



**INSTALLATION AND OPERATION INSTRUCTIONS FOR  
DELRAY SQUARE ELECTRIC  
EDRSQ34-1 / EDRSQ38-1 / EDRSQ42-1**



**SAFETY INFORMATION**



**WARNING**

**For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.**

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this appliance.

**INSTALLER: LEAVE OWNER'S MANUAL WITH THE APPLIANCE.**

**CONSUMER: RETAIN OWNER'S MANUAL FOR FUTURE REFERENCE.**



**WARNING:** This product can expose you to chemicals including Lead in the wiring, which is [are] known to the State of California to cause birth defects or other reproductive harm. For more information visit: [www.p65warnings.ca.gov](http://www.p65warnings.ca.gov)



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Please read and carefully follow all of the instruction found in this manual. The instructions included here will assure that you have many years of dependable and enjoyable service from your Empire Electric Fireplace.

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QR Code



## **IMPORTANT INSTRUCTIONS**

PLEASE RETAIN THIS USER GUIDE FOR FUTURE REFERENCE

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

- 1) Read all instructions before using this fireplace
- 2) The fireplace is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. Keep combustible material such as furniture, cushions, bedding, paper, clothes, curtains at least 3 feet from the front of the unit
- 3) Extreme caution is necessary when any heater is used near children and whenever the unit is left operating and unattended.
- 4) Do not operate a fireplace with a damaged cord or plug, or if the heater has malfunctioned, the fireplace has drooped or damaged in any manner
- 5) Not all fireplaces are suitable for use in bathrooms or laundry facilities. Please consult with individual product literature to confirm suitability
- 6) Do not run the cord under carpeting. Do not cover cord with throw rugs, runners or the like. Arrange the cord away from traffic area and where it will not be tripped over
- 7) Do not modify this fireplace. Use it as described in the manual. Any other use not recommended by the manufacture may cause fire, shock or injury to persons
- 8) Do not use this heater with programmer, timer, separate remote-control system or any other device that switches the heater on automatically, since a fire risk exists if the heater is covered or positioned incorrectly
- 9) Disconnect all power supply before cleaning, maintenance or relocation of the fireplace
- 10) Keep the heater clean. Do not allow any objects to enter any ventilation or exhaust opening as this may cause electric shock, fire or damage to the heater
- 11) Do not immerse the cord, plug or any part of the appliance in water or any other liquid
- 12) In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device

### **SAVE THESE INSTRUCTIONS**

**CAUTION:** Procedures and techniques, which, if not carefully followed, will result in damage to the equipment.

**WARNING:** Procedures and techniques, which, if not carefully followed, will expose the user to the risk of fire, serious injury, illness or death.

**Consult with professional electrician and adhere to all code requirements for installations in bathrooms**

## **FCC CAUTIONS**

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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

## UNPACKING AND TESTING APPLIANCE

Carefully remove the appliance from the box.

Prior to installing the appliance, test to make sure the appliance operates properly by plugging the power supply cord into a conveniently located 120 Volt grounded outlet. Test all aspects of its operation (manual switches, remote and heater) to make sure all components operate correctly.

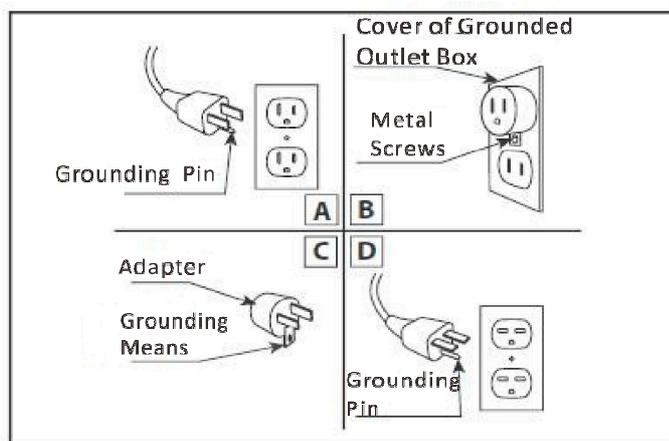
As with most electronic devices, your electric fireplace has been designed to operate at temperatures between 41°F(5°C) and 95°F(35°C). During the cold winter months, allow the fireplace to reach room temperature before turning it on.

**NOTE: There may be trace odor during the fire few minutes of initial use. This is harmless, normal, and will never occur again.**

## GROUNDING APPLIANCE

This appliance is for use on 120 Volts. The cord has a plug as shown in (A). 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 appliance, turn controls to off, then remove plug from outlet.



Note : Adaptor are NOT for use in Canada

## CHOOSING A LOCATION FOR THE FIREPLACE

Plan where to place and frame the fireplace. Before installation consider the following:

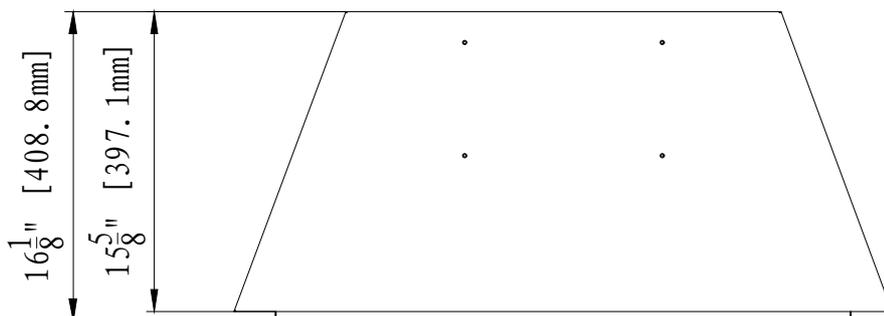
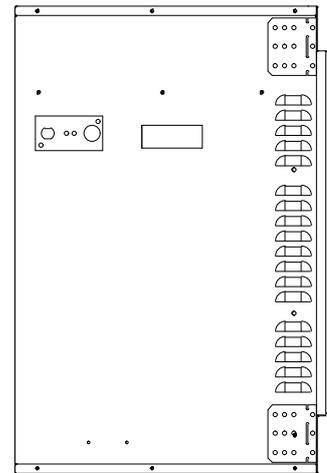
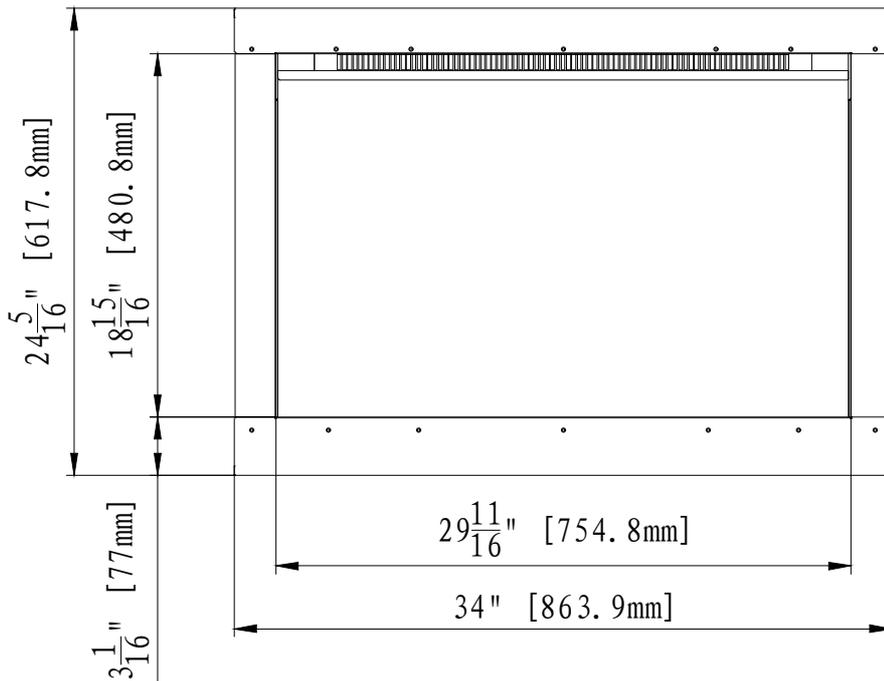
1. The location of the fireplace must allow for wall and ceiling clearances.
2. Consider a location where the fireplace screen will not be exposed to direct sunlight from windows or doors.
3. A 15 ampere, 120 Volt, 60 Hz branch circuit with proper ground must be available at the location. A dedicated branch circuit should be provided to avoid circuit breakers to trip or fuses to blow.

# EDRSQ34-1

Description	ELECTRIC FIREPLACE
Voltage	120V AC 60Hz
Amp.	12.5 A
Watts	1500W Max
NO HEATER	12.4W
MOTOR HEATER	19W
Appliance Width	34" or 86.31cm
Appliance Height	24 1/4" or 61.6 cm
Appliance Depth	16 1/8" or 40.88 cm
Gross Weight	88.18 lbs or 40 kgs
Plug Location	Left side
Cord Length	70 7/8" or 180 cm
Rough Wall Opening Size	34 1/2" x 24 3/4" 87.63 cm x 62.87 cm
BTU	5000

This appliance has been tested in accordance with the UL Standard 2021 for fixed and location dedicated electric room appliances in the United States and Canada. If you need assistance during installation, please contact your local dealer.

