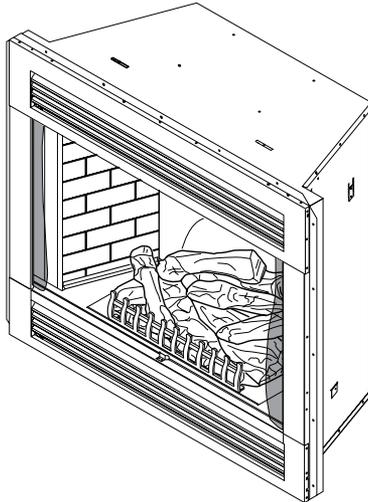




HEARTH PRODUCTS

ELECTRIC FIREPLACE

OWNER'S OPERATION AND INSTALLATION MANUAL



**MODELS E32L, E32LB, E32LH, E32LBH,
E36L, E36LB, E36LH AND E36LBH**

**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.

FOR YOUR SAFETY

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- Installation and service must be performed by a qualified service agency.

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

TABLE OF CONTENTS

Safety	2	Maintenance	16
Product Specification	3	Technical Service	23
Installation	3	Replacement Parts	23
Features and Operation	7	Parts	24
Accessory Installation	8	Accessories	27
Troubleshooting	14	Warranty	Back Cover
Wiring Diagram	15		

SAFETY

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

⚠ WARNING: Do not use this fireplace if any part of it has been under water. Immediately call a qualified service technician to inspect the fireplace and replace any part of the electrical system.

⚠ CAUTION: Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.

1. Read all instructions before using this fireplace.
2. This fireplace is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. If provided, use handles when accessing fireplace controls. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet from front of fireplace.
3. Extreme caution is necessary when any heater is used by or near children or invalids and whenever heater is left operating and unattended.
4. Always place main power switch in OFF position when not in use.
5. Do not operate fireplace if any part has been damaged or is malfunctioning.
6. Any repairs to this fireplace should be done by a qualified service person.
7. Do not use outdoors.
8. This fireplace is approved for installation in bedrooms.
9. Under no circumstances should this fireplace be modified. Parts having to be removed for servicing must be replaced prior to operating this fireplace.
10. This fireplace is not intended for use in bathrooms, laundry areas and similar locations where it would be subject to excessive moisture.
11. This fireplace may not be installed outdoors or in an unenclosed space where exposed to the elements.
12. To disconnect this fireplace, turn off at circuit breaker or fuse panel.
13. This appliance, must be electrically grounded in accordance with local codes and the *National Electric Code, ANSI/NFPA No. 70* or in Canada with *CSA C22.1 Canadian Electrical code*.
14. Do not insert or allow foreign objects to enter any ventilation or exhaust openings. This may cause an electrical shock, fire or damage to fireplace.
15. To prevent a possible fire do not block air intakes or exhaust.
16. This fireplace has hot and arcing or sparking parts inside. Do not use in areas where gasoline, paint or flammable liquids are used or stored. This fireplace should not be used to dry clothing or for hanging decorations.
17. Use this fireplace only as described. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
18. SAVE THESE INSTRUCTIONS.

PRODUCT SPECIFICATION

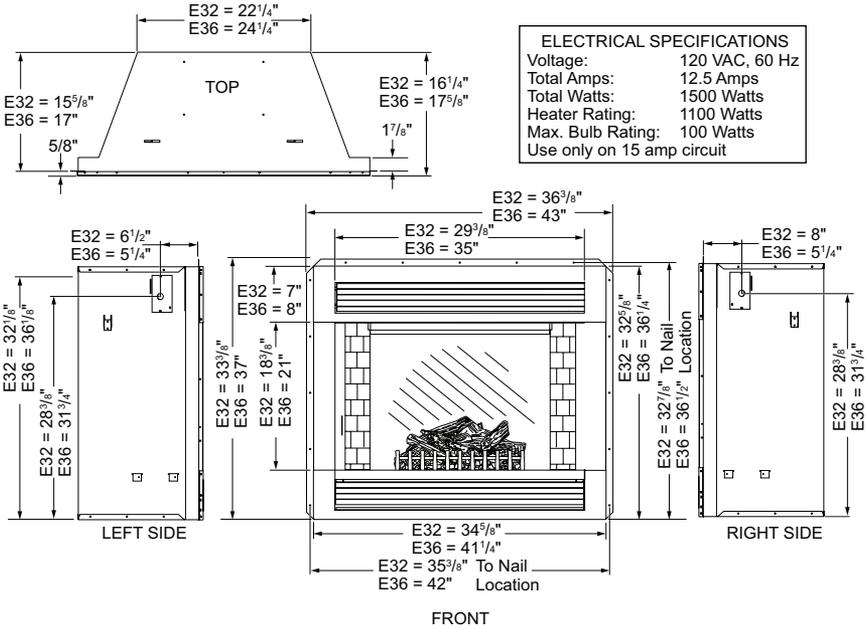


Figure 1 - Unit Dimensions

INSTALLATION

LOCATING FIREPLACE

Plan where to locate and frame fireplace. Before installation consider the following:

1. Fireplace location must allow for wall and ceiling clearances (see [Installation Clearances](#), page 4).
2. Fireplace screen should not be exposed to direct sunlight from windows or doors.
3. A 15 amp, 120 Volt, 60 Hz circuit with proper ground must be available. A dedicated circuit should be provided to avoid circuit breaker trips or blown fuses.

Flush Installations are recommended where living space is limited or at a premium. Since space required to enclose fireplace would be located beyond an outside wall, this installation would require additional planning and construction. Check local codes for any restrictions.

Projected Installations can extend any distance into room. A projection may be ideal for a new addition on an existing, finished wall.

Corner Installations make use of space that may not normally be used and provides a wider and more efficient viewing angle and heat distribution.

Internal Wall Installations provide a discrete option for room separation and can also be an ideal addition to an existing wall.

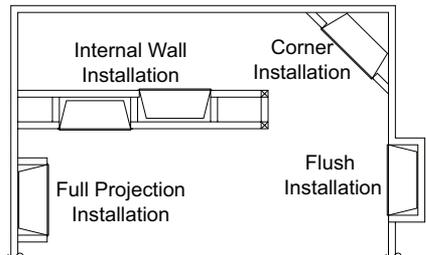


Figure 2 - Possible Installation Locations

INSTALLATION

Continued

INSTALLATION CLEARANCES

Minimum clearances to combustible construction are:

- Top, Back and Sides of Recessed Cabinet0" Min.
- Drywall to Sides of Front Face . . .0" Min.
- Framing at Nailing Flanges0" Min.
- Ceiling to Opening36" Min.
- Floor0" Min.
- Front36" Min.
- Perpendicular Side Wall10" Min.

Mantel Clearances

For mantel clearances see Figures 3 and 4.

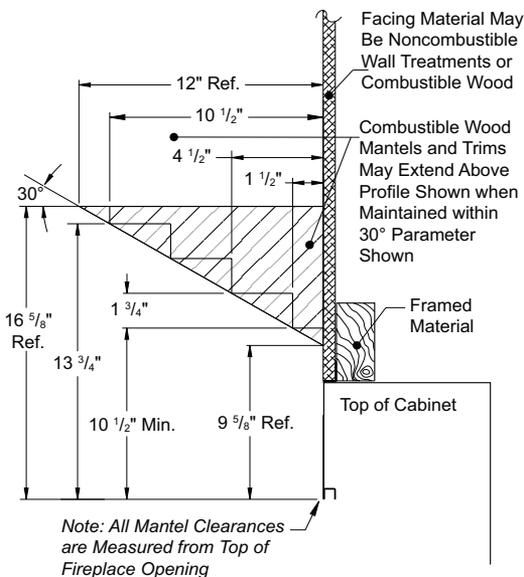


Figure 3 - Mantel Clearances

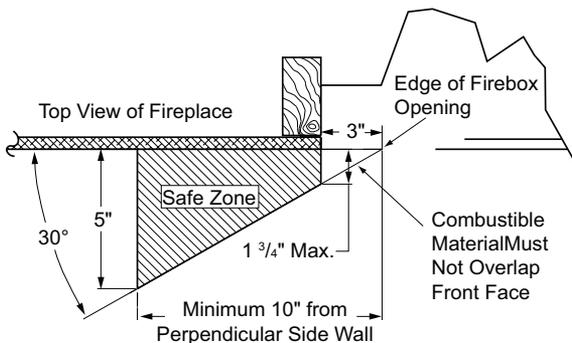


Figure 4 - Mantel Side Clearances

INSTALLATION

Continued

BUILT-IN INSTALLATION

Built-in installations require a framed enclosure constructed of 2" x 4" or heavier lumber and sized in accordance with Figure 5. This allows unit to slide into opening and be nailed to stud at sides and top nailing flanges. These flanges accept 5/8" drywall or plywood board to finish unit flush to face. Optional trim accessories are available that will extend 1/2" over rough edge of wall opening (see Accessories, page 25).

IMPORTANT: If installing a perimeter trim kit, you must install shoulder screws before inserting fireplace into opening. See instructions included with trim kit. If installing a mantel, you must follow clearance instructions (see Installation Clearances, page 4).

A hearth extension is suggested for a more pleasing appearance. The fireplace may be raised on a wood or non-combustible platform supporting its entire width and depth and extending in front of the fireplace as long as louvers are not obstructed.

Note: When installing fireplace in cold climates against a non-insulated exterior wall, wall must be fully insulated in accordance with local building code.

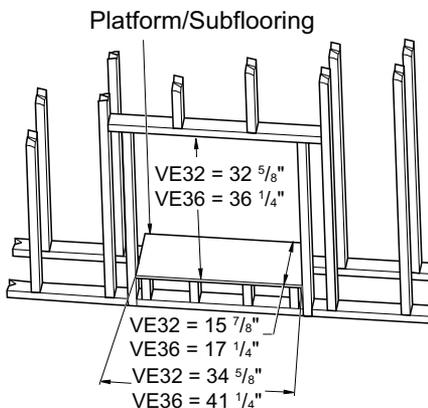


Figure 5 - Framing Dimensions

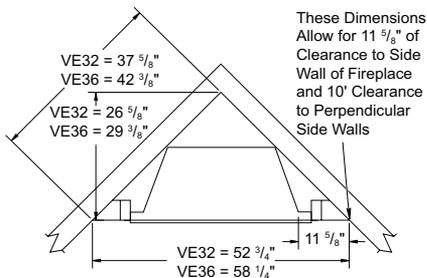


Figure 6 - Corner Dimensions

ELECTRICAL INSTALLATION

⚠ WARNING: 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 the U.S.A. with the current, *National Electrical Code ANSI/NFPA No 70* and in Canada with *CSA C22.1 Canadian Electric code*.

