



GD12 – Remote Control

Installation Guide
Operating Instructions
Warranty

GD12 Installation Guide, Operating Instructions & Warranty

IMPORTANT!

This gas appliance must be installed to **AS/NZS 5601.1:2013** by a qualified person and in accordance with these instructions. Failure to install the appliance correctly will void your warranty and may cause a fire. This appliance should not be modified under any circumstances.

Under no circumstances should any combustibles such as paper, wood or coal be used in this appliance.

It is recommended that you have this appliance serviced annually by a qualified technician.

Warranty repairs must be carried out by a 'The Fire Dept.' authorised technician.

This appliance must ALWAYS terminate/flue outdoors.

Young children, elderly or infirm should be supervised to ensure that they are careful with the appliance.

Clothing and other flammable materials should never be placed near the appliance.

Never switch the appliance on without the glass in place.

Please note that parts (near the flame) of this appliance, particularly the steel surrounding, glass panels to the face or the door, become extremely hot during operation and can result in serious injury and burns if touched. It is therefore recommended that a fireguard complying with BS 8423:2002 is used in the presence of young children, the elderly or infirm.

The GD12 installation process consists of 8 steps

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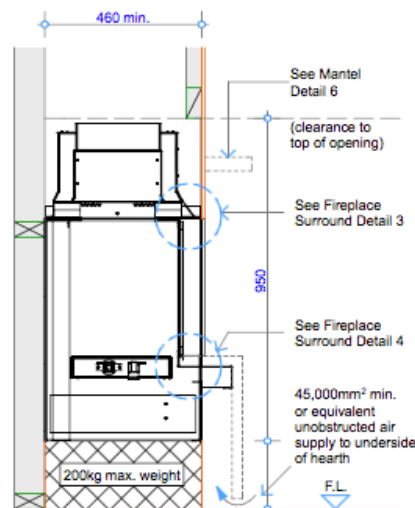
Information in this installation guide may be subject to change without notice.
Please ensure that you have the current version before beginning installation.

Step 1: Unpack and ensure all components are correct and undamaged

- Appliance with 2 remote controls (one spare)
- Box of firebed mediums
- Flue kit

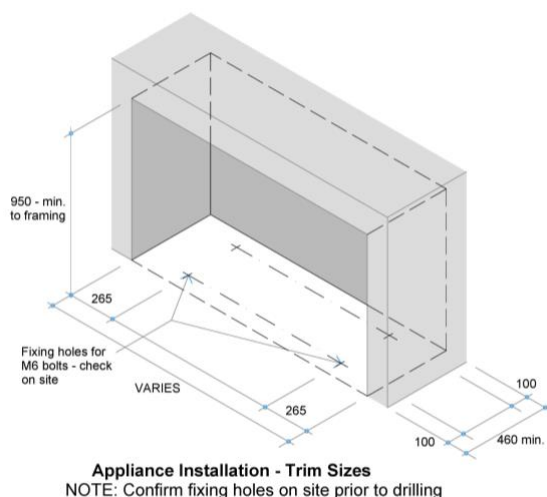
Step 2: Install plinth (if required)

- If the appliance is to sit on a plinth, ensure it is capable of supporting a 200kg load.
- There is no clearance requirement for the base of the appliance. It may safely sit directly upon combustible (eg. timber) and non-combustible (eg. concrete) materials.



Step 3: Install appliance into cavity

- Before installation, confirm all minimum clearances from the outside surfaces of the appliance to the surrounding enclosure are no closer than 25mm from combustible materials and 5mm from non-combustible materials.
- The exception to these minimum clearances is the base and the outer 2mm steel perimeter panels of the appliance, the base can safely sit directly upon combustible (eg. timber) and non-combustible (eg. concrete) materials. The outer 2mm steel perimeter panels and rear air channel can safely touch combustible (eg. timber) and non-combustible (eg. concrete) materials.



- If a gas supply pipe has already been run to the cavity, ensure 1000mm of 3/8 soft copper tube is available at the lower side of the cavity, as this is where the copper tube with the gas supply enters the appliance.
- If an electrical supply cable has already been run to the cavity (must be a minimum of 1.0mm 3 core cable), ensure that the cable reaches the lower side of the cavity, as this is where it will enter the appliance.
- In order to access the fixing slots in the base of the appliance, and the gas and electrical connections, it is necessary to first remove the glass and the burner tray.

Glass removal process

- **Note:** Glass removal is best carried out by two people.
- Carefully remove glass, which is held in place by retaining clips along the top of the glass and powerful magnets in each lower corner.
- Remove the top retaining clips by undoing the 4mm Allen head cap screws.



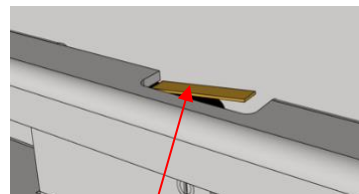
- Gently pull at the top corners in a forward motion. The glass will tilt forward.







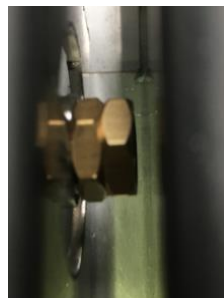
- In one movement gently pull the glass up and away from the appliance to break the magnetic connection. Take care that the glass doesn't fall completely off once it's free from the fixing magnets.
- Lift glass away from the appliance and lay flat in a safe place with insulating material facing down to protect glass.

Glass installation process



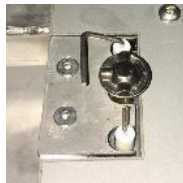


- **Note:** Glass installation is best carried out by two people. Check all glass edges and surfaces for damage. Do not install the glass if it is damaged. Check that the insulating material (ladder rope around the outer edge of the glass and around the opening of the appliance) is complete and undamaged. Do not install the glass if the insulating material is damaged or missing.
- Carefully install the glass, which is held in place by retaining clips along the top of the glass and powerful magnets in each lower corner.
- On the back corner of each glass there are 3mm steel magnet panels. In one movement, gently lower the glass down allowing the steel magnet panels to catch the top front face of the magnets. Take care lowering the glass completely down into position. The glass will lower onto a safety switch. There is a safety switch at the base of each glass panel.
- Gently push the top corners of the glass back into position.
- Tighten the 4mm cap screws that hold the glass retaining clips in position. Make sure the retaining clips sit flat onto the glass surface.



Burner Tray Removal Process

| Cover and end cap removal | | |
|--|---|---|
| GD12 Pilot cover This model has one pilot cover. | <ul style="list-style-type: none"> Remove the stainless steel pilot cover (2 x screws) at the pilot end of the burner. |  |
| GD12 Burner end caps This model has two end cap covers, one at each side of the burner. | <ul style="list-style-type: none"> Remove the stainless steel burner end caps (3 x screws on each cap) at either end of the burner tray. | <div style="display: flex; justify-content: space-around;">   </div> <div style="display: flex; justify-content: space-around; font-size: small;"> Non pilot burner end Pilot burner end </div> |
| | LPG | Natural Gas |
| GD12 1200 Input 18-28 MJ/h One gas injector at the pilot side of the burner tray. | <ul style="list-style-type: none"> Remove the burner tray by carefully pushing it away from the pilot and lift the pilot end of the burner tray, lift the burner tray up and away from the pilot in one movement. Stand the burner tray on its end and lean against a stable surface. | <ul style="list-style-type: none"> Remove the burner tray by carefully pushing it away from the pilot and lift the pilot end of the burner tray, lift the burner tray up and away from the pilot in one movement. Stand the burner tray on its end and lean against a stable surface. |
| GD12 1400 Input 20-28 MJ/h Two gas injectors one at the right and one at left hand sides of the burner tray. | <ul style="list-style-type: none"> Remove the burner tray by carefully pushing it away from the pilot and lift the pilot end of the burner tray, lift the burner tray up and away from the pilot in one movement. Ensure that the gas injector at the left hand side is not damaged as the burner tray is lifted out. Stand the burner tray on its end and lean against a stable surface. | <ul style="list-style-type: none"> On the pilot side gas injector, loosen and spin back the 12mm brass nut away from the burner tray.  <p style="text-align: center;">Pilot side Gas Injector</p> |
| GD12 1600 Input 30-38 MJ/h Two gas injectors one at the right and one at left | | <ul style="list-style-type: none"> On the non-pilot side injector, loosen both the 12mm brass nuts all the way to the end of the injector. The injector will need to be pushed away from the burner tray.  <p style="text-align: center;">Non-pilot side Gas Injector</p> <ul style="list-style-type: none"> Remove the burner tray by carefully pushing it away from the pilot and lift the pilot end of the burner tray, lift the burner tray up and away from the pilot in one movement. Stand the burner tray on its end and lean against a stable surface. |

