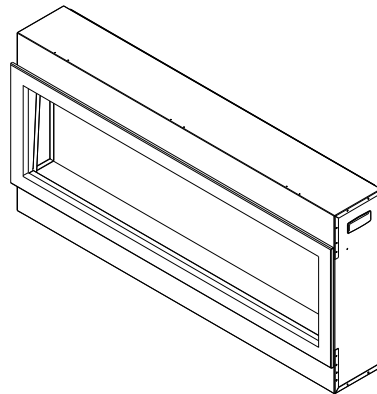


# ELECTRIC FIREPLACES

## 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 appliance.

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

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

## 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.

|                                       |    |
|---------------------------------------|----|
| IMPORTANT INSTRUCTIONS.....           | 3  |
| UNPACKING AND TESTING APPLIANCE ..... | 5  |
| GROUNDING APPLIANCE .....             | 5  |
| LOCATING THE FIREPLACE .....          | 5  |
| SAFETY DRILL SCREW AREA .....         | 11 |
| HARD-WIRE INSTALLATION .....          | 11 |
| FOR BATHROOM USE .....                | 12 |
| OUTDOOR INSTALLATIONS .....           | 13 |
| INSTALLATION.....                     | 14 |
| PANORAMA COVER INSTALLATION .....     | 19 |
| MEDIA OPTIONS .....                   | 20 |
| OPERATION.....                        | 21 |
| INSTALLING WALL THERMOSTAT .....      | 23 |
| REPLACEMENT PARTS .....               | 24 |
| EXPLODED VIEW.....                    | 25 |
| TROUBLE SHOOTING .....                | 26 |
| SERVICE HISTORY .....                 | 27 |
| WARRANTY .....                        | 28 |

## IMPORTANT INSTRUCTIONS

1. Read all instructions before installing or using this heater.
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 the cord under carpeting. Do not cover the cord with throw rugs, runners or anything else. Arrange the cord away from traffic areas where it could 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 in any manner.
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. Avoid the use of an extension cord because the extension cord may overheat and cause a fire.
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. Packaging material should be kept away from children and be disposed of in a safe manner. Plastic bags 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. Children of less than 3 years should be kept away from unless continuously supervised.
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.

## Cautions

|   |  |
|---|--|
| Do's  | <ul style="list-style-type: none"><li>• Always install the heater in accordance with this guide. If in doubt obtain expert advice.</li></ul>                       |
|   | <ul style="list-style-type: none"><li>• Always make sure the electrical socket is accessible and located adjacent to, but not above the heater.</li></ul>          |
|   | <ul style="list-style-type: none"><li>• Always disconnect the heater from the electrical supply before moving it, or carrying out cleaning, maintenance.</li></ul> |
|   | <ul style="list-style-type: none"><li>• Always make sure the heater is firmly secured to prevent it from being tipped over.</li></ul>                              |
|   | <ul style="list-style-type: none"><li>• Always use a fireguard when young children and infirm persons can come into contact with the heater.</li></ul>             |
| Don'ts  | <ul style="list-style-type: none"><li>• Never leave children unsupervised in a room where the heater is ON and unguarded.</li></ul>                                |
|   | <ul style="list-style-type: none"><li>• Never obstruct or cover the fan outlet or force items into heater openings.</li></ul>                                      |
|   | <ul style="list-style-type: none"><li>• Never use aerosols or steam cleaners on or around the heater.</li></ul>  |
|   | <ul style="list-style-type: none"><li>• Never route the mains supply cable under carpet etc.</li></ul>   |
|   | <ul style="list-style-type: none"><li>• Never install the heater close to curtains or combustible materials.</li></ul>   |
|   | <ul style="list-style-type: none"><li>• Never use the heater to dry clothes etc.</li></ul>   |
| <ul style="list-style-type: none"><li>• Never sit or stand on the heater.</li></ul>   |  |
| <ul style="list-style-type: none"><li>• Never use with a timer or any other device that switches the fire on automatically.</li></ul> |  |

## 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.

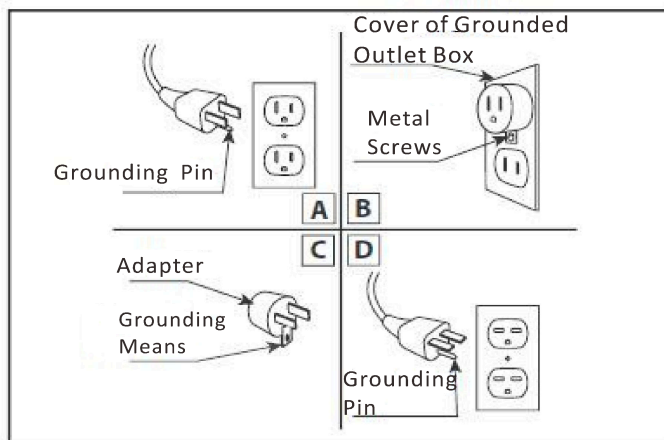
As with most electronic devices, your new electric fireplace has been designed to operate at temperatures between 5 °C (41°F) and 35 °C (95°F). During the cold winter months, allow the fireplace to reach room temperature before turning it on.

**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

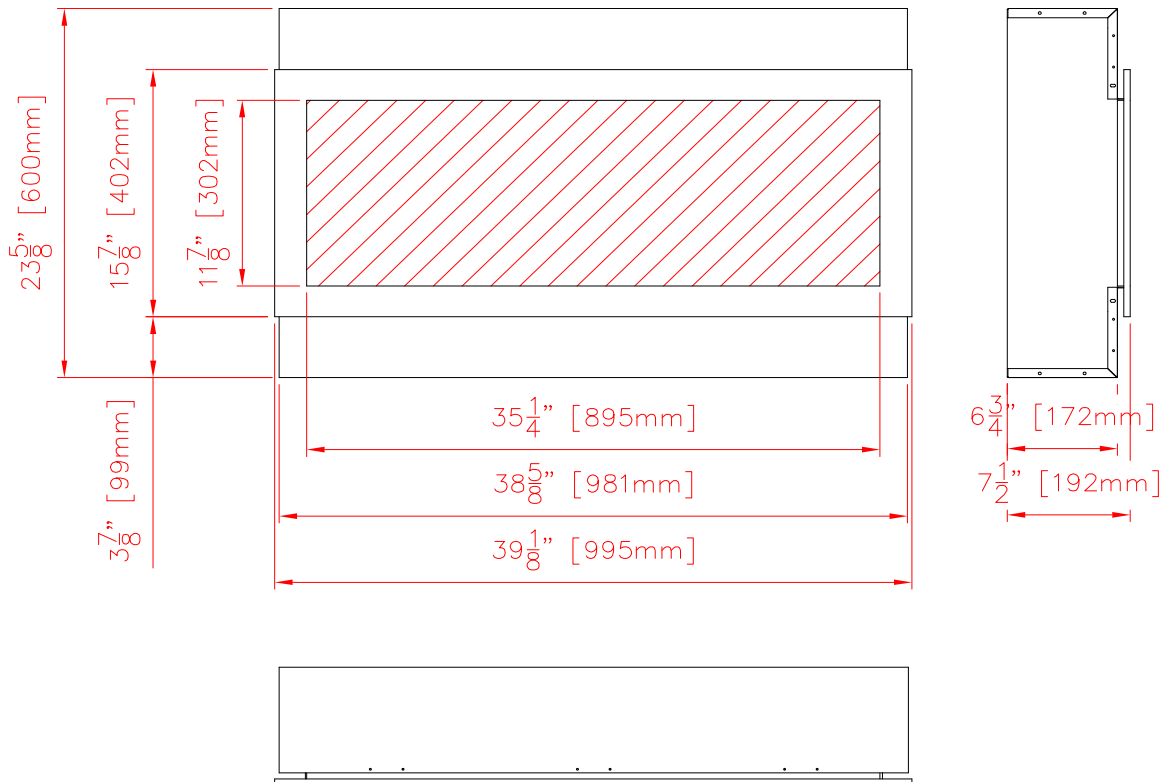
Plan where to locate and frame the fireplace. This will save time and money later when you install the fireplace. Before installation consider the following:

