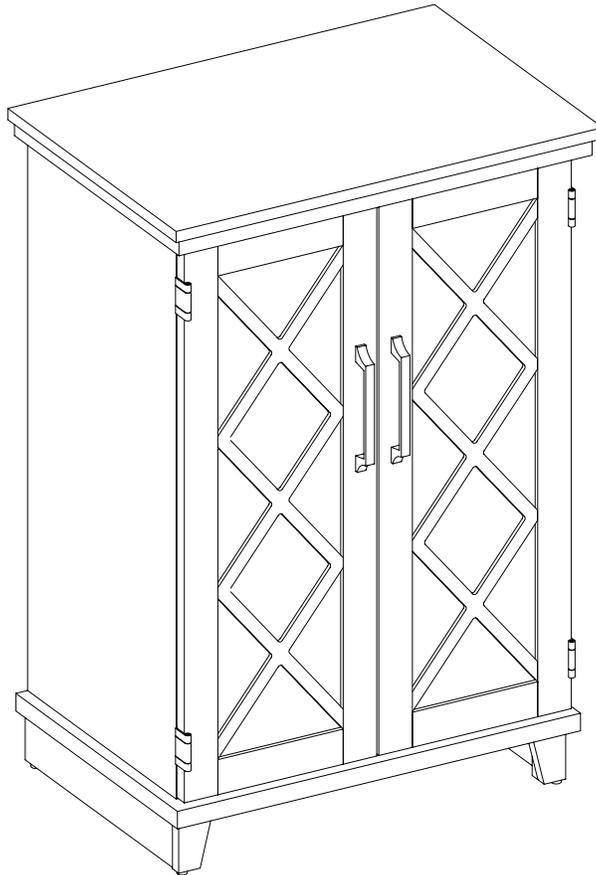


## **USE AND CARE GUIDE**

### **MARSHFIELD ELECTRIC FIREPLACE WALL MANTEL**



**QUESTIONS, PROBLEMS, MISSING PARTS? BEFORE RETURNING TO THE STORE,  
CALL HOME DECORATORS COLLECTION CUSTOMER SERVICE  
8 A.M. - 7 P.M., EST, MONDAY - FRIDAY, 9 A.M. - 6 P.M., EST, SATURDAY**

**1-800-986-3460**

**[HOMEDEPOT.COM/HOMEDECORATORS](http://HOMEDEPOT.COM/HOMEDECORATORS)**

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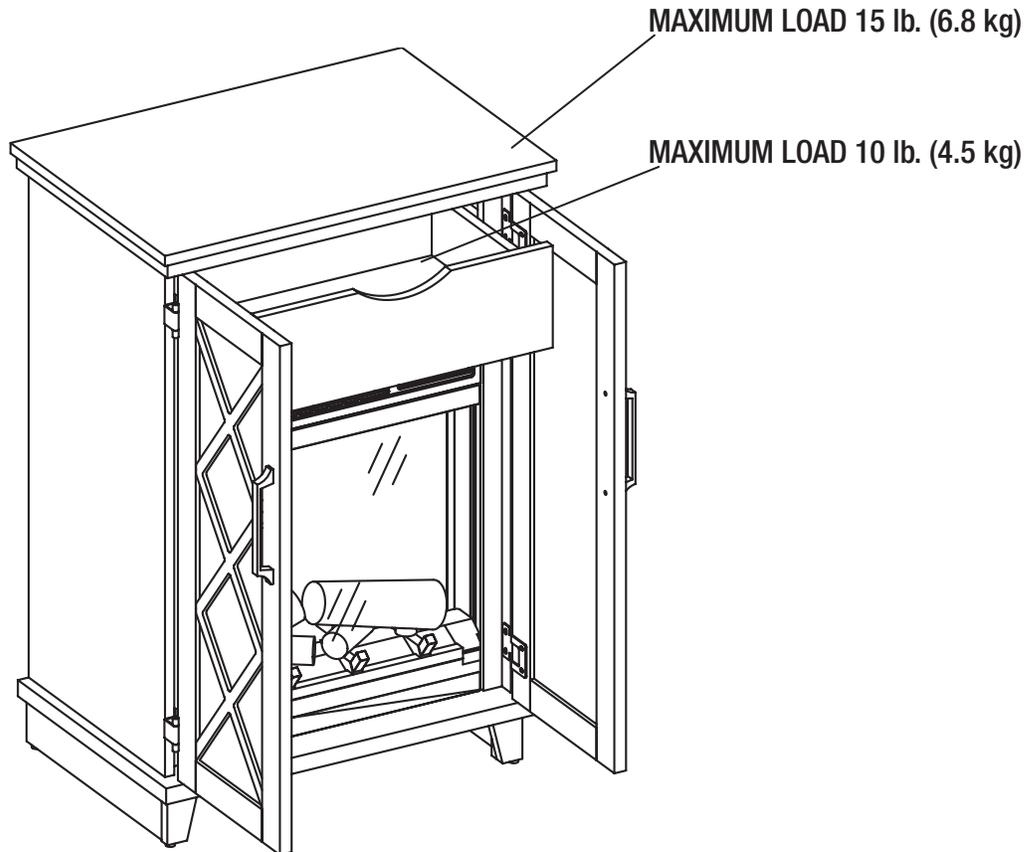
**THANK YOU**

*We appreciate the trust and confidence you have placed in Home Decorators 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 Home Decorators!*

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## Maximum Load Warning



**CAUTION:** This unit is intended for use only with the products and maximum weights indicated. Use with other products or products heavier than the maximum weights indicated may result in instability causing possible injury.

# Safety Information

Please read and understand this entire manual before attempting to assemble, operate or install the product. If you have any question regarding the product, please call customer service at 1-800-986-3460, 8 a.m.-7 p.m., EST, Monday-Friday, 9 a.m. - 6 p.m., EST, Saturday.

