

# Comfort Smart

## OPERATING MANUAL

### Electric Fireplace Stove with Heater

**Model: ND-18D2S**

#### **CONSUMER SAFETY INFORMATION**

PLEASE READ THIS MANUAL BEFORE  
INSTALLING AND OPERATING 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.

THIS IS AN UNVENTED ELECTRIC APPLIANCE. DO NOT ATTEMPT  
TO BURN WOOD OR MANUFACTURED FIRELOGS IN OR ON THIS  
APPLIANCE OR GRATE.

**IMPORTANT:** Read all instructions and warnings carefully before starting  
installation. 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:**

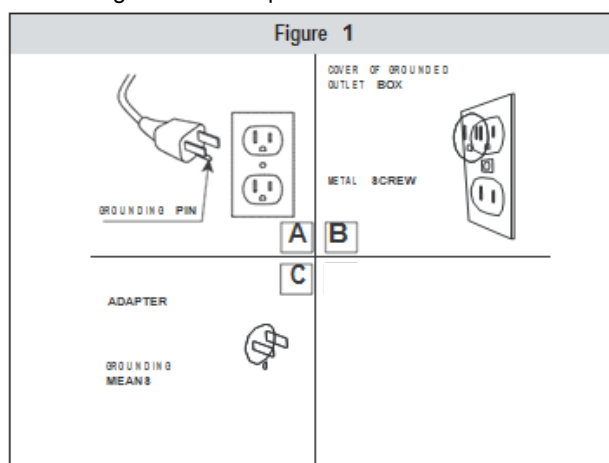
Email: [resolutions@netdirectmerchants.com](mailto:resolutions@netdirectmerchants.com)

Phone: 888.867.1177

# IMPORTANT SAFETY INFORMATION

When using electrical appliances, in order to reduce the risk of fire, electrical shock, and injury to persons, basic precautions should always be followed, 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 cannot be used in a closet or wardrobe.**
3. CAUTION: Whenever the heater is left operating and unattended, extreme caution is necessary if children 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 should be supervised and not allowed 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 circumstance 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 where high levels of humidity or moisture may be present. Never locate this appliance where it may fall into a bathtub or other water container.
13. Do not use this fireplace if any part of it has been underwater.
14. 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.
15. To disconnect this appliance, turn controls to the off position, then remove plug from outlet.
16. Connect to properly grounded outlets only.
17. 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, local codes and the National Electrical Code, ANSI/NFPA NO.70.
18. There is a thermostat limiter inside the heater. When the inner temperature overheats or abnormal heating occurs, the thermostat protective device will cut off the power supply to avoid damage to the fireplace or risk of fire.
19. The heater must not be located immediately below a socket-outlet.
20. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock, fire, or damage the appliance.
21. 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.
22. 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.
23. 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.
24. 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.
25. See directions in Figure 1. This heater is for use with a standard 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.



# OPERATING INSTRUCTIONS

## A. Caution

The appliance is hot while in use. Be sure to keep any combustible material at least three (3) feet away from the heater. The area directly around the fireplace heater must be clear and free of any obstructions.

In order to avoid a hazard due to inadvertent resetting of the thermal cutout, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

## B. 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. This fireplace is intended for indoor use only; outdoor use may damage the unit and will invalidate the warranty.

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.

## C. Technical Requirements

At least a 15Amp/120Volt/60Hz circuit, with a properly grounded outlet, is required to operate this heater. 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. If the breaker trips when the heater is used then you need to move the heater to another location or unplug other appliances that are on the same circuit.

ELECTRICAL SPECIFICATIONS	
Voltage:	120V, 60Hz
Amps:	8.3 Amps
Watts:	1000 Watts

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.

