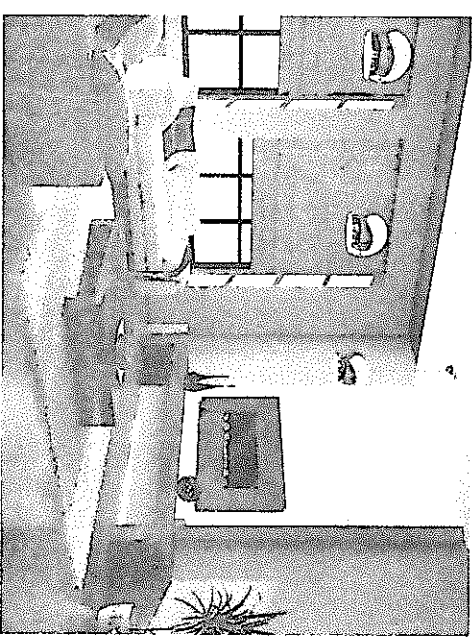




NorthwestTM

Wooden Finish
Electric Fireplace
Instruction Manual



PLEASE READ ALL INSTRUCTIONS THOROUGHLY
AND RETAIN THIS MANUAL FOR FUTURE
REFERENCE

80-0581

Getting Started

- Remove the fireplace from the box.
- Remove all the packaging and place it inside the box and either store or dispose of safely.

Package Contents

- Electric Fireplace.
- Front Panel
- Pebble Pack.
- Installation Components Pack Containing:
 - Screws and Wall Plugs
 - Fixing Bracket
 - Remote Control
 - Instruction Manual.

Features

- Wall Mountable
- Dancing Flame Effect.
- Remote Control.
- Detachable Wooden Front.
- Thermal Cut-out.
- Two Heat Settings - 750W and 1500W.

Quick Reference Guide

- I. Prior to installation, please ensure that your power-outlet is suitable for your fireplace against both, voltage and capacity.
- II. Your fireplace may emit a slight, harmless odor during its first use. This odor is a normal condition caused by the initial heating of internal fireplace parts and it will not occur again. If your fireplace does not emit heat, please ensure the Fireplace Switch is on. For further information, please refer to section Operation of the Practical User's Guide.
- IV. If the fireplace is producing a rattling sound when using for the first time, then continue running the fireplace for 2-3 hours. If the rattling sound persists, call Customer Service for assistance.

defects or failure under any theory of tort, contractor commercial law including but not limited to, negligence, gross negligence, strict liability, breach of warranty and breach of contract.

WARRANTY PERFORMANCE: During the above 90 day warranty period, a product with a defect will be either repaired or replaced with a reconditioned comparable model (at manufacturer's option). The repaired or replacement product will be in warranty for the balance of the 90 day warranty period and an additional one-month period. No charge will be applicable for such repair or replacement.

SERVICE AND REPAIR: If service is required for this product, you should first contact Trademark Global Customer Service at info@trademarkcommerce.com or by calling 1 (800) 218-0104, Monday to Friday 9am to 5pm EST.

NOTE: Manufacturer cannot assume responsibility for loss or damage during incoming shipment. As a precautionary measure, carefully package the product for shipment, and insure it with the carrier. Be sure to enclose the following details with the product: your full name, return address and daytime phone number, a note describing the problem you experienced, a copy of your sales receipt or other proof of purchase to determine warranty status. C.O.D. shipments cannot be accepted.

Limited Warranty

This manufacturer's product warranty extends to the original consumer purchaser of the product. Neither the retailer nor any other company involved in the sale or promotion of this product is a co-warrantor of this manufacturer warranty.

WARRANTY DURATION: All materials and workmanship are warranted to the original consumer purchaser for a period of ninety (90) days from the original purchase date.

WARRANTY COVERAGE: This product is warranted against defective materials or workmanship. This warranty is void if the product has been damaged by accident, in shipment, unreasonable use, misuse, neglect, improper service, commercial use, repairs by unauthorized personnel or other causes not arising out of defects in materials or workmanship. This warranty doesn't cover the following which may be supplied with this product, including but not limited to; LCD Screens, glass parts, lenses, etc. This warranty is effective only if the product is purchased and operated in USA, and does not extend to any units which have been used in violation of written instructions furnished by manufacturer or to units which have been altered or modified or, to damaged products or parts thereof which have had the serial number removed, altered, defaced or rendered illegible.

