

ELECTRIC FIREPLACE INSERT DBL-2000-DZ3



INSTRUCTION MANUAL & IMPORTANT SAFETY INSTRUCTIONS

**FOR CUSTOMER SERVICE INQUIRIES CALL
1-866-592-6667**



* Save this manual for future reference.

070716DZ3B2FP1

Read these instructions completely before beginning installation. 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 present.



WARNING: This electric fireplace is tested and listed for use only with the optional accessories listed in these instructions. Use of optional accessories not specifically tested for this electric fireplace could void the heater warranty and/or result in a safety hazard.

This electric fireplace meets the construction and safety standards of H.U.D. for application in manufactured homes when installed according to these instructions.

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IMPORTANT SAFETY INSTRUCTIONS

- 1/ Prior to plugging your heater into an electrical outlet, verify that the house circuit breakers for the outlet are on.
- 2/ The heater may emit a slight, harmless odor when first used. This odor is normal and it is caused by the initial heating of internal heater elements and will not occur again.
- 3/ If your heater does not emit heat, consult the operation section of this manual for further information.
- 4/ Use with a CSA or UL certified surge protector.



SA1965

CAUTION
RISK OF ELECTRIC SHOCK
DO NOT OPEN
NO USER-SERVICEABLE PARTS INSIDE
HIGH TEMPERATURE
KEEP ELECTRICAL CORDS



SA1965

**KEEP DRAPERY AND OTHER FURNISHINGS AT
LEAST 3 FEET (0.9m) FROM THE FRONT AND
SIDES OF THE HEATER.**

⚠ CAUTION: High temperature, risk of fire. Keep electrical cords, drapery, furnishings, and other combustibles at least 3 feet (0.9m) from the front of the heater and away from the side and rear.

⚠ WARNING: Servicing should be done only while the heater is disconnected from the power supply circuit.

IMPORTANT SAFETY INSTRUCTIONS

IMPORTANT INSTRUCTIONS

When using this electric fireplace, 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 using this electric fireplace.
- 2/ This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. If provided, use handles when moving this heater. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet (0.9m) from front of heater and keep them away from sides and rear.
- 3/ Extreme caution is necessary when any heater is used by or near children and whenever the heater is left operating and unattended.
- 4/ Always unplug electric fireplace when not in use.
- 5/ Do not operate this electric fireplace with a damaged cord or plug or after heater malfunctions, has been dropped or damaged in any way. Return heater to authorized service facility for examination, electrical or mechanical adjustment or repair.
- 6/ Do not use this electric fireplace outdoors.
- 7/ This electric fireplace is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate electric fireplace where it may fall into a bathtub or other water container.
- 8/ Do not run cord under carpeting. Do not cover cord with throw rugs, runners or the like. Arrange cord away from traffic area and where it will not be tripped over.
- 9/ To disconnect electric fireplace, turn controls to "OFF" before removing plug from outlet.
- 10/ Connect to properly grounded outlets only.

IMPORTANT SAFETY INSTRUCTIONS

- 11/ 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.
- 12/ To prevent possible fire, do not block air intakes in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
- 13/ The electric fireplace has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are used or stored.
- 14/ Use this electric fireplace only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
- 15/ Avoid the use of an extension cord because the extension cord may overheat and cause a risk of fire. However, if you have to use an extension cord, the cord should be No. 14 AWG minimum size and rated not less than 1875 WATTS.
- 16/ Always use properly grounded fused and polarized outlets.
- 17/ Always use ground fault protection where required by electrical codes.
- 18/ Always disconnect power before performing any cleaning, maintenance or relocation of heater.
- 19/ To prevent a possible fire, do not burn wood or other materials in this electric fireplace.
- 20/ To prevent electric shock or fire, always hire a certified electrician should new circuits or outlets be required.
- 21/ When transporting or storing this electric fireplace, keep in a dry place free from excessive vibration and store as to avoid damage.

SAVE THESE INSTRUCTIONS!

