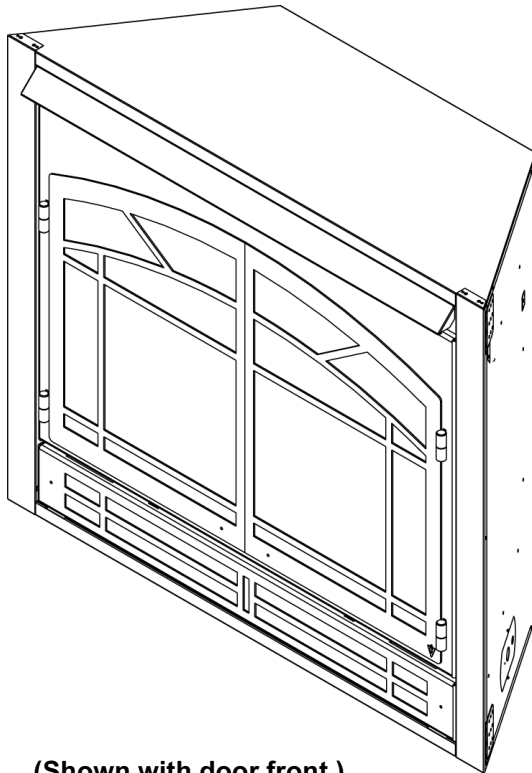


# INSTALLATION & OPERATING INSTRUCTIONS

## VILLAGE COLLECTION

### QV32E (120V) QV32EV (208V/240V) ELECTRIC FIREPLACES



#### SAVE THESE INSTRUCTIONS

**Note:** Read these instructions completely before beginning installation. Failure to follow them could cause an appliance malfunction resulting in serious injury and/or property damage.

#### CAUTION:

Do not expose the appliance to the elements (such as rain, etc.).

(Shown with door front.)  
(Door front not shipped with appliance.)

#### WARNING!

All electric heaters have hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are or stored. Do not use where the appliance may be exposed to flammable vapors.

#### WARNING!

This appliance is tested and listed for use only with the optional accessories listed in these instructions. Use of optional accessories not specifically tested for this appliance could void the appliance warranty and/or result in a safety hazard.

#### WARNING!

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

#### WARNING!

Do not modify this appliance. Use it only as described in this manual. Any other use not recommended by the manufacturer may result in fire, electric shock or personal injury and void the warranty.

**QUADRA-FIRE**<sup>®</sup>

Hearth & Home Technologies - Colville  
1445 North Highway, Colville, WA 99114-2124

4030-240 Rev F

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**Note:** An arrow (➡) found in the text and in the index signifies change in content.

## IMPORTANT INSTRUCTIONS!

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

1. Read all instructions before using this heater.
2. This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. If provided, use handles when moving this heater. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (.9m) from the front of the heater and keep them away from the sides and rear.
3. Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
4. Always unplug heater when not in use.
5. Do not operate any heater with a damaged cord or plug or after the heater malfunctions, has been dropped or damaged in any manner. Return heater to authorized service facility for examination, electrical or mechanical adjustment, or repair.
6. Do not use outdoors.
7. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.
8. Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over.
9. To disconnect heater, turn controls to off, then remove plug from outlet.
10. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.
11. To prevent a possible fire, do not block air intakes or exhaust in any manner.
12. A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or flammable liquids are used or stored.
13. Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.
14. Avoid the use of an extension cord because the extension cord may overheat and cause a risk of fire. However, if you have to use an extension cord, the cord shall be No. 16 AWG minimum size and rated not less than 1875 watts.
15. Always use properly grounded fused and polarized outlets.
16. Always use ground fault protection where required by electrical code.
17. Always disconnect power before performing any cleaning, maintenance or relocation of the appliance.
18. To prevent a possible fire, do not burn wood or other materials in this appliance.
19. To prevent personal injury, do not strike appliance glass.
20. To prevent electric shock or fire, always use a certified electrician should new circuits or outlets be required.
21. When transporting or storing the heater, keep in a dry place free from excessive vibration and store as to avoid damage.
22. SAVE THESE INSTRUCTIONS FOR FUTURE REFERENCE

## A. LISTING APPROVALS

### U.S. And Canada Certification

The QV32E has been tested in accordance with the **UL2021** Standards for fixed and location-dedicated electric room heaters in the United States, the current **CSA C22.2 NO. 46** in Canada and has been listed by Underwriters Laboratories Inc. for installation as described in this manual. All components are UL or CSA safety certified.

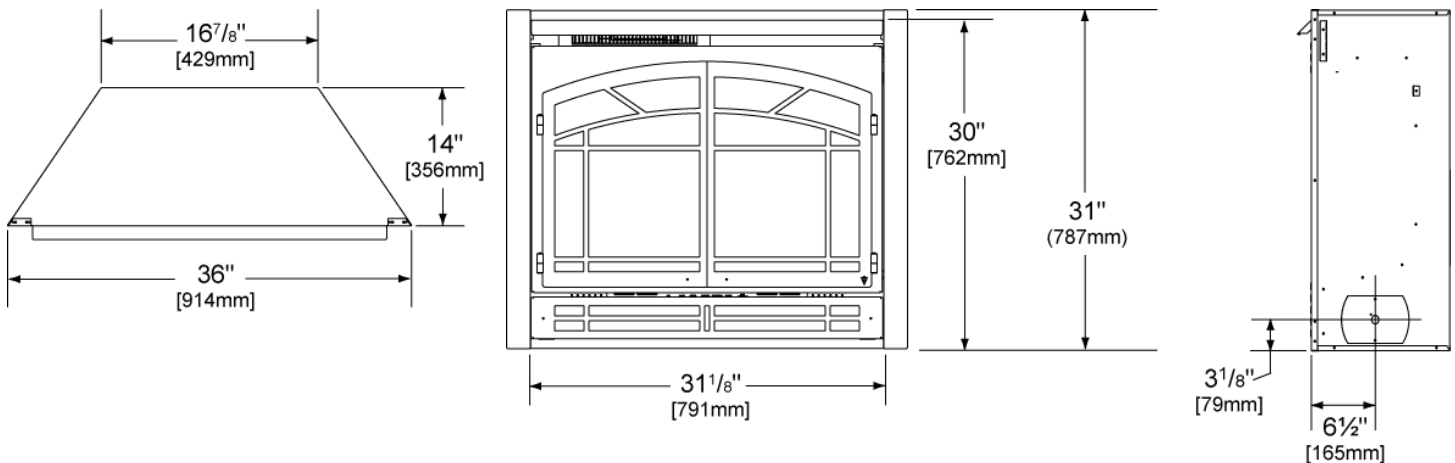
If you need assistance during installation, please contact your local dealer or Quadra-Fire Technical Services Department, Hearth & Home Technologies Inc., 1445 North Highway, Colville, WA 99114-2124.

Quadra-Fire® is a registered trademark of Hearth & Home Technologies Inc., Division, HON INDUSTRIES.

MODEL	Description	Voltage	Watts	Amps (120/208/240)
QV32E	31" fireplace	120/208/240	1400/2000/2600	12.5/10.8/12.5
QV32EV	31" fireplace	208/240	2000/2600	10.8/12.5

**Note:** 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.

## B. APPLIANCE DIMENSIONS



**QV32E/QV32EV**

## C. LOCATION AND CLEARANCES

### WARNING!

Due to high temperatures, this appliance should be located out of traffic. Keep combustible materials such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet (.9M) from the front of the appliance.

### WARNING!

Never locate this appliance where it may fall into a bathtub or other water container.

**Note:** Minimum and maximum clearances must be maintained at all times. Illustrations throughout these instructions reflect typical installations and are for design purposes only. Actual installation may vary slightly due to individual design preferences.

The illustrations and diagrams used throughout these installation instructions are not drawn to scale.

### CAUTION:

Do not expose appliance to the elements (such as rain, etc.).

### WARNING!

To prevent contact with sagging or loose insulation, the appliance must not be installed against vapor barriers or exposed insulation. Localized overheating could occur and a fire could result.

### 1. Appliance Locations and Space Requirements

Figure 1 illustrates a variety of ways the appliance may be located in a room. The QV32E and QVE32EV may be installed directly on the floor or raised on a hearth.

### 2. Clearances

Figure 1 shows all clearances that must be maintained around the appliance.

### CAUTION:

Wear gloves and safety glasses for protection during installation and maintenance.

