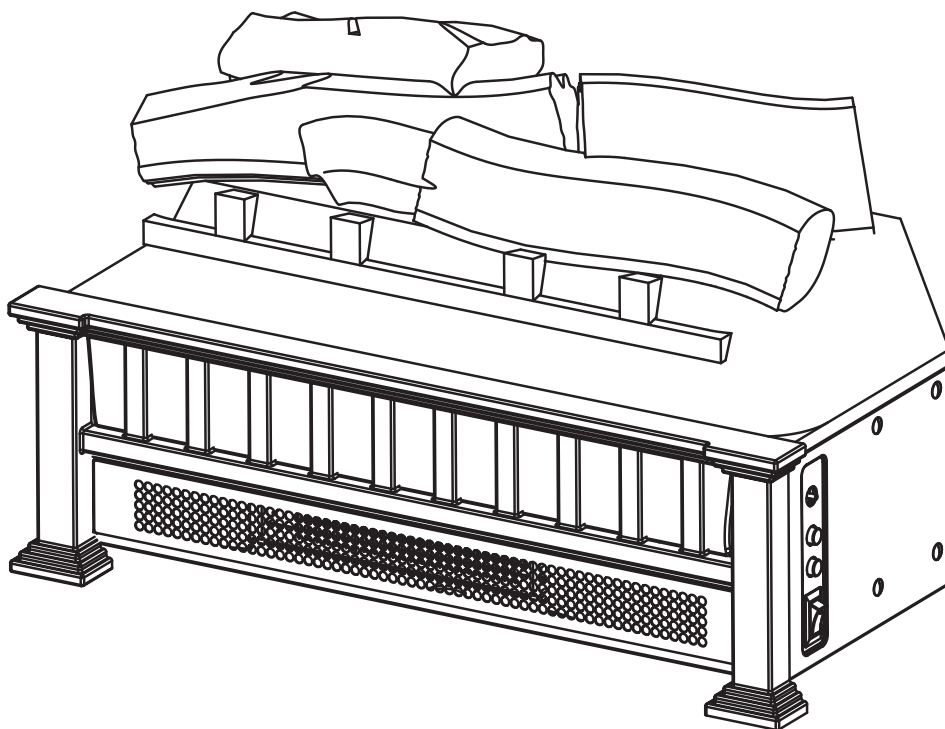


## USER MANUAL

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QUESTIONS, PROBLEMS, MISSING PARTS?  
BEFORE RETURNING TO THE STORE, CALL CUSTOMER SERVICE  
8 A.M. - 5 P.M., CST, MONDAY - FRIDAY

**877-430-0703 Or Send email to [resolutions@electricfireplacesdirect.com](mailto:resolutions@electricfireplacesdirect.com)**

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### THANK YOU

We appreciate the trust and confidence you have placed in Country Living through the purchase of this electric fireplace. We strive to continually create quality products designed to enhance your home. Visit us online to see our full line of products available for your home improvement needs. Thank you for choosing Country Living !

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# Important Safety Instructions

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

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 installing or using the heater.
2. To avoid injury from unexpected starting or electrical shock, DO NOT plug the power cord into a source of power during unpacking and assembly. The cord must remain unplugged whenever you are adjusting / assembling the item.
3. This appliance is hot when in use. To avoid burns, DO NOT let bare skin touch hot surfaces. Keep combustible material, such as furniture, pillows, bedding, papers, clothes and curtains, at least 3 ft. (1 m) from the front of the heater and keep them away from the side and rear.
4. Extreme caution is necessary when any heater is used by or near children or individuals with disabilities and whenever the fireplace is left operating and unattended.
5. ALWAYS unplug this appliance when not in use.
6. DO NOT operate any heater with a damaged cord or plug or after the heater malfunctions. DO NOT operate any heater if it has been dropped or damaged in any manner. Disconnect power at service panel and have heater inspected by a reputable electrician before reusing. Discard heater, or return to authorized service facility for examination and/or repair.
7. DO NOT use outdoors.
8. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. NEVER place heater where it may fall into a bathtub or other water container.
9. 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 areas and where it will not be tripped over.
10. To disconnect this appliance, turn controls to the off position, then remove the plug from the outlet.
11. ONLY connect to properly grounded outlets.
12. Do NOT insert or allow foreign objects to enter any ventilation or exhaust openings, as this may cause an electric shock or fire, or damage the appliance.
13. 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.
14. Use this appliance only as described in the manual. Any other use is NOT recommended by the manufacturer and may cause fire, electric shock or injury to persons.
15. This appliance has hot and arcing or sparking parts inside. DO NOT use it in areas where gasoline, paint or flammable vapors or 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.
16. ALWAYS plug heaters directly into a wall outlet/receptacle. NEVER use with an extension cord or re-locatable power tap (outlet/power strip).
17. This appliance, when installed, must be electrically grounded in accordance with local codes, with the current CSA C22.1 Canadian Electrical Code (Canada), and/or with the National Electrical Code ANSI/NFPA No. 70 (U.S.).



