

# INSTALLATION & OPERATING INSTRUCTIONS

## GarnetE SERIES ELECTRIC STOVE



### SAVE THESE INSTRUCTIONS

**Note:** Read these instructions completely before beginning installation. Failure to follow them could cause an appliance malfunction resulting in serious injury and/or property damage.

#### CAUTION:

Do not expose the appliance to the elements (such as rain, etc.).

#### WARNING!

All electric heaters have hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are or stored. Do not use where the appliance may be exposed to flammable vapors.

#### WARNING!

This appliance is tested and listed for use only with the optional accessories listed in these instructions. Use of optional accessories not specifically tested for this appliance could void the appliance warranty and/or result in a safety hazard.

#### WARNING!

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to this manual. For assistance or additional information, consult a qualified installer.

#### WARNING!

Do not modify this appliance. Use it only as described in this manual. Any other use not recommended by the manufacturer may result in fire, electric shock or personal injury and void the warranty.

**QUADRA-FIRE**

Hearth & Home Technologies Inc.

1445 North Highway, Colville, WA 99114-2008

4035-823 Rev C

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**Note:** An arrow (➔) found in the text and in the index signifies change in content.

## IMPORTANT INSTRUCTIONS!

**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 heater.
2. This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. If provided, use handles when moving this heater. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (.9m) from the front of the heater and keep them away from the sides and rear.
3. Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
4. Always unplug heater when not in use.
5. Do not operate any heater with a damaged cord or plug or after the heater malfunctions, has been dropped or damaged in any manner. Return heater to authorized service facility for examination, electrical or mechanical adjustment, or repair.
6. Do not use outdoors.
7. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.
8. Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over.
9. To disconnect heater, turn controls to off, then remove plug from outlet.
10. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.
11. To prevent a possible fire, do not block air intakes or exhaust in any manner.
12. A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or flammable liquids are used or stored.
13. 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.
14. Avoid the use of an extension cord because the extension cord may overheat and cause a risk of fire. However, if you have to use an extension cord, the cord shall be No. 16 AWG minimum size and rated not less than 1875 watts.
15. Always use properly grounded fused and polarized outlets.
16. Always use ground fault protection where required by electrical code.
17. Always disconnect power before performing any cleaning, maintenance or relocation of the appliance.
18. To prevent a possible fire, do not burn wood or other materials in this appliance.
19. To prevent personal injury, do not strike appliance glass.
20. To prevent electric shock or fire, always use a certified electrician should new circuits or outlets be required.
21. When transporting or storing the heater, keep in a dry place free from excessive vibration and store as to avoid damage.
22. **SAVE THESE INSTRUCTIONS FOR FUTURE REFERENCE.**

