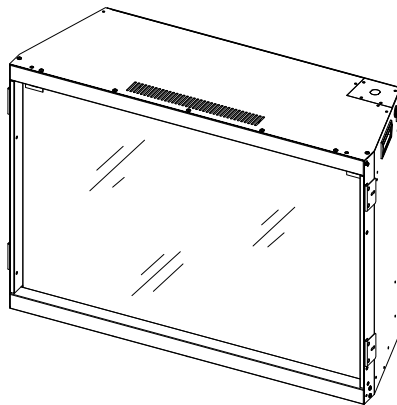


Osseo E-Series

Electric Fireplace - Built-In or Insert

Model #OSO-e29

Model #OSO-e34



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.

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

English installation manuals are available through your local dealer or website. Visit our website www.kozyheat.com.

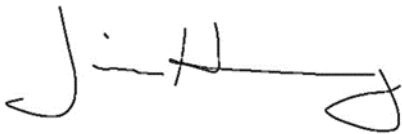
INSTALLER: Leave this manual with the appliance.

CONSUMER: Retain this 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



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

Homeowner Reference Information

Model Name: _____

Serial Number: _____

Dealership purchased from: _____

Dealership phone number: _____

Notes: _____

We recommend you record the following Information:

Date Purchased / Installed: _____

Location of fireplace: _____

TABLE OF CONTENTS

HOMEOWNER REFERENCE INFORMATION	3
TABLE OF CONTENTS	5
IMPORTANT INSTRUCTIONS	7
1.0 Introduction	8
1.1 Appliance Certification	8
1.2 California Proposition 65 Warning	8
1.3 Electrical Specifications	8
1.4 Appliance Preparation	8
1.5 Parts and Hardware	8
1.6 Appliance Dimensions	9
2.0 Assembly and Installation	10
2.1 Installation Planning	10
2.2 Selecting Your Installation Method	10
2.3 Appliance Preparation for Installation.....	11
2.4 Nailing Flange Installation	12
2.5 Clearance to Combustibles	13
2.6 Framed Appliance Opening	14
2.7 Exterior Trim - Purpose and Installation	15
2.8 Chaska Screen Barrier Hanging Bracket - Purpose and Installation	16
2.9 Electrical Connection	17
3.0 Facing and Finishing.....	18
3.1 Mantel Requirements.....	18
3.2 Hearth Requirements	18
3.3 Finishing Material Information	19
4.0 Appliance Set Up	20
4.1 Glass Front Removal and Installation	20
4.2 Media Installation	20
4.3 Log Set Installation	21
5.0 Operating Instructions	23
5.1 Methods of Operation	23
5.2 Pairing the Remote to the Appliance	23
5.3 Appliance Control Panel Operation	24
5.4 Remote Control Operation	25
6.0 Maintenance.....	28
6.1 Cleaning the Appliance	28
6.2 Battery Replacement	28
7.0 Replacement Parts List.....	29
Limited Lifetime Warranty	31

Important Instructions

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 an authorized Kozy Heat dealer 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 not approved by the manufacturer.
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 with the power cord. 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.

1.0 Introduction

1.1 Appliance Certification

Laboratory: Intertek Testing Services

Standards:

CSA C22.2 No 46-13 Ed.9 Electric Air-Heaters (R2018)

UL 2021:2015 (4th Edition + R:02 Fed. 2021) Fixed and Location-Dedicated Electric Room Heaters

1.2 California Proposition 65 Warning



WARNING: Cancer and Reproductive Harm - 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.

A power cord supplied with the appliance that 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.

If you are installing this appliance in a recessed installation application the appliance must be hardwired.

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

1.5 Parts and Hardware

IMPORTANT: Keep any plastic packaging and small parts away from young children as they can pose a danger.

Package Contents:

- Electric Fireplace (QTY 1)
- Instruction Manual (QTY 1)
- Remote Control and Battery (QTY 1)
- Smoked Crushed Glass - Boxed (QTY 1)
- Glass Suction Clamp (QTY 1)
- Power Cord (QTY 1)
- Leveling Legs (QTY 4)