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 using this appliance.
2. If possible, always unplug this appliance when not in use.
3. Only a qualified service person should repair this product.
4. Do not use outdoors.
5. Do not cover the cord under the carpeting. Do not cover with throw rugs, runners or the like. Arrange the cord away from traffic areas and where it will not be tripped over.
6. To disconnect this appliance, turn the controls to the off position, and then remove the plug from the outlet.
7. Connect to properly grounded outlets only.
8. This appliance, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the current CSA C22.1 Canadian Electrical Code. For U.S.A. installations, follow local codes and the National Electrical Code, ANSI/NFPA NO.70.
9. 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. This fireplace should not be used as a drying rack for clothing. Do not hang Christmas stockings or other decorations on or near this product.
10. There is a thermostat limiter inside the heater. When inner temperature overheating or abnormal heating occurs, the thermostat protective device will cut off the power supply to avoid damage to the fireplace or risk of fire.



**DANGER:** High temperatures may be generated under certain abnormal conditions. Do not partially or fully cover or obstruct the front of this heater.



**WARNING:** In order to avoid overheating, do not cover the heater.



**WARNING:** 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.



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



**WARNING:** This heater may include a visual alarm to warn that parts of the heater are getting excessively hot. If the alarm illuminates, immediately turn the heater off and inspect for any objects on or adjacent to the heater that may have blocked the airflow or otherwise caused high temperatures to have occurred. **DO NOT OPERATE THE HEATER WITH THE ALARM ILLUMINATING.**



**WARNING:** This appliance is not a toy. Supervise children playing near it.



**WARNING:** Use extreme caution when operating heater near children and the disabled.



**WARNING:** This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate this appliance where it may fall into a bathtub or other water container.



**WARNING:** 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.



**WARNING:** 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 the opening may become blocked.



**WARNING:** 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.



**WARNING:** 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. This fireplace should not be used as a drying rack for clothing. Do not hang Christmas stockings or other decorations on or near this product.



**CAUTION:** Never leave the heater operating unattended. Extreme caution is necessary if unsupervised children or invalids are nearby.



**CAUTION:** Before assembly, carefully use scissors or a utility knife to cut and unwrap all parts. Make sure you do not discard the hardware.

# Safety Information (continued)



**NOTE:** Use care in assembling your new fireplace. Take your time and use the hardware provided and a quality Phillips head screwdriver. Never overtighten bolts.

- Do not sit on any part of the mantel.
- It is recommended to work on a soft surface like a rug or to lay out a blanket to protect the furniture from getting scratched during the assembly process.



**NOTE:** 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 fireplace.

If any part is missing or damaged, do not attempt to use or plug in the power cord until the missing or damaged part is correctly replaced. To avoid electric shock, use only identical replacement parts when servicing double-insulated tools.



**NOTE:**

**SAVE THESE  
INSTRUCTIONS**

# Warranty

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**1 Year Limited Warranty:** The manufacturer warrants that your new Electric Fireplace is free from manufacturing and material defects for a period of one year from date of purchase, subject to the following conditions and limitations.

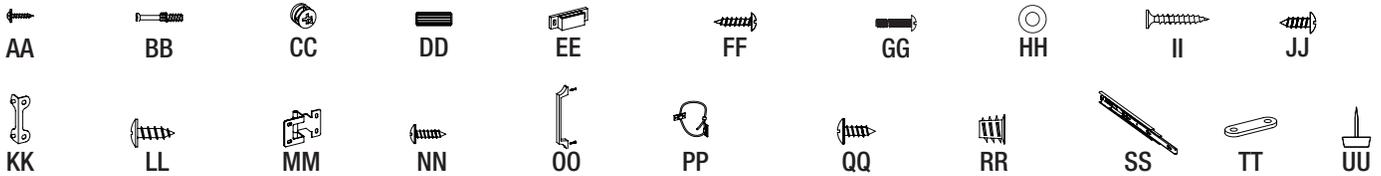
1. Install and operate this appliance in accordance with the installation and operating instructions furnished with the product at all times. Any unauthorized repair, alteration, willful abuse, accident, or misuse of the product shall nullify this warranty.
2. This warranty is non-transferable, and is 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 is any unauthorized alteration, willful abuse, accident, or misuse of the product.
- c. You do not have the original receipt of purchase.

# Pre-Assembly

## HARDWARE INCLUDED



Part	Description	Part Number	Quantity
AA	Screw 3 x 16mm	PH-SCRBLK001	12
BB	Camlock Screw	PH-KDBZNC001	14
CC	Cam Lock Connector	PH-KDCZNC001	14
DD	Wood Dowel	PH-DWLNTL001	18
EE	Magnetic Catch	PH-MCHBRW001	2
FF	Screw 3 x 15mm	Screw 3 x 15mm	4
GG	Bolt 6.3 x 32mm	PH-BLTBLK001	4
HH	Flat Washer	PH-WSRBLK002	4
II	Screw 4 x 31mm	PH-SCRBLK014	4
JJ	Screw 4 x 12mm	Screw 4 x 12mm	4
KK	Black Plastic Bracket	PH-BKTBLK012	2
LL	Screw 4.5 x 14mm	PH-SCRBLK020	4
MM	Hinge	Hinge	4
NN	Screw 4 x 15mm	PH-SCRBLK009	16
OO	Handle with screws	JD2529L	2
PP	Tipping Restraint Hardware	PH-BKTWHT003	2
QQ	Screw 4 x 12mm	Screw 4 x 12mm	18
RR	Threaded Insert	PH-THRZNC001	4
SS	Drawer Slide	PH-DSLPCDS3512	2
TT	Metal Plate (pre-attached)	PH-PLTBLK001	2
UU	Floor Glide (pre-attached)	PH-GLDBRW001	4



**NOTE:** Hardware not shown to actual size.

## PRODUCT SPECIFICATIONS

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

## PLANNING ASSEMBLY

Before beginning assembly of product, make sure all parts are present. Compare parts with Hardware Included and Package Contents lists. If any part is missing or damaged, do not attempt to assemble, install or operate the product. Contact customer service for replacement parts.

