

# Electric Fireplace Insert

## Model #: DBL-2000-ES

# Owner's Manual



FOR CUSTOMER SERVICE INQUIRIES  
**PLEASE CALL 1-800-561-5550.**

- Plugs into standard electrical outlet
- CSA certified
- Operates with or without heat
- Full metal construction
- Realistic flame effects
- 1500 Watt heater

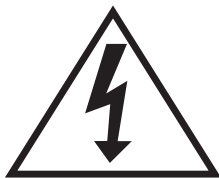


\* Save this manual for future reference.

Warning: Do not move fireplace while operating.

## QUICK REFERENCE GUIDE

- 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



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.

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# Important Safety Instructions



**WARNING: Any other use not recommended or described in your Owner's Manual may cause fire, burns, electric shock and/or other serious injuries or death.**

## IMPORTANT INSTRUCTIONS

When using electric appliances, 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 heater.
- 2/ This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. If provided, use handles when moving this heater. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9 meters) from the front of the heater and keep them away from the sides and rear.
- 3/ Extreme caution is necessary when this heater is used by or near children and whenever the heater is left operating and unattended.
- 4/ Always unplug heater when not in use.
- 5/ Do not operate this heater with a damaged cord or plug or after the heater malfunctions, has been dropped or damaged in any manner. Return heater to authorized service facility for examination, electrical or mechanical adjustment, or repair.
- 6/ Do not use outdoors.

## Important Safety Instructions

- 7/ This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.
- 8/ Do not run 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 heater, turn controls to off, then remove plug from outlet.
- 10/ Connect to properly grounded outlets only.
- 11/ Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.
- 12/ 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.
- 13/ A heater 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 heater 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 shall be No.14 AWG minimum size and rated not less than 1875 watts.

**SAVE THESE INSTRUCTIONS!**

# Specifications

## Specifications:

◆ Model #: DBL-2000-ES

◆ Power Supply: 120V AC, 15-amp grounded circuit

◆ Frequency: 60Hz

◆ Heater Power: Max1500W

◆ Unit Dimensions: 13.98" W x 9.4" D x 17.52" H

◆ Carton Dimensions: 16.34" W x 11.77" D x 19.88" H

◆ Net Weight: 24.2 lbs/11.0 kg

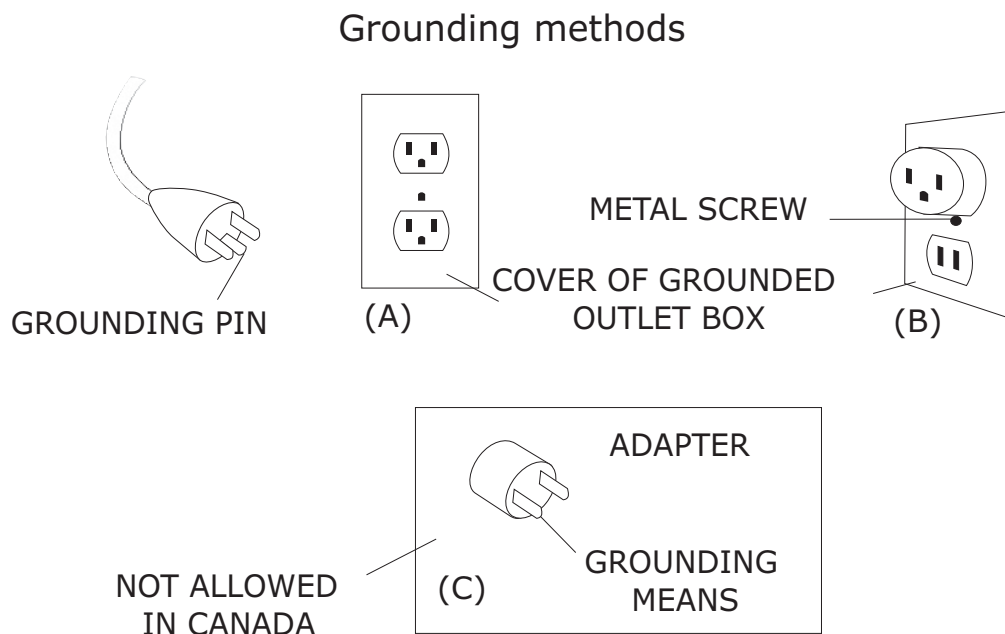
◆ Gross Weight: 28.6 lbs/13.0 kg

# Grounding Instructions

This electric fireplace is for use on 120 Volts. The cord has a plug as shown in (A) of Figure 1 given below. An adapter as shown in (C) is available for connecting three-blade grounding- type plugs to two-slot receptacles (Not allowed in Canada). 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 the fireplace, turn controls to off, then remove plug from outlet.

