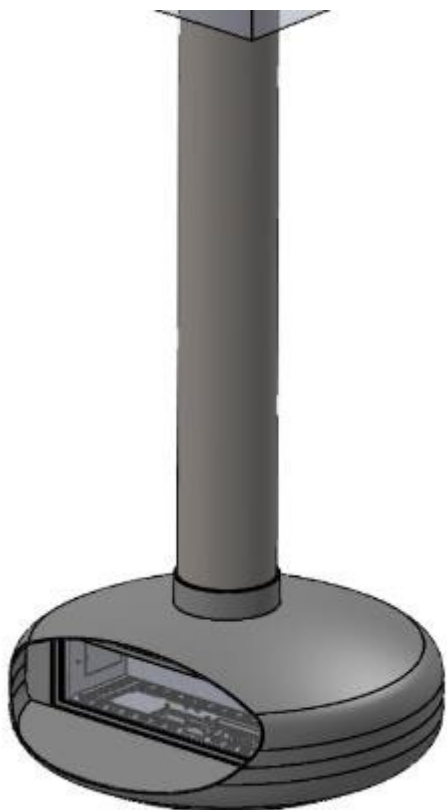


ORTAL[®]

Installation and Operation Manual Ortal Oval Series



⚠ 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.

Oval Series Fireplaces:

Wall Mount 120

Suspended 120

INSTALLER: Leave this manual with the appliance.

CONSUMER: Retain this manual for future reference.



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 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 under water.



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 crucial new or updated information.

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Product Information

Model

Fireplace Series	Fireplace Model	Burner	Certification Standard	Gas Types	Direct Venting
Oval 120	Suspended 120 Wall Mount 120	B70	US: ANSI Z21.88-2019 Canada: CSA 2.33-2019	Natural Gas or Propane	Type: Passive Vent Vent Size: 5"x8" (co-axial)

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.

Certification

The Oval 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 the 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.

Rating Label

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

DEALERS/INSTALLERS:

You **MUST** leave the fireplace's rating label with the fireplace in an area easily accessible by the owner. You must instruct the owner before handing over the fireplace where this label can be found.

OWNERS:

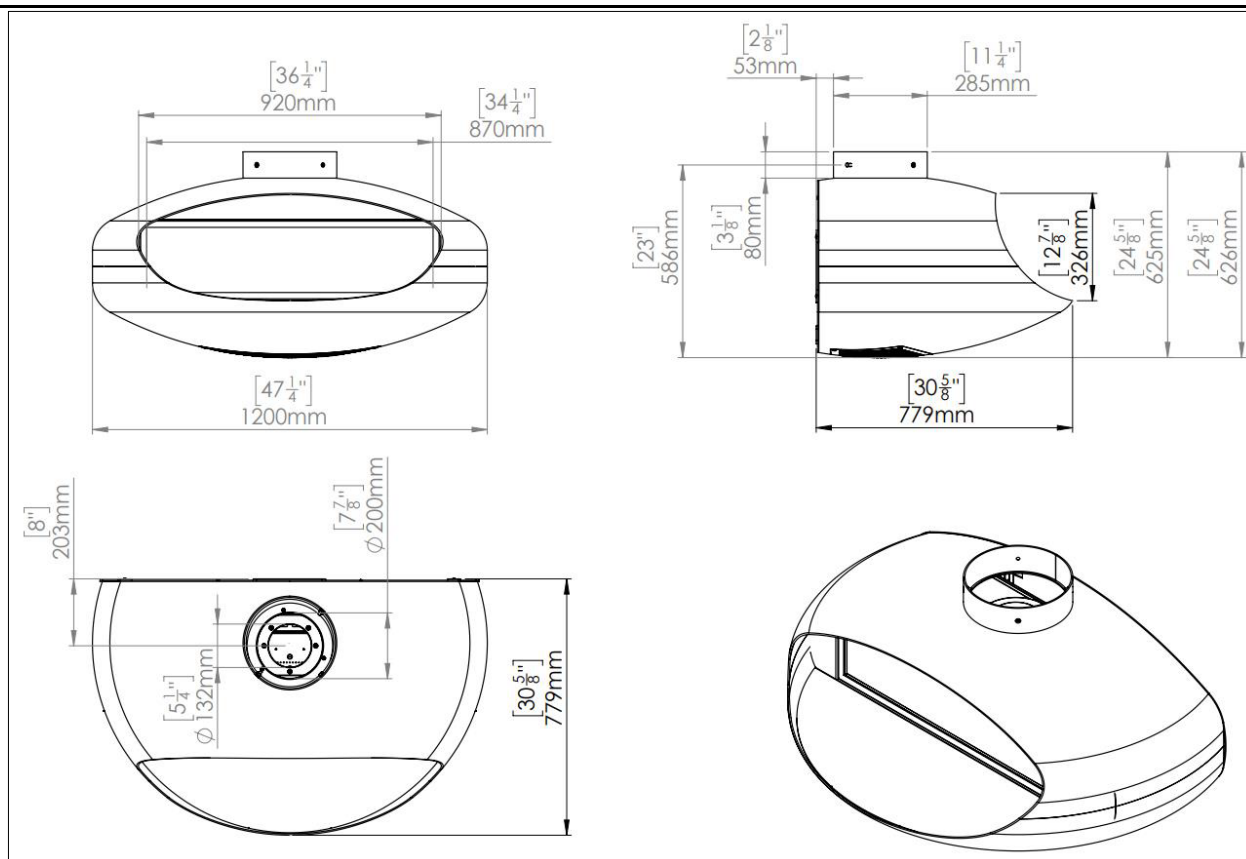
Make sure the installer leaves your fireplace's rating label in an area that is easily accessible for you. This information is required for servicing and receiving replacement parts.

		  				
Manufacturer/Fabricant Ortal Ltd. 14 Haharash St. Hod Hasharon, 4524087 Israel Tel: 011-972-9-7402828 Fax: 011-972-9-7402687		For use only with vent, glass and interior design media certified and approved for use with the appliance. Not for use with solid fuel. For use with barriers certified for this appliance only.				
☐ ORTAL		Utilisez uniquement avec des conduits, des panneaux vitrés et des accessoires décoratifs intérieurs homologués et approuvés pour une utilisation avec cet appareil. Pas pour l'usage avec le combustible solide. Pour une utilisation avec des barrières certifiées pour cet appareil uniquement.				
Serial No.:		Approved By: Homologué Par:	CSA No.: 2358468			
Tested to: CSA/ANSI Z21.88-2019 • CSA 2.33-2019 for Vented Gas Fireplace Heater Examiné à: CSA/ANSI Z21.88-2019 • CSA 2.33-2019 pour Poêles-foyers ventilés						
Altitude rating: Estimation d'altitude:	0-2000 ft. / 0-610 m.	Electrical Rating: Estimation Électrique:	120 volt / 60 Hz / less than 5A			
Model Series / Modèle Séries: Oval with Burner 70						
☐ Oval 120						
Fuel Type/Type de combustible:	☐ NG/GN	☐ PROPANE				
Max Input / Débit max. (BTU/HR):	23,750	23,750				
Min Input / Débit min. (BTU/HR):	12,500	14,000				
Orifice Size / Taille de l'orifice:	650	260				
Gas Inlet Pressure (W.C.) inches: Pression d'entrée de gaz (CE) pouces:	7.0	11.0				
Gas manifold Pressure (W.C.) inches: Pression d'alimentation (CE) pouces:	3.5	10.0				
Clearances to Combustibles (with included standoffs): Espace par rapport aux matériaux inflammables (avec entretoises inclus):	Sides: Côtés:	0"	Back: Arrière:	0"	In front of Glass Devant le panneau vitré:	16"
Also adhere to clearance diagrams and instructions included in the ORTAL manual. Adhérer également aux schémas d'espace et des instructions figurant dans le manuel ORTAL.						
SKU: M209-OVAL-120						

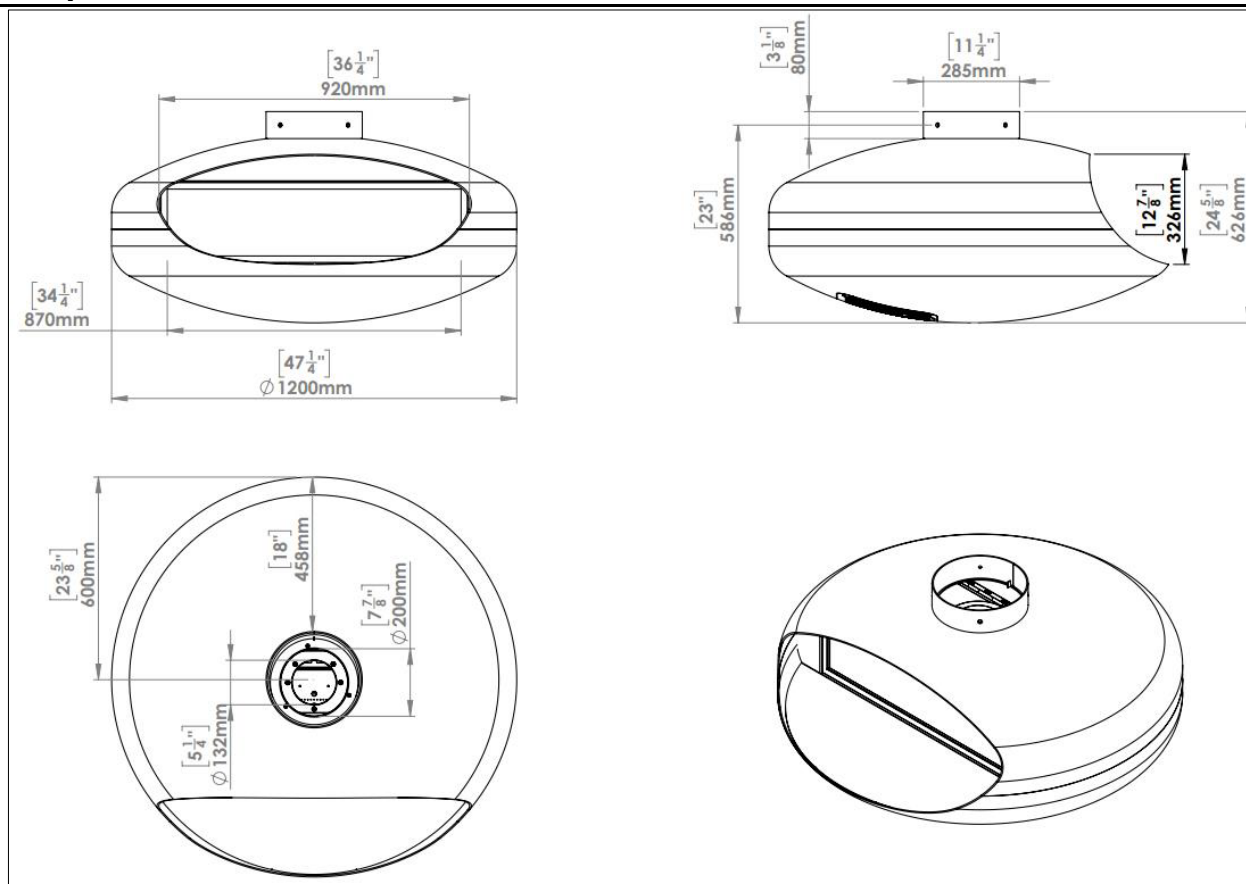
General Product Information

Fireplace Dimensions

120 Wall Mount



120 Suspended

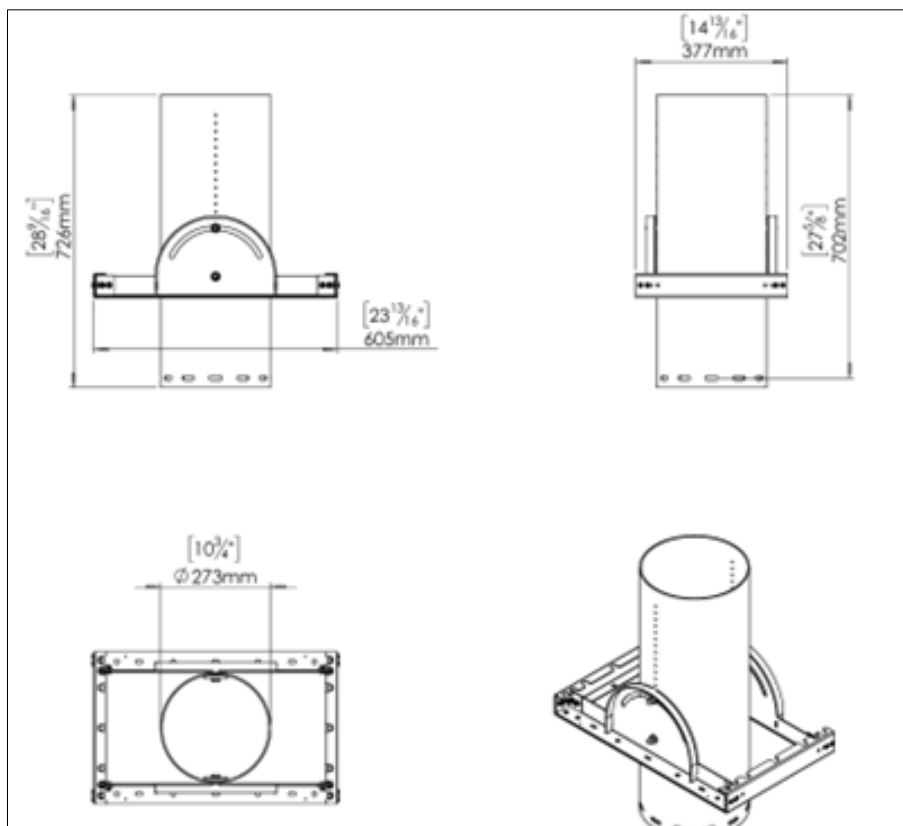


Hanging System Dimensions

Below are the two options available for hanging systems. This is predetermined when you ordered your fireplace depending on the type of ceiling the fireplace will be hanging from.

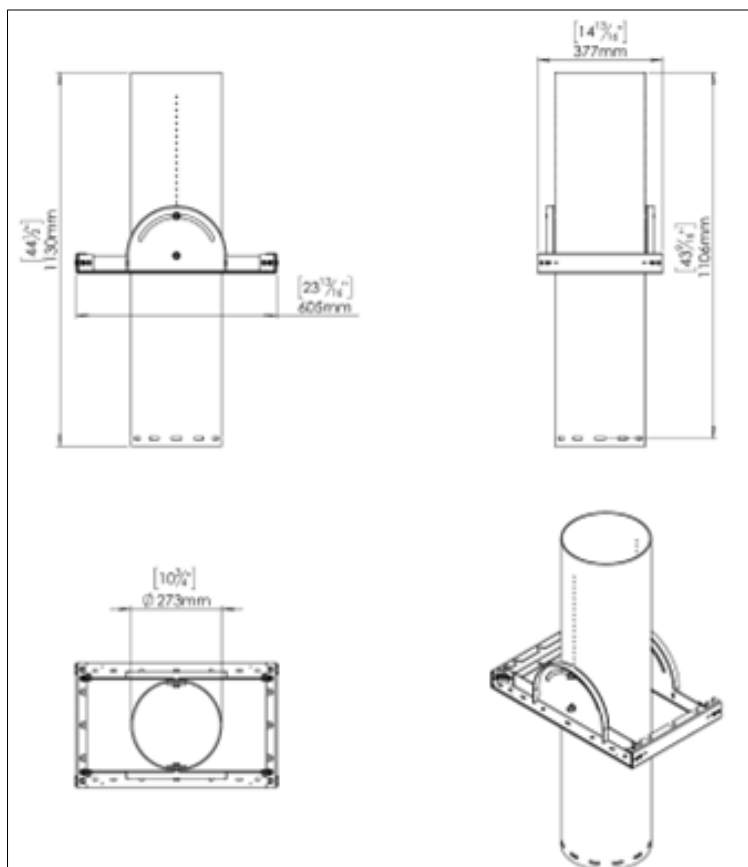
Option A

Option A is used when the ceiling is flat or has a minimal angle.



Option B

Option B is used when the ceiling is angled.

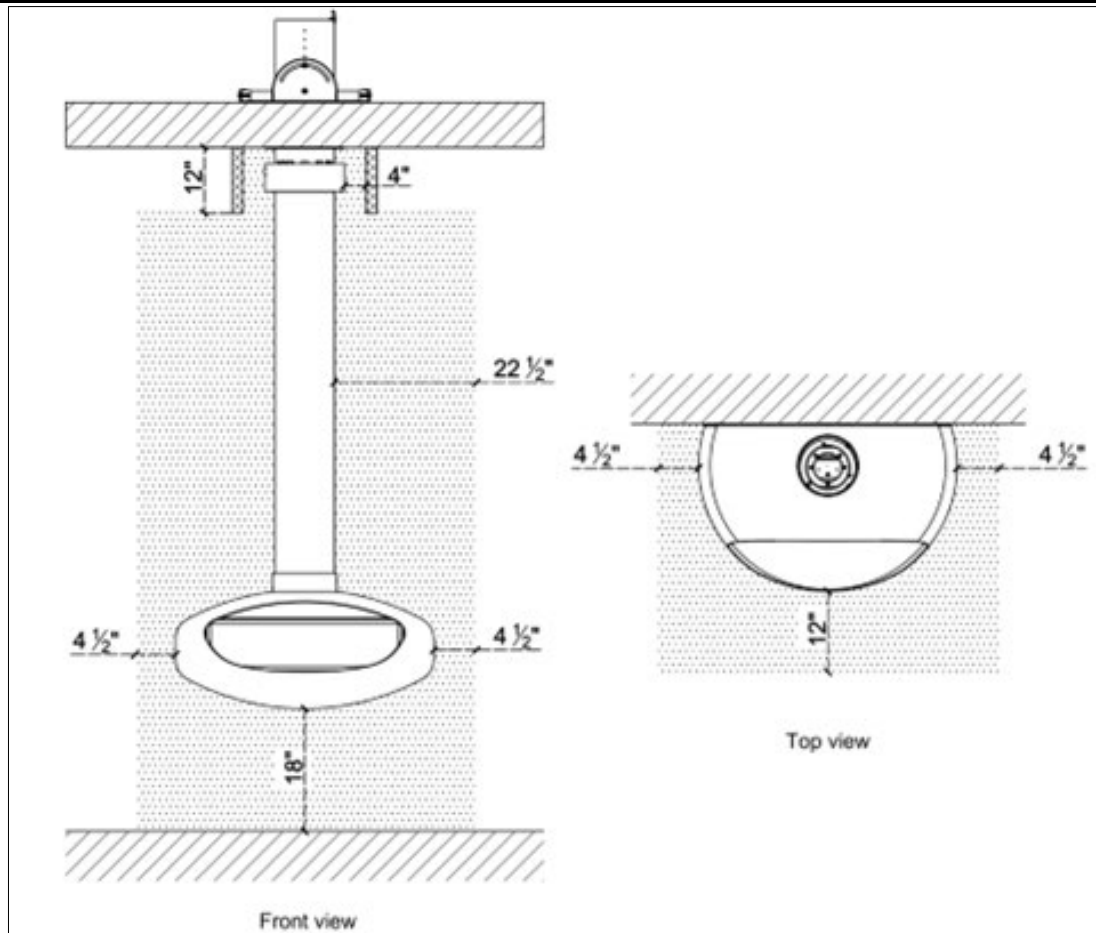


Pre-Installation

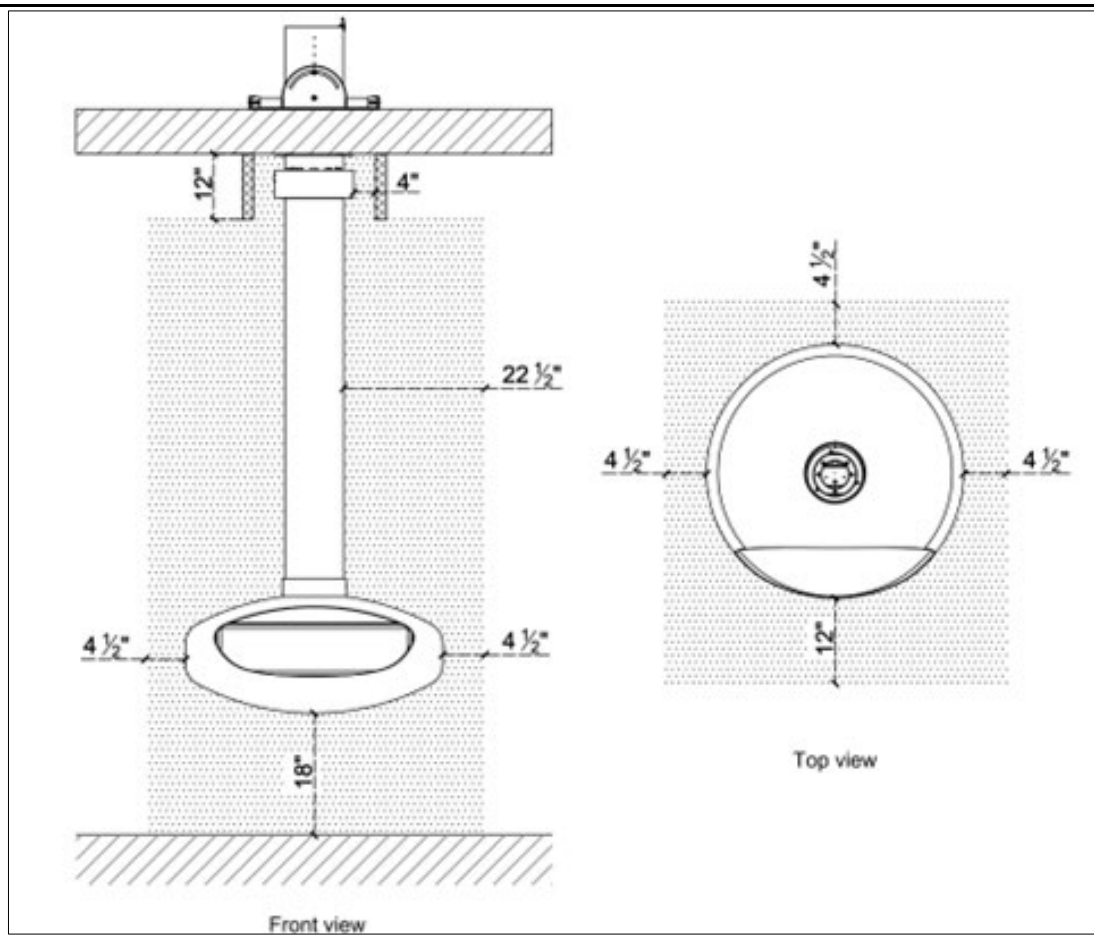
Minimum Clearances to Combustible & Non-Combustible Materials

Keep the following shaded areas free of all materials.

