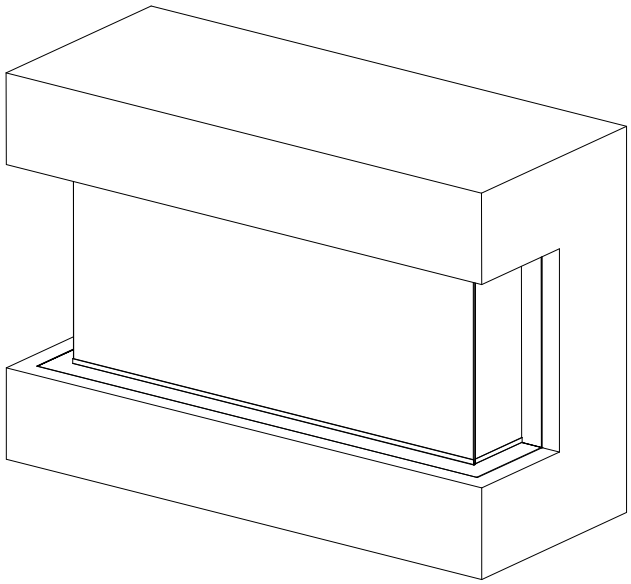
THREE SIDED ELECTRIC FIREPLACE

■ TS36 ■ TS42 ■ TS50 ■ TS60 ■ TS72

OWNERS MANUAL



36"/42"/50"/60"/72" Recessed Electric Fireplace

AC 110-120V 60Hz 1500W

⚠ **WARNING**	**Read and understand** this entire owner's manual, including **all safety information**, before **plugging in** or **using** this product. Failure to do so could result in **fire, electric shock, or serious personal injury.**

⚠ **CAUTION**	**Keep this owner's manual** for future reference. If you sell or give this product away, **make sure this manual accompanies this product**.

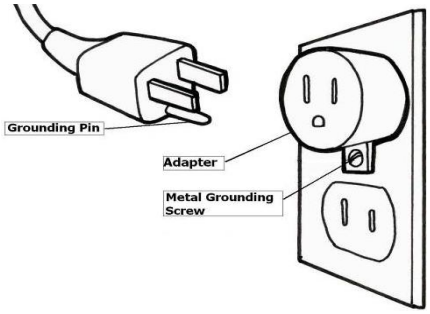
C SA® US

IMPORTANT SAFETY INFORMATION!

⚠ WARNING

- **Read all instructions before using this heater!**
- This heater is **hot when in use**. To avoid burns, **DO NOT** let bare skin touch **hot** surfaces. If provided, use handles when moving this heater. Keep **combustible materials**, such as furniture, pillows, bedding, papers, clothes, and curtains at least **3 feet (0.9m)** from the **front of the heater**, and **keep them away from the sides and rear**.
- **Extreme caution** is necessary when any heater is used by or near **children** or **invalids** and whenever the heater is left **operating and unattended**.
- **DO NOT** operate any heater with a **damaged cord or plug** or after the **heater malfunctions**, has been **dropped** or **damaged in any manner**. Discard heater, or return to authorized service facility for examination and/or repair.
- **DO NOT** run **power cord** under carpeting. **DO NOT** cover power cord with throw rugs, runners, or similar coverings. **DO NOT** route power cord under furniture or appliances. Arrange power cord **away from traffic** area, and where it will not be tripped over.
- **Connect to properly grounded outlets ONLY.**
- **DO NOT insert** or **allow foreign objects** to **enter any ventilation or exhaust opening**, as this may cause **electric shock** or **fire**, or **damage the heater**.
- To prevent a possible fire, **DO NOT** block air intakes or exhaust in any manner. Doing so could cause a **fire**. **DO NOT** use on soft surfaces, like a bed, where openings may become blocked.
- A heater has **hot and arcing or sparking parts inside**. **DO NOT** use it in areas where **gasoline, paint, or flammable liquids** are used or stored.
- **Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.**
- **ALWAYS plug heaters directly into a wall outlet/receptacle. NEVER use with an extension cord or relocatable power tap (outlet/power strip).**
- **DO NOT place the heater near a bed** because objects such as pillows or blankets can fall off the bed and be ignited by the heater.
- **NEVER** use this heater in **bathrooms, laundry rooms**, or any other location where the heater could fall into a **bathtub** or **pool**, **become damp,** or **come in contact with water**.
- **AVOID FIRE!** Regularly inspect all air vents to make sure they are free from dust, lint, or other blockage. **Unplug the unit** and clean with a **vacuum ONLY**. **DO NOT** rinse or get wet.
- **ALWAYS** mount to wall bracket before use. **DO NOT** set on the floor, or other surface, to use.
- **NEVER** use a wall mount bracket from another manufacturer.
- This product is **not intended** to be a **primary heat source.** It is for **supplemental heat only.**
- **INDOOR use only! NEVER** use this heater **outdoors!** Doing so may result in **electric shock!**
- **Risk of electric shock**! **DO NOT OPEN!** No user-serviceable parts inside!

