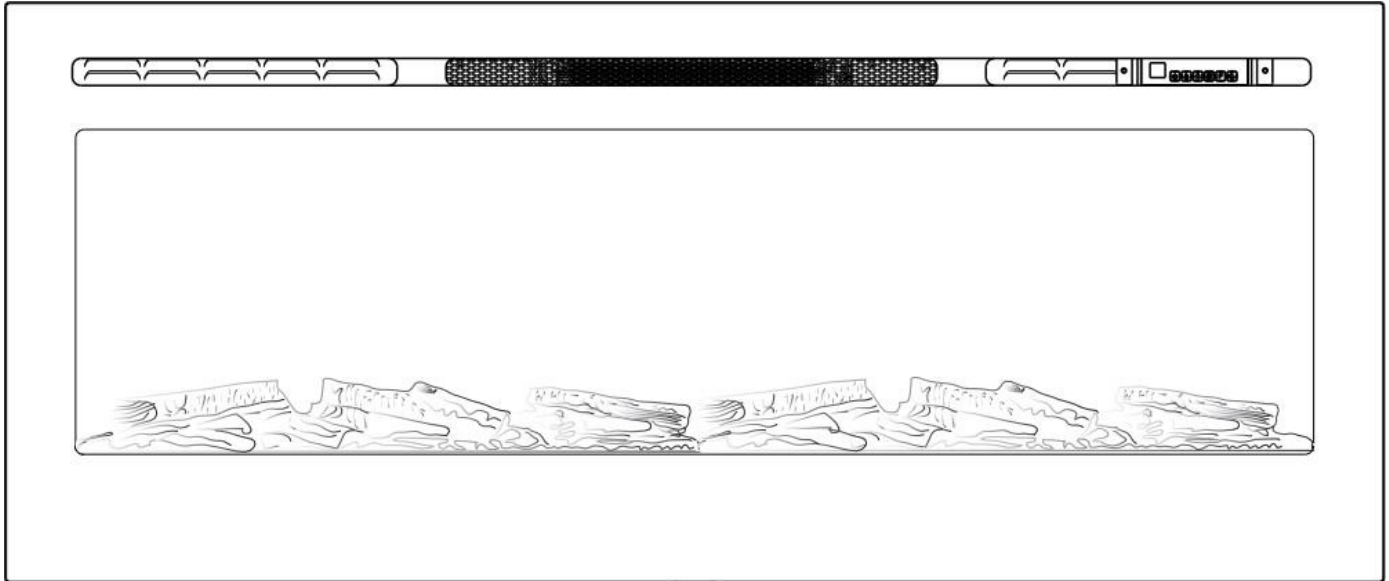


RECESSED ELECTRIC FIREPLACE HEATER

Model # : 86273, 86275

OWNER'S MANUAL



50"

Recessed Electric Fireplace

AC 110-120V 60Hz 1500W

⚠ 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**.



**PREMIUM
ELECTRIC FIREPLACES
& TV LIFTS**

Exceeding Expectations



Table of Contents

General Information..... 4

ETL Approval Listing Information 5

Fireplace Specifications..... 5

Dimensional Drawing..... 5

Unpacking Your Fireplace..... 6

Parts and Hardware 6

 Tools Required..... 6

 What’s in the Box 6

Unpacking and Setup 6

 Unpacking Instructions: 6

Wiring 7

 Testing the Fireplace Prior to Installation..... 7

 3-prong Outlet Installation 7

 Hard Wire Connection 8

Installation..... 9

 WARNINGS 9

Choosing Installation Location..... 9

Removing The Front Panel 10

Recessed Installation 11

 a. Crystal Ember Installation..... 12

 b. Fire log Installation 13

Wall Mounted Installation 14

Securing Front Panel After Installation..... 16

Operating Fireplace..... 17

 Power 17

 Methods of Operation 17

 Remote Control Operation..... 17

 Remote Control and Touch Panel Functions..... 18

Troubleshooting 19

Temperature Limiting Control..... 19

Care and Maintenance 20

 Cleaning..... 20

 Maintenance..... 20

Warranty 21

Notes:..... 22

IMPORTANT SAFETY INFORMATION WARNING!

- **THIS FIREPLACE IS HOT WHEN IN OPERATION AND CAN CAUSE SEVERE BURNS**
- Do not operate fireplace before reading and understanding operating instructions. Failure to operate fireplace according to operating instructions could cause fire or injury.
- Risk of burns. This fireplace is HOT when in operation and heating element is ON. Power to the fireplace should be turned off and the fireplace allowed to cool before servicing. To disconnect power to the fireplace, turn controls to off, then remove plug from outlet.
- Do not install damaged, incomplete, or substitute components.
- Young children should be carefully supervised when they are in same room with fireplace. Toddlers, young children and others may be susceptible to accidental contact burns. A physical barrier is recommended if there are at risk individuals in the house. To restrict access to the fireplace, install an adjustable safety gate to keep toddlers, young children and other at risk individuals away from the fireplace and hot surfaces. Ensure that you have incorporated adequate safety measures to protect infants/toddlers from touching hot surfaces.
- Clothing and other flammable material should not be placed on or near the fireplace.
- Due to high temperatures, the fireplace should be located out of traffic and away from furniture and draperies.
- It is imperative that the control compartments, circulating blower, and its passageway in the fireplace is kept clean.
- Under no circumstances should this fireplace be modified.
- Do not use the fireplace if any part has been under water.
- Do not operate the fireplace with the front panel removed, cracked or broken.
- Keep the packaging material out of the reach of children. As with all plastic bags, these are not toys and should be kept away from children and infants.
- Servicing should only be done while the fireplace is disconnected from the power outlet.
- Unplug fireplace if not being used for an extended period of time.
- Do not operate this fireplace with a damaged cord or plug after the fireplace malfunctions, has been dropped, or damaged in any manner.
- Always plug this fireplace into a wall outlet or receptacle. Never plug this fireplace into a surge protector, extension cord, or relocatable power tap.
- **INDOOR USE ONLY!** Do not use outdoors.
- Never locate fireplace where it may fall into a bathtub or other water container.
- Do not run the 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.
- Connect to properly grounded outlets only.
- Do not insert foreign objects into any ventilation or exhaust opening as this may cause an electric shock, fire, or damage to the fireplace.
- To prevent a possible fire, do not block the air intakes or exhaust in any manner. Do not use on soft surfaces, like a carpet, where openings may be blocked.
- Ensure clearances to combustibles are maintained when building a mantel or shelves above the fireplace. Elevated temperatures on the wall or in the air above the fireplace can cause melting, discoloration or damage to the decorations, a TV or other electronic components.