**NOTE: This appliance must be electrically wired 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 ANSI/NFPA 70 National Electrical Code in the United States.**

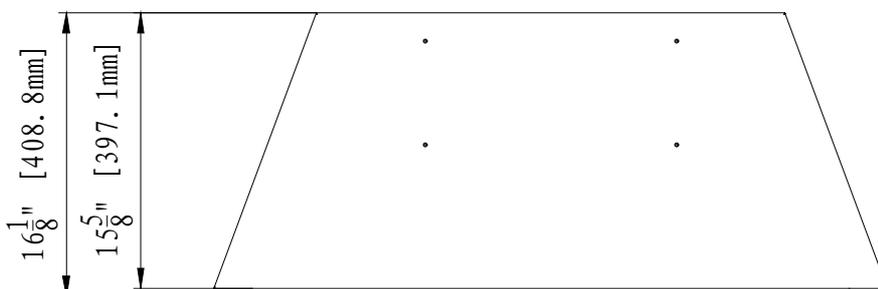
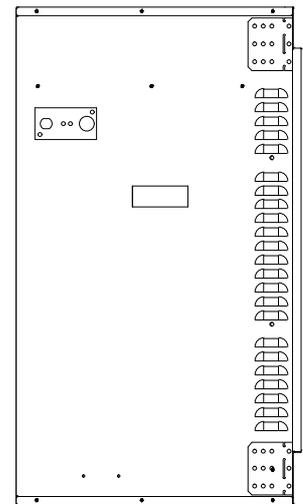
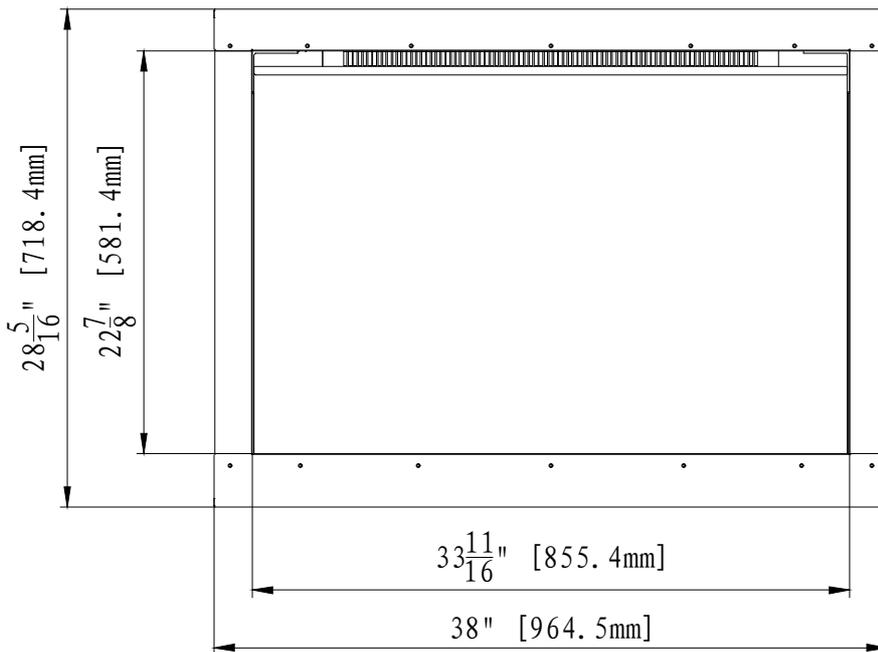


# EDRSQ38-1

Description	ELECTRIC FIREPLACE
Voltage	120V AC 60Hz
Amp.	12.5 A
Watts	1500W Max
NO HEATER	16.8W
MOTOR HEATER	19W
Appliance Width	37 15/16" or 96.41cm
Appliance Height	28 1/4" or 71.7 cm
Appliance Depth	16 1/8" or 40.88 cm
Gross Weight	99.21 lbs or 45 kgs
Plug Location	Left side
Cord Length	70 7/8" or 180 cm
Rough Wall Opening Size	38 7/16" x 28 3/4" 97.63 cm x 73.03 cm
BTU	5000

This appliance has been tested in accordance with the UL Standard 2021 for fixed and location dedicated electric room appliances in the United States and Canada. If you need assistance during installation, please contact your local dealer.

**NOTE: This appliance must be electrically wired 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 ANSI/NFPA 70 National Electrical Code in the United States.**

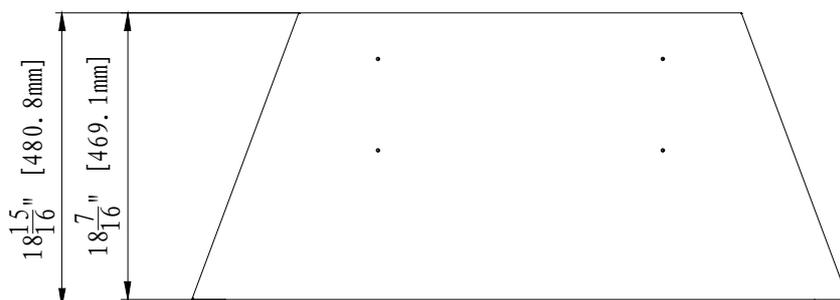
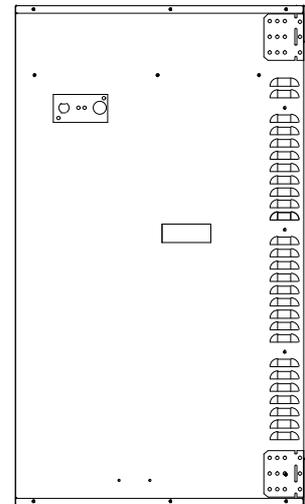
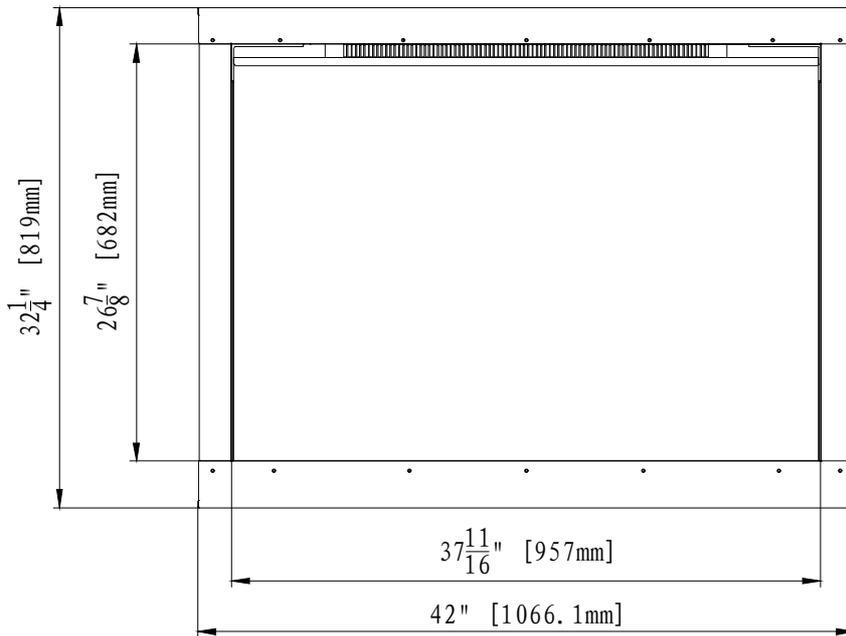


# EDRSQ42-1

Description	ELECTRIC FIREPLACE
Voltage	120V AC 60Hz
Amp.	12.5 A
Watts	1500W Max
NO HEATER	19W
MOTOR HEATER	19W
Appliance Width	42" or 106.61cm
Appliance Height	32 1/4" or 81.9 cm
Appliance Depth	18 15/16" or 48.08 cm
Gross Weight	130.07 lbs or 59 kgs
Plug Location	Left side
Cord Length	70 7/8" or 180 cm
Rough Wall Opening Size	42 1/2" x 32 3/4" 107.95cm x 83.19 cm
BTU	5000

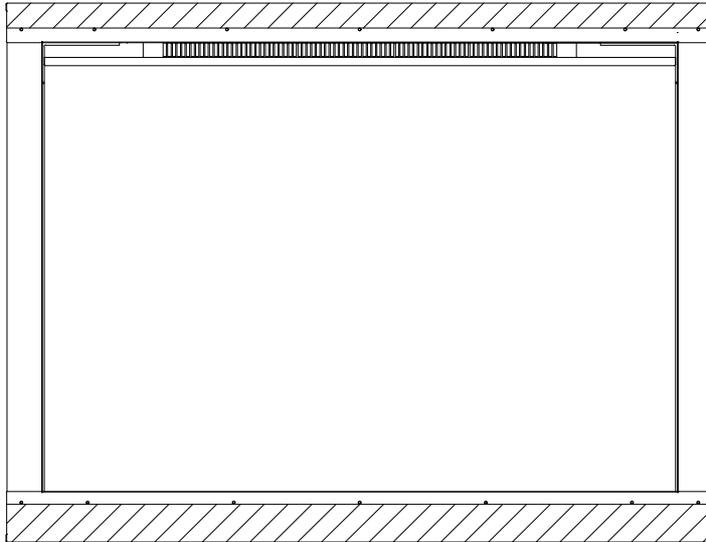
This appliance has been tested in accordance with the UL Standard 2021 for fixed and location dedicated electric room appliances in the United States and Canada. If you need assistance during installation, please contact your local dealer.

**NOTE: This appliance must be electrically wired 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 ANSI/NFPA 70 National Electrical Code in the United States.**



## SAFETY DRILL SCREW AREA

There is a safety drill screw area as show below. ( Crosshatching area)  
Please make sure that the fix screws are in this area.



## POWER SUPPLY WIRE SPECIFICATIONS

**120Volt, 60Hz, 1500 Watts:**

**(ref. Page 20)**

Hard Wire Connection – Use two conductor, non-metallic sheath cable with ground wire (total three wires) for the incoming power supply. The wire used must conform to local and national electrical codes for the specified power consumption rating. See Table 1.

**240Volt, 50-60Hz, 3000 Watts:**

**(ref. Page 22)**

Hard Wire Connection – Use three conductor, non-metallic sheath cable with ground wire (total four wires) for the incoming power supply. The wire used must conform to local and national electrical codes for the specified power consumption rating. See Table 1.

Power Supply Wire Gage		
Voltage	Wire Gage	Fuse
120 V	14 GA.	15 AMP
240 V	14 GA.	20 AMP

**Table 1**

## INSTALLATION- BUILT-IN

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

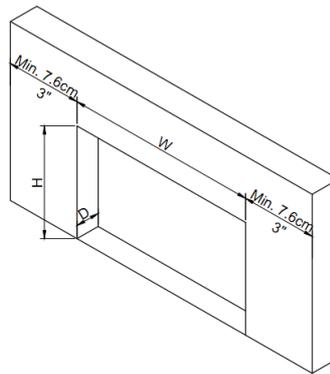
### Preparation

1. Select a location that is not prone to moisture and is located at least 3 feet or 0.91m away from combustible materials such as curtains, drapes, furniture, bedding, paper, etc.
2. Mark the desired location on the floor and store the appliance in a safe, dry and dust free place.
3. Prepare a wall with a framed opening to accommodate the size of your unit. Leave at least 1/4" (6mm) around the edge of the appliance. Any new wiring must be done in compliance with local and national codes and other applicable regulations.

Prior to installing, test the appliance to make sure the appliance is fully operational by plugging the power supply cord into a 120 Volt grounded outlet.

