



# TROUBLESHOOTING GUIDE

Problem	Root Cause	Corrective Action
1. Display shows "E1"	1. The thermostat sensor is broken or disconnected.	1. Unplug the stove, remove the back panel of the stove 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.
2. Display shows "E2"	2. The thermostat sensor is broken.	2. Contact customer service for a replacement thermostat sensor.
3. Display shows "E3"	3. Manual Reset overheat protection has triggered.	3. 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, but monitor the heater for signs of overheating. If the problem persists discontinue use of the heater and contact customer service.
4. Remote control is not working when buttons are pressed.	4a. No batteries or battery power. 4b. Poor signal 4c. Distance	4a. Change the remote batteries. 4b. 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. 4c. Operate the remote at a distance less than 20 feet from the front of the appliance; point the remote at the remote receiver.
5. No power, buttons do not light up.	5. Power cord was not plugged into the outlet.	5. Check that unit is plugged directly into a standard 120 volt outlet.
6. Stove does not turn on manually.	6a. No incoming power from the electrical wall socket or buttons. 6b. Improper operation. 6c. Defective button	6a. Check circuit breakers and move unit to another outlet. 6b. Manually press main power button from front of unit. 6c. Replace control panel circuit board.
7. Flames are not moving.	7a. Defective flame generator drive motor. 7b. Spinner detached from the motor.	7a. Replace flame generator drive motor. 7b. Remove the back panel/emberbed/metal bracket and check to see if "spinner" is correctly mounted to the motor.
8. Logs glow, but no flame effect.	8. Flame effect turned off	8. Press flame button several times.
9. Heater does not blow warm air.	9. Thermostat setting is preventing heater from turning on.	9. Adjust the temperature settings to ensure that the thermostat is set higher than the current room temperature.
10. Heater is not turning on.	10a. Improper operation 10b. Defective heater/blower assembly.	10a. Manually press main power button on front of unit. 10b. Replace heater/blower assembly.
11. Not producing enough heat.	11a. Power strip/surge protector/extension cord being used. 11b. Location of unit.	11a. Plug unit directly into the wall. 11b. Make sure unit is located on an interior wall.
12. Unit blows cool or cold air.	12. Defective heater blower assembly.	12. Replace heater blower assembly.
13. Noise with heater on.	13a. Dirty heater blower motor 13b. Defective heater/blower assembly.	13a. Gently vacuum heater blower vents. 13b. Replace heater/blower assembly.
14. Noise with flames on and heater off.	14a. Defective flame generator drive motor. 14b. Dented back panel 14c. Warped spinner shaft	14a. Replace flame generator drive motor. 14b. Refer to TSI customer service. 14c. Refer to TSI customer service.
15. Is it safe to place unit on carpet?	15. Product Inquiry	15. It is safe to place unit on carpet but make sure any flammable items are at least 3 feet away from front and sides of the unit.
16. How many square feet will my unit warm up?	16. Product Inquiry	16. Provides supplemental heat up to 1000 square feet
17. Flame effect works but heater function does not and the ember bed flashes when the heater button is pressed.	17. The heater is disabled.	17. With the power on press and hold the POWER button on the control panel for 10 seconds. Once re-enabled the emberbed lights will flash multiple times.

## EXPLODED VIEW

Part	Part Name	Part Number
1	Thermostat Sensor	NTC-S
2	Flame Generator Drive Motor	Y25-S351-P10
3	Log Set	Y25-S351-P02
4	Heater/Blower Assembly	Y25-S351-P01
5	Flame Circuit Board	Y25-S351-P40
6	Main Circuit Board	Y25-S351-P15
7	Stove Legs (Include Screws)	SL-S351-01/SL-S351-02/SL-S351-05 SL-S351-23/SL-S351-25/SL-S351-26
8	Remote Control	P224
9	Control Panel Circuit Board	Y16-S174-P32
10	Ember Bed Circuit Board	Y25-S351-P10

## CARE AND MAINTENANCE

- 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.
- 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.

## 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.

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## For Customer Service:

[tsicustomerservice.com](http://tsicustomerservice.com)

1-888-674-7517

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

Note: When first running the heater there may be an odor. This is normal as 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.