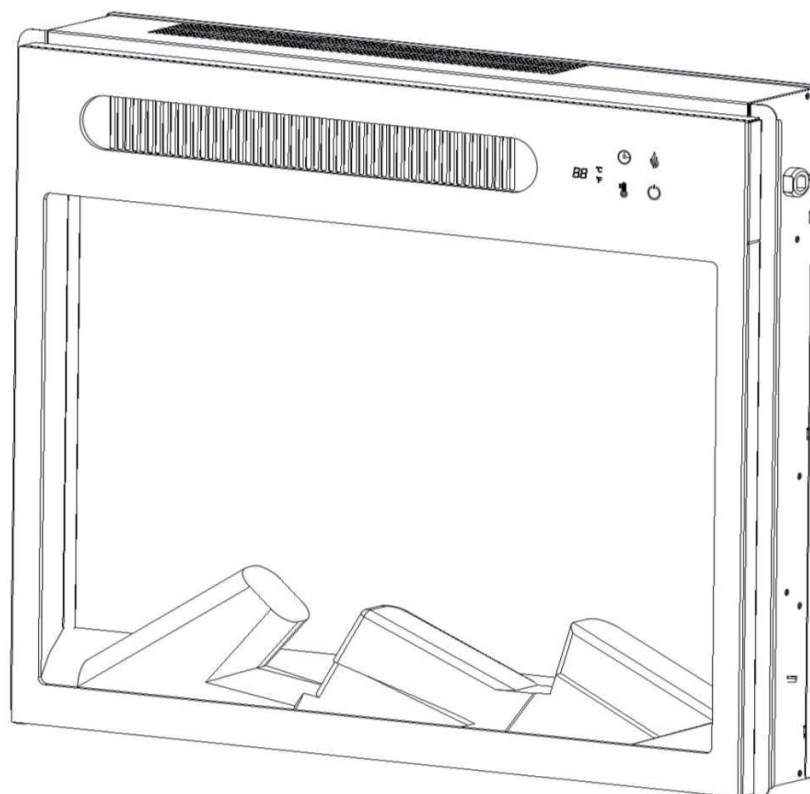


USER MANUAL

F18-17LT/F23-17LT



IMPORTANT SAFETY INSTRUCTIONS

IMPORTANT NOTICE –PLEASE KEEP THIS USER’S GUIDE FOR FUTURE REFERENCE.

When using the electric appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock, injury to personnel, including the following;

1. Read the instructions carefully before using the appliance.
2. The trim around the heater outlet will become hot during operation. To avoid burns, do not touch the heater with bare hands or body parts.
3. Keep combustible materials, such as pillows, bedding, papers, clothes, furniture and curtains at least 3 feet (0.9m) from the front, sides and rear of the unit.
4. Always unplug the electric heater from the power source when not in use.
5. Do not operate the appliance with a damaged cord or plug, if the heater has malfunctioned, or the electric heater has been dropped or damaged in any manner. Do return the heater to authorized service facility for examination, testing or repair.
6. Do not use the electric heater outdoor.
7. The electric heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never place the heater at location where it may come into contact with water to prevent electric shock.
8. Do not run the cord under carpet, throw rugs, furniture or other appliances and high traffic areas to prevent unnecessary tripping.
9. To disconnect the electric heater, turn off the unit then remove the plug from the power outlet.
10. Do not insert or allow foreign objects to enter the ventilation and exhaust openings as this will cause unnecessary electric shock, fire or damage the electric heater.
11. Connect the electric heater to properly grounded power outlet only.
12. Do not block the air inlet and outlet in any manner, this will cause the heater to overheat and cause possible fire outbreak. When cleaning do check and ensure the air inlet and outlet is not block with the cleaning component.
13. When cleaning the exterior of the electric heater, do turn off the heater and cut off the power first, allow the electric heater to cool down to room temperature before cleaning. Do not spray the electric heater with water, use a clean soft cloth the wipe the exterior of the electric heater.
14. The electric heater is not to be used in areas where gasoline, paint or flammable liquids are used or stored or where the unit will be exposed to flammable vapour.
15. Do not modify the electric heater. Use it as described in the manual. Any other use that is not recommended by the manufacturer may cause fire, electric shock, injury or even death.
16. Do not burn wood or other materials in the electric heater.
17. Do not strike the glass panel.
18. Always use a certified electrician if new circuits or outlets is required.
19. Always use properly grounded, fused and polarized outlets.