## D. Clearance to Combustibles

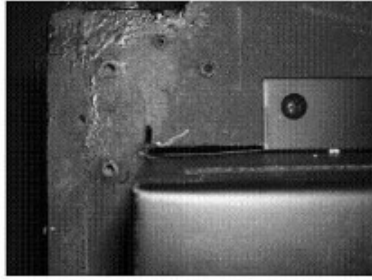
Keep electrical cords, drapery, furniture and other combustibles at least 3 feet (0.9 m) from the front of the heater and away from the sides.

## E. Assembly

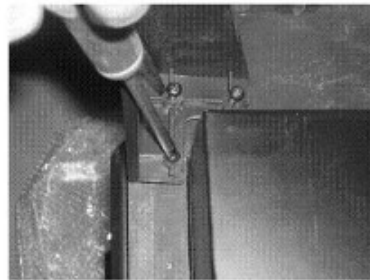
See Figure 2.

Figure 2

Please follow these instructions.



REMOVE LEG FROM BAG. LOCATE AND LINE UP HOLES IN THE LEG, WITH HOLES IN THE UNDERSIDE OF THE STOVE BODY.



USING A POZIDRIV OR PHILLIPS SCREWDRIVER, SECURE LEG WITH THE THREE SCREWS PROVIDED. REPEAT THIS PROCEDURE FOR REMAINING THREE LEGS.



THIS IS HOW THE LEG LOOKS WHEN ATTACHED CORRECTLY.

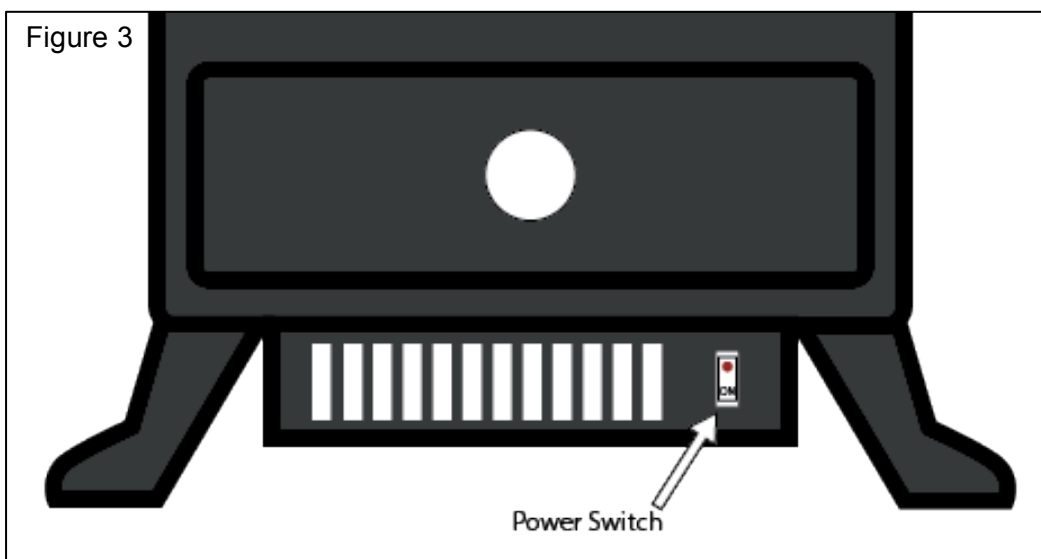


THIS IS HOW THE STOVE LOOKS WHEN ALL FOUR LEGS ARE IN PLACE.

