

DVI 38

(Model 8850)

GAS-FIRED

DIRECT-VENT INSERT

Owner's Manual Installation & Operating Instructions



Read This Manual in Its Entirety
Operate And Maintain This Gas Heater According
To This Instruction Manual.

SAVE THESE INSTRUCTIONS!

- 🔥 **WARNING: FOLLOW THE INFORMATION IN THESE INSTRUCTIONS EXACTLY, IF NOT, A FIRE OR EXPLOSION MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL INJURY OR LOSS OF LIFE.**
- 🔥 **WARNING: DO NOT STORE OR USE GASOLINE OR ANY OTHER FLAMMABLE VAPORS AND LIQUIDS NEAR THIS OR ANY OTHER GAS APPLIANCE.**

WHAT TO DO IF YOU SMELL GAS:

- 🔥 Do not try to light any appliance.
- 🔥 Do not touch electrical switches; do not use the phone in your building.
- 🔥 Immediately call your gas supplier from a phone outside the structure. Follow your gas supplier's instructions.
- 🔥 If you cannot reach your gas supplier, call the fire department or 911.

A qualified installer, service agency, or gas supplier must perform installation and service of this appliance. In the Commonwealth of Massachusetts, all installation of gas lines and gas fittings must be performed by a licensed gas fitter or licensed plumber.

- 🔥 **AVERTISSEMENT: ASSUREZ-VOUS DE BIEN SUIVRE LES INSTRUCTIONS DONNÉ DANS CETTE NOTICE POUR RÉDUIRE AU MINIMUM LE RISQUE D'INCENDIE OU POUR ÉVITER TOUT DOMMAGE MATÉRIEL, TOUTE BLESSURE OU LA MORT.**
- 🔥 **AVERTISSEMENT: NE PAS ENTRESPOSER NI UTILISER D'ESSENCE NI D'AUTRE VAPERURS OU LIQUIDES INFLAMMABLES DANS LE VOISINAGE DE CET APPRAREIL OU DE TOUT AUTRE APPAREIL.**

QUE FAIRE SI VOUS SENTEZ UNE ODEUR DE GAZ:

- 🔥 Ne pas tenter d'allumer d'appareil.
- 🔥 Ne touchez à aucun interrupteur. Ne pas vous servir des téléphones se trouvant dans le bâtiment où vous vous trouvez.
- 🔥 Appelez immédiatement votre fournisseur de gaz depuis un voisin. Suivez les instructions du fournisseur.
- 🔥 Si vous ne pouvez rejoindre le fournisseur de gaz, appelez le service des incendies.

L'installation et service doit être exécuté par un qualifié installer, agence de service ou le fournisseur de gaz.

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Introduction

Congratulations on your purchase of the DVI 38 Model 8850, Gas-Fired Direct-Vent Insert. The DVI 38, by Hearthstone, incorporates the latest in direct vent gas technology, which will provide you with ease of use, clean, and efficient heat for years to come. The DVI 38's copious glass, sleek styling, and enameled or painted façade options gives the DVI 38 ambiance and a pleasing look that enhances any room.

However, as with any gas appliance, the unit must be properly and safely installed and maintained by qualified service personnel to ensure safe and trouble-free operation.

DVI 38 Model 8850 features:

1. The most realistic looking gas fire available today with highly detailed logs.
2. Heat Wave® refractory firebox liner to reflect the heat into your room in the most efficient way possible.
3. Real Platinum glowing embers, for instant glow and realism.
4. Child safety screen to reduce the risk of severe burns on the front glass.
5. Smart thermostatic remote control with split burner technology for a full range of heat output.
6. Integral, quiet, and efficient room air circulating fan – standard.
7. Battery backup to maintain basic functionality during power outages (up to a week on fresh batteries).

The Proflame System Features:

1. Thermostatic Remote Control
 - a. Twelve (12) flame levels, adjustable via the remote
 - b. Split Burner control via remote
 - c. Six (6) blower speeds, adjustable via the remote
 - d. Thermostatic mode to turn on/off based upon room temperature.

- e. “Smart” thermostatic mode to modulate flame levels automatically as the unit approaches the set point temperature.
 - f. Firebox Accent Light controlled by the remote.
2. The option to toggle back and forth between an Intermittent (IPI) or Continuous (CPI) pilot mode.
 - a. The IPI (Summer) mode allows the most efficient use of gas, burning the pilot only when the thermostat calls for the burner to ignite.
 - b. The CPI (Winter) mode runs the pilot continuously keeping the firebox warmer thus promoting better draft in colder weather.
 3. “Child-safe” lock-out on remote control.
 4. “Low Battery” indicator for Transmitter on remote control

Read this Owner's Manual

Operate and maintain this gas heater according to the instructions in this manual. For your safety, and years of trouble free operation, read this manual in its entirety.

Insert Must Be Installed and Maintained By Qualified Service Personnel

Verify the gas connections and that venting systems supply adequate combustion and ventilation air to meet the requirements of local, regional or national installation codes.. Qualified service personnel must inspect the gas heater before use, and at least annually.

Manufactured & warranted by:

Hearthstone Quality Home heating Products, Inc.
317 Stafford Ave.

Morrisville, VT 05661

www.hearthstonestoves.com

inquiry@hearthstonestoves.com

Safety & Good Practices

Your DVI 38 is an attractive and extremely efficient and easy to use heater, utilizing today's best technologies. By following a few simple safety precautions and by performing minimal maintenance, the unit will remain appealing while providing years of quality performance.

The installation must conform to local codes or, in the absence of local codes, the current National Fuel Gas Code, ANSI Z223.1 (NFPA 54) or CAN/CGA B149 Installation Code. (*Installer l'appareil selon les codes ou règlements locaux, ou, en l'absence de tels règlements, selon les Codes d'installation CAN/CGA B149.*)

CAUTION: DO NOT USE THIS APPLIANCE IF ANY PART WAS UNDER WATER. IMMEDIATELY CALL A QUALIFIED SERVICE TECHNICIAN TO INSPECT THE HEATER AND TO REPLACE ANY PART OF THE CONTROL SYSTEM AND GAS CONTROL THAT HAS BEEN UNDER WATER. (NE PAS SE SERVIR DE CET APPAREIL S'IL A ÉTÉ PLONGÉ DANS L'EAU, COMPLÈTEMENT OU EN PARTIE. APPELER UN TECHNICIEN QUALIFIÉ POUR INSPECTER L'APPAREIL ET REMPLACER TOUTE PARTIE DU SYSTÈME DE CONTRÔLE ET TOUTE COMMANDE QUI ONT ÉTÉ PLUNGES DANS L'EAU.)

During the first few hours of operation the appliance may produce smoke and/or odor. This is normal during the first several burns and also after long periods when the stove is not burned. During these initial burns, open a window(s) to assist in the removal of the smoke/odor.

The appliance and its individual shutoff valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of ½ psig. (3.5k Pa). The appliance must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than ½ psig (3.5k Pa).

Fire Hazard

Do not store or use gasoline, other flammable vapors or liquids in the vicinity of this appliance. Locate the DVI 38 out of traffic areas and away from furniture, draperies, clothing, and flammable material.

Vent Only to the Outside

Never vent the gas heater to other rooms or buildings.

Service Caution

If you believe your DVI 38 is not in any way performing properly, immediately discontinue operation until the unit is inspected and approved by qualified service personnel. Prior to servicing the unit, turn the gas to the valve off, and disconnect any electrical source. Ensure the unit is cool prior to servicing and cleaning. **Replace any safety screen, guard, or component removed during servicing prior to operation. (Tout écran ou protecteur retiré pour permettre l'entretien de l'appareil doit être remis en place avant de mettre l'appareil en marche.)** Use of any components not supplied by Hearthstone on the stove voids all warranties. **Do not substitute components.**

Proper Fuel

This gas heater is designed to burn natural gas (NG) or with conversion, liquid propane (LP). Never burn any fuel gas not intended for use with this unit. Never burn paper, wood, or other materials in this appliance.

This heater is factory equipped to burn natural gas (NG). To burn propane (LP), you must purchase an LP conversion kit 97-57300.

This appliance is only for use with the type(s) of gas indicated on the rating plate. This appliance is not convertible for use with other gases, unless a certified kit is used. *Cet appareil doit être utilisé uniquement avec les types de gas indiqués sur la plaque signalétique. Ne pas l'utiliser avec d'autres gas sauf si un kited conversion certifié est installé.)*

WARNING: THIS GAS APPLIANCE MUST NOT BE CONNECTED TO A CHIMNEY FLUE SERVING A SEPARATE GAS OR SOLID-FUEL BURNING APPLIANCE

WARNING: DO NOT OPERATE THE APPLIANCE WITH THE FRONT GLASS REMOVED, CRACKED, OR BROKEN. REPLACEMENT OF GLASS SHOULD BE DONE BY A LICENSED OR QUALIFIED SERVICE PERSON. ONLY OPEN FRONT FOR ROUTINE SERVICE. DO NOT SLAM FRONT OR STRIKE GLASS. AVERTISSEMENT. NE PAS UTILISER L'APPAREIL SI LE PANNEAU FRONTAL EN VERRE N'EST PAS EN PLACE, EST CRAQUÉ OU BRISÉ. CONFIEZ LE REMPLACEMENT DU PANNEAU À UN TECHNICIEN AGRÉÉ.

WARNING: HEARTHSTONE RECOMMENDS THAT ONLY AN NFI CERTIFIED SERVICE TECHNICIAN INSTALLS, AND REPAIRS THIS APPLIANCE. A QUALIFIED SERVICE TECHNICIAN MUST

INSPECT THE APPLIANCE BEFORE USE, AND AT LEAST ANNUALLY. MORE FREQUENT CLEANING MAY BE REQUIRED DUE TO EXCESSIVE LINT FROM CARPETING, BEDDING MATERIAL, PETS, ETC. IT IS IMPERATIVE THAT THE CONTROL COMPARTMENTS, BURNERS, AND CIRCULATING AIR PASSAGES OF THE APPLIANCE ARE KEPT CLEAN AND FREE OF OBSTRUCTIONS. (L'INSTALLATION ET LA RÉPARATION DEVRAIT ÊTRE CONFIEES À UN TECHNICIEN QUALIFIÉ. L'APPAREIL DEVRAIT FAIRE L'OBJET D'UNE INSPECTION PAR UN TECHNICIEN PROFESSIONNEL AVANT D'ÊTRE UTILISÉ ET AU MOINS UNE FOIS L'AN PAR LA SUITE. DES NETTOYAGES PLUS FRÉQUENTS PEUVENT ÊTRE NÉCESSAIRES SI LES TAPIS, LA LITERIE, ET CETERA PRODUISENT UNE QUANTITÉ IMPORTANTE DE POUSSIÈRE. IL EST ESSENTIEL QUE LES COMPARTIMENTS ABRITANT LES COMMANDES, LES BRÛLEURS ET LES CONDUITS DE CIRCULATION D'AIR DE L'APPAREIL SOIENT TENUS PROPRES)

Hot Surfaces

Certain exposed surfaces of the DVI 38 will reach high temperatures during normal operation. Clearances to combustibles must be maintained, as specified in the "Clearances To Combustibles" section of this manual.

- ☛ **DUE TO HIGH TEMPERATURES THE APPLIANCE SHOULD BE LOCATED OUT OF TRAFFIC AND AWAY FROM FURNITURE, DRAPERIES, CLOTHING AND FLAMMABLE MATERIALS. (EN RAISON DES TEMPÉRATURES ÉLEVÉES, L'APPAREIL DEVRAIT ÊTRE INSTALLÉ DANS UN ENDROIT OÙ IL Y A PEU DE CIRCULATION ET LOIN DU MOBILIER ET DES TENTURES.)**
- ☛ **CHILDREN AND ADULTS SHOULD BE ALERTED TO THE HAZARDS OF HIGH SURFACE TEMPERATURES AND SHOULD STAY AWAY TO AVOID BURNS TO SKIN OR CLOTHING IGNITION. (LES ENFANTS ET LES ADULTES DEVRAIENT ÊTRE INFORMÉS DES DANGERS QUE POSENT LES TEMPÉRATURES DE SURFACE ÉLEVÉES ET SE TENIR À DISTANCE AFIN D'ÉVITER DES BRÛLURES OU QUE LEURS VÊTEMENTS NE S'ENFLAMMENT.)**
- ☛ **CAREFULLY SUPERVISE YOUNG CHILDREN WHEN THEY ARE IN THE SAME ROOM AS THE APPLIANCE. 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. (LES JEUNES**

ENFANTS DEVRAIENT ÊTRE SURVEILLÉS ÉTROITEMENT LORSQU'ILS SE TROUVENT DANS LA MÊME PIÈCE QUE L'APPAREIL. LES TOUT PETITS, LES JEUNES ENFANTS OU LES ADULTES PEUVENT SUBIR DES BRÛLURES S'ILS VIENNENT EN CONTACT AVEC LA SURFACE CHAUDE. IL EST RECOMMANDÉ D'INSTALLER UNE BARRIÈRE PHYSIQUE SI DES PERSONNES À RISQUES HABITENT LA MAISON. POUR EMPÊCHER L'ACCÈS À UN FOYER OU À UN POËLE, INSTALLEZ UNE BARRIÈRE DE SÉCURITÉ; CETTE MESURE EMPÊCHERA LES TOUT PETITS, LES JEUNES ENFANTS ET TOUTE AUTRE PERSONNE À RISQUE D'AVOIR ACCÈS À LA PIÈCE ET AUX SURFACES CHAUDES.)

- ☛ **CLOTHING OR OTHER FLAMMABLE MATERIAL SHOULD NOT BE PLACED ON OR NEAR THE APPLIANCE. (ON NE DEVRAIT PAS PLACER DE VÊTEMENTS NI D'AUTRES MATIÈRES INFLAMMABLES SUR L'APPAREIL NI À PROXIMITÉ.)**
- ☛ **CLEAN THE AREA AROUND, UNDER, AND BEHIND THE UNIT ON A REGULAR BASIS TO PREVENT THE ACCUMULATION OF DUST AND LINT.**

Ceramic Logs, & Burner

If the decorative ceramic log, or burner material supplied with the DVI 38 are damaged or parts are missing, they must be replaced with the same, or approved Hearthstone replacement parts. These components affect the combustion quality and safety of the heater. Do not replace ceramic logs, or the burner with unapproved ceramic components or any other material.

We recommend you always wear gloves and safety goggles while handling the ceramic log set, and burner materials.

Electrical Hazard

Any three-prong grounded plug must be plugged directly into a properly grounded three-prong receptacle. Do not cut or remove the grounding prong from any plug or otherwise attempt to circumvent the grounding protection provided with the unit. The DVI 38 must be electrically grounded in accordance with local codes, or in the absence of local codes, with the National Electrical Code, ANSI.NFPA 70 in the U.S. or CSA C22.1 Canadian Electrical Code in Canada.

Do Not Light Pilot or Burner by Hand

The pilot light on this gas heater is lit using an electronic ignition module as described elsewhere in this manual. Never attempt to light the pilot or main burner by hand with a match or lighter.

Mobile Home Installations

This appliance may be installed in an aftermarket permanently located, manufactured (mobile) home (USA only), where not prohibited by local codes.

(Cet appareil peut être installé dans un maison préfabriquée (mobile) déjà installée à demeure si les règlements locaux le permettent.

! WARNING



HOT GLASS WILL CAUSE BURNS.

DO NOT TOUCH GLASS UNTIL COOL.

NEVER ALLOW CHILDREN TO TOUCH THE GLASS.

! AVERTISSEMENT



Une surface vitrée chaude peut causer des brûlures.

Laisser refroidir la surface vitrée avant d'y toucher.

Ne permettez jamais à un enfant de toucher la surface vitrée.