This fireplace should be connected to a dedicated 15 Amp, circuit as other appliances may cause the circuit breaker to trip or fuse to blow when fireplace is in operation.

A junction box with universal strain adaptor is provided to hard wire unit to a 15 amp, 120 Volt 60 Hz grounded circuit. If necessary, junction box may be relocated to route supply to left side.

1. Remove 2 screws and outer cover on right side (see Figure 7, page 6).
2. Remove inner screw securing junction box.
3. Slide junction box up until mounting tab is lined up to notch in outer cabinet.
4. Swing box out and slip retaining flange out through slot in outer cabinet.
5. Remove 2 screws and outer cover on left side and reattach on right side of outer cabinet.

INSTALLATION

Continued

6. Swing junction box with harness to left side while pulling sufficient length of harness out through control panel cover to reach mounting location on left side.
7. Reinsert retaining flange through slot and swing screw mounting tab back through notch as before.
8. Slide junction box down until mounting holes line up and replace inner retaining cover.
9. Pull end of 3 wire Romex supply line through universal strain relief bushing in remaining cover.
10. Strip back outer Romex to about 4" and connect black, white and green wires accordingly using approved connectors.
11. Tuck tailing wires into junction box and replace cover using 2 remaining screws.
12. Tighten down strain adjustment on universal bushing until Romex sheathing is secured.

IMPORTANT: Inspect components and wiring for damage before connecting power to unit. If any components are found damaged, contact an authorized dealer for original DESA Heating Products replacement part(s) or call DESA Heating Products at 1-866-872-6040 for referral.

IMPORTANT: Prior to operation remove foam shipping brace located under motor mount (see Figure 8).

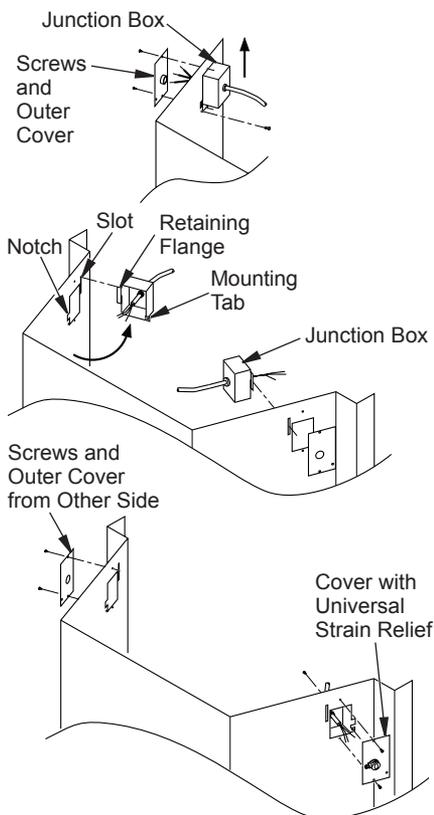


Figure 7 - Relocating Junction Box to Left

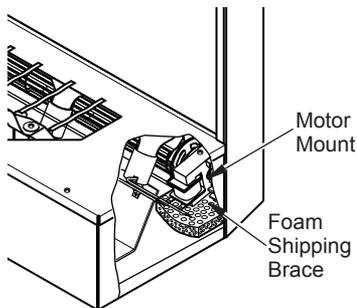


Figure 8 - Removing Shipping Brace

INSTALLATION

Continued

LAMPS AND LAVA ROCK

Before operating fireplace, lamp bulbs must be inspected and lava rock may be added if desired.

1. Lift log bed off hearth base to gain access to lamp fixtures (log bed is attached with contact magnets).
2. Turn on power to light circuit and check that all bulbs are operating. Bulb placement front left to right are red, yellow and orange (see Figure 9).

Note: If bulbs need replacing, see [Replacing Light Bulbs](#), page 16. Be careful not to tear or damage reflective strips. If they have come loose, ends can be easily reattached or replaced at support brackets. See [Replacing Reflective Ribbons](#), page 21.

3. Center log bed over opening between viewing panel screen and grate.
4. Cover remaining hearth area with 1/4" of lava rock (provided), if desired.

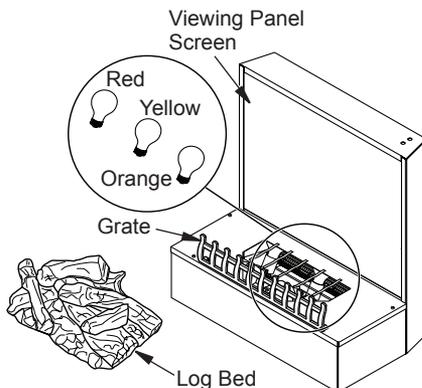


Figure 9 - Bulb Placement

FEATURES AND OPERATION

This electronic fireplace series features a random flame effect, and a realistic log bed with glistening embers that can be adjusted for flame speed and light intensity. E36/32LH models have a circulating heater, rated at 1100 Watts. Models E36/32LB and E36/32LBH include a hand detailed, textured, red-brick lining.

Access controls by pulling two handle tabs of upper louver until panel releases from magnetic catches and swings down to open position (see Figure 10).

Figure 11, page 8, shows control layout for heater equipped models with main power switch to flame controls and heater power switch (when equipped) to heating unit. This allows independent and efficient operation of both features.

Once main power is turned on, flame speed and brightness may be turned on and adjusted independently.

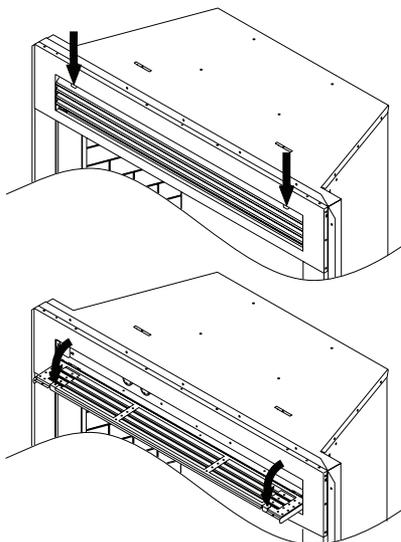


Figure 10 - Accessing Controls

FEATURES AND OPERATION

Continued

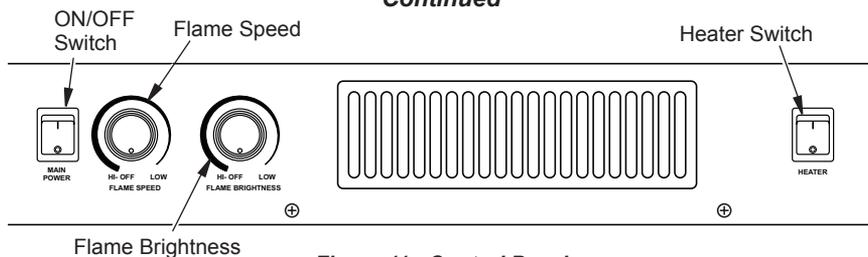


Figure 11 - Control Panel

ACCESSORY INSTALLATION

OPTIONAL GLASS DOORS

Models E36L and E32L will accept bifold glass doors that are fully operable or a fixed panel door that limits access to fireplace, (see [Accessories](#), page 25).

Installing Bifold Glass Doors

Follow these steps to install left and right operable panels:

1. With handle down, completely fold panel on its hinges.
2. With handle facing center of firebox opening insert lower pivot pin on door panel into hole in bottom outer edge of firebox opening (see Figure 12).
3. Keep folded door tilted and slide upper two pins into guide track below upper facial edge of firebox opening.
4. Tilt glass assembly fully vertical until outer pivot pin snaps into mounting hole in upper spring clip.
5. Once top and bottom pins are secured, unfold door into closed position.
6. Repeat steps 1 through 5 for opposite door assembly.
7. To adjust doors, slide partially open. Using a Phillips screwdriver, loosen hold-down screws on spring clips (see Figure 13).
8. Close both doors until evenly joined at middle and note gap as measured to outer edges of front face.
9. Reopen each door one at a time and retighten the hold-down screw while preserving noted gap at each edge.
10. Repeat process until both doors are evenly joined, spaced and working freely.

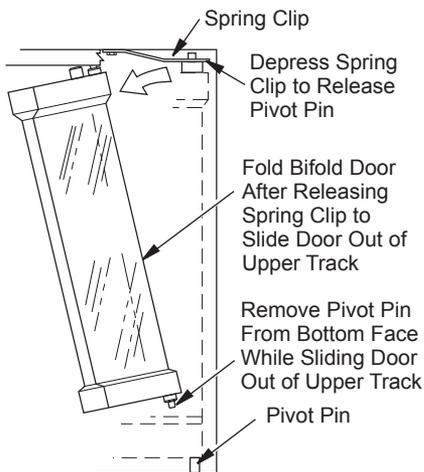


Figure 12 - Installing/Removing Glass Doors

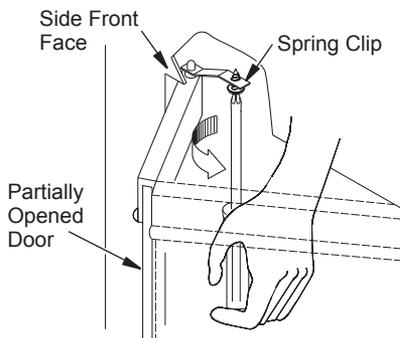


Figure 13 - Adjust Glass Door

ACCESSORY INSTALLATION

Continued

Removing Bifold Glass Doors

Bifold doors may be removed for replacing or cleaning.

1. Partially open each door and press up on upper spring clip with a screw driver until outer top pivot pin is free of the clip.
2. Fully fold frame assembly and slide upper edge towards center of firebox opening until the guide pins are free of the frame rail (see Figure 12, page 8).

Installing Series Fixed Glass Doors

1. Hold glass door firmly at both handles and insert top pins into clips located below upper facial edge of firebox opening. Make sure top pins snap securely into holes on spring clips (see Figure 14).
2. Push up on glass against tension of spring clips. Swing lower door into face until lower pins clear bottom rail and set into locating holes on each end (see Figure 14).

