

# 50 IN. FAUX STONE FIREPLACE CONSOLE WITH REMOTE CONTROL

## ASSEMBLY INSTRUCTIONS

ITEM#: 8001156 / 28WM20541-16001

SKU# 810620258

Need help? We are here for you! Questions, problems, missing parts?  
Before returning to your retailer, call our customer service department  
at 1-866-661-1218 • 8:30 a.m. - 5:30 p.m., EST, Monday - Friday.  
[tsicustomerservice.com](http://tsicustomerservice.com)



# GENERAL BEST PRACTICES FOR ASSEMBLY:

Read all instructions before starting

Clear a flat covered space to begin

Always best to do it with a friend

Note that hardware required is provided for every step

Pay attention to orientation

## CAUTION

- Before assembly and/or installation, carefully unwrap all parts.
- Locate and set aside the hardware kit before discarding packaging.
- Use care when assembling your new product. Take your time and follow assembly instructions closely.



## SAFETY ALERTING INFORMATION

- a) "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".
- b) "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 over turning onto a child".



## IMPORTANT INSTRUCTIONS

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

1. Read all instructions before using this appliance.
2. DANGER – High temperatures may be generated under certain abnormal conditions. Do not partially or fully cover or obstruct the front of this heater.
3. CAUTION: Never leave the heater operating unattended. Extreme caution is necessary if unsupervised children or persons with a disability are nearby.
4. The appliance is not to be used by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.
5. Always unplug this appliance when not in use.
6. Do not operate any heater with a damaged cord or plug or after the heater malfunctions, has been dropped or damaged in any manner. Discard heater, or return to authorized service facility for examination and/or repair.

# IMPORTANT INSTRUCTIONS(CONT'D)

7. Do not use outdoors.
8. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate this appliance where it may fall into a bathtub or other water container.
9. Do not run cord under carpeting. Do not cover cord with throw rugs, runners or the like. Arrange cord away from traffic areas and where it will not be tripped over.
10. To disconnect heater, turn controls to off, and turn off power to heater circuit at main disconnect panel (or operate internal disconnect switch if provided).
11. Connect to properly grounded outlets only. This heater is for use on 120 volts. The cord has a plug as shown at A in Fig.1. Do not use a 2 prong adapter. Never use with an extension cord or relocatable power tap (outlet/power strip).
12. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock, fire, or damage the appliance.
13. 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.
14. This appliance has hot, arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable 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.

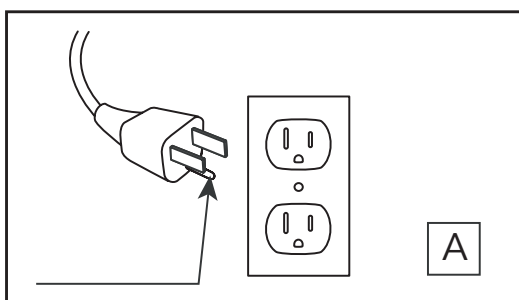
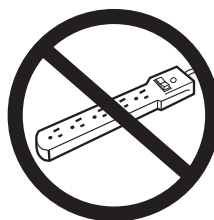


Fig.1



15. Use this appliance only as described in the manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.
16. This heater may include a visual alarm to warn that parts of the heater are getting excessively hot. If the alarm flashes immediately turn the heater off and inspect for any objects on or adjacent to the heater that may cause high temperatures.

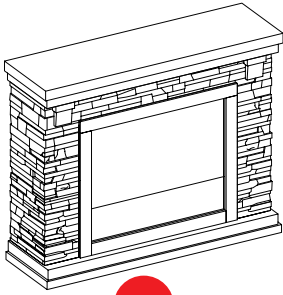
**DO NOT OPERATE THE HEATER WITH THE ALARM FLASHING!**

## SAVE THESE INSTRUCTIONS

### PRODUCT SPECIFICATIONS

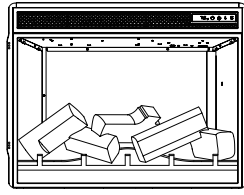
VOLTAGE	120VAC, 60 Hz
AMPS	12.5 Amps
WATTS	1500 Watts

## PARTS LIST



A

x1  
Mantel



B

x1  
Fireplace Insert



C

x1  
Remote

## HARDWARE LIST



AA

x2  
Tipping Restraint Hardware

## 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, install or operate the product. To protect the product from possible scratches, please assemble the parts on a scratch-free surface.

