

# OPERATOR MANUAL



TOWN & COUNTRY  
LUXURY FIREPLACES

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

**WARNING:** If the information in these instructions is not followed exactly, a fire or explosion may result causing property damage, personal injury or death.

## FOR YOUR SAFETY

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

## WHAT TO DO IF YOU SMELL GAS

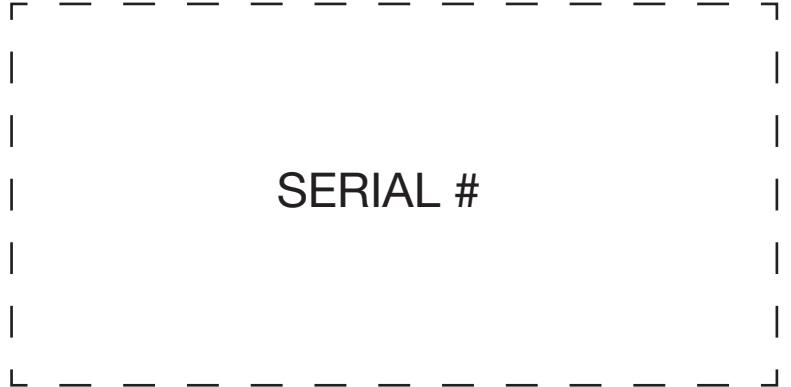
- Do not try to light any appliance.
- Do not touch any electrical switch.
- Do not use any phone in your building.
- Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier call the fire department.

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

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

This appliance is only for use with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases, unless a certified kit is used.

This appliance is suitable for installation in a bedroom or bed sitting room.



SERIAL #

## TCWS38D - Version 2 OPERATOR MANUAL



**MODEL: TCWS38  
SERIES D  
DIRECT VENTED  
DECORATIVE  
GAS APPLIANCE**



Visit [www.townandcountryfireplaces.com](http://www.townandcountryfireplaces.com) for the most recent version of this user manual

# Table of Contents

Congratulations on your Town & Country purchase ..... 2 Caution ..... 3 Safety ..... 3 Lighting Instructions ..... 4 First Fire ..... 5 Special Operator Note ..... 5 Remote Control Operation ..... 5 Temperature indication Display ..... 8 Turn on the Fireplace..... 8 Turn off the Fireplace..... 8 Manual Bypass of the Remote Fireplace ..... 8 Instructions for enabling the Thermostat function for Canadian users. .... 9 Remote Flame Control ..... 9	Smart Thermostat (Transmitter Operation)..... 9 Room Thermostat (Transmitter Operation) Canada Only... 9 Remote dimmer control (Light)..... 10 Continuous Pilot/Intermittent Pilot (CPI/IPI) selection..... 10 Key Lock ..... 10 Low Battery Power Detection ..... 10 Linking Remote Handset and apple® Device to Fireplace ..... 11 Linking Remote Handset and Android® Device to Fireplace ... 14 Maintenance ..... 17 Glass Panel: ..... 17 Annual Inspection:..... 17 Periodically: ..... 17 Warranty ..... 18
---	--

## Congratulatory on your Town & Country purchase

Your Town & Country fireplace has been professionally installed by:

Dealer name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

If you discover any problems with your Town & Country fireplace contact your dealer immediately to have the unit repaired.

**Caution:** Do not attempt to repair the fireplace because you may cause injury to yourself or others, and risk causing damage to the unit.

Before operating your fireplace carefully read this manual and pay close attention to all Safety Warnings. The manual contains important information on the unit's safe operation and maintenance.

DANGER

**HOT GLASS WILL CAUSE BURNS.**

**DO NOT TOUCH GLASS UNTIL COOLED.**

**NEVER ALLOW CHILDREN TO TOUCH GLASS.**

**A barrier designed to reduce the risk of burns from the hot viewing glass is provided with the appliance and shall be installed for the protection of children and other at-risk individuals.**

**WARNING:** This product can expose you to chemicals including ceramic fibers, which are known to the State of California to cause cancer, and carbon monoxide, which is known to the State of California to cause birth defects or other reproductive harm.

For more information go to  
[www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

This warning is applicable to all  
**Pacific Energy Fireplace Products**

---

## Caution

---

FOR YOUR SAFETY - Do not install or operate your Town & Country fireplace without first reading and understanding this manual. Any installation or operational deviation from the following instructions voids the Town & Country Fireplaces Warranty and may prove hazardous.

This appliance and its individual shut off valve must be disconnected from gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psig (3.5 kPa).

This appliance must be isolated from the gas supply piping system by closing its individual manual shut off valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psig (3.5 kPa).

Note: When lit for the first time, the appliance will emit a slight odour for a couple of hours. This is due to the curing of paints, sealants and lubricants used in the manufacturing process. This condition is temporary. Open doors and windows to ventilate area. Smoke and fumes caused by the curing process may cause discomfort to some individuals.

Do not use the fireplace if any part has been under water. Immediately call a qualified service technician to inspect the fireplace and to replace any part of the control system and any gas control which has been under water.



We recommend that our gas hearth products be installed and serviced by professionals who are certified in the United States by the National Fireplace Institute® (NFI) as NFI Gas Specialists

---

## Safety

---

Due to high temperatures, this gas appliance should be located out of traffic and away from furniture and draperies.

Children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burns or clothing ignition.

