

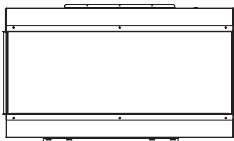
INSTALLATION, OPERATION AND MAINTENANCE MANUAL



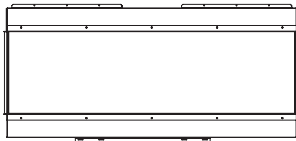
SWITCH ELECTRIC SERIES

Approved for Indoor and Outdoor Use

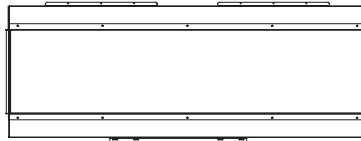
AC 120V 60Hz 1,465W (5,000 BTU's)
(2,930W 10,000 BTU's capable)



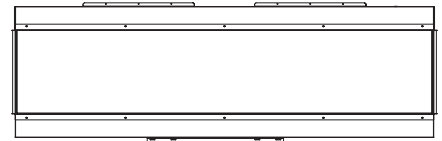
Switch 44
120lbs (54.5kg)



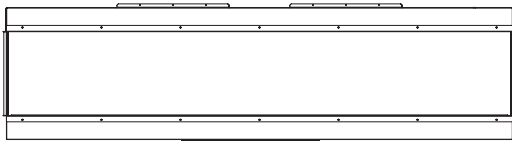
Switch 56
150lbs (68kg)



Switch 68
175lbs (79.4kg)



Switch 80
200lbs (90.7kg)



Switch 96
230lbs (104.3kg)



Switch 120
280lbs (127kg)

PLEASE READ THESE INSTRUCTIONS COMPLETELY BEFORE OPERATING THE ECOSMART™ FIRE. FAILURE TO FOLLOW THEM COULD CAUSE A HEATER MALFUNCTION RESULTING IN SERIOUS INJURY AND/OR PROPERTY DAMAGE.

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

THIS FIREPLACE MEETS THE CONSTRUCTION AND SAFETY STANDARDS OF H.U.D. FOR APPLICATION IN MANUFACTURED HOMES WHEN INSTALLED ACCORDING TO THESE INSTRUCTIONS.

INSTALLER: LEAVE THIS MANUAL WITH THE APPLIANCE.
CONSUMER: RETAIN THIS MANUAL FOR FUTURE REFERENCE.



Keep this owner's manual for future references. If you sell or give this product away, make sure this manual accompanies this product.

Important Instructions

WARNING: Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to this manual. For assistance or additional information, consult a qualified installer.

CAUTION: Do not expose the heater to the elements (such as rain, etc).

Do not place clothing or other flammable material on or near firebox. Never place any objects on the fireplace.

Carefully supervise young children when they are in the room with fireplace.

Fireplace becomes very hot when running. Keep children and adults away from hot surfaces to avoid burns or clothing ignition. Fireplace will remain hot for a time after shutdown. Allow surfaces to cool before touching.

CAUTION: In order to avoid overheating, do not cover the heater.

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

1. Read all instructions before installing or using this heater.
2. This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9m) 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. Do not operate any heater after it malfunctions. Disconnect power at service panel and have heater inspected by a reputable electrician before using.
5. To disconnect heater, turn controls to off and turn off power to heater circuit at main disconnect panel.
6. 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 heater.
7. To prevent a possible fire, do not block air intakes or exhaust in any manner.
8. A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable vapors or liquids are used or stored.
9. Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
10. This heater may include an audible or visual alarm to warn that parts of the heater are getting excessively hot. If the alarm sounds (or illuminates), immediately turn the heater off and inspect for any objects on or adjacent to the heater that may have blocked the airflow or otherwise caused high temperature to have occurred. **DO NOT OPERATE THE HEATER WITH THE ALARM SOUNDING (OR ILLUMINATING).**
10. SAVE THESE INSTRUCTIONS

Additional Important Instructions

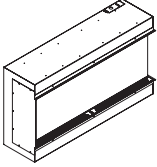




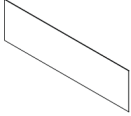


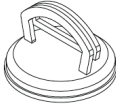
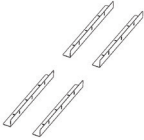


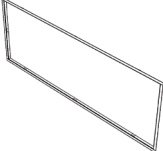




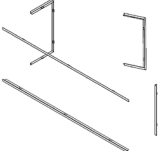
- Never use with an extension cord or relocatable power tap (outlet/power strip).
- Never use a wall mount bracket from another manufacturer.
- Always disconnect this unit from the power supply before performing any assembly or cleaning, or before relocating the electric fireplace.
- Always store this heater in a dry location.
- This product is not intended to be a primary heat source. It is for supplemental heat only.
- Outdoor installations other as defined in the manual void warranty.

Table of Contents

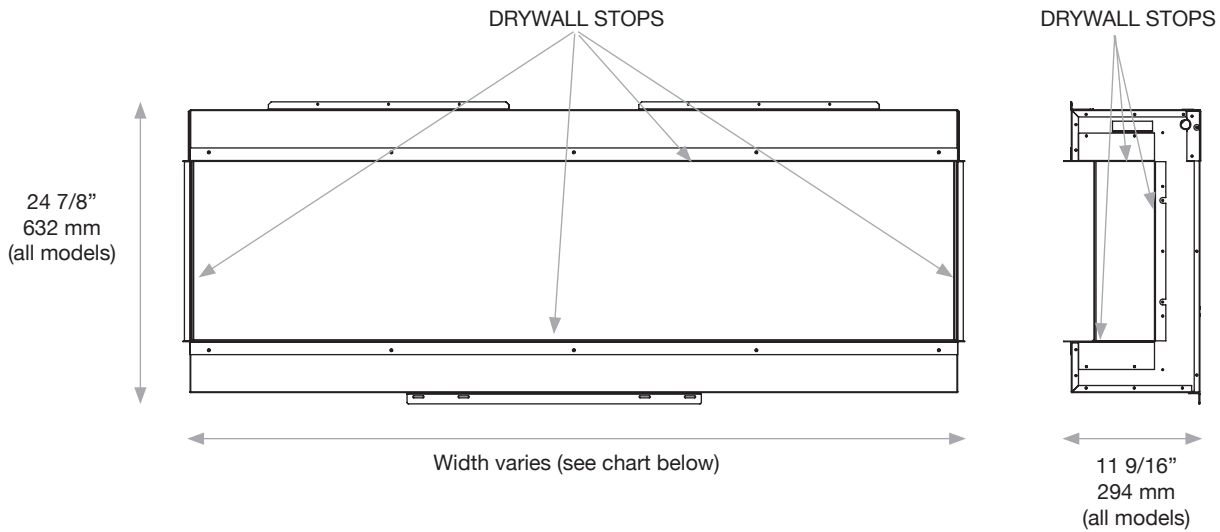
Preparation	2
Installation and Assembly	3
Built-in Installation	5
3 Sided Installation (Bay)	6
Fully Recessed Installation (Left/Right Corner)	7
Fully Recessed Installation (Single Sided)	8
Half Recessed Installation	9
Outdoor Installation Requirements	10
Hardwiring Installation	12
Installing Media	14
Glass Installation	15
Operation	16
Remote Control	17
Fireplace Touch Control Panel	18
Important Warnings	19
Care and Maintenance	20
Replacement Parts List	21
Troubleshooting	23
FAQ's	24

