

## **ASSEMBLY INSTRUCTIONS**

ITEM#: 1926FM-23-413

SKU#: 810617767

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# **53.5 in. BLACK MARBLE PETITE GRAND FIREPLACE**

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Scan for  
Assembly Video

Need help? We are here for you! Questions, problems, missing parts?  
Before returning to your retailer, call our customer service department  
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# GENERAL BEST PRACTICES FOR ASSEMBLY:

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Read all instructions before starting

Clear a large flat area to begin assembly

Some steps may require a helper

Hardware required is provided for each step

Pay attention to orientation

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## SAFETY INFORMATION

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Please read and understand this entire manual before attempting to assemble, operate or install the product.

This equipment has been tested and found to comply with the limits for Class B digital devices, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. The 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 and 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.

## IMPORTANT INSTRUCTIONS

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

### DANGER

- To reduce the risk of electrical shock, ensure the product is stable, and avoid tipping.
- Read all instructions before installing or using this heater.
- If the information in this manual is not followed exactly, an electric shock or fire may result causing property damage, personal injury or loss of life.
- ALWAYS unplug this appliance/furnishing from the electrical outlet before cleaning or servicing.

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## SAFETY INFORMATION (CONT'D)

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- This product is intended to fit most plasma and LCD televisions (up to 55 inches and weighing a maximum of 70 pounds). Using this item with loads heavier than the stated maximum can result in tipping and/or instability, which can result in injury or even death.

### WARNING

- This appliance is hot when in use. To avoid burns, **DO NOT** let bare skin touch hot surfaces. Keep combustible material, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet from this appliance and keep them away from the sides and rear.
- Extreme caution is necessary when any heater is used by or near children or individuals with disabilities and whenever the fireplace is left operating and unattended.
- **DO NOT** run cord under carpeting. **DO NOT** cover cord with throw rugs, runners, or similar coverings.
- **DO NOT** route cord under furniture or appliances. Arrange cord away from traffic areas and where it will not be tripped over.
- **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.
- This appliance has hot and arcing or sparking parts inside. **DO NOT** use it in areas where gasoline, paint or flammable vapors or 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.
- Use this appliance only as described in the manual. Any other use is **NOT** recommended by the manufacturer and may cause fire, electric shock or injury to persons.
- Reduce the risk of burns, fire, electrical shock, or injury to persons.
- Unplug from outlet before putting on or taking off parts.
- Close supervision is necessary when this furnishing is used by, or near children, invalids, or disabled persons.
- Use this furnishing only for its intended use as described in these instructions. **DO NOT** use attachments not recommended by the manufacturer.
- Keep the cord away from heated surfaces.
- Never operate the furnishing with the air openings blocked. Keep the air openings free of lint, hair, and other debris.
- Never drop or insert any object into any opening.
- **DO NOT** operate where aerosol (spray) products are being used or where oxygen is being administered.
- To disconnect, turn all controls to the off position, then remove plug from outlet.
- Each surface intended to support a load shall have a corresponding statement in the use instructions specifying the maximum intended load for that surface in pounds (kilograms).
- Risk of electric shock-connect this furnishing to a properly grounded outlet only. See Grounding Instructions.
- To avoid electric shock, fire, or injury, review the assembly instruction to confirm that the appropriate critical components and accessories are being used with the furnishing.
- Death or serious injury may occur when children climb on audio and/or video equipment furniture. A remote control or toys placed on the furnishing may encourage a child to climb on the furnishing and as a result the furnishing may tip over on to the child.
- Relocating audio and/or video equipment to furniture not specifically designed to support audio and/or video equipment may result in death or serious injury due to the furnishing collapsing or overturning onto a child.

### CAUTION

- **DO NOT** operate any heater with a damaged cord or plug or after the heater malfunctions. **DO NOT** operate any heater if it has been dropped or damaged in any manner. Disconnect power at service panel and have heater inspected by a reputable electrician before reusing.
- Any repairs to this fireplace should be carried out by a qualified service person.
- Under no circumstances should this fireplace be modified. Parts having to be removed for servicing must be replaced prior to operating this fireplace again.
- Household use only.
- **DO NOT** use outdoors.
- **"WARNING** – Death or serious injury may occur when children climb on audio and/or video equipment furniture. A remote control or toys placed on the furnishing may encourage a child to climb on the furnishing and as a result the furnishing may tip over on to the child".
- **"WARNING** – Relocating audio and/or video equipment to furniture not specifically designed to support audio and/or video equipment may result in death or serious injury due to the furnishing collapsing or overturning onto a child".
- This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. **NEVER** place heater

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## **! SAFETY INFORMATION (CONT'D)**

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where it may fall into a bathtub or other water container.

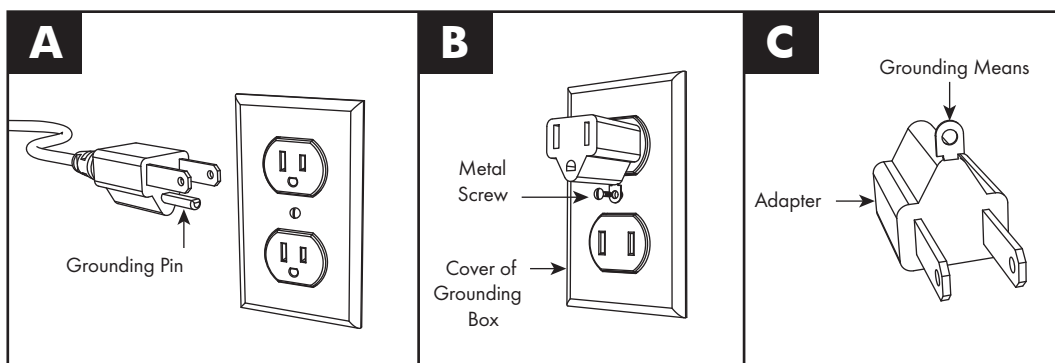
- To disconnect this appliance, turn controls to the **OFF** position, then remove plug from outlet.
- **ONLY** connect to properly grounded outlets.
- This appliance, when installed, must be electrically grounded in accordance with local codes, with the current CSA C22.1 Canadian Electrical Code or follow U.S.A. Installations, follow local codes and the National Electrical Code, ANSI/NFPA NO.70.
- 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.
- The heaters **MUST NOT** be located immediately below a socket-outlet.
- **ALWAYS** plug heaters directly into a wall outlet / receptacle. **NEVER** use with an extension cord, re-loadable power tap (outlet / power strip) or a smart outlet.
- **DO NOT** slide insert on top of wood to avoid scratching wood surface.
- **DO NOT** place any object on top of the insert or block the air intakes / vents as this can cause the unit to overheat and could cause a fire.

### **Electrical Connection**

- A 15-Amp, 120-volt, 60 Hz circuit with a properly grounded outlet is required. Preferably, the fireplace will be on a dedicated circuit as other appliances on the same circuit may cause the circuit breaker to trip or the fuse to blow when the heater is in operation. The unit comes standard with 6-ft. three-wire cord, exiting from the rear of the fireplace. **DO NOT** exceed the current rating of the current tap.

### **Grounding Instructions**

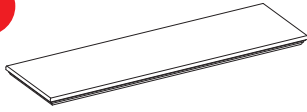
- This heater is for use on 120 volt. The cord has a plug as shown below. See illustration or grounding instruction. An adapter as shown at C is available for connecting three-blade grounding type plugs to two-slot receptacles. The green grounding plug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.



**SAVE THESE INSTRUCTIONS**

# PARTS LIST

**A**



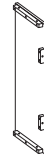
x1  
Top

**B**



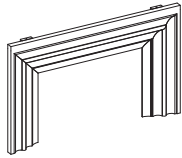
x1  
Left Wall

**C**



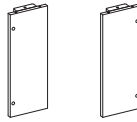
x1  
Right Wall

**D**



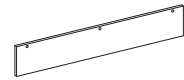
x1  
Face Frame

**E**



x2  
Opening Plate

**F**



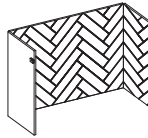
x1  
Upper Opening Plate

**G**



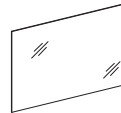
x1  
Heater Top Panel

**H**



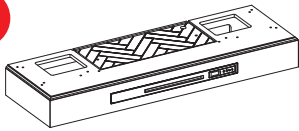
x1  
Fireplace Brick Wall

**I**



x1  
Fireplace Glass Front

**J**



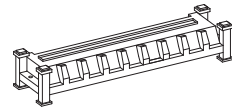
x1  
Base And Heater

**M**



x1  
Fire Log

**N**



x1  
Fireplace Grate

**O**



x1  
Remote Control (Battery Inside)

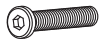
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# HARDWARE LIST

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Ø1/4"\*1-1/4"

**AA**

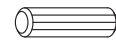
x25  
Bolt



19D\*1.5mm

**BB**

x25  
Washer



Ø8\*30mmL

**CC**

x18  
Wooden Dowel



Ø5/32"\*1-1/8"

**DD**

x2  
Small Bolt



Ø7\*12mmL

**EE**

x2  
Screw



**FF**

x1  
Touch-up Pen



**GG**

x1  
Allen Wrench

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## PREPARATION

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Before beginning assembly of product, make sure all parts are present. Compare parts with package contents list and hardware contents list. If any part is missing or damaged, do not attempt to assemble the product.

