

Español P.23

Français P.46

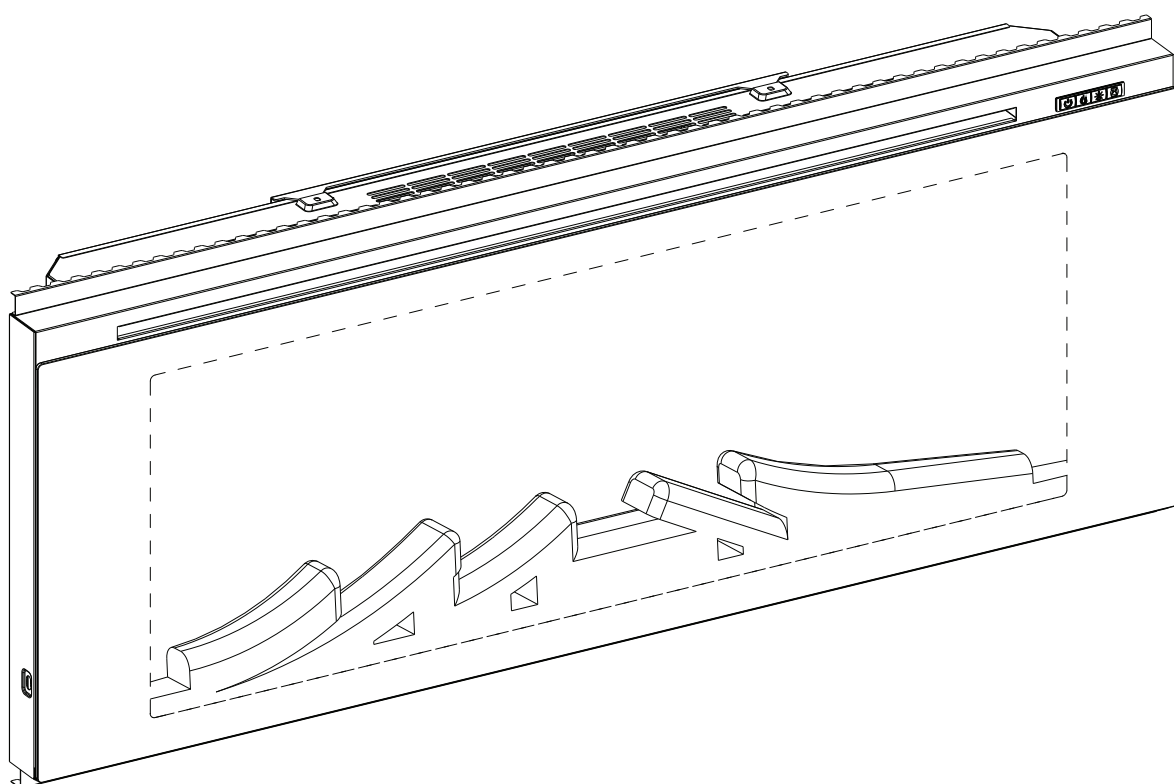


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IMPORTANT INSTRUCTIONS

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electrical shock, and injury to persons including the following:

1. Read all instructions before using this appliance.
2. This appliance is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. If provided, use handles when moving this appliance. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet (0.9 m) from the front of this appliance and keep away from the sides and the rear. **WARNING:** In order to avoid overheating, do not cover the heater. The clearance may be inadequate when installed in a Recreational Vehicle with the slide-out closed.
3. **CAUTION:** Never leave the heater operating unattended. Extreme caution is necessary if unsupervised children or invalids are nearby.
4. The appliance is not to be used by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.
5. Always unplug this appliance when not in use.
6. Do not operate any heater with a damaged cord or plug or after the appliance malfunctions, or if it has been dropped or damaged in any manner.
7. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
8. Do not use outdoors.
9. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate this appliance where it may fall into a bathtub or other water container.
10. Do not run cord under carpeting. Do not cover cord with throw rugs, runners or the like. Arrange cord away from traffic areas and where it will not be tripped over.
11. To disconnect this appliance, turn controls to the off position, then remove plug from outlet.
12. Connect to properly grounded outlets only. This heater is for use on 120 volts. The cord has a plug as shown at A in Fig.1 Do not use a 2 prong adapters. Never use with an extension cord or relocatable power tap (outlet/power strip).

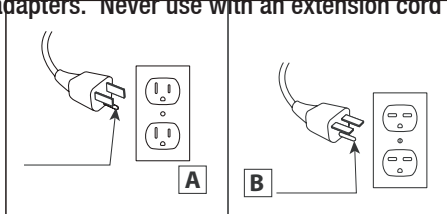
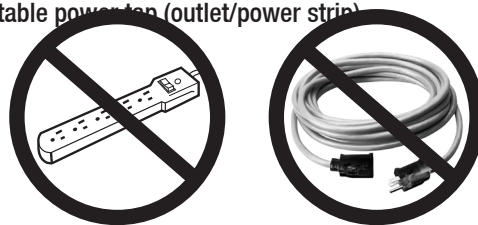


Fig.1



13. This appliance, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the current CSA C22.1 Canadian Electrical Code or for U.S.A. installations, follow local codes and the National Electrical Code, ANSI/NFPA NO.70.
14. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the appliance.
15. To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where opening may become blocked.
16. This appliance has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are used or stored. This fireplace should not be used as a drying rack for clothing. Christmas stockings or decorations should not be hung in the area of it.
17. Use this appliance only as described in the manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
18. This heater may include an visual alarm to warn that parts of the heater are getting excessively hot. If the alarm illuminates, immediately turn the heater off and inspect for any objects on or adjacent to the heater that may have blocked the airflow or otherwise caused high temperatures to have occurred. **DO NOT OPERATE THE HEATER WITH THE ALARM ILLUMINATING.**

SAVE THESE INSTRUCTIONS

Limited Warranty

Customer Service

IMPORTANT:

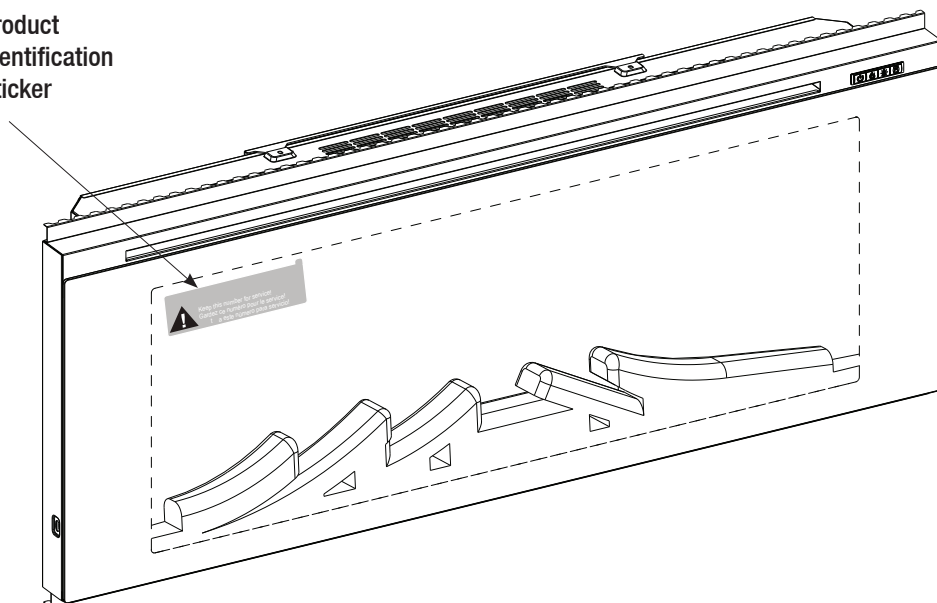
Before contacting Customer Service please have this information available:

- Serial Number
- Model Number
- Sales Receipt or Proof of Purchase

Getting Started

1. Remove the product identification sticker from the front of the fireplace.

Product
Identification
Sticker



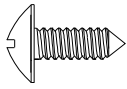
2. Attach the Product Identification Sticker to this Manual below for future reference. This information is used for product registration and also is necessary for customer service.

