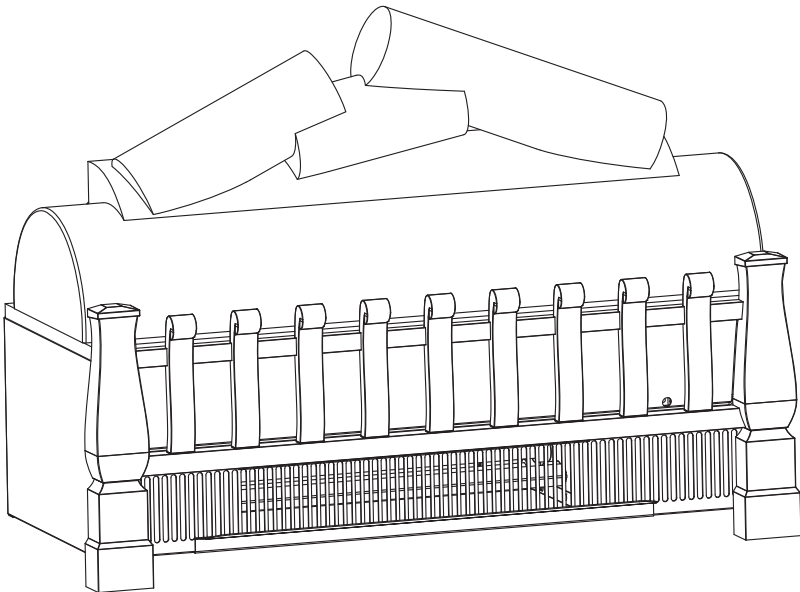


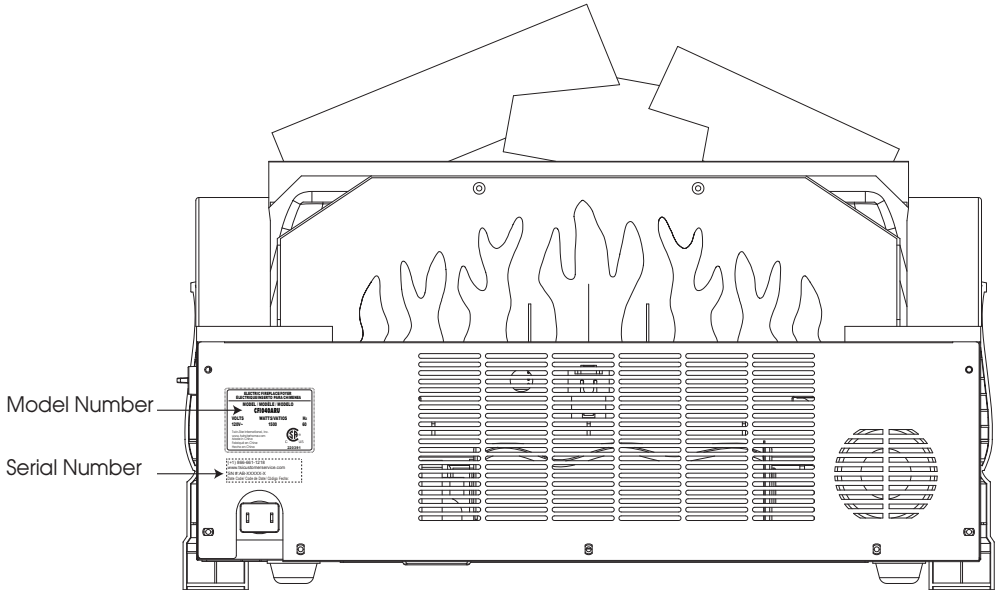
ClassicFlame®

CFI040ARU



GETTING STARTED

1. The serial number is located on the back of the fireplace, the serial number is necessary for product warranty registration and customer service.



2. Go to tsicustomerservice.com for product warranty registration. If you are unable to complete registration save your proof of purchase for warranty purposes.

PRODUCT SPECIFICATIONS

VOLTAGE	120V~, 60 Hz
AMPS	12.5 Amps
WATTS	1500 Watts

REGISTER YOUR NEW PURCHASE **online!**

Thank you for purchasing our product. Please take a moment to visit **tsicustomerservice.com** to register your new purchase:

The screenshot shows the website interface for tsicustomerservice.com. At the top is a dark header with the site name. Below it is a 'Customer Service Portal' section with the Twin-Star Home logo and a description of the portal's purpose. There is a 'Login' section with two input fields and a 'log in >' button. Below that is a 'New Registration' section with three input fields. At the bottom is a navigation bar with buttons for 'Product Manuals', 'FAQs', 'Help Videos', 'Manufacturer Warranty', 'Order Tracking', 'Product Registration' (which is highlighted with a white border), and 'Retailers Returns'. A large black speech bubble with white text points to the 'Product Registration' button, containing the message: 'DON'T FORGET TO REGISTER YOUR PRODUCT ONLINE TO RECEIVE SPECIAL OFFERS, TIPS AND MORE!'.