Estimated Assembly Time: 60 Minutes

## TOOLS REQUIRED



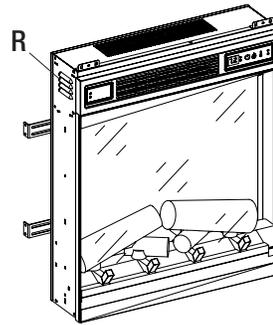
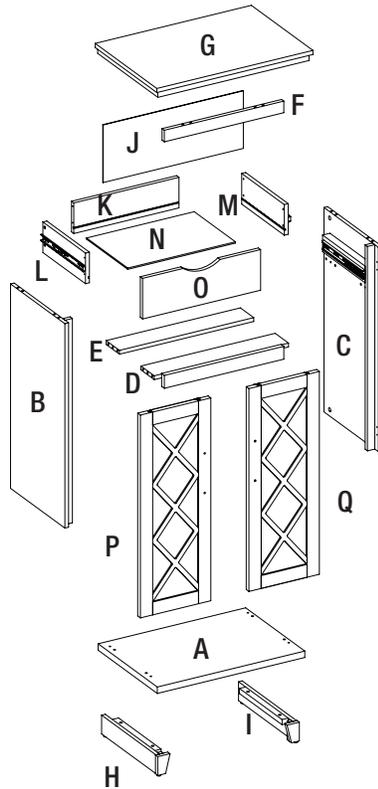
Phillips Screwdriver

# Pre-Assembly (continued)

## PACKAGE CONTENTS



**NOTE:** All panels are labeled left and right as viewed from the front of unit.

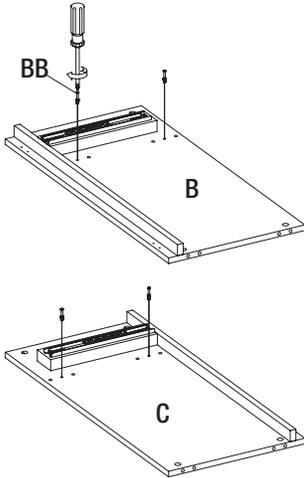


Part	Description	Quantity
A	Bottom Shelf	1
B	Left Side Panel	1
C	Right Side Panel	1
D	Base Front Rail	1
E	Base Back Rail	1
F	Top Front Rail	1
G	Top Panel	1
H	Base Left Leg	1
I	Base Right Leg	1
J	Back Panel	1
K	Drawer Back	1
L	Drawer Left Side	1
M	Drawer Right Side	1
N	Drawer Bottom	1
O	Drawer Front	1
P	Left Door	1
Q	Right Door	1
R	Fireplace Insert	1

# Assembly

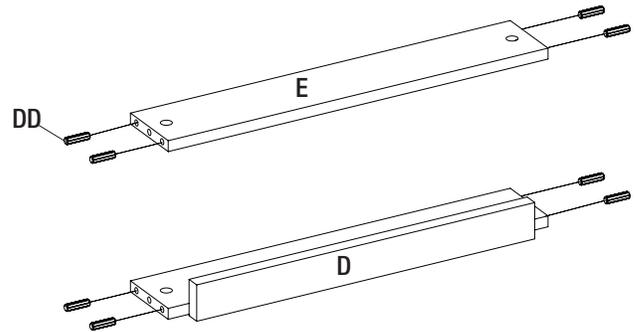
## 1 Preparing side panels for assembly

- Locate the Left Side Panel (B) and the Right Side Panel (C).
- Insert Cam Lock Screws (BB) into the pre-drilled holes in each panel (B,C) and secure using a Phillips screwdriver. Repeat until all Cam Lock Screws (BB) have been installed as shown.



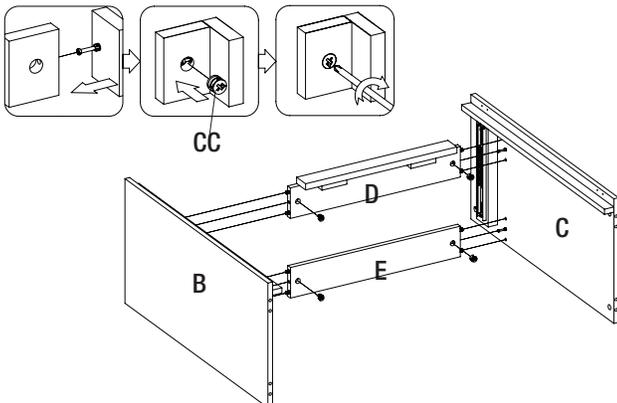
## 2 Preparing the back apron

- Locate the Base Front Rail (D) and the Base Back Rail (E).
- Insert Wood Dowels (DD) into the pre-drilled holes on the edges of each Rail (D,E) as shown.



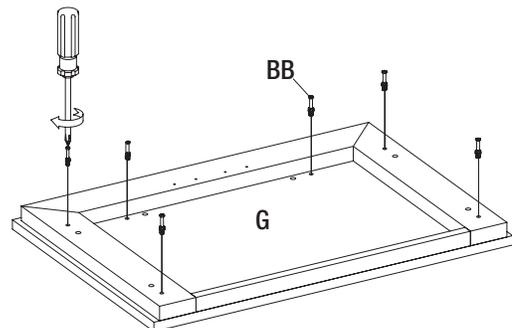
## 3 Assembling the side panels

- Using the Left Side Panel (B) and the Base Rails (D,E), align the pre-installed dowels and cam lock screws into the holes. Press together to secure the wooden dowels.
- Secure by inserting Cam Lock Connectors (CC) into the pre-drilled holes as shown.
- Use a Phillips screwdriver to tighten all Cam Lock Connectors (CC).
- Repeat to secure the Right Side Panel (C).



## 4 Preparing the top assembly

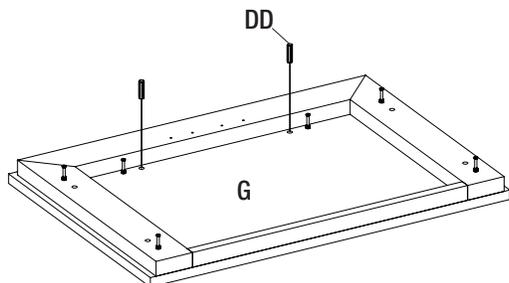
- Locate the Top Panel (G) and place onto a flat surface.
- Insert the Cam Lock Screws (BB) into the pre-drilled holes in the bottom of the Top Panel (G). Tighten using a Phillips screwdriver.