Note: If pins do not align into spring clips, slightly loosen retaining screws on each clip (see Figure 13, page 8). Reinsert panel into each spring clip and align panel into lower locating holes. Remove panel, finish tighten screws and reinsert panel.

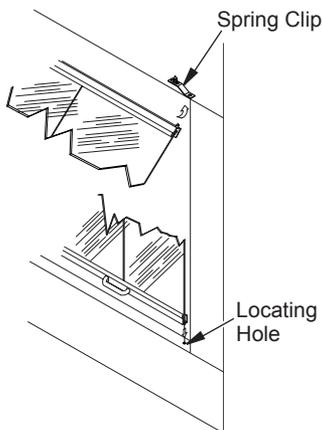


Figure 14 - Installing Fixed Glass Doors

OPTIONAL BRICK LINERS

Installing or Removing Brick Liner Kits

Brick liner kits are available for Models E36/32(L)(H) (see Accessories, page 25). These brick panels may be installed anytime after fireplace installation is complete.

Follow these steps to install left and right brick panels:

1. Remove glass doors (if equipped). Follow instructions under Optional Glass Doors, page 8.
2. Remove each retaining screw holding screen rods and pull entire screen and rod assembly out of locating hole on inside top edge of firebox (see Figure 15).
3. Remove log bed from hearth pan and place in a safe area. Log bed is attached with contact magnets only.
4. Remove two screws holding each refractory bracket to firebox. Pull up and lift out of positioning slot at bottom of hearth pan (see Figure 16, page 10).

Note: E36L and E36LH models require removal of additional hearth brackets and face panels which are held in place by 2 screws on hearth pan and one screw at top retainer bracket (see Figure 16, page 10).

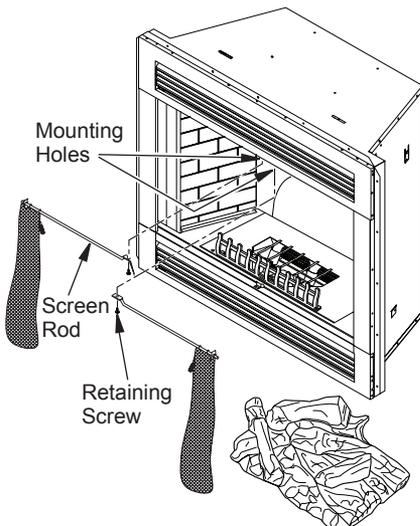


Figure 15 - Removing Screen/Rod Assembly

ACCESSORY INSTALLATION

Continued

5. Insert brick panel, beveled edge first, through firebox opening. Tilt and angle top edge into brick retainer until beveled edge contacts imager and panel is flat against firebox (see Figure 17).
6. Align hearth pan bracket over holes near lower edge of brick panel and secure with 2 pan screws provided.
7. Replace refractory bracket using 2 screws removed in step 4, page 9.
8. Repeat steps 5 through 7 for opposite panel assembly.
9. Replace each screen assembly by positioning screen rod into locating holes under top edge of firebox and securing with 2 Phillips screws removed in step 2, page 9.
Note: Rods may have to be angled into locating holes at the top of each screen pocket. Once inserted, pull free end of rod forward until it lines up over farthest mounting hole respectively so rods overlap.
10. Replace log bed over hearth opening and center between grate and viewing screen.
11. Replace glass doors if removed. See Optional Glass Doors, page 8.

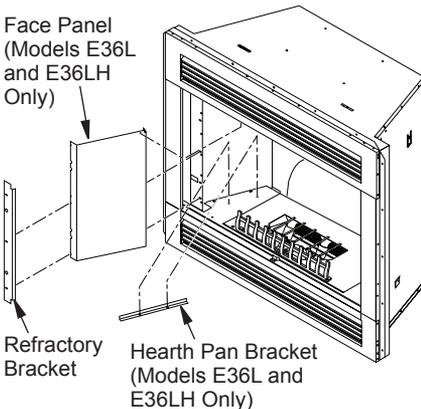


Figure 16 - Removing Refractory Bracket and Hearth Pan Bracket

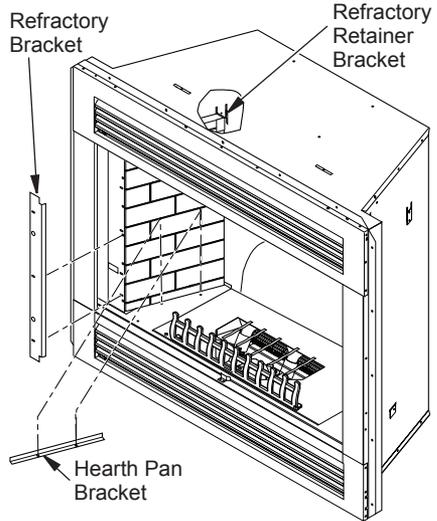


Figure 17 - Installing Brick Panels and Brackets

OPTIONAL HEATER ACCESSORY

⚠ WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electrical shock or personal injury.

Blower/heater kit model BHKE is available for models E36/32L and E36/32LB. Either of 2 types of blower/heater assemblies can be installed.

1. Open upper control door (see Figure 10, on page 7) and remove 2 Phillips screws below heater grill on control panel (see Figure 18, page 11).
2. Remove 2 Phillips screws holding control cover to control panel inside firebox (see Figure 14, page 9).
3. Slide control cover to the right and swing out locking tabs from notched openings on top (see Figure 18, page 11).
4. Let control cover hang down off harnesses. Be careful not to damage any wiring. If necessary, unscrew harness strap at blower mount to gain slack.
5. Remove 2 hex screws at rear of blower mount (see Figure 18, page 11).

ACCESSORY INSTALLATION

Continued

6. Slide blower mount towards rear of firebox until locking tabs line up with notched openings and lower mount down and away (see Figure 18).
7. Remove blower/heater assembly with 4 screws from packaging. Blower is pre-wired for convenience.
8. Align blower assembly over hole pattern on blower mount and attach with 4 pan head screws provided (see Figures 19 and 20).
9. With discharge pointing towards you, guide assembled blower mount into fireplace and center rear mounting flanges between standoff brackets at rear of the fireplace.
10. Lift blower mount up and position 4 locking tabs through notched openings in firebox top. Slide assembly forward until locked into position.
11. Remove control panel knockout plug located in heater switch position by pressing locking tabs and pushing plug out through front of panel (see Figure 21).
12. Firmly insert red power switch into open mount location with "ON" (I) indicator positioned on top.

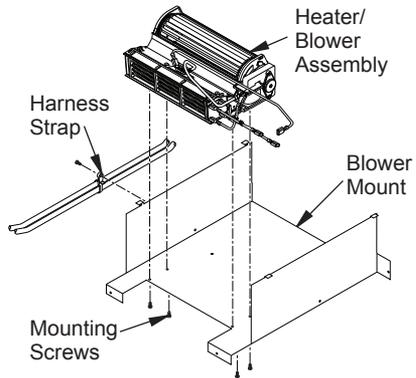


Figure 19 - Mounting Heater/Blower

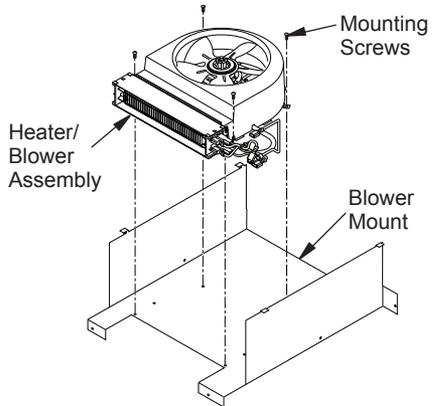


Figure 20 - Mounting Alternate Heater/Blower

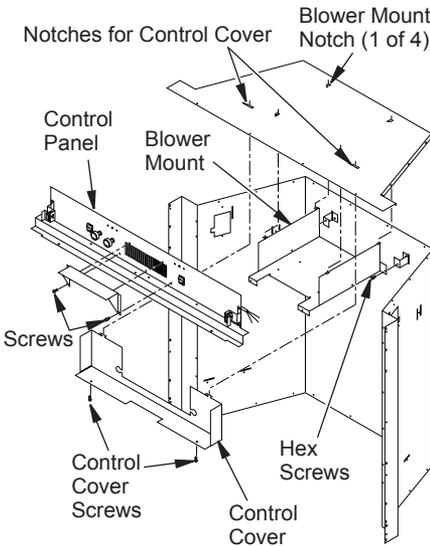


Figure 18 - Disassembling Blower Mount

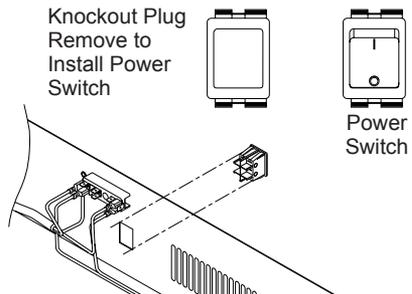


Figure 21 - Installing Heater Power Switch

ACCESSORY INSTALLATION

Continued

13. Connect white heater wire to neutral connection marked 'B' or 'A' on terminal block. See partial wiring diagram, Figure 22.
14. Connect black heater wire to terminal marked 'N-1' on heater power switch (see Figure 23, page 13).

Note: On alternate style heaters white and black wires are connected common to terminal 'N-1' (see Figure 24, page 13).
15. Connect red heater wire to terminal marked 'L-4' on heater power switch (see Figure 23 or 24, page 13).
16. Connect one end of black jumper lead, provided in kit, to power connection marked 'D' on terminal block and other end to switch terminal marked 'L-5' (see Figure 25, page 13).
17. Replace 2 hex screws on rear flanges of blower mount removed in step 5, page 10.
18. Remount harness strap to blower mount, if removed.
19. Make sure all wires are clear of heater discharge area, line up mounting holes on front blower mount to holes in control panels and replace the 2 black pan head screws.
20. Raise control cover up and position 2 locking tabs through notched openings in firebox top, then slide to left until locked into position (see Figure 18, page 11).
21. Tuck any excess slack in harnesses into control cover. Swing cover down to line up mounting holes on control panel and replace 2 Phillips screws removed in step 2, page 10.
22. Restore power to unit and check operation of the heater.

IMPORTANT: Be sure to inspect components and wiring for damage before connecting power to unit. If any components are found damaged, contact an authorized dealer for original DESA Heating Products replacement parts(s) or call DESA Heating Products at 1-866-872-6040 for referral.