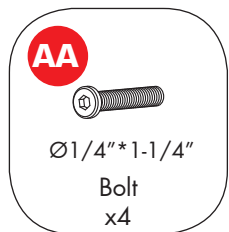
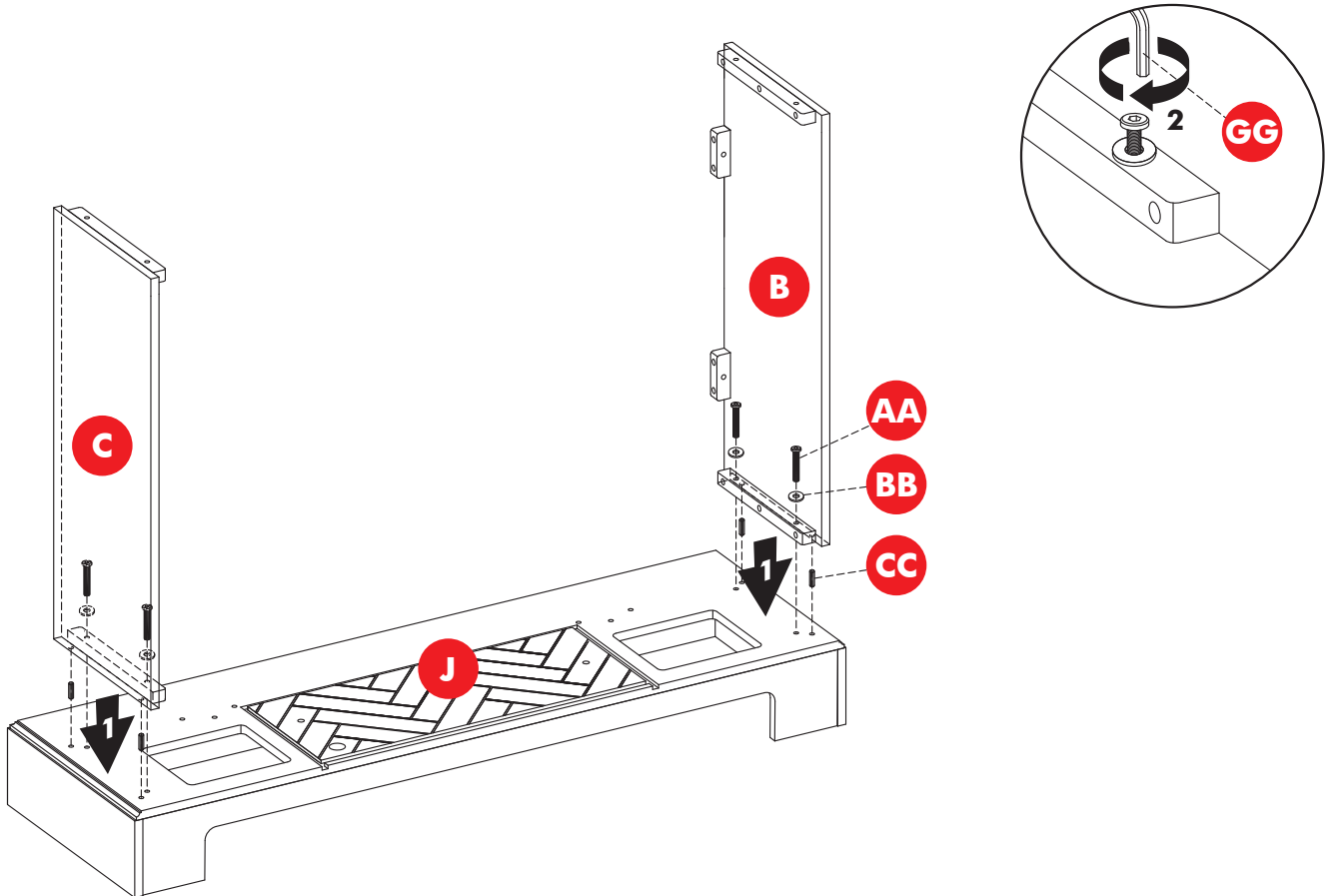
**Estimated Assembly Time:** 45 minutes.

**Tools Required for Assembly** (not included): Phillips screwdriver.

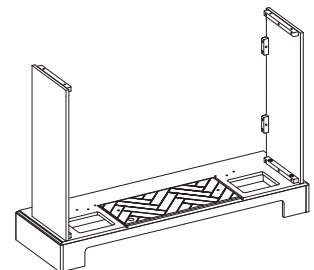
# STEP 1

Insert four wooden dowels (CC) into the holes on the base and heater (J). Align the right wall (C) with the inserted wooden dowels and lower into place. Secure the right wall (C) to the base and heater (J) with two washer (BB) and two bolts (AA) using the Allen Wrench provided (GG) as shown in the diagram. Fully tighten bolts.

Repeat this process to attach the left wall (B).



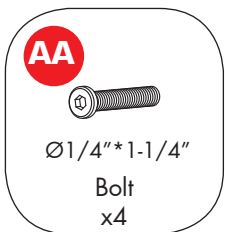
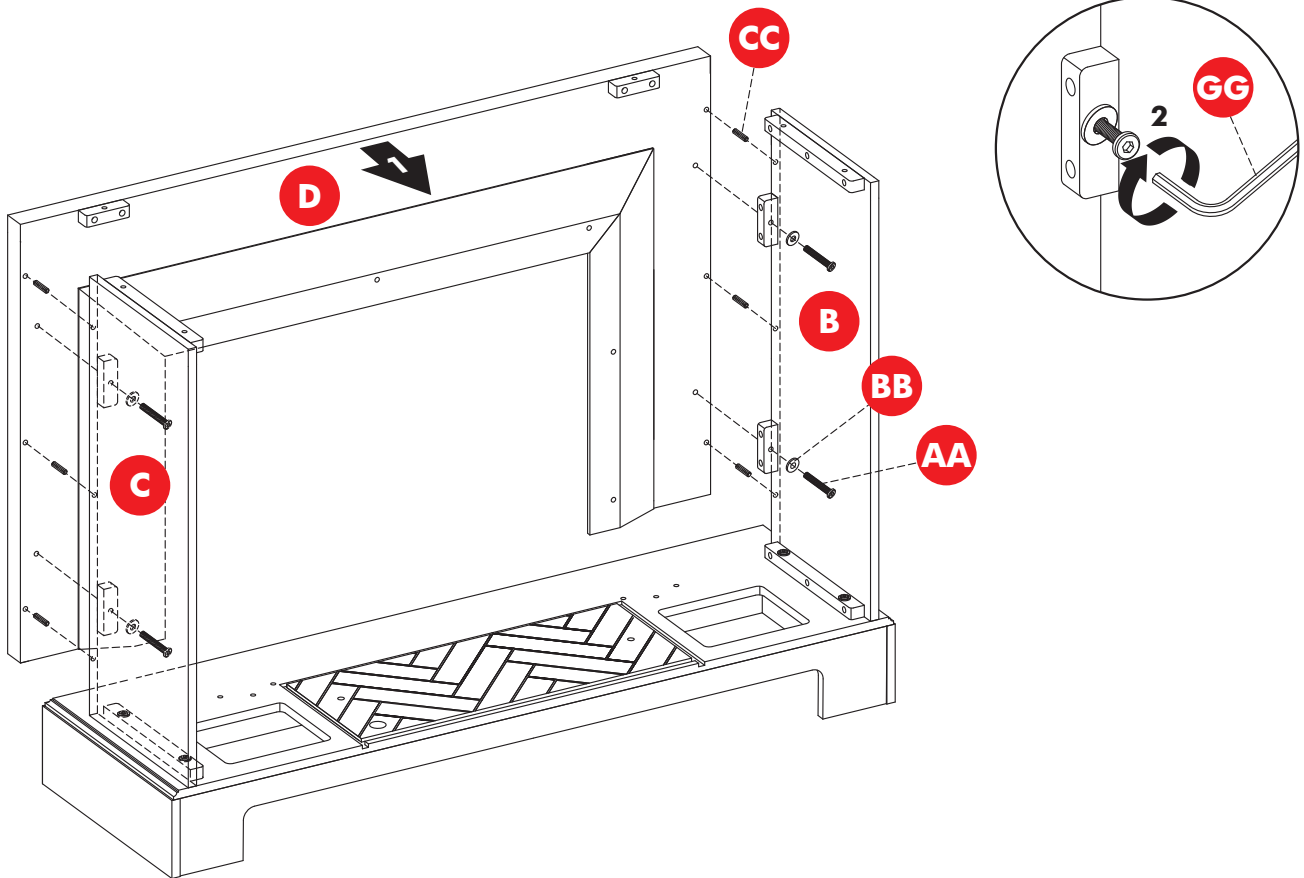
Assembled View:



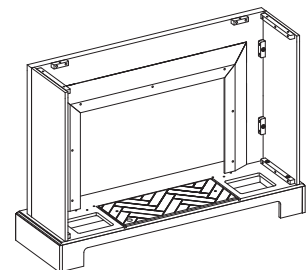


## STEP 2

Insert six wooden dowels (CC) into the holes on the face frame (D). Align the holes on the face frame (D) with the corresponding holes on the left wall (B) and right wall (C). Secure the face frame (D) in place with four washers (BB) and four bolts (AA) using the Allen Wrench provided (GG) as shown in the diagram. Fully tighten bolts.



Assembled View:



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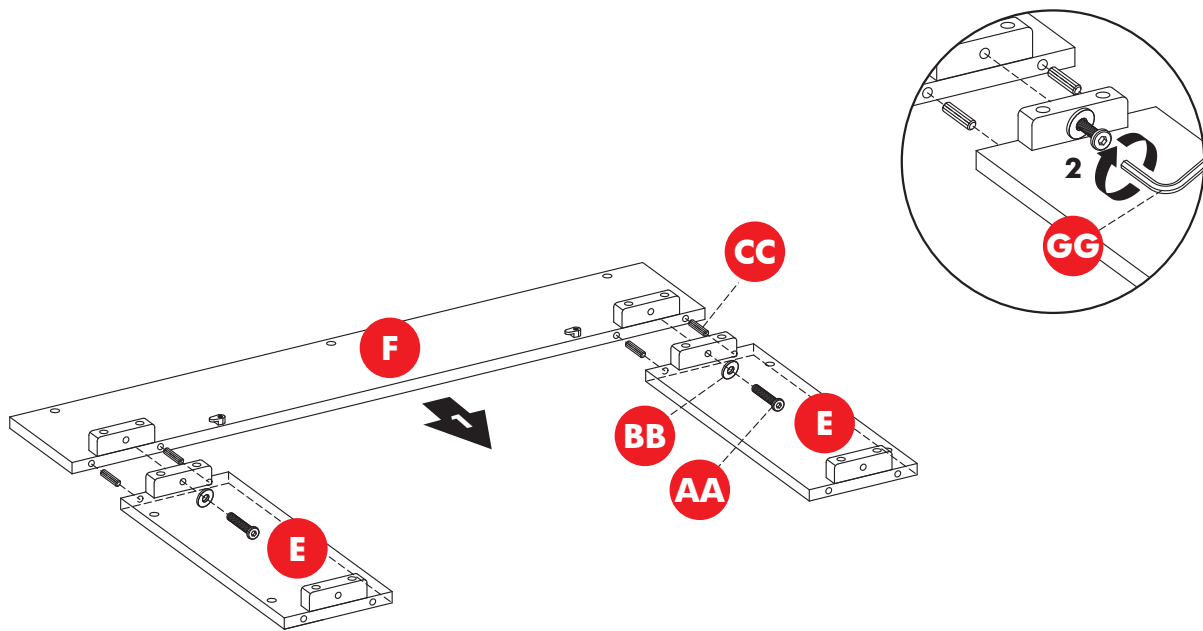
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## STEP 3

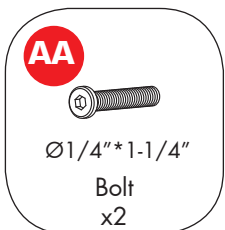
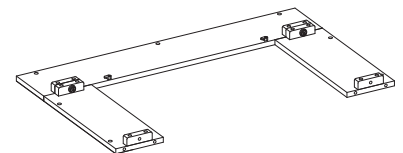
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Insert four wooden dowels (CC) into the bottom holes of the upper opening plate (F), align and attach the upper opening plate (F) to the opening plates (E). Secure the opening plates (E) to the upper opening plate (F) with two washers (BB) and two bolts (AA) using the Allen Wrench provided (GG) as shown in the diagram. Fully tighten bolts.



Assembled View:



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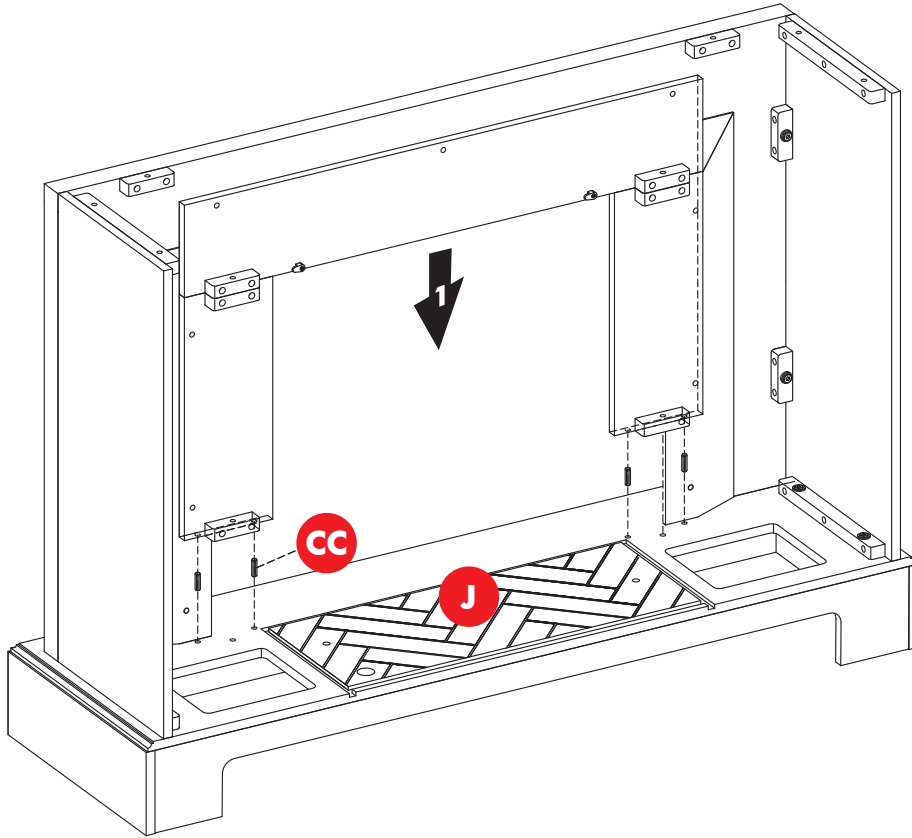
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## STEP 4

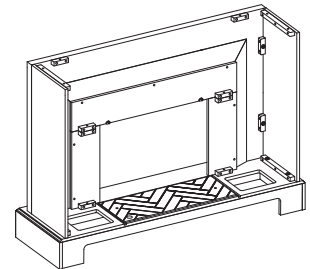
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Insert four wooden dowels (CC) into the holes on the base and heater (J). Align the assembled panels from step 3 with the inserted wooden dowels (CC) and lower into place as shown in the diagram.