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             | Built-in Appliance                 |
|-------------------------|------------------------------------|
| Voltage                 | 120V AC 60Hz                       |
| Watts                   | 1500W Max                          |
| NO HEATER               | 25W                                |
| MOTOR HEATER            | 19W                                |
| Appliance Width         | 38 5/8" or 98.1 cm                 |
| Appliance Height        | 23 5/8" or 60 cm                   |
| Appliance Depth         | 6 3/4" or 17.2 cm                  |
| Gross Weight            | 88 lbs or 40kg                     |
| Plug Location           | Left side                          |
| Cord Length             | 70 7/8" or 180 cm                  |
| Rough Wall Opening Size | 40" × 25" or<br>101.6 cm × 63.5 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.

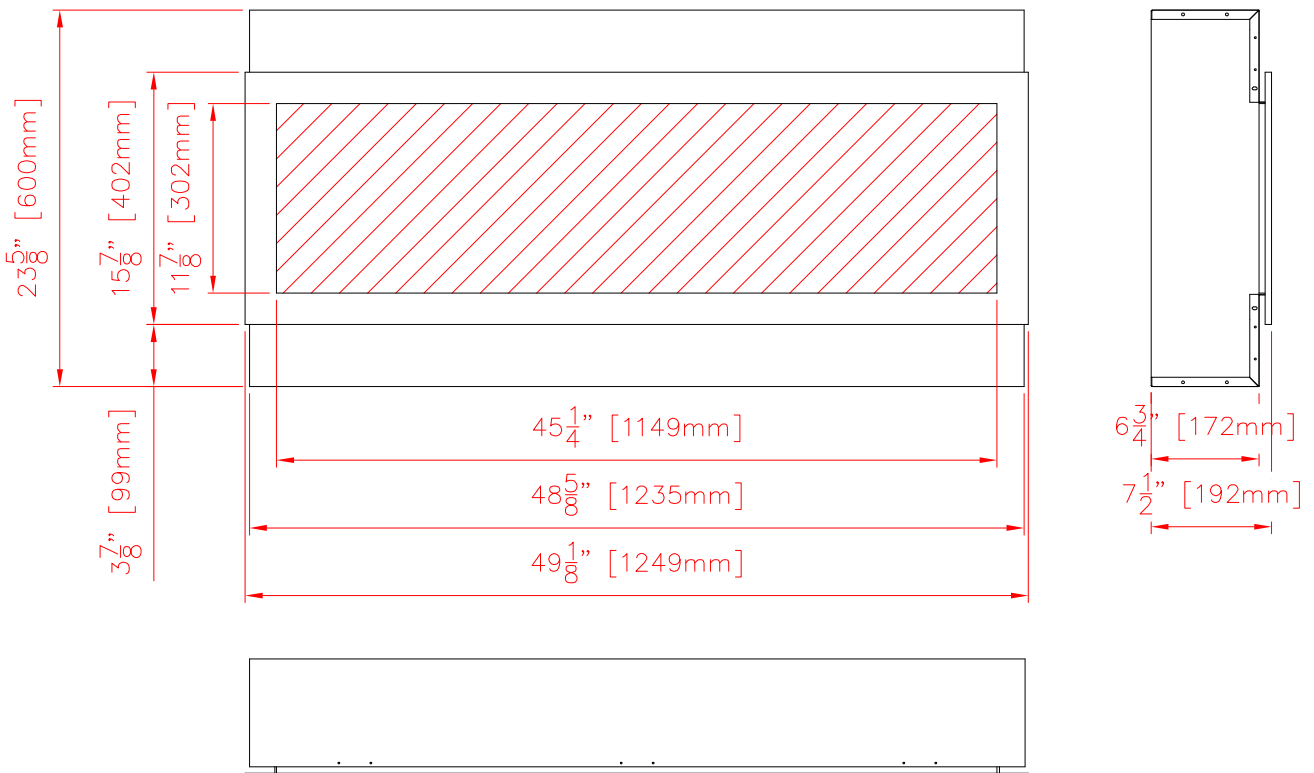
NOTE: This appliance must be electrically wired and grounded in accordance with local codes. In the absence of local codes, use the current CSA C22.1 Canadian Electrical Code in Canada or the ANSI/NFPA 70 National Electrical Code in the United States.



|                         |                                  |
|-------------------------|----------------------------------|
| Voltage                 | 120V AC 60Hz                     |
| Watts                   | 1500W Max                        |
| NO HEATER               | 25W                              |
| MOTOR HEATER            | 19W                              |
| Appliance Width         | 48 5/8" or 123.5 cm              |
| Appliance Height        | 23 5/8" or 60 cm                 |
| Appliance Depth         | 6 3/4" or 17.2 cm                |
| Gross Weight            | 105.6 lbs or 48kg                |
| Plug Location           | Left side                        |
| Cord Length             | 70 7/8" or 180 cm                |
| Rough Wall Opening Size | 50" × 25" or<br>127 cm × 63.5 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.



| Description             | Built-in Appliance                 |
|-------------------------|------------------------------------|
| Voltage                 | 120V AC 60Hz                       |
| Watts                   | 1500W Max                          |
| NO HEATER               | 25W                                |
| MOTOR HEATER            | 19W                                |
| Appliance Width         | 58 5/8" or 148.5 cm                |
| Appliance Height        | 23 5/8" or 60 cm                   |
| Appliance Depth         | 6 3/4" or 17.2 cm                  |
| Gross Weight            | 123.2 lbs or 56kg                  |
| Plug Location           | Left side                          |
| Cord Length             | 70 7/8" or 180 cm                  |
| Rough Wall Opening Size | 60" × 25" or<br>152.4 cm × 63.5 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.

