

## 21. ROUTINE MAINTENANCE

### CLEANING THE EXTERIOR CAST IRON OR SOAPSTONE

The metal and soapstone exterior of the Franklin Gas Fireplace may be cleaned with a damp cloth. Any scratches on the soapstone surface may be removed with a medium steel wool followed by a 00 steel wool. If you polish the surface of the soapstone, remove the dust with a soft bristled vacuum cleaner rather than a damp cloth.



Illustration 21.1 *When the burner is clean and the Fireplace is operating properly, the flame pattern will look approximately like the drawing above.*

### CHECK THE PILOT FLAME AND GAS LOG FLAMES PERIODICALLY

The gas log flame pattern should resemble the pattern in illustration 21.1. The pilot flame has three jets. One should hit the thermopile, one should hit the thermocouple (shown in illustration 21.2), and the middle should burn just above the Burner Pan surface.

### CLEANING THE GLASS

Do not clean the glass when it is hot. Always allow it to cool to room temperature.

It will be necessary to clean the ceramic glass occasionally. It is normal for condensation to form on the inside of the glass during a cold start-up. Sometimes dust or lint clings to the condensation. Residue from the initial paint curing inside the firebox can also leave a residue on the inside of the glass.

We recommend that you clean the glass after the first couple weeks of use. After the initial cleaning, the inside of the glass should require cleaning no more than once or twice a year.

To clean the glass, use a mild glass cleaner and a soft cloth. Do not use abrasive cleaners. Lift the front casting up, and pull the bottom of the casting out from the Fireplace. Remove the glass front by rotating the four spring loaded clips that hold the frame in place.

**WARNING: Do not strike the glass front. Do not remove the protective screen. Do not operate the Franklin Gas Fireplace with the glass front removed, cracked, or broken. Replacement of the glass front should be done by a licensed or qualified person. Do not use substitute materials when replacing the front glass and frame assembly.**

Use **ONLY** the correct Woodstock Soapstone Company part #G-80 Pyroceram Ceramic Glass/Frame Assembly.

**If the ceramic front glass becomes cracked or damaged, follow the instructions below to remove the frame and damaged glass. Never operate the stove with broken glass.**

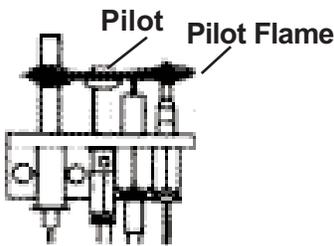


Illustration 21.2 *Pilot Burner Assembly*

## **INSTRUCTIONS TO CLEAN REMOVE OR REPLACE GLASS FRONT:**

The glass front on the Franklin Gas Stove consists of a fully gasketed piece of ceramic glass, fastened with RTV Silicone adhesive to a steel frame. If glass needs cleaning, use regular glass cleaner or vinegar, for stubborn film, a ceramic glass cleaner can be used. Do not use abrasive cleaners. Never clean the glass when the glass is hot.

To replace the glass front and frame:

- (1) Remove the front casting. Lift up under the two sets of stars on the front casting, and swing the bottom out. (See illustration 9.1.)
- (2) Pull and twist 4 spring-loaded clips to release pressure on glass frame. Use needle nose pliers to reach the side clips. (See illustration 9.3.)
- (3) Lift frame and glass out of Glass Window Retainer.
- (4) Insert new or replacement frame and glass into Glass Window retainer. The Glass Frame will line up with the edge of the Firebox Frame. Keep the edges properly aligned to achieve the best seal.
- (5) Pull and twist 4 spring-loaded clips to clamp glass frame in place. This will compress the gasketing all the way around the glass, making a tight seal between the glass front and the firebox.
- (6) Replace front casting. Slide two top tabs up under the top frame, and then swing the bottom in behind the arched retaining rail.

## **CLEANING THE INSIDE OF THE FIREBOX**

The firebox should be cleaned annually. Follow these steps:

1. Turn off gas supply.
2. Remove glass front (see above).
3. Lift out log set and brush it using a soft bristle brush. The log set is fragile, so treat it gently. Inspect log set for any black carbon build-up and remove it. We recommend using a soft-bristled brush rather than a vacuum cleaner to remove dust or lint from the log set.
4. Vacuum the inside of the firebox thoroughly.
5. Check that all gas ports are clear.
6. If glass needs cleaning, use regular glass cleaner or, for stubborn film, oven cleaner. Do not use abrasive cleaners. Never clean the glass when the glass is hot.
7. Replace log set and glass.