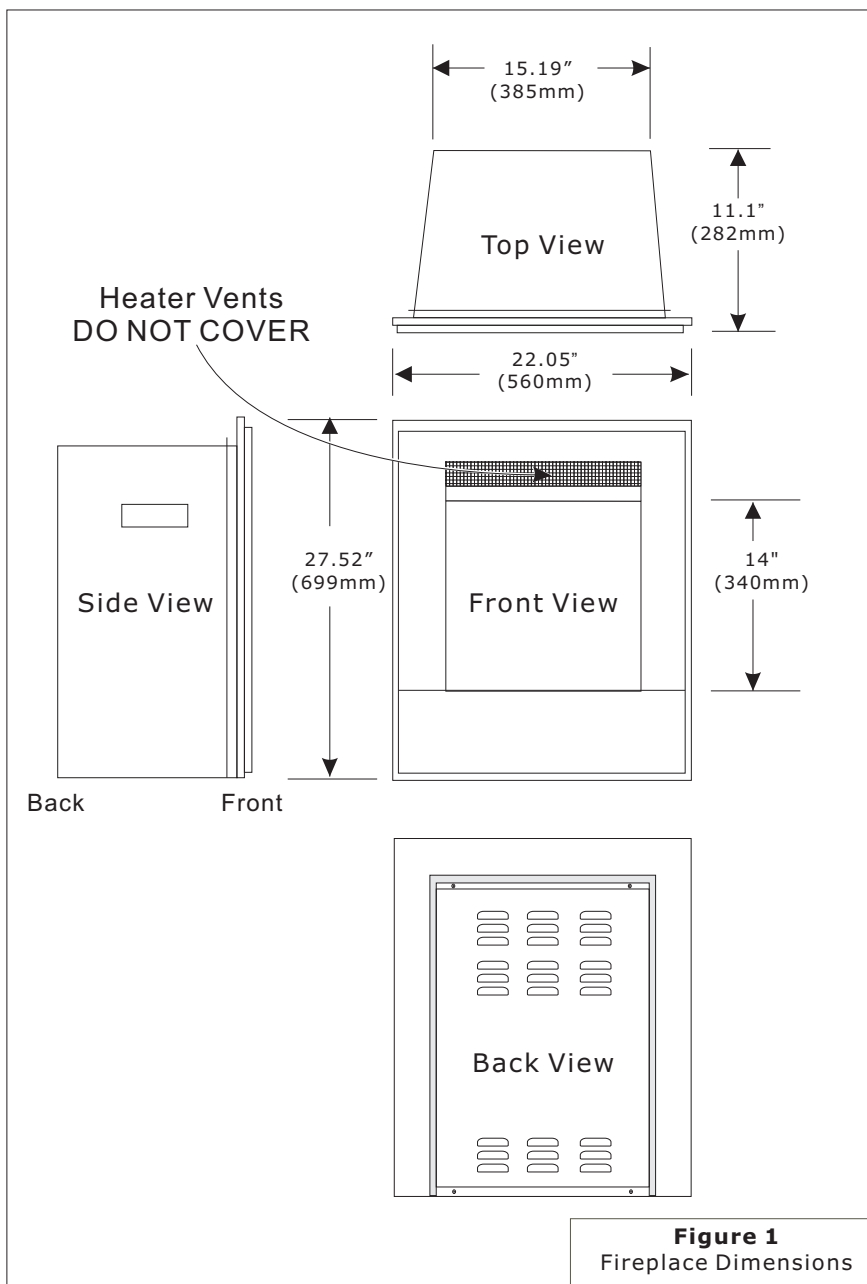
LISTING APPROVALS

This heater has been tested in accordance with the CSA Standards for fixed and location-dedicated electric room heaters in the United States and Canada. If you need assistance during installation, please contact your local dealer.