General Information

Fireplace Specifications

Model Number	86273	86275
Panel Color	Stainless	Gold
Voltage	120v AC	120v AC
Watts	Max 1500W	Max 1500W
Amps	15 AMP	15 AMP
Fireplace Width	50 3/8"	50 3/8"
Fireplace Height	21 1/2"	21 1/2"
Fireplace Depth	5 1/2"	5 1/2"
Net Weight	60 lbs	60 lbs
Gross Weight	65 lbs	65 lbs

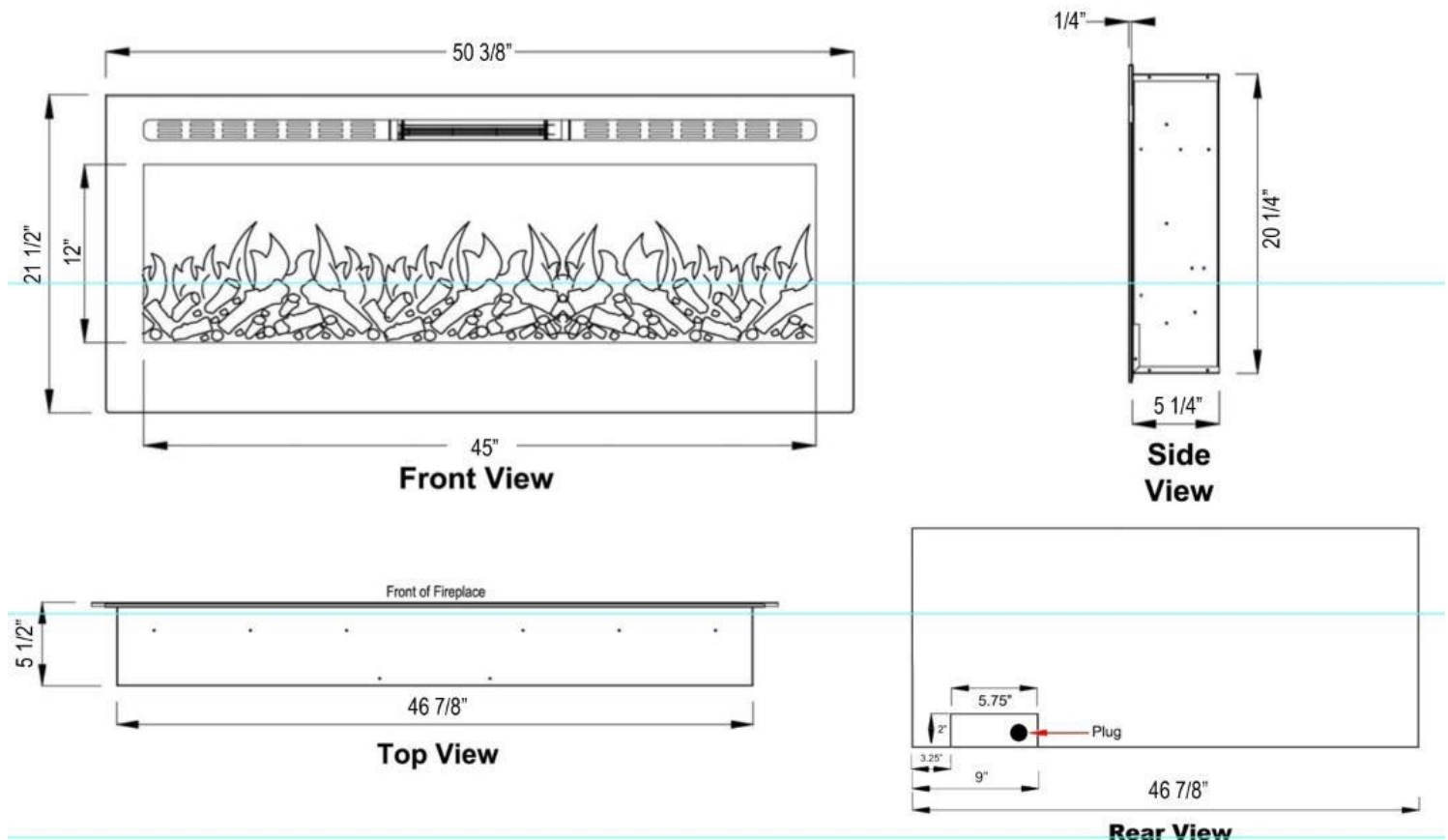
ETL Approval Listing Information

This fireplace has been tested in accordance with the ETL Intertek Standards for fixed and location-dedicated electric room appliances in the United States and Canada. If you need assistance during installation, please contact our technical support department at 800-215-1990 option 2.



Note: This fireplace must be electrically wired and grounded in accordance with local codes or, in the absence of local codes, with National Electric Code ANSI/NFPA 70-latest edition in the United States or the Canadian Electric Code, CSA C22.1 in Canada.

Dimensional Drawing



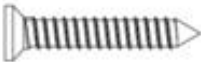
Unpacking Your Fireplace

Parts and Hardware

Tools Required

- Phillips screwdriver
- Stud finder
- Level
- Tape measure
- Electric drill
- 1/4” wood drill bit

What’s in the Box

 A-Fireplace				
	B-Wood Screws		C-Drywall Anchors	
				
	Remote Control		D-FIXED PART(1)	
				
E-Wall Bracket	F-Decorative Crystals	H-LOG SET		

Unpacking and Setup

Unpacking Instructions:

- Remove all parts and hardware from the carton and place them on a clean, soft, dry surface. Check the parts list to make sure no parts are missing. If parts are missing, please contact technical support at 800-215-1990 option 3 for replacement.

