

**OSSEO 29**

**OSSEO 34**

**Models OSO-29 & OSO-34  
Built-in/Insert Electric Fireplace**



**WARNING**

**Read and understand the entire installation and operation manual, including all safety information, before plugging in or using this product. Failure to do so may result in fire, electric shock, or serious personal injury.**

English and French installation manuals are available through your local dealer. Visit our website [www.kozyheat.com](http://www.kozyheat.com).

Les manuels d'installation en français et en anglais sont disponibles chez votre détaillant local. Visitez [www.kozyheat.com](http://www.kozyheat.com).

**This fireplace meets the construction and safety standards of H.U.D. for application in manufactured homes when installed according to these instructions.**



**IMPORTANT INSTRUCTIONS.  
READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.  
SAVE THESE INSTRUCTIONS.**



Read this manual before installation or operating this appliance.  
Please retain this owner's manual for future reference.

### CONGRATULATIONS!

*We welcome you as a new owner of a Kozy Heat electric fireplace. Kozy Heat products are designed with superior components and materials, and assembled by trained craftsmen who take pride in their work. Our commitment to quality and customer satisfaction has remained the same for over 40 years. We offer a complete line of gas, wood, and electric fireplaces, along with stylish accessories to complement any decor. Adding a fireplace is one of the best ways to increase the value of your home, and we are proud to offer a network of dealers throughout the country to help make your experience everything you imagine. We pride ourselves in being dedicated not only to functionality and reliability, but also customer safety. We offer our continual support and guidance to help you achieve the maximum benefit and enjoyment from your Kozy Heat electric fireplace.*

Jim Hussong  
President



Dudley Hussong  
Board Chairman



#### Homeowner Reference Information

We recommend you record the following information:

Model Name: \_\_\_\_\_

Date purchased/installed: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Location of fireplace: \_\_\_\_\_

Dealership Purchased from: \_\_\_\_\_

Dealer phone: \_\_\_\_\_

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



# TABLE OF CONTENTS

<b>TABLE OF CONTENTS</b> .....	<b>5</b>	3.1 Facing and Finishing Requirements .....	15
<b>IMPORTANT INSTRUCTIONS</b> .....	<b>7</b>	3.2 Optional Shroud Installation .....	17
<b>1.0 SPECIFICATIONS</b> .....	<b>8</b>	<b>4.0 HARD WIRING INSTALLATION</b> .....	<b>19</b>
1.1 Appliance Certification .....	8	4.1 Hard Wiring Connection.....	19
1.2 California Proposition 65 Warning.....	8	<b>5.0 APPLIANCE SETUP</b> .....	<b>20</b>
1.3 Electrical Specifications .....	8	5.1 Glass Front Removal and Installation .....	20
1.4 Appliance Preparation .....	8	5.2 Media Installation .....	21
1.5 Parts and Hardware.....	9	<b>6.0 OPERATING INSTRUCTIONS</b> .....	<b>23</b>
1.6 Appliance Dimensions .....	10	6.1 Methods of Operation.....	23
<b>2.0 ASSEMBLY AND INSTALLATION</b> .....	<b>11</b>	<b>7.0 MAINTENANCE INSTRUCTIONS</b> .....	<b>27</b>
2.1 Installation Planning.....	11	7.1 Cleaning .....	27
2.2 Clearances to Combustibles .....	11	7.2 Maintenance.....	27
2.3 Power.....	11	7.3 Remote Control Battery Information .....	27
2.4 Rough Opening .....	12	<b>8.0 TROUBLESHOOTING</b> .....	<b>28</b>
2.5 Front Trim Removal and Installation .....	13	<b>9.0 REPLACEMENT PARTS LIST</b> .....	<b>29</b>
2.6 Nailing Flange Installation.....	14	<b>LIMITED WARRANTY</b> .....	<b>31</b>
<b>3.0 FACING AND FINISHING</b> .....	<b>15</b>		



# IMPORTANT INSTRUCTIONS

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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:

1. Read all instructions before installing or using the heater.
2. This heater 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, etc. and curtains at least 36" (914mm) from the front of the heater.
3. Extreme caution is necessary when any heater used by or near children or invalids and whenever the heater is left operating and unattended.
4. Do not operate any heater after it malfunctions. Disconnect power at service panel and have heater inspected by a reputable electrician before reusing.
5. Do not use outdoors.
6. To disconnect the heater, turn the controls to OFF, and turn off the power to the heater circuit at the main disconnect panel.
7. Do not insert or allow foreign objects to enter any ventilation or exhaust opening, as this may cause an electric shock, fire, or damage to the heater.
8. To prevent a possible fire, do not block air intakes or exhaust in any manner.
9. A heater has hot and arcing or sparking parts inside. Do not use in areas where gasoline, paint, flammable vapors, or liquids are used or stored.
10. Use this heater only as described in this manual. Any other use not recommended by Hussong Mfg. Co., Inc. may cause fire, electric shock, or injury to persons.
11. ALWAYS plug the heater directly into a wall outlet/receptacle. NEVER use with an extension cord or relocation power tap (outlet/power strip).
12. AVOID FIRE! Inspect all air vents to make sure they are free from dust, lint, or other blockage before use. Unplug the appliance and clean with a vacuum ONLY. DO NOT rinse or allow the appliance to become wet.
13. This heater is not intended to be a primary heat source. It is for supplemental heat only.
14. ALWAYS disconnect this heater from the power supply before performing any assembly and cleaning.
15. NEVER plug this heater into an outlet that is old, cracked, or has any loose wires or connections. Plugging this heater into a faulty outlet could result in electric arcing within the outlet that could cause the outlet to overheat or catch fire.
16. Verify the plug fits tight in the outlet. Faulty wall outlet connections or loose plugs can cause the wall outlet to overheat.
17. This heater draws more current than other small heaters. Overheating may occur even if it has not occurred with the use of other heaters.

## SAVE THESE INSTRUCTIONS

# 1.0 SPECIFICATIONS

## 1.1 Appliance Certification

Laboratory: CSA in Cleveland, Ohio, USA

Standards:

CSA C22.2 No 46-13 *Electric Air-Heaters*

UL 2021 (4th Edition) (Dec. 14, 2016) *Fixed and Location-Dedicated Electric Room Heaters*

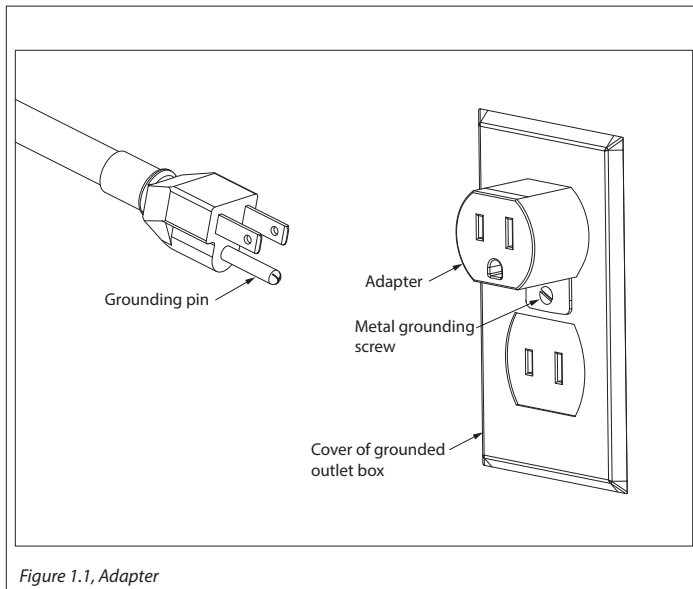
## 1.2 California Proposition 65 Warning



**WARNING:** Cancer and Reproductive Harm - [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

## 1.3 Electrical Specifications

- This appliance is rated at 120VAC, 60Hz, 1500W. Install on a dedicated 15 Amp (or higher) breaker.
- The power cord supplied with the appliance has three prongs: two flat blades (live and neutral) and one round pin (ground). If a 3-slot receptacle is not available, and adapter (not included) **MUST** be used. The green grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.



## 1.4 Appliance Preparation

**WARNING:** This product includes glass components. Always use extreme caution when handling glass. Failure to do so could result in personal injury or property damage.

Remove all parts and hardware from the carton and place them on a clean, soft, dry surface. Check the parts list to verify all components are there. Dispose of packaging materials properly. Please recycle whenever possible.

