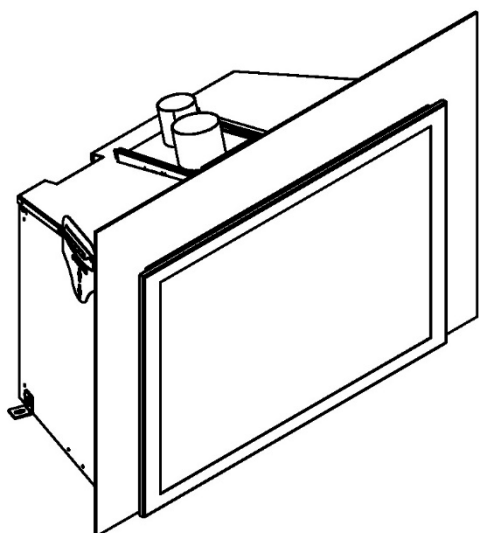
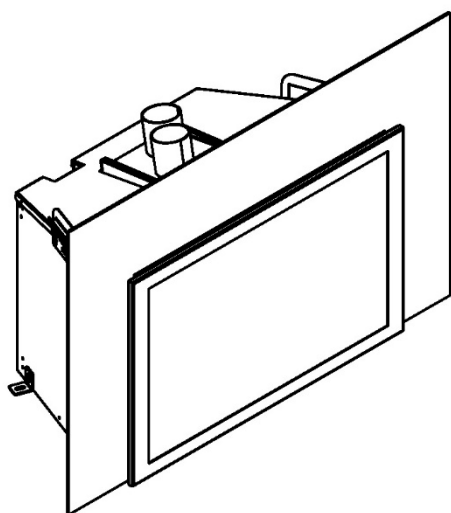


ORTAL[®]

Installation and Operation Manual Wilderness Traditional Insert Series



Wilderness Traditional Insert Series Fireplaces:

Wilderness Traditional Insert 29
Wilderness Traditional Insert 34

⚠ WARNING:

FIRE OR EXPLOSION HAZARD

Failure to follow safety warnings exactly could result in serious injury, death, or property damage.

- **DO NOT** store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- **What to do if you smell gas:**
 - **DO NOT** try to light any appliance.
 - **DO NOT** touch any electrical switch. **DO NOT** use any phone in your building.
 - Leave the building immediately.
 - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
 - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency, or the gas supplier.

! DANGER



**HOT GLASS WILL
CAUSE BURNS.**

**DO NOT TOUCH GLASS
UNTIL COOLED.**

**NEVER ALLOW CHILDREN
TO TOUCH GLASS.**

A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and must be installed for the protection of children and other at-risk individuals.



Safety Information and Warnings



IMPORTANT NOTE: LOCAL CODE

Local codes and regulations that are more stringent than the requirements in this manual take precedence over Ortal requirements.



WARNING: REVIEW ALL WARNINGS

Be sure to review all safety warnings and installation guidelines contained in this manual. Consider installation location, vent configuration, clearances, structural requirements, framing and finish materials, and local codes. ALL warnings and instructions apply to all products manufactured and distributed by Ortal.



WARNING: DO NOT OPERATE FIREPLACE IF:

The glass is NOT properly secured in place; Connection points are not sealed (for fireplaces with glass-to-glass connections); Glass is cracked; You smell gas; Any part of the fireplace has been under water; You have any doubt about the safe operation of the fireplace. Immediately call a qualified, professional service technician to inspect the fireplace and to replace any parts of the control system and any gas controls which have been underwater.



WARNING: ELECTRICAL GROUNDING

All electrical connections must be properly installed, insulated, and secured to avoid potential **ELECTRICAL SHOCK** and **FIRE HAZARD** and malfunction of the system. Consult local building code requirements. In the absence of local codes, refer to the National Electric Code, ANSI/NFPA 70, or the Canadian Electric Code, CSA C22.1.



WARNING: MATERIAL USAGE

All materials and objects used to carry out the installation must be certified/approved or specified by Ortal and are suitable for use. Do NOT install the system with different materials or objects than those approved for installation by Ortal.



WARNING: INSTALLATION AND SERVICE

Installation and repairs on the fireplace and vent system must be done by an authorized Ortal qualified installer service agency or gas supplier. If these components are not installed by an authorized Ortal dealer/installer, the warranty of all components will be void and Ortal will not be responsible for any damage caused by improper installation. The fireplace should be inspected before use and at least annually by a professional service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. Control compartments, burners and circulating air passageways of the fireplace must be kept clean. Any alteration to the product can cause soot or carbon to form and may result in damage. This damage and any other damage that results from not following the instructions outlined in this manual is not the responsibility of Ortal.



WARNING: HEAT BARRIER

A barrier designed to reduce the risk of burns from hot viewing glass is provided with this fireplace and shall be installed. The fireplace **MUST** not be used without the heat barrier in place. If the barrier becomes damaged, the barrier shall be replaced with the manufacturer's barrier for this fireplace. **Any safety screen, guard, or barrier removed for servicing the fireplace must be replaced before operating.**



WARNING: FIREPLACE TEMPERATURE

Due to hot temperatures, the fireplace should be located out of traffic and away from furniture and draperies. Children and adults should be alerted to the hazards of high surface temperature and should stay away to avoid burns or clothing ignition. Clothing or other flammable material should not be placed on or near the fireplace. **Young children should be carefully supervised when they are in the same room as the fireplace.** Toddlers, young children, and others may be susceptible to accidental contact burns. A physical barrier is recommended if there are at-risk individuals in the house. To restrict access to a fireplace or stove, install an adjustable safety gate to keep toddlers, young children, and other at-risk individuals out of the room and away from hot surfaces.



WARNING: GLASS HANDLING

Only an Ortal certified installer is authorized to remove the glass using an 8-inch glass-handling suction cup.



WARNING: INSTALLATION AND OPERATION

The fireplace and accompanying components must be installed as an OEM installation in manufactured homes (USA only) or an aftermarket permanently located, or a mobile home, where not prohibited by local codes. The fireplace must be installed in accordance with the Manufacturer's instructions and the Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280, in the United States, or the Standard for Installation in Mobile Homes, CAN/CSA Z240 MH Series, in Canada. **Exceeding the restrictions imposed in these instructions may result in a fire or explosion, causing property damage, personal injury, or loss of life. Ortal will not be responsible for any damage caused by improper installation. Do not store or use gasoline or other flammable vapors and liquids near this fireplace.**



WARNING: GAS FIREPLACE

This fireplace is for use only with the type of gas indicated on the rating plate. These fireplaces are not convertible for use with other gases unless a certified kit is used, and the conversion is performed by an authorized and qualified technician. Applicable standards are Vented Gas Fireplace Heaters ANSI Z21.88 / CSA 2.33a and Gas-fired Fireplaces for Use at High Altitudes CAN/CGA 2.17-M91



WARNING: CALIFORNIA PROP 65

These products and the fuels used to operate these products (liquid propane or natural gas), and the products of combustion of such fuels, can expose you to chemicals including benzene, carbon monoxide, and ceramic fibers, which are known to the state of California to cause cancer and/or reproductive harm. For more information, visit www.p65warnings.ca.gov.

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“→” Denotes new or changed information from most recent version manual.

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Product Information

Certification

The Wilderness Traditional Insert series fireplaces have been tested and approved by CSA Group for safety and efficiency for use with Natural Gas (NG) and Propane (LP) only, and **NOT** for use with solid fuels.

CSA Group is approved by the American National Standards Institute (ANSI) as an Accredited Standards Developer.

Certification Listing:

US: ANSI Z21.88 – 2019: Vented Gas Fireplace Heaters

Canada: CSA 2.33 – 2019: Vented Gas Fireplace Heaters



Products:

CLASS 2901 84: DOMESTIC HEATERS (GAS) Vented Fireplace: Certified to US Standard

CLASS 2901 04: DOMESTIC HEATERS (GAS) Vented Fireplace

The fireplaces are permitted for indoor use only. "Indoor" is defined as a conditioned space. The fireplaces are not approved for outdoor or partial outdoor installation. The fireplaces must be installed while maintaining required clearances. Installation is recommended in living spaces such as bedrooms, living rooms, great rooms, etc. The fireplaces are not approved for closet installation. The fireplace must be installed according to Ortal requirements in addition to any local codes that may apply, such as USA: ANSI Z223.1/NFPA 54, Canada: CSA B149.

! IMPORTANT:

- Consult the authority having jurisdiction to determine the need for a permit prior to starting the installation.
- It is the responsibility of the fireplace dealer and installer to ensure that this fireplace is installed and framed in compliance with these instructions and all applicable codes.
- Before starting, take careful note of **ALL** the **WARNINGS** in this manual.

Models

Series	Model	Burner	Certification Standard	Gas Types	Co-Linear Vent Size
Wilderness Traditional Insert	IN29	45 Single	US: ANSI Z21.88-2019 Canada: CSA 2.33-2019	Natural Gas or Propane	3"x3"
Wilderness Traditional Insert	IN34	45 Single	US: ANSI Z21.88-2019 Canada: CSA 2.33-2019	Natural Gas or Propane	4"x3"

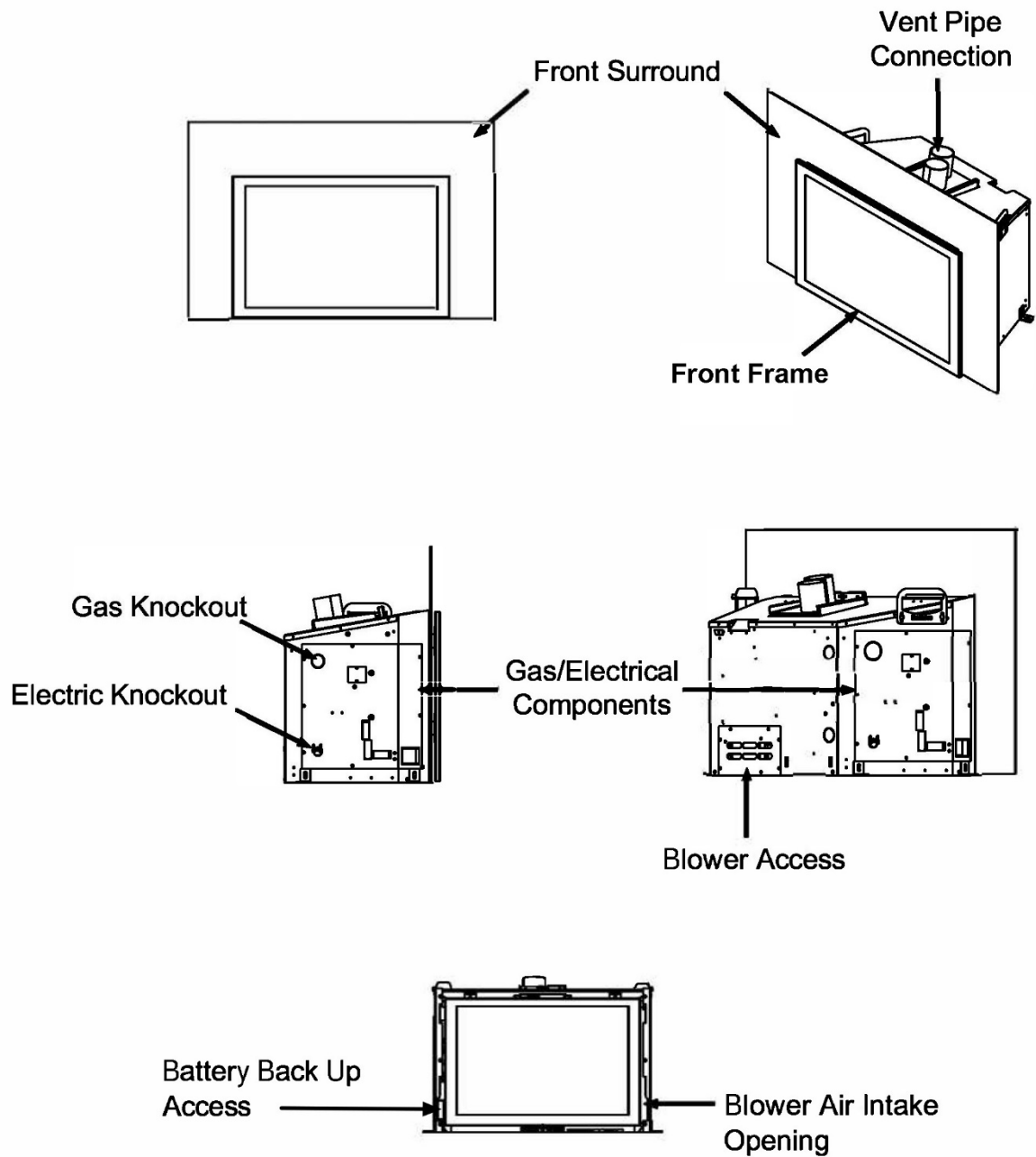
NOTE: Venting is not supplied by Ortal with the fireplace. The fireplace is certified to be used with, and can be obtained from, the vent manufacturers outlined in "General Venting Requirements" section.

General Product Information

The Wilderness Traditional Insert series requires; interior panel options (Brick options, Black Reflective Panels or Black Ridge Panels), a firelog set (Dark Brown or Chopped Wood), a surround and screened front to complete the installation. If any of these components are not present, please contact your authorized Ortal dealer. Wilderness Traditional Inserts are designed to be installed into solid fuel masonry or pre-manufactured wood burning fireplaces.

- ⚠ WARNINGS:**
- If the vent system of this appliance is disconnected for any reason, the vent and air intake systems must be properly reassembled and resealed before this appliance is put into use.
 - Proper installation of the vent system, as required in this manual, is vital to the performance of this appliance. Oversights or failure to conform to all installation requirements will void the applicable warranty.
 - This appliance must be properly connected to a venting system in accordance with the Ortal's installation instructions. Operation of this appliance when not connected to a properly installed and maintained venting system can result in carbon monoxide (CO) poisoning and possibly death.
 - Co-linear flexible aluminum venting must be professionally inspected periodically for corrosion and damage and be replaced when necessary. If the installation does not allow for future inspection or replacement of the flexible aluminum venting, then stainless steel vent liners should be used.
 - Co-linear portion of vent system may only be installed within a solid fuel burning fireplace and chimney.
 - The appliance must not be connected to a chimney flue serving a separate solid fuel burning appliance.

General Product Features



The fireplace rating label is found on a metal plate separate included with the fireplace.

You **MUST** leave the fireplace's rating label with the fireplace in an area easily accessible by the owner (typically near the access panel, if available). You must instruct the owner before handing over the fireplace where this label can be found.

Make sure the installer leaves your fireplace's rating label in an area that is easily accessible for you. This information is required for servicing and receiving replacement parts.

7

Installation Preparation

Prior to Installation

Locate the Fireplace

Keep the following factors in mind prior to installation in a masonry:

- Thoroughly clean the existing masonry chimney
- Properly inspect the chimney- if necessary, have repairs made by qualified personnel
- Ensure the masonry is constructed of non-combustible materials
 - *Exception:* The metal floor of the solid fuel firebox may be removed to facilitate the installation of the insert. Raising the unit ¼" using the leveling legs and placing on combustible flooring.

Fireplace Installation

Use the following guidelines to ensure a smooth installation. The installation sequence is divided into three phases: Planning, Installation, and Startup.

Planning

Consult with the contractor and go over all requirements:

- Clearances around the fireplace
- Installation to be completed on non-combustible flooring only
 - *Exception:* The metal floor of a solid fuel firebox may be removed to facilitate the installation of the insert. Raise the unit ¼" using the leveling legs and placing on combustible flooring.
- Gas and electrical specs and location
- Vent configuration

The plan to install a gas fireplace inside an existing solid fuel burning fireplace chimney must include inspection and cleaning of the fireplace cavity and the entire chimney system. The chimney top, especially masonry chimneys and wood framed chimney tops must be inspected, and the top surface must be repaired or replaced, if necessary. Unlined chimney flues are the most vulnerable to mortar corrosion and damage. These flues must be inspected, and repair must be done before dropping the flex vent liner for this Insert.

If you encounter a badly deteriorated or completely damaged firebox, do not proceed. These damaged structures must be reviewed by structural Engineers and Local Building Code officials must approve the repair work prior to this Insert being installed in such a damaged cavity.

Installation

- Clear a path free of any possible obstruction to carry in the fireplace
- Unbox the fireplace
- Protect the fireplace and components from damage
- Install the vent components. See "Venting" section
- Fireplace conversion notice; permanently attach this notice inside the existing masonry fireplace
- Attach the co-linear vent liners to the slide plate and insert the fireplace into place
- Level the appliance

Vent Installation

Venting must be installed according to the requirements detailed in the "Venting" section of this manual in conjunction with the vent system manufacturer's installation instructions. Venting must be supported by the structural surrounding and not by the fireplace.

Make sure that the chimney and masonry appliance are in a clean and sound condition and constructed of non-combustible materials. If necessary, have any repair work done by a qualified person before installing the insert. Remove the existing appliance damper or lock into an open position.

It is recommended that the liners be attached to the slide plate assembly with hose clamps. Due to the gauge of metal used on the slide plate, attaching the liners with screws will be difficult.

Gas & Electrical

Gas and electrical components are located on the outer left side of the insert. For best results, it is recommended that the gas line and electrical outlet box be in the back left side of the existing masonry. See "Routing the Gas Line" and "Electrical Requirements" sections below on farther details.

Conversion Notice

Each Wilderness Traditional Insert will be provided with a gas conversion notice. Permanently attach this plate inside the existing masonry.

 **WARNING! Risk of Fire! This fireplace has been converted for use with a gas fireplace insert only and cannot be used for burning wood or solid fuels unless all original parts have been replaced, and the fireplace re-approved by the authority having jurisdiction.**

Startup

- Perform a visual inspection to confirm that all work was completed correctly and per specification
- Confirm that gas and electrical are properly connected and live
- Remove the front frame and glass to clean the inside of the fireplace
- Install media as specified in the “Firelog Set Up” and “Interior Design Media” sections
- Confirm media is set up per specification
- Confirm the fireplace is operating properly
- Check remote-control setup
- Remove protective layer from glass and clean glass
- Reinstall the glass and front frame
- Review operation of the fireplace and remote control with the owner
- Set up return visit to clean glass after the initial burning period (see “Post-Installation” section).

Post-Installation

Complete the following post-installation steps upon 2th trip to site.

