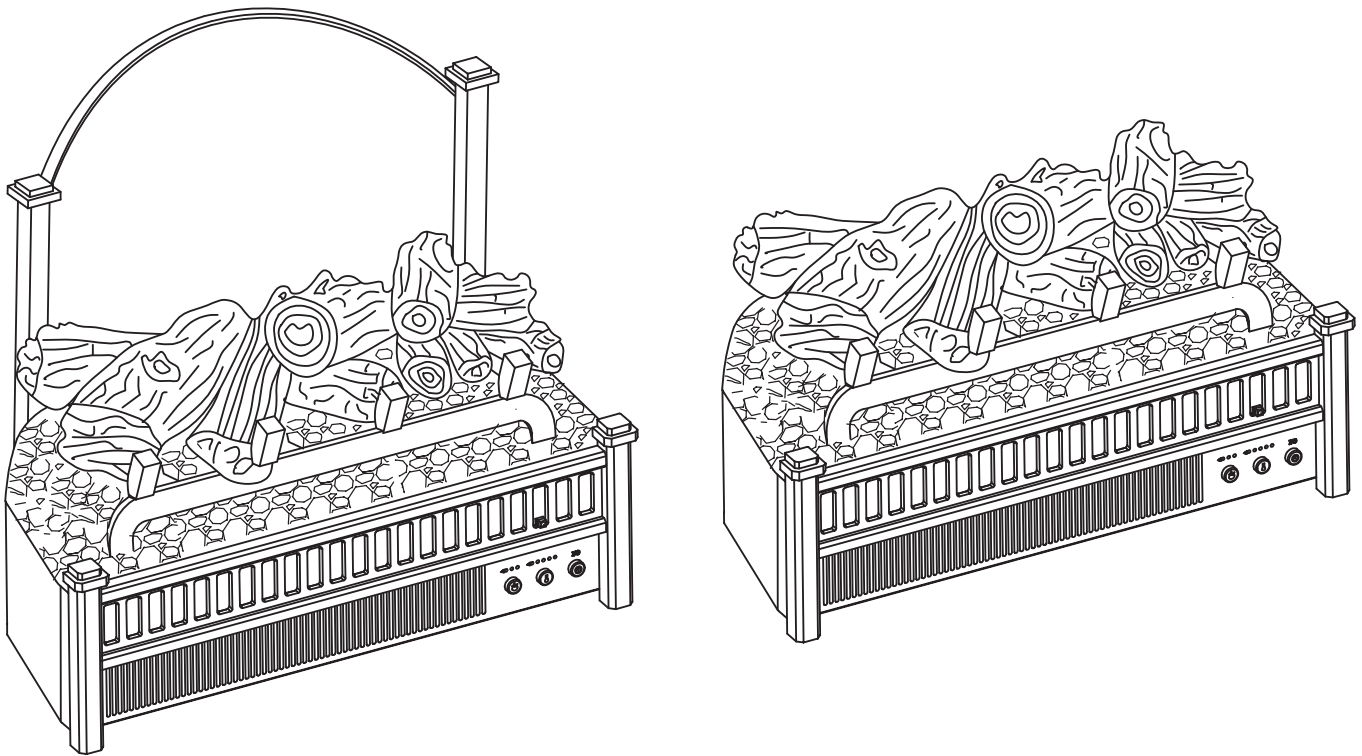


# Comfort Glow™

## HOMEOWNER'S INSTALLATION AND OPERATING INSTRUCTIONS

### COMFORT GLOW ELECTRIC LOG SET INSERT/ ELECTRIC LOG SET INSERT WITH FIREBACK MODEL #ELCG 240 / ELCG 347



### IMPORTANT INSTRUCTIONS

PLEASE READ THIS MANUAL BEFORE INSTALLING AND USING APPLIANCE

#### WARNING!

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

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

Questions, problems, missing parts? Before returning to your retailer, call our customer service department at (814) 643-1775 8:30 a.m.- 5:00 p.m. EST, Monday – Friday.

<http://www.worldmktg.com>

## TABLE OF CONTENTS

---

Safety Information .....	3
Installation Instructions.....	6
Operation Instructions .....	9
Care and Maintenance .....	11
Electric Wiring Diagram.....	12
Troubleshooting.....	13
Warranty.....	14
Replacement Parts List .....	15

**Thank you and congratulations on your purchase of a  
WORLD MARKETING OF AMERICA electric log set with heater.**




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

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



Please read and understand this entire manual before attempting to assemble, operate or install the product. If you have any questions regarding the product, please call customer service at (814) 643-1775, 8:30 am to 5:00 pm EST, Monday – Friday.

