

Pleasant Hearth VFL2-WW24DT

Pleasant Hearth VFL2-WW24DT 24-inch Dual Fuel Wildwood Vent Free Gas Log Set

Model: VFL2-WW24DT | Brand: Pleasant Hearth

INTRODUCTION

This manual provides essential instructions for the safe and efficient installation, operation, and maintenance of your Pleasant Hearth VFL2-WW24DT 24-inch Dual Fuel Wildwood Vent Free Gas Log Set. This appliance is designed to provide supplemental heat and aesthetic appeal without requiring a chimney or flue.

The unit operates on either Natural Gas or Propane (LP) and delivers up to 30,000 BTUs per hour, capable of heating areas up to 1,000 square feet. Its vent-free design ensures high efficiency, converting nearly all fuel into heat. The log set features a dual burner system for a realistic flame appearance and includes seven hand-painted concrete logs.

IMPORTANT SAFETY INFORMATION

- **Local Regulations:** Always check and comply with all local regulations, codes, and ordinances regarding the installation and use of vent-free gas appliances. Restrictions and requirements may vary by location.
- **Restricted Areas:** This product is **not for sale or installation in California or Canada** due to specific regulatory requirements.
- **Propane (LP) Gas Supply:** If using Propane, a 100-lb. tank or larger is required. The LP gas supply must include a two-stage adjustable regulator, which can typically be obtained from your local gas company.
- **Professional Installation:** Installation and service must be performed by a qualified installer, service agency, or gas supplier.
- **Ventilation:** Ensure adequate ventilation in the room where the appliance is installed. Vent-free appliances consume oxygen from the room.
- **Clearances:** Maintain minimum clearances to combustibles as specified in the installation instructions.

SETUP AND INSTALLATION

The Pleasant Hearth VFL2-WW24DT gas log set requires assembly and proper installation into an existing masonry or approved manufactured fireplace. It is designed for minimum clearance applications.

Component Overview

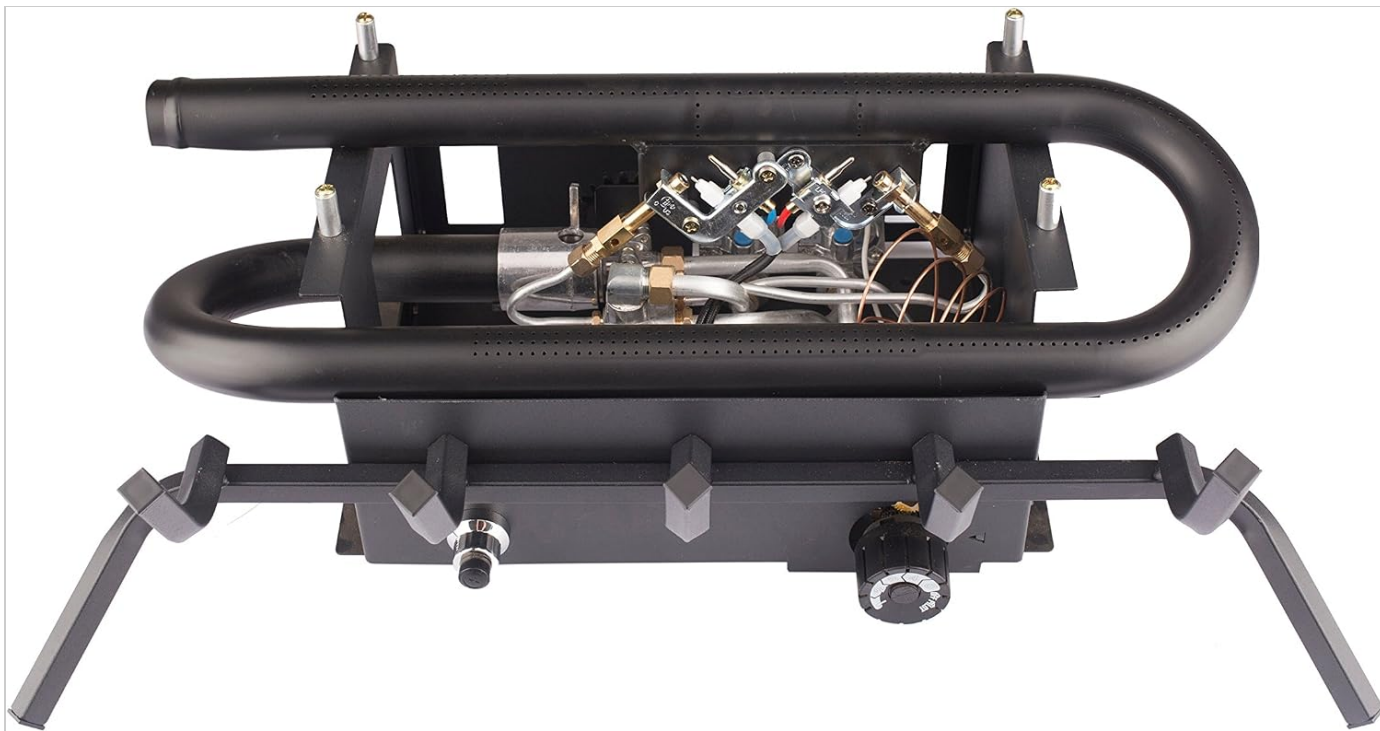


Image: Underside view of the gas log set burner assembly, showing the gas inlet, control knob, and igniter button.

