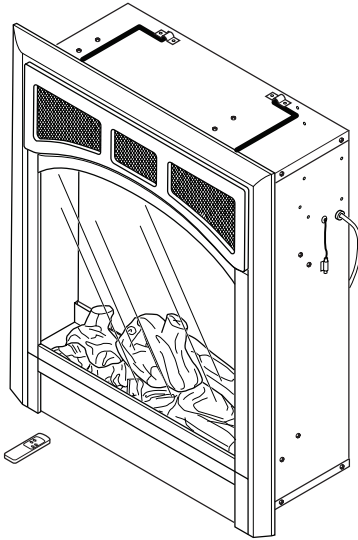


# **DESA**<sup>™</sup>

**HEARTH PRODUCTS**

## **ELECTRIC FIREPLACE/INSERT MODELS CGEF23B AND VEF21B SAFETY INFORMATION AND INSTALLATION MANUAL**



C US

Patent No. 7,219,456 B1

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

**⚠ 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 are stored.**

**This fireplace meets the construction and safety standards of H.U.D. for application in manufactured homes when installed according to these instructions.**

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

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## SAFETY

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

**⚠ CAUTION: Do not expose the heater to the elements (such as rain, etc).**

**Do not place clothing or other flammable material on or near firebox. Never place any objects on the fireplace.**

**Carefully supervise young children when they are in the room with fireplace.**

**Fireplace becomes very hot when running. Keep children and adults away from hot surfaces to avoid burns or clothing ignition. Fireplace will remain hot for a time after shutdown. Allow surfaces to cool before touching.**

**Do not install fireplace directly on carpet or similar surface which may restrict air circulation beneath unit.**

When using electrical heaters, 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. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet (0.9 m) from front of heater.
3. This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The grill directly in front of heater outlet becomes hot during heater operation.
4. Extreme caution is necessary when any heater is used by or near children or invalids and whenever heater is left operating and unattended.
5. Always unplug heater when not in use.
6. Do not operate any heater with a damaged cord or plug or if heater malfunctions or has been dropped or damaged in any way. Return heater to authorized service facility for examination, electrical or mechanical adjustment or repair.
7. Do not use outdoors.
8. 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.
9. 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.
10. To disconnect heater, turn controls to the OFF before removing plug from outlet.
11. 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.
12. To prevent possible fire, do not block air intakes in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
13. Always use properly grounded fused and polarized outlets.

# SAFETY

## Continued

14. A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids or vapors are used or stored.
15. 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.
16. 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 should be No. 14 AWG minimum size and rated not less than 1875 WATTS.
17. Always use ground fault protection where required by electrical codes.
18. Always disconnect power before performing any cleaning, maintenance or relocation of heater.
19. To prevent a possible fire, do not burn wood or other materials in this heater.
20. To prevent electric shock or fire, always use a certified electrician should new circuits or outlets be required.
21. When transporting or storing heater, keep in a dry place.
22. Control panel door gets hot during operation. Open door by pressing on right side. A spring magnet will disengage. Pull door down to open.

## LISTING APPROVALS

This heater has been tested in accordance with the CSA Standards for fixed and location-dedicated electric room heaters in the United States. All components are UL or CSA safety certified. If you need assistance during installation, please contact your local dealer or the DESA Heating Products Technical Services Department at 1-866-672-6040.

Description:	23" Fireplace/Insert
Voltage:	120
Watts:	1500
Amps:	15 Amp Grounded Circuit

*Note: This heater 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 C22.1 as appropriate.*

