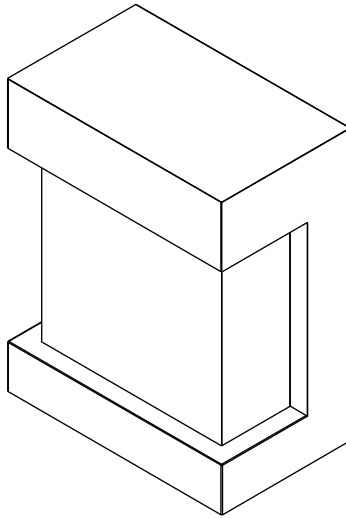


## ELECTRIC FIREPLACES

### INSTALLATION AND OPERATION INSTRUCTIONS



#### SAFETY INFORMATION



#### WARNING

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

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

**INSTALLER: LEAVE THIS MANUAL WITH THE APPLIANCE.**

**CONSUMER: RETAIN THIS MANUAL FOR FUTURE REFERENCE.**



**WARNING:** This product can expose you to chemicals including Lead in the wiring, which is [are] known to the State of California to cause birth defects or other reproductive harm. For more information visit: [www.p65warnings.ca.gov](http://www.p65warnings.ca.gov)

# TABLE OF CONTENTS

Please read and carefully follow all of the instruction found in this manual. Please pay special attention to the safety instructions provided in this manual. The instructions included here will assure that you have many years of dependable and enjoyable service from your product.

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## IMPORTANT INSTRUCTIONS

1. Do not operate appliance before reading and understanding operating instructions. Failure to operate appliance according to operating instructions could cause fire or injury.
2. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet from the front of the heater; keep them away from sides and rear as well.
3. Always unplug heater when it's not in use.
4. Do not operate the fireplace if it has a damaged cord or plug, after it has malfunctioned, or if the unit has been dropped or damaged in any way.
5. Never place the heater where it may fall into a bathtub or other water containers.
6. Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over.
7. To disconnect the heater, turn the controls to "OFF" before removing the plug from the outlet.
8. Do not insert or allow foreign objects to enter any ventilation or exhaust opening, as this may cause an electric shock, fire or damage to the heater.
9. To prevent a possible fire, do not block air intakes.
10. A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are used or stored.
11. Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
12. Always plug appliances directly into a wall outlet/receptacle. Never use an extension cord or relocatable power tap (outlet/power strip).
13. Always use properly grounded fused and polarized outlets.
14. Always use ground fault protection where it is required by electrical codes.
15. Always disconnect the power before performing any cleaning, maintenance or relocation of the heater.
16. To prevent a possible fire, do not burn wood or other materials in this heater.
17. To prevent electric shock or fire, always use a certified electrician, should new circuits or outlets be required.
18. When transporting or storing the heater, keep it in a dry place, free from excessive vibration.
19. This appliance should not be modified under any circumstances.
20. Keep the packaging material out of reach of children and dispose of the material in a safe manner. As with all plastic bags, these are not toys and should be kept away from children and infants.
21. Do not use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.
22. If the glass is damaged, do not use the heater in order to avoid a hazard.
23. Young children should be carefully supervised when they are in the same room as the appliance. Toddlers, young children and others may be susceptible to accidental contact burns. A physical barrier is recommended if there are at risk individuals in the house. To restrict access to an appliance or stove, install an adjustable safety gate to keep toddlers, young children and other at-risk individuals out of the room and away from hot surfaces.
24. **CAUTION** Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.

## UNPACKING AND TESTING APPLIANCE

Carefully remove the appliance from the box.

Prior to installing the appliance, test to make sure the appliance operates properly by plugging the power supply cord into a conveniently located 120 Volt grounded outlet.

Test all aspects of its operation (manual switches, remote and heater) to make sure all components operate correctly.

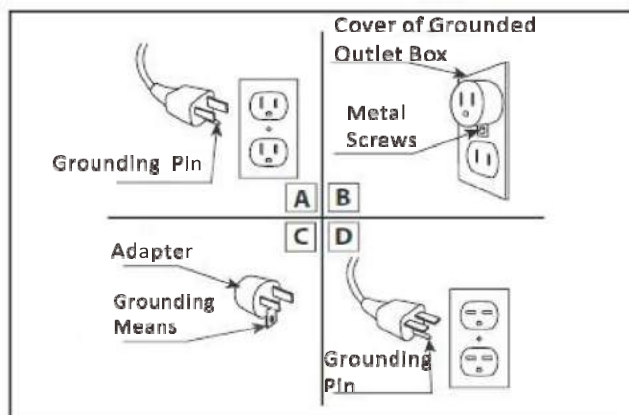
As with most electronic devices, your new electric fireplace has been designed to operate at temperatures between 5 (41) °F and 35 (95)C . During the cold winter months, allow the fireplace to reach room temperature before turning it on.

**NOTE: There may be trace of odor during the first few minutes of initial use. This is harmless, normal and will never occur again.**

## GROUNDING APPLIANCE

This appliance is for use on 120 Volts. The cord has a plug as shown in (A). An adapter as shown in (C) is available for connecting three-blade grounding type plugs to two-slot receptacles. The green grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.