Estimated Assembly Time: 15 minutes

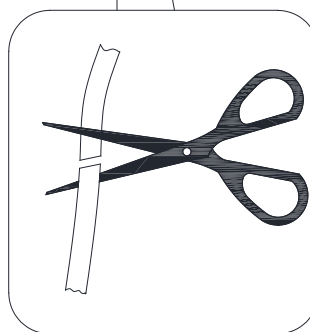
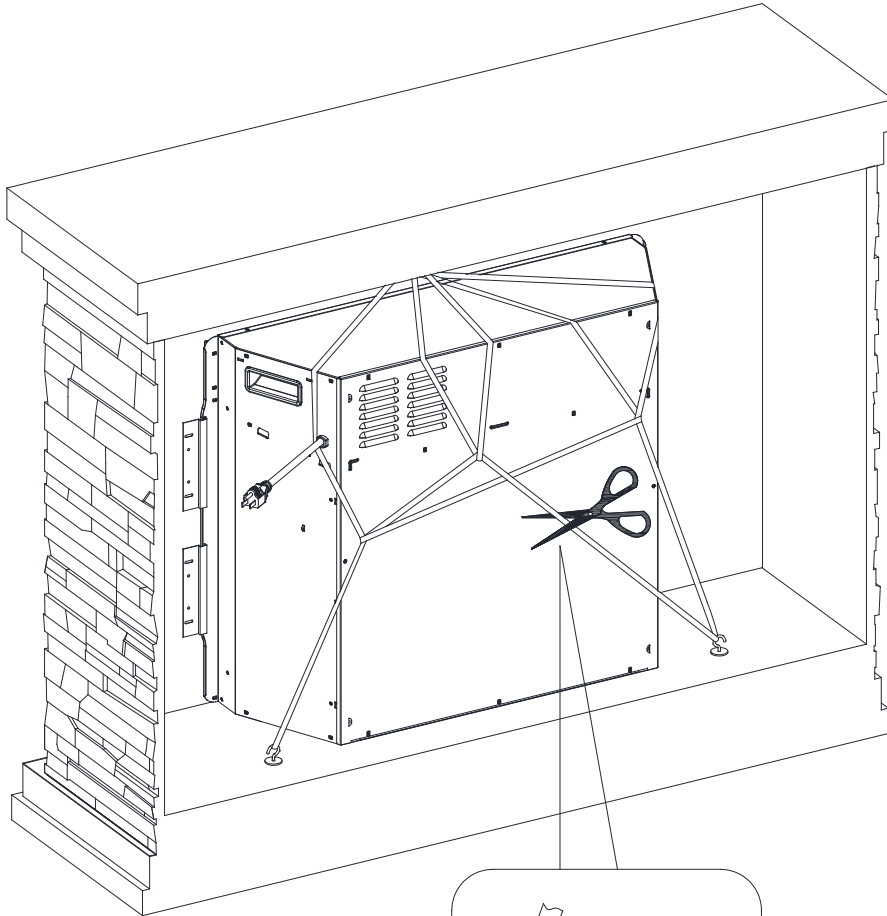
Tools Required for Assembly (not included): Scissors

Tools Required for Assembly (not included): Phillips Screwdriver

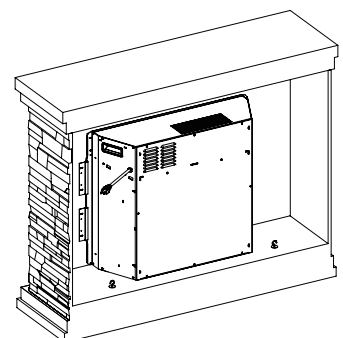
# STEP 1

## Unpacking the fireplace insert

- Using scissors, cut the rope securing the fireplace insert.



