

MODERN  FLAMES

Ambiance CLX Electric Series

AL1000CLX • AL1500CLX • AL2000CLX
AL2500CLX • AL3600CLX



INSTALLATION/SERVICE INSTRUCTIONS
FOR USE IN UNITED STATES AND CANADA

MODERN FLAMES



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.**

USER INSTRUCTIONS

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IMPORTANT INSTRUCTIONS

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.



CAUTION: In order to avoid overheating, do not cover the heater.

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

WARNING: This heater is not equipped with a device to control the room temperature. Do not use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.

CAUTION: Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.

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:

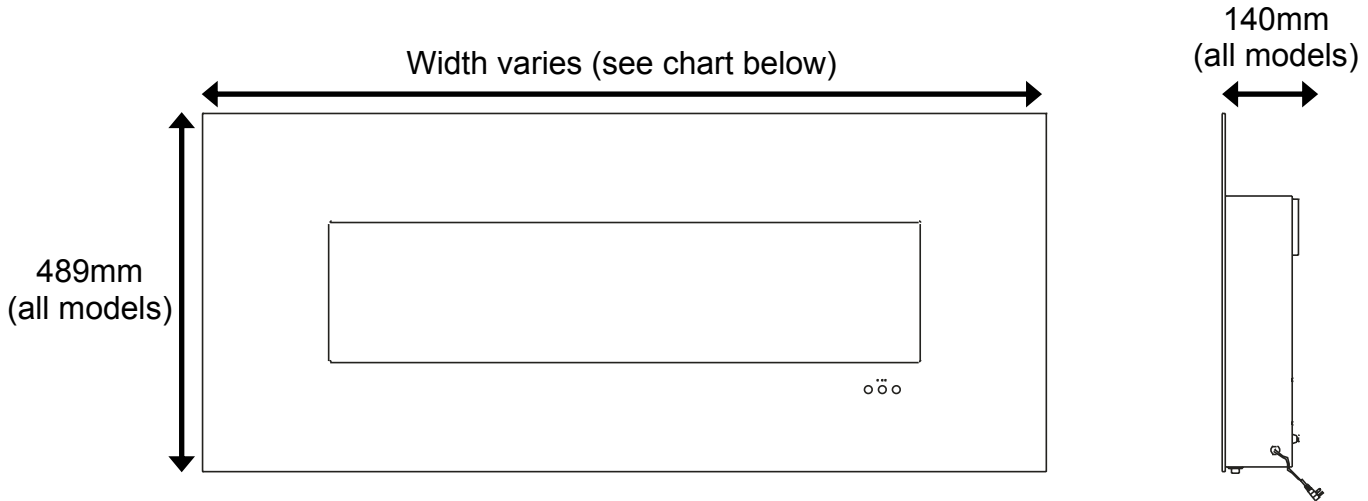
1. Read all instructions before using this heater.
2. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains away from front of heater. 1.5 meters minimum clearance required.
3. This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The grill directly in front of heater outlet becomes hot during heater operation.
4. Extreme caution is necessary when any heater is used 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.

IMPORTANT INSTRUCTIONS

12. To prevent possible fire, do not block air inlets or outlets 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.
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 heater operation. Open door by pressing on right corner. A spring magnet will disengage. Pull door down to open.
23. Do not let children play with the appliance unsupervised.
24. Heater must not be located immediately below a socket outlet.
25. The appliance is not to be used by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision and instruction.
26. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
27. The heater must not be located immediately below a socket outlet.
28. Children of less than 3 years should be kept away unless continuously supervised. Children aged from 3 years and less than 8 years shall only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.
29. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
30. SAVE THESE INSTRUCTIONS