Preparation

Parts and Hardware

					
(1) Fireplace	(1) Owners Manual	Bracket (6) Screws	(1) Remote	(1) Canyon Driftwood Logs Set	(1) Front Glass
					
(2) Metal Side Panels	(2) Side Glass	(2) Suction Cups	(2-4) L-Metal <i>(Depend on Model)</i> Mounting Brackets	Smoke Acrylic Crystals Pkg	Clear Acrylic Stones Pkg
					
(1) Piece Trim Kit	(1) Battery Tool	(1) CR2025 Battery	(1) Wall Mount Bracket (Sold Separately)	(1) Wall Mount Touch Control (Sold Separately)	(1) 5-Piece Trim Kit (Sold Separately)

Installation and Assembly



Dimensions and Specifications

Model	Viewing Area	Firebox Dimensions	Framing Dimensions
Switch 44	43 1/4" W x 15 7/8" H x 5 5/16" D 1099 mm W x 403 mm H x 135 mm D	44 1/16" W x 24 7/8" H x 11 9/16" D 1120 mm W x 632 mm H x 294 mm D	44 3/8" W x 25 1/4" H x 12" D 1128 mm W x 642 mm H x 305mm D
Switch 56	55 1/4" W x 15 7/8" H x 5 5/16" D 1403 mm W x 403 mm H x 135 mm D	56 1/16" W x 24 7/8" H x 11 9/16" D 1424 mm W x 632 mm H x 294 mm D	56 3/8" W x 25 1/4" H x 12" D 1432mm W x 642mm H x 305mm D
Switch 68	67 1/4" W x 15 7/8" H x 5 5/16" D 1708 mm W x 403 mm H x 135 mm D	68 1/16" W x 24 7/8" H x 11 9/16" D 1729 mm W x 632 mm H x 294 mm D	68 3/8" W x 25 1/4" H x 12" D 1737mm W x 642mm H x 305mm D
Switch 80	79 1/4" W x 15 7/8" H x 5 5/16" D 2013 mm W x 403 mm H x 135 mm D	80 1/16" W x 24 7/8" H x 11 9/16" D 2037 mm W x 632 mm H x 294 mm D	80 3/8" W x 25 1/4" H x 12" D 2042mm W x 642mm H x 305mm D
Switch 96	95 1/4" W x 15 7/8" H x 5 5/16" D 2419 mm W x 403 mm H x 135 mm D	96 1/16" W x 24 7/8" H x 11 9/16" D 2440 mm W x 632 mm H x 294 mm D	96 3/8" W x 25 1/4" H x 12" D 2448mm W x 642mm H x 305mm
Switch 120	119 1/4" W x 15 7/8" H x 5 5/16" D 3029 mm W x 403 mm H x 135 mm D	120 1/16" W x 24 7/8" H x 11 9/16" D 3050 mm W x 632 mm H x 294 mm D	120 3/8" W x 25 1/4" H x 12" D 3058mm W x 642mm H x 305mm D

Installation Location

Your appliance is a wall-mounted, recessed, and/or mantel installed appliance. Select a suitable location that is not susceptible to moisture and is away from drapes, furniture, and high traffic areas.

NOTE: Follow all National and local electrical codes.

Installation and Assembly



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.

Due to the many different materials used on different walls, it is highly recommended that you consult your local builder before you install this fireplace.

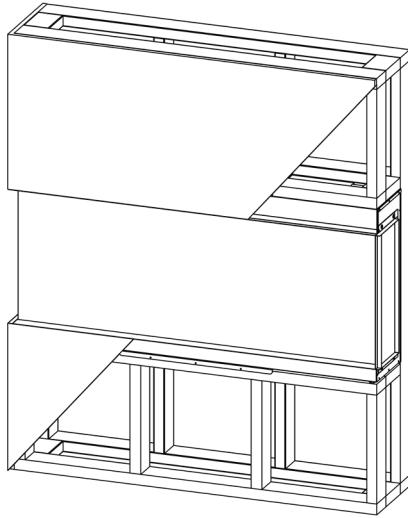
Remove all parts and hardware from the carton and place them on a clean, soft, dry surface. Parts and assembly steps are grouped for use. Check the parts list to make sure nothing is missing. Dispose of packaging materials properly. Please recycle whenever possible.

You will need the following tools (not included): Phillips screwdriver, stud finder, level, tape measure, electric drill, 1/4" wood drill bit, hammer.

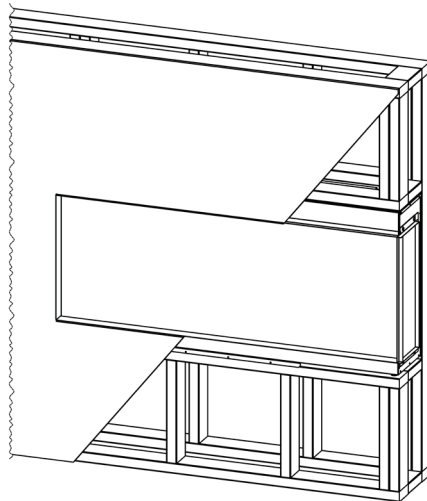
Built-in Installation

Optional Built-In styles shown below. See “Partial Recess Installation” or “Wall Mounted Installation” for additional mounting styles.

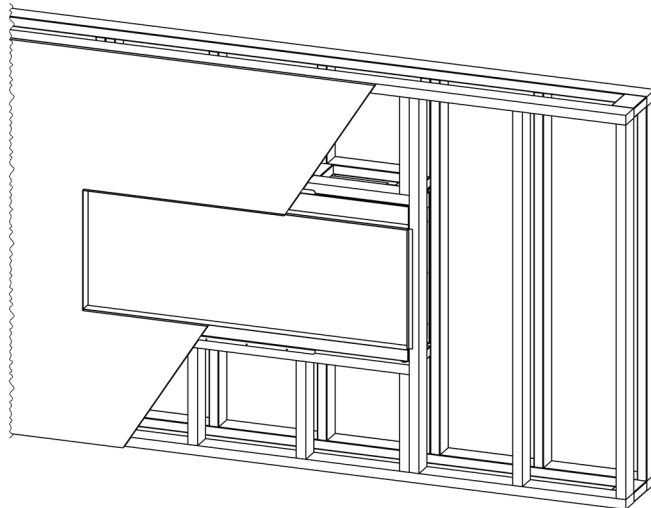
Switch Bay
(3 Open Sides)



Switch Left Corner
(2 Open Sides:
Front and Left Corner)



Switch Right Corner
(2 Open Sides:
Front and Right Corner)



Switch Single Sided
(1 Open Side)

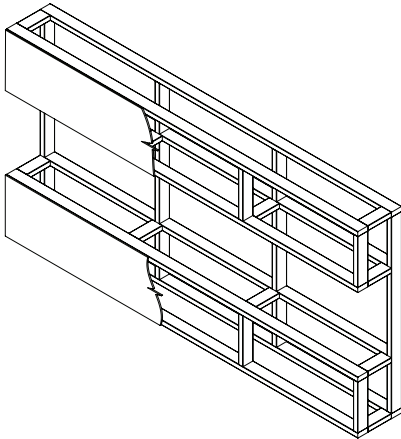
Use a dedicated 20 Amp (or higher), 2-pole (for 10,000 BTUs) circuit breaker.