# Assembly (continued)

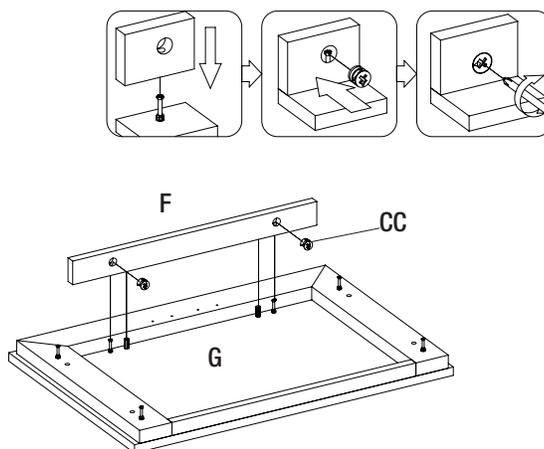
## 5 Preparing the top assembly

- Insert Wood Dowels (DD) into the pre-drilled holes on the Top Panel (G) as shown.



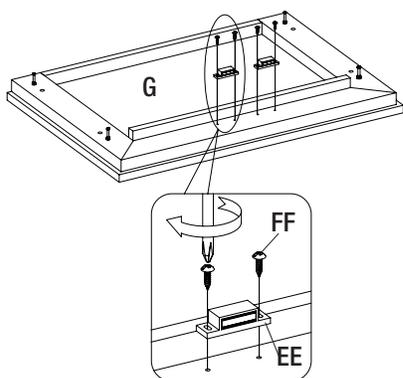
## 6 Attaching the front panel

- Locate the Top Front Rail (F) and align it with the previously installed cam lock screws on the Top Panel (G).
- Secure the Top Front Rail (F) onto the Top Panel (G) by inserting the Cam Lock Connectors (CC) into the pre-drilled holes as shown.
- Tighten both cam lock connectors using a Phillips screwdriver.



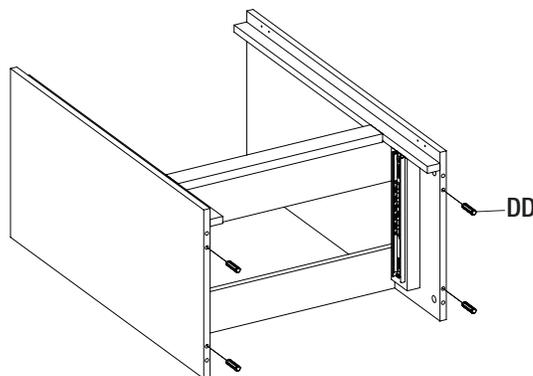
## 7 Attaching the magnetic door catches

- Locate the Magnetic Catch (EE) and align with the pre-drilled holes at the edge of the top panel (G) as shown.
- Secure each Magnetic Catch (EE) with the Screws (FF) using a Phillips screwdriver.



## 8 Preparing the center assembly for the top panel

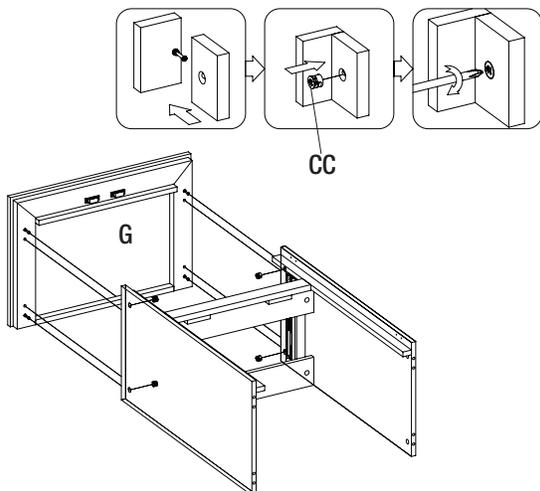
- Insert the Wood Dowels (DD) into the top edges of the main assembly as indicated.



# Assembly (continued)

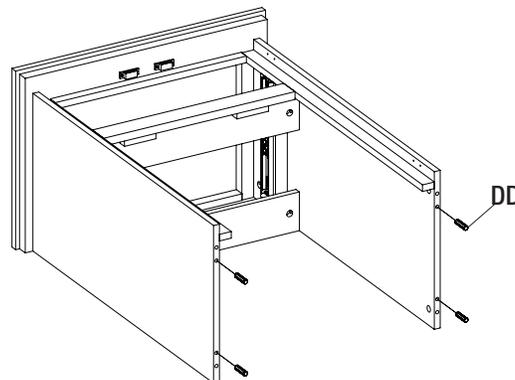
## 9 Attaching the top panel

- Place the Top Panel (G) on top of the main assembly while aligning the previously installed cam lock screws and wood dowels with the holes.
- To secure the screws, insert the Cam Lock Connectors (CC) into the pre-drilled holes. Tighten using a Phillips screwdriver.



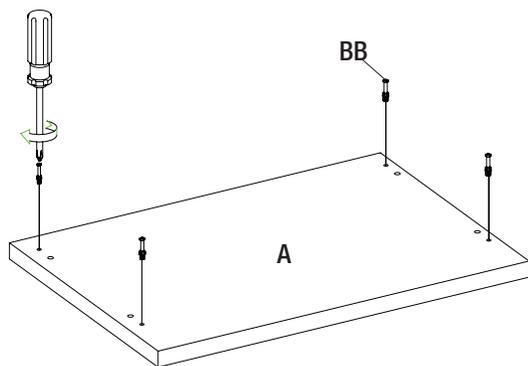
## 10 Preparing the center assembly for the base

- Insert the Wood Dowels (DD) into the bottom edges of the main assembly as indicated.



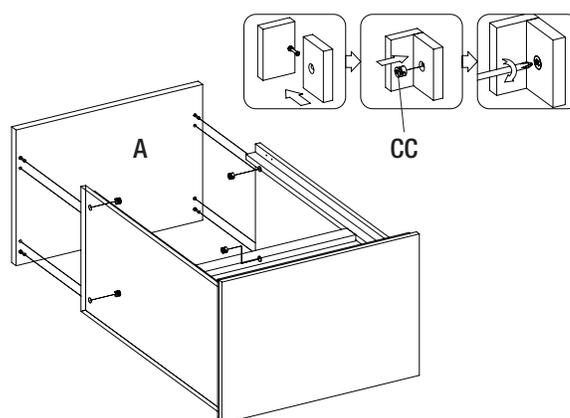
## 11 Preparing the bottom shelf

- Locate the Bottom Shelf (A) and place onto a flat surface.
- Insert Cam Lock Screws (BB) into the pre-drilled holes in the Bottom Shelf (A) and secure using a Phillips screwdriver.



