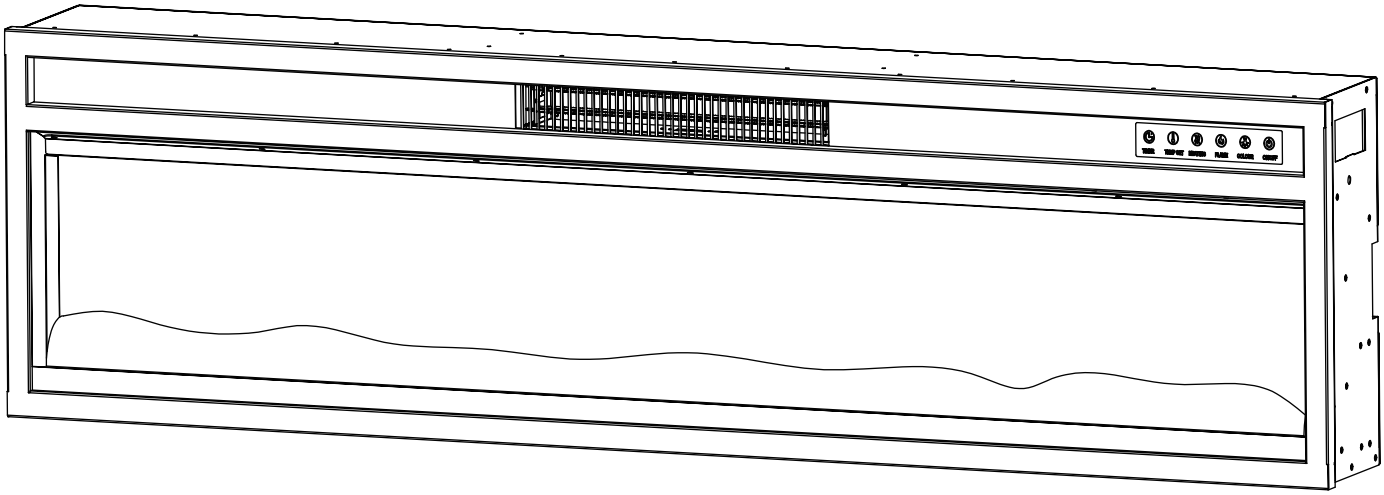
Service Manual



Model: CB-1840

WARNING	**Before servicing this fireplace, make sure to thoroughly read this manual. For your safety, always follow all warnings and safety instructions provided to prevent injury or property damage.**

⚠ IMPORTANT SAFETY INFORMATION ⚠

⚠ WARNING ⚠

Read all instructions before using this heater!

• This heater is **hot when in use**. To avoid burns, **DO NOT** touch hot surfaces.

• Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9m) from all sides of the heater.

• If provided, use handles when moving the heater.

• **Extreme caution** is necessary when any heater is used. **NEVER** leave the unit unattended while heater is in use.

• Ensure adequate **safety measures are incorporated to protect infants/toddlers** from touching hot surfaces.

• **DO NOT operate any heater if the cord is damaged,** the heater malfunctions, has been dropped, or damaged in any manner. Discard heater or have it serviced by a certified professional.

• **DO NOT** run the power cord under carpeting, throw rugs, runners, or similar floor coverings. **DO NOT** route the power cord under furniture or appliances. Arrange power cord away from traffic area, and where it will not be tripped over.

• **Connect to properly grounded outlet ONLY.**

• **DO NOT** insert or allow foreign objects to enter any ventilation or exhaust opening, as this may damage the heater, cause electric shock or fire.

• **DO NOT** block air intakes or exhaust in any manner as doing so could cause a fire.

• **DO NOT** use on soft surfaces, like a bed, where openings may become blocked.

• **A heater has arcing or sparking parts inside and becomes HOT. DO NOT** use it in areas where gasoline, paint, or any flammable liquids are used or stored or where flammable vapors are present.

