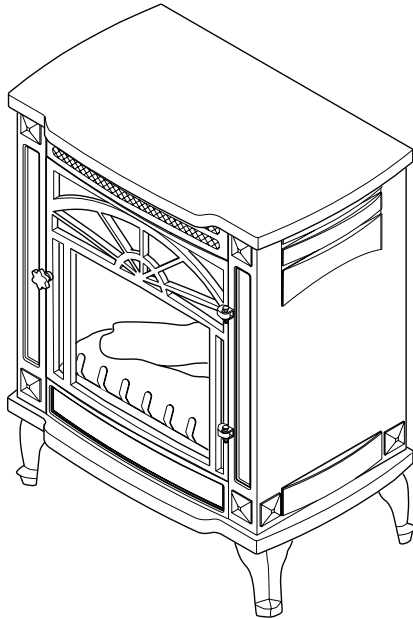


# **DESA**<sup>TM</sup>

**HEATING PRODUCTS**

## **20" ELECTRIC STOVE WITH REMOTE CONTROL**

### **SAFETY INFORMATION AND OPERATION MANUAL**



### **MODELS CGESBMRA AND VESBMRA**

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

**Save this manual for future reference.  
For more information, visit [www.desatech.com](http://www.desatech.com)**

## TABLE OF CONTENTS

Safety Information .....	2	Cleaning and Maintenance.....	6
Listing Approvals .....	3	Technical Service.....	8
Unpacking and Testing the Unit.....	3	Replacement Parts.....	8
Product Dimensions & Specifications.....	3	Troubleshooting.....	9
Grounding Instructions.....	4	Illustrated Parts Breakdown and Parts List.....	10
Operating Instructions .....	4	Warranty Information .....	Back Cover

## SAFETY INFORMATION

**⚠ 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: Risk of fire. Keep combustible material away from the front of the heater. Keep electrical cords, drapery and other furnishings at least 3 feet from the front and sides of electric stove.**

**⚠ WARNING: Servicing should be done only while the heater is disconnected from the power supply circuit.**

**⚠ CAUTION: For lower lamps (ember bed) and flame generation lamps, replace only with lamp type GX6.35 rated 120V, 35W max. For upper lamps (top contrasting light) replace only with lamp type GX6.35, rated 120V , 20W max.**

Your electric stove is classified as an electric heater. As with any electrical appliance and particularly with electric heaters, basic precautions must be followed in order to reduce the risk of fire, burns, electrical shocks and/or other serious injuries or death.

1. Read all instructions before using this heater.
2. The unit can become hot when in use. To avoid accidental burns, do not allow skin to come into contact with the hot surfaces of the unit. Keep children and pets away from unit when in use.

3. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet from heater. Do not use this unit in areas where gasoline, paint or other flammable liquids or vapors may be present.
4. Do not use this unit for drying wet clothes.
5. Do not operate unit if it is damaged or has malfunctioned. If you suspect the unit is damaged, return it to an authorized service facility for examination, electrical or mechanical adjustment or repair.
6. Do not use this unit outdoors.
7. Do not use or install this unit in areas prone to dampness or where it may come into contact with water. This heater is not intended for use in bathrooms, laundry areas or other locations where water may be present.
8. To reduce the risk of fire, do not place or install this unit in areas where the ventilation or circulation ducts may become blocked.
9. Do not insert or allow foreign objects to enter any of the ventilation or circulation ducts as this may cause electric shock, fire or otherwise damage the unit.
10. The unit's power supply cord must be connected to a properly grounded and protected, 120-volt electrical outlet. Always use ground fault protection where required by the electrical code. To reduce the risk of fire, avoid running power supply cord under rugs, carpets, etc. Keep the power supply cord away from high traffic area where it may pose a tripping hazard.
11. 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 with a grounding plug and rated not less than 1875 WATTS.
12. Always disconnect the unit from the power supply before performing any cleaning, light bulb replacement, maintenance, relocating the heater or when the unit is not in use for long periods of time.

