REGENCY
FIREPLACE PRODUCTS

Ei29 Insert

LED Electric Fire Range
with Thermostatic Remote Control



Instructions for Use, Installation & Servicing
For use in the US (United States) and CA (Canada)

IMPORTANT

THE HEATER OUTLET GRILLE BECOMES VERY HOT WHILE IN OPERATION.
DO NOT COVER THE OUTLET GRILLE OR ANY PART OF THE APPLIANCE.

For use with 120V 60Hz electricity supply.
240V supply with hardwire installation only.

Please read these instructions carefully before installation.
Failure to follow them could result in serious injury.

SAVE THESE INSTRUCTIONS: Leave this manual with the appliance, they will be needed when maintenance or servicing is required.

THIS APPLIANCE MUST BE GROUNDED.

920-646f **12.23.25**

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Covering the following models:

MODEL
Ei29

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WARRANTY

This product carries a 1-year warranty.
Please note that all warranties are effective from the date of purchase.

Full terms and conditions are detailed in the Warranty Statement on the Regency website www.regency-fire.com. In the event of any conflict of information the wording on the website shall prevail.

Important Note: Should any problems be experienced with your product, claims must first be submitted to the Dealer where the appliance was purchased from who will offer immediate assistance or contact Regency on your behalf.

Important : The handheld transmitter is configured in the factory with a unique signal code. The handheld transmitter is ready for use once the 2 AAA batteries are installed.
If the handset loses its signal or needs to be replaced, see chapter in the servicing section for details.

DISPOSAL



Recycle in accordance with Code of Federal Regulations (CFR), Title 40, Part 273. This device is classified as electrical and electronic equipment
As such, it must not be disposed of with household waste.
At the end of its useful life please take this product to an appropriate recycling center or collection point. You can find your nearest recycling drop off point by contacting your locality's waste management office.

ELECTRICAL SUPPLY
A 120V 12.5A 60Hz supply is required
Rated power consumption: EI29: 1400 Watts
Plan the location of the appliance so that it will have adequate electric power. A 15 AMP, 60Hz circuit is required for 120V installation. Additional appliances on the same circuit may exceed the current rating of that circuit. A dedicated circuit is not required, but is preferred to prevent circuit breaker trips or fuse failure.
Optional 240 VAC 2 phase 15A 60Hz supply can be utilized.
Rated power consumption:
EI29: 2800 Watt
On 240 VAC option, this may only be hardwired.

IMPORTANT INFORMATION AND HEALTH AND SAFETY

WARNING: Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to this manual. For assistance or additional information, consult a qualified installer.

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:

Read all instructions before using this appliance.

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.

DO NOT use outdoors.

NEVER use this appliance in **bathrooms**, **laundry rooms**, or any other location where the appliance could fall into a **bathtub** or **pool**, **become damp**, or **come in contact with wate**r.

This product is **not intended** to be a **primary heat source**. It is for supplemental heat only.

Do not locate the appliance immediately **below** a fixed receptacle outlet.

Electrical Supply Circuit Requirements

Plan the location of the appliance so that it will have adequate electric power. A 15 AMP, 60Hz circuit is required for 120V installation. Additional appliances on the same circuit may exceed the current rating of that circuit. A dedicated circuit is not required, but is preferred to prevent circuit breaker trips or fuse failure.

Do not cut the ground terminal off under any circumstances. When connected with 120 volts, the appliance must be electrically grounded in accordance with local codes, current version of CSA C22.1 (in Canada) or in the absence of local codes, with the National Electrical Code ANSI/NFPA 70-1987.

DO NOT operate any appliance with a **damaged cord or plug** or after the **appliance malfunctions**, has been **dropped** or **damaged in any manner**. Discard appliance, or return to authorized service facility for examination and/or repair.

This appliance is **hot when in use**. To avoid burns, **DO NOT** let bare skin touch hot surfaces. Keep **combustible materials**, such as furniture, pillows, bedding, papers, clothes, and curtains at least **3.3 feet (1.0 m)** from the **front of the appliance**.

Extreme caution is necessary when any appliance is used by or near **children** or **invalids** and whenever the appliance is left **operating and unattended**.

DO NOT insert or allow foreign objects to enter any ventilation or exhaust opening, as this may cause **electric shock** or **fire**, or **damage the appliance**.

To prevent a possible fire, **DO NOT** block air intakes or exhaust in any manner. Doing so could cause a **fire**. **DO NOT** use on soft surfaces, like a bed, where openings may become blocked.

As the 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.

AVOID FIRE! Regularly inspect all air vents to make sure they are free from dust, lint, or other blockage. **Unplug the unit** and clean with a **vacuum ONLY. DO NOT** rinse or get wet.

DO NOT USE this appliance with any **solid state speed control devices**.

Risk of electric shock! DO NOT OPEN! No user-serviceable parts inside!

NEVER modify this appliance. Doing so could result in personal injury or property damage. Modification of this fireplace **completely voids all warranties**.

NEVER leave this appliance unattended. **To disconnect** appliance, **ALWAYS turn controls to "OFF"** then remove plug from outlet or turn off circuit when not in use.

ALWAYS turn this appliance off before unplugging it from the outlet.

To prevent a possible **fire, do not burn wood** or other materials in this **appliance**.

ALWAYS disconnect this unit from the **power** supply **before** performing any assembly or cleaning, or before relocating the electric fireplace.

Always use properly grounded, **fused** and polarized outlets.

Always use ground fault protection where required by electrical code.

Avoid use of an **extension cord** because an extension cord may overheat and cause a fire. If you have to use an extension cord, the cord should be **N.14 AWG minimum size** and rated to not less than 1875 Watts.

NEVER plug this appliance into an outlet that is **old, cracked**, or has any loose wires or connections. Plugging this appliance into a faulty outlet could result in **electric arcing** within the outlet that could cause the **outlet** to **overheat or catch fire**.

DO NOT run **power cord** under carpeting. **DO NOT** cover power cord with throw rugs, runners, or similar coverings. **DO NOT** route power cord under furniture or appliances. Arrange power cord **away from traffic** area, and where it will not be tripped over.

ALWAYS check your appliance cord and plug connections with **each use**!

A. **MAKE SURE** the plug fits tight in the outlet! Faulty wall outlet connections or loose plugs can cause the outlet to overheat.
B. **Appliances draw more current** than small appliances. **Overheating** may occur even if it has not occurred with the use of other appliances.
C. During use, **frequently check** to see if the **plug outlet** is HOT! If the outlet or faceplate is **HOT, discontinue use immediately** and have a qualified electrician inspect and/or replace the faulty outlets.

WARNING: Cancer and Reproductive Harm
www.P65Warnings.ca.gov
919-874

SAVE THESE INSTRUCTIONS.

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.

Note: This product has been tested and found to comply with the limits for a 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 product 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 communications. However, there is no guarantee that interference will not occur in a particular installation. If this product does 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 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.

Please take attention that changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment should be installed and operated with a minimum distance 8" (203 mm) between the radiator and your body. Refer to next page for a copy of the serial decal.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

(1) this device may not cause interference, and
(2) this device must accept any interference, including interference that may cause undesired operation of the device.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This appliance has been approved to the following standards:

- **ICES-003:Issue 6** - Information Technology Equipment (Including Digital Apparatus) -- Limits and Methods of Measurement
- **ANSI C63.4:2014** - American National Standard for Methods of Measurement of Radio-Noise Emissions from Low-Voltage Electrical and Electronic Equipment in the Range of 9 kHz to 40 GHz
- **ANSI C63.10:2013** - American National Standard of Procedures for Compliance Testing of Unlicensed Wireless Devices
- **47 CFR Part 15, Subpart B** - Radio Frequency Devices
- **47 CFR Part 15, Subpart C** 15.231 - Radio Frequency Devices
- **C22.2 No 46-13** - Electric Air Heaters
- **UL 2021 (4th Edition)** - Fixed and Location-Dedicated Electric Room Heaters
- **FCC Rules 15C** - Federal Communication Commission
- **RSP-100** - Labelling Requirements for IC
- **RSS-102 Issue 5 (March 2015)** - Radio Frequency (RF) Exposure Compliance of Radiocommunication Apparatus
- **RSS-210 Issue 9 (November 2017)** - Licence-Exempt Radio Apparatus: Category I Equipment
- **RSS-Gen Clause 4.6.1** - General Requirements for Compliance of Radio Apparatus

This is a copy of the label that accompanies each Ei29 Electric Insert. We have printed a copy of the contents here for your review.
NOTE: Regency® units are constantly being improved. Check the label on the unit and if there is a difference, the label on the unit is the correct one.

Safety label location



REGENCY
FIREPLACE PRODUCTS

WARNING: DISCONNECT FROM POWER BEFORE SERVICING PRODUCT
AVERTISSEMENT : DÉBRANCHER AVANT L'ENTRETIEN

MODEL No. / MODÈLE No.	223-088
SERIAL No. / No de SÉRIE	
VOLTAGE / TENSION	120V~ / 240V ~, 60Hz
POWER / PUISSANCE	1400W / 2800W
CURRENT / COURANT	11.6A
WEIGHT / POIDS	64LB

Delta, British Columbia, V4G 1H4 PR3210

273424

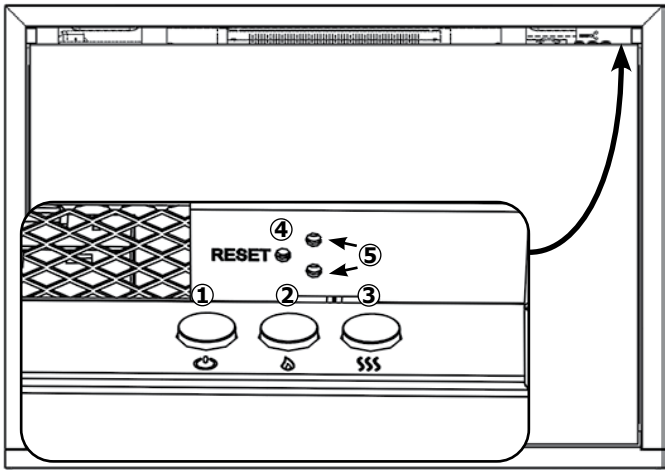
C US

OPERATING INSTRUCTIONS

WARNING! Do not operate the appliance if it is damaged or has malfunctioned. If you suspect the appliance is damaged or has malfunctioned call a qualified service engineer to inspect the appliance, and replace any part of the electrical system if necessary, before reuse.

Do not disconnect the power at the main supply while the appliance is running. Use the functions on the remote to turn the fire off and ensure the main switch has been moved to the off position before disconnecting.

MANUAL CONTROL PANEL



1. Flame On/Off and heater Off
2. Flame On/Off button
3. Heater On/Off
4. Remote Reset Button
5. Heater running indictators

Note: To deactivate the beeping/audible sound, press and hold in the FLAME button on the manual control panel for 3 seconds. To reactive the beeping, repeat same steps.

OPERATING THE APPLIANCE

Press 1 to turn the appliance on/off.

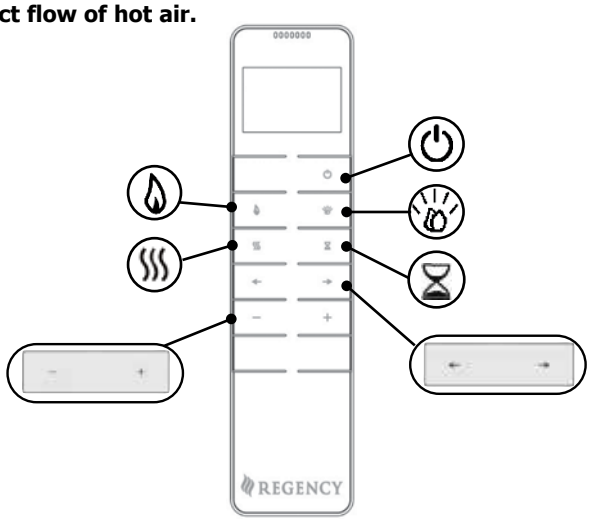
Press 2 to turn flames on/off.

Press 3 to turn the heater on/off in boost mode.

IMPORTANT: If operating the appliance using the remote control provided, do not touch the following buttons on the control panel. (1. Flame On/Off and heater Off 2. Flame On/Off button 3. Heater On/Off) These 3 buttons on the control panel are only to be used when operating the appliance in manual mode without use of the remote control.

REMOTE CONTROL

The remote control should be left on a flat surface in the room where the appliance is installed and away from any direct flow of hot air.



- Power On/Off
- Heater
- Flames
- Fuel Bed
- Timer
- Colour option
- Levels

OPERATING THE APPLIANCE - QUICK START

Turn the Appliance On/Off
The appliance will start on the last remembered setting.

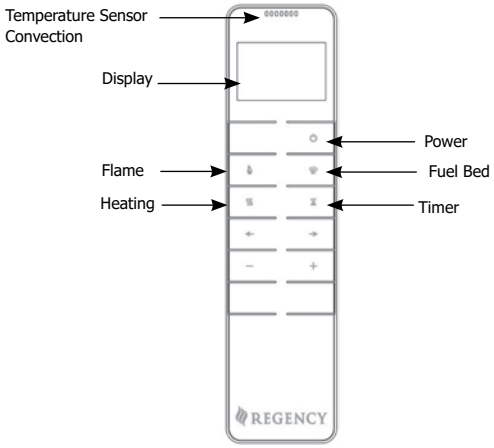
Turn the Heater On/Off.
- Increase or decrease the heat output.

Turn the Flame Effect On/Off.
- Increase or decrease the brightness level.

Turn the Fuel Bed Effect On/Off.
- Change the colour option.
There are fourteen fuel bed colour options:
- Increase or decrease the brightness level.

- Set a Timer
Press the button to set the timer. The Timer can be set at 0.5H, 1.0H, and then each hour up to 10.0H.

OPERATING THE APPLIANCE - ADVANCED OPERATION





TURN ON/OFF

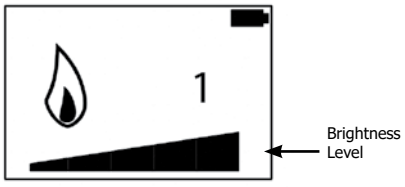
Press ⏻ button to turn on the flame effect.

Press ⏻ button to turn off all the functions.

FLAME COLOUR ADJUSTMENT

Press 🔥 button.

There are 5 levels of brightness.



Press the '+' button to increase the flame brightness.

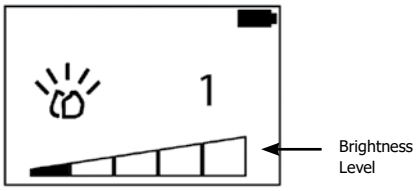
Press the '-' button to decrease the flame brightness.

FUEL BED COLOUR ADJUSTMENT

Press 💡 to enter the fuel bed light adjustment screen.

There are 15 fuel bed colour options, including off.

There are 5 levels of brightness.



Press the '←' or '→' button to cycle through the fuel bed colour options.

Press the '+' button to increase the fuel bed brightness.

Press the '-' button to decrease the fuel bed brightness.

TIMER

This setting is only in normal heating control mode. It allows the appliance to be returned to Standby after a set period of time. The heater must be switched on to use this function.

Press ⏳ to cycle through the setting from Off and 0.5 hours to 10 hours. Timer logo and remaining time will show on the screen.

The heater of appliance can be automatically run by using timer.

CHANGE THE TEMPERATURE SETTING BETWEEN C° & F°

Press the power button to turn on the remote.

Press and hold the '←' left arrow or '→' right arrow button for 3 seconds to change the temperature scale between C° and F°.

Press the power button to save.

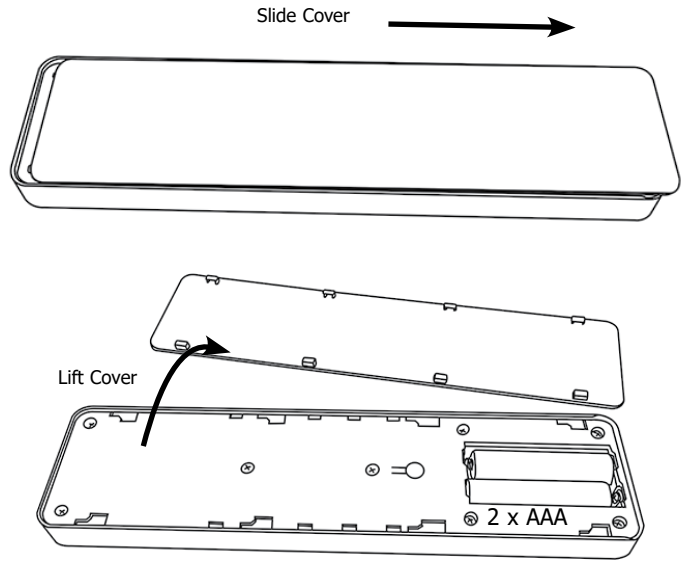
The battery power level is indicated at the top right of the remote control screen.

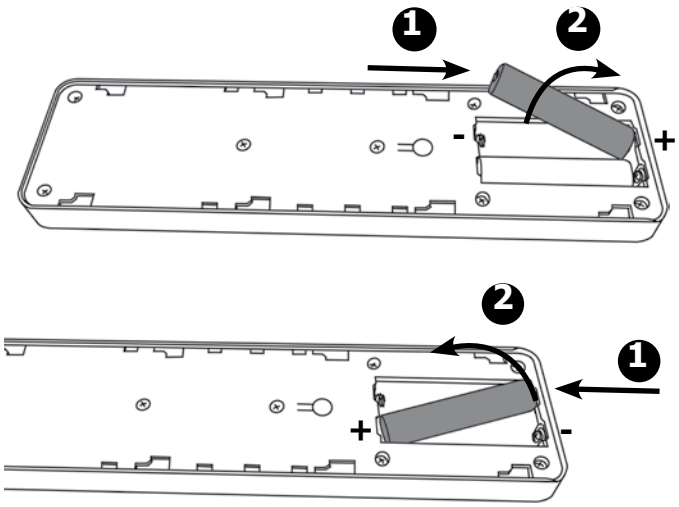
	Battery Full	No action required
	Battery Half Power	Ensure new batteries are available.
	Battery Empty	Replace batteries immediately

NOTE: The remote control has a Battery Status indicator (top right corner), after an extended period of displaying empty the LED screen will cease to function despite the handset still being able to send commands.
Replace the batteries to restore display.

BATTERY REPLACEMENT

Exhausted batteries are to be removed from the appliance and safely disposed of.





Ensure that the handset batteries are new and inserted correctly.

Dispose of old batteries at an appropriate recycling facility.

Battery replacement is recommended after 1 year.
The Remote requires two 1.5V alkaline AAA batteries.

Ensure the correct polarity.
Do not short-circuit the terminals.

Do not attempt to recharge non-rechargeable batteries.

Remove rechargeable batteries before charging.

Do not mix old and new batteries.

Remove batteries if the appliance is not used for long periods.

Changing the batteries will not affect the Timer settings.

HEATER RUNNING INDICATORS

When the fan heater is used in conjunction with the flame or fuel bed effects the heater running indicators will light up for 10 seconds.

The LEDs will illuminate for 10 seconds if the flame or fuel bed effect is On.
If the fan heater is used independently, the heater running indicators will stay on.

RESET BUTTON FOR REMOTE CONTROL

If the handset loses signal or needs to be replaced then, see Servicing Instructions for details.

SIGNAL CODE

The handheld transmitter is configured in the factory with a unique signal code.

IMPORTANT: If the handset loses signal or needs to be replaced, see Servicing Section for details.

MAINTENANCE

ENSURE THE APPLIANCE IS TURNED OFF BEFORE CLEANING.

GLASS CLEANING

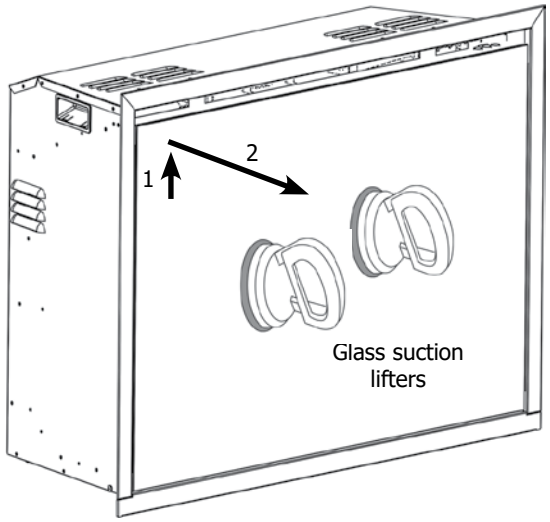
Wipe the glass viewing panel with a damp cloth and buff with a lint-free duster.

Caution: Do not use abrasive cleaners on the glass panel. Do not spray liquids directly onto any surface of the unit.

CLEANING THE FUEL EFFECT

Carefully use the glass suction lifter provided to remove the glass by lifting the pins clear of the slots on the front of the appliance.

1.



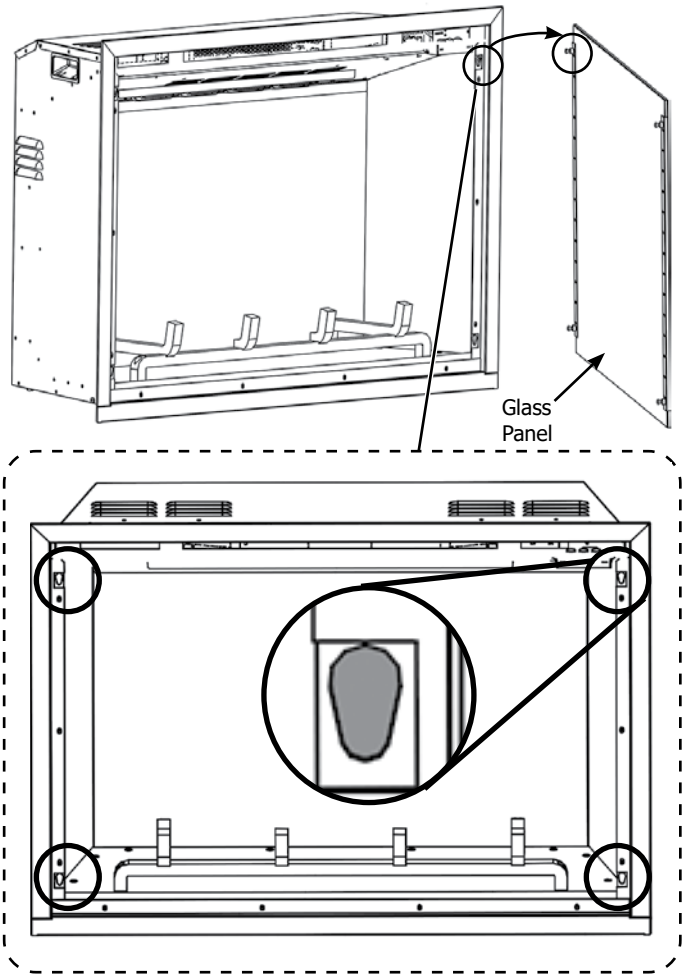
Gently place the glass to one side.

Remove and wash the fuel effect to remove any dust particles. Alternatively clean with a lint-free duster.
Ensure that the effect is dry before replacing.

Replace the fuel effect see Installation Instructions page 16 for layout.

Replace in reverse order.

2.



3. To reinstall glass reverse steps 1-2. The glass panel simply seats into the 4 slots as noted in above diagram. Ensure the suction cup is safely stored away for future use.

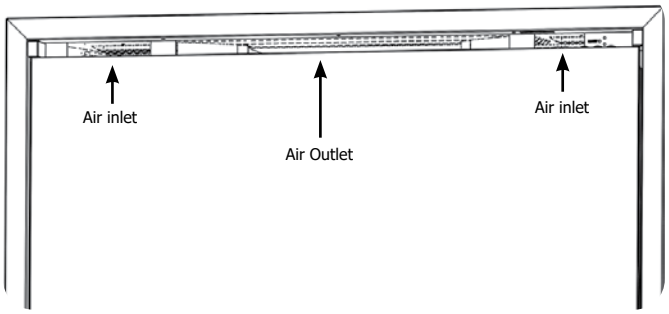
CLEANING AIR INLETS

Clean the air inlet and outlet grilles regularly with a soft cloth or the nozzle of a vacuum cleaner.

Dust build-up can inhibit efficient performance of the fan and lead to the safety cut-out operating.

Keep the area around the appliance clean and free of fluff, dust or pet hair.

In particular, build-up of dust etc. can occur around the heater area. Take particular care to keep this area free from such particles on a regular basis to prevent build-up.



INSTALLATION

GENERAL

TOOLS REQUIRED

A screwdriver, Level, and Drill will be needed.

UNPACKING THE FIREPLACE

WARNING! DO NOT use this appliance if any part has been exposed to water.

Immediately call a qualified service technician to inspect and to replace any part of the electrical system if necessary.

Open the packaging carefully and remove the polystyrene.
Remove and discard the plastic bag.
Keep plastic wrapping away from children.
Be responsible when handling the packing materials.

Check all parts and accessories are removed before disposing of any packaging.
If necessary keep the original packaging for future transport and/or storage.
Test the appliance before installation.

FITTING THE APPLIANCE

LOCATING THE Ei29

Your new Ei29 may be installed virtually anywhere in your home. However, when choosing a location ensure that the general instructions are followed.

For best results, install out of direct sunlight.

The heater should ideally be fitted into/onto an internal flat wall constructed from either wood framing and drywall/brick, etc. The fixings provided are for use on masonry fireplace ONLY. Please ensure that suitable fixings are used when securing to any hollow or purpose-built cavity. This may also be installed into a masonry fireplace as long as it meets the requirements as per below.
NOTE: This appliance is not suitable for fitting to a Cavity Wall, backing on to an outside wall, an open chimney or any opening that may be subject to damp and draft, unless adequate precautions are taken to avoid the appliance coming into contact with moisture or excessive drafts.

Into Framed construction: For exterior/outside walls, insulate the enclosure to the same degree as the rest of the house, apply vapour barrier and drywall, as per local installation codes. Do not insulate the appliance itself.

Into masonry chimneys: The flue damper must be fully blocked if safe to do so for installation of the unit. Ensure the fireplace and chimney are clean and in good working order, and that all chimney clean-outs are tight-fitting and not permitting air into the chimney. Install a sealed vent cap and metal flashing at the top of the masonry chimney to prevent water leaks and air movement within the cavity. Do not insulate the appliance itself.

Make sure there are no pipes or cables behind the area to be drilled or cut.

Always ensure the appliance is adequately supported and sits on a firm structure when mounting above floor level.

WIRING KITS

This appliance is supplied with a 3-prong plug with a 93.3” (2.37m) lead.

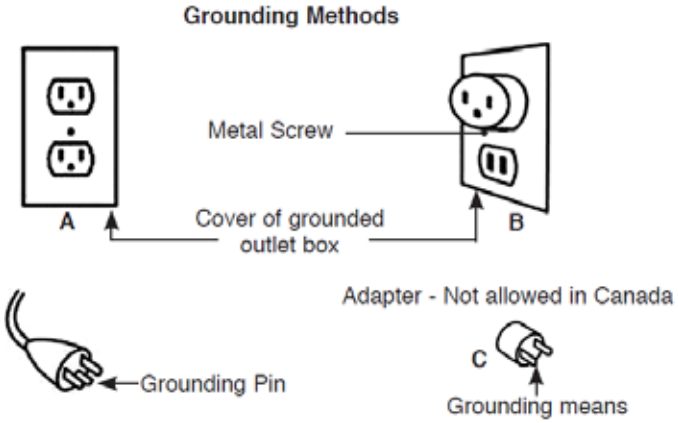
Note: Must be plugged into a 3-prong receptacle which is exposed and accessible. Do not under any circumstances, cut the ground on the 3-prong plug.

This appliance is for use on 120 Volts only with the supplied power cord. The cord has a plug as show in (A). An adapter as shown in (C) is available for connecting three-blade grounding type plugs to two slot receptacles. The green grounding lug 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.

The appliance should ideally be located close to a suitable receptacle to enable connection. An extension could be run from an existing socket outlet but this must be carried out by a suitably qualified electrical engineer. The electrical socket must be easily accessible to allow disconnection when the appliance is fitted. If the power cord is damaged, it must be repaired by the authorized service centre or professional person.

Ensure that curtains and furniture are not positioned close to the chosen position, as this would create a potential fire hazard or block the heater outlet ducts.

WARNING! KEEP ALL COMBUSTIBLE MATERIALS AT LEAST 1M (3.3 FEET) FROM THE FRONT OF THE ELECTRIC FIREPLACE.



To disconnect the appliance, turn the controls to off, then remove plug from outlet.

This appliance must be connected and grounded in accordance with local codes, if hard wired. In the absence of local codes, the use the current CSA C22.1 CANADIAN ELECTRICAL CODE in CANADA or the current ANSI/NFPA 70 NATIONAL ELECTRICAL CODE in the UNITED STATES.

HARDWIRING

This appliance can also be hardwired. See HARDWIRED INSTALLATION within this manual for details.

SERVICING REQUIREMENTS

DURING SERVICING OF THIS APPLIANCE IT MAY BE NECESSARY TO CUT CABLE TIES IN ORDER TO ACCESS AND REMOVE SOME OF THE PARTS. THESE MUST BE REPLACED WHEN REASSEMBLING THE APPLIANCE.

THIS APPLIANCE MUST ONLY BE SERVICED BY A SUITABLY QUALIFIED PERSON.
BEFORE UNDERTAKING ANY WORK ON THE APPLIANCE: SWITCH OFF THE APPLIANCE AND ISOLATE THE POWER SUPPLY ENSURING THERE IS NO POWER TO THE APPLIANCE.

Wait for at least 10 minutes until the appliance has cooled down.

Remote Handset Battery Replacement
Replace with 2 AAA batteries. Make sure the batteries are installed correctly in the remote control.

NOTE: The remote control has a Battery Status indicator (top right corner), after an extended period of displaying empty the LED screen will cease to function despite the handset still being able to send commands.
Replace the batteries to restore display.

