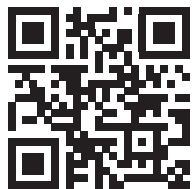


ASSEMBLY INSTRUCTIONS

ITEM#: 2721 FM-32-201

SKU#: 810617768

73.5 in. 2-TONE FIREPLACE CONSOLE



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
at 1-855-571-1044 9 a.m. - 5 p.m., EST, Monday - Friday.
www.greentouchhome.com

GENERAL BEST PRACTICES FOR ASSEMBLY:

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

SAFETY INFORMATION

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.

SAFETY INFORMATION (CONT'D)

- This product is intended to fit most plasma and LCD televisions (up to 80 inches and weighing a maximum of 120 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

! SAFETY INFORMATION (CONT'D)

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

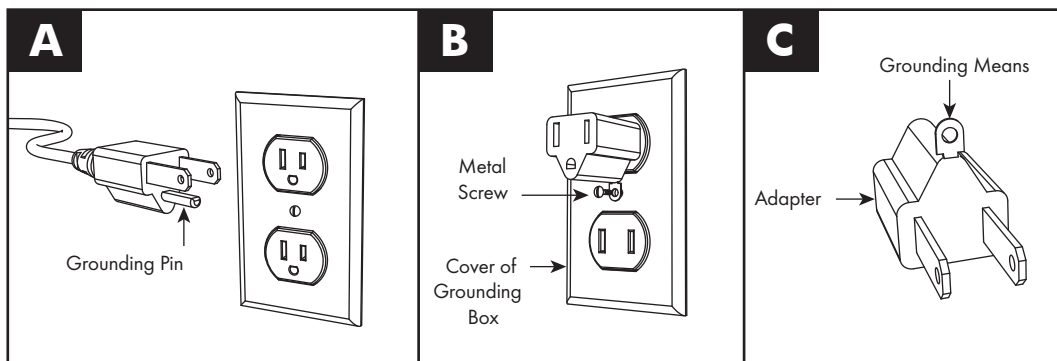
- To disconnect this appliance, turn controls to the **OFF** position, then remove plug from outlet.
- **ONLY** connect to properly grounded outlets.
- This appliance, when installed, must be electrically grounded in accordance with local codes, with the current CSA C22.1 Canadian Electrical Code or 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

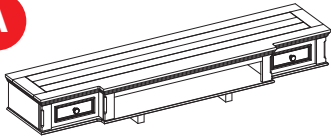
- This heater is for use on 120 volt. The cord has a plug as shown below. See illustration or grounding instruction. An adapter as shown at C is available for connecting three-blade grounding type plugs to two-slot receptacles. The green grounding plug extending from the adapter must be connected to 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

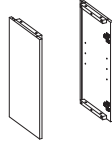
PARTS LIST

A



x1
Top

B



x2
Outer Wall

C



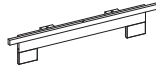
x1
Left Middle Wall

D



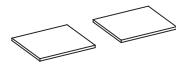
x1
Right Middle Wall

E



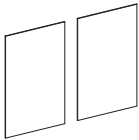
x1
Upper Opening Panel

F



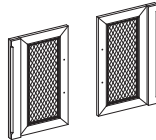
x2
Shelf

G



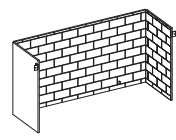
x2
Back Panel

H



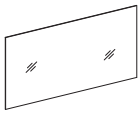
x2
Door

I



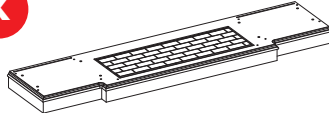
x1
Fireplace Brick Wall

J



x1
Fireplace Glass Front

K



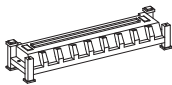
x1
Base

M



x1
Fire Log

N



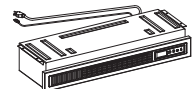
x1
Fireplace Grate

O





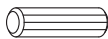
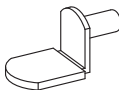

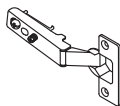

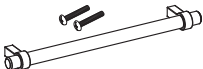





x1
Remote Control (Battery Inside)

P



x1
Heater

HARDWARE LIST

| | | | |
|---|--|---|---|
|  $\varnothing 1/4" \times 1-1/4"$ AA x18 Bolt |  19D*1mm BB x18 Washer |  $\varnothing 8 \times 30\text{mmL}$ CC x23 Wooden Dowel |  DD x8 Shelf Pin |
|  EE x8 Back panel mounting hardware with screw |  FF x4 Hinge |  $\varnothing 6 \times 14\text{mmL}$ GG x8 Hinge Screw |  HH x2 Door Pull |
|  II x1 Allen Wrench |  $\varnothing 6 \times 12\text{mmL}$ JJ x4 Screw |  $\varnothing 8 \times 28\text{mmL}$ KK x4 Long Screw |  $\varnothing 5/32" \times 1-1/8"$ LL x2 Small Bolt |
|  MM x1 Touch-up Pen | | | |

PREPARATION

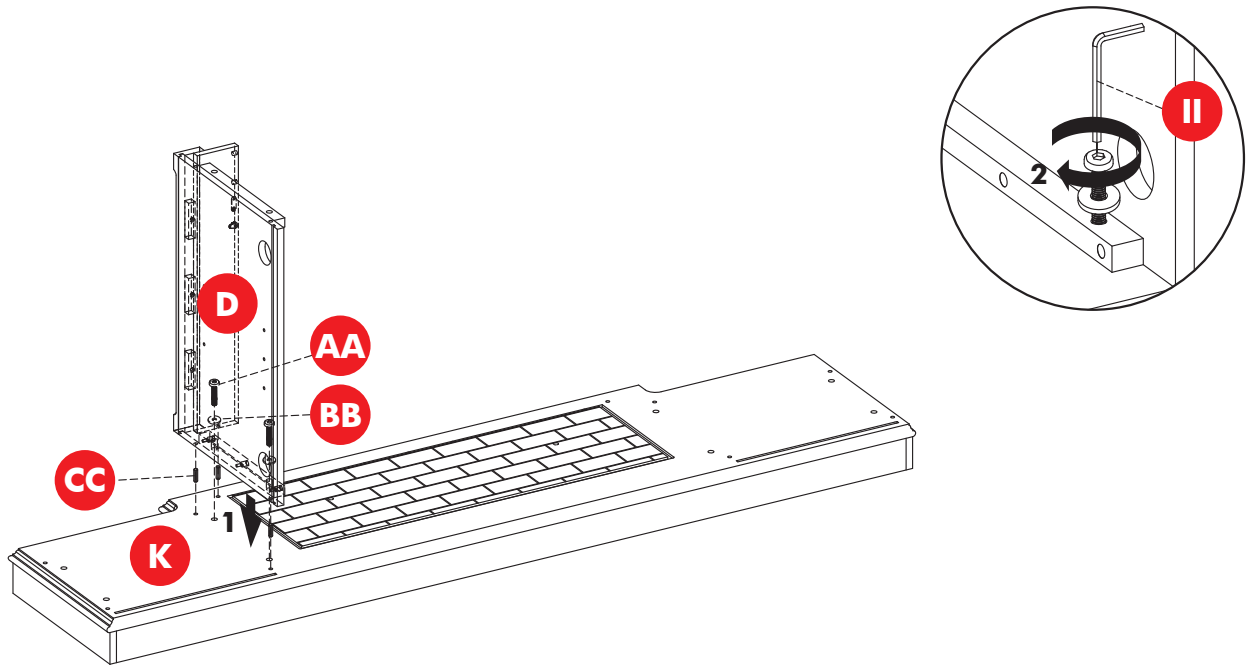
Before beginning assembly of product, make sure all parts are present. Compare parts with package contents list and hardware contents list. If any part is missing or damaged, do not attempt to assemble the product.

Estimated Assembly Time: 45 minutes.

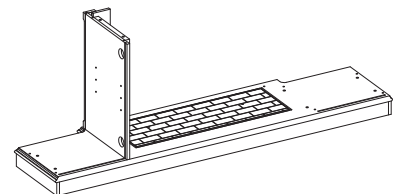
Tools Required for Assembly (not included): Phillips screwdriver.

STEP 1

Insert three wooden dowels (CC) into the holes of the base (K). Align the right middle wall (D) with the inserted wooden dowels and lower into place. Secure the right middle wall (D) to the base (K) with two washer (BB) and two bolts (AA) using the Allen Wrench provided (II) as shown in the diagram. Fully tighten bolts.



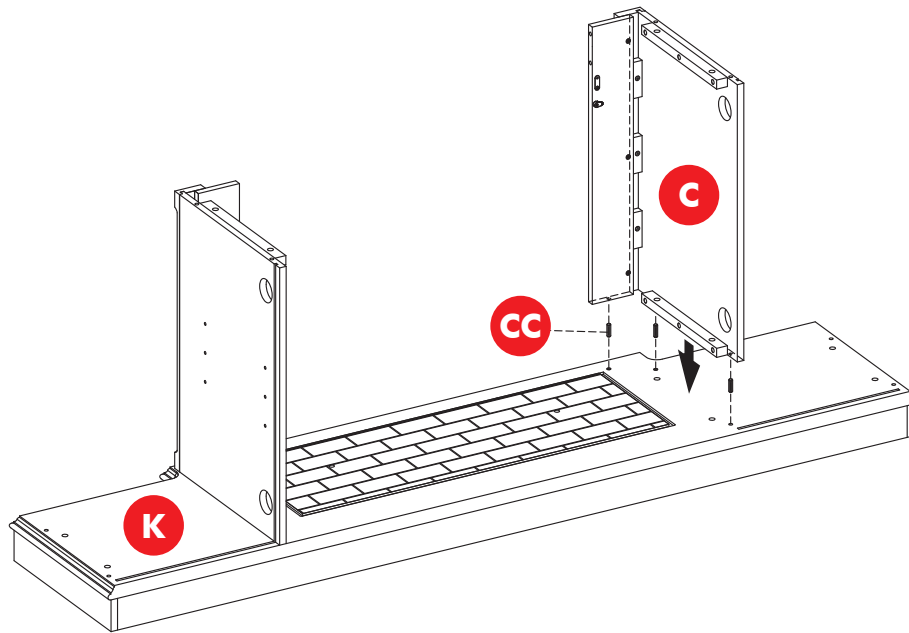
Assembled View:



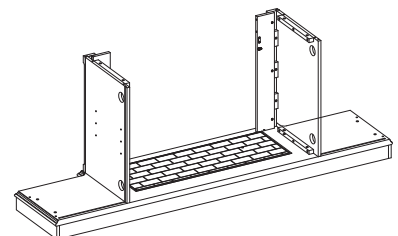
STEP 2

Insert three wooden dowels (CC) into the holes of the base (K). Align the left middle wall (C) with the inserted wooden dowels and lower into place.

