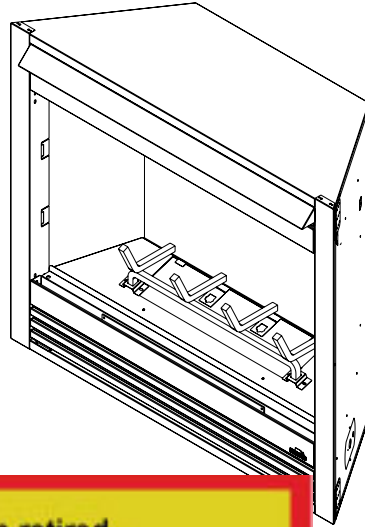


**Models:**  
**CF550E-B**  
**CF550ENH-B**  
**CF550EV-B**  
**CF750E-B**  
**CF750ENH-B**  
**CF750EV-B**  
**Electric Fireplace**



**This appliance has been retired.  
 Service parts pages within have been removed.  
 For replacement parts, please refer to the individual  
 service parts list located on the brand websites.**

**CAUTION**




**DO NOT DISCARD THIS MANUAL**



- Important operating and maintenance instructions included.
- Read, understand and follow these instructions for safe installation and operation.
- Leave this manual with party responsible for use and operation.

**⚠ WARNING**




**If the information in these instructions is not followed exactly, a fire may result causing property damage, personal injury, or death.**

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- Comply with all minimum clearances to combustibles as specified. Failure to comply may cause house fire.

Made in China

**⚠ WARNING**



**HOT! DO NOT TOUCH. SEVERE BURNS MAY RESULT. CLOTHING IGNITION MAY RESULT.**

Glass and other surfaces are hot during operation and cool down.

- Keep children away.
- CAREFULLY SUPERVISE children in same room as heater.
- Alert children and adults to hazards of high temperatures.
- Keep clothing, furniture, draperies and other combustibles away.

**Read this manual before installing or operating this heater.  
Please retain this owner's manual for future reference.**

### ***Congratulations!***

Congratulations on selecting a Heat & Glo electric fireplace. The insert you have selected is designed to provide the utmost in safety, reliability and efficiency.

As the owner of a new fireplace, you'll want to read and carefully follow all of the instructions contained in this owner's manual. Pay special attention to all cautions and warnings.

This owner's manual should be retained for future reference. We suggest you keep it with your other important documents and product manuals.

The information contained in this owner's manual unless noted otherwise, applies to all models.

Your new Heat & Glo electric fireplace will give you years of durable use and trouble-free enjoyment. Welcome to the Heat & Glo family of fireplace products!

#### **Homeowner Reference Information**

*We recommend that you record the following pertinent information about your heater:*

Model Name: \_\_\_\_\_ Date purchased/installed: \_\_\_\_\_

Serial Number: \_\_\_\_\_ Location on heater: \_\_\_\_\_

Dealership purchased from: \_\_\_\_\_ Dealer phone: \_\_\_\_\_

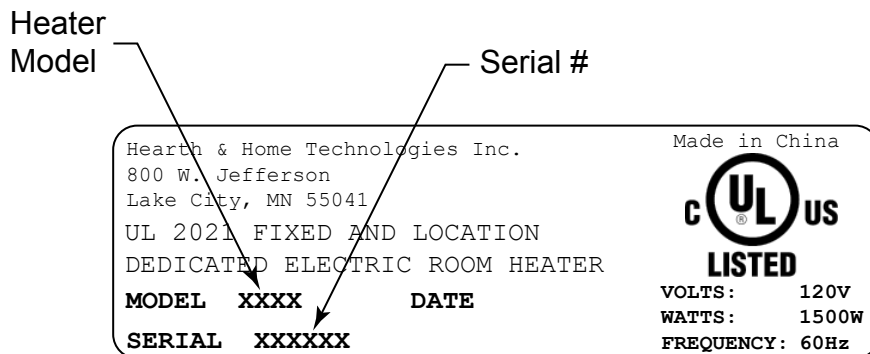
Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

#### **Listing Label Information/Location**

The model information regarding your specific heater can be found on the rating plate located in the upper left corner of the firebox.



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**Note:** An arrow (➡) found in the text signifies change in content.

# 1 Listing and Code Approvals

---

## A. Certification

This heater 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.

This heater has been tested and listed for use with the optional components specified in this manual. These optional components may be purchased separately and installed at a later date.

Heat & Glo is a registered trademark of Hearth & Home Technologies Inc.

## 2 Getting Started



### WARNING

#### Fire Risk!

- **Do not** install or operate damaged heater.
- **Do not** modify heater.
- Installation other than as instructed by Hearth & Home Technologies Inc. is strictly prohibited.
- **Do not** operate the heater without fully assembling all components.
- Installation and/or use of any component part not approved by Hearth & Home Technologies.

Hearth & Home Technologies disclaims any responsibility for, and the warranty and agency listing will be voided by the above actions.

### WARNING

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to the owner's information manual provided with this heater. For assistance or additional information consult a qualified installer, service agency or your dealer.

### A. Important Instructions

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

- Read all instructions before using this heater.
- This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. If provided, use handles when moving this heater. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 12 in. (305 mm) from the front of the heater and keep them away from the sides and rear.
- Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
- Always unplug heater when not in use.
- 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.
- Do not use outdoors.
- 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.
- 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. Do not coil cord.
- To disconnect heater, turn controls to "OFF", then remove plug from outlet.
- 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.
- To prevent a possible fire, do not block air intakes or exhaust in any manner.
- 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.
- 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.
- 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. Use minimum length and do not coil cord.
- Always use properly grounded fused and polarized outlets.
- Always use ground fault protection where required by electrical code.
- Always disconnect power before performing any cleaning, maintenance or relocation of the heater.
- To prevent a possible fire, do not burn wood or other materials in this heater.
- To prevent electric shock or fire, always use a certified electrician should new circuits or outlets be required.
- When transporting or storing the heater, keep in a dry place free from excessive vibration and store as to avoid damage.
- **SAVE THESE INSTRUCTIONS FOR FUTURE REFERENCE.**

## B. Design and Installation Considerations

### CAUTION

- Check building codes prior to installation.
- Installation **MUST** comply with local, regional, state and national codes and regulations.
  - Consult insurance carrier, local building inspector, fire officials or authorities having jurisdiction about restrictions, installation inspection, and permits.

When planning a heater installation, it is necessary to determine the following information before installing:

- Where the heater is to be installed. See Sections 3 and 4.
- Electrical wiring. See Section 4.
- Framing and finishing details. See Sections 3 and 6.
- Whether optional accessories—devices such as a fan, wall switch or remote control—are desired. See Section 11.

## C. Tools and Supplies Needed

Before beginning the installation be sure the following tools and building supplies are available:

Reciprocating saw	Framing material
Pliers	Wall-finishing materials
Hammer	Gloves
Phillips screwdriver	Framing square
Flat blade screwdriver	Electric drill and bits
Plumb line	Safety glasses
Level	Tape measure
Surround	
1/2-3/4 in. length, #6 or #8 self-drilling screws	
Misc. screws and nails	

### CAUTION

- Keep heater dry.
- Mold or rust may cause odors.

**Note:** Minimum and maximum 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.

## D. Inspect Heater and Components

### CAUTION



#### Sharp Edges

- Wear protective gloves and safety glasses during installation.



### WARNING



#### Fire Risk

Inspect heater and components for damage. Damaged parts may impair safe operation.

- Do NOT install damaged components.
- Do NOT install incomplete components.
- Do NOT install substitute components

Report damaged parts to dealer.

- Carefully remove the heater and components from the packaging.
- Report to your dealer any parts damaged in shipment.
- **Read all the instructions before starting the installation. Follow these instructions carefully during the installation to ensure maximum safety and benefit.**

#### Note:

- Illustrations and photos reflect typical installations and are FOR DESIGN PURPOSES ONLY.
- Illustrations/diagrams are not drawn to scale.
- Actual installation/appearance may vary due to individual design preference.
- Hearth & Home Technologies reserves the right to alter its products.

