

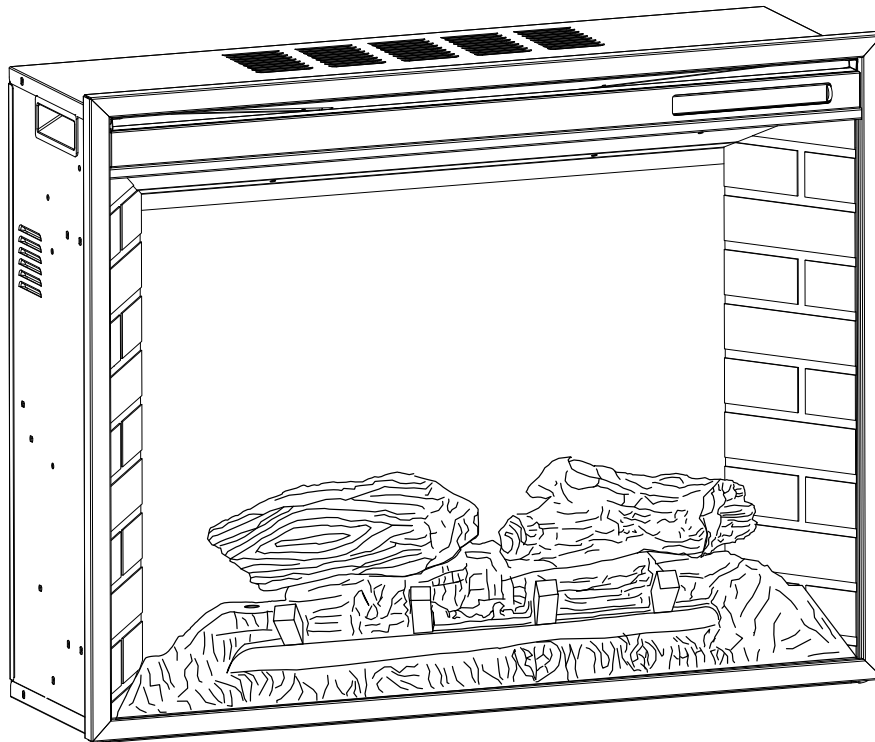
# Muskoka®

ELECTRIC FIREBOX

FOYER ÉLECTRIQUE

HOGAR ELÉCTRICO

USE AND CARE GUIDE | GUIDE D'UTILISATION ET D'ENTRETIEN | GUÍA DE USO Y CUIDADO



23-800-001



**IMPORTANT:  
SAVE THESE  
INSTRUCTIONS.**

**PLEASE READ THIS MANUAL BEFORE  
INSTALLING AND USING APPLIANCE**

**WARNING!**  
IF THE INFORMATION IN THIS MANUAL IS NOT FOLLOWED  
EXACTLY, AN ELECTRICAL SHOCK OR FIRE MAY RESULT  
CAUSING PROPERTY DAMAGE, PERSONAL INJURY OR LOSS OF LIFE.

Retain this manual for future use.

**IMPORTANT :  
CONSERVER CES  
INSTRUCTIONS.**

**VEUILLEZ LIRE CE MANUEL AVANT L'INSTALLATION  
ET L'UTILISATION DE VOTRE FOYER**

**AVERTISSEMENT!**  
SI LES RENSEIGNEMENTS DE CE MANUEL NE SONT PAS EXACTEMENT  
SUIVIS, UN CHOC ÉLECTRIQUE OU UN INCENDIE PEUT SURVENIR, ET  
CAUSER DES DOMMAGES, DES BLESSURES OU LA PERTE DE VIE

Conserver ce manuel pour une utilisation ultérieure.

**IMPORTANTE:  
GUARDE ESTAS  
INSTRUCCIONES.**

**POR FAVOR LEA LAS INSTRUCCIONES DE  
INSTALACIÓN Y DE OPERACIÓN ANTES DE  
USAR ESTE CAJA DE FUEGO**

**¡ADVERTENCIA!**  
SI NO SIGUE EXACTAMENTE LA INFORMACIÓN EN ESTE MANUAL, PODRÍA  
RESULTAR EN CHOQUES ELÉCTRICOS O INCENDIO QUE PUEDEN CAUSAR  
DAÑOS A LA PROPIEDAD, LESIONES PERSONALES O LA PÉRDIDA DE LA VIDA.

Guarde este manual para futuras referencias.