Initial Burning Period

There is a 12-hour minimum burning period following installation of the fireplace. This 12-hour period must include a minimum of 4 consecutive hours of continuous burning. During this time, the owner or installer may notice:

- The glass developing a white or “cloudy” residue.
- An unusual smell

Both the residue and the smell are due to the paint on the fireplace metal heating and “burning off”. This is normal. The cloudiness and odor will disappear after the 12-hour period elapses and the installer returns to service the fireplace and complete startup.

Final Inspection Procedure

When the 12-hour burning period is complete, the installer must return and perform the final inspection, which includes:

- Cleaning the glass with a ceramic glass cleaner (otherwise the white residue will remain)
- Checking the interior media setup
- Checking for gas leaks
- Performing an overall check to make sure that everything is working properly.

When these activities are complete, initial startup is concluded and the fireplace may be operated by the owner.

Final Checks and User Instruction

Before releasing the fireplace to the customer for use without installer supervision, the installer must ensure that the fireplace is burning correctly. In addition, the installer must review and explain the following to the owner:

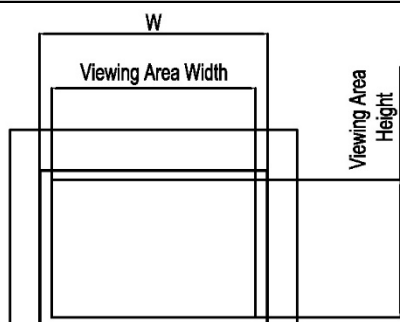
- Safety warnings
- Fireplace operation
- Warranty requirements
- Maintenance requirements
- Glass is hot during and after operation.
- If any questions or concerns arise, owner must contact the local Ortal dealer/installer for support.

Fireplace Requirements and Clearances

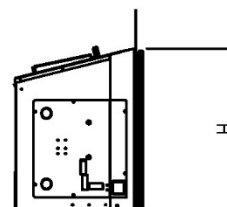
Fireplace Dimensions

The following diagram depicts the physical fireplace dimensions. Use for reference only. For additional information on Minimum Fireplace Opening see the section on the next page.

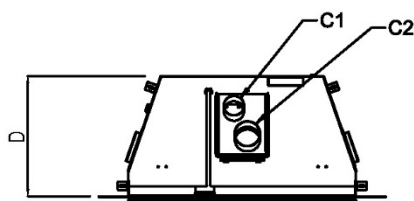
Wilderness Traditional Insert Dimensions



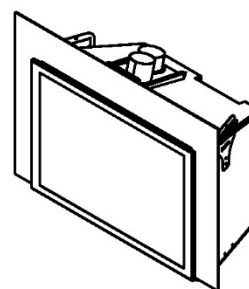
Front View



Side View



Top View

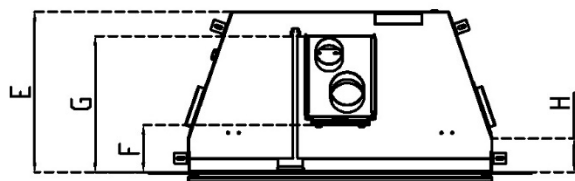


Model	H: Height	W: Width	D: Depth	C1: Fresh Air Intake	C2: Exhaust Intake	Viewing Area Height	Viewing Area Width
IN29	20 1/8"	29 11/16"	16 7/8"	3"	3"	16 11/16"	26 5/16"
IN34	23 1/2"	33 1/4"	17 3/4"	3"	4"	20 3/16"	29 13/16"

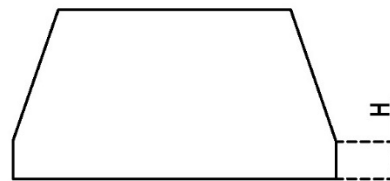
Minimum Fireplace Opening

This appliance must be recessed into a pre-manufactured wood burning appliance or masonry only. The minimum appliance opening size in which the appliance is to be installed is shown in the diagram below.

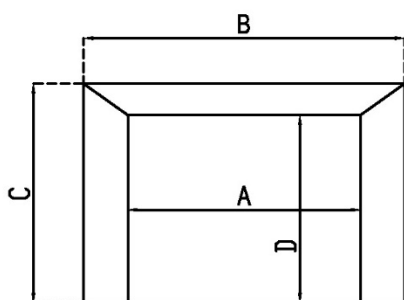
Wilderness Traditional Insert



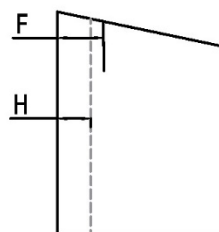
Top View



Top View



Front View



Side View

Model	Dimension A	Dimension B	Dimension C	Dimension D	Dimension E	Dimension F	Dimension G	Dimension H
IN29	20 ³ / ₈ "	30 ³ / ₁₆ "	20 ³ / ₈ "	17 ¹ / ₈ "	17 ¹ / ₈ "	5 ³ / ₁₆ "	13 ⁹ / ₁₆ "	3 ¹¹ / ₁₆ "
IN34	24 ³ / ₈ "	33 ³ / ₄ "	23 ³ / ₄ "	19 ¹ / ₂ "	18"	5 ³ / ₁₆ "	14 ¹⁵ / ₁₆ "	3 ¹¹ / ₁₆ "

Note: ¼" Clearance is required on both sides, top, and back of the appliance. These clearances are already calculated into the dimensions shown above.

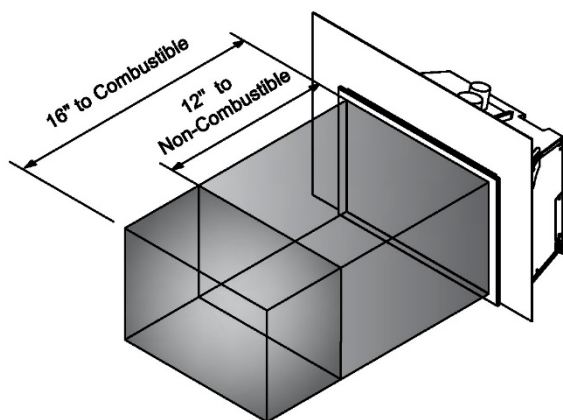
Note: The ¼" clearance is a bare minimum dimension. For ease of serviceability, we recommend an additional 2 ½" inches to the "C" dimension (height). Otherwise, reattaching the slide plate to the top of the unit is extremely difficult and almost impossible.

General Clearances

Viewing Area Clearance Zone

The viewing area clearance zone is an area that extends perpendicular from the fireplace viewing area. The depth of the viewing area clearance zone depends on the combustibility of the material in question. Distance is measured from the fireplace heat barrier.

Non-Combustible Materials	Must be a minimum of 12 inches from fireplace viewing
Combustible Materials	Must be a minimum of 16 inches from fireplace viewing



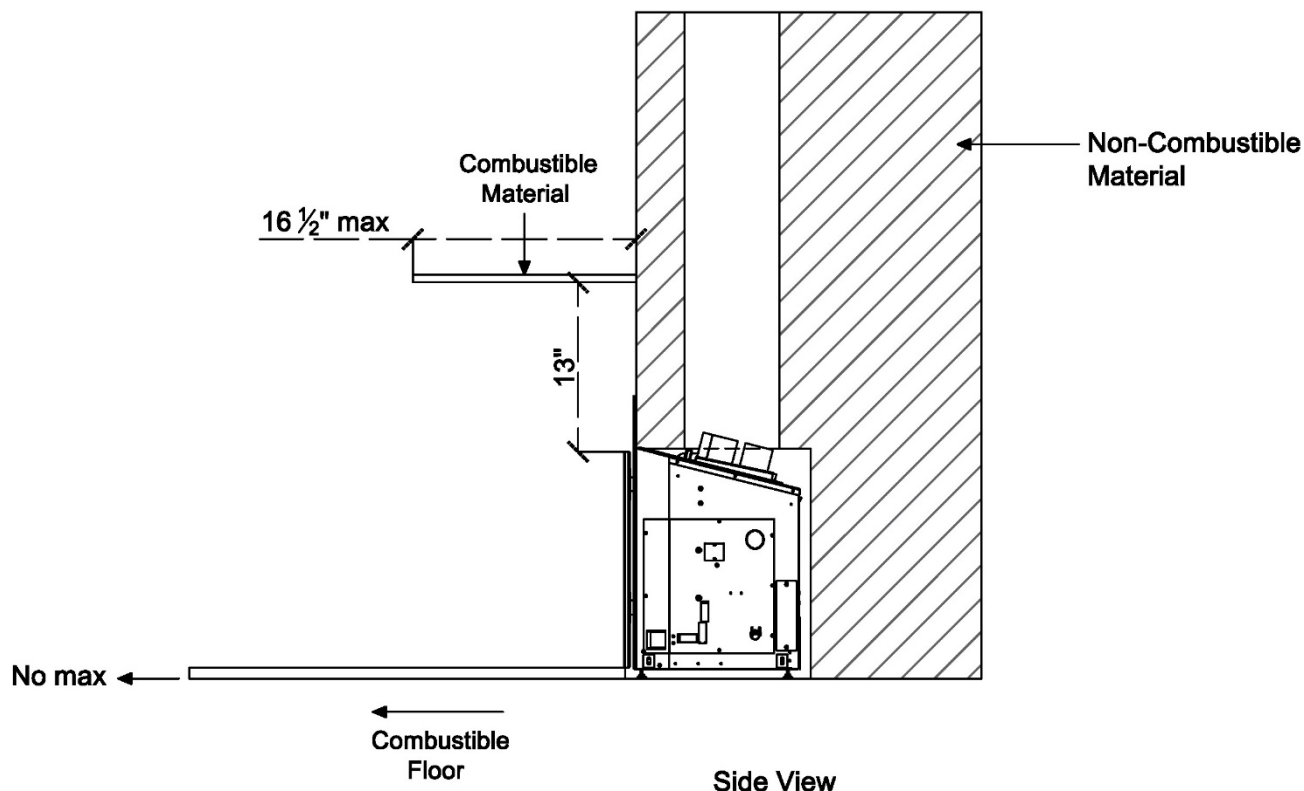
! IMPORTANT NOTE: When placing material near the glass, take care to consider fireplace serviceability. It is strongly recommended that any items/materials placed in front of the front (long) glass be movable for easy access to the fireplace during servicing.

Mantel Clearances

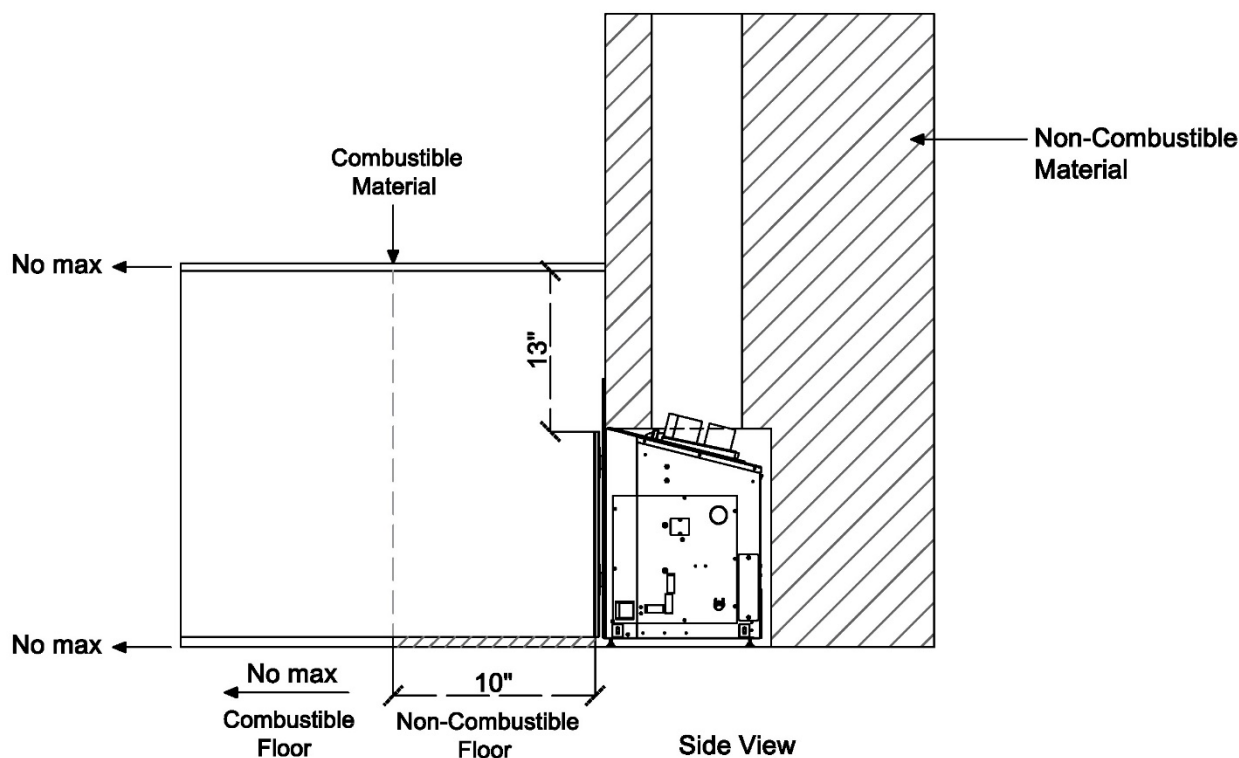
Comply with all minimum clearances in the two mantel sections below. .

Combustible Mantels

Maximum mantel depth is 16 1/2" when combustible flooring or hearth is directly in front of the insert. Combustible flooring or hearth must remain below the bottom of the surround. Any finishing material that protrudes more than 3/4" is considered a mantel and must meet the mantel requirements listed in this manual. Mantel is required to be a minimum of 13" from the top of the front frame.



For combustible mantel depth greater than 16 ½", a non-combustible floor or hearth must extend 10" from the unit. Non-Combustible flooring or hearth must remain below the bottom of the surround. A mantel is required to be a minimum of 13" from the top of the front frame.

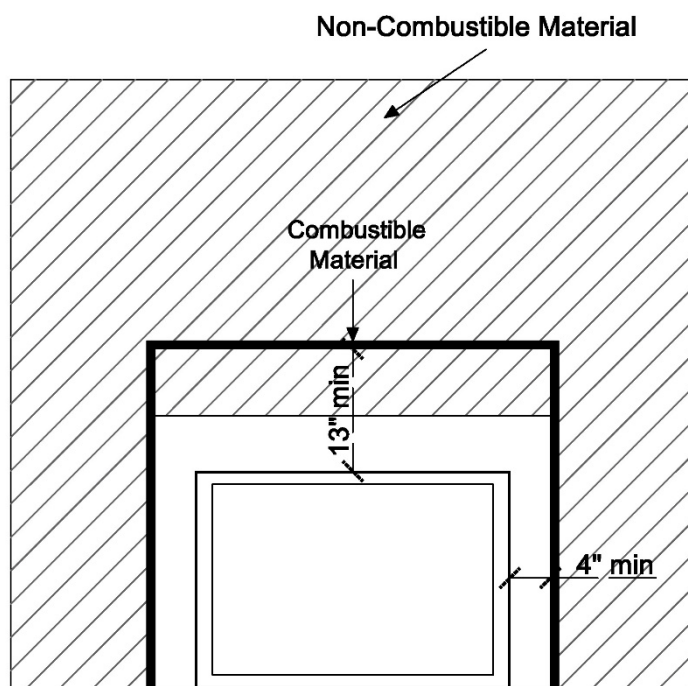


Non-Combustible Mantels

Non-Combustible Mantels' only limitation is they must not overlap the surround. Construction of the non-combustible mantel can start right at the top of the surround and has no depth limitations.

Combustible Mantel Legs or Side Wall Clearances

Combustible Mantel Legs or Wall Projections must maintain a 4" clearance as shown below from the side of the front frame. Depending on size of surround installed, this 4" clearance might need to be extended to allow for surround removal.

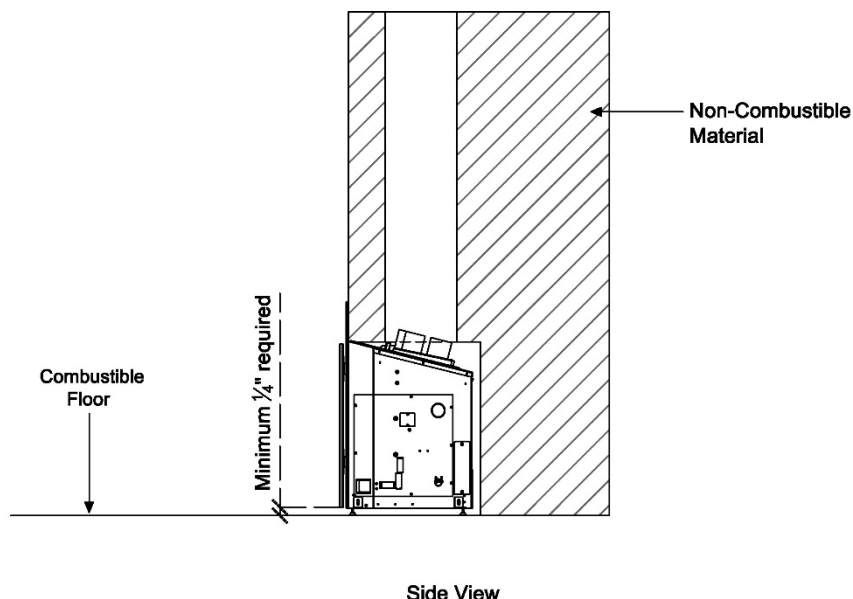


Non-Combustible Mantel Legs or Side Wall Clearances

Non-Combustible Mantels' only limitation is they must not overlap the surround. Construction of the non-combustible mantel can start right at the edge of the surround and has no depth limitations.

Chase Floor/Platform

The fireplace must be installed on a flat, solid, continuous surface. Surface can be concrete, metal, and other non-combustible floor types. Combustible flooring underneath the appliance is acceptable with a $\frac{1}{4}$ " minimum gap, by utilizing the leveling legs.



