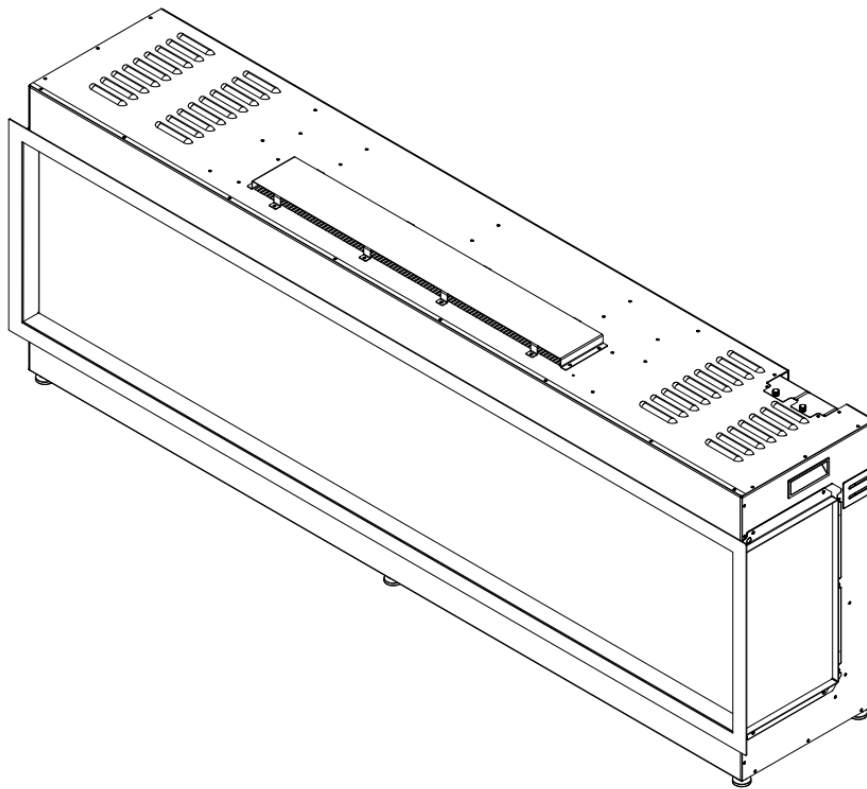


iléktró

MKIII ELITE USER INSTRUCTIONS AND INSTALLATION MANUAL



Version 1 09/07/25

Contents of manual may be updated without notice.

For the latest version of this manual please refer to our
website: www.paulagnewdesigns.com.au

IMPORTANT NOTE

THE HEATER OUTLET GRILLE BECOMES VERY HOT WHILST IN OPERATION. DO NOT COVER THE OUTLET GRILLE OR ANY PART OF THE APPLIANCE. FOR USE WITH 230V - 240V 50HZ ELECTRICITY SUPPLY ONLY. PLEASE READ THESE INSTRUCTIONS CAREFULLY BEFORE INSTALLATION KEEP THE INSTRUCTIONS IN A SAFE PLACE. THEY WILL BE NEEDED WHEN MAINTENANCE OR SERVICING IS REQUIRED. THIS APPLIANCE MUST BE EARTHED.

PAUL AGNEW | **DESIGNS**

USER MANUAL CONTENTS

THIS MANUAL COVERS THE FOLLOWING MODELS ONLY:

1250 L, 1650 L, 2000 L, 2600 L
L - LANDSCAPE

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TERMS AND CONDITIONS WARRANTY

148 COCHRANES ROAD, MOORABBIN,
VICTORIA 3189

FULL TERMS AND CONDITIONS ARE DETAILED
IN THE WARRANTY STATEMENT ON THE
WEBSITE WWW.PAULAGNEWDESIGNS.COM.AU.

IN THE EVENT OF ANY CONFLICT OF
INFORMATION THE WORDING ON THE WEBSITE
SHALL PREVAIL. IMPORTANT NOTE: SHOULD
ANY PROBLEMS BE EXPERIENCED WITH YOUR
PRODUCT, CLAIMS MUST FIRST BE SUBMITTED
TO THE RETAILER WHERE THE APPLIANCE
WAS PURCHASED FROM WHO WILL OFFER
IMMEDIATE ASSISTANCE.

REGISTRATION NUMBER:
IN ACCORDANCE WITH EUROPEAN DIRECTIVE
2012/19/ EU, WASTE ELECTRICAL AND
ELECTRONIC EQUIPMENT (WEEE) MUST NOT
BE DISPOSED OF WITH HOUSEHOLD WASTE.
AT THE END OF ITS USEFUL LIFE PLEASE TAKE
THIS PRODUCT TO AN APPROPRIATE
RECYCLING CENTRE OR COLLECTION POINT.
YOU CAN FIND

YOUR NEAREST RECYCLING CENTRE BY USING
THE BANK LOCATOR AT
WWW.RECYCLE-MORE.CO.UK FOR UK
CUSTOMERS,
WWW.ACOR.ORG.AU FOR AUSTRALIA
CUSTOMERS
WWW.WEEEIRELAND.IE FOR CUSTOMERS
IN THE REPUBLIC OF IRELAND, OR BY
CONTACTING YOUR LOCAL AUTHORITY



BOX CONTENTS

PLEASE CHECK THAT THE FOLLOWING COMPONENTS ARE INCLUDED WITHIN THE BOX. IF ANYTHING IS MISSING OR DAMAGED, PLEASE CONTACT THE RETAILER AND DO NOT USE THE APPIANCE UNTIL YOU HAVE EVERYTHING.

- ☒ APPLIANCE WITH TRAILING LEAD WITH MOULDED 13AMP
- ☒ PLUG REMOTE CONTROLHANDSET AND BATTERIES.
- ☒ FIXING BRACKETS/SIDE PLATE BEADS.
- ☒ INSTRUCTION MANUAL.
- ☒ LOG SET.
- ☒ GLASS REMOVAL SUCTION PAD(S).
- ☒ MAGNET TOOL.
- ☒ BLACK VERMICULITE AND PINE BARK
- ☒ BLACK CRYSTALS.
- ☒ 4KW JUMPER WIRE

IMPORTANT SAFETY INFORMATION!

WARNING

When using electrical appliances basic precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

- Read all instructions before using this heater.
- This heater is hot when in use. To avoid burning, do not touch hot surface. If provided, use handles when moving this heater. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 1 m from the front of the heater and keep them away from the sides and rear. In order to avoid overheating, do not cover the heater.
- Extreme caution is necessary when any heater is used near children or the infirm and whenever the heater is left operating and unattended.
- If leaving for an extended period, it is suggested that you turn the power off to the unit.
- Do not operate any heater with a damaged cord or plug or after the heater malfunctions, has been dropped damaged in any manner, return heater to authorized service facility for examination, electrical or mechanical adjustment, or repair.
- Indoor use only, do not use outdoors.
- 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.
- Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Arrange cord away from traffic area and where it will not be tipped over.
- To disconnect heater, turn controls to off, then remove plug from outlet.
- Do not inset or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.
- 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.
- A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, or flammable liquids are used or stored.
- Use this heater only as describes in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.
- DANGER-HIGH Temperatures may be generated under certain abnormal conditions. Do not partially or fully cover or obstruct the front of this heater.
- Replacement of the lamps should be done only while the heater is disconnected from the supply circuit.
This appliance is not intended for use by persons (including children) with reduced physical, sensory or capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
- CAUTION: In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

1. PREPARATION

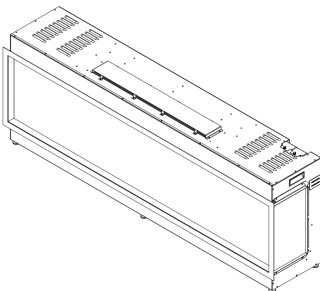
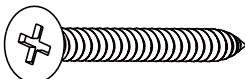


This product includes a **GLASS** panel ! Always use **extreme caution** when handling glass. Failure to do so could result in **personal injury or property damage**.

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.

Identification Parts and Hardware

 A – Fireplace	 B – Wood Screws	 C – Drywall anchors
	 D – Decorative Logs	
	 E – Decorative Crushed glass	 F – Remote Control
	 G – Metal Brackets	
 H – Pine Bark	 I – Vermiculite	 J – Gloves

HOW TO INSTALL YOUR APPLIANCE

2. GENERAL INSTALLATION

NOTE: INSTALLATION SHOULD BE CARRIED OUT BY A TRAINED INSTALLATION TECHNICIAN. **IF THE PRODUCT IS INSTALLED INCORRECTLY YOUR WARRANTY MAY BE INVALID.**

IT IS VERY IMPORTANT THAT THE AIR INLET GRILLES ON THE TOPSIDE AND BACK OF THE APPLIANCE ARE UNOBSTRUCTED AND ADEQUATE SPACE IS LEFT TO ALLOW FREE CIRCULATION OF AIR AROUND THIS AREA.

TOOLS REQUIRED

A SCREWDRIVER, SPIRIT LEVEL, SPANNER M5 8mm, M4 7mm AND DRILL MAY BE NEEDED.

UNPACKING THE FIREPLACE

WARNING! DO NOT USE THIS APPLIANCE IF ANY PART HAS BEEN EXPOSED TO WATER. IMMEDIATELY CALL A QUALIFIED SERVICE TECHNICIAN TO INSPECT AND TO REPLACE ANY PART OF THE ELECTRICAL SYSTEM IF NECESSARY.

- CAREFULLY UNPACK THE APPLIANCE. TAKE CARE NOT TO DAMAGE THE SURFACE OF THE APPLIANCE OR THE INSTALLATION AREA. KEEP PLASTIC WRAPPING AWAY FROM CHILDREN. BE RESPONSIBLE WHEN HANDLING THE PACKING MATERIALS.
- CHECK ALL PARTS AND ACCESSORIES ARE REMOVED BEFORE DISPOSING OF ANY PACKAGING.
- IF NECESSARY, KEEP THE ORIGINAL PACKAGING FOR FUTURE TRANSPORT AND/OR STORAGE.

FITTING THE APPLIANCE

TAKE CARE WHEN LIFTING THE APPLIANCE, OBTAIN ASSISTANCE IF REQUIRED AND ALWAYS FOLLOW SAFE MANUAL HANDLING TECHNIQUES.

WHEN IN DOUBT CONSULT YOUR RETAILER OR SUITABLY QUALIFIED PERSON.

INSTALLATION OPTIONS

PLEASE DISCUSS THIS WITH YOUR RETAILER

MODELS 1250L 1650L 2000L 2600L
LANDSCAPE MODELS SHOULD BE INSTALLED AS PER THE INSTALLATION SPECIFICATION SHEET.

IF YOU ARE IN DOUBT WHICH INSTALLATION OPTION IS RIGHT FOR YOU CONTACT YOUR RETAILER.

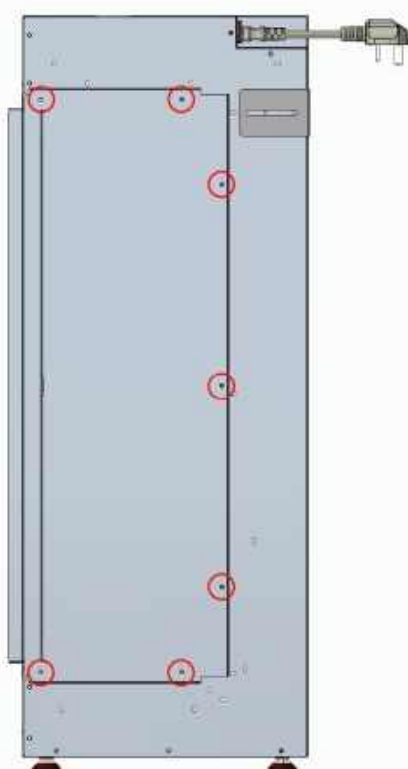
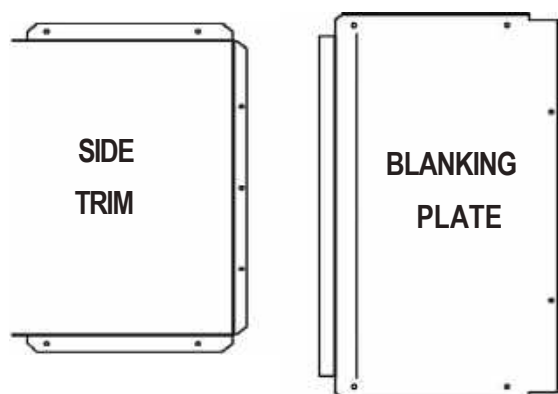
HOW TO INSTALL YOUR APPLIANCE

3. CONFIGURING YOUR WINDOW

THE CONFIGURATION OF THE APPLIANCE MUST BE COMPLETED BY A QUALIFIED INSTALLATION TECHNICIAN.