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# Safety Information

1. Read all instructions before using this heater.
2. 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 (0.9 meters) from the front of the heater and keep them away from the sides and rear.
3. Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
4. Always unplug heater when not in use.
5. Do not operate any heater with a damaged cord or plug or after the heater malfunctions, has been dropped or damaged in any manner. Return heater to authorized service facility for examination, electrical or mechanical adjustment, or repair.
6. Do not use outdoors.
7. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.
8. Do not run power cord under carpeting. Do not cover power cord with throw rugs, runners, or the like. Arrange power cord away from traffic area and where it will not be tripped over.
9. To disconnect heater, turn controls to off, then remove plug from outlet.
10. Connect to properly grounded outlets only.
11. Do not insert or allow foreign objects to enter any ventilation or exhaust openings as this may cause an electric shock or fire, or damage the heater.
12. To prevent a possible fire, do not block firebox air intakes or exhaust in any manner. Do not operate firebox on soft surfaces, like a bed, where openings may become blocked.
13. A heater has hot and arching or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored.
14. Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electrical shock, or injury to persons.
15. Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).
16. This electric fireplace is not designed for "zero" clearance wall and/or cabinet/millwork installations. Accessibility for servicing and maintenance must be possible without disturbing building structures and/or cabinet/millwork finishes.

## 17. SAVE THESE INSTRUCTIONS



# Safety Information (continued)

## USER INSTRUCTIONS

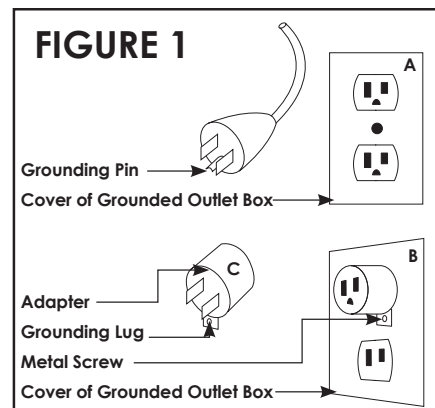
1. Any repairs to this appliance should be carried out by qualified/authorized service personnel only.
2. Under no circumstances should this appliance be modified. Parts having to be removed for servicing must be replaced with original "OEM" (original equipment manufacturers) parts only.
3. This firebox is to be cleaned with a damp cloth (water) only.

**IMPORTANT: Always unplug the power cord before cleaning the unit. Do not use any abrasive cleaners on the unit.**

4. Unplug this firebox when not in use.

## GROUNDING INSTRUCTIONS

This heater is for use on 120 volts. The cord has a plug as shown in figure 1A in the diagram. An adapter as shown in figure 1C is available for connecting three-blade grounding-type plugs to two-slot receptacles. The green grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available. (Note: Grounding adapter use prohibited in Canada)

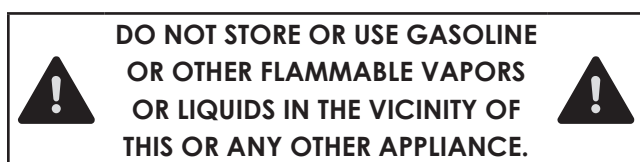


## LOCATING YOUR FIREPLACE

When choosing a location for your new fireplace, ensure the general instructions are followed. Also, for best effect install the fireplace out of direct sunlight. It is safe to set the fireplace insert close to non-combustibles.

## MANTEL INSTALLATION

Please refer to the detailed instructions that came with the mantel that you purchased.



**DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPORS OR LIQUIDS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE.**

## 23-800-001 SPECIFICATIONS

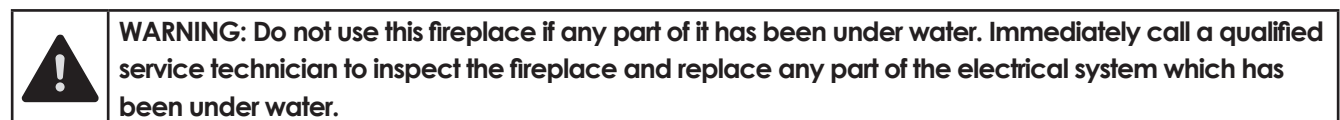
Fireplace Insert dimensions (w x d x h)	24.25" x 9.4" x 20.25" 61.6 cm x 23.9 cm x 51.4 cm
Net Weight	27.7 lbs • 12.6 kg
Voltage	120 V
Frequency	60 Hz
Watts • Amps.	1350W • 12.5A
Heater Rating	4777 BTU's

## ELECTRICAL CONNECTION

A 15 Amp, 120 Volt, 60 Hz circuit with a properly grounded outlet is required to operate this appliance. Preferably, the fireplace insert will be on a dedicated circuit as other appliances on the same circuit may cause the circuit breaker to trip or the fuse to blow when the heater is in operation. The unit comes standard with a 6 ft (1.8 m) long 3 wire cord, exiting out the back of the fireplace insert. Plan the installation to avoid the use of an extension cord. If an extension cord must be used, it must be a minimum 14 ga, 3 wire with grounding type plug and connector and rated not less than 1875 watts. The extension cord shall not be more than 20 ft (6 m) in length.



