

**Models:**  
**TiaraE-B**  
**Electric Stove**



**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



- Important operating and maintenance instructions included.

#### DO NOT DISCARD THIS MANUAL

- Read, understand and follow these instructions for safe installation and operation.

- Leave this manual with party responsible for use and operation.



### ⚠ 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 fireplace.
- Alert children and adults to hazards of high temperatures.
- Keep clothing, furniture, draperies and other combustibles away.

Made in China

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

### ***Congratulations!***

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

As the owner of a new electric stove, 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.

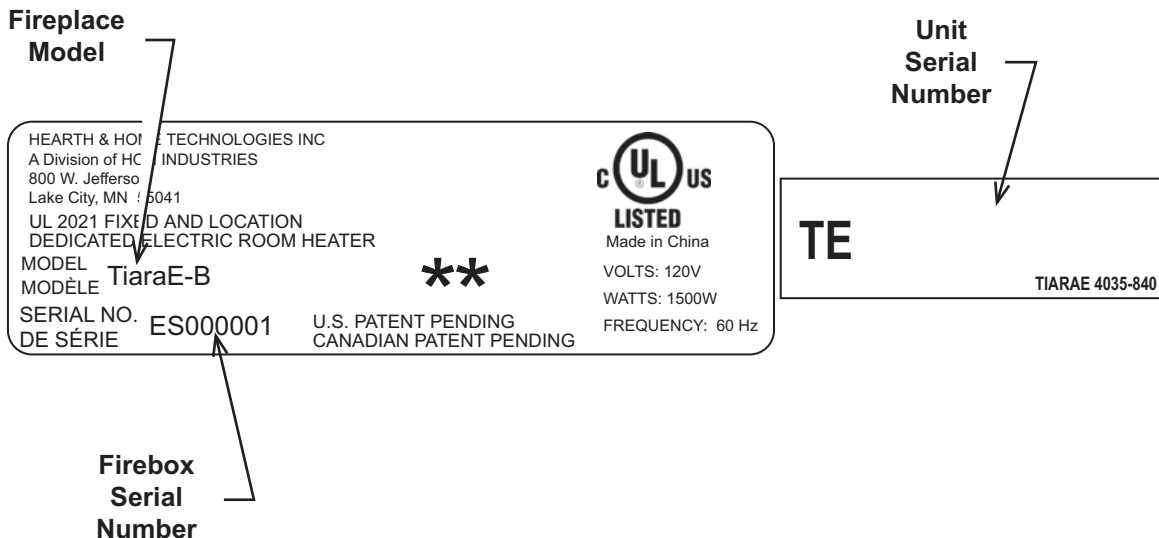
This owner's manual should be retained for future reference. We suggest you keep it with your other important documents and product manuals.

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

<b>Homeowner Reference Information</b>	<i>We recommend that you record the following pertinent information about your fireplace:</i>
Model Name: _____	Date purchased/installed: _____
Serial Number: _____	Location on fireplace: _____
Dealership purchased from: _____	Dealer phone: _____
Notes: _____	
_____	
_____	

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

The model information regarding your specific fireplace can be found on the rating plate located on the bottom of the front viewing area behind casting.



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




# 1 Listing and Code Approvals

## A. Appliance Certification

This stove has been tested and listed in accordance with **UL 2021** 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 Heat & Glo Technical Services Department, Hearth & Home Technologies Inc., 800 West Jefferson, Lake City, MN 55041, 1-888-427-3973.

Model #	Description	Voltage	Watts	Amps
TiaraE-B	Electric Stove	120	1500	12.5

 <b>WARNING</b>	
 	<p><b>Fire Risk</b> <b>Shock Risk</b></p> <p>Hearth &amp; Home Technologies disclaims any responsibility for, and the warranty will be voided by, the following actions:</p> <ul style="list-style-type: none"><li>• Installation and use of any damaged appliance.</li><li>• Modification of the appliance.</li><li>• Installation other than as instructed by Hearth &amp; Home Technologies.</li><li>• Installation and/or use of any component part not approved by Hearth &amp; Home Technologies.</li></ul>

# 2 Getting Started

## A. 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:

- 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 3 ft (.9m) 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.
- 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.
- 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 appliance.
- To prevent a possible fire, do not burn wood or other materials in this appliance.