THE APPLIANCE COMES FITTED WITH BOTH A BLANKING PLATE AND A SIDE TRIM.

BY USING A COMBINATION OF THESE PARTS, THE APPLIANCE CAN BE CONFIGURED TO ANY GLASS ARRANGEMENT



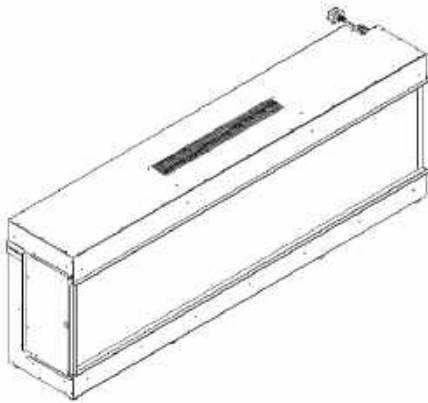
LOCATE THE BLANKING PLATE MOUNTING SCREWS ON EITHER SIDE OF THE APPLIANCE. AS SHOW ON THE IMAGE BELOW.

- REMOVE THE 7 SCREWS USING THE CORRECT SCREWDRIVER.
- RETAIN THE SCREWS FOR RE-ASSEMBLY.
- IF YOU ARE BUILDING THE APPLIANCE AS A BAY WINDOW. REMOVE BOTH THE BLANKING PLATE AND THE SIDE TRIM. REPLACE JUST THE BLANKING PLATE USING THE ORIGINAL SCREWS INTO THE ORIGINAL MOUNTING HOLES. X6
- IF THE APPLIANCE IS BEING CONFIGURED AS A LEFT HAND, RIGHT HAND OR FRONT GLASS ONLY. REMOVE THE SIDE TRIM FROM THE BLANKING PLATE AND REPLACE THE SCREWS LEAVING THE BLANKING PLATE ON THE CHOSEN SIDE.

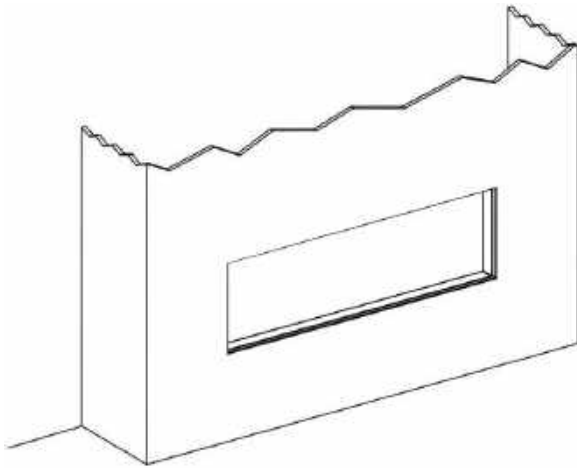
CONVERSION OPTIONS AS FOLLOWS:

- **OPTION 1 - GF VERSION:** HEATER UNIT WITH 2 BLANKING PLATES
- **OPTION 2 - GF2L VERSION:** HEATER UNIT WITH 1 BLANKING PLATE AND 1 SIDE TRIM
- **OPTION 3 - GF2R VERSION:** HEATER UNIT WITH 1 BLANKING PLATE AND 1 SIDE TRIM
- **OPTION 4 - GF3 VERSION:** HEATER UNIT WITH 2 SIDE TRIMS

OPTION 1 - GF VERSION (BLANKING PLATES ONLY)

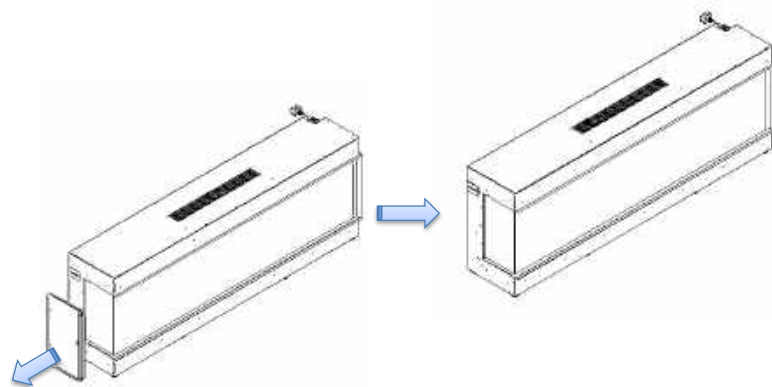


OPTION 1 -GF AFTER INSTALLATION (REFERENCE ONLY)

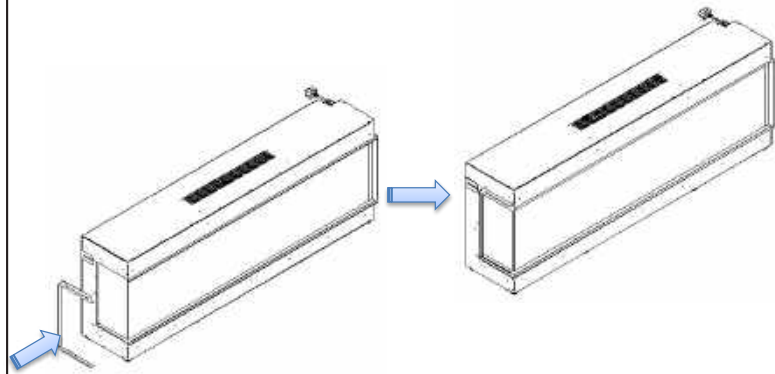


CONVERSION OPTION 2 & 3 - GF2L & GF2R (1 BLANKING PLATE & 1 SIDE TRIM)

STEP 1

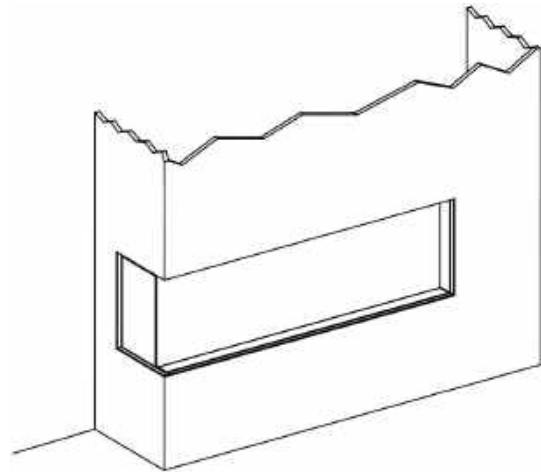


STEP 2

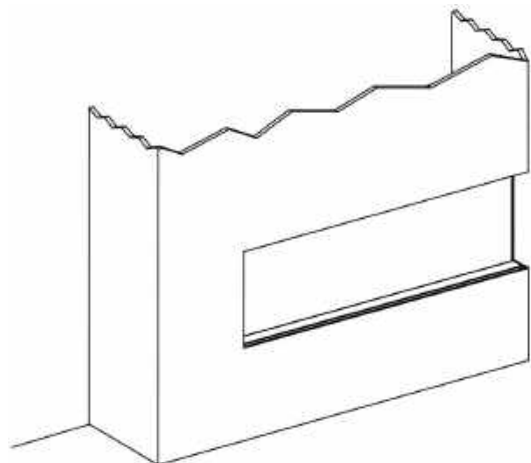


OPTION 2 - GF2L AFTER INSTALLATION (REFERENCE ONLY)

Note: Black film to be removed from the side glass (See through side) Example: only on the left side glass in GF2L. Refer **page 21** for more details.

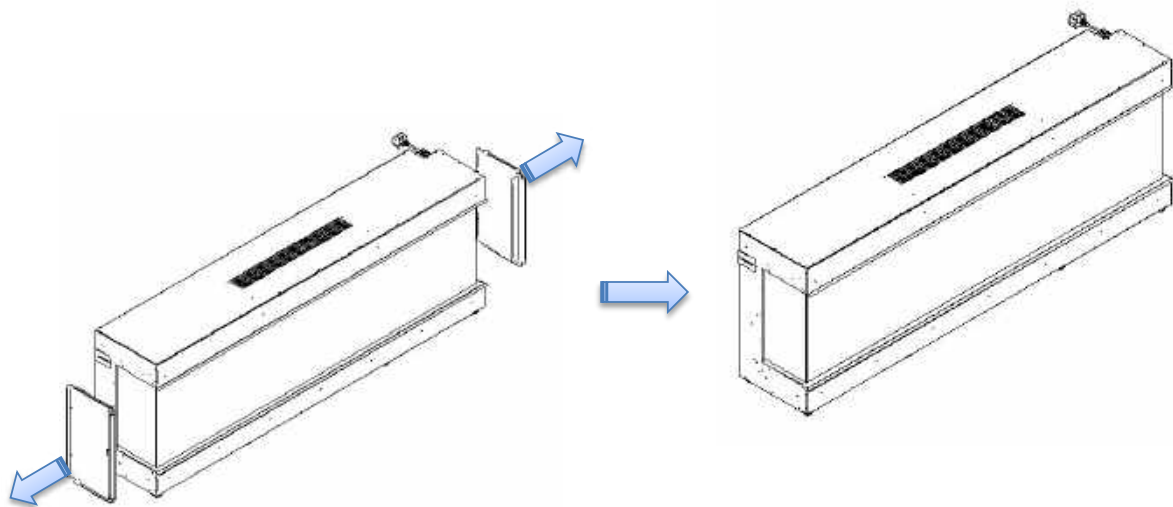


OPTION 3 - GF2R AFTER INSTALLATION (REFERENCE ONLY)

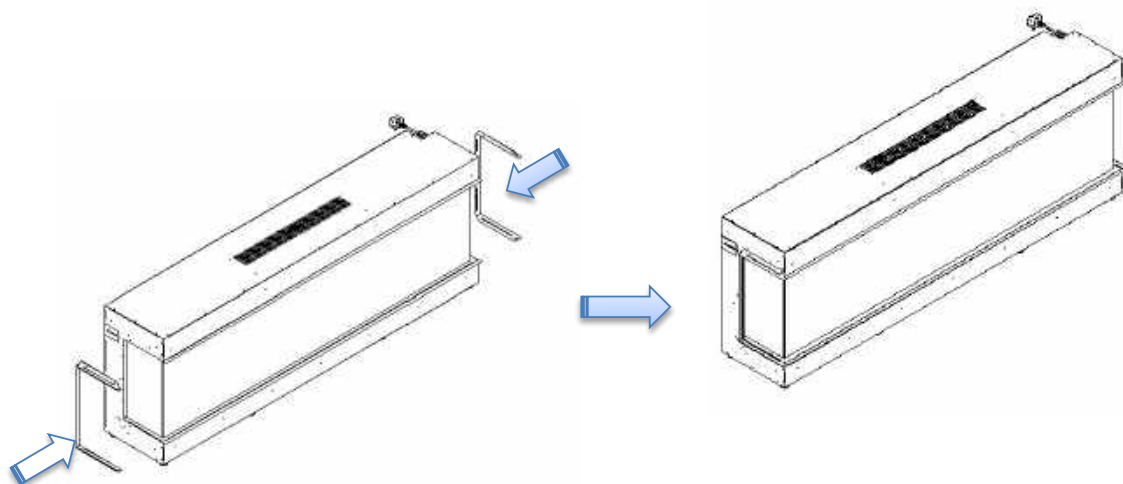


CONVERSION OPTION 4 - GF3 (SIDE TRIMS ONLY)

STEP 1

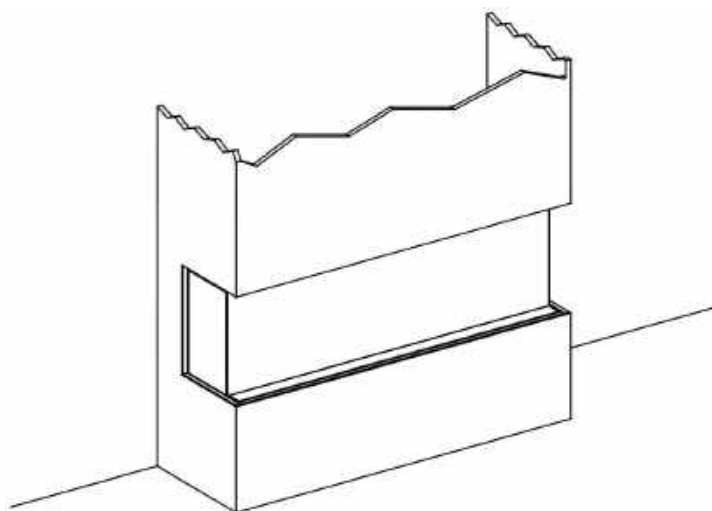


STEP 2



OPTION 4 - GF3 AFTER INSTALLATION (REFERENCE ONLY)

Note: Black film to be removed from the side glass (See through sides).
Refer [page 21](#) for more details.



