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72-IN ELECTRIC FIREPLACE

Troubleshooting Guide for Non-Functioning Flame

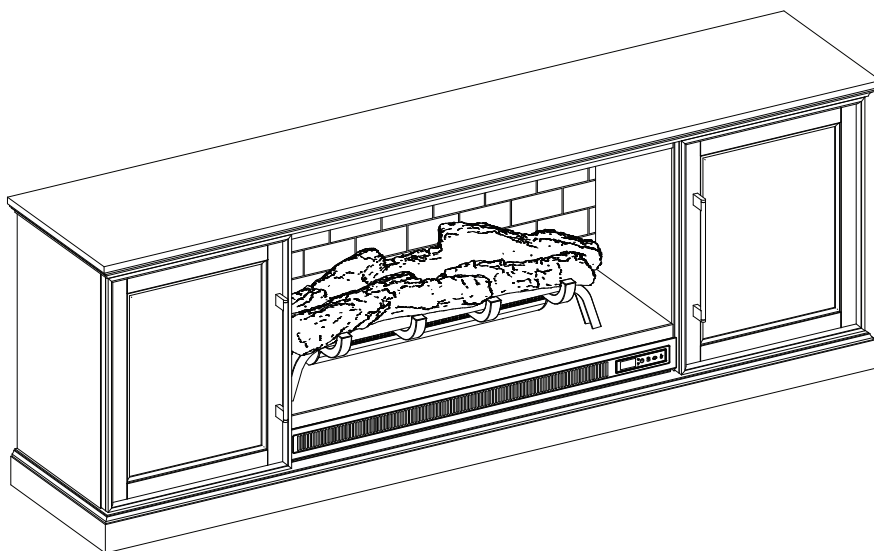
The USB connection between the heater assembly and the log set may be loose or disconnected, preventing the flame effect from operating correctly.

This guide shows you, step by step, how to fix the flame effect on your electric fireplace. You can also watch a video walkthrough by clicking the link below or scanning the QR code with your phone.



or

[Click Link to Video](#)



Thank you for purchasing this ALLEN + ROTH product.

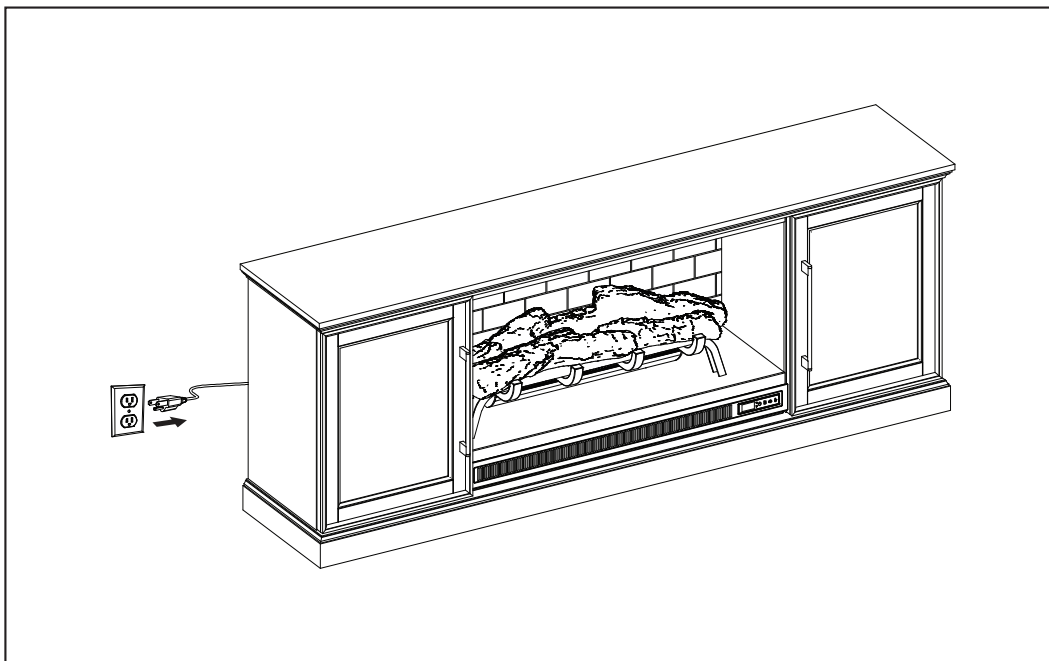
Questions, problems or missing parts?