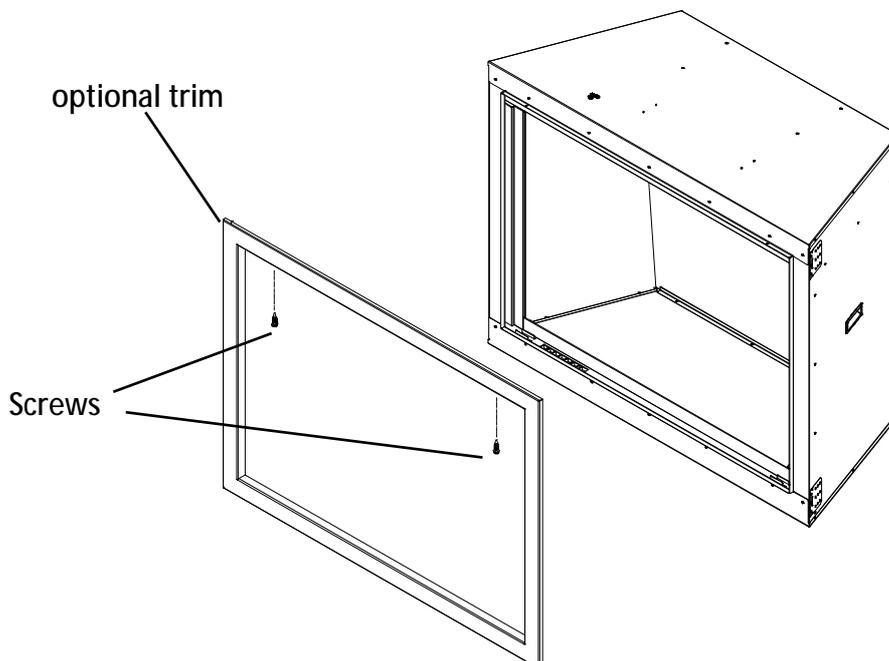
The rough wall opening size of the fireplace:

	W(“)	D(“)	H(“)
EDRSQ34-1	34 1/2	17 1/8	24 3/4
EDRSQ38-1	38 7/16	17 1/8	28 3/4
EDRSQ42-1	42 1/2	19 15/16	32 3/4

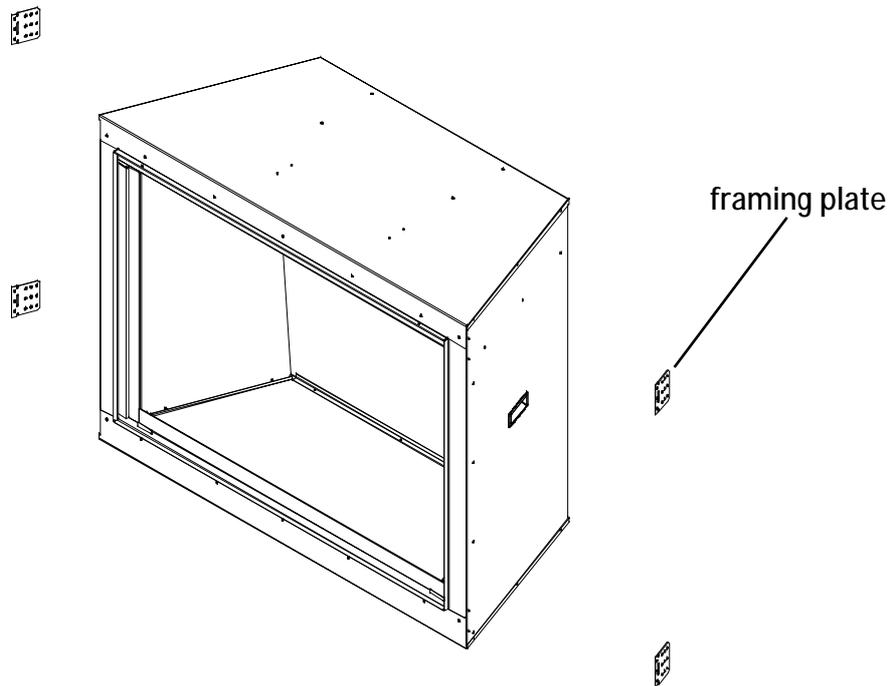


## INSTALLATION

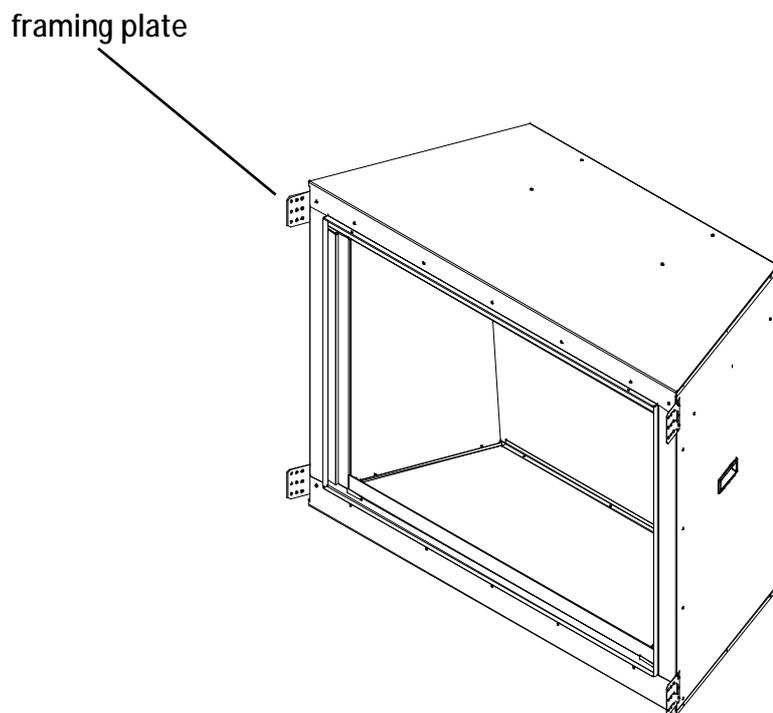
1. Take out the unit from the box. Please do the pre-test before you install the fireplace. Unscrew 2 screws and pull out the optional trim from the unit as shows below.



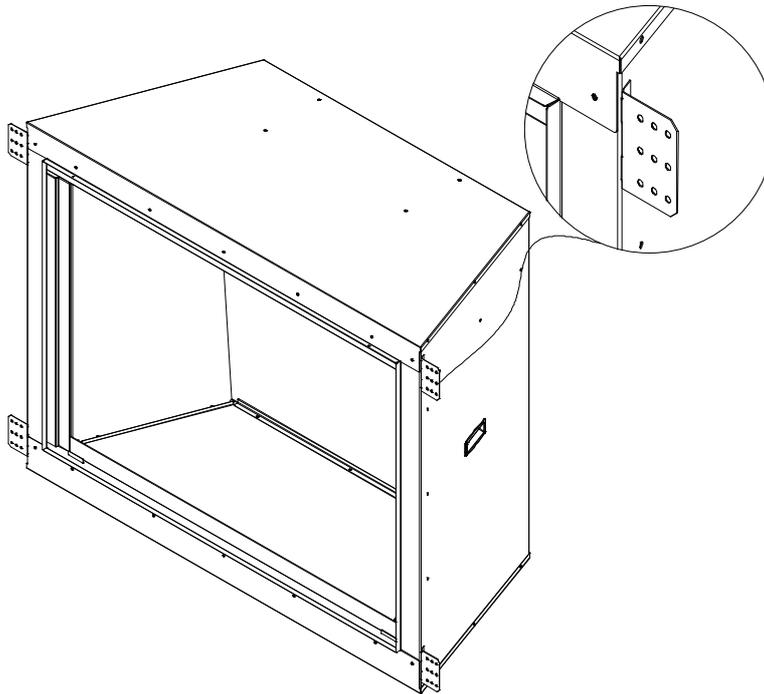
2. Remove the framing plates from the unit.



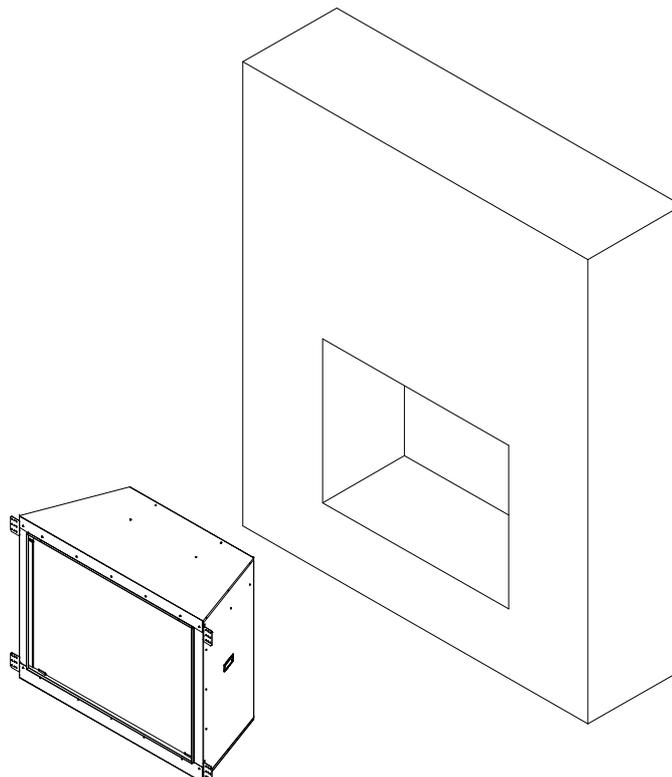
3. Re-attach the framing plates as shown in the picture.