Wall Mount

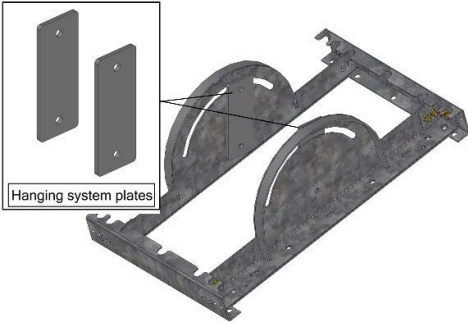
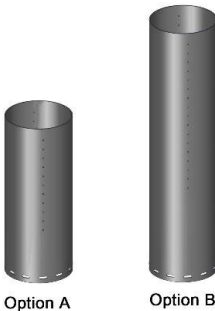
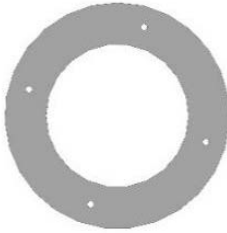
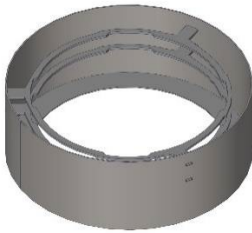


Suspended

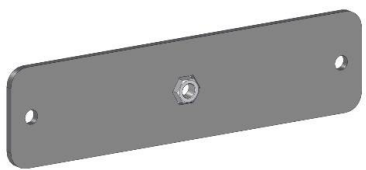
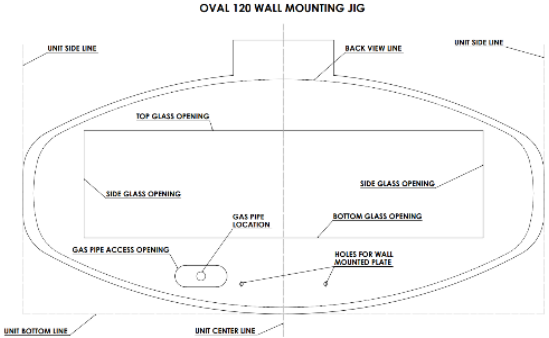


Parts List

Below is a list of components that come standard with each fireplace. Wall Mount versus Suspended will have a few different components as shown below. Ensure all components have been received prior to the start of installation.

Pipe Holder 		Hanging Pipe  Option AOption B		Decorative Pipe 
Heat Release 	Rosette 	Heat Release Cover 		
Screw Cover 				

Hanging System Specific Parts

Wall Mount Wall Mounting Plate 	Suspended Gas Pipe Holder 
Reference Hanging Sheet 	

Weights

Item	Weight	Packaged Weight
120 Wall Mount	328 lbs.	458 lbs.
120 Suspended	359 lbs.	529 lbs.
Hanging System-Short Pipe	62 lbs.	98 lbs.
Hanging System-Long Pipe	68 lbs.	119 lbs.
Heat Release	24 lbs..	29 lbs.
Decorative Pipe	Pipe Length (m) x 63 lbs.	Pipe Length (m) x 110 lbs.

Tools Needed

Drill with ½" Bit 	Wrench 17 (qty 2) 
PH3 Bit 	3/16" Allen Key  <i>(Supplied)</i>

Included Hardware:

Type	Picture	Quantity
M10x40 (DIN 933)		4
M10 (DIN 934)		4
M8x18 Phillips		13
Washer (M10)		4
Butterfly Screw <i>(Wall Mount Only)</i>		1
M8x30 Phillips <i>(Suspended Only)</i>		1

Decorative Pipe Length Verification

Ensure all measurements are accurate before proceeding with installation. Compare dimensions from your order sheet to the conditions on site since the decorative pipe is custom made to ensure nothing shifted. The minimum clearance between the heat release cover and the ceiling structure is $2\frac{3}{4}$ ". "A" dimension minimum is 18" for serviceability.

Legend:

H= Distance from ceiling bottom to floor

A= Distance between the unit and the floor

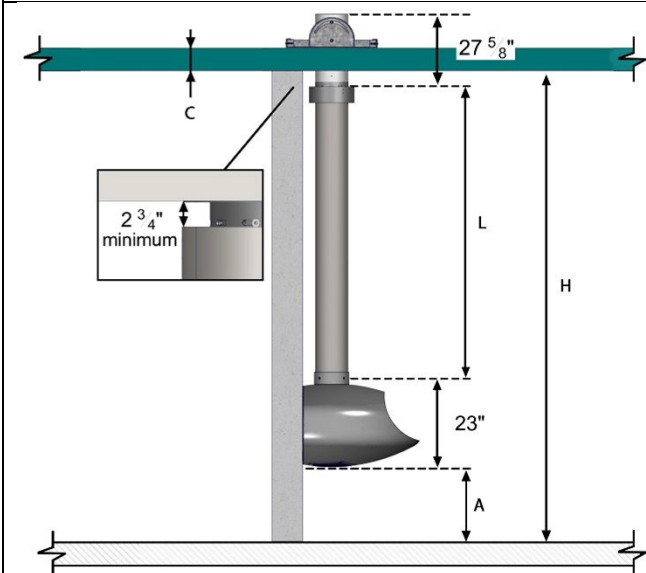
L= Decorative pipe length + Heat release (distance from the center of the mounting slots to the center of mounting slots)

C= Ceiling thickness

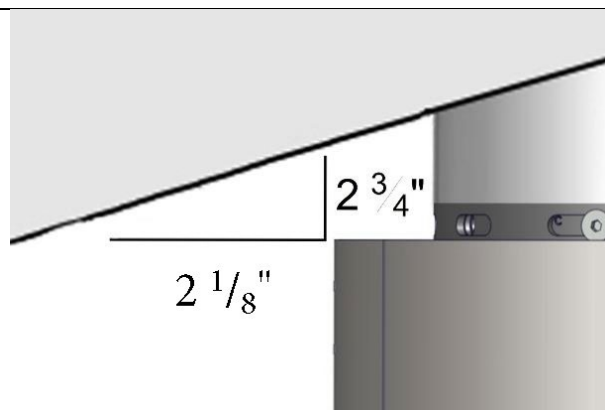
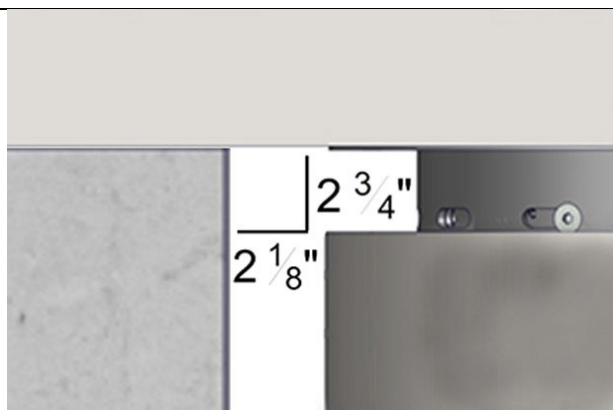
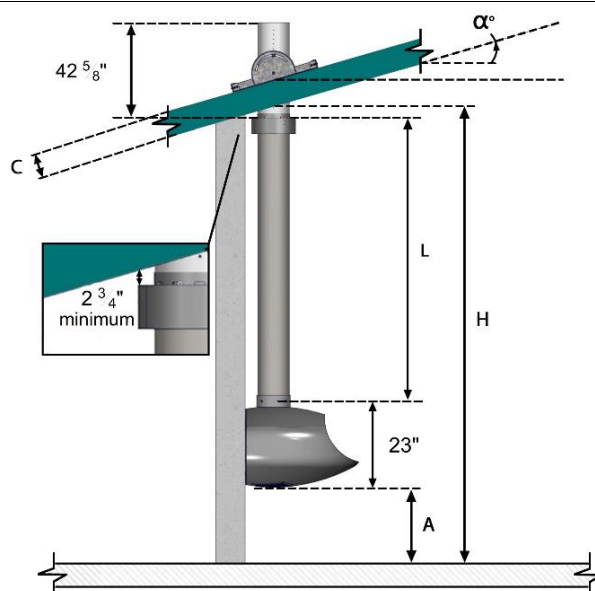
α = Angle of the ceiling

Wall Mounted

Flat Ceiling



Angled Ceiling

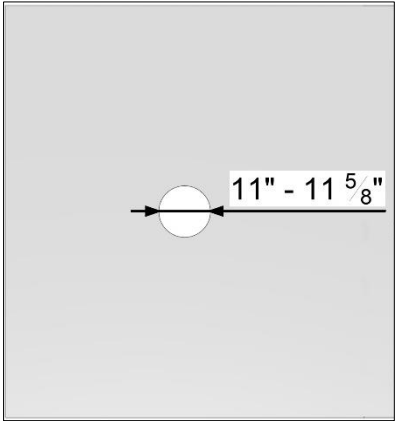


Minimum Clearance for Hardware Installation

Suspended	
Flat Ceiling	Angled Ceiling
Minimum Clearance for Hardware Installation	

Installation

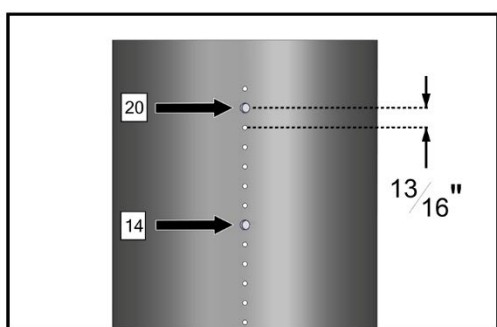
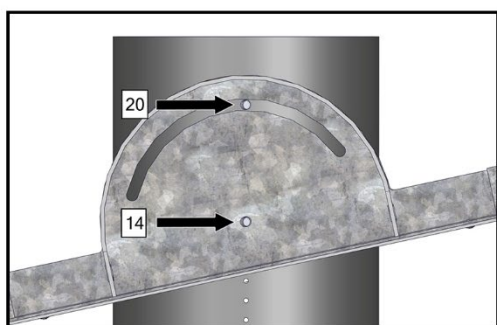
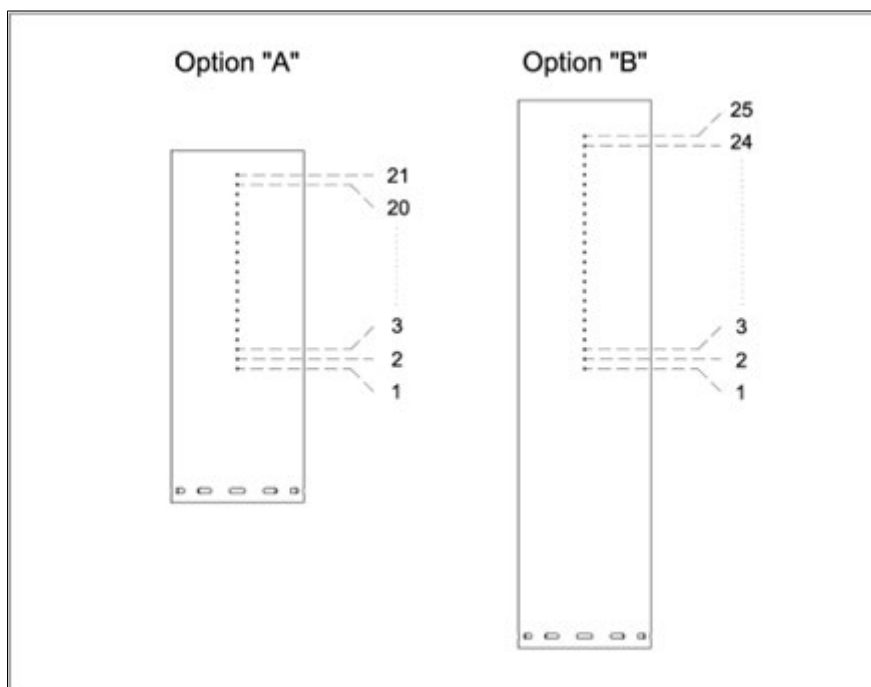
Ceiling Opening: minimum opening diameter is 11" while the maximum is 11 5/8".



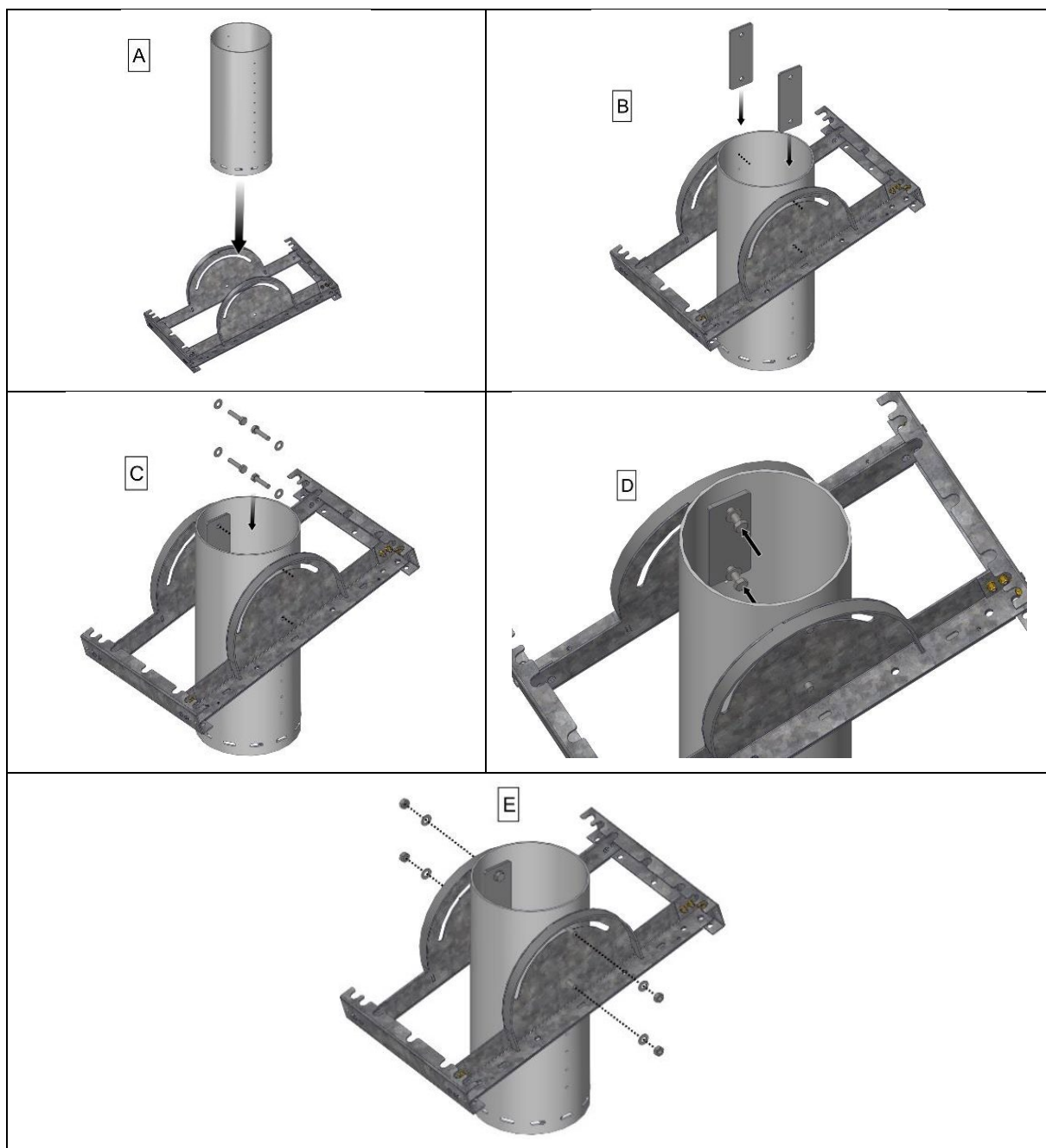
Top View

Aligning & Attaching the Decorative Pipe to the Pipe Holder

The hanging system pipe comes with four pre-drilled $\frac{3}{16}$ " diameter holes for attaching to the pipe holder taken from your order form. If modifications need to be made, drill four new $\frac{1}{2}$ " diameter holes as shown below maintaining the proper gaps between them.



Install the hanging pipe system to the pipe holder with four of the M10x40 screws and four M10 nuts as shown below.



Additional Decorative Pipe Connection

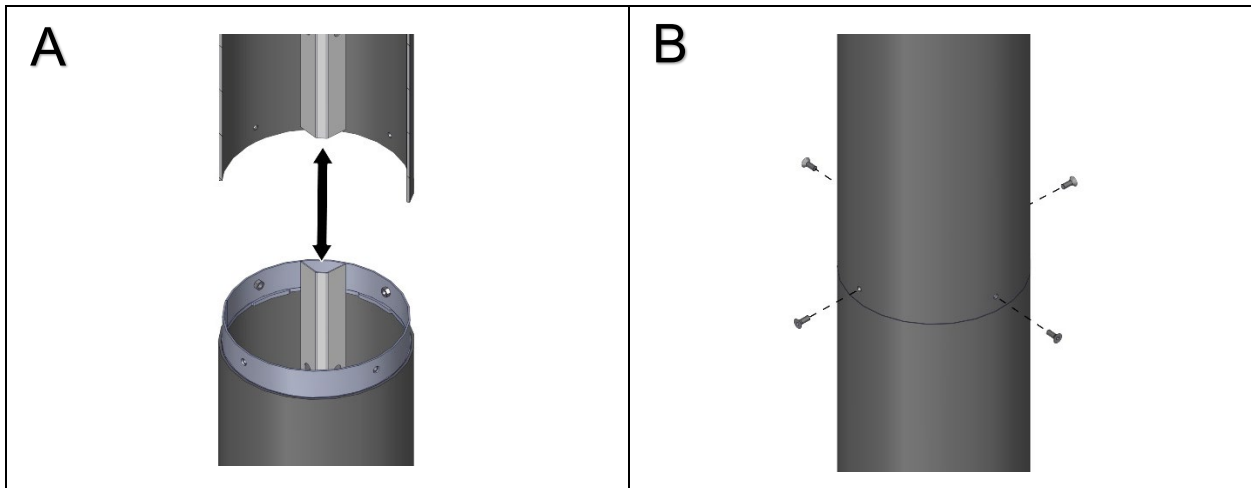
Follow these instructions when assembling additional pipe, in case of:

1. The specified decorative pipe length is too long to install as a single piece, and a custom multi-piece design is required for installation.
2. For installations requiring a pipe length (L) of more than 236 1/4" (6000 mm).

Attach the additional decorative pipe using four M8x18 screws and a 3/16" Allen key, as shown in the figures below.

Note:

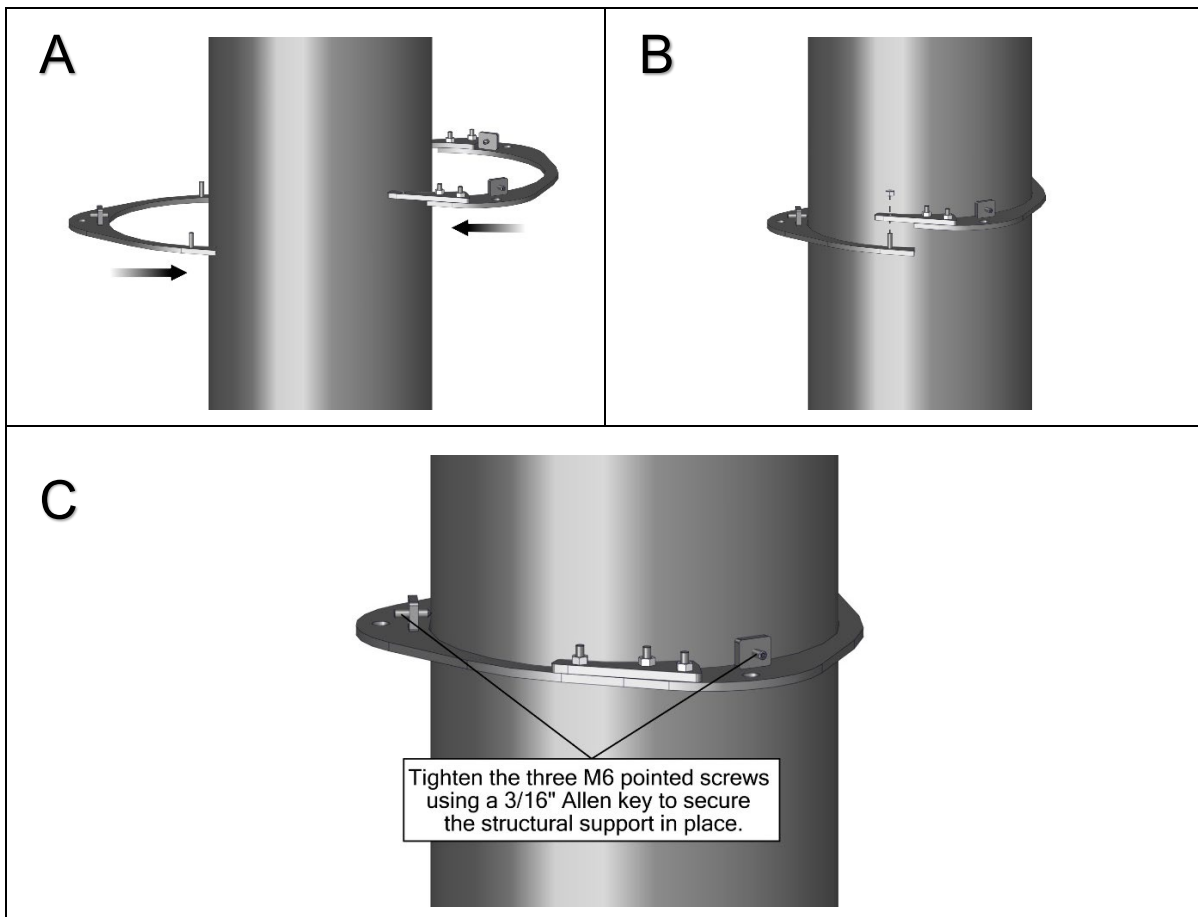
- ☑ - Ensure both protective profiles are aligned with one another (Figure A).
- ☑ - Ortal supplies screws for this step (Figure B).



