

# duraf<sup>®</sup>flame

**MODEL/ MODÈLE/ MODELO:  
DFI020ARU**

**Español P.10**

**Français P.18**



**TWIN-STAR<sup>®</sup>**  
INTERNATIONAL  
HOME FURNISHINGS

**[www.tsicustomerservice.com](http://www.tsicustomerservice.com)**

Distributed by • Distribuido por • Distribué par • Twin-Star International, Inc; Delray Beach, FL 33445

Made in China • Printed in China • Fabricado en China • Impreso en China • Fabriqué en China • Imprimé en Chine

**Warning: This is an unvented, electric appliance.  
DO NOT attempt to burn wood or manufactured  
firelogs in or on this appliance or grate.**

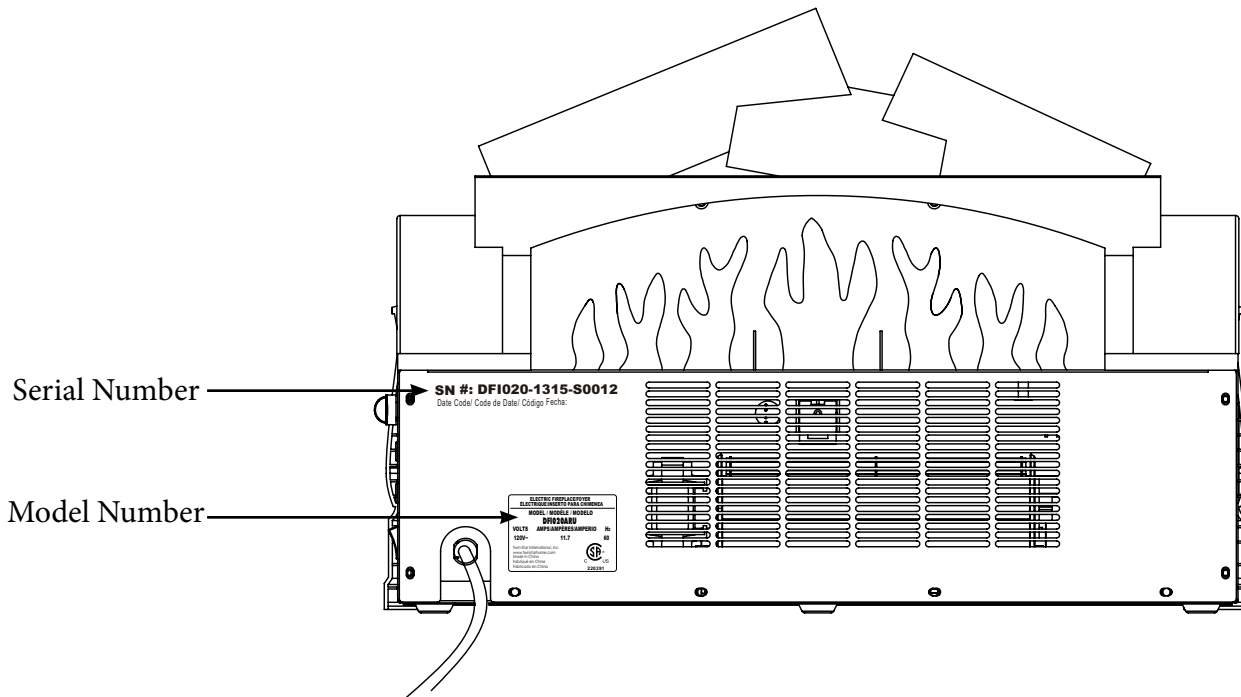
**Advertencia: Este es un aparato eléctrico sin  
ventilación. NO intente quemar leños fabricados ni  
madera dentro o sobre este aparato o su parrilla.**

**Avertissement : Il s'agit d'un appareil électrique  
non ventilé. NE PAS tenter de faire brûler du bois  
ou des bûches fabriquées dans l'appareil ou sur  
la grille.**

# GETTING STARTED

---

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



2. Go to [www.tsicustomerservice.com](http://www.tsicustomerservice.com) for product warranty registration. If you are unable to complete registration save your proof of purchase for warranty purposes.