Burner Tray Installation Process

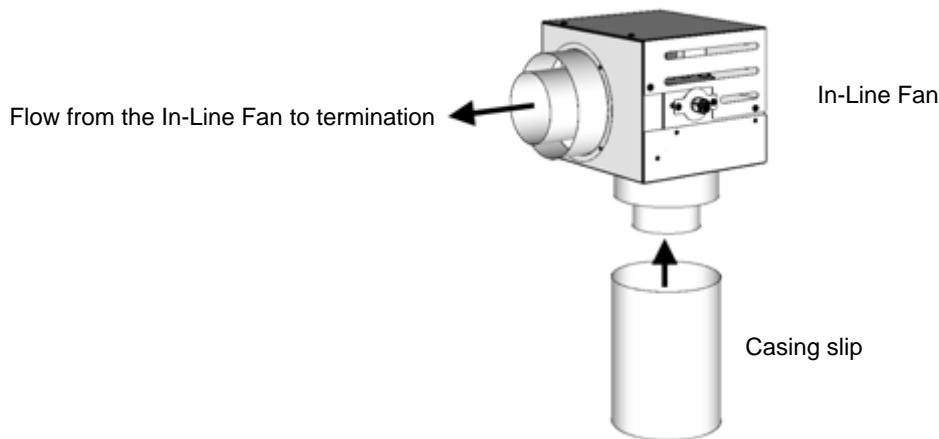
| | LPG | Natural Gas |
|--|--|--|
| GD12 1200 Input 18-26 MJ/h One gas injector at the pilot side of the burner tray. | <ul style="list-style-type: none">• Install the burner tray by carefully lowering the end opposite from the pilot meanwhile holding up the pilot end, lower the burner tray down and move towards the pilot in one movement.• Ensure the burner tray is located correctly into the burner bracket and the jets are aiming into the burner tube inlet holes. | <ul style="list-style-type: none">• Install the burner tray by carefully lowering the end opposite from the pilot meanwhile holding up the pilot end, lower the burner tray down and move towards the pilot in one movement.• Ensure the burner tray is located correctly into the burner bracket and the jets are aiming into the burner tube inlet holes.• On the pilot side gas injector, gently tighten (do not over tighten) the 12mm brass nut closest to the burner tray. |
| GD12 1400 Input 20-28 MJ/h Two gas injectors one at the right and one at left hand sides of the burner tray. | <ul style="list-style-type: none">• Install the burner tray by carefully lowering the end opposite from the pilot meanwhile holding up the pilot end, lower the burner tray down and move towards the pilot in one movement.• Ensure the burner tray is located correctly into the burner bracket and the jets are aiming into the burner tube inlet holes. | <ul style="list-style-type: none">• Install the burner tray by carefully lowering the end opposite from the pilot meanwhile holding up the pilot end, lower the burner tray down and move towards the pilot in one movement.• Ensure the burner tray is located correctly into the burner bracket and the jets are aiming into the burner tube inlet holes.• On the non pilot side injector, gently tighten both the 12mm brass nuts. The injector will pull towards the burner tray.• On both the non-pilot and pilot side gas injectors, gently tighten (do not over tighten) the 12mm brass nuts closest to the burner tray. <div></div> <p>Non-pilot side Gas Injector Pilot side Gas Injector</p> |
| GD12 1600 Input 30-38 MJ/h Two gas injectors one at the right and one at left hand sides of the burner tray. | | |
| Cover and end cap installation | | |
| GD12 Pilot ladder rope This model has ladder rope under the pilot end burner end cap. | <ul style="list-style-type: none">• Ensure the insulating material is glued to the end cap fixing panel and runs behind the 3 way pilot, rectifier and sparker probes. |  Insulating material |
| GD12 Pilot cover This model has one pilot cover. | <ul style="list-style-type: none">• Replace the stainless steel pilot cover (2 x screws) at the pilot end of the burner. |  Pilot cover |
| GD12 Burner end caps This model has two end cap covers, One at each side of the burner | <ul style="list-style-type: none">• Replace the stainless steel burner end caps (3 x screws on each cap) at either end of the burner. | <div></div> <p>Non pilot burner end cap Pilot burner end</p> |

- Slide appliance into position and ensure that it complies with the minimum clearances required (25mm for combustibles, 5mm for non-combustibles) to the appliance inner panels and 5mm surrounding enclosure.
- The exception to these minimum clearances is the base and the outer 2mm steel perimeter panels of the appliance, the base can safely sit directly upon combustible (eg. timber) and non-combustible (eg. concrete) materials. The outer 2mm steel perimeter panels and rear air channel can safely touch combustible (eg. timber) and non-combustible (eg. concrete) materials.
- In order to provide maximum positioning flexibility, the base has four 30mm long slots.
- Mark out and drill fixing holes through the 30mm slots in the base. Ensure holes are drilled in the centre of the slots to allow maximum positioning flexibility. Clear out any debris from drilling.
- Ensure the appliance is level and pack up corners to suit where necessary. Fix bolts / screws into floor. Check and ensure unit is levelled.
- If the electrician and/or gas fitter is available at this stage the electrical supply and gas supply can be connected and tested / commissioned (see steps 5 & 6).
- Install the burner tray. The burner tray installation process depends upon the model and type of gas to be used. Refer to table above.

Step 4: Install flue, Air supply (duct and bracket) and connect to appliance

- Flue installation must meet the requirements of AS/NZS 5601.1:2013 and comply with all local council requirements and be installed and certified by a suitably qualified person.
- Refer to appropriate 'The Fire Dept' product specifications for specific minimum requirements.
- Only follow the '**Wall cowl assembly details**' in this guide if the flue is to be terminated through a wall.
- A 25mm clearance from combustible materials, 75mm clearance from wiring and plastic pipes and a minimum of 5mm from non-combustible materials is required when installing a flue system for any appliance supplied by 'The Fire Dept.'
- The flue installation requires a restriction free cavity from the top of the firebox (flue spigot) to the outside atmosphere.
- For the In-Line fan installation follow the '**In-Line Fan assembly details**' in this guide.
- For all other Cowl Termination options refer to '**Air supply duct options for the different cowl terminations**' in this guide.
- Air flow must be unobstructed from the firebox to the inner flue and from the heat shield to outer casing allowing air to circulate from the firebox to the flue casings to the atmosphere.
- Connect the **Air supply duct bracket** to the flue / wall spigot at the flue penetration to termination.
- Run the **100mm Aluminium Semi-Rigid Ducting** from the **Air supply duct bracket** to the **100mm air supply spigot** on the top of the firebox. Refer to appropriate 'The Fire Dept.' product specification for specific fixing requirements.
- The **100mm Aluminium Semi-Rigid Ducting** will require a joint if the flue run is over 6 metres. Refer to appropriate 'The Fire Dept.' product specification for specific fixing requirements.

In-Line Fan assembly details

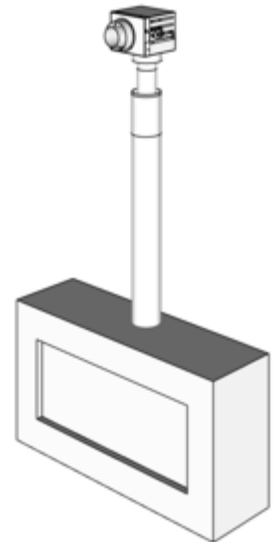


Step 1:

Connect the flue and outer casing to the appliance

1. Make sure the In-line Fan has adequate access for future maintenance.
2. Run the flue from the appliance to the location of the In-line Fan.
3. Run the outer casing from the appliance to finish 90mm shorter than the flue.

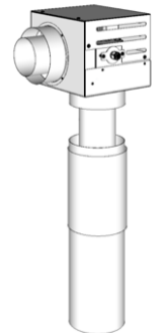
Note: The outer casing must have the crimped end removed.



Step 2:

Connect the In-Line Fan to the flue and outer casing

1. Fit the Casing slip over the outer casing.
2. Fit the flue over the inlet spigot to the In-Line Fan.
3. Fix the flue to the inlet spigot at the In-Line Fan.



Step 3

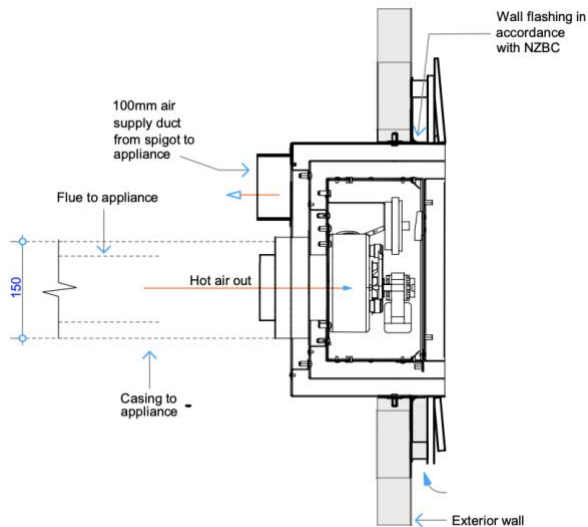
Complete the flue installation

1. Slide the casing slip up the outer casing and over the outer casing spigot at the In-Line Fan.
2. Fix the casing slip to the outer casing and the In-Line fan
3. Complete the flue installation. Refer to appropriate Fire Dept product specification for fixing details and specific minimum requirements.

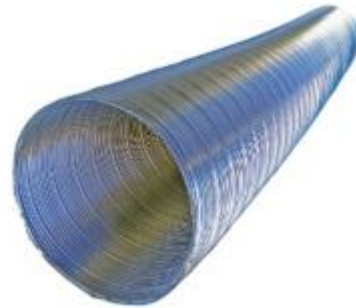


Air supply duct options for the different cowl terminations

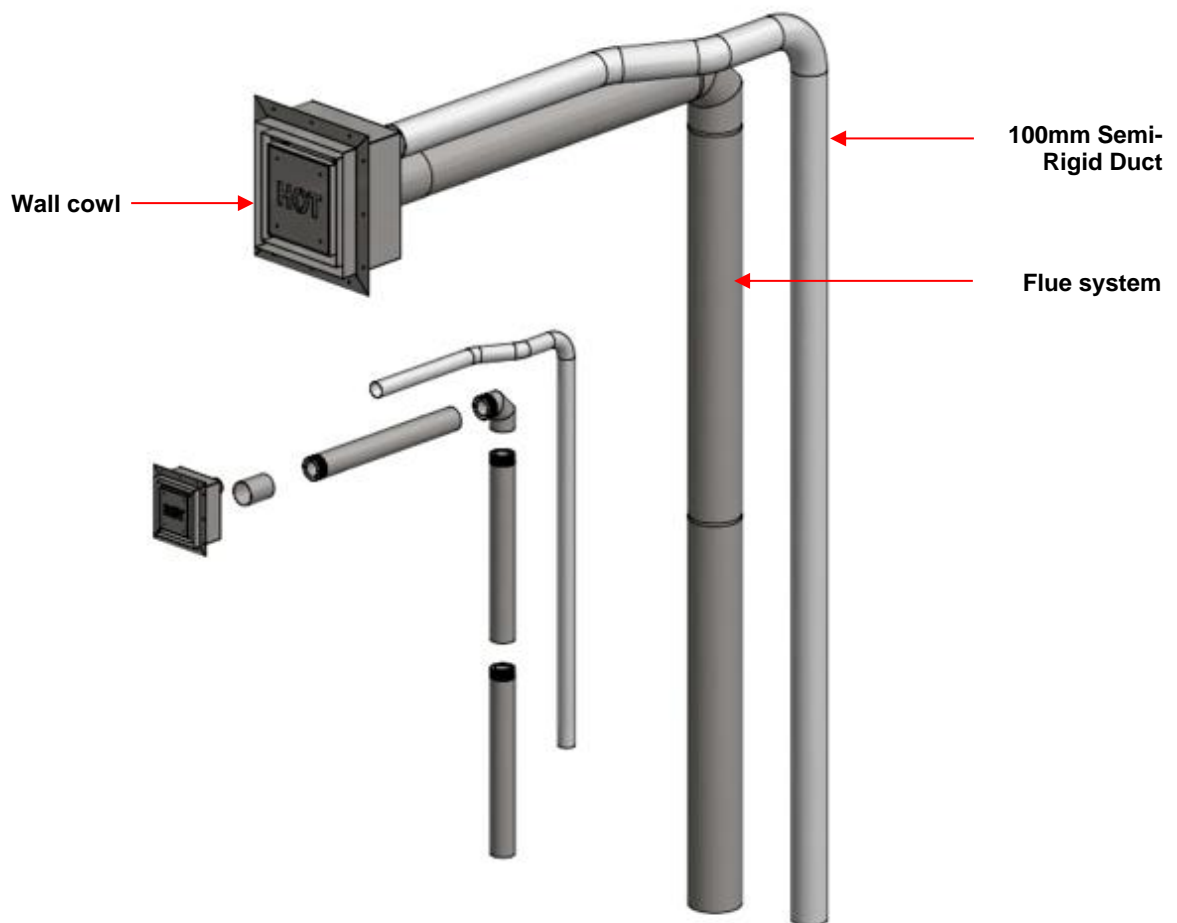
Option 1: Wall cowl fan (horizontal exit)



