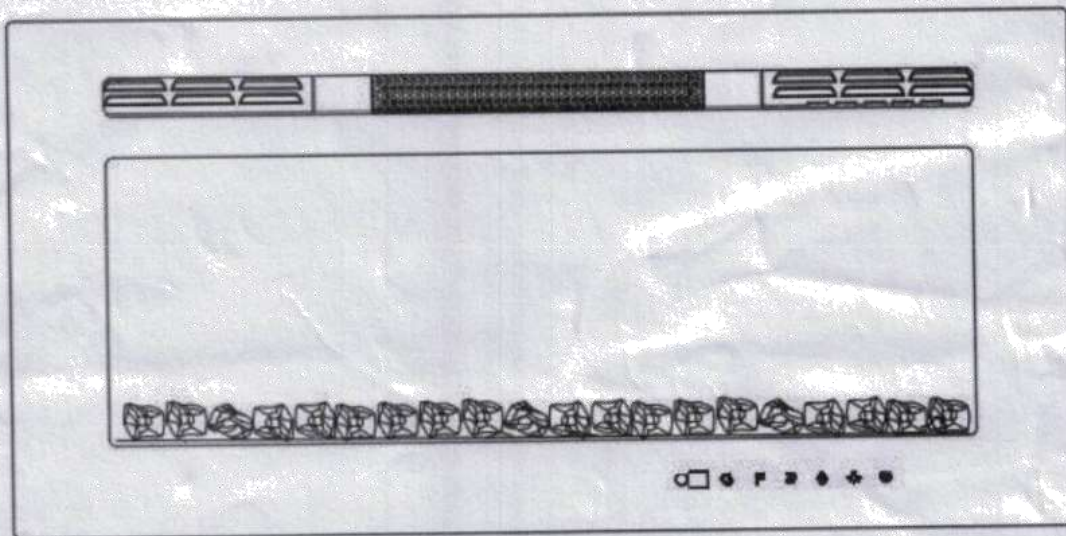


**GREYSTONE**

**47 IN.ELECTRIC FIREPLACE**

**MODEL#F4711**



C US



ATTESTED BY: [illegible]

10 OCT 1941

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[illegible text]

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## **SAFETY INFORMATION**

Please read and understand this entire manual before attempting to assemble, operate or install the product.



**WARNING:** Any use of this appliance other than that recommended by the Manufacturer in this owners manual may cause fire, burns, electric shock and /or other serious injuries or death.

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

1. Read the manufactures instructions completely before using this appliance.
2. This appliance will become hot when in use, To avoid burns, do not let bare skin touch hot surface. The grill at the top of this heater particular will become hot when the heater is active. Take special care not to block the air intake or exhaust vents.
3. Extreme caution is necessary when the appliance is used by or near children or invalids and whenever the heater is left operating and unattended.
4. Do not operate the heater if the power cord or plug has been damaged or the heater has been damaged or malfunctioned in any way. Take the appliance to an authorized service facility for examination, electrical or mechanical adjustment or repair.
5. Do not use outdoors.
6. This heater is not intended for use in bathrooms, laundry areas and similar indoor Locations. Never located heater where it may fall into a bathtub or other water container.
7. To disconnect the appliance, turn all controls "OFF", and then remove the plug from the electrical outlet.
8. The appliance comes equipped with a 3 prong-grounding plug. Do not cut the grounding prong. Connect to properly grounded 120V outlets only.
9. Do not insert or allow foreign objects to enter any ventilation or exhaust openings as this may cause an electric shock or fire, or damage the appliance.
10. To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where opening may become blocked.
11. All electrical heaters have hot and arching or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used for stored or where the appliance will be exposed to flammable vapors.
12. Avoid using the appliance with an extension cord. Extension cords may overheat and cause a risk of fire, if an extension cord MUST be used, the cord must be No.16AWG minimum size and rated not less than 1875 Watts. The extension cord must be a 3-prong cord with grounding type plug and cord connection and should not exceed 20'(6m) in Length.
13. When transporting or storing the heater, take care to keep both the unit and power cord/ plug dry, free from excessive vibration and away from heater sources.
14. Use the heater only as described in this manual. Any other use not recommended by the manufacture may cause fire, electric shock, or injury to persons.
15. Do not attempt to burn wood or other materials in this heater.