NOTE: *Dispose of plastic bag, as it may cause choking hazard with young children. Do not let children play with plastic bag.*

Wiring

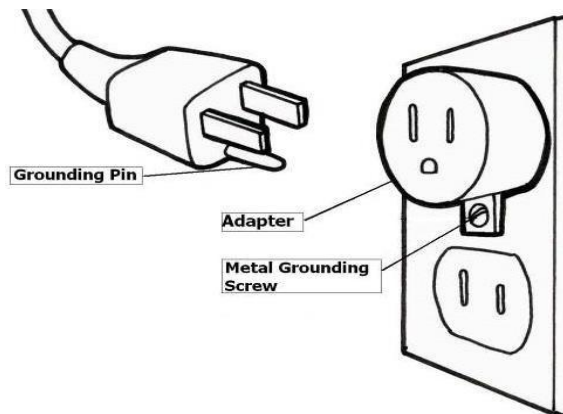
The 86273 series recessed fireplace can either be plugged into a grounded 3-prong outlet or hard wire connection.

Testing the Fireplace Prior to Installation

- Before installing the fireplace, test the fireplace to make sure that it operates properly.
- Plug fireplace into approved outlet and power on fireplace. Once fireplace is tested, continue with installation.
- If you have any problems, please contact technical support at 800-215-1990 opt 3.

3-prong Outlet Installation

- Only use this fireplace on a 120V AC, 15-Amp grounded circuit. Never overload the circuit. If this fireplace trips the circuit breaker, unplug all other appliances on the same circuit before the next use. Avoid plugging other appliances into the same circuit as this fireplace.
- Always check the fireplace plug and connections before each use.
- Never plug this fireplace into an outlet that is cracked or has any loose wires or connections. Plugging this fireplace into a faulty outlet could result in the outlet overheating or catching fire.
- Always plug this fireplace into a wall outlet or receptacle. Never plug this fireplace into a surge protector, extension cord, or relocatable power tap.
- Make sure this plug fits securely into the outlet. Faulty wall outlet connections or loose plugs can cause the outlet to overheat. If the outlet or faceplate is hot, discontinue use immediately and have a qualified electrician inspect and/or replace the faulty outlet.
- 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 below).



NOTE: Adapter NOT INCLUDED.

Hard Wire 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 house hold 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 ANSI/NFPA 70 NATIONAL ELECTRICAL CODE in the United States or the current CSA C22.1 CANADIAN ELECTRICAL CODE in Canada.

Fig.1

COVER PLATE

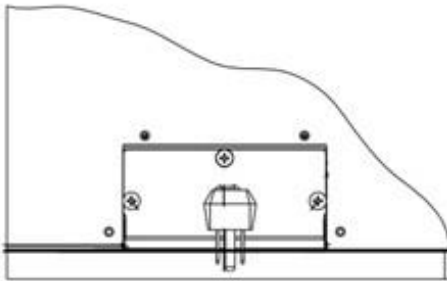
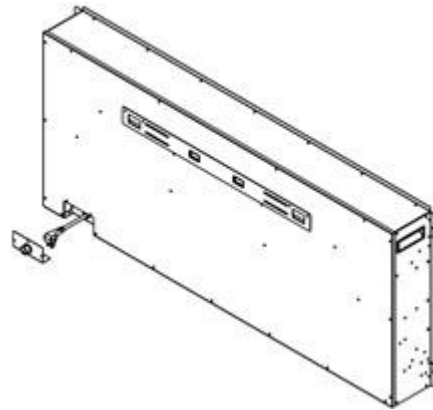
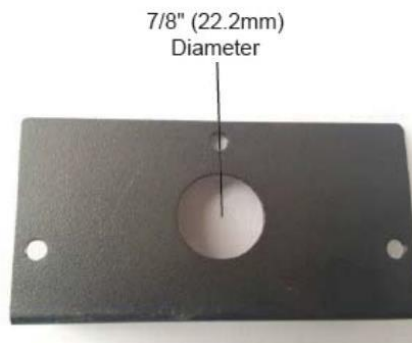
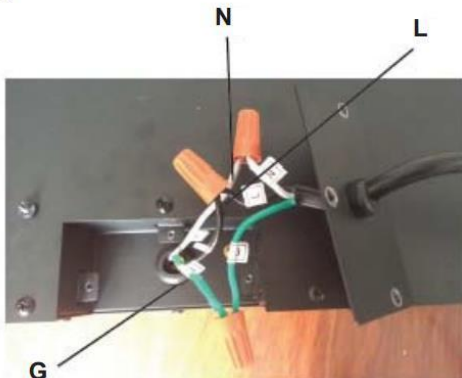


Fig.2



- A. Remove the cover plate from the left side bottom of the appliance by removing the three screws, as shown above. Save screws for installation of new cover plate. (figure 1)
- B. Remove the wire connectors from the power cord. Keep power cord, in case needed in future.
- C. Take the new cover plate and punch a 7/8". Thread your wiring through the hole in the cover plate for connecting to the wires in the 86273 fireplace.
- D. Using the wire connectors, connect the ground green wires (G), the common white wires (N) together, then the hot black wires (L) and then the refer to Figure 3.
- E. Reinstall the cover plate using the three screws, as shown in Figure 1.

Fig. 3



Installation

WARNINGS

- Due to high temperatures, keep the fireplace out of high traffic locations.
- Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 36" away from the front of the fireplace.
- Never install the fireplace where it may fall into a bathtub or other body of water.
- Wear safety gloves and safety glasses for protection during installation. Broken glass may cause injury or harm.
- Prevent contact with loose insulation. Do not install the fireplace against a vapor barrier or exposed insulation.
- Do not expose the fireplace to the elements (rain, etc).

Choosing Installation Location

Choosing Wall Location

- Measure wall location to ensure that fireplace will fit on desired wall location.
- Minimum clearances (measurements taken from front of front panel):

Bottom of Fireplace to Floor:	6"
Sides of Fireplace:	0"
Back of Fireplace:	0"
Top of Fireplace:	8" to mantel
Top of Fireplace:	8" to TV
Top of Fireplace:	8" to ceiling



- Select a location that is not prone to moisture and is located at least 36" away from combustible materials such as curtains, drapes, furniture, bedding, or other combustible materials.
- See Safety Information on page 3 for warnings about safe placement, safe installation, and proper use of this product.