## 12 Attaching the bottom shelf

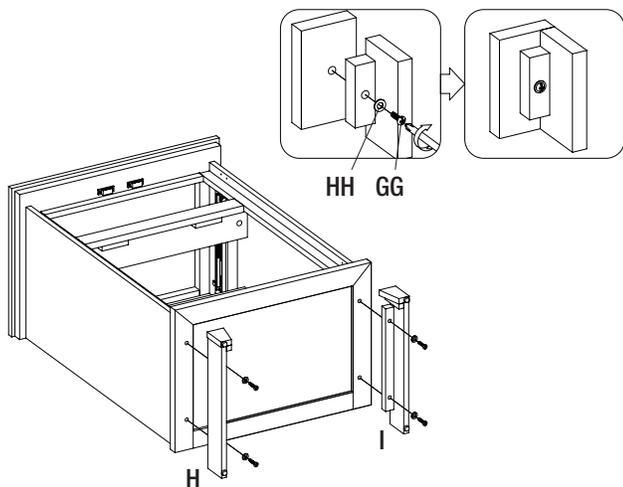
- Align the Bottom Shelf (A) with the bottom of the main assembly, press together to insert the wood dowels and cam lock screws into the pre-drilled holes.
- Secure all previously installed cam lock screws using the Cam Lock Connectors (CC). Tighten with a Phillips screwdriver.



# Assembly (continued)

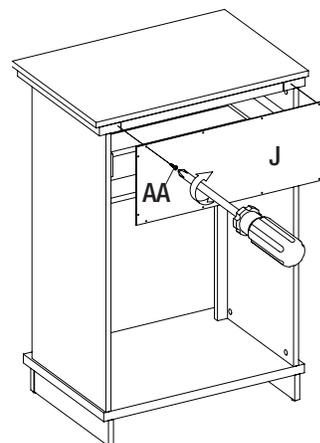
## 13 Attaching the base legs

- Locate the Base Left Leg (H) and the Base Right Leg (I).
- Place the Bolts (GG) through the Flat Washers (HH) and secure through each Leg (H,I) and into the main assembly as shown in the diagram. Tighten each Bolt (GG) using a Phillips screwdriver.



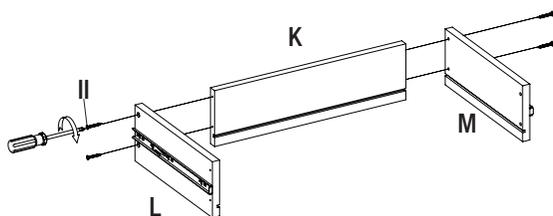
## 14 Securing the back panel

- Locate the Back Panel (J).
- Insert the Screws (AA) through the pre-drilled holes in the Back Panel (J) and tighten using a Phillips screwdriver.



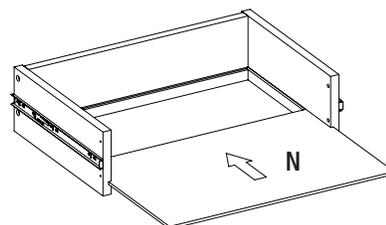
## 15 Assembling the drawer box

- Locate the Drawer Back (K), Drawer Left Side (L), and Drawer Right Side (M).
- Attach the Drawer Left Side (L) to the Drawer Back (K) using the Screws (II) and a Phillips screwdriver.
- Repeat to attach the Drawer Right Side (M).



## 16 Assembling the drawer box

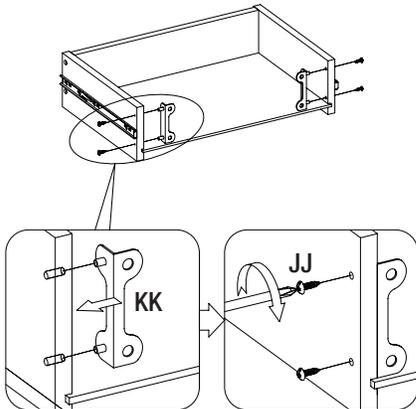
- Locate the Drawer Bottom (N).
- Slide the Drawer Bottom (N) into the groove of the previously assembled drawer panels.



# Assembly (continued)

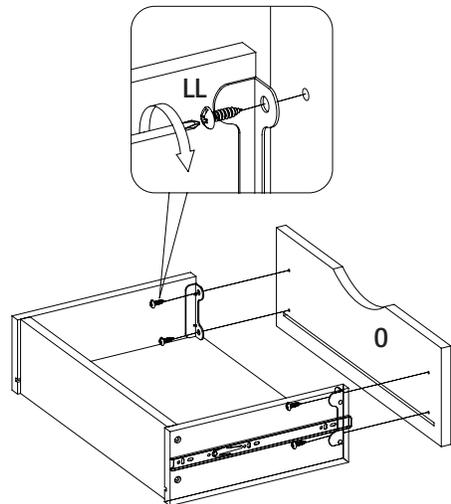
## 17 Attaching the drawer brackets

- Attach the Black Plastic Brackets (KK) onto the inside of the drawer assembly as shown using the Screws (JJ) and a Phillips screwdriver.



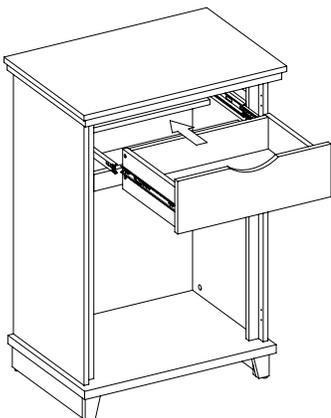
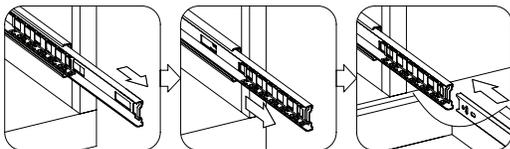
## 18 Assembling the drawer box

- Locate the Drawer Front (O).
- Align the pre-drilled holes on the Drawer Front (O) with the brackets inside the drawer.
- From inside the drawer, secure the brackets onto the Drawer Front (O) using the Screws (LL) and a Phillips screwdriver.



