

SLIMLINE WALL MOUNT/RECESSED ELECTRIC FIREPLACE

Model# BEF-36BIF04 BEF-42BIF04 BEF-50BIF04

BEF-60BIF04 BEF-72BIF04

OWNER'S MANUAL

BLUEGRASS

— *Living* —



AC 120V 60Hz 1465W (5000BTU)

⚠ WARNING

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 **fire, electric shock, or serious personal injury**.

⚠ CAUTION

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



Questions, problems, missing parts? Before returning to your retailer, call our customer service department at 1-866-762-4050, 8:00 am - 4:30 pm CST, Monday through Friday or email service@bluegrassliving.com

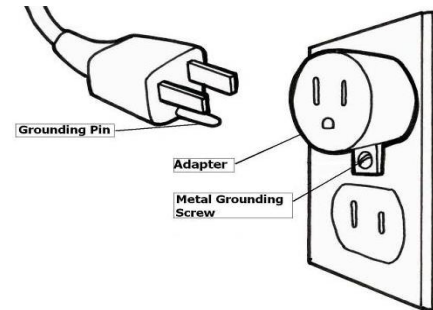


IMPORTANT SAFETY INFORMATION!

WARNING

- **Read all instructions before installing or using this heater.**
- 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 the **front of the heater**, and **keep them away from the sides and rear**.
- **Extreme caution** is necessary when any heater is used by or near **children** or **invalids** and whenever the heater is left **operating and unattended**.
- **Do not operate** any heater after it malfunctions. **Disconnect power** at service panel and have heater inspected by a reputable electrician before reusing.
- **Do not use outdoors.**
- To disconnect heater, turn controls to off, and turn off power to heater circuit at main disconnect panel (or operate internal disconnect switch if provided).
- **Do not insert** or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock, fire, or damage the heater.
- To prevent a possible fire, **do not block** air intakes or exhaust in any manner.
- A heater has hot arcing or sparking parts inside. **Do not use** in areas where gasoline, paint, flammable vapors, or liquids are used or stored.
- **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.**
- 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 temperatures to have occurred. **DO NOT OPERATE THE HEATER WITH THE ALARM SOUNDING (OR ILLUMINATING).**
- **ALWAYS plug heaters directly into a wall outlet/receptacle. NEVER use with an extension cord or relocatable power tap (outlet/power strip).**
- **NEVER** use this heater in **bathrooms, laundry rooms**, or any other location where the heater could fall into a **bathtub, pool, become damp, or come in contact with water**.
- **AVOID FIRE!** Regularly inspect all air vents to make sure they are free from dust, lint, or other blockage. **Unplug the unit** and clean with a **vacuum ONLY**. **DO NOT** rinse or get wet.
- **ALWAYS** mount to wall bracket before use. **DO NOT** set on the floor, or other surface, to use.
- **NEVER** use a wall mount bracket from another manufacturer.
- This product is **not intended** to be a **primary heat source**. It is for **supplemental heat only**.
- **INDOOR use only! NEVER** use this heater **outdoors!** Doing so may result in **electric shock!**
- **ALWAYS disconnect** this unit from the **power supply before** performing any assembly or cleaning, or before relocating the electric fireplace.

- **NEVER** leave this heater unattended. **ALWAYS** unplug this heater when not in use.
- **ALWAYS** store this heater in a dry location. **NEVER** use the fireplace if it has become wet.
- **NEVER** plug this heater into an outlet that is **old, cracked,** or has any **loose wires or connections**. Plugging this heater into a faulty outlet could result in **electric arcing** within the outlet that could cause the **outlet to overheat or catch fire**.
- **ALWAYS** check your heater cord and plug connections with **each use**.
 - i) **MAKE SURE** the plug fits tight in the outlet. Faulty wall outlet connections or loose plugs can cause the outlet to overheat.
 - ii) **Heaters draw more current** than small appliances. **Overheating** may occur even if it has not occurred with the use of other appliances.
 - iii) During use **check frequently** to see if the **plug outlet or face plate is HOT**.
 - iv) If the outlet or face plate is **HOT, discontinue use immediately** and have a qualified electrician inspect and/or replace the faulty outlets.
- The power cord supplied with the heater has three prongs: two flat blades (live and neutral) and one round pin (ground). If a 3-slot receptacle is not available, an adapter **MUST** be used. The adapter **MUST** be **properly grounded** to the outlet box (see figure at right). [NOTE: Adapter NOT INCLUDED.]
- **SAVE THESE INSTRUCTIONS.**



Preparation

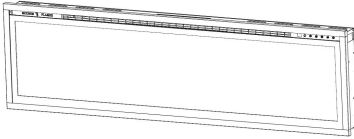





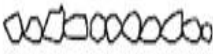

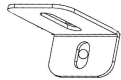


This product includes a **GLASS** panel. Always use **extreme caution** when handling **glass**. Failure to do so could result in **personal injury** or **property damage**.

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.

Parts and Hardware

 <p>A – Fireplace</p>	 <p>B – Screws</p>		 <p>C – Drywall anchors</p>
	 <p>D- Remote Control</p>		 <p>E-Instruction manual</p>
 <p>F-Wall Bracket Fixed on back of firebox</p>	 <p>G- Crystals/ River rocks</p>	 <p>H - Log sets</p>	 <p>I - “L” shape bracket</p>

Installation and Assembly

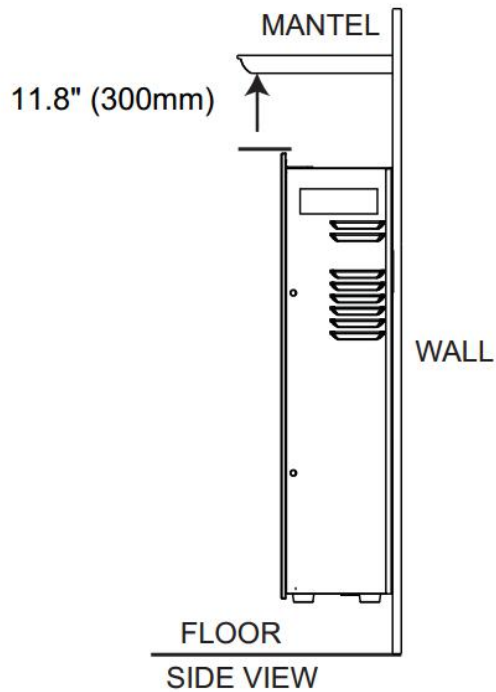
Your appliance is a wall-mounted, recessed, and/or mantel installed appliance. Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic areas.
NOTE: Follow all National and local electrical codes.