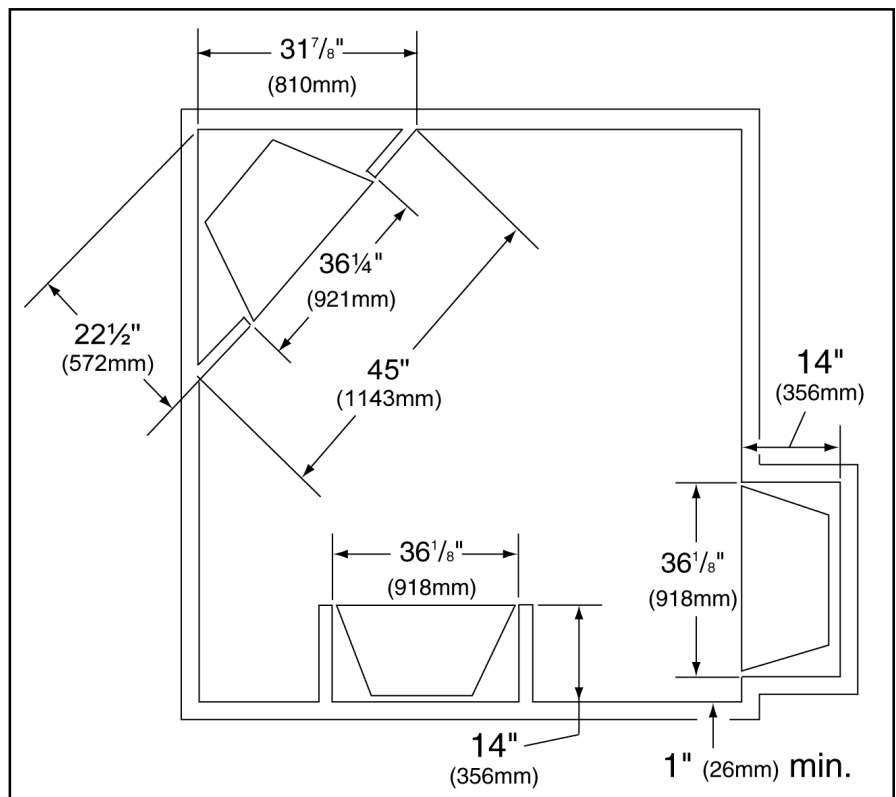


Figure 1 - Appliance Locations

## D. FRAMING

Figure 2 shows a typical framing of this appliance using combustible materials. All required clearances to combustibles must be adhered to. Header height is measured from the base of the appliance.

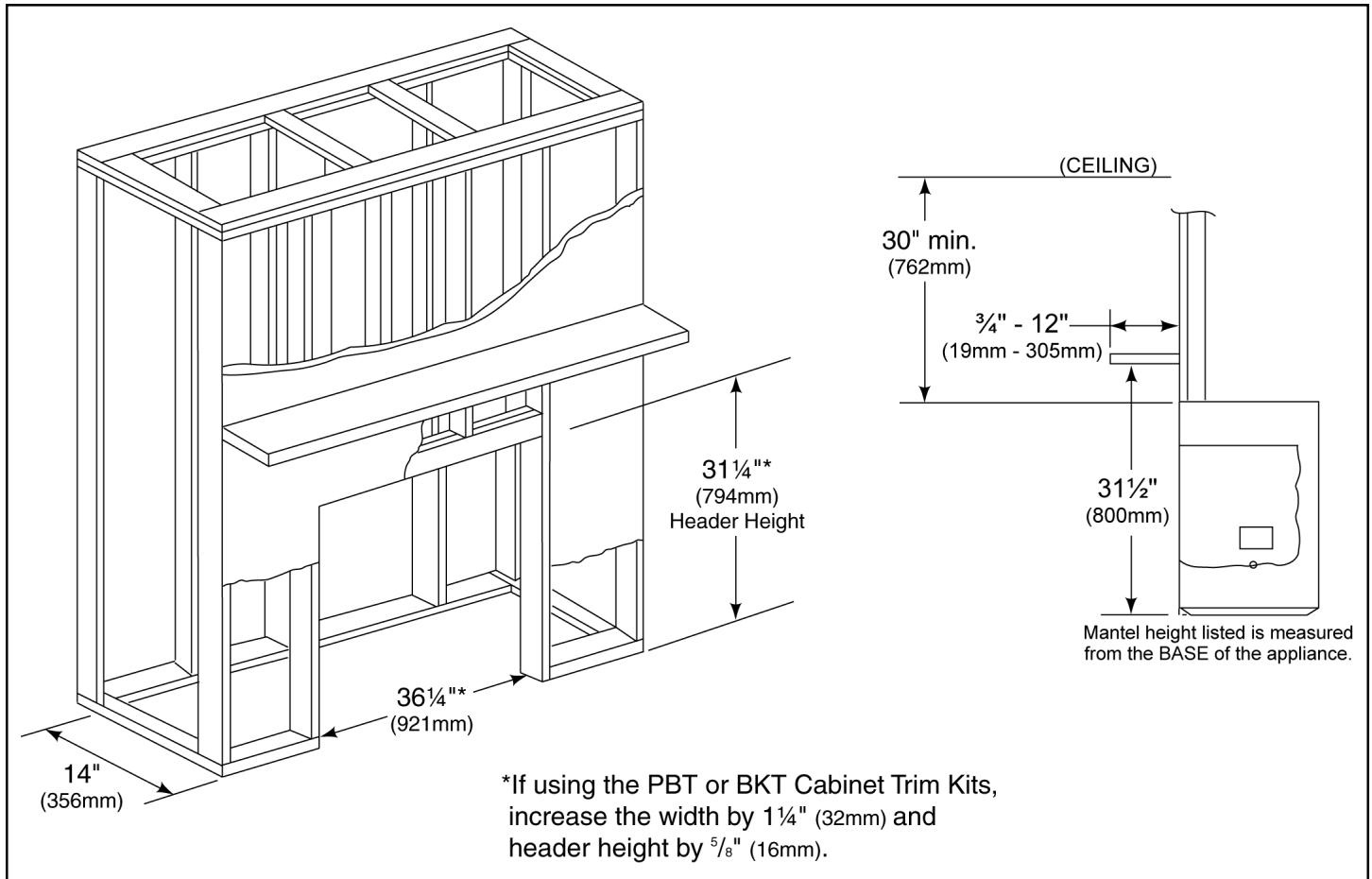


Figure 2 - Framing

**CAUTION:**

Provide adequate clearances around the air openings and adequate accessibility clearances for servicing and proper operation.

**Tools and building supplies normally required for installation:**

**Tools:**

Saw  
 Pliers  
 Hammer  
 Phillips screwdriver  
 Tape measure  
 Level  
 Electric drill/bits  
 Square  
 Gloves

**Building Supplies:**

Wall-finishing materials  
 Framing material  
 Surround  
 Caulking material

## E. INSTALLATION

Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic areas.

If installing the appliance on/over carpeting, the appliance must be installed on a wood or metal panel extending the full width and depth of the appliance.

**Note:** Follow all national and local electrical codes.

### 1. Wall Cabinet Kit, Corner Cabinet Kit or Custom Cabinet Installation

**\*If the power cord is to be used, the Cabinet must provide access to the wall outlet.\***

- a. For ease of electrical hookup, you may wish to install the appliance near an existing outlet. A 15 amp, 120 volt circuit is required. A dedicated circuit is preferred but not essential in all cases. A dedicated circuit will be required if, after installation, the circuit trips or fuse blows on a regular basis while the appliance is operating. Additional appliances on the same circuit may exceed the current rating of the circuit breaker.
- b. If using a listed wall cabinet or corner cabinet, refer to the installation instructions supplied with the kit. For custom cabinets, frame and construct with the opening and depth dimensions listed in Figures 1 and 2.
- c. Before plugging the appliance into the wall outlet, make sure all control switches are in the "OFF" position. Open the lower grille panel to gain access to the controls.
- d. Before finishing the cabinet, the appliance must be set into the cabinet and the power cord routed to the electrical outlet. If the power cord is not being used, refer to Section "F. Wiring" for hard wiring instructions. If the power cord does not reach the outlet, a No. 16-AWG minimum wire size extension cord rated for a minimum of 1875 watts may be used.
- e. To complete the appliance installation, refer to Section "H. Final Installation".

### 2. Non-Cabinet or Chase Installation

- a. Follow recommended framing dimensions in Figures 1 and 2.
- b. Set the appliance into the framed opening. Secure the appliance in place by bending out the two nailing flanges on both sides of the appliance and nail to the framing. The nailing flanges have been positioned 5/8" back from the front of the appliance to allow for the addition of drywall.
- c. Wiring instructions for 120/208/240V can be found in Section "F. Wiring". The power cord must be removed and appliance be hardwired in all non-cabinet or chase installations. Use recommended power supply wire size in accordance to national and local codes. It is recommended to have the appliance on a dedicated service.
- d. Remove the protective cover before finishing the front of the appliance. To finish out the appliance, follow the instructions found in Section "G. Finishing".
- e. To complete appliance installation, see Section "H. Final Installation".

#### WARNING - RISK OF FIRE!

The power cord must not be pinched or against a sharp edge. Secure cord to avoid tripping or snagging to reduce the risk of fire, electric shock or personal injury.

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.

#### WARNING - RISK OF FIRE!

To prevent a possible fire, do not block air intake or exhaust in any manner. Do not use on soft surfaces (like a bed) where openings may become blocked.

#### CAUTION:

When transporting or storing this appliance and cord, keep in a dry place that is free from excessive vibration. Store so as to avoid damage.

## F. WIRING

**Note:** This appliance must be electrically wired and grounded in accordance with local codes or, in the absence of local codes, with **National Electric Code ANSI/NFPA 70-latest edition** or the **Canadian Electric Code, CSA C2.1** as appropriate.