Young children should be carefully supervised when they are in the same room as the appliance. Toddlers, young children, and others may be susceptible to accidental contact burns. A physical barrier is recommended if there are at-risk individuals in the house. To restrict access to a fireplace or stove, install an adjustable safety gate to keep toddlers, young children, and other at-risk individuals out of the room and away from hot surfaces. Clothing or other flammable material should not be placed on or near the appliance.

Clothing or other flammable material should not be placed on or near the appliance.

Any grill, panel or door removed for servicing the unit must be replaced prior to operating. Failure to do so may create a hazardous condition.

Installation and repair should be done by a qualified service person. The appliance should be inspected before use and at least annually by a professional service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. It is imperative that control compartments, burners and circulating air passageways of the appliance be kept clean.

It is our policy that no responsibility is assumed by the Company or by any of its employees or representatives for any damages caused by an inoperable, inadequate, or unsafe condition which is the result, either directly or indirectly, of any improper operation or installation procedures.

This appliance must not be connected to a chimney flue serving a separate solid fuel burning appliance.

# Lighting Instructions

## FOR YOUR SAFETY READ BEFORE LIGHTING

**WARNING:** If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

- A. This appliance is equipped with an ignition device which automatically lights the pilot. Do not try to light the pilot by hand.  
B. **BEFORE LIGHTING** smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

### WHAT TO DO IF YOU SMELL GAS:

- Do not try to light any appliance.
- Do not touch any electric switch; do not use any phone in your building.

- Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- C. Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it, call a qualified service technician. Force or attempted repair may result in a fire or explosion.
- D. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance & to replace any part of the control system & any gas control which has been under water.

## LIGHTING INSTRUCTIONS

1. **STOP!** Read the safety information above on this label.
2. This appliance is equipped with an ignition device which automatically lights the pilot. Do not try to light the pilot by hand.
3. Push the "On/ Off" switch to turn the fireplace ON.
  - If the burner does light go to step 6.
  - If the burner does not light, complete steps 4 through 5.
  - If the burner will not light or stay lit after several tries, push the "On/ Off" switch for the fireplace to OFF, turn off all electric power

- to the fireplace and call your service technician or gas supplier.  
Note: Sufficient time must be allowed for air to escape from lines if the unit is being lit for the first time.
4. Push the "On/ Off" switch to the fireplace Off.
  5. Allow sufficient length of time (minimum 5 minutes) for any gas in the combustion chamber to escape. If you still smell gas, **STOP!** Follow "B" in the safety information above on this label. If you don't smell gas, go to step 3.
  6. Set fireplace to desired setting by using hand held remote.

## TO TURN OFF GAS APPLIANCE

1. Push the "on/ off" switch to the "Off" position.

2. Turn off all electric power to the appliance and remove backup batteries if service is to be performed or for extended shutdown.

Due to high surface temperatures, keep children, clothing and furniture away. Keep burner and control compartment clean. See installation and operating instructions accompanying the appliance.

A cause de la température élevée des parois, tenir éloignés les enfants, les vêtements et les meubles. Maintenir propres le brûleur et le compartiment de commande. Voir les instructions relatives à l'installation et au fonctionnement qui accompagnent l'appareil.

**CAUTION:** Hot while in operation. Do not touch. Severe burns may result. Keep children, clothing, furniture, gasoline and other liquids having flammable vapours away. Keep burner and control compartment clean. See installation and operating instructions accompanying the appliance.

**ATTENTION:** L'appareil est chaud lorsqu'il fonctionne. Ne pas toucher l'appareil. Risque de brûlures graves. Surveiller les enfants. Garder les vêtements, le meubles, l'essence ou autres liquides produisant des vapeurs inflammables loin de l'appareil. S'assurer que le brûleur et le compartiment des commandes sont propres. Voir les instructions d'installation et d'utilisation qui accompagnent l'appareil.

090713

5051.185

GBWY

---

## First Fire

---

When lit for the first time, the fireplace will emit a slight odor for a couple of hours. This is due to the curing of paints, sealants and lubricants used in the manufacturing process. This condition is temporary. Open doors and windows to ventilate area. Odors caused by the curing process may cause discomfort to some individuals.

It is normal for fireplaces fabricated of steel to give off some expansion and/or contraction noises during the start up or cool down cycle. Similar noises are found with your furnace heat exchanger or cook stove oven.