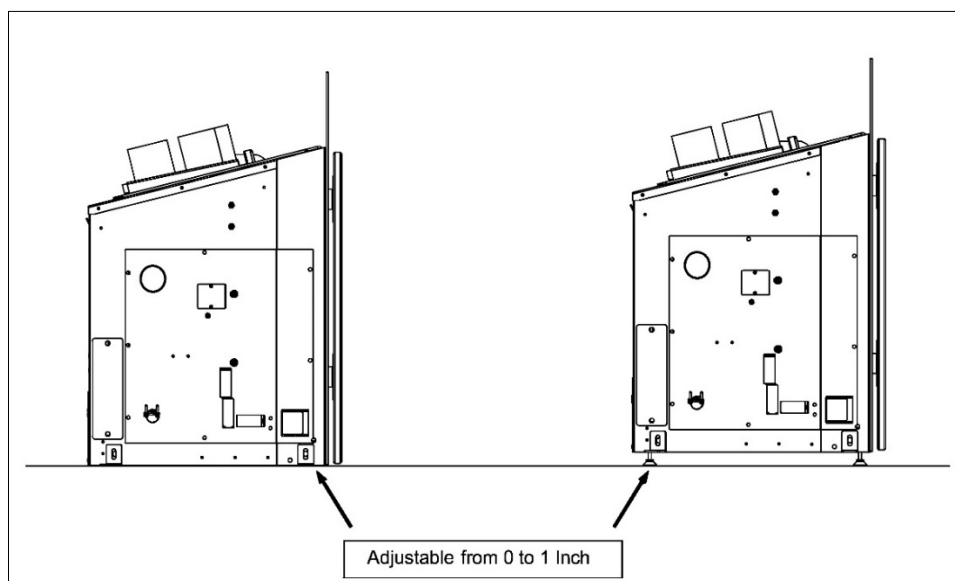
Raised Platform Option: To raise the fireplace higher, build a platform for the fireplace to stand on. Platform must be stable and able to bear the full weight of the fireplace. Platform must be constructed out of concrete, metal, or any other non-combustible materials unless you are raising the leveling legs a minimum of $\frac{1}{4}$ ".

Hearth Extension

A hearth extension is not required. **All flooring and hearth material must remain below the bottom of the surround.** Combustible flooring can be in front of the appliance. The temperature in front of the fireplace can get as high as 150°F above ambient temperature. While the fireplace certification allows for this temperature variance, building and finish materials will have their own limitations. Consult the material manufacturer to ensure the material can safely withstand this temperature range.

Leveling the Appliance

Level the appliance before placing it into the final position in the existing masonry. Leveling the unit will eliminate rocking or excessive noise when the fans are in operation and help with finishing and aesthetics associated with that process. Level the appliance from side to side and front to back. Adjust leveling legs to desired vertical position so appliance is level on the flooring. Legs are adjustable from 0 to 1" and can be adjusted using a Phillips head screwdriver or an Allen Wrench depending on how you are adjusting the leg height.

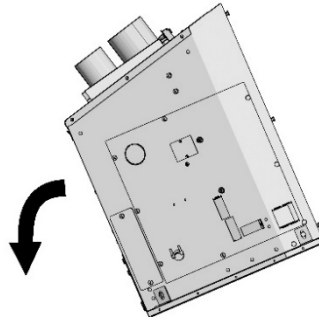


Adjusting Leg Height

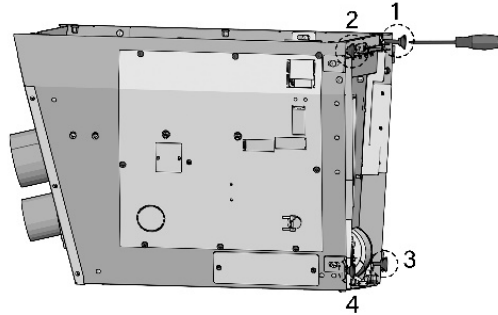
There are two ways to adjust the leg height.

Leg Height Adjustment #1

- Carefully tilt the unit onto the back

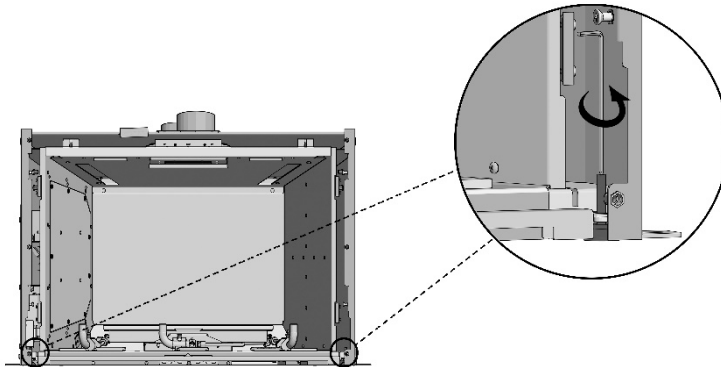


- Using a Phillips head screwdriver, turn the 4 leveling bolts counterclockwise to the desired height.

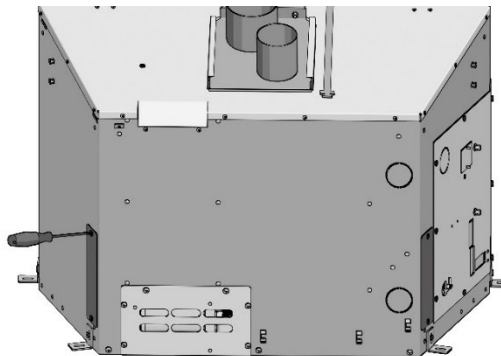


Leg Height Adjustment #2

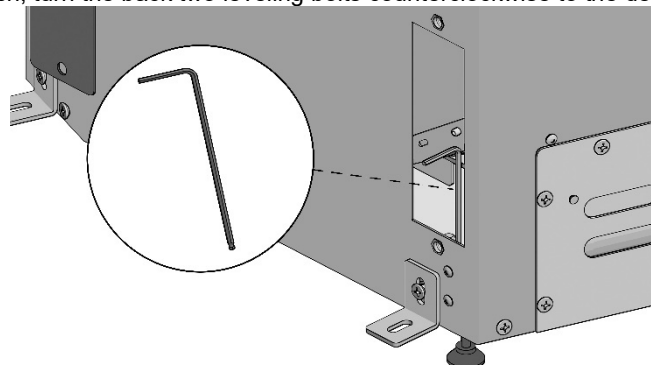
- Using a 3mm Allen Wrench, turn the front 2 leveling bolts counterclockwise to the desired height.



- Both left and right sides of the insert have panels located towards the back. Remove 2 bolts for each side panel to remove and access the back leveling bolts.



- Using the 3mm Allen Wrench, turn the back two leveling bolts counterclockwise to the desired height.



Venting

General Venting Requirements

The fireplace operates using a direct vent system and requires co-linear vent pipe. The fireplace must be properly connected to an approved vent system. Venting is not provided with the fireplace and must be sourced from one of the approved vent manufacturers mentioned in the table below. Proper installation, use, and maintenance of venting is determined by and can be acquired from the vent manufacturer.

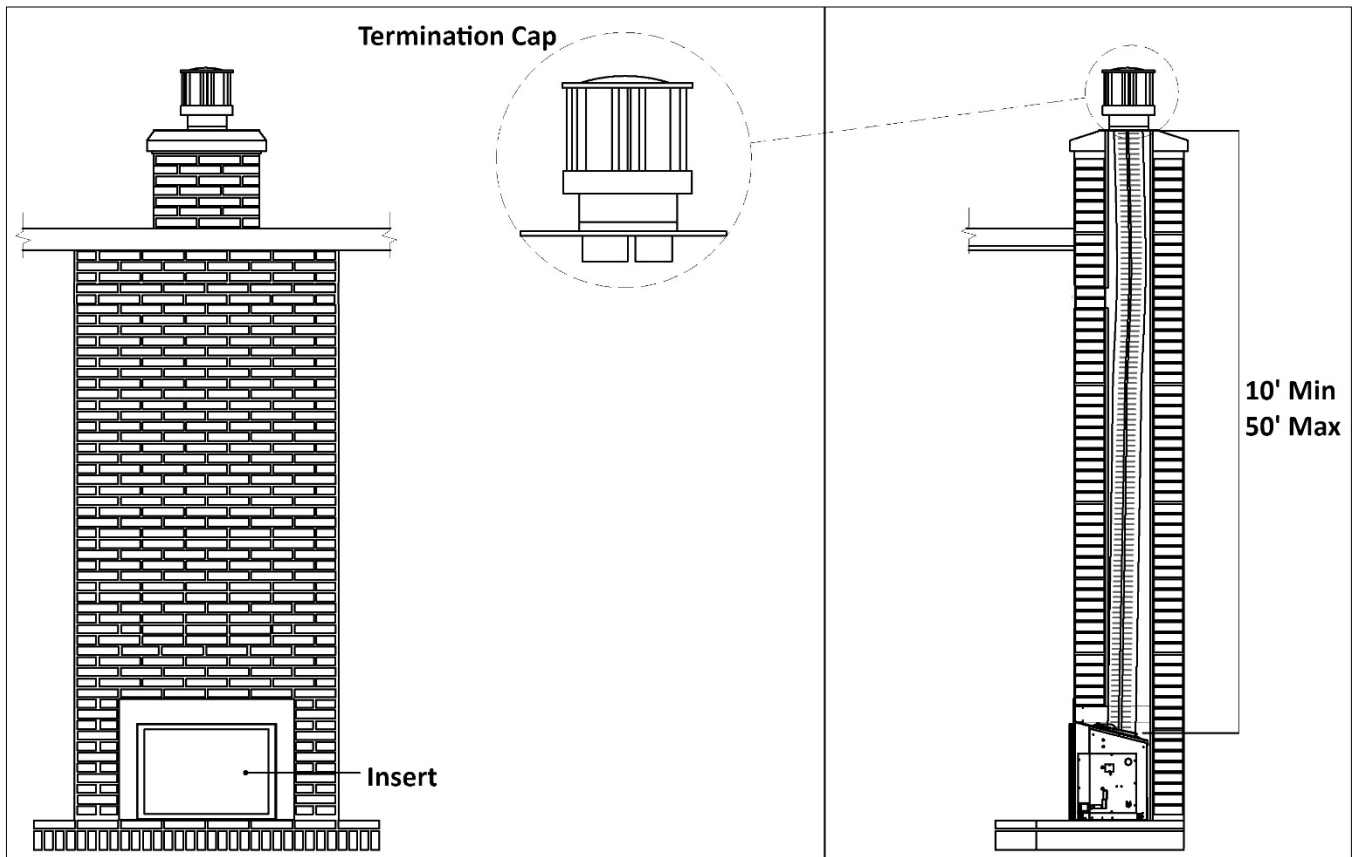
Series	Model	Split Pipe Size	Approved Vent Manufacturers
Wilderness Traditional Insert	IN29	3"x3"	BDM Duravent Olympia Icc Selkirk
Wilderness Traditional Insert	IN34	4"x3"	

WARNING: Do not combine vent components from different vent manufacturers. Please follow the manufacturer's instructions for vent system installation.

Allowable Vent Configurations

The table below depicts minimum and maximum vertical vent run configurations allowed with the Wilderness Traditional Inserts.

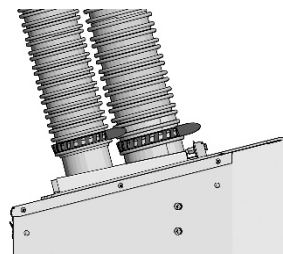
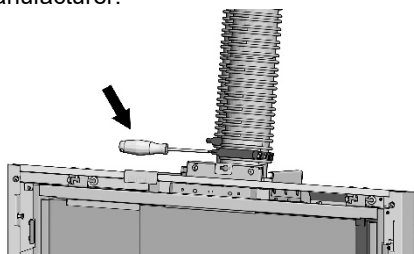
Model	Minimum Vertical Vent Run	Maximum Vertical Vent Run
IN29	10 ft	50 ft
IN34	10 ft	50 ft



Connecting the Co-Linear Vent Pipe

WARNING: Use stainless-steel band (hose) clamps to fix the chimney. Due to the gauge of metal used on the slide plate, self-tapping screw will be difficult to attach the liner.

- Guide the 4"x3" or 3"x3" flexible liners down through the chimney.
- Secure the 3" liner on the fresh air intake collar on the slide plate with the hose clamp using a 5/16" nut driver.
- Secure the 4" (IN34) or 3" (IN29) liner on the exhaust starting collar on the slide plate with the hose clamp using a 5/16" nut driver.
- All other proper installation, use, and maintenance of venting is determined by and can be acquired from the vent manufacturer.



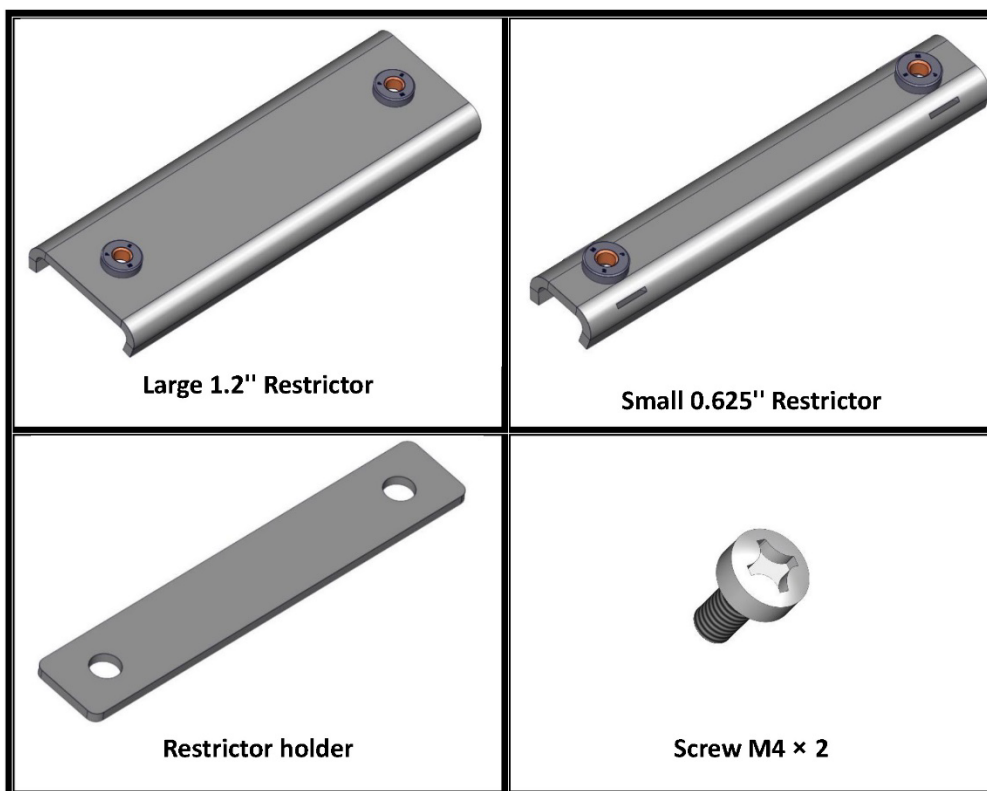
Vent Restrictors

A vent restrictor is a metal plate that reduces the flow of exhaust evacuating the fireplace. When 20 feet or more of vertical venting is used, a restrictor will need to be installed. Refer to the table below to determine which restrictor, if any, is recommended for your insert.

Vent Pipe Length	Restrictor Size
10 ft. – 20 ft.	No Restrictor
21 ft. – 35 ft.	Small (.625") Restrictor
36 ft. – 50 ft.	Large (1.2") Restrictor

Installation of Restrictors

This section explains how to properly install the restrictor, based off your vertical vent run length. The image below shows the components included with each insert.



STEP 1

Insert the restrictor into the top baffle as shown in Figure 1.

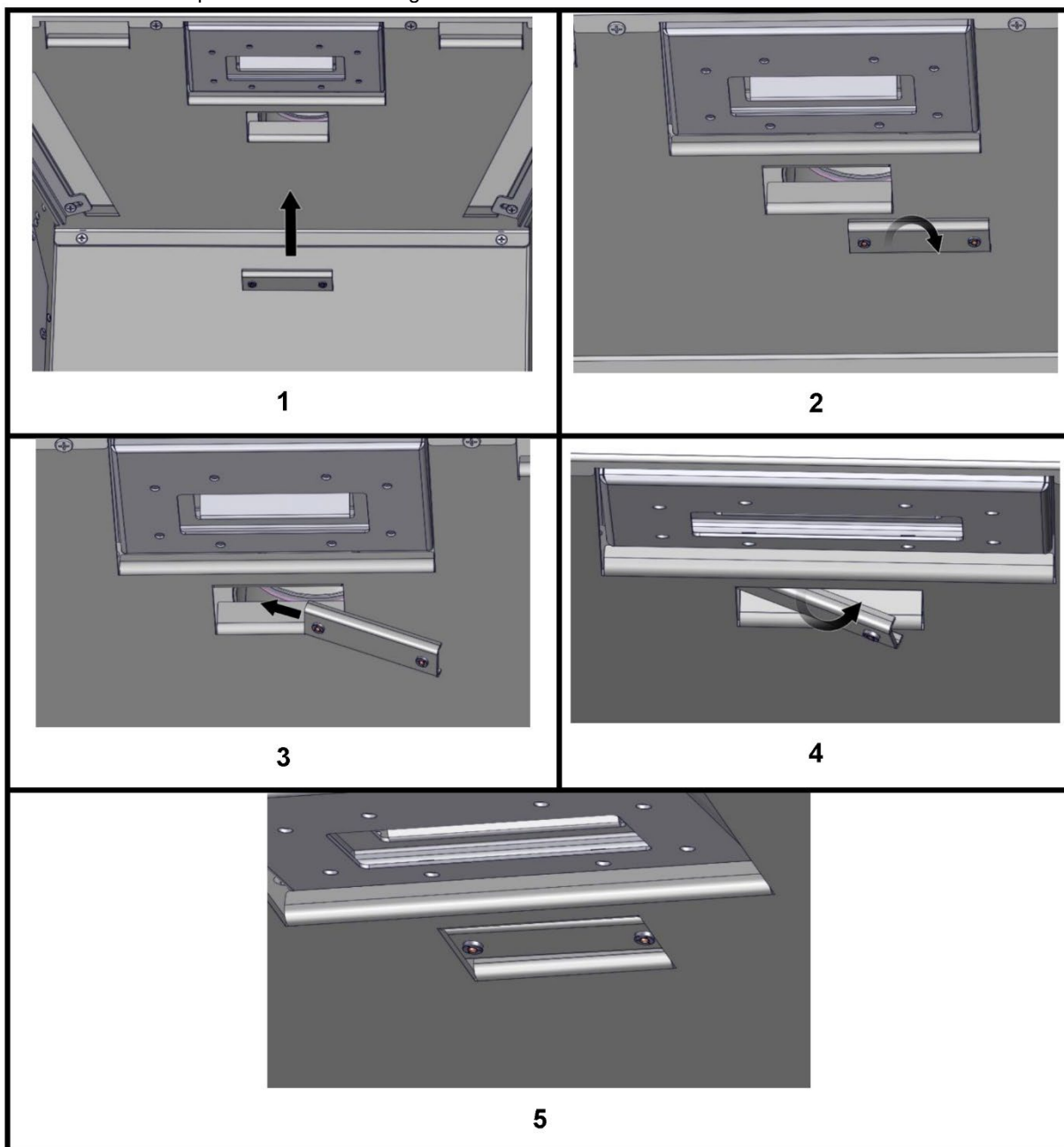


Figure 1

STEP 2

Install the restrictor holder over the restrictor as shown below.