**CAUTION:** DO NOT place any objects on top of insert and top air intake vents, as this will cause unit to overheat and can cause a fire.



**CAUTION:** The heaters MUST NOT be located immediately below a socket or outlet.



**CAUTION:** There is a thermostat protective device provided inside of the unit. If the inner temperature overheats or abnormal heating occurs, the thermostat protective device will cut off the power supply to prevent damage or risk of fire.



**CAUTION:** Any repairs to this fireplace should be carried out by a qualified service person.



**CAUTION:** If the information in this manual is not followed exactly, electric shock or fire may result, causing property damage, personal injury or loss of life.



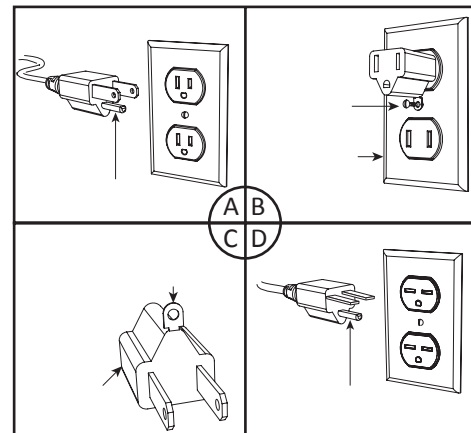
**CAUTION:** Under no circumstances should this fireplace be modified. Parts having to be removed for servicing must be replaced prior to operating this fireplace again.

## SAVE THESE INSTRUCTIONS

# Important Safety Instructions (continued)

## ELECTRICAL CONNECTION

- A 15-amp, 120-volt, 60 Hz circuit with a properly grounded outlet is required. Preferably, the fireplace will be on a dedicated circuit, as other appliances on the same circuit may cause the circuit breaker to trip or the fuse to blow when the heater is in operation. The unit comes standard with 6-ft. three-wire cord, exiting from the rear of the fireplace. **DO NOT** exceed the current rating of the current tap. **ALWAYS** plug this unit directly into a wall outlet/receptacle. **NEVER** use with an extension cord or relocatable power tap (outlet/power strip).
- This heater is for use at 120 volts. The cord has a plug as shown at A. See illustration for grounding instructions. An adapter as shown at C is available for connecting three-blade grounding-type plugs to two-slot receptacles. The green grounding plug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.



## Warranty

**1 Year Limited Warranty:** The manufacturer warrants this product to be 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 Electric Fireplace 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:

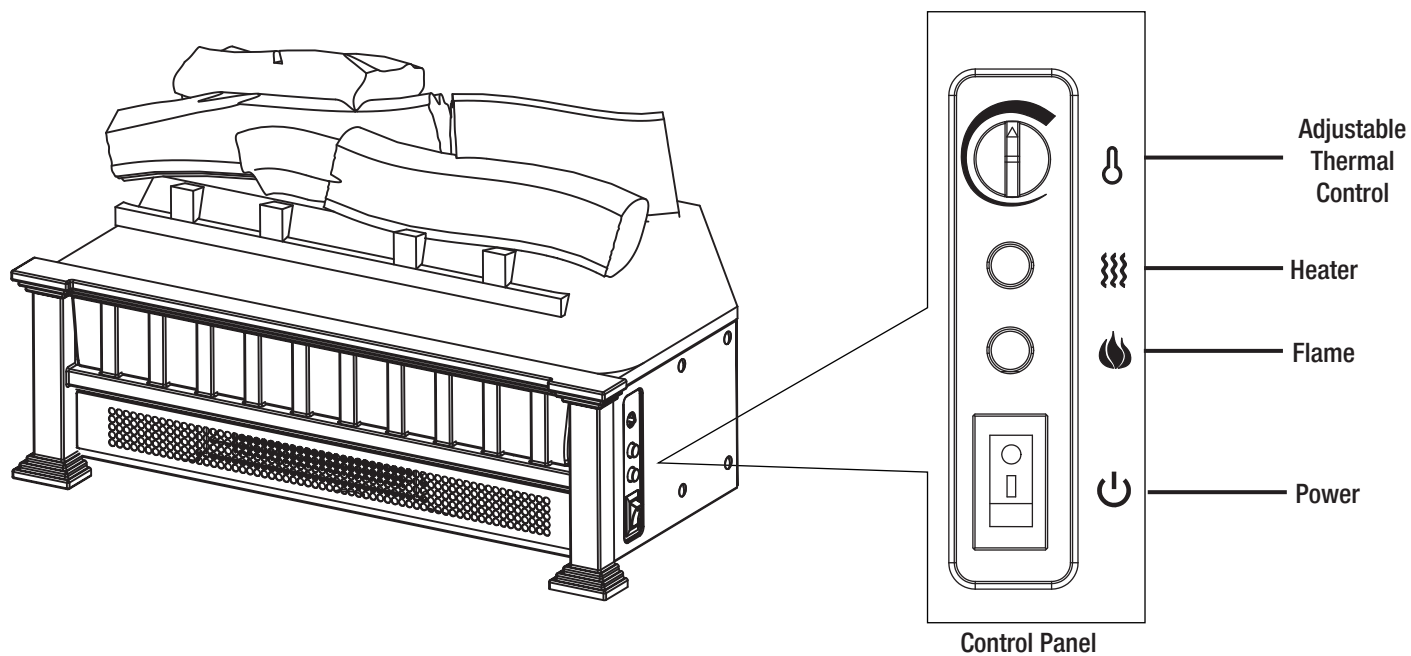
- a. The fireplace is subjected to prolonged periods of dampness or condensation.
- b. There has been unauthorized alteration, willful abuse, accident, or misuse of the product.
- c. You do not have the original receipt of purchase.

# Pre-Installation

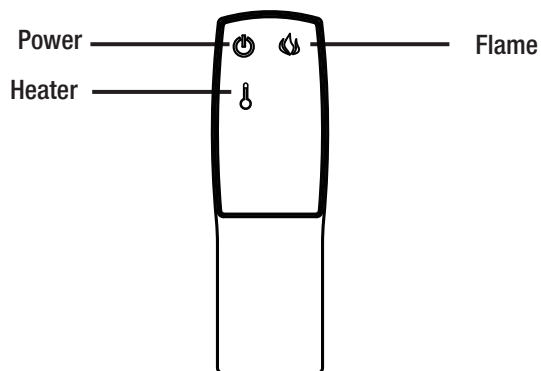
## PRODUCT SPECIFICATIONS

Voltage	120 VAC, 60 Hz
Amps	11.7 amps
Watts	1400 watts

## Operation



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



# Operation (continued)

## 1 Powering the Log Set Heater to Power Button

- Press this button into the “I” position for main power to the unit.

## 2 Flame Button

- This button controls the brightness of the flame effect with settings at High, Medium and Low.
- When the log set is first turned on, the flame will come on at the highest setting.
- Each time the Flame button is pressed, the brightness decreases. The only way to turn off the flame effect completely is to turn off the Power switch.

## 3 Heater Button

- Press the Heater button to turn on or turn off the heater.
- Each time the heater is turned on, it should stay on for at least one minute.
- When the ambient temperature is higher than the set temperature, heat will turn off automatically.

## 4 Adjustable Thermal Control Button

- To adjust the temperature to your individual requirements, turn the thermostat dial to the right (clockwise) to increase the temperature and to the left to decrease the temperature.
- This thermostat control dial can only be used while the power switch is in “I” position and the heater needs to be turned on.
- When the heater reaches the desired temperature, the heat will turn off. When the temperature drops below the selected temperature, heat will restart again.

# FCC/IC Information

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

This equipment has been tested and found to comply with the limits for Class B digital devices, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. The 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 or television reception, which can be determined by turning the equipment off and on. The user is encouraged to try and 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.