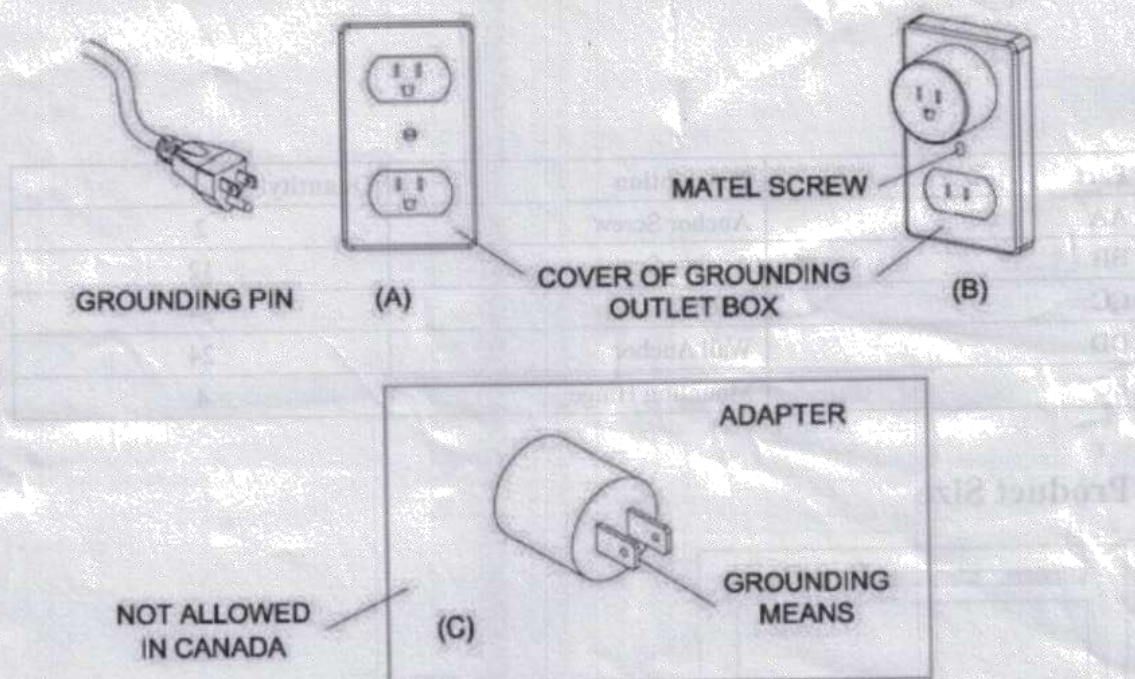


## **PREPARATION**

**⚠ CAUTION:** This heater has front panel made of GLASS! Always use extreme caution when handling glass. Failure to do so could result in personal injury or personal damage.

This heater is for use on 120 Volts. The heater has a 3-prong grounded plug (Figure 2.A), If your electrical outlet has only 2 slots (Figure 2. B), you will have to use an adapter (Figure 2.C) to convert from the 3-prong power cord to a 2-slot receptacle. The green grounding plug extending from the adapter must be securely connected to a permanent ground such as a properly grounded outlet box. The adapter should only be used if a proper 3-slot receptacle is not available.

**NOTE: Adapters are not allowed for use in Canada.**



A 15 AMP circuit is required to operate this appliance. If the breaker trips when the appliance is running, you may need to move the appliance to another location or unplug other appliances that are on the same circuit.