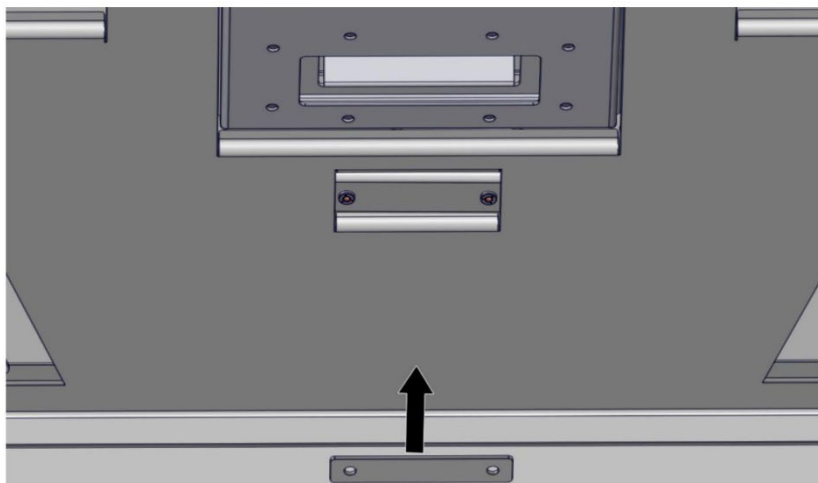


Figure 2

STEP 3

Connect the holder to the restrictor by tightening two screws using a Philips Head screwdriver, as shown below.

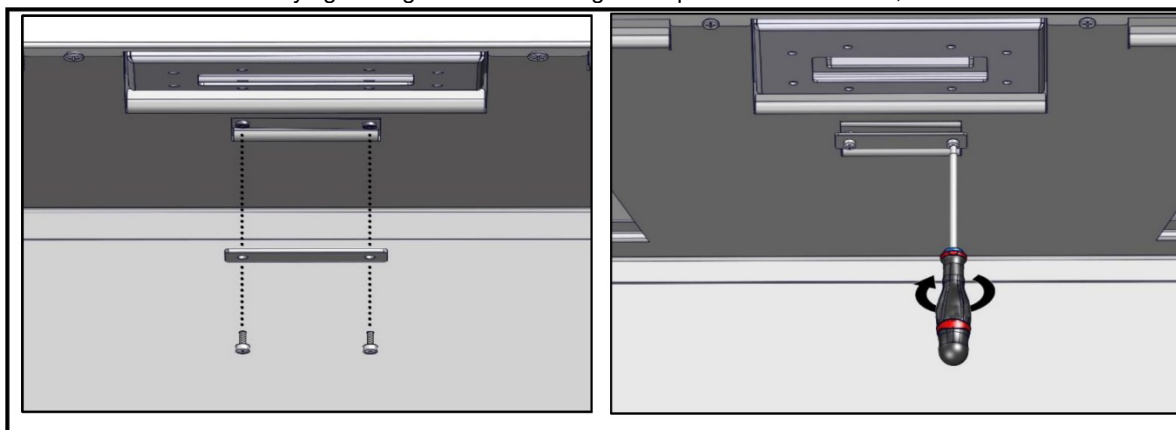
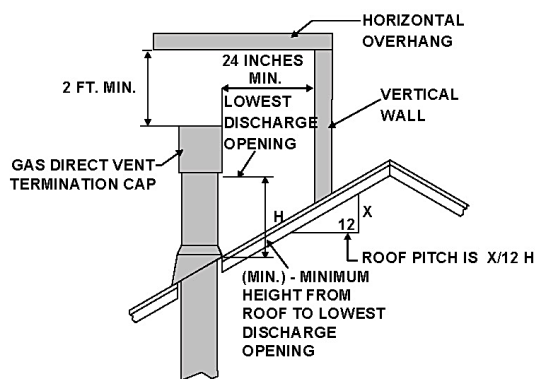


Figure 3

Vent Termination

Vertical Termination Clearances

Minimum Height From Roof To Lowest Discharge Opening

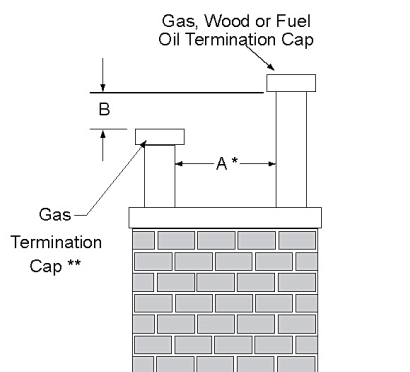


Roof Pitch	H (Min.) Ft.
Flat to 6/12.....	1.0*
Over 6/12 to 7/12.....	1.25*
Over 7/12 to 8/12.....	1.5*
Over 8/12 to 9/12.....	2.0*
Over 9/12 to 10/12.....	2.5*
Over 10/12 to 11/12.....	3.25
Over 11/12 to 12/12.....	4.0
Over 12/12 to 14/12.....	5.0
Over 14/12 to 16/12.....	6.0
Over 16/12 to 18/12.....	7.0
Over 18/12 to 20/12.....	7.5
Over 20/12 to 21/12.....	8.0

*H min. may vary depending on regional snowfall. Refer to local codes.

Staggered Termination Caps

A	B
6 in. (minimum) up to 24 in.	18 in. minimum
24 in. and over	0 in. minimum



* If using decorative cap cover(s), this distance may need to be increased. Refer to the installation instructions supplied with the decorative cap cover.

** In a staggered installation with both gas and wood or fuel oil terminations, the wood or fuel oil termination cap must be higher than the gas termination cap.

Notes:

1. Maintain a minimum of 2 feet clearance between edge of vertical termination and perpendicular wall.
2. If terminating near window, keep minimum of 2 feet clearance between window and vent termination.
3. All mechanical air intakes (such as an Enervex power vent) within 10 feet of a termination cap must be a minimum of 3 feet below the termination cap.
4. All gravity air intakes within 3 feet of a termination cap must be a minimum of 1 foot below the termination cap.

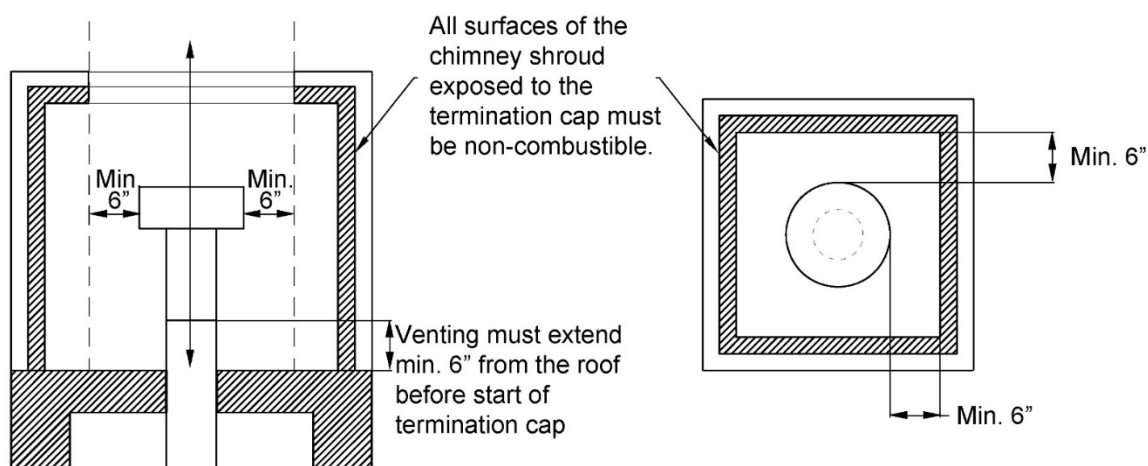
NOTE: This chart does not apply to a chimney surround application. See the “Chimney Surround” section on the next page for more information.

TERMINATION CAP NOTE: A Low-Profile Termination Cap can negatively impact flame appearance and is not recommended for use with the fireplace.

Chimney Surround

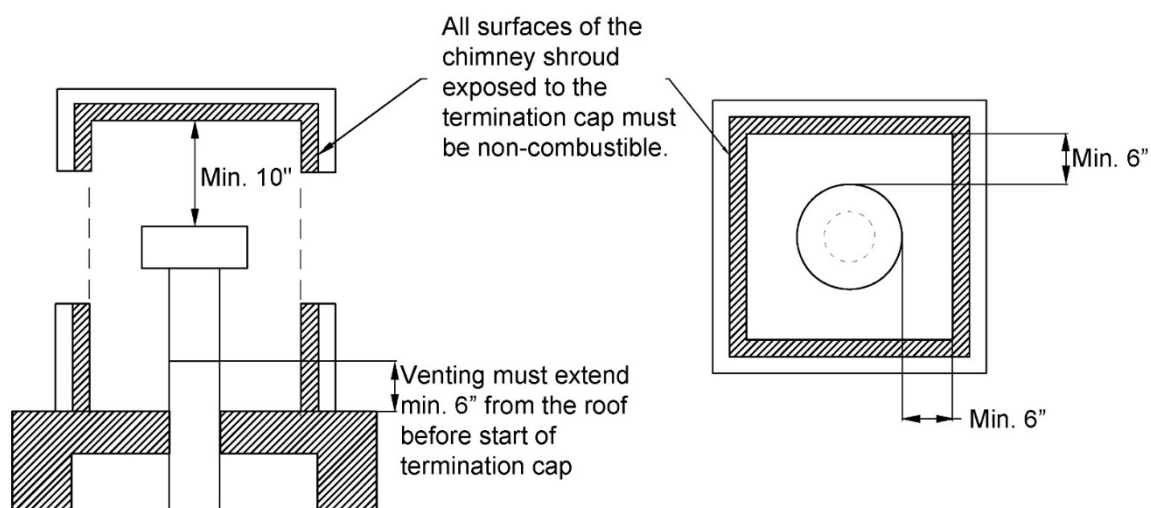
Top Open

Keep a minimum **6-inch** clearance around the diameter of the cap's side edge and extending above and below the cap.



Sides Open

Keep a minimum **6-inch** clearance around the diameter of the cap's side edge, and a minimum **10-inch** clearance above the top of the cap. For openings in the surround, make sure to allow for enough air flow space to release the exhaust gases and allow the vent to operate properly.



Vent Maintenance

Regular inspection of the vent system by a qualified service technician is recommended every six months. The following maintenance routing is recommended:

- Inspect vent liners and termination cap for obstructions, such as debris and other elements, corrosion, and damage.
- Verify vent liners are securely attached to the termination plate.
- Check termination cap seal or flashing for possible gaps.

Gas Information

The fireplaces are approved for use with natural gas (NG) or propane (LP) only. No other fuel types are permitted.

Gas Pressures

Fireplace Series	Burner	Gas Type	Inlet Pressure		Manifold Pressure	Heat Input (BTU/hr)		Orifice Size*
			Min	Max		Min	Max	
IN 29	45 Single (Dark Brown & Chopped Wood)	Natural Gas	7.0	11.0	5.0	14,000	30,000	140-160-160 320
		Propane	11.0	13.0	5.0	9,200	28,500	80-80-60 120
IN34	45 Single (Dark Brown & Chopped Wood)	Natural Gas	7.0	11.0	5.0	14,000	35,000	180-220-180 320
		Propane	11.0	13.0	5.0	15,000	35,000	90-120-90 180

*Wilderness Orifice Size, Top Row (left to right): Left log, center log, right log. Bottom Row: Bottom of burner

 **NOTE:** It can take up to 20 minutes for the flames to turn yellow.

Routing the Gas Line

The gas and electrical components are in the gas/electrical compartment on the left side on the outside of the fireplace. This compartment houses the gas valve, a single-gang outlet, and the electrical receiver. Correctly size and route the gas supply line from the supply regulator to the top left opening of this compartment, as per the requirements outlined in the latest edition of the National Fuel Gas Code, NFPA 54 (USA) or CAN/CSA-B1491 (Canada). See exact location of Gas and Electrical knockouts, see "General Product Information" section.

A gas shut-off valve and a 12" gas flex connector are provided with every fireplace. The location of the gas shut-off valve is dependent on local codes and requirements. Check with your authority having jurisdiction for more information.

It is recommended that extra gas line be installed within the masonry to allow for the removal of the insert for future servicing needs. Internal built-in access is not always the preferred method of choice when servicing the fireplace, your authorized Ortal Technician will determine the best course of action when servicing the fireplace.

 **WARNING:** The main gas valve must be installed to allow complete disconnection of the fireplace from the gas supply piping system for servicing purposes.

Access Panel

It is unnecessary to provide an access panel for the Wilderness Traditional Insert Series. Components are accessible to service through:

- Built-in access panel on the inner left side of the fireplace; remove glass, media, and burner tray to access.
- Exterior access panel on the outer left side of the fireplace; detach the slide plate, slide the fireplace out of the existing masonry fireplace to access.

See "Service Door for Electronics and Gas" section for instructions on how to service the insert from both locations.

Gas Conversion

Gas conversion (NG to LP or LP to NG) of the Wilderness Traditional Insert series fireplaces can be done in the field. Gas conversion must only be performed by a technician who has specific authorization by Ortal to change these components. The conversion kit must be supplied by Ortal. Using parts from other manufacturers or having an unauthorized party perform the conversion will void your fireplace's warranty. Conversion instructions are supplied with the conversion kit. Wilderness Traditional Inserts also require you to convert the log set depending on gas type.

Wilderness Traditional Insert 29 Series, Natural Gas: SKU: **GCLNIN29W**
Wilderness Traditional Insert 29 Series, Propane Gas: SKU: **GCNLIN29W**

Wilderness Traditional Insert 34 Series, Natural Gas: SKU: **GCLDIN29W**
Wilderness Traditional Insert 34 Series, Propane Gas: SKU: **GCNLIN34W**

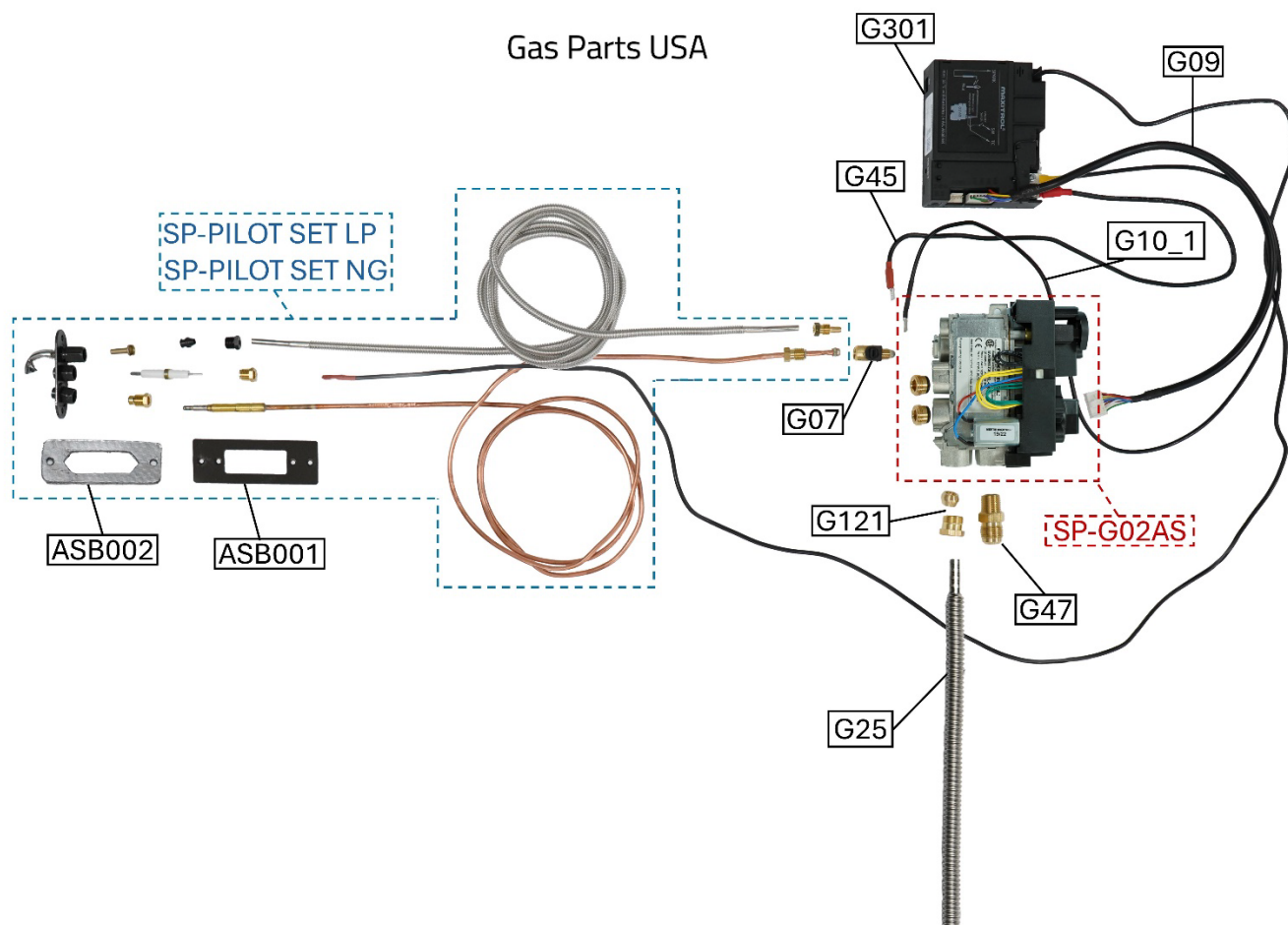
High Altitude Requirements

For elevations above 2,000 feet, orifices shall be re-rated 4% for each 1,000 feet above sea level.