**All wiring to be done by a qualified electrician.  
Use appropriate wire to meet local and national codes for rated power consumption.**

**Note:** Optional Accessories Requirements: Wiring for optional accessories should be done now to avoid reconstruction.

### CAUTION:

**Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing.**

### 1. Power Supply Wiring

#### a. 110/120VAC Wall Outlet Installation

- 1) The appliance is wired from factory with a polarized plug.
- 2) For ease of electrical hook up, you may wish to install the appliance near an existing outlet. A 15 amp, 120 volt circuit is required. A dedicated circuit is preferred but not essential in all cases. A dedicated circuit will be required if, after installation, the circuit trips or fuse blows on a regular basis when the appliance is operated. Additional appliances on the same circuit may exceed the current rating of the circuit breaker.
- 3) Before plugging appliance into wall outlet, make sure all control switches are in the "OFF" position. To access the controls, lift up on the lower grille panel and rotate it forward.
- 4) If the power cord is not being used, go to Step 1b below. If the cord does not reach the outlet, a No. 16-AWG minimum wire size extension cord rated for a minimum of 1875 watts may be used.

#### b. 110/120VAC Hardwire Installation (Minimum 14 gauge two conductor wire, non-metallic sheathing with ground.)

- 1) Turn off circuit breaker.
- 2) Remove cover plate located on the right side of appliance.
- 3) Disconnect black (L<sub>1</sub>) and white (L<sub>2</sub>) wires between the appliance and plug. Remove the power cord from the cover plate. Remove the electrical knockout and install the cable clamp (not provided) onto the cover plate. Remove the connectors on the wires from the appliance and strip them back ½".
- 4) Feed 8" of service wire through cable clamp and secure.
- 5) Connect black (L<sub>1</sub>) and white (L<sub>2</sub>) wires of the appliance to the black and white wires from the service. Connect green (ground) wire from appliance to the ground of the service. See Figure 3.
- 6) Wall switch wiring (see below) is to be done at this time.
- 7) Replace the cover plate onto the appliance.
- 8) Remove the protective cover by cutting the tape located on the outer perimeter and follow Section "H. Final Installation" on setting up the appliance.

#### c. HT240V Heater Kit and 208/220/240VAC Hardwire Installation (Minimum 14 gauge three conductor wire, non-metallic sheathing with ground.)

- 1) Turn off circuit breaker.
- 2) Remove cover plate located on the right side of appliance.
- 3) **For HT240V installation only**, disconnect black (L<sub>1</sub>) and white (L<sub>2</sub>) wires between the appliance and plug. Remove the power cord (HT240V only) from the cover plate.
- 4) Remove the electrical knockout and install the cable clamp onto the cover plate. Remove the connectors on the wires from the appliance and strip them back ½".
- 5) Feed 8" of service wire through cable clamp (not provided) and secure.
- 6) Connect black (L<sub>1</sub>), white (L<sub>2</sub>) and red (L<sub>3</sub>) wires of the appliance to the black, white and red wires from the service. Connect green (ground) wire from appliance to the ground of the service. See Figure 4.
- 7) Wall switch wiring (see below) is to be done at this time.
- 8) Replace the cover plate onto the appliance.
- 9) Remove the protective cover by cutting the tape located on the outer perimeter and follow Section "H. Final Installation" on setting up the appliance.

### 2. Wall Switch Wiring (24VAC) \*Do not connect wires to 120/208/240VAC\* (hardwired appliances only)

- a. Turn off circuit breaker.
- b. Remove cover plate located on the right side of appliance.
- c. Feed 8" of wire for the wall switch through the cable clamp and secure. Low voltage wire can be used for the wall switch connection. It is recommended to only go 10' from the appliance to the wall switch.

- d. Locate the light blue (wall switch) wires in the appliance. Connect one wall switch (blue) wire to wire for switch and connect the other wall switch (blue) wire to the other wire for switch.
- e. Replace the cover plate onto the appliance.
- f. Run the wall switch wire to the wall box and connect to a wall switch (WSK-21-HTI & WSK-21-W-HTI).

**WARNING!**

Always use properly grounded, fused and polarized outlets. Always use ground fault protection where required by electrical code.