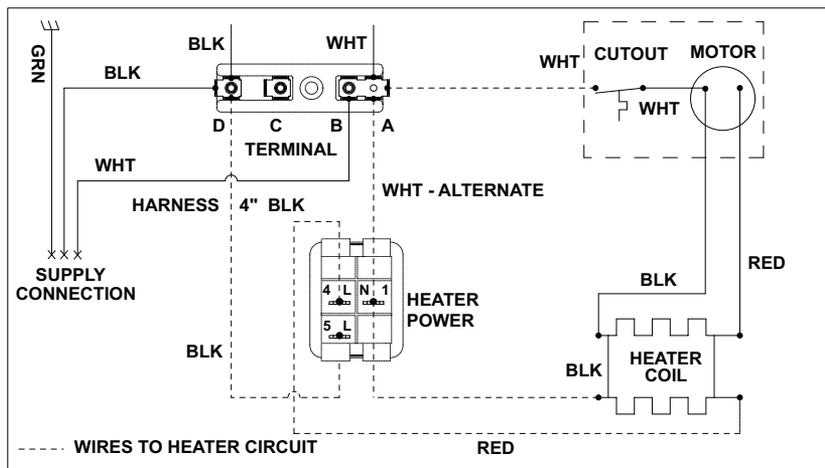


Figure 22 - Heater Circuit Diagrams

ACCESSORY INSTALLATION

Continued

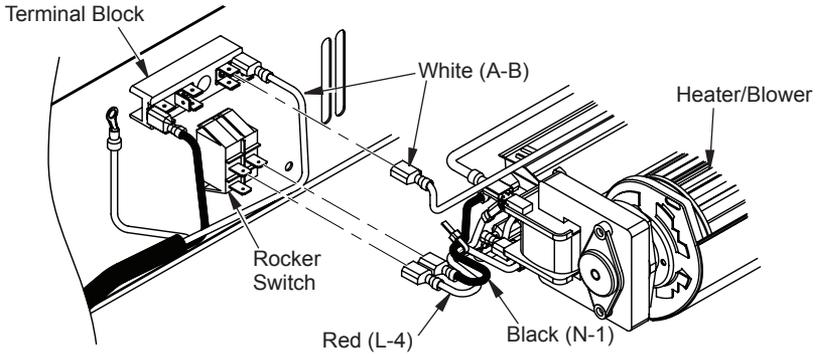


Figure 23 - Connecting Heater Wires

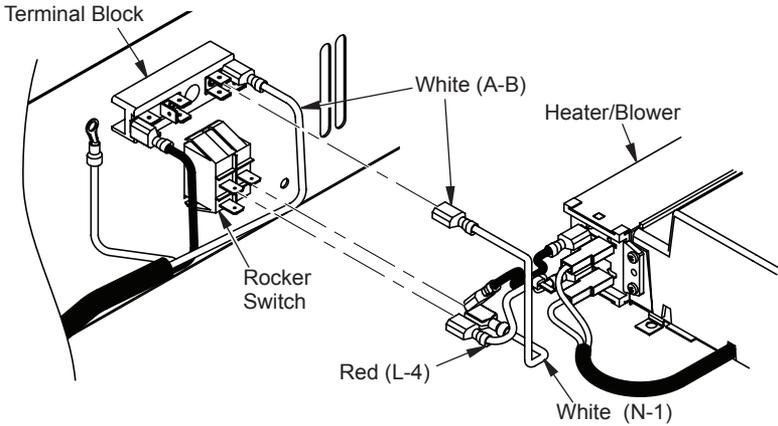


Figure 24 - Connecting Alternate Heater Wires

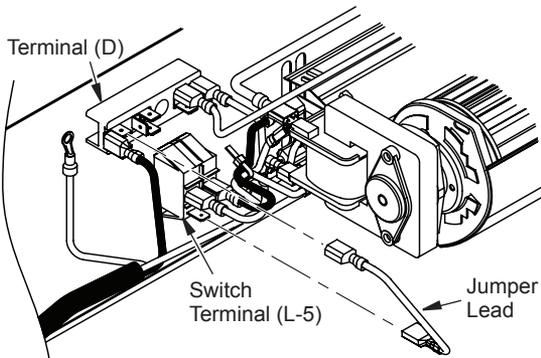


Figure 25 - Connecting Jumper Lead

TROUBLESHOOTING

Note: Before troubleshooting system, make sure power to circuit from breaker or fuse panel is turned ON.

The three most common causes of a malfunctioning electric fireplace are:

1. Tripped circuit breaker or blown fuse.
2. Loose or burned out light bulb.
3. Obstructed or clogged fan blower.

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
No operation or indicator light at power/heater switch	<ol style="list-style-type: none"> 1. No power to fireplace 2. Defective switch lamp 3. Defective wiring 	<ol style="list-style-type: none"> 1. Check circuit breaker or fuse 2. Replace defective switch. See Servicing Control Panel, page 17 3. Check connections from main power harnesses to terminals on control panel. See Servicing Control Panel, page 17
Poor flame motion; flame pattern is sporadic or uneven in viewing area	<ol style="list-style-type: none"> 1. Tangled or loose flame pennants 2. Obstructed or clogged fan blower 3. Damaged or dislodged fan blower wheel 	<ol style="list-style-type: none"> 1. Inspect flame pennants. Untangle or replace if necessary. See Servicing Flame Pennants, page 19 2. Check fan blower for debris. Vacuum areas around blower wheel and remove any obstructions. See Maintaining Motors, page 16 3. Remove and inspect fan blower housing See Servicing Fan Blower, page 19
Dull flame appearance or inactive ember bed effect	<ol style="list-style-type: none"> 1. Burned out or loose light bulb 2. Broken lamp fixture 3. Loose or missing reflective ribbons 	<ol style="list-style-type: none"> 1. Inspect light bulbs; tighten or replace light bulbs as necessary. See Replacing Light Bulbs, page 16 2. Remove and replace broken lamp fixture. See Replacing Lamp Fixtures, page 20 3. Inspect reflective ribbons. Reattach or replace as necessary. See Replacing Reflective Ribbons, page 20
No heat or intermittent heat output. (If equipped with a heater)	<ol style="list-style-type: none"> 1. Obstructed heater blower 2. Burned out heat element or blower fan 3. Defective heater switch or wiring 	<ol style="list-style-type: none"> 1. Clear heater fan of debris or blockage; vacuum area around blower intake and remove any obstructions in the discharge area. See Maintaining Motors, page 16 2. Remove and replace blower heater assembly. To access and remove see Optional Heater Accessory, page 10 3. Inspect wiring connections from switch to blower. Replace switch if defective. See Servicing Control Panel, page 17

WIRING DIAGRAM

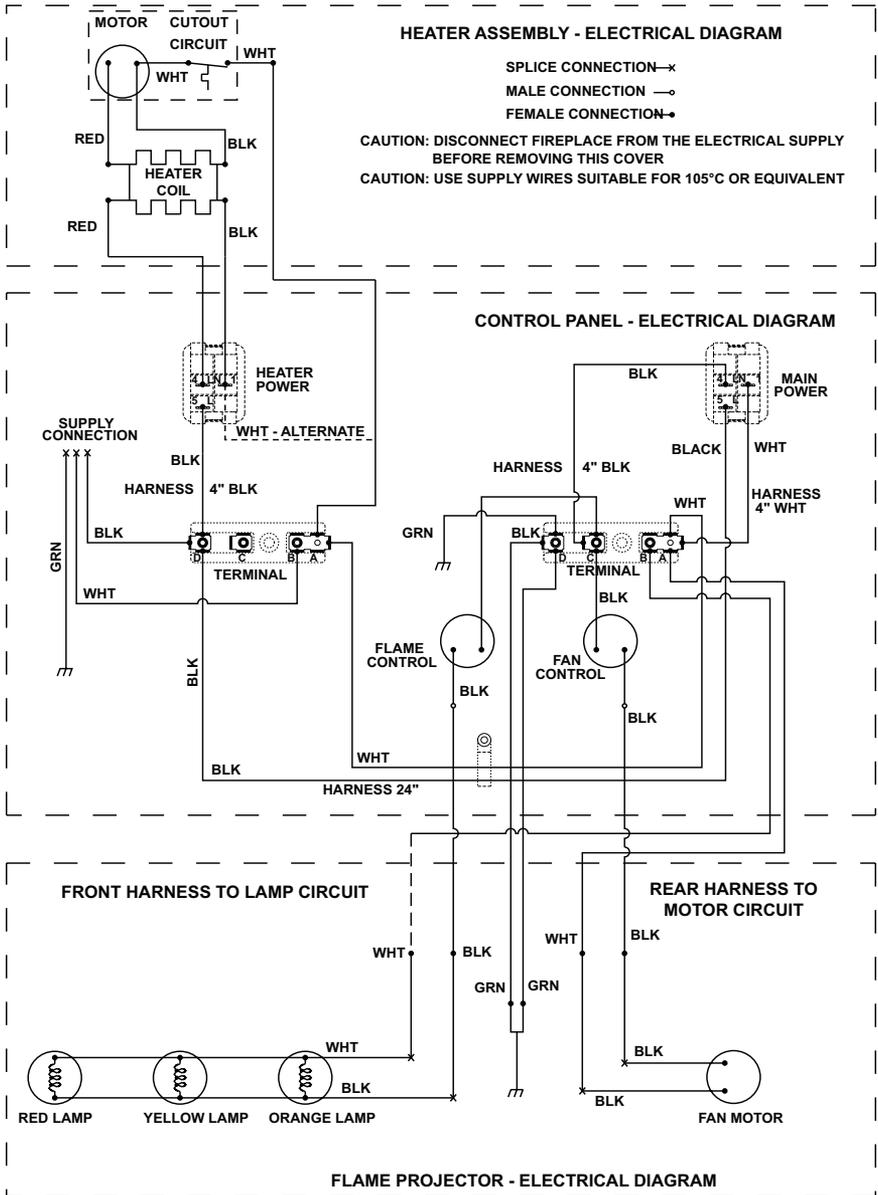


Figure 26 - Wiring Diagram

MAINTENANCE

⚠ WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electrical shock or personal injury.

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

⚠ WARNING: Do not exceed 60 watts per bulb when replacing bulbs. Use of higher-rated bulbs may result in a fire, causing property damage, personal injury, or loss of life.

