

ELECTRIC BUILDERS BOX INSTALLATION GUIDE

MODEL NUMBERS:
36EB110-GRT, 36EB111-GRC
36EB220-GRT, 36EB221-GRC

CONSUMER SAFETY INFORMATION

PLEASE READ THIS MANUAL BEFORE USING THIS APPLIANCE
WARNING

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

**DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE
VAPORS AND LIQUIDS IN THE VICINITY OF THIS
OR ANY OTHER APPLIANCE.**

Thank you and congratulations on your purchase of a Classic Flame electric builder box. Please read the installation instructions before installing and operating this appliance.

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

For Customer Service:

www.tsicustomerservice.com

1-866-661-1218

Twin-Star International, Inc.
Delray Beach, FL 33445
U.S.A.

Made in China

Printed in China

©2013, Twin-Star International, Inc.

LISTINGS AND CODE APPROVALS

THE BUILDERS BOX SERIES HAS BEEN TESTED AND APPROVED IN ACCORDANCE WITH CSA AND UL STANDARDS FOR FIXED AND LOCATION DEDICATED ELECTRIC ROOM HEATERS.

MODEL SPECIFICATIONS

MODEL NUMBER	DESCRIPTION	VOLTAGE	RATED POWER WATTS	BTU	AMPS
36EB110-GRT	36" TRADITIONAL	120	1440	4400	12
36EB220-GRT	36" TRADITIONAL	208/240	2100/2800	6700/8900	10.1/11.7
36EB111-GRC	36" CONTEMPORARY	120	1440	4400	12
36EB221-GRC	36" CONTEMPORARY	208/240	2100/2800	6700/8900	10.1/11.7

WARNING

THE INSTALLATION OF THE BUILDER BOX MUST COMPLY WITH THE APPLICABLE LOCAL AND / OR NATIONAL ELECTRICAL CODES AND UTILITY REQUIREMENTS. THIS INSTALLATION SHOULD BE ENTRUSTED TO ONLY QUALIFIED PERSONNEL WHERE REQUIRED BY LAW.

INSTALLATION OVERVIEW

(Please read all instructions and user manual before installation)

Section 1.) Prepare product for installation.

Section 2.) Rough in framing following the recommended dimensions.

Section 3.) Recommended power supply wire specifications.

Section 4.) Mount the unit.

Section 5.) 120V wiring instructions.

Section 6.) 208/240V wiring instructions.

Section 7.) Install control box.

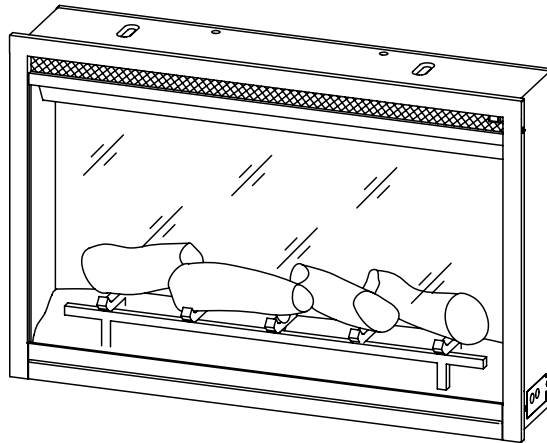
Section 8.) Check & test.

Section 9.) Electrical wiring diagram.

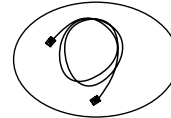
SECTION 1: PREPARATION

- 1.) Open the master carton, stone box , and wall mounted control box and make sure you have all the parts listed. Remove the parts from the cartons and put them in a safe location (see figure 1.)

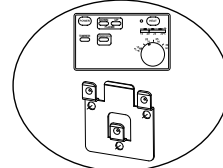
Figure 1



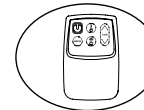
36EB110-GRT
36EB220-GRT



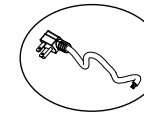
Sign Wire



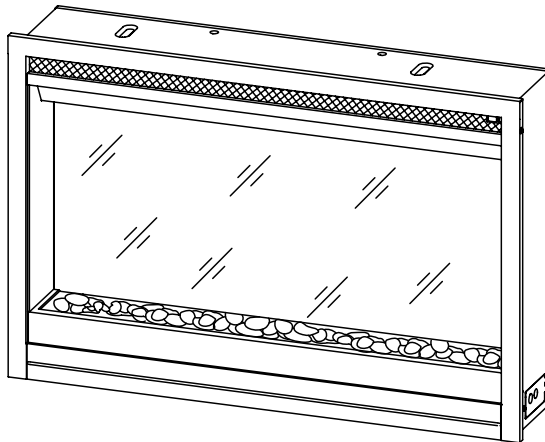
Control Box with bracket



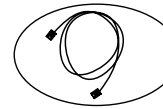
Remote Control



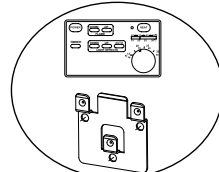
Power Cord
(Only for 36EB110-GRT)



