



# Bristol DX

(Model 8762)

**GAS-FIRED DIRECT-VENT HEATER**

## 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 APPAREIL 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.



# Information Sheet

Use this page to record all relevant information concerning the purchase, installation, and maintenance of your Bristol DX Model 8762 Direct -Vent heater. This information will facilitate servicing, purchase of replacement parts, and warranty claims (if necessary). Keep your original receipt in a safe place as proof of purchase.

<b>Serial Number:</b>			
<b>Fuel type:</b>	Natural Gas	Liquid Propane	
<b>Sold by:</b>			Date of Purchase:
Address:			
Phone:			
E-mail			Website:
<b>Installed by:</b>			Date of Installation:
Address:			
Phone:			
E-mail			Website:
<b>Gas Supplier:</b>			
Address:			
Phone:			
E-mail			Website:

**Read this Owner's Manual** before installing, or operating your BRISTOL DX. Retain this manual for future reference.

## SERVICE RECORD

Date	Who Performed Work	Work Performed	Notes:

- |                       |                       |
|-----------------------|-----------------------|
| <b>WHAT</b>           | <b>WHEN</b>           |
| Firebox Cleaning..... | annually              |
| Glass Cleaning.....   | as needed             |
| Door Gasket.....      | Replacement as needed |

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## Introduction

Congratulations on your purchase of the Bristol DX Model 8762, Gas-Fired Direct-Vent heater. The Bristol, 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 Bristol's copious three sides of glass, sleek styling, and enameled or painted cast iron gives the Bristol ambiance and a pleasing look that is maintained with minimum care.

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.

### ***Bristol DX Model 8762 features:***

1. Proflame 2 GTMFS Control System
2. 5-piece log set
3. Platinum Bright Embers
4. The option to toggle back and forth between an Intermittent (IPI) or Continuous (CPI) pilot mode via the remote control.
  - a. The IPI mode allows the most efficient use of gas, burning the pilot only when the thermostat calls for the burner to ignite.
  - b. The CPI mode runs the pilot continuously keeping the firebox warmer thus promoting better draft in colder climates.
5. Battery backup for functionality during power outages.
6. Blower Assembly
7. Optional Screen Kit

### ***The Proflame GTMFS System Features:***

1. Thermostatic Remote Control
  - a. Six (6) 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. Additional AC receptacle controlled (on/off) by the remote.
2. "Child-safe" lock-out on remote control.
3. "Low Battery" indicator for Transmitter on remote control

Part #	Description
8762-0010	Matte Black
8762-0020	Brown Enamel
8762-0083	Basil Enamel

### **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.

### **Heater 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

## Safety Information

Your Bristol 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 Bristol 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 Bristol 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.** 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 97-56621.

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.**

**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.**

**(S'ASSURER QUE LE BRÛLEUR ET LE COMPARTIMENT DES COMMANDES SONT PROPRES. VOIR LES INSTRUCTIONS D'INSTALLATION ET D'UTILISATION QUI ACCOMPAGNENT L'APPAREIL.)**

### Hot Surfaces

Certain exposed surfaces of the Bristol 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.**
- ☛ **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.**
- ☛ **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.**
- ☛ **CLOTHING OR OTHER FLAMMABLE MATERIAL SHOULD NOT BE PLACED ON OR NEAR THE APPLIANCE. (SURVEILLE LES ENFANTS, GARDER LES VÊTEMENTS, LES MEUBLES, L'ESSENCE OU AUTRES LIQUIDES À VAPEUR INFLAMMABLES LIN DE L'APPAREIL.)**
- ☛ **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 Bristol is 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

If present, 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 Bristol 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, 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 COOLED.**

**NEVER ALLOW CHILDREN  
TO TOUCH GLASS.**



# Proflame 2 Control System & Features

**NOTE: OPEN DOOR UNDER THE ASH LIP AND DROP DOWN THE MODESTY PANEL FOR ACCESS TO ELECTRICAL AND GAS CONNECTIONS.**

## Bristol DX 8762 Model Overview

### Proflame 2 GTMFS System

The Proflame 2 GTMFS is a modular remote control system that directs the functions of the Bristol. The Proflame 2 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 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 9 for specifications).



Figure 1 - Proflame 2 Remote Transmitter

### Remote Transmitter

The Bristol 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 2 – Proflame Receiver

### Back-up Battery Holder- On/Remote/Off Switch

The back-up battery holder is powered (6V DC) by the Control Board and uses four 1.5 volt AA type batteries for backup during power outages. The 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.

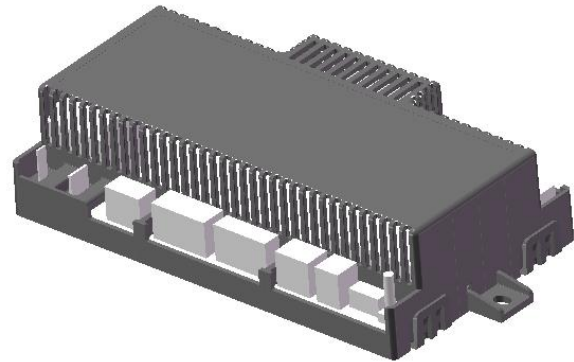


Figure 3 – Proflame 2 Fan Control Module

### Proflame 2 Control Board

This is the command center for the appliance. The Control Board allows the pilot to run in the Intermittent (IPI) mode or the Constant (CPI) mode. The pilot mode can be toggled between IPI and CPI via the remote control. The Control Board signals the burner to light or shut down and provides the ignitor with the electricity needed for sparking. It is the main power supply for the entire system when 120V power



is available or by the batteries in the Back-up Battery Holder during a power outage.

The Control Board 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.

### ***SIT Modulating Gas Valve***

The remote transmitter can modulate the valve and the flame to 6 different settings between high and low. You can modulate the flame via the remote yourself or by setting the remote control to the Smart Thermostat modulation mode. Smart mode means that 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 (35,000 Btu/hr or 12,000 Btu/hr).

### ***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.

AC supply voltage and frequency	120V~60Hz max. 2.5A
Battery supply voltage	6V
Ambient Operating Temperature	14÷176°F (-10÷80°C)
Radio frequency remote control	315 MHz
Light dimming output	120V~60Hz max. 0.5A (res.)
Comfort fan output	120V~60Hz max. 2A (0.5pf)
Burner fan output	120V~60Hz max. 5A (0.5pf)
Spark voltage	>10kV over 5mm spark gap
Spark energy	>0,7mJ
Spark frequency	1Hz
Pilot ignition source	Intermittent/Continuous
Flame failure re-ignition time	0.8 s
Waiting / Prepurge / Postpurge time	2 s
Inter-ignition time	30 s
Safety time	60 s
Number of trial for ignition	2
Comfort fan startup delay	5 min
Comfort fan shut off delay	12 min

**Figure 4 - Proflame GTMFS Component Specifications**

## Control Functions

### *Pilot Mode*

**Continuous Pilot (CPI):** Running the Bristol 8762 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 cold climates 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 warm – greatly minimizing, or eliminating 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.

To switch back and forth between the two pilot modes 1) Press the OFF button on the remote 2) Press the Mode button on the remote. 3) Press Up or Down on the center pad to toggle back and forth between the two modes.

### **Back –up Battery Holder- On/Remote/Off Switch**

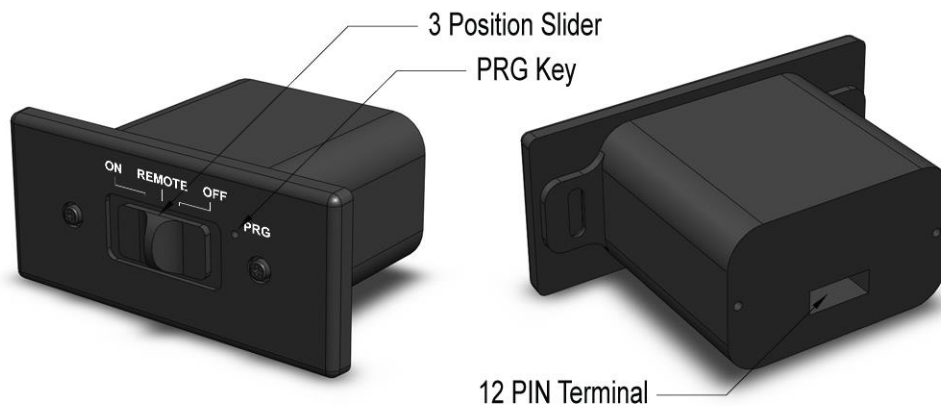
The Back-up Battery Holder is normally powered by the Proflame 2 Control Board or by four 1.5V AA batteries during a power outage. This On/Remote/Off switch can be set to three different positions:

**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.

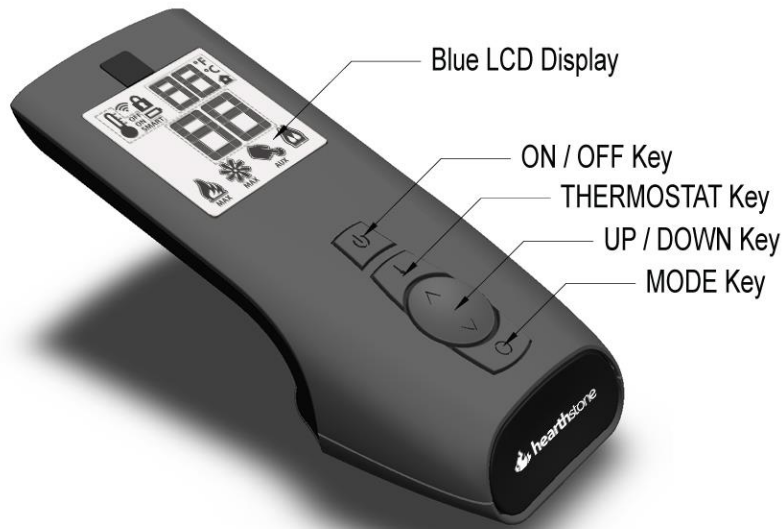
**Off:** Turns off the stove. If CPI mode is selected, pilot will remain lit.