Model Number:	DBL-2000-DZ3
Description:	21" Fireplace Insert
Voltage:	120V AC
Watts:	MAX 1500W
Amps:	15Amp Grounded Circuit
Length:	22.05'' (560mm)
Height:	27.52'' (699mm)
Depth:	11.1'' (282mm)
Net Weight:	41.45lbs (18.8kgs)
Gross Weight:	48.5lbs (22kgs)

Note: This heater must be electrically wired and grounded in accordance with local codes or, in the absence of local codes, with National Electric Code ANSI/NFPA 70-latest edition or the Canadian Electric Code, CSA C2.1 as appropriate.

PRODUCT DIMENSIONS



LOCATING FIREPLACE

WARNING: Due to high temperatures, this electric fireplace should be located out of traffic. Keep combustible materials such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet (0.9m) from the front of the heater.

WARNING: Never locate this electric fireplace where it may fall into a bathtub or other water container.

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

NOTICE: Minimum clearance of 1" on all sides must be maintained at all times. Illustrations throughout these instructions reflect typical installations and are for design purposes only. Actual installations may vary slightly due to individual preferences.

CAUTION: Wear gloves and safety glasses for protection during installation and maintenance.

WARNING : To prevent contact with sagging or loose insulation, the electric fireplace must not be installed against vapor barrier or exposed insulation. Localized overheating could occur and a fire could result.

Figure 2 illustrates a variety of ways the fireplace may be located in a room. The heater may be installed directly on the floor (uncarpeted), or raised on a hearth.

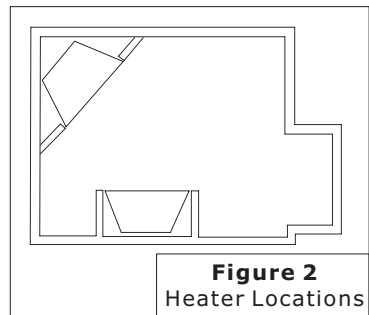


Figure 2
Heater Locations

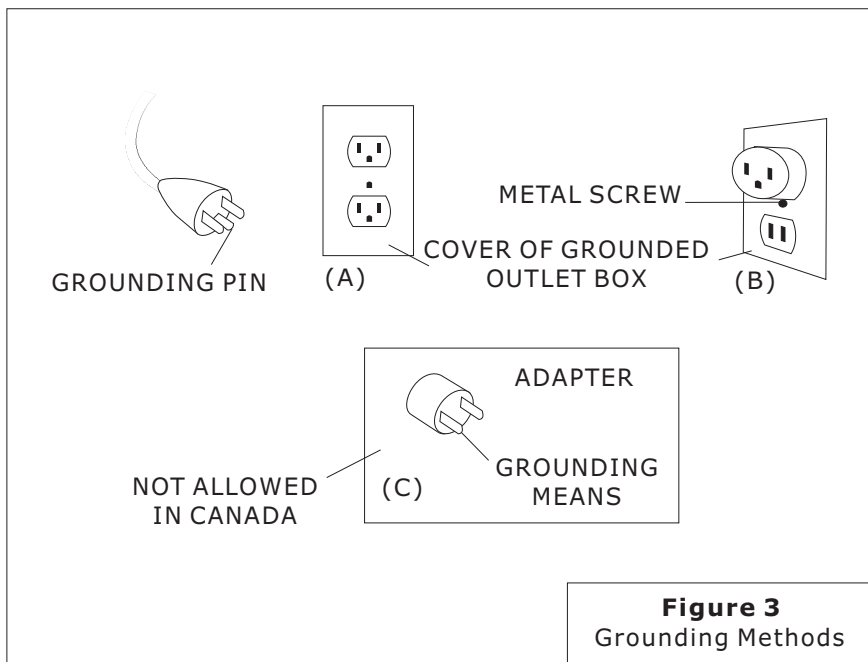
UNPACKING AND TESTING FIREPLACE

Carefully remove the unit from the box. Prior to installing the unit, test to make sure the unit operates properly. To do this, plug the unit's power supply cord into a conveniently located 120-Volt grounded outlet.