**Figure 1**






# Operating Instructions

Once the unit has been properly connected to a ground electrical outlet, it is ready to operate.

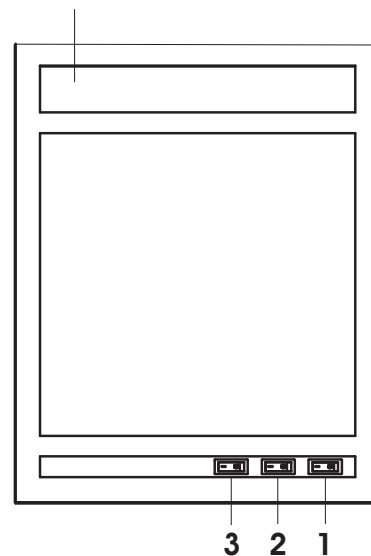
Note: ensure the house circuit breakers for the power supply are turned on.

## Operation from the Control Panel

The controls are located in the front of the unit near the bottom right corner. Figure 2 illustrates the location of the controls.

- 1/ **Main ON/OFF Power switch:**  
This switch is located at the furthest right corner on the control panel. It has a symbol of  beside it. Turn the switch to ON and it will glow red to indicate the unit is ready to operate. The "I" indicates ON and "O" indicates OFF.
- 2/ **Flame ON/OFF switch:** This switch is located in the middle between the Main ON/OFF switch and the Heater ON/OFF switch on the control panel. It has a symbol of  beside it. Turn the switch to ON and the flame effect will turn on. The "I" indicates ON and "O" indicates OFF.
- 3/ **Heater ON/OFF Switch:** This switch is located to the left of the Flame ON/OFF switch on the control panel. It has a symbol of a  beside it. Turn the switch to ON and the heater will turn on. The "I" indicates ON and "O" indicates OFF.

**Figure 2**  
Control Panel  
Heater Vents-DO NOT COVER



1. Power (On/Off)
2. Flame (On/Off)
3. Heater (On/Off)

# Maintenance

Tools Required: Philips Screw Driver  
Latex Gloves (Optional)

**! WARNING: Before changing bulbs, use latex gloves to ensure that the oil from hands does not transfer to bulbs.**



**! Preparation for Maintenance**  
**WARNING: Always disconnect the power and allow the electric fireplace to cool down 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.**

Turn off electric fireplace or the house circuit breaker to the fireplace before performing any cleaning and/or maintenance. Allow electric fireplace to cool down completely.

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 burnt 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**
- 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.

# Maintenance

Bulb Type:  
GX6.35, 120V, 35W  
Maximum



4 pcs included

There are a total of 4 halogen light bulbs (Type GX6.35, rated 120Volts, 35Watts) in your unit:

- \* **1 bulb** provides illumination for the ember bed
- \* **1 bulb** provides illumination for the flame generation
- \* **2 extra bulbs** for replacement



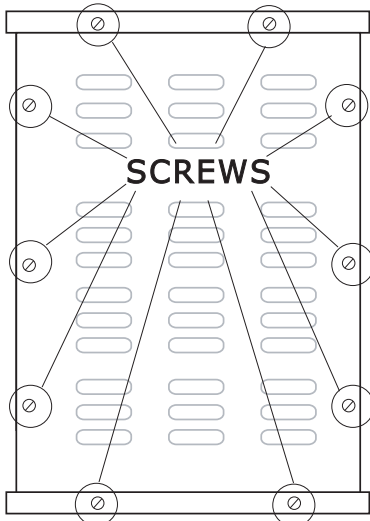
**WARNING: Do not install replacement bulbs that exceed specified maximum watts.**



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

# Replacing the flame generation bulb

**Figure 4**



- 1/ Remove the 10 screws from the back of stove shown in Figure 4. Remove back plate. Figure 5 shows the inside of the unit.
- 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 6)

3/ Remove the screw as shown in Figure 6a that is used to secure the flame generation cylinder drum.

4/ Squeeze half of the flame generation cylinder until its top edge clears the top drum track as shown in Figure 6b. Remove the bottom edge of the cylinder drum from the bottom drum track. This will give you access to the light bulbs. Note: Do not exert excessive pressure on the flame generation cylinder as this may cause damage.