To disconnect appliance, turn controls to off, then remove plug from outlet.



## LOCATING THE FIREPLACE

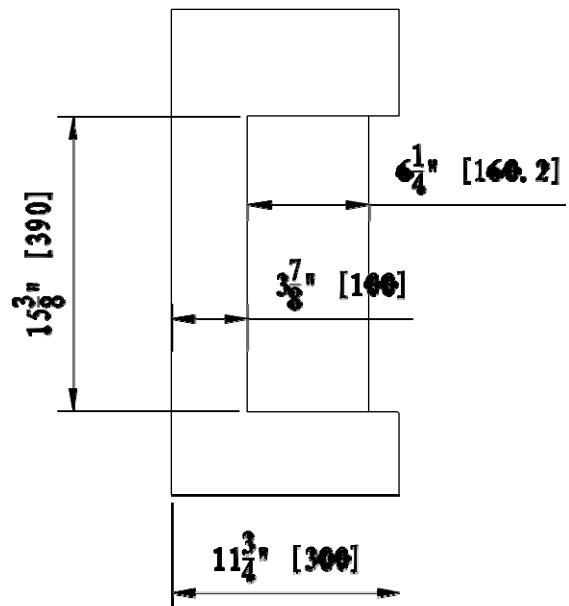
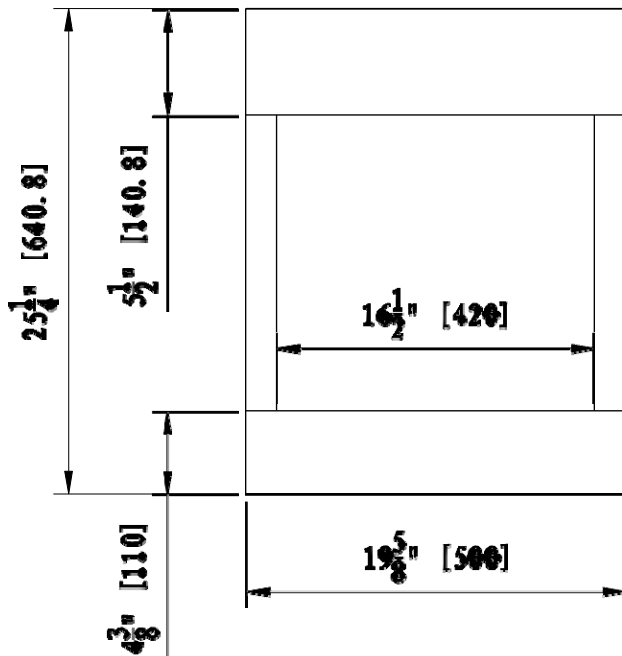
Plan where to locate and frame the fireplace. This will save time and money later when you install the fireplace. Before installation consider the following:

1. Where the fireplace is located must allow for wall and ceiling clearances.
2. Consider a location where the fireplace screen will not be exposed to direct sunlight from windows or doors.
3. A 15 ampere, 120 Volt, 60 Hz branch circuit with proper ground must be available at the location. Preferably a dedicated branch circuit should be provided to avoid circuit breakers to trip or fuses to blow.

|                  |                    |
|------------------|--------------------|
| Description      | ELECTRIC FIREPLACE |
| Voltage          | 120V AC 60Hz       |
| Watts            | 1500W Max          |
| NO HEATER        | 25W                |
| MOTOR HEATER     | 19W                |
| Appliance Width  | 19 5/8" or 50 cm   |
| Appliance Height | 25 1/4" or 64.1 cm |
| Appliance Depth  | 11 3/4" or 30 cm   |
| Gross Weight     | 50.7 lbs or 22 kgs |
| Plug Location    | Left side          |
| Cord Length      | 70 7/8" or 180 cm  |
| BTU              | 4800               |

This appliance has been tested in accordance with the UL Standard 2021 for fixed and location dedicated electric room appliances in the United States and Canada. If you need assistance during installation, please contact your local dealer.

**NOTE: This appliance must be electrically wired and grounded in accordance with local codes. In the absence of local codes, use the current CSA C22.1 Canadian Electrical Code in Canada or the ANSI/NFPA 70 National Electrical Code in the United States.**



## INSTALLATION WALL-MOUNT

NOTE: Due to the many different materials used on different walls, it is highly recommended that you consult your local builder before you install this appliance.

1. Select a location that is not prone to moisture and is located at least 0.91 m or 3 feet away from combustible materials such as curtains or drapes, furniture, bedding, paper, etc.
2. Select a suitable position in which to mount the heater horizontally – use a spirit level to achieve this (Fig. 1).
3. Check the wall to ensure there is no wiring, pipe wires etc. in the area to be drilled. Drill 8 or more pilot holes (8mm diameter & 40mm depth) using a suitable size drill and put the wall plugs into the holes.
4. Take out the hanger from the fireplace by unscrew the screw (Fig.2).
5. Fix the hanger to the wall. Referring to Fig. 3.
6. Avoid fireplace to move, use screw fix fireplace to wall (Fig. 4).