GROUNDING INSTRUCTIONS


This insert is for use on 120 Volts. The cord has a plug as shown in (A) of Figure 3 given below. An adapter as shown in (C) is available for connecting three-blade grounding-type plugs to two-slot receptacles. The green grounding plug 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.


To disconnect heater, turn controls to off, then remove plug from outlet.





INSTALLATION

 **WARNING: RISK OF FIRE!** The power cord must not be pinched or against a sharp edge. Secure cord to avoid tripping or snagging to reduce the risk of fire, electric shock or personal injury. Do not run cord under carpeting. Do not cover cord with throw rugs, runners or the like. Arrange cord away from traffic areas and where it will not be tripped over.

 **WARNING: RISK OF FIRE!** To prevent a possible fire, do not block air intake or exhaust in any manner. Do not use on soft surfaces where openings may become blocked.

 **WARNING: RISK OF FIRE!** Do not blow or place insulation against the fireplace.

 **WARNING:** This electric fireplace is tested and listed for use only with the approved optional accessories. Use of optional accessories not specifically tested for this electric fireplace could void the heater warranty and/or result in a safety hazard.

 **WARNING:** If the information in these instructions is not followed exactly, a fire or explosion may result causing property damage, personal injury or death.
Do not store or use gasoline or other flammable vapors in the vicinity of this or any other heater.

BEFORE INSTALLATION

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. This fireplace can be installed into either an existing fireplace opening or as new construction / renovation.

INSTALLATION

Existing Fireplace Installation

Thoroughly clean out the existing fireplace and hearth area.

Plan the power supply. If an existing grounded outlet is near the fireplace, the power cord can run along the front of the fireplace. If the cord is not long enough to reach the outlet, a grounded extension cord minimum AWG No. 14 and rated to a minimum of 1875 watts may be used. If you plan to cut or drill a hole in the existing fireplace for wiring, it is best to hire a professional to do this step in order to prevent personal injury. To reduce the risk of fire, do not run the power cord under rugs, carpets, etc. Arrange the power supply cord away from high traffic areas where it may pose a tripping hazard.

New Construction or Renovation

- 1/ Select a location that is not prone to moisture and is located at least 0.9 m or 3 feet away from combustible materials such as curtains or drapes, furniture, bedding, paper, etc.
- 2/ Place the unit in selected location to see how it will look in the future.
- 3/ Mark the desired location on the floor and store unit in a safe, dry and dust free location.
- 4/ Frame in an opening leaving at least 1/4" (6 mm) around the edge of the unit. Any new wiring must be done in compliance with local and national codes and other applicable regulations in order to reduce the risk of fire, electric shock or other injuries. Therefore, it is strongly recommended that you hire a professional to complete any such work.

INSTALLATION

Installing the Fireplace Insert

- 1/ Once the site has been prepared, the fireplace insert can be installed.
- 2/ Make sure the main power switch is in the "OFF" position.
- 3/ Plug the fireplace into a 15-amp/120 Volt, grounded outlet. Use a CSA or UL approved surge protector.
- 4/ Push fireplace insert so that the trim is against the finished mantel or wall surface.



WARNING: Heater vents (see Figure 1, page 8) on this electric fireplace cannot, in any way, be covered as it may create a fire hazard.

