



User Information Manual

Models **B85, B120 & B160** *Condensing ASME Boiler*

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

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

WHAT TO DO IF YOU SMELL GAS

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

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

ANSI Z21.13-2017 CSA 4.9-2017



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! WARNING

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

SAFETY CONSIDERATIONS

Installation, start-up and servicing of **GLOW** boilers must be done with due care and attention, and should only be performed by competent, qualified, licensed and trained heating technicians. Failure to read and comply with all instructions and applicable National and local codes may result in hazardous conditions that could result in property damage and injury to occupants which in extreme cases might result in death.

! DANGER

Indicates an imminently hazardous situation, which, if not avoided, will result in severe injury or death.

! WARNING

Indicates a potentially hazardous situation, which, if not avoided, could result in severe injury or death.

! CAUTION

Indicates a potentially hazardous situation, that, if not avoided, could result in minor or moderate injury.

! NOTICE

Indicates a potentially hazardous situation, that, if not avoided, could result in property damage.

! WARNING

Service Requirements:
Failure to have the appliance properly serviced and inspected on a regular basis may result in property damage, serious injury or death

! WARNING

Carbon Monoxide Detector:
For each floor level containing bedroom(s), a carbon monoxide detector and alarm shall be placed in the living area outside the bedroom(s) as well as in the room that houses the appliance. Detectors and alarms shall comply with NFPA 720 (latest edition). Failure to comply with requirements for detectors and alarms may result in serious injury or death..

User Responsibilities

This appliance must be installed and serviced by a licensed, certified and trained service technician or the **Warranty is Void**. This appliance must be serviced and inspected annually when operating in normal residential applications. Other applications (e.g. commercial or other more strenuous conditions) may require more frequent service and inspection. As the User of this equipment, you are responsible for ensuring maintenance is performed at the required intervals. It is also the Users responsibility to ensure Vent and Combustion Air-Inlet terminations are kept clear of obstructions.

! NOTICE

Blocked Vent- This unit is provided with an automatic system that will not allow the unit to operate if the vent is blocked. If you suspect a blocked vent, follow these instructions

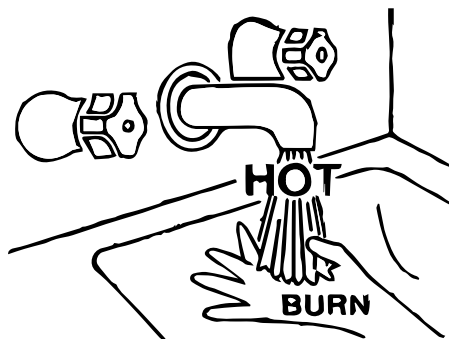
1. Inspect the inlet and outlet venting outside your house and free any obstruction.
2. Contact a qualified service technician for assistance.

! WARNING

Obstruction Hazards- Failure to keep the Vent and Combustion Air-inlet clear of ice, snow, and other debris may result in property damage, serious injury or death.



DANGER



The temperature at which injury occurs varies with the person's age and time of exposure. Water temperature over 125°F/52°C can cause severe burns instantly or death from scalding.

The slower response time of disabled persons increases the hazards to them. Never allow small children to use a hot water tap, or to draw their own bath water. Never leave a child or disabled person unattended in a bathtub or shower.

The appliance should be located in an area where the general public does not have access to the temperature control.

Lower water temperatures should be used to avoid the risk of scalding. It is further recommended, in all cases, that the domestic water temperature be set for the lowest temperature which satisfies the user's hot water needs. This will also provide the most energy efficient operation of the water heater and minimize scale formation in the heat exchanger, thus prolonging the life of the unit.

Setting the domestic hot water temperature at 120°F/49°C will reduce the risk of scalds. Some jurisdictions require settings at specific lower temperatures. The table below shows the approximate time-to-burn relationship for normal adult skin.

Hot water temperatures required for automatic dishwasher and laundry use can cause scalds and burns resulting in serious personal injury and/or death.