Before returning contact us on:

866-439-9800, 8 a.m.-8 p.m., EST, Monday - Sunday or ascs@lowes.com.

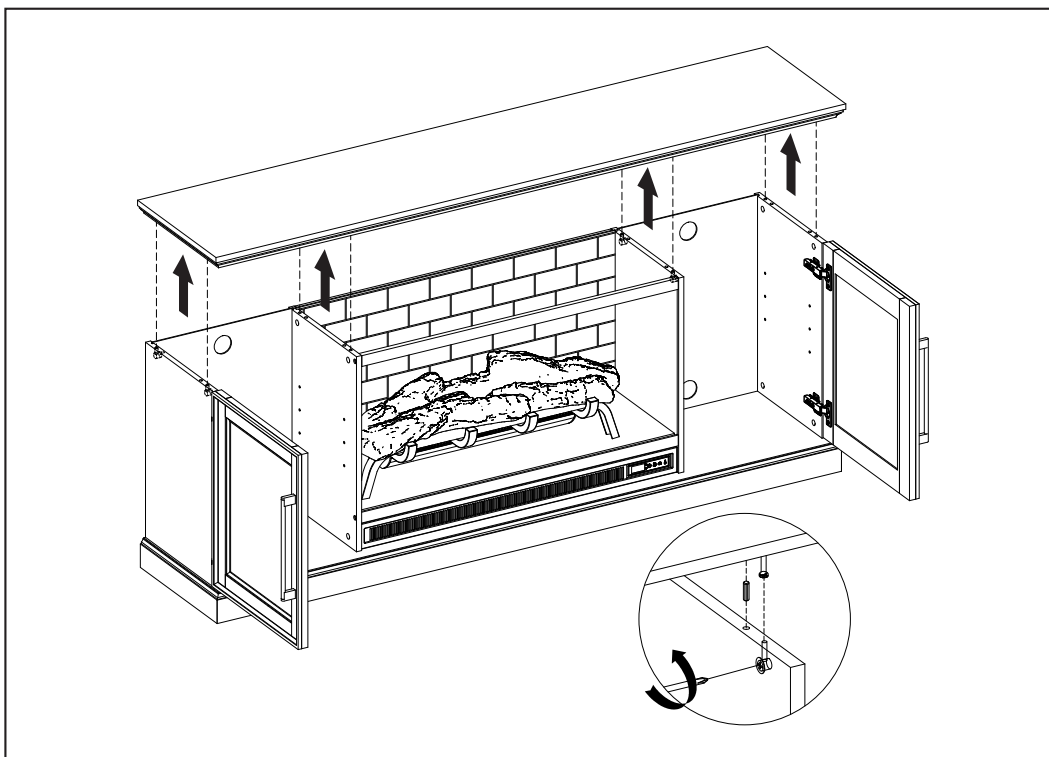
STEP 1

Unplug the electric fireplace from the wall outlet and move it away from the wall to access the rear of the unit.



