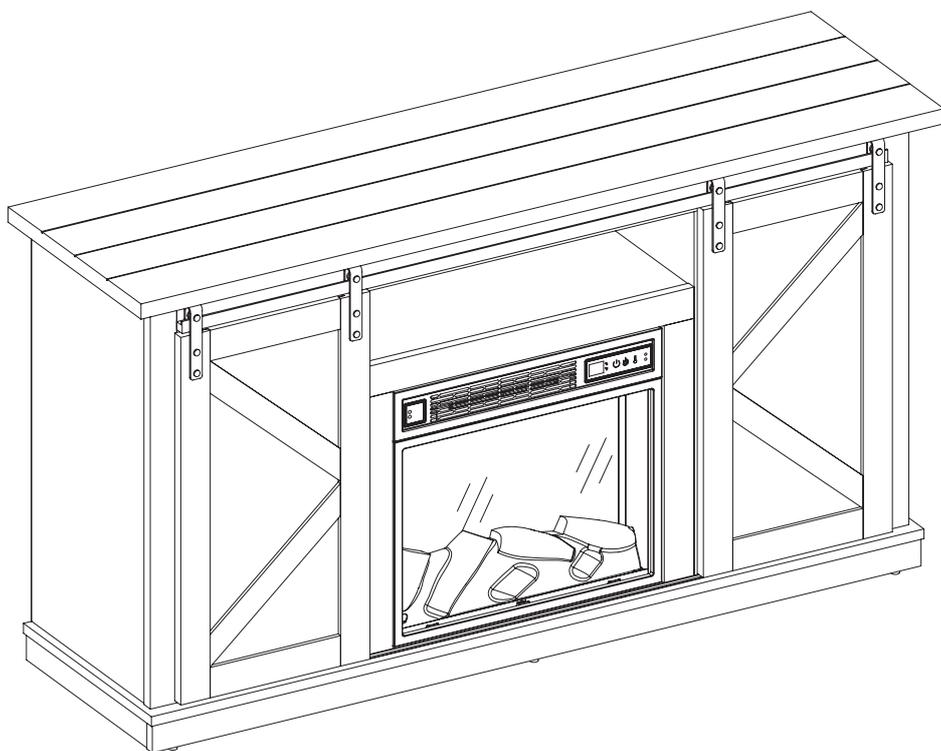


# duraf<sup>l</sup>ame<sup>®</sup>

18MM34100



# REGISTER YOUR NEW PURCHASE **online!**

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Thank you for purchasing our product. Please take a moment to visit **tsicustomerservice.com** to register your new purchase:

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**DON'T FORGET TO REGISTER YOUR PRODUCT ONLINE TO RECEIVE SPECIAL OFFERS, TIPS AND MORE!**  
N'oubliez pas d'enregistrer votre produit en ligne afin de recevoir des offres spéciales, des conseils et plus encore!  
NO OLVIDE REGISTRAR SU PRODUCTO EN LÍNEA PARA RECIBIR OFERTAS ESPECIALES, CONSEJOS Y MÁS!

When registering your product, be sure to sign up for our updates to receive important service information and helpful tips. We value your privacy and will never share your personal information with other organizations. The information you submit is used only for providing product related services to you.

Lorsque vous enregistrez votre produit, assurez-vous de vous inscrire à nos mises à jour afin de recevoir d'importantes informations concernant les services et de précieux conseils. Nous accordons de l'importance à votre vie privée et nous ne communiquerons jamais vos informations personnelles à d'autres organisations. Les informations que vous fournissez sont utilisées uniquement pour vous offrir des services en lien avec les produits.

Si vous n'êtes pas en mesure d'effectuer l'enregistrement, conservez votre preuve d'achat pour le remplacement de pièces. Cuando registre su producto, asegúrese de suscribirse para recibir actualizaciones importantes sobre el servicio y consejos útiles. Valoramos su privacidad y no compartiremos su información personal con otras organizaciones. La información que envíe se usará solo para proporcionarle servicios relacionados con el producto.

**DEPENDABLE CUSTOMER SERVICE • SERVICE À LA CLIENTÈLE • ATENCIÓN AL CLIENTE CONFIABLE FIABLE**

**Questions? | Des questions? | ¿Tiene preguntas?**

Call customer service Monday to Friday 8:30 am – 5:30 pm EST.

Appelez le service à la clientèle Lundi – Vendredi 8 h 30 – 17 h 30 (HNE)

Llame al servicio de atención al cliente. De lunes a viernes de 8:30 a. m. a 5:30 p. m. (hora estándar del este)

**1.800.318.9373**

PRODUCT DETAILS AND NOTES  
DÉTAILS ET NOTES DU PRODUIT/DETALLES DEL PRODUCTO Y NOTAS

Place of purchase/Lieu de l'achat/Lugar de compra:

---

Date of purchase/Date de l'achat/Fecha de compra:

---

Model #/No de modèle/Número de modelo:

---

Notes/Remarque/Notas:

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## SAFETY INFORMATION



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



### WARNING

- Some steps are more easily handled with two adults.

### 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.

## INFORMATION DE SÉCURITÉ



Assurez-vous de lire et de comprendre l'intégralité du présent manuel avant de tenter d'assembler, d'utiliser ou d'installer le produit.



### AVERTISSEMENT

- Certaines étapes sont plus faciles à effectuer avec l'aide.

### MISE EN GARDE

- Avant l'assemblage et/ou l'installation, vous devez déballer minutieusement toutes les pièces.
- Localisez et mettez de côté le jeu de quincaillerie avant de jeter l'emballage.
- Soyez vigilant lorsque vous assemblez le nouveau produit. Prenez votre temps et suivez attentivement ces instructions.

## INFORMACIÓN DE SEGURIDAD



Lea y comprenda completamente este manual antes de intentar ensamblar, usar o instalar el producto.

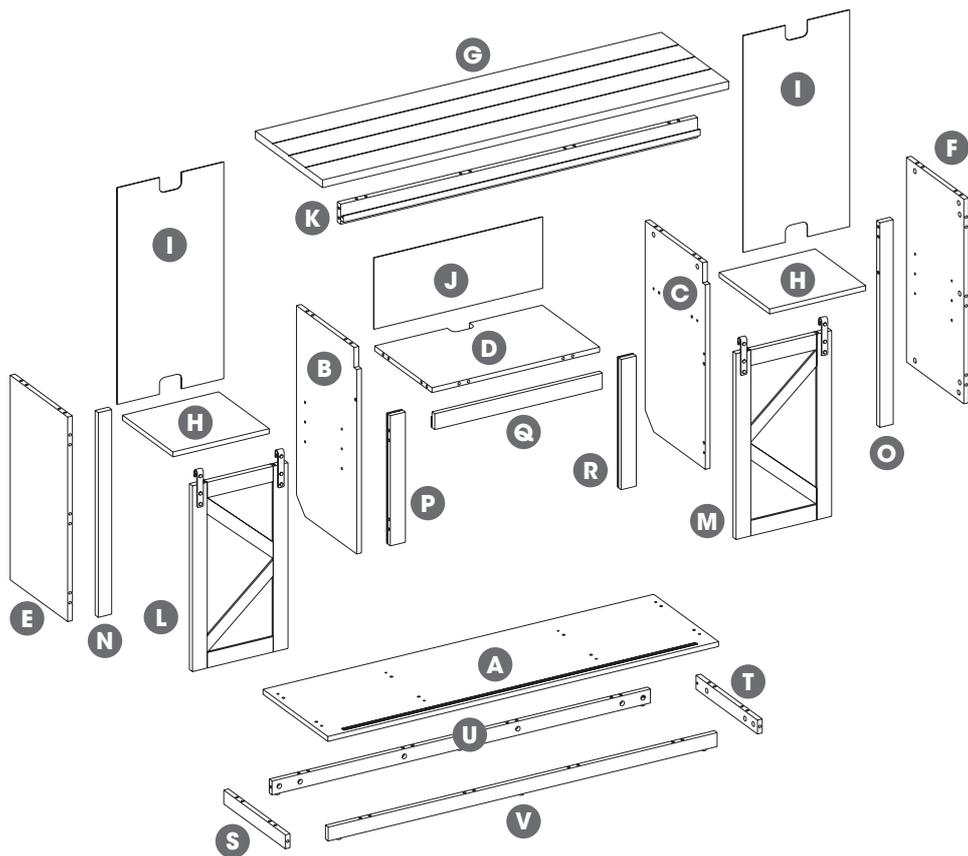


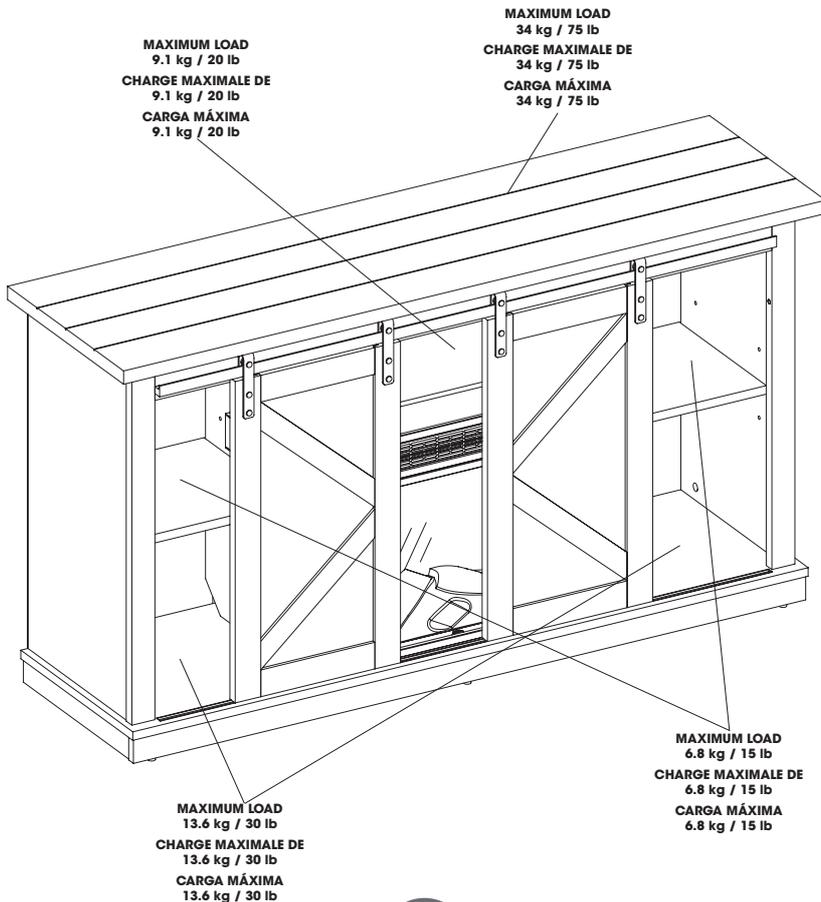
### ADVERTENCIA

- Algunos de los pasos se pueden realizar con mayor facilidad entre dos adultos. 1

### PRECAUCIÓN

- Antes del ensamblaje y/o instalación, desenvuelva cuidadosamente todas las piezas.
- Localice y separe el equipo de accesorios antes de desechar el embalaje.
- Tenga cuidado al ensamblar el nuevo producto. Tómese su tiempo y siga detenidamente las instrucciones de ensamblaje.





**MAXIMUM LOAD**  
9.1 kg / 20 lb  
**CHARGE MAXIMALE DE**  
9.1 kg / 20 lb  
**CARGA MÁXIMA**  
9.1 kg / 20 lb

**MAXIMUM LOAD**  
34 kg / 75 lb  
**CHARGE MAXIMALE DE**  
34 kg / 75 lb  
**CARGA MÁXIMA**  
34 kg / 75 lb

**MAXIMUM LOAD**  
13.6 kg / 30 lb  
**CHARGE MAXIMALE DE**  
13.6 kg / 30 lb  
**CARGA MÁXIMA**  
13.6 kg / 30 lb

**MAXIMUM LOAD**  
6.8 kg / 15 lb  
**CHARGE MAXIMALE DE**  
6.8 kg / 15 lb  
**CARGA MÁXIMA**  
6.8 kg / 15 lb



### **WARNING**

For use with most flat panel televisions weighing 34 kg / 75 lb or less. Usage with televisions or loads heavier than the maximum weights specified may result in instability causing tip over resulting in death or serious injury.

### **ATTENTION**

Destiné à la plupart des téléviseurs à écran flat panel pesant 34 kg / 75 lb ou moins. L'utilisation avec des téléviseurs ou des charges dont le poids dépasse les valeurs spécifiées peut entraîner l'instabilité et le basculement pouvant provoquer la mort ou des blessures graves.

### **PRECAUCIÓN**

Para usar con la mayoría de televisiones de flat panel, con peso de 34 kg / 75 lb o inferior. Colocar televisores o cargas mayores que los pesos máximos especificados puede generar inestabilidad y, en consecuencia, desplomes que pueden causar la muerte o lesiones graves.

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[x48]



PH-KDBZNC001

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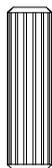
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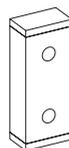
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Ø8x30mm  
PH-DWLNTL001

DD

[x4]



Plate

EE

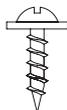
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Ø3.5x15mm  
PH-SCRNKL008

FF

[x36]



Ø3x12mm  
PH-SCRBLK007

GG

[x4]



Ø4x50mm  
PH-SCRBLK006

HH

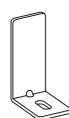
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Ø6.3x25mm

II

[x2]



PH-BKTBLK007

JJ

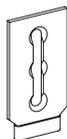
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Ø4x15mm  
PH-SCRBLK009

KK

[x2]



PH-BDGBLK001

LL

[x1]



PH-BKTWHT003

MM

[x8]



PH-SPNPCSPLB2

NN

[x18]



PH-KDPBRW001

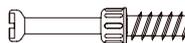
**ATTENTION:** Follow instructions in the order they are given below. This will ensure that your product is properly assembled.