- To prevent personal injury, do not strike appliance glass.
- 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. Electric Service

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

- The heater is wired from the factory with a polarized plug. No provisions have been made for hard wiring.
- 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 the heater into the wall outlet, make sure the control switch is in the "OFF" position.
- 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.

## C. Inspect Stove and Components

	<b>WARNING</b>
	Inspect appliance and components for damage. Damaged parts may impair safe operation. <ul style="list-style-type: none"><li>• Do NOT install damaged components.</li><li>• Do NOT install incomplete components.</li><li>• Do NOT install substitute components.</li></ul> Report damaged parts to dealer.

- Carefully remove the stove 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.**

# 3 Location and Clearances

**⚠ WARNING**

**Fire Risk!**  
Due to high temperature, 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 ft (.9 m) from the front of the appliance.

**⚠ DANGER**

**Electrocution Risk!**

- NEVER locate this stove where it may fall into a bathtub or other water container.

**⚠ WARNING**

**Fire Risk**  
**High Temperatures**  
Keep combustible household items away from appliance.  
Do NOT obstruct combustion and ventilation air.

- Do NOT place combustible items on top of or in front of appliance.
- Keep furniture, draperies away from appliance.

## A. Selecting Stove Location

Figure 3.1 illustrates a variety of ways the appliance may be located in a room. The stove may be installed directly on the floor or raised on a hearth.