# 3 Framing and Clearances

**⚠ WARNING**

**Fire Risk**  
Provide adequate clearances.

- Around air openings
- To combustibles
- For service access.

Locate heater away from traffic areas.

**Note:** Minimum and maximum 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.

## A. Selecting Heater Location

Several options are available to you when choosing a location for your heater. This heater may be used as a room divider, installed along a wall, across a corner or used in an exterior chase. See Figure 3.1. This heater may be installed directly on the floor, carpet or raised on a hearth.

## B. Clearances

Figure 3.1 shows all clearances that must be maintained around the heater.

**⚠ DANGER**

**Electrocution Risk**

- **NEVER** locate this heater where it may fall into a bathtub or other water container.
- Contact local building administrator for information on bathroom installations.

**⚠ WARNING**

**Fire Risk**  
Due to high temperature, this heater should be located out of high traffic areas.

- Keep combustible materials such as furniture, pillows, bedding, papers, clothes and curtains at least 12 in. (305 mm) from the front of the heater.

**⚠ WARNING**

**Fire Risk!**

- Prevent contact with sagging, loose insulation.
- Do NOT install against vapor barriers or exposed insulation.

**⚠ WARNING**

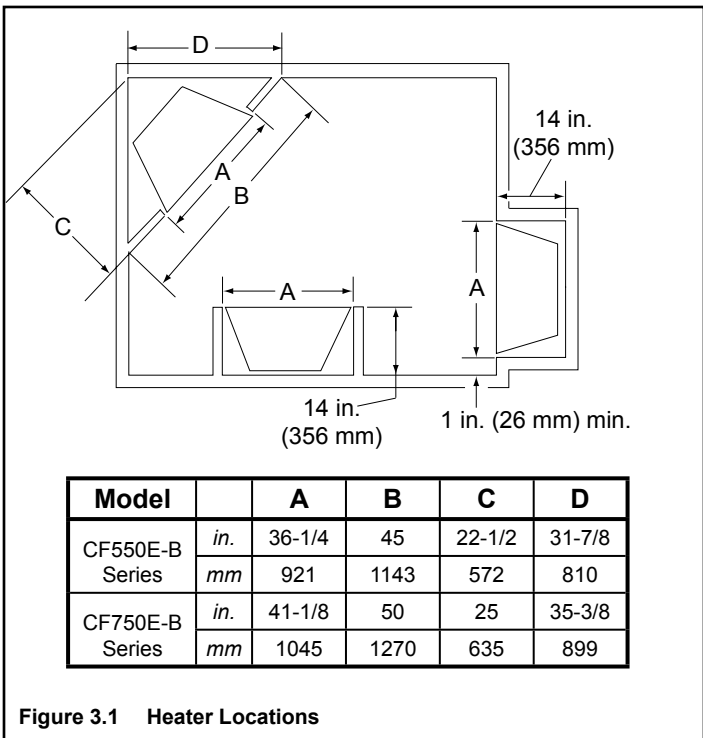
Do NOT use this heater if any part has been under water. Immediately call a qualified service technician to inspect the heater and to replace any part of the control system which has been under water.

**⚠ WARNING**

**Fire Risk**

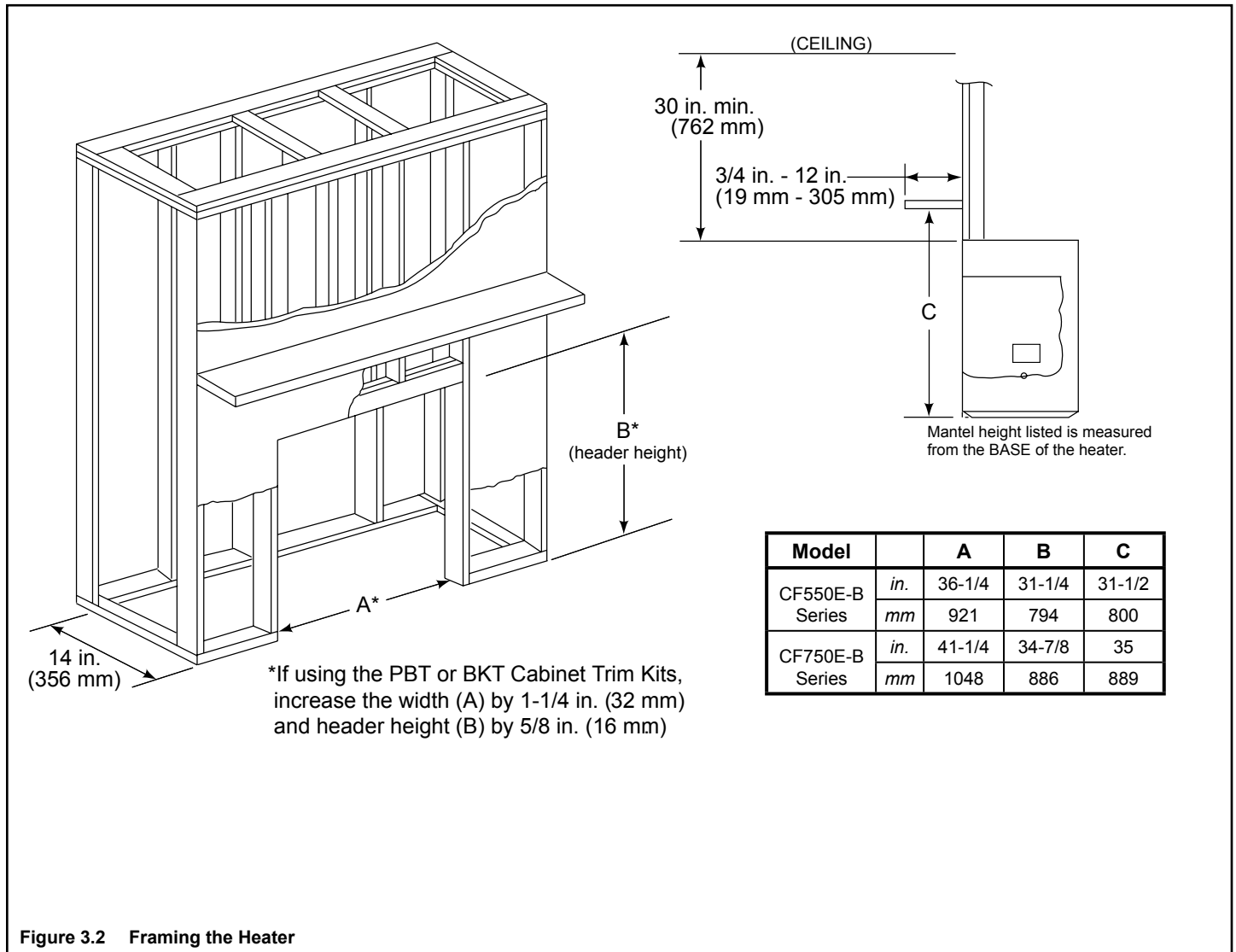
- Comply with all minimum clearances to combustibles as specified.

Failure to comply may cause fire.



## C. Framing

Figure 3.2 shows a typical framing (using 2 x 4 lumber) of the heater, assuming combustible materials are used. All required clearances to combustibles around the heater must be adhered to.





# 4 Wiring

Model	Description	Voltage	Watts	Amps (120/240)
CF550E-B	31 in. fireplace	120	1400	12.5
CF550EV-B	31 in. fireplace	240	2600	12.5
CF550ENH-B	31 in. fireplace	120	155	1.2
CF750E-B	36 in. fireplace	120	1400	12.5
CF750EV-B	36 in. fireplace	240	2600	12.5
CF750ENH-B	36 in. fireplace	120	155	1.2

**Note:** Follow all national and local electrical codes.

**Note:** This heater 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** or the **Canadian Electric Code, CSA C2.1** as appropriate.