## Pre -Assembly

### HARDWARE INCLUDED



AA



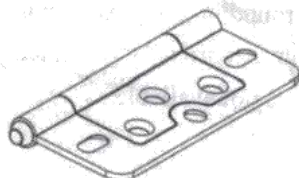
BB



CC



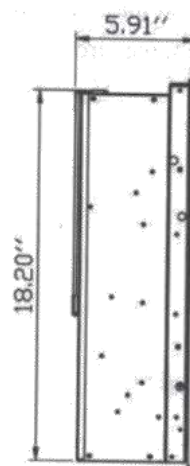
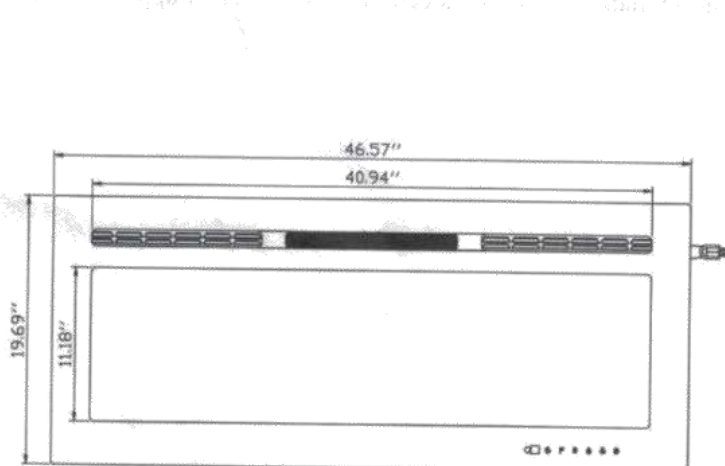
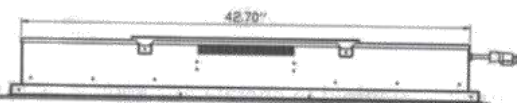
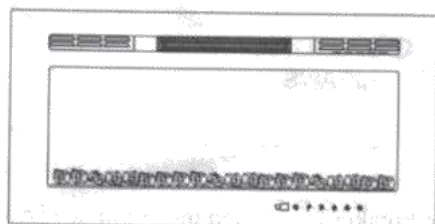
DD



EE

Part	Description	Quantity
AA	Anchor Screw	2
BB	Anchor Screw	12
CC	Anchor Screw	24
DD	Wall Anchor	24
EE	Mounting Hinge	4

### Product Size

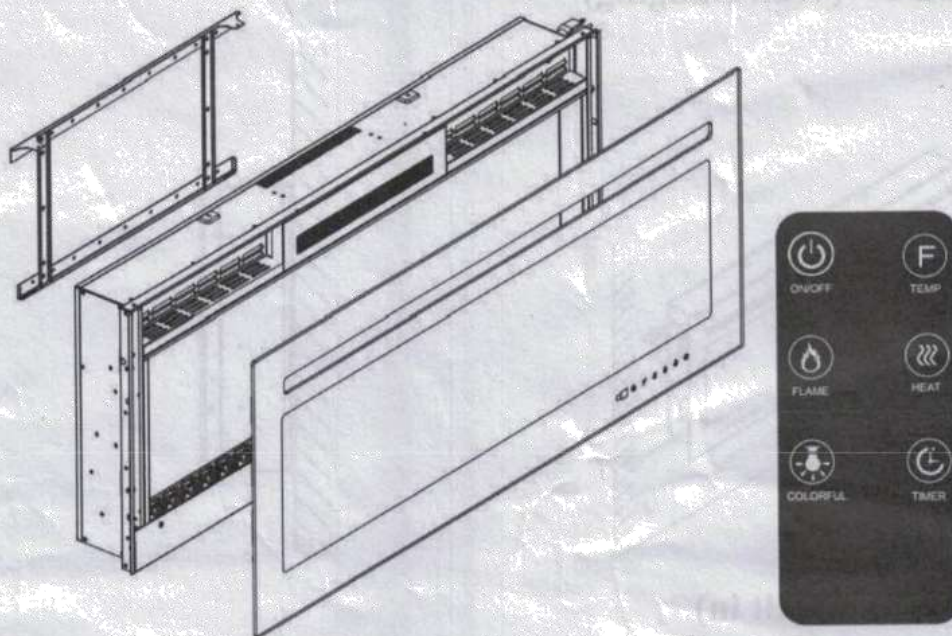


## PLANNING ASSEMBLY

Before beginning assembly of product, make sure all parts are present. Compare parts with Hardware included and package contents lists. If any part is missing or damaged, do not attempt to assemble, install or operate the product. Contact customer service for replacement parts.