Table - Risks of Scalds

Temperature Setting	Time to Produce 2nd, 3rd Degree Burns on Adult Skin
Over 170°F/77°C	Nearly instantaneous
160°F/71°C	About 1/2 second
150°F/66°C	About 1-1/2 seconds
140°F/60°C	Less than 5 seconds
130°F/54°C	About 30 seconds
120°F/49°C or less	More than 5 minutes

To protect against injury, installing a tempering valve in the domestic hot water supply is recommended. This valve will reduce point of discharge temperature by mixing cold and hot water in branch supply lines. Such valves are available from the local plumbing supplier.

**WARNING****HOT WATER CAN SCALD!**

Water Temperatures over 125°F / 52°C can cause severe burns instantly or death from scalds.

Children, disabled, and elderly are at highest risk of being scalded.

- Never leave then unattended in or near the shower, bathtub or sink.
- Never allow small children to use a not water faucet or draw their own bath.

To avoid any potential scald hazard or if codes require specific water temperatures at the hot water faucet, the installer may

- Install a field supplied thermostatic mixing valve at this appliance
- Set the thermostatic mixing valve to the lowest temperature which satisfies your hot water needs.

TO AVOID INJURY:

- Feel and adjust water temperature before bathing or showering.
- Water drained from the system drain valve may be extremely hot.
- Make sure all connections are tight.
- Direct water flow away from any person.

**WARNING**

Close fill valve after any addition of water to the system, to reduce risk of water escapement.

**WARNING**

Water quality has a significant impact on the lifetime and performance of a GLOW Boiler heat exchanger.

Improperly prepared water in a heating circuit may cause damage to the heat exchanger through corrosion or fouling. Repeated or uncontrolled water fills will increase the potential for damage.

High levels of dissolved solids or minerals may precipitate out of the fluid onto the hottest part of the heat exchanger, impairing heat transfer and resulting in overheating and premature failure. The amount of solids that may form on the heat exchanger will depend on the degree of hardness and the total water volume in the system. A high water volume system with a low hardness count may cause as much damage as a system with less volume and higher hardness, so it is recommended to treat water so as to remove all dissolved solids. Other water chemistry allowable limits are as follows:

- Acidity pH is to be between 6.5 and 8.5
- Chloride is to be less than 200 mg/l
- Iron is to be less than 0.3 mg/l
- Copper less than 1.0 mg/l
- Conductivity is to be less than 400µS/cm (at 25°C)
- Hardness is to be 7 Grains or less

**WARNING**

Should overheating occur or the gas supply fail to shut off, close the manual gas shut-off valve to the appliance. Failure to follow instructions could result in explosion causing property damage, serious injury or death.

**WARNING**

Should overheating occur or the gas supply fails to shut off, do not turn off or disconnect the electrical supply to the pump. Instead shut off the gas supply at a location external to the appliance

**WARNING**

Keep boiler area free and clear of combustible materials, gasoline, and other flammable vapours and liquids.

**WARNING**

Combustion air must not be drawn from areas containing corrosive air from swimming pools or spas, including air directly next to outdoor pools and spas.

**WARNING**

The boiler shall not be exposed to water leaks from piping or components located overhead. This includes condensation dropping from non insulated cold water lines overhead

**WARNING**

In areas of high snow fall, users must check side wall exhaust vent and air intake terminations on a regular basis to ensure blockages do not occur.

**WARNING**

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

**WARNING**

Bacteria growth can develop in domestic hot water tanks and indirect water heaters if the minimum water temperature is not set high enough to prevent its growth.