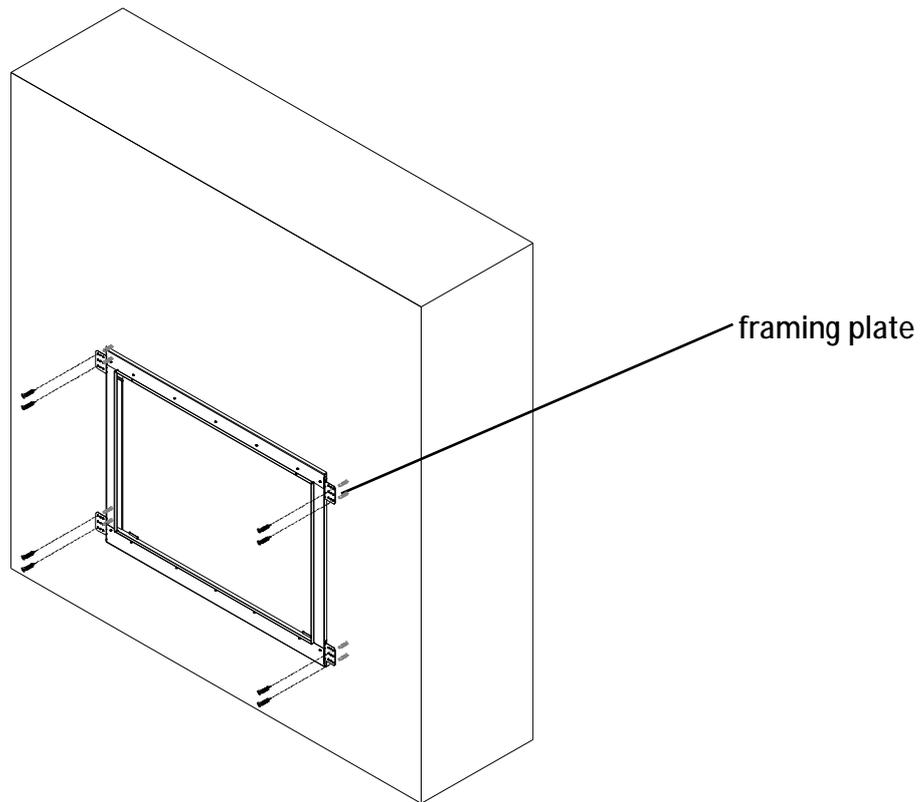
4. Bend up the framing plates.



5. Put the unit into the opening.

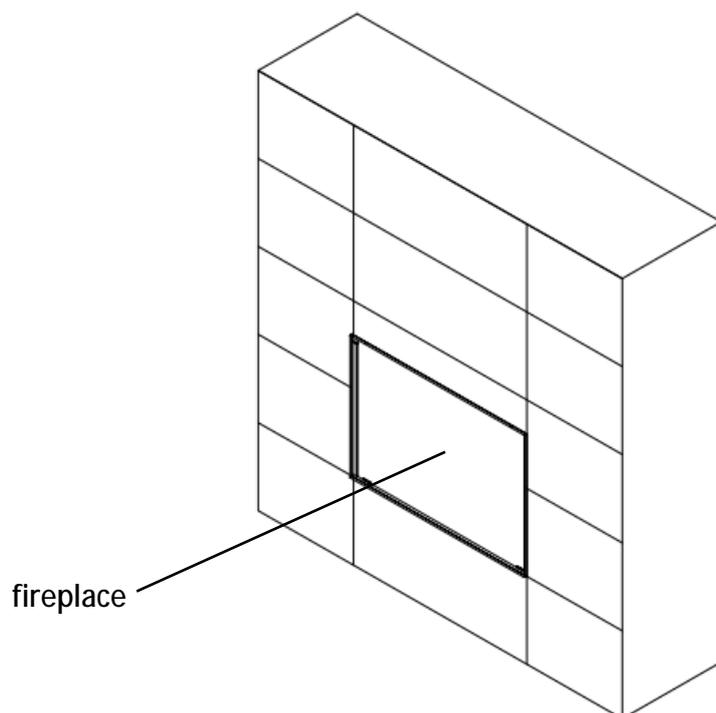


6. Drive the mounting screws into the framing plates on the unit and the wall studs.

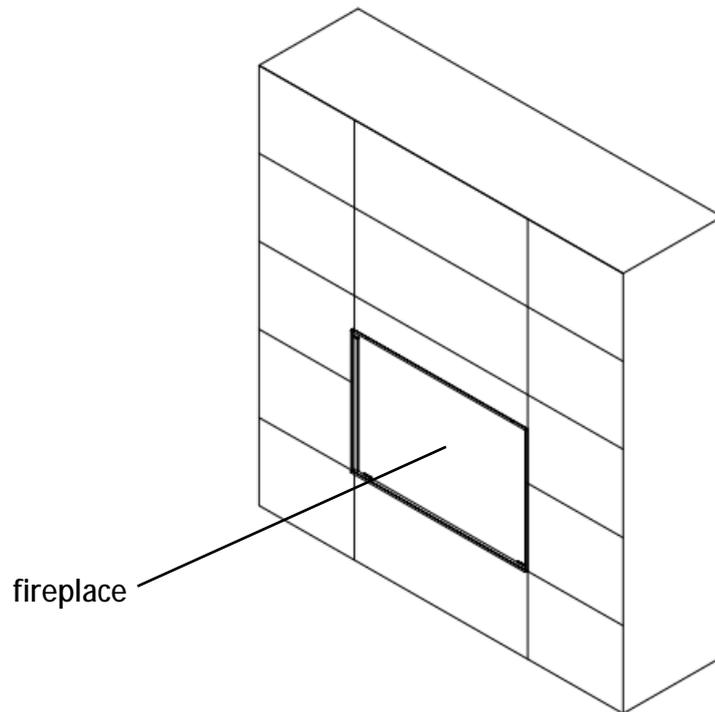


7. After checking that the fireplace operates properly, cover the glass panel with protective plastic bag and install plywood or drywall.

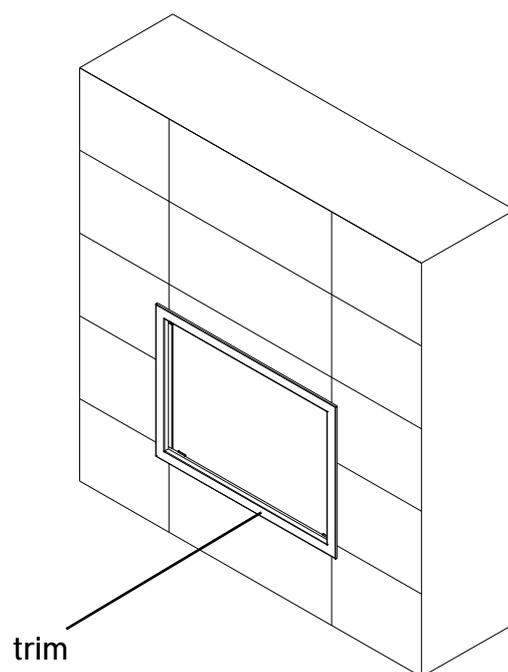
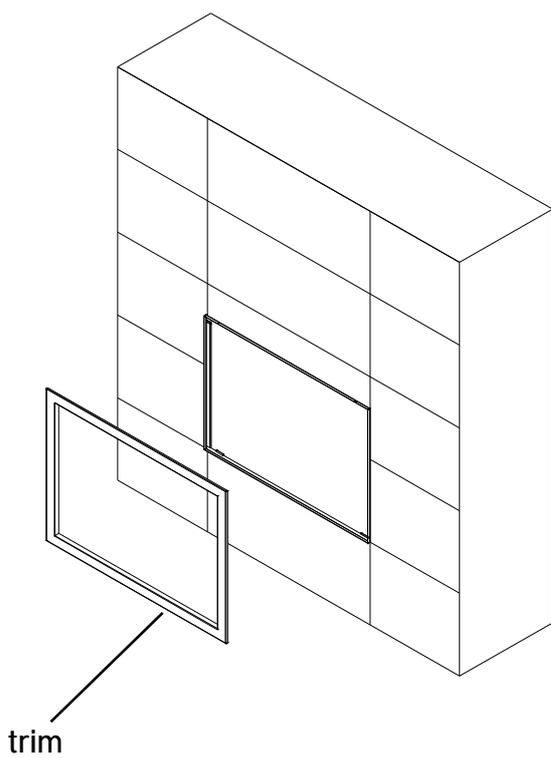
**IMPORTANT NOTE: IF YOU WANT TO USE THE SUPPLIED SURROUND** the thickness of the wall finish can only be 1”.



8. Decorate the plywood or drywall with glazed tile, wallpaper, etc.



9. Put back the trim that you've removed from the unit at STEP 1.



# HARDWIRE INSTALLATION

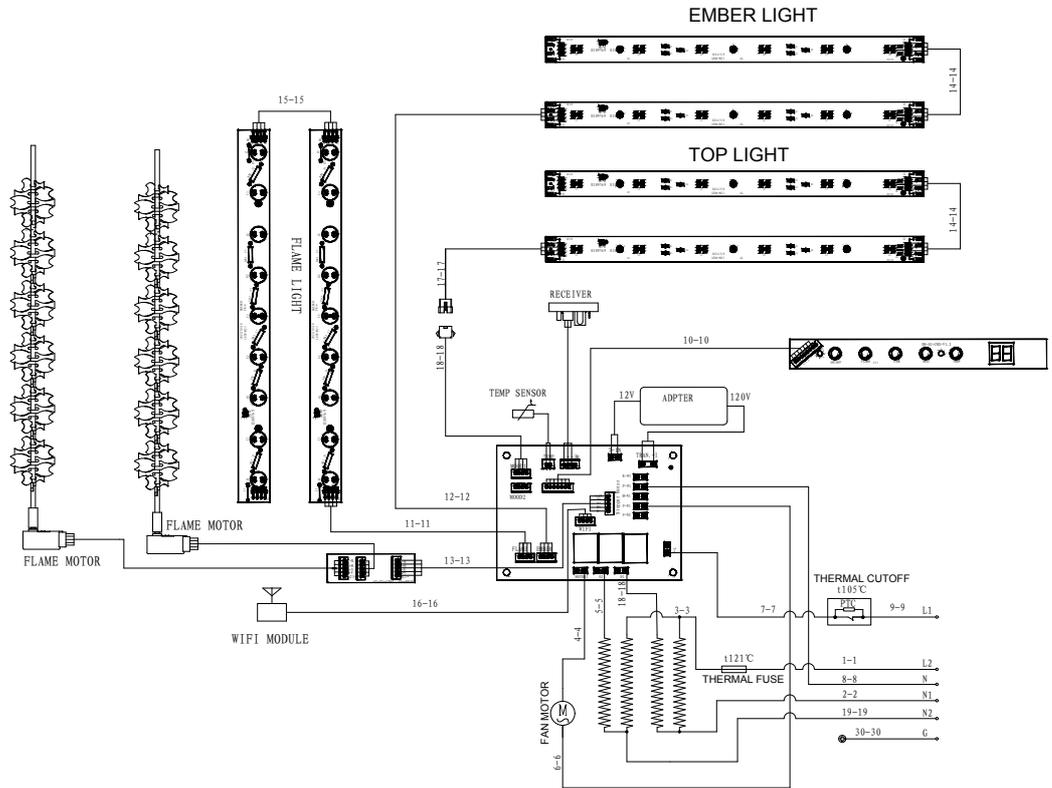
## 1. 120V

### 1.1 WIRING DIAGRAM

Wiring diagrams are provided here for reference purposes only. This information is also provided on schematics attached directly to the appliance on the top left corner.