1.6 Appliance Dimensions

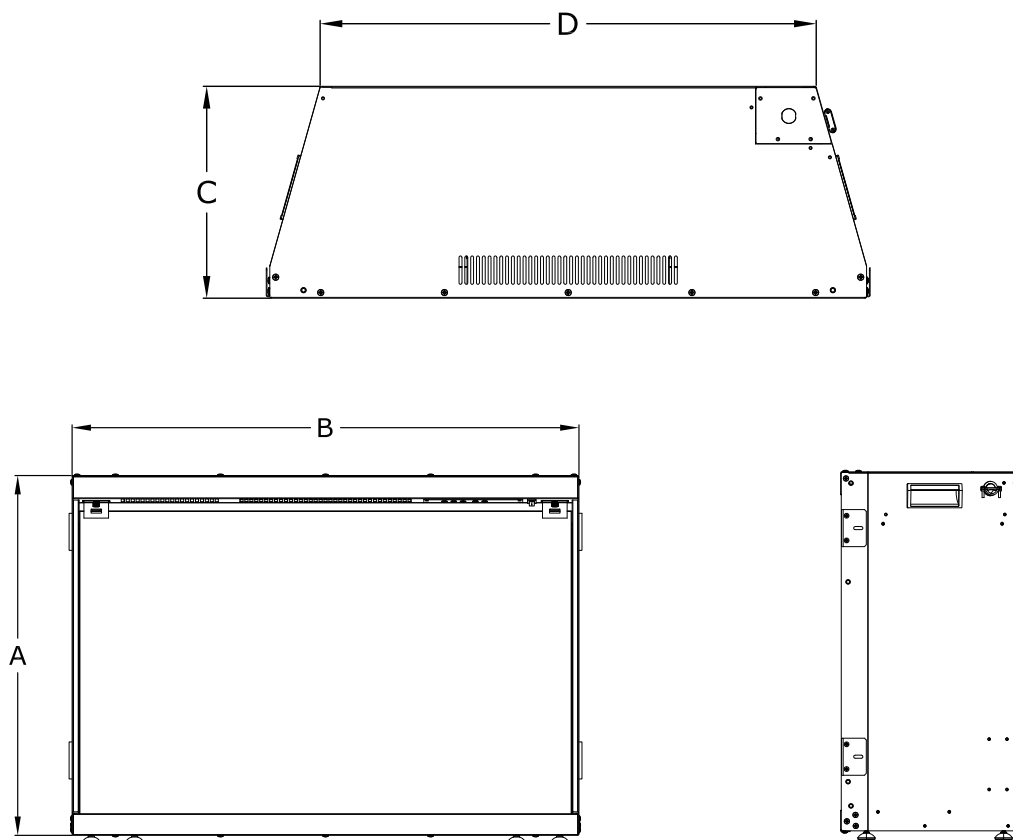


Figure 1.1 - Appliance Dimensions

Fireplace Models	A	B	C	D
OSO-e29	19-1/16" (486mm)	28-9/16" (725mm)	11-1/2" (292mm)	23" (584mm)
OSO-e34	22-7/8" (581mm)	32-5/16" (821mm)	11-1/2" (292mm)	26-3/4" (679mm)

2.0 Assembly and Installation

2.1 Installation Planning

NOTE: Follow all national and local building and 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.
- If using the power cord supplied, plan a location for the power cord to connect to an electrical box accordingly.
- Select a suitable location that is not susceptible to moisture and is away from drapes and furniture.
- If you are installing this fireplace in a recessed installation then the appliance must be hardwired. All work is to be performed by a licensed electrician. Follow all applicable local, and national (NFPA 70) electrical codes.

2.2 Selecting Your Installation Options

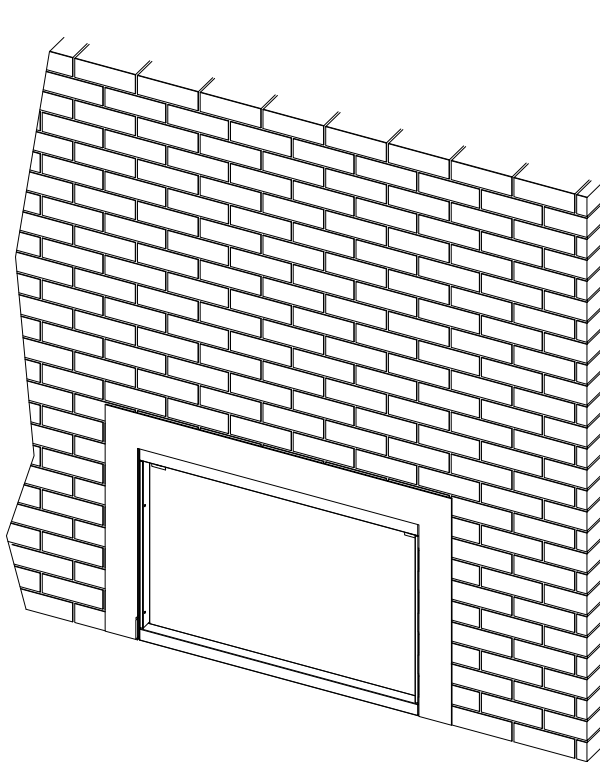
This appliance can be installed in several different options. This appliance can be:

Insert

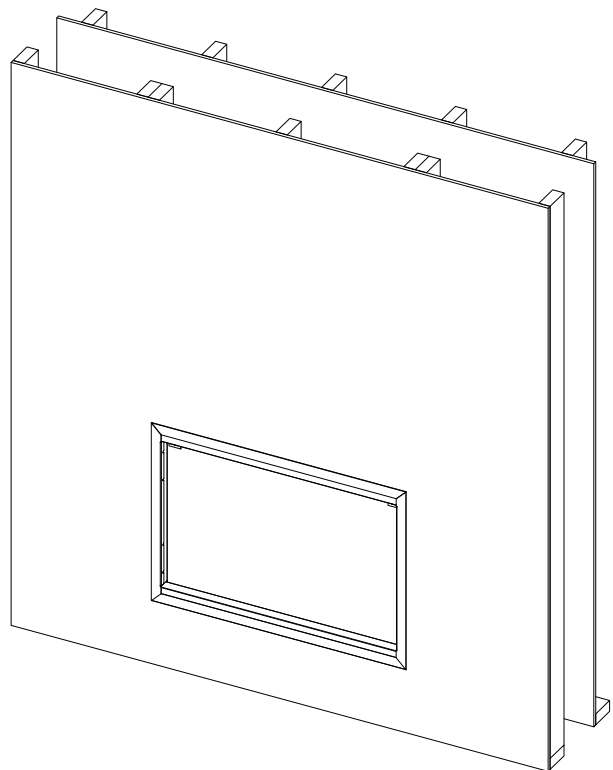
- Install the fireplace in an existing wood burning fireplace. Install a shroud on the fireplace to cover the remaining opening around the fireplace.

Recessed installation

- Install the fireplace in a framed opening.
- Image shown below with optional exterior trim installed.



Insert Installation



Recessed Installation

Figure 1.2 - Installation Options

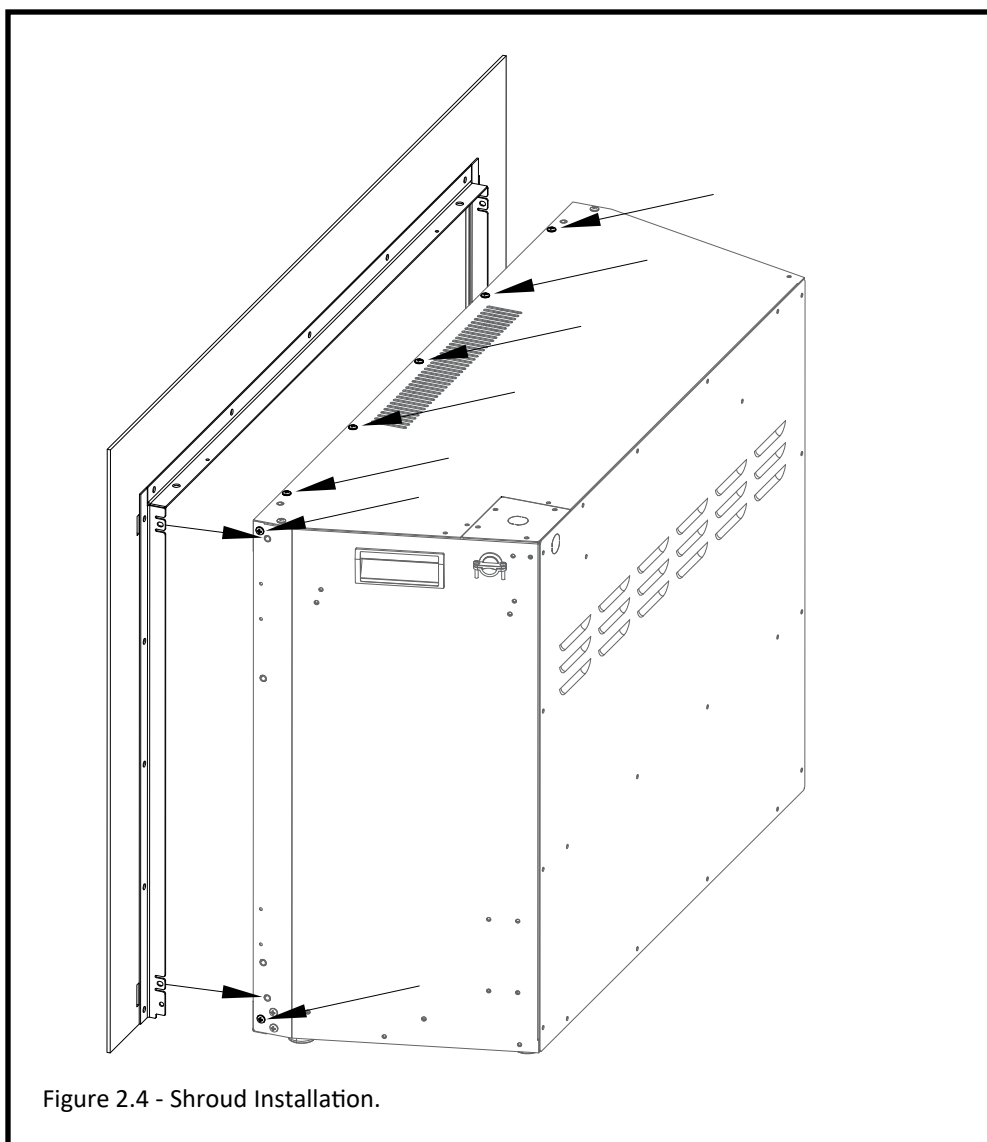
2.3 Appliance Preparation for Installation