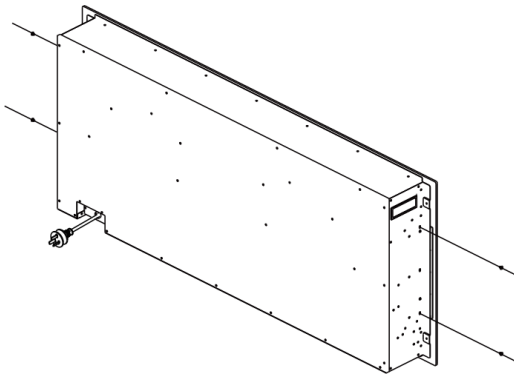
Removing The Front Panel

Prior to installation, it is best to remove the front panel. Please remove the front panel as per instructions below:

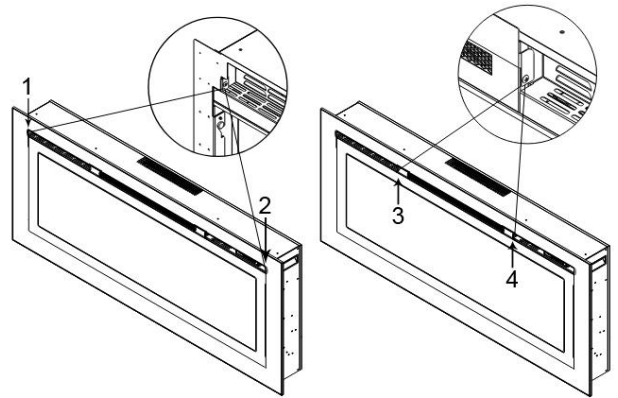
Instructions

1. There are 6-8 screws securing the front panel to the fireplace. Remove 4 screws securing the front panel to the firebox. There are 2 screws on the left side and 2 screws on the right side of the fireplace (A).

Once the 4 side screws are removed, remove the screws located in the front vents shown below (B). For the 86273, you will remove only the 2 outer screws (1 and 2). For the 86275, you will remove 4 screws (1, 2, 3, and 4).



A – Remove 4 screws in front of front panel

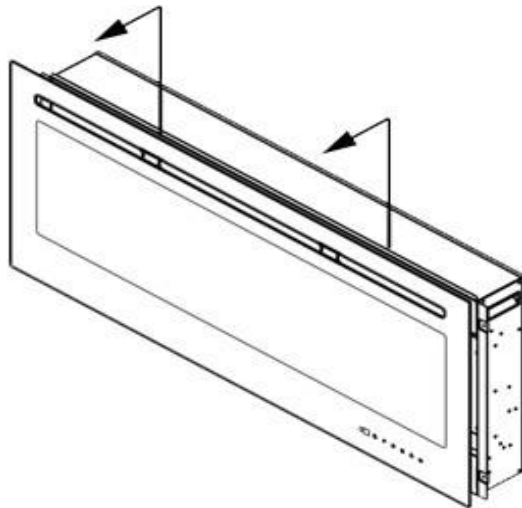


B – Remove screws in the vent opening
86273 – Screws 1 and 2
86275 – Screws 1, 2, 3, and 4

Note: For recessed installation, only the front mounting screws will be reinstalled. The side screws do not need to be reinstalled. See p.16 for Securing the Front Panel

2. After removing screws, lift front panel UP and STRAIGHT OUT toward you to remove from fireplace. Place front panel in a soft, dry place.

CAUTION: *It is recommended that 2 people remove the front panel to minimize change of breakage.*

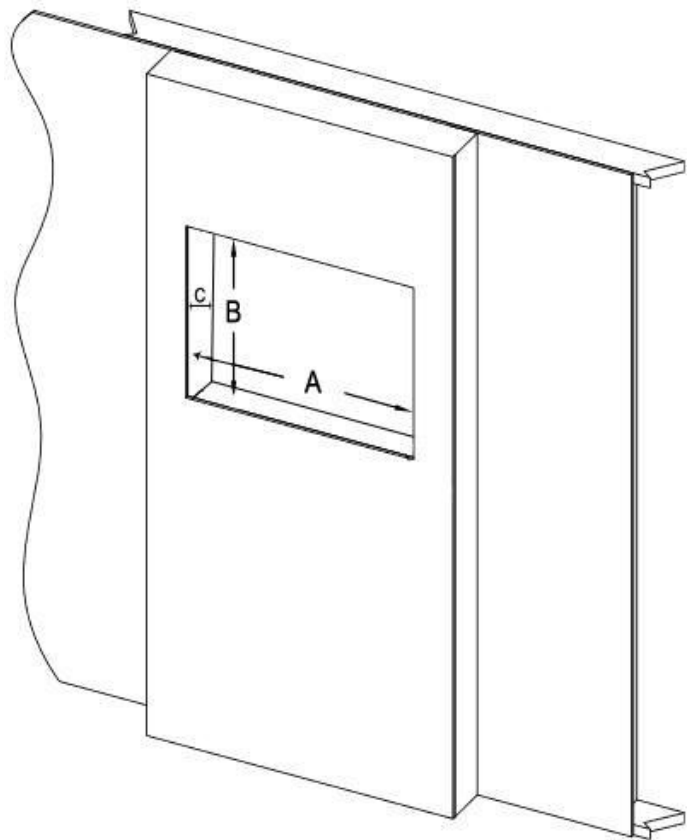


Recessed Installation

- Due to many different finish materials use on walls, it is highly recommended that you consult your local builder before you install this fireplace in the wall.
- Select a location that is not prone to moisture and is located at least 36” away from combustible materials such as curtains, drapes, furniture, bedding, or other combustible materials.
- In order to avoid the possibility of exposed insulation or vapor barrier coming in contact with the fireplace, it is recommended that the walls of the fireplace enclosure be “finished” (ie. Sheetrock, drywall, etc) as you would finish any other outside wall of your home. This will ensure that clearance to combustibles is maintained within the wall cavity.
- Never install fireplace into load-bearing walls. When recessing fireplace in a wall, recess into non-load bearing walls ONLY!