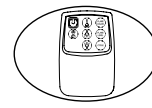
36EB111-GRC
36EB221-GRC



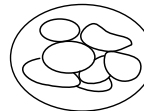
Sign Wire



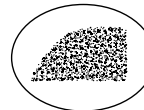
Control Box with bracket



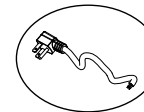
Remote Control



Stones



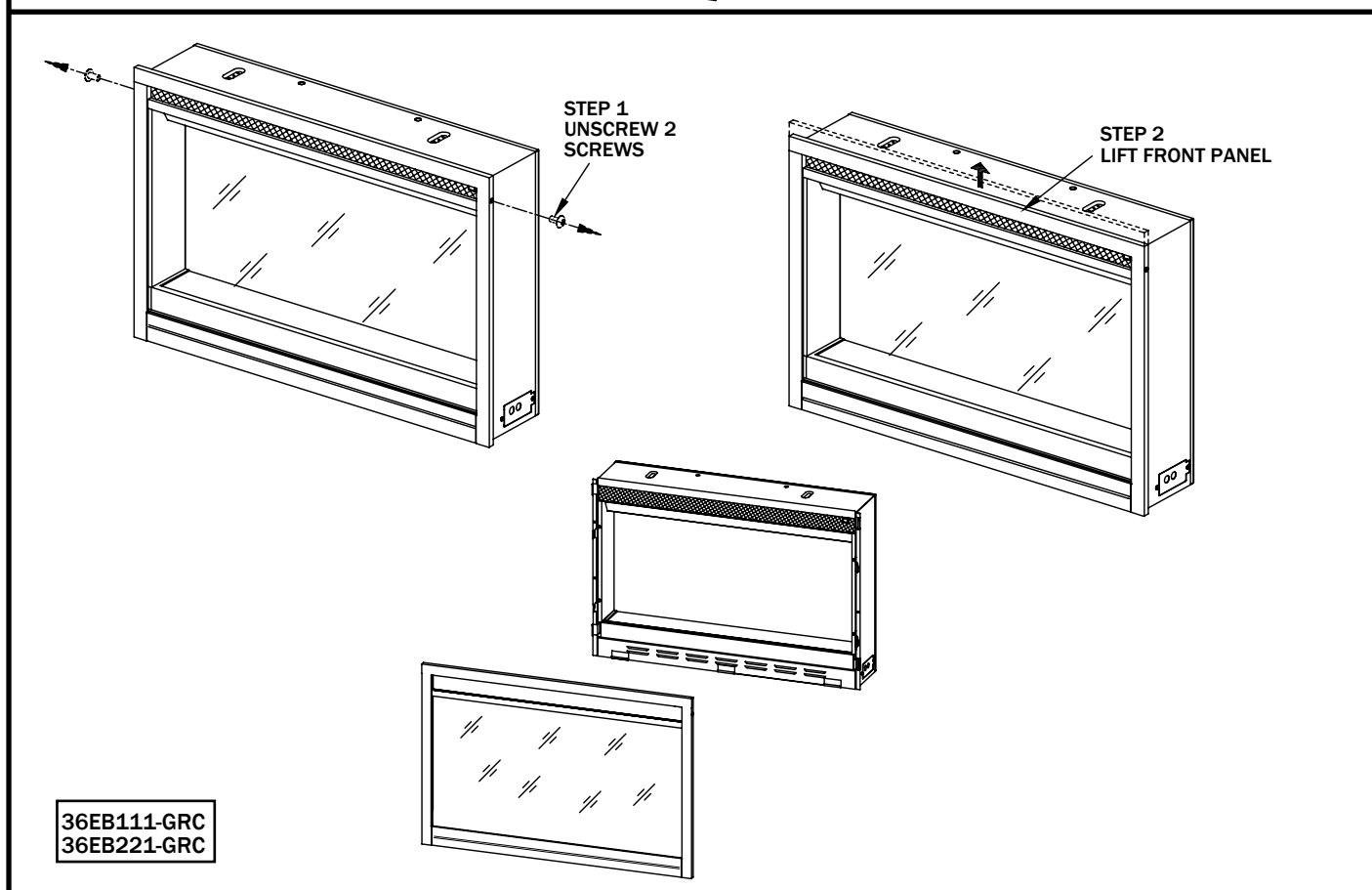
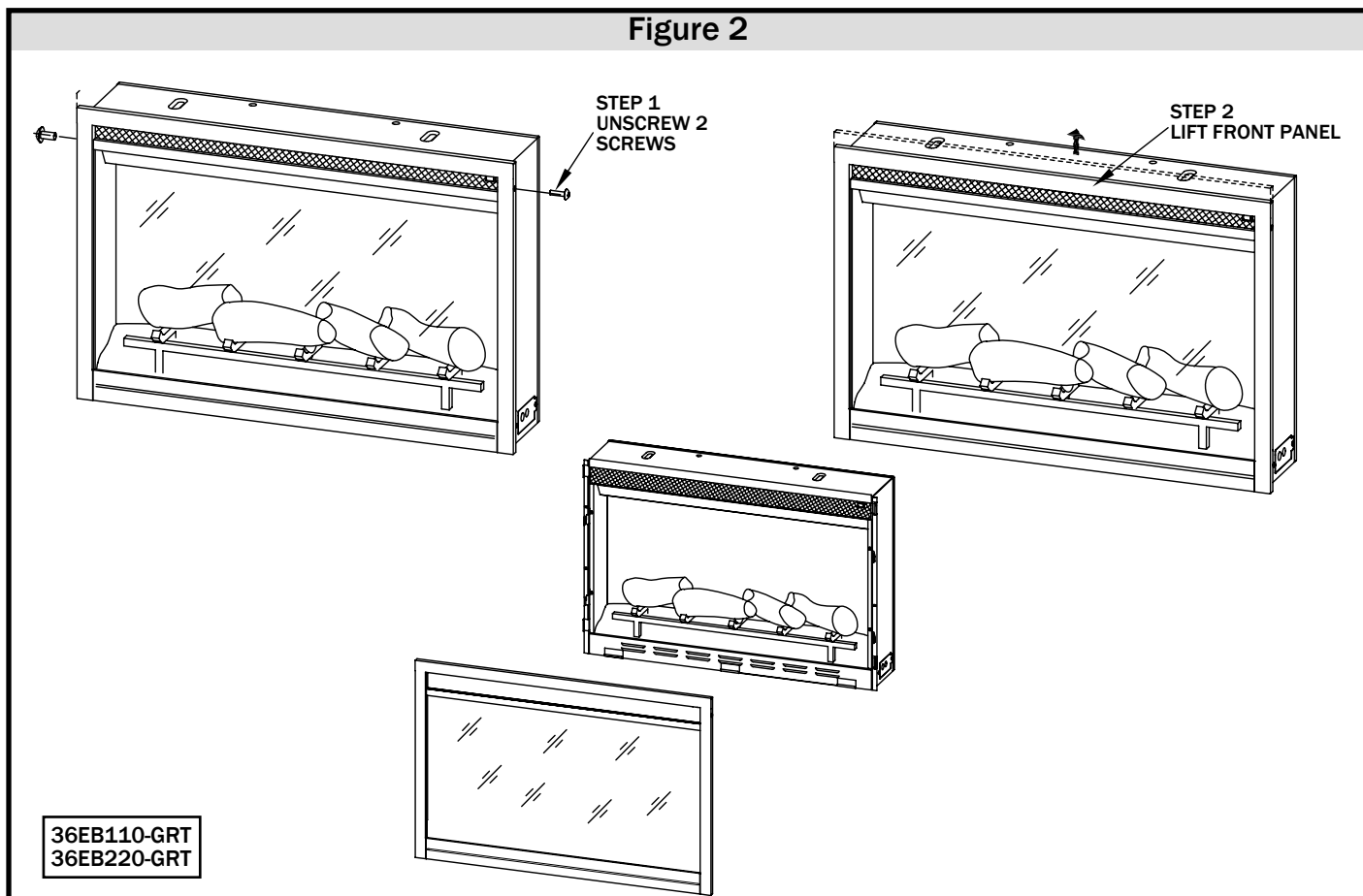
Fireglass



Power Cord
(Only for 36EB111-GRC)

2.) Unscrew 2 screws on the side edge of the frame (Fig. 2). Securely holding the frame lift up and pull away from the unit to remove the frame. Do not remove the protective plastic film at this time. Place the frame in a safe place(see figure 2.)

Figure 2

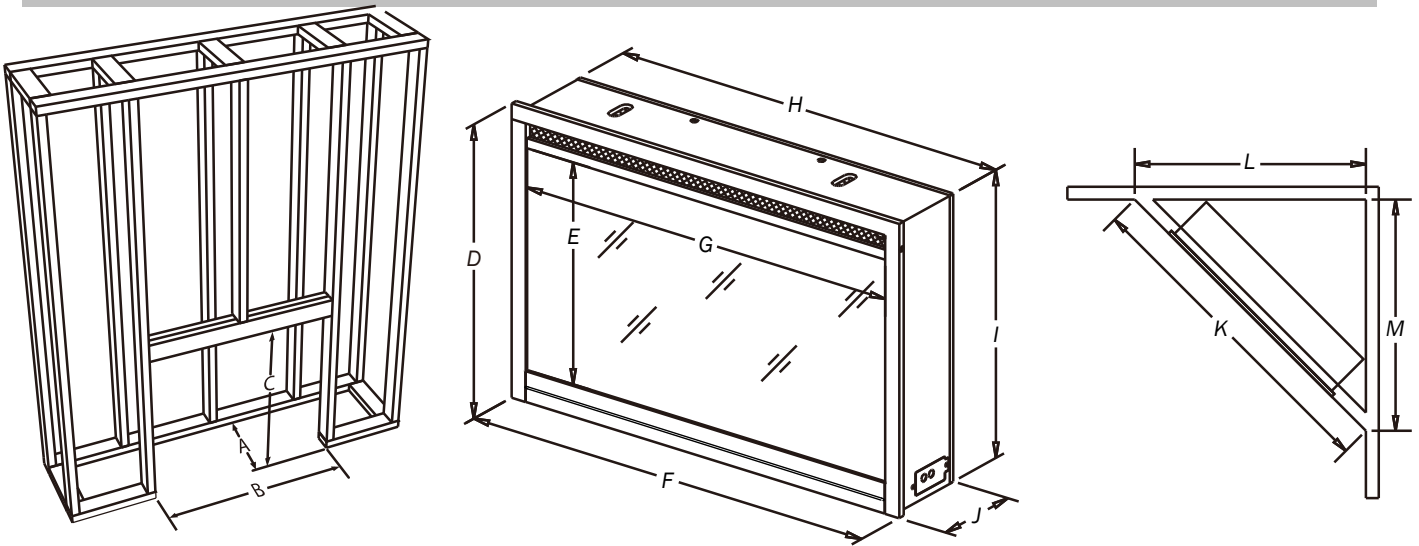


SECTION 2: FRAMING

This fireplace is a zero clearance design. No combustibles can be placed on the top surface of the fireplace. Combustibles may be installed to the edge of the unit. Insulation and vapor barrier should be placed a minimum of 2 inches from the unit. Build the framing according to the specifications shown in the below table & figure 3.

MODEL	A	B	C	D	E	F	G	H	I	J	K	L	M
36EB110-GRT 36EB220-GRT 36EB111-GRC 36EB221-GRC	8"	35"	23.8"	24"	18"	36"	33.5"	34.7"	23.6"	7.8"	51"	36"	36"

Framing Specification: Figure 3



Section 3: Recommended Power Supply Wire Specifications

For 36EB110-GRT & 36EB111-GRC installations use three non-metallic sheathed cables with ground wire for the power supply. Use the appropriate wires to meet local and national electrical codes for rated power consumption.

For 36EB220-GRT & 36EB221-GRC installations use four non-metallic sheathed cables with ground wire for the incoming power supply. Use the appropriate wires to meet local and national electrical codes for rated power consumption.

Recommended Wire and Fusing Requirements

Use appropriate wire to meet local and national electrical codes for rated power consumption. All wire gauges should be 12 gauge solid wires with a dedicated 15 amp breaker for 120 volts. For 208/240 volts Builders Box models use two dedicated 15 amp breakers.

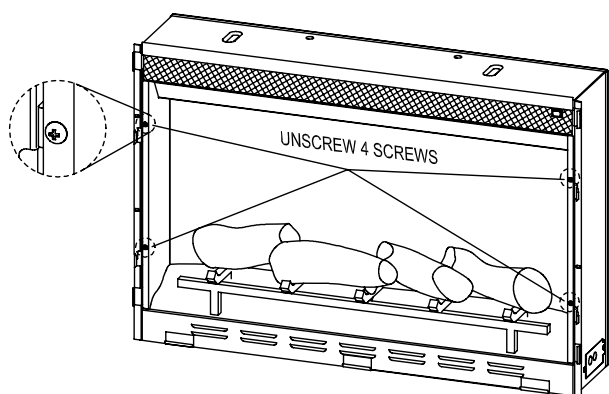
Allow at least 8 in of service cable for connecting power supply wire to junction box on fireplace insert when installing before finishing wall. Allow up to 4 feet of service cable for connecting power supply wire to junction box on fireplace insert after finishing wall. The control box is supplied with a six meter long cable.