Built-in Installation

3 Sided Installation (Bay)

1. Prepare the framed opening according to the chart on page 3.

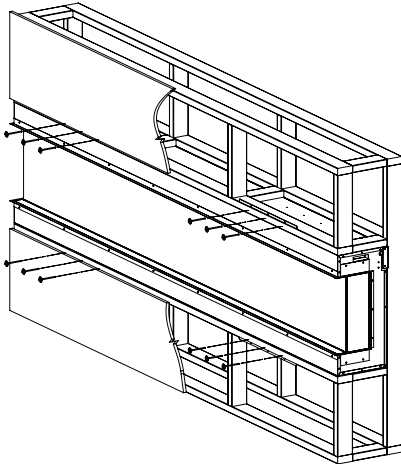
**Provide appropriate dedicated circuit for hardwire install at the top right of framed opening.*



2. Install L Metal mounting brackets to the top and bottom of the fireplace with supplied screws.

3. Hardwire fireplace (see page 12)

4. Install the fireplace in the framed opening with a minimum 1 1/4" 32 mm drywall screws to secure the unit.

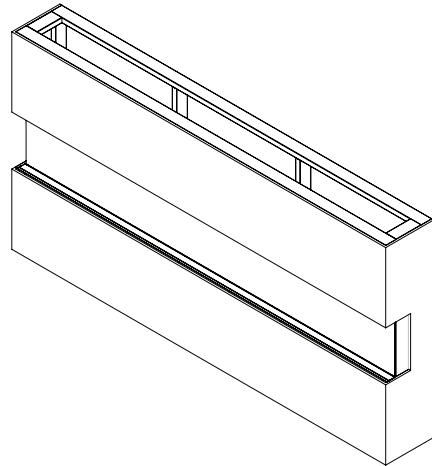


5. Mask the exposed fireplace during the drywall process. Install drywall to the drywall stops on the perimeter of the fire box. For more information on the drywall stops see the Product Guide on page 3.

6. Decorate according to media installation guide on page 14.

7. Install the side and front glass pieces according to installation diagram on page 15.

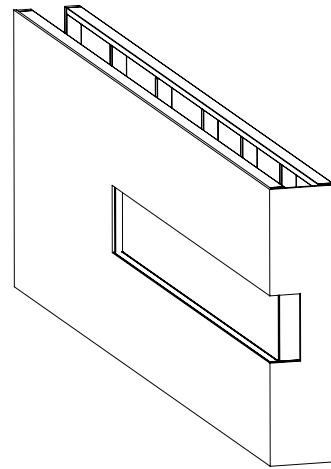
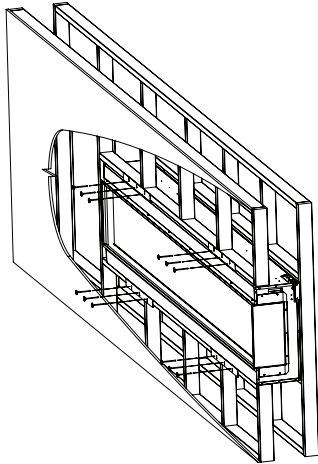
8. Install optional 5-pc. trim kit (sold separately.)



Built-in Installation

Fully Recessed Installation (Left/Right Corner)

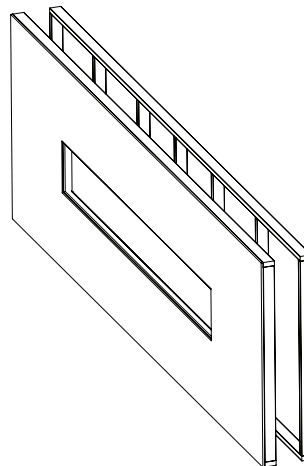
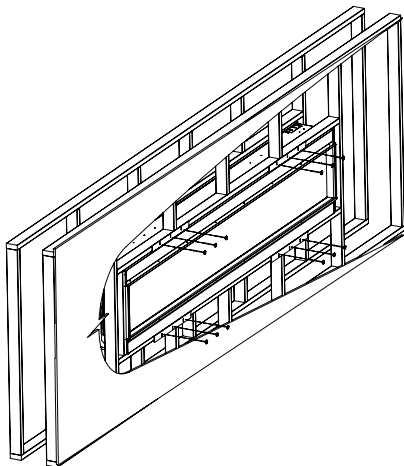
1. Follow steps from the 3-sided installation instructions.
2. Remove the corresponding drywall stops according to your installation (in the example, the drywall stops on the left end would be removed.)
3. Install the side glass then the corresponding side cover according to your installation (the side glass must be installed before the metal side cover. See installation diagram on page 15.)
4. Wire fireplace (see page 3) for maximum heating power (10,000 BTUs) see page 13 for optional wiring.
5. Install the fireplace in the framed opening with a minimum 1 1/4" 32 mm drywall screws to secure the unit.
6. Mask the exposed fireplace during the drywall process. Install drywall to the drywall stops on the perimeter of the fireplace. For more information on the drywall stops see the Product Guide on page 3.
7. Decorate according to media installation guide on page 14.
8. Install the remaining side glass and front glass according to installation diagram on page 15.
9. Install optional 5-pc. trim kit (sold separately.)



Built-in Installation

Fully Recessed Installation (Single Sided)

1. Follow steps from the 3 sided installation instructions.
2. Remove the drywall stops on both sides of the fire unit.
3. Install the side glass then side covers on both sides of the fire unit (the side glass must be installed before the metal side cover. See installation diagram on page 15.)
4. Install the fire unit in the framed opening with a minimum 1 1/4" 32 mm drywall screws to secure the unit.
5. Mask the exposed fireplace during the drywall process. Install drywall to the drywall stops on the perimeter of the fireplace. For more information on the drywall stops see the Product Guide on page 3.
6. Decorate according to media installation guide on page 14.
7. Install the front glass according to installation diagram on page 15.
8. Installation optional: 1-pc trim kit (included.)

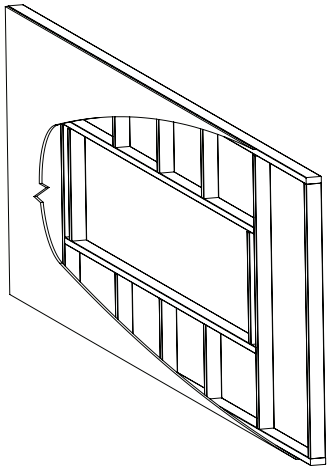


Built-in Installation

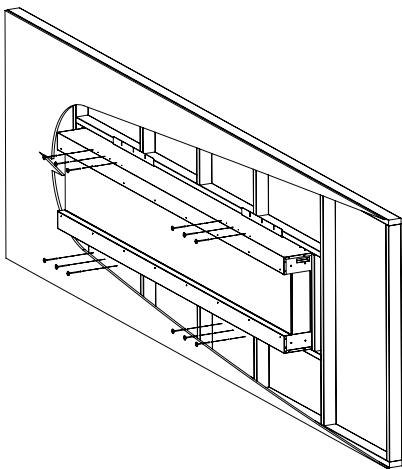
Half Recessed Installation

1. This installation is optimized for a 2x4 framed wall. Prepare the framed opening according to the height and width of the chart on page 3.

