

ELECTRIC FIREPLACE

INSERT

VENT FREE FIREPLACE WITH HEATER

Please register your new
Fireplace on-line at
www.twinstarhome.com/warranty

HOMEOWNERS OPERATING MANUAL MODELS: 18EF010GAA, 23EF010GRA, 28EF010GRA & 33EF010GRA

CONSUMER SAFETY INFORMATION

PLEASE READ THIS MANUAL BEFORE INSTALLING
AND OPERATING THIS APPLIANCE

WARNING!!

IF THE INFORMATION IN THIS MANUAL IS NOT FOLLOWED
EXACTLY, AN ELECTRIC SHOCK OR FIRE MAY RESULT CAUSING
PROPERTY DAMAGE, PERSONAL INJURY OR LOSS OF LIFE.

DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPORS
AND LIQUIDS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE.

Thank you and congratulations on your purchase of a Twin-Star International, Inc.
(Twin-Star) fireplace. Please read the Installation & Operating Instructions before using
this appliance.

IMPORTANT: Read all instructions and warnings carefully before starting installation.
Failure to follow these instructions may result in a possible electric shock, fire hazard
and/or injury and will void the warranty.

Installation of Electric Fireplace Insert, should take 15 minutes. The only tool required is a
Phillips head screwdriver, not supplied with this unit.

For Customer Service:

E-Mail: parts@twinstarhome.com
In English Call: 866-661-1218
In French Call: 866-374-9203
In Spanish Call: 866-661-1218

Twin-Star International, Inc.
Delray Beach, FL 33483

Made in China
Printed in China

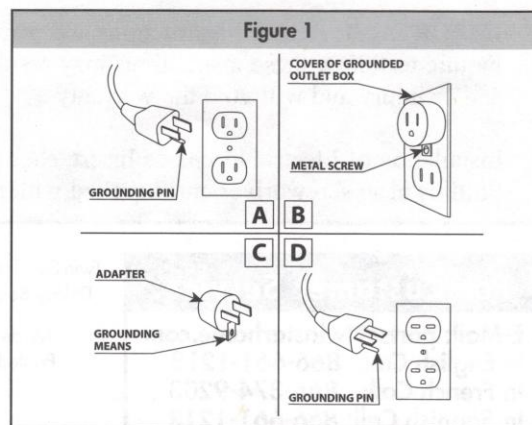
ATTENTION

ALSO Requires-
Wood Fireplace Mantel

IMPORTANT INSTRUCTIONS

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

1. Read all instructions before using this appliance.
2. This appliance is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. If provided, use handles when moving this appliance. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet (0.9 m) from the front of this appliance.
3. CAUTION: Whenever the heater is left operating and unattended, extreme caution is necessary if children or invalids are nearby.
4. If possible, always unplug this appliance when not in use.
5. Do not operate any heater with a damaged cord or plug or after the appliance malfunctions, or if it has been dropped or damaged in any manner.
6. Any repairs to this fireplace should be carried out by a qualified service person.
7. Under no circumstances should this fireplace be modified. Parts having to be removed for servicing must be replaced prior to operating this fireplace again.
8. Do not use outdoors.
9. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate this appliance where it may fall into a bathtub or other water container.
10. Do not run cord under carpeting. Do not cover cord with throw rugs, runners or the like. Arrange cord away from traffic areas and where it will not be tripped over.
11. To disconnect this appliance, turn controls to the off position, then remove plug from outlet.
12. Connect to properly grounded outlets only.
13. This appliance, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the current CSA C22.1 Canadian Electrical Code or for U.S.A. installations, follow local codes and the National Electrical Code, ANSI/NFPA NO. 70.
14. 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 appliance.
15. 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.
16. The heaters must not be located immediately below a socket-outlet.
17. This appliance has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are used or stored. This fireplace should not be used as a drying rack for clothing. Christmas stockings or decorations should not be hung in the area of it.
18. Use this appliance only as described in the manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
19. 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 must be No. 14 AWG minimum size and rated not less than 1875 Watts. The extension cord must be a three wire cord with grounding type plug and cord connection. The extension cord shall not be more than 20 feet in length.
20. See Figure 1 for the follow directions.
This heater is for use on 120 volts. The cord has a plug as shown at A. An adapter as shown at C is available for connecting three-blade grounding type plugs to two-slot receptacles. The green grounding plug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.



