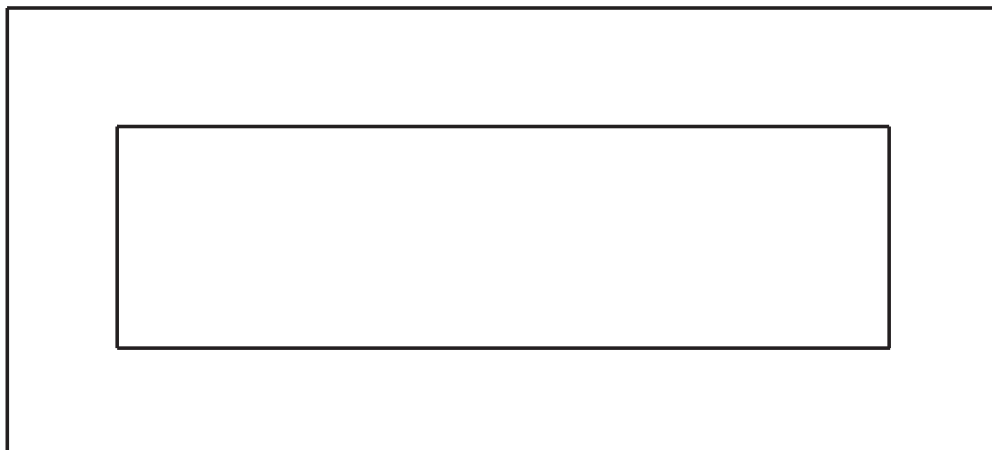


Electric Fireplace

Member of
HPBA



Owner's Manual



Model Number	Item Number
42 BLACK	WTS3DWF42B
42 WHITE	WTS3DWF42W
42 RED	WTS3DWF42R



READ & SAVE THESE INSTRUCTIONS

Carefully read and review before assembling, installing, operating, or maintaining this product. Observe all safety instructions and information.

FAILURE TO FOLLOW WARNINGS & OPERATIONAL INSTRUCTIONS CONTAINED IN THIS MANUAL CAN RESULT IN PROPERTY DAMAGE OR PERSONAL INJURY

****IMPORTANT NOTICE****

For customer service & warranty issues, please contact: electricfireplacescustomer@gmail.com
Electric fireplaces inserts and free standing electric fireplaces heaters rated at 1500w/5000BTU

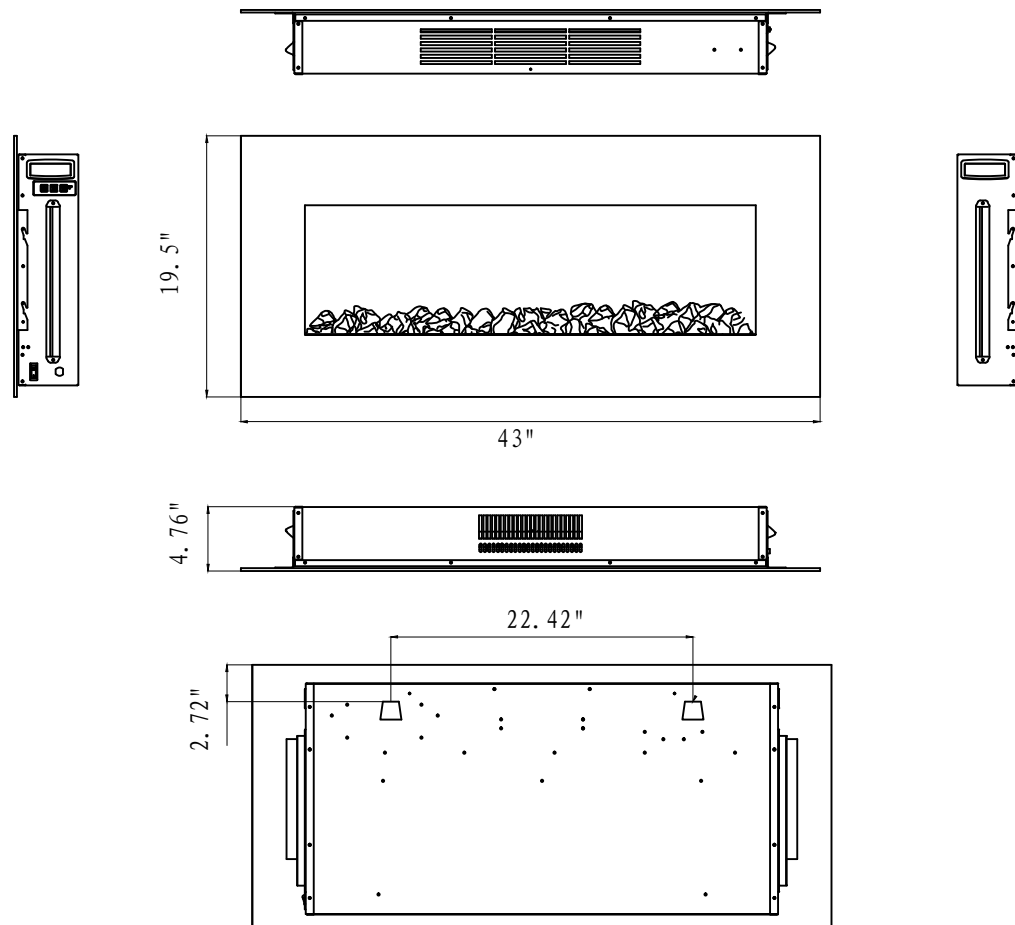
SERIAL NUMBER:

Introduction

WARNING

- **THIS APPLIANCE IS HOT WHEN OPERATED AND CAN CAUSE SEVERE BURNS IF CONTACTED.**
- Do not operate appliance before reading and understanding operating instructions. Failure to operate appliance according to operating instructions could cause fire or injury.
- Risk of burns. Power to the appliance should be turned off and the appliance allowed to cool before servicing. To disconnect power to the appliance, turn controls to off, then remove plug from outlet.
- Do not install damaged, incomplete or substitute components.
- Do not burn wood or other materials in this appliance.
- Young children should be carefully supervised when they are in the same room as the appliance. Toddlers, young children and others may be susceptible to accidental contact burns. A physical barrier is recommended if there are at risk individuals in the house. To restrict access to an appliance or stove, install an adjustable safety gate to keep toddlers, young children and other at risk individuals out of the room and away from hot surfaces.
- Clothing or other flammable material should not be placed on or near the appliance.
- Due to high temperatures, the appliance should be located out of traffic and away from furniture and draperies.
- Ensure you have incorporated adequate safety measure to protect infants/toddlers from touching hot surfaces.
- Even after the appliance is out, the glass and/or screen will remain hot for an extended period of time.
- Check with your local hearth specialty dealer for safety screens and hearth guards to protect children from hot surfaces. These screens and guards must be fastened to the floor.
- Any safety screen or guard removed for servicing must be replaced prior to operating the appliance.
- It is imperative that the control compartments, circulating blower and its passageway in the appliance and are kept clean. The appliance should be inspected before use and at least annually by a qualified service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. The appliance area must be kept clear and free from combustible materials, gasoline and other flammable vapors and liquids.
- Under no circumstances should this appliance be modified.
- Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system which has been under water.
- Do not operate the appliance with the glass door removed, cracked or broken. Replacement of the glass should be done by a licensed or qualified service person.
- Do not strike or slam shut the appliance glass door.
- Keep the packaging material out of reach of children and dispose of the material in a safe manner. As with all plastic bags, these are not toys and should be kept away from children and infants.
- Servicing should be done only while the appliance is disconnected from the power supply circuit.
- Always unplug appliance when not in use.
- Do not operate this appliance with a damaged cord or plug after the appliance malfunctions, has been dropped or damaged in any manner. Return appliance to authorized service facility for examination, electrical or mechanical adjustment, or repair.
- Do not use outdoors.
- Never locate appliance where it may fall into a bathtub or other water container.
- Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange 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 an electric shock or fire, or damage the appliance.
- To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a carpet, where openings may become blocked.
- Always plug appliances directly into a wall outlet/receptacle. Never use an extension cord, relocatable power tap (outlet/power strip) or adapter.
- Ensure clearances to combustibles are maintained when building a mantel or shelves above the appliance. Elevated temperatures on the wall or in the air above the appliance can cause melting, discolouration or damage to decorations, a T.V. or other electronic components.

Dimensions



Listing Approvals

This appliance has been tested in accordance with the CSA Standards for fixed and location-dedicated electric room appliances in the United States and Canada. If you need assistance during installation, please contact your local dealer.

NOTE: This appliance must be electrically wired and grounded in accordance with local codes or, in the absence of local codes, with National Electric Code ANSI/NFPA 70-latest edition in the United States or the Canadian Electric Code, CSA C22.1 in Canada.

Technical Specification

Description of product	ELECTRIC FIREPLACE
Model	WTS3DWF42B/W/R
Rated Voltage	120V~
Rated Frequency	60 Hz
Rated Power	1500W
Lamp	LED

General Instructions

WARNING

READ THESE INSTRUCTIONS COMPLETELY BEFORE BEGINNING INSTALLATION. FAILURE TO FOLLOW THEM COULD CAUSE AN APPLIANCE MALFUNCTION RESULTING IN SERIOUS INJURY AND/OR PROPERTY DAMAGE.

ALL ELECTRIC APPLIANCES HAVE HOT AND ARCING OR SPARKING PARTS INSIDE. DO NOT USE IT IN AREAS WHERE GASOLINE, PAINT OR FLAMMABLE LIQUIDS ARE PRESENT.

THIS ELECTRIC APPLIANCE IS TESTED AND LISTED FOR USE ONLY WITH THE OPTIONAL ACCESSORIES LISTED IN THESE INSTRUCTIONS. USE OF OPTIONAL ACCESSORIES NOT SPECIFICALLY TESTED FOR THIS ELECTRIC APPLIANCE COULD VOID THE WARRANTY AND/OR RESULT IN A SAFETY HAZARD.

DO NOT OPEN. RISK OF ELECTRIC SHOCK. NO USER-SERVICEABLE PARTS INSIDE.

DO NOT USE DAMAGED ELECTRICAL CORDS.

SERVICING SHOULD BE DONE ONLY WHILE THE APPLIANCE IS DISCONNECTED FROM THE POWER SUPPLY CIRCUIT.

TO PREVENT ELECTRIC SHOCK MATCH THE WIDE BLADE OF PLUG TO WIDE SLOT OF RECEPTACLE AND FULLY INSERT.

1. Prior to plugging your appliance into an electrical outlet, verify that the house circuit breakers for the outlet are on.
2. The appliance may emit a slight, harmless odour when first used. This odour is normal and it is caused by the initial heating of internal appliance elements and will not occur again.
3. If your appliance does not emit heat, consult the operation section of this manual for further information.
4. Use with a CSA or UL certified surge protector.
5. Do not route the power cord directly underneath the appliance.

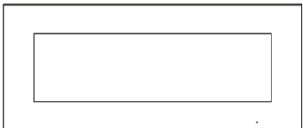
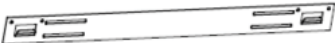


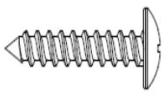
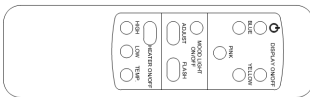

This electric appliance meets the construction and safety standards of H.U.D. for application in manufactured homes when installed according to these instructions.

As with most electronic devices, your new electric fireplace has been designed to operate at temperatures between 5°C (41°F) and 35° C (95°F). During the colder winter months, allow the fireplace to reach room temperature before turning it on.

Unpacking and Testing Appliance

Carefully remove the appliance from the box. Prior to installing the appliance, test to make sure the appliance operates properly by plugging the power supply cord into a conveniently located 120 Volt grounded outlet.