## A. LISTING APPROVALS

### U.S. And Canada Certification

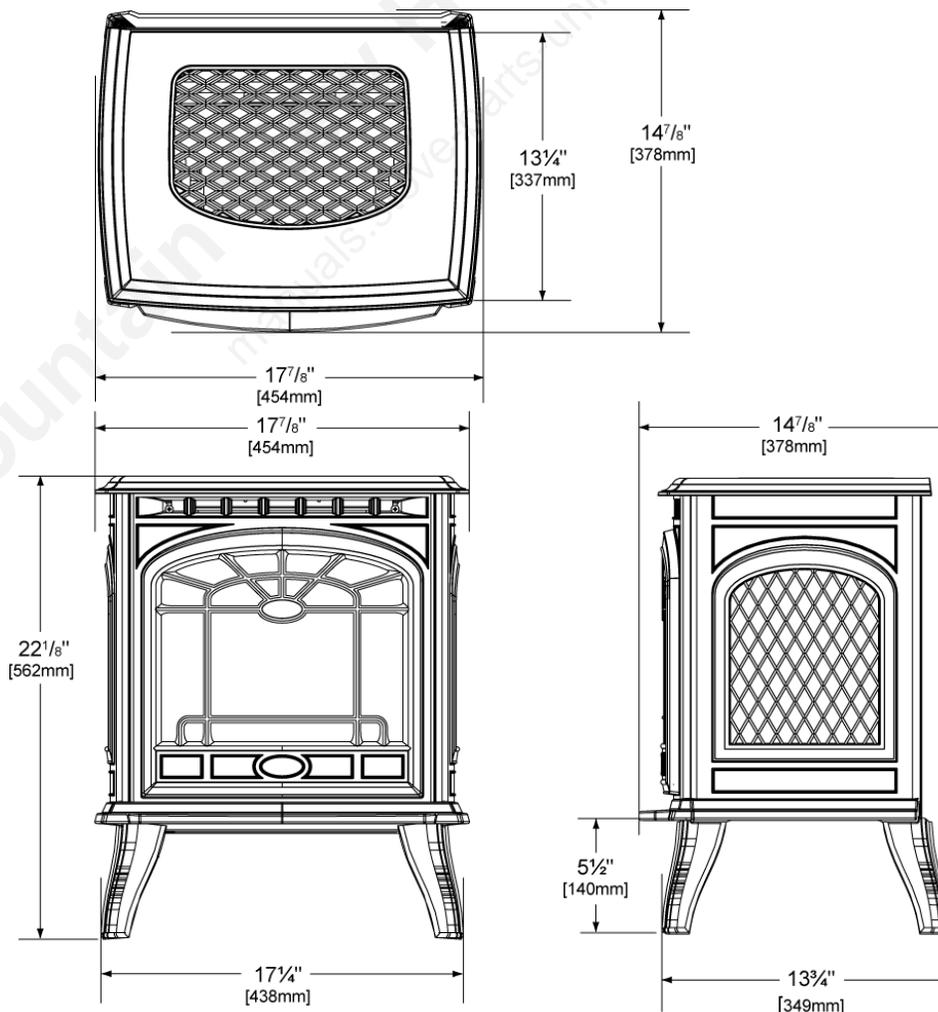
The GarnetE Series appliance has been tested in accordance with the **UL2021** Standards for fixed and location-dedicated electric room heaters in the United States, the current **CSA C22.2 NO. 46** in Canada and has been listed by Underwriters Laboratories Inc. for installation as described in this manual. All components are UL or CSA safety certified.

If you need assistance during installation, please contact your local dealer or the Quadra-Fire Technical Services Department, Hearth & Home Technologies Inc., 1445 North Hwy., Colville, WA 99114-2124, 1-800-926-4356. ◀

Quadra-Fire ® is a registered trademark of Hearth & Home Technologies Inc., Division of HON INDUSTRIES.

MODEL	Description	Voltage	Watts	Amps
GarnetE	Electric Stove	120	1500	12.5

## B. APPLIANCE DIMENSIONS



## C. LOCATION AND CLEARANCES

### WARNING!

Due to high temperatures, this appliance should be located out of high traffic areas. Keep combustible materials such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet (.9M) from the front of the appliance.

### WARNING!

Never locate this appliance where it may fall into a bathtub or other water container.

### CAUTION:

Do not expose appliance to the elements (such as rain, etc.).

### CAUTION:

Wear gloves and safety glasses for protection during installation and maintenance.

**Note:** Minimum clearances must be maintained at all times. Illustrations throughout these instructions reflect typical installations and are for design purposes only. Actual installation may vary slightly due to individual design preferences.

The illustrations and diagrams used throughout these installation instructions are not drawn to scale.

### 1. Appliance Locations and Space Requirements

Figure 1 illustrates a variety of ways the appliance may be located in a room. The GarnetE Series Electric Stove may be installed directly on the floor or raised on a hearth.

### 2. Clearances

Figure 1 shows all clearances that must be maintained around the appliance.