## SAFETY INFORMATION

*Continued*

- When transporting or storing the unit, keep it in a dry location, free from dust, excessive vibration or other factors, which may damage the unit.

## 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.

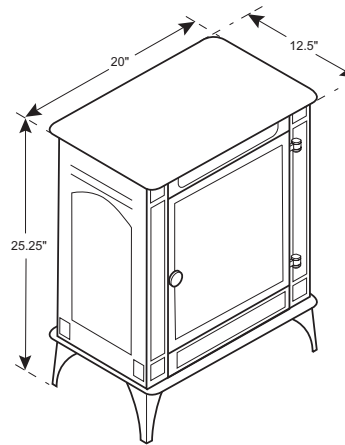
## UNPACKING AND TESTING THE UNIT

Carefully remove the unit from the box. Prior to permanently installing the unit, test to make sure the unit operates properly by plugging the 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.

## PRODUCT DIMENSIONS AND SPECIFICATIONS



*Figure 1 - Heater Dimensions*

Frequency	60 Hz
Heater Power	1500 W
Heater Output	5000 BTUs
Power Supply	120V; 15 Amp Grounded, Circuit

*Note:* A dedicated power supply circuit is recommended for the unit but not required. Additional electrical appliances on the same circuit may exceed the current (amperage) rating for that circuit. If after the installation of your unit, the circuit breaker trips or the fuse fails on a repeated basis, then a dedicated circuit will likely be required. 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 licensed electrician to complete any such work.

## GROUNDING INSTRUCTIONS

This stove is for use on 120 volts. The cord has a plug as shown in Figure 2. An adapter is available for connecting three-blade grounding-type plugs to two-slot receptacles. The green grounding plug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.

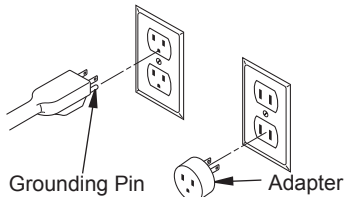


Figure 2 - Grounding Methods

## OPERATING INSTRUCTIONS

Once the unit has been properly connected to a ground electrical outlet, it is ready to operate.

**Note:** Ensure the circuit breakers for power supply are turned on.

### CONTROL PANEL OPERATION

Controls are located on the back of the unit (see Figure 3).

1. **Main ON/OFF Power Switch:** This switch is located at the furthest right corner on the control panel when looking at the back of the unit. Turn the switch to ON and unit will be ready to operate. The "I" indicates ON and "O" indicates OFF.

**IMPORTANT:** Once you turn the main switch to the ON position, the remote control can no longer be used. In order to use the remote control, you must keep the main ON/OFF switch in the OFF.

2. **Ember Control Dial:** There is a divided circle under this dial. After you turn the Main Power switch to the ON position, turn the Ember Control Dial to desired setting. This dial controls the intensity of the lighting under the ember bed.
3. **Flame Control Dial:** There is a flame picture under this dial. Turn this dial to adjust the flame intensity.

4. **Heater Switch and Control Dial:** The heater switch has a sun directly below it. To turn the heater on, flip Heater Switch to ON position ("I" indicates ON and "O" indicates OFF). The Control Dial has a thermometer below it. Turn dial clockwise past the number 8. You should hear a small clicking sound indicating the heater has started and heat will emit through vents located at the top of unit. To turn off heater, turn the temperature dial counter clockwise past number 1 and flip Heater Switch to OFF position.

To increase the desired temperature, turn temperature dial clockwise towards Number 8.

To decrease desired temperature, turn temperature dial counter clockwise towards number 1. The heater has a built-in thermostat so it will shut off automatically once set temperature is reached. It will also turn on automatically if room temperature drops below the set temperature on dial.

**Note:** When the heater is turned on for the first time, it may release a slight, harmless odor. This odor is a normal occurrence caused by the initial heating of the internal heating elements and should not occur again. (Some odor may occur when dust settles on the unit and is burned off).