2.3.1 Insert Installation

1. Ensure there is an electrical connection inside the existing opening.
2. Install the provided power cord. See Section 2.9.
3. Remove the (5) screws along the top edge and (2) screws on each side to be able to install a shroud. Install the shroud to the fireplace as shown in right image in Figure 2.4. Locate the top and bottom holes on each side of the shroud and secure with the provided screws.

2.3.2 Recessed Installation

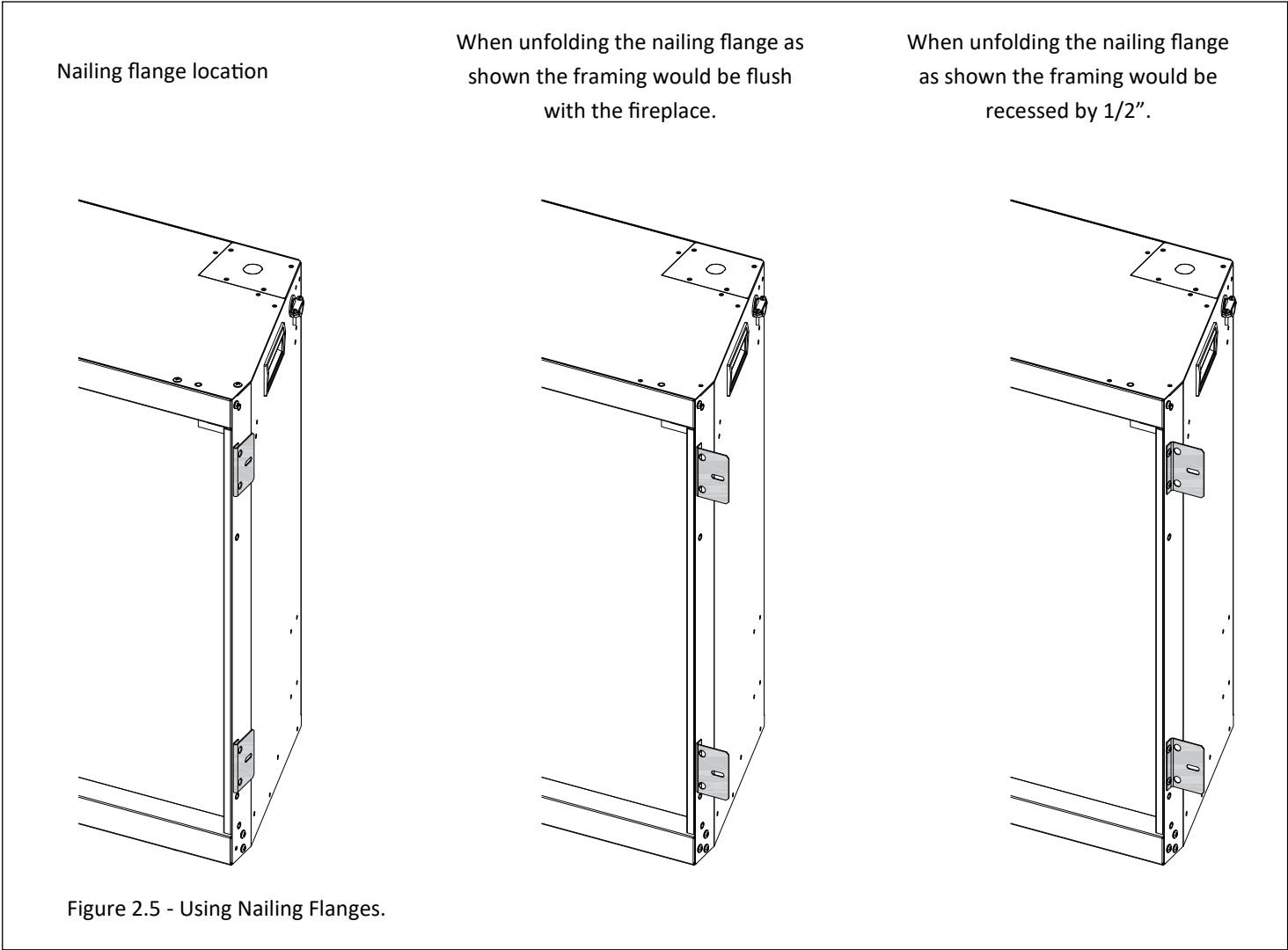
1. Prepare the appliance by bending the nailing flanges for installation. See Section 2.4 for more information on the nailing flanges.
2. Determine the location of your hardwire electrical location and adjust the electrical connection on the box as necessary. See Section 2.9.