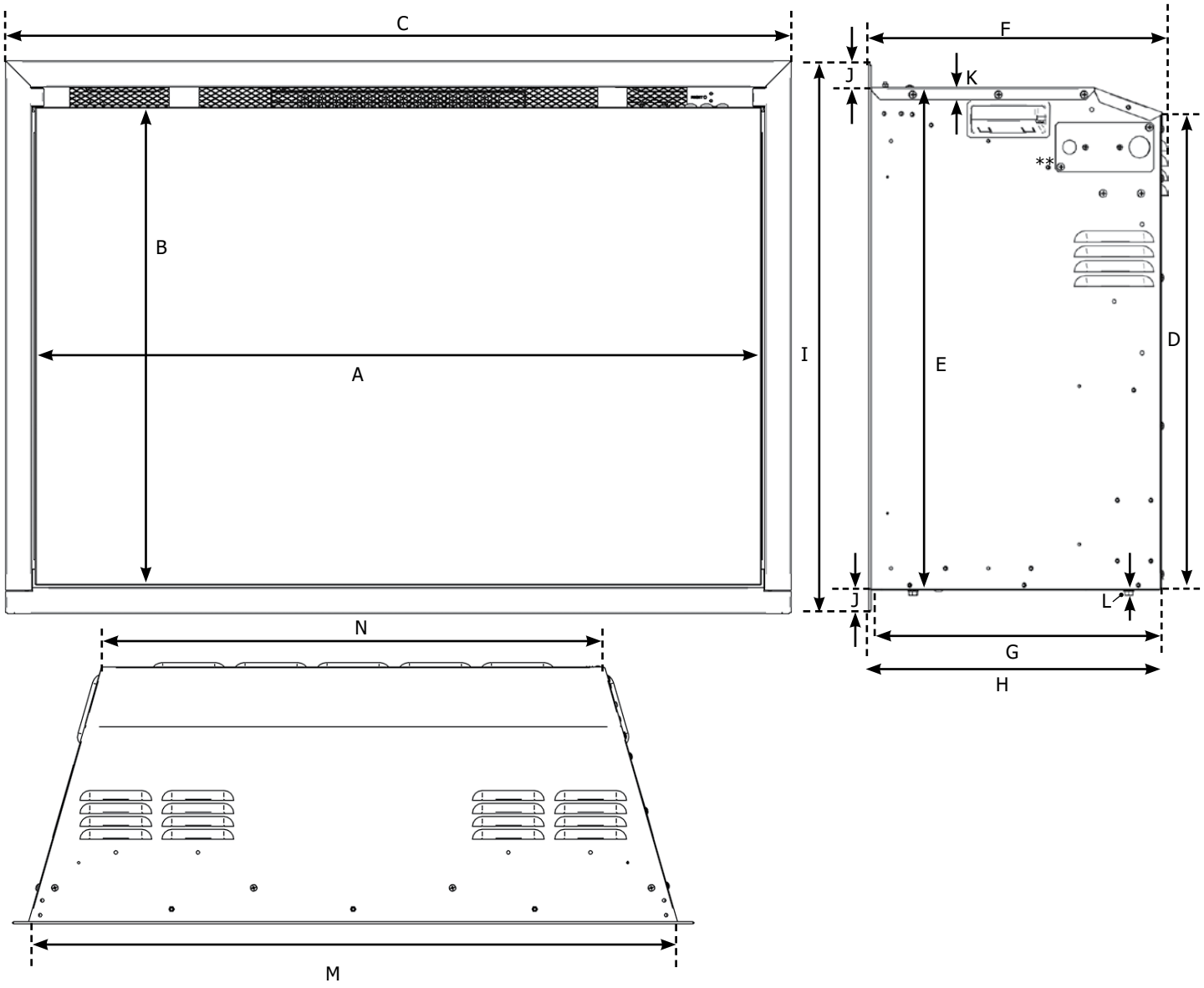
Maintenance of Motors
The motor used on the flame effect is pre-lubricated for extended bearing life and requires no further lubrication. However, periodic cleaning/ vacuuming of the heater unit is recommended.

Resetting the Thermal Cutout Switch
The appliance is fitted with an Electronic Safety Control (E.S.). This is a safety device which switches off the fire if the appliance overheats for any reason e.g. when covered.
If the heater stops operating while the flame effect continues normally, this indicates that the E.S. Control is in operation.
The E.S. Control can only be re-set after the appliance has cooled down.

To re-set the E.S:
Switch off the appliance (Manual On/Off switch) and leave for approximately 120 minutes.
Remove any obstruction to the fan heater outlet or other internal parts.
Switch on appliance and the E.S. Control will re-set. Ensure that the appliance is functioning correctly. If the E.S. Control operates again, the appliance should be checked by a competent Electrician.

TECHNICAL SPECIFICATION

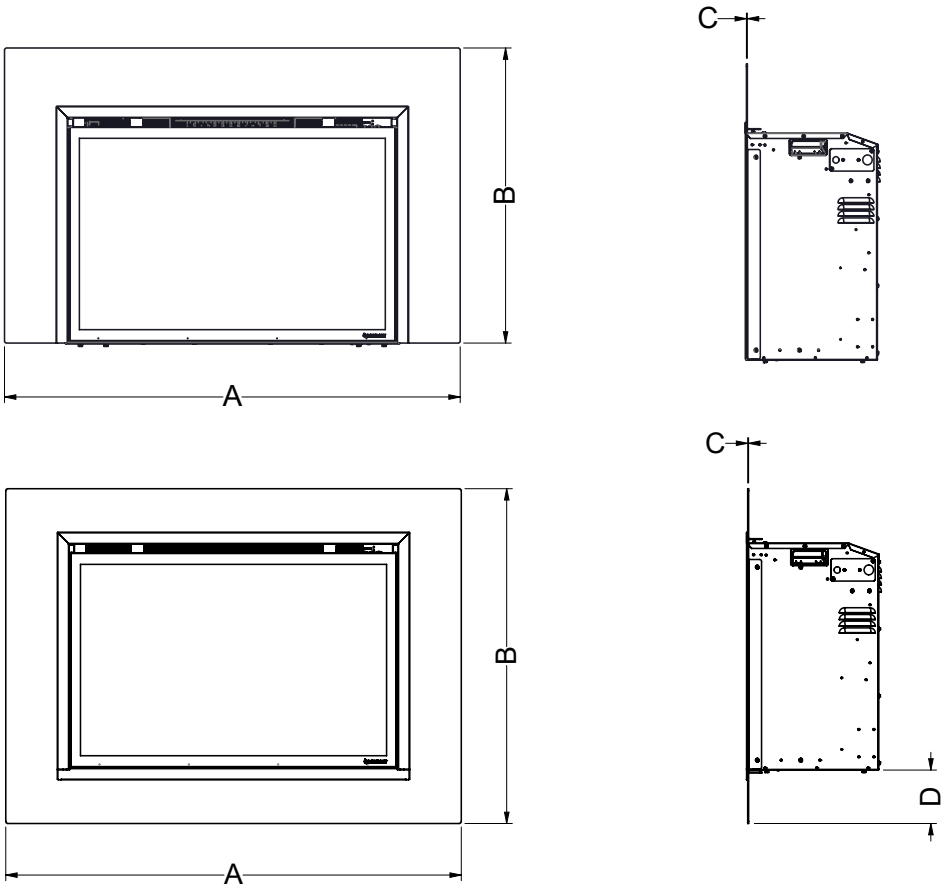
UNIT DIMENSIONS



DIMENSIONS	A	B	C*	D	E	F	G
Ei29	729 mm (28-11/16 in)	479 mm (18-7/8 in)	789 mm (31-1/16 in)	482 mm (19 in)	508 mm (20 in)	302 mm (11-7/8 in)	295 mm (11-5/8 in)
	H	**I***	**J**	**K**	**L**	**M**	**N**
	298 mm (11-3/4 in)	554 mm (21-13/16 in)	20 mm (13/16 in)	10.5 mm (7/16 in)	6 mm (1/4 in)	750 mm (29-1/2 in)	580 mm (23 in)

*** With 4-sided finishing trim installed**
**** Location of Electrical located on right-hand side of appliance.**
For use with 120 VAC 60 Hz 3-prong plug (supplied) or 120 VAC 60 Hz hardwire option.
240 VAC power supply with hardware installation only.
Note: The wiring from the appliance to the breaker must be supplied by a qualified electrician. This is not supplied with the appliance.
For use with 120V 60Hz electricity supply.
240V supply with hardwired installation only.

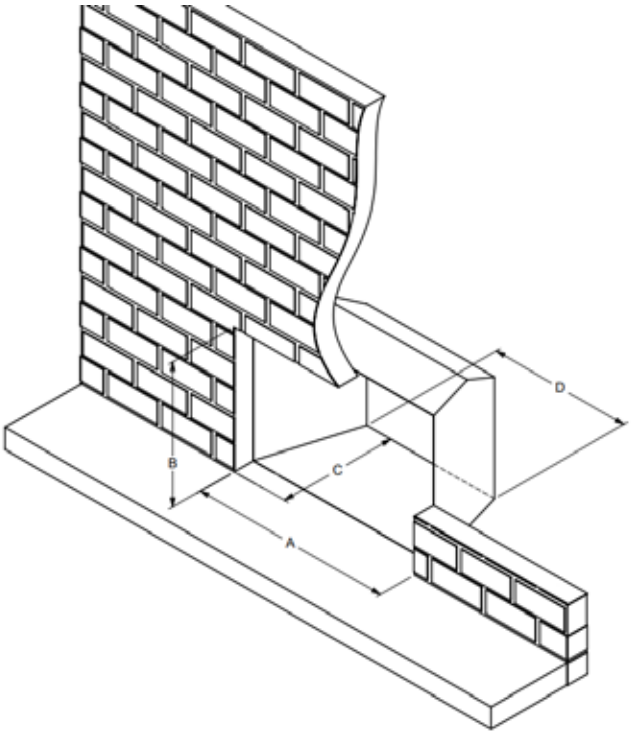
FACEPLATE DIMENSIONS



Faceplate	Dimensions			
	Width (A)	Height (B)	Depth (C)	Bottom Height (D)
3-Sided Finishing Trim*	31-1/16" (789mm)	20-7/8" (531mm)	1/8" (3mm)	-
4-Sided Finishing Trim**	31-1/16" (789mm)	21-13/16" (554mm)	1/8" (3mm)	13/16" (20mm)
3-Sided Flush Faceplate	40-3/16" (1021mm)	26" (661mm)	1/16" (2mm)	-
3-Sided Flush Faceplate w/ Premium Surround	40-13/16" (1037mm)	26-3/8" (670mm)	1-11/16" (43mm)	-
3-Sided Flush Faceplate w/ Traditional Surround	45-3/4" (1162mm)	28-3/4" (731mm)	2-1/4" (57mm)	-
4-Sided Flush Faceplate	40-3/16" (1021mm)	29-1/2" (750mm)	1/16" (2mm)	4-3/4" (121mm)
3-Sided Oversized Backing Plate	47-1/2" (1207mm)	31-1/2" (800mm)	1/16" (2mm)	-
3-Sided Custom Faceplate	33-1/16" - 56-7/8" (840mm - 1445mm)	21-7/8" - 44-7/8" (556mm - 1140mm)	1/16" (2mm)	-
4-Sided Custom Faceplate	33-1/16" - 69" (840mm - 1753mm)	23-13/16" - 45" (605mm - 1143mm)	1/16" (2mm)	1-7/8" min (48mm)

*** Bottom trim from 4-sided finishing trim is removed to create a 3-sided.**
**** Included with appliance**

MINIMUM FIREPLACE OPENING SIZES WITH VARYING FACEPLATE OPTIONS



Faceplate	Dimensions			
	Min Install Width Width (A)	Min Install Height (B)	Min Install Depth (C)	Min Rear Width (D)
3-Sided Finishing Trim*	29-5/8" (752mm)	20-5/16" (516mm)	11-13/16" (300mm)	23-5/16" (592mm)
3-Sided Finishing Trim w/ Backing Plate	30-5/8" (778mm)	20-3/4" (527mm)	11-13/16" (300mm)	23-5/16" (592mm)
4-Sided Finishing Trim**	29-5/8" (752mm)	20-5/16" (516mm)	11-13/16" (300mm)	23-5/16" (592mm)
3-Sided Flush Faceplate	29-13/16" (757mm)	20-9/16" (522mm)	11-13/16" (300mm)	23-5/16" (592mm)
3-Sided Flush Faceplate w/ Backing Plate	30-5/8" (778mm)	20-3/4" (527mm)	11-3/4" (298mm)	23-5/16" (592mm)
3-Sided Flush Faceplate w/ Premium Surround	29" (737mm)	20-3/16" (513mm)	10-7/16" (265mm)	23-5/16" (592mm)
3-Sided Flush Faceplate w/ Premium Surround and Backing Plate	30-5/8" (778mm)	20-3/4" (527mm)	10-3/8" (264mm)	23-5/16" (592mm)
3-Sided Flush Faceplate w/ Traditional Surround	28-7/16" (722mm)	20-1/8" (511mm)	9-3/4" (248mm)	23-5/16" (592mm)
3-Sided Flush Faceplate w/ Traditional Surround and Backing Plate	30-5/8" (778mm)	20-3/4" (527mm)	9-11/16" (246mm)	23-5/16" (592mm)
4-Sided Flush Faceplate	29-13/16" (757mm)	20-13/16" (529mm)	11-13/16" (300mm)	23-5/16" (592mm)
3-Sided Custom Faceplate	29-13/16" (757mm)	20-9/16" (522mm)	11-13/16" (300mm)	23-5/16" (592mm)
4-Sided Custom Faceplate	29-13/16" (757mm)	20-13/16" (529mm)	11-13/16" (300mm)	23-5/16" (592mm)

*** Bottom trim from 4-sided finishing trim is removed to create a 3-sided.**
**** Included with appliance**

ELECTRICITY SUPPLY

A 120V 12.5A 60Hz supply is required.
Rated power consumption:
Ei29: 1400 Watts

Optional (Hardwire only) 240V 2 phase 15A 60Hz supply can be utilized.
Rated power consumption:
Ei29: 2800 Watts

THIS APPLIANCE MUST BE GROUNDED.

IMPORTANT: A 15 AMP, 60Hz circuit is required for 120 VAC installation. Additional appliances on the same circuit may exceed the current rating of that circuit. A dedicated circuit is not required, but is preferred to prevent circuit breaker trips or fuse failure. Optional 240 VAC 2 phase may only be hardwired. FAILURE TO ADEQUATELY POWER APPLIANCE AT REQUIRED VOLTAGE AND AMPERAGE WILL VOID YOUR WARRANTY.

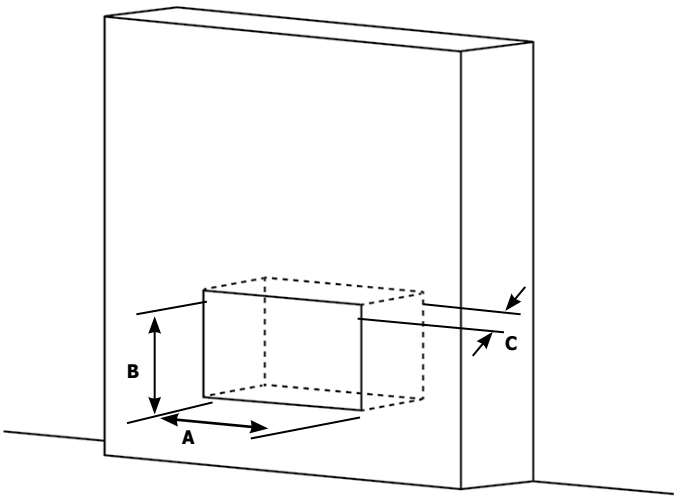
A 3-prong plug with 93.3" (2.37m) power lead and a separate hard wiring kit are supplied.
2 x Remote control handset battery (AAA).
Note: The wiring from the appliance to the breaker must be supplied by a qualified electrician. This is not supplied with the appliance.

CONTROL SYSTEM TECHNICAL DATA

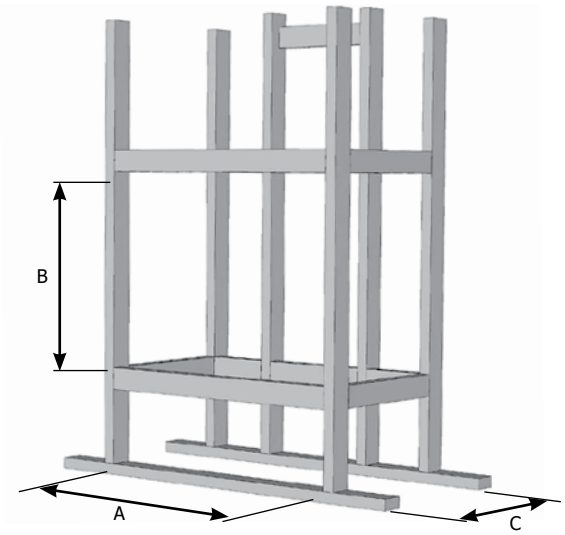
	MAIN CONTROL BOARD	REMOTE RECEIVER BOARD	REMOTE CONTROL
Hardware	RC01-070A01	RF290B V1.2	RF290A-TX-V1.3
Software	V0		V2.4.1
Frequency			ASK/OOK 433.92MHZ
Maximum Transmit Power			10mW

INSTALLATION INSTRUCTIONS

MASONRY FIREPLACE



WOOD FRAMING



NOTE: ALSO SEE MINIMUM FIREPLACE OPENING SIZES WITH VARYING FACEPLATE OPTIONS AS THE OPENING SIZE (A,B,C) WILL VARY DEPENDING ON FACEPLATE USED. SEE PAGE 14 FOR DETAILS.

MINIMUM OPENING SIZE

	A	B	C
Dimensions	755 mm (29-3/4 in)	523 mm (20-9/16 in)	320 mm (12-5/8 in)

Electrical Receptacle in a Masonry Fireplace/Wood Framing

The electrical receptacle (if permitted) can be placed on the left or right side of the unit within the masonry/wood framing enclosure, respecting the following conditions:

1. Distance from the receptacle face to the insert minimum 3" (76 mm).

2. Height from the top of the receptacle to the floor of the fireplace: maximum 3.5" (89 mm).

3. The receptacle box and receptacle cover must be made of metal.

4. Where the 120-volt power cord exits toward the receptacle, it must not come into contact with the back or sides of the insert.
When installed, this appliance must be grounded in accordance with local codes, or in their absence, the National Electrical Code ANSI/NFPA 70, or the Canadian Electrical code CSA C22.1.

IMPORTANT: Check with your local inspector before starting this installation, as some jurisdictions may not allow placement of this receptacle within a masonry chimney/Fireplace/wood framing.

Note: Ensure that the appliance is sitting on a solid continuous surface which is the full width and depth of appliance and is level.

Finishing Materials (Wood Framing)

Combustible or non-combustible finishing materials may be used to finish up to the fireplace.

DO NOT PACK THE VOID AROUND OR ABOVE THE APPLIANCE WITH INSULATION OR MINERAL WOOL.

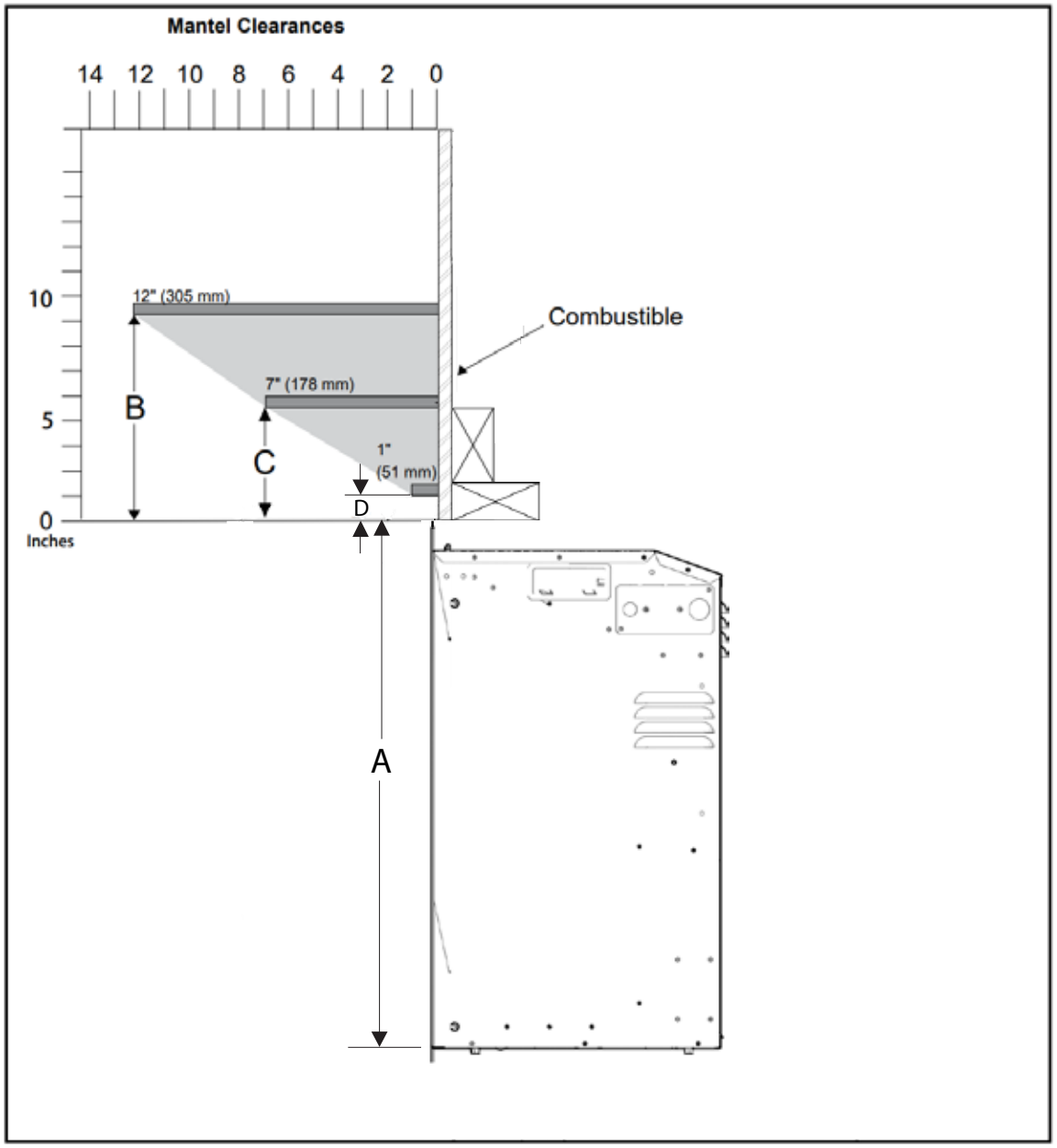
NOTE: In order to avoid the possibility of exposed insulation or vapour barrier coming into contact with the appliance body, it is recommended that the walls of the appliance enclosure be "finished" off with drywall/sheetrock as you would finish any other outside wall of a home. This will ensure that clearance to combustibles is maintained within the cavity.

Once the opening has been prepared and the power has been routed to the right side (if hardwiring) of the appliance, follow steps below.

A. Remove the glass front (See glass front removal)
B. If levelling legs are required this should be installed with the bolts provided.
C. If optional flush/backing faceplate is being installed this should be done prior to sliding unit into position.
D. If hardwiring, the electrical connections must also be made prior to placing the appliance into opening.
E. Level the appliance and slide insert into its final position.
F. Install the log set.
G Reinstall the glass front.
H. Plug 3-prong plug into a suitable receptacle or if hardwired, turn breaker on.

MANTEL CLEARANCES

Combustible mantel clearances from top of finishing trim are shown in the diagram below.

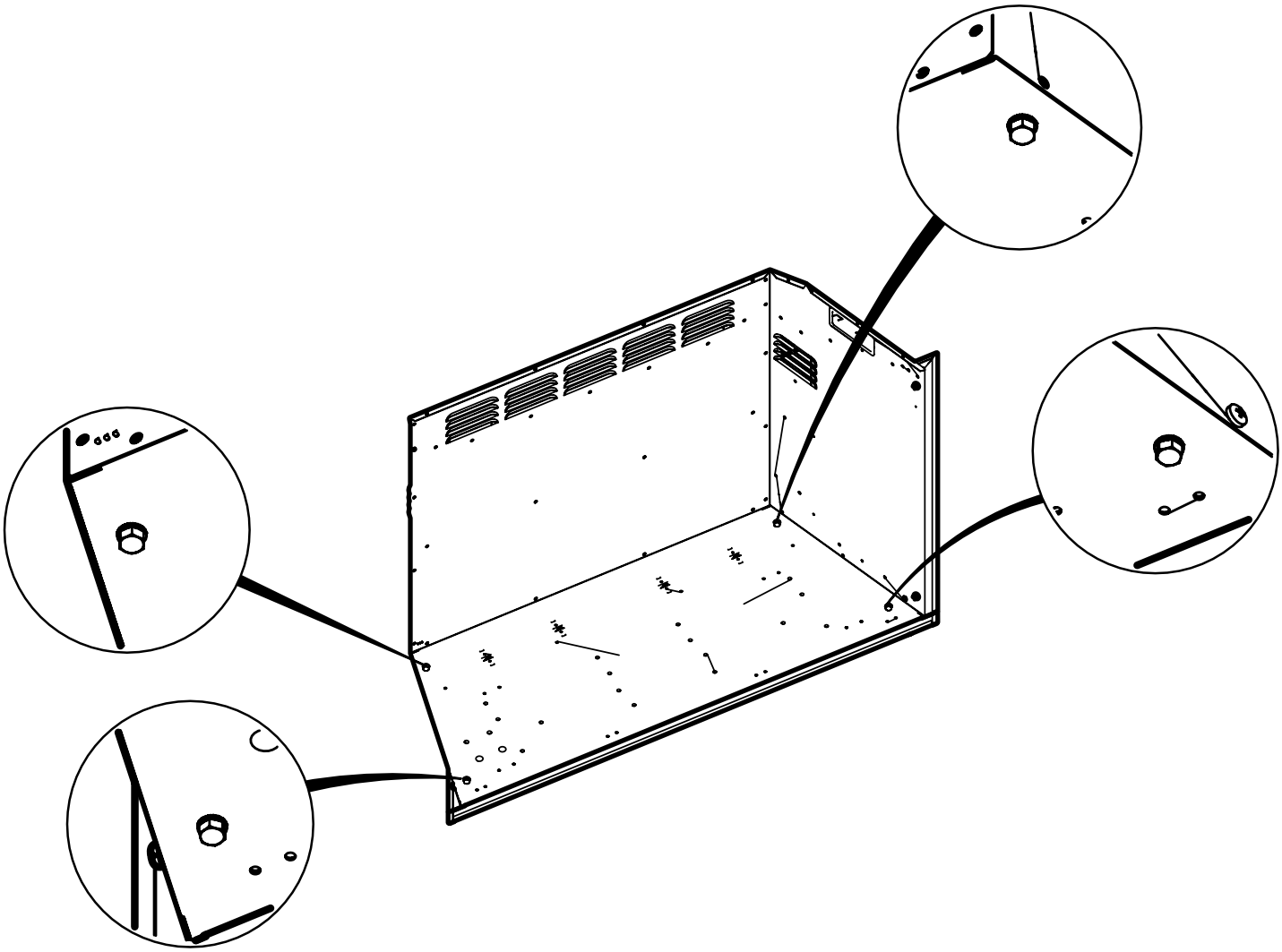


	A	B	C	D
Dimensions	532 mm (20-15/16 in)	235 mm (9-1/4 in)	140 mm (5-1/2 in)	25 mm (1 in)

Note: Ensure the paint that is used on the mantel and the facing is "heat resistant" or the paint may discolour.
Measurement (A) is shown with 3-sided finishing trim.
If using any of the optional flush faceplate's/backing plates/custom backing plates which have various heights depending on faceplate chosen, ensure mantel begins above the actual faceplate using the chart above as the mantel cannot overlap the faceplate. Also see faceplate/backing plate sizes in this manual.

LEVELLING LEGS

NOTE: The levelling of the appliance must be done prior to sliding appliance into final position.



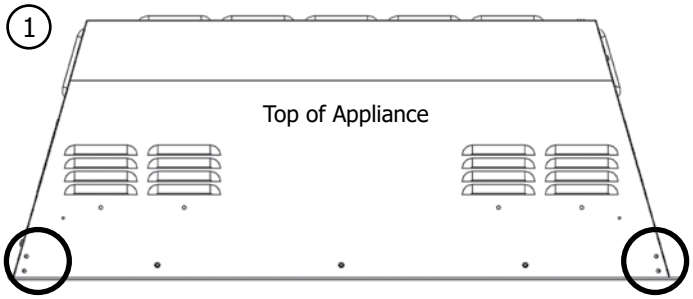
The levelling bolts which are supplied must be installed with bolts from below as shown. Rest appliance on its back and secure 4 bolts as shown above. Once it is in position, adjust the bolts to ensure the appliance is level and won't rock.

REMOVAL INSTRUCTIONS

REMOVING GLASS FRONT

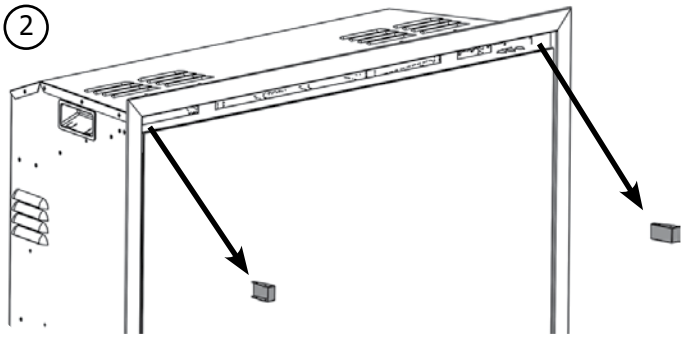
Remove 4x screws from the top of the appliance where shown.

1



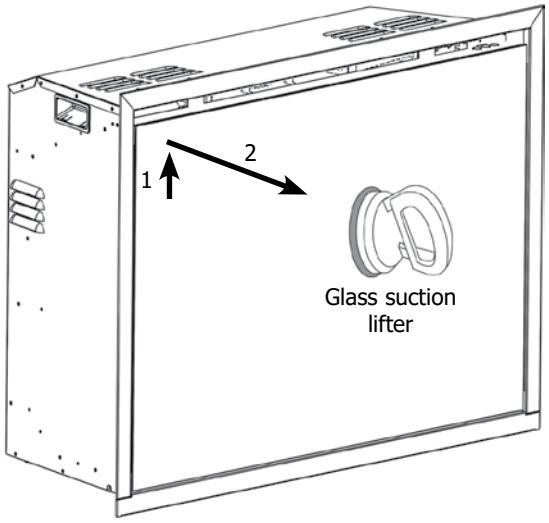
Remove the 2 shipping brackets from the top edge of the glass by removing the 4 screws. The 2 brackets can now be recycled. The 4 screws can then be reinstalled.

