

Comfort Glow®

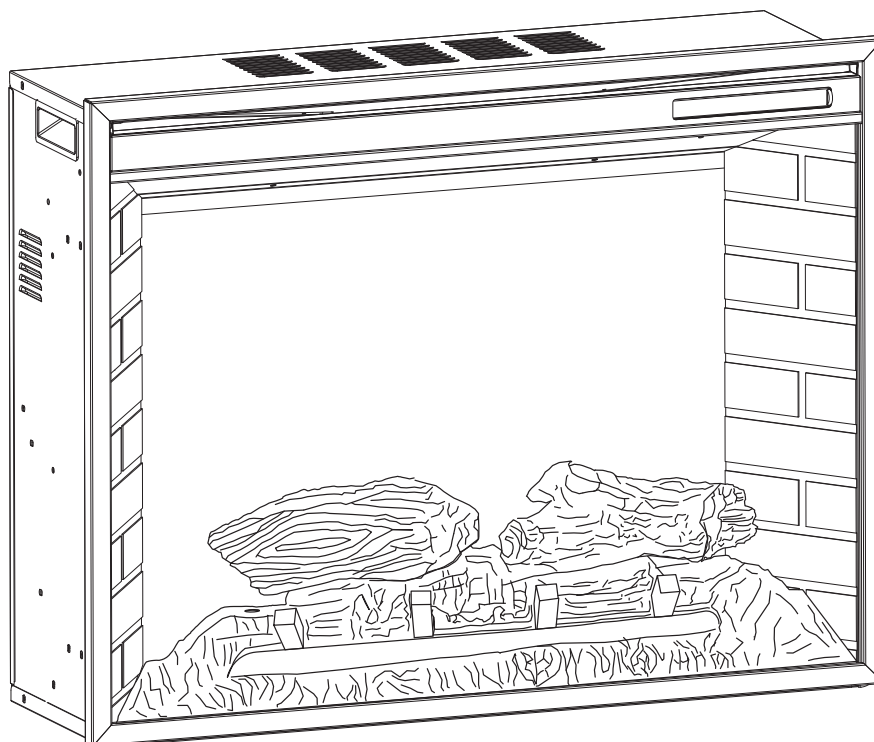
HOMEOWNER'S INSTALLATION AND OPERATING INSTRUCTIONS

ELECTRIC FIREPLACE INSERT

MODEL #23-800-001

Français p. 19

Español p. 39



For installation with
Comfort Glow
Fireplace Mantel



C US

IMPORTANT INSTRUCTIONS

PLEASE READ THIS MANUAL BEFORE INSTALLING AND USING APPLIANCE

WARNING!

IF THE INFORMATION IN THIS MANUAL IS NOT FOLLOWED EXACTLY,
AN ELECTRICAL SHOCK OR FIRE MAY RESULT
CAUSING PROPERTY DAMAGE, PERSONAL INJURY OR LOSS OF LIFE.

INSTALLER: Leave this manual with the appliance.

CONSUMER: Retain this manual for future reference.

Questions, problems, missing parts? Before returning to your retailer, call our
customer service department at 1-800-776-9425,
8:30 a.m. –5:00 p.m. EST, Monday – Friday.

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Thank you and congratulations on your purchase of a
Comfort Glow electric fireplace.




IMPORTANT: Read all instructions and warnings carefully before starting Installation. Failure to follow these instructions may result in a possible electric shock, injury to persons, fire hazard and will void the warranty.

Please read the Installation & Operating Instructions before using this appliance.



Please read and understand this entire manual before attempting to assemble, operate or install the product. If you have any questions regarding the product, please call customer service at 1-800-776-9425, 8:30 a.m. –5:00 p.m. EST. – Friday.

1. Read all instructions before using this appliance.
2. This appliance is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. If provided, use handles when moving this appliance. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 ft. (914 mm) from the front of this appliance.
3.  **CAUTION: Extreme caution is necessary when any heater is used by or near children, invalids, or pets and whenever the heater is left operating unattended.**
4. If possible always unplug this appliance when not in use.
5. Do not operate any heater with a damaged cord or plug or after the appliance malfunctions, has been dropped or damaged in any manner.
6. Any repairs to this appliance should be carried out by a qualified service person.
7. Under no circumstances should this appliance be modified. Parts having to be removed for servicing must be replaced prior to operating this appliance again.
8. Do not use outdoors.
9. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never place this appliance where it may fall into a bathtub or other water container.
10. 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.
11. To disconnect this appliance, turn controls to the off position, then remove plug from outlet.
12. Connect to properly grounded outlets only.
13. This appliance, when installed must be electrically grounded in accordance with local codes, with the current CSA C22.1 Canadian Electrical codes or for USA installations, follow local codes and the National Electric Code, ANSI/NFPA No. 70.
14. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock, fire or damage the appliance.
15. To prevent possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
16. This appliance has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are used or stored. This appliance should not be used as a drying rack for clothing, nor should Christmas stockings or decorations be hung on or near it.
17. Use this appliance only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
18. Avoid the use of an extension cord because of the risk of overheating the cord and the risk of fire. Extension cords are for temporary use only. If an extension cord must be used, it must be UL/CSA certified, rated at 15A (1875W), 125V maximum with 14 AWG minimum and constructed of two current carrying conductors with ground. A heavy duty extension cord with the shortest length possible for the connection is recommended and must not be longer than 50 ft. (15.2 m). Do not coil or cover the extension cord.

! DANGER



Electrical Connection

A 15-Amp, 120-Volt, 60 Hz circuit with a properly grounded outlet is required. Preferably, the fireplace will be on a dedicated circuit as other appliances on the same circuit may cause the circuit breaker to trip or the fuse to blow when the heater is in operation. The unit comes standard with a 6 ft. (1.8 m) long three wire cord, exiting the right side of the fireplace. Plan the installation to avoid the use of an extension cord. Extension cords are for temporary use only. If an extension cord must be used, it must be UL/CSA certified, rated at 15A (1,875W), 125V maximum with 14 AWG minimum and constructed of two current carrying conductors with ground. A heavy duty extension cord with the shortest length possible for the connection is recommended and must not be longer than 50 ft. (15.2 m). Do not coil or cover the extension cord.



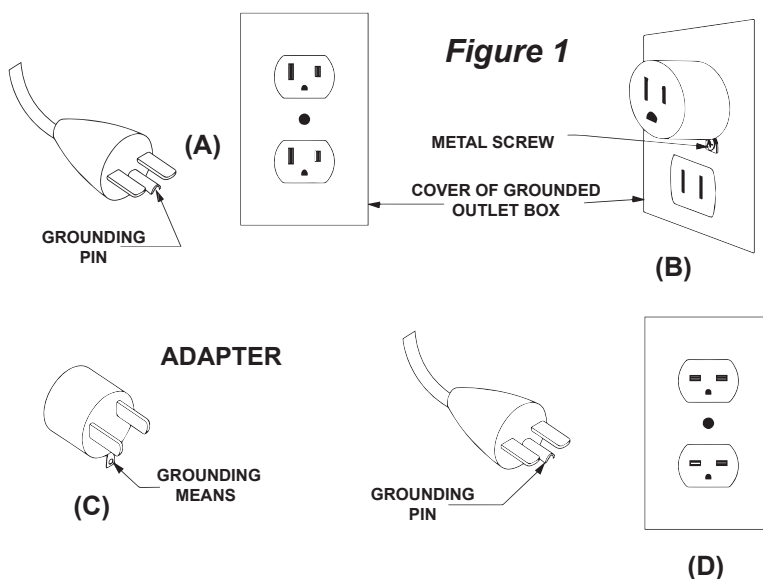
Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and injury to persons.



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

Grounding Instructions

This heater is for use on 120 volts. The cord has a plug as shown at (A) in Figure 1. An adapter as shown at (C) is available for connecting three-blade grounding-type plugs to two-slot receptacles. The green grounding lug 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.



NOTE: Adapters are NOT for use in Canada.