USER INSTRUCTIONS

PRODUCT DIMENSIONS



Model	Viewing Area	Face Dimensions	Firebox Dimensions
AL1000CLX	559mm W x 254mm H	1016mm W x 648mm H	616mm W x 489mm H x 140mm D
AL1500CLX	1067mm W x 254mm H	1524mm W x 648mm H	1124mm W x 489mm H x 140mm D
AL2000CLX	1575mm W x 254mm H	2032mm W x 648mm H	1632mm W x 489mm H x 140mm D
AL2500CLX	2083mm W x 254mm H	2540mm W x 648mm H	2140mm W x 489mm H x 140mm D
AL3600CLX	3200mm W x 254mm H	3658mm W x 648mm H	3258mm W x 489mm H x 140mm D

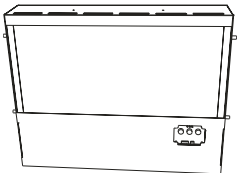
BOX CONTENTS



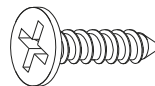
1 Mounting Bracket



4 Wall Anchors



1 Fire Unit



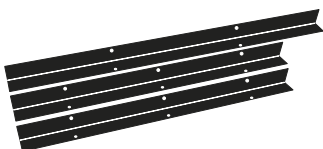
4 Small Washer Head Screws



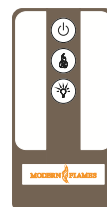
1 Glass Face



4 Large Washer Head Screws



3 L-metal Brackets



1 Remote

USER INSTRUCTIONS

LISTING APPROVALS

	AL-3600 CLX	AL-2500 CLX	AL-2000 CLX	AL-1500 CLX	AL-1000 CLX
Volts/HZ Amps	AC 220V/50Hz 15 Amps	AC 220V/50Hz 15 Amps	AC 220V/50Hz 15 Amps	AC 220V/50Hz 15 Amps	AC 220V/50Hz 15 Amps
Heater	AC 220V/50Hz 1.5 kW	AC 220V/50Hz 1.5kW	AC 220V/50Hz 1.5kW	AC 220V/50Hz 1.5kW	AC 220V/50Hz 1.5kW
Lamps	LED	LED	LED	LED	LED
Rotor motor	AC 220V/50Hz 4W CCW 15/18 r/min	AC 220V/50Hz 4W CCW 15/18 r/min	AC 220V/50Hz 4W CCW 15/18 r/ min	AC 220V/50Hz 4W CCW 15/18 r/ min	AC 220V/50Hz 4W CCW 15/18 r/ min
Shipping Size	3721x230x800mm	2604x230x800mm	2096x230x800mm	1590x230x800mm	1080x230x800mm
Shipping Weight	127 kg	88 kg	68 kg	45 kg	30 kg

Ambiance Linear Electric Fireplaces are CE, ETL and SAA approved and safety tested.



UNPACKING AND TESTING

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.

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 220-volt grounded outlet.

CAUTION: The unit's power supply cord must be connected to a properly grounded and protected 220-volt outlet. Always use ground fault protection where required by the electrical code. Never use an extension cord with this product.



INSTALLATION

LOCATING FIREPLACE

CAUTION: Do not locate in a moist room such as a bathroom or laundry room.

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

This electric fireplace can be installed framed in to a wall. Install at least 1 meter from the floor and any combustibles such as carpet and drapes.



Recessed

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.

To reduce the risk of fire do not store or use gasoline or other flammable vapors in the vicinity of this or any other heater.

Installing fireplace

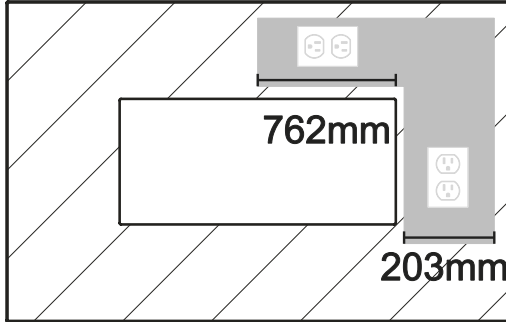
Select a suitable location that is not susceptible to moisture and is a safe distance from drapes, furniture and high traffic areas. A qualified electrician should add an electrical outlet per local building codes. See shaded area on recessed installation diagram for proper outlet placement. **Fireplace must be installed to a plumb vertical wall for correct operation of touch controls.**

Note: Follow all national and local electrical codes. This fireplace can be framed in to the wall.

