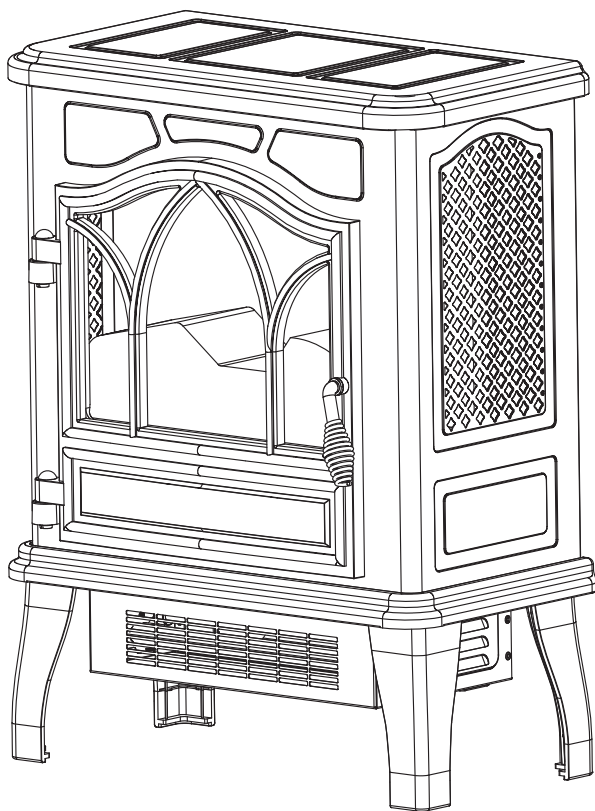




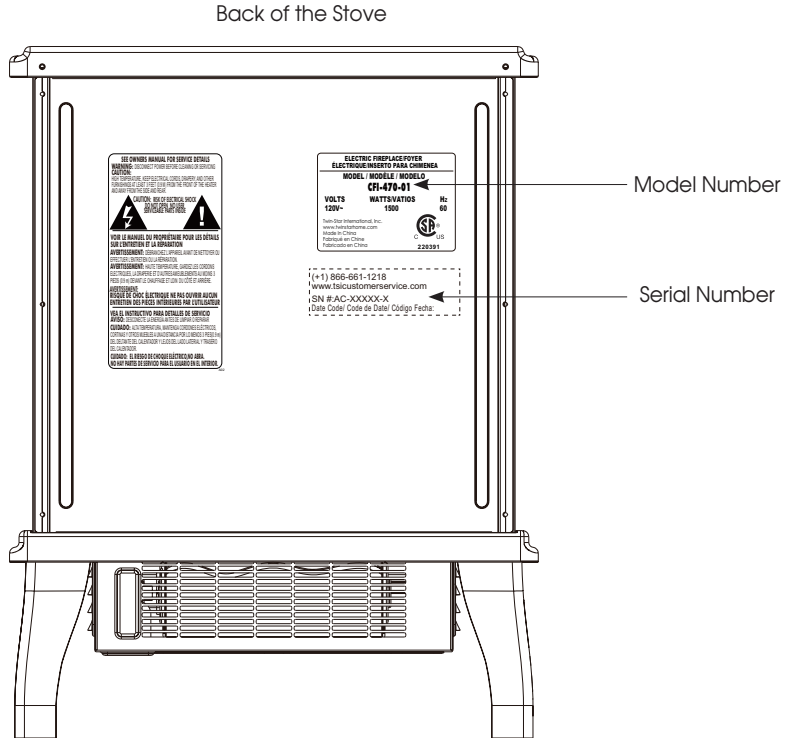
CFI-470-11



Distributed by: TRACTOR SUPPLY COMPANY
5401 VIRGINIA WAY BRENTWOOD, TN 37027

GETTING STARTED

1. The serial number is located on the back of the stove, the serial number is necessary for product warranty registration and customer service.



2. Go to tsicustomerservice.com for product warranty registration. If you are unable to complete registration save your proof of purchase for warranty purposes.