1. Read all instructions before using this appliance.
2. This appliance is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. If provided, use handles when moving this appliance. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 ft. (914 mm) from the front of this appliance.
3.  **CAUTION: Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating unattended.**
4. If possible always unplug this appliance when not in use.
5. Do not operate any heater with a damaged cord or plug or after the appliance malfunctions, has been dropped or damaged in any manner.
6. Any repairs to this appliance should be carried out by a qualified service person.
7. Under no circumstances should this appliance be modified. Parts having to be removed for servicing must be replaced prior to operating this appliance again.
8. Do not use outdoors.
9. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never place this appliance where it may fall into a bathtub or other water container.
10. Do not run cord under carpeting. Do not cover cord with throw rugs, runners or the like. Arrange cord away from traffic areas and where it will not be tripped over.
11. To disconnect this appliance, turn controls to the off position, then remove plug from outlet.
12. Connect to properly grounded outlets only.
13. This appliance, when installed must be electrically grounded in accordance with local codes, with the current CSA C22.1 Canadian Electrical codes or for USA installations, follow local codes and the National Electric Code, ANSI/NFPA No. 70.
14. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock, fire or damage the appliance.
15. To prevent possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked. Do not place unit on carpeting or rugs.
16. This appliance has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are used or stored. This appliance should not be used as a drying rack for clothing, nor should Christmas stockings or decorations be hung on or near it.
17. 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.
18. Avoid the use of an extension cord because of the risk of overheating the cord and the risk of fire. Extension cords are for temporary use only. If an extension cord must be used, it must be UL/CSA certified, rated at 15A (1875W), 125V maximum with 14 AWG minimum and constructed of two current carrying conductors with ground. A heavy duty extension cord with the shortest length possible for the connection is recommended and must not be longer than 50 ft. (15.2 m). Do not coil or cover the extension cord.

# **! DANGER**



## **Electrical Connection**

A 15-Amp, 120-Volt, 60 Hz circuit with a properly grounded outlet is required. Preferably, the log set will be on a dedicated circuit as other appliances on the same circuit may cause the circuit breaker to trip or the fuse to blow when the heater is in operation. The unit comes standard with a 6 ft. (1.8 m) long three wire cord, exiting the right side of the log set. Plan the installation to avoid the use of an extension cord. Extension cords are for temporary use only. If an extension cord must be used, it must be UL/CSA certified, rated at 15A (1,875W), 125V maximum with 14 AWG minimum and constructed of two current carrying conductors with ground. A heavy duty extension cord with the shortest length possible for the connection is recommended and must not be longer than 50 ft. (15.2 m). Do not coil or cover the extension cord.



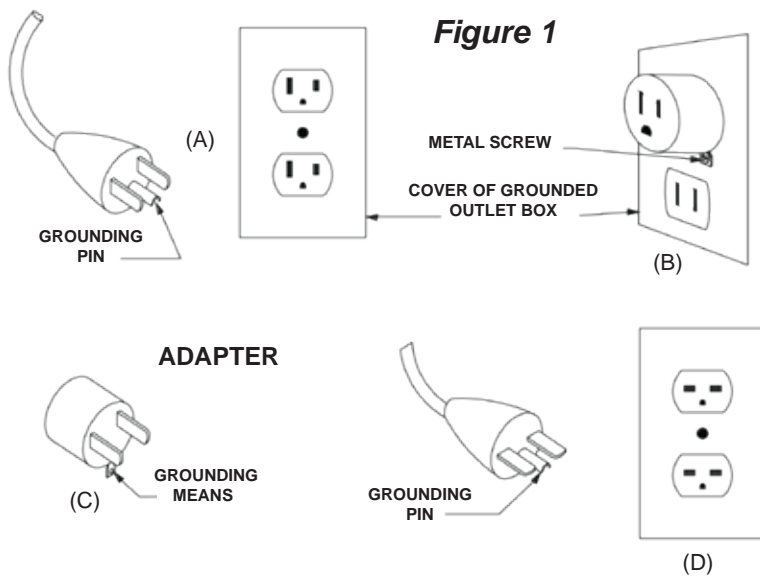
Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and injury to persons.



Do not use this log set if any part of it has been under water. Immediately call a qualified service technician to inspect the log set and replace any part of the electrical system which has been under water.

## **Grounding Instructions**

This heater is for use on 120 volts. The cord has a plug as shown at (A) in Figure 1. An adapter as shown at (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.



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

## SAFETY INFORMATION

---





### Remote Control

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and Industry Canada ICES-003. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, might cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment 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.

**The remote control requires 1 Lithium Coin Cell Battery (size CR2025), which is included.**

-  DO NOT mix old and new batteries.
-  DO NOT use rechargeable silver oxide cell batteries with remote control unit.
-  DO NOT mix alkaline, standard (Carbon-Zinc), or rechargeable (Nickel-Cadmium) batteries.
-  DO NOT dispose of batteries in fire. Improper disposal may cause batteries to leak or explode.