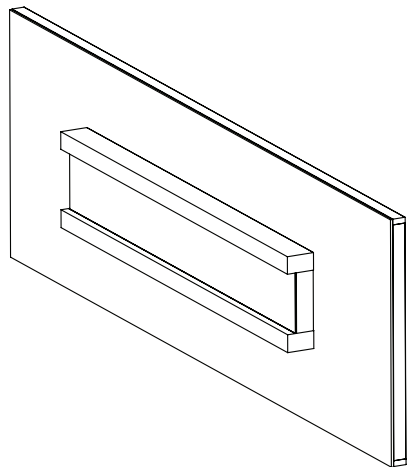
**Provide appropriate dedicated circuit for hardwire install at the top right of framed opening.*



2. Install L Metal Nailing Flanges to the top and bottom of the fireplace.
3. Hardwire fireplace (see page 12)
4. Install the fire unit in the framed opening with a minimum 1 1/4" 32 mm drywall screws to secure the unit.



5. Mask the exposed viewing area of fireplace during this process. Install drywall, tile or material of your choice to the drywall stops on the perimeter of the fireplace. For more information on the drywall stops see the Product Guide on page 3.
6. Decorate according to media installation guide on page 14.
7. Install the side and front glass pieces according to installation diagram on page 15.
8. Finish fireplace with your desired decorative.



Outdoor Installation Requirements

The Switch Electric Series have been tested and approved for installation outdoors under a patio cover and away from direct water contact or direct sun light.

Switch Electric Series standard warranty applies if installed per instructions. All electrical wiring shall be to local building codes. Consult professional installers before installation. Approved installations are as noted below.

Front Protection

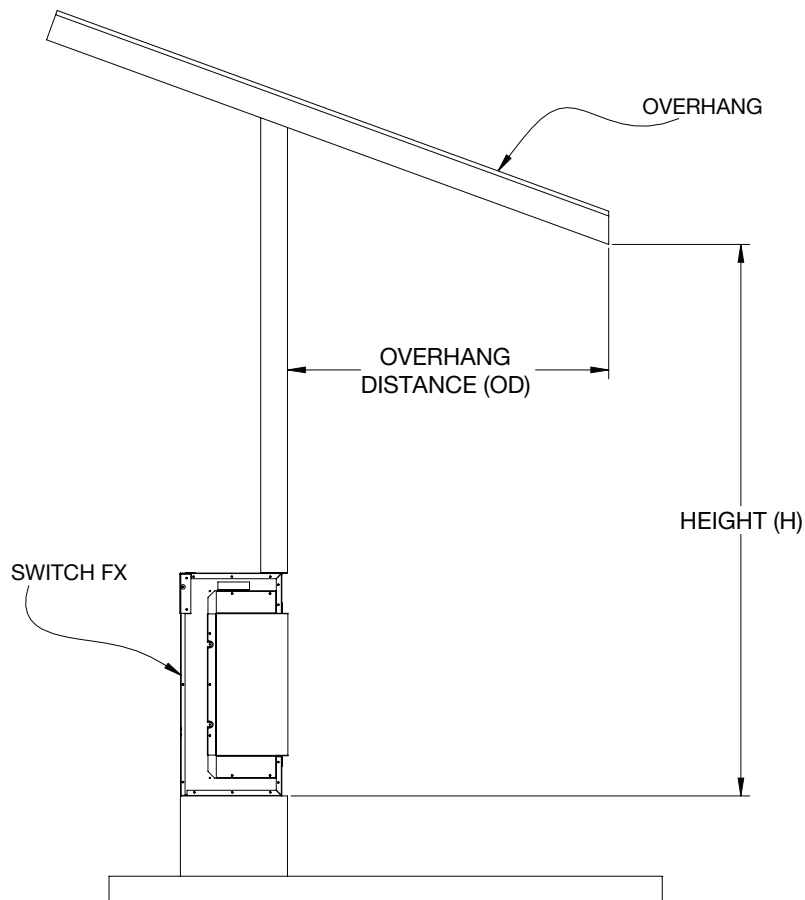
Patio roof overhang must be 50% (or more) of the height of the patio roof from bottom of fireplace.

If: $H=6'$

Then: $OD=3'$ minimum ($6' \times 50\%=3'$)

Note 1: Base of fireplace must be 2" (minimum) above floor.

Note 2: H taken from bottom of fireplace.



Outdoor Installation Requirements

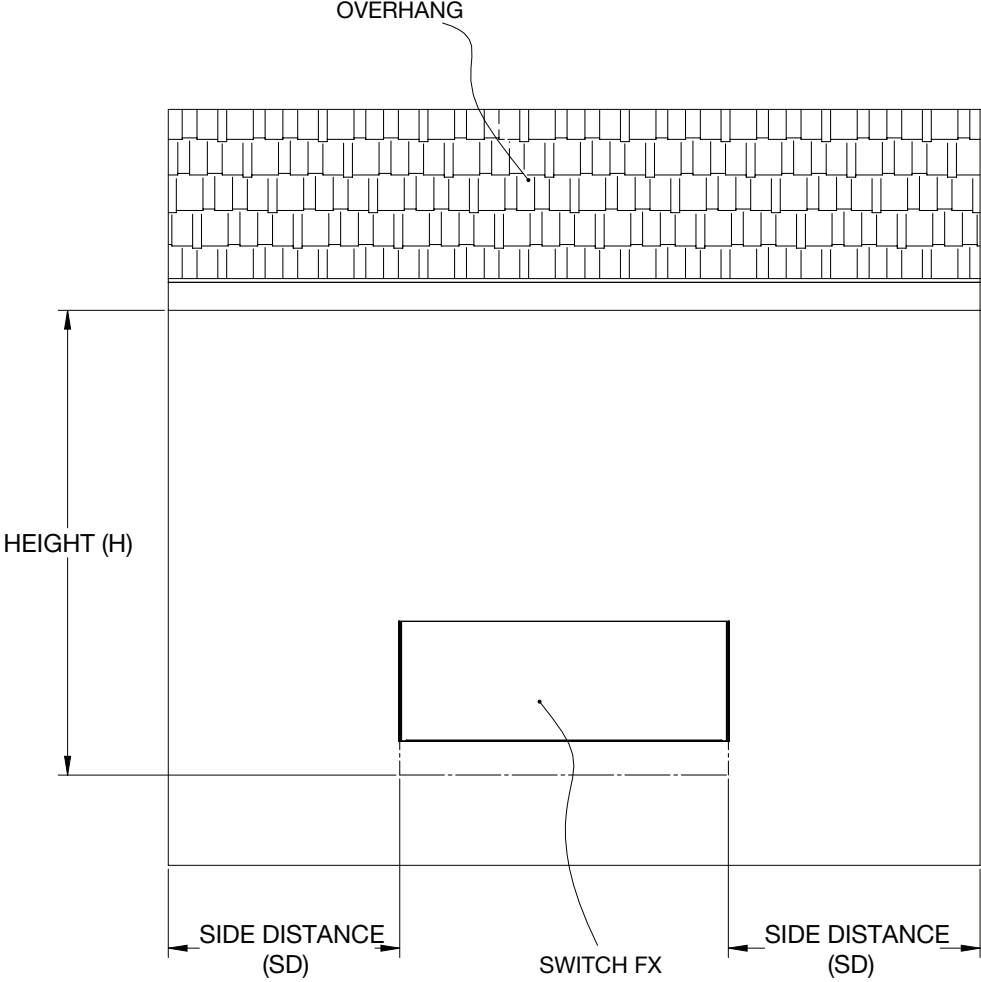
Side Protection

Side distance (SD) must be 50% (or more) of the height(H).