NOTE: Do not secure left middle wall (C) yet until the upper opening panel (E) is attached at step 4.

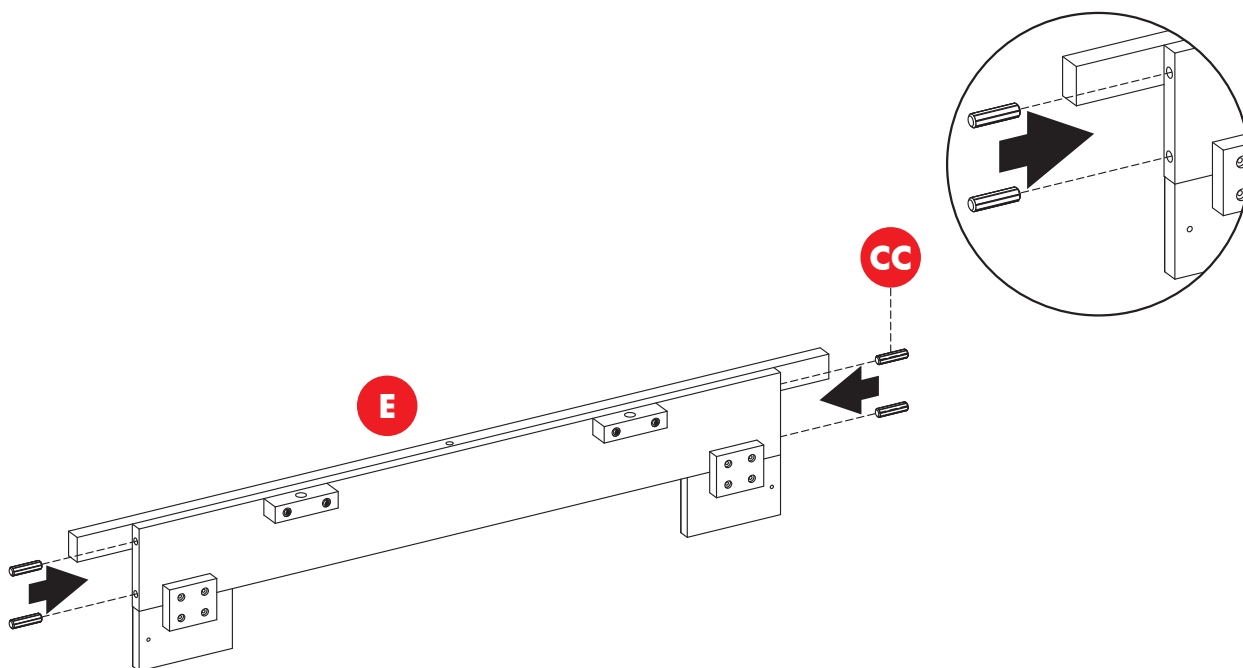


Assembled View:

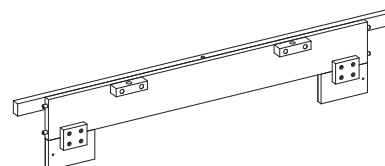


STEP 3

Insert two wooden dowel (CC) into each side of upper opening panel (E).



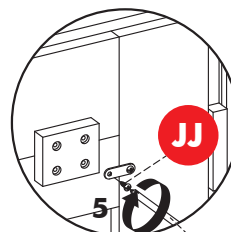
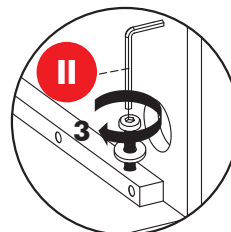
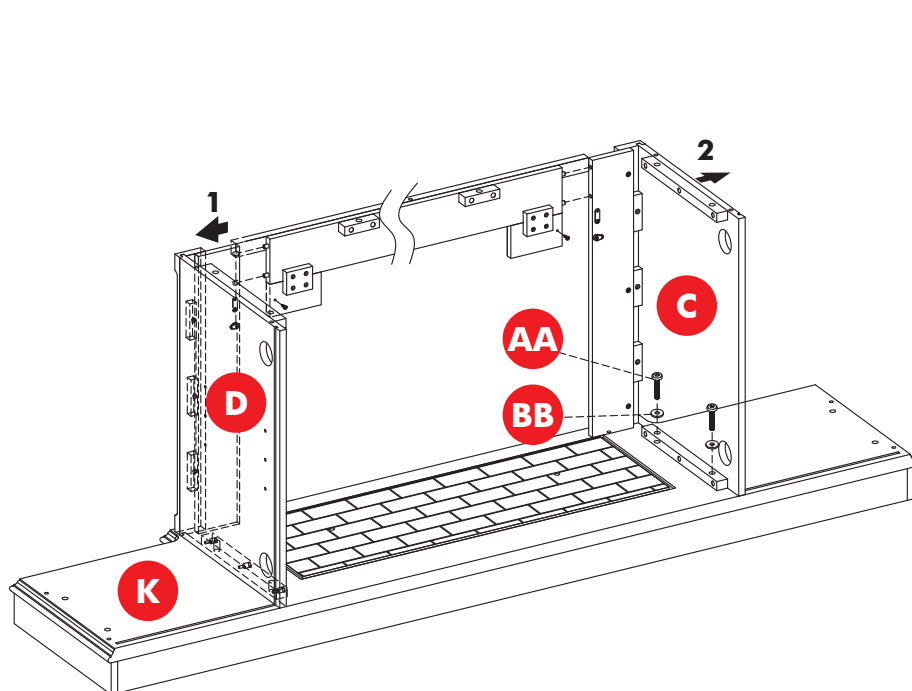
Assembled View:



STEP 4

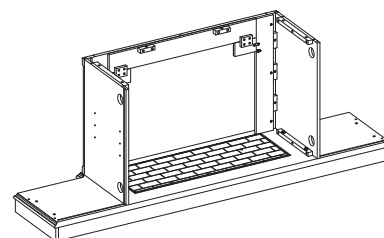
Carefully position the upper opening panel (E) into place between left middle wall (C) and right middle wall (D). Secure the left middle wall (C) to the base (K) with two washers (BB) and two bolts (AA) using the Allen Wrench provided (II) as shown in the diagram. Fully tighten bolts.

Adjust the metal plate on the left middle wall (C) and right middle wall (D) to align with the corresponding holes on the upper opening panel (E), securing with two screws (JJ).



"Phillips screwdriver
not included"

Assembled View:



AA



Ø1/4" * 1-1/4"
Bolt
x2

BB



19D * 1mm
Washer
x2

JJ



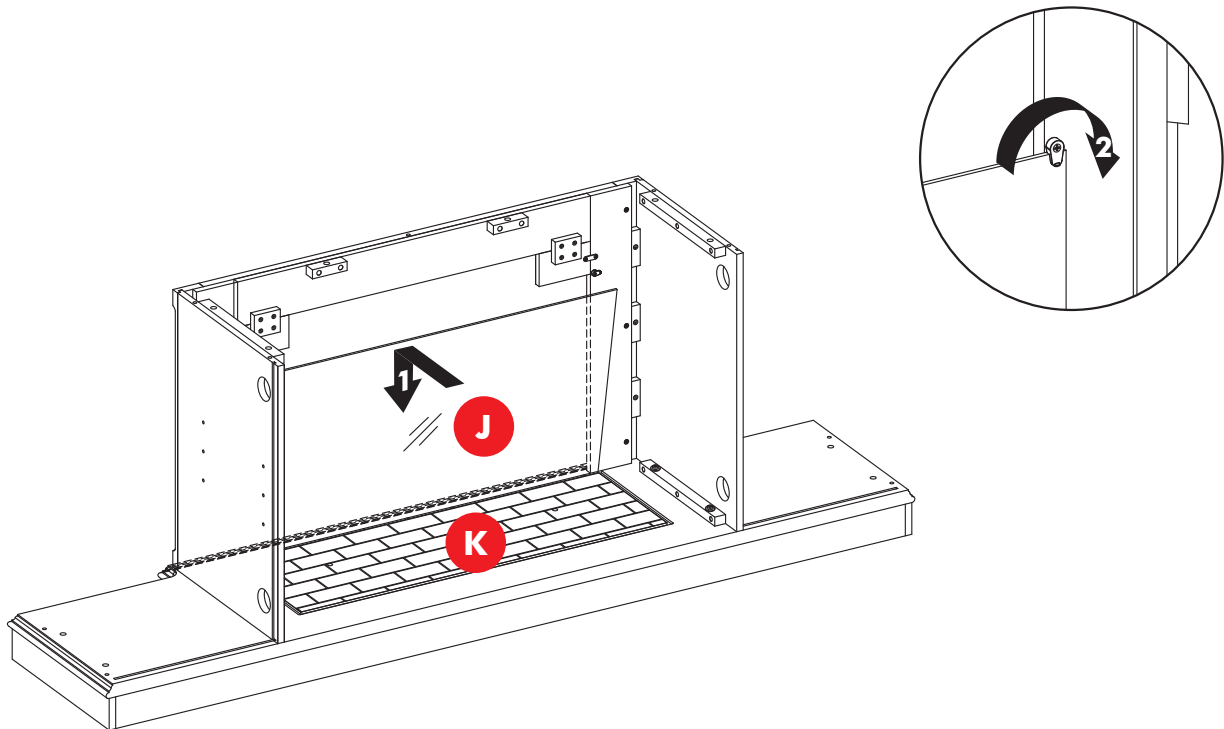
Ø6 * 12mmL
Screw
x2



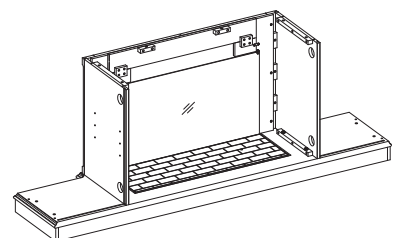
"not included"

