

**INSTALLER/CONSUMER  
SAFETY INFORMATION**

**PLEASE READ THIS MANUAL  
BEFORE INSTALLING AND  
USING APPLIANCE**

**WARNING!**  
IF THE INFORMATION IN THIS  
MANUAL IS NOT FOLLOWED  
EXACTLY, A FIRE OR  
EXPLOSION MAY RESULT  
CAUSING PROPERTY  
DAMAGE, PERSONAL INJURY  
OR LOSS OF LIFE.

**FOR YOUR SAFETY**  
Installation and service must  
be performed by a qualified  
installer, service agency or  
the gas supplier.

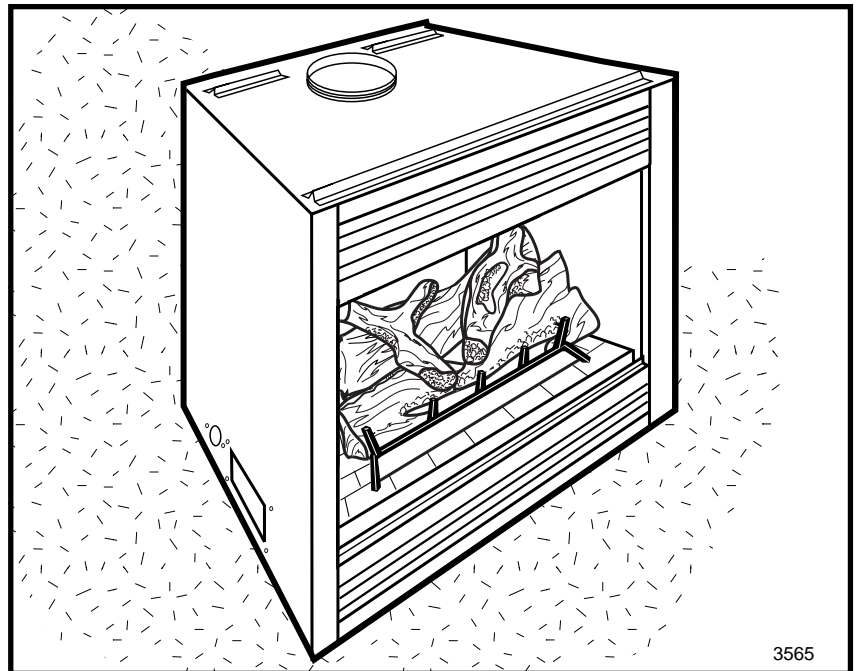
**WHAT TO DO IF YOU SMELL  
GAS:**

- Do not try to light any appliance.
- Do not touch any electric switch; do not use any phone in your building.
- Immediately call your gas supplier from your neighbor's phone. Follow the gas suppliers instructions.
- If you cannot reach your gas supplier call the fire department.

**DO NOT STORE  
OR USE GASOLINE OR  
OTHER FLAMMABLE VAPORS  
AND LIQUIDS IN THE VICINITY  
OF THIS OR ANY OTHER  
APPLIANCE.**

# MAJESTIC VERMONT *Castings*

**Decorative Gas Appliance**  
**Models: NV360**  
**NV580**



**Homeowner's Installation and  
Operating Manual**



**Vermont Castings, Majestic Products**

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**INSTALLER: DO NOT DISCARD THIS MANUAL - LEAVE FOR HOMEOWNER**

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Thank you and Congratulations on your purchase of a  
Vermont Castings, Majestic Products fireplace.

**PLEASE READ THE INSTALLATION & OPERATING INSTRUCTIONS BEFORE USING THE APPLIANCE**

**IMPORTANT: Read all instructions and warnings carefully before starting installation. Failure to follow these instructions may result in a possible fire hazard and will void the warranty.**

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## Installation & Operating Instructions

This gas appliance should be installed by a qualified installer in accordance with local building codes and with current **CSA-B149.1** Installation codes for Gas Burning Appliances and Equipment. If the unit is being installed in a mobile home, the installation should comply with the current **CAN/CSA Z 240.4** code. For U.S.A installations follow local codes and/or the current **National Fuel Gas Code. ANSI Z223.1.**

### FOR SAFE INSTALLATION AND OPERATION PLEASE NOTE THE FOLLOWING:

1. This fireplace gives off high temperatures and should be located out of high traffic areas and away from furniture and draperies.
2. Children and adults should be alerted to the hazards of the high surface temperatures of this fireplace and should stay away to avoid burns or ignition of clothing.
3. Children should be carefully supervised when in the same room as your fireplace.
4. Under no circumstances should this fireplace be modified. Parts removed for servicing should be replaced prior to operating this fireplace again.
5. Installation and any repairs to this fireplace must be performed by a qualified installer, service agency or gas supplier. A professional service person should be contacted to inspect this fireplace annually. Make it a practice to have all of your gas fireplaces checked annually. More frequent cleaning may be required due to excess lint and dust from carpeting, bedding materials, etc.
6. Control compartments, burners and air passages in this fireplace should be kept clean and free of dust and lint. Make sure the gas valve and pilot light are turned off before you attempt to clean this fireplace.
7. The venting system (chimney) of this fireplace should be checked at least once a year and if needed your venting system should be cleaned.
8. Keep the area around your fireplace clear of combustible materials, gasoline and other flammable vapor and liquids. This fireplace should not be used as a drying rack for clothing, nor should Christmas stocking or decorations be hung in the area of it.
9. Under no circumstances should any solid fuels (wood, coal, paper or cardboard etc.) be used in this fireplace.
10. The flow of combustion and ventilation air must not be obstructed in any way.
11. When fireplace is installed directly on carpeting, vinyl tile or any combustible material other than wood, this fireplace must be installed on a metal or wood panel extending the full width and depth of the fireplace.
12. This fireplace requires adequate ventilation and combustion air to operate properly.
13. This fireplace must not be connected to a chimney flue serving a separate solid fuel burning fireplace.
14. When the fireplace is not in use it is recommended that the gas valve be left in the "OFF" position.

**This appliance has been approved for aftermarket mobile home installations.**

### IMPORTANT:

#### PLEASE READ THE FOLLOWING CAREFULLY

Remove any plastic from trim parts before turning the fireplace "ON".

It is normal for fireplaces fabricated of steel to give off some expansion and/or contraction noises during the start up or cool down cycle. Similar noises are found with your furnace heat exchanger or car engine.

It is not unusual for your Vermont Castings Majestic Products Company gas fireplace to give off some odor the first time it is burned. This is due to the curing of the paint and any undetected oil used in the manufacturing process.

**Please ensure that your room is well ventilated.  
Open all windows.**

It is recommended that you burn your fireplace for at least ten (10) continuous hours the first time you use it. If the optional fan kit has been installed, place the fan switch in the "OFF" position during this time.

**Proposition 65 Warning:** Fuels used in gas, woodburning or oil fired appliances, and the products of combustion of such fuels, contain chemicals known to the State of California to cause cancer, birth defects and other reproductive harm.  
California Health & Safety Code Sec. 25249.6

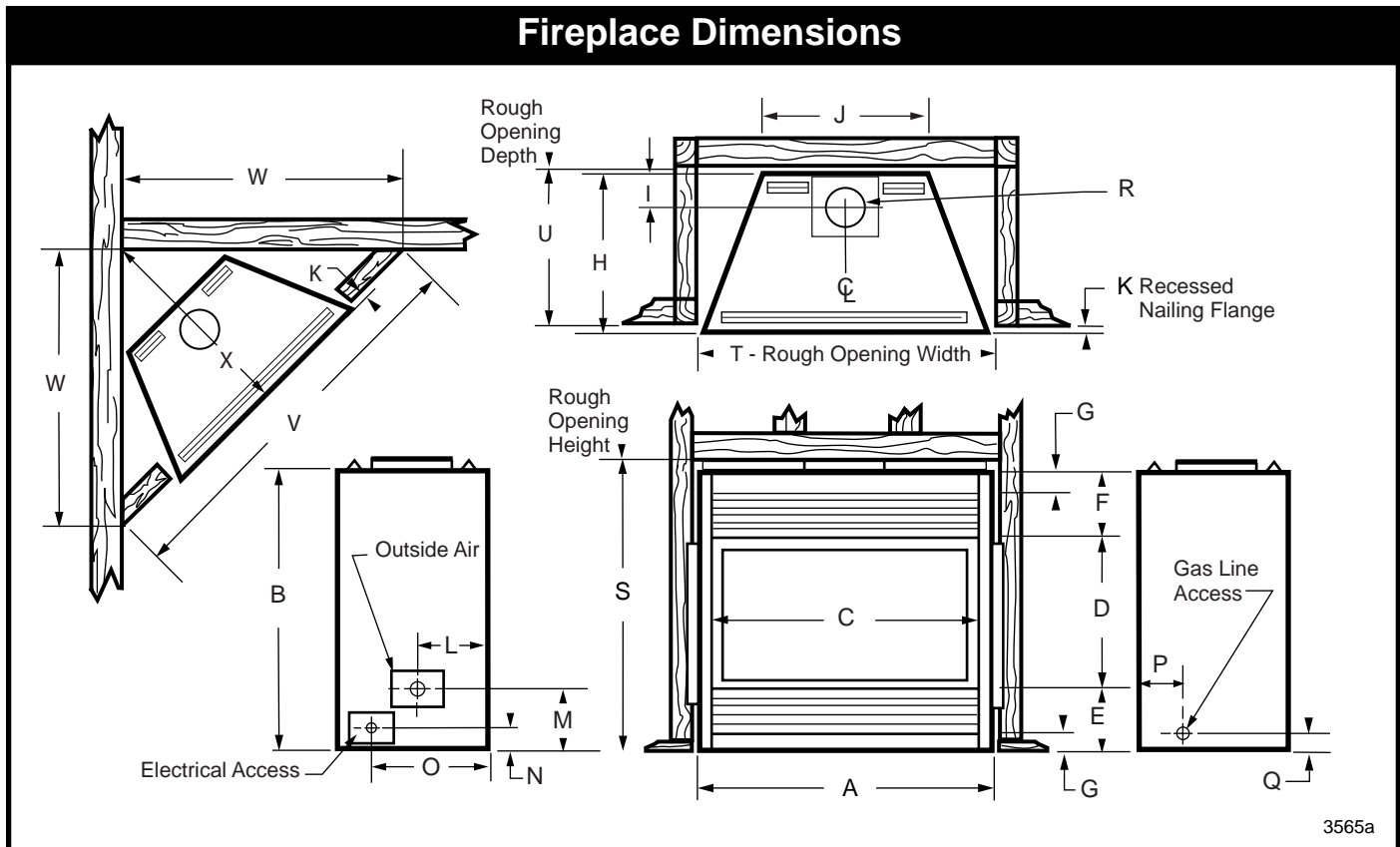


Fig. 1 Fireplace specifications and framing dimensions.