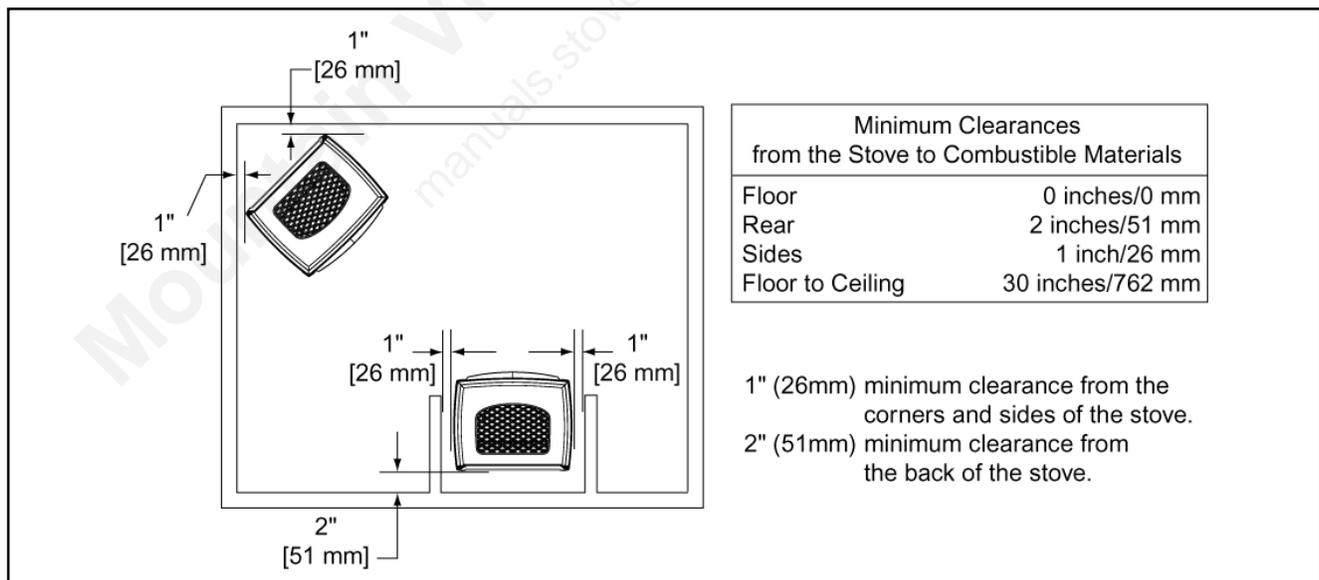


Figure 1 - Appliance Locations

## D. WIRING

### WARNING!

Always use properly grounded, fused and polarized outlets. Always use ground fault protection where required by electrical code.

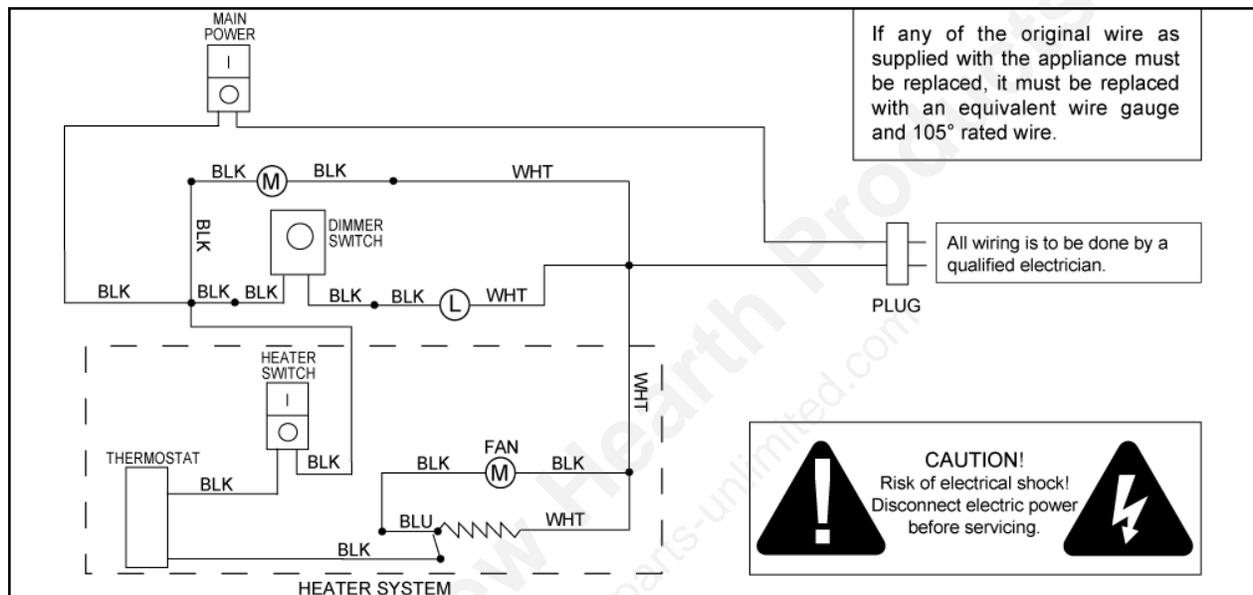


Figure 2 - Wiring Diagram

## E. FINAL INSTALLATION

- 1. Remove Top**
  - a. Grasp both sides of the top and lift straight up.
  - b. Place the top in a safe location so it does not get scratched or chipped.
- 2. Remove Front**
  - a. Grasp the middle of the front and lift straight up.
  - b. Place the front in a safe location so it does not get scratched or chipped.
- 3. Remove Screen**
  - a. To remove the screen, lift up on the bottom of the screen in the middle and pull forward.
  - b. Once it clears the bracket pull down.
  - c. Place in a safe location.