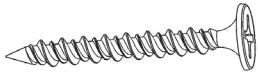
You will need the following tools (not included):

- Phillips screwdriver
- Stud finder
- Level
- Tape measure
- Electric drill
- 1/4" wood drill bit
- Hammer

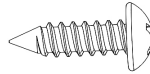


## 1.5 Parts and Hardware

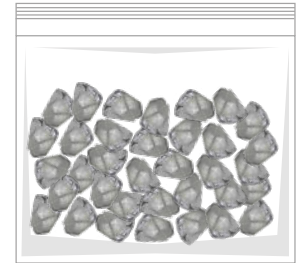
Wood Screw



ST Screw



Crystals (small)



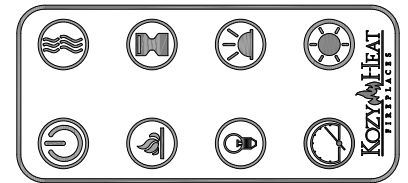
River Rocks



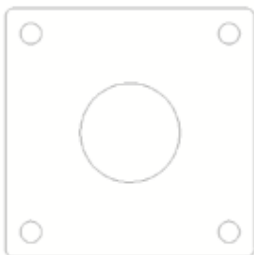
Crystals (large)



Remote Control



Cover Plate



Nailing Flange



Electrical Grommet



Ember Bed LED Strip



## 1.6 Appliance Dimensions

**Table 1.1, Appliance Dimensions for the OSO-29 and OSO-34**

Model Number	A	B	C	D	E	F	G	H
OSO-29	31-1/2" (800mm)	20-1/8" (510mm)	12" (304.6mm)	15" (381mm)	27-11/16" (703mm)	28-3/4" (730mm)	11-1/2" (292mm)	19-7/16" (492mm)
OSO-34	35-5/16" (896.9mm)	24-1/8" (612.8mm)	12" (304.6mm)	19-1/4" (489mm)	31-1/2" (800mm)	32-9/16" (827mm)	11-1/2" (292mm)	23-1/2" (596mm)

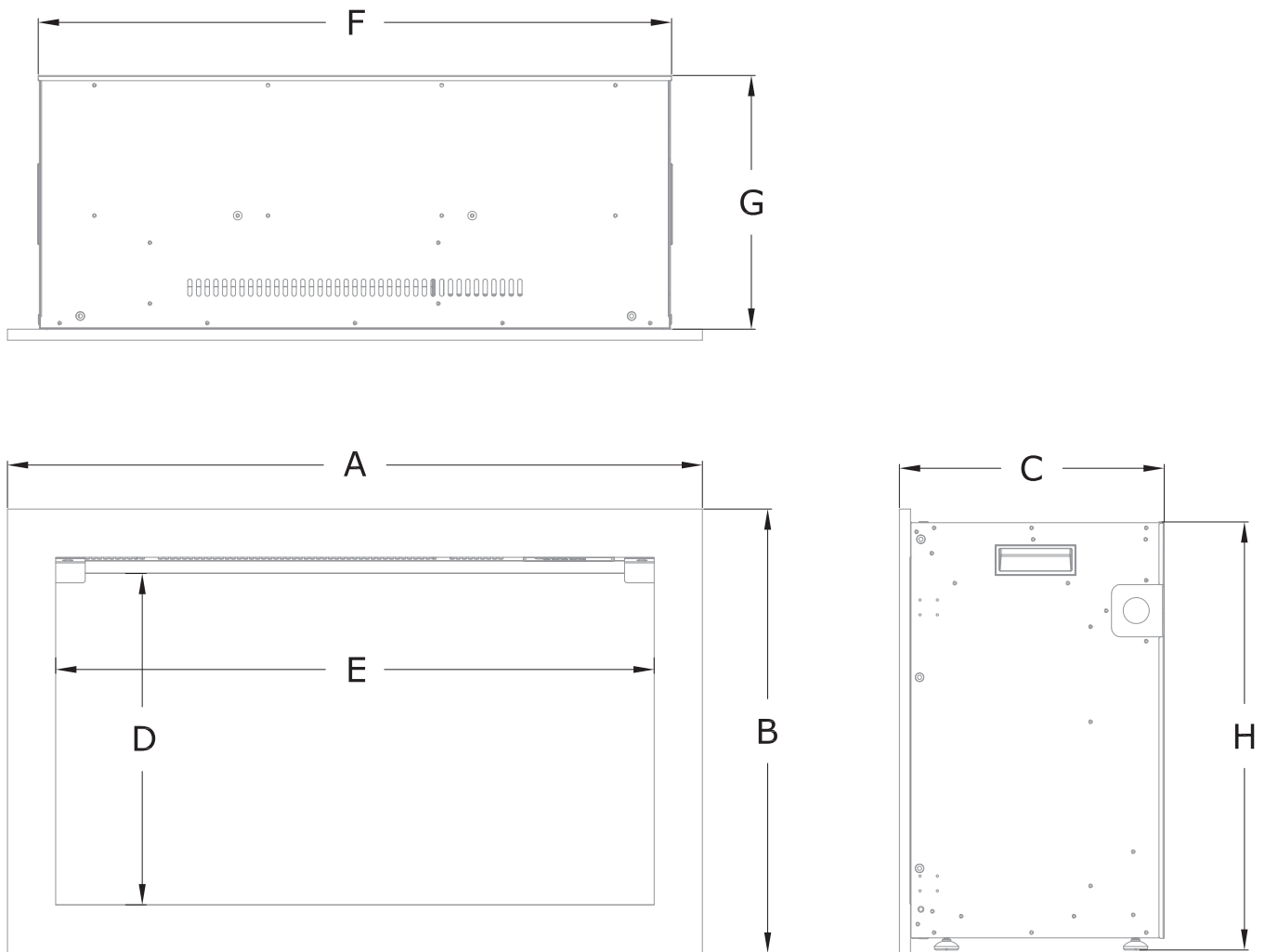


Figure 1.2, #OSO-29 & #OSO-34

## 2.0 ASSEMBLY AND INSTALLATION

### 2.1 Installation Planning

**NOTE:** Follow all national and local electrical codes.

**To reduce the risk of fire, do not store or use gasoline or other flammable vapors and liquids in the vicinity of the heater.**

This appliance is designed to be built-in or insert mounted (inserted into an existing fireplace).

**If installing insert mounted,**

It is recommended to permanently close the damper in the existing fireplace to prevent a cold down draft.

An optional shroud may be purchased from your local dealer for insert mount installations. Contact your local dealer for details.

**If installing for built-in applications,**

An optional finishing trim kit is available. The OS29-FTK/OS34-FTK provides a 3/4" (19mm) finished edge (black metal) to allow a 1/2" (12mm) finish board and tile or stone to finish up against, creating a shadow box for the front trim.

Optional hanging side brackets (OS29-CHB/OS34-CHB) are available for installing Chaska screen fronts with the standard front trim.

The appliance can also be hardwired or plugged into a receptacle (power cord supplied).

Select a suitable location that is not susceptible to moisture and is away from drapes and furniture.

### 2.2 Clearances to Combustibles

**Table 2.1, Minimum Clearances to Combustibles**

Bottom of appliance	0" (0mm)
Left and right sides of appliance	0" (0mm)
Back of appliance	1/2" (12mm)
Front of appliance	36" (914mm)
Top of viewing opening to 2" (51mm) mantel	2-3/4" (69mm)
Top of viewing opening to ceiling	7-3/4" (197mm)
Top of appliance to enclosure	1/2" (12mm)

### 2.3 Power

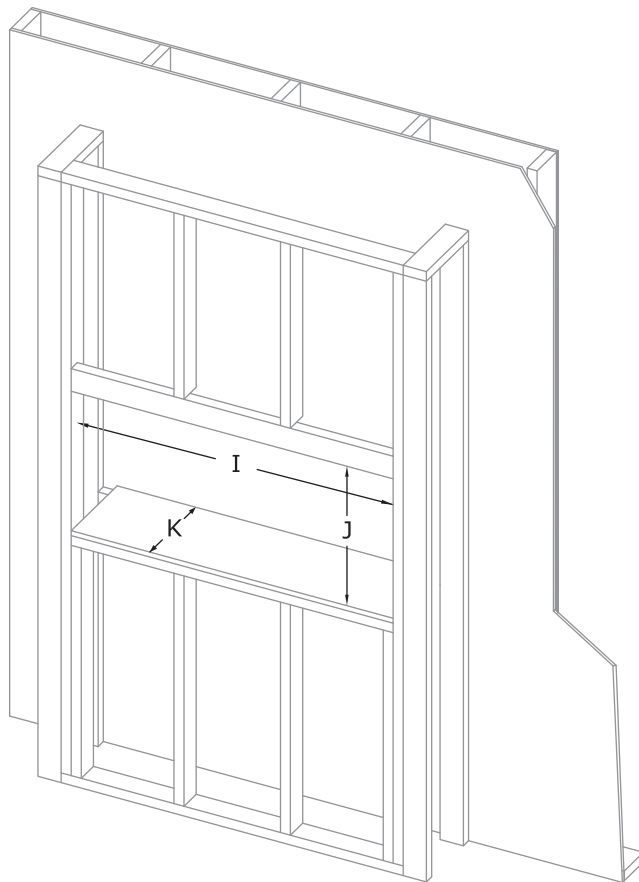
This appliance is rated at 120VAC, 60Hz, 1500W. Install on a dedicated 15 Amp (or higher) breaker. Verify the grounded outlet is in good working condition and the plug is not loose. Never exceed the maximum amperage for the circuit. DO NOT plug other appliances into the same circuit.

## 2.4 Rough Opening

- Select a location not prone to moisture and is located at least 36" (914mm) away from the front of the appliance to combustible materials such as curtains, drapes, furniture, bedding, paper, etc.
- The dimensions listed below are the minimum rough opening size requirements with the leveling screws at a minimum length. Level for the smallest distance necessary for insert mounted installations.

1. Create a rough opening with electrical. See Figure 2.1.  
*The vent grill openings on the top and at the rear of the appliance require a 1/2" (12mm) clearance to framing.*
2. Remove the front trim. Refer to Section 2.5 Front Trim Removal and Installation on page 13.
3. Remove the glass front. Refer to Section 5.1 Glass Front Removal and Installation on page 20.

Model Number	I	J	K
OSO-29	29-1/2" (749mm)	19-3/4" (501mm)	12" (305mm)
OSO-34	33" (838mm)	23-7/8" (606mm)	12" (305mm)



### NOTE:

**Dimension 'J' includes appliance height plus 1/2" (12mm) clearance**  
**Dimension 'K' includes appliance depth plus 1/2" (12mm) clearance**

Figure 2.1, Rough Opening Dimensions

*Nominal 2" x 4" framing used in framing*

## 2.5 Front Trim Removal and Installation

*This appliance has optional shrouds. Contact your local dealer for more information.*

1. With one hand on the front trim to prevent it from falling, remove the screws from the two sides of the trim (Figure 2.2). Save screws.
2. Carefully lift the front trim up and away from the appliance (Figure 2.2). Place it face down on a soft, non-abrasive surface.
3. To reinstall, align the attachment hooks on the back of the front trim with slots on the appliance. Raise the front trim slightly into the slots and allow the attachment hooks to lower into position. Hold trim and secure with (2) screws previously removed.