### Pre -Assembly (Continued)

#### Package contents



Part	Description	Quantity
A	Mounting Bracket (Pre-Attached)	1
B	Fireplace	1
C	Front Frame	1
D	Remote	1



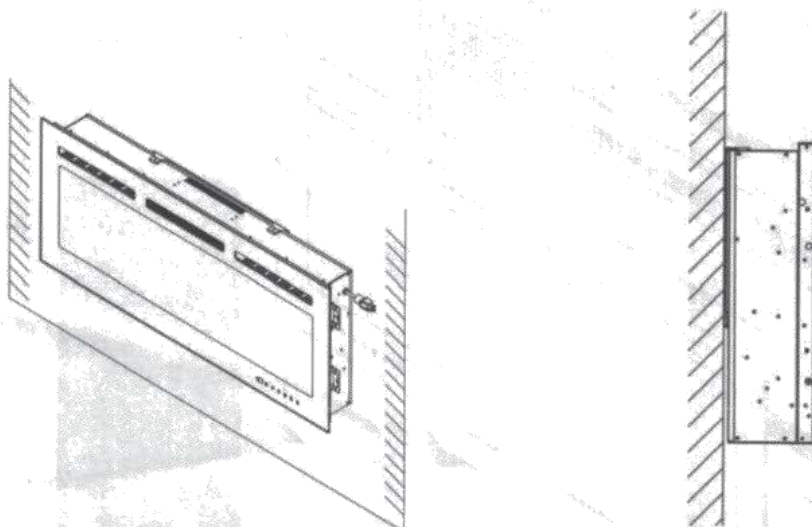
## **Installation Options**

The fireplace can be installed with 3 options:

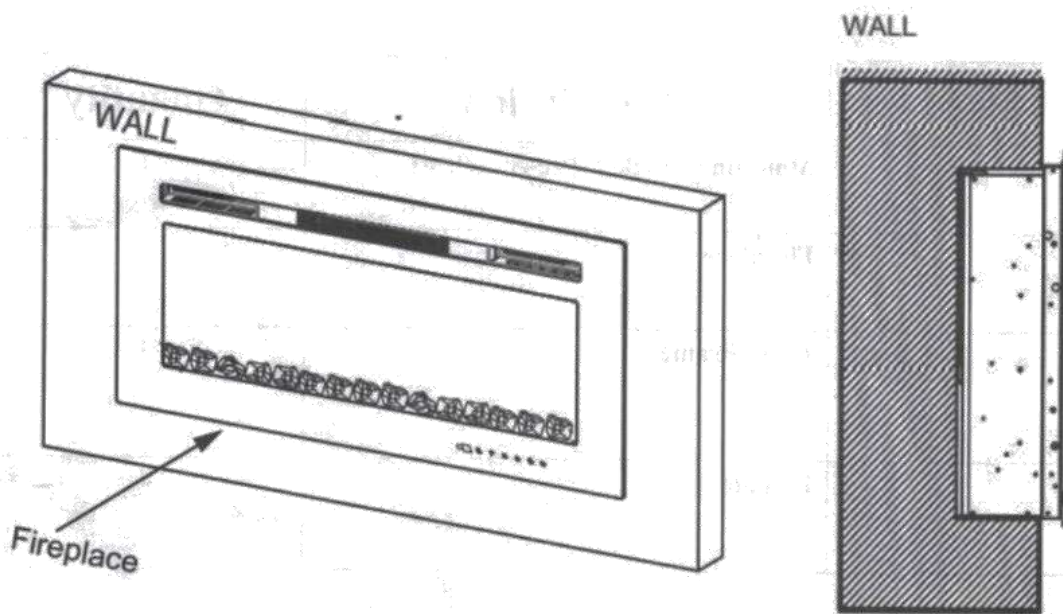
1. Wall hanging with provided mounting bracket.
2. Built in construction.
3. Assembly with mantel.

Follow installation instructions below based on installation preference.