**All wiring must be done by a qualified electrician. Use appropriate wire to meet local and national codes for rated power consumption.**

## CAUTION

Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing.

### A. 120VAC Wall Outlet Installation

- The heater is The heater is wired from factory with a polarized plug.
- For ease of electrical hook up, you may wish to install the heater near an existing outlet. A 15 amp, 120 volt circuit is required. A dedicated circuit is preferred but not essential in all cases. A dedicated circuit will be required if, after installation, the circuit trips or fuse blows on a regular basis when the heater is operated. Additional appliances on the same circuit may exceed the current rating of the circuit breaker.
- Before plugging heater into wall outlet, make sure all control switches are in the "OFF" position. To access the controls, lift up on the lower grille panel and rotate it forward.
- If the power cord is not being used, go to Step B below. If the cord does not reach the outlet, a No. 16-AWG minimum wire size extension cord rated for a minimum of 1875 watts may be used. Use minimum size and do not coil cord.

## ⚠ WARNING



### Shock Risk Fire Risk



Improperly protected power cords could cause electrical shock or fire.

- Do not pinch the cord or lay against a sharp object.
- Do not cover the cord with carpeting, throw rugs or runners.
- Secure and arrange cord to avoid a tripping hazard.
- Do not coil cord.

## ⚠ WARNING



### Shock Risk

Improperly grounded outlets could cause electrical shock.

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

## CAUTION

Disconnect remote controls during your extended absence. This will prevent accidental operation of the heater.

### B. 120VAC Hardwire Installation

- Turn off circuit breaker.
- Access knockout.
- Remove the access cover plate.
- Disconnect the power cord from the terminal block.
- Remove the knockout and install the cable clamp (not provided) into the hole.
- Feed 8 in. of service wire through the cable clamp and secure.
- Connect the black wire from the service to the L1 terminal.
- Connect the white wire from the service to the N terminal.
- Connect the green (ground) from the service to the GND terminal.
- Optional wall switch wiring is to be done at this time.
- Replace access cover plate.

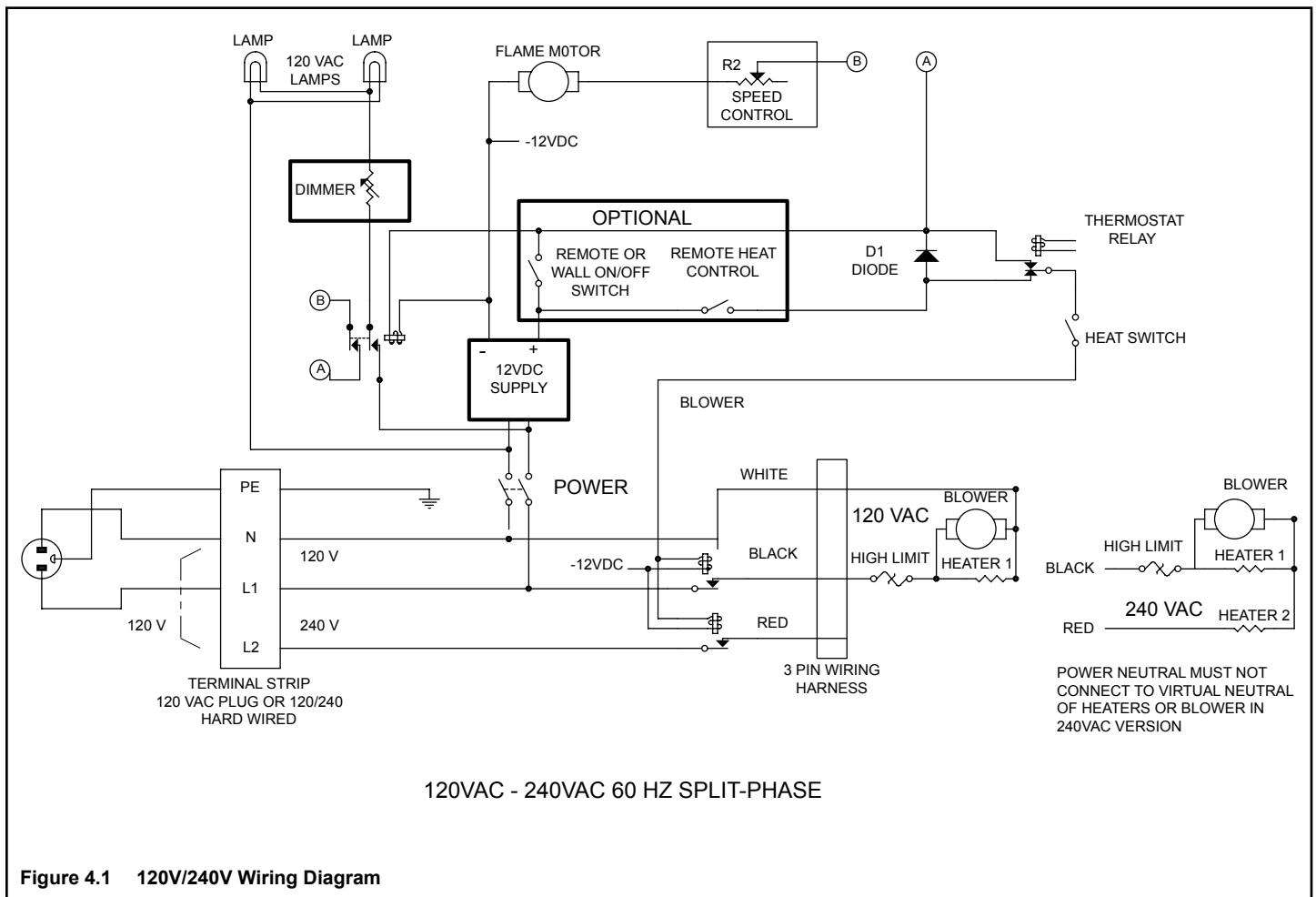
### C. 240VAC Hardwire Installation

- Turn off circuit breaker.
- Access knockout.
- Remove the access cover plate.
- Disconnect the power cord from the terminal block.
- Remove the knockout and install the cable clamp (not provided) into the hole.
- Feed 8 in. of service wire through the cable clamp and secure.
- Connect the black wire from the service to the L1 terminal.
- Connect the red wire from the service to the L2 terminal.
- Connect the white wire from the service to the N terminal.
- Connect the green (ground) from the service to the GND terminal.
- Optional wall switch wiring is to be done at this time.
- Replace access cover plate.

### D. Wall Switch Wiring (12VDC)

\*Do not connect wires to 120/240VAC\* (hardwired heaters only)

- Turn off circuit breaker.
- Access knockout.
- Remove the access cover plate.
- Feed 16 in. of service wire through the cable clamp and secure.
- Low voltage wire can be used for the wall switch connection.
- Locate the loop of blue wire on the accessory connector.
- Cut the loop and connect one side to one of the wall switch wires and the other side to the other wire for the switch.
- Replace the access cover plate.
- Run the wall switch wire to the wall box and connect to a wall switch (WSK-21 & WSK-21-W).



# 5 Heater Preparation

**Note:** Follow all national and local electrical codes.

**Note:** Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic areas.

## ⚠ WARNING



### Shock Risk

Improperly grounded outlets could cause electrical shock.

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

## ⚠ WARNING



### Shock Risk

### Fire Risk

Improperly protected power cords could cause electrical shock or fire.



- Do not pinch the cord or lay against a sharp object.
- Do not cover the cord with carpeting, throw rugs or runners.
- Arrange and secure cord to avoid a tripping hazard.

## ⚠ WARNING



### Fire Risk

- **Do not** install or operate damaged heater.
- **Do not** modify heater.
- Installation other than as instructed by Hearth & Home Technologies Inc. is strictly prohibited.
- **Do not** operate the heater without fully assembling all components.
- Installation and/or use of any component part not approved by Hearth & Home Technologies.

Hearth & Home Technologies disclaims any responsibility for, and the warranty and agency listing will be voided by the above actions.