Hardware Parts List

 <p>A- Fireplace</p> <p>WTS3DWF42B x1 WTS3DWF42W x1 WTS3DWF42R x1</p>	 <p>B- Mounting Bracket</p> <p>WTS3DWF42B x1 WTS3DWF42W x1 WTS3DWF42R x1</p>	 <p>C- Wood Screws</p> <p>WTS3DWF42B x9 WTS3DWF42W x9 WTS3DWF42R x9</p>	 <p>D- Drywall Anchors</p> <p>WTS3DWF42B x9 WTS3DWF42W x9 WTS3DWF42R x9</p>
 <p>E- ST4x8 Metal Screws</p> <p>WTS3DWF42B x1 WTS3DWF42W x1 WTS3DWF42R x1</p>	 <p>F- Remote Control</p> <p>WTS3DWF42B x1 WTS3DWF42W x1 WTS3DWF42R x1</p>	 <p>G- Crystals</p> <p>WTS3DWF42B x1 WTS3DWF42W x1 WTS3DWF42R x1</p>	

Locating Appliance

WARNING

DUE TO HIGH TEMPERATURES, THIS ELECTRIC APPLIANCE SHOULD BE LOCATED OUT OF TRAFFIC. KEEP COMBUSTIBLE MATERIALS SUCH AS FURNITURE, PILLOWS, BEDDING, PAPERS, CLOTHES AND CURTAINS AT LEAST 36" (914mm) FROM THE FRONT OF THE APPLIANCE.

NEVER LOCATE THIS ELECTRIC APPLIANCE WHERE IT MAY FALL INTO A BATHTUB OR OTHER WATER CONTAINER.

WEAR SAFETY GLOVES AND SAFETY GLASSES FOR PROTECTION DURING INSTALLATION AND MAINTENANCE.

TO PREVENT CONTACT WITH SAGGING OR LOOSE INSULATION, THE ELECTRIC APPLIANCE MUST NOT BE INSTALLED AGAINST VAPOR BARRIER OR EXPOSED INSULATION. LOCALIZED OVERHEATING COULD OCCUR AND A FIRE COULD RESULT.

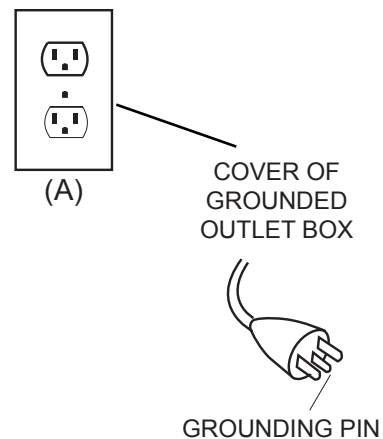
DO NOT EXPOSE THE ELECTRIC APPLIANCE TO THE ELEMENTS (SUCH AS RAIN, ETC.)

Grounding Appliance

This appliance is for use on 120 Volts. The cord has a plug as shown in (A).

To disconnect appliance, turn controls to off, then remove plug from outlet.

GROUNDING METHODS



Installation

WARNING

RISK OF FIRE! THE POWER CORD MUST NOT BE PINCHED AGAINST A SHARP EDGE. SECURE CORD TO AVOID TRIPPING OR SNAGGING TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR PERSONAL INJURY. DO NOT RUN CORD UNDER CARPETING. DO NOT COVER CORD WITH THROW RUGS, RUNNERS OR THE LIKE. ARRANGE CORD AWAY FROM TRAFFIC AREAS AND WHERE IT WILL NOT BE TRIPPED OVER.

RISK OF FIRE! TO PREVENT A POSSIBLE FIRE, DO NOT BLOCK AIR INTAKE OR EXHAUST IN ANY MANNER. DO NOT USE ON SOFT SURFACES WHERE OPENINGS MAY BECOME BLOCKED.

RISK OF FIRE! DO NOT BLOW OR PLACE INSULATION AGAINST THE APPLIANCE.

THIS ELECTRIC APPLIANCE IS TESTED AND LISTED FOR USE ONLY WITH THE APPROVED OPTIONAL ACCESSORIES. USE OF OPTIONAL ACCESSORIES NOT SPECIFICALLY TESTED FOR THIS ELECTRIC APPLIANCE COULD VOID THE WARRANTY AND/OR RESULT IN A SAFETY HAZARD.

IF THE INFORMATION IN THESE INSTRUCTIONS IS NOT FOLLOWED EXACTLY, A FIRE OR EXPLOSION MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL INJURY OR DEATH. DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPORS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE.

THIS APPLIANCE IS HEAVY. IT IS HIGHLY RECOMMENDED THAT TWO PEOPLE INSTALL THIS APPLIANCE.

HEATER VENTS ON THE ELECTRIC APPLIANCE CANNOT, IN ANY WAY, BE COVERED AS IT MAY CREATE A FIRE HAZARD.

DO NOT RUN THE POWER CORD HORIZONTALLY, DIRECTLY BELOW THE APPLIANCE.

Your 42 unit is a wall-mounted 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	8" (203mm) to mantel
Sides	0"	Top	8" (203mm) 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.

Before Assembly

Before you assemble your fireplace, you should put the crystals on the ember.

Please following below :

- 1) Put the fireplace on flat floor with the front glass panel on top position.
- 2) Use screwdriver(not supplied) to loosen the 4 screws as Fig A, and remove the glass panel.
- 3) Put the crystals gently on the ember,as Fig B.
- 4) Tighten the glass panel with the 4 screws tightly.
- 5) Use screwdriver(not supplied) to loosen the 2 screws as Fig C, and remove the hanger.

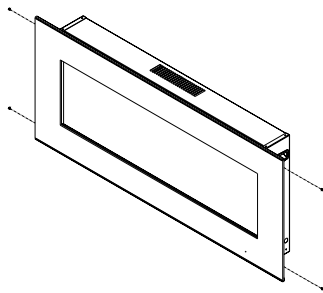


Fig A

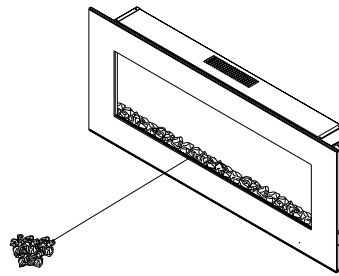


Fig B

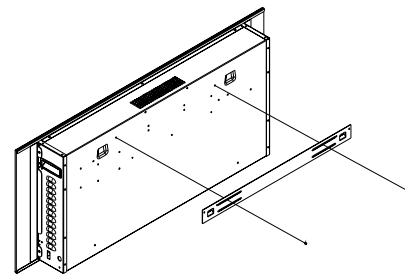


Fig C

INSTALLATION

- 1.This heater is for wall mounting only. Do not attempt to use it free standing.
- 2.Referring to Fig. 3 below select a suitable position in which to mount the heater horizontally – use a spirit level to achieve this.
- 3.Check the wall to ensure there is no wiring, pipe wires etc in the area to be drilled. Drill 4 holes (8mm diameter & 40mm depth) using a suitable size drill and put the Plastic expansion into the holes.
- 4.First fix hanger to wall
5. Referring to Fig. 4, hang fireplace to hanger; .
6. Referring to Fig. 5, avoid fireplace to move,use screw fix fireplace to wall ;

Warning!