Wall cowl fan: Horizontal exit

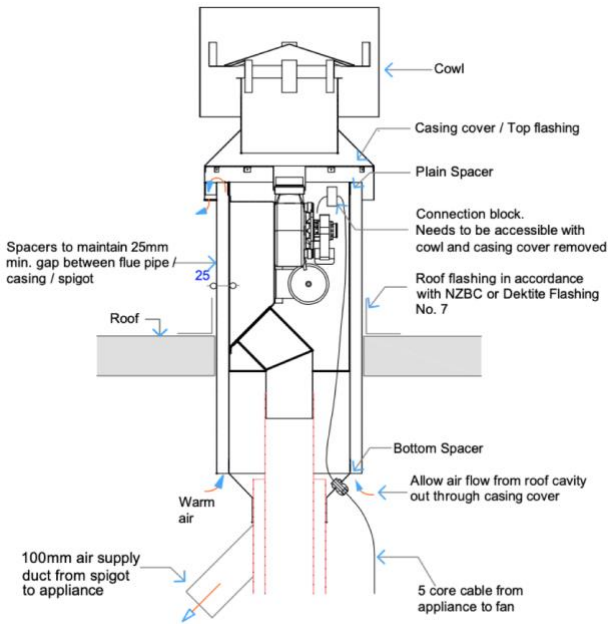


100mm Semi-Rigid Duct. 3m or 6m

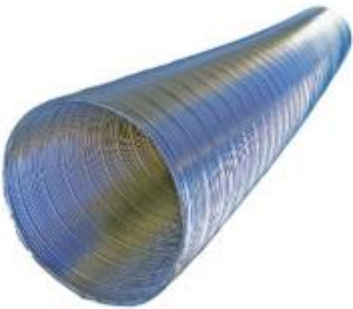


F74 – 3.6m Flue Wall cowl fan shown

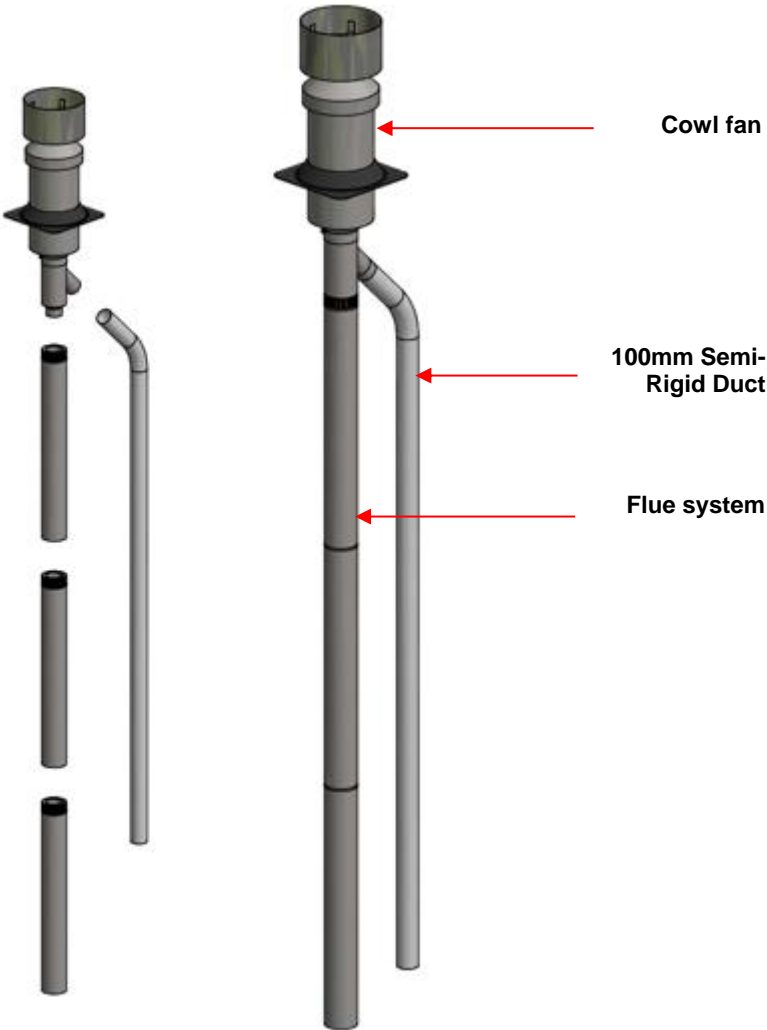
Option 2: Cowl fan (vertical exit)



Cowl fan: Vertical exit

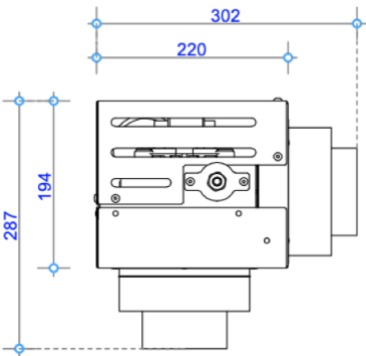


100mm Semi-Rigid Duct. 3m or 6m



F75 – 3.6m Flue Cowl fan shown

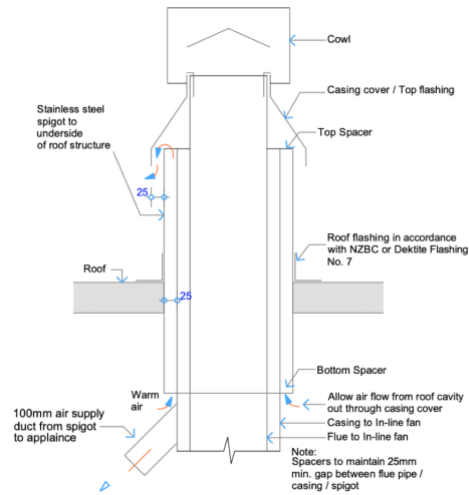
Option 3A: In-Line Fan (vertical exit)