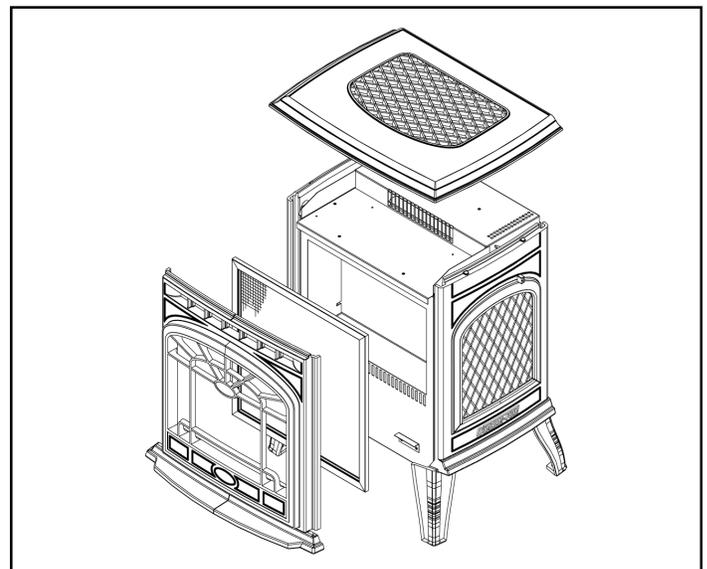


Figure 3 - Remove Top, Front and Screen

#### 4. White Rock Installation

- a. Remove the bag of rock from the stove.
- b. Open the bag and place the rock over the glass to create an ember bed. You need not use the entire bag. See Figure 4.

#### 5. Replace the Components

Reverse the procedures in Steps 1-3 of this section.



Figure 4 - Place White Rock

## F. OPERATING INSTRUCTIONS

The operating controls are located on the back of the appliance.

### 1. Main Power Switch

- When the main power switch is turned on, it provides power to all functions.
- When used in conjunction with RC-ELEC-QUAD remote control the switch should remain in the "ON" position.

### 2. Intensity Switch

Controls the intensity of the ember bed and flame.

### 3. Heater Switch

- The heater switch provides power to the heater system.
- The RC-ELEC-QUAD remote control does not control this function.

### 4. Thermostat

- The thermostat allows you to adjust to the desired room temperature.
- To adjust the thermostat, turn the control knob clockwise all the way, then turn the knob counterclockwise until you hear a "click".
- To increase the desired temperature, turn the knob clockwise.
- To decrease the desired temperature, turn the knob counterclockwise.

## G. MAINTENANCE INSTRUCTIONS

### WARNING!

Always disconnect power and allow the appliance to cool before performing any cleaning, maintenance or relocation of this appliance. Turn controls to "OFF" and remove the plug from the outlet or turn off the circuit breaker to the appliance.

### 1. Cleaning the Firebox and Control Compartment

- Turn the stove off and disconnect the power cord from the outlet.
- Allow the appliance to cool before cleaning.
- Remove the top of the stove by grasping the top on both sides and lifting up.
- Remove the heater system. See Figure 5. Rest it on top of the appliance so it does not fall.
- Remove the firebox top to access the log area.
- Replace all parts after cleaning has been completed.
- Plug in the power cord.