---

## Special Operator Note

---

**NOTE:** Pilot may take up to 30 seconds to ignite each time the “ON” button has been selected.

---

## Remote Control Operation

---

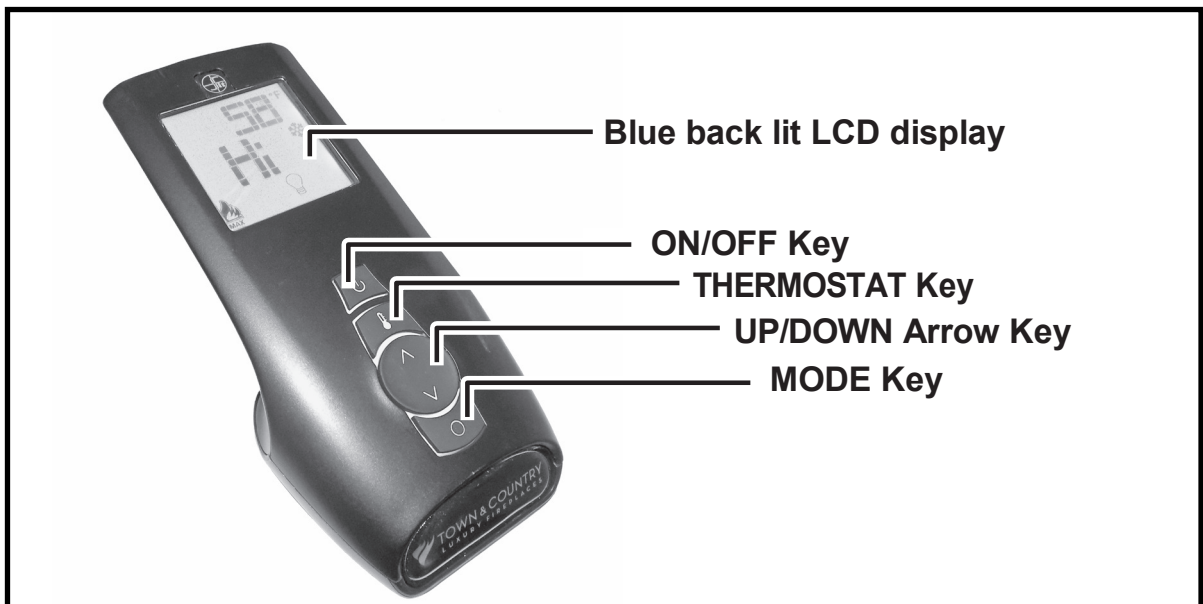


Figure 1: Proflame 2 handset.

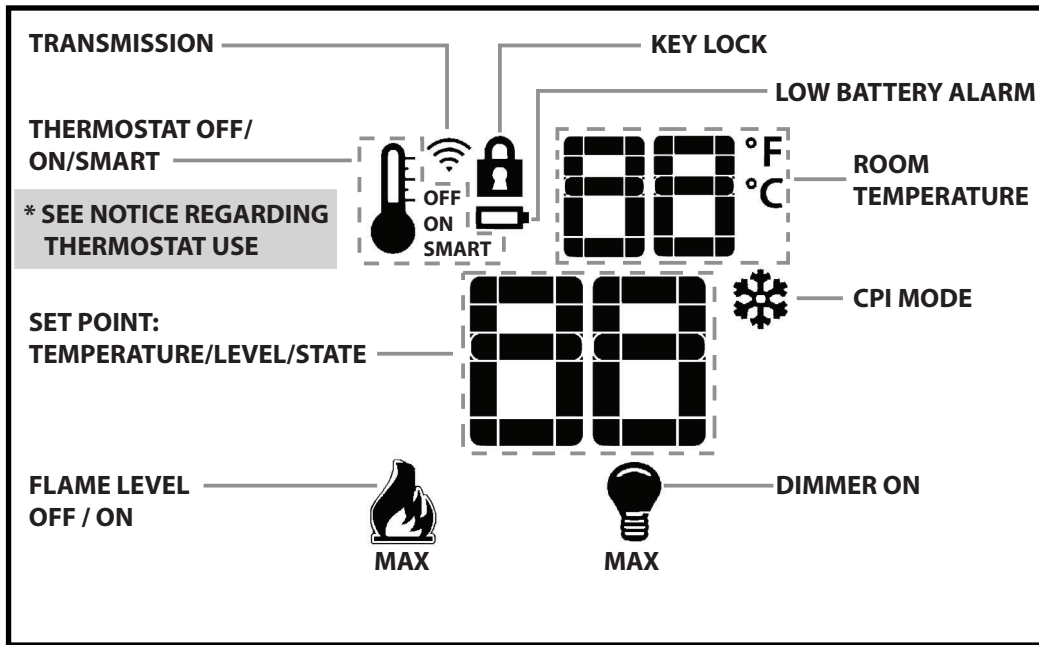


Figure 2: Proflame 2 LCD screen details.

**NOTICE:** The thermostat function is disabled by default. Thermostat function is not permissible in the USA but is permissible in Canada. Instructions for enabling the thermostat function in Canada, see “Instructions for enabling the Thermostat function for Canadian users.” on page 9.

## Fireplace Description

The Proflame 2 Remote Control Fireplace consists of three elements:

1. Proflame 2 Remote Control Transmitter.
2. Proflame Integrated Fireplace Control (IFC Module) board and a wiring harness to connect the IFC to the gas valve and stepper motor.
3. Wall mounted Remote Control Receiver (Figure 3).

### Transmitter (Remote Control with LCD Display)

The Proflame 2 Transmitter uses a streamline design with a simple key layout and an informative LCD display (Figure 2). The remote control transmitter is powered by 3 AAA batteries. A mode key is provided to index between the features and a thermostat key is used to turn on/off or index through thermostat functions (Figure 1).

### IFC Module

The Proflame 2 Integrated Fireplace Control (IFC) module is a device that allows automatic ignition and pilot flame supervision and commands the functions of the fireplace. It's configured to control the ON/OFF main burner operation, giving the choice of both IPI (intermittent pilot ignition), and CPI (continuous pilot ignition) modes. The Proflame 2 IFC module controls and connects directly to the pilot assembly and the automatic valve using low electric power.

The IFC module can be powered by both an AC power supply, or a back up battery pack for back up. The Proflame 2 offers the added ability to control the comfort fan speed from OFF through six (6) speeds, and a remotely actuated auxiliary outlet and a dimmable light outlet. The external batteries can provide DC power to the IFC allowing the batteries to be used only when line power is interrupted or lost, and if the fireplace does not use a combustion fan. **Battery power is for temporary short term use.**

### Operating Procedure

The fireplace must first be linked to the wall switch. Then the wall switch must be linked to the remote handset. Instructions for both of these procedures including instructions for enabling a Blue Tooth® enabled apple mobile device to the fireplace, see "Linking Remote Handset and apple® Device to Fireplace" on page 11.



