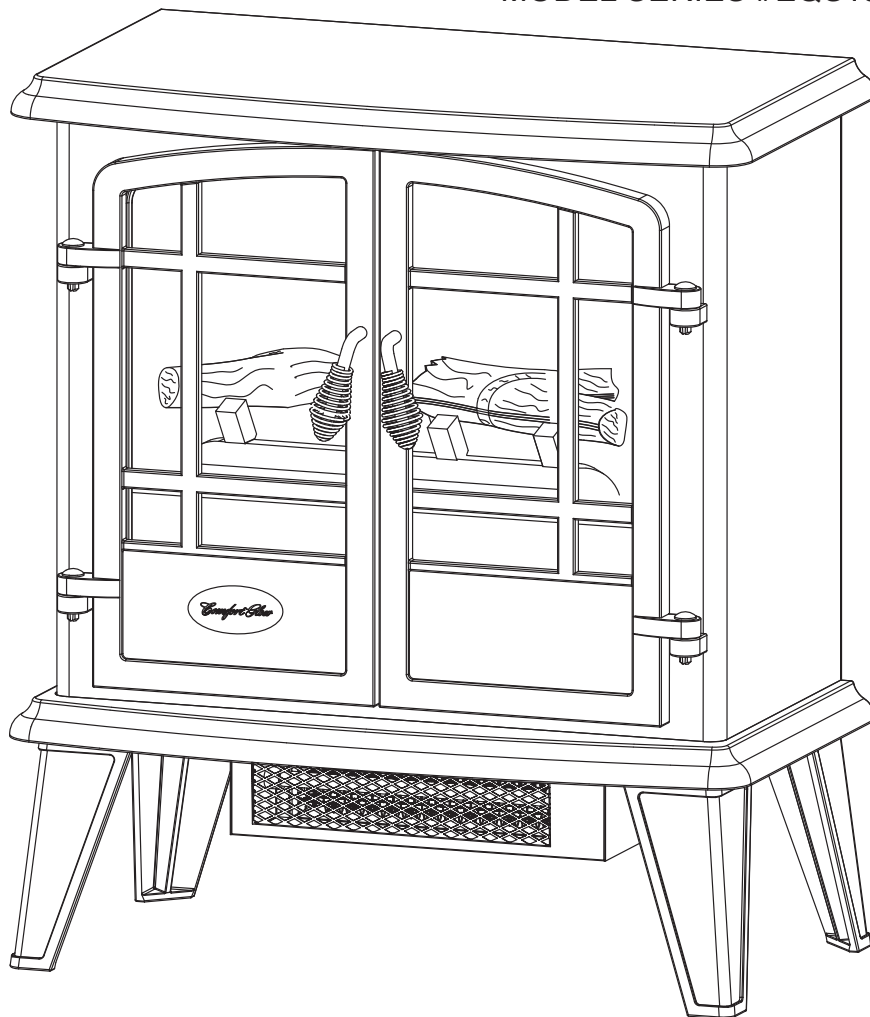


*Comfort Glow*®

# KEYSTONE 20 IN. INFRARED ELECTRIC STOVE

MODEL SERIES #EQS130,EQS133,EQS134



Español p. 14

Français p. 27



## IMPORTANT INSTRUCTIONS

PLEASE READ THIS MANUAL BEFORE INSTALLING AND USING APPLIANCE

### WARNING!

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

**INSTALLER:** Leave this manual with the appliance.  
**CONSUMER:** Retain this manual for future reference.

ATTACH YOUR RECEIPT HERE

Serial Number \_\_\_\_\_ Purchase Date \_\_\_\_\_



**Questions, problems, missing parts?** Before returning to your retailer, call our customer service department at 1-800-776-9425, 8:30 a.m. – 5:00 p.m. EST, Monday – Friday.

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

**Please read the Installation & Operating Instructions before using this appliance.**


### **CAUTION**

#### **PRODUCT DAMAGE MAY OCCUR.**

Never attempt to disassemble or alter the product in any way not instructed by this manual.