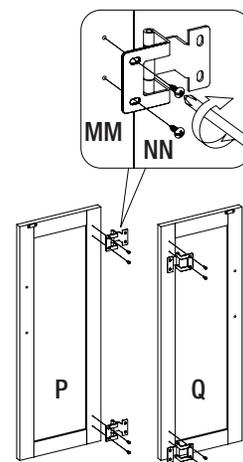
## 19 Attaching the drawer

- When inserting the drawer box, fully extend each hinge on the main assembly. This will ensure that the drawer slides into place properly.



## 20 Attaching the door hinges

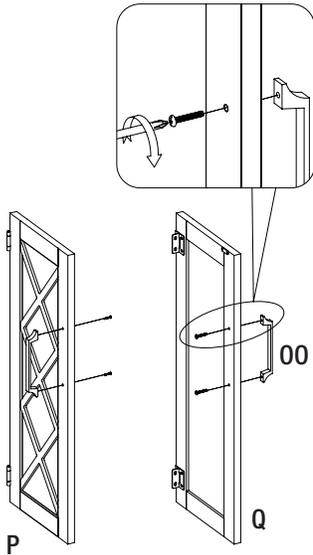
- Locate the Left Door (P) and Right Door (Q).
- Attach the Hinges (MM) on the upper and lower corners of each Door (P, Q) by lining up each hinge with the pre-drilled holes as shown in the diagram.
- Secure each Hinge (MM) using the Screws (NN) and a Phillips screwdriver.



# Assembly (continued)

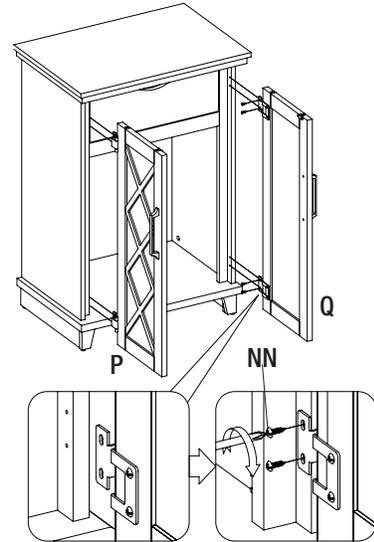
## 21 Attaching the door handles

- Remove the pre-assembled screws from the Handles (OO), then attach to the Left Door (P).
- Repeat for the Right Door (Q).



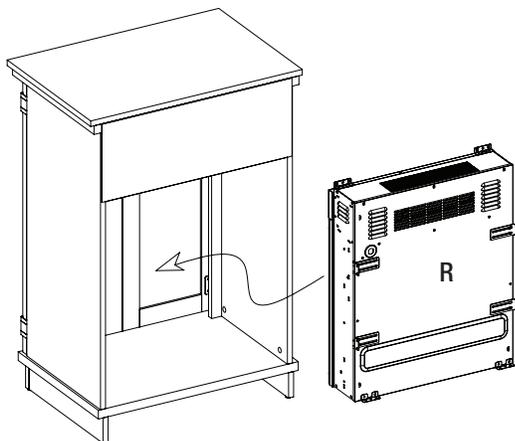
## 22 Attaching the double doors

- Align the previously installed hinges on the Left Door (P) with the hinges on the left side of the main assembly.
- Insert Screws (NN) to secure the Left Door (C) into place using a Phillips screwdriver.
- Repeat to attach the Right Door (Q).



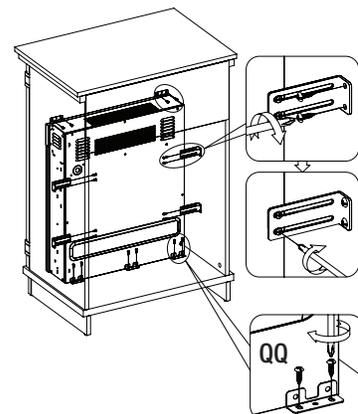
## 23 Installing the fireplace insert

- Lift the electric Fireplace Insert (R) carefully into the back of the unit and center in the fireplace insert opening.
- Do not drag the fireplace insert across the base as it may scratch your unit.



## 24 Securing the fireplace insert

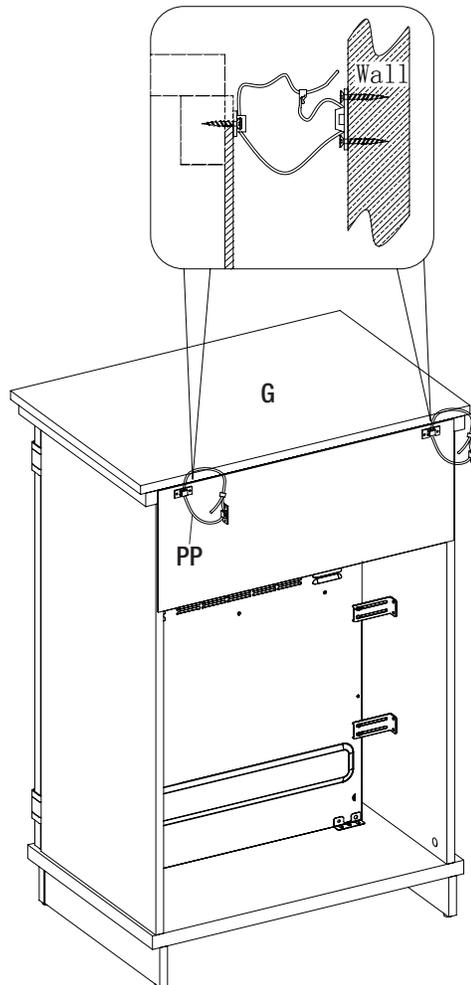
- Slide the loosely attached L-brackets on the back of the insert out toward the side panels. Secure each bracket to the side panels using the Screws (QQ) and Phillips screwdriver.
- At the top and bottom of the insert, secure each of the pre-attached mounting brackets on the back of the electric fireplace by inserting the attached Screws (QQ) through the pre-drilled holes. Secure all screws with a Phillips screwdriver.



