

**INSTRUCTION MANUAL ENCLOSED  
MANUEL D'INSTRUCTION Á L'INTÉRIEUR  
MANUAL DE INSTRUCCIONES ADJUNTO**



**ATTENTION**



**IF YOU HAVE ANY PROBLEMS OR QUESTIONS, EMAIL  
OR CALL CUSTOMER SERVICE BEFORE YOU RETURN  
THIS PRODUCT TO THE STORE WHERE IT WAS PURCHASED.**

For Customer Service: email: [parts@twinstarhome.com](mailto:parts@twinstarhome.com)  
in English Call: 866-661-1218  
in Spanish Call: 866-661-1218  
in French Call: 866-374-9203



**ATENCIÓN**



**SI TIENE ALGÚN PROBLEMA O PREGUNTAS,  
ENVÍE UN MENSAJE DE CORREO ELECTRÓNICO O LLAME AL SERVICIO  
DE ATENCIÓN AL CLIENTE ANTES DE DEVOLVER  
ESTE PRODUCTO A LA TIENDA EN LA QUE LO COMPRÓ.**

Servicio de atención al cliente: Correo electrónico: [parts@twinstarhome.com](mailto:parts@twinstarhome.com)  
Línea para llamadas en inglés: 866-661-1218  
Línea para llamadas en español: 866-661-1218  
Línea para llamadas en francés: 866-374-9203



**ATTENTION**



**SI VOUS AVEZ DES PROBLÈMES OU QUESTIONS,  
ENVOYEZ UN COURRIEL AU SERVICE À LA CLIENTÈLE OU APPELEZ LE  
SERVICE À LA CLIENTÈLE AVANT DE RETOURNER  
CE PRODUIT OÙ VOUS L'AVEZ ACHETÉ.**

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# WALL HANGING ELECTRIC FIREPLACE

VENT FREE FIREPLACE WITH HEATER

HOMEOWNERS OPERATING MANUAL

**MODELS: 35HF500GRA- ESP**  
**35HF500GRA- BLK**  
**35HF500GRA- OAK**

## CONSUMER SAFETY INFORMATION

PLEASE READ THIS MANUAL BEFORE USING 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 Operating Instructions before using this appliance.

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

### For Customer Service:

**E-Mail: [parts@twinstarhome.com](mailto:parts@twinstarhome.com)**  
**In English Call: 866-661-1218**  
**In French Call: 866-374-9203**  
**In Spanish Call: 866-661-1218**

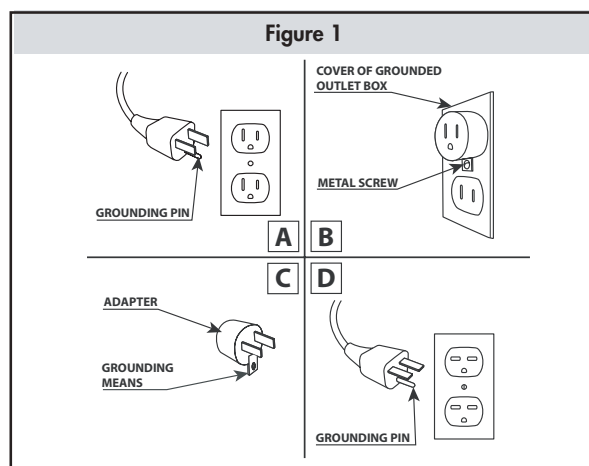
Twin-Star International, Inc.  
Delray Beach, FL 33445

Made in China  
Printed in China

# 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.  
**WARNING: In order to avoid overheating, do not cover the heater. It can not be used in a wardrobe.**
3. CAUTION: Whenever the heater is left operating and unattended, extreme caution is necessary if children or invalids are nearby.
4. The appliance is not to be used by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.
5. Children being supervised not to play with the appliance.
6. If possible, always unplug this appliance when not in use.
7. 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.
8. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
9. Any repairs to this fireplace should be carried out by a qualified service person.
10. Under no circumstances should this fireplace be modified. Parts having to be removed for servicing must be replaced prior to operating this fireplace again.
11. Do not use outdoors.
12. 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.
13. 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.
14. To disconnect this appliance, turn controls to the off position, then remove plug from outlet.
15. Connect to properly grounded outlets only.
16. 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.
17. There is a thermostat limiter inside the heater. When the inner temperature over-heats or abnormal heating occurs, the thermostat protective device will cut-off the power supply to avoid damage to the fireplace or risk of fire.
18. The heaters must not be located immediately below a socket-outlet.
19. 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.
20. 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.
21. 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.
22. 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.
23. Avoid the use of an extension cord because the extension cord may overheat and cause 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 (6 m) in length.
24. See directions in Figure 1.  
This heater is for use with 120 Volt outlet. The cord has a plug as shown in Figure 1. See Figure 1 for grounding instructions. 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 INSTRUCTION

