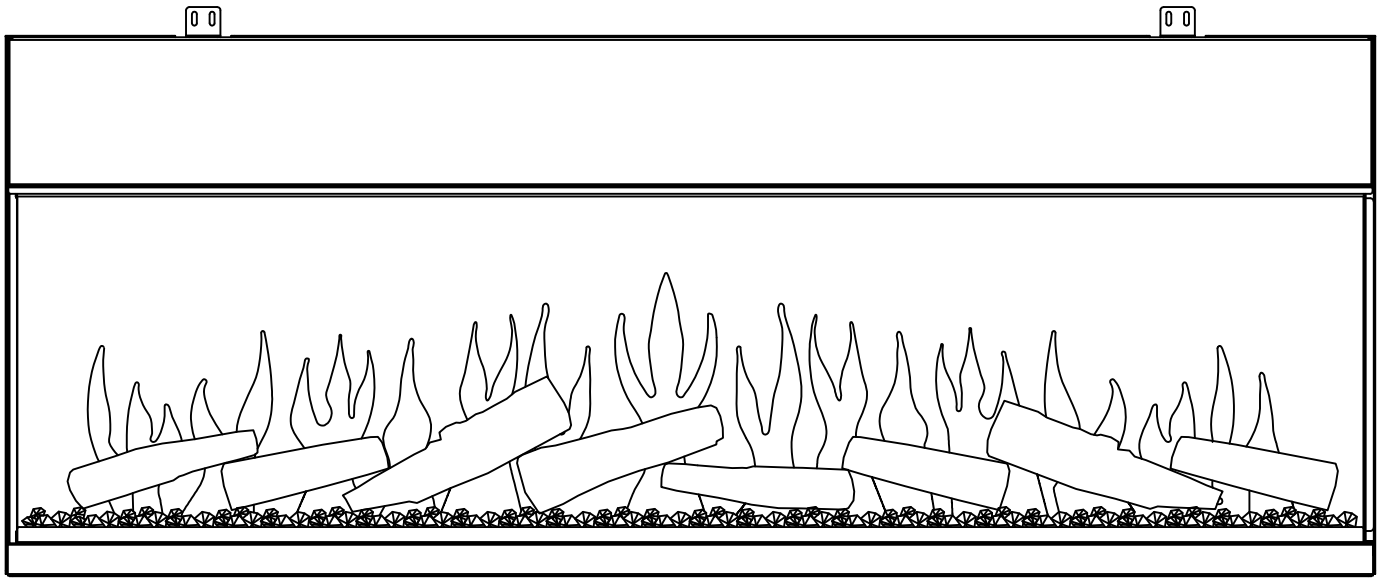
PARAMOUNT®

Item EF10219
EFW-TJ3SD50I

USE AND CARE GUIDE

ELECTRIC FIREPLACE INSTRUCTION MANUAL



Questions, problems, missing parts? Before returning to the store, please contact customer service at customercare@jrhome.com or call 1-800-561-5550 7 a.m. - 4 p.m., PST, Monday – Friday

1-800-561-5550

WWW.JRHOME.COM

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THANK YOU

We appreciate the trust and confidence you have placed in Paramount through the purchase of this Electric Fireplace. We strive to continually create quality products designed to enhance your home. Visit us online to see our full line of products available for your home improvement needs. Thank you for choosing Paramount!

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IMPORTANT SAFETY INSTRUCTIONS

SAVE THESE INSTRUCTIONS FOR FUTURE USE

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:

Read all instructions before using this heater. Failure to follow these important safety instructions may cause fire, electric shock or damage. Following proper safety and operating instructions is the responsibility of the owner.

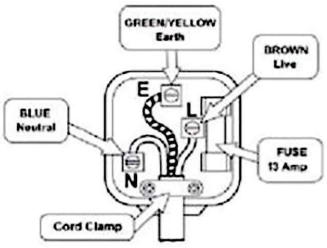
- Before connecting the appliance, ensure that the available mains voltage matches the specifications on the rating label, and verify that the outlet is properly grounded.
- This appliance is suitable for use by children aged 8 years and older, as well as by individuals with reduced physical, sensory, or mental capabilities, or those lacking experience and knowledge, provided they are supervised or instructed on the safe use of the appliance and understand the associated hazards.
- Children aged between 3 and 8 years should only be allowed to turn the appliance on or off if it has been installed in its intended operating position and they are supervised or instructed on the safe use of the appliance. Children in this age group should not plug in, regulate, clean the appliance, or perform any user maintenance.
- Children under 3 years of age should be kept away from the appliance unless they are continuously supervised.
- Some parts of this product can become very hot and cause burns. Extra caution is required in the presence of children and vulnerable individuals.
- If the power cord is damaged, it must be replaced by the manufacturer, its service agent, or a similarly qualified person to prevent any hazards.
- **WARNING**: To prevent overheating, do not cover the heater.
- The heater must not be placed immediately below a socket outlet.
- **CAUTION**: To avoid a hazard caused by accidental resetting of the thermal cut-out, this appliance should not be powered through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off
- Do not attempt to repair, disassemble, or modify the appliance. This unit contains no user serviceable parts.
- Always unplug or disconnect the appliance from the mains power supply when it is not in use or before moving or cleaning it. Never pull the cord to unplug the heater.
- Keep the heater clean. Do not allow any objects to enter the ventilation or exhaust openings, as this may cause electric shock, fire, or damage to the heater.
- Use the appliance only for its intended purpose. It is designed for indoor, domestic use only.
- Initial Odor: You may notice a slight odor during the first few minutes of initial use or after a period of storage. This is normal and will dissipate quickly.
- Damaged Glass: If the glass is damaged, do not operate the heater to prevent any potential hazards.
- Extension Cord Warning: Avoid using an extension cord, as it may overheat and pose a fire risk.
- Hot Surfaces: This fireplace becomes hot during use. To avoid burns, do not touch hot surfaces with bare skin. If handles are provided, use them when moving the appliance.
- Safe Distance: Keep combustible materials such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet away from the front and sides of the appliance.
- Indoor Use Only: This appliance is intended for indoor use only and should not be used in bathrooms, laundry areas, or similar locations. Never place the appliance where it could fall into a bathtub or come into contact with water.
- Cord Safety: Do not run the power cord under carpeting or cover it with rugs, runners, or similar items. Ensure the cord is kept away from high-traffic areas and positioned to avoid creating a trip hazard.

IMPORTANT SAFETY INSTRUCTIONS

- Disconnecting the Appliance: To disconnect the appliance, turn the controls to the off position and then unplug it from the outlet.
- Flammable Materials: This appliance contains hot, arcing, or sparking components. Do not use it in areas where gasoline, paint, or any other flammable liquids are used or stored.
- Decorations: Do not use this appliance as a drying rack for clothing, and do not hang Christmas stockings or decorations on or near it.
- Supplemental Heat: This electric fireplace is designed to provide instant heat and enhance the ambiance of a room. It should not be relied upon as a primary or permanent heating source for the home.
- Television Placement: If a television or other electrical device is installed above the fireplace, it is the installer's responsibility to ensure that the ambient temperature around the device does not exceed the manufacturer's recommendations.
- Regular Cleaning: Clean the fireplace regularly to prevent the buildup of dust, lint, or pet hair around the unit, as this could block the outlet and affect performance.
- Cleaning Products: Do not use aerosols or steam cleaners on or around the fireplace.
- Testing Before Installation: The fireplace should be tested before installation to ensure proper functionality.
- Professional Installation: We strongly recommend hiring an experienced, qualified installer to fit this product. Each installation may vary, and specialized expertise is often required for the necessary building work. Buy It Direct assumes no responsibility or liability for poor workmanship or incorrectly installed fireplaces.