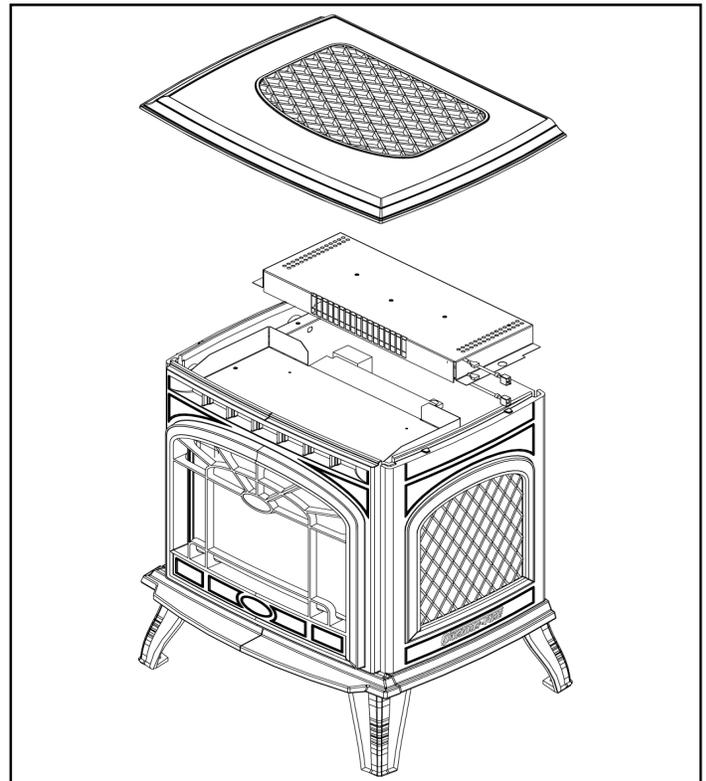


Figure 5 - Remove the Heater System

## 2. Cleaning the Back Glass

The glass is cleaned in the factory during the assembly process. During shipment, installation, handling, etc., the glass surface may collect dust particles. These can be removed by buffing lightly with a clean dry cloth.

To remove fingerprints or other marks, the glass can be cleaned with a damp cloth using a good quality household glass cleaner. The glass should be completely dried with a lint free cloth or paper towel.

In the event of glass breakage, vacuum all remaining glass pieces with a shop vac. **DO NOT VACUUM IF PIECES ARE HOT!** Replace glass with only a glass panel ordered direct or through your local distributor. Never use substitute material. Only fully tempered soda lime safety glass may be used on this appliance.

## 3. Replacing the Light Bulb

The light bulb will need to be replaced when the flame and/or ember bed is dark. Replace the bulb with a **75 watt halogen bulb with mini-candelabra base**. Do not exceed 75 watts per bulb. Light bulbs can be purchased at a local hardware or lighting store, online or by phone. To order online, log onto [www.lite-house.com](http://www.lite-house.com) or call 1-800-838-0977. We recommend you use Sylvania model 75Q/CL/MC/RP or Satco model S3157.

- Turn off the circuit breaker or unplug the stove before replacing the light bulb.
- Light bulb access is on the bottom of the stove.
- Locate and remove the screw. See Figures 6-7.
- Lower the cover plate to access the light bulb.
- Carefully remove the burned out bulb from the light socket. Place the new bulb in the socket. **Follow directions on the light bulb package for handling requirements.**
- Reinstall the cover plate. Make sure all wires are back inside the stove.
- Reinstall the screw removed earlier.
- Plug the stove's power cord into the electrical outlet and turn the switch to "ON".

### Safety Note:

Handle glass with care to avoid striking, scratching or slamming shut. **NEVER** clean glass when it is hot. Keep children and pets a safe distance away.

### WARNING!

To avoid accidental burning of the skin, allow at least five minutes for the light bulb to cool before touching it.