2.4 Nailing Flange Installation

The nailing flanges come attached to the appliance. There are (2) nailing flanges on each side of the appliance.

Fold out the nailing flange as shown in Figure 2.5. Use the nailing flange to secure the appliance to framing.



2.5 Clearance to Combustibles

Table 2.1, Minimum Clearances to Combustibles	
Bottom of appliance	0" (0 mm)
Left and right sides of appliance	0" (0 mm)
Back of appliance	0" (0 mm)
Top of appliance	1" (25 mm)
Viewing Area Opening Top to 12" (305mm) mantel	0" (0 mm)
Viewing Area Opening Bottom to unlimited hearth	0" (0 mm)
Combustible Material in Front of Glass Viewing Area	36" (914mm)

2.6 Framed Appliance 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.

1. Create a rough opening.

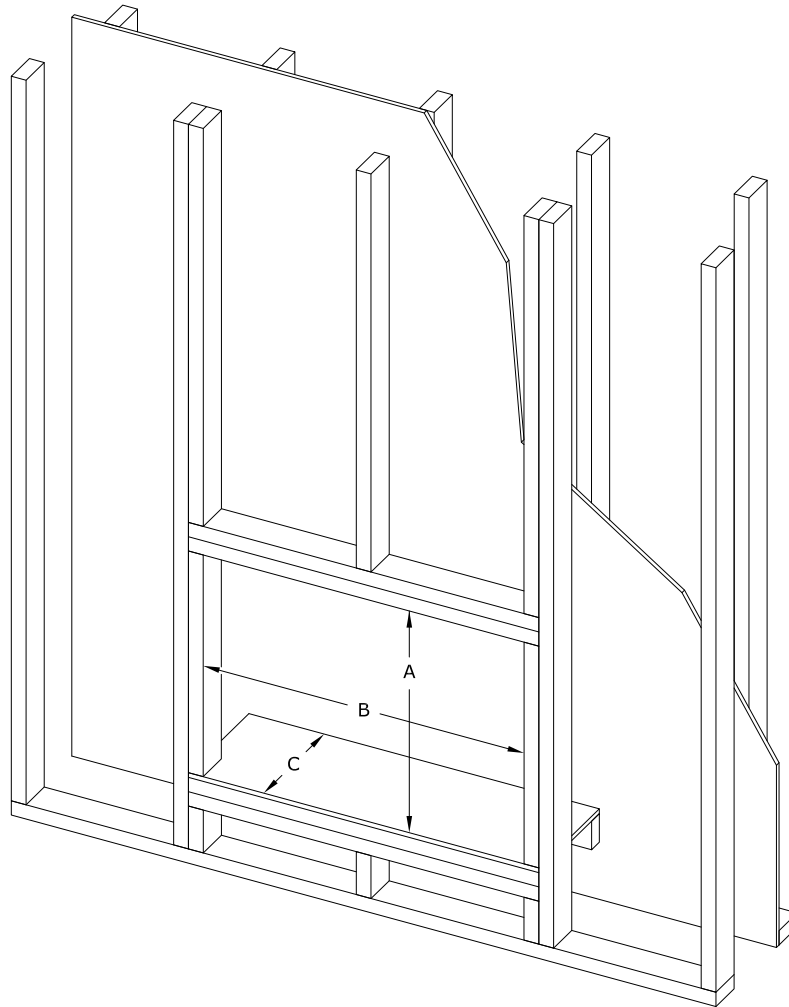


Figure 2.1 - Framed Opening

	Framed Opening Dimensions		
	A	B	C
OSO-e29	20-1/8" (511mm)	28-7/8" (733mm)	11-5/8" (295mm)
OSO-e34	23-7/8" (606mm)	32-5/8" (830mm)	11-5/8" (295mm)

2.7 Exterior Trim - Purpose and Installation

The exterior trim is an optional accessory for the Osseo e29 and e34.