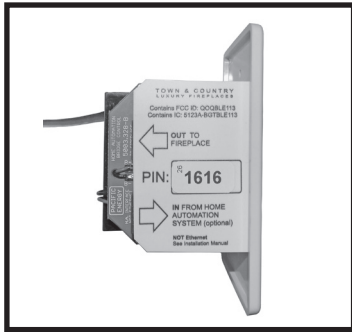


Figure 3: Wall switch interface side.

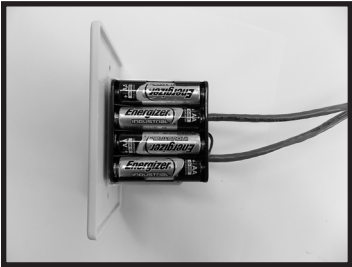


Figure 4: Wall switch battery side.



Figure 5: Town and Country wall switch.



Figure 6: Proflame 2 remote battery compartment.

## Using the Remote Control Transmitter

### Temperature indication Display

With the remote control transmitter in the “OFF” position, press the thermostat and mode keys at the same time. Look at the LCD screen on the remote control transmitter to verify that a C or F is visible to the right of the room temperature display (Figure 7 & Figure 8)

### Turn on the Fireplace

With the fireplace OFF, press the ON/OFF key on the remote control transmitter. The remote control transmitter display will show the active icons on the screen. At the same time the wall switch will activate the fireplace via the IFC module. A single “beep” from the IFC module will confirm reception of the command.

### Turn off the Fireplace

With the fireplace ON, press the ON/OFF key on the remote control transmitter. The remote control transmitter LCD display will only show the room temperature (Figure 7 & Figure 8) . At the same time the IFC module will turn off the fireplace. A single “beep” from the IFC module confirms reception of the command.

### Manual Bypass of the Remote Fireplace

If the batteries of the remote control transmitter are low or depleted, the fireplace can be turned off manually using ON/OFF switch located on the Town & Country wall switch (Figure 5). This will bypass the remote control transmitter.

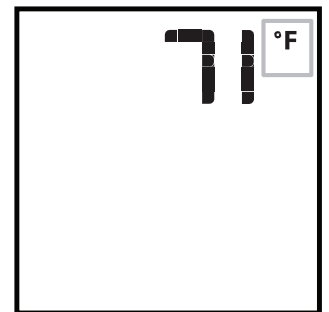


Figure 7: Proflame 2 Fahrenheit screen.

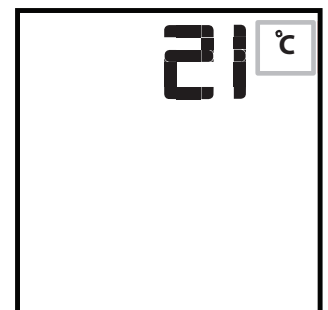


Figure 8: Proflame 2 Celsius screen.



## Remote Flame Control

The Proflame 2 has six (6) flame levels. With the fireplace turned on, and the flame level at maximum height, press the down arrow key once (Figure 9) to reduce the flame height by one step until the flame is turned off.

The up arrow key will increase the flame height each time it is pressed. If the up arrow key is pressed while the fireplace is on but the flame is off, the flame will come on in the high position. A single “beep” will confirm reception of the command.

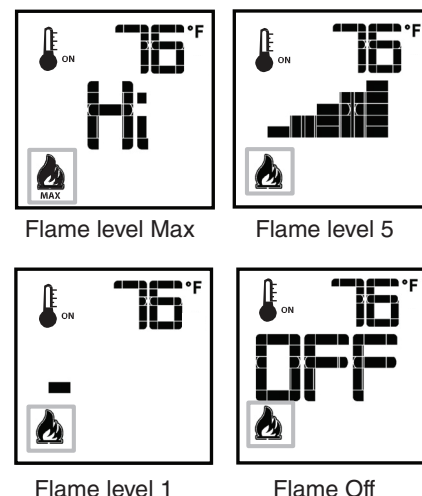


Figure 9: Flame level control.

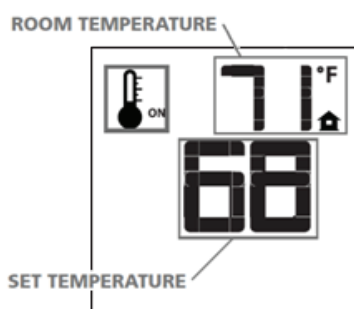


Figure 10: Room temperature control.

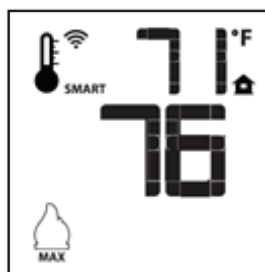


Figure 11: Smart flame function.

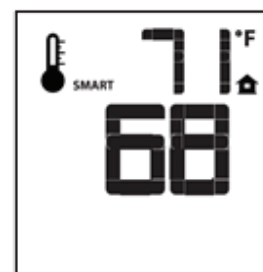


Figure 12: Smart flame function set low.