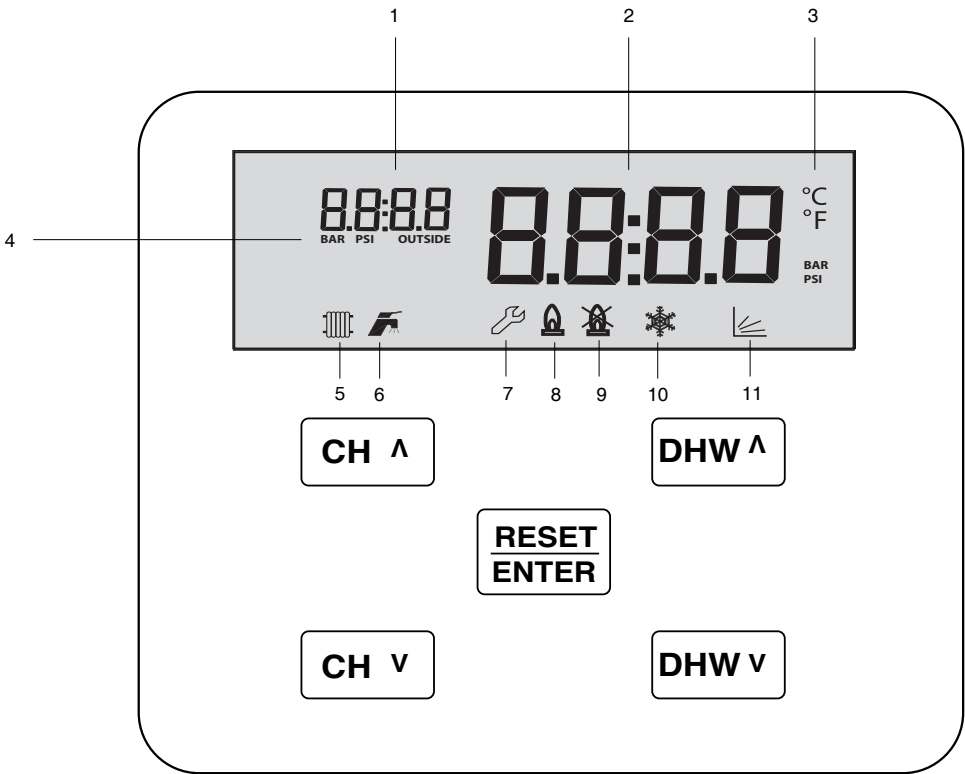
**WARNING**

CRYSTALLINE SILICA: Carefully read the warnings and handling instructions in the Installation and Operating Instructions for Refractory Ceramic Fibers before commencing any service work in the combustion chamber.

CONTROLS

**CAUTION**

Before adjusting the control settings, read the control instructions carefully



Function	Description
CH ^	Increase the CH set-point
CH v	Decrease the CH set-point
DHW ^	Increase the DHW set-point
DHW v	Decrease the DHW set-point
RESET/ENTER	Status overview: Enter the main menu or reset a lockout error by pressing the button for at least 2 seconds.

No.	Icon	Description
1	Small Digits	Displays the actual (CH) pressure and/or outside temperature (when available).
2	Large Digits	Display section that shows actual status information: CH, DHW temp, error number etc
3	Unit(s)	Unit for the value that is being displayed on the large digits Temperature in degrees Celsius or Fahrenheit. Pressure in bar or psi.
4	Selection/Unit	Specifies what is being displayed on the small digit display section. The bar/psi icon below indicates that the (CH) pressure is shown. The outside icon indicates that the outside temperature is displayed.
5	Radiator Icon	Icon is shown when CH is enabled. Icon blinks when appliance is handling CH demand.
6	Faucet Icon	Icon is shown when DHW is enabled. Icon blinks when appliance is handling DHW demand.
7	Wrench Icon	Icon blinks when service is required.
8	Flame	Burner is ON (and the appliance is heating)
9	No Flame	Appliance is unable to start. Icon is displayed when the appliance has a lockout or blocking error.
10	Frost	Blinking when (anti) frost protection is active.
11	OTC	Outdoor Temperature Compensation is active. The control regulates CH supply water temperature based on the outside temperature.

USER SETTINGS MENU (0.000)

In the User Settings Menu the user can change the basic settings of the appliance according to their preference. From the Main Screen press the RESET/ENTER button on the console to gain access to the Main Menu Screen (Fig.1). Pressing RESET/ENTER again will grant access to the User Menu. (Fig.2) A parameter can be edited by selecting it with RESET/ENTER, after which the value will start blinking. Then use DHW ^ and DHW v to change the value and press RESET/ENTER again to store the value. Editing can be canceled by pressing CH ^ or CH v; the value will not be stored.

