

- **INSTALLATION MANUAL**

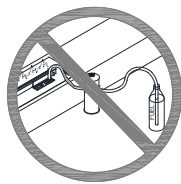
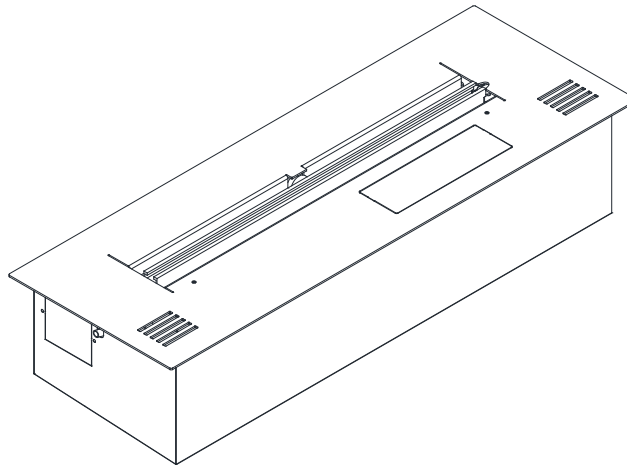
Not applicable when installing in a NetZero firebox

- **OPERATION AND MAINTENANCE MANUAL**

Please read these instructions completely before  
installing or operating the NetZero PrimeFire Burner

## NetZero Renew PrimeFire Burner

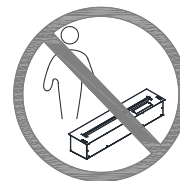
Models: AA-11-04744 – NZ36B



**Do not fill while  
operating**



**Flammable**



**Keep away from  
children**

### **WARNING**

If the information in these instructions is not followed exactly, a fire or explosion may result, causing property damage, personal injury, or loss of life.

LESS IMPACT. **ZERO COMPROMISE.**

# Table of contents

1 IMPORTANT INFORMATION.....	3
1.1 Certification.....	3
1.2 Safety Information .....	3
1.3 Locating the Burner.....	4
1.4 Ventilation & Required Room Size.....	4
1.5 Specifications .....	4
1.6 Electrical Requirement.....	4
1.7 Fueling.....	4
2 EQUIPMENT RECEIVED.....	5
2.1 Standard Equipment .....	5
2.2 Optional Equipment.....	5
3 CLEARANCES AND INSTALLATION .....	6
3.1 Burner Clearances and Cavity Measurements.....	6
3.2 Burner Clearances and Cavity Measurements for Multiple Burners .....	8
3.3 Placing the Burner.....	9
3.4 Installing Technical Glass .....	9
3.5 Recommended Burner Installations .....	10
4 TV and AC INSTALLATION.....	11
5 HOW TO OPERATE THE BURNER.....	12
5.1 Components.....	12
5.2 Filling Fuel .....	13
5.3 Functions.....	14
5.3.1 Flame ignition.....	14
5.3.2 Flame height regulation .....	14
5.3.3 Flame extinguishing .....	14
5.3.4 Fast start .....	14
5.4 Troubleshooting.....	14
6 MAINTENANCE.....	15



## 1 IMPORTANT INFORMATION

### 1.1 Certification

This product has been certified by OMNI-Test Laboratories, Inc. to:

U.S. Certification Standard UL 1370

Canadian Certification Standard CAN/ULC-S674



ISSUED BY: OMNI-Test Laboratories, Inc.  
13327 NE Airport Way  
Portland, Oregon 97230

### 1.2 Safety Information

#### WARNING:

- 1) Risk of explosion
  - I. Never use any fuel other than the fuels specifically identified for use in the unvented decorative appliance. Never use gasoline.
  - II. Never refill unvented decorative appliance fuel reservoir when appliance is operating or still hot.
  - III. Never use unvented decorative appliance in areas where flammable vapors or gas may be present.
  - IV. Never store or transport the fuel in anything other than a metal or plastic container that is:
    - A) Acceptable for use with the specific fuel
    - B) Non-red in color
    - C) Is in the original container for the specific fuel
- 2) Never store fuel in the living space or same location as the appliance.
- 3) Due to high surface temperatures, keep children, clothing, and furniture away.
- 4) Risk of indoor air pollution – use unvented decorative appliance only in well-ventilated areas. People with breathing problems should consult a physician before using the unvented decorative appliance.
- 5) Do not use unvented decorative appliance to heat or boil water or use as a cooking appliance.
- 6) Do not use in a room with oxygen tanks in use.

**WARNING:** This appliance has not been tested with an unvented gas log set. To reduce risk of fire or injury, do not install an unvented gas log set into this appliance.

**WARNING:** This appliance has not been tested for use with doors. To reduce the risk of fire or injury, do not install doors.

- This product is a decorative burner creating real fire.
- Keep the fuel away while the burner is in operation.
- Wipe up fuel spills immediately with a dry cloth or paper towels.
- Do not make any alterations or put any objects or liquids inside the burner.
- Do not touch the filament or other hot elements.
- Do not transport the burner if fueled.
- Do not leave an operating burner unattended.
- Keep the provided USB cable for inspection purposes.
- Do not use the burner in humid or drafty spaces.

### 1.3 Locating the Burner

- Do not move or relocate the appliance while in use.
- For indoor use and in housing only. Minimum temperature of use is 50°F (10°C).
- No heat-sensitive or flammable objects can be placed within a 40 inch radius from, or directly above, the burner.
- Do not place any objects on the top of the burner except attached accessories.
- For service purposes, the surrounding area must allow for easy removal of the burner.
- Keep children, animals, and unauthorized persons at a safe distance at all times and never leave them unsupervised when the appliance is on or hot.
- A Class B fire extinguisher must be located in close proximity to the appliance in case of fire.

### 1.4 Ventilation & Required Room Size

Open fires consume oxygen. Use only in well-ventilated areas and those that are protected from the draft effects of cross ventilation. When selecting a location for the appliance it is important to consider the recommended minimum room sizes and clearances to walls and combustible materials (see Table A). An air exchange rate of 1/hour is recommended.

In a house of typical construction, that is, one that is not of unusually tight construction due to heavy insulation and tight seals against air infiltration, an adequate supply of air for combustion and ventilation is provided through infiltration. The unvented decorative appliance should be installed in a room where at least 200 ft.<sup>3</sup> (5.7 m<sup>3</sup>) of air space is provided for each 1,000 BTU per hour of unvented decorative appliance rating (at maximum burner adjustment). See Table A for recommended minimum room size.

If the burner is installed in a room smaller than the recommended minimum room size, or in a home of unusually tight construction, the door(s) to adjacent room(s) should be kept open or a window to the outside should be opened at least 1 inch (25.4mm) to guard against potential buildup of indoor air pollution.

The decorative appliance may only be installed in a bathroom or bedroom if the room meets the recommended minimum room size.