## B. Clearances

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

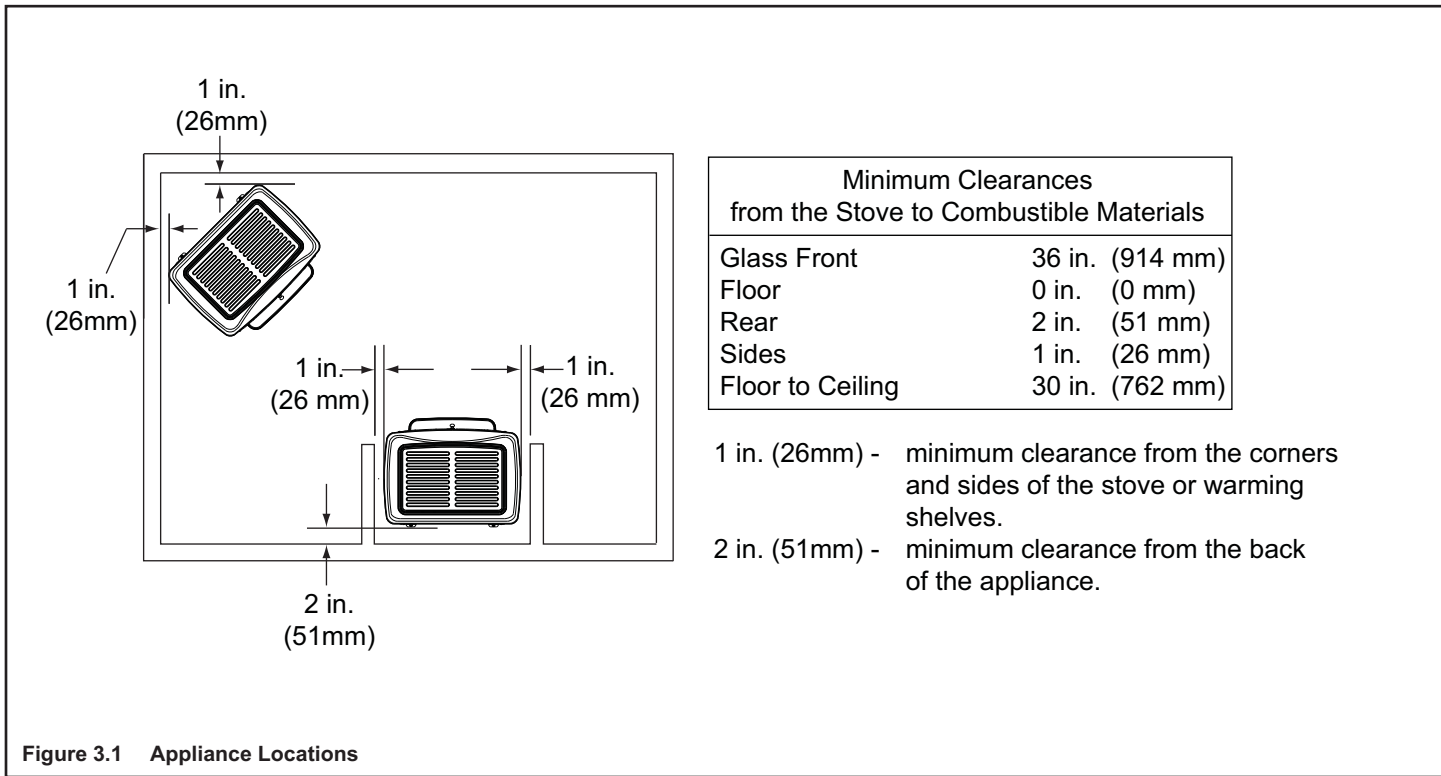


Figure 3.1 Appliance Locations

**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.

# 4 Electric Stove Set Up


**CAUTION**



**Sharp Edges**

- Wear protective gloves and safety glasses during installation.

**WARNING**



**Shock Risk**

Improperly grounded outlets could cause electrical shock.

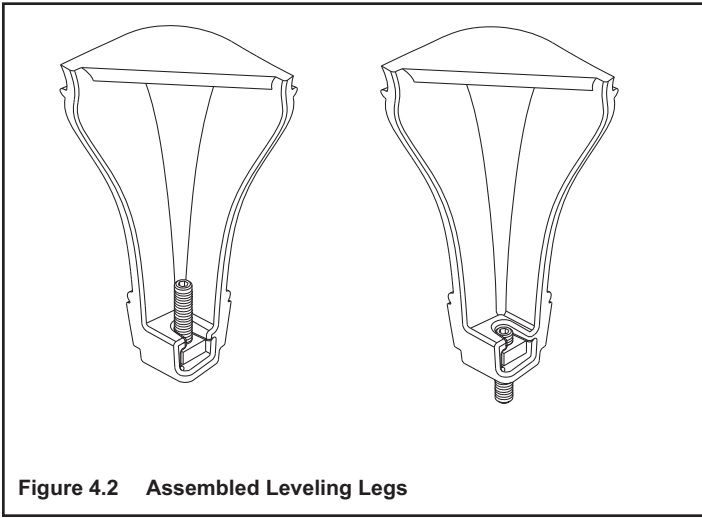
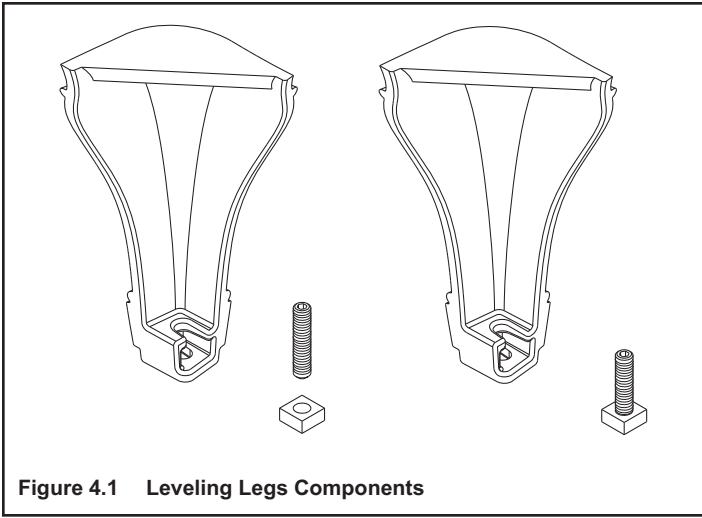
- Always use properly grounded, fused and polarized outlets.
- Always use ground fault protection where required by electrical code.

## A. Leg Leveling System

- Thread allen bolts through nuts until flush. See Figure 4.1
- Slide assembled nuts and bolts into the slot on the legs with the nuts on the bottom. Use a 5/32 in. (3.96 mm) Allen wrench to adjust legs to the desired level. See Figure 4.2.

## B. Plug into Outlet

**Note:** Two allen bolts and two nuts are included in the component bag.



# 5 Operating Instructions

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

## A. Main Power Switch

- When the main power switch is turned on, it provides power to all functions.
- When used in conjunction with RC-ELEC-HNG-B the switch should remain in the “ON” position.

## B. Intensity Switch

- Controls the intensity of the ember bed and flame.

