










#### California Prop 65

 **WARNING:** This product can expose you to chemicals including glass wool fiber and carbon monoxide which are known to the State of California to cause cancer, birth defects or other reproductive harm. For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

-  **WARNING: FOLLOW THE INFORMATION IN THESE INSTRUCTIONS EXACTLY, IF NOT, A FIRE OR EXPLOSION MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL INJURY OR LOSS OF LIFE.**
-  **WARNING: DO NOT STORE OR USE GASOLINE OR ANY OTHER FLAMMABLE VAPORS AND LIQUIDS NEAR THIS OR ANY OTHER GAS APPLIANCE.**

#### WHAT TO DO IF YOU SMELL GAS:

-  Do not try to light any appliance.
-  Do not touch electrical switches; do not use the phone in your building.
-  Immediately call your gas supplier from a phone outside the structure. Follow your gas supplier's instructions.
-  If you cannot reach your gas supplier, call the fire department or 911.

A qualified installer, service agency, or gas supplier must perform installation and service of this appliance. In the Commonwealth of Massachusetts, all installation of gas lines and gas fittings must be performed by a licensed gas fitter or licensed plumber.

# Bristol

(Model 8764)

**GAS-FIRED DIRECT-VENT HEATER**

## Owner's Manual Installation & Operating Instructions

Read This Manual in Its Entirety  
Operate And Maintain This Gas Heater  
According To This Instruction Manual.

Ce manuel est disponible en français sur [hearthstonetech.com](http://hearthstonetech.com).


**SAVE THESE INSTRUCTIONS!**







PFS File #22-832

Tested to: ANSI Z21.88-2019/CSA 2.33-2019,  
CSA 2.17-17, CSA P.4.1-21

**AVERTISSEMENT: ASSUREZ-VOUS DE BIEN SUIVRE LES INSTRUCTIONS DONNÉ DANS CETTE NOTICE POUR RÉDUIRE AU MINIMUM LE RISQUE D'INCENDIE OU POUR ÉVITER TOUT DOMMAGE MATÉRIEL, TOUTE BLESSURE OU LA MORT.**

 **AVERTISSEMENT: NE PAS ENTRESPOSER NI UTILISER D'ESSENCE NI D'AUTRE VAPERURS OU LIQUIDES INFLAMMABLES DANS LE VOISINAGE DE CET APPRAREIL OU DE TOUT AUTRE APPAREIL.**

#### QUE FAIRE SI VOUS SENTEZ UNE ODEUR DE GAZ:

-  Ne pas tenter d'allumer d'appareil.
-  Ne touchez à aucun interrupteur. Ne pas vous servir des téléphones se trouvant dans le bâtiment où vous vous trouvez.
-  Appelez immédiatement votre fournisseur de gaz depuis un voisin. Suivez les instructions du fournisseur.
-  Si vous ne pouvez rejoindre le fournisseur de gaz, appelez le service des incendies.

L'installation et service doit être exécuté par un qualifié installer, agence de service ou le fournisseur de gaz.

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# Specifications

**Testing Agency:** PFS TECO

**Listing Agency:** PFS TECO

**Listed:** Direct Vent Gas Heater

**Model:** Bristol Model 8764

**Tested to:** ANSI Z21.88-2019 / CSA 2.33-2019

Certified for Canada, CSA 2.17-2017

Efficiency testing, CSA P.4.1-21

Approved for Mobile Home Installation

**Certified for use by:**

Board of State Examiners of Plumbers and Gasfitters  
100 Cambridge Street, Room 1511  
Boston, Massachusetts 02202

Manufactured and Warranted by:

**Hearthstone Quality Home Heating Products, Inc.**

317 Stafford Ave.

Morrisville, VT 05661-8695, USA

www.hearthstonestoves.com

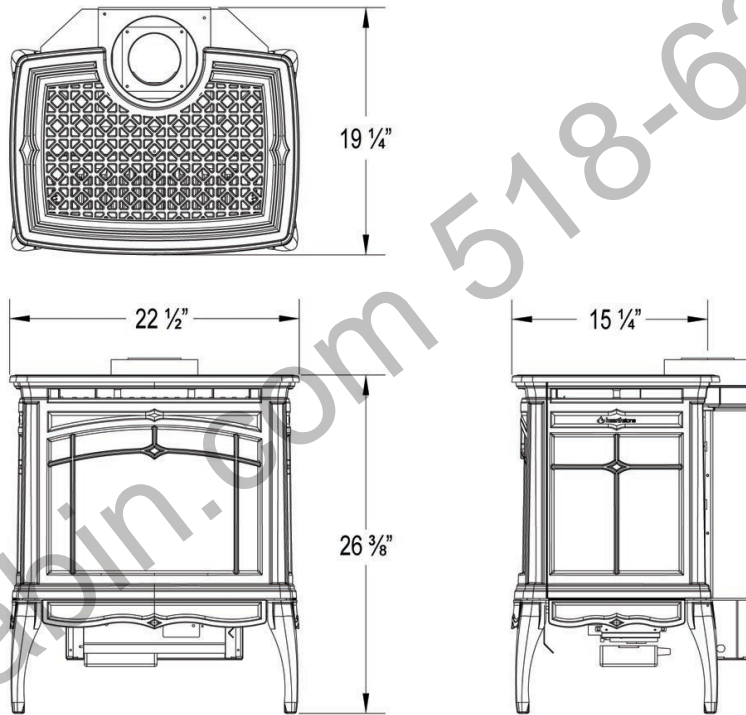


Figure 1 - Bristol Dimensions

| Specification                           | NG       | LP        |
|---|----------|-----------|
| Maximum input rating (Btu/hr) 0-2000 ft | 26,500   | 26,500    |
| Minimum input rating (Btu/hr) 0-2000 ft | 15,000   | 14,000    |
| Orifice size DMS 0-2000 ft              | 42       | 53        |
| Orifice size DMS 2000-4500 ft           | 42       | 53        |
| Man. press.-LO setting (in.w.c./kPa)    | 1.1/0.27 | 3.3/0.87  |
| Man. press.-HI setting (in.w.c./kPa)    | 3.8/0.95 | 11/2.74   |
| Minimum Inlet press.(in.w.c./kPa)       | 5.0/1.25 | 12.0/2.99 |
| Maximum Inlet press.(in.w.c./kPa)       | 11.0/2.5 | 13.8/3.4  |

## Introduction

Congratulations on your purchase of the Bristol Model 8764, Gas-Fired Direct-Vent heater. The Bristol, by Hearthstone, incorporates the latest in direct vent gas technology, which will provide you with clean, efficient heat for years to come. The enameled or painted cast iron gives the Bristol a pleasing look that is maintained with minimum care.

The Bristol will provide you with years of practical and convenient service. However, as with any gas appliance, the unit must be properly and safely installed and maintained by qualified service personnel to ensure safe and trouble-free operation.

### Bristol Model 8764 Features:

1. SIT 821 Gas Valve
2. 4-piece log set
3. Safety Barrier Screen
4. Platinum Bright Embers
5. Ceramic Nuggets
6. Optional Blower
7. 2 Gas Valve Extension Knobs

| Part #    | Description  |
|-----------|--------------|
| 8764-0010 | Matte Black  |
| 8764-0020 | Brown Enamel |
| 8764-0030 | Basil Enamel |

#### Read this Owner's Manual

Operate and maintain this gas heater according to the instructions in this manual. For your safety, and years of trouble free operation, read this manual in its entirety.

#### Heater Must Be Installed and Maintained By Qualified Service Personnel

Verify the gas connections and venting systems meet the requirements of local, regional or national installation codes. Qualified service personnel must inspect the gas heater before use, and at least annually.


#### Manufactured & warranted by:

Hearthstone Quality Home heating Products, Inc.  
317 Stafford Ave.  
Morrisville, VT 05661  
[www.hearthstonestoves.com](http://www.hearthstonestoves.com)  
[inquiry@hearthstonestoves.com](mailto:inquiry@hearthstonestoves.com)

## Safety Information

**Your Bristol is an attractive and extremely efficient heater, utilizing today's best technologies. By following a few simple safety precautions and by performing minimal maintenance, the unit will remain appealing while providing years of quality performance.**

The installation must conform to local codes or, in the absence of local codes, the current National Fuel Gas Code, ANSI Z223.1 (NFPA 54) or CAN/CGA B149 Installation Code. (*Installer l'appareil selon les codes ou règlements locaux, ou, en l'absence de tels règlements, selon les Codes d'installation CAN/CGA B149.*)

 **CAUTION: DO NOT USE THIS APPLIANCE IF ANY PART WAS UNDER WATER. IMMEDIATELY CALL A QUALIFIED SERVICE TECHNICIAN TO INSPECT THE HEATER AND TO REPLACE ANY PART OF THE CONTROL SYSTEM AND GAS CONTROL THAT HAS BEEN UNDER WATER. (NE PAS SE SERVIR DE CET APPAREIL S'IL A ÉTÉ PLONGÉ DANS L'EAU, COMPLÈTEMENT OU EN PARTIE. APPELER UN TECHNICIEN QUALIFIÉ POUR INSPECTOR L'APPAREIL ET REMPLACER TOUTE PARTIE DU SYSTÈME DE CONTRÔLE ET TOUTE COMMANDE QUI ONT ÉTÉ PLUNGES DANS L'EAU.)**

During the first few hours of operation the appliance may produce smoke and/or odor. This is normal during the first several burns and also after long periods when the stove is not burned. During these initial burns, open a window(s) to assist in the removal of the smoke/odor.

The appliance and its individual shutoff valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of ½ psig. (3.5k Pa). The appliance must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than ½ psig (3.5k Pa).

#### Fire Hazard

Do not store or use gasoline or other flammable vapors or liquids in the vicinity of this appliance. Locate the Bristol out of traffic areas and away from furniture, draperies, clothing, and flammable material.

#### Vent Only to the Outside

Never vent the gas heater to other rooms or buildings.

#### Service Caution

If you believe your Bristol is not, in any way, performing properly, immediately discontinue

operation until the unit is inspected and approved by qualified service personnel. Prior to servicing the unit, turn the gas to the valve off, and disconnect any electrical source. Ensure the unit is cool prior to servicing and cleaning. Replace any safety screen, guard, or component removed during servicing prior to operation. Use of any components not supplied by Hearthstone on the stove voids all warranties. **Do not substitute components.**

### Proper Fuel

This gas heater is designed to burn natural gas (NG) or with conversion, liquid propane (LP). Never burn any fuel gas not intended for use with this unit. Never burn paper, wood, or other materials in this appliance.

This heater is factory equipped to burn natural gas (NG). To burn propane (LP), you must install the included LP conversion kit #97-56641.

This appliance is only for use with the type(s) of gas indicated on the rating plate. This appliance is not convertible for use with other gases, unless a certified kit is used. *Cet appareil doit être utilisé uniquement avec les types de gas indiqués sur la plaque signalétique. Ne pas l'utiliser avec d'autres gas sauf si un kited conversion certifié est installé. )*

- 🔥 **WARNING: THIS GAS APPLIANCE MUST NOT BE CONNECTED TO A CHIMNEY FLUE SERVING A SEPARATE GAS OR SOLID-FUEL BURNING APPLIANCE**
- 🔥 **WARNING: DO NOT OPERATE THE APPLIANCE WITH THE FRONT GLASS REMOVED, CRACKED, OR BROKEN. REPLACEMENT OF GLASS SHOULD BE DONE BY A LICENSED OR QUALIFIED SERVICE PERSON. ONLY OPEN FRONT FOR ROUTINE SERVICE. DO NOT SLAM FRONT OR STRIKE GLASS. USE MANUFACTURER-APPROVED FRONT GLASS ONLY.**
- 🔥 **WARNING: HEARTHSTONE RECOMMENDS THAT ONLY AN NFI CERTIFIED SERVICE TECHNICIAN INSTALLS, AND REPAIRS THIS APPLIANCE. A QUALIFIED SERVICE TECHNICIAN MUST INSPECT THE APPLIANCE BEFORE USE, AND AT LEAST ANNUALLY. MORE FREQUENT CLEANING MAY BE REQUIRED DUE TO EXCESSIVE LINT FROM CARPETING, BEDDING MATERIAL, PETS, ETC. IT IS IMPERATIVE THAT THE CONTROL COMPARTMENTS, BURNERS, AND CIRCULATING AIR PASSAGES OF THE APPLIANCE ARE KEPT CLEAN AND FREE OF OBSTRUCTIONS. (S'ASSURER QUE LE BRÛLEUR ET LE COMPARTIMENT DES COMMANDES SONT PROPRES. VOIR LES INSTRUCTIONS D'INSTALLATION ET D'UTILISATION QUI ACCOMPAGNENT L'APPAREIL.)**

### Hot Surfaces

Certain exposed surfaces of the Bristol will reach high temperatures during normal operation. Clearances to combustibles must be maintained, as specified in the "Clearances To Combustibles" section of this manual.