If: H=6'

Then: SD=3' minimum (6' x 50%=3')

Note: H taken from bottom of fireplace.



Hardwiring Installation

A qualified electrician must wire this fireplace to a dedicated 110 ~ 120 volt, 20 amps, circuit.

NOTE: Use a dedicated 20 Amp (or higher), 2-pole (for 10,000 BTUs), breaker is required.

The appliance must be electrically connected and grounded in accordance with local codes. In the absence of local codes, use the current CSA C22.1 Canadian Electrical Code in Canada or the current ANSI/NFPA 70 National Electrical Code in the USA.



TURN OFF POWER FROM THE CIRCUIT BREAKER FIRST

- Ensure power from the circuit breaker is off.
- Remove the 2 securing screws from the junction box cover plate, located on the top left-hand, back- side of the appliance (Fig. 3-1).
- From the power supply wire, connect the green/bare copper wire to ground (**G**), the white wire to neutral (**N**), and the black wire to Line1 (**L1**) (Fig. 3-2).
 - L2 Terminal is for 220-240V only.
- Resecure the junction box cover plate using the 2 screws previously removed.

120 Volt Power (5,000 BTUs):

Note

There are 3 wires from the appliance junction box: white (neutral), black (hot/line/power L1), and green/bare (ground) that are connected to 110~120V power source (circuit breaker panel).

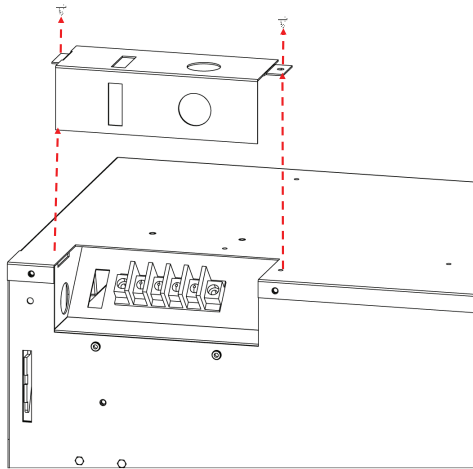


Fig. 3-1

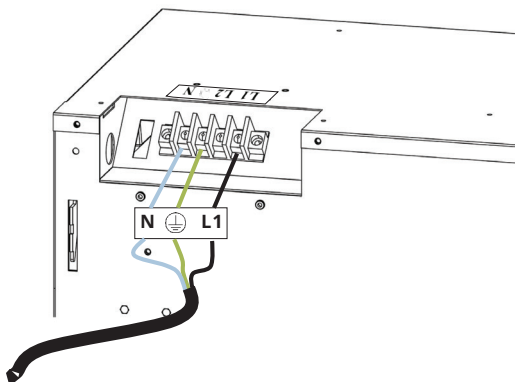
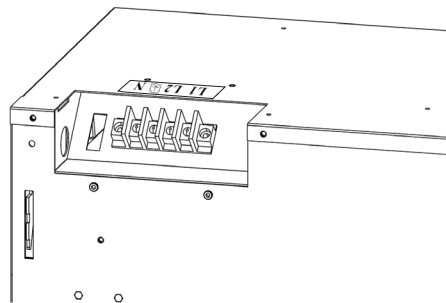
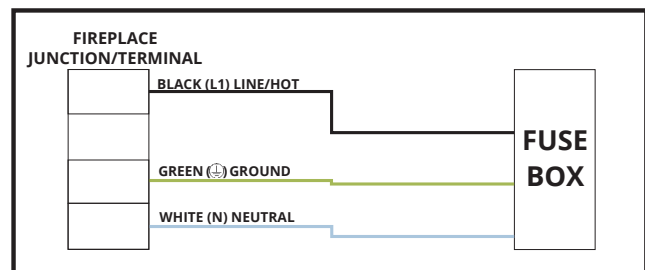


Fig. 3-2



Hardwiring Installation (Continued)

240 Volt Power (10,000 BTUs):

This fireplace is equipped with the ability to optionally wire with 240 volts, which will supply 10,000 BTU's of heat.

A qualified electrician must wire this fireplace to a dedicated 220~240 volt, 20 amp, circuit.

Note

There are 4 wires from the appliance junction box: white (neutral), black (power L1), red (power L2), and green/bare (ground) that are connected to 220V power source (circuit breaker panel).

220~240V supply connection must include a neutral. Connection must be 4 wires (3 primary wires and a ground).

- Ensure that power from the circuit breaker is off.
- Remove the 2 securing screws from the junction box cover plate, located on the top left-hand, back- side of the appliance (Fig. 4-1).
- From the 4-wire, 240 volt power supply wire, connect the green/bare copper wire to ground (**G**), the white wire to neutral (**N**), the black wire to Line1 (**L1**), and the red wire to Line2 (**L2**) (Fig. 4-2).
- Re-secure the junction box cover plate using the 2 screws previously removed.