Specifications

LISTED: Gas-Fired Direct-Vent Fireplace Heater
Model: DVI 38 Direct-Vent Gas Fireplace Insert (8850)
Testing Agency: Intertek Testing Services NA, Inc. (ITS)
Tested to: ANSI Z21.88-09, CSA 2.33-09, CAN/CGA2.17-M91
Certified for Canada, CSA P.4.1-02
Approved for Mobile Home Installation (see page 8)

Certified for use by:
Board of State Examiners of Plumbers & Gasfitters
100 Cambridge Street, Room 1511
Boston, MA 02202
www.mass.gov

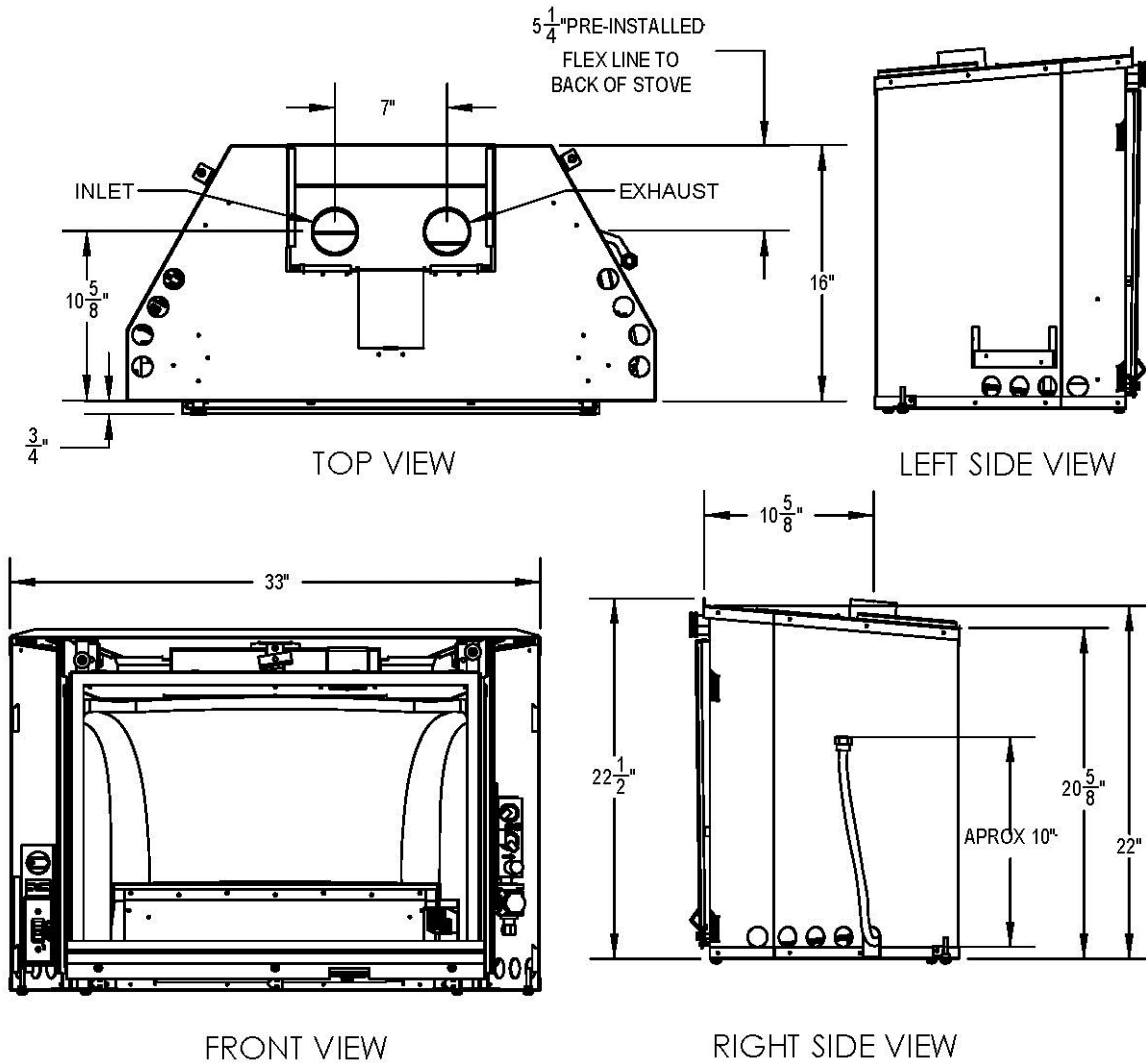


Figure 1 - Model 8850 Dimensions (Inches)

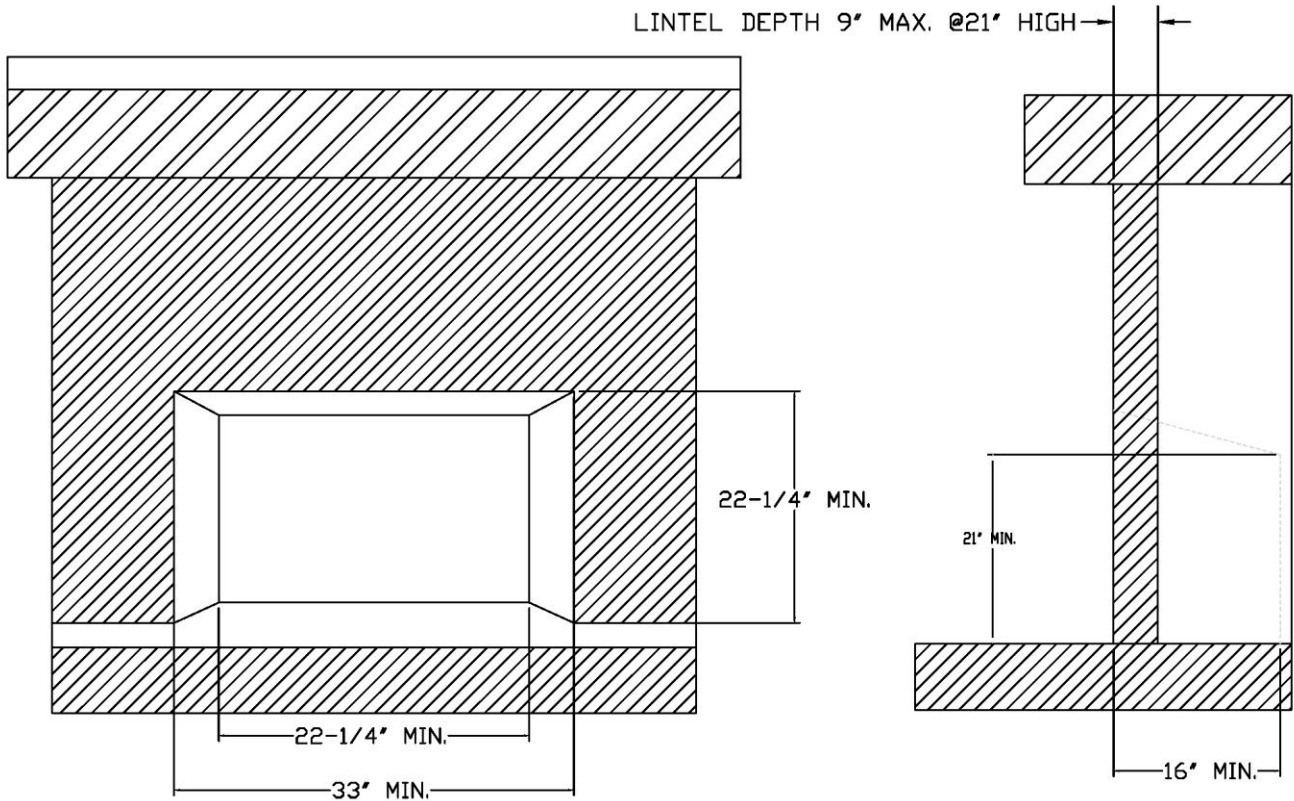


Figure 2 – 8850 Minimum Fireplace Dimensions

Specification	NG	LP
INPUT RATING (Btu/hr) (0-610 m)	38,000	38,000
MAXIMUM OUTPUT (Btu/hr) (0-610 m)	25,422	24,814
MINIMUM INPUT (Btu/hr) (0-610m)	17,000	16,000
HIGH ALTITUDE RATING (Btu/hr) 610-1370 m	36,000	37,000
ORIFICE SIZE (DMS) 0-610 m (front/rear)	49F/41R	55F/54R
ORIFICE SIZE (DMS) 610-1370 m (front/rear)	50F/42R	55F/55R
MANIFOLD PRESSURE - (in. W.c./kpa)	3.5/0.87	10.0/2.48
MANIFOLD PRESSURE - Low setting (in. W.c./kpa)	1.6/0.40	6.4/1.59
INLET PRESSURE - MINIMUM (in.w.c./kpa)	5.0/1.25	12.0/2.99
INLET PRESSURE-MAX (in. W.c./kPa)	10.5/2.6	14.0/3.47

NOTE: REMOVE FAÇADE & SURROUND FOR ACCESS TO ELECTRICAL AND GAS CONNECTIONS.

DVI 38 8850 Model Overview

Proflame GTMFS System

The Proflame GTMFS is a modular remote control system that directs the functions of the DVI 38. The Proflame GTMFS System is configured to control the on/off, main/split burner operation, its flame levels, and provides Manual and Smart thermostatic control of the hearth appliance. The system controls two remotely actuated 120V/60Hz power outlets. The Fan outlet controls the fan speed through six levels, and the Auxiliary outlet, used for the firebox light, either on or off. There is also an additional constantly powered 120V/60Hz outlet. The system has battery backup power for burner operation and control during power outages (see page 12 for specifications).



Figure 3 - Proflame Remote Transmitter

Remote Transmitter

The DVI 38 comes equipped with a thermostatic remote control transmitter. The easy to read LCD display shows all functional abilities as well as a childproof lockout and low battery indicator. It displays room temperature readout, set temperature readout and function status. The remote transmitter is powered by three 1.5 volt AAA batteries. A Mode Key is provided to index between the features and a Thermostat Key is used to turn on/off or index through thermostat functions.



Figure 4 – Proflame Receiver

Receiver

The Receiver accepts commands via radio frequency from the Remote to operate the appliance. The Receiver is powered (6V DC) by the Fan Control Module and uses four 1.5 volt AA type batteries for backup during power outages. The Receiver's slider switch is set to one of three positions: ON (Manual Override), REMOTE (Remote Control) or OFF. The ON selection turns the valve on (to high), and activates the split flow setting last used if the Remote becomes inoperative.

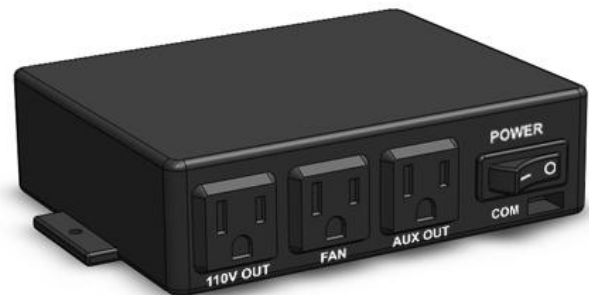


Figure 5 – Proflame Fan Control Module

Fan Control Module

The Fan Control Module (FCM) is the main power supply for the entire system when 120v AC is available. The FCM provides two 120V remotely controlled outlets, and one constantly powered outlet. The FCM allows the remote to control the fan unit through 6 speeds and turns the Accent Light on and off. This module also powers the Receiver and Ignition Module with 6v DC, making the batteries in the Receiver a backup power source. When 120V power is not available, neither the FCM nor the blower will operate.

The FCM is equipped with a three-prong (grounding) plug for protection against shock hazard and should

be plugged directly into a properly grounded three-prong receptacle. Do not cut or remove the grounding prong from the plug.

Proflame DFC Ignition Module

This is the command center for the appliance. The DFC Module allows the pilot to run in the Intermittent (IPI) mode or the Constant (CPI) mode. It signals the burner to light or shut down and provides the ignitor with the electricity needed for sparking. The DFC Module is powered by the FCM when 120V power is available or by the batteries in the Receiver during a power outage.

SIT Modulating Gas Valve

The remote transmitter can modulate the valve and the flame to 6 different settings between high and off. You can modulate the flame via the remote yourself or by setting the remote control to one of the thermostatic modes. In the thermostatic mode, the stove will turn on/off based on the temperature set on

the remote. In the Smart thermostatic mode, as the room temperature approaches the limit set for shut down the valve will automatically gradually step down the flame height. The reverse happens when the room cools - the valve will automatically gradually increase the flame height.

SIT Split Burner Solenoid

The remote transmitter can toggle between dual burner, and single burner mode (38,000 Btu/hr or 16,000 Btu/hr). The burner will turn on/off.

Pilot Assembly

The pilot assembly consists of a pilot hood, sensor rod, and ignitor. The ignitor sends a spark to the pilot hood which ignites the gas and lights the pilot. With the pilot lit the sensor rod is engulfed by the flame, flame rectification occurs and the appliance remains lit. If the sensor does not stay engulfed by the flame the main burner will not light and the pilot will shut down.

Remote Control	
Supply voltage	4.5 V (three 1.5 V AAA batteries)
Ambient temperature ratings	0 - 50 °C (32 - 122 °F)
Radio frequency	315 MHz
Receiver	
Supply voltage	6.0 V (four 1.5 V AA batteries)
Ambient temperature ratings	0 - 60 °C (32 - 140 °F)
Radio frequency	315 MHz
Fan Control Module	
Supply voltage/frequency:	120 V / 60 Hz
Ambient temperature ratings:	0 to 60 °C (32 to 140 °F)
Three wires bus:	two wires to provide DC voltage to the receiver; one wire gives uni-directionally signal from the receiver
Output voltage/frequency/current:	120 V / 60 Hz / 15 A
Aux switched output:	120 V / 60 Hz / 2 A
Fan speed output:	120 V / 60 Hz / 1.5 A

Figure 6 - Proflame GTMFS Component Specifications

Control Functions

Pilot Mode

Continuous Pilot (CPI): Running the DVI 38 in CPI mode will keep your pilot on even when the thermostat does not call for heat and when the burner is not lit. This is an advantage in cooler temperatures or under windy conditions. The “standing pilot” helps to keep the venting warm and generate some draft within the system. The standing pilot also keeps the firebox and venting warm – greatly minimizing, draft issues or condensation formation on the glass during startup. The ignitor will automatically spark whenever the pilot mode is switched to CPI, regardless of the position of the receiver switch. Hearthstone recommends the use of the CPI mode during the heating season.

Intermittent Pilot (IPI): Using the IPI mode is a more efficient use of fuel as the pilot only ignites when the thermostat calls for heat.

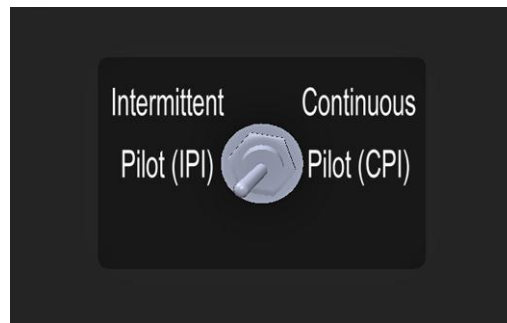


Figure 7 - Pilot Mode Switch

Remote Receiver

The Receiver is normally powered by the Fan Control Module or by four 1.5V AA batteries during a power outage. The Receiver switch can be set to three different positions:

On: Manual override allowing the valve to function and ignite the burner without the remote transmitter. The ignitor will spark automatically.

Remote: Remote Transmitter controls all functions of components.

Off: Turns off the stove. If CPI mode is selected, pilot will remain lit.

PRG Key: Used to synchronize the Transmitter and Receiver initially, and after each battery change (see page 37).

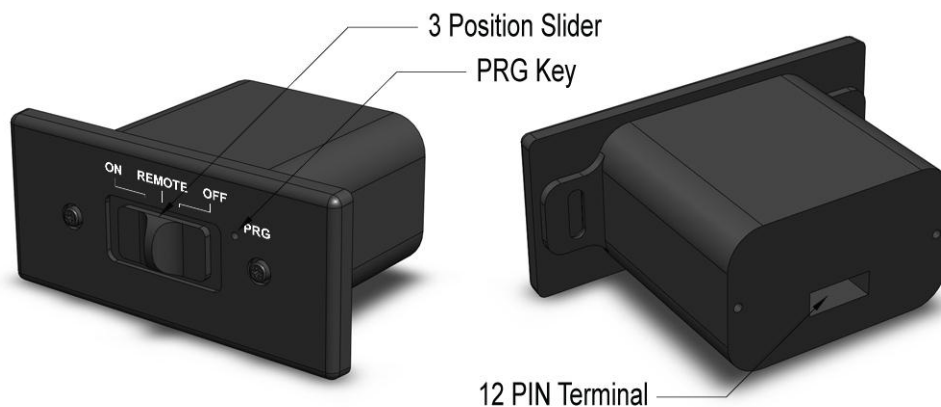


Figure 8 - Receiver Detail

Remote Transmitter



Figure 9 - Remote Transmitter Function Keys (remote color may differ from shown)

ON/OFF Key: Controls the insert.

Thermostat Key: This is the function that sets either the Manual or Smart thermostatic control.

UP/Down Arrow Key: Adjusts the thermostat temperature range, flame settings, split flow, and fan speed.

Mode Key: Toggles through the component to be controlled (split flow burner, blower or auxiliary outlet)

The transmitter features a user-friendly layout with a Blue LCD Screen for easier viewing.

See the instructions provided with the remote for more operation details.