### **Option 1 (Wall Hanging)**



### **Option 2 (Built in)**

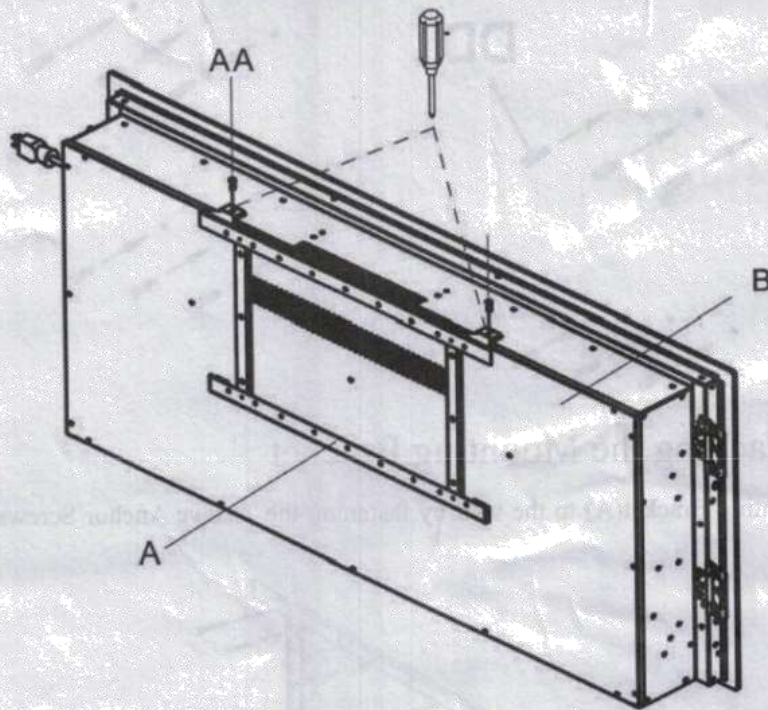




## **Installation - Wall hanging**

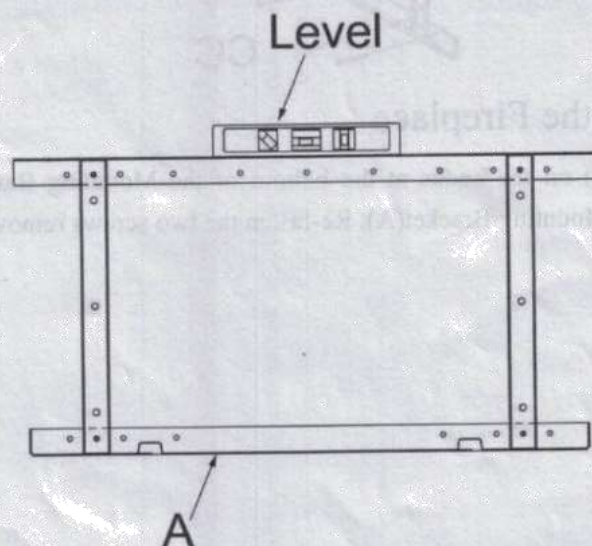
### **First, Remove the Mounting Bracket**

Remove the Mounting Bracket(A) from the back of the Fireplace(B) by removing the two pre-attached Screws (AA) at the top back of the unit.



### **Second, Choosing a wall Location**

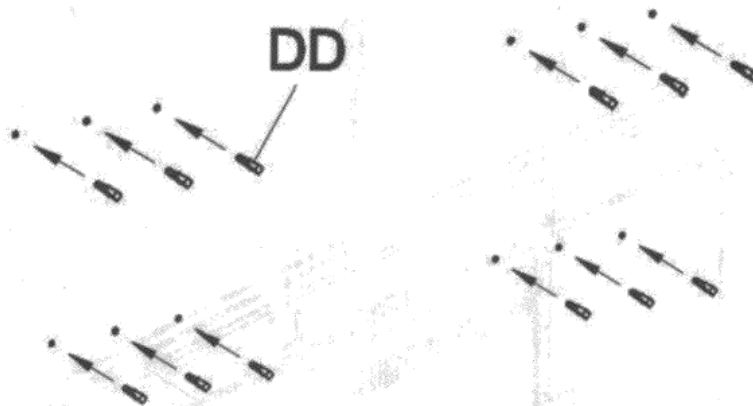
Choose a wall location to attach the Mounting Bracket(A). Position the Mounting Bracket(A) in the desired location. Use a level to align the bracket and mark the four holes with a pencil.



## **Installation - Wall hanging (Continued)**

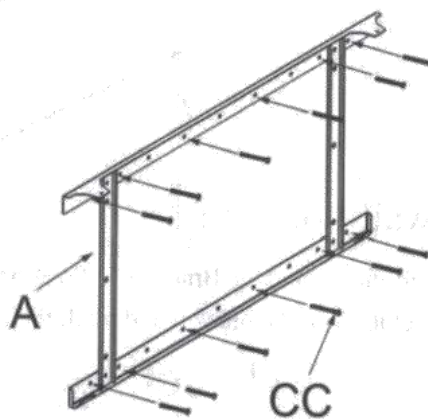
### **Third, Drilling the Holes**

Drill 12 7/25 in.(7mm) holes in the wall. Insert the Wall Anchors (DD) into the holes using a hammer.