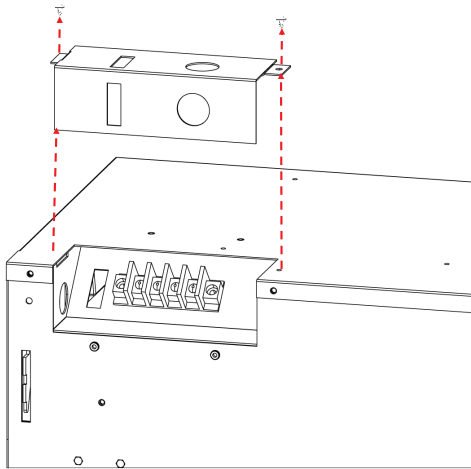


Fig. 4-1

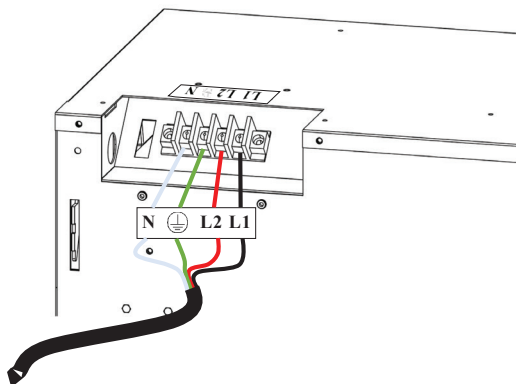
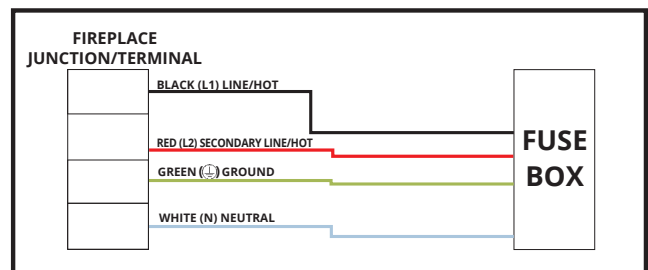
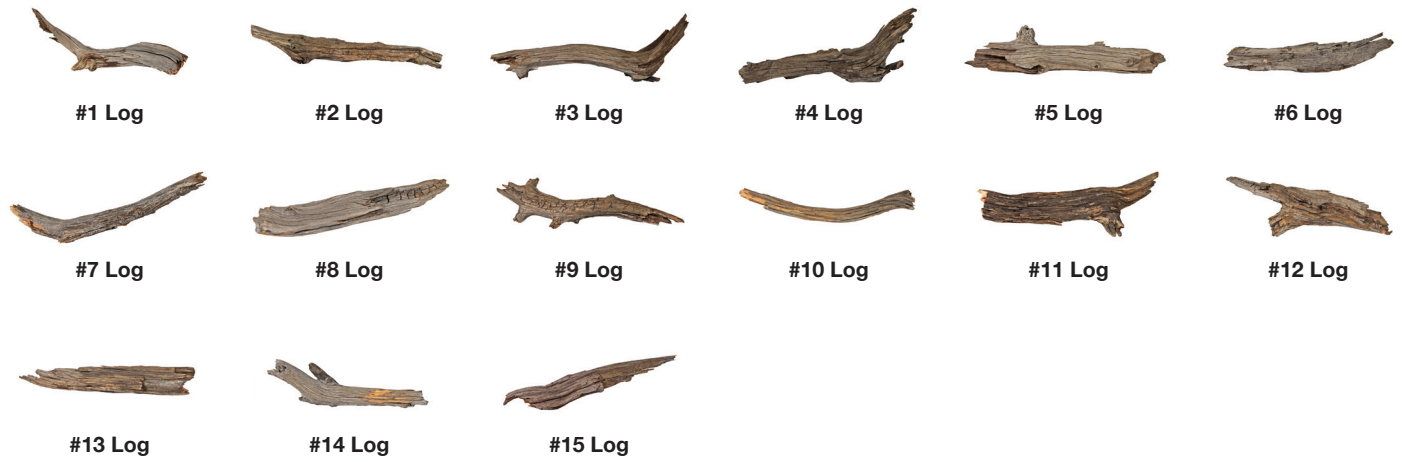


Fig. 4-2



Installing Media

1. Before installing the front glass, evenly spread out the acrylic crystals along the ember bed.
2. Place the logs on top of the acrylic crystals.
3. The front glass can now be installed.



44 - Log Placement



56 - Log Placement



68 - Log Placement



80 - Log Placement



96 - Log Placement



120 - Log Placement



Glass Installation

Installing Side Glass

1. The unit has 2 channels, one on the top and one on the bottom to hold the side glass.
2. Insert the glass at an angle in to the top channel.
3. Swing the bottom edge of the side glass in to the unit.
See Figure 1.1.
4. Slide the glass down in to the bottom channel.
5. Push the glass back as far as it will go to make installation of the front glass easier. See Figure 1.2.

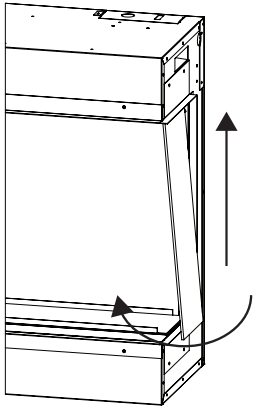


Fig 1.1.

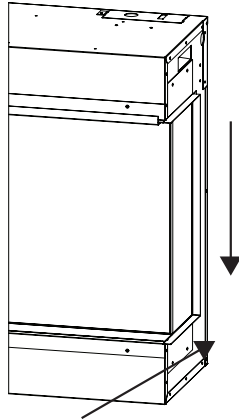


Fig 1.2.

Installing Front Glass

1. The unit has 2 channels, one on the top and one on bottom to hold the front glass.
2. Using the included suction cups, insert the glass at an angle in to the top channel.
3. Swing the bottom edge of the front glass in to the unit.
See Figure 2.1.
4. Slide the glass down in to the bottom channel.
See Figure 2.2.

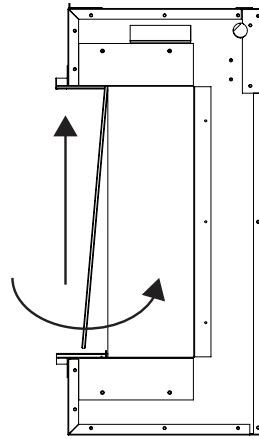


Fig 2.1.

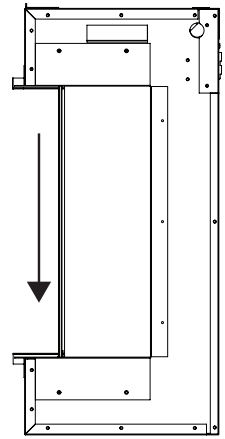


Fig 2.2.

Operation

Methods of Operation

This electric fireplace can be operated by the **Fireplace Touch Control Panel** located on the UPPER right corner of the fireplace, or by the battery-powered **Remote Control**.

Remote Control



Pairing Remote or Optional Wall Mounted Touch Control

Before beginning, read pairing instructions in its entirety. Locate and familiarize yourself with the manual touch controls on the fireplace and your hand held remote. Ensure remote has a battery installed.

1. On the fireplace touch controls, long press the on/off button for 3 seconds until a fast double beeping tone is heard from the fireplace. The power indicator will also flash 3 times in 1 second. This places the fireplace in RF pairing mode.
2. Within 5 seconds of hearing the double beeping tone, either on the handheld remote or wall touch control, press the power button repeatedly until another beeping tone is heard along with the indicator lights flashing. This is the fireplace acknowledging that it has paired. An additional tone may also be heard; this is simply the fireplace completing the pair mode.

NOTE:

- Pairing must be done within 5 seconds or the fireplace will time out of pairing mode.
- After the initial double beep is heard, do not long press the power button on the remote/pairing device to pair as this may not be successful. Pressing the power button repeatedly is required to ensure the signal is sent from the remote/pairing device to the fireplace.
- To clear any paired remotes/devices from the fireplace, locate the reset button on the fireplace, then long press the reset button for 3 seconds. A beeping tone will indicate that the codes have been cleared. Once cleared, a new remote or wall touch control can now be paired.

Operation

Remote Control



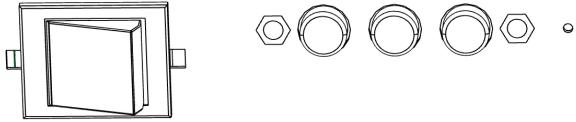
Remote Control Operation		
Button	Function	Action
	Power	This will cycle the fireplace on and off. Upon cycling power on, the fireplace will return to the settings it had when it was cycled off.
	Home	If the fireplace is on, this button will act as a reset and bring all colors back to the default EcoSmart Fire's signature color.
	Heat	This will cycle the heater between high, low and off .
	Mode	All zones of the fireplace will cycle through various demo modes - 7 & 3 color gradient/fade, 7 & 3 color jump, red/green/blue gradient.
	Speed	This is the speed button. Pressing will cycle the flame & ember bed speeds. Speeds: Low, Medium, Default & High.
	Flame	This is a zone setting. Touching this button will allow you to change the color and brightness of the flame by using the color wheel and brightness slider.
	Ember Bed	This is the Ember Bed light adjustment button. After pressing this button, the color ring and brightness bar will be adjusted, and only the color of the ember bed lamp will be adjusted.
	Downlight	This is a zone setting that controls the color and brightness of the downlight.
	Color Wheel	This will cycle the selected zone through the colors of the color spectrum.
	Brightness Slider	This will adjust the brightness of the selected zone.