Assembled View:



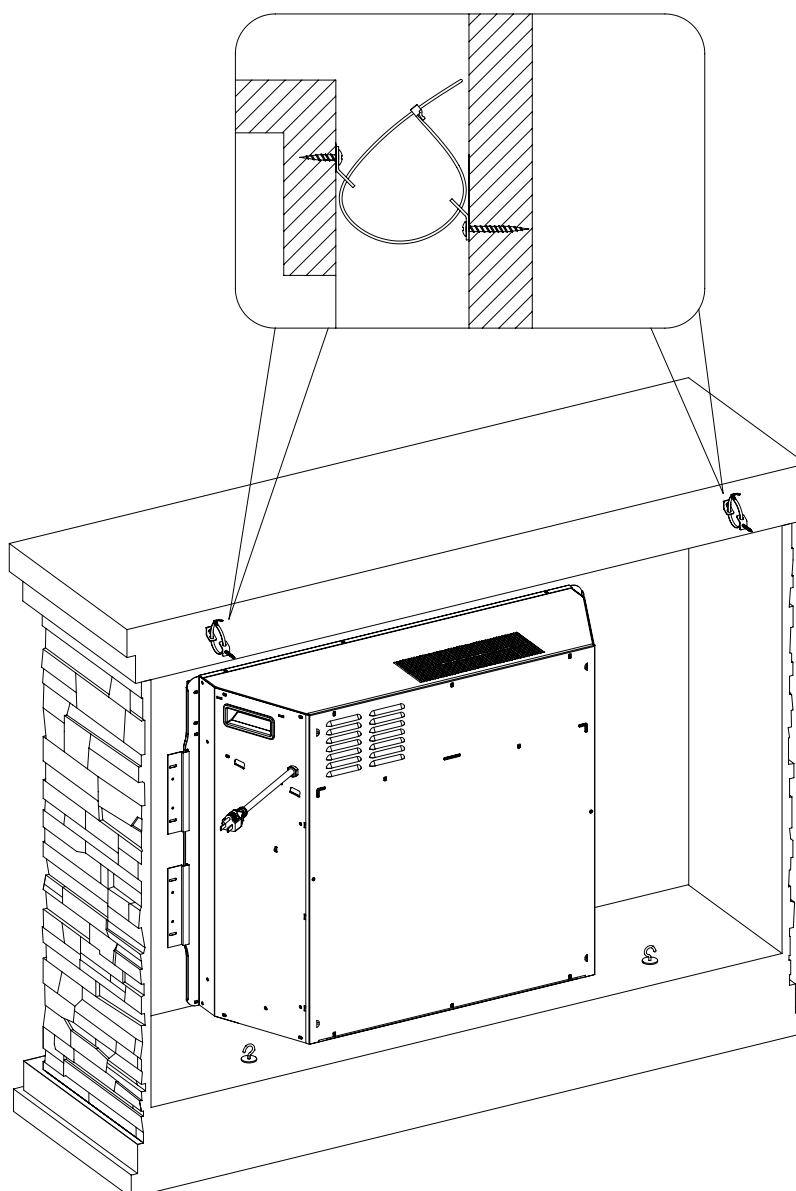
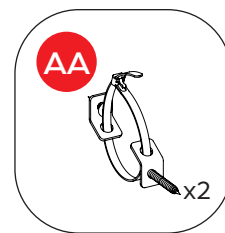
## STEP 2