**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 which has been under water.**

# 1 Year Warranty

## WHAT IS COVERED

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.

This electric fireplace must be installed and operated at all times in accordance with the instructions furnished with the product. Any alteration, willful abuse, accident, or misuse of the product shall nullify this warranty. This warranty is non-transferrable, and is made to the original owner, provided that the purchase was made through an authorized supplier of the manufacturer. This 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. 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).

## WHAT IS NOT COVERED

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. Further, the manufacturer will not be responsible for any incidental, indirect, or consequential damages, except as provided by law.

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. The manufacturer neither assumes, nor authorizes any third party to assume, on its behalf, any other liabilities with respect to the sale of this product. The warranties as outlined within this document do not apply to nonmanufacturer accessories used in conjunction with the installation of this product.

This warranty does not cover the light bulb(s) included with the fireplace.

This warranty is void if: the fireplace has been operated in atmospheres contaminated by chlorine, fluorine, or other damaging chemicals; the fireplace is subjected to prolonged periods of dampness or condensation; the fireplace is altered, willfully abused, damaged by accident, or misused in any way.

Make sure you have your warranty, your sales receipt, and the model/serial number of your product.

**DO NOT ATTEMPT TO DO ANY SERVICE WORK YOURSELF. PLEASE CONTACT CUSTOMER SERVICE AT:**



1-877-447-4768

[www.ghpgroupinc.com](http://www.ghpgroupinc.com)



271 Massey Road, Guelph, Ontario, N1K 1B2

6440 W. Howard Street, Niles, Illinois 60714



# Pre-Installation

## PLANNING INSTALLATION

To avoid scratching the finish, assemble the product on a soft, non-abrasive surface, such as carpet or cardboard. Assembly of this product may require more than one person. Before beginning assembly of product, make sure all parts are present. Compare parts with package contents list and hardware contents. If any part is missing or damaged, do not attempt to assemble the product. Contact customer service for replacement parts.

Estimated Assembly Time: 15 minutes

## TOOLS REQUIRED



Safety Goggles



Phillips screwdriver

## HARWARE INCLUDED

Note: Hardware not shown to actual size.



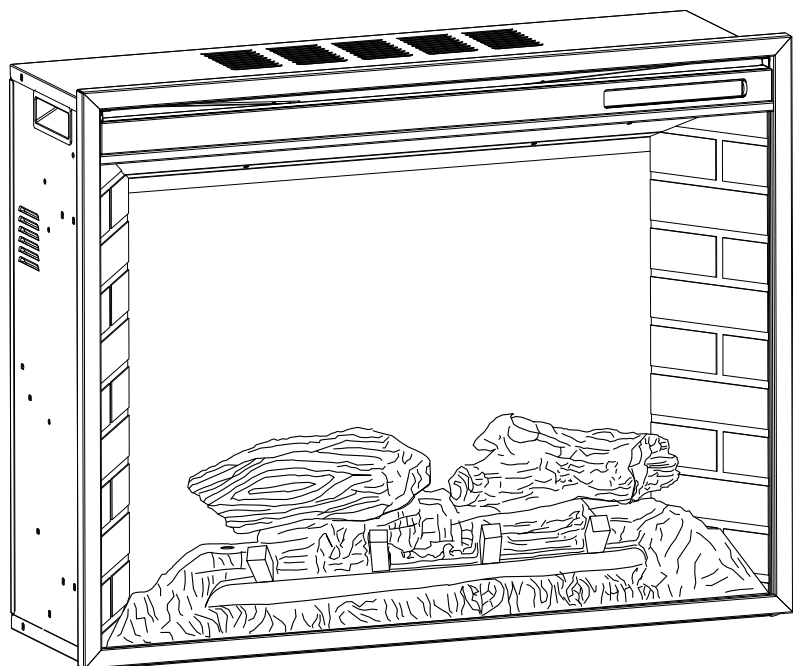
AA



BB

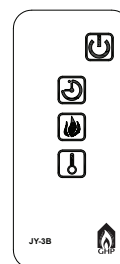
PART	DESCRIPTION	QUANTITY
AA	Mounting Bracket	2
BB	Screw (ST4)	4

## PACKAGE CONTENTS



A

PART	DESCRIPTION	QUANTITY
A	Fireplace Insert	1
B	Remote Control	1



B

## Preparation

Open the unit and check carefully for visible damage. If you have any problems with installation, operation, missing parts, or damage, please call 877-447-4768 for service.

DO NOT dispose of packaging until you are satisfied with your fireplace.

DO NOT return unit to store before calling 877-447-4768 for service.