Operation

Fireplace Touch Control Panel

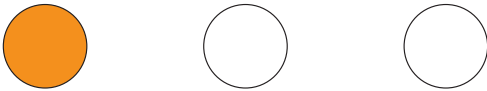
Toggle Switch

The fireplace has a main toggle switch located next to the manual controls. The toggle switch is in front of the glass on the top right side of the viewing area. When the “-” side of the toggle switch is depressed, the “O” pops up. This is the power-on state of the fireplace.



Power Indicator lights

The fireplace is equipped with Power indicator lights which are located on the upper right corner of the fireplace viewing area.



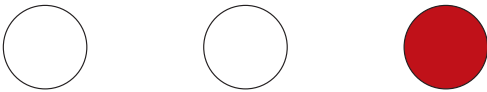
First light

When the fireplace is in the power-on state, an amber light turns on. The light shows the fireplace is energized and on stand-by for any commands. The amber light turns OFF when the fireplace is turned on and operating.



Second light

When the fireplace is powered on and the heater is set to low, the second light turns on. Light will fade away after 6 seconds.

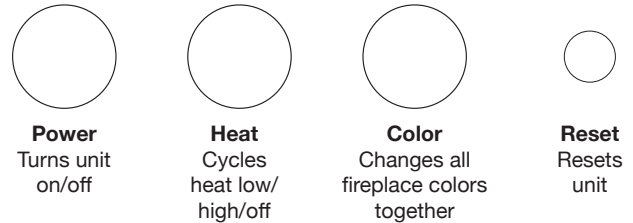


Third light

When the fireplace is powered on and the heater is set to high, the third light turns on. Light will fade away after 6 seconds.

Manual Controls

The fireplace has manual controls located next to the toggle switch, in front of the glass on the top right side of the viewing area.



Power On/Off Button

Press once, indicator light turns off and fireplace power turns on. All functions enabled. Press again, flame turns off and fireplace goes to standby. NOTE: Long pressing this button for 3 seconds places fireplace in RF pairing mode.

Heat Button

Pressing heat button cycles the heater and blower on/off. Settings: Heater and blower OFF, Low Heat, and High Heat. Indicator light will match according to status. NOTE: On US Switch, low and high heat have the same heat output when wired for 120 V. Long Press the heater button for 5 seconds to lock/unlock the heater.

Preset Color Button

Press preset color button to cycle through the 8 preset color options. This changes color of all three zones: the flame, ember bed and down light. Colors in order of appearance: orange-red-orange-golden orange-green-aqua-blue-magenta.

Resetting Button

Clears any paired remotes/devices from the fireplace. Once cleared you can pair a new remote or wall touch control. After long pressing the reset button for 3 seconds, a beeping tone will be heard indicating that the pairing codes have been cleared.

Buzzer Tone Change

Long press the on/off and preset color button at the same time to enter the beeping tone cycle mode. Continue to long press both buttons to cycle through the 4 tone options. The tone will change every 2 seconds while releasing the buttons will act as the selection of the tone. The tones in order of appearance are; tone-1, tone-2, tone-3, and silent mode.

Operation

Important Warnings

Note

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.

To improve operation, aim the remote control at the front of the fireplace. Quickly pressing buttons on the remote without allowing the fireplace to complete the previous operation may result in operational errors. Allow the fireplace to complete each command before issuing another.

Remote Control Battery Information

- 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 centre

Adding the Remote Control Battery

- Looking at the backside of the remote, find the small hole with the paperclip symbol next to it.
- Using the supplied Push Tool (or a paperclip), push the tool into the small hole until the faceplate of the remote separates from the back plate of the remote.
- Carefully remove the faceplate of the remote, ensuring the LED at the front of the remote is not damaged.
- Taking the supplied battery, find the side that has the “+” symbol on it.
- Making sure that the “+” side of the battery is facing away from the green circuit board of the remote, slide the battery into the battery holder. The “+” of the battery should match the “+” of the battery holder.
- Carefully place the faceplate back onto the magnetic back plate of the remote, starting with inserting the front of the faceplate.

Replacing the Remote Control Battery

- Follow the previous steps of adding the remote control battery to open up the remote, exposing the old battery.
- Using the Push Tool (or a paperclip), push the old battery out of the battery holder.
- Dispose of the old battery at your local hazardous material processing center.
- See section “Adding the Remote Control Battery” to add a new battery.

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:

- Remove power from the fireplace. Wait 5 minutes.
 - Turn off the appropriate breaker at the circuit breaker box.
- Inspect the fireplace to ensure no vents are blocked or clogged with dust or lint. Using a vacuum can help clear the areas if needed.
- Turn breaker switch back ON.
- If problem continues, have the wiring and outlet inspected by a professional.

Care and Maintenance

Cleaning



Always turn heater OFF from the breaker 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:

- Clean using a soft cloth, slightly dampened with soapy water.
- DO NOT use a brass polish or household cleaners as these products will damage the metal trim.

Glass:

- Use an ammonia-free glass cleaner sprayed onto a cloth or towel. Dry thoroughly with a paper towel or lint-free cloth.
- DO NOT 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.
- DO NOT 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 from the breaker 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 do not require additional lubrication.
- Electrical components are integrated into the fireplace and are not serviceable by the consumer.

Storage:

- Store the fireplace in a clean, dry place when not in use.



WARNING! NO SERVICING of the internal or electrical parts should be performed by the consumer.