Attach Product Identification Sticker Here

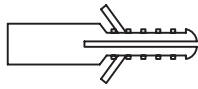


Pre-Assembly

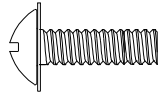
HARDWARE INCLUDED



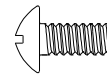
AA



BB



CC



DD

Part	Description	Part Number	Quantity 36HF320	Quantity 48HF320
AA	Anchor Screw		10	10
BB	Wall Anchor		10	10
CC	Screw 4mm x 12mm (2 Pre-Attached)		2	2
DD	Screw 4mm x 6mm (3 Pre-Attached)		8	10



NOTE: Hardware not shown to actual size.

PRODUCT SPECIFICATIONS

Voltage	120 VAC, 60 Hz
Amps	12.5 Amps
Watts	1500 Watts

PLANNING ASSEMBLY

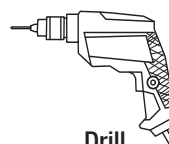
Before beginning assembly of product, make sure all parts are present. Compare parts with Hardware Included and Package Contents lists. If any part is missing or damaged, do not attempt to assemble, install or operate the product. Contact customer service for replacement parts.

Estimated Assembly Time: 60 Minutes

Tools Required for Assembly (not included): Phillips screwdriver, Drill



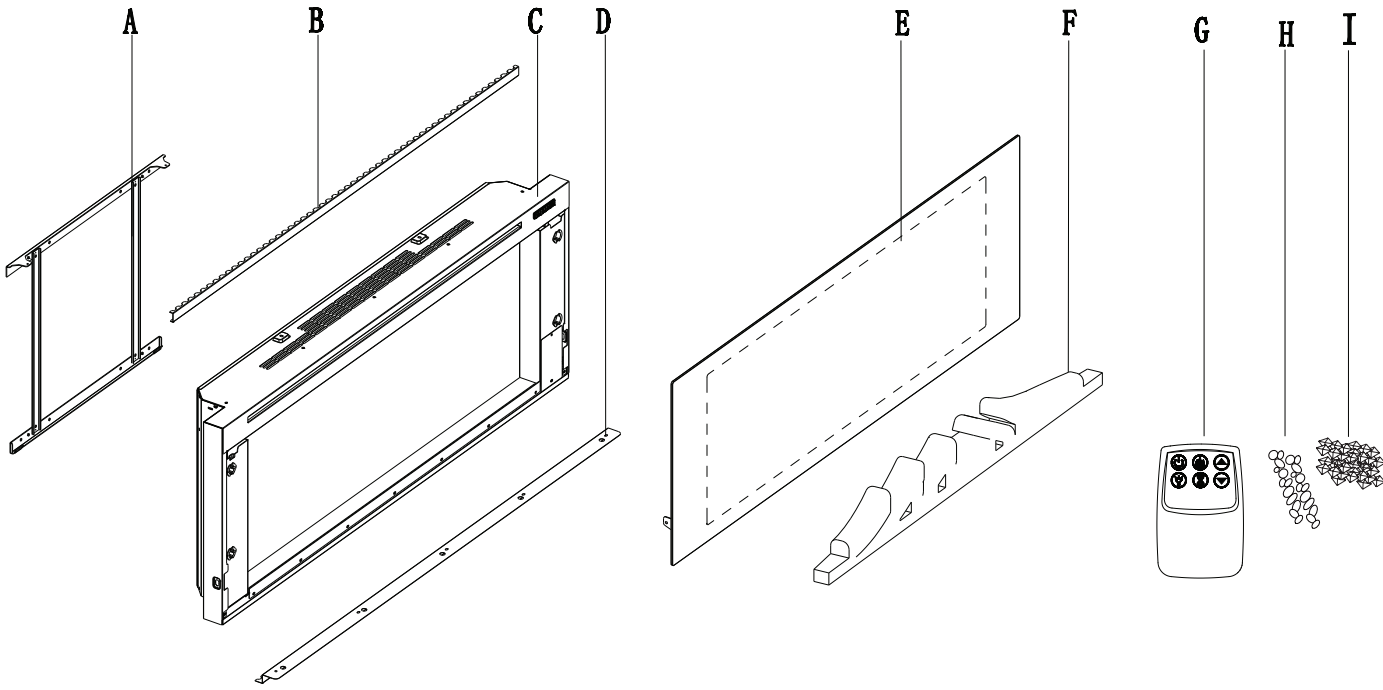
Phillips Screwdriver



Drill

Pre-Assembly (continued)

PACKAGE CONTENTS



Part	Description	Quantity	Part Number	Part Number
A	Mounting Bracket	1		
B	Upper Baffle	1		
C	Fireplace	1		
D	Lower Baffle	1		
E	Glass Panel	1		
F	Logset	1		
G	Remote Control	1		
H	Rocks	Varies		
I	Plastic Crystals	Varies		

Installation

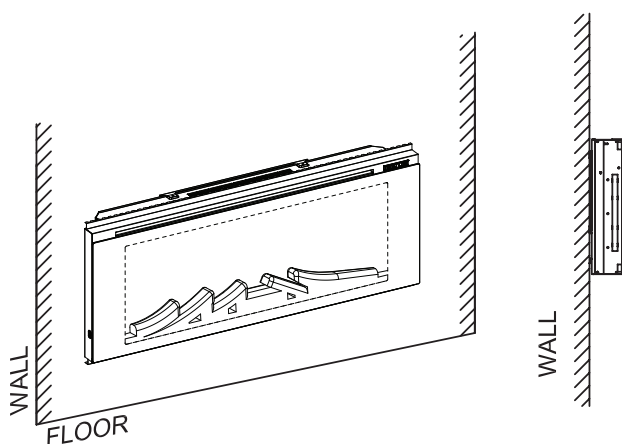
The fireplace can be installed with 2 options:

1. Wall hanging with provided mounting bracket.
2. Built in construction.

Follow installation instructions below based on installation preference.