## PRODUCT DIMENSIONS

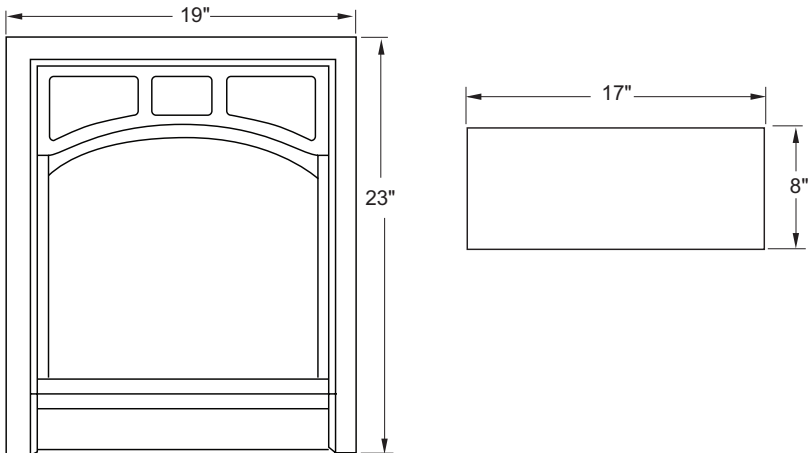


Figure 1 - Heater Dimensions

## PRODUCT IDENTIFICATION

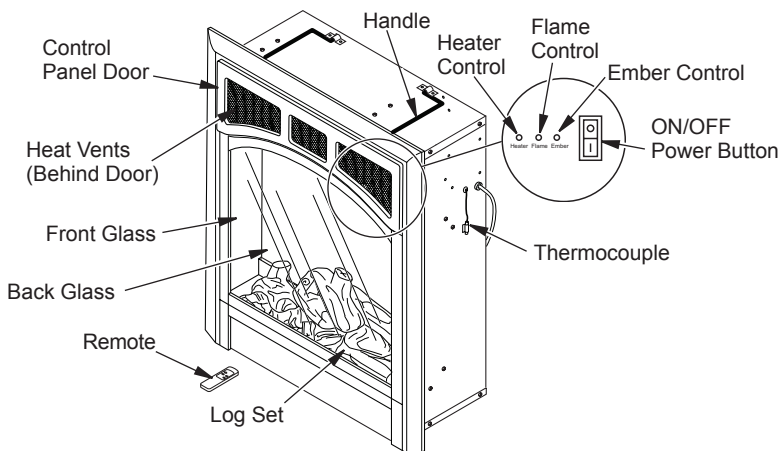


Figure 2 - Product Identification

## UNPACKING AND TESTING

Carefully remove unit from box. Prior to permanently installing unit, test to make sure unit operates properly. To do this, plug unit's power supply cord into a conveniently located 120-volt grounded outlet.

**CAUTION:** The unit's power supply cord must be connected to a properly grounded and protected 120-volt outlet. Always use ground fault protection where required by the electrical code.

**WARNING:** Do not operate the unit if it is damaged or has malfunctioned. If you suspect the unit is damaged, return the unit to an authorized service facility for examination, electrical or mechanical adjustment or repair.

## LOCATING FIREPLACE

**WARNING:** Due to high temperatures, this heater should be located out of traffic. Keep combustible materials such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet (0.9 m) from the front of the heater.

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

**WARNING:** Never locate this heater where it may fall into a bathtub or other water container.

**WARNING:** To prevent contact with sagging or loose insulation, the heater must not be installed against vapor barrier or exposed insulation. Localized overheating could occur and a fire could result.

## LOCATING FIREPLACE

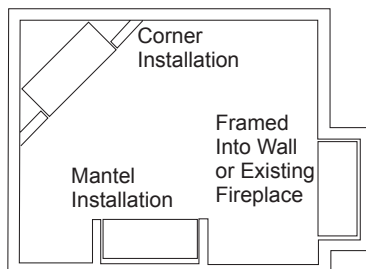
*Continued*

**⚠ CAUTION:** Do not expose the heater to the elements (such as rain, etc.)

**⚠ CAUTION:** Wear gloves and safety glasses for protection during installation and maintenance.

This electric fireplace can be installed in a mantel, framed into a wall or installed into an existing fireplace. If installing into a mantel, follow mantel's assembly instructions.

Figure 3 illustrates a variety of ways the heater may be located in a room. The heater may be installed directly on the floor or raised on a hearth.



**Figure 3 - Heater Locations**

## 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 where openings may become blocked.

**⚠ WARNING - RISK OF FIRE!**  
Do not blow or place insulation against the firebox.

**⚠ WARNING:** If the information in these instructions is not followed exactly, a fire or explosion may result causing property damage, personal injury or death.

**Do not store or use gasoline or other flammable vapors in the vicinity of this or any other heater.**

### INSTALLING FIREPLACE

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

*Note: Follow all national and local electrical codes. This insert can be installed into either an existing fireplace or as new construction/renovation.*

#### Installing in Mantel

1. Assemble mantel according to mantel instructions.
2. Locate mantel near a wall (or corner depending on mantel type) close to a power source. You may have to alter base boards to fit mantel flush against wall.
3. Insert fireplace into front of mantel. Be careful not to scratch finish on base. Fireplace will fit flush against front of mantel.
4. Plug fireplace into power source. Push mantel with fireplace into final location.

#### Existing Fireplace Installation

1. Thoroughly clean out existing fireplace and hearth area.
2. Seal all drafts, vents or ash clean-outs with fiberglass insulation. Seal flue. Once sealed, close damper to stop debris from falling onto unit.
3. If existing fire box is susceptible to moisture, cap top of chimney flue to prevent infiltration of water.

# INSTALLATION

## Continued

*Note: It is strongly advised that you hire a qualified professional to undertake this step in order to prevent personal injury. Once flue is capped, chimney is no longer suitable for wood burning.*

*Note: Do not install this unit into a fireplace that is prone to dampness; the area of installation must be dry.*

- Plan the power supply. If an existing grounded outlet is near fireplace, power cord can run along front of fireplace. If cord is not long enough to reach outlet, a grounded extension cord minimum AWG No. 14 and rated to a minimum of 1875 watts, may be used. If you plan to cut or drill a hole in existing fireplace for wiring, it is best to hire a professional to do this step in order to prevent personal injury. To reduce the risk of fire, do not run power cord under rugs, carpets, etc. Arrange power supply cord away from high traffic areas where it may pose a tripping hazard.

