

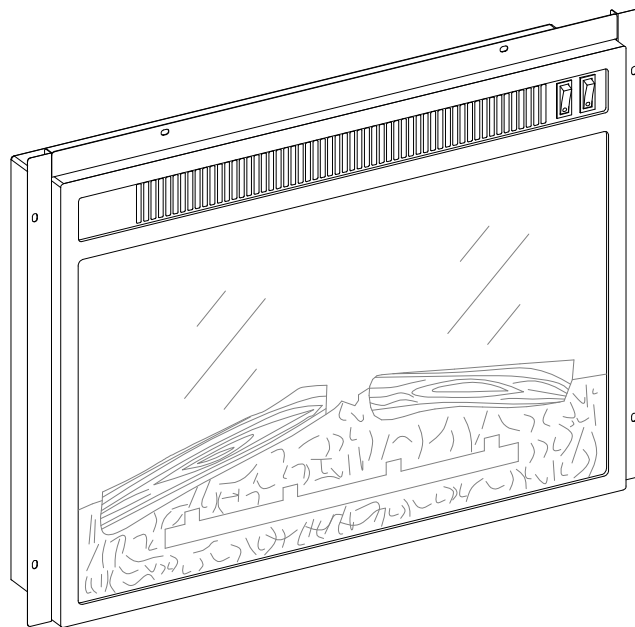


# USE AND CARE GUIDE

---

COMBINATION ELECTRIC FIREPLACE/HEATER

Model #SF103-18C



# Table of Contents

Table of Contents.....	2
Safety Information.....	2
Important Safety Information.....	2
Grounding Instructions.....	3
Pre-installation.....	4
Electrical Specifications.....	4

Tools Required.....	4
Hardware Included.....	4
Package Contents.....	4
Assembly.....	5
Operation.....	6
Troubleshooting.....	6

# Safety Information

## IMPORTANT SAFETY INFORMATION

PLEASE READ ALL OF THE INFORMATION IN THIS OPERATING MANUAL, INCLUDING ALL SAFETY, OPERATING, AND MAINTENANCE INFORMATION. TO AVOID THE POTENTIAL RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS, USERS SHOULD FOLLOW THE DIRECTIONS AND WARNINGS IN THIS MANUAL.

1. Read all instructions before using this heater.
2. Do not use this heater outdoors.
3. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate the heater where it may fall into a bathtub or other water container.
4. Do not run the power cord under carpeting. Do not cover the power cord with throw rugs, runners, or the like. Arrange the power cord away from traffic areas and where it will not be tripped over.
5. To disconnect the heater, turn controls to off, then remove the plug from the outlet.
6. Connect to properly grounded outlets only. Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).
7. To prevent a possible fire, do not block firebox air intakes or the exhaust in any manner. Do not operate the firebox on soft surfaces, like a bed, where openings may become blocked.
8. There is a thermostat limiter inside the heater. When the inner temperature over heats or abnormal heating occurs, the thermostat protective device cuts off the power supply to avoid fireplace damaged or risk of fire.
9. 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.

## SAVE THESE INSTRUCTIONS



**WARNING:** There are no user serviceable parts inside the fireplace/heater. If the unit appears to malfunction, turn the unit off and unplug the unit from the wall immediately, and contact Customer Service at 1-800-815-4796 .



**WARNING:** 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 material, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 ft. (0.9 meters) from the front of the heater and keep them away from the sides and rear.



**WARNING:** Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.



**WARNING:** Always unplug the heater when not in use.



**WARNING:** 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 the heater to an authorized service facility for examination, electrical or mechanical adjustment, or repair.



**WARNING:** 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.



**WARNING:** 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.



**CAUTION:** While the heater is in use, the top center of the fireplace can get hot to the touch, and may cause serious injury or burns. Always supervise small children around the fireplace/heater. Do not place any cloth or decorations over the heater outlet of the fireplace, or otherwise obstruct the heater outlet of the fireplace, as this may cause a fire and serious injury may result.