SAFETY INFORMATION

Remote Control


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 and Industry Canada ICES-003. 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 instruction manual, might cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. 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 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/TV technician for help.

The remote control requires 1 Lithium Coin Cell Battery (size CR2025), which is included.

DO NOT mix old and new batteries.

-  DO NOT use rechargeable silver oxide cell batteries with remote control unit.
DO NOT mix alkaline, standard (Carbon-Zinc), or rechargeable (Nickel-Cadmium) batteries.
DO NOT dispose of batteries in fire. Improper disposal may cause batteries to leak or explode.

WARNING



ELECTRICAL, PLUMBING OR GAS LINES MAY BE IN WALL.

Before cutting, drilling or hammering verify their location. If needed, contact your electrician, plumber or service person.

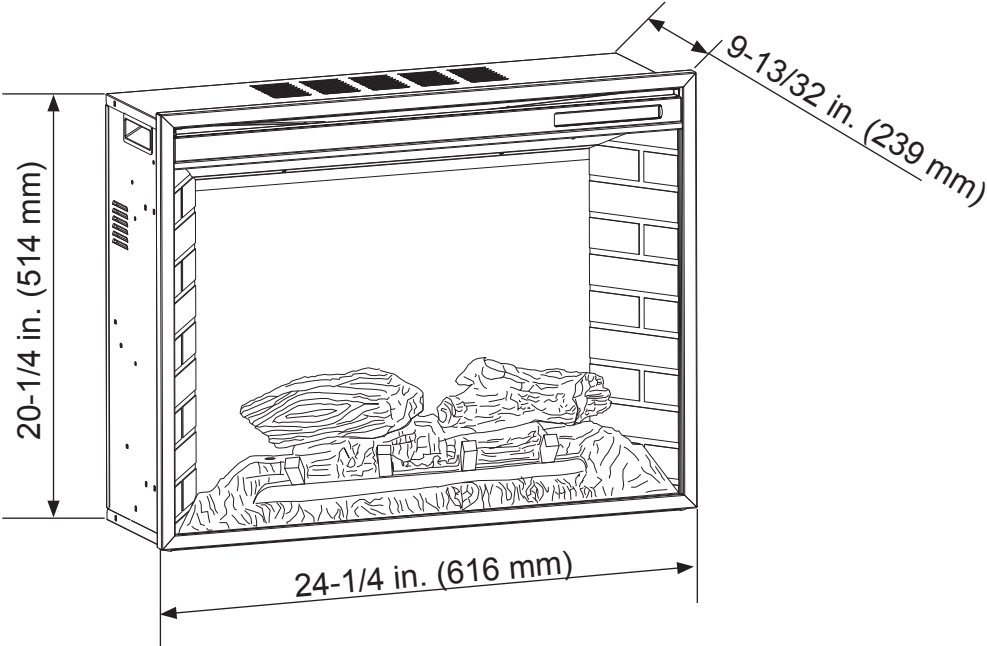
CAUTION

PRODUCT DAMAGE MAY OCCUR.

Never attempt to disassemble or alter the product in any way not instructed by this manual.

INSTALLATION INSTRUCTIONS

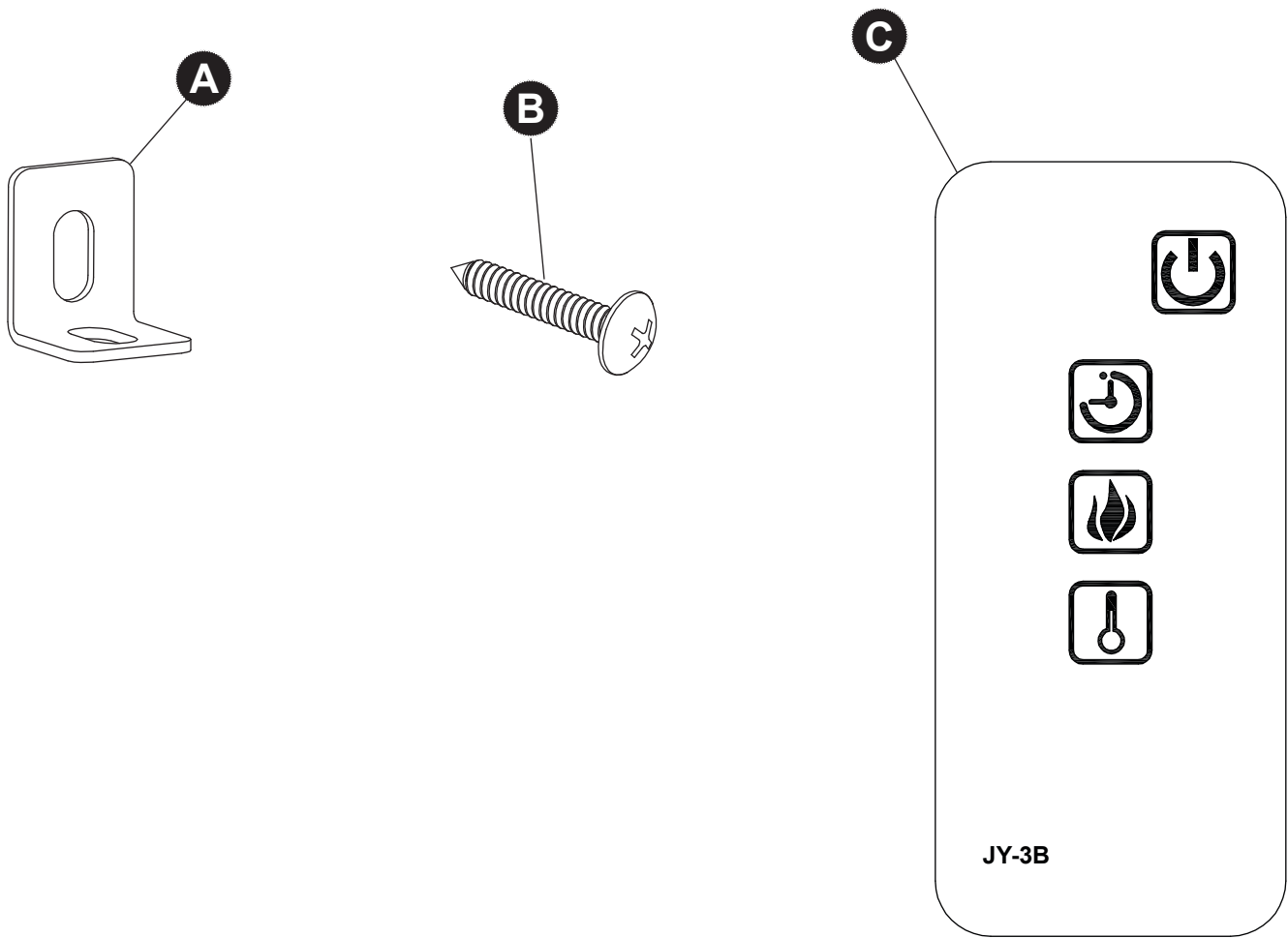
Fireplace Dimensions



Specifications	
Voltage	120 V AC
Frequency	60Hz
Heater Rating	1350W
Max. Amps	12A
Width	24-1/4 in. (616 mm)
Depth	9-13/32 in. (239 mm)
Height	20-1/4 in. (514 mm)

INSTALLATION INSTRUCTIONS

Package Contents



PART	DESCRIPTION	QUANTITY
A	Mounting Bracket Kit	2
B	Screw (ST4)	4
C	Infrared Remote Control	1

INSTALLATION INSTRUCTIONS

The Fireplace should be located in an area:

- Out of direct sunlight
- Not susceptible to moisture
- Away from uninsulated outside wall
- At least 3 ft. (.9 m) from drapery, furniture and other combustibles

Clearance to Combustibles	
Sides	2-27/64 in. (61.5 mm)
Floor	0 in. (0 mm)
Top	2 in. (51 mm)
Front	36 in. (914 mm)
Rear	25/32 in. (20 mm)
Wooden Facing [up to 5/8 in. (16 mm) thick]	5/16 in. (8 mm)

PREPARATION

Before beginning assembly of product, make sure all parts are present. Compare parts with package contents list and hardware contents. If any part is missing or damaged, do not attempt to assemble the product. Contact customer service for replacement parts.



