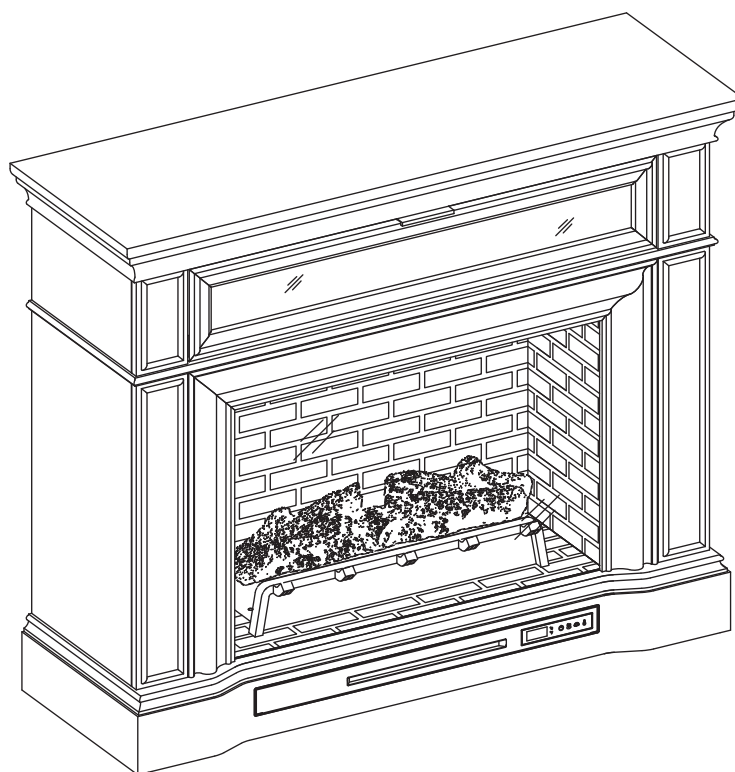


# ASSEMBLY INSTRUCTIONS

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## PINERY LARGE WALL MANTEL IN BLUE ASH



Questions, problems, missing parts?  
Before returning to the store, call Home Decorators Collection Customer Service  
8 a.m. - 7 p.m., EST, Monday - Friday, 9 a.m. - 6 p.m., EST, Saturday

**1-800-986-3460**

**[HOMEDEPOT.COM/HOMEDECORATORS](http://HOMEDEPOT.COM/HOMEDECORATORS)**

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**THANK YOU**

*We appreciate the trust and confidence you have placed in Home Decorators Collection through the purchase of this fireplace console. We strive to continually create quality products designed to enhance your home. Visit us online to see our full line of products available for your home improvement needs. Thank you for choosing Home Decorators Collection!*

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# Safety Information

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

This equipment has been tested and found to comply with the limits for Class B digital devices, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. The 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 and 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.

## IMPORTANT INSTRUCTIONS

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

### DANGER

- To reduce the risk of electrical shock, ensure the product is stable, and avoid tipping.
- Read all instructions before installing or using this heater.
- 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.
- **ALWAYS** unplug this appliance/furnishing from the electrical outlet before cleaning or servicing.
- This product is intended to fit most plasma and LCD televisions (up to 50 inches and weighing a maximum of 58 pounds). Using this item with loads heavier than the stated maximum can result in tipping and/or instability, which can result in injury or even death.

### WARNING

- This appliance is hot when in use. To avoid burns, **DO NOT** let bare skin touch hot surfaces. Keep combustible material, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet from this appliance and keep them away from the sides and rear.
- Extreme caution is necessary when any heater is used by or near children or individuals with disabilities and whenever the fireplace is left operating and unattended.
- **DO NOT** run cord under carpeting. **DO NOT** cover cord with throw rugs, runners, or similar coverings.
- **DO NOT** route cord under furniture or appliances. Arrange cord away from traffic areas and where it will not be tripped over.
- **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.
- This appliance has hot and arcing or sparking parts inside. **DO NOT** use it in areas where gasoline, paint or flammable vapors or 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.

## Safety Information (continued)

- Use this appliance only as described in the manual. Any other use is **NOT** recommended by the manufacturer and may cause fire, electric shock or injury to persons.
- Reduce the risk of burns, fire, electrical shock, or injury to persons:
- Unplug from outlet before putting on or taking off parts.
- Close supervision is necessary when this furnishing is used by, or near children, invalids, or disabled persons.
- Use this furnishing only for its intended use as described in these instructions. **DO NOT** use attachments not recommended by the manufacturer.
- Keep the cord away from heated surfaces.
- Never operate the furnishing with the air openings blocked. Keep the air openings free of lint, hair, and other debris.
- Never drop or insert any object into any opening.
- **DO NOT** operate where aerosol (spray) products are being used or where oxygen is being administered.
- To disconnect, turn all controls to the off position, then remove plug from outlet.
- Each surface intended to support a load shall have a corresponding statement in the use instructions specifying the maximum intended load for that surface in pounds (kilograms).
- Risk of electric shock-connect this furnishing to a properly grounded outlet only. See Grounding Instructions.
- To avoid electric shock, fire, or injury, review the assembly instruction to confirm that the appropriate critical components and accessories are being used with the furnishing.
- Death or serious injury may occur when children climb on audio and/or video equipment furniture. A remote control or toys placed on the furnishing may encourage a child to climb on the furnishing and as a result the furnishing may tip over on to the child.
- Relocating audio and/or video equipment to furniture not specifically designed to support audio and/or video equipment may result in death or serious injury due to the furnishing collapsing or overturning onto a child.
- **“WARNING – Death or serious injury may occur when children climb on audio and/or video equipment furniture. A remote control or toys placed on the furnishing may encourage a child to climb on the furnishing and as a result the furnishing may tip over on to the child”.**
- **“WARNING – Relocating audio and/or video equipment to furniture not specifically designed to support audio and/or video equipment may result in death or serious injury due to the furnishing collapsing or overturning onto a child”.**
- This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. **NEVER** place heater where it may fall into a bathtub or other water container.
- To disconnect this appliance, turn controls to the OFF position, then remove plug from outlet.
- **ONLY** connect to properly grounded outlets.
- This appliance, when installed, must be electrically grounded in accordance with local codes, with the current CSA C22.1 Canadian Electrical Code or follow U.S.A. Installations, follow local codes and the National Electrical Code, ANSI/NFPA NO.70.
- 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.
- The heaters **MUST NOT** be located immediately below a socket-outlet.
- **ALWAYS** plug heaters directly into a wall outlet / receptacle. **NEVER** use with an extension cord or re-loadable power tap (outlet / power strip).
- **DO NOT** slide insert on top of wood to avoid scratching wood surface.
- **DO NOT** place any object on top of the insert or block the air intakes / vents as this can cause the unit to overheat and could cause a fire.

