

304-2 SERIES®

OWNER'S MANUAL

Installation & Operating Instructions

Models: 304-2-18, 304-2-21, 304-2-24, 304-2-30, 304-2-36



THE 304-2 SERIES® GAS LOG SYSTEM MUST BE INSTALLED BY A LICENSED PLUMBER, LICENSED GAS FITTER, OR IN SOME LOCALITIES A QUALIFIED SERVICE TECHNICIAN, IN ACCORDANCE WITH ALL LOCAL, STATE AND FEDERAL CODES.

WARNINGS

READ THESE INSTRUCTIONS COMPLETELY BEFORE INSTALLING & OPERATING THE 304-2 SERIES® GAS LOG SYSTEM

- The 304-2 SERIES® gas log system must be installed in a 'Class A or Masonry' fully-vented solid-fuel fireplace constructed of noncombustible materials with proper throating of flue & open style cap or no cap! Eiklor Flames® is not responsible for soot spilling into home.
- Fireplace MUST adhere to: noncombustible hearth; noncombustible lintel area. Check your local codes; noncombustible materials on both sides of fireplace opening.
- Fireplace chimney must have a permanent vent opening to the atmosphere of not less than 54" square or round. Your flue size must be determined by state/local/national codes for wood burning fireplaces. Eiklor Flames® is not responsible for improper flue size, chimney structure or venting issues. The minimum permanent free opening of the fireplace chimney damper flue should not be less than 1/10th the area of the fireplace opening
- Minimum fireplace opening MUST adhere to the size chart listed on page 4 of this owner's manual
- If the information in this owner's manual is not followed exactly; a fire or explosion may result causing property damage, personal injury or loss of life.
- Don't store or use gasoline or other flammable vapors/liquids in the vicinity of the 304-2 SERIES® gas log system or any other appliance.
- **WHAT TO DO IF YOU SMELL GAS:**
 - A. Do not try to light the gas log system or any other appliance.**
 - B. Do not touch electrical switches or the telephone, call your gas supplier and follow the gas supplier's instructions.**
 - C. From a neighbors' telephone, call your gas supplier and follow the gas supplier's instructions.**
 - D. If you cannot reach your gas supplier, call the fire department.**
- Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. For assistance or more information, consult a licensed plumber, licensed gas fitter, or in some localities a qualified service technician, or the gas supplier.
- Do not install the 304-2 SERIES® gas log system in a manufactured home or mobile home without the home manufacturer's approval. Installer: Leave the owner's manual for the consumer; consumer: save this owner's manual for future reference.
- **All remote receivers must be outside fireplace! If they are placed inside of the fireplace, they are not covered under warranty.**
- **Fireplace flue must be fully open during use.**
- **Glass doors must be open during operation.**
- **For bedroom use; damper plate must be fully removed so it is permanently open to the atmosphere. Check all state and local codes.**

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TOOLS REQUIRED

1. Adjustable Wrench
2. Tubing Cutter
3. Flaring Tool ($\frac{3}{8}$ " for systems 24" and below OR $\frac{1}{2}$ " for systems above 24")
4. Pipe Thread Sealer (non-hardening)
5. Slip-Joint Pliers
6. Wire Stripper/Crimper (for systems with millivolt remote control on/off)
7. Flat Blade Screwdriver
8. Pipe Wrench (10")
9. Flashlight
10. Long Lighter Gun
11. 50/50 Soap & Water Solution
12. Smoke Test Materials

OPTIONAL ITEMS FOR COMFORT & 'NO TRACE' INSTALLATION

1. Gloves
2. Knee Pads (or something to lean on)
3. Drop Cloth
4. Shoe Coverings
5. Camera (take a photo & send it to us so we can see how well you did!)
6. Batteries (for systems with a remote—batteries that come with the remote/receiver are not great [AA and AAA])

SYSTEM CONTENTS

The 304-2 SERIES® Gas log system consists of the following items. If any of the items below are damaged or missing, call us directly at 888-295-5647 and we will promptly answer your call.

1. 304-2 SERIES® 2-Burner System (with chosen valve and valve components; burner gas type marked on rating plate)
2. Brass Supply Fitting ($\frac{3}{8}$ "x $\frac{1}{2}$ " for systems 24" and below OR $\frac{1}{2}$ "x $\frac{1}{2}$ " for systems above 24")
3. Flared Smooth Gas Line Tubing (with $\frac{3}{8}$ " brass flare nut for systems 24" and below OR with $\frac{1}{2}$ " brass flare nut for systems above 24")
4. Damper Clamp (damper must be permanently open or removed for bedroom applications. We provide a damper clamp for all other fireplace uses. Clamp is to be mounted on damper blade to prevent total closure. Flue must be fully open during use)
5. Front Log (longest log that is approximately the same length as your system size [for some log styles, this log is "split" into two pieces])
6. Back Log (second longest log)
7. Twigs (amount varies based on system size and log style)
8. Embers
9. Lava Rock



THE 304-2 SERIES® GAS LOG SYSTEM MUST BE INSTALLED BY A LICENSED PLUMBER, LICENSED GAS FITTER, OR IN SOME LOCALITIES A QUALIFIED SERVICE TECHNICIAN, IN ACCORDANCE WITH ALL LOCAL, STATE AND FEDERAL CODES.

SAFETY INSTRUCTIONS BEFORE INSTALLING OR OPERATING

Read through these additional warnings before installing or operating you gas log system.

- ▶ When used without fresh air, the 304-2 SERIES® gas log system may give of carbon monoxide, an odorless & poisonous gas. You must make adequate air supply accessibility or provisions for combustion & ventilation; carbon monoxide poisoning may lead to death.
- ▶ Check the 304-2 SERIES® gas log system for proper gas type; the gas type will be marked on the rating plate.
 - A. *A liquid propane 304-2 SERIES® gas log system must have a standing pilot if indoors.*
 - B. *A manual valve or a key valve is never to be used with liquid propane indoors.*
- ▶ Solid-fuels must not be burned in a fireplace where the 304-2 SERIES® gas log system is installed.
- ▶ To prevent accidental full closure of the fireplace chimney damper, the fireplace chimney damper must be one of the following:
 - A. *Welded FULLY OPEN*
 - B. *Completely removed*
 - C. *Have the enclosed damper stop installed on the edge of your damper plate*
- ▶ Fireplace chimney must have a permanent vent opening to the atmosphere of not less than 54" square or round. Your flue size must be determined by state/local/national codes for wood burning fireplaces. Eiklor Flames® is not responsible for improper flue size, chimney structure or venting issues. The minimum permanent free opening of the fireplace chimney damper flue should not be less than 1/10th the area of the fireplace opening
- ▶ Fireplace must adhere to: noncombustible hearth; noncombustible lintel area; Check your local codes; noncombustible materials on both sides of fireplace opening.
- ▶ A fireplace screen is recommended when the 304-2 SERIES® gas log system is operating, & unless other provisions for * combustion air are provided, fireplace screen must have openings for introduction of combustion air.
- ▶ Do not use the 304-2 SERIES® gas log system if any part has been immersed in water. Call a licensed plumber, licensed gas fitter, or in some localities a qualified service technician to inspect the 304-2 SERIES® gas log system. Replace any part of the 304-2 SERIES® gas log system that has been immersed in water.
- ▶ The fireplace chimney & flue need to be inspected & cleaned once a year by a licensed plumber, licensed gas fitter, or in some localities a qualified service technician.
- ▶ Fireplace flue must be fully open during use.

GAS SUPPLY PRESSURES

GAS SUPPLY PRESSURES	NATURAL GAS	LIQUID PROPANE
Minimum inlet gas supply pressure for the purpose of input adjustment	5" W.C.	10.5" W.C.
Maximum inlet gas supply pressure	10.5" W.C.	13" W.C.
Manifold Pressure	3.5" W.C.	10" W.C.