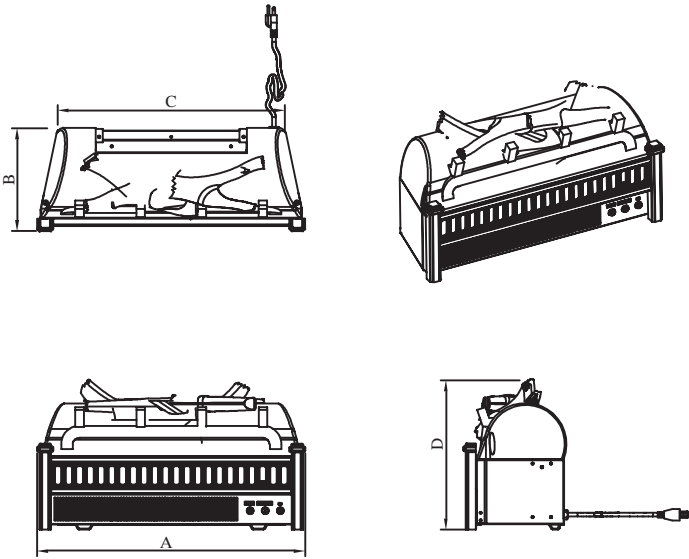
## CAUTION

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

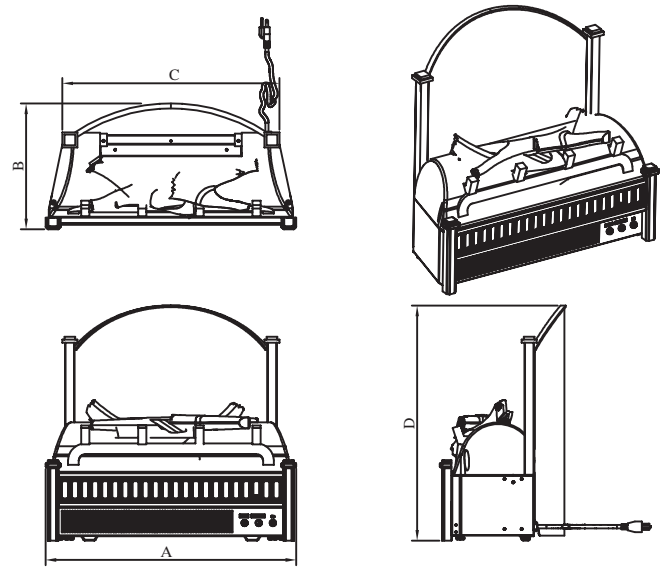
Never attempt to disassemble or alter the product in any way not instructed by this manual.

# INSTALLATION INSTRUCTIONS

## Log Set Dimensions



**Model #ELCG 240**



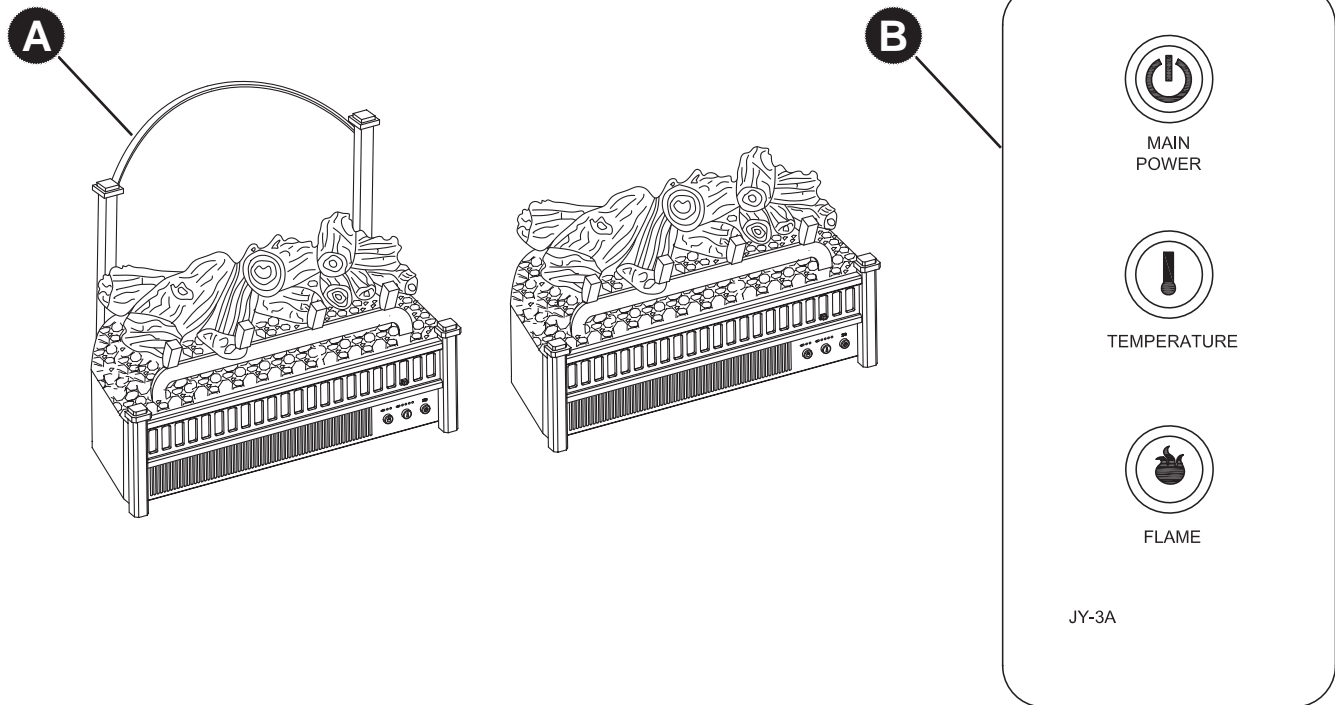
**Model #ELCG 347**

Ref.	Log	Insert
A	23" (584mm)	
B	8-3/4" (220mm)	11-1/2" (292mm)
C	19-1/2" (495mm)	20" (508mm)
D	13" (330mm)	21-3/4" (502mm)