- 🔥 **DUE TO HIGH TEMPERATURES THE APPLIANCE SHOULD BE LOCATED OUT OF TRAFFIC AND AWAY FROM FURNITURE, DRAPERIES, CLOTHING AND FLAMMABLE MATERIALS. EN RAISON DES TEMPÉRATURES ÉLEVÉES, L'APPAREIL DEVRAIT ÊTRE INSTALLÉ DANS UN ENDROIT OÙ IL Y A PEU DE CIRCULATION ET LOIN DU MOBILIER ET DES TENTURES**
- 🔥 **CHILDREN AND ADULTS SHOULD BE ALERTED TO THE HAZARDS OF HIGH SURFACE TEMPERATURES AND SHOULD STAY AWAY TO AVOID BURNS TO SKIN OR CLOTHING IGNITION. LES ENFANTS ET LES ADULTES DEVRAIENT ÊTRE INFORMÉS DES DANGERS QUE POSENT LES TEMPÉRATURES DE SURFACE ÉLEVÉES ET SE TENIR À DISTANCE AFIN D'ÉVITER DES BRÛLURES OU QUE LEURS VÊTEMENTS NE S'ENFLAMMENT.**
- 🔥 **CAREFULLY SUPERVISE YOUNG CHILDREN WHEN THEY ARE IN THE SAME ROOM AS THE APPLIANCE. TODDLERS, YOUNG CHILDREN, AND OTHERS MAY BE SUSCEPTIBLE TO ACCIDENTAL CONTACT BURNS. BARRIERS DESIGNED TO REDUCE THE RISK OF BURNS FROM THE HOT VIEWING GLASS ARE PROVIDED WITH THIS APPLIANCE AND SHALL BE INSTALLED FOR THE PROTECTION OF CHILDREN AND OTHER AT-RISK INDIVIDUALS. THESE BARRIERS ARE FRAMED SCREENS MECHANICALLY AFFIXED TO THE INSIDE SURFACE OF THE FRONT AND SIDE CASTINGS, AND WHEN UNDAMAGED WILL PREVENT CASUAL PHYSICAL CONTACT OF THE STOVE GLASS. IF THE BARRIER BECOMES DAMAGED, THE BARRIER SHALL BE REPLACED WITH THE MANUFACTURER'S BARRIER FOR THIS APPLIANCE.**  
*LES JEUNES ENFANTS DEVRAIENT ÊTRE SURVEILLÉS ÉTROITEMENT LORSQU'ILS SE TROUVENT DANS LA MÊME PIÈCE QUE L'APPAREIL. LES TOUT PETITS, LES JEUNES ENFANTS OU LES ADULTES PEUVENT SUBIR DES BRÛLURES S'ILS VIENNENT EN CONTACT AVEC LA SURFACE CHAUDE. UN ÉCRAN PROTECTEUR POUR RÉDUIRE LES RISQUES DE BRÛLURE EST INCLUT ET DOIT ÊTRE INSTALLÉ DEVANT LA VITRE DE L'APPAREIL POUR PROTÉGER LES ENFANTS ET TOUS AUTRES PERSONNES À RISQUE. SI L'ÉCRAN EST ENDOMMAGÉ, IL DOIT ÊTRE REMPLACÉ PAR UN ÉCRAN APPROUVÉ PAR LE MANUFACTURIER POUR CETTE APPAREIL. CES ÉCRANS SONT DES FILETS MÉTALLIQUES ENCADRÉS, LES CADRES SONT FIXÉS SUR LES SURFACES INTÉRIEURES DE LA FAÇADE ET DES CÔTÉS. EN BONNE CONDITION*

**LES ÉCRANS PRÉVIENNENT UN CONTACT DIRECT AVEC LES VITRES DE L'APPAREIL.**

- 🔥 **CLOTHING OR OTHER FLAMMABLE MATERIAL SHOULD NOT BE PLACED ON OR NEAR THE APPLIANCE. ON NE DEVRAIT PAS PLACER DE VÊTEMENTS NI D'AUTRES MATIÈRES INFLAMMABLES SUR L'APPAREIL NI À PROXIMITÉ.**
- 🔥 **CLEAN THE AREA AROUND, UNDER, AND BEHIND THE UNIT ON A REGULAR BASIS TO PREVENT THE ACCUMULATION OF DUST AND LINT.**



The pilot light on this gas heater is lit by using the continuous sparker as described elsewhere in this manual. Never attempt to light the pilot or main burner by hand with a match or lighter.

## Installation Preparation

### Codes

Adhere to **all local codes** or, in their absence, the latest edition of THE NATIONAL FUEL GAS CODE ANSI Z223.1 (NFPA 54) or CAN/CGA B149 (*Installer l'appareil selon les codes ou règlements locaux, ou, en l'absence de tels règlements, selon les Codes d'installation CAN/CGA-B149.*)

Installation Codes can be obtained from:

**AMERICAN NATIONAL STANDARDS INSTITUTE, INC.**

1430 BROADWAY  
NEW YORK, NY 10018  
[www.ansi.org](http://www.ansi.org)

**NATIONAL FIRE PROTECTION ASSOCIATION, INC.**

BATTERY MARCH PARK  
QUINCY, MA 02269  
[www.nfpa.org](http://www.nfpa.org)

The appliance when installed must be electrically connected and grounded in accordance with local codes or, in the absence of local codes, with the current NFPA 70-National Electrical Code or CSA C22.1-Canadian Electric Code.

### Mobile Home Installations

This appliance may be installed in an aftermarket permanently located, manufactured home (USA only), 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 gasses, unless a certified kit is used.

### Ceramic Logs, Burner, & Baffle

If the decorative ceramic logs or burner material supplied with the Bristol is damaged or parts are missing, they must be replaced with the same, or approved Hearthstone replacement parts. These components affect the combustion quality and safety of the heater. Do not replace ceramic logs, the burner, or baffle with unapproved material. We recommend you always wear gloves and safety goggles while handling the ceramic log set and burner materials.

### Electrical Hazard

For your protection against shock hazard, any three-prong grounding plug, if present, must be plugged directly into a properly grounded three-prong receptacle. Do not cut or remove the grounding prong from any plug or otherwise attempt to circumvent the grounding protection provided with the unit. The Bristol must be electrically grounded in accordance with local codes, or in the absence of local codes, with the National Electrical Code, ANSI.NFPA 70 in the U.S. or CSA C22.1 Canadian Electrical Code in Canada.

### Do Not Light Pilot or Burner by Hand

A manufactured home (mobile) OEM installation must conform to the Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280 (U.S.) or Standard for Manufactured Home Installation, ANSI/NCBCS A225.1 or Standard for Gas Equipped Recreational Vehicles and mobile Housing, CSA Z240.4.CAN/SCA Z240 MH (Canada). This appliance is only for use with the type(s) of gas indicated on the rating plate. *Cet appareil peut être installé comme du matériel d'origine dans une maison préfabriquée (É.-U. seulement) ou mobile et doit être installé selon les instructions du fabricant et conformément à la norme Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280 aux États-Unis ou à la norme CAN/CSA-Z240 Série MM, Maisons mobiles au Canada. Cet appareil doit être utilisé uniquement avec les types de gaz indiqués sur la plaque signalétique.*

This appliance is equipped for use at 0 to 2000 feet (0-610 meters) altitude. *(Cet appareil est équipé pour des altitudes comprises entre 0 et 2000 pieds (0-610 m) seulement.)*

## Items Required for Installation

- 🔥 External regulator (for propane (LP) only)
- 🔥 LP conversion kit (for propane only)
- 🔥 Piping which complies with local codes
- 🔥 Pipe sealant approved for use with propane (LP) (resistant to sulfur compounds).
- 🔥 Manual shutoff valve
- 🔥 Sediment trap (see page 20)
- 🔥 Approved Venting
- 🔥 Pipe wrench
- 🔥 Phillips head screwdriver
- 🔥 7/16-inch wrench
- 🔥 5/23" (4mm) Allen wrench (for LP conversion)
- 🔥 Other parts as required by local code
- 🔥 Safety Glasses
- 🔥 Gloves

## Packing List

- 1- Bristol 8764 Gas-Fired Heater
- 1- Burner
- 1- Owner's Packet (manual)
- 1- LP Conversion Kit
- 1- Decorative Ceramic Log set (in separate box)
- 1- Bag of Platinum Bright Embers
- 1- Bag of Ceramic Nuggets
- 1- Vertical vent restrictor kit

🔥 Note: Vent kits and components are supplied separately. Failure to use the venting

components approved by Hearthstone for this appliance will void your warranty.

## Unpacking and Inspection

Hearthstone packages your Bristol to withstand normal shipment without damage. However, damage can still occur during transit. Take care to inspect for damage when unpacking and installing the unit.

🔥 **DO NOT INSTALL, OR PUT INTO SERVICE, A DAMAGED OR INCOMPLETE HEATER.**

Remove the shrink-wrap and other packaging materials taking care not to damage the stove's finish. Inspect the Bristol for visible or concealed damage. The unit should be square and true. The sheet metal parts should be smooth and free of bends and dents. Any enameled cast iron should be free of chips or cracks. If visible or concealed damage is found or suspected, contact your dealer for instructions.

Inspect the vent connection on the top of the stove for damage. The inner and outer vent jackets rings should be circular and undamaged. See the Vent Attachment Inspection image below.



Vent Attachment Inspection – unbent and attached rings

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

See the firebox access instructions below. Unpack and inspect the logs for damage. Inspect the metal burner as well. Open the other boxes and inspect the components. If log, burner or any other component damage is encountered, contact your dealer for a replacement. Otherwise, set the logs and other components aside until called for during the installation.

### Dismounting from Pallet

With the accessory boxes removed and set aside, remove the four lag screws that fasten the unit to the pallet. Take care not to mar or chip the stove's finish.

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

**INSTALLER:** Leave this manual with the appliance.

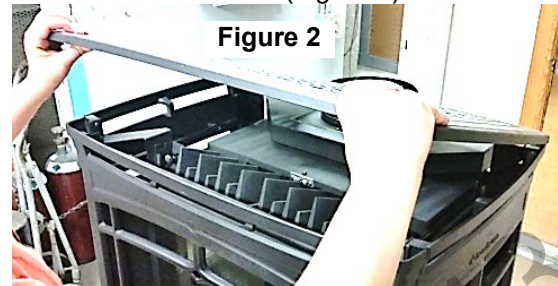
**INSTALLATEUR :** Laissez cette notice avec l'appareil.

**CONSUMER:** Retain this manual for future reference.

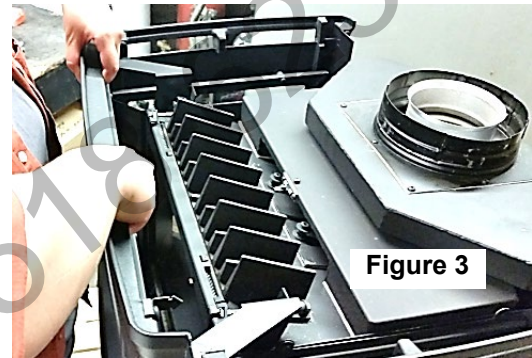
**CONSOUMATEUR :** Conservez cette notice pour consultation ultérieure

### Firebox Access

1. Remove top of the stove (lift off). Set carefully aside on a soft surface (Figure 2).



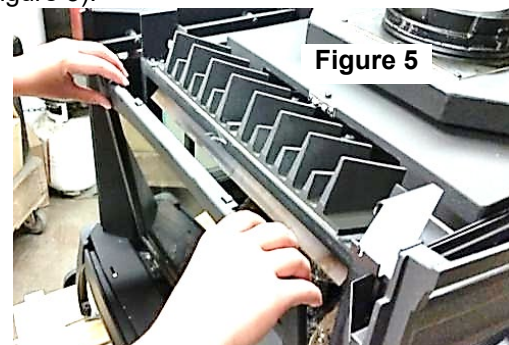
2. Release the front panel by lifting up and off of the stove body and set aside (Figure 3).




3. Remove glass and frame by holding the glass retainer tab with one hand while compressing the lifting the bolt heads slightly clear of the stove glass frame one at a time (Figure 4).



4. Gently release pressure on the glass/frame and allow to tilt outward and lift up and off of the stove (Figure 5).




## Clearances to Combustibles

 Note: Ensure clearances are in accordance with local installation codes and the requirements of the gas supplier. Dégagement conforme aux codes d'installation locaux et aux exigences du fournisseur de gaz.

Due to high surface temperatures, locate the unit out of traffic areas and away from furniture and draperies. Do not place clothing or other flammable material on or near the heater. When positioning the unit always maintain adequate ventilation. Minimum clearances to combustibles must be maintained as shown in Figures 6 - 9.

**Note:** The rear clearance to combustibles is determined by either the unit's or the vent pipe's minimum clearance, depending on whether the installation calls for vertical rise within the room or a rear exit, through-the-wall vent pipe. Ensure you consider the need for access to the gas control valve access door on the front of the unit as well as full access for periodic cleaning and servicing. Also consider clearance for the blower assembly if present, or planned in the future.

 **CAUTION: THESE CLEARANCES REPRESENT MINIMUM DISTANCES IN ALL CASES, WHICH, THROUGH TESTING IN AN INDEPENDENT LABORATORY TO ANSI AND CSA STANDARDS, WILL PREVENT FIRE OR SPONTANEOUS COMBUSTION. WE DO NOT CONTROL THE COMBUSTIBLE MATERIALS EXPOSED TO HEAT BY THIS PRODUCT; THEREFORE, AN ASSESSMENT MUST BE MADE BY THE INSTALLER TO PREVENT CONSEQUENTIAL DAMAGE OF WALLS AND FLOORING.**

## Hearth Requirement/Floor Protection

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

The corner clearance for the Bristol 8764 is 4", measured from the edge of the top castings, to the adjacent wall (see Figure 7).

Installing the stove in a room with Luxury Vinyl Plank (LVP) or Luxury Vinyl Tile (LVT) flooring requires extra consideration from the stove to the LVP or LVT flooring. Some LVP and LVT flooring begins to warp at 110° Fahrenheit. Each installation and flooring specification is different. **Consult the flooring**

manufacturer for maximum temperature recommendations. Additional shielding to prevent warping may be necessary depending on the flooring used.

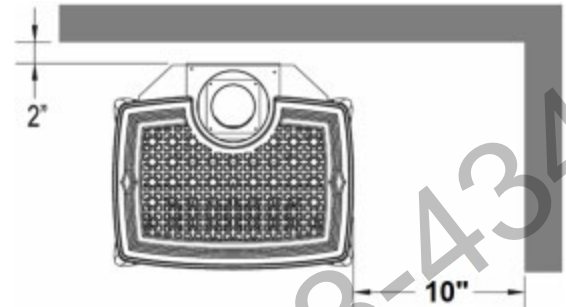


Figure 6 - Minimum Wall Clearances

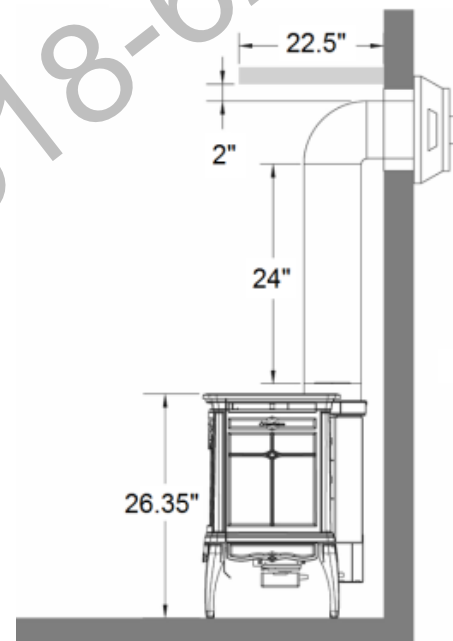
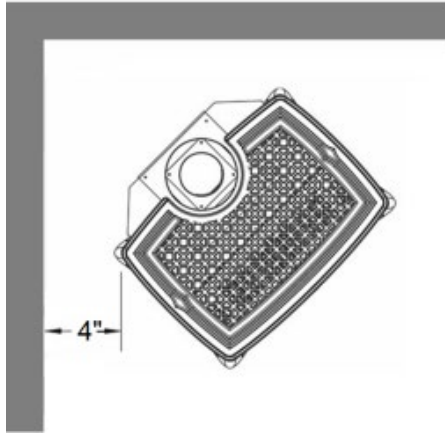
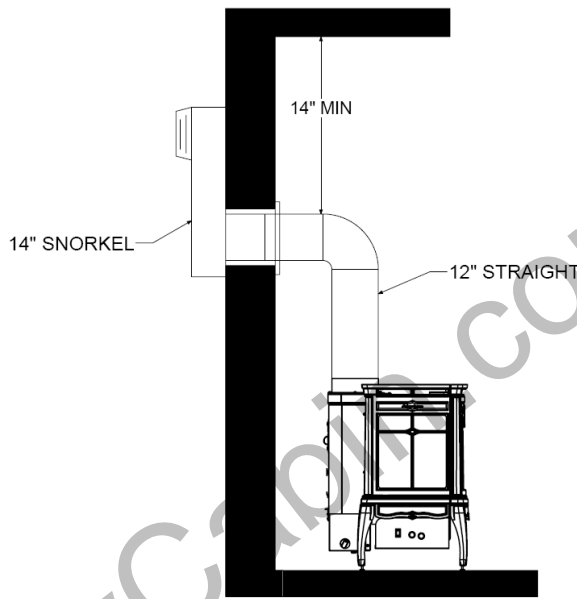


Figure 7 - Minimum Mantle Clearances



**Figure 8 - Minimum Corner Clearance**



**Figure 9 - Snorkel Termination Mantle Clearance**

## Venting Information

### Venting Components

Starter collar is installed by Hearthstone.