In Canada: Input ratings are certified without a reduction of input rate for elevations up to 4500 feet above sea level. Please consult provincial and/ or local authorities having jurisdiction for installations at elevations above 4500 feet.

→Gas and Electrical Components

Assemblies and components are listed and described in the tables following the figure.



Part Number	Description
SP-PILOT SET NG SP-PILOT SET LP	Natural Gas Pilot Set Propane Pilot Set
ASB001	Pilot Bracket
ASB002	Pilot Gasket
G301	Symax Receiver
G10_1	Yellow Cable
G45	Red Cable

Part Number	Description
G07	Thermocouple Block
G121	Main Burner Gas Fitting
G25	Burner Gas Tube (8mm)
G47	Fitting for main line inlet to gas valve
SP-G02AS	Mertik Gas Valve
G09	Wire Harness from Valve to Receiver

The manufacturer of Ortal's gas and electrical components is Mertik Maxitrol. For information on these components, please visit the manufacturer's website: www.mertikmaxitrol.com

Electrical



WARNING: Disconnect the power supply before servicing any electrical components.

Electrical Requirements

A duplex receptacle with two outlets (not included) must be installed in the location where the gas and electrical components will be placed, which must be to the side or back of the fireplace within 36 inches of the pilot (see diagram in "Routing the Gas Line" section). Electrical work should be performed by a qualified licensed electrician, according to local code.

Outlet Type	Power Requirements
1 Duplex Receptacle (2 plugs)	120V, 15 amp, 60Hz



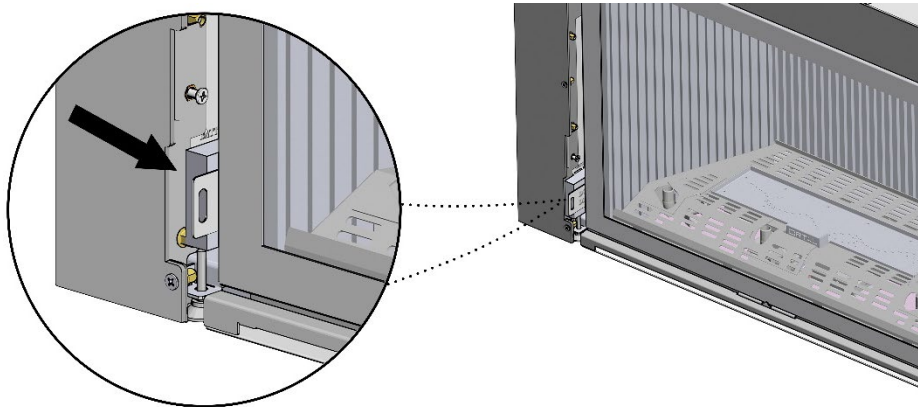
NOTE: Any device that functions using the same radio frequency as the handset will be affected when remote-controlled handset is in use.

Power Outage

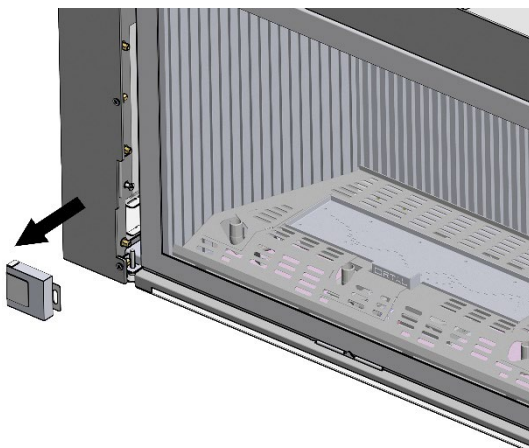
Wilderness Traditional Inserts may be used with 4 AA batteries in the receiver in addition to the AC Adapter. If the batteries are used instead of the AC Adapter, the fireplace can operate in the event of a power outage to the building. Batteries must be replaced annually. Fireplaces with Wi-Fi or lights can still be battery-operated, but the Wi-Fi and light will not function.

Battery Backup Access

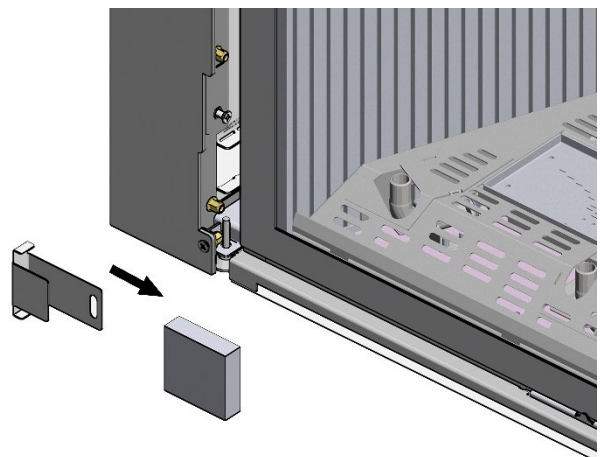
1. Remove the front frame.
2. Locate the battery pack on the left side of the unit.
3. Pull the battery pack out from its designated spot.
4. Remove the battery pack from the metal holder.



Locate the Battery Pack



Remove Battery Pack from Unit



Remove Battery Pack from Holder

Pairing the Remote and Receiver

To set up the remote-control device to operate the fireplace, follow the following guidelines to pair the remote and receiver unit on the same radio frequency.

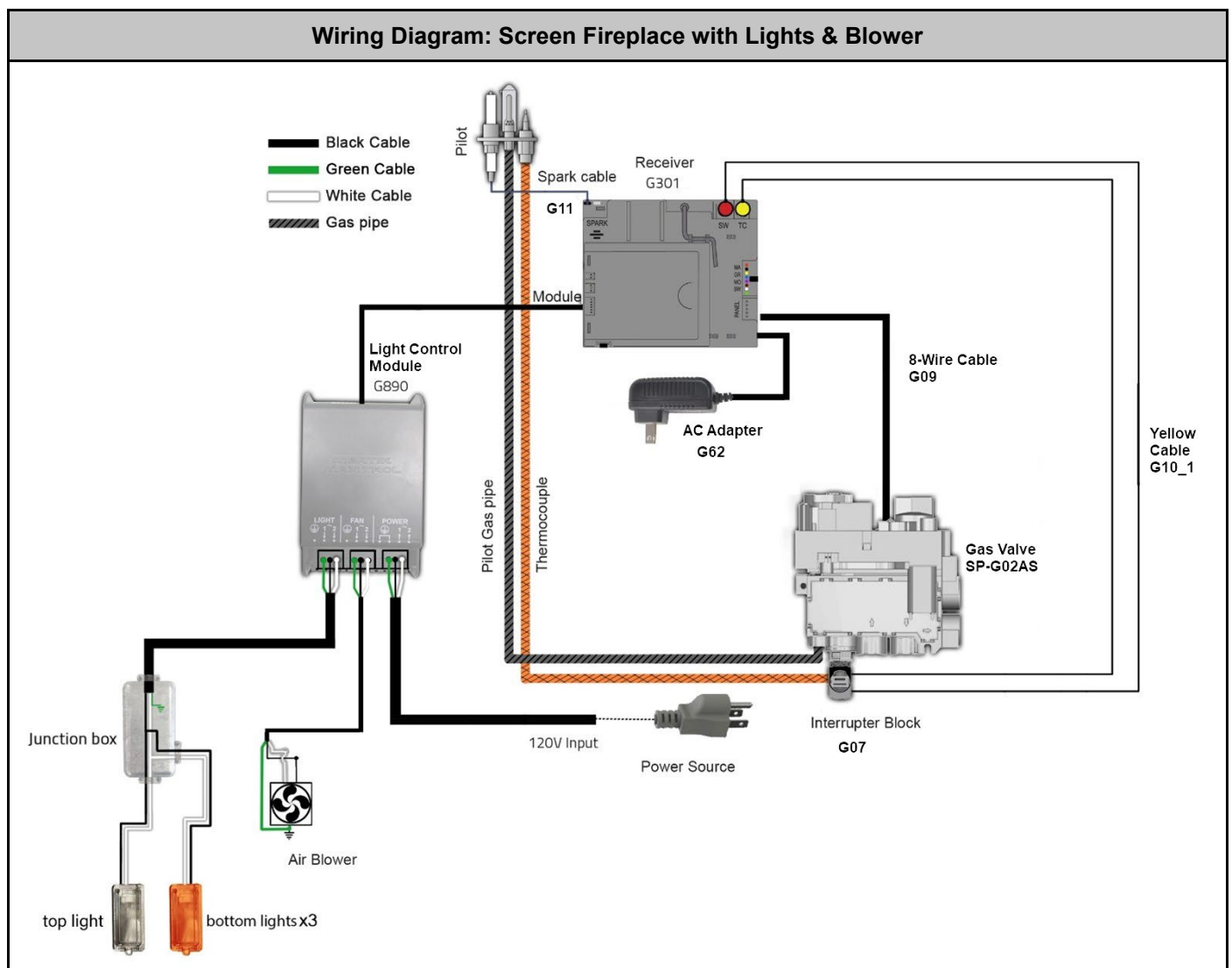
1. Press and hold the receiver's reset button until you hear two beeps. The first beep is short, and the second beep is long. After the second beep, release the reset button.
2. Within the subsequent 20 seconds, press the following button depending on the mode of operation:
 - **10-Button Handset:** Press the  button until you see the word "CONN" and a number counting up from 1 to 8 appear on the handset display. This confirms that the synchronization and data exchange are in process.
 - **Puck Handset:** Press and hold the – button approximately 4 seconds.
 - **Wall Switch:** Use the 10-button handset to synch with the receiver. Once the remote and receiver are paired, the wall switch will function normally.
 - **MyFire App:** Use the 10-button handset to synch with the receiver. Once the remote and receiver are paired, the App will function normally.
3. You will hear two short beeps confirming the connection.



- NOTES:**
- If you hear one long beep, this indicates the connection has failed or the wiring is incorrect.
 - The connection between remote and receiver only needs to be made once and is not required after changing the batteries in the remote.

Wiring Diagrams

The following diagram shows the electrical wiring requirement for a Wilderness Traditional Insert fireplace with a screen heat barrier.



Home Automation Wiring Diagram

Use the following wiring diagram to connect fireplace control to a hardwired home automation system.

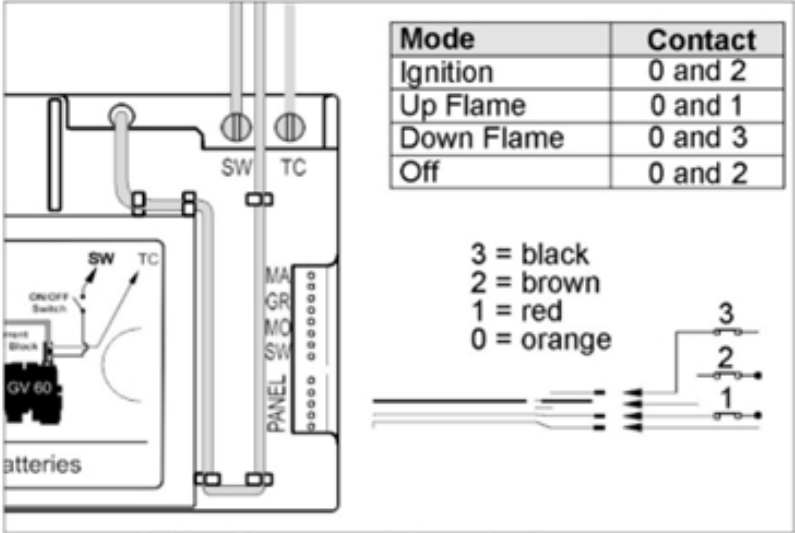
Contacts Options/Operation

Ignition: Close contacts 0 (orange) and 2 (brown) simultaneously for 1 second. The fireplace automatically goes to high after ignition.

Up Flame: Close contacts 0 (orange) and 1 (red) simultaneously. The contact needs to be closed for 12 seconds to turn the motor from end-stop to end-stop.

Down Flame: Close contacts 0 (orange) and 3 (black) simultaneously. The contact needs to be closed for 12 seconds to turn the motor from end-stop to end-stop.

Off: Close contacts 0 (orange) and 2 (brown) simultaneously for 1 second.



The diagram shows a fireplace control unit with terminals SW, TC, MA, GR, MO, and SW. It is connected to a GV 60 unit and batteries. A legend indicates: 3 = black, 2 = brown, 1 = red, 0 = orange. A table lists the modes and their corresponding contacts: Ignition (0 and 2), Up Flame (0 and 1), Down Flame (0 and 3), and Off (0 and 2). A wiring schematic shows the connections for these contacts.

Mode	Contact
Ignition	0 and 2
Up Flame	0 and 1
Down Flame	0 and 3
Off	0 and 2

3 = black
2 = brown
1 = red
0 = orange

Wiring Diagram and Operation Sequence

Mode of Operation: The external source provides ON and OFF operation only. The Timer/Thermostat handset provides all other functions.

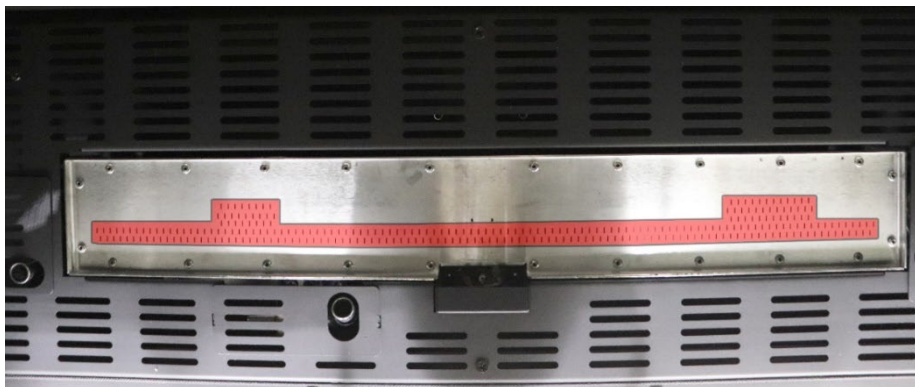
NOTICE: The Timer/Thermostat handset in Thermostatic Model controls the room temperature even if the fire is turned on by the external source. If the handset is in Manual Mode, the fire will go to High Fire in the next cycle of external operation.

NOTE: This wiring diagram is for hardwired home automation systems only and will not connect the fireplace to a wireless system.

Firelog Set Up

Firelog Installation Warnings

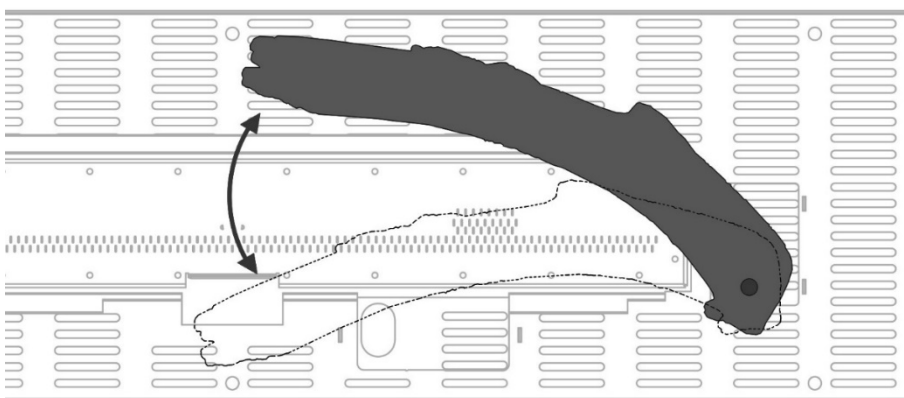
1. **Firelogs are fragile.** Handle them gently to prevent damage to their paint or to the fireplace.
2. **Arrange firelogs as shown in the section below.** Do not arrange them in any other way. If firelogs are not installed per installation instructions, flame impingement and improper combustion may occur and result in soot and/or excessive production of carbon monoxide (CO). Carbon monoxide is a toxic, colorless, and odorless gas.
3. **Do not install the firelog media until** fireplace installation is complete, the gas line is connected and tested for leaks, and initial burner operation has been inspected and approved.
4. **Keep 1 inch around the pilot (behind pilot hood) completely clear of any media or debris.** Contact between the nickel strands and the spark plug cable may lead to failure operating the fireplace.
5. Do **not cover the main burner holes** (marked in the image below) unless otherwise stated in this manual. Blocking the holes can cause a gas release that could cause an explosion in the fireplace.



6. Placing the log onto the log base/tube:
Step 1: Grasp the log at both ends as shown in the picture.



Step 2: Insert the tube coming out of the log into its base while making gentle rotational movements back and forth around its axis for easy insertion/removal. See figure below.



Top View



WARNING: Using force when installing the log onto its base/gas tube may result in breakage or damage to the log that will require its replacement.

Chopped Wood Firelogs

Wilderness Chopped Wood Firelogs are designed for use in the Wilderness Insert series fireplaces only. No other interior design media options are permitted for Wilderness series fireplaces. The following Chopped Wood Firelog sets are permitted for the Wilderness Insert series fireplaces:

Chopped Wood Firelog Set for Wilderness 29 & 34 Series Fireplace, Natural Gas: **SKU: MLLBSMCHIN2934**

Chopped Wood Firelog Set for Wilderness 29 Series Fireplace, Propane: **SKU: GCNLCWIN29W**

Chopped Wood Firelog Set for Wilderness 34 Series Fireplace, Propane: **SKU: GCNLCWIN34W**

CHOPPED WOOD FIRELOG SETS ARE DIFFERENT FOR NG AND LP:

- Firelog sets for NG and LP have different SKUs. Please ensure you have correct SKU for desired gas type prior to ordering.
- LP logs do not contain nickel strands inside the logs. NG logs do contain nickel strands.

NOTE: It can take up to 20 minutes for the flames to turn yellow.

WARNING: The fireplace is not designed to burn real wood. Any attempt to do so could cause irreparable damage to the fireplace and may result in property damage, personal injury and/or loss of life.

Firelogs must be arranged as detailed in the following pages. Alternative log arrangement will affect fireplace safety, operation, and performance. Handle logs gently to avoid paint damage. **Firelog placement directions vary depending on gas type. Follow correct directions carefully.** Setup can take up to 1 hour to complete.