REPLACING LIGHT BULBS

There are (3) colored lamps rated at 120V, 60 Watts, for use in a medium sized socket. These bulbs are located under the log bed and can be replaced as follows:

1. If you are unsure which bulb needs replacement, defective bulbs may be visually located as any of 3 bulbs colored - Red, Yellow and Orange starting from the left (see Figure 9, page 7). Defective bulbs can be replaced individually or for convenience you may want to replace all bulbs at the same time; even if only one is defective.
2. Disconnect power to unit at main breaker or fuse panel.
3. Lift log bed off hearth base to gain access to lamp fixtures. Log bed is attached with contact magnets only.
4. Remove each defective bulb from its socket and replace with appropriate color and size bulb.

Note: Be careful not to tear or damage reflective ribbons. If they have come loose, they can be easily reattached or replaced at the support brackets. See [Replacing Reflective Ribbons](#), page 21.

5. Return power to circuit and turn main power switch and lamp power on to check operation of bulbs before replacing log set.

6. If all bulbs are working properly, replace log bed over center opening between rear screen and front grate.

⚠ CAUTION: Make sure power is turned off at supply prior to disassembling this unit.

MAINTAINING MOTORS

Motors used on fan and heater assembly are permanently lubricated and do not require lubrication. Annual cleaning and/or vacuuming around heater and fan unit is recommended.

REMOVING/REPLACING CONTROL DOOR

Upper control door may be removed for service or replacement when necessary:

1. Open upper control door (see Figure 10, page 7).
2. Remove 4 Phillips screws from deflector shield. Angle deflector shield out of opening (see Figure 27).
3. Remove 4 Phillips screws from magnet assemblies.
4. Lift up on inner control door and push in each end until pivot pins are free of notches located on each side of access opening (see Figure 27).

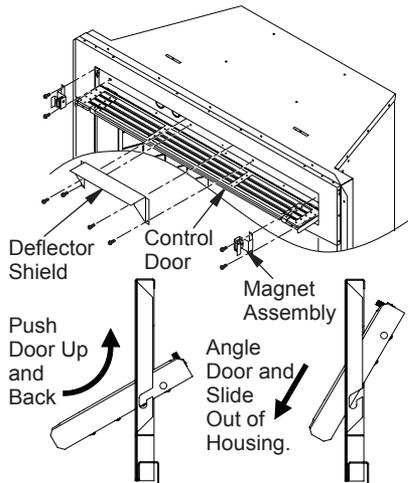


Figure 27 - Removing/Replacing Control Door

MAINTENANCE

Continued

5. Rotate control door up into control compartment and slide on end into side of compartment.
6. Tilt out one end first then pull remaining door assembly through opening.
7. Replace door, by starting with door upside down, pins up and facing unit. Follow step 5 in reverse until pins are firmly set back in notches and door will close.
8. Replace discharge deflector and magnet assemblies.

SERVICING CONTROL PANEL

Control panel can be serviced from inside unit by removing rear control cover on inside of firebox. Follow steps 2 through 4 under Optional Heater Accessory, page 10.

If control assembly needs complete replacement, proceed to remove entire control assembly as follows:

1. Remove glass doors (if equipped). Follow instructions under Optional Glass Doors, page 8.
2. Remove each retaining screw holding screen rods and pull entire screen and rod assembly out from locating hole on inside top edge of fireplace (see Figure 18, page 11).
3. Remove log bed from hearth pan and place in a safe area. Log bed is attached with contact magnets only. This step is included to keep logs from being damaged during panel replacement.
4. Remove 2 Phillips screws holding control cover to control panel inside firebox (see Figure 18, page 11).
5. Slide control cover right and swing out locking tabs from notched openings on top. See detail Figure 18, page 11.
6. Pop out bushings on control cover and slip power harnesses free from control cover (see Figure 28).
7. Remove magnet assemblies, deflector shield and control door. See Removing/Replacing Control Door, page 16.
8. Remove 4 screws from control panel (see Figure 29). Tilt entire control assembly forward to clear lower flange at upper door rail and slide assembly down through space between front face and firebox mount (see detail Figure 30).

9. Angle control panel out through opening (see Figure 30).
10. Follow these instructions in reverse order to reassemble control panel assembly.

Note: Be certain that all wires, harnesses and bushings are returned to their normal position and free of damage before reconnecting supply power to the fireplace.

⚠ CAUTION: Note location of all wires prior to disconnecting. Be sure to reconnect wires to their proper locations. If you are unsure about proper wire locations, follow wiring diagram Figure 26, on page 15.

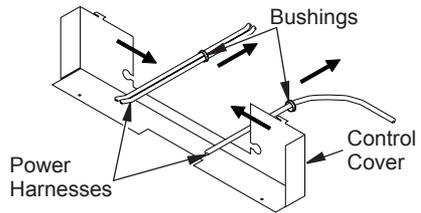


Figure 28 - Detaching Power Harnesses

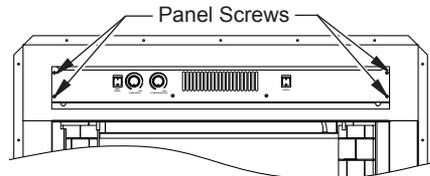


Figure 29 - Panel Screws Location

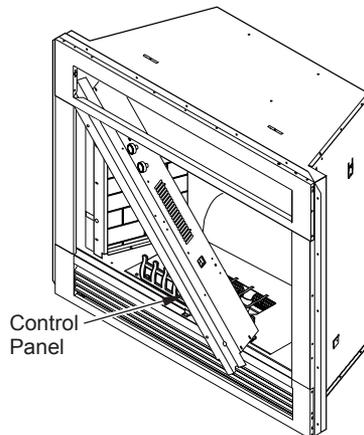


Figure 30 - Removing Control Panel

MAINTENANCE

Continued

ACCESSING IMAGING UNIT

Imaging unit can be accessed from inside fireplace for servicing as follows:

1. Remove glass doors (if equipped). See Optional Glass Doors, on page 8.
2. Remove screens, grate, hearth pan brackets and brick liners. See Figure 31 and instructions under Optional Brick Liners, page 9.
3. Remove 4 Phillips screws holding hearth pan to fireplace and 2 screws located at lower frame rail (see Figure 32).
4. Lift rear ends of hearth pan up until front edge clears lower frame rail then slide up on end and angle out of fireplace opening.
5. Remove 4 Phillips screws holding face extensions at top refractory clips (see Figure 32).
6. Remove viewing screen from cabinet face. Viewing screen is attached by magnets (see Figure 33).

Note: Do not scratch viewing screen. Place on a nonabrasive surface away from work area. When replacing viewing screen painted side must face inside of cabinet with pattern facing up.

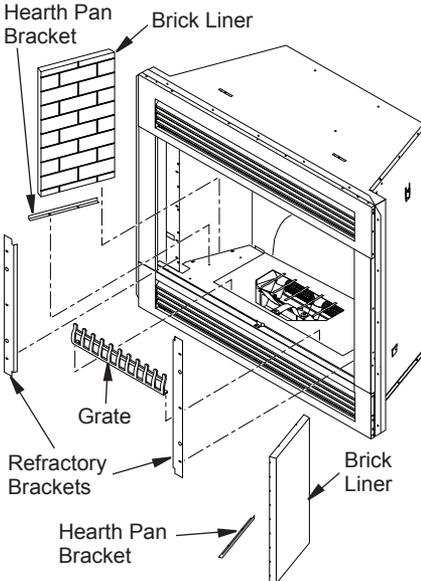


Figure 31 - Accessing Imaging Unit

7. Remove 4 Phillips screws on base cover and lift cover off cabinet base. See Figure 34, page 19.

Note: Only E32 series models have face extensions that require removal to access imaging unit. Model E36 series has inner face panels that also require removal to access imaging unit.

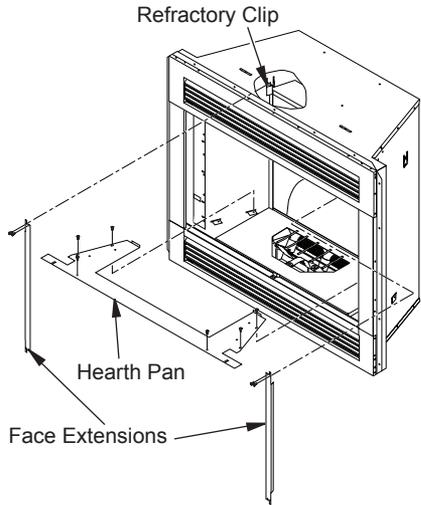


Figure 32 - Removing Hearth Pan and Face Extensions (Extensions for E32 Series Only)

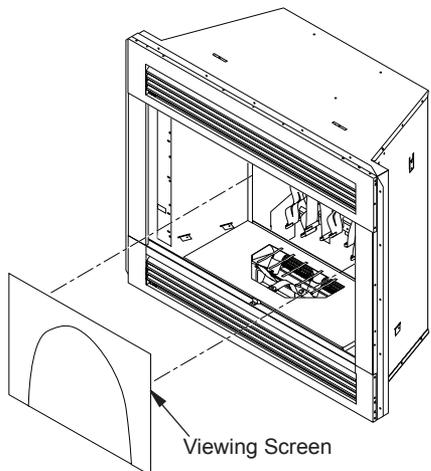


Figure 33 - Removing Viewing Screen

MAINTENANCE

Continued

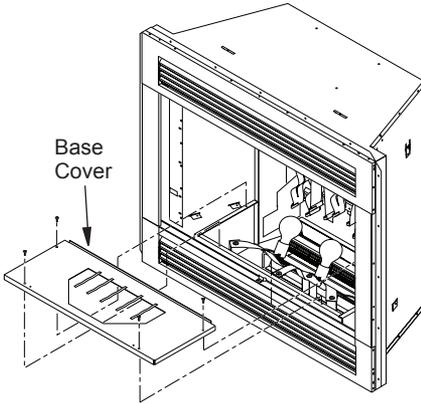


Figure 34 - Removing Base Cover

SERVICING FAN BLOWER

To remove fan blower:

1. Follow instructions under *Accessing Imaging Unit*, page 18.
2. Remove 3 light bulbs from lamp fixtures (see *Replacing Light Bulbs*, page 16).
3. Disconnect two 1/4" blade connectors at from posts on motor unit.
4. Remove 4 hex nuts and washers located on blower mounts at base of cabinet (see Figure 35).