Please read and understand this entire manual before attempting to assemble, operate or install the product.

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 ft. (914 mm) from the front of this appliance and keep them away from the sides and rear.
3.  **Extreme caution is necessary when any heater is used by or near children, invalids, or pets and whenever the heater is left operating unattended.**
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, has been dropped or damaged in any manner.
6. Any repairs to this appliance should be carried out by a qualified service person.
7. Under no circumstances should this appliance be modified. Parts having to be removed for servicing must be replaced prior to operating this appliance again.
8. Do not use outdoors.
9. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never place this appliance where it may fall into a bathtub or other water container.
10. Do not use this heater in elevated locations, such as on shelves, raised platforms, etc.
11. 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.
12. To disconnect this appliance, turn controls to the off position, then remove plug from outlet.
13. Connect to properly grounded outlets only.
14. This appliance, when installed, must be electrically grounded in accordance with local codes, with the current CSA C22.1 Canadian Electrical codes or for USA installations, follow local codes and the National Electric Code, ANSI/NFPA No. 70.
15. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock, fire or damage to the appliance.
16. To prevent possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
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 appliance should not be used as a drying rack for clothing, nor should Christmas stockings or decorations be hung on or near it.
18. Use this appliance only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
19. Always plug heaters directly into a wall outlet/receptacle. An extension cord or re-locatable power tap, (outlet/power strip), should never be used.
20. Do not use this heater with missing, damaged, or broken legs.
21. "SAVE THESE INSTRUCTIONS"

# **! DANGER**



## **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 a 6 ft. (1.8 m) long, three-wire cord, exiting the right side of the fireplace. Always plug the unit into a wall outlet/receptacle. An extension cord or re-locatable power tap, (outlet/power strip), should never be used.



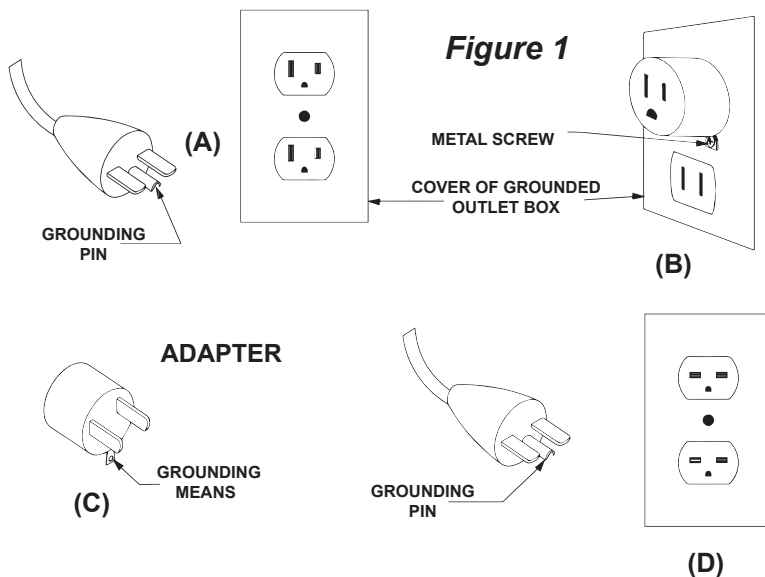
Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and injury to persons.



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 which has been under water.