MINIMUM CLEARANCE TO COMBUSTIBLES

Measurements are taken from the glass front.			
Bottom	0"	Top	11.8" (300mm) to mantel
Sides	0"	Top	11.8" (300mm) to ceiling
Back	0"		

MINIMUM MANTEL CLEARANCES

WARNING
WHEN USING PAINT OR LACQUER TO FINISH THE MANTEL, THE PAINT OR LACQUER MUST BE HEAT RESISTANT TO PREVENT DISCOLOURATION.



Front glass removal / installation

- A. With one hand on the front glass to prevent it from falling, remove the two screws (1 per side) from the top of the appliance (**Fig. 1-1**). Set the screws aside.
- B. Carefully lift the front glass up and away from the appliance (**Fig. 1-2**). Place it face down on a soft, non-abrasive surface.
- C. Reverse these steps to install the front glass.

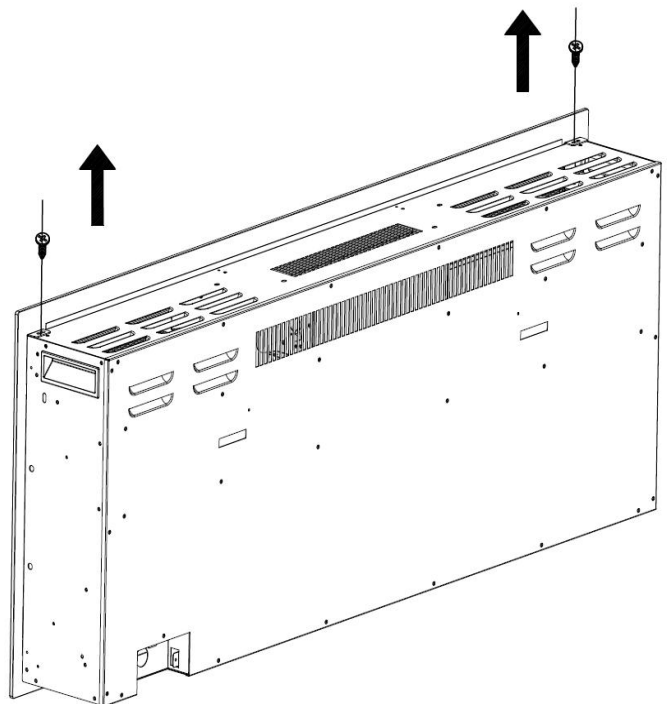


Fig. 1-1

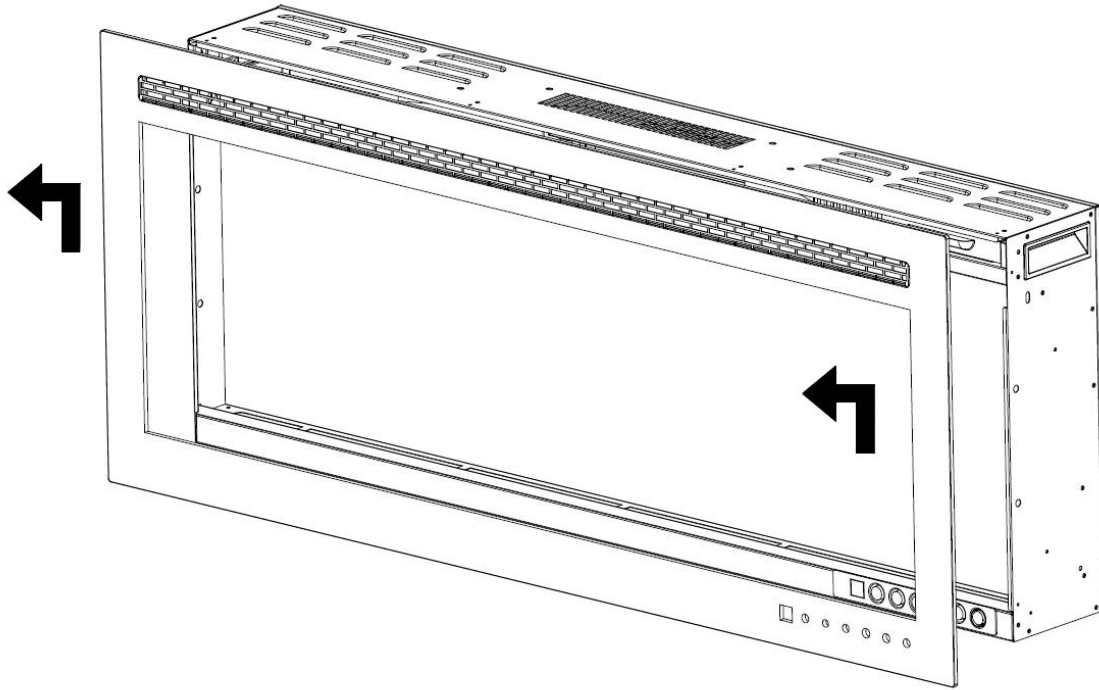


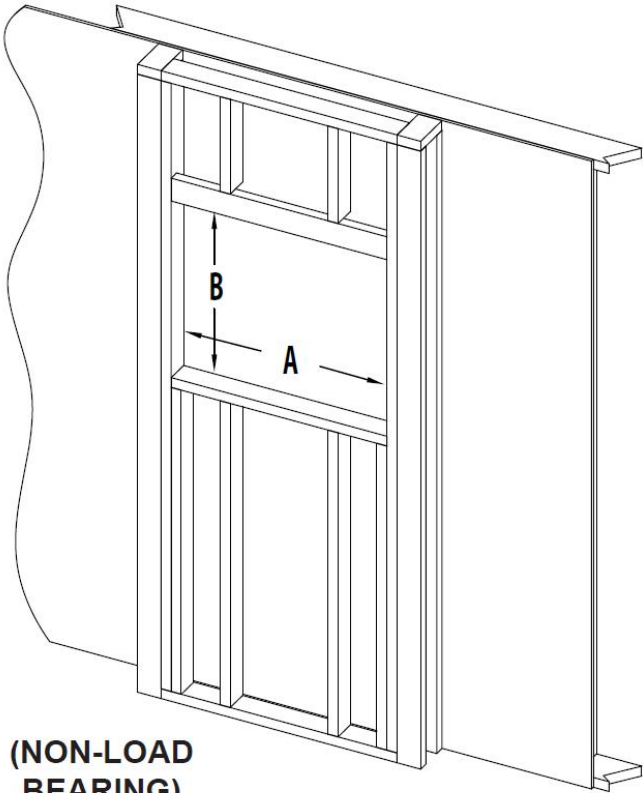
Fig. 1-2

Recessed pre-installation

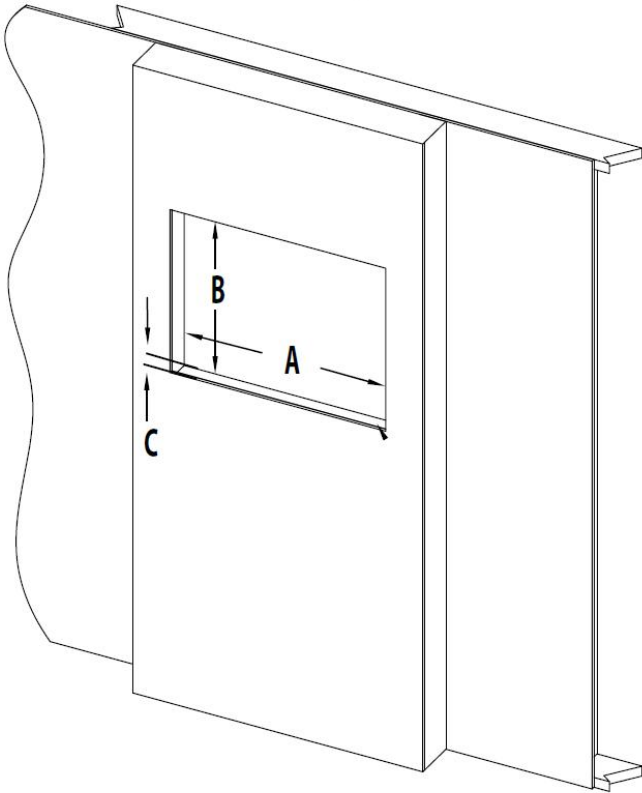
Due to the many different materials used on different walls, it is highly recommended that you consult your local builder before you install this appliance on the wall.

- A. Select a location that is not prone to moisture and is located at least 36" (94.1cm) away from combustible materials such as curtain drapes, furniture, bedding, paper, etc.
- B. Measure the appliance and create a rough-in frame with electrical (see below "framing").
- C. Remove the front glass (see "front glass removal / installation" section).
- D. Hold the appliance up to ensure it will fit into the framing.

Finishing Material



(NON-LOAD BEARING)



Framing Hole Size			
Model Number	A	B	C
BEF-36BIF04	34.72" 882mm	15.63" 397mm	5.12" 130mm
BEF-42BIF04	40.43" 1027mm	15.63" 397mm	5.12" 130mm
BEF-50BIF04	48.43" 1230mm	15.63" 397mm	5.12" 130mm
BEF-60BIF04	58.42" 1484mm	15.63" 397mm	5.12" 130mm
BEF-72BIF04	70.43" 1789mm	15.63" 397mm	5.12" 130mm

Fully recessed installation

- A. Remove power cord and complete hardwiring (see “hardwiring installation” section).
- B. Mark location for the screws according to the dimensions as below. (**Figure 2-1**)