**PRG Key:** Used to synchronize the Transmitter and Receiver initially, and after each battery change (see page 35).



**Figure 5 - Receiver Detail**

### Remote Transmitter



**Figure 6 - Remote Transmitter Function Keys** (remote color may differ from shown)

**ON/OFF Key:** Controls the insert.

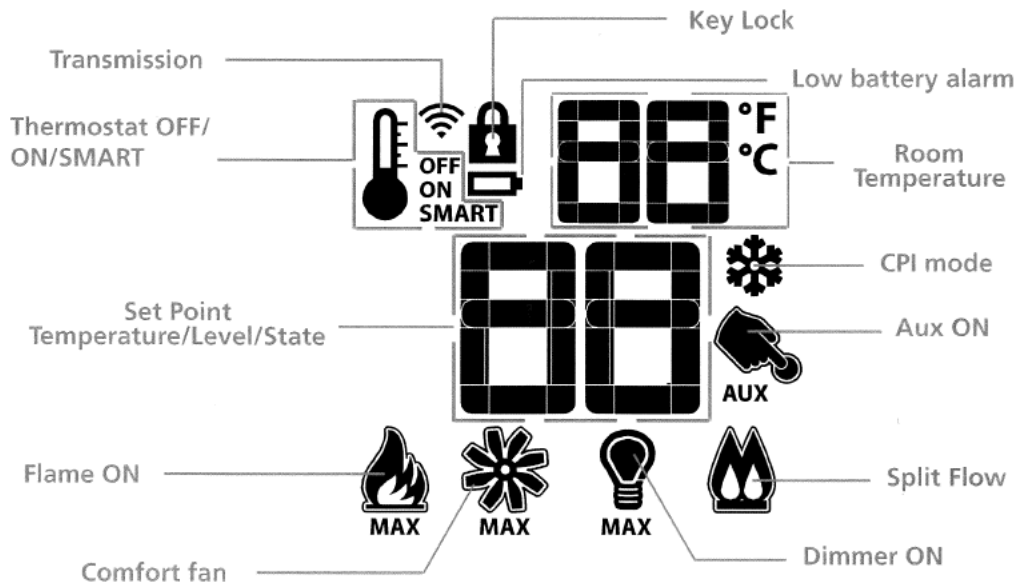
**Thermostat Key:** This is the function that sets either the Manual or Smart thermostatic control.

**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.

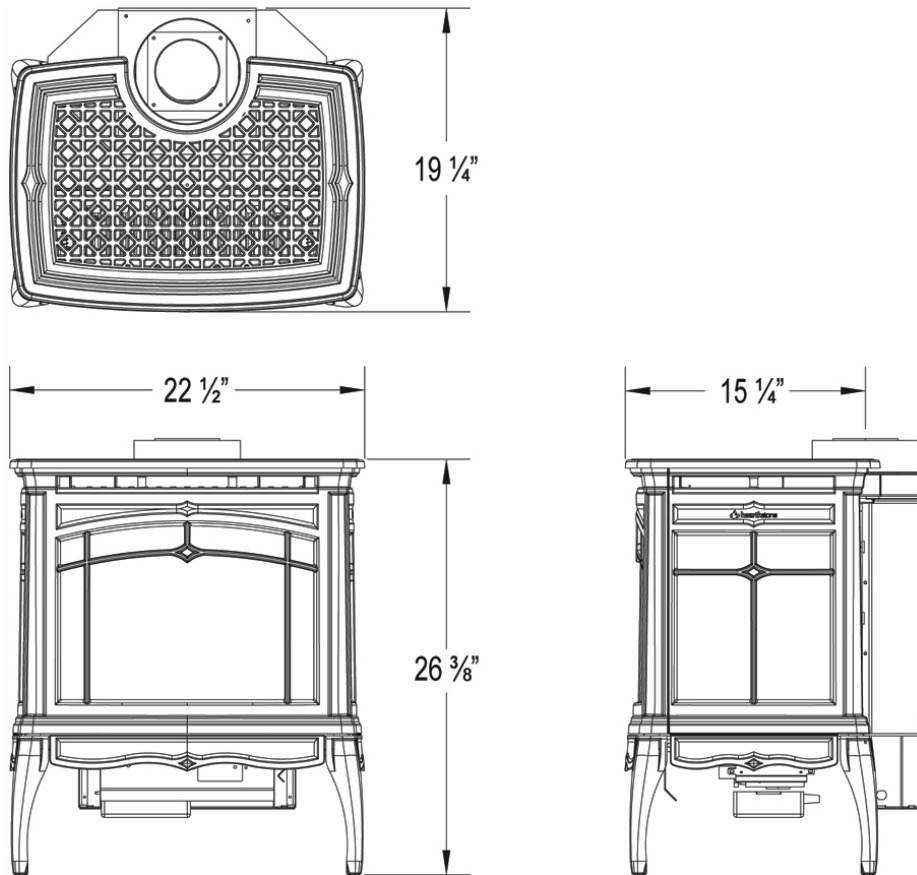


**Figure 7 - Remote Transmitter Display Data**

# Specifications

**LISTED:** Gas-Fired Direct-Vent Fireplace Heater  
**Model:** Bristol Direct-Vent Gas Fireplace Heater (8762)  
**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 7)

**Certified for use by:**  
 Board of State Examiners of Plumbers & Gasfitters  
 100 Cambridge Street, Room 1511  
 Boston, MA 02202  
[www.mass.gov](http://www.mass.gov)



**Figure 8 - Model 8762 Dimensions (Inches)**

Specification	NG	LP
INPUT RATING (Btu/hr) 0-2000 ft (0-610 m)	36,000	33,000
INPUT RATING (Btu/hr) 2000-4500 ft (610-1370 m)	35,000	30,000
MAXIMUM OUTPUT (Btu/hr) 0-2000 ft (0-610 m)	28,200	26,200
MINIMUM INPUT (btu/hr) 0-2000 ft (0-610 m)	16,000	10,000
ORIFICE SIZE (DMS) 0-2000 ft (0-610 m (front/rear))	43/46	54/57
ORIFICE SIZE (DMS) 2000-4500 ft (610-1370 m (front/rear))	43/47	55/59
MANIFOLD PRESSURE - (in. W.c./kpa)	3.5/0.87	10.0/2.48
MANIFOLD PRESSURE - Low setting (in. W.c./kpa)	1.1/.027	6.4/1.59
INLET PRESSURE - MINIMUM (in.w.c./kpa)	5.0/1.25	12.0/2.99
INLET PRESSURE – MAXIMUM (in. w.c./kpa)	7.0/1.74	13/3.22

# 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

The appliance when installed 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. (*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 (not included, for propane only))
- 🔧 Piping which complies with local codes
- 🔧 Pipe sealant approved for use with propane (LP) (resistant to sulfur compounds).
- 🔧 Manual shutoff valve
- 🔧 Sediment trap (*see page 26*)
- 🔧 120 volt electrical service
- 🔧 Pipe wrench
- 🔧 Phillips head screwdriver
- 🔧 7/16-inch wrench
- 🔧 3/16" hex wrench
- 🔧 Other parts as required by local code
- 🔧 Safety Glasses
- 🔧 Gloves

## Packing List

- 1- Bristol DX 8762 Gas-Fired Heater
- 1- Owner's Packet Envelope (manual, warranty card)
- 5- Decorative Ceramic Logs (in box on pallet)
- 1- Blower Assembly (on Stove)
- 4- ¼ x 20 x 1" Leg leveling screws
- 1- Accessory Box (on pallet) containing:
  - 1- Remote Control w/batteries
  - 1- Package of four AA Batteries
  - 1- Bag of Platinum Bright Embers
  - 1- Enamel Touch-up Paint (if applicable)
  - 2- Orifice Gaskets and Instructions

🔧 **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 Bristol 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 other packaging materials taking care not to damage the stove's finish. Inspect the Bristol 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. Any enameled cast iron should be free of chips or cracks. If visible or concealed

damage is found or suspected, contact your dealer for instructions.

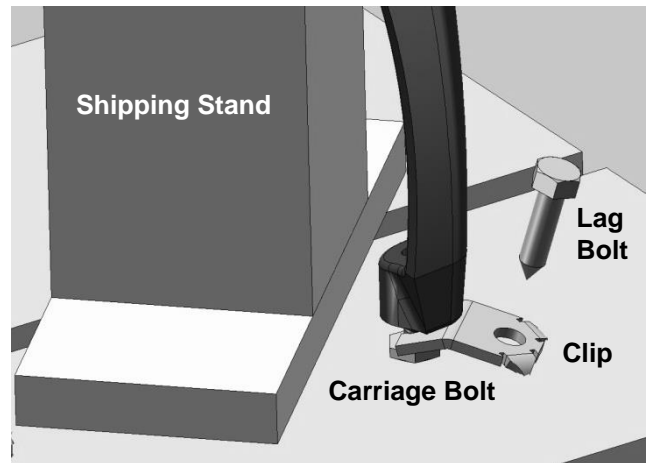
Always use gloves and eye protection when handling the decorative ceramic fire logs, and burner. Use care when handling these parts as they are fragile and subject to damage and breakage if handled roughly.

See the firebox access instructions on page 15 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 the accessory boxes removed and set aside, remove the 4 lag bolts and clips that fasten the unit to the pallet (see figure 10). Take care not to mar or chip the stove's finish.

Have someone help lift the stove up and off the shipping stands and pallet, taking care to avoid damaging components mounted under the stove.