SECTION 4: MOUNTING

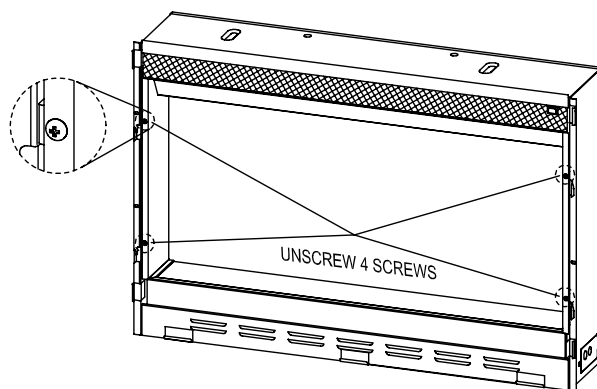
Install Method:

- 1.) Remove front frame (see figure 2).
- 2.) Remove the screws holding side panels and then remove the side panels (see figure 4 & 5).
- 3.) Insert the builders box into the opening in the framing.

Figure 4: Mounting Tab Location

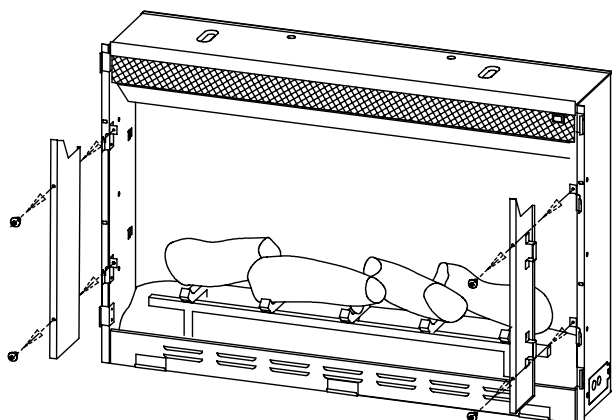


36EB110-GRT
36EB220-GRT

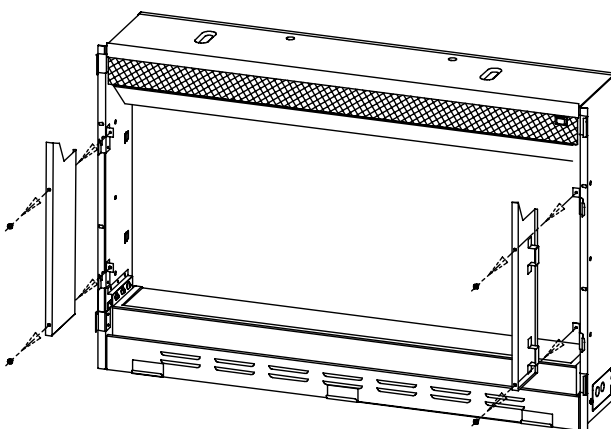


36EB111-GRC
36EB221-GRC

Figure 5: Wall and Mounting Tabs



36EB110-GRT
36EB220-GRT



36EB111-GRC
36EB221-GRC

- 4.) Install the builders box using 4pcs screws from the inside of the builder box (see figure 6 & 7).
- 5.) Remount the side panels.
- 6.) Place the stones as desired.(Only for 36EB111-GRC & 36EB221-GRC)
- 7.) Remount the front frame.

Figure 6: Mounting Tab Location

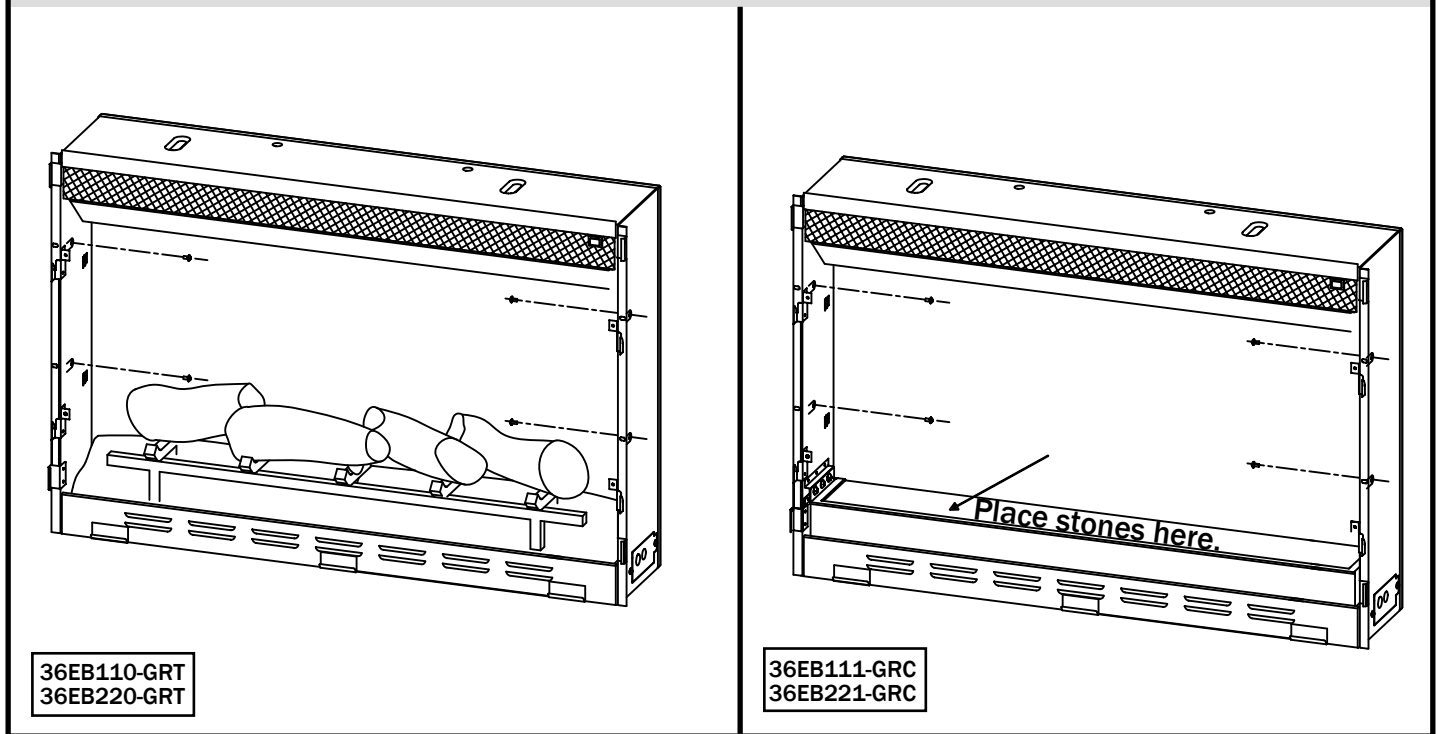
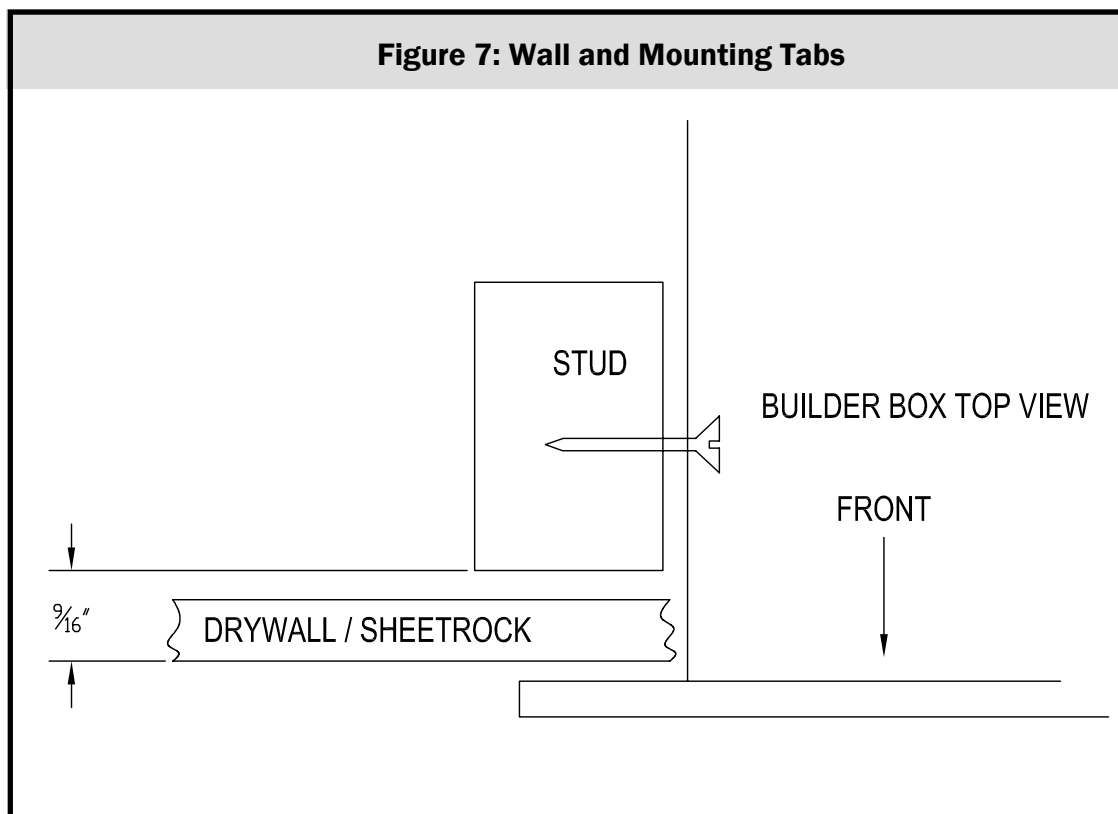