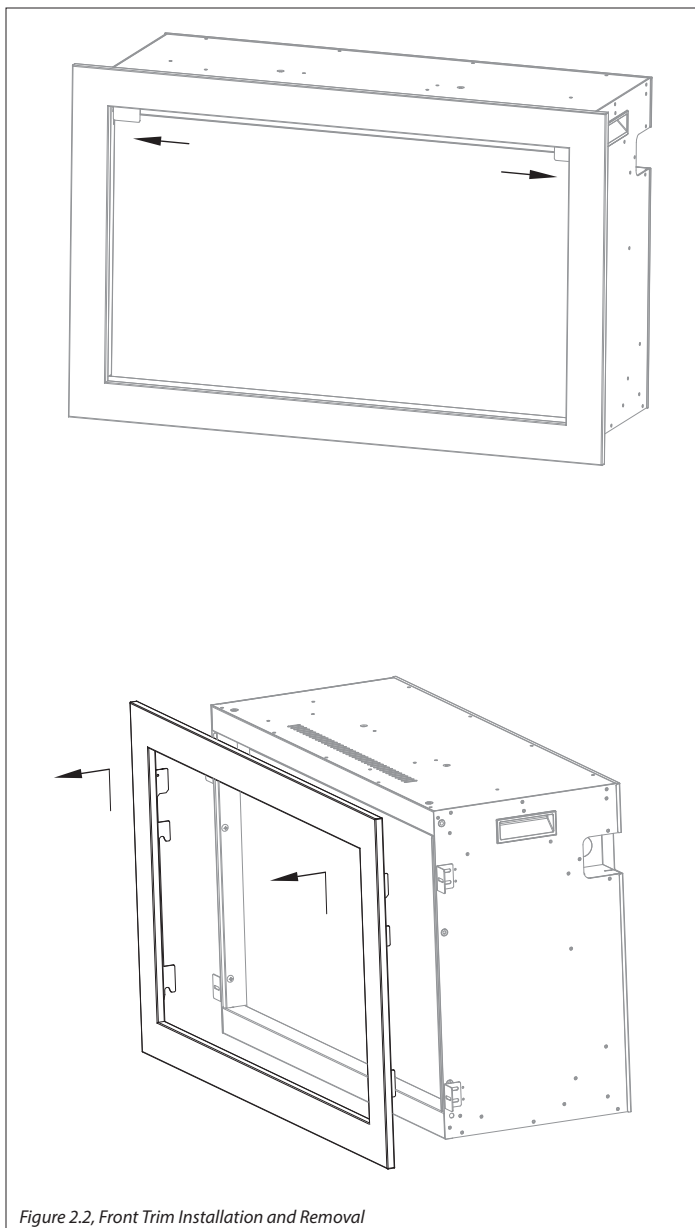


Figure 2.2, Front Trim Installation and Removal

## 2.6 Nailing Flange Installation

1. Power the appliance by plugging into the wall receptacle. For hard wiring, please remove power cord and complete hard wiring (See Section 4.1 Hard Wiring Connection on page 19).
2. Attach the four nailing flanges by (8) self-tapping (ST) screws (included) to the side of the firebox.
3. Insert the appliance into the rough opening and secure with (4) wood screws (included) through the holes in the nailing flanges.

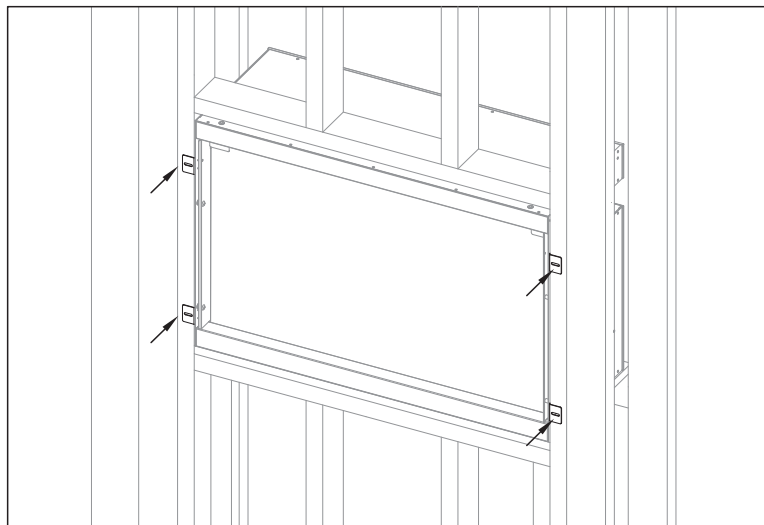
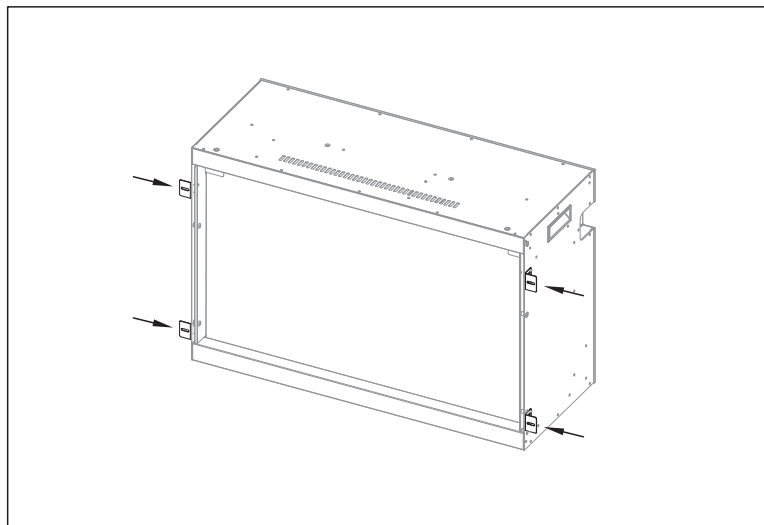


Figure 2.3, Nailing Flange Installation

**Nominal 2" x 4" framing used in framing**

## 3.0 FACING AND FINISHING

### 3.1 Facing and Finishing Requirements

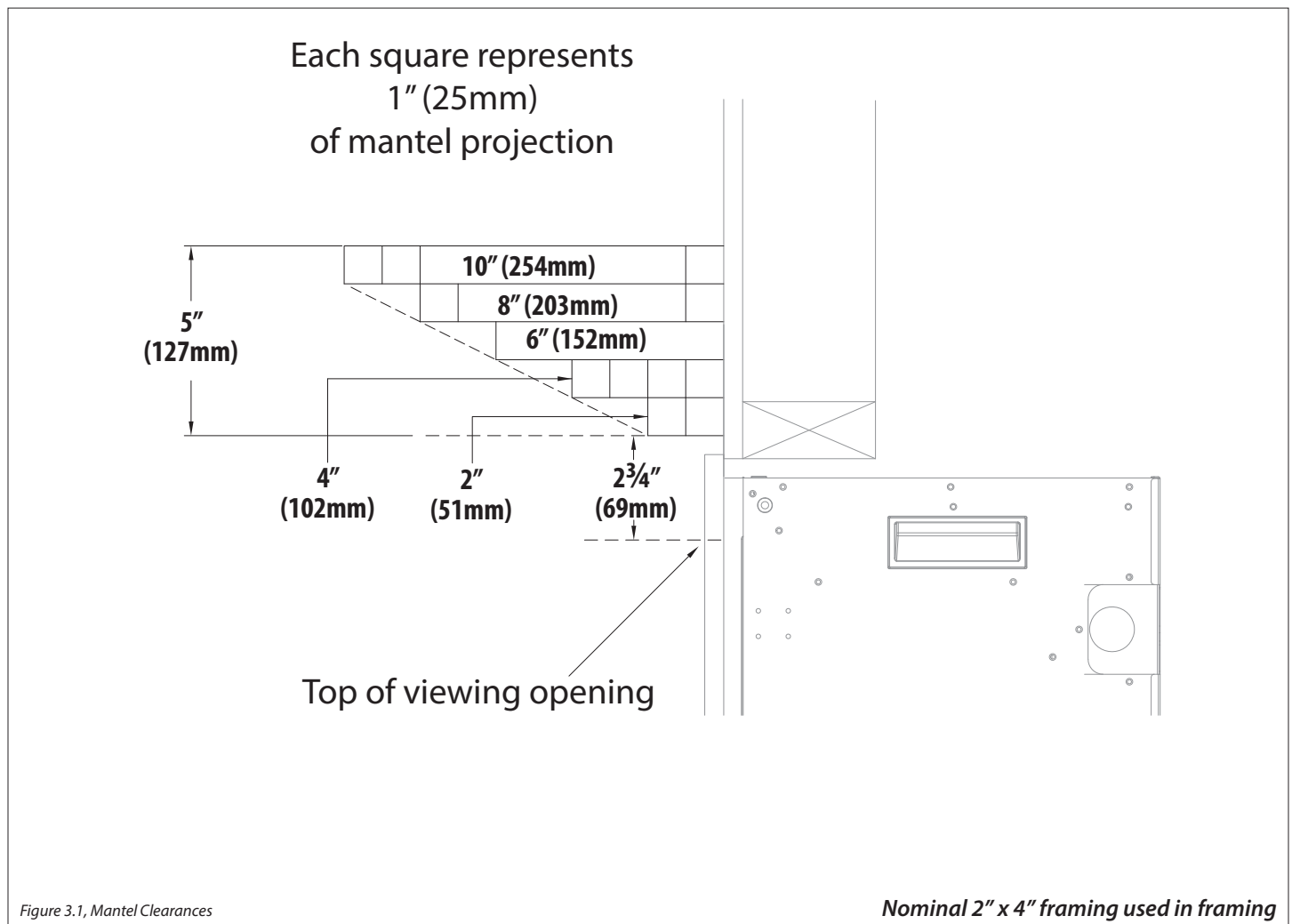
#### 3.1.1 Mantel Requirements

**WARNING:** All minimum clearances to combustible material **MUST** be maintained.

- **Combustible Mantel Projections:** As referenced in Figure 3.1, the 2" (51mm) mantel can start at 2-3/4" (69mm) above the top of the viewing opening. Mantel projections can increase 2" (51mm) of depth for every 1" (25mm) of height starting at the 2" (51mm) mantel.

