

Muskoka®

SÉRIE DE **PHOENIX** SERIES
SERIE DE

ELECTRIC STOVE POÊLE ÉLECTRIQUE ESTUFA ELÉCTRICA



USE & CARE GUIDE
GUIDE D'UTILISATION ET D'ENTRETIEN
MANUAL D USO Y CUIDADO

Model / Modèle / Modelo:

MES31MB

MES31CR

MES31BL

Please read this manual before
installing and using your stove

Veuillez lire ce manuel avant
l'installation et l'utilisation de
votre poêle

Por favor lea las instrucciones de
instalación y de operación antes de
usar este estufa

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

SI LES RENSEIGNEMENTS DE CE
MANUEL NE SONT PAS EXACTEMENT
SUIVIS, UN CHOC ÉLECTRIQUE OU UN
INCENDIE PEUT SURVENIR, ET
CAUSER DES DOMMAGES, DES
BLESSURES OU LA PERTE DE VIE

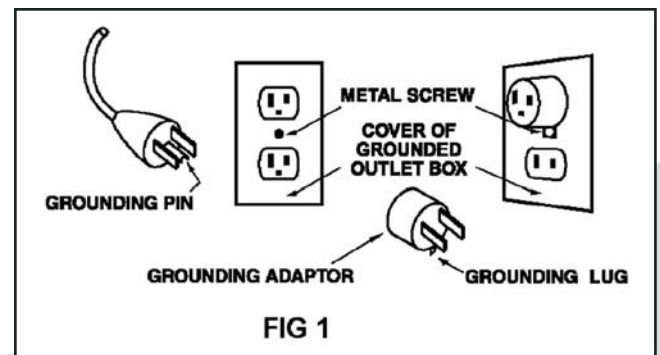
SI NO SIGUE EXACTAMENTE LA
INFORMACIÓN EN ESTE MANUAL, PODRÍA
RESULTAR EN CHOQUES ELÉCTRICOS O
INCENDIO QUE PUEDEN CAUSAR DAÑOS A
LA PROPIEDAD, LESIONES PERSONALES O
LA PÉRDIDA DE LA VIDA.

Thank you for purchasing a Muskoka® Electric Stove.

IMPORTANT INSTRUCTIONS

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

1. Read all instructions before using this appliance
2. This stove 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 feet (914 mm) from the front of this appliance.
3. **Caution:** Extreme caution is necessary when any heater is used by or near children or disabled persons and whenever the heater is left operating unattended.
4. 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 appliance is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate 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, grip the plug then remove the plug from the outlet. Never pull by the cord.
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 Electric codes or for USA installations, follow local codes and the National Electrical Code, ANSI/NFPA No. 70.
14. This heater is for use on 120 volts. The cord has a plug as shown in FIG 1. An adaptor is available for connecting three-blade grounding-type plugs to two-slot receptacles. The green grounding lug extending from the adaptor must be connected to a permanent ground such as a properly grounded outlet box. The adaptor should not be used if a three-slot grounded receptacle is available.
15. 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.
16. 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.
17. 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.
18. 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.
19. Avoid the use of an extension cord because the extension cord may overheat and cause a risk of fire. However, if you have to use an extension cord, the cord shall be 14 AWG minimum size and rated not less than 2025 watts. The extension cord must be a three wire cord with grounding type plug and cord connector. The extension cord shall not be more than 20 feet (6m) in length.



SAVE THESE INSTRUCTIONS

SPECIFICATIONS

Dimensions W x D x H	20.5" x 13.5" x 25" 53 cm x 35 cm x 64 cm
Net Weight Gross Weight	38 lbs / 17 kg 47 lbs / 21 kg
Voltage	120 V
Frequency	60 Hz
Watts	1400 W
Heater Rating	4770 BTUs

ELECTRICAL CONNECTION

A 15 Amp, 120 Volt, 60 Hz circuit with a properly grounded outlet is required to operate this appliance. Preferably, the stove 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 4.5 ft (1.5 m) long 3 wire cord, exiting out the back of the stove. Plan the installation to avoid the use of an extension cord. If an extension cord must be used, it must be a minimum 14 ga, 3 wire with grounding type plug and connector and rated not less than 2025 watts. The extension cord shall not be more than 20 ft (6 m) in length.

⚠ WARNING: 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.

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

SERVICE INSTRUCTIONS

FOR YOUR SAFETY

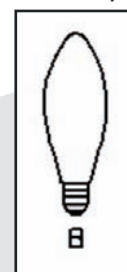
Service must be performed by a qualified service agency.

REPLACING THE LIGHT BULBS

NOTE: Light bulbs may become loose during shipment. If the flame effect is dim or does not work, please check that the light bulbs are lightly secured into their sockets. See instructions for replacing the bulbs.

The MES31CR, MES31MB and the MES31BL use two (2) clear 120 Volt, 25 watt B-10, E-12 socket base light bulbs (small base, chandelier candle type bulbs). The access plate is located on the back of the unit. For convenience, if one of the light bulbs burns out, it may be easier to replace both of the light bulbs at the same time.

⚠ CAUTION: To reduce the risk of fire, use 25 watt ONLY, TYPE B-10, E-12 socket base light bulbs.