### 1.5 Specifications

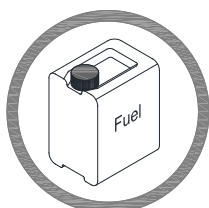
Table A

Burner	Fuel Capacity	Heat Output MAX – MIN	Minimum Room Size	Approx. fuel consumption on MAX setting	Approx. fuel consumption on MIN setting	Approx. burn time on MAX setting – MIN setting
	Gallon - (Liter)	BTU/h	ft <sup>3</sup> – (m <sup>3</sup> )	gal/h – (L/h)	gal/h – (L/h)	[h]
NZ36B	0.5 - (2)	15,000 – 7,000	3,000 – (85)	0.18 – (.69)	0.09 – (.32)	3 – 6.5

### 1.6 Electrical Requirement

The burner must be connected to a dedicated 115V min.15amp circuit. A junction box for hardwiring the burner must be located in the enclosure under the burner. This is shown in the clearances and installation section of this manual.

### 1.7 Fueling



**Do not use gel or thick fuels. Only use fuels consisting of 86-96.6% ethanol (not dehydrated) by volume. NetZero Fuel is recommended.**

## 2 EQUIPMENT RECEIVED

### 2.1 Standard Equipment

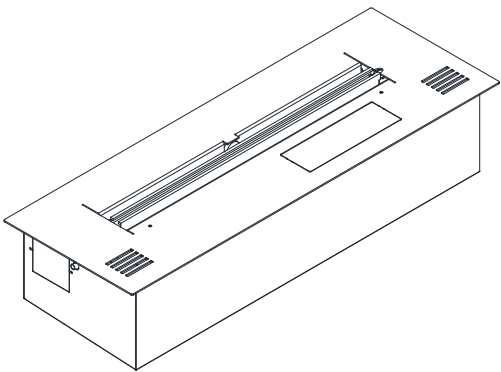
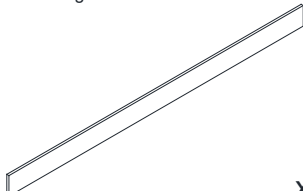
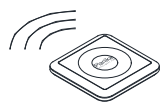
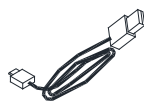

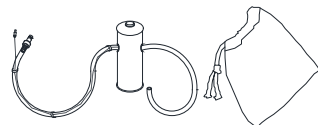
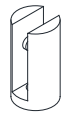


NetZero PrimeFire burner  x 1	Technical glass  x 1	Remote control  x 1	USB service cable  x 1	Lifting straps  x 2
	T-Fuel pump with protective bag  x 1	Small glass holder  x 2	Screw M3x15  x 2	Users' manual  x 1

Table B

QUANTITY OF STANDARD EQUIPMENT							
Burner Model	Remote control	T-Fuel pump with protective bag	USB service cable	Small glass holder	Technical glass	Screw M3x15	Lifting straps
NZ36B	1	1	1	2	1	2	2

### 2.2 Optional Equipment

Applies to see-through, peninsula and island installations.

For information on installing the large glass barrier kits reference the large glass barrier kits installation manual.

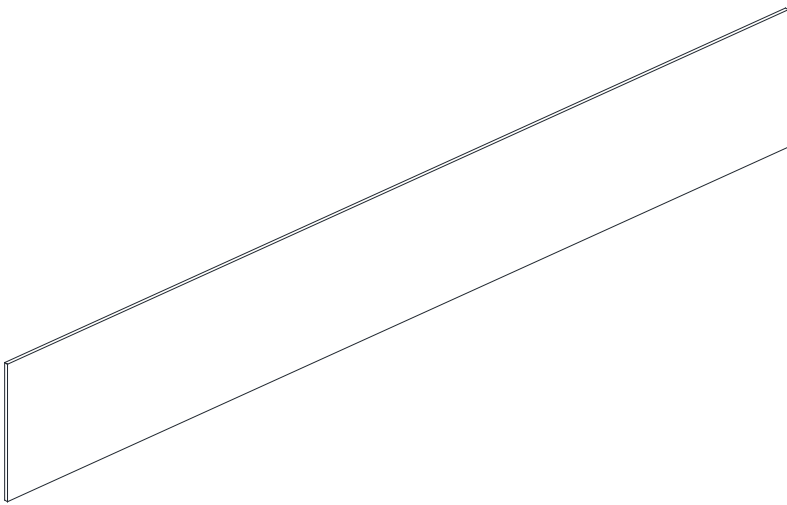
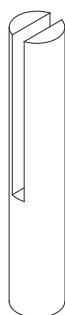
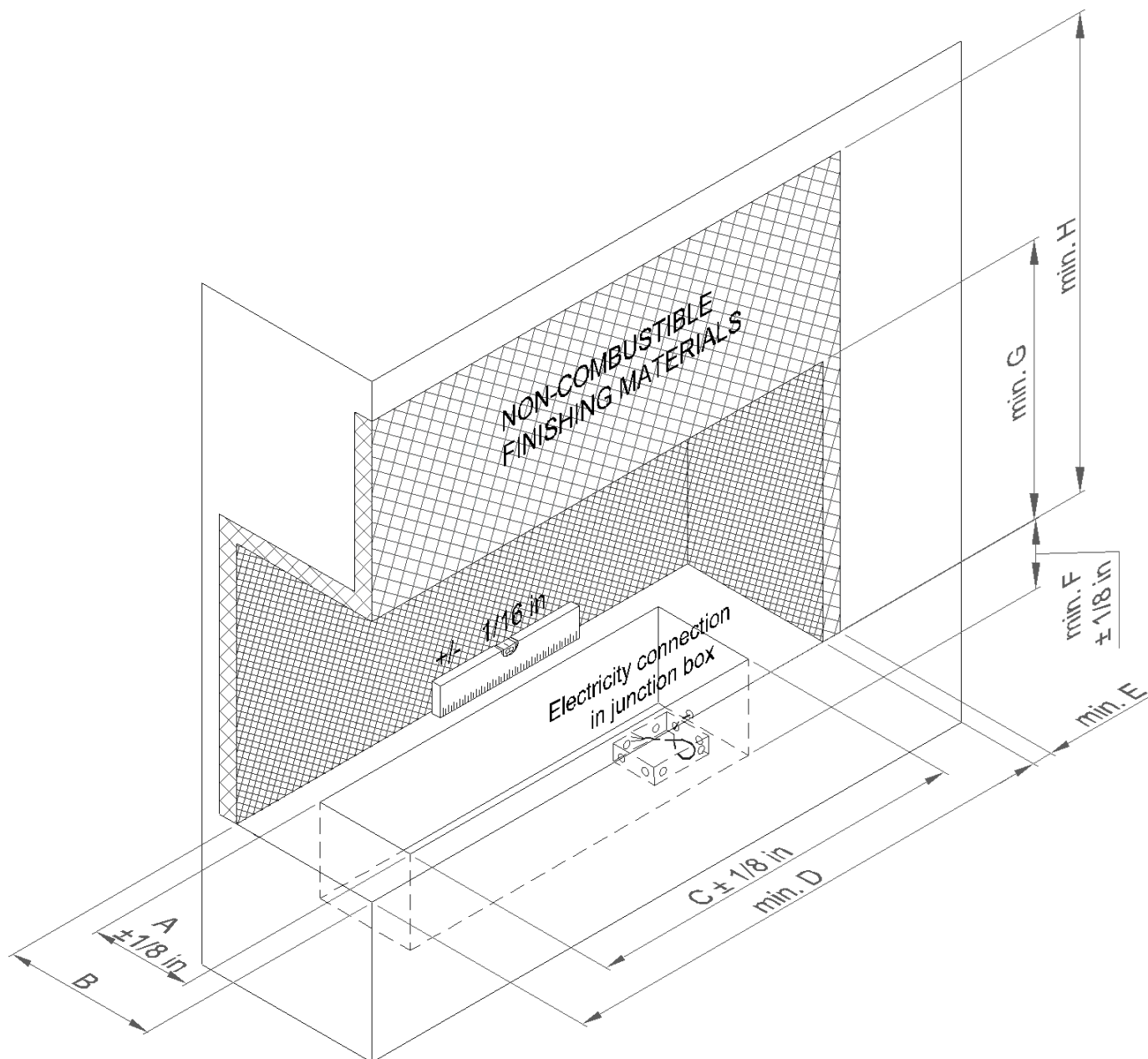
Large glass barrier 	Large glass barrier holder and mounting hardware 
---	---