## TOOL REQUIRED

- Magnetic Phillips Screw Driver
- Rotary Hammer / Electric Drill
- Unpacking the Electric Fireplace



**WARNING!** Do NOT use this Electric Fireplace if any part has been under water. Immediately call a qualified service technician to inspect and to replace any part of the electrical system if necessary. Keep plastic wrapping away from children.

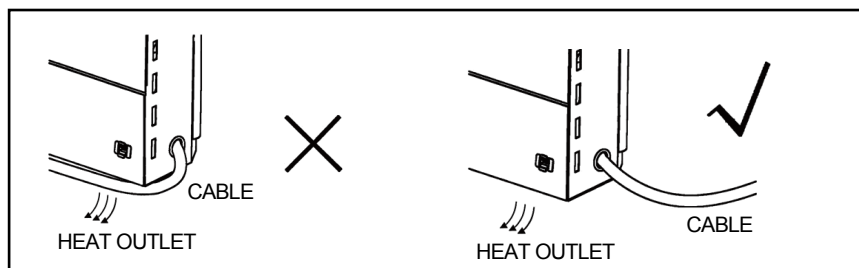
- Open the packaging carefully and remove the foam.
- Remove and discard the plastic bag.
- Be responsible when handling the packing materials.
- Keep the original packaging for future transport and/or storage.
- Check all accessories are got before you keep the packing.

## LOCATING YOUR ELECTRIC FIREPLACE

Your new electric fireplace may be installed virtually anywhere in your home. However, when choosing a location ensure that the general instructions are followed. For best results, install out of direct sunlight. Power supply service must be either completed or placed within the electric fireplace prior to finishing to avoid reconstruction.



**CAUTION:** Set the cable always as below picture.



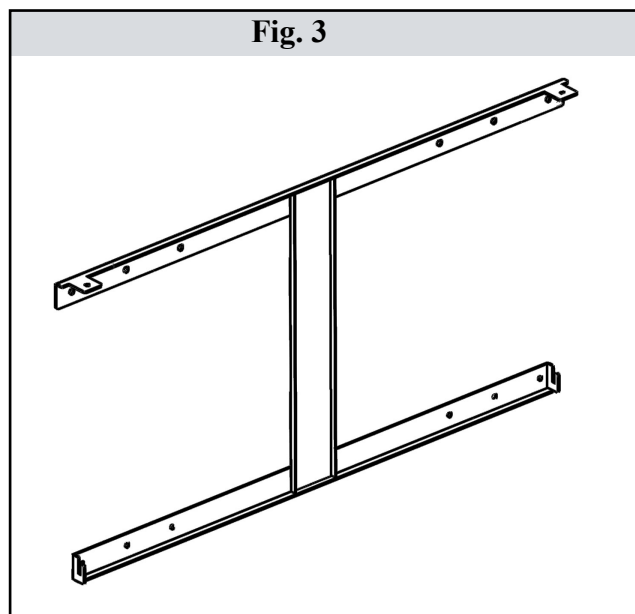
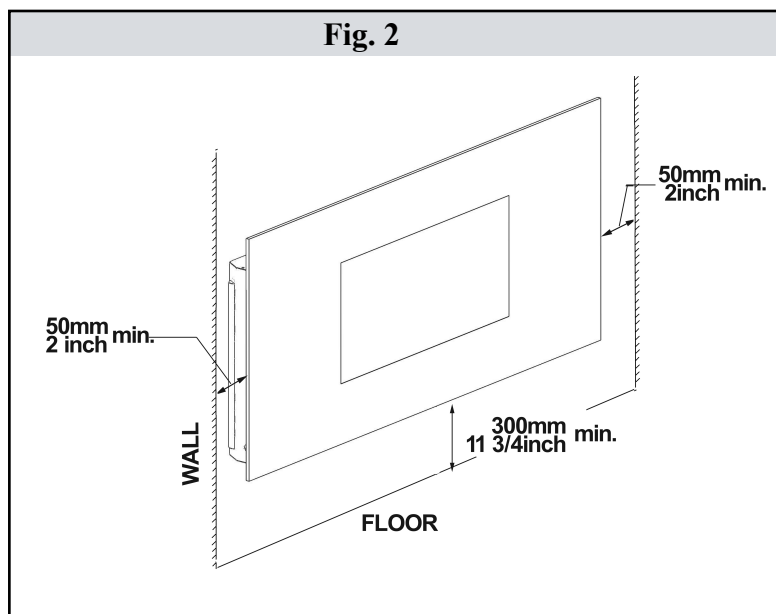
**WARNING !** Keep drapery and other furnishings at least 3ft /0.9m from the front and sides of the electric fireplace.