WALL MOUNTING

1. Refer to the diagram above to remove the screws at the bottom of the wall mounted bracket. **Fig.23**
2. Install the wall mounted bracket on the wall and hang the machine inside the wall mounted bracket. **Fig.24**
3. If you are worried about the machine falling off, you can refer to the first step to lock the bottom screw back in place.

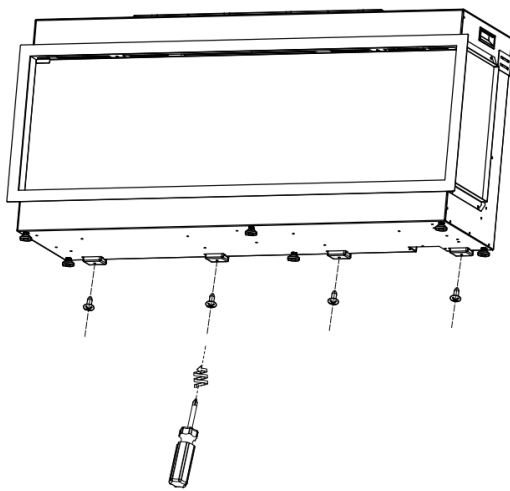


Fig.23

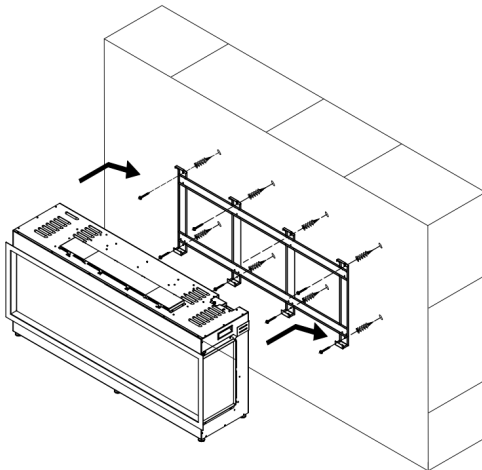


Fig.24

HOW TO REMOVE BLACK FLIM FROM SIDE GLASS

THE CONFIGURATION OF THE APPLIANCE MUST BE COMPLETED BY A QUALIFIED INSTALLATION TECHNICIAN.

THE APPLIANCE SIDE GLASSES COMES WITH PEAL OFF BLACK FLIM.

TO GIVE BETTER REFLECTION OF THE FLAME ON THE SIDES.

ADVISED TO BE ON BOTH SIDE GLASS FOR GLASS FRONTED VERISON (GF), WHILE ON RIGHT SIDE ONLY IN GF2R VERSION AND ONLY LEFT SIDE IN GF2L VERSION.

HOW TO INSTALL YOUR APPLIANCE

4. INSTALLATION

POSITIONING YOUR APPLIANCE

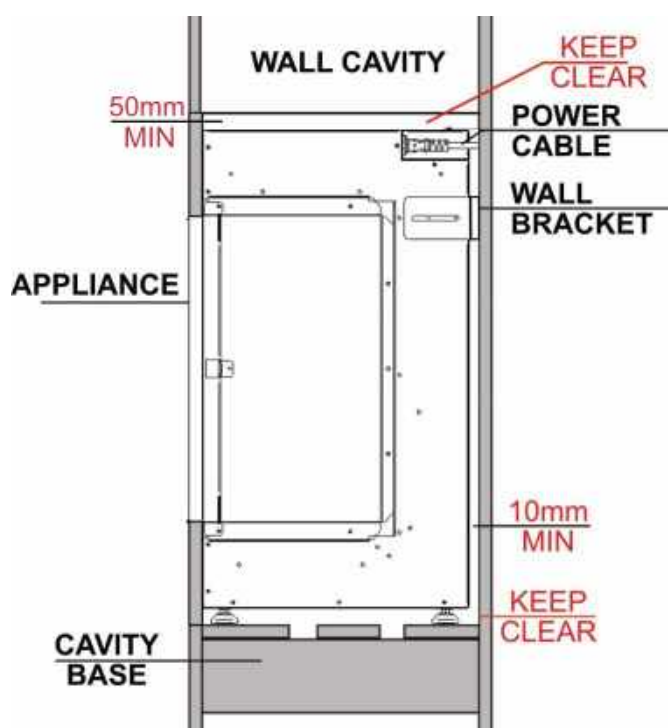
- YOUR NEW APPLIANCE MAY BE INSTALLED VIRTUALLY ANYWHERE IN YOUR HOME. HOWEVER, WHEN CHOOSING A LOCATION ENSURE THAT THE GENERAL INSTRUCTIONS ARE FOLLOWED.
- THE POSITIONING OF THE APPLIANCE SHOULD IDEALLY BE FITTED INTO/ ONTO A FLAT WALL OF BLOCK/BRICK CONSTRUCTION OR AN INTERNAL WOODEN FRAME PLASTER BOARD WALL. NO FIXINGS ARE PROVIDED WITH YOUR APPLIANCE. PLEASE SEEK ADVICE FROM YOUR RETAILER REGARDING FIXING METHODS, BASED ON YOUR CHOSEN INSTALLATION POSITION AND YOUR WALL MATERIAL.
- ALWAYS ENSURE THE APPLIANCE IS ADEQUATELY SUPPORTED AND SITS ON A FIRM STRUCTURE WHEN MOUNTING ABOVE FLOOR LEVEL.
- IF THE POWER CORD IS DAMAGED, IT MUST BE REPAIRED BY THE MANUFACTURER, ITS AUTHORIZED SERVICE CENTRE OR PROFESSIONAL PERSON.
- ENSURE THAT CURTAINS AND FURNITURE ARE NOT POSITIONED CLOSE TO THE CHOSEN POSITION, AS THIS WOULD CREATE A POTENTIAL FIRE HAZARD OR BLOCK THE HEATER OUTLET DUCTS. FOR BEST RESULTS, INSTALL OUT OF DIRECT SUNLIGHT.
- THE APPLIANCE SHOULD IDEALLY BE LOCATED CLOSE TO A SUITABLE MAINS SOCKET TO ENABLE CONNECTION. THE ELECTRICAL SOCKET MUST BE EASILY ACCESSIBLE TO ALLOW DISCONNECTION WHEN THE APPLIANCE IS FITTED.
- WARNING! IF THE ELECTRICAL SOCKET IS NOT ACCESSIBLE ONCE THE APPLIANCE HAS BEEN INSTALLED THEN A QUALIFIED ELECTRICIAN WILL NEED TO INSTALL AN ISOLATION SWITCH.
- WARNING! KEEP ANY FURNISHINGS OR COMBUSTIBLE MATERIALS AT LEAST 1m FROM THE FRONT OF THE ELECTRIC FIREPLACE.

HOW TO INSTALL YOUR APPLIANCE

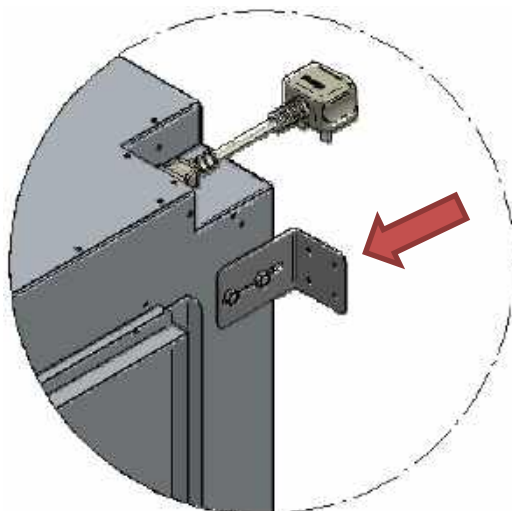
4. INSTALLATION

POSITIONING YOUR APPLIANCE

- DO NOT INSULATE OR PACK YOUR APPLIANCE INTO ITS LOCATION. FOR THE HEATER AND FLAME AFFECT TO FUNCTION IT REQUIRES CIRCULATION OF AIR
- THE APPLIANCE SHOULD BE LOCATED ON A FLAT FLOOR OR SURFACE.
- IF INSTALLED INSIDE A WALL CAVITY ENSURE THE BASE CONSTRUCTED FOR THE APPLIANCE IS LEVEL AND CLEAR OF OBJECTS TO ALLOW AIR FLOW
- IN ALL INSTALLATION SCENARIOS ENSURE THE WALL MOUNTING BRACKETS ARE USED TO SECURE THE APPLIANCE
- FOR VENTILATION AND NORMAL FUNCTION OF THE APPLIANCE ENSURE A 10mm MINIMUM GAP EXISTS BETWEEN THE BACK OF THE APPLIANCE AND THE WALL THE APPLIANCE IS FIXED TO.



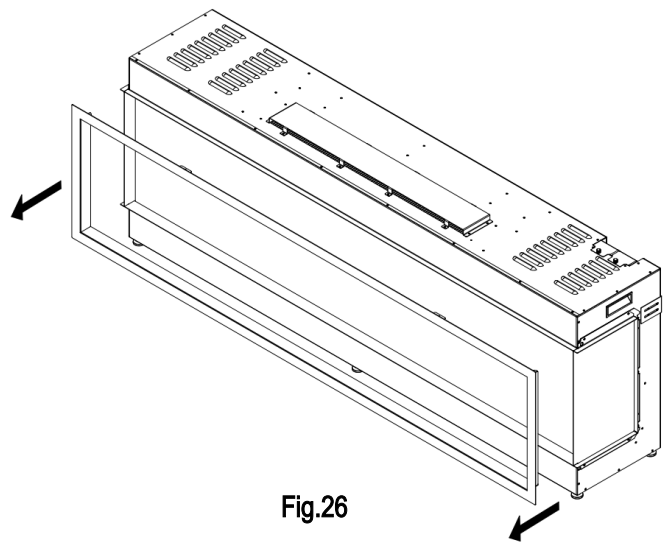
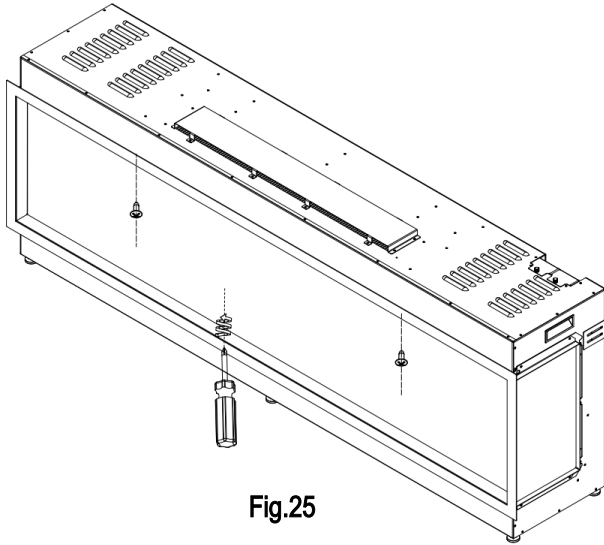
- REMOVE THE WALL BRACKET SCREWS AND ROTATE THE BRACKET AND ROTATE AS SHOWN IN THE IMAGE BELOW
- REATTACH THE BRACKETS AS SHOWN SO THEY ARE FLAT AGAINST THE FIXING WALL AND ALIGN WITH THE MOUNT HOLES ON YOUR APPLIANCE. RETURN THE BRACKET SCREWS LOOSELY