## 22. ANNUAL INSPECTION

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The Fireside Franklin Gas Stove and venting system should be inspected before use, *and at least annually by a qualified field service person* to ensure that the flow of combustion and ventilation air is not obstructed, the venting components are in good condition, and that the appliance is working properly.

The technician should inspect and ensure that the lighting of the main burner occurs within 4 seconds of the main gas valve opening. Visual inspection should match that outlined on page 30.

The technician should also check all gas tubes, connections, pipes and other components for leaks.

#### **Annual Burner and Pilot Inspection and Cleaning**

A qualified service technician should clean the burner and pilot annually. In order to properly clean the burner and pilot assembly, you will have to turn off the gas supply to the appliance, and remove the front casting, the glass front, and the log set to expose the burner and pilot assembly.

Clean all foreign materials from the top of the burner and from the pilot assembly with a soft brush or vacuum cleaner. Remove any dust or lint. Check to be sure the burner and burner orifice are clean. If the pilot orifice becomes plugged, disassembly may be required. Inspect for and remove any black carbon buildup in the fire box and logset.

The technician should check to be sure that the flame safety system works, and that the safety shutoff occurs within 30 seconds of flame failure.

#### **Annual Vent System Inspection**

During the annual servicing, a qualified technician should inspect the vent pipe to be sure that both the inside exhaust channel and the outside air intake channel are clean and free of obstructions. All parts should be checked for wear, corrosion, or deterioration. At the end of inspection, the venting components should be reassembled and re-sealed according the the Simpson Dura-Vent instructions.

#### **Annual Pressure Relief Lid Inspection**

Visually inspect that the two pressure relief lids shown in illustration 10.2, pg 15, are properly seated. Physically push upward on the pressure relief lid found at the top of the firebox to insure that it can move freely. Make sure it reseats properly when you release it.

#### **Glass Cleaning**

Clean the glass window with a suitable fireplace glass cleaner. Abrasive cleaners must not be used. Be careful not to scratch the glass when cleaning.

23. TROUBLESHOOTING – OWNER

These are troubleshooting problems you could check before calling a technician. If these do not work, you must call in a qualified gas technician

PROBLEM	SOLUTION
<ul style="list-style-type: none"> <li>Pilot will not ignite despite repeated pressing of ignitor button and with control valve depressed. Wait five minutes for gas to dissipate, then do the following before retrying</li> </ul>	<ol style="list-style-type: none"> <li>Recheck that control valve is set at “PILOT”</li> <li>Make certain that gas is turned on</li> <li>If you are using propane, make sure tank is not empty</li> <li>Look for any loose or disconnected wires on ignitor</li> <li>The ignitor spark may be checked visually. It should be visible thru the logset on the right side in front of the small, partial log.</li> </ol>
<ul style="list-style-type: none"> <li>Pilot will not stay lit when first trying to light it</li> </ul>	<ol style="list-style-type: none"> <li>Gas control knob not held down long enough for thermocouple to heat up to keep pilot gas valve turned on</li> <li>Pilot gas knob not fully depressed</li> </ol>
<ul style="list-style-type: none"> <li>Burner refuses to light, pilot is working</li> </ul>	<ol style="list-style-type: none"> <li>On/Off Rocker switch is “OFF”. Turn to “ON”</li> <li>Control valve left in “PILOT” position, turn to “ON”</li> <li>Remote Receiver* switch is turned “OFF”</li> <li>If Remote Receiver* is on “REMOTE”:               <ol style="list-style-type: none"> <li>Thermostat setting is lower than room temperature. Raise temperature setting?</li> <li>Replace batteries in both the receiver box and transmitter if needed. After replacing batteries, proceed with the “LEARN” function to establish communication between the receiver and transmitter.</li> <li>The Remote unit is not working. Switch Remote Receiver from “REMOTE” to “ON” . If burner turns on, either Remote Transmitter or Remote Receiver is not working. Replace batteries, first in the Remote Transmitter. If that does not work, replace the battery in the Remote Receiver. If that does not work, call Woodstock Soapstone for repair or replacement.</li> </ol> </li> </ol>
<ul style="list-style-type: none"> <li>Burner flame too low</li> </ul>	<ol style="list-style-type: none"> <li>“HI-LO” adjustment knob set at “LO”</li> </ol>
<ul style="list-style-type: none"> <li>Glass has white residue on inside</li> </ul>	<ol style="list-style-type: none"> <li>Usual causes are contaminants in the combustion air. Contaminants (called aldehydes) could be from garden fertilizers or sprays, paint, any dust that is combustible.</li> </ol>