#### 3.1.2 Finishing Requirements

- This appliance is designed to accommodate finishing material up to 5/8" (16mm) thick.



<b>Table 3.1, Rough Opening Dimensions shown with Finishing Material</b>			
<b>Model Number</b>	<b>I</b>	<b>J</b>	<b>K</b>
<b>OSO-29</b>	29-1/2" (749mm)	19-3/4" (501mm)	12" (305mm)
<b>OSO-34</b>	33" (838mm)	23-7/8" (606mm)	12" (305mm)

### Rough Opening Dimensions shown with Finishing Material

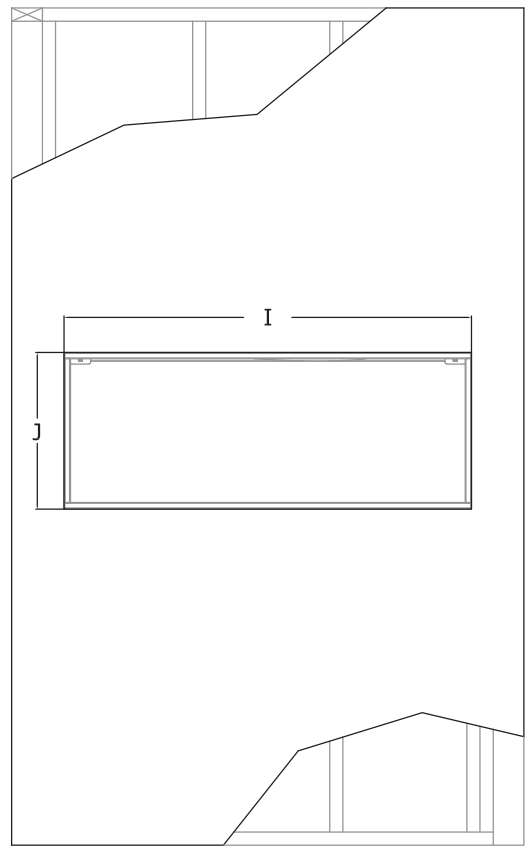
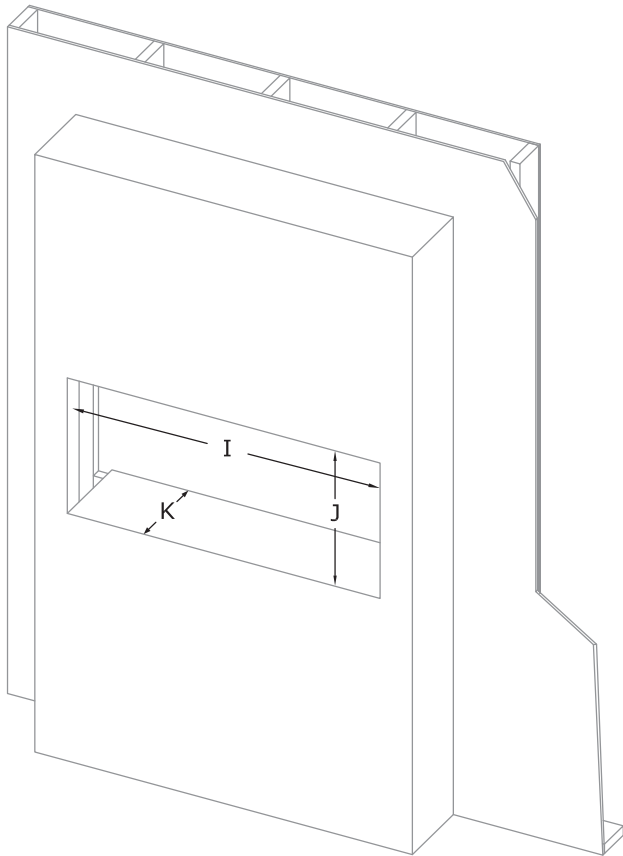


Figure 3.2, Rough Opening Dimensions shown with Finishing Material

**Nominal 2" x 4" framing used in framing**



## 3.2 Optional Shroud Installation

### 3.2.1 Optional Chaska Series Shroud and Front Options

This appliance is approved for use with Chaska series fronts and shrouds. Contact your local dealer or view shrouds and fronts on [www.kozyheat.com](http://www.kozyheat.com).

#### 3.2.1.1 One (1) Piece Shroud

*This kit includes: (1) shroud; (4) flat head screws*

1. Remove and discard the front trim.
2. Align the holes in the shroud with the corresponding holes on the sides of the appliance.
3. Secure shroud to appliance using (4) flat head screws (included).
4. Attach your chosen Chaska front to the shroud.

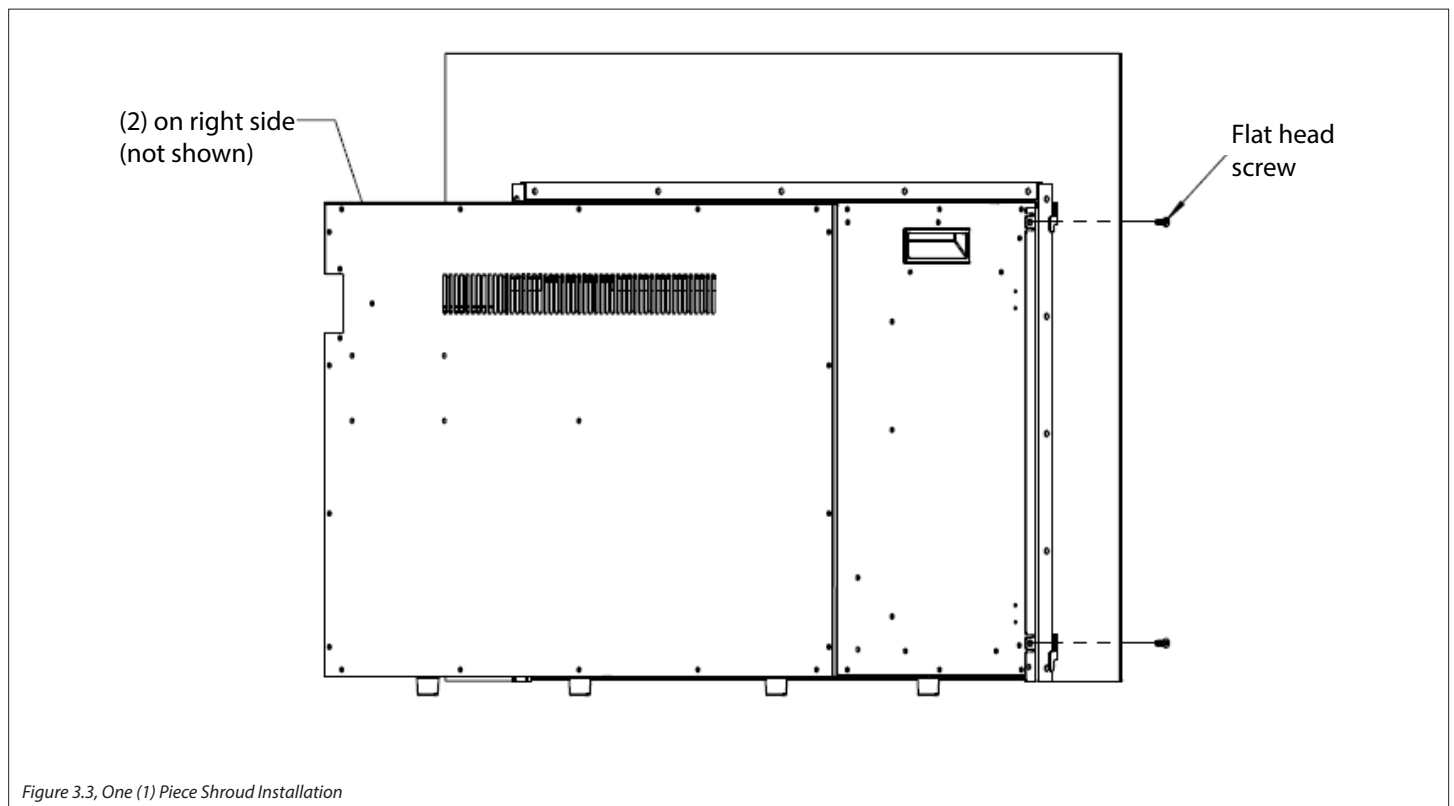


Figure 3.3, One (1) Piece Shroud Installation

### 3.2.2 Four (4) Piece Shroud

*This kit includes:* (1) top shroud piece; (1) bottom shroud piece; (2) side shroud pieces; (8) screws, M4 x 0.7; (8) washers; (8) hex nuts, M4 x 0.7; (6) flat head screws

1. Remove the front trim.
2. On a flat surface, attach the top shroud piece to left and right shroud pieces using (4) M4 x 0.7 screws, (4) M4 x 0.7 hex nuts, and (4) washers.

3. Attach the bottom shroud to your left and right shroud pieces using (4) M4 x 0.7 screws, (4) M4 x 0.7 hex nuts, and (4) washers.
4. Secure shroud to appliance using (6) flat head screws.
5. Reinstall front trim.