• **Only use this heater as described in this manual. Any other use may cause fire, electric shock, personal injury or death.**

• **ALWAYS plug heaters directly into a wall outlet/receptacle. NEVER** use this unit with an extension cord or relocatable power tap (power strip).

• **DO NOT install the heater near a bed,** objects such as pillows or blankets can fall off the bed and be ignited by the heater.

• **NEVER use this heater in bathrooms, laundry rooms,** or any other location where the heater could come in contact with water or be exposed to high moisture.

• **AVOID FIRE!** It is imperative that the control compartments, circulating blower, and its passageway in the fireplace is kept clean. Regularly inspect all air vents to make sure they are free from dust, lint, or other blockages. **Unplug the unit and clean with a vacuum ONLY. DO NOT** rinse or get wet.

• **NEVER** hang this unit on a wall directly below an electrical outlet.

• **Ensure clearances to combustibles are maintained** when building a mantel or shelves near the fireplace. Elevated temperatures on the wall or in the air around the fireplace can cause melting, discoloration or damage to decorations, a TV or other electronic components.

• **ALWAYS** mount onto the wall bracket before use. **DO NOT** set this unit on the floor or any other surfaces to use.

• **NEVER** use a wall mount bracket from another manufacturer.

⚠ WARNING ⚠

• **DO NOT** install the fireplace against a vapor barrier or exposed insulation.

• **For residential use only! NOT for commercial use!** Any commercial or public use of this heater voids all warranties and could cause injury.

• **This product is not intended to be a primary heat source.** It is for supplemental heat only.

• **INDOOR use only! NEVER** use this heater outdoors! Doing so may result in electric shock!

• **DO NOT OPEN! Risk of electric shock!** No user-serviceable parts inside!

• **NEVER modify this heater.** Doing so could result in personal injury or property damage. Modification of this fireplace completely voids all warranties.

• **ALWAYS** turn this heater off before unplugging it from the outlet.

• **ALWAYS** disconnect this unit from the power supply before performing any assembly or cleaning, or before relocating the electric fireplace.

• **NEVER** leave this heater unattended. **ALWAYS** unplug this heater when it is not in use.

• **ALWAYS** store this heater in a dry location. **NEVER** use the fireplace in a location where it may become wet.

• **NEVER** plug this heater into an outlet that is old, cracked, or has any loose wires or connections. Plugging this heater into a faulty outlet could result in **electric arcing** within the outlet that could cause the outlet to overheat or catch fire.

• **ALWAYS** check your heater cord and plug connections with each use!

i) **MAKE SURE** the plug fits tightly in the outlet! Faulty wall outlet connections or loose plugs can cause the outlet to overheat.

ii) **Heaters draw more** current than small appliances. **Overheating** may occur even if it has not occurred with the use of other appliances.

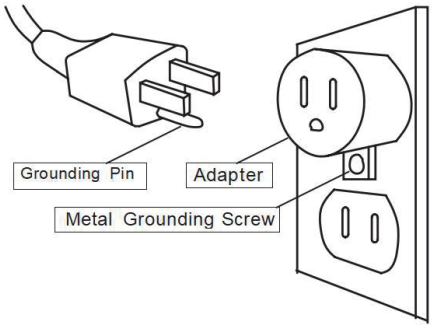
iii) During use, frequently check to see if the plug outlet or panel is **HOT**!

iv) If the outlet or panel is **HOT, discontinue use immediately** and have a qualified electrician inspect and/or replace the faulty outlets.

• The power cord supplied with the heater has a plug with two flat blades (live and neutral) and one round pin (ground). If a 3-slot receptacle is not available, an adapter **MUST** be used. The adapter **MUST** be **properly grounded** to the outlet box (see figure at right).

• **NOTE: Adapter NOT INCLUDED.**

• Under no circumstances should this fireplace be modified.



Any modification to the product or failure to follow recommended care will void the product warranty.

⚠ WARNING!

