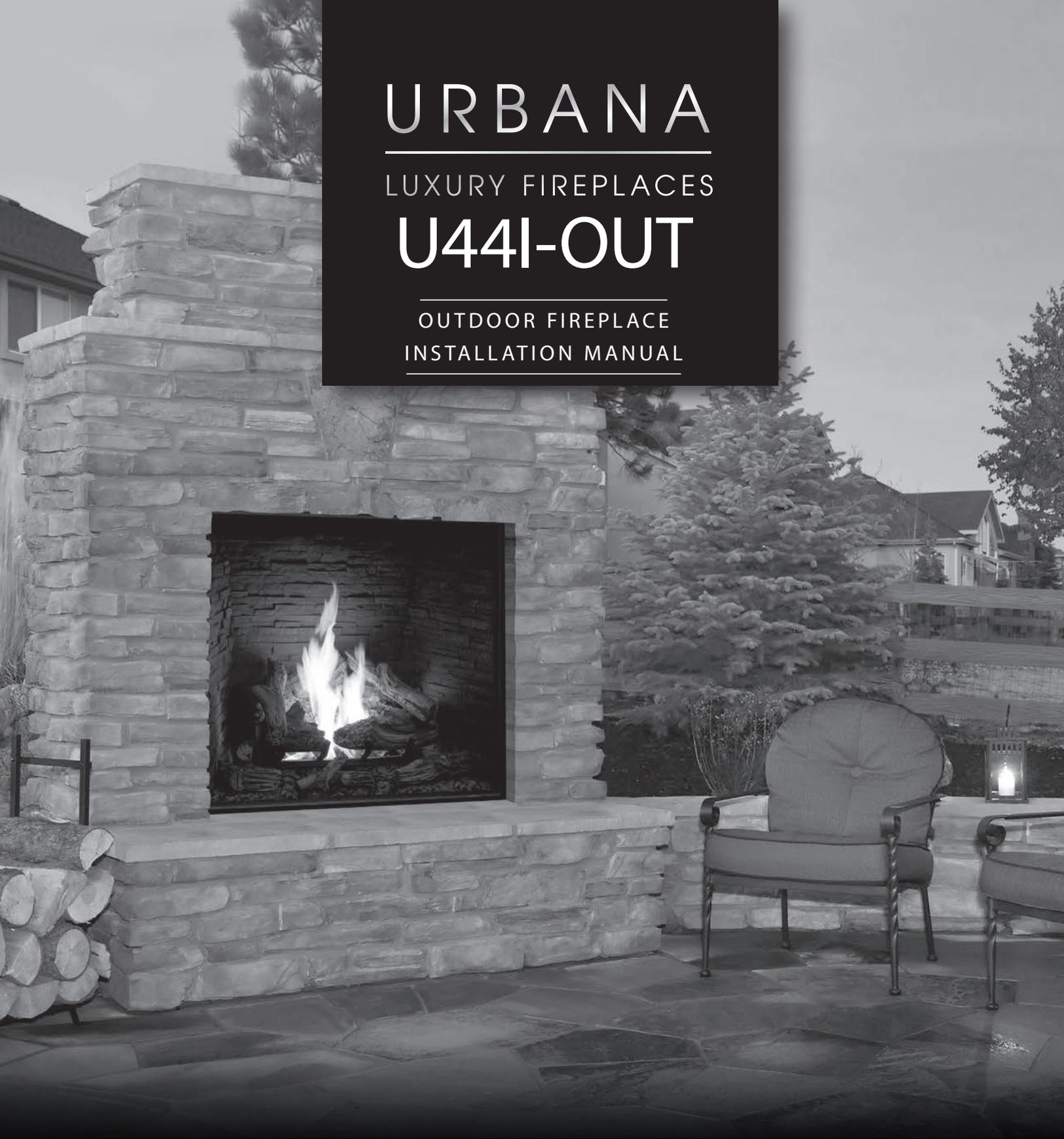


# URBANA

LUXURY FIREPLACES

## U44I-OUT

OUTDOOR FIREPLACE  
INSTALLATION MANUAL



Intertek  
C#4001609

**WARNING:** If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury or loss of life. Installation and service must be performed by a qualified installer, service agency or the gas supplier.

CERTIFIED TO: ANSI Z21.97 / CSA 2.41 OUTDOOR DECORATIVE GAS APPLIANCES  
CSA 2.17 GAS FIRED APPLIANCES FOR HIGH ALTITUDES

C-16792

# SAFETY PRECAUTIONS



**DANGER:**

**FIRE OR EXPLOSION HAZARD**

If you smell gas:

- **Shut off gas to the appliance**
- **Extinguish any open flame**
- **If odor continues, leave the area immediately.**
- **After leaving the area, call your gas supplier or fire department.**

**Failure to follow these instructions could result in fire or explosion, which could cause property damage, personal injury, or death.**



**WARNING: FOR OUTDOOR USE ONLY.**

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

**INSTALLER: Leave this manual with the appliance.**  
**CONSUMER: Retain this manual for future reference.**



**DANGER**

## CARBON MONOXIDE HAZARD

This appliance can produce carbon monoxide which has no odor.

Using it in an enclosed space can kill you.

Never use this appliance in an enclosed space such as a camper, tent, car or home.



**WARNING: If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury or loss of life.**

# SAFETY PRECAUTIONS

FOR SAFE INSTALLATION AND OPERATION OF YOUR  
"Urbana" Appliance, PLEASE CAREFULLY READ THE FOLLOWING  
INFORMATION:

- All Urbana gas-fired appliances must be installed in accordance with their instructions. Carefully read all the instructions in this manual first. Consult the building authority having jurisdiction to determine the need for a permit prior to commencing the installation.
- Failure to follow these instructions may also void your fire insurance and/or warranty.

- **Installation and repair should be done by a qualified service person. The appliance should be inspected before the first use and, at least, annually by a qualified service person. More frequent cleaning may be required as necessary. It is imperative the control compartments, burners and circulating air passageways of the appliance be kept clean.**
- **Children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burn or clothing ignition. Young children should be carefully supervised when in the area of the appliance.**
- **Any guard, barrier, or other protective device removed for servicing the appliance shall be replaced prior to operating the appliance.**
- **Clothing or other flammable materials should not be hung from the appliance or placed on or near the appliance.**

- This appliance is certified for outdoor use only and must not be used or installed indoors.

## FOR YOUR SAFETY

- Always keep the area around these appliances clear of combustible material, gasoline and other flammable liquids and vapours.

**WARNING:** Failure to position the parts in accordance with the diagrams in this booklet, or failure to use only parts specifically approved with this appliance, may result in property damage or personal injury.

- Never use solid fuels such as wood, paper, cardboard, coal, or any flammable liquids, etc., in this appliance.
- Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system or any gas control which has been under water.
- Toddlers, young children and others may be susceptible to accidental contact burns. To restrict access to the appliance install an adjustable safety gate to keep toddlers, young children and other at risk individuals away from hot surfaces.

**IMPORTANT NOTICE (Regarding first fire up):** When the unit is turned on for the first time, it should be turned onto high for the first 4 hours. This will cure the paint, logs and other products used in the manufacturing process. The unit will start to smoke and can irritate some people.

- This appliance must not be operated in temperatures below freezing (0°C / 32°F). Allow the temperature of the appliance to warm up above freezing prior to operation.

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# CODES AND APPROVALS

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**In the USA:** The appliance may be installed at higher altitudes. Please refer to your American Gas Association guidelines which state: the sea level rated input of Gas Designed Appliances installed at elevations above 2000 (610 m) feet is to be reduced 4% for each 1000 feet (305 m) above sea level. Refer also to local authorities or codes which have jurisdiction in your area regarding the de-rate guidelines.

**In Canada:** When the appliance is installed at elevations above 4500 feet (1372 m), the certified high altitude rating shall be reduced at the rate of 4% for each additional 1000 feet (305 m).

- This appliance has been tested by INTERTEK and found to comply with the established OUTDOOR DECORATIVE GAS APPLIANCE standards in CANADA and the USA as follows:

## **OUTDOOR DECORATIVE GAS APPLIANCE (U44I-OUT; NATURAL GAS, PROPANE GAS)**

CERTIFIED TO: ANSI Z21.97 / CSA 2.41 OUTDOOR DECORATIVE GAS APPLIANCES

CSA 2.17 GAS FIRED APPLIANCES FOR HIGH ALTITUDES

### **This Urbana U44I-OUT Outdoor Decorative Appliance:**

- Is not a source of heat.
- Is not permitted for use with a thermostat or other automatic means of cycling the burner.
- Has been certified for use with either natural gas or propane (see rating label).
- Is not for use with solid fuels.
- **Is not for use with glass doors or glass barriers.**
- Is not for use with venting.
- This installation must conform to local codes or, in the absence of local codes, with the National Fuel Gas Code, ANSI Z223.1 / NFPA 54; National Fuel Gas Code; Natural Gas and Propane Installation Code, CSA B149.1; or Propane Storage and Handling Code, CSA B149.2, as applicable;
  - To prevent injury, do not allow anyone who is unfamiliar with the stove to operate it.
- This installation must be electrically grounded in accordance with local codes, or in the absence of local codes, with the National Electrical Code, ANSI/NFPA 70; or the Canadian Electrical Code, CSA C22.1, if applicable;



# SPECIFICATIONS

## DIMENSIONS:

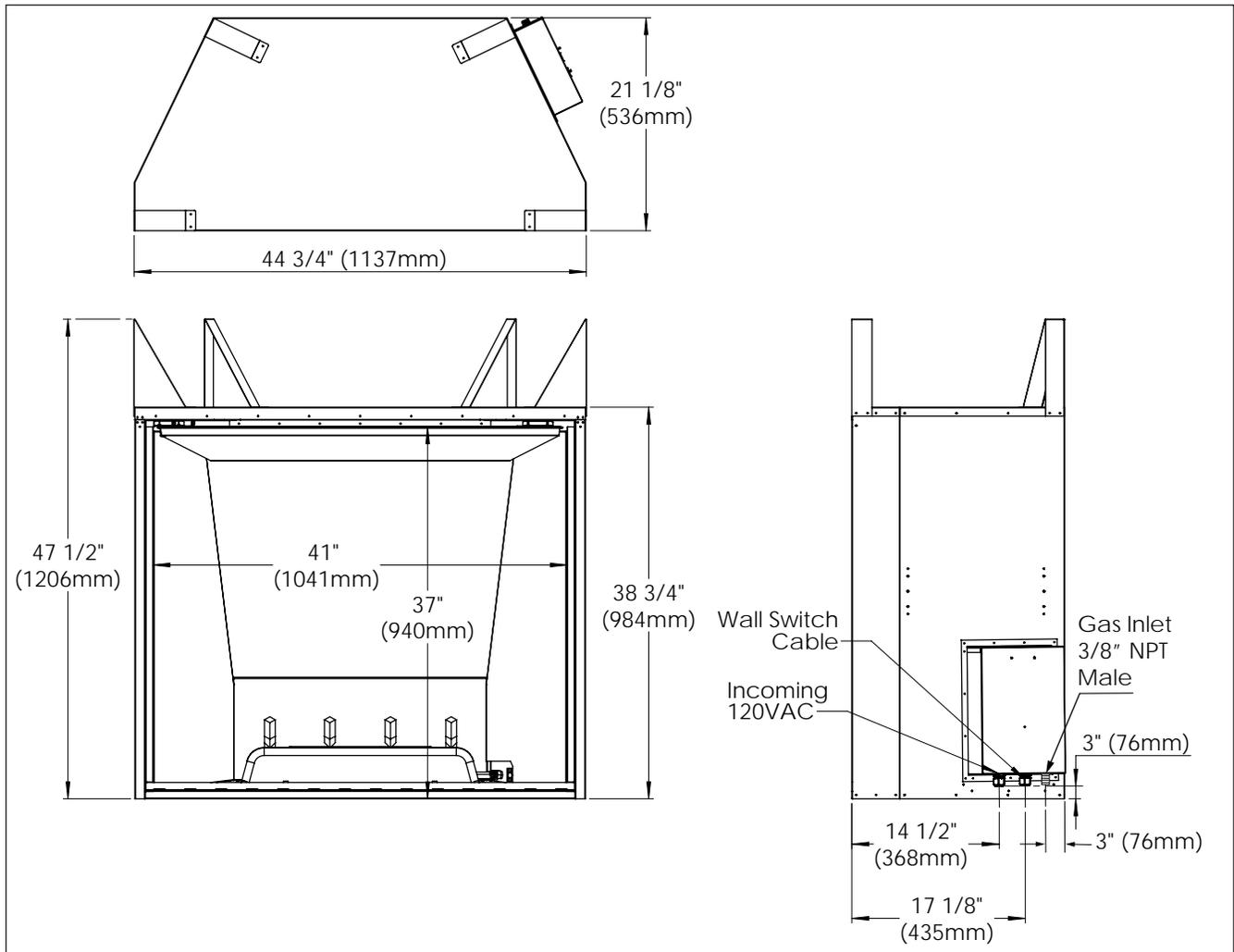


Figure 1: U44I-OUT Unit Dimensions

## RATING LABEL LOCATION:

The rating label is attached to a length of wire and is never to be tampered with or removed. All important information for your fireplace is on this label as well as the model specific serial number which you will need for warranty information. The rating label is located underneath the lava rock media on the left side of the firebox.