2

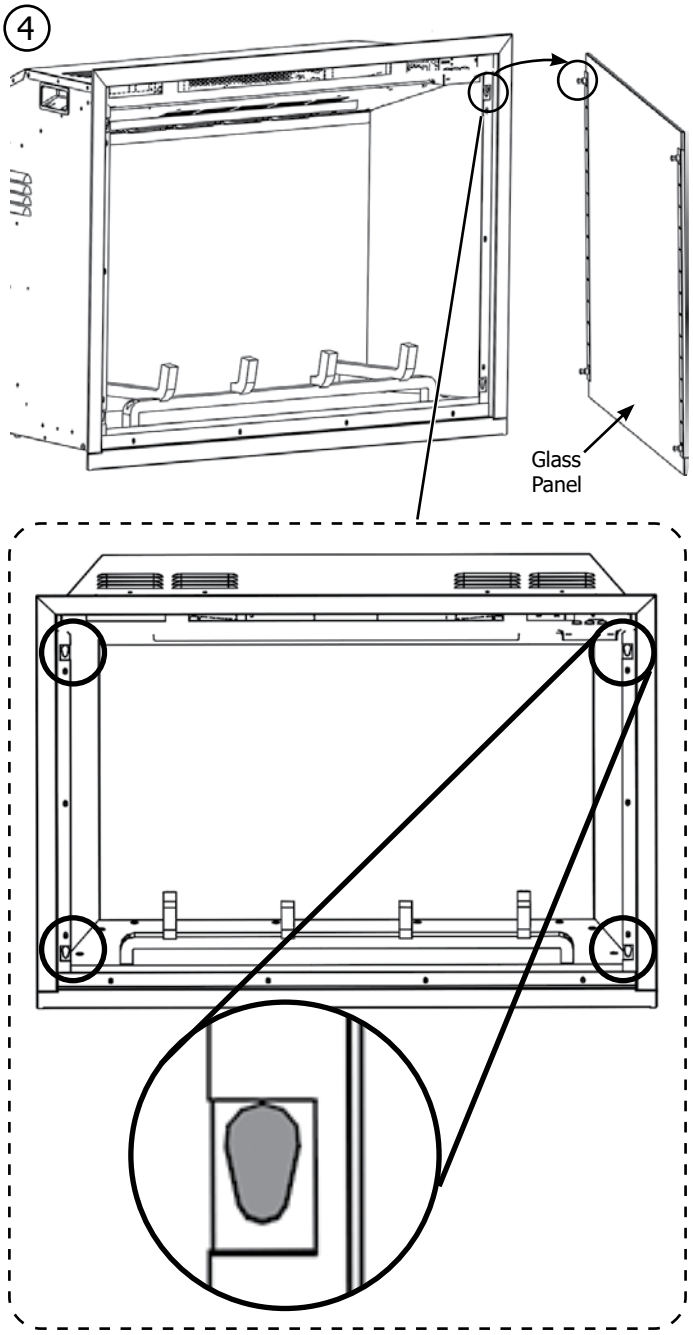


Carefully use the glass suction lifter provided to remove the glass by lifting the pins clear of the slots on the front of the appliance.

3



4



Gently place the glass to one side.

5

To reinstall glass reverse steps 4-5.
The glass panel simply seats into the 4 slots as noted in above diagram. Ensure the suction cup is safely stored away for future use.

Note: The glass should only be installed once all the optional accessories and media have been installed and appliance is in final position.

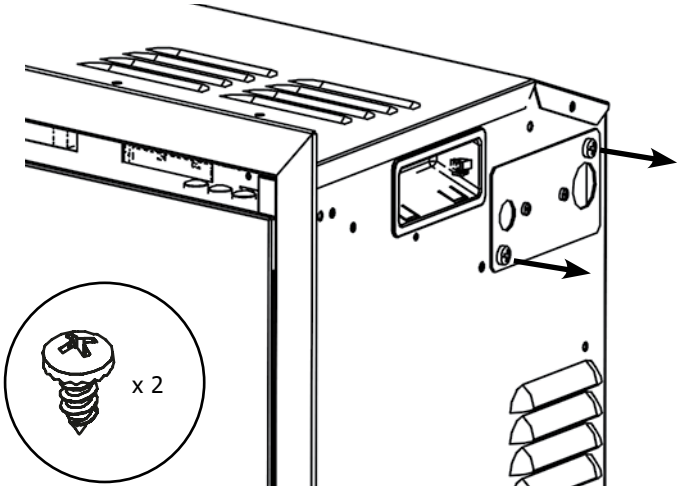
HARDWIRED INSTALLATION

Note: For ease of installation/servicing appliance when hardwired, there should be an extra 2-3 feet of hardwire within enclosure to allow appliance to be slid out/slid into position. The electrical connection must be made prior to placing the appliance into final position.
Note: Wiring to the appliance is supplied by others.

A 15 AMP circuit with a properly grounded outlet is required for both 120VAC and 240VAC installations. Use minimum size 14AWG Romex cable for the AC supply connection to 120-240VAC, 60Hz, 15 AMP branch circuit. Use copper wire only.

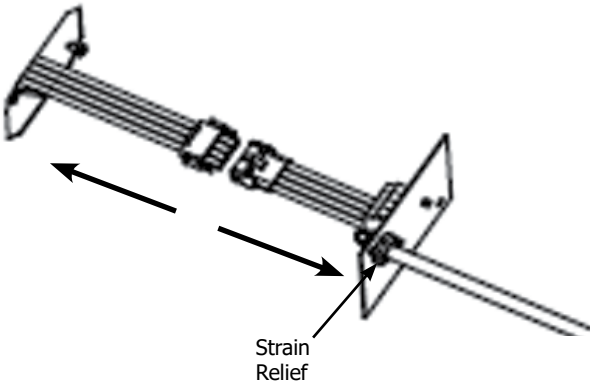
The appliance must be electrically connected and grounded in accordance with local building electrical codes.

Remove the 2 screws securing the wiring plate on the right side of the appliance.



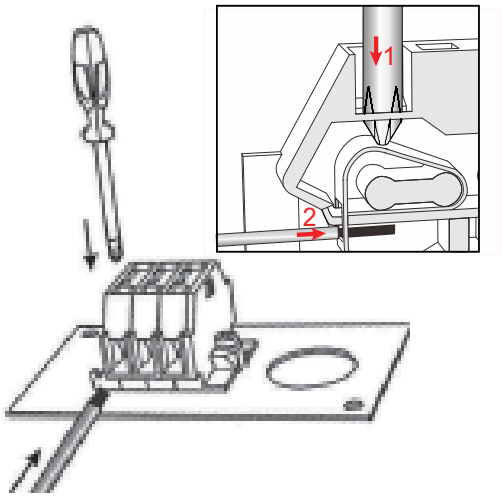
IMPORTANT:The rocker switch which will now be exposed with wiring plate removed, will either need to be positioned at 120 VAC or 240 VAC depending on the voltage supply to appliance.
Note: Switch may be marked as 115/120VAC or 230/240VAC.





Install a wire stain relief bushing into the cover plate.

Insert a small flathead screwdriver into the holes on the top of the wiring block and press down firmly to detach the appliance 120VAC 3 prong plug wires from wiring plate. The 3-prong plug can either be kept for future use or recycled.

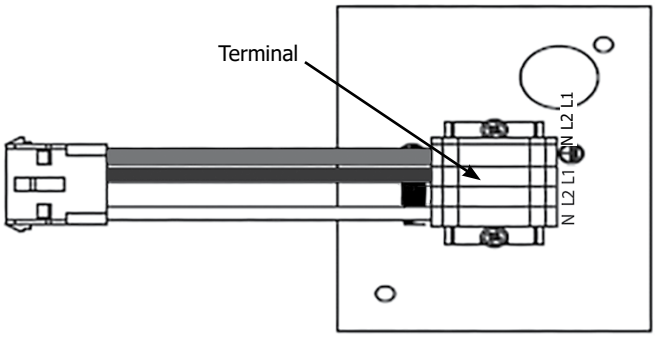


Note: When stripping back the wires ends from the BX cable, they should be stripped back appropriately 1/2" (13 mm) for both 120VAC or 240VAC applications.

FOR 120VAC APPLICATIONS:

The following instructions must be followed to install a 3-wire Romex cable to the terminal.

1. Connect the ground wire (green) to the ground terminal.
2. Connect the line input neutral wire (white) to the N terminal.
3. Connect the line input voltage wire (black) to the L1 terminal.
4. Make sure that no wire is connected to the L2 terminal.

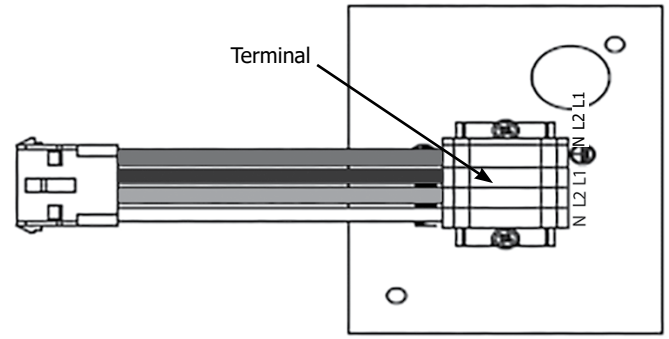


Black Green White

FOR 240VAC APPLICATIONS:

The following instructions must be followed to install a 4-wire Romex cable to the terminal.

1. Connect the ground wire (green) to the ground terminal.
2. Connect the line input neutral wire (white) to the N terminal.
3. Connect the line input voltage wire (black) to the L1 terminal.
4. Connect the line input voltage wire (red) to the L2 terminal.

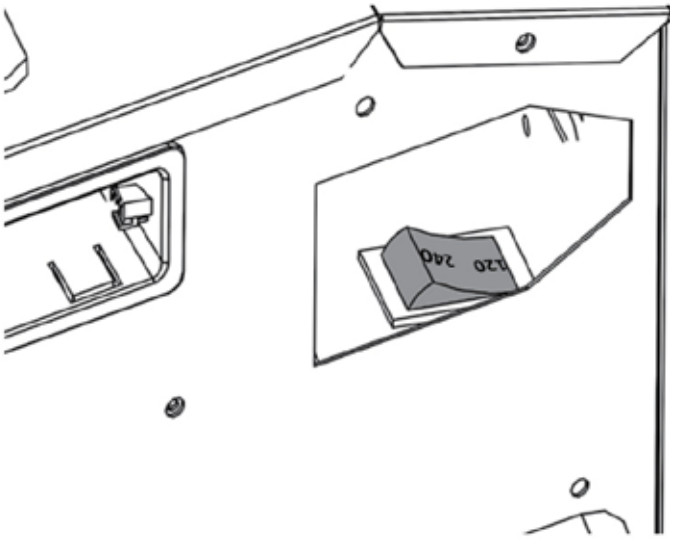


Black Green Red White

FOR ALL APPLICATIONS

IMPORTANT
Ensure all connections are right and there are no exposed wires. Tighten Romex strain relief and reattach junction box cover plate.

Inspect that the correct voltage is selected on the selector switch located inside the unit. Failure to do so could damage the product.

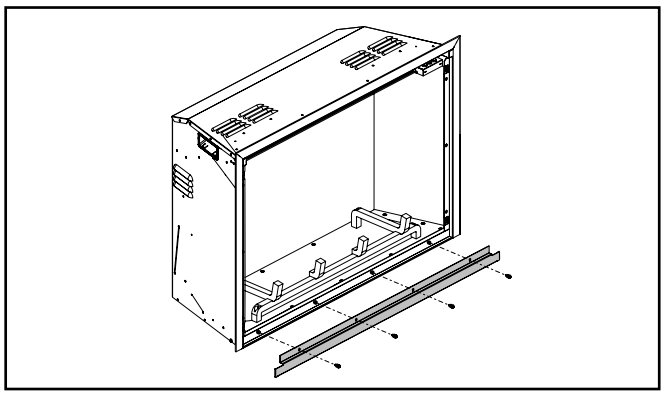


Replace terminal block cover plate and retaining screws.

COMPLETING THE INSTALLATION

This appliance comes standard with a 4-sided finishing trim. The appliance can be installed with the 4-sided finishing trim only or as a 3-sided by removing the bottom trim. See below.

Uninstall the bottom trim by removing these 4 screws. See below. The bottom trim is not required and may be recycled along with the 4 screws.



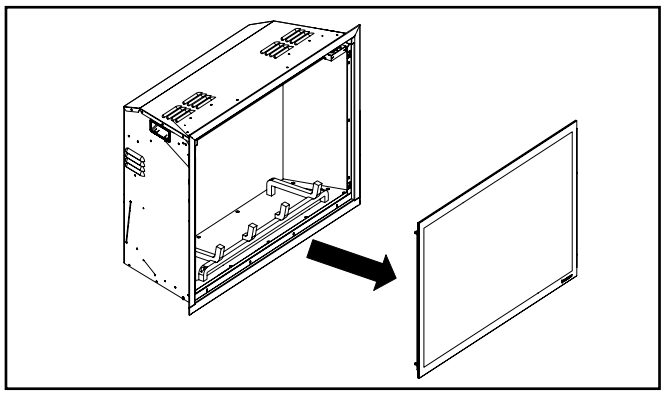
Also offered are the flush faceplate, backing plate & custom backing plate which can be used to cover openings which are larger than the 3/4-sided finishing trim or to enhance appearance.

3-Sided Faceplate Installation

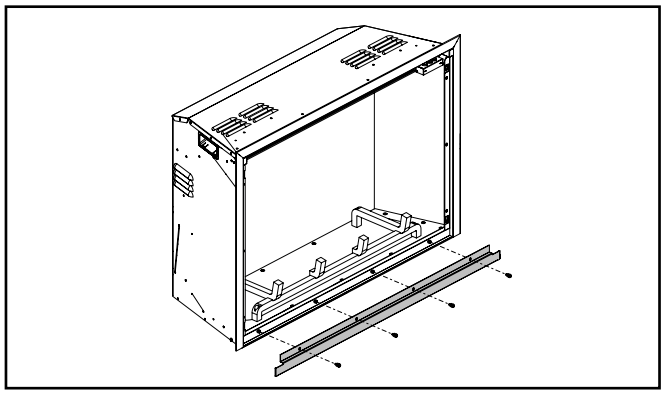
These instructions are for use with the following products:

PART #	Description
281-912	Faceplate 3-Sided Flush
281-937	Faceplate Custom 3-Sided

1. Remove the front glass with the suction cup provided.

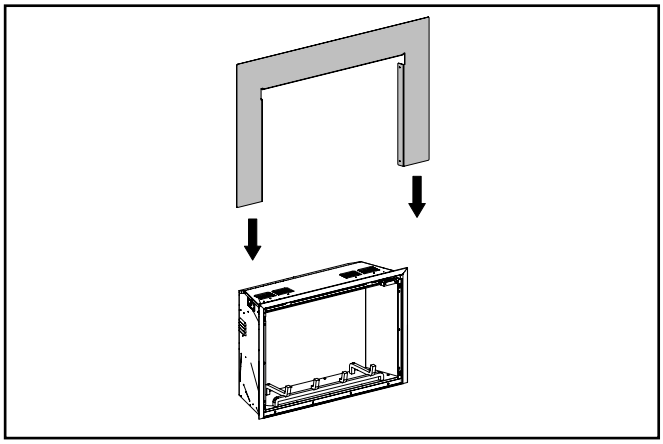


2. Uninstall the bottom trim by removing these 4 screws. See below. The bottom trim is not required and may be recycled along with the 4 screws.

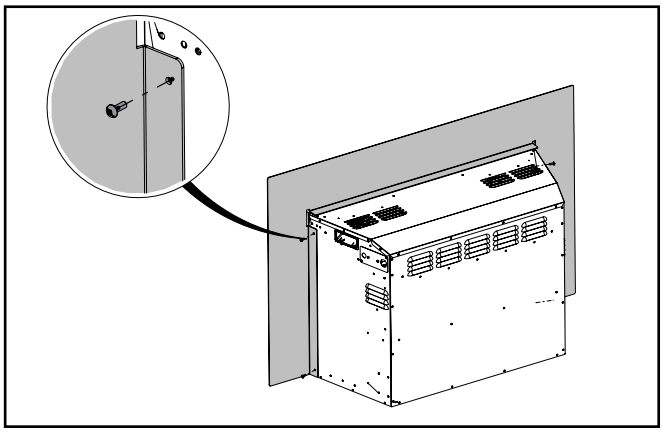


3. Remove the four screws supplied with the 3-sided faceplate.

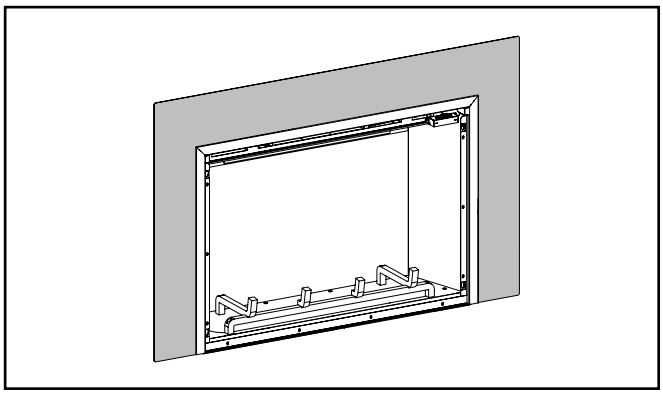
4. Install the faceplate from the top, then pull forward.



5. Fasten the four screws on both sides to attach the faceplate.



6. Faceplate installed.

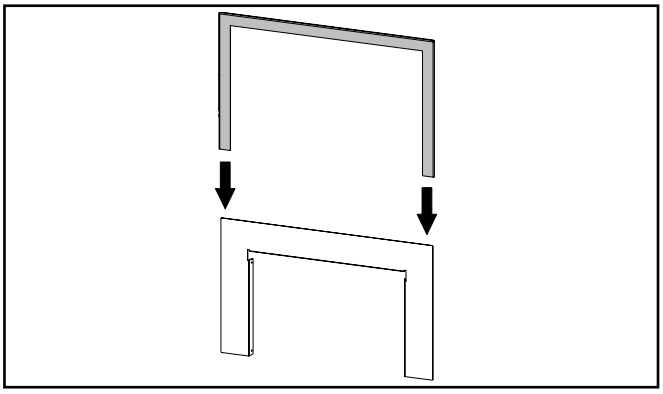


Premium Faceplate Surround Installation

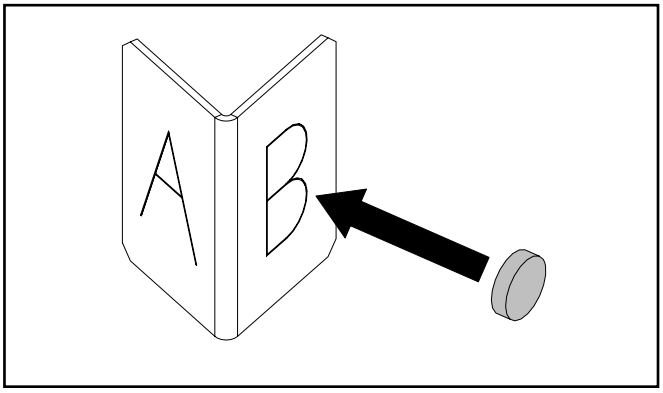
These instructions are for use with the following products:

PART #	Description
311-920	Faceplate Surround Black
311-921	Faceplate Surround Grey
311-922	Faceplate Surround White
311-923	Faceplate Surround Sunset Bronze
311-924	Faceplate Surround Brushed Nickel

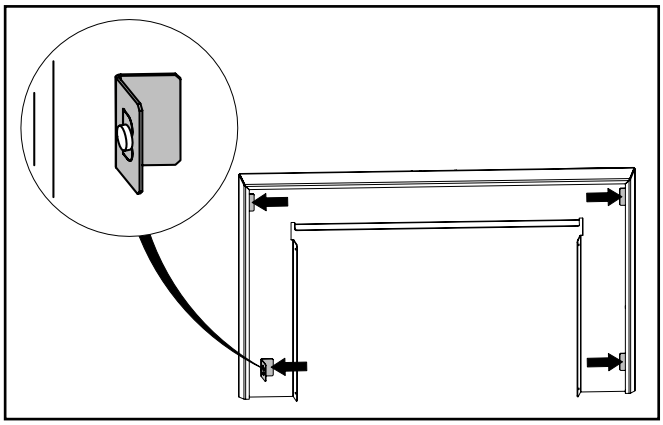
1. Gently slide the faceplate surround on from the top.



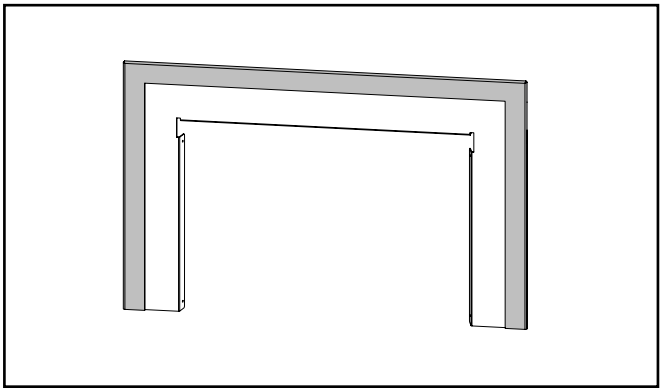
2. Place the magnets on face B. One magnet per bracket. See below.



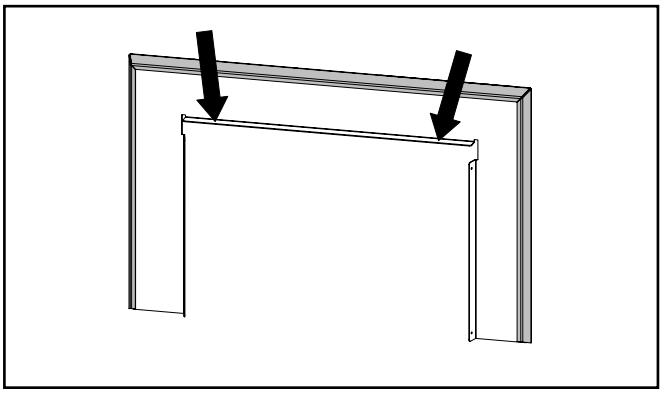
3. Ensure the faceplate and faceplate surround are pressed against each other. Insert the brackets on both sides, top and bottom.



4. Faceplate surround installed.



5. Lift the faceplate and faceplate surround up from this flange, as shown, and refer to "Faceplate / Finishing Trim Installation".

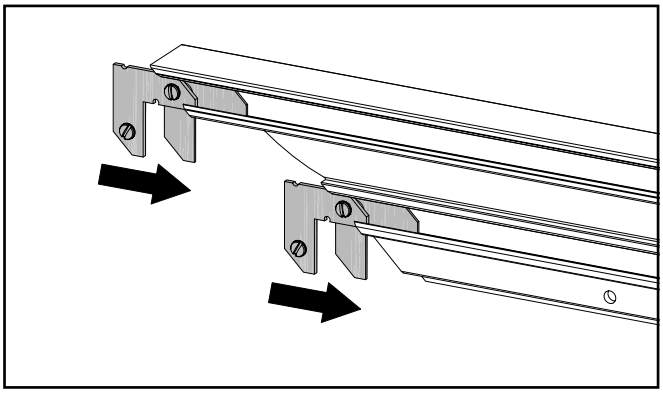


Faceplate Surround Installation

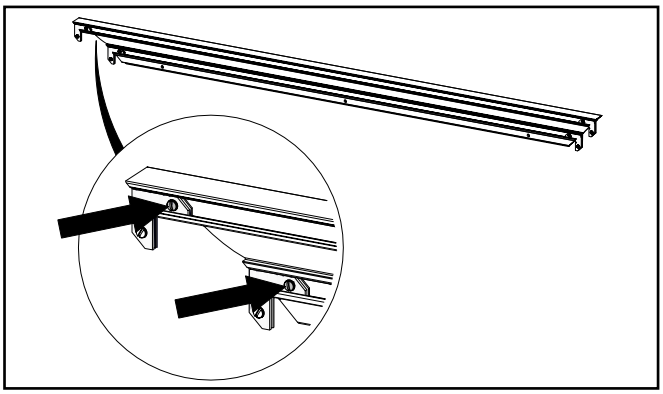
These instructions are for use with the following products:

PART #	Description
311-927	Faceplate Traditional Surround Black
311-928	Faceplate Traditional Surround Brushed Antique Copper

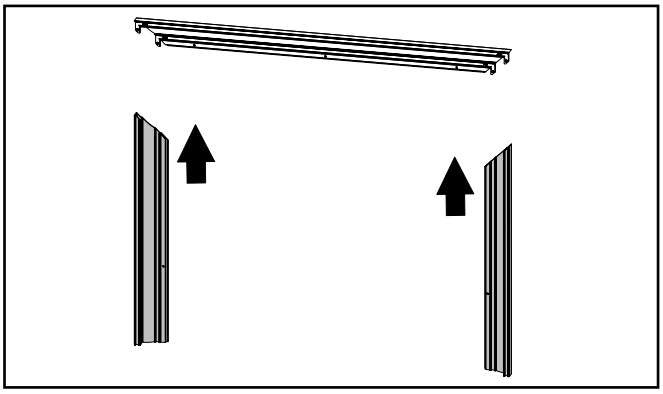
1. Slide the corner clips in on either end.



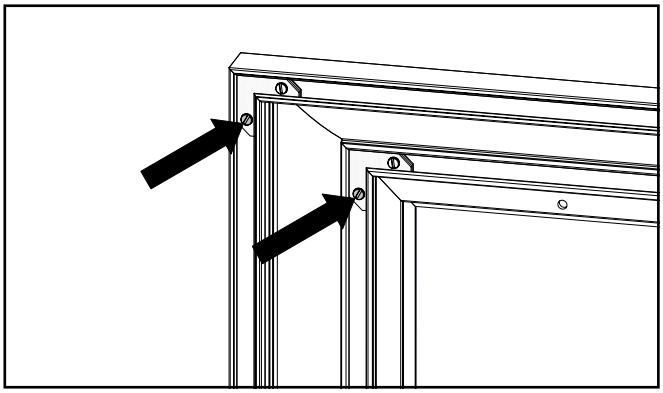
2. Tighten the top screws (x4).



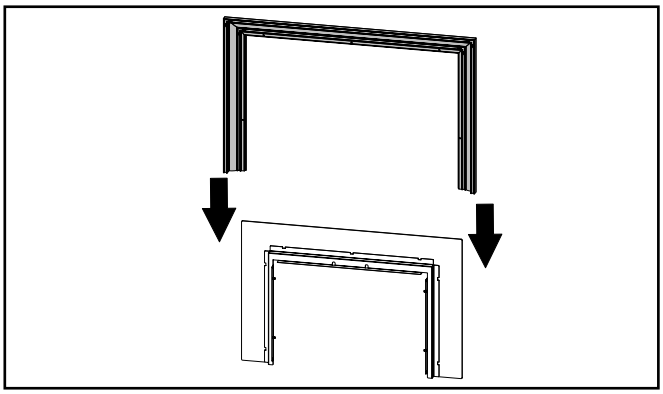
3. Slide the side pieces on.



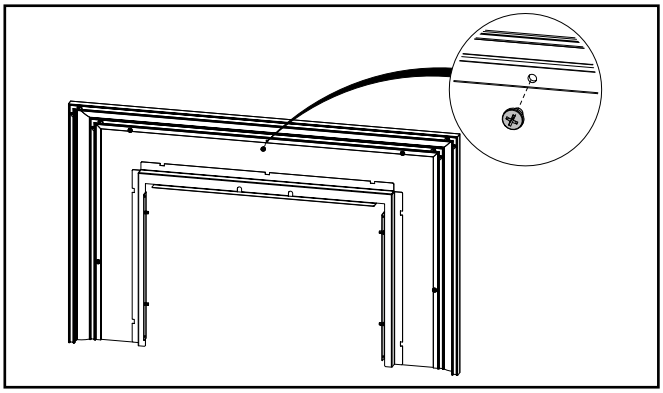
4. Tighten the bottom screws (x4).



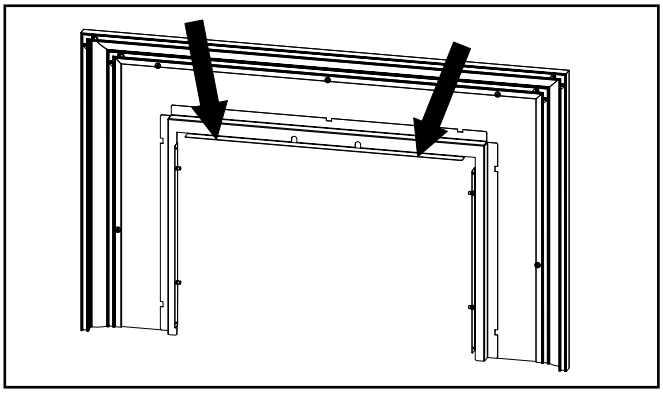
5. Gently slide the traditional surround on from the top.



6. Insert and tighten the rear screws (x5). Traditional surround installed.



7. Lift the faceplate and traditional surround up from here and refer to "Faceplate / Finishing Trim Installation".

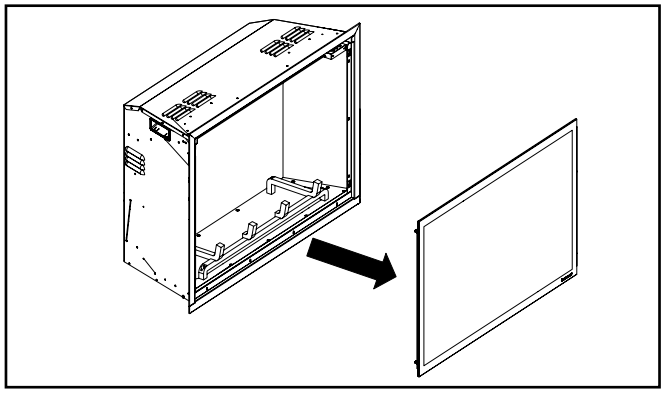


4-Sided Faceplate Installation

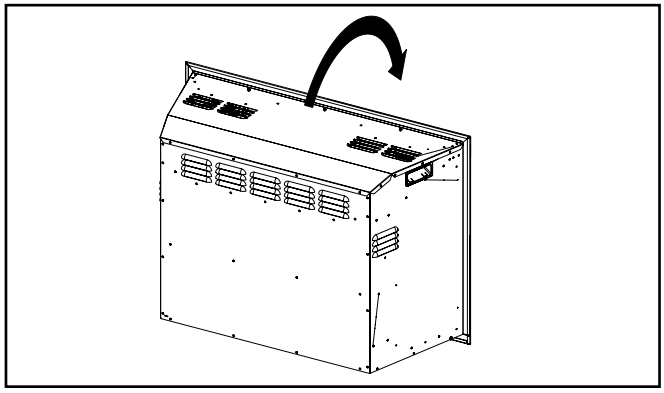
These instructions are for use with the following products:

PART #	Description
281-913	Faceplate 4-Sided Flush
281-938	Faceplate Custom 4-Sided

1. Remove the front glass with the suction cup provided.

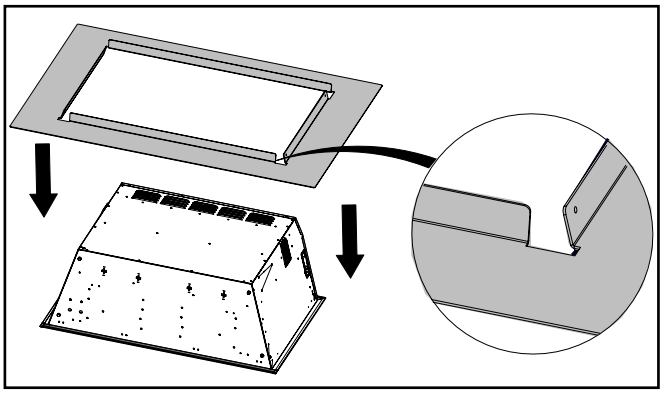


2. Using a clean sheet or cardboard on the floor for protection, flip the unit onto its front face.

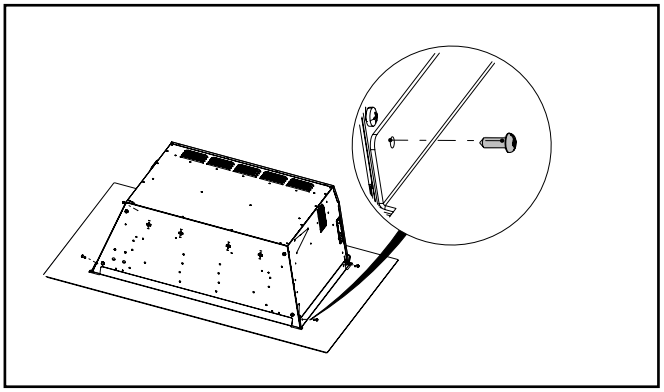


3. Remove the four screws supplied with the faceplate.

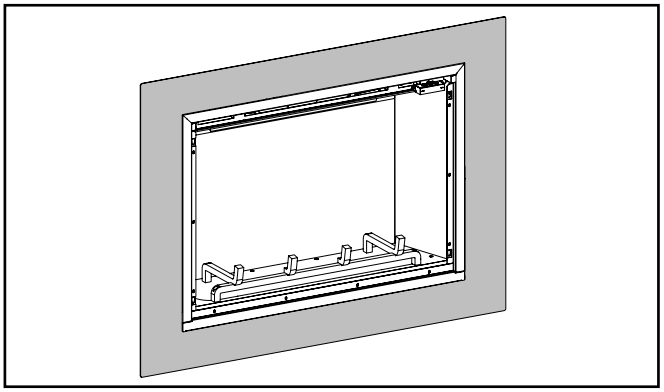
4. Install the faceplate from the top. Ensure the correct orientation, with the shorter flange located below the unit.