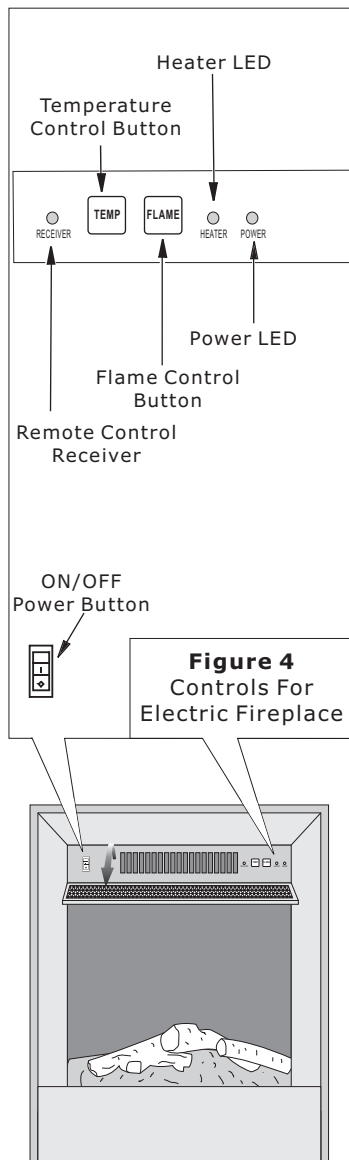
FINISHING CHECKLIST

- > Power supply service must be completed prior to finishing to avoid reconstruction.
- > Heater vents and air openings cannot be covered in any circumstances.

OPERATING INSTRUCTIONS

The controls of the fireplace (Figure 4) are located near the top of the unit behind a flip down panel.

- 1/ Plug in your electric fireplace.
- 2/ Flip down the front panel near the top of the unit (Figure 4) to reveal the controls.
- 3/ **Main ON/OFF Power Switch and LED:** The main ON/OFF switch is located on the left side of the control panel. The "I" indicates ON and "O" indicates OFF. The Power LED is located at the farthest right side of the control panel. It has the word "POWER" right below it.
When the unit is first turned on, the Power LED will be on and the default settings are as follows:
 - Ember bed: HIGH
 - Flame: HIGH
 - Heater: OFF
- 4/ **Temperature Control Button and LED:** The HEATER LED is located to the right of the FLAME Button. It has the word "HEATER" right below it. Push the TEMP button to cycle through different heater settings. Press and release the TEMP button to cycle through LO, MED, HI and OFF. Each time the TEMP button is pushed, the HEATER LED will change to its corresponding colour: Green for LO, Orange for MED, Red for HI, and blank for OFF. When the heater is turned on, heat will emit through the heater vents behind the top panel / lower (see Figure 1, Page 8). The heater has a built-in thermostat so it will shut off automatically once the pre-set temperature is reached. It will also turn on automatically if the room temperature drops below the pre-set temperature. Note: When the heater is turned on for the first time, it may release a slight, harmless odour. This odour is a normal occurrence caused by the initial heating of the internal heating elements and should not occur again.
- 5/ **Flame Control Button:** This button is located to the right of the TEMP Button (see Figure 4). After power is turned on, push the FLAME control button to adjust the flame height and ember bed brightness. Press and release the Flame Control Button to cycle through LO, MED, HI and OFF.



OPERATING INSTRUCTIONS

OPERATING BY REMOTE CONTROL

- 1/ Plug in your electric fireplace.
- 2/ Make sure the unit's main Power ON/OFF button is at the ON position! The remote control will NOT work if the main Power button is at the OFF position.
- 3/ When operating the remote control, it must be pointed towards the front of the unit.
- 4/ The ON/OFF button at the top left of the remote is the main ON/OFF power button (Figure 5). Pressing this button activates the power to the unit.
- 5/ To activate the heater, press the HEATER button. Press and release the HEATER button to cycle through LO, MED, HI and OFF. Each time the HEATER button is pushed, the HEATER LED will change to its corresponding colour: Green for LO, Orange for MED, Red for HI, and blank for OFF. The heater has a built-in thermostat so it will shut off automatically once the pre-set temperature is reached. It will also turn on automatically if the room temperature drops below the pre-set temperature.
- 6/ To adjust the flame height and ember bed brightness, press the FLAME + or - buttons. To increase the flame height and ember bed brightness, press the FLAME + button, to decrease the flame height and ember bed brightness, press the FLAME - button. There are seven levels of flame effects.

Note: Make sure your batteries are fully charged and installed correctly in your remote control.