This image displays the main burner assembly, which forms the base of the log set. It includes the gas input, the control valve, and the igniter mechanism. Familiarize yourself with these components before proceeding with installation.

Log Placement



Image: The seven individual hand-painted concrete logs included with the set.

Careful placement of the seven hand-painted concrete logs is crucial for optimal flame appearance and heat distribution. Refer to the detailed log placement diagram in the full installation manual for specific positioning. Incorrect log placement can affect performance and safety.

Gas Connection

- Ensure the gas supply is turned off before making any connections.
- Connect the appropriate gas line (Natural Gas or Propane) to the appliance's inlet.

- All gas connections must be leak-tested using a non-corrosive leak detection solution.
- The unit is dual fuel compatible, allowing operation with either Natural Gas or Propane. Ensure the correct gas type is supplied and the appliance is configured accordingly.



Image: The gas log set fully installed within a stone fireplace, showcasing the logs and active flames.

This image illustrates a properly installed gas log set within a fireplace, ready for operation. Note the realistic flame pattern and log arrangement.

OPERATING INSTRUCTIONS

This gas log set is designed for straightforward operation and does not require electricity for heating, making it a reliable backup heat source during power outages.

Ignition Procedure



Image: A close-up of the control panel, featuring the igniter button on the left and the main control knob on the right, with settings for OFF, PILOT, and various heat levels.

To ignite the log set, ensure the gas supply is open. Turn the control knob to the 'PILOT' position, depress it, and press the igniter button repeatedly until the pilot flame lights. Continue to hold the knob for approximately 30-60 seconds to allow the thermocouple to heat up. Once the pilot is established, release the knob. Then, turn the knob to the desired heat setting to activate the main burners.

Heat Control

The unit features a thermostatically controlled valve, allowing you to set a desired room temperature. The log set will automatically modulate its flame output to maintain this temperature. Note that this specific model **does not support a millivolt remote controller**.



Image: A detailed view of the gas log set in operation, highlighting the vibrant flames produced by the dual burner system. This image demonstrates the full flame pattern when the log set is operating at a higher heat setting, showcasing the effectiveness of the dual burner system.

MAINTENANCE

Regular maintenance ensures the longevity and safe operation of your gas log set. Always turn off the gas supply and allow the unit to cool completely before performing any maintenance.

- **Cleaning:** Periodically clean the logs and burner area to remove dust and debris. Use a soft brush or vacuum cleaner. Do not use abrasive cleaners.
- **Pilot and Burner Inspection:** Annually inspect the pilot and main burners for blockages or damage. Ensure flame ports are clear.
- **Gas Connections:** Check gas connections for leaks annually using a leak detection solution.
- **Log Condition:** Inspect logs for cracks or deterioration. Replace any damaged logs to maintain proper flame patterns.

- **Professional Service:** It is recommended to have the appliance inspected and serviced by a qualified service technician at least once a year.

TROUBLESHOOTING

If you encounter issues with your gas log set, refer to the following common troubleshooting steps. For persistent problems, contact a qualified service technician.

- **Pilot Light Does Not Stay Lit:**
 - Ensure the control knob is held down long enough (30-60 seconds) after lighting the pilot to allow the thermocouple to heat.
 - Check for proper gas supply pressure.
 - The pilot orifice or thermocouple may be dirty or faulty. Cleaning or replacement by a professional may be necessary.
- **Main Burner Does Not Ignite:**
 - Verify the pilot light is on. The main burner will not ignite if the pilot is out.
 - Ensure the control knob is turned to a heat setting beyond 'PILOT'.
 - Check for obstructions in the burner ports.
- **Low Flame or Inconsistent Flame:**
 - Confirm adequate gas supply pressure.
 - Check for proper log placement; incorrect placement can impede flame flow.
 - Burner ports may be partially clogged.
- **Odor of Gas:**
 - Immediately turn off the gas supply to the appliance.
 - Open windows and doors for ventilation.
 - Do not operate any electrical switches or phones.
 - Contact your gas supplier or fire department from a neighbor's phone.

PRODUCT SPECIFICATIONS

- **Model:** VFL2-WW24DT
- **Brand:** Pleasant Hearth
- **Power Source:** Fuel Powered (Natural Gas or Propane)
- **Heat Output:** Up to 30,000 British Thermal Units (BTU)
- **Heating Coverage:** Up to 1,000 sq ft
- **Ventilation Type:** Vent Free
- **Log Material:** Hand-painted concrete
- **Number of Logs:** 7
- **Installation Type:** Freestanding (within approved fireplace)
- **Product Dimensions:** 24.25 x 12.94 x 13.5 inches (L x W x H)
- **Item Weight:** 43 pounds
- **Assembly Required:** Yes
- **Batteries Required:** No

- **UPC:** 872076032830

WARRANTY INFORMATION

This Pleasant Hearth gas log set is covered by a **2-year limited warranty**. This warranty covers defects in materials and workmanship under normal use and service. For specific terms, conditions, and claim procedures, please refer to the warranty documentation included with your product or contact customer support.

CUSTOMER SUPPORT

For technical assistance, replacement parts, or warranty claims, please contact Pleasant Hearth customer support. Have your model number (VFL2-WW24DT) and purchase information ready when you call.

You can also visit the official [Pleasant Hearth Store](#) for additional product information and resources.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question