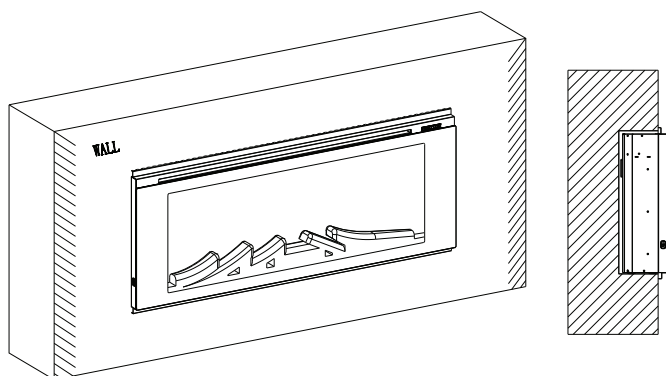
Option 1

Wall Hanging....page 9



Option 2

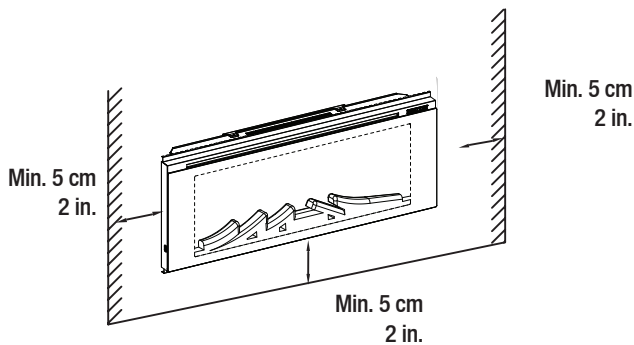
Built In Construction...page 12



Installation - Wall Hanging

WALL HANGING TO THE WALL WITH PROVIDED MOUNTING BRACKET

Your new electric fireplace may be installed virtually anywhere in your home. However, when choosing a location be sure to follow the general instructions included. For best results install out of direct sunlight. Power supply service must be either completed or placed within the electric fireplace prior to finishing to avoid reconstruction.



WARNING: Keep drapery and other furnishings at least 3 ft / 1 m from the front and sides of the electric fireplace.

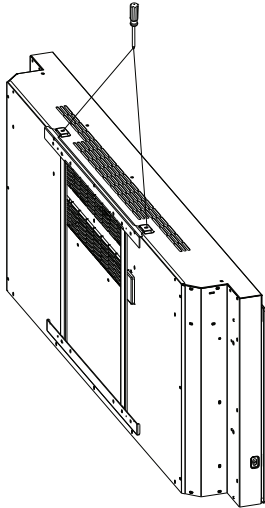
Clearance to combustibles

Sides	2 in. / 5 cm
Floor	2 in. / 5 cm
Top	2 in. / 5 cm
Back	0 in. / 0 cm

Installation - Wall Hanging

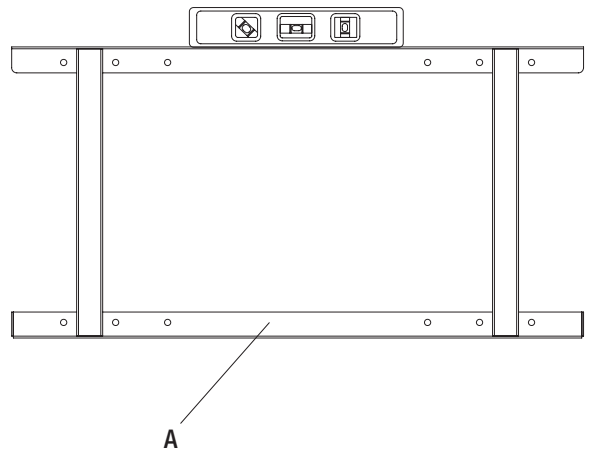
1 Removing the Mounting Bracket

- Remove the Mounting Bracket (A) from the back of the Fireplace (C) by removing the two pre-attached Screws at the top back of the unit.



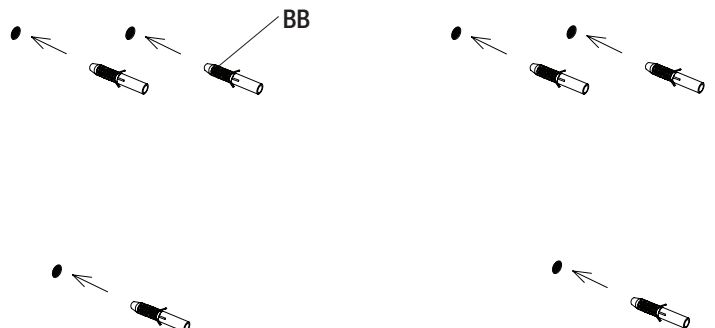
2 Choosing a Wall Location

- Choose a wall location to attach the Mounting Bracket (A). Position the Mounting Bracket (A) in the desired location.
- Use a level to align the bracket and mark the four holes with a pencil.



3 Drilling the Holes

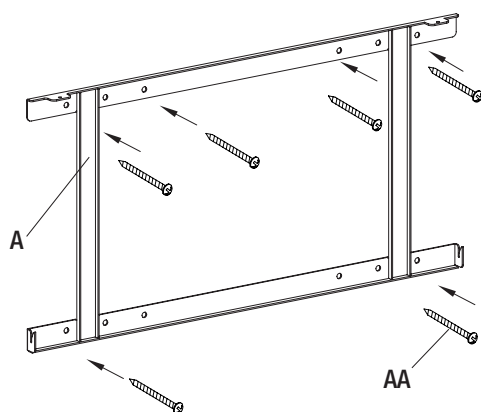
- Drill six 1/4 in. (7 mm) holes in the wall.
- Insert the Wall Anchors (BB) into the holes using a hammer.



Installation - Wall Hanging (continued)

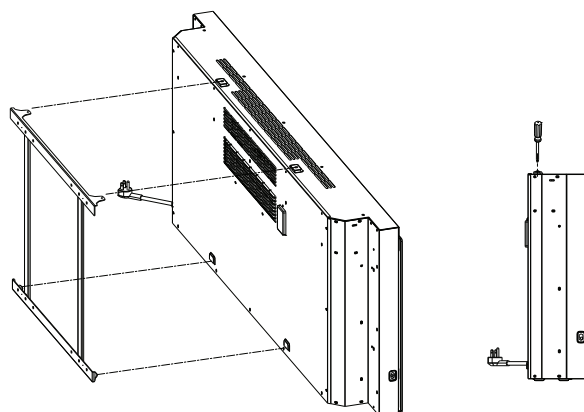
4 Attaching the Mounting Bracket

- Attach the Mounting Bracket (A) to the wall by fastening the six Anchor Screws (AA) into the wall anchors.