Figure 7: Wall and Mounting Tabs



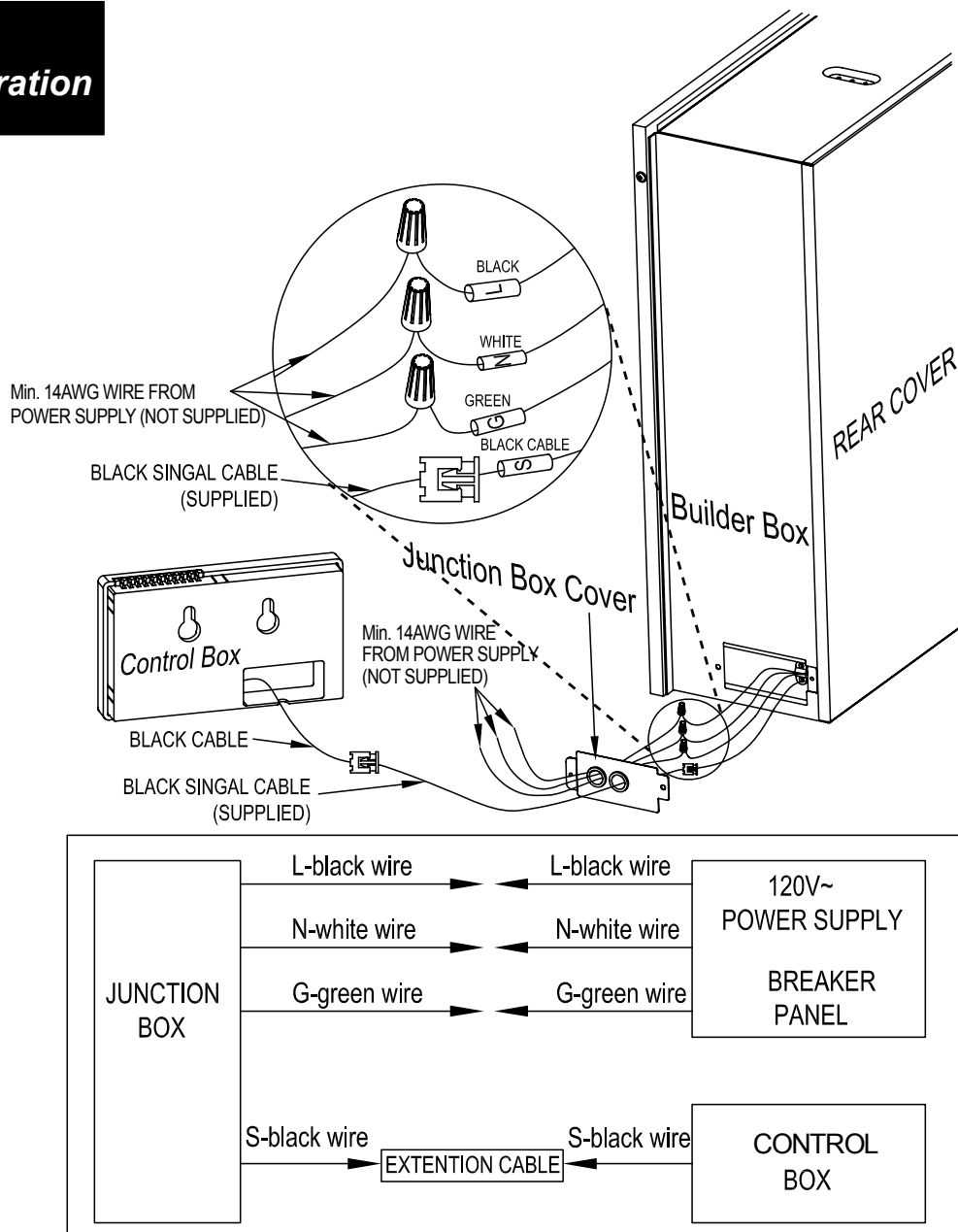
SECTION 5: 120V WIRING INSTRUCTIONS

- 1.) Loosen the screw securing the junction box cover and remove the cover.
- 2.) Pull the power supply wires through the hole in the cover.
- 3.) Pull out the 4 wires marked L, N, G, S from the junction box on the side of the builder box.
- 4.) Connect the black L wire from the unit to the black L from the power supply.
- 5.) Connect the white N wire from the unit to the white N from power supply.
- 6.) Connect the green ground G wire from the unit to the ground from the power supply.
- 7.) Plug the S wire connector into the provided sign wire.
- 8.) Ensure that all connections are tight.
- 9.) Secure all the wiring with wire-caps, then insert into the junction box.
- 10.) Remount the junction box cover (see figure 8 & 9.)

Note: 36EB110-GRT & 36EB111-GRC will only run on 120 volt operation.

Figure 8

120 V Configuration



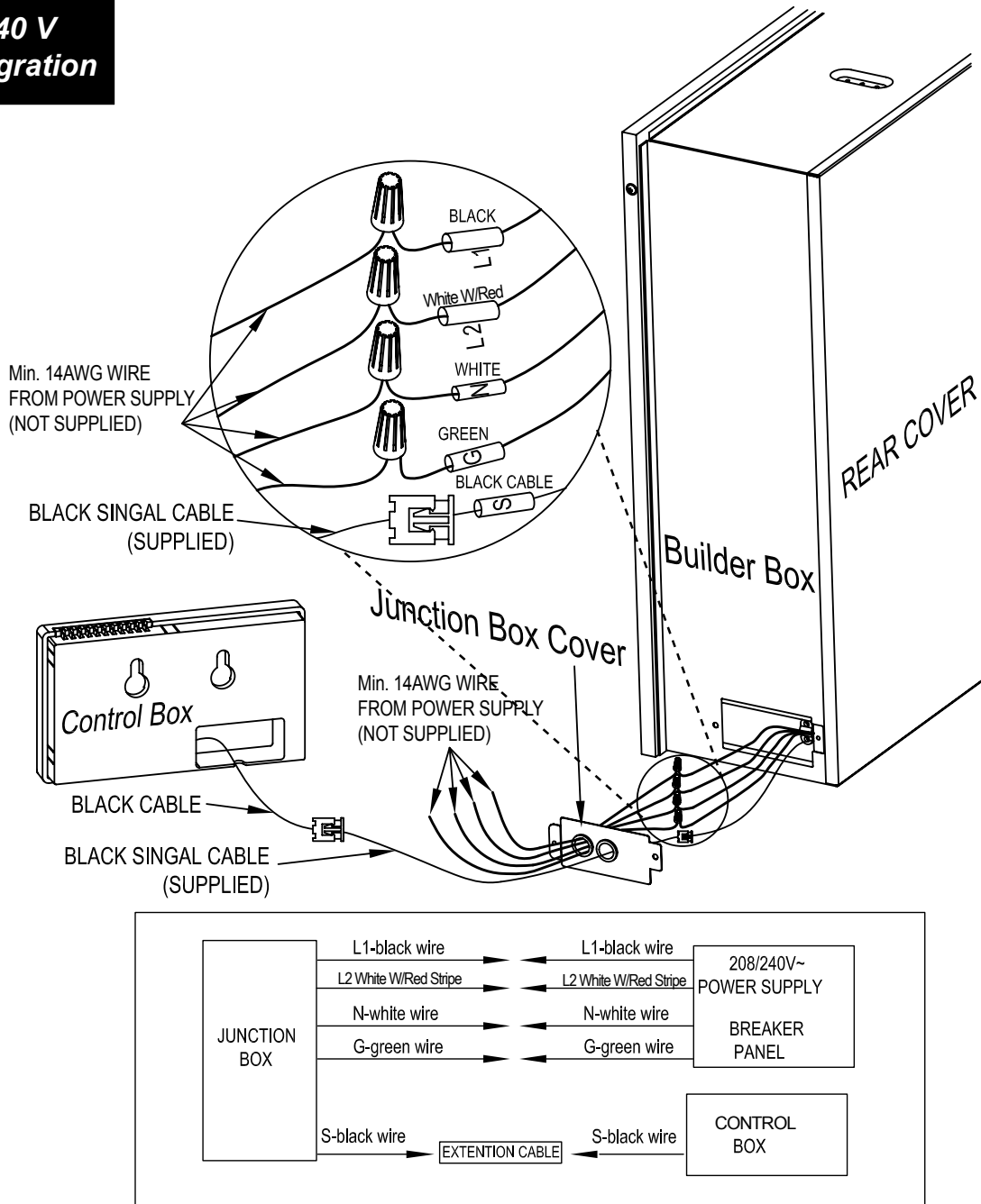
SECTION 6: 208/240V WIRING INSTRUCTIONS

- 1.) Loosen the screw securing the junction box cover and remove the cover.
- 2.) Pull the power supply wires through the hole in the cover.
- 3.) Pull out the 5 wires marked L1, L2, N, G, S from the junction box on the side of the builder box.
- 4.) Connect the black L1 wire and red L2 from the unit to the two dedicated 15 amp lines from the power supply.
- 5.) Connect the white N wire from the unit to the white N from power supply.
- 6.) Connect the green ground G wire from the unit to the ground from the power supply.
- 7.) Plug the S wire connector into the provided sign wire.
- 8.) Ensure that all connections are tight.
- 9.) Secure all the wiring with wire-caps, then insert into the junction box.
- 10.) Remount the junction box cover (see figure 8 & 9.)