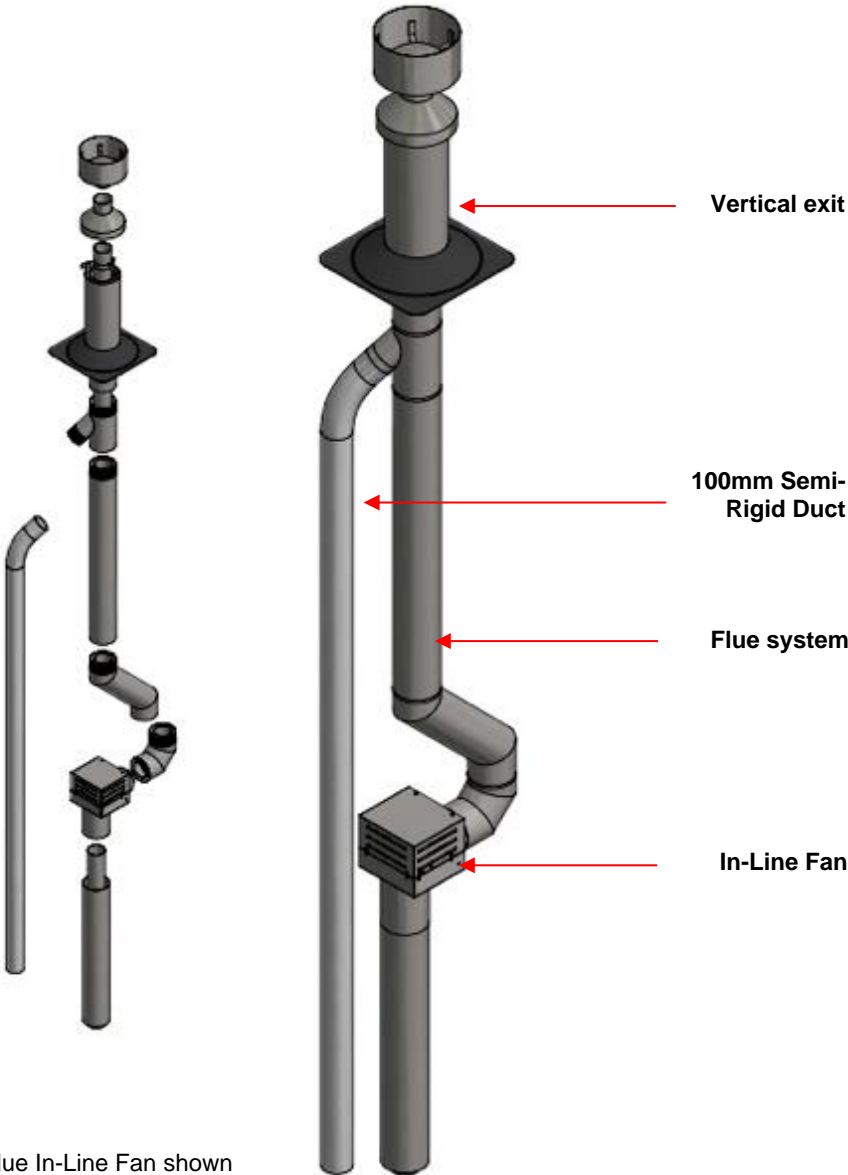
In-line fan



100mm Semi-Rigid Duct. 3m or 6m

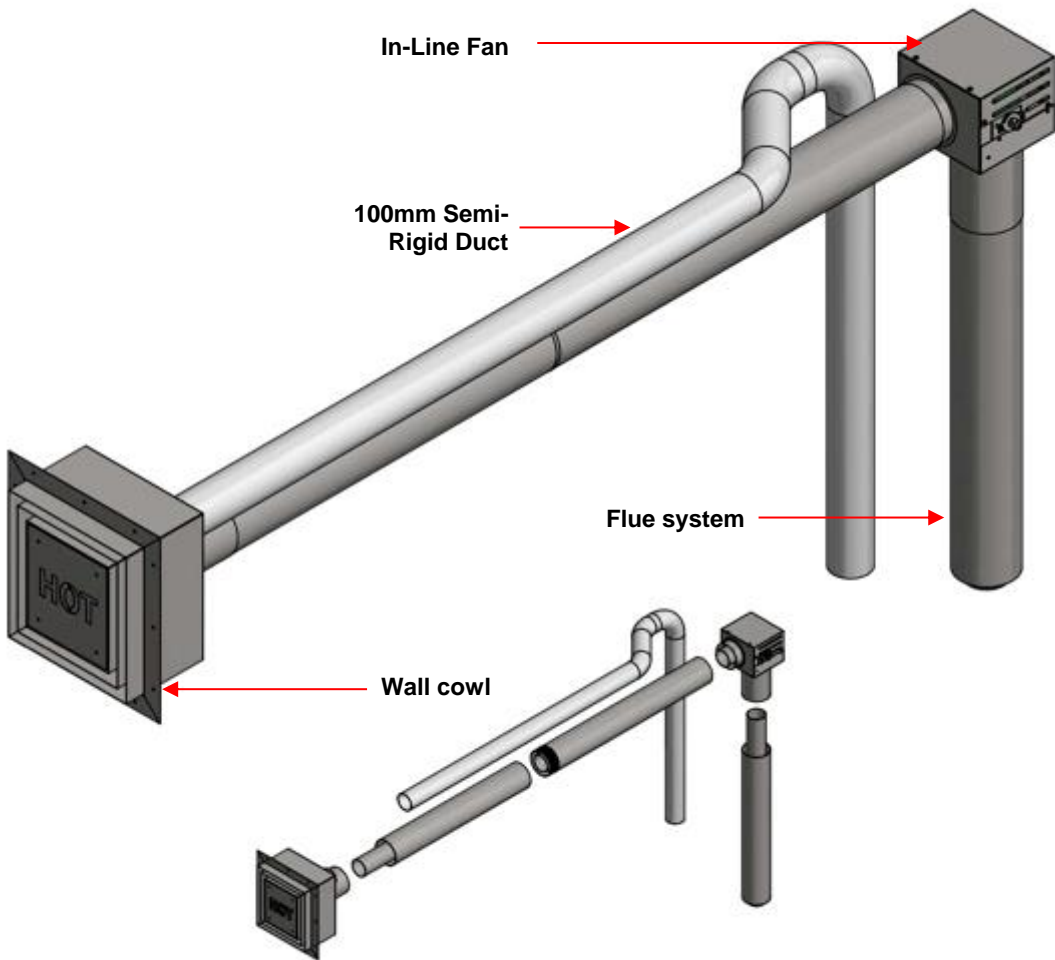
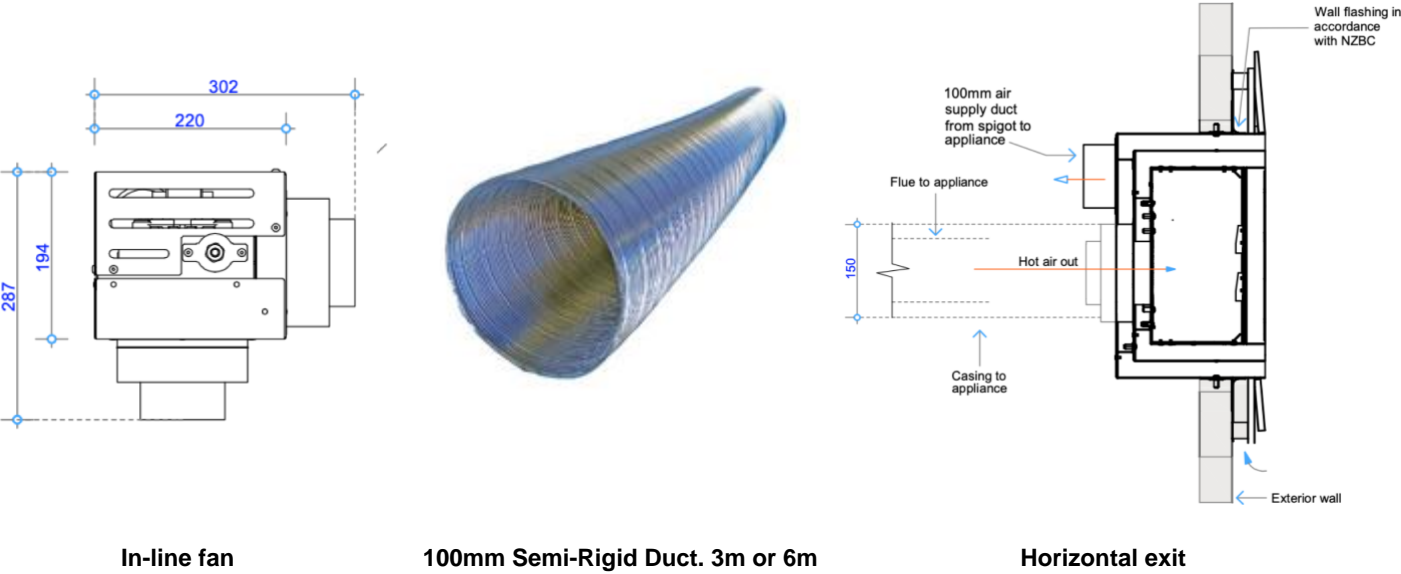


Vertical exit



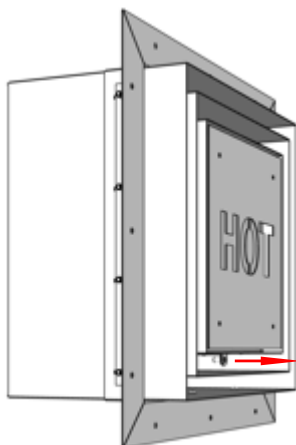
F76 – 3.6m Flue In-Line Fan shown

Option 3B: In-Line Fan (horizontal exit)

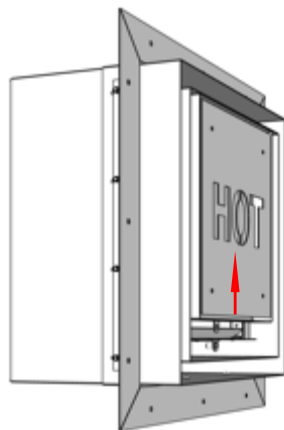


F77 – 3.6m Flue In-Line Fan shown

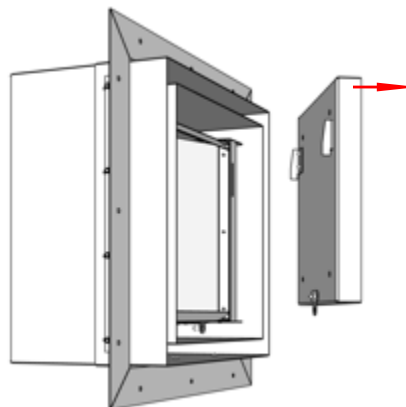
Wall cowl assembly details (for wall cowl + wall cowl fan installation)



Step 1:
Remove 5mm cap screw



Step 2:
Lift front panel
The front panel is hung on hocks

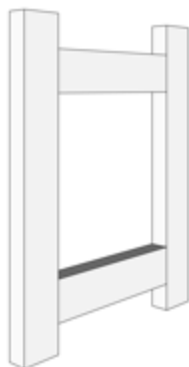


Step 3:
Remove the front panel

Step 4:
Fit the front panel

To fit the front panel reverse steps 1 to 3

Fit Wall cowl into position



Step 1:
Timber framing
Set-up timber framing to suit wall cowl.



Step 2:
Fit wall cowl into position
Fix wall cowl into position through the angle surround.

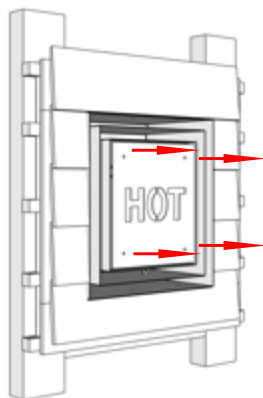


Step 3:
Flash wall cowl
Fit flashing in accordance with NZBC.

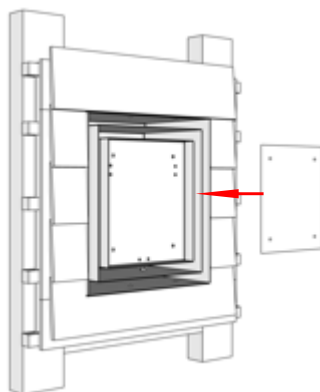


Step 4:
Complete wall cladding
Fit wall cladding in accordance with NZBC

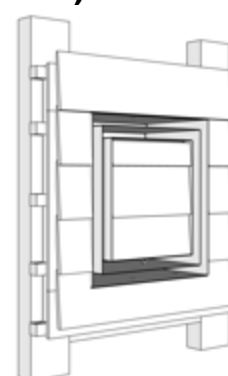
Fit wall cladding into Wall cowl front panel (optional)



Step 1:
Remove front hot panel
1. Hot panel is fixed to back panel with 4 x 5mm counter-sunk cap screws.



Step 2:
Fix sub-straight into wall cowl
1. Cut sub-straight to suit (sub-straight not supplied)
2. The 4 x 5mm counter-sunk cap screws can be used to hold the sub-straight in place.



Step 3:
Fix cladding into wall cowl
1. Adequately fix the cladding into the wall cowl.