PRODUCT SPECIFICATIONS

Voltage	120VAC / 60Hz
AMPS	12.5 Amps
Watts	1500 Watts (18": 1000 Watt)

**SAVE THIS
INSTRUCTION**

SETTING UP AND PREPARATIONS

WARNING

Construction and electrical outlets wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock and injury to personnel.

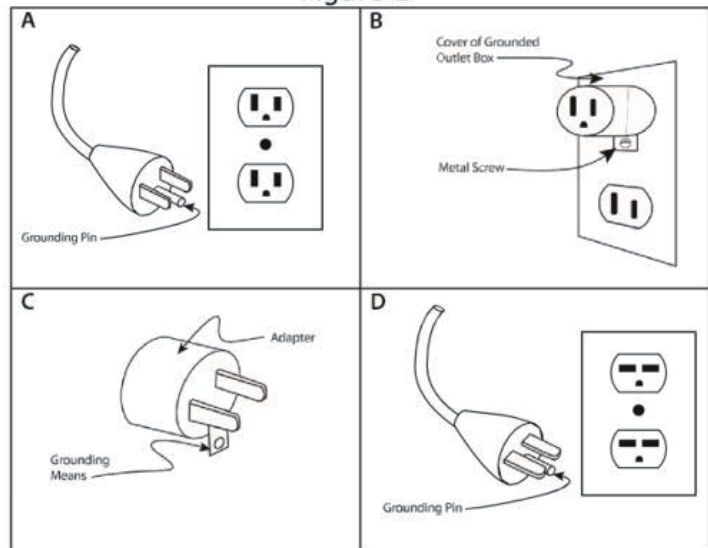
When installing, do ensure the wire cord is laid in a smooth flowing manner do not pinch, turned against a sharp corner. Ensure the wire cord is stored or secured properly to avoid tripping or snagging to reduce the risk of fire, electric shock and injury to personnel.

Do not attempt to wire your own new outlets or circuits. Always use a licensed electrician.

See figure 1 for the grounding instruction. The heater is for use on 120Voltage. The electric heater comes with a cord with a plug as shown in A.

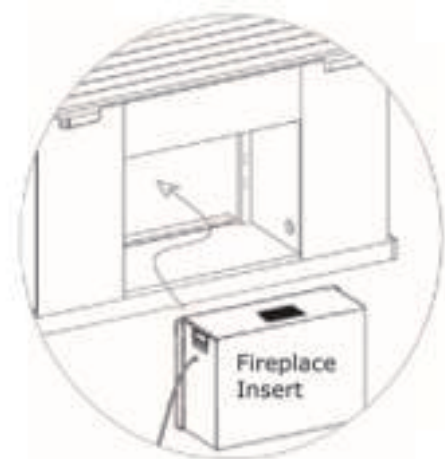
An adapter as shown in C is available for connecting three blade grounding-type plugs to two-slot receptacles. The green grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.