### Installing the Tip Restraint Hardware

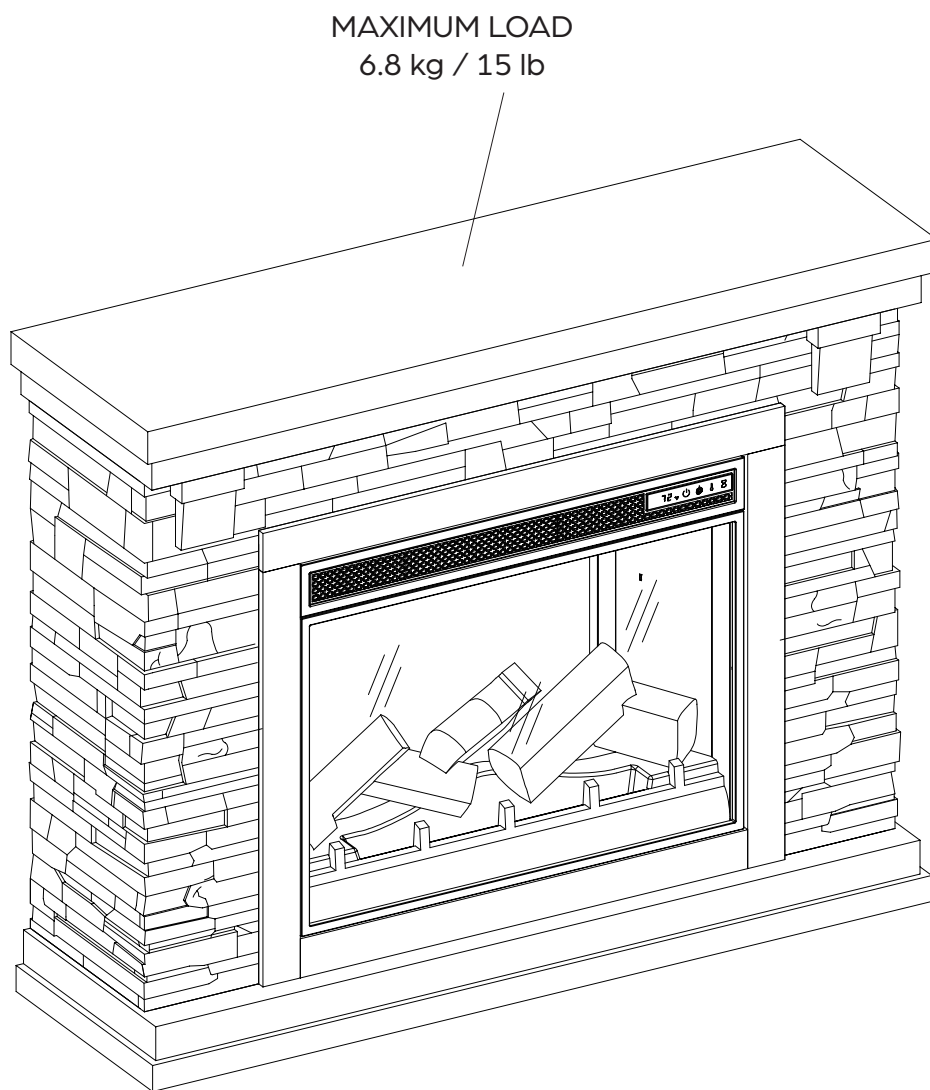
- When the Tipping Restraint Hardware (AA) is properly installed, it can provide protection against unexpected tipping of the Unit due to small tremors, bumps or climbing.
- Each Tipping Restraint Hardware (AA) includes one Unit Anchor, one Wall Anchor, one Anchor Tether, and two Anchor Screws. Use these to complete the following steps for a proper installation.
- Locate a secure wall stud behind the unit closest to left side.
- Align the Unit Anchor with a wall stud and attach with two Anchor Screws using a Philips Screwdriver. The Anchor Screws must pass through the Top Assembly for proper installation.
- Align the Wall Anchor in the center of the wall stud, at level with the Unit Anchor, and attach with two Anchor Screws using a Philips Screwdriver.
- On the Anchor Tether, detach the cable from the connector and loop the loose cable through the eyelets on the Wall Anchor and Unit Anchor. Reattach the loose cable to the connector, but do not tighten.
- Locate a secure wall stud behind the unit closest to the right side and repeat the steps above.
- Tighten both Anchor Tethers by pulling the cable the through connector.

**NOTE:** Installation of the Tipping Restraint Hardware will provide a small space between the wall and the unit. This will allow you to run power cords and connector cables to your television or other devices placed on top of the unit.