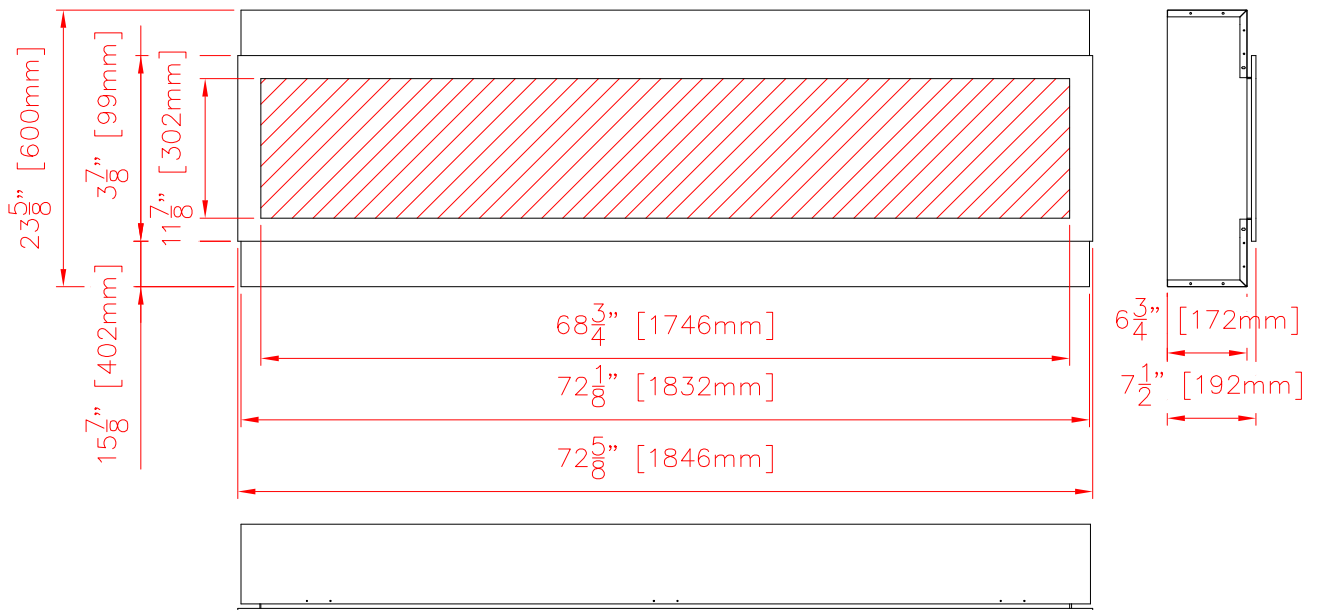
NOTE: This appliance must be electrically wired and grounded in accordance with local codes. In the absence of local codes, use the current CSA C22.1 Canadian Electrical Code in Canada or the ANSI/NFPA 70 National Electrical Code in the United States.



| Description             | Built-in Appliance                     |
|-------------------------|--|
| Voltage                 | 120V AC 60Hz                           |
| Watts                   | 1500W Max                              |
| NO HEATER               | 25W                                    |
| MOTOR HEATER            | 19W                                    |
| Appliance Width         | 72 1/8" or 183.2 cm                    |
| Appliance Height        | 23 5/8" or 60 cm                       |
| Appliance Depth         | 6 3/4" or 17.2 cm                      |
| Gross Weight            | 149.6lbs or 68kg                       |
| Plug Location           | Left side                              |
| Cord Length             | 70 7/8" or 180 cm                      |
| Rough Wall Opening Size | 73 1/2" × 25" or<br>186.7 cm × 63.5 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.

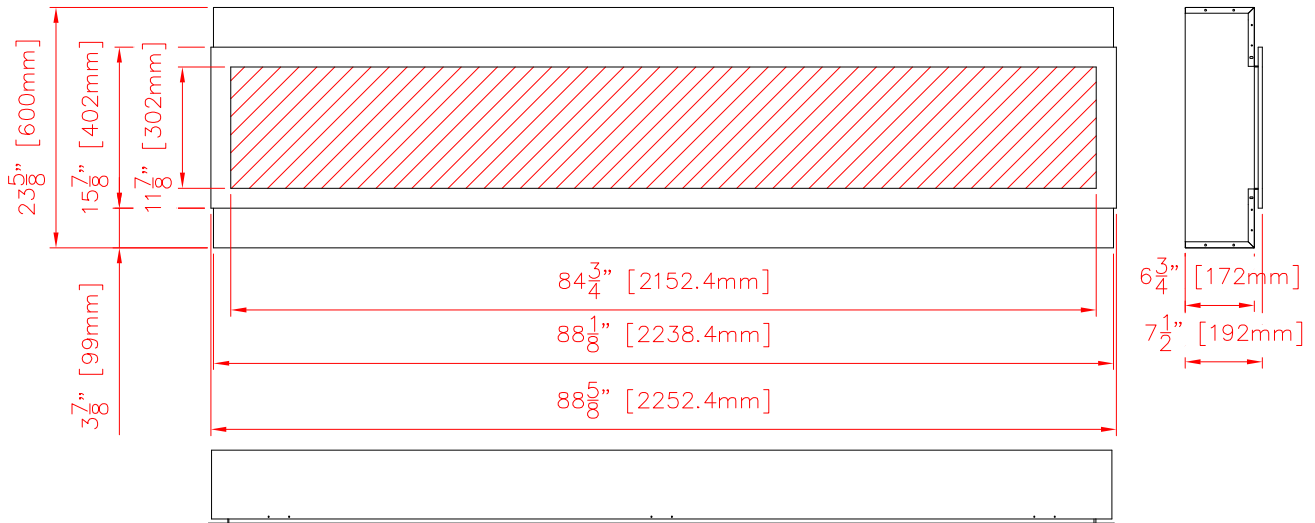
NOTE: This appliance must be electrically wired and grounded in accordance with local codes. In the absence of local codes, use the current CSA C22.1 Canadian Electrical Code in Canada or the ANSI/NFPA 70 National Electrical Code in the United States.



| Description             | Built-in Appliance                     |
|-------------------------|--|
| Voltage                 | 120V AC 60Hz                           |
| Watts                   | 1500W Max                              |
| NO HEATER               | 25W                                    |
| MOTOR HEATER            | 19W                                    |
| Appliance Width         | 88 5/8" or 225.2 cm                    |
| Appliance Height        | 23 5/8" or 60 cm                       |
| Appliance Depth         | 6 3/4" or 17.2 cm                      |
| Gross Weight            | 187lbs or 85kg                         |
| Plug Location           | Left side                              |
| Cord Length             | 70 7/8" or 180 cm                      |
| Rough Wall Opening Size | 89 1/4" × 25" or<br>226.7 cm × 63.5 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.