Ref.	NV360	NV580
A	41" (1046mm)	47" (1194mm)
B	37½" (953mm)	41¼" (1048mm)
C	36" (914mm)	42" (1067mm)
D	24½" (622mm)	28½" (724mm)
E	7" (179mm)	7" (179mm)
F	6" (152mm)	6" (152mm)
G	1¼" (32mm)	1¼" (32mm)
H	19¼" (489mm)	23½" (591mm)
I	5½" (140mm)	5½" (140mm)
J	25¼" (641mm)	31¼" (794mm)
K	5/8" (16mm)	5/8" (16mm)
L	9¼" (235mm)	9¼" (235mm)
M	5½" (140mm)	5½" (140mm)
N	3" (76mm)	3" (76mm)
O	15¼" (387mm)	15¼" (387mm)
P	8" (203mm)	6¾" (172mm)
Q	2⅛" (54mm)	1⅛" (79mm)
R	6" (152mm) Dia.	8" (203mm) Dia.
Framing Dimensions		
S	38½" (978mm)	42½" (1080mm)
T	41" (1041mm)	47¼" (1200mm)
U	19¼" (489mm)	23½" (591mm)
V	62¼" (1581mm)	75" (1905mm)
W	44" (1118mm)	53" (1346mm)
X	31¾" (807mm)	38" (965mm)

## Clearance to Combustibles

### Appliances

Top .....	0" (0mm)
Bottom .....	0" (0mm)
Side .....	0" (0mm)
Back.....	0" (0mm)
Perpendicular Sidewall.....	0" (0mm)
Top of unit to ceiling .....	36" (914mm)
Front of unit to combustibles ...	36" (914mm)

### Venting

B-Vent.....	1" (25mm)
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## Mantels

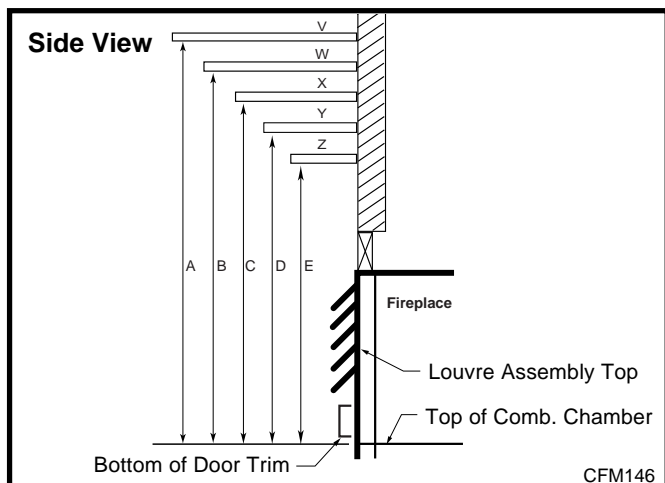
The height that a combustible mantel is fitted above the fireplace is dependent on the depth of the mantel. This also applies to the distance between the mantel leg (if fitted) and the fireplace.

For the correct mounting height and widths refer to Figures 2a, 2b and the Mantel Chart below.

The distances and reference points are not affected by the fitting of a bay window front trim kit.

Noncombustible mantels and legs may be installed at any height and width around the appliance.

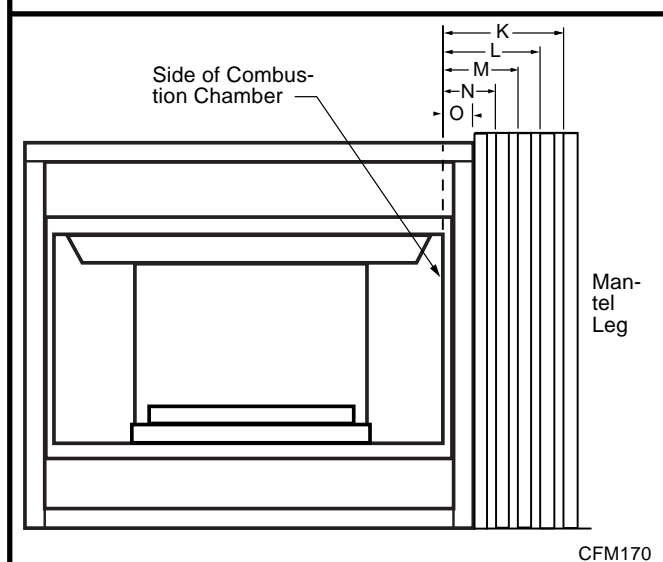
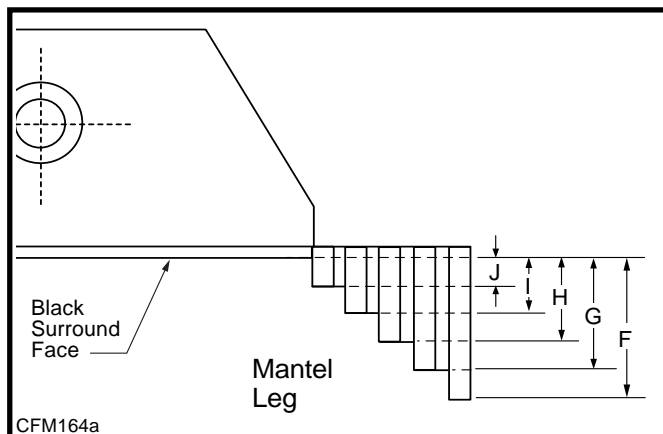
When using paint or lacquer to finish the mantel, such paint or lacquer must be heat resistant to prevent discoloration.



### Mantel Chart

Ref.	Mantel Shelf or Breast Plate	Ref.	Mantel from Top of Comb. Chamber
V	10" (254mm)	A	19" (483mm)
W	8" (203mm)	B	17" (432mm)
X	6" (152mm)	C	15" (381mm)
Y	4" (101mm)	D	13" (330mm)
Z	2" (50mm)	E	11" (279mm)

Fig. 2a Combustible mantel minimum installation.



Ref.	Mantel Leg Depth	Ref.	Mantel Leg from Side of Comb. Opening
F	10" (254mm)	K	11½" (292mm)
G	8" (203mm)	L	9½" (241mm)
H	6" (152mm)	M	7½" (191mm)
I	4" (101mm)	N	5½" (140mm)
J	2" (50mm)	O	3½" (89mm)

Fig. 2b Combustible mantel leg minimum installation.

## Hearth

A hearth is not mandatory but is recommended for aesthetic purposes. We recommend a noncombustible hearth.

### Cold climate installation recommendation:



**When installing this unit against a non-insulated exterior wall or chase, it is mandatory that the outer walls be insulated to conform to applicable insulation codes.**

## Framing and Finishing



**Check fireplace to make sure it is levelled and properly positioned.**

1. Choose the unit location.
2. Nailing flanges are supplied with the fireplace (found on the fireplace hearth). To level the box and secure it firmly in place, remove the nailing flanges from the hearth and install at the sides of the fireplace as shown in Figure 3.
3. Screw through the slotted holes in the drywall strip and into pre-drilled holes in fireplace side. Measure from face of fireplace to the face of the drywall strip to confirm the final depth.

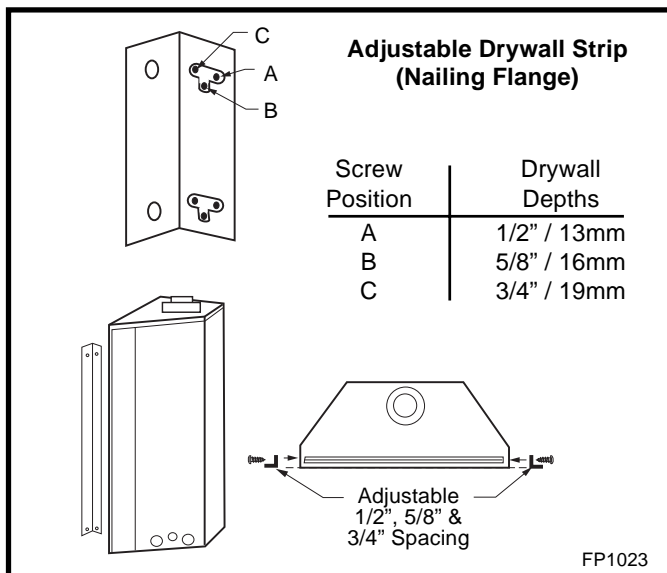


Fig. 3 Nailing flanges.

## Final Finishing

Noncombustible materials such as brick and tile can be extended over the face of the unit (**Do not cover the glass door or grilles**) If a Trim Kit is to be installed, brick and tile will have to be installed flush with the side of this appliance.

## Gas Specifications

Model	Fuel	Gas Control	Max. Input B.T.U.H.	Min. Input B.T.U.H.
NV360RN	Natural Gas	Millivolt Hi/Lo	33,500	23,500
NV360RP	Propane	Millivolt Hi/Lo	33,500	23,700
NV580RN	Natural Gas	Millivolt Hi/Lo	45,000	31,500
NV580RP	Propane	Millivolt Hi/Lo	45,000	31,900

## Gas Inlet & Manifold Pressures

	Natural	LP
Minimum Inlet Pressure	5.5" w.c.	11.0" w.c.
Maximum Inlet Pressure	14.0" w.c.	14.0" w.c.
Manifold Pressure	3.5" w.c.	10.0" w.c.

## NV360 / NV580 CERTIFIED TO

**ANSI Z21.50a-1999/CSA 2.22A-M-99  
Vented Gas Fireplace**

## High Elevations

Input ratings are shown in BTU per hour and are certified without deration for elevations up to 4,500 feet (1,370m) above sea level.

For elevations above 4,500 feet (1,370m) in USA, installations must be in accordance with the current ANSI Z223.1 and/or local codes having jurisdiction.

In Canada, please consult provincial and/or local authorities having jurisdiction for installations at elevations above 4,500 feet (1,370m).

## Gas Line Installation



**When purging gas line the front glass must be removed. Purging gas lines must comply with the NFPA-54 or B-149.**

The gas pipeline can be brought in through the right side of the appliance. A knockout is provided to allow for the gas pipe installation and testing of any gas connection.

The gas line connection can be made with properly tinned 3/8" copper tubing, 1/2" rigid pipe or an approved flex connector. Since some municipalities have additional local codes, it is always best to consult your local authority and the **CSA-B149.1** installation code.

For USA installations, consult the current National Fuel Gas Code, **ANSI Z223.1**.

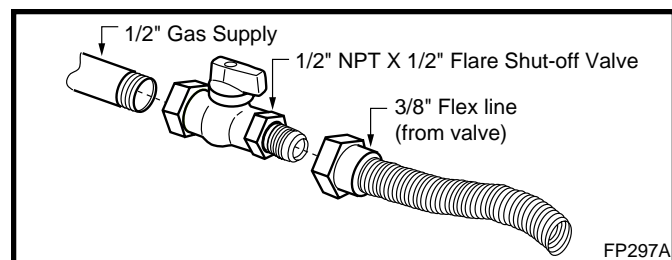


Fig. 4 Typical gas supply installation.



Always check for gas leaks with a mild soap and water solution applied with a brush no larger than 1" (25mm). Never apply soap and water solution with a spray bottle. Do not use an open flame for leak testing.



The fireplace valve must not be subjected to any test pressures exceeding 1/2 psi. Isolate or disconnect this or any other gas appliance control from the gas line when pressure testing.

The gas control is equipped with a captured screw type pressure test point, therefore it is not necessary to provide a 1/8" test point up stream of the control.

When using copper or flex connector use only approved fittings. Always provide a union when using black iron pipe so the gas line can be easily disconnected for burner or fan servicing. (Fig. 4) See gas specification for pressure details and ratings.

### Remote Switch Installation



Do not wire remote "ON/OFF" wall switch for this gas appliance into a 120v power supply.

1. Thread wire through the electrical knockout located on either side of fireplace. Do not cut wire or insulation on metal edges. Ensure that wire is protected. Run the other end to a conveniently located wall receptacle box.
2. Attach wire to switch and install switch into receptacle box. Attach cover plate to switch.
3. Connect wiring to gas valve. (Fig. 5)

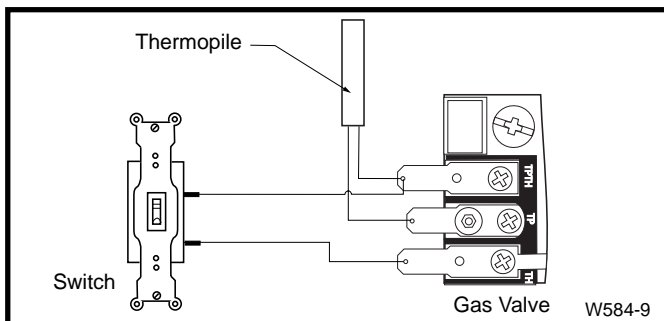


Fig. 5 Remote switch wiring diagram for R models.