Technical Specifications	
VOLTAGE	120 V AC
FREQUENCY	60Hz
MAX AMPS	12A
HEATER RATING	1350W

# INSTALLATION INSTRUCTIONS

## Package Contents



PART	DESCRIPTION	QUANTITY
A	Electric Log Set with Heater	1
B	Infrared Remote Control	1

## INSTALLATION INSTRUCTIONS

Your new electric log set with heater can be installed in several ways:

- Into an existing fireplace.
- On a solid floor up against a solid wall.
- Into any opening or enclosure that meets the clearances to combustibles listed below.

Simply place your electric log set in the desired location, observing the clearances and notes in this manual, and plug the cord into a minimum 15 amp, 120 Volt electrical outlet. Use an extension cord rated for a minimum of 1,875 watts if necessary.

Note: For best effect, install unit in an area out of direct sunlight and about 3-3/8" (86mm) away from a wall.

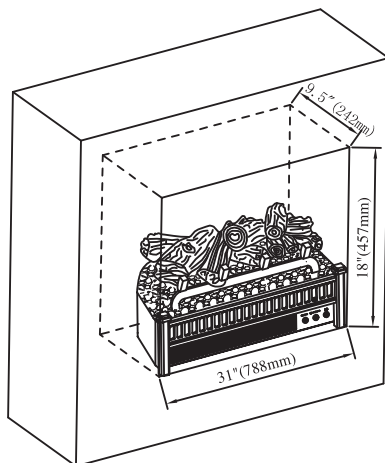
**Warning:** Do not install unit on carpeting, rugs, beds, blankets, pillows etc. Keep combustible materials such as furniture, bedding, papers, clothes and curtains at least 3 feet (914 mm) from the log set.

### Clearances to Combustibles

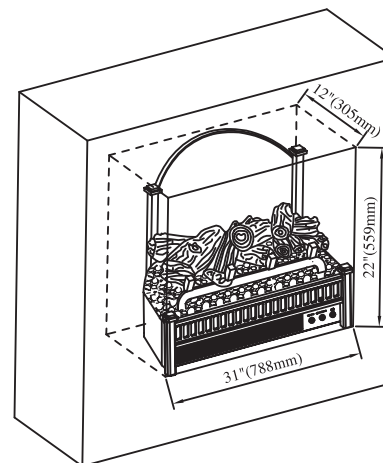
Front: 36" (915mm) Rear: 3/4" (19mm) Sides: 4-1/8" (105mm)

Top: ELCG 240 - 5" (127mm) ELCG 347 - 3/8" (10mm)

### Minimum Enclosure Size



Model #ELCG 240



Model #ELCG 347

### Unpacking:

Remove the unit from the carton and make sure that all parts are present and carefully check for damage. If any part is missing or damaged, do not attempt to assemble or use the product. Contact Customer Service for help at **(814) 643-1775**.

**DO NOT dispose of packaging until you are satisfied with your log set.**

**DO NOT return the product to the store before calling (814) 643-1775 for assistance.**



## OPERATING INSTRUCTION

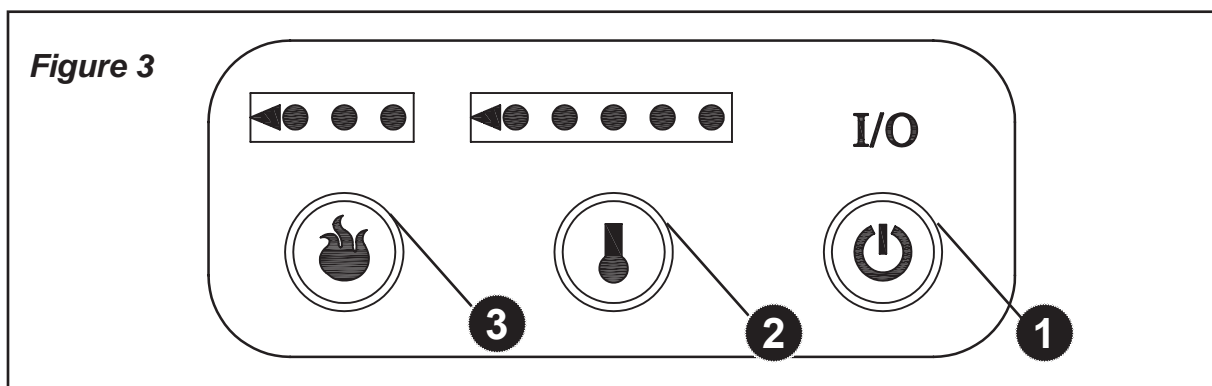
---

The log set control functions can be accessed in two (2) ways:

- Using the control panel buttons, located on the lower right-hand corner of the log set.
- Using the multifunction remote control unit.