### CAUTION

- **DO NOT** operate any heater with a damaged cord or plug or after the heater malfunctions. **DO NOT** operate any heater if it has been dropped or damaged in any manner. Disconnect power at service panel and have heater inspected by a reputable electrician before reusing.
- Any repairs to this fireplace should be carried out by a qualified service person.
- Under no circumstances should this fireplace be modified. Parts having to be removed for servicing must be replaced prior to operating this fireplace again.
- Household use only.
- **DO NOT** use outdoors.

### WARNING

- Unit must be placed on a level surface or leveled with included hardware (when applicable).
- Do not sit or stand on or allow children to climb, sit or stand on the assembled product.
- For safety reasons, it is imperative that this unit be mounted on the wall or floor.
- Unit can tip over causing severe injury or death.
- Never open more than one drawer at a time.
- Do not exceed the recommended weight limits.
- Before cutting, drilling or hammering into any wall or floor surface, verify the location of electrical, plumbing and gas lines. Cutting may cause serious injury.

## Safety Information (continued)

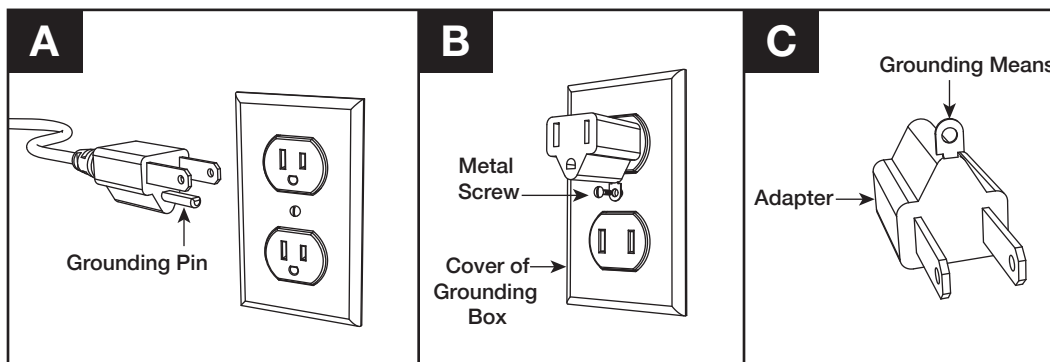
### Electrical Connection

- 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 6-ft. three-wire cord, exiting from the rear of the fireplace. **DO NOT** exceed the current rating of the current tap.

### Grounding Instructions

- This heater is for use on 120 volt. The cord has a plug as shown below. See illustration or grounding instruction. 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.

## SAVE THESE INSTRUCTIONS



# Warranty

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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.

Install and operate this electric fireplace 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.

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.

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.

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).

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.

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.

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.

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.

The warranties as outlined within this document do not apply to non-accessories used in conjunction with the installation of this product.

This warranty is void if:

1. The fireplace is subjected to prolonged periods of dampness or condensation.
2. Any unauthorized alteration, willful abuse, accident, or misuse of the product.
3. You do not have the original receipt of purchase.

Contact the Customer Service Team at 1-800-986-3460 or [HOMEDEPOT.COM/HOMEDECORATORS](https://www.homedepot.com/homedecorators).

# Pre-Installation

## PLANNING INSTALLATION

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

**Estimated Assembly Time:** 50 minutes.

**Tools Required for Assembly (not included):** Phillips screwdriver.

## TOOLS REQUIRED

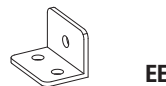


Phillips  
screwdriver  
(not included)

## HARDWARE INCLUDED



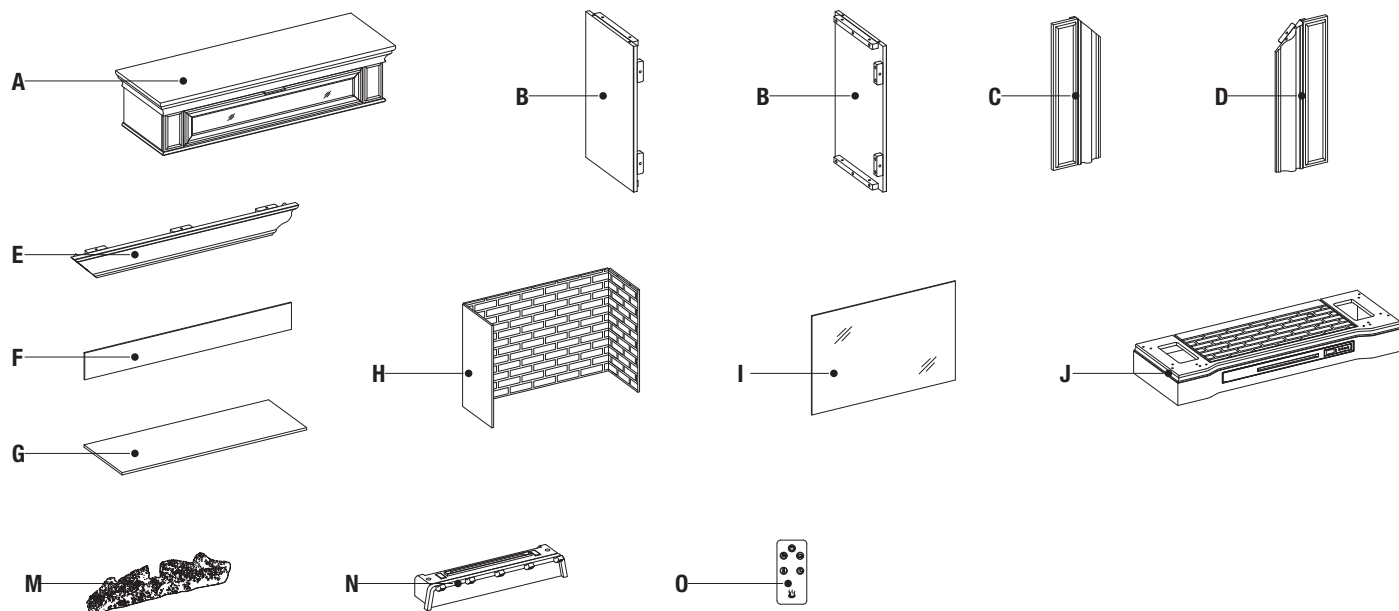
**NOTE:** Hardware not shown to actual size.