Manufacturer and seller expressly disclaim any and all liability from personal injury, property damage or loss, whether direct or indirect, or incidental, resulting from the incorrect attachment, improper use, inadequate maintenance, or neglect of this product.

Preparation

This product includes a GLASS panel! Always use extreme caution when handling glass. Failure to do so could result in personal injury or property damage.

Remove all parts and hardware from the carton and place them on a clean, soft, dry surface. Parts and assembly steps are grouped for free-standing or wall-hanging use. Check the parts list to make sure nothing is missing. Dispose of packaging materials properly. Please recycle whenever possible.

Before installation, plug the unit into a properly grounded outlet to ensure the unit works properly. This will avoid the need to remove the insert after installation.

Tools needed for installation (not included): Phillips screwdriver, tape measure, electric drill

WARNING

When using paint or lacquer to finish the mantel, the paint of lacquer must be heat resistant to prevent discoloration

This electric fireplace is designed for installation into an existing firebox.

Ensure the existing firebox opening is not susceptible to moisture and is away from drapes, furniture and high traffic areas.

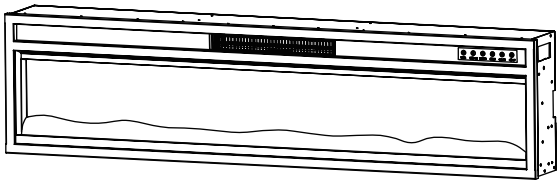
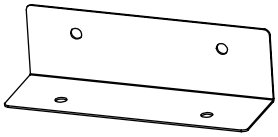
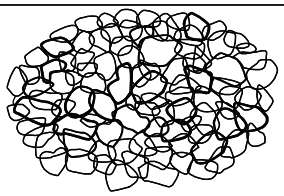
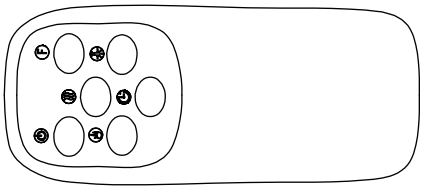
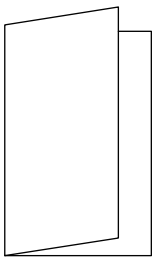
This unit may be installed into a firebox from front to back, or back to front.

NOTE: Follow all National and local electrical codes.

Listing and Size

NOTICE	**Before installation, plug the unit into a properly grounded outlet to ensure the unit works properly. This will avoid the need to remove the insert after installation.**

PARTS LISTING

No.	Parts		Qty.
A		Electric Fireplace	1
B		M4x8mm Screws	16
C		Metal Bracket	4
D		Crystal Stones	1PK
E		Remote Control	1
F		Instruction	1