**CAUTION: LABEL ALL WIRES PRIOR TO DISCONNECTION WHEN SERVICING CONTROLS. WIRING ERRORS CAN CAUSE IMPROPER AND DANGEROUS APPLIANCE OPERATION.**

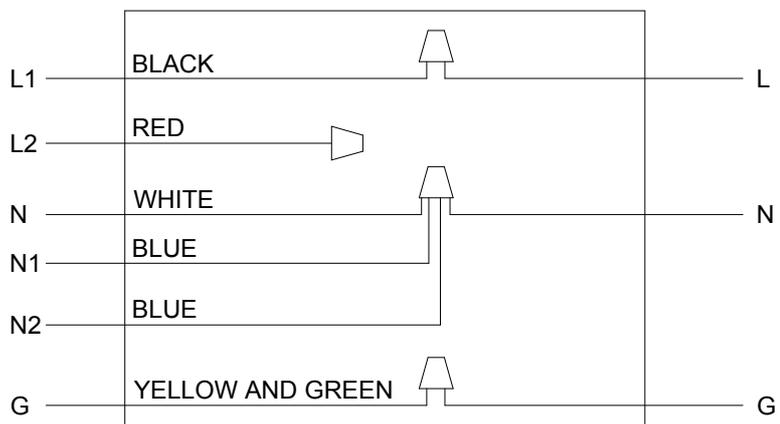
- L1=BLACK(POWER)
- L2=ORANGE(POWER)
- G=GREEN(GROUND)
- N=WHITE(COMMON)
- N1=BLUE(COMMON)
- N2=BLUE(COMMON)



120V

### 1.2 WIRING

See Power Supply Specifications on Page 14.



120 V 1500W

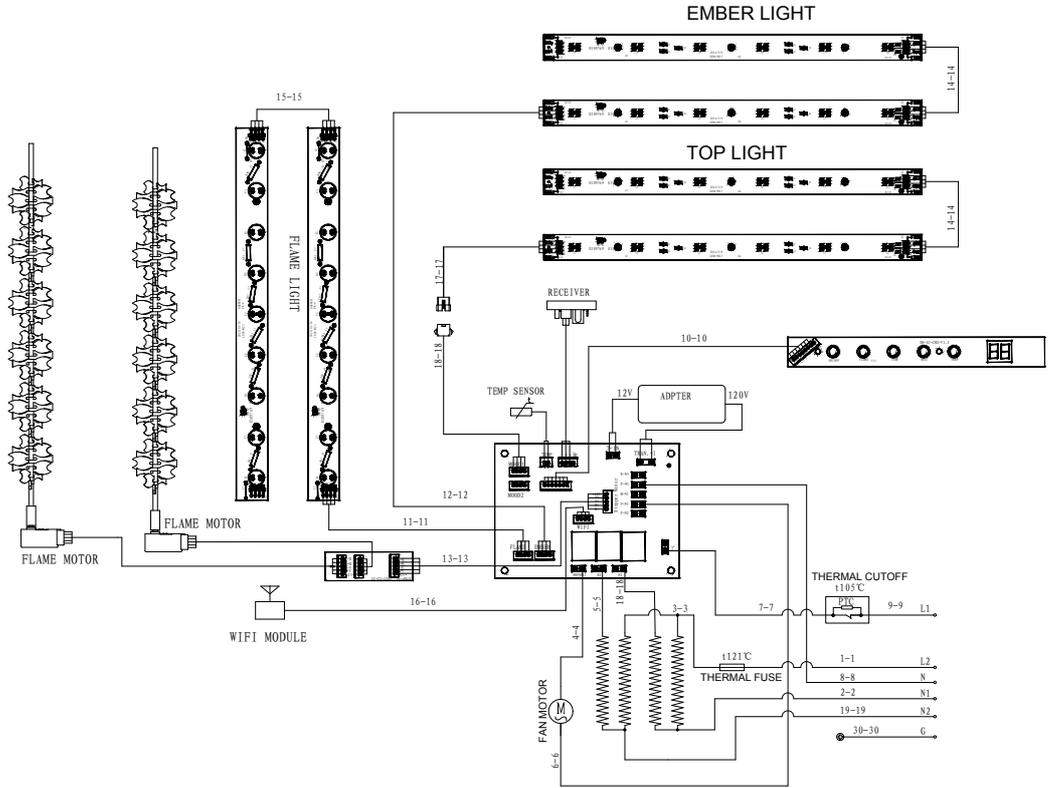
## 2. 240V

### 2.1 WIRING DIAGRAM

Wiring diagrams are provided here for reference purposes only. This information is also provided on schematics attached directly to the appliance on the top left corner.

**CAUTION: LABEL ALL WIRES PRIOR TO DISCONNECTION WHEN SERVICING CONTROLS. WIRING ERRORS CAN CAUSE IMPROPER AND DANGEROUS APPLIANCE OPERATION.**

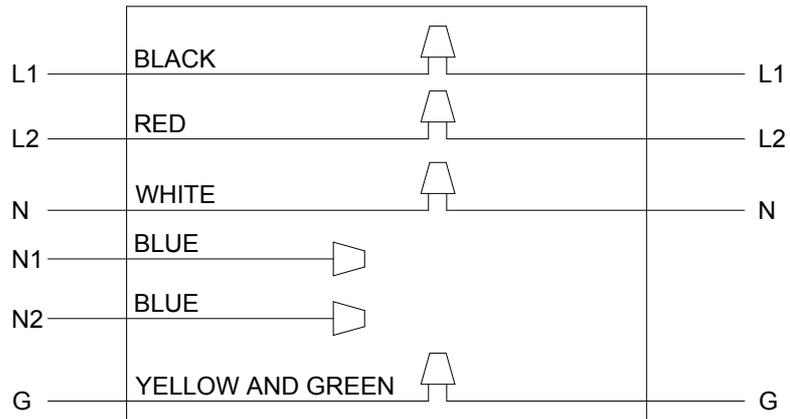
- L1=BLACK(POWER)
- L2=ORANGE(POWER)
- G=GREEN(GROUND)
- N=WHITE(COMMON)
- N1=BLUE(COMMON)
- N2=BLUE(COMMON)



240V

### 2.2 WIRING

See Power Supply Specifications on Page 14.



240 V 3000W

## MEDIA OPTIONS

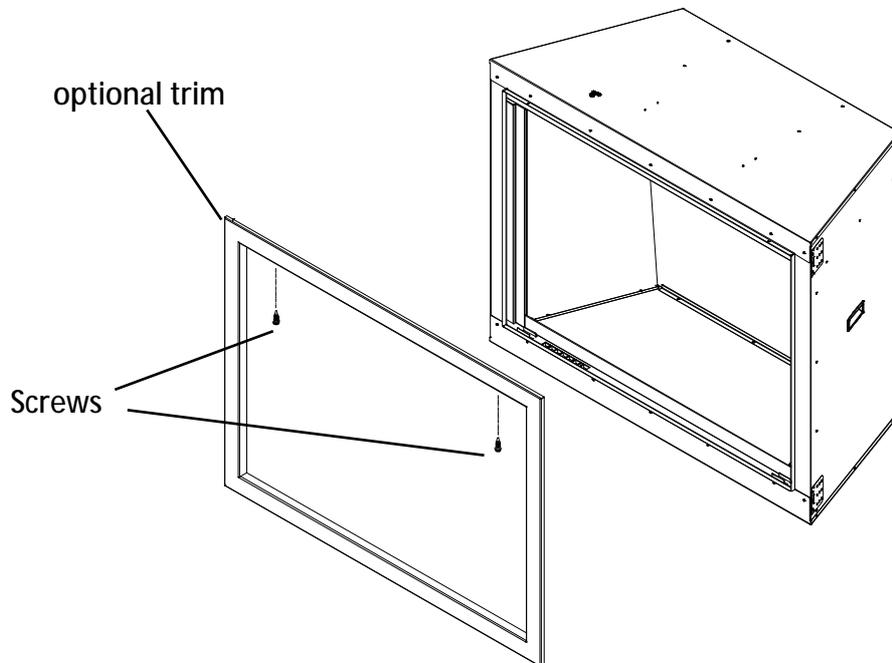
The media that comes with this unit is the 6PCE LIT LOGS. Consumers may purchase optional decorative media if they choose. See dealer for more details.



6PCE LIT LOGS

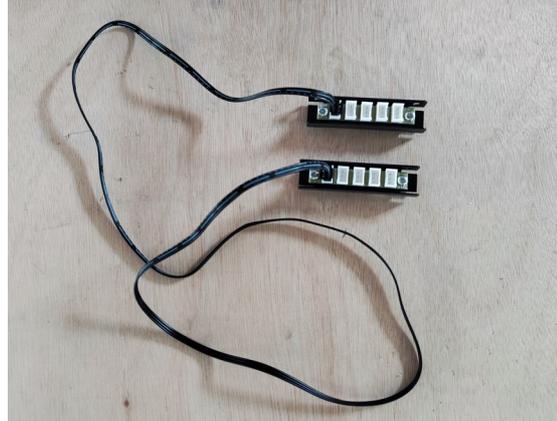
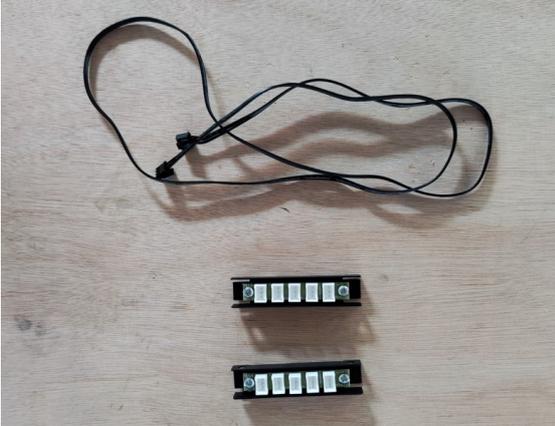
## MEDIA INSTALLATION

Take out the unit from the box. Please do the pre-test before you install the fireplace. Unscrew 2 screws and pull out the optional trim from the unit as shows below.