Part	Description	Quantity
AA	Long Bolt	19
BB	Washer	19
CC	Wooden Dowel	20
DD	Short Screw	6
EE	L-Bracket	2
FF	Touch-up Pen	1
GG	Tip Restraint Hardware	2

# Pre-Installation (continued)

## PACKAGE CONTENTS

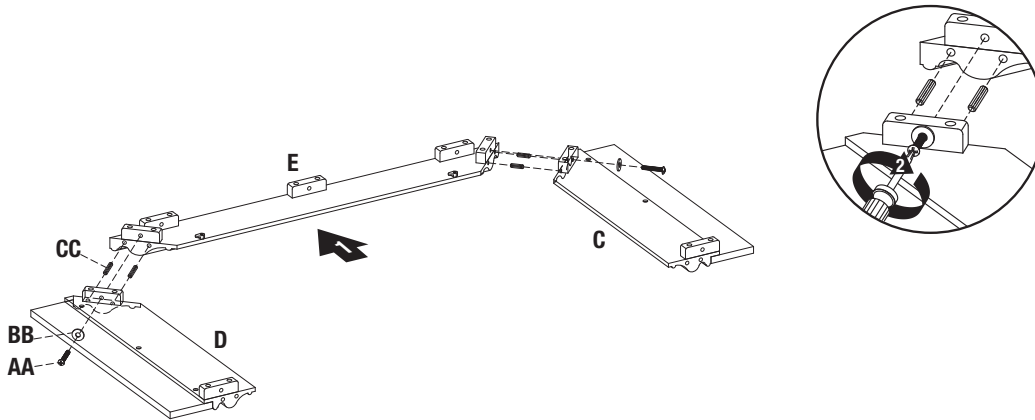


Part	Description	Quantity
A	Top	1
B	Outer Wall	2
C	Left Front Panel	1
D	Right Front Panel	1
E	Center Panel	1
F	Wood Door Panel	1
G	Heater Top Panel	1
H	Fireplace Brick Wall	1
I	Fireplace Glass Front	1
J	Base And Heater	1
M	Fire Log	1
N	Fireplace Grate	1
O	Remote Control (Battery Inside)	1

# Installation

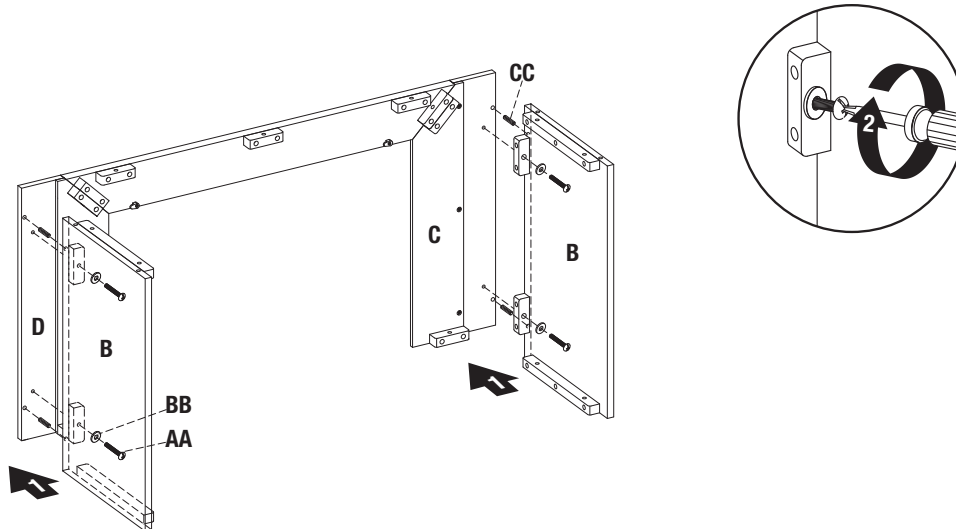
## 1 Install front panel

- As shown in the diagram, insert two wooden dowels (CC) into holes on center panel (E), align the holes on center panel (E) with the corresponding holes on left front panel (C). Securing with washer (BB) and long bolt (AA).
- Repeat for right front panel (D).



## 2 Install outer walls

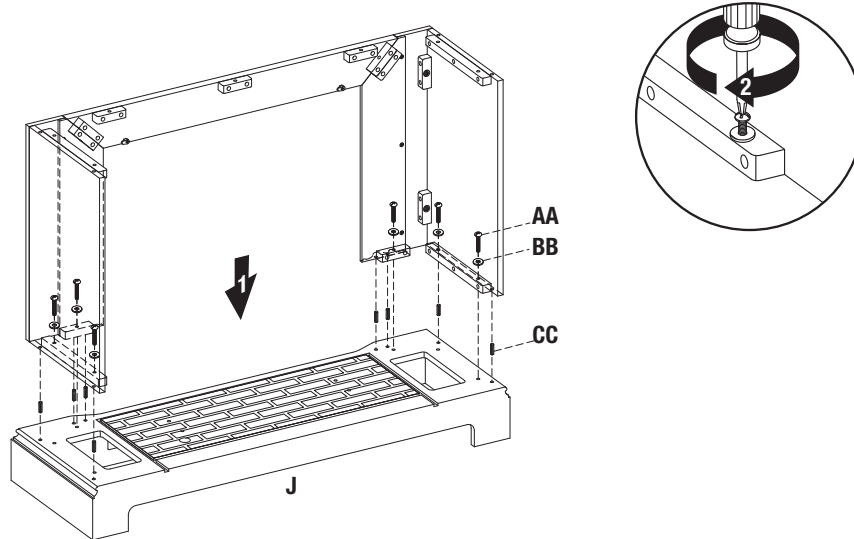
- From behind the assembly, insert two wooden dowels (CC) into holes on left front panel (C), align the holes on left front panel (C) with the corresponding holes on outer wall (B), securing with two washers (BB) and two long bolts (AA).
- Repeat for the remaining outer wall (B).