Use the following instructions along with the pipe manufacturer's instructions to complete the installation. Do not mix vent components from different manufacturers within the same venting system.

### Approved Venting Manufacturers

The Bristol 8764 is approved for installation only with the venting components provided by manufactures listed on this page.

Simpson Dura-Vent, Inc.  
 P.O. Box 1510  
 Vacaville, CA 95696-1510 800-835-4429

Approved Venting Caps:

|              |                |
|--------------|----------------|
| • 46DVA – HC | 46DVA-HSC      |
| • 46DVA -VC  | 46DVA-HSCH     |
| • 46DVA -VCH | 46DVA-H2-SNK14 |

Bernard Dalsin Manufacturing  
 5205 208th St W,  
 Farmington, MN 55024 651-460-1080

Approved Venting Caps:

- DVR6-HCP
- DVR6-VCH

ICC, Inc.  
 400 J-F Kennedy, St. Jerome, Quebec  
 Canada, J7Y 4B7 450-565-6336

Approved Venting Caps:

- TM-4HT
- TM-4RH

### Venting Terminations

The Bristol cannot be vented jointly with any other solid fuel or gas appliance. It must be vented directly to the outside of the building using a proper termination as listed in this manual. After determining the venting configuration for your stove, select the vent system that will best accommodate your installation.

- 🔥 **CAUTION: ENSURE ALL STOVE AND TERMINATION CAP CLEARANCES ARE OBSERVED PER THIS OWNER'S MANUAL.**
- 🔥 **CAUTION: ENSURE THERE IS NO WIRING OR PLUMBING IN THE CHOSEN LOCATION.**
- 🔥 **CAUTION: DO NOT RECESS VENTING TERMINALS INTO A WALL OR SIDING.**

### Approved Venting Configurations

- 🔥 **WARNING: IN HIGH WIND AREAS AND PARTICULARLY COLD CLIMATES IT MAY BE NECESSARY TO HEAT YOUR VENT SYSTEM WITH THE PILOT PRIOR TO IGNITION OF THE MAIN BURNER. IN THESE INSTANCES IT IS RECOMMENDED THAT YOU LEAVE THE PILOT RUNNING FOR 5 MINUTES PRIOR TO IGNITING THE MAIN BURNER. THIS WILL ALLOW FOR**

**PROPER START UP AND IGNITION OF ALL PORTS ON THE BURNER.**

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

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

**Pipe Clearances to combustibles:**

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

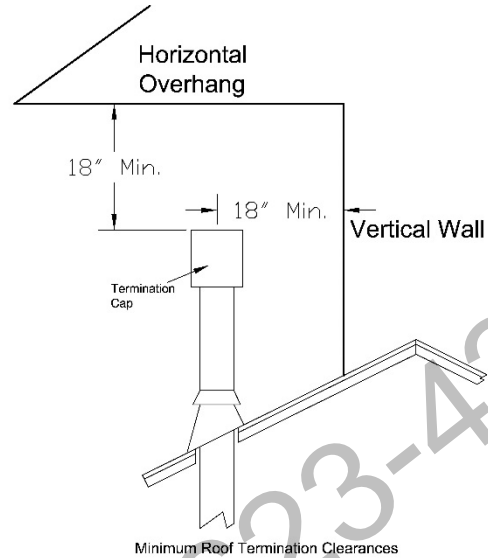
**Vertical Venting and Termination**

The Bristol 8764 is approved for venting vertically through a roof or ceiling. When installing a vertical vent and/or vertical terminations you must adhere to the following requirements:

- 🔥 When terminating vertically you must have at least 11' of vertical pipe.
- 🔥 The Vent Restrictor Kit must be installed and the vent restrictor setting in Figure 18 must be followed. See page 13 for installation instructions.
- 🔥 Always maintain a minimum of 1" clearance from all sides of the vent system to any combustible material.
- 🔥 A listed fire stop is required at any floor penetration. The opening must be framed in according to the venting manufacturer's instructions.
- 🔥 Steep roofs, nearby trees, or predominantly strong windy conditions can promote poor draft or down draft conditions. In this event, an increase to the height of the vent may improve performance.
- 🔥 A maximum of two 90° or four 45° elbows may be used in vertical terminations. Whenever possible use 45° elbows instead of 90° elbows as they offer less restriction to the flue gases.
- 🔥 All termination caps must be no less than 18" (457mm) horizontally from any roof or vertical surface. See Figure 10
- 🔥 The termination must fall within the chart in Figure 17.
- 🔥 The maximum vertical run is 35'.

The minimum vent/air intake termination clearances above the high side of an angled roof are as follows:

| Roof Pitch     | Feet | Meters |
|----------------|------|--------|
| Flat to 6/12   | 1    | 0.3    |
| 7/12 to 9/12   | 2    | 0.6    |
| 10/12 to 12/12 | 4    | 1.2    |
| 13/12 to 16/12 | 6    | 1.8    |
| 17/12 to 21/12 | 8    | 2.4    |



**Figure 10 - Termination Cap clearances**

**Prefabricated & Fireplace Chimney Installations**

The Bristol 8764 is approved for use with direct vent chimney conversion kits in masonry or prefabricated solid fuel listed chimneys. The following installation requirements must be followed:

- 🔥 The termination must fall within the chart shown in Figure 18
- 🔥 In a masonry chimney, a fireclay liner or listed steel liner, must be present the entire length of the chimney.
- 🔥 The maximum vertical length of vent is 35'.
- 🔥 The liner must have an inside dimension or diameter 6" or greater.
- 🔥 Prefabricated chimneys must be UL103 or ULC S-629 listed and have a minimum INSIDE diameter of 6". Prefabricated chimneys must be listed for the specific manufacturer's conversion kit.

The use of an existing chimney as an air intake is not listed under the ANSI Z21.88 / CSA 2.33-2016 test methods; this installation has been tested and approved by OMNI-Test Laboratories with an appropriate test. The code authority having jurisdiction must be consulted prior to proceeding with this installation method. See examples below.

| VERTICAL VENTING USING:<br>A CO-AXIAL ADAPTER<br>A CO-LINEAR ADAPTER<br>A CHIMNEY AS AIR INLET ADAPTER |        |
|--|--------|
| V (FT)   | H (FT) |
| 10' MIN. — — — — 1.5' MAX.   |        |
| 35' MAX. — — — — 1.5' MAX.   |        |

V + H = MAXIMUM ALLOWABLE VENT LENGTH

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

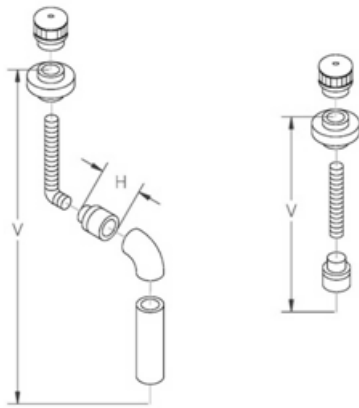


Figure 11 - Existing Chimney Venting Options

### Horizontal Termination

- 🔥 The termination must fall within the area shown in Figure 18.
- 🔥 A minimum of 24" vertical rise is required directly off the heater unless a minimum 14" snorkel is used. In this case, a 12" vertical rise is required directly off the heater.
- 🔥 Minimum horizontal run at the above conditions is 9", the maximum horizontal run is 8' providing a 1/4" rise is provided for every 12" of horizontal run.
- 🔥 With 3' of vertical rise from the stove top, maximum horizontal run is 10' providing a 1/4" rise is provided for every 12" of horizontal run.
- 🔥 Use a vinyl siding Stand-Off when installing against vinyl siding. The termination cap must not be recessed into the wall or siding. Do not fill air spaces with any type of insulation material.
- 🔥 A minimum 10" x 10" square hole is necessary for proper pipe clearance through a wall, provided the vent is positioned to maintain 2" minimum clearance at the top. A 1" minimum clearance must be maintained to combustible materials around the other sides.

- 🔥 All horizontal terminations must also comply with the clearance specifications to adjacent structures outlined in Figures 17 & 18.
- 🔥 **NOTE:** For each 90° elbow after 2, remove 5' from the allowable horizontal run. For Canadian installations: remove 4' from the allowable horizontal run.
- 🔥 **WARNING: FAILURE TO USE ONLY PARTS SPECIFICALLY APPROVED FOR USE WITH THIS APPLIANCE MAY RESULT IN PROPERTY DAMAGE OR PERSONAL INJURY.**

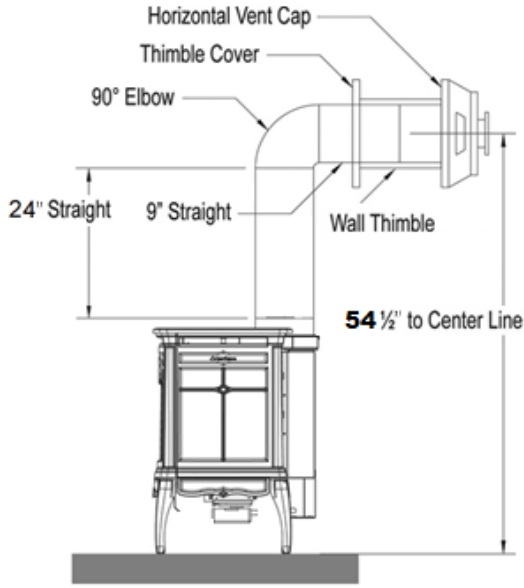
### Minimum Vent Installation Instructions

1. Install the 24" pipe section onto the starter collar by fully inserting it and turning approximately 1/4 turn clockwise, until the 2 sections are fully locked. Install the 90° elbow in similar fashion.
2. Move the stove and pipe assembly back until the 90° elbow is flush to the wall. The 24" vertical pipe should be parallel to the wall. Draw a circle around the pipe. Use the center of this circle as the center point of the 10" x 10" square wall pass through. Cut and frame the wall pass through.
3. Place the interior wall thimble into the 10" x 10" wall pass through. Secure it with 4 screws (not provided). Install the exterior portion of the thimble in similar fashion, overlapping the 2 sections.

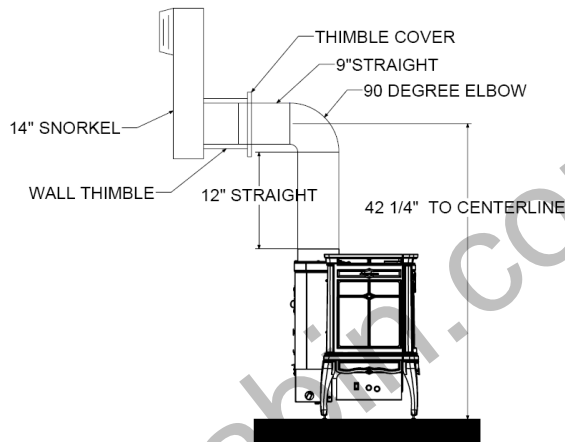
- 🔥 **CAUTION: FOR BUILDINGS WITH VINYL SIDING, INSTALL A VINYL SIDING STANDOFF BETWEEN THE VENT CAP AND THE EXTERIOR WALL.**

4. Install the horizontal vent termination on the outside of the wall. Ensure both of the retaining straps extend through interior wall thimble. Before attaching the vent termination to the outside of the house, run a bead of non-hardening mastic around its' outside edges, so as to make a seal between it and the wall. The arrow on the end cap should point up. Secure the cap to the wall with the appropriate screws.

Place the thimble cover onto the 90° elbow. Put the 9" pipe into the horizontal vent cap, (the vent pipe must extend into the horizontal vent cap a minimum of 1-1/4"). Move the stove and vent pipe into position, insert the 9" pipe into the 90° elbow and twist to lock it. Secure the straps from the horizontal vent termination to the interior pipe with 2 sheet metal screws, keeping the screws as close to wall thimble as possible. Bend or cut the excess strapping so that the thimble cover will fit properly. Screw the thimble cover to the wall.



**Figure 12 - Typical Minimum Horizontal Venting Installation Components**



**Figure 13 - Components for typical Snorkel Installation**

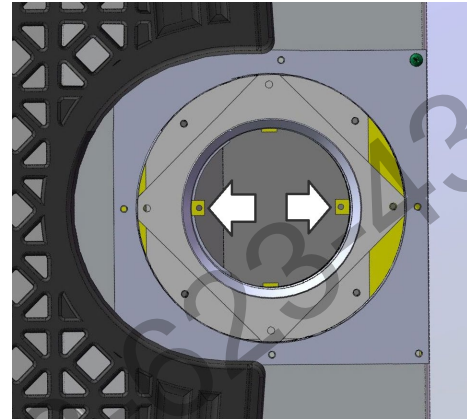
Centerlines shown are approximate. Ensure you dry fit your venting and take a measurement. Pipe dimensions will vary by manufacturer and supplier. These dimensions are using typical Simpson Dura-Vent GS components. See installation instructions on this page and Figure 10.

### Installing the Vertical Vent Kit

When the total vertical vent run in a particular Bristol installation meets or exceeds 11', the Vertical Vent Kit must be installed in the stove. This kit is shipped with every stove and consists of one steel component, a restrictor ring, shown in step 2.

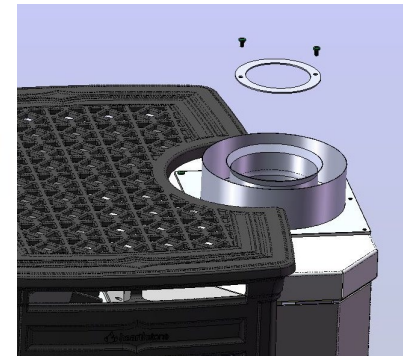
The ring-shaped metal piece installs in the starter collar on the top of the stove, from the outside **before** venting is attached by the following method:

- 1) Note the two tabs extending into the inner flue collar from the upper manifold housing.



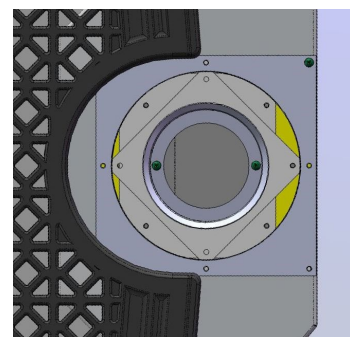
**Figure 14 - Locate Install Tabs in Collar**

- 2) Place the restrictor ring into the inner collar and align the screw holes with the holes in the tabs.