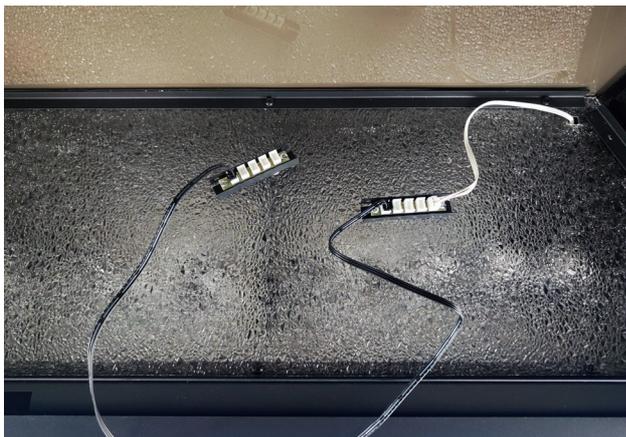


## INSTALLING THE LIT LOG

1. Connecting the 2 terminals with wiring.



2. Connect one end of terminal to the wire pigtail connected with flame light.



3. Fix the terminal to the steel metal by magnetic stones.



4. Plug the Lit logs wiring into the terminals.



5. Decorate the Lit logs as you wish. Hide the wiring under the Lit logs.



## OPERATION

The Fireplace operates by using either the touch panel located on the upper left hand corner or by remote control.

Plug the fireplace into a 15 Amp wall socket.

## MANUAL OPERATION



1. Press  to turn on and off the fireplace.
2. Press  to adjust the flame brightness. There are 6 brightness levels (L6-L1) and an off(OFF) position. Each time the flame button is pressed, the brightness of the flame decrease.  
  
Press the flame button for 10 seconds, the timing indicator light on and will rapidly blinks, at this time, You can use the TuyaSmart APP to connect to the fireplace.
3. Press  to adjust the ember Bed /Moodlight brightness. There are 11 brightness levels (d11-d2), dynamic condition(d1) ,and the OFF(OFF) setting you can cycle through.
4. Press  to set the turn-off time, 30min-1h-2h-3h-4h-5h-6h-7h-8h-t0. The indicator light the current timing. If the timing in off position, the second press will show 30. Multiple times to set operating duration to OF, 30 min, 1h, 2h, 3h, 4h, 5h, 6h, 7h, 8h.
5. Press  or the first time to display the current setting temperature, press the button again to clear the current temperature. If the heater in off position, the second press will show 72°F (22°C). Multiple times to set ambient temperatures at 58°F (15°C) , 60°F (16°C) , 62°F (17°C) , 64°F (18°C) , 66°F (19°C) , 68°F (20°C), 70°F (21°C) , 72°F (22°C) , 74°F (23°C) , 76°F (24°C) , 78°F (25°C) , 80°F (26°C) , 82°F (27°C) , 84°F (28°C).

Temperature unit convert functionZ When the heater is on, press and hold the “” Button for 5 seconds, current temperature unit display will convert to another temperature unit.

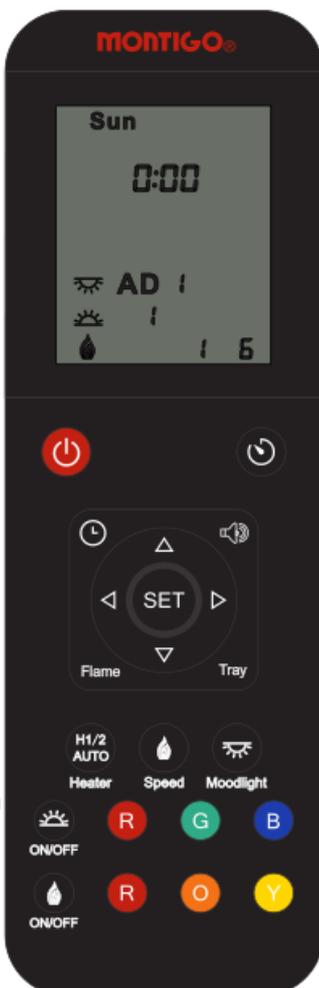
## REMOTE CONTROL OPERATION

For remote to function make sure the fireplace is plugged in and the remote has batteries.

Important: When operating the remote make sure you point the remote to the center of the fireplace. Each time you press the button, the buzzer inside the unit will beep once. It takes some time for the receiver to respond to the transmitter. Do not PRESS the buttons more than once within two seconds for correct operation.

Set the current time of the remote control

Press the  to activate the remote control and press to set  the time and date. When one of the “Sun” “Mon” “Tue” “Wed” “Thu” “Fri” “Sat” is flashing, press  or  to set the day of the week, press  to confirm day of the week and then enter hour setting. Press  or  to set the hour, press  to confirm the hour and then enter minute setting. Press  or  to set the minute and press  to confirm the minute and finish time setting.



 Press this Power button to turn on and off the fireplace.

 Press this Timer button to set the time to turn off the fireplace. The available settings range from 30 minutes to 8 hours. As shown in the following: 0:30 - 1:00 - 1:30 - 2:00 - 2:30 - 3:00 - 3:30 - 4:00 - 4:30 - 5:00 - 5:30 - 6:00 - 6:30 - 7:00 - 7:30 - 8:00. Once you have set the timer, the  icon will be displayed on the LCD screen of the remote control. Press this button again to cancel the timer setting and the icon disappears.



Each time the Heater Button is pressed, the power of the heater will change. As shown the following: H1- H2- AUTO (72°F or 22°C) - OFF (no display)

H1 means the fireplace on Low Heat/750W.

H2 means the fireplace operates at 1500W

AUTO means fireplace can automatically adjust to the temperature you set. When in AUTO, you can set the desired temperature with or keys. You can switch temperature between Celsius and Fahrenheit with or keys. When it is on Auto mode, fireplace operate at 1500W.



Press this button to adjust the speed of the flame. There are 3 options: High- Medium- Low.



Press the Moodlight button to turn on and off the moodlight. When in ON position, the display screen of the remote control shows AD 1. When the number “1” flashes, you can set the color with or keys. There are 10 different colors (AD1–10) and dynamic conditions (AD 11) to choose from.



Press this button to turn on and off the tray light. When in ON position, the LCD screen of the remote control show 1 0 0. Press or or to change the brightness of each tray color.



Press this button to turn on and off the flame light. When in ON position, the LCD screen of the remote control show 0 1 6. Press or or to change the brightness of each flame color.

**Flame**

There are preset color combinations of flame and tray light, press “Flame” or “Tray”

**Tray**

to choose your desired flame light or tray light color combination.

## 7 Day Timer Function

Press  once, 7 days from Monday to Sunday will display on the LCD screen of the remote control, press  within 5 seconds to enter 7 day timer function. When “Sun” flashes, press  or  to select the day that you want to set, press  to confirm your setting. Then “ON” will be display on the LCD screen of the remote control, at the same time, digital of time hour flashes, press  or  to set the time to turn the fireplace on. After setting the startup time, “OFF” will be displayed on the LCD screen and press  or  to set the shutdown time. When the shutdown time’s set, “AUTO” will be displayed on the LCD screen of the remote control and the digital of temperature flashes. At this time, you can set the temperature by  or . Now, you have finished setting of this function.

When the 7 day timer’s set, the icon  will be displayed on the LCD screen of the remote control. Press  again to cancel the 7 day timer and the icon  will disappears.

**NOTE:** If the 7 day timing  and the general timing  are set at the same time, the system will respond to an earlier shutdown time.

 Press Refer button to check the settings of 7 day timer. Press  or  to see the settings of the day of the week and  or  the settings of the startup and shutdown time.

## WIFI OPERATION

### INSTALL TuyaSmart life

There are 2 ways to install TuyaSmart;

1. Search for “TuyaSmart life” in the APP store on your phone, download and install.
2. Scan the QR code below with your mobile phone.



## WIFI SETTING AND FIREPLACE OPERATION

**NOTE: Make sure the Bluetooth of your phone is turned on during the following steps.**

1. Create an account and log in.
2. When you log in, touch “+” (FIG.1) to enter in FIG.2. Touch “Small Home appliances” on the left side and then choose “Electric Fireplace (BLE+Wi-Fi)” to enter in FIG.3 to reset the device.

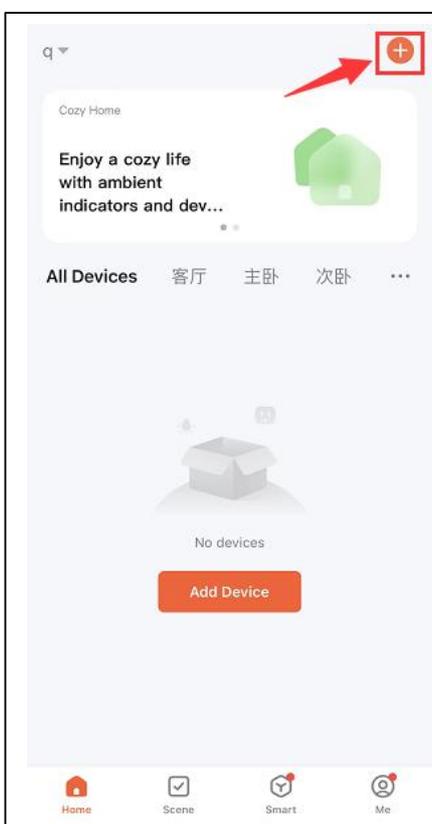


FIG.1



FIG.2



FIG.3

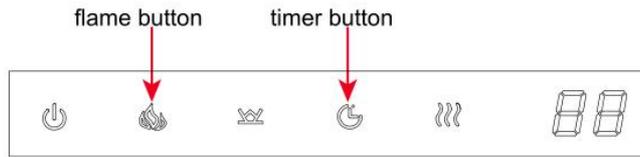


FIG.4

3. Press the flame button until the timer button flashes(FIG.4). Then confirm to go next to set your Wi-Fi account and password (FIG.5). Please make sure the Wi-Fi account and password you set are correct and Wi-Fi signal is good.
4. The APP will search and recommend the devices automatically (FIG.6) for you to add to.
5. Touch “Done” to finish Wi-Fi setting. (FIG.7)