WARRANTY DISCLAIMERS: This warranty is in lieu of all warranties expressed or implied and no representative or person is authorized to assume for manufacturer any other liability in connection with the sale of our products. There shall be no claims for

Important Instructions

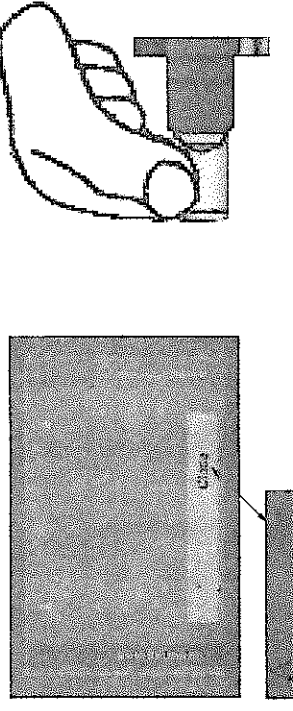
WARNING

You should read and always follow the instructions mentioned below to reduce the risk of fire, electric shock, and injury.

1. Read all instructions before using this fireplace.
2. This fireplace is hot when in use. To avoid burns, do not let bare skin touch hot surfaces, such as surfaces near the fireplace outlet or light bulbs. Keep combustible materials, such as clothes, pillows, furniture, bedding, papers and curtains at least 3 feet from the front of the unit. Do not cover or block fireplace outlet or any ventilation or exhaust opening at any time. Do not use on soft or uneven surfaces where openings may become blocked.
3. Extreme caution is necessary when any fireplace is used by or near children or infants.
4. Fireplace should never be left unattended.
5. Do not install the fireplace directly on carpet or a similar surface, which may restrict air circulation beneath the unit.
6. Always unplug fireplace when not in use.
7. To disconnect fireplace, turn controls off, then remove plug from outlet.
8. Do not use outdoors.
9. This fireplace is not intended for use in wet locations, such as bathrooms, laundry areas and similar indoor locations. Never locate fireplace where it may fall into water container from.
10. Do not operate the fireplace with a damaged cord or plug, or if the fireplace has malfunctioned, or if the fireplace has been dropped or damaged in any manner. Contact Customer Service and seek assistance.
11. Keep furniture, curtains and other flammable material at least 40 inches away from the fireplace.

12. 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.
13. 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 fireplace.
14. 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 openings may become blocked.
15. All electrical fireplaces have hot and sparking parts inside. Do not use it in areas where gasoline, paint, or flammable liquids are used or stored or where the unit will be exposed to flammable vapors.
16. Do not modify this fireplace. Use it only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
17. Avoid the use of an extension cord because the extension cord may overheat and cause a risk of fire. However, if you have to use an extension cord, the cord shall be 16AWG minimum size and rated not less than 125V/15A or 2000 watts.
18. Do not burn wood or other materials in this fireplace.
19. If the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.
20. Do not strike fireplace glass.
21. Always use a certified electrician should new circuits or outlets be required.
22. Always use properly grounded, fused and polarized outlets.
23. Always use ground fault protection where required by electrical code.
24. The fireplace must not be located immediately below a power-outlet

3. Remove the damaged bulb and replace with a new one. Hold the lamp holder while removing or inserting bulbs. (Figure below)
4. Replace the cover of light bulbs compartment and hang the fireplace on the wall.



Cleaning and Maintenance

- Warning: Always disconnect from the power supply before cleaning the fireplace.
- For general cleaning use a soft, clean duster. Never use harsh abrasives or cleaners. The glass screen should be cleaned carefully with a soft cloth. DO NOT use proprietary glass cleaners.

Technical Specification

- Supply: 110-120V~ 60Hz
- Rated power: 1500W
- Lighting: 3x40W G9 Bulbs

Important Information: Fireplace glass is not covered in Manufacturer's Limited Warranty.

Maintenance

Warning

Disconnect from the power supply before attempting any maintenance or cleaning, to reduce the risk of fire, electric shock to persons or damage to property.