**ATTENTION :** Suivre les instructions dans l'ordre donné ci-dessous. Cela vous assurera d'assembler correctement le produit.

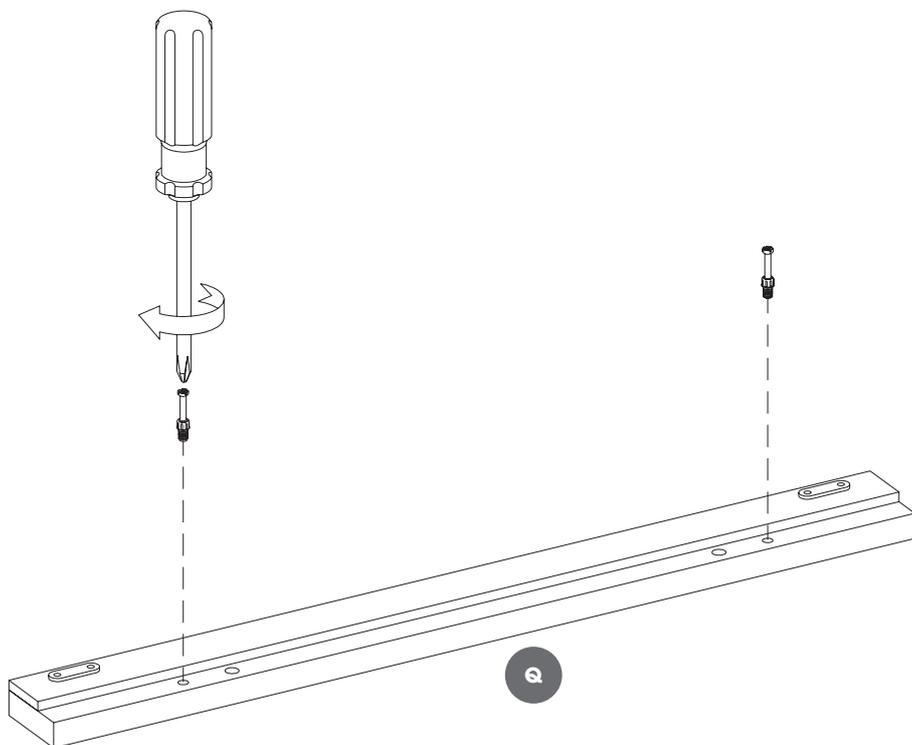
**ATENCIÓN:** Siga las instrucciones en el orden que se indica a continuación. Esto asegurará que su producto se ensamble correctamente.

1

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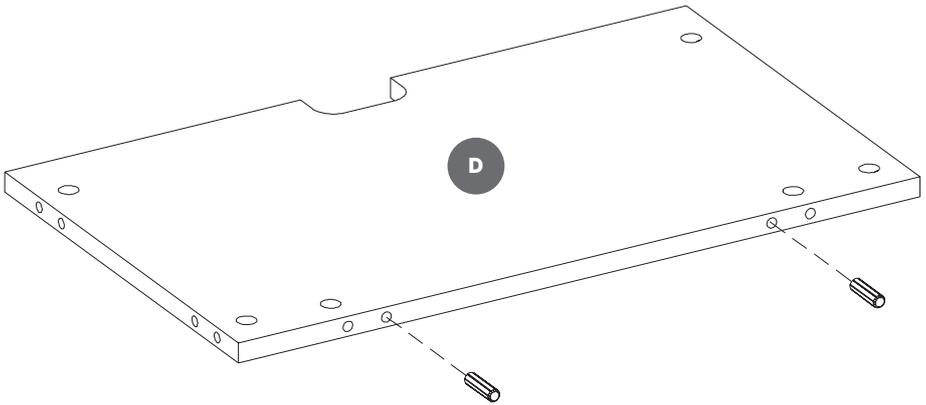


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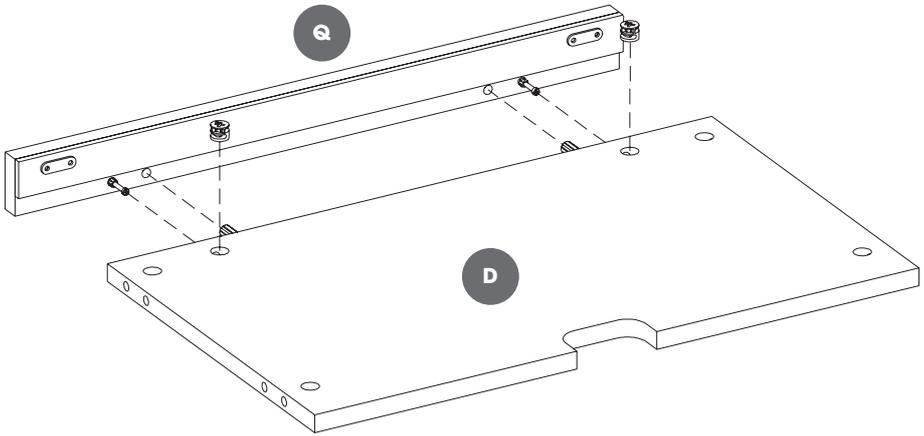
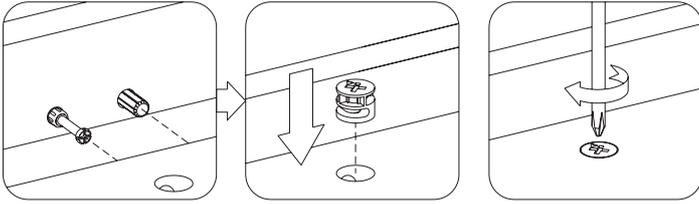


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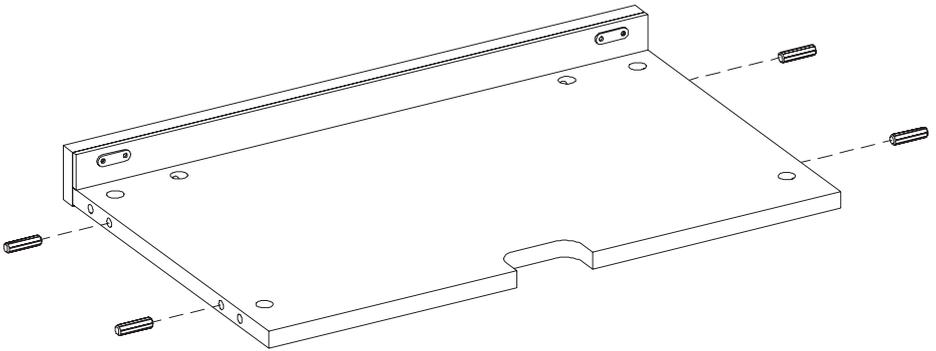


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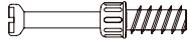


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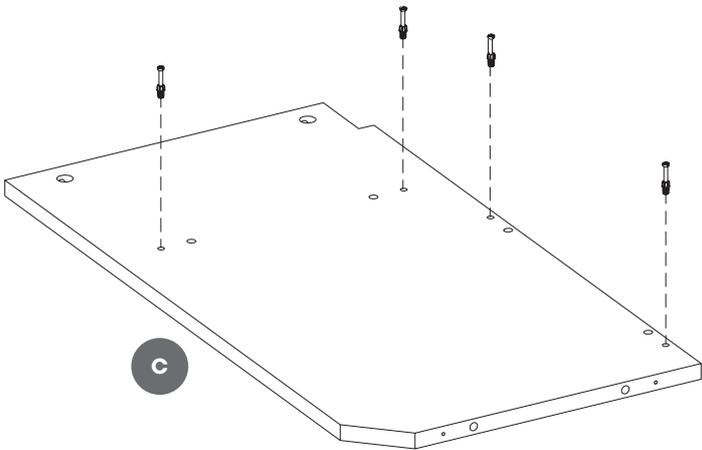
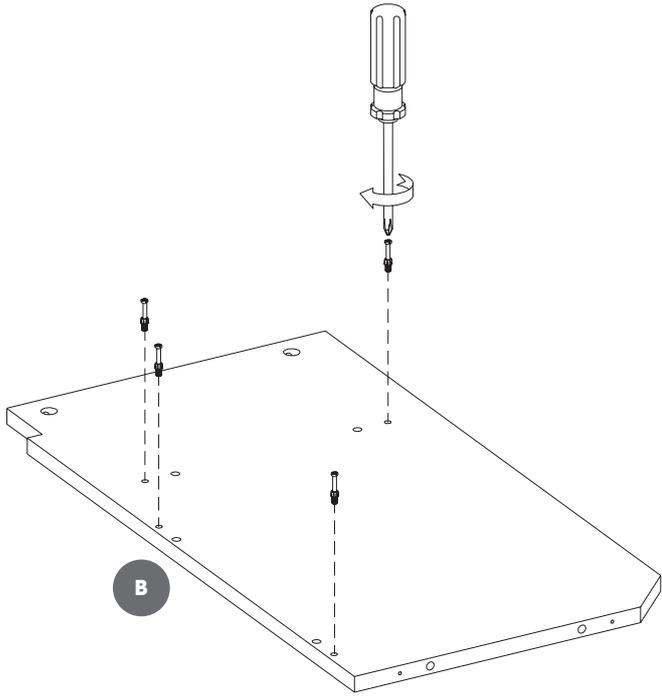


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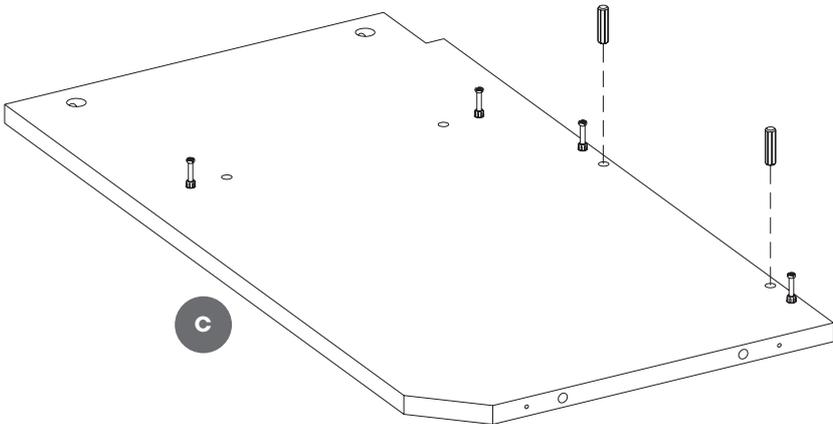
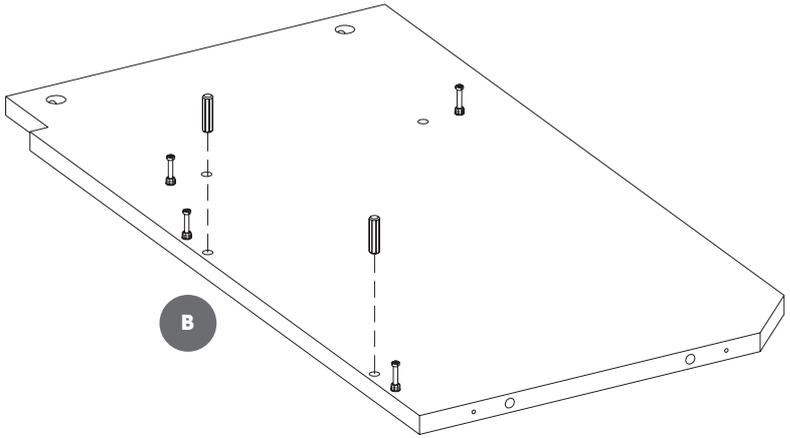


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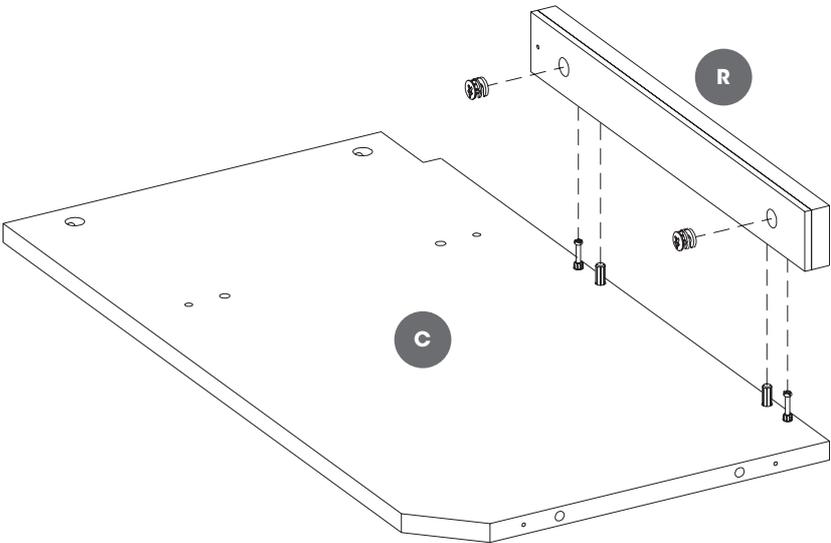
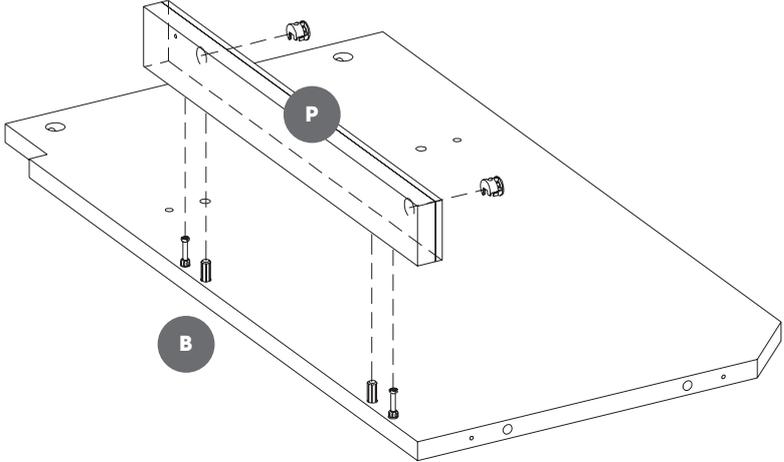