## A. Secure and Level the Heater



## ⚠ WARNING

### Fire Risk!

- Prevent contact with sagging, loose insulation.
- Do NOT install against vapor barriers or exposed insulation.

The diagram shows how to properly position, level, and secure the heater (see Figure 5.1). Nailing tabs are provided to secure the heater to the framing members.

- Place the heater into position.
- Level the heater from side to side and front to back.
- Shim the heater as necessary.
- Bend out nailing tabs on each side.
- Keep nailing tabs flush with the framing.
- Secure the heater to the framing by using nails or screws through the nailing tabs.

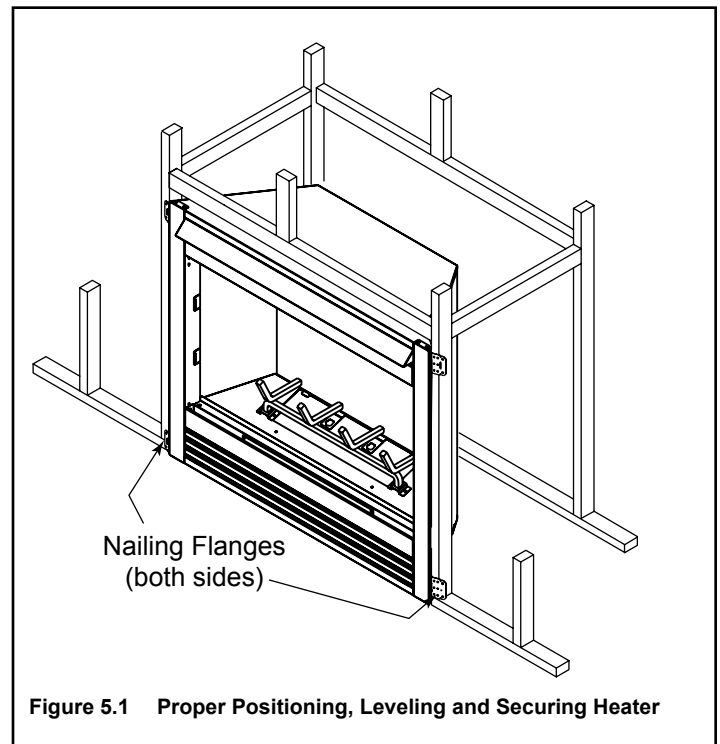


Figure 5.1 Proper Positioning, Leveling and Securing Heater

# 6 Finishing

## A. Finishing Material

### • Combustible Material

Material which is made of or surfaced with wood, compressed paper, plant fibers, plastics, or any material capable of igniting and burning, whether flame proofed or not, plastered or not plastered.

### • Non-Combustible Material

Material which will not ignite and burn. Such materials are those consisting entirely of steel, iron, brick, tile, concrete, slate, glass or plasters, or any combination thereof.

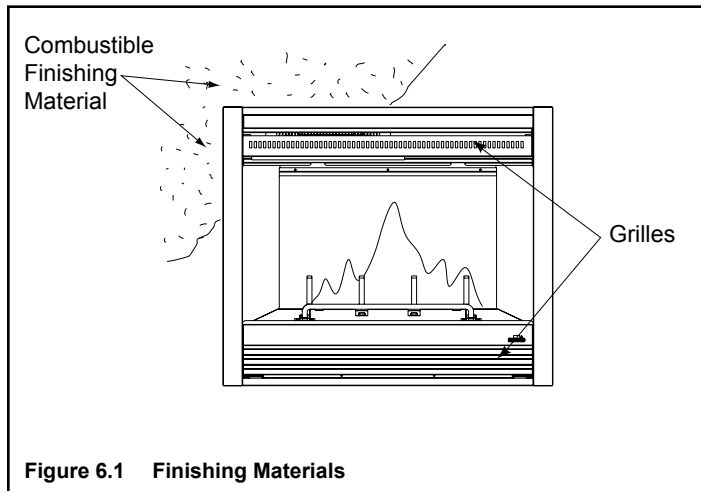


Figure 6.1 Finishing Materials

**Note:** Finishing materials are normally installed behind the nailing flanges or up to the sides of the nailing flanges. Allow room for the front to be added and the heater to be anchored.

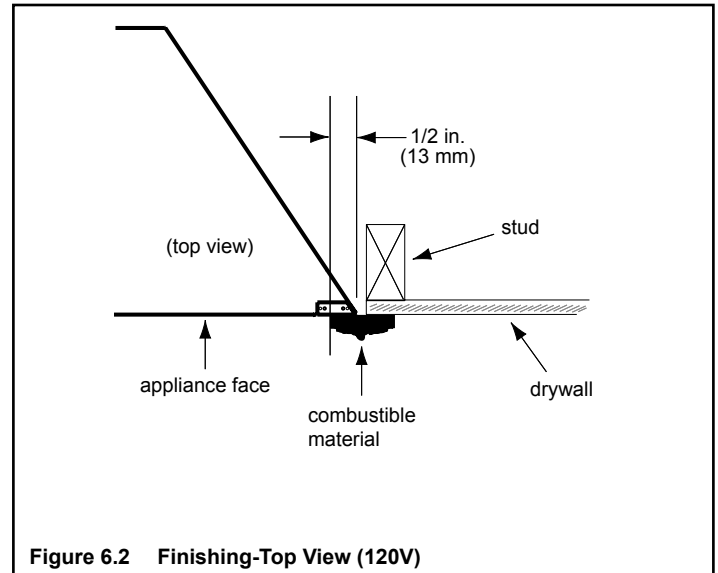


Figure 6.2 Finishing-Top View (120V)

## B. Finishing Checklist

- Power supply service must be either completed or placed within the heater prior to finishing to avoid reconstruction. Wall switch wires (hardwired heaters only) must also be completed to avoid reconstruction. See Section "4. Wiring".
- Combustible material **may** cover the black outer surface by 1/2 in. on the 120V heaters only. See Figure 6.2.
- Combustible material **may not** cover the black outer surface on 240V heaters. See Figure 6.3
- **Grilles and air openings cannot be covered in any circumstances.**
- Noncombustible material may cover all black outer surfaces. Grilles and air openings may not be covered.
- Protective cover may stay on during framing, but must be removed before final finishing. Once final finishing has been completed, the protective cover can be used to protect heater until final installation is complete.

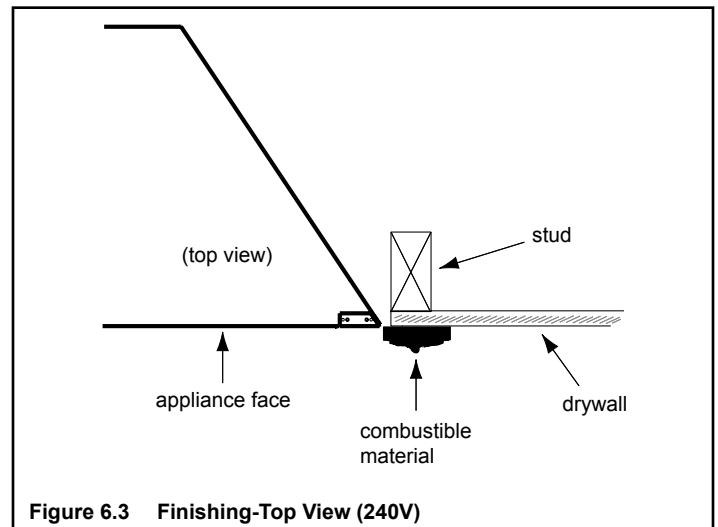
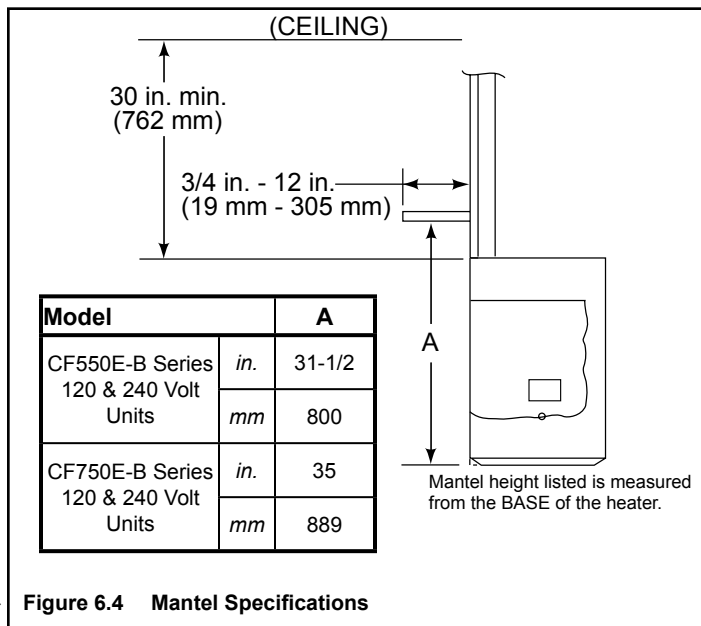


Figure 6.3 Finishing-Top View (240V)

**Note:** The heater is a zero clearance fireplace and may be finished with combustible or noncombustible finishing materials.