Always ensure the fireplace is at least 200mm above the floor! Be sure that the bolts have been fixed firmly enough to withstand the weight!

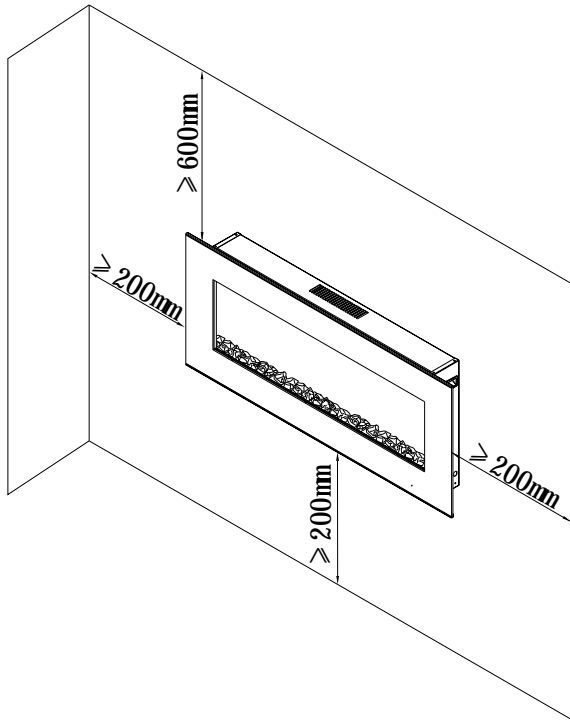


Fig 3

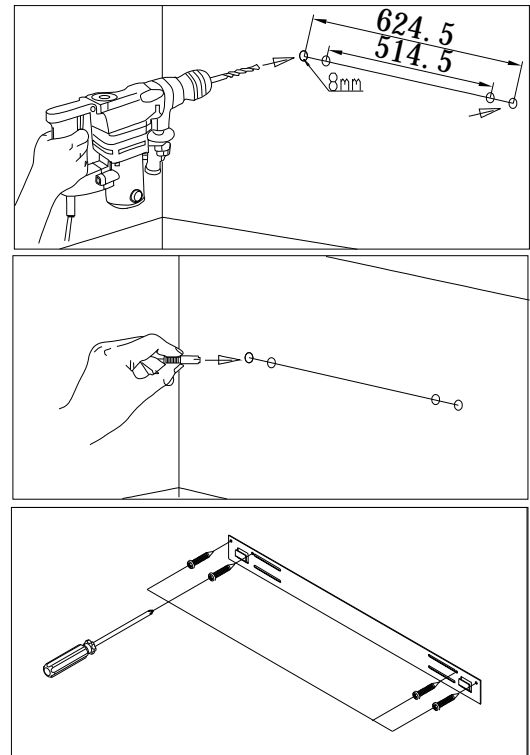


Fig 4

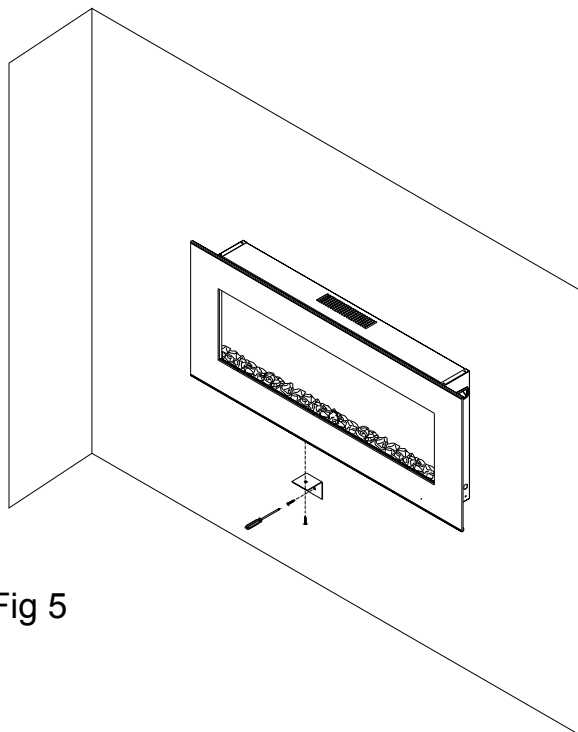


Fig 5

Finishing

WARNING

POWER SUPPLY SERVICE MUST BE COMPLETED PRIOR TO FINISHING TO AVOID RECONSTRUCTION.

HEAT VENTS AND AIR OPENINGS CANNOT BE COVERED IN ANY CIRCUMSTANCES.