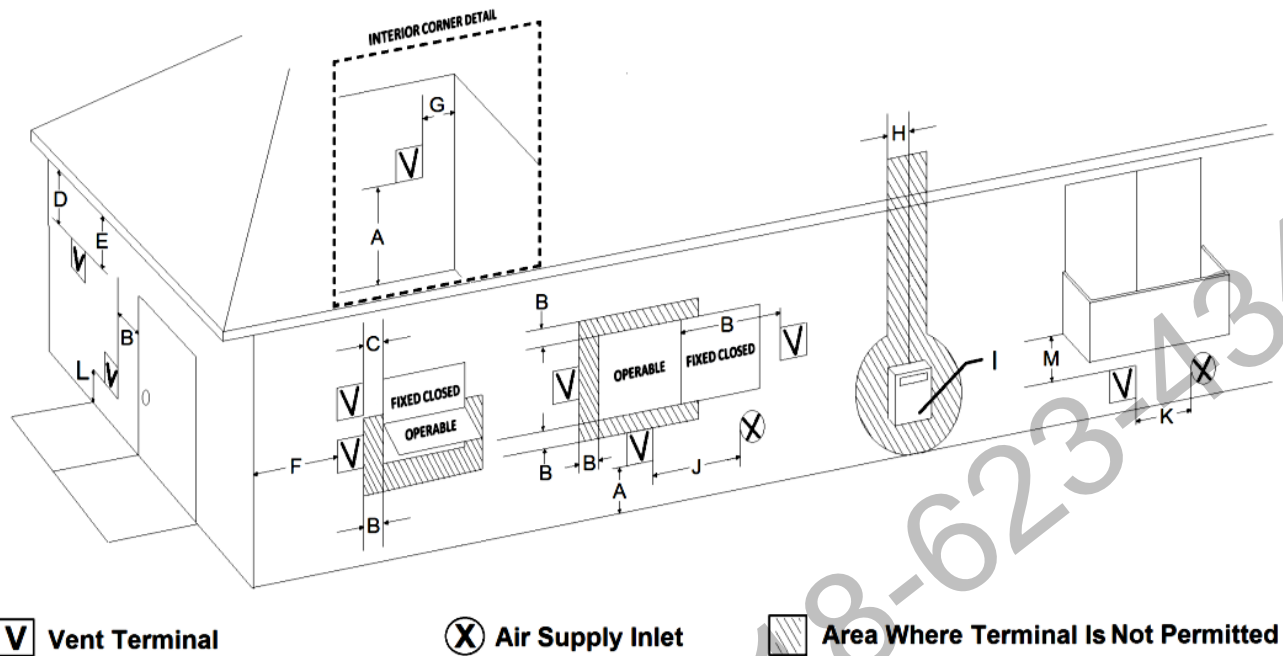


**Figure 15 - Vent Collar Alignment and Install**

- 3) Secure restrictor ring with the two included screws.



**Figure 16 - Vent Collar Installed**



**Figure 17 - Acceptable Direct Vent Terminal Vent Cap Locations**

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

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

C = Clearance to permanently closed window: \*\*Min. 9 inches, U.S./\*12 inches (30cm) CAN.

We recommend 12 in. minimum to prevent condensation on the window.

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

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

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

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

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

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

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

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

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

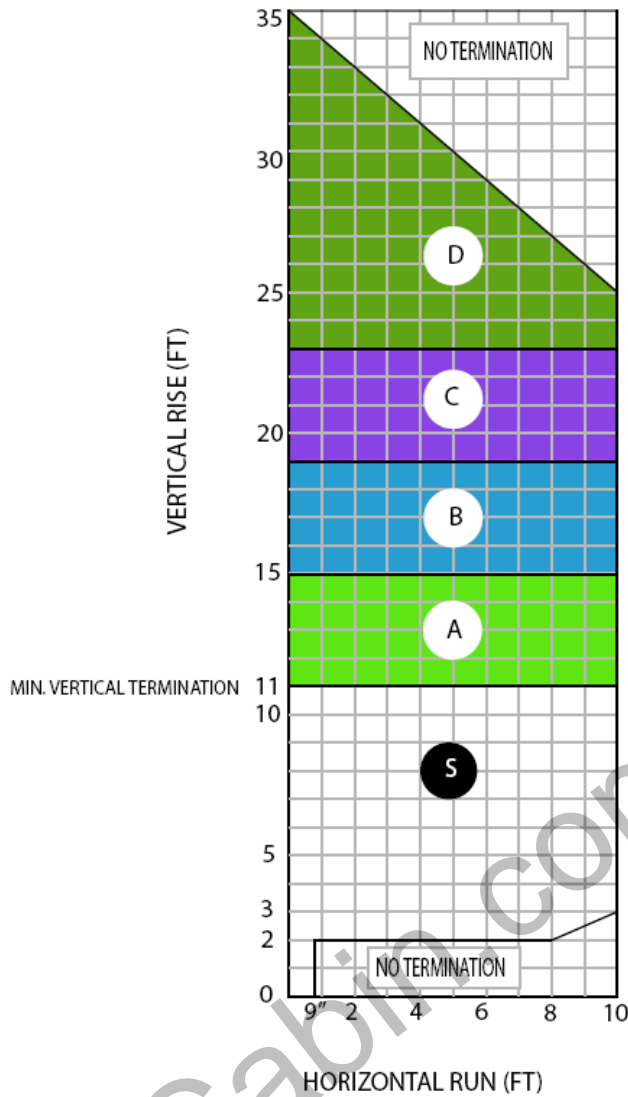
M = <sup>2</sup>Clearance under veranda, porch, deck, or balcony: 12 inches (30cm) minimum.

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

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

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

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



VERTICAL VENT KIT REQUIRED AT 11' VERTICAL RISE AND UP.

AT VENTING LENGTHS ABOVE 11' VERTICAL RISE, PRIMARY AIR SHUTTER SETTINGS MAY NEED TO BE ADJUSTED TO OPTIMIZE FLAME APPEARANCE.

AIR RESTRICTOR PLATE INITIAL SETTINGS (S) ARE:

NG AND LP: FULLY OUT (2 1/2")

THE AIR RESTRICTOR PLATE SUGGESTED SETTINGS AT THE VENTING SETUP SPECIFIED IN THE CHART:

- A - NG AND LP: 1 7/8" PULLED OUT
- B - NG AND LP: 1 1/4" PULLED OUT
- C - NG AND LP: 5/8" PULLED OUT
- D - NG AND LP FULLY CLOSED

PLEASE NOTE THESE SETTINGS ARE RECOMMENDATIONS. EACH INDIVIDUAL SETUP MAY VARY AND INSTALLER SHOULD TUNE AIR RESTRICTOR PLATE AND PRIMARY AIR SHUTTER TO OPTIMIZE STOVE PERFORMANCE.

\*NOTE: DISTANCE PULLED OUT IS MEASURED FROM END OF AIR RESTRICTOR PLATE TO THE EXHAUST COLLECTOR IT POKES OUT FROM. SEE RESTRICTOR PLATE SECTION FOR DETAILS ON HOW TO ADJUST.

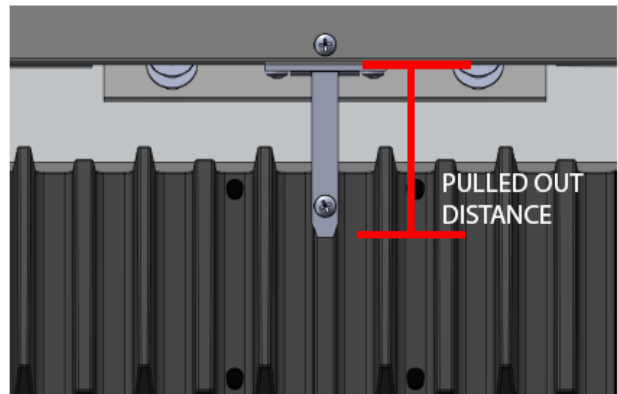


Figure 18 - Venting Termination Chart

## Electrical System Information

**CAUTION: LABEL ALL WIRES PRIOR TO DISCONNECTION WHEN SERVICING CONTROLS. WIRING ERRORS CAN CAUSE IMPROPER AND DANGEROUS OPERATION. VERIFY PROPER OPERATION AFTER SERVICING. (ATTENTION: AU MOMENT DE L'ENTRETIEN DES COMMANDES, ÉTIQUETEZ TOUS LES FILS AVANT LE DÉBRANCHEMENT. DES ERREURS DE CÂBLAGE PEUVENT ENTRAÎNER UN FONCTIONNEMENT INADEQUATE ET DANGEREUX.)**

The proper location of wire connections is shown in the following figure.

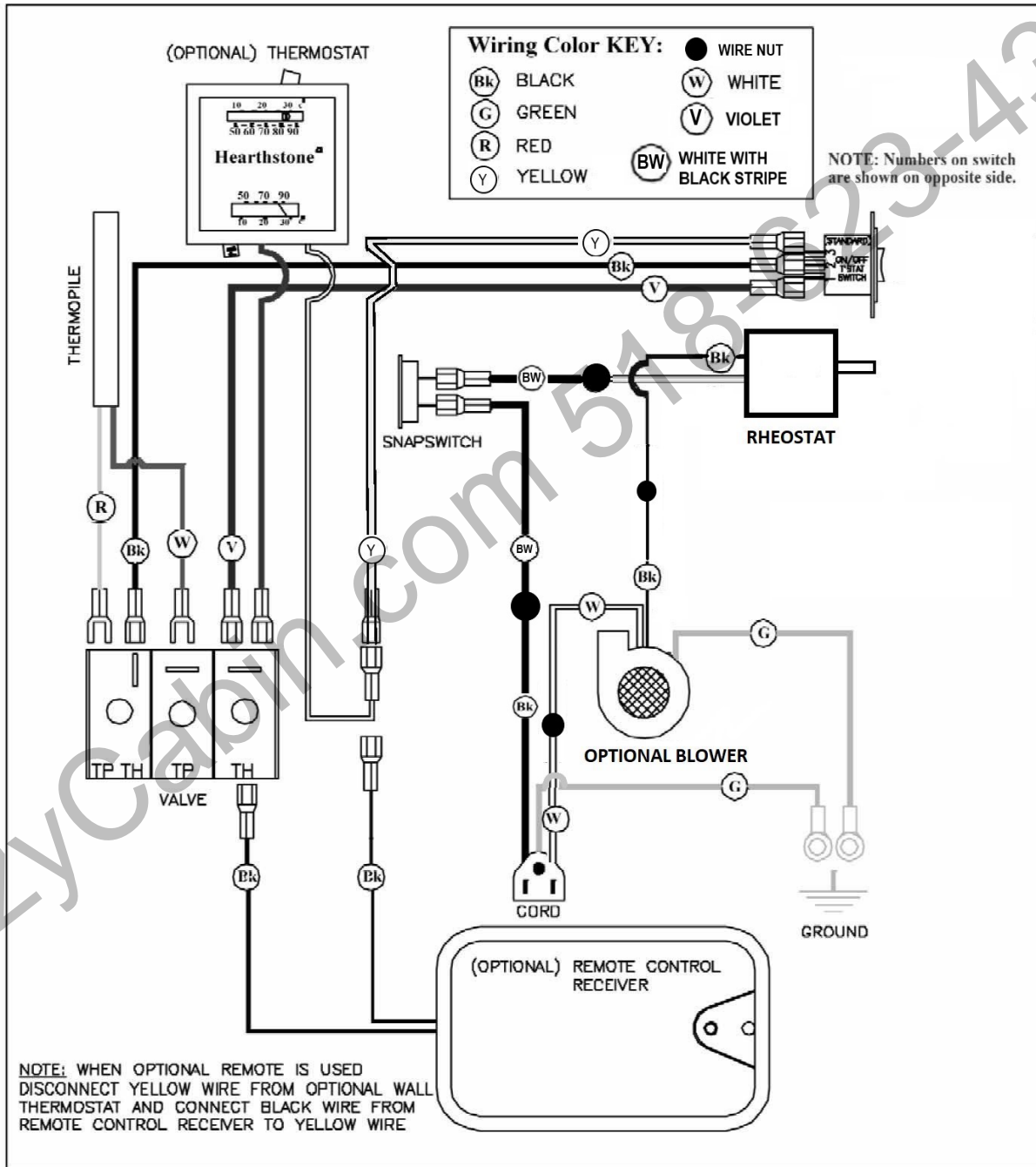


Figure 19 - Bristol 8764 Wiring Diagram

# Gas Supply & Connections

## Connection Location

The gas supply connection is made to the Bristol's gas control valve under the bottom right center of the unit using a 3/8" male NPT fitting. The supply line should be 1/2" diameter, or appropriately sized to provide a sufficient gas supply to meet the maximum demand of the unit without undue loss of pressure. We recommend a flexible line to avoid undue mechanical load on the valve and to ease thread alignment, but refer to local codes.

The Bristol is factory equipped to use natural gas (NG) and requires conversion for use with propane (LP). A propane (LP) fuel conversion kit is included with your stove purchase.

## Gas Supply

This appliance and its individual shutoff valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psig. The Bristol must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or greater than 1/2 psig. Over pressurizing can damage the control resulting in leakage or control malfunction.

### VALVE DESCRIPTION

- |  |                              |                                   |
|--|------------------------------|-----------------------------------|
| ① Gas cock knob  | ⑥ Inlet pressure test point  | ⑪ Flange securing screw holes     |
| ② Manual HI-LO adjustment or pressure regulator adjustment | ⑦ Outlet pressure test point | ⑫ Additional valve mounting hole  |
| ③ Pilot adjustment   | ⑧ Main operator              | ⑬ Alternative TC connection point |
| ④ Termocouple connection                                   | ⑨ Pilot outlet               | ⑭ Thermoelectric unit             |
| ⑤ Mounting for piezo & bracket                             | ⑩ Main gas outlet            |                                   |

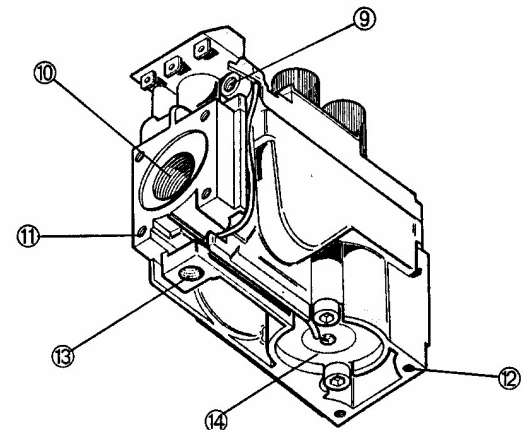
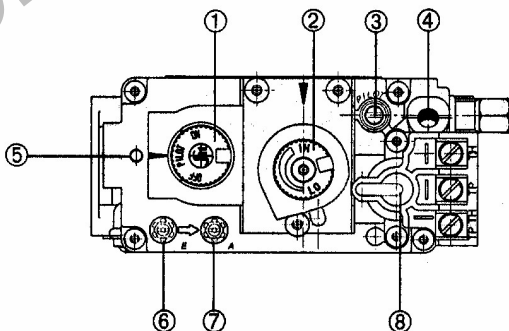


Figure 20 - SIT 821 Valve

🔥 **NOTICE:** A QUALIFIED TECHNICIAN MUST CONNECT THE HEATER TO THE GAS SUPPLY AND LEAK TEST THE UNIT BEFORE IT IS APPROVED FOR USE. CONSULT ALL CODES.