When using paint or lacquer to finish the mantel, they must be heat-resistant to prevent discoloration.

## C. Mantel



➔ Figure 6.4 Mantel Specifications

**WARNING**

**Fire Risk**

Do NOT obstruct air inlet or outlet grilles.  
Do NOT modify grilles.

- Modifying or covering grilles could cause temperature rise and fire hazard.

Finishing materials must not interfere with:

- Air flow through grilles or louvers
- Operation of louvers or doors
- Access for service

# 7 Heater Setup

## A. Remove Shipping Materials

- Cut and discard the ties bundling the firescreen.
- Remove screws holding ember bed shipping tabs in place.
- Remove the tabs and discard. Replace the screws.
- Remove the grate from the shipping pack (Figure 7.1) and slide into place. See Figure 7.2
- Remove the upper louver assembly from the pack and slide notches over screws in column. See Figure 7.3.
- Remove the lower louver assembly from the pack and install as shown in Figure 7.4.

## B. Clean Heater

The heater was cleaned at the factory but dust may have accumulated during shipping.

- Vacuum firebox area and wipe acrylic panel (in back of firebox) with a dry, lint-free cloth or paper towel. **DO NOT USE GLASS CLEANER!** It will ruin the acrylic panel.
- Remove all fingerprints and smudges from the front trim and glass doors to avoid permanently burning them into the finish.

## C. Accessories

Refer to the instructions included with the accessory.



Figure 1 Shipping Pack



Figure 2 Grate In



Figure 3 Upper Louver Assembly



Figure 4 Lower Louver Assembly


# 8 Operating Instructions

**WARNING**

**Fire Risk**

- Do not operate heater before reading and understanding operating instructions.

Failure to operate heater properly may cause fire.



- It is recommended that during long periods of non-usage that the main power switch is turned to the "OFF" position.
- Flame/Ember Bed Intensity Control
  - Turn the control knob clockwise to increase the intensity.
  - Turn the control knob counter-clockwise to reduce the intensity.
- Flame/Ember Bed Motion Control
  - Turn the control knob clockwise to increase the motion.
  - Turn the control knob counter-clockwise to reduce the motion.
- Heater/Blower Assembly Switch
  - The heater/blower assembly will operate only if the switch is turned on.
  - When the heater/blower assembly switch is in the "OFF" position, the heater can operate with flame but no heat.

## A. Manual Controls

### Access Controls

- Controls are located behind the lower grille panel. To access the controls, lift up on the lower grille panel and rotate it forward.

### Function of Manual Controls

- Main Power Switch
  - Main power switch is used to provide power to all controls. When the main power switch is on, the heater is turned on by the manual control on the heater, the remote control (optional) and/or the wall switch (optional).
  - When the main power switch is off, the manual switches, remote control and wall switch will not work.

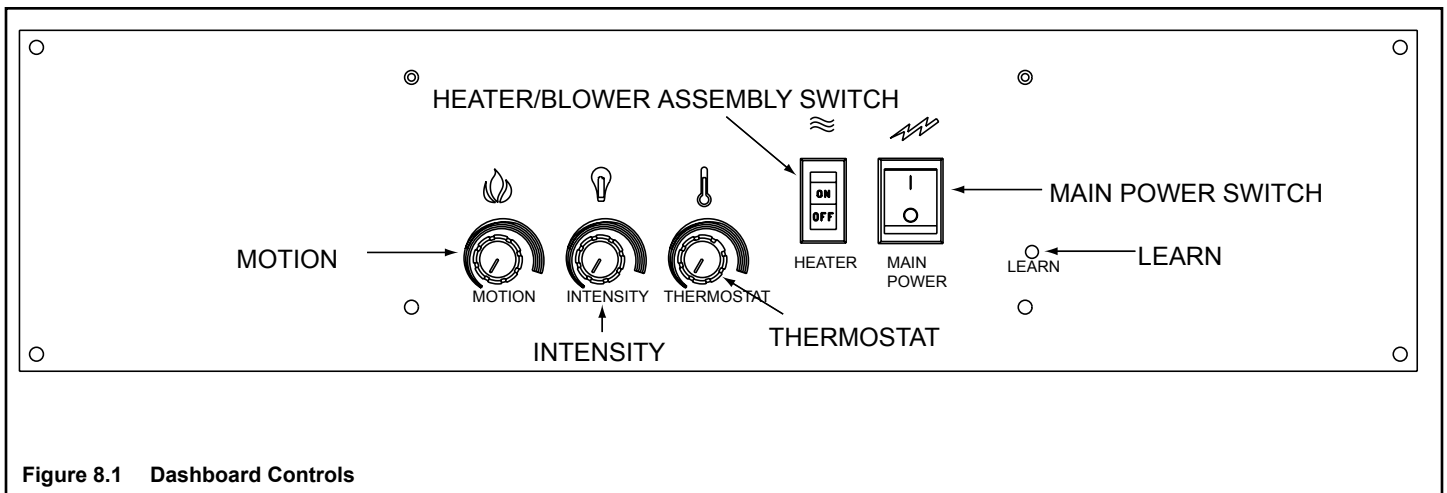




Figure 8.1 Dashboard Controls

	<b>WARNING</b>
  	<p><b>HOT! DO NOT TOUCH. SEVERE BURNS MAY RESULT. CLOTHING IGNITION MAY RESULT.</b></p> <p>Glass and other surfaces are hot during operation and cool down.</p> <ul style="list-style-type: none"> <li>• Keep children away.</li> <li>• CAREFULLY SUPERVISE children in same room as heater.</li> <li>• Alert children and adults to hazards of high temperatures.</li> <li>• Do NOT operate with protective barriers removed.</li> <li>• Keep clothing, furniture, draperies and other combustibles away.</li> </ul>

<b>CAUTION</b>
<p>Odors and vapors released during initial operation.</p> <ul style="list-style-type: none"> <li>• Curing of high temperature paint.</li> <li>• Open windows for air circulation.</li> </ul> <p>Odors may be irritating to sensitive individuals.</p>

	<b>WARNING</b>
	<p><b>Fire Risk</b></p> <p>All electric heaters have hot and arcing or sparking parts inside.</p> <ul style="list-style-type: none"> <li>• Keep combustible materials, gasoline and other flammable vapors and liquids clear of heater.</li> <li>• Do NOT store flammable materials close to heater.</li> <li>• Keep all such liquids well away from the heater while it is in use.</li> </ul> <p>Combustible materials may ignite.</p>

**B. Hand Held Remote Control Transmitter  
RCE-HNG-B (Optional)**

- The RCE-HNG-B is an optional accessory listed with the Crestfire Series heaters.
- The transmitter is a radio frequency remote control. The frequency can be found on the back side of the transmitter. The range of the transmitter is approximately 20 ft from heater.
- When the remote LED light is RED, the heater has been turned on or off by the remote transmitter. The manual controls located on the dashboard will override any other external controls (remote control/wall switch) used to operate the heater.
- Hand Held Remote Transmitter/Heater Initialization
  - The transmitter operates on a 12V battery (included) made specifically for remote controls and electronic lighters. Install the 12V battery supplied with the heater into the battery compartment of the hand held remote transmitter. It is recommended that alkaline batteries always be used for longer battery life and maximum operational performance. If the signal light does not illuminate (when it normally would), check the position of the transmitter's battery.
  - Initialization only has to be done once.
  - Turn the main power switch on.
  - Locate the LEARN button on the dashboard. The LEARN button is located behind the lower grille/panel. To push the button, use a blunt object (such as a pencil).
  - Push the button in and release. The heater will beep.
  - Push and hold either the ON or OFF button on the hand held remote transmitter. A beep will indicate heater and remote have been initialized.