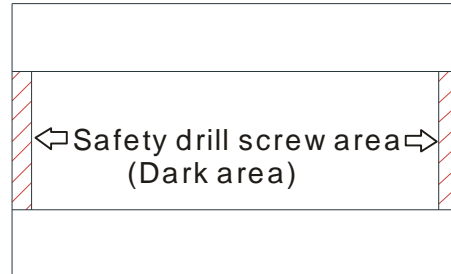


## SAFETY DRILL SCREW AREA

There is a safety drill screw area as show below.  
Please make sure that the fix screws are in this area.



The manual control pad position



## HARD- WIRE INSTALLATION

Turn off the appliance completely and let cool before servicing. Only a qualified service person 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 household 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. Put the plate back and screw back.

## FOR BATHROOM USE

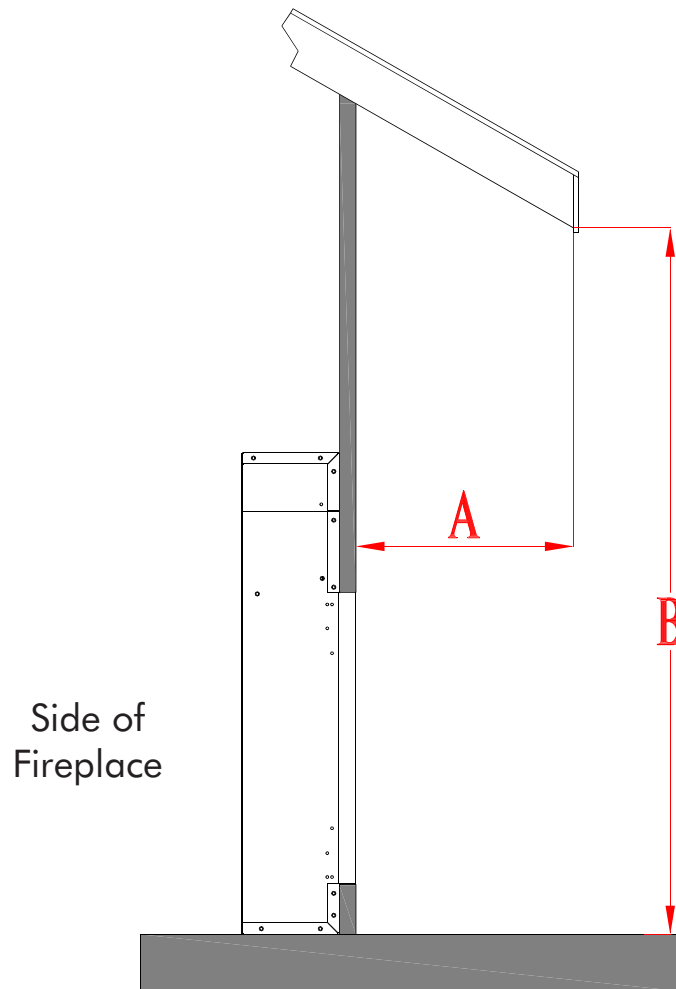
If this unit is installed in a bathroom it must be protected by a GFI receptacle or circuit. If receptacle is used it must be readily accessible.

To prevent electric shock, please be aware that this unit is an electrical appliance that is NOT watertight and must be installed as to prevent water from entering unit. This must be installed away from showers, tubs, etc. Never locate fireplace where it may fall into a bathtub or other water container.

All wiring connections to line power shall be in accordance with local building code requirements. Inquires about local codes and regulations must be done prior to installation.

## OUTDOOR INSTALLATIONS

These series 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. Inquires about local codes and regulations must be done prior to installation.



The overhang (A) must extend at least  $\frac{1}{2}$  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'.

When installed in outdoor applications, it is recommended that these models use the protective PAN-COVER.

## INSTALLATION

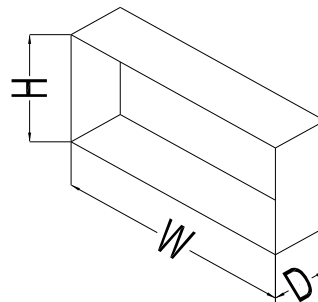
NOTE: Due to the many different materials used on different walls, it is highly recommended that you consult your local builder before you install this appliance.

These models are designed to be built-in and allow for the finishing material (drywall, stone, tile, etc) to be built right down to the glass edge. However, that application is not always desirable or available so the surround could be used as an alternate finish option.

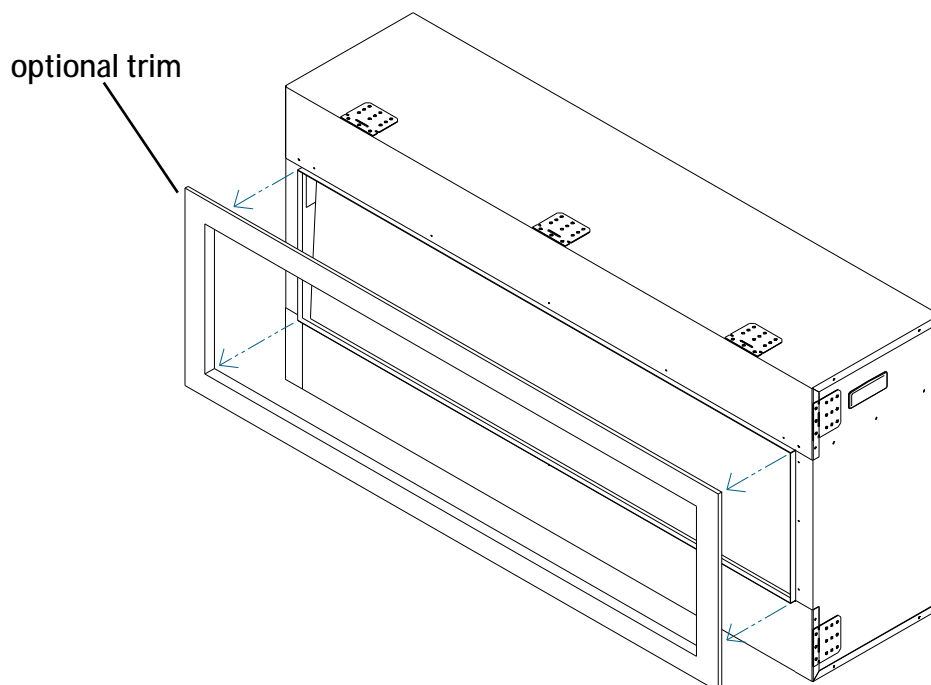
Note: The optional trim can be pulled out directly from the unit. It will need two people to do it.