5. Fasten the four screws on both sides to attach the faceplate.



6. Flip the unit upright. 4-Sided faceplate installed.



Backing Plate Installation

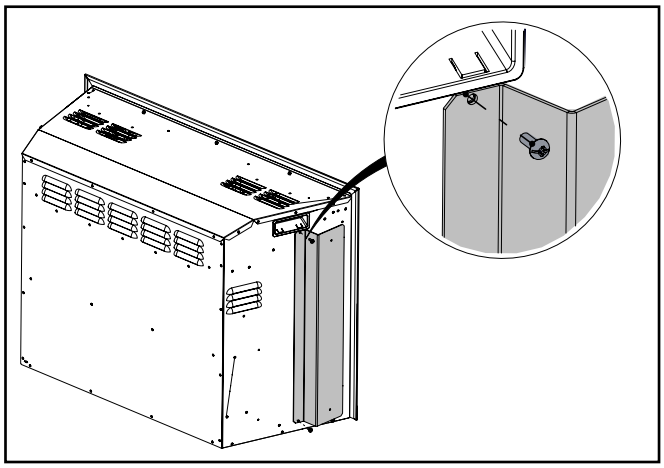
These instructions are for use with the following products:

PART #	Description
281-936	Backing Plate 3-Sided Oversized

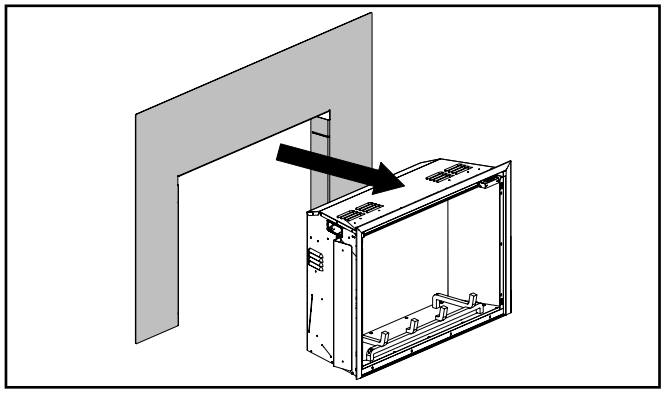
1. If installing a 3-sided faceplate, premium surround or traditional surround, refer to their relevant instructions now.

2. Remove the eight screws supplied with the backing plate.

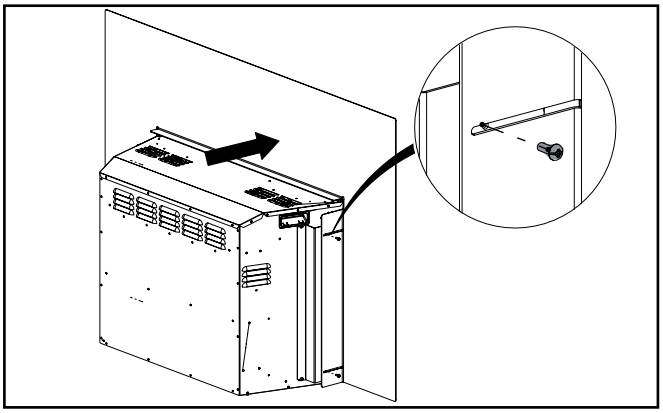
3. Attach the brackets on both sides using the four screws provided.



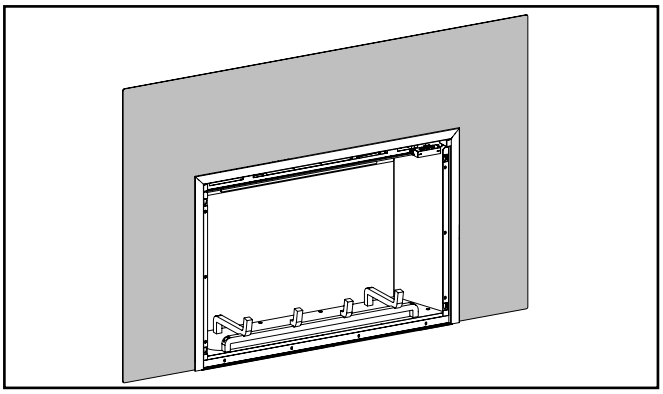
4. Install the backing plate from the back.



5. While pulling the backing plate forward, fasten the four remaining screws on both sides to attach the backing plate.

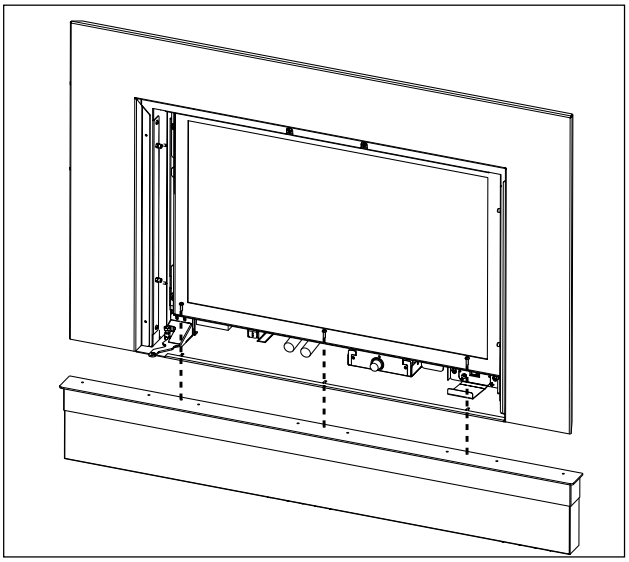


6. Backing plate installed.

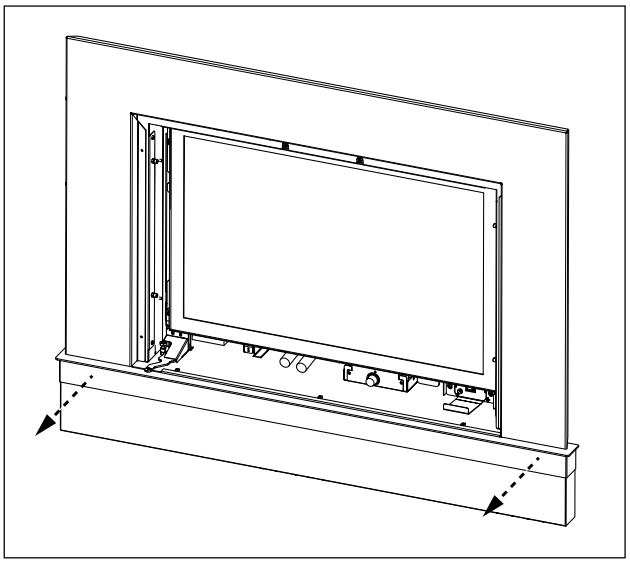


Hearth Trim Installation - Mounting Hearth Trim

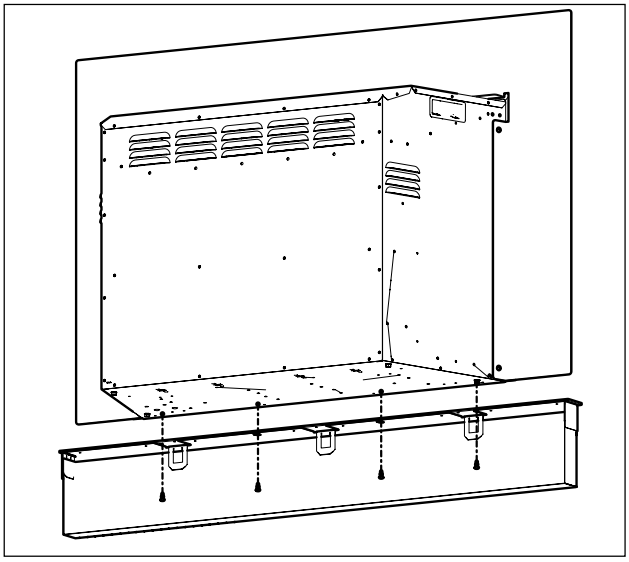
1a. For Ei29 installs, loosely attach the hearth trim using the included screws from the top down.



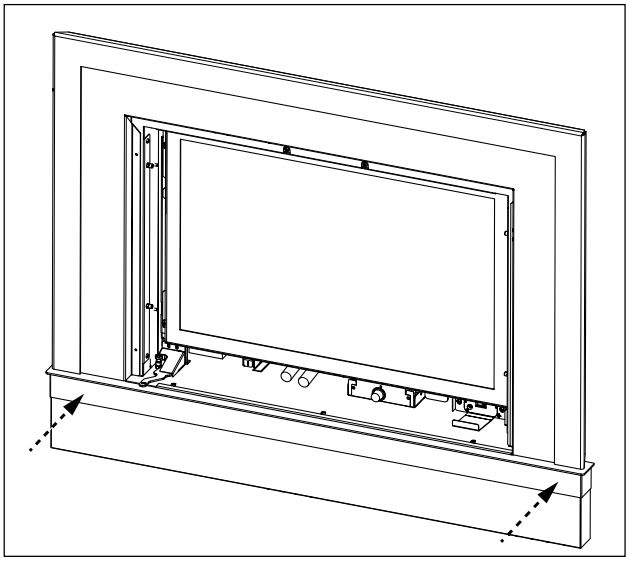
2a. Without premium surround: slide the hearth trim as far forward as possible (careful not to scratch it) and tighten the screws.



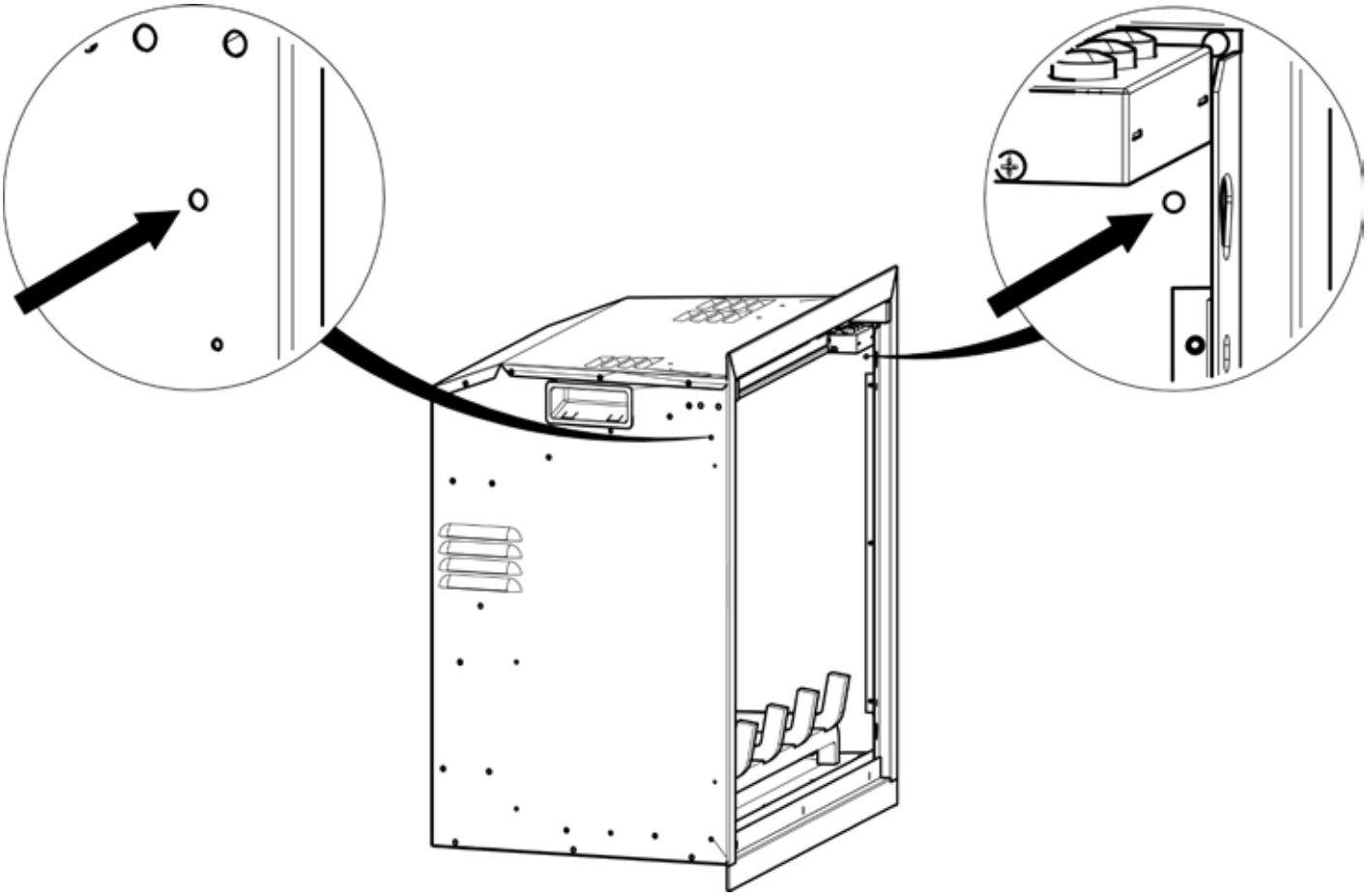
1b. For Ei29 installs, loosely attach the hearth trim using the included screws from the bottom up.



2b. With premium surround: slide the hearth trim as far back as possible (careful not to scratch it) and tighten the screws.



SECURING THE UNIT



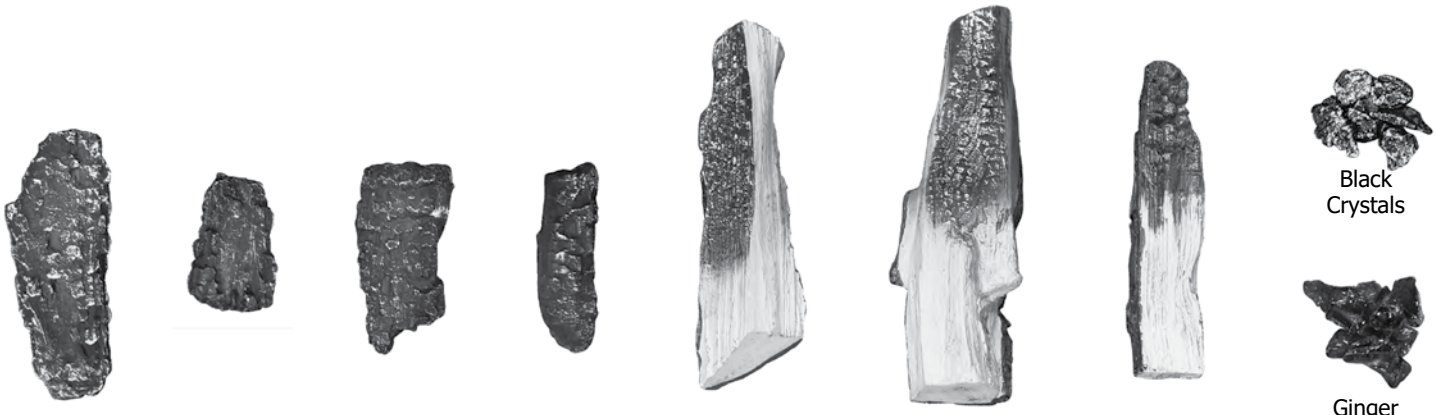
The unit can be secured to framing by following the steps below:

1. Place unit in final position.
Note : Ensure unit is plugged in/hardwired and any of the optional faceplate/backing plates has been put into place.

2. With glass removed (see glass removal in this manual) secure unit using wood screws (supplied) and secure to wood studs as per above diagram.

3. Install Logs (if not installed) and reinstall glass.
Note: If for whatever reason the unit needs to be slid out to gain access for servicing, the 2 x wood screws would need to be removed in order to slide unit out.

OAK LOG SET



A	B	C	D	E	F	G
x5	x7	x3	x4	x1	x1	x3

Fill Outer grate with ginger crystals.

1



Place 3x log B as shown.

3



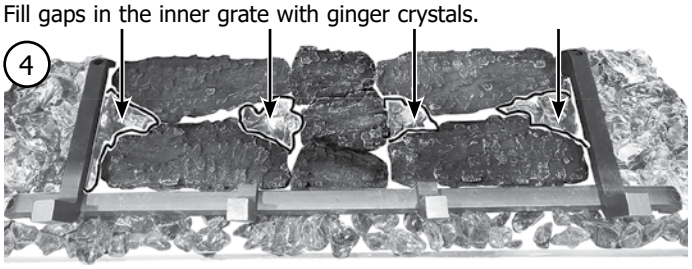
Place 4x log A as shown.
Ensure that the logs go under the grate post as shown below to allow room for the 3 logs to be installed in next step.

2



Fill gaps in the inner grate with ginger crystals.

4



Place 2x log C on top of crystals on either side of outer grate.

5



Place 4x log D as shown.

6



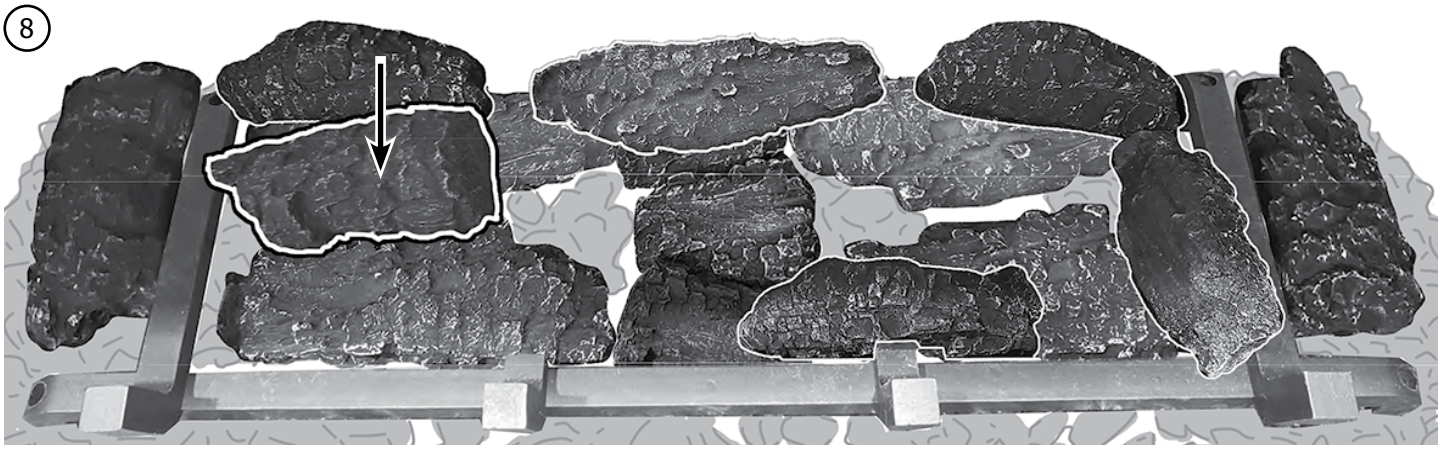
Place last Log A.

7



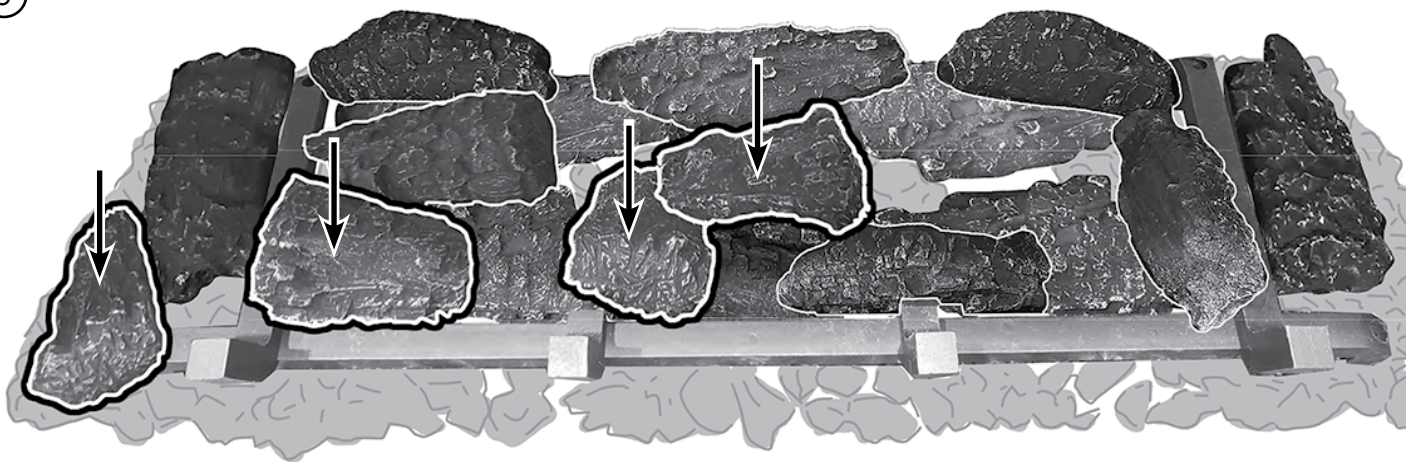
Place last Log C.

8



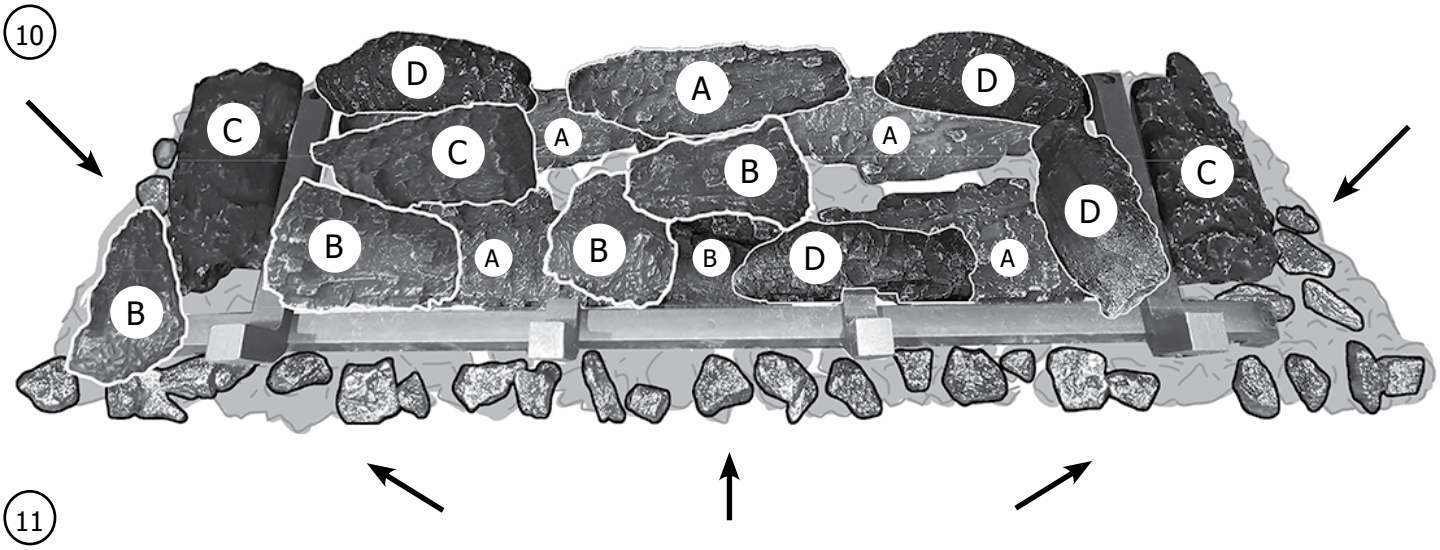
Place 4x Log B as shown.

9



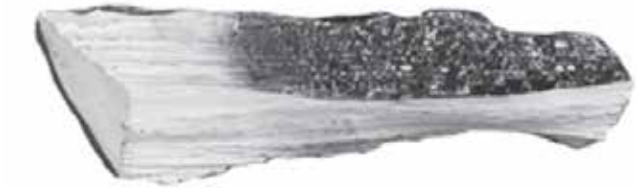
Place black embers evenly with white sides facing up.

10

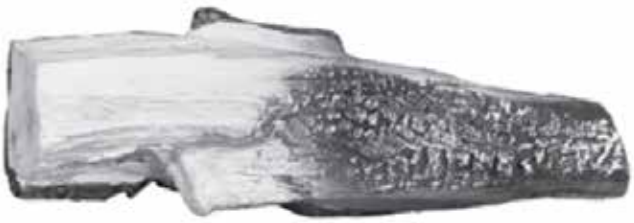


11

Prepare the top layer of logs by adding the round adhesive tape.
Center the round adhesive tape on the logs marked with dots.



1 x Dot on Log E



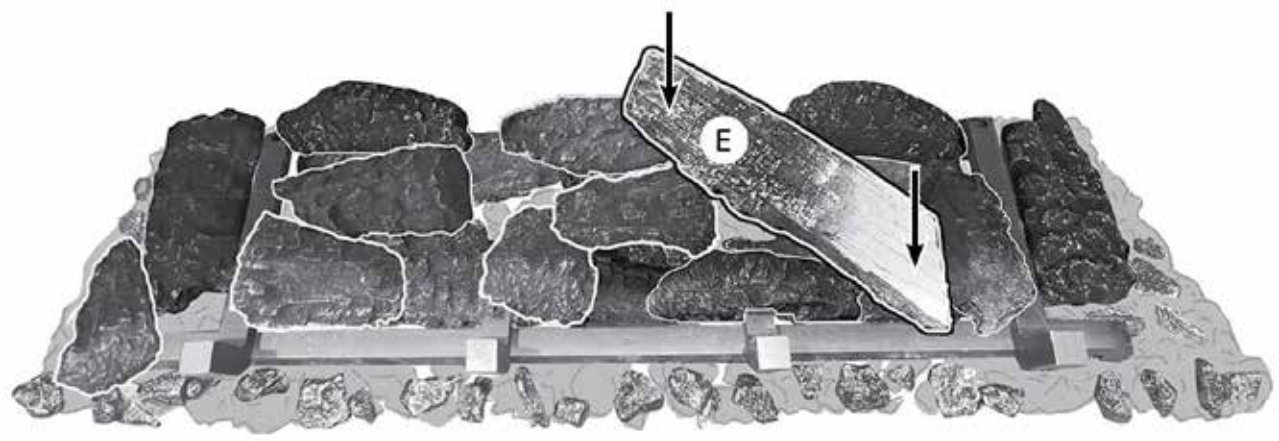
1 x Dot on Log F



3 x Dot on Log G

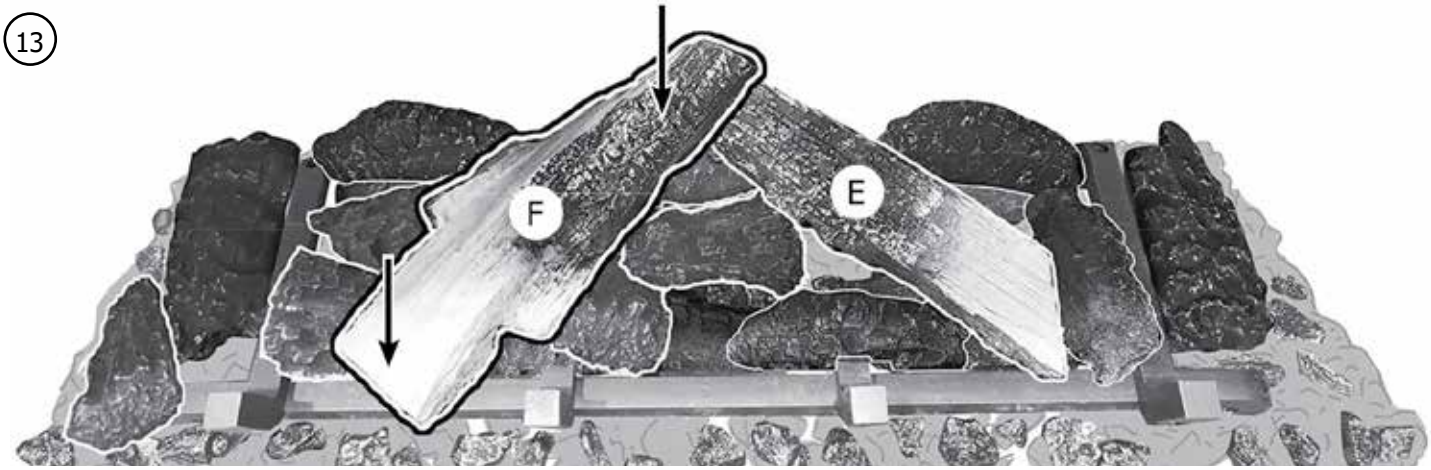
Remove the film from the round adhesive tape before positioning Log E as shown.