Note: 36EB220-GRT & 36EB221-GRC will only work with a two phase 208/240v power supply. Single phase 208/240v is not supported and will void the warranty.

Figure 9

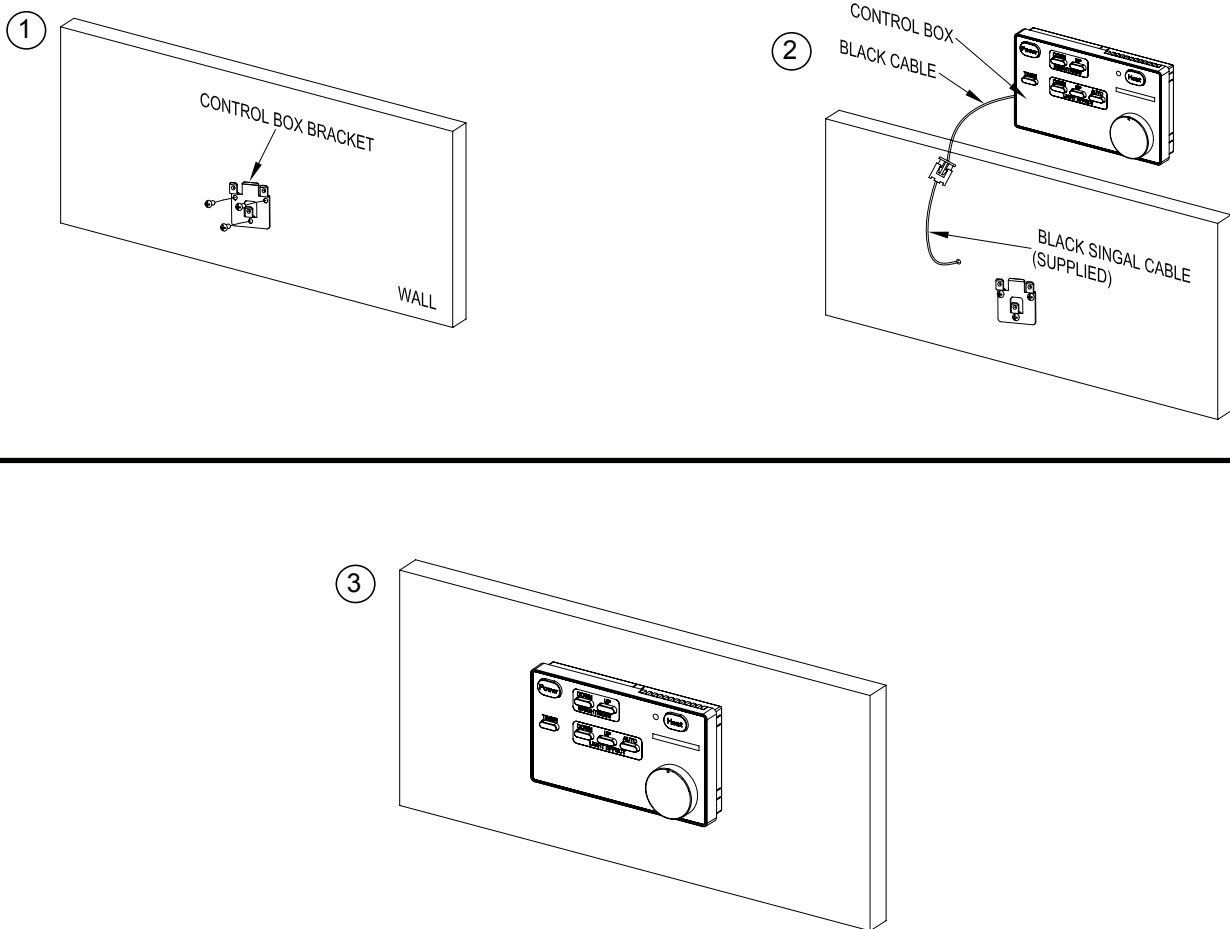
208/240 V Configuration



SECTION 7: INSTALL CONTROL BOX

1. Mount the control box bracket to the wall using provided screws.
2. Connect control panel wire to extension cable.
3. Insert the control box to the bracket and finish the control box installation.

Figure 10



SECTION 8: CHECK & TEST

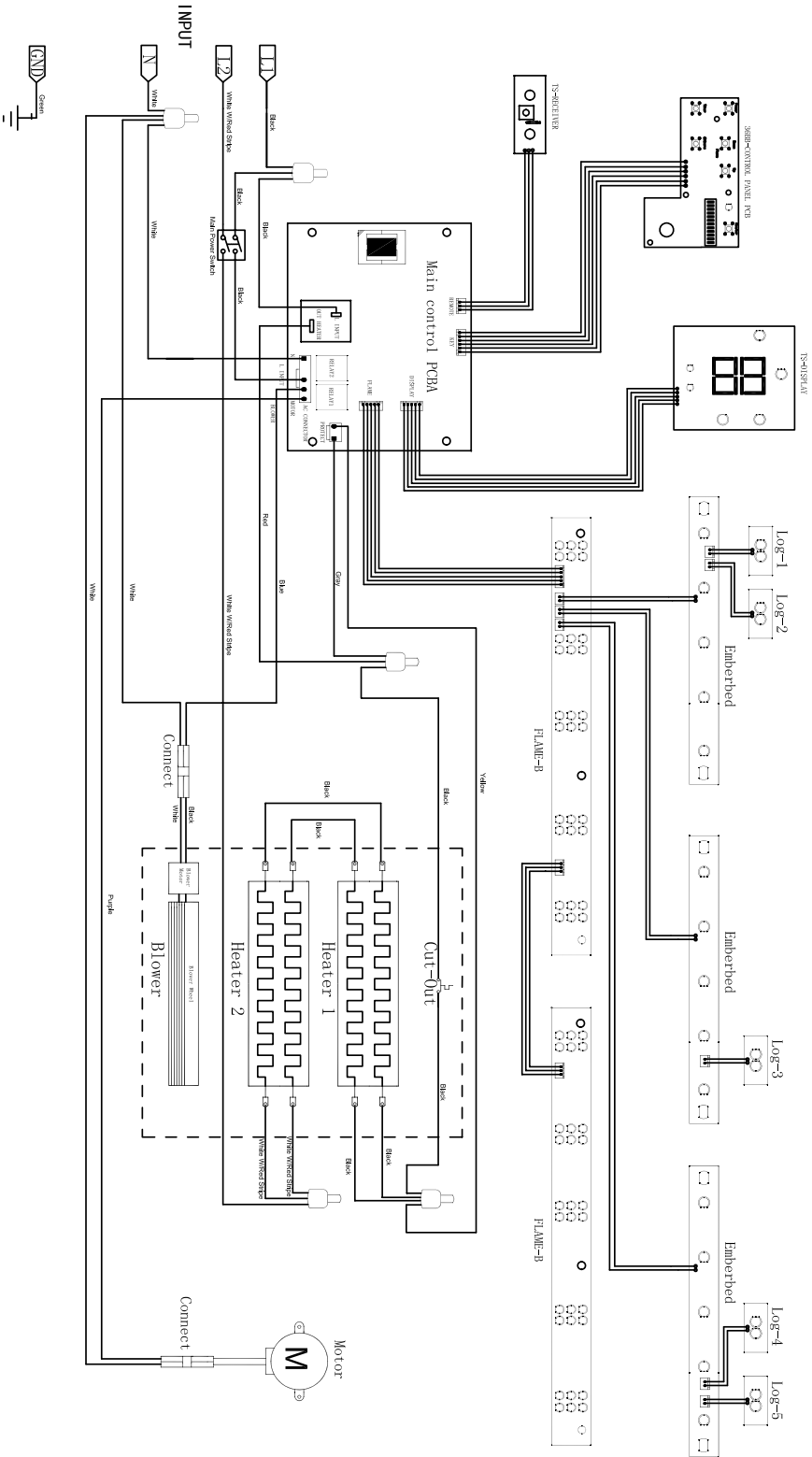
- 1.) Recheck that all the wiring works. Check that all connections are tight and correct to the manual.
- 2.) Switch on the power supply to the unit.
- 3.) Press the **POWER** button on the control box.
- 4.) Using the wall controls test all the functions to ensure they are working correctly.
If any functions do not work recheck the wiring using sections 4 and 5 of this guide.
- 5.) Use the remote control to operate the unit, check all the functions.
- 6.) Finish wall construction work.