- ▶ The installation & provisions for combustion & ventilation air must conform with the National Fuel Gas Code, ANSI Z223.1/NFPA 54, or the CSA B 149.1, National Gas & Propane Installation Code.
- ▶ The 304-2 SERIES® gas control valve must be disconnected from gas supply piping system during any pressure testing of the 304-2 SERIES® at test pressures in excess of ½ PSI (3.5 KPA). The 304-2 SERIES® must be isolated from the gas piping system by closing the gas control valve during any pressure testing of the gas supply piping system at test pressures less than ½ PSI (3.5 KPA)
- ▶ There should be no more than a 1" pressure drop on the water column when the burner is turned on. If there is a pressure drop more than 1", it indicates that there isn't enough gas supplied (in general or due to other gas appliances).
- ▶ Keep the 304-2 SERIES® gas log system free & clear from combustible materials such as gasoline & other flammable vapors & liquids.

304-2 SERIES® BURNER DETAILS

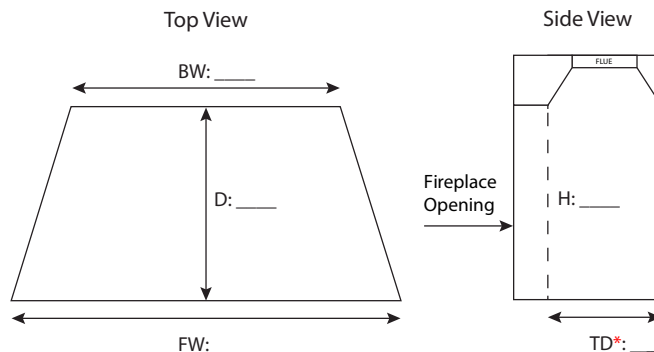


SIZING

Front-view fireplace opening should adhere to the recommended standard size chart below. For information on custom sizes, please contact your local dealer or Eiklor Flames®.

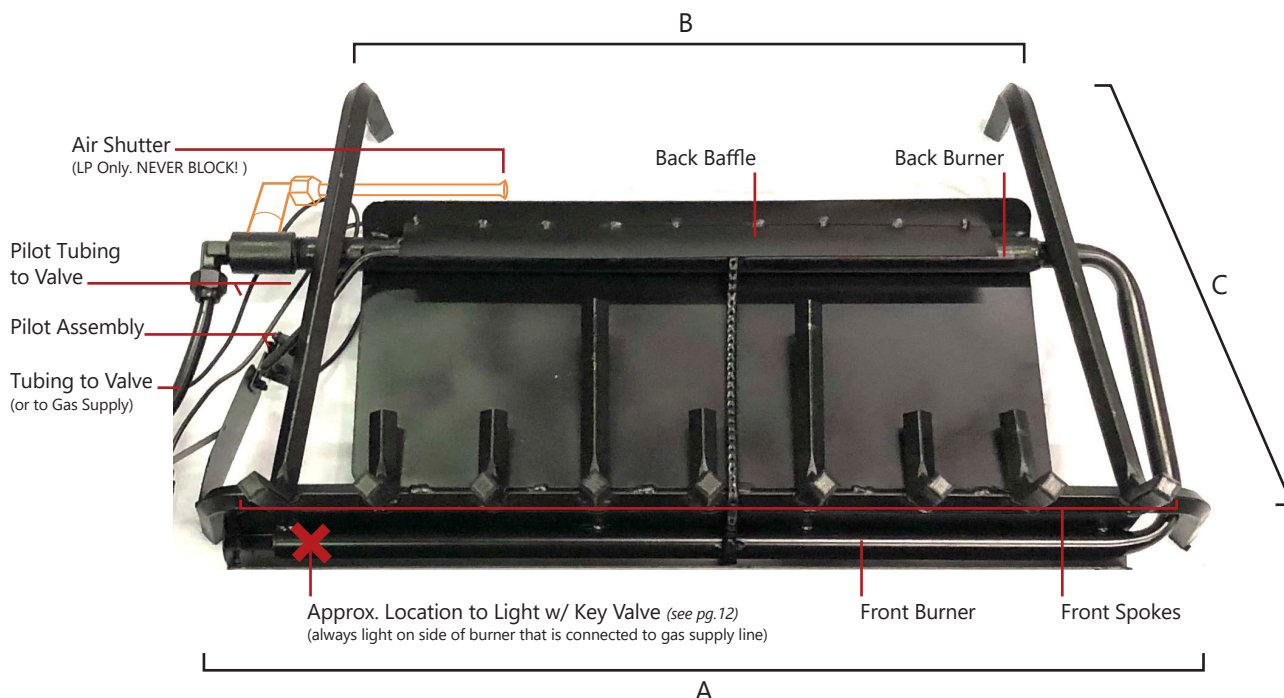
BURNER	(FW) FP FRONT WIDTH	(BW) FP BACK WIDTH	(D) FP DEPTH	(H) FP HEIGHT	(TD) FP TRUE DEPTH*	BTU RATING NG	BTU RATING LP
18"	30"	18"+	13"+	14"+	13"+	57,000	40,000
21"	33"	21"+	13"+	14"+	13"+	65,000	45,000
24"	36"	24"+	13"+	14"+	13"+	75,000	67,000
30"	42"	30"+	16"+	14"+	16"+	85,000	79,000
36"	48"	36"+	16"+	14"+	16"+	90,000	84,000

* TRUE DEPTH should be measured by dropping a plumb bob from behind the lintel straight down to floor. Measure from point on floor to back wall. Burner must be underneath the open flue to prevent chance of spilling. If TRUE DEPTH does not meet our standard sizes, the burner can be ordered as custom (request THINLINE). Eiklor Flames is not responsible for improper sizing.



BURNER SPECS

This is an example of a 24" Natural Gas 304-2 SERIES® burner with gas inlet on left. Your burner may be reversed depending on gas line stub-in location. Air shutter (shown below in **ORANGE**) is included on LP burners only. Depending on valve, you may not have a pilot assembly. This diagram does not describe all parts and is not to scale.



BURNER	(A) BURNER FRONT WIDTH	(B) BURNER BACK WIDTH	(C) BURNER DEPTH
18"	18"	STANDARD: 11" / CUSTOM: Up to 18"	STANDARD: 12.5" / CUSTOM: 10"+
21"	21"	STANDARD: 13.5" / CUSTOM: Up to 21"	STANDARD: 12.5" / CUSTOM: 10"+
24"	24"	STANDARD: 17" / CUSTOM: Up to 24"	STANDARD: 12.5" / CUSTOM: 10"+
30"	30"	STANDARD: 19" / CUSTOM: Up to 30"	STANDARD: 15.5" / CUSTOM: 10"+
36"	36"	STANDARD: 23" / CUSTOM: Up to 36"	STANDARD: 15.5" / CUSTOM: 10"+

All measurements are approximate and subject to change.



INSTALLATION - 304-2 SERIES® BURNER



THE 304-2 SERIES® GAS LOG SYSTEM MUST BE INSTALLED BY A LICENSED PLUMBER, LICENSED GAS FITTER, OR IN SOME LOCALITIES A QUALIFIED SERVICE TECHNICIAN, IN ACCORDANCE WITH ALL LOCAL, STATE & FEDERAL CODES.

If the gas control valve is installed on the left side of the burner and the gas supply comes into the right side of the fireplace, the gas supply line must continue to the left side of the fireplace (as close to the back firebox wall as possible) and terminate behind the gas valve inlet using rigid $\frac{1}{2}$ " black iron pipe. At this point, only the gas line tubing can be used to complete the connection to the gas control valve. You may have to cut and re-flare gas line tubing to the desired length for proper positioning of the burner pan. If you use a corrugated flex line instead of smooth tubing or hard pipe, it may cause burner to whistle.