Estimated Assembly Time: 15 minutes

Phillips Screwdriver (not included)

Open the unit and check carefully for visible damage. If you have any problems with installation, operation, missing parts, or damage, please call 1-800-776-9425 for service.

DO NOT dispose of packaging until you are satisfied with your fireplace.

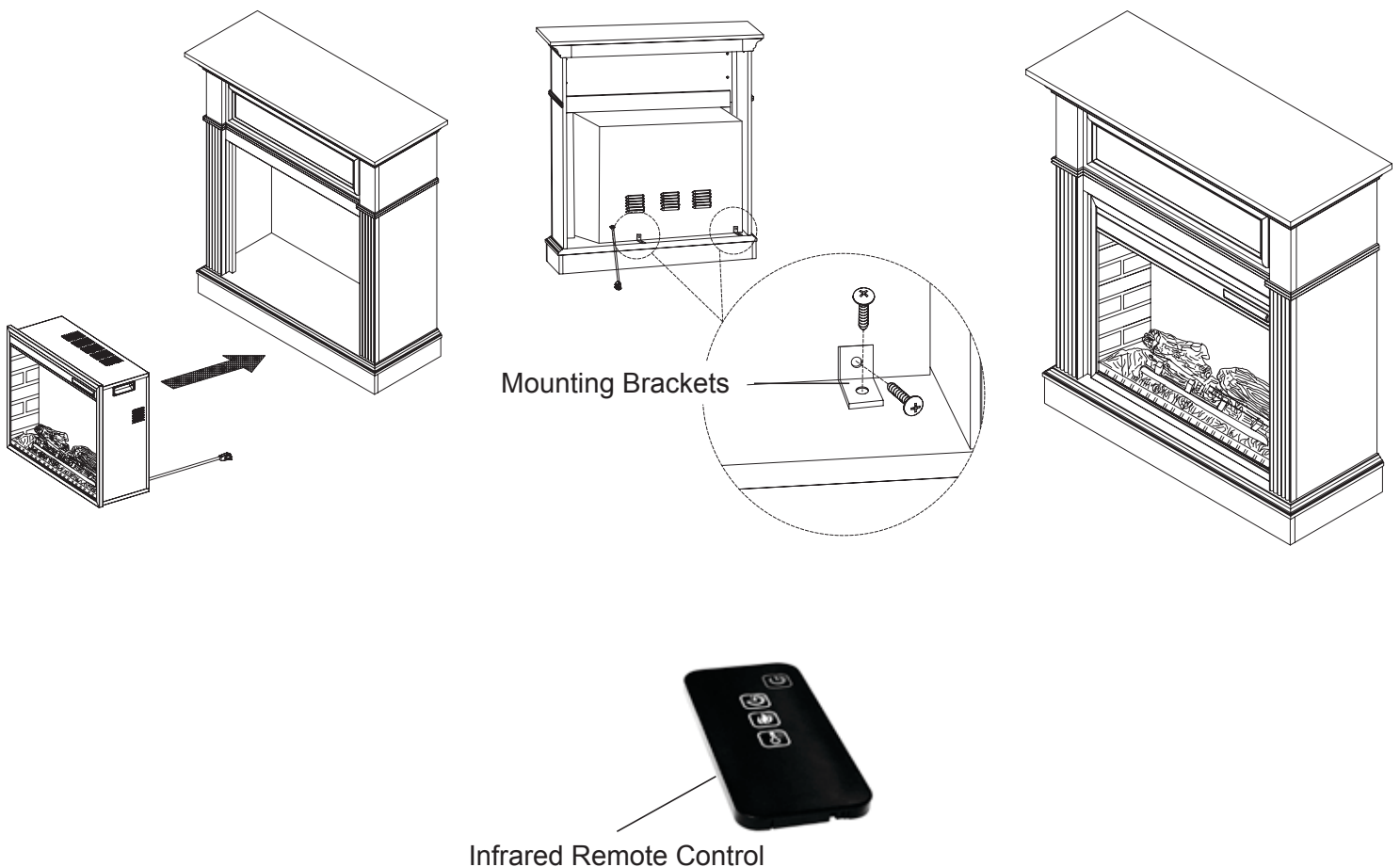
DO NOT return unit to store before calling 1-800-776-9425 for service.

INSTALLATION INSTRUCTIONS

1. Place the assembled mantel near a 15-amp, 120-volt grounded electric outlet. Read all instructions before using this appliance.
2. Place the insert directly in front of the mantel opening.
3. Carefully lift the insert through the center opening in the front of the fireplace. The bottom of the insert has two foam rubber strips to prevent scratching of the hearth base. Slide the insert back through the opening until the metal trim makes contact with the front of the mantel.
4. Install the mounting brackets provided with the insert in the pre-drilled holes on the bottom of the insert (see Figure 2).
5. Carefully position mantel with installed fireplace against wall.
6. Plug the power cord into the 15-amp, 120-volt outlet. Use an extension cord rated for a minimum of 1,875 watts if necessary.

CAUTION: Make sure that the unit is installed so that the power cord is not compressed against or caught on the unit or the mantel and that it has an unobstructed path to the grounded outlet.

Figure 2



OPERATING INSTRUCTION

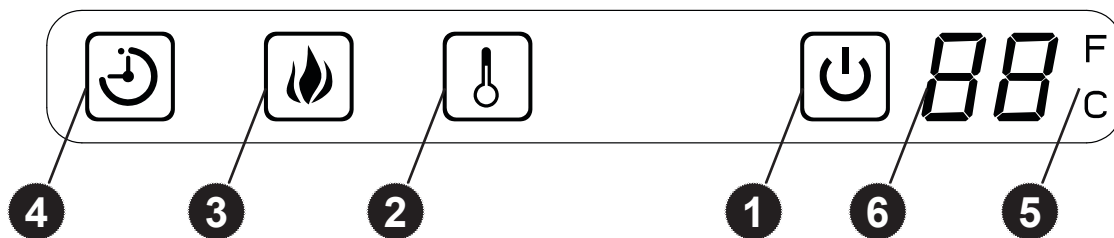
The fireplace control functions can be accessed in two (2) ways:

- Using the touchpad control panel, located in the upper right-hand corner of the fireplace behind the sliding control panel cover.
- Using the multifunction remote control unit.

The fireplace features conveniently separate controls for flame effect and for heater control. This allows you to operate the unit in two (2) different modes:

- **As a full-featured fireplace** - both flame effect and heater are on. This mode allows you to enjoy the look of the fire along with the heat output of a heater.
- **As a visual effect** - only the flame effect is on, the heater is off. We recommend this mode for warm weather application, when you want the ambiance of a fire, without any heat output.

Figure 4



- 1 Main Power Button:**
This button supplies power to all the functions of the fireplace. The Main Power button must be in the **ON** position, either from the remote or on the touch pad for the functions to work.
- 2 Heater Control Button:**
This button controls the heater **ON/OFF** and 11 temperature modes from 68°F (20°C) to 88°F (31°C). When the heater is first turned on, it will come on at the lowest room temperature setting 68°F (20°C). Each time the Heater Control button is pressed, the temperature set point increases 2°F (1°C), allowing you to adjust the ambient temperature, up to 88°F (31°C). The fireplace will remember the last heat setting, and in later use, the heater will start at that setting, unless power to the unit has been interrupted.
- 3 Flame Control button:**
This button controls the brightness of the flame effect with settings at High, Medium and Low. When the fireplace is first turned on, the flame will come on at the highest setting. The fireplace will remember the last flame setting used and in later use the flame brightness will start at that setting, unless power to the unit has been interrupted. Each time the Flame button is pressed, the flame brightness decreases. The only way to turn off the flame effect completely is to turn off the Main Power button.
- 4 Timer Button:**
This button controls the timer **ON/OFF** and 10-time setting from 30 minutes to 9 hours. When the Timer is first turned on, it will come on at the shortest time setting (30 minutes). Each time the Timer button is pressed, the time increases 1 hour, up to the longest setting (9 hours). Once the set time expires, all fireplace functions will be automatically turned off.