The log set conveniently features separate controls for flame effect and for heater control. This allows you to operate the unit in two (2) different modes:

- **As a full-featured log set** - both flame effect and heater are on. This mode allows you to enjoy the look of the fire along with the heat output of a heater.
- **As a visual effect** - only the flame effect is on, the heater is off. We recommend this mode for warm weather application, when you want the ambiance of a fire, without any heat output.



- 1 Main Power Button:**

This button supplies power to all the functions of the log set. The Main power button must be in the **ON** position, either from the remote or controls on the log set for the functions to work.
- 2 Heater Control Button:**

This button controls the heater **ON/OFF** and 5 temperature modes from Low to High. When the heater is first turned on, it will come on at the lowest room temperature setting. The log set will remember the last heat setting and in later use the heater will start at that setting, unless power to the unit has been interrupted. Each time the Temperature button is pressed, the temperature set point increases, allowing you to adjust the ambient temperature.
- 3 Flame Control button:**

This button controls the brightness of the flame effect with settings at High, Medium and Low. When the log set is first turned on, the flame will come on at the highest setting. The log set will remember the last flame setting used and in later use the flame brightness will start at that setting, unless power to the unit has been interrupted. Each time the Flame button is pressed, the flame brightness decreases. The only way to turn off the flame effect completely is to turn off the Main Power button.

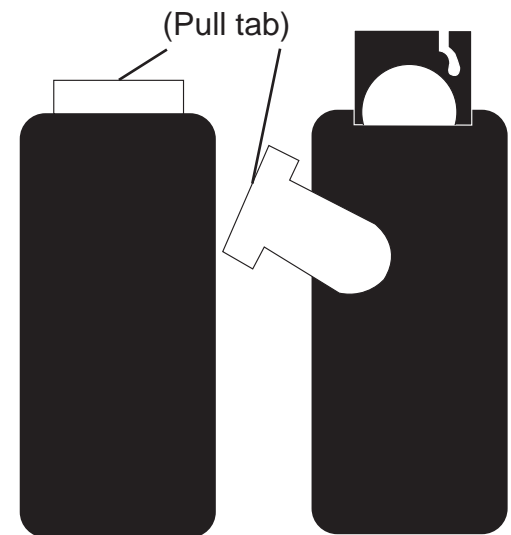
## OPERATING INSTRUCTION

The infrared remote control relies on a line of sight and must be pointed at the controls of the log set to work. The remote control unit has the controls required to turn ON/OFF both the main power and the heater. If you prefer to use the control buttons on the log set unit itself, they are on the lower right corner of the unit. The layout of the buttons and remote control unit can be seen in Figures 3 and 5, respectively.

1. Plug your log set into a 15-amp, 120-volt power outlet.
2. Turn the power on. Flame will show on the wall behind the log set.
3. Remove plastic tab from inside battery compartment to activate remote control.
4. Point the remote control directly at the control buttons of the log set and use the buttons to operate the log set.

**Figure 4**

The plastic tab inside the battery compartment **MUST** be removed before remote control will operate.



### **1 Main Power Button:**

This button supplies power to all the functions of the log set. The main power button must be in the **ON** position, either from the remote or the controls on the log set for the functions to work.

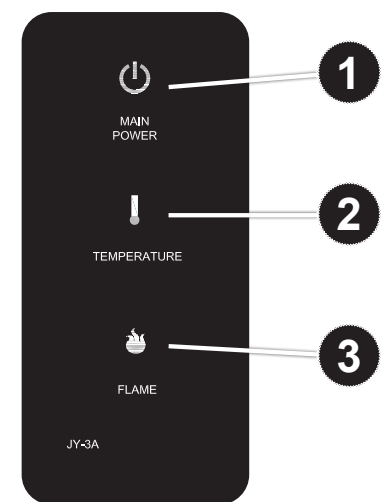
### **2 Heater Control Button:**

This button controls the heater **ON/OFF** and 5 temperature modes from Low to High. When the heater is first turned on, the heater will come on at the lowest room temperature setting. The log set will remember the last heat setting and in later use the heater will start at that setting, unless power to the unit has been interrupted. Each time the Temperature button is pressed, the temperature set point increases, allowing you to adjust the ambient temperature.

### **3 Flame Control button:**

This button controls the brightness of the flame effect with settings at High, Medium and Low. When the log set is first turned on, the flame will come on at the highest setting. The log set will remember the last flame setting used and in later use the flame brightness will start at that setting, unless power to the unit has been interrupted. Each time the Flame button is pressed, the flame brightness decreases. The only way to turn off the flame effect completely is to turn off the Main Power button.