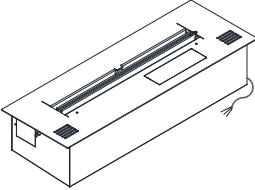
Table C

QUANTITY OF OPTIONAL EQUIPMENT			
Burner Model	Large Glass Barrier Part Number	Large Glass Barrier	Glass Barrier Holders
NZ36B	AA-11-04768	2	4

### 3 CLEARANCES AND INSTALLATION

#### 3.1 Burner Clearances and Cavity Measurements



Measurements										
	Burner Model	Electricity connection	A [in]	B [in]	C [in]	D [in]	E [in]	F [in]	G [in]	H [in]
	NZ36B	115V, 60Hz, min. 15A	9"	16"	26 3/4"	36"	2"	8"	16"	36"

- Ensure that burner flame is positioned a minimum of 40 inches away from curtains, flammable materials, and other sources of ignition.
- Be aware of drafts. Do not place in areas where fans, vents or open doors or windows could affect the burner.
- The burner must be installed in accordance with the outlined safety requirements and clearances. Only non-combustible materials can be used in the non-combustible zone.

-Materials used in areas designated as non-combustible must be rated as non-combustible per NFPA 220 Standard on Types of Building Construction, or reported as passing ASTM E 136, Standard Test Method for Behavior of Materials in a Vertical Tube Furnace at 750 Degrees C.

**WARNING: common finishing materials not approved for use:**

- **Paper-faced gypsum board (drywall) including Type X Fire Rated board is not a non-combustible material.**
- **WonderBoard brand boards are commonly used as a backerboard for tile. WonderBoard backerboard is not a non-combustible material.**
- **Durock brand cement board contains a polymer coated fiberglass mesh. This can smell when heated. For this reason, Durock cement board is not approved.**

-Non-combustible finishing materials must be insulated from any combustible elements of the construction such as wood framing. This can be accomplished by one of the following:

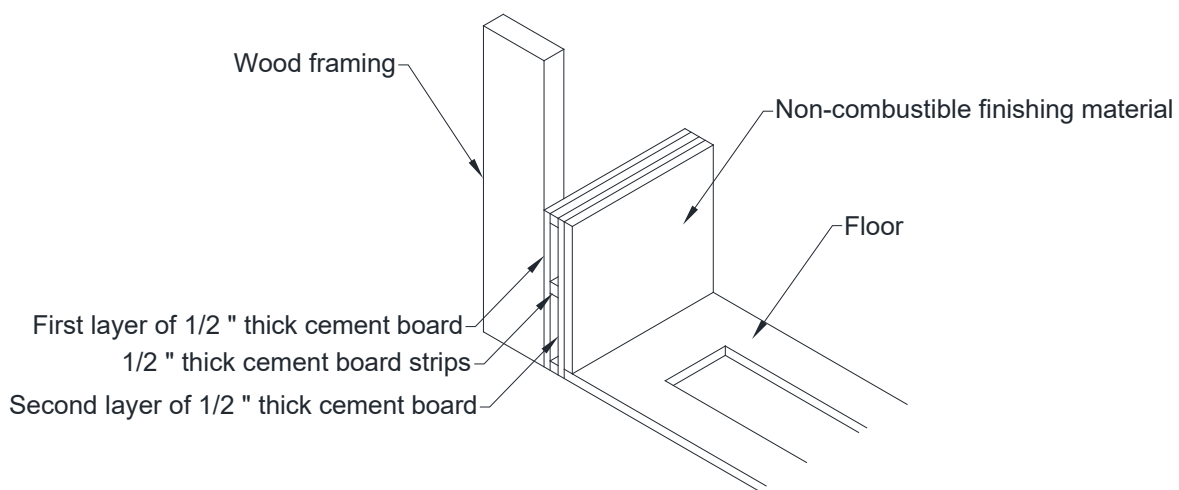
**Option 1:** Construct the enclosure using only non-combustible finishing materials and framing. Use steel studs and non-combustible material to build the enclosure for the burner.

**Option 2:** Create an air gap behind the non-combustible finishing material by following the method shown below. The gap between the material can be left open or insulated with mineral wool.

***Method for creating an air gap behind non-combustible finishing material.***

Hardibacker 500 or other non-combustible rated cement board is recommended for use in constructing the enclosure. Do not use Durock or WonderBoard brand cement board. These boards are not rated as non-combustible materials and will off gas or deteriorate when subjected to heat.

1. Install a ½" thick cement board to the wood framing.
2. Cut 2" wide strips of ½" thick cement board to use as spacers between the first layer of ½" thick cement board and a second layer of ½" thick cement board. This will create an air gap between the two boards.
3. Install a second layer of cement board to the strips. The gaps between the strips can be left open or insulated with mineral wool.
4. Install the desired non-combustible finishing material to the second layer of cement board.



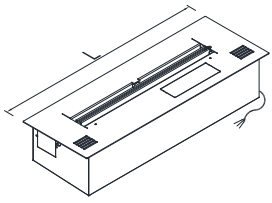
- The bottom of the enclosure that holds the burner and other areas not shown in yellow can be constructed from any construction material including combustible materials.

- In the non-combustible area use only fasteners and adhesives that are resistant to a temperature of 300°F (150°C). For an adhesive, High Temp 450°F silicone adhesive is recommended.

-The minimum F dimension of 14" allows for a 2" tall junction box. If a taller junction box is used increase the depth of the cavity.

3.2 Burner Clearances and Cavity Measurements for Multiple Burners

To create longer or custom size burners multiple burners can be placed together in the same cavity. Follow the chart below when building a cavity for a multiple burner arrangement. The C and D dimensions will be calculated from the total length of the burners placed together. An example is given below.

Measurements										
	Burner Model	L [in]	A [in]	B [in]	C [in]	D [in]	E [in]	F [in]	G [in]	H [in]
	NZ36B	27 1/2"	9"	16"	Total Length of Burners – 5/8"	Total Length of Burners + 10"	2"	8"	16"	36"

Example: Two burners are placed together.