SAVE THESE INSTRUCTIONS

INSTALLATION INSTRUCTIONS

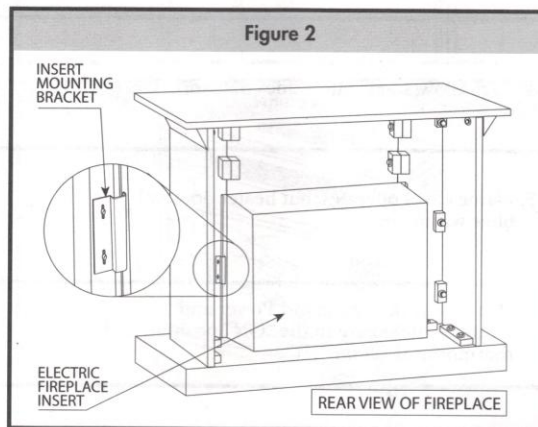
Position your completed Wood Mantel close to its final location. Make sure you can access the back of the Fireplace, as your Electric Fireplace Insert will be installed from the back.

Using a Phillips head screwdriver, remove the screws and the metal mounting brackets attached on either side of the fireplace's center opening. Next unpack the Electric Fireplace Insert carefully. Position insert behind fireplace with front facing the wood mantel. With the help of an adult assistant, lift the Insert and gently slide it into the opening in the mantel until the flange is flush against the inside of the fireplace. Make sure insert is centered left and right in the opening. Be careful when placing insert and adjusting, bottom of insert could scratch the finish of the wood base/hearth of your fireplace. Re-attach the mounting brackets with the Phillips head screwdriver, and supplied screws. **DO NOT OVER TIGHTEN.**

With the help of an assistant, carefully lift completed unit and place it with the front facing out in the final location you have chosen for your fireplace. Make sure to secure the electrical cord before lifting or mov-

ing completed fireplace. When choosing a final location, make sure you will have clear access to a grounded electrical outlet.

Read and follow all instructions in this manual before operating your new fireplace.



PARTS LIST

Part Name	18EF010GAA	23EF010GRA	28EF010GRA	33EF010GRA
Emberbed	✓	✓	✓	✓
Heater/Blower Assembly	✓	✓	✓	✓
Mechanical Thermostat Switch	✓			
Knob for Heater Temperature control	✓	✓	✓	✓
Brightness Dimmer Switch	✓			
Knob for Brightness Control	✓			
Main Power Switch – Red Toggle	✓	✓	✓	✓
Heater On/Off Switch – Red Toggle	✓			
E-12 Light Bulb Sockets	✓	✓	✓	✓
Control Panel Circuit Board		✓	✓	✓
Circuit Board - 3 Buttons Remote		✓	✓	✓
Front Projection Screen	✓	✓	✓	✓
Flame Generator Drive Motor	✓	✓	✓	✓
Flame Generator/Spinner	✓	✓	✓	✓
Decorative Brick Panels			✓	✓
Remote Control - 3 Buttons		✓	✓	✓

TROUBLE SHOOTING GUIDE	
PROBLEM	SOLUTION
1. No power, switches do not light up.	1a. Check that unit is plugged into a standard 120V outlet.
2. Switches light up, but no flame effect.	2a. Remove front glass panel, then remove ember bed and check for any broken or loose light bulbs.
3. Down lights do not light up.	3a. Remove front glass panel and check that the light bulb inside the top of the unit is not broken or loose.
4. Logs Glow, flame effect does not work.	4a. Open back of unit. Check to see if "spinner" is correctly mounted at to the rear of unit. 4b. Check to see if spinning motor is functioning. If not, call customer service.
5. Flame effect operates, but heater does not blow warm air.	5a. Check that heater switch is in "ON" position. Switch should light up. 5b. Make certain that thermostat is turned toward the "HI" position.
6. Heater doesn't work, but Power and Heater switches are in the "ON" position and thermostat is set on "HI".	6a. Turn all switches to the "OFF" position and unplug the unit from the wall outlet for 5 minutes. After 5 minutes plug the unit back into wall outlet, and operate as normal.

MANTEL LOCATION

When choosing a location for your new fireplace, ensure that the general instructions are followed. Also, for best effect, install the fireplace out of direct sunlight.



Cold climate installation recommendation: When installing this unit against a non-insulated exterior wall or chase, it is mandatory that the outer walls be insulated to conform to applicable insulation codes.