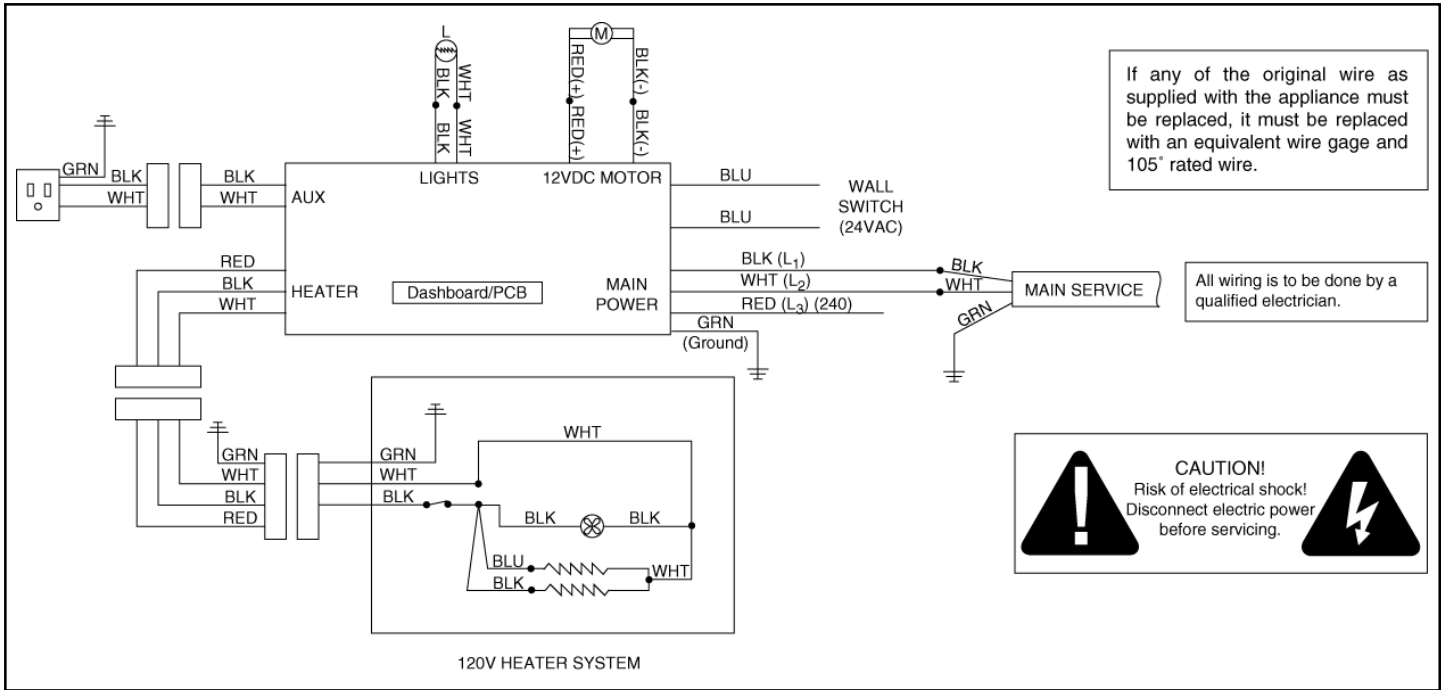


Figure 3 - 110V/120V Wiring Diagram

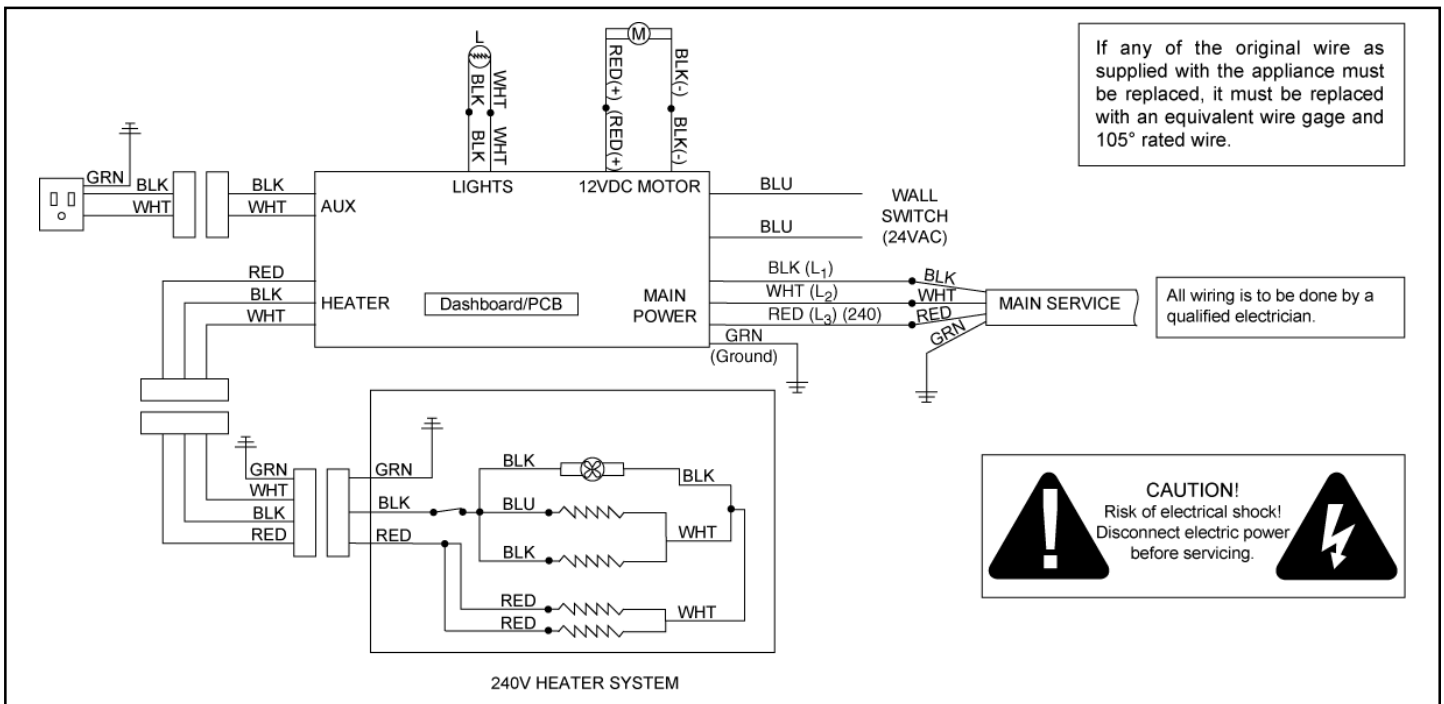


Figure 4 - 208V/240V Wiring Diagram



## G. FINISHING

### Combustible Finishing Material

Materials made of or surfaced with wood, compressed paper, plant fibers, plastics or any material capable of igniting and burning, whether flame proofed or not, plastered or unplastered (this includes drywall).

### Noncombustible Finishing Material

Materials which will not ignite and burn. Such materials are those consisting entirely of steel, iron, brick, tile, concrete, slate, glass or plasters or combinations thereof, or have a UL Fire rating of Zero (0).

#### WARNING!

Grilles on this appliance cannot, in any way, be covered as it may create a fire hazard.

**Note:** The remote wall switch (hard wired appliances only) must be wired prior to applying the finishing material in order to avoid reconstruction.

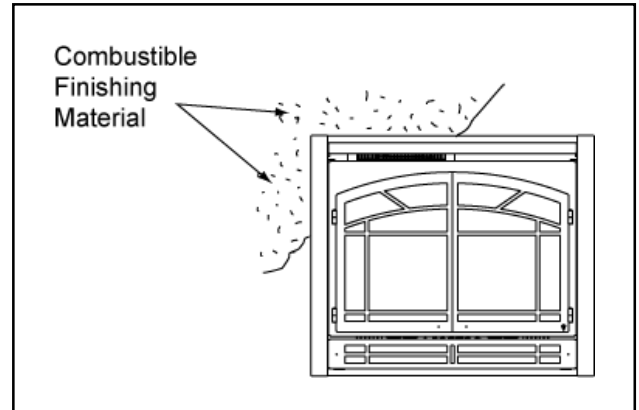


Figure 5 - Finishing Materials

### Finishing Checklist

1. Power supply service must be either completed or placed within the appliance prior to finishing to avoid reconstruction. Wall switch wires (hardwired appliances only) must also be completed to avoid reconstruction. See Section "F. Wiring".
2. Combustible material **may cover** the black outer surface by  $\frac{1}{2}$ " on the 110/120v appliances only. See Figures 5-6. Combustible material **may not cover** the black outer surface on 208/220/240V appliances. See Figure 7. Grilles and air openings **cannot be covered** in any circumstances.
3. Noncombustible material may cover all black outer surfaces. Grilles and air openings may not be covered.
4. Protective cover may stay on during framing, but removed before final finishing. Once final finishing has been completed, the protective cover can be used to protect appliance until final installation is complete.

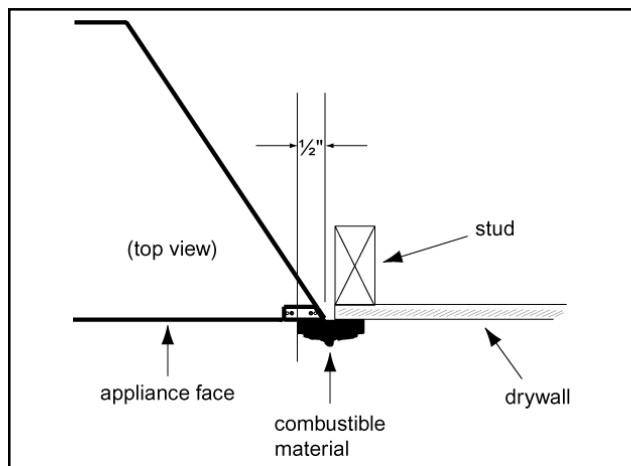


Figure 6 - Combustible Finishing Material  
(for 110/120V appliances)

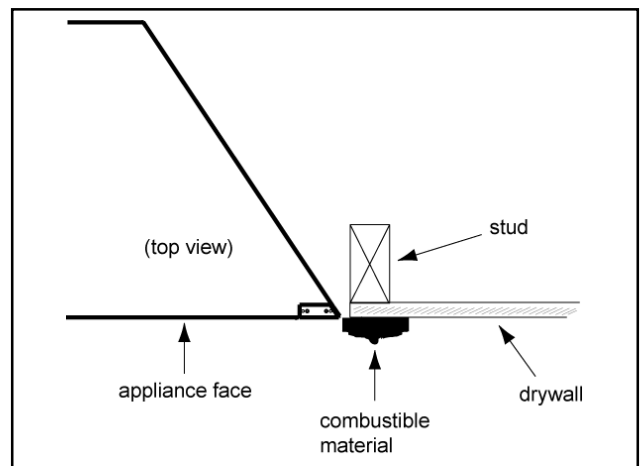


Figure 7 - Combustible Finishing Material  
(for 208/220/240V appliances)

## H. FINAL INSTALLATION

Remove the protective cover to access the final installation items.

Remove the lava rock and white rock from the inside of the appliance.

### 1. Remove the Log Assembly

Logs are attached to the grate by two zip-ties. Carefully cut both ties by using a utility knife or side cutters. Discard ties and packaging material. Lift the log set straight up and place in a safe place.

### 2. Remove the Grate

Remove the two screws from the grate (one on each side), lift up the grate and set it aside.

### 3. Install the Side Refractory

- Remove the refractory and fasteners from the carton.
- Take the refractory support bracket and bend it until it is "L" shaped.
- Install the bracket to the underside of the firebox top using the screws provided. Keep the bracket loose to allow the refractory to slide in behind it.
- Tilt the side refractory into the appliance and slide it behind the bracket. See Figure 8.
- Tighten the bracket when the refractory is resting on the hearth and is up against the back glass.
- Repeat for the other side.

### 4. Reinstall the Grate

- Put the grate back into the appliance, making sure the middle grate bar is sitting in the back bracket.
- Replace the screws removed in Step 2.

### 5. Install the Hearth Refractory

- Place the right hearth refractory into the appliance so the outer edge fits up against the side refractory. See Figure 9.
- Loosen (if needed) the side refractory bracket to allow the hearth refractory to sit correctly (tight against the side of the firebox). The side refractory will rest upon the hearth refractory. See Figure 10.
- Tighten the side refractory bracket.
- Repeat for the other side.



Figure 8  
Sliding the Side Refractory Behind the Bracket  
(right side shown)



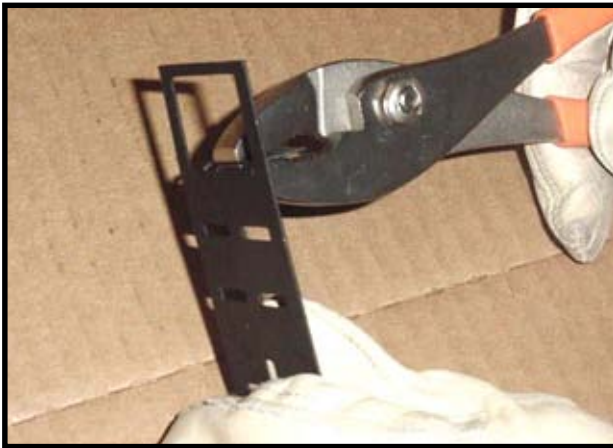
Figure 9 - Hearth Refractory Going In  
(right side shown)



Figure 10 - Hearth Refractory In  
(right side shown)

## 6. Install the Andirons

- a. Bend the inner tabs of the andiron clips 90 degrees with a pair of pliers. See Figure 11.
- b. Using the bent tab as an anchor, wrap the clip around the front grate bar so the open ends face out of the appliance. See Figure 12.
- c. Slide the andiron into the clip. See Figure 13.
- d. Repeat for the other side.
- e. Position the andirons against the inner grate bar. See Figure 14.



**Figure 11**  
Preparing the Andiron Clip



**Figure 13**  
Andiron Installed



**Figure 12**  
Wrapping the Clip Around the Grate



**Figure 14**  
Positioning the Andirons

## 7. Place the White Rock

Open the bag of white rock and spread it over the ember bed glass and hearth refractory (if desired). This will create the effect of burning embers. Not all of the white rock needs to be used. See Figure 15.

## 8. Place the Lava Rock

Open the bag of lava rock (black) and spread it sparingly on top of the white rock and hearth refractory. This will create the effect of an ash bed. Not all of the lava rock needs to be used. See Figure 16.

