

Brief of FAQ for PuraFlame Model: WESTERN

Version: A1 Date: 2020/03/21

Q: Can this fireplace be used outdoor? We're building deck that'll have a roof. Would we be able to use it there?

A: No. It's made for indoor use and not weatherproof.

Q: Can this be used in a bathroom?

A: No.

Q: Is it safe to mount TV on wall above fireplace?

A: Yes, it would not affect the TV.

Q: I would like to replace my old wood burning fireplace that hasn't been used for years. Do I need to remove the current insert before this goes in?

A: As long as you remove the old logs and the opening fits in the right size, yes you can replace with this unit, remember you'll need a plug outlet for this to plug into and the chimney should be blocked.

Q: I'm confused by the measurements listed. It says 30 inches but then in the specifications it says 31 inches. My opening is only 30. Will it fit?

A: They are named by installation width not product width. Please download the PDF of "Specification Sheet" in "Technical Specification" section. It shows dimensions for all models.

Q: Can this unit stand up on its own or does it have to be anchored to something?

A: The bottom is flat and it can sit on the floor directly.

Q: Is it back end the shape of a rectangle or trapezoid?

A: Trapezoid.

Q: Does this unit come with the trim kit or is it sold separately?

A: The unit comes with a 3/4 " flange on the sides and the top, do not really need any trim if its built to fit

Q: Where does the power cord come out the front of the fireplace?

A: From the right side facing the unit.

Q: How long is the cable? And what color?

A: 6ft in white. But it will be changed into black later.

Q: Is the power cord a two prong? Or is it a 3 prong grounded?

A: 3 prong grounded.

Q: Can it be hardwired?

A: No, plug only.

Q: Does the heat come out all the way across the top?

A: No, just the left top front.

Q: Does the outside of the box (sides that go in the wall) get warm or hot?

A: Only the top left above the heat outlet will get a bit warm when you use the heater selection.

Q: Does this have glass front?

A: Yes.

Q: Is the glass front tempered glass? or plexi-glass?

A: It is tempered glass.

Q: If in direct sunlight, can you see the flame?

A: Yes but better to install somewhere without direct sunlight for better visuals.

Q: Is there a setting where you can have just the logs glowing and not the flames on?

A: No.

Q: How loud is it on full blast?

A: All you can hear is the sound of air coming out the vent like a small fan on low, no motor noise.

Q: When the heater is on, does the heating element turn bright red? (I looked through reviews and do not see if anyone mentions it or shows a picture)?

A: No, it will not.

Q: How many BTUs?

A: The heater has two settings, 750W and 1500W (About 4600 BTUs), can heat a room about 400 sq ft. BUT If you are looking for the main function as a heater, this item is not for you.

Q: Is this infrared and does it have blower on it?

A: No, it is resistive with a blower. The element becomes red and you can see it when you turn on the infrared heater. It destroys the picture for the flame effect. We prefer resistive heating element.

Q: Can you open and paint the inside back of the firebox black?

A: No.

Q: Does this unit have a thermostat? Can you set it to maintain a certain temperature?

A: Yes, but it is within a rough temperature range and not very accurate.

Q: Does the remote require line of sight or will it work from around the corner?

A: The remote should be aimed at the receiver within 13ft distance.

Q: Is this UL listed?

A: No, CSA and CUS listed.

Q: Do you have electric fireplace that runs on 220-240V?

A: We have a dealer in Europe selling these models runs on 220-240V. If you need, please contact us for more details.

Q: Where is it made?

A: China.

Q: Where can I get a replacement remote?

A: All replacements are available, just contact our customer service, email customerservice@puraflame.com or call 844-377-5786, or contact the authorized seller E2E storefront.

For more questions and answers of how to deal with the specific problems which might occur during usage, please refer to the “Troubleshooting Guide” part of “User manual”.