Light Bulb Replacement

Light bulbs need to be replaced when you notice a dark section of the flame or when the clarity and detail of the log exterior disappears. There are three bulbs under the log set.

Warning

Allow at least 5 minutes for light bulbs to cool down before touching the bulbs, to avoid burns.

I. Bulb Requirements

3 G9 bulbs with a G9 (small) socket base, rating voltage 125 volts, rating power 40 watts.

Caution

Do not exceed 40 watts per bulb

1. Remove the glass panel and pebbles. Remove the screws from lower fixing bracket. Then remove the fireplace from the wall and place it on the ground (facing downward).
2. Open the light bulb area:
The light bulb area is at the back of electric fireplace, see "A", there are 5 screws on it. Unscrew and open the bulb compartment.

25. Always disconnect power before performing any cleaning, maintenance or relocating the fireplace.
26. When transporting or storing the fireplace and cord, keep in a dry place, free from excessive vibration to avoid damage to the fireplace.
27. **WARNING:** In order to avoid overheating, do not cover the fireplace.
28. This fireplace is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the fireplace by a person responsible for their safety.
29. Children should be supervised to ensure that they do not play with the fireplace.
30. Indoor and household use
31. **CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cutoff, this fireplace must not be connected to an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.
32. Do not use this apparatus near water.
33. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
34. Only use attachments/accessories specified by the manufacturer.
35. This unit is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience or knowledge. They should be given appropriate supervision and instructions about the use of the unit by a person responsible for their safety.
36. Close supervision is recommended when using this unit near young children.

SAVE THESE INSTRUCTIONS

Helpful Advice before Installation

- Please retain all packaging until you have checked and counted all the parts and the contents of the Installation Components pack against the Package Content list.
- The Installation Components pack contains small parts which should be kept away from young children and infants.
- It is recommended that you open the Installation Components pack and move all the contents to a container, in order to reduce the risk of losing them

Installation

This section provides step-by-step instructions for installation of your fireplace.

Warning

The outlet must be **15A/125V**.

Note

It is recommended to place your fireplace near an existing outlet, for ease of electric connection.

Caution

Store your fireplace in a dry, safe and dust-free place while drilling, for fireplace installation.

Warning

Do not attempt to wire new outlets or circuits. To reduce the risk of fire, electric shock or injury to persons, always have a licensed electrician perform maintenance and other repairs.

- Press the on/off button once to turn on the fireplace with fire effect.
- Press the low button once, to lower the heat; press twice to switch off the heat completely.
- Press the high button once, to increase the heat; press twice to switch off the heat completely.
- Press the dimmer button to operate the dimmer mode.
- Repeated pressing will raise and lower the brightness of the fire effect.

Safety Cut-Off

- This fireplace is equipped with safety cut-off feature which will operate if the fireplace overheats (e.g. Due to blocked air vents). For safety reasons, the fireplace will NOT automatically restart.
- To restart the fireplace, disconnect it from the power supply for at least 15 minutes. Reconnect to the power supply and switch on the fireplace.

Troubleshooting

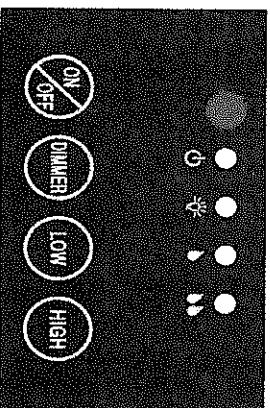
Symptom	Possible Solution
No operation / no fan	Check for safety cut-off operation
No fire effect light	Check the bulb for replacement
Remote Not Working	Check if batteries have been installed as per indicated polarity
	Check if batteries need to be replaced
	Point the Remote Control directly at the fireplace

Instruction for use

The fireplace can be operated either with the switches located on the top right hand side of the fireplace or with the supplied remote control.

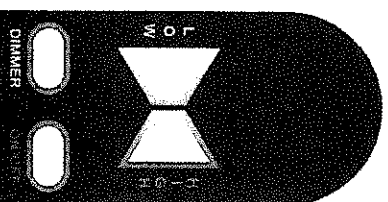
Manual Operation

- This is done by operating the switches located at the top right hand side of the fire. The standby switch must first be switched on. The fireplace will beep to indicate that it is powered up.
- Press the on/off button once to turn on the fireplace with fire effect. A red indicator light will illuminate to indicate that the fireplace is on.
- Press the low button once, to lower the heat; press twice to switch off the heat completely.
- Press the high button once to increase the heat, press twice to switch off the heat completely.
- Press the dimmer button to operate the dimmer mode. Repeated pressing will raise and lower the brightness of the fire effect.