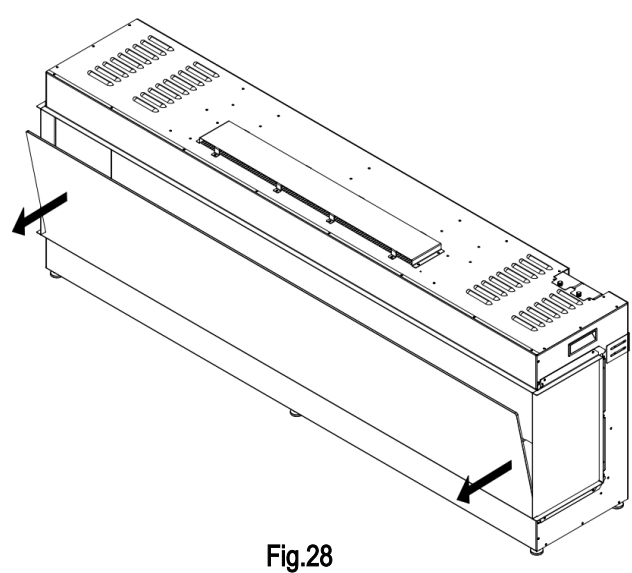
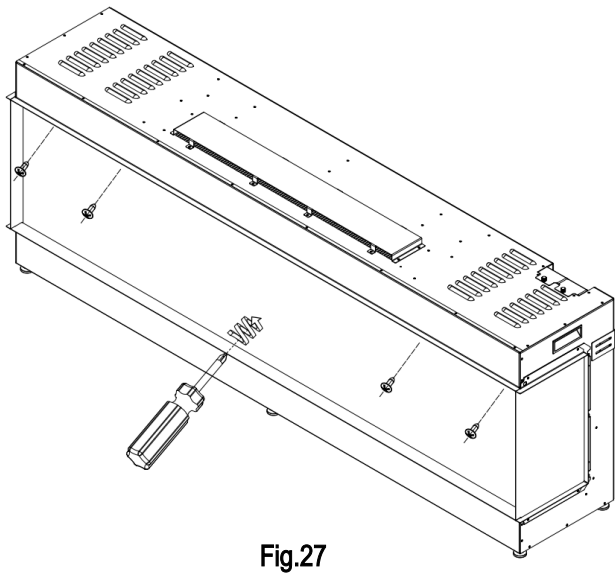
- NOTE: NO FIXTURES ARE SUPPLIED TO SECURE THE APPLIANCE TO THE CHOSEN WALL. ENSURE AN APPROPRIATE FIXING METHOD IS USED DEPENDING ON THE CONSTRUCTION MATERIAL OF THE WALL.
- WHEN INSTALLING INTO A WALL CAVITY SPACE, A STUD WORK ENCLOSURE SHOULD BE BUILT TO HOUSE THE APPLIANCE. SEE FRAME OUT BUILD SHEET OR CONTACT THE RETAILER FOR FURTHER INFORMATION.
- FINISH THE ENCLOSURE IN THE CHOSEN MATERIAL ENSURING PANELS ARE PUSHED UP-TO THE EDGE FRAME LEAVING THE EDGE RETURNS VISIBLE.
- ENSURE THAT CURTAINS, FURNISHINGS AND COMBUSTIBLE MATERIALS ARE NOT POSITIONED CLOSER THAN 1 METRE TO THE HEATER AS THIS COULD CREATE A POTENTIAL FIRE HAZARD.
- IF YOUR APPLIANCE IS NOT LEVEL WHEN INSTALLED THE GLASS CORNER FIT WILL BE MISALIGNED.

5. LOG BED INSTALLATION

1. Remove the outer trim. Fig.25, Fig.26

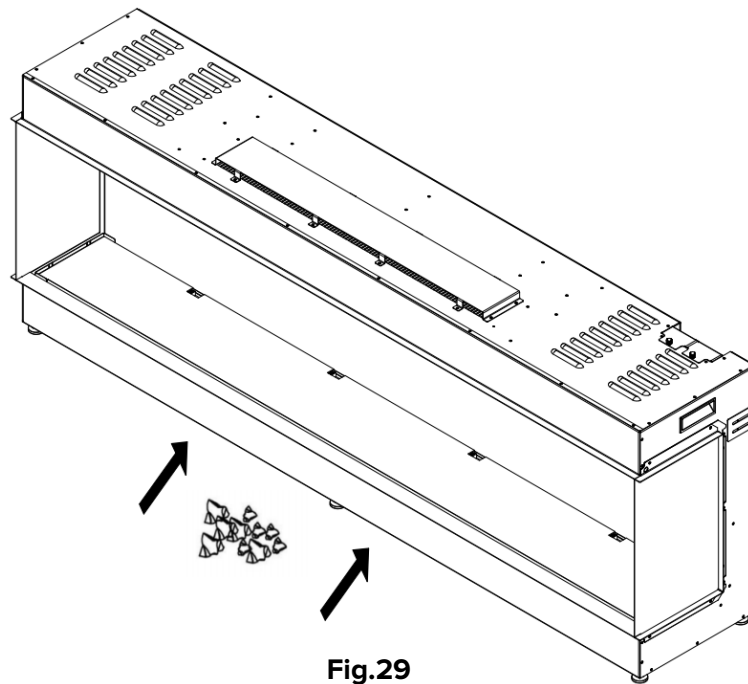


2. Use a screwdriver to remove the four screws. Fig.27



3. Please have two people remove the glass panel and carefully move it to a clean area to avoid scratching.
Fig.28

4. Carefully place the crushed glass embers (E) into the bottom tray on the front of the appliance as illustrated Figure 29. Apply an even layer from side to side.



5. Put the drift wood logs on the surface of all crushed glass and black vermiculite. **Fig.30**



Fig.30

6. After placing the all decorative media, insert the glass panel back and fasten screws.

6. KW INSTALLATION OPTION

This fireplace range offers installers the choice between 2 kW plug-in and 4 kW hard-wired installation options to suit various home requirements. It includes advanced features for ease of use, safety, and modern aesthetics. Please read this manual carefully before installation and operation.

SAFETY INFORMATION

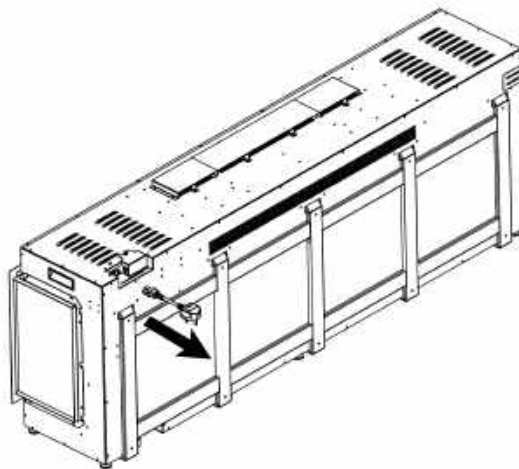
- Installation and wiring must be performed by a qualified electrician.
- Disconnect the power supply before servicing or cleaning.
- Maintain required clearances from combustable materials.
- Do not operate the unit if the power cord or plug is damaged.
- Indoor use only.
- Ensure the unit is properly earthed.
- Never modify or bypass safety features.

PRODUCT OVERVIEW

The ELITE MKIII electric fireplace delivers powerful, safe, and efficient heating. Key features include flexible installation with 2 kW or 4 kW power modes, elegant landscape design in multiple sizes, realistic flame effects, safety shutter door, and user-friendly controls for heat output, flame brightness, and timer settings.

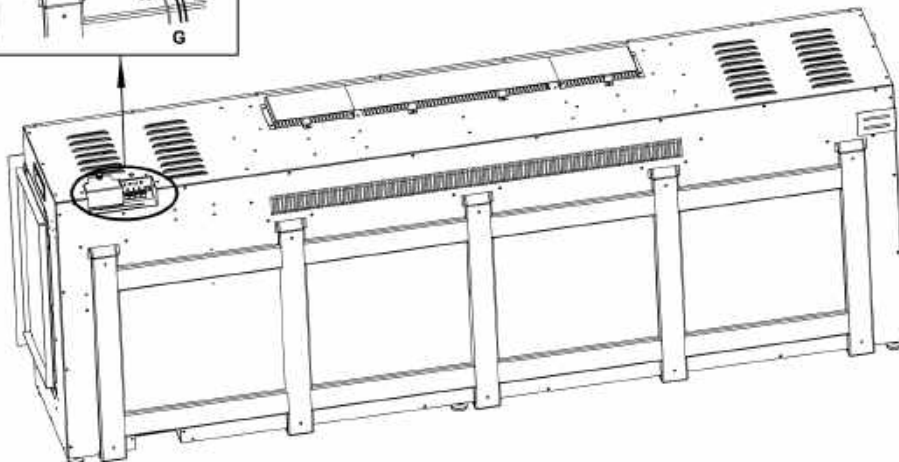
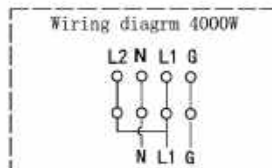
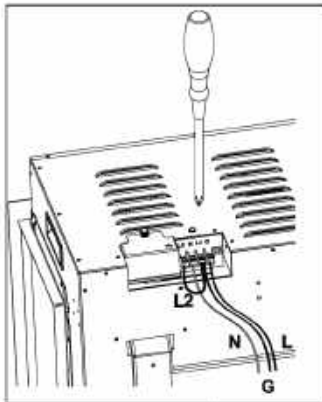
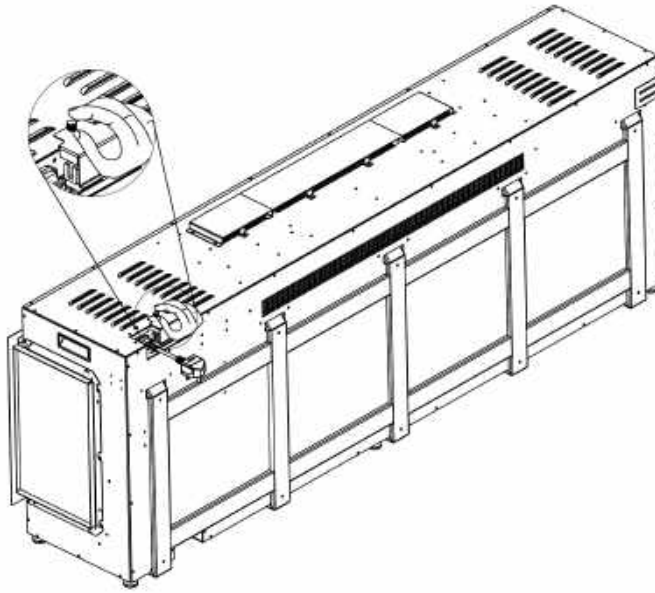
OPTION1: 2 kW PLUG-IN OPTION

- Easy, hassle-free installation.
- Delivers up to 2 kW heat output.
- Plugs directly into a standard 220-240 V wall socket.
- Ideal for renters or temporary installations.
- Integrated safety features prevent unauthorized access to hard-wiring terminals.



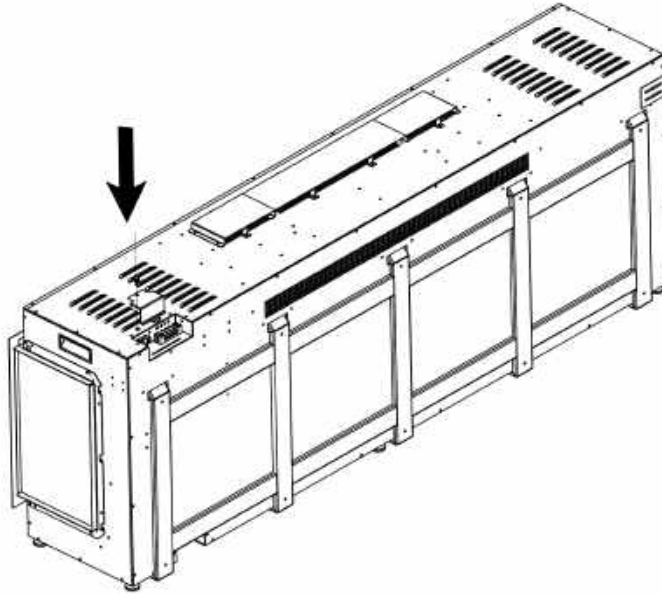
OPTION 2: 4 kW HARD-WIRE

- For maximum heating performance.
- Provides up to 4 kW heat output.
- Must be hard-wired to the main electrical supply by a licensed electrician.
- Complies with local electrical safety codes.
- Offers a permanent, robust connection suitable for high-demand use.