# Safety Information (continued)

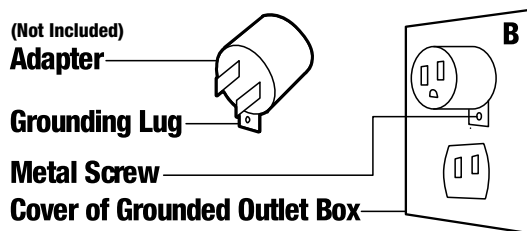
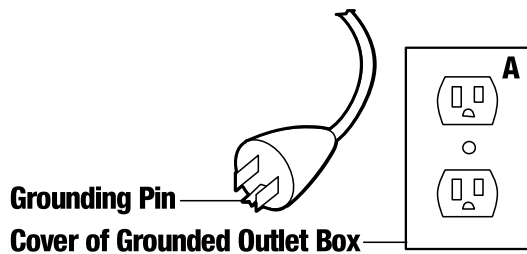
## GROUNDING INSTRUCTIONS



**DANGER:** Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product. If it will not fit the outlet, have a proper outlet installed by qualified electrician.

This product must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

This heater is for use on 120 volt circuits and has a grounded plug. An adapter is available from your local electronics store or online supplier 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.

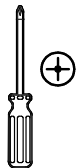


# Pre-installation

## ELECTRICAL SPECIFICATIONS


- **Voltage:** 120 VAC, 60 Hz
- **Watts:** 1400 Watts

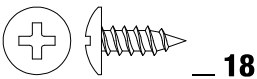
## TOOLS REQUIRED



Phillips  
Screwdriver  
(Not provided)

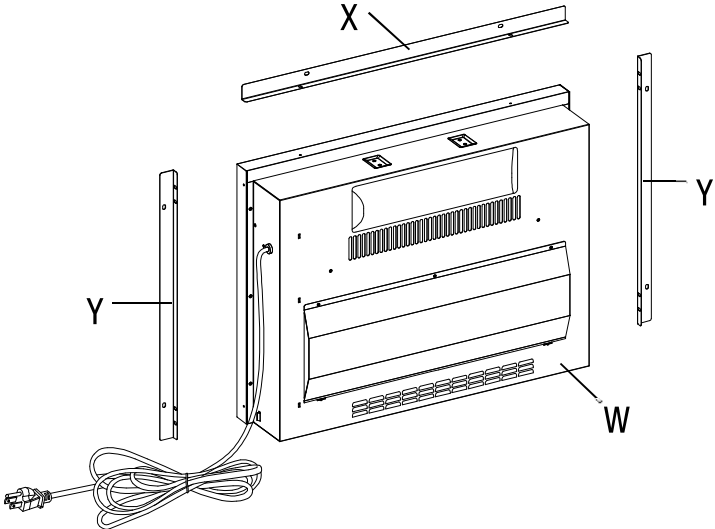
## HARDWARE INCLUDED

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




Part	Description	Quantity
18	Screw	12 + 3 extra

## PACKAGE CONTENTS



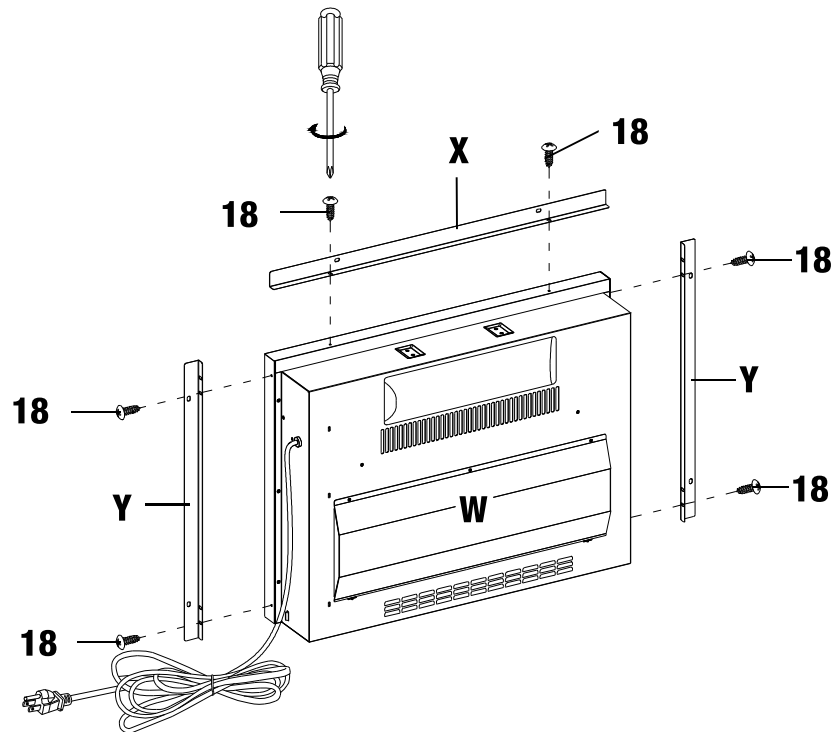
Part	Description	Quantity
W	Fireplace Insert	1
X	Top Trim	1
Y	Side Trim	2

 **CAUTION:** This insert has front panel made of GLASS! ALWAYS use extreme caution when handling glass. Failure to do so could result in personal injury or property damage.