## Installation

The Fireplace should be located in an area:

- Out of direct sunlight
- Not susceptible to moisture
- Away from uninsulated outside wall

1. Place the assembled mantel near a 15-amp, 120-volt grounded electric outlet. Read all instructions before using this appliance.
2. Place the insert directly in front of the mantel opening.
3. Carefully lift the insert through the center opening in the front of the fireplace. The bottom of the insert has two foam rubber strips to prevent scratching of the hearth base. Slide the insert back through the opening until the metal trim makes contact with the front of the mantel.
4. Install the mounting brackets provided with the insert in the pre-drilled holes on the bottom of the insert (see Figure 2).
5. Carefully position mantel with installed fireplace against wall.
6. Plug the power cord into the 15-amp, 120-volt outlet. Use an extension cord rated for a minimum of 1,875 watts if necessary.

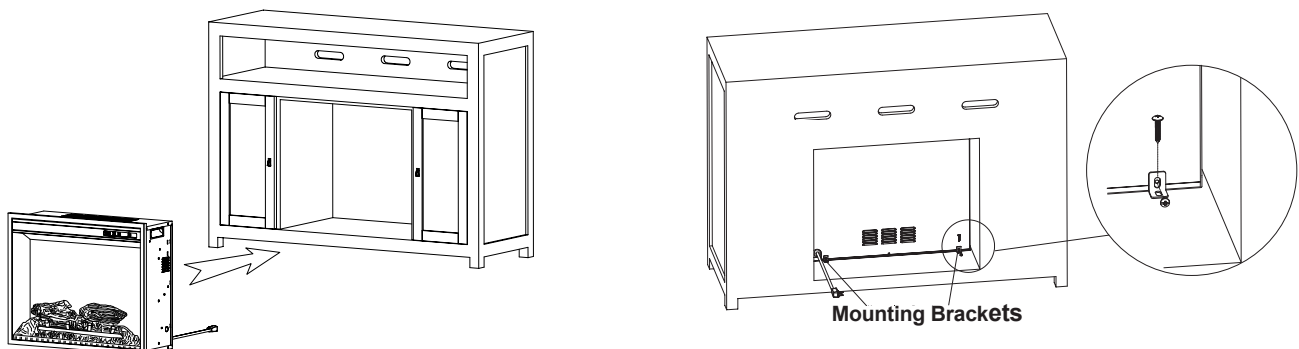
Clearance to Combustibles	
Sides	2-27/64 in. (61.5 mm)
Floor	0 in. (0 mm)
Top	2 in. (51 mm)
Front	36 in. (914 mm)
Rear	25/32 in. (20 mm)
Wooden Facing [up to 5/8 in. (16 mm) thick]	5/16 in. (8 mm)



**CAUTION: MAKE SURE THAT THE UNIT IS INSTALLED SO THAT THE POWER CORD IS NOT COMPRESSED AGAINST OR CAUGHT ON THE UNIT OR THE MANTEL AND THAT IT HAS AN UNOBSTRUCTED PATH TO THE GROUNDED OUTLET.**



**FIGURE 2**



# Operating Instructions

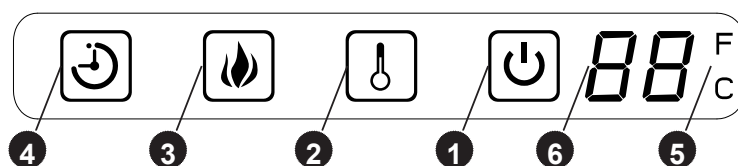
The fireplace control functions can be accessed in two (2) ways:

- Using the touchpad control panel, located in the upper right-hand corner of the fireplace behind the sliding control panel cover.
- Using the multifunction remote control unit.

The fireplace features conveniently separate controls for flame effect and for heater control. This allows you to operate the unit in two (2) different modes:

- **As a full-featured fireplace** - both flame effect and heater are on. This mode allows you to enjoy the look of the fire along with the heat output of a heater.
- **As a visual effect** - only the flame effect is on, the heater is off. We recommend this mode for warm weather application, when you want the ambiance of a fire, without any heat output.

**FIGURE 3**



## 1. Main Power Button:

This button supplies power to all the functions of the fireplace. The Main Power button must be in the ON position, either from the remote or on the touch pad for the functions to work.

## 2. Heater Control Button:

This button controls the heater ON/OFF and 11 temperature modes from 68°F (20°C) to 88°F (31°C). When the heater is first turned on, it will come on at the lowest room temperature setting 68°F (20°C). Each time the Heater Control button is pressed, the temperature set point increases 2°F (1°C), allowing you to adjust the ambient temperature, up to 88°F (31°C). The fireplace will remember the last heat setting, and in later use, the heater will start at that setting, unless power to the unit has been interrupted.