## 9. Replace the Log Assembly

Set the logs back onto the grate assembly. Some of the rock may have to be rearranged. This will allow the logs to set correctly on the grate. See Figure 17.

## 10. Install the Door Front

- Remove the door front and hood from the packaging. Using pliers (or your hands), bend out the tabs on the columns to attach the front to the appliance. See Figure 18.
- Follow the installation instructions included in the door front kit.

The appliance is now ready to operate. See section "I. Operating Instructions".

**Note:** When placing the white rock and lava rock, you may want to periodically turn on the appliance to check the appearance and customize to the desired effect.



Figure 15 - Placing White Rock



Figure 16 - Placing Lava Rock



Figure 17 - Replace Log Assembly

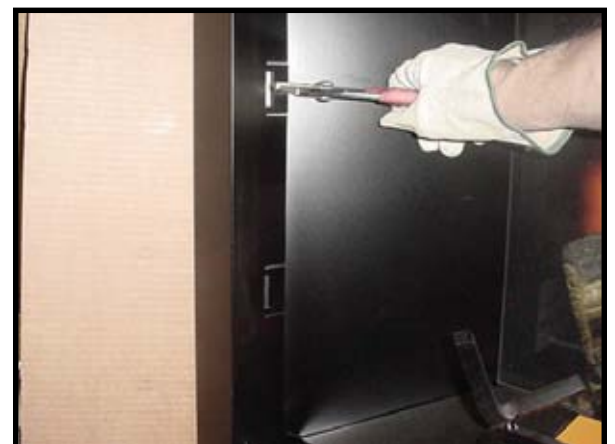
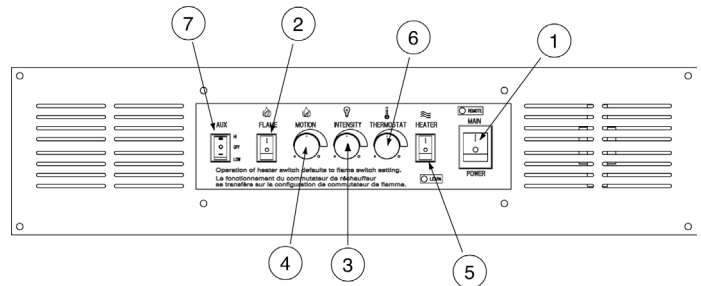


Figure 18 - Bending Out Tabs

## I. OPERATING INSTRUCTIONS

### WARNING!

All electric heaters have hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are or stored. Do not use where the appliance may be exposed to flammable vapors.



### 1. Manual Controls

#### a. Access Controls

Controls are located behind the lower grille panel. To access the controls, lift up the lower grille panel and rotate it forward.

#### b. Function of Manual Controls

##### 1) Main Power Switch

- Main power switch is used to provide power to all controls. When the main power switch is on, the appliance can be turned on by one of three methods: by the manual control on the appliance, the remote control (optional) and/or the wall switch (optional). Also, when the main power switch in the "ON" position, you will be able to operate the auxiliary switch.
- When the main power switch is off, the manual switches, remote control and wall switch will not work.
- It is recommended that during long periods of non-usage that the main power switch is turned to the "OFF" position.

##### 2) Flame Switch

- When the flame switch is in the "ON" position, the lights and flame will come on.
- The flame switch must also be in the "ON" position before the heater system will turn on.
- When the flame switch is in the "OFF" position, the remote control or the wall switch can be used to turn the appliance on and off.

**Note:** If you lose power during operation or by turning the main power switch to "OFF", the appliance will need to be reset. To reset the appliance, make sure that you have power to the appliance and the main power switch is in the "ON" position. Turn the flame switch off and on to reset the appliance.

##### 3) Flame/Ember Bed Intensity Control

To change the intensity of the flame and ember bed, turn the control knob clockwise to increase the intensity. Turn the control knob counter-clockwise to reduce the intensity.

##### 4) Flame/Ember Bed Motion Control

To change the motion of the flame and ember bed, turn the control knob clockwise to increase the motion. Turn the control knob counter-clockwise to reduce the motion.

##### 5) Heater Switch

- The heater will only operate if the flame switch is in the "ON" position. With the flame switch on, the heater system is supplied with power and is able to be turned on.
- When the heater is in the "OFF" position, the appliance can operate with flame but no heat.

##### 6) Thermostat Control

- With the heater system on, the thermostat control will allow you to adjust the temperature to the desired setting.
- To adjust the thermostat to the desired temperature setting, turn the control knob clockwise all the way. Then turn counter-clockwise until you hear a click.
- If this is not the desired temperature setting, turn the control knob clockwise slightly. You should hear a click and the heater should be on. You may have to adjust the thermostat once the desired room temperature is reached and the heater system is still on.
- To increase the desired temperature setting, turn the control knob clockwise until you hear a click and the heater system will turn on.

##### 7) Auxiliary Switch (not used)

## 2. Hand Held Remote Control Transmitter - RCE-QUAD (Optional)

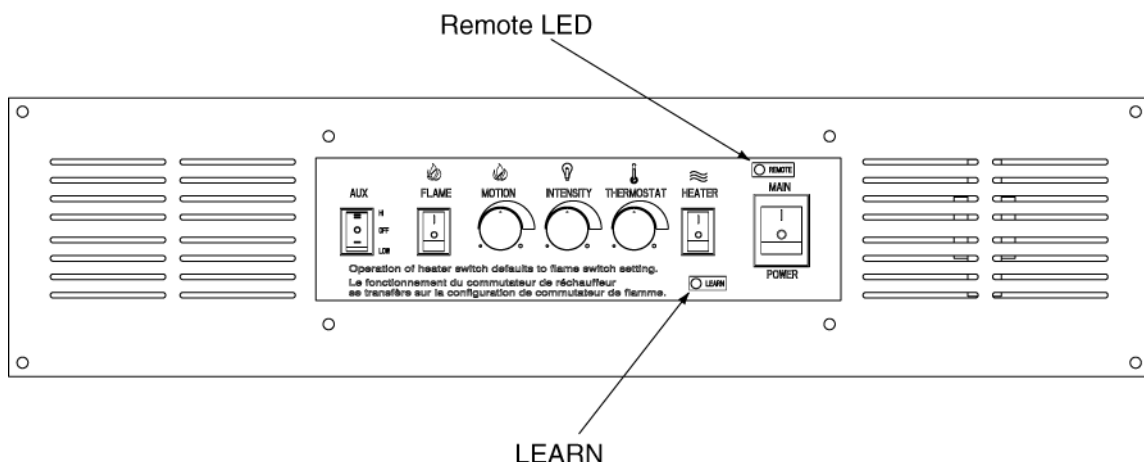
- a. The RCE-QUAD is an optional accessory listed with the QV32E and QV32EV.
- b. The transmitter is a radio frequency remote control. The frequency can be found on the back side of the transmitter. The range of the transmitter is approximately 20' from appliance.
- c. When the remote LED light is RED, the appliance has been turned on/off by the remote transmitter. The manual controls located on the dashboard will override any other external controls (remote control/wall switch) used to operate the appliance.
- d. **Hand Held Remote Transmitter/Appliance Initialization**
  - 1) The transmitter operates on a 12V battery (included) made specifically for remote controls and electronic lighters. Install the 12V battery supplied with the appliance into the battery compartment of the hand held remote transmitter. It is recommended that alkaline batteries always be used for longer battery life and maximum operational performance. If the signal light does not illuminate (when it normally would), check the position of the transmitter's battery.
  - 2) Initialization only has to be done once.

**Note:** If you lose power during operation or by turning the main power switch to "OFF", the appliance will need to be reset. To reset the appliance, make sure that you have power to the appliance and the main power switch is in the "ON" position. Turn the flame switch off and on to reset the appliance.

- 3) Turn the main power switch on and then turn the flame switch on.
- 4) Locate the LEARN button on the dashboard. The LEARN button is located behind the lower grille/panel. To push the button, use a blunt object (such as a pencil).
- 5) Push the button in and release. The remote LED light should blink green. The remote LED light is located above the main power switch.
- 6) Push and hold either the on or off button on the hand held remote transmitter. The remote LED light should begin to blink rapidly.
- 7) Release the button on the hand held remote transmitter and the remote LED light should stop blinking green and go out. This indicates that the transmitter and appliance are initialized. If the remote LED light turns red, the hand held remote transmitter is active.
- 8) The hand held remote transmitter is ready to be used.

### WARNING!

Changes or modifications to this device not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



**e. Remote Transmitter Function**

- 1) The hand held remote transmitter is only an on/off control. When the transmitter is active, the remote LED light will be RED. Upon initial use, there may be a delay of three seconds before the remote receiver will respond to the transmitter. This is part of the system's design.
- 2) With the main power switch (located on the appliance) in the "ON" position, press the on button on the hand held remote transmitter to turn on the appliance. The transmitter does not control/change the other switches or controls located on the appliance. Features of the appliance (flame motion and heater) will remain in their last set position. If you would like to change the setting you will have to access the manual controls (located on the appliance) to set the desired position.
- 3) To turn off the appliance, press the OFF button on the hand held remote transmitter.
- 4) With the appliance turned on by the hand held remote transmitter, you can override it by turning the manual flame switch on the appliance to "OFF" or by turning the optional wall switch off.
- 5) Operation of the switches on the dashboard will override all other switches within the appliance system and be operated by the dashboard switches.