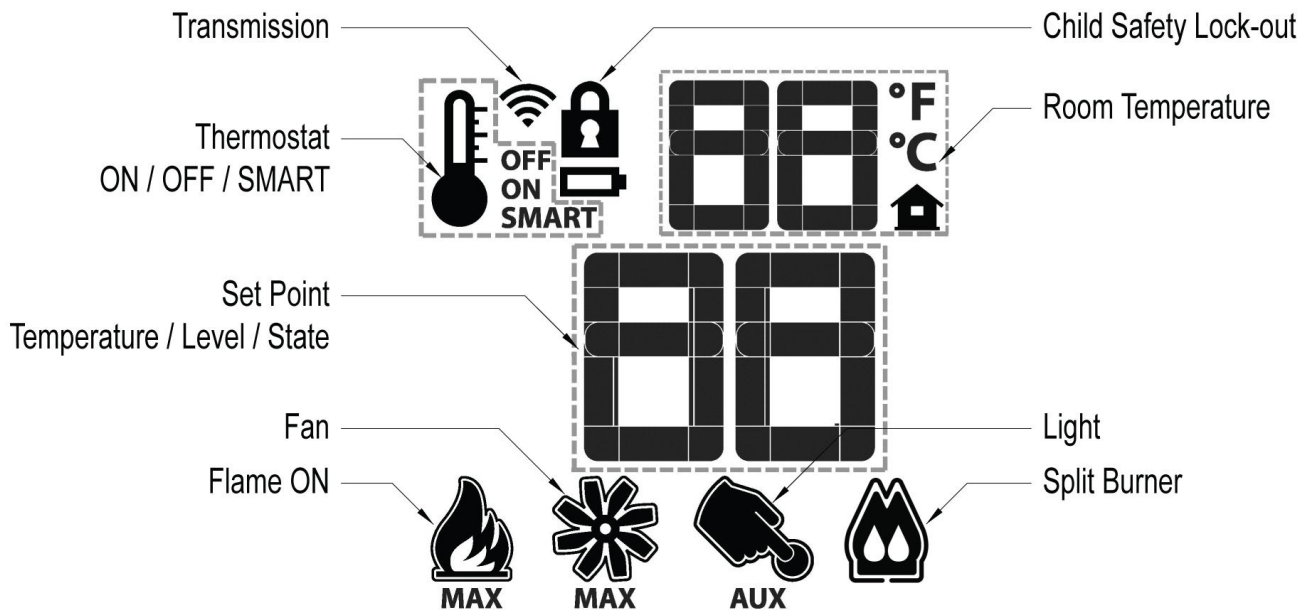


Figure 10 - Remote Transmitter Display Data

Installation Preparation

Codes

Adhere to all **local codes** or, in their absence, the latest edition of THE NATIONAL FUEL GAS CODE ANSI Z223.1 (NFPA 54) or CAN/CGA B149 (*Installer l'appareil selon les codes ou règlements locaux, ou, en l'absence de tels règlements, selon les Codes d'installation CAN/CGA-B149.*)

Installation Codes can be obtained from:

AMERICAN NATIONAL STANDARDS INSTITUTE, INC.
1430 BROADWAY
NEW YORK, NY 10018
www.ansi.org

NATIONAL FIRE PROTECTION ASSOCIATION, INC.
BATTERY MARCH PARK
QUINCY, MA 02269
www.nfpa.org

When installed, the appliance must be electrically connected and grounded in accordance with local codes or, in the absence of local codes, with the current NFPA 70-National Electrical Code or CSA C22.1-Canadian Electric Code.

A manufactured home (mobile) OEM installation must conform to the Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280 (U.S.) or Standard for Manufactured Home Installation, ANSI/NCBCS A225.1 or Standard for Gas Equipped Recreational Vehicles and mobile Housing, CSA Z240.4.CAN/SCA Z240 MH (Canada). (*Installer l'appareil selon les codes ou règlements locaux, ou, en l'absence de tels règlements, selon les Codes d'installation CAN/CGA-B149.*)

This appliance is equipped for use at 0 to 2000 feet (0-610 meters) altitude (refer to page 27). (*Cet appareil est équipé pour des altitudes comprises entre 0 et 2000 pieds (0-610 m) seulement.*)

WARNING: DO NOT INSTALL OR USE THIS APPLIANCE IF ANY PART WAS SUBMERGED UNDER WATER. IMMEDIATELY CALL A QUALIFIED SERVICE TECHNICIAN TO INSPECT THE HEATER AND TO REPLACE ANY PART OF THE CONTROL SYSTEM AND GAS CONTROL THAT WAS UNDER WATER. (NE PAS SE SERVIR DE CET APPAREIL S'IL A ÉTÉ PLONGÉ DANS L'EAU, COMPLÈTEMENT OU EN PARTIE. APPELER UN TECHNICIEN QUALIFIÉ POUR INSPECTER L'APPAREIL ET REMPLACER TOUTE PARTIE DU SYSTÈME DE CONTRÔLE ET TOUTE COMMANDE QUI ONT ÉTÉ PLONGÉS DANS L'EAU)

Items Required for Installation

- 🔧 Approved venting
- 🔧 External regulator (for propane (LP) only)
- 🔧 LP conversion kit, for propane only (not included).
- 🔧 Piping which complies with local codes
- 🔧 Pipe sealant approved for use with propane (LP) (resistant to sulfur compounds).
- 🔧 Sediment trap (*see page 26*)
- 🔧 120 volt, 15 Amp electrical service
- 🔧 Pipe wrench
- 🔧 Phillips head screwdriver
- 🔧 7/16-inch wrench
- 🔧 ¼-inch wrench
- 🔧 Other parts as required by local code
- 🔧 Safety Glasses
- 🔧 Gloves

Packing List

- 1- DVI 38 8850 Gas-Fired Insert
- 1- Owner's Packet Envelope (manual, warranty, warranty card, Fireplace Warning Label, Flue Tool)
- 4- Decorative Ceramic Logs (in box in firebox)
- 1- Safety Screen (on firebox)
- 1- Surround Assembly (box on pallet if applicable)
- 1- Façade Assembly (box on pallet if applicable)
- 1- Ceramic Baffle Set (box on Shipping Carton)
- 1- Accessory Packet (on pallet) containing:
 - 1- Remote Control w/batteries
 - 1- Package of four AA Batteries
 - 1- Package of three AAA Batteries
 - 1- Bag of Platinum Bright Embers
 - 1- Baffle Touch-up Paint

🔧 **Note: Vent kits and components are supplied separately. Failure to use the venting components approved by Hearthstone for this appliance will void your warranty.**

Unpacking and Inspection

Hearthstone packages your DVI 38 to withstand normal shipment without damage. However, damage can still occur during transit. Take care to inspect for damage when unpacking and installing the unit.

🔧 **DO NOT INSTALL, OR PUT INTO SERVICE, A DAMAGED OR INCOMPLETE HEATER.**

Remove the shrink-wrap and all other packaging materials taking care not to damage the stove's finish. Inspect the DVI 38 for visible or concealed

damage. The unit should be square and true. Any sheet metal parts should be smooth and free of bends and dents. If visible or concealed damage is found or suspected, contact your dealer for instructions.

Always use gloves and eye protection when handling the decorative ceramic fire logs, and burner. Use care when handling these parts as they are fragile and subject to damage and breakage if handled roughly.

See the firebox access instructions on page 17 and remove the log set. Unpack and inspect the logs for damage. Inspect the ceramic burner. Open the other boxes and inspect the components. If log, burner, or any other component damage is encountered, contact your dealer for a replacement. Otherwise, set the logs and other components aside until called for during the installation.

Dismounting from Pallet

With all accessory boxes removed and set aside, remove the shipping carton, then remove the 4 lag screws and shipping clips that fasten the unit to the pallet.

Have someone help lift the insert up and off the pallet, taking care to avoid damaging components mounted on the insert.



Figure 11 – Shipping Clip Detail

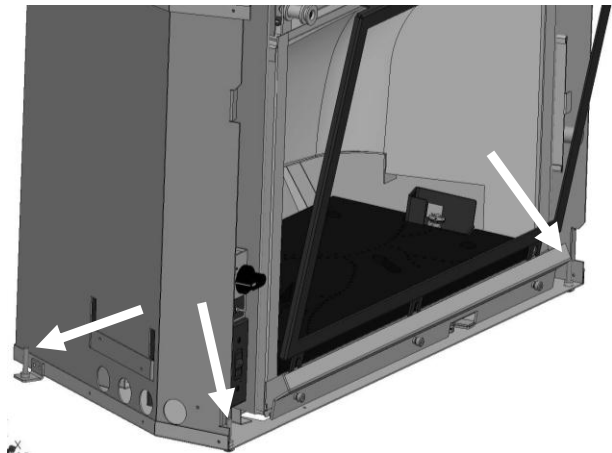


Figure 12 – Leveling Bolt Detail

Leveling Screws

If your hearth/fireplace surface is uneven, or is not level, you can adjust the four provided leveling screws. Adjust the screws using a ¼" wrench only enough to keep the insert from rocking, or wobbling.

INSTALLER: Leave this manual with the appliance.

CONSUMER: Retain this manual for future reference.

«**INSTALLATEUR :**
Laissez cette notice avec l'appareil.

CONSUMMATEUR :
Conservez cette notice pour consultation ultérieure.»

Firebox Access

1. If installed, remove the Façade.
2. Remove the front screen by lifting it up and off the glass frame – pulling it from behind the lower glass retainer. Remove all packaging material from the screen (if applicable).
3. Pull outward and then upward on the spring loaded clips; rotate the clips to a generally horizontal position. Tilt the top of the front panel slightly outward to clear the tangs at its top.



Figure 13 – Glass Frame Upper Mounting Detail

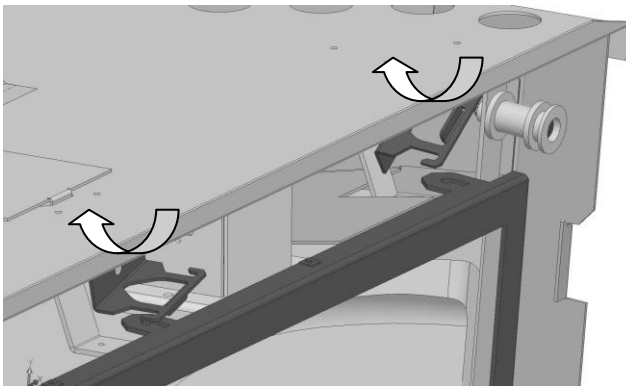


Figure 14 – Rotate Spring Clips

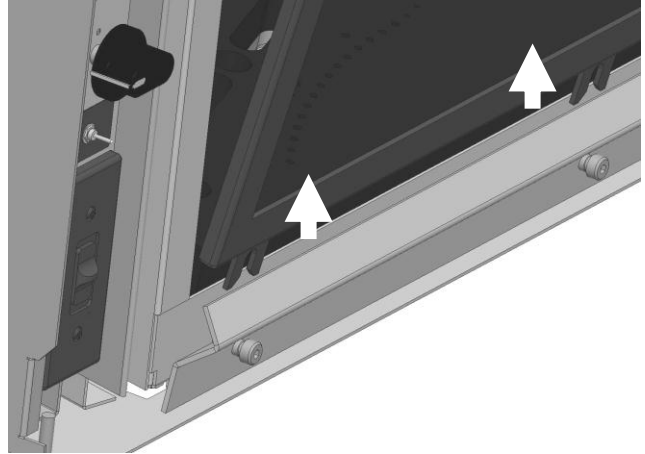


Figure 15 –Glass Frame Lower Mounting Detail

4. Lift the glass frame up out of the lower retainer and set aside on a soft surface.

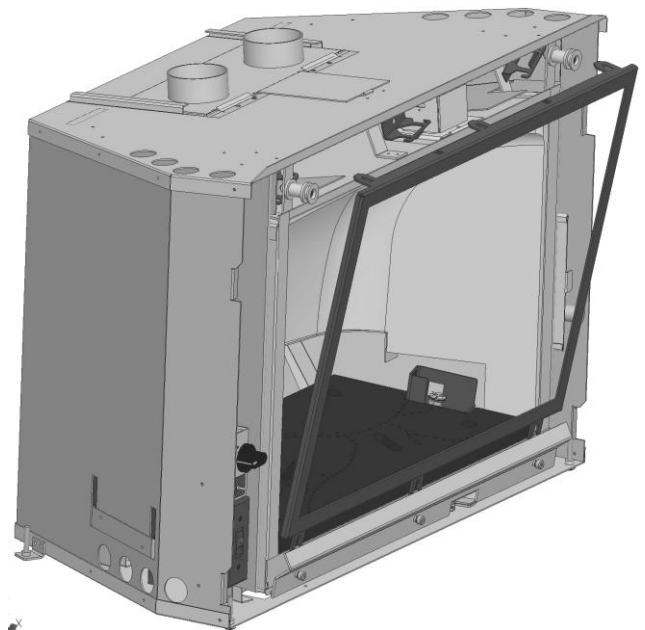


Figure 16 – Tilt and Lift Glass Frame

1. See page 28 for log set installation. Reinstall components by reversing the previous steps. Ensure you slide the lower glass frame tangs behind the spring keepers. When reinstalling the screen, ensure you insert the bottom edge behind the lower glass retainer.

Clearances to Combustibles

- 🔥 **Note:** Ensure clearances are in accordance with local installation codes and the requirements of the gas supplier.

Clearance to Combustibles

Due to high surface temperatures, locate the unit out of traffic areas and away from furniture and draperies. Do not place clothing and other flammable material on or near the heater. When positioning the unit always maintain adequate clearances around air openings into the combustion chamber and allow for adequate ventilation. Minimum clearances to combustibles must be maintained as shown in the following figures.

Ensure you consider the need for access to the gas control valve, gas piping, as well as full access for periodic cleaning and servicing.

- 🔥 **CAUTION:** THESE CLEARANCES REPRESENT **MINIMUM** DISTANCES IN ALL CASES, WHICH, THROUGH TESTING IN AN INDEPENDENT LABORATORY TO ANSI AND CSA STANDARDS, WILL PREVENT FIRE OR SPONTANEOUS COMBUSTION. WE DO NOT CONTROL THE COMBUSTIBLE MATERIALS EXPOSED TO HEAT BY THIS PRODUCT; THEREFORE, AN ASSESSMENT MUST BE MADE BY THE INSTALLER TO PREVENT CONSEQUENTIAL DAMAGE OF WALLS AND FLOORING.

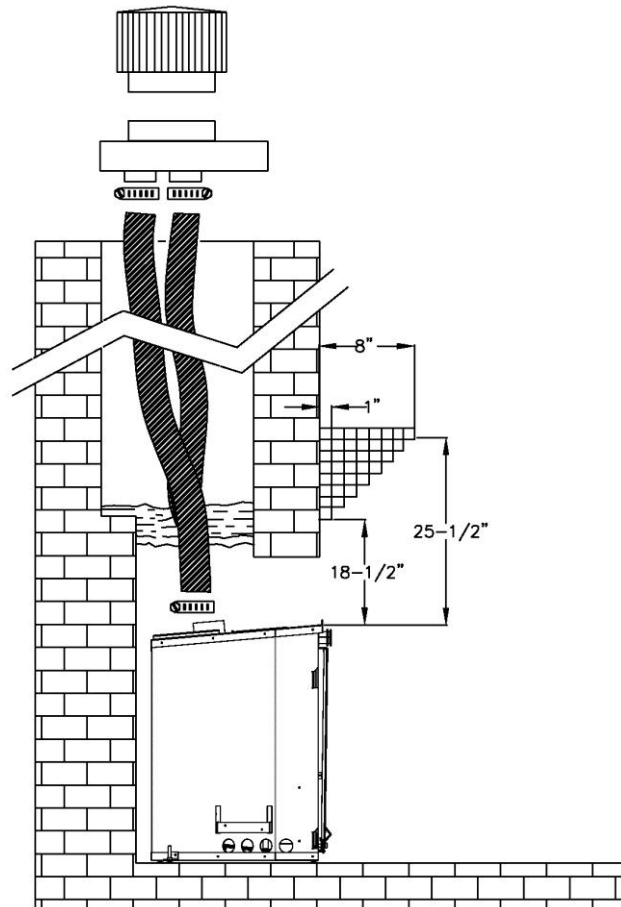


Figure 18 - Mantle Clearances

Hearth Requirement/Floor Protection

The DVI 38 requires a non-combustible hearth, or hearth pad that extends no less than 16" in front of the unit. Installations must meet all local codes.

