

# FRASER HILL FARM®

## Christmas Tree Assembly Instructions and Helpful Hints

**Save These Instructions for future use!**

Thank you for your purchase of this quality Christmas tree. With proper use and care, your Christmas tree will provide you with years of enjoyment. Please follow the instructions on how to assemble and disassemble your Christmas tree. If you should have any problems with your tree, or if the tree does not light after assembly, please DO NOT return it to the place of purchase. Instead refer to the trouble shooting section of this manual or call our toll-free number 1-855-591-7451 between 9AM and 8PM or email us at [Holiday@FraserHillFarm.com](mailto:Holiday@FraserHillFarm.com) and a customer service representative will assist you. Enjoy your Holiday!

### Finding the Model Number

The model number is located on the side of the carton and on your purchase receipt. Please save or take a photo for any future questions or warranty needs.

### What's Included in the Box

- Tree Stand
- Thumb Screw (3 pieces)
- Remote (For select models)
- Sections of Tree (Section count will vary by tree size)
  - 6.5'-7.5' trees include 3 sections
  - 8'-9' trees include 4 sections
  - 10' trees include 4 sections
  - 12' trees include 5 sections

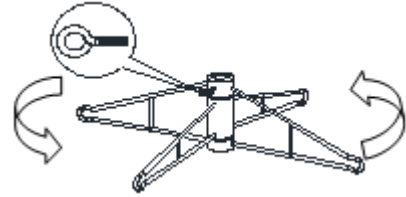
**Please read all instructions completely** before assembling your tree. Use only miniature tree lights. Note that the stand shown may differ from the stand supplied with your tree.

**Storage Tips:** We recommend saving the original carton to store the tree in or using a tree storage bag. Remove all ornaments and decorations from tree. Store tree in a cool, dry area where the temperature does not exceed 100°F.

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## Setting Up Your Tree Stand

- Remove the tree stand and adjust the legs to form an X shape, ensuring 90-degree angles between legs, and loosely insert one of the thumb screws to secure the legs in place.
  - Your assembled tree may be heavy and difficult to move, so we recommend placing the stand in the desired location before assembling, and ensuring it is on a level surface.



[Questions about assembly? Head to FraserHillFarm.com for more Holiday assembly tips and tricks.](http://FraserHillFarm.com)

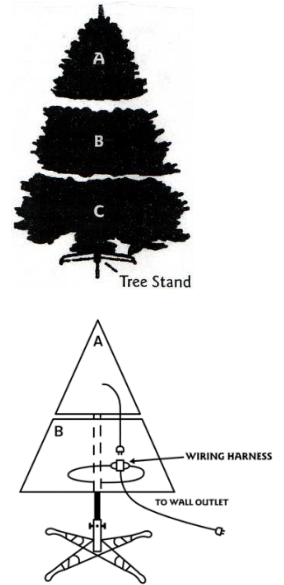
## Setting Up Your Tree

- Remove any temporary plastic covers from the end of the pole sections with branches.
- Place the widest section with the highest letter value (will vary depending on tree size; "A" will always be the topmost section). Insert the pointed end of the lowest section into the tree base and secure by tightening the thumbscrew on the tree stand.
- After the base section is secured, attach the additional sections, and work your way up to the top of the tree, ensuring that no flocking, needles, or other packing materials is obstructing the connections between poles.
- See **"Shaping Your Tree"** as you may want to shape each section before assembling the next section for maximum fullness.
- For trees with lights, locate power cord and plug directly into your power source.
- For trees with lights, please test by turning the tree on using the footpad or remote once the tree has been fully assembled. (On/Off location will vary by tree type)

## Shaping Your Tree

- Make sure your tree is secured in the stand and lights have been tested before shaping your tree.
- All trees are shipped compressed and require shaping to give your tree the desired look.
- Allow the branches to fall into place. This may require gently pulling them outward & downward as branches can become tangled during shipping. Be careful not to pinch any of the light-string wires between the branch and hinge.
- Start at the bottom section of the tree and work your way up to the top.
- Starting with the bottom row, open the leaves or tips of the branches by separating them into different directions. Start with the tips closest to the pole and work your way outward alternating the tips left, right, and center.
- Gently curve the branch tips upward to provide a more realistic and uniform appearance.