### Clearance to Combustibles

- Sides ..... 2 in. ( 50 mm )
- Floor ..... 11 3/4 in. ( 300 mm )
- Top ..... 0 in. ( 0 mm )
- Back ..... 0 in. ( 0 mm )

### INSTALL YOUR FIREPLACE ( Fig. 2 ) :

- Open the box and take out the wall mounting bracket.
- Choose a solid and plain wall and then put the bracket on the position where you want to install the fireplace. Mark the 4 holes by a pen from the holes on the bracket. (Fig. 3)

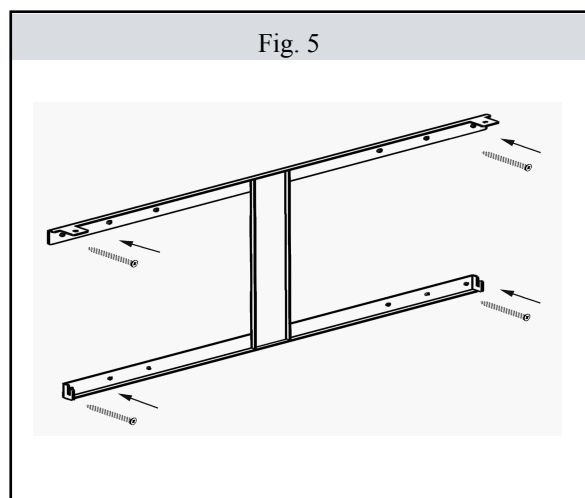
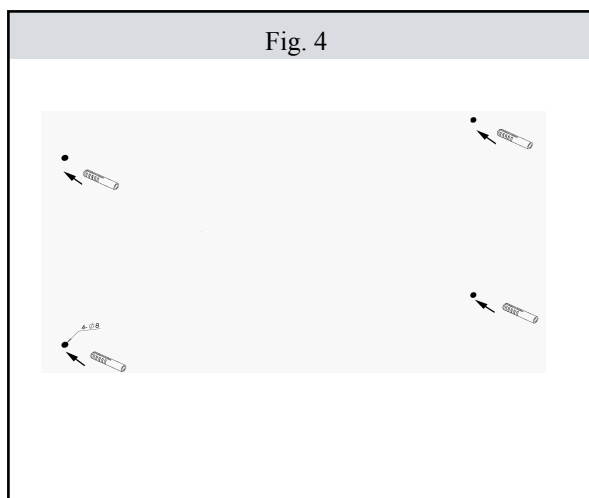