## LIGHTING INSTRUCTIONS:

The lighting instructions for the fireplace are located on the back of the battery holder stowed inside the wall switch box.

**WARNING:** IF YOU DO NOT FOLLOW THESE INSTRUCTIONS EXACTLY, A FIRE OR EXPLOSION MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL INJURY OR LOSS OF LIFE.

This appliance is equipped with an ignition device which automatically lights the pilot and main burner. **DO NOT** try to light the pilot or burner by hand.

**TURN ON:** To turn on the fireplace push the switch lever up into the ON position.

**TURN OFF:** To turn off the fireplace push the switch lever down into the OFF position. 5 minutes must elapse prior to turning the fireplace back on.

C-16791

Figure 2: Lighting Instruction Label

# OPERATING INSTRUCTIONS

**For Your Safety, Read Safety Precautions And Lighting Instructions Before Operating**

## WALL SWITCH & BATTERY BACKUP:

Included with the fireplace is a weatherproof wall switch and battery backup housing. This wall switch comes pre-wired to a 14 foot length of 5-wire cable that can be mounted externally in a convenient location for fireplace operation. The 5-wire cable connects directly to the fireplace's control board (see wiring diagram section). The battery holder takes 4 x AA batteries (supplied).

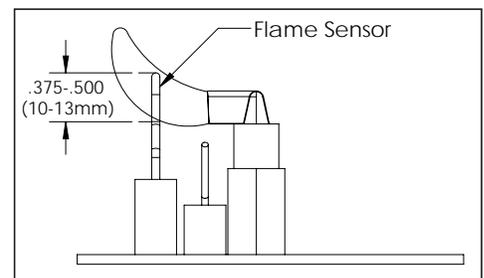


**Figure 3: Wall Switch**

## PILOT LIGHT:

The pilot flow adjustment is set to maximum at the factory and should not need to be adjusted. The pilot flame should cover  $\frac{3}{8}$ " to  $\frac{1}{2}$ " (10 to 13mm) of the flame sensor (see Figure 4). However, should the need arise, turn the adjustment screw to alter the pilot gas flow.

Note: If the pilot requires adjustment it should be done prior to completing the installation of the appliance. The valve is only accessible through the firebox access panel.



**Figure 4: Pilot Light**

## ROUTINE MAINTENANCE:

Run through the following procedures to ensure the system is clean and working properly at least once a year. Check the burner to see if all the ports are clear and clean. Check the pilot to make sure it is not blocked by anything. The pilot flame should be blue with little or no yellow tips.

**WARNING:** Failure to position parts in accordance with this manual, or failure to use only parts specifically approved with this appliance may result in property damage or personal injury.

## CLEANING THE FIREBOX (RECOMMENDED ANNUALLY):

Carefully remove the logs, they are fragile. Gently remove all the media and place on a paper towel. Vacuum the bottom of the firebox thoroughly. Carefully clean any dust off the logs and remove any lint from the burner and pilot. At this time, inspect the burner tube for cracking or severe warping. If a problem is suspected, contact the dealer. Check the logs for deterioration. Re-install the logs as shown in the SECONDARY INSTALLATION - LOG SET INSTALLATION section. If new/more media is required, contact your nearest Urbana dealer.

## CLEANING DECORATIVE SURFACES:

Painted and porcelain faces should be wiped with a damp cloth periodically. Never clean the face when it is hot. Do not use other cleaners as they may leave a residue, which can become permanently etched into the surface.

# MAINTENANCE AND SERVICE

The burner will need to be removed for maintenance and fuel conversion. Follow the procedure carefully.

**Proceed only when the unit has completely cooled down.**

## BURNER ASSEMBLY REMOVAL:

1. Remove log set and lava rock media.
2. Remove the venturi cover box from the rear of the firebox by lifting it up & off the two mount screws.
3. Remove the Log Grate & wind deflector glass by removing the two (2) T-20 screws at the rear of the grate and loosening the two screws holding the log grate clamps in place near the front of the grate (see Figure 6).
4. Remove the two (2) T-20 screws securing the orifice mount clamp onto the burner (see Figure 7).
5. Remove the four (4) T-20 screws securing the burner to the firebox (see Figure 8). The burner can now be fully removed.

To re-install the burner, follow the steps above in reverse. When placing the burner back in the firebox, be sure not to move the air shutter. **Do not over tighten the burner screws or they might strip; just get them snug.**

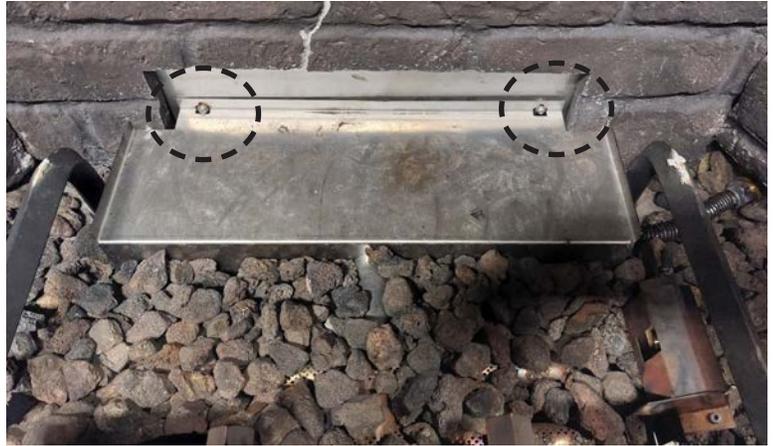


Figure 5: Venturi Cover Box Removal

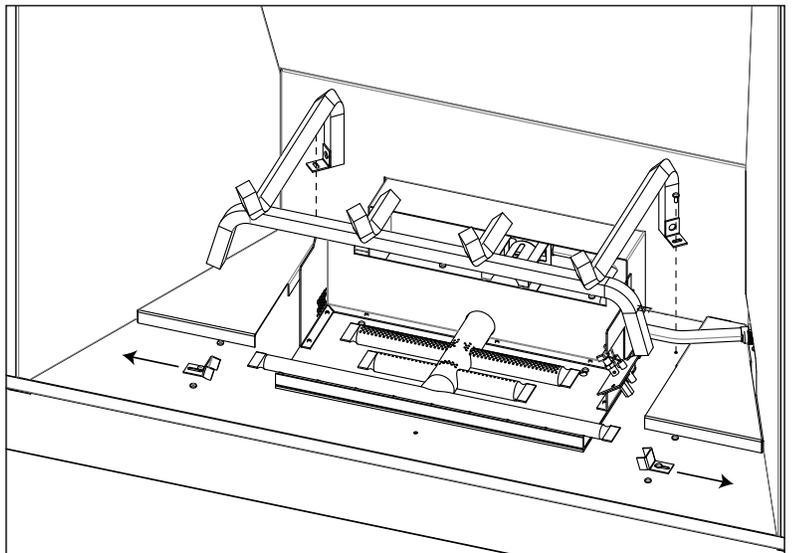


Figure 6: Log Grate Removal

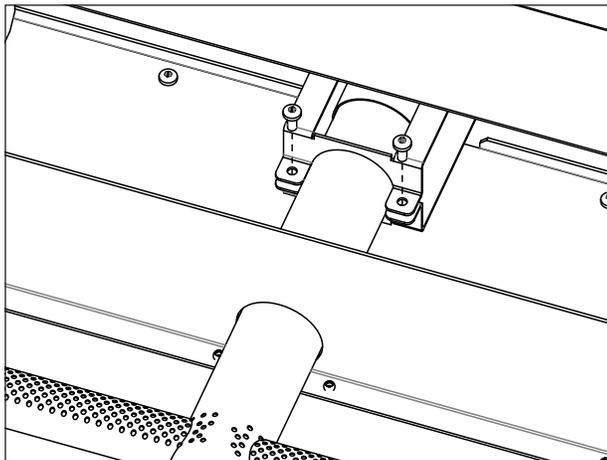


Figure 7: Orifice Clamp Screws

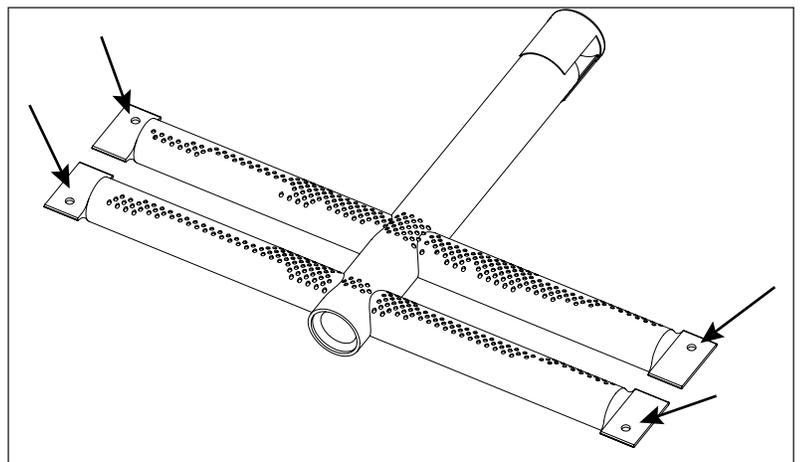


Figure 8: Log Burner Mounting Screws

# MAINTENANCE AND SERVICE

## BURNER SHUTTER CAP ADJUSTMENT:

The U44I-OUT contains an adjustable shutter cap that can alter the amount of air the burner receives. This can greatly affect the quality of the burn, especially when converting the gas type for the unit. Follow these steps carefully to properly set the shutter cap:

1. Remove the burner assembly from the fireplace as instructed on the previous page.

2. At the back of the burner (where the burner connects to the burner orifice), there is a single Phillips head screw that should be loosened. This will allow for adjustment of the burner cap (see Figure 9).

3. Rotate the shutter following the guidelines below. These are general settings only and the shutter may require additional adjustment (less/more) depending on the exact setup of the appliance:

NG: 1/8 of full rotation open

LP: 3/4 of full rotation open

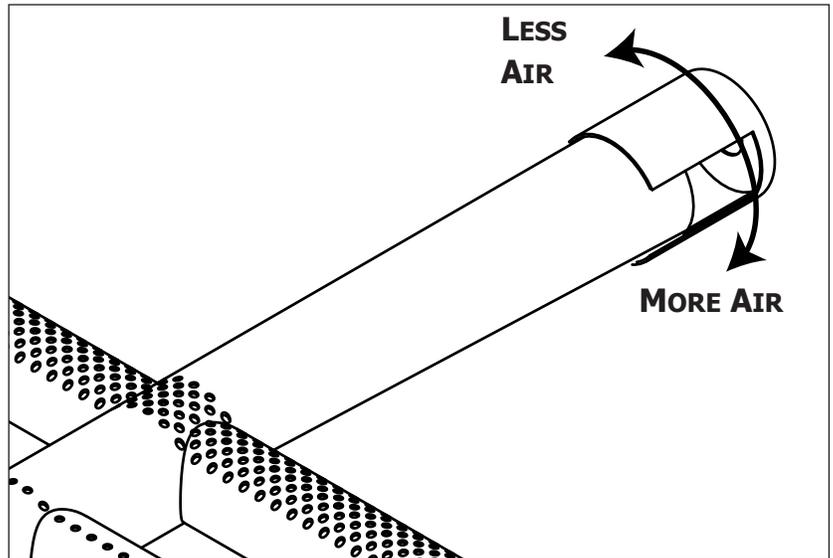


Figure 9: Shutter Cap Adjustment

## COMPONENT ACCESS:

1. The component access panel is located behind the right liner panel. Loosen the two (2) bolts on the right liner retainer using a 5/16" socket until it can be removed. See Figure 10.

2. Remove the right liner from the firebox. See Figure 11.

3. Using a T20 screwdriver remove the 12 screws from the black cover plate on the firebox side to gain access to the component and connections.