PRODUCT SPECIFICATIONS

VOLTAGE	120V~, 60 Hz
AMPS	12.5 Amps
WATTS	1500 Watts

REGISTER YOUR NEW PURCHASE **online!**

INSCRIRE VOTRE NOUVEL ACHAT • REGISTRAR SU NUEVA COMPRA

Thank you for purchasing our product. Please take a moment to visit **tsicustomerservice.com** to register your new purchase:

Merci d'avoir acheté ce produit. Veuillez prendre un court instant pour vous rendre sur **tsicustomerservice.com** et enregistrer votre nouvel achat :

Gracias por adquirir nuestro producto. Tómese un momento para visitar **tsicustomerservice.com** y registrar su nueva adquisición:

tsicustomerservice.com

Customer Service Portal
Twin-Star Customer Service online resource to Order Parts, Product Registration, and to request Product and General Information

Login

log in >

New Registration

[Product Manuals](#) [FAQs](#) [Help Videos](#) [Manufacturer Warranty](#) [Order Tracking](#) [Product Registration](#) [Retailers Returns](#)

DON'T FORGET TO REGISTER YOUR PRODUCT ONLINE TO RECEIVE SPECIAL OFFERS, TIPS AND MORE!
N'OUBLIEZ PAS D'ENREGISTRER VOTRE PRODUIT EN LIGNE AFIN DE RECEVOIR DES OFFRES SPÉCIALES, DES CONSEILS ET PLUS ENCORE!
NO OLVIDE REGISTRAR SU PRODUCTO EN LÍNEA PARA RECIBIR OFERTAS ESPECIALES, CONSEJOS Y MÁS!

When registering your product, be sure to sign up for our updates to receive important service information and helpful tips. We value your privacy and will never share your personal information with other organizations. The information you submit is used only for providing product related services to you.

Lorsque vous enregistrez votre produit, assurez-vous de vous inscrire à nos mises à jour afin de recevoir d'importantes informations concernant les services et de précieux conseils. Nous accordons de l'importance à votre vie privée et nous ne communiquerons jamais vos informations personnelles à d'autres organisations. Les informations que vous fournissez sont utilisées uniquement pour vous offrir des services en lien avec les produits.

Si vous n'êtes pas en mesure d'effectuer l'enregistrement, conservez votre preuve d'achat pour le remplacement de pièces.

Cuando registre su producto, asegúrese de suscribirse para recibir actualizaciones importantes sobre el servicio y consejos útiles. Valoramos su privacidad y no compartiremos su información personal con otras organizaciones. La información que envíe se usará solo para proporcionarle servicios relacionados con el producto.

DEPENDABLE CUSTOMER SERVICE • SERVICE À LA CLIENTÈLE • ATENCIÓN AL CLIENTE CONFIABLE FIABLE

Questions? | Des questions? | ¿Tiene preguntas?

Call our toll-free message centers 24 hours a day, 7 days a week.
Call customer service Monday to Friday 8:30 am – 5:30 pm EST.

Appelez nos centres de messages sans frais 24 heures sur 24, 7 jours par semaine.
Appelez le service à la clientèle Lundi – Vendredi 8 h 30 – 17 h 30 (HNE)

Llame a nuestra línea gratuita las 24 horas del día, los 7 días de la semana.
Llame al servicio de atención al cliente. De lunes a viernes de 8:30 a. m. a 5:30 p. m. (hora estándar del este)

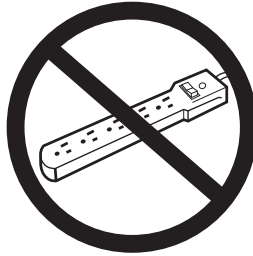
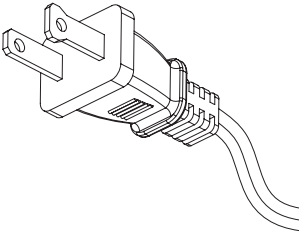
1.866.661.1218

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.
3. **CAUTION:** Never leave the heater operating unattended. Extreme caution is necessary if unsupervised 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. Always unplug this appliance when not in use.
6. 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.
7. 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.
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. 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.
13. 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.
14. 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 stove should not be used as a drying rack for clothing. Christmas stockings or decorations should not be hung in the area of it.