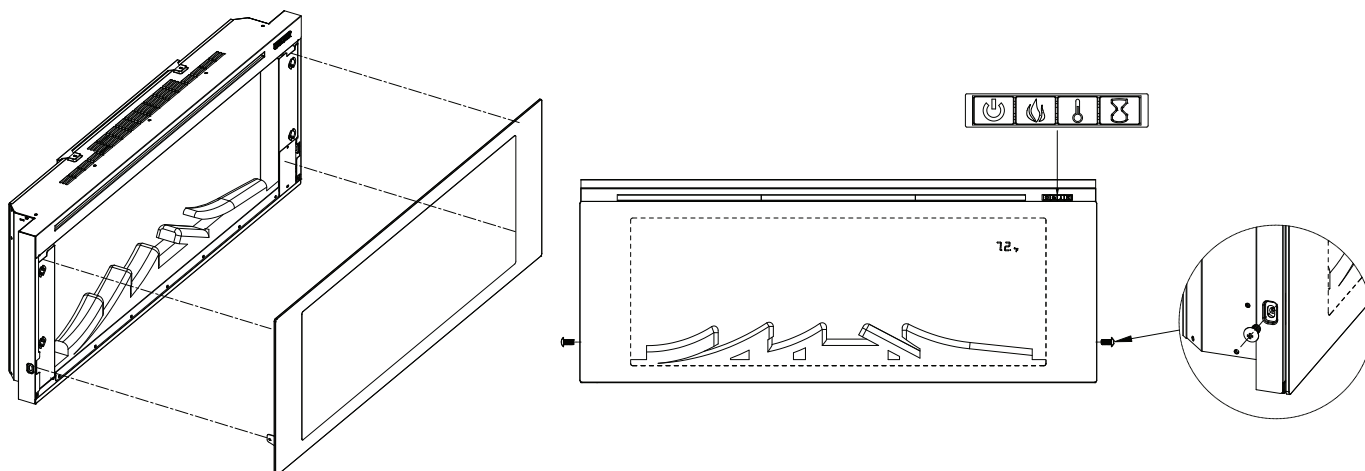
5 Hanging the Fireplace

- Hang the Fireplace (C) on the hooks at the bottom of the Mounting Bracket (A) and push the Fireplace (C) into the Mounting Bracket (A).
- Re-fasten the two screws removed in Step 1.



6 Hanging the Glass Front Frame

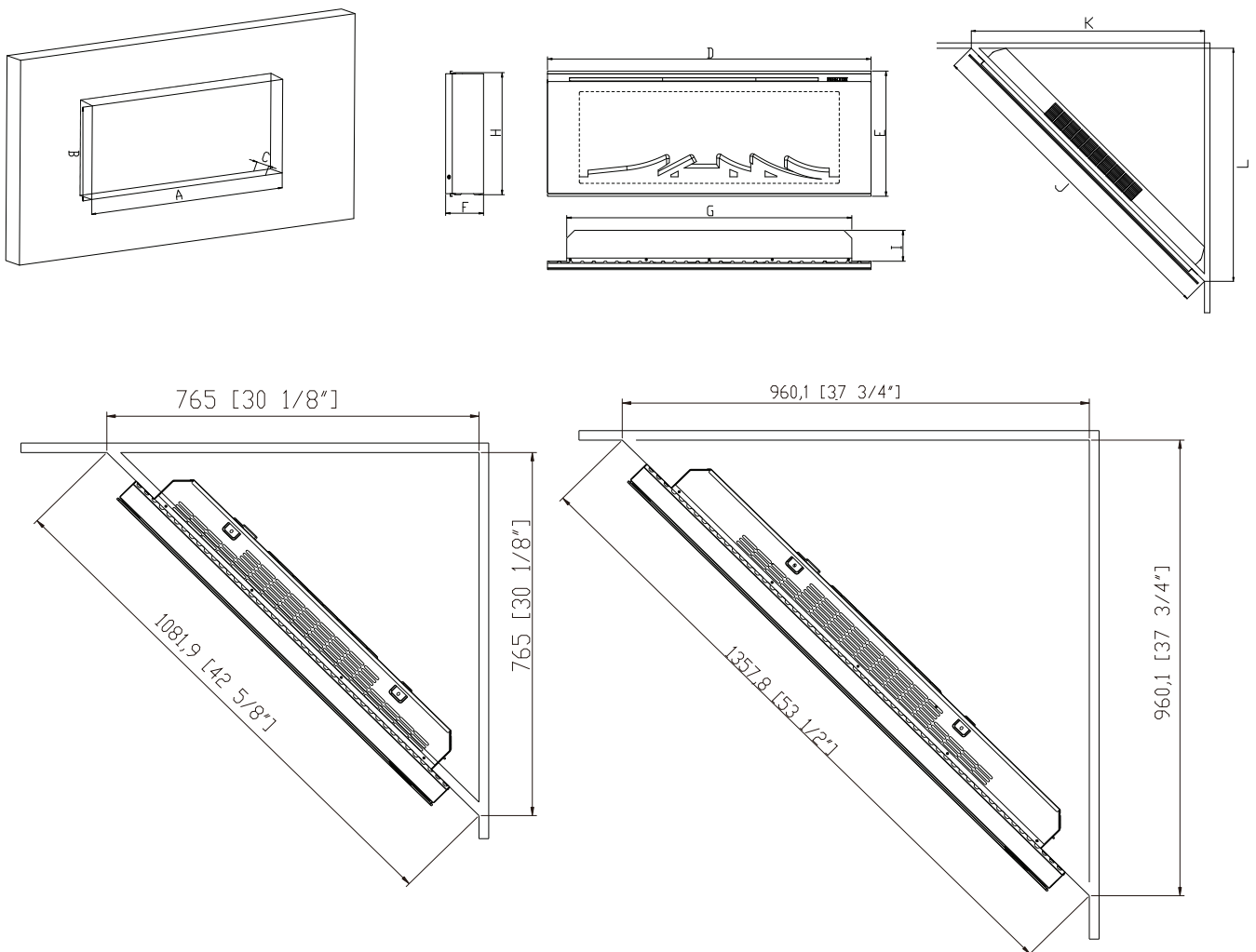
- Hang the Glass Front Frame (E) on the Fireplace (C) with 2 Screws (CC) on both sides of the fireplace.



Installation - Built In Construction

This fireplace is a zero clearance design. No combustibles can be placed on the top surface of the fireplace. Combustibles may be installed to the edge of the unit. Insulation and vapor barrier should be placed a minimum of 2 in. from the unit. Build the framing according to the specifications shown in the below table & figure 1.

Model	A	B	C	D	E	F	G	H	I	J	K	L
	32.8"	18.6"	3.9"	36"	19.7"	6.1"	31.8"	18"	4.6"	42.6"	30.1"	30.1"
	43.3"	18.6"	3.9"	48"	19.7"	6.1"	42.3"	18"	4.6"	53.5"	37.8"	37.8"