Installation and Assembly

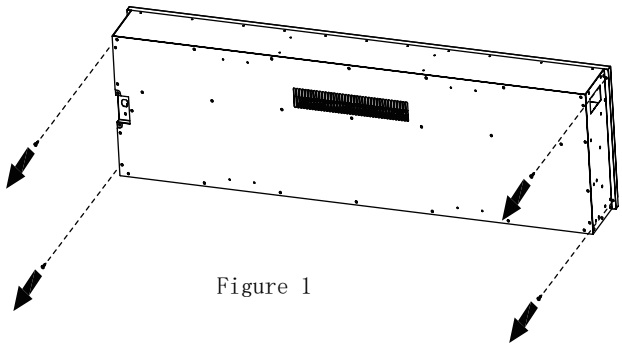


Figure 1

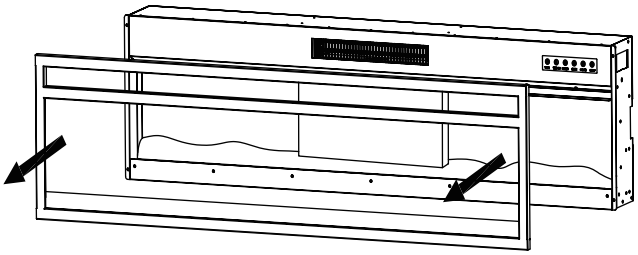


Figure 2

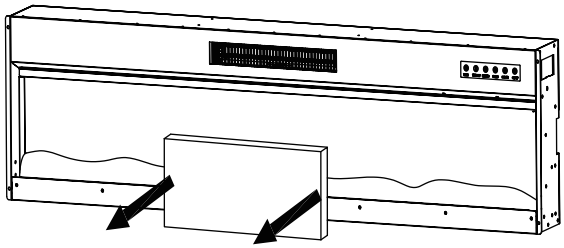


Figure 3

(1) First, remove the 4x M4x8mm Screws from the back (Figure 1).

(2) Then Carefully lift the glass panel off the fireplace and place it on a soft, clean surface (Figure 2).

(3) Remove the pear wool from inside the unit. (Figure 3)

(4) If decorative crystal media is preferred, carefully remove the log media, cover and store the log media in a safe place. Install the decorative crystals by placing them on the tray inside the fireplace. (Figure 4)

(5) Do the reserve to reset everything. (Figure 5)

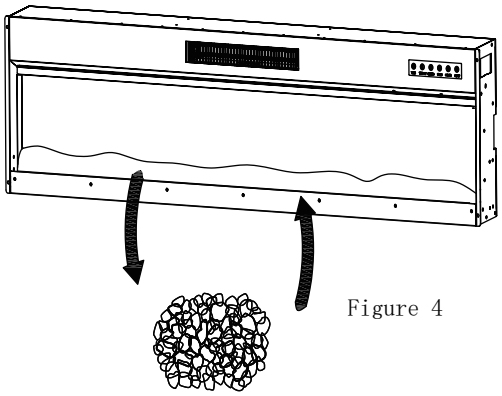


Figure 4

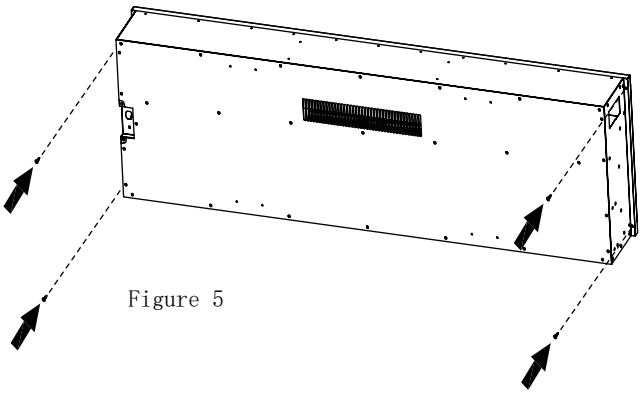


Figure 5

(6) Fix the fireplace unit and mantel with 16x M4x8mm screws. (Figure 6)

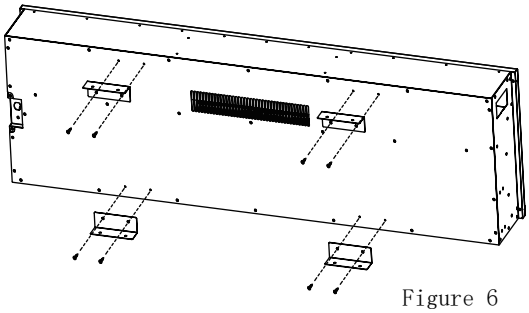


Figure 6

WARNING ⚠

Do not remove the glass panel while the fireplace is plugged in and operating as it will cause the remote control and touch panel to no longer function.

Ensure the circuit breaker(s) for the power supply are turned on.

Once the appliance has been plugged into a properly grounded electrical outlet, it is ready to operate.

NOTE: In the event of a power failure, the appliance will lose its memory function and will reset to factory mode when the power returns.

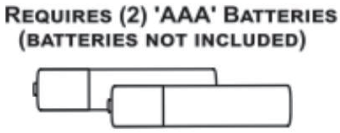
Methods of Operation

The electric fireplace can be operated by the CONTORL PANEL, located on the top right side of the fireplace, or by the battery-powered CONTORL PANEL(batteries not included).

