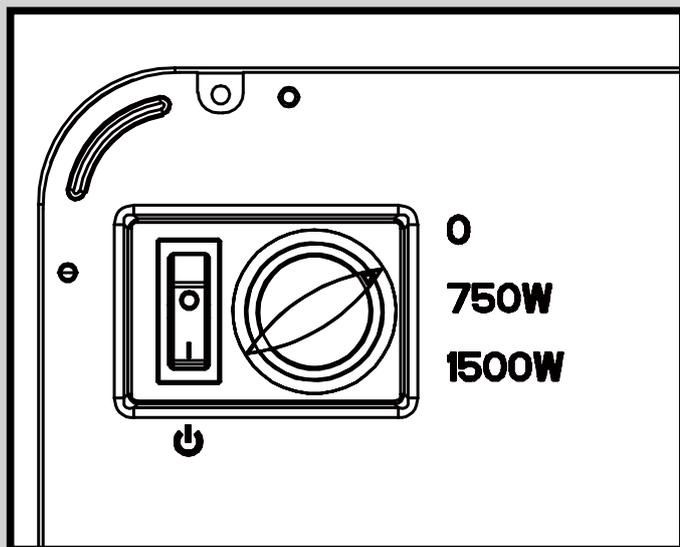


# MODELS: DFS-300-BLK, DFS-300-RED, DFS-300-WHT, DFS-300-BPR, DFS-300-LPD

Go to [www.tsicustomerservice.com](http://www.tsicustomerservice.com) for product warranty registration

## Control Panel



The control panel can be found on the top left corner on the back side of the unit.

## OPERATING INSTRUCTIONS

 - MAIN POWER

The Power switch supplies power to all of the functions of the Fire Cube including the flame effect and heater.

NOTE: Main Power must be turned to ON for the heat to be used.

750W- LOW HEAT

To turn on low heat, turn the heater knob to the on position.

1500- HIGH HEAT

To turn on high heat turn the knob all the way to the 1500W position.

## PRODUCT SPECIFICATIONS

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

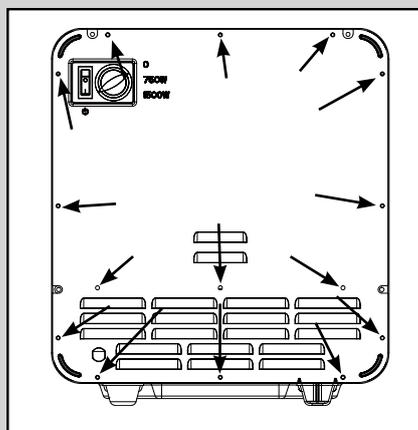
### For Customer Service:

[www.twinstarhome.com](http://www.twinstarhome.com)

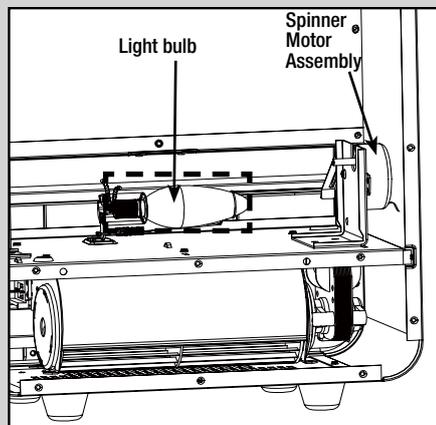
888-674-7517

8:30 a.m.-5:30 p.m., EST, Monday-Friday

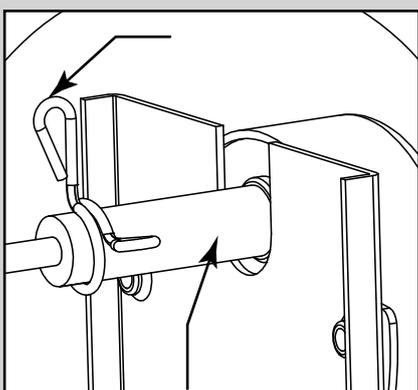
## REPLACING THE LIGHT BULB



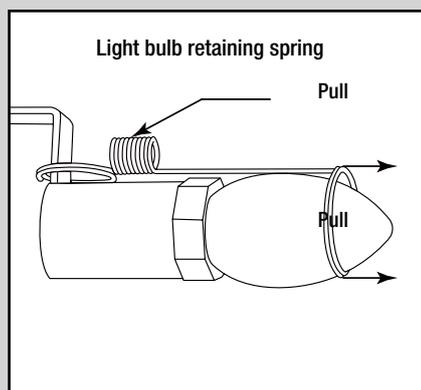
1. Loosen the Phillips head screws and remove back panel.



2. Remove back panel to access light bulb



3. Pinch this spring clip to loosen. Gently turn and pull the rubber grommet of the motor shaft.



4. Pull away the bulb retaining spring, unscrew the old bulb, and replace with a new 40w candelabra bulb.

Note: When first running the heater there can be an odor. This is normal, the heater has a surface coating on the internal parts, for the first several hours of operation the coating reacts with the internal parts to permanently protect them. The odor is safe; if you are sensitive to the odor it is recommended to run the heater in a well-ventilated area until the odor dissipates.

Warning: This is an unvented, electric appliance. DO NOT attempt to burn wood or manufactured firelogs in or on this appliance or grate.