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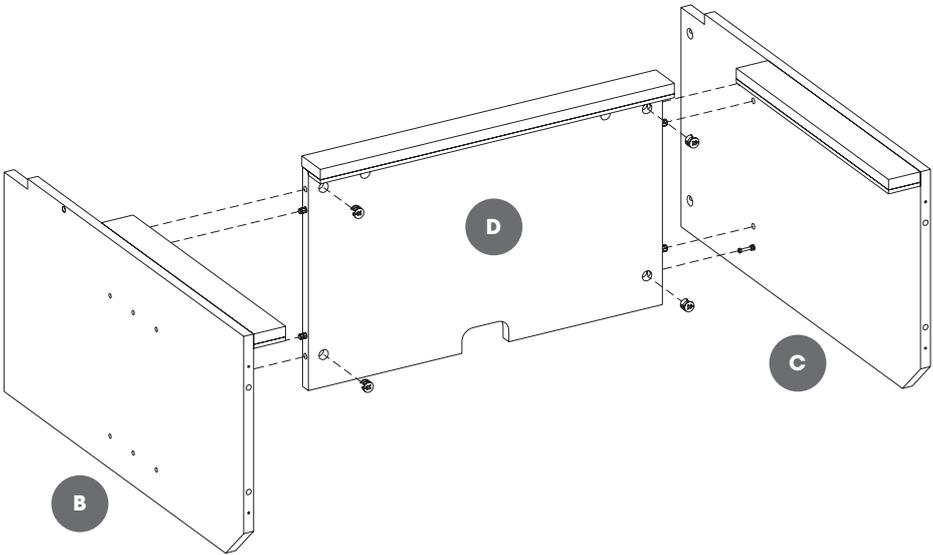
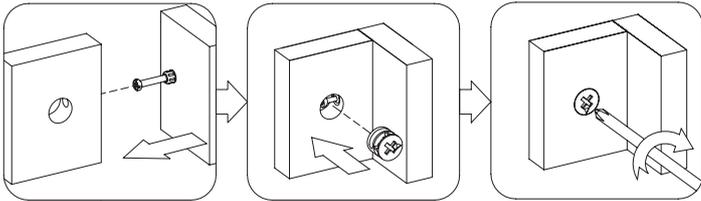


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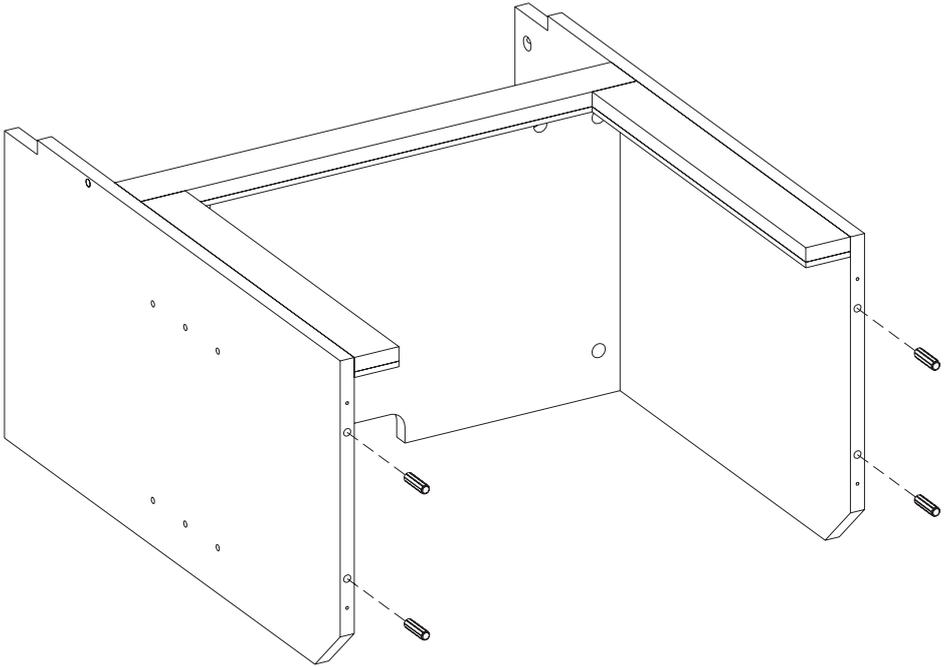


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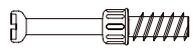


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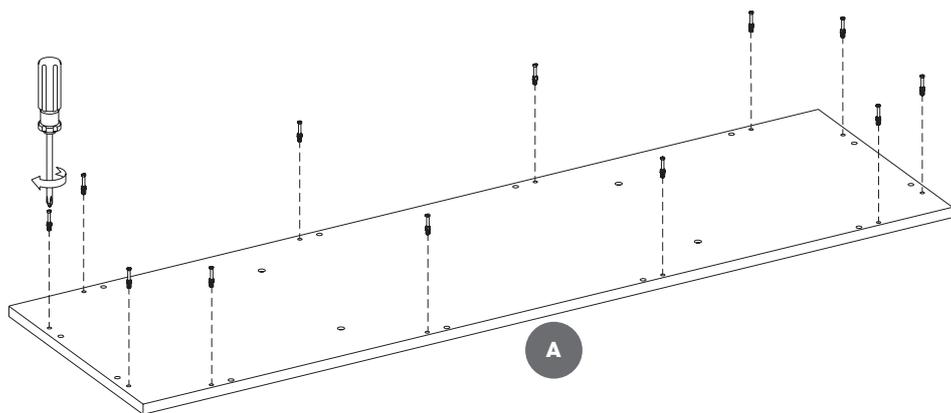


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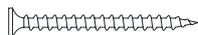


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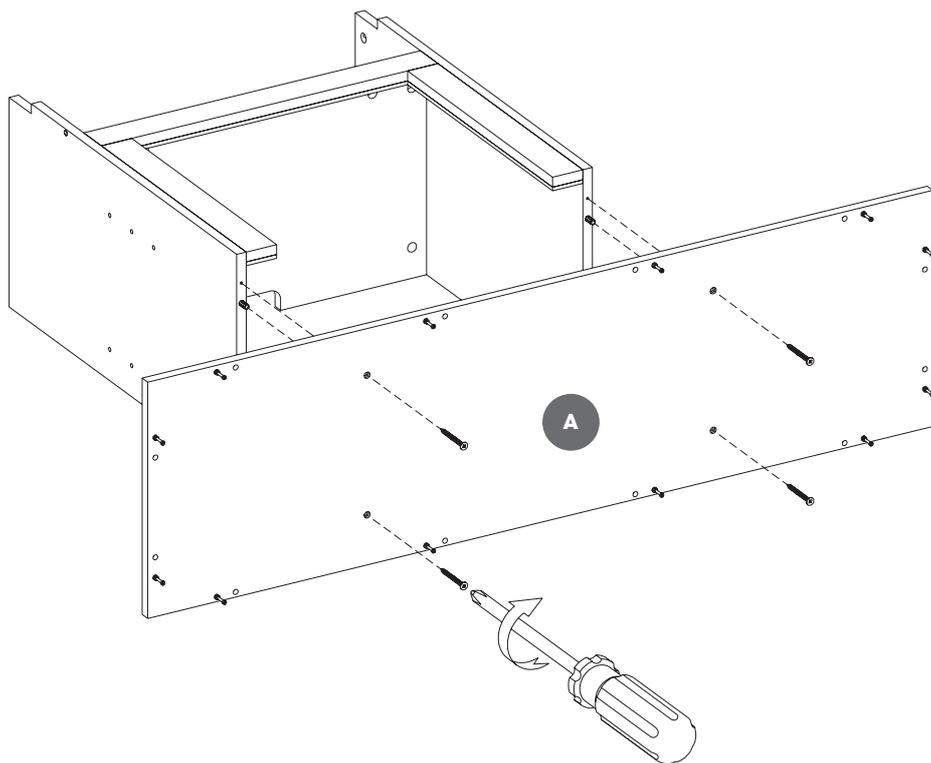


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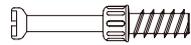


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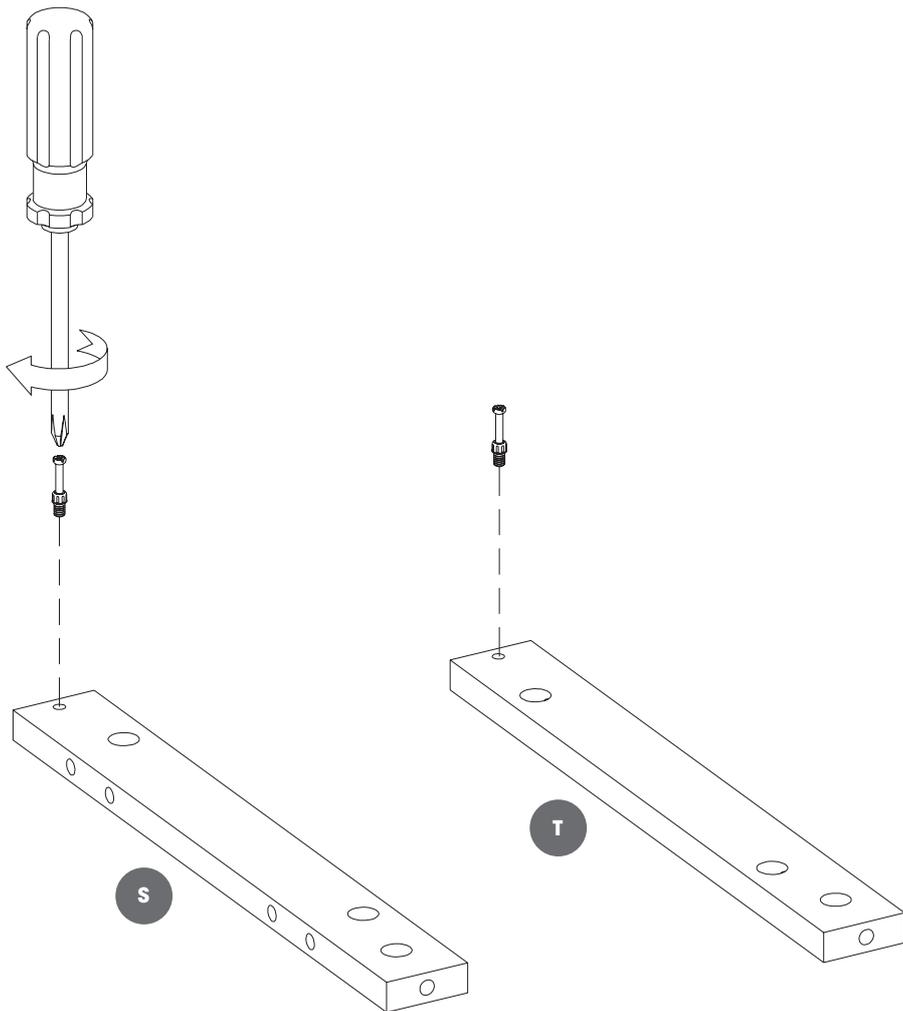


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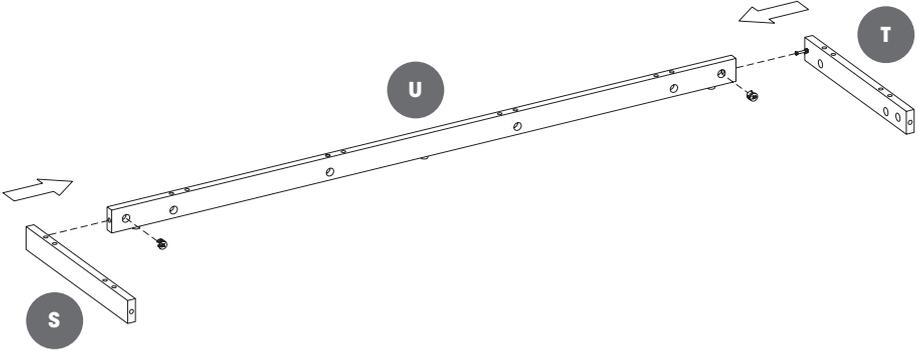
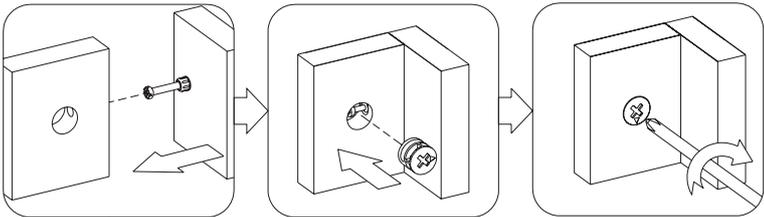


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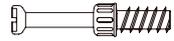


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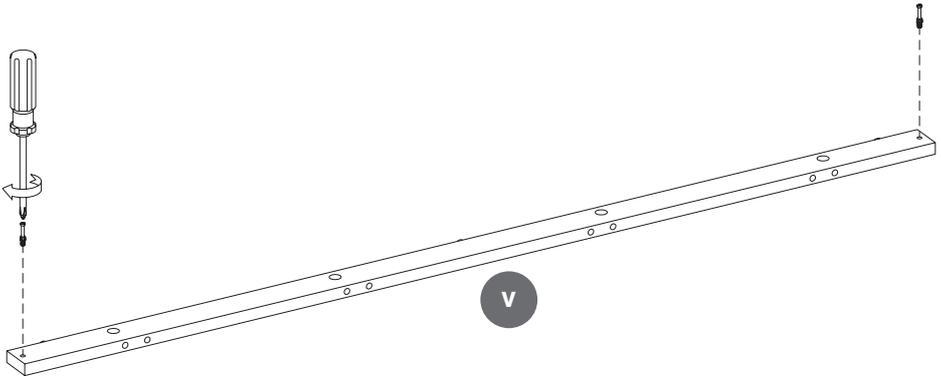