MANUAL HANDLING

- The heater must not be moved while in use. Allow the unit to cool down sufficiently before attempting to move it.
- One person should be able to lift the heater. If it feels too heavy, seek assistance.
- When lifting, keep your back straight and bend your legs, not your back. Avoid twisting at the waist; reposition your feet instead. Avoid bending the upper body or leaning forward or sideways. Bend from the knees rather than the waist.
- Always grip the heater with the palm of your hand; do not rely on your fingertips for support.
- Keep the heater as close to your body as possible to minimize strain.
- If needed, wear gloves to improve your grip.
- Always ask for help if necessary.
- **ELECTRICAL SAFETY**
- The heater should not be placed directly beneath an electrical socket. The socket must always be accessible to disconnect the heater from the electrical supply for maintenance and cleaning.
- Important: This heater must be properly earthed. Ensure the mains supply is safely routed from the heater to an electrical socket.
- If the supply cord is damaged, it must be replaced by the manufacturer, a service agent, or a similarly qualified person to avoid any hazards.
- This appliance is supplied with a BS1363 3-pin plug fitted with a 13 Amp fuse. If the fuse needs to be replaced, it must be replaced with a 13 Amp fuse that is approved to BS1362 standards. If the mains plug needs to be removed or replaced for any reason, follow proper procedures.
- **NOTE**: The wires in the mains lead on this appliance are color-coded as follows:
  Brown: Live (L) Blue: Neutral (N)
  Green/Yellow: Earth (E)



- **NOTE:** As the wire colors may not correspond directly with the terminal markings on your plug, please follow these instructions:
- The green and yellow wire must be connected to the terminal in the plug marked with the letter E, the earth symbol, or green and yellow. The blue wire must be connected to the terminal marked N or colored black. The brown wire must be connected to the terminal marked L or colored red.
- **Important**: Any cut-off plug should be disposed of safely to prevent a hazard. There is a serious risk of electric shock if a cut-off plug is inserted into a socket.



This symbol indicates that the heater should not be covered to prevent overheating. Do not cover or obstruct any of the heat outlet grilles or air intake openings of the heater.

Pre-Installation-Package and Hardware Contents

PLANNING INSTALLATION

Before beginning assembly, be sure to empty contents of carton and make sure all parts are present. Place all parts on a soft, level surface for assembly. If any parts are missing, please contact Customer Service between 8 a.m. - 7 p.m., EST, Monday – Friday, 9 a.m. – 6 p.m., EST, Saturday.

Estimated Assembly Time: Varies depending upon type .

A Phillips head screwdriver or Electric Drill with Phillips Head Bit is required for installation. (not included)

ELECTRICAL PARAMETER

- □ Power supply: 120V AC
- □ Frequency: 60Hz
- □ Power: 1500W

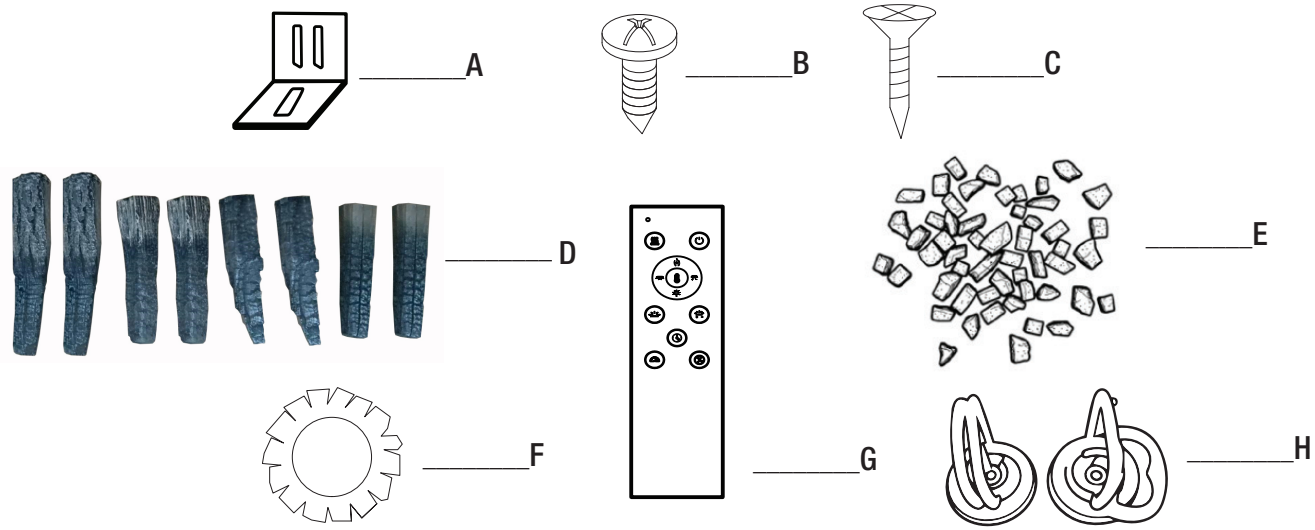
WARNING: If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard..

NOTE: Hardware not shown to actual size.

BATTERY REQUIRED - REMOTE CONTROL

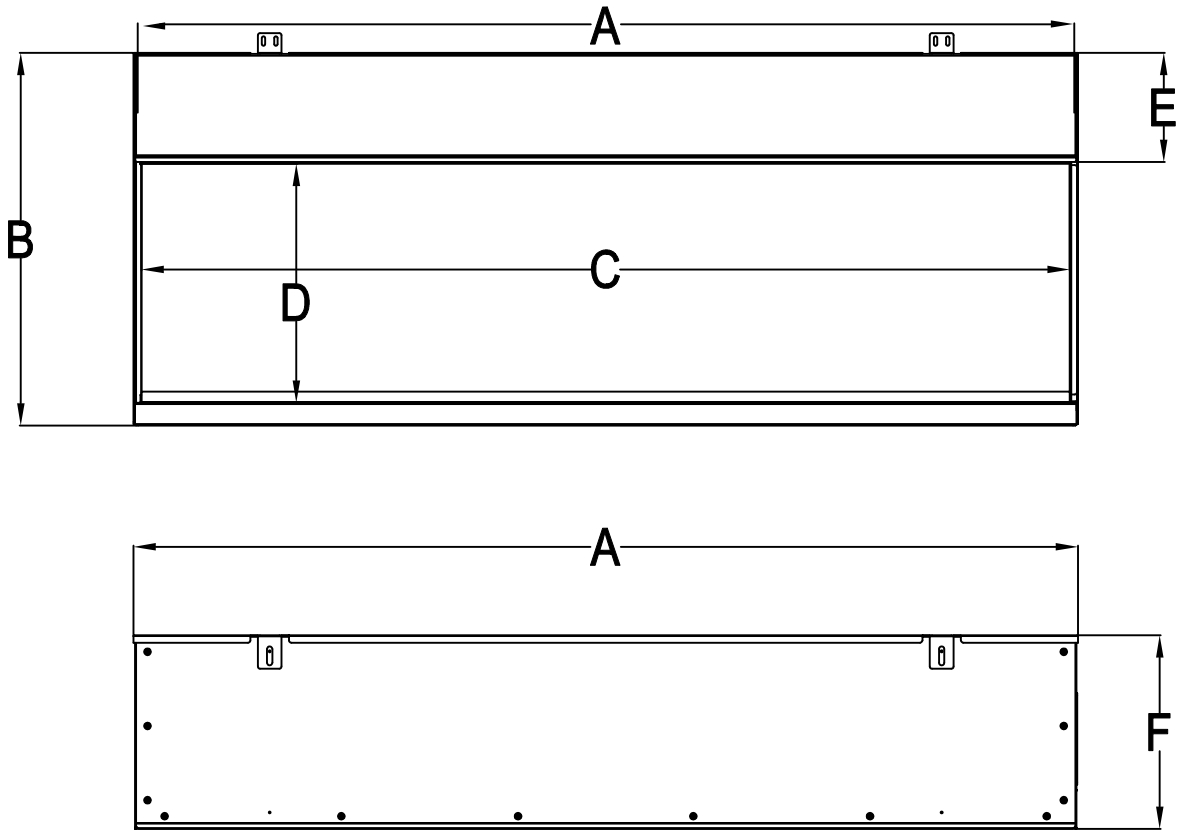
Two AAA batteries are required for the remote control.