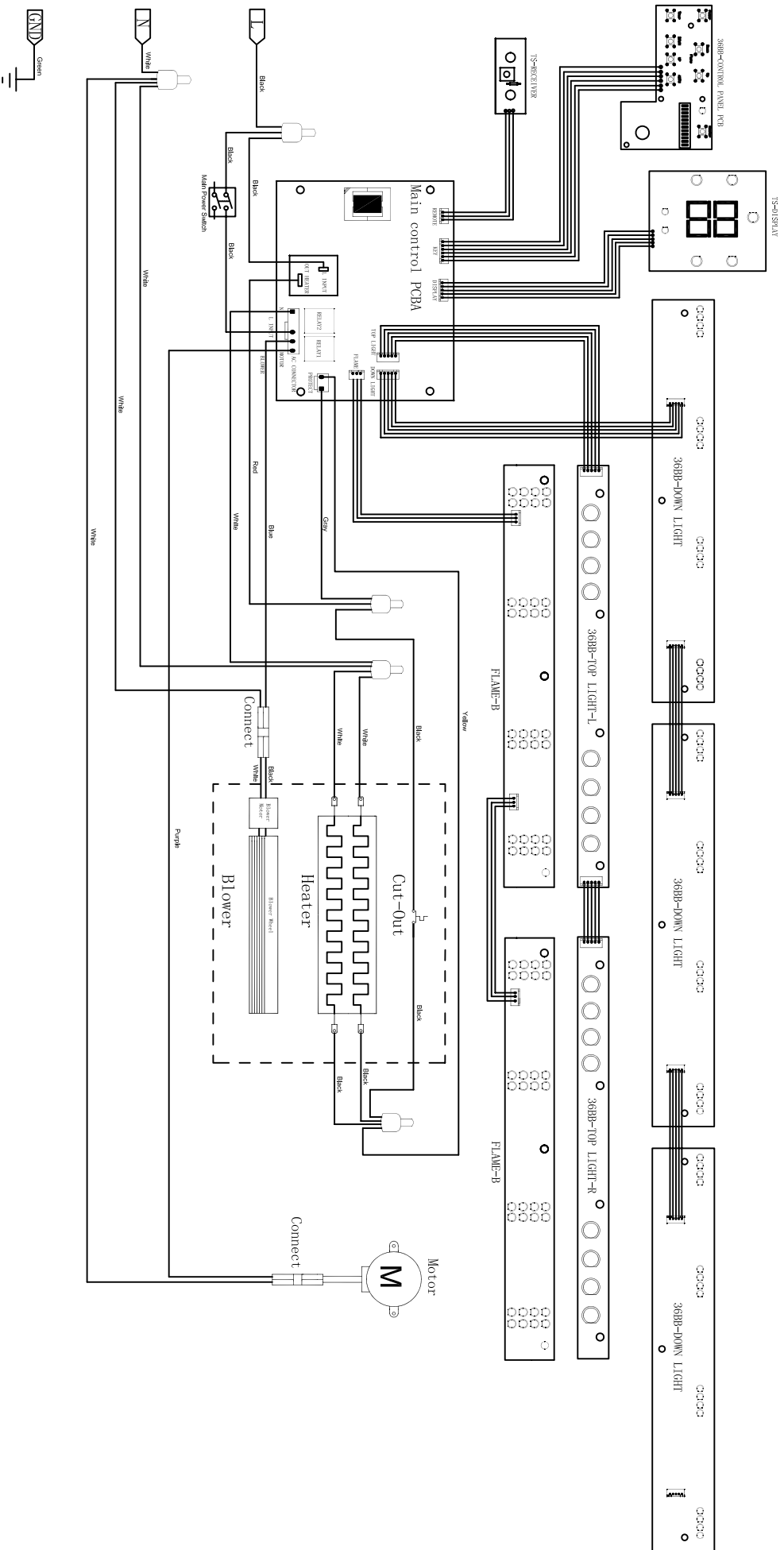
Caution: When the wiring is complete a thorough “testing cycle” must be performed to check the operation of the unit PRIOR to the wall / area being closed up, tiled, and/or bricked.

SECTION 9: WIRING SCHEMATIC





36EB220-GRT



36EB111-GRC



ELECTRIC BUILDERS BOX

USER'S GUIDE

MODEL NUMBERS:

36EB110-GRT, 36EB111-GRC
36EB220-GRT, 36EB221-GRC

CONSUMER SAFETY INFORMATION

PLEASE READ THIS MANUAL BEFORE USING THIS APPLIANCE
WARNING

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

**DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE
VAPORS AND LIQUIDS IN THE VICINITY OF THIS
OR ANY OTHER APPLIANCE.**

Thank you and congratulations on your purchase of a Classic Flame electric builder box. Please read the installation instructions before installing and operating this appliance.

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

For Customer Service:

www.tsicustomerservice.com

866-661-1218

Twin-Star International, Inc.
Delray Beach, FL 33445
U.S.A.

Made in China
Printed in China

©2013, Twin-Star International, Inc.

IMPORTANT INSTRUCTIONS

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

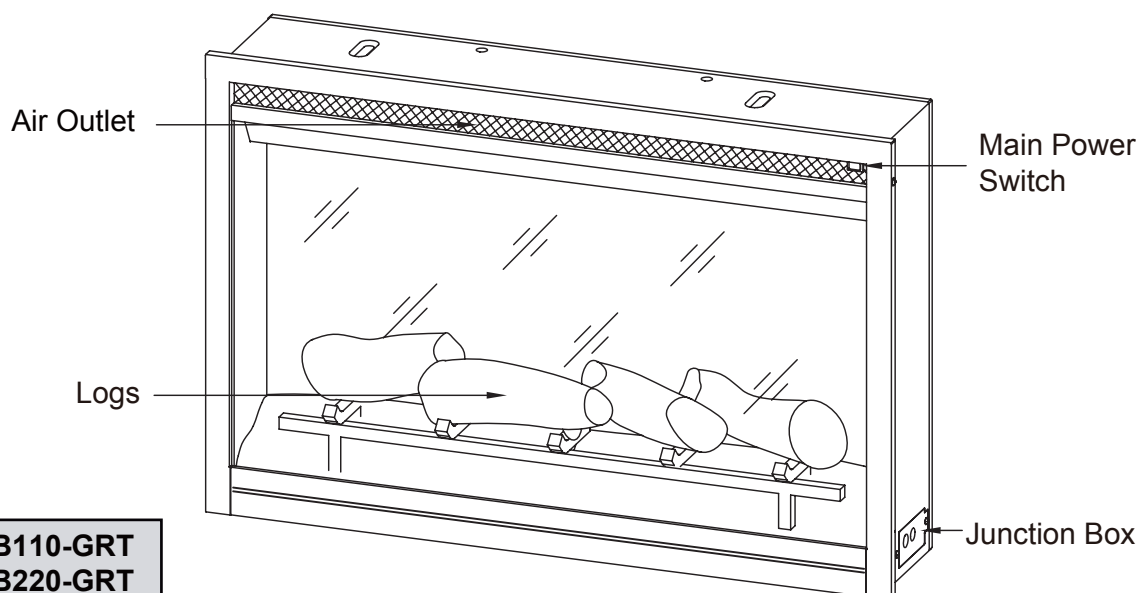
When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electrical shock, and injury to persons including the following:

1. Read all instructions before using this appliance.
2. The appliance is not to be used by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.
3. Any repairs to this builder box should be carried out by a qualified service person.
4. Do not use outdoors.
5. To cut the power to the unit, turn the on/ off on the wall mounted controls to the off position.
6. This appliance, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the current CSA C22.1 Canadian Electrical Code or for U.S.A. installations, follow local codes and the National Electrical Code, ANSI/NFPA NO.70.
7. This appliance is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. If provided, use handles when moving this appliance. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet (0.9 m) from the front of this appliance.
WARNING: In order to avoid overheating, do not cover the heater. It cannot be used in a closet.
8. There is a thermostat limiter inside the heater. When the inner temperature over heating or occurs abnormal heating, the thermostat protective device would cut off power supply to avoid the fireplace damaged or risk of fire.
9. The heaters must not be located immediately below a socket-outlet.
10. To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where opening may become blocked.
11. Use this appliance only as described in the manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.