- **ALWAYS** turn this heater off before unplugging it from the outlet.
- **ALWAYS disconnect** this unit from the **power** supply **before** performing any assembly or cleaning, or before relocating the electric fireplace.
- **NEVER** leave this heater unattended. **ALWAYS** unplug this heater when not in use.
- **ALWAYS** store this heater in a dry location. **NEVER** use the fireplace if it has become wet.
- **NEVER** plug this heater into an outlet that is **old**, **cracked**, or has any **loose wires or connections**. Plugging this heater into a faulty outlet could result in **electric arcing** within the outlet that could cause the **outlet** to **overheat or catch fire**.
- **ALWAYS** check your heater cord and plug connections with **each use**!
  - i) **MAKE SURE** the plug fits tight in the outlet! Faulty wall outlet connections or loose plugs can cause the outlet to overheat.
  - ii) **Heaters draw more current** than small appliances. **Overheating** may occur even if it has not occurred with the use of other appliances.
  - iii) During use **check frequently** to see if the **plug outlet or face plate** is **HOT**!
  - iv) If the outlet or face plate is **HOT**, **discontinue use immediately** and have a qualified electrician inspect and/or replace the faulty outlets.
- The power cord supplied with the heater has three prongs: two flat blades (live and neutral) and one round pin (ground). If a 3-slot receptacle is not available, an adapter **MUST** be used. The adapter **MUST** be **properly grounded** to the outlet box (see figure at right). [NOTE: Adapter NOT INCLUDED.]



- SAVE THESE INSTRUCTIONS!

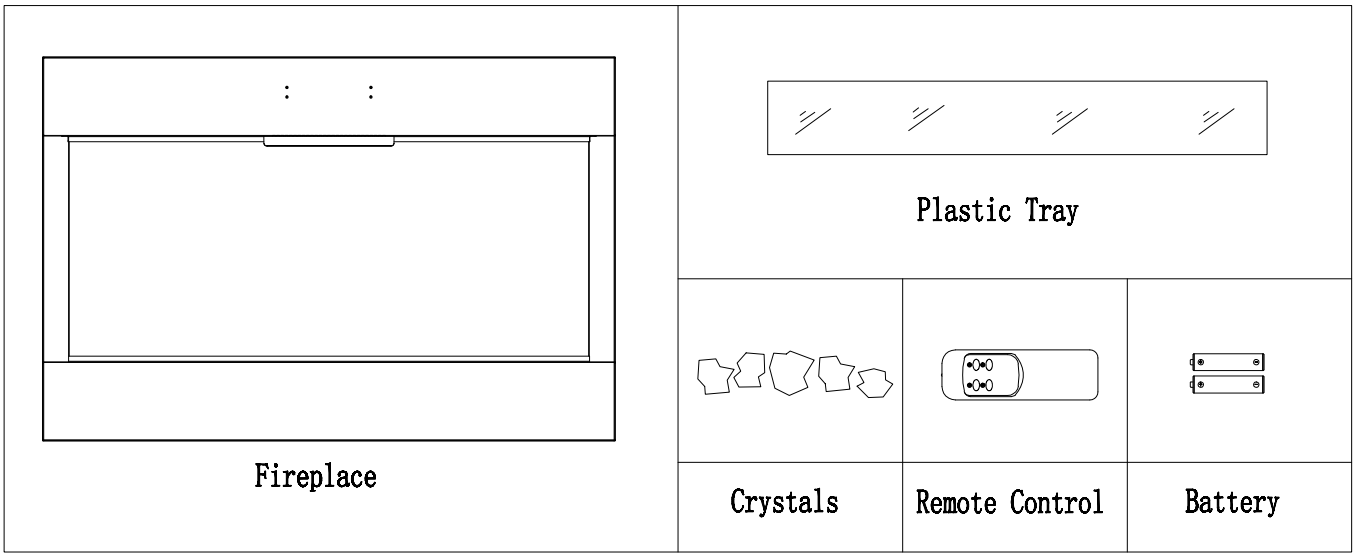
Preparation

This product includes a **GLASS panel!** Always use **extreme caution** when handling **glass.** Failure to do so could result in **personal injury** or **property damage**.

