the burner until it hits the backstop.

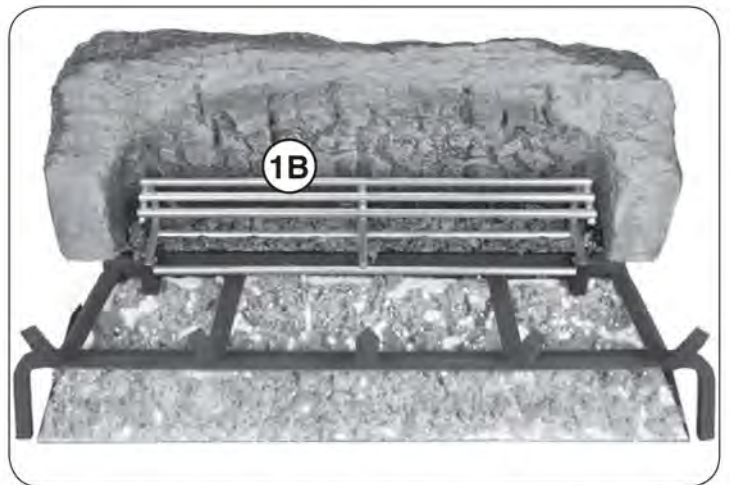


The ember stop at the front of the shelf serves to confine the embers B in place. Place and pack a level amount of **embers B** on the shelf in front of the rear log as shown.

- **PACK THE EMBERS DOWN** (to reduce heat transfer to components below).
- Save a small amount of embers for placement on the radiant booster grid.

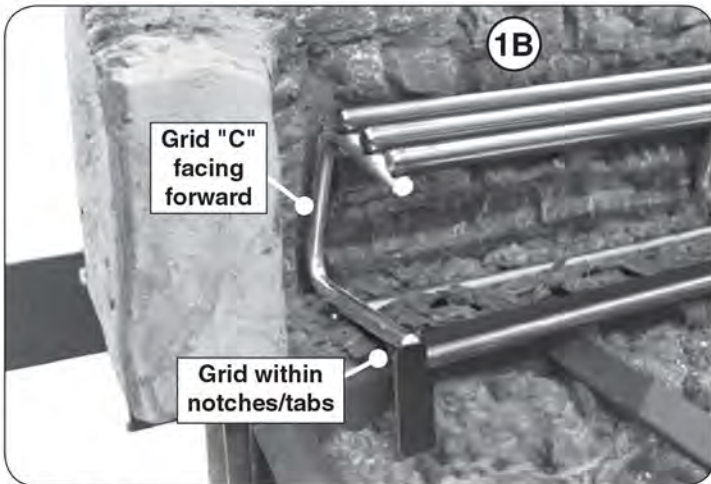


Ensure the embers are level and packed in place.



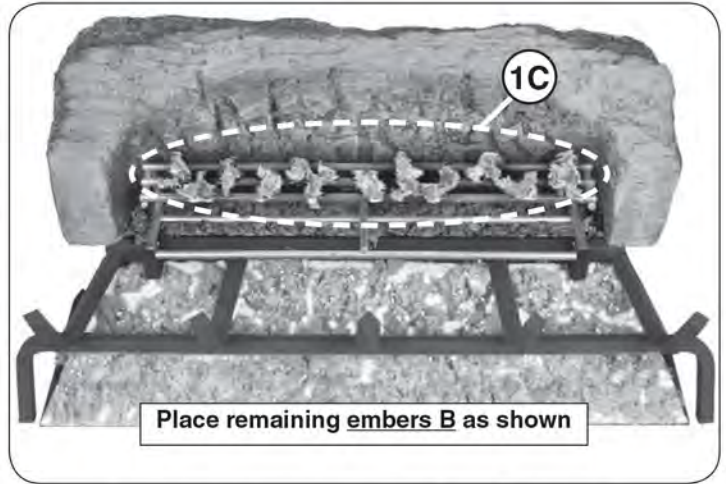
Place the radiant booster grid as shown above and in the next image. The grid should rest against the rear log. The ember stop has notches to properly align the grid in place.

## Generic Placement Steps (cont.)

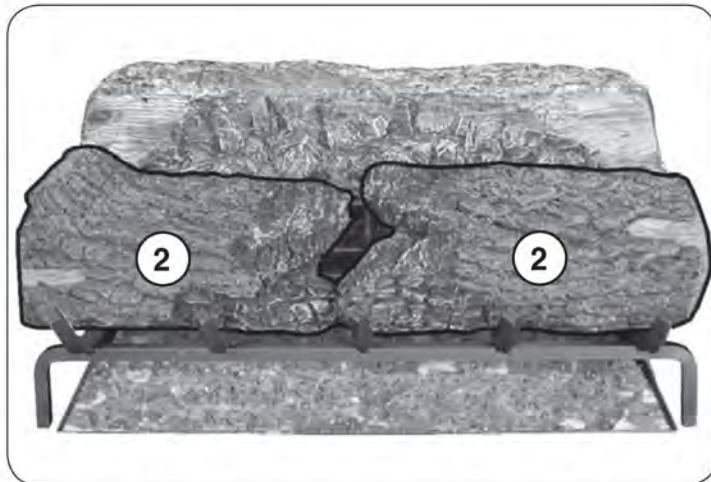


Radiant booster grid detail:

- Rest against rear log, orient with grid "C" facing forward, and within notches/tabs.



Place the remaining amount of **embers B** across the grid as shown.



Place the left and right front log pieces (log #2) as shown. The two logs should be touching and centered on the burner from left to right.



Gently bring together the rear and front logs to create a tight fit around the grid.

To complete log placement continue to the appropriate section specific to your log set size.