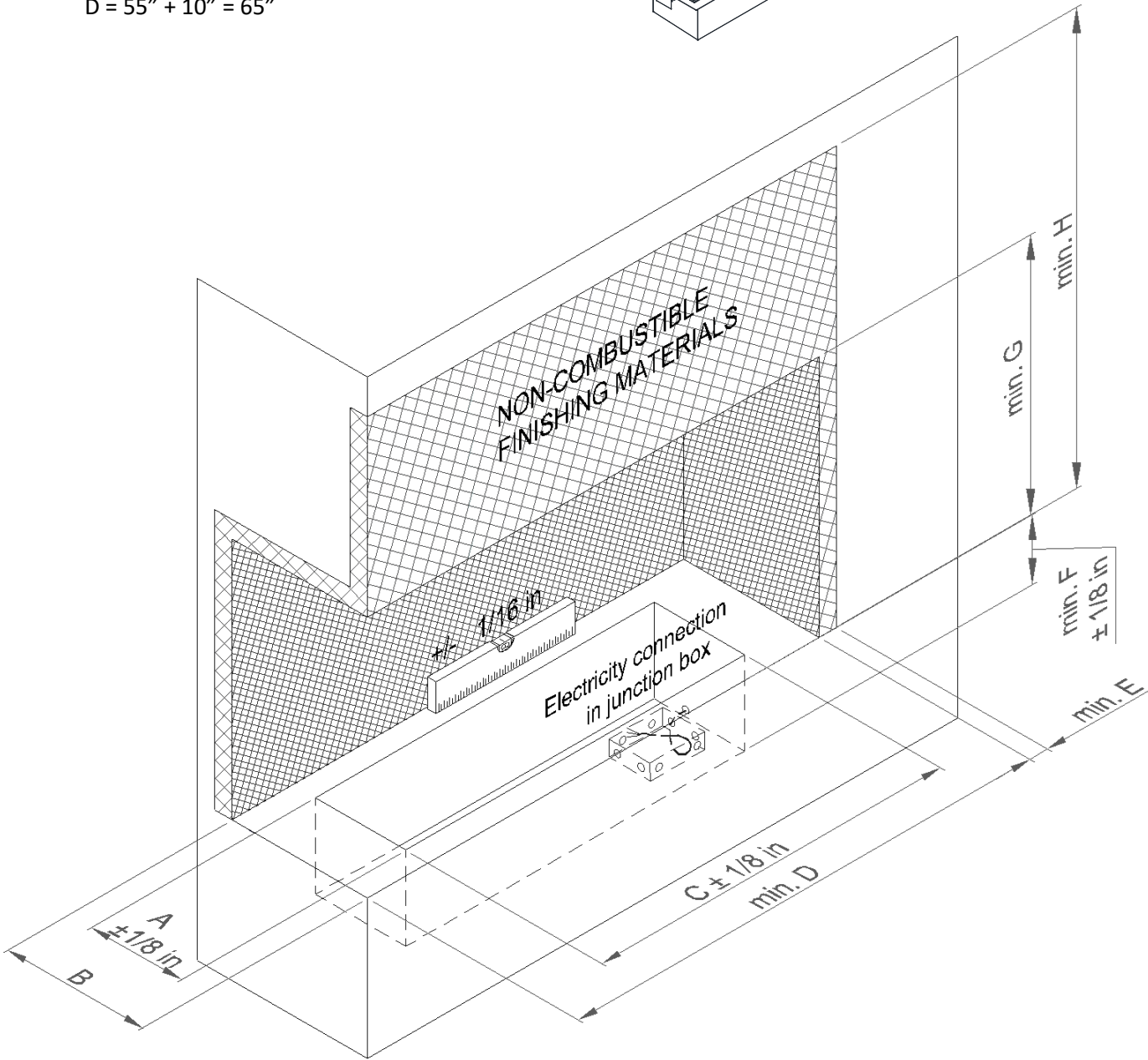
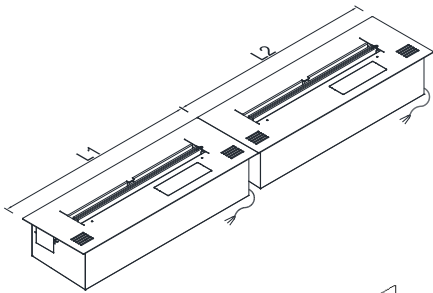
Burner 1: NZ36B – Length = 27 1/2"

Burner 2: NZ36B – Length = 27 1/2"

Total Length = 27 1/2" + 27 1/2" = 55"

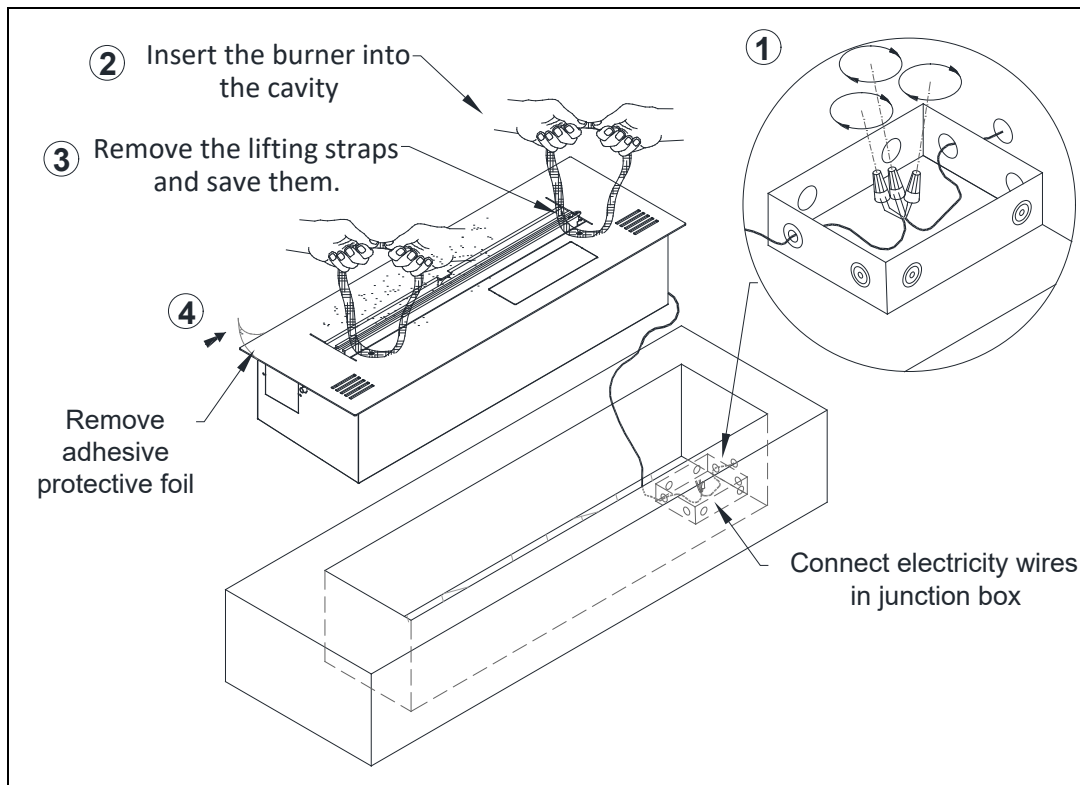
C = 55" – 5/8" = 54 3/8"