### **Fourth, Attaching the Mounting Bracket**

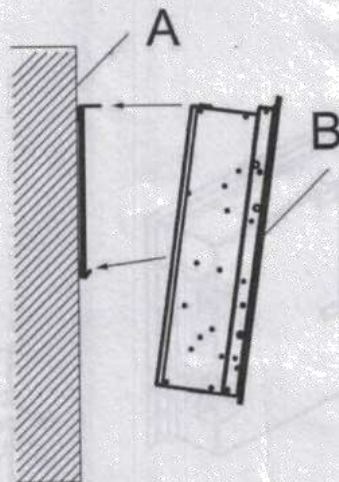
Attach the Mounting Bracket(A) to the wall by fastening the Twelve Anchor Screws(CC) into the wall anchors.



### **Fifth, Hanging the Fireplace**

Hang the Fireplace (B) on the hooks at the bottom of the Mounting Bracket(A) and push the Fireplace (B) into the Mounting Bracket(A). Re-fasten the two screws removed in Step 1.

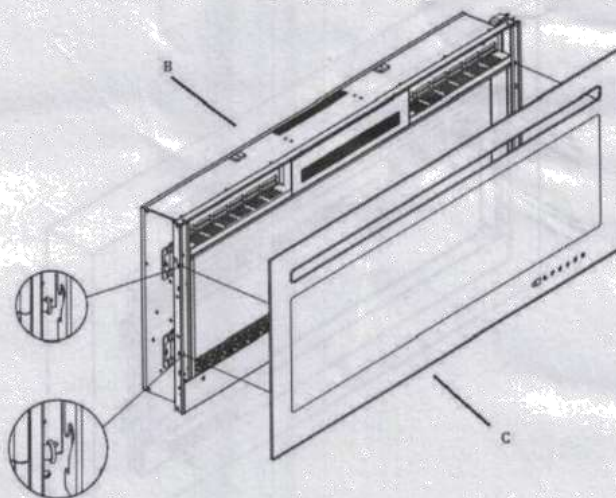




### **Installation - Wall hanging (Continued)**

#### **Six, Hanging the Front Frame**

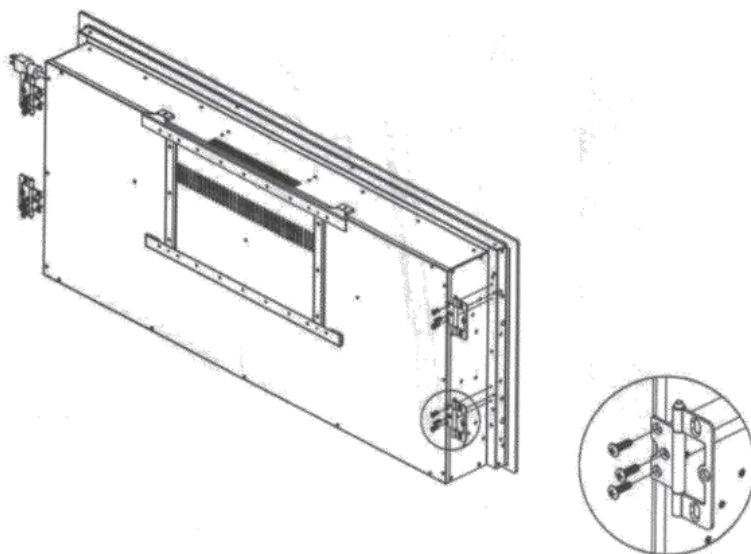
Hang the Front Frame(C) on the Fireplace(B) and gently push on the lower part of the frame until it snaps into place.