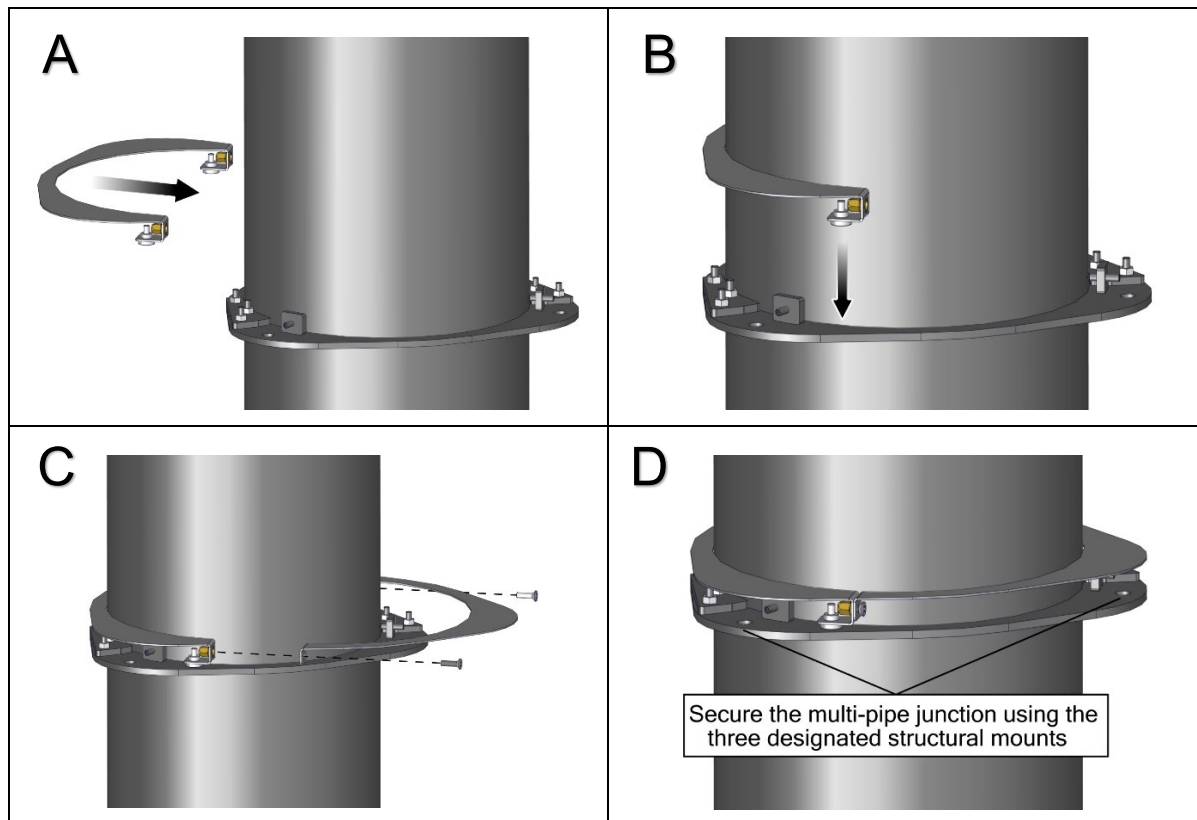
Structural Support

For installations requiring a pipe length (L) of more than 236 1/4" (6000 mm), structural support must be used to secure the unit properly.

Attach the structural support bottom piece to the decorative pipe, as shown in the pictures below.



Install the structural support cover as shown in the images below:

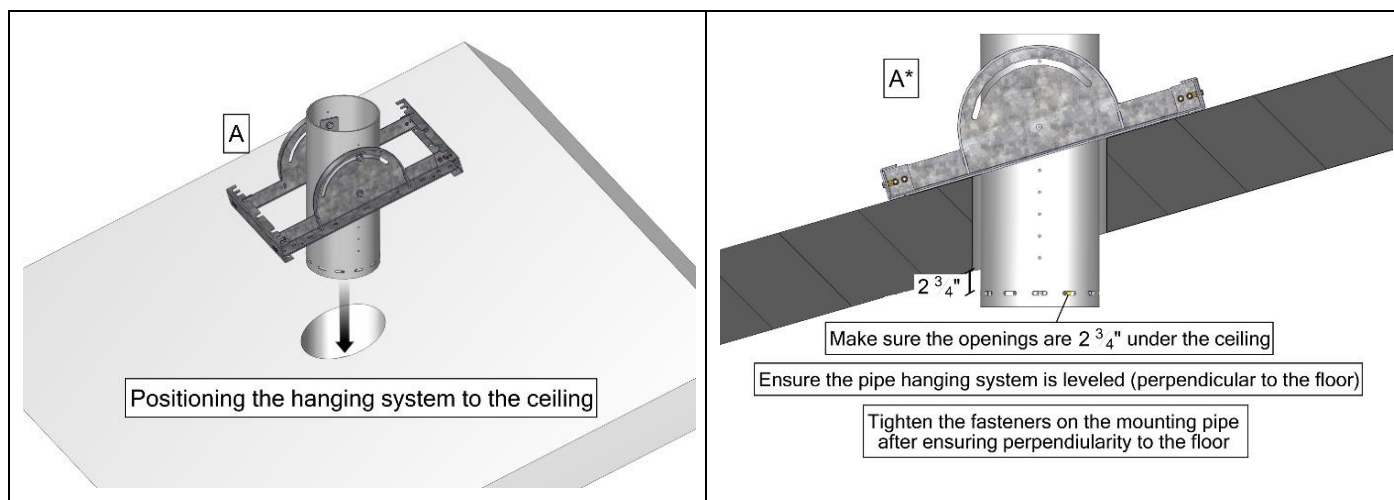


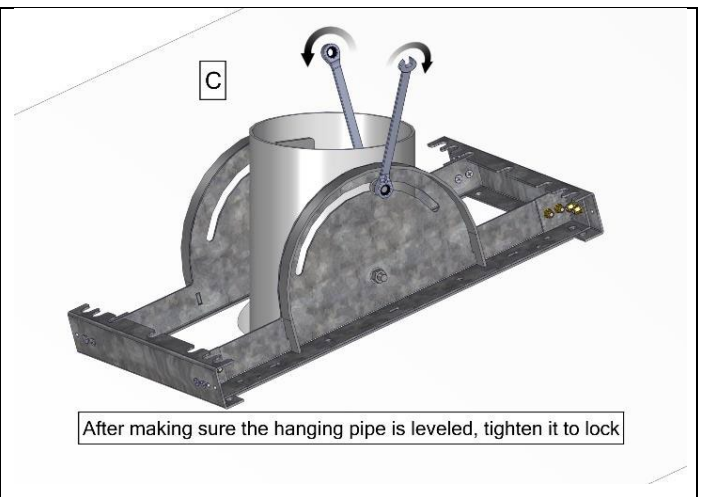
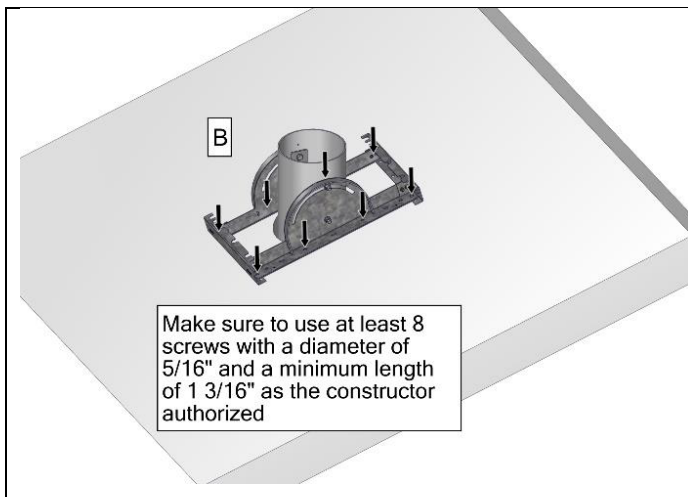
Note: At the bottom of the structural support, three dedicated holes are provided for steel cable attachment. Secure the structural support to the building walls using cables to prevent swaying. Ortal does not supply these cables. Ortal recommends using a 3/16" (4 mm) diameter carbon steel cable (see figure D above).

Hanging System

Install the hanging system on the ceiling. Make sure the hanging pipe is secured to the pipe holder prior to starting this step. Screws are not supplied for this step. Use screws with a minimum length of 1-3/16" and a diameter of 5/16".

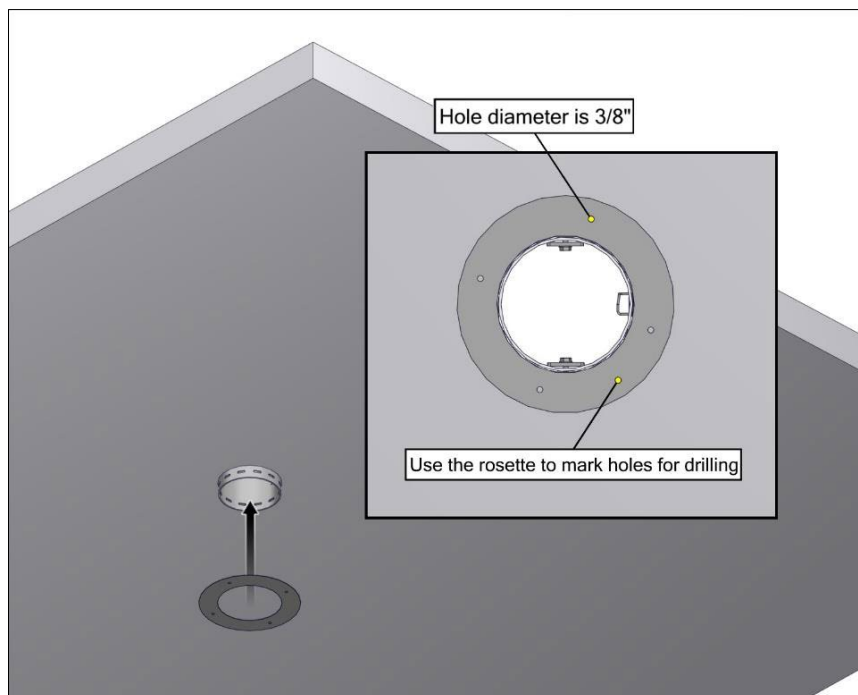
WARNING: Ensure that no one is under the hanging system during this process.

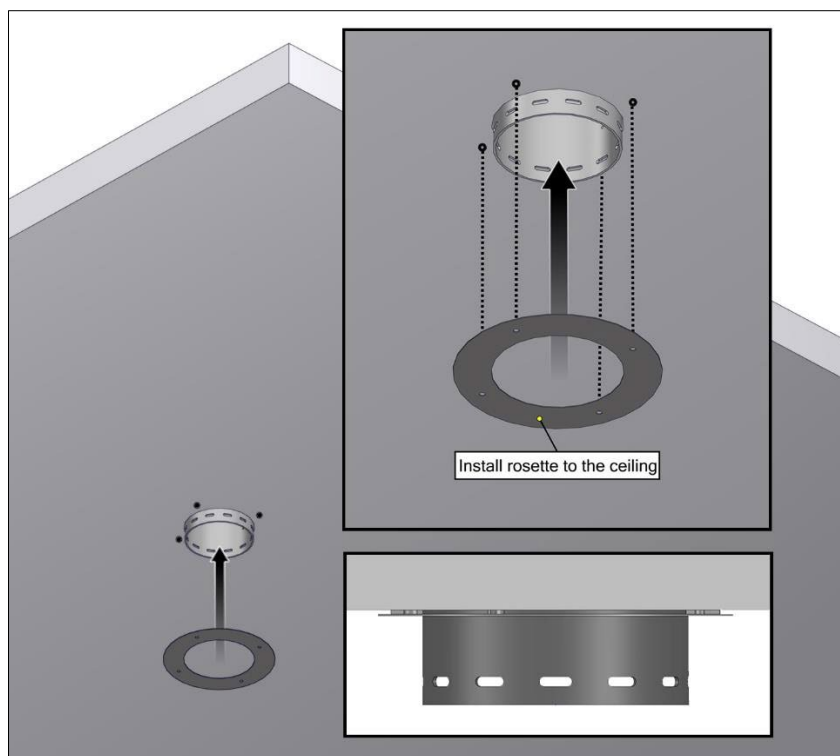




Rosette

Install the rosette using four screws not provided. Consult the project manager about the proper length and diameter for the screws.

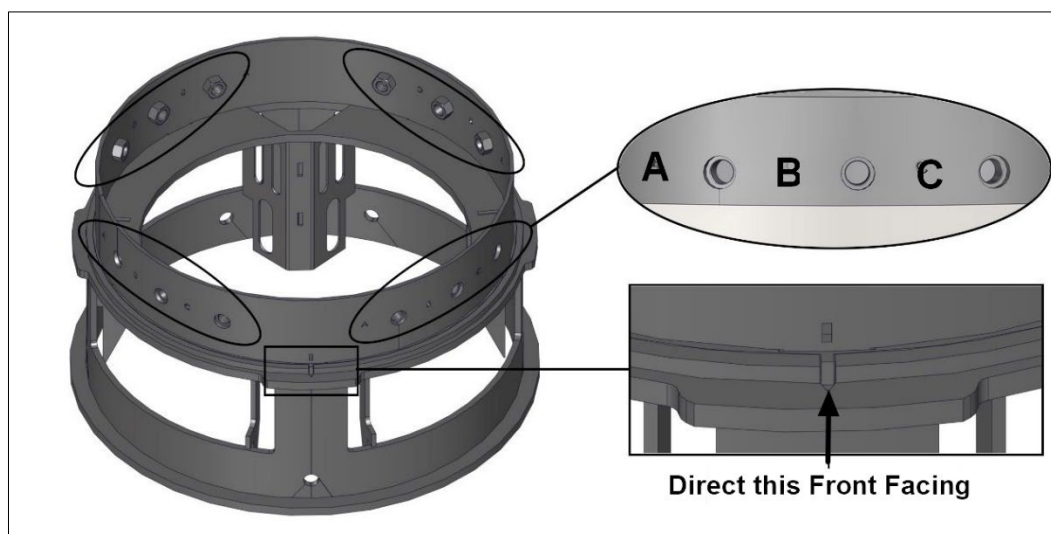




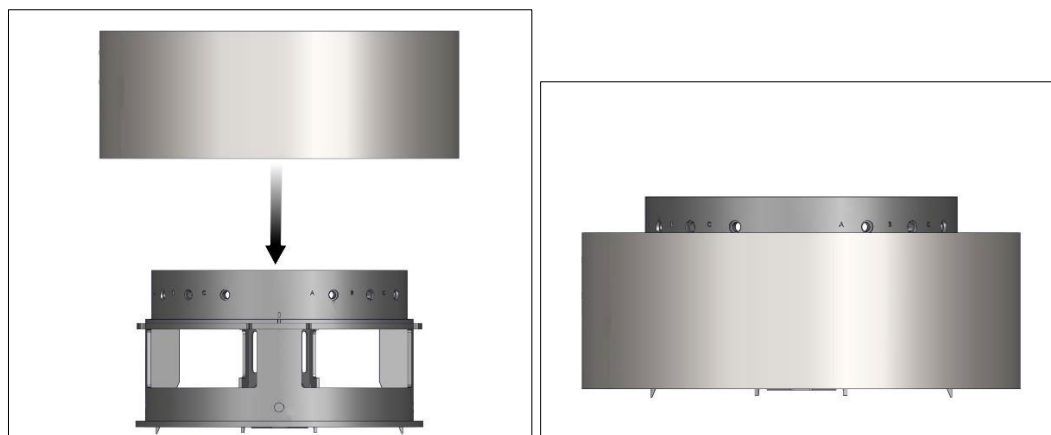
Heat Release & Heat Release Cover

Install the heat release to the hanging system by adding a screw to one of the three groups (group A / group B / group C) shown below using four M8x18 screws and the 3/16" Allen Key.

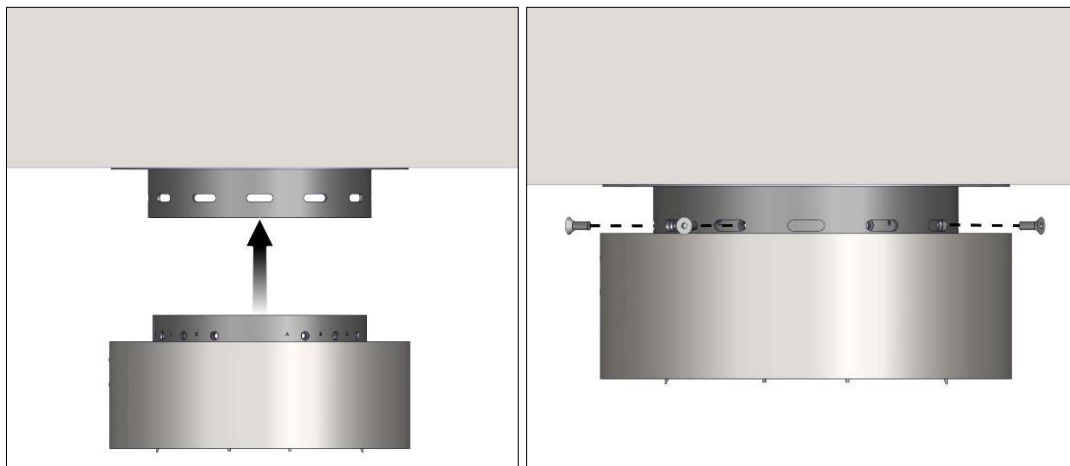
Note: The arrow notch represents the front of the unit and must be taken into care when installing.



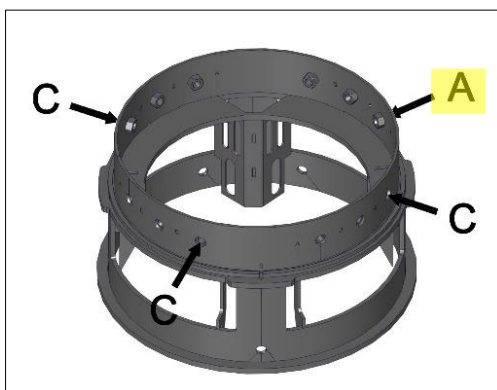
Install the heat release cover by sliding it down over the heat release as shown below:



Install the heat release to the hanging system by using four M8x18 screws and the 3/16" Allen Key.