# INSTALLATION INSTRUCTION

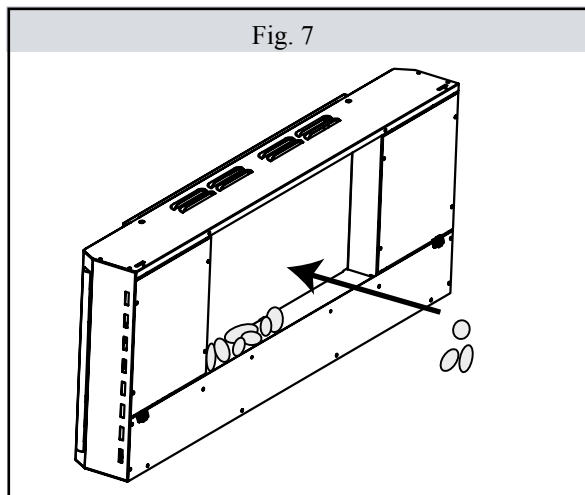
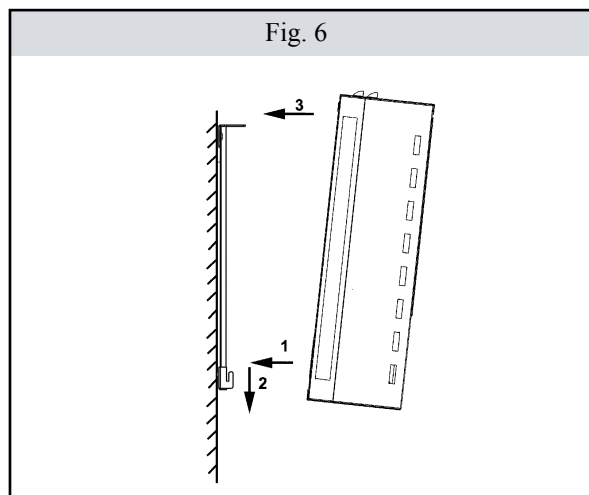
- Take away the bracket and then drill 4pcs  $\Phi$  8mm, 40mm deep holes on the wall. Put the plastic wall plug in to the hole. (Fig.4 )  
If the wall is solid wood, drill 4pcs  $\Phi$  3.8 mm, 40mm deep holes on the wood and no needed of the plastic wall plug.

**Note: When install the fireplace to the solid wood wall, please choose 16 Inches in length between the 2 holes. Ensure locked to the stud of the solid wood wall.**

- Fix the bracket by 4pcs  $\Phi$  5 X 38mm screws. ( Fig. 5).

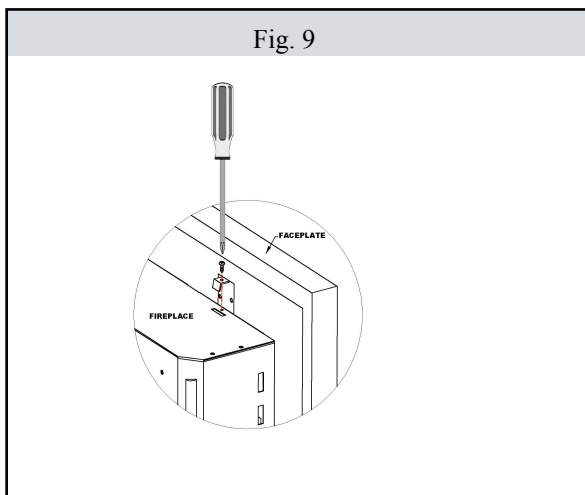
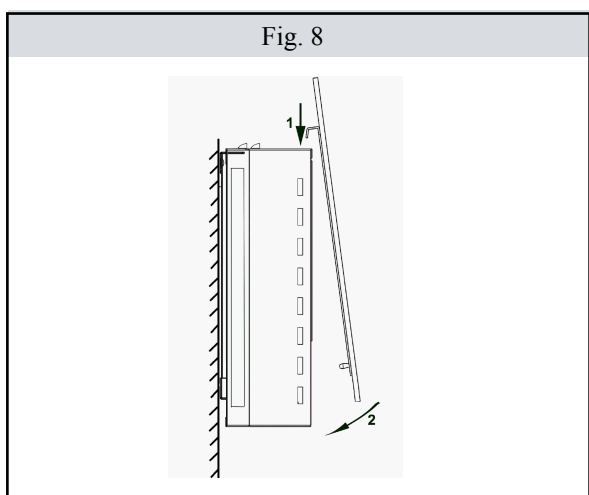


- Hang the fireplace on the hooks at bottom and push the fireplace into the bracket and then fix it by 2pcs M5  $\times$  8 screws. (Fig.6)
- Locate the pebbles on the fuel bed. (Fig. 7)



- Install the fireplace front as picture. (Fig. 8)
- Lock the pothook at the top with 2 screws ST 4 X 10mm. (Fig.9)

**Note: To avoid the front door flame drop down to hurt person, pleas lock tight the pothook screws.**



## FIREPLACE 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 feet (1.8 m) 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 wires with grounding type plug connector and rated not less than 1875 Watts. The cord shall not be more than 20 feet (6 m) in length.

## ELECTRICAL SPECIFICATIONS

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

## CLEARANCE TO COMBUSTIBLES

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

## CLEANING TRIM

Clean the metal trim using a soft cloth, slightly dampened with 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.