## Installation (continued)

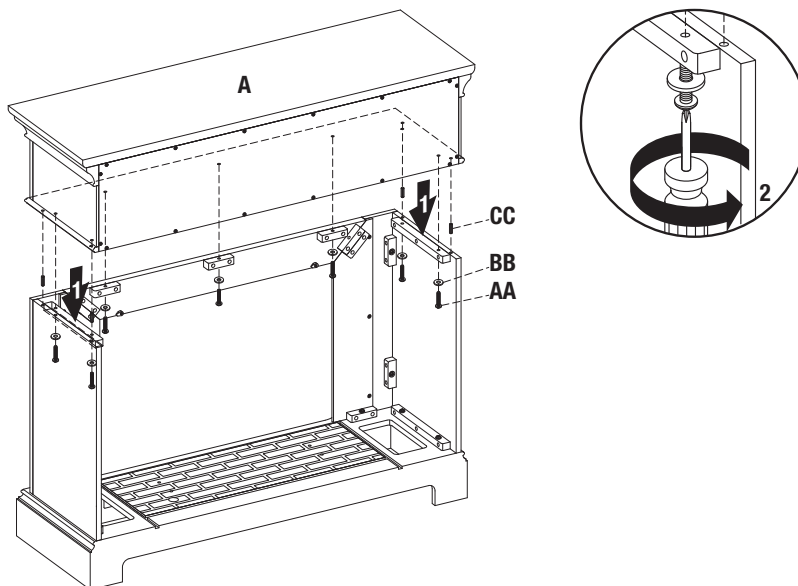
### 3 Install outer walls

- Insert eight wooden dowels (CC) into holes on base and heater (J). Place assembly from Step 2 onto base and heater (J), securing with six washers (BB) and six long bolts (AA).



### 4 Install top

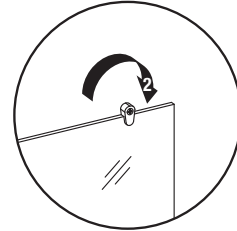
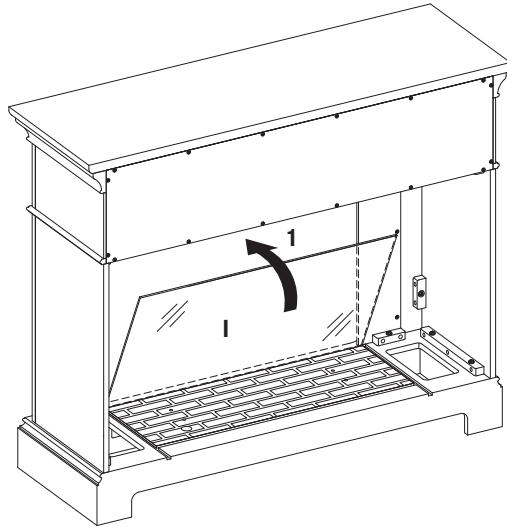
- Insert two wooden dowels (CC) into the top outer holes on both outer walls (B). Attach top (A), securing from underneath with seven washers (BB) and seven long bolts (AA).



## Installation (continued)

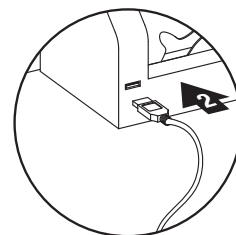
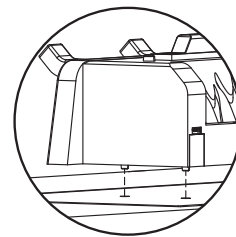
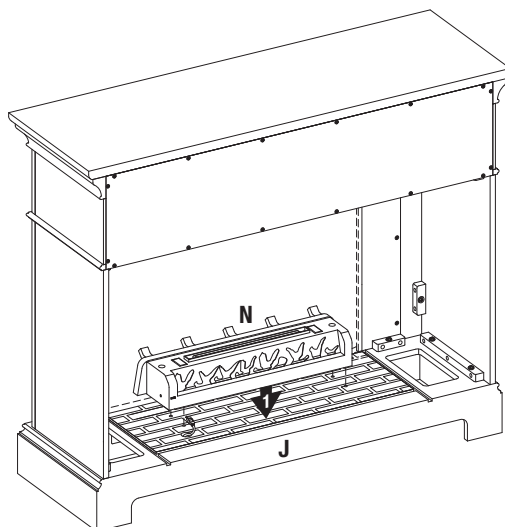
### 5 Install fireplace glass front

- From behind the assembly, attach the fireplace glass front (I), lowering it into the front groove on base and heater (J). Secure the glass by turning the pre-assembled plastic knobs.



### 6 Install fireplace grate

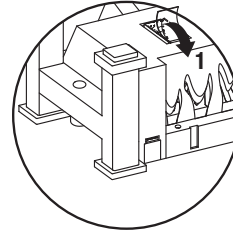
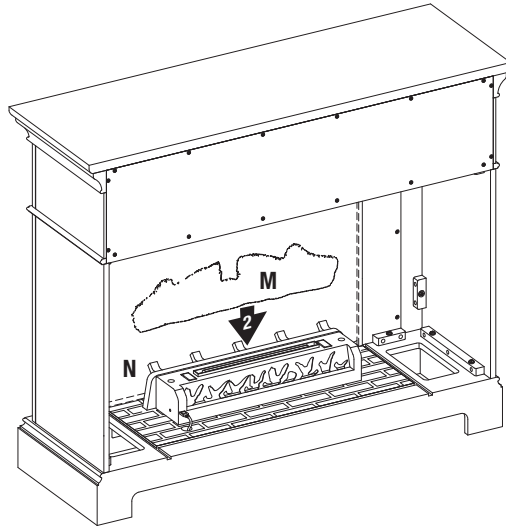
- Place the fireplace grate (N) by matching the bottom pins into the holes on the base and heater (J).
- Slot the USB cable from the heater underneath through the cable hole on the base and heater (J). Attach the USB cable from the heater into the USB port behind the fireplace grate (N).