**⚠ WARNING: The solid fuel/gas fireplace has been converted for use with an electric insert and cannot be used for original fuels unless all original parts have been replaced and the fireplace has been reapproved by the authority having jurisdiction.**

### New Construction or Renovation

- Select a location at least 3 feet (0.9 m) away from combustible materials such as curtains or drapes, furniture, bedding, paper, etc.
- Mark desired location on floor and store unit in a safe, dry and dust free location.
- Frame in an opening leaving at least 1/4" (6 mm) around the edge of the unit (see *Framing*). Any new wiring must be done in compliance with local and national codes and other applicable regulations in order to reduce the risk of fire, electric shock or other injuries. Therefore, it is strongly recommended that you hire a professional to complete any such work.
- Plan your power supply route. See step 4 of *Existing Fireplace Installation*.

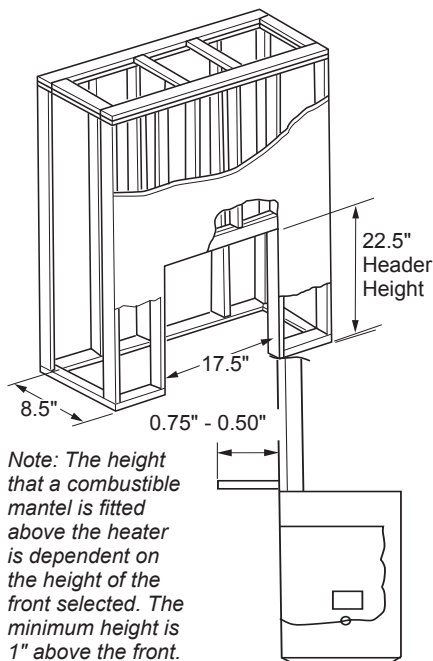
### Framing

Figure 4, shows a typical framing of this heater using combustible materials. All required clearances to combustibles must be adhered to. Header height is measured from the base of the heater.

Tools and building supplies required for installation:

- Saw
- Pliers
- Hammer
- Phillips screwdriver
- Framing materials
- Tape measure
- Wall-finishing materials
- Caulking material
- Square
- Gloves
- Level
- Surround
- Electric drill/bits

**⚠ CAUTION: Provide adequate clearances around the air openings and adequate accessibility clearances for servicing and proper operations.**



**Figure 4 - Framing Heater for New Construction/Renovation**

# INSTALLATION

## Continued

### Installing as Insert

Once the site has been prepared, the fireplace insert can be installed.

1. Make sure power switch is in the OFF position.

2. Plug fireplace into a 15-amp/120 volt, grounded outlet.
3. Push fireplace insert so that the trim is against the finished mantle or wall surface.

## FINISHING

**WARNING: Control panel door on this heater cannot, in any way, be covered as it may create a fire hazard.**

**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 fire rating of zero.

### FINISHING CHECKLIST

- Power supply service must be completed prior to finishing to avoid reconstruction.
- Grills and air openings cannot be covered in any circumstances.

*Note: The heater is a zero clearance fireplace and may be finished with combustible or non-combustible finishing materials.*

When using paint or lacquer to finish the mantel, they must be heat resistant to prevent discoloration.

## OPERATION

The controls (see Figure 5) are located behind hinged control panel door. If using heater, control panel door will be hot during and immediately after operation. Open door by pressing on right side. A spring magnet will push door forward. Pull door down to open.

1. Plug in electric fireplace.
2. Turn on lighted power switch (see Figure 5).
3. Adjust Flame and Ember to desired settings using the control pad on fireplace or remote control (see Figure 6). Figure 7, page 8, shows fireplace settings available. Default settings are circled. Press control pad or remote control buttons once and release to adjust settings.

*Note: When on, ember bed will lighten and darken automatically to simulate real embers.*

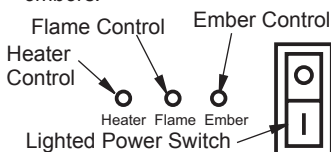


Figure 5 - Controls For Electric Fireplace

The heater works with a thermostat when turned on. It will shut off when room reaches approximately 86° F (30° C).

4. When using remote control, aim remote at sensor located in center of unit just above log set. **IMPORTANT:** This remote control must remain within 20 feet (6 m) of fireplace to be effective.
5. **When power switch is turned off, fireplace settings go back to default (see Figure 7, page 8).**