**Figure 9 – Shipping Clip Detail**

### ***Leg Leveler Screws***

If your hearth surface is uneven, or is not level, you can use the four provided leveling screws.

1. Completely remove the four carriage bolts used for shipping the stove.
2. Replace them with the ¼ x 20 x 1" oval tip set screws provided in the packing kit.
3. Install the leveling screws down through the flanges on the feet (hex end up).
4. Adjust the screws only enough to keep the stove from rocking or wobbling\*.

\*On thinner hearths, or hearth pads, adjusting the screws so the entire stove's weight is solely supported on them can cause damage to your hearth.

### Firebox Access

1. First, remove the top of the stove (lift off). Set carefully aside on a soft surface.
2. Lift the front panel slightly to disengage the tangs at its top – tilt the front toward you slightly and lift it up out of the bottom slots and set aside on a soft surface.



Figure 10 – Front Panel Mounting Tang Detail



Figure 11 – Front Panel Retaining Slots

3. If installed, remove the front screen by lifting it off the glass frame.

4. Pull forward and disengage the spring clips securing the top of the glass frame. See Figure 14. Tilt the top of the glass frame outward and lift it off the studs on the bottom – set carefully aside.

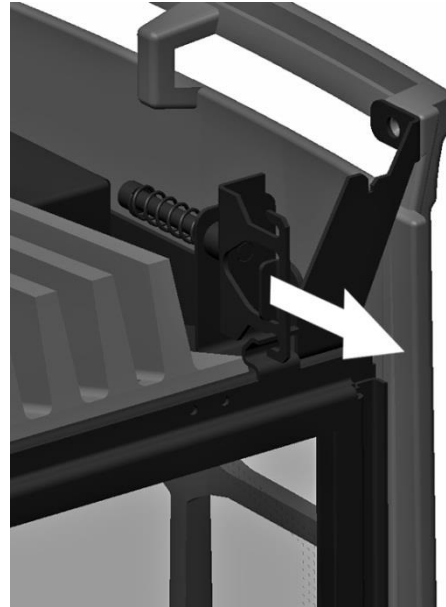


Figure 12 – Glass Spring Clip Detail

5. Lift glass frame off the lower mounting pins.



Figure 13 - Lower Mounting Stud/Spring Detail

- 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. If desired, you need not reinstall the optional screens.



## 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 Figures 15 - 17.

**Note:** The rear clearance to combustibles is determined by either the unit's or the vent pipe's minimum clearance, depending on whether the installation calls for vertical rise within the room or a rear exit, through-the-wall vent pipe.

Ensure you consider the need for access to the gas control valve access door on the front of the unit as well as full access for periodic cleaning and servicing. Also consider clearance for the blower assembly if present, or planned in the future.

- 🔥 **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.**

### Hearth Requirement/Floor Protection

You can place the Bristol directly on any non-combustible surface or on a wood floor. When placing the Bristol on any other type of combustible surface you must install a panel made of metal, wood, stone, or glass under the appliance. The panel must extend the full width and depth of the appliance. Installations must meet all local codes.

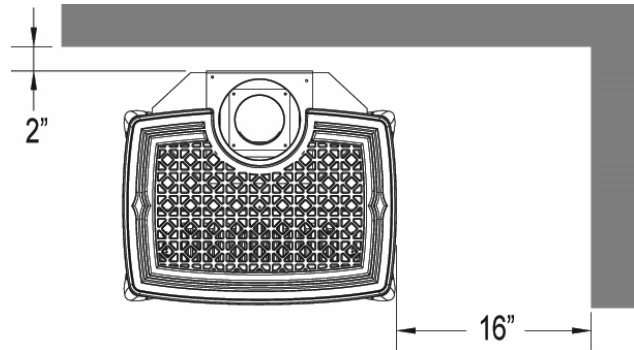


Figure 14 - Minimum Wall Clearances

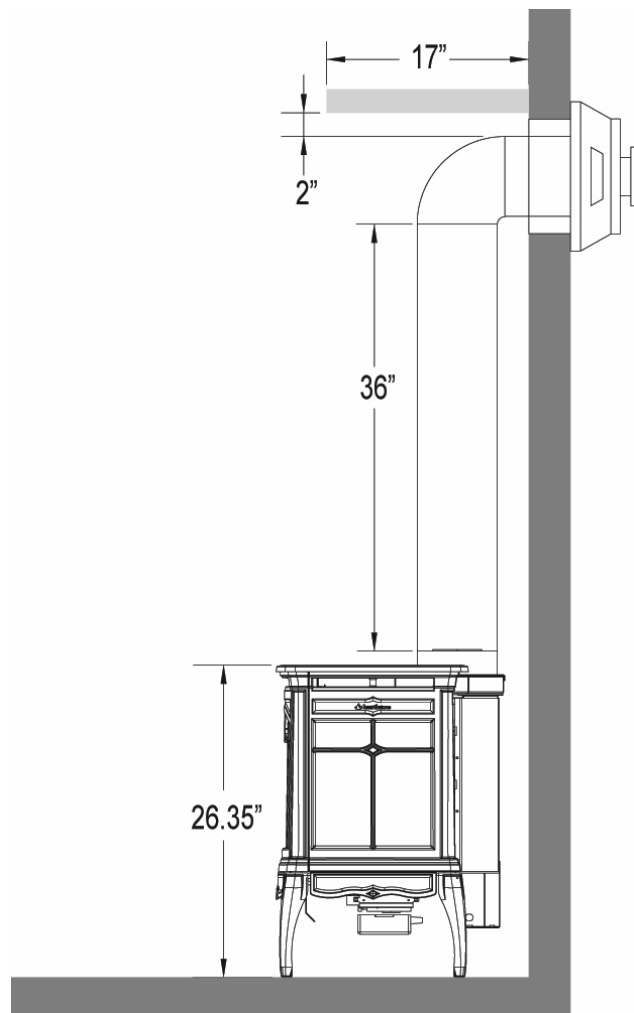
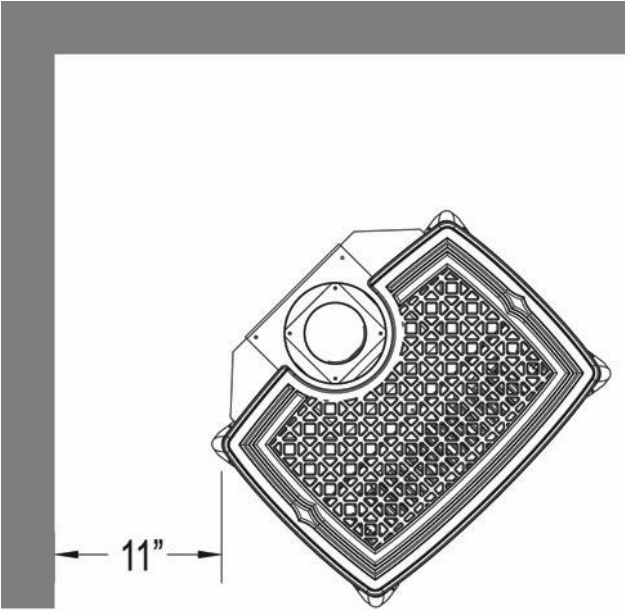


Figure 15 - Horizontal Vent Mantle Clearance

The corner clearance for the Bristol 8762 is 11", measured from the edge of the top castings, to the adjacent wall.



**Figure 16 - Corner Clearance**

# Venting Information

## Venting Components

Starter collar is installed by Hearthstone.

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 Bristol Direct Vent (8762) is approved for installation only with the venting components provided by manufacturers listed on this page.

Simpson Dura-Vent, Inc.  
P.O. Box 1510  
Vacaville, CA 95696-1510      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 Bristol cannot be vented jointly with any other solid fuel or gas appliance. It must be vented 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 STOVE 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.**

**There are two types of venting configurations approved for use with this appliance:**

- 🔥 Vertical Venting/Vertical Termination
- 🔥 Vertical Venting/Horizontal Termination

### Pipe Clearances to combustibles:

- 🔥 1" to vertical runs
- 🔥 1" below and to the side of horizontal runs
- 🔥 2" from the top of horizontal runs

### Vertical Venting and Termination

The Bristol 8762 is approved for venting vertically through a roof or ceiling. When installing a vertical vent and/or vertical terminations you must adhere to the following requirements:

- 🔥 When terminating vertically you must have at least 10' of vertical pipe.
- 🔥 The restrictor must be in the closed position above 10' vertical vent length.
- 🔥 Always maintain a minimum of 1" clearance from all sides of the vent system to any combustible material.
- 🔥 A listed fire stop is required at any floor penetration. The opening must be framed in according to the venting manufacturer's instructions.
- 🔥 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.
- 🔥 A maximum of two 90° or four 45° elbows may be used in vertical terminations. Whenever possible use 45° elbows instead of 90° elbows as they offer less restriction to the flue gases.
- 🔥 Vertical terminations may require additional restriction in order to perform as intended. Please refer to *Figures 22 - 24* to adjust your vent restrictor accordingly

- 🔥 All termination caps must be no less than 18" (457mm) horizontally from any roof or vertical surface. See Figure 18.
- 🔥 The termination must fall within the chart in Figure 24.
- 🔥 The maximum vertical run 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 minimum 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

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. See examples below.