## Installation (continued)

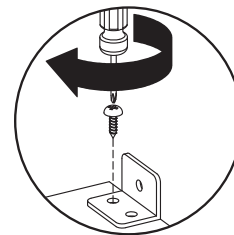
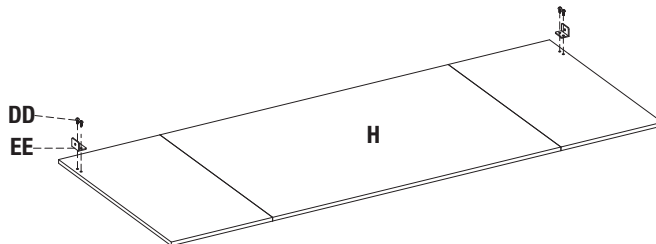
### 7 Install fire log

- Remove the film from the adhesive on the top of the fireplace grate (N) and place the fire log (M) on the center of the fireplace grate (N).



### 8 Install L-bracket

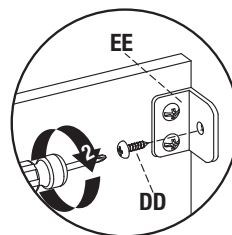
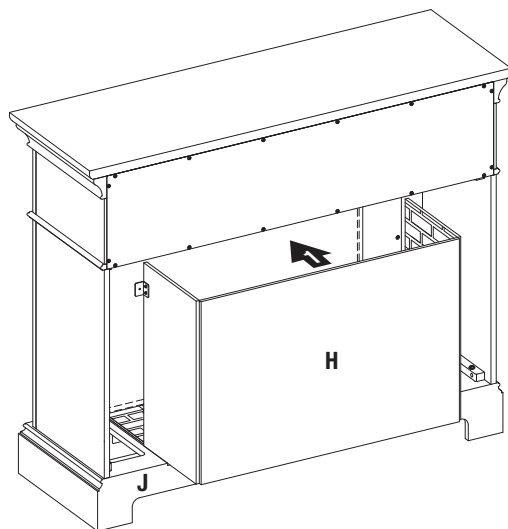
- Screw two L-bracket (EE) onto the fireplace brick wall (H) using four short screws (DD).



## Installation (continued)

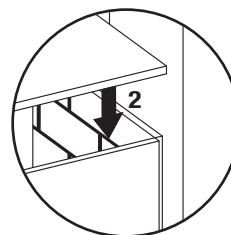
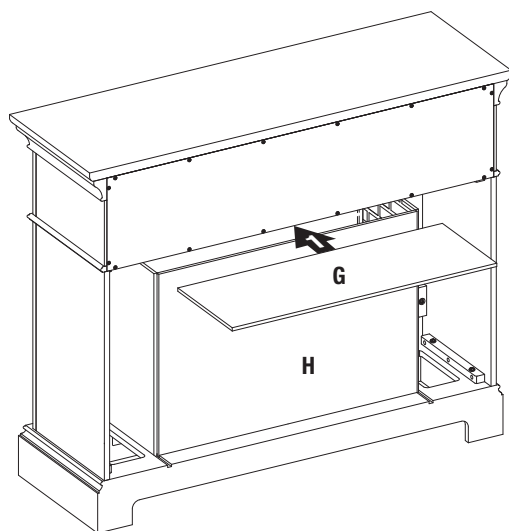
### 9 Install fireplace brick wall

- Insert the fireplace brick wall (H) into the mantel, slotting it into the grooves on base and heater (J).
- Secure it by using two short screws (DD) into the L-bracket (EE).



### 10 Install heater top panel

- Place the heater top panel (G) on top of firebox with corner bumpers facing inward.

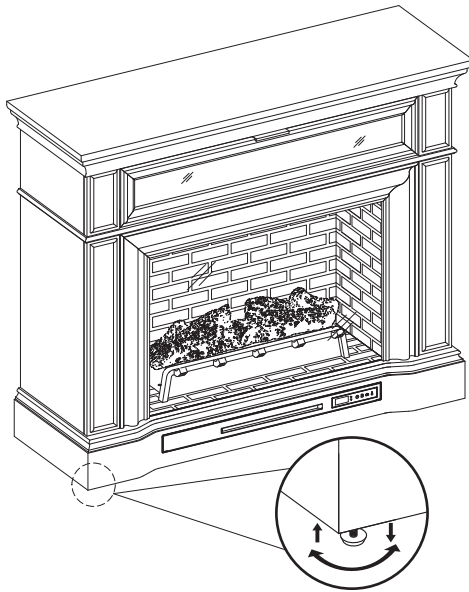


## Installation (continued)

# 11 Adjust the levelers

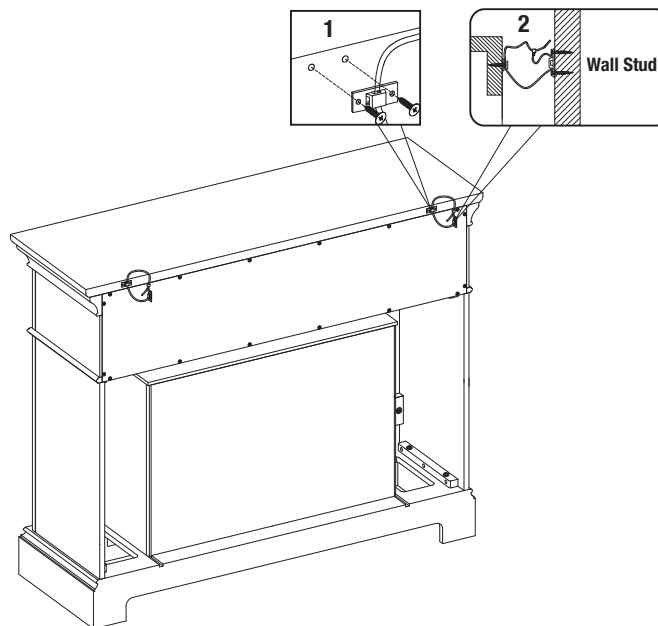


**NOTE:** Use the pre-assembled levelers on the base of the fireplace to level the unit. Twist the levelers counterclockwise to increase the height, or twist the levelers clockwise to decrease the height.