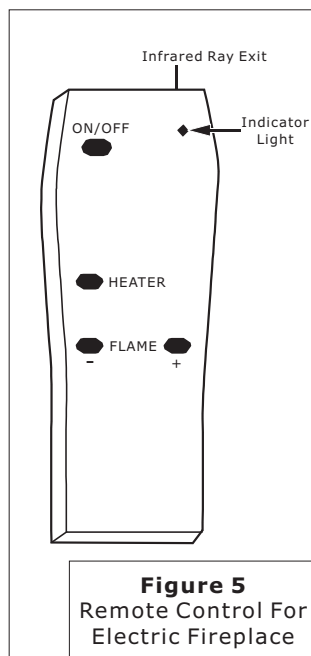


Figure 5
Remote Control For
Electric Fireplace

MAINTENANCE



Preparation for Maintenance

WARNING: Always disconnect the power and allow the electric fireplace to cool completely before performing any cleaning, maintenance or relocation of this electric fireplace. Turn all controls to OFF and remove plug from outlet or turn off the house circuit breaker to electric fireplace receptacle.

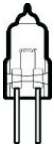
Most halogen light bulbs are rated to last approximately 1800 hours. Like all light bulbs, halogen bulbs require periodic replacement. When the bulbs in your unit have burned out you will notice one or more of following:

Common Observed Problems:

- **There is no flame**
- **Flame is dim or dark in certain areas**
- **Flame is not moving or glowing**
- **Ember bed is dim or dark in certain areas**

Your fireplace unit must be opened in order to replace the light bulbs. To reduce the number of times you need to open the unit, replace all bulbs at the same time if they are close to the end of their rated life.

Bulb Type:
GX 6.35, 120V,
35W/20W Maximum



8 pcs included

There are a total of 8 halogen light bulbs (Type GX6.35, rated 120Volts, 35Watts/20Watts) in your unit:

- * **2 bulbs(35W)** provide illumination for the ember bed
- * **2 bulbs(20W)** provide illumination for flame generation
- * **4 extra bulbs(2x35W, 2x20W)** for replacement



WARNING: Do not install replacement bulbs that exceed specified maximum watts.

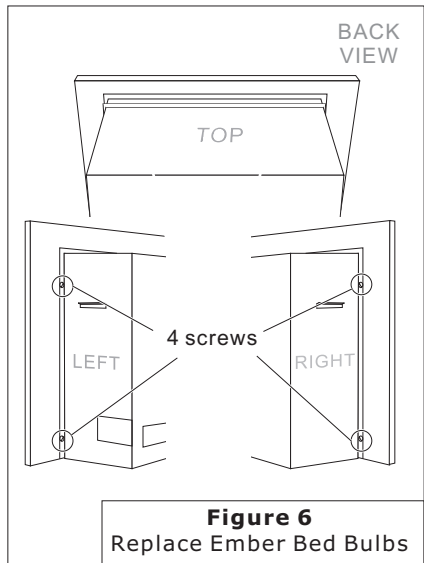
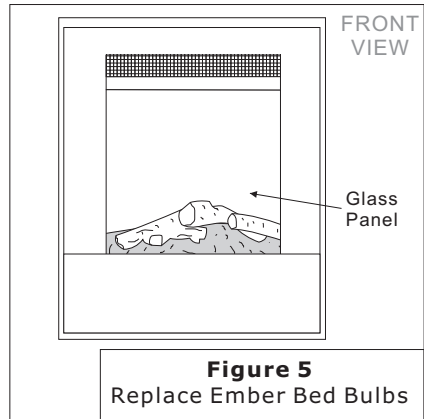


WARNING: The halogen light bulbs in your unit can become extremely hot. Allow at least 10 minutes between turning off the heater and removing the light bulbs to avoid accidental burns.