SAVE THESE INSTRUCTIONS

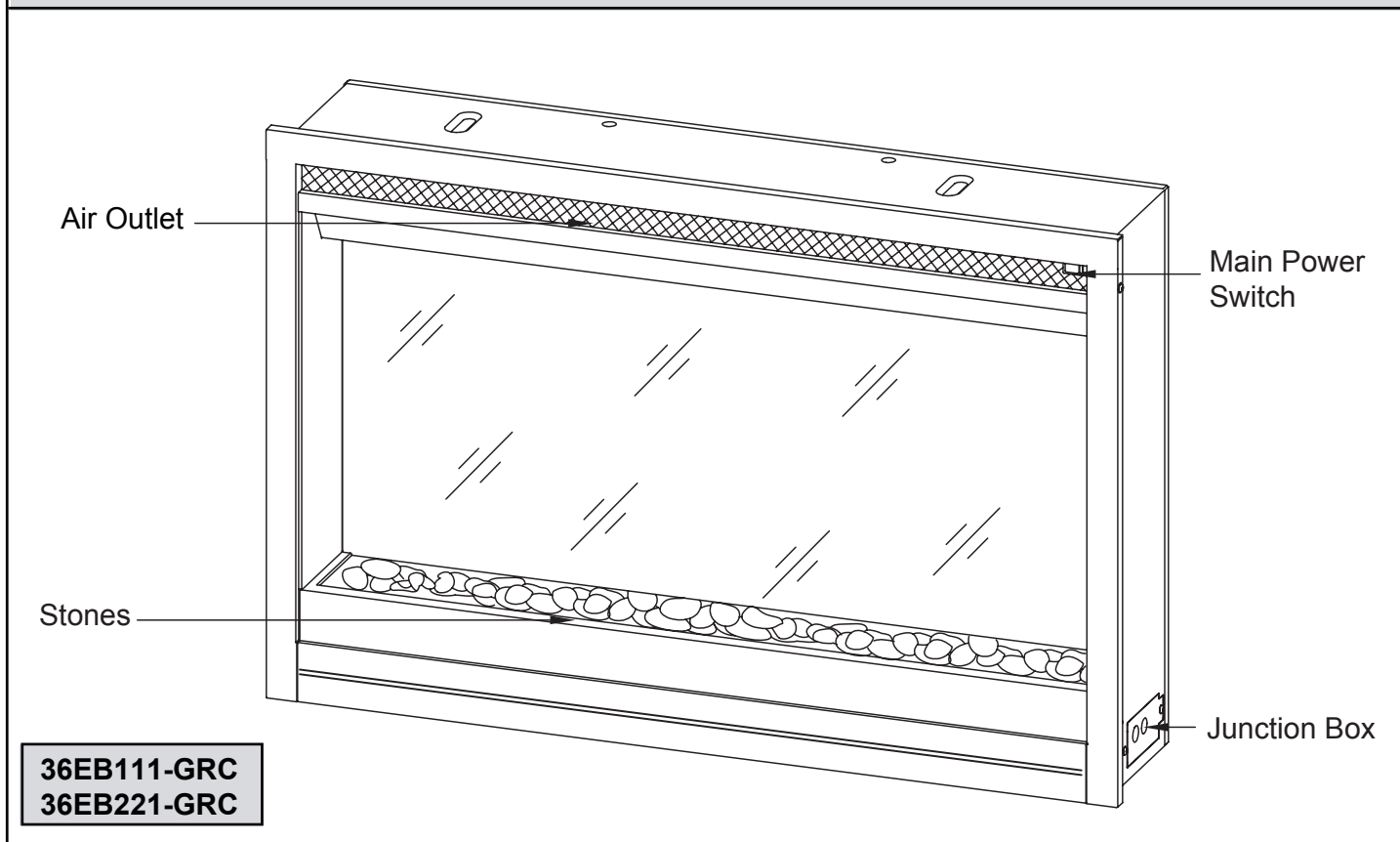
PRODUCT ORIENTATION

Figure 1



PRODUCT ORIENTATION

Figure 2



PARTS LIST

Part Name	36EB110-GRT 36EB220-GRT	36EB111-GRC 36EB221-GRC
Logs	✓	
Stones		✓
Heater	✓	✓
Blower Assembly	✓	✓
Main Power Switch	✓	✓
Main PCBA	✓	✓
Flame PCBA	✓	✓
Front Projection Screen	✓	✓
Flame Generator Drive Motor	✓	✓
Flame Generator/Spinner	✓	✓
Remote Control - 6 Buttons	✓	
Remote Control - 8 Buttons		✓
Control Box - 7 Buttons	✓	
Control Box - 9 Buttons		✓

OPERATION

The builders box can be operated by the wall mounted control box or remote control.

CONTROL FUNCTIONS

Note: Make sure the Main Power Switch is in the ON position to operate the unit (Figure 3).

POWER

The power button will put the insert in standby mode. This will turn off all functions and hold the settings in memory; pressing the button again will turn on the unit to the previous setting.

COLOR (FLAME)

Changes the flame effect color. There are 3 color setting available: orange, blue, orange and blue.

LEVEL (FLAME)

Changes the brightness of the flame effect. There are 5 brightness levels you can cycle through and the OFF setting.

UP (FLAME) (For model 36EB110-GRT & 36EB220-GRT)

Increases the flame intensity. There are 5 brightness levels and OFF.

DOWN (FLAME) (For model 36EB110-GRT & 36EB220-GRT)

Decreases the flame intensity. There are 5 brightness levels and OFF.

HEAT

Turns the heater on and off. The LED indicator light besides the heat button will light up when on.

NOTE: Holding the POWER button on the control panel for 10 second will disable the heater function. To re-enable the heater press and the hold the POWER button for 10 seconds.

TEMPERATURE DISPLAY

Displays the current ambient temperature, operational range 60°F - 90°F.

TIMER

There are 10 timer setting (OFF -30 minutes - 1 hour - 2H-3H-4H-5H-6H-7H-8H-9H) pressing the timer button will cycle through the settings.

UP (LIGHT EFFECTS)

Pressing this button will change the uplight between the 6 settings: white, red, green/red/green/blue, green/blue, white/blue/red, blue and OFF.

DOWN (LIGHT EFFECTS)

Pressing this button will change the downlight between 6 settings: white, red, green/red/green/blue, green/blue, white/blue/red, blue and OFF.

AUTO (LIGHT EFFECTS)

Turns on/off automatic cycling for the downlights and uplights.

EMBERS

Turns on/off undulating emberbed effect.

THERMOSTAT

The thermostat sets the heater cut off level.

Figure 3

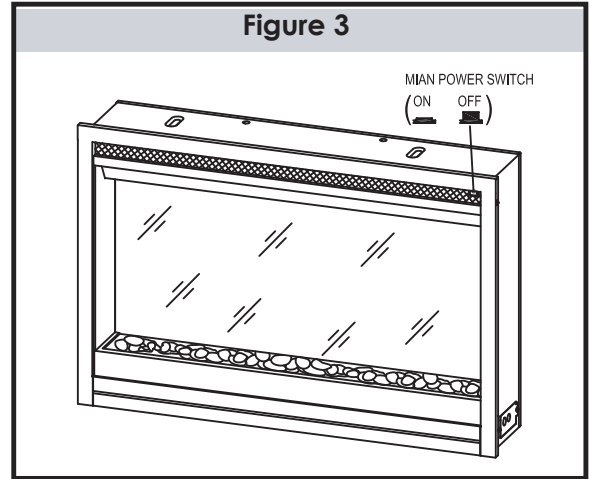


Figure 4

Model #: 36EB111-GRC & 36EB221-GRC

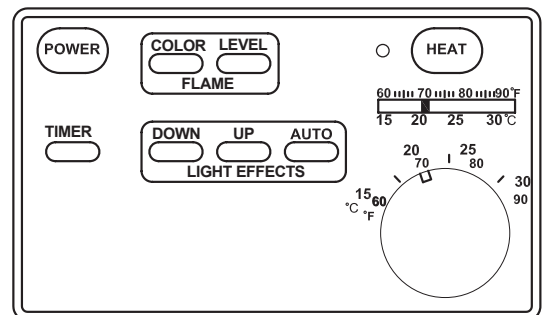
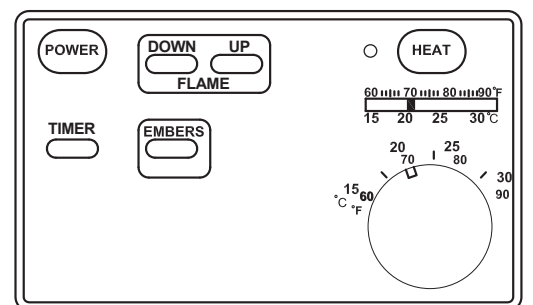


Figure 5

Model #: 36EB110-GRT & 36EB220-GRT



NOTE: PLEASE OPERATE REMOTE TRANSMITTER AT A SLOW MEASURED PACE. PRESS THE REMOTE CONTROL BUTTONS WITH AN EVEN MOTION AND GENTLE PRESSURE. REPEATEDLY PRESSING BUTTONS IN RAPID SUCCESSION MAY CAUSE THE TRANSMITTER TO MALFUNCTION.

Note: When a function is changed from the control panel or remote control there will be a corresponding indicator (see Figure 7) on the upper-right of the projection screen. The indicator shows the function changed and the level selected by the control panel or remote control. When the function is turned off, the corresponding indicator will flash 5 times and then fade off.

REPLACING THE REMOTE CONTROL BATTERY

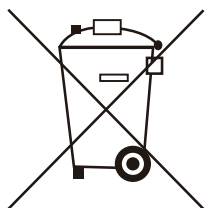
When the remote control stops operating or its range seems reduced, it is time to replace the battery with a new one.

1. The battery compartment is located on the back end of the remote.
2. Press and slide the battery door open and remove the old battery.
3. Insert 2pcs AAA batteries, checking that the + and - sides of the battery match inside the battery compartment.
4. Replace the battery compartment door.