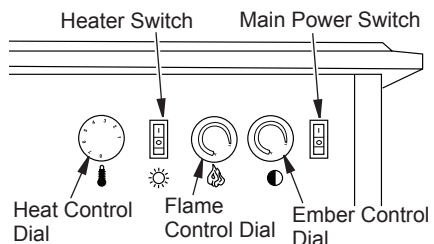


Figure 3 - Electric Stove Control Panel

### OPERATING BY REMOTE CONTROL

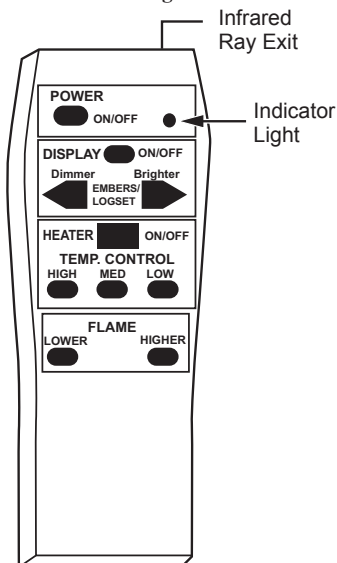
1. Plug in your electric fireplace and it will beep once. This means you have power and your remote is ready to operate your electric fireplace.

**IMPORTANT:** To control the electric fireplace by remote, the Main ON/OFF power switch on the fireplace must be in the OFF position; the remote control will NOT work if the manual ON/OFF switch is in the ON position.

# OPERATING INSTRUCTIONS

*Continued*

- When operating the remote control, it must be pointed at the logset inside the electric stove and a beep must be heard each time you press a function button. The beep confirms the remote control is performing the function you have requested. **Note:** Make sure your batteries are fully charged and installed correctly in your remote control.
- POWER ON/OFF** button at the top left is the main ON/OFF power button. Pressing this button you will hear a beep; this activates the power to the unit. **Note:** If the flame does not come immediately, press the **DISPLAY ON/OFF** button.
- The two **LOGSET** buttons control the brightness of ember bed, which changes the brightness of your logset. *To increase the brightness*, press and release the **BRIGHTER** button. Each time you press this button you will hear a beep, and the brightness will increase by a small amount, until the maximum is reached. *To decrease the brightness*, press and release the **DIMMER** button. Each time you press this button you will hear a beep and the brightness will decrease by a small amount, until the minimum brightness is reached.



**Figure 4 - Remote Control For Electric Fireplace**

- Heater Button:** To activate the heater, press the heater button, then press **HI**, **MED** or **LO**. The heater is pre-set to the following temperatures:
  - HIGH** will shut off when room reaches approximately 86° F (30° C)
  - MED** will shut off when room reaches approximately 75° F (24° C)
  - LO** will shut off when room reaches approximately 64° F (18° C)
- To adjust the intensity of the flame, press the two buttons labeled **HIGHER** and **LOWER** under **FLAME**. *To increase the flame intensity*, press and release the **HIGHER** button. Each time you press the button you will hear a beep and the size of the flame will increase slightly until the maximum setting is reached. *To decrease the flame intensity*, press and release the **LOWER** button. Each time you press this button you will hear a beep and the size of the flame will decrease slightly until the minimum setting is reached.
- To use the stove as a heater without the flame, press the **DISPLAY ON/OFF** button to turn the flame off and press the **HEATER ON/OFF** button to turn the heater on (if the heater was in the **OFF** position). Press the **DISPLAY ON/OFF** button again to turn the flame back on. Press **HEATER ON/OFF** button again to turn the heater off.

**Note:** You may have to readjust your desired flame setting (see step 6).

- To turn stove off, press **POWER ON/OFF** button once. When you hear the beep, the fireplace will be completely off and the flame will disappear. When you restart the fireplace with the remote control, all of the features you had set will remain in effect.