The operation and functions of the two methods are the same.

Before operating, please review the IMPORTANT SAFETY INFORMATION on Pages 2 and 3, and heed all warnings.

REMOTE



- Remove the battery housing cover from the back of the remote.
- Paying attention to the positive and negative terminals, gently insert two new 'AAA' batteries **(not included).**
- Replace the battery housing cover.
- **NOTE:** Promptly remove expelled batteries. Do not mix old and new batteries; mixing batteries could cause the acid inside the batteries to leak, damaging the remote.

NOTICE	**To improve operation, aim the remote control at the front of the fireplace.DO NOT press the buttons too quickly. Give the unit time to respond to each command.**

⚠ **Never dispose of battery in fire. Failure to observe this precaution may result in an explosion. Dispose of batteries at your local hazardous material processing center.**

CONTROL PANEL

Timer

Temp Set

Heat ON/OFF

Brightness

Flame Effects

Standby

Burr on	Function	ACTION AND INDICATION
Standby	**ON:** Enables control panel and remote control function. Turns on the flame effect. **OFF:** Disables control panel and remote control function. Turns off the flame effect.	1. Press once. Indicator light turns on. Power turns on. All functions are enabled. 2. Press again, power and all functions turn off. unit goes to standby.
Flame effects	**COLOR button:** changes the color flame effect. **12 Color settings:** C1, C2, C3....C11,C12	1.Press once to change the color flame effect. 2. Press again until desired setting is reached.
Brightness	**FLAME button:** Makes flame effect brighter and dimmer. **NOTE:** Flame effect stays on until power button is turned off. Flame effect must be on for the heater to turn on. **5 brightness settings:** L1, L2, L3, L4, L5	1.Press once to change flame color brightness. 2. Press again until desired setting is reached; L1 is dimmest, L5 is brightest.
Heat ON/OFF	**HEATER button:** Turns heater on and of. **NOTE:** To prevent overheating, the heater fan will blow out cool air for 30 seconds after the heater turn off. 00, LL, HH will show on the display.	1. Press button, LL (low heat) about 750W. 2. Press button, HH (high heat) about 1500W. 3. Press button, 00, heat function is off.
Temp Set	**TEMPERATURE button:** Changes the temperature setting. Setting ranges from 62° F to 82° F. 62, 63, 64 ....82 will show on the display.	Press button until desired setting is reached. LED display shows selected setting. Once the desired temperature is reached, the heater will stop heating the room. Heat will automatically turn back on when room temperature falls below the set temperature.
Timer	**TIMER button:** Controls the timer settings to automatically turn the fireplace off. Settings range from 1 hour to 8 hours. 0H, 1H, 2H....8H will show on the display.	Press button until desired setting is reached. LED display will show the setting. When time reaches the selected setting, the unit will automatically turn off. 0H disables the timer function.

NOTICE	when the heater is first turned on, as light odor may be present. This is normal and **should not occur again unless the heater is not used for a long period of time.**

WARNING: Do not move or remove the glass panel when the appliance is plugged in and operating as it will cause the remote control and touch panel to no longer function.

Temperature Limiting Control

This heater is equipped with a Temperature Limiting Control. Should the heater reach an unsafe temperature, the heater will automatically turn OFF.

To reset:

1. Turn the Master Switch OFF (O).
2. Unplug the power cord from the outlet.
3. Wait for at least 15 seconds to 1 minute before plugging the unit back in.
4. Turn the Master Switch ON (I) and press the power button to restart the unit.
5. If the unit does not power on, allow the unit to thoroughly cool down and inspect the fireplace to make sure no vents are blocked, or clogged with dust or lint. If they are, use a vacuum to clean the vent areas.
6. If the problem continues, have your outlet and wiring inspected by a professional.