# Assembly (continued)

## 25 Installing the tipping restraint hardware

- When the Tipping Restraint Hardware (PP) is properly installed, it can provide protection against unexpected tipping of the Unit due to small tremors, bumps or climbing.
- Your Unit comes with two Tipping Restraint Hardware (PP). Each Tipping Restraint Hardware (PP) includes one Unit Anchor, one Wall Anchor, one Anchor Tether, and four Anchor Screws. Use these to complete the following steps for a proper installation.
- Locate a secure wall stud behind the unit closest to the left side.
- Align the Unit Anchor with a wall stud and attach with two Anchor Screws using a Philips screwdriver. The Anchor Screws must pass through the Top Panel (G) for proper installation.
- Align the Wall Anchor in the center of the wall stud, at level with the Unit Anchor, and attach with two Anchor Screws using a Philips screwdriver.
- On the Anchor Tether, detach the cable from the connector and loop the loose cable through the eyelets on the Wall Anchor and Unit Anchor. Reattach the loose cable to the connector, but do not tighten.
- Locate a secure wall stud behind the unit closest to the right side, and repeat the steps above.
- Tighten both Anchor Tethers by pulling the cable the through connector.



**NOTE:** Installation of the Tipping Restraint Hardware (PP) will provide a small space between the wall and the unit. This will allow you to run power cords and connector cables to your television or other devices placed on top of the Unit.



**WARNING:** Installing the Tipping Restraint Hardware will help prevent accidents or damage to the unit.

# Operation



**NOTE:** The control panel can be accessed at the upper-right corner of the insert.



## 1 Powering the fireplace

- Push the Power button to supply power to all functions of the fireplace and put the insert in a standby mode.
- Push the Power button again to turn off all functions.



**NOTE:** All previous settings are held in memory, so the next time you power up the fireplace, the unit will turn on with the same settings.



**NOTE:** Holding the Power button on the control panel for 10 seconds will disable the heater function.



## 2 Adjusting the flame

- There are 6 brightness levels including 00 (OFF) setting that can be selected.

Settings F5 - F1 decrease in brightness



## 3 Adjusting the heater

- The thermostat setting range is 62°F - 82°F (17°C - 27°C) or continuously ON or OFF.

The thermostat is adjustable by 2°F or 1°C increments.



**NOTE:** To change between °F and °C press and hold the HEATER button on the control panel for 3 seconds.



## 4 Setting the timer

- Pressing the Timer button will cycle through the timer settings: 30 minutes, 1 Hour, 2H, 3H, 4H, 5H, 6H, 7H, 8H, 9H and off.



# Operation (continued)

## 5 Replacing the remote control battery

- When the remote control stops operating or its range seems reduced, it is time to replace the batteries with new ones.
  - On the back end of the remote, press and slide the battery door open and remove the old battery.
  - Insert 2 AAA batteries, checking that the + and - sides of the battery match inside the battery compartment.
  - Replace the battery compartment door.



**NOTE:** Do not mix old and new batteries. Do not mix alkaline, standard (carbonzinc), or rechargeable (nicad, nimh, etc) batteries. Do not ingest batteries.



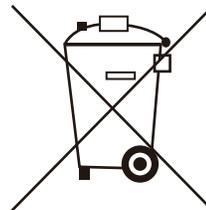
**NOTE:** Please operate the remote control at a slow measured pace. Press the remote control buttons with an even motion and gentle pressure. Repeatedly pressing buttons in rapid succession may cause the transmitter to malfunction.



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

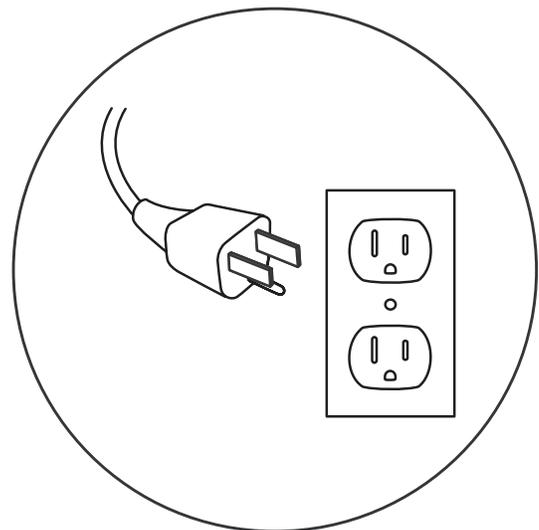
## 6 Disposing of used batteries

- The battery may contain hazardous substances that could endanger the environment and human health.
- This symbol marked on the battery and/or packaging indicates that used batteries shall not be treated as municipal waste. Instead they should be left at the appropriate collection point for recycling.
- By correctly disposing of used batteries, you prevent potential negative consequences for the environment and human health. Recycling used materials also conserves natural resources.
- For more information about collecting and recycling used batteries, please contact your local municipality, your waste disposal service or the point of sale where you purchased this product.



## 7 Power cord information

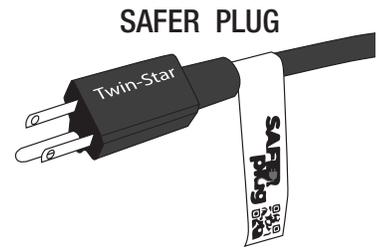
- This heater is for use on 120 volts. The cord has a plug as shown in the figure.
- Connect to properly grounded outlets only.
- Do not use a 2 prong adapter. Never use with an extension cord or relocatable power tap (outlet/power strip).



# Operation (continued)

## 8 Patent pending Safer Plug® information

- This product is equipped with a Safer Plug®, which is an advanced safety device that helps detect electrical fires caused from faulty outlets.
- Overloading of outlets, adapters and surge protectors may cause overheating, damage, and increased risk of fires. The Safer Plug continuously monitors the temperature in the plug and outlet and will turn off the heater to prevent unsafe outlet overheating.
- If the Safer Plug cuts the power due to unsafe conditions it will show an “Er” message on the screen. If this occurs the Safer Plug has prevented a potentially unsafe condition.
- To reset the device if this occurs, first allow the plug to cool down. Once the plug has cooled down, unplug the device and wait 5 seconds, then plug back in and continue to use normally.
- If the Safer Plug continues to activate your outlet may be faulty. 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).



Patent Pending

## 9 Patent pending Safer Sensor™ information

- This product is equipped with a Safer Sensor™; an advanced safety device that helps prevent heaters from being accidentally covered or blocked causing a potentially unsafe condition.
- The Safer Sensor detects if an object is too close to the front of the heater potentially obstructing the air outlet. If blocked, the control panel will flash “E5” icon and the heater will be turned off. Once the object has been moved and after the user presses the power button, “E5” will disappear and the unit will be back on the previous setting with the heat on.