**3. Wall Switch Control (hardwired appliances only) (WSK-21-HTI & WSK-21-W-HTI)**

- a. The wall switch wiring can be found in the Section "F. Wiring".
- b. The wall switch has an operating voltage of 24VAC, do not hook up to 120/208/240VAC. For installations you can use 24AWG thermostat wire connected to a standard wall switch. It is recommended not to exceed 15' of wire from appliance.
- c. With the main power switch (located on the appliance) in the "ON" position, the wall switch can turn the appliance on and off. The wall switch does not control the other switches or controls located on the appliance. Features of the appliance (flame motion and heater) will remain in their last set position. If you would like to change the setting, you will have to access the manual controls (located on the appliance) to set the desired position.
- d. With the appliance turned on by the wall switch, you can override it by turning the manual flame switch on the appliance to "OFF" or by pressing the OFF button on the remote transmitter.

**4. FCC Requirements**

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 the receiver.**
- **Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.**
- **Consult the dealer or an experienced radio or TV technician for help.**

**CANADIAN EQUIPMENT REQUIREMENTS**

This digital apparatus does not exceed the Class A/Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

This device complies with **RSS-210** of Industry and Science Canada. Operation is subject to the following two conditions: **1)** This device may not cause interference, and **2)** this device must accept any interference, including interference that may cause undesired operation of the device.

**Note:** 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. 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 instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

## J. MAINTENANCE INSTRUCTIONS

### WARNING!

Always disconnect power and allow the appliance to cool before performing any cleaning, maintenance or relocation of this appliance. Turn controls to "OFF" and remove the plug from the outlet or turn off the circuit breaker to the appliance.

### 1. Cleaning the Firebox and Control Compartment

Keep the firebox, control compartment and heater system clean. Clean by brushing and vacuuming at least once a year. To access the control compartment, follow the instructions for replacing the light bulbs. Follow the heater maintenance instructions to access the heater system. Failure to do this may shorten the fan's life. Always disconnect power before performing any cleaning or maintenance.

### 2. Cleaning the Glass Doors & Back Glass

The glass is cleaned in the factory during the assembly process. During shipment, installation, handling, etc., the glass surface may collect dust particles. These can be removed by buffing lightly with a clean dry cloth.

To remove fingerprints or other marks, the glass can be cleaned with a damp cloth using a good quality household glass cleaner. The glass should be completely dried with a lint free cloth or paper towel.

In the event of glass breakage, vacuum all remaining glass pieces with a shop vac. **DO NOT VACUUM IF PIECES ARE HOT!** Replace glass only with a glass panel ordered direct or through your local distributor. Never use substitute material. Only fully tempered soda lime safety glass may be used on this appliance.

### Safety Note:

Handle glass with care to avoid striking, scratching or slamming shut. **NEVER** clean glass when hot. Keep children and pets a safe distance away.

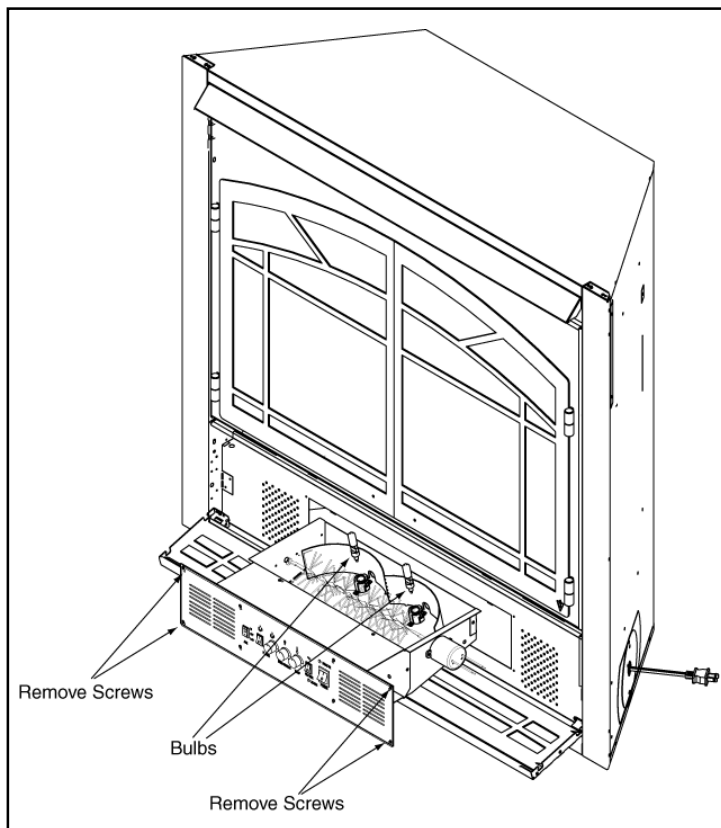


Figure 19  
Replacing the Bulbs

### 3. Replacing the Light Bulbs

The light bulbs will need to be replaced when the flame and/or ember bed is dark on one side. Replace the bulbs with **75 watt halogen bulbs with mini-candelabra base**. Do not exceed 75 watts per bulb. Light bulbs can be purchased at local hardware, lighting stores, online or by phone. To order online, log onto [www.lite-house.com](http://www.lite-house.com) or call 1-800-838-0977. Sylvania model 75Q/CL/MC/RP or Satco model S3157 are recommended.

### WARNING!

To avoid accidental burning of the skin, allow at least five minutes for the light bulbs to cool before touching them.

- Turn off the circuit breaker or unplug the appliance before replacing the light bulbs.
- Open the lower grille panel to view the dashboard on the appliance (the lower grille may need to be removed).
- Remove the four outer screws. See Figure 19.
- Pull dashboard towards you to expose the light compartment (the light compartment does not need to be pulled all of the way out of the appliance).
- Carefully remove burned out bulb from light socket. Place new bulb in socket. **Follow directions on light bulb package for handling requirements.**
- Slide dashboard back into appliance and make sure all wires are inside appliance.
- Reinstall the four screws removed earlier.
- Turn ON circuit breaker or plug appliance back into wall outlet.

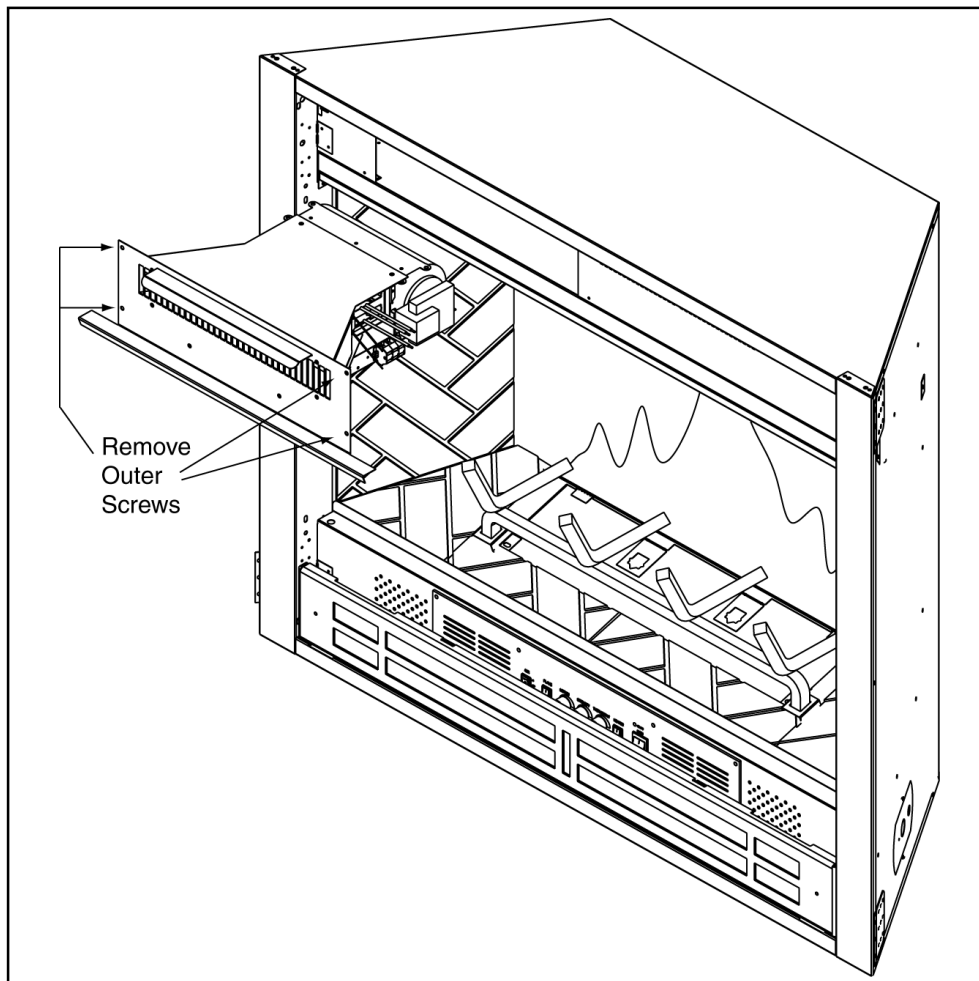


**CAUTION:**

Although the glass is safety glass, it may break if dropped, bumped or struck. Care must be taken when handling the glass.