Remote Operation

- The standby switch must first be switched on. The fireplace will beep to indicate that it is powered up.
- It takes a little time for the receiver to respond to the transmitter. Do not press the buttons more than once within two seconds, for the fireplace to operate normally.



- The fireplace must not be used until it is securely installed on the wall.
- Do not connect the fireplace to the power supply until its properly installed on the wall and the instructions are read fully.
- The minimum distances must be observed, as indicated in the diagrams.
- For installation of the fireplace, care must be taken not to damage the concealed cables.
- Please be careful while drilling holes.
- This fireplace is designed to be hung on the wall at a recommended height of 23.62 inches (if not, it should be at least 11.81 inches). The wall bracket must be fitted horizontally and the cable routed to the bottom right of the fireplace.
- A distance of 23.62 inch from the bottom of the fireplace to the floor is recommended for optimum viewing of the fuel bed; see Fig. 1 below for recommended fixing dimensions.
- For optimum viewing, mark the top four screws fixing positions on the wall in accordance with the recommended fixing location; See Fig. 2
- Note: Ensure the bracket is leveled, by using leveler while marking hole positions.
- Drill holes with applicable drill bit.

- Install the wall bracket using the plugs and screws provided.
- Carefully lift up the fireplace ensuring the top rear panel of the fireplace engages with the wall bracket (see Fig. 2 in circle) and sits centrally. This process should be carried out by two people to avoid injury or damage to property or the fireplace.

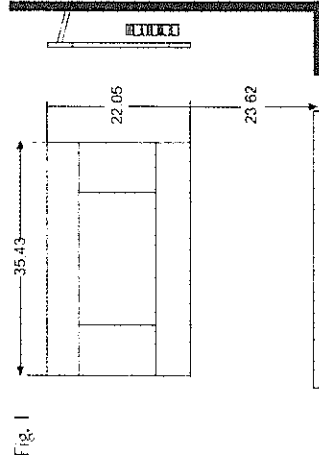
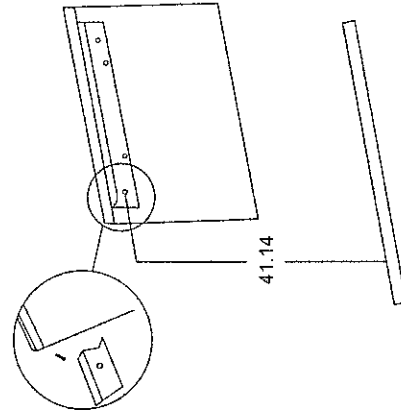


Fig. 1

Fig. 2



- Mark the bottom holes position; See Fig. 3, remove the fireplace making sure the bottom fixing bracket is rotated upwards.

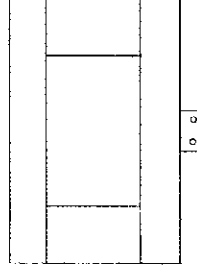


Fig. 3



- Drill the wall with applicable drill bit and insert the wall plugs.
- Reinstall the fireplace on the wall bracket. Using the screws (smaller) provided, affix the bottom bracket to firmly install the fireplace in place.
- Unpack the pebbles from the bag and place them along the light unit in the desired position.
- Place the front glass over the front of the fireplace aligning the hooks with the brackets on each side of the glass panel; See Fig. 4.
- Again, two people will be required to perform this operation.

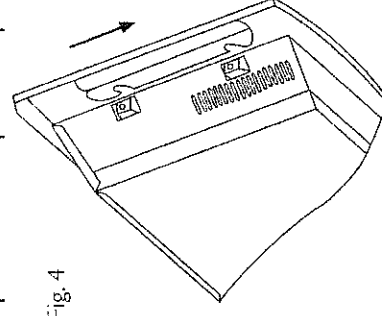


Fig. 4