12



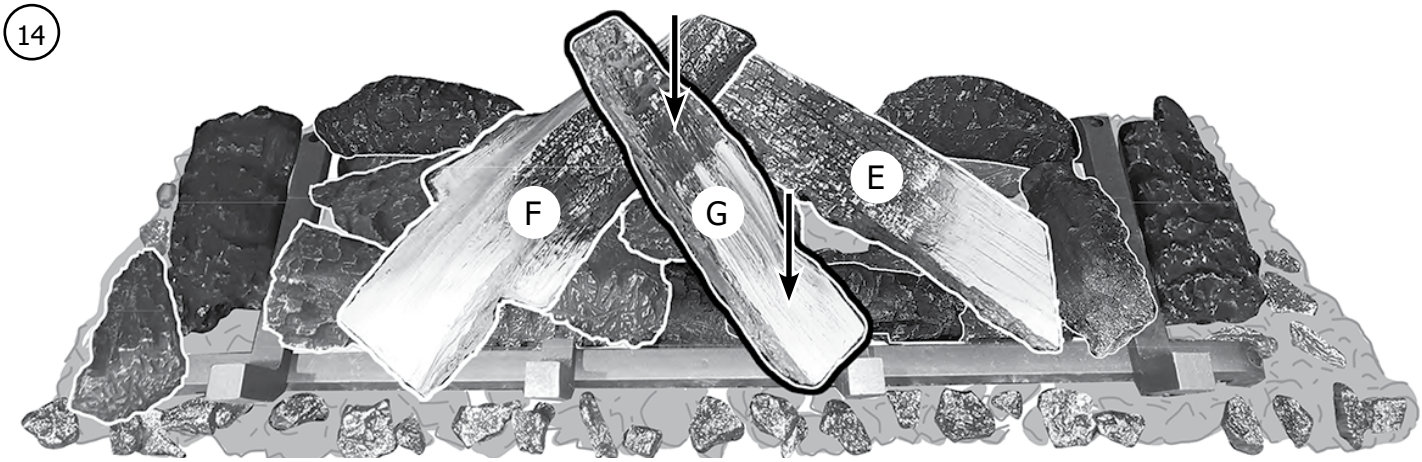
Remove the film from the round adhesive tape before positioning Log F as shown.

13



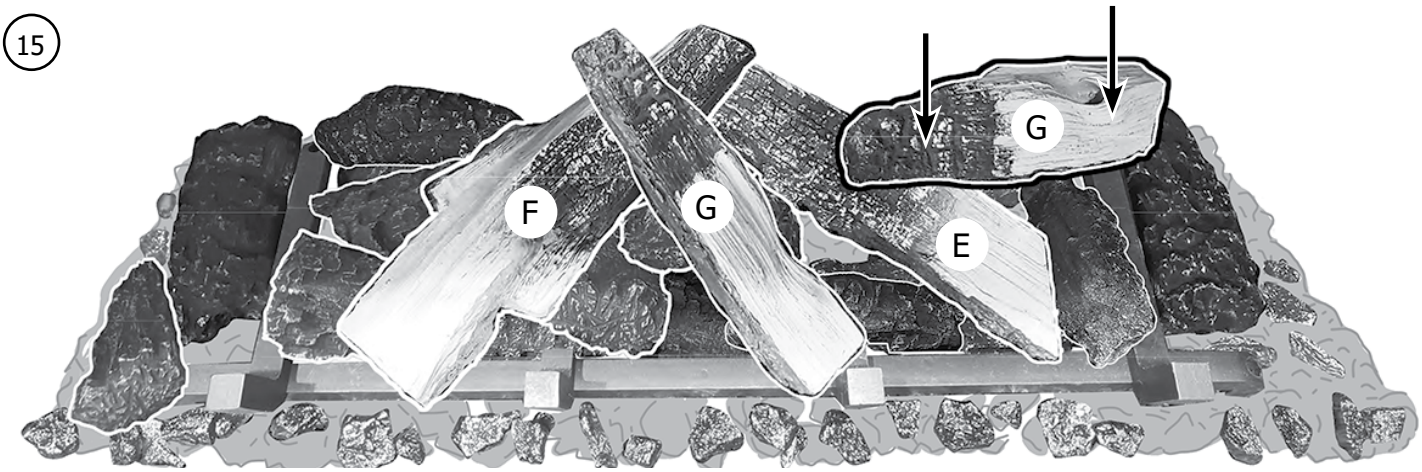
Position log G as shown, sticking to log F and resting against the front grate arm.

14



Position a second log G as shown, sticking to log E.

15



Position a third log G as shown, sticking to log F.

16



Oak log layout complete.

17



OPTIONAL BIRCH LOG SET


Ginger Crystals


Black Crystals



A	B	C	D	E	F	G	H	I
x5	x7	x3	x4	x1	x1	x2	x1	x1

Fill Outer grate with ginger crystals

1



Place 3x log B as shown.

3



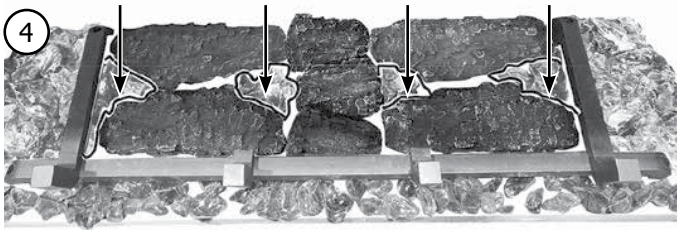
Place 4x log A as shown.
Ensure that the logs go under the grate post as shown below to allow room for the 3 logs to be installed in next step.

2



Fill gaps in the inner grate with ginger crystals.

4



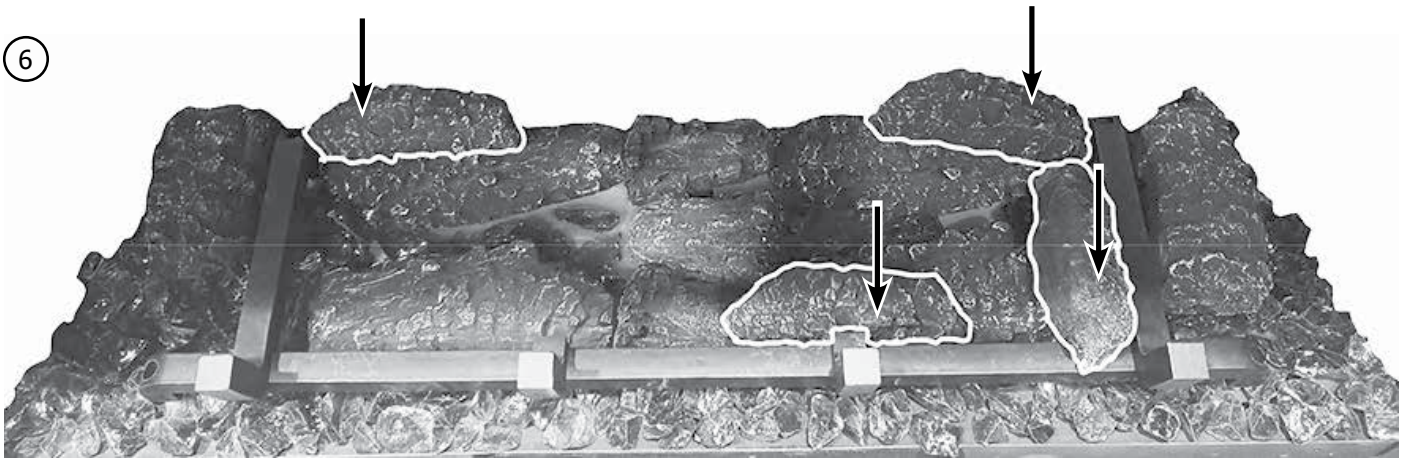
Place 2x log C on top of crystals on either side of outer grate.

5



Place 4x log D as shown.

6



Place last Log A.

7



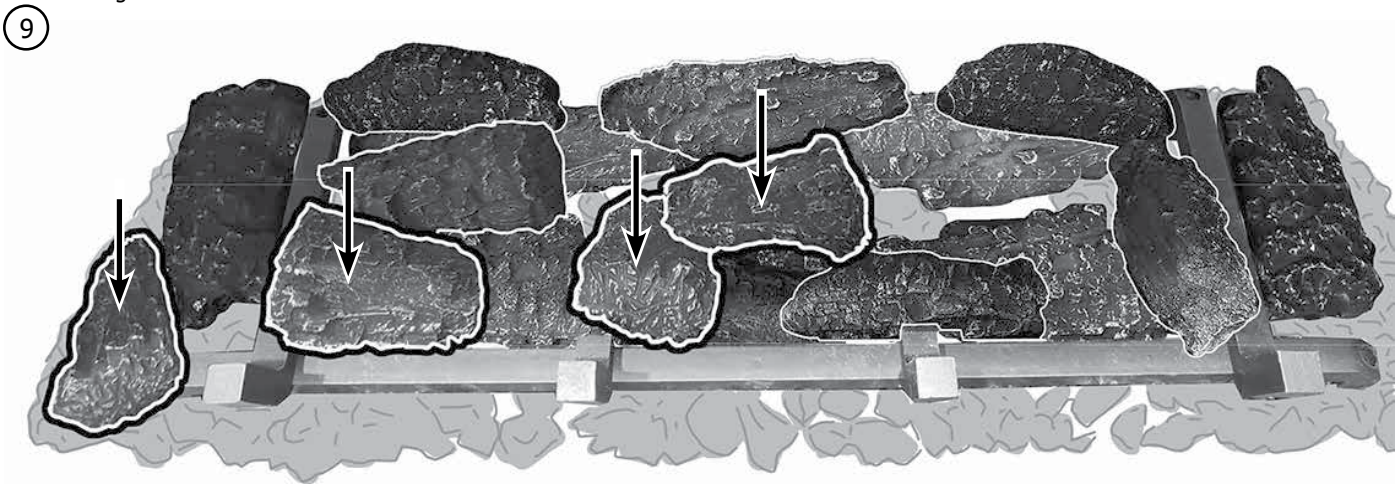
Place last Log C.

8



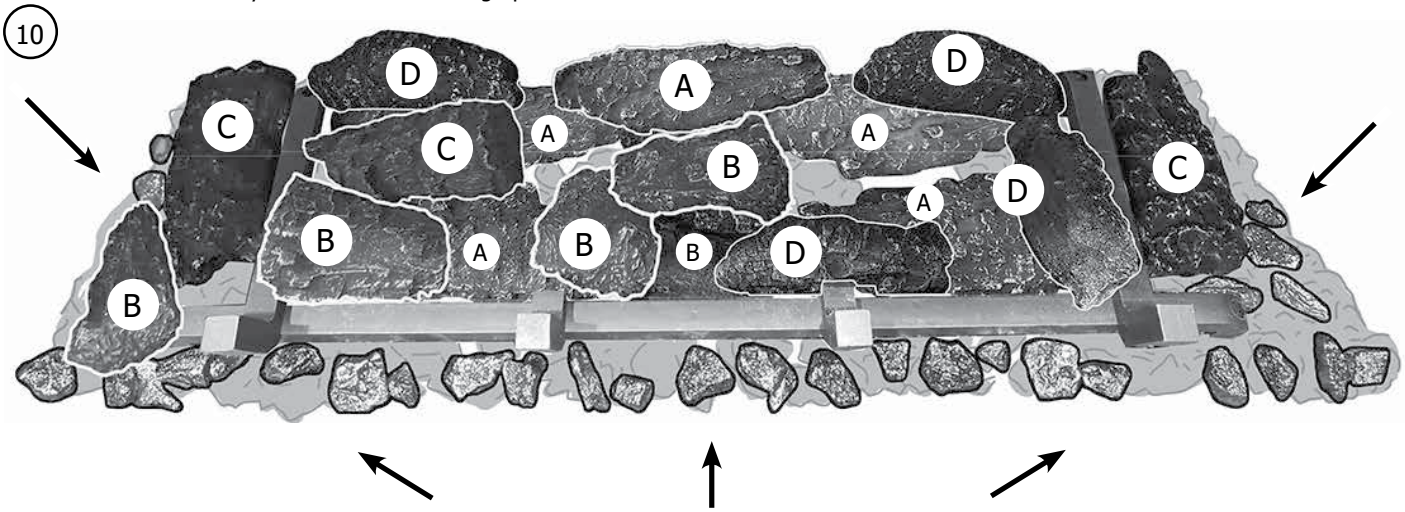
Place 4x Log B as shown.

9



Place black embers evenly with white sides facing up.

10



Prepare the top layer of logs by adding the round adhesive tape.
Center the round adhesive tape the logs marked with dots.
There is one dot on logs F, I, H only, two dots on log E and no dot required on log G. See following pages for log set up.



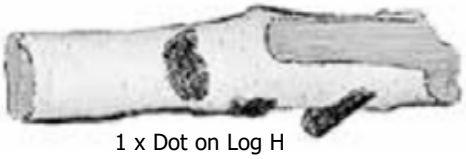
2 x Dots on Log E



1 x Dot on Log F



Log G



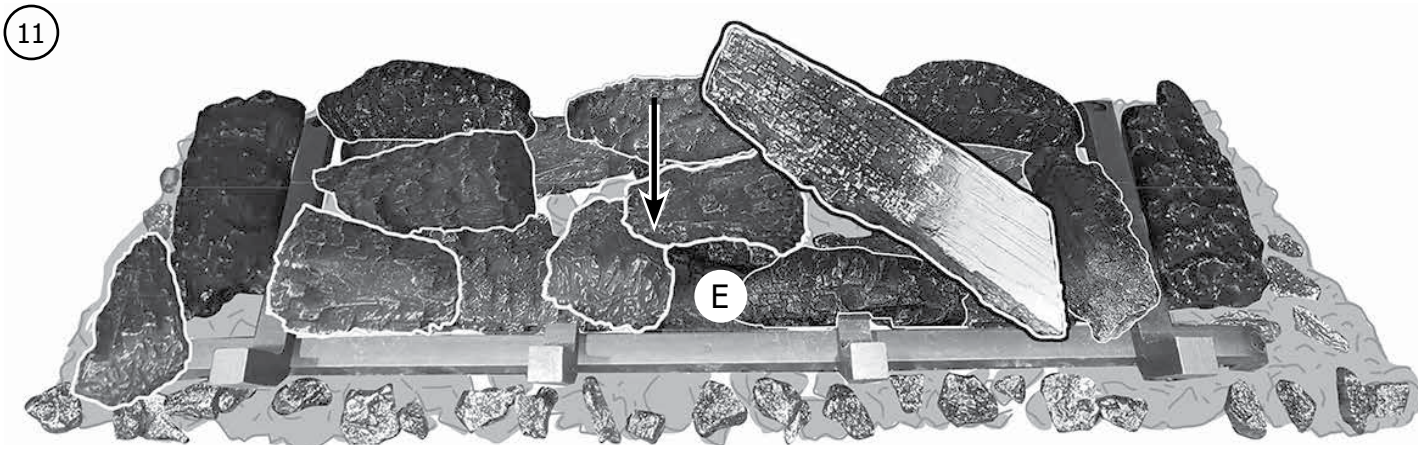
1 x Dot on Log H



1 x Dot on Log I

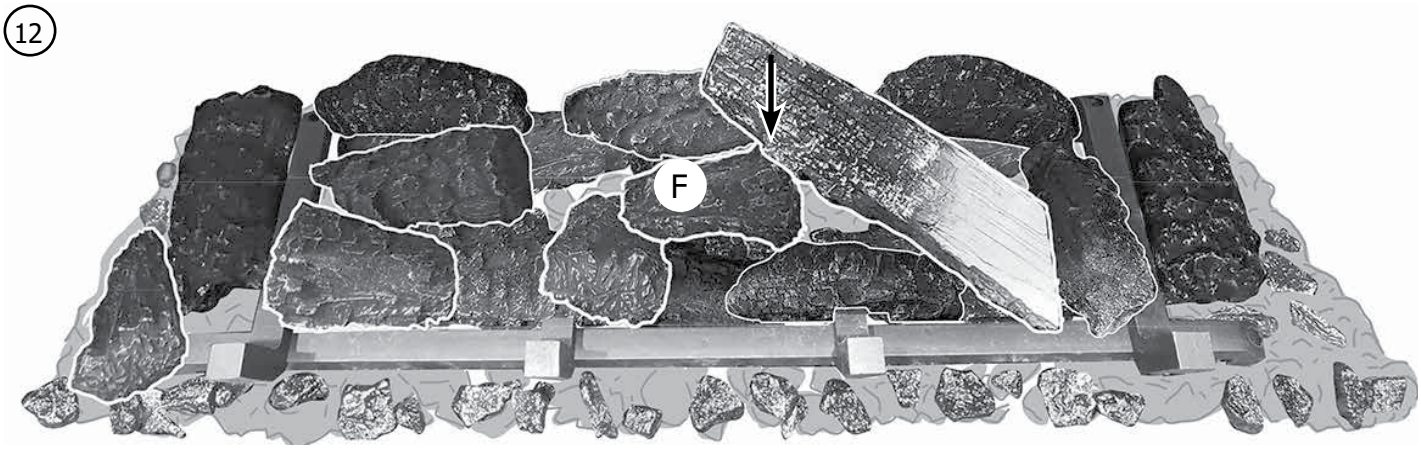
Remove the film from the round adhesive tape before positioning Log E as shown.

11



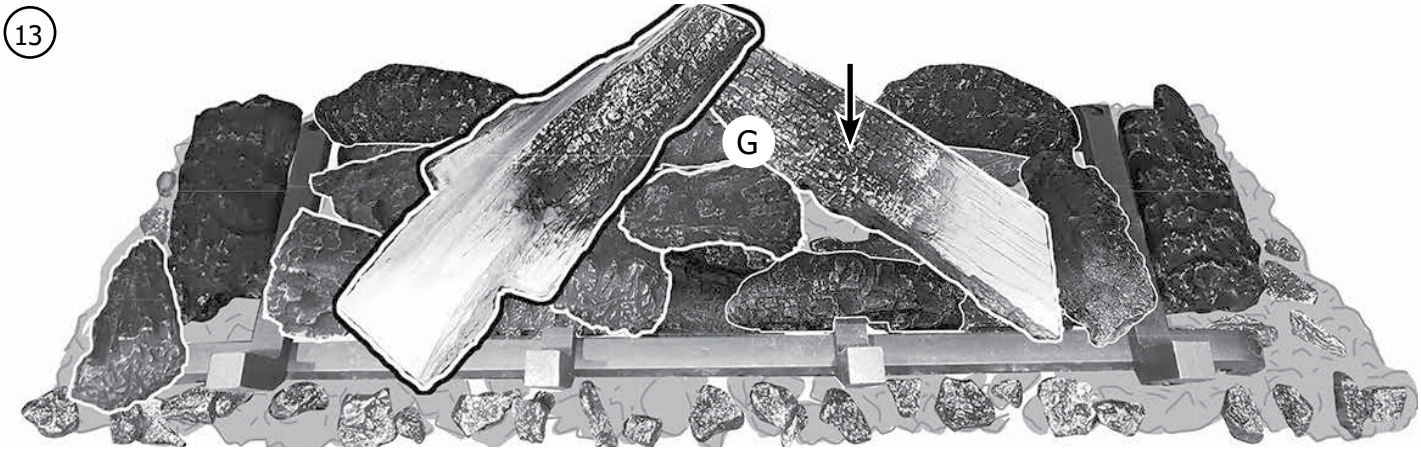
Remove the film from the round adhesive tape before positioning Log F as shown.

12



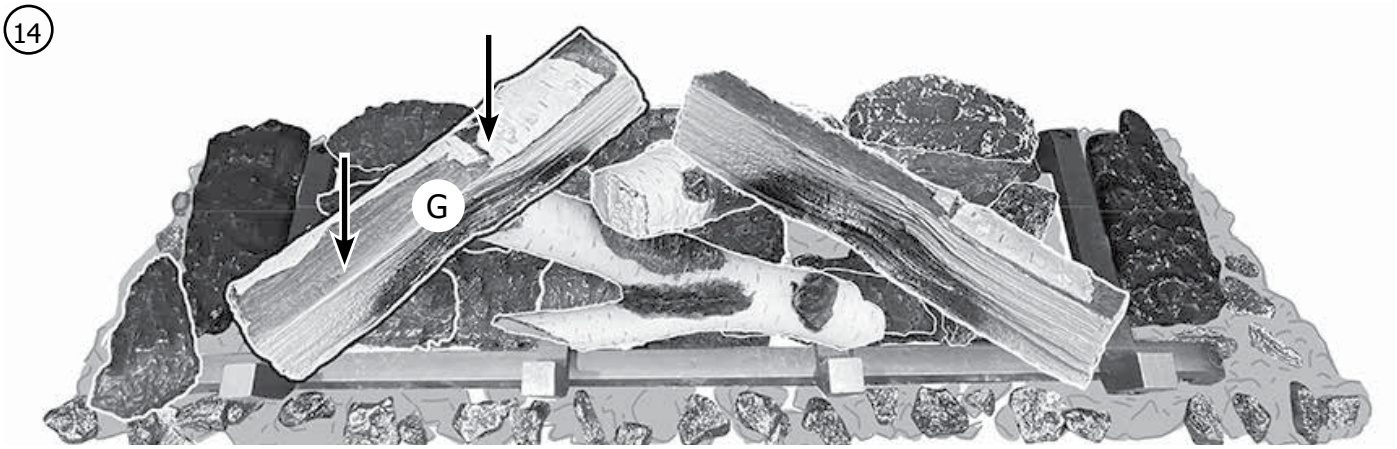
Position log G as shown, sticking to log F and resting against the front grate arm.

13



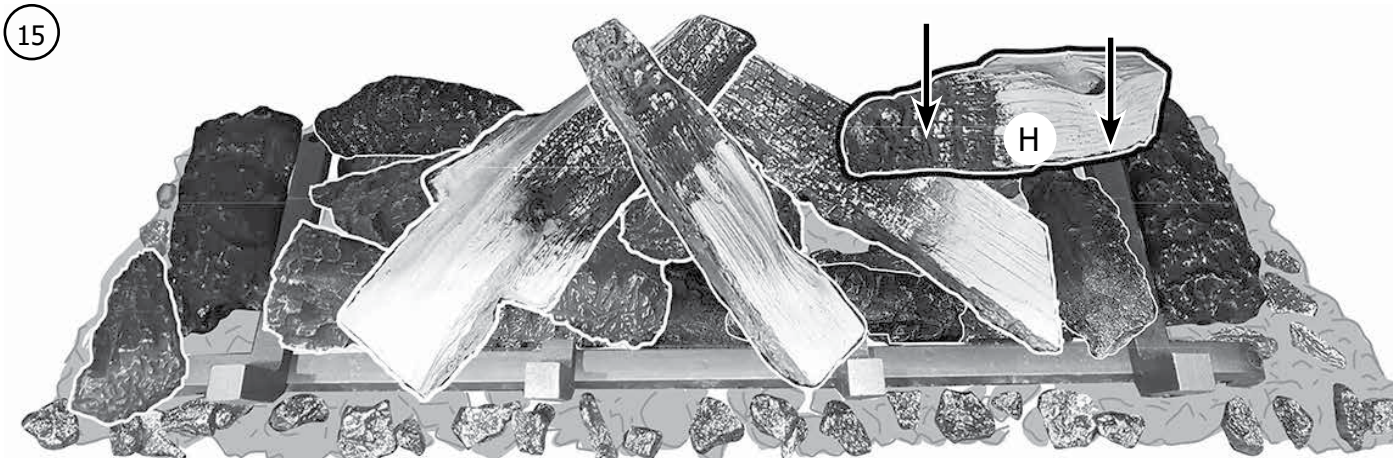
Position a second log G as shown, sticking to log E and resting against the front grate arm.

14



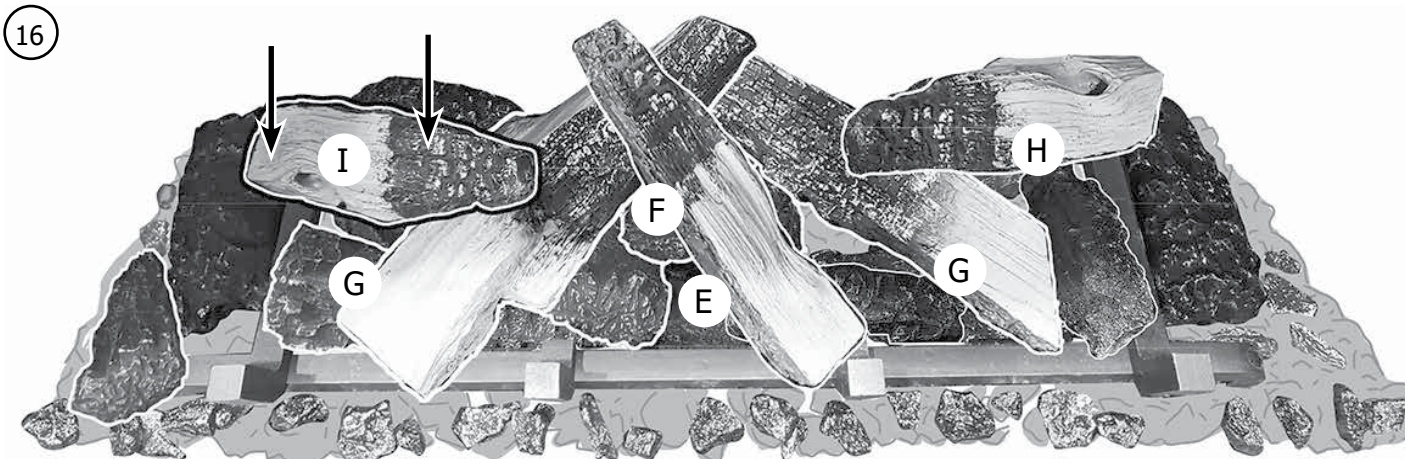
Remove the film from the round adhesive tape before positioning Log H as shown.

15



Remove the film from the round adhesive tape before positioning Log I as shown.

16



Birch log layout complete.

17



OPTIONAL DRIFTWOOD LOG SET



A	B	C	D	5	6	7	8	9	11
x5	x7	x3	x4	x1	x1	x1	x2	x1	x1

Fill Outer grate with ginger crystals.

1



Place 3x log B as shown.

3



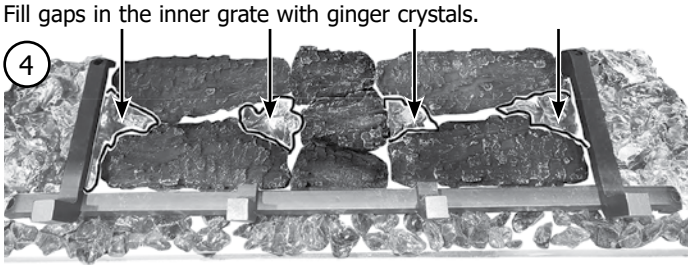
Place 4x log A as shown.
Ensure that the logs go under the grate post as shown below to allow room for the 3 logs to be installed in next step.

2



Fill gaps in the inner grate with ginger crystals.

4



Place 2x log C on top of crystals on either side of outer grate.

5



Place 4x log D as shown.

6



Place last Log A.

7



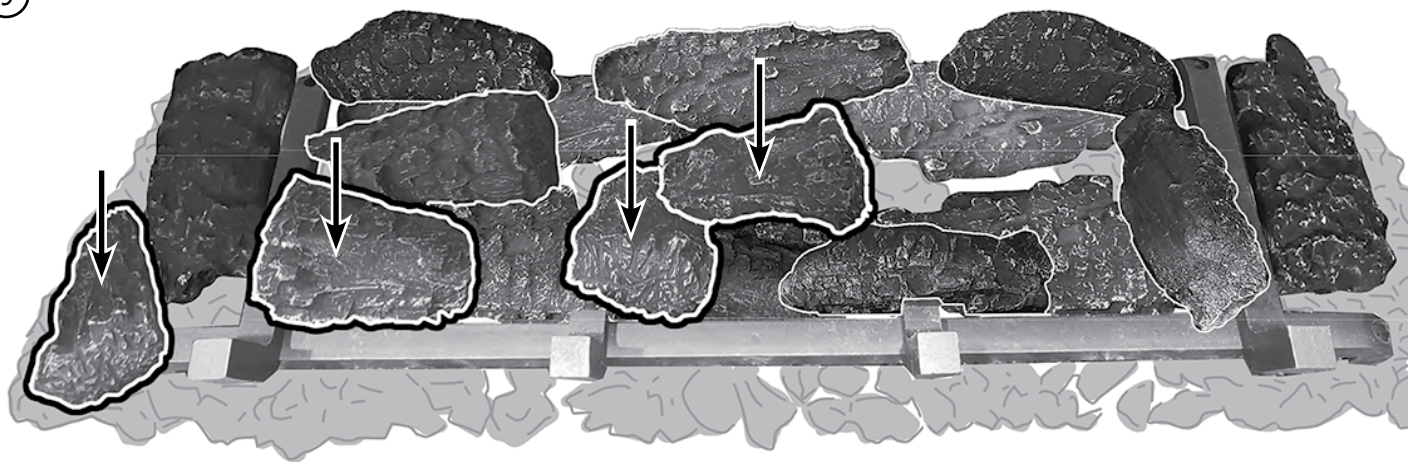
Place last Log C.

8



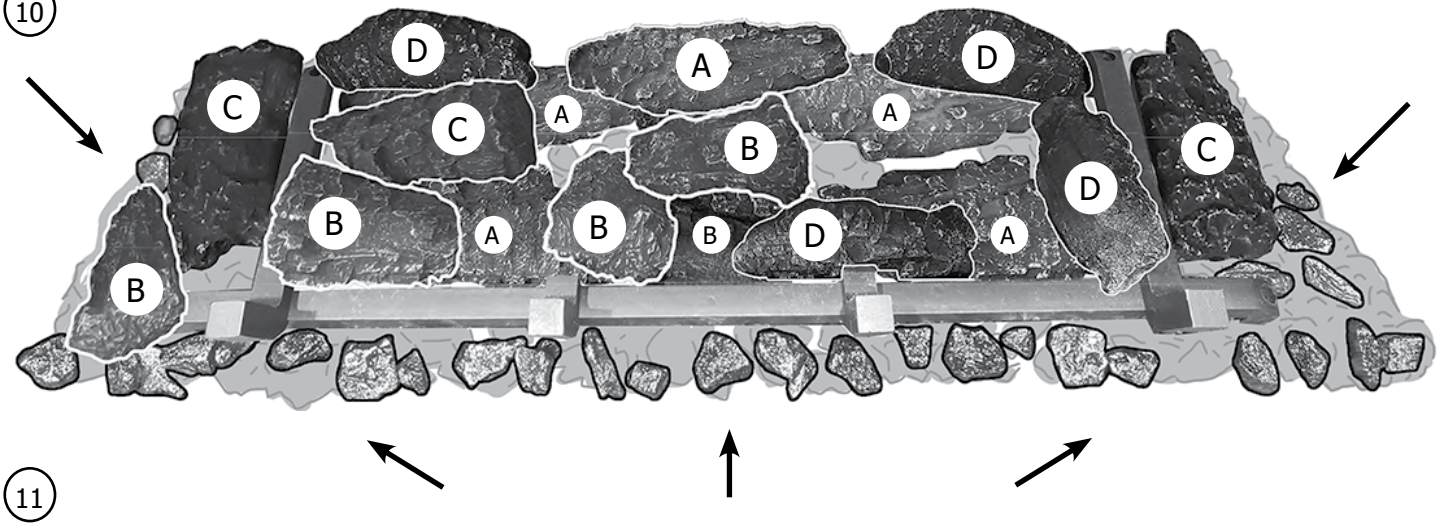
Place 4x Log B as shown.