### **Installation - Built in Construction**

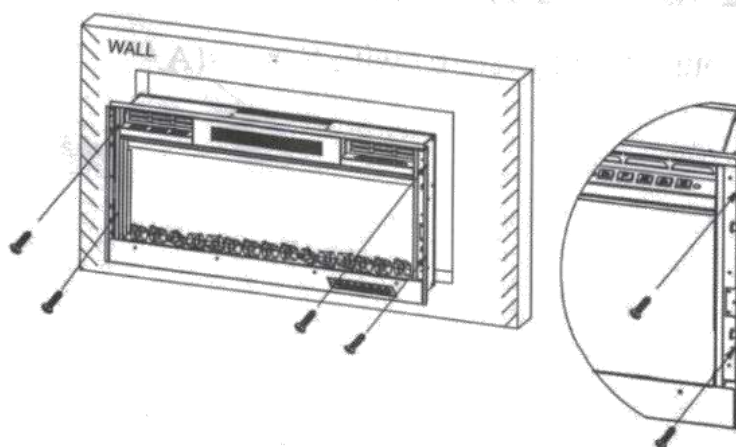
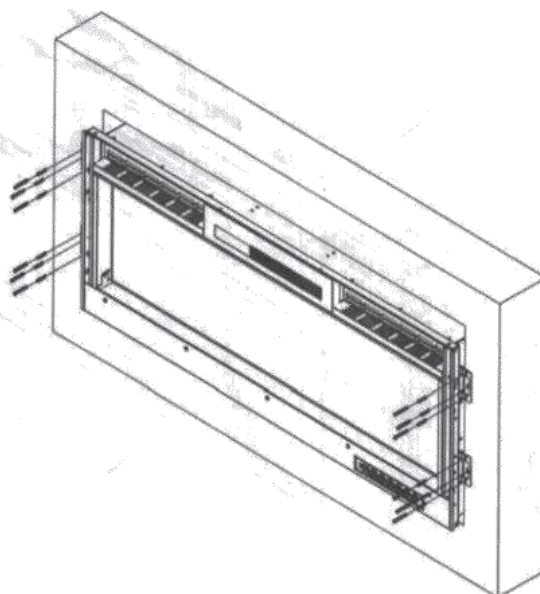
Fasten the Mounting hinges(EF) with Screws(AA)





## Installing the Fireplace

Secure the fireplace to the mantel using Anchor Screws(CC).

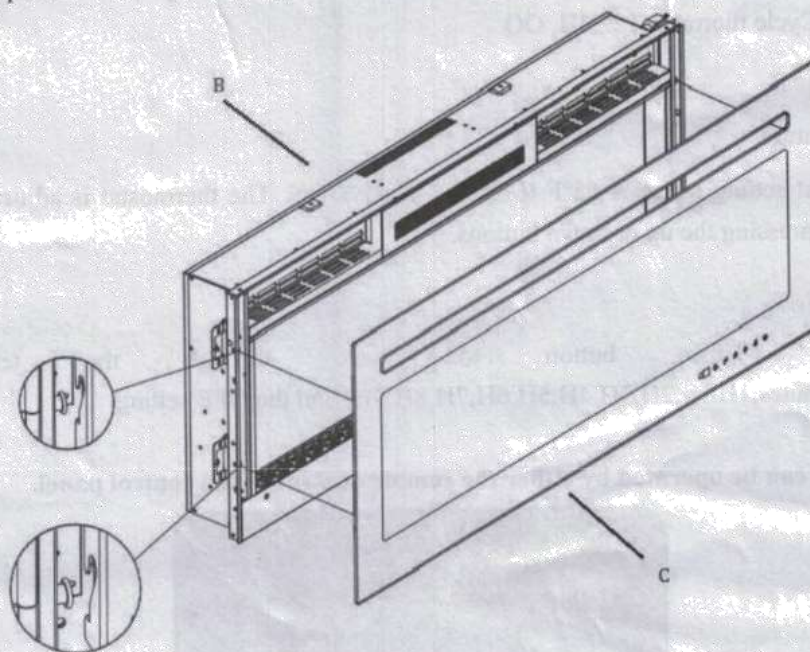




## **Installation - Built in Construction (Continued)**

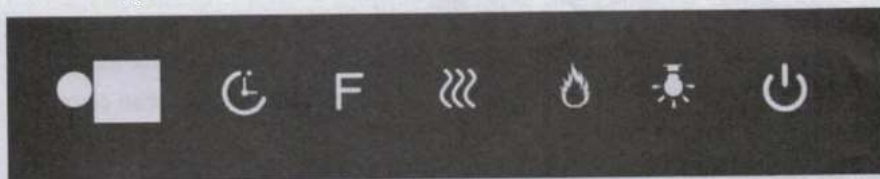
### **Hanging the Front Frame**


Hang the Front Frame(C) on the Fireplace(B) and gently push on the lower part of the frame unit it snaps into place.