ELECTRICAL CONNECTION

A 15 AMP, 120 Volt, 60 Hz circuit with a properly grounded outlet is required. Preferably, the fireplace will be on a dedicated circuit as other appliances on the same circuit may cause the circuit breaker to trip or the fuse to blow when the heater is in operation. The unit comes standard with 6' (1828 mm) three wire cord, exiting from the rear of the fireplace. Plan the installation to avoid the use of an extension cord. If an extension cord must be used, it must be a

minimum 14 AWG, three wire with grounding type plug connector and rated not less than 1875 Watts. The cord shall not be more than 20 feet in length.

ELECTRICAL SPECIFICATIONS

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

CLEARANCE TO COMBUSTIBLES

Keep electrical cords, drapery, furniture and other combustibles at least 3 feet(0.9M) from the front of the heater and away from the sides.

CLEANING TRIM

Clean the metal trim using a soft cloth, slightly dampened with a citrus oil based product and buff with a clean soft cloth. DO NOT use brass polish or household cleaners as these products will damage the metal trim. Citrus oil based products can be obtained at supermarkets or hardware stores.

REPLACING THE LIGHT BULBS

This electric fireplace uses three clear 120V, 40 watt, E12 socket base light bulbs (candelabra base, B bulb). The 18EF010GAA and 23EF010GRA insert only require two clear 120V, 40 watt chandelier candle type bulb. For convenience, if a bulb burns out, it is a good idea to replace all the bulbs at the same time.

For models 28EF010GRA and 33EF010GRA when replacing the "flame effect" main lightbulbs, it is a good idea to replace the "downlight" bulbs at the same time. The downlight uses one opal 120V, 4 watt E12 socket lightbulb (candelabra base, C bulb).

- 1.) Turn the power switch off, then UNPLUG the power cord from the wall outlet.
- 2.) If fireplace has been operating, let the unit cool at least 2 hours.
- 3.) Locate and rotate the 2 nuts in counter-clockwise direction to loosen the glass from insert.(Figure 3)
- 4.) Carefully tilt glass and frame forward a couple of inches then pull complete glass assembly up and away from unit(Figure 4).
- 5.) Locate the two ember bed securing nuts on the left and right sides of the log set. These securing nuts are disguised as a wooden ember (Figure 5). Turn nuts counter clockwise to loosen, remove and set aside. Securely grab logs on left and right side and lift log/emberbed assembly straight up. Once ember bed has cleared the support bracket and threaded rods bring log/ emberbed assembly forward and out of unit and set aside in a safe place (Figure 6).
- 6.) Unhook light bulb spring clips from the bulbs, and unscrew the bulbs (Figure 8). After replacing the bulbs make sure to replace the light bulb spring clip. Remember to replace all the bulbs at the same time with clear 120V, 40 watt, E12 socket base lightbulbs.

NOTE: If you have a 28EF010GRA or 33EF010GRA electric insert, it is also wise to replace the downlight bulb at this time. Locate downlight on the inside ceiling of the firebox(Figure 7). Unscrew the lightbulb and replace with one opal 120V, 4 watt, E12 socket light bulb.

- 7.) Follow steps 1 through 4 in reverse order to reinstall glass and frame into your insert.