## 3. Flame Control button:

This button controls the brightness of the flame effect with settings at High, Medium and Low. When the fireplace is first turned on, the flame will come on at the highest setting. The fireplace will remember the last flame setting used and in later use the flame brightness will start at that setting, unless power to the unit has been interrupted. Each time the Flame button is pressed, the flame brightness decreases. The only way to turn off the flame effect completely is to turn off the Main Power button.

## 4. Timer Button:

This button controls the timer ON/OFF and 10-time setting from 30 minutes to 9 hours. When the Timer is first turned on, it will come on at the shortest time setting (30 minutes). Each time the Timer button is pressed, the time increases 1 hour, up to the longest setting (9 hours). Once the set time expires, all fireplace functions will be automatically turned off.

## 5. Fahrenheit/Celsius Display:

This button displays F (Fahrenheit) or C (Celsius) depending on how the temperature mode is set. When the fireplace is first turned on, the Fahrenheit (F) temperature will be displayed. To switch from Fahrenheit to Celsius, or vice-versa, when HEATER is ON, hold HEATER CONTROL button for 10 seconds. The fireplace will remember the last temperature mode setting, and in later use, the display will start at that setting, unless power to the unit has been interrupted.

## 6. Temperature/Timer Display

This LED display shows the set point for the temperature and timer functions. When either of these functions is activated, the display reflects the set point for five seconds and then fades to black. Any change in the set point of the temperature or timer will reactivate the display, which again fades after five seconds.

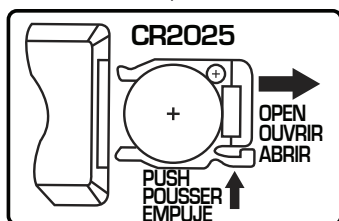
## Operating Instructions (Continued)

The infrared remote control relies on a line of sight and must be pointed at the flame/screen of the fireplace to work. The remote control unit has the controls required to turn ON/OFF both the main power and the heater. If you prefer to use the touchpad control on the fireplace unit itself, open the control panel sliding cover to access the touchpad buttons. The layout of the buttons on touchpads and remote control unit can be seen in Figures 3 and 5, respectively.

1. Plug your fireplace into a 15-amp, 120-volt power outlet.
2. Turn the power on. Flame will show on the back screen of the fireplace.
3. Remove plastic tab from inside battery compartment to activate remote control.
4. Point the remote control directly at the fireplace flame/screen and use the buttons to operate the fireplace.

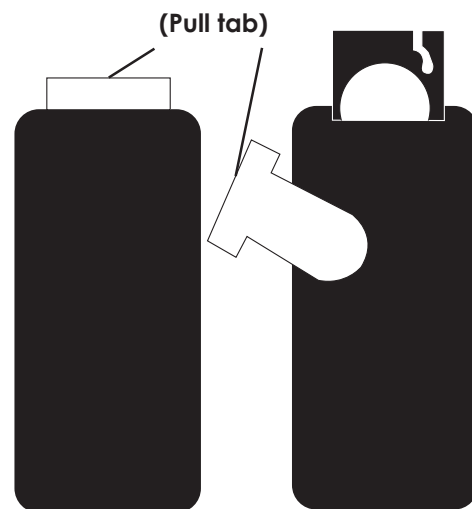
### Battery Replacement Procedure: (Size CR2025)

Battery replacement instruction  
Instructions de remplacement des piles  
Instrucción de reemplazo de la batería



**FIGURE 4**

The plastic tab inside the battery compartment **MUST** be removed before remote control will operate.



### 1. Main Power Button:

This button supplies power to all the functions of the fireplace. The main power button must be in the ON position, either from the remote or on the touch pad for the functions to work.

### 2. Timer Button:

This button controls the timer ON/OFF and 10-time setting from 30 minutes to 9 hours. When the Timer is first turned on, it will come on at the shortest time setting (30 minutes). Each time the Timer button is pressed, the time increases 1 hour, up to the longest setting (9 hours). Once the set time expires, all fireplace functions will be automatically turned off.

### 3. Flame Control button:

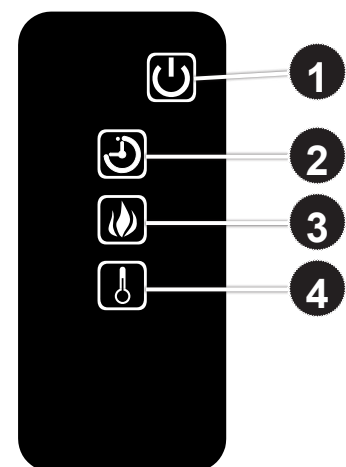
This button controls the brightness of the flame effect with settings at High, Medium and Low. When the fireplace is first turned on, the flame will come on at the highest setting. The fireplace will remember the last flame setting used and in later use the flame brightness will start at that setting, unless power to the unit has been interrupted. Each time the Flame button is pressed, the flame brightness decreases. The only way to turn off the flame effect completely is to turn off the Main Power button.