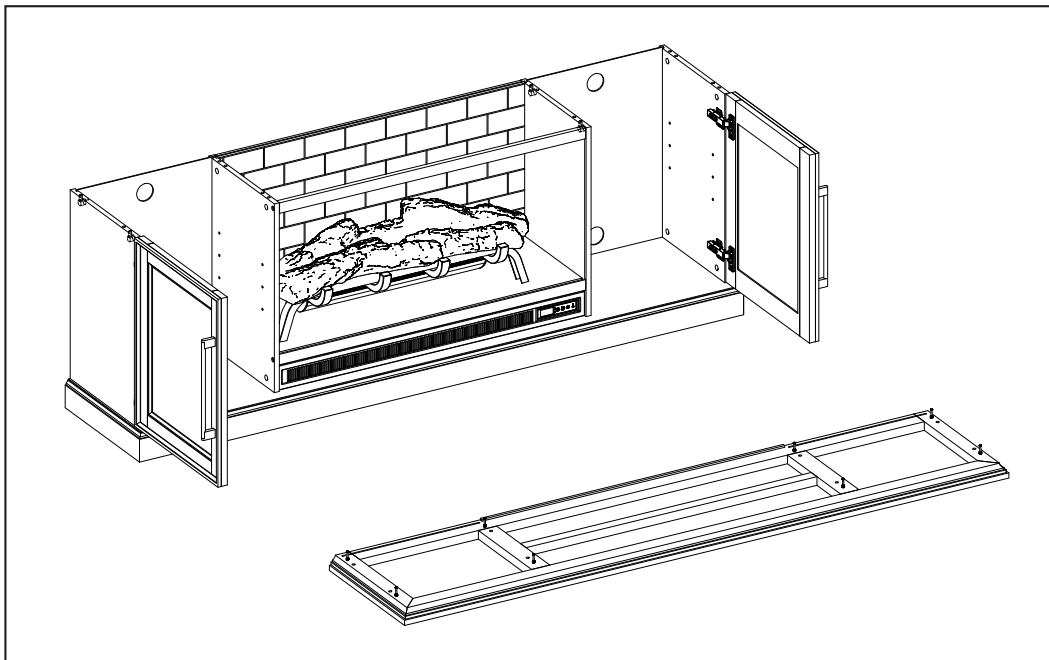
STEP 2

Using a Phillips head screwdriver, loosen the eight locknuts on both the inner and outer walls by turning them counterclockwise.



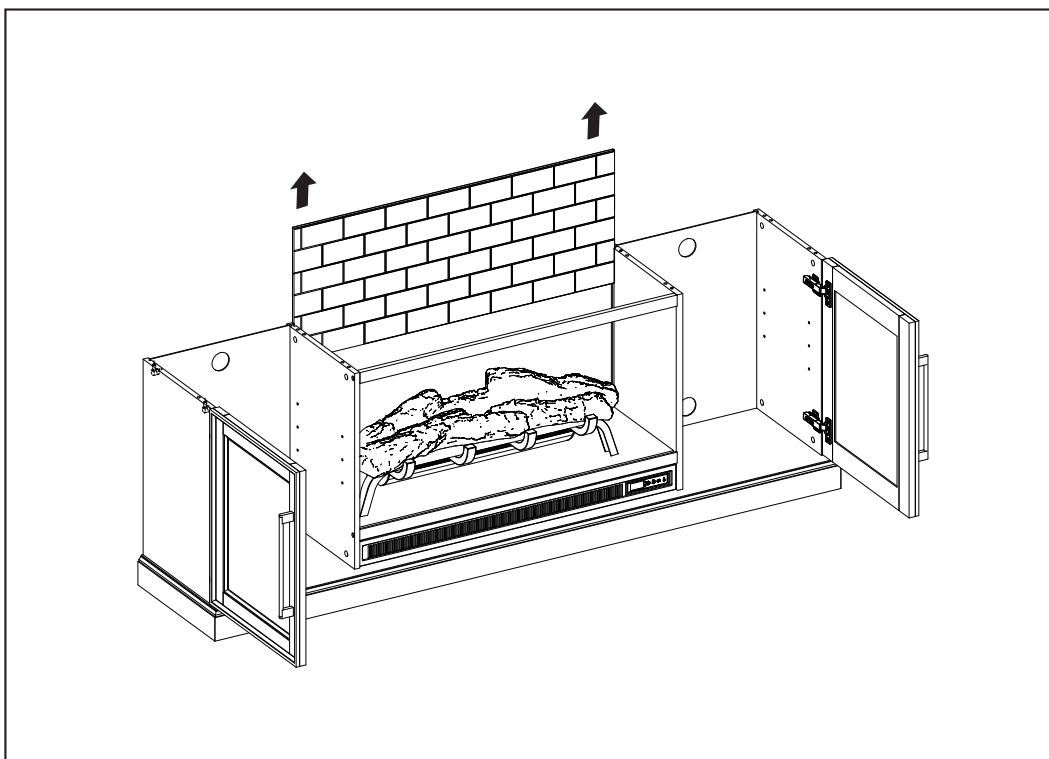
STEP 3

With assistance, carefully lift off the top panel. Place the top panel upside down on a clean, scratch-free surface. Be careful not to bend the connecting rods.