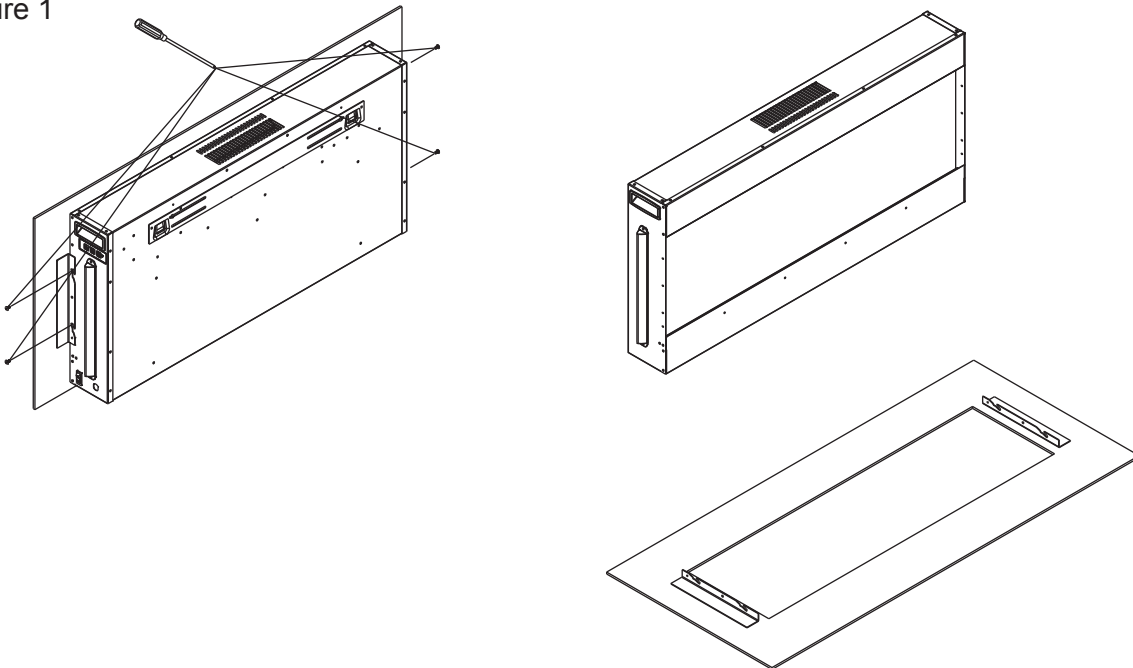
Front Glass Removal / Installation

WARNING

BEFORE THE FRONT GLASS IS INSTALLED OR REMOVED, UNPLUG THE APPLIANCE AND WAIT UNTIL APPLIANCE IS COOL TO THE TOUCH. GLASS CAN BE HEAVY AND FRAGILE SO HANDLE WITH CARE.

1. Remove the 4 screws from the sides of the appliance in Figure 1.
2. Have two people lift the glass up and away from the appliance, holding the glass vertical while carrying. Carefully rest the glass on a soft, non-abrasive surface.
3. Install the crystal embers (refer to instructions on Page 11)
4. Re-install the front glass by aligning the slots with the pins on the side of the appliance. Press the glass down to secure in place.
5. Secure the front glass using the 4 screws in Figure 1. (If fully recessed, this is not necessary)

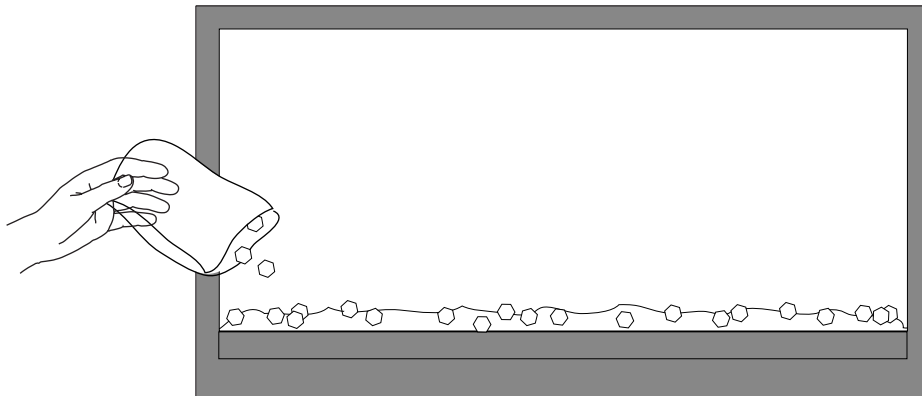
Figure 1



Crystal Embers Installation

The glass front must be removed and the appliance must be secured in its final location before the crystal embers are installed.

1. Carefully place crystal embers into the bottom media tray on the front of the appliance as illustrated. Apply an even layer from side to side.



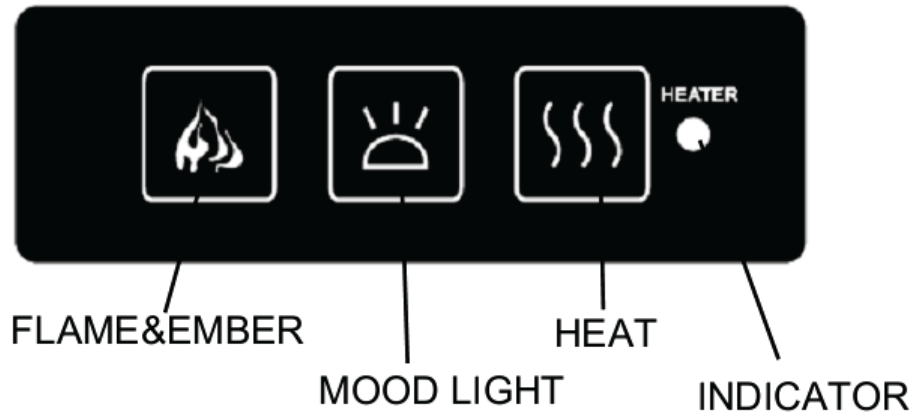
Upgrade your fireplace by replacing your resin crystal embers with our real crystal Diamond Embers to give your unit the most exquisite and stylish look. To order our Diamond Embers, contact our toll-free customer service number at 1-888-268-7106

OPERATION

Remove all packaging before use.

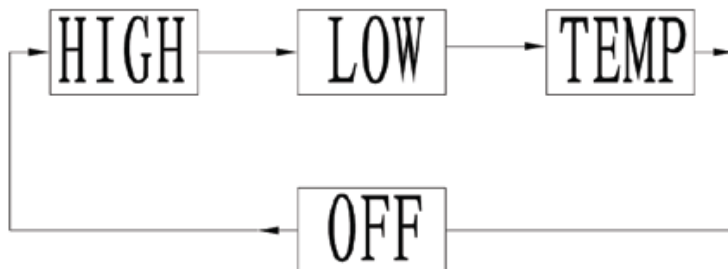
Control Panel (See also 'Operating Instructions' below)

As shown in the photo below you will see the control panel in the left side of the heater.



Operating by manual

1. The main power ON/OFF switch in position O, the heater is OFF.
2. When main power ON/OFF switch is at position I, the heater is ready to use.
3. Press the HEAT button repeatedly to set the heater to desired heat setting.
as bellow The heater indicator LED will glow which shows the current heater setting.