### Alternate Switch Location

The remote switch can be installed on either side of the access door. Simply mount the switch to the switch bracket provided. Screw the bracket on either side of the frame, lining up the screws with the prepunched holes. (Fig. 6)

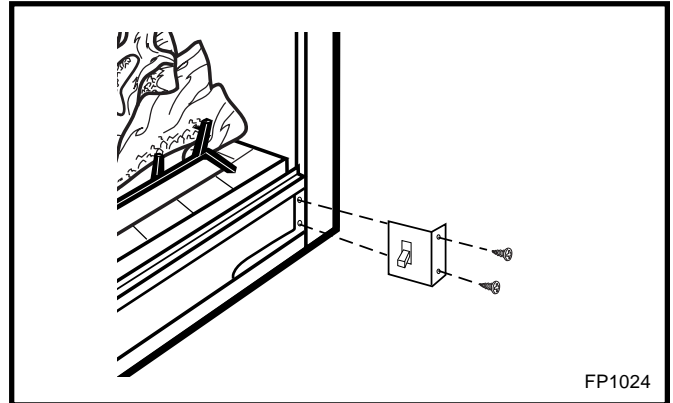


Fig. 6 Alternate switch location.

### EB-1 Electrical Box



The fireplace, when installed, must be electrically connected and grounded in accordance with local codes or, in the absence of local codes, with the current CSA C22.1 Canadian Electrical Code.



For USA installations, follow local codes and the National Electrical Code, ANSI/NFPA No. 70.



It is strongly suggested that the wiring of the EB-1 electrical junction box be carried out by a licensed electrician.



Ensure that the power to the supply line has been disconnected before commencing this procedure.

The EB-1 electrical junction box has been supplied standard on the NV360/580 models to allow for the easy installation of an optional fan kit.

To connect the EB-1 box to the house electrical supply, follow the steps below:

1. Unscrew the retaining screw from the EB-1 base plate (Fig. 7) and remove the EB-1 assembly from the fireplace.
2. Remove the front cover of the EB-1 box.
3. Remove the plug socket assembly from the EB-1 box.
4. Feed the supply line in from the outside through the cable clamp. (Fig. 7)
5. Connect black wire of the power supply line to the brass screw (polarized) of the socket assembly.

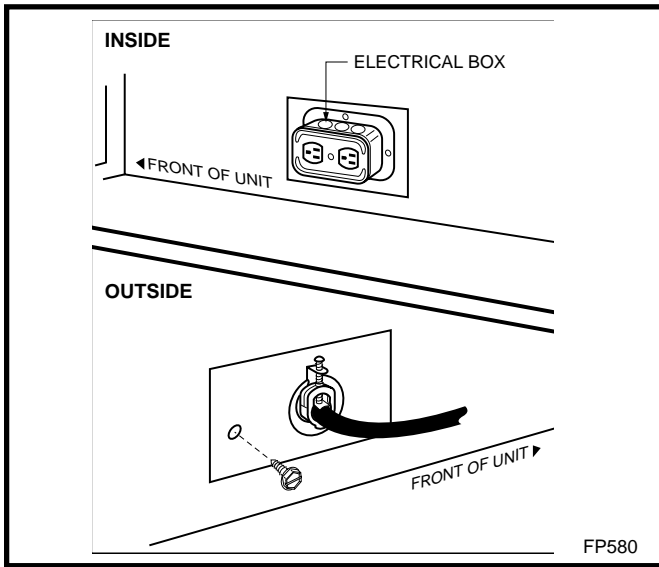


Fig. 7 EB-1 receptacle.

6. Connect the white wire of the power line to the chrome screw of the socket assembly.
7. Connect the ground wire of the supply line to the green screw of the socket assembly.
8. Refit the socket assembly back into the electrical box and replace the cover plate. Secure the cable with the clamp on the outside of the unit to prevent strain on the connections.
9. The EB-1 electrical junction box is now ready to supply power to the FK12 or FK24 fan kits if fitted.

## Install the Venting System, Flashing and Termination

**NOTE:** The NV360 uses a 6" B-vent system. The NV580 uses an 8" B-vent system (refer to Accessories, Page 25, for adapter).

Refer to venting installation instructions provided by the B-vent manufacturer.

Refer to Page 4, Figure 1 to locate chimney centerline dimension from a combustible back wall.

- **Minimum vertical chimney height - 12 feet (3.65m) (measured from the bottom of the fireplace)**
- **Maximum vertical height - 40 feet (12m)**
- **Minimum height with two elbows - 18 feet (4.6m)**
- **Elbow requirements allow a maximum of two 90° elbows or four 45° elbows per installation. (Two 45° elbows = one 90° elbow.) Refer to the venting chart for proper elbow offset runs.**

For firestop positioning, refer to Figure 8. Only one (1) firestop required per frame. **NOTE:** A firestop is not required at the roof.

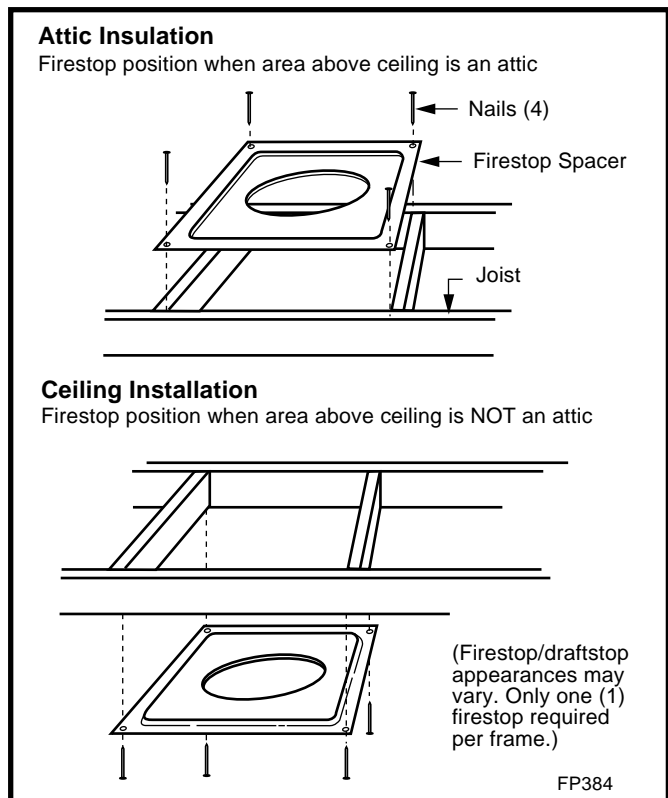
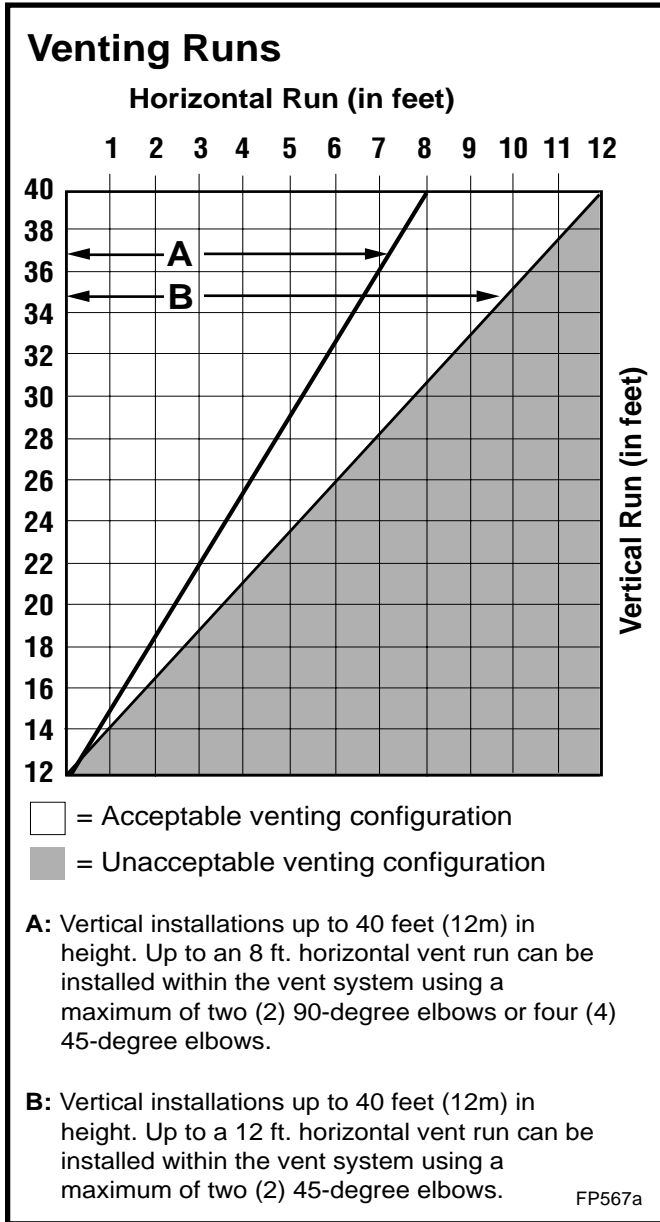


Fig. 8 Firestop/draftstop positions.





**Table 1** Venting configurations.

## Operating Instructions

### Glass Information

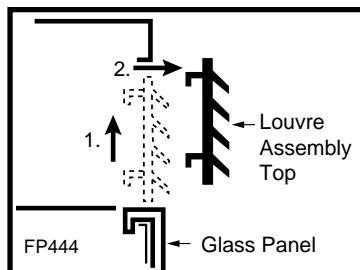


**Only glass approved for use in Majestic Fireplaces products may be used for replacement.**

- The use of any non-approved replacement glass will void all product warranties.
- Care must be taken to avoid breakage of the glass.
- Under no circumstances should this appliance be operated without the front glass or with broken glass. Replacement of the glass (with gasket) as supplied by the manufacturer should be completed by a licensed qualified service person.
- Replacement glass (complete with gasket) is available through your Majestic Fireplaces dealer and should only be installed by a licensed qualified service person.

### Louvre Removal

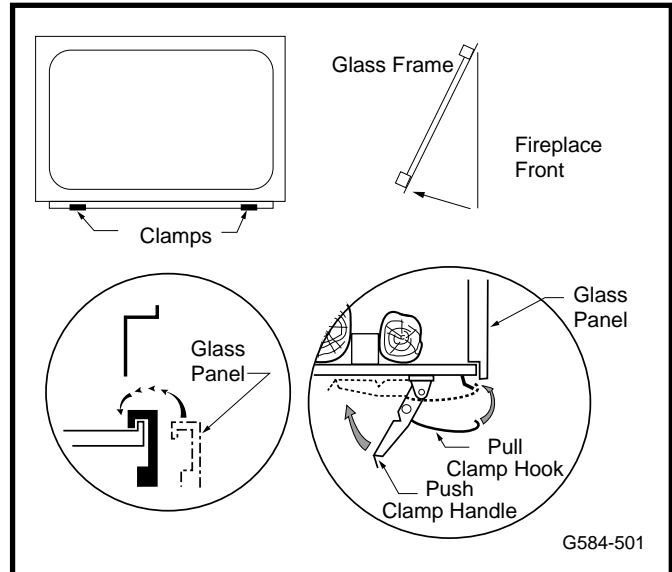
To remove louvre assembly top, pull louvre up, then lift out. (Fig. 9) The bottom louvre assembly is hinged at the bottom edge and swings down.



**Fig. 9** Remove louvre assembly top.

### Window Frame Assembly Removal

1. Shut off gas.
2. Let the fireplace cool if it has been operating.
3. Remove louvre assembly top. (Refer to Louvre Removal, Fig. 9)
4. Open the bottom louvre assembly.
5. Release the two (2) clamps at the bottom of the window frame by pulling down on the clamp handles.
6. Lift off the window frame assembly as shown. (Fig. 10)
7. To reinstall window frame assembly follow the above procedure in reverse.



**Fig. 10** Glass panel removal.

### Glass Cleaning

It is necessary to clean the glass periodically. During start-up, condensation, which is normal, forms on the inside of the glass and causes lint, dust and other airborne particles to cling to the glass surface. Also initial paint curing may deposit a slight film on the glass. After the first two weeks of operation, it is recommended the glass be cleaned two or three times with a non-ammonia household cleaner and warm water (gas fireplace glass cleaner is recommended). After initial use glass should be cleaned two or three times during heating season.