🔥 **WARNING:** THE UNIT MUST BE INSTALLED AND CONNECTED IN ACCORDANCE WITH LOCAL CODES, OR IN THE ABSENCE OF LOCAL CODES, WITH THE MOST CURRENT EDITION OF THE NATIONAL FUEL GAS CODE ANSI Z223.1 (NFPA 54) OR CAN/CGA B149 INSTALLATION CODE. *INSTALLER L'APPAREIL SELON LES CODES OU RÈGLEMENTS LOCAUX, OU, EN L'ABSENCE DE TELS RÈGLEMENTS, SELON LES CODES D'INSTALLATION CAN/CGA-B149*

🔥 NFPA Code and Hearthstone require the use of a dedicated sediment trap just upstream of the unit. Damage to the valve, or other components due to the lack of a sediment trap are not covered by warranty (see Figure 21).

## High Altitude Installations

For high altitude installations consult the local gas distributor or the authority having jurisdiction for proper rating methods.

The decreased atmospheric pressure at higher altitudes affects the heat value of fuel gases. Gas suppliers typically de-rate the gas intended for use at elevations above 2000 feet (610 meters). This is not necessary with the Bristol. If necessary, increase valve outlet pressure to compensate.

## 🔥 WARNINGS

- Fire or Explosion Hazard. Can cause property damage, severe injury, or death. Do NOT bend tubing at gas valve connection point after compression fitting has been tightened. This can result in gas leakage at the connection.
- Use new properly prepared pipe free from metal or material chips. When tubing is used, assure that ends are square, de-burred and clean. All tubing bends must be smooth and free of distortion.
- Do NOT over tighten connections. Over tightening can damage the control body resulting in leakage or control malfunction.
- Do NOT remove screws from the gas valve. Do NOT adjust and/or alter any components marked with tamper indicating paint. Motor knob is not to be removed.
- Turn off gas supply at the appliance service valve before starting installation, and perform a Gas Leak Test after the installation is complete.
- Install the sediment trap (where required) in the gas supply line to prevent contamination of the gas valve (see Figure 21)
- Use only your hand to push in or turn, the gas Control knobs. Never use tools. If a knob will not push in or turn by hand, do NOT try to repair it. Call a qualified service technician. Force or attempted repair will void warranty and can result in a fire or explosion.

## Gas Connections

**NOTICE:** The optional convection blower can cause interference in some gas piping installs. Be sure to take into account the presence of the blower when running the gas lines to the unit.

When threads are tightened, the valve must be secured to its assembly bracket with the flange securing screw holes (Figure 20). DO NOT apply pressure to top casting or plastic cover.

### Connection Main Gas (Tubing connections)

1. Do NOT use pipe joint compound or Teflon®/PTFE tape.
2. Slip nut and ferrule over tubing.

3. Slide nut and ferrule into place, and insert tubing into inlet/outlet connection until it bottoms. Turn until finger-tight.
4. Use a wrench to tighten nut about 1 turn beyond finger tight.

### Connection Main Gas (Pipe Connections)

1. Do NOT use Teflon®/PTFE tape.
2. Pipe to be inserted into the valve must be the proper thread length and to gauge. Thread that IS cut too long can cause distortion or malfunction if inserted too deeply.
3. Apply a moderate amount of approved pipe sealant to the pipe only, leaving the two end threads bare.
4. Connect pipe to valve inlet and outlet.

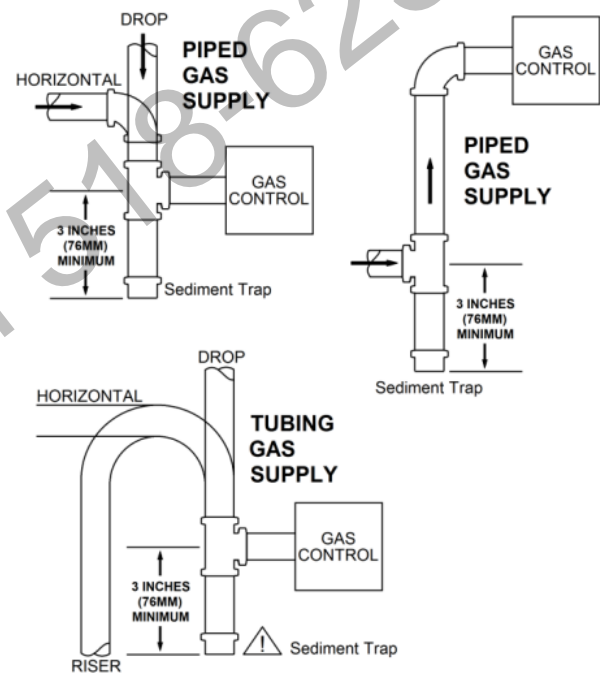


Figure 21 - Sample Gas Supply Sediment Traps

## Perform Initial Leak Test

1. Check carefully for gas leaks immediately after the appliance has been installed and the gas turned on. **Do this before attempting to operate the appliance or other gas burning device.**
2. Use an approved non-corrosive leak detection fluid, or other approved leak detection method, around the diaphragm flanges, pipe connections, seal cap, and all other joints. Bubbles indicate a leak.
3. If no leakage is detected, proceed with the

instructions listed on page 22 to light the main burner and perform a secondary leak check of the appliance gas supply system.

- If a leak is detected, tighten pipe connections (including adapters) according to "GAS CONNECTIONS".

#### **WARNING**

Absolutely no leakage should occur, otherwise there is a danger of fire or explosion depending upon conditions. Never use if leakage is detected.

## STOVE PREPARATION

### Log Set Placement

Place only the ceramic log set supplied with the unit in the firebox. Do not place any other ceramic logs, wood logs, or other materials in the firebox. If the log set is damaged or broken contact your dealer for replacement. The ceramic logs will last a long time; however, they will break if subjected to rough or improper handling. **Exact positioning of the log set is required in order to obtain a pleasing flame pattern and efficient combustion.** Incorrect log placement may cause carbon build-up; excess thermal stress on the log set and stove parts, reduced efficiency, and high levels of carbon monoxide. If the log set does not fit into the firebox exactly as outlined, contact your dealer for assistance.

### Installation of the Log Set

(Refer to the following images in this section for log set assembly)

- Remove the packaging material around the log set assembly. Be careful not to damage the log set when unpacking.



**Figure 22 - Burner Without Log Set Detail**

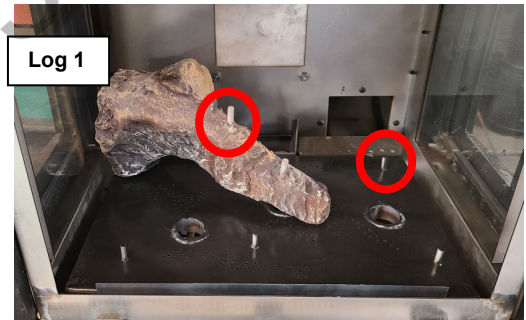
- Place log 1 on burner pins 1 and 2 as shown.



**Log 1**

**Figure 23 - Log 1 in Position**

- Place Log 2 on burner pin 3 and the upper pin on Log 1. Once in position tilt log slightly back.



**Log 1**

**Log 2**

**Figure 24 - Log 2 in Position**

- Place log 3 on burner pin 4 as shown. Make sure this log lines up over the opening in the burner as shown. Don't let this log roll over, keep it upright position.

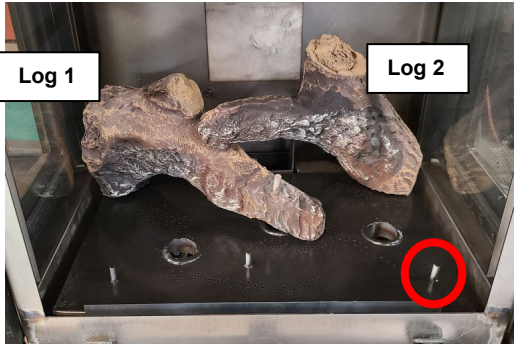


Figure 25 - Log 3 in Position

- Place log 4 on burner pins 5 and 6 as well as the lower log pin on Log 1.

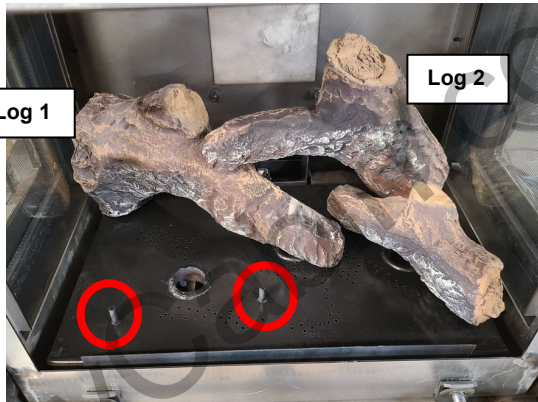


Figure 26 - Log 4 in Position

- Spread the Ceramic Nuggets and Platinum Bright Embers around the burner in the circled areas. Put in the front and on the sides as shown to get best glow effect. Do not cover ports completely as this may lead to sooting.

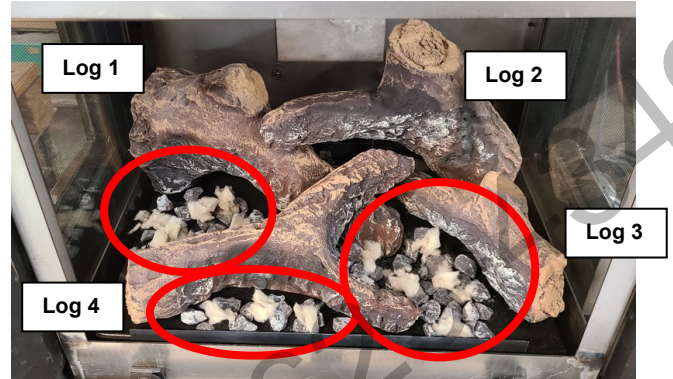


Figure 27 - Ceramic Nuggets and Platinum Bright Embers

### Removal of Log Set, Ceramic Nuggets and Embers

**CAUTION: THE LOG SET, BURNER, AND EMBERS RETAIN HEAT AND CAN BE VERY HOT! ALLOW 2 TO 3 HOURS TO COOL AFTER PILOT LIGHT IS TURNED OFF FOR SAFE HANDLING.**

To remove the log set, follow the Installation of Log Set instructions in the reverse order. Once logs are removed, carefully place Ceramic Nuggets and Platinum Bright Embers in separate bags.

### Battery Install for Continuous Sparker.

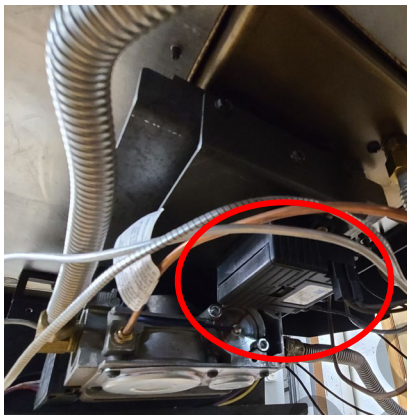
The Bristol comes equipped with a continuous sparker that is connected to the pilot assembly sparker and the gas valve. This will create a better flame ignition at the pilot. The sparker box needs 1 AA battery installed. To install, follow the steps below:

- Remove cast front cover.



**Figure 28 - Remove Cast Cover**

2. Locate sparker box that is attached to valve mounting bracket. Remove battery cover and install 1 AA battery.



**Figure 29 - Battery Installation**

3. Replace battery cover and replace front cast cover.

## Completing the Installation

Once log set is in place, continuous sparker has a battery installed, and extension knobs have been installed, follow the steps outlined in the next sections to start your stove.

## LIGHTING THE UNIT FOR THE FIRST TIME

### Initial Lighting Instructions

Use a gas sniffer device or smell all around the appliance area for gas. Ensure you check at the floor also because unlike natural gas, propane is heavier than air. If you do not detect or smell gas, proceed with the lighting procedure. If you do detect or smell gas, **DO NOT** proceed with the lighting procedure.

### Pilot Light Warning

Do not attempt to light the unit with a match or by any means other than the ignition system supplied with the unit.

### SMOKE AND FUMES WARNING

When lit for the first time, the Bristol will emit some smoke and odors. This is normal "off-gassing" of the paints and oils used in the manufacturing, and assembly of the unit. Open windows to vent the room if necessary. The off gassing and fumes will subside after the first 10 to 20 minutes of operation. Once the Bristol in place and connected as described previously, the unit is ready to be lit for the first time. Hearthstone tests each Bristol before shipment, so ignition should take place without failure.

### PILOT LIGHT

The Bristol has a continuous spark igniter which ignites the pilot light by means of a spark at the pilot light assembly. The sparker initiates as you press the down the gas control knob. Do not attempt to light the unit with a match or by any means other than the continuous spark.

### PILOT ADJUSTMENT

The pilot light is preset by Hearthstone and should not need adjustment. The pilot light flame must be large enough to engulf the thermopile and thermocouple located next to the pilot, but not so large as to create excessive noise or consume excessive gas. However, it can be adjusted by means of the pilot light adjustment screw located on the gas control valve (see *Figure 20 - SIT 821 Valve*). The valve can be accessed from the left side of the stove. Note that the pilot flame must engulf the thermopile so that the thermopile can generate sufficient milli-voltage (325 to 500-mv) to power the millivolt gas control valve.

Before lighting, smell, or use a gas detector all around the appliance area to check for gas leaks. Be sure to test near the floor because some gases (LPG) are heavier than air and will settle on the floor. If you detect gas, check for leaks.