STEP 5

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

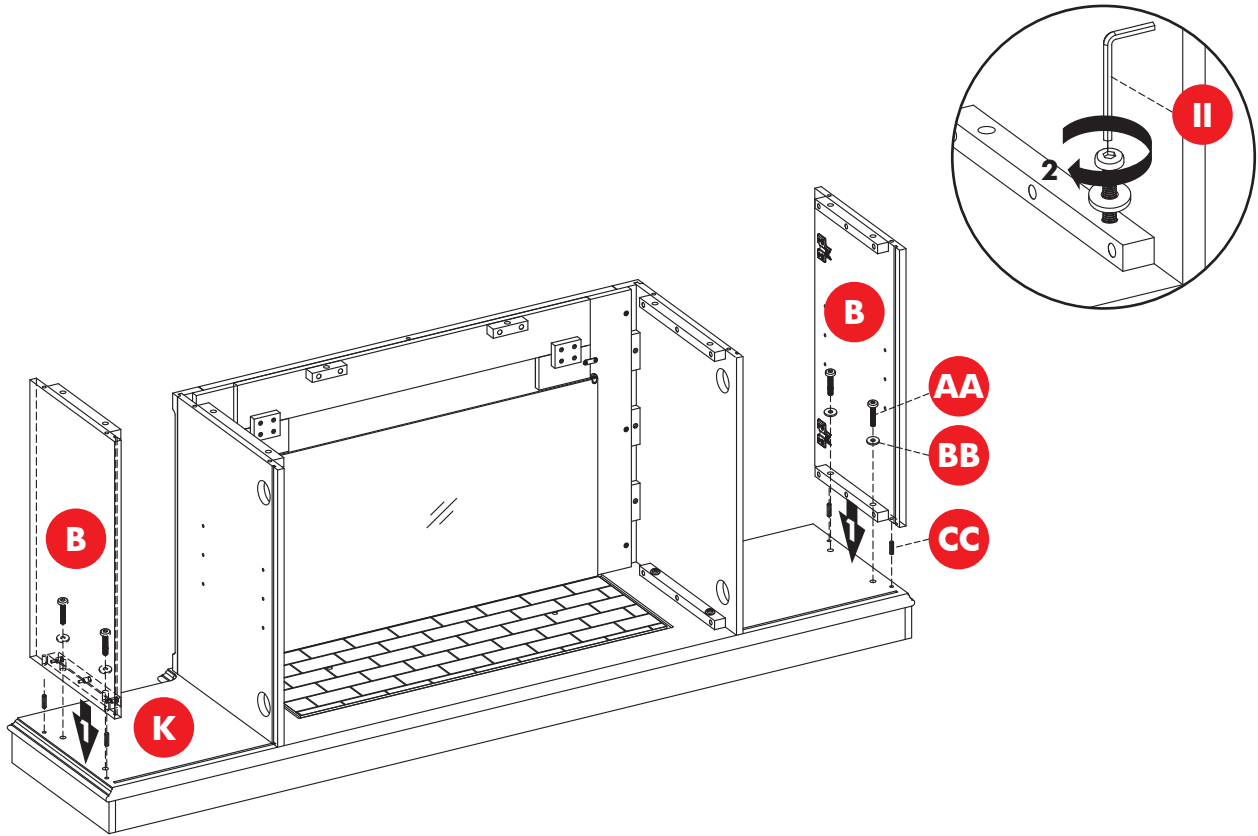


Assembled View:

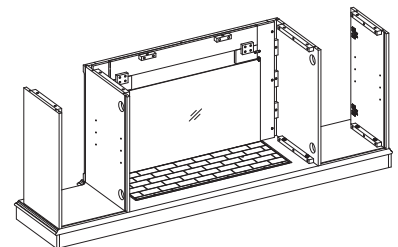


STEP 6

Insert four wooden dowels (CC) into the outer holes of the base (K). Align the outer walls (B) with the inserted wooden dowels and lower into place. Secure the outer walls (B) to the base (K) with four washer (BB) and four bolts (AA) using the Allen Wrench provided (II) as shown in the diagram. Fully tighten bolts.

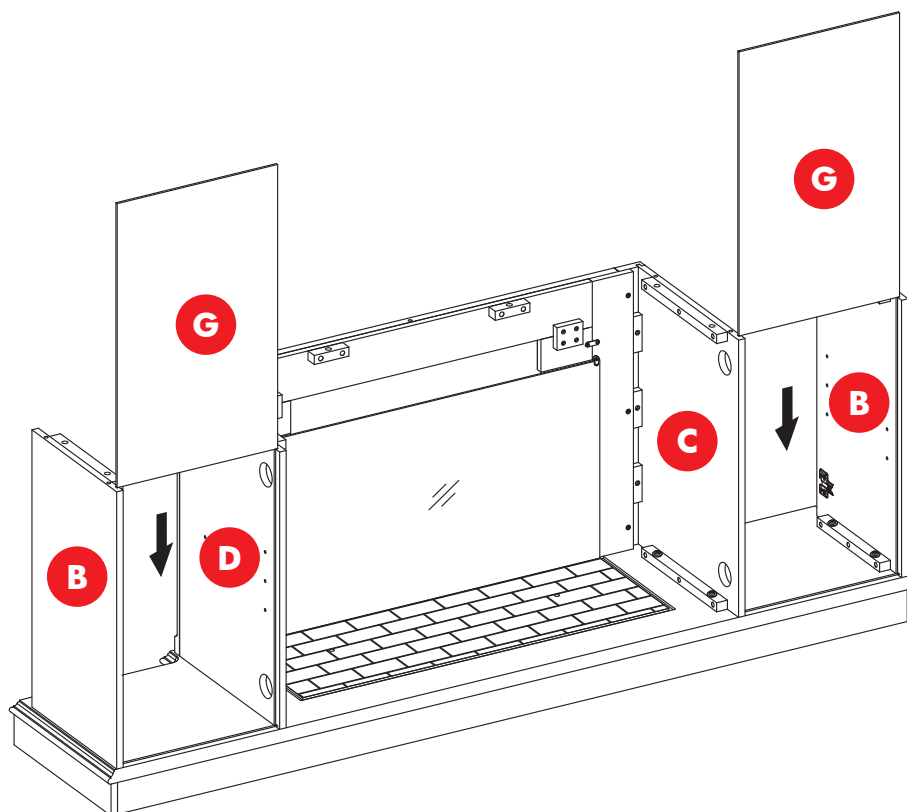


Assembled View:

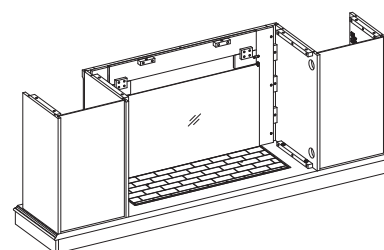


STEP 7

As shown in the diagram, insert the back panels (G) into the grooves of the middle walls (C, D) and outer walls (B) until fully inserted into the bottom grooves.

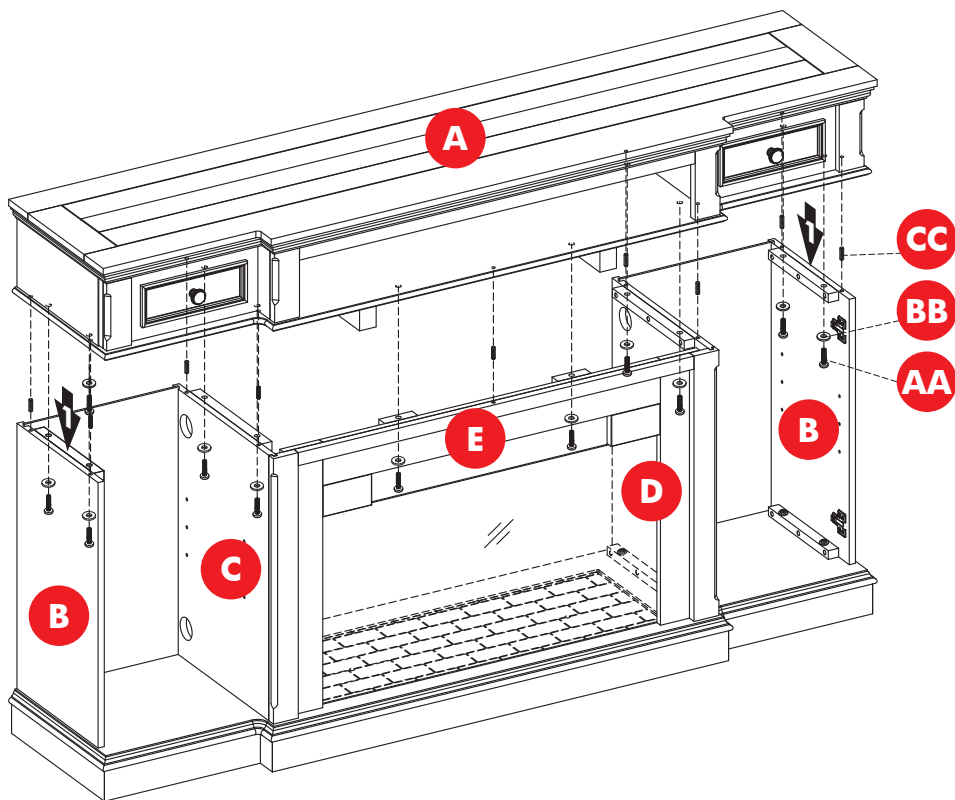


Assembled View:

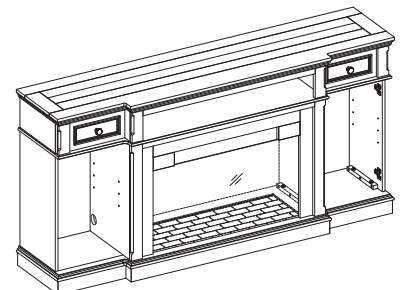


STEP 8

Insert nine wooden dowels (CC) into the top outer holes on the outer walls (B) and middle wall (C, D). With assistance from another adult, align the holes in the top (A) with the inserted dowels and lower into place. Secure the top (A) to the middle and outer walls with ten washers (BB) and ten bolts (AA) using the Allen Wrench provided (II). Fully tighten bolts.