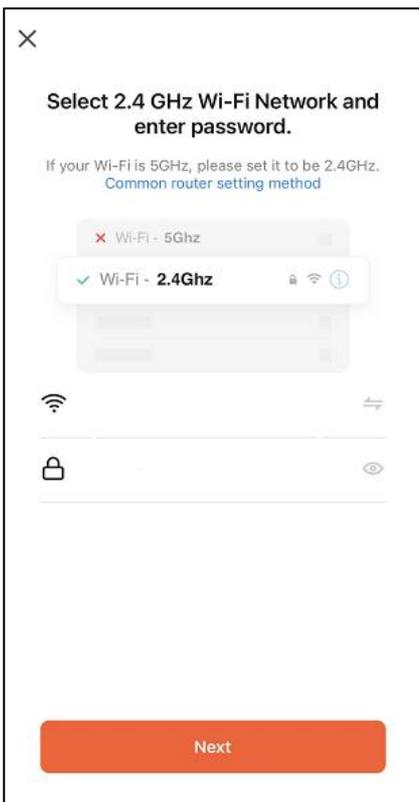


FIG.5

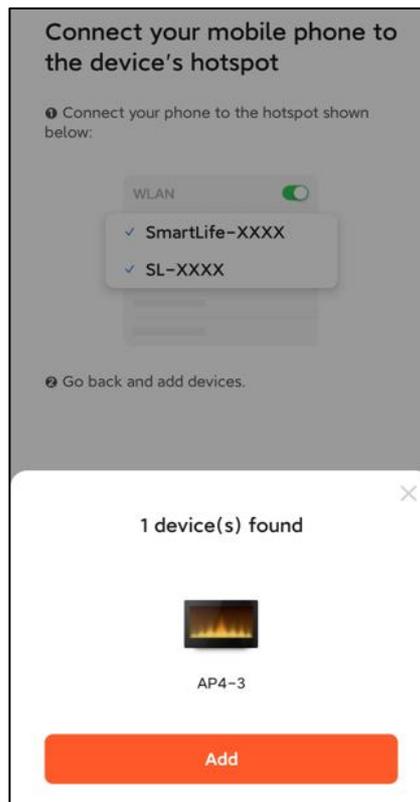


FIG.6

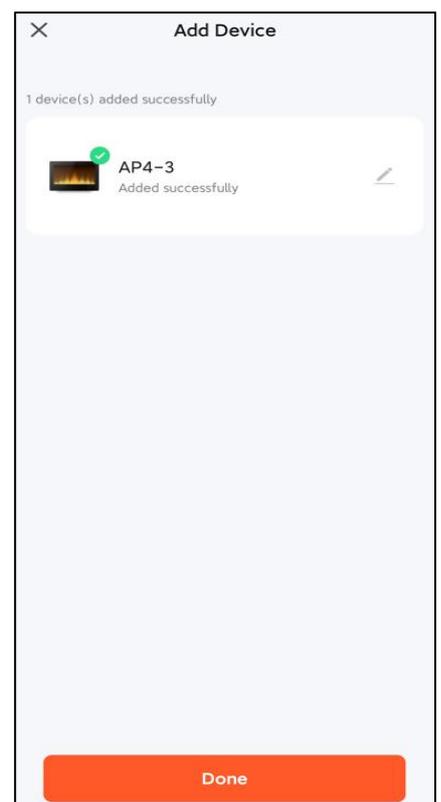


FIG.7

6. Now you are in the interface like FIG.8. You can operate the fireplace via Wi-Fi (FIG.8/ FIG.9/ FIG.10/ FIG.11).

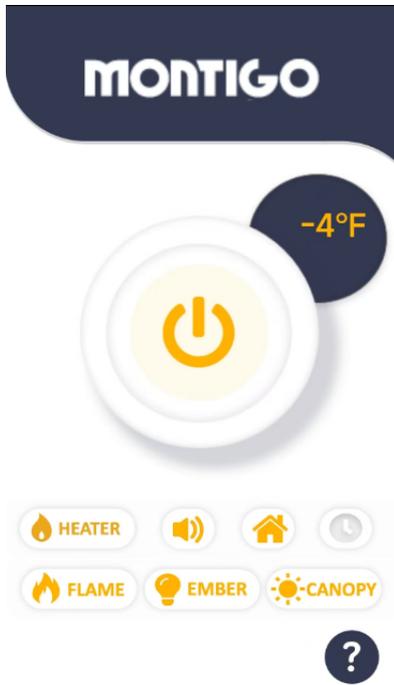


FIG.8

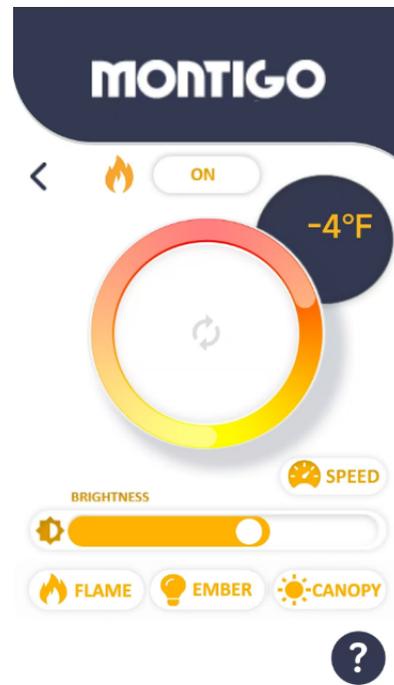


FIG.9

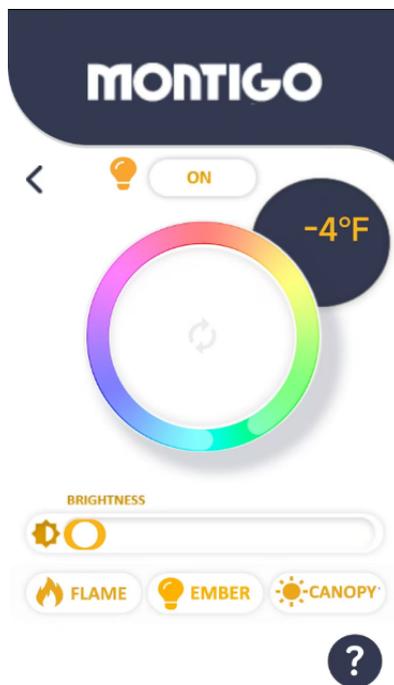


FIG.10

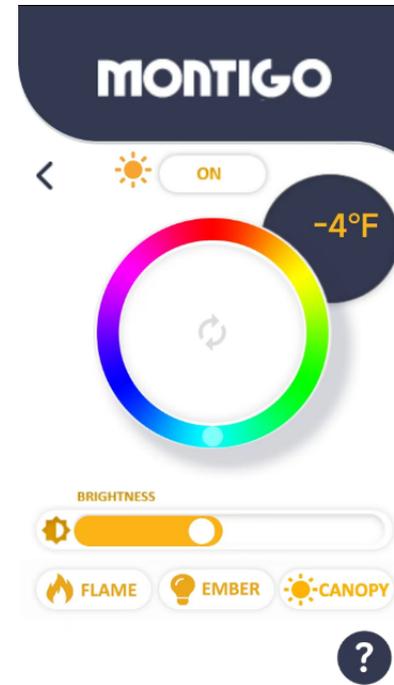


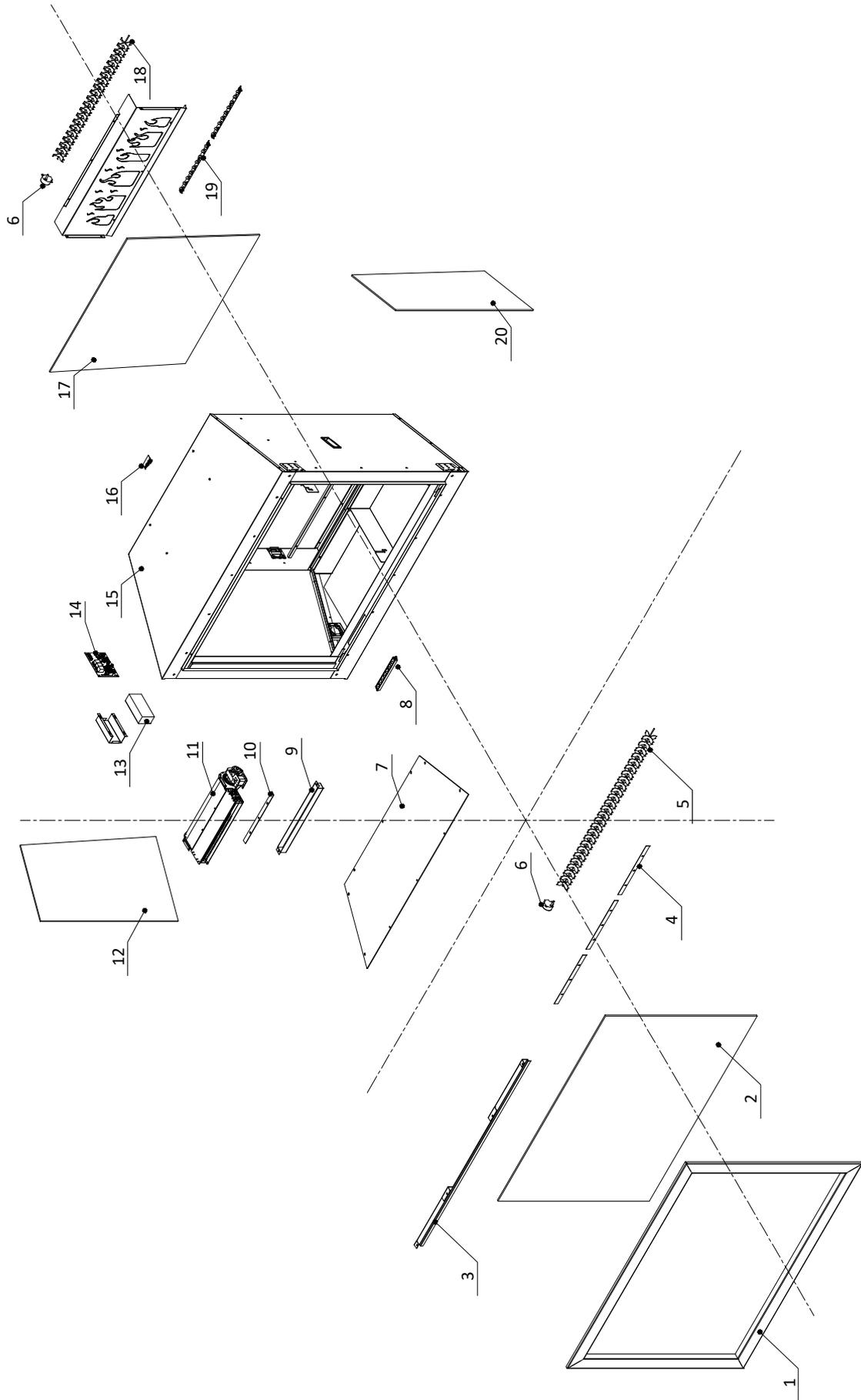
FIG.11

## REPLACEMENT PARTS

No.	PART #	DESCRIPTION	MODELS USED ON
1	R13908	TRIM	EDRSQ34-1
	R13911	TRIM	EDRSQ38-1
	R13914	TRIM	EDRSQ42-1
2	R13895	FRONT GLASS	EDRSQ34-1
	R13899	FRONT GLASS	EDRSQ38-1
	R13903	FRONT GLASS	EDRSQ42-1
4	R13885	TRAY LED	EDRSQ(34,38,42)-1
5	R13909	FLAME FLICKER	EDRSQ34-1
	R13912	FLAME FLICKER	EDRSQ38-1
	R13915	FLAME FLICKER	EDRSQ42-1
6	R13876	STEPPING MOTOR	EDRSQ(34,38,42)-1
8	R13878	TOUCH PANEL	EDRSQ(34,38,42)-1
10	R13885	CANOPY LED	EDRSQ(34,38,42)-1
11	R13875	HEATING ASSEMBLY	EDRSQ(34,38,42)-1
12	R13896	SIDE GLASS LEFT	EDRSQ34-1
	R13900	SIDE GLASS LEFT	EDRSQ38-1
	R13904	SIDE GLASS LEFT	EDRSQ42-1
13	R13880	ADAPTER	EDRSQ(34,38,42)-1
14	R13877	PCB BOARD	EDRSQ(34,38,42)-1
16	R13881	SIGNAL RECEIVER	EDRSQ(34,38,42)-1
17	R13898	BACK GLASS	EDRSQ34-1
	R13902	BACK GLASS	EDRSQ38-1
	R13906	BACK GLASS	EDRSQ42-1
18	R13910	TRAY FLICKER	EDRSQ34-1
	R13913	TRAY FLICKER	EDRSQ38-1
	R13916	TRAY FLICKER	EDRSQ42-1
19	R13907	FLAME LED	EDRSQ34-1
	R13884	FLAME LED	EDRSQ(38,42)-1
20	R13897	SIDE GLASS RIGHT	EDRSQ34-1
	R13901	SIDE GLASS RIGHT	EDRSQ38-1
	R13905	SIDE GLASS RIGHT	EDRSQ42-1
21	R13874	REMOTE CONTROL	EDRSQ(34,38,42)-1
22	R13879	MOTOR PCB BOARD	EDRSQ(34,38,42)-1
23	R13882	TEMPERATURE SENSOR	EDRSQ(34,38,42)-1
24	R13883	WIFI CARD	EDRSQ(34,38,42)-1

**\*There is a QR code in page 2 of the manual, at the bottom of the table of contents.**

# EXPLODED VIEW



## TROUBLE SHOOTING

PROBLEM	POSSIBLE CAUSE	SOLUTION
Dim or no flame	Flame LED's are burnt out.	Inspect the LED's and replace them if necessary.
	Back black cloth is falling off and rolled up in the flicker.	Change a flicker and back black cloth.
Ember bed is not glowing or dimming	Ember LED's are burnt out	Inspect the ember bed LED's and replace them if necessary.
Appliance turns off and will not turn on	Appliance has overheated, and safety device has caused the thermal switch to disconnect.	Turn off the main switch, allow appliance to cool for 10 minutes, turn back on.
	House circuit breaker has tripped.	Reset house circuit breaker.
	Appliance's fuse has blown.	Replace the fuse.
Appliance will not come on when switch is flipped to ON	Appliance is not plugged into an electrical outlet.	Check plug and plug in.
	Appliance has overheated and safety device has caused the thermal switch to disconnect.	Turn off the main switch, allow appliance to cool for 10 minutes, turn back on.
	Circuit board is burnt out.	Inspect the circuit board and replace it if necessary.
No warm air coming out of appliance	Heater is burnt out.	Inspect the burner and heater assembly and replace it if necessary.
Flame sputters	Flame motor is defective.	Call a qualified service technician and replace flame motor.
Remote Control does not work.	Low batteries. Unit switch in "O" position.	Replace AAA batteries in remote control. Turn the switch in "I" position.
Flame is fixed.	Wiring may be loose or the flame motor may be defective.	Plug in the loose wiring or change a flame motor.



## Two Year Limited Warranty

### *Products to which this limited warranty applies*

This limited warranty applies to your newly purchased Montigo electric fireplace. This limited warranty applies only to purchases made in Canada and any of the 50 States of the USA (and the District of Columbia) *except* for Hawaii and Alaska. This limited warranty applies to the original purchaser of the product only and is not transferable.

### *Products excluded from this limited warranty*

Light bulbs are not covered by this limited warranty and are the sole responsibility of the owner/purchaser. Products purchased in Hawaii or Alaska are not covered by this limited warranty. Products purchased in these States are sold AS IS without warranty or condition of any kind (including, without limitation, any implied warranties or conditions of merchantability or fitness for a particular purpose) and the entire risk of as to the quality and performance of the products is with the purchaser, and in the event of a defect the purchaser assumes the entire cost of all necessary servicing or repair.

### *What this limited warranty covers and for how long*

Products covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Montigo warrants such products to be free from defects in material and workmanship for a period of 2 years from the date of the first purchase of such products.

Montigo fireplace surrounds (mantels) and trims covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Montigo warrants such products to be free from defects in material and workmanship for a period of 1 year from the

date of first purchase of such products.