**WARNING:** You must install the tip restraint hardware to help prevent any accidents or damage to the unit. We strongly recommend attaching the tip restraint hardware to a wall stud and your unit. For all other wall types, please visit your local hardware store to obtain the proper hardware.

- Assembly is now complete. With the help of another person, move the unit to the final desired position. Once in the final position, you may attach the tip restraint hardware to the wall. You may now plug the heater into the power outlet.



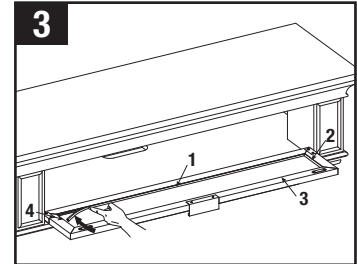
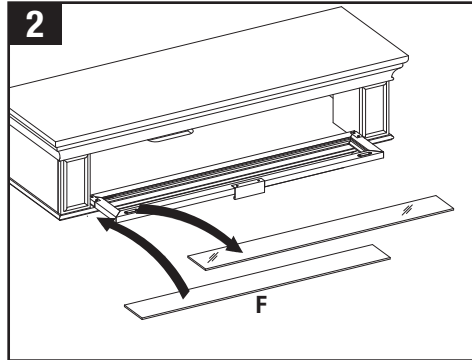
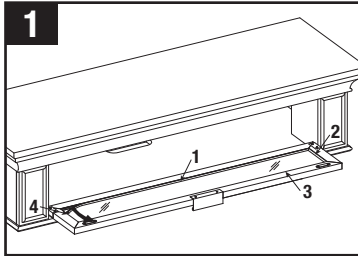
## Change Door Panels (optional)

### 1 Change door panels



**NOTE:** The pre-installed glass door panels can be switched out with the included wood door panel (F).

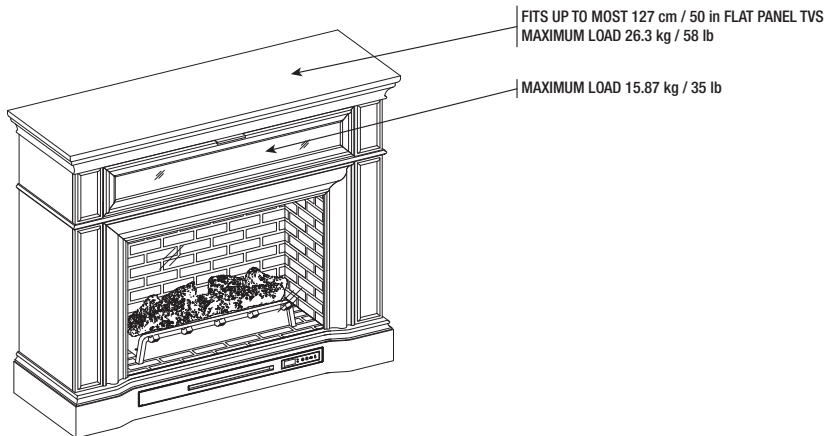
- Remove the silicone trim along the outer edges of the glass panel on the inside of the flip down door. Start at a corner and pull to remove the four pieces. Be careful not to damage the silicone trim, as it will be used to secure the new panel.
- Remove the glass panel from the door frame, then insert the included wood door panel (F).
- Using your finger, press the silicone trim back into place. Move around the outer edge of the panel until all four sides are secure.



## Maximum Recommended Weight Loads

### **WARNING**

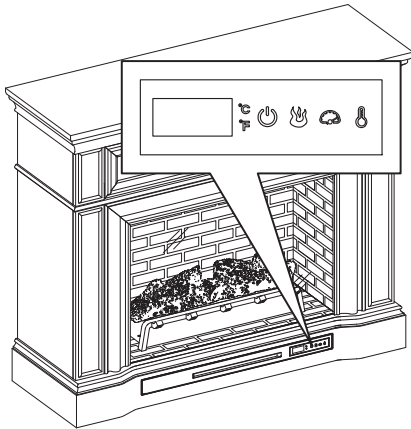
For use with televisions weighing 58 lbs or less.  
Use with heavier televisions may result instability causing tip over resulting in death or serious injury.



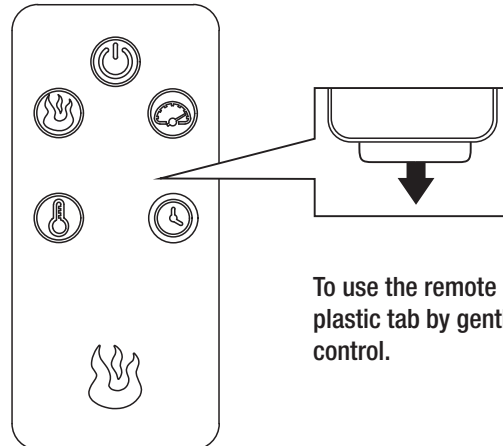
SKU#1007512408/Model#1927FM-28-310  
DISTRIBUTION: Greentouch Home Limited  
ADDRESS: Room 4007, Central Plaza, 18 Harbour Road, Wanchai, Hong Kong  
COUNTRY OF ORIGIN: VIETNAM  
MANUFACTURE DATE: JUN, 2022  
(This date is accordance with the actual manufacture date.)

# Operating Instructions

## Control Panel



## Remote Control



To use the remote control, first remove the plastic tab by gently pulling it out of remote control.

## Controls and Display

The control panel will display the heater setting when the unit power is turned ON. Whichever control icon you press will display the current setting of the corresponding function. Press the control icon again to adjust the setting. Following adjustment of any setting(s), the unit will resume to display the heater setting after 5 seconds.