Figure 3

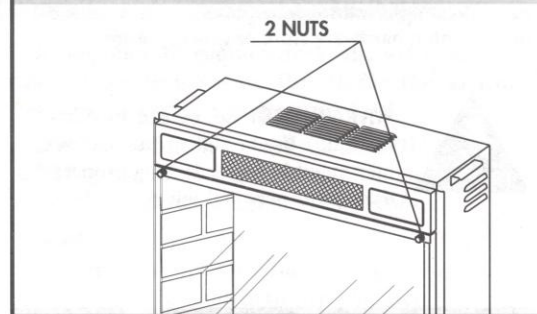


Figure 4



Figure 5

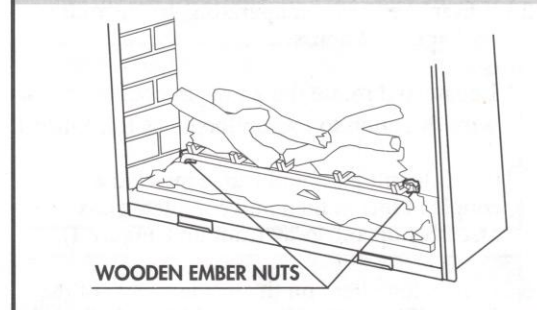
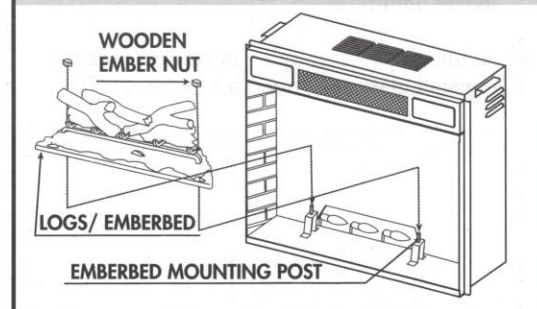


Figure 6



NOTE: We do not supply new lightbulbs for these units. New lightbulbs can be purchased at your local home center, hardware store or grocery store.



WARNING: Do not exceed 40 Watts per bulb. Use of higher rated bulbs may result in a fire, causing property damage or personal injury.

REPLACING THE DOWNLIGHT BULBS
Models 28EF010GRA and 33EF010GRA
ONLY

This fireplace uses one opal 120V, 4 Watt E12 socket light bulb (candelabra base, C bulb.)

Tools required one Phillips head screwdriver.

For convenience, if a bulb burns out, it is a good idea to replace all bulbs at the same time.

- 1.) Turn the power switch off, then **UNPLUG** the power cord from the wall outlet.
- 2.) If fireplace has been operating, let the unit cool at least 2 hours.
- 3.) Locate and rotate the 2 nuts in counter-clockwise direction to loosen the glass from insert.
- 4.) Carefully tilt glass and frame forward a couple of inches then pull complete glass assembly up and away from unit(Figure 4).
- 5.) Locate downlight on the inside ceiling of the firebox(Figure 7). Unscrew the lightbulb and replace with one opal 120V, 4 Watt E12 socket light bulb.
- 6.) Follow steps 1 through 4 in reverse order to reinstall glass and frame into your insert.

Figure 7

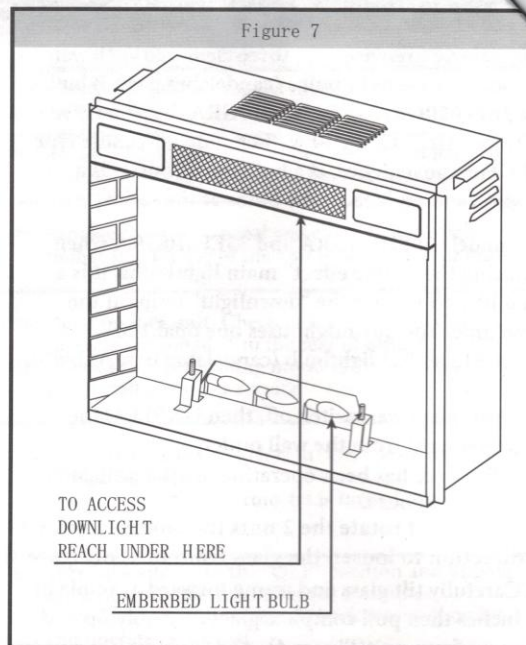
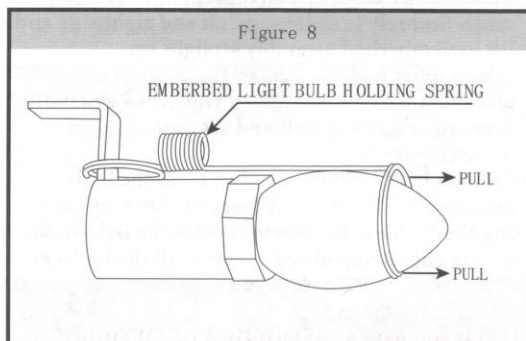


Figure 8



OPERATING INSTRUCTIONS • CONTROL FUNCTIONS

TO ACCESS CONTROL PANEL - Control panel can be accessed at upper-right corner of insert by pushing and lifting up the small door.

POWER - The Power switch supplies power to all of the functions of the fireplace. This switch must be in the position for any functions including the remote to work.