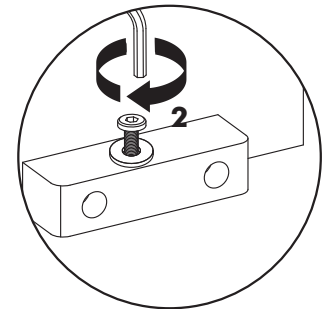
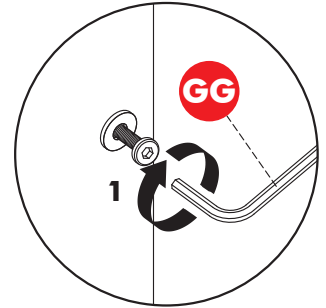
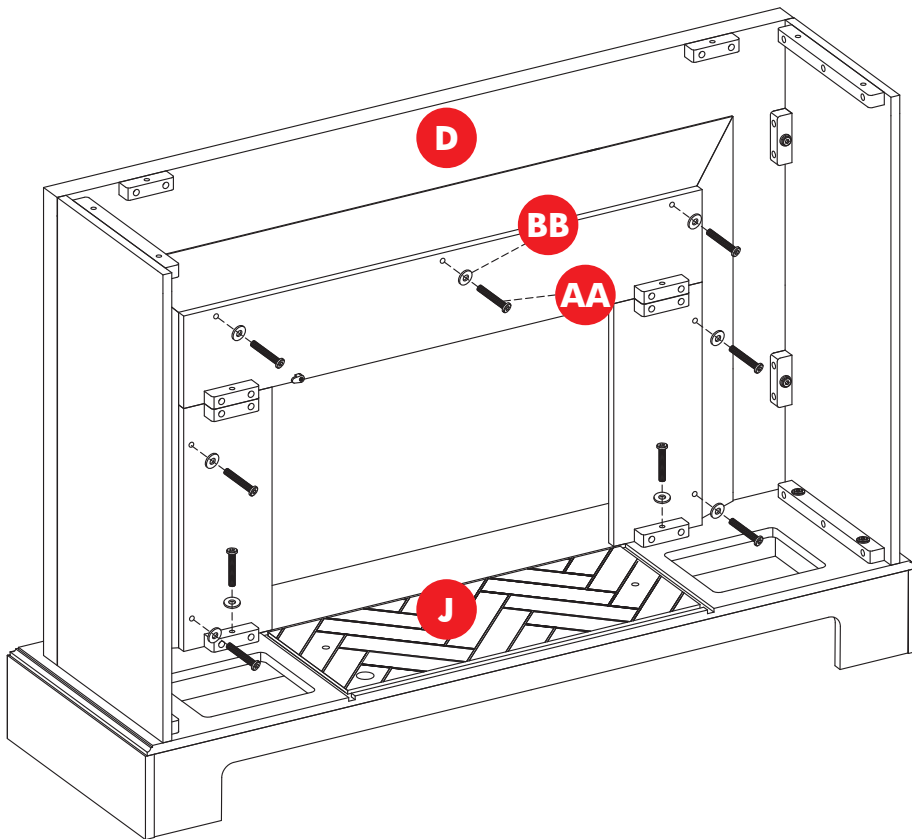


Assembled View:

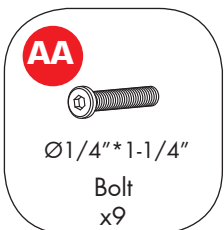
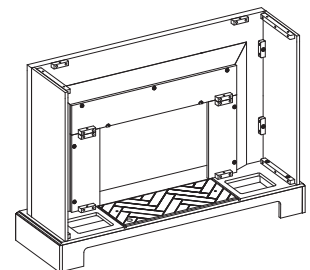


# STEP 5

Align the holes in the assembled panels from step 3 with the holes in the face frame (D) and secure the panels together with nine washers (BB) and nine bolts (AA) using the Allen Wrench provided (GG) as shown in the diagram. Fully tighten bolts.

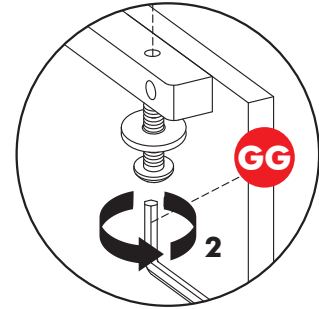
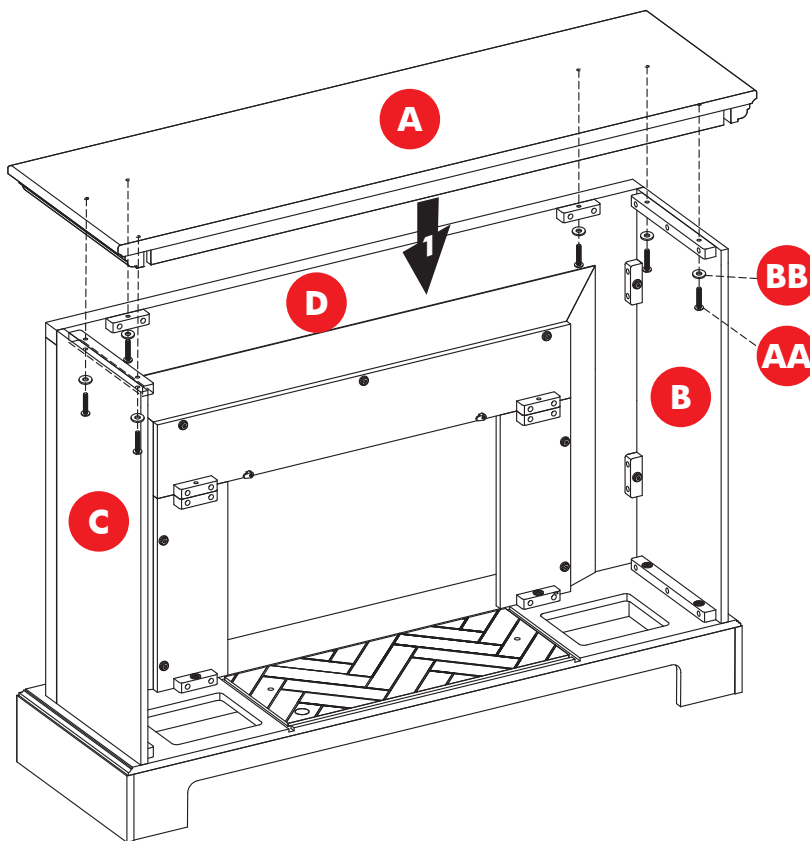


Assembled View:

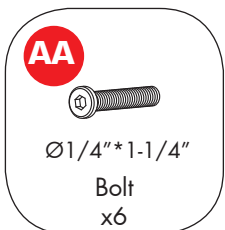
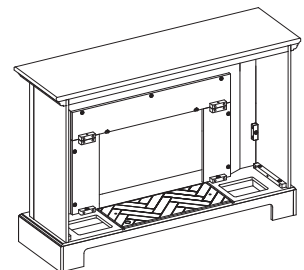


# STEP 6

Align the holes in the assembled panels with the holes in the top (A) and secure from underneath with six washers (BB) and six bolts (AA) using the Allen Wrench provided (GG) as shown in the diagram. Fully tighten bolts.



Assembled View:



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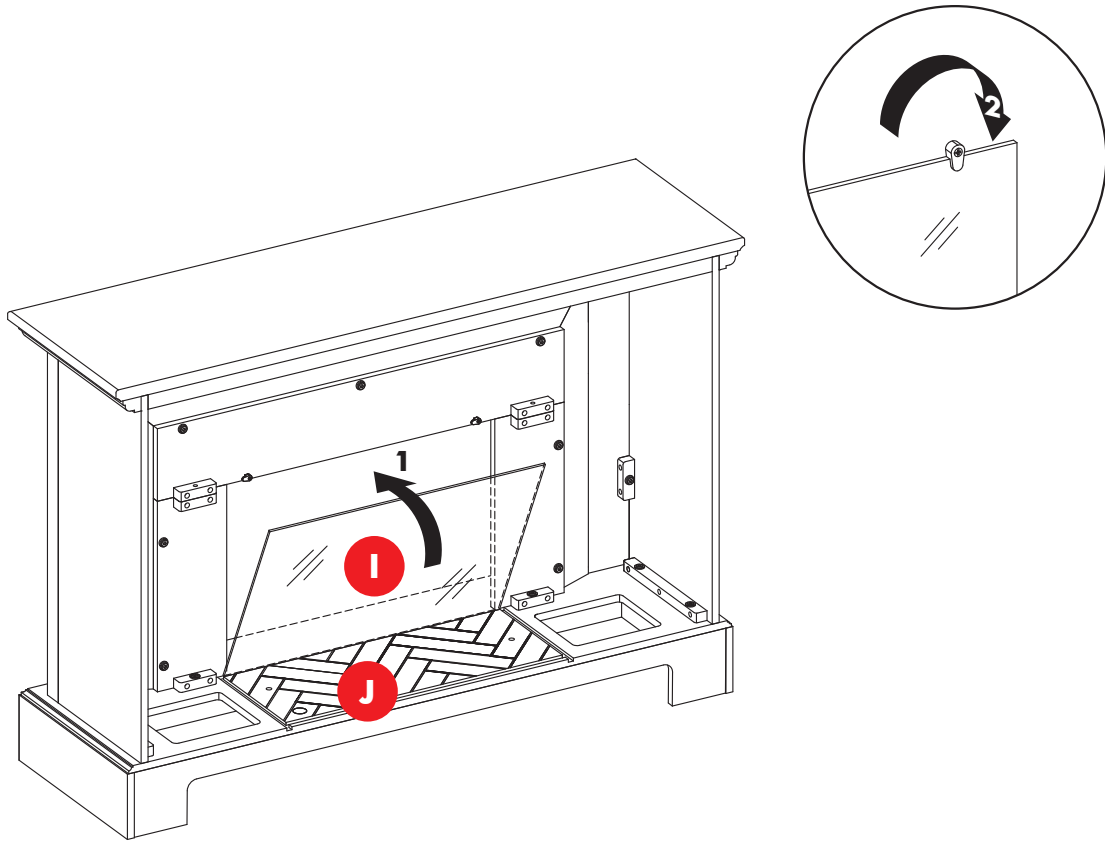
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## STEP 7

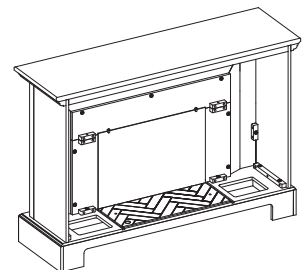
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From behind the assembly, attach the fireplace glass front (I) by carefully lowering it into the front groove on the base and heater (J). Secure the glass by turning the pre-assembled plastic knobs.



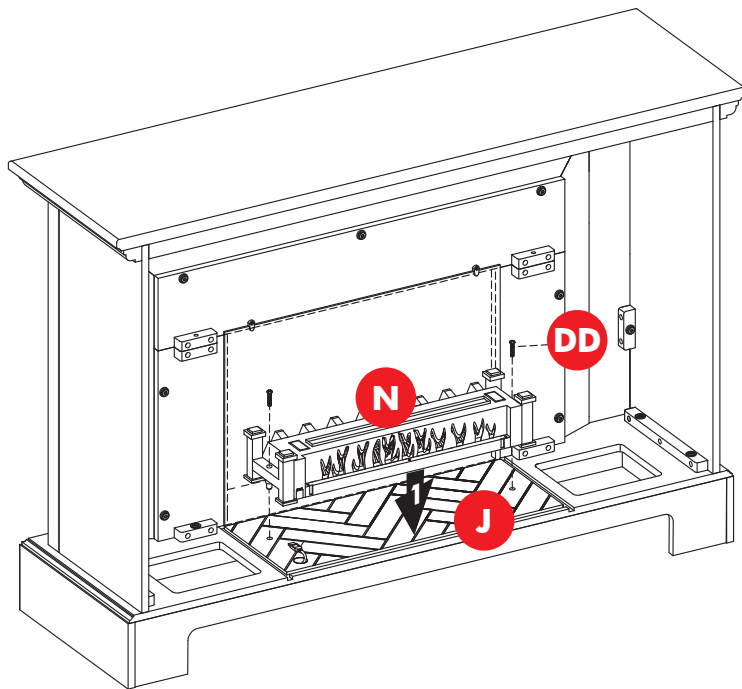
Assembled View:



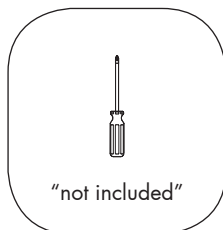
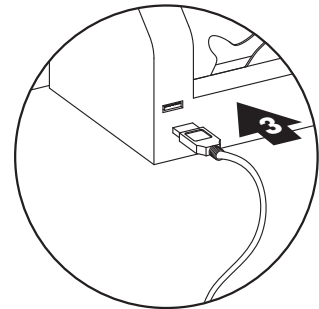
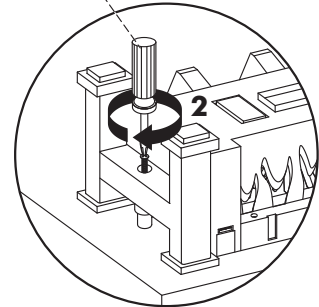
## STEP 8

Position the fireplace grate (N) by inserting the bottom pins of the fireplace grate (N) into the holes on the base and heater (J). Secure the fireplace grate (N) in place by tightening two small bolts (DD) with a Phillips screwdriver.

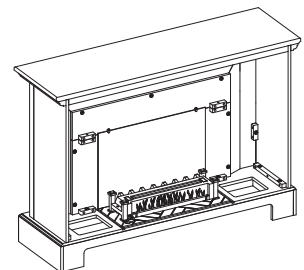
Attach the USB cable from the heater to the USB port behind the fireplace grate (N).



"Phillips screwdriver  
not included"



Assembled View:

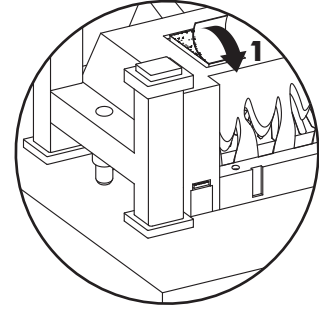
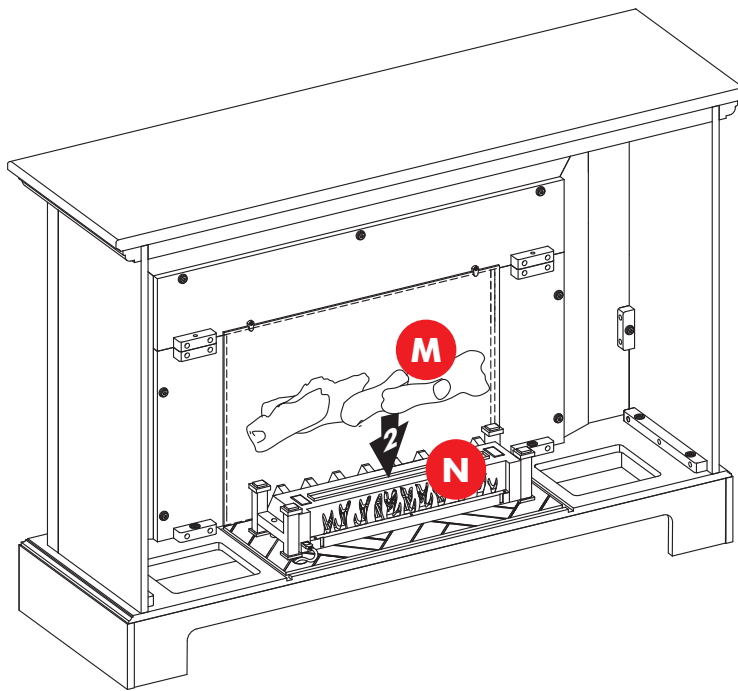


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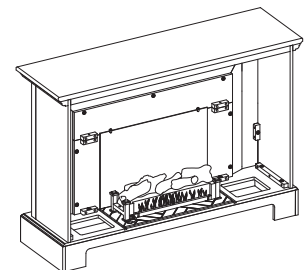
## STEP 9

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Remove the film from the adhesive on the top of the fireplace grate (N) and place the fire log (M) on the center of the fireplace grate (N).