**NOTICE:** This remote control must remain within 26 feet (8 m) of the fireplace to be effective.

**IMPORTANT:** If flame does not activate after **POWER ON/OFF** button is pressed, press **DISPLAY ON/OFF** button to activate the flame. If flame does not appear, repeat step 4.

## 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.**

Turn off heater and circuit breaker to heater before performing any cleaning and/or maintenance. Allow heater to cool completely.

### BULB REPLACEMENT

**⚠ WARNING: The halogen light bulbs in your unit can become extremely hot. Allow at least 10 minutes between turning off the heater and removing the light bulbs to avoid accidental burns.**

There are a total of 5 ( halogen light bulbs (type GX6.35 rated 120 volts, 35 watts) in your unit.

- 1 bulb provides illumination for the ember bed beneath the log set
- 2 bulbs provide illumination for the flame generation assembly
- 2 bulbs for replacement

Most halogen light bulbs are rated to last approximately 1800 hours. Like all light bulbs, halogen bulbs require periodic replacement. When the bulbs in your unit have burned out you will notice one or more of the following:

- Flame is dim or dark in certain areas
- Log set ember bed appears dim or dark in certain areas

**⚠ WARNING: Do not install replacement bulbs that exceed specified maximum watts.**

Your unit must be opened from the back in order to replace the flame generation bulbs. To replace the bulb under the ember bed you will open the unit in front.

### Replacing Log Set Ember Bed Bulb

1. Turn knob and open door of stove.
2. Push in and up on lower front panel. The panel slides into notches on front sides of stove as shown in Figure 5.
3. Remove two screws securing grate. Remove grate.
4. Hold log up away from bulb and carefully remove spring clip over bulb using needle nose pliers. Remove bulb.
5. With log being held up away from socket, insert new bulb and carefully replace spring clip using needle nose pliers.

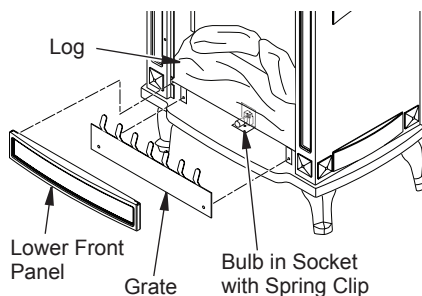


Figure 5 - Ember Bed Bulb Location

### Replacing Flame Generation Bulbs

1. Unscrew 4 screws from louvered back panel (see Figure 6). Remove louvered back panel.

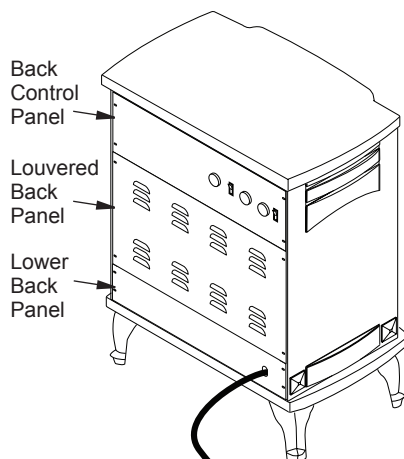


Figure 6 - Back of Stove

# CLEANING AND MAINTENANCE

## Continued

2. Locate flame generation cylindrical drum (see Figure 7). It is constructed of two removable halves; either of which can be removed from the unit.
3. Squeeze half of drum cylinder until it's top edge clears the top drum track (see Figure 8). Remove bottom edge of cylinder drum from bottom drum track. This will give you access to the light bulbs. **Note:** Do not exert excessive pressure on drum cylinder as this may cause damage.
4. Remove spring clip. Hold socket and pull out old bulb.
5. Hold socket and push in new bulb (DO NOT exceed wattage). Replace spring clip.
6. Repeat steps 3 and 4 for second bulb.