### Warning!

**Be sure that the bolts have been fixed firmly enough to withstand the weight !**

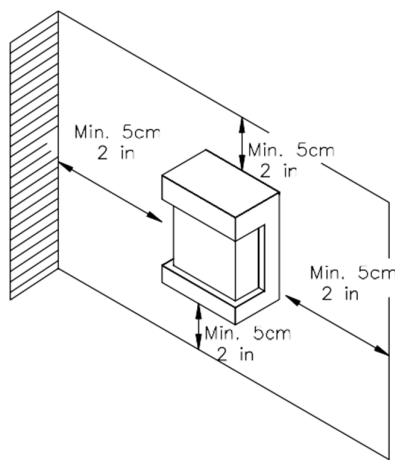


Fig. 1

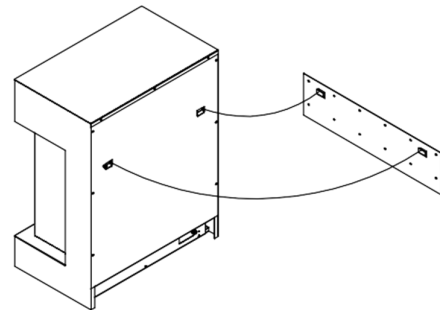


Fig. 2

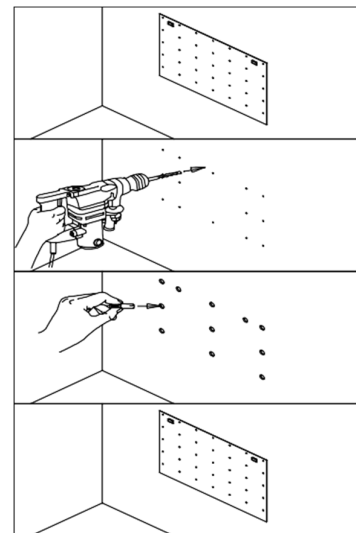


Fig.3

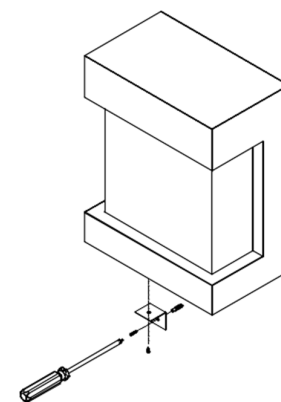
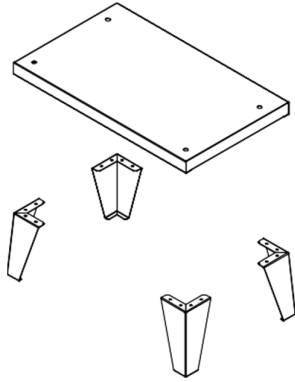


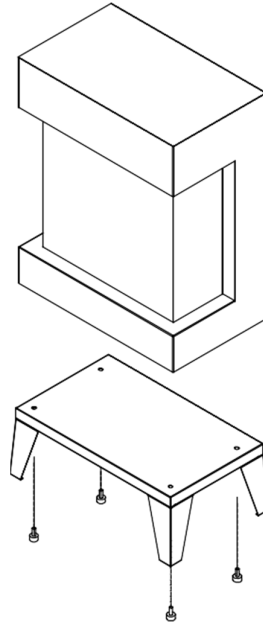
Fig. 4

## INSTALLATION CUBE-BASE-LEGS

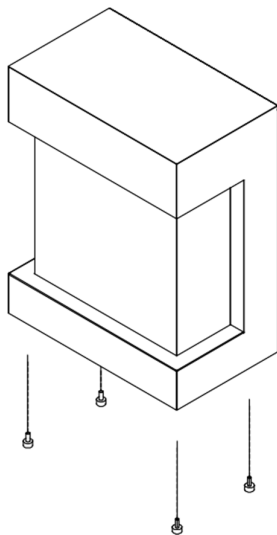
1. Screw the base legs to the steel panel.



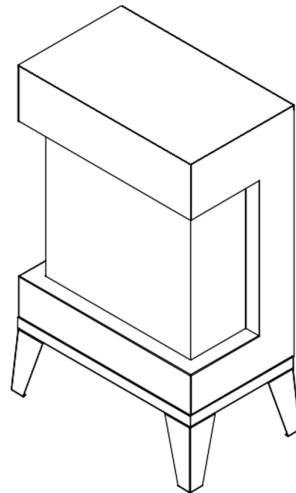
3. Place the unit onto the base leg and screw and screw in the adjustable feet, fixing the unit and the base leg.