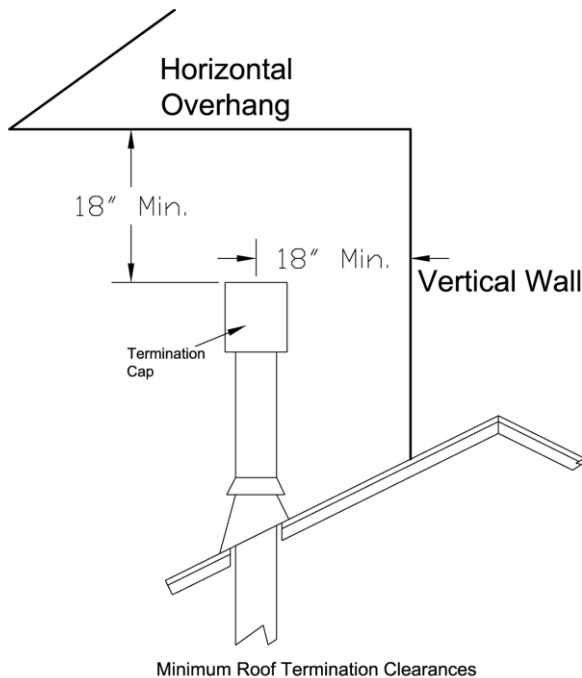


Figure 17 - Termination Cap clearances

### Prefabricated & Fireplace Chimney Installations

The Bristol 8762 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:

- 🔥 The termination must fall within the chart shown in Figure 24.
- 🔥 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'.

**VERTICAL VENTING USING:**  
**A CO-AXIAL ADAPTER**  
**A CO-LINEAR ADAPTER**  
**A CHIMNEY AS AIR INLET ADAPTER**

V (FT)	H (FT)
10' MIN. — — — —	1.5' MAX.
35' MAX. — — — —	1.5' MAX.

V + H = MAXIMUM ALLOWABLE VENT LENGTH

FOR CORRECT DRAFT, HORIZONTAL VENTING MUST RISE 1/4" - 1/2" PER FOOT OF RUN.

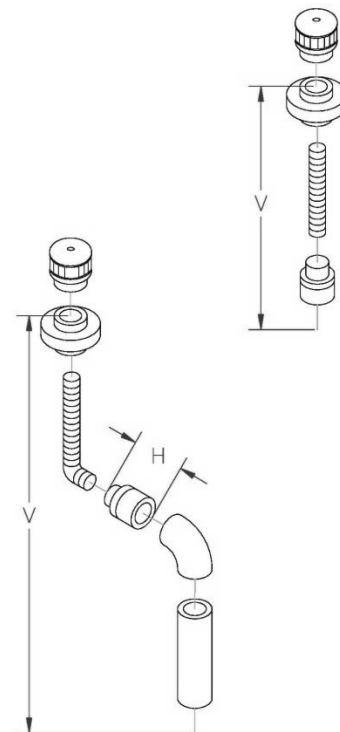
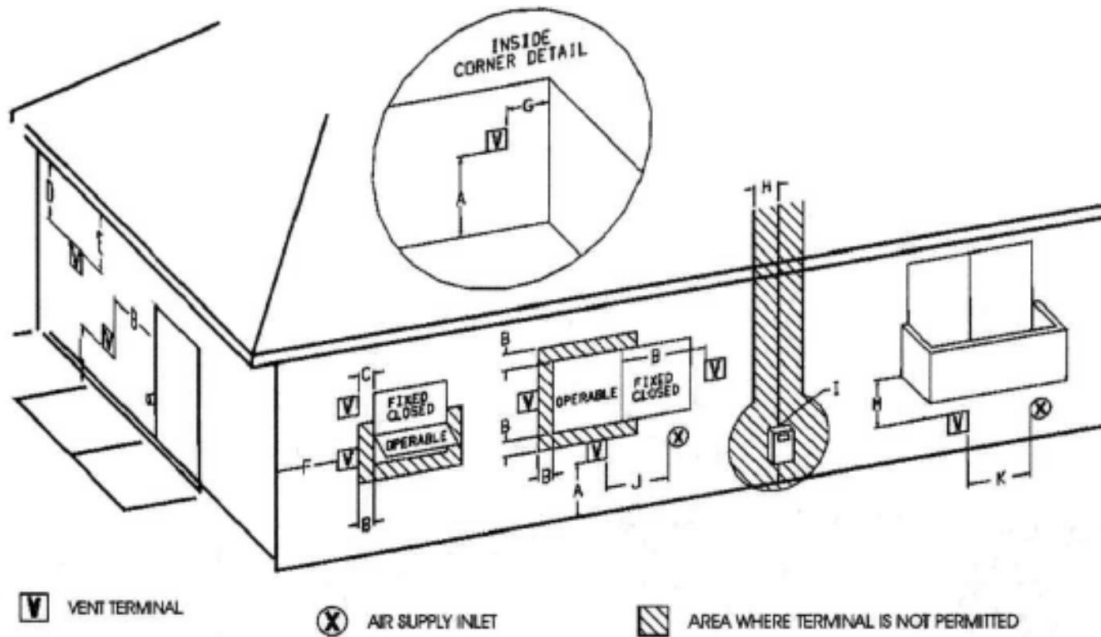


Figure 18 – Existing Chimney Venting Options

### **Horizontal Termination**

- 🔥 The termination must fall within the area shown in Figures 18 & 20.
  - 🔥 A minimum of 36" rise is required either directly off the heater or with the use of a minimum of a 36" snorkel.
  - 🔥 Use a vinyl siding Stand-Off when installing against vinyl siding. The termination cap must not be recessed into the wall or siding. Do not fill air spaces with any type of insulation material.
  - 🔥 A minimum 10" x10" square hole is necessary for proper pipe clearance through a wall, provided the vent is positioned to maintain 2" minimum clearance at the top. A 1" minimum clearance must be maintained to combustible materials around the other sides.
- 🔥 All horizontal terminations must also comply with the clearance specifications to adjacent structures outlined in Figures 18 and 20.
  - 🔥 Horizontal sections require a 1/4" rise every 12" of horizontal run.
  - 🔥 **NOTE: For each 90<sup>0</sup> elbow after 2, remove 5' from the allowable horizontal run. For Canadian installations: remove 4' from the allowable horizontal run.**
  - 🔥 At the minimum vertical rise of 36", maximum horizontal run is 3'. (If a 36" snorkel termination is used a maximum horizontal run of 3' is also applicable.)
  - 🔥 **WARNING: FAILURE TO USE ONLY PARTS SPECIFICALLY APPROVED FOR USE WITH THIS APPLIANCE MAY RESULT IN PROPERTY DAMAGE OR PERSONAL INJURY.**



**Figure 19 - Acceptable Direct Vent Terminal Vent Cap Locations**

A = Clearance above grade, veranda, porch, deck, or balcony: 12 inches (30cm) minimum.

B = Clearance to window or door that may be opened: \*\*Min. 9 inches U.S./12 inches (30cm) CAN. We recommend 12 in, minimum to prevent condensation on the window.

C = Clearance to permanently closed window: \*\*Min. 9 inches, U.S./12 inches (30cm) CAN. We recommend 12 in. minimum to prevent condensation on the window.

D = Vertical clearance to ventilated soffit located above the termination within a horizontal distance of 2 feet (60cm) from the center line of the termination: 18 inches (46cm) minimum.

E = Clearances to unventilated soffit: 12 inches (30cm) minimum.

F = Clearance to outside corner: \*\*Min. 9 inches, U.S./12 inches (30cm) CAN. We strongly recommend 12 inches, particularly where windy conditions prevail.

G = Clearance to inside corner: \*\*Min. 6 inches, U.S./12 inches (30cm) CAN. We strongly recommend 12 inches, particularly where strong winds prevail.

H = \*Not to be installed within 15 feet (4.5m) above a meter/regulator assembly within 3 feet (91cm) horizontally from the center line of the regulator.

I = Clearance to service regulator vent: 3 feet (91cm)

J = Clearance to non-mechanical air supply inlet to building or the combustion air inlet to any other appliance: 12inches (30cm) minimum.

K = Clearance to a mechanical air supply inlet: \*\*Min. 3 feet (91cm) above if within 10 feet horizontally, U.S./6 feet (1.83m) CAN minimum.

L = <sup>1</sup>Clearance above paved sidewalk or a paved driveway located on public property: 7 feet (2.1m) minimum.

M = <sup>2</sup>Clearance under veranda, porch, deck, or balcony: 12 inches (30cm) minimum.

*\*In accordance with CSA B149 Installation codes.*

*\*\*In accordance with the current ANSI Z223.1/NFPA 54, National Fuel Gas Code. Note: Local Codes and Regulations may require different clearances.*

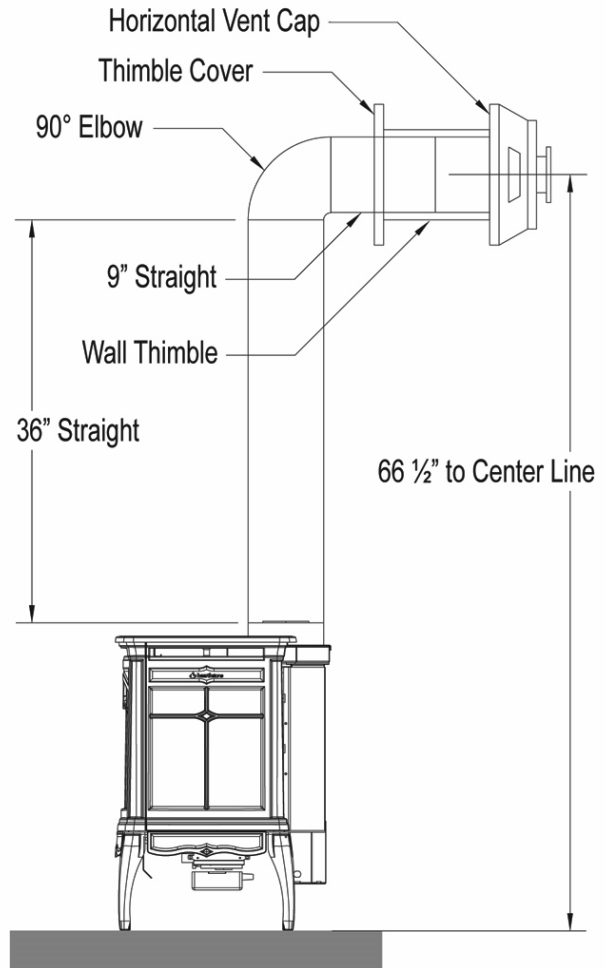
*<sup>1</sup>A vent shall not terminate directly above a sidewalk or driveway which is located between two single family dwellings and serves both dwellings*