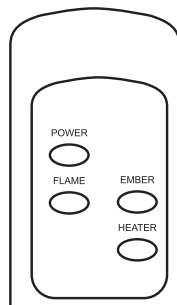


Figure 6 - Remote Control For Electric Fireplace

## OPERATION

*Continued*

FLAME	Off	Low	Medium	High
EMBER	Off	Low	Medium	High
HEATER	Off	On		

*Figure 7 - Fireplace Settings (Default Settings are Circled)*

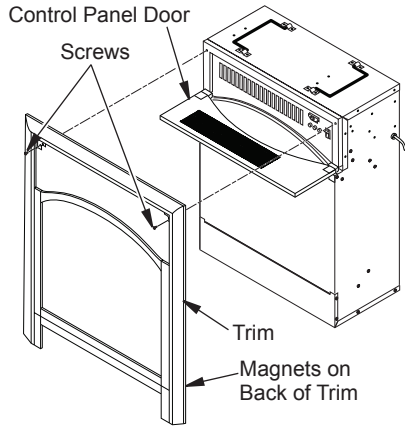
## CLEANING AND MAINTENANCE

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

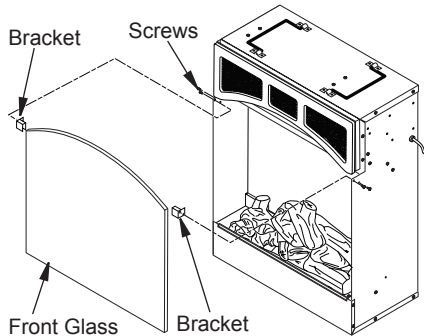
To service electric fireplace it may be necessary to remove it from the mantel or enclosure in which it is installed. Let unit cool completely before cleaning or servicing.

### CLEANING FIREBOX

1. Open control panel door by pressing on right side. A spring magnet will push door forward. Pull door down to open.
2. Remove 2 screws holding front trim in place. Pull gently to remove trim (see Figure 8). There are magnets on the lower portion of trim (see Figure 8)
3. With gloves and safety glasses in place, remove 4 screws from glass retainer brackets (2 per bracket).
4. Carefully remove front glass and brackets (see Figure 9).
5. Using a brush vacuum attachment, gently clean compartment.
6. After cleaning compartment, replace front glass, screw, bracket and trim.



*Figure 8 - Removing Trim*



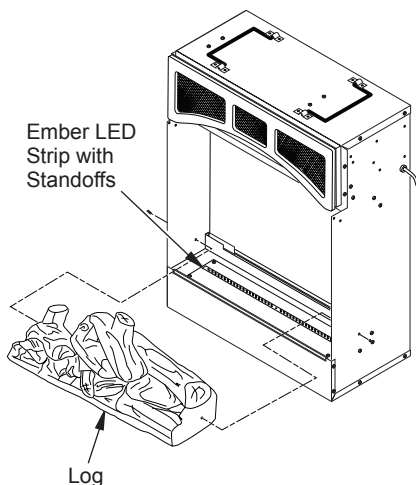
*Figure 9 - Removing Brackets and Front Glass*

# CLEANING AND MAINTENANCE

*Continued*

## REPLACING LOG

1. Follow steps 1 through 4 of *Cleaning Firebox*, page 8.
2. Remove screws from each side of log that secures log to base and remove log (see Figure 9, page 8).
3. Install new log using screws removed in step 2.
4. Replace front glass, bracket and screws.
5. Replace trim.



**Figure 10 - Removing Log and Ember LED**

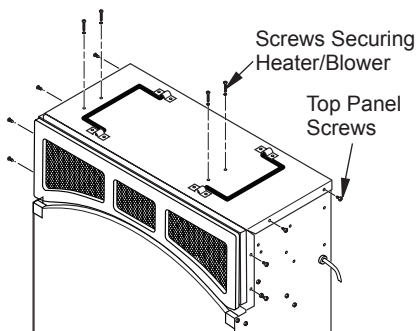
## REPLACING EMBER STRIP

1. Follow steps 1 and 2 under *Replacing Log*.
2. Locate ember LED strip (see Figure 10). Disconnect wire (right side).
3. Remove ember LED strip by squeezing top of standoffs and discard.
4. Connect new ember LED strip using existing standoffs.
5. Reconnect wire to LED strip.
6. Follow steps 3 and 4 under *Replacing Log*.

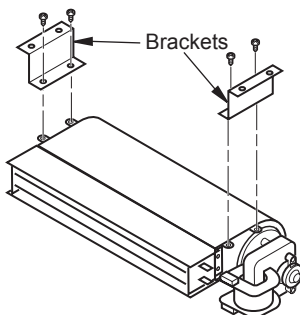
## REPLACING HEATER/BLOWER

1. Follow steps 1 and 2 of *Cleaning Firebox*, page 8.
2. Remove screws from around top panel of firebox (see Figure 11).
3. There are several wires attached to the top panel. Carefully lift top panel.

4. Disconnect heater/blower wires from main circuit board.
5. Remove screws holding heater/blower to top panel (see Figure 11).
6. Remove brackets from heater/blower (see Figure 12). Save brackets and screws.
7. To remove heater from blower, remove 4 screws (2 per side).
8. If replacing blower, remove screws from brackets on blower. Install brackets to new blower.
9. Replace blower or heater. Replace screws removed in step 7 (see Figure 13, page 10).
10. Hold heater/blower with brackets in place against top panel and replace screws removed in step 5.
11. Reconnect wires to main circuit board (see *Wiring Diagram*, page 12).
12. Replace top panel and screws.
13. Replace trim.