- Remote Transmitter Function
  - The hand held remote transmitter is only an ON/OFF control. When the transmitter is active, the remote LED light will be RED. Upon initial use, there may be a delay of three seconds before the remote receiver will respond to the transmitter. This is part of the system's design.
  - With the main power switch (located on the heater system) in the "ON" position, press the ON button on the hand held remote transmitter to turn on the heater. The transmitter does not control/change the other switches or controls located on the heater. Features of the heater (flame motion and heater system) will remain in their last set position. If you would like to change the setting you will have to access the manual controls (located on the heater) to set the desired position.
  - To turn off the heater, press the OFF button on the hand held remote transmitter.

### C. Wall Switch Control

(hardwired heaters only) (WSK-21 & WSK-21-W)

- The wall switch wiring can be found in the Section "4. Wiring".
- The wall switch has an operating voltage of 12VDC, do not hook up to 120/240VAC. For installations you can use 24AWG thermostat wire connected to a standard wall switch. It is recommended not to exceed 15 ft of wire from heater.
- With the main power switch (located on the dashboard) in the "ON" position, the wall switch can turn the heater on and off. The wall switch does not control the other switches or controls located on the dashboard. Features of the heater (flame motion and heater/blower assembly) will remain in their last set position. If you would like to change the setting, you will have to access the manual controls (located on the heater) to set the desired position.
- The heater must be turned on and off by the wall switch.

### D. FCC Requirements

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 or TV technician for help.

### Canadian Equipment Requirements

This digital apparatus does not exceed the Class A/Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

This device complies with **RSS-210** of Industry and Science Canada. Operation is subject to the following two conditions: 1) This device may not cause interference and 2) this device must accept any interference, including interference that may cause undesired operation of the device.

**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.

# 9 Troubleshooting

## A. Troubleshooting Guide

Issues	Possible Causes	Solutions
Heater 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. Heater 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 heater 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>
Heater is on, but no flame or low flame intensity.	<ol style="list-style-type: none"> <li>1. The bulbs are burned out</li> <li>2. Loose wiring.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the bulbs.</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 heater.	<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/blower assembly doesn't come on.	<ol style="list-style-type: none"> <li>1. Heater/blower assembly switch is off.</li> <li>2. Thermostat is set too low.</li> <li>3. Heater/blower assembly 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. Move the thermostat knob clockwise until you hear a "click".</li> <li>3. The heater/blower assembly is protected by a thermal cutout switch. Shut off all heater switches on the dashboard including the main power switch. Wait 5 minutes, then turn the heater on.</li> <li>4. Check all wiring for loose connections.</li> </ol>
Fan runs but not 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/blower assembly.</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/blower assembly.</li> </ol>
The heater/blower assembly 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. Move the thermostat knob counter-clockwise until you hear a "click".</li> </ol>
Excessive noise in upper portion of the heater.	<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/blower assembly.</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 heater.</li> <li>2. Replace the batteries.</li> </ol>
Odor.	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.	

# 10 Maintenance and Service

## A. Cleaning the Firebox and Control Compartment

Keep the firebox, control compartment and heater system clean. Clean by brushing and vacuuming at least once a year. To access the control compartment, follow the instructions for replacing the light bulbs. Follow the heater system maintenance instructions to access the heater system. Failure to do this may shorten the fan's life. Always disconnect power before performing any cleaning or maintenance.

## B. Cleaning the Glass Doors and Back Acrylic Panel

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


To remove fingerprints or other marks, the acrylic panel can be cleaned with a damp cloth using a mild soap and water solution. **DO NOT USE GLASS CLEANER! IT WILL RUIN THE ACRYLIC PANEL!** The acrylic panel should be completely dried with a lint free cloth or paper towel.

In the event of acrylic panel breakage, vacuum all remaining pieces with a shop vac. **DO NOT VACUUM IF PIECES ARE HOT!** Replace acrylic panel with a panel ordered direct or through your local distributor only. Never use substitute material.

## C. Replacing the Light Bulbs

The light bulbs will need to be replaced when the flame and/or ember bed is dark on one side. Replace the bulbs with 75 watt halogen bulbs with mini-candelabra base. Do not exceed 75 watts per bulb. Light bulbs can be purchased at local hardware, lighting stores, online or by phone. Sylvania model 75Q/CL/MC/RP or Satco model S3157 are recommended.

- Turn off circuit breaker or unplug heater before replacing the light bulbs.
- Open the lower grille panel to view the dashboard on the heater (the lower grille may need to be removed).
- Remove the four outer screws. See Figure 10.1.
- Pull dashboard towards you to expose the light compartment (the light compartment does not need to be pulled all of the way out of the heater).
- Carefully remove burned out bulb from light socket. Place new bulb in socket. Follow directions on light bulb package for handling requirements.
- Slide dashboard back into heater and make sure all wires are inside heater.
- Reinstall the four screws removed earlier.
- Turn on circuit breaker or plug heater back into wall outlet.




**⚠ WARNING**

**Shock Risk**  
**Burn Risk**

Cleaning, performing maintenance or moving this electric heater without disconnecting power and allowing the heater to cool could create a shock or burn hazard.

- Turn controls to "OFF".
- Remove plug from outlet or turn off the circuit breaker to the heater.

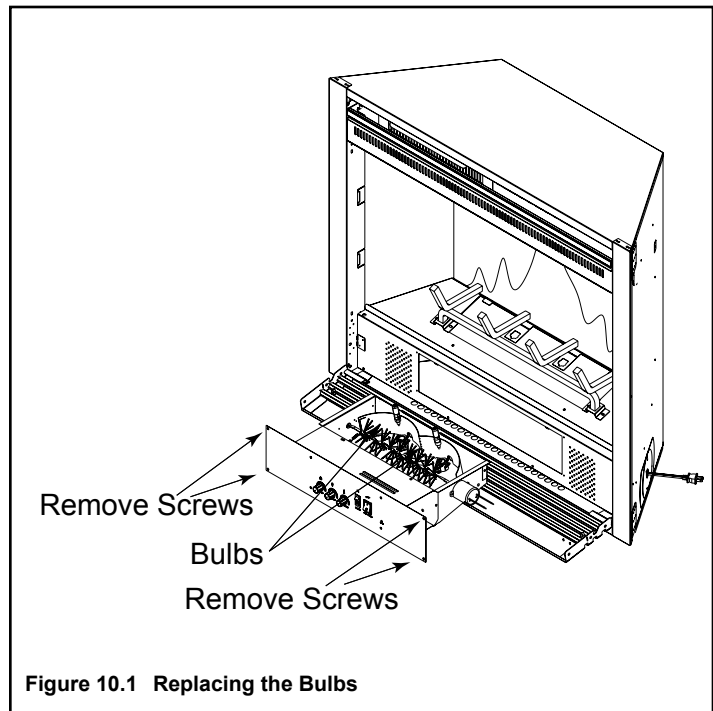


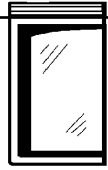
**⚠ WARNING**

**Burn Risk**

Accidental burning of the skin could occur.