Figure 1



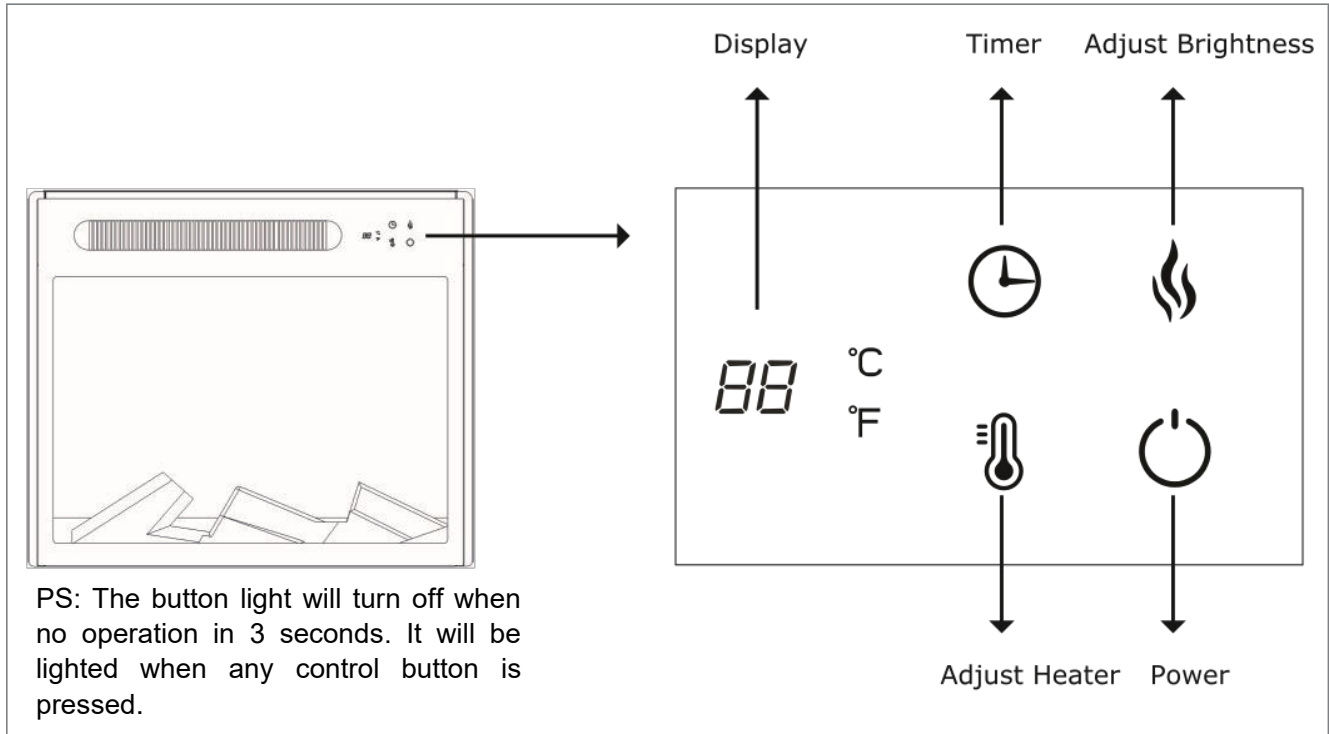
The fireplace insert comes completely assembled and wired. Some tools may be required to prepare the site and install the trim

- Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic.
- For ease of electrical connection, we propose that you locate the fireplace near an existing power outlet.
- Do allow $\frac{1}{4}$ " (6mm) around the fireplace for ease of installation.



OPERATION AND FEATURES

Using the Control Panel



DISPLAY

- The display panel can be awakened by pressing any control from the control panel

TIMER

- The timer switch allows you to turn off the electric heater based on the pre-set timing you set. The setting varies from 0.5hrs to 9.0hrs

ADJUST BRIGHTNESS

- The brightness function button will cycle through the four different levels of flame brightness.
- Holding the brightness function button for 5 seconds to switch the temperature reading from °F and °C