- Some branches may have wings or side branches. Wing branches should be pulled horizontally away from the main branch and pointed forward at a 45° angle.
- When each section is complete, step back and look at your work. Cover any gaps by shifting branch tips to fill them.
- Set the next highest lettered section with branches into the current section and follow the same steps as above. Continue until you reach the top section.
- Lastly, insert the Tree Top section “A” and shape the tips by pulling them away from the center.
- For EZ-Connect trees, firmly connect each section as the lighting connection is in the pole. For standard pre-lit trees, plug the extension from section “A” into the marked wiring harness on section “B”, etc.
- Align tree to assure that it is perfectly vertical and tighten all thumb screws.



**Please note:** Flocked or Snowy Tree branches may be stuck together. While separating flocked branches, it is normal for the tree to shed to remove excess snow flocking.

[Questions about shaping? Head to FraserHillFarm.com for additional information.](http://FraserHillFarm.com)

## EZ-Connect Tree Light Instructions

- Once the tree is assembled, plug in the transformer plug to your power source and turn on the tree using the footpad or remote. (On/Off location will vary by tree model)
- The power on EZ-Connect trees is in the center pole connectors of the tree sections and does not require individual light strands to be connected together.
- No wires, no hassle, only one plug for the entire tree!

## Troubleshooting

- Make sure all tree sections are properly connected and the power cord is plugged into a working outlet.
- Check each section’s connection to confirm no branches are obstructing the EZ-Connect pole connections to the base.
  - **Note:** On flocked trees, make sure there is no extra snow located in the base connectors, it may obstruct the connection.
- Each light strand has a plug directly attached to the EZ-Connect pole. If a single light strand is out, trace the strand back to the pole connection and ensure it has been securely connected to the pole. Check the connection of a working light strand as a reference.
- On your power cord, check to make sure the transformer box is connected properly.

**THE TAPE USED ON THE WIRING HARNESS SHOULD NOT BE REMOVED. EXPOSING AND USING THE OUTLETS COVERED ON THE HARNESS MAY CAUSE A FUSE TO BLOW OR A CIRCUIT OVERLOAD THAT COULD RESULT IN A FIRE**

## Fuse Replacement Guide

**CAUTION!** ALWAYS UNPLUG YOUR TREE FROM ITS POWER SOURCE BEFORE ATTEMPTING FUSE REPLACEMENT.

This product comes with a fuse for overload protection. A blown fuse indicates an overload or short circuit. If a fuse blows, unplug your tree from the wall outlet. Replace the fuse per the replacement instructions below (follow product marking for proper fuse rating). If the replacement fuse blows, a short circuit may be present, and the product should be discarded.

Light set fuse replacement (replaceable 3-amp 125V fuses are located in the plug)

1. Grasp plug and remove from its power source.
2. Locate blown fuse(s) by sliding access cover on top of plug towards prongs.
3. Remove blown fuse by turning the plug over. Fuse should fall into your hand. Gentle tapping may be required.
4. Locate spare replacement fuses in the parts bag.
5. Insert new fuse and slide the fuse access cover closed.

**CAUTION!** To reduce the risk of fire, replace the fuse in the light set with only a 3-amp 125V fuse. Do not replace the plug. Discard product if the plug is damaged.

Main cord fuse replacement (replaceable 5-amp 125V fuse is in the plug)

1. Grasp the plug and remove from its power source.
2. Locate blown fuse by sliding the fuse access cover on top of plug toward the prongs.
3. Remove the blown fuse.
4. Insert new fuse (replacement fuse located in holder attached to the cord near plug).
5. Slide the fuse access cover closed.

**CAUTION!** To reduce the risk of fire, replace the fuse in the main cord with only a 5-amp 125V fuse. Do not replace the plug. Discard product if the plug is damaged.

**CAUTION!** IN THE UNLIKELY EVENT THAT ANY BROKEN OR BURNED-OUT BULBS ARE FOUND PLEASE DO NOT CHANGE OR REPLACE THE BULBS. THESE LED LIGHT BULBS ARE NOT REPLACEABLE.

## **Christmas Tree Trouble-Shooting Guide**

### **Tree Does Not Look as Expected**

Please be aware that all trees are compressed prior to shipping and will require shaping. Please see “Shaping your Tree” for more details on shaping the tree.