## **Grounding Instructions**

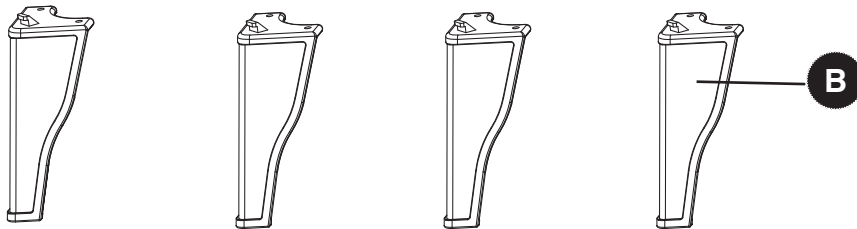
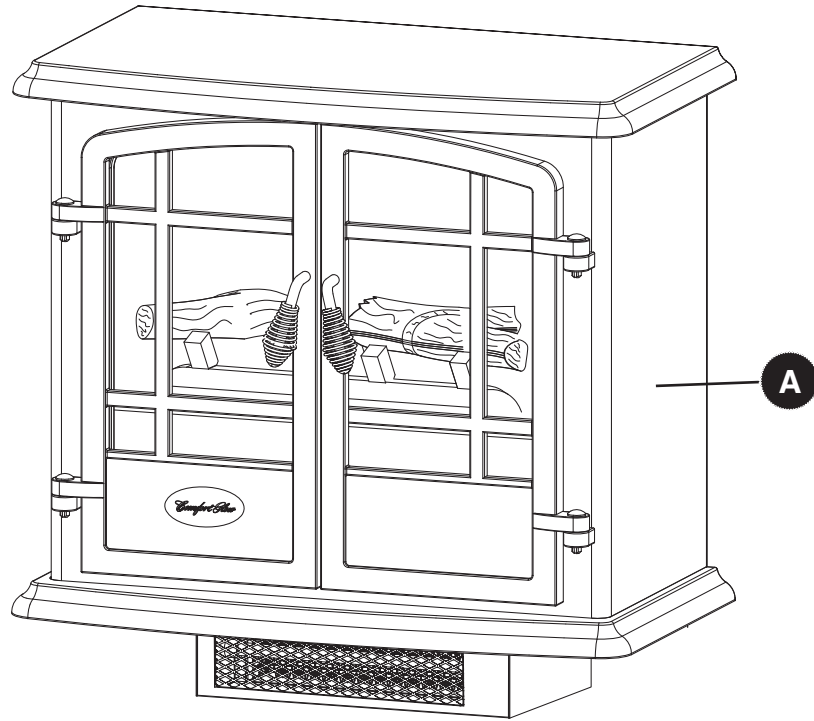
This heater is for use on 120 volts. The cord has a plug as shown at (A) in figure 1. An adaptor as shown at (C) is available for connecting three-blade grounding-type plugs to two-slot receptacles. The green grounding lug extending from the adaptor must be connected to a permanent ground such as a properly grounded outlet box. The adaptor should not be used if a three-slot grounded receptacle is available.



**NOTE: Adaptors are NOT for use in Canada.**

# PACKAGE CONTENTS

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PART	DESCRIPTION	QUANTITY
A	Electric Stove	1
B	Leg	4