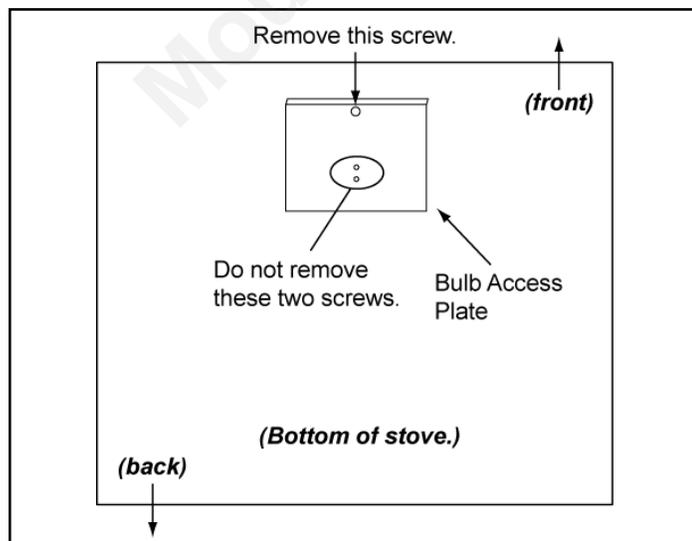


Figure 6 - Removing Screw

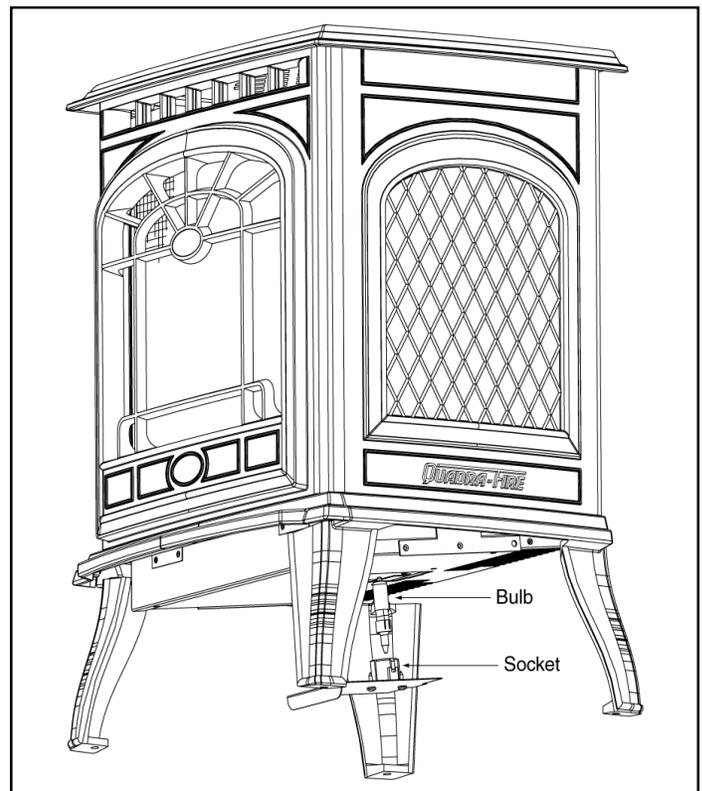


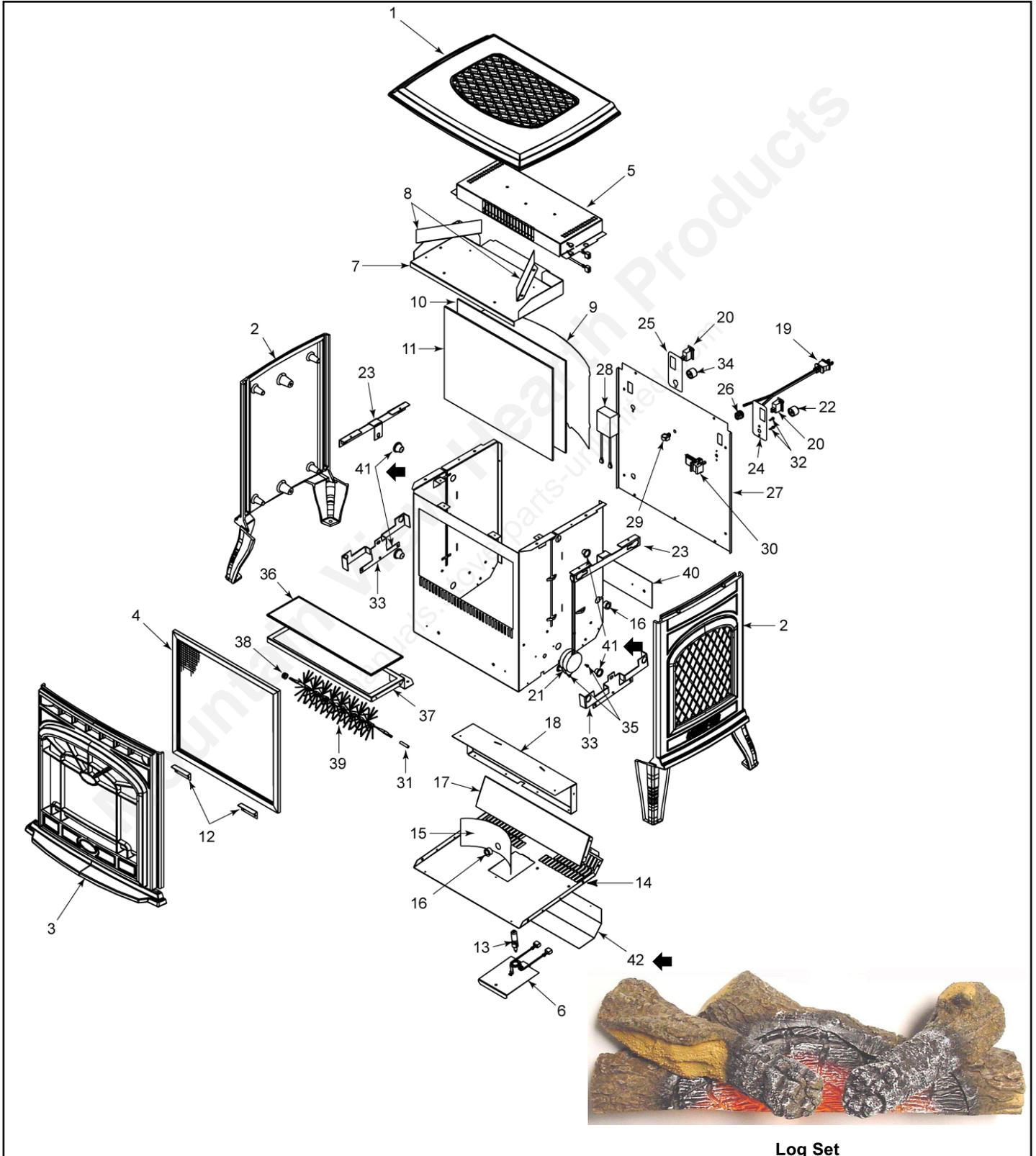
Figure 7 - Replacing the Bulb

## H. TROUBLESHOOTING

Issues	Possible Causes	Solutions
Appliance doesn't turn on with the main switch or remote transmitter.	<ol style="list-style-type: none"> <li>1. Power switch is "OFF."</li> <li>2. Circuit breaker is tripped.</li> <li>3. Appliance is unplugged from wall outlet.</li> <li>4. Loose wiring.</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn the power switch to the "ON" position.</li> <li>2. May need to put the appliance on a dedicated service or reduce the number of appliances on the circuit.</li> <li>3. Plug the cord into an outlet.</li> <li>4. Check all wiring for loose connections.</li> </ol>
Appliance is on, but no flame or low flame intensity.	<ol style="list-style-type: none"> <li>1. The bulb is burned out.</li> <li>2. Loose wiring.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the bulb.</li> <li>2. Check all wiring for loose connections.</li> </ol>
Flames are frozen.	<ol style="list-style-type: none"> <li>1. Loose wiring.</li> <li>2. Flame element is not attached to the motor.</li> <li>3. Motor is defective.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check all wiring for loose connections.</li> <li>2. Reattach the flame element to the motor.</li> <li>3. Replace the motor.</li> </ol>
Excessive noise in the lower portion of the appliance.	<ol style="list-style-type: none"> <li>1. Flame element isn't seated properly.</li> <li>2. Motor is defective.</li> </ol>	<ol style="list-style-type: none"> <li>1. Reinstall the flame element.</li> <li>2. Replace the motor.</li> </ol>