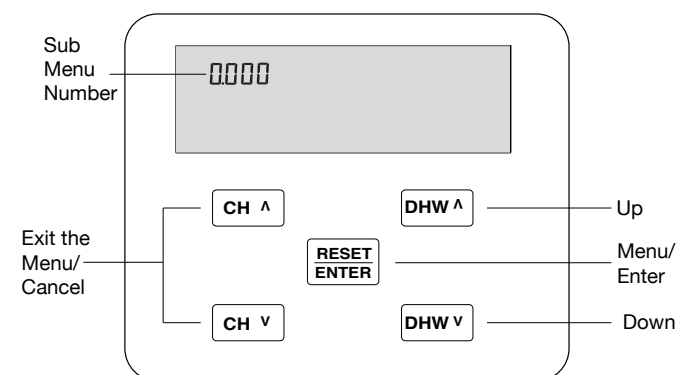


Figure 1- User Sub Menu Featured

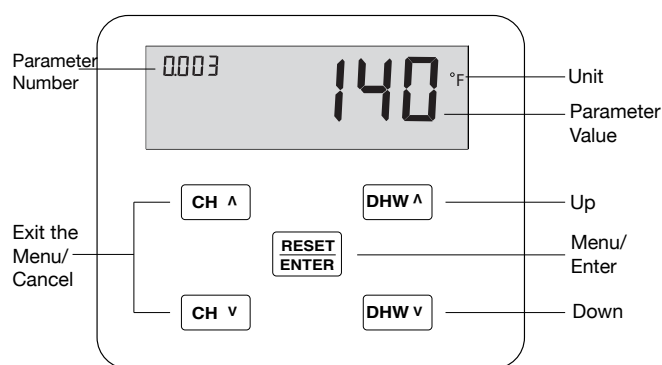


Figure 2- Inside User Menu

Param. #	Description	Default Value	Range
0.003	CH setpoint	140°F	95°F-171°F
0.048	DHW setpoint	140°F	104°F - 140°F
0.200	System Test Menu (visible only after input of Installer code)		
0.901	Temperature unit setting	°F	°F/°C
0.902	Pressure unit setting	psi	bar / psi
0.997	Display test. All LCD segments light up. Press any button to quit.		

User Menu Parameters

Raising the CH setpoint temperature beyond 140°F (60°C).

The user is not able to increase the water temperature beyond the 140°F(60°C) setpoint. Should a higher temperature be required, it is best to contact a competent, qualified, licensed and trained heating technician.

OPERATING AND SERVICE DISPLAY CODE

Power-up



When the display powers up it will attempt to communicate with the main control and retrieve the required data. During this process the 'init' message is displayed on the screen.



When all data was successfully retrieved, the Status overview is displayed. When no communication can be established the 'no comm' message is displayed on the screen.

Status Overview

On the status overview the user can view actual operational status information.

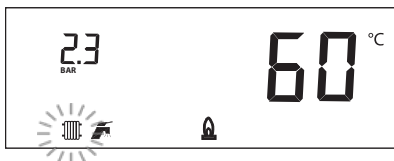
Normal operation

The large digit section shows the supply temperature when the appliance is not handling demand (standby) or when it is handling demand for CH. When the appliance is handling DHW demand the DHW temperature is displayed. The small digits section show the CH pressure and/or Outside temperature when it is available.



CH and DHW enabled but no demand

The Radiator and Faucet icon indicate that CH and DHW are enabled. The system is in standby (no demand), therefore the CH and DHW icons are not blinking and the supply temperature is displayed.



CH and DHW enabled and heating for CH demand.

The blinking radiator icon indicates that the appliance is handling CH demand; therefore the supply temperature is also displayed. The faucet icon indicates DHW is enabled. The flame icon indicates that the burner is active.

Error / Warning present

When an error or warning is present, the small digit section will show one of the following error types:

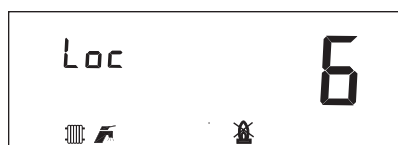
- Lockout (Loc)
- Blocking (Err)
- Warning (AttE)

The large digit section will show the error number.

Optional, an alternative message is Displayed alternating with the number (depending on the error/warning). For a detailed description of the errors, also see the error list in the instruction & installation manual.

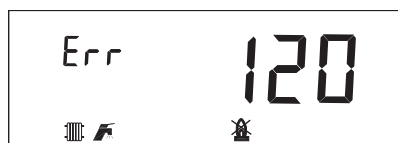
Alternative error/warning messages

Error / Warning no.	Description	Alternative message
116	Low_Water_Pressure	"FILL"
135	Phase_Neutral_Reversed_Error	"PHASE Error"
162	Fill_Warning	"FILL"

**Lockout error**

The text 'Loc' is displayed along with the lockout number. The 'No flame' icon indicates the burner is disabled.