WIRING REQUIREMENTS

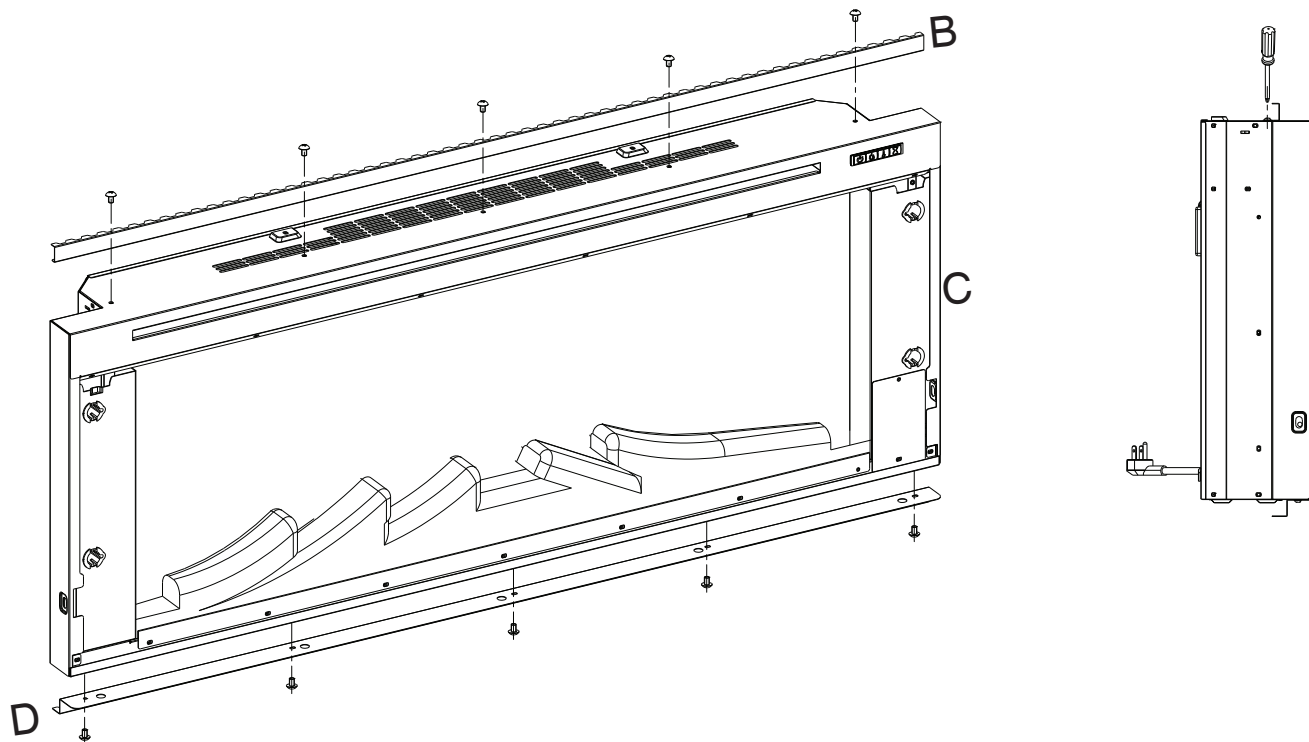
Use appropriate wire to meet local and national electrical codes for rated power consumption. All wire gauges should be 12 gauge solid wires with a dedicated 15 amp breaker for 120 volts.

Installation - Built In Construction

Operation

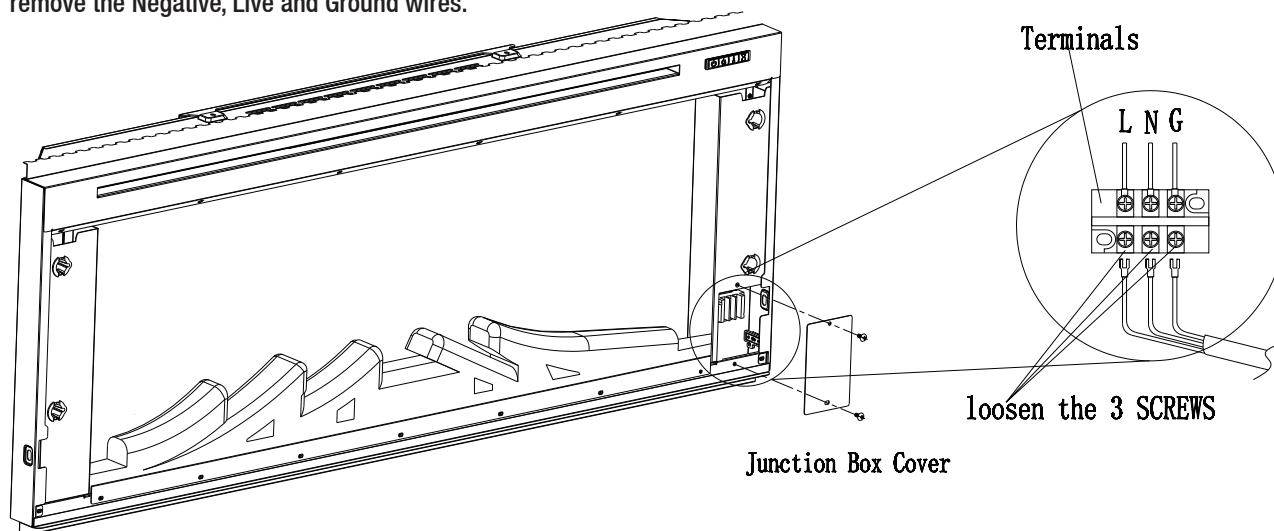
1 Fastening the Upper Baffle & Lower Baffle

- Use 10 Screws (DD) to fasten the Upper Baffle (B) & Lower Baffle (D) to the Fireplace (C).



2 Steps 2 to 5 describe optional installation for removing the power cord and changing to hard wired

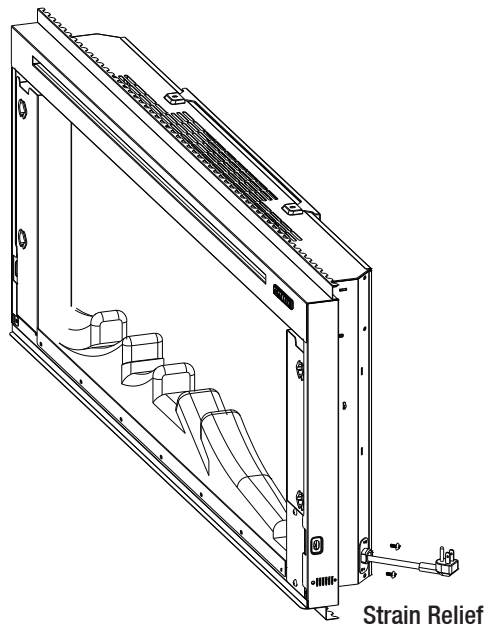
- Remove the pre-attached Screw holding the junction box cover.
- Loosen the three screws holding the wires and remove the Negative, Live and Ground wires.



Installation - Built In Construction

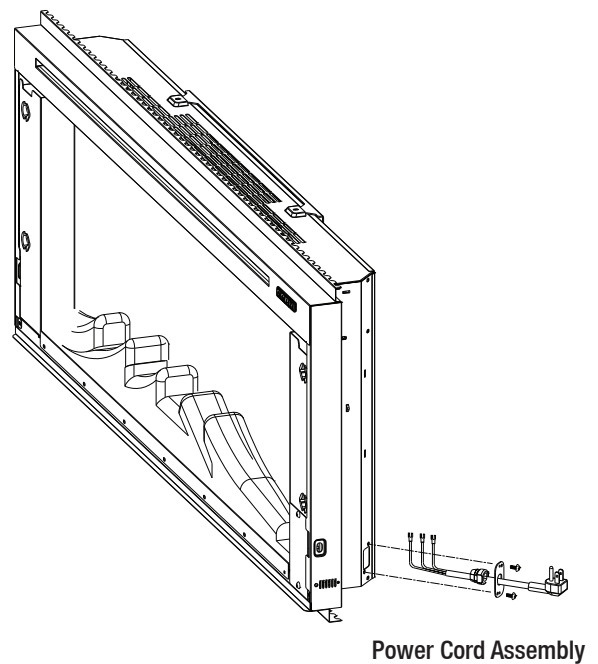
3 Loosening the Strain Relief Bracket

- Remove the two pre-attached Screws holding the power cord strain relief bracket.