**NOTE:** Installing the Tipping Restraint Hardware will help prevent accidents or damage to the unit.



# MAXIMUM RECOMMENDED WEIGHT LOADS

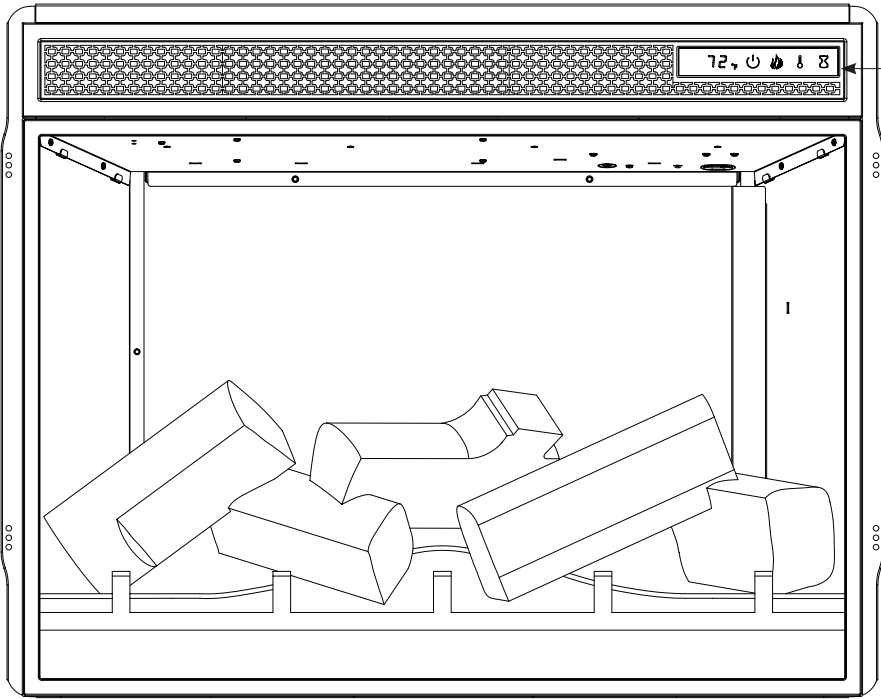


## WARNING

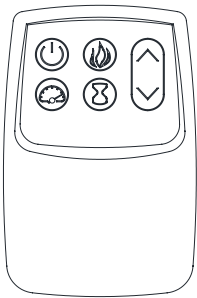
Loads heavier than the maximum weights specified may result in instability, causing tip over resulting in death or serious injury.






# OPERATING INSTRUCTIONS







CONTROL PANEL LOCATION



FUNCTION	ICON	DESCRIPTION
POWER		<p>The POWER button supplies power to all the functions of the heater. Pressing the POWER button again will put the heater in standby mode.</p> <p>Holding the Power button on the control panel for 10 seconds will disable the heater function.</p>
FLAME		<p>There are 5 brightness levels that can be selected and 00 (OFF) setting. Settings F5 – F1 decrease in brightness.</p>
HEATER		<p>Press the heater button on the control panel to turn on/off (00) and adjust the heater setting.</p> <p>To change between °F and °C, press and hold the HEATER button on the control panel for 3 seconds. The thermostat setting range is 62°F – 82°F ( 17°C – 27°C) or continuously ON.</p> <p>The thermostat is adjustable by 2°F or 1°C increments.</p>