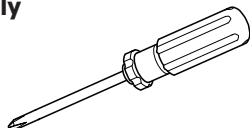
15. Use this appliance only as described in the manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
16. This product is equipped with a polarized plug (one blade is wider than the other blade). To reduce the risk of electrical shock, this plug will fit into a polarized outlet only one way. This is a safety feature. If you are unable to insert the plug into the electrical outlet, try reversing the plug. If the plug still does not fit, contact a qualified electrician.



SAVE THESE INSTRUCTIONS

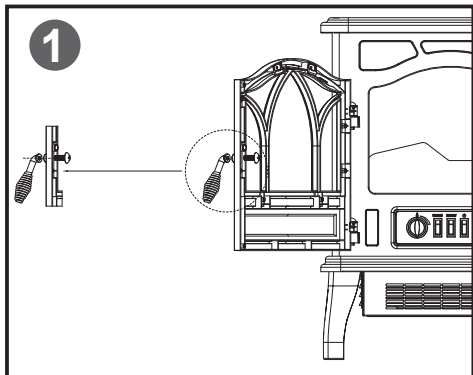
INSTALLATION INSTRUCTIONS

Tools Required for Assembly

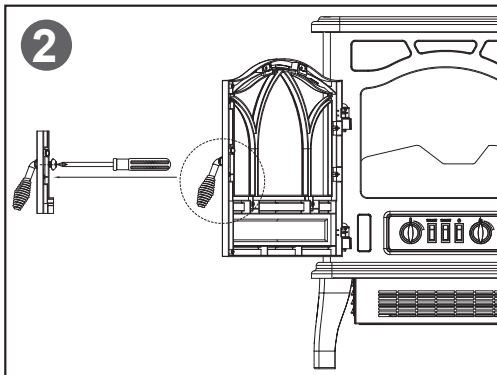


Phillips Head Screwdriver

1. Handle Installation

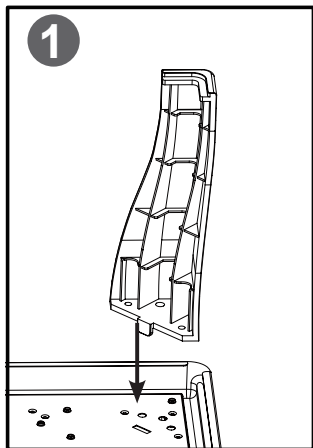


Attach the handle to the mounting hole on the front of the door.

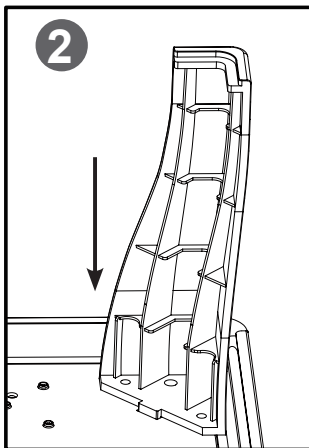


Insert the screw (0.16 in. x 0.4 in.) from inside of door and tighten the screw until the handle can not be turned.

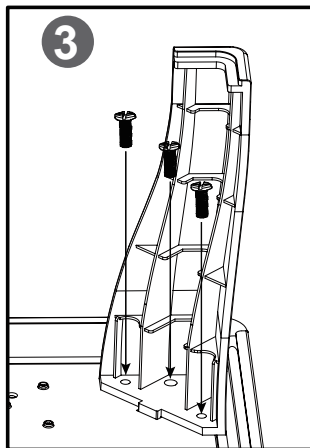
2. Leg Assembly



Align the mounting tab into the bracket.