2. Unscrew the adjustable feet from the bottom of the unit.

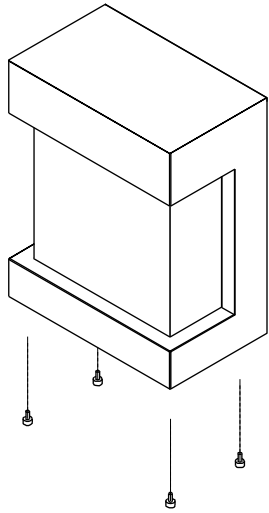


4. You have completed the installation of the CUBE-BASE-LEGS.

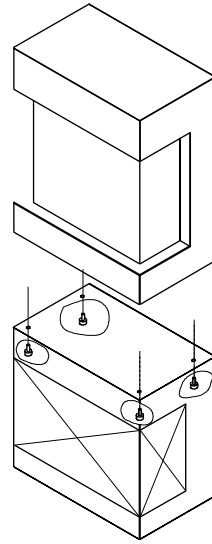


## INSTALLATION CUBE-BASE-SPEAKER

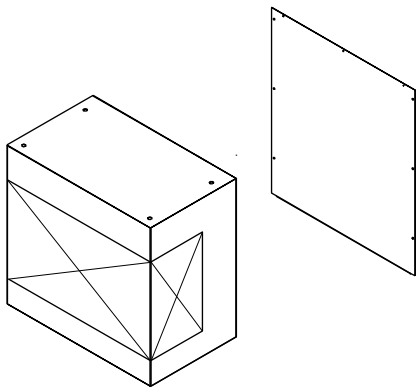
1. Unscrew the adjustable feet from the unit.



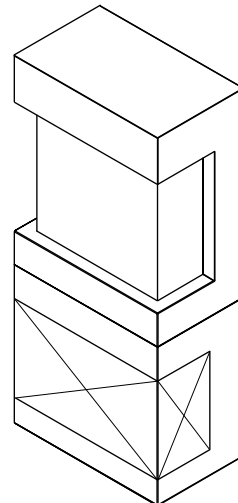
3. Place the unit on the CUBE-BASE-SPEAKER and screw in the adjustable feet, fixing the unit and the speaker box.



2. Unscrew the rear screws and remove the back steel panel



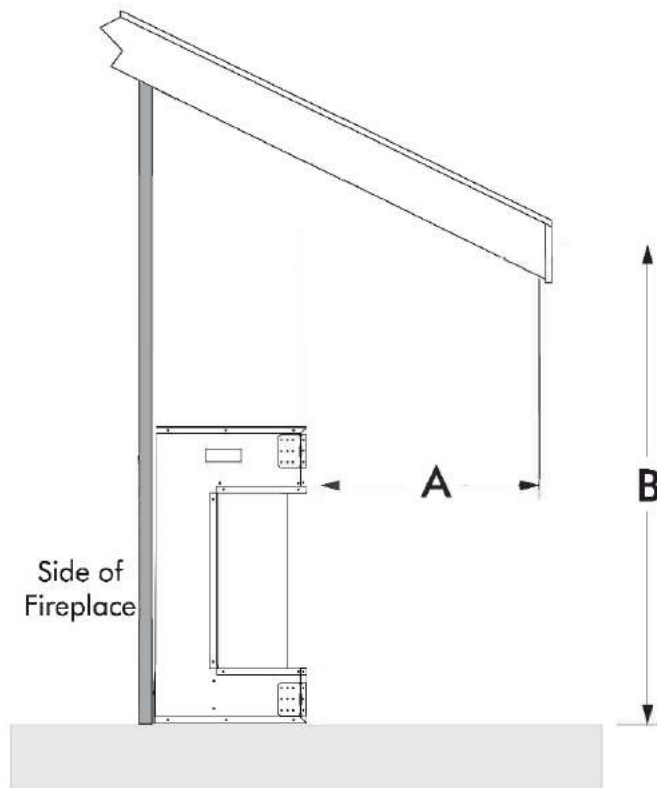
4. Plug into the back of the unit. Re-install the back steel panel.



## INSTALLATION OUTDOOR

CUBE electric fireplaces are suitable for installation in outdoor areas protected from direct water impingement. In addition to maintaining the listed mantel and combustibles clearances, a rain protection overhang factor of 1/2 shall be constructed to the front and to each side of the installed appliance. See illustration below. All wiring connections to line power shall be in accordance with local building code requirements.

**NOTE: The CUBE Wall Mount Unit is approved for outdoor use. The Cube Speaker Base and Cube Leg Base are NOT approved for use outdoors.**



The overhang (A) must extend at least 1/2 the roof-line height (B). Height is measured from the base of the fireplace.

For example: if the roof-line (B) is 8' above the base of the fireplace, the overhang (A) must be at least 4'.

## HARD- WIRE INSTALLATION

Turn off the appliance completely and let cool before servicing. Only a qualified technician should service and repair this electric appliance.

If it is necessary to hard wire this appliance, a qualified electrician must remove the cord connection, and wire the appliance directly to the house hold wiring.