## **Operation**

### **Touch panel**



 ---ON/OFF

Push the Power button to supply power to all functions of the fireplace. Push the Power button again to turn off all functions.

 ---Colour

Press the sidelights button will change the coalbed between the four settings: Yellow, red, blue, blue/yellow, cycling .





#### ---Flame

There are five brightness levels that can be selected. The brightness setting between five settings: L5,L4,L3,L2,L1, cycling



#### --- Heater

To set the thermostat use the heater button on the touch control panel to select the desired temperature. Cycle thorough LL,HH, OO



#### --- Temperature

The thermostat setting range is 65°F to 95°F always ON. The thermostat is adjustable by 1°F increment by pressing the up or down buttons.



#### ---Timer

Press the Timer button to cycle through the ten timer settings(30minutes,1Hour,2H,3H,4H,5H,6H,7H,8H,9H) and the OFF setting.

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



### Warning:

Like with any remote control unit, the remote control unit included with your fireplace may unwantedly affect or control other electric products such as TVs. If this occurs, you can change the encryption on your fireplace remote so that it will not affect other products. To change the settings on your fireplace remote, hold down the Timer button on the fireplace remote for 3 seconds. To test, use your fireplace remote and see if your other products are still affected. If so, you may change your fireplace remote to a third encryption by again holding down the Timer button on the remote for 3 seconds. To test this third encryption setting, use your fireplace remote and see if your other products are still affected. To get back to the original encryption setting, hold down the Timer button on the fireplace remote for 3 seconds.

### Zero Clearance Fireplace

The electric fireplace has zero clearance safety technology, with the advanced zero clearance safety sensor, if there is something covering or closing the slide outs, after about 20 seconds, the appliance will switch off power automatically. Then pull the plug out, Let the appliance cool down for 3 minutes, Plug the power cord again, the fireplace will be working again.



## **Troubleshooting**



**WARNING:** Turn off the unit, unplug and allow the unit to cool for at least 10 minutes before Attempting to perform any service. Only a qualified professional should attempt to service or repair the unit.

<b>PROBLEM</b>	<b>POSSIBLE CAUSE</b>	<b>SOLUTION</b>
Simulated flame is dim or not presenting	<ol style="list-style-type: none"><li>1. Flame setting incorrect</li><li>2. "Flame wand" has come loose from bracket.</li><li>3. "Flame wand" driving motor is not functioning.</li><li>4. LED light burn out</li></ol>	<ol style="list-style-type: none"><li>1.Reset flame</li><li>2. Remove screws holding back panel in place and remove back panel.Secure end of flame wand back into the support bracket</li><li>3. Call for technical service.</li><li>4. Change it with new LED strip.</li></ol>
The appliance turns of and will not turn back on	<ol style="list-style-type: none"><li>1. The overheat protection device in The appliance has been triggered.</li><li>2. House circuit breaker has been tripped.</li></ol>	<ol style="list-style-type: none"><li>1. Turn off and unplug the appliance, allow the insert to cool down for at least 10 minutes, then plug in and restart.</li><li>2. Reset house circuit breaker.</li></ol>
The appliance does not turn on when the appliance setup to be "ON"	<ol style="list-style-type: none"><li>1. The overheat protection device in the appliance has been triggered.</li></ol>	<ol style="list-style-type: none"><li>1.Turn off and unplug the appliance, allow the insert to cool down for at least 10 minutes, then plug in and restart.</li></ol>
Remove Control does not work	<ol style="list-style-type: none"><li>1. Low batteries.</li><li>2. Turn on the unit by control panel Manually before using remote control</li></ol>	<ol style="list-style-type: none"><li>1. Replacing with new battery</li><li>2. Turn on the unit by control panel manually before using remote control</li></ol>

## **PRODUCT SPECIFICATIONS**

Voltage	120VAC, 60Hz
Amps	12.5 Amps
Watts	1500Watts

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