1. Remove all ashes and debris from fireplace
2. Be sure gas control valve to fireplace is in the 'OFF' position
3. If applicable, remove gas log lighter for solid-fuel burning fireplace
4. Fig. 1 - If the damper is not fully removed or welded fully open, install damper clamp to prevent accidental full closure of damper
5. Fig. 2 - Place burner in fireplace with grate spokes toward front of fireplace, and front burner in line with chimney. Push burner towards back wall (burner must be placed underneath open flue)
6. **NOTE: Below references $\frac{3}{8}$ "x $\frac{1}{2}$ ". This is for system sizes 24" and below. Above 24" will have $\frac{1}{2}$ "x $\frac{1}{2}$ ".**
7. Fig. 3 - For a Natural Gas or Liquid Propane 304-2 SERIES® gas log system with a remote control valve or safety pilot valve:
 - A. Apply pipe thread sealer to gas supply line coming into the fireplace (A) and install $\frac{3}{8}$ "x $\frac{1}{2}$ " brass supply fitting (B); tighten
 - B. Install longer end of flared gas line tubing with $\frac{3}{8}$ " brass flare nut (C) to $\frac{3}{8}$ "x $\frac{1}{2}$ " brass supply fitting connected to gas supply line coming into fireplace, and shorter end (D) to back of gas control valve; tighten
8. Fig. 4 - For a Natural Gas 304-2 SERIES® gas log system with a manual valve, or with a key valve in the wall or floor:
 - A. Apply pipe thread sealer to the gas supply line coming into fireplace (A) and install $\frac{3}{8}$ "x $\frac{1}{2}$ " brass supply fitting (B); tighten
 - B. Apply thread sealer to $\frac{1}{2}$ " black iron pipe on burner (C) and install the $\frac{3}{8}$ "x $\frac{1}{2}$ " brass elbow (D); tighten
 - C. Install longer end of flared gas line tubing with $\frac{3}{8}$ " brass flare nut (E) to $\frac{3}{8}$ "x $\frac{1}{2}$ " brass supply fitting connected to gas supply line coming into fireplace, and shorter end (F) to $\frac{3}{8}$ "x $\frac{1}{2}$ " brass elbow; tighten
9. When connections are complete, NEVER TEST FOR GAS LEAKS WITH A LIT MATCH OR FLAME. Slowly turn gas control valve to 'ON' position and use 50/50 soap and water solution with a toothbrush or small paint brush over all gas connections. If bubbles are observed, retighten leaking gas connectors
10. See pages 9-14 for valve details and troubleshooting

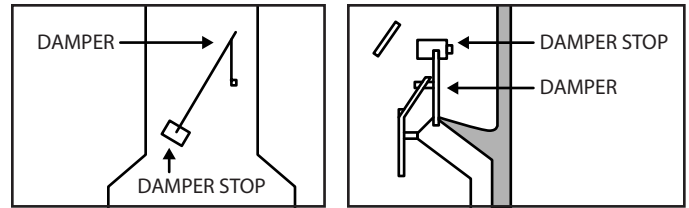


Fig. 1 - Damper Clamp - Left: Metal-Zero Clearance, Right: Brick Masonry

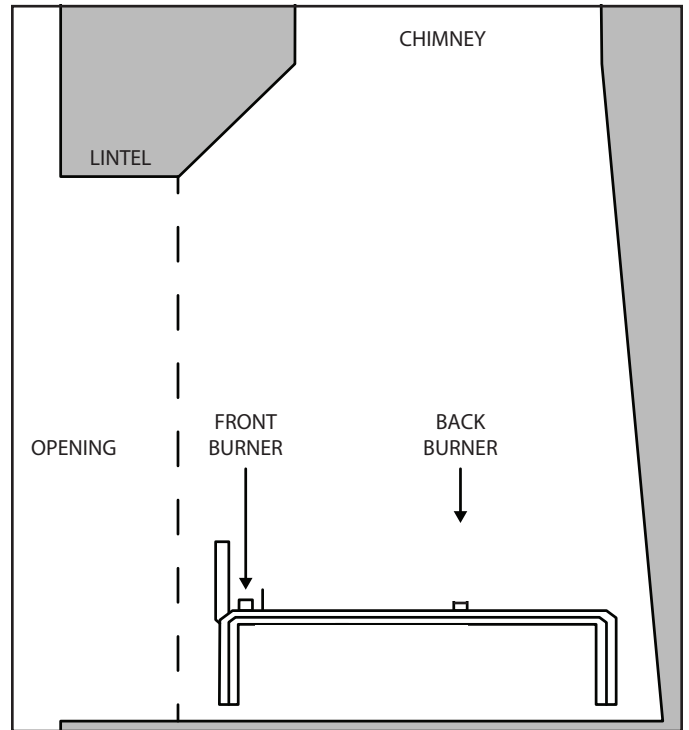


Fig. 2 - Burner Placement Side View MUST BE UNDERNEATH OPEN FLUE

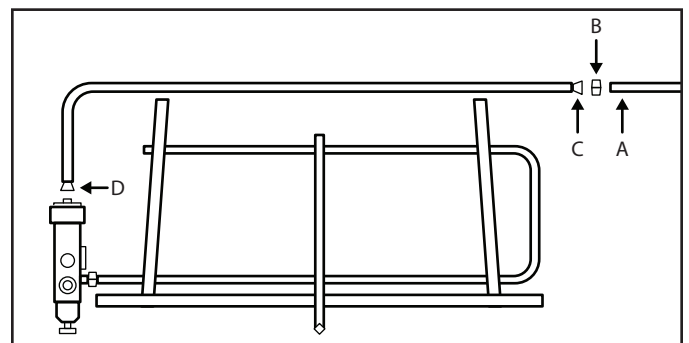


Fig. 3 - With Valve (Natural Gas or Liquid Propane)

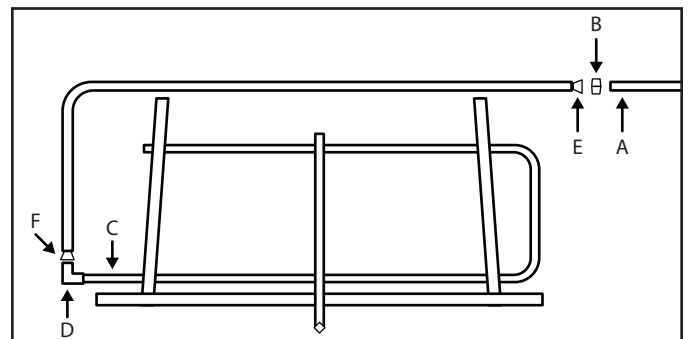


Fig. 4 - No Valve or Key in Wall (Natural Gas Only if Indoors)

INSTALLATION – LOGS, TWIGS & ACCESSORIES



1. **Fig. 5** - Pull apart embers to create medium, thin pieces (size and thickness of potato chips) and place on back burner. Place embers on top of front burner and between/behind front spokes. Always add embers generously... BUT LIGHTLY. If you pack embers too tight, they can smother flames.

2. **Fig. 6** - Place the longest log on the burner in front of the back burner (you can have the bark or split side facing you, whichever you prefer). If you have the Rocky Mountain Split Burnt log style, then your front log is split into two pieces (position charring facing inside). Place the second longest log behind the back burner directly on top of the back legs. Make sure there is enough space between the front log and the front spokes (at least 1.5"). If the front log is too close to the front spokes, it can cause excess soot to accumulate.