# Assembly

## 1 Attaching the metal trims

- Fasten the top trim (X) to the top of the fireplace insert (W) with two screws (18). Make sure that the right angle side points towards the front of the unit.
- Align and attach two side trims (Y) to both sides of the fireplace insert (W) respectively with the right angle side facing the front of the unit, using two screws (18) per trim.

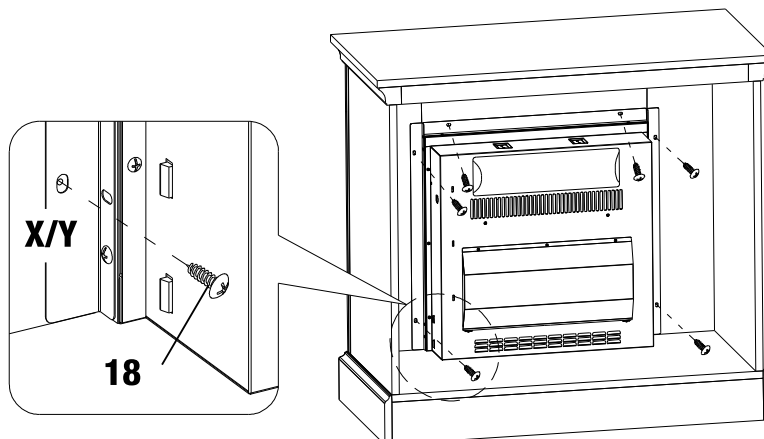


## 2 Installing the fireplace insert

- Carefully set the fireplace insert (W) into the back of the mantel and center it in the opening. Use care not to scratch the wood. Check the alignment, and then attach the fireplace insert (W) to the mantel by inserting the screws (18) through the drilled holes on the trims (X and Y) and securely screw into place using a Phillips screwdriver.

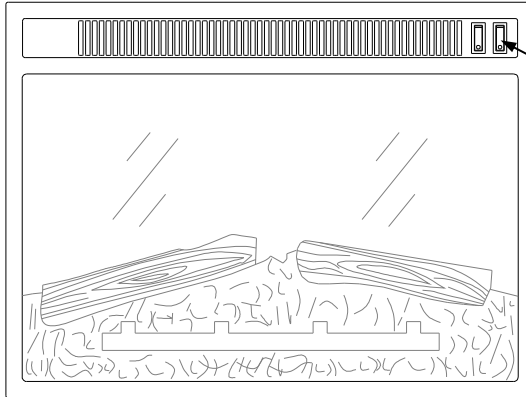


**NOTE: DO NOT attempt to install the insert from the front of the mantel - it will not fit.**



## Operation

- Read all instructions and warning prior to operating the appliance.
- Ensure that all controls are in the “OFF” position before plugging the appliance in to a properly grounded electrical outlet.
- The main control panel is located behind the cover at the top right corner on the front.



Right: Fireplace ON / OFF  
Left: Heater ON / OFF

## Troubleshooting

Problem	Solution
The unit does not turn on.	<ul style="list-style-type: none"> <li>□ Check that the unit is fully plugged into a standard 120 V outlet.</li> <li>□ Press the power button on the control panel.</li> </ul>
The unit is on, but there is no flame effect.	<ul style="list-style-type: none"> <li>□ Open the back panels to check if the flame spindle has fallen off from the spindle motor.</li> </ul>
There is a visible flame effect, but the heater does not continue to blow warm air after repeatedly turning on the heater.	<ul style="list-style-type: none"> <li>□ Turn on/off the heater button several times to make sure it is in the “ON” position.</li> </ul>
The heater does not work, but the power and heater switches are in the “ON” position.	<ul style="list-style-type: none"> <li>□ Turn off fireplace and unplug the unit from the wall outlet for 5 minutes. After 5 minutes plug the unit back into the wall outlet, and operate as normal. Make sure that no objects are blocking the air vents on the top and on the front of your fireplace.</li> </ul>