- Allow at least 15 minutes for the light bulbs to cool before touching them.





**CAUTION**

Handle glass assembly with care.

**When cleaning glass door:**

- Avoid striking, scratching or slamming glass.
- Do NOT use abrasive cleaners.
- Use a hard water deposit glass cleaner on white film.
- Do NOT clean glass when it is hot.

## D. Heater/Blower Assembly Maintenance

- Turn off the circuit breaker/unplug the heater before servicing the heater/blower assembly.
- Allow heater to cool before removing.
- Open the lower grille panel to view the dashboard on the heater (the lower grille may need to be removed).
- Remove the four outer screws. See Figure 10.2.
- Pull dashboard towards you to expose the light compartment (the light tray does not need to be pulled all of the way out of the heater).
- Reach into the back of the left rear corner of the light tray and unplug wire harness from connector. To remove plug, squeeze both sides and pull.
- Remove the hood by pulling it straight out.
- Remove the upper grille panel/door front by lifting it up and out.
- Remove the four outer screws. See Figure 10.2.
- Pull the heater/blower assembly out of heater.
- Slide the heater/blower assembly back into the heater, making sure that the wires do not touch the heater/blower assembly housing.
- Once the front of the heater/blower assembly is flush with heater, reinstall the four screws removed earlier.
- Replace the upper grille panel and hood.
- Plug the wire harness back into the connector in the back of the left rear corner of the light tray.
- Slide dashboard back into heater and make sure all wires are inside heater.
- Reinstall the four screws removed earlier.
- Turn on the circuit breaker or plug the heater back into the wall outlet.

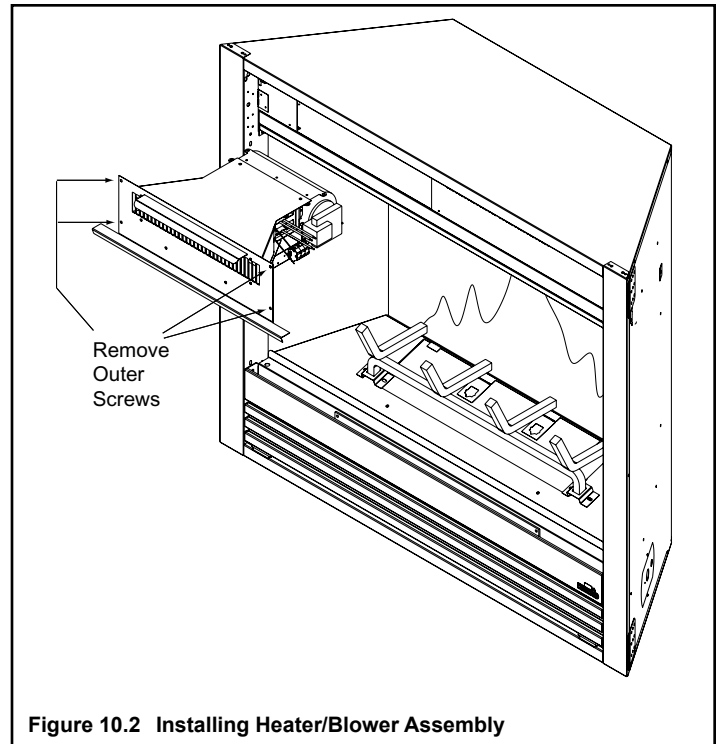


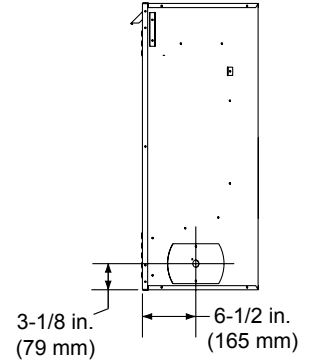
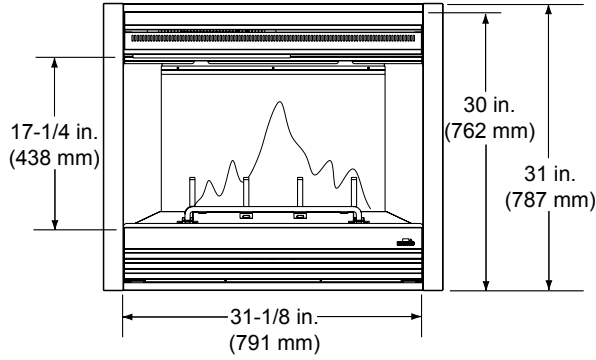
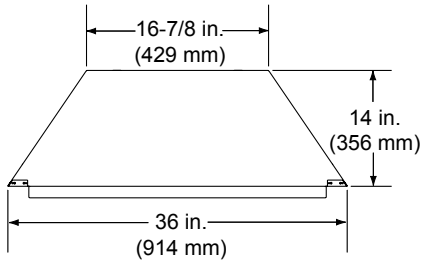
Figure 10.2 Installing Heater/Blower Assembly

## E. Maintenance Task List

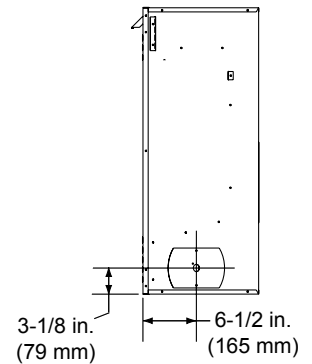
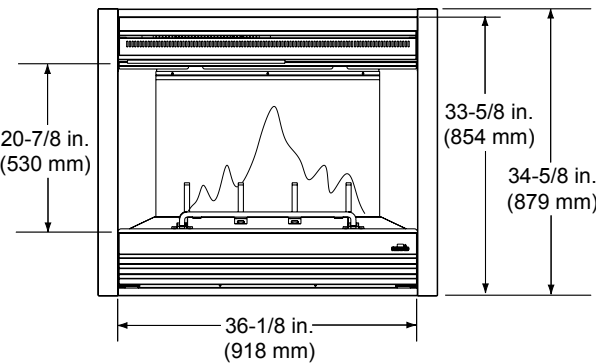
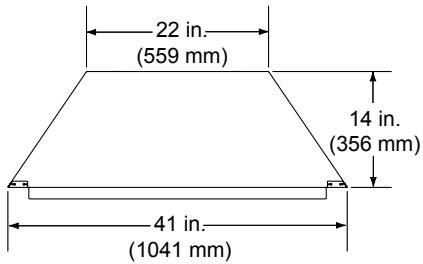
Inspect	Maintenance Tasks
Glass Doors	1. Inspect glass panels for cracks. Replace if this condition is present.
	2. Confirm there is no damage to glass or glass frame. Replace as necessary.
	3. Clean glass using a non-abrasive cleaner such as Brasso®.
Circulation Compartment	1. Remove any foreign objects.
	2. Verify unobstructed air circulation.