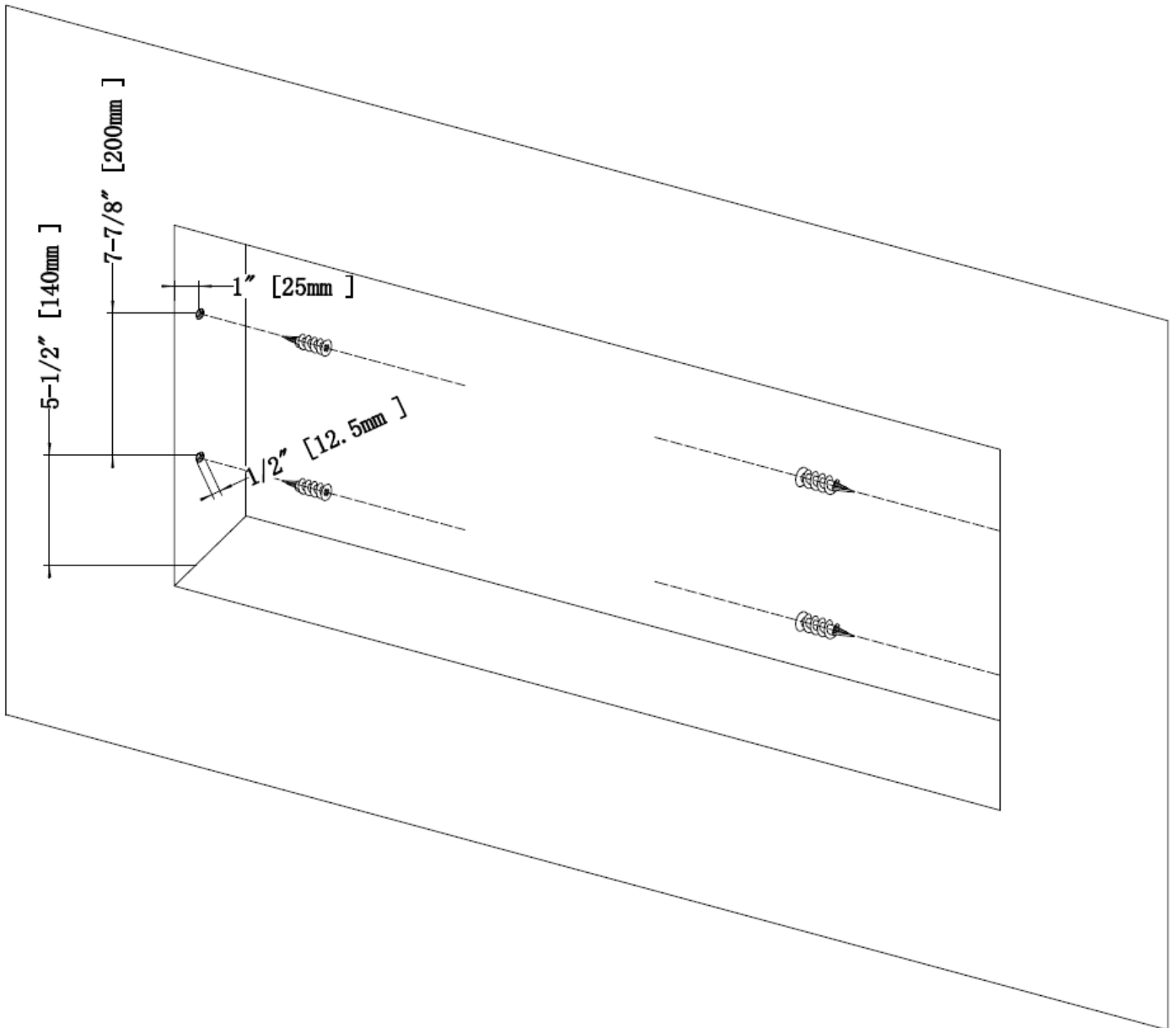


Figure 2-1

D. Remove the four screws (2 per side) from the side of the appliance and remove the brackets (Fig. 2-3). Set the screw/brackets aside.

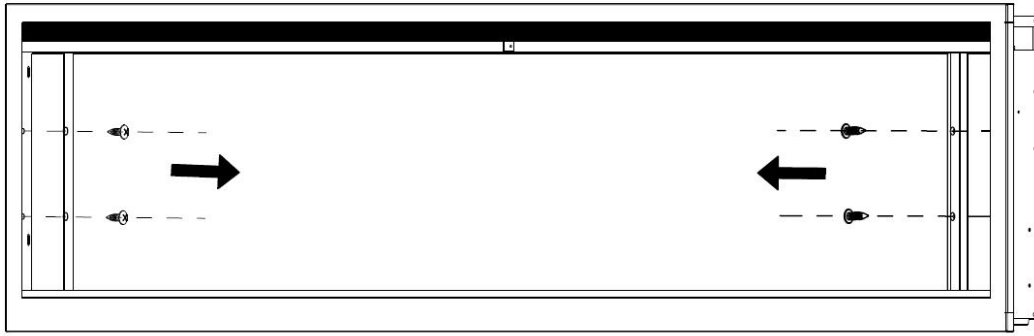


Figure 2-3

E. Insert the appliance into the rough-in frame and then secure it by installing 4 screws and two brackets (supplied) through the side holes (Fig. 2-4).

