

## Brief of FAQ for PuraFlame Model: KLAUS

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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 33 inches but then in the specifications it says 35 inches. My opening is only 33. 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.

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 black.

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: Is the glass door 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: 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](mailto: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”.**