NOTE: Do not mix old and new batteries.
Do not mix alkaline, standard (carbon zinc), or rechargeable (nicad, nimh, etc.) batteries.
Do not ingest.

DISPOSAL OF USED BATTERIES

Battery may contain hazardous substances which could endanger the environment and human health.



This symbol marked on the battery and/ or packaging indicates that used battery shall not be treated as municipal waste. Batteries should be disposed of at an appropriate collection point for recycling.

By ensuring the used batteries are disposed of correctly, you will help prevent potential negative consequences for the environment and human health. The recycling of materials will help to conserve natural resources.

For more information about recycling of used batteries, please contact your local municipality waste disposal service.



As an important safety feature, the heating element is designed with a delayed activation sequence. Therefore, when the heater is turned ON it will take several minutes for the unit to begin blowing hot air. Subsequently, the fan blower will continue to run for several minutes after the heater is switched OFF.

If heater doesn't work, but Power and Heater switches are in the "ON" position and thermostat is set on "HI", the product is on the protected status, then turn all switches to the "OFF" position and unplug the unit from the wall outlet for 30 minutes. After 30 minutes plug the unit back into wall outlet, and operate as normal.

Figure 6: Remote Control

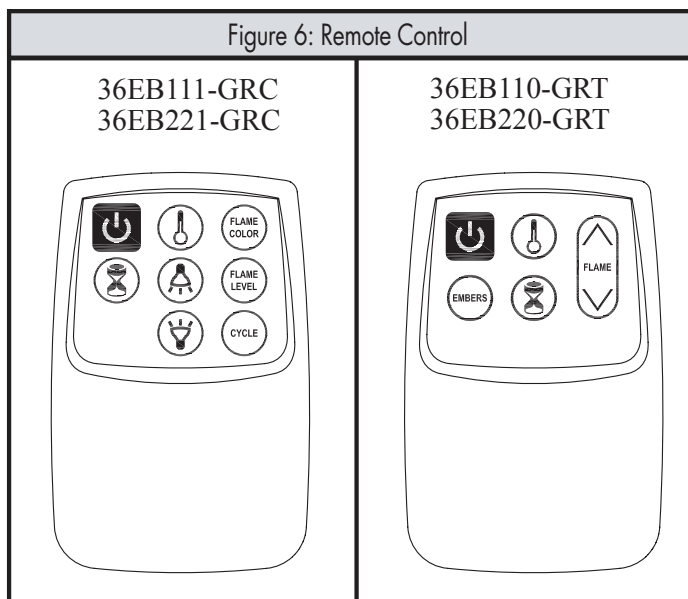
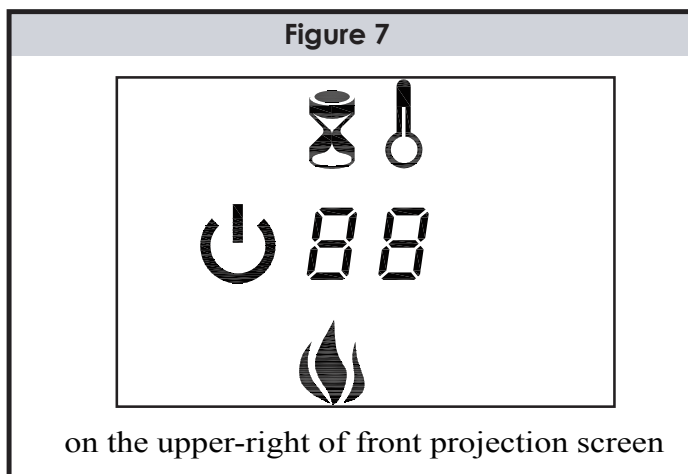


Figure 7



on the upper-right of front projection screen

TWO YEAR LIMITED WARRANTY (PROFESSIONALLY INSTALLED AND/OR BUILT IN ELECTRIC INSERTS)

Twin-Star International, Inc. (the "Company") warrants to the original purchaser of a new professionally installed and/or built in ClassicFlame Electric Fireplace Insert (the "Fireplace Insert") is free from manufacturing defects in materials and workmanship for a period of two (2) years from the date of original retail purchase from a qualified/authorized Twin-Star dealer, subject to the following terms, conditions and limitations. This warranty is for the USA and Canada only.

I. What this limited warranty covers and for how long

The Company warrants the Fireplace Insert to be free from defects in material and workmanship for a period of two (2) years from the date of original retail purchase, as follows: replacement of defective products or parts (with no in-home services) as further described in Part IV below.

II. What this limited warranty does not cover

This limited warranty does not apply to

- (a) replacement of Fireplace Insert light bulbs,
- (b) Fireplace Insert components that have been repaired (except by the Company or its authorized service representatives) or otherwise altered or modified,
- (c) damage, malfunction or defects resulting from shipping or transit, misuse, abuse, accident, neglect, incorrect installation, improper maintenance or handling, or operation with an incorrect power source,
- (d) damage from fire, water, lightning, power surges, abnormal environmental conditions or other acts of nature, and
- (e) normal wear and tear.

The Company reserves the right to assess all warranty claims and to determine if the claimed defects or damages are covered by this limited warranty. This limited warranty applies only to the original purchaser of the Fireplace Insert from a qualified/authorized Twin-Star dealer in the USA or Canada, and is not transferable.

III. What you must do to get service under this limited warranty

For warranty service, please contact the Company by

phone at 1-866-661-1218, or by mail at 1690 S. Congress Ave., Suite 210, Delray Beach, FL 33445, USA. Please have proof of purchase, catalogue/model, manufacturer's date code and serial numbers available when calling. Proof of purchase showing the original purchase date and location is required to obtain warranty service.

IV. What the Company will do in the event of a covered warranty claim

For valid warranty claims made prior to the second anniversary of the date of original retail purchase, the Company will elect in its sole discretion to either repair or replace the covered defective product or part without charge. If the Company is unable to repair or replace the covered defective product or part, or if repair or replacement is not commercially practicable or cannot be timely made, the Company may elect in its sole discretion, in lieu of replacement, to refund the purchase price for the defective product or part. Warranty services under this paragraph do not include on-site or in-home warranty services, and you will be solely responsible for all expenses incurred for the removal of the defective product or part and installation of the replacement product or part, including, without limitation, all labor costs and all shipping and transportation costs to and from the Company and/or its authorized dealer or service agent.

All warranty services will be performed solely by the Company's authorized dealers or service agents. On-site or in-home services not covered by this limited warranty may be performed at your specific request and expense, at the Company's customary rates for such services.

V. DISCLAIMER OF WARRANTIES AND LIABILITY LIMITATIONS

THERE ARE NO EXPRESS WARRANTIES MADE BY THE COMPANY OTHER THAN THOSE LIMITED WARRANTIES DESCRIBED ABOVE. THE COMPANY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT ANY APPLICABLE JURISDICTION PROHIBITS DISCLAIMER OF IMPLIED WARRANTIES, SUCH IMPLIED WARRANTIES SHALL BE LIMITED IN DURATION TO THE APPLICABLE PERIODS OF TIME SET FORTH IN THE EXPRESS LIMITED WARRANTIES DESCRIBED ABOVE.

IN NO EVENT WILL THE COMPANY, OR ANY OF ITS DIRECTORS, OFFICERS OR AGENTS, BE LIABLE TO ANY PURCHASER, OWNER, OR USER OF THE FIREPLACE INSERT, OR TO ANY THIRD PARTY, WHETHER IN CONTRACT, IN TORT, OR ON ANY OTHER BASIS, FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL LOSS, COST, OR DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE SALE, MAINTENANCE, USE, OR INABILITY TO USE THE FIREPLACE INSERT, EVEN IF THE COMPANY OR ITS DIRECTORS, OFFICERS OR AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES, COSTS OR DAMAGES, OR IF SUCH LOSSES, COSTS, OR DAMAGES ARE FORESEEABLE. IN NO EVENT WILL THE COMPANY, OR ANY OF ITS DIRECTORS, OFFICERS OR AGENTS, BE LIABLE FOR ANY DIRECT LOSSES, COSTS, OR DAMAGES THAT EXCEED THE PURCHASE PRICE OF THE FIREPLACE INSERT. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS

ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

ANY AND ALL SERVICE OR REPAIR WORK DEEMED NECESSARY MUST BE PERFORMED BY A REPAIR SPECIALIST. DO NOT ATTEMPT TO DO ANY SERVICE OR REPAIR WORK YOURSELF. IMPROPER SERVICE OR REPAIR MAY RESULT IN PROPERTY DAMAGE, PERSONAL INJURY OR DEATH.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. The provisions of the United Nations Convention on Contracts for the Sale of Goods shall not apply to this limited warranty or the sale of products covered by this limited warranty.

RESULT IN PROPERTY DAMAGE, PERSONAL INJURY OR DEATH.

For product warranty registration please visit:
www.tsicustomerservice.com/registration

Before setting up this product please record the model number and serial number of this product in the spaces below for in registration and warranty reference.

Model Number

Serial Number

Twin-Star International, Inc.
Delray Beach, FL 33445

Made in China
Printed in China