**Figure 5**



## CARE AND MAINTENANCE

---

### Before attempting ANY maintenance:

1. Turn off power to the unit.
2. Unplug the power cord from outlet.
3. Let log set cool if it has been operating.

### Maintenance of Motors:

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

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

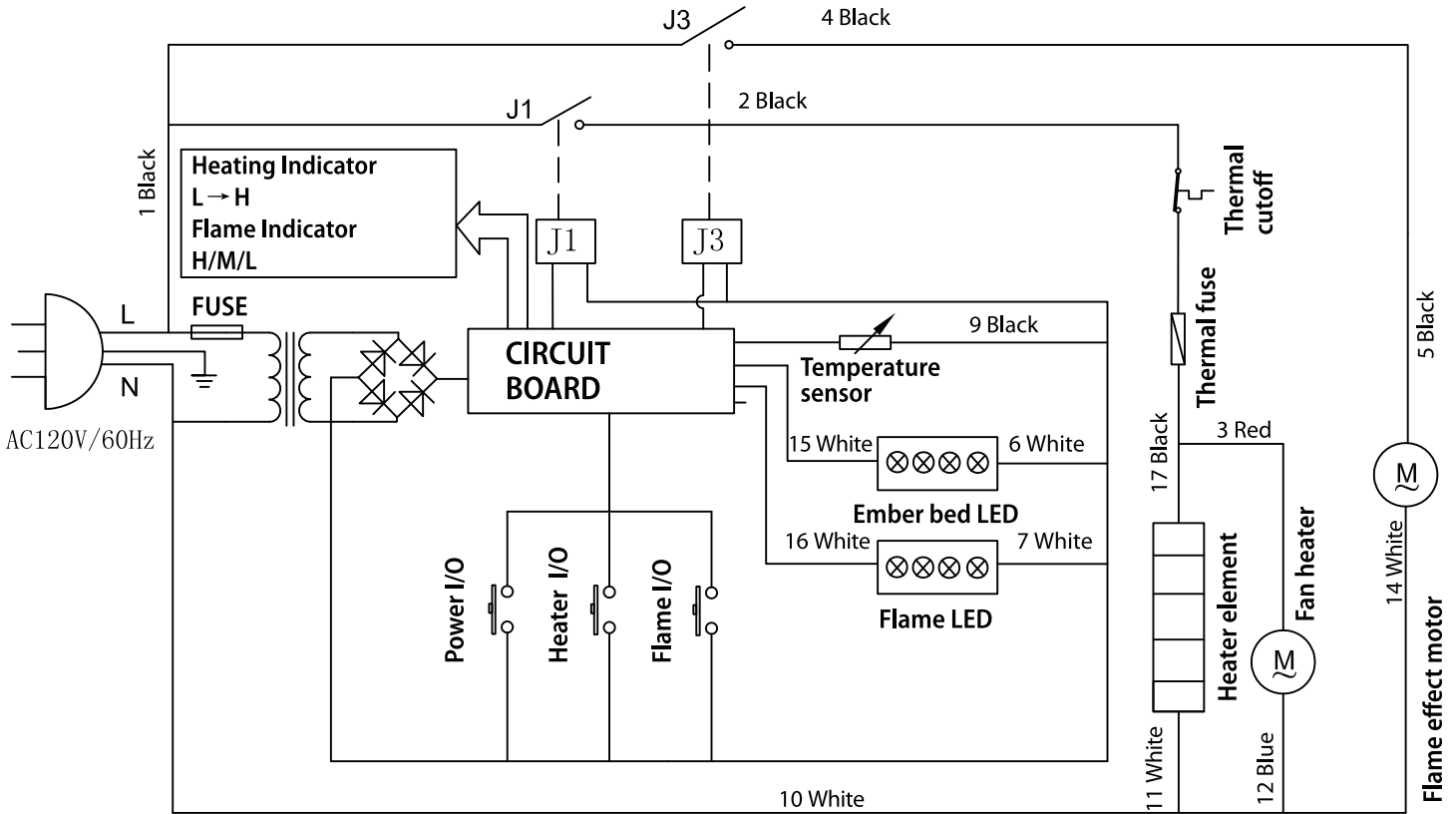
### Cleaning:

Cleaning of the log set is to be done only with a vacuum cleaner or by using a soft cloth, slightly dampened in water (if needed, a small amount of dish soap can be added to the water) and dried using a clean, dry soft cloth. **DO NOT** use any abrasive household cleaners as these products will damage the unit.

# ELECTRIC WIRING DIAGRAM

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

## CIRCUIT DIAGRAM



## ⚠ DANGER



**Disconnect power before servicing.**



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



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

## TROUBLESHOOTING

If you have any questions regarding the product, please call customer service at (814) 643-1775  
8:30 a.m. – 5:00 p.m. EST, Monday – Friday.