- 🔥 **WARNING! THE CONTROL HAS AN INTERLOCK DEVICE. IF THE STOVE WAS RECENTLY BURNING, IT WILL NOT RELIGHT IMMEDIATELY. AFTER SHUTTING OFF ALL GAS FLOW, THE PILOT BURNER WILL NOT RELIGHT UNTIL THE THERMOCOUPLE HAS COOLED, RELEASING THE ELECTROMAGNET (APPROX. 60 SEC.). THE GAS CONTROL KNOB IS DESIGNED TO**
- 🔥 **OPERATE BY HAND. DO NOT USE ANY TOOLS DURING THIS OPERATION. 1**

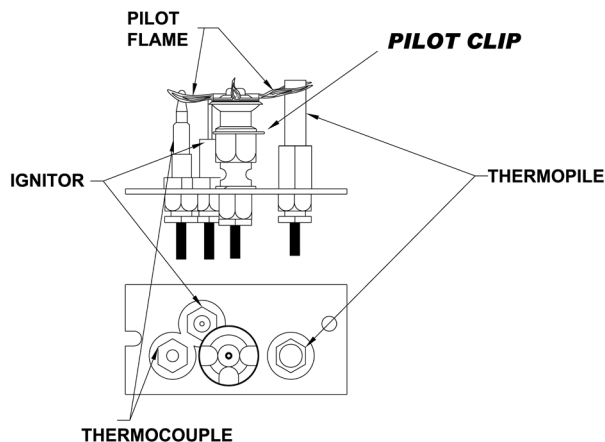


Figure 30 - Pilot Assembly Detail

## Lighting Instructions

1. Set the on/off/T-stat switch or thermostat to the off position.
2. Unplug the blower accessory, if so equipped.
3. Push in and turn gas control knob clockwise to "OFF". (If not previously lit, the knob should be in this position.)
4. Wait (5) five minutes to clear out any gas. If you then smell gas, STOP! *Smell all around the appliance area for gas. Be sure to smell next to the floor because some gases (LPG) are heavier than air and will settle on the floor. If you smell gas immediately, follow the **What To Do If You Smell Gas!** warning on the cover of this Manual.* If you do not smell gas, go to the next step.
5. Push gas control knob in and turn counterclockwise to "PILOT".
6. Push in gas control knob all the way and hold in. The sparker should be going and you should see the pilot light within a few seconds after pushing in. Continue to hold the gas control knob in for about 30

seconds after the pilot is lit. There will be 3 "beeps" that come from the valve meaning the pilot is ready. Release the gas control knob and it will pop back out. Pilot should remain lit. If the pilot goes out, repeat the operation.

- 🔥 If knob does not pop out when released, stop and immediately call a qualified service technician or gas supplier.
- 🔥 If the pilot will not stay lit after several tries, turn the gas control knob to "OFF" and call your service technician or gas supplier.

7. Turn gas control knob counterclockwise to "ON".
8. Select "ON" or "T-STAT" position on the on/off/t-stat switch.
10. Plug in the blower accessory, if so equipped.
11. Set thermostat to "ON" and set the desired temperature setting.

Normally, if the "T-STAT" position was selected, the main burner is cycled on and off by the Thermostat or the "on", "off" switch located on the bottom of the Thermostat body.

## To Turn Off The Appliance

Turn the gas off first set On/Off/T-stat switch to "Off" position. Turn control knob clockwise to "OFF" position and shut off the gas supply to the valve if shutting the unit off for the non-heating season. This will improve the overall efficiency of the unit as the heat from the pilot is wasted in the summer. Follow the Lighting Instructions when putting the unit back into service.

## Daily Operations

The Bristol gas-fired heater is easy to operate. The Bristol comes with the option to install a wall mounted 750 millivolt thermostat, an optional remote (REMOTE CONTROL KIT # 90-56914), or other programmable thermostats are available for purchase from your local Hearthstone dealer. The desired room temperature is maintained with a properly adjusted and installed thermostat. By adjusting the variable output control located on the gas control valve, the rate of heat output is varied to meet the heating requirements of the season. Choosing a low flame setting will result in longer burn cycles at a reduced output, while choosing a high flame setting will result in a shorter, hotter burn cycle. Through trial and error, the homeowner can select the optimum flame size for their setting, and application. Also available is an optional variable speed blower.

## 7 Day Pilot Light Timeout

To meet many regional efficiency regulations, the Bristol 8764 is equipped with a gas valve which will extinguish the pilot light after 7 days of inactivity of the main burner. The pilot must be relit if the unit has been inactive for 7 days. See Lighting Instructions for further details. This feature can be overridden by installing a programmable thermostat set to turn the stove on for a period of time, at least once a week outside of peak heating season.

## Air Shutter Adjustments

The air shutter is used to regulate the air-to-gas combustion mixture of each burner, which in turn influences the size and color of the flames. The air shutter is factory positioned in the general location needed for testing the unit with natural gas (NG) and minimum venting. However, if the unit is not burning as well as it should in your installation, then the air shutter may need adjusting.

To determine if an air shutter needs adjustment, it is necessary to view the flame pattern with the burner output set at its highest setting. Allow the unit to operate for at least 10 minutes to allow the entire unit to reach temperature, and for the flame pattern to stabilize. Generally, the more air (open shutter) in the mixture, the bluer the flame. Less air (closed shutter) results in a more yellow flame, but too little air will result in incomplete combustion, low efficiency and a dirty burn. There are two simple guidelines to aid in determining the correct flame pattern:

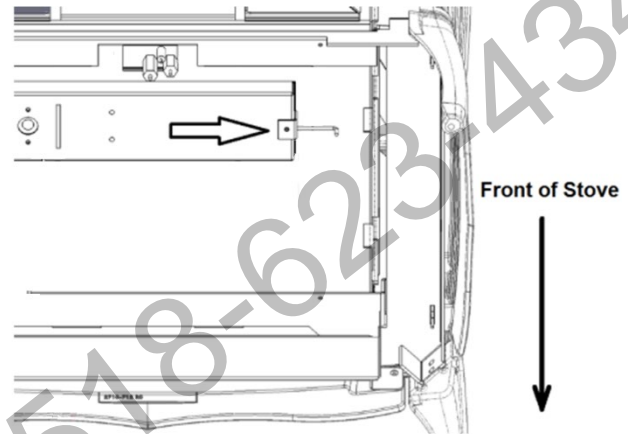
1. If the flame just above the surface of the burner or at the base of the logs is completely blue, the air shutter may be open too far;
2. If the flame is dirty, sooty, or licks the top of the firebox, the air shutter may be closed too far.

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

**WARNING: THE ADJUSTING ROD IS HOT!**

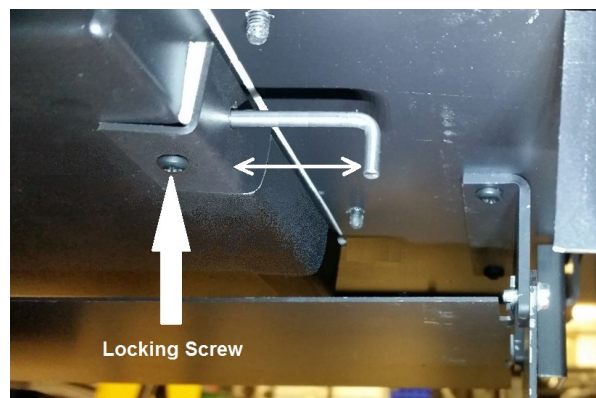
**WARNING: THE AIR SHUTTER IS FACTORY SET AND ONLY A QUALIFIED GAS TECHNICIAN SHOULD MAKE ADJUSTMENTS.**

The air shutter is adjustable while the stove is burning. Adjustments can be made with the side control panel bracket removed. Refer to Figure 35/36 for location. Loosen the set screw of the Air Shutter Lock using a Phillips screwdriver. Move the shutter rod left or right to adjust the flame pattern. Push rod into the firebox to close the shutter, and pull out to open. When the flame pattern is correct, tighten the set screw without letting the rods move.



**Figure 31 - Stove Bottom View: Air Shutter Adjusting Rod**

**Note:** Very little movement is needed to substantially change the burn and flame patterns. Some conditions cannot be corrected through air shutter adjustment; an adjustment must be made to the gas supply pressure. Supply line/manifold gas line pressure adjustments must be performed by



**Figure 32 - Locking Screw and Motion Direction**

qualified service personnel. Do not attempt to complete any part of the installation or adjustment of this unit unless technically qualified to do so.

## Restrictor Plate

The restrictor plate is used to control excess draft if necessary. Controlling the draft also changes the aesthetics of the flame. The restrictor plate has a range of settings (see *Figure 37 and Figure 38*). The adjustment point is on the top, center of the firebox, accessible with the top casting removed.

### Restrictor Plate Position

The restrictor plate is factory set at a specified amount for shipping. This ensures proper flames for a wide variety of vent configurations and efficiency. The restrictor consists of a sliding plate just below the venting starter collar on the top rear of the firebox. Depending on your vent configuration, you may need to adjust the restrictor plate position to reduce draft. See Figure 12 on page 15 for settings.

### Restrictor Plate Adjustment

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

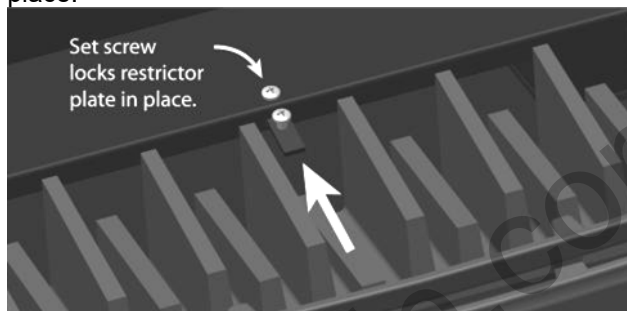


Figure 33 - Restrictor Fully Closed

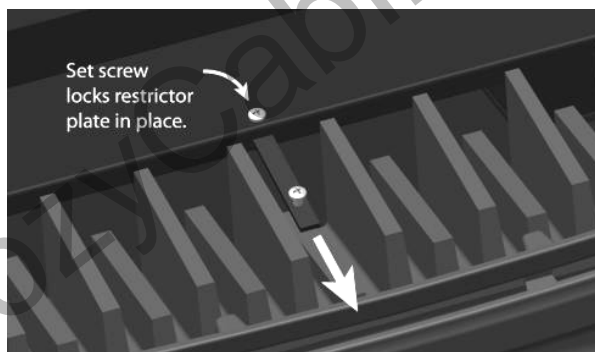


Figure 34 - Restrictor Fully Opened (no restriction)

### Burner Flame Appearance

Once the unit is lit, observe the flame pattern and adjust as necessary. Also, a periodic visual check of the burner flame should be performed. The burner

flames can be adjusted by means of the air shutter. To determine if the burner flame needs adjustment, it is necessary to view the flame pattern with the valve output at its highest setting. Allow the unit to operate for 10 minutes enabling the entire unit to reach temperature and for the flame pattern to stabilize. The flame pattern should be similar to the one shown in Figure 39. There are several guidelines to aid in determining if the flame pattern is correct:

1. The flame should not be dirty, smoky, sooty, or lick the top of the stove.
2. The flame should not rise off the burner; this is called "lifting".
3. Flames should not impinge heavily on the log set. They should "fit" through the pre-formed spaces designed in the log set.



Figure 35 - Typical Burner Flame Appearance

## Routine Maintenance and Care

Your Bristol requires minimal routine maintenance and care. Ensure the unit is cool and off when cleaning, or servicing.

**WARNING: DO NOT SUBSTITUTE MATERIALS.**

For replacement parts, or for information about parts or service, contact your local Hearthstone dealer.

**Any safety screen or guard removed for servicing an appliance must be replaced prior to operating the appliance. *Tout écran ou protecteur retiré pour permettre l'entretien de l'appareil doit être remis en place avant de mettre l'appareil en marche.***

### Cleaning

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

The unit should receive regular cleaning on, under, and around the stove to prevent the buildup of dust and lint. The exterior surfaces of the unit can be cleaned using soap, water, and a soft cloth. Do not use abrasive or chemical cleaners and take care not to scratch the glass or enamel finish (if so equipped) when cleaning the unit. The use of chemical wax based cleaners or polishes are not recommended due to the potential for discoloration of the castings, or enamel when the residue of the cleaners or polishes is exposed to heat. Excessive buildup of dust, spider webs, or room air contamination may cause odors when the stove is hot.

## Monthly (or as needed):

### Glass Cleaning

As fuel gas may contain some impurities; it will be necessary to clean the inside of the glass occasionally. Do not use abrasive cleaners. Scratching the glass will weaken the integrity of the glass. **Do not clean the glass when hot!** Allow the glass to cool and apply a mild window cleaning fluid. Special gas appliance window cleaner is available from your local Hearthstone dealer. Inspect the glass for micro cracking or etching. If microcracking or etching is found, the stove must be taken out of service and the glass must be replaced with replacement parts sourced from your Hearthstone dealer.

**🔥 WARNING: DO NOT OPERATE THIS APPLIANCE WITH THE GLASS PANEL REMOVED, CRACKED, OR BROKEN. DO NOT SUBJECT THE GLASS OR ITS FRAME TO ABUSE, SUCH AS STRIKING OR BENDING. REPLACEMENT OF THE GLASS PANEL SHOULD BE DONE BY A LICENSED OR QUALIFIED SERVICE PERSON. REPLACE WITH MANUFACTURER-APPROVED FRONT GLASS ONLY. NE PAS UTILISER L'APPAREIL SI LE PANNEAU FRONTAL EN VERRE N'EST PAS EN PLACE, EST CRAQUÉ OU BRISÉ. CONFIEZ LE REMPLACEMENT DU PANNEAU À UN TECHNICIEN AGRÉÉ.**

**NOTE:** If the venting system is disassembled for any reason, re-install per the instructions provided in the venting section of this manual.

## Annually:

### Clean Firebox, Pilot, & Burner Assembly

The firebox requires periodic cleaning to prevent the accumulation of dust, lint, and other debris. To clean

the firebox, set the switch to the "OFF" position, and turn off the gas supply to the valve. When the unit is cool, remove the front panel and glass (see page 9 for Firebox Access instructions) and carefully remove the decorative ceramic log set, taking care not to damage the logs or chip the enamel cast iron. Remove all ember material. Clean the firebox baffle, burner, and carefully vacuum the entire surface of the log set with a soft brush attachment. Thoroughly vacuum the ports (holes) along the top of the burner, and the pilot assembly.

With the decorative ceramic logs out of the firebox, reseal the firebox and briefly light the unit according to the Lighting Instructions section. Check to ensure a proper flame is burning from each burner port. The pilot flame should be burning properly as shown in Figure 34.

**🔥 NOTE: Do not operate the unit for more than 1-2 minutes without the log set in place. Turn the unit off by setting the switch to "OFF", and turning off the gas supply to the valve. Allow the unit to cool.**

Check and clean any burner ports that are not burning, or not burning properly. Clean burner ports using a soft brush or vacuum cleaner. If the pilot flame height needs adjustment, it should be adjusted by qualified service personnel as described on page 22.

Complete the cleaning procedure by carefully placing the log set within the firebox as described on pages 19-20. Reattach the glass to seal the firebox and install front/top castings. Turn on the gas, light the unit and check for proper operation. Flame patterns should look similar to the flames in Figure 39. Regularly check to ensure the area around the Bristol is kept free from combustible materials, gasoline, and other flammable vapors and liquids. Check that the flow of combustion and ventilation air is not obstructed.

### Professional Inspection

Installation and repair should be done by a qualified service person. The appliance should be inspected before use and at least annually by a qualified 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. *L'installation et la réparation devrait être confiées à un technicien qualifié. L'appareil devrait faire l'objet d'une inspection par un technicien professionnel avant d'être utilisé et au moins une fois*

*l'an par la suite. Des nettoyages plus fréquents peuvent être nécessaires si les tapis, la literie, et cetera produisent une quantité importante de poussière. Il est essentiel que les compartiments abritant les commandes, les brûleurs et les conduits de circulation d'air de l'appareil soient tenus propres.*

### **As Needed:**

### **Glass and Gasket Replacement**

After 5 years of use the "Neoceram" glass must be inspected for microcracking or etching caused by the deposition of products of combustion including sulfur, particularly when burning Propane gas. Microcracking/etching reduces the strength of the glass and if found during inspection the "Neoceram" glass must be replaced. Neoceram is a proprietary glass-like material that must be ordered from an authorized HearthStone dealer.