5. Lift entire fan assembly off of mounts and tilt out of unit.
6. Remove screws with washers and hex nuts from fan housing.
7. Mount new fan to blower mount in reverse order.
8. Slide blower assembly with spacers over mounting lugs and replace washer and nut at each lug. Do not over tighten.
9. Attach blade connectors to posts on motor mount.

Note: Wire connectors for fan motor are non-polarized and may be connected to either terminal for proper operation.

SERVICING FLAME PENNANTS

If flame pennants should become tangled or detached reattach or replace.

1. Locate affected flame pennant. Slip hem at base of flame pennant over proper hanger bracket position. See Figure 36, page 20, for proper location.
2. Pull flame cord up to proper hook location, use a slip knot to adjust cord length and attach cord to hook.
3. Tie another knot over slip knot and trim away excess cord.

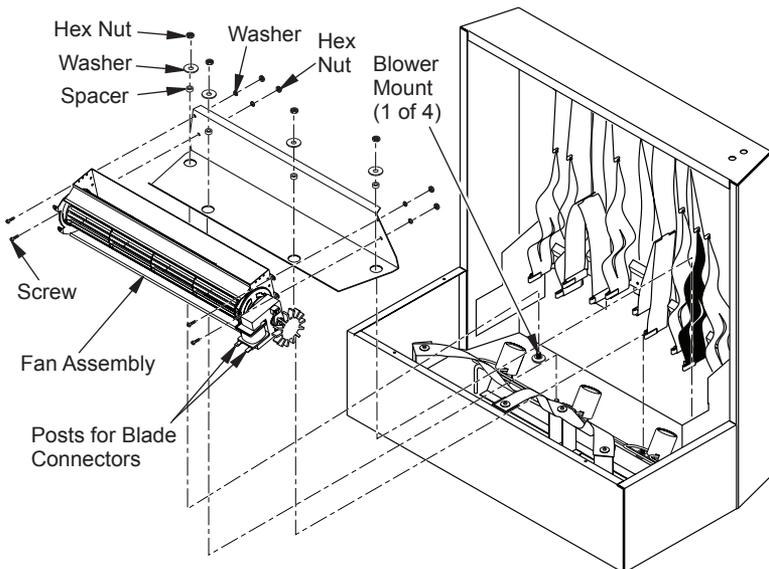


Figure 35 - Removing Fan Assembly (Shown without Firebox for Clarity)

MAINTENANCE

Continued

Note: Flame pennant should not be twisted or tangled and should hang slightly loose to allow free movement. If cord is too short or pennant is torn you must obtain a replacement flame assembly (see Replacement Parts, on page 23).

4. After connecting and adjusting flame cords, soak each knot with a drop of white wood glue or clear nail polish to prevent unraveling.

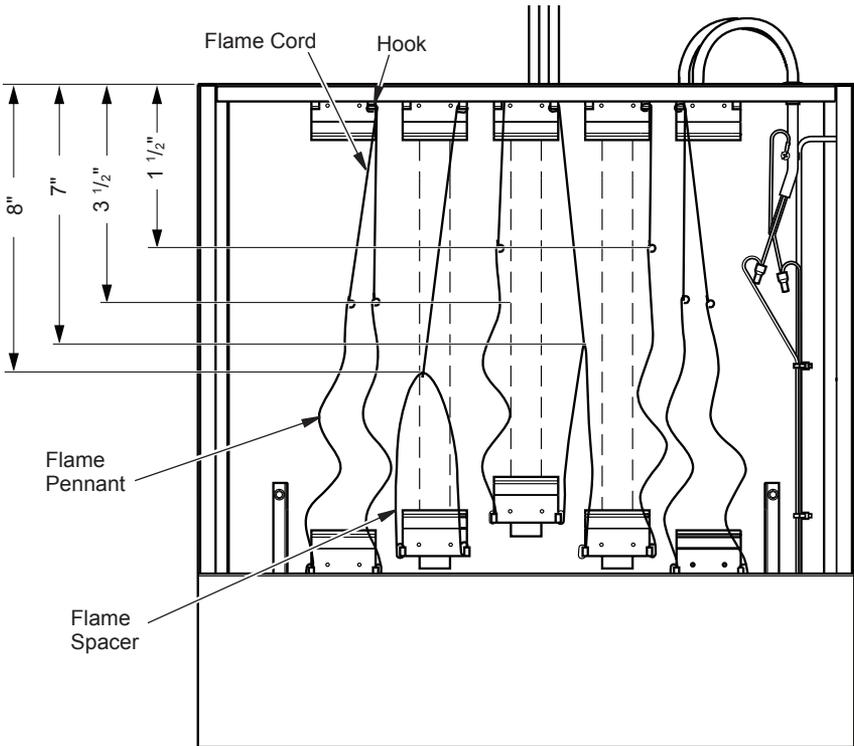


Figure 36 - Locating Flame Pennants

REPLACING LAMP FIXTURES

Lamp fixtures may be replaced as follows:

1. Turn off all power to fireplace at circuit breaker or fuse.
2. Locate any of 3 defective lamp fixtures and trace wiring to crimp connectors in harness and disconnect.
3. Remove 2 crimp connectors in harness and disconnect white and black wires on defective fixture. See Wiring Diagram, Figure 26 on page 15, for proper locations.
4. Remove 2 Phillips screws at base of defective fixture (see Figure 37, page 21).

5. Remove old fixture and mount new fixture with 2 Phillips screws removed prior.
6. Twist bare ends of white and black wires to corresponding wires in main harness and secure them with 2 crimp connectors provided.

Note: There should be no exposed bare wire at any connection. Wiring should be secured with wire ties, as short as possible, and kept away from fan blades. If additional parts are required, see Replacement Parts, on page 23.

MAINTENANCE

Continued

7. Replace each light bulb with proper color, (see *Replacing Light Bulbs*, page 16).
8. Restore power and check lamp circuit operation before reassembling imaging unit.
9. Reassemble imager. See *Accessing Imaging Unit*, page 18.

▲ Make sure power is turned off at supply prior to disassembling this unit.

IMPORTANT: Be sure to inspect components and wiring for damage before connecting power to unit. If any components are found damaged, contact an authorized dealer for original DESA Heating Products replacement part(s) or call DESA Heating Products at 1-866-872-6040 for referral.

REPLACING REFLECTIVE RIBBONS

If reflective ribbons become damaged or loose they may be replaced as follows:

1. Turn off all power to fireplace at circuit breaker or fuse.
2. Locate defective ribbon; there are 3 strips mounted on rear cabinet and 3 mounted in base (see Figure 37).

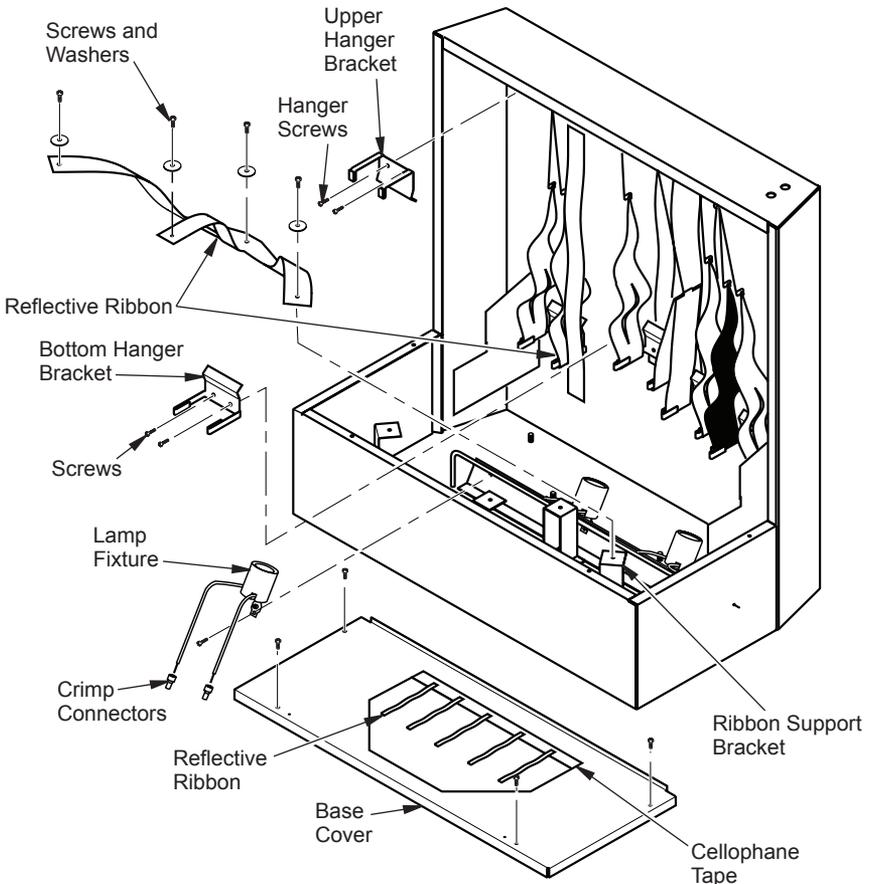


Figure 37 - Replacing Fixtures (Shown without Firebox for Clarity)

MAINTENANCE

Continued

3. If upper back cabinet ribbons need replacing, remove 4 Phillips screws holding corresponding bottom and top hanger brackets (see Figure 37, page 21).
4. Remove any loose or damaged ribbon material.
5. Cut an 18" strip of reflective ribbon and position top end about an inch above top bracket position (see Figure 37, page 21).
Note: Ribbon material should be applied with reflective side up, should not be twisted or tangled, and should hang slightly loose to allow free movement. If additional parts are required, see [Replacement Parts](#), page 23.
6. Replace top hanger bracket using 2 Phillips screws removed in step 2 and tighten until reflective ribbon is held in place.
7. Replace bottom hanger bracket using 2 remaining Phillips screws to secure lower end of reflective ribbon.
8. If replacing reflective ribbons located in base, remove screws and washers at damaged ends of ribbon.
9. Cut a 9" long strip of ribbon and apply across each ribbon support bracket with shiny side facing up (see Figure 37, page 21).
10. Secure ribbon to brackets by replacing each washer at end of the ribbon and re-threading screws through the ribbon into each hole located on support brackets.
11. If replacing top reflective ribbons on base cover, cut a 3" section of ribbon and split down the middle. With shiny side up, attach with cellophane tape into rear edge of base cover opening (see Figure 37, page 21).
12. Readjust flame pennants (if removed). See [Servicing Flame Pennants](#), page 19.
13. Reassemble imager. See [Accessing Imaging Unit](#), page 18.
14. Center log bed over opening between viewing panel screen and grate.
15. Cover remaining hearth area with 1/4" of lava rock (provided), if desired.