The following items are included with the Chopped Wood Firelog set for Wilderness series inserts.



Insert 29 Chopped Wood Firelog Placement: Natural Gas & Propane

Nickle Strands

STEP 1

1. Use your fingers to separate the nickel strands (supplied 2x20" long) as shown in the image below. It is recommended to cut the nickel strips into 10 equal strips to make it easier to separate them.



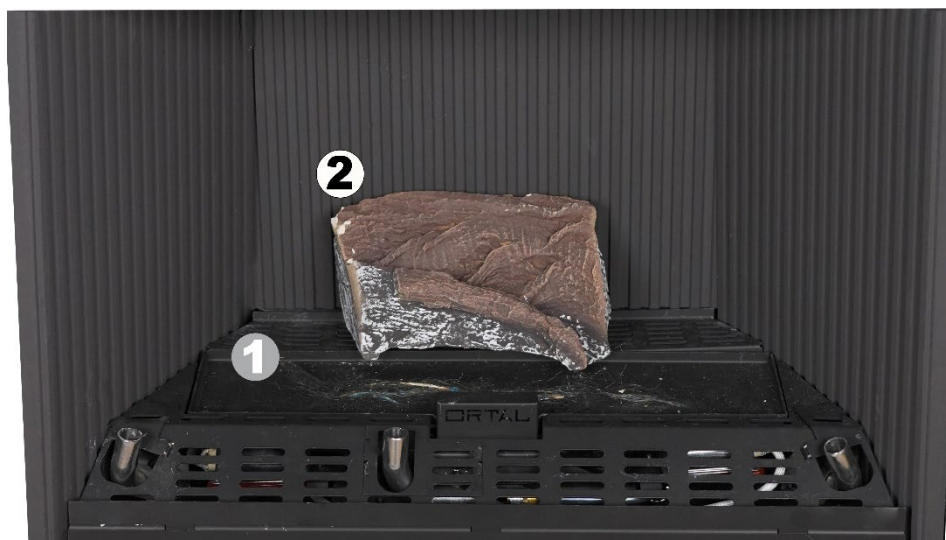
Left: Nickel strands as supplied | Right: Nickel strands ready to use

2. Place nickel strands on top of the burner holes. Keep nickel strands a minimum of 1 inch from the pilot.



⚠ WARNING: For safety and optimal fireplace function, keep 1 inch around the pilot (behind pilot hood) completely clear of any media or debris.

STEP 2

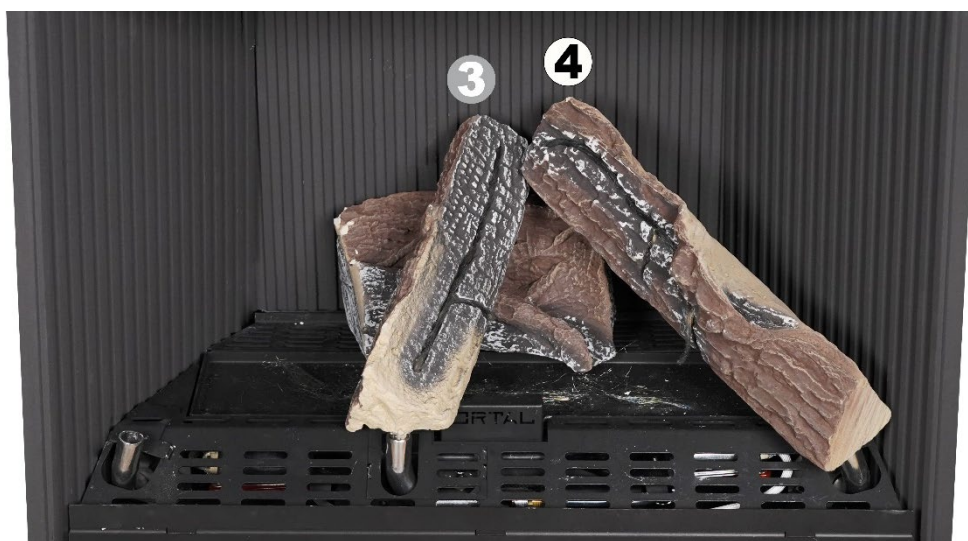


STEP 3



The base of log #3 can be adjusted to fit the position shown in the picture above (see “Log Base Position Adjustment” section for details).

STEP 4



The base of log #4 can be adjusted to fit the position shown in the picture above (see “Log Base Position Adjustment” section for details).

STEP 5



The base of log #5 can be adjusted to fit the position shown in the picture above (see “Log Base Position Adjustment” section for details).

STEP 6



STEP 7



STEP 8



Add the charcoal pieces to the remainder of the burner. Do not cover burner holes. Maintain minimum 1-inch clearance around the pilot behind pilot hood.

⚠ WARNING: For safety and optimal fireplace function, keep 1 inch around the pilot (behind pilot hood) completely clear of any media or debris.

Insert 34 Chopped Wood Firelog Placement: Natural Gas & Propane

Nickle Strands

STEP 1

1. Use your fingers to separate the nickel strands (supplied 2x20" long) as shown in the image below. It is recommended to cut the nickel strips into 10 equal strips to make it easier to separate them.



Left: Nickel strands as supplied | Right: Nickel strands ready to use

2. Place nickel strands on top of the burner holes. Keep nickel strands a minimum of 1 inch from the pilot.



⚠ WARNING: For safety and optimal fireplace function, keep 1 inch around the pilot (behind pilot hood) completely clear of any media or debris.

STEP 2



STEP 3



The base of log #3 can be adjusted to fit the position shown in the picture above (see “Log Base Position Adjustment” section for details).

STEP 4



The base of log #4 can be adjusted to fit the position shown in the picture above (see “Log Base Position Adjustment” section for details).

STEP 5



The base of log #5 can be adjusted to fit the position shown in the picture above (see “Log Base Position Adjustment” section for details).

STEP 6



STEP 7



STEP 8



Add the charcoal pieces to the remainder of the burner. Do not cover burner holes. Maintain minimum 1-inch clearance around the pilot behind pilot hood.

⚠ WARNING: For safety and optimal fireplace function, keep 1 inch around the pilot (behind pilot hood) completely clear of any media or debris.

Dark Brown Firelogs

Wilderness Dark Brown Firelogs are designed for use in the Wilderness Insert series fireplaces only. No other interior design media options are permitted for Wilderness series fireplaces. The following Dark Brown Firelog sets are permitted for the Wilderness Insert series fireplaces:

Chopped Wood Firelog Set for Wilderness 29 Series Fireplace, Natural Gas: **SKU: MLLBSMD3IN29**

Chopped Wood Firelog Set for Wilderness 34 Series Fireplace, Natural Gas: **SKU: MLLBSMD3IN34**

Chopped Wood Firelog Set for Wilderness 29 Series Fireplace, Propane: **SKU: GCNLDBIN29W**

Chopped Wood Firelog Set for Wilderness 34 Series Fireplace, Propane: **SKU: GCNLDBIN34W**

DARK BROWN FIRELOG SETS ARE DIFFERENT FOR NG AND LP:

- Firelog sets for NG and LP have different SKUs. Please ensure you have correct SKU for desired gas type prior to ordering.
- LP logs do not contain nickel strands inside the logs. NG logs do contain nickel strands.



NOTE: It can take up to 20 minutes for the flames to turn yellow.



WARNING: The fireplace is not designed to burn real wood. Any attempt to do so could cause irreparable damage to the fireplace and may result in property damage, personal injury and/or loss of life.

Firelogs must be arranged as detailed in the following pages. Alternative log arrangement will affect fireplace safety, operation, and performance. Handle logs gently to avoid paint damage. **Firelog placement directions vary depending on gas type. Follow correct directions carefully.** Setup can take up to 1 hour to complete.

The following items are included with the Dark Brown Firelog set for Wilderness series inserts.



Insert 29 Dark Brown Firelog Placement: Natural Gas & Propane

Instruction is still a work in progress.

Insert 34 Dark Brown Firelog Placement: Natural Gas & Propane

Nickle Strands

STEP 1

1. Use your fingers to separate the nickel strands (supplied 2x20" long) as shown in the image below. It is recommended to cut the nickel strips into 10 equal strips to make it easier to separate them.



Left: Nickel strands as supplied | Right: Nickel strands ready to use

2. Place nickel strands on top of the burner holes. Keep nickel strands a minimum of 1 inch from the pilot.



STEP 2



STEP 3



The base of log #3 can be adjusted to fit the position shown in the picture above (see “Log Base Position Adjustment” section for details).

STEP 4



The base of log #4 can be adjusted to fit the position shown in the picture above (see “Log Base Position Adjustment” section for details).

STEP 5



The base of log #5 can be adjusted to fit the position shown in the picture above (see “Log Base Position Adjustment” section for details).

STEP 6



STEP 7



Add the charcoal pieces to the remainder of the burner. Do not cover burner holes. Maintain minimum 1-inch clearance around the pilot behind pilot hood.

⚠ WARNING: For safety and optimal fireplace function, keep 1 inch around the pilot (behind pilot hood) completely clear of any media or debris.

Log Base Position Adjustment

Adjustment Instructions

STEP 1

Remove the front frame and glass assembly.

STEP 2

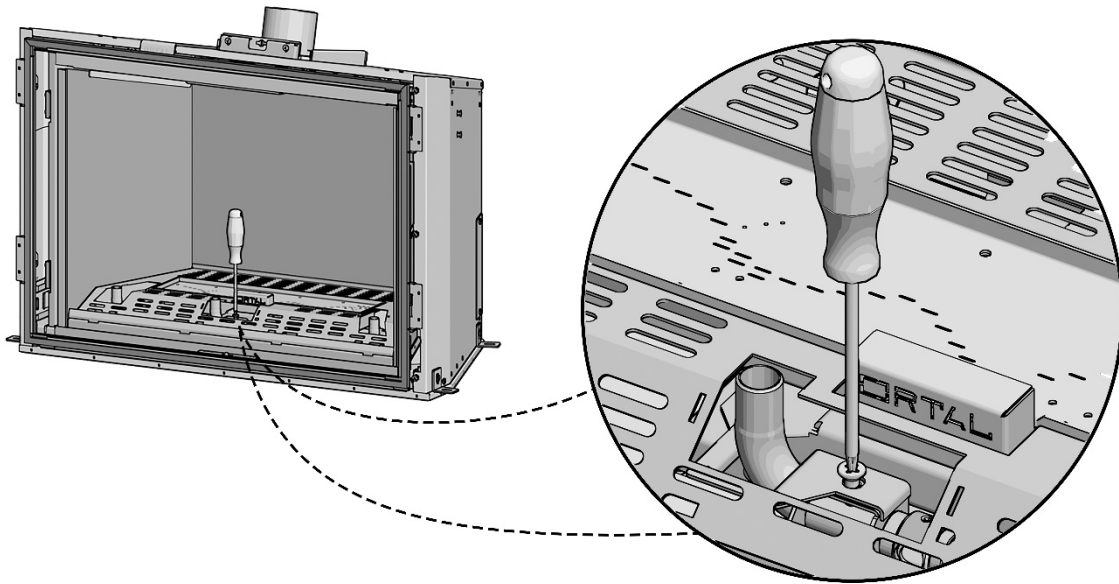
Pull log up to remove from the base.

STEP 3

Pull up on the left grill cover to remove. Repeat step with middle and right grill covers.

STEP 4

With a Phillips head screwdriver, loosen the screw holding the log base into place.



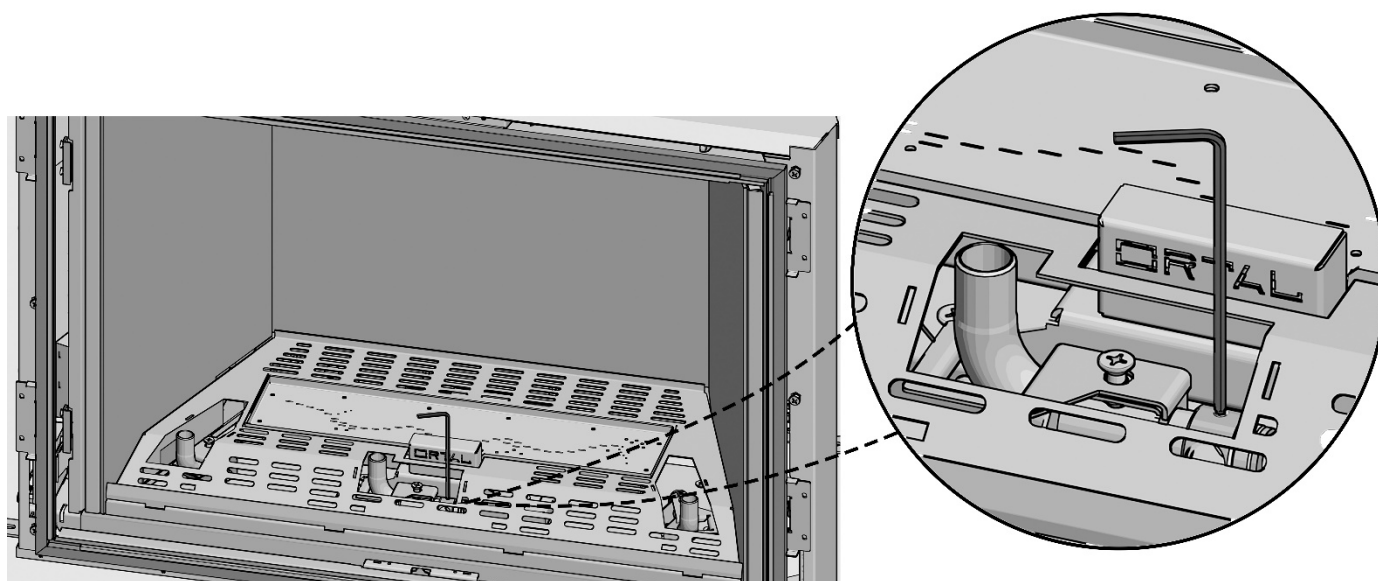
STEP 5

Adjust the log base as necessary, retightening the screw to keep the log base in the desired position.

Log Base Aeration

STEP 1

Loosen the log base aeration screw with a 2.5mm Allen Key.



STEP 2

To adjust the aeration level, rotate the air shutter per specifications listed in the table below. Tighten the screw to keep the shutter in the desired position.

Fireplace Series	Log Set	NG Air Shutter Position	LP Air Shutter Position
IN29	Chopped Wood	4mm-4mm-4mm 2mm	Full Open-Full Open-Full Open Full Open
	Dark Brown	Full Open-Full Open-Full Open 2mm	Full Open-Full Open-Full Open Full Open
IN34	Chopped Wood	4mm-4mm-4mm 2mm	Full Open-Full Open-Full Open Full Open
	Dark Brown	8mm-4mm-Full Open 2mm	Full Open-Full Open-Full Open Full Open

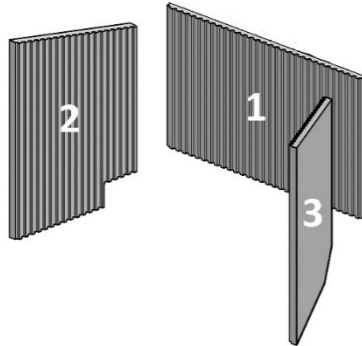
***Wilderness Shutter Size, Top Row (left to right): Left log, center log, right log. Bottom Row: Bottom of burner**

→Panel Option Installation Guidelines

Internal panels are required to complete installation of the Wilderness Traditional Insert.

Brick and Blackridge Panels

Layout the three panels, ensuring that any grout lines align. Horizontal and Herringbone options back panel orientation matters for proper alignment. Mounting brackets for the left and right-side panels ship in place.



Part Identification

STEP 1

Locate the support brackets from the top of the inner firebox. Using a Phillips head screwdriver, remove both brackets by removing the two bolts holding them in place.

STEP 2

Place the back piece (#1) of refractory into the insert. It will sit on a small lip on the back of the inner firebox.

STEP 3

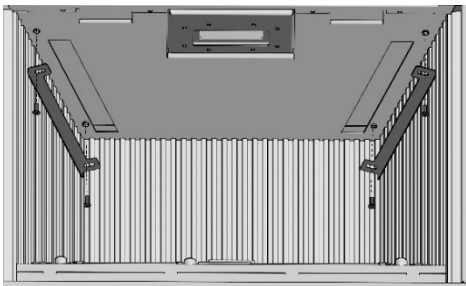
While supporting the back piece with one hand, slide the left side (#2) into place.

STEP 4

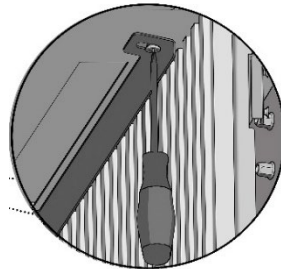
Reinstall the left side bracket using the two bolts removed in step 1.

STEP 5

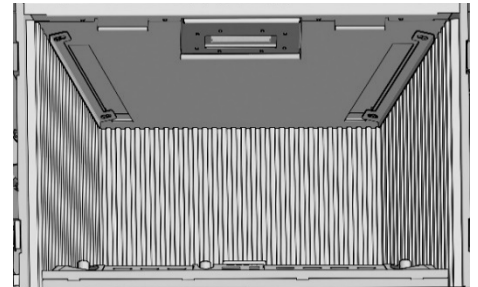
Repeat steps 3-4 to install the right side (#3).



Bracket Placement



Installation of Brackets



Installation Complete

→Black Reflective Panels

Reflective Panels require a layer of vermiculite to be installed behind them. Mounting brackets for the left and right-side panels ship in place.



Part Identification

STEP 1

Locate the support brackets from the top of the inner firebox. Using a Phillips head screwdriver, remove both brackets by removing the two bolts holding them in place.

STEP 2

Locate the side vermiculite pieces (items #1 & 3) and the side brackets (items #4 & 5). The purpose of these brackets is to cover the front edges of the vermiculite (an A surface), so when installed the black bracket is visible versus the vermiculite.

STEP 3

Install the brackets onto the outer edges of the vermiculite panels. Each bracket has two tabs that should be hand bent down to hold the brackets in place.

STEP 4

Place the back piece (#2) of vermiculite into the insert. It will sit on a small lip on the back of the inner firebox.

STEP 5

While supporting the back piece with one hand, slide the left side (#1) into place.

STEP 6

Slide the right side (#3) into place.

STEP 7

Place the back reflective panel (#7) into the insert. It will sit on a small lip on the back of the inner firebox.