3. **Fig. 7** - Add embers that taper up the front log a bit so the flat bottom of the front log is not visible.

4. **Fig. 8** - Add a few pieces of embers between the two pieces of the front log for an extra glow.

5. **Fig. B24a-d** - Place twigs in a criss-cross pattern on top of front and back logs. You want to keep the overall shape as a triangle or trapezoid. There is no specific placement for twigs but be sure to keep space between them so flames can show between them and so the flames are not smothered. It is best to start stacking larger twigs first, then smaller as you go up.

6. **OPTIONAL:** If you are bothered by excess soot accumulating in a location, you can adjust the twig out of direct flame. This should not be done until system is completely cooled down. Soot will happen on the logs and we actually prefer it as it adds to the realism. Soot is never an issue as long as it is only inside of the firebox. If it is ever spilling into the room, shut system down and see troubleshooting pg. 14 and call your dealer/installer.

7. **NOTE:** Lava rock is for the floor of the firebox, not in/on the burner. Place around the burner on the firebox floor to simulate ashes. You may use lava rock or valve cover to disguise the valve. **FOR LP BURNERS ONLY: NEVER BLOCK AIR SHUTTER.** See pg. 4 for air shutter location.

8. **Fig. 9-11** - Examples of completed installations. See pages 8 and 9 for additional log stacking examples for Rocky Mountain Split Burnt and Rocky Mountain Split Prehistoric. If you have a log style that isn't listed, just follow same principles from steps above and on pages 8 and 9. Front/back log placement is most important.



Fig. 5 - Embers on Burners

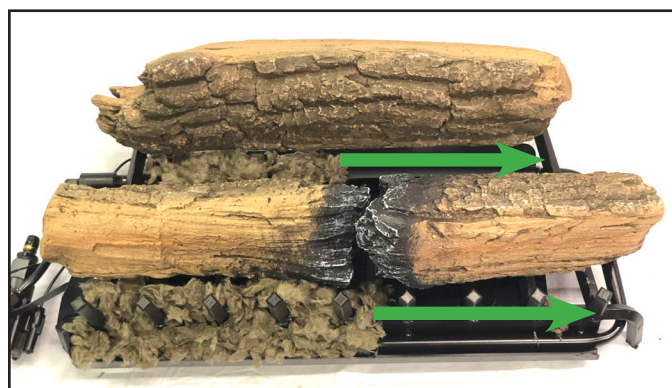


Fig. 6 - Front Logs & Back Log Placement



Fig. 7 - Embers to Cover Flat Bottom of Front Log



INSTALLER!

After installation, Eiklor Flames® gas log systems must be test fired & a "smoke test" must be performed. This proves the draw of flue is working properly. Show the homeowner how to open the damper, light the pilot, operate the burner & leave this manual with them. Eiklor Flames® is not responsible for sooting in room/faulty draw of fireplace.

WARNING: Failure to position items in accordance with these diagrams or failure to use only parts specifically with approved with the 304-2 SERIES® gas log system may result in property damage or personal injury.

INSTALLATION – LOGS, TWIGS & ACCESSORIES



Fig. 8 - Embers Between 2 Piece Front Log

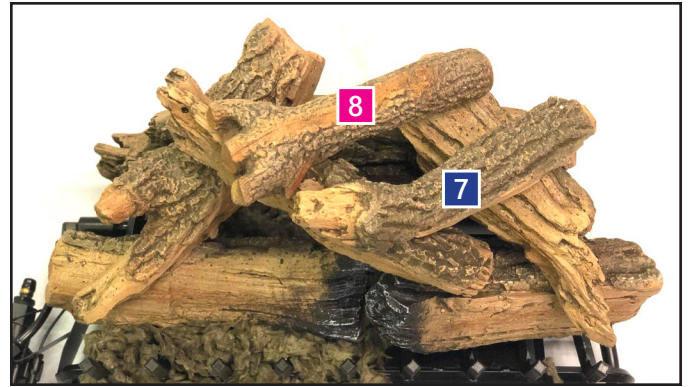


Fig. B24d- Add Twigs 7, 8. Rearrange twigs to your liking!

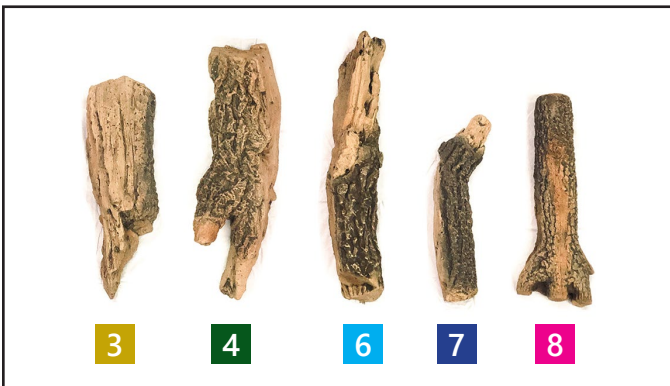


Fig. B24a - Twigs included with a 24" RMSB. See pg. 8 for All Twigs for All Sizes



Fig. 9 - 24" 304-2 SERIES with RMSBurnt Logs & Remote Control Variable



Fig. B24b - Add Front & Back Logs then Twigs 3, 4



Fig. 10 - 304-2 SERIES with RMSBurnt Logs



Fig. B24c - Add Twig 6



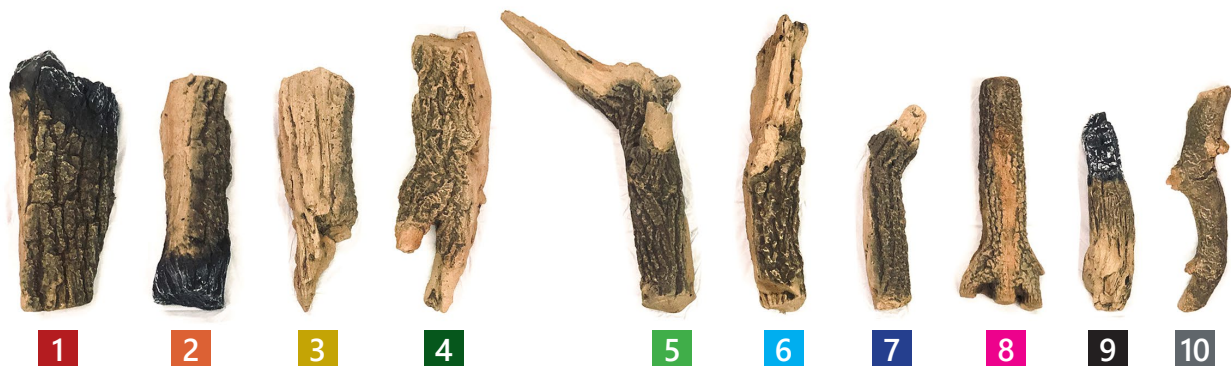
Fig. 11 - 304-2 SERIES with Tonto Burnt Logs

LOG STACKING – ROCKY MOUNTAIN SPLIT BURNT



1. This diagram only shows one stacking option per size. You may show either side of your front log and you may move the twigs around to your liking.
2. The longest log is the front log and the second longest log is the back log.
3. For all sizes and styles, follow front and back log placement on pages 6 and 7.
4. Your set will include 4 - 10 of the twigs shown below (*depending on your system size, twig amount and selection are subject to change without notice).
5. Expect your stack to look a little different than what is shown. Yours will be on your burner so will have a bit more height in places.
6. When you place a twig, make sure it is balanced and feels stable before letting go.
7. For the 24" Rocky Mountain Split Prehistoric stacking steps, see pages 6 and 7.