D = 55" + 10" = 65"





### 3.3 Placing the Burner

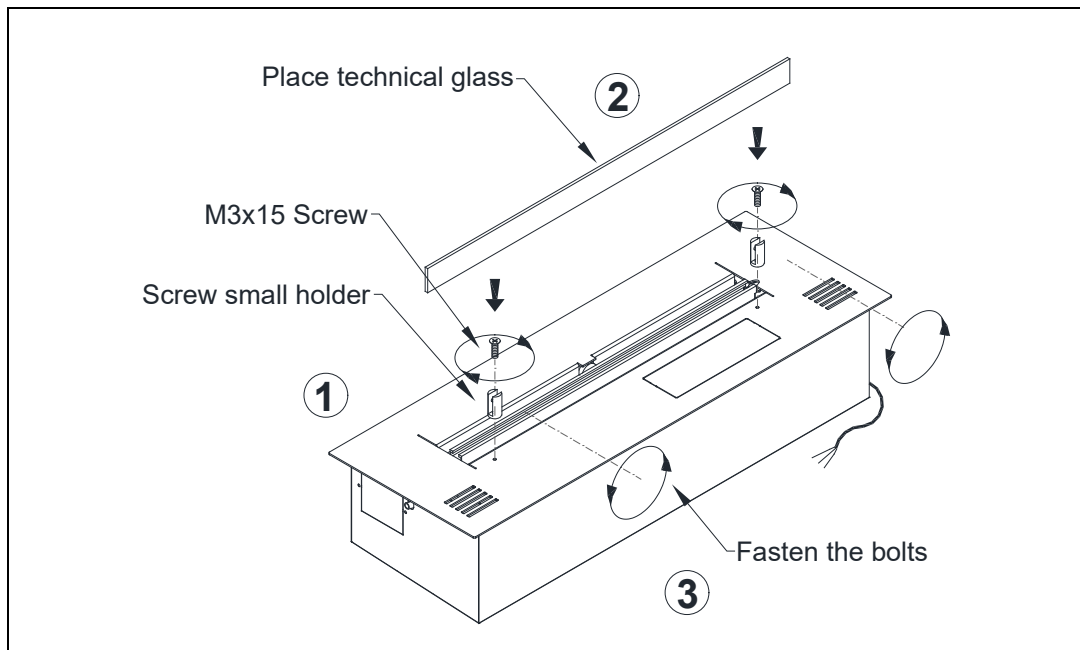


Scan or click to watch the video instruction

<https://www.youtube.com/watch?v=b5dETFNTBW4&feature=youtu.be>



### 3.4 Installing Technical Glass



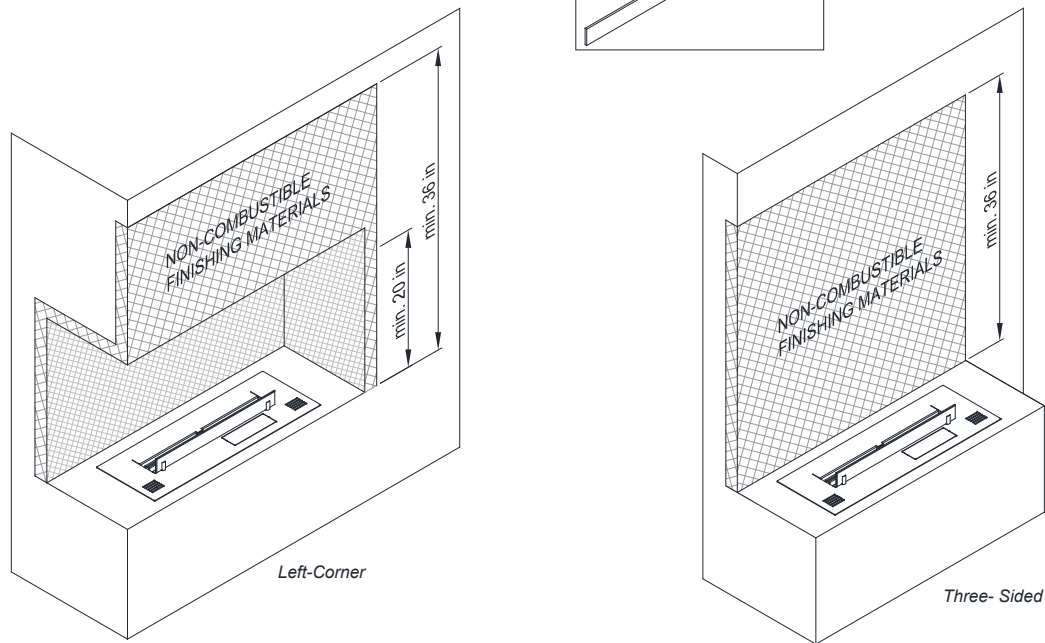
Scan or click to watch the video instruction