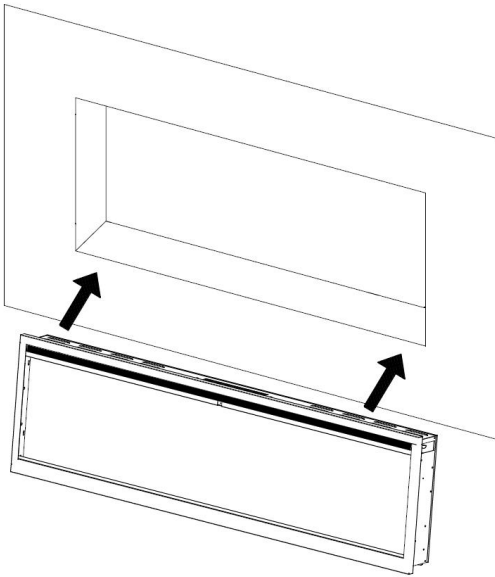


Figure 2-4

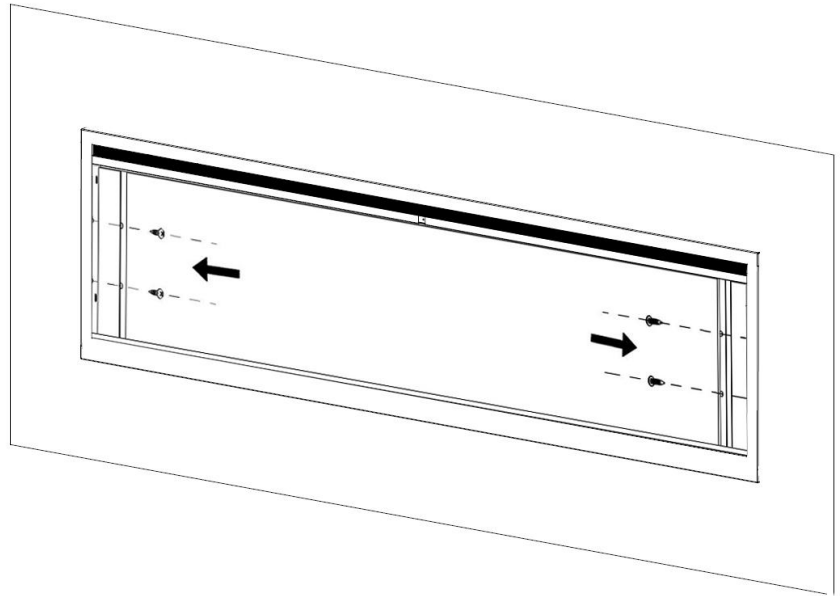
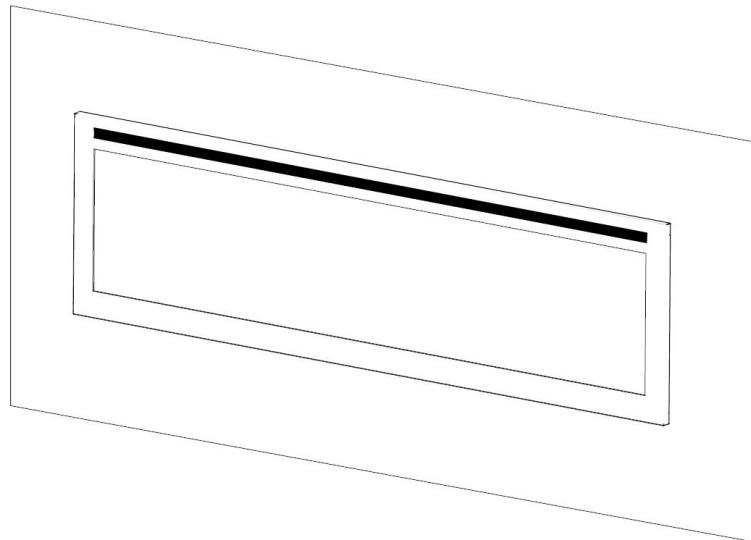


Figure 2-5

F. Install media (see “media installation” section). **You must complete this step before moving onto the next step.**

G. Re-install the front glass



Wall mounted installation

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

A. Select a location that is not prone to moisture and is located at least 36" (914mm) away from combustible materials such as curtain drapes, furniture, bedding, paper, etc.

B. Have two people hold the appliance against the wall to determine the final location.

C. Place unit face down on a soft, non abrasive surface. Remove the bracket from the back of the unit by removing the screws, refer to Figure 1.

D. Mark location, then mount the bracket(s) onto the wall using the supplied screws. This bracket **MUST** have the hooks facing upward and be level. **NOTE: It is**

strongly recommended that the mounting bracket (F) be Screwed into the wall studs where possible. If the wall studs cannot be used, ensure

the supplied plastic anchors are used to affix the bracket to the wall and the bracket is adequately secured.

E. With the wall mounting bracket installed have two people lift the appliance up and insert the two hooks on the bracket into the two slots on the back of the appliance.

F. Check the appliance for stability ensuring that the bracket will not pull free from the wall

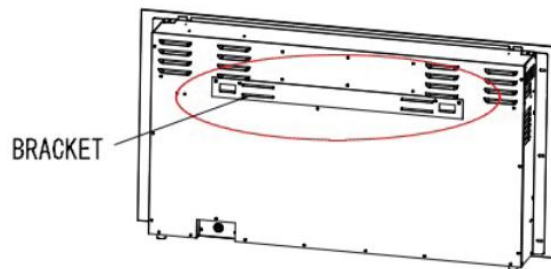
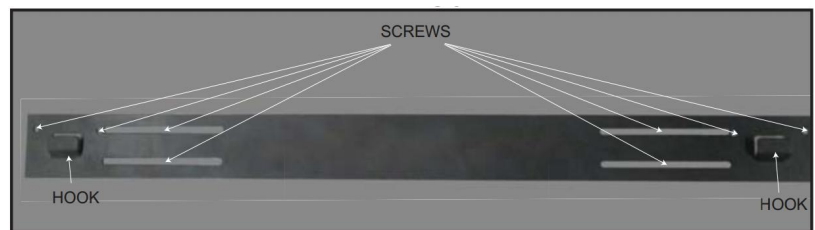
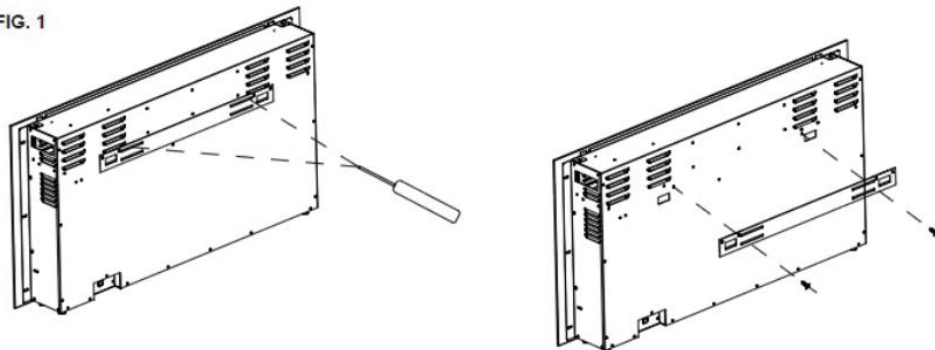
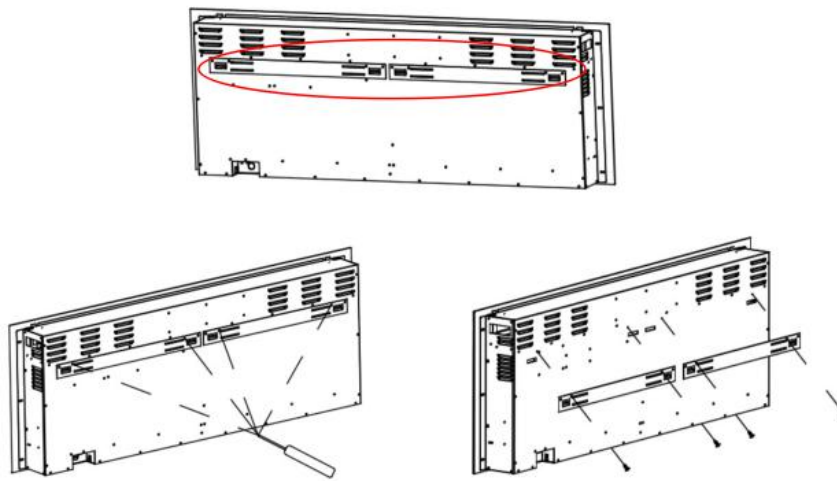