## Smart Thermostat (Transmitter Operation)

The Smart Thermostat function adjusts the flame height in accordance to the difference between the set point and the room temperatures. As the room temperature gets closer to the set point, the Smart Function will modulate the flame down. If the room temperature is cool, the Smart Function will modulate the flame up. To activate this function, press the THERMOSTAT button (Figure 1) until the word “SMART” appears to the right of the temperature icon (Figure 11). To adjust the set point, press the up or down arrow buttons until the desired set point temperature is displayed on the LCD screen of the remote control transmitter.

---

## Instructions for enabling the Thermostat function for Canadian users.

The thermostat key (Figure 1) on the remote handset needs to be held down. Keep it pressed down while removing one of the three batteries from the remote handset. Simply re-install the battery that was removed and the feature will be activated. Use the same procedure to disable the thermostat function.

## Room Thermostat (Transmitter Operation) Canada Only

The remote control transmitter can operate as a room thermostat. The thermostat can be set to a desired temperature to control the comfort level in a room. To activate this function, press the thermostat key (Figure 1). The LCD display on the remote control transmitter will change to show that the room thermostat is “ON” and the set temperature is now displayed (Figure 10). To adjust the set point, press the up or down arrow keys until the desired set point temperature is displayed on the LCD screen of the remote control transmitter.

### Remote dimmer control (Light)

The auxiliary function controls the AUX power outlet by the dimmable light control. To activate this function use the Mode Key (Figure 1) to index to the light bulb icon (Figure 13). The intensity of the output can be adjusted through six (6) levels. Use the Up/Down Arrow Keys adjust the output level. A single “beep” will confirm reception of the command.

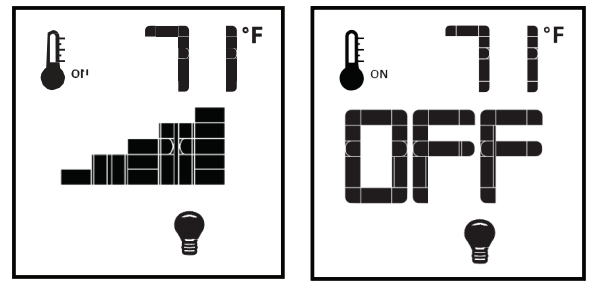


Figure 13: Dimmer light control.

### Continuous Pilot/Intermittent Pilot (CPI/IPI) selection

With the system in the “OFF” position, press the Mode Key (Figure 1) to index to the CPI mode icon (Figure 14). Pressing the Up Arrow Key will activate the Continuous Pilot Ignition mode (CPI). Pressing the Down Arrow Key will return to IPI. A single “beep” will confirm the reception of the command.

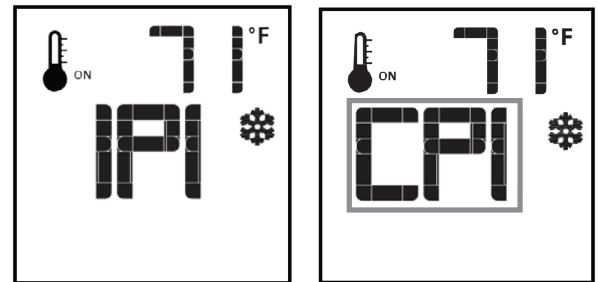


Figure 14: IPI - CPI control.

### Key Lock

This function will lock the keys to avoid unsupervised operation. To activate this function, press the MODE and UP keys at the same time.(Figure 1) The lock icon will appear (Figure 15). To de-activate this function, press the MODE and UP key at the same time.

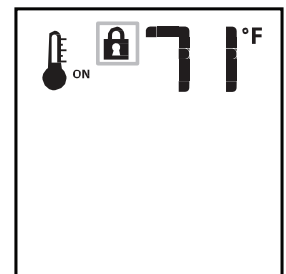


Figure 15: Key lock.

### Low Battery Power Detection

#### Transmitter

The life span of the remote control batteries depends on various factors: quality of the batteries used, the number of ignitions of the Heater, the number of changes to the room thermostat set point, etc.

When the remote batteries are low, an icon will appear on the LCD display of the remote (Figure 16) before all battery power is lost. When the batteries are replaced this icon will disappear.

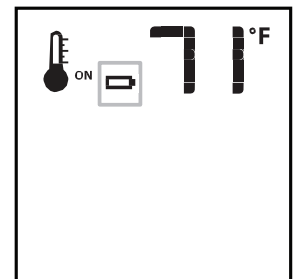


Figure 16: Low battery icon.

#### Receiver

The life span of the IFC module batteries depends on various factors: quality of the batteries used, the number of ignitions of the Heater, the number of changes to the room thermostat set point, etc.

When the IFC batteries are low, a “double-beep” will be emitted from the IFC module when it receives a command from the remote. This is an alert for a low battery condition for the IFC board. When the batteries are replaced, a single “beep” will be emitted from the IFC module when a key is pressed.

## — Linking Remote Handset and apple® Device to Fireplace —

Town & Country Fireplaces can be operated remotely by using the remote handset that came with the fireplace, and by using an BlueTooth® enabled apple mobile device and the “TC Fire” app which can be downloaded free from the Apple® app store.

Regardless of which method is used, the first two procedures are to be performed in order to establish a link between the fireplace and the wall switch, followed by a procedure to establish a link between the remote handset and the wall switch.