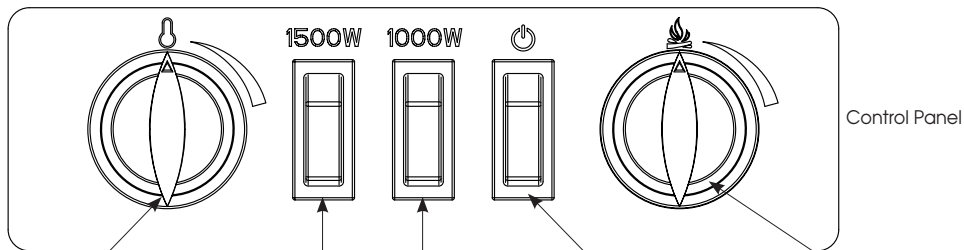
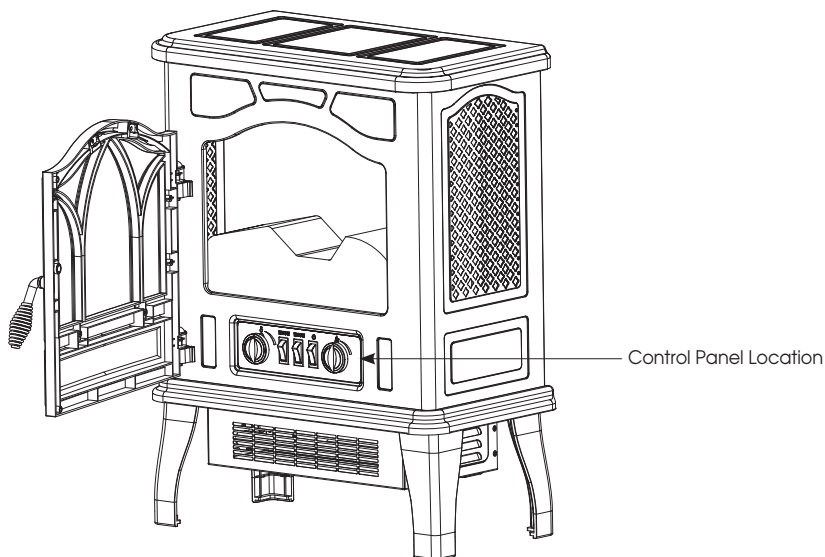


Slide the leg downward to lock in place. When locked in position the screw holes from step 3 will be aligned.



Fasten the leg to the base using the included screws, 3 per leg.

OPERATION INSTRUCTIONS



Thermostat Dial

1. Set the thermostat by turning the knob clockwise to allow the heater to warm up the room.
2. When the desired comfort level is reached, lower the thermostat by turning the knob counter clockwise until the unit shuts off.
3. The heater will now automatically maintain the desired comfort level by cycling the heater on and off.

Note: Day to day changes in room or outdoor temperatures can effect the thermostat. Readjust the thermostat if needed.

Heater Switch

1. The 1000W switch will turn on the heater to the low heat setting and will also turn the heater off.
2. Turning on both the 1000W and 1500W switches will turn on the high heat setting.

High Heat--
1000W(ON)+1500W(ON)

Low Heat--
1000W(ON)+1500W(OFF)

Power Switch

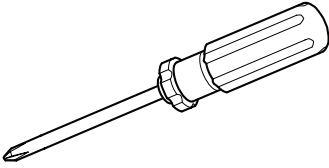
1. This switch turns on and off the main power.
2. The switch will be illuminated when the heater is on.
3. This switch needs to be on to use the heater.

Flame Brightness Dimmer

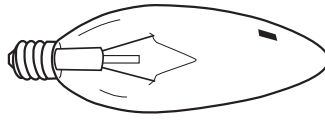
1. Turning the dial clockwise will increase the brightness of the flame effect.
2. Turning the dial counter clockwise will decrease the brightness of the flame effect.

BULB REPLACEMENT

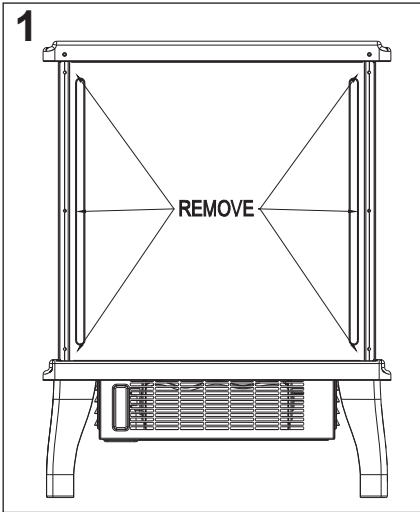
Tools Required for Assembly



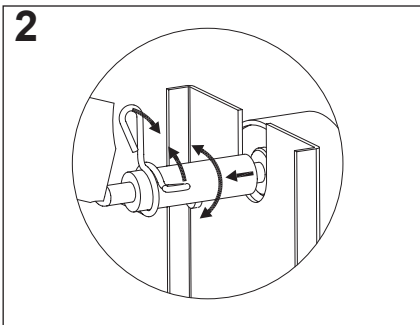
Phillips Head Screwdriver



Clear, 40 Watt, E12 socket base light bulb (candelabra base, B bulb).