### **Whole Tree or Light Strand is Not Illuminated**

- Make sure all the tree sections are properly connected and the power cord is plugged into a properly rated outlet. If you are using a GFCI outlet, please make sure the breaker is not tripped.
- Check your section connections to make sure no branches, needles, flocking, or other packing materials are obstructing the EZ-Connect pole connections.
- Each light strand has a plug directly attached to the EZ-Connect pole. If a light strand is out, find the cord and make sure it is completely plugged to the pole.
- On your power cord, check to make sure the transformer box is connected properly.
- If a light strand is out and all troubleshooting has been completed, please see the “Fuse Replacement” instructions.

### **The Bottom Section is not Sitting Correctly in the Stand**

If you are having trouble inserting the bottom section into the tree stand, loosen or remove the thumbscrew, slide the base tree section in place, and then re-tighten the thumbscrew to hold the tree in place.

### **The Tree is not Straight in the Stand**

- If your tree is leaning or wobbling, please ensure that it is installed on a completely level surface, that the legs of the stand are fully extended and making 90-degree angles with one another. See “Setting up your Tree Stand”.
- Note: If your tree is installed in a corner, ensure that there is a leg pointing towards the corner and that there is enough clearance for all the branches to be shaped and spread evenly.

### **My Flocked Tree is Shedding**

During assembly it is normal for our flocked trees to shed any loose snow flocking. Shedding can also occur when shaping the tree and in high traffic areas.

[Head to our website FraserHillFarm.com to view helpful videos and blogs on our trees.](http://FraserHillFarm.com)

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# 1-Year Limited Warranty

## “Limited” Warranty Program

For a period of one (1) year after purchase, Fraser Hill Farm (“Manufacturer”) will either repair or replace defective components in accordance with this Limited Warranty.

***Sales and use taxes, plus shipping and handling charges are the responsibility of the consumer.***

This warranty is between Manufacturer and the original purchaser and is valid only when accompanied by the original purchaser’s sales receipt showing original date of purchase and location of purchase. Replacements under this warranty revert back to the date of original purchase for future warranty.

Manufacturer or its authorized dealer can accept or reject warranty claims based on its findings. This warranty applies in normal residential use only, where an issue with the product is due to a defect in material or workmanship. Manufacturer can make substitutions as required of materials, components, and sub-components of comparable value and utility. This warranty is limited to product repair or replacement (to be determined solely by Manufacturer). Warranty return is limited to only the single affected component.

This warranty covers only manufacturing defects and does not cover normal wear and tear, abuse or misuse, including: water damage, chemical damage, exposure to extreme heat or cold, abrasion or excessive weight. This product is intended to be used with standard ornaments only. This warranty is invalid if the product is not used for intended purpose. Manufacturer disclaims liability for any aspect of installation and any inconvenience caused by a defective part or component.

Certain items are not covered by this warranty. These include, but are not limited to the following:

1. Components subjected to abuse, including abuse intended to simulate failure.
2. Damages caused by retailer, shipper, or installation crew (such as scratches, dents, tears, etc.).
3. Any part which merely exhibits normal wear yet functions essentially as new, including stretching of materials and stitching.
4. Tears, punctures, scratches, or any damage caused by improper installation or use.
5. Items sold “as-is” or “floor models”.

To make a claim, send a copy of the original sales receipt along with a brief description of the problem to the email address below. Please include your email address and daytime telephone or cell phone #. All items may be charged actual freight and handling costs. Repairs or replacement will be made at the Manufacturer’s option.

**THIS IS THE ENTIRE EXCLUSIVE EXPRESS LIMITED LIABILITY. THE MANUFACTURER NEITHER MAKES NOR IS RESPONSIBLE FOR ANY OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THOSE OF RETAILING DEALERS. THIS EXCLUSIVE REMEDY IS LIMITED TO RECEIPT OF A CREDIT IN CONNECTION WITH THE REPAIR OR REPLACEMENT OF ANY PRODUCT OR COMPONENT DEEMED TO BE DEFECTIVE UNDER THE TERMS AND CONDITIONS AS STATED IN THIS WARRANTY. NEITHER FRASER HILL FARM, THE PRODUCT MANUFACTURER NOR ITS AGENTS SHALL BE LIABLE IN ANY CASE FOR INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF THIS WARRANTY OR NEGLIGENCE EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT AS OTHERWISE MAY BE REQUIRED BY LAW, THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OTHER THAN THE WARRANTY DESCRIBED HEREIN, AND ALL OTHER WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED.**

**Holiday@FraserHillFarm.com**

**1-855-591-7451**

**www.FraserHillFarm.com**