### 4. Heater Control Button:

This button controls the heater ON/OFF and 11 temperature modes from 68°F (20°C) to 88°F (31°C). When the heater is first turned on, it will come on at the lowest room temperature setting 68°F (20°C). Each time the Heater Control button is pressed, the temperature set point increases 2°F (1°C), allowing you to adjust the ambient temperature, up to 88°F (31°C). The fireplace will remember the last heat setting, and in later use, the heater will start at that setting, unless power to the unit has been interrupted.

NOTE: To switch between Fahrenheit/Celsius modes see control panel Fahrenheit/Celsius display instructions.

**FIGURE 5**



## Maintenance



**DANGER: Disconnect power before servicing.**



**WARNING: Any electrical re-wiring of this appliance must be done by a qualified electrician. This wiring must be done in accordance with local codes and/or in Canada with the current CSA C22.1 Canadian Electrical Code, and for US installations, the National Electrical Code ANSI/NFPA NO 70.**



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

## GLASS INFORMATION

1. Under no circumstances should this product be operated with a broken or chipped glass panel.
2. Do not strike or slam the glass.
3. Do not use abrasive cleansers to clean the glass. Make sure the glass is cool to the touch.
4. This product uses tempered glass. Replacement of the glass supplied by the manufacturer should be done by qualified/authorized service personnel only.

## MAINTENANCE OF MOTORS

1. Always disconnect the appliance from the main power supply and allow it to cool before any servicing operation.
2. The motors used on the fan heater and flame blower are pre-lubricated for extended bearing life and require no further lubrication. However, periodic cleaning/vacuuming of the appliance around the air intake and exhaust, as well as the fan heater is recommended. For heavy or continuous use, periodic cleaning must be done more frequently. If the heater blows alternating cold and warm air, check the fan for free movement and for debris restricting air flow. If the fan does not move freely, the unit be turned off and fan replaced immediately in order to prevent further damage to the unit.