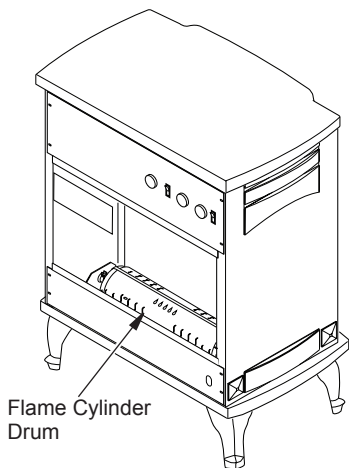


Figure 7 - Flame Cylinder Drum Location

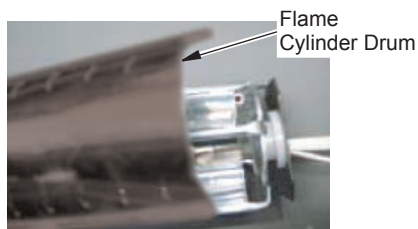


Figure 8 - Flame Generation Cylinder Drum

7. Insert bottom edge of removed cylinder half into bottom drum track. Gently squeeze drum cylinder until it's top edge fits into top drum track.
8. Replace louvered back panel.

## Replacing Glass

1. Remove top of stove by sliding top toward the back (see Figure 9). Top fits into slots and should slide off easily.
2. Remove four screws securing back control panel (see Figure 10). **DO NOT STRESS WIRES.**
3. Remove four screws securing heater/blower assembly to stove assembly (see Figure 10). Assembly must be held securely while removing screws.

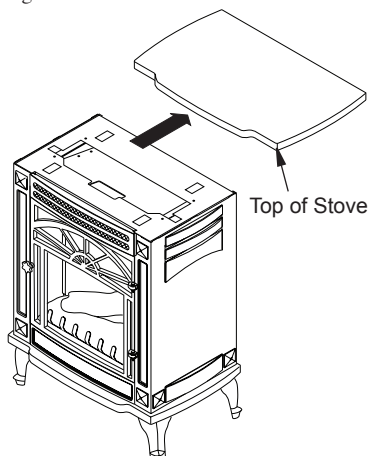


Figure 9 - Removing Top of Stove

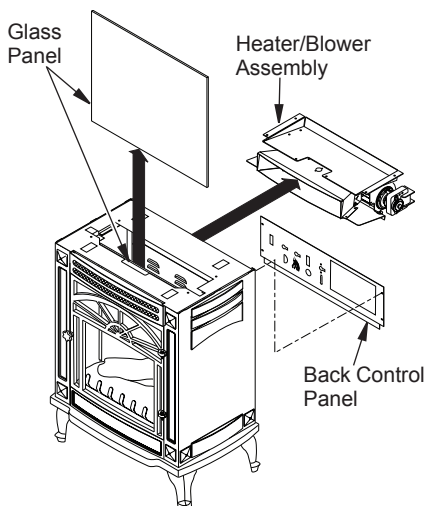


Figure 10 - Removing Glass Panel

## CLEANING AND MAINTENANCE


### Continued

4. Slide heater assembly out back of stove and set aside (see Figure 10, page 7).
5. Slide glass up through top of stove.
6. Slide new glass into place between glass retainers.
7. Replace heater/blower assembly using screws removed in step 3, page 7.
8. Replace back control panel using screws removed in step 2, page 7.
9. Slide top of stove back into slots.


### Replacing Log


1. Follow steps 1 through 4 under *Replacing Glass*, page 7, to allow access to log.
2. Carefully pull up on log to remove from stove cavity.
3. Place replacement log into stove.
4. Follow steps 5 through 8 under *Replacing Glass* to complete this procedure.

### CLEANING FRONT PANEL GLASS

 **WARNING: When cleaning unit, the power supply should be disconnected and the unit should be cool.**

Over time the front glass panel may become dirty or dusty. Dust can be removed by lightly rubbing the glass surface with a clean, lint free cloth or paper towel. To remove fingerprints or other marks, use a damp cloth with a good quality household glass cleaner. The front glass panel should be completely dried with a clean, lint free cloth or paper towel.