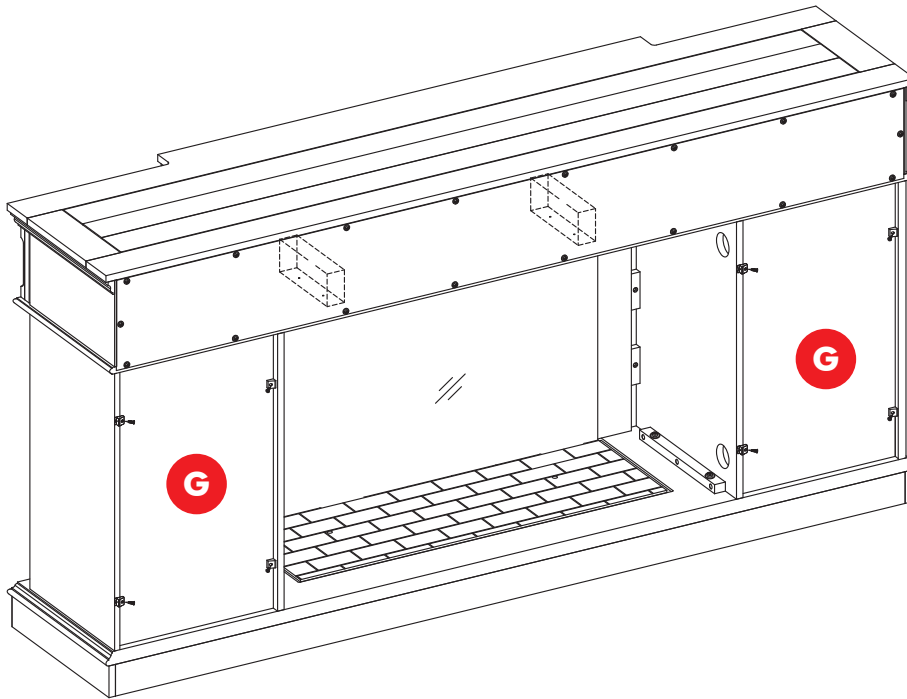


Assembled View:

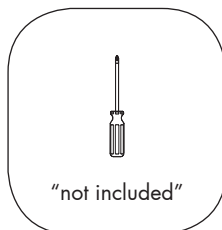


STEP 9

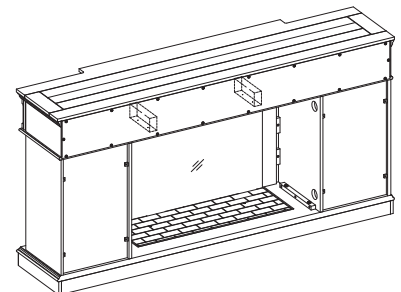
Secure the back panels (G) along the inside edges using the back panel mounting hardware (EE), by sliding the flat edge into the groove and tightening the screws with a Phillips screwdriver.



"Phillips screwdriver
not included"

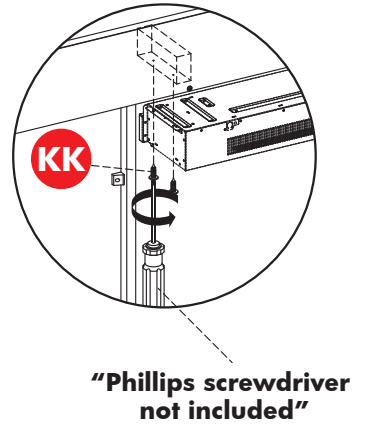
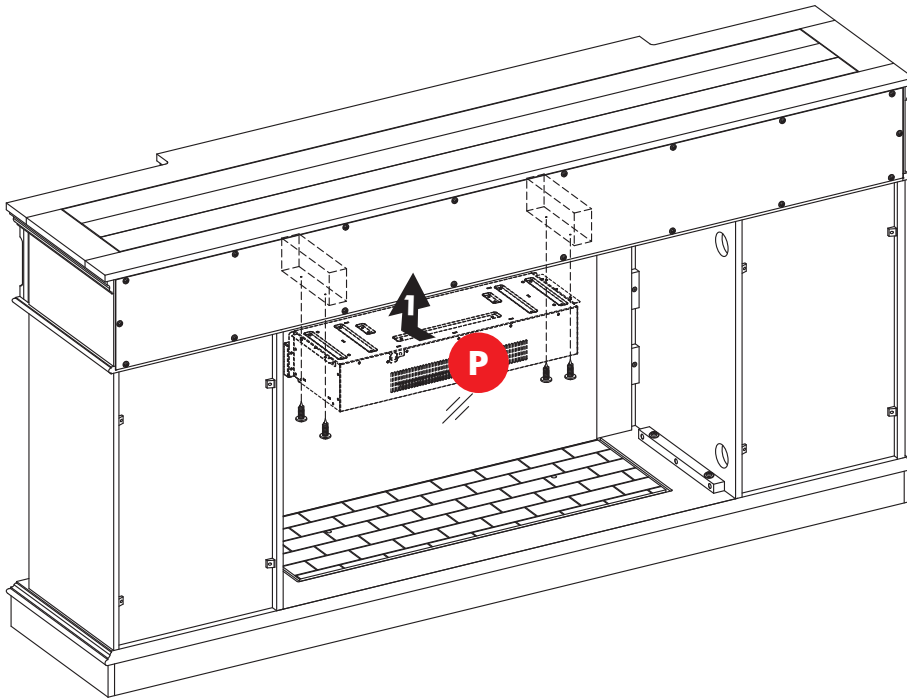


Assembled View:

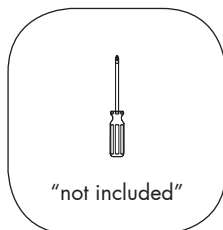
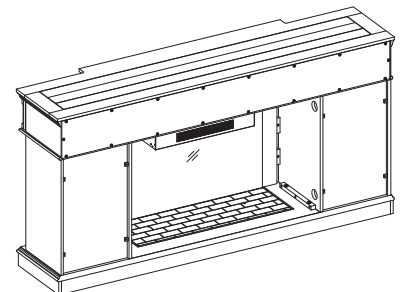


STEP 10

With assistance from another adult, align the heater (P) with the corresponding holes and raise into place. Secure the heater (P) to insert braces with four long screws (KK) using Phillips screwdriver.

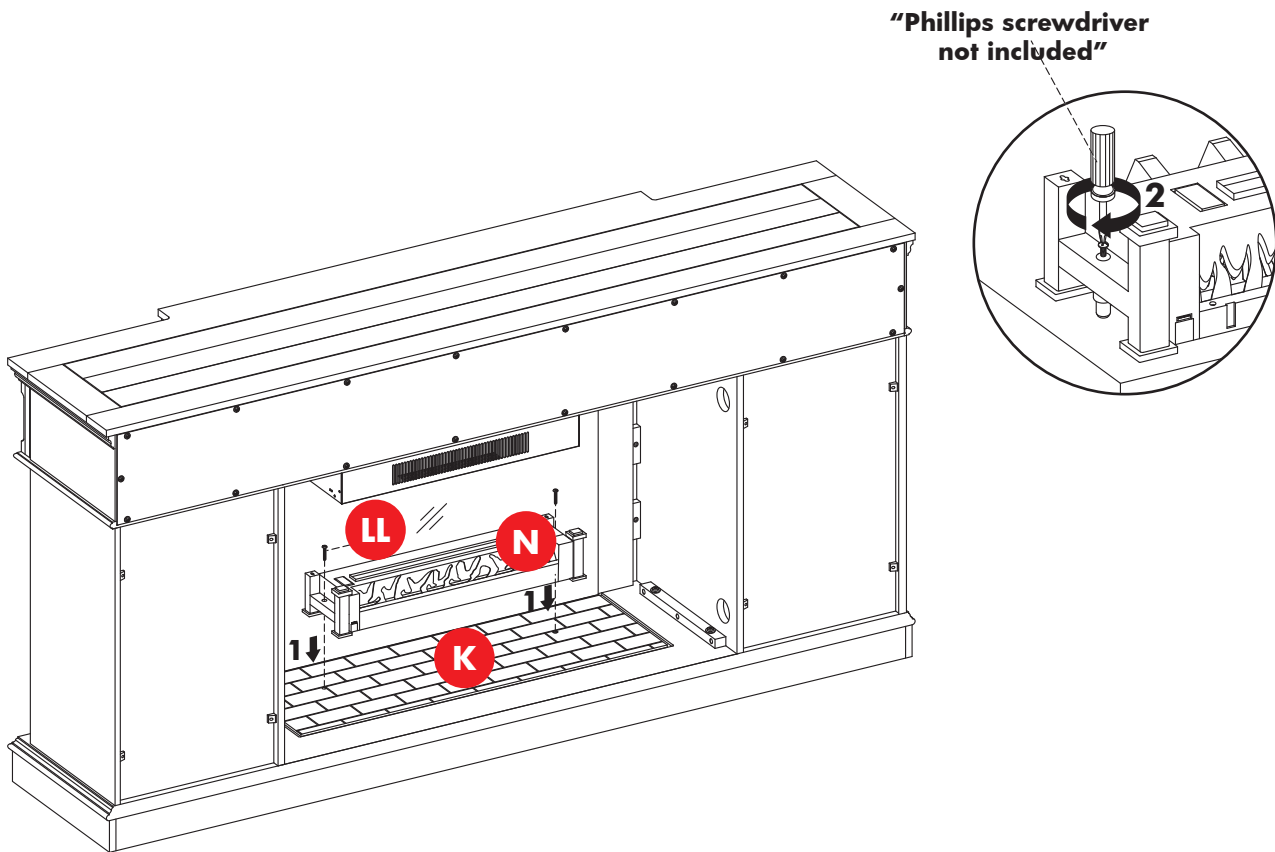


Assembled View:

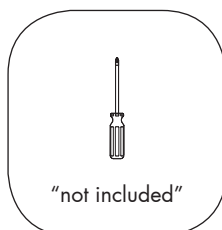
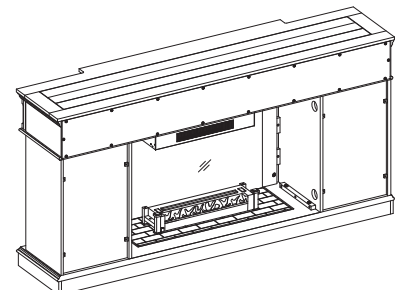


STEP 11

Position the fireplace grate (N) by inserting the bottom pins of the fireplace grate (N) into the holes on the base (K), secure by tightening two small bolts (LL) with a Phillips screwdriver.