**Figure 11 - Removing Top Panel and Heater/Blower**



**Figure 12 - Removing Brackets from Heater/Blower**

# CLEANING AND MAINTENANCE

Continued

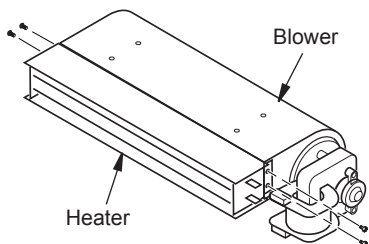


Figure 13 - Removing Heater from Blower

## REPLACING TRANSFORMER

1. Follow steps 1 through 3 under [Replacing Heater/Blower](#), page 9.
2. Disconnect transformer wires from control board.
3. Remove screws from outside of firebox surround to remove transformer (see Figure 14).
4. Remove and discard transformer.
5. Place new transformer against inside of firebox surround and replace screws removed in step 3.
6. Reconnect transformer wires to control board (see [Wiring Diagram](#), page 12).
7. Replace top panel and screws.
8. Replace trim

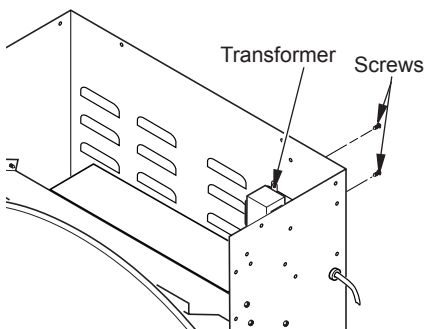


Figure 14 - Removing Transformer

## REPLACING MAIN CONTROL BOARD

1. Follow steps 1 through 3 under [Replacing Heater/Blower](#), page 9.
2. Disconnect wires to main control board.
3. Squeeze top of standoffs to remove main control board and discard.
4. Gently push new control board onto standoffs to install.

5. Reconnect wires to main control board (see [Wiring Diagram](#), page 12).
6. Replace top panel and screws.
7. Replace trim

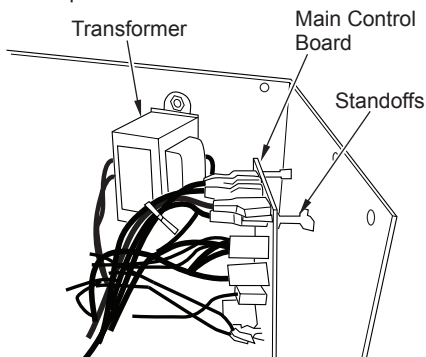


Figure 15 - Control Board

## REPLACING SETTINGS CONTROL BOARD

1. Follow steps 1 through 3 under [Replacing Heater/Blower](#), page 9.
2. Disconnect wires from main control board.
3. Remove screws from bracket to remove settings control board.
4. Place new settings control board into position making sure each control is aligned with slot in panel. Install using screws from step 3. DO NOT overtighten. This will damage control board.
5. Reconnect wires to main control board (see [Wiring Diagram](#), page 12).
6. Replace top panel and screws.
7. Replace trim

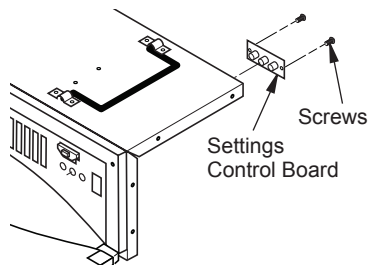


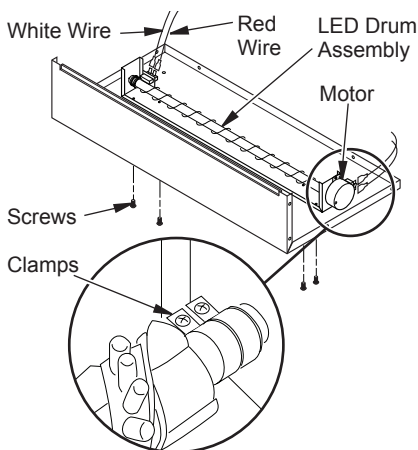
Figure 16 - Replacing Settings Control Board

# CLEANING AND MAINTENANCE

*Continued*

## REPLACING FLAME GENERATION LED

1. Follow steps 1 through 4 under *Cleaning Firebox*, page 8
2. Remove screws from each side of log that secures log to base and remove log (see Figure 10, page 8).
3. Remove screws from sides and back of bottom panel of firebox.
4. Gently lay unit on its back.
5. There are several wires attached to bottom panel. Carefully remove panel.
6. Disconnect wires from motor and LED drum assembly.
7. Remove screws from bottom panel to remove assembly.
8. If motor on assembly fails, loosen clamps (see Figure 17). Remove screws from motor. Hold universal joint while removing motor and discard.
9. Install new motor. Slide motor shaft into universal joint and tighten clamps.
10. Hold LED drum assembly in place on bottom panel and replace screws.
11. Reattach wires to motor and LED drum. *Note: LED drum wires are polarity sensitive and must be connected correctly. White wire plugs onto left terminal and red wire plugs onto right terminal. Motor wires can be connected to either terminal.*



**Figure 17 - Flame Generation LED Drum Assembly**

12. Replace fireplace bottom panel. Set fireplace upright and replace screws.
13. Replace log, glass and bracket.
14. Reinstall fireplace and replace trim.