*<sup>2</sup>Only permitted if veranda, porch, deck or balcony, is fully open on a minimum of two sides beneath the floor.\**

## Minimum Venting Installation Instructions

1. Install the 36" pipe section onto the starter collar by fully inserting it and turning approximately  $\frac{1}{4}$  turn clockwise, until the 2 sections are fully locked. Install the 90° elbow in similar fashion.
2. Move the stove and pipe assembly back until the 90° elbow is flush to the wall. The 36" vertical pipe should be parallel to the wall. Draw a circle around the pipe. Use the center of this circle as the center point of the 10" x 10" square wall pass through. Cut and frame the wall pass through.
3. Place the interior wall thimble into the 10" x 10" wall pass through. Secure it with 4 screws (not provided). Install the exterior portion of the thimble in similar fashion, overlapping the 2 sections.
- 🔥 **CAUTION: FOR BUILDINGS WITH VINYL SIDING, INSTALL A VINYL SIDING STANDOFF BETWEEN THE VENT CAP AND THE EXTERIOR WALL.**
4. Install the horizontal vent termination on the outside of the wall. Ensure both of the retaining straps extend through interior wall thimble. Before attaching the vent termination to the outside of the house, run a bead of non-hardening mastic around its' outside edges, so as to make a seal between it and the wall. The arrow on the end cap should point up. Secure the cap to the wall with the appropriate screws.
5. Place the thimble cover onto the 90° elbow. Put the 9" pipe into the horizontal vent cap, (the vent pipe must extend into the horizontal vent cap a minimum of 1-1/4"). Move the stove and vent pipe into position, insert the 9" pipe into the 90° elbow and twist to lock it. Secure the straps from the horizontal vent termination to the interior pipe with 2 sheet metal screws, keeping the screws as close to wall thimble as possible. Bend or cut the excess strapping so that the

thimble cover will fit properly. Screw the thimble cover to the wall.



**Figure 20 - Typical Minimum Horizontal Venting Installation Components**

Centerlines shown are approximate. Ensure you dry fit your venting and take a measurement. Pipe dimensions will vary by manufacturer and supplier. These dimensions are using typical Simpson Dura-Vent GS components. See installation instructions on this page (22).



## Restrictor Plate

The restrictor plate is used to control excess draft if necessary. Controlling the draft also changes the aesthetics of the flame. The restrictor plate has an unlimited range of settings (see *Figures 22 & 23*). The adjustment point is on the top, center of the firebox, accessible with the top casting removed.

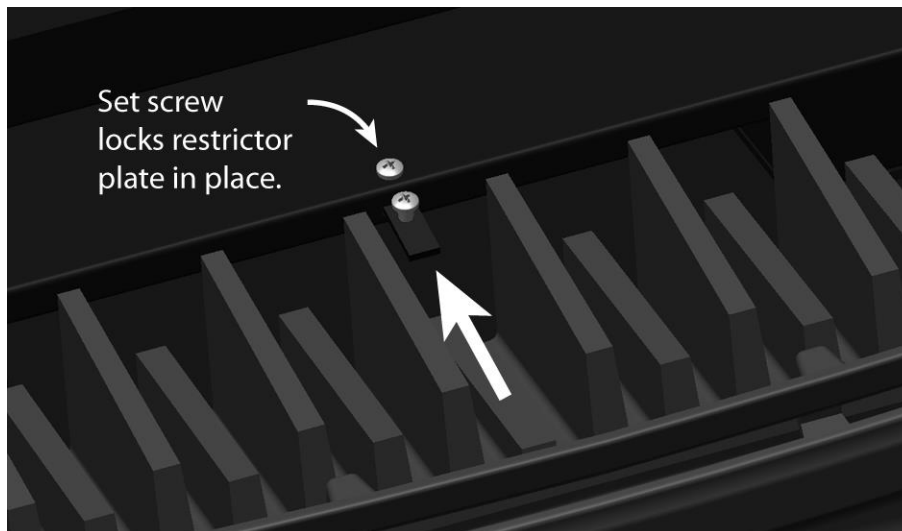
### ***Restrictor Plate Position***

The restrictor plate is factory set in the fully opened position for shipping. This ensures proper flames for a wide variety of vent configurations and efficiency.

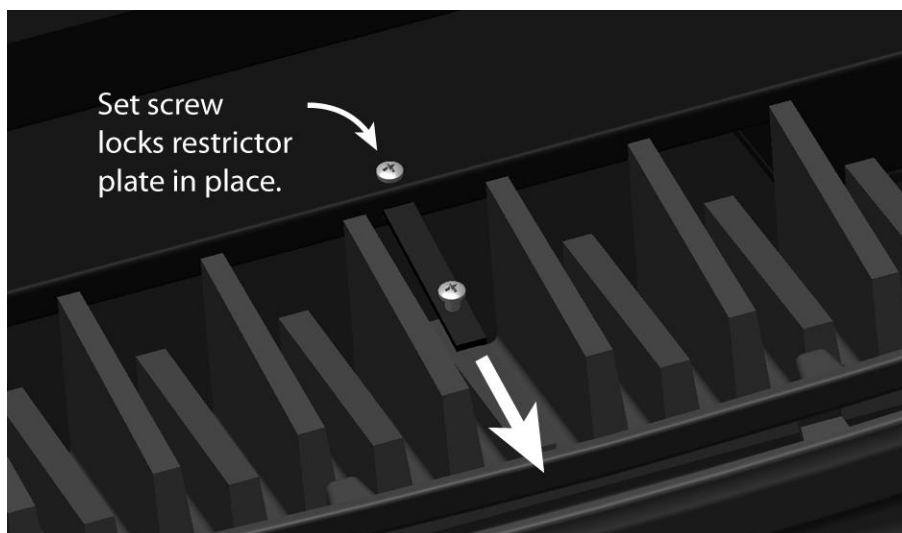
The restrictor consists of a sliding plate just below the venting starter collar on the top rear of the firebox. Depending on your vent configuration, you may need to adjust the restrictor plate position to reduce draft.

### ***Restrictor Plate Adjustment***

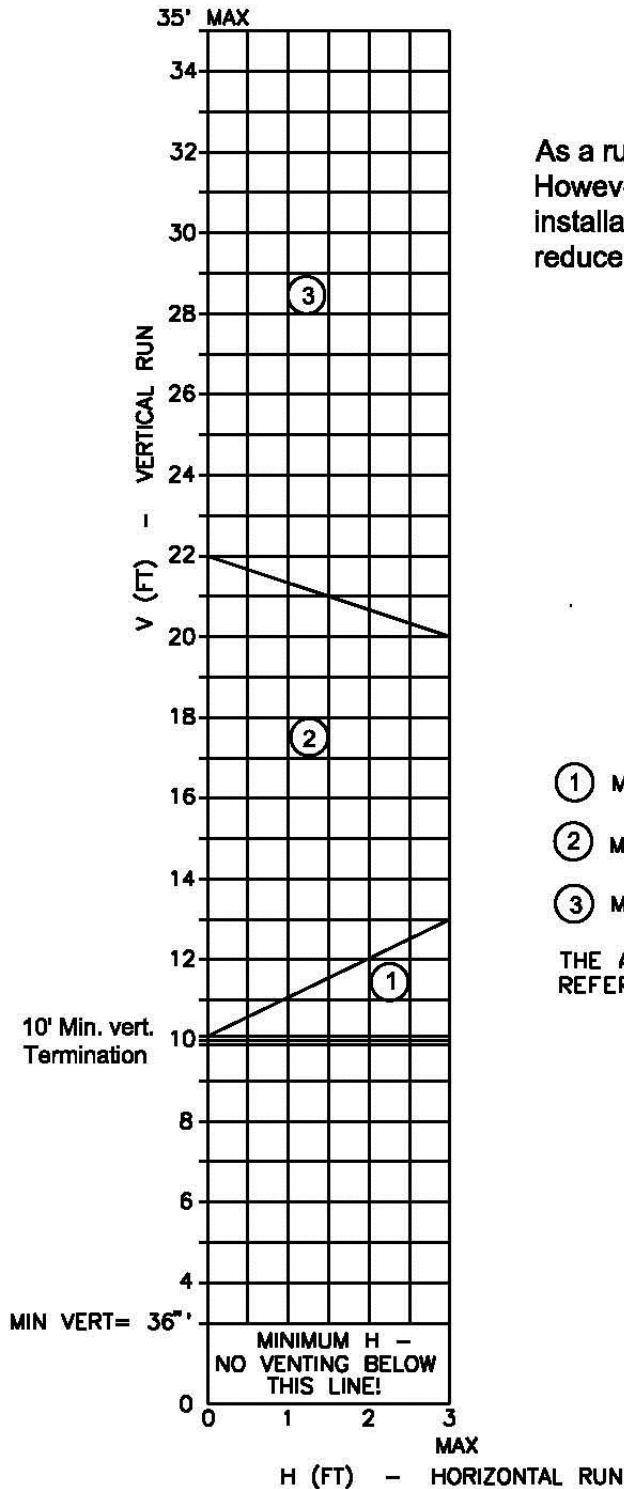
Loosen the screw and position the restrictor plate in the desired location. Tighten the screw to lock in place.