In the event that you need to repair or replace a cracked or broken glass, order kit 97-58600 (complete side glass assembly with frame) or 97-58610 (complete front glass assembly with frame) and use the following instructions to replace the components. Your Bristol uses a folded flat fiberglass gasket to make a tight seal between the glass frame and the firebox. In time, the gasket can become brittle and compressed and should be replaced using the following instructions. New gasket material is also available from your Authorized Hearthstone Dealer. Protect your hands with work gloves, and wash up later.

### **If Replacing Glass**

1. Allow the Bristol to cool completely. If the glass is severely broken, first pull the broken fragments of glass away from the firebox using heavy-duty gloves.
2. Dismount the top casting, front cast panel and side cast panels.
3. To dismount the side panels, first remove the top and front façade. Remove the top front machine screw while holding the panel, and then lift the side panel off the stove (See Figure 40 - Side Panel Mounting Detail)
4. Dismount the front glass assembly by releasing the upper spring clips – then lift the frame up and out of the lower mounting points.
5. Dismount the side glass assemblies by removing the six screws (retain for reassembly) securing the frame to the firebox. Ensure the glass doesn't fall out of the frame during removal.

6. Remove the glass from the front glass frame by drilling out the four 1/8" rivets on the upper glass clips. Push the top of the glass slightly away from the frame and lift it up above the lower clips, and then out of the frame, set it aside.
7. Remove the glass from the side frames by lifting the frame off the glass. You may have to hold the glass down while pulling up on the frame. Do this as evenly as possible to avoid bending the frame, or breaking the glass.
8. Remove the existing gasket from each piece of glass by grasping one end and pulling firmly. Clean off as much of the hanging fiber "hairs" as possible
9. Locate the three pieces of 1" x1/8" flat tape gasket. Use the two shorter pieces for the side glass. Peel the adhesive protecting paper away from one end. Starting at the middle of the bottom edge of the glass apply the gasket centered on the edge of the glass. Continue to wrap the gasket loosely around the edge until you meet at the starting point. Adjust the gasket so the ends do not overlap. If the gasket length is too long, trim the excess. Do not leave ends with ragged edges.
10. Firmly and evenly, fold the gasket around the edges of the glass so it lies flat on the surface. There should be no folds at the corners.
11. Place each gasketed glass back in its frame. With four new 1/8" rivets reinstall the 2 glass clips on the front glass frame. The glass assemblies are now ready to remount on the unit.

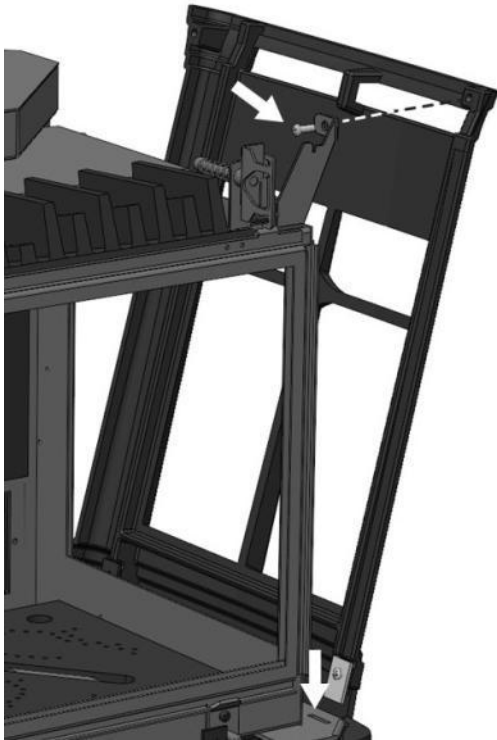


Figure 36 - Side Panel Mounting Detail

#### **If replacing gasket only:**

1. Follow Steps 1 – 8 above (as needed depending on glass panel being replaced).
2. Remove the existing gasket from the glass by grasping one end and pulling firmly. Clean off as much of the hanging fiber “hairs” as possible
3. Locate the three pieces of 1” x 1/8” flat tape gasket. Use the two shorter pieces for the side glass. Peel the adhesive protecting paper away from one end. Starting at the middle of the bottom edge of the glass apply the gasket centered on the edge of the glass. Continue to wrap the gasket loosely around the edge until you meet at the starting point. Adjust the gasket so the ends do not overlap. If the gasket length is too long, trim the excess. Do not leave ends with ragged edges.
4. Firmly and evenly, fold the gasket around the edges of the glass so it lies flat on the surface. There should be no folds at the corners.
5. Place each gasketed glass back in its frame. With two new 1/8” rivets reinstall the 2 glass clips on the front glass frame. The glass assemblies are now ready to remount on the unit.

#### **If replacing entire glass with kit:**

1. Follow instructions included in glass kit (Steps 1 – 11 under If Replacing Glass above).

**⚠ WARNING! DO NOT USE SUBSTITUTE MATERIALS. USE ONLY PARTS SUPPLIED BY HEARTHSTONE THROUGH AN AUTHORIZED HEARTHSTONE DEALER.**

**⚠ CAUTION! DO NOT CLEAN THE GLASS WHILE THE UNIT IS HOT.**

## **Venting Components**

Venting should not need to be disassembled for normal cleaning. However, if venting is required to be removed for any reason, this should be done by a qualified service person only. It is imperative that the venting system be reinstalled according to the particular manufacturer’s specifications and this is best performed by a professional.

#### **Venting System Inspection**

Periodic inspection of the venting system should be performed by a qualified service person or agency at least annually.

#### **Battery Replacement**

**⚠ WARNING: DISCONNECT POWER TO THE UNIT AND SHUT OFF THE GAS SUPPLY TO THE VALVE BEFORE REPLACING ANY BATTERIES.**

Hearthstone recommends testing your continuous sparker before lighting. If the sparker is not working, replace the battery in the sparker box underneath the stove. It is suggested to replace the battery at the start of every season for safety purposes. See “Battery Install for Continuous Sparker” for instructions on how to replace.

## Parts List

| Part #   | Description                                 | Part #       | Description                            |
|----------|---|--------------|--|
| 27XX-740 | Top   | 5710-307     | Pilot Shield                           |
| 27XX-730 | Front                                       | 5764-343     | Handle, Glass Spring Pull              |
| 27XX-725 | Right Side                                  | 5764-005     | Steel Burner                           |
| 27XX-720 | Left Side                                   | 5764-390     | NG air restrictor                      |
| 27XX-710 | Control Door                                | 7200-442     | NG Burner Orifice #42                  |
| 27XX-700 | Foot  | 7210-104     | Continuous sparker box                 |
| 27XX-665 | Heat Exchanger                              | 7210-105     | Continuous sparker box ignition switch |
| 3160-202 | Air Shutter Slider Gasket                   | 7211-370     | SIT Pilot Assembly                     |
| 3160-225 | Flue Inlet Gasket                           | 7211-325     | SIT Nova 821 Valve                     |
| 3161-130 | Inlet Collector Gasket                      |              |  |
| 3160-706 | Inlet Collar Plate Gasket                   |              |  |
| 3160-722 | Air Inlet Plenum Gasket                     |              |  |
| 3160-210 | Exhaust Collar Gasket                       |              |  |
| 3160-762 | Orifice Block Gasket                        |              |  |
| 3160-200 | Exhaust Manifold Gasket                     |              |  |
| 3160-228 | Flue Exhaust Gasket                         |              |  |
| 3160-152 | Pilot Gasket                                |              |  |
| 3160-712 | Heat Exchanger Gasket                       |              |  |
| 3160-770 | Delayed Ignition Relief Gasket (Top & Rear) |              |  |
| 3160-080 | ¾"x 1/8" Gasket Tape                        |              |  |
| 3170-150 | Platinum Bright Embers                      |              |  |
| 7211-517 | Ceramic nuggets                             |              |  |
| 5701-927 | 4" Exhaust Collar                           |              |  |
| 5701-926 | 6-5/8" Inlet Collar                         |              |  |
| 5763-355 | Inlet Collector                             |              |  |
| 5720-140 | Valve Mounting Bracket                      |              |  |
| 5770-215 | Air Shutter                                 |              |  |
| 5710-311 | Restrictor Plate                            |              |  |
|          |   | <b>Kits:</b> |  |
|          |   | 97-64600     | Log Set                                |
|          |   | 7211-650     | Rear Left Log                          |
|          |   | 7211-651     | Rear Right Log                         |
|          |   | 7211-652     | Front Right Log                        |
|          |   | 7211-653     | Front Left Log                         |
|          |   | 97-58600     | Side Glass Assembly                    |
|          |   | 97-58610     | Front Glass Assembly                   |
|          |   | 97-56641     | LP Conversion Kit                      |
|          |   | 97-56640     | NG Conversion Kit                      |
|          |   | 97-64640     | Vertical Vent Restrictor Kit           |
|          |   | 93-57100     | Convection Blower Kit                  |

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

**WARNING: DO NOT SUBSTITUTE MATERIALS. FOR REPLACEMENT PARTS, OR FOR INFORMATION ABOUT PARTS OR SERVICE, CONTACT YOUR AUTHORIZED HEARTHSTONE RETAILER.**

**For the name of the authorized retailer nearest to you, visit our website [www.hearthstonestoves.com](http://www.hearthstonestoves.com) or write:**

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

## Troubleshooting

| Symptom   | Possible Cause  | Corrective Action  |
|---|---|--|
| 1. Pilot will not light.  | <p>A. Insufficient gas pressure, air in the pilot line, or dirty or kinked gas line.</p> <p>B. Pilot orifice plugged.</p> <p>C. Defective or misaligned igniter element in pilot assembly.</p> <p>D. Defective igniter.</p> <p>F. After sitting for "off" season (summer), pilot assembly may be dirty.</p> <p>G. ON/OFF Switch in "OFF".</p> | <p>A. Allow time for system to purge air in line. Check the inlet gas pressure. Make sure it is within the Min/Max. allowable pressures.</p> <p>B. Clean or replace the pilot assembly.</p> <p>C. If a flame lights the pilot, check the electrode gap and location. The gap should be 1/8" in the flame area.</p> <p>D. Check for a good connection between igniter and electrode. Check wire insulation. If everything is properly connected and still no spark, replace the Ignition Module.</p> <p>F. Clean or replace the pilot assembly.</p> <p>G. Turn switch to 'ON' position.</p> |
| 2. Pilot will not stay lit after carefully following lighting instructions. | <p>A. Low or too high gas pressure</p> <p>B. Faulty connections.</p> <p>C. Pilot dirty or plugged.</p> <p>D. Thermocouple damaged.</p> <p>E. Thermocouple Interrupter circuit damaged.</p>  | <p>A. Check for proper inlet pressure for the fuel gas in use.</p> <p>B. Check connections on the valve.</p> <p>C. Clean or replace the pilot assembly.</p> <p>D. Check for appropriate MV at thermocouple interrupter.</p> <p>E. Check thermocouple interrupter circuit for damage or loose connections.</p>  |
| 3. Pilot burning, no gas to main burner.                                    | <p>A. Gas control system may be damaged.</p> <p>B. Plugged burner orifice.</p>  | <p>A. Check wiring for proper connections. Check components for proper operation. Check for appropriate MV output from thermocouple and check connections at thermocouple interrupter.</p> <p>B. Remove and check burner orifice - clean or replace. Note: do not use any metal cleaning device, as this may damage the orifice.</p>   |
| 4. Pilot and burner come on, but go out after some warm-up.                 | <p>A. Inconsistent draft.</p> <p>B. Insufficient gas pressure.</p> <p>C. Excessive draft.</p>   | <p>A. Check flue for blockage or other damage to venting.</p> <p>B. Check line pressure to ensure that the correct inlet pressure is present for the type of gas being used. If propane pressure is inconsistent, check for water condensation at the regulator.</p> <p>C. Check Restriction settings per this manual.</p>   |

| Symptom  | Possible Cause   | Corrective Action  |
|--|--|--|
| 5. Frequent pilot outage.  | A. Pilot flame may be too low or blowing, (high), causing the pilot safety to drop out.<br>B. Excessive draft  | A. Clean and/or adjust the pilot flame for maximum impingement on the thermocouple.<br>B. Check Restriction settings per this manual.  |
| 6. Glass fogs  | A. A normal result of gas combustion in a cold stove.  | A1. After the heater has warmed up, the glass should clear.<br>A2. Leave pilot in standby mode to keep stove warmer.   |
| 7. Blue Flames   | A. A normal result during the first 20 minutes.  | A. Flames should begin to turn more yellowish after 20 minutes of burning.<br>B. If the blue color stays; adjust the air shutter for a proper burn.  |
| 8. Floating flames, lazy ill-defined, quiet flames, which roll around, sometimes completely off of the port, sometimes with overly, yellow tips. Possible sooting. Usually accompanied by the odor of aldehydes. | A. Potentially dangerous incomplete combustion due to incorrect air to fuel ratio (lack of combustion air or excessive fuel delivery I.e. excessive gas pressure, overrating of appliance).<br>B. Incorrect air intake/exhaust flow system. Causes may be:<br>B1. Blocked burner.<br>B2. Blocked primary air<br>B3. Blocked secondary air inlets<br>C. Incorrect air shutter position. | A. Check the appliance input rate and reduce if necessary. The air intake/exhaust flow system may be too restrictive or blocked (the rate at which the exhaust leaves [draft] determines the rate at which the combustion air is delivered). Poor draft results in insufficient air delivery or a restricted exhaust. Correct air intake/exhaust flow system.<br>B1. Clear ports.<br>B2. Clear obstructions.<br>B3. Clear obstructions.<br>C. If gas pressures are correct and the flames stay the same, adjust the air shutter for a proper burn. |
| 9. Burner flashback. Air-gas mixture ignites inside the burner near the orifice, usually creating a roaring noise like a blowtorch. The problem is an imbalance of gas flow velocity and burning speed pattern.  | A. Excessive primary air.<br>B. Burner input underrated.<br>C. Valve leak if flashback occurs with burner valve in off position.<br>D. Improper gas pipe size.   | A. Adjust the air shutter for a proper burn.<br>B. Check input rate. Check input pressure using a manometer. Confirm correct gas pressure at house meter or tank (call gas company). Confirm burner orifice size.<br>C. Replace valve. If above corrections do not eliminate flashback, replace burner.<br>D. Correct plumbing.  |
| 10. Delayed ignition (makes a sudden "whoosh" noise as the burner lights). This is a buildup of gas prior to ignition. This is more prevalent with propane (LP) fuel.  | A. Incorrect air-to-fuel ratio.<br>A1. Primary air incorrect.<br>A2. Burner ports plugged.<br>B. Improper log placement.<br>C. Pilot shield not installed properly.  | A1. Adjust the air shutter for a proper burn.<br>A2. Open ports to allow for proper travel of flames.<br>B. Reposition logs to eliminate interference with flame travel.<br>C. Ensure the pilot shield is installed in the proper position.  |