SAFER SENSOR



# 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.

# Care and Cleaning

- Dust your fireplace regularly with a soft non-lint-producing cloth or household dusting product.  
Clean your fireplace with a gentle non-abrasive household cleaner. Dry your fireplace immediately with a soft cloth or towel.
- The motors used on the fan and the flame generator assembly are pre-lubricated for extended bearing life and require no further lubrication. However, we recommend periodic cleaning/vacuuming of the fan/heater.  
Make sure the unit is turned OFF and unplugged whenever you are cleaning the heater or fireplace.



**WARNING:** Make sure the power is turned off before proceeding with repairs. Any electrical repairs or rewiring of this unit should be carried out by a licensed electrician in accordance with national and local codes. If repairing or replacing any electrical component or wiring, the original wire routing, color coding and securing locations must be followed. 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.



**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.

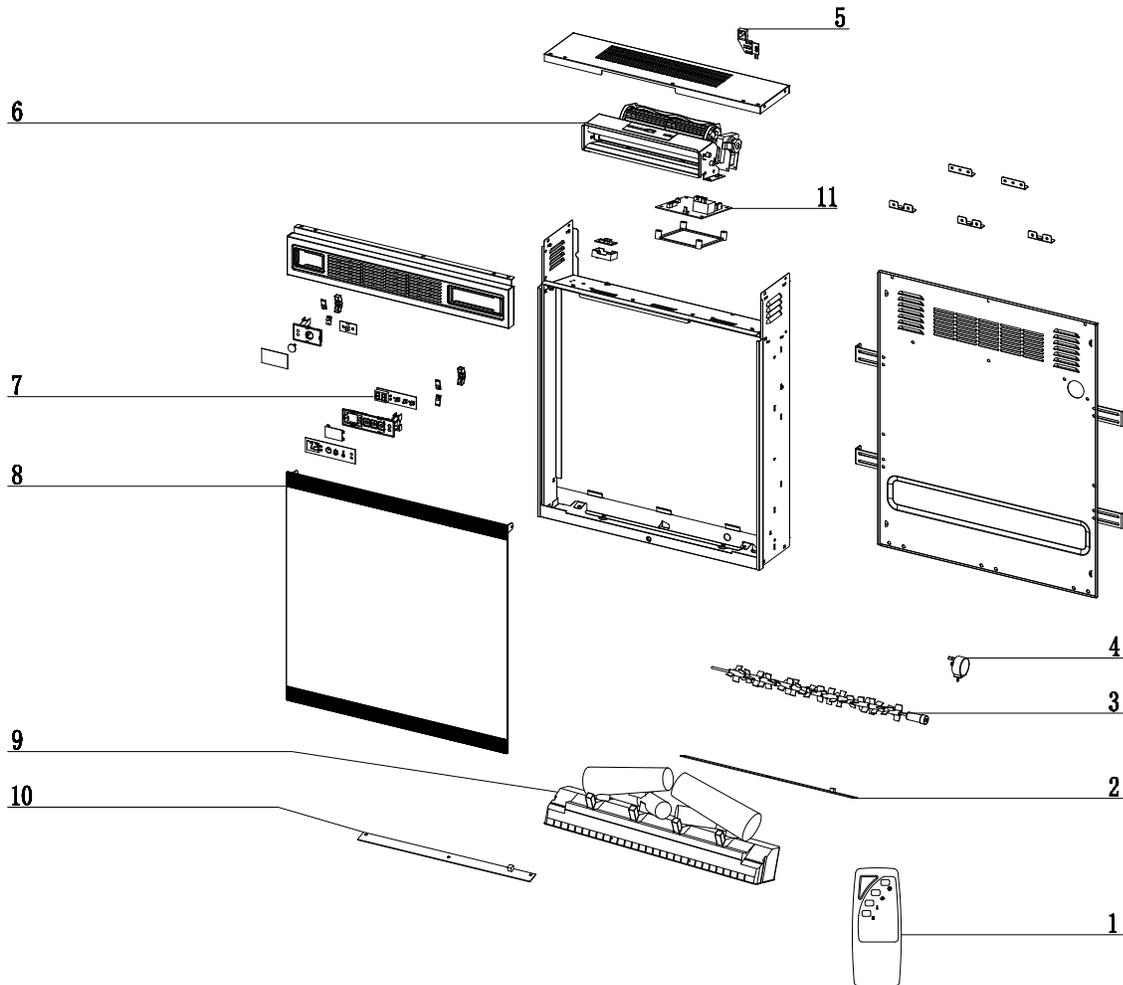
# Troubleshooting

PROBLEM	ROOT 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, but monitor the heater for signs of overheating. If the problem persists, discontinue use of the heater and contact customer service.
Display shows “ E 4 ”	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).
Display shows “ E 5 ”	The heater air outlet is blocked.	Verify there is a 3 foot clear space in front of the heater air outlet.
Heater does not blow warm air.	Cool down cycle.	Normal operation. Heater 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 ember bed lights will flash multiple times.
Remote control is not working.	No batteries	Change the remote batteries.
	Poor Signal	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.
	Distance	Operate the remote at a distance less than 20 feet from the front of the appliance; point the remote at the control panel.

# Replacement Parts

For replacement parts, call our customer service department at 1-800-986-3460, 8 a.m.-7 p.m., EST, Monday-Friday, 9 a.m. - 6 p.m., EST, Saturday.

Part	Description	Qty.
1	Remote Control	1
2	Flame Circuit Board	1
3	Flame Spinner	1
4	Flame Generator Drive Motor	1
5	Thermostat Sensor	1
6	Blower/ Heater Assembly	1
7	Control Panel Circuit Board	1
8	Front Panel with Flame	1
9	Embered with Logest	1
10	Embered Circuit Board	1
11	Main Power PCB	1









# HOME DECORATORS COLLECTION®

Questions, problems, missing parts? Before returning to the store call  
Home Decorators Customer Service

8 a.m. - 7 p.m., EST, Monday - Friday, 9 a.m. - 6 p.m., EST, Saturday

**1-800-986-3460**

**[HOMEDEPOT.COM/HOMEDECORATORS](https://www.homedepot.com/homedecorators)**

**RETAIN THIS MANUAL FOR FUTURE USE.**