**Clean glass after first two weeks of operation.**

**Do not clean glass when hot.**

**Do not use abrasive cleaners.**

**Do not strike or slam the glass.**

### Log Installation

1. Remove window frame assembly. (Refer to page 10)
2. Remove logs from packaging.



**As with all plastics — these are not toys and should be kept away from children and infants.**

3. Place rear log on rear bracket (ensure log is seated properly, leveled and centered to the unit), so it will not move from side to side and is firmly positioned on the bracket. Be sure log is as far back as possible on bracket.

4. Place front left log on top of burner, left side. Align log's bottom holes with left bracket log locator studs.
5. Place front right log on top of burner, right side. Align log's bottom holes with right bracket log locator studs.
7. Place top cross logs onto locator notches. Ensure logs are secure. (Fig. 11 or 12)



**Top logs must be placed properly onto notches.**

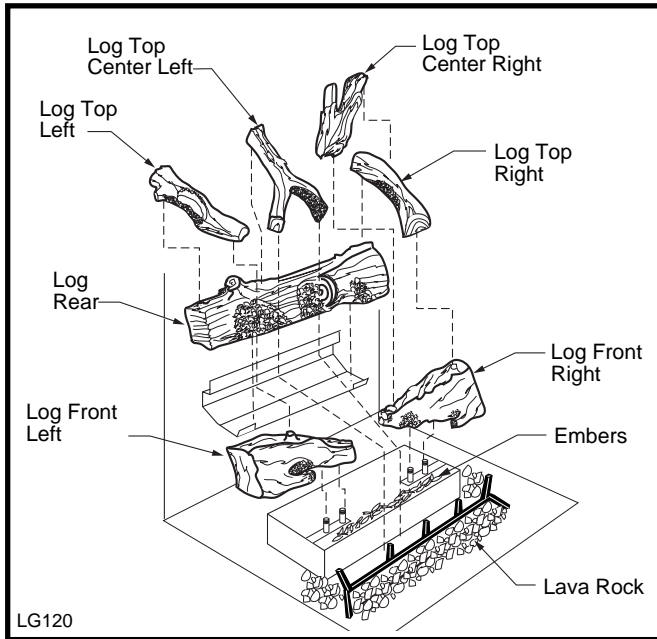


Fig. 11 NV580 log, lava rock and ember placement.

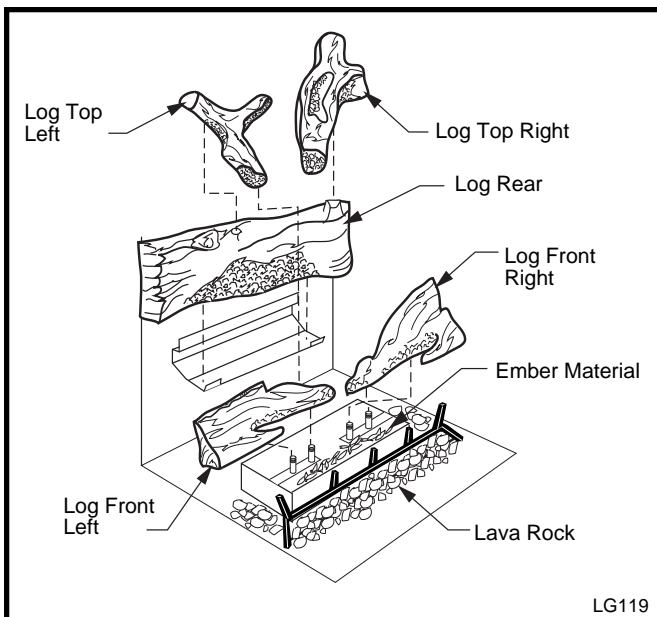


Fig. 12 NV360 log and ember placement.

LOGS	NV360	NV580
Log Front Left	B25	E1
Log Front Right	B26	E2
Log Rear	B27	E3
Log Top Left	B28	E4
Log Top Center Left	--	E5
Log Top Center Right	--	E6
Log Top Right	B29	E7

### Ember Material Placement

Place the hard ceramic ember material on the burner in front of the front logs. Place small dime size ceramic wool on top of hard ceramic embers. Place small pieces in hole of top cross log and on front of the front logs by placing a small piece of wool on your fingertip and pushing it onto the log. Do not place ember material in the inside corners of the front logs.

### Lava Rock

The lava rock provided with this fireplace must be placed on the firebox base around the sides of the burner assembly and on the tray beneath the grate.



**Under no circumstances should this lava rock be placed on any part of the burner assembly.**

### Flame Adjustment

For fireplaces equipped with Hi/Lo valves, flame adjustment is accomplished by rotating the Hi/Lo adjustment knob located near the center of the gas control. (Fig. 13 or 14)

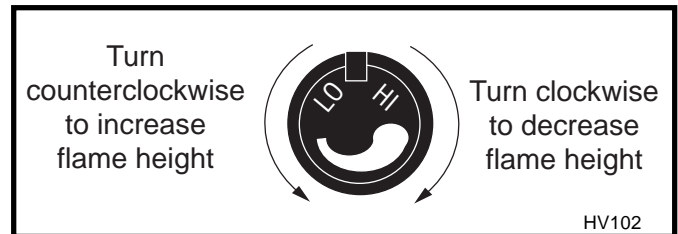


Fig. 13 Flame adjustment knob for Honeywell valve.

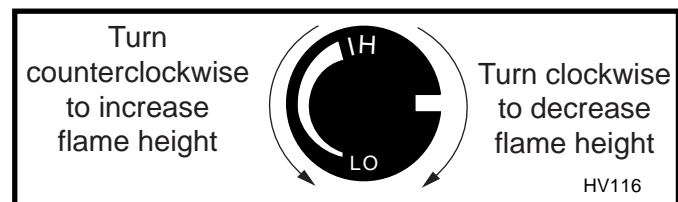


Fig. 14 Flame adjustment knob for SIT 820 valve.

## Flame Characteristics



It is important to periodically perform a visual check of the pilot and the burner flames. Compare them to the illustrations below (Figs. 15, 16, 17). If any of the flames appear abnormal call a service person.

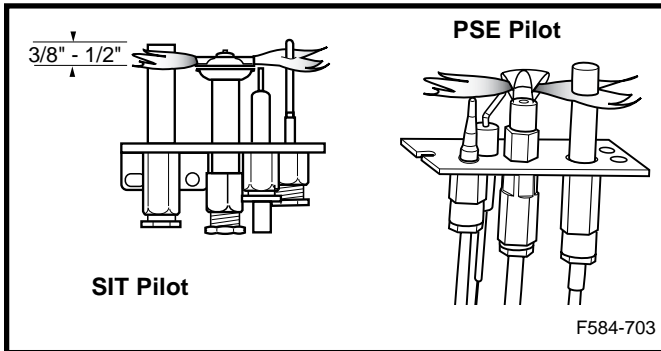


Fig. 15 Correct pilot flame appearance.

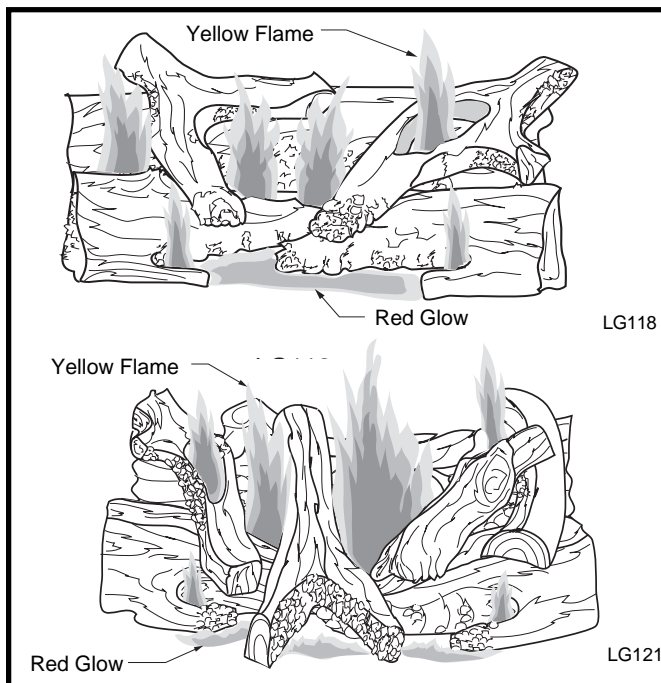


Fig. 16 Correct burner flame appearance.

## Inspecting the Venting System

This appliance venting system was designed and constructed to develop a positive flow adequate to remove flue gases to the outside atmosphere.

Any foreign objects in the venting system, except those designed specifically for the venting system, may cause spillage of flue gases.

To inspect the venting system, make sure the main gas valve is off. Remove glass frame (See Window Frame Assembly Removal Section). Using a flashlight, check the area above the baffle in the combustion dome. Clean if necessary.

## Test Chimney Draw

A "Chimney Draw" test must be made before the installation is complete.

1. Close all doors and windows in the home and start exhaust fans in the kitchen and bathroom.
2. Light unit and operate for 5 minutes.
3. Hold an ignited match, cigarette, or smoke match in front of the unit. Refer to Figure 17 for location of the draft hood opening.
4. Check to make sure smoke from the match, cigarette or smoke match is drawn into the fireplace. If it is not, turn the unit off and check for causes creating the lack of adequate draft.



Do not operate the unit until lack of adequate draft has been determined and rectified.

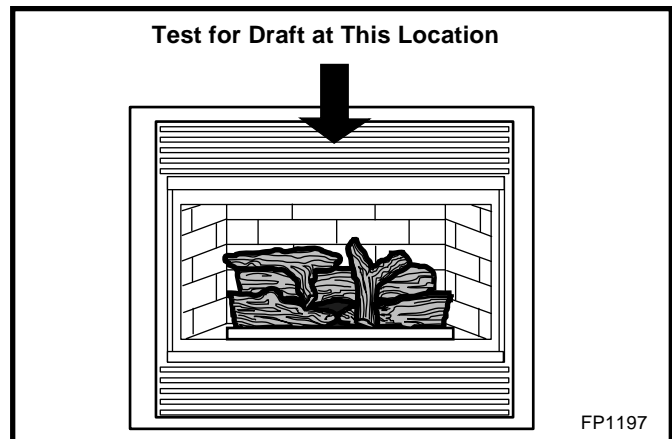


Fig. 17 Draft test location.

## First Firing

Upon completing the gas line connection, a small amount of air will be trapped in the line. When first lighting the unit with the pilot light, it will take a few minutes to purge the trapped air. Once purging is complete, the pilot and burner will light and operate as indicated in the instruction manual. Subsequent lightings of the appliance will not require purging.

When lit for the first time, the appliance will emit a slight odor for an hour or two. This is due to paint and lubricants used in the manufacturing process. After lighting, vapor may condense and fog the glass; this moisture disappears within a few minutes of burning.


# Lighting And Operating Instructions

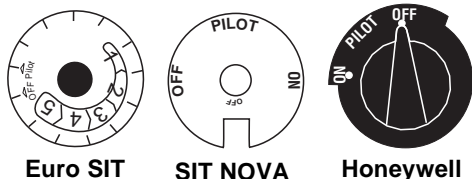
## FOR YOUR SAFETY READ BEFORE LIGHTING


**WARNING: If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.**

- A. This heater has a pilot which must be lit manually. When lighting the pilot follow these instructions exactly.
  - B. BEFORE LIGHTING smell all around the heater area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.
- WHAT TO DO IF YOU SMELL GAS**
- Do not try to light any fireplace
  - Do not touch any electric switch
  - Do not use any phone in your building
  - 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
  - C. Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, do not try to repair it, call a qualified service technician. Applying force or any attempted repair may result in a fire or explosion.
  - D. Do not use this fireplace if any part has been under water. Immediately call a qualified service technician to inspect the heater and to replace any part of the control system and any gas control which has been under water.

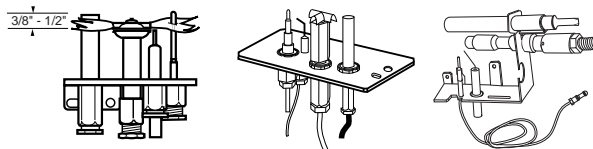
### Lighting Instructions

1. **STOP!** Read the safety information above.
2. Turn **OFF** all electrical power to the fireplace.
3. For MN/MP/TN/TP appliances ONLY, go on to Step 4. For RN/RP appliances turn the On/Off switch to "**OFF**" position or set thermostat to lowest level.
4. Open control access panel.
5. Push in gas control knob slightly and turn clockwise  to "**OFF**" position.