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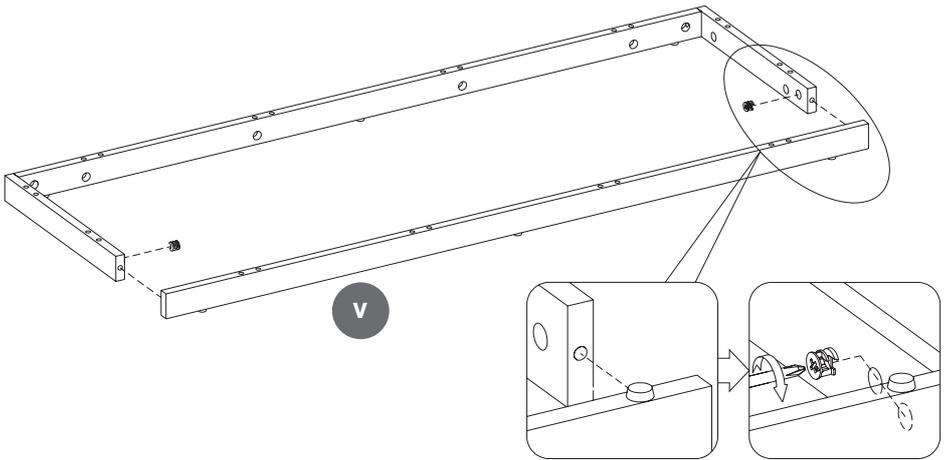


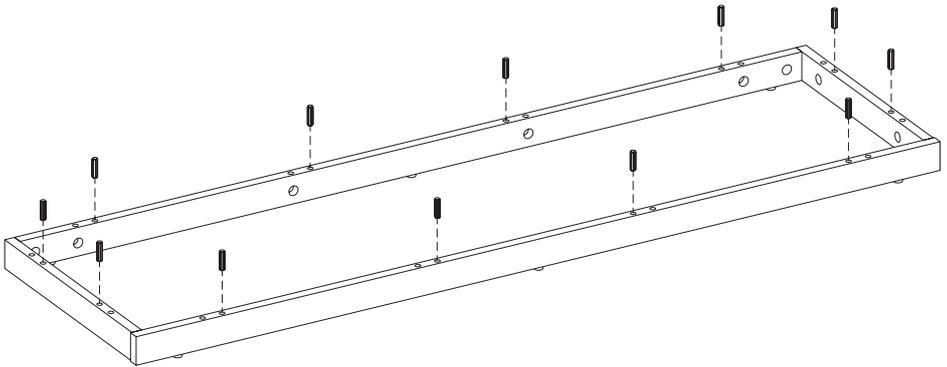
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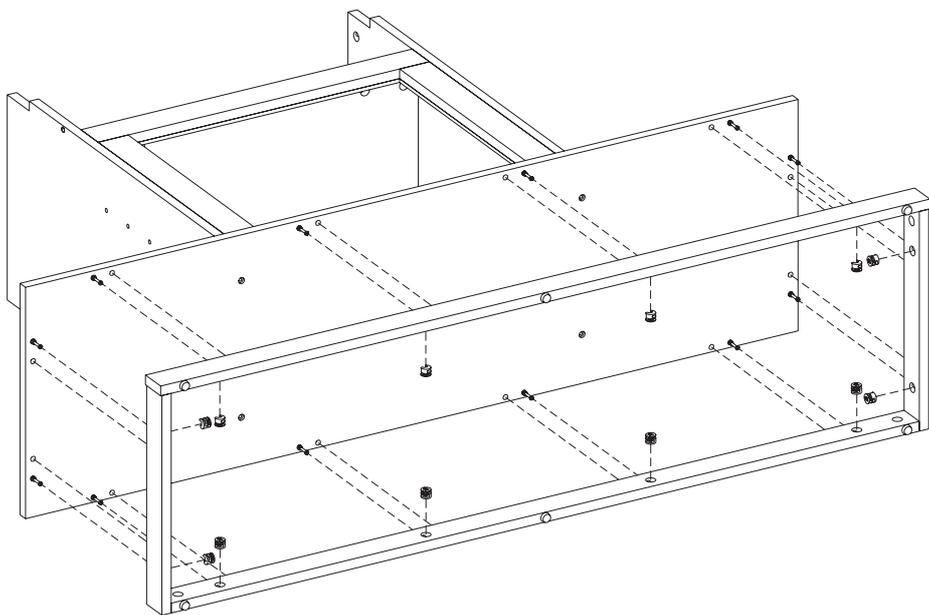
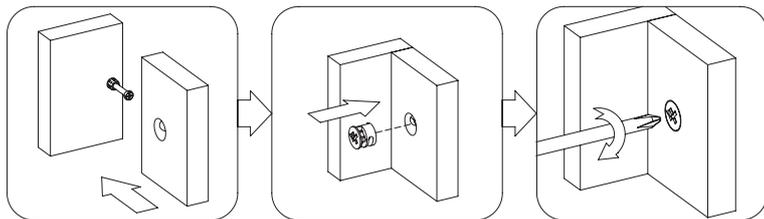
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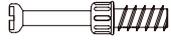






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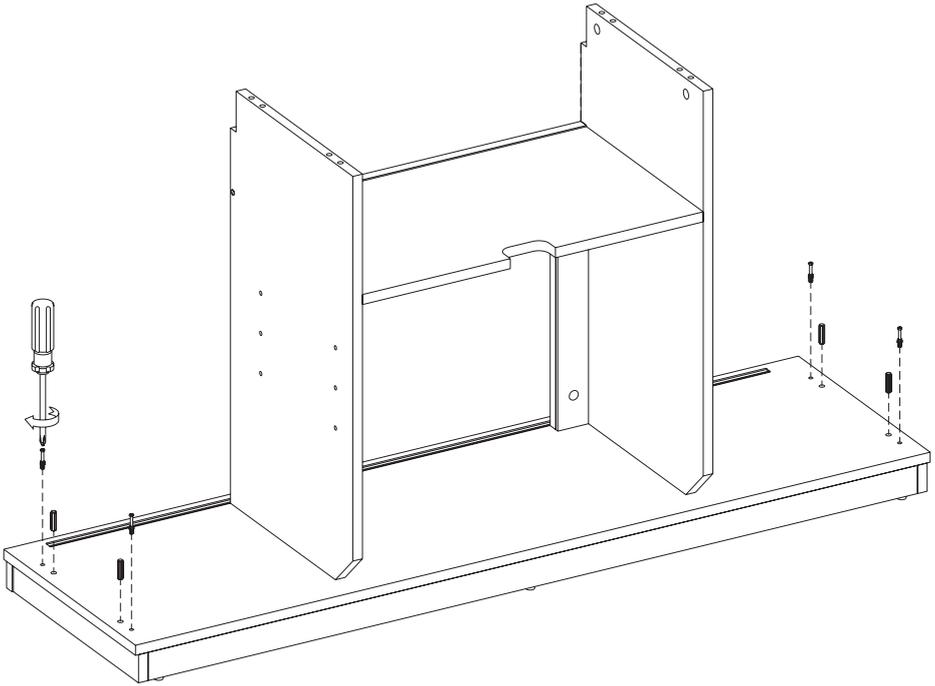


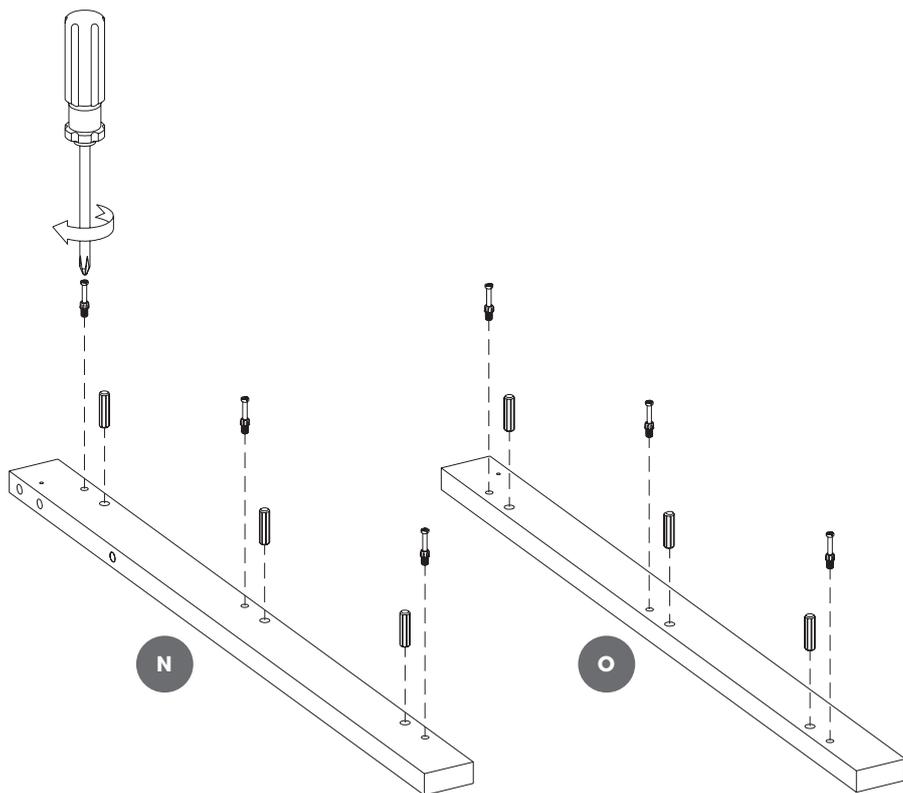
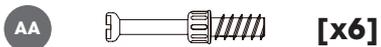
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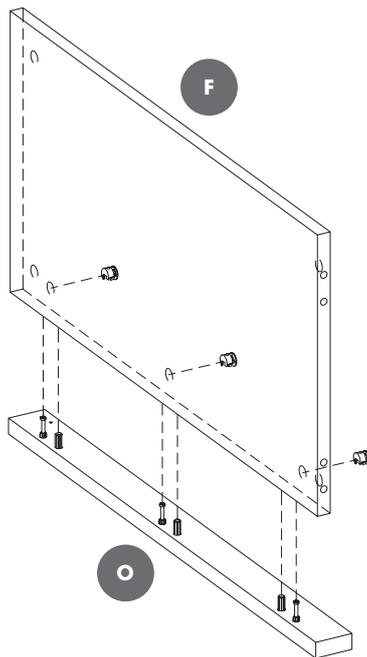
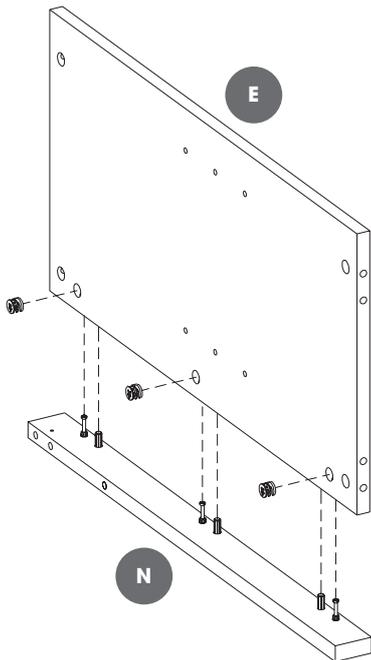
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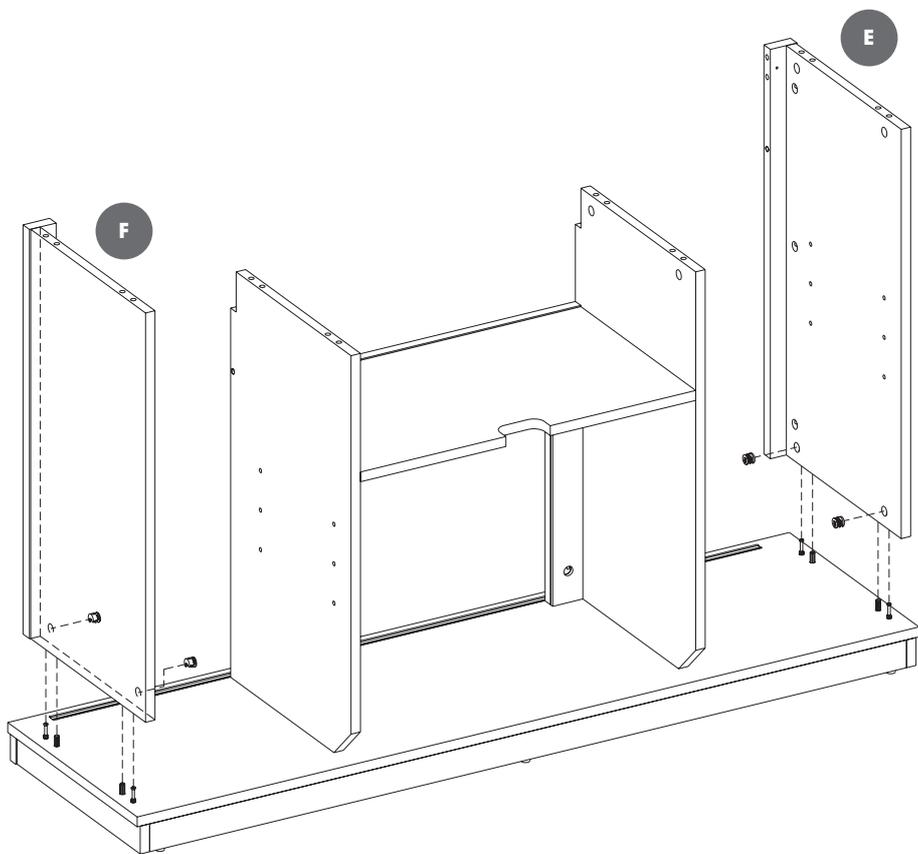
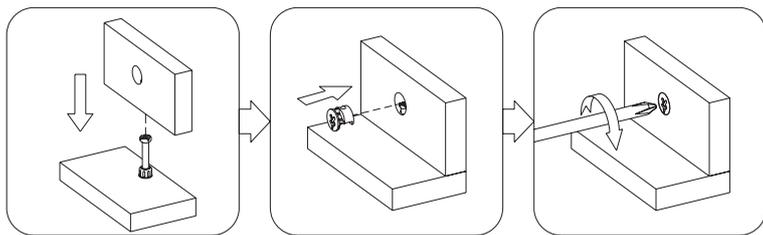