STEP 8

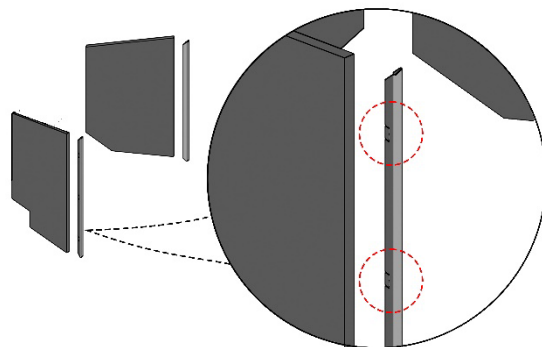
While supporting the back piece with one hand, slide the left side (#6) into place.

STEP 9

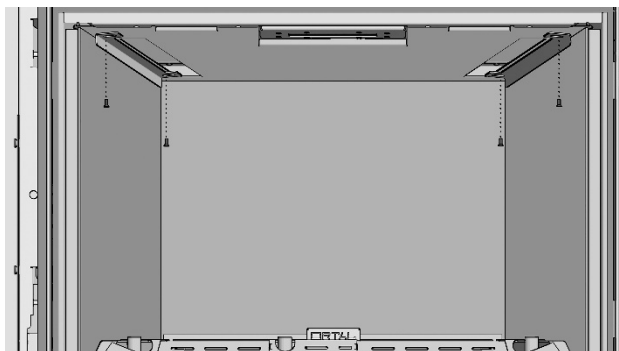
Reinstall the left side bracket using the two bolts removed in step 1.

STEP 10

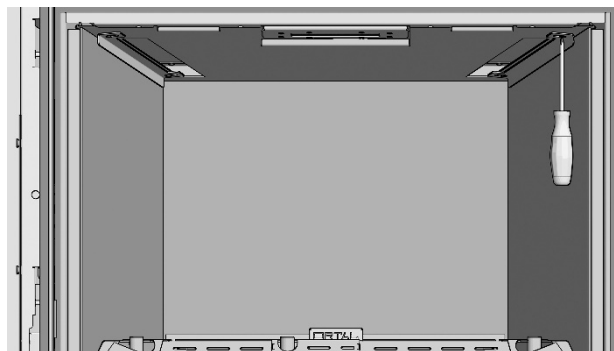
Repeat steps 8-9 to install the right side (#8).



Installation of Vermiculite Brackets



Bolt Placement for Mounting Brackets

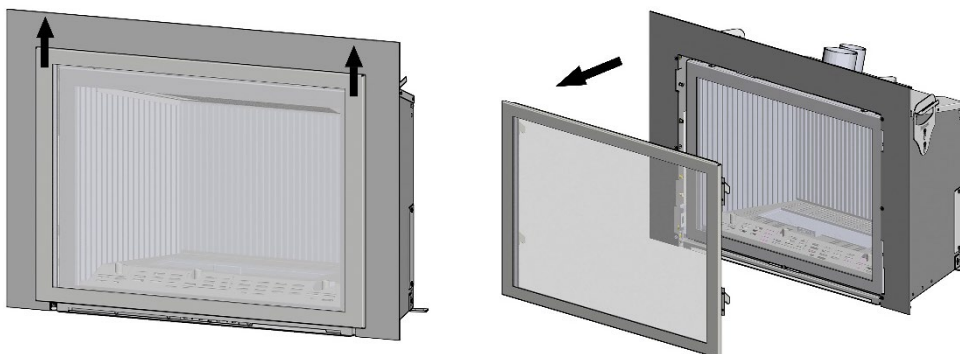


Installation of Mounting Brackets

Service

Front Frame

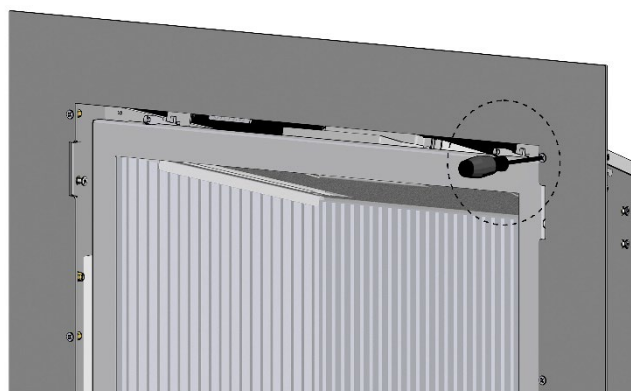
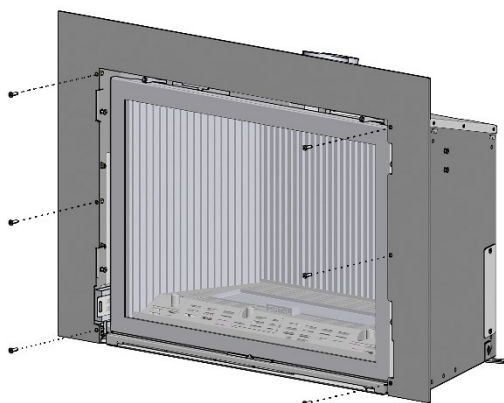
A front frame is required to complete installation of the Wilderness Traditional Insert. To remove the front frame, grasp the frame from the sides and lift upward and pull out like shown in the illustrations below.



To reinstall the front frame, align the four brackets (two on each side) of the frame with the two top and two bottom bolts, lift up slightly and push decorative front toward fireplace until brackets and bolts are engaged. When properly installed there should be $\frac{1}{2}$ " gap between the front frame and surround.

Surround

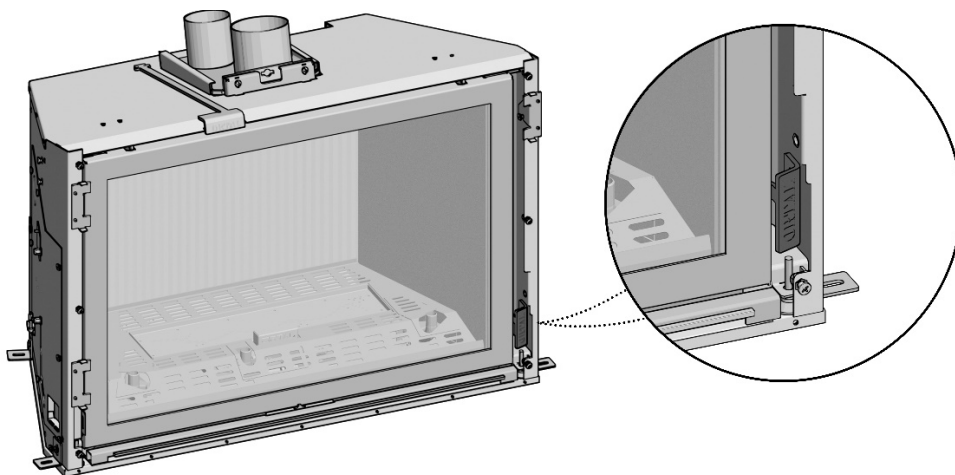
A surround is required to complete installation of the Wilderness Traditional Insert. To remove the surround, locate the six bolts that attach the surround to the insert. Using a Phillips head screwdriver, remove the bolts while supporting the surround as you detach the surround.



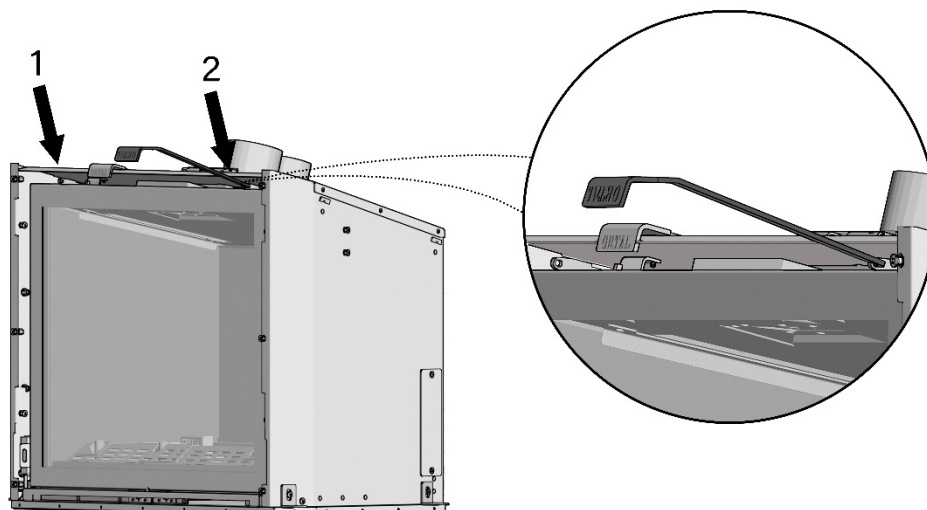
To reinstall the surround, align the six bolt holes on the surround with the six threaded rivnuts on the insert. Start threading each bolt before tightening them all for easier installation.

Glass Assembly

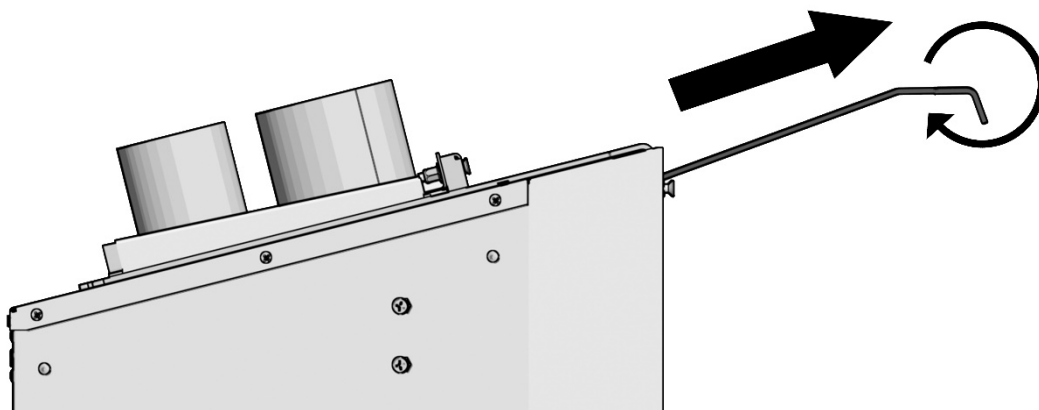
Before removing the glass assembly locate the glass tool, located in the bottom right-hand corner of the insert resting on the side of the outer wrap, with magnets.



With one hand supporting the glass assembly, locate the two keyholes located at the top of the firebox. Engage the end of the glass tool with the keyholes one at a time.

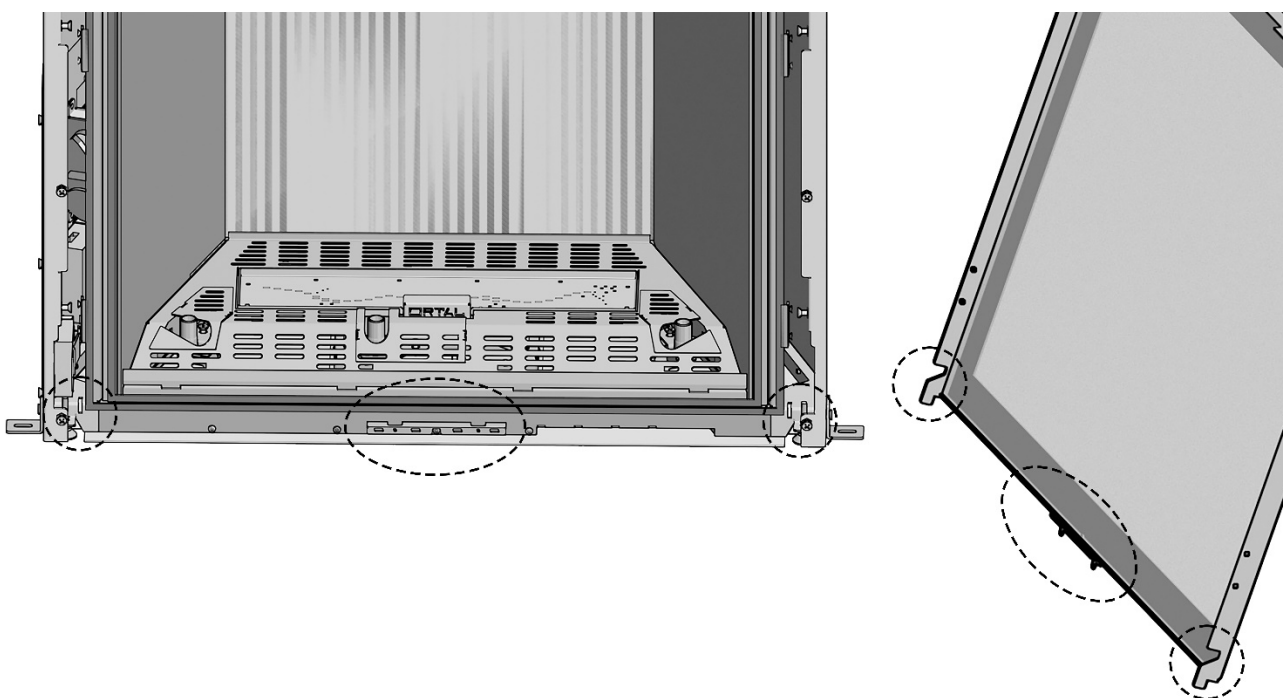


Pull out and then lift to release the keyhole latches. These keyholes are spring loaded and will retract into place once released.



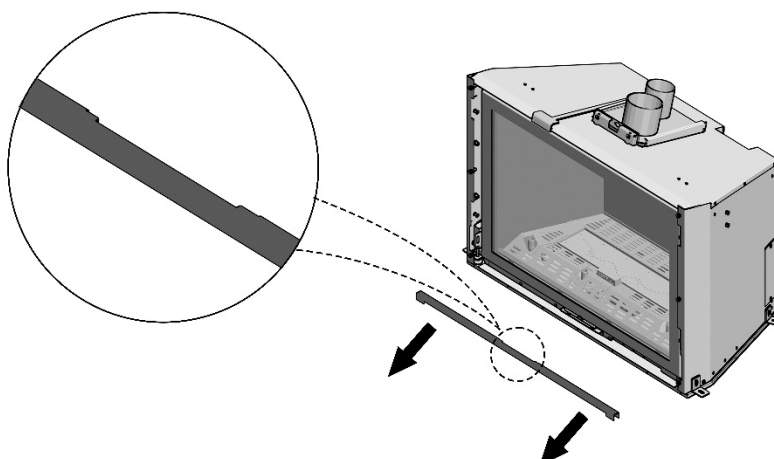
Tilt the glass assembly forward, and then lift up and out.

To reinstall the glass assembly, locate the bracket at the bottom center of the unit. There are two notches utilized for securing the bottom of the glass frame to the unit. Align the two tabs on the glass assembly, the left and right-side notches should just line up with the slots circled in the diagram below. Tilt the glass assembly toward the insert and use the glass tool to engage the spring-loaded keyholes back onto the top of the glass frame.



Front Profile

At the bottom of the unit there is a front profile piece which acts as a vanity panel. For proper installation, verify the side with the notch circled below is facing the unit. Part is to be installed with the glass assembly installed but prior to the front frame installation.

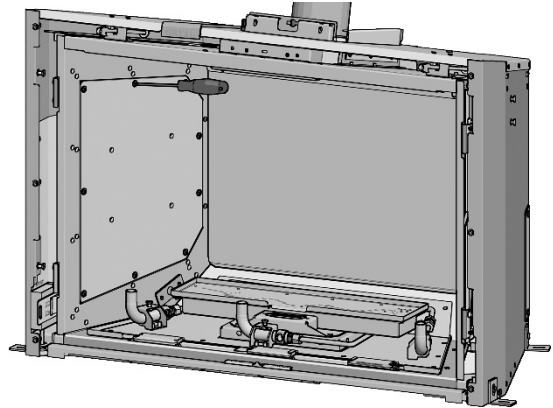
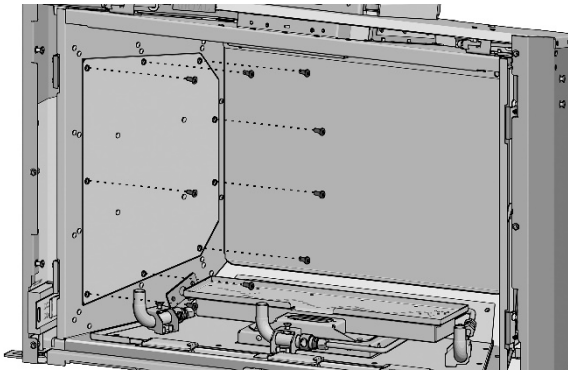


Service Door for Electronics and Gas

There are two ways to access the electrical and gas components; internally through the left side of the inner firebox or externally on the left side of the outer wrap of the firebox.

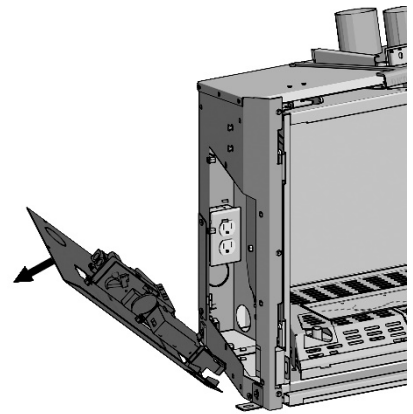
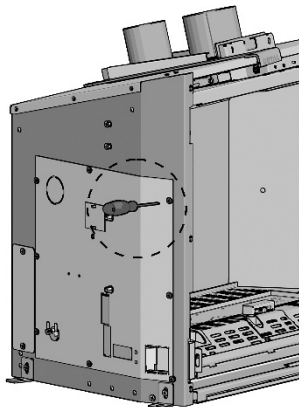
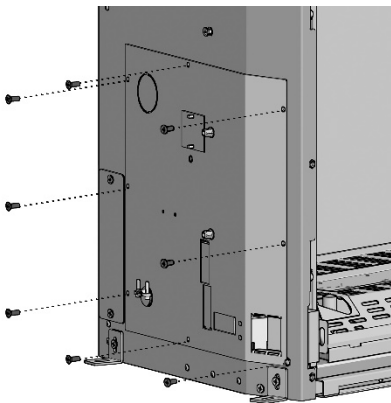
Internal Access

Remove the front frame, glass assembly, logs, media, media tray and any refractory installed. The access panel is located on the left side of the inner firebox and secured by nine bolts. Using a Phillips head screwdriver, remove these bolts. Lift up and remove the access panel, revealing the electrical and gas components.