Assembled View:





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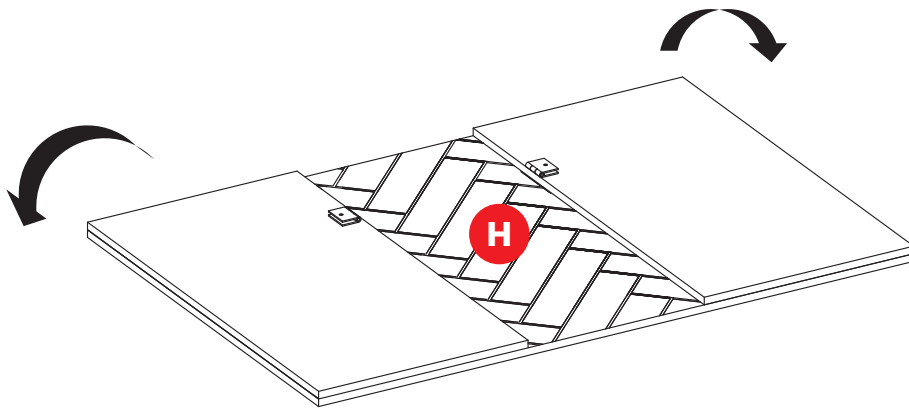
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# STEP 10

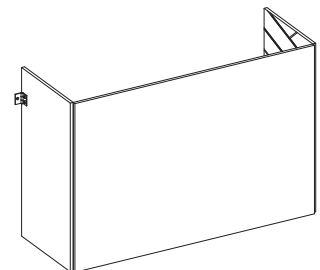
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Unfold the fireplace brick wall (H) and brackets.

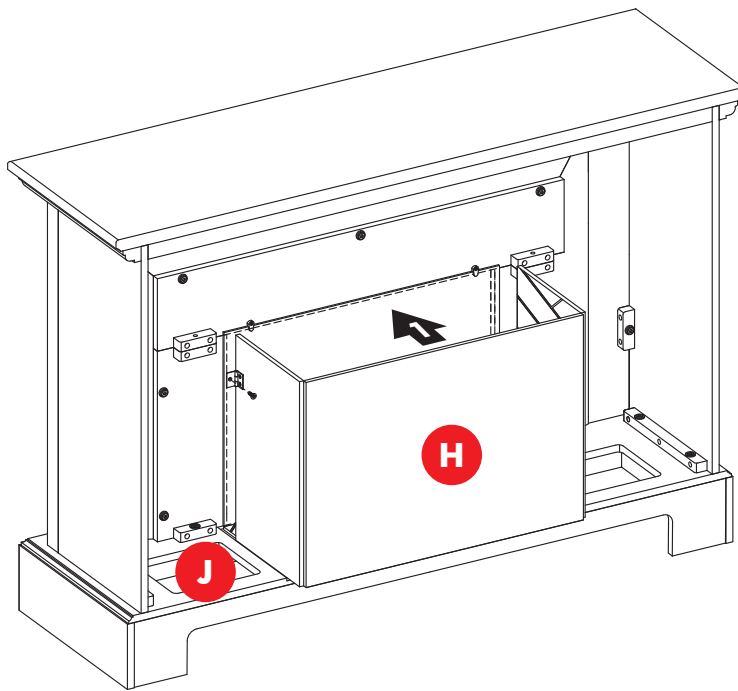


Assembled View:

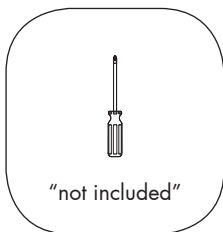
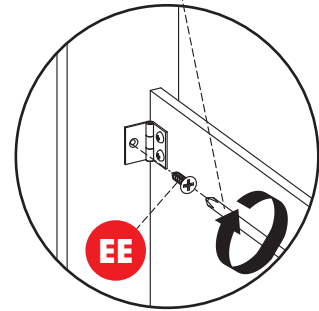


# STEP 11

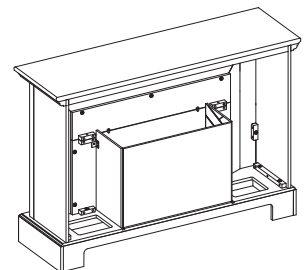
Insert the fireplace brick wall (H) into the mantel, slotting it into the grooves on the base and heater (J). Secure it by placing two screws (EE) into the bracket.



**"Phillips screwdriver  
not included"**



Assembled View:



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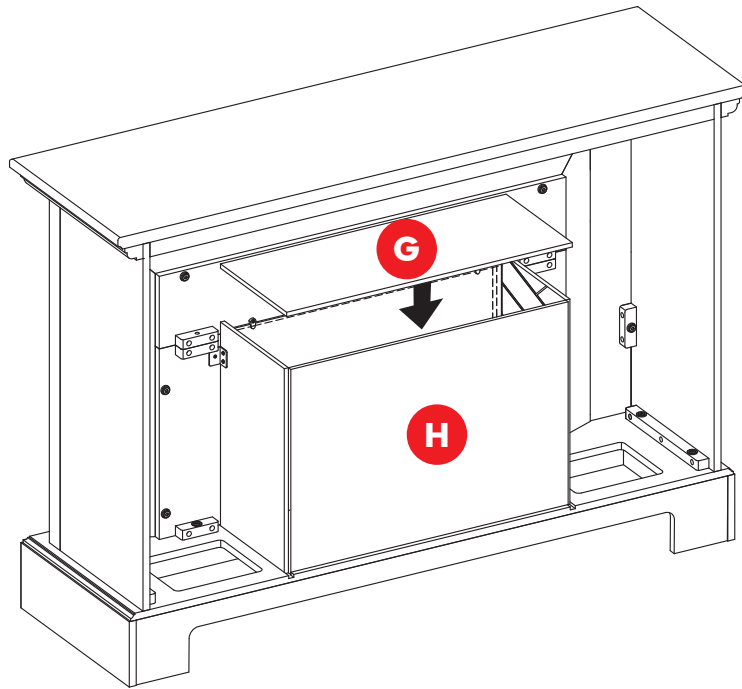
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## STEP 12

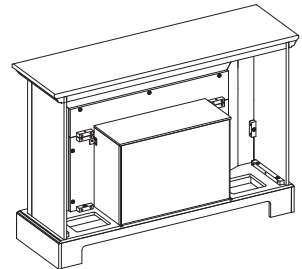
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Place the heater top panel (G) on top of the firebox with corner bumpers facing inward.



Assembled View:



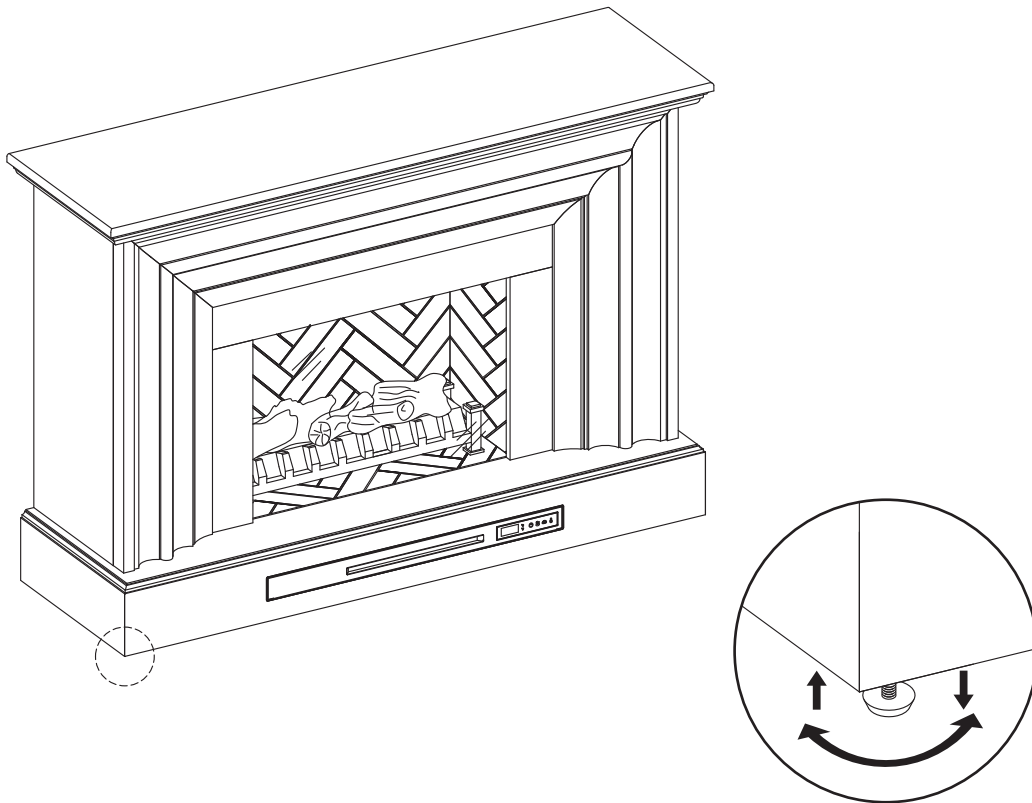
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## STEP 13

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**NOTE:** Use the pre-assembled levelers on the base of the fireplace to level the unit. Twist the levelers counter-clockwise to increase the height, twist clockwise to decrease the height.