FIG. 1



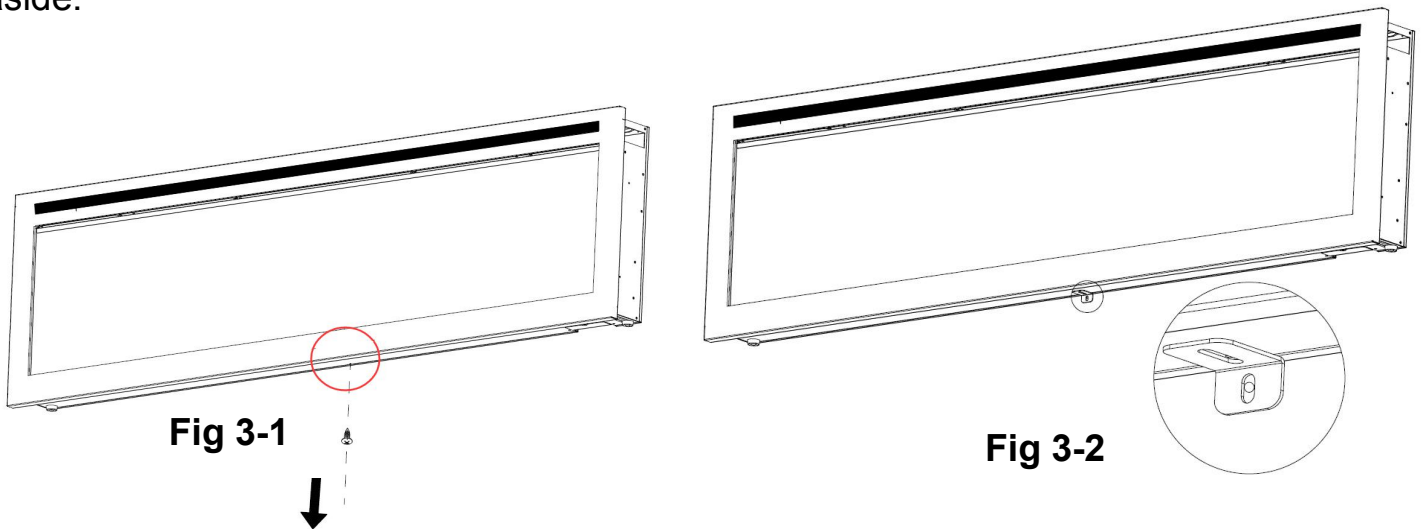
36-50" Wall Bracket Illustrated



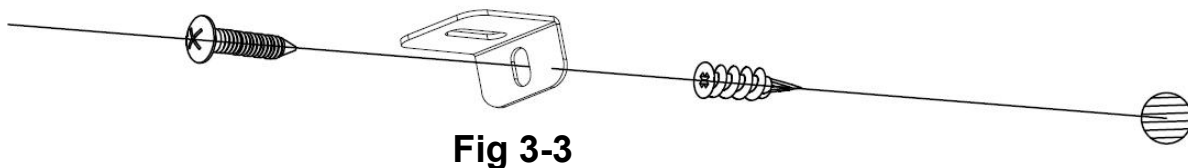
60-72" Wall Bracket Illustrated

"L" Shape bracket installation

A. Remove the silver screw at the bottom of the appliance. (Fig 3-1). Set the screw aside.



B. Using the screw previously removed, attached the L-bracket (supplied) to the bottom of the fireplace box. (Fig 3-2)



C. Install the plastic anchor into the dry wall, then install the screw **B** (supplied) into the hole of the L-bracket into the wall anchor to secure the fireplace from coming off the hooks. (Fig 3-3)

Hard wiring installation

WARNING

TURN OFF THE APPLIANCE COMPLETELY AND LET COOL BEFORE SERVICING. ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR THIS ELECTRIC APPLIANCE.

HARD WIRING CONNECTION

If it is necessary to hard wire this appliance, a qualified electrician must remove the cord connection, and wire the appliance directly to the household wiring.

This appliance must be electrically connected and grounded in accordance with local codes if hard wired. 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 United States.

Fig. 1



Fig. 2



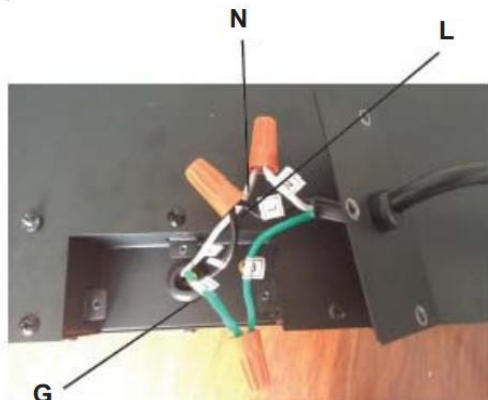
TURN OFF POWER FROM CIRCUIT BRACKER FIRST

- Remove the cover plate from the right side bottom of the appliance by removing the three screws, as shown above. (SEE FIG.1)
- Remove the wire connectors from the power cord. The power cord may be discarded. (SEE FIG.2)
- Take the new cover plate, supplied in the hardware bag and punch out the 7/8" (22.2mm) hole and install a box connector through, into the junction box. Snap the box connector clamp onto the supply wires.
- Using the wire connectors, connect the ground green wires (G), the common white wires (N) together, then the hot black wires (L), (SEE FIG.3)
- Re-install the cover plate using the three screws, as shown in FIG.1.