9



Place black embers evenly with white sides facing up.

10



11

Prepare the top layer of logs by adding the round adhesive tape.
Center the round adhesive tape on the logs marked with dots.



1 x Dot on Log 5



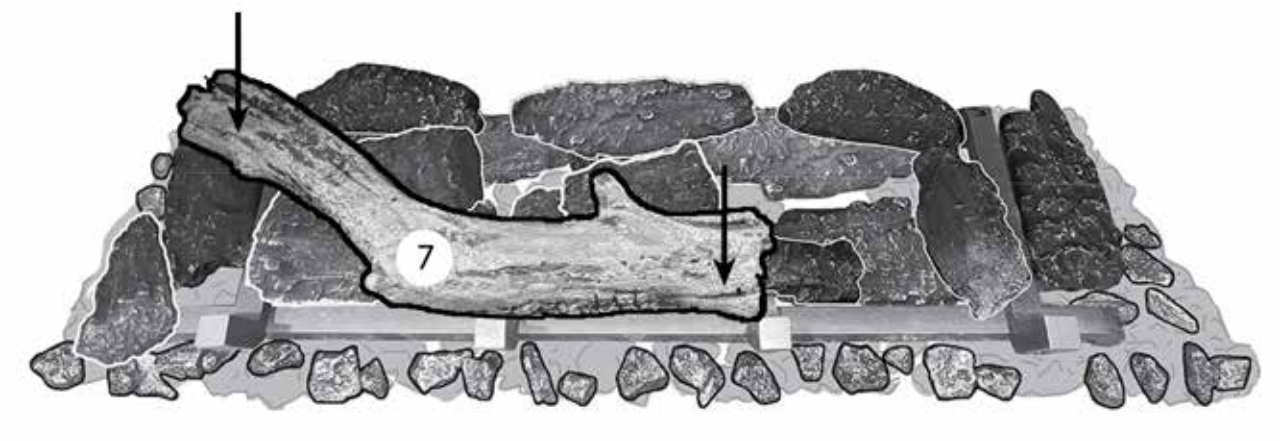
1 x Dot on Log 6



1 x Dot on Log 11

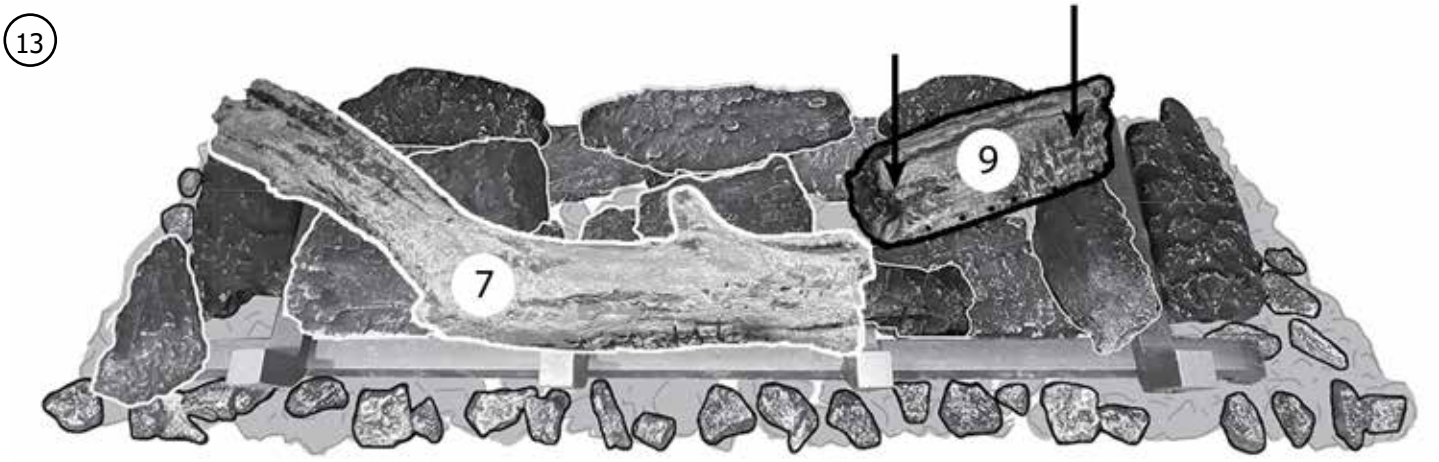
Position log 7 as shown, rest against the front grate arms.

12



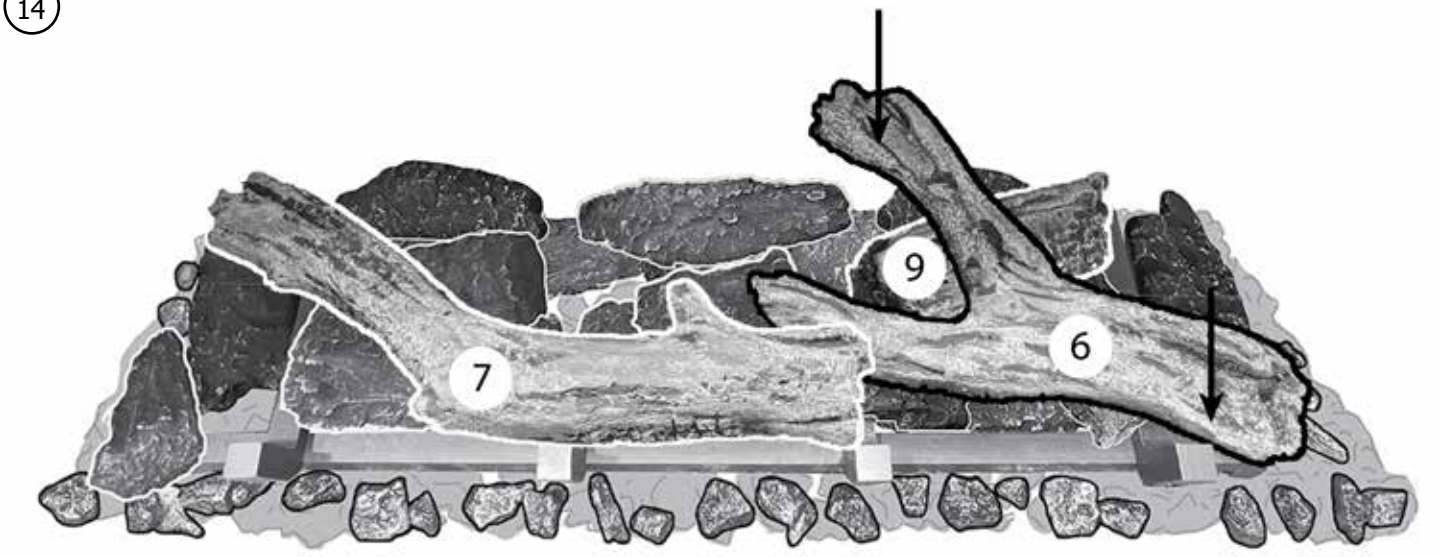
Position log 9 as shown.

13



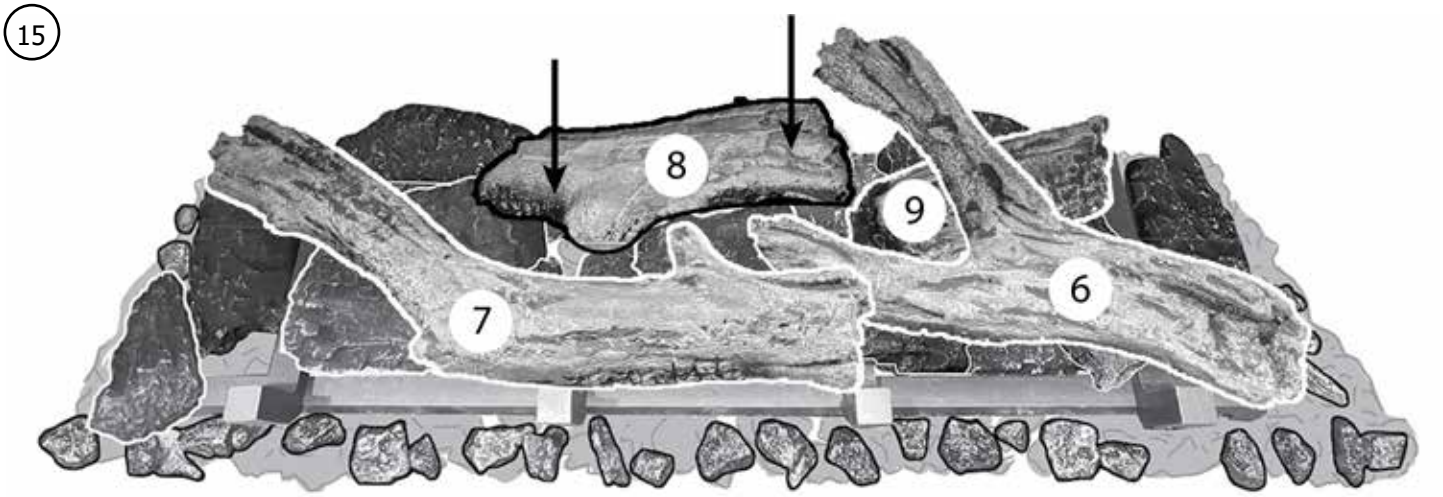
Remove the film from the round adhesive tape before positioning log 6 as shown, rest against the front grate arm.

14



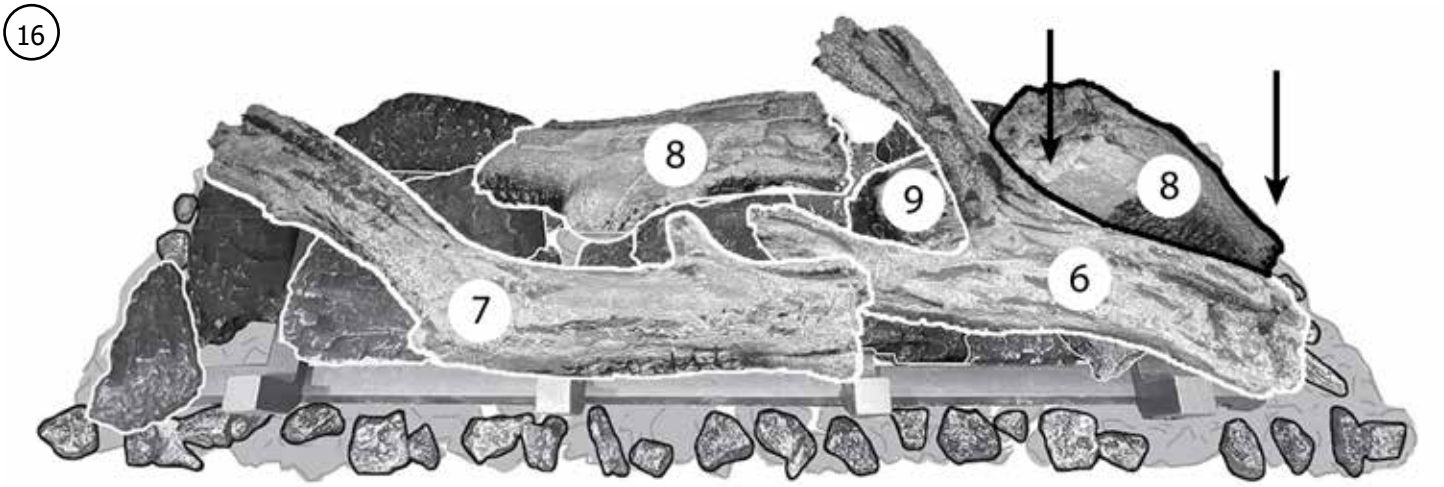
Position log 8 as shown.

15



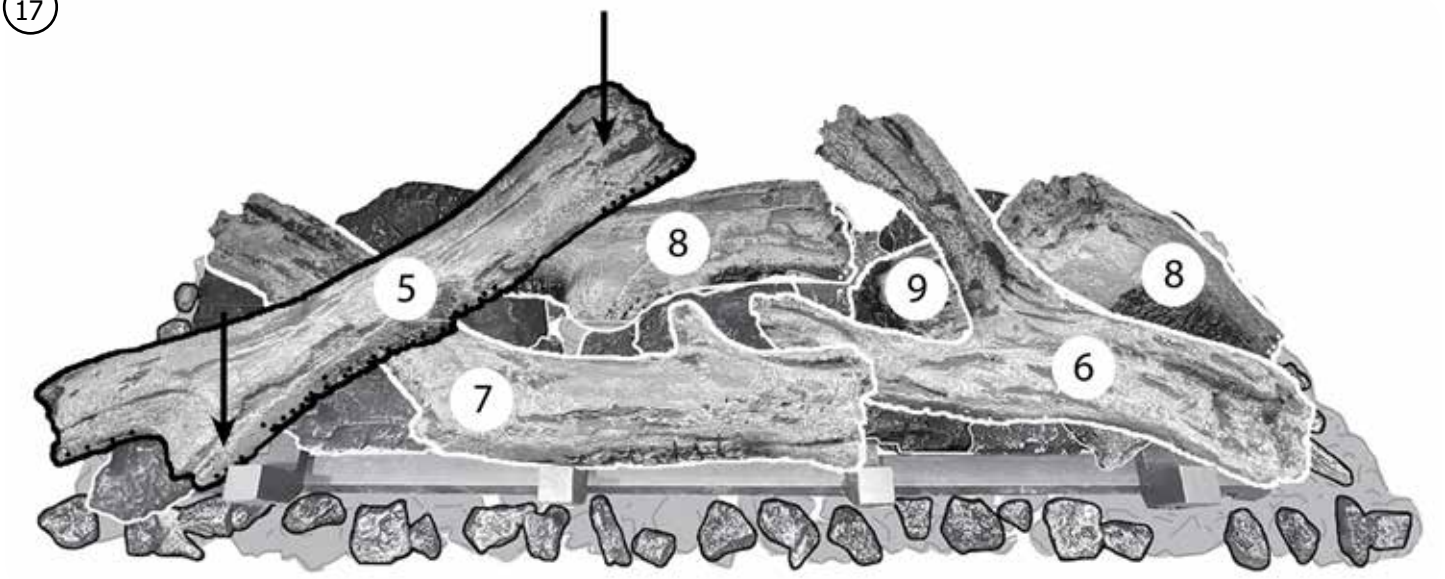
Position a second log 8 as shown, sticking to log 6.

16



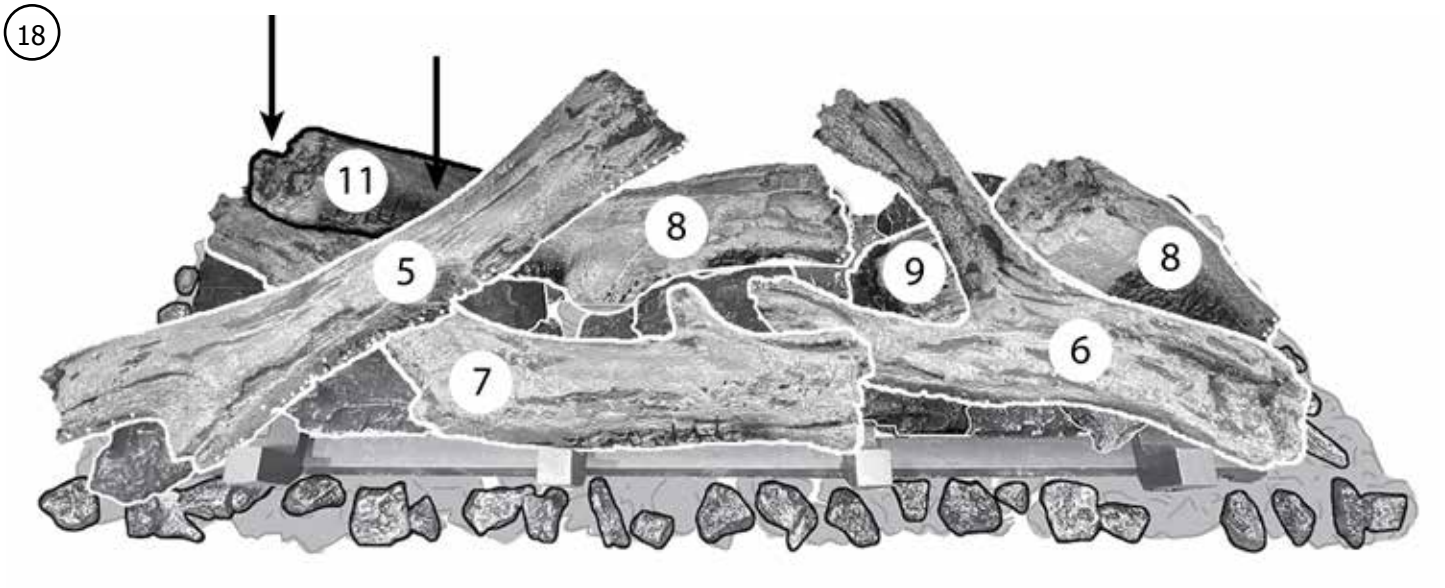
Remove the film from the round adhesive tape before positioning log 5 as shown, sticking to log 7 and resting against the front grate arm.

17



Remove the film from the round adhesive tape before positioning log 11 as shown, sticking to log 7.

18



Driftwood log layout complete.

19



SERVICING

PAIRING THE REMOTE

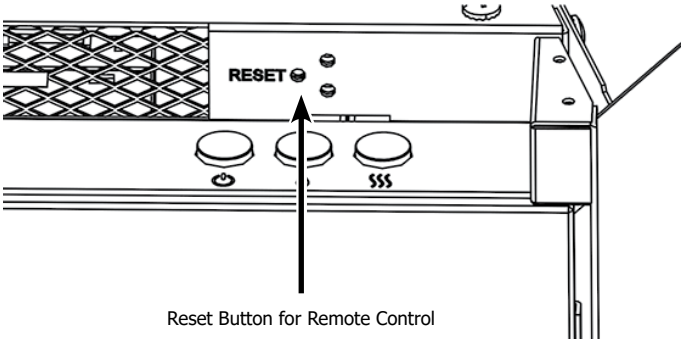
SIGNAL CODE

The below operations should be carried out before coding when changing to a new remote or the unit cannot be controlled by the remote:

The reset button is located on the control panel located on the right-hand side of the appliance.

Press the reset button for 3 seconds (a pen point may be needed) until 3 short beeps sound from the unit, release the button.

Within 10 seconds, press the ⏻ button on remote. The coding is finished when 1 long beep sounds from the unit.



Reset Button for Remote Control

Resetting of the remote control is necessary if the appliance operates wrongly due to external interference signal and the remote control is not in use.

Open the back cover of the Remote.

Press the Reset button for 3 seconds and reset the coding.

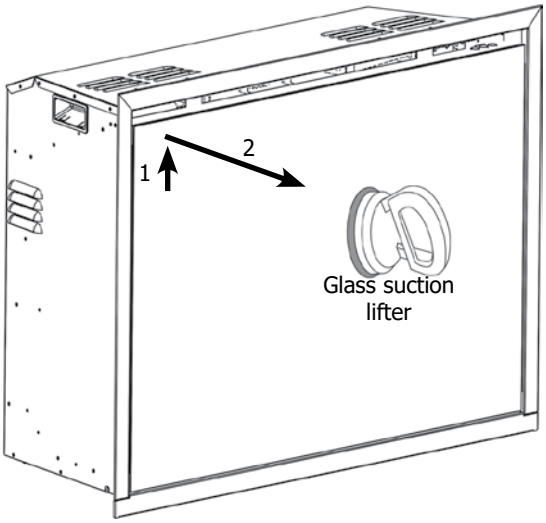


IMPORTANT: Prior to performing any service work, ensure the power is shut off to appliance either by disconnecting 3 prong plug or shutting off breaker if appliance has been hardwired.

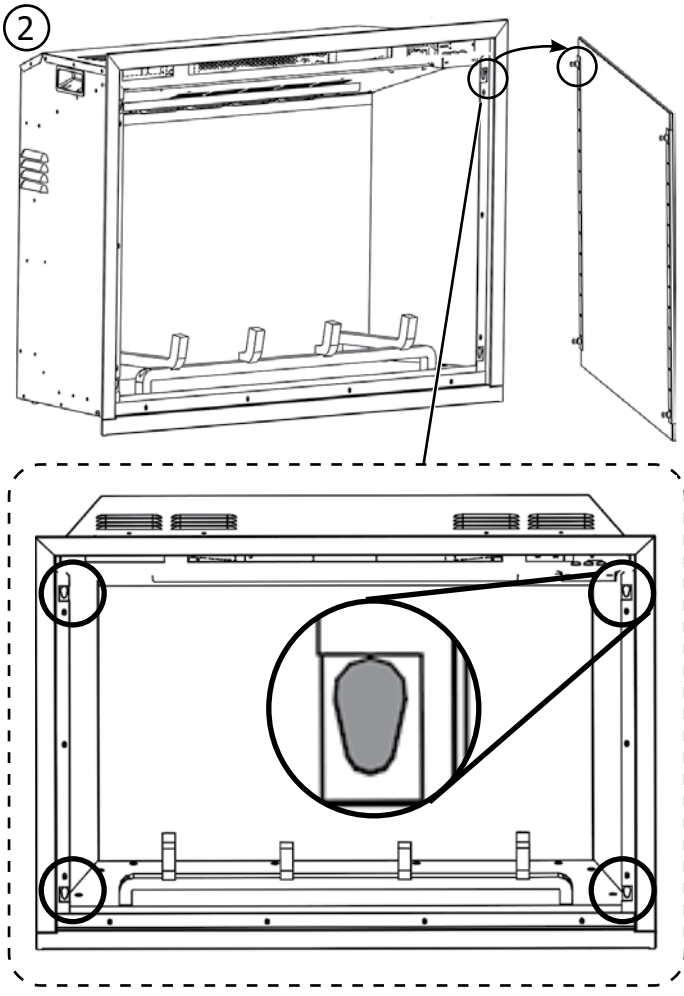
ACCESSING THE FUEL BED

Carefully use the glass suction lifter provided to remove the glass by lifting the pins clear of the slots on the front of the appliance.

1



2

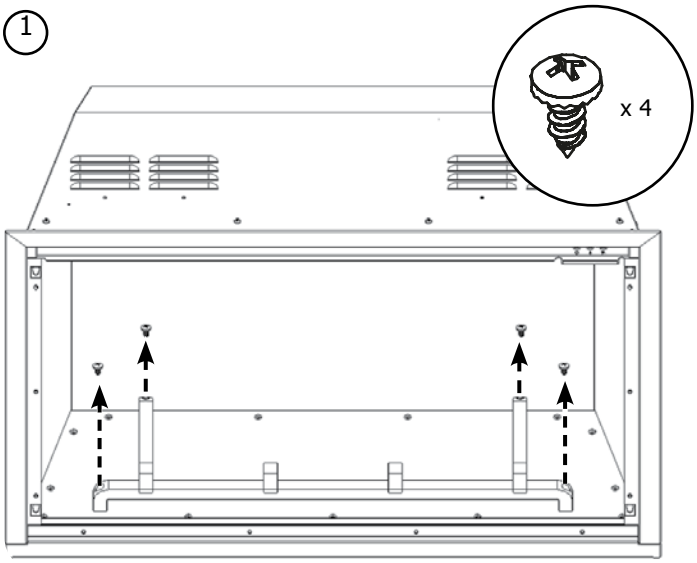


Gently place the glass to one side.

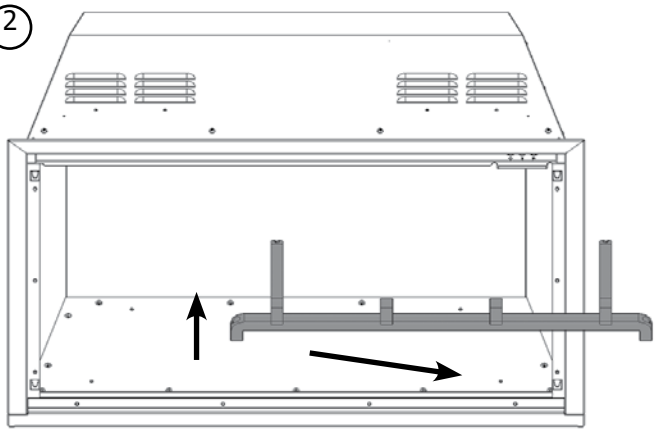
REMOVAL OF THE FUEL BED

Remove 4 rubber plugs using a small flat head screwdriver on grate (not shown) and then remove 4 screws (2 at back/2 at front) as shown below.

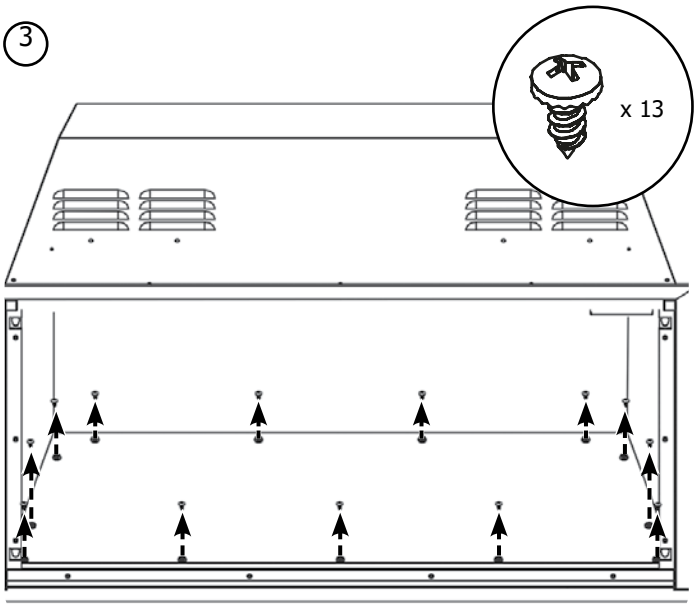
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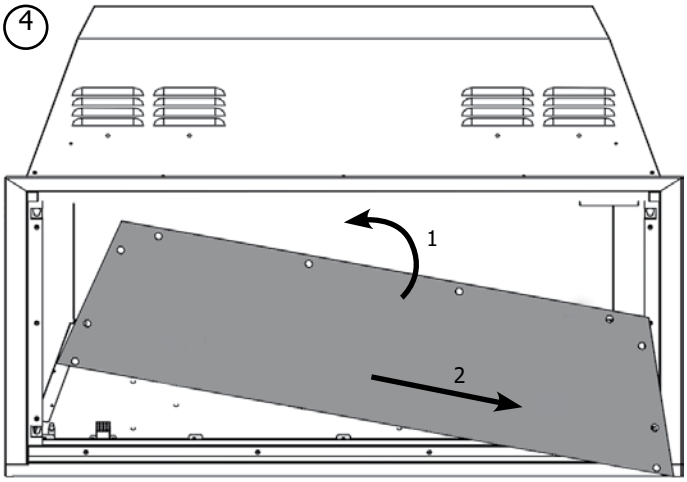
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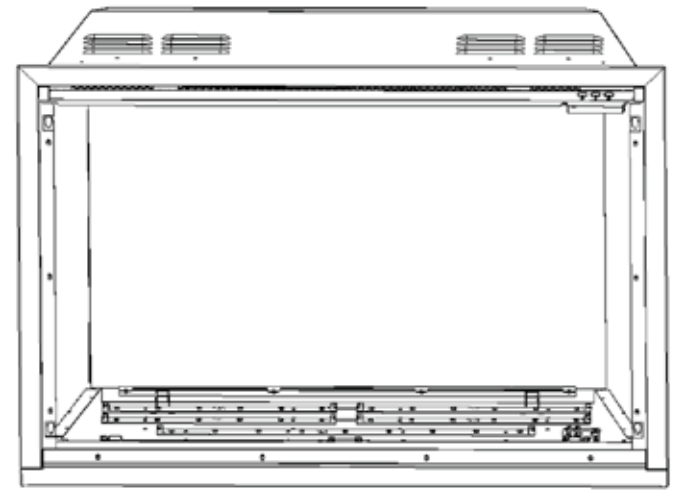
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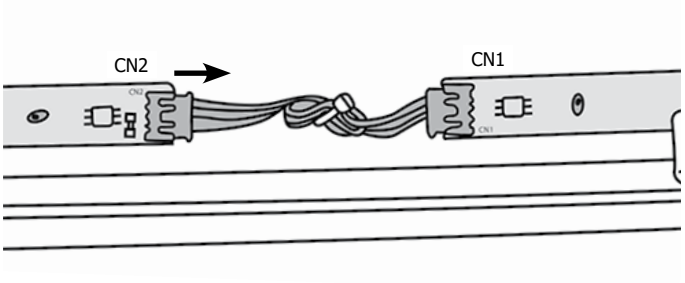
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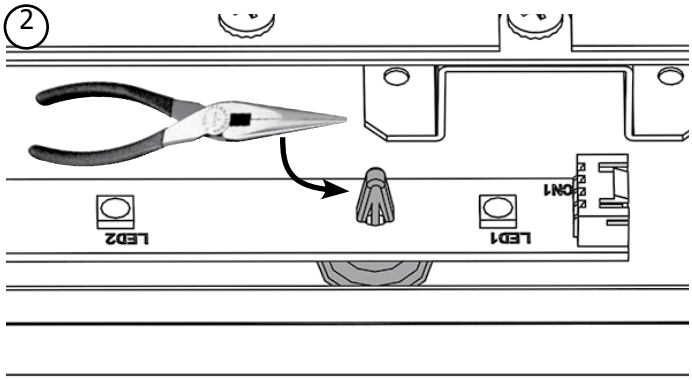
REPLACING THE FUEL BED LEDS



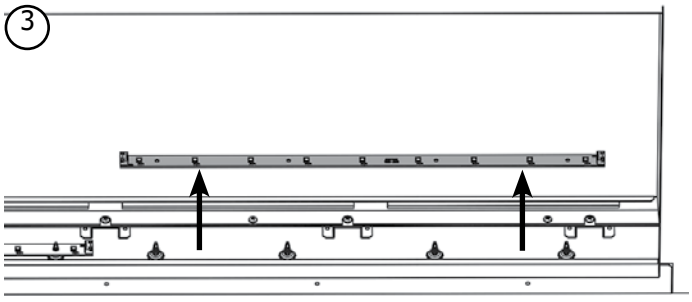
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2

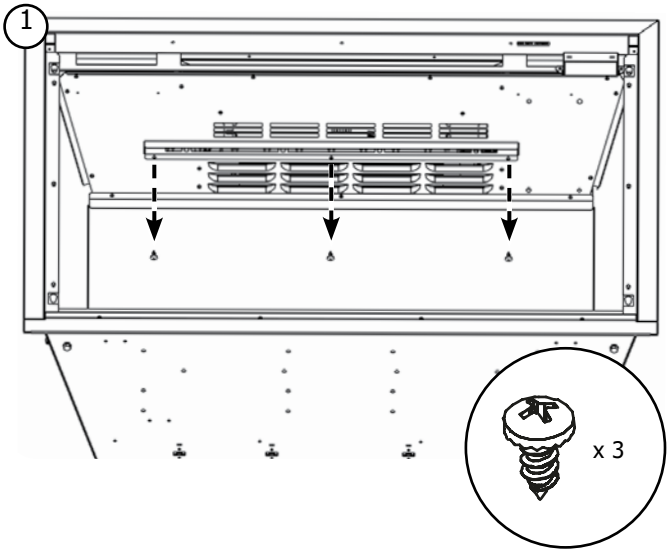


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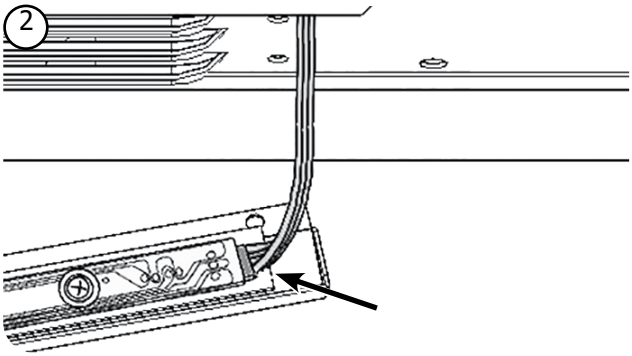
REPLACING THE LED LIGHT BAR

1

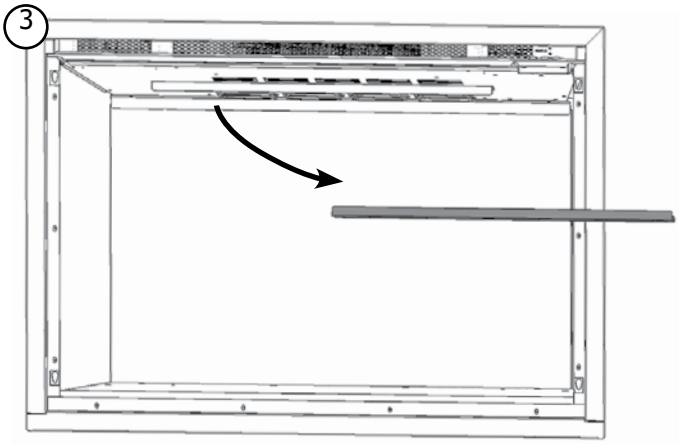


Carefully lower the LED Light Bar and disconnect the cable from the right-hand side.