TWIGS FOR ALL STYLES EACH SIZE SET WILL HAVE A DIFFERENT COMBINATION OF TWIGS BELOW*



18" RMSB LOG STACK - STEP 1



Fig. B18 - Add Front & Back Logs then Twigs 3, 7, 8, 6

21" RMSB LOG STACK - STEP 1



Fig. B21a - Add Front & Back Logs then Twigs 3, 4, 6

21" RMSB LOG STACK - STEP 2



Fig. B21b - Add Twigs 7, 8

30" RMSB LOG STACK - STEP 1



Fig. B30a - Add Front & Back Logs then twigs 1, 2, 3, 6

30" RMSB LOG STACK - STEP 2



Fig. B30b - Add Twigs 8, 7, 9

30" RMSB LOG STACK - FRONT LOG FLIPPED



Fig. B30c - Turn Front Log Around, then STEPS 1 & 2

36" RMSB LOG STACK - STEP 1

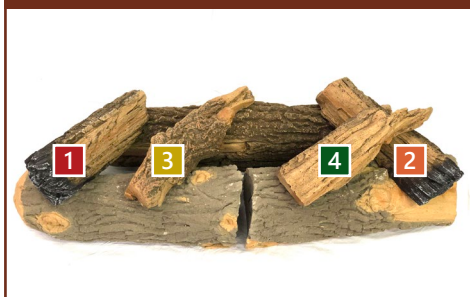


Fig. B36a - Add Front & Back Logs then twigs 1, 2, 3, 4

36" RMSB LOG STACK - STEP 2

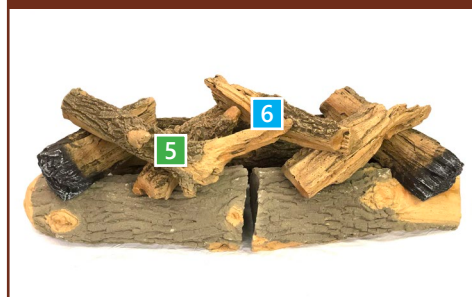


Fig. B36b - Add Twigs 6, 5

36" RMSB LOG STACK - STEP 3



Fig. B36c - Add Twigs 7, 8

LOG STACKING – ROCKY MOUNTAIN SPLIT PREHISTORIC



1. This diagram only shows one stacking option per size. You may show either side of your front log and you may move the twigs around to your liking.
2. The longest log is the 2 piece front log with burnt edges (when placed together, it is the longest log) and the second longest log is the back log.
3. For all sizes and styles, follow front and back log placement on pages 6 and 7.
4. Your set will include 4 - 10 of the twigs shown on pg. 8 (*depending on your system size, twig amount and selection are subject to change without notice)
5. Expect your stack to look a little different than what is shown. Yours will be on your burner so will have a bit more height in places.
6. When you place a twig, make sure it is balanced and feels stable before letting go.

SEE TWIG SELECTION ON PAGE 8

18" RMSP LOG STACK - STEP 1



Fig. P18 - Add Front & Back Logs then Twigs 3, 7, 6, 8

21" RMSP LOG STACK - STEP 1

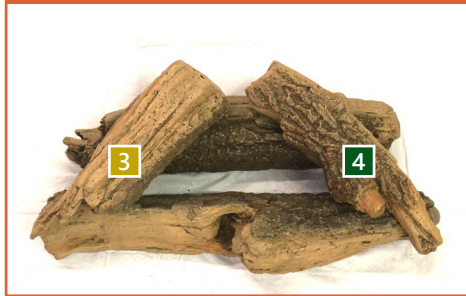


Fig. P21a - Add Front & Back Logs then Twigs 3, 4

21" RMSP LOG STACK - STEP 2



Fig. P21b - Add Twigs 6, 7, 8

24" RMSP LOG STACK - STEP 1



Fig. P24a - Add Front & Back Logs then twigs 1, 2

24" RMSP LOG STACK - STEP 2

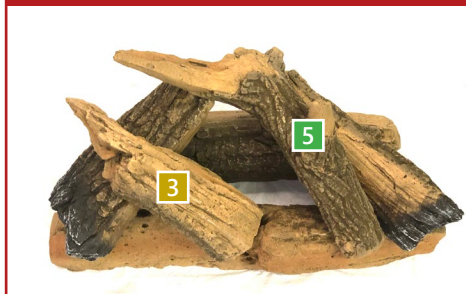


Fig. P24b - Add Twigs 3, 5

24" RMSP LOG STACK - STEP 3



Fig. P24c - Add Twigs 7, 8

30" RMSP LOG STACK - STEP 1



Fig. P30a - Add Front & Back Logs then twigs 1, 2, 3, 4

30" RMSP LOG STACK - STEP 2



Fig. P30b - Add Twigs 5, 6, 9

30" RMSP LOG STACK - STEP 3



Fig. P30c - Add Twigs 7, 8

36" RMSP LOG STACK - STEP 1



Fig. P36a - Add Front & Back Logs then twigs 1, 2, 3, 4

36" RMSP LOG STACK - STEP 2



Fig. P36b - Add Twigs 5, 6, 8

36" RMSP LOG STACK - STEP 3



Fig. P36c - Add Twigs 7, 9, 10



SAFETY INSTRUCTIONS BEFORE LIGHTING

- ▶ This manual does not include all valves. If you have a valve not listed in this manual, contact your dealer or EIKLOR FLAMES® to request valve details.
- ▶ If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.
- ▶ Use only your hand to PUSH IN and turn gas control knob; never use a tool. If gas control knob will not PUSH IN and turn by hand, do not try to repair it; call a licensed plumber, licensed gas fitter or in some localities a qualified service technician. Forced or attempted repair may result in a fire or explosion.
- ▶ Before lighting the pilot, smell for gas around the gas log system and next to the floor, as gas can be heavier than air.

▶ What to do if you smell gas:

- A. Do not try to light the gas log system or any other appliance.
- B. Do not touch electrical switches or the telephone, call your gas supplier and follow the gas supplier's instructions.
- C. From your neighbors' telephone, call your gas supplier and follow the gas supplier's instructions.
- D. If you cannot reach your gas supplier, call the fire department.

SAFETY PILOT VALVE

1. MAKE SURE FIREPLACE DAMPER IS FULLY OPEN
2. Keep glass doors open during operation and have fireplace screen closed during operation
3. NOTE: If the pilot light is too low or too high (noisy), your installer can adjust it. Pilot light adjustment screws are shown on Fig. 13 and 16 (GREEN). Safety Pilot Valve Option 2 (Fig. 14) has a cover screw (PINK) that needs to be removed before adjustment screw can be seen. Be careful not to remove gasket from Cover Screw (Fig. 15 (ORANGE)). Before adjusting the pilot, loosen the adjustment screw with 2 half turns. This helps to prevent stripping the screw. Then tighten/loosen as needed. Make sure pilot light is still hitting thermocouple (TC) and burner lights normally after adjustment.
4. Safety Pilot Valve Lighting (for Natural Gas or Liquid Propane)
 - A. Fig. 13 or 14 - PUSH IN gas control knob and turn it clockwise to 'OFF' (6 o'clock). Wait five minutes to clear out any gas. If you smell gas, see "What to do if you smell gas:" section on pg. 10
 - B. Fig. 12 - Locate pilot on side of the burner where valve is mounted. When you are on STEP C, this is where you will light
 - C. PUSH IN gas control knob and turn it counterclockwise to 'PILOT' (3 o'clock) and with keeping gas control knob PUSHED IN, immediately light pilot with a long 12" match or lighter gun
 - D. After pilot is lit, continue to HOLD IN gas control knob for approx. one minute to bleed air from gas supply line
 - E. RELEASE gas control knob and pilot should remain lit. If gas control knob does not PUSH OUT when released, stop, shut off gas and call your service tech/gas supplier. If pilot will not stay lit after several attempts, PUSH IN gas control knob and turn it clockwise to 'OFF' (6 o'clock) and call your service tech/gas supplier
 - F. After pilot is lit, you may operate your burner by PUSHING IN gas control knob and turning it counterclockwise to 'ON' (12 o'clock)
5. TO TURN THE BURNER OFF BUT LEAVE THE PILOT LIGHT ON, turn the gas control knob clockwise to 'PILOT' (3 o'clock)
6. TO TURN BOTH THE BURNER AND PILOT LIGHT OFF, PUSH IN gas control knob and turn it clockwise to 'OFF' (6 o'clock)