Instructions:

1. Choose a location in the wall to install fireplace.
2. Create opening in the wall according to the rough opening dimensions listed in the chart below:

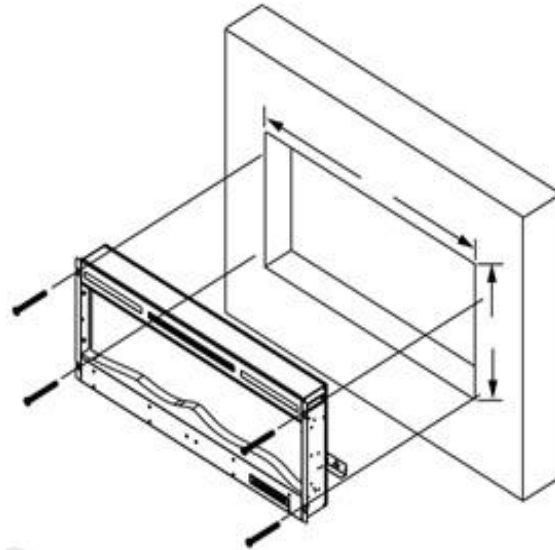


Rough Opening Dimension Chart

Model	A (Width)	B (Height)	C (Depth)
86273	47 1/2"	20 1/2"	5 3/4"
86275	47 1/2"	20 1/2"	5 3/4"

Recessed Installation – cont.

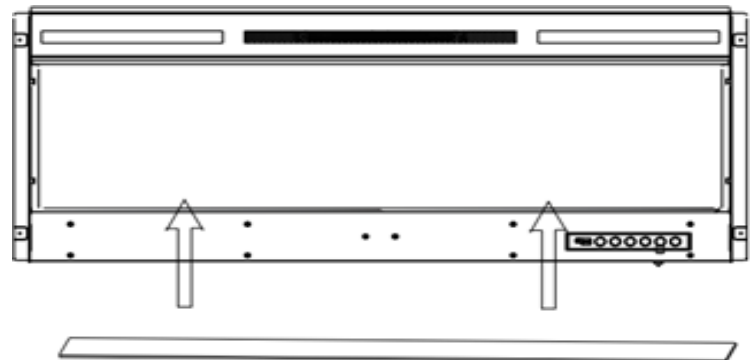
3. With the help of a second person, insert fireplace into wall opening and secure with mounting screws provided.



4. Once the fireplace is installed in the wall, place crystal embers or fire log in the fireplace.

a. Crystal Ember Installation

1. Place plastic tray strip in fireplace above the LED lights as shown in the diagram to the right.



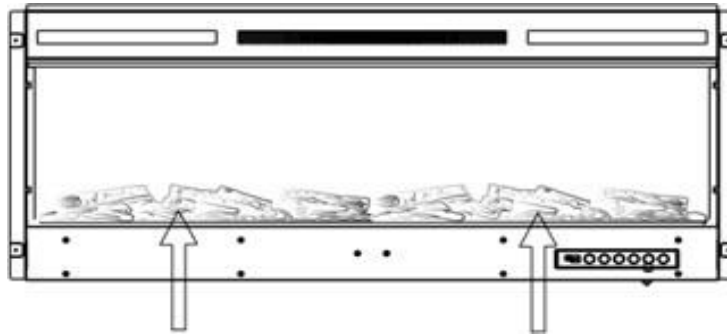
2. Carefully, place crystal embers on plastic strip as illustrated in the picture to the right. Apply an even layer from side to side.



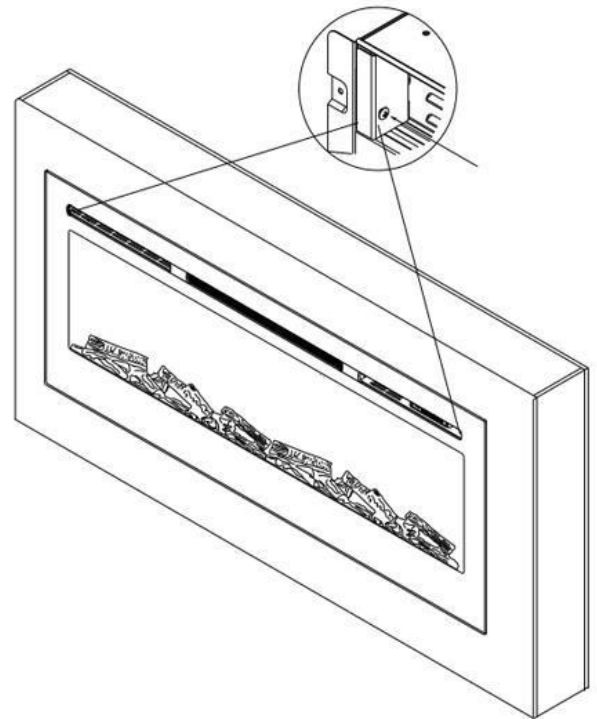
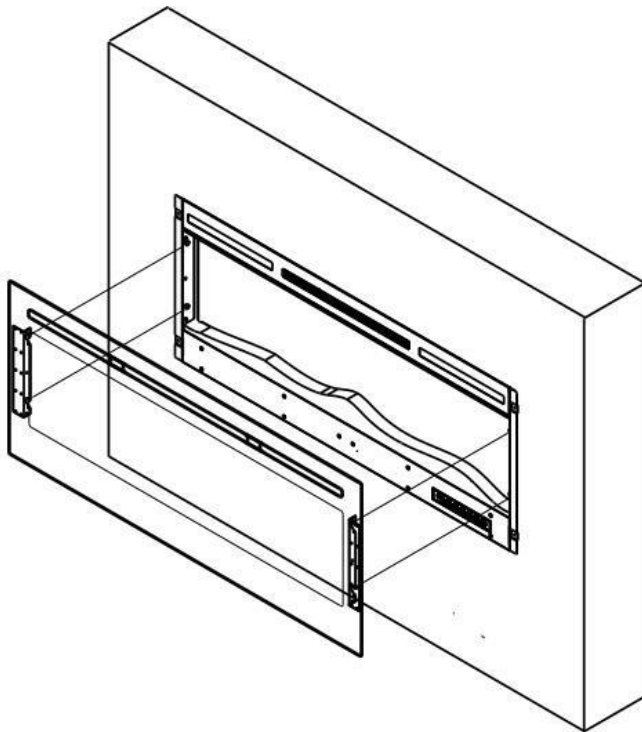
Recessed Installation – cont.

b. Fire log Installation

1. Place fire log in fireplace as illustrated below.



5. Once completed installing crystal embers or fire log, reinstall front panel. The hooks on the back of the front panels fit into the slots on the side of the firebox. Once in the slots, the front panel goes down and locks into place.