**Figure 21 - Restrictor Fully Closed**



**Figure 22 - Restrictor Fully Opened (no restriction)**



As a rule, only two 90 degree elbows are allowable. However if more than two are **required** to complete the installation, the maximum allowable vent length must be reduced by 5' for each additional elbow.

- ① MINIMUM RESTRICTION & INTAKE AIR FULLY OPEN
- ② MEDIUM RESTRICTION & INTAKE AIR HALF CLOSED
- ③ MAXIMUM RESTRICTION & INTAKE AIR FULLY CLOSED

THE ABOVE SHUTTER SETTINGS ARE FOR REFERENCE ONLY

MEASURED BY LENGTH OF PIPE FROM TOP OF STOVE OUTLET

Figure 23 - 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.

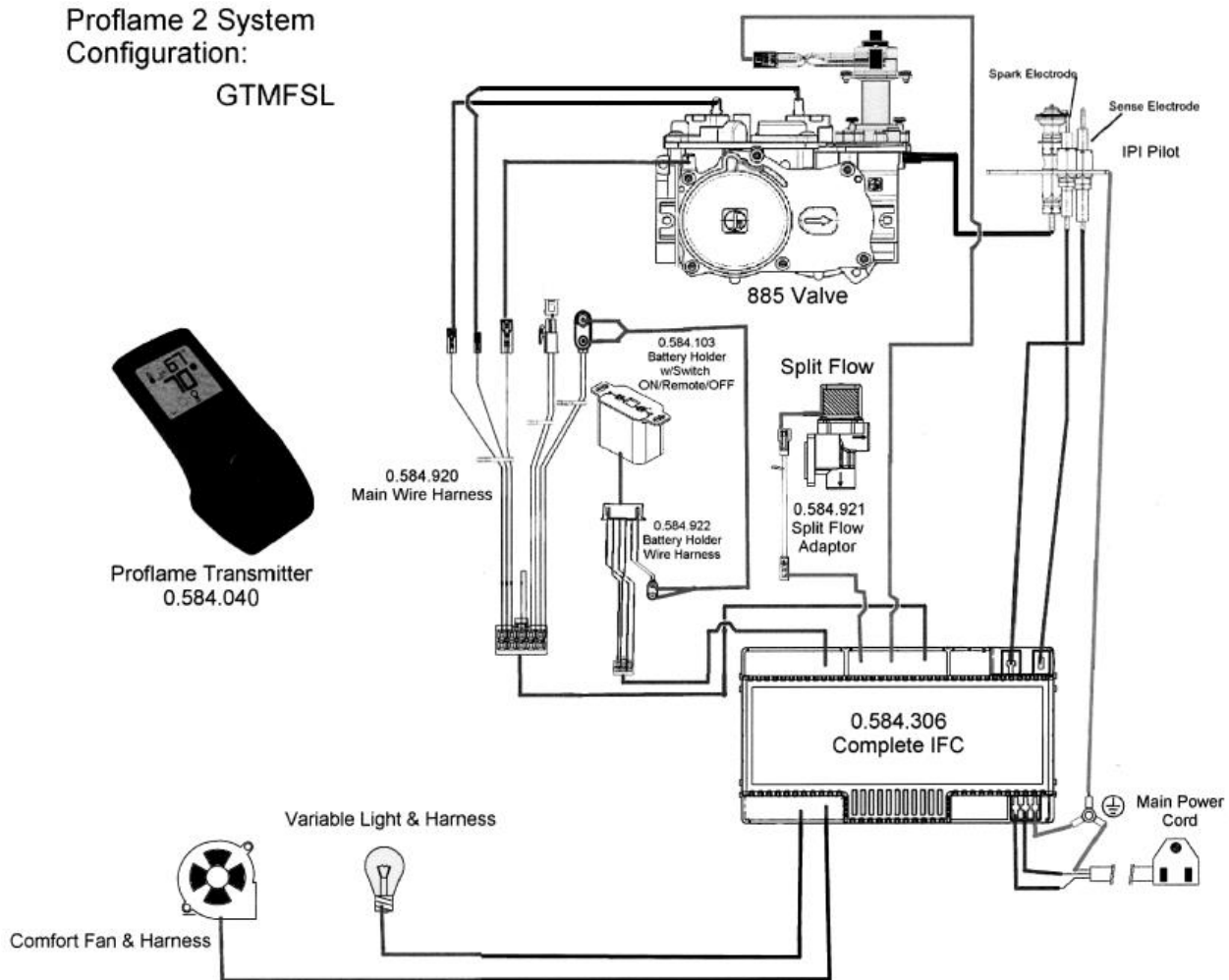


Figure 24 - Bristol 8762 Wiring Diagram

# 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              |       |                   |

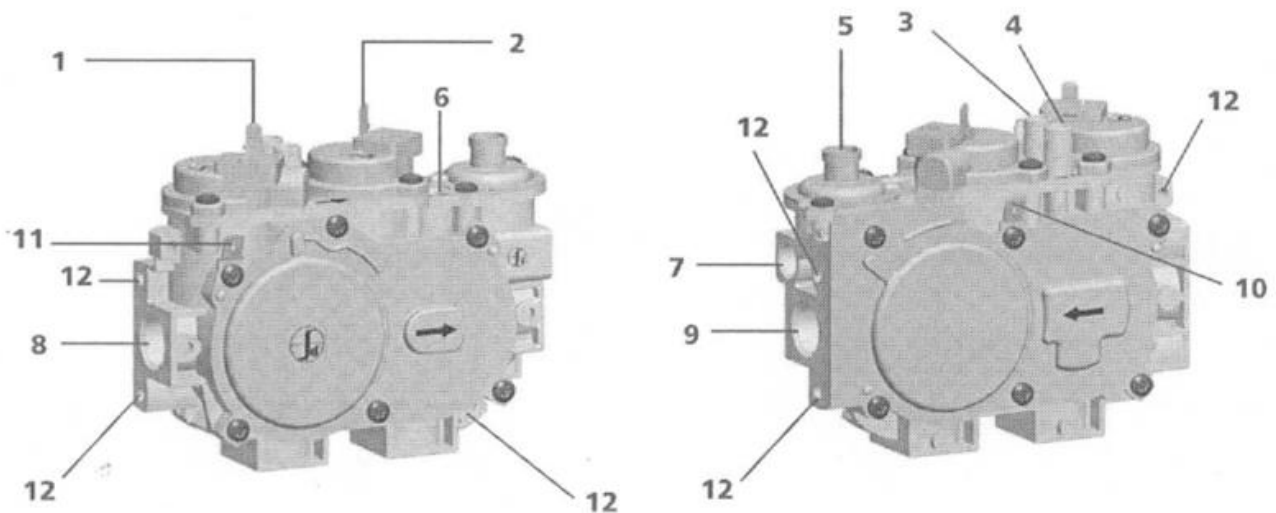


Figure 25 - Gas Control Valve

**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 27).

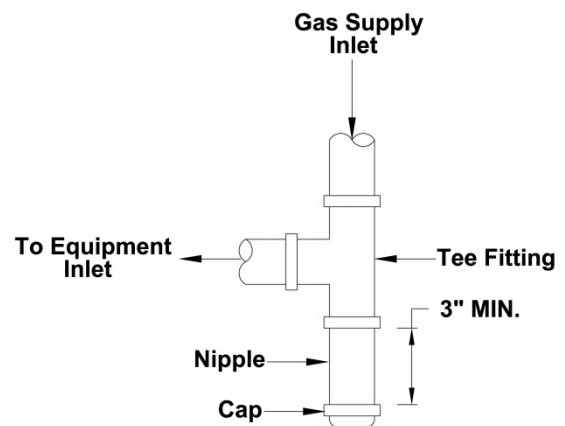


Figure 26 - Sediment Trap (Typical)

## Gas Connections

The gas supply connection is made to the Bristol's gas control valve under the bottom left center of the unit using 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 recommend a flexible line to avoid undue mechanical load on the valve and to ease thread alignment, but refer to local codes.

**CAUTION: CHECK FUEL GAS TYPE!**

The Bristol 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 97-56621. Contact your Hearthstone dealer.

### Gas Supply

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 Bristol 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. The manifold pressure tap on the gas control valve, refer to *Figure 26* for location.

### 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 Figure 28*) 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) 43/47 for NG and 55/59 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 equipe pour des altitudes comprises entre 0 et 2000pieds (0-610m) seulment*).

This appliance is factory set for use between 0-2000 feet (0-610 meters). A conversion kit for the Bristol 8762 is available through Hearthstone and must be used to convert this appliance to the appropriate installation altitude. Instructions are included with the kit. Ask for kit #97-56623 (NG), #97-56622 (LP) for altitudes from 2000-4500 feet (610-1370 meters). The conversion must conform to the requirements of the Authority Having Jurisdiction.		
The Normal Input Rating (Btu/hr):		
	NG	LP
Input rating (0-610 m)	36,000	33,000
Input rating (610-1370 m)	35,000	30,000
This appliance is converted for use at an altitude of:		
Orifice:	Manifold pressure:	
Input (Btu/hr):	Fuel type:	
Day:	Month:	Year:
With Kit Number:		
Conversion performed by:		
Name:		
Company:		
Address:		

**Figure 27 - Sample Information Sticker**



## 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 log set supplied with the unit in the firebox. Do not place any other ceramic logs, wood logs, or other materials in the firebox. If the log set is damaged or broken contact your dealer for replacement. The ceramic logs will last a long time; however, they will break if subjected to rough or improper handling. **Exact positioning of the 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 high levels of carbon monoxide. If the log set does not fit into the firebox exactly as outlined, contact your dealer for assistance.

### 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 1 – Burner Without Log Set Detail**

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



**Photo 2 – 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 3 – Log 2 in Position**

4. Place log 3 as shown.



**Photo 4 – Log 3 in Position**

- Place log 4 on top of logs 1 as shown.