Problem	Possible Cause	Corrective Action
Log set does not operate; the ON/OFF power light on the control panel is not lit.	<ol style="list-style-type: none"> <li>1. The log set is not plugged in.</li> <li>2. A circuit breaker is tripped or a fuse blown.</li> <li>3. Defective ON/OFF switch.</li> <li>4. Loose wiring.</li> </ol>	<ol style="list-style-type: none"> <li>1. Make sure the log set is plugged in to a standard 120V outlet.</li> <li>2. Check additional appliances on the circuit; ideally the log set should be on a dedicated 15-amp circuit.</li> <li>3. Call customer service: (814) 643-1775.</li> <li>4. Call customer service: (814) 643-1775.</li> </ol>
Power light is ON but the back flame is not bright/visible.	<ol style="list-style-type: none"> <li>1. Incorrect operation.</li> <li>2. The unit is too far from a wall.</li> <li>3. LED strip not functioning.</li> <li>4. Loose wiring.</li> </ol>	<ol style="list-style-type: none"> <li>1. Refer to operating instructions.</li> <li>2. Reposition the unit closer to a wall.</li> <li>3. Call customer service: (814) 643-1775.</li> <li>4. Call customer service: (814) 643-1775.</li> </ol>
Power light is ON but the ember bed flame is not flickering.	<ol style="list-style-type: none"> <li>1. LED strip not functioning.</li> <li>2. Loose wiring.</li> </ol>	<ol style="list-style-type: none"> <li>1. Call customer service: (814) 643-1775.</li> <li>2. Call customer service: (814) 643-1775.</li> </ol>
Excessive noise when the flame is ON but the heater OFF.	<ol style="list-style-type: none"> <li>1. Rotating flame reflector shaft rubbing against housing.</li> <li>2. Defective flame reflector shaft motor.</li> </ol>	<ol style="list-style-type: none"> <li>1. Open back of electric log set and reposition flame reflector shaft. Turn off unit prior to servicing.</li> <li>2. Call customer service: (814) 643-1775.</li> </ol>
Heater is not operating.	<ol style="list-style-type: none"> <li>1. Incorrect operation.</li> <li>2. Defective heater switch.</li> <li>3. Defective heater assembly.</li> <li>4. Loose wiring.</li> </ol>	<ol style="list-style-type: none"> <li>1. Refer to operating instructions.</li> <li>2. Call customer service: (814) 643-1775.</li> <li>3. Call customer service: (814) 643-1775.</li> <li>4. Call customer service: (814) 643-1775.</li> </ol>
Excessive noise when the heater is operating.	<ol style="list-style-type: none"> <li>1. Dirty or clogged blower.</li> <li>2. Defective heater assembly.</li> </ol>	<ol style="list-style-type: none"> <li>1. Refer to Maintenance of Motors in Care and Maintenance.</li> <li>2. Call customer service: (814) 643-1775.</li> </ol>

## WARRANTY

---

The manufacturer warrants that your new electric log set is free from manufacturing and material defects for a period of one year from date of purchase, subject to the following conditions and limitations.

1. This electric log set must be installed and operated at all times in accordance with the instructions furnished with the product. Any alteration, willful abuse, accident, or misuse of the product shall nullify this warranty.
2. This warranty is non-transferrable, and is made to the original owner, provided that the purchase was made through an authorized supplier of the manufacturer.
3. This warranty is limited to the repair or replacement of part(s) found to be defective in material or workmanship, provided that such part(s) have been subjected to normal conditions of use and service, after said defect is confirmed by the manufacturer's inspection.
4. The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of the defective part(s).
5. Any installation, labor, construction, transportation, or other related costs/expenses arising from defective part(s), repair, replacement, or otherwise of same, will not be covered by this warranty, nor shall the manufacturer assume responsibility for same. Further, the manufacturer will not be responsible for any incidental, indirect, or consequential damages, except as provided by law.
6. All other warranties - expressed or implied - with respect to the product, its components and accessories, or any obligations/liabilities on the part of the manufacturer are hereby expressly excluded.
7. The manufacturer neither assumes, nor authorizes any third party to assume, on its behalf, any other liabilities with respect to the sale of this product.
8. The warranties as outlined within this document do not apply to non-manufacturer accessories used in conjunction with the installation of this product.

### **This warranty is void if:**

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

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

- 1) Contact customer service. Make sure you have your warranty, your sales receipt, and the model/serial number of your product.
- 2) DO NOT ATTEMPT TO DO ANY SERVICE WORK YOURSELF.