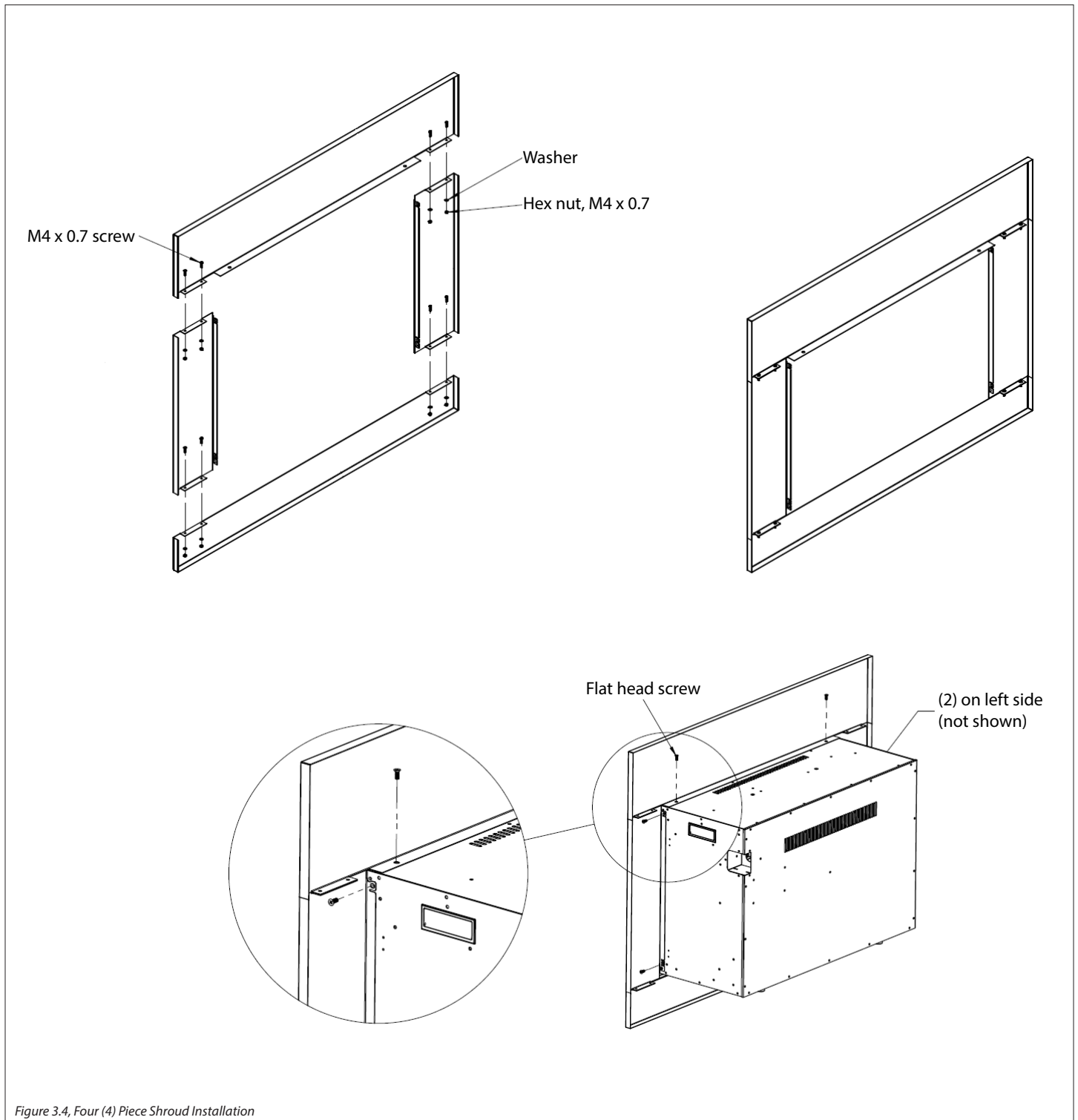


Figure 3.4, Four (4) Piece Shroud Installation

## 4.0 HARD WIRING INSTALLATION

### 4.1 Hard Wiring Connection

**WARNING:** Turn off the appliance completely and let cool before servicing. Only a qualified service person should service and repair this electric appliance.

**NOTE:** A dedicated 15 Amp (or higher) breaker is required.

If it is necessary to hard wire this appliance, a qualified electrician must remove the cord connection and wire the appliance directly to the household wiring.

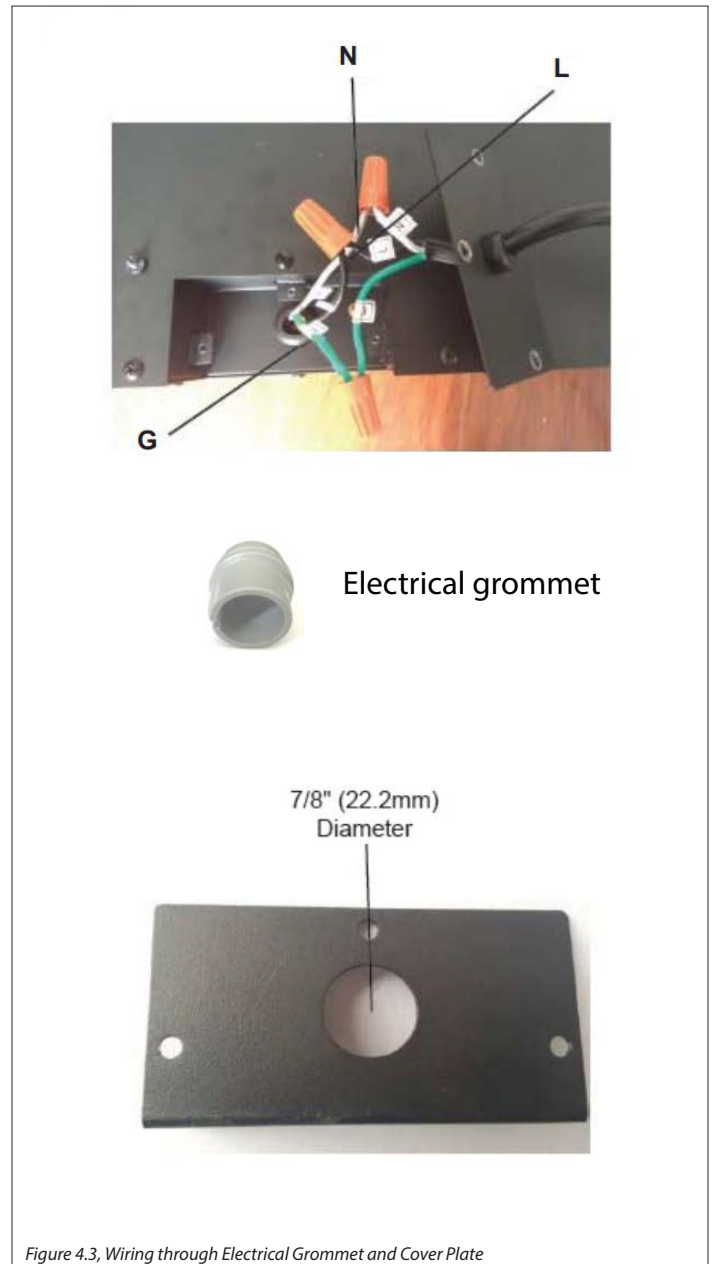
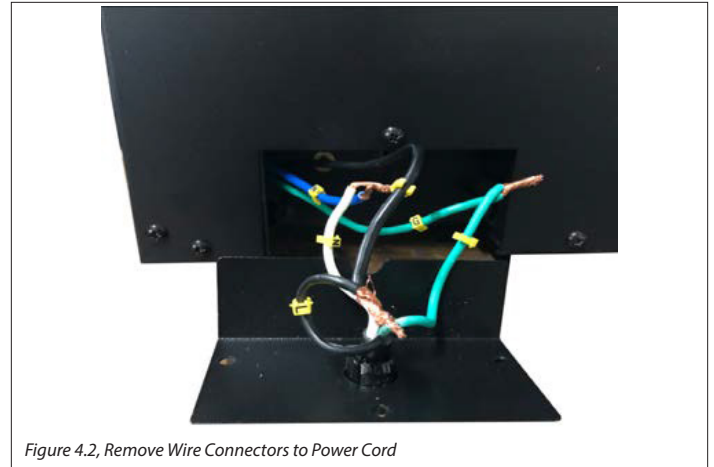
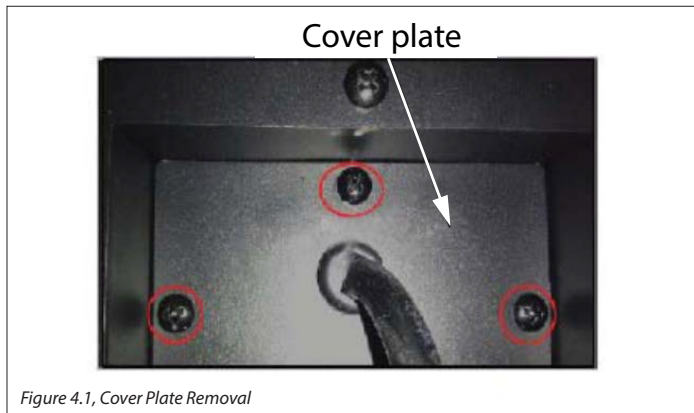
This appliance must be electrically connected and grounded in accordance with local codes if hard wired. In the absence of local codes, use the current ANSI/NFPA 70 'National Electrical Code' in the United States or the current CSA C22.1 'Canadian Electrical Code' in Canada.

#### 4.1.1 Hard Wiring Installation

Turn off power from circuit breaker before completing any of these steps.

The wires are labeled by the yellow clips.

1. Remove the cover plate from the bottom of the right side of the appliance secured by (3) screws, as shown in Figure 4.1.
2. Remove the wire connectors from the power cord as shown in Figure 4.2. This power cord may be discarded.
3. Take the new cover plate supplied in the components packet and knock out the 7/8" (22.2mm) hole.
4. Install the electrical grommet through the hole in the cover plate. Feed wires through the electrical grommet.
5. Using the wire connectors, connect the green ground wires together, and the neutral white and blue wires together, then the hot black wires together. See Figure 4.2.
6. Re-install cover plate using (3) screws, as shown in Figure 4.1.