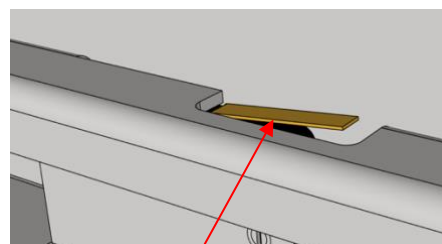
Step 5: Connect and test electrical supply

- All electrical connections must meet the requirements of AS/NZS 3000 standards and be installed and certified by a suitably qualified person.
- In order to access the electricals, it is necessary to first remove the glass and the burner tray.
- Follow the '**Glass installation process**' in this guide.
- Lift glass away from the appliance and lay flat in a safe place with insulating material facing down.
- Remove the burner tray by following the '**Burner Tray Removal Process**' in this guide.
- With the burner tray removed the electrical connections between the appliance and the wall isolation switch can be seen, use 3 core (minimum 1mm) cable from the wall isolation switch.
- Following these connection details, using the 3 core cable that has been run at site, connect the wall isolation switch to the appliance

- **IMPORTANT: Before testing, ensure the gas valve is turned OFF.**

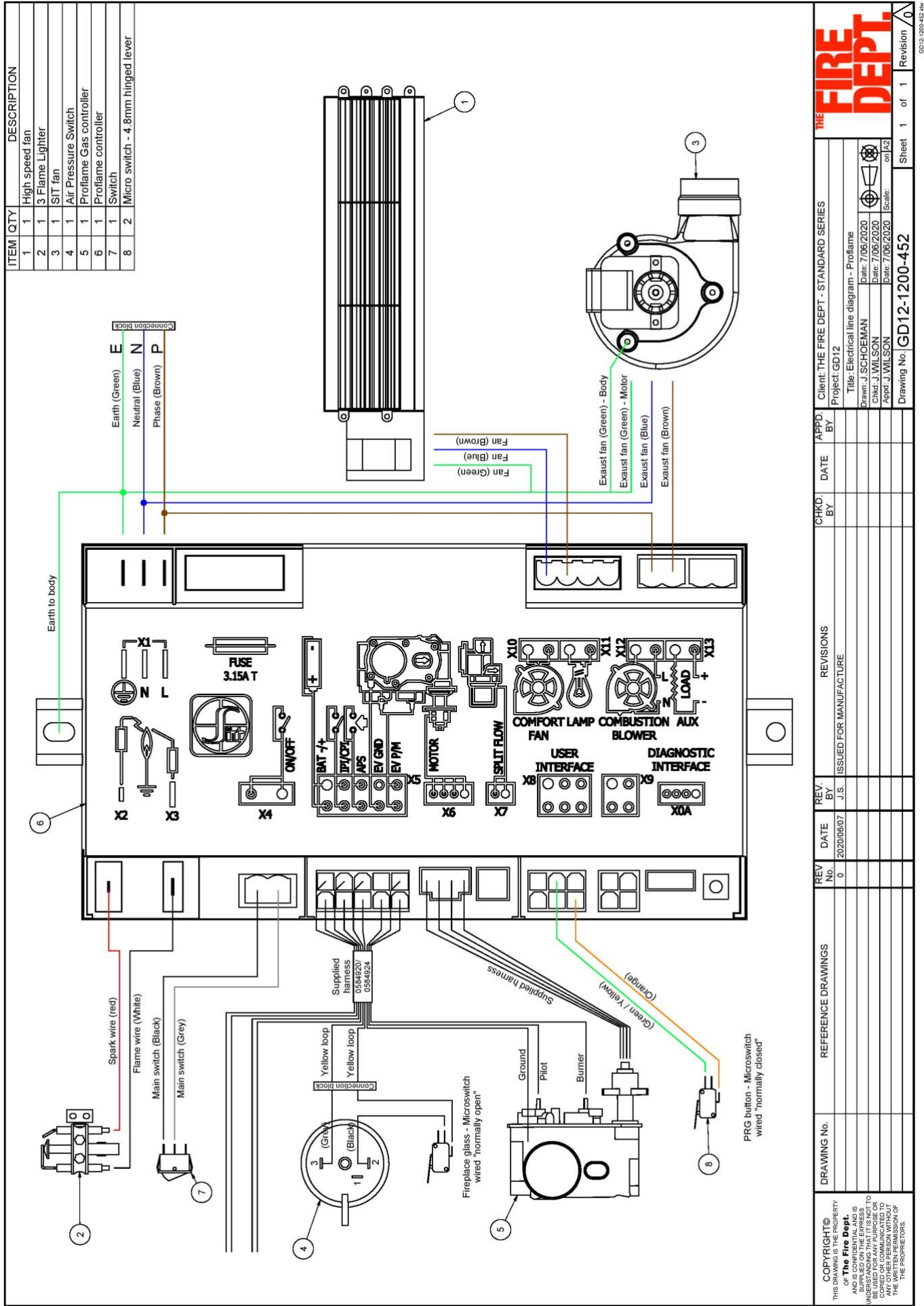


- The GD12 models have for each glass panel a safety switch, at the base of each lower opening. The safety switch turns the appliance off if the glass is not in the right position. The safety switch will need to be held down to complete electrical testing. It is recommended that masking tape is used to hold the safety switch down.



Safety switch

- Test electrical functions by switching the wall isolation switch to the appliance ON.
- Using the remote control, switch the appliance ON, following the '**GD12 Operating Instructions**' in this guide.
- The fan will start and after approximately 25 seconds, the pilot will spark. Because the gas supply is turned off, the pilot will spark for approximately 25 seconds then automatically switch off.
- Using the remote control switch the appliance OFF, following the '**GD12 Operating Instructions**' in this guide.
- Switch the wall isolation switch to the appliance OFF. Electrical testing is complete.
- Install the burner tray by following the '**Burner tray installation process**' in this guide.
- **NOTE:** The masking tape must be removed once testing is completed.
- Carefully install glass by following the '**Glass installation process**' in this guide.



| DRAWING No. | | REFERENCE DRAWINGS | | REV. No. | DATE | REV. BY | REVISIONS | CHKD. BY | DATE | APPD. BY | Client: THE FIRE DEPT. - STANDARD SERIES | |
|-------------|--|--------------------|--|----------|------------|---------|------------------------|----------|------|----------|---|--|
| | | | | 0 | 2020/06/07 | J.S. | ISSUED FOR MANUFACTURE | | | | Project: GD12 | |
| | | | | | | | | | | | Title: Electrical line diagram - Proflame | |
| | | | | | | | | | | | Drawn: J. SCHOEEMAN | |
| | | | | | | | | | | | Chkd: J. WILSON | |
| | | | | | | | | | | | Date: 7/06/2020 | |
| | | | | | | | | | | | Appd: J. WILSON | |
| | | | | | | | | | | | Date: 7/06/2020 | |
| | | | | | | | | | | | Scale: on A2 | |
| | | | | | | | | | | | Drawing No. GD12-1200-452 | |
| | | | | | | | | | | | Sheet 1 of 1 | |
| | | | | | | | | | | | Revision 1 | |

Step 6: Connect gas supply and commission

- Gas installation, connection and commissioning must meet the requirements of AS/NZS 5601.1:2013 and be installed and certified by a suitably qualified person.

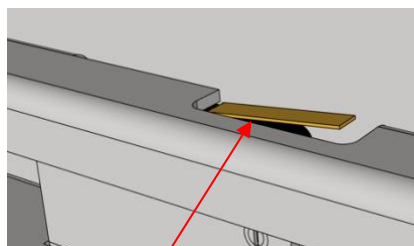
- In order to access the gas supply and testing area, it is necessary to first remove the glass and the burner tray.

- Follow the '**Glass installation process**' in this guide.
- Remove the burner tray by following the '**Burner tray removal process**' in this guide.
- Connect 3/8 soft copper pipe to main valve.



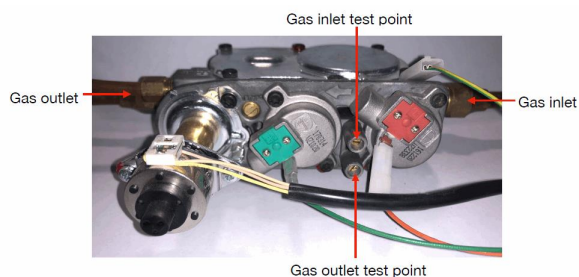
- Leak test all joints.

- The GD12 models have for each glass panel a safety switch, at the base of each lower opening. The safety switch turns the appliance off if the glass is not in the right position. The safety switch will need to be held down to complete electrical testing. It is recommended that masking tape is used to hold the safety switch down



Safety switch

- Switch the wall isolation switch to the appliance ON.
- Using the remote control, switch the appliance ON, following the '**GD12 Operating Instructions**' in this guide.



- Test pressure against rating plate specifications.

- Using the remote control, switch the appliance OFF, following the '**GD12 Operating Instructions**' in this guide.

- In the unlikely event that the rating plate is not attached, **Do Not** commission the appliance and contact The Fire Dept immediately.

- Install the burner tray by following the '**Burner Tray Installation Process**' in this guide.

- Using the remote control, switch the appliance ON, following the '**GD12 Operating Instructions**' in this guide.

Note: due to lack of firebed and glass, it may be necessary to manually light burners.



- Using the remote control, switch the appliance OFF, following the '**GD12 Operating Instructions**' in this guide.
- Switch the wall isolation switch to the appliance OFF
- Lay firebed in accordance with instructions in Step 7 of this guide.
- **NOTE:** The masking tape must be removed once testing is completed.
- Carefully install glass by following the '**Glass installation process**' in this guide.
- Send gas certificate to appropriate person.

Step 7: Lay the firebed

- The GD12 has three firebed options: River Rocks, Beach Driftwood & Forest Logs.
- Particular care should be taken when placing the chosen firebed mediums into the burner tray. Failure to place the medium correctly may result in the fire performing inefficiently.
- Open the firebed cardboard box and identify firebox mediums.

River Rocks option has two firebed mediums:

Vermiculite – 3 bags

White rocks – large and small



Beach Driftwood option has three firebed mediums:

Vermiculite – 3 bags

White rocks – large and small

Driftwood – large and small



Forest Logs option has three firebed mediums:

Vermiculite – 3 bags

White rocks – large and small

Logs – large and small



How to lay Vermiculite

- In order to access the burner tray, it is necessary to first remove the glass.
- **Note:** glass removal is best carried out by two people.
- Follow the '**Glass installation process**' in this guide.
- Lift glass away from appliance and lay flat in a safe place with insulating material facing down.
- Beginning in the middle at the back of the burner, carefully empty the bags of vermiculite into the burner tray.
- Ensure not to spill any vermiculite in cavities in front of and behind burner tray.
- Do not pour vermiculite directly into burner slots.



- Fill area behind burner up to top of burner tray. Use hand to spread out and push under burner.



- Fill up area in front of burner and gently pat down vermiculite to ensure it is spread evenly throughout the burner tray.