 **CAUTION: Do not use abrasive cleaners on glass panel. Do not spray liquids directly onto any surface of the unit.**

 **WARNING: An authorized service representative should perform any other servicing.**

### STORAGE

When not in use, unplug the unit from the power supply and store in dry, dust free location.

### TECHNICAL SERVICE

You may have further questions about your electric stove. 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



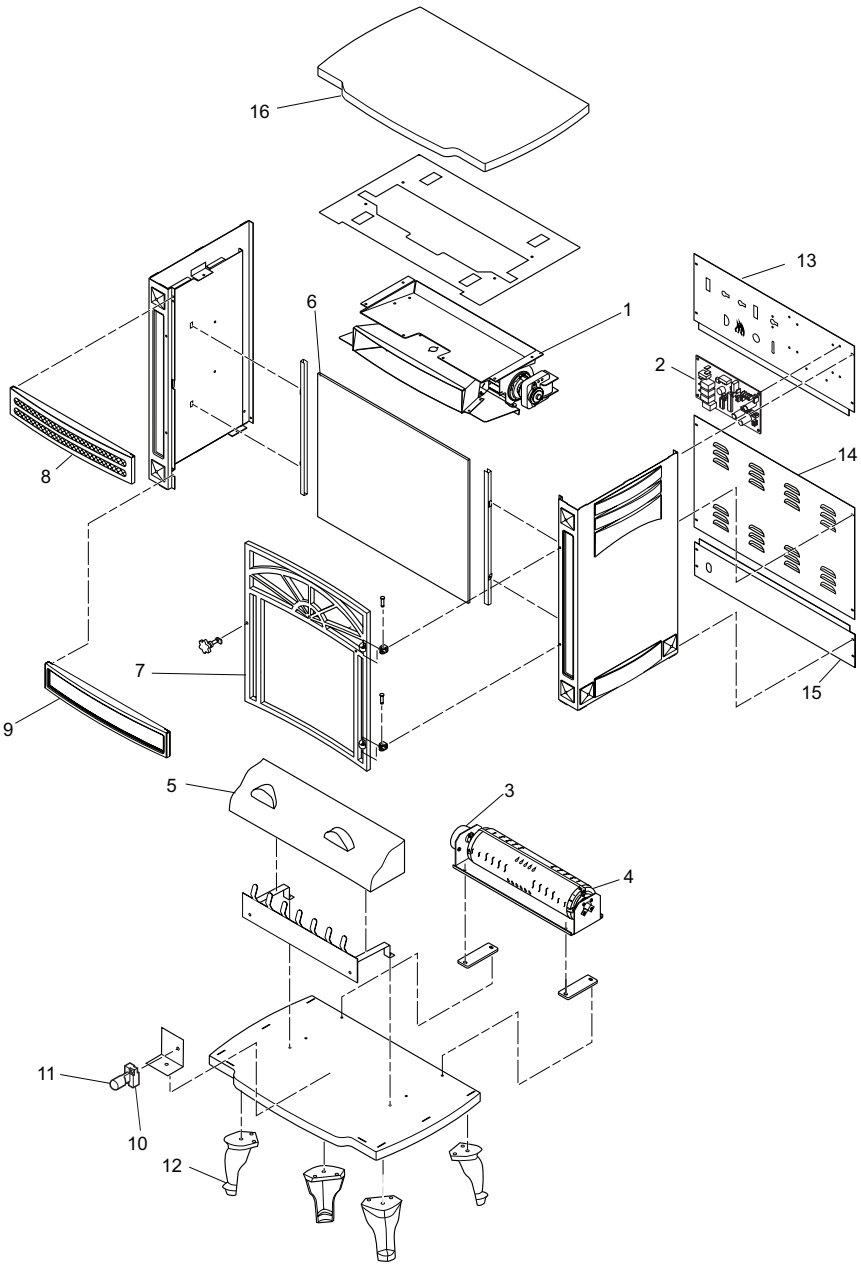
## TROUBLESHOOTING

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

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
Stove turns off and will not turn on	1. Stove has overheated and safety device has cause thermal switch to disconnect, home circuit breaker has opened or fuse has blown	1. Reset switch by turning main power switch off and waiting 5 minutes then turning it back on, reset home circuit breaker or replace fuse
Flame is not moving	1. Loose wiring 2. Flame motor defective	1. Inspect wiring for loose connections 2. Call a qualified service technician to replace flame motor
Dim or poorly visible flame	1. Bulb(s) are burnt out 2. Wiring is loose	1. Inspect bulbs and replace if necessary 2. Inspect wiring for loose connections and repair or replace if necessary
Ember is not glowing	1. Bulb is burnt out 2. Wiring is loose	1. Replace bulb 2. Inspect wiring for loose connections and repair or replace if necessary
Flame sputters	1. Flame motor is defective	1. Call a qualified service technician to replace flame motor
Remote control does not work	1. Low batteries 2. Unit switch and/or wall switch in ON position	1. Replace AA batteries in remote control 2. Turn off main power switch (see Figure 3, page 4)
Heater does not provide heat when turned on	1. Thermal switch has been tripped 2. Circuit breaker has been tripped or fuse has blown	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 2. Turn off circuit breaker that supplies electricity to unit. Wait 5 minutes then flip circuit breaker back on or replace fuse

# ILLUSTRATED PARTS BREAKDOWN

## MODELS CGESBMRA AND VESBMRA



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## PARTS LIST