INSTALLATION

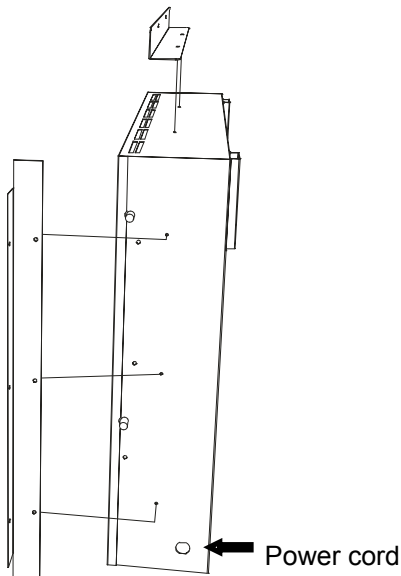
Recessed Installation:

1. Prepare frame opening according to chart. Frame opening is slightly larger than the fire unit. For best concealment, a qualified electrician should add an electrical outlet per local building codes anywhere in the shaded area. Install 220v outlet on the finished surface above or to the right of the recessed opening. Fascia will cover the plug and outlet.



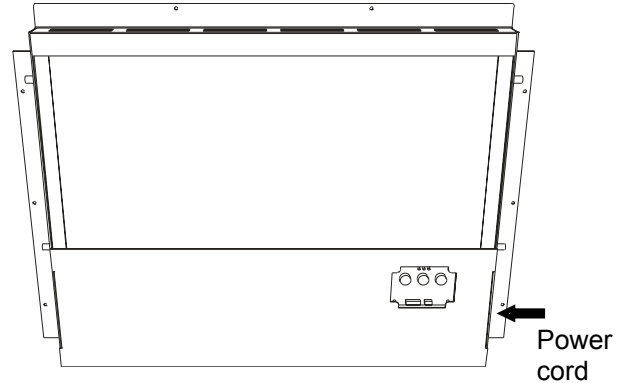
AL1000CLX	635mm W x 502mm H x 100mm D
AL1500CLX	1143mm W x 502mm H x 100mm D
AL2000CLX	1651mm W x 502mm H x 100mm D
AL2500CLX	2159 mm W x 502 mm H x 100 mm D
AL3600CLX	3277mm W x 502mm H x 100mm D

2. Attach L-metal brackets to the fire unit with the provided small washer head screws.

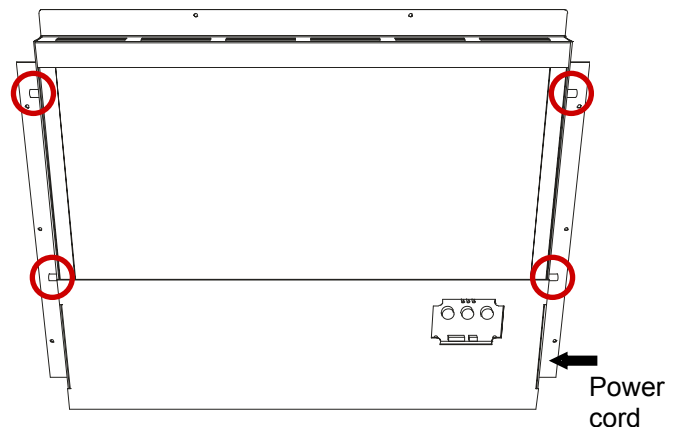
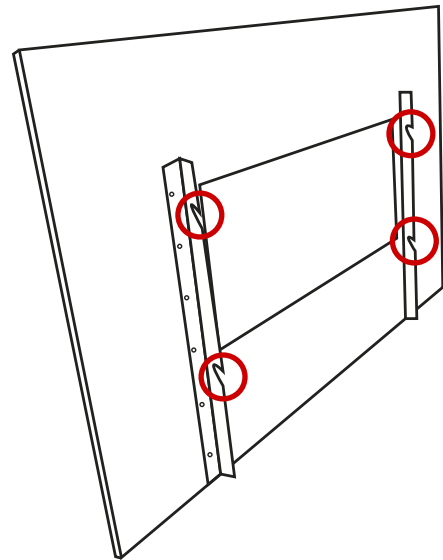


3. Secure fire unit to the finished framed opening with the provided large washer head screws. Make certain that at least 4 of the screws are driven in to a solid backing.