The appliance must be manually reset by holding the Reset button.

**Blocking error**

The text 'Err' is displayed along with the blocking error number. The 'No flame' icon indicates that the burner is disabled.

The blocking error needs to be resolved.

**Warnings**

The text 'AttE' is displayed along with the warning number.

The appliance is not blocked, but might have reduced functionality (depending on the warning).

 WARNING

The de-air sequence is designed to remove air from the system, it should be permitted to complete at least one cycle; each cycle lasts approximately 14 minutes. Failure to adequately remove air from the system can damage the heat exchanger and void the warranty, and may lead to property damage or personal injury.

De-air

When the de-air sequence is active, the text 'dAir' is displayed. On every recycle of power or loss of power the de-air sequence will activate but will not satisfy any demand for CH or DHW. The de-air sequence can be cancelled by pressing and holding buttons CH V +DHW V for at least 3 seconds.

Quick set-points

The CH and DHW set point can be quickly edited via the Status overview:

- Press CH $\wedge$ and/or CH V to edit the CH set point (the radiator icon will start to blink)
- Press DHW $\wedge$ and/or DHW V to edit the DHW set point (the faucet icon will start to blink)

Additionally CH and/or DHW operation can be disabled by selecting the 'OFF' option. To re-enable CH and/or DHW operation, simply select a set point.

The value is automatically stored when editing the set point is exited. This can be after 5 seconds of no (button) activity, when the user presses Enter to confirm the value, or when switching to another quick set point.

Note 1: for some configurations the CH or DHW set point is not available and cannot be edited. When the Outdoor Temperature Compensation is active the CH set point is calculated and cannot be set, but the calculated CH set point will be shown.

Note 2: When the System test is active, the quick set points are disabled and so the system test can be quickly changed using the quick set point buttons. This can be very useful for an installer during fine-tuning of the appliance.

Reset message

When the main control has a lockout error set, reset the error by pressing the Reset button until the Reset message is displayed. When the Reset message is displayed the main control is being reset and, after a short initialization period, the appliance will resume normal operation (when resetting the error was successful).

The Reset message will automatically disappear when the reset sequence is finished.

BOILER OPERATION

The Glow Boiler is designed to provide central heating (CH) and domestic hot water (DHW) with an indirect tank.

Flue Temperature Sensor – The Glow Boiler is equipped with a flue temperature sensor located at the exhaust outlet of the primary heat exchanger. If the thermal exhaust temperature exceeds 149°F(65°C) (default for PVC venting), the sensor will shut down the burner and an error message and code number will appear on the screen. The installer can set the flue temperature as high as 194°F(90°C) to accommodate higher CH temperature. When doing so, parameters need to be configured to reflect the changes and the vent material selected must be S636 CPVC venting as described in Boiler Installation Manual Section 4.5.1-Exhaust Vent Pipe Materials

Flue Microfuse – The Glow Boiler is equipped with a flue microfuse located on the top right of the primary heat exchanger. The fuse is designed to open when the temperature within the heat exchanger exceeds 336°F (169°C). Should this occur the primary heat exchanger must be replaced.

Pump Operation

On any demand the controller energizes the primary circulating pump. If the demand is from the thermostat the CH pump is energized. If the demand is from the DHW sensor, the DHW pump is energized. Never allow both CH and DHW pumps to run at the same time. The controller then operates the burner to maintain the CH or DHW temperature set-point.

- a. **Primary Circulating Pump** - Circulates water through the boiler. This pump is hydraulically separated from the CH pump by closely spaced tees or a primary loop. The primary pump is always operating when the system is responding to a call for CH and or DHW.
- b. **CH Circulating Pump** - Circulates water through the piping towards the air handler or other heat emitters.
- c. **DHW Circulating Pump** - Circulates water directly through the indirect water tank.