## C. Heater Switch

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

## D. 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.



# 6 Troubleshooting

Issues		Possible Causes		Solutions
1.	Appliance doesn't turn on with the main switch or remote transmitter.	A.	Power switch is "OFF".	Turn the power switch to the "ON" position.
		B.	Circuit breaker is tripped.	May need to put the appliance on a dedicated service or reduce the number of appliances on the circuit.
		C.	Appliance is unplugged from wall outlet.	Plug the cord into an outlet.
		D.	Loose wiring.	Check all wiring for loose connections.
2.	Appliance is on, but no flame or low flame intensity.	A.	The bulb(s) is (are) burned out.	Replace the bulb(s).
		B.	Loose wiring.	Check all wiring for loose connections.
3.	Flames are frozen.	A.	Loose wiring.	Check all wiring for loose connections.
		B.	Flame element is not attached to the motor.	Reattach the flame element to the motor.
		C.	Motor is defective.	Replace the motor.
4.	Excessive noise in the lower portion of the appliance.	A.	Flame element isn't seated properly.	Reinstall the flame element.
		B.	Motor is defective.	Replace the motor.
5.	Heating system doesn't come on.	A.	Heating system switch is "OFF".	Turn the heating system switch to the "ON" position.
		B.	Thermostat is set too low.	Turn the thermostat knob clockwise until you hear a "click".
		C.	Heating system is overheated.	The heating system is protected by a thermal cutout switch. Shut off all switches. Wait five minutes, then turn the heater on.
		D.	Loose wiring.	Check all wiring for loose connections.
6.	Fan runs but no heat is put out.	A.	Loose wiring.	Check all wiring for loose connections.
		B.	Bad heating element.	Replace the heating system.
7.	Heating element is on but fan doesn't run.	A.	Loose wiring.	Check all wiring for loose connections.
		B.	Fan is defective.	Replace the heating system.
8.	The heater doesn't turn off.	A.	Thermostat is set too high.	Turn the thermostat knob clockwise until you hear a "click".
9.	Excessive noise in upper portion of the heater.	A.	Build up of dirt on the fans.	Clean all fans.
		B.	Heater fan is defective.	Replace the heating system.
10.	Remote control doesn't work.	A.	Remote is out of range.	Move remote closer to the heater.
		B.	Low batteries.	Replace the batteries.
11.	Odor	A.	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.	

# 7 Maintenance and Servicing the Fireplace

	<b>⚠ WARNING</b>
	<b>Shock Risk Burn Risk</b>
	Cleaning, performing maintenance or moving this electric stove without disconnecting power and allowing the stove to cool could create a shock or burn hazard.
	<ul style="list-style-type: none"><li>• Turn controls to "OFF".</li><li>• Remove plug from outlet or turn off the circuit breaker to the stove.</li></ul>

## A. Cleaning Firebox and Control Compartment

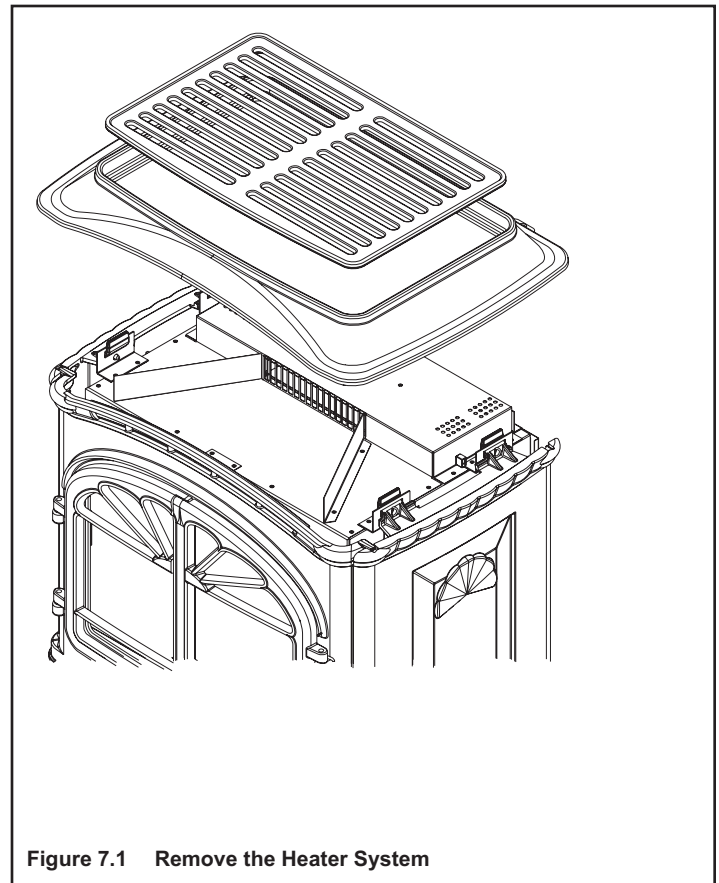
- Turn the appliance off and disconnect the power cord from the outlet.
- Allow the appliance to cool before cleaning.
- Remove the top of the appliance by grasping the top on both sides and lifting up.
- Remove the heater system. See Figure 7.1. Rest it on top of the appliance so it does not fall.
- Remove the firebox top to access the log area.
- Replace all parts after cleaning has been completed.
- Plug in power cord.