Cleaning

ALWAYS turn the heater OFF and unplug the power cord from the outlet before cleaning, performing maintenance, or moving this fireplace. Failure to do so could result in electric shock, fire, or personal injury.
NEVER immerse in water or spray with water. Doing so could result in electric shock, fire, **or personal injury.**

Metal:

• Buff using a soft cloth, slightly dampened with a citrus oil-based product.

• **DO NOT** use brass polish or household cleaners as these products will damage the metal trim.

Glass:

• Use a good quality glass cleaner sprayed onto a cloth or towel. Dry thoroughly with a paper towel or a soft, lint-free cloth.

• **NEVER** use abrasive cleansers, liquid sprays, or any cleaner or cloth that could scratch the surface.

Vents:

• Use a vacuum or duster to remove dust and dirt from the heater and vent areas.

• Clean the exterior of the fireplace with a slightly damp cloth or duster.

Electrical and Moving Parts:

• The fan motors are lubricated at the factory and will not require lubrication.

• Electrical components are integrated in the fireplace and are not serviceable by the consumer.

Storage:

• Store heater in a clean dry place when not in use.

Troubleshooting Guide

PROBLEM	CAUSE	SOLUTION
General		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.
	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit
Appearance		
Fireplace does not turn on with the manual controls	Improper operation	Refer to Operation section
	No incoming voltage from the electrical wall socket	Ensure unit is plugged in if applicable. Check fuse/ breaker Panel
	Loose wiring	Check wiring connections
	Defective switchboard	Replace the switchboard assembly
	Defective AC/DC Adapter	Replace the AC/DC Adapter
	Defective display/control board	Replace the display/control assembly
Fireplace does not turn on with the Remote Control	Improper operation	Refer to Operation section
	The batteries in the remote control are dead.	Install new battery into the remote control.
	Defective remote control	Replace the remote control
	Defective display/control board	Replace the display/control board
Flame Frozen	Loose wiring	Check wiring connections
	Defective flicker motor	Replace flicker motor
	Defective display/control board assembly	Replace the display/control assembly
Flame is not visible	Loose wiring	Check wiring connections
	Flame LED light assembly is not working	Replace flame LED light assembly
	LED driver board is defective	Replace appropriate driver board (controls 1 amber LED strip or 2 amber LED strips)
	Defective display/control board	Replace the display/control board
Flame Shudder	Defective flicker motor	Replace flicker motor
Media bed does not light up consistently	Build up of static electricity in unit	Unplug the unit for 1 minute then plug the unit back in.
Media bed does not light up	Loose wiring	Check wiring connections
	Media LED light assembly is not working	Replace media LED light assembly
	Defective display/control board	Replace the display/control board
Media bed lighting comes on by itself	Defective display/control board	Replace the display/control board

PROBLEM	CAUSE	SOLUTION
Heater		
Heater is not turning on, but flame effect is still functioning	Improper operation	Refer to Operation section; ensure the heat is turned on, the set temperature is above the ambient temperature, and the heat is not deactivated.
	Loose wiring	Trace wiring in unit
	Defective display/control board	Replace the display/control board
	Defective relay board	Replace the relay board
	Defective heating element	Replace heating element
Heater is turning off after a couple of minutes of operation	Improper operation	Refer to Operation section; ensure that the set temperature is above the ambient temperature
	Build up of dirt/dust	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust. Clean with compressed air if needed.
	Defective blower	Replace blower
Heater emits an odor	Normal operation	The heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.
	Defective heating element	Replace heating element
Heater fan turns On but heater lacks heat	Loose wiring	Trace wiring in unit
	Defective heating element	Replace heating element
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective blower	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace the blower
Heater fan runs continuously	Loose wiring	Trace wiring in unit
	Defective display/control board	Replace the display/control board
	Defective relay board	Replace relay board
Noise		
Excessive noise with the heater on	Dirty blower or heater intake/exhaust	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective blower	Replace blower
Grinding or excessive noise with the heater off	Flicker rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.
	Defective flicker motor	Replace flicker motor