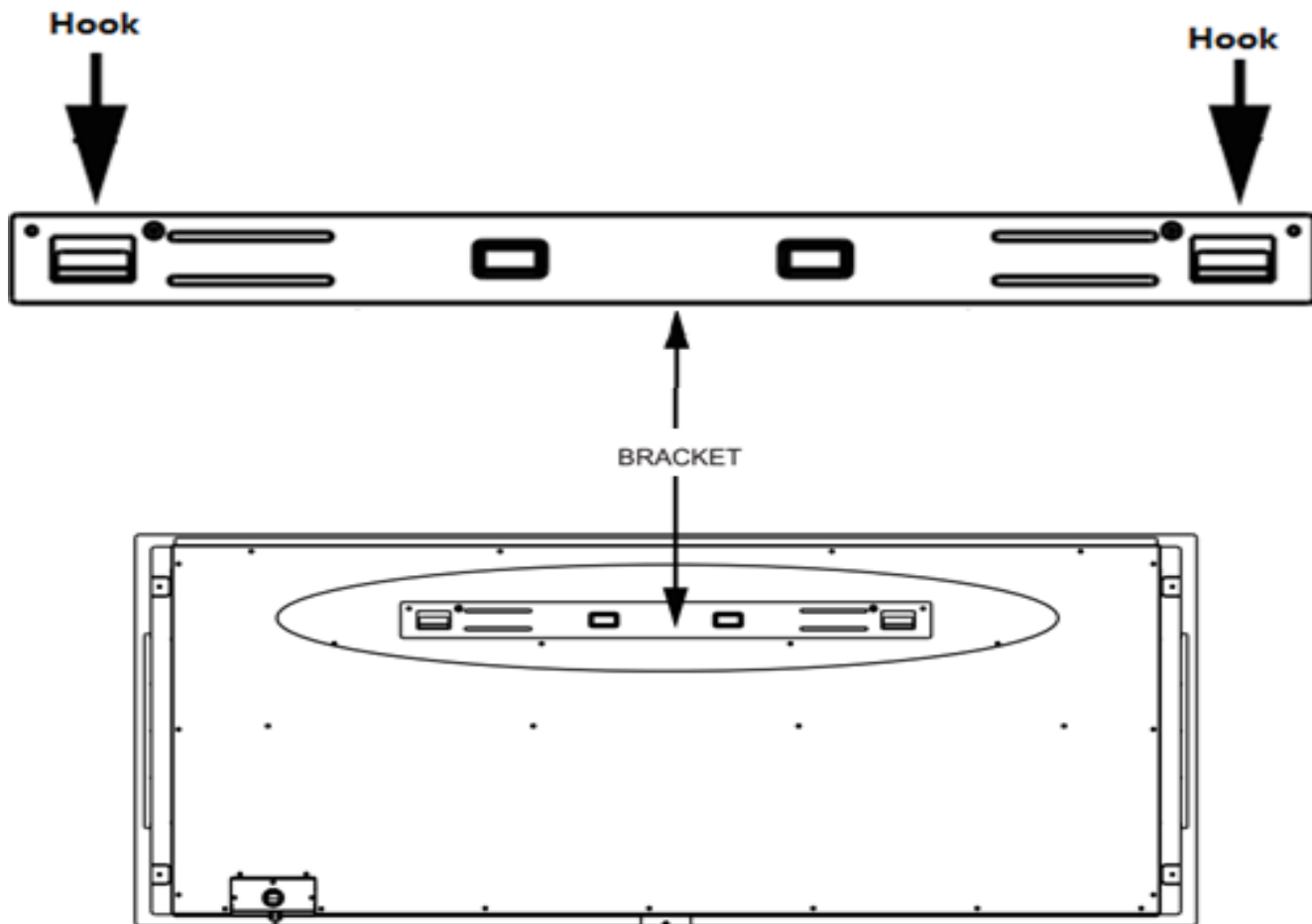


Wall Mounted Installation

- Due to many different finish materials use on walls, it is highly recommended that you consult your local builder before you install this fireplace on the wall.
- Select a location that is not prone to moisture and is located at least 36" away from combustible materials such as curtains, drapes, furniture, bedding, or other combustible materials.

Instructions

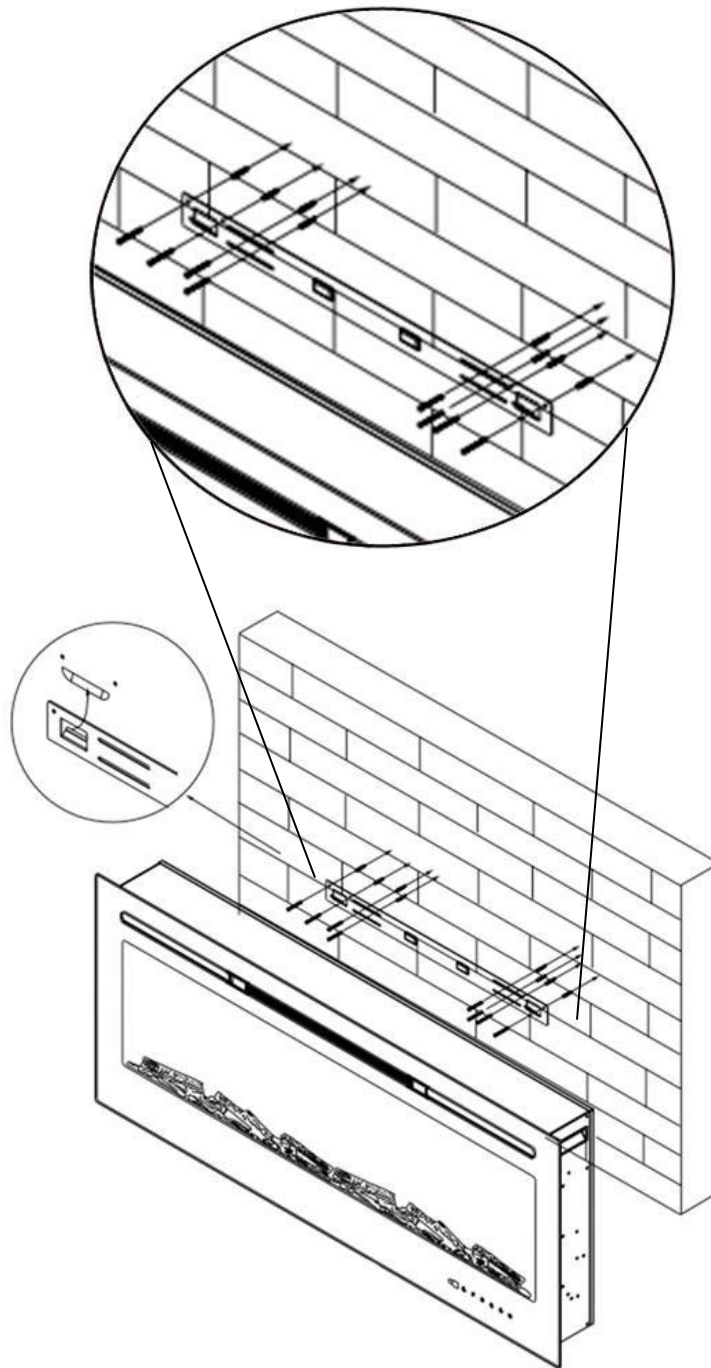
1. With front panel removed (see p.10 for instructions on removing front panel), have two people hold the fireplace against the wall to determine the final location.
2. Place the unit face down on a soft, non-abrasive surface. Remove the bracket from the back of the unit by removing the screws holding the bracket to the back of the fireplace.