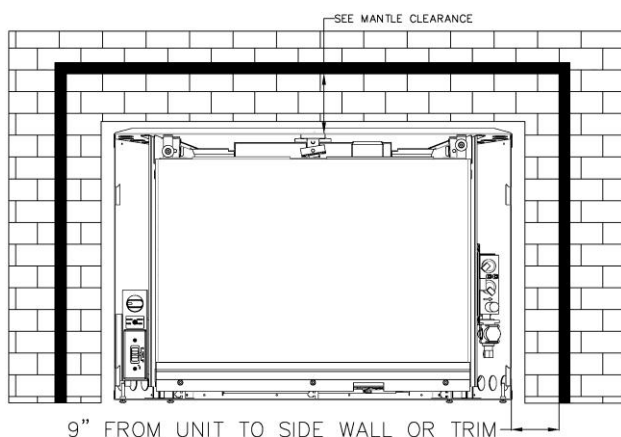


Figure 17 - Minimum Side Trim Clearances

Ensure the **masonry fireplace** and flue complies with the applicable codes and both are clean and in good condition. The Fireplace chimney must be constructed of non-combustible materials. Repair any damage before installation of the DVI-38 begins. Prepare a **zero clearance (metal) fireplace** by doing the following:

1. Install the label provided on the inside of the firebox.
2. Remove the grate and block open the damper.
3. If necessary, remove the smoke shelf, internal baffles, refractory, log grates, screen, masonry lining and glass doors. (These components may be removed if they are attached with mechanical fasteners.)
4. **DO NOT** cut, or remove any insulation, or structural frame members.
5. **DO NOT** remove, or alter the metal sides, floor, door frame, or face of the fireplace.

6. Ensure the chimney cleanout(s) fit and seal properly.

If the factory-built fireplace has no gas access hole(s) provided, drill an access hole 1.5" in diameter or less through the lower sides or bottom of the metal zero clearance firebox in a proper workmanship like manner. Remove sharp edges to avoid damaging the gas line. This access hole must be sealed with non-combustible insulation after the gas supply line is installed. *(Si le foyer préfabriqué ne comporte pas d'orifices d'amenée du gaz, un orifice d'au plus 37,5 mm (1,5 po) peut être pratiqué, selon les règles de l'art, dans la partie inférieure des parois ou au fond de la chambre de combustion. Cet orifice doit être obturé au moyen d'isolant incombustible une fois la conduite de gaz en place.)*

Trim panels and surrounds shall not seal ventilation openings in the fireplace. The minimum size fireplace the DVI 38 insert will fit into is 33" W x 22-1/4" H x 16" D.

Installation of the Co-linear Vent Pipe

Mark each end of one of the flexible vent pipes "intake" with a permanent marker. Mark each end of the other flexible vent pipe "exhaust".

- 🔥 Apply the high temperature silicone on the upper portion of the vent (flex pipes to co-linear to co-axial adaptor). **Important:** Ensure the pipe connected to the exhaust on the stove connects to the exhaust portion of the co-linear to co-axial adaptor. Ensure you meet all the vent pipe manufacturer's requirements when installing the adaptor and cap assembly. Follow the manufacturer's instructions when installing the same. (The exhaust pipe on the co-linear to co-axial adaptor is the pipe that is in the center of the adaptor.)
- 🔥 Repeat this process to the top outer edge of both the intake and exhaust collars on the top of the unit. The exhaust port is on the right, the intake port on the left, when viewed from the front. Slide a hose clamp over the ends of both flexible vent pipes. Place the flexible vent pipe marked "intake" onto the intake port's collar, place the flexible vent pipe marked "exhaust" onto the exhaust port's collar. Secure the pipes to the collars by tightening the hose clamps with a slotted screwdriver or 5/16" nut driver.

Observe the following guidelines when installing the vent pipes:

- 🔥 **Do not** install the venting into a chimney serving another appliance, be it fossil fuel, solid fuel, or

another gas.

- 🔥 **Do not** crimp or rupture the vent pipes.

Installing the flue vent plate using the Installation Tool

1. You will need to remove the Flue Vent Plate from the stove before you place the insert into the fireplace.
2. Locate the Flue Vent Plate on the top of the insert.
3. Using a Phillips head screwdriver, remove the screw holding the front of the Flue Vent Plate to the firebox. Push the plate carefully back and out of the retaining tracks – take it off the stove as shown (see Figure 19). Keep this screw, as you will need it later to remount the plate.

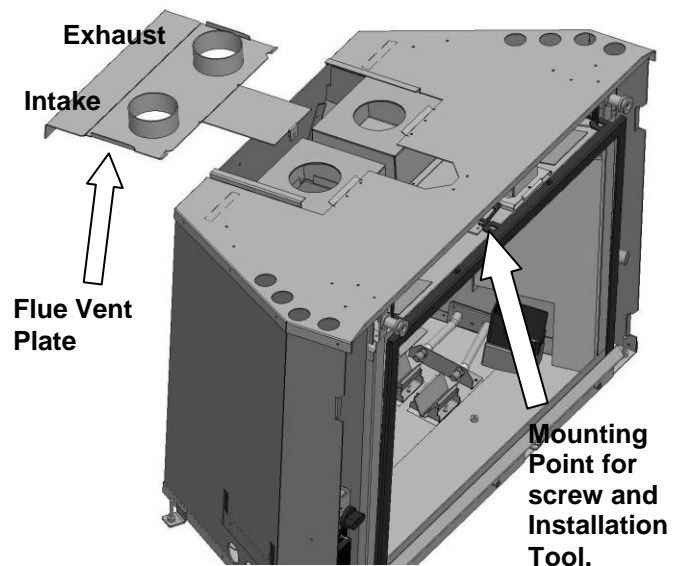


Figure 19

4. Attach the 3" Exhaust flex pipe to the RIGHT side of the Flue Vent Plate. (facing the front of the stove) Attach the Inlet flex pipe to the Left side of the Flue Vent Plate.
5. Carefully position the DVI 38 in front of the fireplace opening. Slowly slide the insert back so the rear of the insert is just inside the fireplace. Start the Flue Vent Plate underneath the Retaining Tracks on the top of the insert. (See Figure 20) The Retaining Tracks will ensure a tight seal for the flue gases when the plate is fully seated.
6. Locate the Installation Tool. Slide the end of the tool with the threads through the Mounting Point hole on the firebox bracket.
7. Thread the Installation Tool into the front of the Flue Vent Plate.

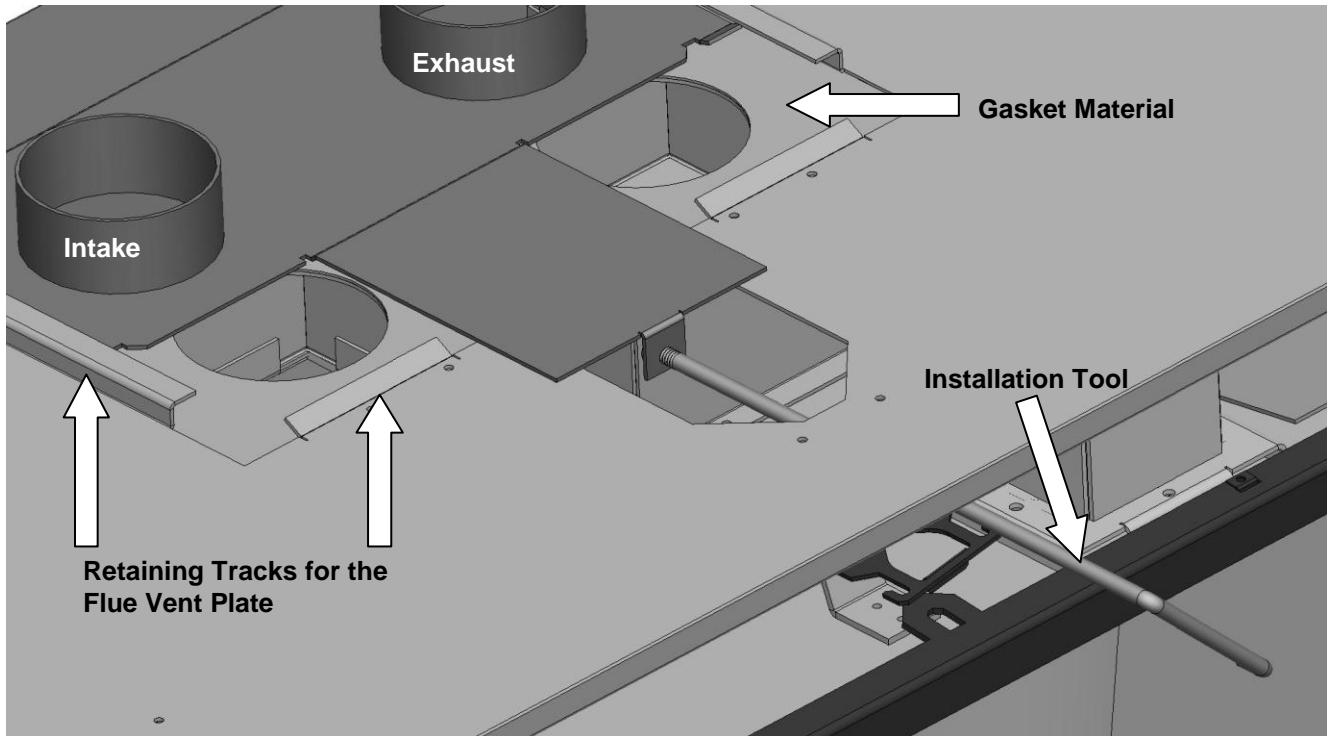


Figure 20 – Flue Plate & Installation Tool Detail

1. Carefully slide the insert into place while pulling on the Installation Tool. Once the insert is in place - pull the Installation Tool all the way forward. Ensure the gasket does not tear or dislodge, and that the front edge of the Flue Vent Plate is fully seated under the front Retaining Track, or tang.
2. Unscrew the Installation Tool.
3. Use the original screw to secure the Flue Vent Plate tightly to the firebox bracket.

Venting Information

Venting Components

Use the following instructions along with the pipe manufacturer's instructions to complete the installation. Do not mix vent components from different manufacturers within the same venting system.

Approved Venting Manufacturers

The DVI 38 Direct Vent (8850) is approved for installation only with the venting components provided by manufactures listed on this page.

M&G Dura-Vent, Inc.
 920 Aldridge Road
 Vacaville, CA 95688 800-835-4429

American Metal Products (*AmeriVent*)
 8601 Hacks Cross Rd.
 Olive Branch, MS 38654 800-423-4270

Selkirk Corporation
 1301 W. President George Bush Hwy, Suite 330
 Richardson, TX 75080-1139 800-992-8368

Security Chimneys International Ltd (*Secure Vent*)
 2125 Monterey, Laval, Quebec
 Canada, H7L 3T6 450-973-9999

ICC, Inc.
 400 J-F Kennedy, St. Jerome, Quebec
 Canada, J7Y 4B7 450-565-6336

Metal-Fab, Inc.
 P.O. Box 1138
 Wichita, Kansas 67201 316-943-2351

Venting Terminations

The DVI 38 cannot be vented jointly with any other solid fuel or gas appliance. It must be vented vertically directly to the outside of the building using a proper termination as listed in this manual. After determining the venting configuration for your stove, select the vent system that will best accommodate your installation.

CAUTION: ENSURE ALL APPLIANCE AND TERMINATION CAP CLEARANCES ARE OBSERVED PER THIS OWNER'S MANUAL.

CAUTION: ENSURE THERE IS NO WIRING OR PLUMBING IN THE CHOSEN LOCATION.

CAUTION: DO NOT RECESS VENTING TERMINALS INTO A WALL OR SIDING.

Approved Venting Configurations

WARNING: IN HIGH WIND AREAS AND PARTICULARLY COLD CLIMATES IT MAY BE NECESSARY TO HEAT YOUR VENT SYSTEM WITH THE PILOT PRIOR TO IGNITION OF THE MAIN BURNER. IN THESE INSTANCES IT IS RECOMMENDED THAT YOU LEAVE THE PILOT RUNNING FOR 5 MINUTES PRIOR TO IGNITING THE MAIN BURNER. THIS WILL ALLOW FOR PROPER START UP AND IGNITION OF ALL PORTS ON THE BURNER.

Note: There is only one type of venting configuration approved for use with this appliance:

Vertical Venting/Vertical Termination

Vertical Venting and Termination

The DVI 38 8850 is approved only for venting vertically through an existing chimney, a roof, or ceiling. When installing a vertical vent and/or vertical termination you must adhere to the following requirements:

- When terminating vertically you must have at least 10' of vertical pipe.
- Steep roofs, nearby trees, or predominantly strong windy conditions can promote poor draft or down draft conditions. In this event, an increase to the height of the vent may improve performance.
- All termination caps must be no less than 18" (457mm) horizontally from any roof or vertical surface. See page 22.
- The maximum vertical run is 35'
- The minimum vertical run is 10' (NG)
- The minimum vertical run is 16' (LP) **When installed with a partial intake system.**
- The minimum vertical run is 20' (LP) **When the inlet is run the entire length of the chimney.**

The vent/air intake termination clearances above the high side of an angled roof are as follows:

Roof Pitch	Feet	Meters
Flat to 6/12	1	0.3
7/12 to 9/12	2	0.6
10/12 to 12/12	4	1.2
13/12 to 16/12	6	1.8
17/12 to 21/12	8	2.4

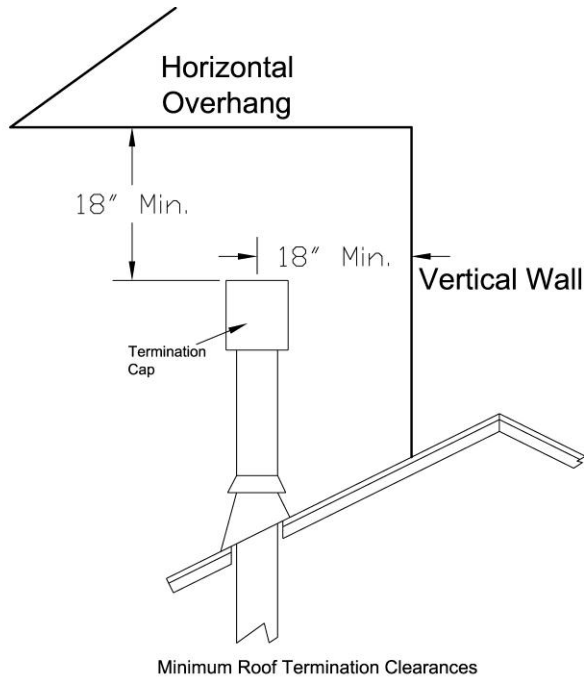


Figure 21 - Termination Cap clearances

Prefabricated & Fireplace Chimney Installations

The DVI 38 8850 is approved for use with direct vent chimney conversion kits in masonry or prefabricated solid fuel listed chimneys. The following installation requirements must be followed:

- 🔥 In a masonry chimney, a fireclay liner or listed steel liner, must be present the entire length of the chimney.
- 🔥 The maximum vertical length of vent is 35'
- 🔥 The liner must have an inside dimension or diameter 6" or greater.
- 🔥 Prefabricated chimneys must be UL103 or ULC S-629 listed and have a minimum INSIDE diameter of 6". Prefabricated chimneys must be listed for the specific manufacturer's conversion kit.

The use of an existing chimney as an air intake is not listed under the ANSI Z21.88-09-CSA 2.33-09 test methods; this installation has been tested and approved by Intertek Testing Services with an appropriate test. The code authority having jurisdiction must be consulted prior to proceeding with this installation method.