## CLEANING OR REPLACING BACK SCREEN (GLASS)

1. The glass is cleaned in the factory during assembly. During shipment, installation, handling, etc. glass surface may collect dust particles. These can be removed by buffing lightly with a clean damp cloth (water only). Glass should be completely dried with a lint free cloth or paper towel.
2. In the event of glass breakage, vacuum all remaining glass pieces with a shop vac. **DO NOT VACUUM WHILE PIECES ARE HOT.** Replace glass only with replacement part specifically for this heater. Never substitute material. Only fully tempered soda lime safety glass may be used on this heater.
3. To access glass to clean or replace, follow steps 1 and 7 under *Replacing Flame Generation LED*. Set aside bottom panel.
4. Remove screws securing log base to unit. Carefully remove log base from unit.
5. Using gloves, gently remove glass panel by sliding it toward you. There is a rubber bumper on each corner of glass.
6. Clean glass as instructed in step 1 or replace glass.
7. Using gloves, reinstall glass by gently sliding, smooth side toward fireplace front, into brackets on either side that hold glass in place.
8. Replace log base.
9. Follow steps 11 and 14 under *Replacing Flame Generation LED*.

## 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 heater ready.

You can also visit DESA Heating Products' technical services web site at [www.desatech.com](http://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 heater
- how heater was malfunctioning
- 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 heater
- the replacement part number

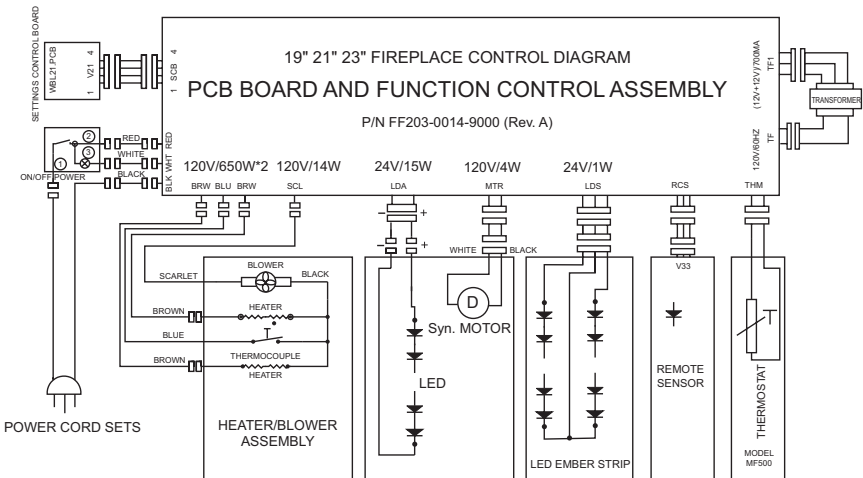
## ACCESSORIES

Purchase these 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 back this manual.

### TRADITIONAL STYLE MANTELS WITH BASE AND TRIM

- W23FT - Wall Mantel, Fruitwood
- W23OT - Wall Mantel, Oak
- C23OT - Corner Mantel, Oak
- W21AOSA - Wall Mantel, Oak
- W21APA - Wall Mantel, White
- C21AOSA - Corner Mantel, Oak
- C21APA - Corner Mantel, White