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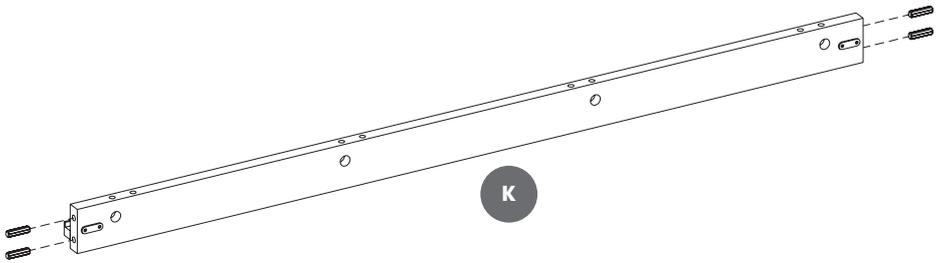


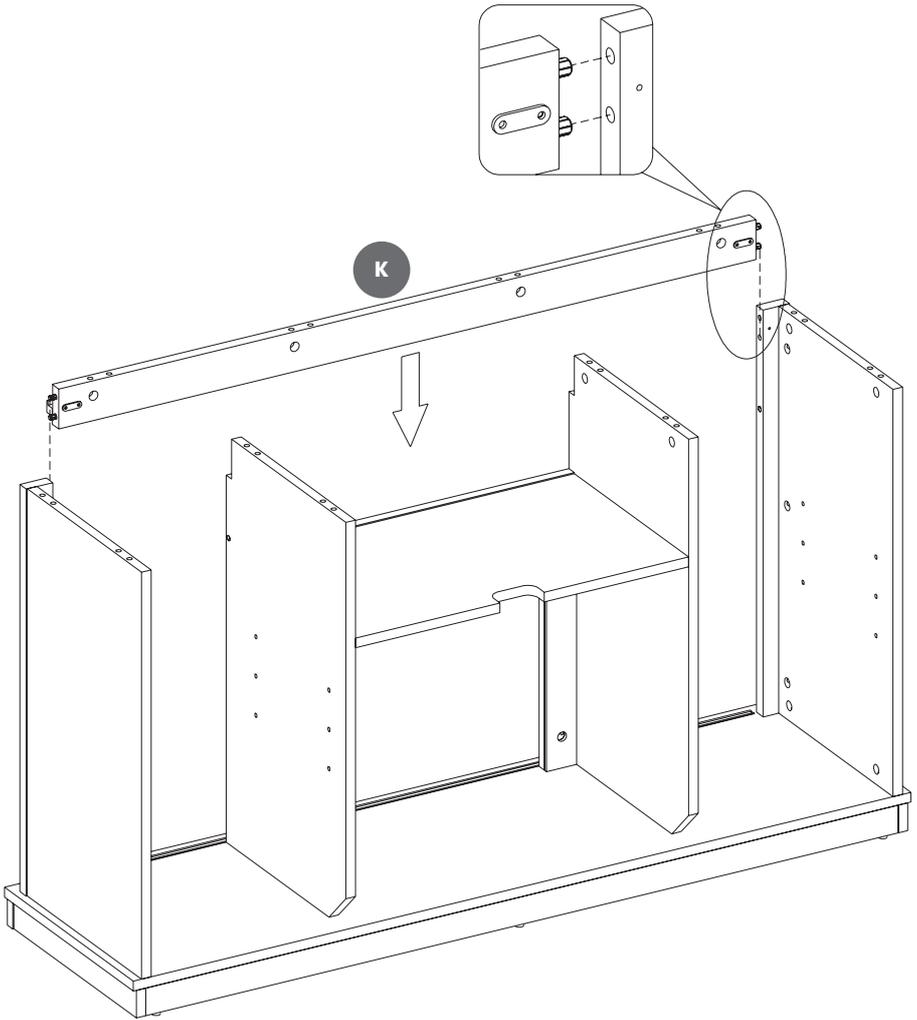
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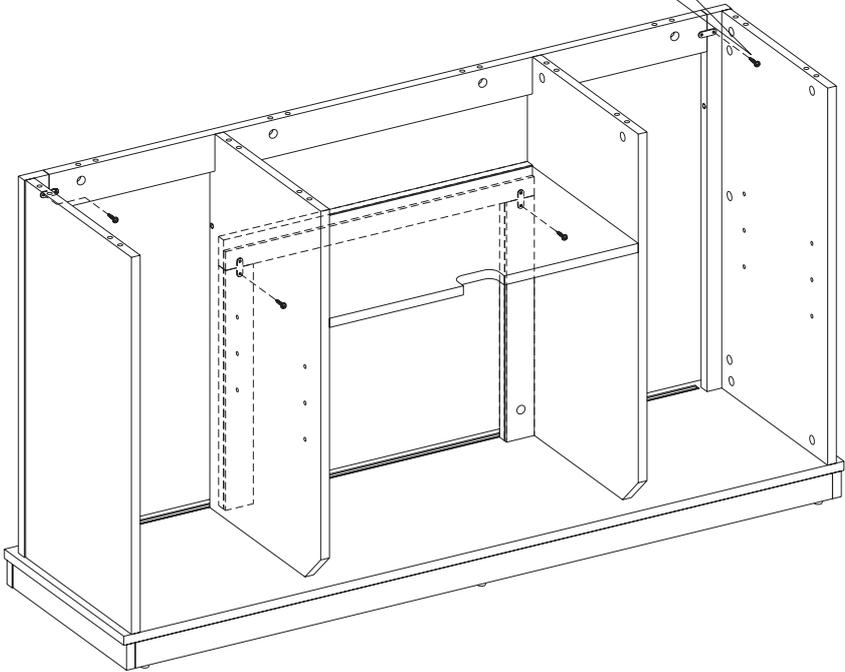
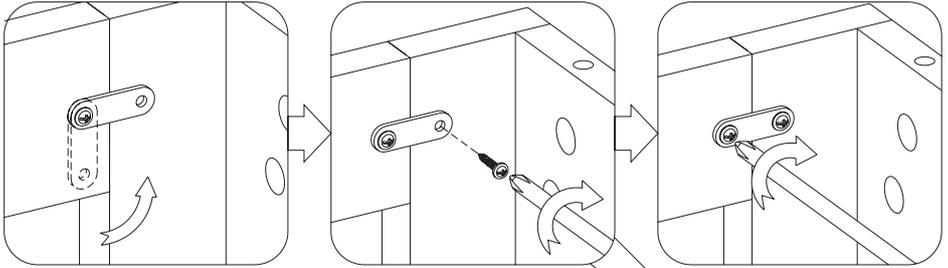
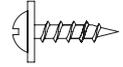
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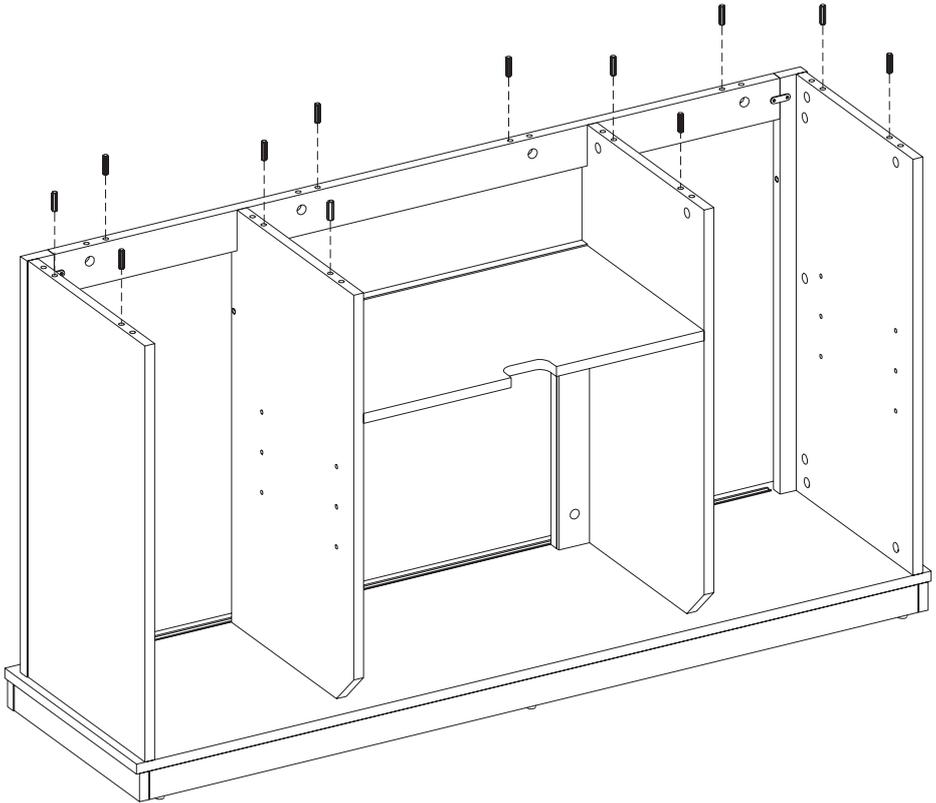


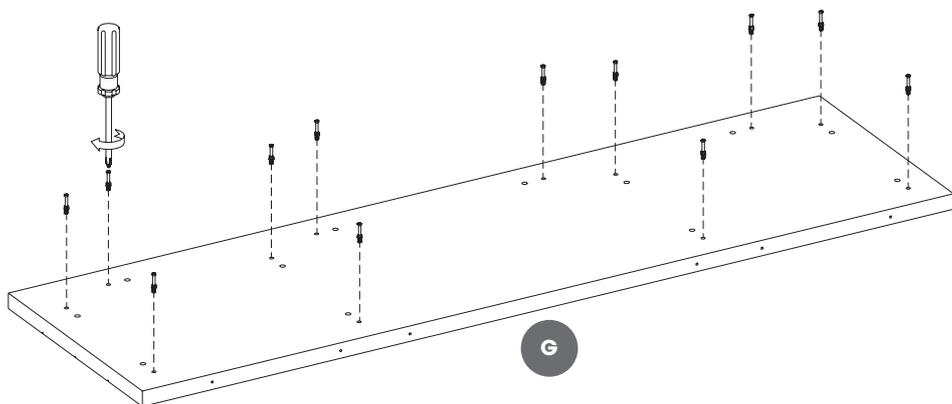
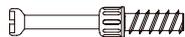
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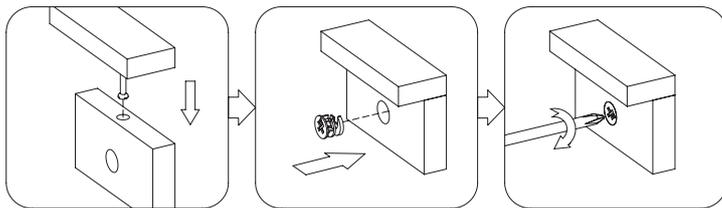