Wall Mounted Installation – cont.

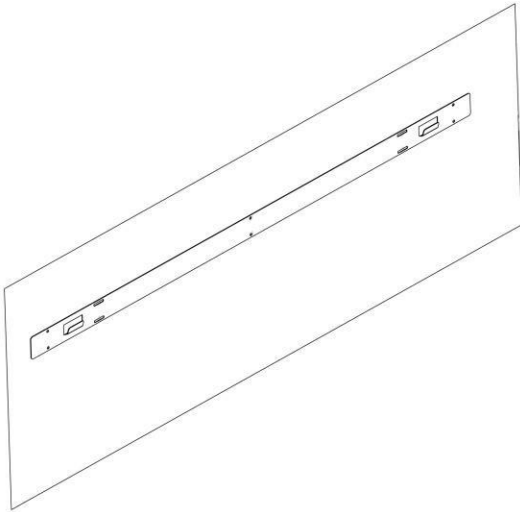
3. Mark location of bracket on wall and then mount the bracket to the wall using the supplied screws and dry wall anchors. The hooks in the bracket **MUST** be pointed away from the wall, upward, and level.

Note: Mount bracket to at least 2 studs. If 2 studs cannot be used, ensure that the supplied dry wall anchors are used to affix the bracket to the wall and the bracket is adequately secured before moving to the next step.

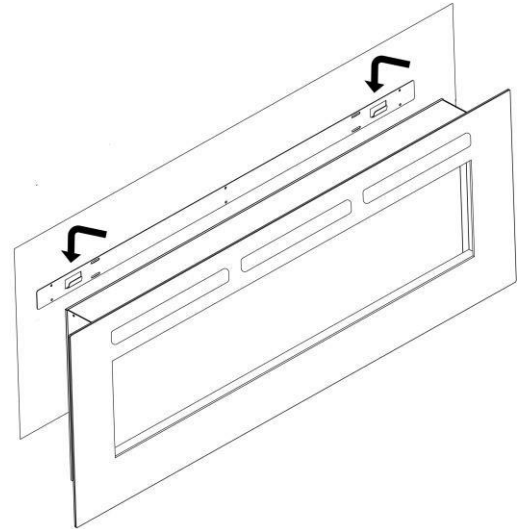


Wall Mounted Installation – cont.

4. With the wall mounting bracket installed, have 2 people lift the fireplace up and insert the 2 hooks on the bracket into the back of the fireplace. The 2 hooks on the mounting bracket will line up with the 2 holes on the back of the fireplace. Once aligned, the hooks will insert into the holes in the back of the fireplace and lock in the down position.



Mounting bracket installed on wall



Hang fireplace on mounting bracket hooks

5. Check the fireplace for stability, ensuring that the bracket will not pull free from the wall. Once satisfied, install crystal embers/fire log and reinstall front panel. See instructions on 12-13 for installing the crystal embers/fire log and front front panel.

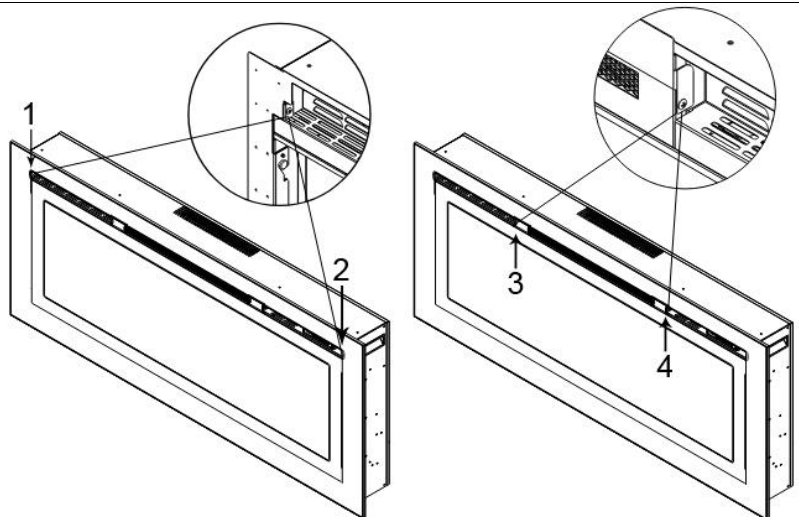
Securing Front Panel After Installation

Once the front panel is installed (either in a recessed installation or wall mount installation), reinstall the screws to secure the front panel as shown below.

For the 86273, reinstall screws 1 and 2.

For the 86275, reinstall screws 1, 2, 3, and 4.

Note: For recessed installation, the 4 screws on the side of the fireplace removed on p. 10 (part A) do not need to be installed.



Operating Fireplace

Once the fireplace has been plugged into a grounded wall outlet, the fireplace is now ready for operation. Ensure that the house circuit breakers for the power supply are turned on.