Fig. 12 - Pilot Assembly - TC

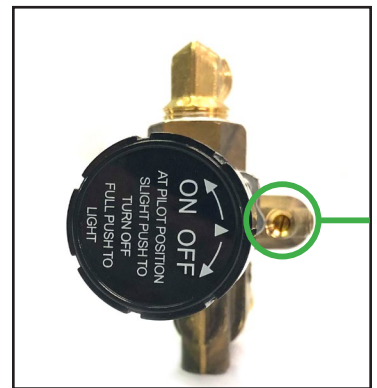


Fig. 13 - SPV Option 1 with Adj. Screw (in 3 o'clock 'PILOT' position)

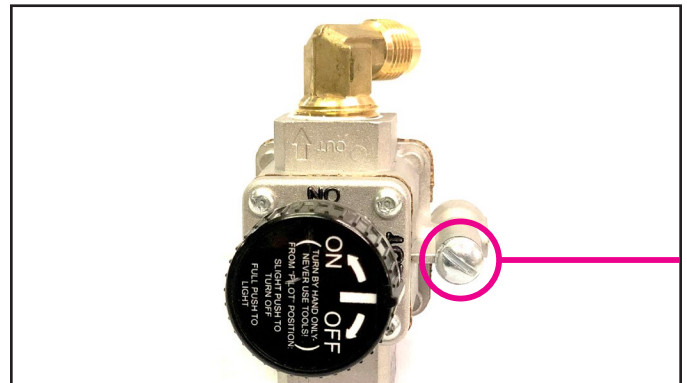


Fig. 14 - SPV Option 2 (in 3 o'clock 'PILOT' position) with Cover Screw

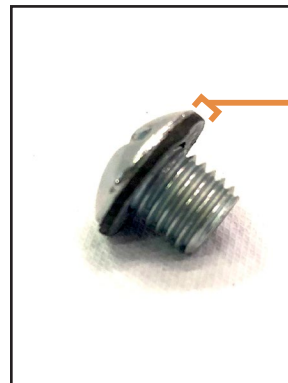


Fig. 15 - Cover Screw & Gasket

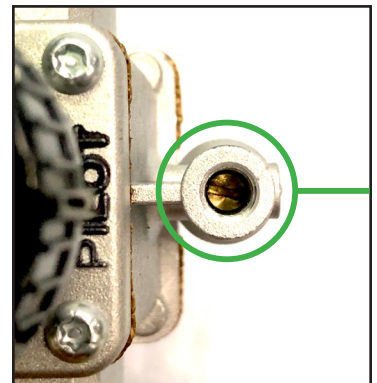


Fig. 16 - SPV Option 2 Adjustment Screw



MILLIVOLT ON/OFF VALVE

1. MAKE SURE FIREPLACE DAMPER IS FULLY OPEN
2. Keep glass doors open during operation and have fireplace screen closed during operation
3. Receiver box must be outside of the fireplace during use
4. NOTE: If the pilot light is too low or too high (noisy), your installer can adjust it. Pilot light adjustment screws are shown on Fig. 19 and 22 (GREEN). Millivolt High Output (Fig. 20) has a cover screw (PINK) that needs to be removed before adjustment screw can be seen. Be careful not to remove gasket from Cover Screw (Fig. 21 (ORANGE)). Make sure pilot light is still hitting thermopile (TP) and burner lights normally after adjustment.
5. See Fig. 19 and 20 for Millivolt wiring details. (BLUE) is to Pilot Assembly and (PURPLE DASHED LINE) is to Wall Switch/Remote Receiver (Fig. 18). You may have to splice wires for this step. Make sure connections are snug. If needed, you can jump (PURPLE DASHED LINE) terminals to test burner with a paper clip.
6. Millivolt Valve Lighting (for Natural Gas or Liquid Propane)
 - A. Fig. 19 or 20 - PUSH IN gas control knob and turn it clockwise to 'OFF' (9 o'clock). Wait five minutes to clear out any gas. If you smell gas, see **"What to do if you smell gas:"** section on pg. 10
 - B. Fig. 17 - Locate pilot on side of the burner where valve is mounted. When you are on STEP C, this is where you will light
 - C. PUSH IN gas control knob and turn it counterclockwise to 'PILOT' (9 o'clock) and with keeping gas control knob PUSHED IN, immediately light pilot with a long 12" match or lighter gun
 - D. After pilot is lit, continue to HOLD IN gas control knob for approx. one minute to bleed air from gas supply line
 - E. RELEASE gas control knob and pilot should remain lit. If gas control knob does not PUSH OUT when released, stop, shut off gas and call your service tech/gas supplier. If pilot will not stay lit after several attempts, PUSH IN gas control knob and turn it clockwise to 'OFF' (9 o'clock) and call your service tech/gas supplier
 - F. After pilot is lit, before you may operate your burner, you must PUSH IN gas control knob and turn it counterclockwise to 'ON' (9 o'clock). After the knob is in the 'ON' position, you can operate your burner with either wall switch, remote or receiver box.
7. TO TURN THE BURNER OFF BUT LEAVE THE PILOT LIGHT ON, use remote, receiver, wall switch, etc. **STRONG SUGGESTION:** If you will be away from the home and want to keep the pilot 'ON' but keep the burner from being able to be turned 'ON' via wall switch, remote or receiver box, then turn the gas control knob clockwise to 'PILOT' (9 o'clock)
8. TO TURN BOTH THE BURNER AND PILOT LIGHT OFF,
 - A. PUSH IN gas control knob and turn it clockwise to 'OFF' (9 o'clock)
9. For remote/receiver issues, see troubleshooting pg. 13 and 14