When registering your product, be sure to sign up for our updates to receive important service information and helpful tips. We value your privacy and will never share your personal information with other organizations. The information you submit is used only for providing product related services to you.

DEPENDABLE CUSTOMER SERVICE

Questions?

Call customer service Monday to Friday 8:30 am – 5:30 pm EST.

1.866.661.1218

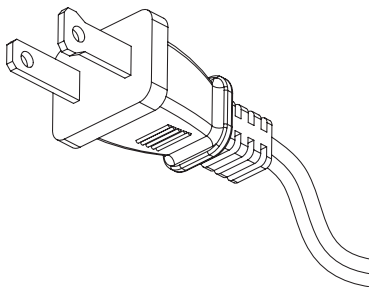
IMPORTANT INSTRUCTIONS

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

1. Read all instructions before using this appliance.
2. **DANGER** – High temperatures may be generated under certain abnormal conditions. Do not partially or fully cover or obstruct the front of this heater.
WARNING: In order to avoid overheating, do not cover the heater.
3. **CAUTION:** Never leave the heater operating unattended. Extreme caution is necessary if unsupervised children or invalids are nearby.
4. The appliance is not to be used by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.
5. Always unplug this appliance when not in use.
6. Do not operate any heater with a damaged cord or plug or after the appliance malfunctions, or if it has been dropped or damaged in any manner.
7. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
8. Do not use outdoors.
9. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate this appliance where it may fall into a bathtub or other water container.
10. Do not run cord under carpeting. Do not cover cord with throw rugs, runners or the like. Arrange cord away from traffic areas and where it will not be tripped over.
11. To disconnect this appliance, turn controls to the off position, then remove plug from outlet.
12. 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 appliance.
13. 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 opening may become blocked.
14. This appliance has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are used or stored. This fireplace

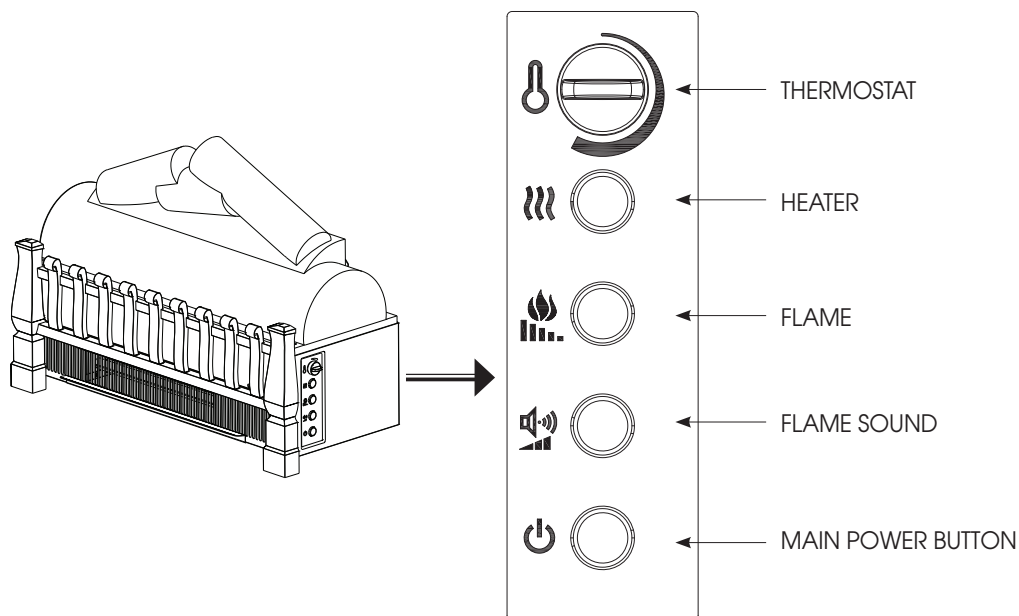
should not be used as a drying rack for clothing. Christmas stockings or decorations should not be hung in the area of it.

15. Use this appliance only as described in the manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
16. This product is equipped with a polarized plug (one blade is wider than the other blade). To reduce the risk of electrical shock, this plug will fit into a polarized outlet only one way. This is a safety feature. If you are unable to insert the plug into the electrical outlet, try reversing the plug. If the plug still does not fit, contact a qualified electrician. Avoid the use of an extension cord because the extension cord may overheat and cause risk of fire. However, if you have to use an extension cord, the cord must be No. 14 AWG minimum size and rated not less than 1875 Watts. The extension cord must be a three wire cord with grounding type plug and cord connection. The extension cord shall not be more than 20 feet (6 m) in length.