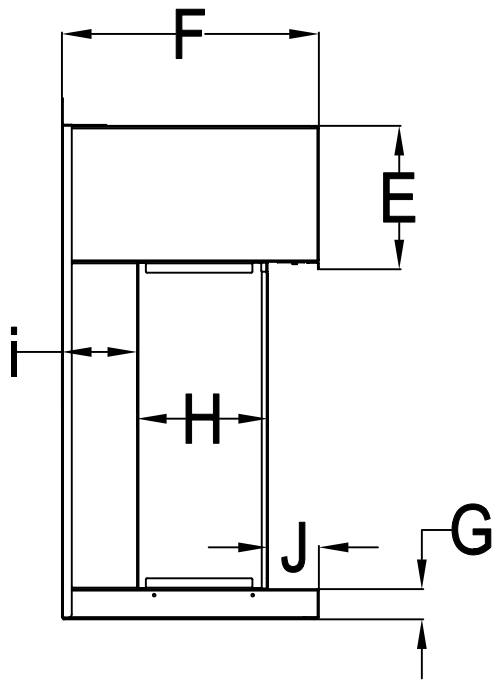
PACKAGE/HARDWARE CONTENTS



Part	Description	Quantity
A	L-shaped bracket	2
B	M5x10 screw	2
C	M4X14 screw	4
D	Logs	8
E	Grey Glass Chip and Embers	2.5kg / 5.51 lbs； 0.3kg / 0.66 lbs
F	Shake proof washer	2
G	Remote Control	1
H	Glass Suction Cups	2

DIMENSIONS





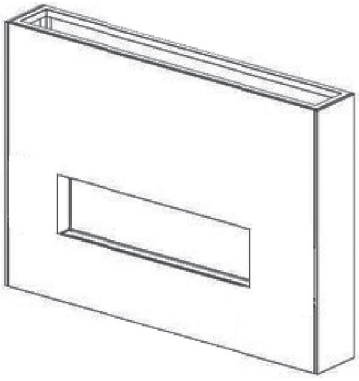
A	1270mm(50")
B	500mm(19.69")
C	1246mm(49.06")
D	324mm(12.76")
E	147mm(5.79")
F	261mm(10.28")
G	31mm(1.22")
H	130mm(5.1")
i	77mm(3.03")
J	55mm(2.17")

Installation

1 Installation Display Styles

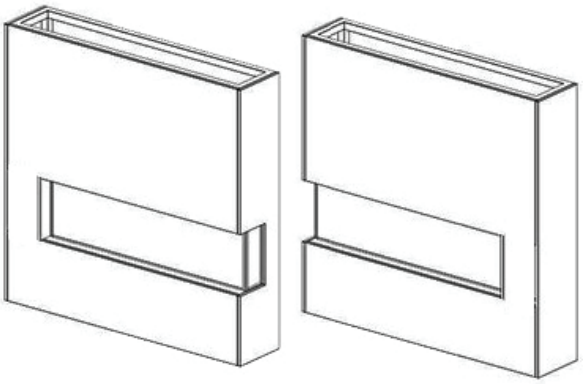
□ These fireplaces come with side covers, allowing you the flexibility to either display the sides of the fireplace within your media wall or to enclose them:

NOTE: It is recommended that two people assist with the installation. The fireplace should be tested prior to installation.



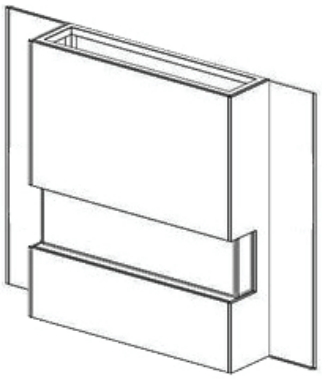
Front View

Keep both side panels in place, enclosing the sides and displaying only the front of the fireplace.



Corner

Remove one side panel (either left or right) to expose both the front and one side of the fireplace, creating a single corner display.



Three Sided View

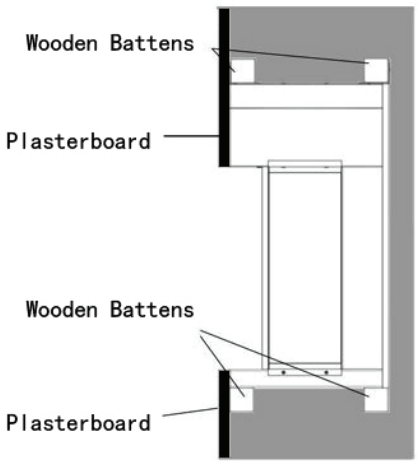
Remove both side panels to expose the front and both sides of the fireplace, creating a dual corner display.

2 Installation Styles

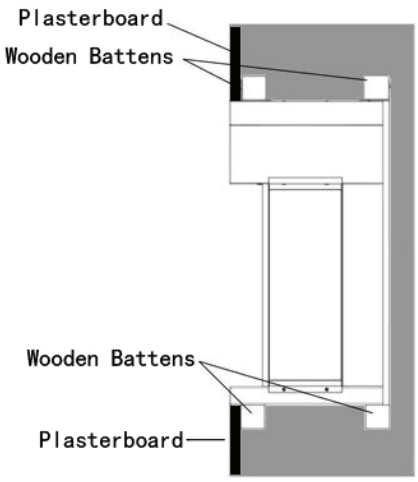
□ You can install your fireplace in one of two ways:

1. Flush Installation: The fireplace is installed flush with the media wall, with the plasterboard meeting the edge of the fireplace.
2. Recessed Installation: The fireplace is recessed into the media wall, so the wall covers the body of the fireplace, leaving only the front visible.