## B. Cleaning Glass Doors and 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.



## C. Replacing the Light Bulbs



### CAUTION

#### Burn Risk

Light bulbs are hot during operation of the stove.

- Allow bulbs to cool at least five minutes before touching them.

The light bulbs 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 a local hardware or lighting store, online or by phone. 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 bulbs.
- Light bulb access is on the bottom front of the stove.
- Locate and remove the three screws. See Figures 7.2 and 7.3.
- Lower the cover plate to access the light bulbs.
- 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 three screws removed earlier.
- Plug the stove's power cord into the electrical outlet and turn the switch to "ON".

### CAUTION



Handle glass assembly with care.

#### When cleaning glass door:

- Avoid striking, scratching or slamming glass.
- Do NOT use abrasive cleaners.
- Do NOT clean glass when it is hot.

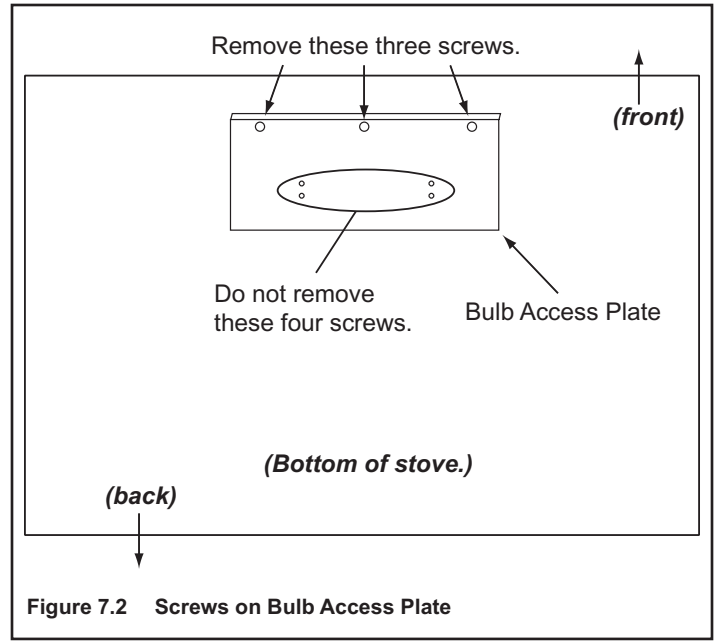


Figure 7.2 Screws on Bulb Access Plate

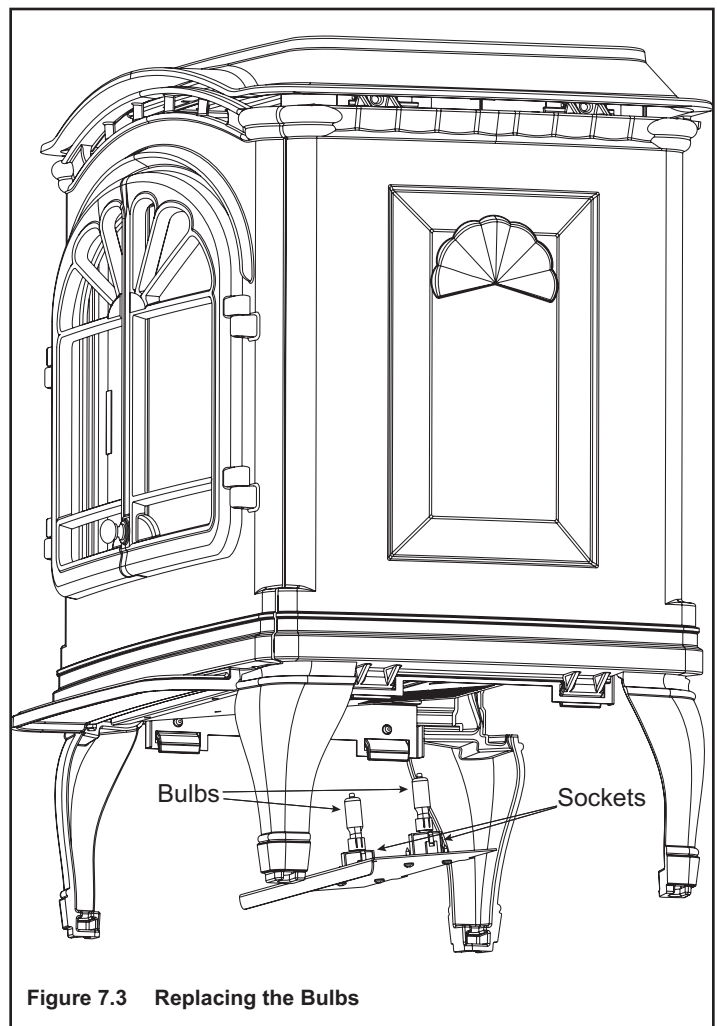
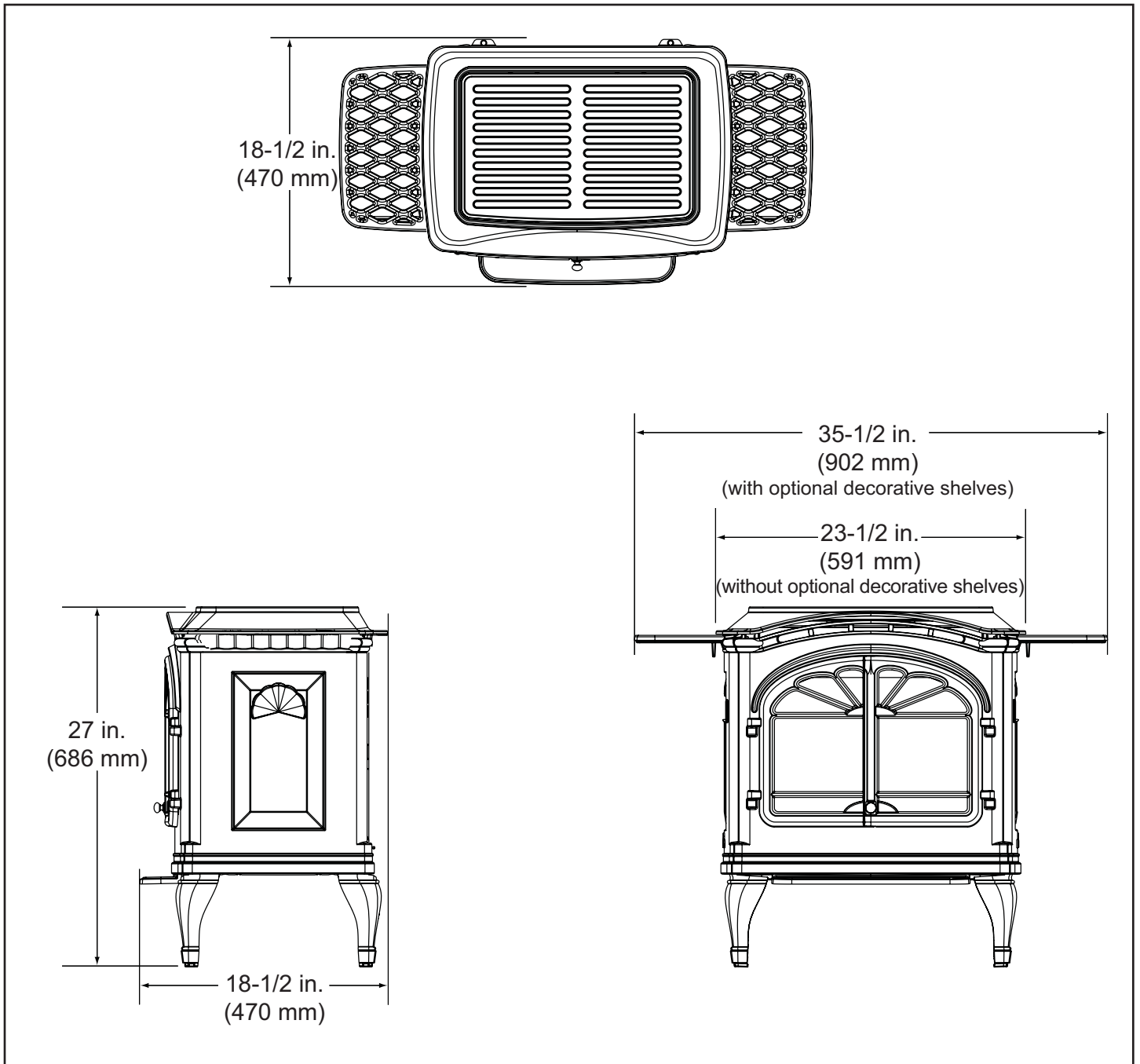