6. Wait five (5) minutes to clear out any gas. Then smell for gas, including near the floor. If you smell gas, **STOP!** Follow "B" in the safety information above. If you do not smell gas, go to the next step.
7. Remove window frame assembly before lighting pilot. (See Window Frame Assembly Removal section).
8. Visibly locate pilot by the main burner.
9. Turn knob on gas control counterclockwise  to "**PILOT**" position.

10. Push the control knob all the way in and hold. Immediately light the pilot by repeatedly depressing the Piezo Spark Ignitor until a flame appears. Continue to hold the control knob in for about one (1) minute after the pilot is lit. Release knob and it will pop back up. Pilot should remain lit. If it goes out, repeat Steps 5 through 8.



- If knob does not pop up when released, stop and immediately call your service technician or gas supplier.
  - If after several tries, the pilot will not stay lit, turn the gas control knob to "**OFF**" position and call your service technician or gas supplier.
11. Replace glass door.
  12. Turn gas control knob to "**ON**" position.
  13. For RN/RP appliances turn the On/Off switch to "**ON**" position or set thermostat to desired setting.
  14. Turn on all electrical power to the fireplace.

### To Turn Off Gas To Heater

1. Turn the On/Off switch to "**OFF**" position or set the thermostat to lowest setting.
2. Turn off all electric power to the fireplace if service is to be performed.
3. Open control access panel.
4. Push in gas control knob slightly and turn clockwise  to "**OFF**" position. Do not force.
5. Close control access panel.

## Vent Safety Switch

This fireplace incorporates the use of a Vent Safety Shut-off Switch. The sensor and wiring are factory installed and should not be removed or altered during installation.

In the event of total flue blockage the system will detect the increased heat buildup and will automatically shut down the main burner assembly.

The sensor is located above the firebox behind the top louvre assembly. It is accessible by removing the top louvre assembly.

**CAUTION: The firebox, Vent Safety Switch sensor and surrounding panels become very hot during normal operation. Allow time for the components to cool before carrying out any service or inspection.**

If the sensor is activated and shuts off the burner assembly, the following procedure should be followed:

- Observe that the pilot flame is still "ON". If the pilot flame has gone out the reason for the fireplace shut down is not the vent safety switch.
- Turn the pilot flame "OFF" and close all controls. Allow the fireplace to cool.
- Check the flue and venting components for blockage or restrictions.
- Remove the front louvre assembly.
- Locate the sensor.
- Reset the sensor by pressing the reset pin between the two wire terminals. (Fig. 18)

**CAUTION: The components may still be hot.**

- Light the fireplace and check for downdrafts.
- Operate the fireplace in the normal manner. If the burner assembly shuts down again after a period of operation, **DO NOT ATTEMPT TO RESET THE SENSOR AGAIN.** Turn off the fireplace and contact your service technician.

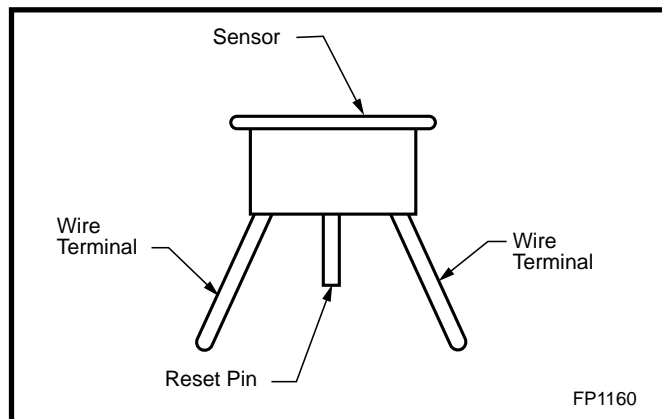


Fig. 18 Vent Safety Switch.

## Electrical Connection

The sensor is wired in series between the wall mounted "ON/OFF" switch and the Electronic Ignition Module (Fig. 19) or the thermopile and the gas valve (Fig. 20)

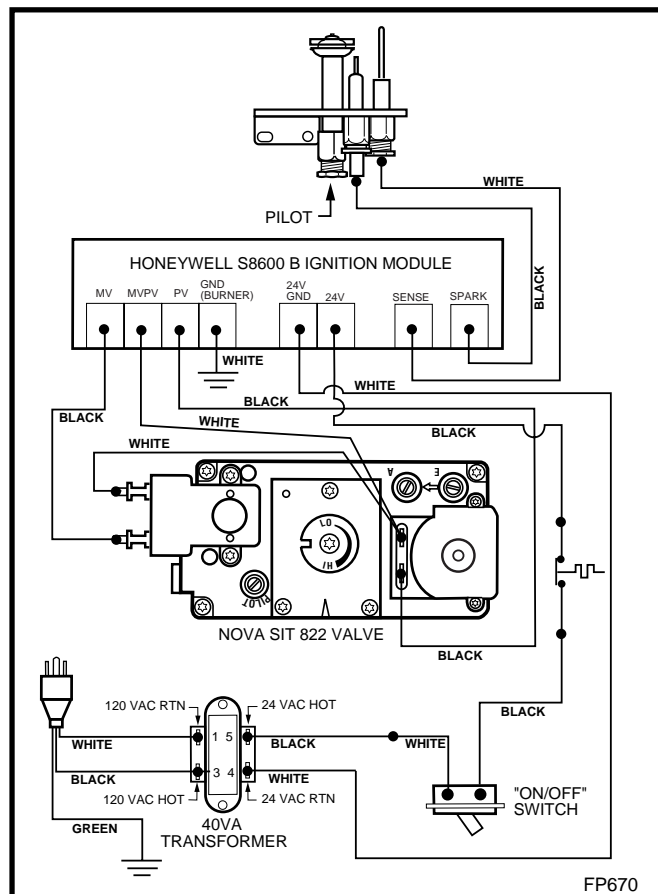


Fig. 19 Vent Safety Switch wiring, EN/EP units.

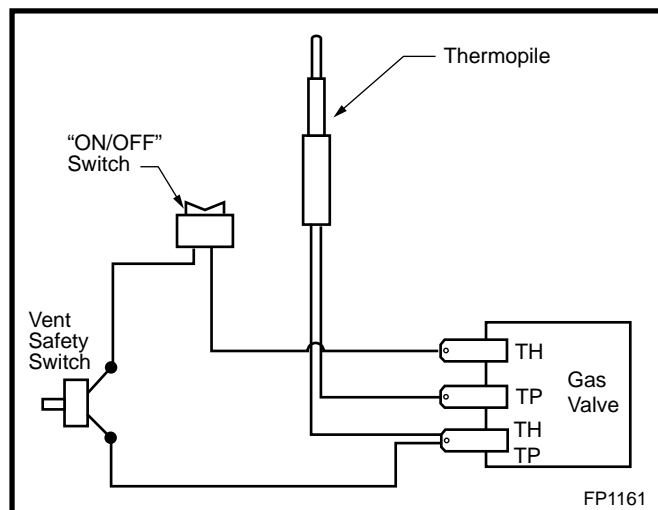


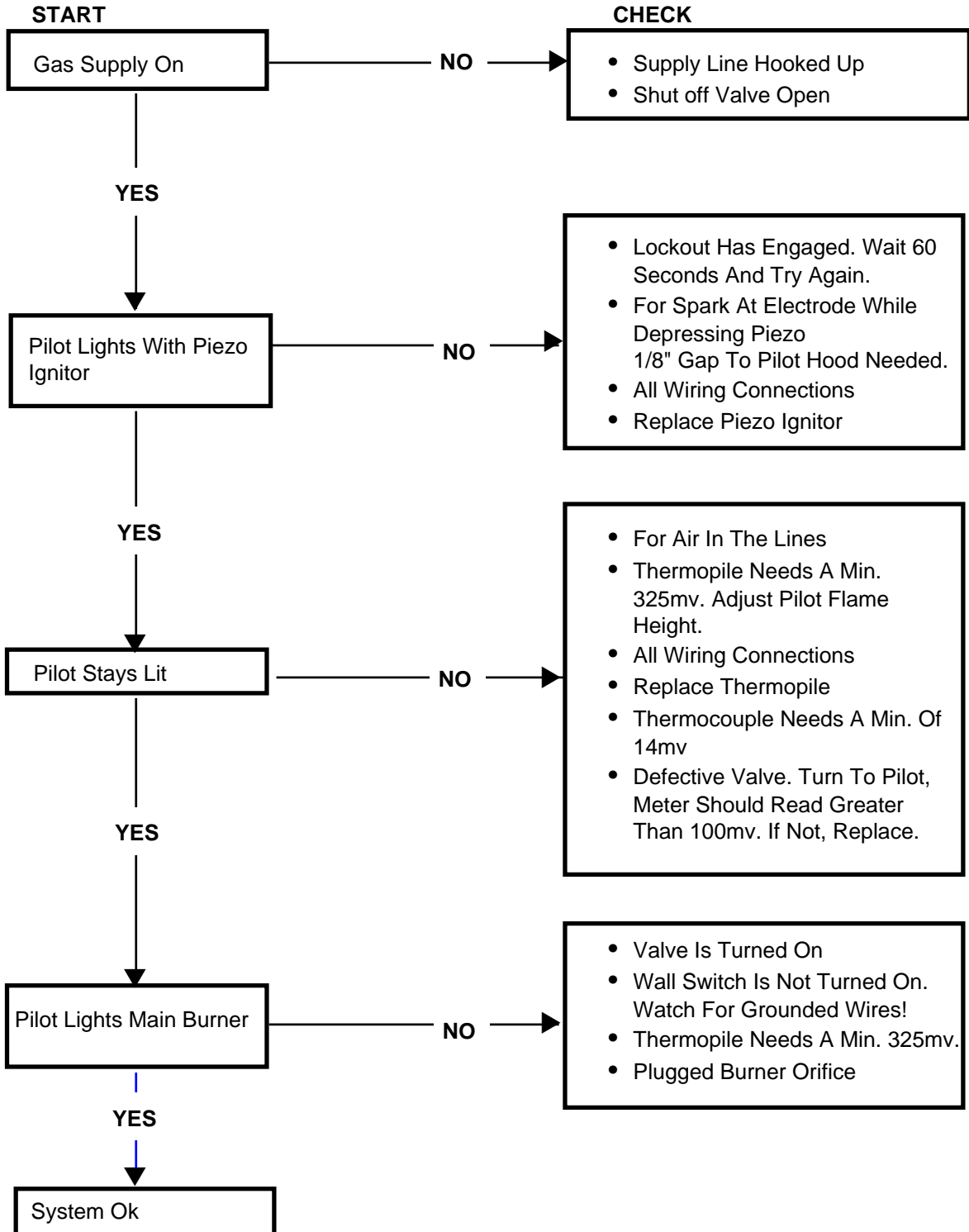
Fig. 20 RN/RP units using a remote "ON/OFF" switch.