SAFETY SHUTTER DOOR DESIGN

For added protection, the ELITE MKIII features a shutter door system that prevents accidental or unauthorized access to live wiring terminals. In 2 kW mode, users see only the standard plug socket. For 4 kW installation, the installer removes screws and slides the door to the left to access the hard-wiring terminals, ensuring compliance with safety standards.



INSTALLATION INSTRUCTIONS

1. Decide on Power Configuration:

- Choose 2 kW or 4 kW based on heating needs.
- Ensure the chosen circuit can support the power level.

2. Access Wiring Compartment (for 4 kW):

- Remove screws securing the shutter door.
- Slide door left to expose terminals.
- Connect according to the wiring diagram.
- Verify connections and re-secure the door.

3. 2 kW Plug-In Setup:

- Ensure shutter door is closed
- Plug into a 220-240 V socket
- Test operation

7. 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 and serious injury**.

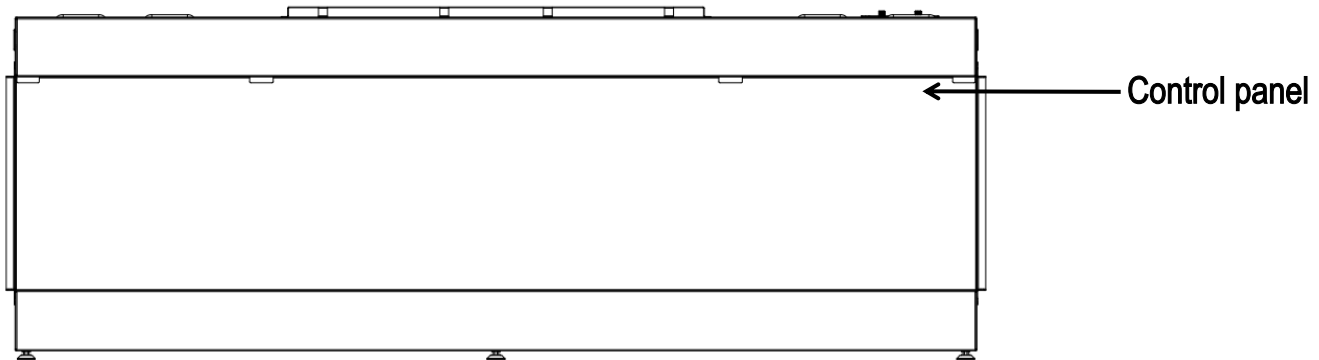
Power (2KW OPTION)

Plug the power cord into a 220-240 Volt grounded outlet (see **IMPORTANT SAFETY INFORMATION** on **Page 4**). 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. Refer page 16 for the 4KW installation.

Methods of Operation

This electric fireplace can be operated by the CONTROL PANEL, located on the upper right side of the fireplace (see below picture), or by the battery-powered REMOTE CONTROL.

Before operating, please review the **IMPORTANT SAFETY INFORMATION** on **Page 4**, and heed all warnings.



Control Panel Operation

BUTTON	FUNCTION	ACTION & INDICATION
	POWER	Turns the fireplace on/off.
	FLAME COLOR	Orange, red, yellow, orange-red, orange-yellow.

	HEATING	Turns the heater and blower on/off. Settings: HO-Heater and blower off F-Blower on H1-Low heat H2-High heat LO- Heater button can be locked or unlocked by holding the Heater button for 5 seconds.
	TIMER	Controls the timer. Settings: 00 30min 1h 2h 3h 4h 5h 6h 7h 8h



Remote Control Operation

BUTTON	FUNCTION	ACTION & INDICATION
	POWER	Turns the fireplace on/off.
	FLAME COLOR	Orange,red,yellow,orange-red,orange-yellow.

	FLAME BRIGHTNESS	Five flame brightness settings:F4-F3-F2-F1-F0
	HEATER	Turns the heater and blower on/off. Settings: H0 -Heater and blower off F-Blower on H1-Low heat H2-High heat NOTE: Heater button can be locked or unlocked by holding the Heater button for 5 seconds.
	TIMER	Controls the timer. Settings: 00 30min 1h 2h 3h 4h 5h 6h 7h 8h
	TEMPERATURE	Controls the temperature. Settings: 64 °F [18 °C] 66 °F [19 °C] 68°F [20°C] 70°F [21 °C] 72 °F [22°C] 74 °F [23°C] 76 °F [24°C] 78 °F [25°C] 80°F [26°C] 82°F [27°C] 84 °F [28°C] 86°F [29°C] 88°F [30°C]

	FLAME SPEED	Controls the speed of the flame. Settings: 1- slowest 2- (default) 3- fastest
	EMBER BED COLOR	Controls ember bed light settings. Total 10 colors for EMBER. When pressing with the 11 th time, the LED ember light will do auto-cycling (NOTE: It will take 15 seconds to switch between colors.)
	EMBER BED BRIGHTNESS	Controls the brightness of the ember bed light. Five flame brightness settings: b4-b3-b2-b1-b0
	TOP LIGHT COLOR	Controls the top light color settings. Total 10 colors for top light color.
	TOP LIGHT BRIGHTNESS	Controls the brightness of the top light. Five flame brightness settings: b4-b3-b2-b1-b0
	SOUND	Controls the sound settings. Four settings: S3-S2-S1-S0
	LOG LIGHT	Controls the log light color settings. Total 10 colors for top light color.
	LOG LIGHT BRIGHTNESS	Controls the brightness of the log light. Five flame brightness settings: b4-b3-b2-b1-b0

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 one **CR2025** battery (included).



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

8. 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.

9. 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
Fireplace turns off and will not turn on.	1. Fireplace has overheated and safety device 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.
Flame is not moving.	1. Loose wiring. 2. Flame motor defective. 3. Flame rod out of place.	1. Inspect wiring for loose connections. Call a 2. qualified service technician to replace flame motor. 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.
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. Push the flame button to high. 2.
Log set and/or ember is not glowing.	1. Wiring is loose. Ember is 2. in off mode.	1. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary. Ensure the ember button is pressed until 2. on high.
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. Aim 2. control at sensor located directly behind glass screen in center of unit just above logs. Replace remote control and/or 3. sensor.

Problem	Possible Cause	Solution
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. Reset 3. breaker.
Heater does not provide heat when turned on.	1. Thermal switch has been tripped. Wiring 2. is loose. 3. Heater is defective.	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. Disconnect from power source and 2. inspect wiring for loose connections and repair or replace if necessary. Replace heater. 3.
Touch panel / Remote Control do not work.	1. The front glass is moved or not secured properly.	1. Unplug the appliance, if the appliance is recessed to the wall, shut off house circuit breaker. Ensure the front glass is in the correct location and is sitting flat to the appliance touch panel. after 15 seconds, plug or turn on the appliance to reset it.

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.

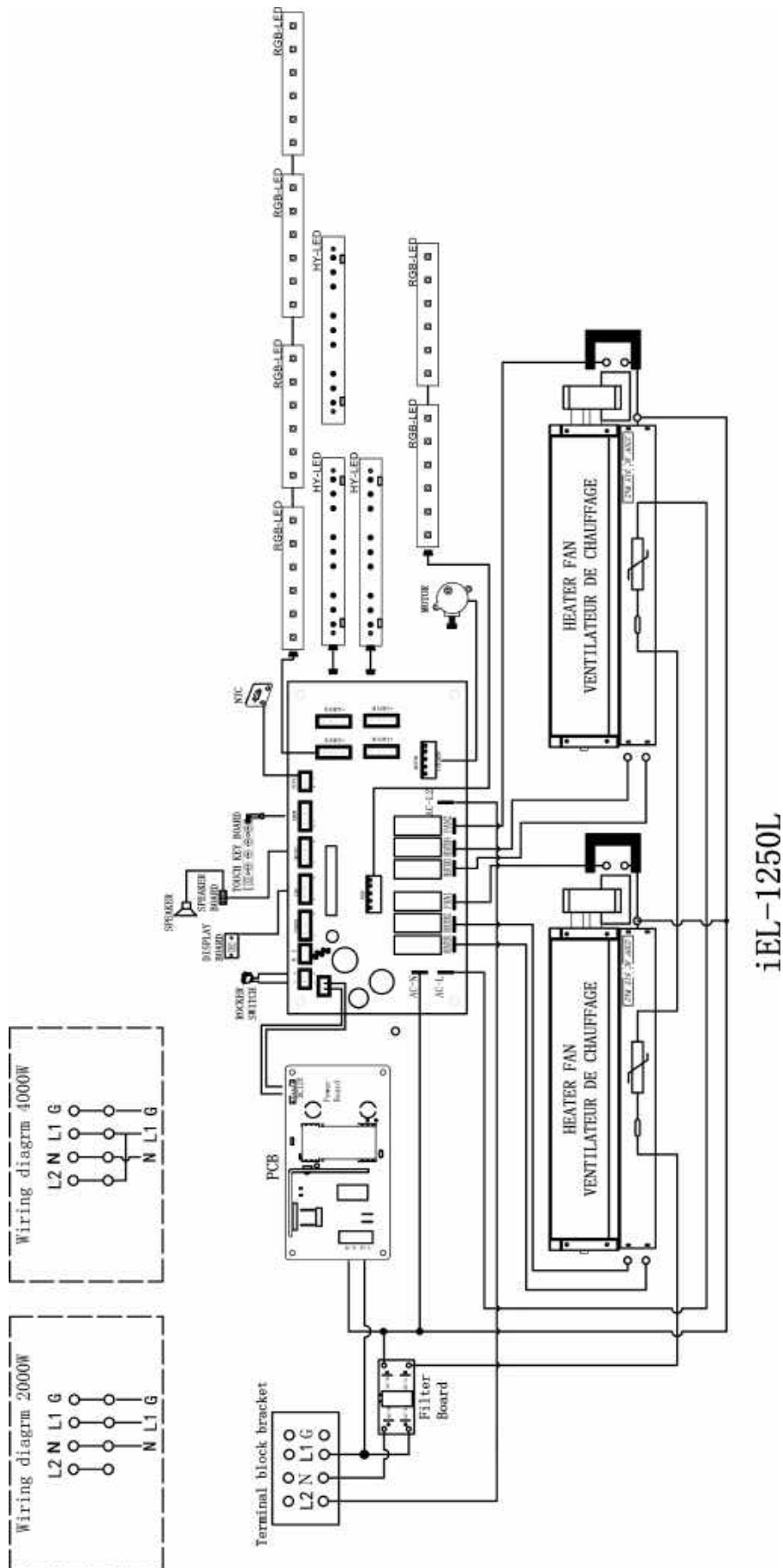
Once the bottom frame plate is removed, you will notice one flame motor on right side where the rod should be in place with the rubber plugs.

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 20-30minutes.