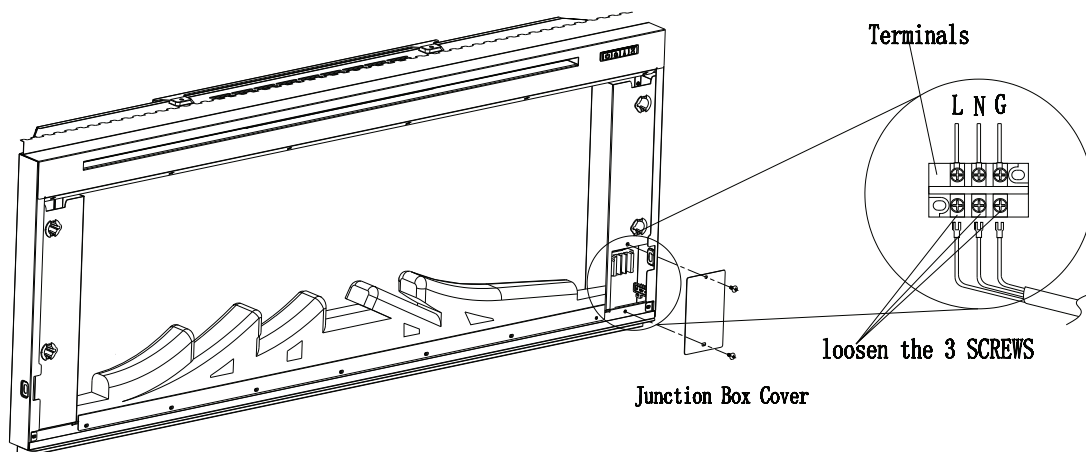
4 Removing the power cord Assembly

- Remove the power cord and strain relief assembly.



5 Connecting the Power Supply Wire

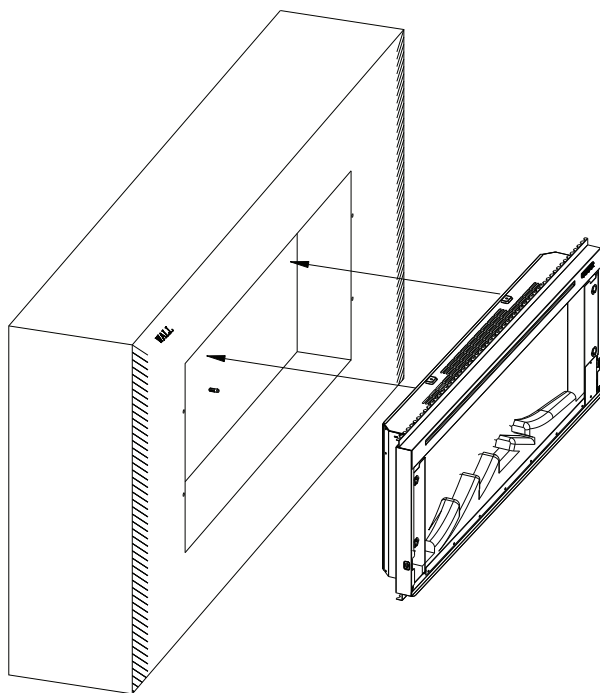
- Connect the power supply wire. Please operate the fireplace to make sure all the functions of the fireplace are working well to avoid any re-work for mistaken connection.



Installation - Built In Construction

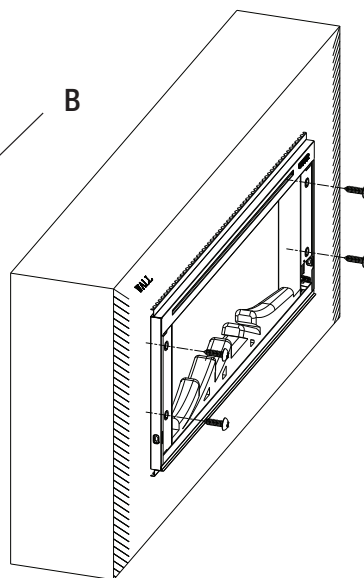
6 Installing the Fireplace

- Put the fireplace (C) into the wall .



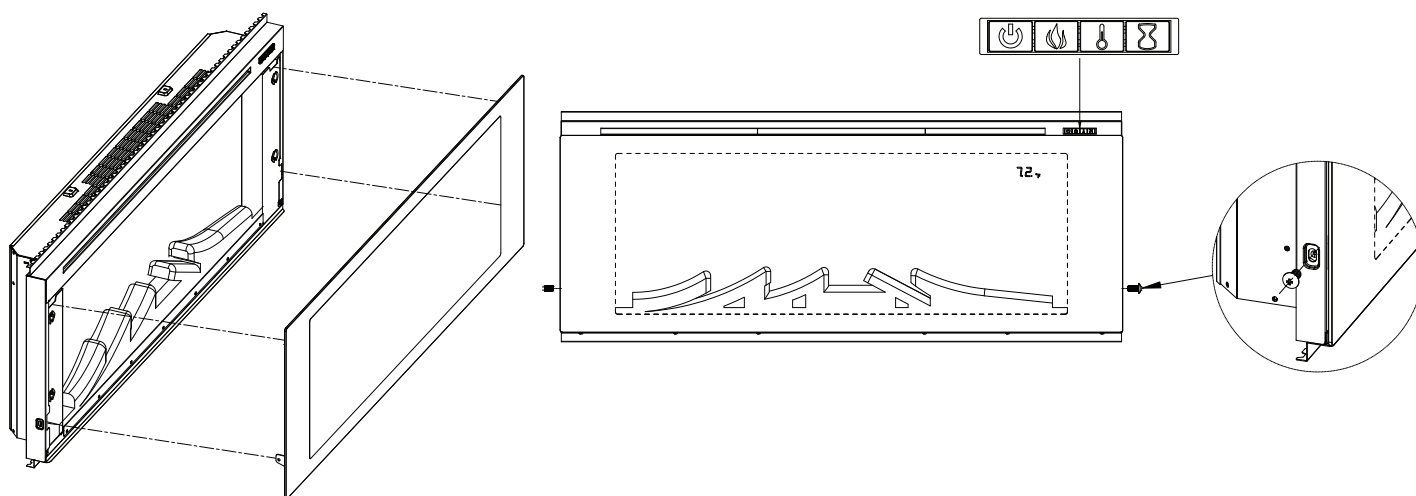
7 Securing the Fireplace

- Secure the fireplace with the 4 Screws (AA).



8 Hanging the Glass Front Frame

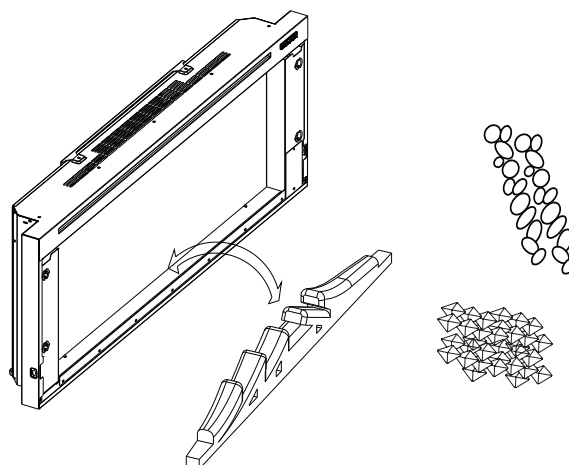
- Hang the Glass Front Frame (E) on the Fireplace (C) with 2 Screws (CC) on both sides of the fireplace.