# MAINTENANCE



**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.



**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.

# OPERATING INSTRUCTIONS-CONTROL FUNCTIONS

This appliance can be operated by both remote control and manual button. Once the unit has been properly connected to an earthed electrical outlet, turn on the main power switch located on the left hand side of the appliance. A beep should be heard when the power is first applied.



**CAUTION !** The unit's power cord must be connected to a properly grounded and protected 120V outlet. Always use ground fault protection where required by the electrical code.



**WARNING!** Do not operate the unit if it is damaged or has malfunctioned. If you suspect the unit is damaged, please call a qualified service technician to inspect and to replace any part of the electrical system if necessary

**NOTE !** To use both remote and manual function. As the main power switch must be in "ON" position.

## Operating by Manual Button

**NOTE!** The manual button on the fireplace unit is not provide you with all function control, and its propose is to control some basic function when you lose the remote handset. Please use the remote handset to carry out all functions.

## TO ACCESS CONTROL PANEL

Control panel can be accessed at upper-right side of the fireplace. (Fig. 10 )

### Main Power Switch

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

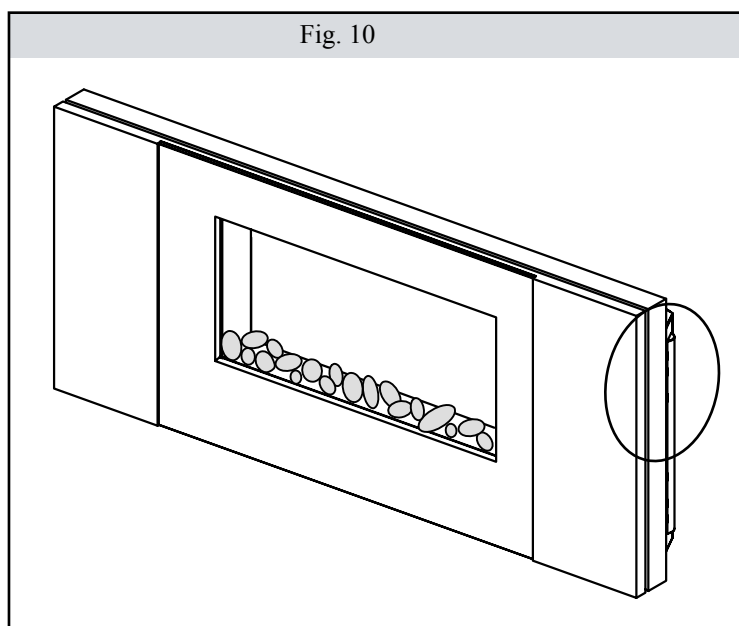


Fig. 10

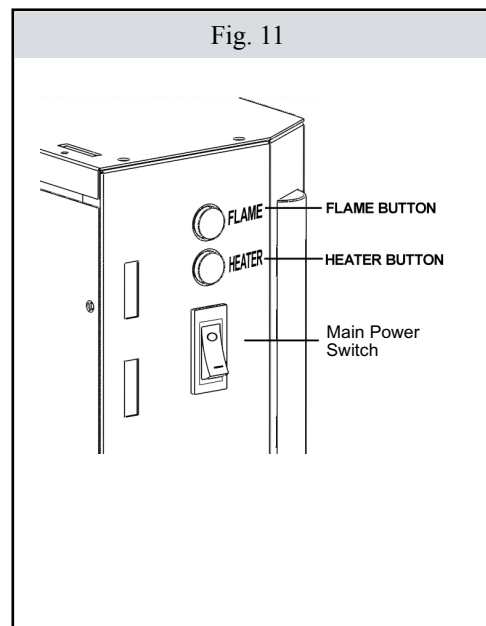
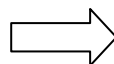


Fig. 11

### Flame Button

By pressing the FLAME button the unit will cycle through eight flame and backlight effect. If you need more flame. and backlight effects, please use the remote handset.

### Heater Button

Press once HEATER button left hand heater on. (Pilot lights illuminated ●○).

Press again turns left hand heater off and right hand heater on. (Pilot lights illuminated ○●).

Press third time turns left and right hand heater on at the same time. ( Pilot lights illuminated ●●)

Press fourth time turns left and right hand heater off. ( Pilot lights illuminated ○○).

There are 4 levels you can cycle through including the OFF setting.