RECESSED



FLUSH



3 ENTERTAINMENT WALL REQUIREMENTS

□ When planning the construction of your entertainment wall, several key factors must be considered to ensure a successful installation. It is recommended that you carefully review the installation instructions and fully understand the process before designing or building your entertainment wall.

1. STRENGTH AND STABILITY OF THE STRUCTURE

□ The entertainment wall must be designed to be structurally sound, capable of supporting the weight of the fireplace, as well as any other items or shelving that will be included. Consider how the framework will be securely attached to the walls. If you are uncertain about the structural integrity of your planned design, professional advice should be sought.

2. VISIBLE SIDES AFTER INSTALLATION

□ The decision regarding which sides of the fireplace will be visible after installation should be made early in the planning process, as it may impact the internal structure of the entertainment wall.

3. 3. FIREPLACE SUPPORT

□ The fireplace must be securely supported within the entertainment wall, using wooden battens or other suitable methods.

BASE OF THE FIREPLACE:

□ The fireplace is designed to rest on a platform or can be supported by wooden battens integrated into the structure of the entertainment wall.

TOP OF THE FIREPLACE

□ The fireplace is secured using two metal brackets that attach to the top of the unit through designated mounting points. These brackets are intended to fix the fireplace to wooden battens positioned above the appliance. The brackets offer flexibility in installation, as they can be mounted at the front or rear of the fireplace, facing either forward or backward, and can be secured to the batten from either the front or behind. However, it is crucial to ensure that the placement of the wooden battens aligns precisely with the bracket locations. Proper alignment is essential to maintain the structural integrity and stability of the installation. It is recommended that you carefully review the installation instructions and fully understand the process before designing or building your entertainment wall.

0-7mm / 0-0.28” or 42-55mm / 1.65-2.17”



4. INSTALLATION STYLE

□ The chosen installation style will impact the placement of the battens, both for supporting the fireplace and for fixing the plasterboard. It is important to plan accordingly to ensure proper alignment and stability.

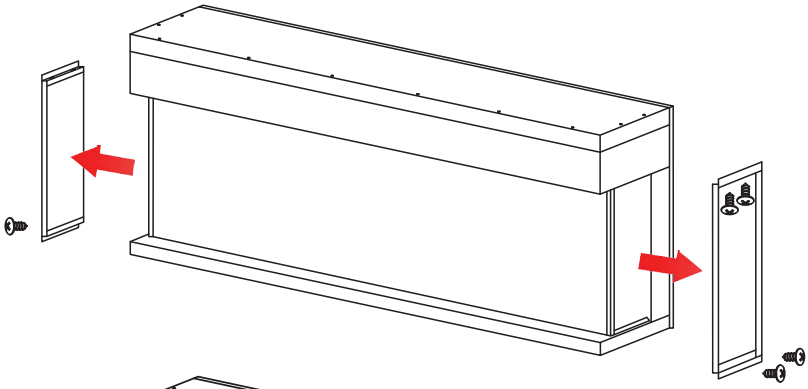
5. POWER CABLE ROUTING

□ Carefully plan the route of the power cable from the rear of the fireplace to the socket. It is highly recommended that the socket or fused spur to which the fireplace is connected remains accessible after installation, allowing for easy disconnection if necessary.

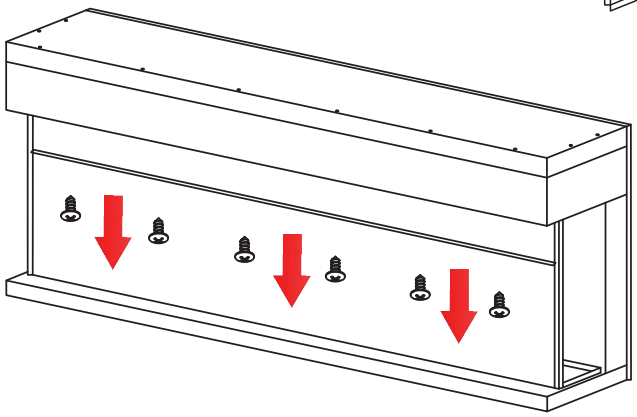
4 PREPARING THE FIREPLACE FOR INSTALLATION

Place log set & media into the fireplaces

STEP 1 - Remove the 8 screws securing the side panels, then carefully detach the panels from each side and store them safely for reinstallation.

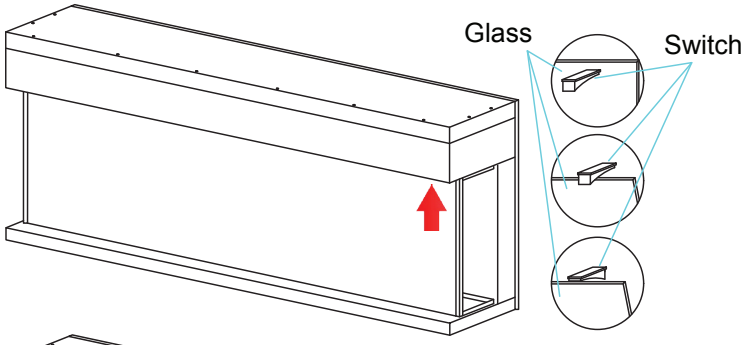


STEP 2 - Remove the 8 screws securing the side panels, then carefully detach the panels from each side and store them safely for reinstallation.



To Remove Glass Using Suction Cups (H)

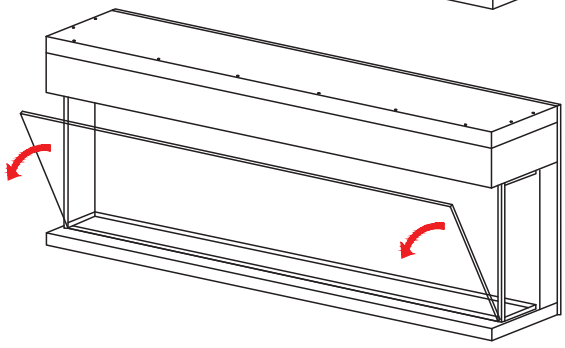
1. Clean the Glass Surface:
   - Ensure that the glass surface is clean and free of dust or debris. This helps the suction cups adhere properly.
2. Attach the Suction Cups:
   - Place the suction cups on the glass, ensuring that the rubber base is flat against the surface.
   - Press down on the suction cup handles to create a vacuum seal. This will attach the suction cups firmly to the glass.
3. Test the Grip: Gently pull on the handles to ensure that the suction cups are securely attached to the glass. If they're not secure, reapply them.
4. Lift the Glass:
   - Carefully lift the glass by holding the handles of the suction cups.
   - Ensure that the glass is balanced and supported evenly to avoid stress or cracking.
5. Move or Remove the Glass:
   - Move the glass to the desired location or carefully remove it from its frame or position.
6. Release the Suction Cups:
   - To release the suction cups, gently pull back on the small tabs or levers on the suction cups (if available) or slightly twist the suction cups to break the seal.



Step 3: Ensure the main power switch is in the "OFF" position.

To remove the front glass panel, tilt the glass carefully. The power switch should remain in the "OFF" position to allow the glass to pass. Once the glass is clear, you may move the switch to the "ON" position to fully remove the panel. Place the glass on a soft, flat surface, ready for reinstallation.