This appliance must be electrically connected and grounded in accordance with local codes, if hard wired. In the absence of local codes, use the current CSA C22.1 CANADIAN ELECTRICAL CODE in Canada or the current ANSI/NFPA 70 NATIONAL ELECTRICAL CODE in the United States.

1. Remove the cover plate from the left side of the appliance by removing the two screws, as shown below. Unscrew and remove power cord.



2. Attach the wiring to the junction block. Please make sure the live wire goes into the "L", the neutral wire into "N" and the ground wire into "G".



3. Replace the steel plate and screws.

## MEDIA OPTIONS

Your fireplace shipped with log set and sable glass.



LOG SET

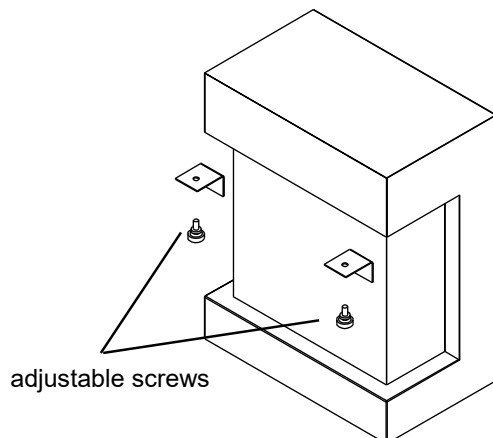


SABLE GLASS

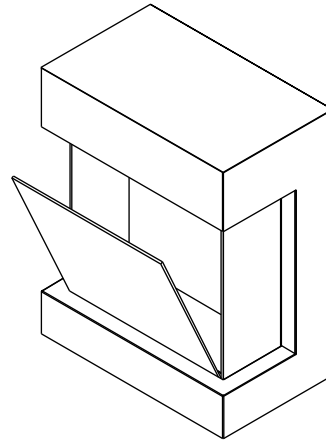
## MEDIA INSTALLATION

STEP 1: Unplug the unit and make sure controls are switched off.

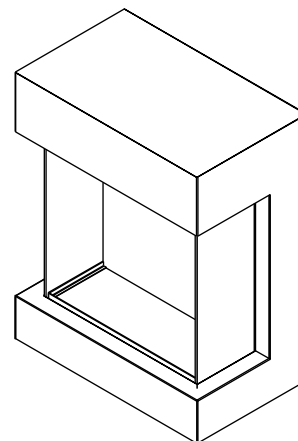
STEP 2: Unscrew 2 adjustable screws that securing the front glass panel. (Always secure the front glass before unscrewing the securing screws, removal of the securing screws may cause the front glass to fall out suddenly)



STEP 3: Remove the front glass panel to decorate your fireplace. Pour the decorative media into the tray. Feel free to use any combination of fire glass media that you find most appealing.



STEP 4: After finishing decoration, re-install the front glass panel using the securing screws removed in step 2.




## OPERATION

The fireplace can be operated either by the switches located on the left front of the fireplace unit or by supplied remote control.



### MANUAL OPERATION



1. The main power ON/OFF switch in position O, the fireplace is OFF.
2. When main power ON/OFF switch is at position I, the fireplace is ready to use.
3. Press the  button repeatedly to set the heater to desired heat setting. The heater indicator LED will glow which shows the current heater settings.
  - a) RED 1500W HEAT OUTPUT
  - b) BLUE 750W HEAT OUTPUT
  - c) PURPLE AUTO MODE

### AUTO MODE

Under this mode the heater will automatically turn ON at high heat setting 1500W heat output when the room temperature drops below 22°C(72°F). When the room temperature is between 22-25°C(72-77°F) the heater output will switch to low heat setting 750W. When the room temperature goes above 25°C(77°F) the heater will be turned off and the cycle will continue. The LED indicator will be PURPLE in colour under this mode.

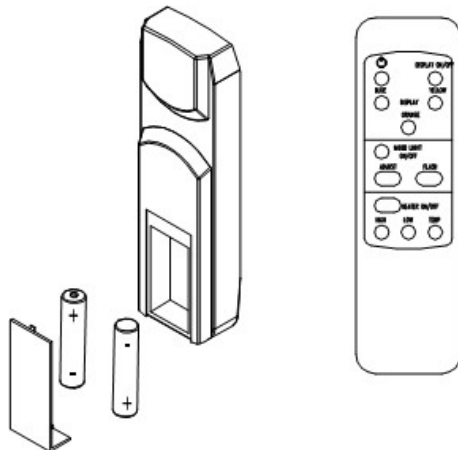
4. Flame effect: Press the button marked  to adjust the flame brightness. The flame brightness will cycle through –Low-Medium-High -OFF.
5. Mood light effect: Press the button marked  to change the mood light colour.

**NOTE:** If operated at the Low heat setting, the fireplace will not provide as much heat output as in the High heat setting, however the low setting will not require as much electrical power to operate. To avoid overloading a circuit, do not plug the fireplace into a circuit that already has other appliances working. When the fireplace is not in use switch off and unplug.