Assembly is now complete. With the help of another person, move the assembly to the final desired location. Once in final position you may plug the heater into the power outlet.



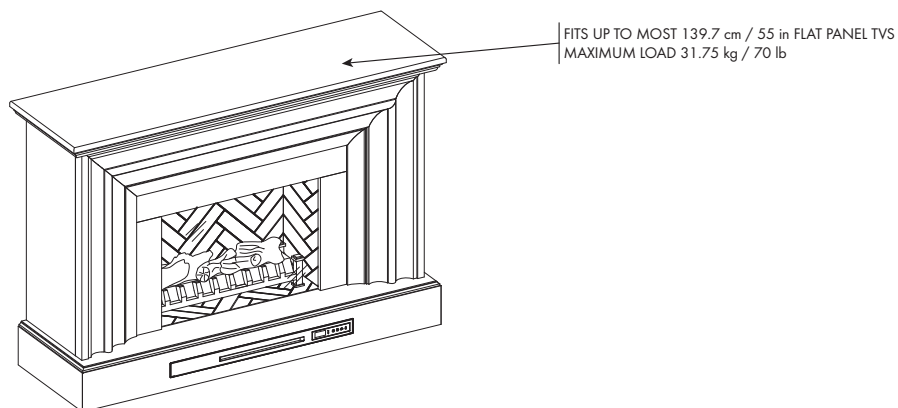
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# MAXIMUM RECOMMENDED WEIGHT LOADS

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## **WARNING**

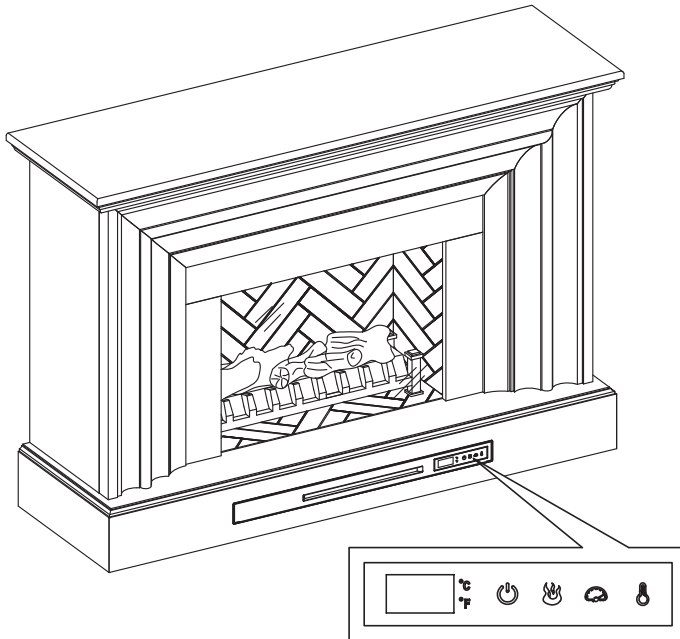
For use with televisions weighing 70 lbs or less.  
Use with heavier televisions may result instability causing tip over resulting in death or serious injury.



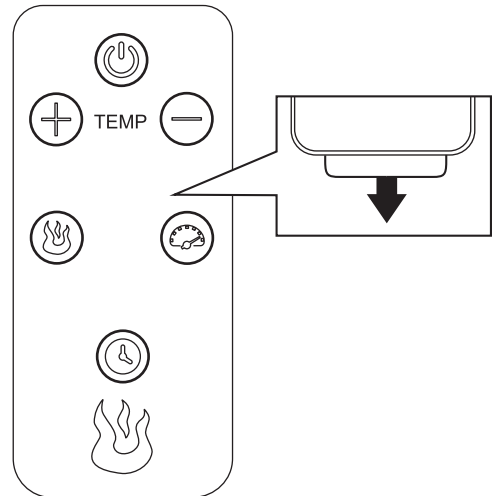
SKU#810617767/ITEM#1926FM-23-413  
DISTRIBUTION: Greentouch Home Limited  
ADDRESS: Room 4007, Central Plaza, 18 Harbour Road, Wanchai, Hong Kong  
COUNTRY OF ORIGIN: VIETNAM  
MANUFACTURE DATE: MAY, 2023  
(This date is accordance with the actual manufacture date.)

# OPERATING INSTRUCTIONS

## Control Panel



## Remote Control



To use the remote control, first remove the plastic tab by gently pulling it out of remote control.

## Controls and Display

The control panel will display the heater setting when the unit power is turned ON. Whichever control icon you press will display the current setting of the corresponding function. Press the control icon again to adjust the setting. Following adjustment of any setting(s), the unit will resume to display the heater setting after 5 seconds.



### Power Function

- When the unit is plugged-in but not in use, F or C will illuminate to indicate that it is in stand-by mode.
- Press the POWER ICON to turn the main power to the unit ON or OFF.
- When the unit is powered ON, the control panel will display the heater setting to indicate the unit has power.
- Functions stored in memory will resume at the last setting.
- When the unit is powered OFF, the fan will continue to blow for a 40 second cool-down cycle prior to shutting down (a countdown will be displayed).



### Flame Brightness Function

- Press the FLAME BRIGHTNESS ICON to display the current flame brightness setting.
- Press the FLAME BRIGHTNESS ICON again to scroll down through the flame brightness settings: 5, 4, 3, 2, 1, or (OFF).



### Flame Speed Function

- Press the FLAME SPEED ICON to display the current flame speed setting.
- Press the FLAME SPEED ICON again to scroll down through the flame speed settings: 5, 4, 3, 2, 1.



### Sleep Timer Function (Remote Control Only)

- The Sleep TIMER function will set a countdown to shut down the unit's main power.
- Press the TIMER ICON to display the current Sleep Timer setting.
- Press the TIMER ICON again to scroll through the timer settings, which are: 30 (minutes), 1H, 2H, 3H, 4H, 5H, 6H, 7H, 8H, 9H, or (OFF).
- When the timer reaches zero, it will turn OFF the main power and will maintain all the settings in memory.

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# OPERATING INSTRUCTIONS (CONT'D)

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## Heater Function (Control Panel Only)

- Press the HEATER ICON to display the current heater setting.
- Press the HEATER ICON again to scroll down through the heater settings.  
**Note:** Long-hold the icon to quickly scroll through settings.
- Set the heater to "HI" (High) to have the heater run continually.
- Set the heater to "oF" (OFF) to use the flame functions without heat.
- This heater has a thermostat sensor to control the ambient temperature in the surrounding area of the fireplace. The heater will cycle ON and OFF to maintain the selected temperature. The thermostat setting range is 90°F (32°C) to 65°F (18°C), HI (High) and oF(OFF).  
**Note:** This may not exactly match the room thermostat reading as their sensors are located in different areas.
- Hold down the FLAME SPEED ICON for 10 seconds to toggle between Fahrenheit and Celsius. "F" or "C" will be displayed on the control panel (°F/°C can only be toggled from the control panel and will not work if using the remote control).
- See HEATER OVERRIDE section to disengage the heater.



## Adjusting the Heater Setting from the Remote Control

- You can scroll upwards or downwards through the heater settings using the remote control for added convenience.
- Press the PLUS ICON to scroll upwards through the heater settings.
- Press the MINUS ICON to scroll downwards through the heater settings.



## HEATER OVERRIDE

The power to the heater can be disengaged to prevent the heater from being accidentally or unintentionally powered on. This feature is primarily added to help prevent children from powering on the heater when it is not desired.

**Note:** The heater override can only be set from the control panel and will not work if using the remote control.

- First turn the main power OFF. Press the POWER ICON; as the heater setting display is flashing, press the POWER ICON again and long-hold 20 seconds. The E3 symbol will display to indicate that the heater is now disengaged.
- **Note:** The Flame and Timer functions will operate normally. Only the heater is disengaged.
- Repeat the same process to re-engage the heater function. The E3 symbol will change back to display the heater setting when the heater is re-engaged.

## MEMORY FUNCTION

- This unit has a memory function that allows you to turn off the MAIN POWER and retains all the other function settings (excluding the SLEEP TIMER function).