CLEANING VIEWING SCREEN

Clean viewing screen with an alcohol based, nonabrasive, residue free cleaner (premoistened hand wipes are ideal). Do not use glass cleaners with ammonium, abrasive scrubs or degreaser solvents of any kind.

ACCESSING IMAGING UNIT FOR REPLACEMENT

The imaging unit can be removed from inside the firebox for servicing or replacement:

1. Follow steps under [Accessing Imaging Unit](#), on page 18.
2. Remove 4 hex screws on lower louver panel and detach louver assembly from front face (see Figure 38).
3. Rotate top edge of lower frame rail inward and lift upward until locking tabs detach from front face (see Figure 38).
4. Slide entire imaging unit forward and lift out through front opening (see Figure 39, page 23).

Note: An additional 3 feet of harness is tucked behind imager to permit removal without disconnecting any control wiring.

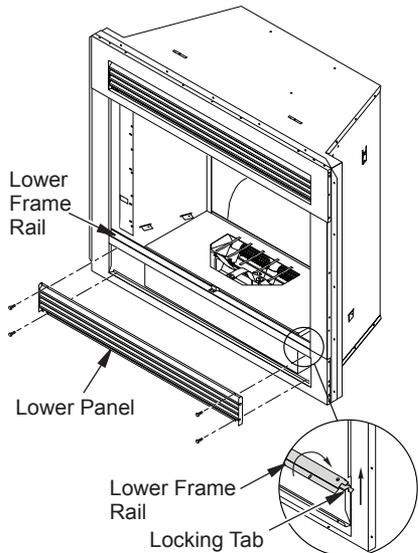


Figure 38 - Removing Lower Louver Panel and Frame Rail

MAINTENANCE

Continued

Note: If full replacement of imager is necessary, wiring harnesses must be disconnected and new harnesses reconnected at control panel. For proper connection, follow wiring diagram shown in Figure 26, page 15.

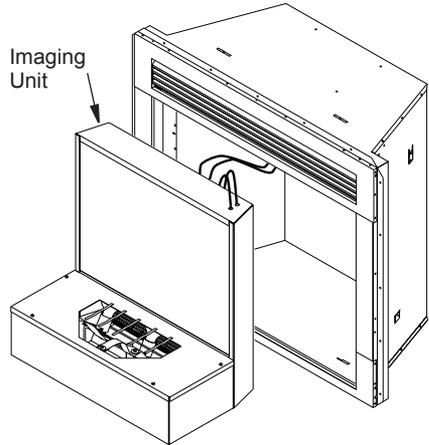


Figure 39 - Removing Imaging Unit

TECHNICAL SERVICE

You may have further questions about installation, operation or troubleshooting. If so, contact DESA Heating Products' Technical Service Department at 1-866-672-6040. When calling, please have your model and serial numbers of your firebox ready.

You can also visit DESA Heating Products' technical services web site at www.desatech.com.

REPLACEMENT PARTS

Note: Use only original replacement parts. This will protect your warranty coverage for parts replaced under warranty.

PARTS UNDER WARRANTY

Contact authorized dealers of this product. If they can't supply original replacement part(s), call DESA Heating Products' Technical Service Department at 1-866-672-6040.

When calling DESA Heating Products, have ready

- your name
- your address
- model and serial numbers of your firebox
- how firebox was malfunctioning
- type of gas used (propane/LP or natural gas)
- purchase date

Usually, we will ask you to return the part to the factory.

PARTS NOT UNDER WARRANTY

Contact authorized dealers of this product. If they can't supply original replacement part(s), call DESA Heating Products at 1-866-672-6040 for referral information.

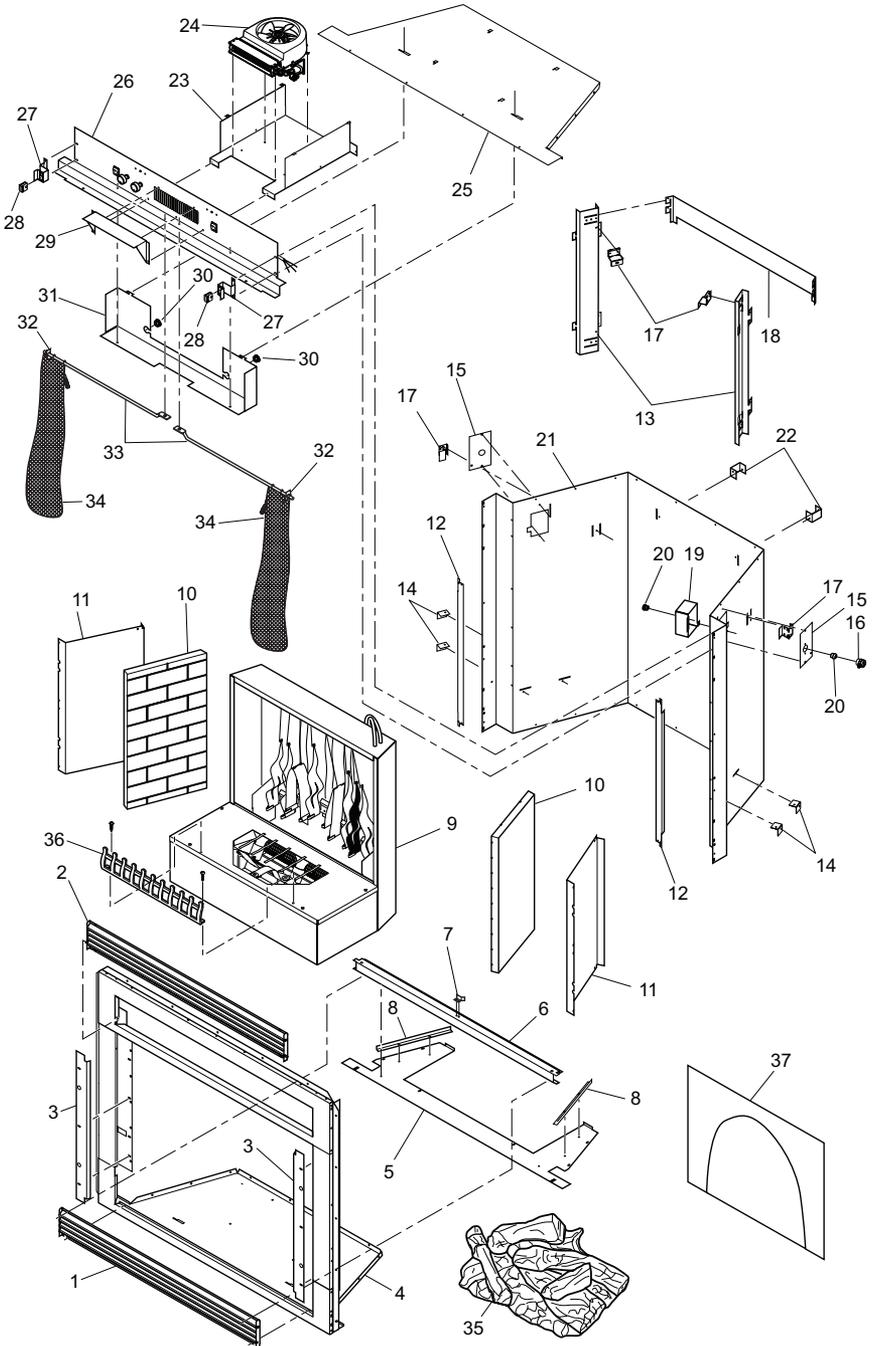
When calling DESA Heating Products, have ready

- model number of your firebox
- the replacement part number

Note: The firebox identification label (including model number, serial number, clearances, etc.) is located on the right front edge of the firebox.

PARTS

MODELS E32L, E32LB, E32LH, E32LBH, E36L, E36LB, E36LH AND E36LBH



PARTS

This list contains replaceable parts used in your fireplace. When ordering parts, follow the instructions listed under Replacement Parts on page 23 of this manual.