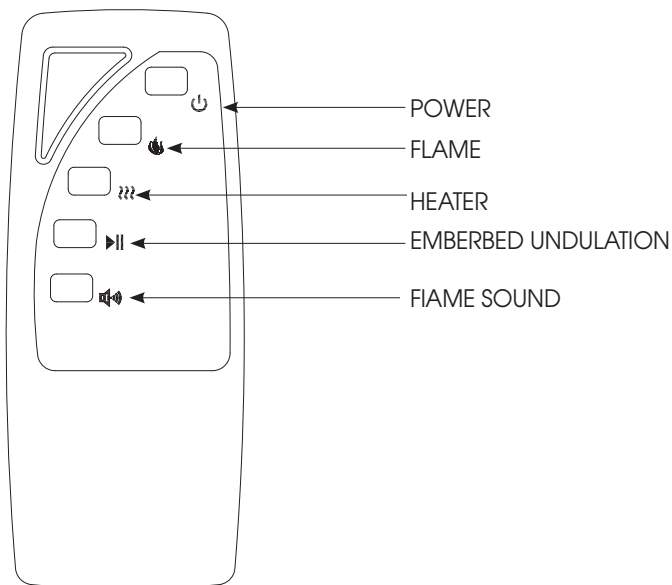
SAVE THESE INSTRUCTIONS

OPERATION INSTRUCTIONS









Control Panel

The fireplace can be operated by either the remote control or the control panel.



FUNCTION

FUNCTION	ICON	DESCRIPTION
POWER		The MAIN POWER switch supplies power to all of the function of the fireplace. The switch must be in the ON position for any functions or the remote to work.
FLAME		Each time the FLAME button is pressed, the intensity of the flame decreases. There are five brightness levels that can be selected.
HEATER		The HEATER button will turn ON/OFF the heater.
THERMOSTAT		<p>The thermostat knob controls the thermostat setting.</p> <p>Turning the knob clockwise will increase thermostat setting. Rotating the knob counter-clockwise will decrease the thermostat setting.</p> <p>When the heater reaches the thermostat setting it will turn off until the room cools at which point the heater will turn back on.</p>
FLAME SOUND		<p>There are 3 volume levels that can be selected and OFF.</p> <p>1. Low volume 2. Medium volume 3. High volume</p>
EMBERBED UNDULATION EFFECT		This button on the remote control plays or pauses the undulating emberbed effect.

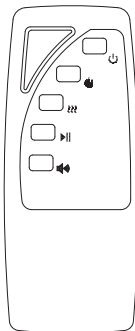
TROUBLESHOOTING

PROBLEM	ROOT CAUSE	CORRECTIVE ACTION
No power, switches do not light up.	Power cord was not plugged into the outlet.	Check that the unit is plugged into a standard 120V outlet.
Logs glow, but flame effect does not work.	Spinner motor is defective.	Check whether Flame Generator drive motor is running. If not call customer service.
Flame effect operates, but heater does not blow warm air.	Heater is not on powered ON.	Try pressing the ON/OFF HEATER button several times to make sure it is in the ON position.
	Temperature is set at low.	Make sure that the TEMPERATURE knob is set to the max setting.
The heater shut off and won't come back on.	Manual Reset Triggered.	Turn the POWER to "OFF" and unplug the unit from the wall outlet for 5 minutes. After 5 minutes plug the unit back into wall outlet, and operate as normal. If the problem persists contact customer service.
Power cord gets warm.	Normal operation.	Check your heater cord and plug connections. Faulty wall outlet connections or loose plugs can cause the outlet or plug to overheat. Be sure the plug fits tight in the outlet. Heaters draw more current than small appliances, overheating of the outlet may occur even if it has not occurred with the use of other appliances. During use check frequently to determine if your plug, outlet or faceplate is HOT! If so, discontinue use of the

		heater and have a qualified electrician check and/or replace the faulty outlet(s).
No flames sound, but have flames effect.	Sound button turned off.	Press Sound button several times.
	Loose terminal blocks or damaged loudspeaker.	Must be replaced by the manufacturer, contact customer service for a replacement.
Remote control is not working.	No batteries.	Change the remote batteries.
	Poor Signal.	Operate remote transmitter at a slow measured pace. Press the remote control buttons with an even motion and gentle pressure. Repeatedly pressing buttons in rapid succession may cause the transmitter to malfunction.
	Distance.	Operate the remote at a distance less than 20 feet from the front of the appliance; point the remote at the control panel.
Unit continues to run after reaching set temperature/or powering off.	Cool down cycle.	Normal operation, will continue to run for several minutes before shutting down. Times will vary based on heating. UNIT WILL BLOW COOL AIR.
Flame effect works but heater function does not and the emberbed flashes when the heater button is pressed.	The heater is disabled.	With the power on, press and hold the heater button on the control panel for 10 seconds. Once re-enabled the emberbed lights will flash multiple times.