MAINTENANCE

Removing the Glass Panel

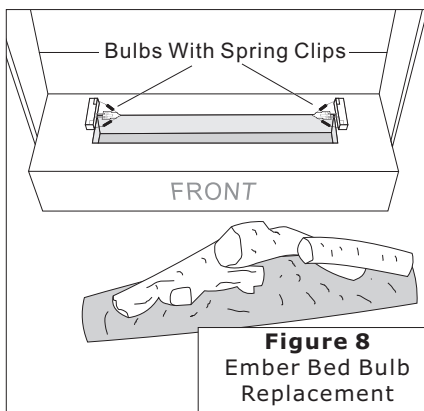
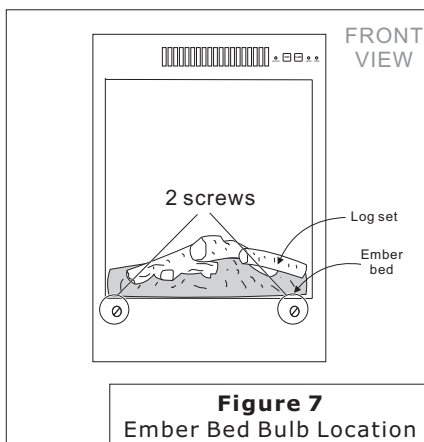
- 1/ Remove the front glass panel by removing the 4 screws on the back of the unit shown in Figure 6.
- 2/ Tilt glass panel forward from the top and remove.
- 3/ Store the glass panel in a safe place or place face down on a carpeted floor.
- 4/ Complete light bulb replacement procedures as described below.
- 5/ Replace the glass panel and hold in place.
- 6/ Reattach the 4 screws that was removed from step 1.



MAINTENANCE

Replacing the ember bed light bulbs

- 1/ Remove the front glass panel. Follow instructions described on Page 17.
- 2/ Remove the 2 screws as shown in Figure 7.
- 3/ From the bottom, gently pull forward and lift up the ember bed until the front edge of the ember bed log set assembly clears the front the edge of the unit (do not pull up on the logs). You will see 2 light bulbs as shown in Figure 8.
- 4/ Remove spring clip. Hold socket and pull out the old bulb. (Figure 11b, Page 19)
- 5/ Hold socket and push in the new bulb. (Do not exceed wattage) Reattach spring clips.
- 6/ Repeat steps 4 and 5 for the second bulb.
- 7/ Replace the log set ember bed assembly by gently pushing down until the rear edge of the ember bed is resting against the rear edge of the unit.
- 8/ Reattach the 2 screws that were removed from step 2.
- 9/ Replace the front glass panel. Follow instructions described on Page 17.



MAINTENANCE

Replacing the flame generation light bulbs

- 1/ Turn unit backwards, there are 6 screws that hold the unit's back plate in place, 4 symmetrically on each corner, and 2 on the side of the back plate near the top (Figure 9).
- 2/ Locate the flame generation cylindrical drum. It is constructed of two removable halves. They are two (2) matte black sheet metal pieces with holes in them, either of which can be removed from the unit. (Figure 10)
- 3/ Remove the screw as shown in Figure 10 that is used to secure the flame generation cylinder drum.
- 4/ Squeeze half of drum cylinder until its top edge clears the top drum track. Remove the bottom edge of the cylinder drum from the bottom drum track (Figure 11a). This will give you access to the light bulbs. Note: Do not exert excessive pressures on the drum cylinder as this may cause damage.
- 5/ Remove spring clip. Hold socket and pull out old bulb. (Figure 11b)
- 6/ Hold socket and push in new bulb (DO NOT exceed wattage). Reattach spring clip.
- 7/ Repeat steps 5 and 6 for the second bulb.
- 8/ Insert bottom edge of removed cylinder half into bottom drum track. Gently squeeze drum cylinder until its top edge fit into top drum rack. Reattach the screw that was removed in step 3.
- 9/ Secure the back plate of the unit to the main unit by reattaching the 6 screws that was removed from step 1. (Figure 9)