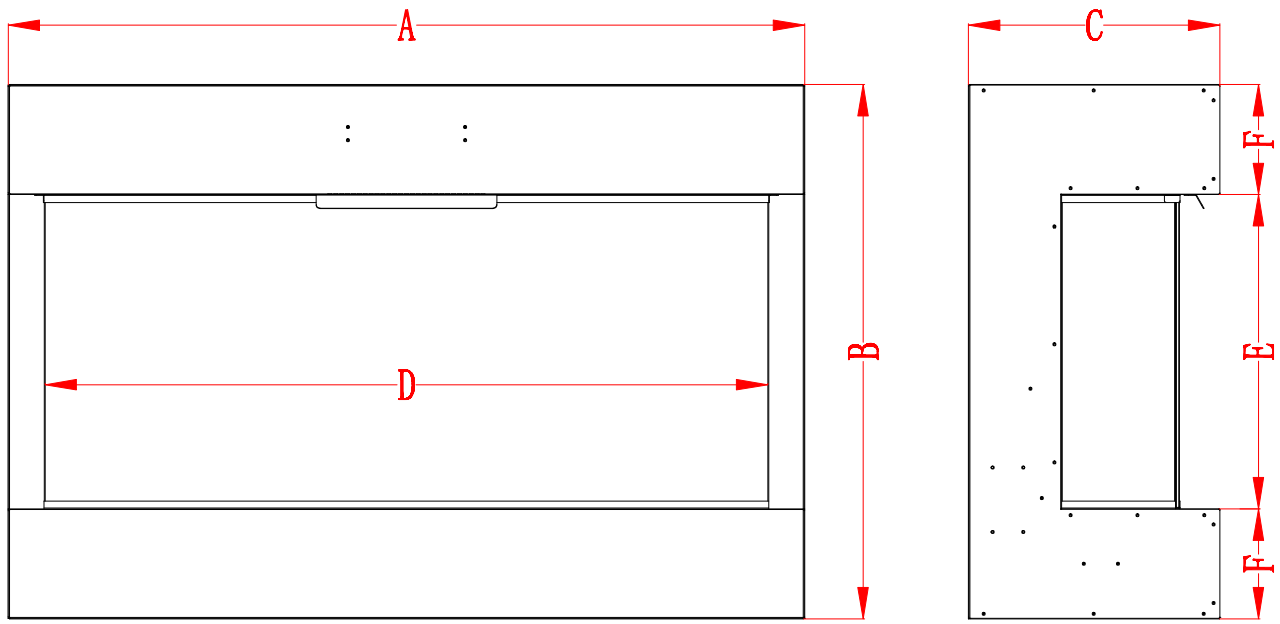
Remove all parts and hardware from the carton and place them on a clean, soft, dry surface. Parts and assembly steps are grouped for wall-hanging or recessing use. Check the parts list to make sure nothing is missing. Dispose of packaging materials properly. Please recycle whenever possible.

You will need the following tools (not included): Phillips screwdriver; stud finder; level; tape measure; electric drill; 1/4” wood drill bit, hammer.

Parts and Hardware



Specification and Dimension



PRODUCT DIMENSIONS						
Model Number	A	B	C	D	E	F
TS-36	39.9″ 1014mm	26.8″ 680mm	12.6″ 320mm	36.3″ 922mm	15.7″ 400mm	5.5″ 140mm
TS-42	42″ 1067mm	26.8″ 680mm	12.6″ 320mm	38.3″ 975mm	15.7″ 400mm	5.5″ 140mm
TS-50	53.9″ 1370mm	26.8″ 680mm	12.6″ 320mm	50.3″ 1278mm	15.7″ 400mm	5.5″ 140mm
TS-60	63.9″ 1624mm	26.8″ 680mm	12.6″ 320mm	60.3″ 1532mm	15.7″ 400mm	5.5″ 140mm
TS-72	75.9″ 1929mm	26.8″ 680mm	12.6″ 320mm	72.3″ 1837mm	15.7″ 400mm	5.5″ 140mm

Installation and Assembly

Your appliance is a wall-mounted, recessed and/or mantel installed appliance. Select a suitable location that is
not susceptible to moisture and is away from drapes, furniture and high traffic areas.
NOTE: Follow all National and local electrical codes.