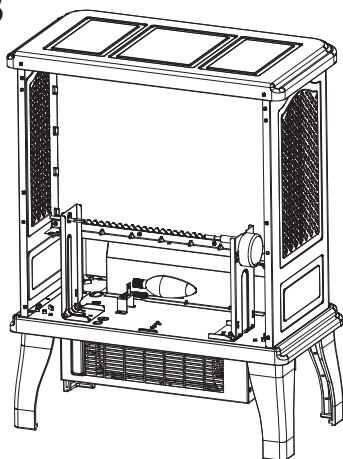


1. Unplug the stove. Remove the screws holding the stove back panel in place. Remove the back panel to access the light bulb.



2. Pinch the spring clip to loosen the spindle, and gently turn and pull the rubber gromet out of the spinner motor shaft. Remove the spindle and set aside.

3



3. Remove light bulb and replace. Reverse steps 2 and 1 Replace spindle and reinstall stove back panel into position; be careful to not overtighten the screws.

TROUBLESHOOTING

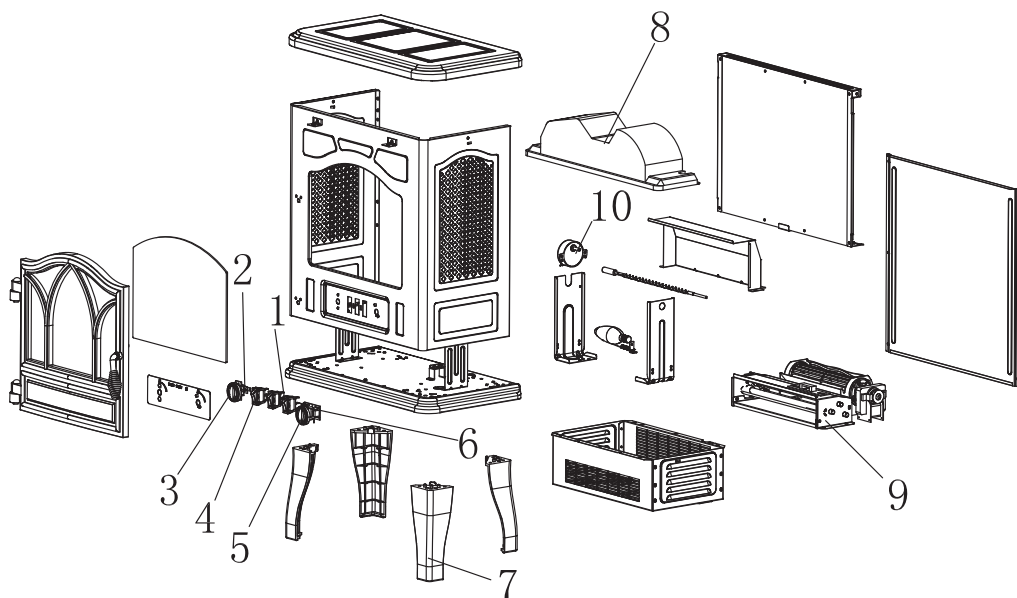
PROBLEM PROBLEMA / PROBLÈME	ROOT CAUSE ORIGEN DE LA CAUSA / CAUSE PROBABLE	CORRECTIVE ACTION MEDIDAS CORRECTIVAS / ACTION CORRECTIVE
No power, switches do not light up.	Power cord was not plugged into the outlet.	Check that the unit is plugged into a standard 120V outlet.
Stove does not turn on manually.	No incoming power from the electrical wall socket or switches.	Check circuit breakers and move unit to another outlet.
	Improper operation.	Manually press main power button from front of unit.
	Defective switch	Replace power switch.
Flames are not moving.	Defective flame generator drive motor.	Replace flame generator drive motor.
	Spinner detached from the motor.	Remove the back panel and check to see if "spinner" is correctly mounted to the motor.
Flames are not visible.	Burnt out light bulb.	Replace 40 Watt candelabra bulb.
Flames are not bright.	Normal operation.	Turn brightness dimmer knob until desired brightness is achieved.
	Defective dimmer switch.	Replace dimmer switch.
Heater is not turning off.	Defective Thermostat.	Replace Thermostat.
Heater is not turning on.	Improper operation.	Manually press main power button on front of unit.