**4. Heater System Maintenance**

- a. Turn off the circuit breaker/unplug the appliance before servicing the heater system.
- b. Allow appliance to cool before removing.
- c. Remove the hood by pulling it straight out.
- d. Remove the upper panel/door front by lifting it up and out.
- e. Remove the four outer screws. See Figure 20.
- f. Pull the heater system out of appliance. With the heater system out of the appliance, reach into the back of the appliance and unplug wire harness from connector. To remove plug squeeze both sides and pull.
- g. Slide the heater system back into the appliance, making sure that the wires do not touch the heater housing. If the heater system is not locked on the clip the front will not be flush.
- h. Once the front of the heater system is flush with appliance, reinstall the four screws removed earlier.
- i. Replace the upper panel and hood.
- j. Turn on circuit breaker when heater installation is complete.
- k. Follow the operating instructions found in section "I. Operating Instructions".



2019  
Installing the Heater

## K. TROUBLESHOOTING

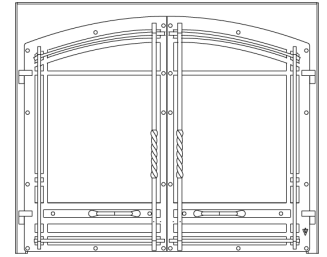
Issues	Possible Causes	Solutions:
Appliance doesn't turn on with flame switch, remote transmitter or wall switch.	<ol style="list-style-type: none"> <li>1. Main power switch is off.</li> <li>2. Circuit breaker tripped.</li> <li>3. Unplugged from wall outlet.</li> <li>4. Loose wiring.</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn the main power switch to the "ON" position.</li> <li>2. May need to put the appliance on a dedicated service or reduce the number of appliances on the circuit.</li> <li>3. Plug cord into outlet.</li> <li>4. Check all wiring for loose connections.</li> </ol>
Appliance is on but no flame or low flame intensity.	<ol style="list-style-type: none"> <li>1. The bulbs are burned out.</li> <li>2. Loose wiring.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the bulbs.</li> <li>2. Check all wiring for loose connections.</li> </ol>
Flames are frozen.	<ol style="list-style-type: none"> <li>1. Loose wiring.</li> <li>2. Flame element is not attached to motor.</li> <li>3. Motor is defective.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check all wiring for loose connections.</li> <li>2. Reattach the flame element to the motor.</li> <li>3. Replace the motor.</li> </ol>
Excessive noise in lower portion of the appliance.	<ol style="list-style-type: none"> <li>1. Flame element isn't seated properly.</li> <li>2. Motor is defective.</li> </ol>	<ol style="list-style-type: none"> <li>1. Reinstall the flame element.</li> <li>2. Replace the motor.</li> </ol>
Turn the heater switch on or off and the appliance shuts off.	Operating the heater's system defaults to the flame switch setting.	Turn the flame switch, remote transmitter or wall switch to the "ON" position.
Heater doesn't come on.	<ol style="list-style-type: none"> <li>1. Heater switch is off.</li> <li>2. Thermostat is set too low. Heater system is overheated.</li> <li>3. Loose wiring.</li> <li>4.</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn heater switch on.</li> <li>2. Turn the thermostat knob clockwise until you hear a "click".</li> <li>3. The heater is protected by a thermal cutout switch. Shut OFF all appliance switches on the dashboard, including the main power switch. Wait 5 minutes, then turn the appliance ON. Check all wiring for loose connections.</li> <li>4.</li> </ol>
Fan runs but no heat is put out.	<ol style="list-style-type: none"> <li>1. Loose wiring.</li> <li>2. Bad heating element.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check all wiring for loose connections.</li> <li>2. Replace the heating system.</li> </ol>
Heater element is on but fan doesn't run.	<ol style="list-style-type: none"> <li>1. Loose wiring.</li> <li>2. Fan is defective.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check all wiring for loose connections.</li> <li>2. Replace the heating system.</li> </ol>
The heater doesn't turn off.	Thermostat is set too high.	Turn the thermostat knob counter-clockwise until you hear a "click".
Excessive noise in upper portion of the appliance.	<ol style="list-style-type: none"> <li>1. Build up of dirt on the fans.</li> <li>2. Heater fan is defective.</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean all fans.</li> <li>2. Replace the heater system.</li> </ol>
Remote control doesn't work.	<ol style="list-style-type: none"> <li>1. Main power switch is off.</li> <li>2. Remote is out of range.</li> <li>3. Low batteries.</li> <li>4. Lost initialization.</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn the main power switch on.</li> <li>2. Move remote closer to the appliance.</li> <li>3. Replace the batteries.</li> <li>4. Reinitialize remote.</li> </ol>
Wall switch doesn't work.	<ol style="list-style-type: none"> <li>1. Main power switch is off.</li> <li>2. Loose wiring.</li> <li>3. Wall switch is defective.</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn the main power switch on.</li> <li>2. Check all wiring for loose connections.</li> <li>3. Replace the wall switch.</li> </ol>
Odor	The heater may emit a slight, harmless odor when first used. This is a normal condition caused by initial heating of the internal parts and will not occur again.	

## L. OPTIONAL COMPONENTS

### Front Faces

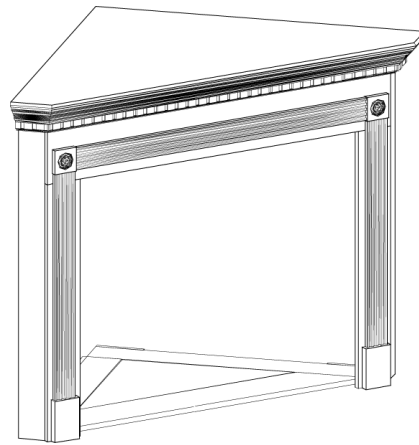
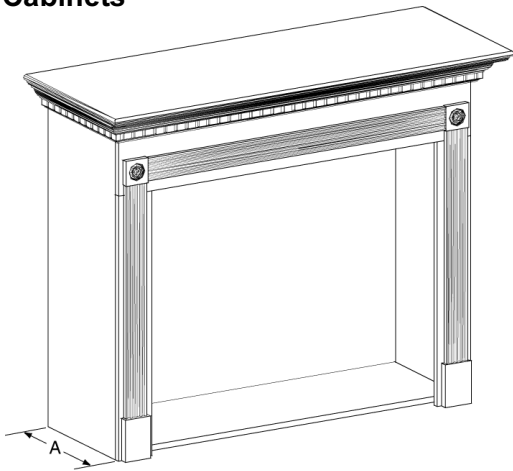
Part #	Description	Finish
DF-32RA-HP	Remington Avenue	Hammered Pewter
DF-32RA-BK	Remington Avenue	Black
DF-32TS-HP	Town Square	Hammered Pewter
DF-32TS-BK	Town Square	Black
DF-32SP-HP	Sun Prairie	Hammered Pewter
DF-32SP-BK	Sun Prairie	Black

Part #	Description	Finish
DF-32CH-HP	Chapel Hill	Hammered Pewter
DF-32CH-BK	Chapel Hill	Black
DF-32HH-BK	Harmony Hall	Black
DF-32SPO-BK	Sun Prairie Operable Door	Black
DF-32SPO-HP	Sun Prairie Operable Door	Hammered Pewter



**DF-32CH-HP**  
**DF-32CH-BK**  
 Front Face

### Cabinets

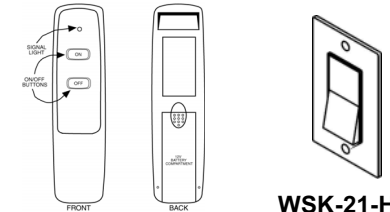


Wall Cabinets	Depth (moulding not included)	
QV32E	Suffix	A
ROC44SB *	SB	18" (258mm)
MVC44SB *		
PLC44SB *		

\* O = Unstained Oak  
 \* P = Primed

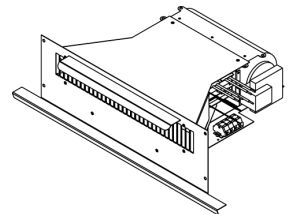
Corner Cabinets
ROA44DB *
MVA44DB *
PLA44DB *