# REMOTE CONTROL FUNCTIONS

REMOTE CONTROL FEATURES WORK SEAMLESSLY WITH CONTROL PANEL FUNCTIONS

## 5 BUTTONS REMOTE

**Models :** 35HF500GRA -ESP /BLK/ OAK

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

### POWER

The Power button will put the fireplace in a standby mode. This will turn off all functions at once but will hold the settings in memory. Except Heater function, by pressing the button again the unit will turn on at the same settings.

### FLAME

The fireplace has four flame effects, by pressing the FLAME button the unit will cycle through each effect.

### BACK LIGHT

The fireplace has five back light effects, by pressing the backlight button the unit will cycle through each effect including OFF setting.

### SPEED

Press SPEED button, the flame speed will be changed. Total 3 speed levels.

### HEATER

Press once turns left hand heater on. (Pilot lights illuminated ●○)

Press again turns left hand heater off and right hand heater on. (Pilot lights illuminated ○●)

Press third time turns left and right hand heater on. (Pilot lights illuminated ●●)

Press fourth time turns left and right hand heater off. (Pilot lights illuminated ○○)

**NOTE: This remote control uses 1 CR2032 Lithium Ion button cell battery (Included). Never dispose of batteries in fire, except under conditions of controlled incineration. (Failure to observe this precaution may result in an explosion.)**

**NOTE:** This equipment has been tested and found to comply with the limits for 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 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/TV technician for help.

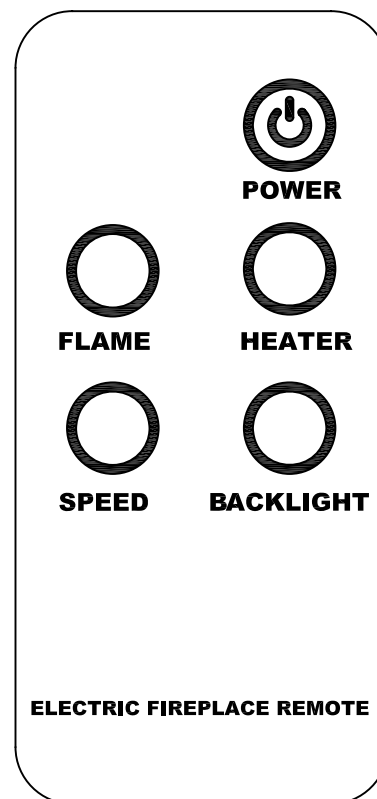
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

Modifications not approved by the party responsible for compliance could void user's authority to operate the equipment.

This Class B digital apparatus complies with Canadian ICES-003.

Fig. 12



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



## PARTS LIST

Part Name	35HF500GRA-ESP	35HF500GRA-BLK	35HF500GRA-OAK
Left Heater/Blower Assembly	✓	✓	✓
Right Heater/Blower Assembly	✓	✓	✓
Flame Blower Assembly	✓	✓	✓
Main Power Switch	✓	✓	✓
Main Control PCBA	✓	✓	✓
Right Backlight PCBA	✓	✓	✓
Left Backlight PCBA	✓	✓	✓
Control Panel Circuit Board	✓	✓	✓
Remote Control- 5 Buttons	✓	✓	✓

## TROUBLE & SHOOTING GUIDE

PROBLEM	SOLUTION
1. No power.	1a. Check that unit is plugged into a standard 120V outlet. 1b. Check that Main Power Switch is in "ON" position.
2. Main power switch is in "ON" position. but no flame effect.	2a. Open the front panel and place to a safe position, and check if the flame blower was running.
3. Have flame effect , but heater does not blow warm air.	3a. Try to turn on/off HEATER button several times to make sure it is at "ON" position, and the indicator light should light up at the same time
4. Heater doesn't work, but Power and Heater switches are at the "ON" position.	4a. 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 turn on as normal. To see if it working as normal. If not, call the customer service.

# 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. 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).
5. 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.
6. 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.

7. 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.
8. 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.
9. The warranties as outlined within this document do not apply to non Twin-Star accessories used in conjunction with the installation of this product.
10. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

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

Contact the company, at [parts@twinstarhome.com](mailto: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/serialnumber of your Twin-Star products.

**For update and revisions to this manual  
please see our website  
[www.twinstarhome.com/instructions](http://www.twinstarhome.com/instructions)**

#### For Customer Service:

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