5 Fahrenheit/Celsius Display:

This button displays F (Fahrenheit) or C (Celsius) depending on how the temperature mode is set. When the fireplace is first turned on, the Fahrenheit (F) temperature will be displayed. To switch from Fahrenheit to Celsius, or vice-versa, when HEATER is ON, hold HEATER CONTROL button for 10 seconds. The fireplace will remember the last temperature mode setting, and in later use, the display will start at that setting, unless power to the unit has been interrupted.

6 Temperature/Timer Display

This LED display shows the set point for the temperature and timer functions. When either of these functions is activated, the display reflects the set point for five seconds and then fades to black. Any change in the set point of the temperature or timer will reactivate the display, which again fades after five seconds.

The infrared remote control relies on a line of sight and must be pointed at the flame/screen of the fireplace to work. The remote control unit has the controls required to turn **ON/OFF** both the main power and the heater. If you prefer to use the touchpad control on the fireplace unit itself, open the control panel sliding cover to access the touchpad buttons. The layout of the buttons on touchpads and remote control unit can be seen in Figures 4 and 6, respectively.

1. Plug your fireplace into a 15-amp, 120-volt power outlet.
2. Turn the power on. Flame will show on the back screen of the fireplace.
3. Remove plastic tab from inside battery compartment to activate remote control.
4. Point the remote control directly at the fireplace flame/screen and use the buttons to operate the fireplace.

Battery Replacement Procedure: (Size CR2025)

Battery replacement instruction

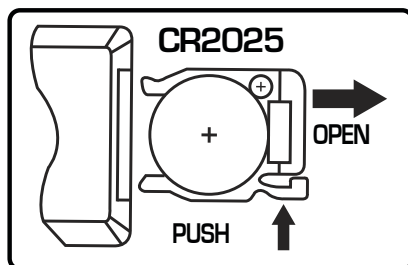
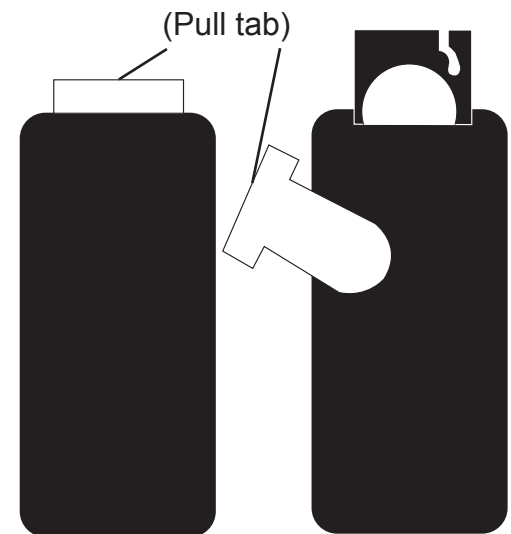


Figure 5

The plastic tab inside the battery compartment **MUST** be removed before remote control will operate.



- 1 Main Power Button:**

This button supplies power to all the functions of the fireplace. The main power button must be in the **ON** position, either from the remote or on the touch pad for the functions to work.
- 2 Timer Button:**

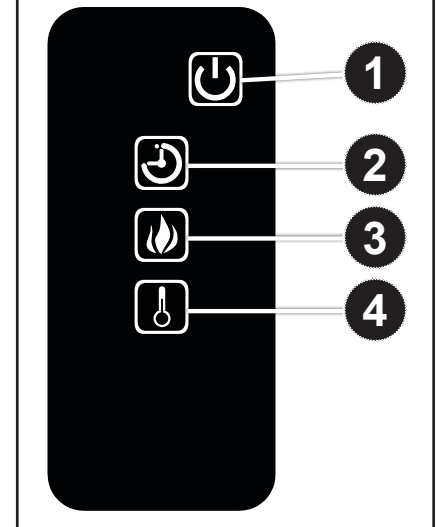
This button controls the timer **ON/OFF** and 10-time setting from 30 minutes to 9 hours. When the Timer is first turned on, it will come on at the shortest time setting (30 minutes). Each time the Timer button is pressed, the time increases 1 hour, up to the longest setting (9 hours). Once the set time expires, all fireplace functions will be automatically turned off.
- 3 Flame Control button:**

This button controls the brightness of the flame effect with settings at High, Medium and Low. When the fireplace is first turned on, the flame will come on at the highest setting. The fireplace will remember the last flame setting used and in later use the flame brightness will start at that setting, unless power to the unit has been interrupted. Each time the Flame button is pressed, the flame brightness decreases. The only way to turn off the flame effect completely is to turn off the Main Power button.
- 4 Heater Control Button:**

This button controls the heater **ON/OFF** and 11 temperature modes from 68°F (20°C) to 88°F (31°C). When the heater is first turned on, it will come on at the lowest room temperature setting 68°F (20°C). Each time the Heater Control button is pressed, the temperature set point increases 2°F (1°C), allowing you to adjust the ambient temperature, up to 88°F (31°C). The fireplace will remember the last heat setting, and in later use, the heater will start at that setting, unless power to the unit has been interrupted.

NOTE: To switch between Fahrenheit/Celsius modes see control panel Fahrenheit/Celsius display instructions.

Figure 6



CARE AND MAINTENANCE

Before attempting ANY maintenance:

1. Turn off power to the unit.
2. Unplug the power cord from outlet.
3. Let fireplace cool if it has been operating.

Glass Information:

1. Under no circumstances should this product be operated with broken glass.
2. Do not strike or slam the glass.
3. Do not use abrasive cleaners to clean the glass.
4. This product uses tempered glass. Replacement of the glass supplied by the manufacturer should be done by a qualified service person.

Maintenance of Motors:

Always disconnect the appliance from the main power supply and allow it to cool before any servicing operation.

The motors used on the fan heater and flame blower are pre-lubricated for extended bearing life and require no further lubrication. However, periodic cleaning/vacuuming of the appliance around the air intake and exhaust, as well as the fan heater is recommended. For heavy or continuous use, periodic cleaning must be done more frequently. If the heater blows alternating cold and warm air, check the fan for free movement and for debris restricting air flow. If the fan does not move freely, the unit must be turned off and the fan replaced immediately in order to prevent further damage to the unit.

Cleaning:

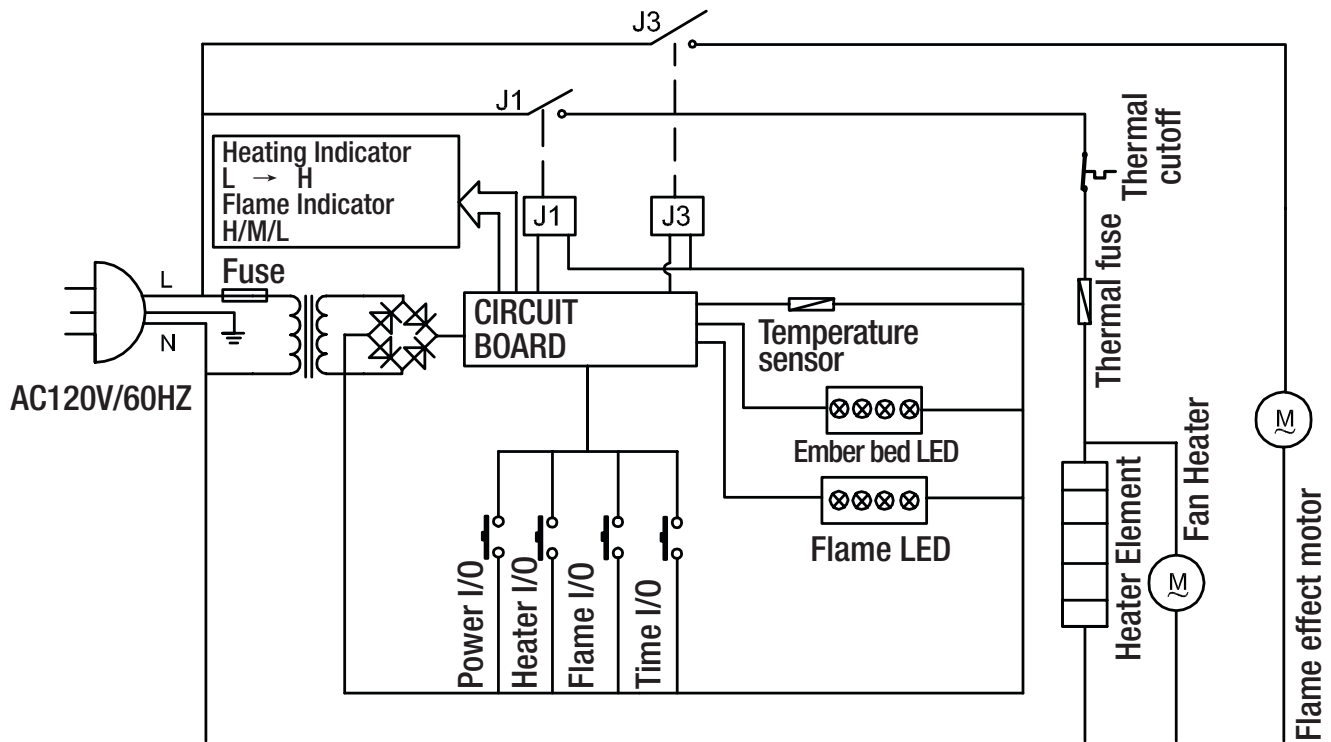
Cleaning of the control panel, located in the upper right-hand corner of the fireplace behind the sliding control panel cover, is to be done only using a soft cloth, slightly dampened in water (if needed, a small amount of dish soap can be added to the water) and dried using a clean, dry soft cloth. Cleaning of the screen diffuser is to be done using only water and a lint free cloth.

DO NOT use any abrasive household cleaners as these products will damage the touch-pad controls and the diffusing screen.

ELECTRIC WIRING DIAGRAM

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

CIRCUIT DIAGRAM



WARNING: Disconnect power before servicing.

⚠ DANGER



Disconnect power before servicing.



Any electrical re-wiring of this appliance must be done by a qualified electrician. This wiring must be done in accordance with local codes and/or in Canada with the current CSA C22.1 Canadian Electrical Code, and for US installations, the National Electrical Code ANSI/NFPA NO 70.



If repairing or replacing any electrical component or wiring, the original wire routing, color coding and securing locations must be followed.

TROUBLESHOOTING

If you have any questions regarding the product, please call customer service at 1-800-776-9425, 8:30 a.m. –5:00 p.m. EST, Monday – Friday.

Problem	Possible Cause	Corrective Action
Fireplace does not operate; the ON/OFF power light on the control panel is not lit.	<ol style="list-style-type: none"> 1. The fireplace is not plugged in. 2. A circuit breaker is tripped or a fuse blown. 3. Defective ON/OFF switch. 4. Loose wiring. 	<ol style="list-style-type: none"> 1. Make sure the fireplace is plugged in to a standard 120V outlet. 2. Check additional appliances on the circuit; ideally the fireplace should be on a dedicated 15-amp circuit. 3. Call customer service: 1-800-776-9425. 4. Call customer service: 1-800-776-9425.
Power light is ON but the back flame is not bright/visible.	<ol style="list-style-type: none"> 1. Incorrect operation. 2. LED strip not functioning. 3. Loose wiring. 	<ol style="list-style-type: none"> 1. Refer to operating instructions. 2. Call customer service: 1-800-776-9425. 3. Call customer service: 1-800-776-9425.
Power light is ON but the ember bed flame is not flickering.	<ol style="list-style-type: none"> 1. LED strip not functioning. 2. Loose wiring. 	<ol style="list-style-type: none"> 1. Call customer service: 1-800-776-9425. 2. Call customer service: 1-800-776-9425.
Excessive noise when the flame is ON but the heater OFF.	<ol style="list-style-type: none"> 1. Rotating flame reflector shaft rubbing against housing. 2. Defective flame reflector shaft motor. 	<ol style="list-style-type: none"> 1. Open back of firebox and reposition flame reflector shaft. Turn off unit prior to servicing. 2. Call customer service: 1-800-776-9425.
Heater is not operating.	<ol style="list-style-type: none"> 1. Incorrect operation. 2. Defective heater switch. 3. Defective heater assembly. 4. Loose wiring. 5. Dirty or clogged sliding door. 6. Thermostat has been satisfied 	<ol style="list-style-type: none"> 1. Refer to operating instructions. 2. Call customer service: 1-800-776-9425. 3. Call customer service: 1-800-776-9425. 4. Call customer service: 1-800-776-9425. 5. Unplug the unit. Clear door area of dust and debris. Wait five minutes, plug the unit in again and turn on the heater. 6. Increase desired room temperature on the control panel/remote
Excessive noise when the heater is operating.	<ol style="list-style-type: none"> 1. Dirty or clogged blower. 2. Defective heater assembly. 	<ol style="list-style-type: none"> 1. Refer to Maintenance of Motors in Care and Maintenance. 2. Call customer service: 1-800-776-9425.

WARRANTY

The manufacturer warrants that your new electric fireplace is free from manufacturing and material defects for a period of one year from date of purchase, subject to the following conditions and limitations.

1. This electric fireplace must be installed and operated at all times in accordance with the instructions furnished with the product. Any alteration, willful abuse, accident, or misuse of the product shall nullify this warranty.
2. This warranty is non-transferrable, and is made to the original owner, provided that the purchase was made through an authorized supplier of the manufacturer.
3. This warranty is limited to the repair or replacement of part(s) found to be defective in material or workmanship, provided that such part(s) have been subjected to normal conditions of use and service, after said defect is confirmed by the manufacturer's inspection.
4. The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of the defective part(s).
5. Any installation, labor, construction, transportation, or other related costs/expenses arising from defective part(s), repair, replacement, or otherwise of same, will not be covered by this warranty, nor shall the manufacturer assume responsibility for same. Further, the manufacturer will not be responsible for any incidental, indirect, or consequential damages, except as provided by law.
6. All other warranties - expressed or implied - with respect to the product, its components and accessories, or any obligations/liabilities on the part of the manufacturer are hereby expressly excluded.
7. The manufacturer neither assumes, nor authorizes any third party to assume, on its behalf, any other liabilities with respect to the sale of this product.
8. The warranties as outlined within this document do not apply to non-manufacturer accessories used in conjunction with the installation of this product.

This warranty is void if:

- a) The fireplace has been operated in atmospheres contaminated by chlorine, fluorine or other damaging chemicals.
- b) The fireplace is subjected to prolonged periods of dampness or condensation.
- c) Any alteration, willful abuse, accident, or misuse of the product.

IF WARRANTY SERVICE IS NEEDED . . .