<https://www.youtube.com/watch?v=b5dETFNTBW4&feature=youtu.be>



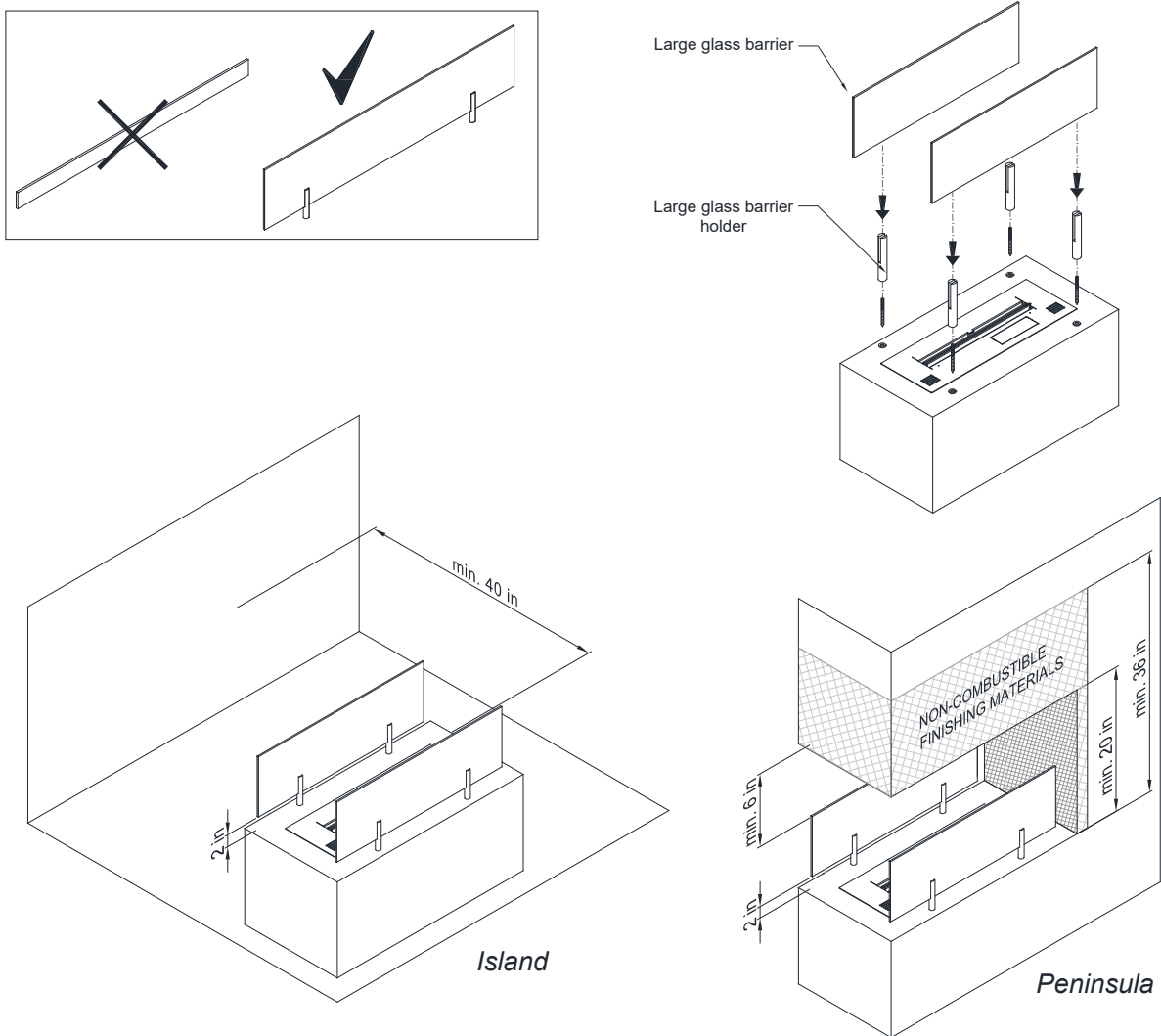
3.5 Recommended Burner Installations

Installation Requiring Technical Glass  
Single-Side, Left-Corner, Right-Corner and Three-Sided Installations



Installation Requiring Large Glass Barrier Kit  
See-Through, Peninsula and Island Installations

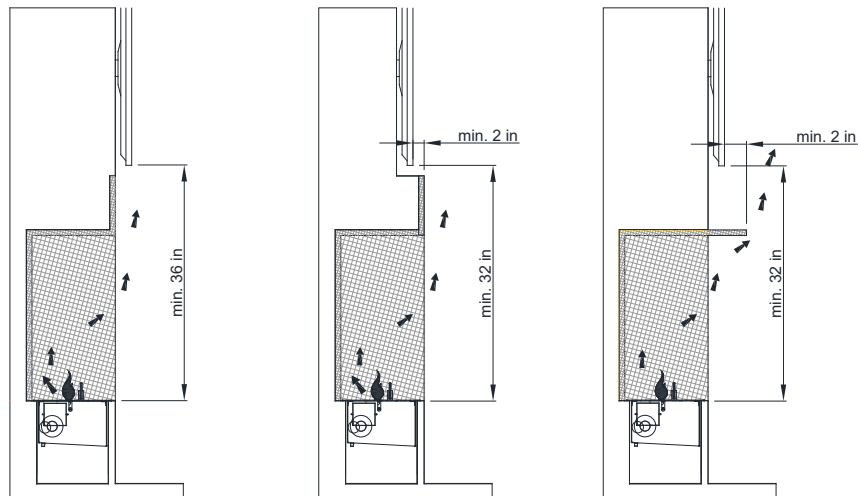
For these installations, the Large Glass Barrier Kit must be used. For additional information on installing the Large Glass Barrier Kit reference the installation manual for the Large Glass Barrier Kit.



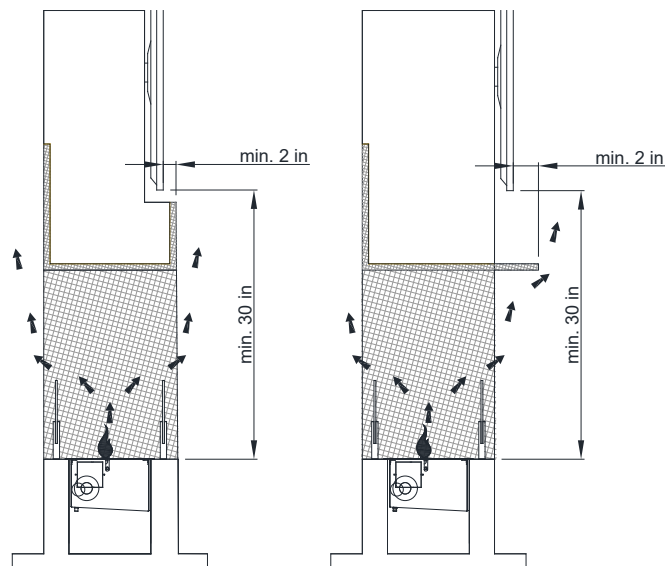
## 4 TV and AC INSTALLATION

A TV can be installed above the burner enclosure by following the methods shown below.

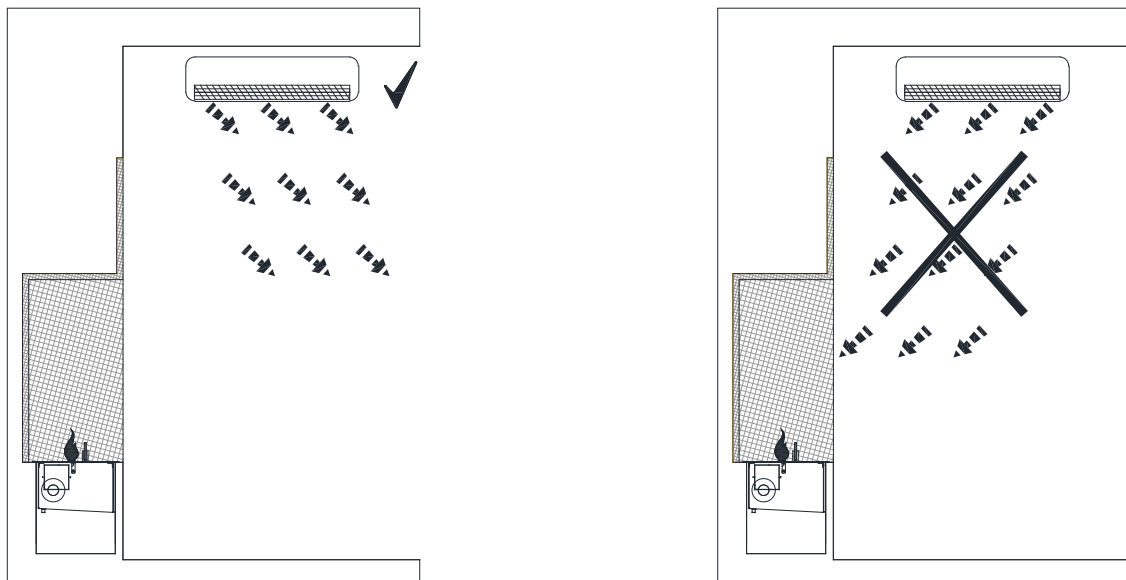
### *Single-Sided, Left-Corner, Right-Corner and Three-Sided Installations*