Fig. 17 - Pilot Assembly - TP



Fig. 18 - On/Off Receiver/Trans

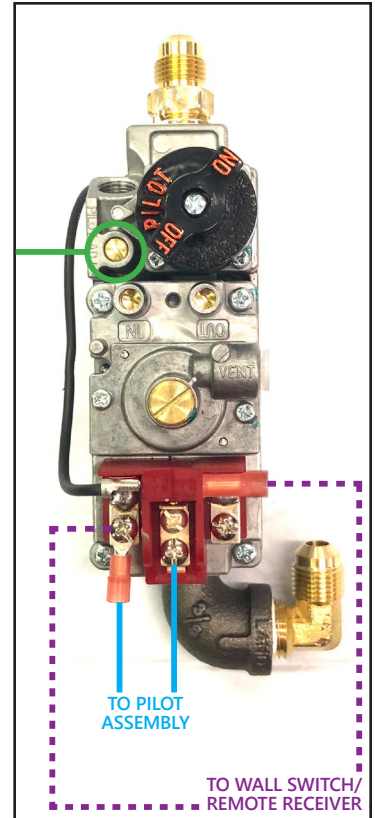


Fig. 19 - Millivolt Valve with Adj. Screw

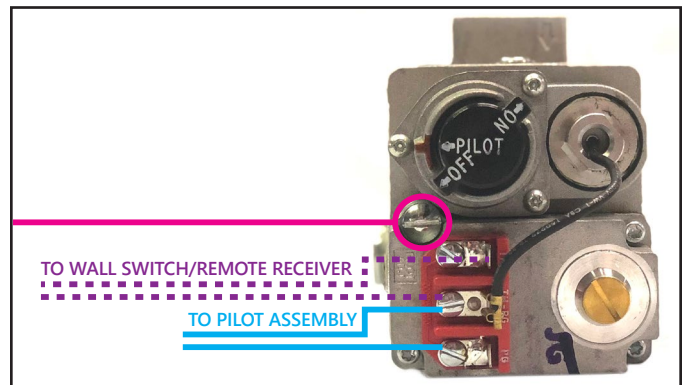


Fig. 20 - Millivolt Valve - High Output with Cover Screw

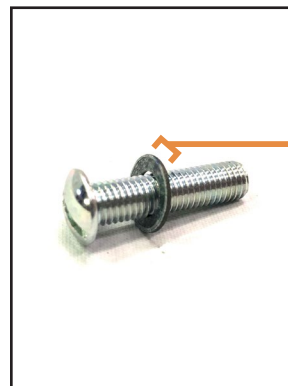


Fig. 21 - Cover Screw & Gasket

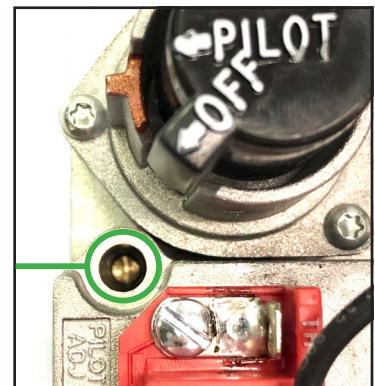


Fig. 22 - Millivolt Valve HO with Adj. Screw

LIGHTING INSTRUCTIONS – REMOTE VARIABLE & MANUAL/KEY

REMOTE CONTROL VARIABLE VALVE

1. MAKE SURE FIREPLACE DAMPER IS FULLY OPEN
2. Keep glass doors open during operation and have fireplace screen closed during operation
3. Receiver box must be outside of the fireplace during use
4. NOTE: If the pilot light is too low or too high (noisy), your installer can adjust it. Pilot light adjustment screw is shown on Fig. 25
- (GREEN). Make sure pilot light is still hitting thermocouple (TC) and burner lights normally after adjustment.
5. See Fig. 25 for receiver wiring location (PURPLE). The prongs are two different sizes so don't force the small wire end onto the bigger prong. If you need to remove them, do not pinch them closed.
6. Remote Control Variable Lighting (for Natural Gas or Liquid Propane)
 - A. Fig. 25 - PUSH IN **top** gas control knob and turn it clockwise to 'OFF' (12 o'clock). Wait five minutes to clear out any gas. If you smell gas, see **"What to do if you smell gas:"** section on pg. 10
 - B. Fig. 25 - PUSH IN **bottom** knob and turn it clockwise to 'OFF' (3ish o'clock). This knob is controlled by your handheld remote. You want to make sure it is 'OFF' before lighting the pilot so the burner doesn't come on as soon as your pilot light is on.
 - C. Fig. 23 - Locate pilot on side of the burner where valve is mounted. When you are on STEP D, this is where you will light
 - D. PUSH IN **top** gas control knob and turn it counterclockwise to 'PILOT' (9ish o'clock) and with keeping gas control knob PUSHED IN, immediately light pilot with a long 12" match or lighter gun
 - E. After pilot is lit, continue to HOLD IN **top** gas control knob for approx. one minute to bleed air from gas supply line
 - F. RELEASE **top** gas control knob and pilot should remain lit. If **top** gas control knob does not PUSH OUT when released, stop, shut off gas and call your service tech/gas supplier. If pilot will not stay lit after several attempts, PUSH IN **top** gas control knob and turn it clockwise to 'OFF' (12 o'clock) and call your service tech/gas supplier
 - G. After pilot is lit, before you may operate your burner, you must PUSH IN **top** gas control knob and turn it counterclockwise to 'ON' (6 o'clock). After the knob is in the 'ON' position, you can operate your burner with remote, receiver box or **bottom** knob.
7. TO TURN THE BURNER OFF BUT LEAVE THE PILOT LIGHT ON, use remote, receiver or **bottom** knob. **STRONG SUGGESTION:** If you will be away from the home and want to keep the pilot 'ON' but keep the burner from being able to be turned 'ON' via remote or receiver box or **bottom** knob, then turn the **top** gas control knob clockwise to 'PILOT' (9ish o'clock)
8. TO TURN BOTH THE BURNER AND PILOT LIGHT OFF,
 - A. Turn system 'OFF' with remote, receiver or **bottom** knob then PUSH IN **top** gas control knob and turn it clockwise to 'OFF' (12 o'clock)
9. For remote/receiver issues or for remote syncing for multiple gas log systems, see troubleshooting pg. 13 and 14



Fig. 23 - Pilot Assembly - TC



Fig. 24 - High/Low Receiver/Trans

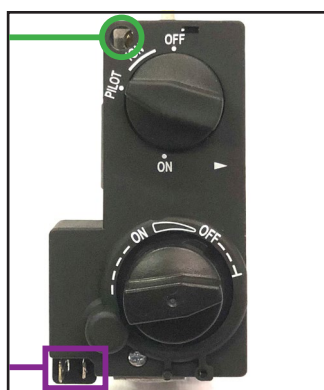


Fig. 25 - Remote Control Variable



Fig. 26 - Manual Valve Option 1

MANUAL VALVE OR KEY VALVE

1. MAKE SURE FIREPLACE DAMPER IS FULLY OPEN
2. Keep glass doors open during operation and have fireplace screen closed during operation
3. You may have a simple knob on the burner (Fig. 26), a valve on the burner with an "L" key (Fig. 27) or a key valve in the wall or floor. All of these work the same way.
4. Make sure you will be able to light your burner with one hand and simultaneously open/close whichever valve you have
5. Manual Valve or Key Valve Lighting (**for Natural Gas only, if indoors**)
 - A. Place a long match (at least 12" long) or lighter gun in length at base of front log and just above embers on side of burner that is connected to gas supply. *See pg. 4 for location (X)*
 - B. Light with one hand and with your other hand, slowly OPEN gas control valve or key and burner will light automatically
 - C. If burner does not light in 5 seconds, CLOSE gas control valve completely. Wait 5 minutes before trying again. Excess gas will dissipate in a few minutes
 - D. To turn burner off, CLOSE gas control valve or key



Fig. 27 - Manual Valve Option 2



MAINTENANCE

The 304-2 SERIES® gas log system will last a lifetime, but periodic maintenance (at least once a year) is recommended. Eiklor Flames® authorized dealers are always available to help with maintaining your system. They will clean and adjust your burner and gas control valve and make sure that everything is working properly. They will clean your logs; heavy soot build-up on your logs should be removed, but a light soot build-up is desired for a realistic appearance. Soot can be removed with a small dry paint brush or vacuum cleaner; do not vacuum the embers or lava rock.

Can you clean it yourself? Yes, you can if you have the proper training! Safety is of prime concern, so we recommend that you call your Eiklor Flames® authorized dealer for proper maintenance. If an Eiklor Flames® authorized dealer is unavailable, call us directly at 888-295-5647 and we will promptly answer your call.

SAFETY TESTED & APPROVED

The 304-2 SERIES® gas log system is safety tested and approved by CSA International

CUSTOMER SERVICE

Eiklor Flames® is committed to customer service and exceeding customer expectations. We are available Monday-Friday 9AM-4PM EST toll-free at 888-295-5647 to provide technical assistance and answer any questions you may have regarding our products.

THANK YOU!