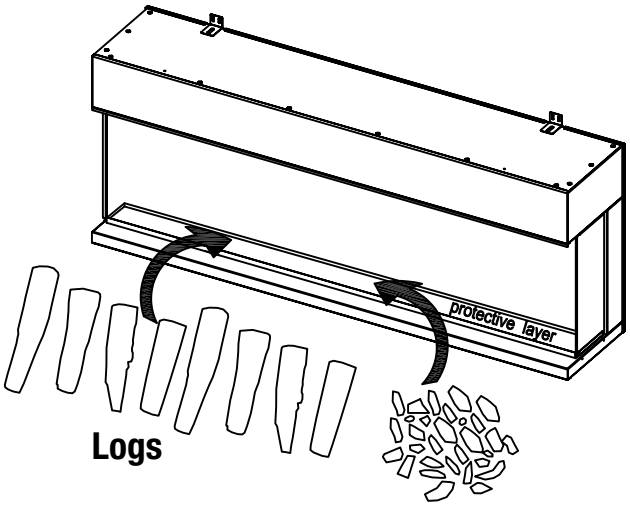
To replace the glass panel, carefully follow the same steps you used to remove it. When tilting the glass into position, ensure the power switch is in the "ON" position to allow the glass to pass smoothly. Handle the glass with care to avoid any damage.



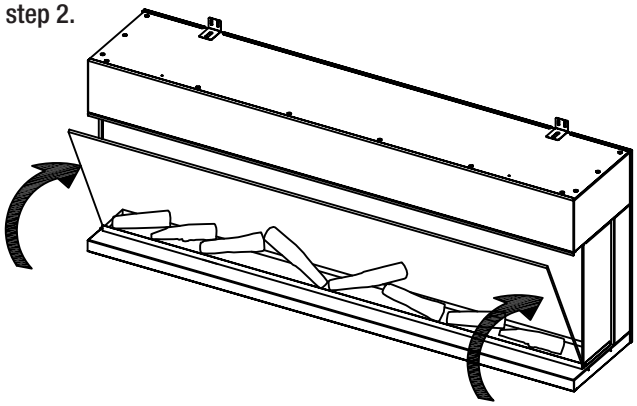
4 PREPARING THE FIREPLACE FOR INSTALLATION

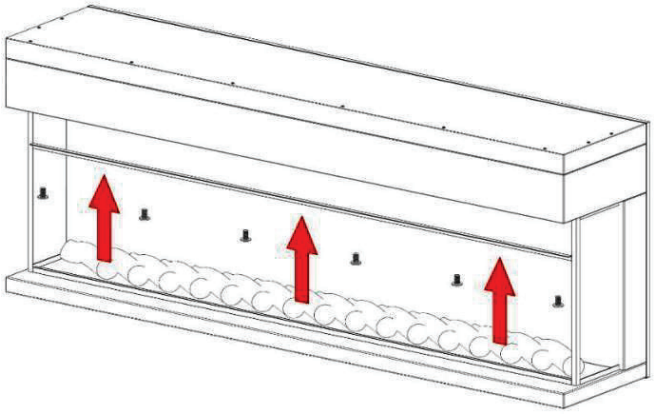
Place log set & media into the fireplaces

STEP 4 - Wear gloves and carefully place the glass chips on the ember bed. Then, arrange the log set on top of the glass chips to achieve your desired look. Please note that the glass chips are not toys and should be kept out of reach of children and pets, as they can be sharp. It is recommended to use gloves when handling the glass chips to avoid injury.



STEP 5 - Reattach the fixing bracket using the screws removed in step 2.

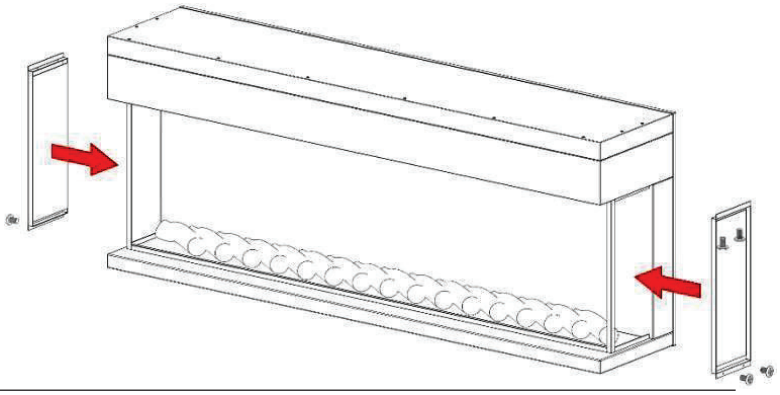




To Install Glass Using Suction Cups (H)

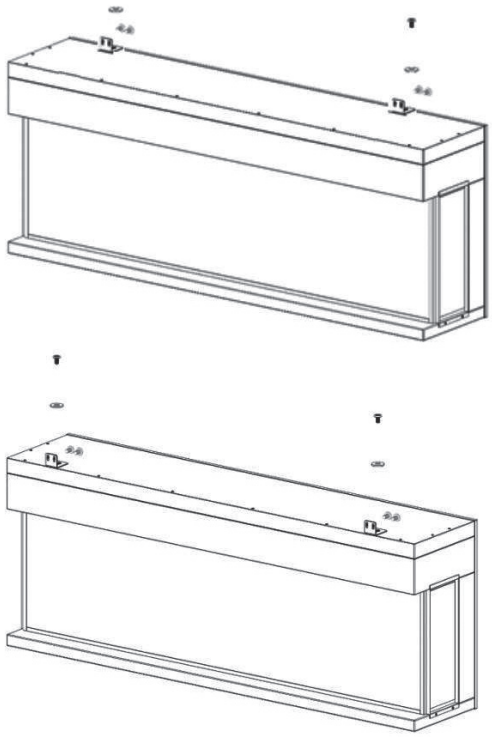
1. Attach the Suction Cups in the same process in removing the glass and attach the suction cups securely to the glass.
2. Position the Glass:
   - Carefully position the glass where it needs to be installed.
   - Ensure it's aligned properly before releasing the suction cups.
3. Secure the Glass:
   - Once the glass is in the correct position, release the suction cups by breaking the vacuum seal.
4. Final Adjustments:
   - If needed, make any final adjustments to the glass position to ensure it's installed correctly and securely.\

STEP 6: If you choose to enclose one or both sides of the fireplace, reattach the side panels as needed after installation. If you prefer to keep the fireplace as a three-sided display, you can skip this step.



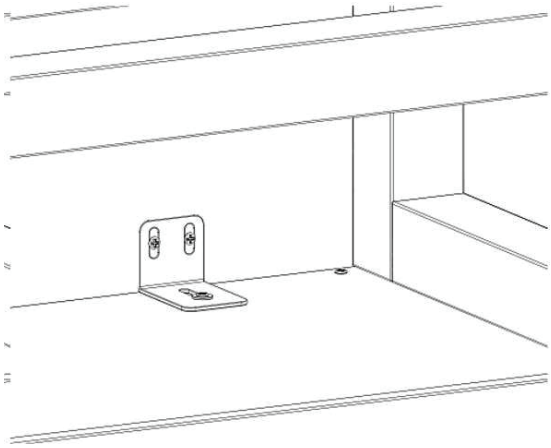
5 PREPARING THE FIREPLACE FOR INSTALLATION

STEP 1 - Loosely fix the L-shaped brackets [A] into the mounting points (front or rear) on the top of the fireplace using SCREWS (B) and SHAKE PROOF WASHER (F).