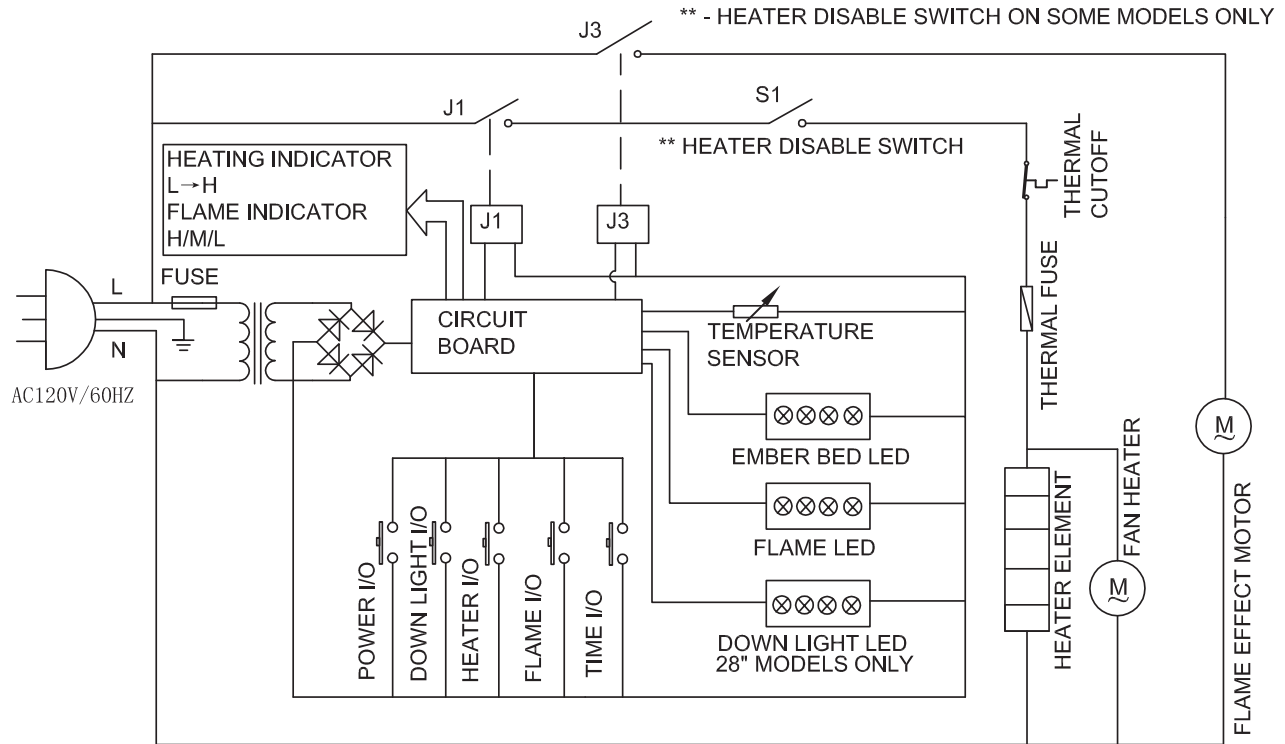
## Care and Cleaning

1. Always turn the heater OFF and unplug the power cord from the outlet before cleaning.
2. Cleaning of the control panel, located in the upper right-hand corner of the fireplace is to be done only using a soft cloth, slightly dampened in water (if needed, a small amount of dish soap can be added to the water) and dried using a clean, dry soft cloth. Cleaning of the screen diffuser is to be done using only water and lint free cloth. DO NOT use any abrasive on the controls or the diffusing screen.

# Circuit Diagram



**DANGER: Disconnect power before servicing.**



**Any electrical re-wiring of this appliance must be done by a qualified electrician. This wiring must be done in accordance with local codes and/or in Canada with the current CSA C22.1 Canadian Electrical Code, and for US installations, the National Electrical Code ANSI/NFPA NO 70.**



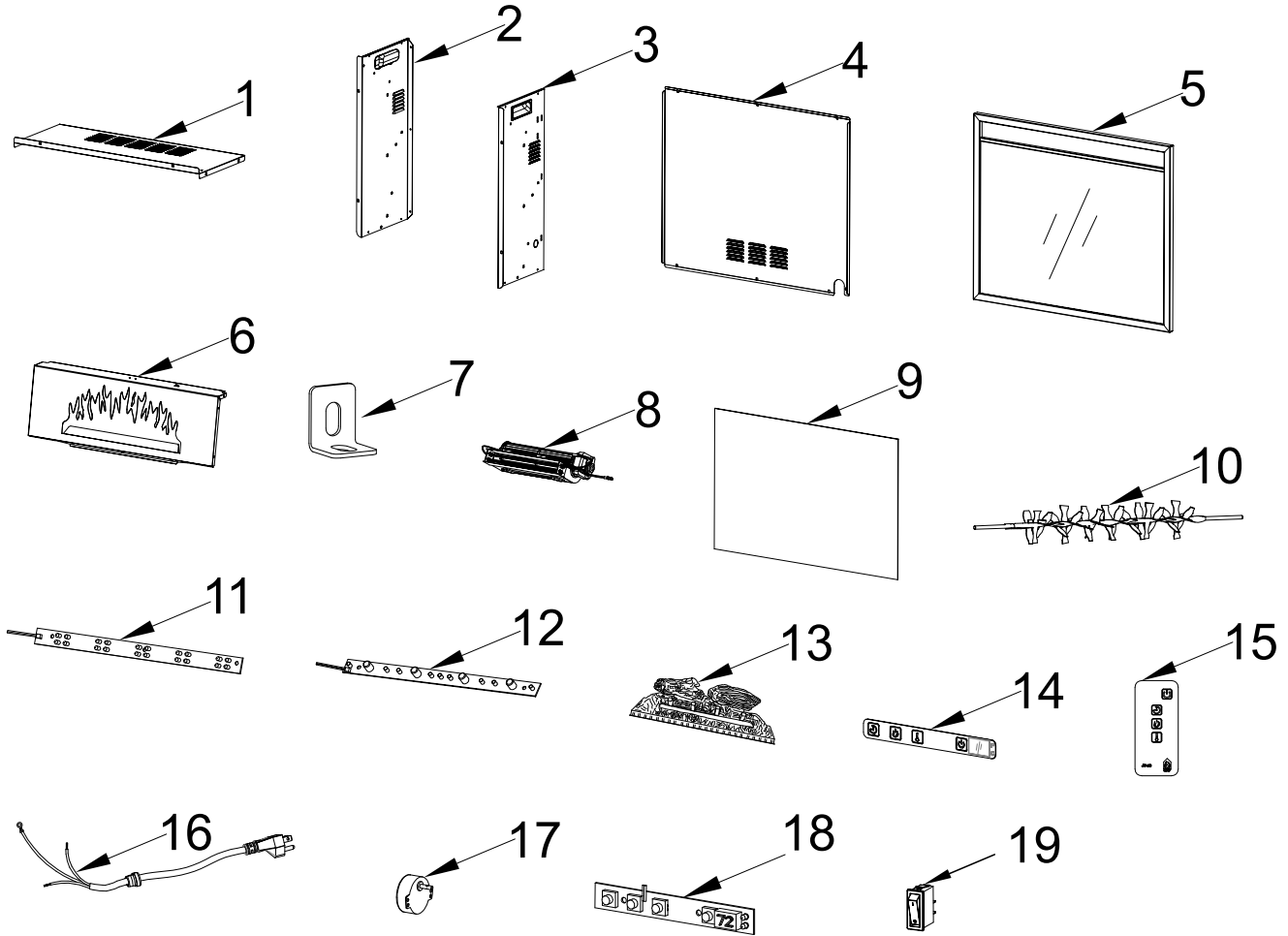
**If repairing or replacing any electrical component or wiring, the original wire routing, color coding and securing locations must be followed.**