### SAFETY CUT-OFF


- This appliance is fitted with a safety cut-off which will operate if the fireplace overheats (eg. Due to blocked air vents). For safety reasons, the fireplace will NOT automatically reset.
- To reset the appliance, disconnect the appliance from the main supply for at least 10 minutes. Reconnect the supply to the main and switch on the appliance.

## REMOTE CONTROL OPERATION



For remote to function make sure the heater is plugged in and main power switch located on the bottom left hand side is at position I.

When operating the remote make sure you point the remote to the center of the fireplace and make sure each time you press the button the buzzer inside the unit will beep once. It takes some time for the receiver to respond to the transmitter. Do not PRESS the buttons more than once within two seconds for correct operation.

**Power on**  button: The power-on button at top left corner of the remote is the main ON/OFF power button. This will turn off all the functions and the fireplace will be in standby mode.

**DISPLAY ON/OFF button:** Switching the fireplace flame and tray light ON/OFF. It has functions of setting memory.

**DISPLAY BLUE button:** Adjust the blue color brightness of flame and tray.

**DISPLAY YELLOW button:** Adjust the yellow color brightness of flame and tray.

**DISPLAY ORANGE button:** Adjust the orange color brightness of flame and tray.

**MOOD LIGHT ON/OFF button:** Switching the mood light ON/OFF.

**ADJUST button:** Switching the color of the mood light.

**FLASH button:** Switches the mood light into flash mode, this cycles through all mood light colors.

**HEATER ON/OFF button:** Switching the heater ON/OFF. It has functions of setting memory.

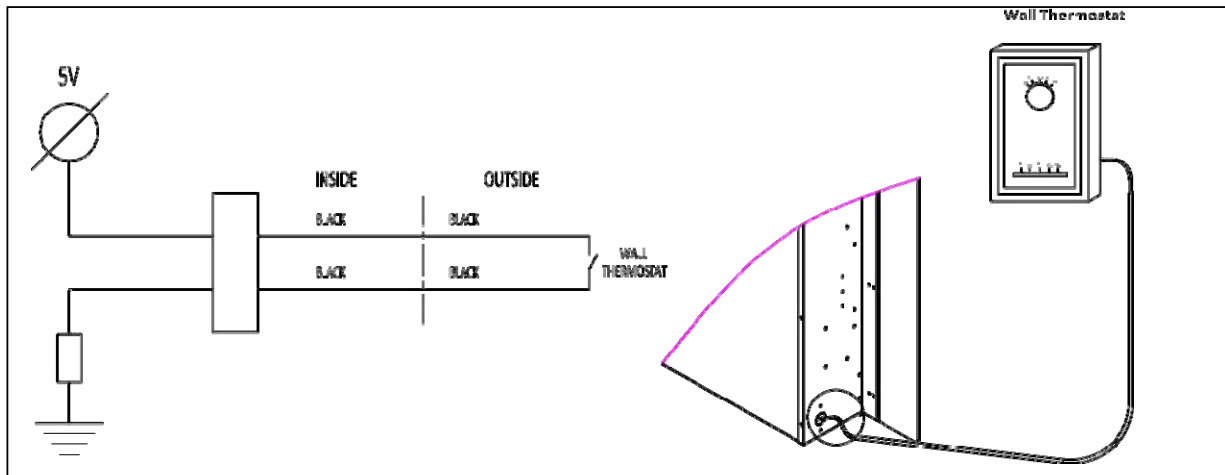
**HIGH button:** Press the high button to switch the heater to high heat setting 1500W.

**LOW button:** Press the low button to switch the heater to low heat setting 750W.

**TEMP. button:** Press the TEMP. button to switch the heater to AUTO mode. Under this mode the heater will operate in similar way as explained above for the manual operation.