# Troubleshooting

## Honeywell VS8421



Remove glass door before service work



## Troubleshooting the Gas Control System

### SIT NOVA 820 MILLIVOLT VALVE

**Note:** Before trouble shooting the gas control system, be sure external gas shut off is in the “ON” position.

**WARNING:** BEFORE DOING ANY GAS CONTROL SERVICE WORK, REMOVE GLASS FRONT.

SYMPTOM	POSSIBLE CAUSES	CORRECTIVE ACTION
1. Spark ignitor will not light	A. Defective or misaligned electrode at pilot.	Using a match, light pilot. If pilot lights, turn off pilot and push the red button again. If pilot will not light - check gap at electrode and pilot-should be 1/8" to have a strong spark.
	B. Defective ignitor (Push Button)	Push Piezo Ignitor button. Check for spark at electrode and pilot. If no spark to pilot, and electrode wire is properly connected, replace ignitor.
2. Pilot will not stay lit after carefully following lighting instructions.  pilot for	A. Defective pilot generator (thermocouple), remote wall switch.	Check pilot flame. Must impinge on thermo couple/thermopile. Note: this pilot burner assembly utilizes both - a thermocouple and a thermopile. The thermocouple operates the main valve operation (“ON” and “OFF”). Clean and or adjust maximum flame impingement on thermopile and thermocouple.
	B. Defective automatic valve	Turn valve knob to “PILOT”. Maintain flow to pilot; millivolt meter should read greater than 10 mV. If the reading is okay and the pilot does not stay on, replace the gas valve. Note: An interrupter block (not supplied) must be used to conduct this test.
3. Pilot burning, no gas to main burner	A. Wall switch or wires defective	Check wall switch and wires for proper connections. Jumper wire across terminals at wall switch, if burner comes on, replace defective wall switch. If okay, jumper wires across wall switch wires at valve, if burner comes on, wires are faulty or connections are bad.
	B. Thermopile may not be generating sufficient millivoltage.	<ol style="list-style-type: none"> <li>1. Be sure wire connections from thermopile at gas valve terminals are tight and thermopile is fully inserted into pilot bracket.</li> <li>2. One of the wall switch wires may be grounded. Remove wall switch wires from valve terminals if pilot now stays lit, trace wall switch wiring for ground. May be grounded to fireplace or gas supply.</li> <li>3. Check thermopile with millivolt meter. Take reading at thermopile terminals of gas valve. Should read 250-300 millivolts (minimum 150) while holding valve knob depressed in pilot position and wall switch “OFF”. Replace faulty thermopile if reading is below specified minimum.</li> </ol>
	C. Plugged burner orifice.	Check burner orifices for debris and remove.
	D. Defective automatic valve operator.	Turn valve knob to “ON”, place wall switch to “ON” millivolt meter should read greater than 100 mV. If the reading is okay and the burner does not come on, replace the gas valve.
4. Frequent pilot outage problem.	A. Pilot flame may be too low or blowing (high) causing the pilot safety to drop out.	Clean and/or adjust pilot flame for maximum flame impingement on thermopile and thermocouple.
	B. Possible blockage of the vent terminal.	Check the vent terminal for blockage (recycling the flue gases)



**Fuel conversion must be completed by qualified personnel**

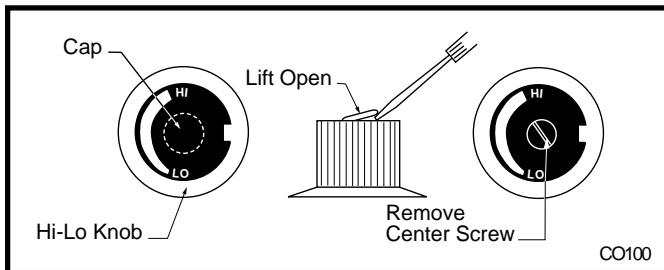
**Fuel Conversion Procedure**

**Honeywell Valve Only**

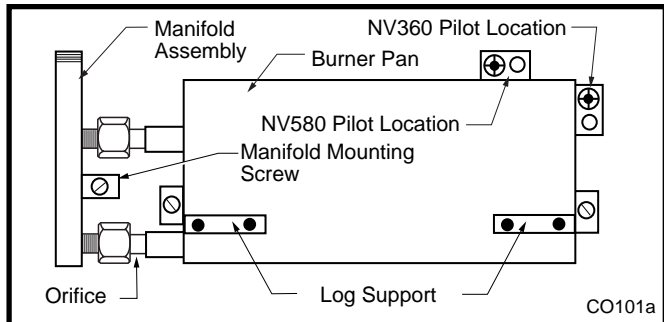
This conversion is for the NV360/580 equipped with a Honeywell valve only. Before proceeding, turn control knob on valve to "OFF" and turn gas supply OFF. Turn OFF any electricity that may be going to the appliance.

**CAUTION: Logs may be HOT! Allow to cool before proceeding.**

1. Open bottom grille to gain access to valve. Remove glass door. (See "Window Frame Assembly Removal", Page 10, Fig. 10)
2. Remove logs if previously installed.
3. Remove cap from Hi/Lo knob. This can be accomplished by lifting the plastic cap off the screw. (Fig. 21)
4. Remove the screw from center of Hi/Lo knob with small screwdriver turning counterclockwise. (Fig. 21)
5. Insert conversion screw supplied in kit. Blue for Natural Gas and Red for LP Gas.
6. Tighten screw, replace cap.
7. Remove manifold mounting screw from burner. (Fig. 22)



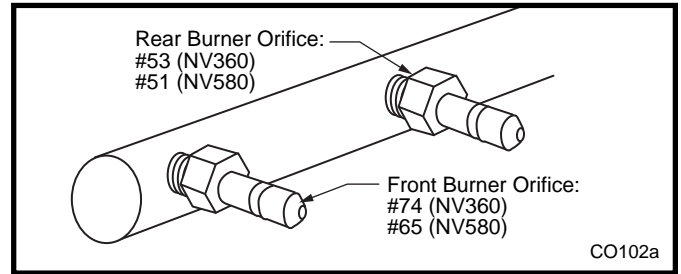
**Fig. 21** Removing center screw from Hi/Lo knob.



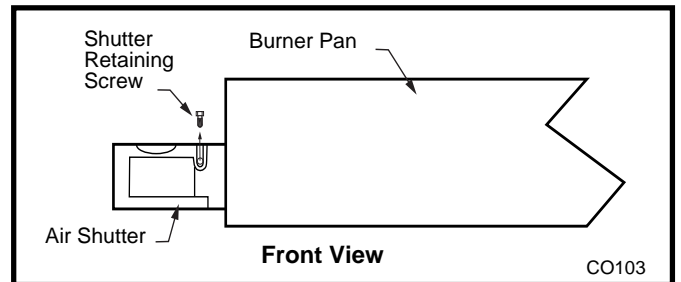
**Fig. 22** Removing manifold assembly.

8. Remove burner orifice from manifold assembly using 3/8" wrench. (Fig. 23)
9. Install conversion orifices in place of orifices just removed.
10. Remove both air shutters from burner pan by removing shutter retaining screw then air shutter. (Fig. 24)

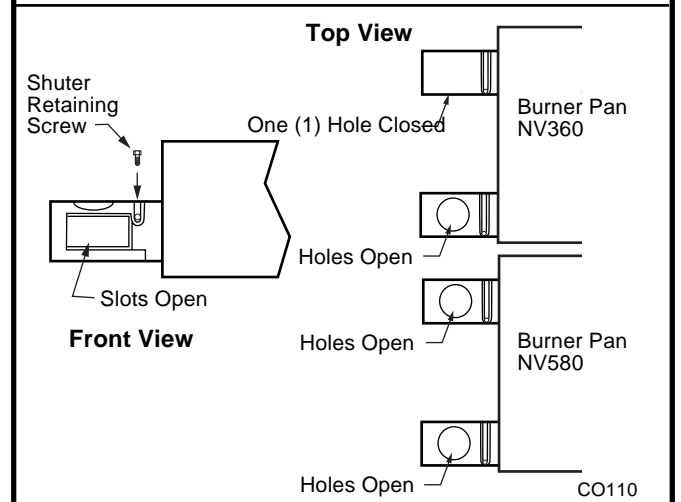
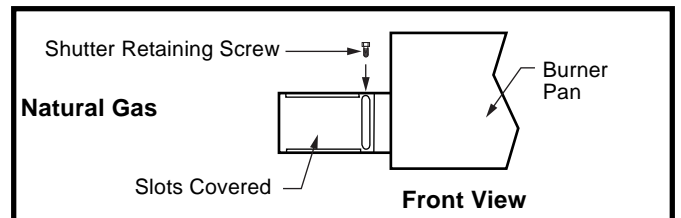
11. Install air shutters supplied in kit on burner pan. Replace shutter retaining screw. For conversion to Natural Gas adjust new air shutters so slots are covered. For conversion to Propane Gas, adjust new air shutters so slots are open. **NOTE:** NV360 air shutter has only one hole, closed. Secure shutter retaining screws. (Fig. 25)
12. Re-install manifold to burner pan. **NOTE:** It is not necessary to remove the pilot tube for conversion.



**Fig. 23** Remove burner orifice, replace with LP orifice.



**Fig. 24** Remove air shutter from burner pan.



**Fig. 25** Install conversion air shutters.

13. Remove pilot hood by lifting up. (Fig. 26)
14. Remove pilot orifice with allen wrench. (Fig. 27)
15. Install LP pilot orifice.
16. Re-install pilot hood and be sure to align with index tab. Installation is complete.

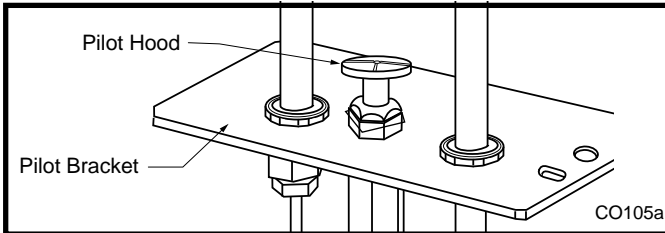


Fig. 26 Remove pilot hood.

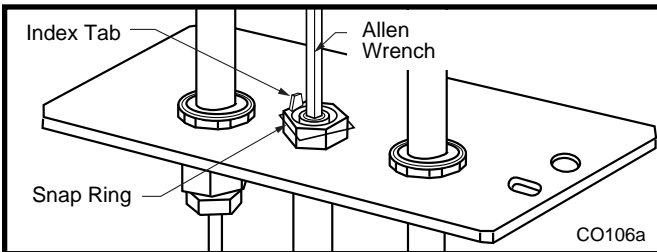


Fig. 27 Remove pilot orifice.

## Replacement of Ceramic Hearth Panels

1. Turn unit **OFF**. **NOTE:** Be sure unit is cool.
2. Remove glass.
3. Remove logs. Remove old hearth panels and discard.
4. Remove two (2) screws securing grate to hearth pan. (Fig. 28)
5. Set left and right panels on hearth and bring towards front of unit.
6. Replace grate assembly.
7. Replace logs.
8. Reinstall glass panels.

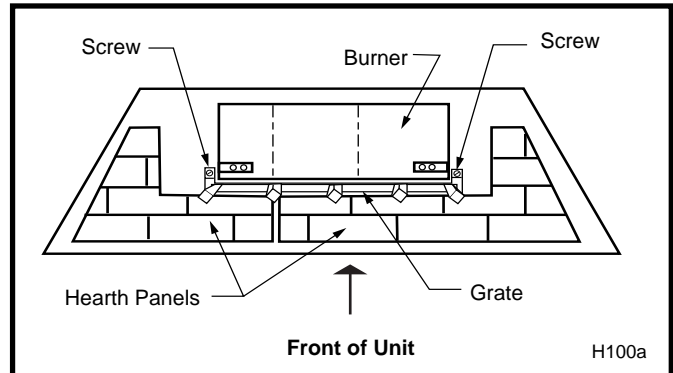


Fig. 28 Hearth panel location.

## Maintenance

### Burner and Burner Compartment

It is important to keep the burner and the burner compartment clean. At least once per year the logs and lava rock/ember material should be removed and the burner compartment vacuumed and wiped out. Remove and replace the logs as per the instructions in this manual.



**Always handle the logs with care as they are fragile and may also be hot if the fireplace has been in use.**

### FK12 Fan Assembly

The fan unit requires periodic cleaning. At least once per month in the operating season, open the lower louver panels and wipe or vacuum the area around the fan to remove any build up of dust or lint.

### Brass Trim

Clean the brass trim pieces using a soft cloth lightly dampened with lemon oil. Do not use water or household cleaners on any brass components.

Contact your local representative to arrange an annual service program.