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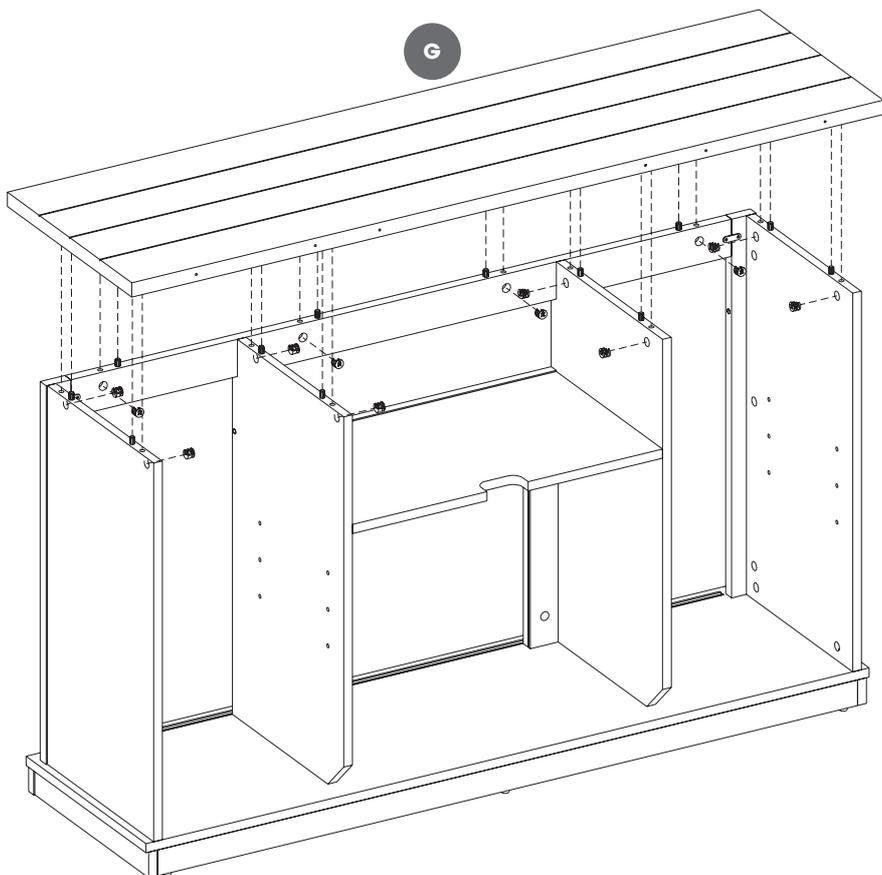
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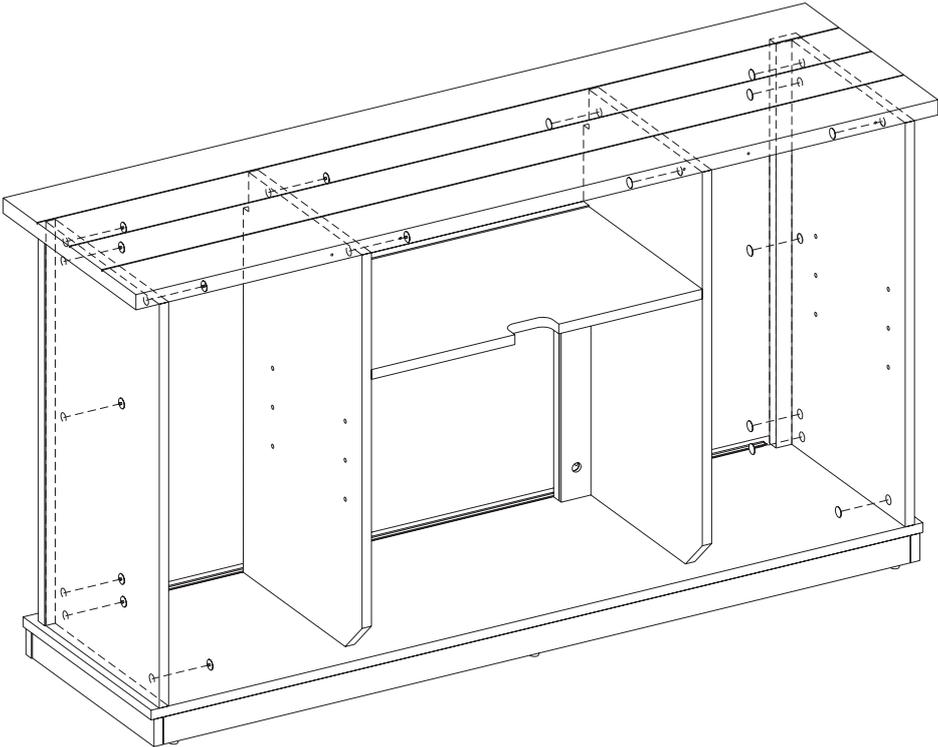


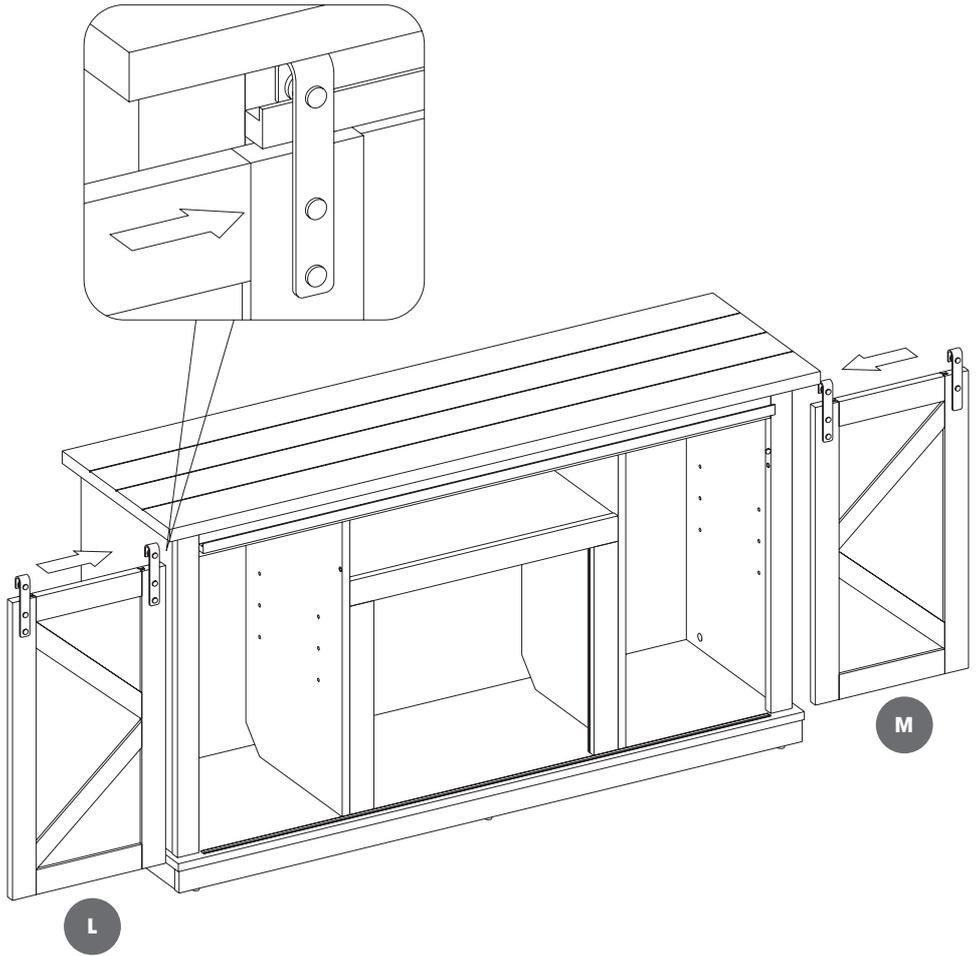
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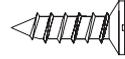
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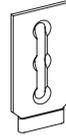


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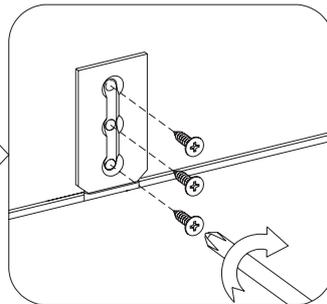
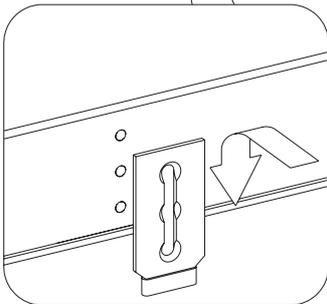
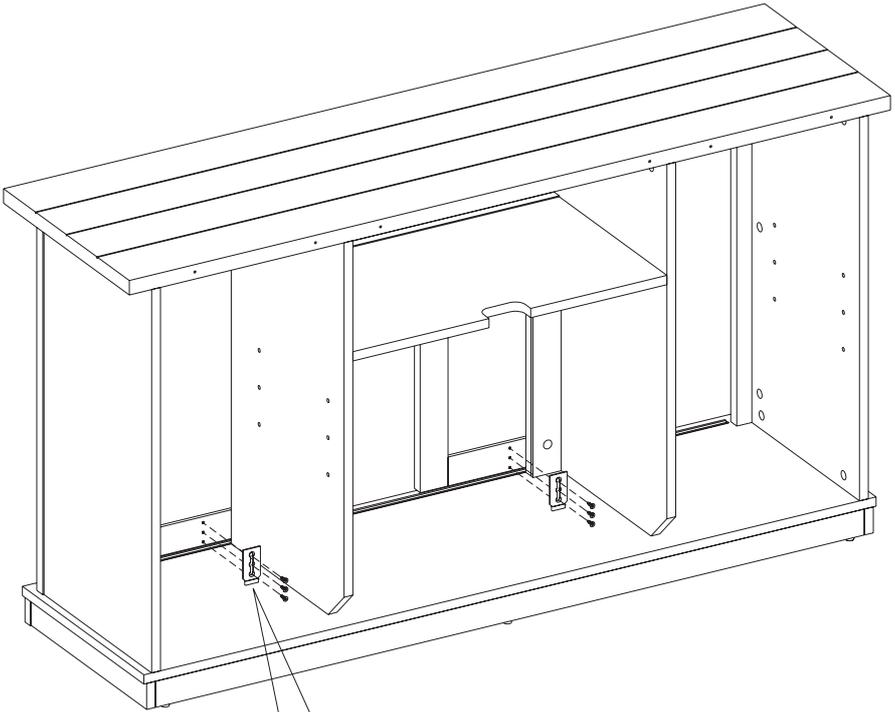


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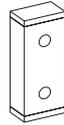
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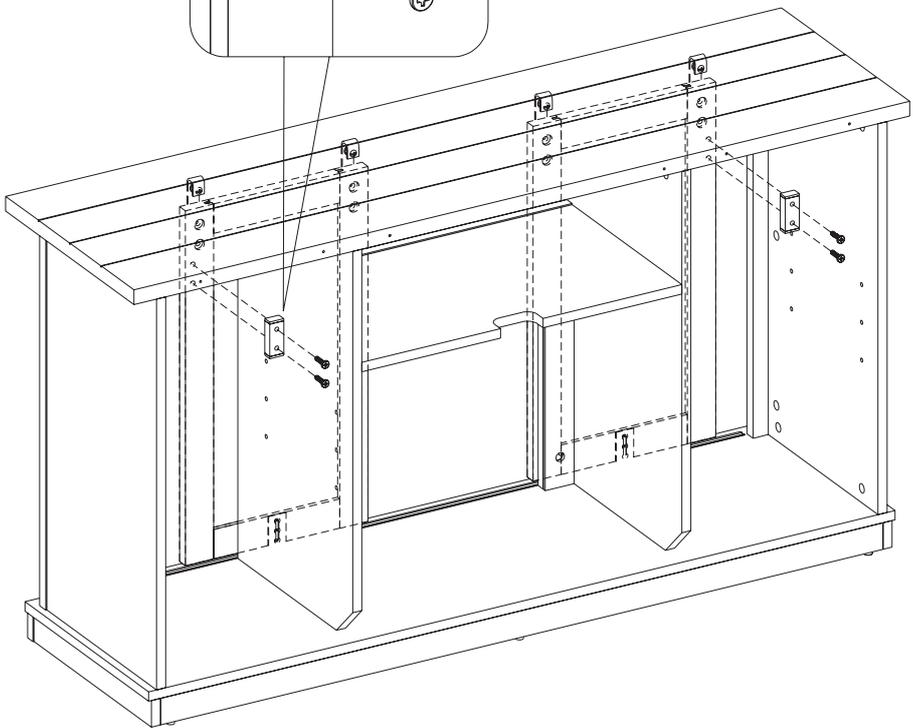
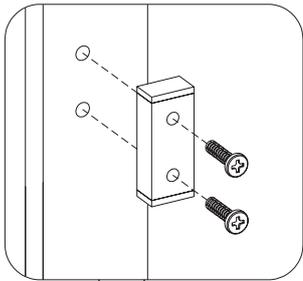


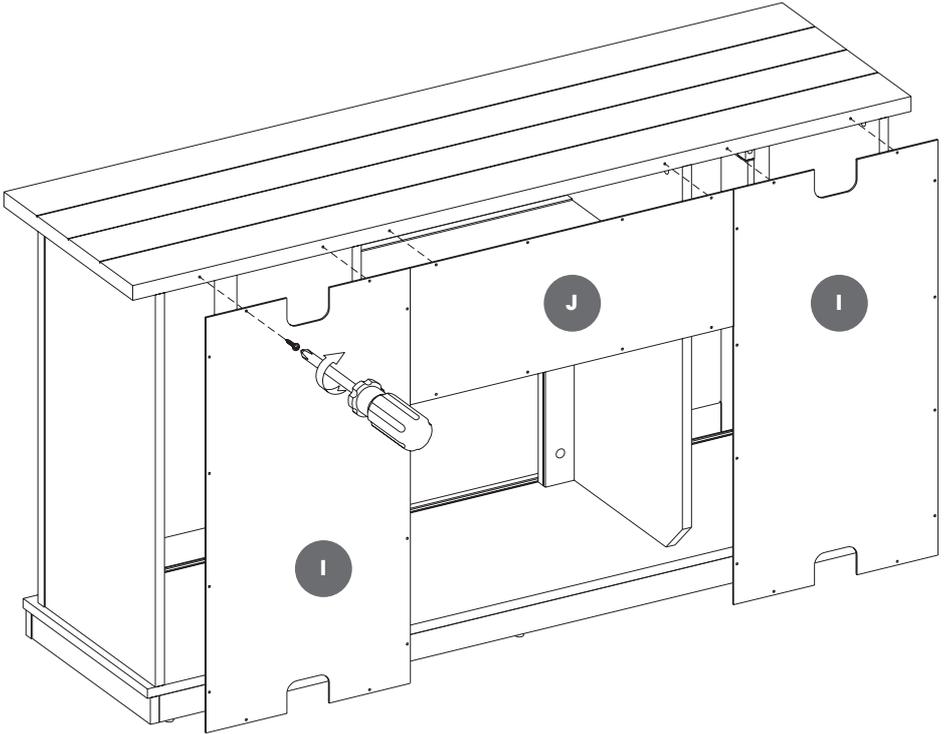
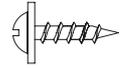
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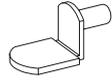