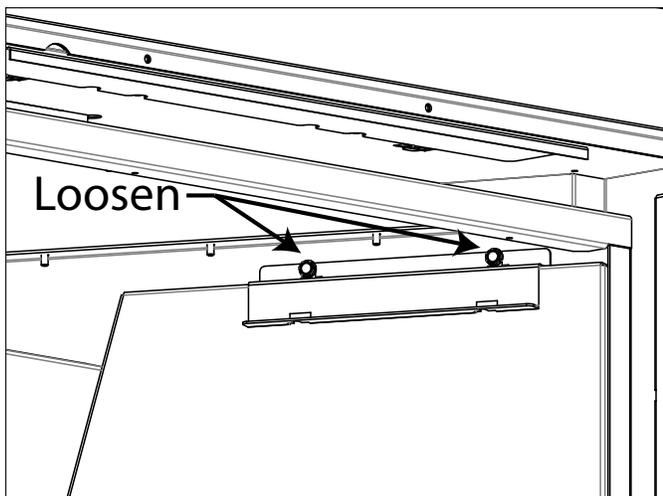


Figure 10: Liner Retainer Removal

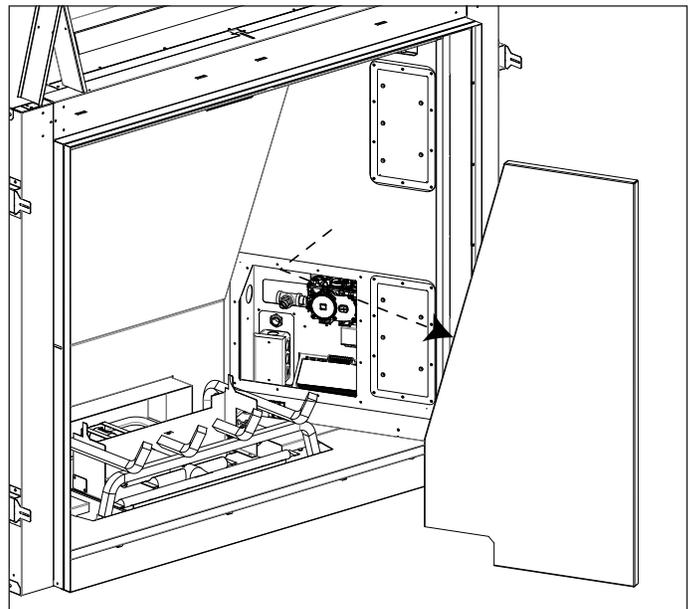


Figure 11: Right Liner Removal

# MAINTENANCE AND SERVICE

## FUEL CONVERSION:

### TO BE INSTALLED BY A QUALIFIED SERVICE AGENCY ONLY

Please read and understand these instructions before installing.

**Warning:** This conversion kit shall be installed by a qualified service agency in accordance with the manufacturer's instructions and all applicable codes and requirements of the authority having jurisdiction. If the information in these instructions is not followed exactly, a fire, explosion or production of carbon monoxide may result causing property damage, personal injury or loss of life. The qualified service agency is responsible for the proper installation of this kit. The installation is not proper or complete until the operation of the converted appliance is checked as specified in the manufacturer's instructions supplied with the kit.

#### Kit Parts List for all U44 Models:

- 1 - LP ON/OFF Plate
- 1 - Burner Orifices (LP: #36)
- 1 - Pilot Orifice (NG: 0.2) or (LP: 0.14)
- 2 - Conversion Labels [included with unit]

Carefully inspect all parts supplied with this conversion kit. If any parts have been damaged or are missing, contact your dealer, distributor or courier company to have them replaced before starting this installation.

#### CONVERSION KIT INSTALLATION:

1. **Disconnect the gas supply completely as well as any electrical power source before proceeding.**
2. Remove safety screen (if installed), log grate, and burner (see MAINTENANCE AND SERVICE section of Owner's Manual).
3. Convert the existing burner orifice with the ones provided in this kit using a 1/2 inch socket.
4. Remove the pilot shield from the pilot assembly (see Figure 13).
5. Convert the existing pilot orifice using a 7/16 inch wrench. Loosen the pilot head, rotate counter clockwise and fully remove. Remove the existing orifice and replace with the one supplied in the kit (Figure 14). Re-install the pilot head and tighten back to its original position (Figure 15).
6. Convert the gas valve:
  - a) Remove the existing NG ON/OFF plate using a T-20 screwdriver.
  - b) Remove the rubber diaphragm; do not reuse.
  - c) Install the new LP ON/OFF plate with integrated diaphragm assembly using longer hardware.

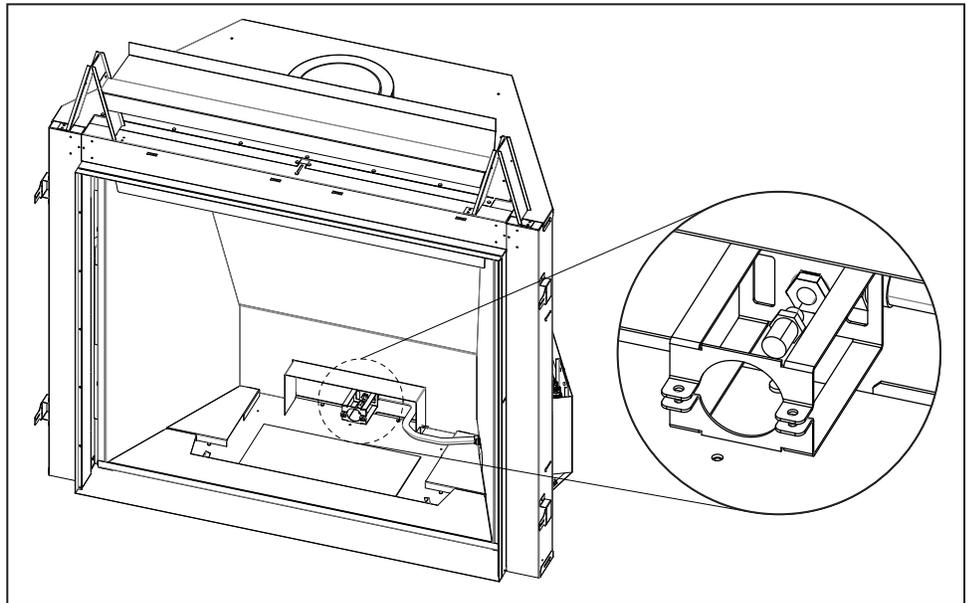


Figure 12: Orifice Location

# MAINTENANCE AND SERVICE

7. Adjust the burner shutter cap to the proper setting (see section MAINTENANCE AND SERVICE - BURNER SHUTTER CAP ADJUSTMENT on page 9).
8. Reinstall the burner, log grate, lava rock and logs (see appropriate MAINTENANCE AND SERVICE sections).
9. Purge any air from gas line and reconnect to unit.
10. Use a small brush and apply a warm soapy water solution to all gas connections. If a gas leak is present, bubbling will occur. Gas leaks can be repaired by using a gas approved pipe thread sealant. **WARNING: NEVER USE AN OPEN FLAME WHEN TESTING FOR GAS LEAKS.**

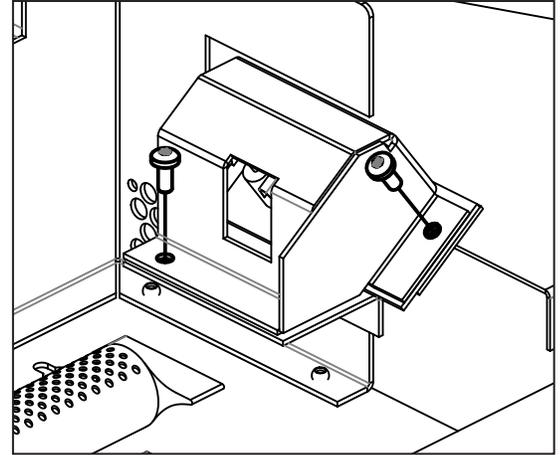


Figure 13: Pilot Shield Removal

11. Reconnect electrical power to the unit.
12. Light the pilot and recheck for leaks in the aluminum pilot line. If a leak is evident, contact your Urbana dealer for a pilot line replacement. **WARNING: DO NOT ATTEMPT TO FIX THIS LINE, IT MUST BE REPLACED IF DAMAGED.** The pilot should properly cover the thermocouple. If adjustment is necessary, turn the adjustment screw in the valve (see page 20) clockwise to decrease and counter-clockwise to increase until the correct flame is achieved.



Figure 14: Pilot Orifice

13. Start the main burner and verify full operation. Confirm the inlet and manifold gas pressures are within the acceptable range using a manometer (see INITIAL INSTALLATION - GAS LINE CONNECTION AND TESTING). If this unit has been installed at an altitude higher than 2000ft (610m) it is required to de-rate the unit accordingly.

**In the USA:** The appliance may be installed at higher altitudes. Please refer to your American Gas Association guidelines which state: the sea level rated input of Gas Designed Appliances installed at elevations above 2000 (610

m) feet is to be reduced 4% for each 1000 feet (305 m) above sea level. Refer also to local authorities or codes which have jurisdiction in your area regarding the de-rate guidelines.

**In Canada:** When the appliance is installed at elevations above 4500 feet (1372 m), the certified high altitude rating shall be reduced at the rate of 4% for each additional 1000 feet (305 m).

14. **MAKE SURE** that the conversion labels provided are installed on or close to the rating label to signify that the unit has been converted to a different fuel type.



Figure 15: Correct Pilot Position

# INITIAL INSTALLATION

## QUALIFIED INSTALLERS ONLY

### INTRODUCTION:

This section of the owner's manual is for the use of qualified technicians only. There are several installation safety guidelines that must be adhered to; please carefully read the safety precautions at the front of this manual.

### UNIT INSTALL PREPARATION:

Please review the following instructions carefully to ensure the unit is prepared properly before installation.

#### NAILING FLANGES:

There are four (4) nailing flanges (2 per side) to secure the unit to the framing, they are assembled flat from the factory (see Figure 16). Flip the nailing flanges up 180 degrees and secure in place using the T-20 screws above pre-installed in the cabinet. Bend the flanges 90 degrees making them flush with the cabinet face (see Figure 17).



Figure 16: Nailing Flange Flat



Figure 17: Nailing Flange Assembled

#### TOP STANDOFFS:

There are four (4) standoffs on top of the fireplace that are assembled flat from the factory (see Figure 18). When assembled, these standoffs create the required clearance for an enclosure made of combustible material.

1. Bend top standoffs by hand to form general shape (see Figure 18).
2. Install top standoffs into position using supplied T-20 screws (see Figure 18).

