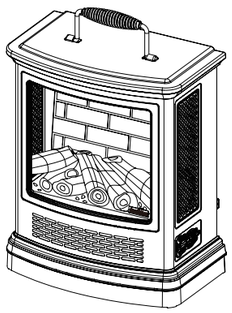
duraflame

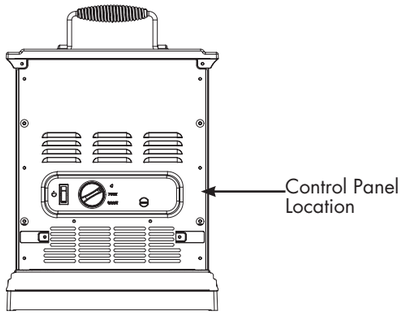
**MODEL: DFS-114-01, DFS-114-02, DFS-114-03, DFS-114-05, DFS-114-23, DFS-114-27**

Visit tsicustomerservice.com for product warranty registration

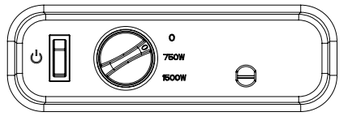
## OPERATING INSTRUCTIONS



Front View




Back View




Control Panel

| FUNCTION | ICON | DESCRIPTION |
|---|---|---|
| **Main Power Switch** | ⏻ | The Power switch supplies power to all of the functions of the Fire Cube including the flame effect and heater.<br><br>NOTE: Main Power must be turned to ON for the heat to be used. |
| **Heater Settings** | 0<br>750W<br>1500W | The power Switch must be in the ON position to use the heater.<br><br>**0:** Heater off<br>**750W:** Low heat setting, 750 Watts.<br>**1500W:** High heat setting, 1500 Watts.. |

## PRODUCT SPECIFICATIONS

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

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.

**For Customer Service:**

**tsicustomerservice.com**
**1-888-674-7517**
**8:30 a.m. - 5:30 p.m., EST, Monday - Friday**

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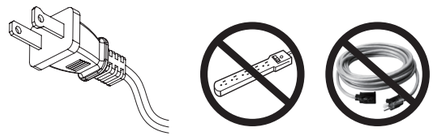
**Boca Raton, FL 33487**

# IMPORTANT INSTRUCTIONS

**When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electrical shock, injury to persons, and hyperthermia, 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 the front of this appliance.
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. 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 appliance is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater 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 similar coverings. Do not route cord under furniture or appliances. Arrange cord away from traffic area 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. 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.
17. The heaters must not be located immediately below a socket-outlet.
18. 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.
19. 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.
20. 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.
21. 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.
22. 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. Always plug heaters directly into a wall outlet/ receptacle. Never use with an extension cord or relocatable power tap( oulet/power strip).



23. Hyperthermia can result in death. Symptoms of hyperthermia include high body temperature, headache, nausea, vomiting, tiredness, dizziness, fainting, and rapid pulse. If you begin to experience symptoms related to hyperthermia, turn off the heater and seek medical attention.
24. To avoid excessive room temperatures which can cause hyperthermia: DO NOT leave product running unattended in a confined space around infants, or individuals with reduced physical, sensory, or mental capabilities.

# SAVE THESE INSTRUCTIONS

## 1-YEAR LIMITED WARRANTY

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

1. Install and operate this Electric Stove 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.

**IF WARRANTY SERVICE IS NEEDED**

Contact the manufacturer by calling customer service department at 1-888-674-7517. Our Customer Service department is available Monday – Friday 8:30 am – 5:30 pm EST. 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 |
|---|---|---|
| No power, switches do not light up. | Power cord was not plugged into the outlet. | Check that the unit is plugged into a standard 120V outlet. |
| Fire cube does not turn on manually. | No incoming power from the electrical wall sockets or switches. | Check circuit breakers and move unit to another outlet. |
| | Improper operation. | Manually press main power button from back of unit. |
| | Defective switch. | Replace power switch. |
| Flames are not moving. | Defective flame generator drive motor. | Contact customer service for a replacement Flame Generator Drive Motor. |
| | Flame Generator/Spinner detached from the Flame Generator Drive Motor. | 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. |
| Heater is not turning off. | Defective heater switch. | Replace heater switch. |
| Heater is not turning on. | Improper operation. | Manually press main power button on back of unit. |
| | Defective switch. | Replace heater switch. |
| | Defective heater blower motor. | Replace heater/blower assembly. |
| Not producing enough heat. | Power strip/surge protector / extension cord being used. | Plug unit directly into the wall. |
| | Location of unit. | Make sure unit is located on an interior wall. |
| Excessive noise with the heater on. | Dirty heater blower motor. | Gently vacuum heater blower vents. |
| | Defective heater blower motor. | Replace heater/blower assembly. |
| Noise with flames on and heater off. | Defective flame generator drive motor. | Replace flame generator drive motor. |
| | Dented back panel. | Refer to TSI customer service. |
| | Warped spinner shaft. | Refer to TSI customer service. |
| Power cord gets warm. | Normal operation. | 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). |
| Is it safe to place unit on carpet? | Product Inquiry. | 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. |
| How many square feet will my unit warm up? | Product Inquiry. | Provides supplemental heat up to 400 square feet. |
| Heater doesn't work, but Power and Heater switches are in the "ON" position and thermostat is set on the highest level. | The thermal protector has tripped. | 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. |

## EXPLODED VIEW

| PART | DESCRIPTION | Part Number |
|---|---|---|
| 1 | Power Switch | P06-S |
| 2 | Heater Switch - 750W/1500W | Y16-S204-P06 |
| 3 | Log set | Y25-S353-P02 |
| 4 | Heater/Blower Assembly | Y16-S204-P01 |
| 5 | Flame Generator Drive Motor | P10-Q-S |
| 6 | Flame PCBA | Y25-S353-P40 |

## 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.