### *See-Through and Peninsula Installations*

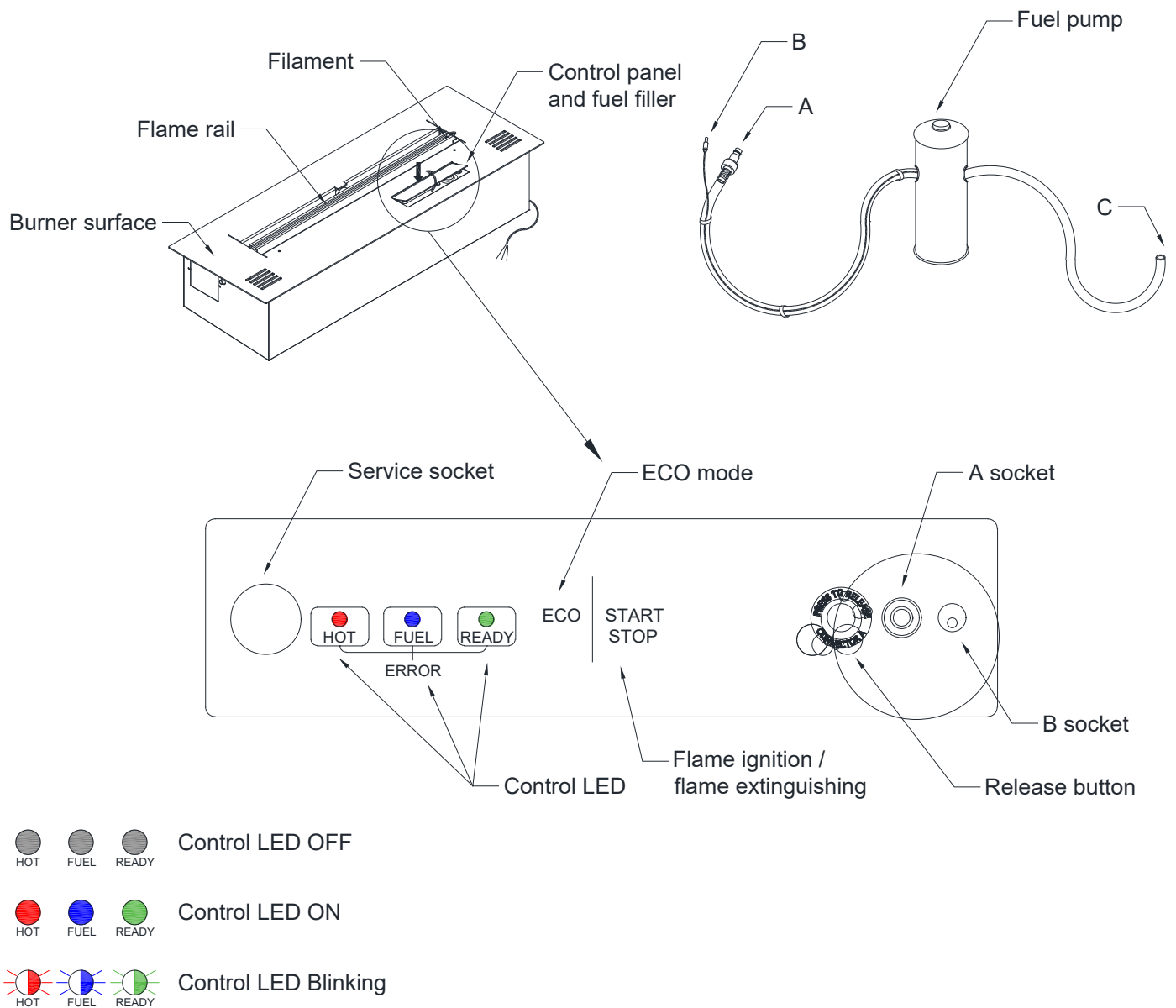


If an air conditioning vent or fan is located near the burner the vent or fan must be positioned to blow away from the burner.



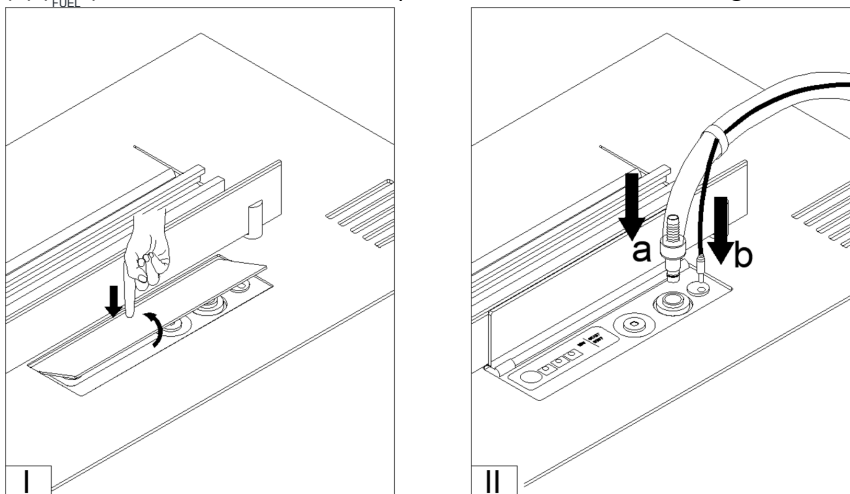
## 5 HOW TO OPERATE THE BURNER

### 5.1 Components

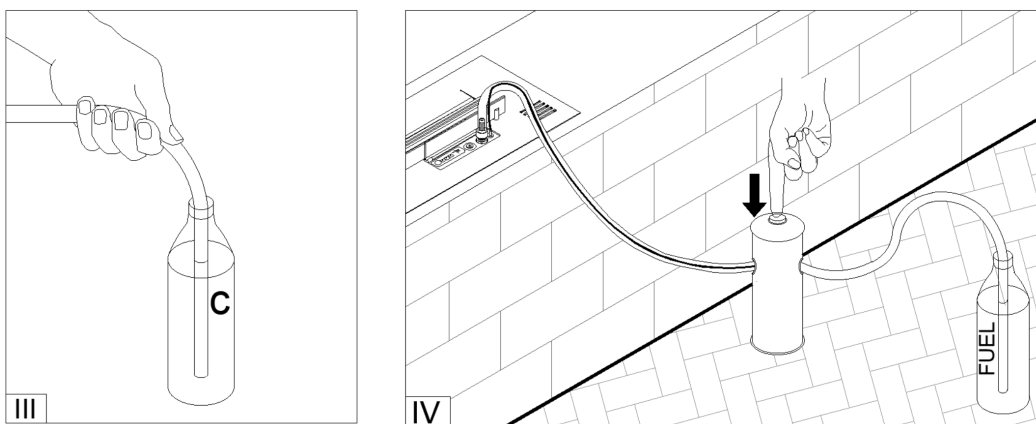


## 5.2 Filling Fuel

- a) If the tank is empty (FUEL) or you want to fill the fuel, open the fuel inlet (I), firmly connect the pump hose 'A' (click!) and power cable 'B' (II) (FUEL). **ATTENTION!** Do not attempt to refuel when the flame is ignited!