- This trim is intended to be used when the appliance is installed in a recessed installation.
- The purpose of the trim is to cover an unfinished or exposed edge of finishing material that is flush with the appliance (drywall or wood).

Installation:

1. The top and bottom trim pieces are press fit in between the outer shell of the fireplace and the finishing material.
2. Locate the (2) threaded fittings on the inside side edge Using the provided screws to install both pieces of side trim. The side trim will hold the top and bottom trim pieces in place.

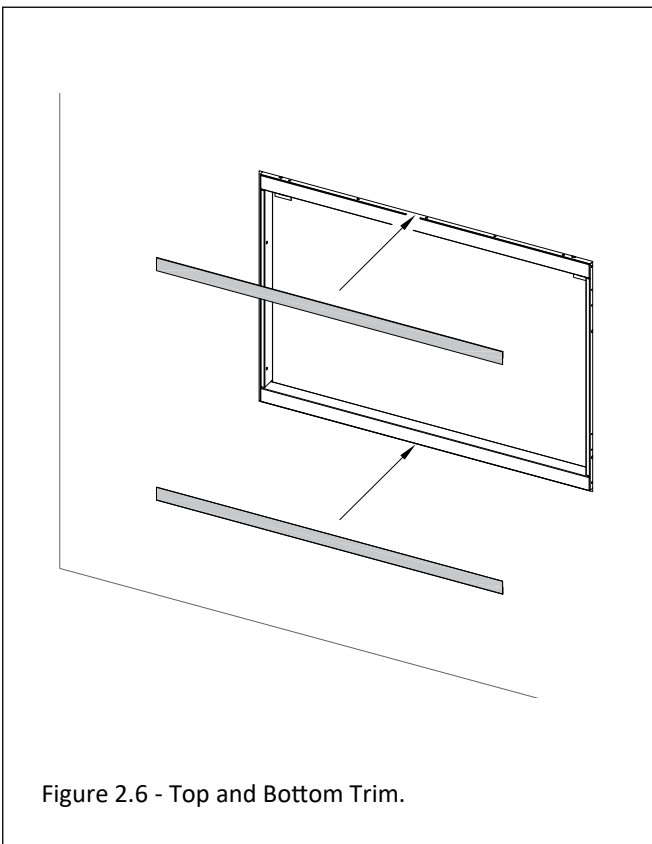


Figure 2.6 - Top and Bottom Trim.

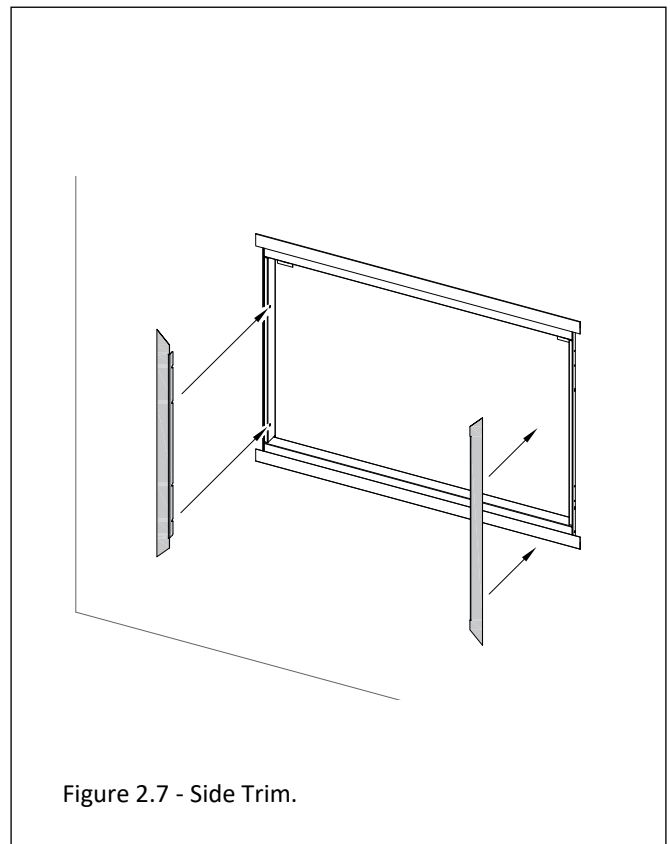


Figure 2.7 - Side Trim.