\* O = Unstained Oak  
 \* P = Primed



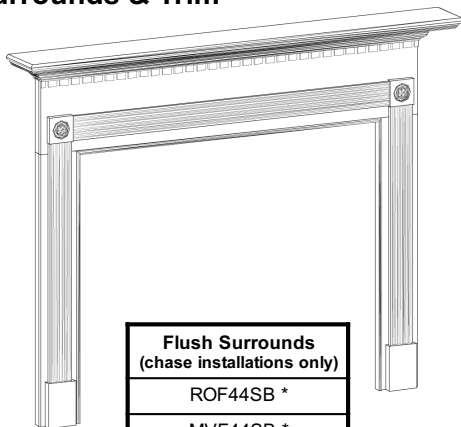
**RCE - QUAD**  
 Remote Control

**WSK-21-HTI**  
**WSK-21-W-HTI**  
 Wall Switch Kit



**HT240V**  
 240V Heater Kit  
 (QV32E only)

### Surrounds & Trim

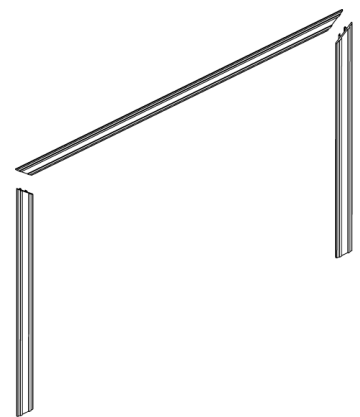


Flush Surrounds (chase installations only)
ROF44SB *
MVF44SB *
PLF44SB *

\* O = Unstained Oak  
 \* P = Primed



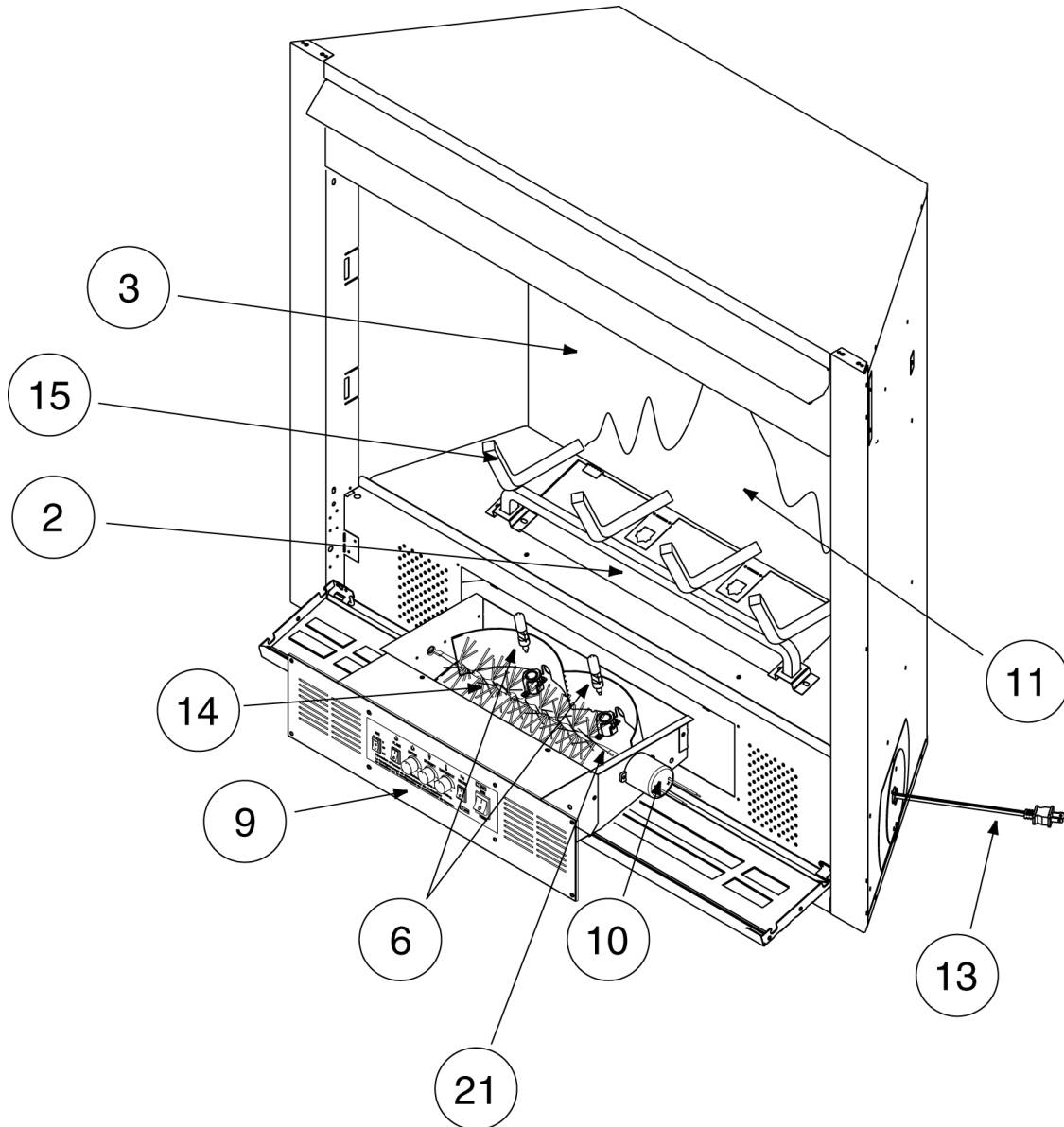
**VTS-550 (Polished Brass Finish)**  
**VTS-550-BK (Black Finish)**  
 Quick Tile Black and Brass Surround



**PBT-550 (Polished Brass Finish)**  
**BKT-550 (Black Finish)**  
 Cabinet Trim

## M. REPLACEMENT PARTS

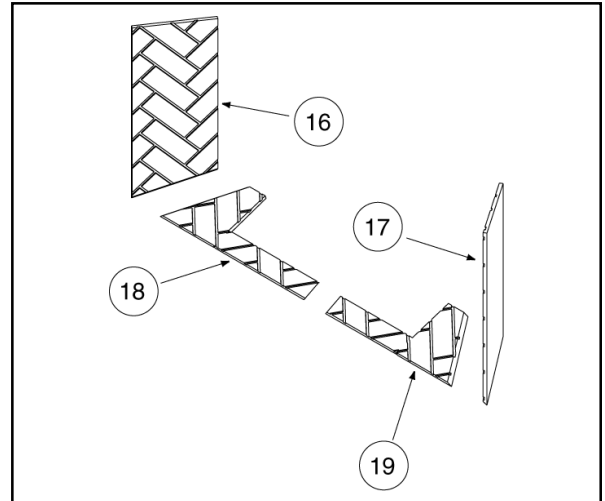
Replacement parts are available from your distributor/dealer.



(Hood supplied with door front kit.)



1 - Log Set



Refractories

Item #	Part #	Description	Qty.
1	4030-055	Log Assembly	1
2	4030-803	Ember Bed Glass	1
3	4030-817	Back Glass	1
4	4030-811	Ember Rock (not shown)	1
5	23509	Lava Rock (not shown)	1
6		Halogen Bulbs (see Maintenance instructions)	2
7	4030-043 4030-049	Heater Assembly - 120VAC Heater Assembly - 240VAC (not shown)	1
8	4030-046	Screen Assembly (not shown)	1
9	4030-150	Dashboard Assembly	1
10	4030-060	Motor - 12VDC	1
11	4030-840	Flame	1
12	047-805	Hood Clip (not shown)	2
13	4030-802	Power Cord - QV32E	1
➔ 14	4035-107	Flame Element	1
15	4030-029	Grate	1
16	4030-831	Herringbone Side Refractory - left	1
17	4030-832	Herringbone Side Refractory - right	1
18	4030-833	Herringbone Hearth Refractory - left	1
19	4030-834	Herringbone Hearth Refractory - right	1
20	80784	Andiron (not shown)	2
21	4030-810	Heat Shrink	1
22	31120	Guide Pin Sleeve (for motor) (not shown)	2
23	4030-884	#5x3/4" PPH SMS (not shown)	2

## Home Owner's Notes

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# **QUADRA-FIRE®**

Hearth & Home Technologies Inc. (HHT) Electric Fireplaces are tested and inspected prior to shipment and are guaranteed from defect to the purchaser of each new product. Any part which proves to be defective in material or workmanship under normal use within one year will be repaired or replaced without charge.\* The Company will not be responsible for any expense incurred for installation, removal from service, or transportation costs. Any such defect should be brought to the attention of the Dealer where the product was purchased and is authorized to repair or replace within the terms of this warranty.

The Company's only obligation under this warranty will be at its sole option to repair or replace any part proving defective or to refund the purchase price thereof.

The owner/user assumes all other risks, if any, including the risk of any direct, indirect or consequential loss or damage arising out of the use of or inability to use the product.

The warranty will not apply if, in the sole judgement of the Company, damage or failure has resulted from accident, alteration, misuse, abuse, incorrect installation, or operation on an incorrect power source.

The foregoing is in lieu of all other warranties expressed, implied, or statutory, and the Company neither assumes, nor authorizes any person to assume for it any other obligation, or liability in connection with said product.

\*Light bulbs are not covered in the warranty.

## **How to Obtain Service.**

To obtain service under this warranty you must:

1. Send written notice of the claimed condition to Quadra-Fire Technical Services Department, Hearth & Home Technologies Inc., 1445 North Highway, Colville, WA 99114-2124.
2. Provide proof of purchase, model number, serial number, and manufacturing date code to HHT.
3. Provide HHT reasonable opportunity to investigate the claim, including reasonable opportunity to inspect the Appliance prior to any repair or replacement work and before the Appliance or any component of the Appliance has been removed from the place of original installation.
4. Obtain HHT's consent to any warranty work before the work is done.

**ADDITIONAL INFORMATION.** If you would like information on current Quadra-Fire products or want to locate a dealer in your area, call 1-800-234-2508.

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