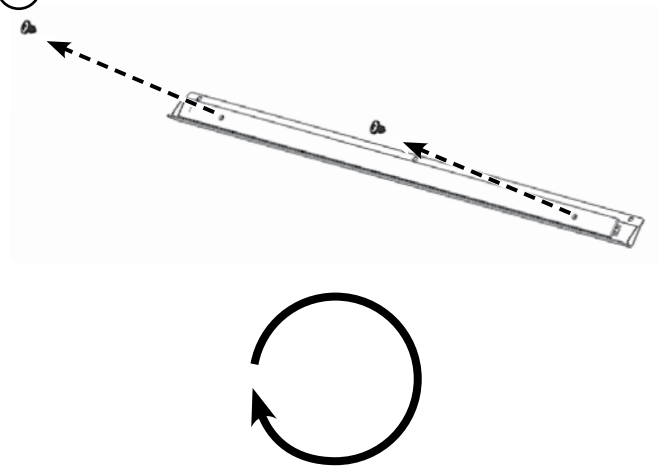
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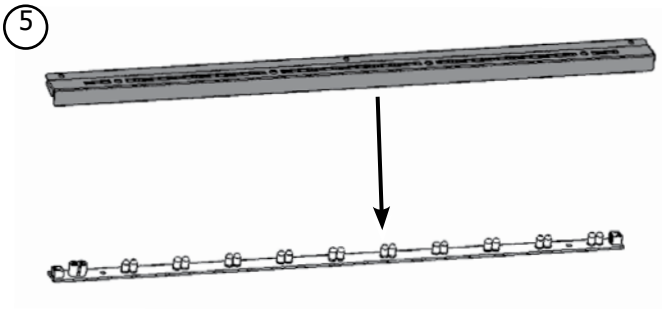
3



4

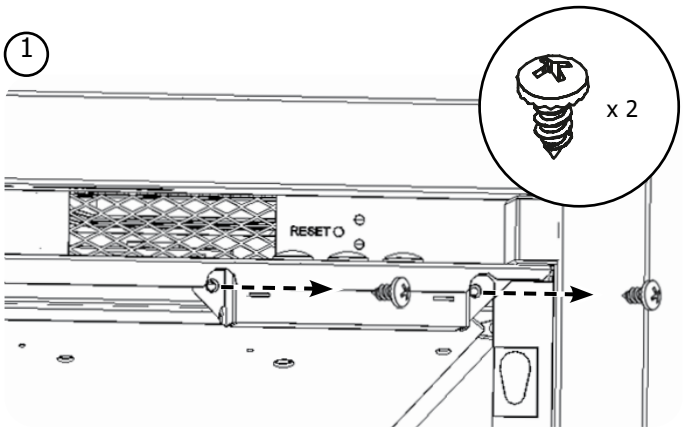


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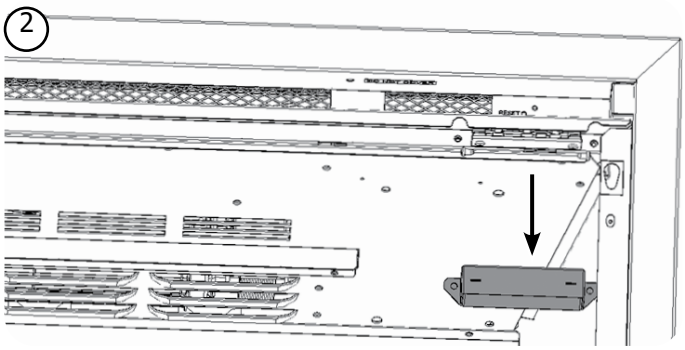


REMOVING THE BUTTON BOARD

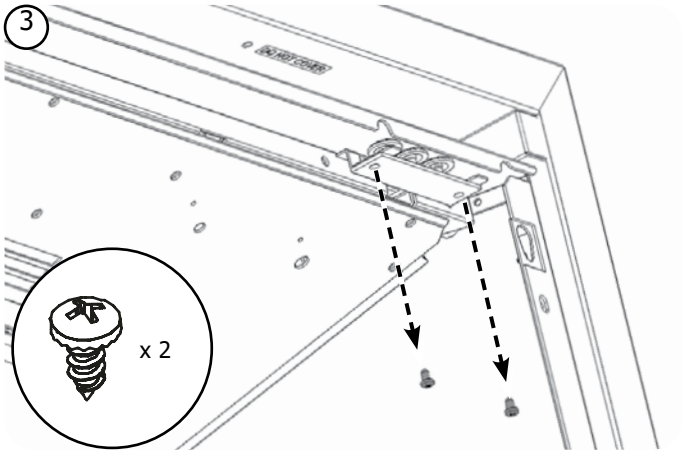
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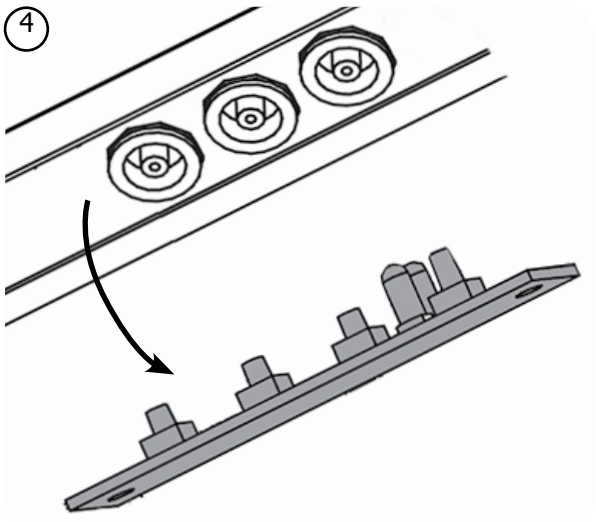
2



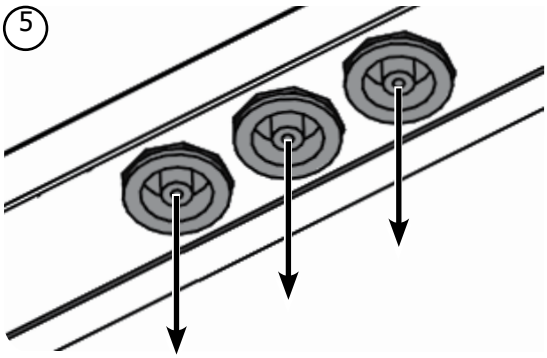
3



4

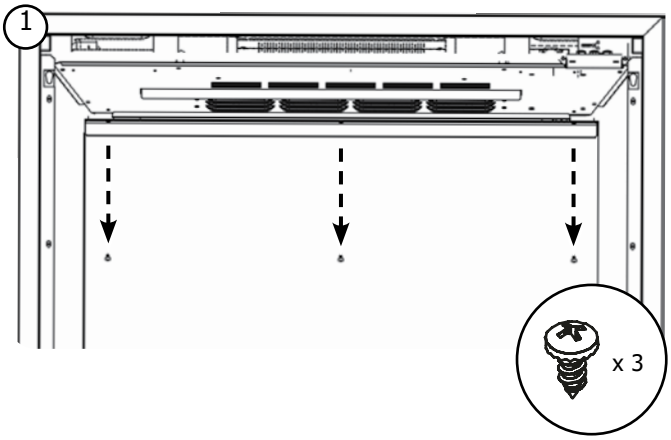


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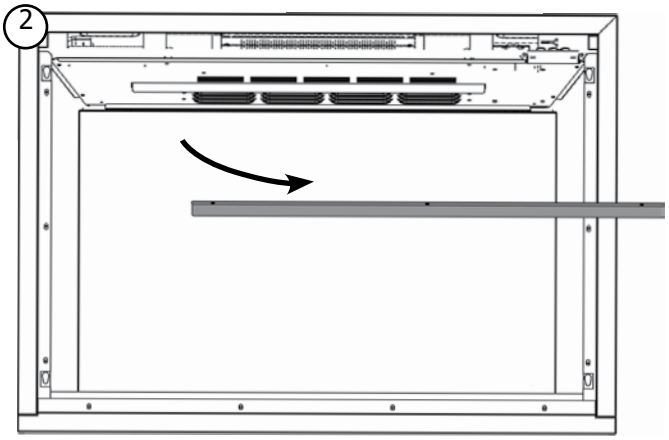


REMOVING THE INNER SCREEN

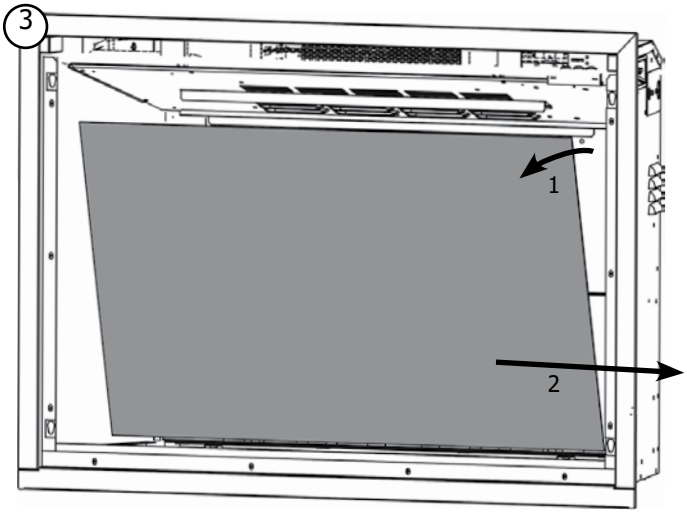
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2

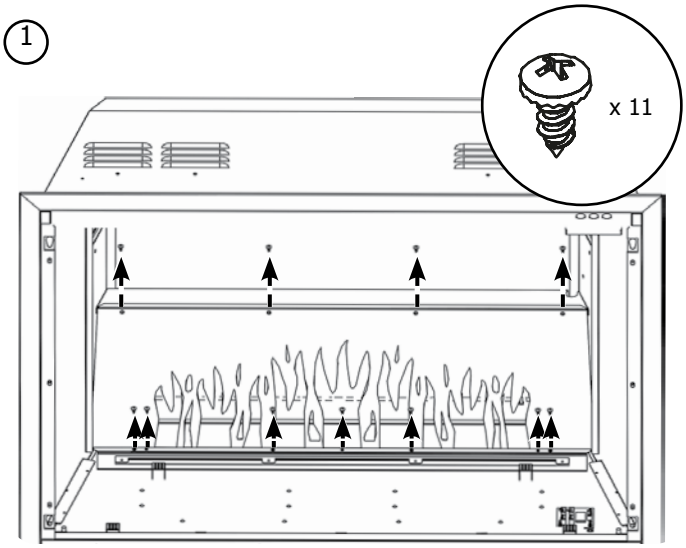


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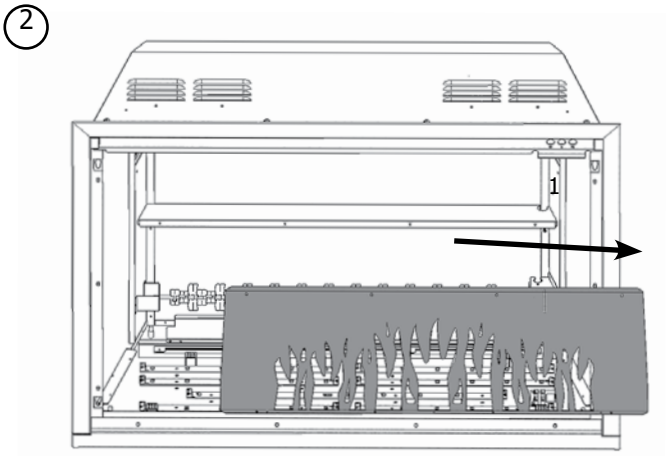


REMOVING THE FUEL EFFECT

1

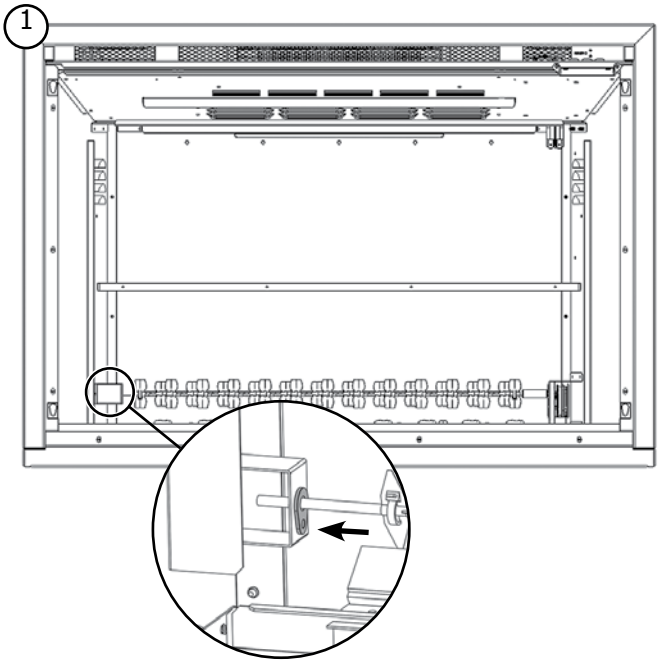


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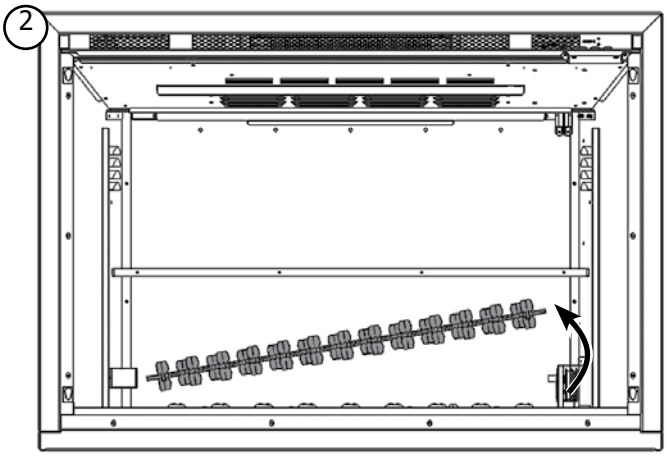


REMOVING THE EFFECT SPINDLE

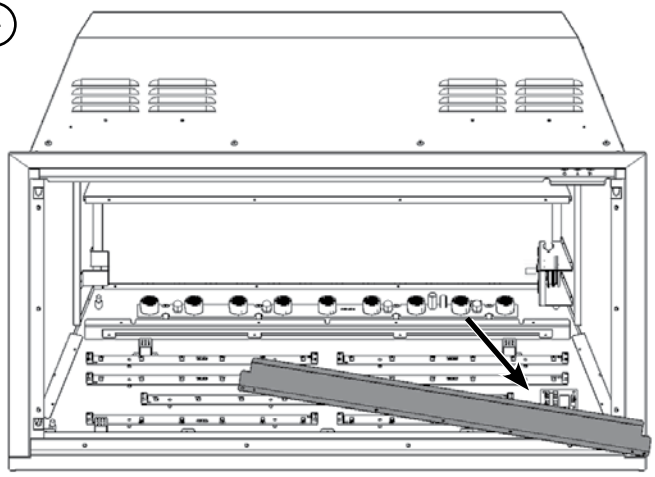
1



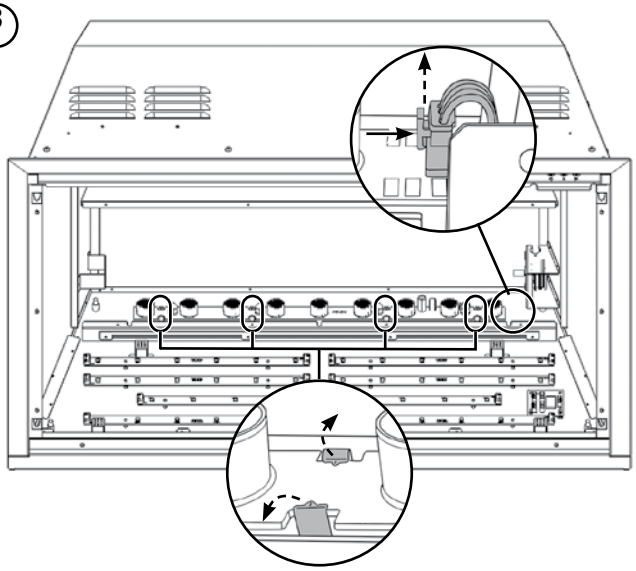
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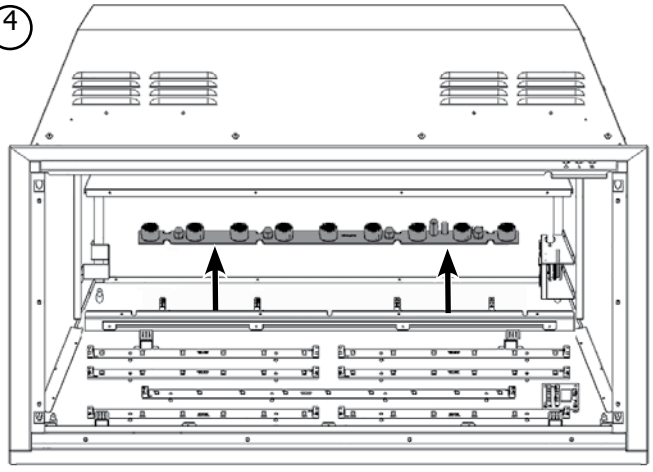
2



3

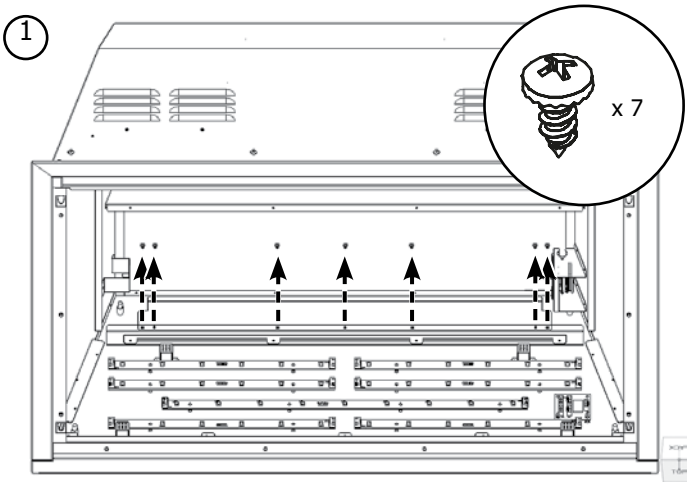


4



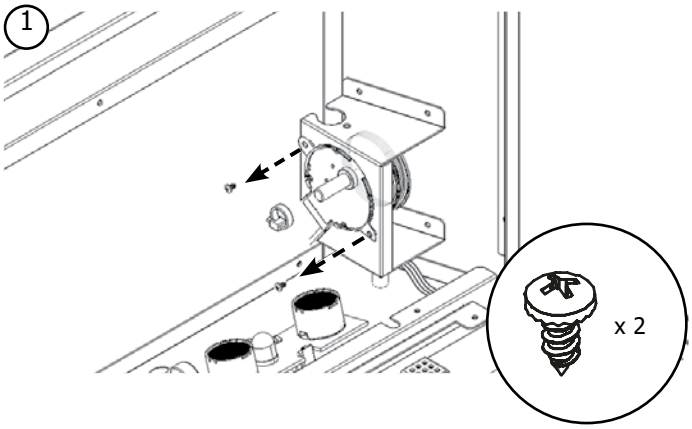
REPLACING THE FLAME EFFECT LEDS

1

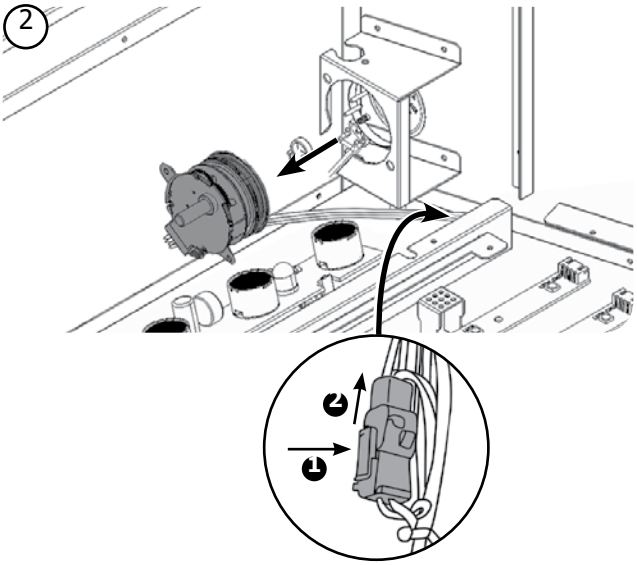


REMOVING THE EFFECT MOTOR

1



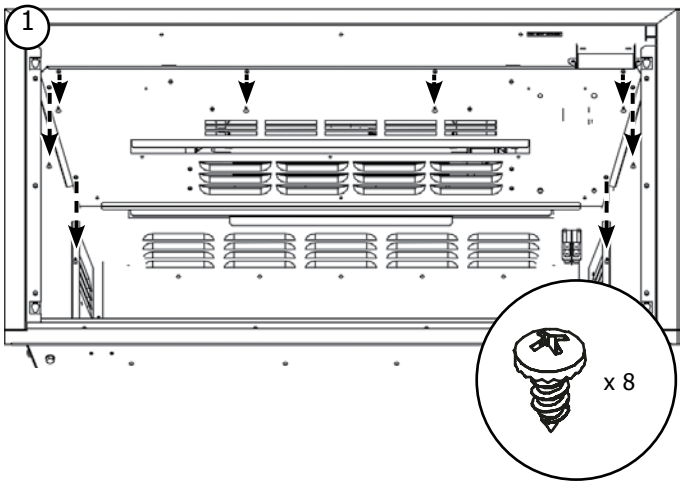
2



REMOVING TOP BAFFLE

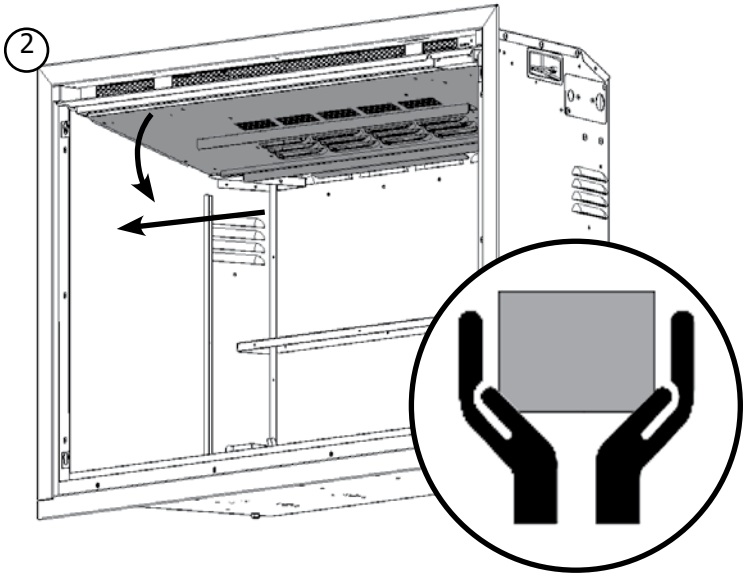
Remove 2x screws from each side of the top baffle and 4x screws from along the top to release the baffle from the brackets.

1

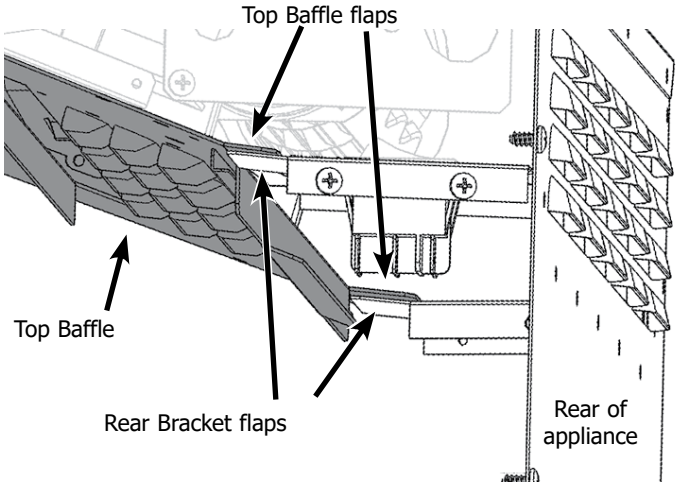


Angle the front of the baffle down and remove through the front of the appliance. Handle carefully as this assembly will be heavy.

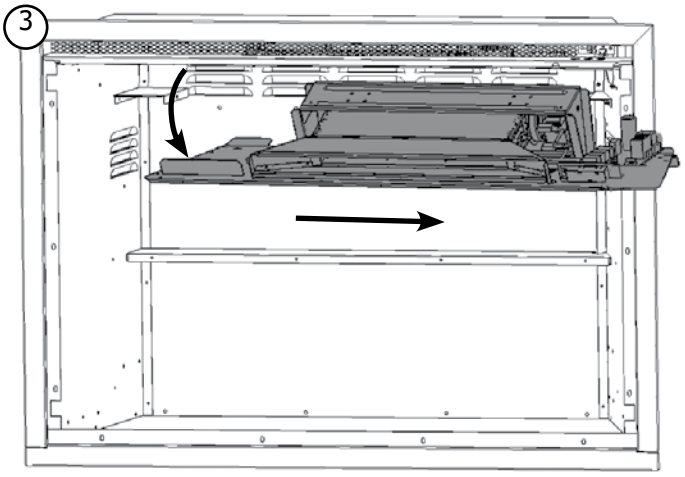
2



Note that the rear baffle flaps sit above the rear bracket flaps as shown.