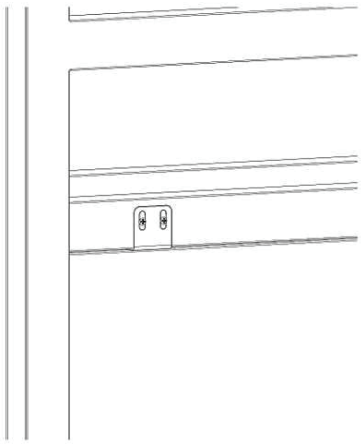


STEP 2 - Slide the fireplace into the position of the entertainment wall. Adjust the position of the brackets to sit flush with the wooden batten. Once the fireplace in the intended position, make a mark of the bracket by pencil.!

Note: The brackets can be adjusted back and forth or turned 180° to suit the installation requirements. In addition, the brackets can be secured to the front or rear of the battens.

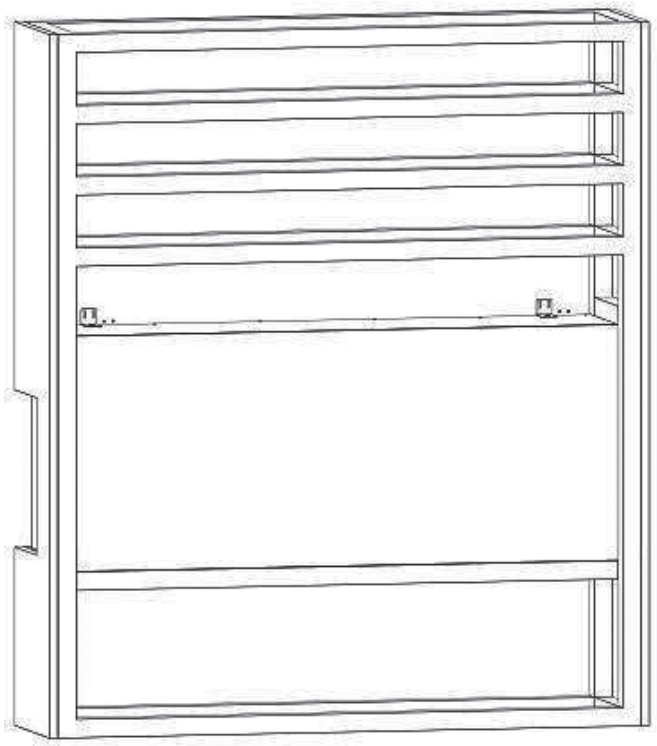


OR

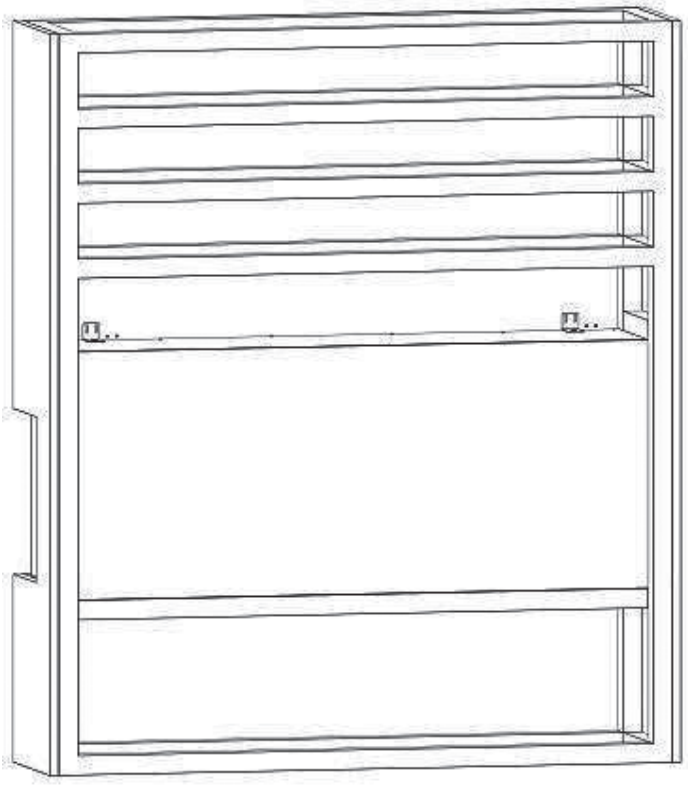


Installation - continued

STEP 3 - Remove the fireplace from the entertainment wall, and fully tighten the brackets in the marked position on the top of the fireplace before sliding the fireplace back.



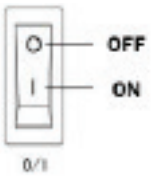
STEP 4 - Secure the brackets to the entertainment wall by using SCREWS (C)!



Operations- (continued)

1 Pre-Operation

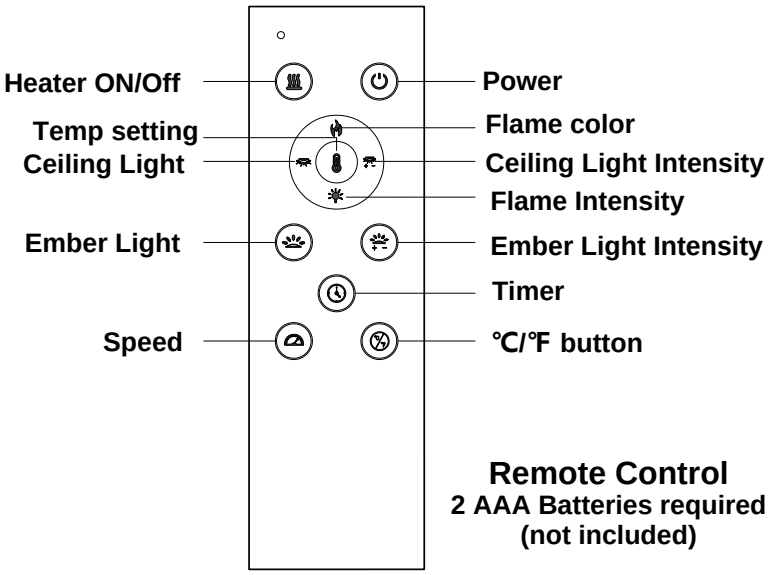
CAUTION: Do not attempt to operate this appliance until you have read and understand all Safety Information in this manual and all assembly is complete.



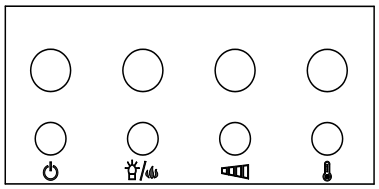
After reading all the instructions, make sure that all the fireplace controls are in the OFF position. Plug the fireplace into a 15A/120V outlet.

2 Operating The Fireplace

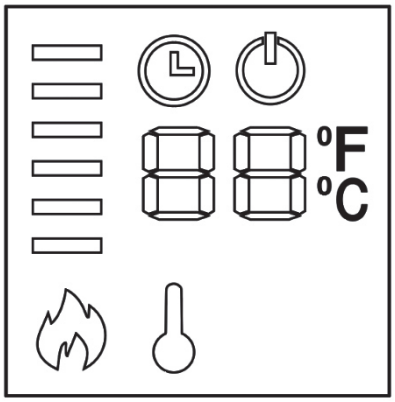
The controls are located at the right of the heater outlet.