ADJUST HEATER

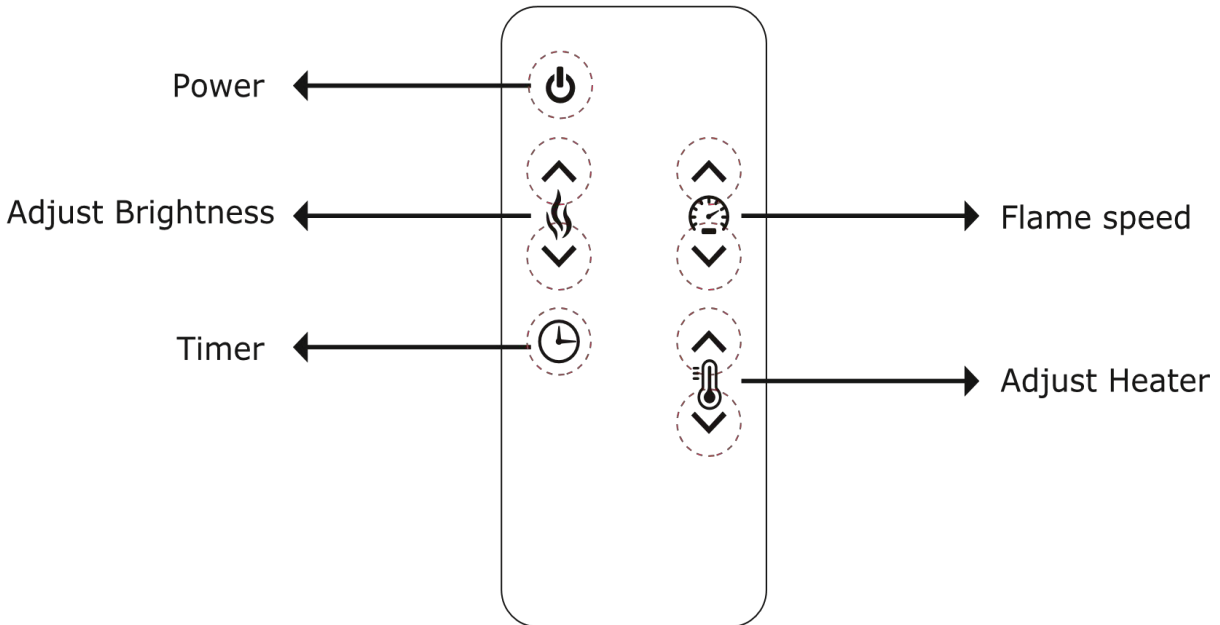
- This function button will adjust the temperature of the heater ranging from 62-82°F (17-27°C). Hold the adjust heater function button for 5 seconds, the temperature shown in the display will start flashing and you can adjust the temperature. The default temperature is 62°F (17°C).

POWER

- The power function button will control the ON/OFF function.
- Hold the power function button for 5 seconds to control the Child Lock Function.

OPERATION AND FEATURES

Using the Remote Control



POWER

- The power function button will control the ON/OFF function.

ADJUST BRIGHTNESS

- The brightness function button will cycle through the four different levels of flame brightness.

TIMER

- The timer switch allows you to turn off the electric heater based on the pre-set timing you set. The setting varies from 0.5hrs to 9.0hrs

FLAME SPEED

- The flame speed function allow you to adjust the speed of the flame; L1-L5 (L5 being the fastest and L1 being the slowest)

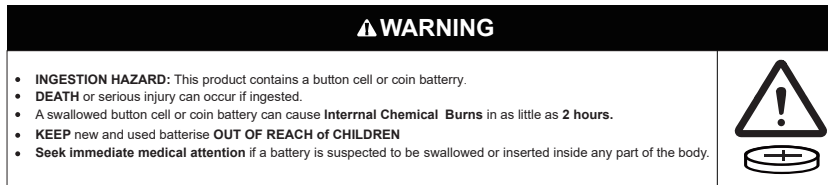
ADJUST HEATER

- This function button will adjust the temperature of the heater ranging from 62-82°F (17-27°C).

CARE AND MAINTENANCE

Battery Replacement

- Slide the battery cover open by squeezing the release lever while pulling the battery out. Please see the underside of the remote control for more instructions.
- Replace the used battery with one CR2025 battery. Replacement batteries are not included with the product.
- Do not dispose the used battery in the municipal trash. Batteries should be disposed off at a local collection point for recycling batteries.