## OPERATING INSTRUCTIONS (CONT'D)

<p>TEMPERATURE INCREASE / DECREASE</p> 	<p>The up and down buttons " ^ v " on the remote will increase / decrease temperature setting.</p> <p>The thermostat setting range is 62°F - 82°F( 17°C - 27°C) or continuously ON.</p> <p>The thermostat is adjustable by 2°F or 1°C increments.</p>
<p>TIMER</p> 	<p>Pressing the timer button will cycle through the timer settings: 30 minutes, 1 Hour, 2H, 3H, 4H, 5H, 6H, 7H, 8H, 9H and 00 (OFF).</p>
<p>FLAME SPEED</p> 	<p>The flame speed is only adjustable from the remote control. Each flame setting has 5 speed options available. Setting S1 is slowest ranging up to setting S5 which is the fastest.</p>
<p>SAFER PLUG®</p> 	<p>This product is equipped with a Safer Plug®; an advanced safety device that helps prevent electrical fires caused from faulty outlets.</p> <p>Overloading of outlets, adapters and surge protectors may cause overheating, damage, and increase risk of fires. Safer Plug® continuously monitors the temperature in the plug and outlet and will turn off the heater to prevent unsafe outlet overheating.</p> <p>If the Safer Plug® cuts the power due to unsafe conditions it will show an "E F" message on the screen. If this occurs the Safer Plug® has prevented a potentially unsafe condition.</p> <p>To reset the device if this occurs, first allow the plug to cool down. Once the plug has cooled down, unplug the device and wait 5 seconds, then plug back in and continue to use normally.</p> <p>If the Safer Plug® continues to activate your outlet may be faulty. Check your heater cord and plug connections. Faulty wall outlet connections or loose plugs can cause the outlet or plug to overheat. Be sure the plug fits tight in the outlet. Heaters draw more current than small appliances, so overheating of the outlet may occur even if it has not occurred with the use of other appliances. During use check frequently to determine if your plug, outlet or faceplate is HOT! If so, discontinue use of the heater and have a qualified electrician check and/or replace the faulty outlet(s).</p>

## TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Display shows "E 1 "	The thermostat sensor is broken or disconnected.	Unplug the fireplace, remove the back panel of the heater box and check that the thermostat is plugged into the main circuit board. If this does not solve the problem contact customer service for a replacement thermostat sensor.
Display shows "E 2 "	The thermostat sensor short circuited.	Contact customer service for a replacement thermostat sensor.
Display shows "E 3 "	Manual Reset overheat protection has triggered.	Inspect the heater and check that the air inlets and outlets are not blocked as this may cause overheating. Unplug the heater for 30 minutes and allow it to cool down. Replug and operate. Monitor the heater for signs of overheating. If the problem persists, discontinue use of the heater and contact customer service.
Display shows "E 4 "	Power cord overheating protection has activated.	Check your heater cord and plug connections. Faulty wall outlet connections or loose plugs can cause the outlet or plug to overheat. Be sure the plug fits tight in the outlet. Heaters draw more current than small appliances, overheating of the outlet may occur even if it has not occurred with the use of other appliances. During use check frequently to determine if your plug outlet or faceplate is HOT! If so, discontinue use of the heater and have a qualified electrician check and/or replace the faulty outlet(s).
Heater does not blow warm air.	Cool down cycle.	Normal operation, will continue to run for less than one minute before shutting down. Times will vary based on temperatures. During this time cool air will blow.
No power, logs do not glow.	No power to the unit	Check that unit is plugged into a standard 120V outlet. Press power button several times, make sure power is set at "ON" position.
Logs glow, but no flame effect.	Flame effect turned off	Press flame button several times.
Heater does not blow warm air.	Thermostat setting is preventing heater from turning on.	Adjust the temperature settings to ensure that the thermostat is set higher than the current room temperature.
Flame effect works but heater function does not and the embered flashes when the heater button is pressed.	The heater is disabled.	With the power on press and hold the POWER button on the control panel for 10 seconds. Once re-enabled the embered lights will flash multiple times.
Remote Control is not working.	No batteries	Change the remote batteries.
	Poor Signal	Operate remote transmitter at a slow measured pace. Measured the remote control buttons with an even motion and gentle pressure. Repeatedly pressing buttons in rapid succession may cause the transmitter to malfunction.
	Distance	Operate the remote at a distance less than 20 feet from the front of the appliance; point the remote at the control panel.

## FCC/IC INFORMATION

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This 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 communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does 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 to 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.

This Class B digital apparatus complies with Canadian ICES-003.