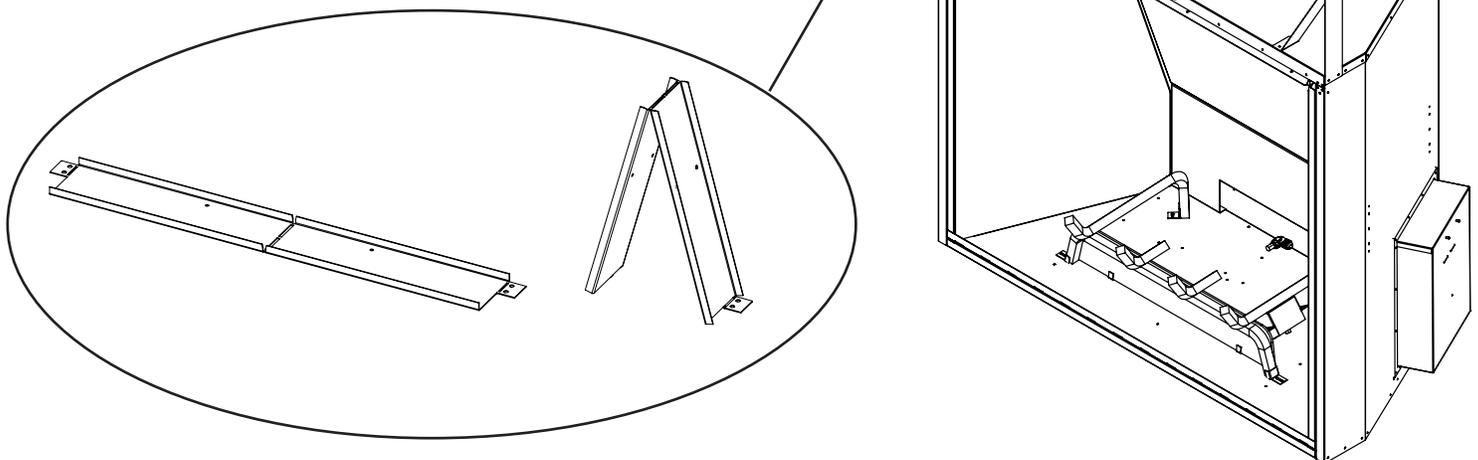


Figure 18: Top Standoffs

# INITIAL INSTALLATION

## QUALIFIED INSTALLERS ONLY

### PLACEMENT AND FRAMING:

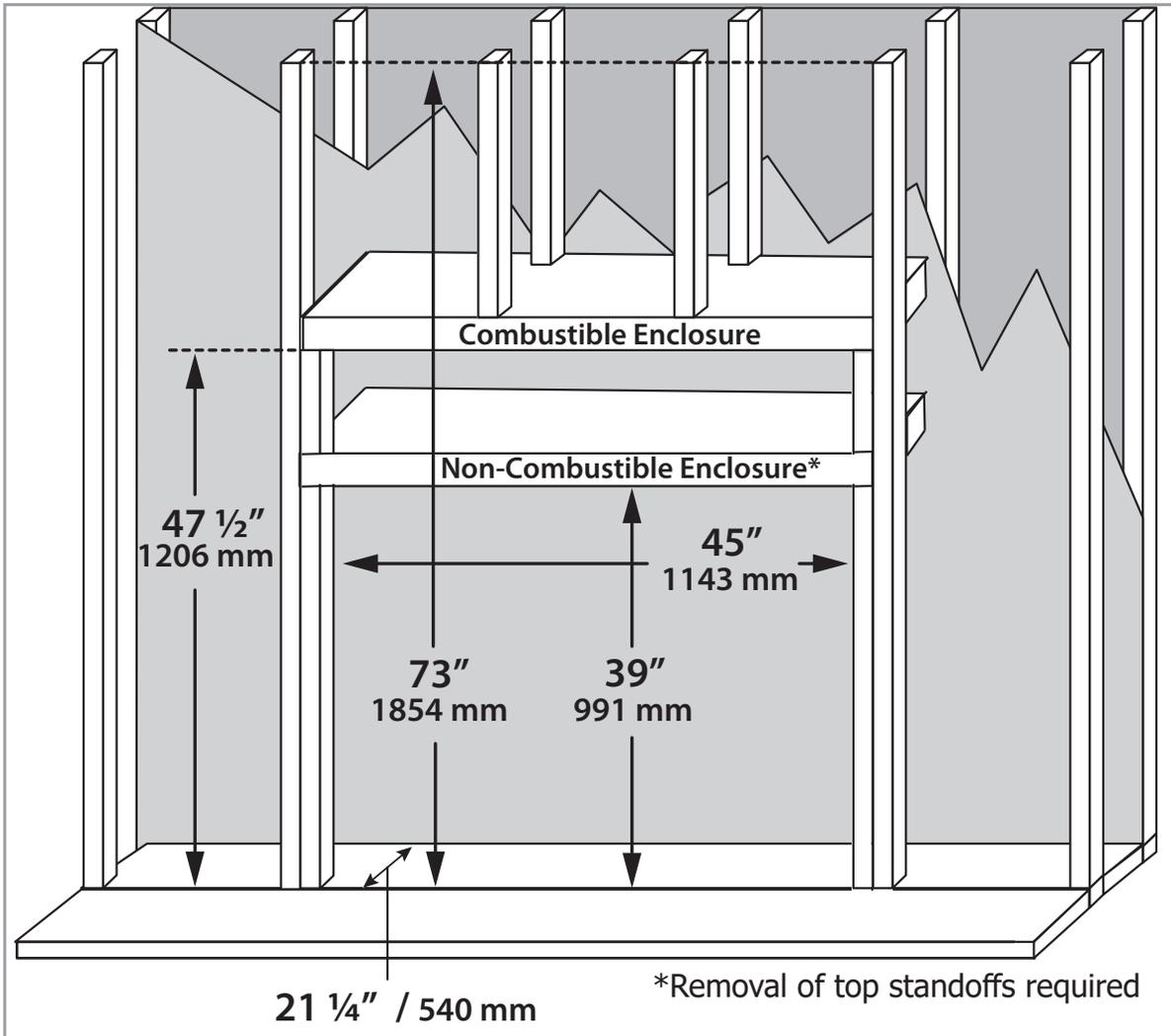


Figure 19: U44I-OUT Minimum Framing

- The location for the appliance can be raised, at floor level, or installed in a corner. There are minimum framing measurements for each situation. The appliance must be placed on a solid and level floor.
- A protective hearth is not required in front of the fireplace
- The basic rough opening should have the dimensions as shown above. The appliance must be placed on a strong and level surface.
- The fireplace cannot serve as part of the building's insulation or weatherproofing barrier. The building must be properly insulated and sealed from the outside prior to installation of the fireplace. Avoid the possibility of vapour barrier coming in direct contact with the fireplace chassis.
- If masonry is to be used, prepare the necessary foundation for the masonry load. When masonry construction is being used, a lintel must be used over top of the appliance to support the added weight. Consider the height of hearth finish material (stone, brick, etc.) if building a appliance platform. The bottom of the fireplace must be level with finished hearth.
- The gas line must be run to the right side of the appliance, there is a 3/8 NPT fitting to connect the gas line to. The electrical wiring must also be brought to the right side.

# INITIAL INSTALLATION

## QUALIFIED INSTALLERS ONLY

These are the minimum allowable framing dimensions required to safely operate the fireplace. Plan your entire installation before proceeding.

### Some considerations prior to picking a location:

- Confirm the desired location has adequate ventilation/air flow
- Avoid areas where running water or flooding could pose an issue
- Avoid areas susceptible to direct high winds. High wind will cause the flame to behave erratically and potentially cause a pilot or burner outage. This flame behaviour will also leave undesired black soot on the log set and side liner
- Any outdoor furnishings must be kept a minimum of **3ft (0.9m)** away from the front of the fireplace

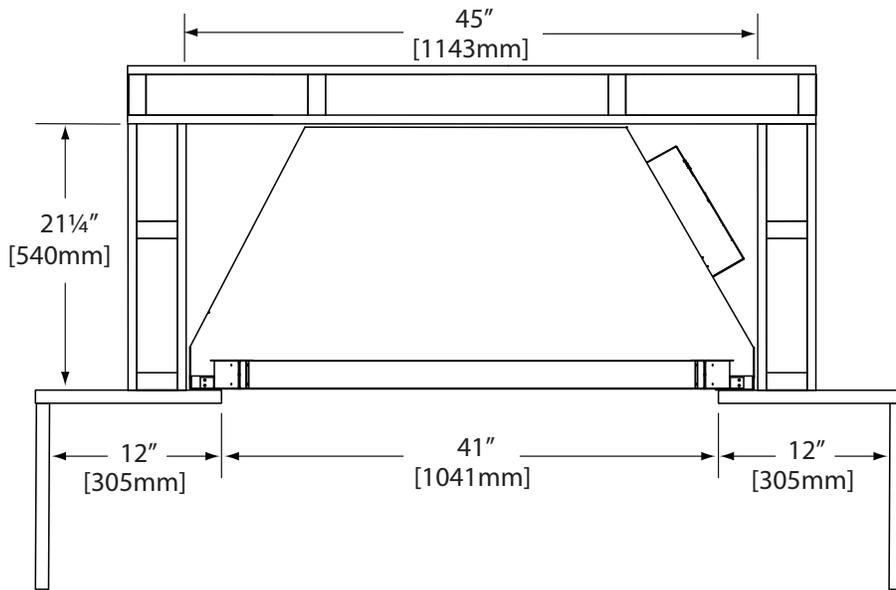


Figure 20: Square / Alcove Installation

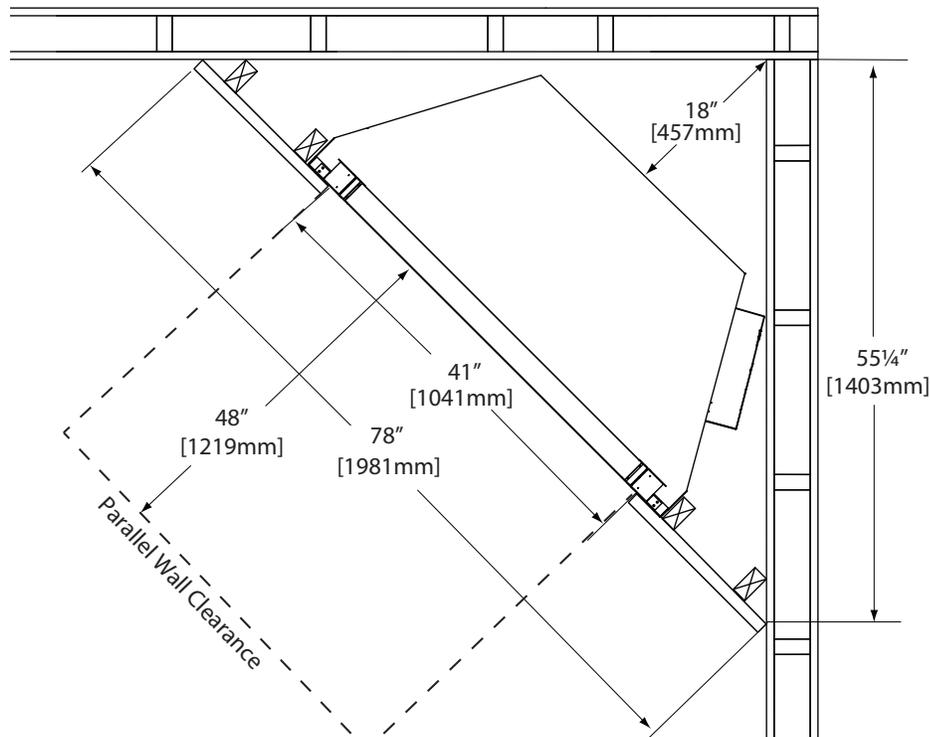


Figure 21: Corner Installation

# INITIAL INSTALLATION

## QUALIFIED INSTALLERS ONLY

### INSTALLATION RESTRICTIONS:

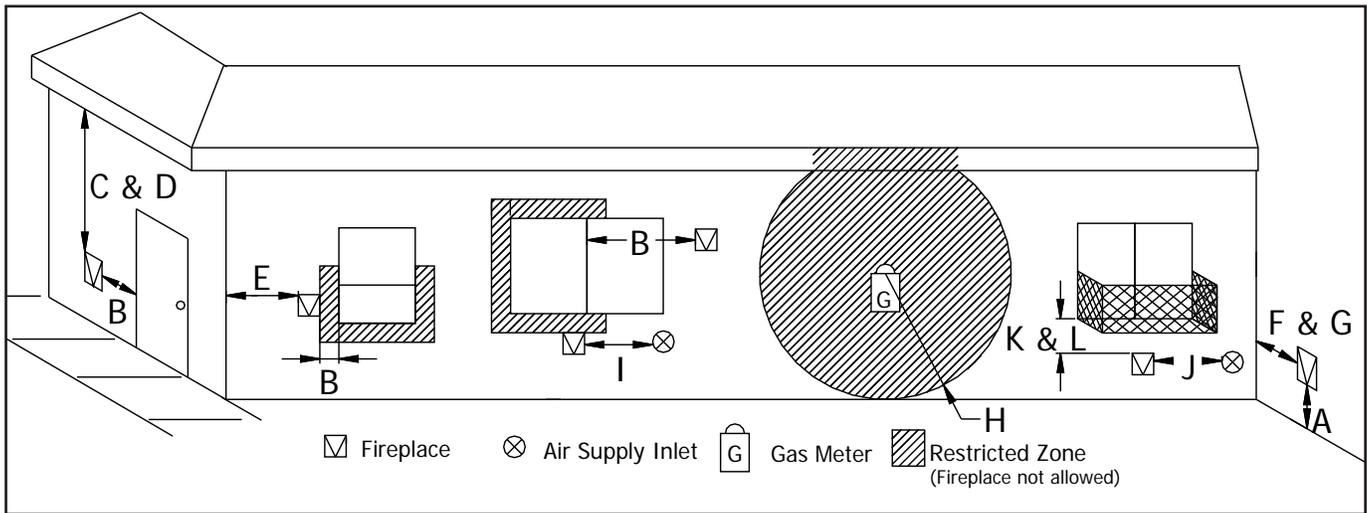


Figure 22: Fireplace Installation restrictions, refer to Table 1

Table 1: Fireplace Installation Clearances

Letter	Canadian Installation <sup>1</sup>	US Installation <sup>2</sup>	Description
A	0 (0 cm)		Clearance above grade, verandah, porch, deck, or balcony.
B	12 in (30 cm)*		Clearance from window or door.
C	36 in (91.4 cm)		Clearance to ventilated or unventilated soffit.
D	60 in (1524 cm)		Clearance to vinyl soffit
E	12 in (30 cm)		Clearance to outside corner.
F	12 in (30 cm)		Clearance to inside corner.
G	36 in (91.4 cm)		Clearance to inside corner - vinyl siding
H	3 ft (91 cm)	3 ft (91 cm)*	Radial clearance around service regulator vent outlet.
I	12 in (30 cm)*		Clearance to non-mechanical air supply inlet to building, or the combustion air inlet to any other appliance.
J	6 ft (1.83 m)	3 ft (91 cm) above if within 10 ft (3 m) horizontally	Clearance to mechanical air supply inlet.
K <sup>+</sup>	36 in (91.4 cm)		Clearance under verandah, porch, deck, or balcony.
L <sup>+</sup>	60 in (1524 cm)		Clearance under verandah, porch, deck, or balcony clad with vinyl

<sup>1</sup> In accordance with the current CSA B149.1, Natural Gas and Propane Installation Code.

<sup>2</sup> In accordance with the current ANSI Z223.1 NFPA 54, National Fuel Gas Code.

\* These numbers are only estimates.

<sup>+</sup> Permitted only if verandah, porch, deck, or balcony is fully open on a minimum of two sides beneath the floor.