1. Turn off the power to the unit.
2. Let the stove cool if it has been operating.
3. Turn the stove so you are facing the back of the stove.
4. Look for the access plate with the gold printing on it.
5. Remove the two (2) screws holding the bulb slides. These slides allow you to pull each bulb to the access panel opening, making it easier to change the light bulb.
6. Remove the four (4) screws holding the access plate in position. Once you have removed the four (4) screws, remove the access plate. You can now see and access the two (2) 25 watt chandelier bulbs under the ember bed.
7. Pull the bulb slides towards you until you can easily reach the bulbs.
8. Remove each light bulb by unscrewing them out of the bases, turning them towards you. You can use one hand to hold the light socket in place, if required.
9. Install the new light bulbs by turning each light bulb into the base away from you. You can use one hand to hold the light socket in place, if required.
10. Push the bulb slides back into position.
11. Replace the access plate by pushing the plate up against the stove back, and inserting the four (4) screws.
12. Insert and tighten the 2 screws holding the bulb slides in place.
13. Turn the stove back so you are facing the front of the stove.
14. Turn the power on and enjoy the flame effect.





OPERATING INSTRUCTIONS


After reading these instructions confirm that all controls on the stove are in the off position. Plug the stove into a 15 amp, 120 volt outlet.

All controls and switches are on the front panel of the stove located inside the right hand door.

Flame – to enjoy the flame just press the power switch to the on position.

 **Flame Brightness control** – you can adjust the intensity of the flame by moving the dial from the minimum position to the maximum position. Select the brightness that you prefer. This feature will only work if the power switch is in the on position.

 **MIN Heat (700)** – to obtain low heat just press the heat switch marked 700 to the on position.

 **MAX Heat (1400)** – to obtain high heat you must ensure the thermostat dial is in the maximum position and then press the 700w and the 1400w switches to the on position. If you move the thermostat to the minimum position this High Heat Switch will be automatically shut off.



CLEANING YOUR STOVE

Before you clean your stove, please ensure the unit has been turned off, unplugged from the power source and the unit has cooled.

To clean the doors:

Remove dust with a clean, dry, soft cloth that will not scratch the surface of the door. Remove finger prints or other "oily" marks with a clean, damp, soft cloth.

To clean metal, and other painted parts:

Remove any marks on any of these surfaces with a clean, damp, soft cloth that will not scratch these surfaces.

DO NOT USE abrasive cleansers or spray liquids on any surface of this stove.

WARRANTY

DO NOT RETURN THIS PRODUCT TO THE STORE:

Please contact Customer Service at: 1-866-253-0447

web: www.greenwayhp.com

email: support@greenwayhp.com

Canada: 400 Southgate Dr., Guelph, Ontario, Canada, N1G 4P5

USA: 6507 Fairfield Dr., Northwood, Ohio, USA, 43619

Limited Warranty Definitions

Greenway Home Products

(Greenway): Manufacturer.

Electric Stove (stove): Stove manufactured by Greenway Home Products.

Purchaser: Purchaser of the stove.

Distributor: Facility authorized to sell Greenway Home Products.

Warranty Card: Greenway Home Products Limited Warranty Registration Card identifying the Purchaser and product model.

Greenway Limited Warranty:

Greenway warrants to the Purchaser that the stove is free from defects in material and workmanship, under normal use and service, for one (1) year (1 year limited parts) from the date of purchase.

All warranty repairs must be pre-authorized by Greenway Home Products. Greenway will, at its option, replace or repair free of charge any defective part, which the Purchaser shall notify their Distributor or Greenway Home Products within the warranty period. The obligation of Greenway Home Products under this warranty, is expressly limited to such replacement or repairs.

The provisions of this limited warranty shall not apply to the following:

1. Accidents.
2. Unauthorized repairs or alterations.
3. Normal maintenance.
4. Changes made to other units manufactured after this stove was manufactured.
5. Incidental damages caused by failure of the stove such as inconvenience or loss of use.
6. Improper installation.

The provisions of this limited warranty shall not apply to deterioration due to wear and exposure beyond the following limitations:

1. For 180 days from the date of purchase on electrical component and circuit boards (lightbulbs excluded).

Greenway Limited Warranty is void unless the following conditions are adhered to:

- 1.** Warranty registration must be completed and returned to Greenway Home Products.
- 2.** All warranty repairs must be preauthorized by Greenway repair facility.
- 3.** Greenway reserves the right to inspect defective parts that have been replaced under warranty. Distributor is expected to hold defective parts for 60 days.
- 4.** Only parts and accessories and other material, available through Greenway Home Products are to be used in the performance of warranty service.
- 5.** Purchasers are responsible for presenting/notifying their Distributor as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time from the date of authorization. Not to exceed 30 days past notification.

This limited warranty is expressly in lieu of any other expressed or implied warranty, including any implied warranty or merchantability or fitness for a particular purpose and of any obligations or liabilities on Greenway Home Products which neither assumes nor authorizes any other person to assume for it any other liability in connection with the stove manufactured by it.

The warranty is null and void if used in commercial or industrial applications.