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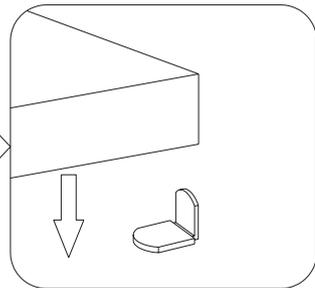
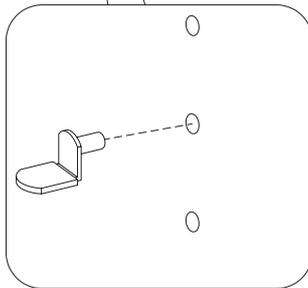
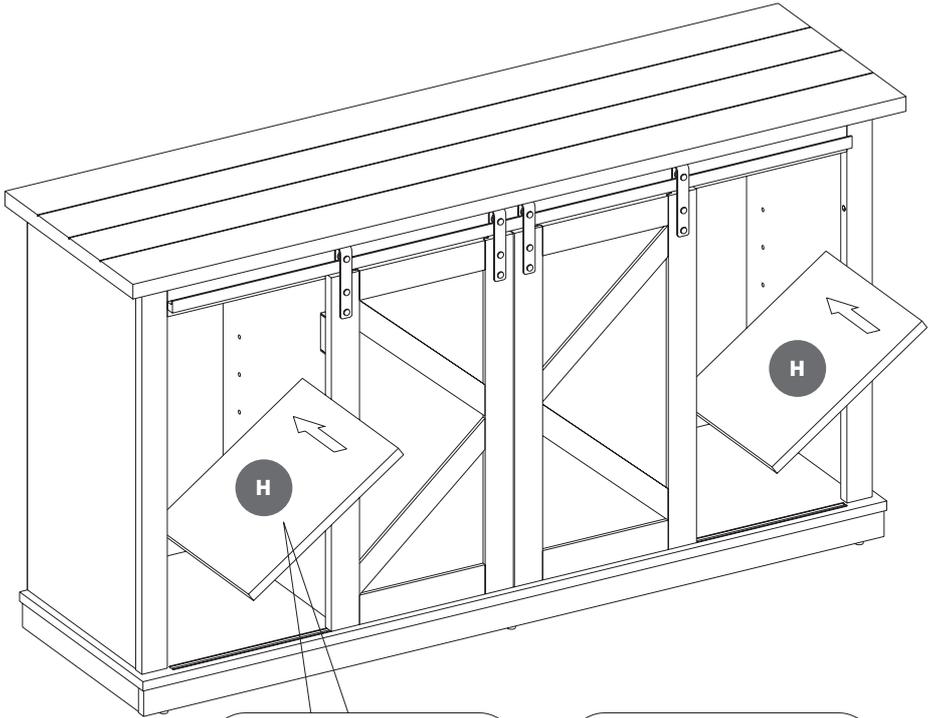




MM



[x8]



READ BEFORE INSERT INSTALLATION  
LIRE AVANT D'INSTALLER LE FOYER  
LEA ANTES DE LA INSTALACIÓN DEL HOGAR



PLEASE READ ALL "ELECTRIC FIREPLACE INSERT" INSTRUCTIONS PRIOR TO INSTALLING ELECTRIC INSERT IN YOUR COMPLETED FIREPLACE MANTEL. INSTALL THE INSERT IN YOUR FIREPLACE CLOSE TO ITS FINAL POSITION.

Lift insert carefully into the back of the unit and center in the insert opening. Do not drag insert as it may scratch your unit.

MOVE YOUR COMPLETED UNIT ONLY SHORT DISTANCES. MOVE COMPLETED UNIT WITH GREAT CARE. IT TAKES TWO PEOPLE TO MOVE COMPLETED UNIT INTO ITS FINAL POSITION.

VEUILLEZ LIRE TOUTES LES INSTRUCTIONS D'INSTALLATION DU FOYER ÉLECTRIQUE ENCASTRABLE AVANT D'INSTALLER LE FOYER DANS LE MANTEAU, UNE FOIS CELUI-CI ASSEMBLÉ. INSTALLEZ LE FOYER DANS L'ESPACE PRÉVU, PRÈS DE SA POSITION FINALE.

Soulevez doucement le foyer encastrable pour le déposer par l'arrière du manteau, dans le centre de l'ouverture de celui-ci. Ne pas tirer le foyer encastrable sur la base/âtre car cela pourrait égratigner la base du manteau.

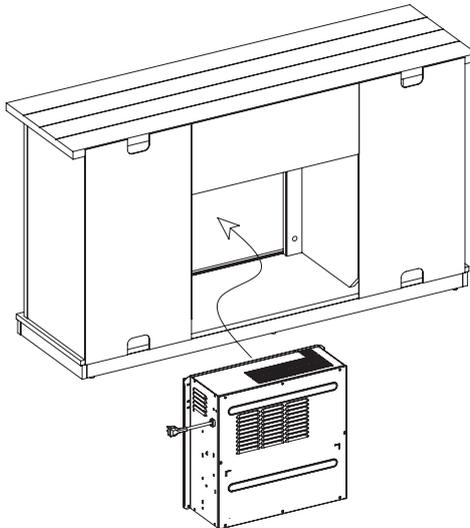
NE DÉPLACEZ LE FOYER ENTIÈREMENT MONTÉ QUE SUR DE COURTES DISTANCES. DÉPLACEZ L'UNITÉ MONTÉE AVEC SOIN. IL FAUT DEUX PERSONNES POUR DÉPLACER L'UNITÉ MONTÉE ET LA METTRE EN PLACE.

LEA ATENTAMENTE TODAS LAS INSTRUCCIONES DEL "HOGAR ELÉCTRICO" ANTES DE SU INSTALACIÓN EN LA CHIMENEA DECORATIVA. UBIQUE EL HOGAR ELÉCTRICO EN LA POSICIÓN DEFINITIVA DENTRO DE LA CHIMENEA.

Levante el hogar cuidadosamente, colóquelo en la parte posterior de la unidad y céntralo en la abertura de la chimenea. No empuje el hogar desde su Base dado que la unidad se puede dañar.

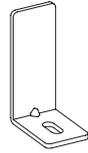
MUEVA LA UNIDAD COMPLETA SÓLO EN DISTANCIAS CORTAS MUEVA LA UNIDAD COMPLETA CON MUCHO CUIDADO. SE NECESITAN DOS PERSONAS PARA DESPLAZAR LA UNIDAD COMPLETA AL LUGAR DEFINITIVO QUE VA A OCUPAR..

34



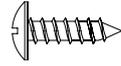
**35**

**II**

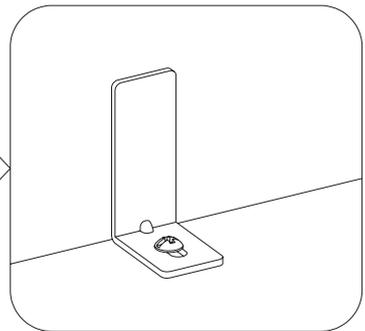
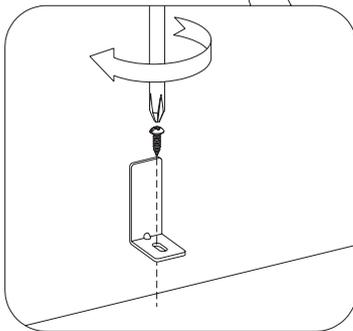
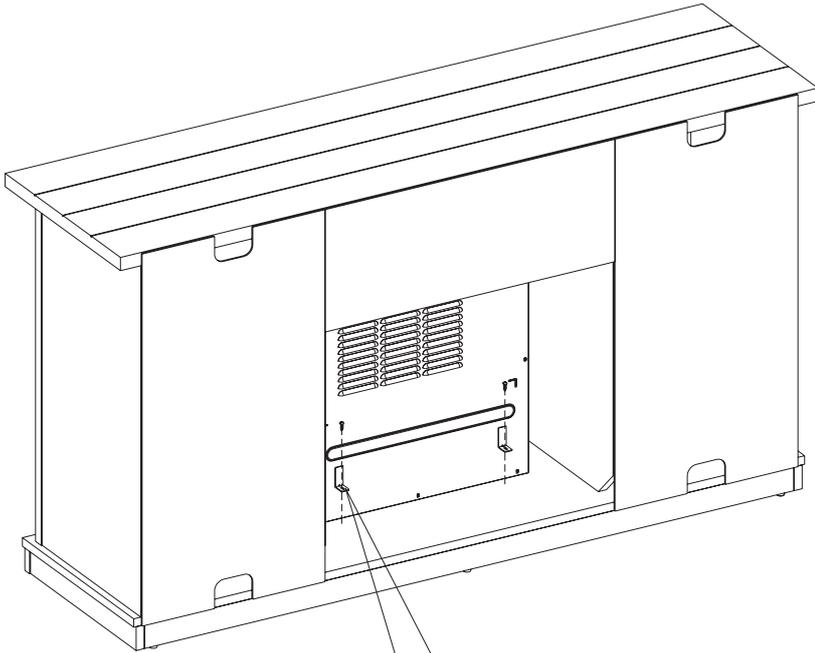


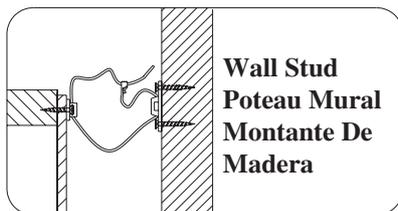
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**JJ**

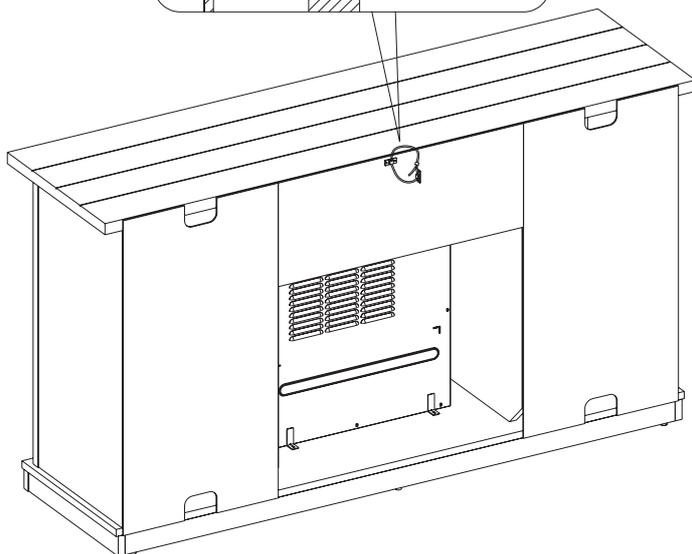


**[x2]**





**Wall Stud**  
**Poteau Mural**  
**Montante De**  
**Madera**



**Warning:** You must install the tip restraint hardware to help prevent any accidents or damage to the unit. We strongly recommend attaching the tip restraint hardware to a wall stud and your unit. For all other wall types, please visit your local hardware store to obtain the proper hardware.

**Avertissement:** Il est nécessaire d'installer les pièces d'arrimage anti basculement pour prévenir les accidents ou les dommages à l'unité.

« Nous vous recommandons fortement de fixer le support avec retenue anti-basculement à un poteau mural et à votre unité. » En ce qui concerne tous les autres types de murs, veuillez visiter votre quincaillerie pour obtenir les articles appropriés.

**Advertencia:** Debe instalar el Herraje contra Caídas para evitar accidentes o que se dañe la unidad.

«Recomendamos enfáticamente sujetar el extremo de la herramienta de retención a un perno de pared y su unidad». Respecto de todos los demás tipos de pared, vaya a su ferretería local para obtener las herramientas adecuadas.

**Care and Maintenance**

- Use a soft, clean cloth that will not scratch the surface when dusting.
- Use of furniture polish is not necessary. Should you choose to use polish, test first in an inconspicuous area.
- Using solvents of any kind on your furniture may damage the finish.
- Never use water to clean your furniture as it may cause damage to the finish.
- Always use coasters under beverage glasses and flowerpots.
- Liquid spills should be removed immediately, as it may damage the furniture. Use a soft, clean cloth and blot the spill gently. Avoid rubbing.
- Always use protective pads under hot dishes and plates. Heat can cause chemical changes that may create spotting within the furniture.

**Further advice about wood furniture care**

It is best to keep your furniture in a climate-controlled environment. Temperature and humidity changes can cause fading, warping, shrinking and splitting of wood. It is advised to keep furniture away from direct sunlight as sun may damage the finish. Proper care and cleaning at home will extend the life of your purchase.

We hope you enjoy your purchase for many years. Thank you for your purchase!

**Soin / Entretien**

- Lors de l'époussetage, utilisez un chiffon doux et propre qui n'égratigne pas la surface.
- Il n'est pas nécessaire d'utiliser du poli à meuble. Si vous décidez d'utiliser du poli à meuble, veuillez d'abord en faire l'essai dans un endroit moins en évidence.
- L'utilisation de solvant de quelque sorte sur votre ameublement peut endommager le fini.
- Ne jamais utiliser d'eau pour nettoyer votre ameublement car cela peut endommager le fini.
- Utilisez toujours des dessous de verre sous les verres/tasses des breuvages et sous les pots à fleur.
- Tout déversement de liquide doit être enlevé immédiatement car cela peut endommager l'ameublement. Utilisez un chiffon doux et propre et épongez délicatement le déversement. Évitez de frotter.
- Utilisez toujours des tampons protecteurs sous les plats et les assiettes chaudes. La chaleur peut causer des changements chimiques qui peuvent créer des taches sur l'ameublement.

**Conseils supplémentaires pour l'entretien de meubles en bois**

Il est préférable de garder vos meubles dans un environnement climatisé. Les changements de température et d'humidité peuvent décolorer, déformer, rétracter et fendiller le bois. Il est conseillé de garder les meubles à l'abri de la lumière directe du soleil car cela pourrait endommager le fini. L'entretien et le nettoyage appropriés à domicile prolongeront la vie de votre achat.

Nous espérons que vous apprécierez votre achat pendant de nombreuses années. Nous vous remercions pour votre achat!