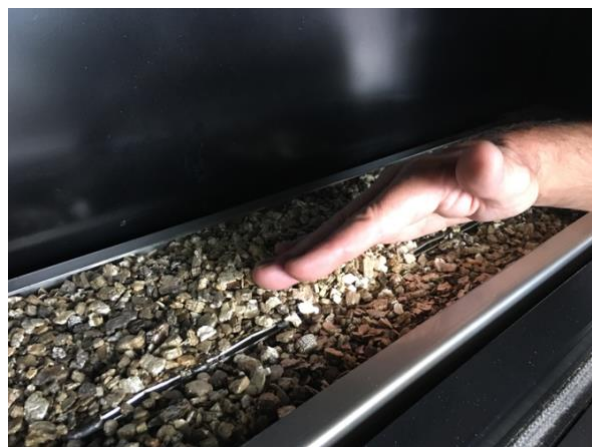
- Using a small Allen key (or similar), remove any vermiculite that may have fallen into burner slots.



- If natural gas is being used, leave burner slots slightly exposed.



- If LPG is being used, lightly cover burner slots in a thin layer of vermiculite by adding at back of burner tray and gently sweeping forward.



- If LPG is being used, small burner slots should be just visible.



- Vermiculite layer complete.



How to lay River Rocks Firebed - GD12 1200

- Lay large rocks first, in these positions.



- Lay small rocks next, in these positions.



- With glass still removed, the safety switch held back with masking tape, using the remote control, switch the appliance ON, following the '**GD12 Operating Instructions**' in this guide to check how flame looks. The flame will take 20-25 seconds to light fully.



- **IMPORTANT:** the flame effect should look natural and non-uniform, running the entire length of the burner.
- Common flame effect issues are:
 - Flame touching edge of burner tray.
 - Missing flames along length of burner.
- Both these issues can be resolved by switching the appliance OFF and slightly repositioning rocks and logs at the problem areas. Follow the '**GD12 Operating Instructions**' in this guide.
- Repeat this switching On/Off and repositioning until a natural and non-uniform flame effect is achieved.
- Once a natural and non-uniform flame effect is achieved, switch the appliance to the lowest setting and ensure the flame effect, although smaller, still looks good.
- Switch the appliance OFF, remove masking tape over safety switch and carefully install glass by following the '**Glass installation process**' in this guide.
- Switch the appliance ON and then down to the lowest setting to check that flame effect still looks natural and non-uniform.
- Using the remote control, switch the appliance OFF following the '**GD12 Operating Instructions**' in this guide.
- Switch the wall isolation switch to the appliance OFF.
- **Note:** it is normal for the glass to mist a little when the appliance is first switched ON. This will quickly disappear.

How to lay River Rocks Firebed - GD12 1400 & 1600

- Lay large rocks first, in these positions.



- Lay small rocks next, in these positions.



- With glass still removed, the safety switch held back with masking tape, using the remote control, switch the appliance ON, following the '**GD12 Operating Instructions**' in this guide to check how flame looks. The flame will take 20-25 seconds to light fully.



- **IMPORTANT:** the flame effect should look natural and non-uniform, running the entire length of the burner.
- Common flame effect issues are:
 - Flame touching edge of burner tray.
 - Missing flames along length of burner.
- Both these issues can be resolved by switching the appliance OFF and slightly repositioning rocks and logs at the problem areas. Follow the '**GD12 Operating Instructions**' in this guide.
- Repeat this switching On/Off and repositioning until a natural and non-uniform flame effect is achieved.
- Once a natural and non-uniform flame effect is achieved, switch the appliance to the lowest setting and ensure the flame effect, although smaller, still looks good.
- Switch the appliance OFF, remove masking tape over safety switch and carefully install glass by following the '**Glass installation process**' in this guide.
- Switch the appliance ON and then down to the lowest setting to check that flame effect still looks natural and non-uniform.
- Using the remote control, switch the appliance OFF following the '**GD12 Operating Instructions**' in this guide.
- Switch the wall isolation switch to the appliance OFF.
- **Note:** it is normal for the glass to mist a little when the appliance is first switched ON. This will quickly disappear.

How to lay Beach Driftwood Firebed - GD12 1200

- Lay logs and large rocks first, in these positions



- Lay rocks next, in these positions.



- With glass still removed, the safety switch held back with masking tape, using the remote control, switch the appliance ON, following the '**GD12 Operating Instructions**' in this guide to check how flame looks. The flame will take 20-25 seconds to light fully.



- **IMPORTANT:** the flame effect should look natural and non-uniform, running the entire length of the burner.
- Common flame effect issues are:
 - Flame touching edge of burner tray.
 - Missing flames along length of burner.
- Both these issues can be resolved by switching the appliance OFF and slightly repositioning rocks and logs at the problem areas. Follow the '**GD12 Operating Instructions**' in this guide.
- Repeat this switching On/Off and repositioning until a natural and non-uniform flame effect is achieved.
- Once a natural and non-uniform flame effect is achieved, switch the appliance to the lowest setting and ensure the flame effect, although smaller, still looks good.
- Switch the appliance OFF, remove masking tape over safety switch and carefully install glass by following the '**Glass installation process**' in this guide.
- Switch the appliance ON and then down to the lowest setting to check that flame effect still looks natural and non-uniform.
- Using the remote control, switch the appliance OFF following the '**GD12 Operating Instructions**' in this guide.
- Switch the wall isolation switch to the appliance OFF.
- **Note:** it is normal for the glass to mist a little when the appliance is first switched ON. This will quickly disappear.

How to lay Beach Driftwood Firebed - GD12 1400 & 1600

- Lay logs and large rocks first, in these positions.



- Lay rocks next, in these positions.



- With glass still removed, the safety switch held back with masking tape, using the remote control, switch the appliance ON, following the '**GD12 Operating Instructions**' in this guide to check how flame looks. The flame will take 20-25 seconds to light fully.



- **IMPORTANT:** the flame effect should look natural and non-uniform, running the entire length of the burner.
- Common flame effect issues are:
 - Flame touching edge of burner tray.
 - Missing flames along length of burner.
- Both these issues can be resolved by switching the appliance OFF and slightly repositioning rocks and logs at the problem areas. Follow the '**GD12 Operating Instructions**' in this guide.
- Repeat this switching On/Off and repositioning until a natural and non-uniform flame effect is achieved.
- Once a natural and non-uniform flame effect is achieved, switch the appliance to the lowest setting and ensure the flame effect, although smaller, still looks good.
- Switch the appliance OFF, remove masking tape over safety switch and carefully install glass by following the '**Glass installation process**' in this guide.
- Switch the appliance ON and then down to the lowest setting to check that flame effect still looks natural and non-uniform.
- Using the remote control, switch the appliance OFF following the '**GD12 Operating Instructions**' in this guide.
- Switch the wall isolation switch to the appliance OFF.
- **Note:** it is normal for the glass to mist a little when the appliance is first switched ON. This will quickly disappear.

How to lay Forest Logs Firebed - GD12 1200

- Lay logs and large rocks first, in these positions.



- Lay rocks next, in these positions.



- With glass still removed, the safety switch held back with masking tape, using the remote control, switch the appliance ON, following the '**GD12 Operating Instructions**' in this guide to check how flame looks. The flame will take 20-25 seconds to light fully.



- **IMPORTANT:** the flame effect should look natural and non-uniform, running the entire length of the burner.
- Common flame effect issues are:
 - Flame touching edge of burner tray.
 - Missing flames along length of burner.
- Both these issues can be resolved by switching the appliance OFF and slightly repositioning rocks and logs at the problem areas. Follow the '**GD12 Operating Instructions**' in this guide.
- Repeat this switching On/Off and repositioning until a natural and non-uniform flame effect is achieved.
- Once a natural and non-uniform flame effect is achieved, switch the appliance to the lowest setting and ensure the flame effect, although smaller, still looks good.
- Switch the appliance OFF, remove masking tape over safety switch and carefully install glass by following the '**Glass installation process**' in this guide.
- Switch the appliance ON and then down to the lowest setting to check that flame effect still looks natural and non-uniform.
- Using the remote control, switch the appliance OFF following the '**GD12 Operating Instructions**' in this guide.
- Switch the wall isolation switch to the appliance OFF.
- **Note:** it is normal for the glass to mist a little when the appliance is first switched ON. This will quickly disappear.
- Switch the appliance OFF.

How to lay Forest Logs Firebed - GD12 1400 & 1600

- Lay logs and large rocks first, in these positions.



- Lay rocks next, in these positions.



- With glass still removed, the safety switch held back with masking tape, using the remote control, switch the appliance ON, following the '**GD12 Operating Instructions**' in this guide to check how flame looks. The flame will take 20-25 seconds to light fully.



- **IMPORTANT:** the flame effect should look natural and non-uniform, running the entire length of the burner.
- Common flame effect issues are:
 - Flame touching edge of burner tray.
 - Missing flames along length of burner.
- Both these issues can be resolved by switching the appliance OFF and slightly repositioning rocks and logs at the problem areas. Follow the '**GD12 Operating Instructions**' in this guide.
- Repeat this switching On/Off and repositioning until a natural and non-uniform flame effect is achieved.
- Once a natural and non-uniform flame effect is achieved, switch the appliance to the lowest setting and ensure the flame effect, although smaller, still looks good.
- Switch the appliance OFF, remove masking tape over safety switch and carefully install glass by following the '**Glass installation process**' in this guide.
- Switch the appliance ON and then down to the lowest setting to check that flame effect still looks natural and non-uniform.
- Using the remote control, switch the appliance OFF following the '**GD12 Operating Instructions**' in this guide.
- Switch the wall isolation switch to the appliance OFF.
- **Note:** it is normal for the glass to mist a little when the appliance is first switched ON. This will quickly disappear.
- Switch the appliance OFF.

Step 8: Show owner how to operate appliance

- Following the GD12 Operating Instructions on the next page, show the owner how to switch the appliance ON and OFF using the remote control and how to switch between HIGH and LOW settings.
- If the owner is not available, leave this manual by the appliance.

NOTES:

GD12 OPERATING INSTRUCTIONS

READ THIS FIRST

First of all, thank you for choosing a Fire Dept. appliance. We're sure you'll be very happy with it.

Taking just a little time to understand how to 'drive' your remote control will be highly useful.