### Power Function

- When the unit is plugged-in but not in use, F or C will illuminate to indicate that it is in stand-by mode.
- Press the POWER ICON to turn the main power to the unit ON or OFF.
- When the unit is powered ON, the control panel will display the heater setting to indicate the unit has power.
- Functions stored in memory will resume at the last setting.
- When the unit is powered OFF, the fan will continue to blow for a 40 second cool-down cycle prior to shutting down (a countdown will be displayed).



### Flame Brightness Function

- Press the FLAME BRIGHTNESS ICON to display the current flame brightness setting.
- Press the FLAME BRIGHTNESS ICON again to scroll down through the flame brightness settings: 5, 4, 3, 2, 1, OF (OFF).



### Flame Speed Function

- Press the FLAME SPEED ICON to display the current flame speed setting.
- Press the FLAME SPEED ICON again to scroll down through the flame speed settings: 5, 4, 3, 2, 1.



### Heater Function

- Press the HEATER ICON to display the current heater setting.
- Press the HEATER ICON again to scroll down through the heater settings.



**NOTE:** Long-hold the icon to quickly scroll through settings.

- Set the heater to "HI" (High) to have the heater run continually.
- Set the heater to "OF" (OFF) to use the flame functions without heat.
- This heater has a thermostat sensor to control the ambient temperature in the surrounding area of the fireplace. The heater will cycle ON and OFF to maintain the selected temperature. The thermostat setting range is 90°F (43°C) to 65°F (18°C).

# Operating Instructions (continued)



**NOTE:** This may not exactly match the room thermostat reading as their sensors are located in different areas.

- Hold down the FLAME SPEED ICON for 10 seconds to toggle between Fahrenheit and Celsius. “F” or “C” will be displayed on the control panel (°F/°C can only be toggled from the control panel and will not work if using the remote control).
- See HEATER OVERRIDE section to disengage the heater.



## Sleep Timer Function (Remote Control Only)

- The Sleep TIMER function will set a countdown to shut down the unit's main power.
- Press the TIMER ICON to display the current Sleep Timer setting.
- Press the TIMER ICON again to scroll through the timer settings, which are: 30 (minutes), 1H, 2H, 3H, 4H, 5H, 6H, 7H, 8H, 9H, OF (OFF).
- When the timer reaches zero, it will turn OFF the main power and will maintain all the settings in memory.

## HEATER OVERRIDE

The power to the heater can be disengaged to prevent the heater from being accidentally or unintentionally powered on. This feature is primarily added to help prevent children from powering on the heater when it is not desired.



**NOTE:** The heater override can only be set from the control panel and will not work if using the remote control.

- First turn the main power OFF. Press the POWER ICON; as the heater setting display is flashing, press the POWER ICON again and long-hold 20 seconds. The E3 symbol will display to indicate that the heater is now disengaged.



**NOTE:** The Flame and Timer functions will operate normally. Only the heater is disengaged.

- Repeat the same process to re-engage the heater function. The E3 symbol will change back to display the heater setting when the heater is re-engaged.

## MEMORY FUNCTION

- This unit has a memory function that allows you to turn off the MAIN POWER and retains all the other function settings (excluding the SLEEP TIMER function).
- To reset the memory, unplug the unit from the wall.

## Care and Maintenance

- Make sure the unit is turned OFF, unplugged and the heating elements of heater are cool whenever you are cleaning the heater or fireplace.
- Clean the metal trim using a water-dampened soft, clean cloth. **DO NOT** use brass polish or household cleaners as these products will damage the metal trim.
- The motors used on the fan and the flame generator assembly are pre-lubricated for extended bearing life and require no further lubrication. However, periodic cleaning/vacuuming of the fan/heater and air intake/output vents are recommended.
- When the heater is not in use, the power cord should be stored properly to avoid contact with hot or sharp objects.
- Any other servicing should be performed by an authorized service representative.
- Tips for using touch-up pen (FF): For scratches, stroke in direction of scratch. For worn areas, stroke in the direction of wood grain. Rub excess colorant promptly with a soft cloth.

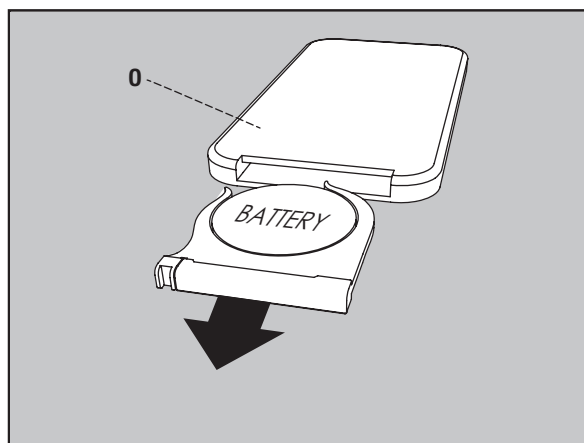
### Replacing the Remote-Control Battery

When the remote control (O) stops operating or its range seems reduced, it is time to replace the battery.



**NOTE:** The battery should be removed if the product is to be left unused for a long time.

1. The battery compartment is located on the back end of the remote control (O).
2. Press the small tab inward as you slide the battery door open and remove the old battery.
3. Insert a new CR2025 lithium battery (not included), checking that the + and - sides of the battery match the inside of the battery compartment.
4. Re-insert the battery door.



**NOTE:** Harmful if swallowed.

### Disposal of Used Battery



A battery may contain hazardous substances that could be endangering the environment and human health.

- This symbol marked on the battery and/or packaging indicates that used battery shall not be treated as municipal waste. Instead it shall be left at the appropriate collection point for recycling.
- By ensuring the used battery is disposed of correctly, you will help prevent potential negative consequences for the environment and human health. The recycling of materials will help to conserve natural resources.
- Do not dispose of battery in fire. Battery may explode or leak.

For more information about collection and recycling of used battery, please contact your local municipality, your waste disposal service or the point-of-sale where you purchased this battery.