# 11 Reference Materials

## A. Heater Dimensions

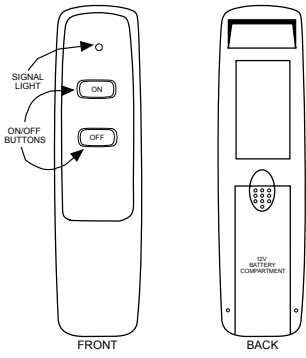


**CF550E-B/CF550EV-B/CF550ENH-B**

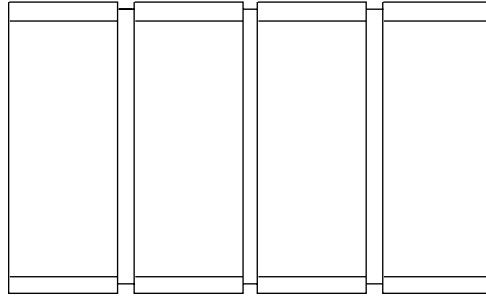


**CF750E-B/CF750EV-B/CF750ENH-B**

## B. Optional Components



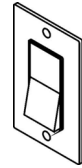
**RCE-HNG-B**  
Remote Control



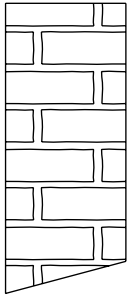
**DM1031**  
**DM1031B**  
**DM1031S**

**DM1036**  
**DM1036B**  
**DM1036S**

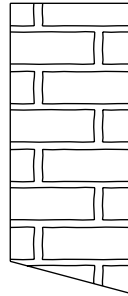
Bi-fold Glass Doors



**WSK-21**  
**WSK-21-W**  
Wall Switch Kit

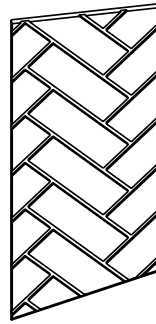


(left)



(right)

**RF550E (CF550E-B Series)**  
**RF750E (CF750E-B Series)**  
Side Refractory



**RF36EH**  
Refractory  
(CF750E-B Series Only)



## Fronts

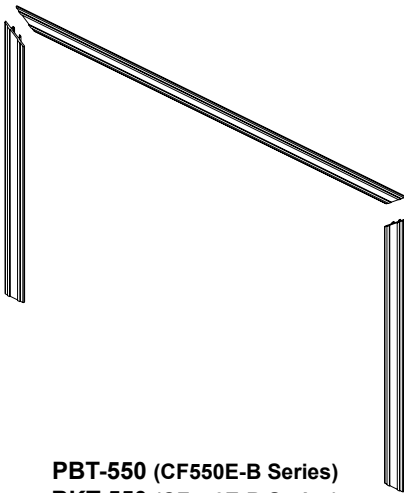
### CF550E-B/CF550EV-B/CF550ENH-B

Item	Description
DF-550M	Black Middle Door
PB-550	Polished Brass Strips (5)
BN-550	Brushed Nickel Strips (5)
SRV550-175-PB	Polished Brass Hood
SRV550-175-BN	Brushed Nickel Hood

### CF750E-B/CF750EV-B/CF750ENH-B

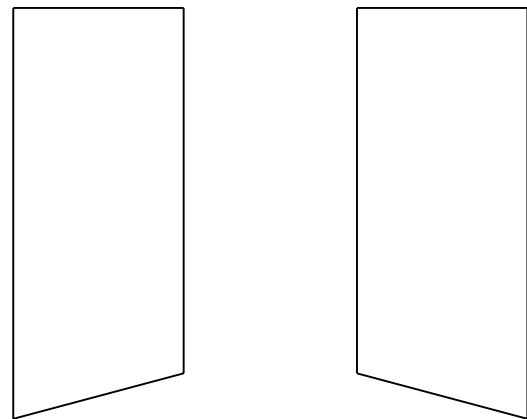
Item	Description
DF-750M	Black Front
DF-6000	Black Front without Mesh
PB-750	Polished Brass Strips (5)
BN-750	Brushed Nickel Strips (5)
SRV60-143PB	Polished Brass Hood
SRV60-143BN	Brushed Nickel Hood

## Trim Kits



**PBT-550 (CF550E-B Series)**  
**BKT-550 (CF750E-B Series)**  
**PBT-6 (CF750E-B Series)**  
**BKT-6 (CF750E-B Series)**  
**Cabinet Trim**

**PBT = Polished Brass Finish**  
**BKT = Black Finish**



(left)

(right)

**RP31E (CF550E-B Series)**  
**RP36E (CF750E-B Series)**

## Surrounds



**VTS-550 (CF550E-B Series)**

**VTS-550-BK (CF550E-B Series)**

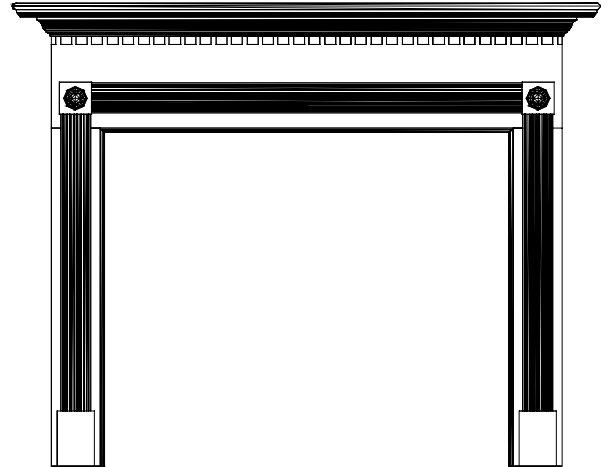
**VTS-36 (CF750E-B Series)**

**VTS-36-BK (CF750E-B Series)**

**Quick Tile Black and Brass Surrounds**

**no suffix** = Polished Brass Finish

**BK** = Black Finish



### Flush Surrounds

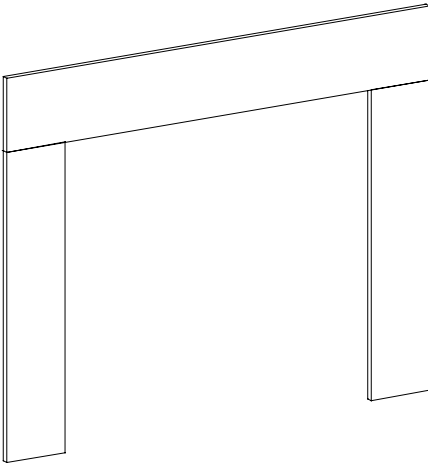
(chase installations only)

CF550E-B Series	CF750E-B Series
ROF44SB_*	ROF48DB_*
MVF44SB_*	MVF48DB_*
PLF44SB_*	PLF48DB_*

\* O = Unstained Oak

\* P = Primed

## Marble Lux



### Marble Lux

CF550E-B Series	CF750E-B Series
VML-550-G	VML-36-G
VML-550-BG	VML-36-BG
VML-550-BK	VML-36-BK



## D. Limited Warranty



Where everything comes together

Hearth & Home Technologies Inc.  
800 W. Jefferson  
Lake City, MN 55041

## 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 Heat & Glo Technical Service Department, Hearth & Home Technologies Inc., 800 W. Jefferson, Lake City, MN 55041.
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 Heat & Glo products or want to locate a dealer in your area, call 1-888-427-3973.

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**E. Contact Information**



Where everything comes together

Hearth & Home Technologies Inc.  
800 W. Jefferson  
Lake City, MN 55041

➔ **Please contact your Heat & Glo dealer with any questions or concerns.**

For the number of your nearest Heat & Glo dealer, please visit [www.heatglo.com](http://www.heatglo.com).

**- NOTES -**

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<b>CAUTION</b>		
	<b>DO NOT DISCARD THIS MANUAL</b>	
<ul style="list-style-type: none"><li>• Important operating and maintenance instructions included.</li></ul>	<ul style="list-style-type: none"><li>• Read, understand and follow these instructions for safe installation and operation.</li></ul>	<ul style="list-style-type: none"><li>• Leave this manual with party responsible for use and operation.</li></ul>

This product may be covered by one or more of the following patents: (United States) 4593510, 4686807, 4766876, 4793322, 4811534, 5000162, 5016609, 5076254, 5113843, 5191877, 5218953, 5263471, 5328356, 5341794, 5347983, 5429495, 5452708, 5542407, 5601073, 5613487, 5647340, 5688568, 5762062, 5775408, 5890485, 5931661, 5941237, 5947112, 5996575, 6006743, 6019099, 6048195, 6053165, 6145502, 6170481, 6237588, 6296474, 6374822, 6413079, 6439226, 6484712, 6543698, 6550687, 6601579, 6672860, 6688302B2, 6715724B2, 6729551, 6736133, 6748940, 6748942, 6769426, 6774802, 6796302, 6840261, 6848441, 6863064, 6866205, 6869278, 6875012, 6880275, 6908039, 6919884, D320652, D445174, D462436; (Canada) 1297749, 2195264, 2225408, 2313972; (Australia) 780250, 780403, 1418504 or other U.S. and foreign patents pending.