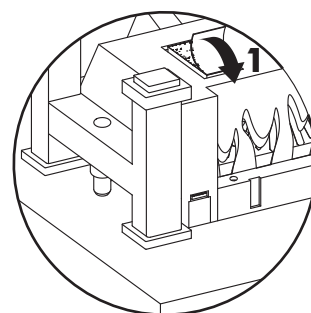
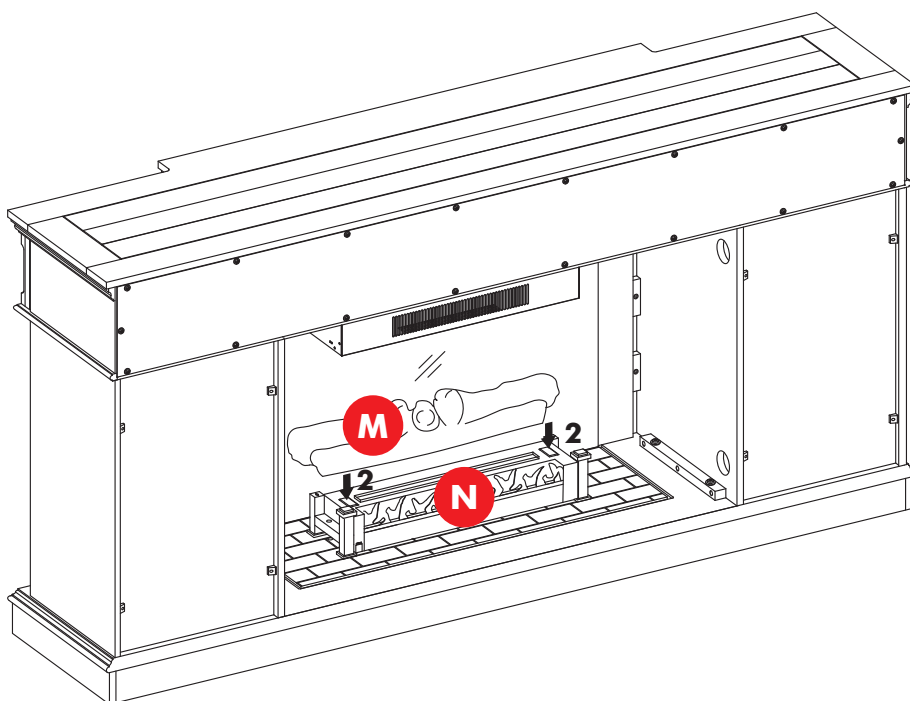


Assembled View:

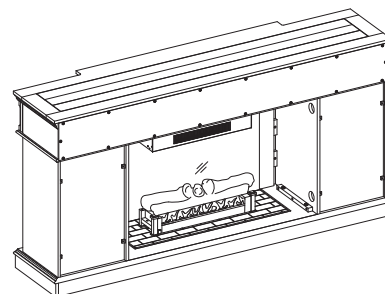


STEP 12

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).

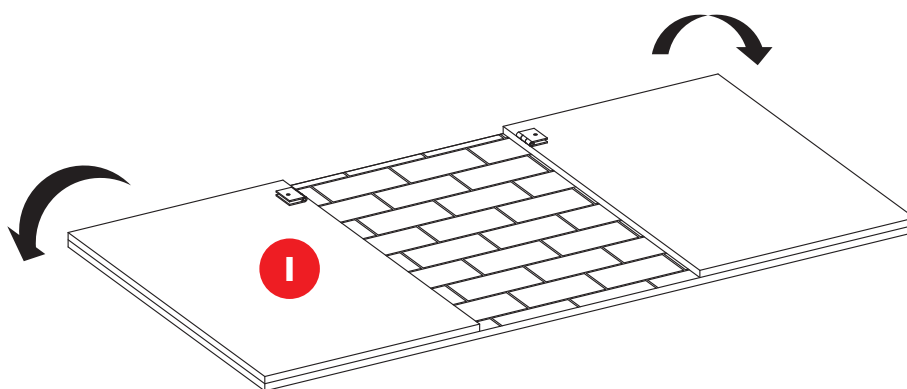


Assembled View:

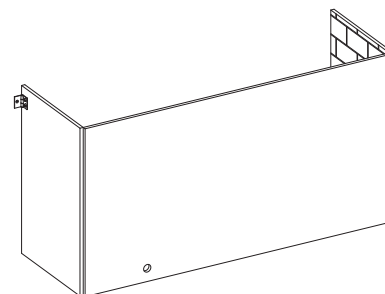


STEP 13

Unfold the fireplace brick wall (I) and brackets.

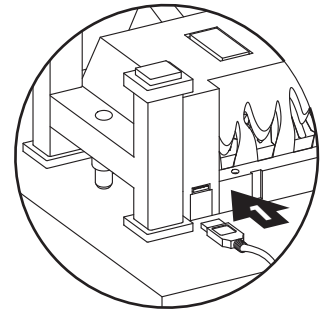
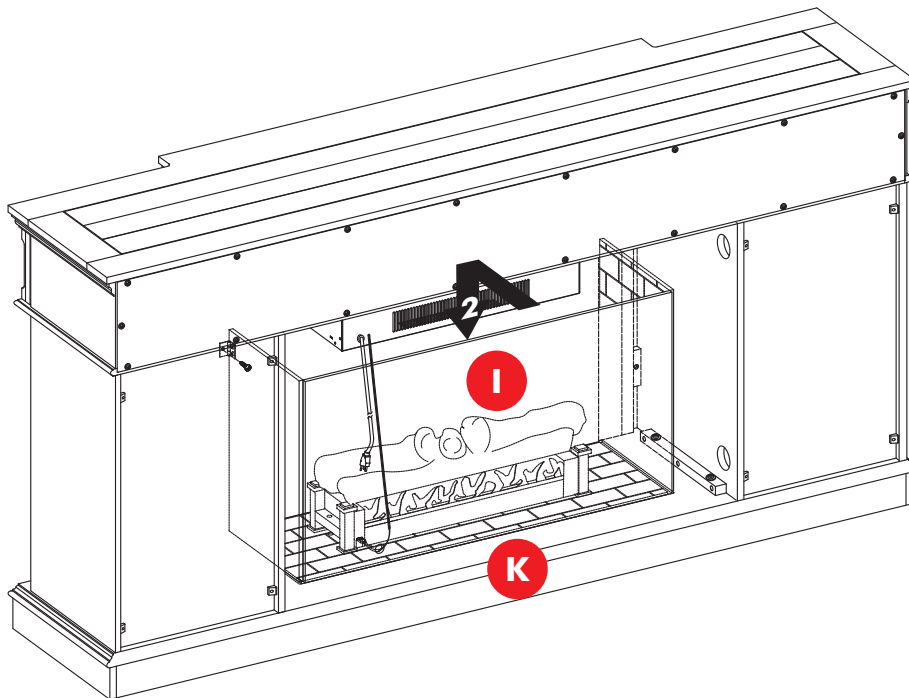


Assembled View:

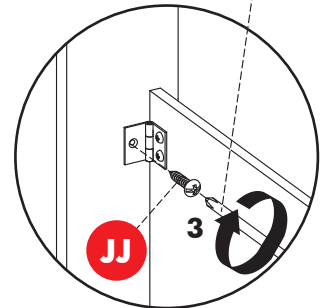


STEP 14

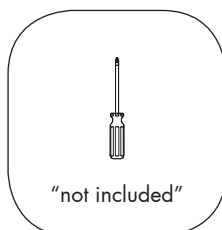
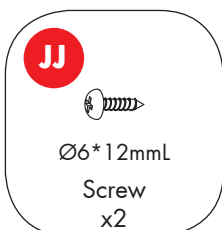
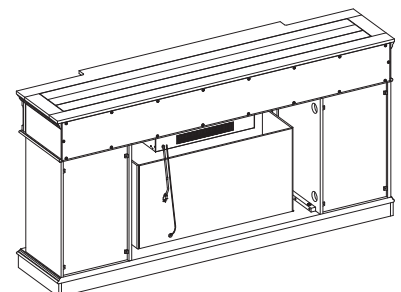
Insert the USB cable from behind through the cable hole on the fireplace brick wall (I). Attach the USB cable from the heater into the USB port behind the fireplace grate (N). Insert the fireplace brick wall (I) into the mantel, slotting it into the grooves on the base (K). Secure the fireplace brick wall (I) to the middle walls using two screws (JJ) into the bracket.



"Phillips screwdriver
not included"



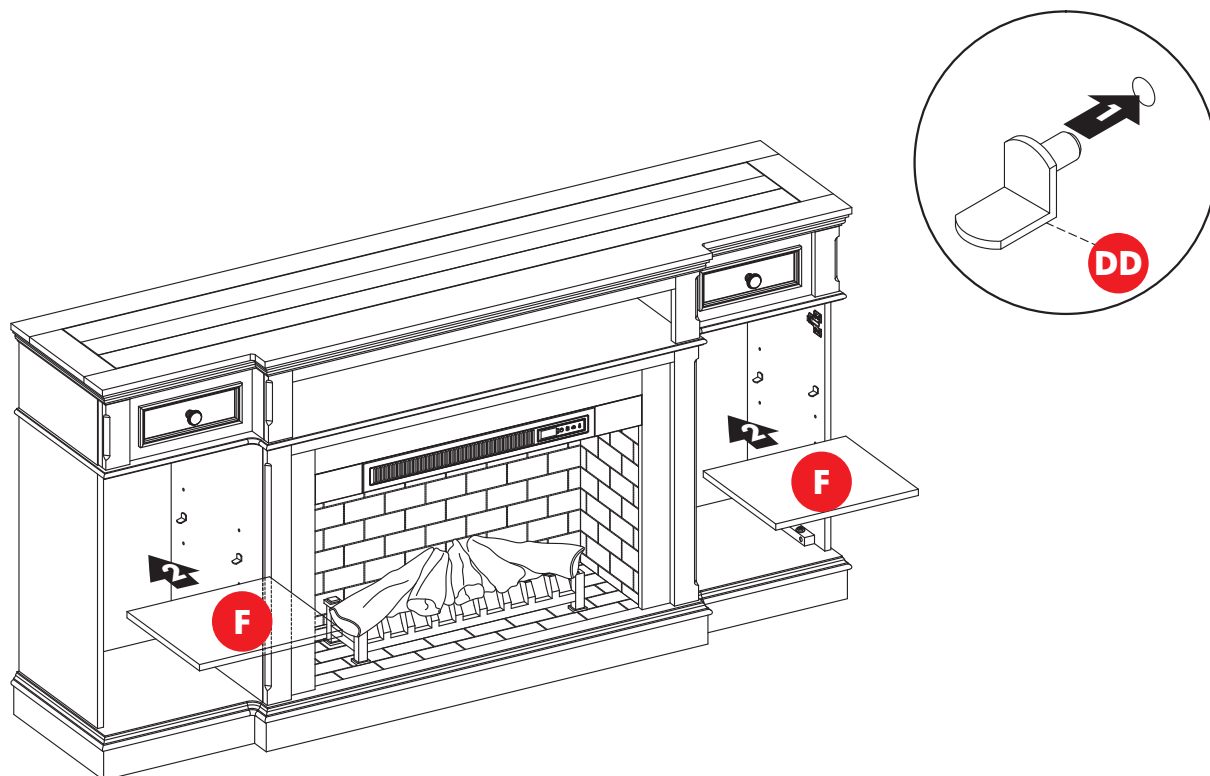
Assembled View:



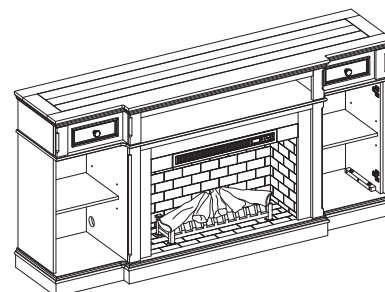
STEP 15

Insert shelf pins (DD) at desired height, ensuring they are level. Place the shelf (F) on top of the shelf pins (DD).