- 🔥 **WARNING: FAILURE TO USE ONLY PARTS SPECIFICALLY APPROVED FOR USE WITH THIS APPLIANCE MAY RESULT IN PROPERTY DAMAGE OR PERSONAL INJURY.**

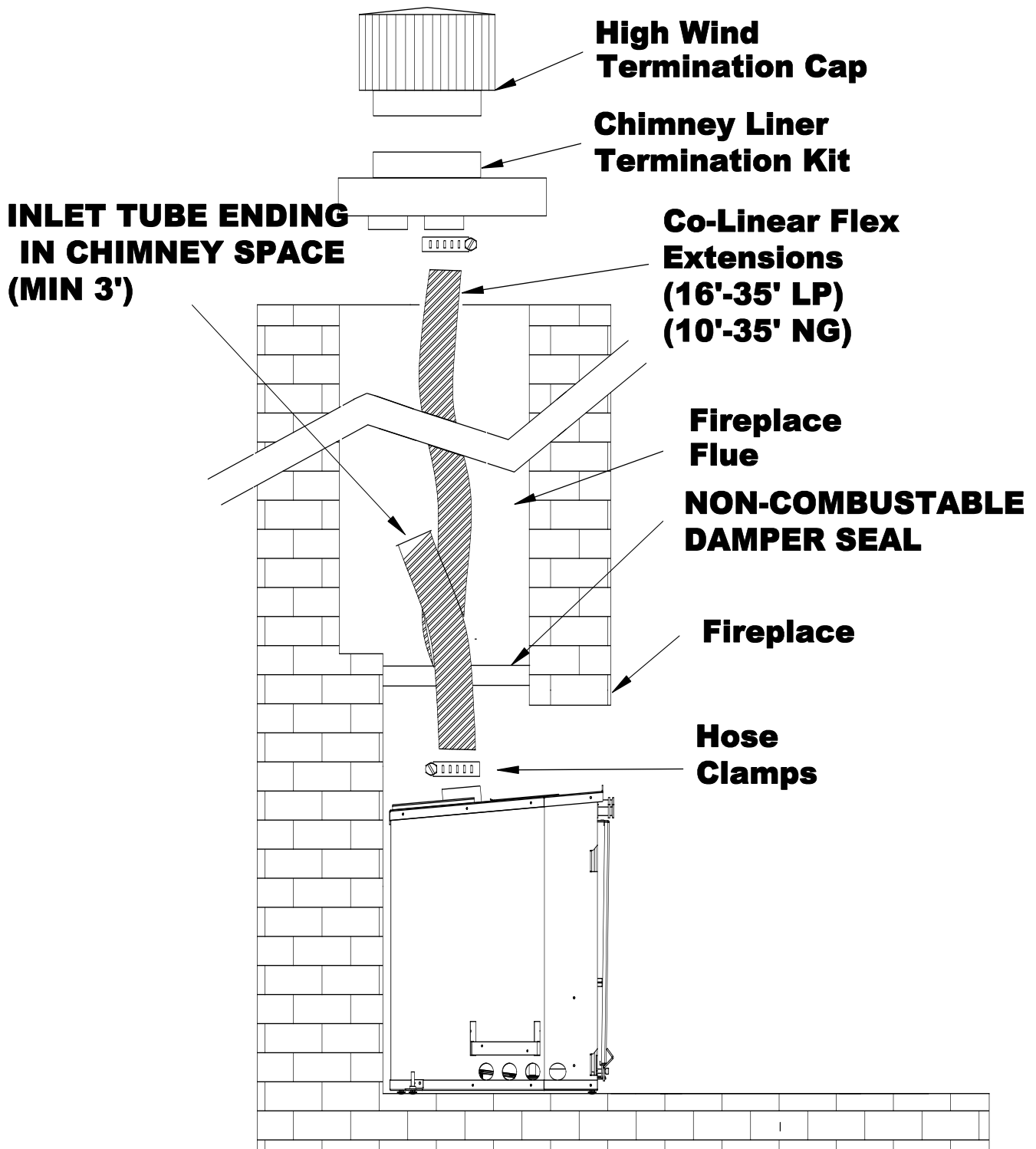


Figure 22 – Partial Co-axial Venting Installation Components

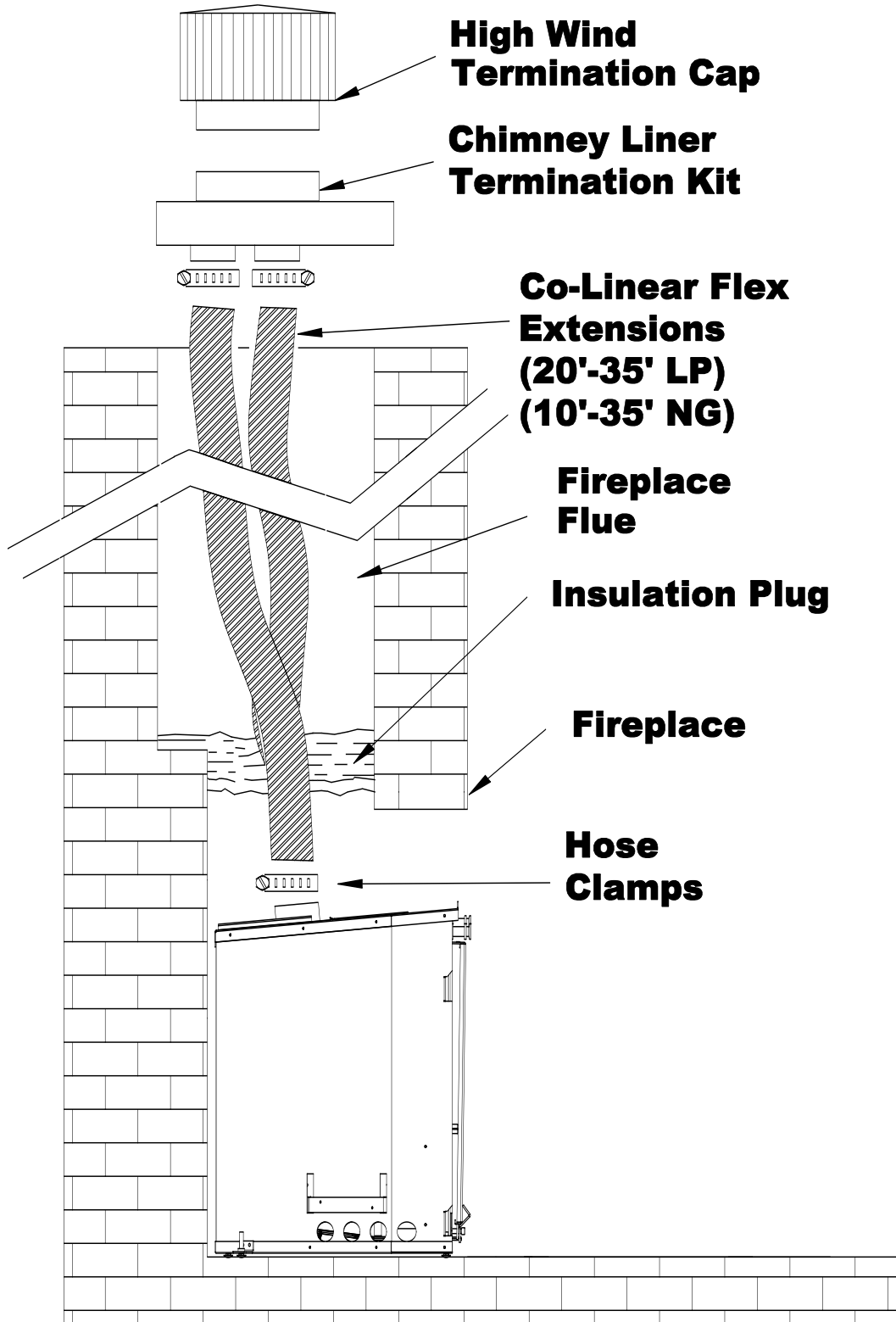


Figure 23 – Full Co-axial Venting Termination Diagram

Electrical System Information

- CAUTION: LABEL ALL WIRES PRIOR TO DISCONNECTION WHEN SERVICING CONTROLS. WIRING ERRORS CAN CAUSE IMPROPER AND DANGEROUS OPERATION. VERIFY PROPER OPERATION AFTER SERVICING. (ATTENTION: AU MOMENT DE L'ENTRETIEN DES COMMANDES, ÉTIQUETEZ TOUS LES FILS AVANT LE DÉBRANCHEMENT. DES ERREURS DE CÂBLAGE PEUVENT ENTRAÎNER UN FONCTIONNEMENT INADEQUATE ET DANGEREUX.)**

The proper location of wire connections is shown in the following figure.

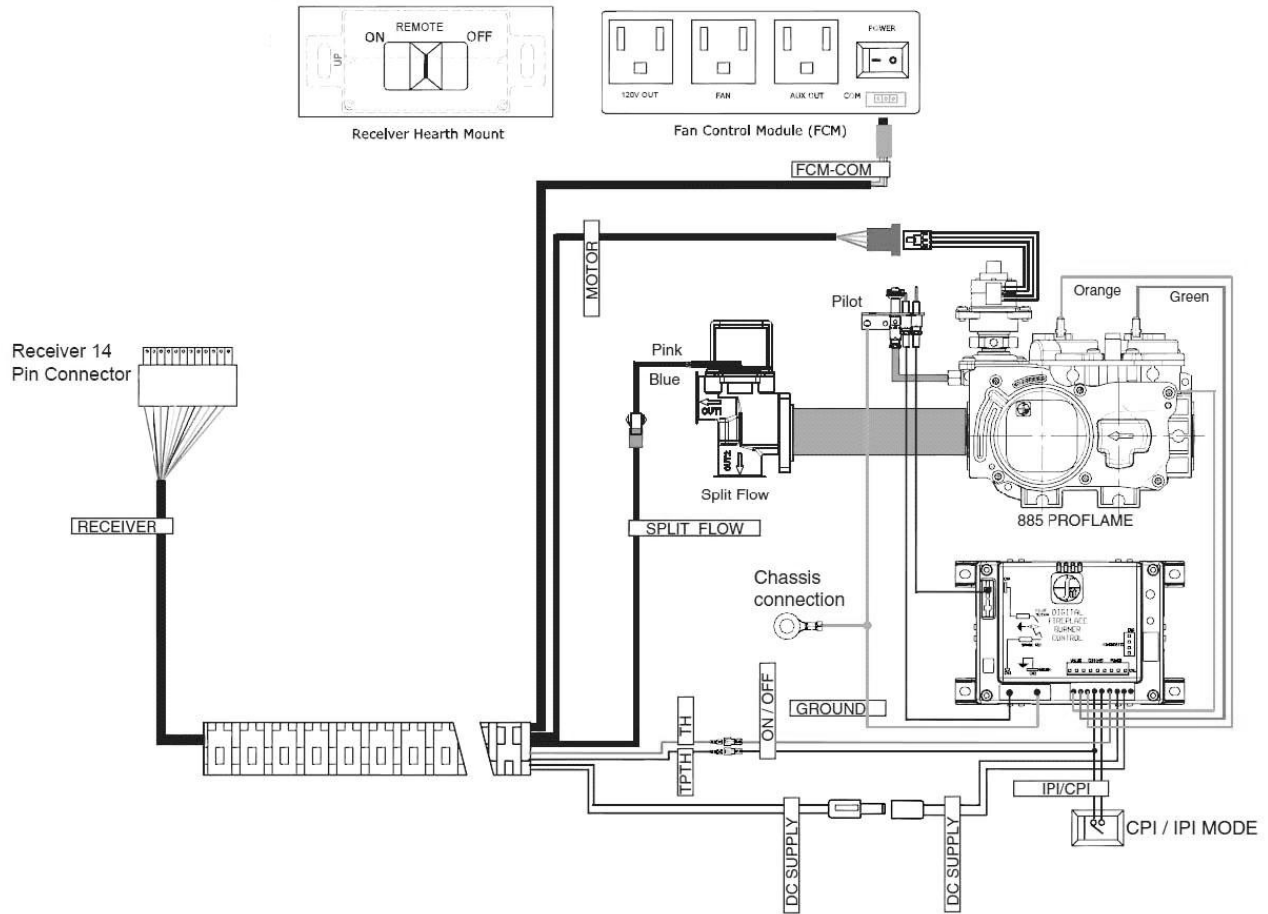


Figure 24 - DVI 38 8850 Wiring Diagram

Gas Supply & Connections

- **NOTE:** Ensure the gas line is installed as close to the floor as possible to avoid interference or conflict with a blower assembly installation.

1	ON-OFF solenoid EV1 terminals	7	Pilot outlet
2	ON-OFF solenoid EV2 terminals	8	Main gas inlet
3	Inlet pressure test point	9	Main gas outlet
4	Outlet pressure test point	10-11	Ground connection
5	Pressure regulator adjusting screw	12	Mounting holes
6	Pilot adjusting screw		

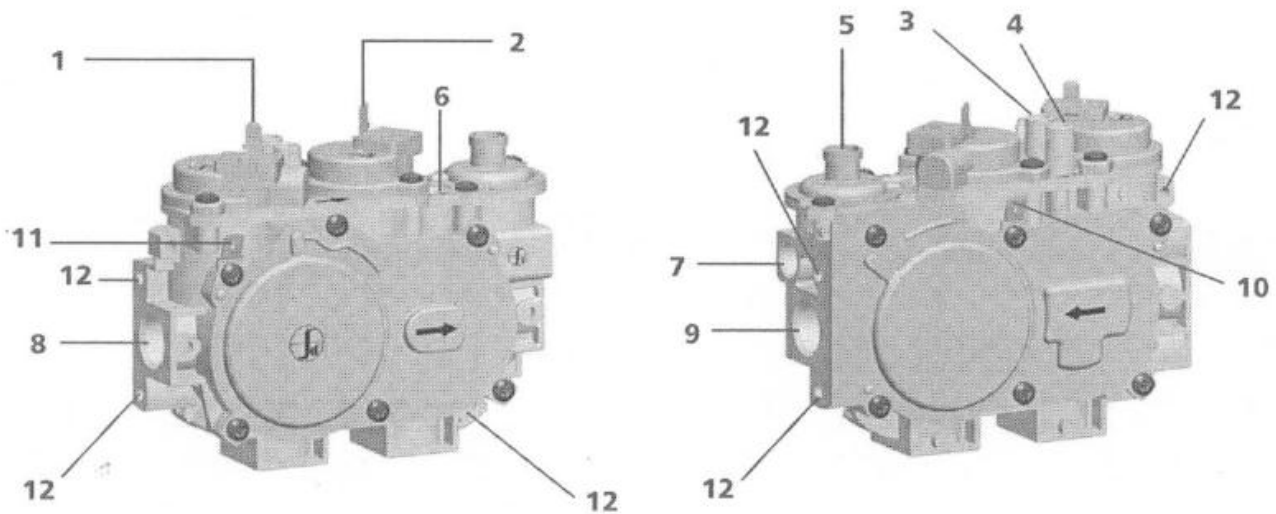


Figure 25 - Gas Control Valve

- **NOTICE:** A QUALIFIED TECHNICIAN MUST CONNECT THE HEATER TO THE GAS SUPPLY AND LEAK TEST THE UNIT BEFORE IT IS APPROVED FOR USE. CONSULT ALL CODES.
- **WARNING:** THE UNIT MUST BE INSTALLED AND CONNECTED IN ACCORDANCE WITH LOCAL CODES, OR IN THE ABSENCE OF LOCAL CODES, WITH THE MOST CURRENT EDITION OF THE NATIONAL FUEL GAS CODE ANSI Z223.1 (NFPA 54) OR CAN/CGA B149 INSTALLATION CODE.
- NFPA Code and Hearthstone require the use of a dedicated sediment trap just upstream of the unit. Damage to the valve, or other components due to the lack of a sediment trap are not covered by warranty (see figure 26).

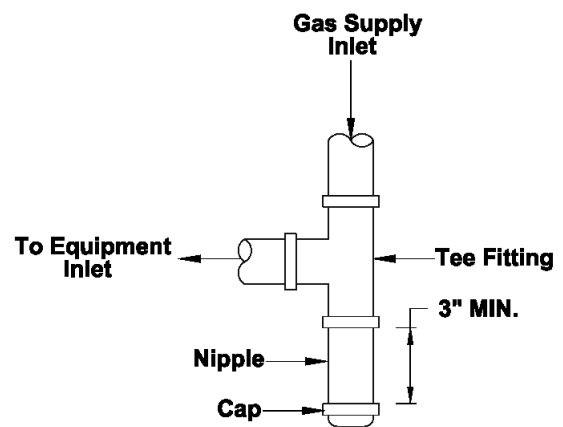


Figure 26 - Sediment Trap (Typical)

Gas Connections

The gas supply connection is made to the DVI 38's gas control valve on the right side of the unit using the factory installed flexible line with a 3/8" male NPT fitting. The supply line should be 1/2" diameter, or appropriately sized to provide a sufficient gas supply to meet the maximum demand of the unit without undue loss of pressure. We provide a flexible line to avoid undue mechanical load on the valve and to ease installation, but refer to local codes.

The gas valve, split burner solenoid, and ProFlame Ignition Module are located on a slide out panel on the right side of the unit. The façade must be removed to access this area (see page 31).

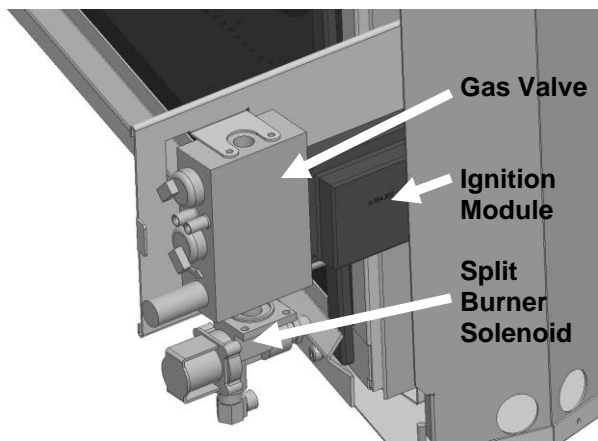


Figure 27 – Valve Assembly Detail

CAUTION: CHECK FUEL GAS TYPE!