# HARDWARE CONTENTS (shown actual size)

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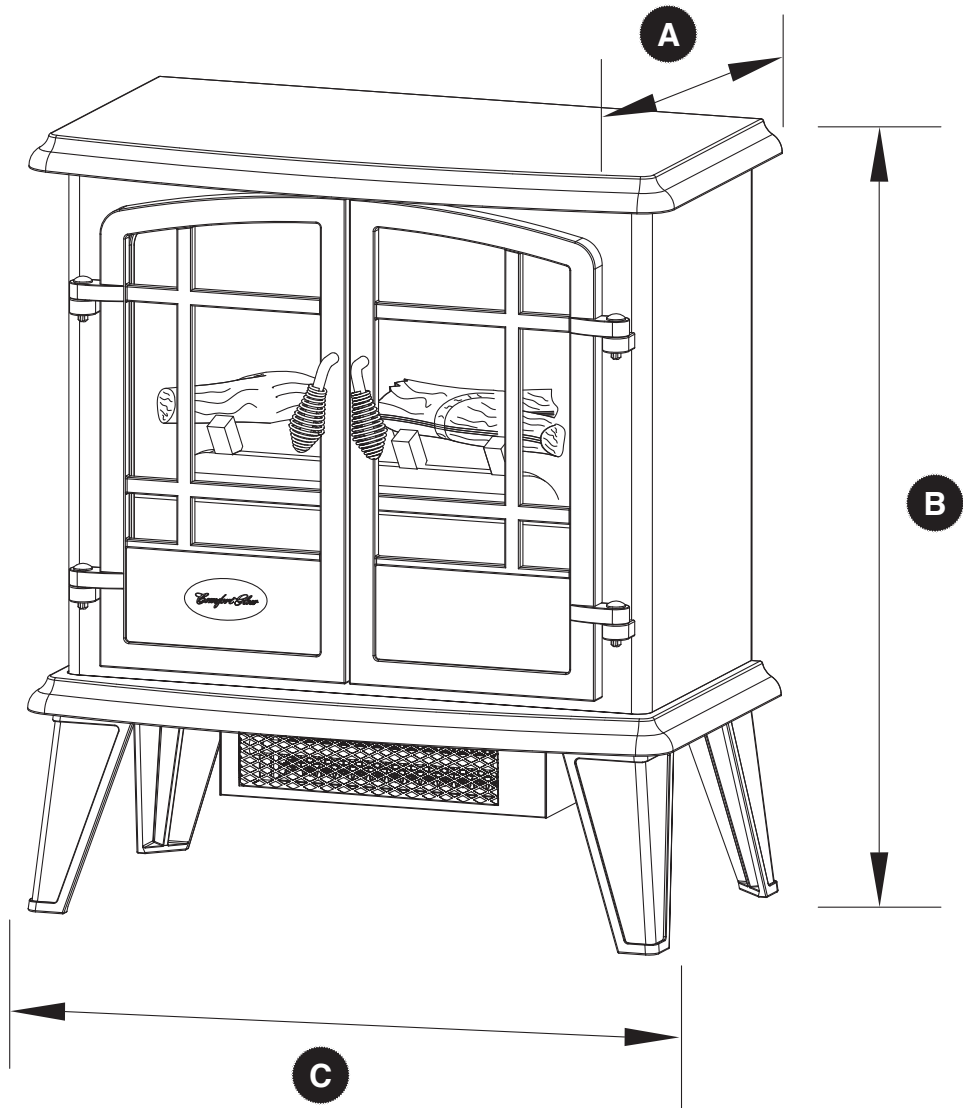
AA



Screw

Qty. 8

# STOVE DIMENSIONS



REF.	ALL MODELS
A	11 in. (27.94 cm)
B	23 in. (58.42 cm)
C	20 in. (50.8 cm)

TECHNICAL SPECIFICATIONS	
Voltage	120V AC
Frequency	60Hz
Amps	12.5A
Rating	1500W

## **! SAFETY INFORMATION**

Please read and understand this entire manual before attempting to assemble, operate or install the product. If you have any questions regarding the product, please call customer service at 1-800-776-9425, 8:30 a.m. - 5:00 p.m., EST, Monday - Friday.

### **! WARNING**

- Stove is heavy and should be assembled near its desired location.
- It is recommended that two people move the assembled stove to prevent injury.

**! Warning: Do not install unit on shelves, raised platforms, beds, blankets, pillows etc. Keep combustible materials such as furniture, bedding, papers, clothes and curtains at least 3 feet (914 mm) from the stove.**

### **CLEARANCE TO COMBUSTIBLES**

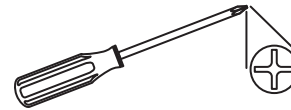
Sides	4 in. (10.16 cm)
Floor	0 in. (0 cm)
Top	36 in. (91.44 cm)
Front	36 in. (91.44 cm)
Rear	0 in. (0 cm)

## **PREPARATION**

Before beginning assembly of product, make sure all parts are present. Compare parts with package contents list and hardware contents above. If any part is missing or damaged, do not attempt to assemble the product. Contact customer service for replacement parts.