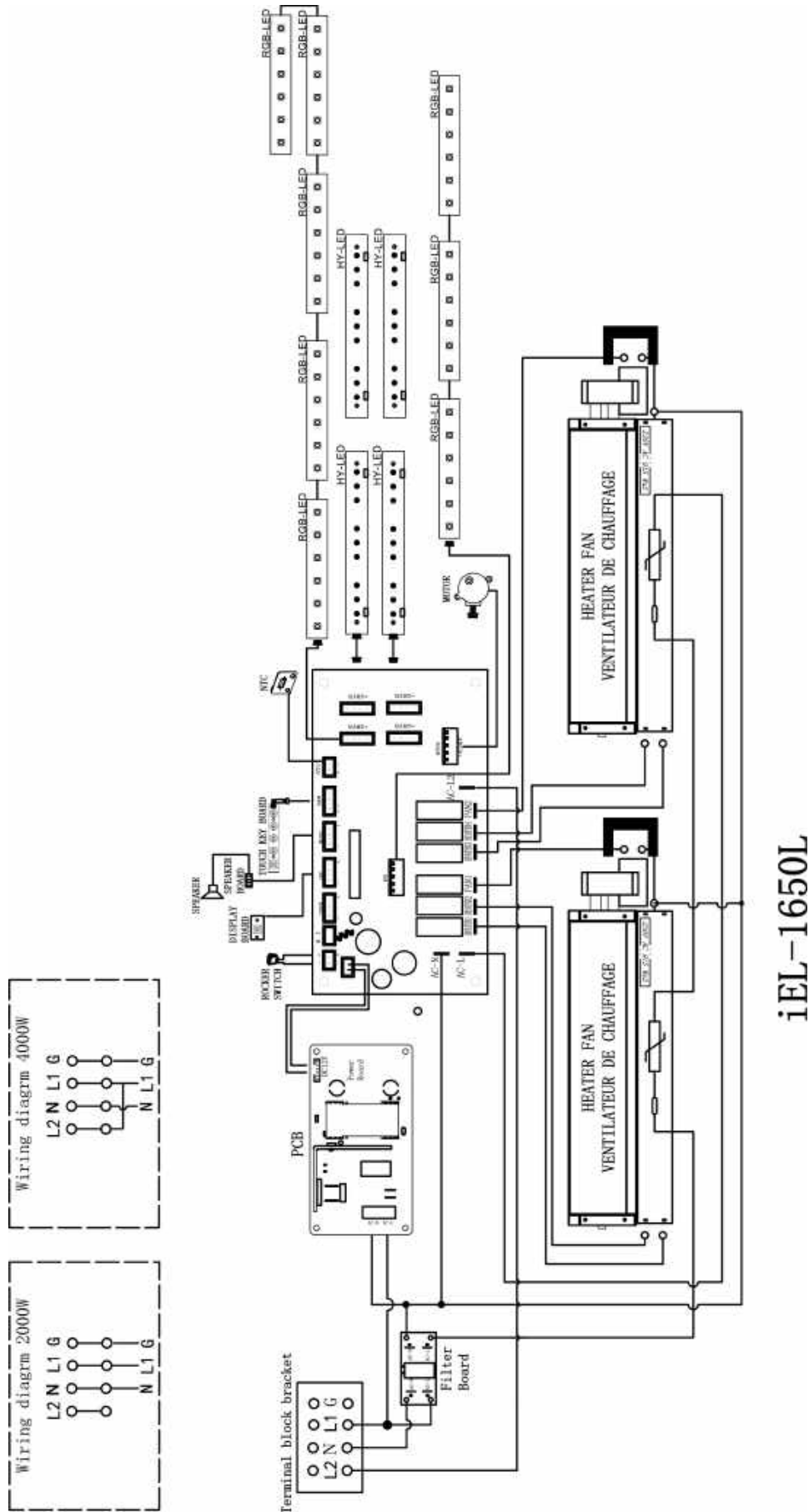
REFERENCE INFORMATION

10. WIRING DIAGRAM



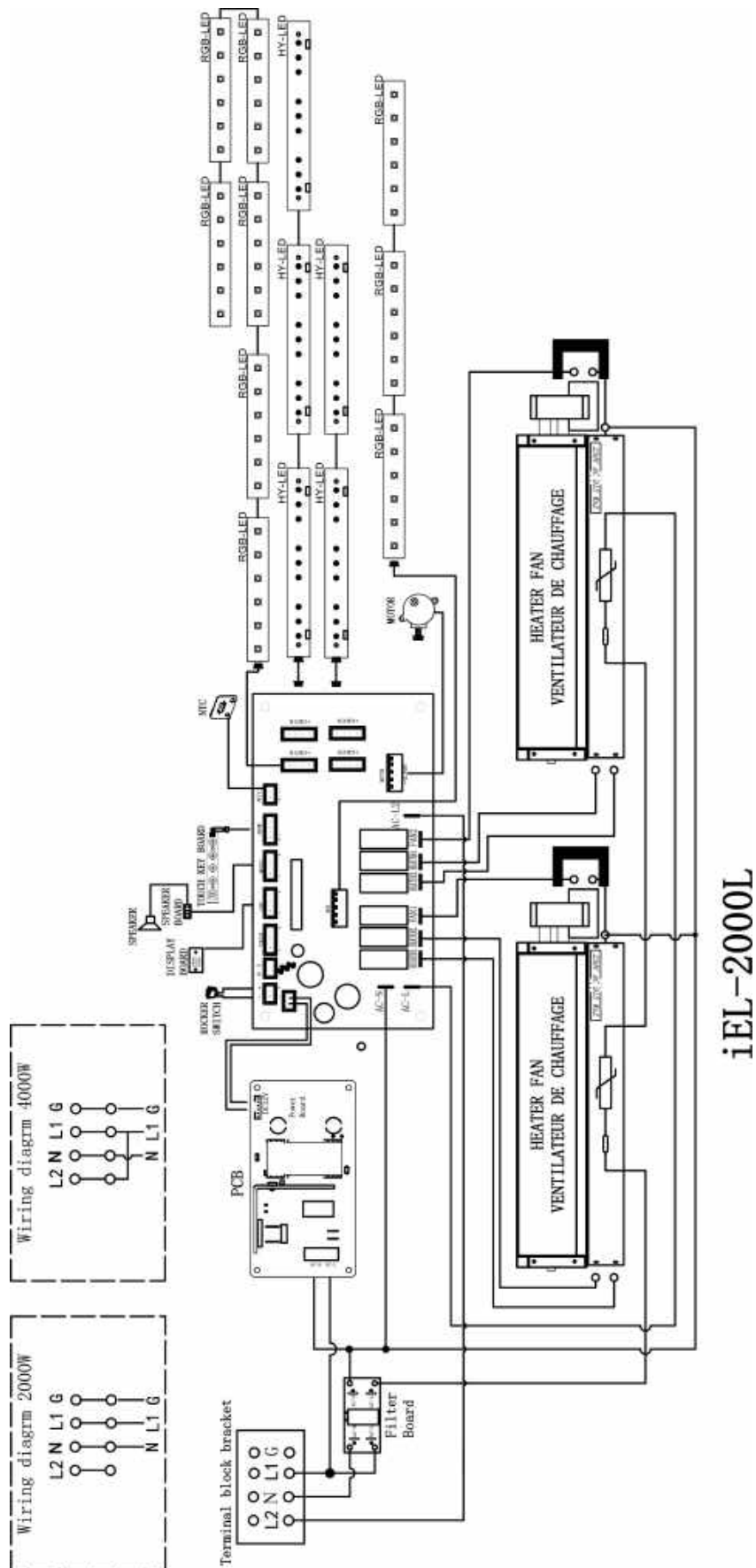
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10. WIRING DIAGRAM



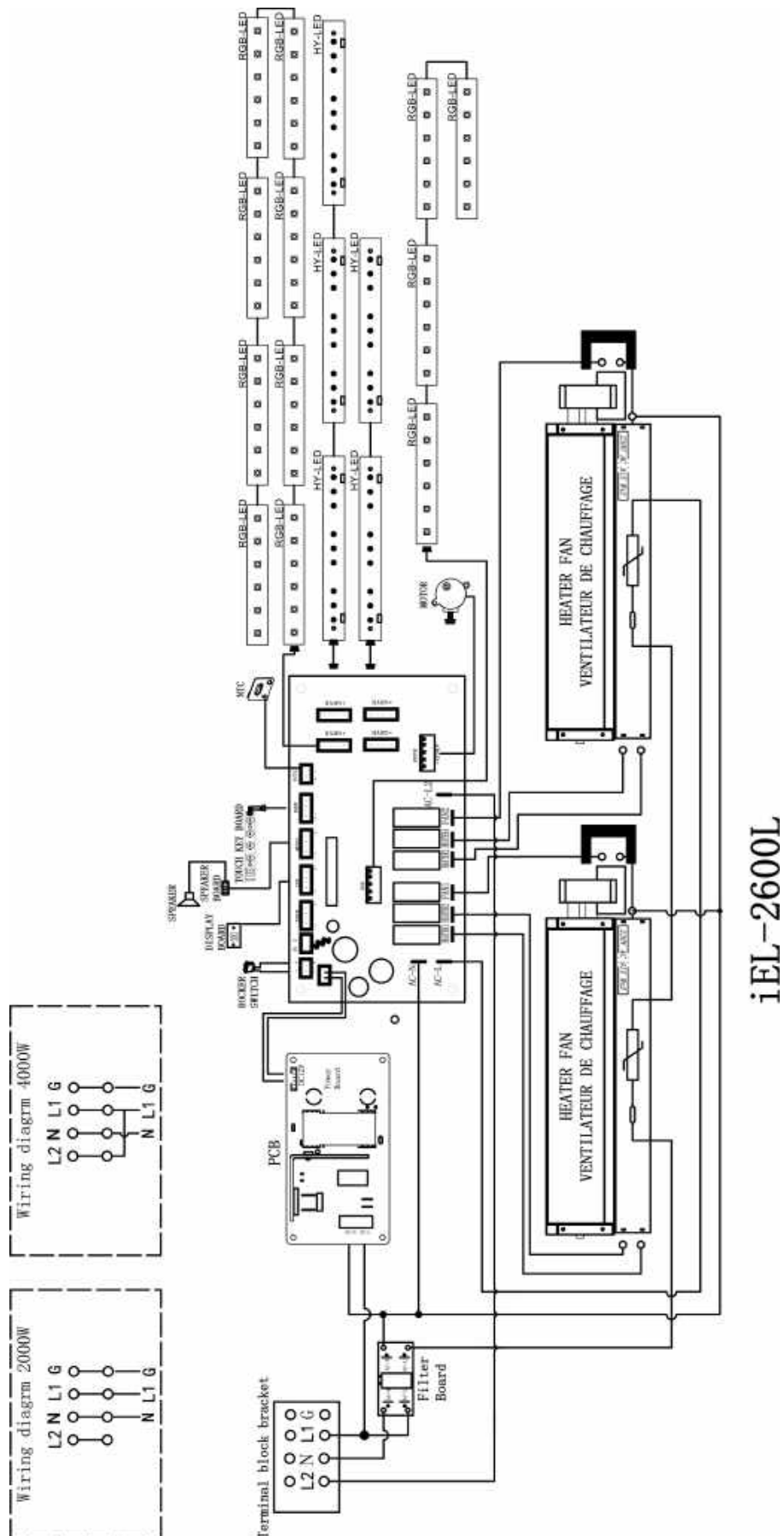
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10. WIRING DIAGRAM



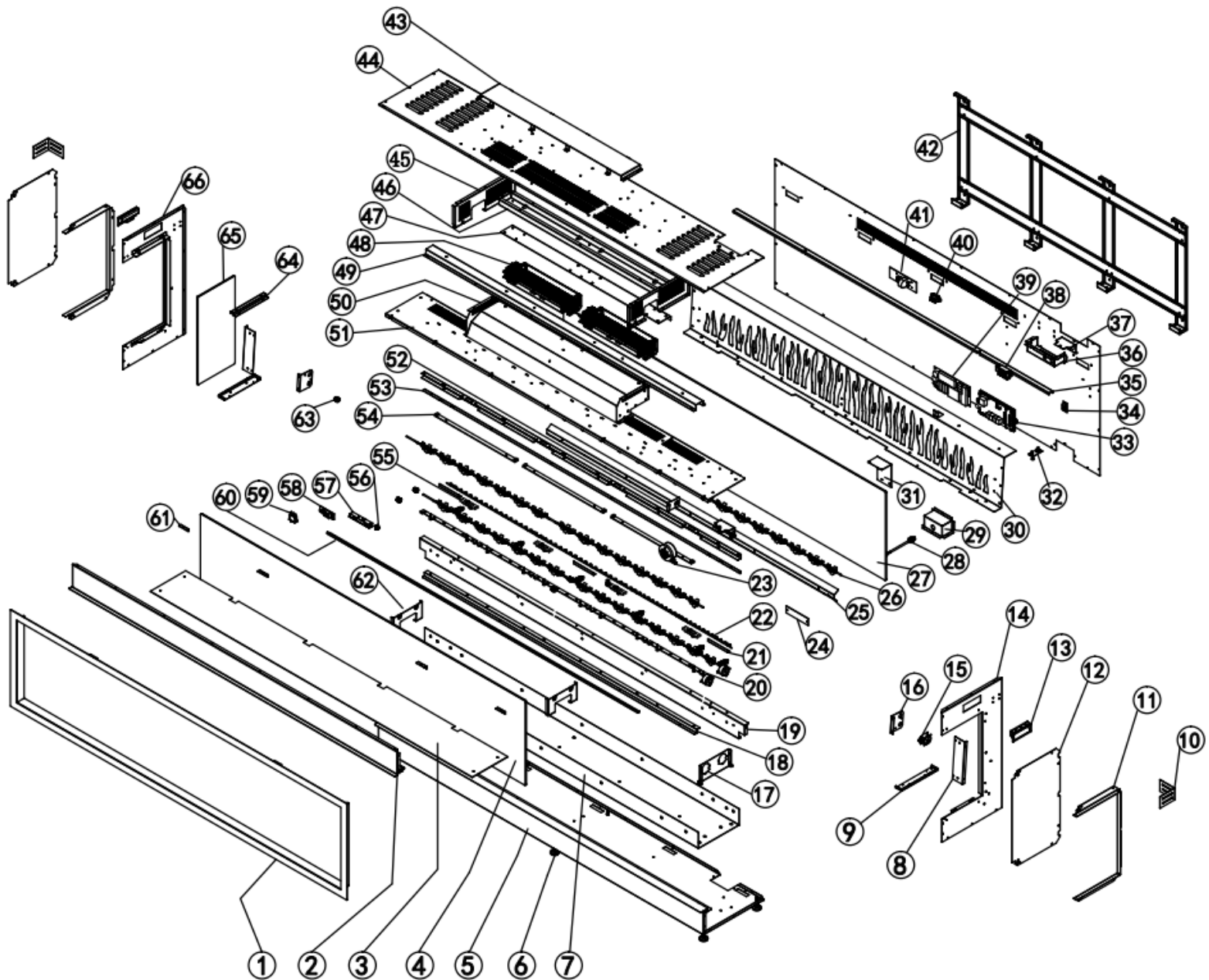
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10. WIRING DIAGRAM