# Troubleshooting

If you have any questions regarding the product, please call customer service at 1-877-447-4768 8:30 a.m. – 4:30 p.m. CST, Monday – Friday.

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Fireplace does not operate; the ON/OFF power light on the control panel is not lit.	<ol style="list-style-type: none"> <li>1. The fireplace is not plugged in.</li> <li>2. A circuit breaker is tripped or a fuse blown.</li> <li>3. Defective ON/OFF switch.</li> <li>4. Loose wiring.</li> </ol>	<ol style="list-style-type: none"> <li>1. Make sure the fireplace is plugged in to a standard 120V outlet.</li> <li>2. Check additional appliances on the circuit; ideally the fireplace should be on a dedicated 15-amp circuit.</li> <li>3. Call customer service: 1-877-447-4768.</li> <li>4. Call customer service: 1-877-447-4768.</li> </ol>
Power light is ON but the back flame is not bright/visible.	<ol style="list-style-type: none"> <li>1. Incorrect operation.</li> <li>2. LED strip not functioning.</li> <li>3. Loose wiring.</li> </ol>	<ol style="list-style-type: none"> <li>1. Refer to operating instructions.</li> <li>2. Call customer service: 1-877-447-4768.</li> <li>3. Call customer service: 1-877-447-4768.</li> </ol>
Power light is ON but the ember bed flame is not flickering.	<ol style="list-style-type: none"> <li>1. LED strip not functioning.</li> <li>2. Loose wiring.</li> </ol>	<ol style="list-style-type: none"> <li>1. Call customer service: 1-877-447-4768.</li> <li>2. Call customer service: 1-877-447-4768.</li> </ol>
Excessive noise when the flame is ON but the heater OFF.	<ol style="list-style-type: none"> <li>1. Rotating flame reflector shaft rubbing against housing.</li> <li>2. Defective flame reflector shaft motor.</li> </ol>	<ol style="list-style-type: none"> <li>1. Open back of firebox and reposition flame reflector shaft. Turn off unit prior to servicing.</li> <li>2. Call customer service: 1-877-447-4768.</li> </ol>
Heater is not operating.	<ol style="list-style-type: none"> <li>1. Incorrect operation.</li> <li>2. Defective heater switch.</li> <li>3. Defective heater assembly.</li> <li>4. Loose wiring.</li> <li>5. Dirty or clogged sliding door.</li> <li>6. Thermostat has been satisfied.</li> </ol>	<ol style="list-style-type: none"> <li>1. Refer to operating instructions.</li> <li>2. Call customer service: 1-877-447-4768.</li> <li>3. Call customer service: 1-877-447-4768.</li> <li>4. Call customer service: 1-877-447-4768.</li> <li>5. Unplug the unit. Clear door area of dust and debris. Wait five minutes, plug the unit in again and turn on the heater.</li> <li>6. Increase desired room temperature on the control panel/remote.</li> </ol>
Excessive noise when the heater is operating.	<ol style="list-style-type: none"> <li>1. Dirty or clogged blower.</li> <li>2. Defective heater assembly.</li> </ol>	<ol style="list-style-type: none"> <li>1. Refer to "Maintenance of Motors" in the Maintenance section of this manual. (pg.9).</li> <li>2. Call customer service: 1-877-447-4768.</li> </ol>

# Service Parts



1	top panel	EF23350AC
2	left side panel assembly	EF23106AC
3	right side panel assembly	EF23107AC
4	back panel	EF23354AC-13
5	trim assembly	EF23108AC
6	flame panel	EF23356AC
7	mounting bracket kit	EF33405A-12
8	heater	EF33501A
9	screen	EF23372AC

10	flame reflector	EF23373AS-12
11	ember bed- LED strip	EF28368AC
12	flame- LED	EF28369AS
13	logset	EF23371AS
14	control panel graphic	EF23511A-12
15	remote control	EF33510AS-12
16	power cord & connector	EF33515A
17	B-motor	EF33508A
18	control panel circuit board	EF23511A-12
19	toggle switch	EF24900014AC

# Muskoka®

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