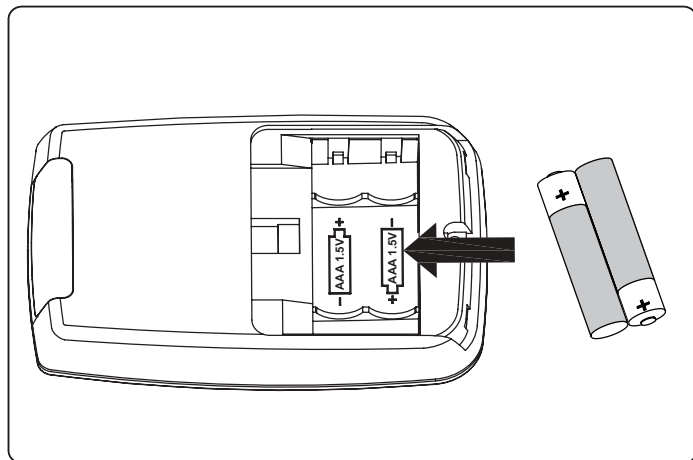
## CARE AND MAINTENANCE

- Clean the trim using a soft cloth, slightly dampened with citrus oil based product and buff with a clean soft cloth.
- Citrus oil based products are recommended for cleaning and can be found at supermarkets or hardware stores.
- **WARNING:** Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and injury to persons.
- **WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electrical shock or personal injury.

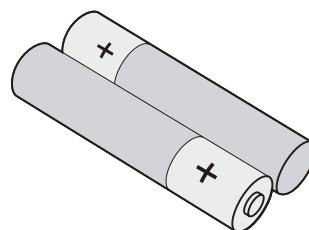
# REPLACING THE REMOTE-CONTROL BATTERY

**NOTE:** Do not mix old and new batteries.

Do not mix alkaline, standard (carbon zinc), or rechargeable (nicad, ni-mh, etc.) batteries.



NOTE: Battery disposal  
Please always dispose of batteries  
at a suitable recycling point.



## CAUTION:

- Do not ingest batteries.
- Non-rechargeable batteries are not to be recharged.
- Batteries are to be inserted with the correct polarity.
- Exhausted batteries are to be removed from the product.
- Always purchase the correct size and grade of battery most suitable for the intended use.
- Replace all batteries of a set at the same time.
- Clean the battery contacts and also those of the device prior to battery installation.
- Remove used batteries promptly.

# 1-YEAR LIMITED WARRANTY

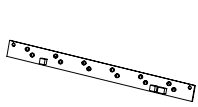
The manufacturer warrants that your new Electric Fireplace is free from manufacturing and material defects for a period of one year from date of purchase, subject to the following conditions and limitations.

1. Install and operate this appliance 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.
2. 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.
3. 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.
4. 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).
5. 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.
6. 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.
7. 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.
8. 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.
9. The warranties as outlined within this document do not apply to non accessories used in conjunction with the installation of this product.
10. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

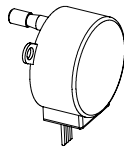
This warranty is void if:

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

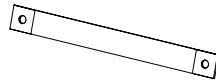
# REPLACEMENT PARTS LIST



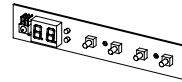
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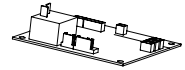
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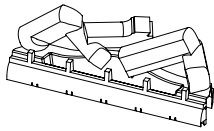
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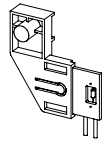
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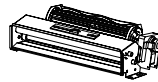
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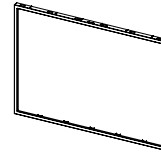
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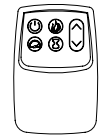
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8



9



10



11

PART	PART NAME	NO	PART NUMBER
1	Flame Circuit Board	1	Y21-S307-P40
2	Flame Generator Drive Motor	1	P10-6-QCF
3	Control Circuit Board	1	Y21-S306-P184CF
4	Control Panel Circuit Board	1	Y21-S306-P32CF
5	Main Circuit Board	1	Y21-S306-P15-HDCF
6	Ember bed with log set	1	Y21-S306-P02CF
7	Thermostat Sensor	1	INS-NTC-TMCF
8	Blower/ Heater assembly	1	Y21-S306-P01CF
9	Front Panel with frame	1	Y21-S306-P27CF
10	Remote Control	1	P178
11	Bracket	4	PH-BKTZNC001