## 5.0 APPLIANCE SETUP

### 5.1 Glass Front Removal and Installation

1. Remove the front trim. See section 2.5 Front Trim Removal and Installation on page 13.
2. With one hand on the glass front to prevent it from falling, remove the screws from the top right and left of the glass. Save screws.
3. Carefully lift glass front up out of its channel and away from the appliance. Place it face down on a soft, non-abrasive surface.
4. To reinstall glass front, insert the glass into its channel on the bottom of the appliance. Hold glass in place and secure with screws previously removed.
5. Reinstall front trim.

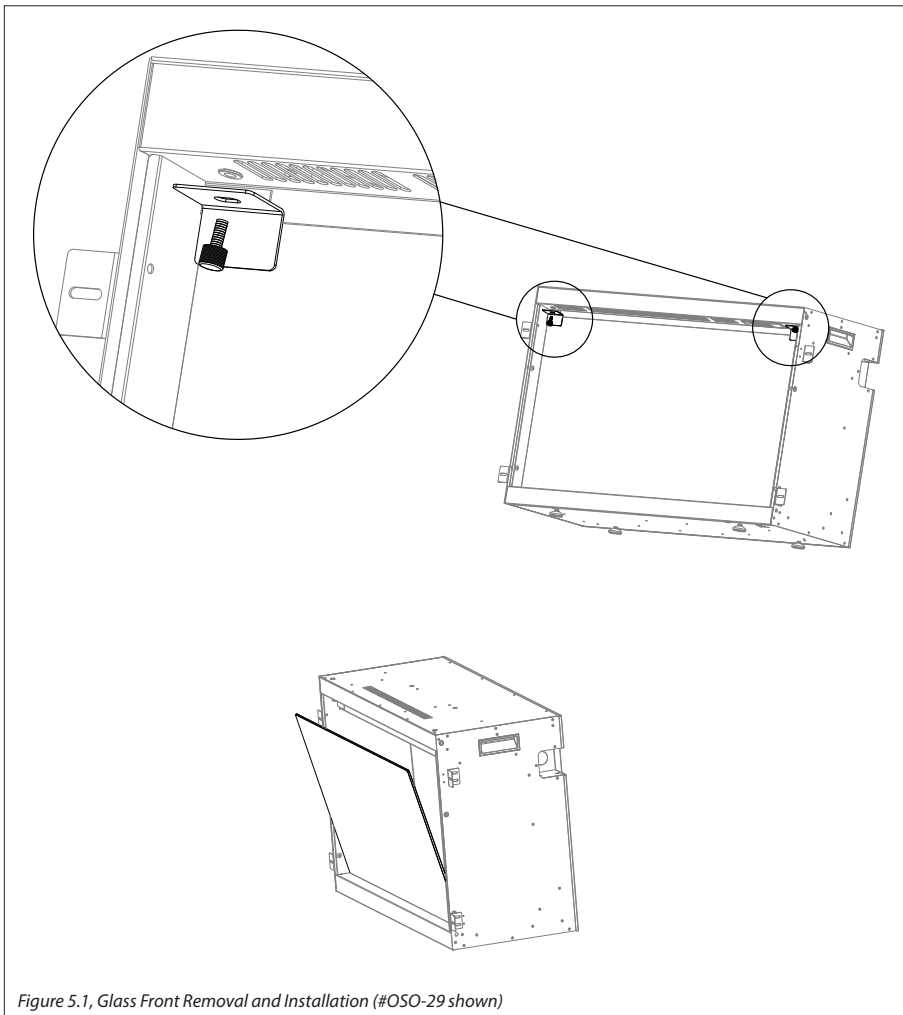


Figure 5.1, Glass Front Removal and Installation (#OSO-29 shown)

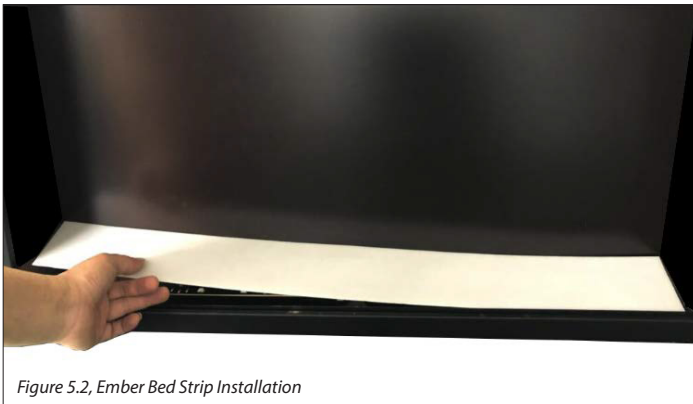
## 5.2 Media Installation

*Please make the installation according to the ember media you have purchased.*

*The appliance must be in its final position before any media is installed.*

### 5.2.1 River Rocks Installation

1. Remove the front trim. See Section 2.5 Front Trim Removal and Installation on page 13.
2. Remove the glass front. See Section 5.1 Glass Front Removal and Installation on page 20.
3. Place the ember bed strip into the ember bed slot. See Figure 5.2.
4. Place the logs on the surface of the ember bed strip, and the river rocks around the logs. See Figure 5.3. For log installation, see Section 5.2.3 on page 22.
5. Reinstall glass front and front trim.



### 5.2.2 Decorative Crystals Installation

1. Remove the front trim. See Section 2.5 Front Trim Removal and Installation on page 13.
1. Remove the glass front. See Section 5.1 Glass Front Removal and Installation on page 20.
2. Place the ember bed strip into the ember bed slot. See Figure 5.2.
3. Carefully place the small crystals onto the ember bed strip, as shown in Figure 5.4. Apply an even layer the full width and depth of the ember bed strip.
4. Randomly place the large crystal embers on top of the small crystal embers. See the example in Figure 5.5.
5. Reinstall glass front and front trim.



### 5.2.3 Log Installation

For traditional log installation, see Figure 5.6.

For driftwood log installation, see Figure 5.7.

1. Remove the front trim. See Section 2.5 Front Trim Removal and Installation on page 13.
2. Remove the glass front. See Section 5.1 Glass Front Removal and Installation on page 20.
3. Place the ember bed strip into the ember bed slot. See Figure 5.2 on page 21.
4. If installing river rocks with the log set, install logs first. Place the logs on the surface of the ember bed strip, and the river rocks around the logs.
5. If installing small crystals with the log set, install small crystals onto the ember bed strip as shown in Figure 5.4 on page 21. Apply an even layer the full width and depth of the ember bed strip. Place logs on top of the small crystals.
6. Reinstall all components previously removed.



Figure 5.6, #OSO-TRAD Traditional Logs Installation



Figure 5.7, #OSO-DRFT Driftwood Logs Installation

# 6.0 OPERATING INSTRUCTIONS

## 6.1 Methods of Operation

**WARNING:** Read and understand this entire installation and operation manual, including all safety information, before plugging in or using this product. This appliance must be properly installed before use. Failure to do so could result in electric shock, fire, serious injury, or loss of life. Do not tamper with any controls.

- When the appliance is first turned on, a slight odor may be present. This is normal and should not occur again unless the appliance is not used for a long period of time.

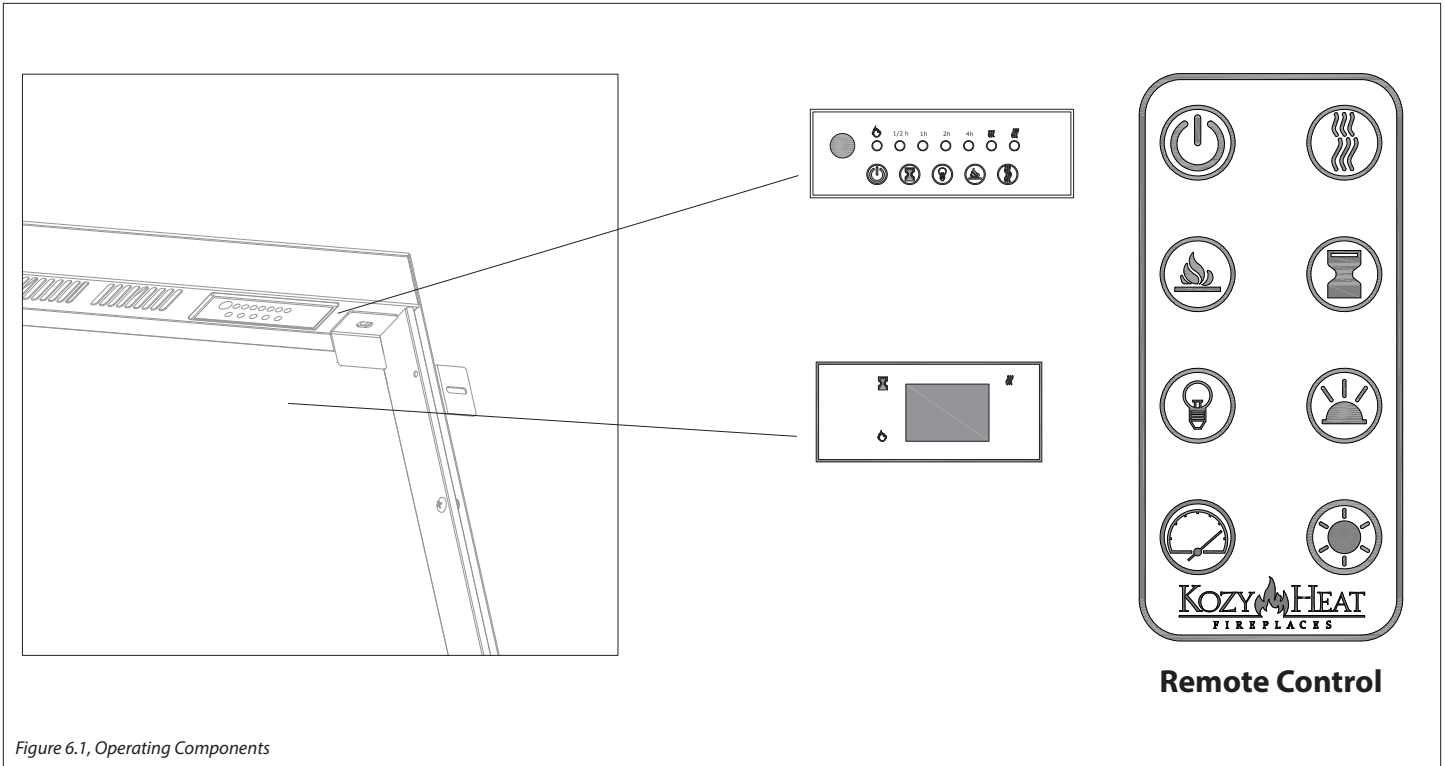
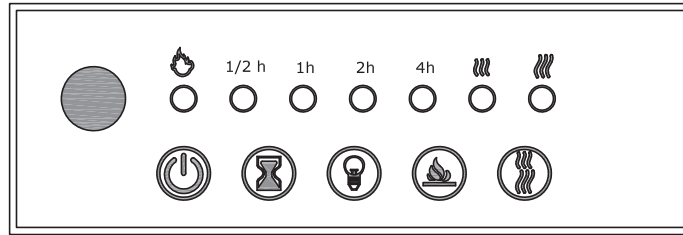