# PRODUCT SPECIFICATIONS

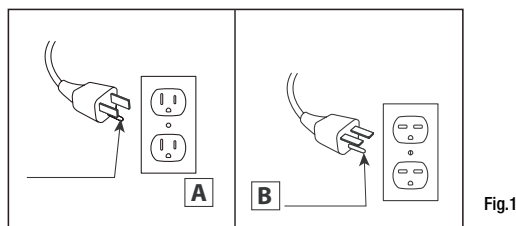
---

VOLTAGE	120VAC, 60 Hz
AMPS	11.7 Amps
WATTS	1400 Watts

# 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:

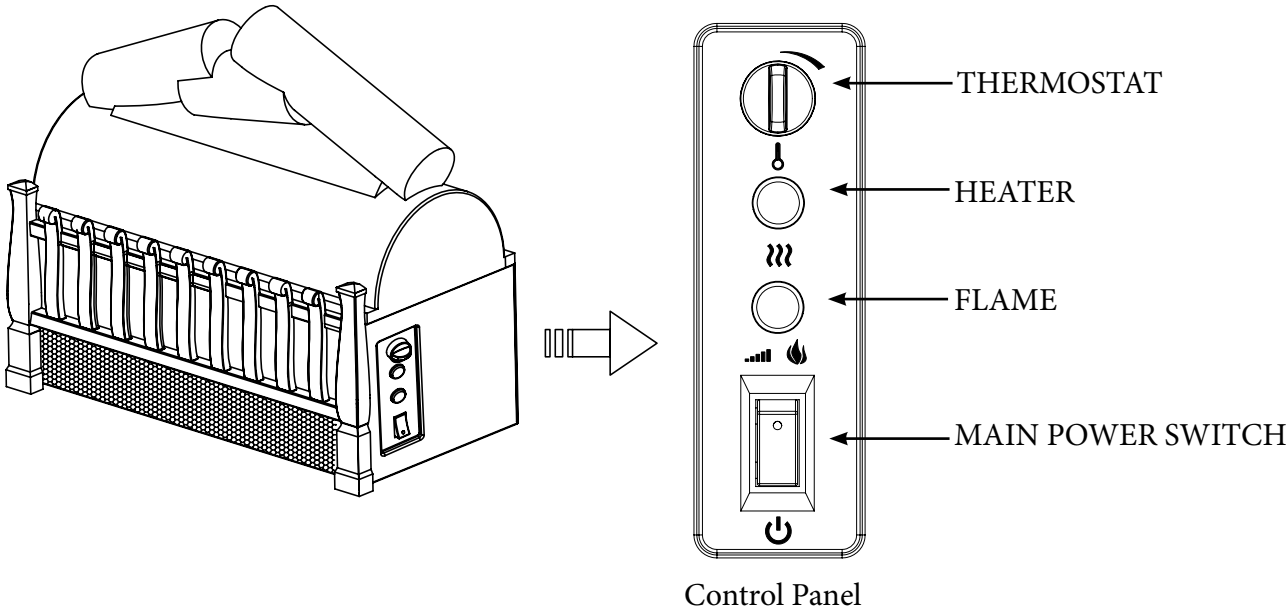
1. Read all instructions before using this appliance.
2. This appliance is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. If provided, use handles when moving this appliance. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet (0.9 m) from the front of this appliance and keep away from the sides and the rear.  
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. Connect to properly grounded outlets only. This heater is for use on 120 volts. The cord has a plug as shown at A in Fig.1. 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.



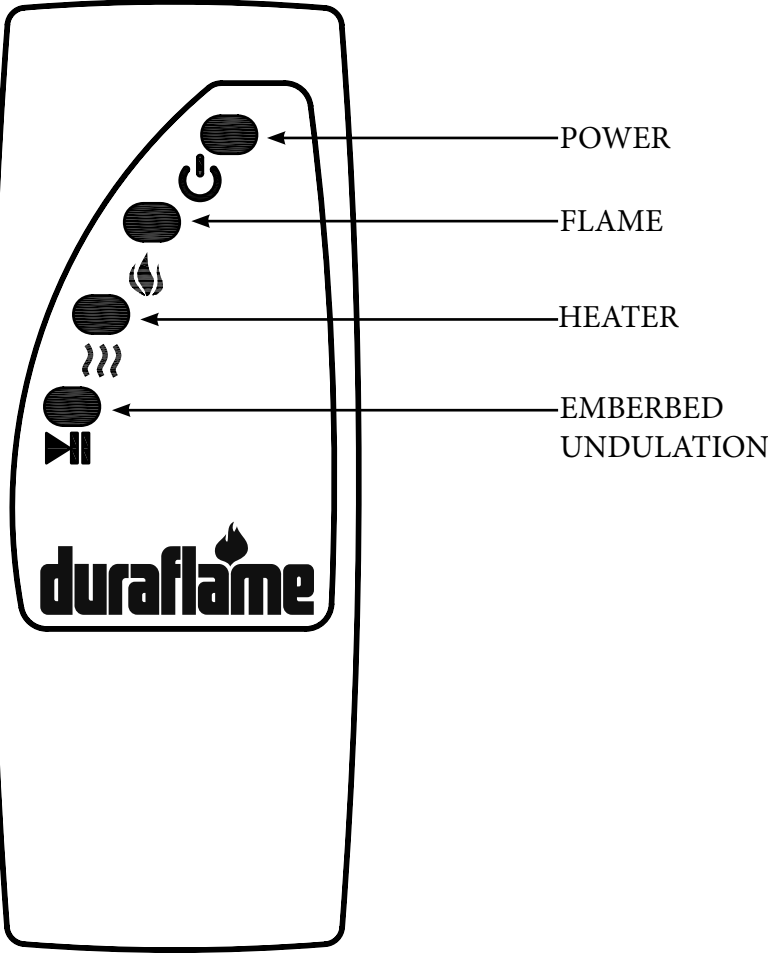
13. This appliance, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the current CSA C22.1 Canadian Electrical Code or for U.S.A. installations, follow local codes and the National Electrical Code, ANSI/NFPA NO.70.
14. Do not insert 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. 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.
17. 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.