Box connector

Fig. 3

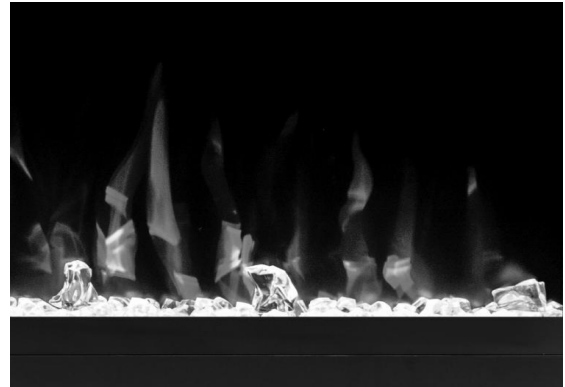


7/8" (22.2mm)
Diameter



Grapevine Log, Crystal, River Rock installation

- A. Glass front must be removed and the appliance must be mounted in its final location before the grapevine logs, crystals, river rocks are installed.
- B. Photo below shows the recommended log placement, but the logs may be arranged to the customers liking.
- C. Add Crystals, River Rocks around the logs.



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, serious injury, or death.**

Power

Plug the power cord into a dedicated 110~120 Volt 15 Amp grounded outlet (see **IMPORTANT SAFETY INFORMATION** on **Pages 2 and 3**). Make sure the outlet is in good condition and the plug is not loose. **NEVER** exceed the maximum amperage for the circuit. **DO NOT** plug other appliances into the same circuit.

Methods of Operation

This electric fireplace can be operated by the TOUCH ON CONTROL PANEL, located on the UPPER right corner of the fireplace or by the battery-powered REMOTE CONTROL.









Touch Control Panel



Remote Control

Remote Control / Control Panel Operation

BUTTON	FUNCTION	ACTION & INDICATION
 POWER	ON: Enables control panel functions and remote control. Turns on flame. OFF: Disables control panel functions and remote control. Turns off flame.	<ol style="list-style-type: none"> Press once: Indicator light turns on. Power turns on. All functions enabled. Press again. Flame turns off. Unit goes to standby. All functions turn off.
 FLAME SPEED	Flame speed button: Controls the speed of the flame. There are 3 flame speed settings: 01 (slowest), 02 (Medium), 03 (fastest).	<ol style="list-style-type: none"> Press once: Indicates current flame speed. Press again until desired setting is reached. Display shows the setting. The Default setting is 02 (medium speed)
 FLAME	FLAME button: Changes flame color. NOTE: color effect stays on until power button is turned off. NOTE: this fireplace has memory function for flame.	<ol style="list-style-type: none"> Press once: Flame color illuminates. Press again until desired color is reached. In total 3 colors for flame.

BUTTON	FUNCTION	ACTION & INDICATION																																							
 FLAME BRIGHTNESS	<p>FLAME brightness button: Makes flame dimmer and brighter.</p> <p>NOTE: Flame stays on until power button is turned off.</p>	<ol style="list-style-type: none"> Press once: Flame brightness enabled. Press again until desired setting is reached. From F5-F4-F3-F2-F1 																																							
 HEAER	<p>HEATER button: Turns heater on and off.</p> <p>NOTE: The heater only works when the flame is on. If the flame is off, the heater will not turn on.</p> <p>NOTE: To prevent overheating, the heater fan will blow cool air for 8-10 seconds before the heater turns on and after the heater turns off.</p>	<p>Turns the heater and blower on/off.</p> <p>Settings:</p> <p>H0 - Heater and blower off</p> <p>H1 - Low Heater on with 750W</p> <p>H2 - High Heater on with 1465W</p> <p>NOTE: Press and hold the heater button for 5 seconds to lock/unlock the heater and thermostat.</p>																																							
 TIMER	<p>TIMER button: Controls timer settings to turn off fireplace at selected time.</p> <p>Settings range from 30min to 8 hours.</p>	<ol style="list-style-type: none"> Press once: Indicator light turns on. Timer defaults to 0.5 hours. Press again until desired setting is reached. 																																							
 TEMP	<ol style="list-style-type: none"> Press once: Touch panel indicator becomes active. Press again until desired temperature is reached. Digital display shows below settings : <table border="1" data-bbox="272 1136 1511 1276"> <tbody> <tr> <td>NO</td> <td>0</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>N</td> </tr> <tr> <td>°C</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td>C</td> </tr> <tr> <td>°F</td> <td>68</td> <td>70</td> <td>72</td> <td>74</td> <td>76</td> <td>78</td> <td>80</td> <td>82</td> <td>84</td> <td>86</td> <td>88</td> <td>F</td> </tr> </tbody> </table> <p>NOTE: Press the button for 5 seconds to switch between ° C and ° F</p>		NO	0	1	2	3	4	5	6	7	8	9	10	N	°C	20	21	22	23	24	25	26	27	28	29	30	C	°F	68	70	72	74	76	78	80	82	84	86	88	F
NO	0	1	2	3	4	5	6	7	8	9	10	N																													
°C	20	21	22	23	24	25	26	27	28	29	30	C																													
°F	68	70	72	74	76	78	80	82	84	86	88	F																													
 MEDIA	<p>MEDIA BED button: Turns on media bed and changes color.</p> <p>NOTE: color effect stays on until power button is turned off.</p> <p>NOTE: this fireplace has memory function for ember bed.</p>	<ol style="list-style-type: none"> Press once: Turns on ember bed. Press again until desired color is reached. In total ten colors and one fade mode. 01-02-03-04-05-06-07-08-09-10-11 																																							
 MEDIA BRIGHTNESS	<p>MEDIA brightness button: Makes media bed dimmer and brighter.</p> <p>NOTE: LED MEDIA light brightness stays on until power button is turned off.</p>	<ol style="list-style-type: none"> Press once: Brightness becomes active. Press again until desired setting is reached. In total 5 levels. <p>From L5 - L4 - L3 - L2 - L1</p> <p>NOTE: when on 11 with fade mode, the media bed brightness will be disabled.</p>																																							

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. Wait 5 minutes.
2. 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.
3. Plug the power cord back into the outlet.
4. If the problem continues, have your outlet and wiring inspected by a professional.