Fireplace will stand proud of the finished wall opening by 29mm, this area must not be blocked by any additional trim, tile, etc. as this will block proper air flow. This is a semi-permanent installation. Remove screws to relocate.



4. Hang the face on the fire unit. Make certain that the hooks from the on the backside of the glass face are secured on all 4 studs on the fire unit.



INSTALLATION

Wall-hung Installation:

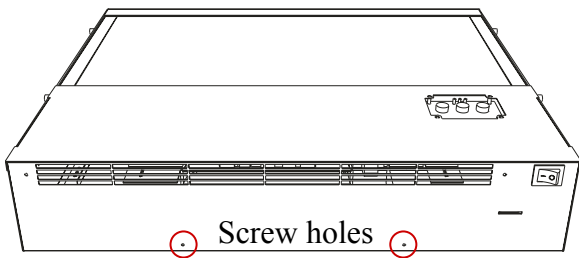
1. Hang the mounting bracket with the included large washer head screws and wall anchors. Wall anchors should be used at the highest outside corners. Be certain that at least two screws are driven in to solid backing. Use the chart to see proper distance between the screws used to hold the mounting bracket.



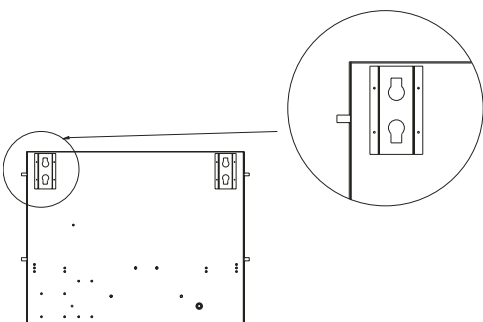
Use the chart below to see proper distance between the screws used to hold the mounting bracket.

AL1000CLX	450mm
AL1500CLX	756mm
AL2000CLX	1264mm
AL2500CLX	1753mm
AL3600CLX	2870mm

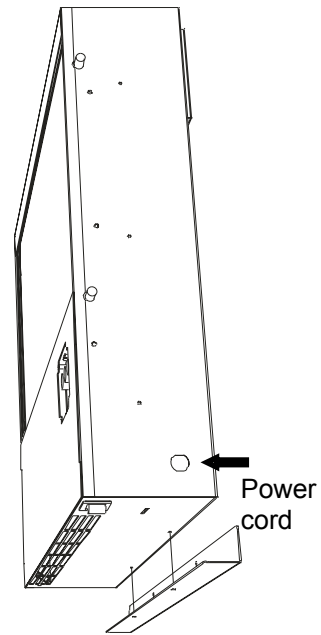
2. Attach the L metal bracket to the bottom of the fire unit with the small washer head screws.