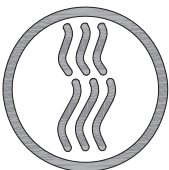
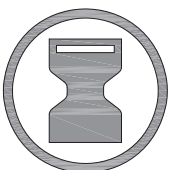


Figure 6.1, Operating Components

## 6.1.1 Control Panel Operation

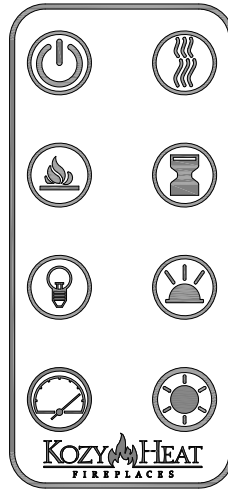



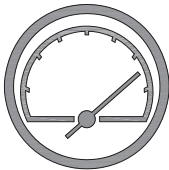


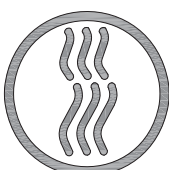
BUTTON	FUNCTION	ACTION AND INDICATION
	<p>ON: Enables control panel functions and remote control. Turns on appliance.</p> <p>OFF: Disables control panel functions and remote control. Turns off appliance.</p>	<p>Press once: Indicator light turns on. Power turns on. All functions are enabled.</p> <p>Press again to turn off appliance. Appliance goes to standby. All functions turn off.</p>
	<p>Flame brightness button: Makes flame dimmer or brighter.</p>	<p>Press once: Flame brightness enabled.</p> <p>Press again until desired setting is reached.</p>
	<p>Flame button: Changes flame color.</p> <p><i>Note: This appliance has memory function for flame.</i></p>	<p>Press once: Flame color illuminates.</p> <p>Press again until desired color is reached. There are a total of three colors for flame.</p>
	<p>Heater button: Turns heater on and off.</p> <p><i>Note: To prevent overheating, the heater will blow cool air for 8-10 seconds after the heater turns off.</i></p>	<p>Turns the heater and blower on/off.</p> <p>Settings:</p> <p>H0 - Heater and blower off</p> <p>H1 - Low heater on with 750W</p> <p>H2 - High heater on with 1500W</p>
	<p>Timer button: Controls timer settings to turn off the appliance at a selected time.</p> <p>Settings range from (30) minutes to (8) hours.</p>	<p>Press once: Indicator lights turns on. Timer defaults to (30) minutes.</p> <p>Press again until desired setting is reached.</p>

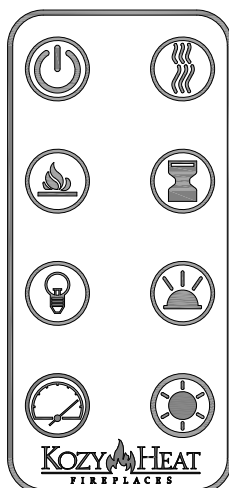


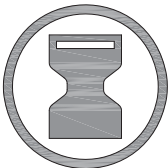

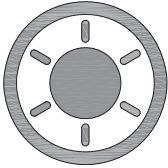
## 6.1.2 Remote Control Operation

- To improve operation, aim the remote control at the front of the appliance. DO NOT press the buttons too quickly. Give the appliance sufficient time to respond to each command.



BUTTON	FUNCTION	ACTION AND INDICATION
	<p>ON: Enables control panel functions and remote control. Turns on appliance.</p> <p>OFF: Disables control panel functions and remote control. Turns off appliance.</p>	<p>Press once: Indicator light turns on. Power turns on. All functions are enabled.</p> <p>Press again to turn off appliance. Appliance goes to standby. All functions turn off.</p>
	<p>Flame speed button: Controls the speed of the flame. There are (3) flame speed settings: 01 (slowest), 02 (medium), 03 (fastest)</p>	<p>Press once: Indicates current flame speed.</p> <p>Press again until desired setting is reached. Display shows the settings.</p> <p>The default setting is 02 (medium speed).</p>
	<p>Flame button: Changes flame color.</p> <p><i>Note: This appliance has memory function for flame.</i></p>	<p>Press once: Flame color illuminates.</p> <p>Press again until desire color is reached. There are a total of three colors for flame.</p>
	<p>Flame brightness button: Makes flame dimmer or brighter.</p>	<p>Press once: Flame brightness enabled.</p> <p>Press again until desired setting is reached.</p>
	<p>Heater button: Turns heater on and off.</p> <p><i>Note: To prevent overheating, the heater will blow cool air for 8-10 seconds after the heater turns off.</i></p>	<p>Turns the heater and blower on/off.</p> <p>Settings:</p> <p>H0 - Heater and blower off</p> <p>H1 - Low heater on with 750W</p> <p>H2 - High heater on with 1500W</p>



BUTTON	FUNCTION	ACTION AND INDICATION
	<p>Timer button: Controls timer settings to turn off the appliance at a selected time.</p> <p>Settings range from (30) minutes to (8) hours.</p>	<p>Press once: Indicator lights turns on. Timer defaults to (30) minutes.</p> <p>Press again until desired setting is reached.</p>
	<p>Media bed button: Turns on media bed and changes color.</p> <p><i>Note: this appliance has memory function for the ember bed.</i></p>	<p>Press once: Turns on ember bed.</p> <p>Press again until desired color is reached. There are a total of eleven colors and one is auto-cycle mode.</p>
	<p>Media brightness button: Makes media bed dimmer and brighter.</p>	<p>Press once: brightness becomes active.</p> <p>Press again until desired setting is reached. There are a total of four levels of brightness and one pulse (b5).</p> <p><i>Note: Media bed colors 2, 3, &amp; 4 on pulse (b5) will pulsate an ember effect.</i></p>

## 7.0 MAINTENANCE INSTRUCTIONS

*ALWAYS turn off the appliance and remove from power before cleaning, performing maintenance, or moving this appliance. Failure to do so could result in an electric shock, fire, or personal injury.*

*NEVER immerse in water or spray with water. Doing so could result in an electric shock, fire, or personal injury.*

### 7.1 Cleaning

This appliance will require maintenance which should be planned on an annual basis.

#### 7.1.1 Metal

- Clean using a soft cloth that is slightly dampened with soapy water.
- DO NOT use with brass polish or household cleaners, as these products will damage the metal trim.

#### 7.1.2 Glass

- Use a quality glass cleaner sprayed onto a cloth or a towel. Dry thoroughly with a paper towel or lint-free cloth.
- NEVER use abrasive cleaners, liquid sprays, or any cleaner that could scratch the surface.

#### 7.1.3 Vents

- Use a vacuum or duster to remove dust and dirt from the heater and dust areas.

#### 7.1.4 Plastic

- Wipe gently with a slightly damp cloth and a mild solution of dish soap and warm water.
- NEVER use abrasive cleaners, liquid sprays, or any cleaner that could scratch the surface.

### 7.2 Maintenance

**WARNING - Risk of electric shock! DO NOT OPEN any panels. There are no user-serviceable parts inside.**

**WARNING: No servicing of the internal or electrical parts should be performed by the consumer. Do not service the appliance yourself.**

#### 7.2.1 Electrical and Moving Parts

- The fan motors are factory lubricated and do not require lubrication.
- Electrical components are integrated in the appliance and are not serviceable by the consumer.

#### 7.2.2 Storage

- Store heater and power cord in a clean, dry place when not in use.

### 7.3 Remote Control Battery Information

**WARNING: Keep batteries out of reach of children.**

**NEVER dispose of batteries in a fire. Failure to observe this precaution may result in an explosion. Properly dispose of your batteries at your local hazardous material processing center. Check with your local authority for recycling instructions.**

- The remote control uses one CR2025 battery (included).
- To replace the battery,
  1. Remove the battery holder. The battery holder is equipped with a child lock. To remove the battery holder, turn remote onto the rear side. Press the left side lever towards the center while pulling the battery holder out of the slot.
  2. Replace existing battery, type CR2025, with a new battery.
  3. Slide the battery holder into position. The battery holder is connected to the remote when you hear a 'click'.