## WIRING DIAGRAM



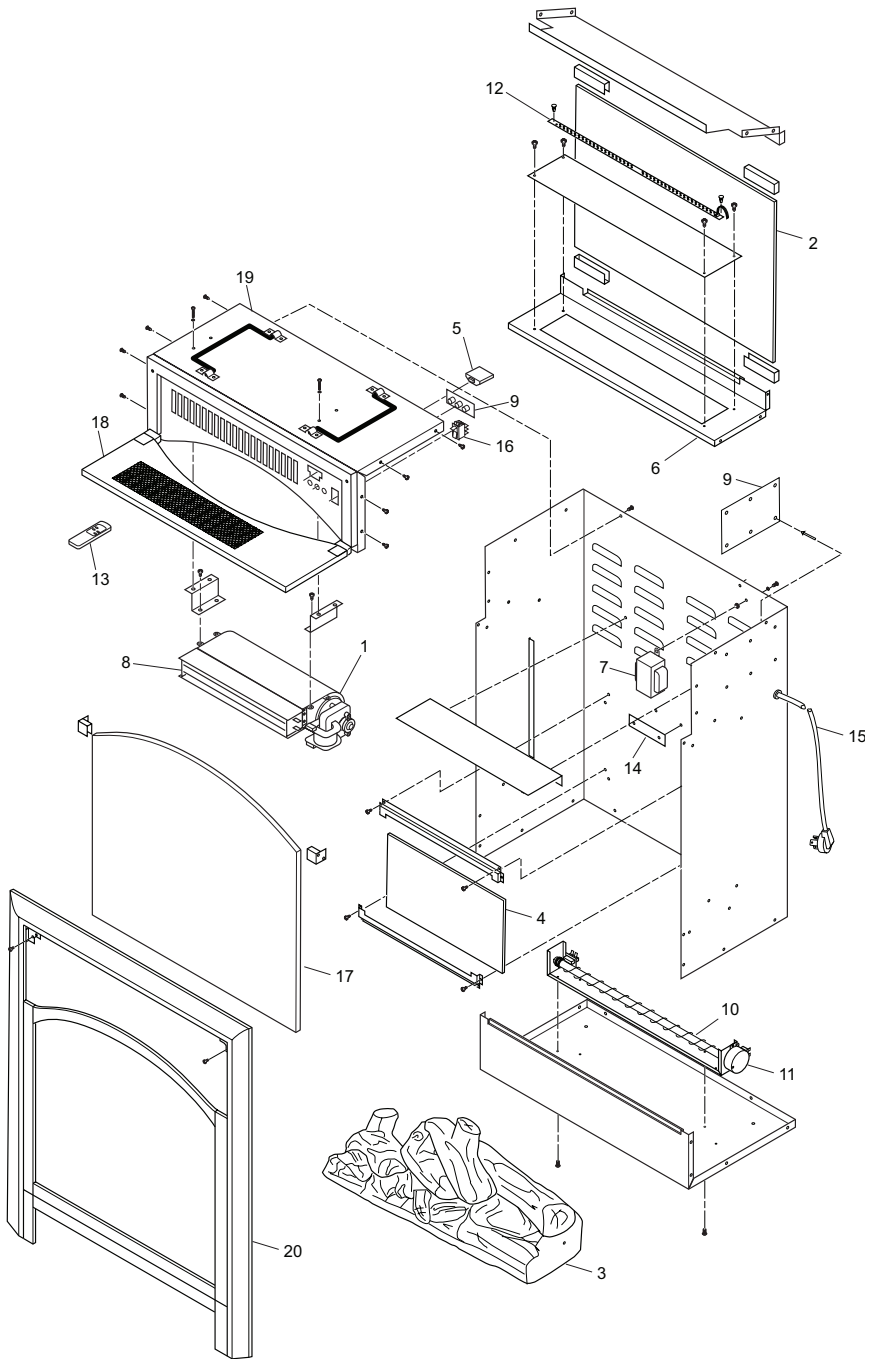
## TROUBLESHOOTING

** WARNING: Turn off appliance and let cool before servicing. Only a qualified service person should service and repair heater.**

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Fireplace turns off and will not turn on	<ol style="list-style-type: none"> <li>1. Fireplace has overheated and safety device has cause thermal switch to disconnect or home circuit breaker has opened</li> </ol>	<ol style="list-style-type: none"> <li>1. Reset switch by turning main power switch off and waiting 5 minutes then turning it back on or reset circuit breaker</li> </ol>
Flame is not moving	<ol style="list-style-type: none"> <li>1. Loose wiring</li> <li>2. Flame motor defective</li> </ol>	<ol style="list-style-type: none"> <li>1. Inspect wiring for loose connections</li> <li>2. Call a qualified service technician to replace flame motor</li> </ol>
Flame is not visible	<ol style="list-style-type: none"> <li>1. Wiring is loose</li> </ol>	<ol style="list-style-type: none"> <li>1. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary</li> </ol>
Log set and/or ember is not glowing	<ol style="list-style-type: none"> <li>1. Wiring is loose</li> </ol>	<ol style="list-style-type: none"> <li>1. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary</li> </ol>
Flame sputters/flashes	<ol style="list-style-type: none"> <li>1. Flame motor is defective</li> <li>2. Flame generation contacts dirty/obstructed</li> </ol>	<ol style="list-style-type: none"> <li>1. Call a qualified service technician to replace flame motor</li> <li>2. Disconnect power. Follow steps to replace flame generation LED. Clean contacts with dry cloth.</li> </ol>
Remote control does not work	<ol style="list-style-type: none"> <li>1. Low batteries</li> <li>2. Not aiming control correctly</li> <li>3. Defective remote control and/or sensor</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace AAA batteries in remote control</li> <li>2. Aim control at sensor located directly behind glass screen in center of unit just above logs</li> <li>3. Replace remote control and/or sensor</li> </ol>
Fireplace will not come on when switch is flipped to ON	<ol style="list-style-type: none"> <li>1. Fireplace is not plugged in to an electrical outlet</li> <li>2. Control failure</li> <li>3. Breaker tripped</li> </ol>	<ol style="list-style-type: none"> <li>1. Check plug</li> <li>2. Call a qualified service technician to replace control</li> <li>3. Reset breaker</li> </ol>
Heater does not provide heat when turned on	<ol style="list-style-type: none"> <li>1. Thermal switch has been tripped</li> <li>2. Circuit breaker has been tripped</li> <li>3. Wiring is loose</li> <li>4. Heater is defective</li> <li>5. Thermostat cycled off</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn unit off and unplug unit for 5 minutes. Plug back in and turn unit on. If plug cannot be reached, follow directions for tripped circuit breaker</li> <li>2. Turn off circuit breaker that supplies electricity to unit. Wait 5 minutes then flip circuit breaker back on</li> <li>3. Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary</li> <li>4. Replace heater</li> <li>5. Change to higher setting</li> </ol>