Fuel Bed Setup Instructions

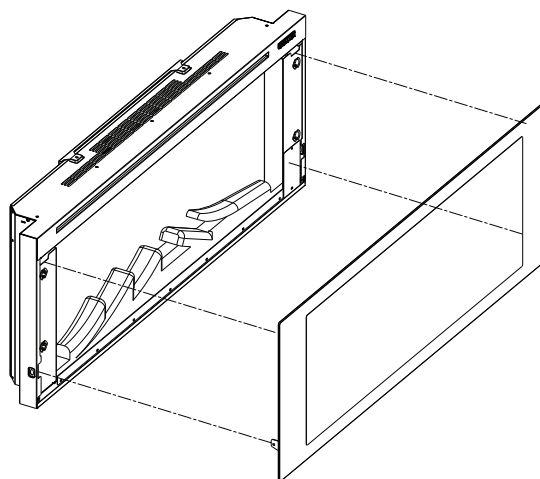
1 Placing Plastic Crystals, Rocks or Logset

- Place the crystals , Rocks, Logset as desired.



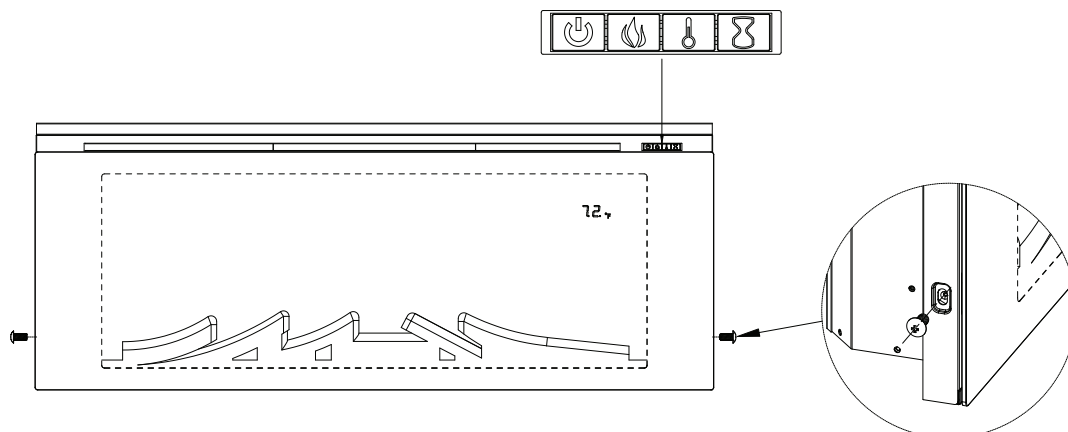
2 Install Glass Panel

- Attached the Glass Panel

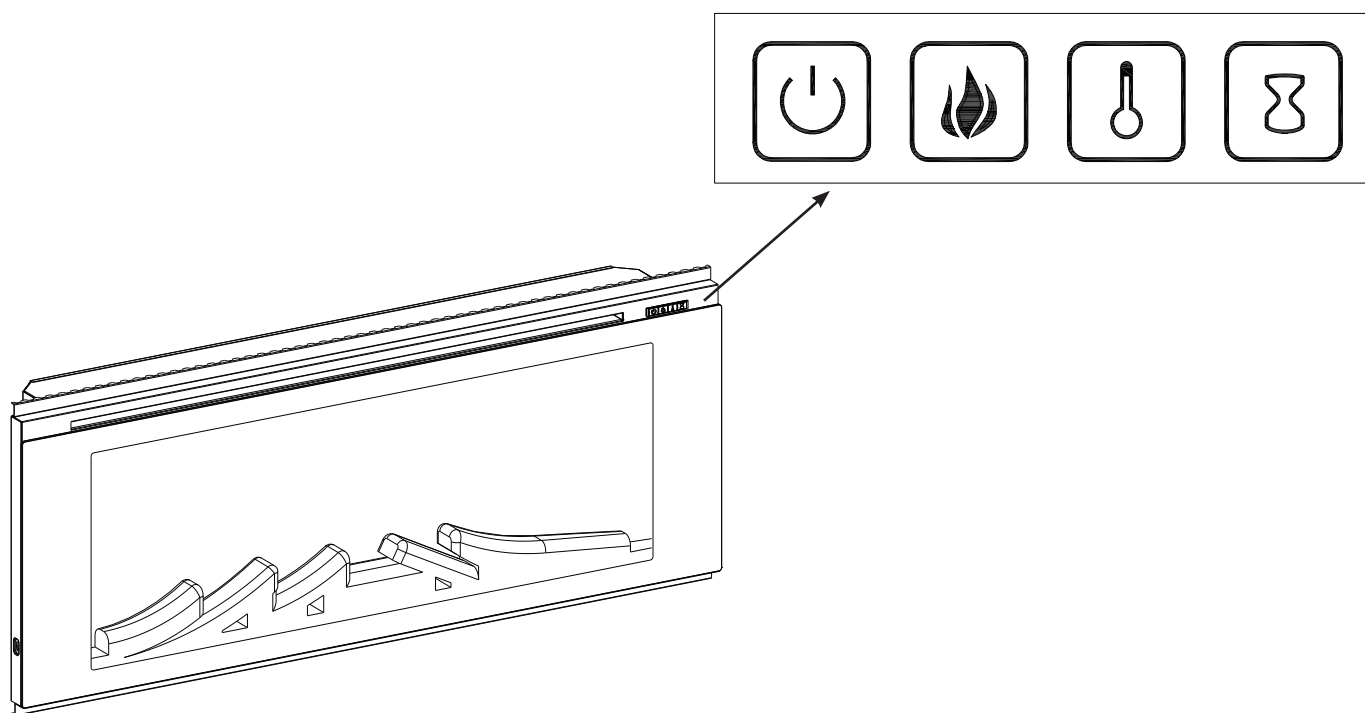


3 Secure Glass Panel

- Secure the Glass Panel from side of the fireplace with 2 Screws.








Operation



The fireplace can be operated by either the remote control or the control panel.



Operation (continued)

FUNCTION	ICON	DESCRIPTION
POWER		<p>The POWER button supplies power to all the functions of the fireplace. Pressing the POWER button again the fireplace will be put in standby mode. This will turn off all functions at once but will hold the settings in the memory. By pressing the Power button again the unit will turn on at the same settings.</p> <p>With the power on press and hold the Power button on the control panel for 10 seconds to disable or re-enable the heater function. Once disable or re-enabled the embered lights will flash multiple times.</p>
HEATER		<p>To set the thermostat use the Heater button on the control panel to select the desired temperature.</p> <p>The thermostat setting range is 62 °F - 82 °F or 17 °C - 27 °C or continuously ON.</p> <p>The thermostat is adjustable by 2°F or 1°C increments by pressing the Up or Down “▲ ▼” buttons on the remote control.</p> <p>To change between °F and °C press and hold the HEATER button on the control panel for 3 seconds.</p>
TIMER		<p>Press the Timer button to cycle through the ten timer settings (30 minutes, 1 Hour, 2H, 3H, 4H, 5H, 6H, 7H, 8H and 9H) and the OFF setting.</p>
FLAME COLOR		<p>There are six brightness levels that can be selected.</p> <p>Setting 6-4 decrease in Spectrafire brightness.</p> <p>Setting 3-1 decrease in Amber only flame brightness.</p>
UPLIGHTS		<p>Press the Uplights button on the remote control to change the uplight between the five settings: Ember, blue, Ember/blue, auto-cycling and OFF.</p>

Replacing the Remote Control Battery

- When the remote control stops operating or its range seems reduced, it is time to replace the battery with new ones.
 - On the back end of the remote, press and slide the battery door open and remove the old batteries.
 - Insert two AAA batteries, checking that the + and - sides of the battery match inside the battery compartment.
 - Replace the battery compartment door.