Estimated Assembly Time: 20 minutes

Tools Required for Assembly (not included): Phillips screwdriver

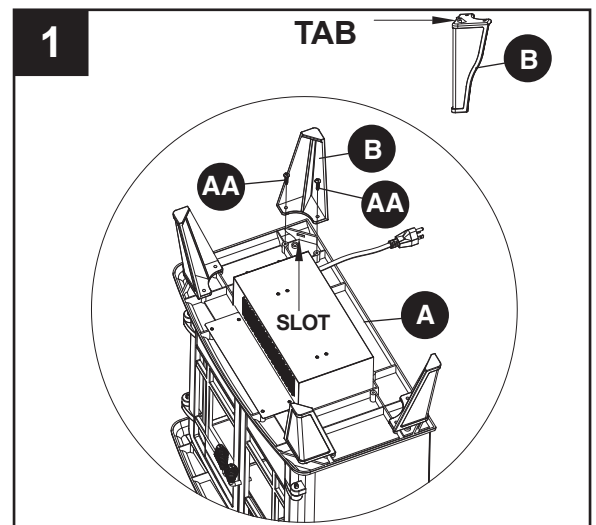


## **ASSEMBLY INSTRUCTIONS**

1. Lay stove (A) upside down on a padded surface with the underside accessible. Attach leg (B) to stove by inserting the tab on the top of the leg (B) into the corresponding slot on the bottom of the stove (A). Insert two screws (AA) into predrilled holes and tighten securely. Repeat with remaining three legs.

### **Hardware Used**

**AA** Screw  x 8



## OPERATING INSTRUCTIONS

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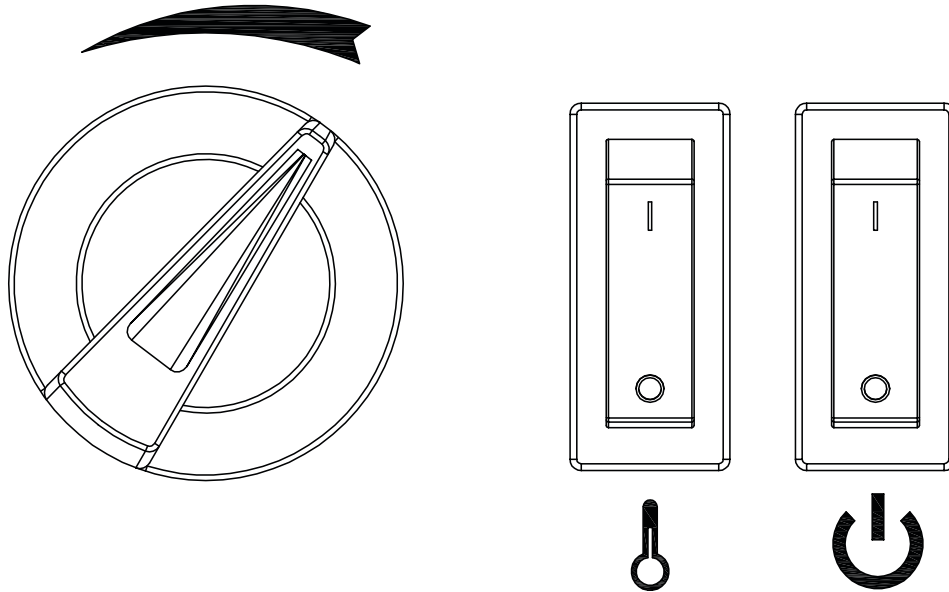
### Read All Instructions Before Use

Check that the heater outlet grill is not covered or obstructed in anyway, and make sure the power to the unit is switched on.


**NOTE:** When the heat function is used for the first time, a slight odor may be present. This is normal and should not occur again unless the heater is not used for an extended period of time.

### Control Panel

The control panel is located behind the door of the stove.




### Power

The Power  Switch supplies power to all of the functions of the stove. This switch must be in the ON position for any functions to work.