**Cuidado / Mantenimiento**

- Use un paño suave y limpio que no raye la superficie cuando elimine el polvo.
- El uso de cera para muebles no es necesario. Si elige utilizar la cera, realice primero una prueba en un área discreta.
- Usar solventes de cualquier clase en sus muebles puede dañar el acabado.
- Nunca utilice agua para limpiar sus muebles, ya que puede causar daños en el acabado.
- Siempre utilice posavasos para colocar los vasos de bebidas y las macetas.
- Los derrames de líquidos se deben de secar inmediatamente, ya que pueden dañar el mueble. Use un paño suave y limpio y seque el derrame con cuidado. Evite frotar.
- Siempre utilice almohadillas protectoras debajo de los platos y vajillas calientes. El calor puede causar cambios químicos los cuales pueden crear manchas en los muebles.

**Consejos adicionales sobre el cuidado de los muebles de madera**

Lo mejor es mantener sus muebles en un ambiente con clima controlado. Los cambios de temperatura y humedad pueden hacer que la madera se decolore, se combe, se encoja y se parta. Se aconseja mantener los muebles alejados de la luz solar directa, ya que esta puede dañar el acabado. El cuidado y la limpieza adecuados en casa extenderán la vida útil de su compra.

Esperamos que disfrute de su compra durante muchos años. ¡Gracias por su compra!

INSTALLED REPLACEMENT PARTS 18MM34100  
PIÈCES DE REMPLACEMENT INSTALLÉES 18MM34100  
PIEZAS DE REPUESTO INSTALADAS 18MM34100



[x6]



PH-GLDBRW001



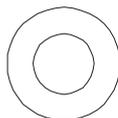
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PH-PLTBLK001



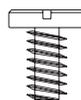
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Ø15mm



[x8]



Ø6.3x12mm

PH-PLTBLK002



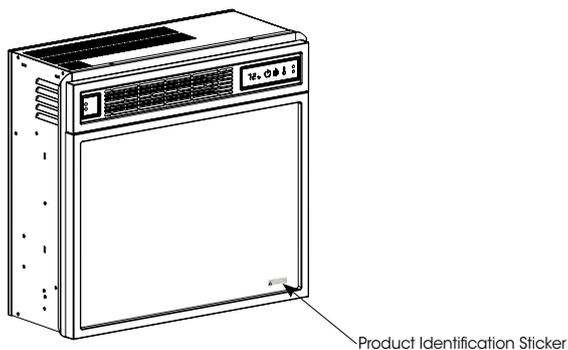
[x4]



Barn Door Roller

## GETTING STARTED

1. Remove the product identification sticker from the front of the insert.



2. Attach the Product Identification Sticker to the Manual below for future reference. This information is used for product registration and also is necessary for customer service.



Attach Product Identification Sticker Here

3. Go to **[tsicustomerservice.com](http://tsicustomerservice.com)** for product warranty registration. If you are unable to complete registration save your proof of purchase for warranty purposes.

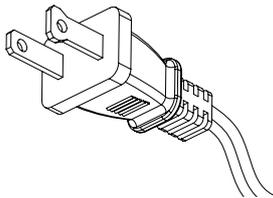
## PRODUCT SPECIFICATIONS

<b>VOLTAGE</b>	<b>120V~, 60 Hz</b>
<b>AMPS</b>	<b>12.5 Amps</b>
<b>WATTS</b>	<b>1500 Watts</b>

# 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:

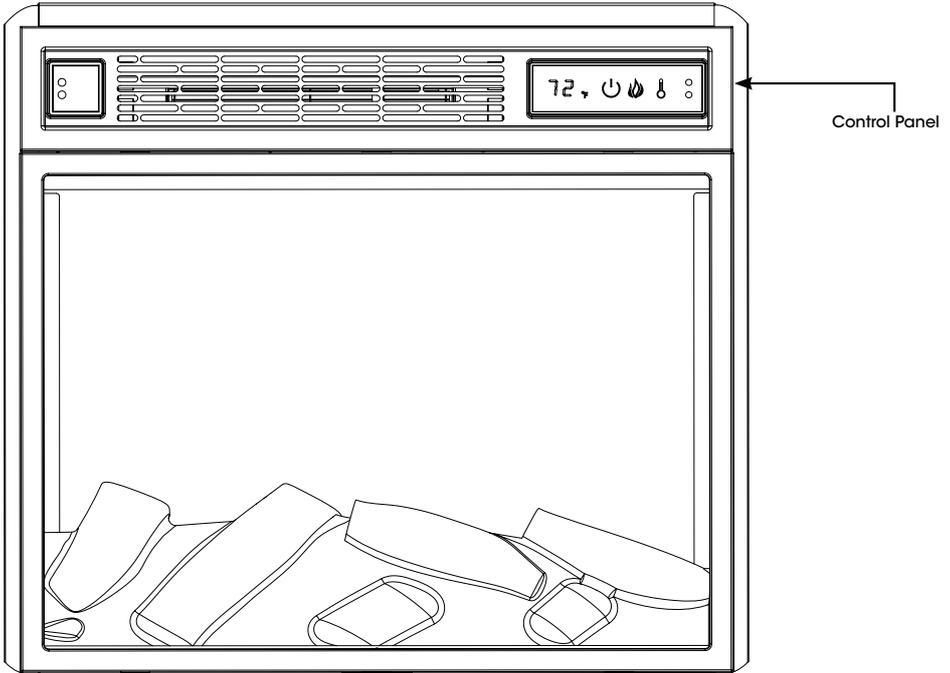
1. Read all instructions before using this appliance.
2. **DANGER** – High temperatures may be generated under certain abnormal conditions. Do not partially or fully cover or obstruct the front of this heater.  
**WARNING:** In order to avoid overheating, do not cover the heater.
3. **CAUTION:** Never leave the heater operating unattended. Extreme caution is necessary if unsupervised 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. Always unplug this appliance when not in use.
6. 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.
7. 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.
8. Do not use outdoors.
9. 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.
10. 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.
11. To disconnect this appliance, turn controls to the off position, then remove plug from outlet.
12. 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. Avoid the use of an extension cord because of the risk of overheating the cord and the risk of fire. Extension cords are for temporary use only. If an extension cord must be used, it must be UL/CSA certified, rated at 15A (1875W), 125V maximum with 14AWG minimum and constructed of two current carrying conductors with ground. A heavy duty extension cord with the shortest length possible for the connection is recommended and must not be longer than 50 ft. (15.2m ). Do not coil or cover the extension cord. Caution: To prevent electric shock, match wide blade of plug to wide slot and fully insert.



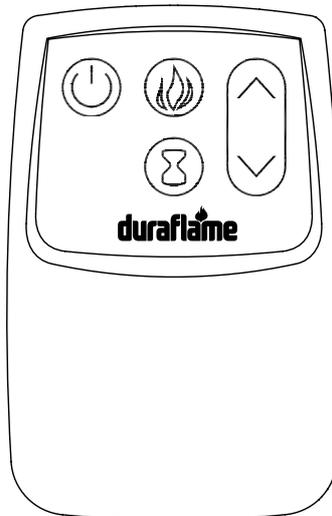
13. This appliance, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the current CSA C22.1 Canadian Electrical Code or for U.S.A. installations, follow local codes and the National Electrical Code, ANSI/NFPA NO.70.
14. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the appliance.
15. 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.
16. 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.
17. 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.
18. 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**

# OPERATION INSTRUCTIONS



The heater can be operated by either the remote control or the control panel.



## FUNCTION

## ICON

## DESCRIPTION

POWER



The power button supplies power to all of the fireplace functions. The power button will put the insert in a standby mode. This will turn off all functions at once, but will hold the settings in the memory. By pressing the Power button again, the unit will turn on with the retained settings.

With the power on, press and hold the Power button on the control panel for 10 seconds to disable or re-enable the heater function. Once disabled or re-enabled, the ember bed lights will flash multiple times.

Before the heater powers off, the fan will continue to run for a period of time to cool down the internal parts.

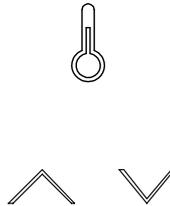
FLAME



There are 5 brightness levels that can be selected.

Settings F5 - F1 decrease in brightness

HEATER



The fireplace contains three infrared quartz heating elements.

The thermostat setting range is 62°F - 82°F (17°C - 27°C) or continuously ON. To set flame effect so that it works without heat, press the heater button until the display shows "00".

The thermostat is adjustable by 2°F or 1°C increments.

The up and down buttons " ^ \ " on the remote will increase / decrease temperature setting.

To change between °F and °C, press and hold the HEATER button on the control panel for 3 seconds.

TIMER



Pressing the timer button will cycle through the timer settings: 30 minutes, 1 Hour, 2H, 3H, 4H, 5H, 6H, 7H, 8H, 9H and OFF (00).



This product is equipped with a Safer Sensor™; an advanced safety device that helps prevent heaters from being accidentally covered or blocked causing a potentially unsafe condition.

The SAFER SENSOR detects if an object is too close to the front of the heater potentially obstructing the air outlet. If blocked, the control panel will flash "E5" icon and the heater will be turned off. Once the object has been moved and after user presses the power button, "E5" will disappear and the unit will be back on the previous setting with the heat on.

# TROUBLESHOOTING

PROBLEM	ROOT CAUSE	CORRECTIVE ACTION
Display shows "E 1"	The thermostat sensor is broken or disconnected.	Unplug the fireplace, remove the back panel of the fireplace 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 is broken.	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. Re-plug and operate, but monitor the heater for signs of overheating. If the problem persists, discontinue use of the heater and contact customer service.
Display shows "E 5"	The heater air outlet is blocked.	Verify there is a 3 foot clear space in front of the heater air outlet.
Heater does not blow warm air.	Cool down cycle	Normal operation. Heater will continue to run for several minutes 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.

Remote control is not working.	Poor signal	Operate remote transmitter at a slow measured pace. Press the remote control buttons with an even motion and gentle pressure. Repeatedly pressing buttons in rapid succession may cause the transmitter to malfunction.
Remote control is not working.	Distance	Operate the remote at a distance less than 20 feet from the front of the appliance; point the remote at the control panel.
Flame effect works, but heater function does not and the ember bed 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 ember bed lights will flash multiple times.
Remote control is not working.	No batteries	Change the remote batteries.

## CARE AND MAINTENANCE

- The motors used on the fan and the flame generator assembly are pre-lubricated for extended bearing life and require no further lubrication. However, we recommend periodic cleaning/vacuuming of the fan/heater.
- Clean the trim using a soft cloth, slightly dampened with citrus oil based product and buff with a clean soft cloth. DO NOT use brass polish or household cleaners as these products will damage the metal trim. Citrus oil based products can be obtained at supermarkets or hardware stores.
- Make sure the unit is turned OFF and unplugged before cleaning the heater or fireplace.

# REPLACEMENT PARTS

AA

[x1]



Remote Control  
P115

BB

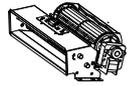
[x1]



Flame Generator Drive Motor  
P10-6-Q

CC

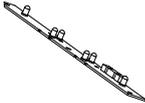
[x1]



Heater/Blower Assembly  
Y15-C72-P01

DD

[x1]



Flame Circuit Board  
Y15-C73-P40

EE

[x1]



Thermostat Sensor  
INS-NTC

FF

[x1]



Emberbed Circuit Board  
Y15-S145-P44E

GG

[x1]



Emberbed with Log  
Y15-S145-P02B01

HH

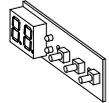
[x1]



Front Panel With Frame  
Y15-S145-P27

II

[x1]



Control Panel Circuit Board  
Y16-C86-P32S

JJ

[x1]



Main Circuit Board  
Y15-C70-P15

## 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.

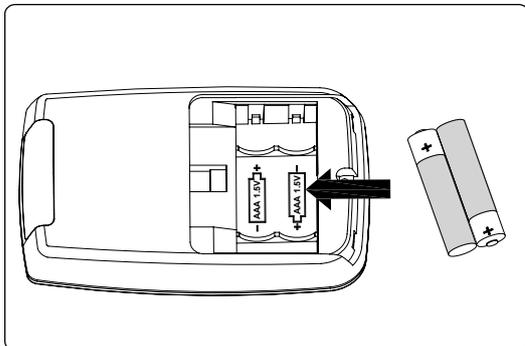
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (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.

## BATTERY REPLACEMENT

1. The battery compartment is located on the back end of the remote control.
2. Press and slide the battery door open and remove the old battery.
3. Insert 2 AAA batteries, checking that the + and - sides of the battery match inside the battery compartment.
4. Replace the battery compartment door.



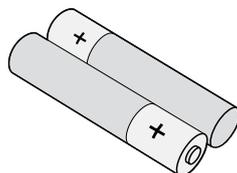
### CAUTION:

- For best results, use 2pcs AAA alkaline batteries.
- Install only new batteries of the same type in your product.
- Failure to insert batteries in the correct polarity, as indicated in the battery compartment, may shorten the life of the batteries or cause batteries to leak.
- Do not mix old and new batteries.
- Do not mix Alkaline, Standard (Carbon-Zinc) or Rechargeable (Nickel Cadmium) or (Nickel Metal Hydride) batteries.
- Danger of explosion if battery is incorrectly replaced.
- Do not ingest batteries.
- Batteries should be recycled or disposed of as per state and local guidelines.

### DISPOSAL OF USED BATTERIES

Battery may contain hazardous substances which could endanger the environment and human health. Used batteries shall not be treated as municipal waste, but left at the appropriate collection point for recycling. For more information about collection and recycling of used batteries, please contact your local municipality or waste disposal service.

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



# 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.

# CUSTOMER SERVICE

**tsicustomerservice.com**

For Customer Service

**Call 1-800-318-9373**

## Questions?

Our Consumer Service department is available Monday – Friday 8:30 am – 5:30 pm EST. We can help you with assembly and if necessary, replace damaged/missing parts.

## IMPORTANT:

Before contacting Customer Service, please have this information available:

- Serial Number
- Model Number
- Sales Receipt or Proof of Purchase



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