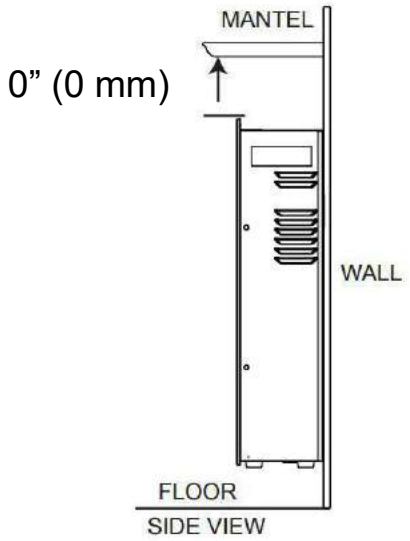
MINIMUM CLEARANCE TO COMBUSTIBLES

Measurements are taken from the glass front.			
Bottom	**0"**	**Top**	**0" to mantel**
Sides	**0"**	**Top**	**0" to ceiling**
Back	**0"**		

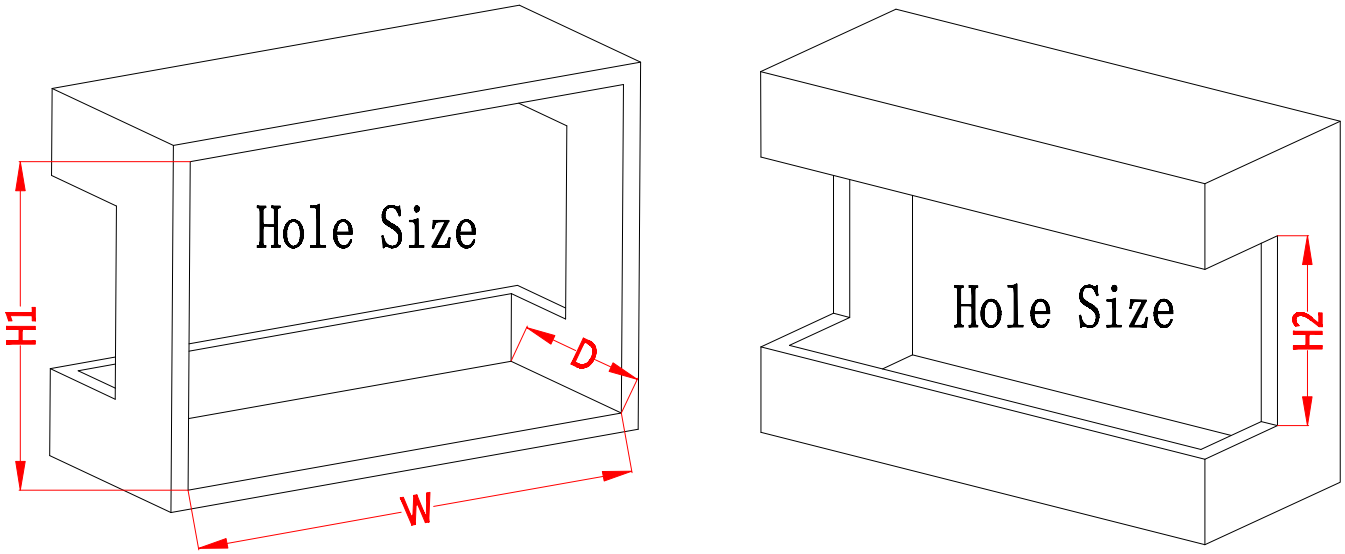
MINIMUM MANTEL CLEARANCES

WARNING

WHEN USING PAINT OR LACQUER TO FINISH THE MANTEL, THE PAINT OR LACQUER MUST BE HEAT RESISTANT TO PREVENT DISCOLOURATION.



Recessed To Wall Installation

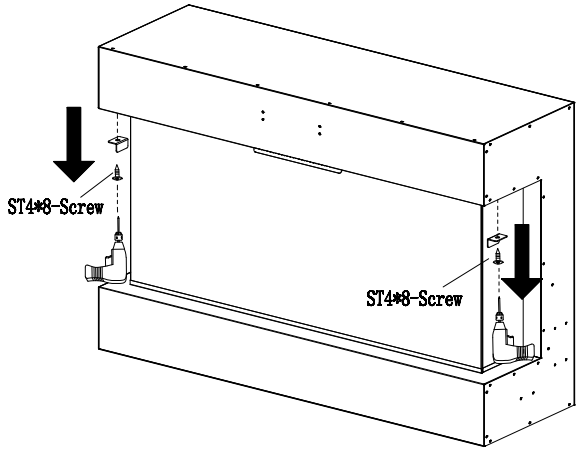


STEP A. Selection a dry wall to open a hole for fireplace box. Size of hole as below chart **Figure (A)**