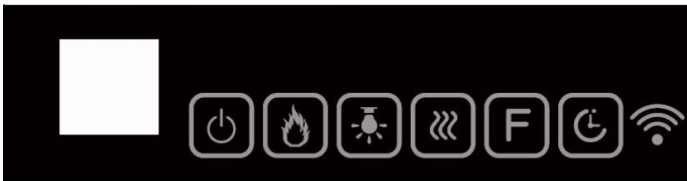
Power

Plug the power cable into a 110v 15 amp grounded wall outlet. Make sure the outlet is in good condition and that the plug is not loose. **NEVER** exceed the maximum amperage for the circuit. **DO NOT** plug other appliances into the same circuit.

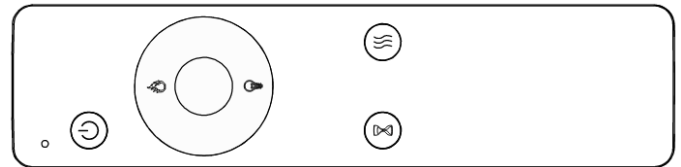
Always plug this fireplace into a wall outlet or receptacle. Never plug this fireplace into a surge protector, extension cord, or relocatable power tap.

Methods of Operation

This electric fireplace can be operated by the TOUCH PANEL, located on the BOTTOM right side front panel of the fireplace, or by the battery-powered REMOTE CONTROL. The operation and functions of the two methods are the same.



Control Panel



Remote Control

Remote Control Operation

- This remote control uses 2 AAA batteries (not included).
- Instructions for battery installation are located in the remote control battery compartment.
- To improve operation of the remote control, 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.
- **NOTICE: 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.

Remote Control and Touch Panel Functions

BUTTON	FUNCTION	ACTION & INDICATION
 POWER	ON: Enables control panel functions and remote control. Turns on the flame effect. OFF: Disables control panel functions and remove control. Turns off the flame effect.	1. Press once. Indicator light turns on. Power turns on. All functions enabled. 2. Press again. Flame effect turns off. Unit goes to standby. All functions turn off.
 TIMER	TIMER button: Control time settings to turn off fireplace at selected time. Settings range from 1 hour to 8 hours.	1. Press once. Increases the timer shut off time by 1 hour. 2. Press again until desired setting is reached. Setting range from 1 to 8 hours.
 COLOR	COLOR button: Changes the color of the flame.	1. Press once to change the color of the flame. 2. Press again until desired flame color setting is reached.
 FLAME	FLAME button: Makes flame effects dimmer or brighter. NOTE: Flame effect stays on until power button is turned off. Flame effect must be on for heater to turn on.	1. Press once to change the flame brightness. 2. Press again until desired setting is reached.
 HEATER	HEATER button: On Fireplace Front Panel: Turns heater on and off. On Fireplace Remote Control: Turns heater on and off and sets thermostat temperature. NOTE: The heater only works when the flame effect is on. 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.	On Fireplace Front Panel: 1. Press once. Indicator lights up. Fan blows cool air for 10 seconds and 750W heater turns on and blows warm air. 2. Press again: Indicator lights up. 1500W heater turns on and blows hot air. 3. Press again. Heater turns off. On Fireplace Remote Control: 1. Press once. Heater turns on low (LL) 2. Press again: Heater turns on high (HH) 3. Press again: Thermostat set to 62F. 4. Press again: Thermostat moves up 1 degree. Max Thermostat temperature is 88F.
 TEMP.	TEMPERATURE button: Control temperature settings to choose temperature as desired. Setting ranges from 62F to 88F.	1. Press once. LED display is turned on and temperature is set to 62F by default. 2. Press again unit desired setting is reached. Note: Heater will turn off when temperature reaches desired setting.

Troubleshooting

Problem	Possible Cause	Solution
1. Fireplace turns off and will not turn on.	1. Fireplace has overheated and safety device has caused thermal switch to disconnect or home circuit breaker has opened.	1. Reset switch by turning main power off and waiting turning it back on or breaker 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 front panel, flipping the fireplace upside and 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 off mode	1. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary.
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.

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, please do the following:

1. Unplug the power cord from the outlet.
2. Turn ON/OFF switch on the CONTROL PANEL to OFF. Wait 5 minutes for fireplace to cool down.
3. 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.
4. With the POWER switch in the OFF position, plug the power cord back into the outlet.
5. If the problem continues, have your outlet and wiring inspected by a professional. If the outlet is OK, please contact our customer support department at 800-215-1990.

Care and Maintenance

Cleaning

- **ALWAYS** turn the heater **OFF** and unplug the power cord from the outlet before cleaning, performing maintenance, or moving the 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 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 a 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 the 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 customer.

Storage:

- Store fireplace in a clean, dry place when not in use.

Warranty

Touchstone Home Products®, Inc warrants our electric fireplaces to be free of defects in material and workmanship for one year from date of purchase. Touchstone will repair or replace any fireplace or fireplace part that is deemed defective or becomes defective during normal use within one year after the date of purchase.

Electrical components, such as fan motor, heater motor, control board, remote control, and control panel are covered under warranty for one year from date of purchase. Touchstone Home Products® will provide replacement parts free of charge during the first year of the warranty.

Replacement parts and fireplace units are covered under a 90-day warranty or the remainder of the original one year manufacturer's warranty from original date of purchase, whichever is greater.

Touchstone Home Products®, Inc does not warrant its products against damage caused by third parties.

Touchstone Home Products®, Inc does not cover damages caused by misuse, alterations, accident, lack of maintenance, abuse or neglect. Parts installed from other manufacturers will void this warranty.

The warranty does not cover paint scratches, cosmetic blemishes, dents, corrosion, or other normal wear and tear associated with the fireplace. Damage to fireplace or other components due to water, weather damage, long periods of dampness, condensation, damaging chemicals or cleaners are not covered under warranty.

This warranty does not cover breakage of fireplace glass panel.

Touchstone Home Products® will not be responsible for installation, labor, or any other expenses related to the reinstallation of a warranted part, and such expenses are not covered under warranty.

Extended warranty coverage for the fireplace is available by contacting Touchstone Home Products® directly at 1-800-215-1990.

Notes:

CAUTION:

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.

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

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.

MPE Requirements

To satisfy FCC RF exposure requirements, a separation distance of 20 cm or more should be maintained between the antenna of this device and persons during device operation. To ensure compliance, operations at closer than this distance is not recommended.



For immediate help with assembly, product information,
or if your product arrives damaged, call our toll-free number at

800-215-1990

or email:

customerservice@thpus.com

Our staff is ready to provide assistance.