1250L EXPLODED DIAGRAM

REFERENCE INFORMATION

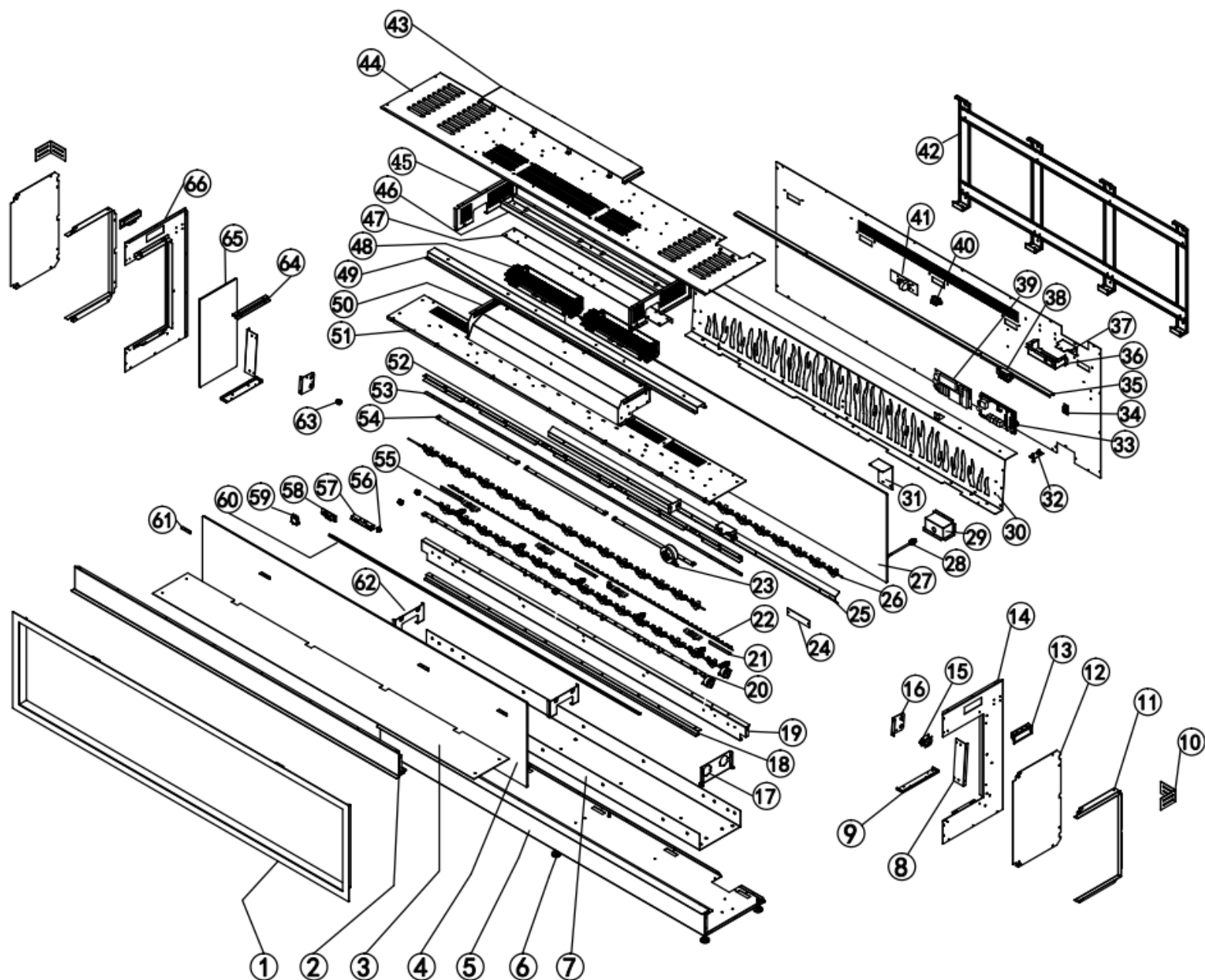
11. EXPLODED DIAGRAM

MODEL: 1250L

NO.	Part Number	Description	QTY	NO.	Part Number	Description	QTY
1	4020250839	Outer trim	1	34	4040130043	Flame motor adapter board	1
2	4020300365	Front panel welding group	1	35	4020060991	Rear cover reinforcement ribs	1
3	4010021378	Plastic tray	1	36	4020380136	Upper junction box	1
4	4060011675	Front glass	1	37	4020380138	Junction box cover plate	1
5	4020030908	Bottom plate welding group	1	38	4040060028	4-position double-sided terminal block	1
6	4039990043	Adjustable plastic feet	6	39	4040090029	power panel	1
7	4020400051	Mirror bottom plate	1	40	4040140004	T-shaped socket	1
8	4020360209	Flame board left and right brackets	2	41	4040130060	Filter Board	1
9	4020100876	Left and right glass bottom pressure strips	2	42	4020010112	Wall mounted bracket	1
10	4020210108	Bracket	2	43	4020020886	Upper cover bracket	1
11	4020250837	Left and right gear bars	2	44	4020020887	Upper cover	1
12	4020250836	Left and right baffles	2	45	4020410304/4020410305	Support frame	2
13	4010010108	plastic handle	2	46	4020200058	Fan base	1
14	4020050665	Right side panel	1	47	4020190133	Fan support plate	1
15	4040010139	Flame motor	3	48	4040010143+4040040146	Fan components	2
16	4020150056	Flame motor bracket	2	49	4020180831	Top light cover	1
17	4020150057	Front flame motor bracket	1	50	4020230501+4020230502+4020230503+4020230504+4020230505+4020230506	Air guide component	1
18	4020180832	Ember bedding light bracket	1	51	4020090871	overhead gauge	1
19	4020130884	Flame board bracket	1	52	4020160061	Bracket in shaft sleeve	1
20	4040080083	Ember bedding light	4	53	4020071078	Pressing strip on plastic board	1
21	4020071076	Plastic board lower barrier strip	3	54	4040080026	Top light	2
22	4040080206/4040080207	Flame light	3	55	4040130052	Charcoal lamp adapter plate	4
23	4040120592	Speaker	1	56	3350052	NTC	1
24	4040130098	Adapter board (20p)	1	57	3390010	Panel switch	1
25	4020180830	LED bracket	1	58	4040030027	Display panel	1
26	3260156	Rear spark bar	1	59	4040140007	rocker switch	1
27	3320058	Flame display board	1	60	4020100879	Front glass lower barrier	1
28	4040060048	Flange seat	1	61	4020100878	Glass bracket	4
29	4020380135	Lower junction box	1	62	4020160060	Front axle bracket	2
30	4020130885	Flame board	1	63	4010030006	Small spark strip shaft sleeve	2
31	4020280053	Display board bracket	1	64	4020100877	Pressing strips on the left and right glass	2
32	4040130097	Speaker motherboard	1	65	4060011623	Left and right glass	2
33	4040100447	PCB	1	66	4020040680	Left side panel	1