Anti-frost (default)

The heat exchanger will be maintained at a pre-programmed temperature to prevent frost damage. If the supply, return or flue temperature drops below 50°F (10°C), the CH pump is activated. If the temperature continues to drop by more than 9°F (5°C) the burner fires at minimum power and continues until the return temperature reaches 59°F (15°C). Frost icon flashes on display when active. "1" indicates the Anti-Frost Pre-heat is ACTIVE. To disable the anti-frost protection contact a competent, qualified, licensed and trained heating technician

BOILER DOMESTIC HOT WATER MODES

Mode 0 – No DHW (Default)

DHW circuit is disabled. The unit does not respond to any DHW demand.

Mode 1 – Indirect Storage tank with Sensor

The controller accepts a temperature input from an indirect storage tank sensor. This sensor reads the temperature of the water within the indirect storage tank and instructs the burner to operate. The control targets the installer selected DHW Tank Setpoint (2.115) and modulates the boiler firing rate accordingly. While in this mode, 120v is applied to the DHW Pump terminals 15 & 16. Ensure the primary and DHW pump does not exceed 2.0 Amperes.

Contact Glow Manufacturing for additional technical support

Table of Programmable Parameters

DESCRIPTION	DEFAULT	RANGE
Boiler Supply Temperature	140°F (60°C)	95°F (35°C)-171°F (77°C)
Domestic Hot Water Temperature	140°F (60°C)	104°F (40°C)-140°F (60°C)

Table 2: Programmable Parameters

LIGHTING & SHUTTING DOWN THE BOILER

**FOR YOUR SAFETY READ BEFORE OPERATING**

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

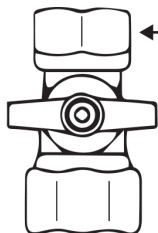
- A. This appliance does not have a pilot. It is equipped with a direct ignition device, which automatically lights the burner. Do not try to light the burner by hand.
- B. BEFORE OPERATING: Smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.
- WHAT TO DO IF YOU SMELL GAS**
- Do not try to light any appliance.
 - Do not touch any electric switch; do not use any phone in your building.
 - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
 - If you cannot reach your gas supplier, call the fire department.
- C. Use only your hand to operate the remote control keypad. Never use tools. If the remote keypad doesn't work, do not try to repair it, call a qualified service technician. Forced or improper repair may result in a fire or explosion.
- D. Do not use this appliance if any part has been underwater. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

OPERATING INSTRUCTIONS

1. STOP! Read the safety information above before proceeding.
2. Set the thermostat to the lowest setting.
3. Turn off all power to the electrical appliance.
4. This appliance does not have a pilot. It is equipped with a direct ignition device, which automatically lights the burner. Do not try to light the burner by hand.
5. Turn the manual valve located at the gas inlet of the appliance clockwise to "OFF"
6. Wait (5) minutes to clear out any gas. If you then smell gas, STOP! Follow "B" in the safety information above on this label. If you don't smell gas, go to next step.
7. Turn the manual valve located at the gas inlet of appliance counterclockwise to "ON".
8. Turn on all electric power to the appliance.
9. Set the thermostat to desired setting.
10. If the appliance will not operate, follow the instructions "To Turn Off Gas To Appliance" and call your service technician or gas supplier.

TO TURN OFF GAS TO THE APPLIANCE

1. STOP! Read the safety information above before proceeding.
2. Set the thermostat to the lowest setting clockwise to "OFF".
3. Turn off all electric power to the appliance if service is to be performed.
4. Turn the manual valve at gas inlet of appliance to  "OFF"

Manual Gas Valve

CLOSED MANUAL VALVE
("OFF" POSITION)

OPEN MANUAL VALVE
("ON" POSITION)



MAINTENANCE

WARNING

CRYSTALLINE SILICA: certain components confined in the combustion chamber may contain this potential carcinogen. Improper installation, adjustment, alteration, service or maintenance can cause property damage, personal injury (exposure to hazardous materials) or loss of life. Refer to the Installation & Operation manual provided with this appliance. Installation and service must be performed by a qualified installer, service agency or the gas supplier (who must read and follow the supplied instructions before installing, servicing, or removing this appliance. This appliance contains materials that have been identified as carcinogenic, or possibly carcinogenic to humans).

WARNING

Annual Maintenance must only be done by a licensed, certified and trained technician. Failure to have the boiler properly serviced and inspected on a regular basis by a licensed, certified and trained service technician may result in property damage, serious injury or death.