Repeat for remaining shelf (F).



Assembled View:

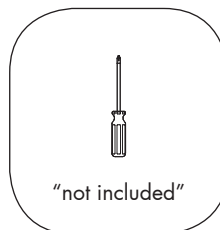
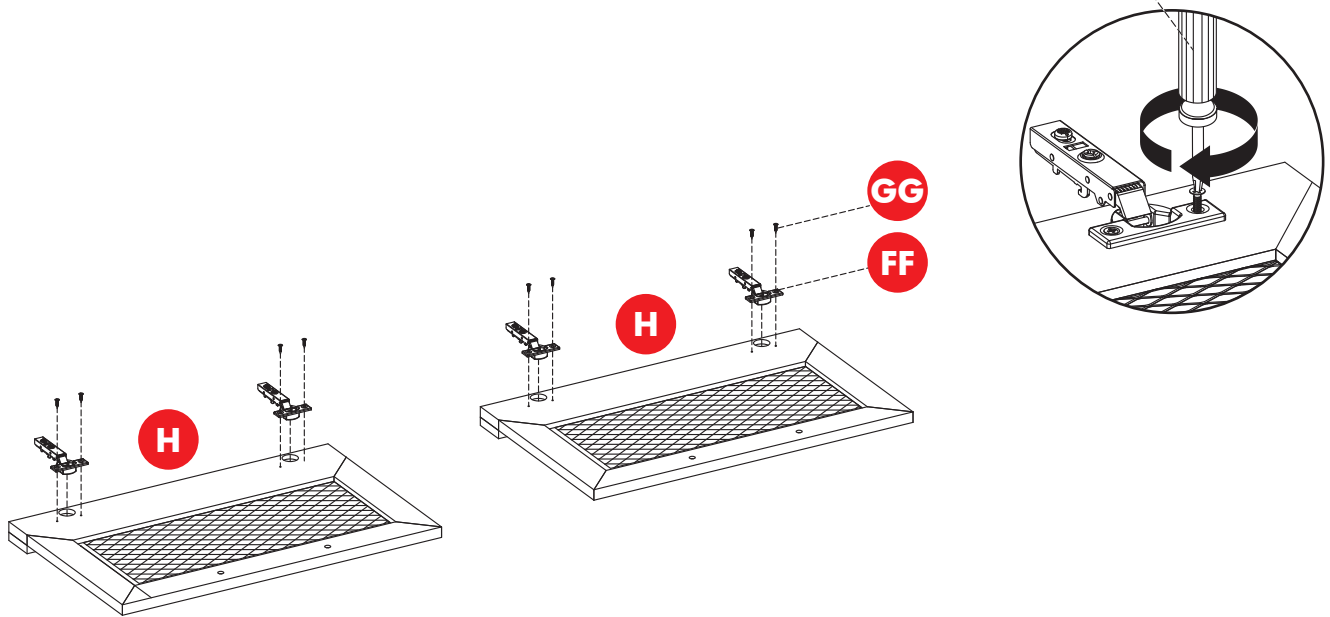


STEP 16

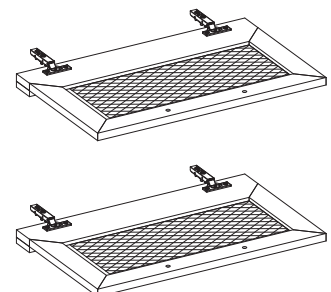
Place the hinges (FF) into predrilled hole on the door (H), securing with two hinge screws (GG).

Repeat for the remaining hinges (FF).

"Phillips screwdriver
not included"



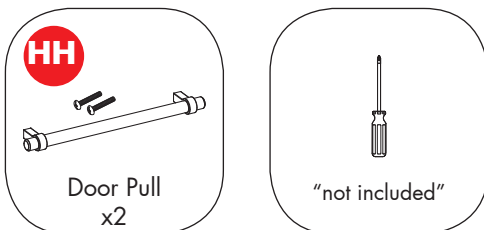
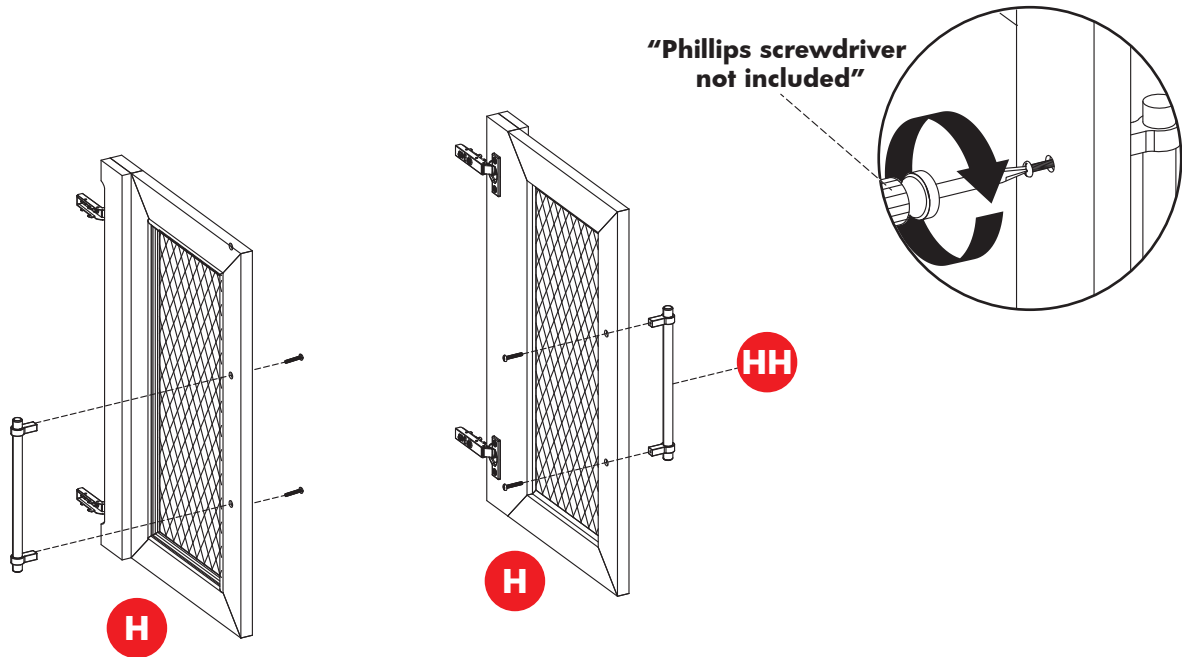
Assembled View:



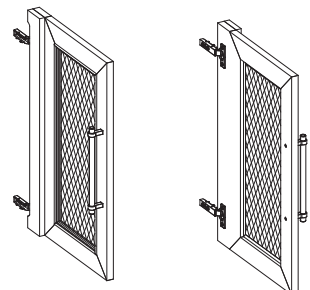
STEP 17

Place the door pull (HH) into the predrilled hole on the door (H), securing with two door pull screws.

Repeat for the remaining door pull (HH).



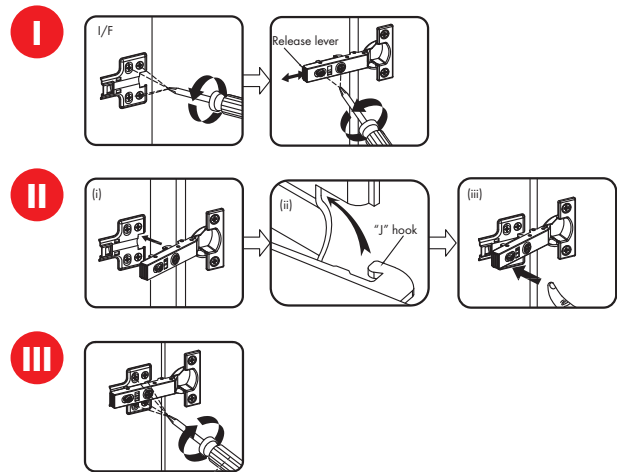
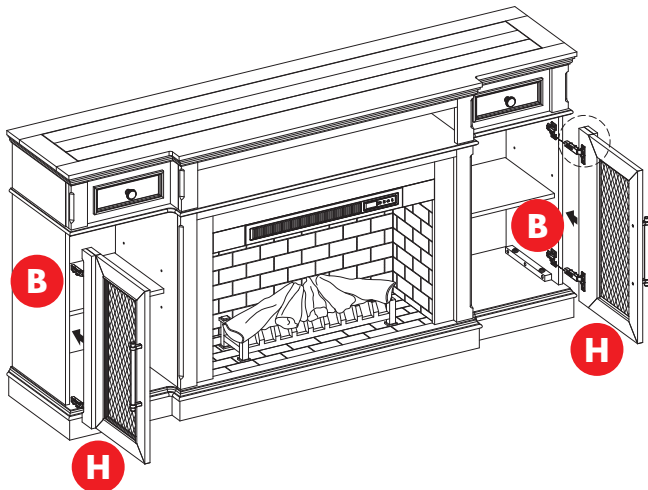
Assembled View:



STEP 18

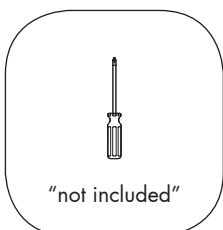
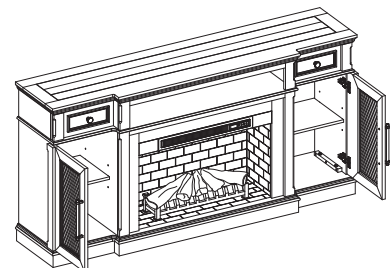
Install the doors

- I. Loosen the screws on the hinge arms and plates pre-attached on the outer walls (B).
- II. Pick up door (H) and attach it to outer wall (B) by engaging both door hinges simultaneously. Please follow the steps below to combine the door hinges together.
 - i. Extend both hinge arms on the door (H) to open position.
 - ii. Insert the "J" hooks beneath the hinge arms into the lugs on mounting plates pre-attached on outer wall (B).
 - iii. Press lightly on the end of both hinge arms to engage the catch.
 - iv. To remove the hinge arms from the mounting plates, press gently in the release lever on the back of hinge arms.
- III. Once assembled, go back and fully tighten all screws.
- IV. Repeat the same procedure to attach the other door (H) at the opposite side.
- V. Open and close the doors to make sure they are aligned and shut correctly. If necessary, adjust the screws for a good fit.