The DVI 38 is factory equipped to use natural gas (NG) and requires conversion for use with propane (LP). You must purchase and install a propane (LP) fuel conversion kit if required for your installation. Use kit 97-57300. Contact your Hearthstone dealer.

Gas Supply

Note: This appliance is shipped with its gas shutoff valve in the off position.

This appliance and its individual shutoff valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psig. The DVI 38 must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or greater than 1/2 psig.

Gas Pressure Adjustment

NOTE: A QUALIFIED TECHNICIAN MUST PERFORM THIS PROCEDURE!

Once connected to the gas supply, the supply line and manifold gas pressures must be tested. The supply line pressure is tested to ensure it meets the minimum gas supply pressure as listed in the specifications for the type of fuel in use (NG or LP). Test by connecting a manometer to the supply line and adjusting the incoming pressure if necessary to meet the required supply line pressure as listed in specifications. To locate the manifold pressure tap on the gas control valve, refer to the valve figure on page 26.

High Altitude Installations

For high altitude installations consult the local gas distributor or the authority having jurisdiction for proper rating methods.

The decreased atmospheric pressure at higher altitudes affects the heat value of fuel gases. Gas suppliers typically derate the gas intended for use at elevations above 2000 feet (610 meters). Check with your gas supplier before derating this appliance.

If the installer must convert the unit to adjust for varying altitudes, the information sticker (similar to the one shown in following figure) must be filled out by the installer and adhered to the appliance at the time of conversion. **For installations from 2000 – 4500 feet (610-1370 meters) use the Front/Rear orifice sizes (DMS) 50/42 for NG and 55/55 for LP. See the rating label for more information.**

This appliance is factory equipped for use at 0-2000 feet (0-610 meters) altitude. (*Cet appareil est équipé pour des altitudes comprises entre 0 et 2000pieds (0-610m) seulment.*)

<p>This appliance is factory set for use between 0-2000 ft. An altitude conversion kit for the DVI 38 (8850) is available through a HearthStone dealer. The installer must affix this label when converting this appliance for increased altitude. For altitudes of 2000-4500 ft ask for kit #97-57312(NG) or kit #97-57302(LP). The conversion must be carried out in accordance with the requirements of the Authority Having Jurisdiction.</p>
<p>This appliance is converted for use at the altitude of: _____ Orifice _____ Manifold pressure _____ Input (btu/h) _____ Fuel type _____ Day _____ Month _____ Year _____ with Kit No. _____</p> <p>Conversion performed by: Name _____ Company _____ Address _____</p> <p style="text-align: right;">3300-238</p>

Figure 28 - Sample Information Sticker

Baffle, Log Set, & Screen Placement

- ☛ **CAUTION: FRAGILE! HANDLE LOG SET WITH CARE. ALWAYS WEAR GLOVES AND SAFETY GOGGLES WHILE HANDLING THE LOG SET.**
- ☛ **WARNING: FAILURE TO POSITION THE BURNER AND LOGS IN ACCORDANCE WITH THESE DIAGRAMS OR FAILURE TO USE ONLY PARTS SPECIFICALLY APPROVED WITH THIS APPLIANCE MAY RESULT IN PROPERTY DAMAGE OR PERSONAL INJURY.**

Place only the ceramic baffle and log sets supplied with the unit in the firebox. Do not place any other ceramic logs, wood logs, or other materials in the firebox. If the ceramic baffle or log set is damaged or broken contact your dealer for replacement. The baffle and ceramic logs will last a long time; however, they will break if subjected to rough or improper handling.

Exact positioning of the baffle and log set is required in order to obtain a pleasing flame pattern and efficient combustion. Incorrect log placement may cause carbon build-up; excess thermal stress on the log set and stove parts, reduced efficiency, and produce dirty emissions. If the log set does not fit into the firebox exactly as outlined, contact your dealer for assistance.

Installation of the Baffle

1. Refer to the firebox access procedure outlined on page 17 if not already opened.
2. The ceramic burner is factory installed. Removal is recommended, but not necessary for baffle component installation.
3. Remove the packaging material around the baffle set assembly. Be careful not to damage the baffle set when unpacking. Place the rear baffle panel in the back of the firebox on the baffle support as shown.



Photo 1 - Rear Baffle (burner removed for clarity)

4. Next, install the left baffle panel against the left firebox side. To allow the left panel to clear the burner, slide the rear baffle panel rearward and lift it slightly. Insert the bottom edge of the left panel into the space between the burner and firebox. Rotate the panel until it is vertical as you slide it into the slot. Slide the rear panel down.



Photo 2 - Left Baffle Panel

5. Next, install the right baffle panel against the right side wall of the firebox as shown. **Removal of the pilot shield is required. Remove the two Phillips head screws located inside the shield, and lift the pilot shield out of the firebox.** Slide the rear baffle panel rearward, and lift it slightly. Insert the bottom of the right panel into the space between the burner, pilot housing and firebox. Rotate the panel until it is vertical as you slide it into the slot. Slide the rear panel down.



Photo 3 - Right Baffle Panel

6. Reinstall the pilot shield. Adjust the baffle panels as necessary for a tight fit.

Installation of the Log Set

(Refer to the following images in this section for log set assembly)

1. Remove the packaging material around the log set assembly. Be careful not to damage the log set when unpacking.



Photo 4 – Burner without Log Set Detail

2. Place log 1 on the burner in its channel as shown.



Photo 5 – Log 1 in Position

3. Place Log 2 into the channel in the burner with the narrow end resting on log 1 as shown.

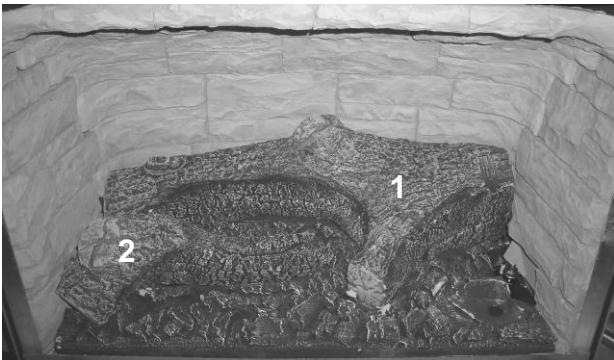


Photo 6 – Log 2 in Position

4. Place log 3 as shown.

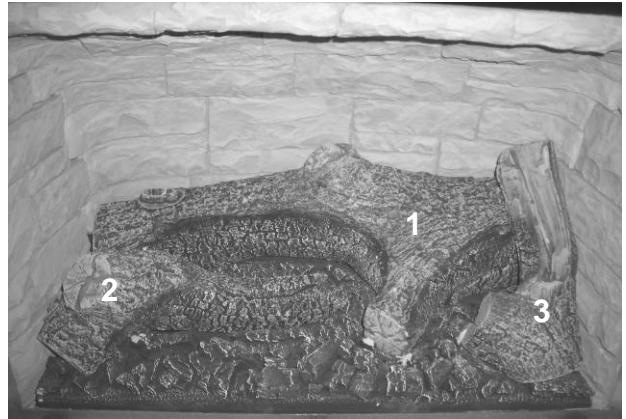


Photo 7 – Log 3 in Position

5. Place log 4 on top of logs 1 and 2 as shown. (Note the indentation on the bottom of log 4 fits onto the nub of log 1)

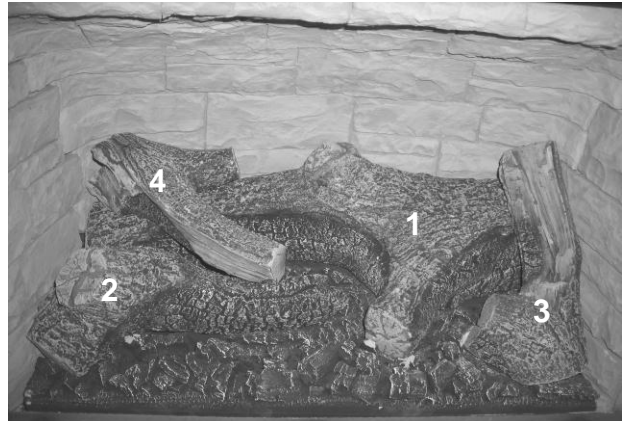


Photo 8 – Log 4 in Position

6. Place small tufts of the Platinum Bright Embers on the burner and log surfaces for additional glow as desired – **do not block burner ports.**

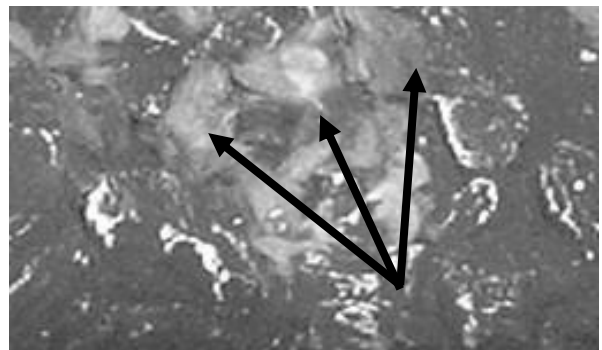


Photo 9 –Platinum Bright Embers (Enlarged to Show Detail)


Completing the Installation

1. Close the firebox – reverse the firebox access procedure outlined on page 17.
2. Install the fireplace surround (see Page 31)
3. Install any batteries as necessary. Synchronize the Remote Transmitter and Receiver (see page 37).
4. Install the façade (see page 31).

Installation of the Screen

7. To install the front glass screen you must remove the façade by lifting and pulling it away. The screen will sit over the front glass frame with its bottom edge behind the glass retainer. Hang the screen by its folded lip on top of the glass frame.

Removal of Log Set

-  **CAUTION: THE BAFFLE, LOG SET, BURNER, AND EMBERS RETAIN HEAT AND CAN BE VERY HOT! ALLOW 2 TO 3 HOURS TO COOL AFTER PILOT LIGHT IS TURNED OFF FOR SAFE HANDLING.**

To remove the log set, follow the Installation of Log Set instructions in the reverse order (see page 28).

Ceramic Burner Fissures

The ceramic burner may develop surface fissures at or after the initial burn. These fissures are normal, and have no effect on the operation, or safety of the stove.

To remove the ceramic burner for inspection:

1. First remove the log set (page 28) and baffle components (page 28).
2. Lift the left side of the burner slightly, and move the burner to the left until it clears the orifices.
3. Carefully lift the burner out of the firebox.
4. Reverse the steps for reinstallation.
5. Ensure the tension springs (see page 33) under the air shutters are in place before reinstalling the burner.

If a crack is found that penetrates into the fuel accumulation area below the ceramic surface; discontinue operation until the stove is checked by a qualified technician.

Surround Installation

1. If the facade is on the stove, remove the façade and then proceed with the installation of the surround.
2. Locate the 4 mounting tabs on the surround.
3. Lift the surround and place it on the firebox. Slide the mounting tabs down onto the receiving hooks on the firebox as shown in following figure. Ensure all 4 tabs engage the hooks.
4. Position the firebox so the back of the surround is flush against the fireplace/wall.
5. To remove the surround simply lift straight up and pull away from the firebox.

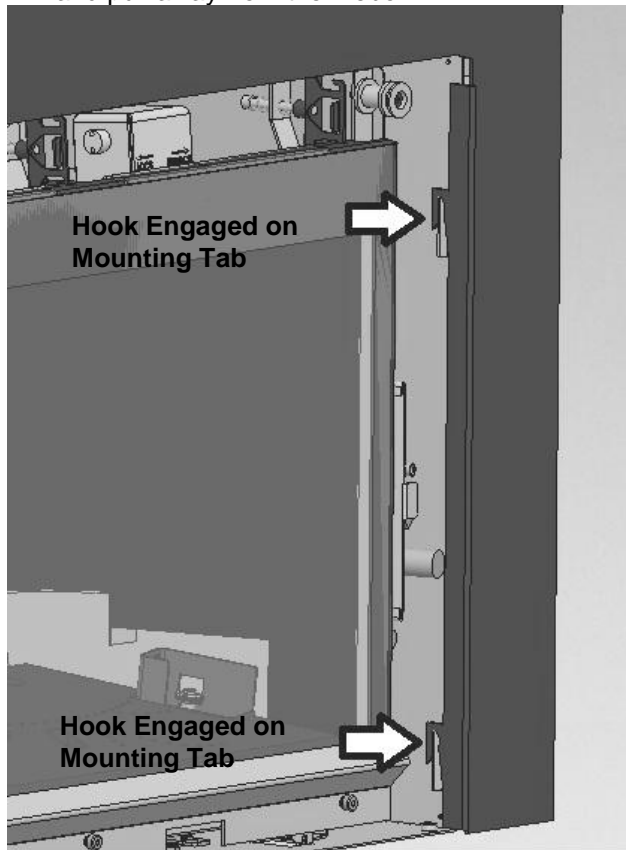


Figure 29 - Surround Mounting Tab Detail

Façade Installation

1. Locate the hanging brackets on the back side of the façade.
2. Locate the 2 Rollers on the firebox.
3. Lift the façade and set the hanging brackets on the rollers. (The hanging brackets will not engage onto the rollers if the façade is centered on the firebox. You must offset the façade 2" to 3" to the right of center so the brackets will seat onto the rollers.) Ensure the hanging brackets engage the groove in the rollers.
4. Once in place - slide the façade back to center.
5. If properly installed, the façade should slide from center to the right with ease. Only operate the DVI 38 with the façade in the center position.
6. To remove the façade simply slide the façade to the right and lift up and away from the insert.

Note: The façade will not slide to the left past the center position. You will have access to all user and service controls when the façade is moved fully to the right, or completely removed.

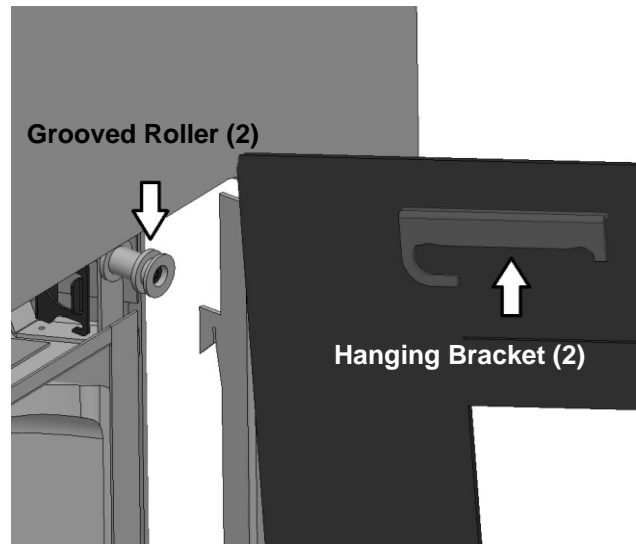


Figure 30 – Façade Mounting Point Detail

Lighting & Operation

- 🔥 **WARNING: IF YOU DO NOT FOLLOW THESE INSTRUCTIONS EXACTLY, A FIRE OR EXPLOSION MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL INJURY OR LOSS OF LIFE.**
- 🔥 **CAUTION: LIGHTING THE DVI 38 FOR THE FIRST TIME, AND ADJUSTMENTS TO THE UNIT SHOULD BE PERFORMED BY QUALIFIED SERVICE PERSONNEL.**

Lighting Instructions

When lighting for the first time, use a gas sniffer device or smell all around the appliance area for evidence of leaking gas. Ensure you check next to the floor because some gases are heavier than air (propane). If you do not detect or smell gas, proceed with the lighting procedure. If you do detect, or smell gas, DO NOT proceed with the lighting procedure. Instead, **immediately refer to the What To Do If You Smell Gas Warning, on the cover of this manual.**

Pilot Light Warning

Do not attempt to light the unit with a match or by any means other than the ignition system supplied with the unit.

To Light the Stove:

Connect the power cord from the Fan Control Module to the nearest 120V electrical outlet. **Avoid connecting to an electrical circuit that has a dimmer switch anywhere in it – fan speed modulation will be affected.**

1. Open the manual shut-off for the gas supply to the valve.
2. Slide the ON/ REMOTE/OFF switch to the ON position.

The control system will beep several times when lighting the unit for the first time until all air in the gas line is purged. The pilot will ignite automatically when the air is purged. The split main burners should ignite seconds later.

- 🔥 **Note:** In some installations, if the unit is set to IPI (Intermittent Pilot Ignition), the main burner may ignite, and go out several times until the venting warms up and a good draft is established. To minimize this false start, place the unit into CPI (Continuous Pilot Ignition) mode for at least 5 minutes before primary burner ignition.

Using the Remote:

The Remote and Receiver must be synchronized before initial use, and after every battery change (for instructions, see page 37).