Your remote control has three modes:

1. Thermostat **OFF** (a manual mode, where you have maximum control over flame height and fan speed/noise)
2. Thermostat **ON**
3. Thermostat **SMART**

Heat output is provided by a combination of flame height and comfort fan speed (that's the fan inside your appliance). Put simply, the higher the flame height and the faster the fan, the more heat output (and vice versa).

So, if like many, you'd like to heat your room up quickly, simply turn both the flame height and fan speed up. Then, once you have the room at your desired temperature and you'd still like to look at a nice flame, turn the fan speed down - not too much heat and quieter too.

Note: If you're using the thermostat functions, the flame may automatically switch off when your room has reached your desired temperature. If you'd like the flame back, simply switch to manual mode and switch the flame on again.

This appliance is operated by a remote control (you have a spare one too) which also functions as a room thermostat. Power to this appliance is provided by a wall isolation switch, which must have been installed by a qualified electrician.

The remote control has the following functions:

1. Switching the appliance On/Off
2. Adjusting flame levels
3. Adjusting fan speeds
4. Adjusting thermostat levels
5. Adjusting 'Smart Thermostat' levels
6. Key lock
7. Low battery power detection
8. Selecting Continuous Pilot Ignition (CPI) or Intermittent Pilot Ignition (IPI)
9. Adjusting appliance dimmer lighting (not used on this appliance)
10. Controlling secondary burner (not used on this appliance)
11. Controlling auxiliary functions (not used on this appliance)
12. What happens if I break/lose my remote control?

The remote control has a simple button key layout and an LCD display (Fig. 1). A Mode Key is provided to move between features and a Thermostat Key is used to control thermostat functions (Fig. 1 & 2). Additionally, a Key Lock function is provided (Fig. 7).



Fig. 1: Remote Control
(powered by 3 x AAA batteries)

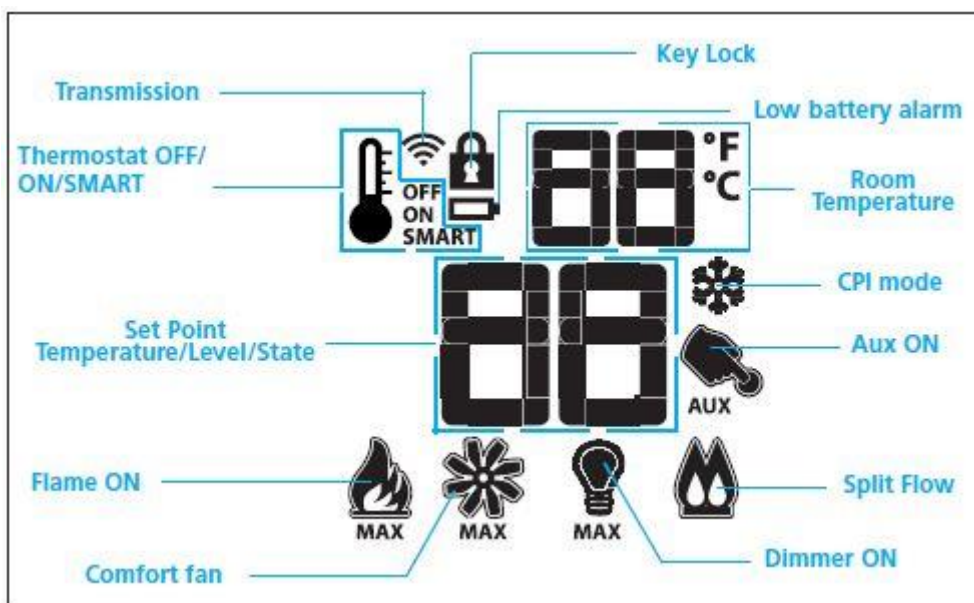


Fig. 2: Remote Control LCD Display

1. Switching the Appliance On/Off

To switch the appliance ON, first of all, ensure that the wall isolation switch is in the 'ON' position. Then press the On/Off Key on the remote control. The appliance will 'beep', the LCD display will display several active icons/room temperature **AND WILL IGNITE AFTER 20-25 SECONDS**.

To switch the appliance OFF, Press the On/Off Key on the remote control. The appliance will 'beep', immediately switch off and the LCD display will now only display the room temperature.

Note: the flue fan may continue to run for a few minutes.

2. Adjusting Flame Levels

This appliance has **six** flame levels, which can be controlled in both 'OFF' and 'ON' modes (but not in 'SMART' mode). With the appliance on, and the flame level at maximum, pressing the Down Arrow Key once will reduce the flame height by one step until the flame is turned off.

The Up Arrow Key will increase the flame height each time it is pressed (Fig 3). If the Up Arrow Key is pressed while the appliance is switched on, but the flame is off, the flame will come on in the high position. A single 'beep' will confirm reception of each command.

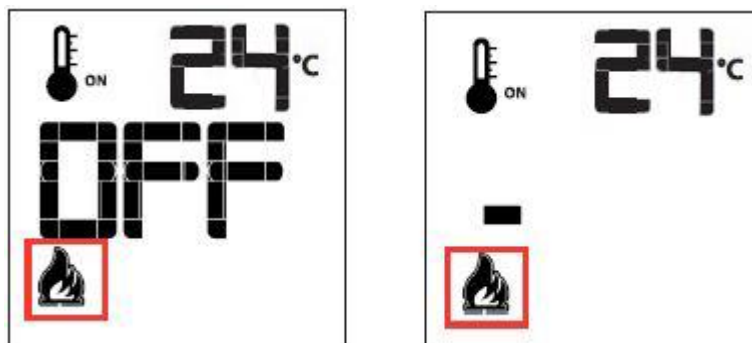
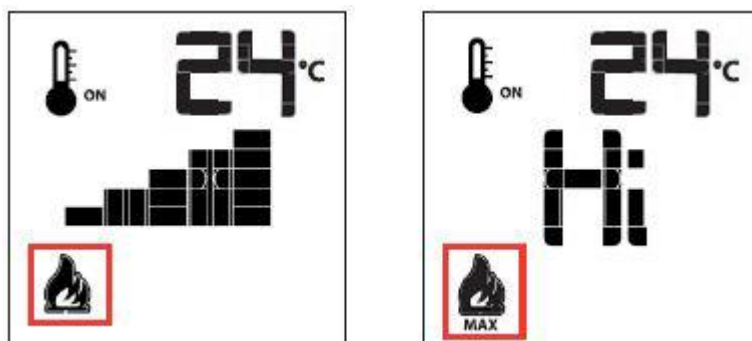


Fig. 3:

Flame Off

Flame On



3. Adjusting Fan Speeds

This appliance has **six** fan speeds. To adjust the fan speed, press the Mode Key (Fig. 1) until the fan control icon appears (Fig. 4). Use the up/down Arrow Keys to switch the fan on/off or adjust the fan speed. A single 'beep' will confirm reception of each command.

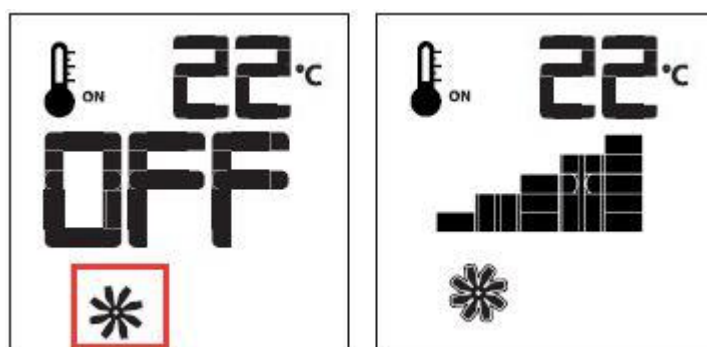


Fig. 4: Fan Speed LCD Display

4. Adjusting Thermostat Levels

The remote control can be used as room thermostat, which can set to a desired temperature to control the comfort level in a room. To activate this function, press the Thermostat Key (Fig. 1). The LCD on the remote will change to show that the room thermostat is 'On' and the set temperature is now displayed (Fig. 5). To adjust the set temperature, press the up or down until the desired set temperature on the LCD screen.

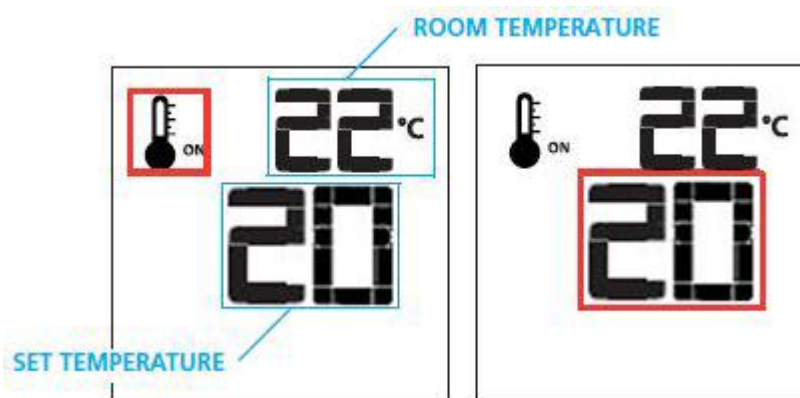


Fig. 5: Thermostat LCD Display

5. Adjusting 'Smart Thermostat' Levels

The Smart Thermostat function adjusts the flame height in accordance with the difference between the set temperature and the actual room temperature. As the room temperature gets closer to the set temperature the flame will modulate down. To activate this function, press the Thermostat Key (Fig. 1) until the word 'SMART' appears to the right of the thermometer graphic (Fig. 6).

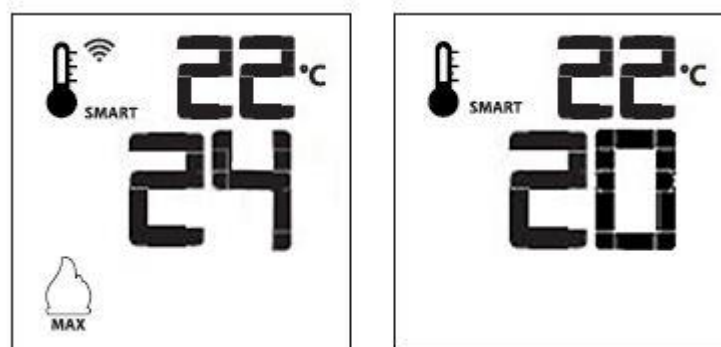


Fig. 6: Smart Thermostat LCD Display

The comfort fan will take five minutes before it starts when in thermostat 'ON' or SMART modes.