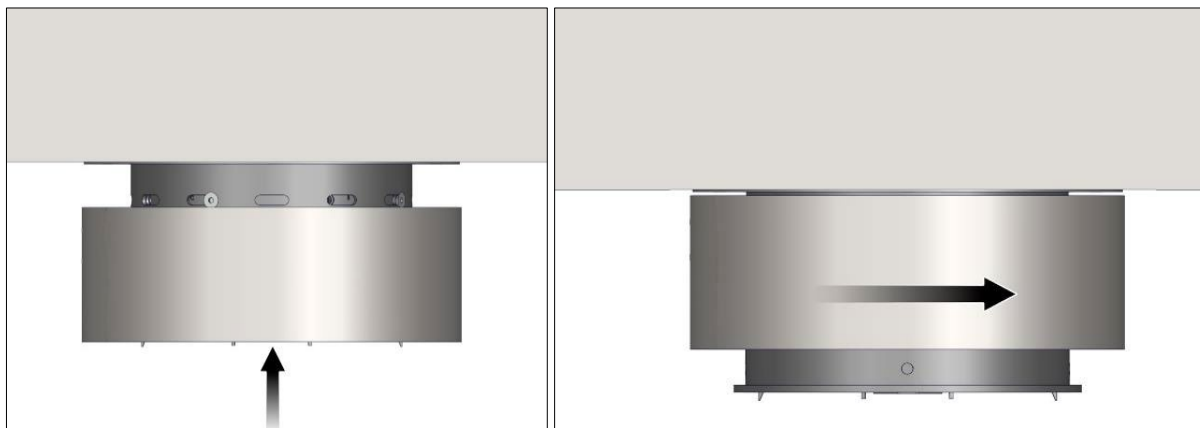


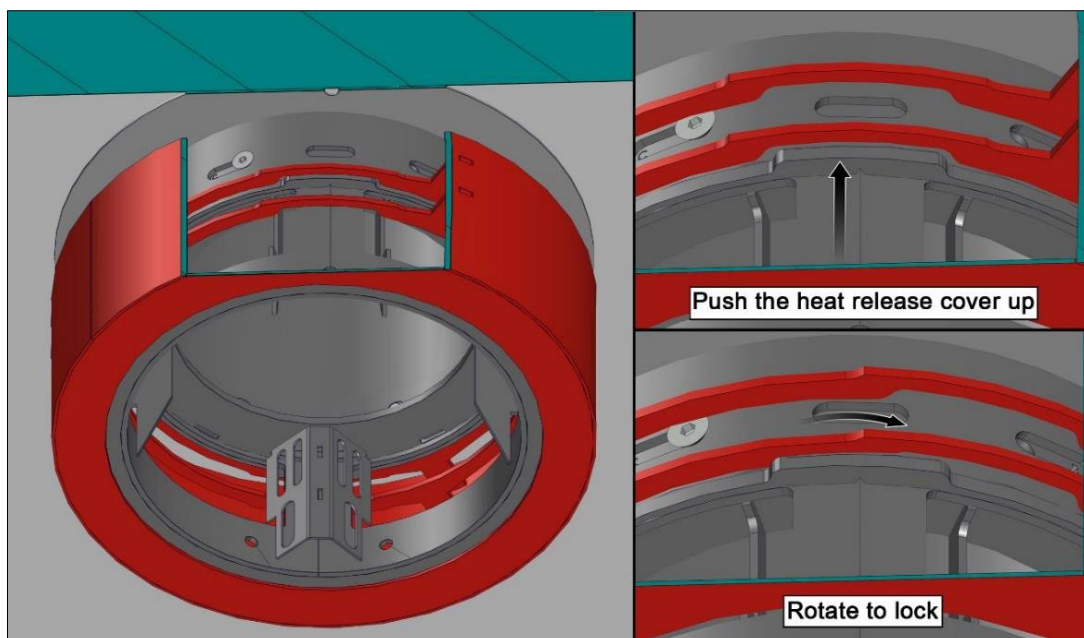
Note: If access to one of the screws is difficult, you can connect the screw through a different group as shown below:



Decorative Pipe

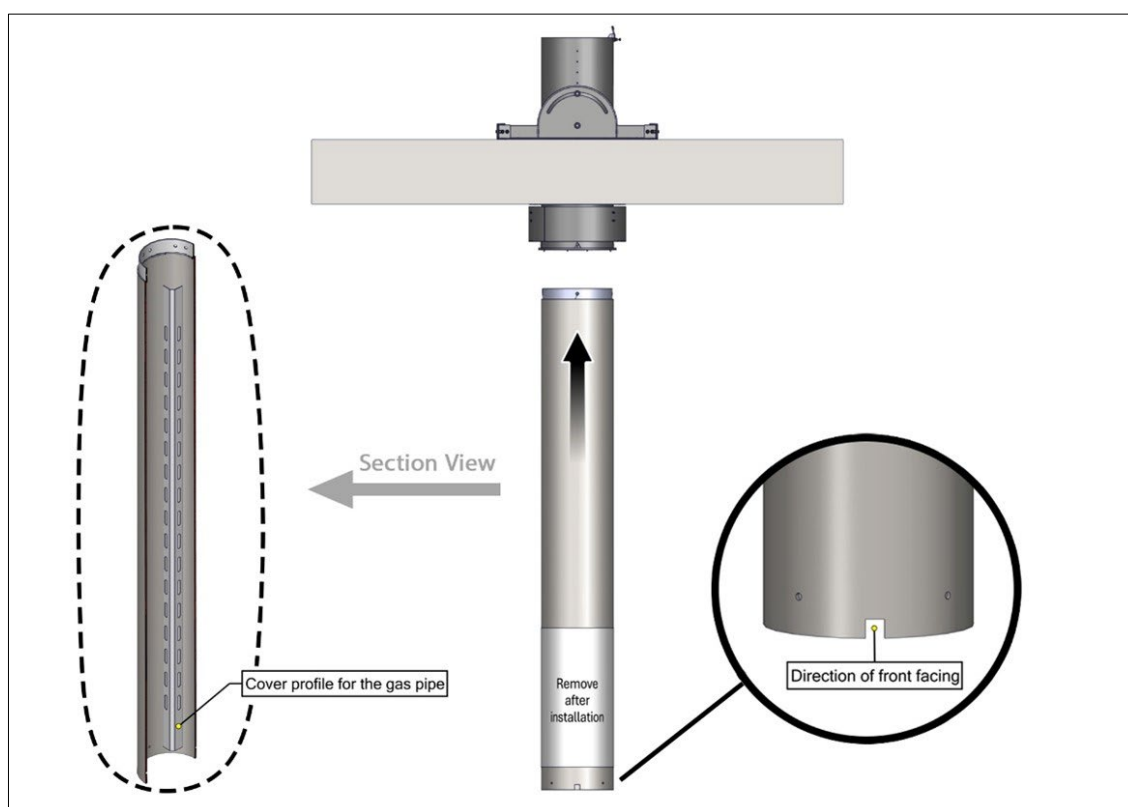
Lift the heat release cover upwards to reach the screws:



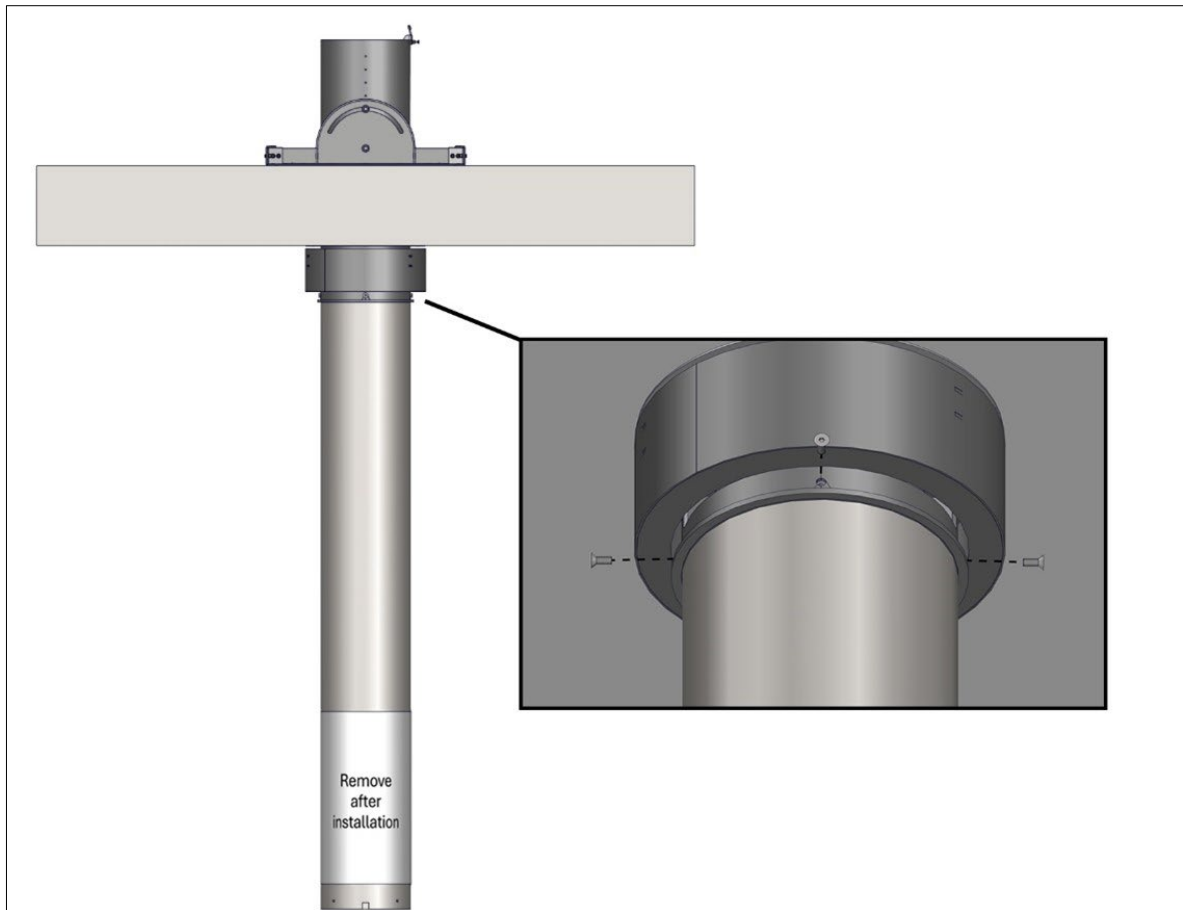


Sectional View to show Heat Release Cover mechanism

Install the decorative pipe to the heat release using five M8x18 screws and the 3/16" Allen Key.



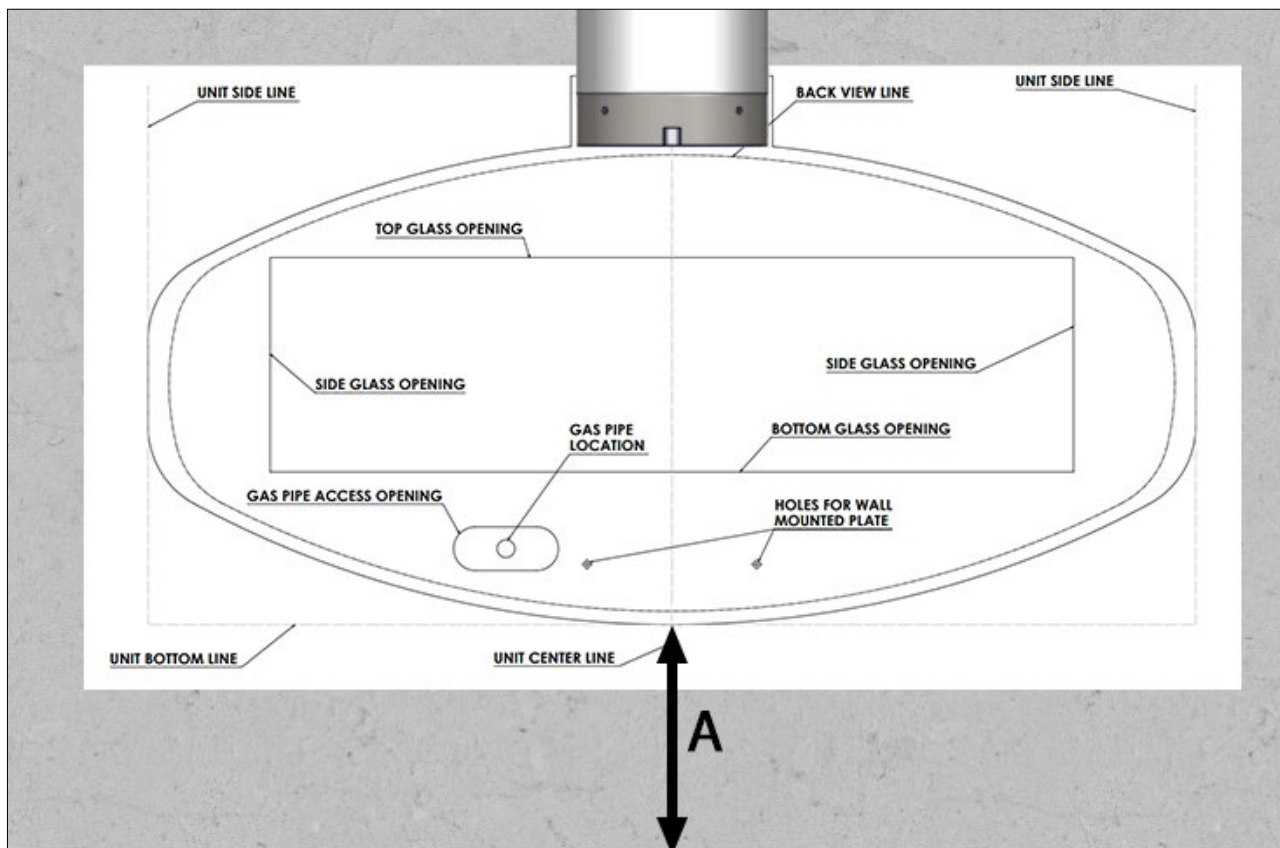
Note: The square notch represents the front of the unit and must be taken into care when installing.



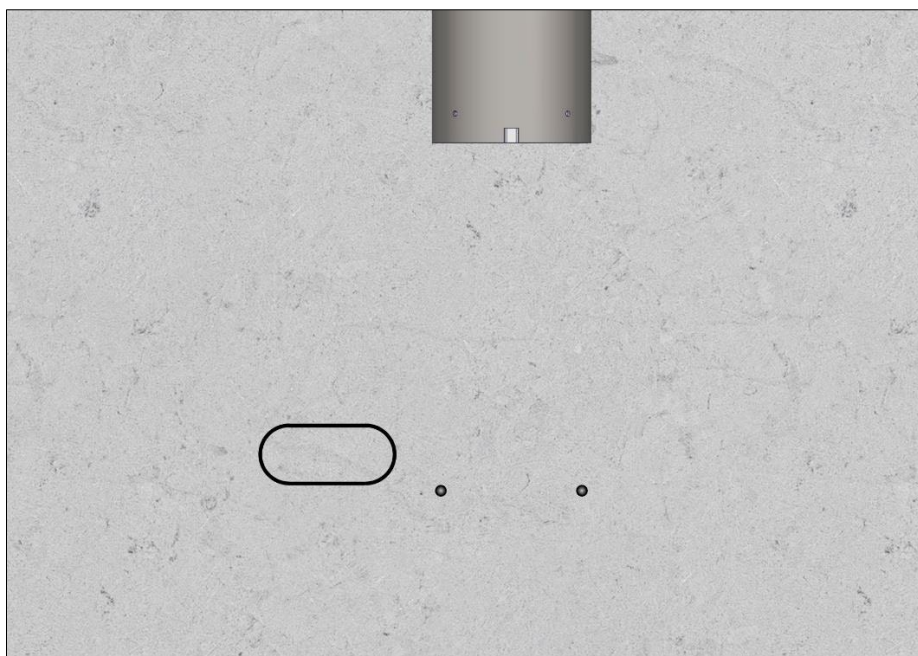
Gas Line

Wall Mounted

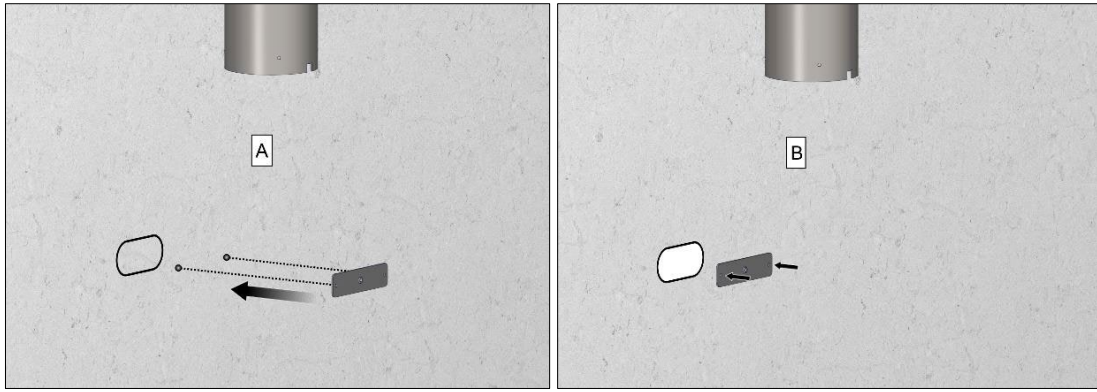
Attach the reference hanging sheet to the wall, ensuring placement and alignment with proper installation. Dimension "A" should be a minimum of 18" from the ground.



While the sheet is attached to the wall, drill the screws located on the sheet for wall mounting plate location and transpire the gas cut out location to the wall.

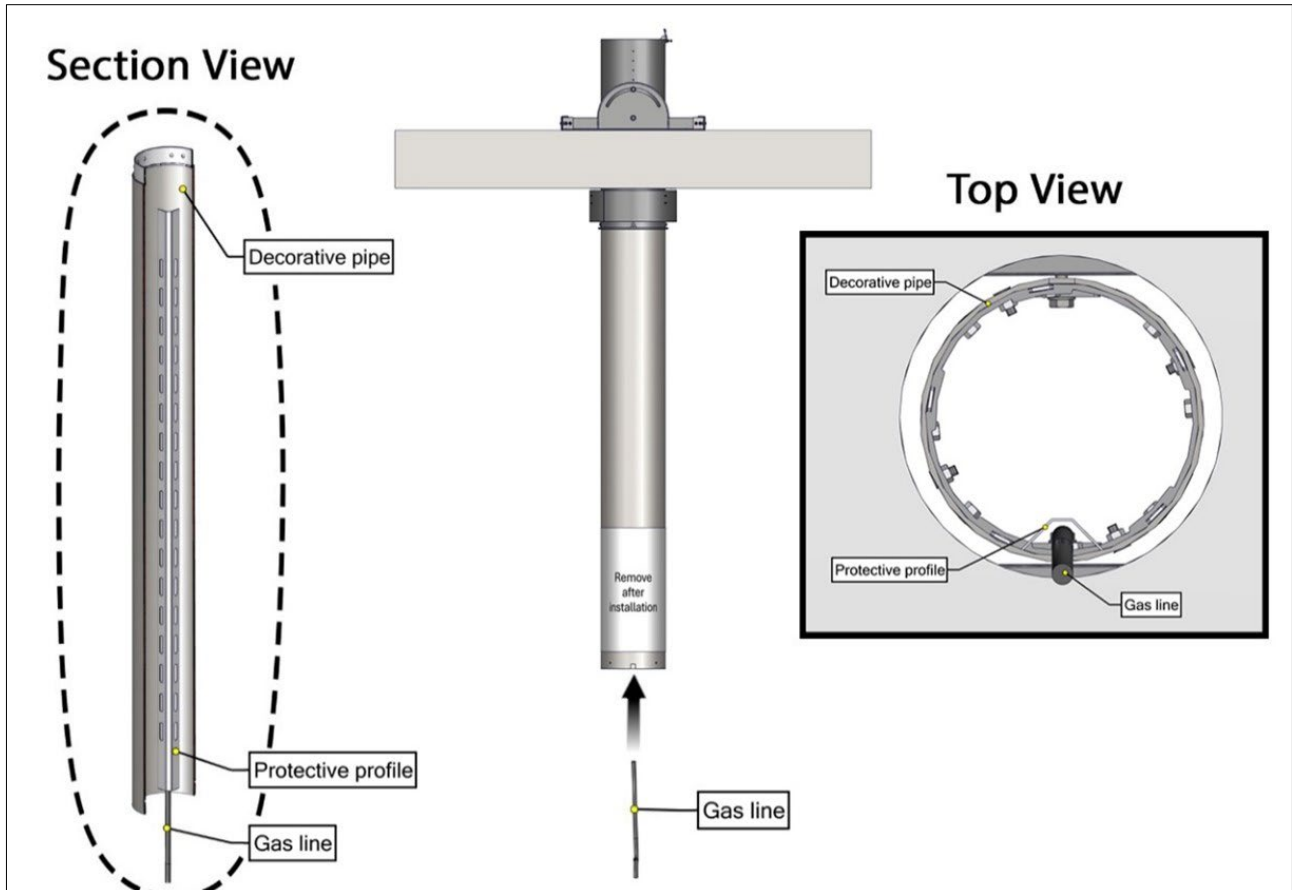


Remove the reference sheet from the wall, install the hanging plate, and make the hole for the gas line. For the hanging plate, use flat headed screws which length and type will depend on wall materials and thickness, screws not supplied for this step.



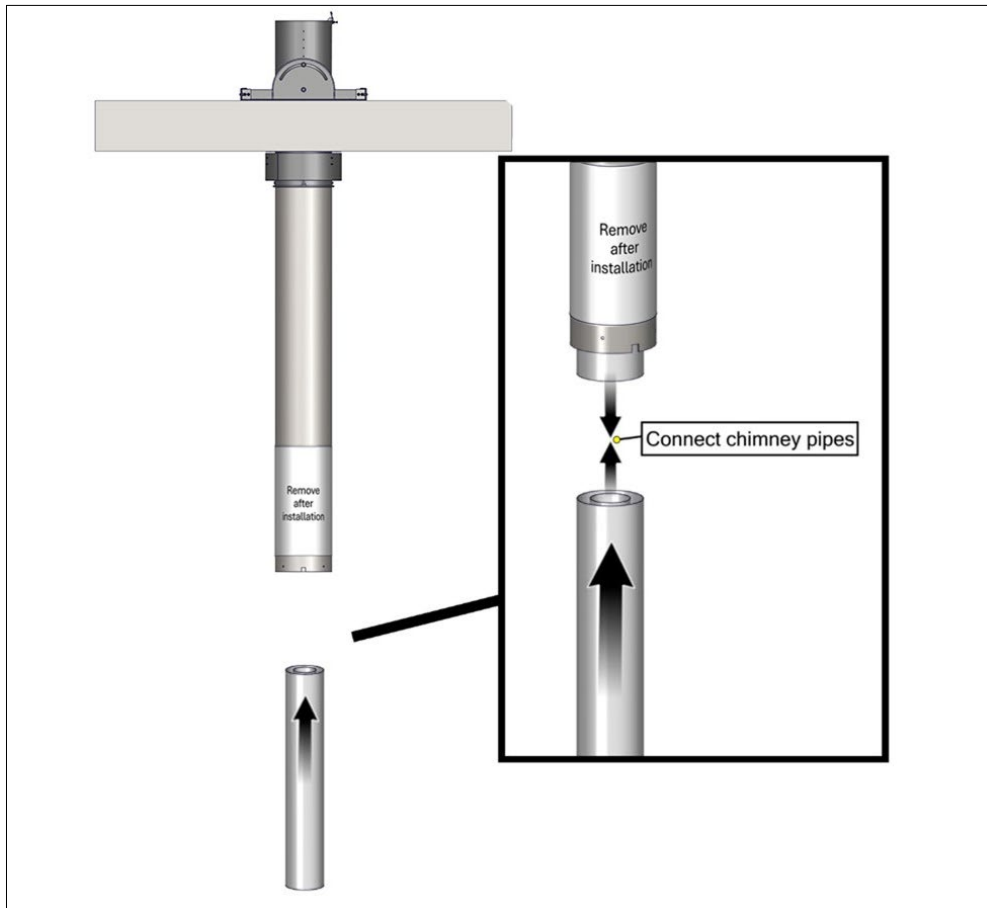
Suspended

Route the gas line through the decorative pipe by sliding it within the protective profile.

