

CARE AND MAINTENANCE

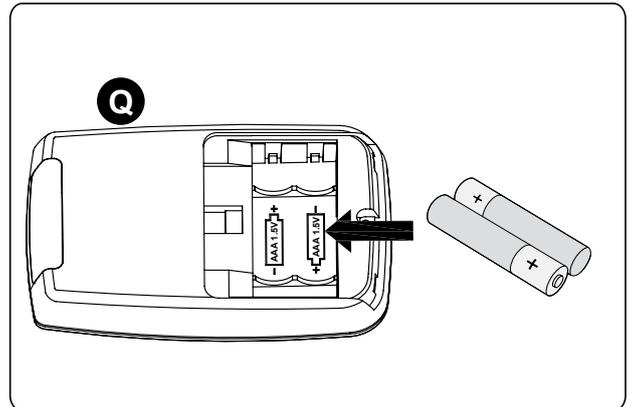
- Dust the fireplace regularly with a soft, non-lint producing cloth or household dusting product.
- Clean the fireplace with a gentle non-abrasive household cleaner. Make sure to dry the fireplace immediately with a soft cloth or towel.
- Tips for using touch-up pen (KK): For scratches, stroke in direction of scratch. For worn areas, stroke in direction of wood grain. Rub excess cororant promptly with a soft cloth.
- The motors used on the fan and the flame generator assembly are pre-lubricated for extended bearing life and require no further lubrication. However, periodic cleaning/vacuuming of the fan/heater is recommended.
- Make sure the unit is turned OFF and unplugged whenever you are cleaning the heater or fireplace.

REPLACING THE BATTERIES:

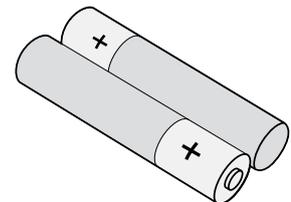
When the remote (Q) stops operating or its range seems reduced, it is time to replace the batteries.

Note: Batteries should be removed if the product is to be left unused for a long time.

- Remove battery cover from the back of remote (Q).
- Remove old batteries and replace with 2 AAA batteries, ensuring the polarities on the batteries match the inside of the battery compartment.
- Replace the battery cover.



NOTE:
Always dispose of
batteries at a suitable
recycling point.



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 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. 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 r ”	Error in 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, 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.	No action is required. Cool down 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.
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.	<ol style="list-style-type: none"> 1. No batteries. 2. Poor signal. 3. Too much distance. 	<ol style="list-style-type: none"> 1. Change the remote batteries. 2. Operate remote at a slow measured pace. Press the buttons with an even motion and gentle pressure. Repeatedly pressing buttons in rapid succession may cause the transmitter to malfunction. 3. Operate the remote at a distance less than 20 feet from the front of the appliance; point the remote at the control panel.