The rough wall opening size of the fireplace:

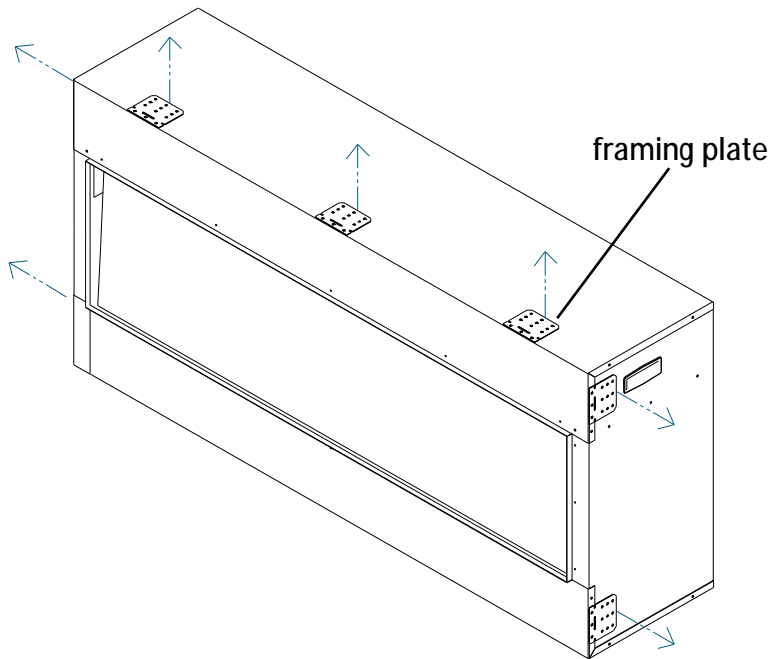
| W( " ) | D( " ) | H( " ) |
|--------|--------|--------|
| 40     | 7      | 25     |
| 50     | 7      | 25     |
| 60     | 7      | 25     |
| 73 1/2 | 7      | 25     |
| 89 1/4 | 7      | 25     |



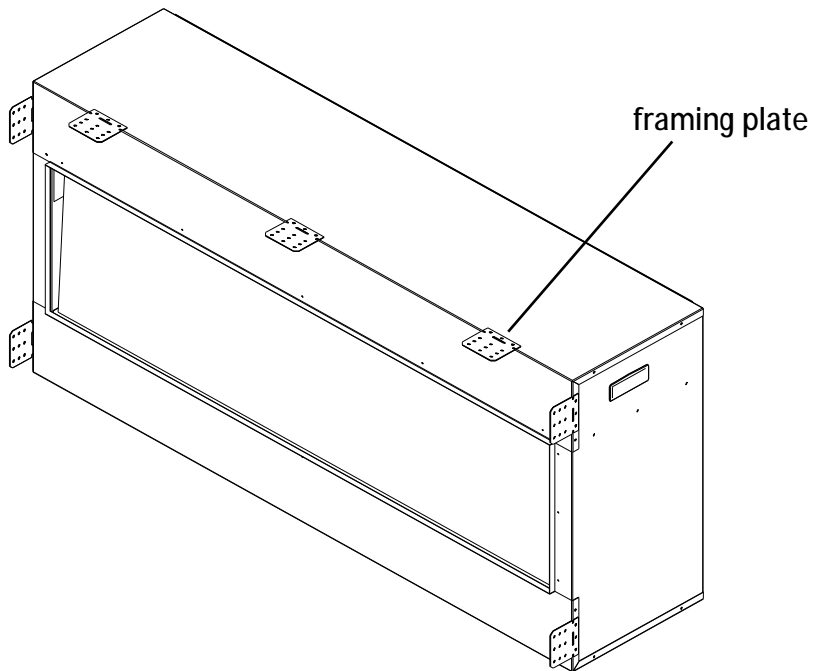
1. Take out the unit from the box. Please do the pre-test before you install the fireplace. Pull out the optional trim from the unit as shows below.



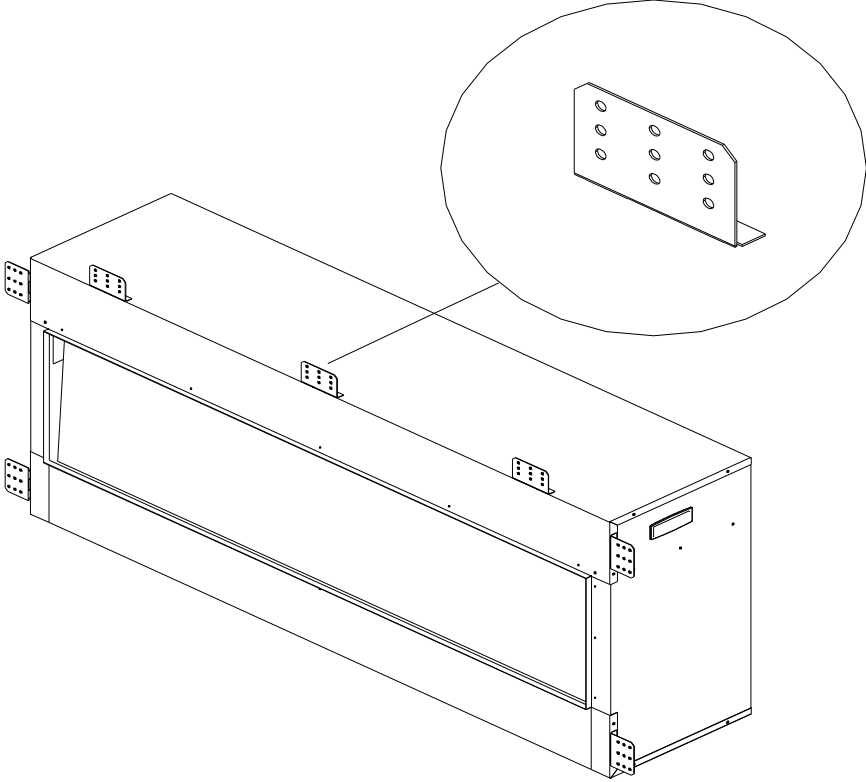
2. Remove the framing plates from the unit