Remote Control
2 AAA Batteries required (not included)



Fireplace Control Panel



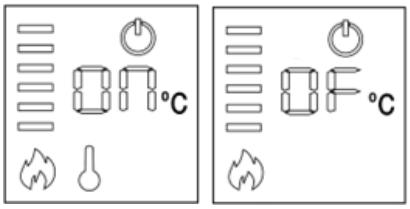
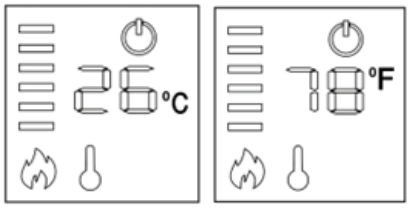
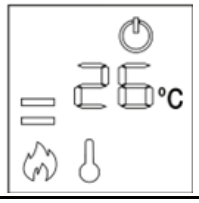
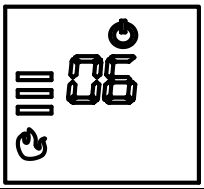
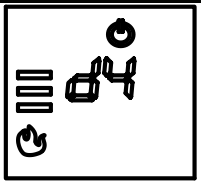
On Screen Display

FIREPLACE CONTROL PANEL

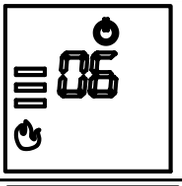
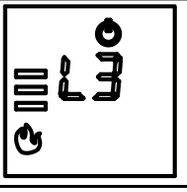
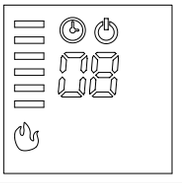
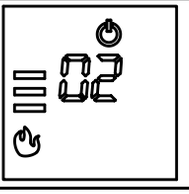
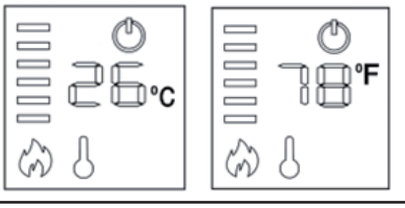
Function	Image	Description
POWER		When the unit is turned on using the switch, press the power button to start the unit. The indicator light will illuminate. You can then select the function required. Press again to turn off the heater and enter standby mode.
COLOUR EFFECT		Short press this button to change the flame colours. There are ten different flame colours. Press and hold this button for 3 seconds to change the ceiling light colours. There are ten different ceiling light colours.
FLAME EFFECT		Press this button to change the flame effect. Press repeatedly to decrease the flame intensity. There are 6 light intensities.
TEMPERATURE		Repeatedly press to adjust the desired room temperature. Once the temperature set higher than the room temperature, the heater will start running. The heater will turn off once the room temperature achieves the setting. The heat function can also be accessed using the remote control which is detailed on page 13.

REMOTE CONTROL

The remote control works best when used at the same level as the fire.
There may be small delay after a function is chosen using the remote. Please allow time before pressing the next button.

FUNCTION	ICON	DISPLAY	FUNCTION DETAIL
POWER			When the unit is turned on using the switch, press the power button to start the unit. Press again to turn off the heater and enter standby mode.
HEAT FUNCTION			Press this button to turn on the heat function. Press again to turn off. The Heater starts working only when the desired room temperature setting higher than the room temperature.
TEMPERATURE			Press this button to adjust the desired room temperature between 18°C and 32°C (64°F and 90°F)
FLAME COLOUR EFFECT			Set the flame in different colours. 1.Yellow; 2. Red; 3. Blue; 4. Green; 5.Red & Blue; 6. Red & Green;7. Blue & Yellow; 8. Yellow & Red & Blue; 9. Yellow & Red & Blue & Green; 10. Red & Yellow.
FLAME EFFECT			Change the flame effect. Press repeatedly to decrease the flame intensity. There are 6 light intensities.
CEILING LIGHT COLOUR EFFECT			Set the ceiling light in different colours. Total 10 colors, 1. Yellow; 2. Red; 3. Blue; 4. Green and 6 mixed colors,11 is auto-cyclic.
CEILING LIGHTS BRIGHTNESS			Change the ceiling light effect. Press repeatedly to decrease the flame intensity. There are 6 light intensites.

REMOTE CONTROL

FUNCTION	ICON	DISPLAY	FUNCTION DETAIL
EMBER LIGHTS			Set the ember light in different colours. Total 10 colors, 1. Yellow; 2. Red; 3. Blue; 4. Green and 6 mixed colors,11 is auto-cyclic.
EMBER LIGHTS			Change the ember light effect. Press repeatedly to decrease the flame intensity. There are 6 light intensites.
TIMER			Set the timer to turn off the fireplace at selected time. The time range is off – 1h – 2h – 3h – 4h – 5h – 6h – 7h – 8h.
SPEED			Flame speed button: Controls the speed of the flame. 3 settings: 01(slowest),02(Medium),03 (fastest).
TEMPERATURE UNIT SWITCH			Press this button to adjust the temperature unit between Celsius and Fahrenheit.

CARE AND MAINTENANCE



When cleaning the appliance, the power should be disconnected, the unit should be cool.
Dust can be removed by lightly wiping the glass surface with 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 before reusing the heater.

CAUTION

- Do not use abrasive cleaner on glass panel.
- Do not spray liquids directly onto any surface of the unit.
- Do not clean the glass on the inside of the unit as this may cause damage to the surface.
- The decorative logs may leave a residue on the fuel bed, this is normal and can be cleaned with a soft damp cloth. Ensure that the fire is cool and turned off before cleaning the fuel bed. Ensure any water residue from cleaning has been dried before using the fireplace.

TECHNICAL SPECIFICATION

	Fully insert media wall fireplace
Rated Voltage	120V~
Rated Frequency	60Hz
Rated Power	Max 1500W
Dimensions (H) x (L) x (D)	50.2x127x26.1cm
Weight	35.87Kg

TECHNICAL SPECIFICATION - (continued)

Item	Symbol	Value	unit		Item	unit
Heat output					**Type of heat input, for electric storage local space heaters only (select one)**	
Nominal heat output	Pnom	1.45	kW		manual heat charge control, with integrated thermostat	No
Minimum heat output (indicative)	Pmin	0	kW		Manual heat charge control with room and/or outdoor temperature feedback	No
Maximum continuous heat output	Pmax,c	1.45	kW		Electronic heat charge control with room and/or outdoor temperature feedback	No
Auxiliary electricity consumption					Fan assisted heat output	Yes
At nominal	elmax	N/A	kW		**Type of heat output/room temperature**	
heat output					**control (select one)**	
At minimum heat output	elmin	N/A	kW		single stage heat output and no room temperature control	No
In standby mode	elsb	0	kW		Two or more manual stages, no room temperature control	No
					with mechanic thermostat room temperature control	No
					with electronic room temperature control	No
					electronic room temperature control plus day timer	No
					electronic room temperature control plus week timer	No
					Other control options (multiple selections possible)	
					room temperature control, with presence detection	No
					room temperature control, with open window detection	No
					with distance control option	No
					with adaptive start control	No
					with working time limitation	No
					with black bulb sensor	No