1650L EXPLODED DIAGRAM

REFERENCE INFORMATION

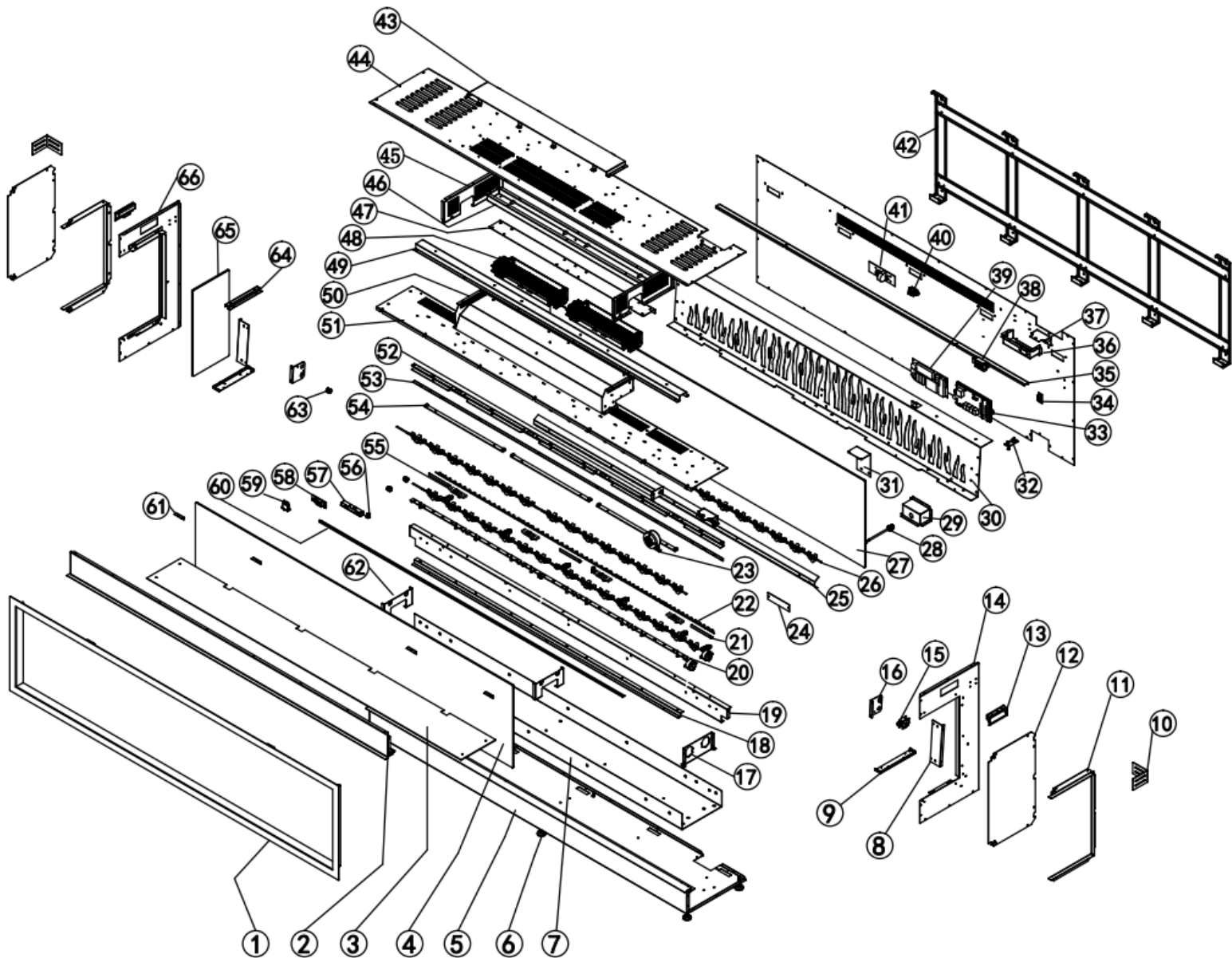
11. EXPLODED DIAGRAM

MODEL: 1650L

NO.	Part Number	Description	QTY	NO.	Part Number	Description	QTY
1	4020250838	Outer trim	1	34	4040130043	Flame motor adapter board	1
2	4020300363	Front panel welding group	1	35	4020060991	Rear cover reinforcement ribs	1
3	4010021318	Plastic tray	1	36	4020380136	Upper junction box	1
4	4060011622	Front glass	1	37	4020380138	Junction box cover plate	1
5	4020030907	Bottom plate welding group	1	38	4040060028	4-position double-sided terminal block	1
6	4039990043	Adjustable plastic feet	6	39	4040090029	power panel	1
7	4020400050	Mirror bottom plate	1	40	4040140004	T-shaped socket	1
8	4020360209	Flame board left and right brackets	2	41	4040130060	Filter Board	1
9	4020100876	Left and right glass bottom pressure strips	2	42	4020010111	Wall mounted bracket	1
10	4020210108	Bracket	2	43	4020020886	Upper cover bracket	1
11	4020250837	Left and right gear bars	2	44	4020020885	Upper cover	1
12	4020250836	Left and right baffles	2	45	4020410304/4020410305	Support frame	2
13	4010010108	plastic handle	2	46	4020200058	Fan base	1
14	4020050665	Right side panel	1	47	4020190133	Fan support plate	1
15	4040010139	Flame motor	3	48	4040010143+4040040146	Fan components	2
16	4020150056	Flame motor bracket	2	49	4020180828	Top light cover	1
17	4020150057	Front flame motor bracket	1	50	4020230501+4020230502+4020230503+4020230504+4020230505+4020230506	Air guide component	2
18	4020180829	Ember bedding light bracket	1	51	4020090870	overhead gauge	1
19	4020140856	Flame board bracket	1	52	4020160061	Bracket in shaft sleeve	1
20	4040080083	Ember bedding light	5	53	4020071074	Pressing strip on plastic board	1
21	4020071076	Plastic board lower barrier strip	3	54	4040080026	Top light	3
22	4040080206/4040080207	Flame light	4	55	4040130052	Charcoal lamp adapter plate	4
23	4040120592	Speaker	1	56	3350052	NTC	1
24	4040130098	Adapter board (20p)	1	57	3390010	Panel switch	1
25	4020180827	LED bracket	1	58	4040030027	Display panel	1
26	3260158	Rear spark bar	3	59	4040140007	rocker switch	1
27	3320020	Flame display board	1	60	4020100875	Front glass lower barrier	1
28	4040060048	Flange seat	1	61	4020100878	Glass bracket	4
29	4020380135	Lower junction box	1	62	4020160060	Front axle bracket	2
30	4020130883	Flame board	1	63	4010030006	Small spark strip shaft sleeve	2
31	4020280053	Display board bracket	1	64	4020100877	Pressing strips on the left and right glass	2
32	4040130097	Speaker motherboard	1	65	4060011623	Left and right glass	2
33	4040100447	PCB	1	66	4020040680	Left side panel	1

2000L EXPLODED DIAGRAM

REFERENCE INFORMATION

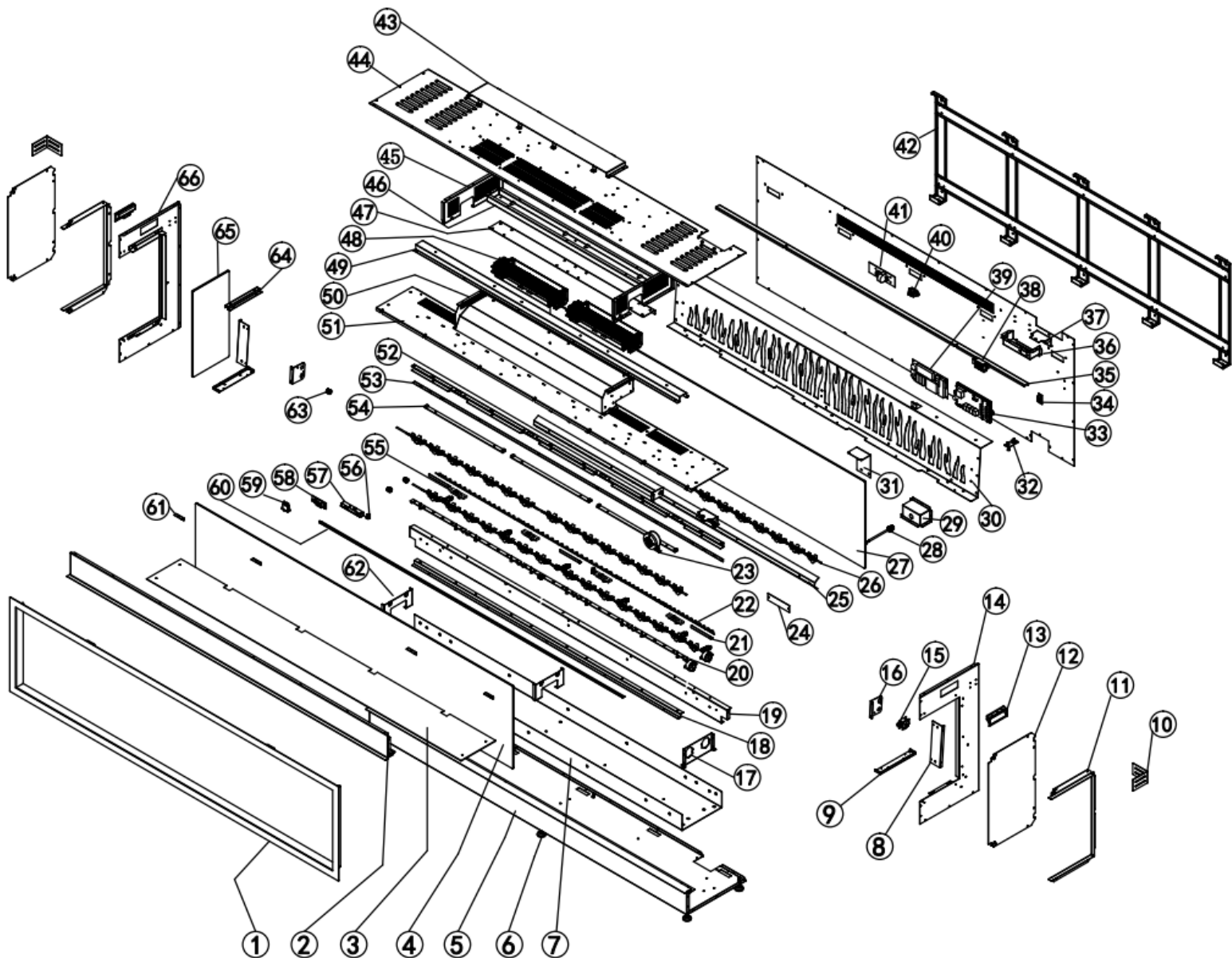
11. EXPLODED DIAGRAM

MODEL: 2000L

NO.	Part Number	Description	QTY	NO.	Part Number	Description	QTY
1	4020010114	Outer trim	1	34	4040130043	Flame motor adapter board	1
2	4020300368	Front panel welding group	1	35	4020410307	Rear cover reinforcement ribs	1
3	4010021380	Plastic tray	1	36	4020380136	Upper junction box	1
4	4060011677	Front glass	1	37	4020380138	Junction box cover plate	1
5	4020030909	Bottom plate welding group	1	38	4040060028	4-position double-sided terminal block	1
6	4039990043	Adjustable plastic feet	6	39	4040090029	power panel	1
7	4020400052	Mirror bottom plate	1	40	4040140004	T-shaped socket	1
8	4020130887	Flame board left and right brackets	2	41	4040130060	Filter Board	1
9	4020100876	Left and right glass bottom pressure strips	2	42	4020010113	Wall mounted bracket	1
10	4020210108	Bracket	2	43	4020020886	Upper cover bracket	1
11	4020250837	Left and right gear bars	2	44	4020020888	Upper cover	1
12	4020250836	Left and right baffles	2	45	4020410304/4020410305	Support frame	2
13	4010010108	plastic handle	2	46	4020200058	Fan base	1
14	4020050665	Right side panel	1	47	4020190133	Fan support plate	1
15	4040010139	Flame motor	3	48	4040010143/4040040146	Fan components	2
16	4020150056	Flame motor bracket	2	49	4020180834	Top light cover	1
17	4020150057	Front flame motor bracket	1	50	4020230501/4020230502/4020230503/4020230504	Air guide component	1
18	4020180833	Ember bedding light bracket	1	51	4020090872	overhead gauge	1
19	4020130887	Flame board bracket	1	52	4020160061	Bracket in shaft sleeve	1
20	4040080083	Ember bedding light	6	53	4020071079	Pressing strip on plastic board	1
21	4020071076	Plastic board lower barrier strip	4	54	4040080026	Top light	3
22	4040080206/4040080207	Flame light	5	55	4040130052	Charcoal lamp adapter plate	6
23	4040120592	Speaker	1	56	3350052	NTC	1
24	4040130098	Adapter board (20p)	1	57	3390010	Panel switch	1
25	4020180835	LED bracket	1	58	4040030027	Display panel	1
26	3260160	Rear spark bar	1	59	4040140007	rocker switch	1
27	3320059	Flame display board	1	60	4020100880	Front glass lower barrier	1
28	4040060048	Flange seat	1	61	4020100878	Glass bracket	4
29	4020380135	Lower junction box	1	62	4020160060	Front axle bracket	2
30	4020130886	Flame board	1	63	4010030006	Small spark strip shaft sleeve	3
31	4020280053	Display board bracket	1	64	4020100877	Pressing strips on the left and right glass	2
32	4040130097	Speaker motherboard	1	65	4060011623	Left and right glass	2
33	4040100447	PCB	1	66	4020040680	Left side panel	1

2600L EXPLODED DIAGRAM

REFERENCE INFORMATION

11. EXPLODED DIAGRAM

MODEL: 2600L

NO.	Part Number	Description	QTY	NO.	Part Number	Description	QTY
1	4020250840	Outer trim	1	34	4040130043	Flame motor adapter board	1
2	4020300370	Front panel welding group	1	35	4020410308	Rear cover reinforcement ribs	1
3	4010021383	Plastic tray	1	36	4020380136	Upper junction box	1
4	4060011679	Front glass	1	37	4020380138	Junction box cover plate	1
5	4020030910	Bottom plate welding group	1	38	4040060028	4-position double-sided terminal block	1
6	4039990043	Adjustable plastic feet	8	39	4040090029	power panel	1
7	4020400053/4020400054	Mirror bottom plate	1	40	4040140004	T-shaped socket	1
8	4020360209	Flame board left and right brackets	2	41	4040130060	Filter Board	1
9	4020100876	Left and right glass bottom pressure strips	2	42		Wall mounted bracket	1
10	4020210108	Bracket	2	43	4020020886	Upper cover bracket	1
11	4020250836	Left and right gear bars	2	44	4020020889	Upper cover	1
12	4020250837	Left and right baffles	2	45	4020410304/4020410305	Support frame	2
13	4010010108	plastic handle	2	46	4020200058	Fan base	1
14	4020050665	Right side panel	1	47	4020190133	Fan support plate	1
15	4040010139	Flame motor	3	48	4040010143/4040040146	Fan components	2
16	4020150056	Flame motor bracket	2	49	4020180837	Top light cover	1
17	4020150057	Front flame motor bracket	1	50	4020230501/4020230502/ 4020230503/4020230504	Air guide component	2
18	4020180836	Ember bedding light bracket	1	51	4020090873	overhead gauge	1
19	4020130889	Flame board bracket	1	52	4020160061	Bracket in shaft sleeve	1
20	4040080083	Ember bedding light	8	53	4020071081	Pressing strip on plastic board	1
21	4020071076	Plastic board lower barrier strip	4	54	4040080026	Top light	4
22	4040080206	Flame light	5	55	4040130052	Charcoal lamp adapter plate	6
23	4040120592	Speaker	1	56	3350052	NTC	1
24	4040130098	Adapter board (20p)	1	57	3390010	Panel switch	1
25	4020180838	LED bracket	1	58	4040030027	Display panel	1
26	3260163	Rear spark bar	3	59	4040140007	rocker switch	1
27	3320060	Flame display board	1	60	4020100881	Front glass lower barrier	1
28	4040060048	Flange seat	1	61	4020100878	Glass bracket	4
29	4020380135	Lower junction box	1	62	4020160060	Front axle bracket	2
30	4020130888	Flame board	1	63	4010030006	Small spark strip shaft sleeve	3
31	4020280053	Display board bracket	1	64	4020100877	Pressing strips on the left and right glass	2
32	4040130097	Speaker motherboard	1	65	4060011623	Left and right glass	2
33	4040100447	PCB	1	66	4020040680	Left side panel	1

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