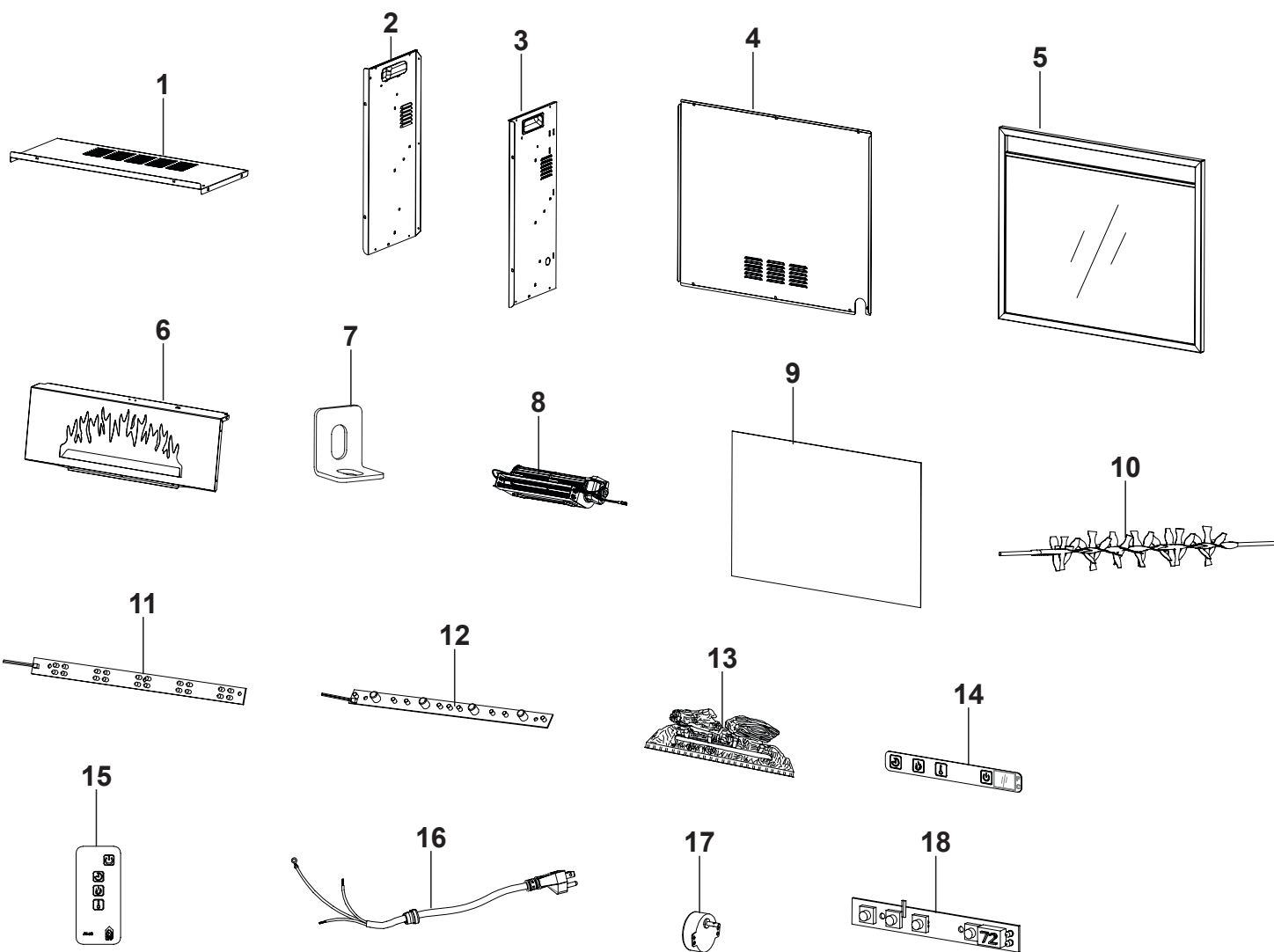
- 1) Contact customer service. Make sure you have your warranty, your sales receipt, and the model/serial number of your product.
- 2) DO NOT ATTEMPT TO DO ANY SERVICE WORK YOURSELF.

World Marketing of America, Inc.
P.O. Box 192, Mill Creek, PA, 17060-0192

REPLACEMENT PARTS LIST

For replacement parts, call our customer service department at 1-800-776-9425,
8:30 a.m. –5:00 p.m. EST, Monday – Friday.

Ref.	Description	23-800-001
1	Top panel	EF23350AC
2	Left side panel assembly	EF23106AC
3	Right side panel assembly	EF23107AC
4	Back panel	EF23354AC
5	Trim assembly	EF23108AC
6	Flame panel	EF23356AC
7	Mounting bracket kit	EF33405A-12
8	Heater	EF33501A
9	Screen	EF23372AC
10	Flame reflector	EF23373AS-12
11	Ember bed-LED strip	EF28368AC
12	Flame-LED	EF28369AS
13	Logset	EF23371AS
14	Control panel graphic	EF23511A-12
15	Remote control	EF33510AS-12
16	Power cord & connector	EF33515A
17	B-Motor	EF33508A
18	Control panel circuit board	EF23511A-12