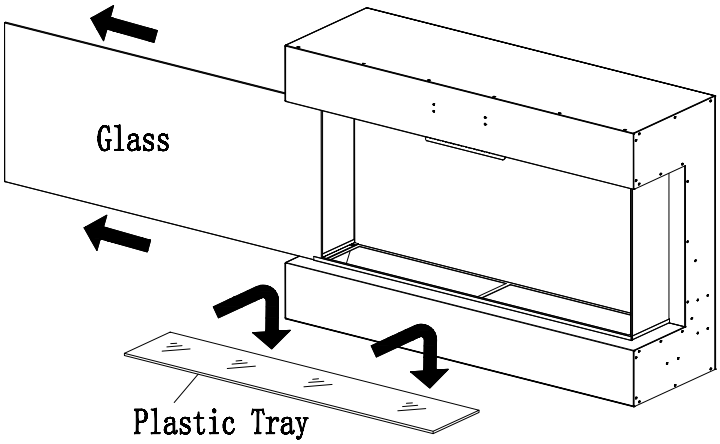
Framing Hole Size				
Model Number	W	H1	H2	D
TS-36	39.9″ 1020mm	26.9″ 684mm	15.7″ 400mm	>13.8″ >350mm
TS-42	42″ 1073mm	26.9″ 684mm	15.7″ 400mm	>13.8″ >350mm
TS-50	53.9″ 1376mm	26.9″ 684mm	15.7″ 400mm	>13.8″ >350mm
TS-60	63.9″ 1630mm	26.9″ 684mm	15.7″ 400mm	>13.8″ >350mm
TS-72	75.9″ 1935mm	26.9″ 684mm	15.7″ 400mm	>13.8″ >350mm

STEP B. Using the screw driver to take off the screws from the front **Figure (B)**

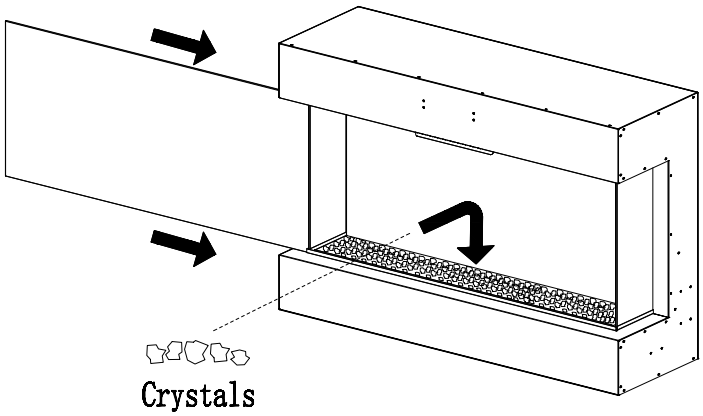
STEP C. Have two adult people to pull of the glass panel and take it out **Figure (C)**



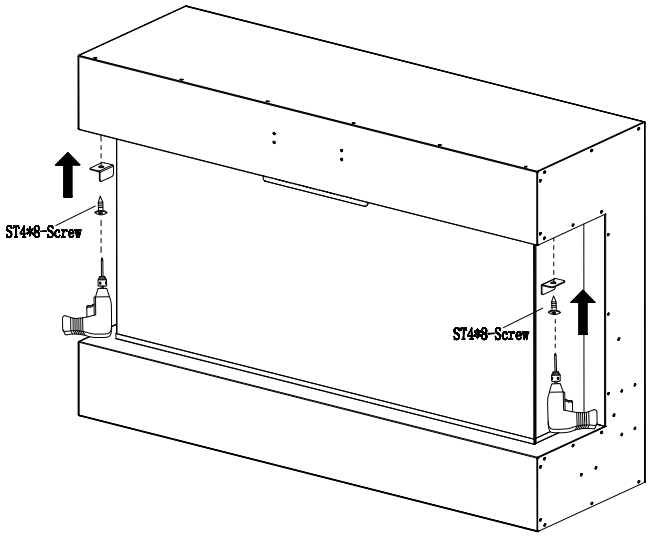
(B)



(C)



(D)



(E)

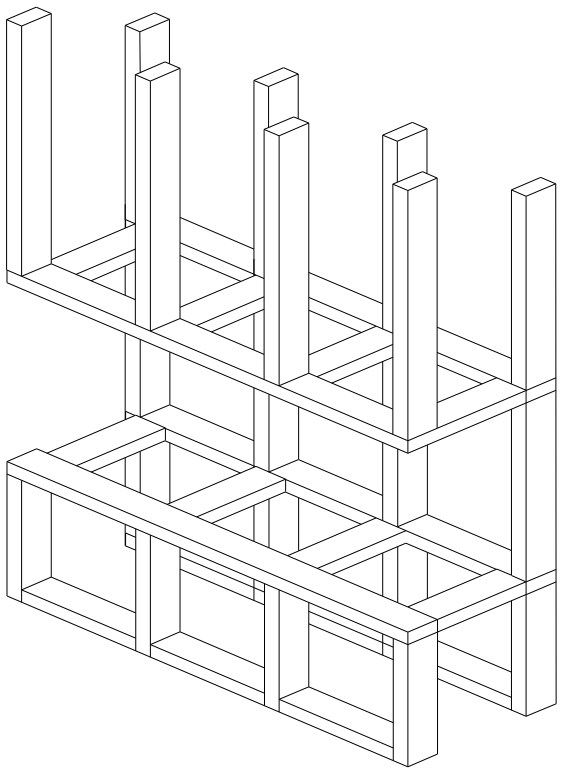
STEP D. Fix the metal brackets to theTOP of the fireplace box. **Figure (D,E)**