Replacement Parts List

Ref.	Spare Parts, Part Numbers	Switch 44	Switch 56	Switch 68	Switch 80	Switch 96	Switch 120
1	Front Glass	ESF.1.A.PSW.44.WS	ESF.1.A.PSW.56.WS	ESF.1.A.PSW.68.WS	ESF.1.A.PSW.80.WS	ESF.1.A.PSW.96.WS	ESF.1.A.PSW.120.WS
2	Side Glass	ESF.1.A.PSW.SDG					
3	Acrylic Plastic Panel	ESF.1.A.PSW.44.APP	ESF.1.A.PSW.56.APP	ESF.1.A.PSW.68.APP	ESF.1.A.PSW.80.APP	ESF.1.A.PSW.96.APP	ESF.1.A.PSW.120.APP
4	Step Motor	ESF.1.A.PSW.STM					
5	PTC Heater and Blower Combo	ESF.1.A.PSW.PTC.HBC					
6	Led Flame Light Segment	ESF.1.A.PSW.LED.FLS					
7	LED Ember Light Input Segment	ESF.1.A.PSW.LED.LIS					
8	LED Ember Light Add On Segment	ESF.1.A.PSW.LED.LAOS					
9	LED Downlight Input Segment	ESF.1.A.PSW.LED.DLS					
10	LED Downlight Add on Segment	ESF.1.A.PSW.LED.DAOS					
11	Remote Control	ESF.1.A.PSW.REM					
12	Touch-ON Control Panel	ESF.1.A.PSW.TCP					
13	Circuit Board	ESF.1.A.PSW.CB					
14	Add-On Power Board	N/A	N/A	ESF.1.A.PSW.AOPB			
15	Thermostat (NTC)	ESF.1.A.PSW.TST					
16	Metal 1PC Trim Kit	ESF.1.A.PSW.44.MTK	ESF.1.A.PSW.56.MTK	ESF.1.A.PSW.68.MTK	ESF.1.A.PSW.80.MTK	ESF.1.A.PSW.96.MTK	ESF.1.A.PSW.120.MTK
17	Wall Mounting Bracket	ESF.1.A.PSW.44.WMB	ESF.1.A.PSW.56.WMB	ESF.1.A.PSW.68.WMB	ESF.1.A.PSW.80.WMB	ESF.1.A.PSW.96.WMB	ESF.1.A.PSW.120.WMB
18	5 PC Trim Kit	ESF.1.A.PSW.44.5PTK	ESF.1.A.PSW.56.5PTK	ESF.1.A.PSW.68.5PTK	ESF.1.A.PSW.80.5PTK	ESF.1.A.PSW.96.5PTK	ESF.1.A.PSW.120.5PTK
19	Hardware Kit	ESF.1.A.PSW.HDWK					
20	Stone, Frosted	ESF.1.A.PSW.STF					
21	Crystal, Smoked	ESF.1.A.PSW.CSK					

Replacement Parts List

Ref.	Spare Parts, Part Numbers	Switch 44	Switch 56	Switch 68	Switch 80	Switch 96	Switch 120
22	Log Set	ESF.1.A.PSW.44. LOGS	ESF.1.A.PSW.56. LOGS	ESF.1.A.PSW.68. LOGS	ESF.1.A.PSW.80. LOGS	ESF.1.A.PSW.96. LOGS	ESF.1.A.PSW.120. LOGS
23	Metal Side Brace for Plastic Panel	ESF.1.A.PSW.MSB					
24	Metal Bottom Brace for Flame Screen and Ember Bed	ESF.1.A.PSW.44. MBB	ESF.1.A.PSW.56. MBB	ESF.1.A.PSW.68. MBB	ESF.1.A.PSW.80. MBB	ESF.1.A.PSW.96. MBB	ESF.1.A.PSW.120. MBB
25	Metal, Recess Bracket, Mounting (X1)	ESF.1.A.PSW.MRB					
26	Power Switch	ESF.1.A.PSW.PSW					
27	Individual Logs						
	Log #1	ESF.1.A.PSW.LOG.1					
	Log #2	ESF.1.A.PSW.LOG.2					
	Log #3	ESF.1.A.PSW.LOG.3					
	Log #4	ESF.1.A.PSW.LOG.4					
	Log #5	ESF.1.A.PSW.LOG.5					
	Log #6	ESF.1.A.PSW.LOG.6					
	Log #7	ESF.1.A.PSW.LOG.7					
	Log #8	ESF.1.A.PSW.LOG.8					
	Log #9	ESF.1.A.PSW.LOG.9					
	Log #10	ESF.1.A.PSW.LOG.10					
	Log #11	ESF.1.A.PSW.LOG.11					
	Log #12	ESF.1.A.PSW.LOG.12					
	Log #13	ESF.1.A.PSW.LOG.13					
	Log #14	ESF.1.A.PSW.LOG.14					
	Log #15	ESF.1.A.PSW.LOG.15					

Troubleshooting



Turn off the appliance completely and let it cool down before servicing. Only a qualified service person should service and repair this electric appliance.

Problem	Possible Cause	Solution
Nothing comes on (touch screen, etc.)	Breaker tripped or circuit has no power	Reset breaker, test circuit for power, check power switch
	Internal component is frozen and needs to be reset	Turn off the circuit breaker. Allow fireplace to cool for 5 minutes and then turn the breaker back on.
	Loose connection	Inspect wiring for loose or damaged connection
	Defective component	Replace motherboard, touch control or power switch
Fireplace turns off and will not turn on.	Not operating touch control properly with finger	Press flat part of finger firmly on the touchscreen and apply moderate pressure
	Loose connection on motherboard	Check functions with remote control. If functional, check connections on motherboard
	Motherboard is defective	Replace Motherboard
Fireplace turns off and will not turn back on	Fireplace has overheated and safety disc has snapped or circuit breaker has tripped	Turn the main breaker to the "off" position for 60 seconds. Next flip the breaker back to "on" position.
Can operate fireplace functions with manual controls but not remote control	Low Batteries	Replace batteries in remote control with - CR2025
	Remote not paired properly	With the fireplace ON, press and hold the Power button for about 3 seconds until you hear the buzzer sound twice and the power indicators begin to flash. Within 5 seconds on the hand held remote or wall touch control press the Power button repeatedly until the buzzer sounds again and the indicators flash acknowledging that it has paired. You may also hear another buzzer and the pair is now completed.
	Remote control defective	Replace remote control
Heater does not provide heat when on	Wiring is loose	Disconnect unit from power source and inspect for loose connections
	Snap disc tripped	Turn off for 5 minutes to reset
	Heater core is defective	Replace Heater Core
Flame is not visible when unit is turned on	Wiring is loose	Disconnect unit from power source and inspect for loose connections
	LEDs defective	Replace LEDs
	Motherboard is defective	Replace motherboard
Fireplace lights up but there is no flame image or flame image frozen	Wiring for motor is loose	Disconnect unit from power source and inspect for loose connections from motor
	Spindle rod came loose	Reconnect spindle rod
	Motor is defective	Replace motor
Fireplace is squeaking when flame image is on	Fireplace spindle/rod is contacting to metal	Apply lithium grease or any standard grease to contacts with rod and metal and rubber bushing.
	Motor is defective	Replace motor

FAQ's

Q. How do you change the optional Wall Mount Touch Control to Fahrenheit/Celsius?

A. Long press on the up and down arrows on the fireplace to toggle between Fahrenheit and Celsius.

Q. What distance can the remote be used from the fireplace?

A. Optimal distance for the remote control is maximum 20 feet.

Q. Can you turn on the fireplace via the manual control and off via the remote (or vice versa)?

A. Yes.

Q. Can the fireplace be installed outside?

A. Yes. Reference outdoor installation section for requirements.

Q. Does the fireplace need to be on a dedicated 20 Amp circuit?

A. Yes.

Q. What thickness of sheetrock should be used for the recessed installation?

A. 1/2" or 5/8", thinner is recommended for tile facade.

Q. How often do the batteries in the remote need to be replaced?

A. Annually, possibly more with heavy use.

Q. Is there a remote receiver in the fireplace that requires batteries?

A. No, only the actual remote requires batteries.
The rest of the fireplace runs entirely off of the main power supply.

Q. How do I reset the unit?

A. Turn power off at the breaker for 1 minute.

FCC CAUTION

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

To maintain compliance with FCC's RF exposure guidelines, this equipment should be installed and operated with minimum distance between 20cm from the radiator and your body: Use only the supplied antenna.





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V2403
This product is distributed by EcoSmart Inc
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