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> ClassicFlame 32II310GRA 32-inch Curved Infrared Quartz Fireplace Insert User Manual

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Model: 32II310GRA

INTRODUCTION

This manual provides essential instructions for the safe operation, installation, and maintenance of your ClassicFlame 32II310GRA 32-inch Curved Infrared Quartz Fireplace Insert. Please read all instructions carefully before use to ensure proper function and to prevent potential hazards.

IMPORTANT SAFETY INFORMATION

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

- Read all instructions before using this fireplace insert.
- This fireplace insert is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9 m) from the front of the fireplace insert and keep them away from the sides and rear.
- Extreme caution is necessary when any heater is used by or near children or invalids and whenever the fireplace insert is left operating and unattended.
- Always unplug the fireplace insert when not in use.
- Do not operate any fireplace insert with a damaged cord or plug or after the heater malfunctions, has been dropped, or damaged in any manner. Return fireplace insert to authorized service facility for examination, electrical or mechanical adjustment, or repair.
- Do not use outdoors.
- Never locate fireplace insert where it may fall into a bathtub or other water container.
- Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Arrange cord away from traffic area and where it will not be tripped over.
- To disconnect fireplace insert, turn controls to off, then remove plug from outlet.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an

electric shock or fire, or damage the fireplace insert.

- To prevent a 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.
- All electrical fireplace inserts have hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or flammable vapors or liquids are used or stored.
- Use this fireplace insert only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.
- Always plug fireplace inserts directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).
- The ClassicFlame Safer Plug fire prevention technology monitors the plug's temperature and will automatically shut off the fireplace if it detects an unsafe temperature.

SETUP AND INSTALLATION

The ClassicFlame 32II310GRA fireplace insert is designed for easy integration into existing fireplace openings, ClassicFlame mantels, or TV stands with compatible insert capacities.

1. **Unpacking:** Carefully remove the fireplace insert from its packaging. Retain packaging for future storage or transport.
2. **Placement:** Position the fireplace insert into the desired opening. Ensure there is adequate clearance around the unit as specified in the safety guidelines.
3. **Electrical Connection:** Plug the fireplace insert directly into a standard 120V AC wall outlet. Do not use extension cords or power strips. The Safer Plug technology will monitor the connection for safety.
4. **Remote Control Batteries:** The remote control requires 2 AAA batteries (included). Open the battery compartment on the back of the remote and insert the batteries, observing the correct polarity.



Image 1: Front view of the ClassicFlame 32II310GRA fireplace insert, showcasing the flame effects and log set.

OPERATING INSTRUCTIONS

The ClassicFlame 32II310GRA offers various settings for flame effects and heating. All functions can be controlled via the unit's control panel or the included remote control.

Power On/Off

- Press the **POWER** button on the control panel or remote to turn the unit on or off.

Flame Effects (Spectrafire Plus)

The Spectrafire Plus technology provides 125 selectable flame effect options, allowing customization of flame speed, brightness, and color.

- **Flame Speed:** Use the **SPEED** button to cycle through 5 different flame speed settings, from a fast roaring fire to a gentle flicker.
- **Flame Brightness:** Use the **BRIGHTNESS** button to adjust the intensity of the flames through 5 settings.
- **Flame Color:** Use the **COLOR** button to select from 5 flame effect colors: Spectrafire, Sapphire, Amethyst, Campfire, Midnight Fire, and an auto-cycle mode.



Image 2: The fireplace insert displaying a different flame color combination, highlighting the Spectrafire Plus feature.

Heating Function

The infrared quartz heater provides supplemental zone heating for up to 1,000 square feet. The flame effect can be operated independently of the heat.

- **Activate Heat:** Press the **HEAT** button to turn the heater on or off.
- **Adjust Thermostat:** Use the **TEMPERATURE UP/DOWN** buttons to set your desired room temperature. The infrared heat helps maintain natural humidity.



Image 3: The fireplace insert with a blue flame setting and the infrared heating element visible at the top.

MAINTENANCE

Regular maintenance ensures the longevity and optimal performance of your fireplace insert.

- **Cleaning:** Always unplug the unit before cleaning. Use a soft, damp cloth to wipe the exterior surfaces. Do not use abrasive cleaners or sprays.
- **Ventilation Openings:** Keep the air intake and exhaust openings clear of dust and debris. Use a vacuum cleaner with a brush attachment to gently clean these areas periodically.
- **Light Bulbs:** The flame effect uses LED technology, which typically does not require replacement. If any issues arise, contact customer support.
- **Storage:** If storing the unit for an extended period, unplug it and store it in a dry, dust-free location, preferably in its original packaging.

TROUBLESHOOTING

If you experience issues with your fireplace insert, refer to the following common problems and solutions.

Problem	Possible Cause	Solution
Unit does not turn on.	Not plugged in; power outlet issue; Safer Plug activated.	Ensure the unit is securely plugged into a working 120V outlet. Check the circuit breaker. Unplug for 5 minutes and plug back in to reset Safer Plug.
No heat output.	Heater function not activated; thermostat set too low.	Press the HEAT button. Increase the thermostat setting above the current room temperature.

Problem	Possible Cause	Solution
Flame effect not working.	Flame effect turned off; internal component issue.	Ensure the unit is powered on. If the issue persists, contact customer support.
Remote control not working.	Dead batteries; obstruction; remote out of range.	Replace AAA batteries. Ensure no obstructions between remote and unit. Operate within recommended range.

For issues not covered here, please contact ClassicFlame customer support.

SPECIFICATIONS

- **Model:** 32II310GRA
- **Brand:** ClassicFlame
- **Power Source:** Corded Electric
- **Installation Type:** Wall Mount (Insert)
- **Heat Output:** 5200 BTU
- **Heating Coverage:** Up to 1,000 square feet
- **Burner Type:** Quartz (Infrared)
- **Ventilation Type:** Vent Free
- **Product Dimensions:** 34.1 x 12.15 x 20.6 inches (W x D x H)
- **Item Weight:** 40.3 pounds
- **Batteries:** 2 AAA batteries required for remote (included)
- **UPC:** 611768084395
- **Manufacturer:** Twin Star International, Inc.

WARRANTY AND SUPPORT

For warranty information, technical assistance, or to order replacement parts, please contact ClassicFlame customer support.

- **Manufacturer:** Twin Star International, Inc.
- Refer to your purchase documentation or the manufacturer's website for the most current warranty details and contact information.
- Online resources may be available at the [ClassicFlame Store](#).