**Clearances must be in accordance with local installation codes and requirements of the gas supplier.**

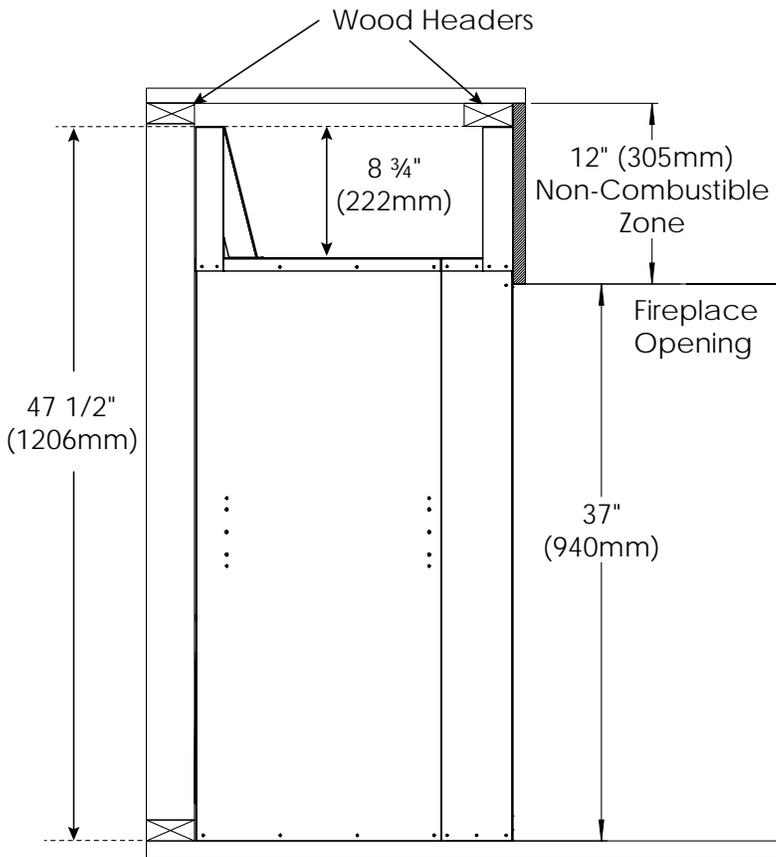
### PERMITTED LOCATIONS:

- 4 walls (1 with a permanent opening at ground level) and no overhead cover
- Overhead cover with no more than 2 sidewalls either perpendicular to each other or parallel (breezeway)
- Overhead cover with 3 sidewalls constructed with at least 30% of each wall's area open and unrestricted.

# INITIAL INSTALLATION

## QUALIFIED INSTALLERS ONLY

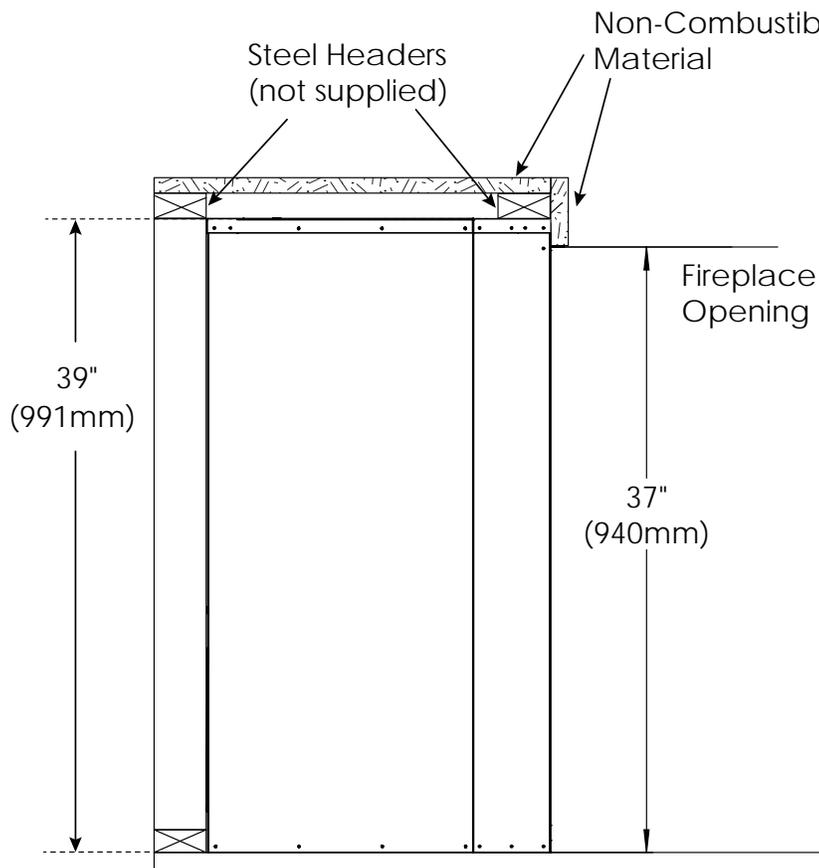
### MINIMUM ENCLOSURE CLEARANCES:



### Minimum Enclosure - Combustible Materials:

The minimum enclosure height required when using combustible materials is 47 1/2" (1206mm) as shown on the left. Combustible finishing material is NOT permitted to be installed over top of non-combustible material within the 12" (305mm) non-combustible zone above the fireplace opening.

Figure 23: Minimum Enclosure Height - Combustible Material



### Minimum Enclosure - Non-Combustible Materials:

The minimum enclosure height may be reduced to 39" (991mm) when using non-combustible materials as shown on the left. Top standoffs will need to be removed from the fireplace to achieve this lower enclosure height. Combustible finishing material is NOT permitted to be installed over top of any non-combustible material used for this installation.

Figure 24: Minimum Enclosure Height - Non-Combustible Material

# INITIAL INSTALLATION

## QUALIFIED INSTALLERS ONLY

### CLEARANCES & NON-COMBUSTIBLE MATERIALS :

**NON-COMBUSTIBLE MATERIALS:** Any construction or finishing material that is tested to ASTM E136 - Standard Test Method for Behavior of Materials in a Vertical Tube Furnace at 750°C. Examples of non-combustible materials are steel, stone, ceramic tiles, HardieBacker® cement board etc. **Fire rated drywall (Type X) is not an acceptable replacement for non-combustible material.**

**FACING ABOVE FIREPLACE\*:** Non-combustible material is required a minimum **12" (305mm)** above the fireplace opening. **Vinyl siding is not permitted between the fireplace opening and the external ceiling/overhang.**

**FACING BESIDE FIREPLACE\*:** Non-combustible material, a minimum **4" (102mm)** wide, is required down each side of the fireplace opening.

**\*An outdoor high temperature sealant rated to 350°F (176°C) is required along the exposed edges of the non-combustible materials and the fireplace to prevent water/moisture from entering the enclosure.**

**HEADER:** The header can be made up of wood 2x4 construction at or above the top standoffs.

**BELOW FIREPLACE:** It is recommended the appliance sit a solid and level surface

**ADJACENT/SIDEWALL:** There must be a minimum distance of **12" (305mm)** from the fireplace opening to an adjacent wall composed of combustible material.

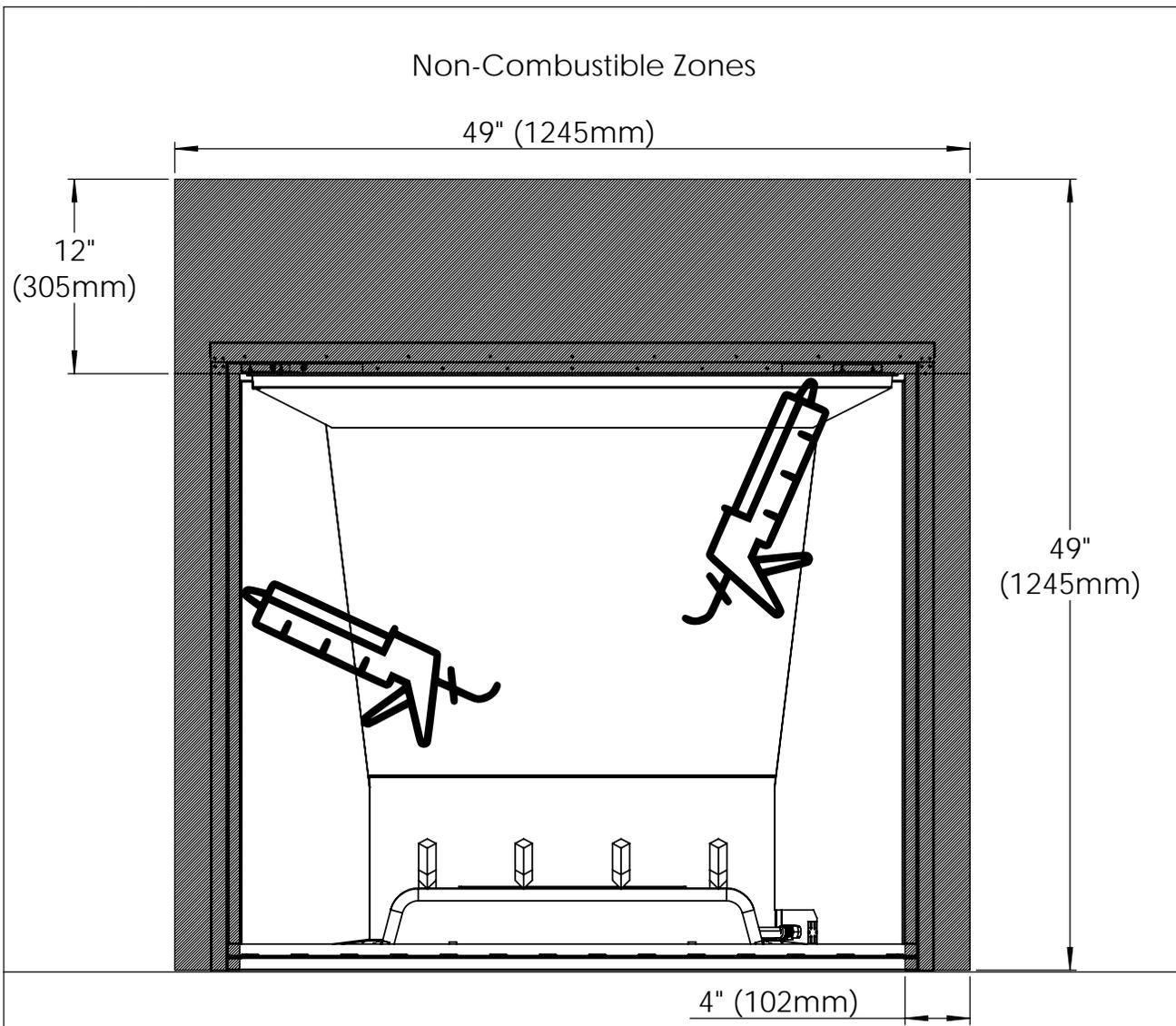


Figure 25: Non-Combustible Zones

# INITIAL INSTALLATION

## QUALIFIED INSTALLERS ONLY

### MANTEL CLEARANCES:

For regular installations a mantel is not required. If a mantel is desired, figures 26 and 27 show the minimum required heights for both combustible and non-combustible mantles. Maximum finished mantle depth cannot exceed 12" (305mm). **If you plan to install a TV above your fireplace a non-combustible mantle must be used.** See the next page for further information.