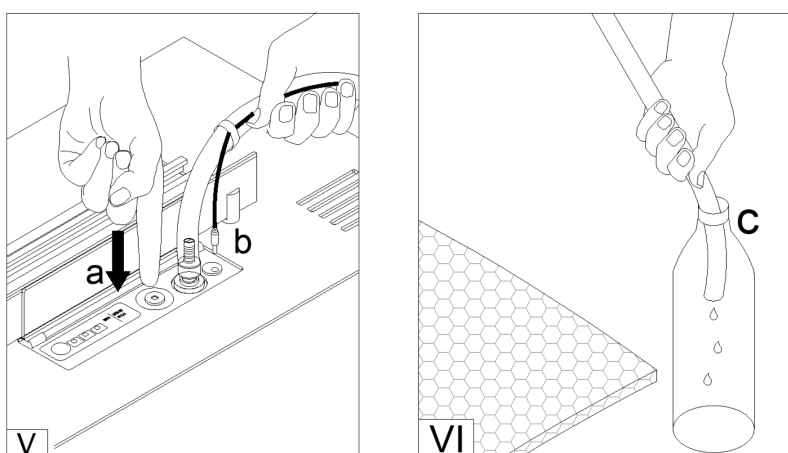
- b) Place the fuel container stably on the floor and insert the pump hose 'C' (III). Press and hold the button on the pump to start refuelling (IV).



Once the fuel container has been emptied, replace it with a full one and start the pump again (see point b).


The pump will stop when the tank is full ("beep" + FUEL).



- c) Disconnect the power cable 'B'. To disconnect the pump, hold the end of the hose 'A' and firmly press the button in the place marked with a sticker (V). Close the fuel inlet.
- d) Shake the remaining fuel from the hose 'C' into the container and place the pump in the bag (VI).



## 5.3 Functions

### 5.3.1 Flame ignition

The green LED (  ) indicates that the burner is ready to ignite the flame.


Press and hold **START** for 3 seconds. The burner will beep, and the green LED will flash to indicate that the burner is starting ( “beep” +  ). Flame ignition will take 2-10 minutes. The smell of ethanol vapors can be present during the ignition. The green LED will turn off (  ) indicating that the flame has been ignited and the burner has reached the working temperature.


### 5.3.2 Flame height regulation

When the flame is ignited, press **ECO** to lower the flame (two “beeps”). Press **ECO** again to increase the flame height (one “beep”).


**ATTENTION!** If the burner temperature is too high, the flame will be automatically lowered (**ECO**) and the height regulation blocked. If the temperature keeps increasing, the burner will automatically turn off.

### 5.3.3 Flame extinguishing

Press **STOP** to extinguish the flame ( “beep” +  ).

You can ignite the flame again when the burner is cooled and the green LED is on (  ).





















### 5.3.4 Fast start

The **FAST START** offers faster flame ignition (when the burner is ready (  ), the power consumption is 60 W higher). The function is enabled by default.

To disable **FAST START**, press and hold **ECO** for 10 seconds (four “beeps”). To enable the function, press and hold **ECO** for 10 seconds (two “beeps”).

## 5.4 Troubleshooting

Some alarms are accompanied by a “beep”. Press **START/STOP** to mute.

	LEDs	SOLUTION (contact the Service Department if the solution does not eliminate the error)
1.	  	The burner is being cooled. Wait for the green LED (  ).
2.	  	The burner ran out of fuel while operating. The burner is being cooled. Wait for the red LED to turn off. Refill the tank.
3.	  	If spillage occurred while filling the fuel, disconnect the fuel pump and wipe off the visible liquid. Press <b>START/STOP</b> to mute the burner and wait for at least one hour. Press and hold <b>ECO</b> for 10 seconds. If the message does not disappear, turn off the burner and wait for a minimum of 24 hours.
		If the error occurred during flame ignition, it means that the ignition time has been exceeded. Press and hold <b>ECO</b> for 10 seconds.
4.	  	Burner error. Press and hold <b>ECO</b> for 10 seconds.
5.	  	Tank overfilled. Contact the Service Department.
6.	  	Room temperature too low (<50°F, 10°C) or burner error. Increase the room temperature. Press and hold <b>ECO</b> for 10 seconds. Wait for the green LED (  ).

## 6 MAINTENANCE

NetZero burners are considered maintenance free, meaning they do not require regular servicing. To ensure the burner is in proper condition, the manufacturer suggests visually inspecting the condition of the nozzles on the flame rail while the burner is off. The nozzles should be round and regular. Any signs of corrosion on the flame rail, irregular flame pattern or any other erratic behavior of the burner should be immediately reported to the seller or distributor of the burner.

Regularly clean the surface of the burner with a soft, dry cloth. While cleaning, please be aware that due to the design of the burner, the filament protrudes above the burner surface. If put to mechanical stress the filament may break.

## 7 WARRANTY

### SUMMARY

NetZero Renew Products are under a 2-year warranty from the moment of delivery to the Purchaser. The warranty covers possible hidden structural, or material defects and hidden damage of electronic parts revealed during proper operation. The warranty does not cover damage that occurs as a result of improper operation.

### CONDITIONS

- This warranty is offered on condition that the Purchaser follows all assembly and operation rules that are included in the user's manual attached to each Product.
- The warranty does not cover any damage that occurs due to faulty operation of the Product.
- The warranty does not cover accessories that are sent with the Product.
- Any attempt to repair the Product on one's own or to undo the seal results in lost warranty coverage.
- All repairs are to be carried out in the Manufacturer's headquarters (except for instances in which the Manufacturer agrees to be conducted on-site).
- The warranty does not cover any changes or discoloration that occur as the effect of normal operation.
- A copy of the invoice as proof of purchase is required for the consideration of the warranty claim.
- The warranty does not cover unforeseeable events that are independent of normal operation conditions (floods, fires etc.).
- The original packaging must be retained.
- Follow these requirements when logging a complaint and shipping damaged product:
  - All the fuel must be pumped out from the reservoir.
  - The device must be packed into the original packaging in which it was purchased.
  - Send to the Manufacturer:  
NetZero Fire  
1155 Sherman Road  
Hiawatha, Iowa 52233
- If the complaint is not accepted the Purchaser will cover the repair and transportation costs.
- The Purchaser is responsible for securing the Product against any damage during transportation to Manufacturer headquarters.
- The Manufacturer will give the Purchaser a written answer within 30 days from the receipt of a complaint by the Purchaser.
- The Manufacturer does not ensure any replacement Product during the time of repair.

This warranty is given on condition that the Purchaser carefully reads the Product manual and follows all assembly and operation rules that are included therein.

NetZero is a distributor of these products, which are designed and manufactured by Planika SP S O O. **THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF AND SUPPLIED MANUALS. IMPLIED WARRANTIES OF MERCHANTABILITY, IMPLIED WARRANTIES OF FITNESS, IMPLIED WARRANTIES OF WORKMANSHIP AND OTHER IMPLIED WARRANTIES ARE *EXCLUDED* BY NETZERO.**