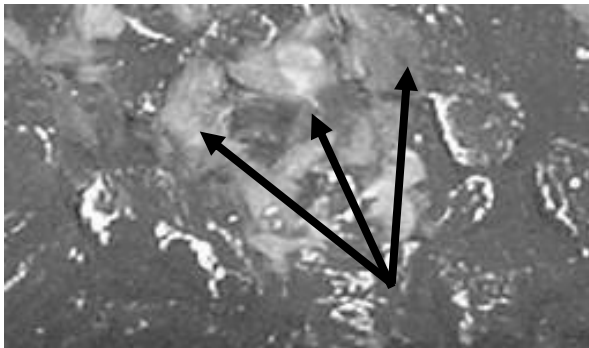
**Photo 5 – Log 4 in Position**

- Gently place Log 5 in the indentation on the burner and rest it on log 4 as shown.

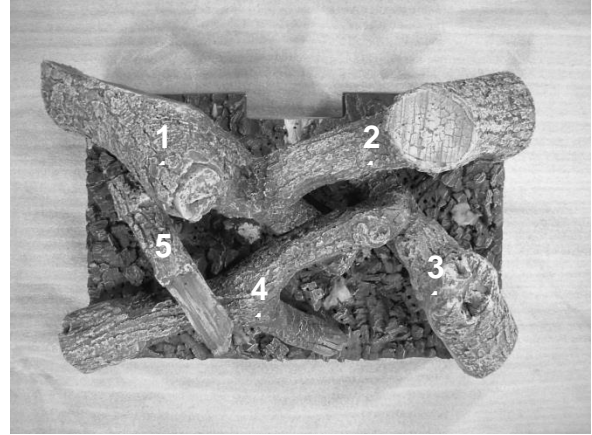


**Photo 6 – Log 5 in Position**

- 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 7 –Platinum Bright Embers (Enlarged to Show Detail)**



**Photo 8 – Log Set Detail, Top View**

## Installation of the Optional Screens

To install the optional screens (Kit 97-59100), you must have access to the glass frames. Removal of the top casting is all that is necessary to install the screens (for access instructions see page 15).

Hang each screen by its folded lip on top of each glass frame.

## Removal of Log Set

**CAUTION: THE 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.

## Completing the Installation

- Close the firebox – reverse the firebox access procedure outlined on page 15.
- Install any batteries as necessary. Synchronize the Remote Transmitter and Receiver (see page 35).

## 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.

However, 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.



# 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 BRISTOL FOR THE FIRST TIME AND ADJUSTMENTS TO THE UNIT SHOULD BE PERFORMED BY QUALIFIED SERVICE PERSONNEL.**

## Lighting Instructions

Use a gas sniffer device or smell all around the appliance area for gas. Be sure to 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 Control Board 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 gas supply to the valve.
2. Slide the ON/ REMOTE/OFF switch to the ON position.
3. Switch the pilot to CPI mode

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 Control Board must be synchronized before initial use, and after every battery change (for instructions, see page 35).

### ***Smoke and Fumes Warning***

When lit for the first time, the Bristol 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.

## Odors and Impurities

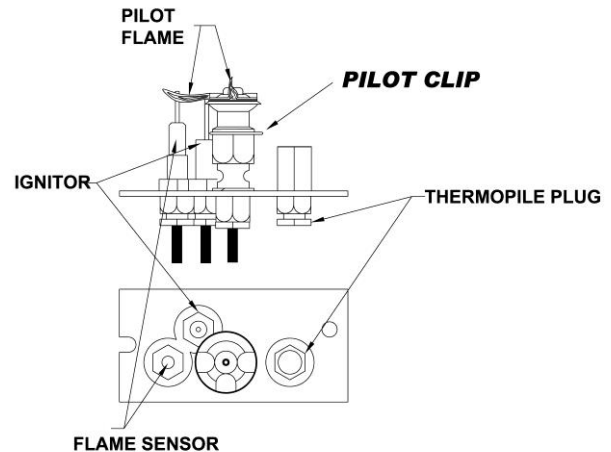
A heater of this type may produce odors during heater operation at any time due to impurities that may exist in the immediate area around the unit. Sources of impurities can be cleaning solvents, paint solvents, cigarettes, candles, smoke, pet hair, dust, adhesives, new carpet, and/or textiles. Such 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 Bristol is set in place, connected and assembled 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 Figure 30*) 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. Controlling the Bristol 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 28 - Pilot Flame Pattern**

**WARNING: THE CONTROL HAS AN INTERLOCK DEVICE. IF THE STOVE HAS BEEN LIT, IT WILL NOT RELIGHT AGAIN IMMEDIATELY. AFTER SHUTTING OFF ALL GAS FLOW, THE PILOT BURNER CANNOT BE RELIT UNTIL THE FLAME SENSOR HAS COOLED, ALLOWING THE ELECTROMAGNET TO BE RELEASED (APPROX. 60 SEC.).**

### Air Shutters

The air shutters are used to regulate the air-to-gas combustion mixture of each 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 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:

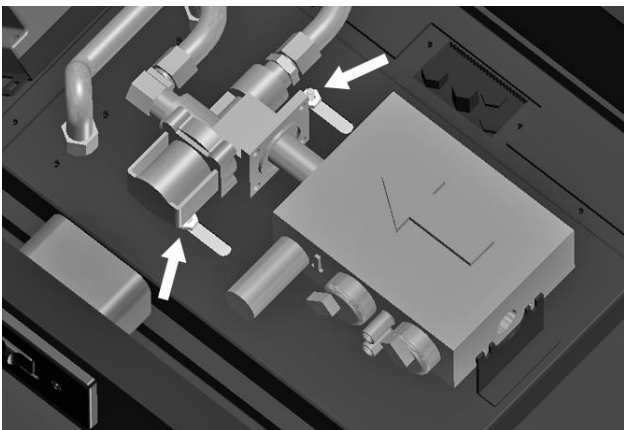
1. If the flame just above the surface of the burner or at the base of the logs is completely blue, the air shutter may be open too far;
2. If the flame is dirty, sooty, or licks the top of the firebox, the air shutter may be closed too far.

Some conditions cannot be corrected through air shutter adjustment; an adjustment must be made to the gas supply pressure or by changing the restriction plate setting. Qualified service personnel must perform supply line/manifold gas line pressure adjustments and restrictor plate adjustments. Do not attempt to complete any part of the installation or adjustment of this unit unless technically qualified.

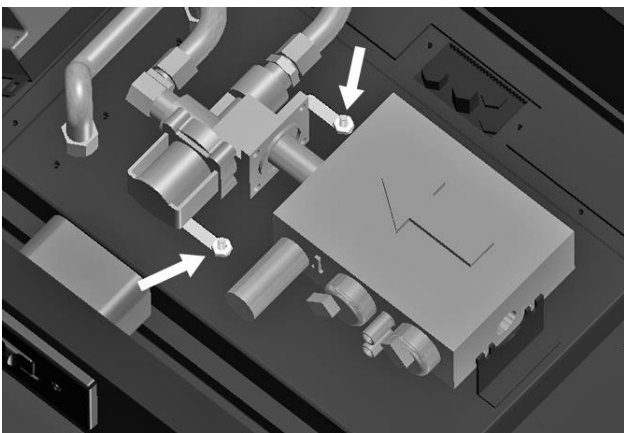
### **Air Shutter Adjustments**

- ☛ **WARNING: THE ADJUSTING STUDS 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. Move the shutter left or right to adjust the flame pattern. See *Figures 30 and 31*. Move the shutter towards the valve to open the air shutter, and away to close the shutter. When the flame pattern is correct, tighten the set nut without letting the shutter move.



**Figure 29 - Air Shutters Closed**



**Figure 30 - 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 temperature and for the flame pattern to stabilize. The flame pattern should be similar to the one shown in Photo 9. 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.



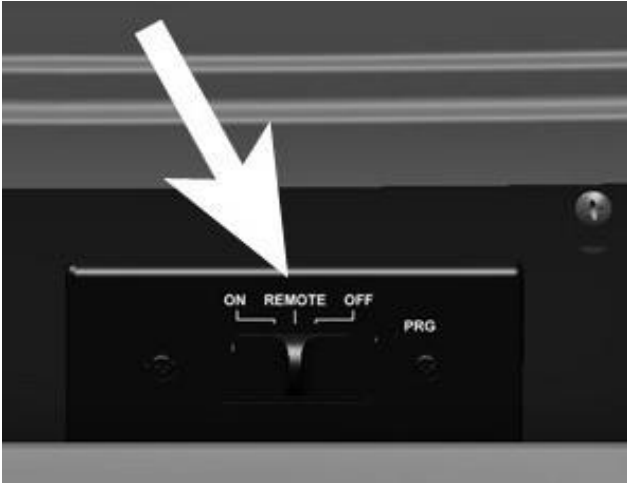
**Photo 9 – Typical Burner Flame Appearance**

### **Daily Operation**

Your Bristol gas-fired heater is easily operated once 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 Manual switch set to 'REMOTE' you have the option of operating with the remote. Or you can set the switch to 'ON' and the burner will light and remain at the previous setting used.



**Figure 31 - 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 2 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 the pilot is not wasted. When putting the unit back into service, replace any batteries with fresh ones, and refer to the lighting instructions on page 30.

**🔥 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 on the inside of the window glass. This condensation will burn off within the first few minutes of operation. If continuous condensation on the window glass or dripping water from any part of the unit or venting system (chimney) is noted, 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. Set the ON/REMOTE/OFF switch to the "OFF" position.
3. Switch the Pilot mode to IPI mode.

## Routine Maintenance & Care

Your Bristol 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.