Heater doesn't come on.	<ol style="list-style-type: none"> <li>1. Heater switch is "OFF".</li> <li>2. Thermostat is set too low.</li> <li>3. Heater system is overheated.</li> <li>4. Loose wiring.</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn the heater switch to the "ON" position.</li> <li>2. Turn the thermostat knob clockwise until you hear a "click."</li> <li>3. The heater is protected by a thermal cutout switch. Shut off all switches. Wait five minutes, then turn the appliance on.</li> <li>4. Check all wiring for loose connections.</li> </ol>
Fan runs but no heat is put out.	<ol style="list-style-type: none"> <li>1. Loose wiring.</li> <li>2. Bad heating element.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check all wiring for loose connections.</li> <li>2. Replace the heater system.</li> </ol>
Heater element is on but fan doesn't run.	<ol style="list-style-type: none"> <li>1. Loose wiring.</li> <li>2. Fan is defective.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check all wiring for loose connections.</li> <li>2. Replace the heater system.</li> </ol>
The heater doesn't turn off.	<ol style="list-style-type: none"> <li>1. Thermostat is set too high.</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn the thermostat knob counterclockwise until you hear a "click".</li> </ol>
Excessive noise in upper portion of the appliance.	<ol style="list-style-type: none"> <li>1. Build up of dirt on the fans.</li> <li>2. Heater fan is defective.</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean all fans.</li> <li>2. Replace the heater system.</li> </ol>
Remote control doesn't work.	<ol style="list-style-type: none"> <li>1. Remote is out of range.</li> <li>2. Low batteries.</li> </ol>	<ol style="list-style-type: none"> <li>1. Move remote closer to the appliance.</li> <li>2. Replace the batteries.</li> </ol>
Odor.	<ol style="list-style-type: none"> <li>1. The heater may emit a slight, harmless odor when first used. This is a normal condition caused by initial heating of the internal parts and will not occur again.</li> </ol>	

## I. REPLACEMENT PARTS

Replacement parts are available from your distributor/dealer.