# PARTS

MODELS CGEF23B AND VEF21B



## PARTS

### MODELS CGEF23B AND VEF21B

This list contains replaceable parts used in your fireplace. When ordering parts, follow the instructions listed under Replacement Parts on page 12 of this manual.

KEY			
NO.	PART NO.	DESCRIPTION	QTY.
1	120925-30	Blower	1
2	120926-06	Rear Glass (Screen)	1
3	120926-05	Log Set	1
4	120926-07	Flame Effect Mirror	1
5	120926-32	Magnetic Catch	1
6	120926-09	Main Control Board and Standoffs (5)	1
7	120927-10	Transformer	1
8	120927-11	Heater	1
9	120926-12	Settings Control Board	1
10	120926-13	LED Drum Assembly	1
11	120927-14	Motor (Drum)	1
12	120926-15	LED Ember Strip	1
13	120926-20	Remote Control	1
14	120927-21	Remote Control Sensor	1
15	120927-22	Power Cord	1
16	120927-24	ON/OFF Switch	1
17	120926-03	Front Glass	1
18	120926-02	Control Panel Door (Black)	1
19	120926-25	Top (Black)	1
20	120926-04	Front Trim	1
<b>PARTS AVAILABLE NOT SHOWN</b>			
	120926-17	Wire (Flame Effect)	1
	120926-18	Wire (Ember Bed)	1
	120927-23	Thermocouple	1

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# WARRANTY

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## KEEP THIS WARRANTY

Model (located on product or identification tag) \_\_\_\_\_

Serial No. (located on product or identification tag) \_\_\_\_\_

Date Purchased \_\_\_\_\_

Keep receipt for warranty verification.

## DESA HEATING, LLC LIMITED WARRANTIES

### New Products

**Standard Warranty:** DESA Heating, LLC warrants this new product and any parts thereof to be free from defects in material and workmanship for a period of one (1) year from the date of first purchase from an authorized dealer provided the product has been installed, maintained and operated in accordance with DESA Heating, LLC's warnings and instructions.

For products purchased for commercial, industrial or rental usage, this warranty is limited to 90 days from the date of first purchase.

### Factory Reconditioned Products

**Limited Warranty:** DESA Heating, LLC warrants factory reconditioned products and any parts thereof to be free from defects in material and workmanship for 30 days from the date of first purchase from an authorized dealer provided the product has been installed, maintained and operated in accordance with DESA Heating, LLC's warnings and instructions.

### Terms Common to All Warranties

The following terms apply to all of the above warranties:

Always specify model number and serial number when contacting the manufacturer. To make a claim under this warranty the bill of sale or other proof of purchase must be presented.

This warranty is extended only to the original retail purchaser when purchased from an authorized dealer, and only when installed by a qualified installer in accordance with all local codes and instructions furnished with this product.

This warranty covers the cost of part(s) required to restore this product to proper operating condition and an allowance for labor when provided by a DESA Heating, LLC Authorized Service Center or a provider approved by DESA Heating, LLC. Warranty parts 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.

Travel, handling, transportation, diagnostic, material, labor and incidental costs associated with warranty repairs, unless expressly covered by this warranty, are not reimbursable under this warranty and are the responsibility of the owner.

Excluded from this warranty are products or parts that fail or become damaged due to misuse, accidents, improper installation, lack of proper maintenance, tampering, or alteration(s).

This is DESA Heating, LLC's exclusive warranty, and to the full extent allowed by law; this express warranty excludes any and all other warranties, express or implied, written or verbal and limits the duration of any and all implied warranties, including warranties of merchantability and fitness for a particular purpose to one (1) year on new products and 30 days on factory reconditioned products from the date of first purchase. DESA Heating, LLC makes no other warranties regarding this product.

DESA Heating, LLC's liability is limited to the purchase price of the product, and DESA Heating, LLC shall not be liable for any other damages whatsoever under any circumstances including indirect, incidental, or consequential damages.

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

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

For information about this warranty contact:



DESA Heating, LLC  
2701 Industrial Drive  
Bowling Green, KY 42101  
www.desatech.com  
1-866-672-6040

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Rev. B  
09/08



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