"Phillips screwdriver
not included"

Assembled View:



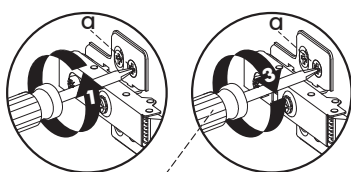
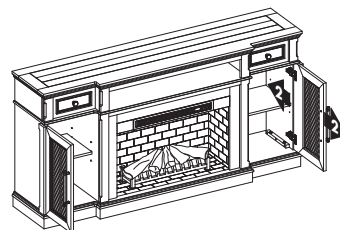
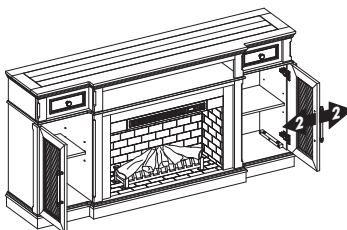
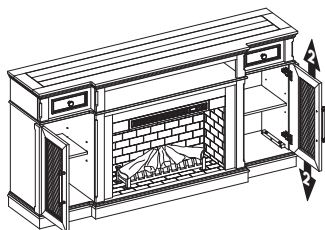
STEP 19

If you need to adjust the doors, do so in the following manner.

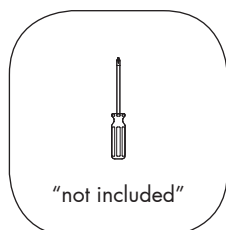
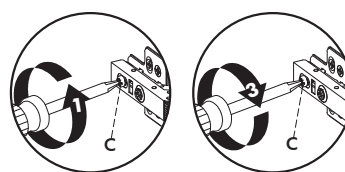
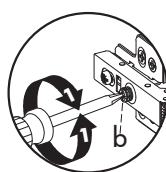
To adjust door up or down, loosen screws (a) on both hinges, adjust door, and retighten screws.

To adjust door left or right, turn screws (b) on both hinges, in and out.

To adjust door in or out, loosen screws (c) on both hinges, adjust door, and retighten screws.



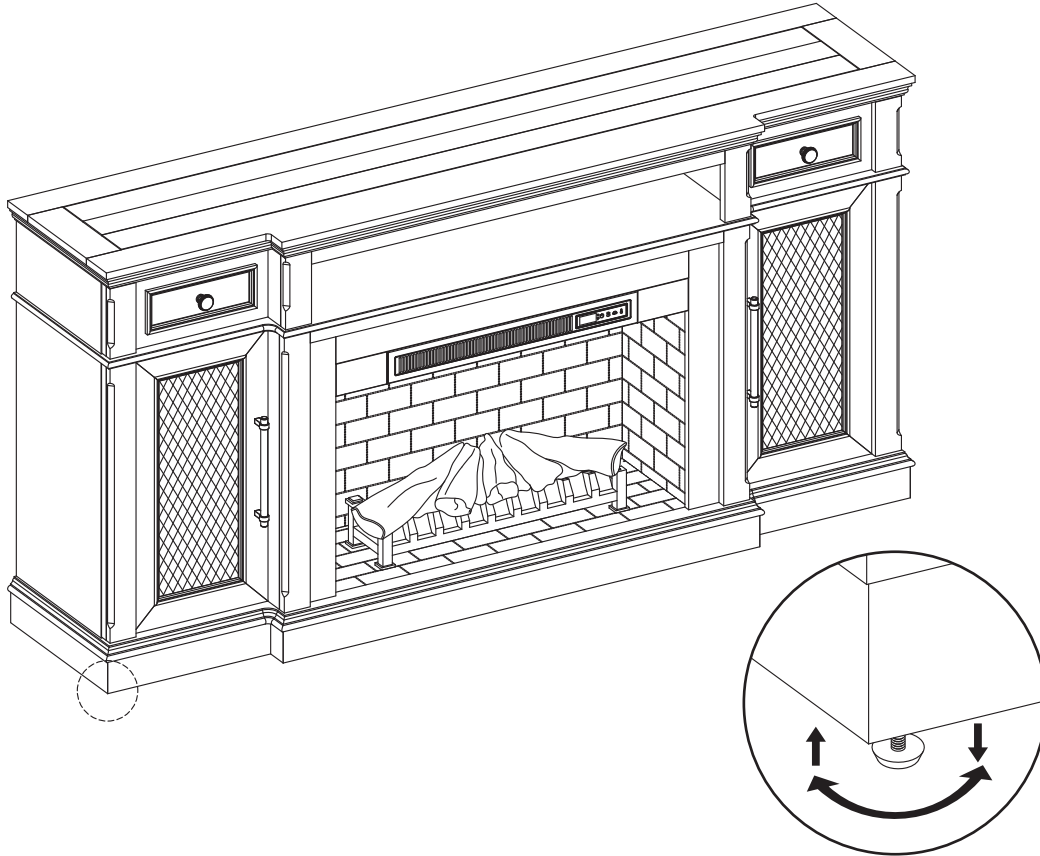
**"Phillips screwdriver
not included"**



STEP 20

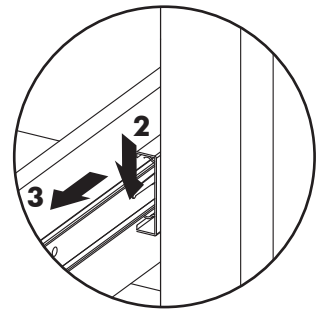
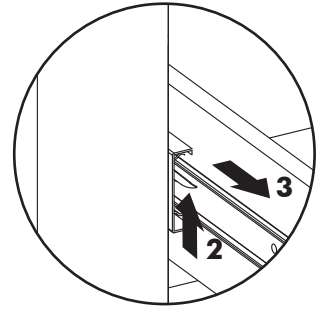
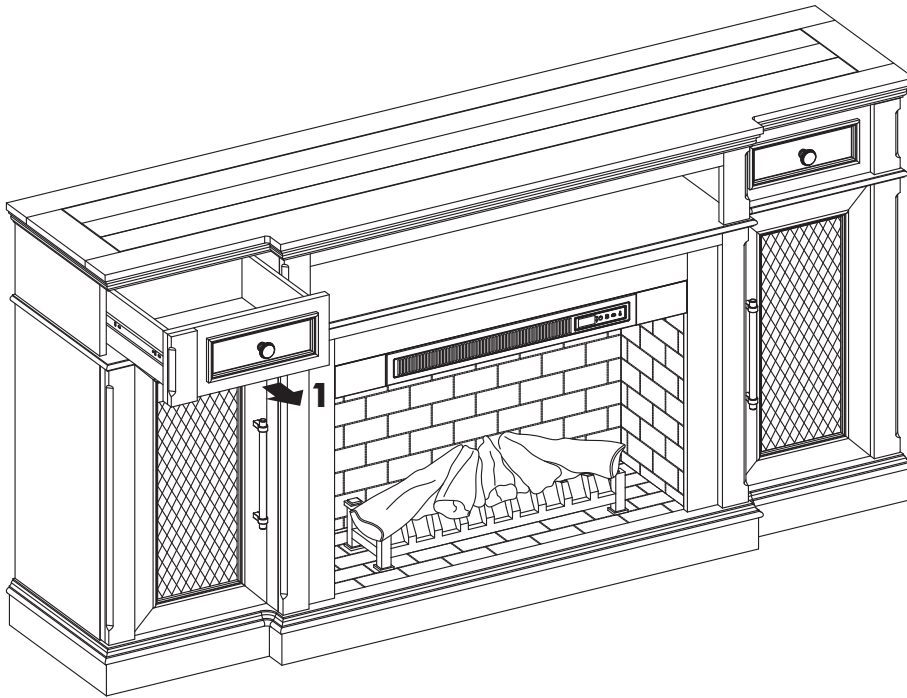
NOTE: Use the pre-assembled levelers on the base of the fireplace to level the unit. Twist the levelers counter-clockwise to increase the height, twist clockwise to decrease the height.

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.



STEP 21

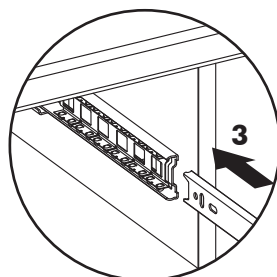
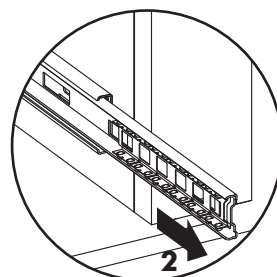
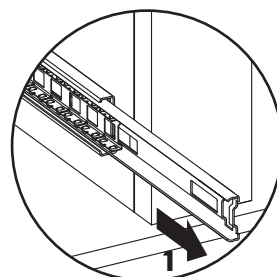
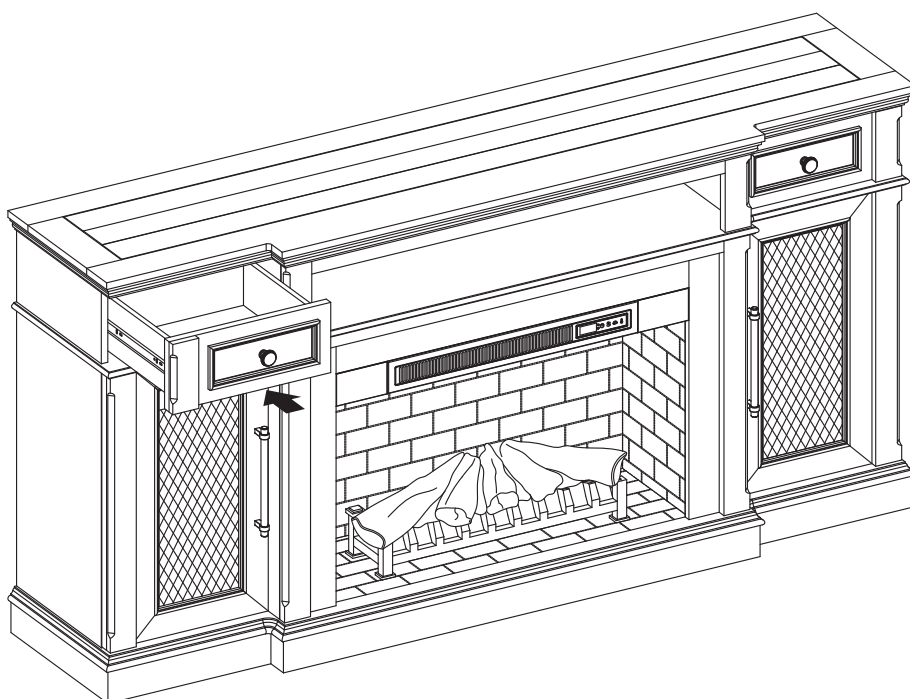
Remove drawer preassembled in top (A) by fully extending drawer. Locate black plastic levers on metal glide tracks at left and right sides of drawer box. To disengage drawer box from glides, simultaneously push down on right plastic lever and up on left plastic lever while gently pulling out drawer.