### Step 1: Procedure for linking / pairing wall switch to fireplace

1. Set the wall switch selector to the “Remote” setting.
2. Press and hold **Program** button (Figure 17) on the wall switch for up to 10 seconds. Use a straightened paper clip to access the button.
3. The wall switch will beep 5 times. Release the button following the beeps.
4. The fireplace will beep 3 times repeated by another 3 beeps.
5. The fireplace and wall switch are now linked/paired.

**If there is cross communication with another nearby fireplace causing the other fireplace to activate instead of the intended fireplace, repeat above procedure to automatically switch to another one of three available channels.**



Figure 17: Town and Country wall switch.

## Step 2: Procedure for linking / pairing the wall switch to remote handset

1. Press and release **Program** button on the wall switch once (Figure 17).
2. You will hear 3 beeps from the wall switch.
3. Press and release the **on/off** button (Figure 18) on the remote handset (within 60 sec.)
4. The wall switch will beep 3 times.
5. The remote handset is now linked/paired to the wall switch and is ready to activate the fireplace.



Figure 18: Remote handset.

## Step 3: Optional procedure for linking / pairing a Blue Tooth enabled apple mobile device to the fireplace (iOS only).

1. Download the “TC Fire” app from the Apple® App Store.
2. From your device, open the app and go to “Add /Edit Fireplace”.
3. Press the “Add” button
4. Find the PIN number located on a sticker on the wall switch (Figure 20).
5. Enter the PIN number and a user defined description of the fireplace (Figure 21).
6. Press the “Save” button.
7. The fireplace is added to the main screen and iOS device is ready to use the app (Figure 22).

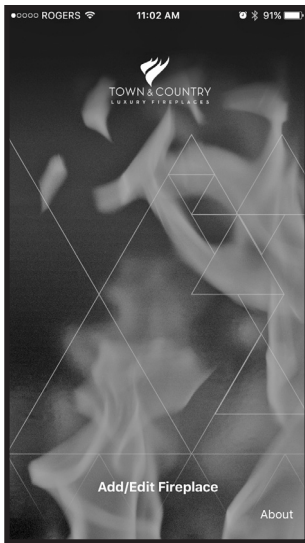


Figure 19: Home screen.

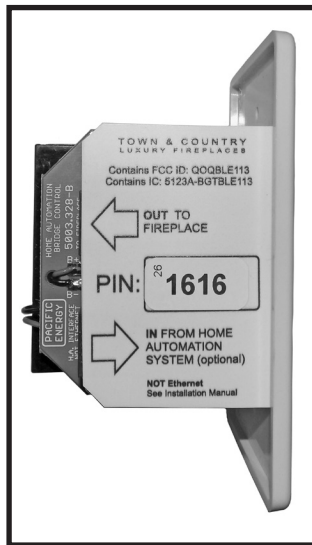


Figure 20: Wall switch with PIN number.

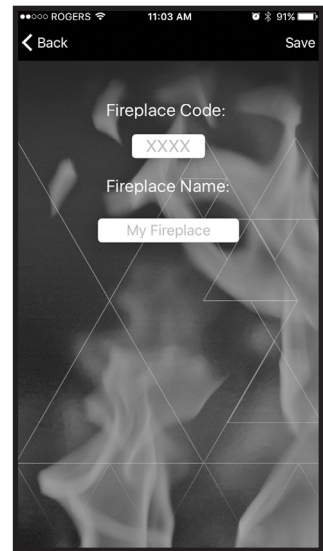


Figure 21: Add-edit program fields.

## Using the TC Fire app

The app controls two functions: Flame ON/OFF/Flame level and Lighting ON/OFF/Level. The toggle buttons (Figure 24) turn the functions ON and OFF while the sliders increase and decrease the flame and lighting levels.



Figure 22: PIN & name entry.



Figure 23: App programmed for living room.

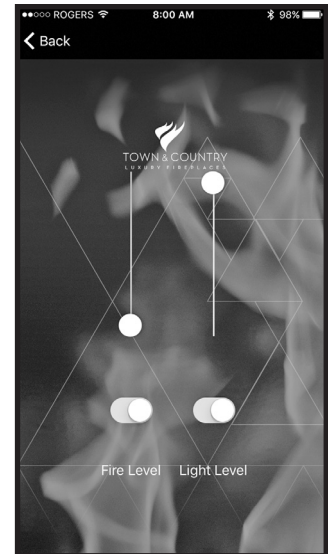


Figure 24: Control sliders.

## — Linking Remote Handset and Android® Device to Fireplace —

Town & Country Fireplaces can be operated remotely by using the remote handset that came with the fireplace, and by using a Blue Tooth® enabled Android mobile device and the “TC Fire” app for Android which can be downloaded free from the Google Play Store ®.

Regardless of which method is used, the first two procedures are to be performed in order to establish a link between the fireplace and the wall switch, followed by a procedure to establish a link between the remote handset and the wall switch.

### Step 1: Procedure for linking / pairing wall switch to fireplace

1. Set the wall switch selector to the “Remote” setting.
2. Press and hold **Program** button (Figure 25) on the wall switch for up to 10 seconds. Use a straightened paper clip to access the button.
3. The wall switch will beep 5 times. Release the button following the beeps.
4. The fireplace will beep 3 times repeated by another 3 beeps.
5. The fireplace and wall switch are now linked/paired.