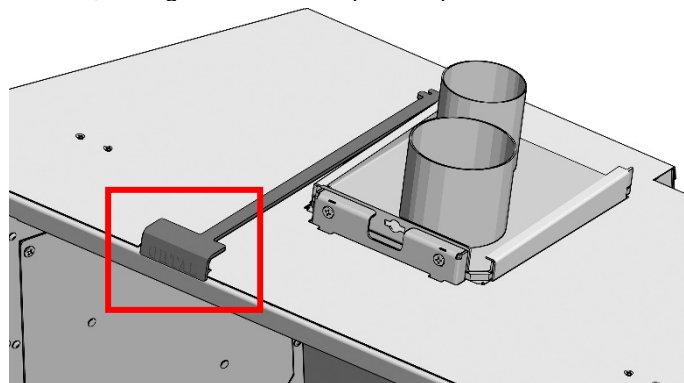
External Access

Disconnect the slide plate from the insert and remove the insert from the masonry, see "Slide Plate" instructions in the next section on how the slide plate operates. The access panel is located on the left side of the outer firebox wrap and secured by eight bolts. Using a Phillips head screwdriver, remove these bolts. Lift up and remove the access panel, revealing the electrical and gas components. Keep in consideration that some components are attached to the access panel, therefore range of mobility is limited.

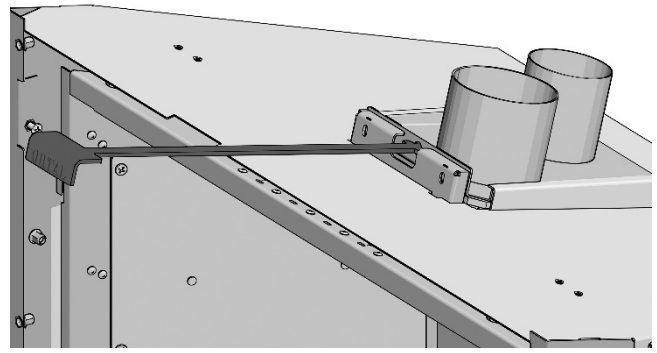
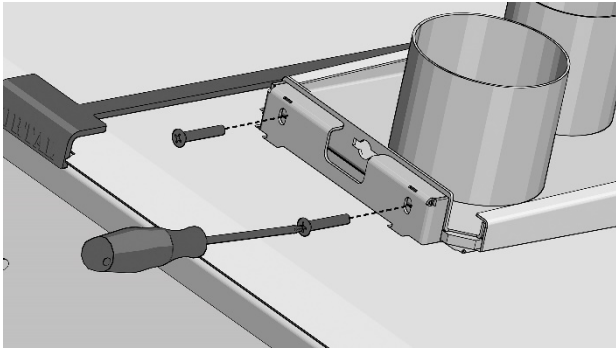


Slide Plate

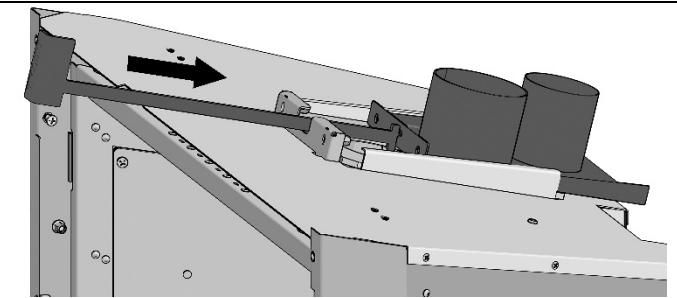
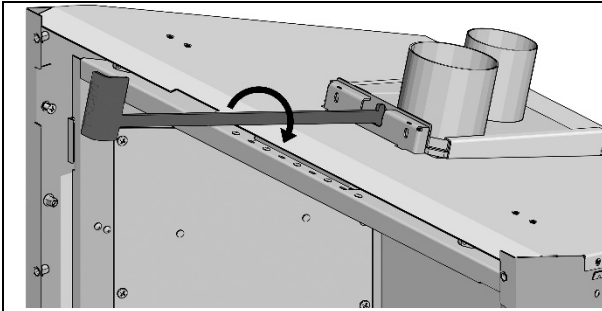
When connecting the vent liners or needing to access the insert from the external access panel follow these instructions. Locate the slide plate tool, stored on top of the insert, resting on a cut out for positive placement.



Using a Phillips head screwdriver, remove the two bolts attaching the slide plate. Place the end of the slide plate tool into the cut out on the slide plate.



Proceed turning the slide plate tool clockwise to prevent the tool from losing its grip. Push to disengage the slide plate from the top of insert.



NOTE: Follow these steps in reverse for instructions when attaching the vent liners and for assistance on sliding the insert into the masonry.

Operation

WARNING – Read these instructions carefully before lighting the fireplace.

Four operation options are available for use with the fireplace:

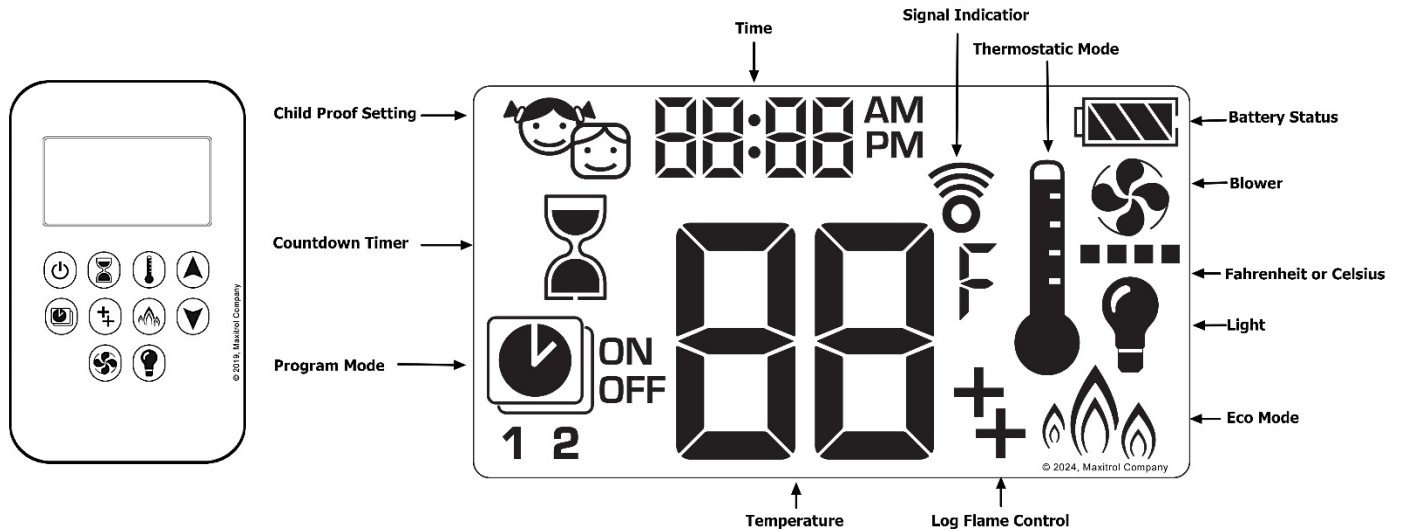
- 10-Button Remote Control Handset (default option, always included with the fireplace)
- Puck Handset (optional accessory)
- Wall Switch (optional accessory)
- MyFire Application (optional accessory)

IMPORTANT: The 10-Button remote control handset is always included with the fireplace regardless of which operation option is chosen. **DO NOT DISCARD.** The 10-Button remote must be always kept within 26 feet of the fireplace.

NOTES:

- Wiring of valve and receiver must be completed before starting ignition. Failure to do so could damage the electronics.
- If operating the fireplace without an AC adapter, battery replacement is recommended at the beginning of each heating season.
- Fireplaces with double glass, power vent, and/or interior lighting features must operate using the AC Adapter and therefore will not operate during a power failure.
- Only the Mertik Maxitrol AC Adapter is permitted for use with the fireplace. Use of other adapter brands can render the system inoperable. The handsets, receivers, wall switches are not interchangeable with other electronics.
- Batteries must be kept within their recommended temperature limits (32°F to 131°F).

10-Button Remote Control Handset



Control Option	Radio Frequency	Power Supply	
		2 x 1.5V AAA batteries (quality alkaline recommended)	Replace batteries after 2 years or when low battery indicator appears on handset display
10-Button Handset	918.0 MHz (U.S. & Canada)		

IMPORTANT: For safety/communication purposes, 10-button handset must be located within 26 feet of the receiver.

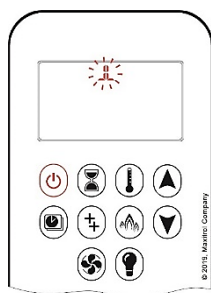
NOTE: Any device that functions using the same radio frequency as the handset will be affected when handset is in use.

Operating Instructions

Instructions for operating the 10-Button Handset are shown below. For more in-depth instructions, please refer to the "Homeowner's Fireplace Operation Manual" or "Remote Operation Instructions".

NOTE: Some options on the remote may not be available for all fireplaces.

Turning the Fireplace On



1. Press the  button until you hear continuous beeping, and a blinking series of lines confirms the start sequence has begun; release buttons.
2. Main gas flows once pilot ignition is confirmed.
3. The system automatically goes into Manual Mode after main burner ignition.

NOTE: When pilot ignition is confirmed, motor turns automatically to maximum flame height.

NOTE: If the Timer function has been set and the fireplace is manually turned on, the Timer function will need to be reset.

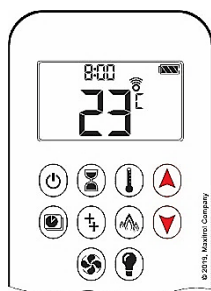
Turning the Fireplace Off



1. Press the  button to turn the fireplace off.

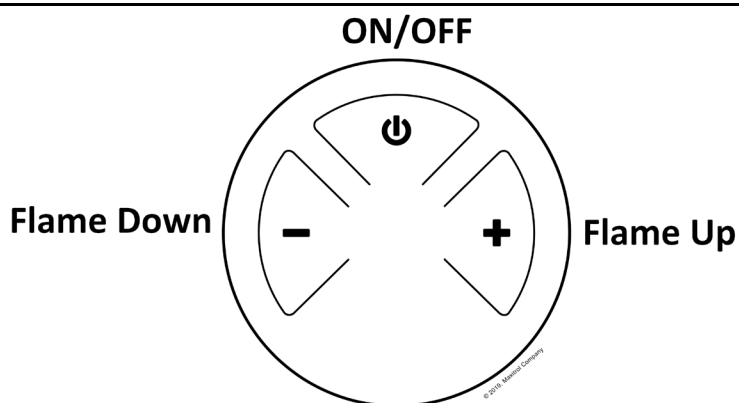
NOTE: The fireplace may be turned on again after the OFF icon stops flashing.

Flame Height Adjustment



1. To increase flame height, press and hold the  button to desired flame height.
2. To decrease flame height, or to set fireplace to pilot flame only, press and hold the  button.

Puck Handset



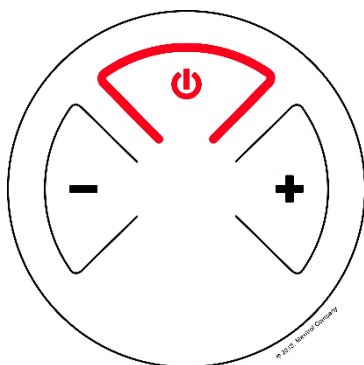
Control Option	Radio Frequency	Power Supply	
Puck Handset	918.0 MHz (U.S. & Canada)	2 x 1.5V AAA batteries (quality alkaline recommended)	Replace batteries after 2 years or when low battery indicator appears on handset display
IMPORTANT: For safety/communication purposes, Puck handset must be located within 26 feet of the receiver.			

NOTE: Any device that functions using the same radio frequency as the handset will be affected when handset is in use.

Operating Instructions

Instructions for operating the Puck Handset are shown below.

Turning the Fireplace On/Off



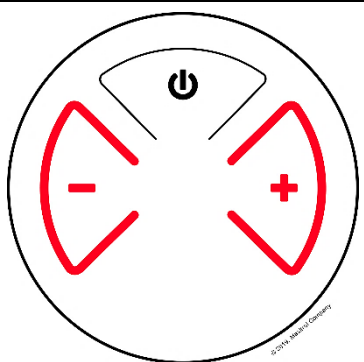
ON:

- Firmly press and hold the  button until two short beeps confirms the start sequence has begun; release button.

OFF:

- Firmly press the  button.

Increase/Decrease Flame Height



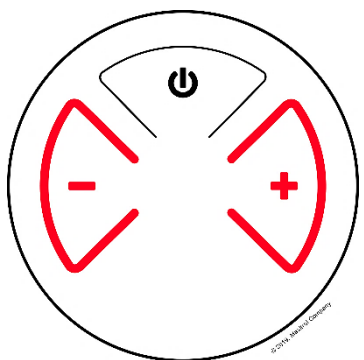
INCREASE:

- To increase flame height, press and hold **+** button.

DECREASE:

- To decrease flame height, press and hold **-** button.
- Holding the **-** button long enough sets the fireplace to pilot flame (Standby Mode).

Designated Flame Settings



DESIGNATED LOW FLAME SETTING

- To go to the designated low flame setting, double-click **-** button.

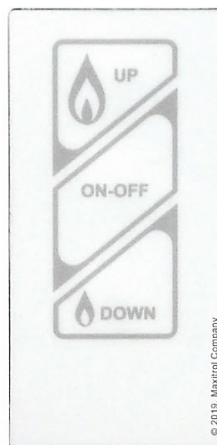


NOTE: Flame goes to High Flame before going to Low Flame.

DESIGNATED HIGH FLAME SETTING

- To go to designated high flame setting, double-click **+** button.

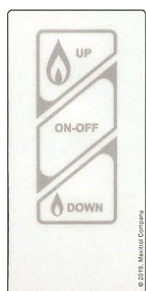
Wall Switch



Control Option	Radio Frequency	Power Supply
Wall Switch	N/A	N/A
IMPORTANT: For safety/communication purposes, the 10-button handset must be located within 26 feet of the receiver.		

Operating Instructions

Turning the Fireplace On/Off

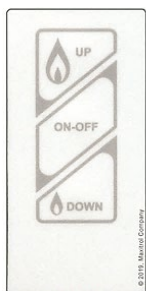


ON/OFF

ON: Press and hold the **ON-OFF** button until two short beeps confirms the start sequence has begun; release button.

OFF: Press the **ON-OFF** button.

Flame Height Adjustment



Flame Up

Flame Down

INCREASE: To increase flame height, press and hold  (up flame) button.

DECREASE: To decrease flame height, press and hold  (down flame) button.

Holding the  (down flame) button long enough sets the fireplace to pilot flame (Standby Mode).

MyFire App

The MyFire app requires a Wi-Fi kit to operate with the fireplace. The Wi-Fi kit does not automatically come with the fireplace and must be ordered.



IMPORTANT: For safety/communication purposes, the 10-button handset must be located within 26 feet of the receiver.

To download the MyFire app, search "MyFire" at the Apple App Store or Google Play.

Operating Instructions

For setup and operating instructions of the MyFire app, see the Homeowner's Fireplace Operation Manual, or visit the Ortal website or www.myfireapp.com.

MyFire Wi-Fi Box

The MyFire Wi-Fi router box provides the Wi-Fi connection that allows the MyFire App to operate the fireplace. This part is included with the optional Wi-Fi kit. A Wi-Fi kit does not automatically come with the fireplace and must be ordered.



Part	Radio Frequency	Power Supply	Wireless Communication
MyFire Wi-Fi Box	2.4 GHz	Connects to Receiver	WPA2 authentication AES 256-bit encryption security Compatible with IEEE 802.11 b/g/n

Fireplace Maintenance

General Maintenance

All servicing, maintenance, interior cleaning and handling of the fireplace, parts and glass must be performed by an authorized Ortal dealer service technician only.

Servicing

- Turn off the gas and electricity **BEFORE** servicing the fireplace.
- It is recommended that a routine inspection is performed at the beginning of each heating season.
- When removing glass from multisided fireplaces, only one side of glass can be removed at a time. Glass must be re-installed before removing glass from a different side.

Metallic Noise

- Noise is caused by metal expanding and contracting as it heats up and cools down, like noise produced from a furnace. The noise does not affect the operation or longevity of the fireplace.
- These minor expansion, contractions or movement of parts causing noise are normal. Complaints related to these noises are not covered by the warranty.

Burner and Vent Inspections

- Periodic checks should be made of the burner for correct position and condition. Visually check the flame of the burner, making sure that the flames are steady.
- The vent system must be inspected before use. Annual inspection must be scheduled to ensure the flow of combustion and ventilation air.

Submerged Parts

- Do not use the fireplace if any part has been under water, or if you suspect that it may have been under water. The Ortal dealer service technician must inspect and, if necessary, replace any parts of the control system and any gas controls which have been underwater.

Handling the Glass

The inner glass panel is 5mm ceramic glass. Ceramic glass must be provided by Ortal.

- **NEVER** operate the fireplace without the glass properly secured in place.

Cleaning the Fireplace

- Only an Ortal dealer service technician can open the fireplace to clean interior surfaces.
- **ALWAYS** turn off the gas valve before cleaning.
- Do **NOT** clean when hot. Make sure the fireplace has had time to cool prior to cleaning any surface or component, interior or exterior.
- Keep the fireplace clean by brushing and/or vacuuming at least once a year. This can only be performed by an Ortal dealer service technician.
- Clean the glass when it starts to look cloudy. Use a damp cloth for cleaning the fireplace and the door.
- Verify correct operation after servicing.

Maintenance Frequency and Equipment Checklist

- Under normal circumstances, the factory recommendation is to have the fireplace serviced at least once a year. Fireplaces meeting the following conditions should have more frequent service:
 - Fireplaces installed in commercial/public spaces should be serviced every 3 months.
 - Fireplaces installed in climates near the ocean or in other settings where corrosion buildup is more likely should be serviced every 6 months.
- Thermocouple Maintenance:
 - The thermocouple should be replaced annually or as needed in all commercial installations, and in any residential fireplace where the fireplace is operated for an average of 10 hours or more per day.
 - For all other installations, the thermocouple should be replaced every three years or as needed.

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