STEP 22

To reinstall drawer, slide glide roller (on track inside top) to front of top (A). Carefully align drawer box glide track (attached to sides of drawer box) with glide track (attached to inside of top). Making sure drawer is aligned and centered onto glides, gently push drawer. Keep drawer box centered and straight.

CAUTION: DO NOT force drawer or damage to glide may occur. If drawer does not slide in with ease, remove and try again from the start.

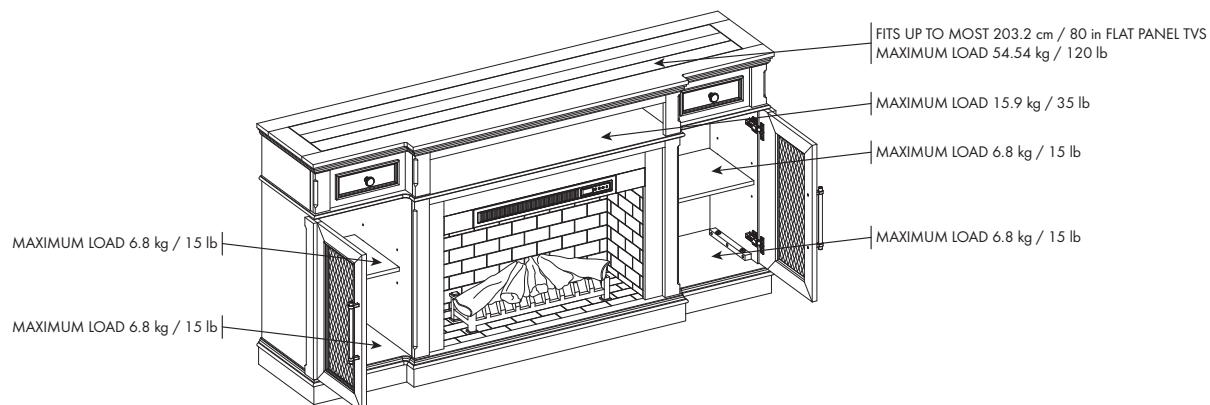


MAXIMUM RECOMMENDED WEIGHT LOADS



For use with televisions weighing 120 lbs or less.

Use with heavier televisions may result instability causing tip over resulting in death or serious injury.



SKU#810617768/ITEM#2721FM-32-201

DISTRIBUTION: Greentouch Home Limited

ADDRESS: Room 4007, Central Plaza, 18 Harbour Road, Wanchai, Hong Kong

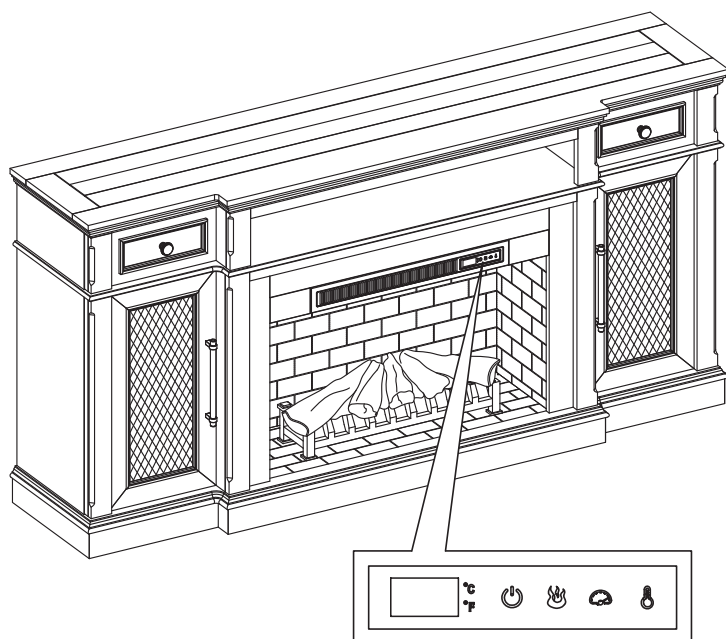
COUNTRY OF ORIGIN: VIETNAM

MANUFACTURE DATE: MAY, 2023

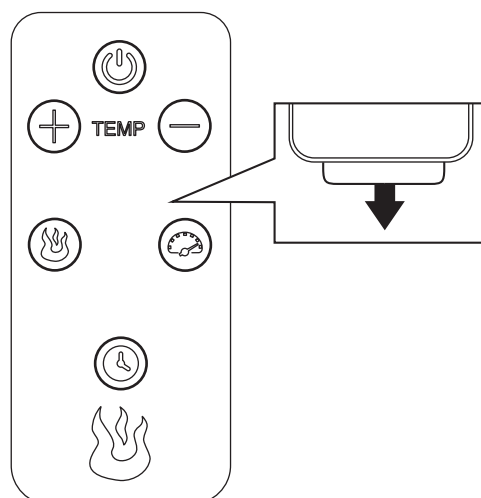
(This date is accordance with the actual manufacture date.)

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.

OPERATING INSTRUCTIONS (CONT'D)



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).

CARE AND MAINTENANCE

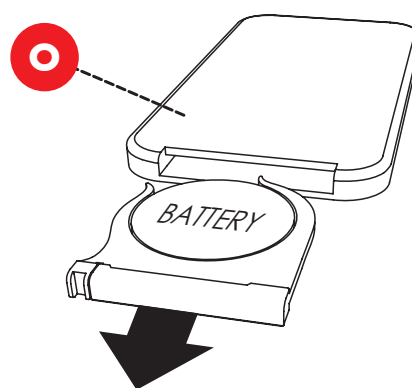
- Make sure the unit is turned OFF, unplugged and the heating elements of heater are cool whenever you are cleaning the heater or fireplace.
- Clean the metal trim using a water-dampened soft, clean cloth. **DO NOT** use brass polish or household cleaners as these products will damage the metal trim.
- 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 (MM): 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. Note: 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. Note: The other functions will work normally excluding the heater. |
| Error E3 displayed on control panel. | Heater override function is engaged. | See page 30 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 31 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. |

ONE-YEAR LIMITED WARRANTY

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.

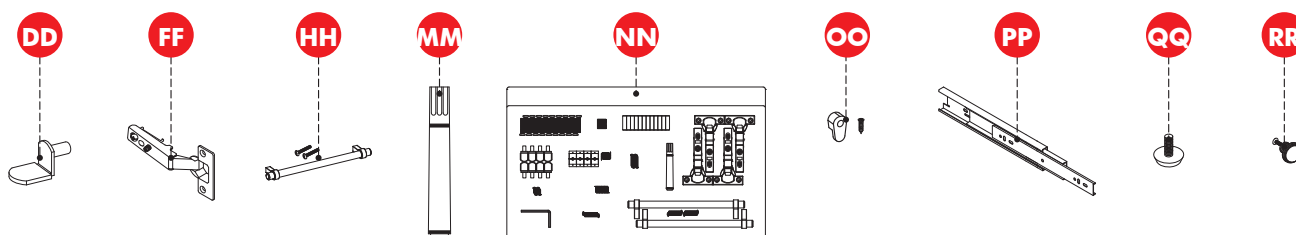
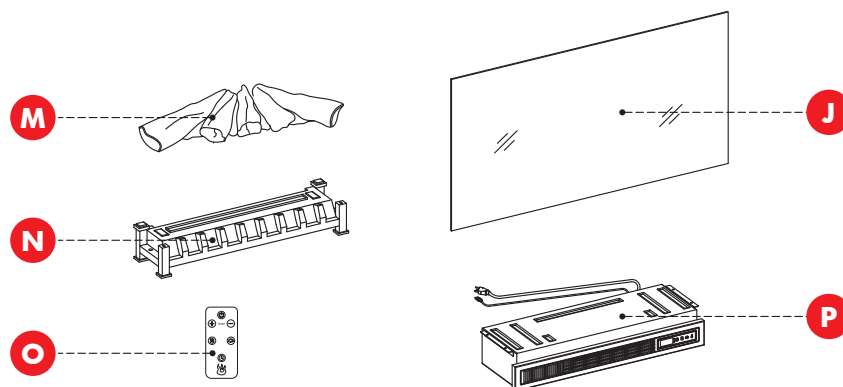
The warranties as outlined within this document do not apply to non-accessories used in conjunction with the installation of this product.

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 # |
|------|-----------------------|-----------------------------|
| J | Fireplace Glass Front | 2721FM-32-GLASS FRONT |
| M | Fire Log | FIRE LOG 3 |
| N | Fireplace Grate | GRATE C |
| O | Remote Control | RC-HE85EL02 |
| P | Heater-black | KDI-01-23-M |
| DD | Shelf Pin | B1044 |
| FF | Hinge | PU17-1317FM-005 |
| HH | Door Pull | PH-1856HW-08 MB DOOR PULL |
| MM | Touch-up Pen | OF-0010 |
| NN | KD Hardware Pack | 2721FM-32-201-HARDWARE PACK |
| OO | Glass Clips | GLASS CLIPS |
| PP | Drawer Glide Set | GLIDE 12X45-BLACK |
| QQ | Leveler | T-1007 |
| RR | Knob | PH-JA3035 MB KNOB |