## INSTALLING WALL THERMOSTAT

### WALL THERMOSTAT WIRING DIAGRAMS

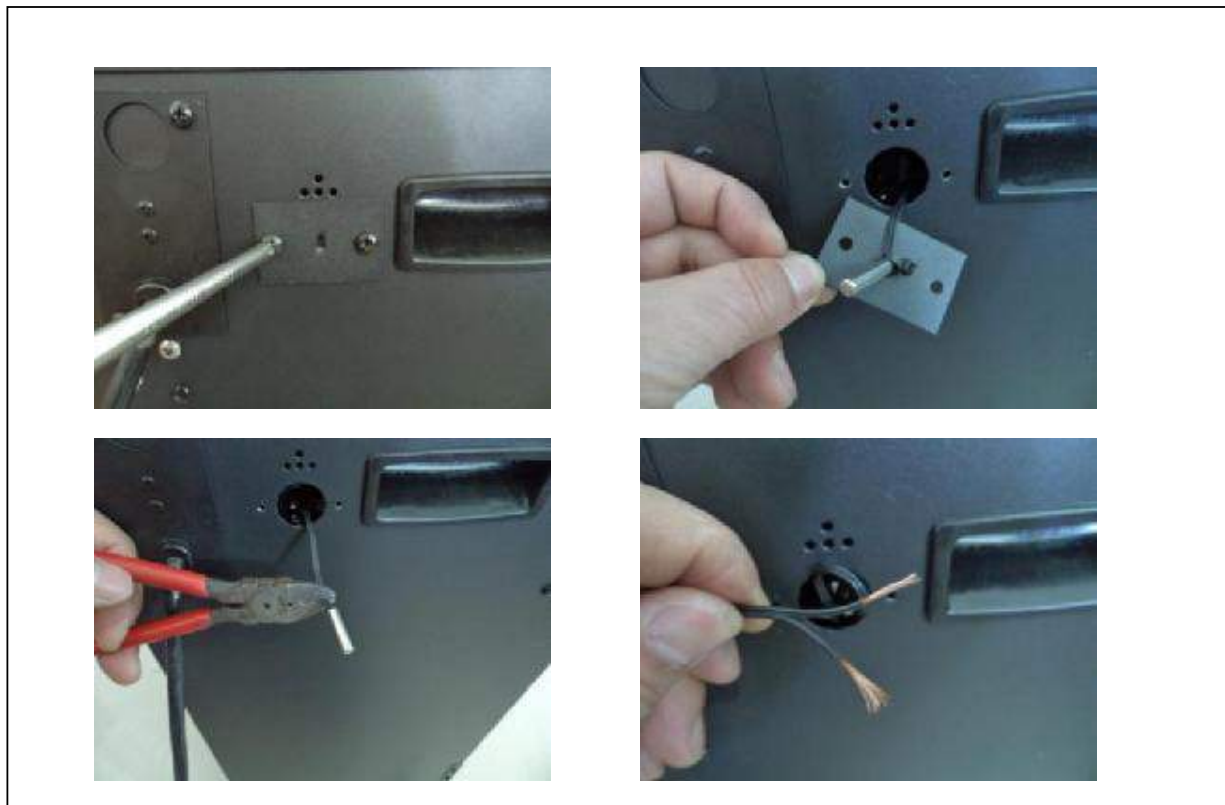


Wire the wall thermostat prior to installing the fireplace.

### WALL THERMOSTAT WIRING (24 VAC)

Install Wall Thermostat per instructions provided with kit and per the following information:

1. Turn off circuit breaker.
2. Remove cover plate located on the left side of appliance.
3. Pull the wire out and cut the inside thermostat. Connect the wires to the wall thermostat as shown below. Follow instructions provided with wall switch kit.