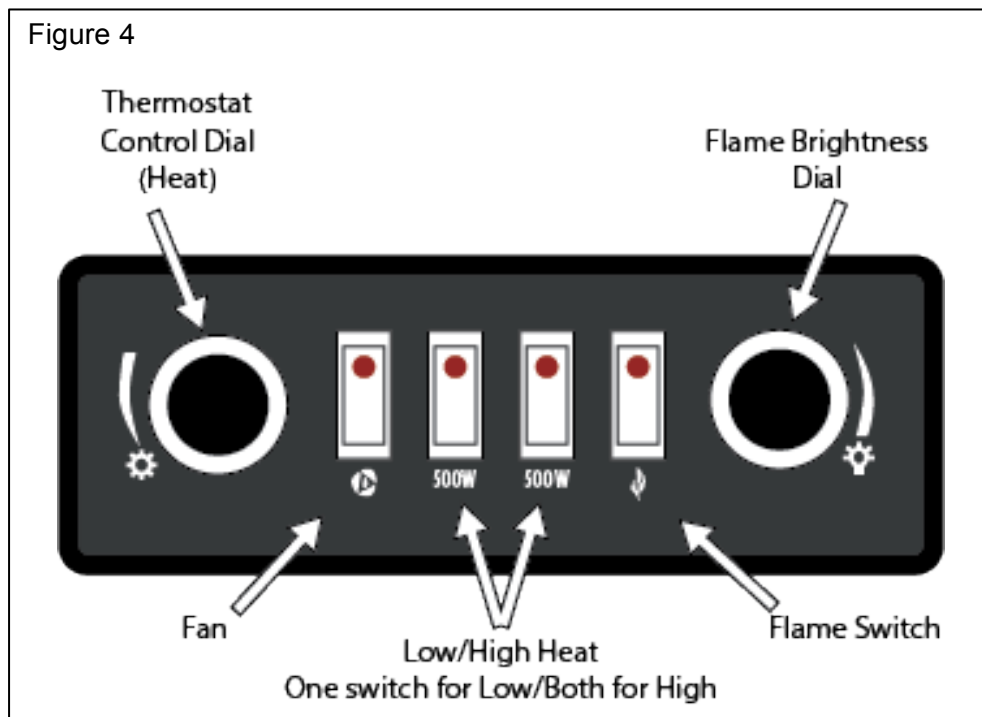
## F. Operation

This heater has a master power switch (see Figure 3) located on the right side of the heater fan and below the square switch cover. The switch must be in the "ON" position (indicated by the illuminated red light) for the heater to operate.

Figure 3



The heater has two functions. One is to simulate the fire flame and the second is to operate the fan and heater. The switches are located below the stove door under the rectangular, hinged cover (see Figure 4).



The *knob on the left* sets the heat level, so that the thermostat automatically turns the heater on and off to maintain the desired temperature. Turn the thermostat switch clockwise to increase the desired temperature and counter-clockwise to lower it. The *knob on the right* adjusts the fire effect intensity. Adjust to get the desired effect. The switches in the center control the amount of heat the unit can generate. Flip one of the switches to the “on” position with the red light illuminated for “low heat” setting; switch both to the “on” position for “high heat” setting.

**PLEASE NOTE:** When you turn the heater on for the first time you may notice a slight odor, which is harmless and will soon stop.

# MAINTENANCE

During any service of this appliance, the power to the unit must be turned off and unplugged from the wall outlet.