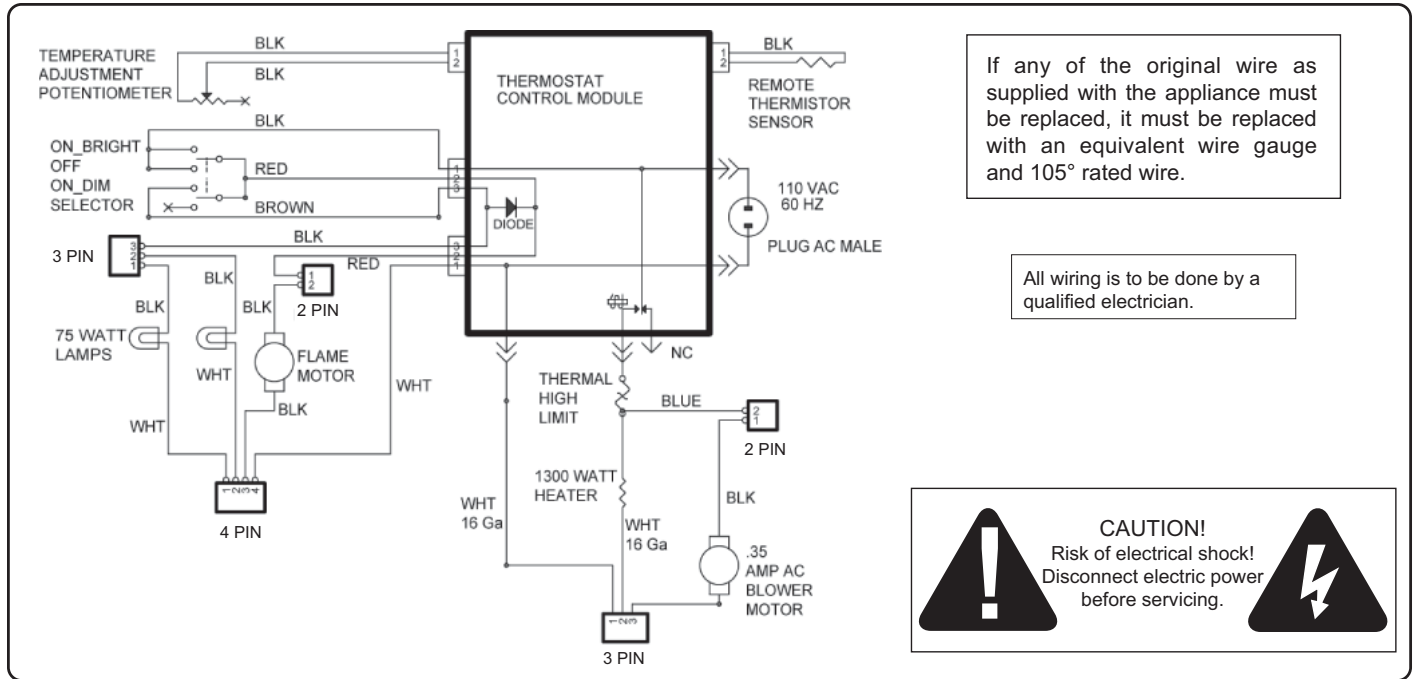
Figure 7.3 Replacing the Bulbs

# 8 Reference Materials

## A. TiaraE-B Dimensions



## B. Wiring Diagram



### CAUTION

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



Where everything comes together

## 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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F. Contact Information



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

Please contact your Heatilator dealer with any questions or concerns. For the number of your nearest Heat & Glo dealer, please call 1-888-427-3973.

- 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.