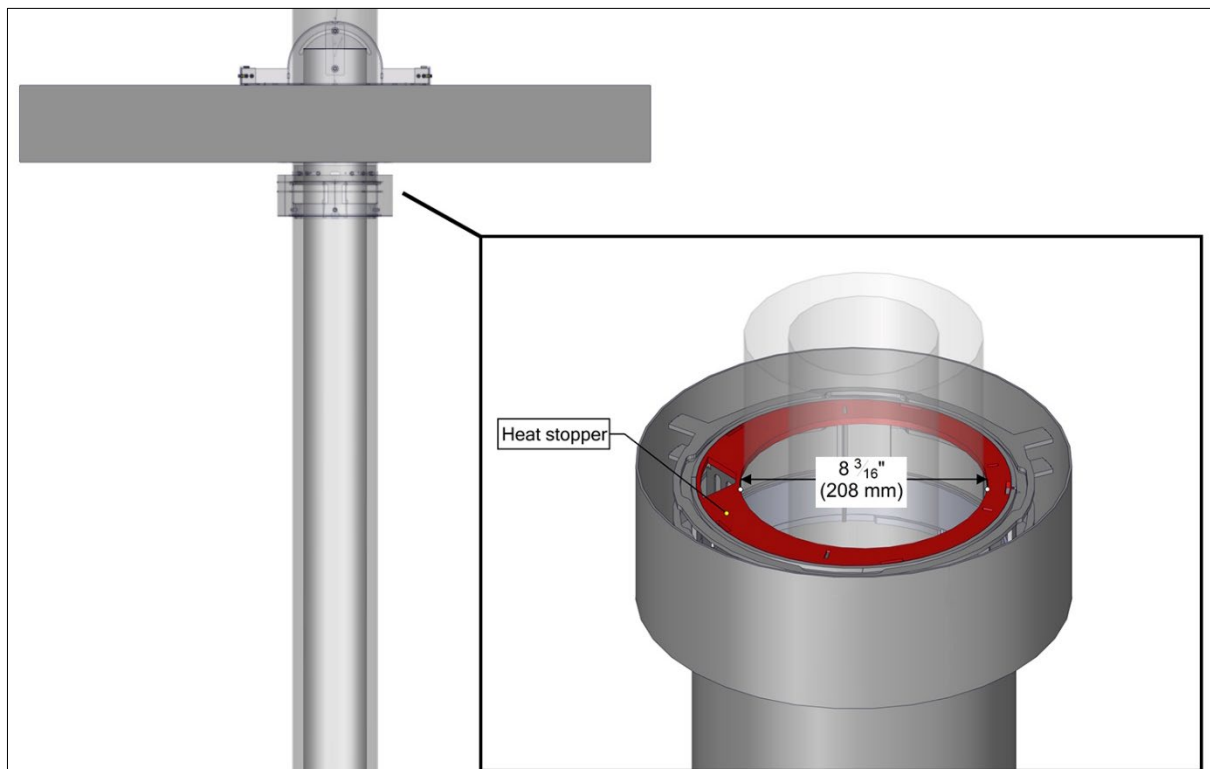


5"x8" Venting

Insert the chimney pipe (see "General Venting Requirements" section for more details) into the decorative pipe as shown below:



When installing the venting, please note that it will be a tight fit as the diameter is only 8-3/16".



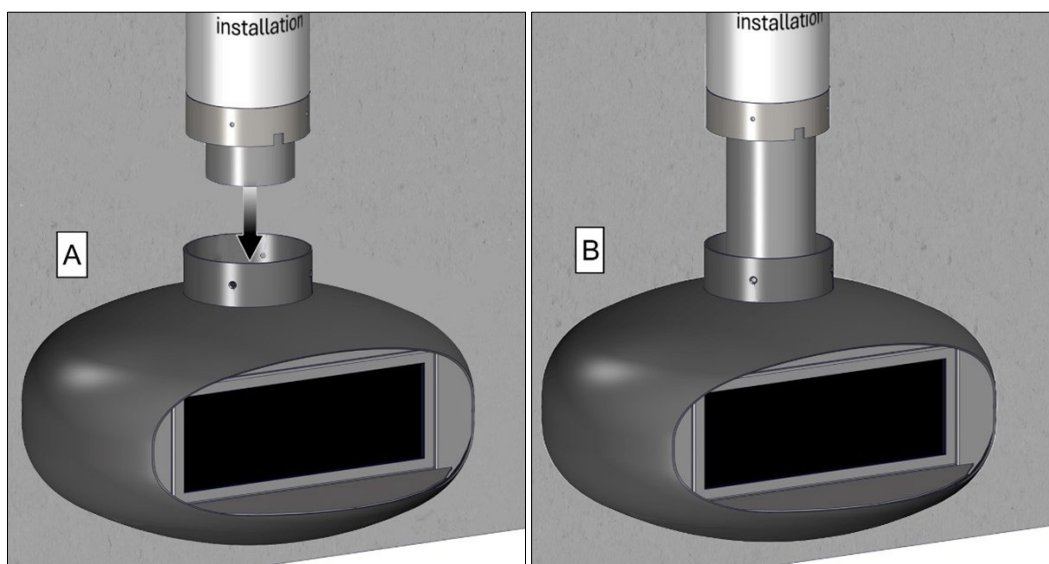
Attach the Fireplace

Slide the screw cover over the decorative pipe as shown below:



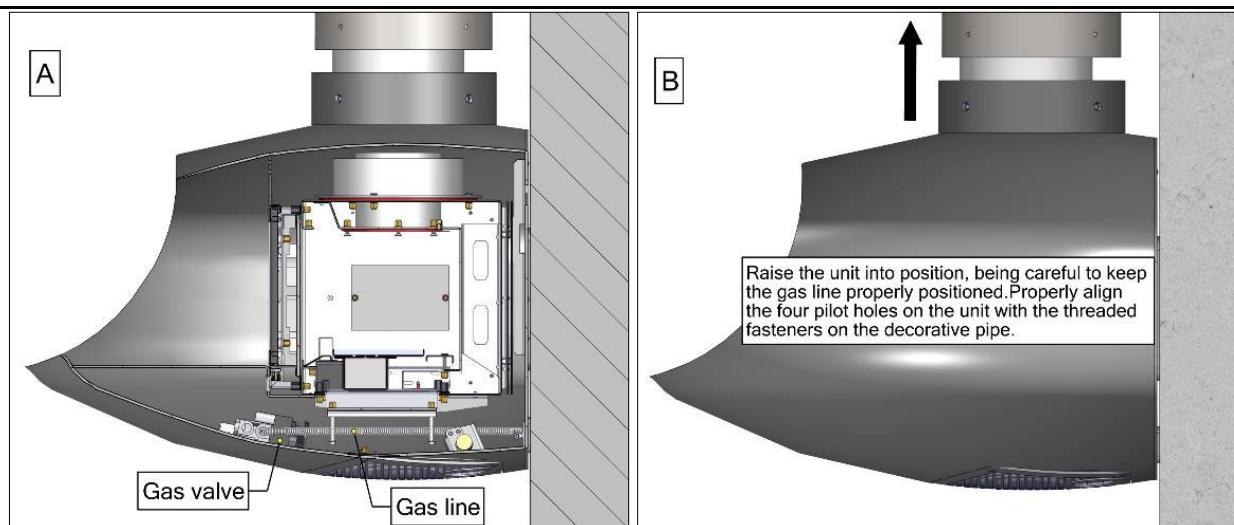
Ensure the $1\text{-}9/16$ " at the bottom of the decorative pipe is free from the label, as this is where it will attach to the starting collar. The screw cover will need to be held into place on the decorative pipe before starting the next step. Any damage to the protective label is okay, intent of the label is to protect the decorative pipes paint.

Lift the vent pipe to maintain proper clearances. Position the unit underneath the decorative pipe and connect the vent to the top of the appliance as shown below.

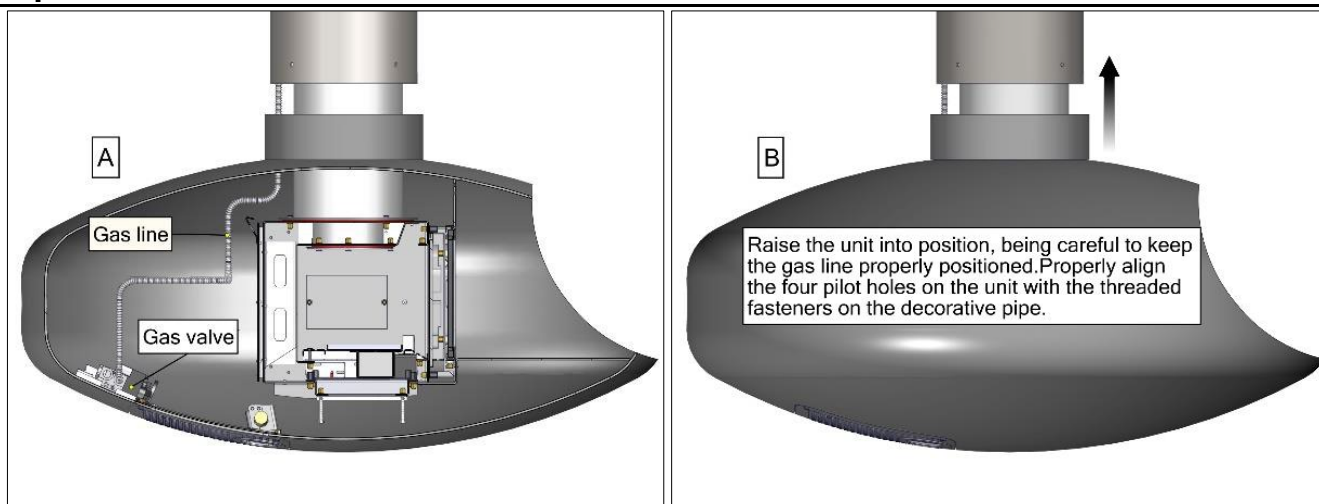


Route the gas line into the rear section of the fireplace and raise the fireplace into position keeping the pilot holes aligned.

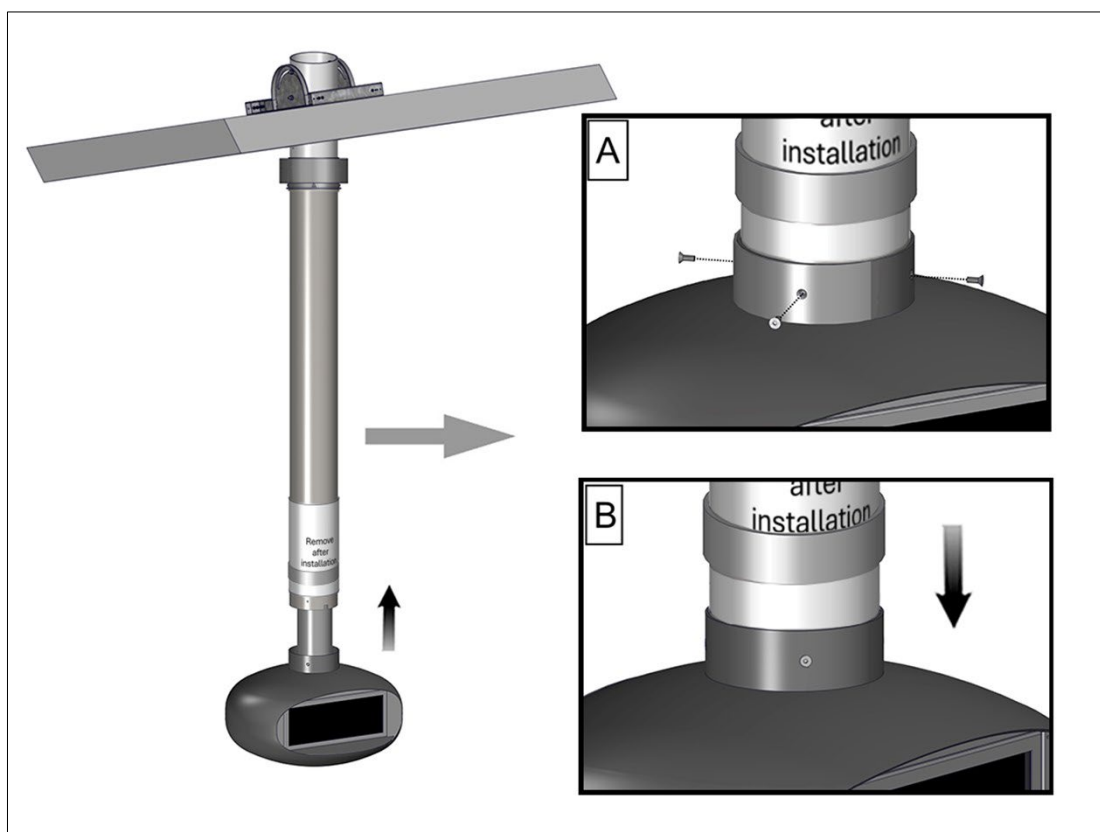
Wall Mount:



Suspended:



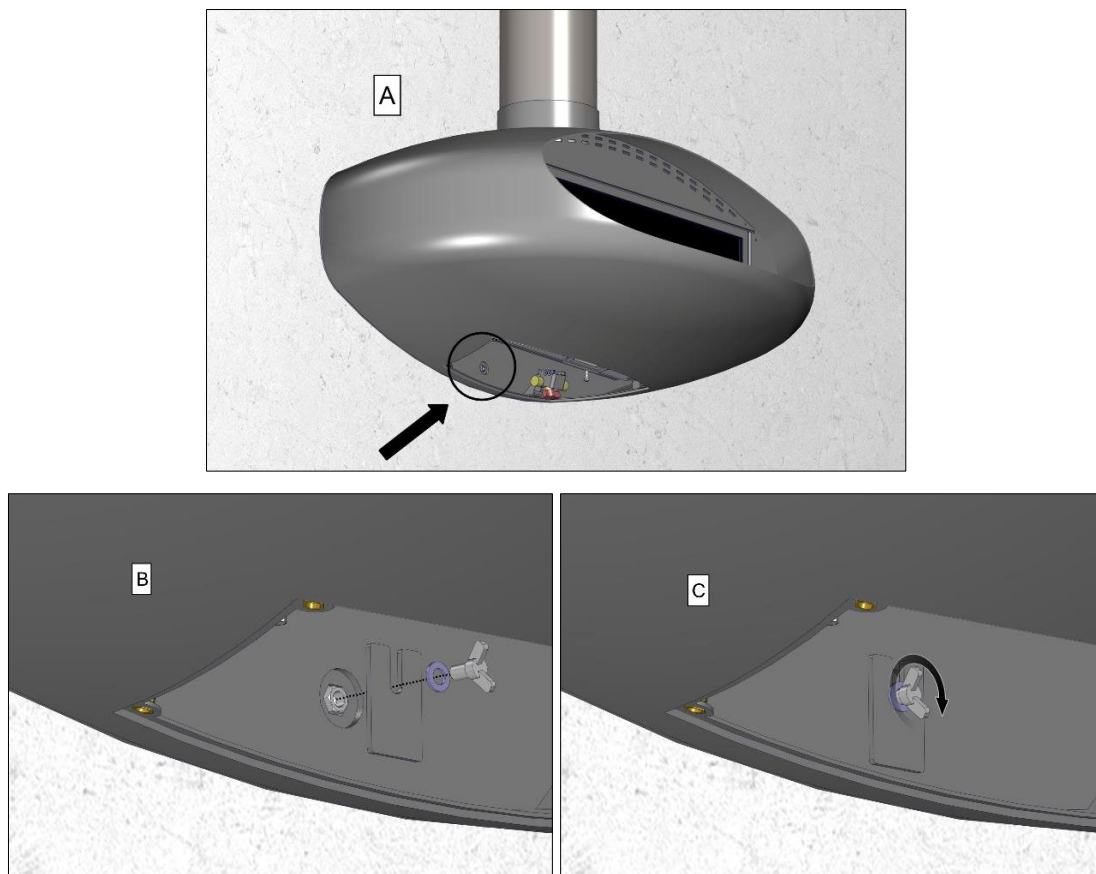
Attach the fireplace to the decorative pipe using four M8x18 screws and the 3/16" Allen Key. Make sure to not fully tighten the screws until all are partially threaded. Remember to slide the screw cover into position on the collar covering the screws after fireplace is attached.



Note: Make sure to remove the label after completing this step.

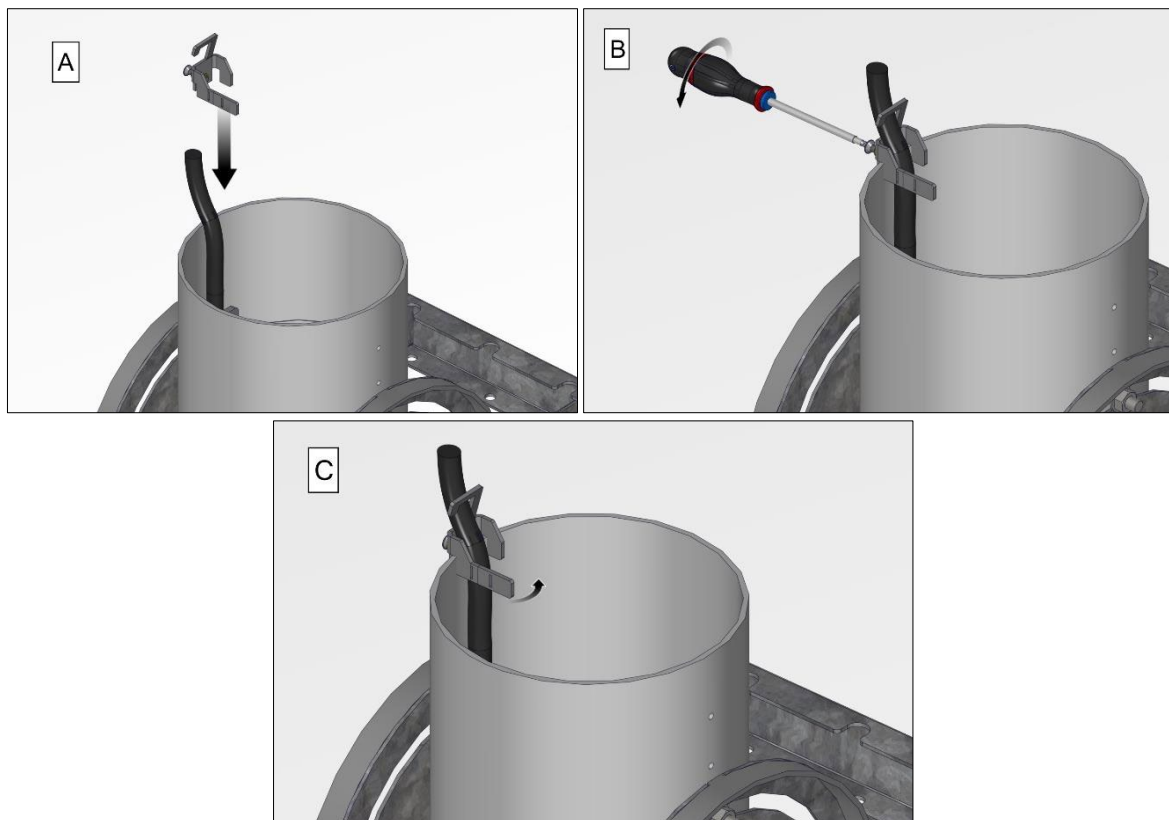
For Wall Mount Only

Stabilize the fireplace to the wall using a butterfly screw and the slotted position plate as shown below:

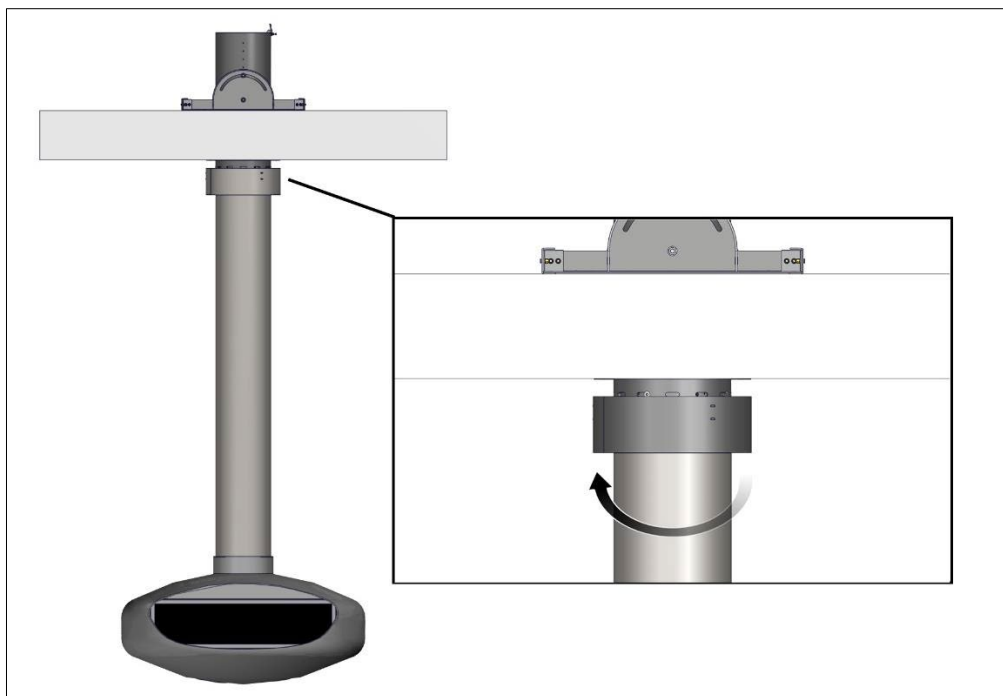


For Suspended Model Only

Attach the gas pipe holder by using a M6x25 screw as shown below:



Check positioning of the fireplace. If the fireplace needs to be adjusted, loosen the screws from the "Heat Release & Heat release Cover" section to make said adjustments.



Post-Installation

Complete the following post-installation steps.

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 should 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
- Adjusting the restrictor (if necessary)
- Performing an overall check to make sure that everything is working properly.

When these activities are complete, an 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, the owner must contact the local Ortal dealer/installer for support.

Venting

General Venting Requirements

The fireplace operates using a direct vent system and requires co-axial direct 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.

Vent Requirements			
Fireplace Model	Direct Vent Type	Vent Size	Approved Vent Manufacturers
Oval 120	Passive Vent	5x8 co-axial direct vent pipe (5" interior, 8" exterior)	Olympia: Ventis DuraVent: Direct Vent Pro ICC: EXCELDirect BDM: Pro-Form Direct Vent System Selkirk: Direct-Temp System



VENTING NOTE: Power vents systems are not allowed with the Oval series fireplaces.



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

Vent Configurations

The following sections provide information for calculating vent configuration distances and elbows.