### Cleaning the Standing Pilot Control System

The burner and control system consists of

- burner tube           • gas orifice
- pilot assembly       • thermopile
- millivolt gas valve

Most of these components may require only an occasional checkup and cleaning and some may require adjustment. **If repair is necessary, it should be performed by a qualified technician.**



### Logs May be Hot!!

1. Turn off pilot light at gas valve side.
2. Let fireplace cool if it has been running.
3. Remove window frame assembly. (Refer to Window Frame Assembly Removal section)
4. Remove logs.
5. Vacuum burner compartment especially around orifice primary air openings.
6. Visually inspect pilot. Brush or blow away any dust or lint accumulation.
7. Reinstall logs.
8. Ignite pilot - Refer to Lighting Instructions.
9. Reinstall window frame assembly.

To obtain proper operation, it is imperative that the pilot and burner's flame characteristics are steady, not lifting or floating.

Typically, the top 3/8" or 1/2" of the thermopile should be engulfed in the pilot flame. (Fig. 59)

To adjust pilot burner; (by qualified service technician)

1. Remove pilot adjustment cap.
2. Adjust pilot screw to provide properly sized flame.
3. Replace pilot adjustment cap.

The primary air shutter is set at factory and should only be adjusted, if necessary, by a qualified service technician.

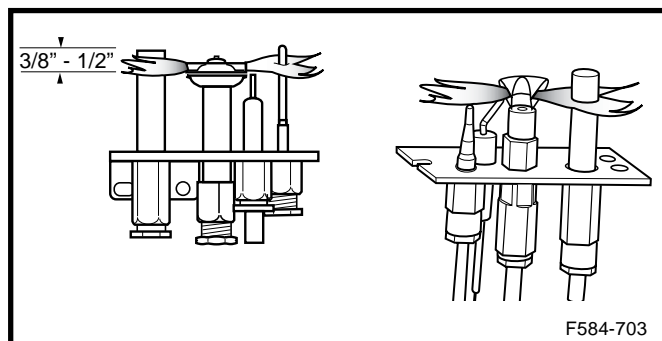
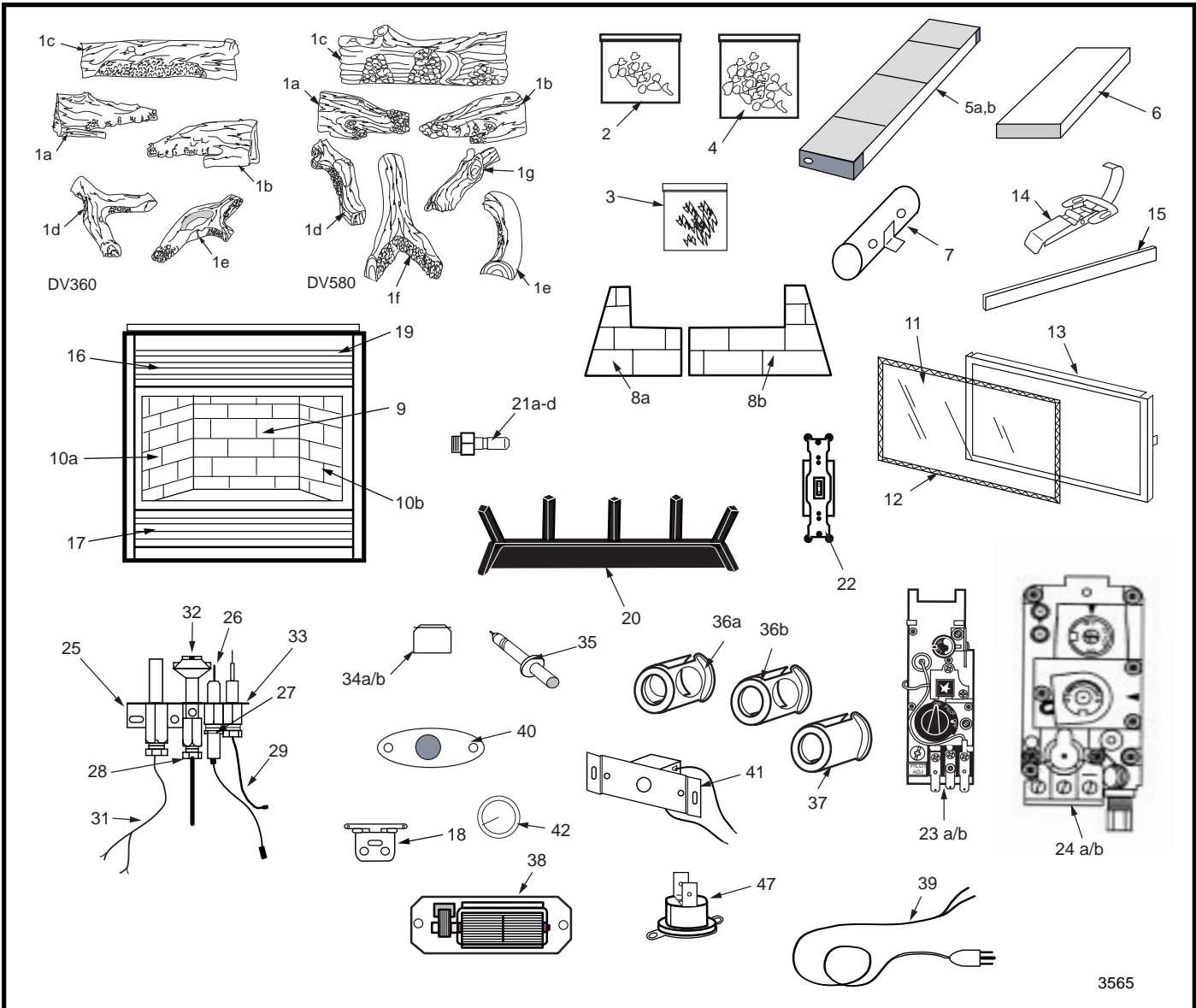


Fig. 59 Correct pilot flame appearance.



Vermont Castings, Majestic Products reserves the right to make changes in design, materials, specifications, prices and discontinue colors and products at any time, without notice.

# NV360/580

Ref.	Description	NV360	NV580
1.	Log Set	20002397	20002071
1a.	Log Front Left	B25	E1
1b.	Log Front right	B26	E2
1c.	Log Rear	B27	E3
1d.	Log Top Left	B28	E4
1e.	Log Top Right	B29	E7
1f.	Log Top Center Left	--	E5
1g.	Log Top Center Right	--	E6
2.	Volcanic Rock	20000376	20000376
3.	Ember (Package)	51915	51915
4.	Lava Rock (Burner)	57897	57897
5a.	Burner Housing Assembly - NG	20002411	20004268
5b.	Burner Housing Assembly - LP	20004145	20002402

**NV360/580 (continued)**

Ref.	Description	NV360	NV580
6.	Ceramic tile (single)	57803	57803
7.	Manifold Assembly	10000765	10000765
8a.	Ceramic Hearth Panel (Left)	20002274	20002322
8b.	Ceramic Hearth Panel (Right)	20002275	20002323
9.	Ceramic Panel (Rear)	20002273	20002319
10a.	Ceramic Panel (Left Side)	20002271	20002321
10b.	Ceramic Panel (Right Side)	20002272	20002320
11.	Glass with Gasket	20002205	20002369
12.	Gasket Glass	10000992	10000992
13.	Door Frame Assy	20003710	20003711
14.	Clamp Frame Window	54174	54174
15.	Trim Frame Window (Pb) (w/two magnets)	57483	20002072
16.	Louvre Assembly Top	10000039	20002380
17.	Bottom Louvre Assy.	10000040	20002381
18.	Bottom Louvre Hinge	52356	52356
19.	Deflector Top	54364	20002286
20.	Grate Assembly	20002196	20002442
21a.	Orifice - Front Burner - LP	20003872	20002540
21b.	Orifice - Front Burner - Nat.	53349	20002150
21c.	Orifice - Rear Burner - LP	20002385	10000616
21d.	Orifice - Rear Burner - Nat.	20002498	20003611
22.	Switch On/Off	51842	51842
23a.	Valve - Honeywell VS8421 (Nat.)	10001782	10001782
23b.	Valve - Honeywell VS8421 (LP)	10001759	10001759
24a.	Valve - SIT 820 (Nat.)	52677	52677
24b.	Valve - SIT 820 (LP)	52678	52678
25a.	Pilot Assembly (Nat.)	10002264	10002264
25b.	Pilot Assembly (LP)	10002265	10002265
26.	Electrode Ignitor w/cable SIT24	10001297	10001297
27.	Sensing Electrode w/cable	57885	57885
28.	Pilot Tube 1/8" x 24" long w/fittings	10001296	10001296
29.	Thermocouple 24"	53373	53373
31.	Thermopile 18" RS	51827	51827
32.	Pilot Top Convertible	10002266	10002266
33.	Hood Pilot 3 way	10002385	10002385
34a.	Pilot Orifice #65 - Nat.	10002268	10002268
34b.	Pilot Orifice #35 - LP	10002269	10002269
35.	Ignitor Piezo (SIT Valve)	52464	52464
36a.	Air Shutter - Front - LP	20000680	20000680
36b.	Air Shutter - Rear - LP	20000184	20000680
37.	Air Shutter - Nat.	20000129	20000129
38.	Fan w/ Bracket	54103	54103
39.	Electrical Cord (6ft.)	51865	51865
40.	Fan Temp. Sensor	51704	51704
41.	Speed Control	51738	51738
42.	Speed Control Knob	51882	51882
43.	Remote Switch Kit (not shown)	53875	53875
44.	Piezo Ignitor Replacement Kit - Honeywell Valve (not shown)	20000062	20000062
45.	Conversion Kit (Nat. to LP) (not shown)	20003896	20003898
46.	Conversion Kit (LP to Nat.) (not shown)	20003895	20003897
47.	Vent Safety Switch	10002013	10002013-

## Optional Accessories Available

### Fan Kits

#### FK12 Fan Assembly

1. Open lower louver.
2. Install FK12 fan in back of unit between hearth supports. (Fig. 29)
3. Secure fan on velcro strips.
4. Power to the fan can be supplied by plugging the supply lead into a conveniently located wall socket or by using a hard-wired EB1 connector box.
5. Be sure fan motor does not touch nearby metal.

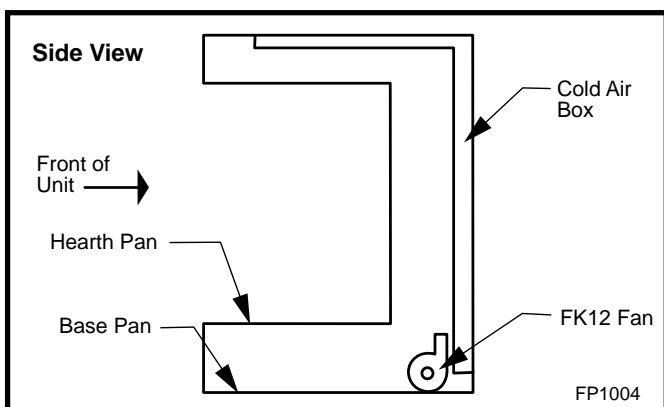


Fig. 29 FK12 Fan Kit placement.

#### FK24 Fan Assembly

Fan specifications: 120 volt, 60 Hz .75 Amp. This fan does not need regular maintenance, however, periodic cleaning is required. Check the area under the control door and in front of the fan and wipe or vacuum at least once a month during the operating season. Should this fan require servicing, the power supply must be disconnected.

The FK-24 comes with the electrical cord attached.

1. Slide fan assembly from the left side into the fireplace opening, line up mounting holes with screw studs on back of fireplace and fasten with #10-24 hex nuts.
2. Install thermal sensor on bottom of firebox using #10-24 hex nuts.
3. **(Option A)** - Place electronic fan speed control box on bottom of fireplace base, lining up mounting holes with screw studs. Fasten fan speed control box with #10-24 hex nuts.  
**(Option B)** - The speed control can be installed in an electrical box at normal wall switch height for convenient access.
4. The power supply may be connected in two (2) ways:

#### Method A

Route the 6' (1.8m) lead fitted to the unit to a conveniently located wall socket.

#### Method B

If the EB1 receptacle box (Pt. #ZA1200) was correctly connected when the unit was installed, the fan lead can be directly plugged in to the EB-1 plug socket.

5. Whether wiring directly to the fan junction box (Option A) or into the EB1 (electrical receptacle box, Option B) first ensure cable is secured using box connector.