.HIGH heater works at 1500W indicator led colour -RED

.LOW heater works at 750W indicator led colour -BLUE

.TEMP. Press this button, the heater will automatically control the room temperature between 22-25 °C, it will shut off when room reaches 25°C, and will automatically heat when room reaches 22°C, The LED indicator will be PURPLE in colour under this mode.

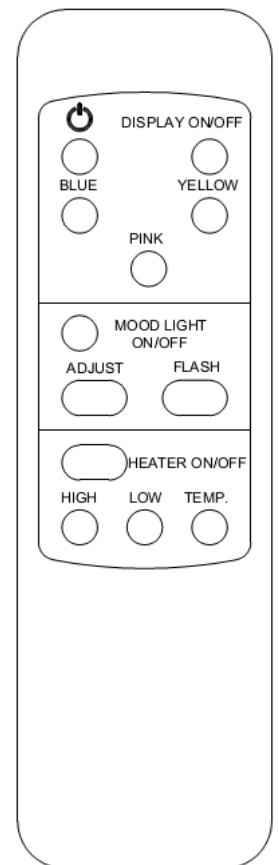
4. Press the FLAME&EMBER button to adjust the flame height and ember bed brightness. Press and release the FLAME&EMBER button to cycle through LO, MED, HI and OFF.

5. Press the MOOD LIGHT button to change the colour of background light or to flash.

Operating by Remote Control

This appliance can be activated only by the remote control once the appliance is plugged into a socket and the power switch 0/I turned on. The main power switch is located on the bottom of the appliance

1. When using remote control, always point it at the fireplace, and keep no further than 6 metres away.
2. Press the button, the flame and ember will be on and the heater is at off position. Press it again, all function will be off. If you want to only off the flam and ember, press the DISPLAY ON/OFF button.
3. The DISPLAY ON/OFF button: the flame and ember control button, press it to off the flame and ember if it is on.
4. The Flame BLUE buttons: control the brightness of blue flame intensity, total 5 settings to cycle through.
5. The Flame YELLOW buttons: control the brightness of yellow flame intensity, totally 5 settings to cycle through.
6. The Flame PINK buttons: control the brightness of PINK flame inten-sity, totally 5 settings to cycle through.
- 7.The MOOD LIGHT ON/OFF buttons: press it to off the background light if it is on ,
- 8.The ADJUST buttons:to change the colour of background light,totally 16 settings.
- 9.The Flash buttons:Background light starts flashing to press it.
10. HEATER ON/OFF button: press the button, the heater works at the HIGH mode(1500W)



Press the HEATER ON/OFF once again, the heater will stop heating.

.HIGH heater works at 1500W indicator led colour -RED

.LOW heater works at 750W indicator led colour -BLUE

.TEMP. Press this button, the heater will automatically control the room temperature between 22-25 °C, it will shut off when room reaches 25°C, and will automatically heat when room reaches 22°C,The LED indicator will be PURPLE in colour under this mode.

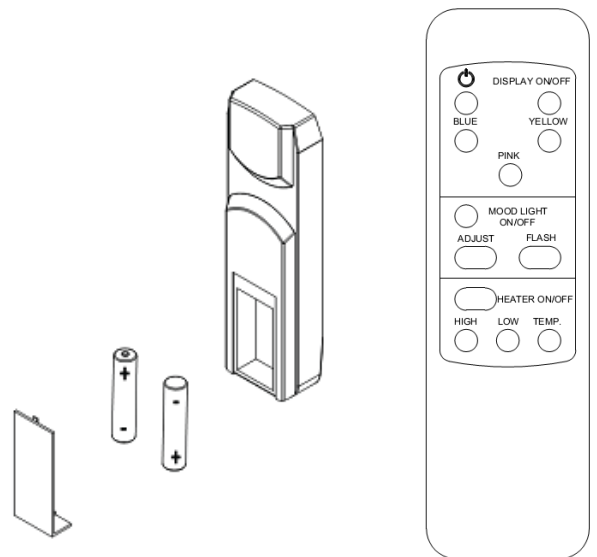
Notice:This remote control must remain within 6 metres of the fireplace and not too far off to either side to be effective.

Remote Control Specifications

1. MCU Chips: SN8P2722 Chip
2. Software: LRC16-03
3. Remote: 12 key remote
4. Item No.: WTS3DWF42B,WTS3DWF42W,WTS3DWF42R

NOTE: Make sure your “AA” batteries (x2) are fully charged and installed correctly in your remote control before operating.

The remote control must remain within 5 meters or 17 feet of the appliance to be effective, this range may be reduced when battery power is depleted.



Maintenance

WARNING

PREPARATION FOR MAINTENANCE

ALWAYS DISCONNECT THE POWER AND ALLOW THE ELECTRIC APPLIANCE TO COOL BEFORE PERFORMING ANY CLEANING, MAINTENANCE OR RELOCATION OF THIS ELECTRIC APPLIANCE. TURN CONTROLS TO OFF AND REMOVE PLUG FROM OUTLET OR TURN OFF THE HOUSE CIRCUIT BREAKER TO ELECTRIC APPLIANCE RECEPTACLE.

DO NOT INSTALL REPLACEMENT BULBS THAT EXCEED SPECIFIED MAXIMUM WATTS.

THE BULBS IN YOUR APPLIANCE CAN BECOME EXTREMELY HOT. ALLOW AT LEAST 10 MINUTES BETWEEN TURNING OFF THE APPLIANCE AND REMOVING THE LAMPS TO AVOID ACCIDENTAL BURNS.

DO NOT HANDLE THE BULBS WITH BARE FINGERS, OILS FROM YOUR SKIN WILL DAMAGE THE BULBS WHEN THEY HEAT UP. USE GLOVES OR A CLEAN DRY CLOTH WHEN HANDLING BULBS.

Storage Instructions

Ensure the power cord is not installed so that it is pinched or against a sharp edge and ensure that the power cord is stored or secured to avoid tripping or snagging to reduce the risk of fire, electric shock, or injury to persons.