## SAVE THESE INSTRUCTIONS






# OPERATION INSTRUCTIONS



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



# OPERATION INSTRUCTIONS

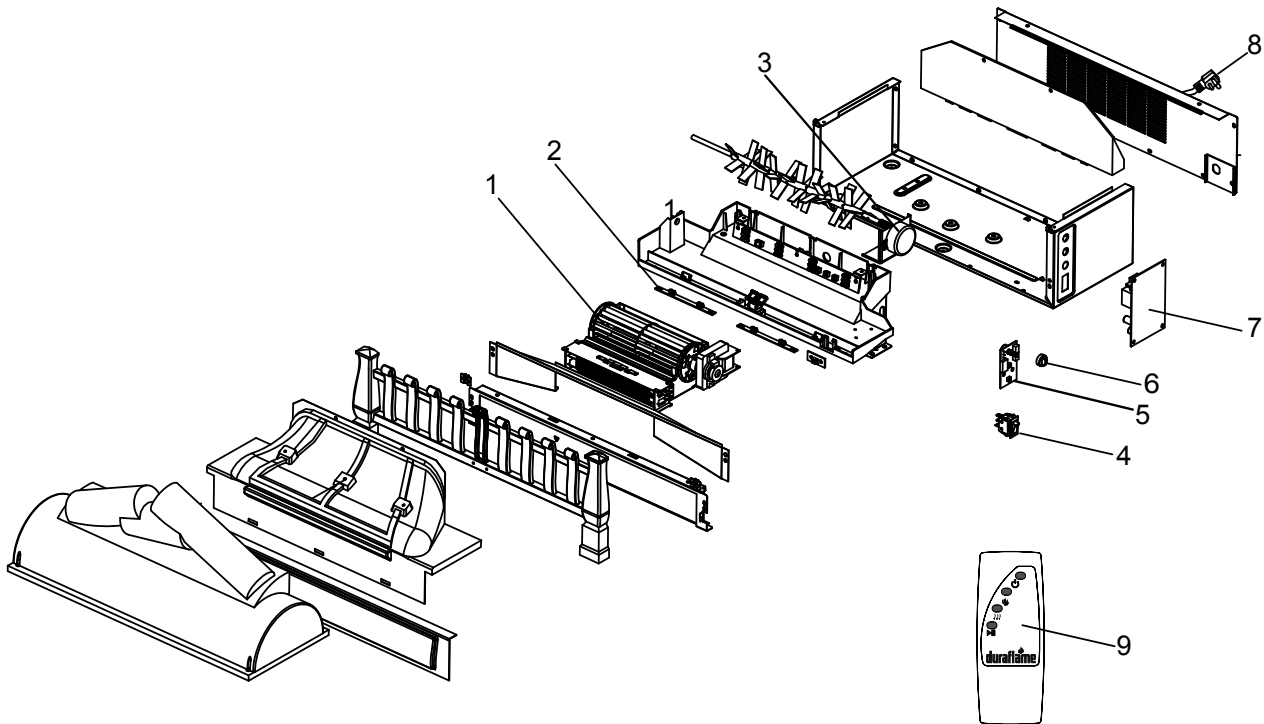
FUNCTION	ICON	DESCRIPTION
POWER		<p>The MAIN POWER switch supplies power to all of the function of the fireplace. The switch must be in the ON position for any functions or the remote to work.</p> <p>After turning on the MAIN POWER switch press either the FLAME or HEATER buttons to turn on the functions.</p>
FLAME		<p>Each time the FLAME button is pressed, the intensity of the flame decreases. There are five brightness levels that can be selected.</p>
HEATER		<p>The HEAT button will turn ON/ OFF the heater.</p>
THERMOSTAT		<p>The thermostat knob controls the thermostat setting.</p> <p>Turning the knob clockwise will increase thermostat setting. Rotating the knob counter-clockwise will decrease the thermostat setting.</p> <p>When the heater reaches the thermostat setting it will turn off until the room cools at which point the heater will turn back on.</p>
EMBERBED UNDULATION EFFECT		<p>This button on the remote control plays or pauses the undulating emberbed effect.</p>