# Rating Label

MODEL / MODELE #: 8764  
 MODEL NAME: BRISTOL  
 SERIAL #:   
 NUMERO DE SERIE:   
 LISTED: DIRECT VENT GAS ROOM HEATER  
 CERTIFIED TO: ANSI Z21.88-2019/CSA 2.33-2019, CSA 2.17-17, CSA P.4.1-21

CERTIFIED FOR CANADA  
 CERTIFIED FOR MOBILE HOME INSTALLATION



|  |                             |                             |
|--|-----------------------------|-----------------------------|
| FUEL TYPE:                                   | NG <input type="checkbox"/> | LP <input type="checkbox"/> |
| INPUT RATING (Btu/hr) 0-2000 ft              | 26,500                      | 26,500                      |
| INPUT RATING (Btu/hr) 2000-4500 ft           | 26,500                      | 26,500                      |
| ORIFICE SIZE (DMS) 0-2000 ft                 | 42                          | 53                          |
| ORIFICE SIZE (DMS) 2000-4500 ft              | 42                          | 53                          |
| MANIFOLD PRESSURE - LO SETTING (in.w.c./kPa) | 1.1/0.27                    | 3.3/0.87                    |
| MANIFOLD PRESSURE - HI SETTING (in.w.c./kPa) | 3.8/0.95                    | 11.0/2.74                   |
| INLET PRESSURE - MINIMUM (in.w.c./kPa)       | 5.0/1.25                    | 12.0/2.99                   |
| INLET PRESSURE - MAXIMUM (in.w.c./kPa)       | 11.0/2.5                    | 13.8/3.45                   |
| MINIMUM INPUT RATING (Btu/hr)                | 15,000                      | 14,000                      |
| ELECTRICAL RATING: 120 VOLTS 60Hz, 15 A      |                             |                             |

**CAUTION:**  
 DO NOT OPERATE WITH  
 GLASS REMOVED,  
 CRACKED OR BROKEN.

FOR USE WITH GLASS DOORS CERTIFIED WITH THE APPLIANCE ONLY.  
 FOR USE ONLY WITH BARRIER(S) PART NO(S): 5763-035, 5763-040. FOLLOW INSTALLATION INSTRUCTIONS.

Replacement on the panel should be done by a licensed or qualified service person.  
 This appliance must be installed in accordance with the local codes, if any; if not, follow the National Fuel Gas Code, ANSI Z223.1 or Canadian Installation Codes, CAN/CGA B149.  
**WARNING:** Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to the owner's information manual provided with this appliance. For assistance or additional information consult a qualified installer, service agency or the gas supplier.

For mobile home installation:  
 This appliance must be installed in accordance with the *Standard for Mobile Housing, CAN/CSA Z240 MH*, in Canada; or with the *Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280*, in the United States or when such standard is not applicable, *Manufactured Home Installation Standard, ANSI/NCSBCS A225.1/NFPA 501A*.

During transportation of the mobile home:  
 Sections of the venting system have not been installed. **WARNING - Do not operate the appliance until all sections have been assembled and installed in accordance with the manufacturer's instructions.**

|  |   |
|--|---|
| <b>MINIMUM CLEARANCES TO COMBUSTIBLES</b>                        | <b>OPTIONAL ACCESSORIES</b>                     |
| UNIT TO REAR WALL: 2" (51mm)                                     | 93-57100 BLOWER KIT: BRI 4, WAI 1               |
| UNIT TO SIDE WALLS: 10" (254 mm)                                 | 97-56640 FUEL CONVERSION KIT (NG): BRI 4 (8764) |
| CORNER TO ADJACENT WALL: 4" (102 mm)                             | 97-56641 FUEL CONVERSION KIT (LP): BRI 4 (8764) |
| MAXIMUM MANTEL DEPTH: 22.5" (572mm)                              |   |
| HORIZONTAL VENT TO MANTLE: 2" (51 mm)                            |   |
| SNORKEL TERMINATION, TOP OF UNIT TO MANTLE: 14" (356 mm) Minimum |   |

This appliance is only for use with the type of gas indicated on this rating plate and may be installed in an aftermarket, permanently located, manufactured (mobile) home where not prohibited by local codes. See owner's manual for details. This appliance is not convertible for use with other gases, unless a certified kit is used. If the vent air intake system is disassembled for any reason, reinstall per the instructions provided with the initial instructions. This vented gas fireplace heater is not for use with air filters. This appliance must be properly connected to a venting system in accordance with the manufacturer's installation instructions.

**VENTED GAS FIREPLACE HEATER - NOT FOR USE WITH SOLID FUEL**

MANUFACTURED BY: HearthStone QHHP, Inc., MORRISVILLE, VERMONT 05661



2024 2025 2026 2027 JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC



DO NOT REMOVE OR COVER THIS LABEL

Made in USA

3300-325

## Limited Warranty

**These warranties give you specific legal rights. You may also have other rights which vary from State to State.**

Hearthstone Quality Home Heating Products, Inc. (Hearthstone) warrants to the original retail purchaser only (the "Original Purchaser") the new appliance manufactured by Hearthstone, purchased by the Original Purchaser and installed by an authorized Hearthstone dealer or their designated representative against any of the occurrences listed in this document that result from defects in material or workmanship. This warranty is not transferrable. All obligations of Hearthstone under this document commence on the date of the Original Invoice (the "Purchase Date"). The term "Limited Lifetime" is defined as 10 years from the beginning of warranty coverage. Hearthstone appliances are designed to be operated only with the fuels listed in your owner's manual.

| Warranty Period  | Wood | Gas | Pellet | Covered Components                      |
|------------------|------|-----|--------|---|
| Limited Lifetime | X    | X   | X      | Stone                                   |
|                  | X    | X   | X      | Cast iron not listed elsewhere          |
|                  | X    |     |        | Clean burning air supply system*        |
| 5 Year           | X    | X   | X      | Door handles and latches                |
|                  | X    | X   | X      | Steel Components and Firebox            |
|                  |      | X   |        | Burner and logs                         |
| 3 Year           |      |     | X      | Burn Pot and Baffles                    |
| 2 Year           | X    | X   | X      | Appliance Electrical and Gas Components |
|                  | X    | X   |        | Refractory, Vermiculite Panels, Baffles |
| 1 Year           | X    | X   | X      | Enamel finish against peeling or fading |
|                  | X    | X   | X      | Accessories                             |
|                  | X    | X   | X      | Glass*                                  |
|                  | X    |     |        | Ash Grate                               |
|                  | X    | X   | X      | All components not listed elsewhere     |

\* After 5 years of use the "Neoceram" glass must be inspected for microcracking or etching caused by the deposition of products of combustion including sulfur, particularly when burning Propane gas. Microcracking/etching reduces the strength of the glass and if found during inspection the "Neoceram" glass must be replaced. Neoceram is a proprietary glass-like material that must be ordered from an authorized HearthStone dealer.

Any parts repaired or replaced during the limited warranty period will be warranted under the terms of the limited warranty for a period not to exceed the remaining term of the original limited warranty or one year, whichever is longer.

**Parts:** Hearthstone will replace through an authorized dealer, defective parts covered by the foregoing warranty at no charge.

**Labor:** Within the first (1<sup>st</sup>) year after the Purchase Date, Hearthstone will pay for warranty labor performed by an authorized Dealer at Hearthstone's published labor rates in effect at the time the labor is performed only if the appliance is installed by an authorized dealer or their designated representative. Otherwise or thereafter, the Original Purchaser is responsible for the cost of labor.

**Shipping cost for parts:** Within the first ninety (90) days after the Purchase Date, Hearthstone will pay for the shipping of appliance parts covered by any of the foregoing warranties to and from Hearthstone or an authorized Dealer, as the case may be. Thereafter, the Original Purchaser is responsible for all shipping costs related to shipping appliance parts to and from Hearthstone or an authorized Dealer, as the case may be.

**Shipping cost for the appliance:** Within the first (1st) year after the Purchase Date, if the Original Purchaser is instructed to return the appliance to Hearthstone or an authorized Dealer for repair, Hearthstone will pay fifty percent (50%) and the Original Purchaser will pay fifty percent (50%) of the shipping costs related to shipping the appliance to and from Hearthstone or an authorized Dealer, as the case may be. Thereafter, the Original Purchaser is responsible for one hundred percent (100%) of all of the shipping costs related to shipping the appliance to and from Hearthstone or an authorized Dealer, as the case may be. Notwithstanding any other provision of this document, in no event will Hearthstone pay for any Dealer fees or other fees for pick up or delivery of the appliance returned for repair; the Original Purchaser shall be responsible for any such fees.

### **EXCLUSIONS & CONDITIONS**

The warranties contained in this document do not cover, nor is Hearthstone responsible for:

1. Damages resulting from:
  - a. Failure to install, operate, or maintain the appliance in accordance with the owner's manual, operating instructions, installation instructions, or safety rating label provided with the appliance.
  - b. Over-firing the appliance. Over-firing can be identified by, but not limited to, warped cast iron or steel, rust colored cast iron, bubbling, cracking and discoloration of steel or enamel finishes.
  - c. Failure to install the appliance in accordance with all national or local building codes.
  - d. Shipping or improper handling.
  - e. Improper operation, abuse, misuse, continued operation with damaged, corroded, or failed components, accident, or improper/incorrect service or repairs.
  - f. Environmental conditions, inadequate ventilation, negative pressure, or improper drafting caused by tightly sealed constructions, insufficient make-up air supply, or air handling devices such as exhaust fans, forced air furnaces, or other such causes.
  - g. Damage caused by direct exposure to water.
  - h. Use of fuels other than those specified in the owner's manual.
  - i. Installation or use of components not supplied with the appliance, or any other components not expressly authorized and approved by Hearthstone.
  - j. Modifications of the appliance not expressly authorized and approved by Hearthstone in writing
  - k. Interruptions or fluctuations of electrical power supplied to the appliance.
2. All stones are warranted against cracking or breakage due to thermal stress, excluding surface and hairline cracks and scratches that do not affect the operation, or safety of the appliance.
3. Repair or replacement of wear parts. Such parts that are subject to normal wear and tear during the warranty period such as paint, gaskets, baffles, refractory materials, ash grates, and glass.
4. Damage resulting from installation, modification, alteration, repair or service of the appliance by any party other than an authorized Hearthstone dealer (a "Dealer") or their designated representative, or Hearthstone.
5. Damage due to water or condensation due to installation of the appliance in a high moisture area.
6. Damage due to installation of the appliance in an atmosphere contaminated by damaging chemicals, including but not limited to chlorine, fluorine or salts.
7. Scratches on glass, enameled surfaces or stones due to mechanical abrasion.
8. Noise caused by expansion or contraction caused by the heating and cooling of the appliance.
9. Odors caused by the heating of the appliance, or surrounding materials
10. Consequential damage caused by leaking of condensate during startup
11. A defect in any part of the appliance if the Original Purchaser fails to comply with Hearthstone's or a Dealer's request to ship the part or the appliance to Hearthstone or a Dealer, as the case may be.
12. Replacement stones and enameled parts are taken from current stock, and may not match originals in color, grain, or pattern. Hearthstone will supply replacement parts for discontinued parts in finishes or colors as available, or at their discretion.
13. Hearthstone's obligation under this warranty does not extend to the appliance's ability to heat the desired space. Information is provided to assist the customer and the dealer in selecting the appropriate appliance for the application. Consideration must be given to appliance location and configuration, environmental conditions, insulation and air tightness of the structure.

THE WARRANTIES CONTAINED IN THIS DOCUMENT ARE EXCLUSIVE AND ARE GIVEN BY HEARTHSTONE AND ACCEPTED BY THE ORIGINAL PURCHASER IN LIEU OF ALL OTHER EXPRESS WARRANTIES AND ANY OBLIGATIONS, LIABILITIES, RIGHTS, CLAIMS, OR REMEDIES IN CONTRACT OR TORT, WHETHER OR NOT ARISING FROM HEARTHSTONE'S NEGLIGENCE, ACTUAL OR IMPUTED. ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE GIVEN ONLY TO THE EXTENT REQUIRED BY FEDERAL OR STATE LAW. EXCEPT AS OTHERWISE REQUIRED BY STATE LAW, UPON THE EXPIRATION OF THE EXPRESS LIMITED WARRANTIES CONTAINED HEREIN, NO IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY TO THE SUBJECT APPLIANCE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

THE WARRANTIES CONTAINED IN THIS DOCUMENT EXTEND ONLY TO THE ORIGINAL PURCHASER OF THE APPLIANCE WARRANTED HEREUNDER. THEY ARE NOT TRANSFERRABLE AND DO NOT EXTEND TO ANY SUBSEQUENT OWNERS.

UNDER NO CIRCUMSTANCES SHALL HEARTHSTONE BE LIABLE TO THE ORIGINAL PURCHASER OR ANY OTHER PERSON FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO DAMAGE TO PROPERTY OR PERSONAL INJURIES, WHETHER ARISING OUT OF LOSS OF USE, BREACH OF WARRANTY, TORT, OR OTHERWISE, EVEN IF HEARTHSTONE HAS BEEN APPRAISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

### **QUALIFYING FOR WARRANTY COVERAGE**

To obtain performance of any obligation under this document, the Original Purchaser must, within the applicable warranty time period, contact their original Hearthstone dealer, or the current responsible local Hearthstone dealer, for instructions regarding the return of defective parts for repair, the return of the appliance for repair, or to schedule a Dealer service call. The Original Purchaser should refer to the Dealer Network search engine contained on Hearthstone's Web site ([www.hearthstonestoves.com](http://www.hearthstonestoves.com)) if the original dealer is not available, to find a Hearthstone dealer nearest to the Original Purchaser's location.

### **REMEDY**

The remedy for any breach of the foregoing warranties will consist of repair or replacement, at Hearthstone's option, of any covered defect in the appliance. When the Original Purchaser contacts a Hearthstone Dealer, the Dealer on behalf of Hearthstone, as the case may be, will instruct the Original Purchaser to either return the defective part, or the entire appliance (if requested), to the Dealer or Hearthstone or allow a Dealer to make a service call at the place where the appliance is located. Hearthstone may require that a digital picture be provided to support the claim. Notwithstanding any other provision of this document, the Original Purchaser shall pay for any fees and service charges related to a Dealer's service call or the shipping charges associated with the return.

### **WARRANTY REGISTRATION**

The Original Purchaser can complete their warranty registration on our website at [www.hearthstonestoves.com](http://www.hearthstonestoves.com).  
Hearthstone's physical address is:

Hearthstone Quality Home Heating Products, Inc.  
Warranty Department  
317 Stafford Avenue  
Morrisville, VT 05661

**NOTE: ON-LINE REGISTRATION IS *NOT REQUIRED* AS A CONDITION OF WARRANTY COVERAGE OR HEARTHSTONE'S PERFORMANCE.**