Smoke and Fumes Warning

When lit for the first time, the DVI 38 will emit some smoke and fumes. This is normal “off-gassing” of the paints and oils used in the manufacturing and assembly of the unit. Open windows to vent the room if necessary. The off gassing and fumes will subside after several hours of operation on the highest setting.

Odors and Impurities

A heater of this type may produce odors during heater operation at any time due to impurities that may exist in the immediate area or air around the unit. Sources of impurities can be cleaning solvents, paint solvents, cigarettes, candles, smoke, pet hair, dust, adhesives, new carpet, and/or textiles. Such odors will eventually dissipate. However, opening a window or otherwise providing additional ventilation to the area can alleviate the condition sooner. If any odor persists, find and remove the cause, or contact your dealer or an authorized service technician.

Initial Adjustments

Once the DVI 38 is installed as described in the *Clearances To Combustibles, Venting Components & Configurations, Electrical Connections, and Gas Supply and Connections* sections of this manual, the unit is ready to be lit and adjusted to its particular installation. Hearthstone tests each unit prior to shipment, so ignition should take place without failure. However, a number of small adjustments may be necessary to compensate for variations in gas pressure, altitude, and other factors particular to each installation.

Pilot Adjustment

The pilot light is preset by the manufacturer and should not need adjustment. The pilot light flame should be large enough to engulf the sensor (*refer to the following figure*) and to reach the light off ports on the burner but not so large as to create excessive noise or consume excessive gas. However, it can be adjusted by means of the pilot light adjustment screw located on the gas control valve (see page 26). Controlling the DVI 38 may become erratic, nonexistent, or the unit may go out if the pilot flame

is too small or misdirected away from the flame sensor.

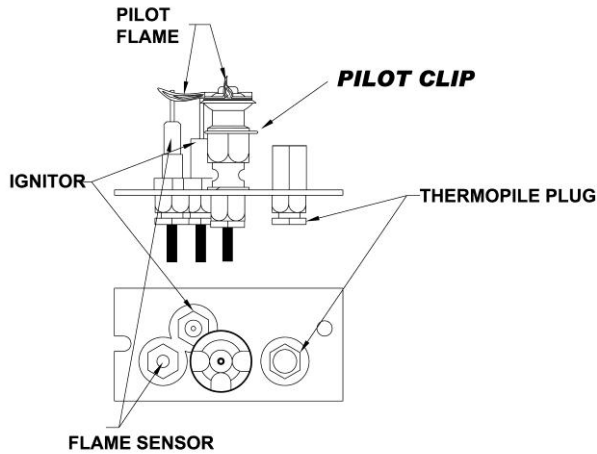


Figure 31 - Pilot Flame Pattern

Air Shutters

The air shutters are used to regulate the air-to-gas combustion mixture of each section of the burner, which in turn influences the size and color of the flames. The air shutters are factory positioned in the general location needed for testing the unit with natural gas (NG), and minimum venting. However, if the unit is not burning as well as it should in your installation, then the air shutters may need adjusting.

To determine if an air shutter needs adjustment, it is necessary to view the flame pattern with the burner output set at its highest setting. Allow the unit to operate for at least 10 minutes to allow the entire unit to reach normal operating temperature, and for the flame pattern to stabilize. Generally, the more air (open shutter) in the mixture, the bluer the flame. Less air (closed shutter) results in a more yellow flame, but too little air will result in incomplete combustion, low efficiency and a dirty burn. There are two simple guidelines to aid in determining the correct flame pattern:

1. If the flame just above the surface of the burner or at the base of the logs is completely blue, the air shutter may be open too far, or check to ensure the tension springs are in place under the air shutters (see page 30 for burner removal instructions).
2. If the flame is dirty, sooty, or licks the top of the firebox, the air shutter may be closed too far.

Some conditions cannot be corrected through air shutter adjustment; an adjustment must be made to

the gas supply pressure or with changes to the venting configuration. Qualified service personnel must perform supply line/manifold gas line pressure adjustments. Do not attempt to complete any part of the installation or adjustment of this unit unless technically qualified.

Air Shutter Adjustments

- 🔥 **WARNING: THE ADJUSTING LEVERS ARE HOT!**
- 🔥 **WARNING: THE AIR SHUTTERS ARE FACTORY SET AND ONLY A QUALIFIED GAS TECHNICIAN SHOULD MAKE ADJUSTMENTS.**

The air shutters are adjustable while the stove is burning. Loosen the lever lock nut (located under the levers), and move the shutter that needs adjustment. Move the shutter's lever left or right to adjust the flame pattern. See *Figures 32 and 33*. Move the lever towards the right to open the air shutter, and to the left to close the shutter. When the flame pattern is correct, tighten the locking nut without letting the shutter(s) move.

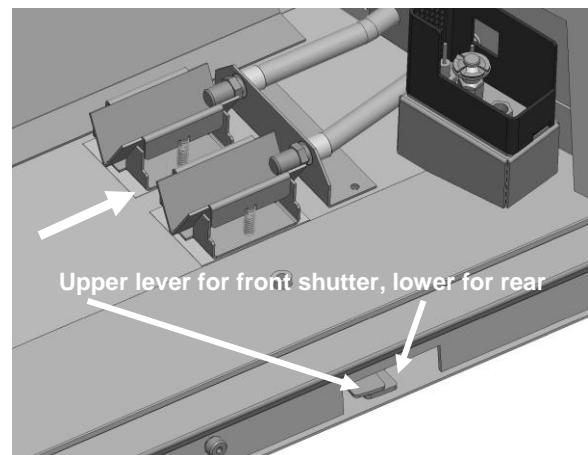


Figure 32 - Air Shutters Closed

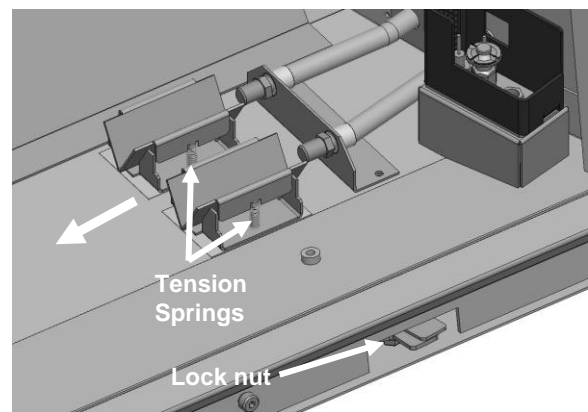


Figure 33 - Air Shutters Opened

Note: Very little movement is needed to substantially change the burn and flame patterns. Some conditions cannot be corrected through air shutter adjustment; an adjustment must be made to the gas supply pressure. Supply line/manifold gas line pressure adjustments must be performed by qualified service personnel. Do not attempt to complete any part of the installation or adjustment of this unit unless technically qualified to do so.

Burner Flame Appearance

Once the unit is lit, observe the flame pattern and adjust as necessary. Also, a periodic visual check of the burner flame should be performed. The burner flames can be adjusted by means of the air shutter. To determine if the burner flame needs adjustment, it is necessary to view the flame pattern with the valve output at its highest setting. Allow the unit to operate for 10 minutes enabling the entire unit to reach operating temperature and for the flame pattern to stabilize. The flame pattern should be similar to the one shown in the image below. There are several guidelines to aid in determining if the flame pattern is correct:

1. The flame should not be dirty, smoky, sooty, or lick the top of the stove.
2. The flame should not rise off the burner; this is called "lifting".
3. Flames should not impinge heavily on the log set. They should "fit" through the pre-formed spaces designed in the log set.



Photo 10 – Typical Burner Flame Appearance

Daily Operation

Your DVI 38 gas-fired heater is easily operated once properly installed and adjusted by qualified service personnel. The unit is controlled via the ON/REMOTE/OFF switch on the Receiver or by the Remote Control.

With the Receiver switch set to 'REMOTE' you have the option of operating with the remote. Or you can set the switch on the Receiver to 'ON' and the burner will light and remain at the previous setting used.



Figure 34 - Receiver Switch

You can adjust the flame height via the remote control, or use the 'Smart' mode to let the system automatically adjust it for you. See the Proflame GTMFS Use and Installation Instructions included with the Remote transmitter for detailed system operation instructions.

During the summer non-heating season, switch the unit "OFF", and flip the pilot switch to Intermittent (IPI). This will improve the overall efficiency of the unit as the heat from, and fuel used the pilot are not wasted. When putting the unit back into service, replace any batteries with fresh ones, and refer to the remote initialization instructions on page 37, and the lighting instructions on page 32.

Note: the unit will produce odors for a short time when lit after a long period of non-use. A thorough cleaning of the unit to remove dust will minimize this effect. Open a window briefly to help quickly dissipate the odors.

When the unit is first lit, especially when cool, it is normal to experience some condensation appearing

on the inside of the window glass. This is normal, and the condensation will evaporate within the first few minutes of operation. If you notice continuous condensation on the window glass or dripping water from any part of the unit or venting system (chimney), immediately discontinue operation of the unit and contact qualified service personnel.

To Turn off Gas and Shut Down the Appliance:

1. Close the shut-off in the gas supply to the valve.
2. Turn the ON/REMOTE/OFF switch to the "OFF" position.

Routine Maintenance and Care

Your DVI 38 requires minimal routine maintenance and care. Ensure the unit is cool and off when cleaning, or servicing.

WARNING: DO NOT SUBSTITUTE MATERIALS.

For replacement parts, or for information about parts or service, contact your local Hearthstone dealer. You can locate your closest dealer online at www.hearthstonestoves.com.

Cleaning

WARNING: DO NOT CLEAN THE UNIT WHEN HOT.

The unit should receive regular cleaning on, under, and around the insert to prevent the buildup of dust and lint. You can clean the exterior surfaces of the unit using soap, water, and a soft cloth. Do not use abrasive or chemical cleaners and take care not to scratch the glass or enamel finish (if so equipped) when cleaning the unit. The use of chemical wax based cleaners or polishes are not recommended due to the potential for discoloration of the castings, or enamel when the residue of the cleaners or polishes is exposed to heat. Excessive buildup of dust, spider webs, or room air contamination will cause odors when the stove is hot.

Monthly (or as needed):

Glass Cleaning

As fuel gas may contain some impurities and moisture; it will be necessary to clean the inside of the glass occasionally. Do not use abrasive cleaners. Scratching the glass will weaken the integrity of the glass. **Do not clean the glass when hot!** Allow the glass to cool and apply a mild window cleaning fluid. Special gas appliance window cleaner is available from your local Hearthstone dealer.

Do not abuse, or strike the glass.

WARNING: DO NOT OPERATE THIS APPLIANCE WITH ANY GLASS PANEL REMOVED, CRACKED, OR BROKEN. DO NOT SUBJECT ANY GLASS OR ITS FRAME TO ABUSE, SUCH AS STRIKING OR BENDING. REPLACEMENT OF ANY GLASS PANEL SHOULD BE DONE BY A LICENSED OR QUALIFIED SERVICE PERSON.

NOTE: If the venting system is disassembled for any reason, re-install per the instructions provided in the venting section of this manual.

Annually:

Clean Firebox, Blower, Pilot, & Burner Assembly

The firebox and its components require periodic cleaning to prevent the accumulation of dust, lint, and other debris. To clean the firebox, set the switch to the "OFF" position, and turn off the gas supply to the valve. When the unit is cool, remove the front façade and glass (see pages 31 and 17 respectively, for Façade Removal and Firebox Access instructions) and carefully remove the decorative ceramic log set, taking care not to damage the logs or chip the enamel cast iron. Remove all ember material. Clean the firebox, baffles, ceramic burner, and carefully vacuum the entire surface of the log set with a soft brush attachment. Thoroughly vacuum the ports (holes) along the top of the burner, and the pilot assembly.

With the decorative ceramic logs out of the firebox, reseal the firebox and briefly light the unit according to the lighting instructions described on page 32. Check to ensure a proper flame is burning from each burner port. The pilot flame should be burning properly as shown on page 33.

NOTE: Do not operate the unit for more than 1-2 minutes without the log set in place. Turn the unit off by setting the switch to "OFF", and turning off the gas supply to the valve. Allow the unit to cool.

Check and clean any burner ports that are not burning, or not burning properly. Clean burner ports using a soft brush, pipe cleaner, or vacuum cleaner. If the pilot flame height needs adjustment, it should be adjusted by qualified service personnel as described on page 32.

If cleaning the convection blower – also remove the baffle panels (see page 28) and the burner (see page 30).

Blower Removal

1. Once the baffle components and burner are removed, remove the rear baffle shelf.
 - a. Loosen the four shelf mounting screws with a Phillips screwdriver – rotate the top of the baffle shelf forward to clear the top screws, and then lift the shelf to clear the bottom screws.
 - b. Lift the baffle shelf out of the firebox.

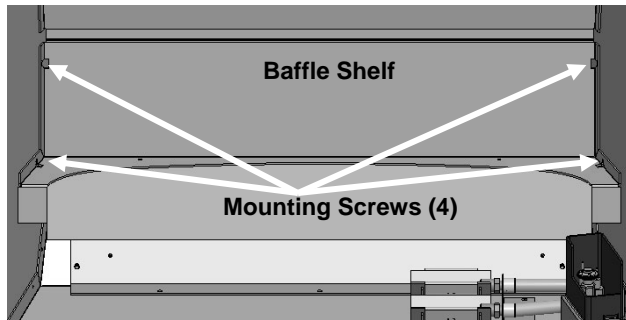


Figure 35 – Baffle Shelf Mounting Detail

2. Reach into the control compartment on the left side of the unit, and unplug the blower from the FAN receptacle on the Fan Control Module.
3. Remove, and retain, the ten mounting screws securing the blower's mounting plate to the rear of the firebox.

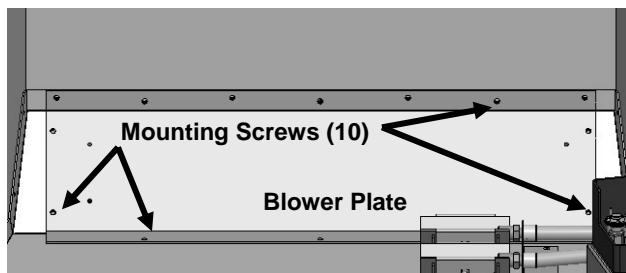


Figure 36 – Blower Mounting Plate Detail

4. Carefully lift the right side of the plate, and bring it towards you. Grasp the left side of the plate rotate and bring the blower out of the firebox with the power cord ensuring it and its connections remain undamaged and intact.
5. Do not hold the blower by its fan cage.
6. Inspect the fan cage and convection camber for any dust or debris – clean as necessary taking care to avoid damaging the fan blades.
7. Ensure the fan's outboard bearing's rubber mounting is not dislodged.
8. Inspect the gasket on the mounting plate – replace if damaged.
9. If replacing the blower, unscrew the four mounting screws, and remove the old blower – do not disconnect the wiring yet. Mount the replacement blower to the plate, and then move the electrical connections.
10. Reverse the removal instructions to install the blower and all firebox components. Ensure the blower is plugged into the FAN receptacle on the Fan Control Module.

Complete the cleaning procedure by carefully placing the log set within the firebox as described on page 27. Reattach the glass assembly to seal the firebox. Turn on the gas, light the unit and check for

proper operation. Flame patterns should look similar to the flames on page 34. Regularly check to ensure the area around the DVI 38 is kept free from combustible materials, gasoline, and other flammable vapors and liquids. Check that the flow of combustion and ventilation air is not obstructed. Keep the area in front of the unit clear of any objects for servicing and safe operation.

Battery Replacement

⚠ WARNING: DISCONNECT POWER TO THE UNIT AND SHUT OFF THE GAS SUPPLY TO THE VALVE BEFORE REPLACING ANY BATTERIES.

Hearthstone recommends replacing all batteries at least every season. Keep a supply of good quality batteries on hand to ensure functionality during power outages.

Remote Transmitter Battery Replacement

You can easily change the Remote Transmitter batteries by accessing the rear cover plate. Ensure you orient the batteries correctly as indicated in the battery compartment.

Receiver Battery Replacement

1. Move the switch to the OFF position. Remove the cover plate screws and pry the entire plate with the switch off the receiver's battery compartment.
2. Install four new AA batteries. Ensure you orient the batteries correctly as indicated on the battery compartment cover.
3. Ensure the switch is still in the OFF position, align the slider with switch stem and snap the cover plate back onto the battery compartment.
4. Replace the cover plate screws.

Initializing the Remote Control

Whenever you replace the batteries, you must synchronize communication between the Receiver and the Remote Control transmitter.

1. Place the slider switch in the REMOTE position.
2. Insert the end of a paper clip into the hole marked PRG on the Receiver cover. The Receiver will beep three times to indicate it is ready to synchronize with the Remote Control.
3. Install three AAA batteries in the Remote Control, and push the ON button. The Receiver will beep four times to indicate the Remote's command is accepted and is set to the particular code of that Remote. The system is now initialized.