Installation

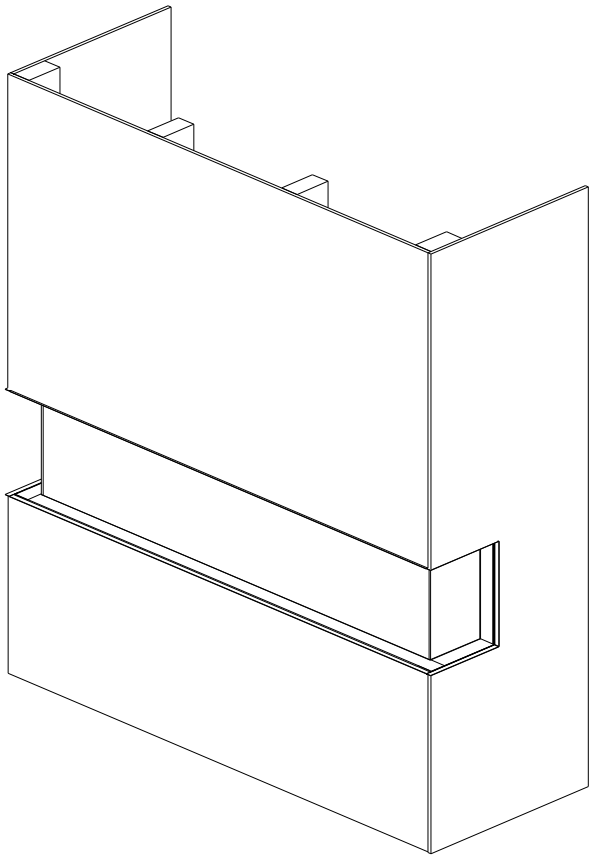
The three sided fireplace are designed to be built-in and allow for the finishing material(drywall,stone,tile,ect) to be built right down to the glass edge.

Note:Due to the many different materials used on different walls,it is highly recommended that you consult your local builder before you install this appliance.

Make an opening for the fireplace according to requested measurement.



Insert the fireplace into the wall opening.Plug in and check if the fireplace works.



Log-set / Crystal Ember Installation

(**NOTE:**Please make the installation according to the embers which you bought or selected.)

A. Glass front must be removed and the appliance must be mounted in its final location before the log-set / crystal /embers are installed.

B. If your fireplace come with log-set, take the log-set out of the package and put it to the fireplace media slot . **Figure 1.**

C. To switch to Crystals, firstly take the Log-set out of the fireplace slot, then Place the plastic tray (**J**) to the fireplace designed place.Then carefully place crystal embers into the plastic tray as illustrated. Apply an even layer from side to side. **Figure 2, Figure 3.**

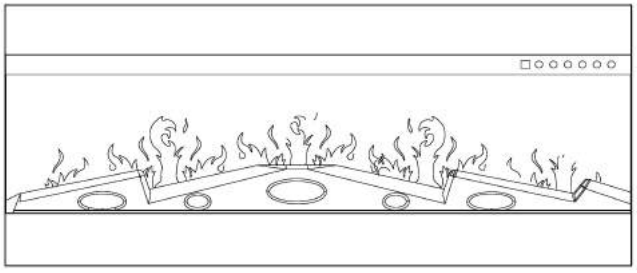


Figure 1

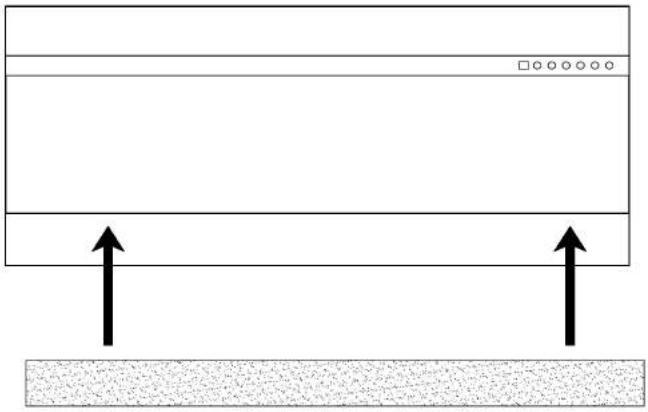


Figure 2



Figure 3. (Crystal medias)