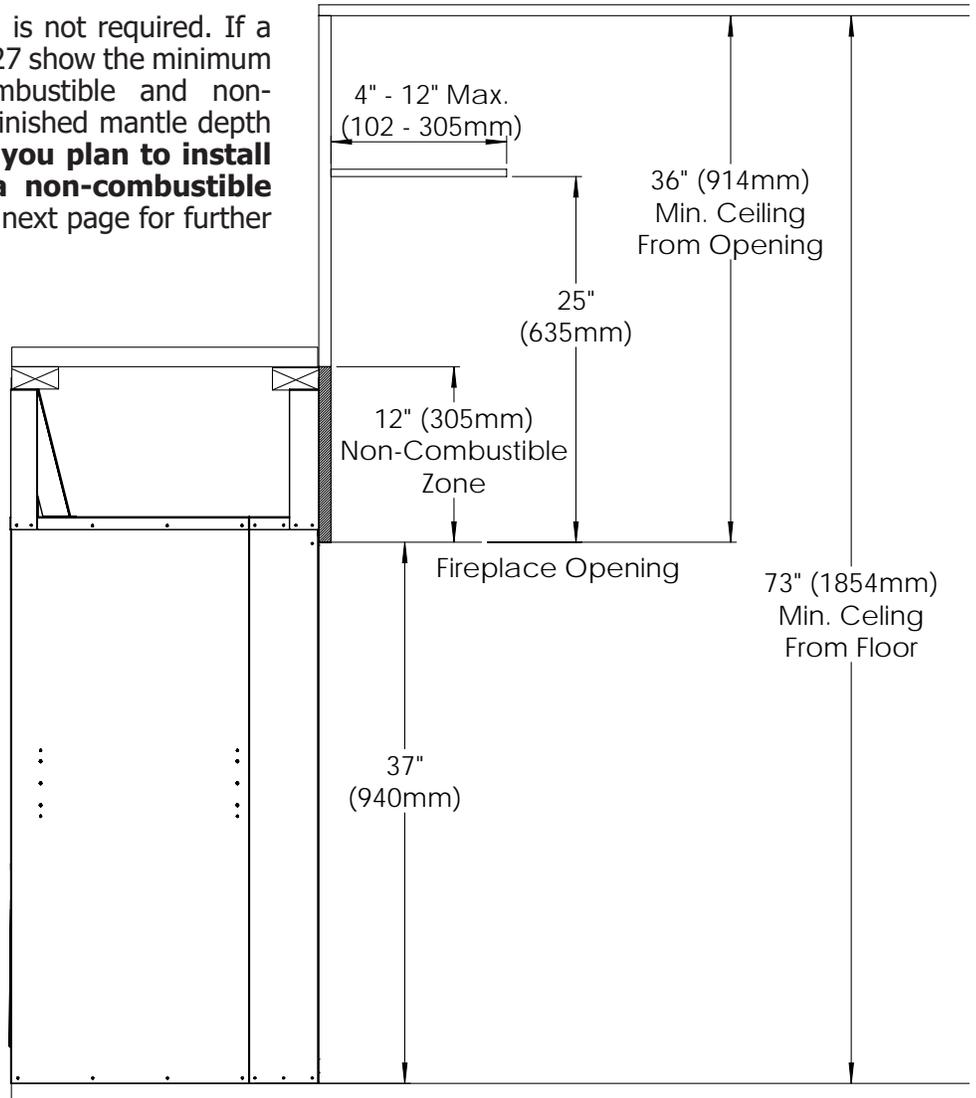


Figure 26: Combustible Mantle Clearance

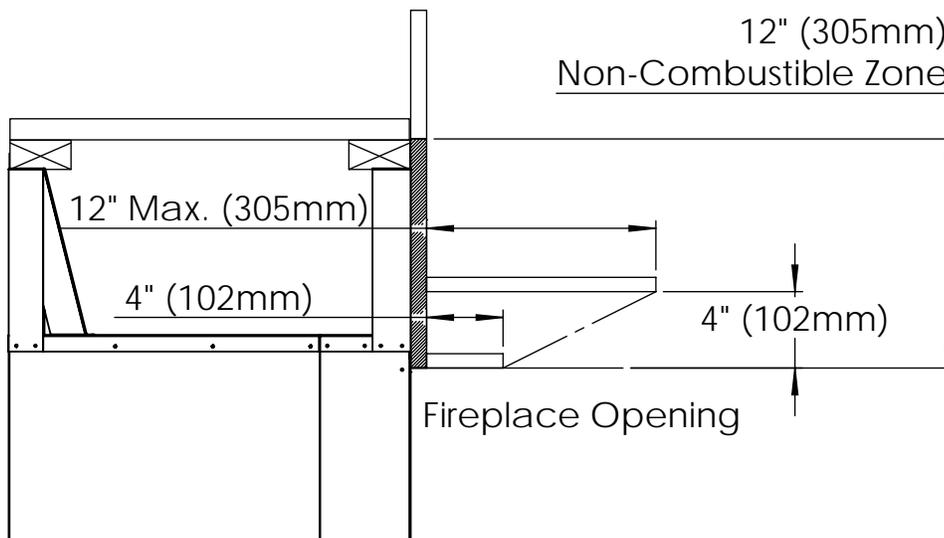


Figure 27: Non-Combustible Mantle Clearance

# INITIAL INSTALLATION

## QUALIFIED INSTALLERS ONLY

### TV INSTALLATION RECOMMENDATION:

If you are planning to mount a TV above your fireplace some considerations must be made to ensure it is protected from the heat. **A recess and non-combustible mantel will be required in order to keep the heat away from the TV. Flat wall installations are not permitted.** There is no guarantee that this installation will protect your TV. Make sure to consult your TV manufacturer's specifications to find the maximum allowable operating temperature. Since every home and installation is unique, temperatures should be verified at the time of install if possible. A TV should not be installed if temperatures exceed the manufacturer's maximum allowable temperature.

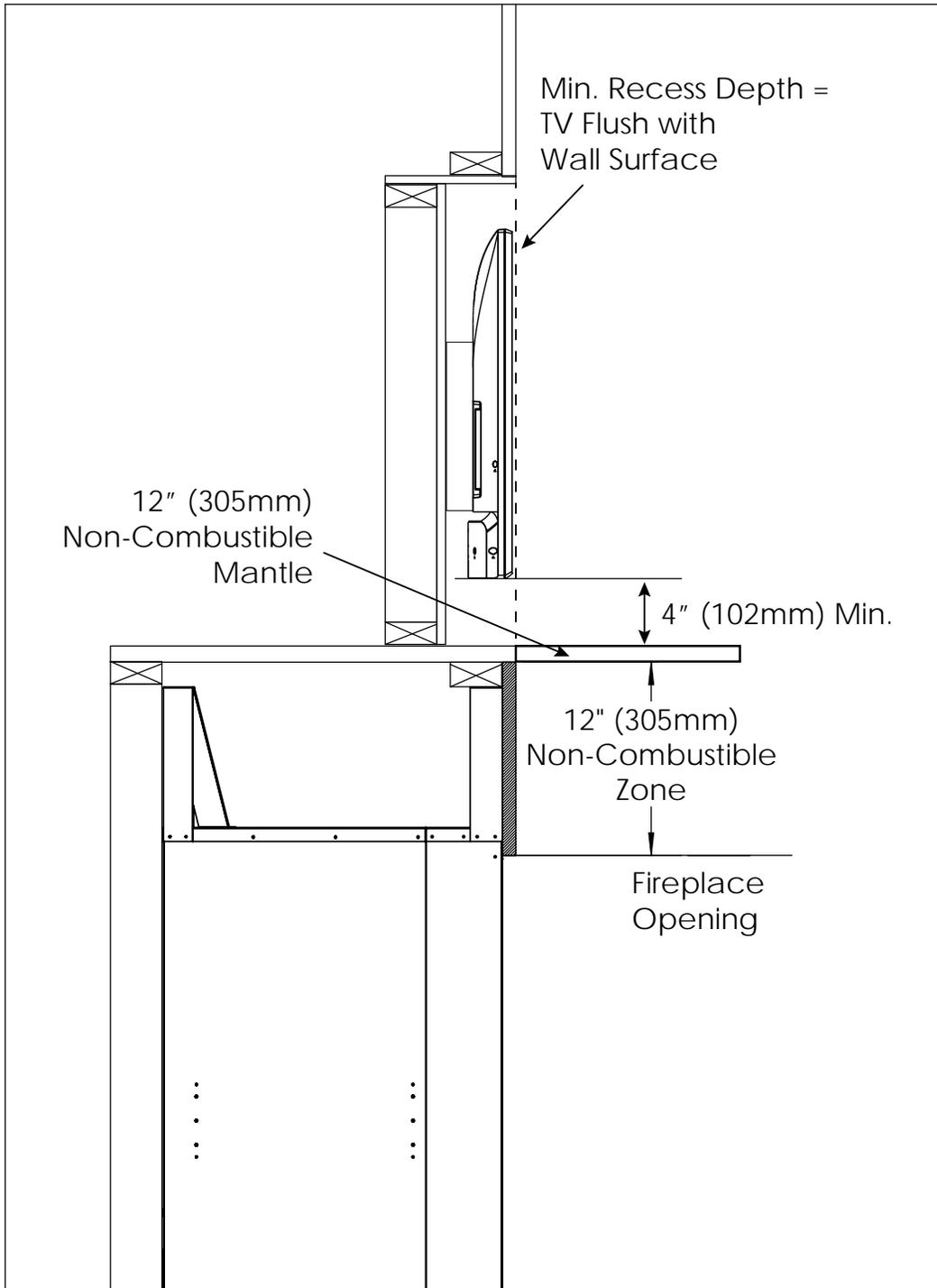


Figure 28: Recess Minimum TV Install

# INITIAL INSTALLATION

## QUALIFIED INSTALLERS ONLY

### GAS LINE CONNECTION AND TESTING:

**WARNING:** Only persons licensed to work with gas piping may make the necessary gas connections to this appliance.

### GAS LINE CONNECTION

- This appliance is equipped with a rigid pipe located on the right side of the unit terminating in a 3/8" Female NPT fitting. Consult your local authorities codes or the CAN/CGA B 149 (1 or 2) installation code in Canada, or in the USA gas installations follow either local codes or the current edition of the National Fuel Gas Code ANSI Z223.1.
- Where required by certain jurisdictions, this appliance may require an externally accessible gas shut off valve i.e. Dante valve or the like.

The appliance and its shutoff valves must be disconnected from the gas supply piping system during any pressure testing where the pressure exceeds 1/2 PSIG (3.45 KPa) or damage will occur to the valve.

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 1/2 psig (3.45 KPa).

**Always check for gas leaks with a soap and water solution after completing the required pressure test.**

### TO TEST VALVE PRESSURES

The pressure taps are located on the top right of the valve shown above

- Turn set screw 1 turn counter clockwise to loose.
- Place 5/16" (8 mm) I.D. hose over pressure tap system.
- Check pressures using a manometer.
- When finished, release pressure, remove hose & tighten set screw.

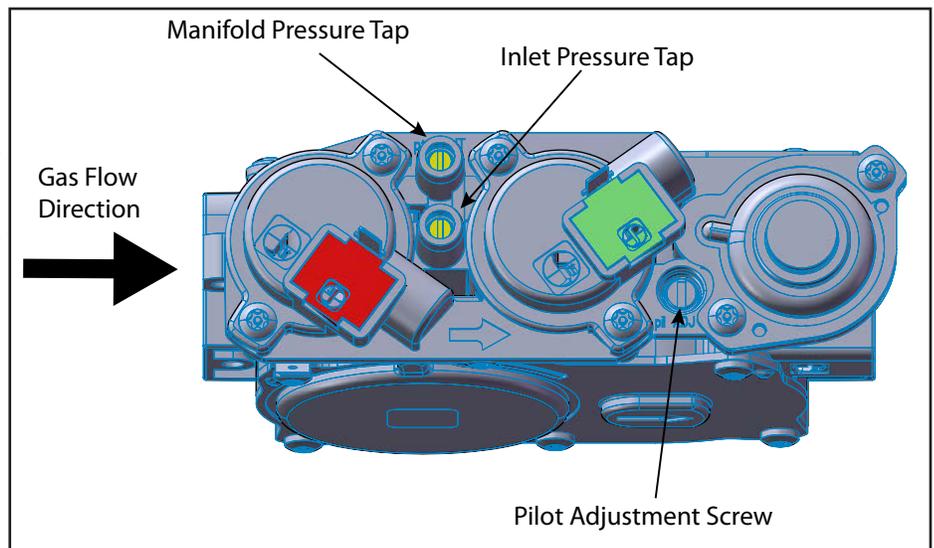


Figure 29: Fully Labeled Gas Valve.

Table 2: Pressure and BTU Information.

	Natural Gas	Propane
<b>Main Orifice</b>	#23	#36
<b>Manifold Pressure</b>	3.5" W.C. (0.87 KPa)	10.0" W.C. (2.49 KPa)
<b>Max Supply Pressure</b>	7.0" W.C. (1.74 KPa)	11.0" W.C. (2.74 KPa)
<b>Min. Supply Pressure</b>	4.5" W.C. (1.12 KPa)	10.4" W.C. (2.59 KPa)
<b>Max BTU/hr Input</b>	63,000 BTU/hr (18.4 KW)	71,000 BTU/hr (20.8 KW)

**NEVER USE AN OPEN FLAME FOR LEAK TESTING.**

# INITIAL INSTALLATION

## QUALIFIED INSTALLERS ONLY

### ELECTRICAL REQUIREMENTS & WIRING DIAGRAM:

**WARNING:** The appliance must be electrically connected and grounded in accordance with local codes or, in the absence of local codes, with the current CSA C22.1 Canadian Electrical Code Part 1, Safety Standards For Electrical Installations, or The National Electrical Code ANSI / NFPA 70 in the US.

**WARNING:** Disconnect electrical power supply before working on appliance wiring.

**CAUTION:** When servicing controls, label all wires prior to disconnection. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing. If any of the original wire supplied with the appliance must be replaced, it must be replaced with 18 AWG wire with a temperature rating of 105°C.

**Note:** For installations permitting only a low voltage connection, this fireplace is capable of fully operating on the battery backup. Life expectancy of batteries will vary depending on frequency of use and outdoor conditions.