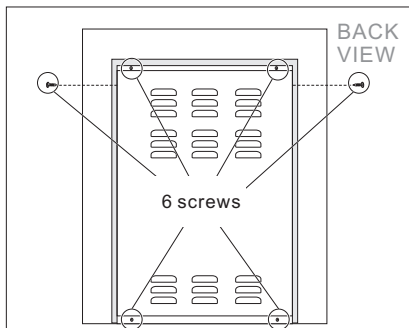


Figure 9
Drum Bulb Replacement

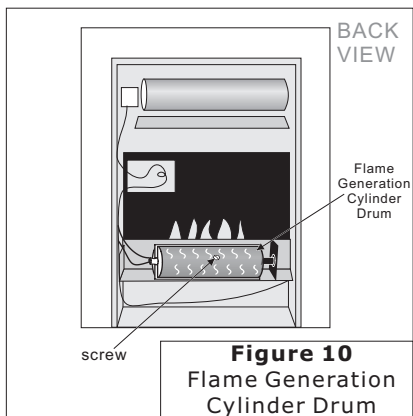


Figure 10
Flame Generation Cylinder Drum

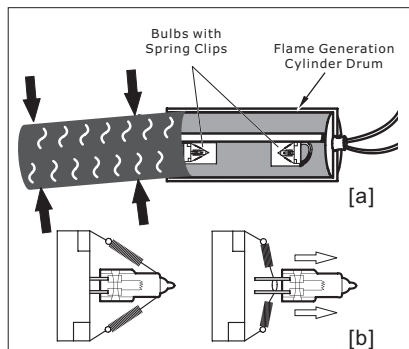


Figure 11
Drum Bulb Replacement

TROUBLESHOOTING



WARNING: Turn off the fireplace completely and let cool before servicing.

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Dim or no flame	1. Bulb(s) are burnt out	1. Inspect the bulbs inside the flame generation cylinder drum and replace them if necessary
Ember bed is not glowing or dimming	1. Bulb(s) are burnt out	1. Inspect the ember bed bulbs and replace them if necessary
No warm air is coming out of the heater, Heat doesn't turn on when it is set to Low setting.	1. Room temperature is higher than the heater setting (if it is set to LO or MED)	1. Set heater to a higher temperature setting (MED or HI)
Fireplace turns off and will not turn on	1. Fireplace has overheated and safety device has caused the thermal switch to disconnect 2. House circuit breaker has tripped	1. Unplug the unit, allow heater to cool for 10 minutes, then plug it back in 2. Reset house circuit breaker
Fireplace will not come on when switch is flipped to ON	1. Fireplace is not plugged into an electrical outlet 2. Fireplace has overheated and safety device has caused the thermal switch to disconnect	1. Check plug and plug it in 2. Unplug the unit, allow heater to cool for 10 minutes, then plug it back in
Remote control does not work	1. Low batteries	1. Replace AA batteries in remote control

WARRANTY

This insert is inspected, tested and carefully packaged to minimize the chance of damage during shipment. If a part (excluding light bulbs and fuses*) within one year from the date of purchase proves to be defective in material or fabrication under normal use, the part will be repaired or replaced. The Company's obligation under the warranty is to replace or repair defective parts at our discretion. Any expenses or damage resulting from the installation, removal or transportation of the product will be the responsibility of the owner and are not covered by this warranty. The owner assumes all other risks arising out from the use or misuse of the product. The warranty will be void if the product damage or failure is deemed by the Company to be caused by accident, alteration, misuse, abuse, incorrect installation or removal, or connection to an incorrect power source by the owner. The Company neither assumes, nor authorizes any person or entity to assume for it any obligation or liability associated with its products.

*** Light bulbs and remote control are not covered under this warranty**

**If you have any
questions regarding
the warranty or service,
please call our toll free
number:
1-866-592-6667**

IMPORTANT

Do not return this product to the store. Please call our customer service department for any questions or concerns:

1-866-592-6667

Monday to Friday

9:00AM to 5:00PM P.S.T.

DATED PROOF OF PURCHASE
REQUIRED FOR WARRANTY
SERVICE.



C US

**Approved for use in
Canada and the United States**

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