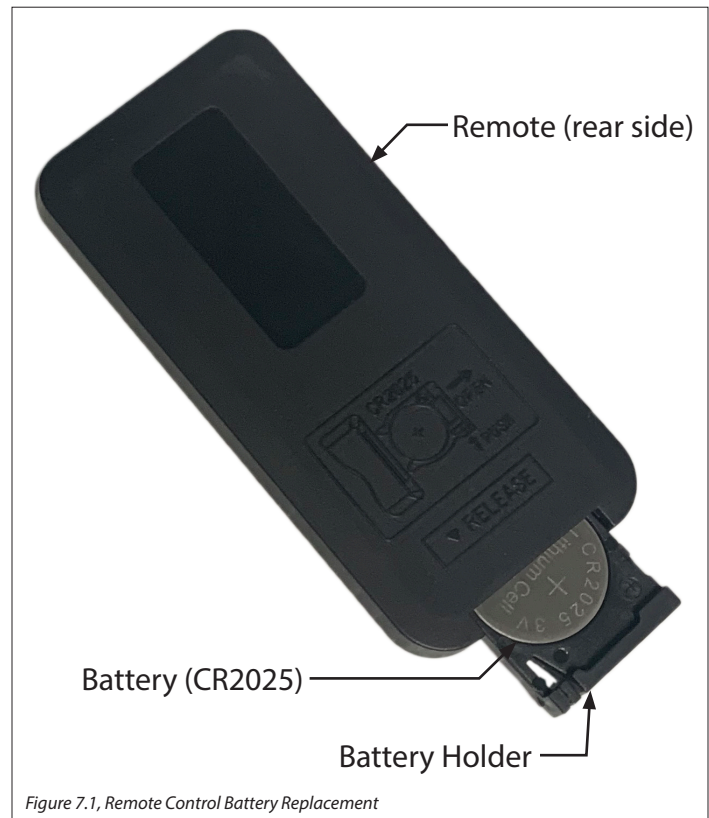


Figure 7.1, Remote Control Battery Replacement

## 8.0 TROUBLESHOOTING

Issue	Cause	Solution
<b>Appliance will not turn on when power button on control panel or remote control is pressed</b>	Appliance is not plugged into an electrical outlet.	Check power cord, and plug in appliance if necessary.
	Hard wire connections are not correct.	See Section 4.0 Hard Wiring Installation on page 19.
	Appliance has overheated and safety temperature limit control has tripped.	Remove power from appliance. Wait (5) minutes. Inspect the appliance for any blockage in the vent area. If there is dust or lint, vacuum to remove. Reconnect power to appliance.
	Main PCB board issue	Inspect the PCB board and replace, if necessary.
<b>Appliance turns off and will not turn on</b>	House circuit breaker has tripped.	Reset house circuit breaker. Verify appliance is installed onto a dedicated 15 amp breaker.
	Appliance has overheated and safety temperature limit control has tripped.	Remove power from appliance. Wait (5) minutes. Inspect the appliance for any blockage in the vent area. If there is dust or lint, vacuum to remove. Reconnect power to appliance.
<b>No warm air exiting appliance</b>	Heater issue.	Inspect the blower and heater and replace, if necessary.
	Heater setting not selected.	See Section 6.0 Operating Instructions on page 23.
	Appliance has overheated and safety temperature limit control has tripped.	Remove power from appliance. Wait (5) minutes. Inspect the appliance for any blockage in the vent area. If there is dust or lint, vacuum to remove. Reconnect power to appliance.
	Hard wire connections are not correct.	See Section 4.0 Hard Wiring Installation on page 19.
<b>Flame does not move</b>	Motor is stalled/malfunctioning.	Cycle on/off. If problem persists, consult your local dealer.
<b>Media bed is not glowing or dimming</b>	Brightness not selected.	See Section 6.0 Operating Instructions on page 23.
	Media LED issue.	Inspect the media LED and replace, if necessary.
	Main PCB board issue	Inspect the PCB board and replace, if necessary.
<b>Dim or no flame</b>	Flame brightness not selected.	See Section 6.0 Operating Instructions on page 23.
	Flame LEDs issue.	Inspect the flame LED and replace, if necessary.
	Main PCB board issue	Inspect the PCB board and replace, if necessary.
<b>Remote control does not work</b>	Low/dead batteries.	Replace batteries in remote control. See Section 7.3 Remote Control Battery Information on page 27.
	Remote receiver malfunction.	Ensure remote receiver is not blocked. Move closer to appliance.

## 9.0 REPLACEMENT PARTS LIST

Replacement parts are available through your local dealer. Contact your local dealer for availability and pricing.

The following warning is for replacement parts for this appliance.



**WARNING:** Cancer and Reproductive Harm - [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

OSO-29 REPLACEMENT PARTS			
Front Viewing Glass	OS29-FVG	Exterior Control Panel	OSO-ECP
Back Flame Screen	OS29-BFS	Electric Spindle Motor	OSO-ESM
Heater Blower Assembly	OSO-HB1	Main PCB Board	OSO-PCB1
Flame LED Strip Assembly	OS29-FLS	Flame Flicker Spindle	OS29-FFS
Ember Bed LED strip	OS29-ELS	Ember Bed Floor Panel	OS29-EFP
Electric Remote Control	OSO-ERC	Power Cord	OSO-PWC

OSO-34 REPLACEMENT PARTS			
Front Viewing Glass	OS34-FVG	Exterior Control Panel	OSO-ECP
Back Flame Screen	OS34-BFS	Electric Spindle Motor	OSO-ESM
Heater Blower Assembly	OSO-HB1	Main PCB Board	OSO-PCB1
Flame LED Strip Assembly	OS34-FLS	Flame Flicker Spindle	OS34-FFS
Ember Bed LED strip	OS34-ELS	Ember Bed Floor Panel	OS34-EFP
Electric Remote Control	OSO-ERC	Power Cord	OSO-PWC

Hussong Manufacturing Co., Inc.  
P.O. Box 577  
204 Industrial Park Drive  
Lakefield, MN 56150-0577, USA  
OSO-29 & OSO-34



# LIMITED WARRANTY

## Warranty Coverage

Hussong Manufacturing Company, Inc. (Hussong Mfg.) warrants this Kozy Heat electric appliance from the date of purchase to the original purchaser, that it is free of defects in materials and workmanship at the time of manufacture. Registering your fireplace warranty does not require any documents to be sent in to Hussong Mfg. Please retain your proof of purchase reflecting the date of purchase along with the serial number and model of your fireplace for any future warranty claims.

## Warranty Conditions

This warranty only covers Kozy Heat fireplaces that are purchased through a Kozy Heat authorized dealer or distributor. A list of Kozy Heat authorized dealers is available on the Kozy Heat website ([www.kozyheat.com](http://www.kozyheat.com)).

## 1 Year Warranty Period - Parts Only

Warranty coverage begins on the date of original purchase. In the case of new home construction, warranty coverage begins on the date of first occupancy of the dwelling or six months after the sale of the product by an independent, authorized Kozy Heat dealer/distributor, whichever occurs earlier. The warranty shall commence no later than 12 months of the occupancy date.

### EXCLUSIONS AND LIMITATIONS

1. This appliance must be installed by a licensed, authorized service technician or contractor. It must be installed, operated and maintained at all times in accordance with the instructions in the owner's manual or the warranty is void.
2. This warranty is nontransferable and is made to the original purchaser only.
3. Changes in surface finishes as a result of normal operation. As a heating appliance, some changes in the color of interior and exterior surface finishes may occur. This is not a flaw and is not covered under warranty.
4. Damage to plated surfaces or accessories, if applicable, caused by scratches, fingerprints, melted items or other external sources left on the surfaces from the use of cleaners is not covered under this warranty.
5. Repair or replacement of parts that are subject to normal wear and tear during the 12 month warranty period. These parts include: paint, batteries, and discoloration of glass.
6. Damages resulting from: (1) failure to install, operate, or maintain the appliance in accordance with the installation instructions, operating instructions, and listing agent identification label furnished with the appliance; (2) shipping or improper handling; (3) improper operation, abuse, misuse, continued operation with damaged, corroded, or failed components, accident, or improperly/incorrectly performed repairs; (4) environmental conditions; (5) installation or use of components not supplied with the appliance or any other components not expressly authorized and approved by Hussong Mfg.; (6) modification of the appliance not expressly authorized and approved by Hussong Mfg. in writing; and/or (7) interruptions or fluctuations of electrical power supply to the appliance.
7. Hussong Mfg. may require the defective part to be returned using a pre-authorized RGA number or a photo of the defective component. Failure to provide either can result in a denied claim.
8. This warranty is void if: (1) the appliance is subject to, or operated in, atmospheres contaminated by chlorine, fluorine, or other damaging chemicals; (2) the appliance is subjected to, or operated in, places with prolonged periods of dampness or condensation or weather. Examples include but are not limited to outdoors, porches, and laundry rooms; and/or (3) there is any damage to the fireplace or other components due to water or weather damage.
9. It is expressly agreed and understood that this warranty is Hussong Mfg.'s sole obligation and purchaser's exclusive remedy for defective fireplace equipment. Hussong Mfg. is free of liability for any damages caused by this appliance, as well as inconvenience expenses and materials. Incidental or consequential damages are not covered by this warranty. In some states, the exclusion of incidental or consequential damage may not apply. Hussong Mfg. shall not be held to implied warranties and this warranty shall replace all previous warranties.
10. This warranty does not cover the appliances ability to heat a desired space, as there are many factors that can impact the heating performance in each home. Consideration should be implied to the appliance's location, room size, home design, environmental conditions, insulation, and tightness of the home.
11. Hussong Mfg. reserves the right to make changes at any time, without notice, in design, material, specifications, and prices. Hussong Mfg. reserves the right to discontinue models and products.

November 2020