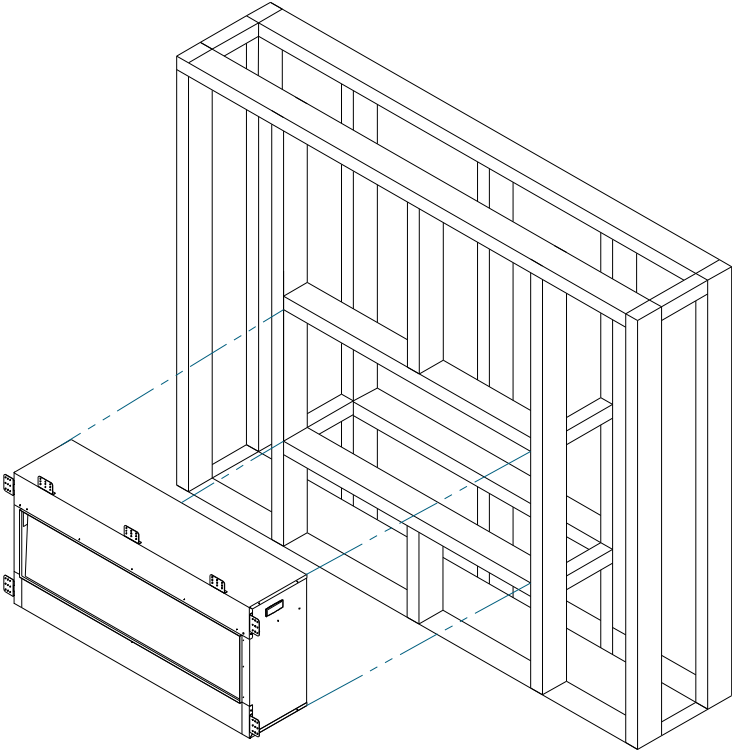
3. Re-fix the framing plates to the unit as the picture shows



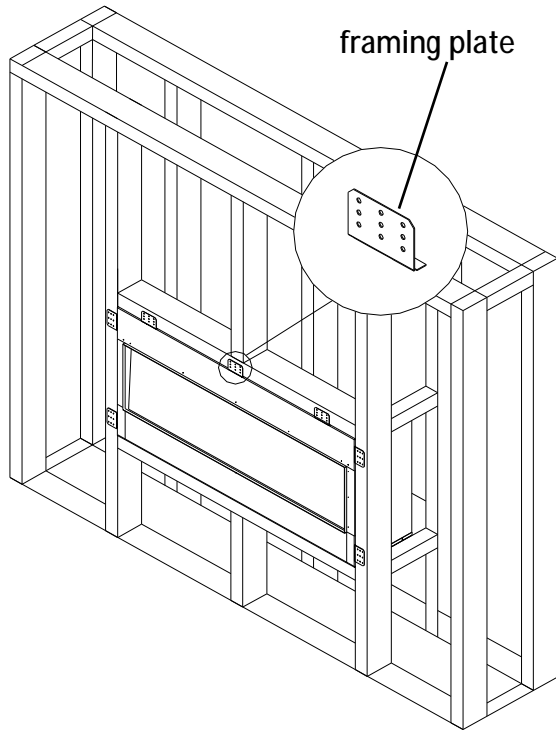
4. Bend up the framing plates.



5. Put the unit into the opening.

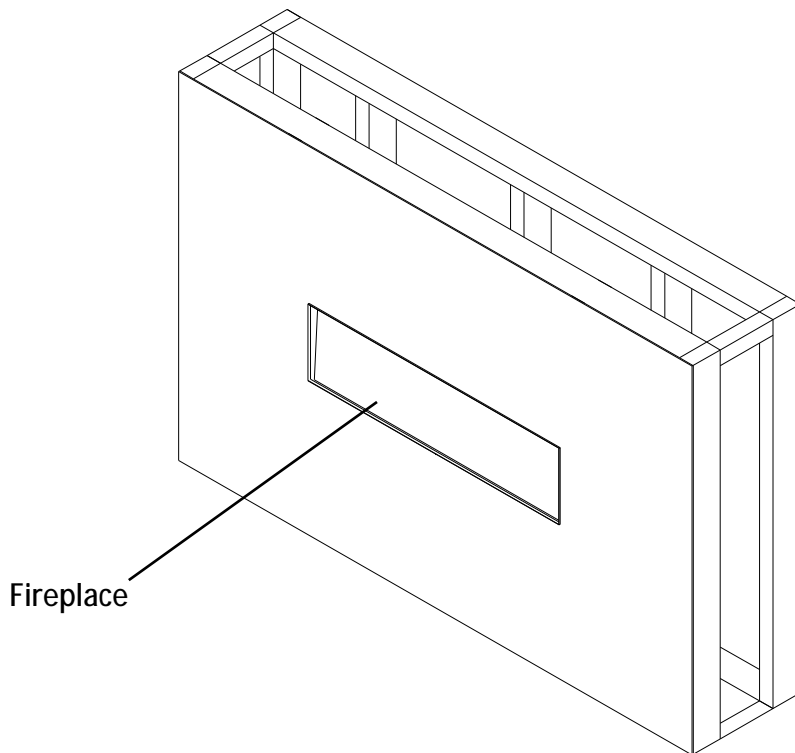


6. Drive the mounting screws into the framing plates on the unit and the wall studs.

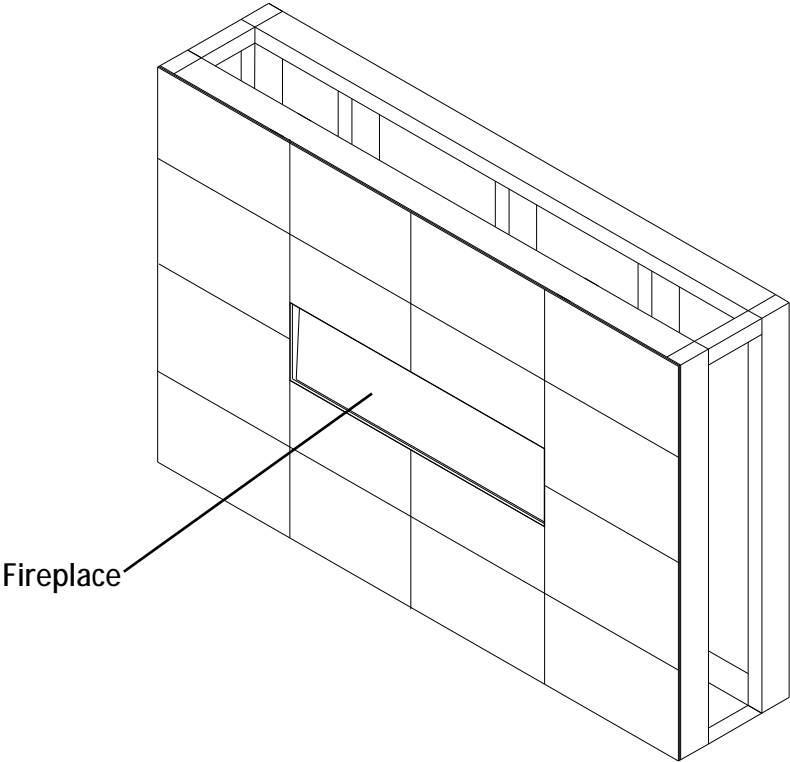


7. After checking that the fireplace operates properly, cover the glass panel with protective plastic bag and install plywood or drywall.