Please consider the following guidelines when determining vent configuration:

Elbows

- **Maximum Elbows:** Up to **four** 90° elbows can be used in the vent configuration. Two 45° elbows = one 90° elbow.
 - **45° Vertical Offset Exception:** Two 45° elbows in the vertical plane with a diagonal run in between is equal to **0 elbows**. They are not counted with other elbows in the vent configuration.
The diagonal run between the two 45° elbows must be included when calculating vertical and horizontal distances.
 - **45° Horizontal Offset:** Two 45° elbows that begin and end in the horizontal plane, with a diagonal run in between, is equal to **one 90° elbow**. Additionally, **3 feet** must be reduced from the total allowable horizontal run.
The diagonal run between the two 45° elbows must be included when calculating vertical and horizontal distances
- **Flat 90° Elbows:** For every flat 90° elbow (a 90° elbow that stays in the horizontal plane), **6 feet** must be reduced from the total allowable horizontal run. Up to two flat elbows are allowed.
 - Example: If max allowable horizontal run is 24 feet and 1 flat elbow is added, max run is reduced to 18 feet.

Diagonal Runs

- **Calculating Diagonal Runs (D):** Diagonal (45°) vent runs have an equal combination of vertical and horizontal aspects. To include diagonal portions of your desired vent configuration when determining overall vent limitations, divide the diagonal distance in half. Add this value to the total vertical rise and total horizontal run distances in your vent configuration. Include these values when utilizing the Vent Configuration Tables below.
 - Example: 6 feet diagonal run = 3 feet vertical rise & 3 feet horizontal run

Other

- **V Minimum:** This is the minimum amount of vertical rise required before the first horizontal run.
- Any vent configuration that does not meet these parameters requires Ortal's review and approval.

Allowable Maximum Horizontal Runs NG	
Oval Series NG	
V minimum = 6 feet	
Vertical (V)	Max Horizontal (H)
6 ft	24 ft
9 ft	24 ft
12 ft	24 ft
15 ft	24 ft
18 ft	24 ft
21 ft	24 ft
24 ft	21 ft
27 ft	18 ft
30 ft	15 ft
33 ft	12 ft
36 ft	9 ft
39 ft	0 ft
44 ft	0 ft

Allowable Maximum Horizontal Runs LP	
Oval Series LP	
V minimum = 9 feet	
Vertical (V)	Max Horizontal (H)
9 ft	24 ft
12 ft	24 ft
15 ft	24 ft
18 ft	24 ft
21 ft	24 ft
24 ft	21 ft
27 ft	18 ft
30 ft	15 ft
33 ft	12 ft
36 ft	9 ft
39 ft	0 ft
44 ft	0 ft

 **CHART NOTE:** Do not include the space elbows take up when calculating your vertical and horizontal distances.

Vent Restrictor Sizing Guidelines

The restrictor sizing tables in this section determine the recommended restrictor for your vent configuration. **These tables show Ortal's maximum allowed restriction; no larger restrictor should be installed.** The recommended restrictor will vary from NG to LP.

How to use the "Recommended Restrictor" tables:

1. Find the total vertical rise in your vent configuration along the y-axis.
2. Find the horizontal run in your vent configuration along the x-axis.
3. Follow the desired rise and run values within the table until they meet. This value is the recommended restrictor size (in inches) for your vent configuration.

Legend:

X: Vent configuration is not allowed. Power vent required.

0: No restrictor required.

Numbers other than 0: Represents the recommended restrictor (by width).

Restrictor Sizes:

- 20mm (0.79")
- 30mm (1.18")
- 40mm (1.57")
- 50mm (1.97")
- 70mm (2.75")
- 85mm (3.35")

Oval Series NG V Minimum = 6 Feet												
44'	0	X	X	X	X	X	X	X	X	X	X	X
39'	0	X	X	X	X	X	X	X	X	X	X	X
36'	1.97"	1.97"	1.97"	1.97"	X	X	X	X	X	X	X	X
33'	1.97"	1.97"	1.97"	1.97"	1.97"	X	X	X	X	X	X	X
30'	1.97"	1.97"	1.97"	1.97"	1.97"	1.97"	X	X	X	X	X	X
27'	1.97"	1.97"	1.97"	1.97"	1.97"	1.97"	1.97"	X	X	X	X	X
24'	1.97"	1.97"	1.97"	1.97"	1.97"	1.97"	1.97"	1.97"	X	X	X	X
21'	2.75"	2.75"	2.75"	2.75"	2.75"	2.75"	2.75"	2.75"	2.75"	X	X	X
18'	2.75"	2.75"	2.75"	2.75"	2.75"	2.75"	2.75"	2.75"	2.75"	X	X	X
15'	2.75"	2.75"	2.75"	2.75"	2.75"	2.75"	2.75"	2.75"	2.75"	X	X	X
12'	2.75"	2.75"	2.75"	2.75"	2.75"	2.75"	2.75"	2.75"	2.75"	X	X	X
9'	1.97"	1.97"	1.97"	1.97"	1.97"	1.97"	1.97"	1.97"	1.97"	X	X	X
6'	1.97"	1.97"	1.97"	1.97"	1.97"	1.97"	1.97"	1.97"	1.97"	X	X	X
3'	X	X	X	X	X	X	X	X	X	X	X	X
0'	X	X	X	X	X	X	X	X	X	X	X	X
	0'	3'	6'	9'	12'	15'	18'	21'	24'	27'	30'	33'

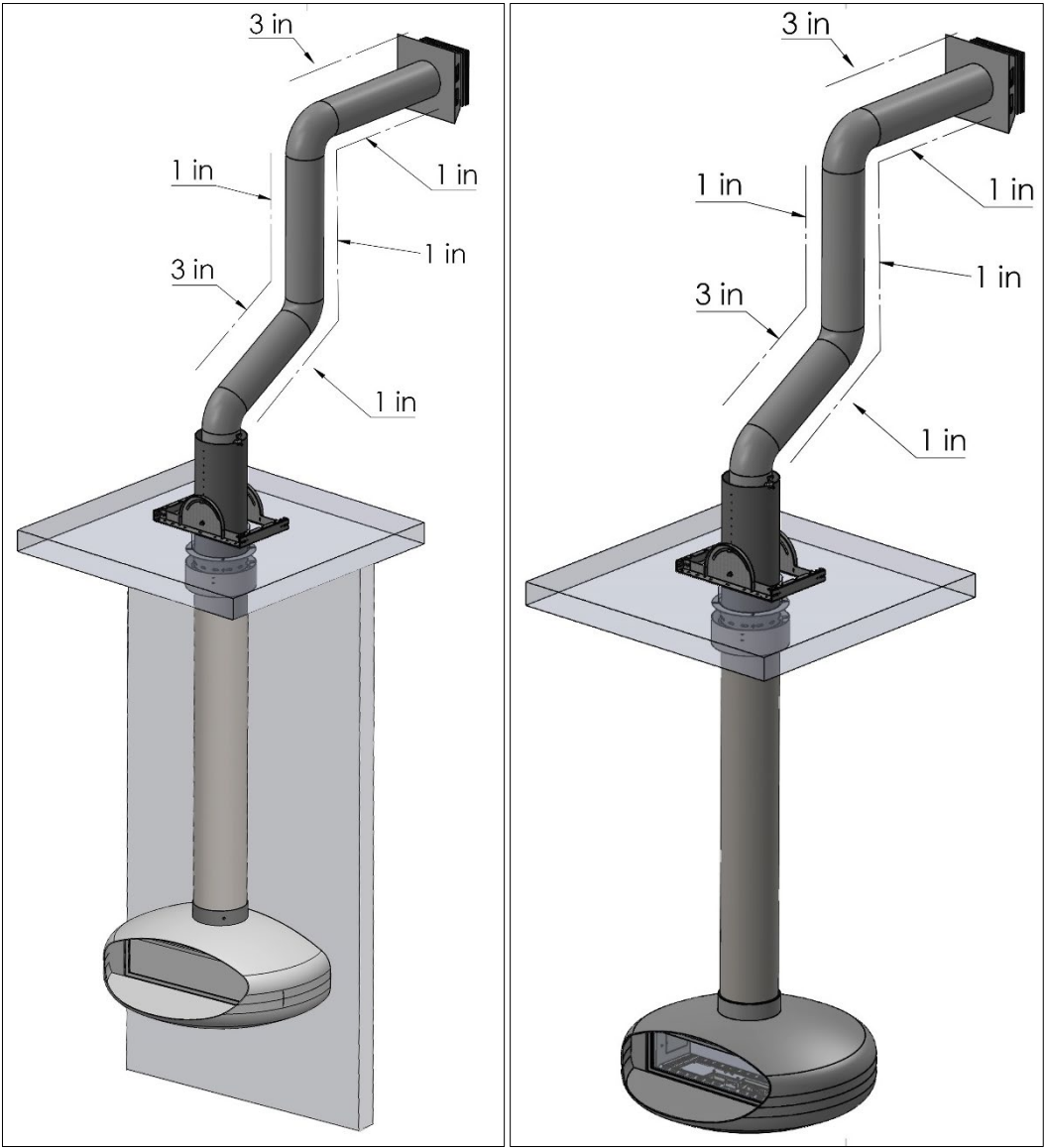
Horizontal Vent Run

Oval Series LP V Minimum = 9 Feet												
44'	0	X	X	X	X	X	X	X	X	X	X	X
39'	0	X	X	X	X	X	X	X	X	X	X	X
36'	0	0	0	0	X	X	X	X	X	X	X	X
33'	0	0	0	0	0	X	X	X	X	X	X	X
30'	0	0	0	0	0	0	X	X	X	X	X	X
27'	0	0	0	0	0	0	0	X	X	X	X	X
24'	0	0	0	0	0	0	0	0	X	X	X	X
21'	0	0	0	0	0	0	0	0	0	X	X	X
18'	0	0	0	0	0	0	0	0	0	X	X	X
15'	0	0	0	0	0	0	0	0	0	X	X	X
12'	0	0	0	0	0	0	0	0	0	X	X	X
9'	0	0	0	0	0	0	0	0	0	X	X	X
6'	X	X	X	X	X	X	X	X	X	X	X	X
0'	X	X	X	X	X	X	X	X	X	X	X	X
	0'	3'	6'	9'	12'	15'	18'	21'	24'	27'	30'	33'

Horizontal Vent Run

Vent Clearances

The following clearances apply to the vent system regardless of vent manufacturer.

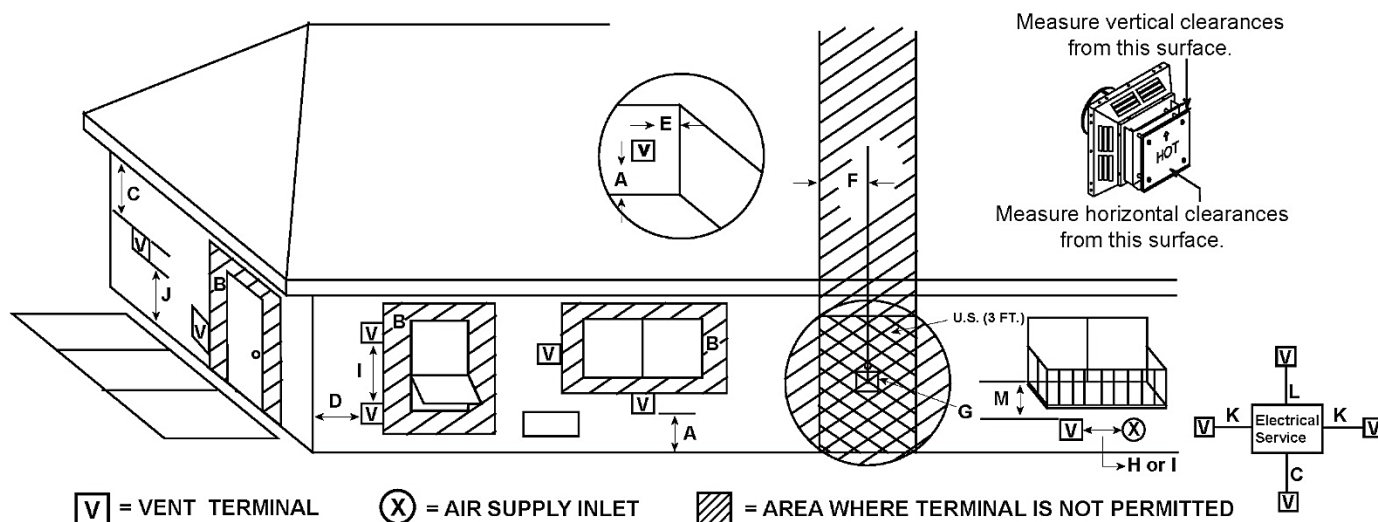


Vent Clearances	
Sides: 1"	Applies to entire circumference when venting is oriented vertically. Clearance is to any material.
*Top: 3"	Applies to venting oriented horizontally or at an angle. Clearance is to combustible material.
Bottom: 1"	

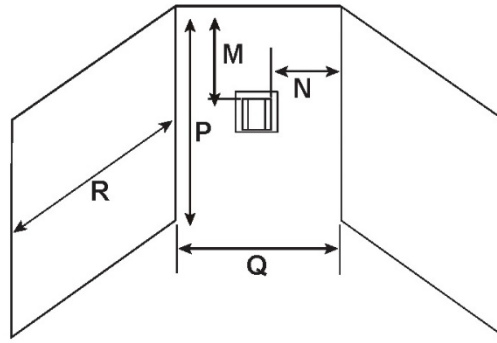
***Exception:** Top clearance is reduced to 1" when in non-combustible construction.

Vent Termination

Horizontal Termination Clearance Diagram



Location	Country	Minimum Clearance	Description
A	US & Canada	12 inches	Clearance above grade, veranda, porch, deck, or balcony. NOTE: On private property where termination is less than 7 feet above a sidewalk, driveway, deck, porch, veranda, or balcony, use of a listed cap shield is suggested.
B	US	≤ 50,000 BTU: 9 inches > 50,000 BTU: 12 inches	Clearance to an operable window or door. NOTE: Zero clearance to an inoperable window or door.
	Canada	12 inches	
C	US & Canada	24 inches	Vertical clearance to a ventilated soffit located above the vent termination.
		18 inches	Vertical clearance to an unventilated soffit located above the vent termination.
		42 inches	Vertical clearance to vinyl clad soffits and below electrical service.
D	US & Canada	9 inches	Clearance to an outside corner.
E	US & Canada	6 inches	Clearance to an inside corner.
F	US	N/A	Not to be installed above a gas meter/regulator assembly within 3 feet (90 cm) horizontally from the center-line of the regulator.
	Canada	3 feet	
G	US & Canada	3 feet	Clearance to gas service regulator vent outlet.
H	US	9 inches	Clearance to a non-mechanical air supply inlet to the building or the combustion air inlet to any other appliance. NOTE: Termination in a covered alcove space (spaces open only on one side and with an overhang) are permitted with the dimensions specified for vinyl or non-vinyl siding and soffits. 1. There must be 3 feet minimum between termination caps. 2. All mechanical air intakes within 10 feet of a termination cap must be a minimum of 3 feet below the termination cap. 3. All gravity air intakes within 3 feet of a termination cap must be a minimum of 1 foot below the termination cap.
	Canada	12 inches	
I	US	3 feet	Clearance to a mechanical (powered) air supply inlet. NOTE: Termination in a covered alcove space (spaces open only on one side and with an overhang) are permitted with the dimensions specified for vinyl or non-vinyl siding and soffits. 1. There must be 3 feet minimum between termination caps. 2. All mechanical air intakes within 10 feet of a termination cap must be a minimum of 3 feet below the termination cap. 3. All gravity air intakes within 3 feet of a termination cap must be a minimum of 1 foot below the termination cap.
	Canada	6 feet	
J*	US & Canada	7 feet	Clearance above paved sidewalk or a paved driveway located on public property. NOTE: On private property where termination is less than 7 feet above a sidewalk, driveway, deck, porch, veranda, or balcony, use of a listed cap shield is suggested. *a vent shall not terminate directly above a sidewalk or paved driveway which is located between two single family dwellings and serves both dwellings.
K	US & Canada	6 inches	Clearance from sides of electrical service. NOTE: Location of the vent termination must not interfere with access to the electrical service.
L	US & Canada	12 inches	Clearance above electrical service. NOTE: Location of the vent termination must not interfere with access to the electrical service.



Covered Alcove: spaces open only on one side and with an overhang

Horizontal Termination Clearances Continued: Covered Alcove Application			
Location	Country	Minimum Clearance	Description
COVERED ALCOVE APPLICATION	M	US & Canada	16 inches
	N	US & Canada	6 inches
		US & Canada	12 inches
	P	US & Canada	8 feet
	Q	US & Canada	See table below.
	R	US & Canada	See table below.

# Vent Caps	Q_{MINIMUM}	R_{MAXIMUM}
1 vent cap	3 feet	$2 \times Q_{\text{ACTUAL}}$
2 vent caps	6 feet	$1 \times Q_{\text{ACTUAL}}$
3 vent caps	9 feet	$\frac{2}{3} \times Q_{\text{ACTUAL}}$
4 vent caps	12 feet	$\frac{1}{2} \times Q_{\text{ACTUAL}}$
$Q_{\text{MIN}} = \# \text{ vent caps} \times 3$		$R_{\text{MAX}} = (\frac{2}{\# \text{ vent caps}}) \times Q_{\text{ACTUAL}}$

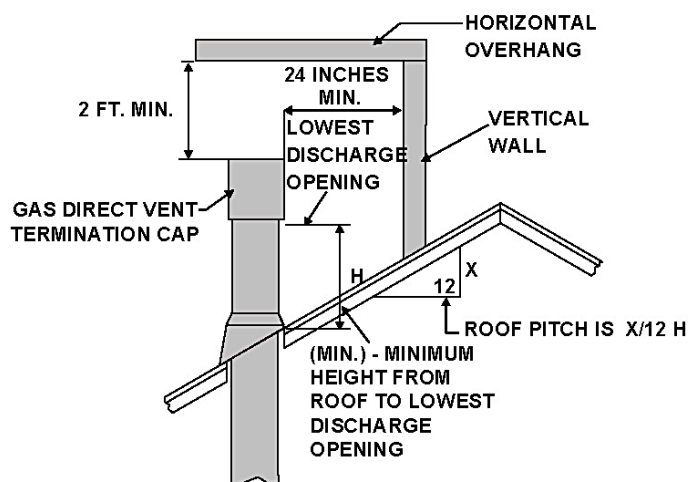
! HORIZONTAL TERMINATION CAP CLERANCES - NOTES:

- If exterior walls are finished with vinyl siding, it is required that a vinyl protector kit be installed.
- Vent system termination is not permitted in screened porches.
- Vent system termination is permitted in porch areas with two or more sides open. You must follow all side walls, overhang and ground clearances as stated.
- Termination caps may be hot. Consider their proximity to doors or other traffic areas.

! **TERMINATION CAP NOTE:** A Sconce Termination Cap can negatively impact flame appearance and is not recommended for use with the fireplace.

Vertical Termination Clearance Diagram

Minimum Height From Roof To Lowest Discharge Opening

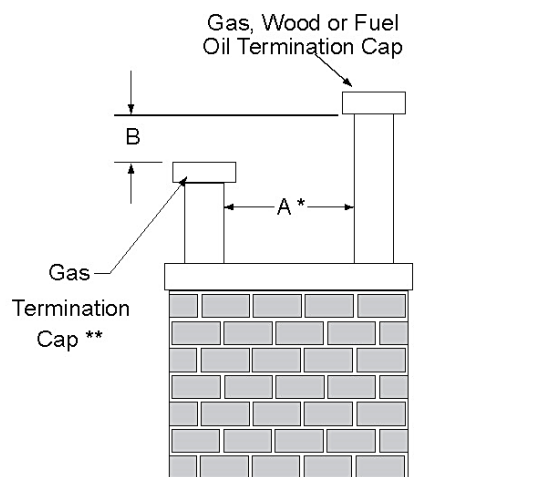


Roof Pitch	H (Min.) Ft.
Flat to 6/12.....	1.0*
Over 6/12 to 7/12.....	1.25*
Over 7/12 to 8/12.....	1.5*
Over 8/12 to 9/12.....	2.0*
Over 9/12 to 10/12.....	2.5*
Over 10/12 to 11/12.....	3.25
Over 11/12 to 12/12.....	4.0
Over 12/12 to 14/12.....	5.0
Over 14/12 to 16/12.....	6.0
Over 16/12 to 18/12.....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

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

Vent Installation

Venting must be installed to meet the requirements as detailed in the following sections in conjunction with the vent system manufacturer's installation instructions. Venting must be supported by the structural surroundings and not by the fireplace. Each offset (elbow) must be strapped to reduce movement or possible disconnection.

The first section of venting must be secured to the fireplace starter collar with a minimum of 3 sheet metal screws no longer than ½". DO NOT use silicone to seal the sections. If sealing is required by the vent manufacturer or local code, use Mil-Pac sealant.

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

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 for excessive condensation, e.g., water droplets forming in the inner lining, and subsequently dripping from the joints. This can cause corrosion in the system.
- Check for corrosion in areas exposed to the elements. Components with rust spots or holes must be immediately replaced.
- Ensure that there is no foreign material in the vents. Survey by removing the cap and shining a light down the vent.
- If possible, check all vent joints to make sure nothing has been disturbed or loosened.

Gas

The fireplaces are approved for use with natural gas (NG) or propane (LP) only. No other fuel types are permitted. The section below states the gas pressure requirements when the fireplace is in operation. Verify inlet and manifold pressures.

Gas Pressures

Fireplace Series	Burner	Gas Type	Inlet Pressure		Manifold Pressure	Heat Input (BTU/hr)		Orifice Size*	Shutter Setting
			Min	Max		Min	Max		
Oval 120	B70	Natural Gas	7.0	10.0	3.5	12,500	23,750	650	2 mm
		Propane	11.0	13.0	10.0	14,000	23,750	260	Full Open

The fireplace and its main gas valve must be disconnected from the gas supply during any pressure testing above ½ PSI (3.5 kPa). Close the manual shutoff valve before pressure testing the gas line at pressures equal to or less than ½ PSI (3.5 kPa). The gas valve houses two 1/8" NPT plugged taps, both accessible for testing. The inlet pressure tap measures upstream gas flow, while the manifold pressure tap measures downstream gas flow of the gas valve.