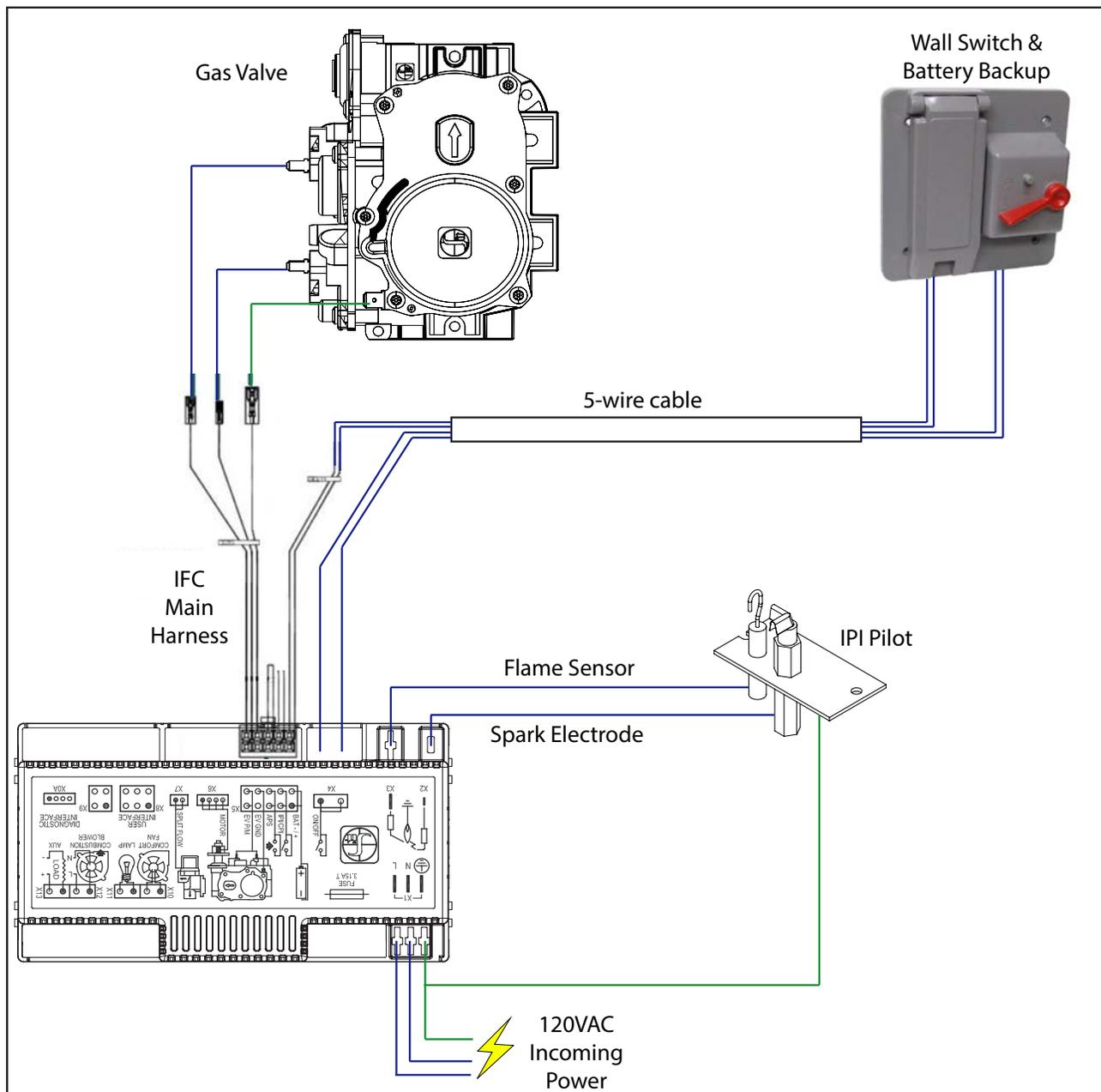
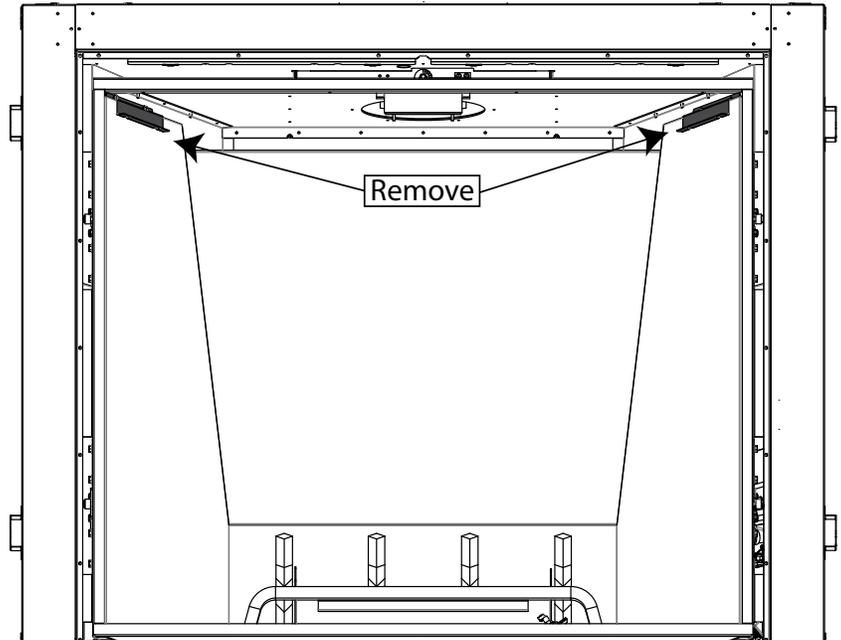


Figure 30: Wiring Diagram

# SECONDARY INSTALLATION

## LINER INSTALLATION:

**Step 1.** Remove the side liner retainers one at a time using a 5/16 socket (see Figure 31). The screws only have to be loosened, not completely removed, as the retainers are slotted. **\*Note:** The upper rear liner is supported by the side liners. When removing the side liners, be sure to properly support the upper rear liner so that it does not fall.



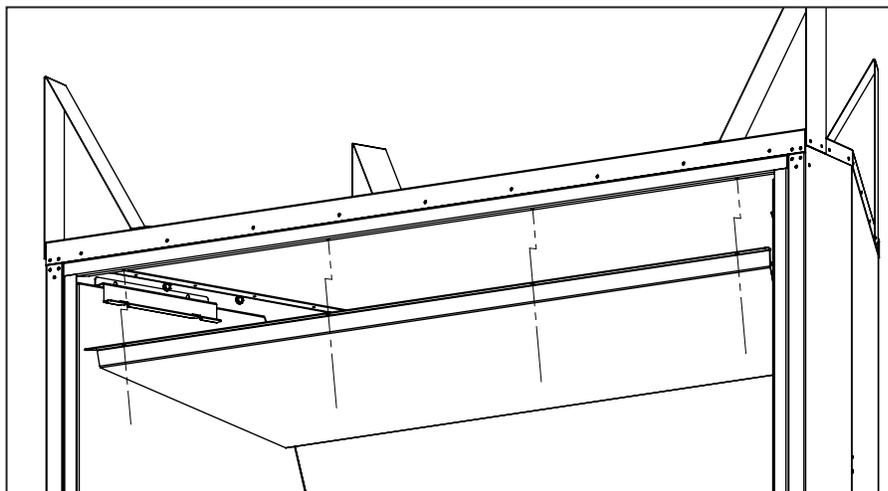
**Figure 31: Liner Retainers**

**Step 2.** Prepare new liners for installation. Wear clean vinyl gloves when handling the liners, the ceramic material can irritate your skin. Take care not to damage the liners as they are very fragile and can chip easily. If handling stainless steel liners,

it is still a good idea to wear gloves as the oils from your fingers can stain the surface. If the liners arrive damaged, please contact your Urbana dealer for replacement.

**Step 3.** When installing the new liners note the upper rear liner is supported by the side liners, be sure to properly support the upper rear liner so that it does not fall. **Install the liners in the following order: Bottom Rear, Left Side, Top Rear and Right Side last. The front liner is not used (if supplied) and can be discarded.** Please note that any liner options containing brick will have to be aligned with each other. The top rear liner will only line up with the side liners in one position. Retighten retainers once liners are in position.

**Step 4.** Install the stainless steel top baffle supplied with the fireplace using the four (4) retaining T-20 screws (see Figure 32)

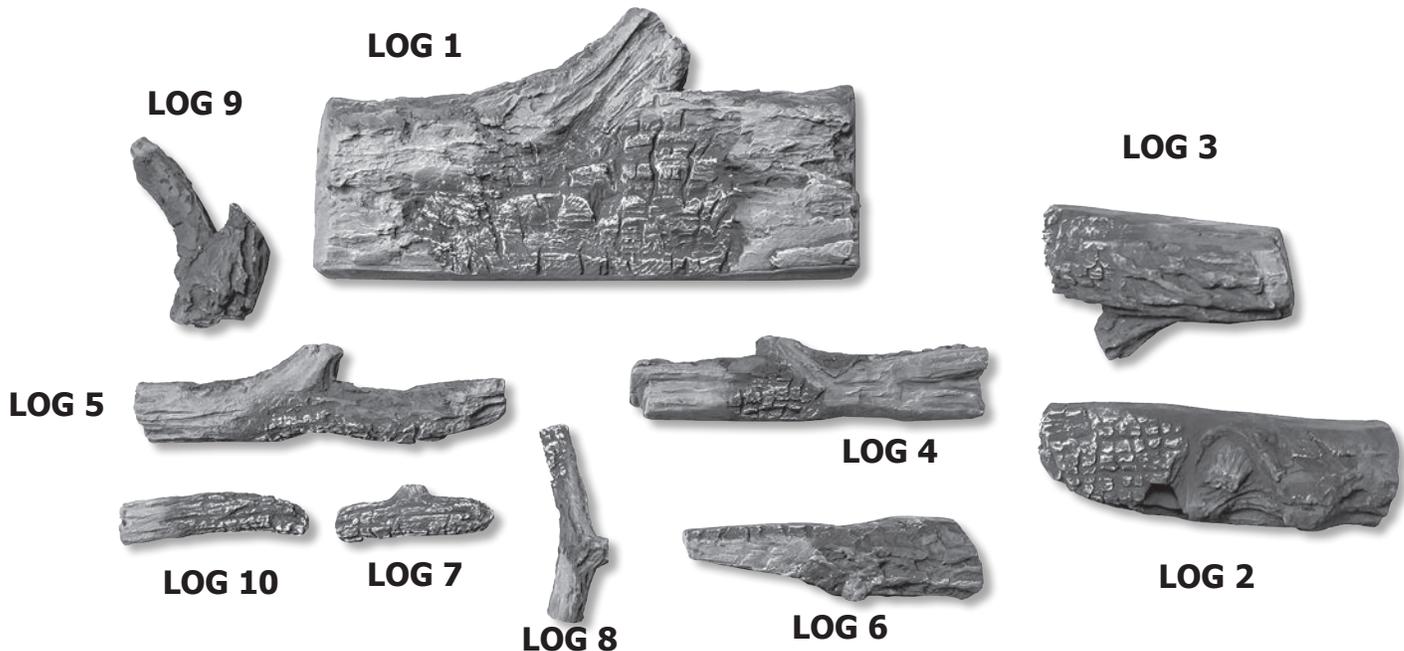


**Figure 32: Baffle Installation**

# SECONDARY INSTALLATION

## LOG SET & LAVA ROCK INSTALLATION (50-4023 & 50-4024):

The placement of the logs is not arbitrary. If they are positioned incorrectly, the flames can be impinged and will not burn correctly creating a hazardous environment. Carefully set the logs in place using the figures provided. Wear vinyl gloves when handling the logs, the ceramic material can irritate your skin. Take care not to damage the logs as they are very fragile and can chip easily. If any logs arrive damaged, please contact your Urbana dealer for replacement. **To protect the logs and media, it is highly recommended to use the supplied weather cover when the fireplace is not in use.**



**Lava Rock Installation** - Prior to log placement evenly distribute the supplied lava rock on top of the entire burner assembly. Gloves are recommended when installing the lava rock. The burner tube should be covered with a thin layer of rock on top but not buried. *Applying too much lava rock on top of the burner may result in an undesired flame appearance.* Use the remaining rock to cover the perimeter of firebox bottom up to the front edge as shown below.



Figure 33: Lava Rock Installation

# SECONDARY INSTALLATION

## STEP 1



Figure 34: Log Set Installation - Step 1

## STEP 2

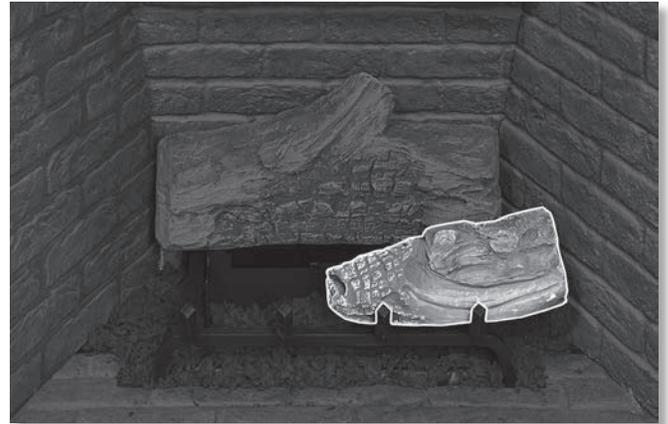


Figure 35: Log Set Installation - Step 2

## STEP 3



Figure 36: Log Set Installation - Step 3

## STEP 4



Figure 37: Log Set Installation - Step 4

## STEP 5

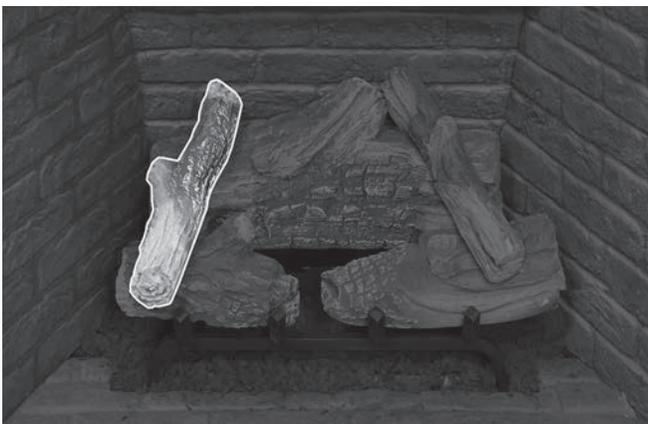


Figure 38: Log Set Installation - Step 5

## STEP 6



Figure 39: Log Set Installation - Step 6

# SECONDARY INSTALLATION

## STEP 7



Figure 40: Log Set Installation - Step 7

## STEP 8



Figure 41: Log Set Installation - Step 8

## STEP 9



Figure 42: Log Set Installation - Step 9

## STEP 10



Figure 43: Log Set Installation - Step 10



Figure 44: Correct Log Setup & Flame (Birch log set shown)