WARNING

VOID WARRANTY- If proper maintenance is not followed, warranty will not be valid

Daily Maintenance

- Check the surrounding area – inspect for water leaks in the general area around the boiler and boiler piping
- Check the system pressure. The heating system pressure should not exceed 25psi and not drop below 10psi in most applications. If the pressure is outside this normal range, contact your qualified service technician for service.
- Check the area around the boiler and the air intake opening for obstructions and chemical contaminants.

Monthly Maintenance

- Check all the Daily Maintenance items.
- For GLOW boilers, check the domestic hot water temperature at the faucet to ensure the temperature is not too hot. If the temperature is too hot, you can adjust the thermostatic mixing valve to a lower temperature setting or, adjust the hot water indirect tank temperature with the boilers controller. If these adjustments are not correcting the issue, call your qualified service technician or service.
- Check the pressure relief valve and discharge piping for signs of leakage or moisture. If water or moisture is found, contact your qualified service technician as soon as possible for service.
- Check the condensate trap and outlet pipe. The condensate trap shall be full of water. The outlet hose may be connected to a condensate neutralizer, if so, check the pH of the water coming out of the neutralizer is above 6.0pH. If the pH is below 6.0 then the neutralizer will need to be re-charged or replaced. Contact your qualified service technician for service.

Annual Maintenance

The boiler must be inspected by your licensed, certified and trained technician for the following:

- Inspect the flue gas exhaust and air intake connections. All connections should be tight and leak free.
- Inspect flue gas exhaust piping, combustion air piping and terminations.
- Inspect the boilers interior and vacuum if required.
- Check for water, gas and condensate leaks in the boiler and around the boiler.
- Check the condensate trap and clean if required. Re-fill the trap and re-install the trap.
- Check the water pressure, expansion tank and pumps.
- Check the electrical connections.
- Check the ignition electrode and remove oxidation from the electrode. Replace if necessary.
- Check the gas valve and ignition cable.
- Check the controller settings.
- Check the burners flame. Should be a quick and quiet ignition across the full burner.
- If required, clean the heat exchanger and the burner.

 WARNING

Do not use automotive-type ethylene or other types of automotive glycol antifreeze, or undiluted antifreeze of any kind. This may result in severe boiler damage. It is the responsibility of the Installer to ensure that glycol solutions are formulated to inhibit corrosion in hydronic heating systems of mixed materials. Improper mixtures and chemical additives may cause damage to ferrous and non-ferrous components as well as non-metallic, wetted components, normally found in hydronic systems. Ethylene glycol is toxic, and may be prohibited for use by codes applicable to your installation location. For environmental and toxicity reasons, GLOW Brand recommends only using non-toxic propylene glycol.

 NOTICE

Installers should inquire of local water purveyors as to the suitability of their supply for use in hydronic heating systems.

If water quality is questionable, a local water treatment expert must be consulted for testing, assessment and, if required, treatment.

Alternatively, water or hydronic fluid of known quality can be brought to the site.

 CAUTION

Before testing the relief valve, make certain the discharge pipe is properly connected to the valve outlet and arranged to contain and safely dispose of equipment discharge

Relief Valve - Maintenance and Testing

The relief valve manufacturer requires that under normal operating conditions a "try lever test" must be performed every two months. Under severe service conditions, or if corrosion and/or deposits are noticed within the valve body, testing must be performed more often. A "try lever test" must also be performed at the end of any non-service period.

Test at or near maximum operating pressure by holding the test lever fully open for at least 5 seconds to flush the valve seat free of sediment and debris. Then release the lever and permit the valve to snap shut.

If the lever does not activate, or there is not evidence of discharge, discontinue use of equipment immediately and contact a licensed contractor or qualified service personnel.

If the relief valve does not completely seal, and fluid continues to leak from the discharge pipe - perform the test again to try and flush any debris that may be lodged in the valve. If repeated tries fail to stop the leakage, contact a licensed contractor or qualified service personnel to replace the valve.

While performing a "try lever test", a quantity of heat transfer fluid will be discharged from the piping system and the system pressure will drop. This fluid must be replaced.

SERVICE RECORDS

[illegible]



Getting Service

When you contact Technical Support, please have the following information at hand.

1. Model Number
2. Serial Number
3. Date Purchased
4. Installation location and type
5. Error code, if any appears on the front display.

GLOW BRAND

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