### Flame Effect

Toggle POWER switch ON. The POWER indicator light will glow. Flame effect will be visible through the front glass.

### Temperature

Toggle Temperature  Switch ON, the Temperature control knob regulates the temperature level of the room. The further the knob is rotated clockwise, the higher the temperature setting. Turning the knob counter-clockwise will lower the temperature setting. Use this function to help regulate the ambient temperature level.

### Temperature Limiting Control

This heater is equipped with a Temperature Limiting Control. Should the heater reach an unsafe temperature, the heater will automatically turn off. To reset: Unplug the power cord from the outlet. Wait 5 minutes. With the POWER switch in the OFF position, plug the power cord back into the outlet.



## CARE AND MAINTENANCE

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### Cleaning

Always turn the heater OFF and unplug the power cord from the outlet before cleaning. Use a vacuum or duster to remove dust and dirt from the heater and vent areas. To maintain the finish, clean with a soft, slightly damp cloth and buff with a dry cloth. Never use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.

Never drag the unit across a floor. The added stress from dragging the unit may cause the legs to break.

### Glass Information (some models)

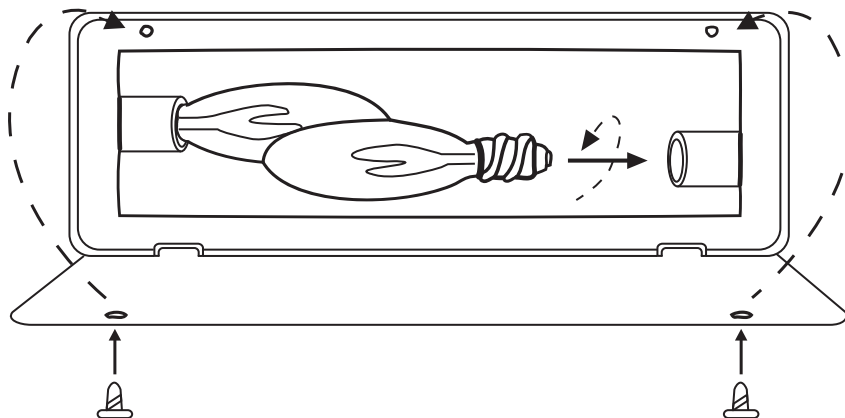
1. Under no circumstances should this product be operated with broken glass.
2. Do not strike or slam the glass.
3. Do not use abrasive cleaners to clean the glass.
4. This product uses tempered glass. Replacement of the glass supplied by the manufacturer should be done by a qualified service person.

### Light Bulb Inspection and Replacement

The flame effect is created by two 40-Watt light bulbs with an E-12 (small) socket base. Use only this type of light bulb. If the flame effect does not work, the bulbs may have come loose or been damaged during shipping.

**⚠ Light bulbs become very hot during use. Allow at least 10 minutes for the bulbs to cool before touching.**

To inspect or replace the bulbs, first unplug the power cord from the outlet. Locate the access panel on the back of the stove. Remove the screws and the panel. Check the bulbs to be sure they are finger tight and in working order. Replace any damaged or faulty bulbs. Reattach the access panel. Do not operate this heater without the access panel in place. Do not remove the back cover of this heater. There are no serviceable parts inside.