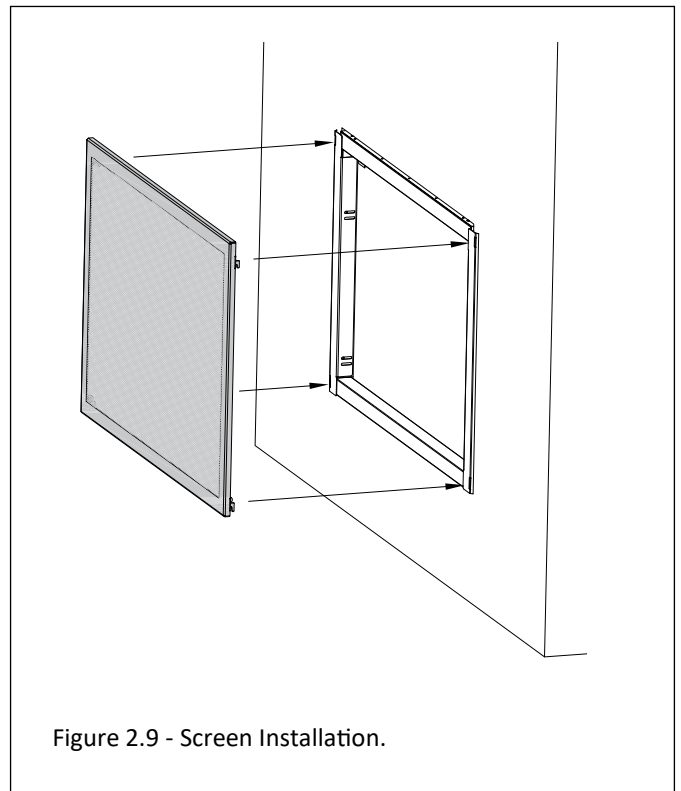
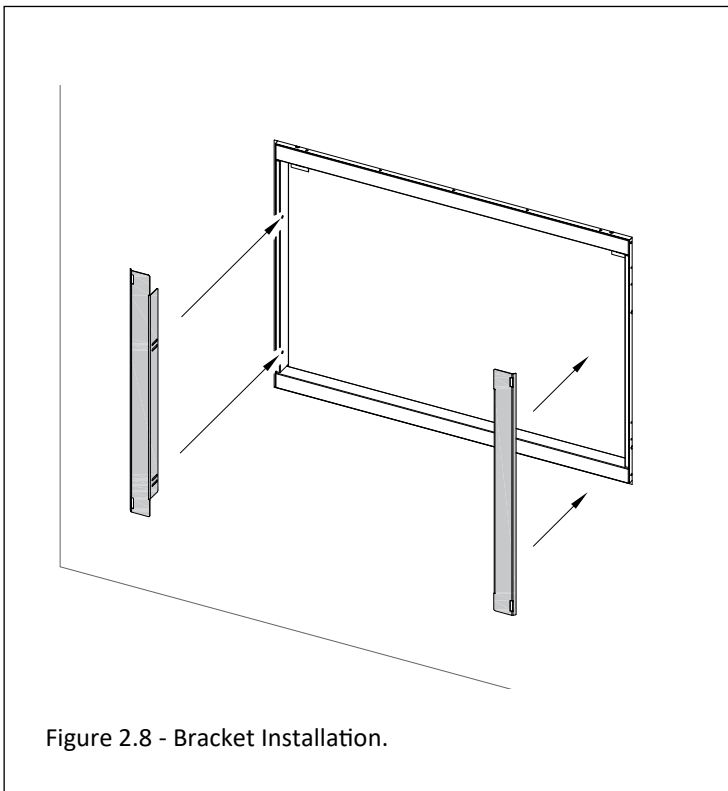
2.8 Chaska Screen Barrier Hanging Bracket - Purpose and Installation

The Chaska screen barrier hanging brackets is an optional accessory for the Osseo e29 and e34.

- This hanging bracket and accompanying Chaska screen barrier is intended to be used when the appliance is installed in a recessed installation.
- The purpose of the Chaska hanging bracket and accompanying Chaska screen barrier covers the edge of finishing material that is up to 1" thick.
- The Chaska screen barrier hanging brackets have two positions in which they can be installed.
 - The top position allows the Chaska screen barrier to be installed where the screen barrier covers all 4 edges of the finishing material.
 - The bottom position allows the Chaska screen barrier to be installed where the screen barrier flush with the bottom of the appliance. This would be used when there is a hearth that is flush with the bottom of the appliance.

Installation:

1. Install the hanging brackets with the provided screws in the threaded fittings on the inside side edge of the appliance.
2. Hang the screen barrier in the slots of the hanging brackets.



2.9 Electrical Connection

The appliance is shipped in a manner where the electrical connection can be hardwired or connected with a power cord (provided). When the appliance is installed in a recessed installation application the electrical connection must be hardwired. All work is to be performed by a licensed electrician. Follow all applicable local, and national (NFPA 70) electrical codes.

Depending on the type of installation you can move the cable clamp to the side, top, or rear of the appliance. There is a knock-out plate to remove to move the cable clamp to the other locations. This cable clamp will secure your wiring (power cord or hardwired).