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

Routing the Gas Line

Correctly size and route the gas supply line from the supply regulator to the fireplace as per the requirements outlined in the latest edition of the National Fuel Gas Code, NFPA 54 (USA) or CAN/CSA-B1491 (Canada). Methods will vary from Suspended or Wall Mounted fireplaces, see the "Gas Line" section for more details.

The gas and electrical components are attached to the pilot on a flexible gas line and are kept within the fireplace directly below the burner.

A gas shut-off valve and a 12" gas flex connector is 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.

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

Gas Conversion

Gas conversion (NG to LP or LP to NG) of the Oval 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.

NG to LP Conversion Kit SKU: **GCNL700-US**

LP to NG Conversion Kit SKU: **GCLN700-US**

High Altitude Requirements

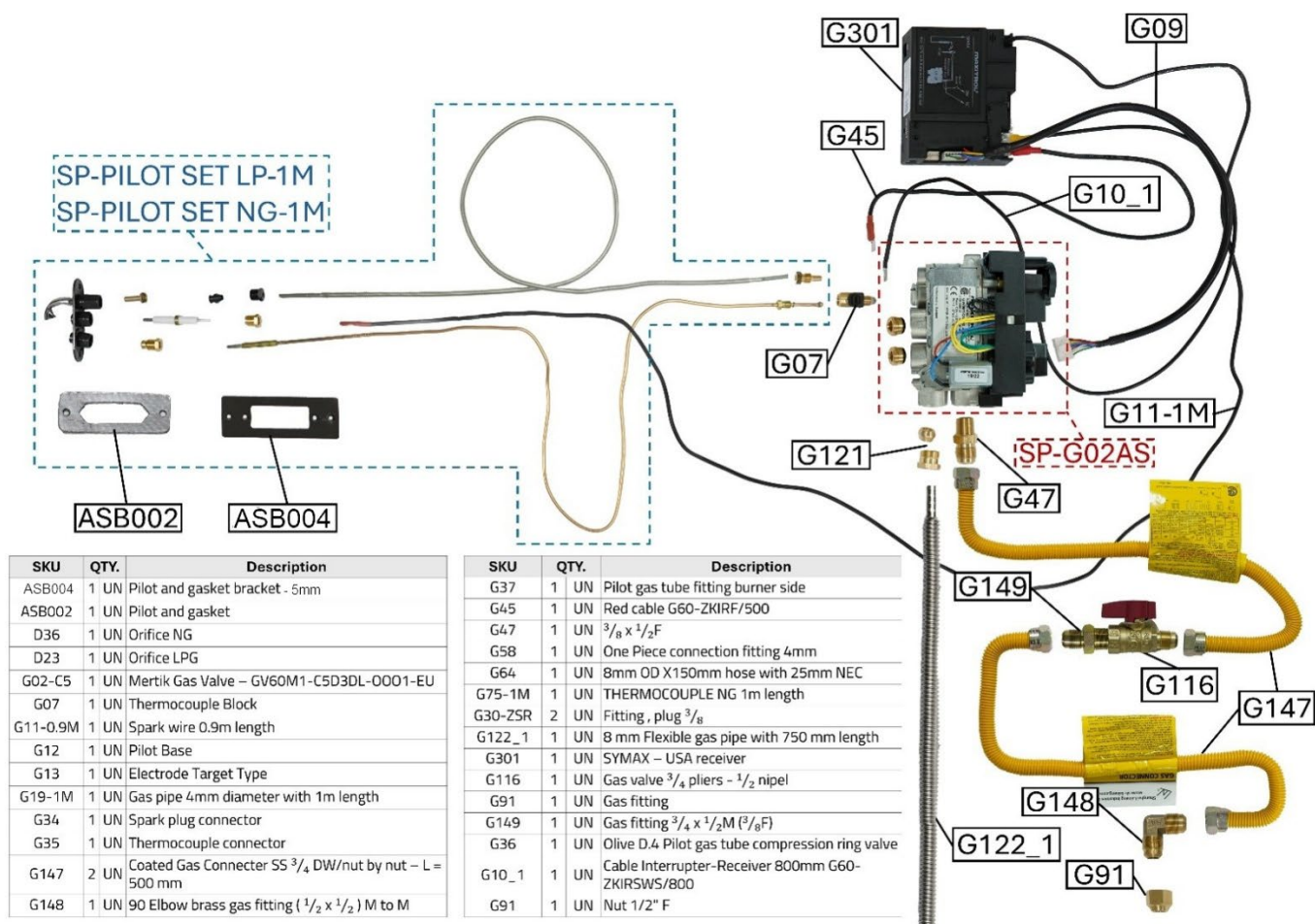
For elevations above 2,000 feet, the fireplace shall be re-rated 4% for each 1,000 feet above sea level.

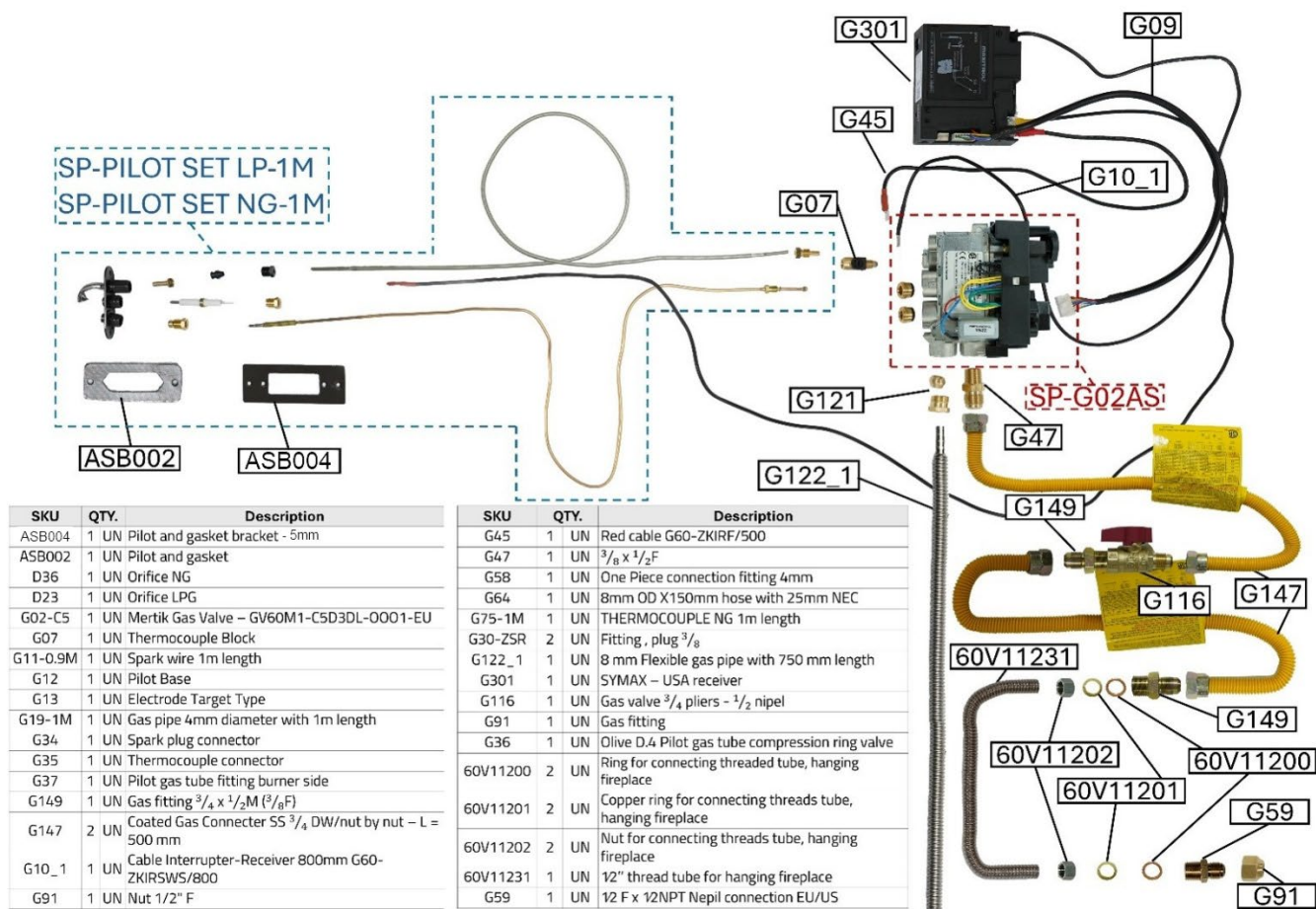
In Canada: Input ratings are certified without a reduction of input rate for elevations up to 4500 feet above sea level. Please consult provincial and/ or local authorities having jurisdiction on installations at elevations above 4500 feet.

→Gas and Electrical Components

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

Wall Mounted





Electrical



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

Electrical Requirements

The Oval series fireplaces are intended to run off four AA batteries instead plugging directly into an outlet.

Batteries

Four AA batteries (not provided) must be installed in the battery backup. Batteries must be replaced annually (more frequently if fireplace is operated regularly). Failure to replace batteries may cause damage to the electrical receiver.

Power Outage

Since this fireplace is running off battery backup, no functionality loss should occur during a power outage.

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:
 - a. **10-Button Handset:** Press the  button. "CONN" and a running number from 1 to 8 will appear on the handset display confirming that the synchronization and data exchange are in process.
 - b. **Puck Handset:** Press and hold the  button approximately 4 seconds.
 - c. **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.
 - d. **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.

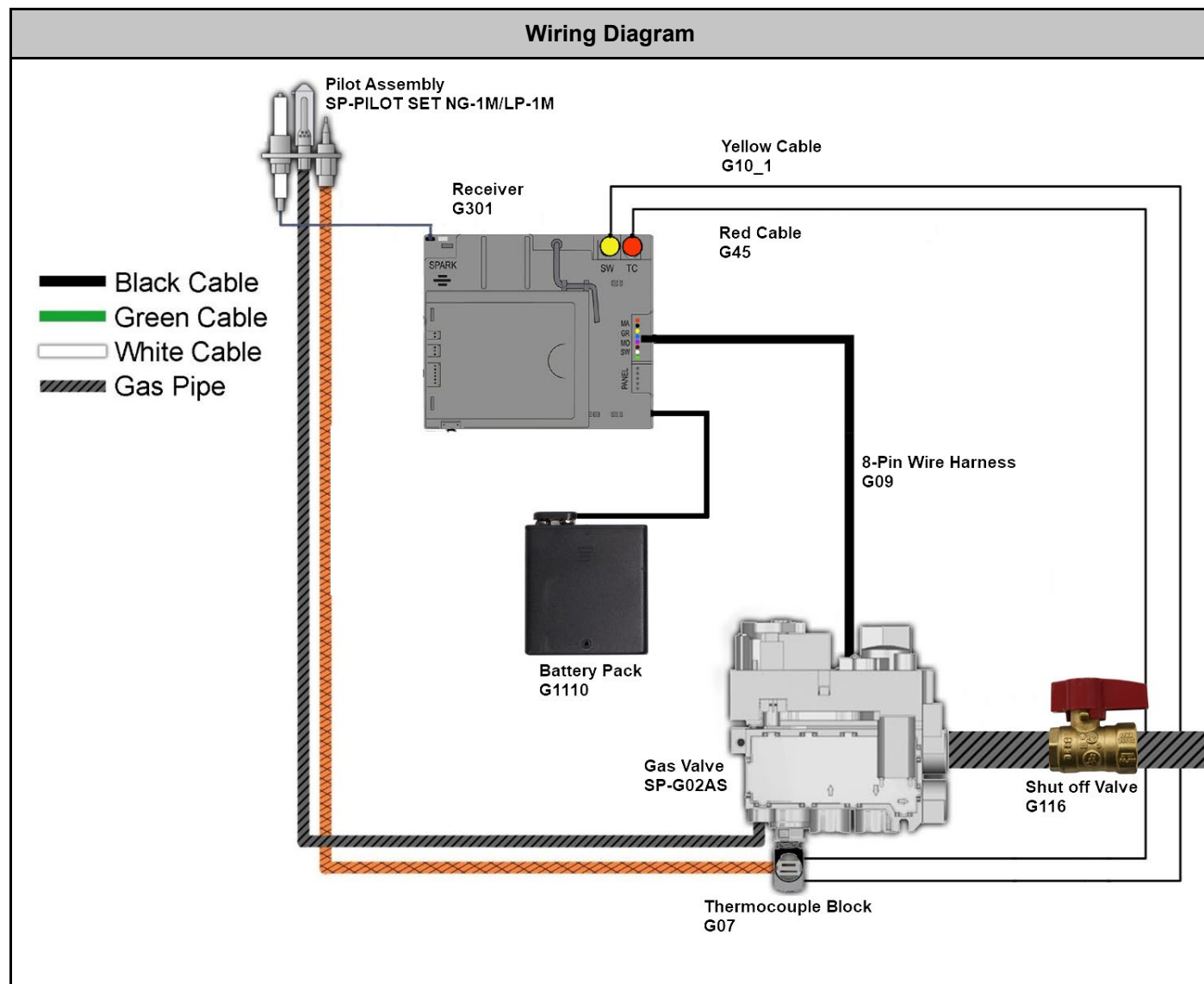


NOTES:

- 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 wiring requirement for the Oval fireplace series.



Home Automation Wiring Diagram

Use the following wiring diagram to connect fireplace control a hardwired home automation system. **Only available with Wall Mount.**

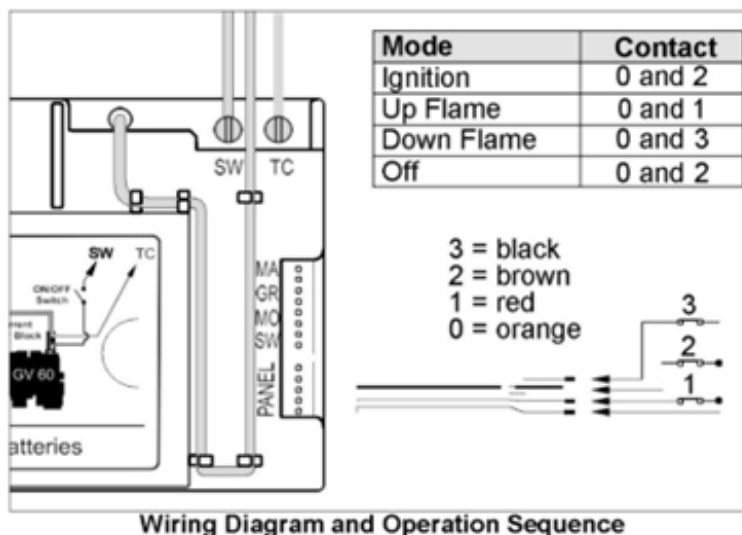
Contacts Options/Operation

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.



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.

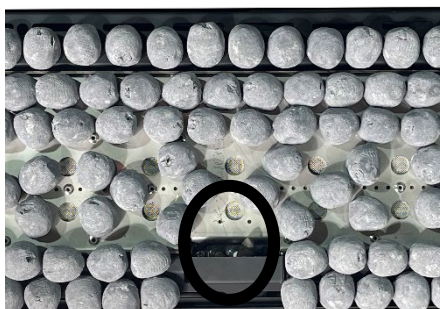
NOTE: This wiring diagram is for hardwired home automation systems only and will not connect the fireplace to a wireless system.

Interior Design Media

Media Placement Guidelines

When installing media, adhere to the following general guidelines:

- Keep the media back from the pilot hood so at least one burner port is open. Crowding around the pilot hood may hinder lighting and could result in potential damage to the fireplace and surrounding area or personal injury.



- Do not use the hood to support the media. This could cause overheating of the thermocouple.
- Keep the media away from the edges and the glass.
- Do not overfill the media tray. Keep 20% of the tray open to allow for air flow.
- If using burner coins, up to 30% of the burner ports may be blocked.

Glass Media Placement

- When placing glass media, put only a single layer, and do not pack down. Once the media is installed, go back and shift the media slightly to open the ports:



Stone Media Placement

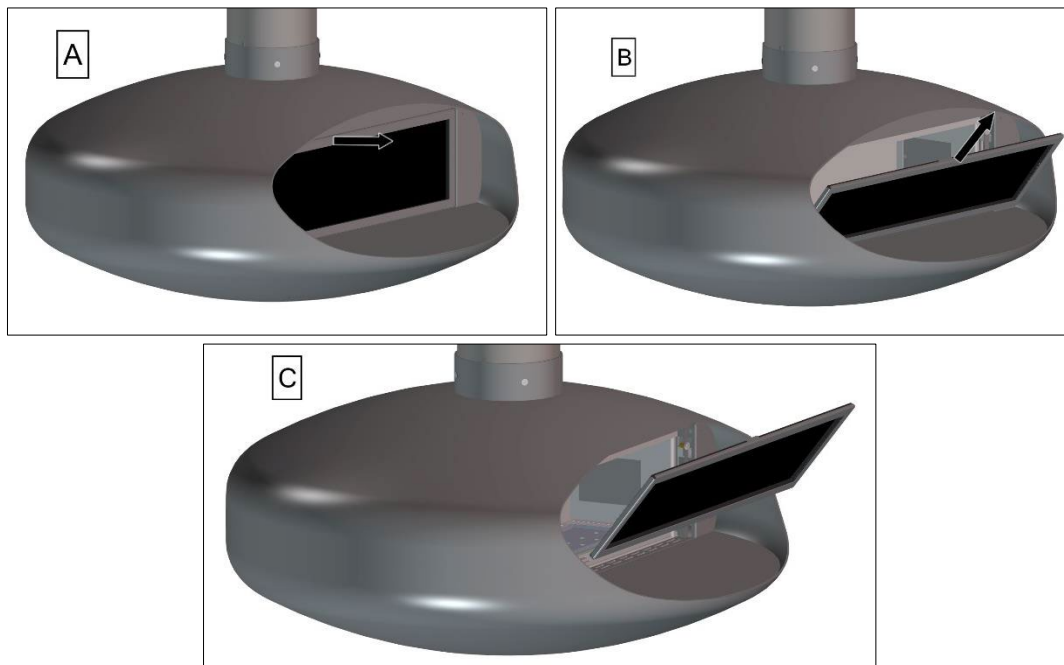
- When placing stone media, use the space left by the round shape to leave the ports open.



Servicing the Fireplace

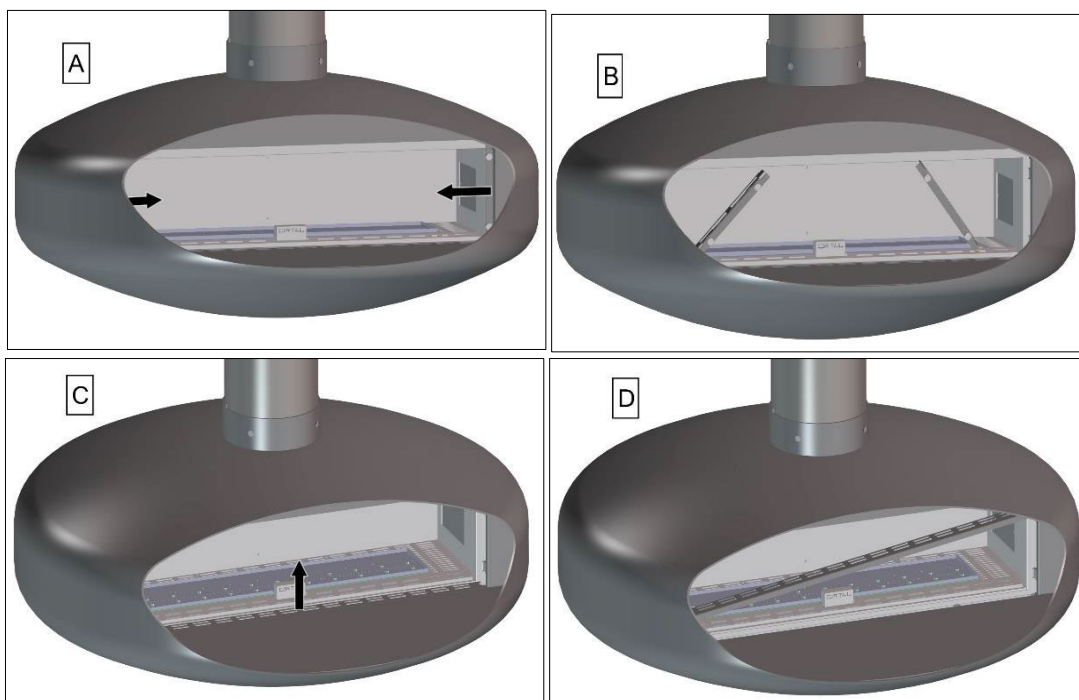
Screen Removal

To remove the protective screen, grasp the top and pull towards yourself then up and out.