Troubleshooting

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Fireplace doesn't work.	Fireplace inner components are overheating or the home circuit breaker has tripped.	Reset switch by turning master switch off and waiting for 5mins, then turning it back on.
Flame is not moving.	Wiring may be loose or the flame motor may be defective	Call customer service for instructions.
Dim or poorly visible flame or crystals aren't glowing.	LED lights are burnt out or the wiring is loose.	Call customer service for instructions.
Flame sputters.	Flame motor is defective.	Call customer service for instructions.
Remote control does not work.	Low battery. Master switch is in "OFF" position.	Change the battery for remote control. Check to make sure the master switch is turned on.
Circuit breaker trips or fuse blows when the unit is on.	Improper circuit current rating.	Turn off electrical equipment sharing the circuit. Call customer service for instructions.
Heater does not provide heat when turned on.	Thermal switch has been tripped. Circuit breaker has been tripped. Demo switch has been activated	Turn the unit off and unplug the unit for 5mins. Plug back in and turn on the unit. Turn off circuit breaker that supplies electricity to the unit, wait 5 minutes, then flip circuit breaker back on Turn off Demo switch
Appliance turns off and will not turn on.	Appliance has overheated and its safety device has caused the thermal switch to disconnect. House circuit breaker has tripped	Unplug the appliance, allow to cool for 15 minutes, then plug back in. Reset the house circuit breaker.

Review & Warranty Extension

ActiveFlame PARAMOUNT KENNEDY FIREPLACES GrapeVine patioflare el·e·ments bringing innovation to all parts of your home SeasonGuard Plus

Extend Your Warranty By Leaving A Review

We want your opinion about your purchase...and we want you to tell everyone about it! Just leave a review for the product on the retailers website where you made your purchase, or at www.jrhome.com, and fill in the online warranty at https://www.jrhome.com/warranty-registration to receive a complimentary extra year of warranty protection.

Follow us on:

YouTube

www.jrhome.com #paramount

Please contact customercare@jrhome.com or 1-800-561-5550 for further assistance.

Warranty

For questions, concerns or problems with our product please email our customer service department:
customercare@jrhome.com
DATED PROOF OF PURCHASE REQUIRED FOR WARRANTY SERVICE

WARRANTY

This product is inspected, tested and carefully packaged to minimize the chance of damage during shipment. If a part (excluding light bulbs, glass and fuses*) within one year from the date of purchase proves to be defective in material or fabrication under normal use, the part will be repaired or replaced. The Company's obligation under the warranty is to replace or repair defective parts at our discretion. Any expenses or damage resulting from the installation, removal or transportation of the product will be the responsibility of the owner and are not covered by this warranty. The owner assumes all other risks arising from the use or misuse of the product. The warranty will be void if the product damage or failure is deemed by the Company to be caused by accident, alteration, misuse, abuse, incorrect installation or removal, or connection to an incorrect power source by the owner. The Company neither assumes, nor authorizes any person or entity to assume for it any obligation or liability associated with its products. Light bulbs and fuses are not covered under this warranty. If you have any questions regarding the warranty or service, please contact us at **customercare@jrhome.com.**

Customer Service :
JR Home Products
Unit 306 - 19100 Airport Way, Pitt Meadows, BC V3Y 0E2
Toll Free : 1-800-561-5550
E-mail : **customercare@jrhome.com**

You MUST register your product within 30 days of purchase to receive warranty service.

Registration can be completed online at www.jrhome.com or by mailing this form.

Si vous éprouvez des difficultés ou si vous avez des questions ou des préoccupations, prière de faire parvenir un courriel à notre service à la clientèle
customercare@jrhome.com
UNE PREUVE D'ACHAT DATÉE EST REQUISE POUR SE PRÉVALOIR DE LA GARANTIE.

Garantie

Ce produit a été soigneusement inspecté, testé et emballé afin de minimiser les risques de dommages durant le transport. Si l'une des pièces (à l'exception des verres, des ampoules électriques et des fusibles*) s'avère défectueuse au niveau de sa fabrication ou de ses matériaux dans l'année qui suit la date de l'achat suite à une utilisation normale, la pièce sera réparée ou tout frais. La compagnie est tenue de réparer ou remplacer les pièces défectueuses à sa discrétion, en vertu de la garantie. Tous frais ou dommage résultant de l'installation, du démantèlement ou du transport du produit demeurent la responsabilité du client et n'est pas couvert par cette garantie. Le client assume tout autre risque résultant de l'utilisation correcte ou fautive du produit. La garantie devient nulle si la compagnie détermine que le dommage ou le mauvais fonctionnement est causé par un accident, une modification, une mauvaise utilisation, un abus, une mauvaise installation ou un mauvais démantèlement ou un branchement à une source électrique inadéquate de la part du client. La compagnie n'est pas responsable et n'autorise quiconque, personne ou entité légale, à accepter de responsabilité ou obligation en son nom, en rapport avec ses produits. * Les ampoules électriques et les fusibles ne sont pas couverts par cette garantie. Pour toute question au sujet de la garantie ou du service, contacter le service à la clientèle à : customercare@jrhome.com.

Service à la clientèle:
JR Home Products
Unit 306 - 19100 Airport Way, Pitt Meadows BC V3Y 0E2
Numéro sans frais: 1-800-561-5550
Courriel: customercare@jrhome.com

Vous DEVEZ enregistrer votre produit dans les 30 jours suivant l'achet pour bénéficier du service de garantie.
L'enregistrement sera complet une fois que vous aurez posté ce formulaire ou que vous serez inscrit en ligne.

Warranty Registration Information Form / Formulaire d'enregistrement de la garantie

Name / Nom : _____
Street / Adresse : _____
City / Ville : _____
Province / Province : _____
Postal Code / Code postal : _____

Daytime Phone # / No téléphone jour : _____
Evening Phone # / No téléphone soir : _____

E-Mail Address / Courriel : _____

Product/Produit : _____
Place of Purchase / Lieu de l'achat : _____
Date of Purchase / Date de l'achat : _____
Model # / No de modèle : _____
Serial # / Numéro de série : _____

You MUST register your product to receive warranty service.

For warranty service, contact J&R Home Products at the address, phone numbers listed below within 30 days of purchase. Be sure to have your sales receipt and original date of purchase. All warranty service will be coordinated by J&R Home Products service center.

Vous DEVEZ enregistrer votre produit pour vous prévaloir de la garantie.

Afin de faire valoir la garantie, communiquez avec J&R Home Products à l'adresse et aux numéros indiqués ci-dessous dans les 30 jours suivant la date d'achat. Ayez en main votre reçu et la date d'achat. Toutes les demandes liées aux garanties seront traitées par le centre de service de J&R Home Products.

Please register online at jrhome.com or mail to / Veuillez poster le tout à : Parts & Service Department, J&R Home Products Ltd., Unit 306 - 19100 Airport Way, Pitt Meadows, BC V3Y 0E2

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Questions, problems, missing parts? Before returning to the store, please contact customer service at customercare@jrhome.com or call 1-800-561-5550 7 a.m. - 4 p.m., PST, Monday – Friday

JRHOME.COM

Retain this manual for future use.