Log Set

1	Top Casting	** Specify Color	1	**
2	Side Casting	** Specify Color	2	**
3	Front Casting	** Specify Color	1	**
4	Front Screen Assembly	4035-151	1	Y
5	Heater Assembly	4035-155	1	Y
6	Socket Assembly	4035-152	1	Y
7	Air Deflector	4035-305	1	Y
8	Air Channel	4035-321	2	Y
9	Flame Panel	4035-308	1	Y
10	Lens	4035-804	1	Y
11	Back Glass	4035-801	1	Y
12	Retainer	4035-311	2	Y
13	Halogen Bulb	33961	1	Y
14	Box Bottom	4035-302	1	Y
15	Parabolic Reflector	4035-309	1	Y
16	Split Bushing	13585	2	Y
17	Bottom Light Shield	4035-320	1	Y
18	Light Shield	4035-318	1	Y
19	Two Prong Power Cord	4030-802	1	Y
20	Rocker Switch	12652	2	Y
21	Motor	4035-810	1	Y
22	(Thermostat) Knob	4035-826	1	Y
23	Upper Casting Support	4035-306	2	Y
24	Heater Switch Label	4035-825	1	Y
25	Power Switch Label	4035-824	1	Y
26	Strain Relief Bushing	4030-873	1	Y
27	Box Back	4035-301	1	Y
28	Variable Control	4035-809	1	Y
29	Snap-in Cord Clip	25611	1	Y
30	Bi-metal Thermostat	4035-808	1	Y
31	Heat Shrink Tube	4030-810	1	Y
32	3x10 mm PH PN ZC Machine Screw	4021-040	2	Y
33	Lower Casting Support	4035-307	2	Y
34	Knob	19942	1	Y
35	#5x5/16 PPH SM Screw Type AB Zinc	4030-838	2	Y
36	Ember Bed Glass	4035-800	1	Y
37	Hearth Pan	4035-205	1	Y
38	Grommet	25600	1	Y
39	Flame Element Assembly	4035-153	1	Y
40	Front Reflector	4035-316	1	Y
41	Dust Cap	23491	4	N
42	Outer Bottom Light Shield	4035-322	1	Y
	Log Assembly	4035-156	1	Y
	<b>** Contact your local distributor/dealer to order Casting parts</b>			

# QUADRA-FIRE®

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## WARRANTY

**Hearth & Home Technologies Inc. (HHT) Electric Fireplaces** are tested and inspected prior to shipment and are guaranteed from defect to the purchaser of each new product. Any part which proves to be defective in material or workmanship under normal use within one year will be repaired or replaced without charge.\* The Company will not be responsible for any expense incurred for installation, removal from service, or transportation costs. Any such defect should be brought to the attention of the Dealer where the product was purchased and is authorized to repair or replace within the terms of this warranty.

The Company's only obligation under this warranty will be at its sole option to repair or replace any part proving defective or to refund the purchase price thereof.

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 of or inability to use the product.

The warranty will not apply if, in the sole judgement of the Company, damage or failure has resulted from accident, alteration, misuse, abuse, incorrect installation, or operation on an incorrect power source.

The foregoing is in lieu of all other warranties expressed, implied, or statutory, and the Company neither assumes, nor authorizes any person to assume for it any other obligation, or liability in connection with said product.

\*Light bulbs are not covered in the warranty.

### **How to Obtain Service**

To obtain service under this warranty you must:

1. Send written notice of the claimed condition to Quadra-Fire Technical Service Department, Hearth & Home Technologies Inc., 1445 North Hwy., Colville, WA 99114-2124.
2. Provide proof of purchase, model number, serial number, and manufacturing date code to HHT.
3. Provide HHT reasonable opportunity to investigate the claim, including reasonable opportunity to inspect the Appliance prior to any repair or replacement work and before the Appliance or any component of the Appliance has been removed from the place of original installation.
4. Obtain HHT's consent to any warranty work before the work is done.

**ADDITIONAL INFORMATION:** If you would like information on current Quadra-Fire products or want to locate a dealer in your area, call 1-800-926-4356. ←

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