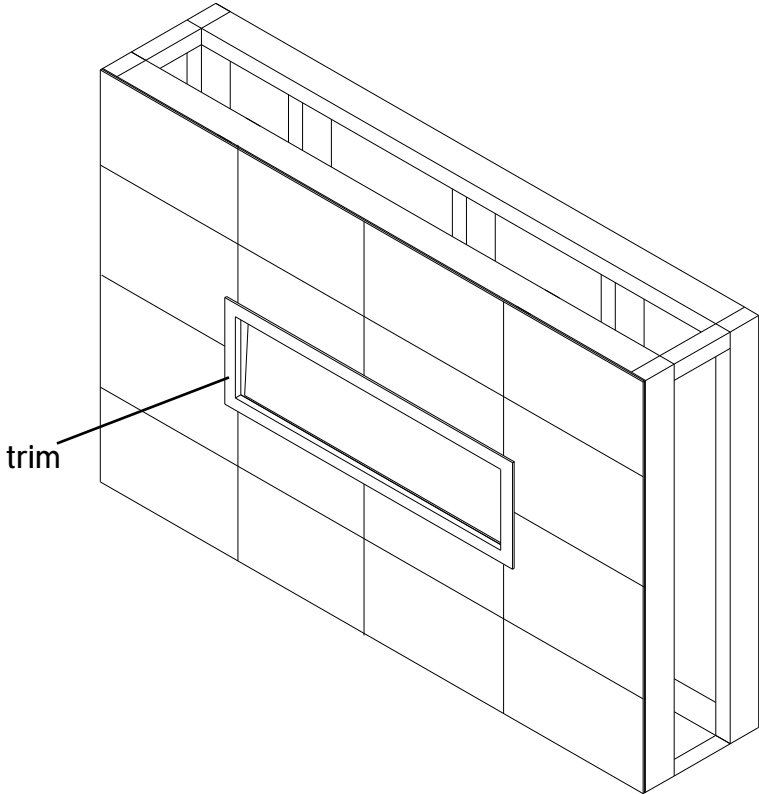
NOTE: In order to use the supplied trim kit, the thickness of the desired wall finish can not exceed 1 inch.



8. Decorate the plywood or drywall with glazed tile, wallpaper, etc.



9. Put back the trim that you've removed from the unit at STEP 1.



## PANORAMA COVER INSTALLATION

Make sure install the pan-cover when the fireplace used in outdoors.  
Remove the cover from the packaging.

The handles will need to be attached to the cover with the provided hardware as shown in fig. 1



Fig 1

First, place a plate washer and then a spring washer on the screw as shown in fig. 2



Fig 2

Affix the handles to the front of the cover using the prepared screws. Fig. 3



Fig 3

Insert the assembled cover onto the unit as shown in Figs. 4 and 5



Fig 4



Fig 5

## Media Options

The 40", 50", 60" is shipped with 3 large glass nuggets, clear and blue diamond shaped media.

The 72", 88" is shipped with 6 large glass nuggets, clear and blue diamond shaped media.

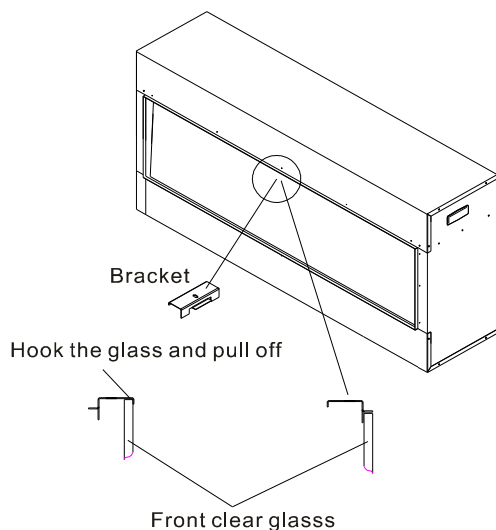


Glass nuggets, clear and blue diamond shaped media



## Fire Glass Media-Log Installation

1. Take off the front clear glass. There is a bracket which holds the front glass. It is shown as below. Unscrew the screw and take off the bracket. Turn around and insert it into the gap. It can hook the glass and pull out the glass.



3. Put back the front glass and screw back the bracket.

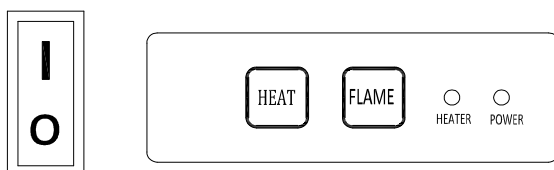
2. Installing the fire glass media. Pour the fire glass media into the tray as shown below. Feel free to use any combination of fire glass media that you find most appealing.

## OPERATION

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

Plug the fireplace into a 15 Amp wall socket.

## 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 Heat 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.

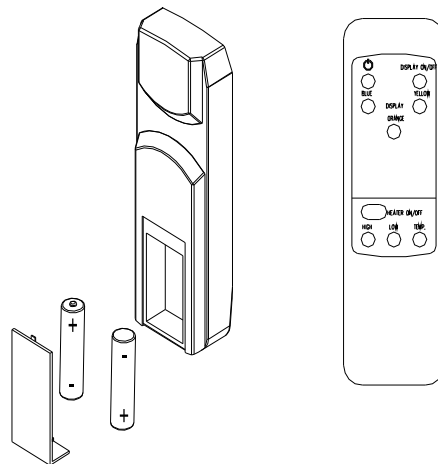
4. Flame effect: Press the button marked Flame to adjust the flame brightness. The flame brightness will cycle through –Low-Medium-High -OFF.

**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 centre of the fireplace and make sure each time you press the button the buzzer inside the unit will be ponce. 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.

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

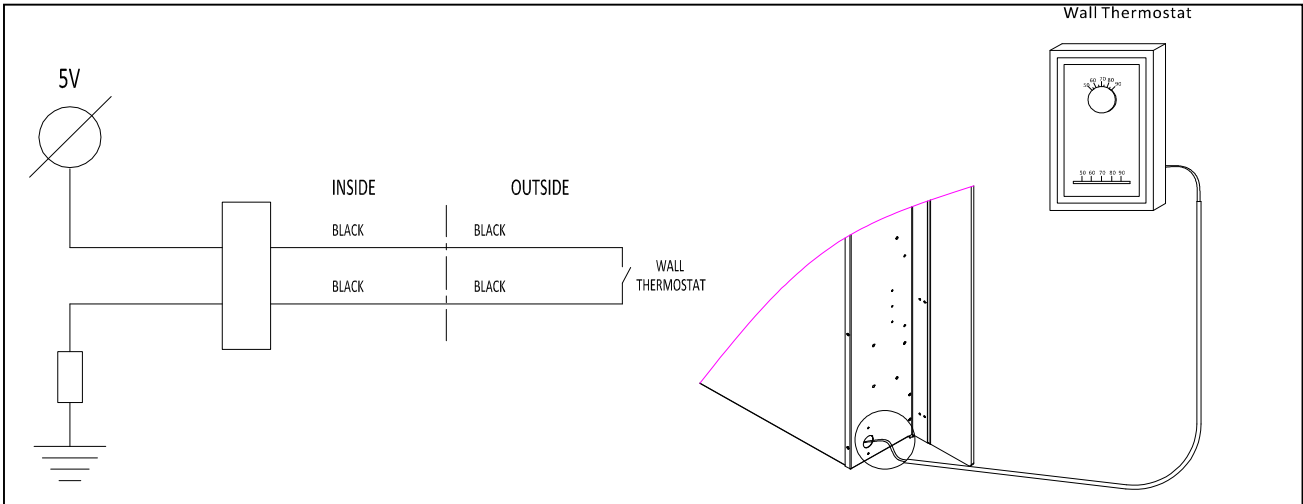
HIGHT button: Press the high button to switch the heater to high heat setting 1500W.