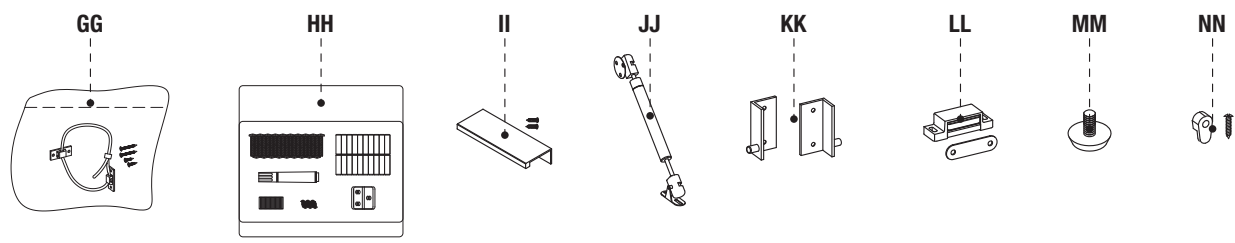
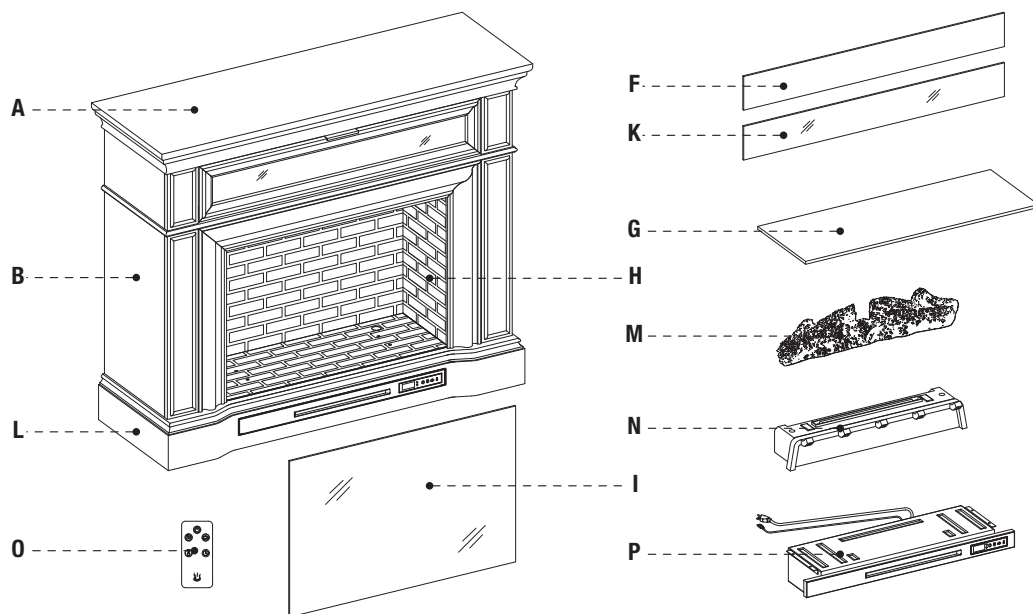


# Troubleshooting

Problem	Possible cause	Solution
Error E1 displayed on control panel.	The overheat sensor has been engaged.	Unplug unit, wait 15-20 minutes, then the sensor will reset itself. Plug the unit back in and turn on the heater. If the problem persists, call customer service.  <b>NOTE:</b> The other functions will work normally excluding the heater.
Error E2 displayed on control panel.	The thermostat sensor is broken or not working correctly.	Unplug unit, wait 15-20 minutes, then the sensor will reset itself. Plug the unit back in and turn on the heater. If the problem persists, call customer service.  <b>NOTE:</b> The other functions will work normally excluding the heater.
Error E3 displayed on control panel.	Heater override function is engaged.	See page 16 Heater Override Section for more details.
No power.	The unit does not have power.	Check that the power cord is securely plugged into a standard 120V outlet. Then check to make sure the unit is powered on.
No flame effect but the unit is powered on.	The flame effect is powered off.	Push the flame brightness button until desired level is achieved.
	USB cable.	Connect the USB cable into the USB port behind the Fireplace Grate.
Heater and blower do not power on but rest of functions are working.	Heater setting.	Set the heater to "HI" (High) to have the heater run continually.
Power cord gets warm to the touch.	Normal operation.	This is normal for a heater appliance as it requires more current to operate. Check the connections of the appliance cord and the outlet. Make sure the plug fits tightly into the outlet. During use, check the plug and outlet frequently to determine if it is HOT; if so, discontinue use of the appliance and consult with a qualified technician to check or change the overheating outlet(s).
Remote control does not work.	Weak or failing battery.	Replace with 1 CR-2025 battery (See page 17 for more information).
Remote control signal is weak and only work sometimes.	Pressing the buttons too quickly.	Press the buttons slowly and steadily to ensure the transmitter recognizes the request.
	Using the remote control too far away or at an off angle.	Move closer to the insert; the remote control will only work within a distance of 20 feet and 45 degrees to either side from the front of the fireplace insert.
Fan motor continues to blow after the unit is powered off.	Normal operation.	This is a standard feature; the blower runs for an additional time to cool off the heater tubes.

# Service Parts

## MODEL TYPE



Part	Description	Part #
A	Top	1927FM-28-310-TOP
B	Outer Wall	1927FM-28-310-OUTER WALL
F	Flip-Down Door Center Panels	PH-1927FM-28-310-CENTER PANELS
K		
G	Heater Top Panel	1927FM-28-310-HEATER TOP PANEL
H	Fireplace Brick Wall	1927FM-28-310-INSERT WALL BRICK
I	Fireplace Glass Front	1927FM-28-GLASS FRONT
L	Base	1927FM-28-310-BASE
M	Fire Log	FIRE LOG 2

Part	Description	Part #
N	Fireplace Grate	GRATE B
O	Remote Control	RC-HE85EL01
P	Heater	KDI-02-26-310
GG	Tip Restraint Hardware	ANTI-TIP HARDWARE SET
HH	KD Hardware Pack	PH-1927FM-28-310-HARDWARE PACK
II	Flip-Down Door Handle	PU22-1860HW-04-MB HANDLE
JJ	Flip-Down Door Hardware Set	PU22-1927FM-JJ/KK/LL
KK		
LL		
MM	Leveler	T-1007
NN	Glass Clips	GLASS CLIPS

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Retain this manual for future use.