Operation

Read and understand this entire owner's manual, including **all safety information**, before **plugging in** or **using** this product. Failure to do so could result in **electric shock, fire, serious injury, or death.**

Power

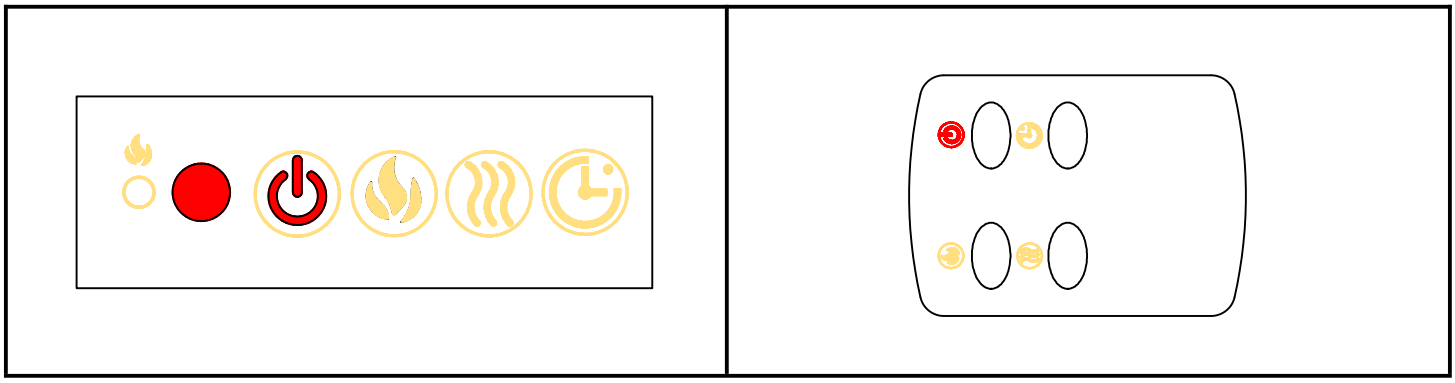
Plug the power cord into a AC 110-120 Volt outlet (see **IMPORTANT SAFETY INFORMATION** on **Pages 2 and 3**). Make sure the outlet is in good condition and that the plug is not loose. **NEVER** exceed the maximum amperage for the circuit. **DO NOT** plug other appliances into the same circuit.

Methods of Operation

This electric fireplace can be operated by the CONTROL PANEL/TOUCH PANEL, or by the battery-powered REMOTE CONTROL.

The operation and functions of the two methods are the same.

Before operating, please review the **IMPORTANT SAFETY INFORMATION** on **Pages 2 and 3,** and heed all warnings.



Remote Control Operation

BUTTON	FUNCTION	ACTION & INDICATION
 POWER	**ON**: Enables control panel functions and remote control. Turns on flame effect. **OFF** : Disables control panel functions and remote control. Turns off flame effect.	1. **Press once** . Indicator light turns on. Power turns on. All functions enabled. 2. **Press again** . Flame effect turns off. Unit goes to standby. All functions turn off.
TIMER	**TIMER button**: Controls timer settings to turn off fireplace at selected time. Settings range from 1 hours to 9 hours.	1. **Press once** . Indicator light turns on. Timer is set to 1 hours. 2. **Press again until desired setting is reached** . Indicator lights show setting.
FLAME	**FLAME button** : Makes flame effect dimmer and brighter. **NOTE:** Flame effect stays on until power button is turned off. Flame effect must be on for fireplace to turn on.	1. **Press once** . Flame brightness effect gets changing. 2. **Press again.** until desired setting is reached.
HEATER	**HEATER button** : Turns heater on and off. **NOTE:** The heater only works when the flame effect is on. If the flame effect is off, the heater will not turn on. **NOTE:** To prevent overheating, the heater blows cool air for 10 seconds	

NOTICE	When the heater is first turned on, a slight odor may be present. This is normal and should not occur again unless the heater is not used for a long period of time.

NOTICE	To improve operation, **aim** the remote control at the front of the fireplace. **DO NOT press the buttons too quickly**. Give the unit time to respond to each command.