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

### Maintenance of Motors

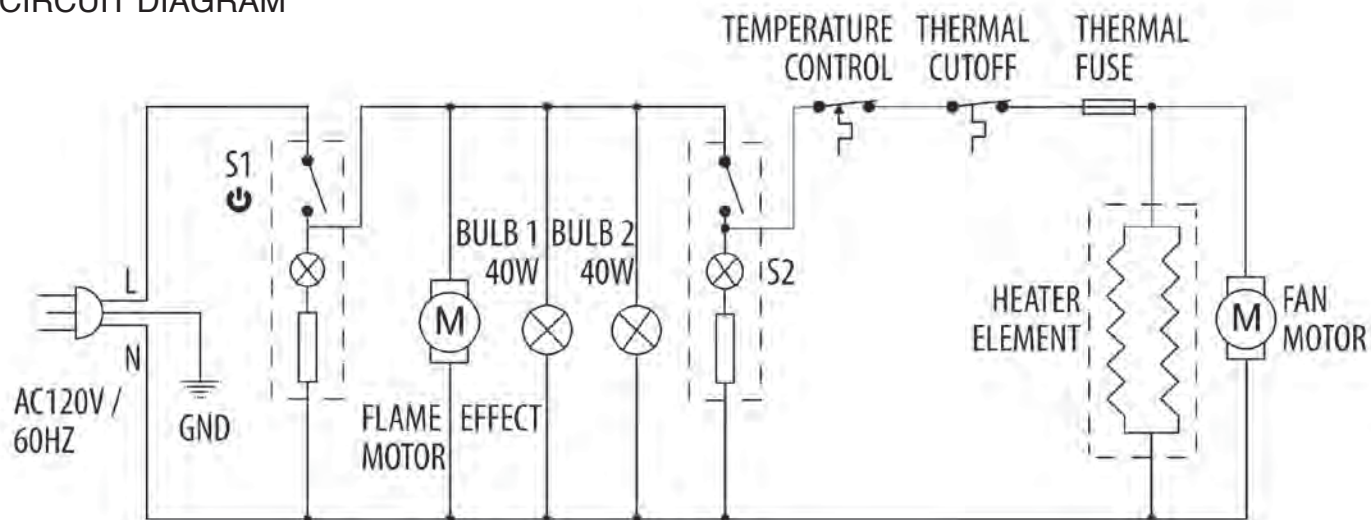
**Always disconnect the appliance from the main power supply and allow it to cool before any servicing operation.**

The motors used on the fan heater and flame effect are pre-lubricated for extended bearing life and require no further lubrication. However, periodic cleaning/vacuumping of the appliance around the air intake and exhaust, as well as the fan heater is recommended. For heavy or continuous use, periodic cleaning must be done more frequently. If the heater blows alternating cold and warm air, check the fan for free movement and for debris restricting air flow. If the fan does not move freely, the unit must be turned off and the fan replaced immediately in order to prevent further damage to the unit.

## ELECTRIC WIRING DIAGRAM

Any electrical repairs or rewiring of this unit should be carried out by a licensed electrician in accordance with national and local codes.

### CIRCUIT DIAGRAM



## ⚠ DANGER



**Disconnect power before servicing.**



Any electrical re-wiring of this appliance must be done by a qualified electrician. This wiring must be done in accordance with local codes and/or in Canada with the current CSA C22.1 Canadian Electrical Code, and for US installations, the National Electrical Code ANSI/NFPA No. 70.



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

## TROUBLESHOOTING

If you have any questions regarding the product, please call customer service at 1-800-776-9425, 8:30 a.m. – 5:00 p.m. EST, Monday – Friday.