### Cleaning

🔥 **WARNING: DO NOT CLEAN THE UNIT WHEN HOT.**

The unit should receive regular cleaning on, under, and around the stove 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; 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, Pilot, & Burner Assembly

The firebox requires 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 panel and glass (see page 15 for 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, 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 30. Check to ensure a proper flame is burning from each burner port. The pilot flame should be burning properly as shown in *Figure 29*.

🔥 **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 or vacuum cleaner. If the pilot flame height needs adjustment, it should be adjusted by qualified service personnel as described on page 31.

Complete the cleaning procedure by carefully placing the log set within the firebox as described on page 27. Reattach the glass and front panel to seal the firebox. Turn on the gas, light the unit and check for proper operation. Flame patterns should look similar to the flames in *Photo 9*. Regularly check to ensure the area around the Bristol 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.



## 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 rechargeable batteries on hand to ensure functionality during power outages, and to give the environment a break.

### 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:

### 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 97-58620, for side glass ask for kit 97-58621 from your Authorized Hearthstone Dealer. Your Bristol uses a folded flat 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 later.

1. Allow the Bristol to cool completely. Dismount the front façade, and the side panels.
2. To dismount the side panels, first remove the top and front façade. Remove the top front machine screw while holding the panel, and then lift the side panel off the stove (See figure 33).

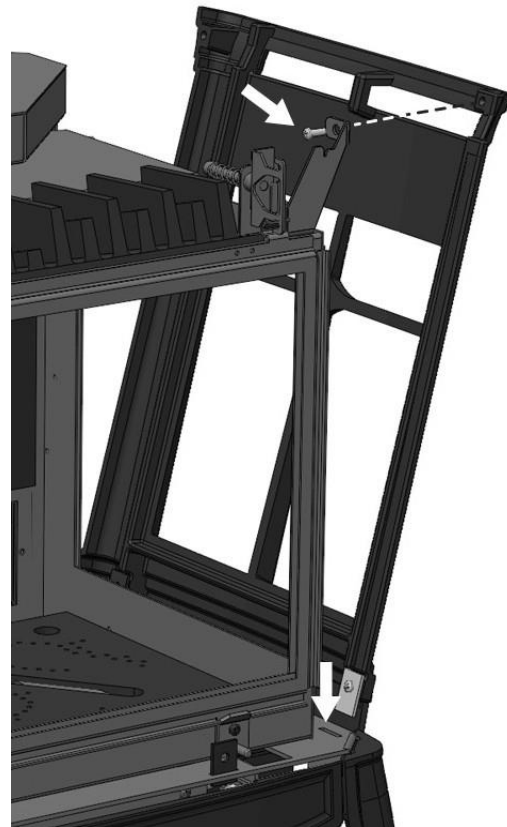


Figure 32 – Side Panel Mounting Detail

3. Dismount the front glass assembly by releasing the upper spring clips – then lift the frame up and out of the lower mounting points.
4. Dismount the side glass assemblies by removing the six screws (retain for reassembly) securing the frame to the firebox. Ensure the glass doesn't fall out of the frame during removal.
5. Remove the glass from the front glass frame by drilling out the four 1/8" rivets on the upper glass clips. Push the top of the glass slightly away from the frame and lift it up above the lower clips, and then out of the frame, set it aside.
6. Remove the glass from the side frames by lifting the frame off the glass. You may have to hold the glass down while pulling up on the frame. Do this as evenly as possible to avoid bending the frame, or breaking the glass.
7. Remove the existing gasket from each piece of glass by grasping one end and pulling firmly.

Clean off as much of the hanging fiber "hairs" as possible
8. Locate the three pieces of 1" x1/8" flat tape gasket. Use the two shorter pieces for the side glass. Peel the adhesive protecting paper away from one end. Starting at the middle of the bottom edge of the glass apply the gasket centered on the edge of the glass. Continue to wrap the gasket loosely around the edge until you meet at the starting point. Adjust the gasket so the ends do not overlap. If the gasket length is too long, trim the excess. Do not leave ends with ragged edges.
9. Firmly and evenly, fold the gasket around the edges of the glass so it lies flat on the surface. There should be no folds at the corners.
10. Place each gasketed glass back in its frame. With four new 1/8" rivets reinstall the 2 glass clips on the front glass frame. The glass assemblies are now ready to remount on the unit.



## Parts List

Part #	Description	Part #	Description
27XX-740	Top	5710-307	Pilot Shield
27XX-730	Front	5710-305	Firebox Bottom Pan
27XX-725	Right Side	5710-304	Firebox
27XX-720	Left Side	5710-303	Base Plate
27XX-710	Control Door	5710-279	Glass Handle, Spring Hook
27XX-700	Foot	5710-250	Lower Mount Bracket
27XX-487	Heat Exchanger	5710-224	Control Door Hinge, Left
3030-066	Firebox Mirror	5710-222	Control Door Hinge, Right
3160-227	Air Shutter Slider Gasket	5710-319	Control Board Bracket
3160-225	Flue Inlet Gasket	7000-397	Battery Holder (On/Remote/Off Switch
3160-220	Inlet Collar Plate Gasket	7000-395	Remote Control Transmitter
3160-215	Air Inlet Plenum Gasket	7211-944	Blower
3160-210	Exhaust Collar Gasket	7200-467	NG Burner Orifice #46
3160-207	Orifice Block Gasket	7200-466	NG Burner Orifice #43
3160-205	Burner Tray Gasket	7211-610	Ember Burner
3160-200	Exhaust Manifold Gasket	7211-395	IPI (NG)Pilot Burner Assembly
3160-157	Flue Exhaust Gasket	7211-355	Solenoid Valve, Split Flow
3160-152	Pilot Gasket	7211-163	NG Pilot Orifice .62mm
3160-150	Heat Exchanger Gasket	7211-110	NG Valve, Stepper
3160-108	Delayed Ignition Relief Gasket (Top)	7211-125	IFC Wire Harness User
3160-105	Delayed Ignition Relief Gasket (Rear)	7211-126	IFC Wire Harness Valve
3160-081	3/4"x 1/8" Gasket Tape	7211-127	IFC Wire Harness Splitflow
3170-150	Platinum Bright Embers	7211-056	Gas Manifold
5240-139	Air Shutter Spring	4500-2977	1/4-20 x 1" oval tip set screw
5240-136	Front Latch Spring		
5701-927	4" Exhaust Collar		
5701-926	6-5/8" Inlet Collar		
5710-630	Front Glass Frame	<b>Kits:</b>	
5710-350	Side Glass Frame	97-59100	Optional Screen Kit
5710-340	Rear Shroud	97-67500	Log Set
5710-320	Inlet Collector	97-58621	Side Glass Assembly
5710-318	Valve Mounting Bracket	97-58620	Front Glass Assembly
5710-317	Burner Support	97-56623	NG High Altitude Conversion Kit
5710-316	Burner Mounting Bracket	97-56622	LP High Altitude Conversion Kit
5710-314	Air Shutter Slider	97-56621	LP Conversion Kit
5710-313	Air Shutter	97-56620	NG Conversion Kit
5710-312	Restrictor Slider Arm		
5710-311	Restrictor Plate		
5710-310	Exhaust Collector		
5710-322	Modesty Panel		

**Key:** XX = Finish (e.g. 10 = Matte Black Paint) – Specify finish required when ordering parts

**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](http://www.hearthstonestoves.com) or write:**

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

## 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>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>
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. Place jumper wire across terminals at thermostat if present. If burner comes on, replace defective thermostat. If not OK, place jumper across thermostat wires at gas valve. If burner comes on, tighten connections, or replace faulty wires.</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 Restriction settings per this manual.
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.

# Rating Label

MODEL / MODELE # 8762  
 MODEL NAME: BRISTOL DIRECT VENT GAS FIRED HEATER  
 SERIAL #   
 NUMERO DE SERIE  
 LISTED: GAS DIRECT VENT HEATER  
 TESTED TO: ANSI Z21.88-09/CSA 2.33-09,  
 CGA-2.17-M91, CSA P.4.1-02

CERTIFIED FOR CANADA  
 ALSO FOR MOBILE  
 HOME INSTALLATION

REPORT No. 3174050MID-005



<b>FUEL TYPE:</b>	NG	LP	<b>CAUTION: DO NOT OPERATE WITH GLASS RE-MOVED OR BROKEN.</b> 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. <b>WARNING:</b> 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.
INPUT RATING (Btu/hr) 0-2000 ft	36000	33000	
INPUT RATING (Btu/hr) 2000-4500 ft	35000	30000	
ORIFICE SIZE (DMS) 0-2000 ft (Front/Rear)	43/46	54/57	
ORIFICE SIZE (DMS) 2000-4500 ft (Front/Rear)	43/47	55/59	
MANIFOLD PRESSURE - LO SETTING (in. w.c./kPa)	1.1/0.27	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)	16000	10000	
MAXIMUM OUTPUT (Btu/hr) 0-2000 ft	29000	26400	
<b>ELECTRICAL RATING:</b>			
120 VOLTS 60Hz, 15 A			

**MINIMUM CLEARANCES TO COMBUSTIBLES**  
 UNIT TO REAR WALL: 2" (51mm)  
 UNIT TO SIDE WALLS: 16" (406 mm)  
 CORNER TO ADJACENT WALL: 11" (280 mm)

**OPTIONAL ACCESSORIES**  
 An optional screen kit is available through your local HearthStone dealer (97-59100).

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



DO NOT REMOVE OR COVER THIS LABEL

Made in USA

3300-200

## **WARRANTY REGISTRATION**

The Original Purchaser can complete their warranty registration on our website at [www.hearthstonestoves.com](http://www.hearthstonestoves.com), or send a completed and signed Warranty Registration Form, which is enclosed in the Gas Stove warranty 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.**