# TROUBLESHOOTING

Problem	Possible Cause	Solution
No spark generation	Spark develops near the pilot assembly or could occur onboard	· Check incoming power, confirm a minimum of 110VAC. If using only batteries, replace with new batteries.
		· Check pilot assembly wiring
		· Check for broken or poor connection from the sparker to the electrode
		· Check for the spark shorting or arcing at other locations
		· Check for defective sparker and spark electrode
No pilot flame ignition	No spark from the igniter	· See "no spark generation"
	Air in the gas line	· It takes a while for all the air to purge out of the pilot before gas can reach the pilot and ignite
	Pilot gas pressure dropout upon main burner gas valve opening	· Check gas mains supply and pressure
	No gas flow out of the pilot burner	· Check gas valve wirings and connections to the board
		· Check the pilot burner for obstruction
Pilot will not remain lit	Problem with Flame Sensor circuit	· Check the wirings and connections between the pilot assembly and the board
		· Check the correct gas type settings on the valve and pilot burner assembly orifice
		· Check for proper connection of the Flame Sensor to the IFC board
		· Check pilot for full flame impingement around Flame Sensor
	Improper air shutter adjustment	· If flame is too small, check gas pressure, adjust pilot rate screw, check pilot head for damage
No reaction to wall switch	No spark from the igniter	· Ensure the ground wire is properly attached to the pilot mounting bracket and that it makes a good electrical connection.
	A maximum number of failed ignitions or flame restorations have been reached.	· Adjust air shutter – contact your dealer
		· See "no spark generation"
Locking conditions	Reset the Proflame IFC board	· Remove any possible blocking conditions. See "locking conditions"
Main burners will not start	The pilot flame has gone out	· See how to reset the board from Lockout
Blue Flames	The heater has just been started	· Turn the fireplace off using the wall switch. Disconnect main power from the fireplace for a few seconds the re-connect power.
	Improper air shutter adjustment	· See "Pilot will not remain lit"
Flames are burning "dirty" or sooting	The logs are placed incorrectly	· Normal during start up, flame will yellow as the fireplace heats up
	Improper air shutter adjustment	· Adjust air shutter – contact your dealer
		· Check log positioning. Logs will accumulate some soot over time with flame activity due to wind.
Incorrect rating input	· Increase primary air by opening the burner air shutter	
		· See also "Burners will not remain lit"
		· Check manifold pressure and clock input rating for over-firing

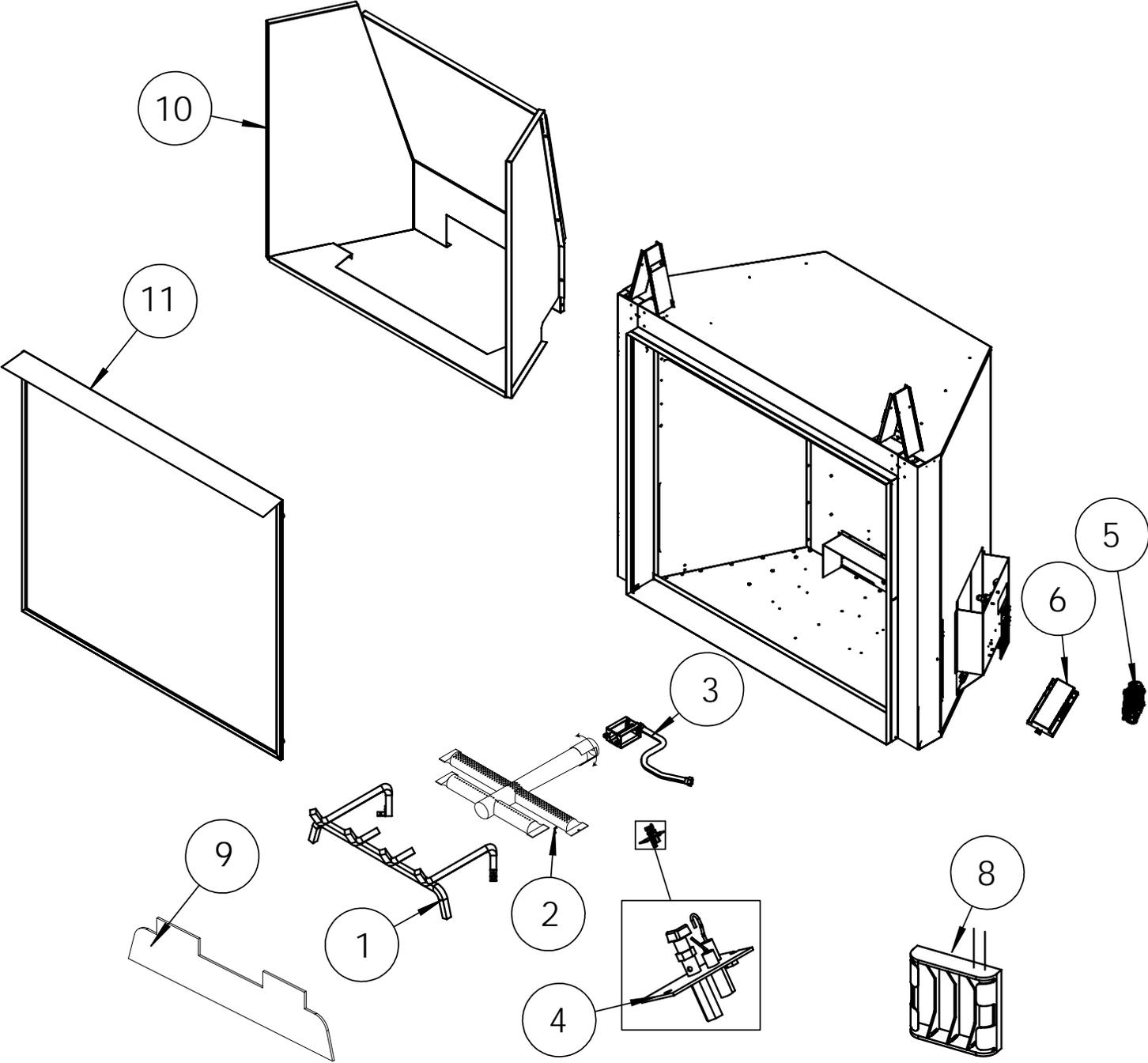
# PARTS LIST

**Table 3: U44 Parts List**

<b>Replacement Parts</b>		
<b>Reference Number</b>	<b>Part Description</b>	<b>Part Number</b>
1	Log Burner	50-4346
2	Log Grate	50-4215
3	Burner Flex Hose Assembly (no orifice)	50-4205
4	PSE IPI Pilot Assembly (2021)	50-4058
-	IPI LP Pilot Orifice (2021)	50-4080
5	SIT 885 Valve ON/OFF (NG)	50-4345
6	Proflame 2 Basic IFC	50-4344
-	Proflame 2 Basic Wire Harness	50-4353
8	Wired Battery Holder 4 x AA	50-4349
9	Wind Deflector Glass	50-4350
-	Valve Access Gasket	50-4347
-	Outdoor Wall Switch Kit w/ 14ft wire	50-4348
-	Steel Weather Cover	50-4351

<b>Accessories</b>		
<b>Reference Number</b>	<b>Part Description</b>	<b>Part Number</b>
10	Brick Liner Set - Rustic Brown	50-4026
10	Ledgestone Liner Set	50-4027
10	Herringbone Liner Set - Dark Umber	50-4028
10	Herringbone Liner Set - Sandstone	50-4068
10	Stainless Steel Liner Set	50-4342
11	Outdoor Safety Screen	50-4339
-	U44 Traditional Log Set	50-4023
-	U44 Birch Log Set	50-4024
-	Lava Rock Burner Media	50-4352
-	SIT IPI Set Rate LP to NG Conversion Kit	50-4340
-	SIT IPI Set Rate NG to LP Conversion Kit	50-4341
-	12 oz. Can of Metallic Black Touch Up Paint	PAINT-12-MB

# PARTS DIAGRAM



Sherwood Industries Ltd. ("Sherwood") hereby warrants, subject to the terms and conditions herein set forth, this product against defects in material and workmanship during the specified warranty period starting from the date of original purchase at retail. In the event of a defect of material or workmanship during the specified warranty period, Sherwood reserves the right to make repairs or to assess the replacement of a defective product at Sherwood's factory. The shipping costs are to be paid by the consumer. All warranties by Sherwood are set forth herein and no claim shall be made against Sherwood on any oral warranty or representation.

**Conditions**

- ☞ A completed warranty registration must be submitted to Sherwood within 90 days of original purchase via the online warranty registration page or via the mail-in warranty registration card provided. Have the installer fill in the installation data sheet in the back of the manual for warranty and future reference.
- ☞ This warranty applies only to the original owner in the original location from date of install.
- ☞ The unit must have been properly installed by a qualified technician or installer, and must meet all local and national building code requirements.
- ☞ The warranty does not cover removal and re-installation costs.
- ☞ Sherwood Industries Ltd. reserves the right to make changes without notice.
- ☞ Sherwood Industries Ltd. and its employees or representatives will not assume any damages, either directly or indirectly caused by improper usage, operation, installation, servicing or maintenance of this appliance.
- ☞ A proof of original purchase must be provided by you or the dealer including serial number.

**Exclusions**

An expanded list of exclusions is available at [www.urbanafireplaces.com/warranty.html](http://www.urbanafireplaces.com/warranty.html)

This warranty does not cover:

- ☞ Damage as a result of improper usage or abuse.
- ☞ Damage caused from over-firing due to incorrect setup or tampering.
- ☞ Damage caused by incorrect installation.

**To the Dealer**

- ☞ Provide name, address and telephone number of purchaser and date of purchase.
- ☞ Provide date of purchase. Name of installer and dealer. Serial number of the appliance. Nature of complaint, defects or malfunction, description and part # of any parts replaced.
- ☞ Pictures or return of damaged or defective product may be required.

**To the Distributor**

- ☞ Sign and verify that work and information are correct.

**Sherwood Industries Ltd.**

6782 Oldfield Road, Victoria, BC . Canada V8M 2A3  
 Online warranty registration: [www.urbanafireplaces.com/warranty/](http://www.urbanafireplaces.com/warranty/)

Category	One Year	Two Year	Limited Lifetime (7yr)
Parts <sup>1</sup> (unit serial number required)		✓	
Firebox Liner Panels <sup>2</sup>		✓	
Firebox			✓
Burner			✓
Ceramic Logs <sup>3</sup>			✓
Ceramic Glass <sup>4</sup>	✓		
Door Assembly			✓
Exterior Panels (excluding finish) <sup>5</sup>			Up to 5 years
Electrical Components		✓	
Labour	✓		

<sup>1</sup> Whereas warranty has expired, replacement parts will be warranted for 90 days from part purchase date. Labour not included. Unit serial # required.  
<sup>2</sup> Excluding damage to the finish caused by improper setup of the appliance, or color changes.  
<sup>3</sup> Log set and panels excludes wear and tear or breakage caused by cleaning or service.  
<sup>4</sup> Glass is covered for thermal breakage. Photos of box, inside of door, and unit serial # must be supplied for breakage due to shipping.  
<sup>5</sup> Exterior Surface finishing covers plating, enamel or paint and excludes colour changes, chipping, and fingerprints. Travel costs not included.

# INSTALLATION DATA SHEET

The following information must be recorded by the installer for warranty purposes and future reference.

NAME OF OWNER:  
\_\_\_\_\_  
  
ADDRESS:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
  
PHONE: \_\_\_\_\_

NAME OF DEALER:  
\_\_\_\_\_  
  
ADDRESS:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
  
PHONE: \_\_\_\_\_

MODEL: \_\_\_\_\_  
SERIAL NUMBER: \_\_\_\_\_  
DATE OF PURCHASE: \_\_\_\_\_ (dd/mm/yyyy)  
DATE OF INSTALLATION: \_\_\_\_\_ (dd/mm/yyyy)  
  
 NATURAL GAS (NAT)       PROPANE(LPG)  
  
INLET GAS PRESSURE: \_\_\_\_\_ in wc  
MAIN BURNER ORIFICE: \_\_\_\_\_ # DMS  
PILOT ORIFICE # \_\_\_\_\_ OR \_\_\_\_\_ in diam.  
INSTALLER'S SIGNATURE:  
\_\_\_\_\_

NAME OF INSTALLER:  
\_\_\_\_\_  
  
ADDRESS:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
  
PHONE: \_\_\_\_\_

MANUFACTURED BY:  
SHERWOOD INDUSTRIES LTD.  
6782 OLDFIELD RD. SAANICHTON, BC, CANADA V8M 2A3  
[www.Urbanfireplaces.com](http://www.Urbanfireplaces.com)  
May 2023  
C-16792