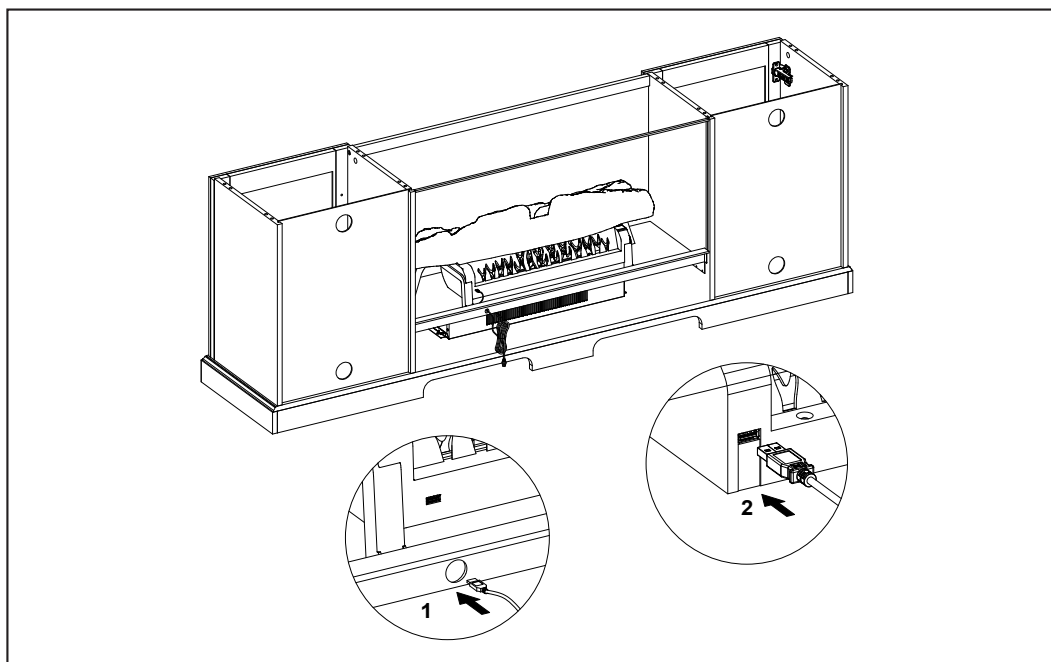
STEP 4

Remove the middle brick panel by sliding it upward out of its routed channel. Set it aside.