NOTE: Do not mix old and new batteries. Do not mix alkaline, standard (carbozinc), or rechargeable (nicad, nimh, etc) batteries.



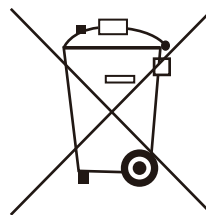
NOTE: Please operate the remote control at a slow measured pace. Press the remote control buttons with an even motion and gentle pressure. Repeatedly pressing buttons in rapid succession may cause the transmitter to malfunction.



NOTE: Batteries should be removed if the product is to be left unused for a long time.

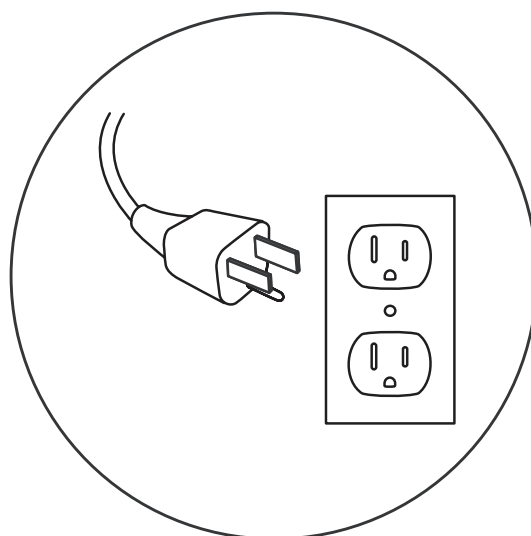
Disposing of Used Batteries

- The battery may contain hazardous substances that could endanger the environment and human health.
- This symbol marked on the battery and/or packaging indicates that used battery shall not be treated as municipal waste. Instead it should be left at the appropriate collection point for recycling.
- By correctly disposing used batteries, you prevent potential negative consequences for the environment and human health. Recycling used materials also conserves natural resources.
- For more information about collecting and recycling used batteries, please contact your local municipality, your waste disposal service or the point of sale where you purchased this product.



Using the Power Cord Correctly

- This heater is for use on 120 volts. The cord has a plug as shown in the figure.
- Connect to properly grounded outlets only.
- Do not use a 2 prong adapter. Never use with an extension cord or relocatable power tap (outlet/power strip).



FCC/IC Information

This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on. The user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

- ☐ Increase the separation between the equipment and the receiver.
- ☐ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- ☐ Consult the dealer or an experienced radio/TV technician for help.
- ☐

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

Modifications not approved by the party responsible for compliance could void user's authority to operate the equipment.

This Class B digital apparatus complies with Canadian ICES-003.

Care and Cleaning

- ☐ Clean the metal trim using a soft cloth, slightly dampened with a citrus oil-based product and buff with a soft, clean cloth. DO NOT use brass polish or household cleaners as these products will damage the metal trim.
- ☐ Purchase citrus oil-based products at a hardware store.



WARNING: Make sure the power is turned off before proceeding with repairs. Any electrical repairs or rewiring of this unit should be carried out by a licensed electrician in accordance with national and local codes. If repairing or replacing any electrical component or wiring, the original wire routing, color coding and securing locations must be followed. During any service of this appliance, the power to the unit must be turned off. First turn the main power switch to the OFF position. Then remove the electrical plug from the wall outlet.



WARNING: Keep electrical cords, drapery, furniture and other combustibles at least 3 ft (0.9 m) from the front of the heater and away from the sides.



WARNING: Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and injury to persons.



WARNING: Do not use this fireplace if any part of it has been under water. Immediately call a qualified service technician to inspect the fireplace and replace any part of the electrical system.



WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electrical shock or personal injury.

Troubleshooting

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Display shows “E 1”.	The thermostat sensor is broken or disconnected.	Unplug the fireplace, remove the back panel of the fireplace and check that the thermostat is plugged into the main circuit board. If this does not solve the problem contact customer service for a replacement thermostat sensor.
Display shows “E 2”.	The thermostat sensor is broken.	Contact customer service for a replacement thermostat sensor.
Display shows “E 3”.	Manual Reset overheat protection has triggered.	Inspect the heater and check that the air inlets and outlets are not blocked as this may cause overheating. Unplug the heater for 30 minutes and allow it to cool down. Replug, operate, and monitor the heater for signs of overheating. If the problem persists discontinue use of the heater and contact customer service.
The heater does not blow warm air.	The heater is in a cool down cycle.	This is normal operation and the heater will continue to run for several minutes before shutting down. Times will vary based on temperatures. During this time cool air will blow.
There is no power.	There is no power to the unit.	Check that unit is plugged into a standard 120V outlet. Press the Power button several times and make sure the power is set to the “ON” position.
The heater does not blow any air.	Thermostat setting is preventing heater from turning on.	Adjust the temperature settings to ensure that the thermostat is set higher than the current room temperature.
The heater does not work, but Power and Heater settings are “ON” and thermostat is set.	Manual reset overheat protection triggered.	Turn the Power to “OFF” and unplug the unit from the wall outlet for 5 minutes. After 5 minutes plug the unit back into wall outlet, and operate as normal. If the problem persists contact customer service.
Flame effect works but heater function does not, and the flame effect flashes when the Heater button is pressed.	The heater is disabled.	With the power on press and hold the Power button on the control panel for 10 seconds. Once re-enabled the flame effect will flash multiple times.
The remote control is not working.	There are no batteries or the signal is poor.	Change the remote batteries. Operate remote transmitter at a slow measured pace. Press the remote control buttons with an even motion and gentle pressure. Repeatedly pressing buttons in rapid succession may cause the transmitter to malfunction.
The noise when the heater is on is louder than normal.	a. The air intakes are dirty or obstructed. b. The blower assembly is defective.	a. Check the air intakes for obstructions or high dust build up. b. Contact Customer Service for a new Blower Assembly.
Abnormal noise when the heater is not on and the flame effect is on.	The Flame Generator Drive motor is defective.	Contact Customer Service for a new Flame Generator Drive .

Replacement Parts

Part	Description	Part Number		
A	Remote Control		1	1
B	Uplight PCBA		2	3
C	Flame Circuit Board		2	3
D	Blue Flame PCBA		2	3
E	LCD Display		1	1
F	Main Circuit Board		1	1
G	Terminals Connector		1	1
H	Flame Generator Drive Motor		1	1
I	Control Panel Circuit Board		1	1
J	Thermostat Sensor		1	1
K	Heater Elements		1	1
L	Blower Assembly		1	1



NOTE: The scale and size of parts may be different depending on your exact model.