**If there is cross communication with another nearby fireplace causing the other fireplace to activate instead of the intended fireplace, repeat above procedure to automatically switch to another one of three available channels.**



Figure 25: Town and Country wall switch

## Step 2: Procedure for linking / pairing the wall switch to remote handset

1. Press and release **Program** button on the wall switch once (Figure 25).
2. You will hear 3 beeps from the wall switch.
3. Press and release the **on/off** button (Figure 26) on the remote handset (within 60 sec.)
4. The wall switch will beep 3 times.
5. The remote handset is now linked/paired to the wall switch and is ready to activate the fireplace.



Figure 26: Remote handset.

## Step 3: Optional procedure for linking / pairing a Blue Tooth enabled Android mobil device to the fireplace.

1. Download the “TC Fire” app from the Google Play Store ®.
2. From your Android device, open the app and go to the “Add /Edit Fireplace Drop Down Menu” (Figure 27).
3. Press the “Add” button.
4. Find the PIN number located on a sticker on the wall switch (Figure 28).
5. Enter the PIN number and a user defined description of the fireplace (Figure 29).
6. Press the “Save” button.
7. The fireplace is added to the main screen and Android device is ready to use the app (Figure 30).

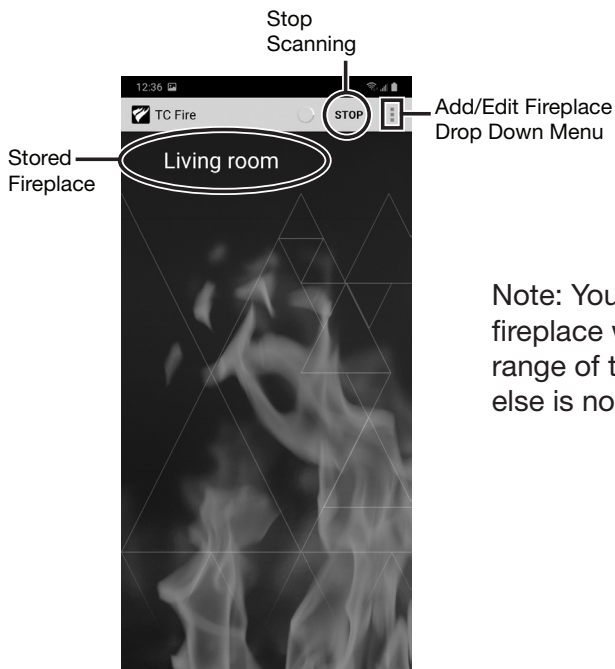


Figure 27: Main Screen.

Note: You only see the saved fireplace when your phone is within range of the Bluetooth and someone else is not currently controlling it.

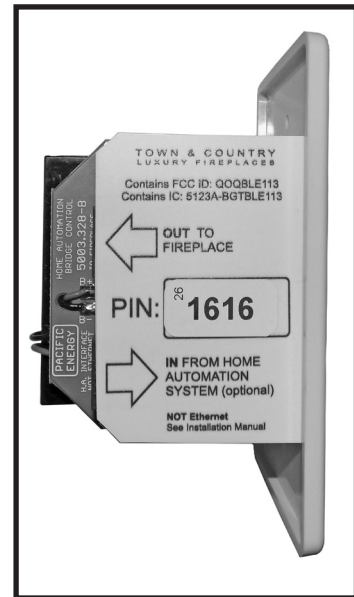


Figure 28: Wall switch with PIN number.

## Using the TC Fire app

The app controls two functions: Flame ON/OFF/Flame level and Lighting ON/OFF/Level. The toggle buttons (Figure 31) turn the functions ON and OFF while the sliders increase and decrease the flame and lighting levels.

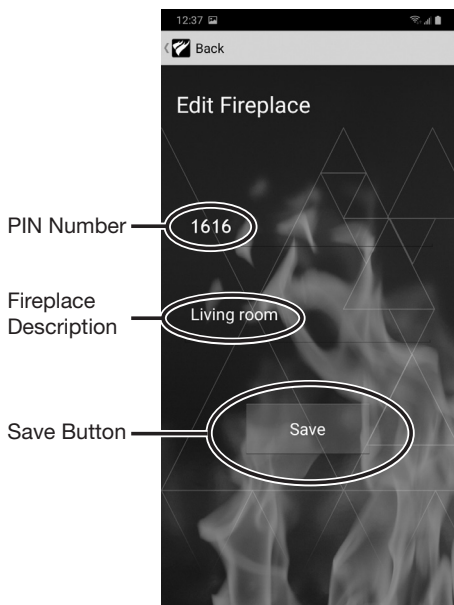


Figure 29: Edit Screen.



Figure 30: Add - Edit Screen.

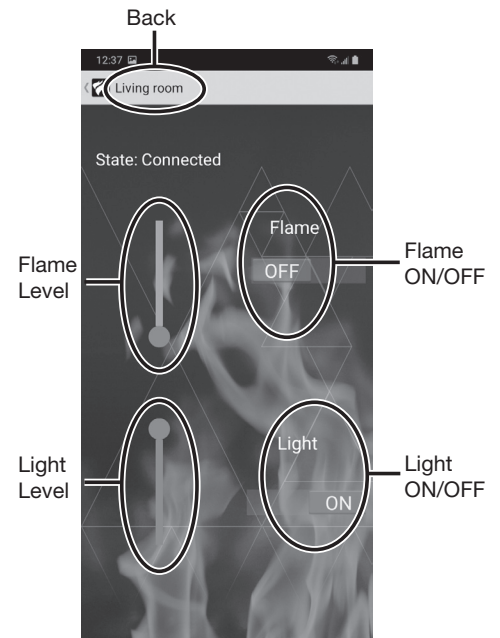


Figure 31: Fireplace Control Screen.