Professional Inspection

Once a year, have the unit, and venting system inspected by qualified service personnel to ensure that they are clean, free of obstruction, safe, and in good working order. If service or maintenance is required, have qualified service personnel perform it.

If the vent-air exhaust/intake system is disassembled for cleaning, or any reason, reinstall per the instructions provided in this manual, or by the specific venting manufacturer.

As Needed:

Accent Light Bulb Replacement

1. Ensure the unit is off (or unplugged).
2. Ensure the insert is cool – dismount the façade (see page 31).
3. Remove the screen, and glass (see page 17).
4. Grasp the light housing (will be hot if the light was just on) – slightly squeeze inward on the front and rear sides on the bottom of the housing near the firebox –slide to the right and lift the housing to disengage the tangs. Pull the housing out of the convection chamber and rotate it up to access the halogen bulb.
5. Carefully remove the old bulb by pulling the prongs out of the socket. Replace only with a GY6.35 Base, JC Bi Pin, 50 watt, clear, 120 volt bulb. Do not touch the new halogen bulb with your bare fingers – keep the plastic sleeve over the bulb, or use clean cotton gloves when installing.
6. Reinstall the housing, glass, screen, and façade.

Glass and Gasket Replacement

In the event that you need to repair or replace a cracked or broken glass or worn gasketing, use the following instructions to replace the components. For a broken front glass ask for kit 97-58500 from your Authorized Hearthstone Dealer. Your DVI 38 uses a ‘tadpole’ fiberglass gasket to make a tight seal

between the glass frame and the firebox. In time, the gasket can become brittle and compressed and should be replaced. New gasket material is also available from your Authorized Hearthstone Dealer. Protect your hands with work gloves, and wash up thoroughly after installation. Do not use substitute materials. Only use parts provided by an Authorized Hearthstone Dealer.

1. Allow the DVI 38 to cool completely. Dismount the front façade.
2. Remove the glass frame. See the firebox access instructions on page 17.

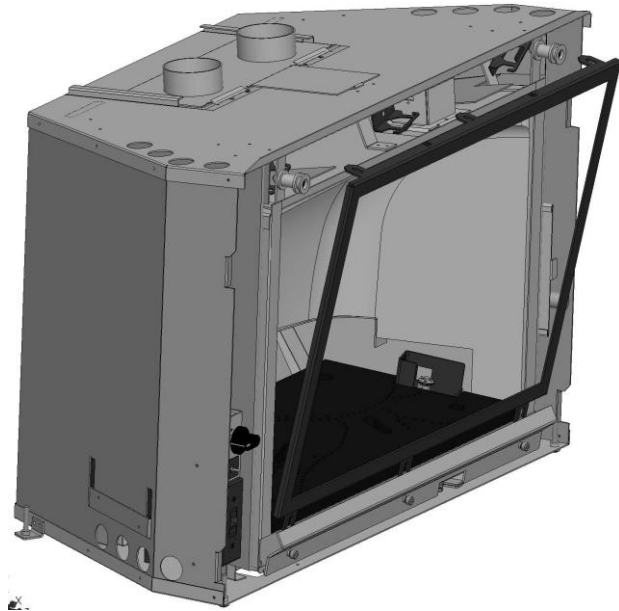



Figure 37 – Glass Frame Removal Detail

3. Dismount the front glass assembly by releasing the upper spring clips – then lift the frame up and out of the lower retainer. **Be careful with the broken glass.**
4. Reattach the new glass and glass frame assembly to the stove.

Replacement Parts & Accessories List

Part #	Description	Part #	Description
3030-435	Ambient Light Glass		
3160-152	Gasket: Pilot and Ambient Light		
3160-227	Air Shutter Gasket		
3160-870	Gasket: Inlet/Exhaust		
3160-872	Gasket: Blower Hatch		
4100-0117	Leveling Bolt ¼-20 x1-1/2"		
5000-108	Spring: Lower Front Door		
5240-139	Spring: Air Shutter		
5240-150	Spring: Top Glass Frame		
5710-279	Handle: Glass Spring Clip		
5710-313	Air Shutter		
5710-314	Slider: Air Shutter		
5710-400	Sleeve: Glass Mounting		
5850-016	Flue Collar		
5850-086	Tool: Flue (For Installation)		
5850-135	Orifice Manifold		
5850-145	Glass Frame Clip		
5850-180	Front Glass Screen		
5860-115	Right Glass Mounting Bracket		
5860-120	Middle Glass Mounting Bracket		
5860-125	Left Glass Mounting Bracket		
5860-130	Facade Roller		
5860-175	Pilot Shield		
5860-177	Ambient Light Box		
5860-178	Ambient Light Plate		
7000-393	Remote Control Transmitter		
7000-394	Remote Control Receiver		
7200-441	NG Burner Orifice #41 (Rear)		
7200-449	NG Burner Orifice #49 (Front)		
7200-602	Light Control Knob		
7211-000	Shut-off Valve		
7211-101	DFC Board		
7211-102	DFC Wire Harness		
7211-105	Fan Control Module		
7211-106	GTMFS Wire Harness		
7211-110	Gas Control Valve		
7211-355	Solenoid: Split Flow		
7211-395	NG Pilot Assembly		
7300-050	50 watt Halogen GY6.35 Base JC Bi Pin Bulb		
7300-052	IPI Wire Harness Extension		
		Kits:	
		90-58006	Baffle Touch-up Paint
		97-58500	Front Glass Assembly
		97-57340	High Wind Cap Cover Kit
		97-57312	NG High Altitude Conversion Kit
		97-57302	LP High Altitude Conversion Kit
		97-57300	NG to LP Conversion Kit
		97-57310	LP to NG Conversion Kit
		98-66910	Log Set
		98-76605	Light Socket Assembly
		Facades	
		98-5150010	Quinlan (Rectangular) Assembly, Black Matte
		98-5150020	Quinlan (Rectangular) Assembly, Brown Enamel
		98-5150110	Larkin (Arched) Assembly, Black Matte
		98-5150120	Larkin (Arched) Assembly, Brown Enamel
		98-5150210	Coburn Assembly, Black Matte
		98-5150217	Coburn Assembly, New Bronze (painted)
		Surrounds	
		98-5961000	44x32 Rect. Surround Assembly, Black Matte
		98-5960017	44x32 Rect. Surround, Assy, New Bronze
		98-5961100	48x34 Rect. Surround, Assembly, Black Matte
		98-5961117	48x34 Rect. Surround, Assy, New Bronze

 **WARNING: DO NOT SUBSTITUTE MATERIALS. FOR REPLACEMENT PARTS, OR FOR INFORMATION ABOUT PARTS OR SERVICE, CONTACT YOUR AUTHORIZED HEARTHSTONE RETAILER.**

 **For the name of the authorized retailer nearest to you, visit our website www.hearthstonestoves.com or write:**

Hearthstone Quality Home Heating Products, Inc.
317 Stafford Ave.
Morrisville, Vermont 05661-8695

E-mail: inquiry@hearthstonestoves.com

DVI 38 Model 8850 Gas Burning Fireplace Insert

Troubleshooting

Symptom	Possible Cause	Corrective Action
1. Pilot will not light.	<p>A. Power supply not plugged in and/or batteries are dead.</p> <p>B. Insufficient gas pressure, air in the pilot line, or dirty or kinked gas line.</p> <p>C. Pilot orifice plugged.</p> <p>D. Defective or misaligned electrode in pilot assembly.</p> <p>E. Defective ignitor.</p> <p>F. After sitting for "off" season (summer), pilot assembly may be dirty.</p> <p>G. Unit plugged into a circuit that also has a dimmer switch installed.</p>	<p>A. Ensure power supply is plugged in and receiving 120V AC. Ensure power supply output is 6V DC. Replace all batteries with known good batteries.</p> <p>B. Allow time for system to purge air in line. Check the inlet gas pressure. Make sure it is within the Min/Max. allowable pressures.</p> <p>C. Clean or replace the pilot assembly.</p> <p>D. If a flame lights the pilot, check the electrode gap and location. The gap should be 1/8" in the flame area.</p> <p>E. Check for a good connection between ignitor and electrode. Check wire insulation. If everything is properly connected and still no spark, replace the DFC Ignition Module.</p> <p>F. Clean or replace the pilot assembly.</p> <p>Plug into a circuit containing no dimmer switch.</p>
2. Pilot in CPI mode but will not stay lit after carefully following lighting instructions.	<p>A. Low or too high gas pressure</p> <p>B. Faulty connections.</p> <p>C. Pilot dirty or plugged.</p>	<p>A. Check for proper inlet pressure for the fuel gas in use.</p> <p>B. Check connections on the valve.</p> <p>C. Clean or replace the pilot assembly.</p>
3. Pilot burning, no gas to one or both burners, ON/REMOTE/OFF switch in the "ON" position.	<p>A. Switch, Remote thermostat, Receiver, DFC Ignition Module, split burner solenoid, or wires defective.</p> <p>B. No power and batteries may be dead.</p> <p>C. Plugged burner orifice.</p>	<p>A. Check wiring for proper connections. Check components for proper operation.</p> <p>B. Restore 120V service. Check for proper output of FCM, check solenoid operation – replace unit if defective. Replace or charge batteries in remote and receiver.</p> <p>C. Remove and check burner orifices - clean or replace. Note: do not use any metal cleaning device, as this may damage the orifice.</p>
4. Pilot and burner come on, but go out after some warm-up.	<p>A. Inconsistent or insufficient flame on flame rectification sensor.</p> <p>B. Insufficient gas pressure.</p> <p>C. Excessive draft.</p>	<p>A. Adjust pilot flame size and assure that the flame is aimed directly at the rectification sensor.</p> <p>B. Check line pressure to ensure that the correct inlet pressure is present for the type of gas being used. If propane pressure is inconsistent, check for water condensation at the regulator.</p> <p>C. Check Restriction settings per this manual.</p>

Symptom	Possible Cause	Corrective Action
5. Frequent pilot outage problem in CPI mode.	A. Pilot flame may be too low or blowing, (high), causing the pilot safety to drop out. B. Excessive draft	A. Clean and/or adjust the pilot flame for maximum impingement on the rectification sensor. B. Check venting configuration – correct if necessary.
6. Glass fogs	A. A normal result of gas combustion in a cold stove.	A1. After the heater has warmed up, the glass should clear. A2. Leave pilot in CPI mode to keep stove warmer.
7. Blue Flames	A. A normal result during the first 10 to 20 minutes.	A. Flames should begin to turn more yellowish after 20 minutes of burning. B. If the blue color stays; adjust the air shutter for a proper burn.
8. Floating flames, lazy ill-defined, quiet flames, which roll around, sometimes completely off of the port, sometimes with overly, yellow tips. Possible sooting. Usually accompanied by the odor of aldehydes.	A. Potentially dangerous incomplete combustion due to incorrect air to fuel ratio (lack of combustion air or excessive fuel delivery I.e. excessive gas pressure, overrating of appliance). B. Incorrect air intake/exhaust flow system. Causes may be: B1. Blocked burner. B2. Blocked primary air B3. Blocked secondary air inlets C. Incorrect air shutter position.	A. Check the appliance input rate and reduce if necessary. The air intake/exhaust flow system may be too restrictive or blocked (the rate at which the exhaust leaves [draft] determines the rate at which the combustion air is delivered). Poor draft results in insufficient air delivery or a restricted exhaust. Correct air intake/exhaust flow system. B1. Clear ports. B2. Clear obstructions. B3. Clear obstructions. C. If gas pressures are correct and the flames stay the same, adjust the air shutter(s) for a proper burn.
9. Burner flashback. Air-gas mixture ignites inside the burner near the orifice, usually creating a roaring noise like a blowtorch. The problem is an imbalance of gas flow velocity and burning speed pattern.	A. Excessive primary air. B. Burner input underrated. C. Valve leak if flashback occurs with burner valve in off position. D. Improper gas pipe size.	A. Adjust the air shutter(s) for a proper burn. B. Check input rate. Check input pressure using a manometer. Confirm correct gas pressure at house meter or tank (call gas company). Confirm burner orifice size. C. Replace valve. If above corrections do not eliminate flashback, replace burner. D. Correct plumbing.
10. Delayed ignition (makes a sudden "whoosh" noise as the burner lights). This is a buildup of gas prior to ignition. This is more prevalent with propane (LP) fuel.	A. Incorrect air-to-fuel ratio. A1. Primary air incorrect. A2. Burner ports plugged. B. Improper log placement. C. Pilot shield not installed properly.	A1. Adjust the air shutter for a proper burn. A2. Open ports to allow for proper travel of flames. B. Reposition logs to eliminate interference with flame travel. C. Ensure the pilot shield is installed in the proper position (if present).
11. Surface fissures form in ceramic burner surface.	A. Normal occurrence during the first few hours of operation.	A. None. Fissures may form at the first firing – then remain stable for the life of the burner. Inspect burner to ensure fissures do not penetrate into the fuel accumulation chamber.

Rating Label

MODEL / MODÈLE # 8850
 MODEL NAME: DVI 38
 SERIAL #
 NUMÉRO DE SÉRIE
 LISTED: Direct Vent Gas Fireplace Insert
 TESTED TO: ANSI Z21.88-09 • CSA 2.33-09,
 CAN/CGA 2.17-M91

CERTIFIED FOR CANADA
 ALSO FOR MOBILE
 HOME INSTALLATION
 REPORT No. G100267552MID-003



Intertek
 Intertek Testing
 Services NA, Inc.
 W/N 20535

FUEL TYPE:	NG	LP
INPUT RATING (Btu/hr) 0-2000 ft	38,000	38,000
INPUT RATING (Btu/hr) 2000-4500 ft	36,000	37,000
ORIFICE SIZE (DMS) 0-2000 ft (Front/Rear)	49/41	55/54
ORIFICE SIZE (DMS) 2000-4500 ft (Front/Rear)	50/42	55/55
MANIFOLD PRESSURE - LO SETTING (in. w.c./kPa)	1.6/0.40	6.4/1.59
MANIFOLD PRESSURE - HI SETTING (in. w.c./kPa)	3.5/0.87	10.0/2.48
MINIMUM INLET PRESSURE (in. w.c./kPa)	5.0/1.25	12.0/2.99
MINIMUM INPUT RATING (Btu/hr) 0-2000FT	17,000	16,000
MAXIMUM OUTPUT (Btu/hr) 0-2000 ft	25,422	24,814

CAUTION: DO NOT OPERATE WITH GLASS REMOVED OR BROKEN.

Replacement on the panel should be done by a licensed or qualified service person.

This appliance must be installed in accordance with the local codes, if any; if not, follow the National Fuel Gas Code, ANSI Z223.1 or Canadian Installation Codes, CAN/CGA B149.

WARNING: Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to the owner's information manual provided with this appliance. For assistance or additional information consult a qualified installer, service agency or the gas supplier.

ELECTRICAL RATING:
 120 VOLTS 60Hz, 15 A

MINIMUM CLEARANCES TO COMBUSTIBLES

UNIT TO SIDE WALLS: 9" (229 mm)
 MANTLE HEIGHT FROM TOP OF THE UNIT: SEE OWNERS MANUAL

OPTIONAL ACCESSORIES: HIGH WIND CAP COVER (97-57340)

This appliance is only for use with the type of gas indicated on this rating plate and may be installed in an aftermarket, permanently located, manufactured (mobile) home where not prohibited by local codes. See owner's manual for details. This appliance is not convertible for use with other gases, unless a certified kit is used. If the vent air intake system is disassembled for any reason, reinstall per the instructions provided with the initial instructions. This vented gas fireplace heater is not for use with air filters. This appliance must be properly connected to a venting system in accordance with the manufacturer's installation instructions.

VENTED GAS FIREPLACE HEATER - NOT FOR USE WITH SOLID FUEL
 MANUFACTURED BY: Hearthstone QHHP, Inc., MORRISVILLE, VERMONT 05661



2010 2011 2012 JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC
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DO NOT REMOVE OR COVER THIS LABEL

Made in USA

3300-230

WARRANTY REGISTRATION

The Original Purchaser can complete their warranty registration on our website at www.hearthstonestoves.com, or send a completed and signed Warranty Registration Form, which is enclosed in the Owner's Information Packet, to the following address:

Hearthstone Quality Home Heating Products, Inc.
Warranty Department
317 Stafford Avenue
Morrisville, VT 05661

 **NOTE: SENDING IN THE SIGNED WARRANTY REGISTRATION FORM IS *NOT REQUIRED* AS A CONDITION OF WARRANTY COVERAGE OR HEARTHSTONE'S PERFORMANCE.**