# TROUBLE SHOOTING

Problem	Root Cause	Corrective Action
No power, the power switch is in ON position.	Normal operation	Check that the unit is plugged into a standard 120V outlet.
	Functions not started	Press the FLAME or HEATER button to start the functions
Logs Glow, flame effect does not work.	Spinner Motor.	Check whether Flame Generator drive motor is running . If not call the customer service.
Flame effect operates, but heater does not blow warm air.	Heater is not on position.	Try to trun ON/OFF HEATER button several times to make sure it is in ON position.
	Temperature is set at low.	Make sure that the TEMPERATURE knob is set to the max setting.
The heater shut off and won't come back on.	Manual Reset Triggered	Turn the POWER to "OFF" 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. If the problem persist contact 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, 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).
Remote Control is not working.	No batteries	Change the remote batteries.
	Poor Signal	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.
	Distance	Operate the remote at a distance less than 20 feet from the front of the appliance; point the remote at the control panel.
Power cord does not reach an outlet.	Distance to outlet.	If an extension cord is need, 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. The AWG and rating can be found written on the side of the cord.
Flame effect works but heater function does not and the embered flashes when the heater button is pressed.	The heater is disabled.	With the power on and press and hold the heater button on the control panel for 10 seconds. once re-enabled the embered lights will flash multiple times.

# EXPLODED VIEW

Part	Part Name	Part Number
1	Blower/Heater Assembly	Y07-C26-P01
2	Emberbed Circuit Board	Y09-C40-P44
3	Flame Generator Drive Motor	P10-Q
4	Main power switch	P06
5	Control panel circuit board	Y09-C40-P32
6	Knob for heater temperature control	P05
7	Main circuit board	Y13-C40-P15
8	Power cord	PRC
9	Remote control	Y09-C40-P62



## CARE AND MAINTENANCE

- Clean the 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.
- 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.

# FCC/IC INFORMATION

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.

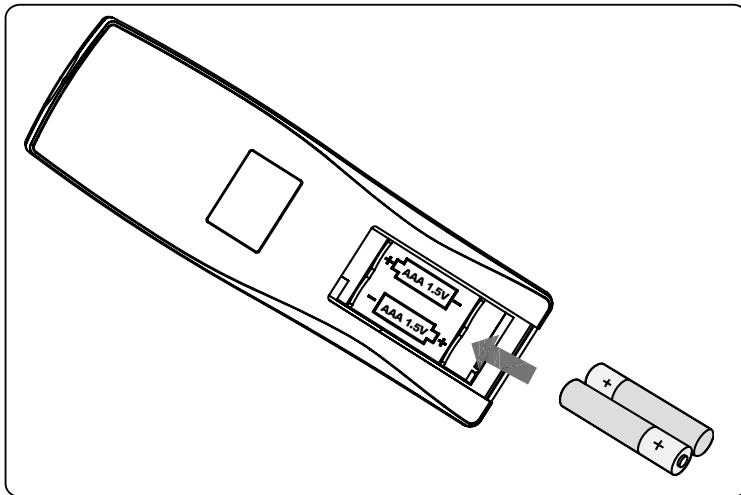
Modifications not approved by the party responsible for compliance could void user's authority to operate the equipment.

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

# BATTERY REPLACEMENT

NOTE: Do not mix old and new batteries.

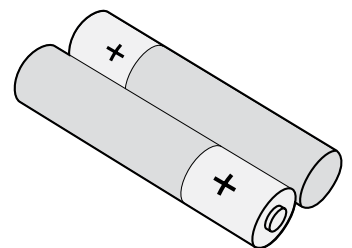
Do not mix alkaline, standard (carbon zinc), or rechargeable (nicad, nimh, etc.) batteries.



## Note:

### Battery disposal

Please always dispose of batteries at a suitable recycling point.



Caution: Do not ingest batteries.

1. Non-rechargeable batteries are not to be recharged.
2. Batteries are to be inserted with the correct polarity.
3. Exhausted batteries are to be removed from the product.



# 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 Electric 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 Heater 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.

## CUSTOMER SERVICE

---

[www.tsicustomerservice.com](http://www.tsicustomerservice.com)

For Customer Service Call 1-800-318-9373

Questions? Our experts are standing by to assist you at our Toll-Free help line, we can help you with assembly, and, if necessary, replace damaged/missing parts. Assistance is available 7 days a week/24 hours a day/365 days per year.

**IMPORTANT:**

Before contacting Customer Service please have this information available:

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