Temperature Limiting Control

This heater is equipped with a Temperature Limiting Control. Should the heater reach an unsafe temperature, the heater will automatically turn OFF. To reset:

1. Unplug the power cord from the outlet.
2. Turn the ON/OFF switch on the CONTROL PANEL to OFF. **Wait 5 minutes.**
3. Inspect the fireplace to make sure no vents are blocked, or clogged with dust or lint. If they are, use a vacuum to clean the vent areas.
4. With the POWER switch in the OFF position, plug the power cord back into the outlet.
5. If the problem continues, have your outlet and wiring inspected by a professional.

Remote Control Battery Information

This remote control uses 2 AAA batteries.



NEVER dispose of battery in **fire.** Failure to observe this precaution **may result in an explosion**. Dispose of batteries at your local hazardous material processing center.

Care and Maintenance

Cleaning



ALWAYS turn the heater **OFF** and **unplug the power cord from the outlet** before cleaning, performing maintenance, or moving this fireplace. Failure to do so could result in **electric shock, fire, or personal injury**.



NEVER immerse in water or **spray with water.** Doing so could result in **electric shock, fire, or personal injury.**

Metal:

- Buff using a soft cloth, slightly dampened with a citrus oil-based product.
- **DO NOT** use brass polish or household cleaners as these products will damage the metal trim.

Glass:

- Use a good quality glass cleaner sprayed onto the cloth or towel. Dry thoroughly with a paper towel or lint-free cloth.
- **NEVER** use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.

Vents:

- Use a vacuum or duster to remove dust and dirt from the heater and vent areas.

Plastic:

- Wipe gently with a slightly damp cloth and a mild solution of dish soap and warm water.
- **NEVER** use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.

Maintenance



Risk of electric shock! **DO NOT OPEN any panels ! No user-serviceable parts inside!**



ALWAYS turn the heater **OFF** and **unplug the power cord from the outlet** before cleaning, performing maintenance, or moving this fireplace. Failure to do so could result in **electric shock, fire, or personal injury**.

Electrical and Moving Parts:

- The fan motors are lubricated at the factory and will not require lubrication.
- Electrical components are integrated in the fireplace and are not serviceable by the consumer.

Storage:

- Store heater in a clean dry place when not in use.



WARNING! NO SERVICING of the internal or electrical parts should be performed by the consumer. Do not service the unit yourself.

Troubleshooting

⚠ WARNING

DISCONNECTED THE APPLIANCE COMPLETELY AND LET COOL PRIOR TO ANY SERVICE.

ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR THIS ELECTRIC APPLIANCE.

Problem	Possible Cause	Solution
1. Fireplace turns off and will not turn on.	1. Fireplace has overheated and safety devise has caused thermal switch to disconnect or home circuit breaker has opened.	1. Reset switch by turning main power switch off and waiting 10 minutes then turning it back on or reset circuit breaker.
2. Flame is not moving.	1. Loose wiring. 2. Flame motor defective.	1. Inspect wiring for loose connections. 2. Call a qualified service technician to replace flame motor.
.	3.Flame rod out of place	3."Flame Rod" out of place due to rough transit/handling of the product. This issue can be corrected as simple as removing the glass, flipping the fireplace upside down, removing a set of screws that are holding the bottom frame plate and placing the flame rod back into place.
3. Flame is not visible.	1. Wiring is loose.	1. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary. 2.Push the flame button to high
4.Log set and/or is not glowing.	1.Wiring is loose. 2.Ember is in off mode	1.Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary. 2.Push the ember button is high
5. Remote control does not work.	1. Low batteries. 2. Not aiming control correctly. 3. Defective remote control and /or sensor.	1. Replace batteries in remote control. 2. Aim control at sensor located directly behind glass screen in center of unit just above logs. 3. Replace remote control and/or sensor.
6. Fireplace will not come on when switch is flipped to ON.	1. Fireplace is not plugged in to an electrical outlet. 2. Control failure. 3. Breaker tripped.	1. Check plug. 2. Call a qualified service technician. 3. Reset breaker.

7. Heater does not provide heat when turned on.	1. Thermal switch has been tripped.	1. Turn unit off and unplug unit for 10 minutes. Plug back in and turn unit on. If plug cannot be reached, follow directions for tripped circuit breaker.
	2. Wiring is loose.	2. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary.
	3. Heater is defective.	3. Replace heater.

CAUTION: To remove the glass, you will notice two screws on front both sides (right and left) of the fireplace. Once the screws are removed, slide the glass up and away from the fireplace. Once the bottom frame plate is removed, you will notice one flame motor on right side where the rod should be in place with the rubber plugs.

Please remember to always have the unit disconnected prior to any work, always lay glass as well as the unit on a towel or other material not to damage parts/frame.

This entire process should not take longer than 20-30 minutes.