Instructions and manuals, if provided, shall include all of the applicable markings in Figure 7B.1 or Figure 7B.2 and the statements noted below. If instructions and manuals are not provided, the statements shall be present on the principal display panel or secondary display panel of the consumer product packaging, or if there is no consumer product packaging, the accompanying hang tag or sticker label.

- a) The statement "Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do NOT dispose of batteries in household trash or incinerate."
- b) The statement "Even used batteries may cause severe injury or death."
- c) The statement "Call a local poison control center for treatment information."
- d) A statement indicating the compatible battery type (e.g., LR44, CR2032)
- e) A statement indicating the nominal battery voltage.
- f) The statement "Non-rechargeable batteries are not to be recharged."
- g) The statement "Do not force discharge, recharge, disassemble, heat above (manufacturer's specified temperature rating) or incinerate. Doing so may result in injury due to venting, leakage or explosion resulting in chemical burns."

Products with replaceable button/coin cell batteries shall additionally include.

- a) The statement "Ensure the batteries are installed correctly according to polarity (+ and -)."
- b) The statement "Do not mix old and new batteries, different brands or types of batteries, such as alkaline carbon-zinc or rechargeable batteries"
- c) The statement "Remove and immediately recycle or dispose of batteries from equipment not used for an extended period of time according to local regulations."
- d) The statement "Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep them away from children"

Cleaning



WARNING

Disconnect the power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock, injury of death

When transporting or storing the unit and cord, do ensure the area is dry, free from excessive vibration to avoid unnecessary damage.

Use a clean dry cloth to clean the unit.

Use a clean cloth to wipe off all painted surface. Do not use abrasive cleaners.

Use a standard glass cleaner for the glass panel of the unit.



NOTE

This electric heater is equipped with power saving programs. In order for the remote control to become active, the power must be turn ON manually by using the Control Panel on the Heater. If the power is turned OFF manually using the Control Panel or with the automatic timer mode, the remote control cannot be used to turn the heater on.

The heater may be turned off, however the fan inside the heater may still be operating to prevent the heater from overheating.

When the heater is turned off, the embers of the log set will not go off immediately. This is a design feature to represent the ember of the fire slowly fading out.

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Display shows "EE"	The thermostat sensor is broken or disconnected.	Unplug the electric heated, remove the back panel of the heater and check that the sensor is plugged into the main circuit board. If this does not solve the problem, contact customer service for a replacement sensor.
The remote control is not functioning.	There is no battery in the remote control.	Replace the batteries in the remote with new batteries
	The signal is poor.	Operate the remote control at a slower measure pace. Press the remote-control buttons with an even and gentle motion. Repeatedly pressing buttons in rapid succession may cause the transmitter to malfunction.
	The remote is too far from the heater.	Operate the remote at a distance less than 20ft from the front of the heater. Point the remote control at the control panel.
Heater does not blow out warm air.	The heater is in a cool down cycle.	Normal operation will continue to run for several minutes before shutting down. Times will vary depend on temperatures. During cooling down process, cool air will blow.
	Thermostat setting is preventing the heater from turning on.	Adjust the temperature settings to ensure that the thermostat is set higher than the current room temperature.
	The thermostat is disconnected.	Unplug the heat unit. Clear the vent area from dust and debris. Wait ten minutes, plug the unit and turn on the heater.
There is no power and the logs do not glow.	There is no power to the unit.	Check that the unit is plugged into a standard 120V outlet. Press the Power button and make sure the power is set to the "ON" position.
Flame effect works but heater function does not and the buzzer rings 4 times when the heater button is pressed.	The heater is disabled.	Turn on the heat. Press the On function button on the control panel for 5 seconds. Once reset the buzzer will ring 2 times.

TROUBLESHOOTING

For replacement parts, call our customer service department.

PART	DESCRIPTION	QTY
1	Front panel	1
2	Control Panel Circuit Board	1
3	Flame Generator Drive Motor	1
4	Main Circuit Board	1
5	Thermostat Sensor	1
6	Blower / Heat Assembly	1
7	Flame Circuit Board	1
8	Ember Circuit Board	1
9	Remote Control	1