HEATER - Your fireplace consists of a fan forced wire element type heater. The (ICON HERE) switch turns the heater ON and OFF. The rotary switch (THERMOSTAT) controls the thermostat feature to help regulate your room's temperature accordingly. As an important safety feature, the heating element is designed with a delayed activation sequence. Therefore, when the heater is turned ON it will take several seconds for the unit to begin blowing hot air. Subsequently, the fan blower will continue to run for several seconds after the heater is switched OFF.

TEMPERATURE - The Temperature control knob regulates the temperature level of the heater. The further the knob is rotated clockwise, the higher the set point temperature.

Turning the knob counter-clock-wise will lower the set point temperature. Use this function to help regulate the ambient temperature level.

DOWN LIGHT (28EF010GRA & 33EF010GRA ONLY) - The Down Light switch turns on the down lights that illuminate inside of the firebox.

FLAME (18EF010GAA)

The Flame control knob adjusts the flame brightness. Turning the knob to the left (counter-clockwise) dims the lights and flame effect. If the knob is turned completely to the left (counter-clockwise) it will turn the flame effect OFF. Turning the knob to the right brightens the lights and flame effect.

FLAME (23EF010GRA, 28EF010GRA & 33EF010GRA)

Each time the flame button is pressed, the intensity of the flame decreases. There are five brightness levels you can cycle through including the OFF setting.

WARNING: During any service of this appliance, the power to the unit must be turned off. First turn the main power switch to the "OFF" position. Then remove the electrical plug from the wall outlet.

Figure 9

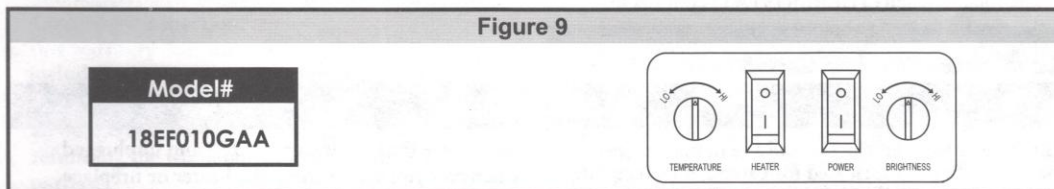


Figure 10

INDICATOR LIGHT

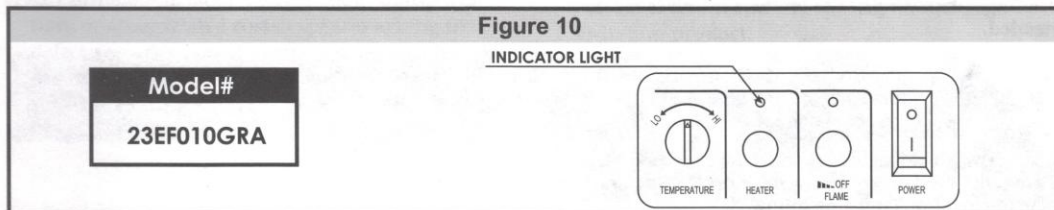
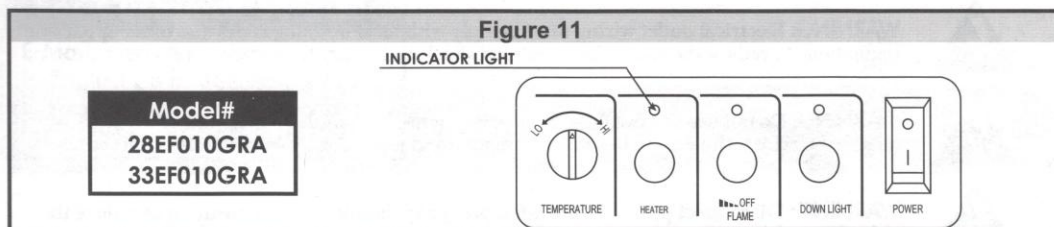


Figure 11

INDICATOR LIGHT



REMOTE CONTROL FUNCTIONS

REMOTE CONTROL FEATURES WORK SEAMLESSLY WITH CONTROL PANEL FUNCTIONS

3 BUTTONS REMOTE

**23EF010GRA, 28EF010GRA & 33EF010GRA
MODELS ONLY**

See Figure 12

NOTE: The insert Main Power Switch must be switched ON in order for the Remote Control to function.

POWER

The Power button will put the insert in a standby mode. This will turn off all functions at once but will hold the settings in memory. By pressing the button again the unit will turn on at the same settings.