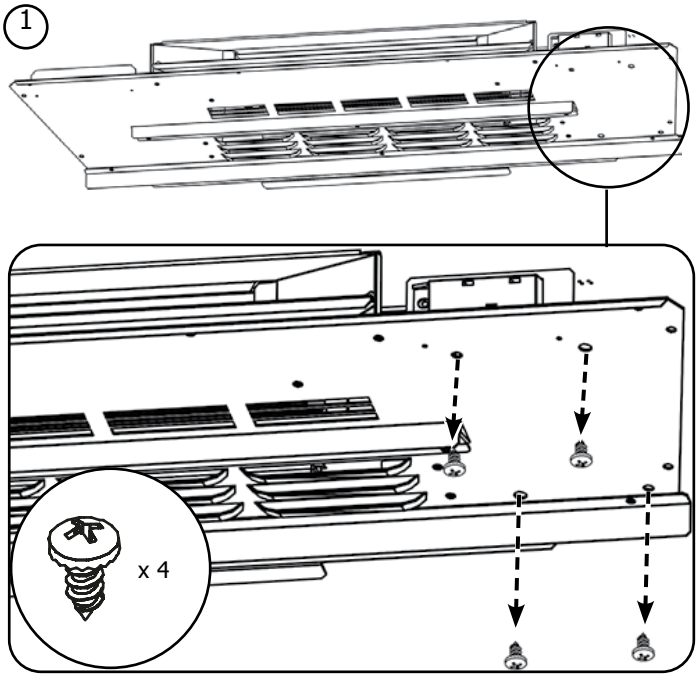


3

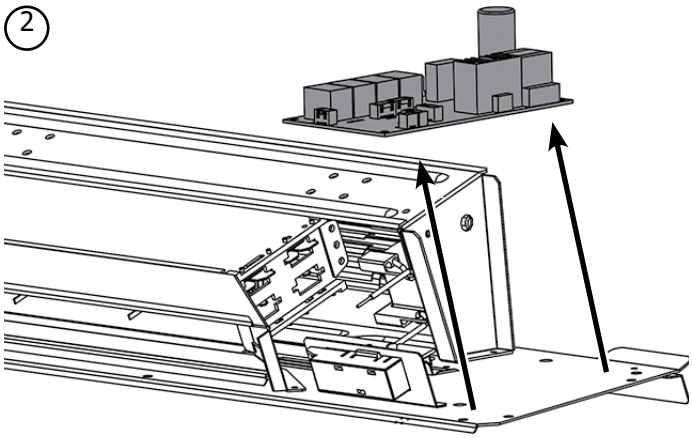


REMOVING THE PCB

1

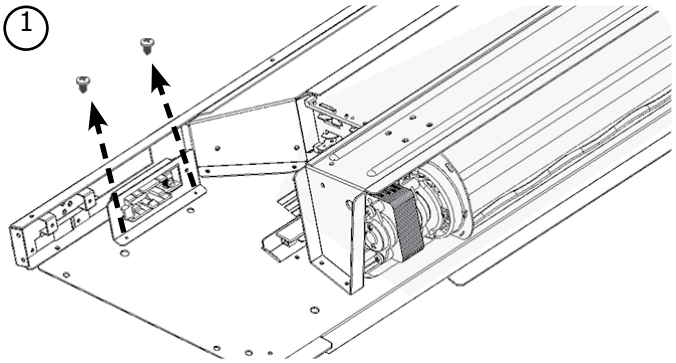


2

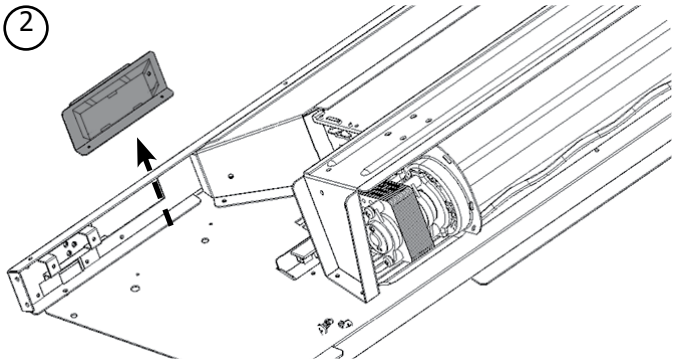


REMOVING THE RECEIVER

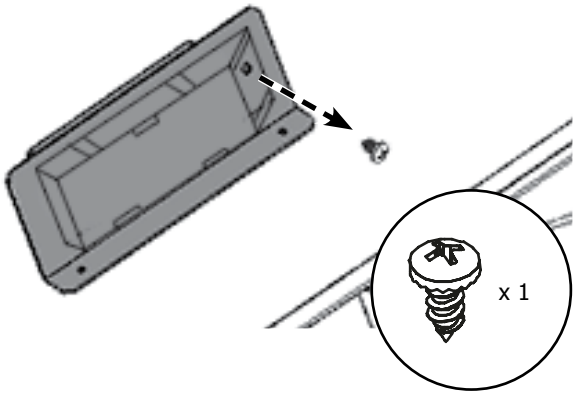
1



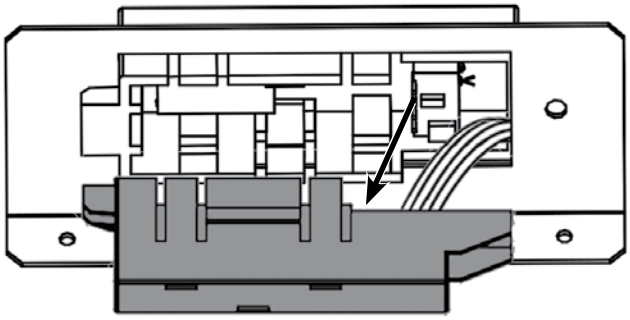
2



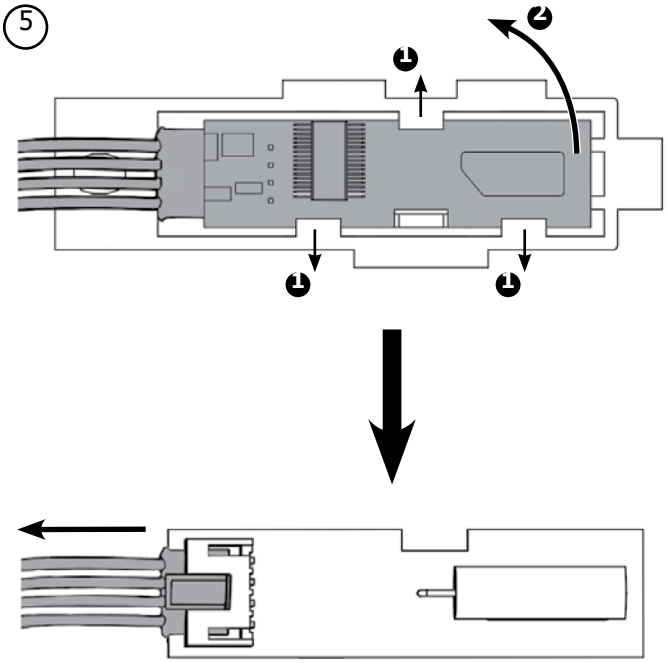
3



4

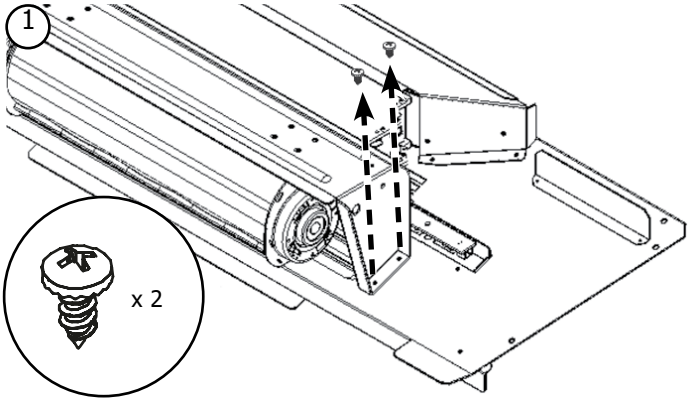


5

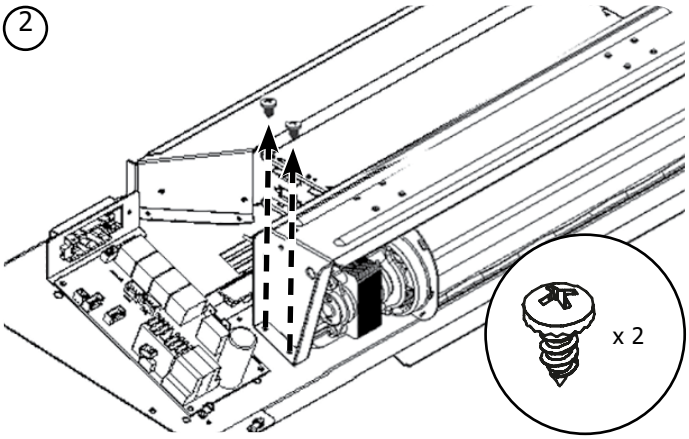


REPLACING THE HEATER

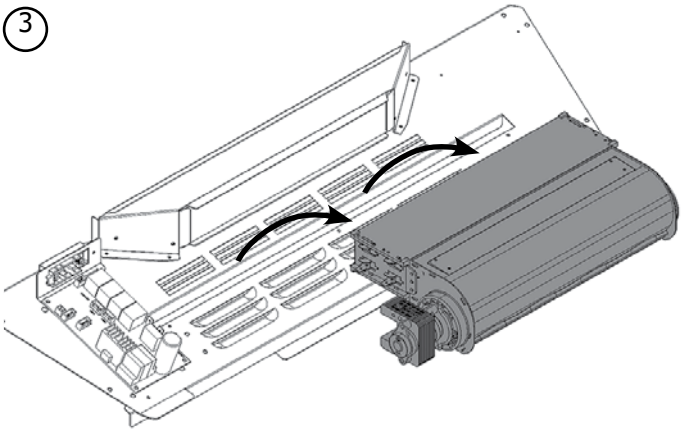
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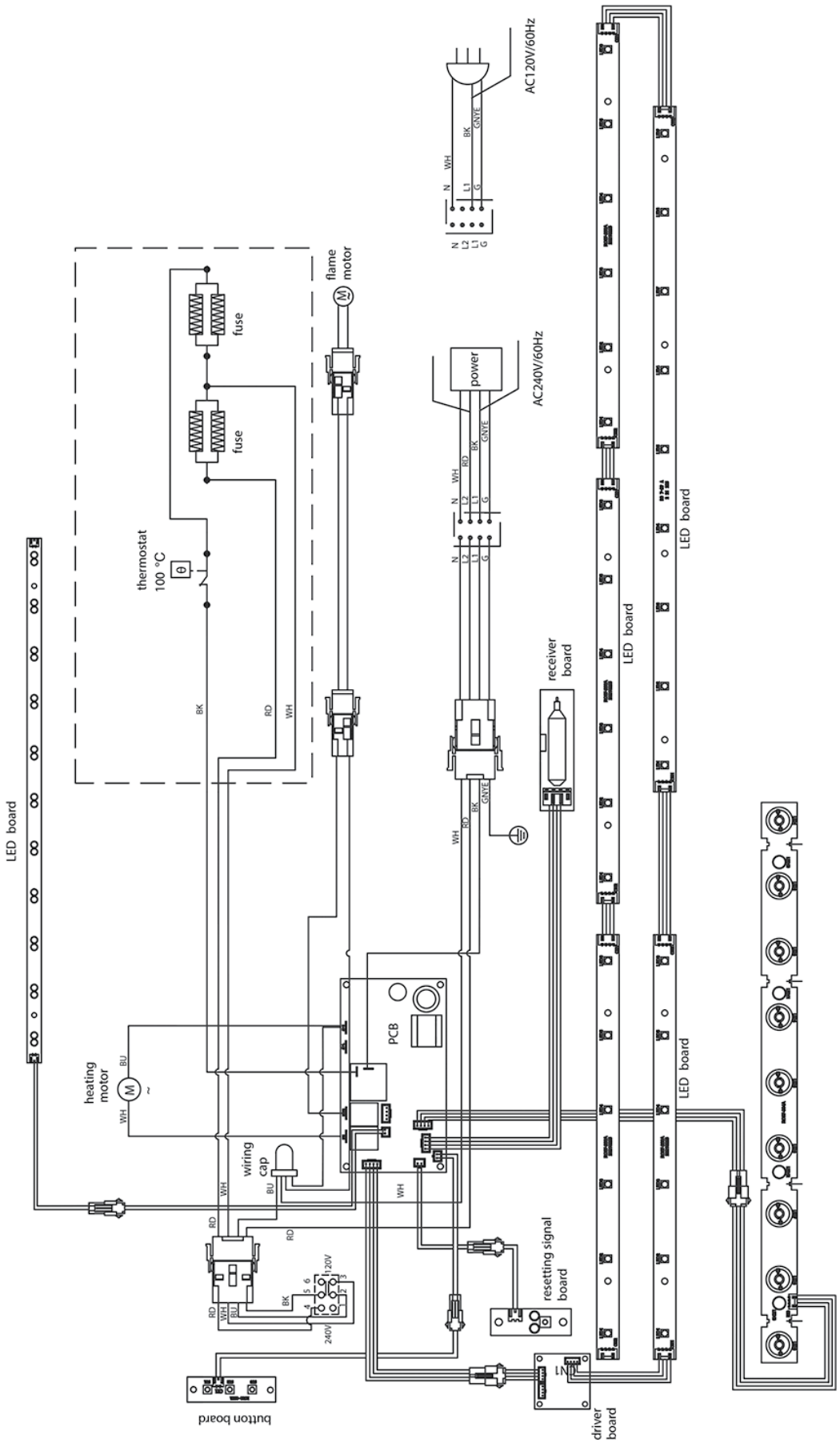
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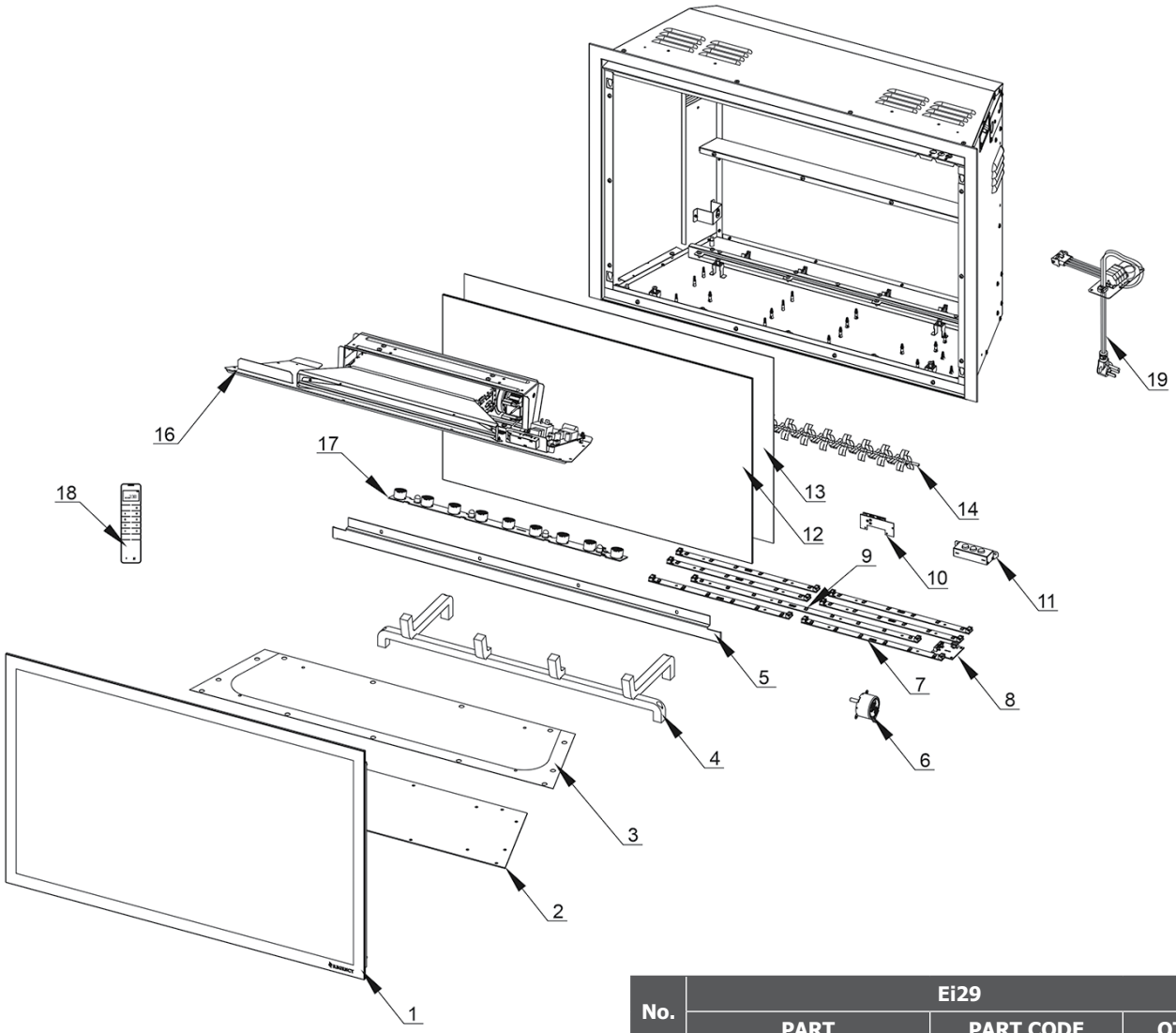


WIRING DIAGRAM



COLOUR CODE	
RD	Red
BU	Blue
WH	White
BK	Black
GNYE	Green & Yellow
BN	Brown

SPARE PARTS



No.	Ei29		
	PART	PART CODE	QTY
1	Front Glass	CE2225	1
2	Fuel Bed	PL0266	1
3	Ember Grate	PL0267	1
4	Grate	PL0268	1
5	Lower Strip	GZ18750	1
6	Flame Motor	EL0790	1
7	LED Board (RC07-288A)	EL1060	6
8	Driver Board	EL1057	1
9	LED Board (RC07-290A)	EL1061	1
10	Resetting Signal Board	EL1149	1
11	Button Board	EL1148	1
12	Rear Glass	CE2226	1
13	Screen	PL0265	1
14	Flame Spindle	EL1064	1
16	Heater Assembly	EL1056	1

Note : Wiring diagram on previous page will also note part locations which may not be shown on this page.

No.	Ei29		
	PART	PART CODE	QTY
17	LED Board	EL1065	1
18	Remote	EL1039	1
19	Power Cable	EL1058	1
20	Oak Log Set	CE2222	1
N/S	Suction Cup (set)	PL0269	2
N/S	Manual	920-646	1
N/S	Levelling Bolts (set)	FA0870	1
N/S	Optional Birch Log Set	281-931	1
N/S	Optional Driftwood Log Set	281-930	1
N/S	PCB board	EL1059	1
N/S	Amber Fuel Effect	CE2223	1
N/S	Embers Effect (total 19pcs black embers)	CE2224	1
N/S	Flame LEDs	EL1063	1
N/S	Frame	GZ17751	1
N/S	240/120V Switch	EL1067	1
N/S	Wiring Harnesses	EL1151	1
N/S	Receiver Board	EL1150	1
N/S=Not Shown			

FACEPLATE INFORMATION

No.	PART NUMBER	DESCRIPTION
1	281-912	Faceplate Flush 3-Sided Black Ei29
2	281-913	Faceplate Flush 4-Sided Black Ei29
3	281-936	Backing Plate 3-Sided Oversize Black Ei29
4	281-937	Backing Plate Custom 3-Sided Ei29
5	281-938	Backing Plate Custom 4-Sided Ei29
6	311-920	Premium Faceplate Surround Black Ei29
7	311-921	Premium Faceplate Surround Grey Ei29
8	311-922	Premium Faceplate Surround White Ei29
9	311-923	Premium Faceplate Surround Sunset Bronze Ei29
10	311-924	Premium Faceplate Surround Brushed Nickel Ei29
11	311-941	Hearth Trim Adjustable Black Ei29
12	311-927	Faceplate Traditional Surround Black
13	311-928	Faceplate Traditional Surround Brushed Antique Copper

INFORMATION REQUIREMENT FOR ELECTRIC LOCAL SPACE HEATERS

Model			Ei29	
			AC120V	AC240V
HEAT OUTPUT	Nominal Heat Output	P_{nom}	1400W	2800W
	Minimum Heat Output	P_{min}	1400W	2800W
	Maximum Continuous Heat Output	$P_{max,\ c}$	1400W	2800W

AUXILIARY ELECTRICITY CONSUMPTION	At Nominal Heat Output	el_{max}	18.5W
	At Minimum Heat Output	el_{min}	18W
	In Standby Mode	el_{sb}	0.86W

TYPE OF HEAT INPUT, FOR ELECTRIC STORAGE LOCAL SPACE HEATERS ONLY	
Manual heat charge control, with integrated thermostat	No
Manual heat charge control with room and/or outdoor temperature feedback	No
Electronic heat charge control with room and/or outdoor temperature feedback	No
Fan assisted heat output	No

TYPE OF HEAT OUTPUT/ROOM TEMPERATURE CONTROL	
Single stage heat output and no room temperature control	No
Two or more manual stages, no room temperature control	No
With mechanic thermostat room temperature control	No
With electronic room temperature control	Yes
Electronic room temperature control plus day timer	No
Electronic room temperature control plus week timer	No

OTHER CONTROL OPTIONS	
Room temperature control, with presence detection	No
Room temperature control, with open window detection	No
With distance control option	No
With adaptive start control	No
With working time limitation	No
With black bulb sensor	No

FPI Fireplace Products International Ltd., 6988 Venture Street, Delta, BC, V4G 1H4, Canada

LIMITED WARRANTY

FPI Fireplace Products International Ltd. (for Canadian customers) and Fireplace Products US, Inc. (for US customers) (collectively referred to herein as "FPI") extends this Limited Warranty to the original purchaser of this Appliance provided the product remains in the original place of installation. The items covered by this Limited Warranty and the period of such coverage are set forth in the table below.

An Appliance in this policy is defined as an Electric Fireplace, Electric Insert.
This Appliance has only been certified and listed for use indoors.

Some conditions apply (see below).

This Limited Warranty starts on the day the Appliance was purchased.
The Limited Warranty is not transferable, amendable or negotiable under any circumstances.

Indoor Electric Products	**Component Coverage**	**Subsidized Labor Coverage***
	1 year	**1 year**
Glass Panel	✓	✓
Display Screen Flame Effect Screen	✓	✓
Power Unit	✓	✓
Heater Unit	✓	✓
LED Mood Lighting	✓	✓
Fuel Bed	✓	✓
Flame Effect Spindle Flame Effect LED Board	✓	✓
Fuel Effect Spindle Fuel Effect LED Board	✓	✓
Spindle Motor	✓	✓
Power Cable / Plug Kit	✓	✓
Remote Handset	✓	✓
Media (Pebbles, ember set, crushed glass, ice set logs, driftwood, birch, oak log sets, crystals)	✓	✓
Firebox (defect in manufacture)	✓	✓

Note: Warranty coverage noted above may not be applicable as components/options vary based on appliance purchased.

Conditions:

Warranty protects against defect in manufacture or FPI factory-assembled components only, unless herein specified otherwise.

***This warranty does not cover dealer travel costs, mileage, fuel, tolls for diagnostic or service work. All labor rates paid to authorized dealers are subsidized, pre-determined rates. Dealers may charge you for travel and additional time beyond their subsidy.**

Any part(s) found to be defective during the warranty period as outlined above will be repaired or replaced at FPI's option through an accredited distributor, dealer or pre-approved and assigned agent provided that the defective part is returned to the distributor, dealer or agent for inspection if requested by FPI. Alternatively, FPI may, at its own discretion, fully discharge all of its obligations under warranty by refunding the verified purchase price of the product to the original purchaser. The purchase price must be confirmed by the original Bill of Sale.

IMPORTANT: A 15 amp, 60Hz 120 Volt circuit is required for installation of this Appliance. A dedicated circuit is not required, but is highly recommended to prevent circuit breaker from tripping or fuse failure. Failure to provide adequate power to this Appliance will void your warranty.

NOTE: If hard wiring to the Appliance, this must be completed by a qualified electrician. Failure to do so will void your warranty.

The authorized selling dealer, or an alternative authorized FPI dealer if pre-approved by FPI, is responsible for all in-field diagnosis and service work related to all warranty claims. FPI is not responsible for results or costs of workmanship of unauthorized FPI dealers or agents in the negligence of their service work.

At all times, FPI reserves the right to inspect reported in the field/on location complaints of products claimed to be defective before processing or authorizing any claim. Failure to allow this upon request will void the warranty.

All warranty claims must be submitted by the dealer servicing the claim, including a copy of the Bill of Sale (proof of purchase by you). All claims must be complete and provide full details as requested by FPI to receive consideration for evaluation. **Incomplete claims may be rejected.**

Replacement Appliances to the original purchaser are limited to one per warranty term.

The Appliance must be installed according to all manufacturers' instructions as per the manual.

All Local and National required codes must be met.

The installer is responsible for ensuring the Appliance is operating as designed at the time of installation.

The original purchaser is responsible for the annual maintenance of the Appliance, as outlined in the owner's manual. As outlined below, the warranty may be voided due to problems caused by a lack of maintenance.

Purchased parts: Repair/replacement parts purchased by the consumer from FPI after the original coverage has expired on the Appliance will carry a **90-day** warranty from the purchase date, valid with a receipt only. Any item shown to be defective will be repaired or replaced at our discretion. No labor coverage is included with these parts.

If freight damage has been found either externally or internally, the dealer must be informed within 3 days. All claims as a result of damage must be submitted by the dealer servicing the claim, including a copy of the Bill of Sale (proof of purchase). All claims must be complete and provide full details as requested by FPI to receive consideration for evaluation. **Incomplete claims may be rejected.**

As this is a **1-year** Limited Warranty, if the Appliance needs to be replaced, the Appliance that was purchased at the time of sale might not be replaced with exactly the same model Appliance. In that case, FPI will replace your Appliance with one that is similar at the time of replacement under the terms of this Limited Lifetime Warranty, but ONLY in the event that an item covered by the Limited Lifetime Warranty is found to be defective. Please refer to the table on first page of this warranty for items covered by the Limited Lifetime Warranty. Product changes might be the result of the original Appliance being discontinued, changes in regulatory requirements, product advancements, etc., which are beyond the control of FPI. **This Limited Lifetime Warranty does not cover any installation costs, or costs associated with changes of required clearances for the replacement Appliance, hearth pads, mantles, facing and/or facing materials such as framing, completed walls made of drywall, wood, non- combustible board, tile, brick, stone, marble etc., venting/chimney systems, or components of the chimney system.**

If a suitable replacement is not available, FPI will refund **50%** of the purchase price of the Appliance and any applicable FPI accessories (faceplates, brick panels, media, etc.) purchased at the time of sale. **In no event will FPI refund any portion of the purchase price of, or reimburse costs associated with, any other items, including without limitation, installation of a new unit, changes of required clearances for a new unit, hearth pads, mantles, facing and/or facing materials such as framing, completed walls made of drywall, wood, non-combustible board, tile, brick, stone, marble etc., venting/chimney systems, or components of the chimney system. A copy of the receipt or bill of sale will be necessary to validate the purchase price.**

Exclusions:

This Limited Warranty does not extend to paint, rust or corrosion of any kind due to a lack of maintenance, combustion air provision, corrosive chemicals (i.e. chlorine, salt, air, etc.), batteries.

Malfunction, damage or performance-based issues as a result of environmental conditions, location, chemical damages, installation error, an installation by an unqualified installer, operator error, abuse, misuse, lack of regular maintenance and upkeep, acts of God, weather related problems from hurricanes, tornados, earthquakes, floods, lightning strikes/bolts or acts

of terrorism or war, which result in malfunction of the Appliance are not covered under the terms of this Limited Warranty.

FPI has no obligation to enhance or modify any Appliance once manufactured (i.e. as products evolve, field modifications or upgrades will not be performed on existing Appliances).

Any Appliance showing signs of neglect or misuse will not be covered under the terms of this warranty policy and may void this warranty, including Appliances with rusted or corroded fireboxes that have not been reported as rusted or corroded within **three (3)** months of purchase.

Appliances which show evidence of being operated while damaged, or with problems known to the purchaser and causing further damages will void this warranty.

Appliances where the serial no. has been altered, deleted, removed or made illegible will void this warranty.

Minor movement, expansion and contraction of the steel is normal and is not covered under the terms of this warranty.

Freight damages for products or parts are not covered under the terms of this warranty.

Products made or provided by other manufacturers and used in conjunction with the FPI Appliance without prior authorization from FPI may void this warranty.

Limitations of Liability:

The original purchaser's exclusive remedy under this warranty, and FPI's sole obligation under this Limited Warranty, express or implied, in contract or in tort, shall be limited to replacement, repair, or refund, as outlined above. IN NO EVENT WILL FPI BE LIABLE UNDER THIS WARRANTY FOR ANY INCIDENTAL OR CONSEQUENTIAL COMMERCIAL DAMAGES OR DAMAGES TO PROPERTY. TO THE EXTENT PERMITTED BY APPLICABLE LAW, FPI MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY SPECIFIED HEREIN. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO DURATION OF THE EXPRESSED WARRANTY SPECIFIED ABOVE. IF IMPLIED WARRANTIES CANNOT BE DISCLAIMED, THEN SUCH WARRANTIES ARE LIMITED IN DURATION TO THE DURATION OF THISWARRANTY.

Some US states do not allow limitations on how long an implied warranty lasts, or allow exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

Customers located outside the US should consult their local, provincial or national legal codes for additional terms which may apply to this warranty.

How to Obtain Warranty Service:

Customers should contact the authorized selling dealer to obtain warranty service. In the event the authorized selling dealer is unable to provide warranty service, please contact FPI by mail at the address listed below. Please include a brief description of the problem and your address, email and telephone contact information. A representative will contact you to make arrangements for an inspection and/or warranty service.

Canadian Warrantor:

FPI Fireplace Products International Ltd.
6988 Venture St.
Delta, British Columbia
Canada, V4G 1H4

US Warrantor:

Fireplace Products U.S., Inc.
PO Box 2189 PMB 125
Blaine, WA
United States, 98231

Or contact the Regency Customer Care Centre at 1-800-442-7432 (phone) /604-946-4349 (fax) /customerservice@regency-fire.com (e-mail)

Product Registration and Customer Support:

Thank you for choosing a Regency Fireplace. Regency strives to be a world leader in the design, manufacture, and marketing of hearth products. To provide the best support for your product, we request that you complete a product registration form at http://www.regency-fire.com/Customer-Care/Warranty-Registration.aspx within **ninety (90)** days of purchase.

Product Registration and Customer Support:

Thank you for choosing a Regency Fireplace. Regency strives to be a world leader in the design, manufacture, and marketing of hearth products. To provide the best support for your product, we request that you complete a product registration form found on our Web Site under Customer Care within ninety (90) days of purchase.

For purchases made in **CANADA or the UNITED STATES**:
http://www.regency-fire.com/Customer-Care/Warranty-Registration.aspx

For purchases made in AUSTRALIA:
http://www.regency-fire.com.au/Customer-Care/Warranty-Registration.aspx

You may also complete the warranty registration form below to register your Regency Fireplace Product and mail and/or fax it back to us, and we will register the warranty for you. It is important you provide us with all the information below in order for us to serve you better.

Warranty Registration Form (or Register online immediately at the above Web Site):

Warranty Details	
Serial Number (required):	
Purchase Date (required) (mm/dd/yyyy):	
Product Details	
Product Model (required):	
Dealer Details	
Dealer Name (required):	
Dealer Address:	
Dealer Phone #:	
Installer:	
Date Installed (mm/dd/yyyy):	
Your Contact Details (required)	
Name:	
Address:	
Phone:	
Email:	

For purchases made in CANADA:

FPI Fireplace Products International Ltd.
6988 Venture St.
Delta, British Columbia
Canada, V4G 1H4

Phone: 604-946-5155
Fax: 1-866-393-2806

For purchases made in the UNITED STATES:

Fireplace Products US, Inc.
PO Box 2189 PMB 125
Blaine, WA
United States, 98231

Phone: 604-946-5155
Fax: 1-866-393-2806

For purchases made in AUSTRALIA:

Fireplace Products Australia Pty Ltd
99 Colemans Road
Dandenong South, Vic. 3175
Australia

Phone: +61 3 9799 7277
Fax: +61 3 9799 7822

For fireplace care and tips and answers to most common questions please visit our Customer Care section on our Web Site. Please feel free to contact your selling dealer if you have any questions about your Regency product.

RECYCLING

PRODUCT LIFE CYCLE:
By recycling your used appliances, you divert waste from your local landfills and help the environment. You also reduce the need for raw materials to manufacture new products. Contact your local municipality for appliance recycling services, local recycling programs, or appliance removal services to ensure your Regency appliance components, and packaging are properly recycled.

notes

Manufactured by:
Gazco Limited, Spitfire Avenue, Skypark, Clyst Honiton, Exeter, Devon, England EX5 2FR

Installer: Please complete the following information

Dealer Name & Address:_____

_____

Installer: _____

Phone #: _____

Date Installed:_____

Serial #:_____

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