	Defective switch.	Replace heater switch.
	Defective heater blower motor.	Replace heater/blower assembly.
Not producing enough heat.	Power strip/surge protector/ extension cord being used.	Plug unit directly into the wall.
	Location of unit.	Make sure unit is located on an interior wall.
Unit blows cool or cold air.	Defective heater blower motor.	Replace heater/blower assembly.
Noise with heater on.	Dirty heater blower motor.	Gently vacuum heater blower vents.
	Defective heater blower motor.	Replace heater/blower assembly.
Noise with flames on and heater off.	Defective flame generator drive motor.	Replace flame generator drive motor.
	Dented back panel.	Refer to TSI customer service.
	Warped spinner shaft.	Refer to TSI customer service.
Power cord gets warm.	Normal operation.	Check your heater cord and plug connections. Faulty wall outlet connections or loose plugs can cause the outlet or plug to overheat. Be sure the plug fits tight in the outlet. Heaters draw more current than small appliances, so overheating of the outlet may occur even if it has not occurred with the use of other appliances. During use check frequently to determine if your plug outlet or faceplate is HOT! If so, discontinue use of the heater and have a qualified electrician check and/or replace the faulty outlet(s).
Is it safe to place unit on carpet?	Product Inquiry.	It is safe to place unit on carpet, but make sure any flammable items are at least 3 feet away from front and sides of the unit.
How many square feet will my unit warm up?	Product Inquiry.	Provides supplemental heat up to 1000 square feet.
Heater doesn't work, but Power and Heater switches are in the "ON" position and thermostat is set on the highest level.	The thermal protector has tripped.	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.

REPLACEMENT PARTS

PART PIEZA / PIÈCE	PART NAME NOMBRE DE LA PIEZA / NOM DE LA PIÈCE	PART NUMBER/ NÚMERO DE PIEZA / NUMÉRO DE PIÈCE
1	Power Switch	P06-S
2	Thermostat	P03-S
3	Thermostat knob	P05-S
4	Heater Switch	P06-S
5	Dimmer Knob	P04-S
6	Dimmer Switch	P07-S
7	Legs	Y16-S181-LG
8	Emberbed	Y16-S181-P02
9	Heater/Blower Assembly	Y16-S181-P01
10	Flame Generator Drive Motor	P10-Q-S

EXPLODED VIEW



1-YEAR LIMITED WARRANTY

The manufacturer warrants that your new 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. Install and operate this appliance in accordance with the installation and operating instructions furnished with the product at all times. 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 product.
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 manufacturer's inspection.
4. The manufacturer 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 manufacturer 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 manufacturer are hereby expressly excluded.
8. The manufacturer neither assumes, nor authorizes any third party to assume on its behalf, any other liabilities with respect to the sale of the product.
9. The warranties as outlined within this document do not apply to non 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.

CARE AND MAINTENANCE

- Clean the trim using a soft cloth, slightly dampened with citrus oil based product and buff with a clean soft cloth.
- Citrus oil based products are recommended for cleaning and can be found at supermarkets or hardware stores.
- **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:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electrical shock or personal injury.

CUSTOMER SERVICE

tsicustomerservice.com

For Customer Service

Call 1-866-661-1218

Questions?

Our message centers are available 7 days a week 24 hours a day at our toll-free help line.

Our Consumer Service department is available Monday – Friday 8:30 am – 5:30 pm EST.

We can help you with assembly and if necessary, replace damaged/missing parts.

IMPORTANT:

Before contacting Customer Service, please have this information available:

- Serial Number
- Model Number
- Sales Receipt or Proof of Purchase



1-866-661-1218

tsicustomerservice.com