\*Optional Equipment

<b>PROBLEM</b>	<b>SOLUTION</b>
<ul style="list-style-type: none"> <li>• Glass has white residue on inside <i>(continued)</i></li> </ul>	<ol style="list-style-type: none"> <li>2. Contaminants from paints or sealants used in manufacturing the Fireplace or normal impurities in Gas.</li> </ol>
<ul style="list-style-type: none"> <li>• Glass has brown residue inside</li> </ul>	<ol style="list-style-type: none"> <li>1. Over long periods of time (months), this may occur if you are burning LP gas because it has more impurities than natural gas. You will need to clean the glass more often.</li> <li>2. This can result rapidly if the flame is not properly adjusted or there are other conditions that generate soot. Adjustments should be made by a service technician.</li> </ol>
<ul style="list-style-type: none"> <li>• Pungent odor</li> </ul>	<ol style="list-style-type: none"> <li>1. Check to be sure pressure relief doors on top of the firebox and heat exchanger are seated properly.</li> <li>2. Partial burning of aldehydes (See “Glass has white residue...” immediately above).</li> <li>3. This condition means that carbon monoxide is present.</li> <li>4. Call gas technician to check gas connection and installation.</li> </ol> <p>Note: During the first few days of operation, there will be an odor generated by the curing process. This is normal and will abate.</p>
<ul style="list-style-type: none"> <li>• Soot accumulating up on walls or furniture</li> </ul>	<ol style="list-style-type: none"> <li>1. Your gas Fireplace and venting system are sealed so that it is virtually impossible for soot to come from them. The most common source for this complaint turns out to be from burning candles.</li> <li>2. If you do not ever burn candles or do not have other open flames, check for the presence of soot in your Fireplace's firebox. If there is, look for a gasket leak around the glass or where the vent pipe exits the Fireplace. If there is a leak, there would likely be soot evident in the area of the leak.</li> </ol>
<ul style="list-style-type: none"> <li>• If you have a Carbon Monoxide (CO) sensor alarm, and it sounds</li> </ul>	<ol style="list-style-type: none"> <li>1. Incomplete or interrupted combustion of aldehydes               <ol style="list-style-type: none"> <li>a. Ventilate room until aldehydes are all burned off, that is, until the pungent odor is gone.</li> <li>b. A gas technician should check gas connection and installation.</li> </ol> </li> </ol>

24. WARRANTY

Your Woodstock Soapstone Gas Fireplace has been carefully tested and inspected prior to shipment to you. We take pride in every Fireplace we build but our greatest satisfaction comes from our customers' continued happiness with their Woodstock Soapstone Stoves. In addition to this limited warranty, you have our assurance that we will be here to assist you in the installation, operation and maintenance of your Woodstock Soapstone Stove for the life of the Fireplace. Our customer service team is always happy to answer your questions.

Should you discover a defect, please call us for instruction about return and replacement of the defective part. We will replace free of cost any part that is defective in material or workmanship for one year from date of shipment.

We further warrant that each Fireplace is exactly as we have represented it. If you are not completely satisfied with the appearance, quality or performance of your Fireplace, you may return it within 6 months from the shipment date.

If your Fireplace is shipped by common carrier, it is insured against damage in transit. We will repair or replace any Fireplace damaged in transit. Please inspect your Fireplace carefully on receipt and report any damage to us within three days of receipt.

This Warranty does not cover damage caused by abuse or neglect or if your Fireplace was installed or used contrary to the instructions in your owner's manual.

Woodstock Soapstone Company employees have no authority to offer any warranty or remedy that varies from those covered here. This Warranty is not transferable.

Woodstock Soapstone Company will not be liable for incidental and consequential damages. (This may not apply to you if you live in a state that does not allow the exclusion of incidental and consequential damages).

This warranty gives you specific legal rights. You may have other rights which vary from state to state.

This limited warranty is in strict accordance with the Moss-Magnuson Warranty Act.