Please accept our thanks for choosing the Eiklor Flames® Ultimate 5® gas log system. We will continue to do everything possible to merit the confidence you have in our products.



PROBLEM	REASON	SOLUTION/CAUSE
REMOTE WILL NOT WORK	Needs new batteries	► Take batteries out of receiver AND remote. Put batteries in receiver FIRST, then back into remote. Hold 'OFF/LOW' button down for 5 seconds
	Not synced (or batteries were put in incorrectly)	► See above SOLUTION. And make sure batteries are in completely
	Child-Proof is on ("Child-Proof" on LCD)	► Take off remote battery back off and flip C-P switch or press 'OFF/LOW' in this sequence: Long, Short, Short, Long, Short (Long is pressing for more than 1.5 seconds, short is less than 0.5 seconds)
	Fatal drop on the ground	► Replace remote (typically sold with receiver box as a kit)
	Receiver box switch is not in 'REMOTE' position (ON/OFF REMOTES ONLY)	► Switch to 'REMOTE' on receiver
REMOTE TURNING ON WRONG FIREPLACE	Multiple remotes on same frequency	► Take batteries out of ALL receivers AND remotes. Start at 1 fireplace, put batteries in receiver, change frequency by switching a few of the tiny numbered switches above battery compartment on remote. Put batteries into remote. Hold 'OFF/LOW' button down for 5 seconds
REMOTE STUCK ON C° OR F°	Needs to be switched	► Take batteries out of receiver AND remote. Put batteries in receiver FIRST, then into remote. Temp on LCD should either be blinking now or after you hold the 'OFF/LOW' button down for 5 seconds. When it is blinking, tap 'ON/HIGH' button to switch to F° or C°. Tap "OFF/LOW" button to lock it in

TROUBLESHOOTING CONTINUED



PROBLEM	REASON	SOLUTION/CAUSE
PILOT WILL NOT LIGHT	Air in gas supply line	▶ Bleed gas supply line
	Pilot hood blocked	▶ Check for debris or dirt ▶ Clean pilot
	Low gas pressure	▶ Make sure manual gas control valve is in the ON position ▶ Check gas line for size and blockage
	Dirty pilot	▶ Pilot should be blue and hitting the thermocouple properly ▶ Clean pilot
PILOT WILL NOT STAY LIT	Pilot hood not aimed at thermocouple	▶ Pilot hood bent; replace pilot or angle pilot hood properly so pilot flame hits thermocouple 1/2" below tip of thermocouple. Don't pinch hood
	Pilot line bent	▶ Replace pilot line
	Thermocouple is loose	▶ Tighten thermocouple nut at gas control valve
	Thermocouple cracked or worn out	▶ Replace thermocouple
	Pilot light too low	▶ Adjust pilot light (see valve pages 10-12)
	Excessive down draft	▶ Install open-style chimney cap for fully vented gas logs/wood burning ▶ Outside chimney too close to other peaks ▶ Check chimney flue for proper height ▶ Poorly designed chimney
BURNER GOES OUT	FOR REMOTE: Timer switch set to 'ON'	▶ Switch timer switch to 'OFF' on back of receiver box
	FOR REMOTE: Receiver box overheated	▶ Always keep receiver box outside of fireplace during use
	Low gas pressure; pilot fades	▶ Make sure manual gas control valve is in the 'ON' position ▶ Dirty pilot ▶ Gas line sized improperly
	Thermocouple is loose	▶ Tighten thermocouple nut at gas control valve
	Thermocouple worn out	▶ Replace thermocouple
EXCESSIVE SOOT ON LOGS	Blocked air shutter (LP only)	▶ Make sure air shutter isn't blocked or clogged
	Improper log placement	▶ Check that there is a minimum of 1.5" space between front spokes and front log and that twigs are not touching front spokes
	Lack of embers	▶ Cover all burner tubes with embers (do not pack them tight, cover lightly)
	Damper isn't FULLY open	▶ Make sure damper is FULLY open when operating system
SOOT SPILLING INTO ROOM <i>DO NOT use system until soot issue is corrected! This is dangerous and must be handled before future use.</i>	Damper isn't FULLY open	▶ Make sure damper is FULLY open when operating system
	Chimney issue	▶ Flue too small, check state/local codes for woodburning fireplaces ▶ Fireplace opening height exceeds front width measurement ▶ Obstruction in chimney (birds nest, old creosote build-up from past wood burning) ▶ Chimney structural issue (correct according to codes/install draft inducer) ▶ Chimney "cold block" due to weather ▶ Improper chimney cap (must be open-style cap or removed completely) ▶ Weather causing down draft ▶ Negative room pressure caused by kitchen exhaust fans, ceiling fans, etc. (install a draft inducer)
	Burner installed too close to front of fireplace	▶ Move burner towards back wall (must be placed underneath open flue)
	Burner size is too large for fireplace size	▶ Call dealer/Eiklor Flames AFTER getting your FP measurements from pg. 4

WARRANTY



LIFETIME WARRANTY

Our 30+ years of success is the result of exceeding customer expectations and as we look ahead, this principle remains at the core of our culture. Our continued strong performance is achieved by our manufacturing excellence.

You have a lifetime warranty with our products, our continuing commitment to our customers.

If you should accidentally break a log or any issue you may have with your 304-2 SERIES® gas log system, please call your Eiklor Flames® authorized dealer, and if your dealer is unavailable call us directly at 888-295-5647 and we will promptly answer your call. Logs have a LIFETIME WARRANTY against breakage; however, the customer is responsible for shipping costs only if the product has been used.

It is important for you to register your 304-2 SERIES® gas log system with us, so please complete the warranty card attached to the back of this owner's manual and send it to us via mail, fax or email.

1. Your indoor burner has a lifetime warranty against any performance defects, if using the burn time 4 hours on/1 hour off (OUTDOOR BURNER MUST HAVE BEEN ORDERED FULLY STAINLESS STEEL TO BE UNDER LIFETIME WARRANTY)
2. Your logs have a lifetime warranty against breakage, expect breakage due to mishandling or negligence. If over 1 year, customer pays shipping only
3. Systems in commercial settings are under warranty for 1 year only (due to extended burn times and exposure to public)
4. All painted surfaces, burner, logs, embers and lava rock that get wet due to rain, flooding, household pets, wild animals or birds; or that get damaged due to negligence or disaster have no warranty
5. If your 304-2 SERIES® gas log system was purchased with a gas control valve installed at Eiklor Flames®, the gas control valve has a one-year warranty against any performance defects. If your 304-2 SERIES® gas log system was purchased with a gas control valve not installed at Eiklor Flames®, the gas control valve has no warranty
6. Only outdoor control valves that are under the one-year warranty are Safety Pilot Valves and Manual/Key Valves



EIKLOR FLAMES®

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Fax: 812.723.5708

Website: www.eiklorflames.com

E-Mail: trisha.eiklor@eiklorflames.com

We hope you enjoy our product! Please mail/email/fax this page to us and feel free to send photos of your fireplace so we can see how your installer did!

- THE EIKLORS

YOUR INFORMATION

Name:

City, State:

Phone Number:

System Size:

System Type: Front-View or See-Thru

Log Style: Rocky Mountain Split Prehistoric or Rocky Mountain Split Burnt or OTHER:

Control Valve Type: Manual or Key or Safety Pilot

Remote Control Variable or Millivolt On/Off or OTHER:

Control Valve Installed at EIKLOR FLAMES: Yes or No

Gas Type: Natural Gas or Liquid Propane

Comments:

PURCHASE INFORMATION

Date of Purchase:

Name of Dealer:

City, State:

Phone Number:

INSTALLER INFORMATION

Date of Installation:

Name of Installer:

City, State:

Phone Number:



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