### MODELS CGESBMRA AND VESBMRA

This list contains replaceable parts used in your fireplace. When ordering parts, follow the instructions listed under *Replacement Parts* on page 8 of this manual.

KEY NO.	PART NO.	DESCRIPTION	QTY.
1	117708-01	Blower and Heater Assembly	1
2	119672-01	Control Board	1
3	117697-01	Flame Motor	1
4	117696-01	Flame Cylinder Assembly	1
5	117690-01	Log	1
6	117704-01	Rear Glass (Mirror)	1
7	119663-01	Front Door Assembly	1
8	119666-01	Heater Vent Front Panel	1
9	119665-01	Bottom Front Panel	1
10	117754-01	Light Bulb Sockets	2
11	117695-01	Bulb	3
12	117706-01	Legs	4
13	119669-01	Back Control Panel	1
14	119670-01	Back Louvered Panel	1
15	119671-01	Lower Back Panel	1
16	117705-01	Stove Top	1
<b>PARTS AVAILABLE — NOT SHOWN</b>			
	117732-01	Remote Control	1
	111401-01	Batteries (AA)	2

# WARRANTY INFORMATION

## KEEP THIS WARRANTY

Model _____
Serial No. _____
Date Purchased _____

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

We reserve the right to amend these specifications at any time without notice. The only warranty applicable is our standard written warranty. We make no other warranty, expressed or implied.

### LIMITED WARRANTY ELECTRIC STOVE

DESA Heating Products warrants this product to be free from defects in materials and components for one (1) year from the date of first purchase (excluding bulbs and fuses), 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 (excluding bulbs and fuses) and an allowance for labor when provided by a DESA Heating Products Authorized Service Center. Warranty part(s) MUST be obtained through authorized dealers of this product and/or DESA Heating Products who will provide original factory replacement parts. Failure to use original factory replacement parts voids this warranty. The heater 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 heater 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 ON ALL COMPONENTS FROM THE DATE OF FIRST PURCHASE; AND DESA HEATING PRODUCTS' LIABILITY IS HEREBY LIMITED TO THE PURCHASE PRICE OF THE PRODUCT AND DESA HEATING PRODUCTS 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**<sup>TM</sup>  
**HEATING PRODUCTS**  
2701 Industrial Drive  
P.O. Box 90004  
Bowling Green, KY 42102-9004  
[www.desatech.com](http://www.desatech.com)



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