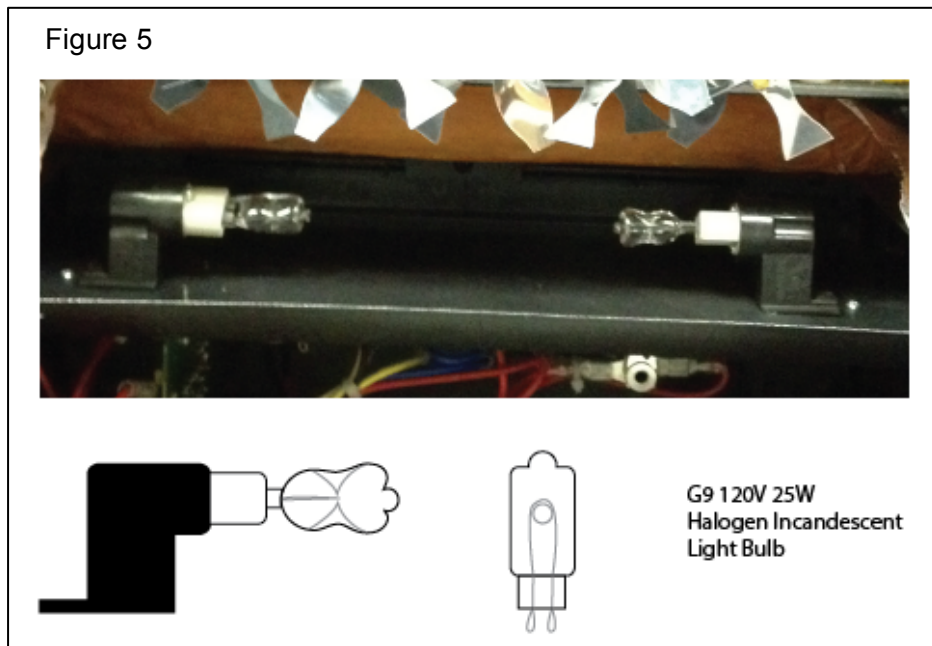
## A. Changing Light Bulbs

The appliance comes with two G9 120V 25W Halogen Incandescent light bulbs (max 25W). See Figure 5.

CAUTION: Sharp edges!

The fire effect is created with the use of two G9 120V 25W Halogen Incandescent light bulbs. The light bulbs will have to be replaced when they burn out (average lifespan is 3,000 hours). Replacement bulbs can be ordered online or at home supply stores.

To replace the light bulbs, loosen the 7 screws on the back of the fireplace stove and carefully remove the back panel by sliding it down. You will then be able to remove the worn-out bulbs replace them with new bulbs. Once bulbs have been replaced, reassemble the unit by attaching the back panel with the 7 screws that were previously removed.



## B. Cleaning

Before cleaning the appliance, disconnect it from the outlet and allow it to cool. Clean exterior surfaces with a soft cloth dampened with water. Do not use cleaning or polishing products.

# TROUBLESHOOTING GUIDE

PROBLEM	SOLUTION
1. No power. All switches are in the ON position and the unit does not work.	A. Check that the unit is plugged into a standard 120V power outlet. B. Check that the “Master” switch is on (see Figure 3).
2. The flame effect is functioning, but the heater does not blow out warm air.	A. Check that fan and heater switch are turned on (see Figure 4). B. Check that Mechanical Thermostat Knob is set to the highest setting (clockwise).
3. Heater does not work while heater switch is in the ON position.	A. 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.
4. The ember bed is glowing, but the flame is not functioning properly.	A. Open the back panel of the unit. Check whether the spinner spindle is connected to the motor. B. Check whether Flame Generator drive motor is running. If not, contact customer service via email or phone.

# STANDARD 1-YEAR WARRANTY

Net Direct Merchants (hereinafter referred to collectively as the “Company”) 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. 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) or replacing with a new unit of equal or greater value.
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 this Net Direct Merchants product.
9. The warranties, as outlined within this document, do not apply to any accessories used in conjunction with the installation of this product, whether or not they were purchased from Net Direct Merchants.
10. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.
11. This warranty is void if:
  - a. The fireplace is used outdoors, or is subjected to prolonged periods of dampness or condensation.
  - b. The product is subject to any unauthorized alteration, willful abuse, accident, or misuse.
  - c. You do not have the original receipt of purchase.
12. This product may be warranted for an additional year through an optional Extended Warranty, provided the Extended Warranty is purchased prior to the expiration of the initial warranty period. Please contact Net Direct Merchants at 866.966.1122 for additional information or to purchase an Extended Warranty.

If you have any questions or need to claim your warranty, contact the Company at [resolutions@netdirectmerchants.com](mailto:resolutions@netdirectmerchants.com) or 877.430.0703. Make sure you have your warranty, your sales receipt and the model number of your electric fireplace product. Net Direct Merchants, 217 North Seminary Street, Florence, AL 35630.