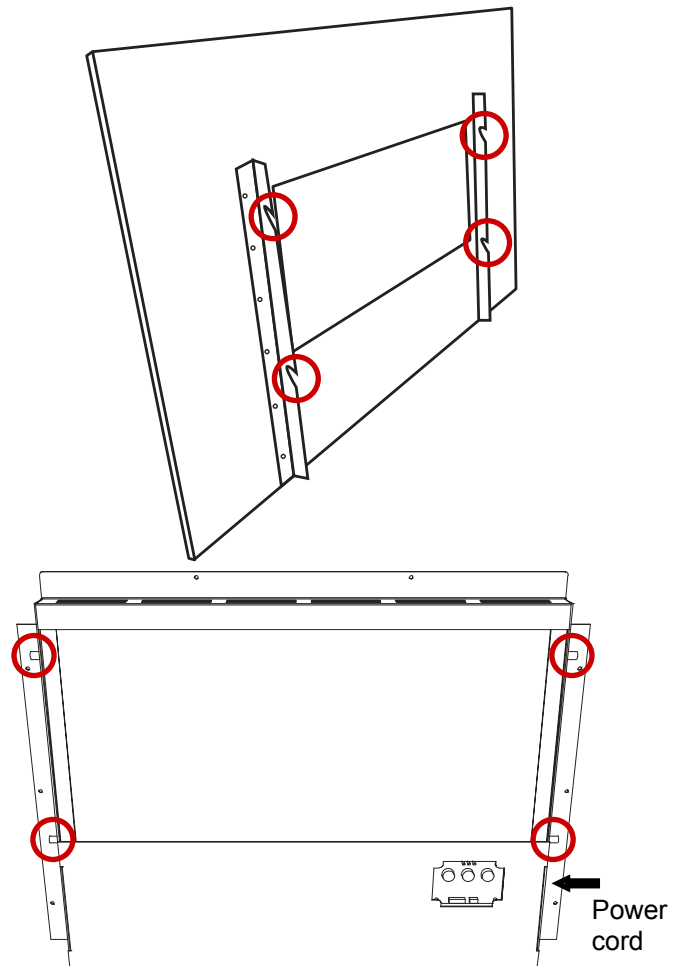
3. Hang the fire unit on the mounting bracket by slotting the key hole slots on the fire unit over the hooks on the mounting bracket.



4. Use the included L metal bracket to secure the bottom of the fire unit to the wall. This is a semi-permanent installation. Remove screws to relocate.

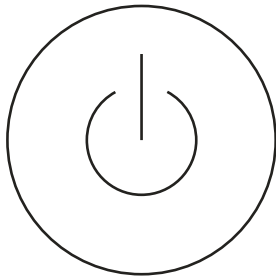


5. Hang the glass face on the fire unit. Make certain that the hooks from the on the backside of the glass face are secured on all 4 studs on the fire unit.



OPERATION

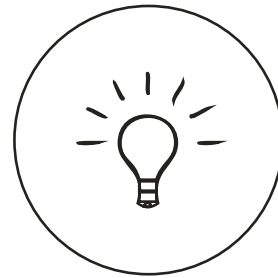
On the bottom of the unit is a main power switch. Switch this on to begin using the fireplace. Directly below the flame, on the right hand side are 3 small LED status lights and 3 buttons.



Power

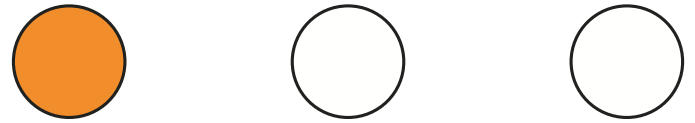


Heat

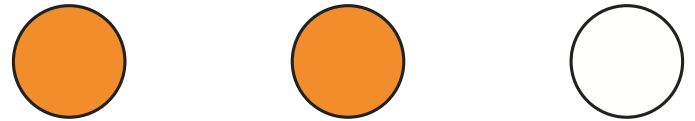


Backlight

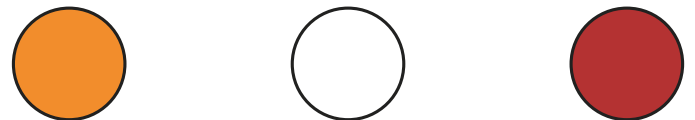
When all indicator lights are off, pressing on any button will only show the status. Once the indicator lights are on you can press any button. Press down on the power button to turn the machine on. This will be indicated by 1 orange LED light. The Heat button can be pressed multiple times and will turn on low, high and off in that order. The Backlight button turns on high, medium, low and off in that order.



When the switch turns on, this orange pilot lamp is always on. It shows the fire is energized.