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# CARE AND MAINTENANCE

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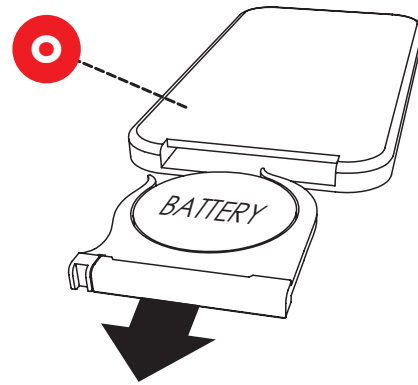
- Make sure the unit is turned OFF, unplugged and the heating elements of heater are cool whenever you are cleaning the heater or fireplace.
- Clean the metal trim using a water-dampened soft, clean cloth. **DO NOT** use brass polish or household cleaners as these products will damage the metal trim.
- The motors used on the fan and the flame generator assembly are pre-lubricated for extended bearing life and require no further lubrication. However, periodic cleaning/vacuuming of the fan/heater and air intake/output vents are recommended.
- When the heater is not in use, the power cord should be stored properly to avoid contact with hot or sharp objects.
- Any other servicing should be performed by an authorized service representative.
- Tips for using touch-up pen (FF): For scratches, stroke in direction of scratch. For worn areas, stroke in the direction of wood grain. Rub excess colorant promptly with a soft cloth.

## Replacing the Remote-Control Battery

When the remote control (O) stops operating or its range seems reduced, it is time to replace the battery.

**Note:** The battery should be removed if the product is to be left unused for a long time.

1. The battery compartment is located on the back end of the remote control (O).
2. Press the small tab inward as you slide the battery door open and remove the old battery.
3. Insert a new CR2025 lithium battery (not included), checking that the + and - sides of the battery match the inside of the battery compartment.
4. Re-insert the battery door.



**Note:** Non-rechargeable battery is not to be recharged. Exhausted battery is to be removed from the product. Harmful if swallowed.

## Disposal of Used Battery

A battery may contain hazardous substances that could be endangering 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 shall be left at the appropriate collection point for recycling.
- By ensuring the used battery is disposed of correctly, you will help prevent potential negative consequences for the environment and human health. The recycling of materials will help to conserve natural resources.
- Do not dispose of battery in fire. Battery may explode or leak.



For more information about collection and recycling of used battery, please contact your local municipality, your waste disposal service or the point-of-sale where you purchased this battery.



# TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Error E1 displayed on control panel.	The overheat sensor has been engaged.	Unplug unit, wait 15-20 minutes, then the sensor will reset itself. Plug the unit back in and turn on the heater. If the problem persists, call customer service. <b>Note:</b> The other functions will work normally excluding the heater.
Error E2 displayed on control panel.	The thermostat sensor is broken or not working correctly.	Unplug unit, wait 15-20 minutes, then the sensor will reset itself. Plug the unit back in and turn on the heater. If the problem persists, call customer service. <b>Note:</b> The other functions will work normally excluding the heater.
Error E3 displayed on control panel.	Heater override function is engaged.	See page 21 Heater Override Section for more details.
No power.	The unit does not have power.	Check that the power cord is securely plugged into a standard 120V outlet. Then check to make sure the unit is powered on.
No flame effect but the unit is powered on.	The flame effect is powered off.	Push the flame brightness button until desired level is achieved.
	USB cable.	Connect the USB cable into the USB port behind the Fireplace Grate.
Heater and blower do not power on but rest of functions are working.	Heater setting.	Set the heater to "HI" (High) to have the heater run continually.
Power cord gets warm to the touch.	Normal operation.	This is normal for a heater appliance as it requires more current to operate. Check the connections of the appliance cord and the outlet. Make sure the plug fits tightly into the outlet. During use, check the plug and outlet frequently to determine if it is HOT; if so, discontinue use of the appliance and consult with a qualified technician to check or change the overheating outlet(s).
Remote control does not work.	Weak or failing battery.	Replace with 1 CR-2025 battery (See page 22 for more information).
Remote control signal is weak and only work sometimes.	Pressing the buttons too quickly.	Press the buttons slowly and steadily to ensure the transmitter recognizes the request.
	Using the remote control too far away or at an off angle.	Move closer to the insert; the remote control will only work within a distance of 20 feet and 45 degrees to either side from the front of the fireplace insert.
Fan motor continues to blow after the unit is powered off.	Normal operation.	This is a standard feature; the blower runs for an additional time to cool off the heater tubes.

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# ONE-YEAR LIMITED WARRANTY

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The manufacturer warrants that your new electric fireplace is free from manufacturing and material defects for a period of one year from date of purchase, subject to the following conditions and limitations.

Install and operate this electric fireplace in accordance with the installation and operating instructions furnished with the product at all times. Any unauthorized repair, alteration, willful abuse, accident, or misuse of the product shall nullify this warranty.

This warranty is non-transferable, and is made to the original owner, provided that the purchase was made through an authorized supplier of the product.

The warranty is limited to the repair or replacement of part(s) found to be defective in material or workmanship, provided that such part(s) have been subjected to normal conditions of use and service, after said defect is confirmed by the manufacturer's inspection.

The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of the defective part(s).

Any installation, labor, construction, transportation, or other related costs/expenses arising from defective part(s), repair, replacement, or otherwise of same, will not be covered by this warranty, nor shall the manufacturer assume responsibility for same.

The owner/user assumes all other risks, if any, including the risk of any direct, indirect or consequential loss or damage arising out of the use, or inability to use the product, except as provided by law.

All other warranties-expressed or implied-with respect to the product, its components and accessories, or any obligations/liabilities on the part of the manufacturer are hereby expressly excluded.

The manufacturer neither assumes, nor authorizes any third party to assume on its behalf, any other liabilities with respect to the sale of the product.

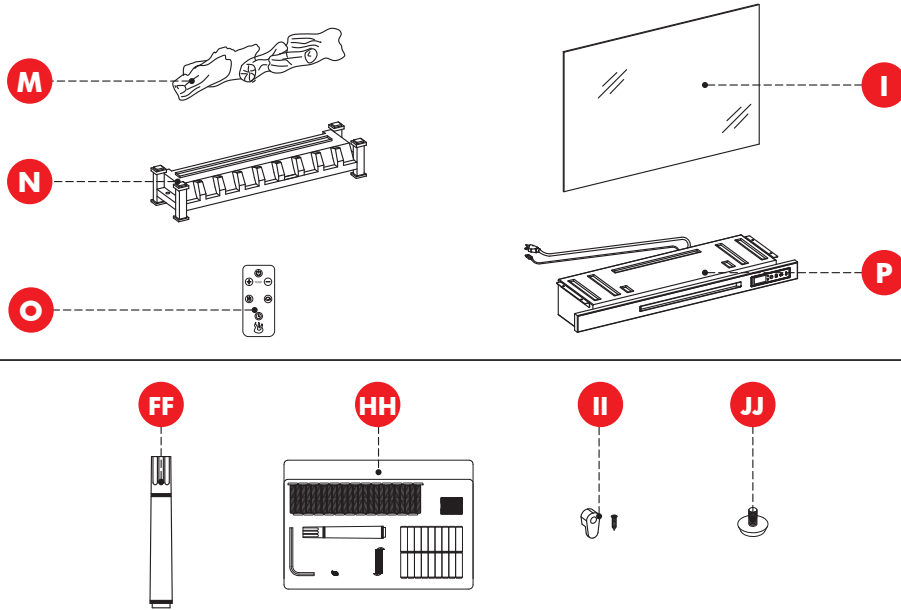
The warranties as outlined within this document do not apply to non-accessories used in conjunction with the installation of this product.

This warranty is void if:

1. The fireplace is subjected to prolonged periods of dampness or condensation.
2. Any unauthorized alteration, willful abuse, accident, or misuse of the product.
3. You do not have the original receipt of purchase.

# REPLACEMENT PARTS LIST

For replacement parts, call our customer service department at 1-855-571-1044, 9 a.m. - 5 p.m., EST, Monday - Friday.



PART	DESCRIPTION	PART #
I	Fireplace Glass Front	1926FM-23-GLASS FRONT
M	Fire Log	FIRE LOG 1
N	Fireplace Grate	GRATE A
O	Remote Control	RC-HE85EL02
P	Heater-black	KDI-02-26-M
FF	Touch-up Pen	OX-0180Y
HH	KD Hardware Pack	1926FM-23-413-HARDWARE PACK
II	Glass Clips	GLASS CLIPS
JJ	Leveler	T-1007