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.

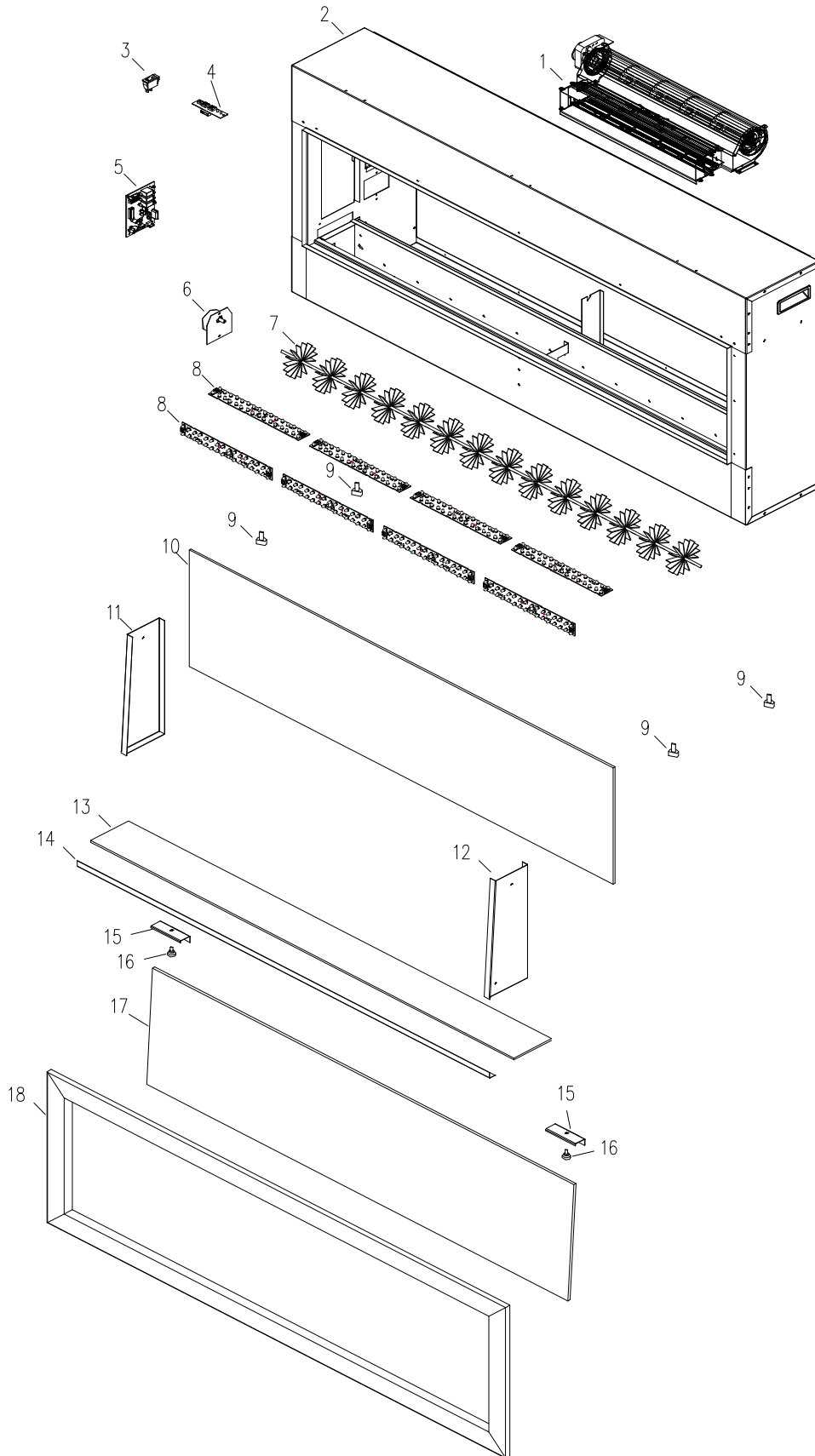


## REPLACEMENT PARTS

This list contains replacement parts

| NO. | DESCRIPTION   | QTY. |
|-----|---|------|
| 1   | BLOWER AND HEATER<br>ASSEMBLY                         | 1    |
| 2   | FIREPLACE BOX   |      |
| 3   | SWITCH  | 1    |
| 4   | CONTROL PANEL   | 1    |
| 5   | CIRCUIT BOARD   | 1    |
| 6   | FLAME MOTOR   | 1    |
| 7   | FLICKER ASSEMBLY                                      | 1    |
| 8   | LED STRIP   |      |
| 9   | ADJUSTABLE FOOT                                       | 4    |
| 10  | FLAME EFFECT GLASS(CLEAR<br>GLASS WITH BLACK PLASTIC) | 1    |
| 11  | GLASS BRACKET LH                                      | 1    |
| 12  | GLASS BRACKET RH                                      | 1    |
| 13  | BOTTOM GLASS  | 1    |
| 14  | MEDIA HOLD<br>BRACKET                                 | 2    |
| 15  | FRONT GLASS<br>BRACKET.                               | 2    |
| 16  | ADJUSTABLE SCREW                                      | 2    |
| 17  | FRONT GLASS   | 1    |
| 18  | OVERLAY   | 1    |
| 19  | REMOTE  | 1    |

# EXPLODED VIEW



## TROUBLE SHOOTING

| PROBLEM   | POSSIBLE CAUSE   | SOLUTION   |
|---|--|--|
| Dim or no flame   | Flame LED's are burnt out  | Inspect the LED's and replace them if necessary.                                   |
| 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, then turn it 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, then turn it 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.                               |  |



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

We warrants 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 contained below.

### **Warranty Application & Exclusions**

This limited warranty applies to your newly purchased electric fireplace; the limited warranty's application is limited to purchases made in any province of Canada or in any of the 52 States of the United States of America, including the District of Columbia. Only the original purchaser of the product is eligible for coverage under this limited warranty; the warranty is not transferable.