# Maintenance

## CAUTION:

Turn off gas and electrical power supply (if applicable) and allow ample time for unit to cool before servicing appliance. It is recommended that the fireplace and its venting should be inspected at least once a year by a qualified service person.

## Glass Panel:

**Warning: Do not operate fireplace with glass panel removed, cracked or broken. Replacement of the glass panel should be done by a licensed or qualified service person.**

Do not strike or otherwise impact the glass in anyway that may cause it to break. If the glass becomes cracked or broken it must be replaced before using the fireplace. Replacement glass can be obtained from your nearest Town & Country Fireplaces dealer. Use ceramic glass only. Do not substitute with any other type.

To remove broken glass, remove door frame as noted in "Door Frame Removal" section in the Installation Manual.

Unclip the Glass Retainer Clips located at the top and sides of the Door Frame. Pull the top edge of the glass out of the frame first, then lift it up and out of the bottom edge.

Install the new piece of glass with the gasket into the frame so that the thicker bead of gasket faces the fireplace.

Re-install glass retaining clips.

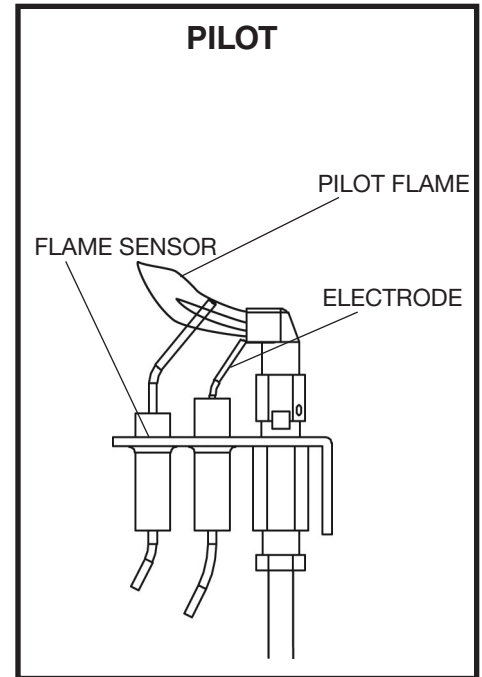


Figure 32: Pilot assembly.

## Annual Inspection:

1. Remove glass panel and inspect the decorative burner media (such as logs, pebbles, glass etc) for soot build up. If excessive build up of soot is present, have a qualified service person inspect and adjust the unit for proper combustion. Clean the decorative media and use a brush or vacuum cleaner to clean the burner, paying close attention to the burner ports.
2. Check the pilot system for proper flame size and operation. Clean pilot free of soot, dust or any other deposits.
3. Check that the vent pipe and vent terminal are open and free from blockage or debris. If the venting is disassembled for cleaning, it must be properly assembled and re-sealed.
4. Check glass panel gasket, replace if necessary. It is important that the glass seal be maintained in good condition.
5. Check and replace batteries as needed.

**Note: The appliance area must be kept clear and free from combustible materials, gasoline and other flammable vapours and liquids.**

## Periodically:

- a) Viewing glass may be cleaned as necessary with fireplace glass cleaner.
- b) Exterior finish may be cleaned with mild soap and water.

## CAUTION:

Do not use abrasive cleaners on glass or any other part of the fireplace.

Do not clean glass when hot.

---

# Warranty

---



## TOWN & COUNTRY LIMITED LIFETIME WARRANTY GAS PRODUCTS

Town & Country extends the following warranty coverage to the original registered purchaser of the product:

### Limited Lifetime Coverage

---

Limited lifetime coverage is extended to the following components (parts only):

- Glass (for thermal breakage only)
- Combustion chamber
- Burner tube assembly
- Porcelain finishes

### 2 Year Comprehensive

---

Town & Country will repair or replace any part found to be defective (parts and labor) for two years from the original date of purchase.

### Conditions

---

- All installations must be performed by a qualified technician in accordance with applicable local and national requirements.
- Installations must be done in accordance with the appliance manual.
- Sediment traps must be installed within 6 feet of the gas control valve.
- It is the responsibility of the installer to ensure the appliance is firing as per the rating plate.
- Any part that is found in our judgment to be defective shall be repaired, replaced or refunded at Town & Country's option.
- Porcelain is warranted for gloss retention. Certain colors may darken when heated and return to the original shade when cool. As a man-made finish, it is subject to minor imperfections.

### Exclusions

---

- This warranty does not apply to any component that shows evidence of misuse, abuse, improper installation, accident or lack of maintenance.
- Town & Country is not responsible for mantels, surrounds or finishing material around the fireplace.
- Town & Country is not responsible for installation, operational or environmental conditions beyond our control.
- Town and Country shall in no event be liable for any special, indirect or consequential damages of any nature whatsoever which are in excess of the original purchase price of the product.
- Town & Country may at its discretion discharge all obligations by refunding the wholesale price of the defective part.
- This warranty may not be extended or modified by our agents or representatives.



© 2019 Copyright Pacific Energy Fireplace Products LTD

Reproduction, adaptation, or translation  
without prior written permission is prohibited,  
except as allowed under the copyright laws.



**For technical support, please contact  
your retailer**

**Web site: [www.townandcountryfireplaces.com](http://www.townandcountryfireplaces.com)  
2975 Allenby Rd., Duncan, BC V9L 6V8**

Printed in Canada