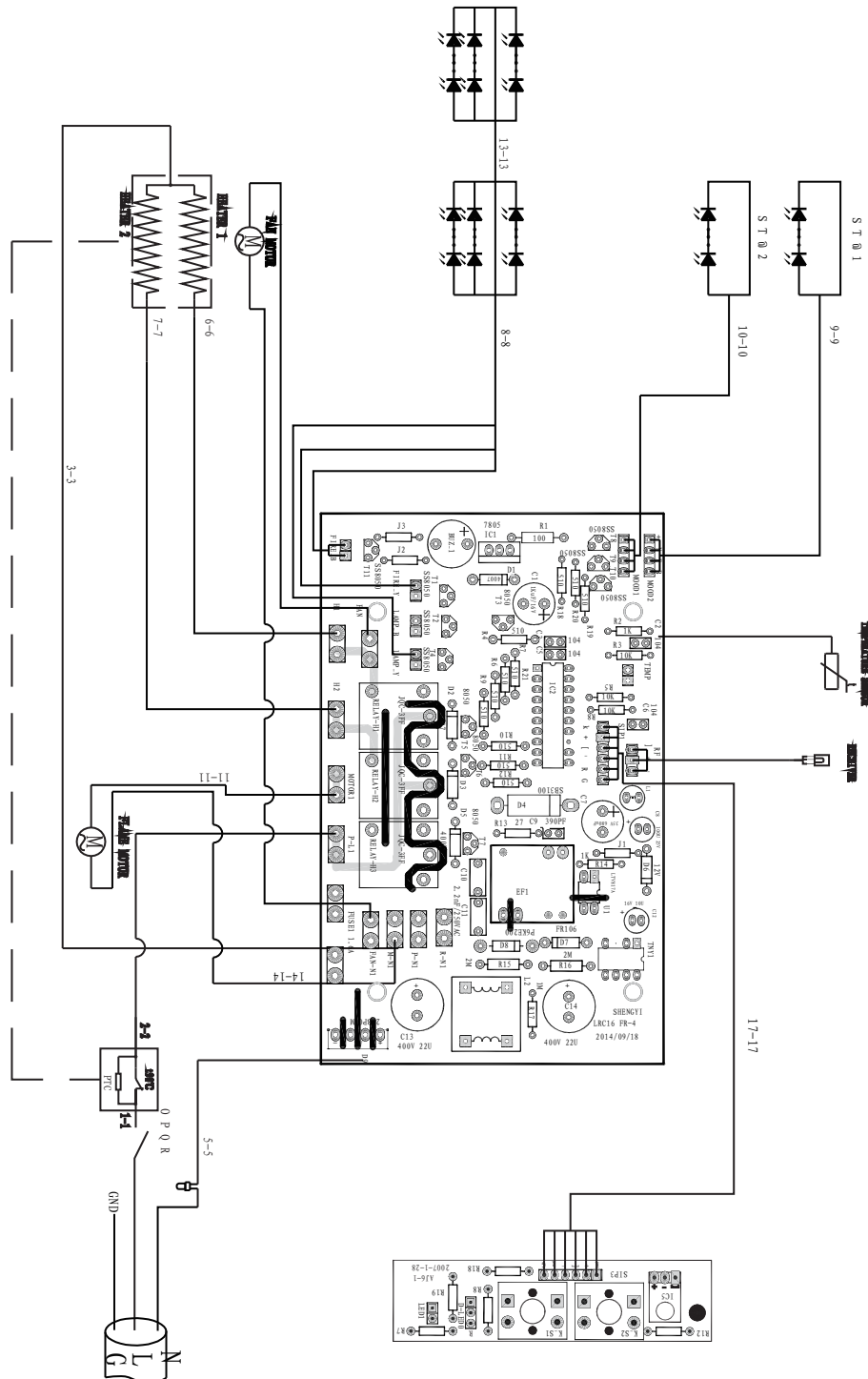
Construction and electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock, and injury to persons.

Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire, electric shock, or injury to persons, always use a licensed electrician.

Wiring Diagram



TURN OFF THE APPLIANCE COMPLETELY AND LET COOL BEFORE SERVICING. ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR THIS ELECTRIC APPLIANCE.



Replacement Parts

WARNING

FAILURE TO POSITION THE PARTS IN ACCORDANCE WITH THIS MANUAL OR FAILURE TO USE ONLY PARTS SPECIFICALLY APPROVED WITH THIS APPLIANCE MAY RESULT IN PROPERTY DAMAGE OR PERSONAL INJURY.

To order parts, contact electricfireplacescustomer@gmail.com

FOR WARRANTY REPLACEMENT PARTS, A PHOTOCOPY OF THE ORIGINAL INVOICE WILL BE REQUIRED TO HONOUR THE CLAIM.

When ordering replacement parts always give the following information:

- Model and serial number of appliance
- Installation date of appliance
- Part number
- Description of part
- Finish