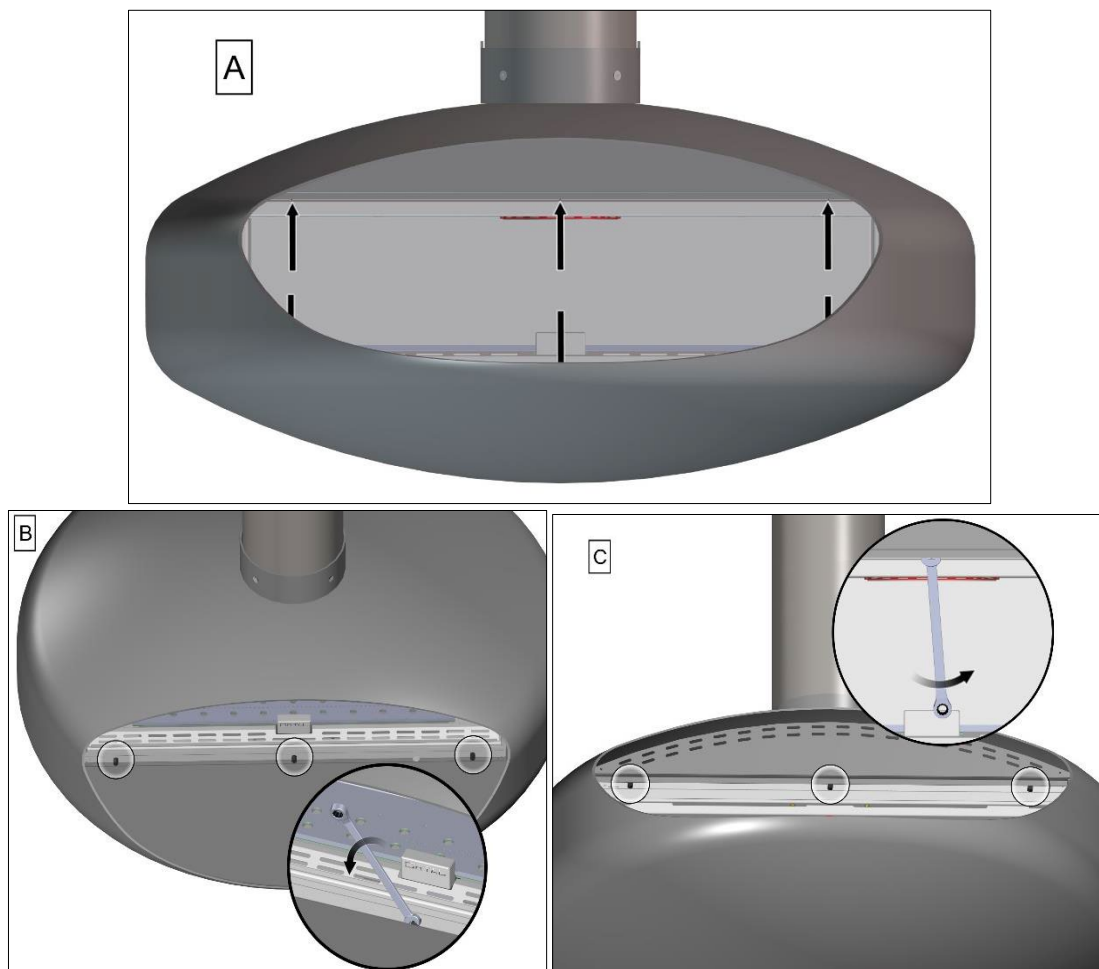


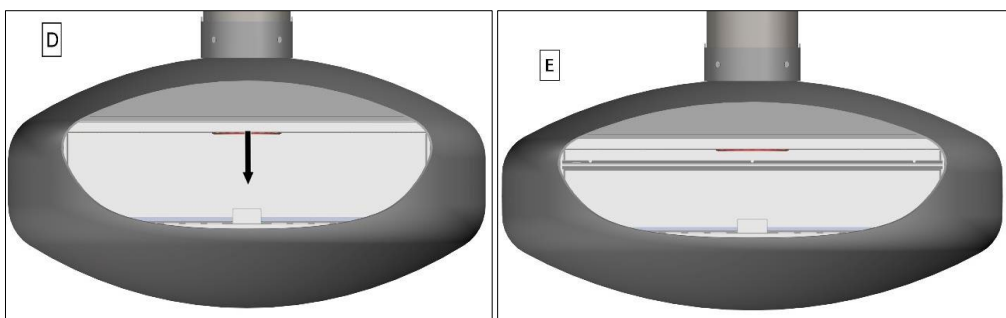
Glass Removal

Once the mesh is removed, remove the inner vertical trims and bottom grill as shown below:

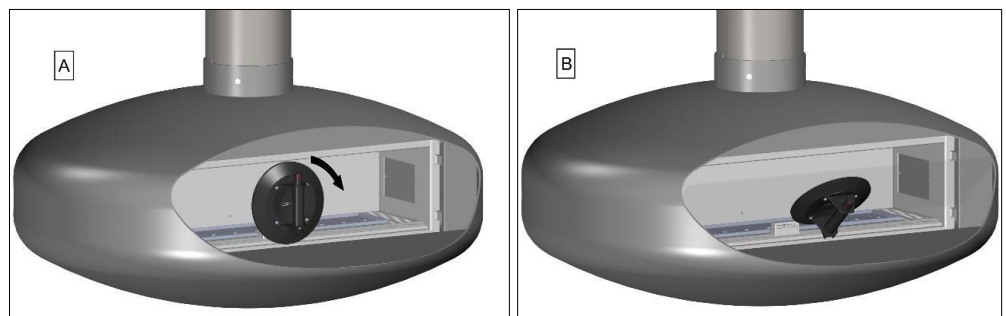


Using a 3/8" wrench loosen the three M6x14 bolts at the bottom trim piece and remove the top three M6x14 bolts and trim.





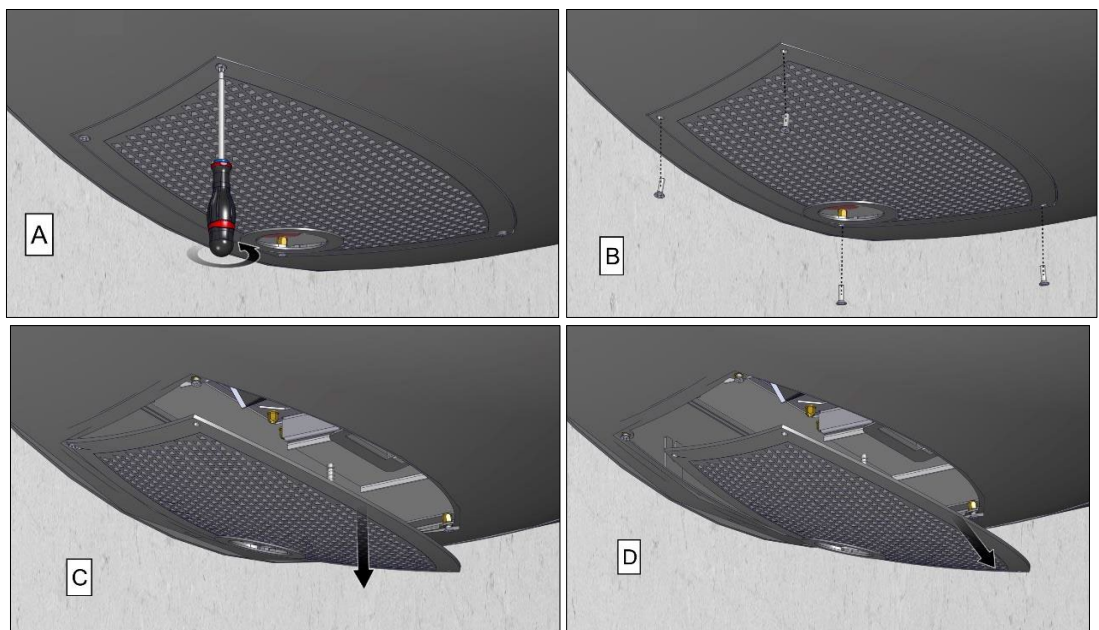
Using a suction cup, tilt and pull out the glass.



Servicing the Components

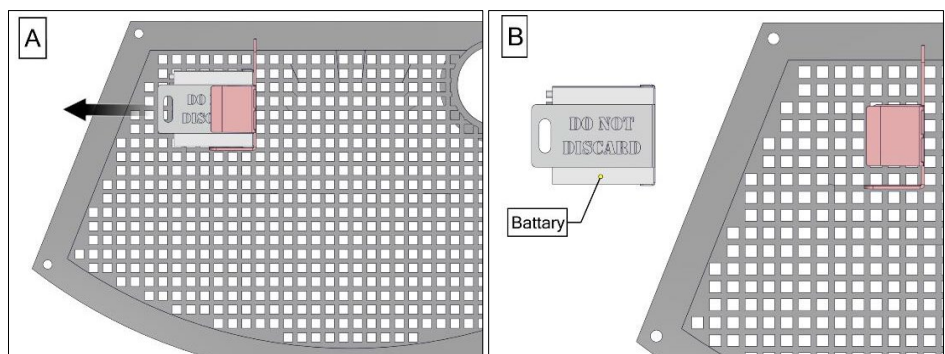
Placement of gas and electrical components is crucial for both wall mount and suspended models. Please ensure that components are properly placed back into the intended position before resuming use of the fireplace.

To access the gas and electrical components, remove the four M6 screws attaching the service door to the fireplace.

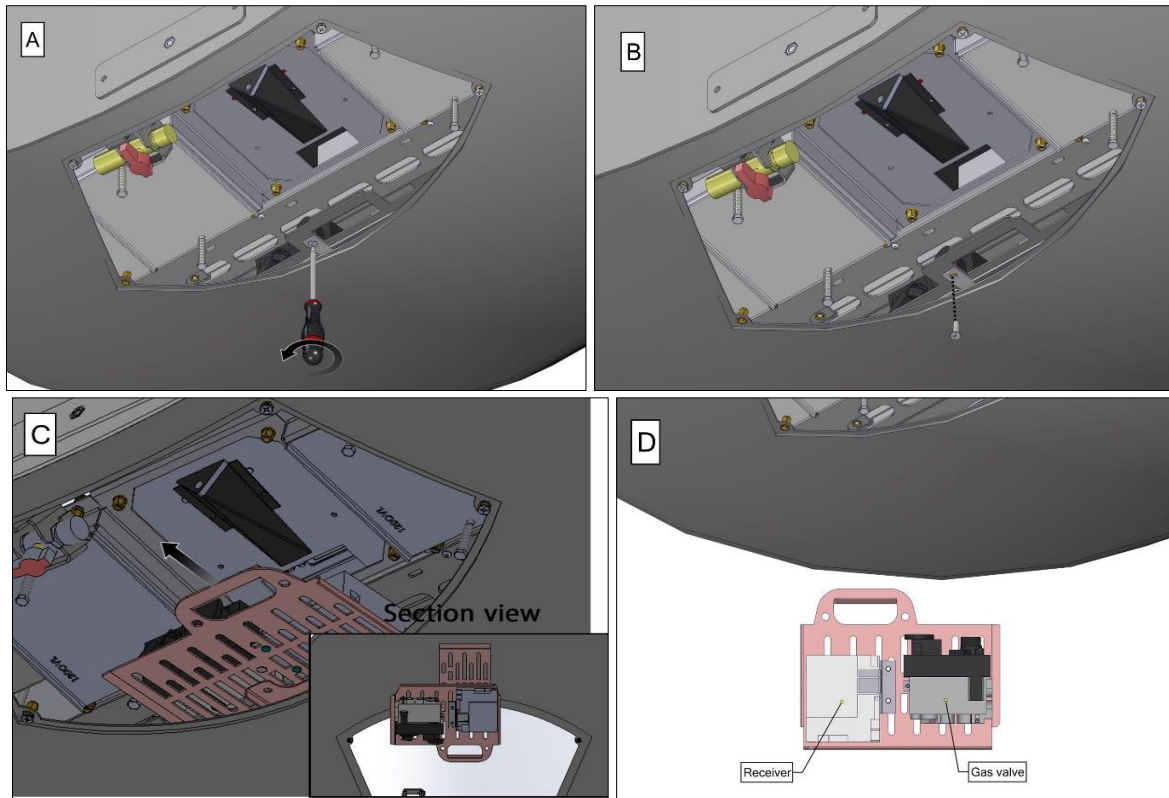


Wall Mount

To remove the battery backup:

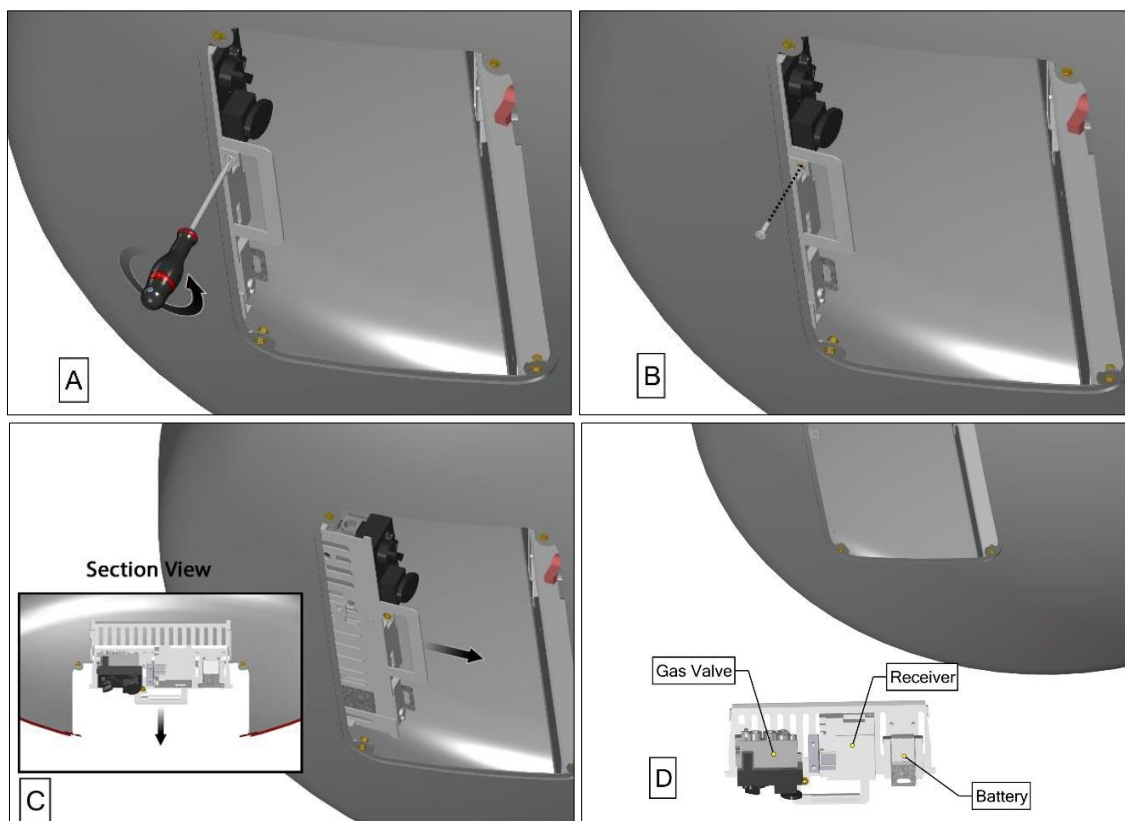


To remove the component tray, uninstall the M6 screw using a PH3 screwdriver and slide it out of place.



Suspended

To remove the component tray, uninstall the M6 screw using a PH3 screwdriver and slide it out of place.



Operation

WARNING – Read these instructions carefully before lighting the fireplace.

Four operation options are available for use with the fireplace:

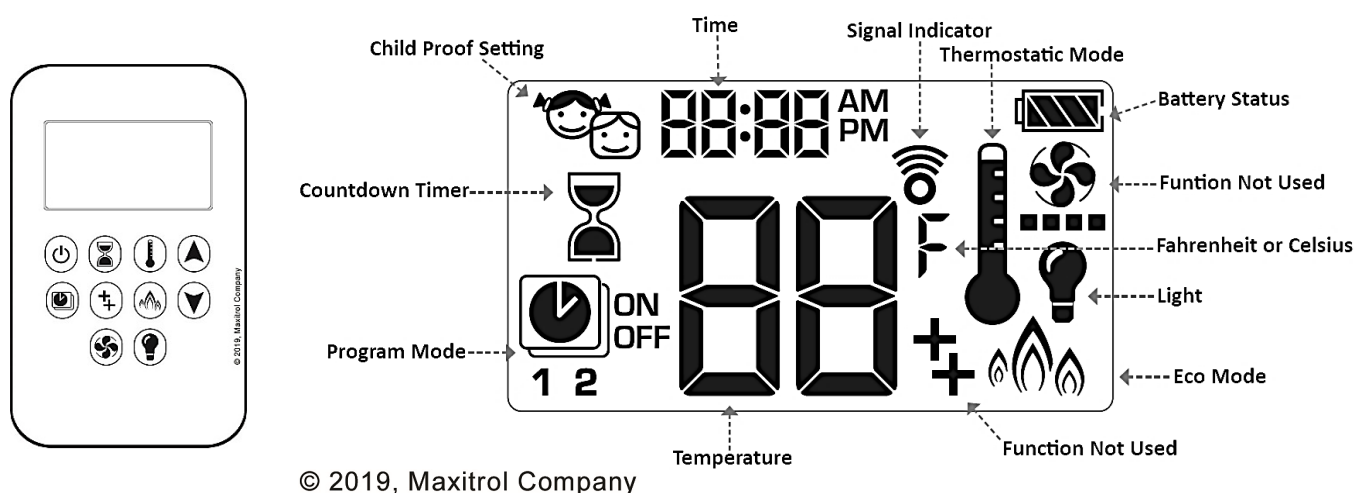
- 10-Button Remote Control Handset (default option, always included with the fireplace)
- Puck Handset (optional accessory)
- Wall Switch (optional accessory)

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 kept within 26 feet of the fireplace at all times.

NOTES:

- Wiring of valve and receiver must be completed before starting ignition. Failure to do so could damage the electronics.
- When operating the fireplace without an AC adapter, battery replacement is recommended at the beginning of each heating season.
- 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	
10-Button 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, 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

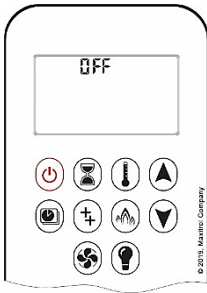


1. Press the  button until you hear continuous beeping, and a blinking series of lines confirms the start sequence has begun; release buttons.
2. Main gas flows once pilot ignition is confirmed.
3. The system automatically goes into Manual Mode after main burner ignition.

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.

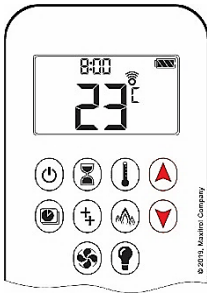
Turning the Fireplace Off



1. Press the  button to turn the fireplace off.

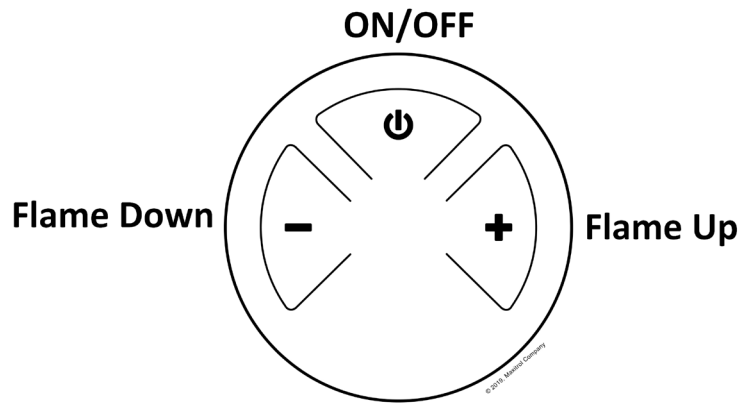
NOTE: The fireplace may be turned on again after the OFF icon stops flashing.

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

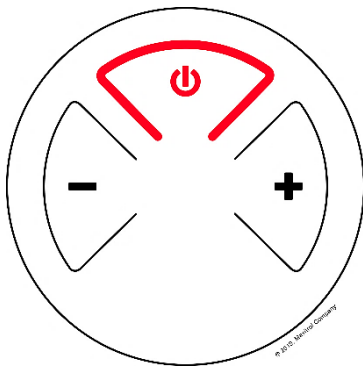
IMPORTANT: For safety/communication purposes, Puck handset must be located within 26 feet of the receiver.

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



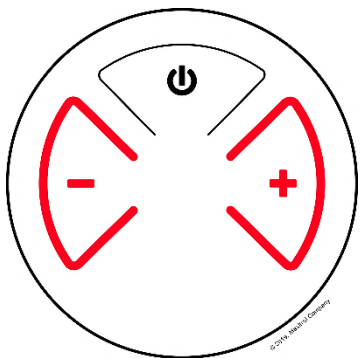
ON:

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

OFF:

5. Firmly press the  button.

Increase/Decrease Flame Height



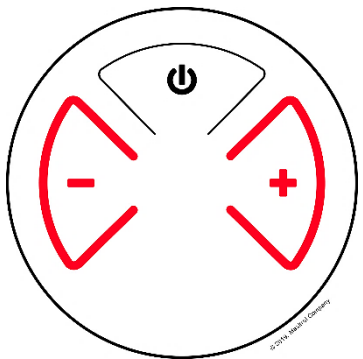
INCREASE:

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

DECREASE:

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

Designated Flame Settings



DESIGNATED LOW FLAME SETTING

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

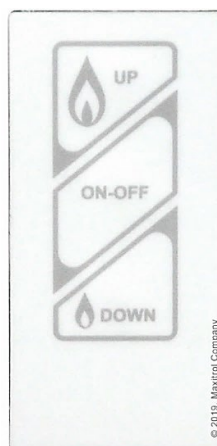
 **NOTE:** Flame goes to High Flame before going to Low Flame.

DESIGNATED HIGH FLAME SETTING

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

Wall Switch- Wall Mount Only

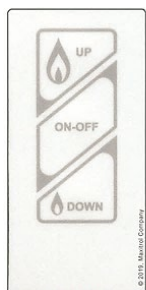
Wall Switch is only available for Wall Mount fireplaces, as it requires a cable to hook up to the receiver that can be routed through the wall like the gas hook up.



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

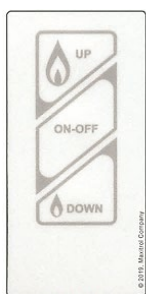


ON/OFF

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).

Fireplace Maintenance

General Maintenance

All servicing, maintenance, interior cleaning and handling of the fireplace and parts 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 carried out 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 warranty.

Burner and Vent Inspections

- Periodic checks should be made of the burner for the 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. Exterior double glass panel is 3/16" tempered glass. Tempered glass can be sourced locally if replacement becomes necessary. Ceramic glass must be provided by Ortal.

- 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.
- **NEVER** operate the fireplace without the glass properly secured in place.
- Only an Ortal certified installer is authorized to remove the glass. Glass must be removed using an 8-inch glass-handling suction cup. Lower the glass to rest in a safe place to prevent damage to the glass edges.

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 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.
- 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.
- 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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