REPLACEMENT PARTS

PART	PART NAME	PART NUMBER
1	Remote control	P162



FCC/IC INFORMATION

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for 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 the 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 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.

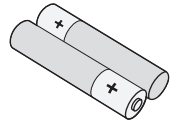
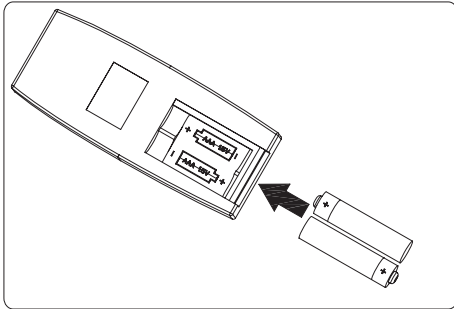
This Class B digital apparatus complies with Canadian ICES-003.

CARE AND MAINTENANCE

- Clean the trim using a soft cloth, slightly dampened with citrus oil based product and buff with a clean soft cloth.
- Citrus oil based products are recommended for cleaning and can be found at supermarkets or hardware stores.
- **WARNING:** Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and injury to persons.
- **Warning:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electrical shock or personal injury.

BATTERY REPLACEMENT

NOTE: Do not mix old and new batteries.
Do not mix alkaline, standard (carbon zinc), or rechargeable (nicad, ni-mh, etc.) batteries.



NOTE: Battery disposal
Please always dispose of batteries
at a suitable recycling point.

CAUTION:

- Do not ingest batteries.
- Non-rechargeable batteries are not to be recharged.
- Batteries are to be inserted with the correct polarity.
- Exhausted batteries are to be removed from the product.
- Always purchase the correct size and grade of battery most suitable for the intended use.
- Replace all batteries of a set at the same time.
- Clean the battery contacts and also those of the device prior to battery installation.
- Remove used batteries promptly.

1-YEAR LIMITED WARRANTY

The manufacturer warrants that your new Electric Fireplace is free from manufacturing and material defects for a period of one year from date of purchase, subject to the following conditions and limitations.

1. Install and operate this appliance in accordance with the installation and operating instructions furnished with the product at all times. Any unauthorized repair, alteration, willful abuse, accident, or misuse of the product shall nullify this warranty.
2. This warranty is non-transferable, and is made to the original owner, provided that the purchase was made through an authorized supplier of the product.
3. The warranty is limited to the repair or replacement of part(s) found to be defective in material or workmanship, provided that such part(s) have been subjected to normal conditions of use and service, after said defect is confirmed by the manufacturer's inspection.
4. The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of the defective part(s).
5. Any installation, labor, construction, transportation, or other related costs/expenses arising from defective part(s), repair, replacement, or otherwise of same, will not be covered by this warranty, nor shall the manufacturer assume responsibility for same.
6. The owner/user assumes all other risks, if any, including the risk of any direct, indirect or consequential loss or damage arising out of the use, or inability to use the product, except as provided by law.
7. All other warranties – expressed or implied –with respect to the product, its components and accessories, or any obligations/liabilities on the part of the manufacturer are hereby expressly excluded.
8. The manufacturer neither assumes, nor authorizes any third party to assume on its behalf, any other liabilities with respect to the sale of the product.
9. The warranties as outlined within this document do not apply to non accessories used in conjunction with the installation of this product.
10. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

This warranty is void if:

- a. The fireplace is subjected to prolonged periods of dampness or condensation.
- b. Any unauthorized alteration, willful abuse, accident, or misuse of the product.
- c. You do not have the original receipt of purchase.

NOTES

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CUSTOMER SERVICE

tsicustomerservice.com

For Customer Service

Call 1-866-661-1218

Questions?

Our Consumer Service department is available Monday – Friday 8:30 am – 5:30 pm EST. We can help you with assembly and if necessary, replace damaged/missing parts.

IMPORTANT:

Before contacting Customer Service, please have this information available:

- Serial Number
- Model Number
- Sales Receipt or Proof of Purchase

ClassicFlame® 



1-866-661-1218

tsicustomerservice.com