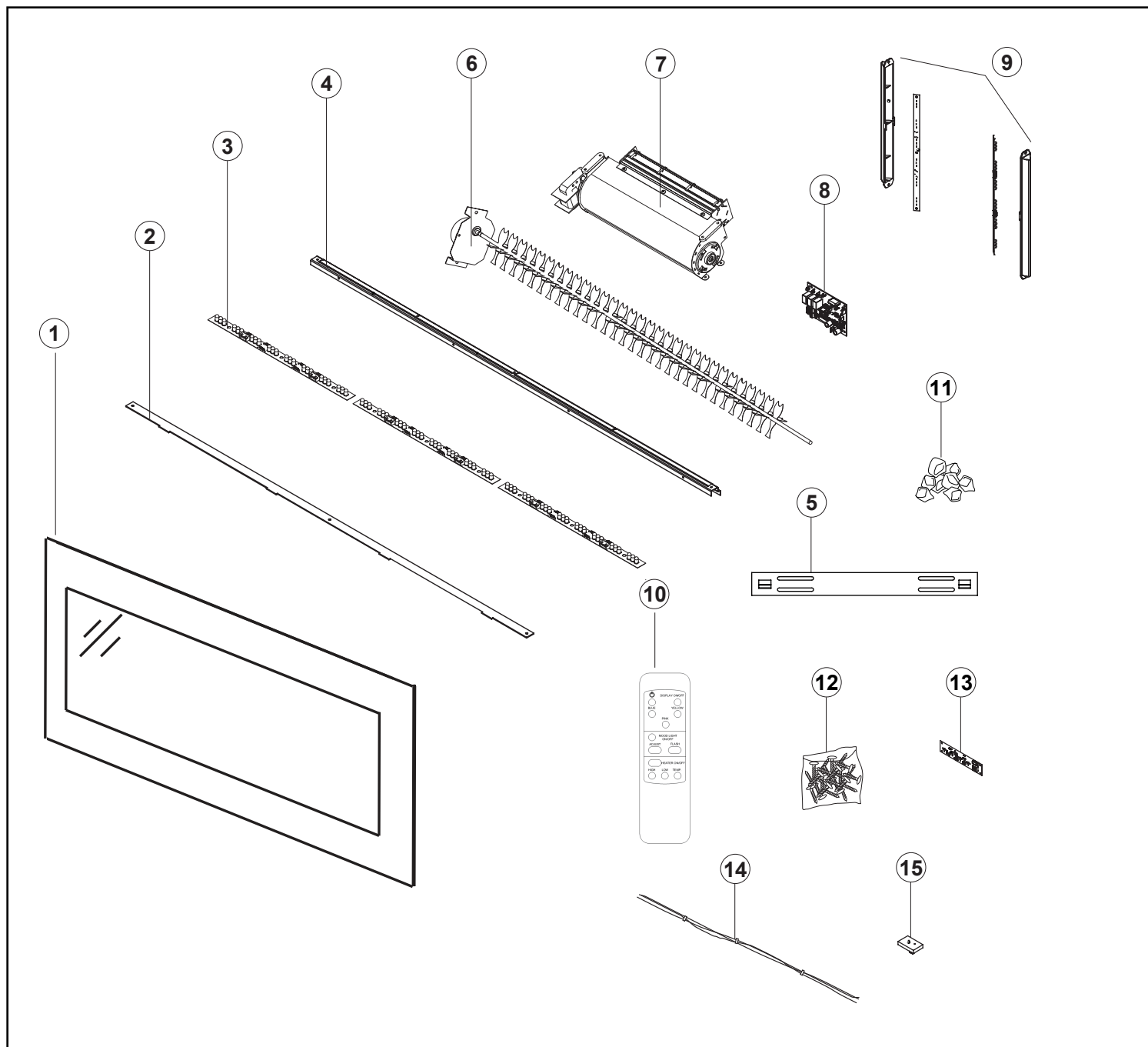
FOR FURTHER INFORMATION, CONTACT YOUR AUTHORIZED DEALER.

COMPONENTS				
REF.	WTS3DWF42B	WTS3DWF42W	WTS3DWF42R	DESCRIPTION
1	42BFG	42WFG	42RFG	Front Glass
2	42APL	42APL	42APL	Acrylic Panel
3	42LED	42LED	42LED	LED Light
4	42EBT	42EBT	42EBT	Ember Bed Tray
5	42WMB	42WMB	42WMB	Wall Mounting Bracket
6	42RBH	42RBH	42RBH	Reflective brush combination
7	42BHA	42BHA	42BHA	Blower and Heater Assembly
8	42PCB	42PCB	42PCB	Circuit Board
9	42LBG	42LBG	42LBG	Led backlights
10	R55	R55	R55	Remote Control
11	42CER	42CER	42CER	Crystal Embers
12	42HDK	42HDK	42HDK	Hardware Kit
13	42BTP	42BTP	42BTP	Bottom Panel
14	42WEH	42WEH	42WEH	Wire Harness
15	42RCR	42RCR	42RCR	Remote Control Receiver

Replacement Parts Diagram

WARNING

FAILURE TO POSITION THE PARTS IN ACCORDANCE WITH THIS MANUAL OR FAILURE TO USE ONLY PARTS SPECIFICALLY APPROVED WITH THIS APPLIANCE MAY RESULT IN PROPERTY DAMAGE OR PERSONAL INJURY.



NOTE: Care must be taken when removing and disposing of any broken glass or damaged components. Be sure to vacuum up any broken glass from inside the appliance before operation.

Troubleshooting

WARNING

TURN OFF THE APPLIANCE COMPLETELY AND LET COOL BEFORE SERVICING. ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR THIS ELECTRIC APPLIANCE.

Symptom	Problem	Test Solution
Dim or no flame/ Ember bed is not glowing or dimming	LED's are burnt out or malfunctioning	Inspect the LED's and replace them if necessary
No warm air coming out of appliance	Room temperature is higher than the appliance setting (if it is set to room temperature)	Reset temperature setting
	Heater is burnt out	Inspect the burner and heater assembly and replace it if necessary
Appliance turns off and will not turn on	Electric fireplace has overheated and safety device has caused thermal switch to disconnect or home circuit breaker has opened.	Reset switch by turning main power switch off and waiting 5 minutes then turning it back on.
Remote control does not work	Low battery	Replace batteries in remote control
Heater shuts off automatically	Room is too warm	The heater has a built-in thermostat so it will shut off automatically once the pre-set temperature is reached. It will also turn on automatically if the room temperature drops below the pre-set temperature.

WARNING

This product can expose you to chemicals including Carbon Black, which is known to the State of California to cause cancer, and Bisphenol A (BPA), which is known to the State of California to cause birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov

Limited Parts Warranty

This product is inspected, tested and carefully packaged to minimize the chance of damage during shipment. If a part (excluding light bulbs and fuses*) within one year from the date of purchase proves to be defective in material or fabrication under normal use, the part will be repaired or replaced. The Company's obligation under the warranty is to replace or repair defective parts at our discretion. Any expenses or damage resulting from the installation, removal, or transportation of the product will be the responsibility of the owner and are not covered by this warranty. The owner assumes all other risks arising from the use or misuse of the product. The warranty will be void if the product damage or failure is deemed by the Company to be caused by accident, alteration, misuse, abuse, incorrect installation or removal, or connection to an incorrect power source by the owner. The Company neither assumes, nor authorizes any person or entity to assume for it any obligation or liability associated with its products. Light bulbs and fuses are not covered under this warranty. If you have any questions regarding the warranty or service, please call our toll free number: 1-888-268-7106.

Customer Service

Toll Free: 1-888-268-7106

E-mail: electricfireplacescustomer@gmail.com