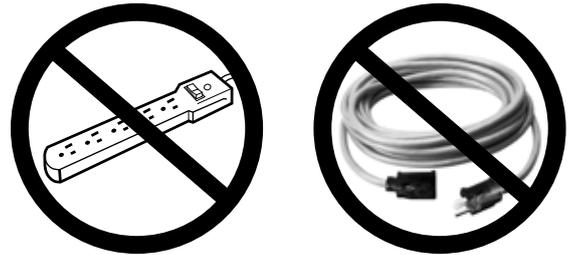
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Delray Beach, FL 33445  
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# IMPORTANT INSTRUCTIONS

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. This appliance is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. If provided, use handles when moving this appliance. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet (0.9 m) from front and sides of the unit. **WARNING:** In order to avoid overheating, do not cover the heater. It cannot be used in a wardrobe.
3. **CAUTION:** Whenever the heater is left operating and unattended, extreme caution is necessary if children or invalids 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. Children being supervised not to play with the appliance.
6. If possible, always unplug this appliance when not in use.
7. Do not operate any heater with a damaged cord or plug or after the appliance malfunctions, or if it has been dropped or damaged in any manner.
8. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
9. Any repairs to this fireplace should be carried out by a qualified service person.
10. Under no circumstance should this fireplace be modified. Parts having to be removed for servicing must be replaced prior to operating this fireplace again.
11. Do not use outdoors.
12. 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.
13. 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.
14. To disconnect this appliance, turn controls to the off position, then remove plug from outlet.
15. Connect to properly grounded outlets only.
16. This appliance, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the current CSA C22.2 Canadian Electrical Code or for U.S.A. installations, follow local codes and the National Electrical Code, ANSI/NFPA NO.70.
17. There is a thermostat limiter inside the heater. When the inner temperature over-heats or abnormal heating occurs, the thermostat protective device would cut off power supply to prevent damage or risk of fire.
18. The heaters must not be located immediately below a socket-outlet.
19. 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.
20. 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.
21. This appliance has hot and 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.
22. 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.
23. Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/ power strip).
24. This heater is for use on 120 volts. This product is equipped with a polarized plug (one blade is wider than the other blade). To reduce the risk of electrical shock, this plug will fit into a polarized outlet only one way. This is a safety feature. If you are unable to insert the plug into the electrical outlet, try reversing the plug. If the plug still does not fit, contact a qualified electrician.
25. Always plug heaters directly into a wall outlet/ receptacle. This heater is for use on 120 volts. Never use with an extension cord or relocatable power tap(outlet/ power strip).



## SAVE THESE INSTRUCTIONS

### 1-YEAR LIMITED WARRANTY

The manufacturer warrants that your new Electric Fire Cube 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 Electric Fire Cube 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.

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.

#### IF WARRANTY SERVICE IS NEEDED

Contact the manufacturer by calling customer service department at 1-888-674-7517, 7 days a week/24 hours a day/365 days per year. Make sure you have your warranty, your sales receipt, location of purchase and the model/serial number of your product.

# TROUBLESHOOTING GUIDE

Problem	Root Cause	Corrective Action
1. No power	1. Power cord was not plugged into the outlet.	1. Check that unit is plugged directly into a standard 120 volt outlet.
2. Fire Cube does not turn on manually.	2a. No incoming power from the electrical wall socket or switches. 2b. Improper operation. 2c. Defective switch	2a. Check circuit breakers and move unit to another outlet. 2b. Manually press main power button from back of unit. 2c. Replace switch.
3. Flames are not moving	3a. Defective Flame Generator Drive Motor 3b. Flame Generator/Spinner detached from the Flame Generator Drive Motor	3a. Contact customer service for a replacement Flame Generator Drive Motor. 3b. Unplug the Fire Cube and remove the back panel and check to see if "Flame Generator/Spinner" is correctly mounted to the Flame Generator Drive Motor.
4. Flames are not visible	4. Burnt out light bulb.	4. Follow bulb replacement instructions to replace the light bulb.
5. Heater is not turning off	5. Defective heater switch	5. Replace heater switch
6. Heater is not turning on	6a. Improper operation 6b. Defective Switch 6c. Defective heater blower motor.	6a. Manually press main power button on back of unit. 6b. Replace Switch. 6c. Replace heater blower motor.
7. Not producing enough heat	7a. power strip/surge protector/ extension cord being used 7b. Location of unit	7a. Plug unit directly into the wall. 7b. Make sure unit is located on an interior wall or away from drafty doors or windows.
8. Unit blows cool or cold air	8. Defective heater blower assembly.	8. Contact customer service to replace the heater blower assembly.
9. Excessive noise with the heater on	9a. Dirty heater blower motor 9b. Defective heater blower motor	9a. Gently vacuum heater blower vents. 9b. Replace heater blower motor
10. Noise with flames on and heater off	10a. Defective flame generator drive motor. 10b. Dented back panel 10c. Warped Flame Generator/ Spinner shaft	10a. Contact customer service to replace the flame generator drive motor. 10b. Contact customer service 10c. Contact customer service
11. Power cord gets warm	11. Normal operation	11. 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).
12. Is it safe to place unit on carpet?	12. Product inquiry	12. It is safe to place unit on carpet but make sure any flammable items are at least 3 feet (0.9 m) away from front and sides of the unit.
13. How many square feet will my unit warm up?	13. Product inquiry	13. Provides supplemental heat up to 400 square feet
14. Heater doesn't work, but Power and Heaters switches are in the "ON" position and thermostat is set on the highest level.	14. The thermal protector has tripped.	14. Turn all switches to the "OFF" position and unplug the unit from the wall outlet for 5 minutes. After 5 minutes, plug the unit back into wall outlet and operate as normal.