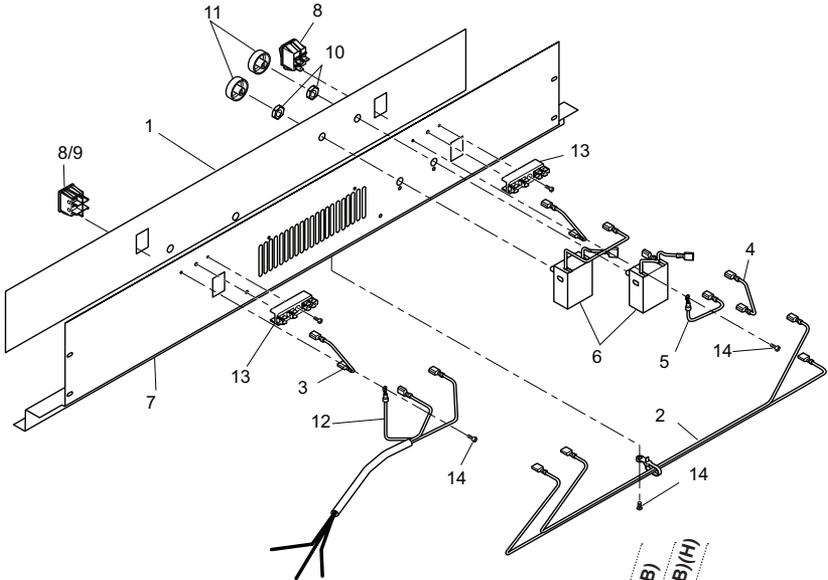
KEY NO.	PART NO.	DESCRIPTION	E32L	E36L	E32LB	E36LB	E32LH	E36LH	E32LBH	E36LBH	QTY.
1	111065-02	Louver Assembly (Bottom)		*	*	*	*	*	*	*	1
	111062-04	Louver Assembly (Bottom)	*	*	*	*	*	*	*	*	1
2	111065-01	Louver Assembly (Top)		*	*	*	*	*	*	*	1
	111065-03	Louver Assembly (Top)	*	*	*	*	*	*	*	*	1
3	110870-01	Refractory Bracket	*	*	*	*	*	*	*	*	2
4	**	Face Weldment	*	*	*	*	*	*	*	*	1
5	112078-01	Hearth Pan	*	*	*	*	*	*	*	*	1
	112078-02	Hearth Pan	*	*	*	*	*	*	*	*	1
6	112076-01	Lower Face Rail	*	*	*	*	*	*	*	*	1
	112076-02	Lower Face Rail	*	*	*	*	*	*	*	*	1
7	20088	Door Stop	*	*	*	*	*	*	*	*	1
8	112138-01	Hearth Pan Bracket	*	*	*	*	*	*	*	*	2
	112138-02	Hearth Pan Bracket	*	*	*	*	*	*	*	*	2
9	112288-02	Imager, Fireplace Insert (Except for bulbs, parts not individually available for field replacement.)	*	*	*	*	*	*	*	*	1
10	112137-01	Refractory Panel, 36"		*	*	*	*	*	*	*	2
	113662-01	Refractory Panel, 32"		*	*	*	*	*	*	*	2
11	120160-01	Hearth Panel	*	*	*	*	*	*	*	*	2
12	112414-01	Extension Face	*	*	*	*	*	*	*	*	2
	112414-02	Extension Face	*	*	*	*	*	*	*	*	2
13	119084-01	Refractory Standoff Panel	*	*	*	*	*	*	*	*	2
14	110445-01	Hearth Bracket	*	*	*	*	*	*	*	*	4
15	110973-01	Junction Box Cover	*	*	*	*	*	*	*	*	2
16	14123	Universal Strain Relief Bushing	*	*	*	*	*	*	*	*	1
17	112075-01	Refractory Retainer Bracket	*	*	*	*	*	*	*	*	2
	112075-02	Refractory Retainer Bracket	*	*	*	*	*	*	*	*	2
18	119089-01	Panel Valance	*	*	*	*	*	*	*	*	1
19	110974-01	Junction Box	*	*	*	*	*	*	*	*	1
20	M11143-01	Strain Relief Bushing	*	*	*	*	*	*	*	*	1
21	**	Firebox Outer Wrap	*	*	*	*	*	*	*	*	1
22	111064-01	Heater Standoff Bracket	*	*	*	*	*	*	*	*	1
23	110439-01	Heater Mount	*	*	*	*	*	*	*	*	1
	110439-02	Heater Mount	*	*	*	*	*	*	*	*	1
24	111060-01	Heater Assembly	*	*	*	*	*	*	*	*	1
25	107941-02	Top/Bottom Fireplace	*	*	*	*	*	*	*	*	2
	107941-03	Top/Bottom Fireplace	*	*	*	*	*	*	*	*	2
26	112302-01	Control Panel Assembly	*	*	*	*	*	*	*	*	1
	112302-02	Control Panel Assembly	*	*	*	*	*	*	*	*	1
	112302-04	Control Panel Assembly	*	*	*	*	*	*	*	*	1
	112302-05	Control Panel Assembly	*	*	*	*	*	*	*	*	1
27	112783-01	Magnet Bracket	*	*	*	*	*	*	*	*	2
28	17223	Magnet Catch	*	*	*	*	*	*	*	*	2
29	112099-01	Heat Deflector Shield	*	*	*	*	*	*	*	*	1
30	11439	Electrical Bushing 7/8"	*	*	*	*	*	*	*	*	2
31	112305-01	Control Cover	*	*	*	*	*	*	*	*	1
32	11418	Push-On nut	*	*	*	*	*	*	*	*	2
33	106691-01	Screen Rod, 36"	*	*	*	*	*	*	*	*	2
	108701-01	Screen Rod, 32"	*	*	*	*	*	*	*	*	2
34	12105	Screen Assembly, 36"	*	*	*	*	*	*	*	*	2
	108440-01	Screen Assembly, 32"	*	*	*	*	*	*	*	*	2
35	112748-01	Log Ember Bed Assembly	*	*	*	*	*	*	*	*	1
36	112735-01	Grate	*	*	*	*	*	*	*	*	1
37	112743-01	Viewing Panel Screen, 36"	*	*	*	*	*	*	*	*	1
	117755-01	Viewing Panel Screen, 32"	*	*	*	*	*	*	*	*	1
PARTS AVAILABLE - NOT SHOWN											
	11198	Screw #8 x 3.8 Hex	*	*	*	*	*	*	*	*	4
	11166	Screw, #10 x 1/2 Phillips Black Oxide	*	*	*	*	*	*	*	*	12
	11164	Screw, #10 x 1/2 Phillips Black Oxide	*	*	*	*	*	*	*	*	30
	11105	Screw, #10 x 1/2 Hex Zinc	*	*	*	*	*	*	*	*	36
	11102	Screw, #8 x 3/8 Phillips Zinc	*	*	*	*	*	*	*	*	5
	25487	Lava Rock	*	*	*	*	*	*	*	*	1
	114266-01	M4 - 8mm Phillips Pan Screw	*	*	*	*	*	*	*	*	40

** Not a field replaceable part.

PARTS

CONTROL PANEL FOR MODELS E32L, E32LB, E32LH, E32LBH, E36L, E36LB, E36LH AND E36LBH

This list contains replaceable parts used in your fireplace. When ordering parts, follow the instructions listed under Replacement Parts on page 23 of this manual.



KEY NO.	PART NO.	DESCRIPTION			QTY.
			E32/36L(B)	E32/36L(B)(H)	
1	111066-03	Control Panel Decal	•	•	1
	111066-01	Control Panel Decal	•	•	1
2	111067-02	Control Circuit Harness	•	•	1
3	111059-01	4" Black Wire Harness	•	•	1
4	111059-02	4" White Wire Harness	•	•	1
5	111059-03	4" Green Wire Harness	•	•	1
6	111058-01	Flame Control	•	•	2
7	110799-01	Panel Control	•	•	1
8	108394-01	ON/OFF Switch	•	•	1
	108394-01	ON/OFF Switch	•	•	2
9	113042-01	Hole Plug	•	•	1
10	103651-01	Lock Nut	•	•	2
11	103650-01	Control Knob	•	•	2
12	103646-01	Power Wire Harness	•	•	1
13	099125-13	Terminal Block	•	•	2
14	11102	#8 - 32 x 3/8" Phillips Screw	•	•	5
PARTS AVAILABLE - NOT SHOWN					
	114275-01	4" Wire Tie	•	•	14
	111066-01	Control Panel Decal	•	•	1
	111066-03	Control Panel Decal	•	•	1
	112469-01	Lamp Bulb (Red)	•	•	1
	112469-02	Lamp Bulb (Yellow)	•	•	1
	112469-03	Lamp Bulb (Orange)	•	•	1

** Not a field replaceable part.

ACCESSORIES

Purchase these firebox accessories from your local dealer. If they can not supply these accessories, call DESA Heating Products' Sales Department at 1-866-672-6040 for information. You can also write to the address listed on the back page of this manual.

PERIMETER TRIM KITS

PT32 - 32" Black
PT32B - 32" Brushed Brass
PT32PB - 32" Polished Brass
PT32P - 32" Platinum
PT36 - 36" Black
PT36B - 36" Brushed Brass
PT36PB - 36" Polished Brass
PT36P - 36" Platinum

BIFOLD GLASS DOOR KITS

BD32 - 32" Black
BD32B - 32" Brushed Brass
BD32PB - 32" Polished Brass
BD32P - 32" Platinum
BD36 - 36" Black
BD36B - 36" Brushed Brass
BD36PB - 36" Polished Brass
BD36P - 36" Platinum

FIXED GLASS DOOR KITS

FD32 - 32" Black
FD32B - 32" Brushed Brass
FD32PB - 32" Polished Brass
FD32P - 32" Platinum
FD36 - 36" Black
FD36B - 36" Brushed Brass
FD36PB - 36" Polished Brass
FD36P - 36" Platinum

TEXTURED BRICK REFRACTORY LINER KITS

BL32E - 32" Red
BL32EW - 32" White
BL36E - 36" Red
BL36EW - 36" White

ELECTRIC BLOWER/HEATER KIT

BHKE - 1100 Watt Electric Heater Kit

WARRANTY

KEEP THIS WARRANTY

Model _____

Serial No. _____

Date Purchased _____

Always specify model and serial numbers when communicating with the factory.

The only warranty applicable is our standard written warranty. We make no other warranty, expressed or implied.

LIMITED 1 YEAR WARRANTY

DESA Heating, LLC warrants this product to be free from defects for one (1) year from the date of first purchase, provided that the product has been properly installed, operated and maintained in accordance with all applicable instructions. To make a claim under this warranty the Bill of Sale or cancelled check must be presented.

This warranty is extended only to the original retail purchaser. This warranty covers the cost of part(s) required to restore this heater to proper operating condition and an allowance for labor when provided by a DESA Heating, LLC Authorized Service Center. Warranty part(s) MUST be obtained through authorized dealers of this product and/or DESA Heating, LLC who will provide original factory replacement parts. Failure to use original factory replacement parts voids this warranty. The product MUST be installed by a qualified installer in accordance with all local codes and instructions furnished with the unit.

This warranty does not apply to parts that are not in original condition because of normal wear and tear or parts that fail or become damaged as a result of misuse, accidents, lack of proper maintenance or defects caused by improper installation. Travel, diagnostic cost, labor, transportation and any and all such other costs related to repairing a defective product will be the responsibility of the owner.

TO THE FULL EXTENT ALLOWED BY THE LAW OF THE JURISDICTION THAT GOVERNS THE SALE

OF THE PRODUCT; THIS EXPRESS WARRANTY EXCLUDES ANY AND ALL OTHER EXPRESSED WARRANTIES AND LIMITS THE DURATION OF ANY AND ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO ONE (1) YEAR FROM THE DATE OF FIRST PURCHASE; AND DESA HEATING, LLC'S LIABILITY IS HEREBY LIMITED TO THE PURCHASE PRICE OF THE PRODUCT AND DESA HEATING, LLC SHALL NOT BE LIABLE FOR ANY OTHER DAMAGES WHATSOEVER INCLUDING INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

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

This warranty gives you specific legal rights and you may also have other rights that vary from state to state.

For information about this warranty write:

DESA

2701 Industrial Drive
P.O. Box 90004
Bowling Green, KY 42102-9004
www.desatech.com
1-866-672-6040



111076 01
NOT A UPC

111076-01
Rev. F
05/07