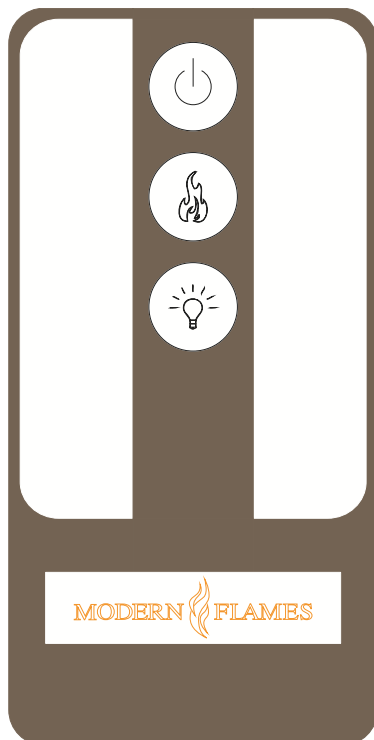


The status light above shows that the power is on and the heater is on low



The status light above shows that the power is on and the heater is on high

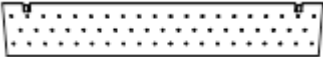
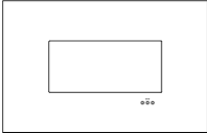
The included remote functions in the same manner as the buttons on the main unit.



MAINTENANCE

AL CLX SERVICE PARTS

ITEM	PHOTO	COMMENTS
MFPCB1		PRINTED CIRCUIT BOARD CONTROLS LOW VOLTAGE AND HIGH VOLTAGE FUNCTIONS
MFTC1		LCD TOUCH CONTROL
MFRR1		REMOTE CONTROL IR RECEIVER
MF12VT1		TRANSFORMER 1 AMP
MF12VT3		TRANSFORMER 3 AMP
MFHF12015		HEATER FAN 220 V 1.5kW
MFPHFAL40 MFPHFAL60 MFPHFAL80 MFPHFAL100 MFPHFAL144		HEATER 220 V 1.5kW
MFSM120		SPINDLE MOTOR 220 V 50-60 HZ
MFP40 LED		LED LIGHT STRING AL1000
MFP60 LED		LED LIGHT STRING AL1500
MFP80 LED		LED LIGHT STRING AL2000
MFP100 LED		LED LIGHT STRING AL2500
MFP144 LED		LED LIGHT STRING AL3600
MF PS1		POWER SWITCH
MFR1		REMOTE CONTROL

AL40WMB		WALL MOUNT BRACKET AL1000
AL60WMB		WALL MOUNT BRACKET AL1500
AL80WMB		WALL MOUNT BRACKET AL2000
AL100WMB		WALL MOUNT BRACKET AL2500
AL144WMB		WALL MOUNT BRACKET AL3600
ALGLS40		GLASS FACE AL1000
ALGLS60		GLASS FACE AL1500
ALGLS80		GLASS FACE AL2000
ALGLS100		GLASS FACE AL2500
ALGLS144		GLASS FACE AL3600

FREQUENTLY ASKED QUESTIONS

Q. How do you program the remote control?

A. The remote comes pre-programmed. No programming is necessary.

Q. What distance can the remote be used from the fireplace?

A. Optimal distance for the remote control is within 10 meters.

Q. Can you turn on the fireplace via the touch screen and off via the remote (or vice versa)?

A. Yes.

Q. My touch screen will not operate properly.

A. The fireplace must be installed to a plumb vertical wall for correct operation of touch controls. Remove power source for 30 seconds to allow unit to reset. Attach glass face, turn on power and wait for indicator lights to turn off.