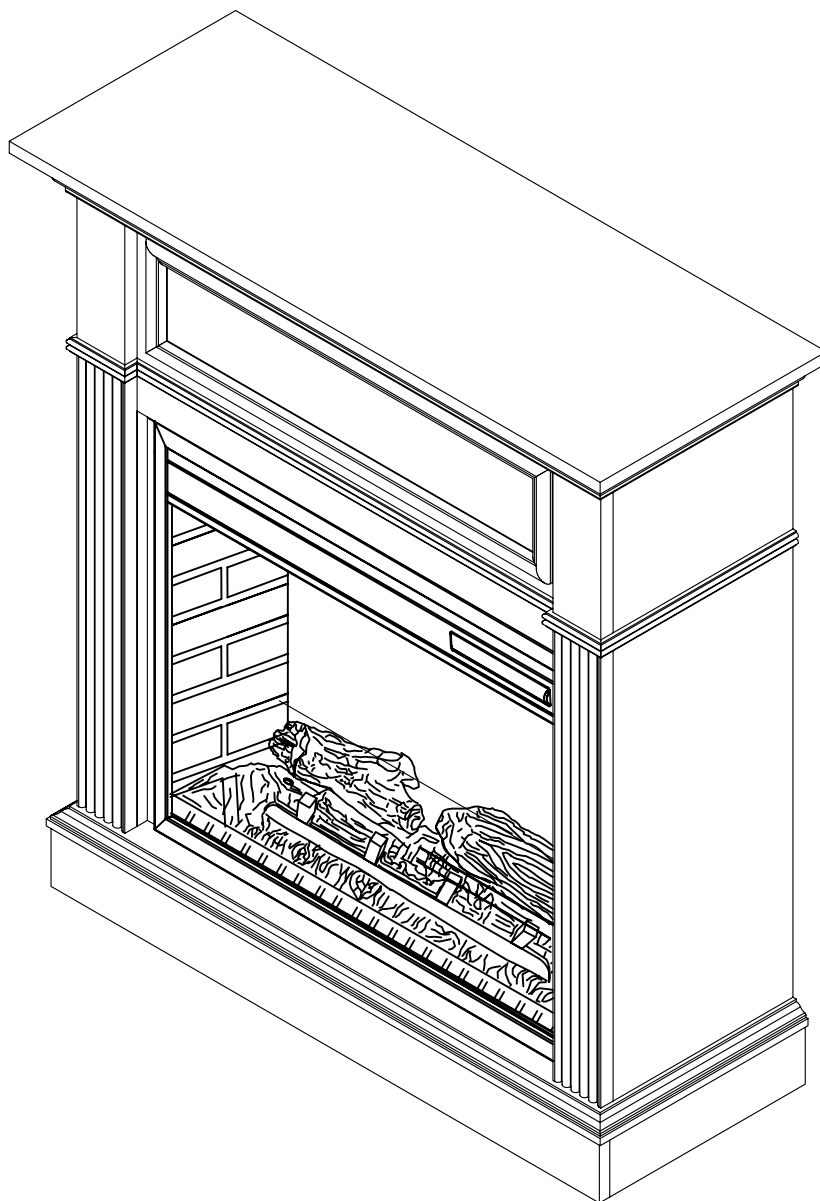


BRIARTON ELECTRIC FIREPLACE

MODEL #EF5568RKD

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ATTACH YOUR RECEIPT HERE

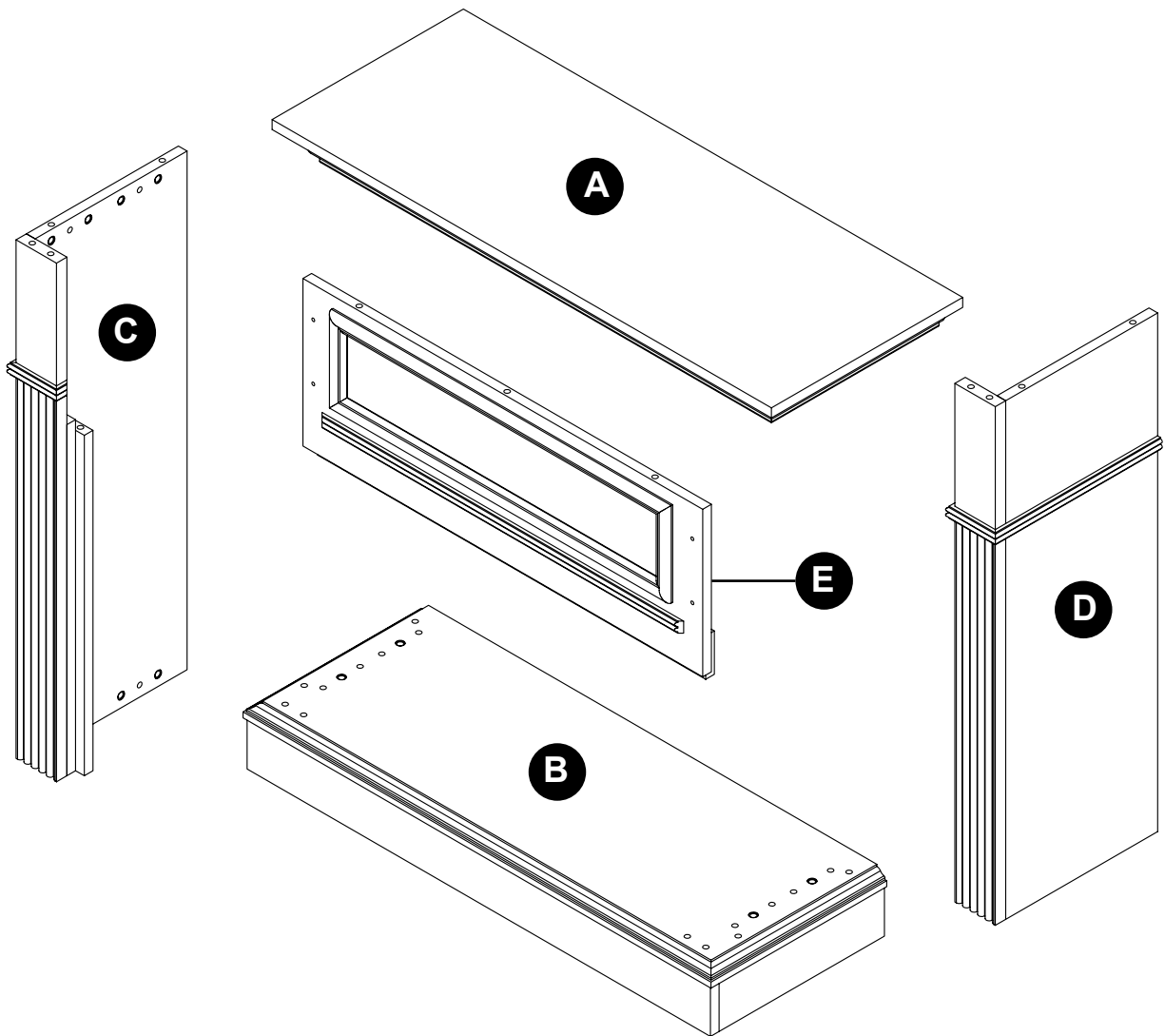
Serial Number _____ **Purchase Date** _____



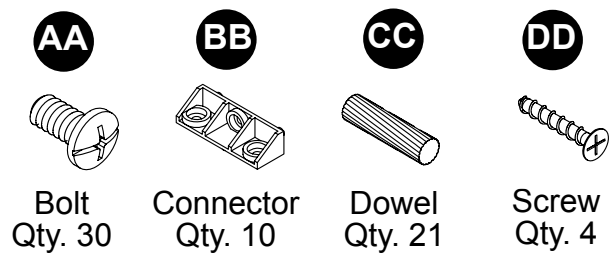
Questions, problems, missing parts?

Before returning to your retailer, call our customer service department at 1-800-776-9425,
8:30 a.m. – 5:00 p.m. CST, Monday – Friday.

PACKAGE CONTENTS



HARDWARE CONTENTS



PACKAGE CONTENTS

PART	DESCRIPTION	QTY.	PART NO.
A	Top Panel	1	20-12-589
B	Base	1	20-12-590
C	Left Side Panel	1	20-12-591
D	Right Side Panel	1	20-12-592
E	Front Panel	1	20-12-593
AA	Bolt	30	20-09-521
BB	Connector	10	
CC	Dowel	21	
DD	Screw	4	

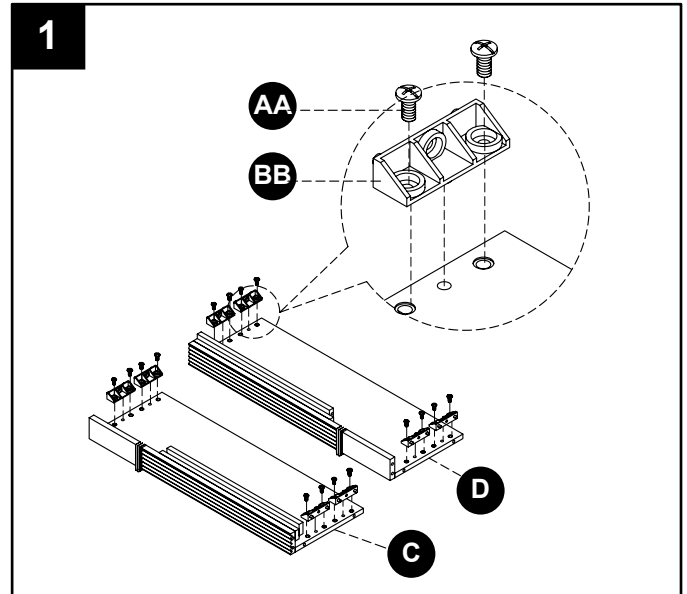
Some parts and specifications may change without notice.

ASSEMBLY INSTRUCTIONS

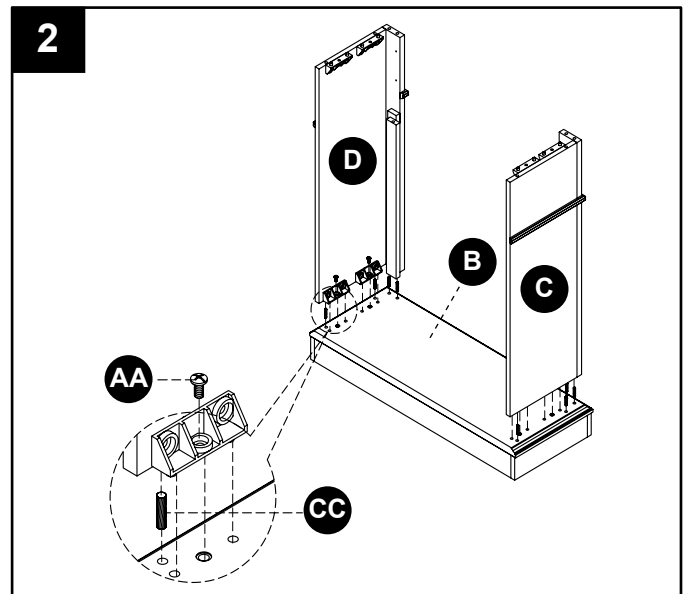
Carefully remove all pieces from carton and make sure that you have all parts listed (refer to parts list on page 2-3).