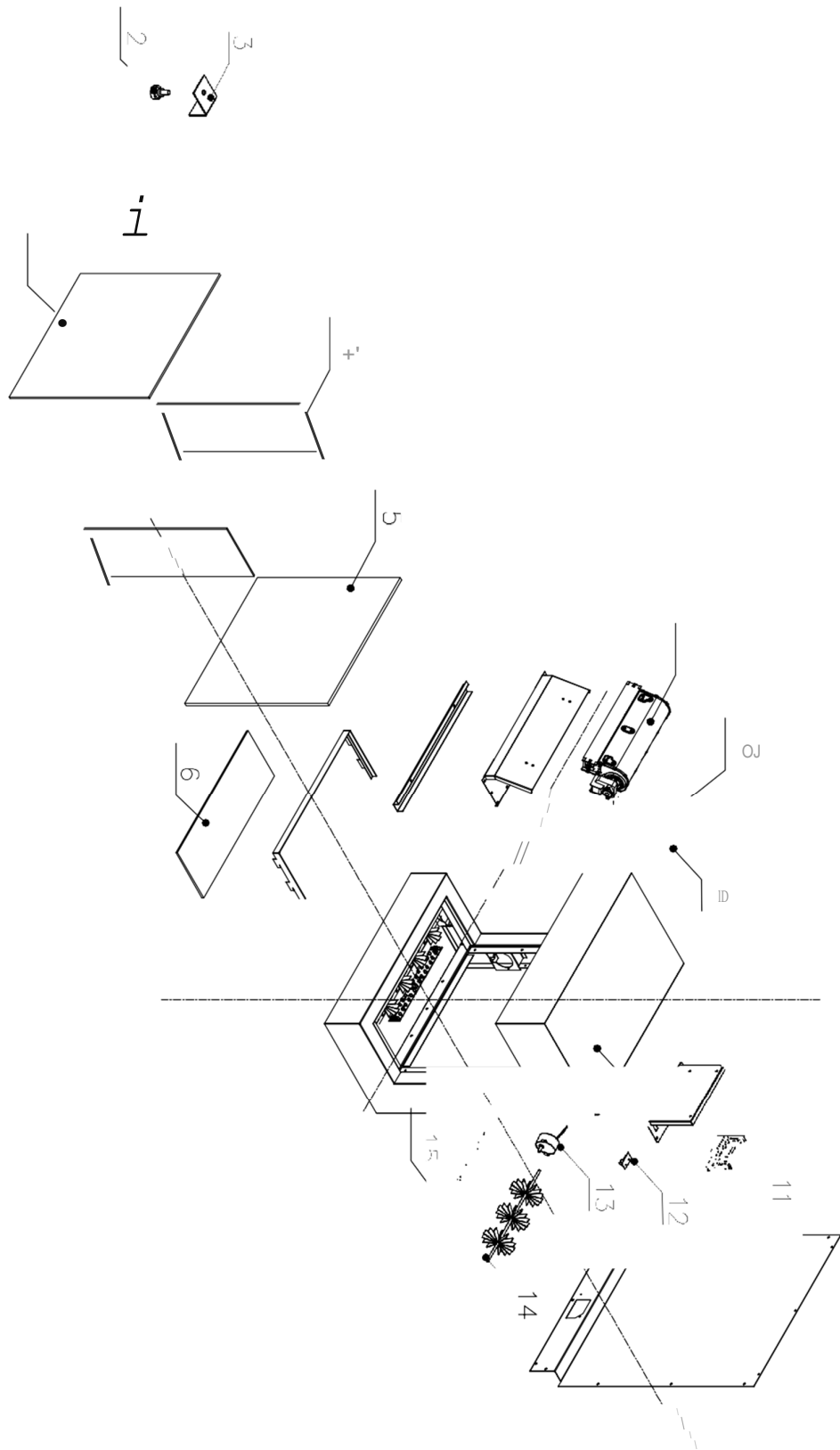
## REPLACEMENT PARTS

This list contains replacement parts

| NO. | DESCRIPTION                 | QTY. |
|-----|-----------------------------|------|
| 1   | FRONT CLEAR GLASS (MIDDLE)  | 1    |
| 2   | ADJUSTABLE SCREW            | 2    |
| 3   | FIXER FOR FRONT GLASS PANEL | 1    |
| 4   | SIDE GLASS PANEL            | 2    |
| 5   | VISUAL GLASS                | 1    |
| 6   | BOTTOM GLASS                | 1    |
| 7   | BLOWER AND HEATER ASSEMBLY  | 1    |
| 8   | CONTROL PANEL               | 1    |
| 9   | SWITCH                      | 1    |
| 10  | FIRE BOX                    | 1    |
| 11  | CIRCUIT BOARD               | 1    |
| 12  | REMOTE RECEIVER             | 1    |
| 13  | FLAME MOTOR                 | 1    |
| 14  | FLICKER ASSEMBLY            | 1    |
| 15  | LED STRIP                   | 1    |
| 16  | REMOTE CONTROL              | 1    |
| 17  | TOP LIGHT                   | 1    |

\*Remote control and top light are not shown in the exploded view.

# EXPLODED VIEW





## TROUBLE SHOOTING

| <b>PROBLEM</b>  | <b>POSSIBLE CAUSE</b>  | <b>SOLUTION</b>   |
|---|--|---|
| Dim or no flame   | Flame LED's are burnt out.   | Inspect the LED's and replace them if necessary.                                |
|   | Back black cloth is falling off and rolled up in the flicker.                            | Change a flicker and back black cloth.  |
| Ember bed is not glowing or dimming                     | Ember LED's are burnt out  | Inspect the ember bed LED's and replace them if necessary.                      |
| Appliance turns off and will not turn on                | Appliance has overheated, and safety device has caused the thermal switch to disconnect. | Turn off the main switch, allow appliance to cool for 10 minutes, turn back on. |
|   | House circuit breaker has tripped.   | Reset house circuit breaker.  |
|   | Appliance's fuse has blown.  | Replace the fuse.   |
| Appliance will not come on when switch is flipped to ON | Appliance is not plugged into an electrical outlet.                                      | Check plug and plug in.   |
|   | Appliance has overheated and safety device has caused the thermal switch to disconnect.  | Turn off the main switch, allow appliance to cool for 10 minutes, turn back on. |
|   | Circuit board is burnt out.  | Inspect the circuit board and replace it if necessary.                          |
| No warm air coming out of appliance                     | Heater is burnt out.   | Inspect the burner and heater assembly and replace it if necessary.             |
| Flame sputters  | Flame motor is defective.  | Call a qualified service technician and replace flame motor.                    |
| Remote Control does not work.                           | Low batteries.<br>Unit switch in "O" position.   | Replace AAA batteries in remote control.<br>Turn the switch in "I" position.    |
| Flame is fixed.   | Wiring may be loose or the flame motor may be defective.                                 |   |

## SERVICE HISTORY

This heater must be serviced annually depending on usage.

| Date | Dealer Name | Service technician Name | Service Performed | Special Concerns |
|------|-------------|-------------------------|-------------------|------------------|
|      |             |                         |                   |                  |
|      |             |                         |                   |                  |
|      |             |                         |                   |                  |
|      |             |                         |                   |                  |
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|      |             |                         |                   |                  |
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## NOTES:

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**WARRANTY FOR PRODUCTS MANUFACTURED AFTER JANUARY 1st, 2016**

We warrant that your newly purchased electric fireplace is free from manufacturing and material defects for a period of two (2) years from the date of the first purchase, subject to the conditions and limitations.