6. Key Lock

This function locks the keys to avoid unsupervised operation. To activate this function, press the MODE and UP Keys at the same time (Fig. 7). To de-activate this function, press the MODE and UP Keys at the same time.



Fig. 7: Key Lock LCD Display

7. Low Battery Power Detection

The lifespan of the remote control batteries (3 x AAA) depends upon various factors – quality of the batteries, number of appliance ignitions, number of thermostat set point changes, etc. When the batteries are low, a battery icon will appear on the LCD display (Fig. 8) before all battery power is lost. When the batteries are replaced this icon will disappear. It is recommended to change the batteries as soon as the battery icon appears.



Fig. 8: Low Battery Power Detection LCD Display

8. Selecting Intermittent Pilot Ignition (IPI) or Continuous Pilot Ignition (CPI)

This appliance has two pilot light settings – IPI and CPI. The default setting is IPI. If you live in a VERY cold environment, it can be changed to CPI, which allows easier lighting.

**** This is most-likely a feature you will never need to change from the default IPI setting. ****

In the unlikely event you do need to change it, with the system in the 'Off' position, press the Mode Key (Fig. 1) to arrive at the CPI mode icon (Fig. 9). Pressing the Up Arrow Key will activate the Continuous Pilot Ignition mode (CPI). Pressing the Down Arrow Key will return to Intermittent Pilot Ignition (IPI) mode.

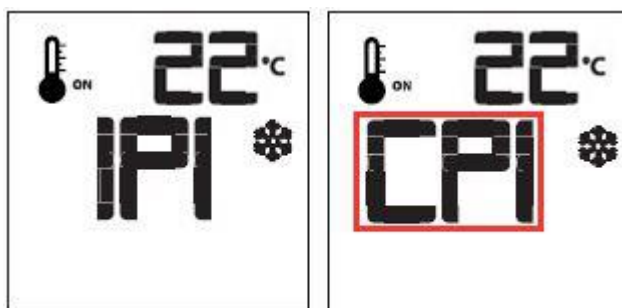


Fig. 9: IPI/CPI LCD Display

9. Adjusting Appliance Dimmer Lighting (Not Used on this Appliance)

This appliance does not have dimmer lighting. However, you may wish to add lighting that can be operated by the remote control by engaging a qualified electrician.

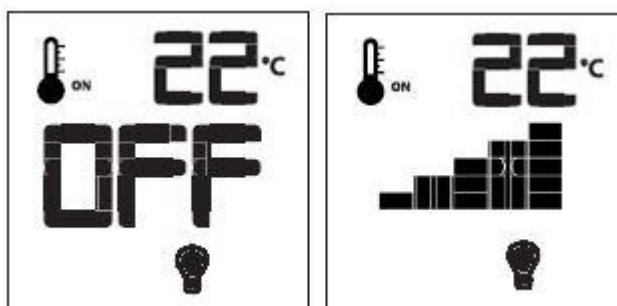


Fig. 10: Dimmer Lighting LCD Display

10. Controlling Secondary Burner (Not Used on this Appliance)

This appliance does not have a secondary burner. Ignore this function.

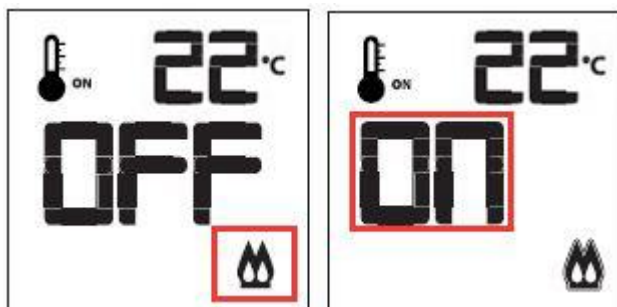


Fig. 11: Secondary Burner LCD Display

11. Controlling Auxiliary Functions (Not Used on this Appliance)

This appliance does not have auxiliary functions. Ignore this function.

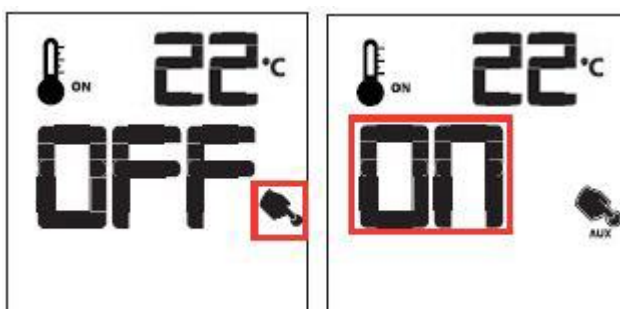


Fig. 12: Auxiliary Functions LCD Display

12. What happens if I break/lose my remote control?

Use your spare remote control that was delivered with your appliance, which you will have to 'pair' to your appliance (much like pairing a Bluetooth device to a mobile phone).

To pair your spare remote control, you'll need to press a hidden switch in your appliance. First, remove the front glass (following the instructions earlier in this guide). The switch is under a small hole at the right front lower side. Using the same Allen key that was used to remove the glass, push the switch down **ONCE** and then switch your remote control on, then off, then on again.



TROUBLESHOOTING

| Problem | Probable Cause | Action |
|---|---|--|
| Appliance doesn't start | <ol style="list-style-type: none"> 1. No gas supply 2. No power supply 3. Low or poor pilot flame 4. Signal from flame rectifier interrupted 5. Signal to sparker electrode interrupted 6. Incorrect sparker electrode gap 7. Glass not correctly positioned 8. Remote control batteries are flat | <ol style="list-style-type: none"> 1. Check gas supply 2. Check power supply 3. Check flame size and pressure 4. Check flame rectifier and wire to sit pack 5. Check sparker gap and wire to sit pack 6. Check sparker electrode gap is 3mm 7. Reposition glass 8. Replace batteries |
| Appliance shuts down | <ol style="list-style-type: none"> 1. Low gas supply 2. Low or poor pilot flame 3. Signal to flame rectifier interrupted | <ol style="list-style-type: none"> 1. Check gas supply 2. Check flame size and pilot flame pressure 3. Check flame rectifier and wire to sit pack |
| Flame in not running the full length of the recessed burner | <ol style="list-style-type: none"> 1. The firebed is not aligned to the burner 2. NG jet brass nut not adjusted correctly | <ol style="list-style-type: none"> 1. Re-lay the firebed to the specific model specifications detailed earlier in this guide 2. NG adjustment see Burner installation process |
| Flame is yellow and sooty | <ol style="list-style-type: none"> 1. Primary aeration ports have a blockage (LPG models only) 2. The firebed is not aligned to the burner | <ol style="list-style-type: none"> 1. Check primary aeration ports for blockage and clear if required (LPG models only) 2. Re-lay the firebed to the specific model specifications detailed earlier in this guide |
| No flame at the pilot | <ol style="list-style-type: none"> 1. Primary aeration ports have a blockage | <ol style="list-style-type: none"> 1. Check primary aeration ports for blockage and clear if required |

PRODUCT WARRANTY

IMPORTANT: Evidence of original purchase is required for warranty service.

WARRANTOR: 'The Fire Dept.' (Landscape Elements Ltd)
85 Newton Road
Mount Maunganui
PO Box 10275, Bayfair, Mount Maunganui

ELEMENT OF WARRANTY

'The Fire Dept.' warrants to the original retail owner for the duration of this warranty, it's fireboxes, gas burner tray, lighters, (herein after referred to as the Product) to be free from defects in materials and craftsmanship with only the limitations or exclusions set out below.

WARRANTY

This warranty will be deemed invalid if the Product is;

- (A) Installed by someone other than an authorised Fire Dept agent.
- (B) Not operated appropriately or "over-fired" in a manner resulting in the firebox operating excessively hot.
- (C) Not serviced and maintained by a certified gas fitter every 12 months.
- (D) Damaged by accident, neglect or misuse,
- (E) Repaired by someone other than an authorised Fire Dept repair agent for a defect or malfunction covered by this warranty.
- (F) Modified, altered or used as part of any conversion kits, subassemblies, or any configurations not sold by 'The Fire Dept.'
- (G) The product contains fire bricks and has not been subjected to the recommended first start-up and run-in procedure.
- (H) Used in conjunction with any equipment or parts or as part of a system not manufactured or supplied by 'The Fire Dept.'
- (I) External powder-coating within 200m of the high tide mark and not lightly washed with warm soapy water every three months.

Indoor appliances (Gas & Wood)

'The Fire Dept.' warrants the mild steel firebox, galvanised steel outer skin and RHS Duragal steel support frame against defective materials and workmanship which would render it unfit for normal domestic use, from the date of purchase by the original consumer, for a period of 5 (five) years. Beyond normal heat-induced staining, tarnishing and mild warping, if a firebox, outer skin or support frame defect occurs, contact 'The Fire Dept.' and the defect will be repaired or replaced at our discretion with all costs covered.

'The Fire Dept.' warrants the SIT Pack (Gas regulator and controller) against defective materials and workmanship which would render it unfit for normal domestic use, from the date of purchase by the original consumer, for a period of 2 (two) years.

Components including fire medium, fans, tiles, glass and glass trim are warranted for a period of 2 (two) years from the date of original purchase, against defective materials and workmanship.

Outdoor appliances (Gas & Wood)

'The Fire Dept.' warrants the Mild Steel firebox, galvanised steel outer skin and RHS Duragal Steel support frame against defective materials and workmanship which would render it unfit for normal domestic use, from the date of purchase by the original consumer, for a period of 2 (two) years. Beyond normal heat-induced staining, tarnishing and mild warping, If a firebox, outer skin or support frame defect occurs, contact 'The Fire Dept.' and the defect will be repaired or replaced at our discretion with all costs covered.

'The Fire Dept.' warrants the SIT Pack (Gas regulator and controller) against defective materials and workmanship which would render it unfit for normal domestic use, from the date of purchase by the original consumer, for a period of 2 (two) years.

Components including fire medium, fans, tiles, glass and glass trim are warranted for a period of 2 (two) years from the date of original purchase for domestic use, against defective materials and workmanship.

STATEMENT OF REMEDY

In the event that the Product does not conform to this warranty at any time while this warranty is in effect, the Warrantor, at its discretion, will repair the defect or replace the part and return it to you without charge for parts or service. This warranty does not provide for reimbursement or payment of incidental or consequential damages.

This warranty does not in any way affect your rights under the Consumers Guarantee Act (New Zealand).