Modifications not approved by the party responsible for compliance could void user's authority to operate the equipment.

This Class B digital apparatus complies with Canadian ICES-003.

## Care and Maintenance

- ❑ Make sure the unit is turned OFF and is unplugged, and the heating elements of heater are cool whenever you are cleaning the heater.
- ❑ Clean the metal trim using a water-dampened soft, clean cloth. DO NOT use brass polish or household cleaners, as these products will damage the metal trim.
- ❑ 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 and air intake/output vents is recommended.
- ❑ Any other servicing should be performed by an authorized service representative.



**WARNING:** Make sure the power is turned off before proceeding. Any electrical repairs or rewiring of this unit should be carried out by a licensed electrician in accordance with national and local codes.



**WARNING:** If repairing or replacing an electrical component or wiring, the original wire routing, color coding and securing locations must be followed.



**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:** Do not use this fireplace if any part of it has been under water. Immediately call a qualified service technician to inspect the fireplace and replace any part of the electrical system.



**WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electrical shock or personal injury.



**WARNING:** During any service of this appliance, the power to the unit must be turned off. First turn the main power switch to the "OFF" position. Then remove the electrical plug from the wall outlet.

# Care and Maintenance (Continued)



**NOTE:** When the heater is not in use, the heater should be stored in a dry location, away from possible damage. The power cord should be stored properly to avoid contact with hot or sharp objects.

## Replacing the Remote Control Batteries

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

1. Locate the battery compartment on the back end of the remote control.
2. Slide the battery door open and remove the old batteries.
3. Insert 2 AAA batteries.
4. Do not mix old and new batteries; do not mix alkaline, standard (carbon-zinc), or rechargeable (ni-cad, ni-mh, etc) batteries.
5. Re-insert the battery door.



**NOTE:** The batteries should be removed if the product is to be left unused for a long time.



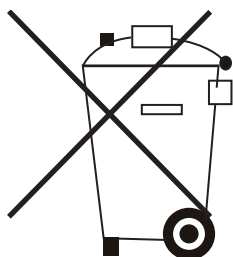
**CAUTION:** Do not attempt to recharge a non-rechargeable battery. Remove the exhausted battery from the product.

## Disposal of Used Batteries

A battery may contain hazardous substances that could endanger the environment and human health.

- This symbol marked on the battery and/or packaging indicates that a used battery shall not be treated as municipal waste. Instead, it shall be left at the appropriate collection point for recycling.
- By ensuring the used battery is disposed of correctly, you will help prevent potential negative consequences for the environment and human health. The recycling of materials will help to conserve natural resources.

For more information about collection and recycling of used batteries, please contact your local municipality, your waste disposal service or the point of sale where you purchased this item.





# Troubleshooting

Problem	Possible Cause	Corrective Action
There is no power and the logs do not glow.	The unit does not have power.	Check that the unit is plugged into a standard 120-volt outlet. Then make sure power is set to the "ON" position.
All function keys are inactivated, and the flame is flashing.	The overheat protection device has been engaged.	Unplug the unit and wait 5-10 minutes to allow the sensor to reset itself. Plug the unit back in and turn on the heater. If the problem persists, call customer service.
All function keys are inactivated, and the flame is lit but does not glow.	The ambient temperature sensor is broken or not working correctly.	Unplug the unit and wait 5-10 minutes to allow the sensor to reset itself. Plug the unit back in and turn on the heater. If the problem persists, call customer service.
The fan motor continues to blow until after the unit is powered off.	This is normal operation.	This is a standard feature; the blower runs for an additional 20 seconds to ensure heat is not trapped inside the unit.
The power cord gets warm to the touch.	This is normal operation.	This is normal for a heater appliance, as it requires more current to operate. Check the connections of the appliance cord and the outlet. Make sure the plug fits tightly into the outlet. During use, check the plug and outlet frequently to determine if they are HOT ; if so, discontinue use of the appliance and consult with a qualified electrician to check or change the overheating outlet(s).

# CountryLiving<sup>TM</sup>

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call Customer Service  
8 a.m. - 5 p.m., CST, Monday - Friday,

**877-430-0703**

**EMAIL: [resolutions@electricfireplacesdirect.com](mailto:resolutions@electricfireplacesdirect.com)**

**Retain this manual for future use.**