

Manuals+

[Q & A](#) | [Deep Search](#) | [Upload](#)

manuals.plus /

› [Pleasant Hearth](#) /

› [Pleasant Hearth 20" Electric Crackling Natural Wood Log Instruction Manual](#)

Pleasant Hearth L-20W

Pleasant Hearth 20" Electric Crackling Natural Wood Log Instruction Manual

Model: L-20W

INTRODUCTION

Thank you for choosing the Pleasant Hearth 20" Electric Crackling Natural Wood Log. This unit is designed to provide the aesthetic appeal of a real wood-burning fire with the convenience and safety of an electric appliance. It features realistic glowing embers and crackling sounds, making it a perfect addition to any fireplace. Please read this manual thoroughly before installation and operation to ensure safe and efficient use.

IMPORTANT SAFETY INFORMATION

- **Electrical Safety:** Always plug the unit into a 120-volt outlet. Do not overload circuits.
- **Placement:** Ensure the unit is placed on a stable, level surface. Do not block air vents.
- **Overheat Protection:** The unit is equipped with an automatic shut-off feature if it overheats. If this occurs, unplug the unit, allow it to cool, and check for obstructions before restarting.
- **Combustible Materials:** Keep electrical cords, drapes, and other furnishings at least 3 feet (0.9m) from the front of the heater.
- **Maintenance:** Disconnect from power supply before cleaning or maintenance.
- **Children and Pets:** Keep children and pets away from the unit during operation.

SETUP

1. **Unpacking:** Carefully remove the electric log set from its packaging. Inspect for any damage.
2. **Placement:** Position the electric log set inside your existing fireplace. It is designed to replace wood grates, gas grates, burners, or log sets. Ensure it is stable and centered.
3. **Power Connection:** Plug the unit's power cord into a standard 120-volt electrical outlet. Ensure the cord is not pinched or routed under the unit.



Image 1: The Pleasant Hearth 20" Electric Log Set positioned inside a traditional fireplace, showcasing its compact design and realistic appearance.

OPERATING INSTRUCTIONS

The electric log set can be operated using either the control panel on the unit or the included remote control.

Control Panel Functions:

- **Power Button:** Turns the unit ON/OFF.
- **Flame Button:** Activates or deactivates the flame effect.
- **Heat Settings:** Select between low and high heat settings.
- **Dimmer:** Adjusts the brightness of the flame and ember bed.
- **Speed:** Controls the speed of the flame flicker.
- **Candle/Charcoal:** Toggles between different ember bed effects.

Remote Control:

The remote control provides convenient access to all functions from a distance. Ensure batteries are correctly installed.



Image 2: A detailed view of the electric log set's realistic glowing ember bed and artificial wood logs, simulating a natural fire.

MAINTENANCE

- **Cleaning:** Always unplug the unit before cleaning. Use a soft, damp cloth to wipe surfaces. Do not use abrasive cleaners or sprays.
- **Dust Removal:** Regularly vacuum or dust the air intake and exhaust vents to prevent dust buildup, which can affect performance and safety.
- **Storage:** If storing the unit for an extended period, unplug it and store in a cool, dry place.

TROUBLESHOOTING

Problem	Possible Cause	Solution
Unit does not turn on.	No power, unit overheated.	Check power outlet. Unplug and allow to cool for 15-20 minutes.
Flame effect is not working.	Flame effect is turned off.	Press the Flame button on the unit or remote.
No heat output.	Heat setting is off or unit overheated.	Ensure heat setting is selected. Check for obstructions and allow to cool if overheated.
Crackling sound is not working.	Sound feature is off or volume is too low.	Check sound settings on the remote control.

SPECIFICATIONS

- **Model Number:** L-20W

- **Product Dimensions:** 20 x 10 x 10.25 inches
- **Item Weight:** 7.25 pounds
- **Power Input:** 120V, 60Hz
- **Wattage:** 1350W (as per product details), with multiple heat settings up to 1500W.
- **Material:** Wood (logs), Metal (grate)
- **Manufacturer:** GHP (Pleasant Hearth)

WARRANTY INFORMATION

This Pleasant Hearth Electric Log Set comes with a **1-year limited warranty**. Please retain your proof of purchase for warranty claims. For detailed warranty terms and conditions, refer to the documentation included in your product packaging or contact customer support.

CUSTOMER SUPPORT

For any questions, technical assistance, or warranty inquiries, please contact Pleasant Hearth customer support. Contact information can typically be found on the product packaging or on the official Pleasant Hearth website.