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 processing center.

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.

Replacement / Service Parts

Part Number	Description	Units Applied To
SER-FG-001	FRONT GLASS FOR BEF-36BIF04	BEF-36BIF04
SER-FG-002	FRONT GLASS FOR BEF-42BIF04	BEF-42BIF04
SER-FG-003	FRONT GLASS FOR BEF-50BIF04	BEF-50BIF04
SER-FG-004	FRONT GLASS FOR BEF-60BIF04	BEF-60BIF04
SER-FG-005	FRONT GLASS FOR BEF-65BIF04	BEF-65BIF04
SER-FG-006	FRONT GLASS FOR BEF-72BIF04	BEF-72BIF04
SER-SFP-001	SCREEN, FLAME PROJECTION FOR BEF-36BIF04	BEF-36BIF04
SER-SFP-002	SCREEN, FLAME PROJECTION FOR BEF-42BIF04	BEF-42BIF04
SER-SFP-003	SCREEN, FLAME PROJECTION FOR BEF-50BIF04	BEF-50BIF04
SER-SFP-004	SCREEN, FLAME PROJECTION FOR BEF-60BIF04	BEF-60BIF04
SER-SFP-005	SCREEN, FLAME PROJECTION FOR BEF-65BIF04	BEF-65BIF04
SER-SFP-006	SCREEN, FLAME PROJECTION FOR BEF-72BIF04	BEF-72BIF04
SER-AHB	ASSEMBLY, HEATER AND BLOWER FOR BEF-36-72BIF04	BEF-36-72BIF04
SER-LEB	LIGHT, EMBER BED LED FOR BEF-36-72BIF04	BEF-36-72BIF04
SER-LF-01	LIGHT, FLAME LED (1) FOR BEF-36-72BIF04	BEF-36-72BIF04
SER-LF-02	LIGHT, FLAME LED (2) FOR BEF-60-72BIF04	BEF-60-72BIF04
SER-RC	REMOTE CONTROL FOR BEF-36-72BIF04	BEF-36-72BIF04
SER-TP	TOUCH PANEL FOR BEF-36-72BIF04	BEF-36-72BIF04
SER-PCB-01	BOARD, MAIN PCB (1) FOR BEF-36-50BIF04	BEF-36-50BIF04
SER-PCB-02	BOARD, MAIN PCB (2) FOR BEF-60-72BIF04	BEF-60-72BIF04
SER-HK	KIT, HARDWARE FOR BEF-36-72BIF04	BEF-36-72BIF04
SER-RCR	REMOTE CONTROL RECEIVER FOR BEF-36-72BIF04	BEF-36-72BIF04
SER-NTC	THERMOSTAT FOR BEF-36-72BIF04	BEF-36-72BIF04
SER-SM	STEP MOTOR FOR BEF-36-72BIF04	BEF-36-72BIF04

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

<p>7. Heater does not provide heat when turned on.</p>	<p>1. Thermal switch has been tripped.</p> <p>2. Wiring is loose.</p> <p>3. Heater is defective.</p>	<p>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.</p> <p>2. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary.</p> <p>3. Replace heater.</p>
<p>8. Touch panel / Remote Control do not work</p>	<p>The front glass is moved or not secured properly.</p>	<p>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.</p>

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.

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 20-30 minutes.

WARRANTY

KEEP THIS WARRANTY

Model _____

Serial No. _____

Date Purchased _____

Keep receipt for warranty verification.

REGISTER YOUR PRODUCT AT WWW.BLUEGRASSLIVING.COM

BLUEGRASS LIVING LIMITED WARRANTIES

New Products

Standard Warranty: Bluegrass Living warrants this new product and any parts thereof to be free from defects in material and workmanship for a period of one (1) year from the date of first purchase from an authorized dealer provided the product has been installed, maintained and operated in accordance with Bluegrass Living's warnings and instructions.

For products purchased for commercial, industrial or rental usage, this warranty is limited to 90 days from the date of first purchase.

Factory Reconditioned Products

Limited Warranty: Bluegrass Living warrants factory reconditioned products and any parts thereof to be free from defects in material and workmanship for a period 30 days from the date of first purchase from an authorized dealer provided the product has been installed, maintained and operated in accordance with Bluegrass Living's warnings and instructions. No return will be authorized. Parts will be provided to repair the product.

Terms Common to All Warranties

The following terms apply to all of the above warranties:

Always specify model number and serial number when contacting the manufacturer. To make a claim under this warranty, the bill of sale or other proof of purchase must be presented.

This warranty is extended only to the original retail purchaser when purchased from an authorized dealer, and only when installed by a qualified installer in accordance with all local codes and instructions furnished with this product.

This warranty covers the cost of part(s) required to restore this product to proper operating condition and an allowance for labor when provided by a Bluegrass Living Authorized Service Center or a provider approved by Bluegrass Living. Warranty parts must be obtained through authorized dealers of this product and/or Bluegrass Living who will provide original factory replacement parts. Failure to use original factory replacement parts will void this warranty.

Traveling, handling, transportation, diagnostic, material, labor and incidental costs associated with warranty repairs, unless expressly covered by this warranty, are not reimbursable under this warranty and are the responsibility of the owner.

Excluded from this warranty are products or parts that fail or become damaged due to misuse, accidents, improper installation, lack of proper maintenance, tampering or alteration(s).

This is Bluegrass Living's exclusive warranty, and to the full extent allowed by law; this express warranty excludes any and all other warranties, express or implied, written or verbal and limits the duration of any and all implied warranties, including warranties of merchantability and fitness for a particular purpose to one (1) year on new products and 30 days on factory reconditioned products from the date of first purchase.

Bluegrass Living makes no other warranties regarding this product.

Bluegrass Living's liability is limited to the purchase price of the product and Bluegrass Living shall not be liable for any other damages whatsoever under any circumstances including direct, indirect, incidental, or consequential damages.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.



Bluegrass Living
Bowling Green, KY 42101
1-866-762-4050

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