**The fireplace, when installed must be electrically connected and grounded in accordance with local codes or, in the absence of local codes, with the current CSA C22.1 Canadian Electrical Code or for USA installations, follow local codes and the National Electrical Code, ANSI/NFPA No. 70.**

#### Hard (Direct) Wire Hook-Up

First connect ground wire to ground stud located on the base of either box. Black wire from supply should connect to the variable speed switch. Alternate speed switch wire connects to temperature sensor. Alternate lead from sensor connects to fan. Alternate fan lead connects back to the white supply wire. (Fig. 31)

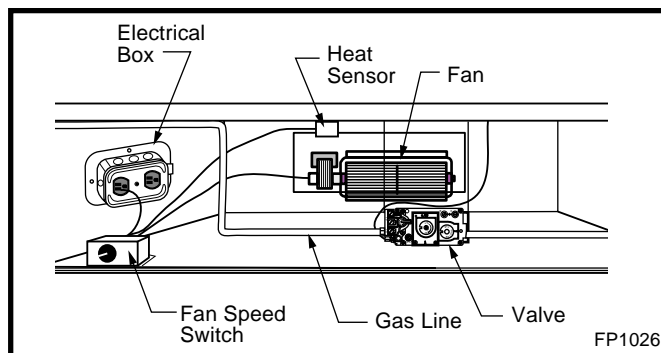


Fig. 30 FK-24 fan placement.

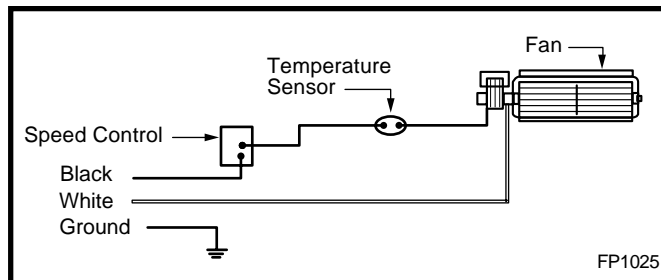


Fig. 31 FK-24 fan wiring.



**Any electrical re-wiring of this fan must be completed by a qualified electrician.**

**Turn off all power before hook-up.**

## Remote Controls

Optional remote control units are available to control different functions of the appliance.

Model	Function/s Controlled
MRC1	"ON/OFF"
MRC2	"ON/OFF" and Temperature
MRC3	"ON/OFF" and Temperature control with a digital and a programmable 24 hour clock
IMT	Wall mounted thermostat control

## Ceramic Refractory Lining

1. Remove glass and logs.
2. Insert supports under ceramic hearth panels. (Fig. 32)
3. Remove three (3) screws securing heat shield to combustion dome. (Fig. 33)
4. Place rear ceramic panel in back of unit. (Fig. 34)
5. Place side panels.
6. Replace heat shield, logs and glass.

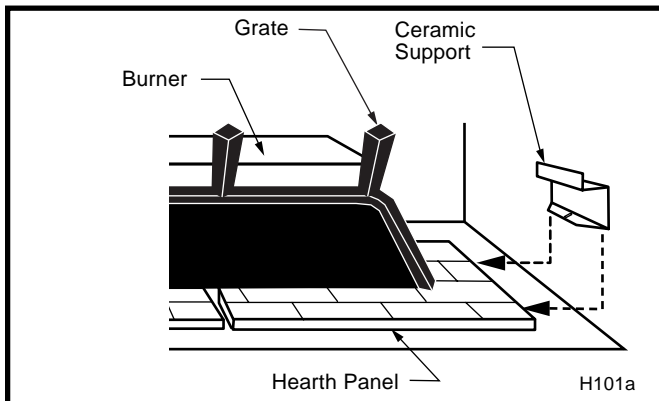


Fig. 32 Ceramic support.

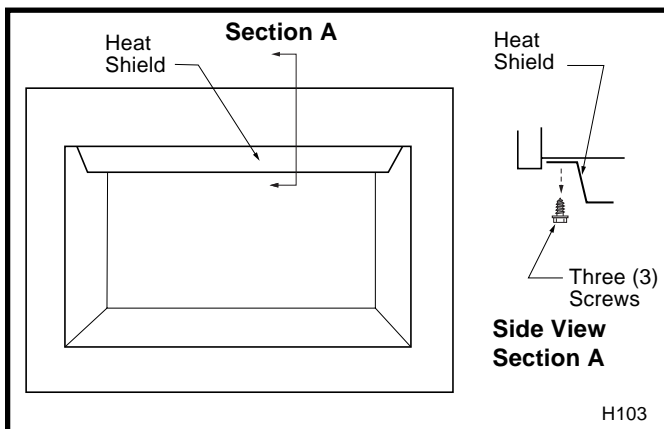


Fig. 33 Heat shield.

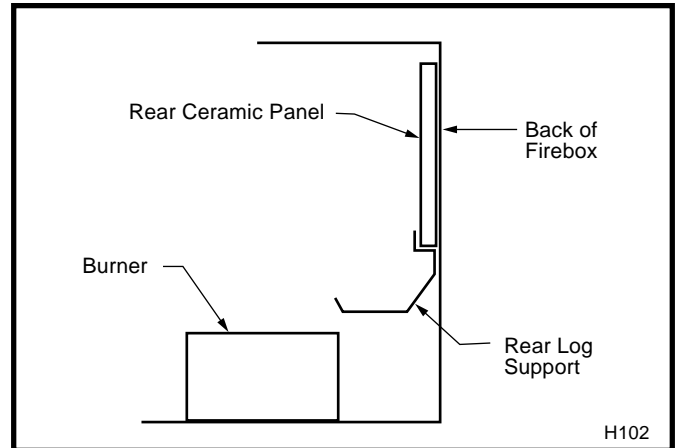


Fig. 34 Rear ceramic panel placement.

## Decorative Frame Trims

A selection of decorative frame trim kits are available for mounting around the outside of the appliance to enhance its visual effect on the room. Installation instructions for each decorative frame trim are included with the frame trim kit. Contact your authorized distributor for details of the trim kits and ordering information for the trim kits applicable to this model appliance.

## B-Vent Adapter

For use with other than VCMP B-vent (SK-8) pipe. Contact your dealer for information.

## Outside Air Kit

The Model AK-1 Outside Air Kit is designed to bring additional combustion air directly from the outside to the fireplace. Refer to installation instructions provided with Outside Air Kit.

# LIMITED LIFETIME WARRANTY

## PRODUCT COVERED BY THIS WARRANTY

All Vermont Castings gas stoves, gas inserts, and gas fireplaces, and all Majestic or Northern Flame brand gas fireplaces equipped with an Insta-Flame Ceramic Burner, or standard steel tube burner.

### BASIC WARRANTY

The Vermont Castings, Majestic Products Company (hereinafter referred to collectively as the Company) warrants that your new Vermont Castings or Majestic Gas Fireplace/Stove is free from manufacturing and material defects for a period of one year from the date of purchase, subject to the following conditions and limitations.

### EXTENDED LIFETIME WARRANTY

The heat exchanger, where applicable, and combustion chamber of every Vermont Castings or Majestic gas product is warranted for life against through wall perforation. All appliances equipped with an Insta-Flame Ceramic Burner have limited lifetime coverage on the ceramic burner plaque. Warrantees are made to the original owner subject to proof of purchase and the conditions and limitations listed on this Warranty Document

### COMPONENT WARRANTY

**CAST IRON:** All external and internal cast iron parts are warranted for a period of three years.

**Note:** On porcelain enamel finished external parts and accessories The Company offers no Warranty on chipping of enamel surfaces. Inspect all product prior to accepting it for any damage to the enamel.

The salt air environment of coastal areas or a high humidity environment can be corrosive to the porcelain enamel finish. These conditions can cause rusting of the cast iron beneath the porcelain enamel finish, which will cause the finish to flake off.

Dye lot variations with replacement parts and/or accessories can occur and are not covered by warranty.

**GLASS DOORS:** Glass doors are covered for a period of one year. Glass doors are not warranted for breakage due to misuse or accident. Glass doors are not covered for discoloration or burned in stains due to environmental issues, or improper cleaning and maintenance.

**BRASS PLATED PARTS AND ACCESSORIES:** Brass parts should be cleaned with Lemon oil only. Brass cleaners cannot be used. Mortar mix and masonry cleaners may corrode the brass finish. The Company will not be responsible for, nor will it warrant any brass parts which are damaged by external chemicals or down draft conditions.

**GAS VALVES:** Gas valves are covered for a period of one year

**ELECTRONIC AND MECHANICAL COMPONENTS:** Electronic and mechanical components of the burner assembly are covered for one year. All steel tube burners are warranted for one year.

**ACCESSORIES:** Unless otherwise noted all components and Vermont Castings, Majestic Products company supplied accessories are covered for a period of one year.

### CONDITIONS AND LIMITATIONS

- This new Vermont Castings or Majestic product must be installed by a competent, authorized, service contractor. A licensed technician, as prescribed by the local jurisdiction must perform any installation/service work. It must be installed and operated at all times in accordance with the Installation and Operating instructions furnished with the product. Any alteration, willful abuse, accident, or misuse of the product shall nullify this warranty.
- This warranty is non-transferable, and is made to the original owner, provided that the purchase was made through an authorized supplier of the Company.
- The customer must pay for any Authorized Dealer in-home travel fees or service charges for in-home repair work. It is the dealers option whether the repair work will be done in the customer's home or in the dealer's shop.
- If upon inspection, the damage is found to be the fault of the manufacturer, repairs will be authorized at no charge to the customer parts and/or labor.

- Any part and/or component replaced under the provisions of this warranty is covered for six months or the remainder of the original warranty, whichever is longest.
- This warranty is limited to the repair of or replacement of part(s) found to be defective in material or workmanship, provided that such part(s) have been subjected to normal conditions of use and service, after said defect is confirmed by the Company's inspection.
- The company may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of the defective part(s)
- Any installation, labor, construction, transportation, or other related costs/expenses arising from defective part(s), repair, replacement, or otherwise of same, will not be covered by this warranty, nor shall the Company assume responsibility for same. Further, the Company will not be responsible for any incidental, indirect, or consequential damages except as provided by law.
- *SOME STATES DO NOT ALLOW FOR THE EXCLUSION OR LIMITATIONS OF INCIDENTAL AND CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOUR CIRCUMSTANCES. THIS WARRANTY GIVES YOU SPECIFIC RIGHTS AND YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.*
- All other warranties-expressed or implied-with respect to the product, its components and accessories, or any obligations/liabilities on the part of the Company are hereby expressly excluded.
- The Company neither assumes, nor authorizes any third party to assume on its behalf, any other liabilities with respect to the sale of this Vermont Castings, Majestic product
- The warranties as outlined within this document do not apply to chimney components or other non Vermont Castings, Majestic accessories used in conjunction with the installation of this product..
- Damage to the unit while in transit is not covered by this warranty but is subject to claim against the common carrier. Contact the dealer from whom you purchased your fireplace/stove (do not operate the appliance as this might negate the ability to process the claim with the carrier).
- The Company will not be responsible for:
  - a) Down drafts or spillage caused by environmental conditions such as near-by trees, buildings, roof tops, hills, or mountains.
  - b) Inadequate ventilation or negative air pressure caused by mechanical systems such as furnaces, fans, clothes dryers, etc.
- This warranty is void if:
  - a) The fireplace has been operated in atmospheres contaminated by chlorine, fluorine, or other damaging chemicals.
  - b) The fireplace has been subjected to prolonged periods of dampness or condensation
  - c) Any damages to the fireplace, combustion chamber, heat exchanger or other components due to water, or weather damage, which is the result of but not limited to, improper chimney/venting installation.
  - d) Any alteration, willful abuse, accident, or misuse of the product has occurred.

### IF WARRANTY SERVICE IS NEEDED...

- 1) Contact your supplier. Make sure you have your warranty, your sales receipt, and the model/serial number of your Vermont Castings, Majestic product.
- 2) DO NOT ATTEMPT TO DO ANY SERVICE WORK YOURSELF.