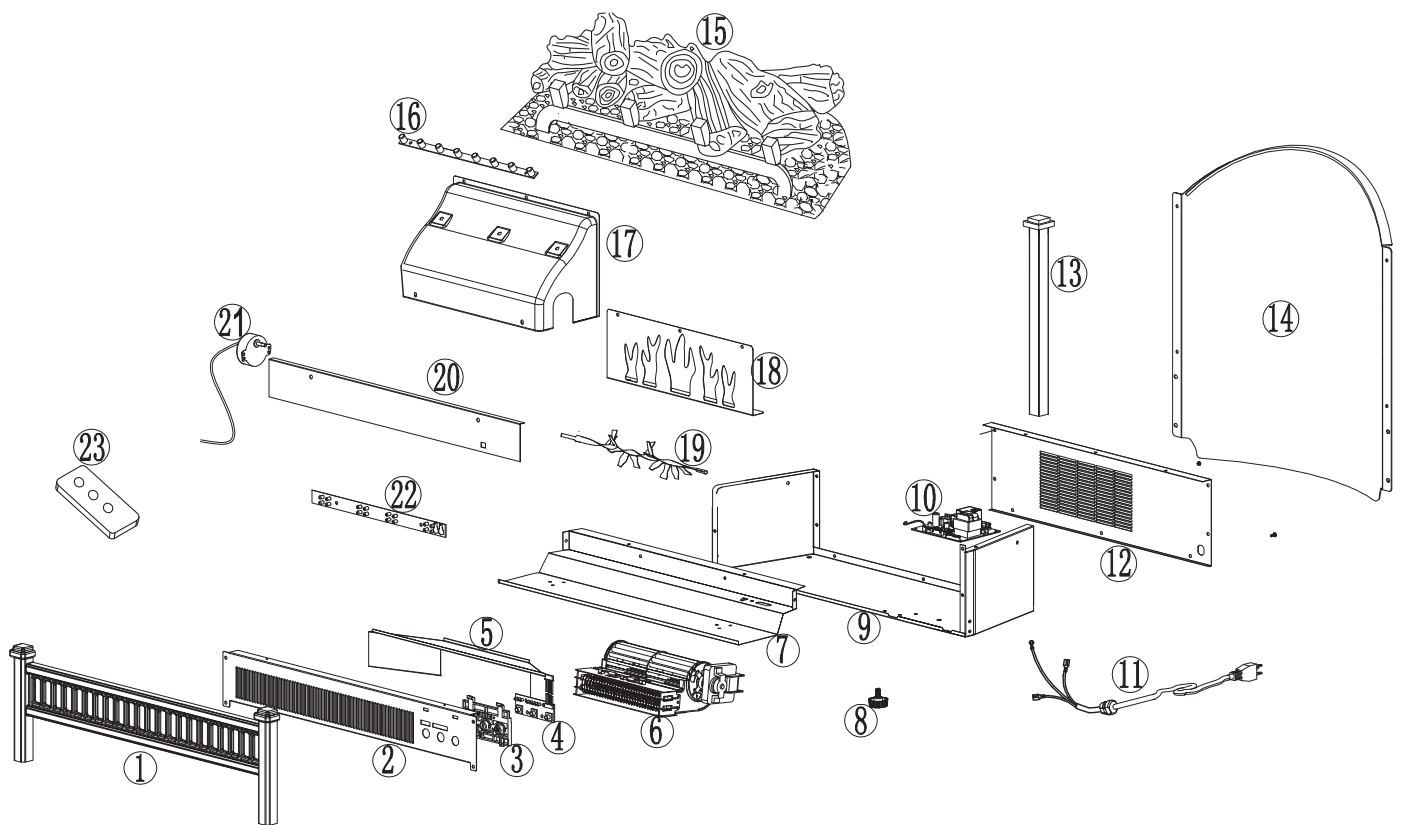
Made for World Marketing by the GHP Group Inc,  
Morton Grove, Illinois 60053

**World Marketing of America, Inc.**  
PO Box 192, 12256 William Penn Hwy.,  
Mill Creek, PA 17060-0192  
(814) 643-1775  
<http://www.worldmktng.com>

## REPLACEMENT PARTS LIST

For replacement parts, call our customer service department at (814) 643-1775,  
8:30 a.m.- 5:00 p.m. EST, Monday – Friday.

Ref.	Description	Model # ELCG 240	Model # ELCG 347
1	Fence	EFLH24359AC	EFLH24359AC
2	Front panel	EFLH24358AC	
3	Plastic button panel	EFLH24360AC	
4	Control panel	EF23023102X	
5	Channel	EFLH24357AC	
6	Heater components	EFLH24369AC	
7	Support panel	EFLH24353AC	
8	Adjustable leg	EFLH24364AC	
9	Bottom case components	EFLH24100AC	
10	Main board(PCB)	EF33503AC-log	
11	Power cord	EFLH24372AC	
12	Back panel	EFLH24350AC	
13	Square tube	/	EFLI24350AC
14	Fireback		EFLI24100AC
15	Log Set	EFLH24361AC	EFLI24361AC
16	LED ARRAY II (log set light)	EF23023104X	
17	Plastic lining	EFLH24362AC	
18	Flame panel	EFLH24354AC	
19	Flame reflector	EFLH24367AC	
20	Plastic panel	EFLH24363AC	
21	Synchronous motor	EFLH24368AC	
22	LED ARRAY I (flame light)	EF23023103X	
23	Remote control	EF33510AS	





## Free Manuals Download Website

<http://myh66.com>

<http://usermanuals.us>

<http://www.somanuals.com>

<http://www.4manuals.cc>

<http://www.manual-lib.com>

<http://www.404manual.com>

<http://www.luxmanual.com>

<http://aubethermostatmanual.com>

Golf course search by state

<http://golfingnear.com>

Email search by domain

<http://emailbydomain.com>

Auto manuals search

<http://auto.somanuals.com>

TV manuals search

<http://tv.somanuals.com>