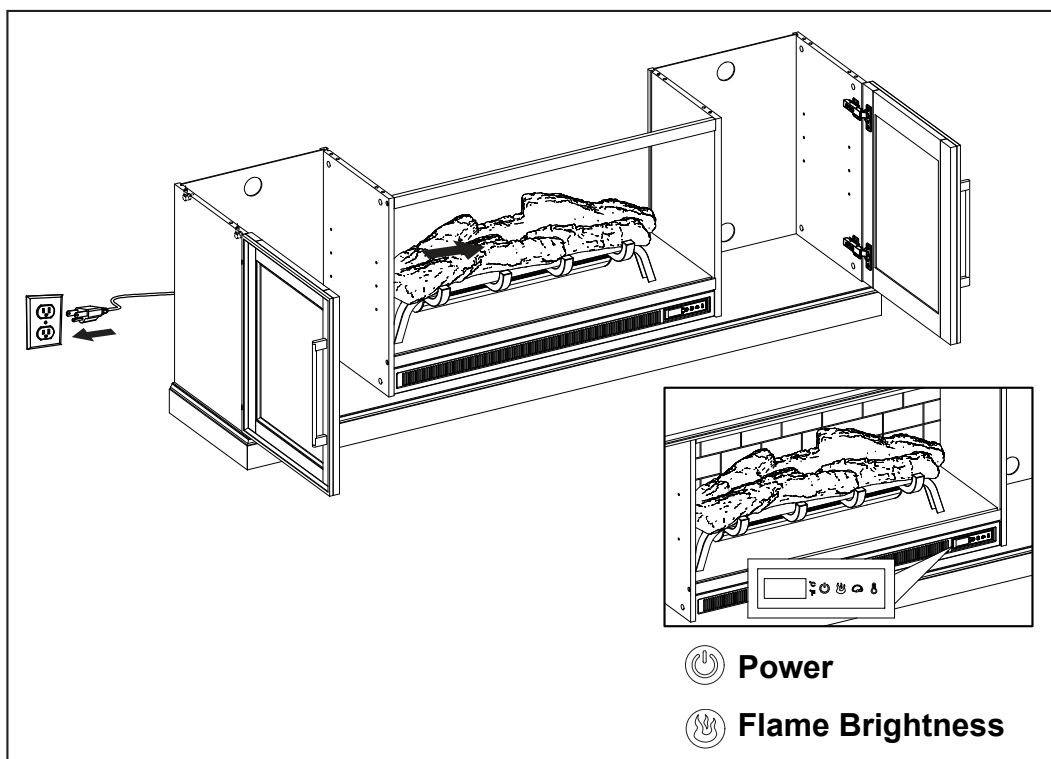
STEP 5

Locate the USB cable attached to the heater assembly. Pass the cable through the round hole at the lower left side of the metal base, then connect it to the bottom left corner of the log set assembly. Use the included twist tie to neatly secure any excess wiring, ensuring it does not get caught or pulled loose, which could disconnect the USB connection.



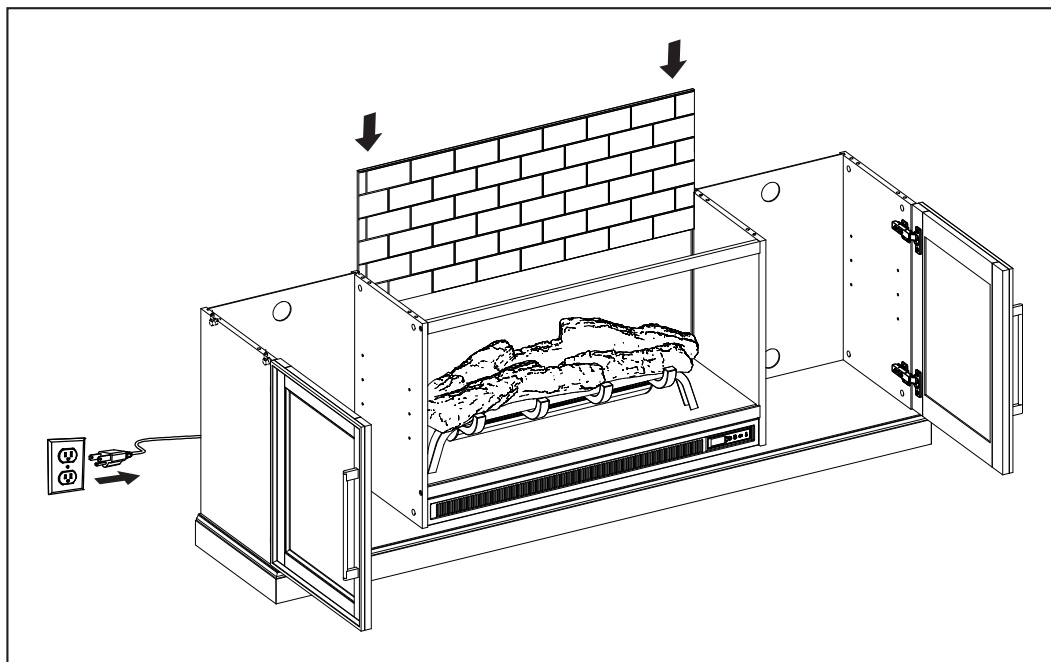
STEP 6

Plug the fireplace back into the wall outlet. Turn on the power and adjust the flame using the Flame Brightness icon. If the flame operates correctly, the issue has been resolved and you may reassemble the fireplace.



STEP 7

For safety, unplug the fireplace from the wall before beginning reassembly. Then, reinsert the middle brick panel by sliding it downward into the routed channel.



STEP 8

With assistance, carefully place the top panel back onto the fireplace mantel, aligning the pins and dowels so it fits properly. Use a Phillips head screwdriver to turn the eight locknuts clockwise and secure the top in place.