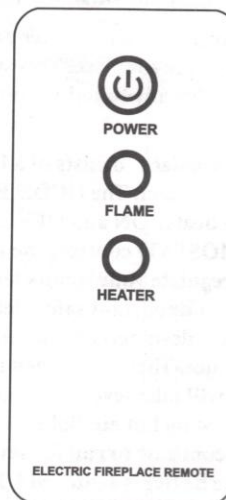
FLAME

Each time this button is pressed, the intensity of the flame decreases. There are five brightness levels you can cycle through including the OFF setting.

HEATER

This button will turn the power to the heater and blower on and off. As an important safety feature, the heating element is designed with a delayed activation sequence. Therefore, when the heater is turned ON it will take several seconds for the unit to begin blowing hot air. Subsequently, the fan blower will continue to run for several seconds after the heater is switched OFF. The rotary switch (THERMOSTAT) controls the thermostat feature to help regulate your room's temperature accordingly.

Figure 12



NOTE: PLEASE OPERATE REMOTE TRANSMITTER AT A SLOW MEASURED PACE. DEPRESS THE REMOTE CONTROL BUTTONS WITH AN EVEN MOTION AND GENTLE PRESSURE. REPEATEDLY PRESSING BUTTONS IN RAPID SUCCESSION MAY CAUSE THE TRANSMITTER TO MALFUNCTION.

MAINTENANCE

The motors used on the fan and the flame generator assembly are pre-lubricated for extended bearing life and require no further lubrication. However, periodic cleaning/vacuuming of the fan/heater unit is recommended.

Make sure the unit is turned OFF and unplugged whenever you are cleaning the heater or fireplace.



WARNING: Make sure the power is turned off before proceeding. Any electrical repairs or rewiring of this unit should be carried out by a licensed electrician in accordance with national and local codes.

If repairing or replacing any electrical component or wiring, the original wire routing, color coding and securing locations must be followed.



WARNING: Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and injury to persons.



WARNING: Do not use this fireplace if any part of it has been under water. Immediately call a qualified service technician to inspect the fireplace and replace any part of the electrical system.



WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electrical shock or personal injury.

1 YEAR LIMITED WARRANTY

Twin-Star™ Electric Fireplace Models

BASIC WARRANTY

Twin-Star International, Inc. (hereinafter referred to collectively as the ("Company")) warrants that your new Twin-Star Electric Fireplace is free from manufacturing and material defects for a period of one year from date of purchase, subject to the following conditions and limitations.

1. This electric fireplace must be installed and operated at all times in accordance with the installation and operating instructions furnished with the product. Any unauthorized repair, alteration, willful abuse, accident, or misuse of the product shall nullify this warranty.
2. This warranty is non-transferable, and is made to the original owner, provided that the purchase was made through an authorized supplier of the company.
3. The warranty is limited to the repair or replacement of part(s) found to be defective in material or workmanship, provided that such part(s) have been subjected to normal conditions of use and service, after said defect is confirmed by the Company's inspection.
4. This warranty does not cover the light bulb(s) included with the Twin-Star Electric Fireplace.
5. The Company may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of the defective part(s).
6. Any installation, labor, construction, transportation, or other related costs/expenses arising from defective part(s), repair, replacement, or otherwise of same, will not be covered by this warranty, nor shall the Company assume responsibility for same.
7. 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, or inability to use the product, except as provided by law.
8. All other warranties – expressed or implied – with respect to the product, its components and accessories, or any obligations/liabilities on the part of the Company are hereby expressly excluded.
9. The Company neither assumes, nor authorizes any third party to assume, on its behalf, any other liabilities with respect to the sale of the Twin-Star product.
10. The warranties as outlined within this document do not apply to non Twin-Star accessories used in conjunction with the installation of the product.

This warranty is void if:

- a. The fireplace is subjected to prolonged periods of dampness or condensation.
- b. Any unauthorized alteration, willful abuse, accident, or misuse of the product.
- c. You do not have the original receipt of purchase.

IF WARRANTY SERVICE IS NEEDED

- 1) Contact the Company, at parts@twinstarhome.com, or call 866-661-1218 in English, 866-374-9203 in French, 866-661-1218 in Spanish. Make sure you have your warranty, your sales receipt, location of purchase and the model/serial number of your Twin-Star product.

For updates and revisions to this manual
please see our website
www.twinstarhome.com/instructions

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