If you are missing parts, please call customer service at 1-800-776-9425

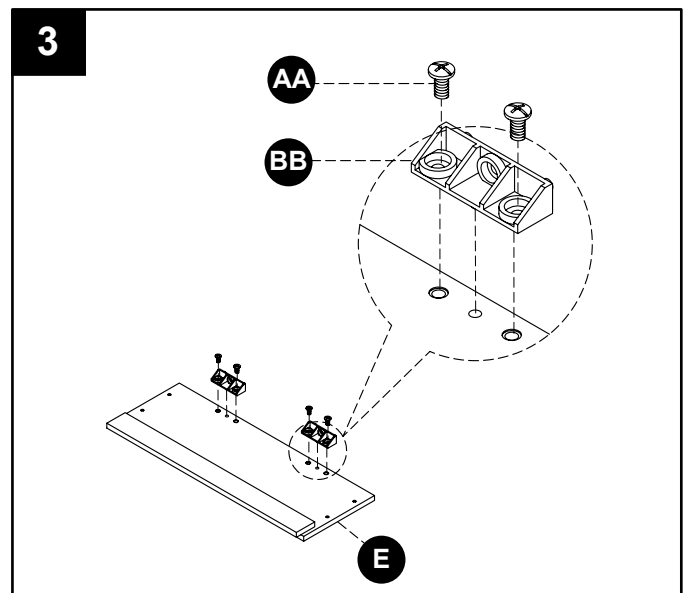
1. Lay the left and right side panels (C & D) face down on a clean, smooth surface. Insert four connectors (BB) into the predrilled holes in the left side panel (C). Secure with bolts (AA). Repeat using the right side panel (D).



2. Set the base (B) face up on a smooth, flat surface. Insert eight dowels (CC) into the predrilled holes on the left and right sides of the base (B). Slip the left side panel (C) and the right side panel (D) over the dowels (CC) until snug. Secure with bolts (AA).

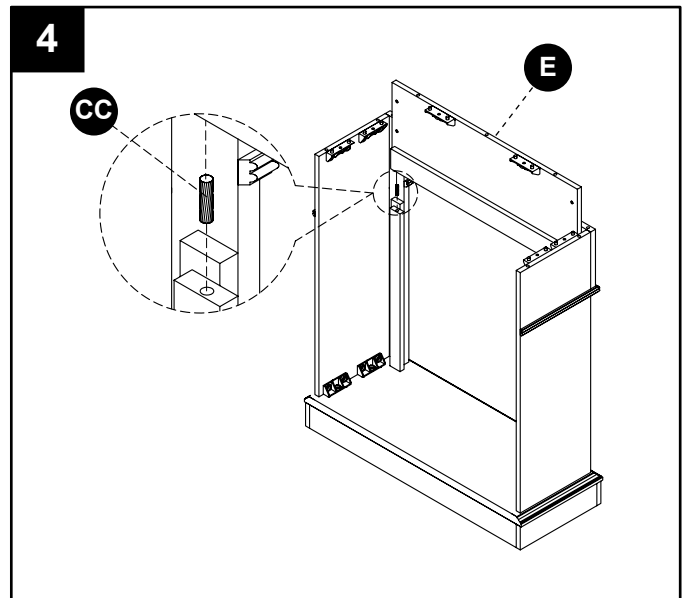


3. Lay the front panel (E) face down on a clean, smooth surface. Insert two connectors (BB) into the predrilled holes on the long edge as shown. Secure with bolts (AA).

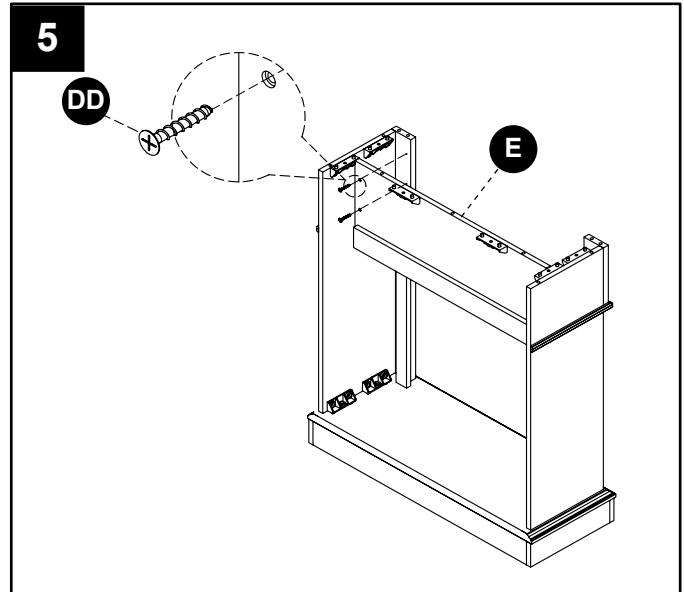


ASSEMBLY INSTRUCTIONS

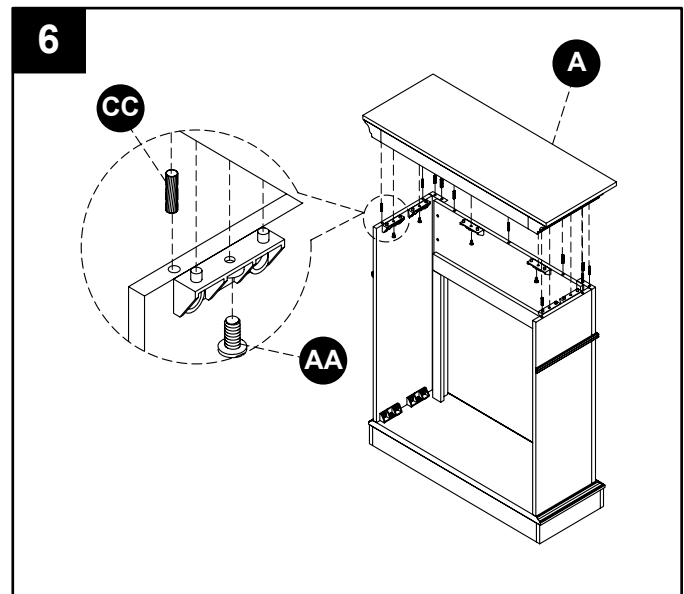
4. Insert two dowels (CC) into the predrilled holes in the top edges of the assembled side panels as shown. Slip the front panel (E) over the dowels (CC) until snug.



5. Secure the front panel (E) to the assembly using four screws (DD).



6. Insert eleven dowels (CC) into the predrilled holes in the top edges of the assembly. Slip the top panel (A) over the dowels (CC) until snug. Secure from underneath with bolts (AA).



ONE YEAR LIMITED WARRANTY

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If within one year from the date of original purchase, this item fails due to a defect in material or workmanship, we will replace or repair at our option, free of charge. To order parts or obtain warranty service, call 1-800-776-9425, 8:30 a.m. – 5:00 p.m. EST, Monday – Friday. This warranty does not cover defects resulting from improper or abnormal use, misuse, accident, or alteration. Failure to follow all instructions in the owner's manual will also void this warranty. World Marketing will not be liable for incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion of incidental or consequential damages 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.

World Marketing of America, Inc.
P.O. Box 192, Mill Creek, PA, 17060-0192

Notice to the Customer

Our quality furniture is built keeping tradition in mind. Variations in actual wood color and finishes which may result from natural characteristics of the wood, such as grain patterns, mineral streaks and the like, are not considered defects. As wood continues to move and age you may notice these slight differences in color, even on different parts of any individual unit. Sound knots and slight surface cracks are true personality of a quality piece of wood furniture.

There are several practices we recommend so that you may maintain your new furniture in top condition. First of all, to maintain the finish, you should clean with a soft, slightly damp cloth and buff with a dry cloth. Secondly, wood furniture should never be dragged across a floor. The added stress from dragging the unit may cause the dragged edge to splinter or it may cause some joints to loosen.

Please contact us for any questions or concerns you may have regarding your new piece of furniture.