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Stove does not operate.	<ol style="list-style-type: none"> <li>1. The stove is not plugged in.</li> <li>2. A circuit breaker is tripped or a fuse blown.</li> <li>3. Defective ON/OFF switch.</li> <li>4. Loose wiring.</li> </ol>	<ol style="list-style-type: none"> <li>1. Make sure the stove is plugged in to a standard 120V outlet.</li> <li>2. Check additional appliances on the circuit; ideally the stove should be on a dedicated 15 Amp circuit.</li> <li>3. Call customer service.</li> <li>4. Call customer service.</li> </ol>
Power light is ON but the flame effect is not visible.	<ol style="list-style-type: none"> <li>1. Incorrect operation.</li> <li>2. Loose light bulb(s).</li> <li>3. Burnt out light bulb(s).</li> </ol>	<ol style="list-style-type: none"> <li>1. Refer to operating instructions.</li> <li>2. Tighten light bulb(s).</li> <li>3. Replace light bulb(s).</li> </ol>
Heater is not operating.	<ol style="list-style-type: none"> <li>1. Incorrect operation.</li> <li>2. Defective heater switch.</li> <li>3. Defective heater assembly.</li> <li>4. Loose wiring.</li> <li>5. Dirty or clogged vents.</li> <li>6. The thermostat is satisfied.</li> </ol>	<ol style="list-style-type: none"> <li>1. Refer to operating instructions.</li> <li>2. Call customer service.</li> <li>3. Call customer service.</li> <li>4. Call customer service.</li> <li>5. Unplug the unit. Clear vent area of dust and debris. Wait ten minutes, plug the unit in again and turn on the heater.</li> <li>6. Adjust thermostat clockwise to make room warmer.</li> </ol>
Excessive noise when the heater is operating.	<ol style="list-style-type: none"> <li>1. Defective fan.</li> <li>2. Defective heater assembly.</li> <li>3. Dirt/dust on fan.</li> </ol>	<ol style="list-style-type: none"> <li>1. Call customer service.</li> <li>2. Call customer service.</li> <li>3. Refer to maintenance section.</li> </ol>

## **WARRANTY**

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The manufacturer warrants that your new electric stove 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 stove must be installed and operated at all times in accordance with the instructions furnished with the product. Any alteration, willful abuse, accident, or misuse of the product shall nullify this warranty.
2. This warranty is non-transferrable, and is made to the original owner, provided that the purchase was made through an authorized supplier of the manufacturer.
3. This 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. Further, the manufacturer will not be responsible for any incidental, indirect, or consequential damages, except as provided by law.
6. 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.
7. The manufacturer neither assumes, nor authorizes any third party to assume, on its behalf, any other liabilities with respect to the sale of this product.
8. The warranties as outlined within this document do not apply to non-manufacturer accessories used in conjunction with the installation of this product.
9. This warranty does not cover the lightbulb(s) included with the fireplace.

**This warranty is void if:**

- a) The stove has been operated in atmospheres contaminated by chlorine, fluorine or other damaging chemicals.
- b) The stove is subjected to prolonged periods of dampness or condensation.
- c) Any alteration, willful abuse, accident, or misuse of the product.

**IF WARRANTY SERVICE IS NEEDED . . .**

- 1) Contact customer service at 1-800-776-9425, 8:30 a.m. – 5:00 p.m. EST, Monday – Friday. Make sure you have your warranty, your sales receipt, and the model/serial number of your product.
- 2) DO NOT ATTEMPT TO DO ANY SERVICE WORK YOURSELF.

**World Marketing of America, Inc.**  
P.O. Box 192, Mill Creek, PA, 17060-0192

## REPLACEMENT PARTS LIST - ALL MODELS

For replacement parts, please call customer service at 1-800-776-9425, 8:30 a.m. – 5:00 p.m. EST, Monday – Friday.

PART	DESCRIPTION	PART #
1	Back Panel	EFES323001ST
2	Screen	EFES323002ST
3	Flame Panel	EFES323003ST
4	Log Set	EFES323004ST
5	Top Panel	EFES323005ST
6	Cabinet Panel	EFES322001ST
7	Bottom Panel	EFES323007ST
8	Access Panel	EFES323008ST
9	Flame Reflector	EFES323009ST
10	Glass	EFES322002ST
11	Left Door	EFES322003ST
12	Right Door	EFES322004ST

PART	DESCRIPTION	PART #
13	Handle	EFES323012ST-14
14	Hinge Pin	EFES323013ST
15	Leg (Design 1)	EFEST330015ST
16	Fan Heater Box	EFES323015ST
17	Light Barrier Panel	EFES323016ST
18	Switch	EFES323017ST
19	Thermostat	EFES322006ST
20	Power Cord & Connector	EFES323018ST
21	Heater (IR)	EFES322007ST-14
22	Motor	EFES323020ST
23	Lamp Socket & Bracket	EFES323021ST

Some parts and specifications may change without notice.