Q. How long will the LED lights last?

A. LED Lamps have a life span of up to 20 years.

Q. Can the sensitivity of the touch screen be adjusted?

A. Yes, but only by the factory. Not just any technician will be able to adjust the touch screen sensitivity.

Q. Can the fireplace be installed outside?

A. No. Please review the entire safety chapter before installing this fireplace.

Q. Does the fireplace need to be on a dedicated 15 amp circuit?

A. Yes.

Q. What thickness of sheetrock should be used for the recessed installation?

A. 12mm or 16mm.

Q. How often do the batteries in the remote need to be replaced?

A. Annually, possibly more with heavy use.

Q. Is there a remote receiver in the fireplace that requires batteries?

A. No, only the actual remote requires batteries. The rest of the fireplace runs entirely off of the main power supply.

MAINTENANCE

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Nothing comes on (touch screen, etc.)	A. Fireplace is not plugged in to an electrical outlet	A. Check plug
	B. Breaker tripped or outlet has no power	B. Reset breaker, test outlet for power
	C. Power Switch is not in the "On" position (bottom right)	C. Turn main power switch to the "On" position (solid white line is flush with the fireplace)
	D. Internal component is frozen and needs to be reset	D. Turn unit off and unplug for 5 minutes. Plug back in and turn unit on. If plug cannot be reached, reset breaker and turn unit back on
	E. Defective component	E. Qualified service technician needs to replace motherboard, transformer or LCD touch control
Touch Screen Comes on - then nothing	A. Fireplace is not plum to the wall (there is space between the touch screen and fascia)	A. Reposition the fireplace in the installation so the glass fascia rests firmly to the fireplace touch controls. Check that fascia is seated correctly on pins
	B. Fireplace was installed with the power in "on" position	B. Turn main power switch to the "off" position for 30 seconds. Switch the fireplace back into the "on" position for 20 seconds for complete reboot of touch control.
	C. Not operating touch control properly with finger	C. Press flat part of finger firmly on the touch screen and apply moderate pressure
	D. Loose connection on motherboard	D. Check functions with remote control. if functional, check connections on motherboard
	E. Motherboard is defective	E. Replace Motherboard
Fireplace turns off and will not turn back on	A. Fireplace has overheated and safety disc has snapped or circuit breaker has tripped	A. Turn off major power switch and waiting 5 minutes to turn it back on or reset circuit breaker
Can operate fireplace functions with touch controls but not remote control	A. Low Batteries	A. Replace batteries in remote control with - 2 AA batteries
	B. Not aiming control correctly	B. Aim remote control to the upper right of the viewing area where sensor is located
	C. Remote control defective	C. Replace remote control
	D. Remote Sensor is defective	D. Replace remote sensor inside fireplace

MAINTENANCE

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Flame is not visible when unit is turned on	A. Wiring is loose	A. Disconnect unit from power source and inspect for loose connections
	B. Motherboard is defective	B. Replace motherboard
Fireplace lights up but there is no flame image	A. Wiring for motor is loose	A. Disconnect unit from power source and inspect for loose connections from motor
	B. Motor is defective	B. Replace motor
Fireplace is squeaking when flame image is on	A. Fireplace spindle/ rod is contacting to metal	A. Apply lithium grease or any standard grease to contacts with rod and metal
	B. Motor is defective	B. Replace motor
Heater does not provide heat when on	A. Wiring is loose	A. Disconnect unit from power source and inspect for loose connections
	B. Thermal snap disc has been tripped	B. Turn unit off and unplug unit for 5 minutes. Plug back in and turn unit on. If plug cannot be reached, reset breaker and turn unit back on
	C. Heater core is defective	C. Replace Heater Core

CLEANING AND MAINTENANCE INSTRUCTIONS

There is very little maintenance involved with your electric fireplace. Please follow the few points below:

- On a semi-annual basis unplug the machine from it's power source, wait for the heating element to cool and dust the fire unit with a dry cloth. Be careful not to brush any wires that may be exposed as you do this.
- To clean the glass face of the fireplace simply use your desired glass cleaner with paper towels.
- To clean the air inlets/outlets, wipe with a soft cloth or the nozzle of a vacuum cleaner
- Dust can easily build up around the heater area under the appliance. Take particular care to clean this area on a regular basis to prevent buildup.
- If long time no use, please unplug the fireplace and stock it at indoor dry position.

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www.modernflames.com
Please dispose of properly.