The limited 2 year warranty period for products other than fireplace surrounds (mantels) and trims and the limited 1 year warranty period for fireplace surrounds (mantels) and trims also applies to any implied warranties that may exist under applicable law. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to the purchaser.

### *What this limited warranty does not cover*

This limited warranty does not apply to products that have been repaired (except by Montigo or its authorized service representatives) or otherwise altered. This limited warranty does further not apply to defects resulting from misuse, abuse, accident, neglect, incorrect installation, improper maintenance or handling, or operation with an incorrect power source.

### *What you must do to get service under limited warranty*

Defects must be brought to the attention of Montigo by contacting your dealer. Please have proof of purchase, catalogue/model and serial numbers available. Limited warranty service requires a proof of purchase of the product.

### *What Montigo will do in the event of a defect*

In the event a product or part covered by this limited warranty is proven to be defective in material or workmanship during (i) the 2 year limited warranty period for products other than fireplace surrounds (mantels) and trims, and (ii) the 1 year limited warranty period for surrounds (mantels) and trims, you have the following rights:

- Montigo will in its sole discretion either repair or replace such defective product or part without charge. If Montigo is unable to repair

## Warranty

or replace such product or part, or if repair or replacement is not commercially practicable or cannot be timely made, Montigo may, in lieu of repair or replacement, choose to refund the purchase price for such product or part.

- Limited warranty service will be performed solely by dealers or service agents of Montigo authorized to provide limited warranty services.
- **For products other than surrounds (mantels) and trims**, this 2 year limited warranty entitles the purchaser to on-site or in-home warranty services. Accordingly, Montigo will be responsible for all labour and transportation associated with repairing or replacing the product or part except as follows: (i) charges which may be levied for travel costs incurred to travel to the purchaser's site where the products is located if the purchaser's site is beyond 30 miles (48 km) from the closest service depot of Empire's dealer or service agent; and (ii) the purchaser is solely responsible for providing clear access to all serviceable parts of the product.
- **For surrounds (mantels) and trims**, this 1 year limited warranty does not entitle the purchaser to on-site or in-house warranty services. The purchaser is responsible for removal and transportation of the surrounds (mantels) and trims ( and any repaired or replacement product or part) to and from the authorized dealer's or service agent's place of business. On-site or in-home services for surrounds (mantels) and trims may be performed at the purchaser's specific request and expense at Montigo's then-current rates for such services. Montigo will not be responsible for, and this limited warranty shall not include, any expense incurred for installation or removal of the surrounds ( mantels) or trims or any part thereof (or any

replacement product or part) including, without limitation, all shipping costs and transportation costs to and from the authorized dealer's or service agent's place of business and all labor costs. Such costs shall be the purchaser's responsibility.

*What Montigo and its dealers and service agents are also not responsible for:*

IN NO EVENT WILL MONTIGO, OR ITS DIRECTORS, OFFICERS, OR AGENTS, BE LIABLE TO THE PURCHASER OR ANY THIRD PARTY, WHETHER IN CONTRACT, IN TORT, OR ON ANY OTHER BASIS, FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL LOSS, COST, OR DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE SALE, MAINTENANCE, USE, OR INABILITY TO USE THE PRODUCT, EVEN IF MONTIGO OR ITS DIRECTORS, OFFICERS, OR AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES, COSTS OR DAMAGES, OR IF SUCH LOSSES, COST, OR DAMAGES ARE FORESEEABLE. IN NO EVENT WILL ONTIGO, OR ITS OFFICERS, DIRECTORS, OR AGENTS BE LIABLE FOR ANY DIRECT LOSESE, COSTS, OR DAMAGES THAT EXCEED THE PURCHASE PRICE OF THE PRODUCT. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER.

*How State and Provincial law apply*

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. The provisions of the United Nations Convention on Contracts for the Sale of Goods shall not apply to this limited warranty or the sale of products covered by this limited warranty.



## Technical Support

To make a claim under this warranty, contact your installing dealer or contractor. The installing dealer is responsible for providing service and will contact the companies to initiate warranted parts replacements. In the event the installing dealer is unavailable, contact your nearest authorized Montigo dealer ([www.Montigo.com](http://www.Montigo.com)) or contact Montigo direct at [techsupport@montigo.com](mailto:techsupport@montigo.com). Ensure you have your sales receipt and the model and serial number of your appliance.

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