5/ Remove spring clip. Hold socket and pull out old bulb as shown in Figure 6c.

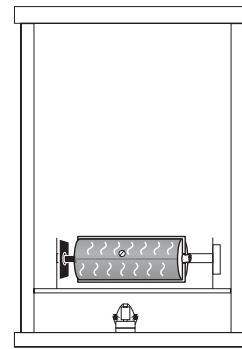
6/ Hold socket and push in new bulb (DO NOT exceed wattage). Reattach spring clip.

7/ Insert bottom edge of removed flame generation cylinder half into bottom drum track. Gently squeeze the flame generation cylinder until its top edge fit into top drum rack.

8/ Reattach the screw that was removed from step 3(Figure 6a)

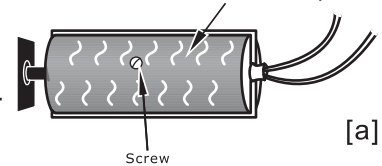
9/ Secure the rear cover of the unit to the main frame by reattaching the 10 screws removed from step 1. (Figure 4)

**Figure 5**

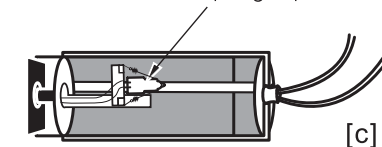
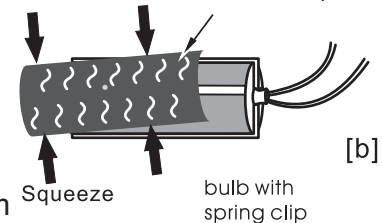


**Figure 6**

Flame Generation Cylinder

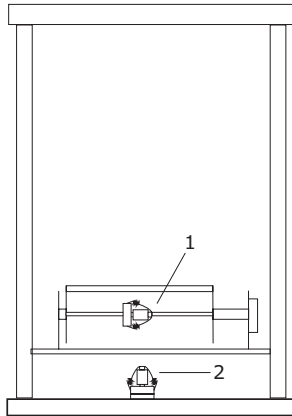


Flame Generation Cylinder



## Replacing the ember bed light bulb

Figure 7



1. FLAME GENERATION BULB
2. EMBER BED LIGHT BULB

**⚠ WARNING:** When cleaning the unit, the power supply to the unit should be disconnected and the unit must be cool.

- 1/ Remove the 10 screws from the back of the stove as shown in Figure 4 (page 10). Remove back plate.
- 2/ Locate the ember bed light bulb in the bottom of the unit as shown in Figure 7. It is under the flame generation cylindrical drum towards the front of the unit.
- 3/ Remove spring clip. Hold socket and pull out old bulb.
- 4/ Hold socket and push in new bulb (DO NOT exceed wattage). Reattach spring clip.
- 5/ Secure the rear cover of the unit to the main frame by reattaching the 10 screws removed from step 1 (figure 4, page 10).

**Cleaning:** Over time the front glass panel may become dirty or dusty. Dust can be removed by lightly rubbing the glass surface with a clean, lint free cloth or paper towel. To remove fingerprints or other marks, use a damp cloth with a good quality household glass cleaner. The front glass panel should be completely dried with a clean, lint free cloth or paper towel.

**Caution:** Do not use abrasive cleaners on the glass panel. Do not spray liquids directly onto any surface of the unit.

**Storage:** When not in use, unplug the unit from the power supply and store in DRY, DUST FREE location.

## 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 2, Page 7) 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.

# Troubleshooting



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

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
<b>Dim or no flame</b>	1. Bulb is burnt out	1. Inspect the bulb inside the flame generation cylinder drum and replace it if necessary
<b>Ember bed is not glowing or dimming</b>	1. Bulb is burnt out	1. Inspect the ember bed bulb and replace it if necessary
<b>No warm air is coming out of the heater</b>	1. Room temperature is higher than the heater setting	1. Turn the Thermostat Control Knob clockwise towards Number 8
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

## Warranty

This electric stove 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 fuses are not covered under this warranty**

**If you have any  
questions regarding  
the warranty or service,  
please call:  
1-800-561-5550.**

# **IMPORTANT**

Only return this product to the store if it was purchased within 90 days. If you have problems after 90 days of purchase, please call our customer service department for any questions or concerns:

**1-800-561-5550.**

DATED PROOF OF PURCHASE REQUIRED  
FOR WARRANTY SERVICE.



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

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