Installation:

1. Remove the (4) screws that secure the electrical box cover.
2. Move the cable clamp to the desired location.
3. Completed electrical connection and reinstall electrical box cover.



Figure 2.10 - Electrical Cover Plate



Figure 2.11 - Power Cord

3.0 Facing and Finishing

3.1 Mantel Requirements

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

- **Combustible Mantel Projections:** Mantel projections must fall within the 12" (305mm) combustible Wall Projection shown in Figure 3.2. The combined wall projection, finishing material, and combustible mantel cannot exceed a 12" (305mm) projection.
- **Combustible Wall Bump-Out / Projection:** You are allowed up to a 12" (305mm) wall projection starting at the top finishing edge.

Note: At no point can any material extend to the inside of the glass viewing area. No material should block the viewing area or glass of the appliance.

3.2 Hearth Requirements

- **Combustible Hearth Projections:** Hearth projections are unlimited up to the bottom of the viewing area. See Figure 3.2.

Note: At no point can any material extend to the inside of the glass viewing area. No material should block the viewing area or glass of the appliance.

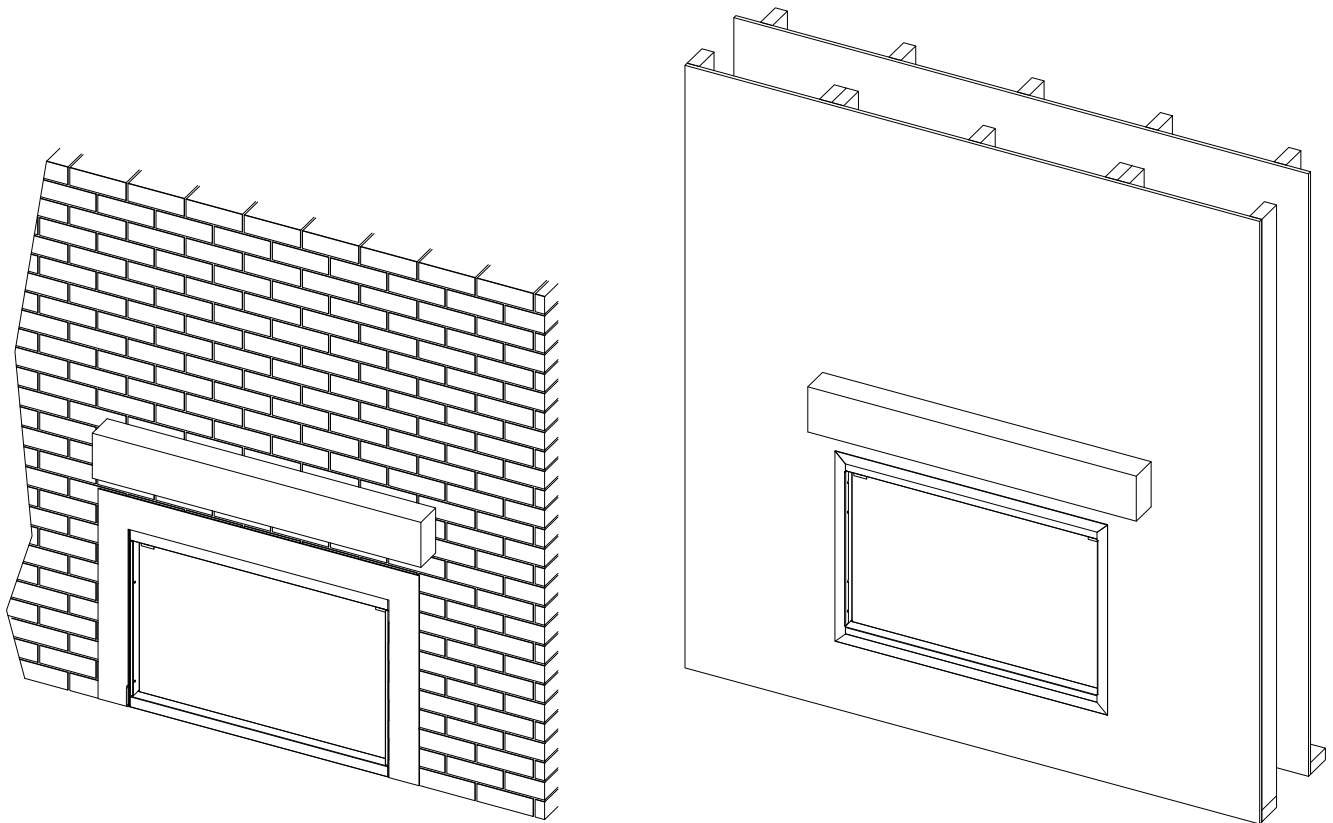
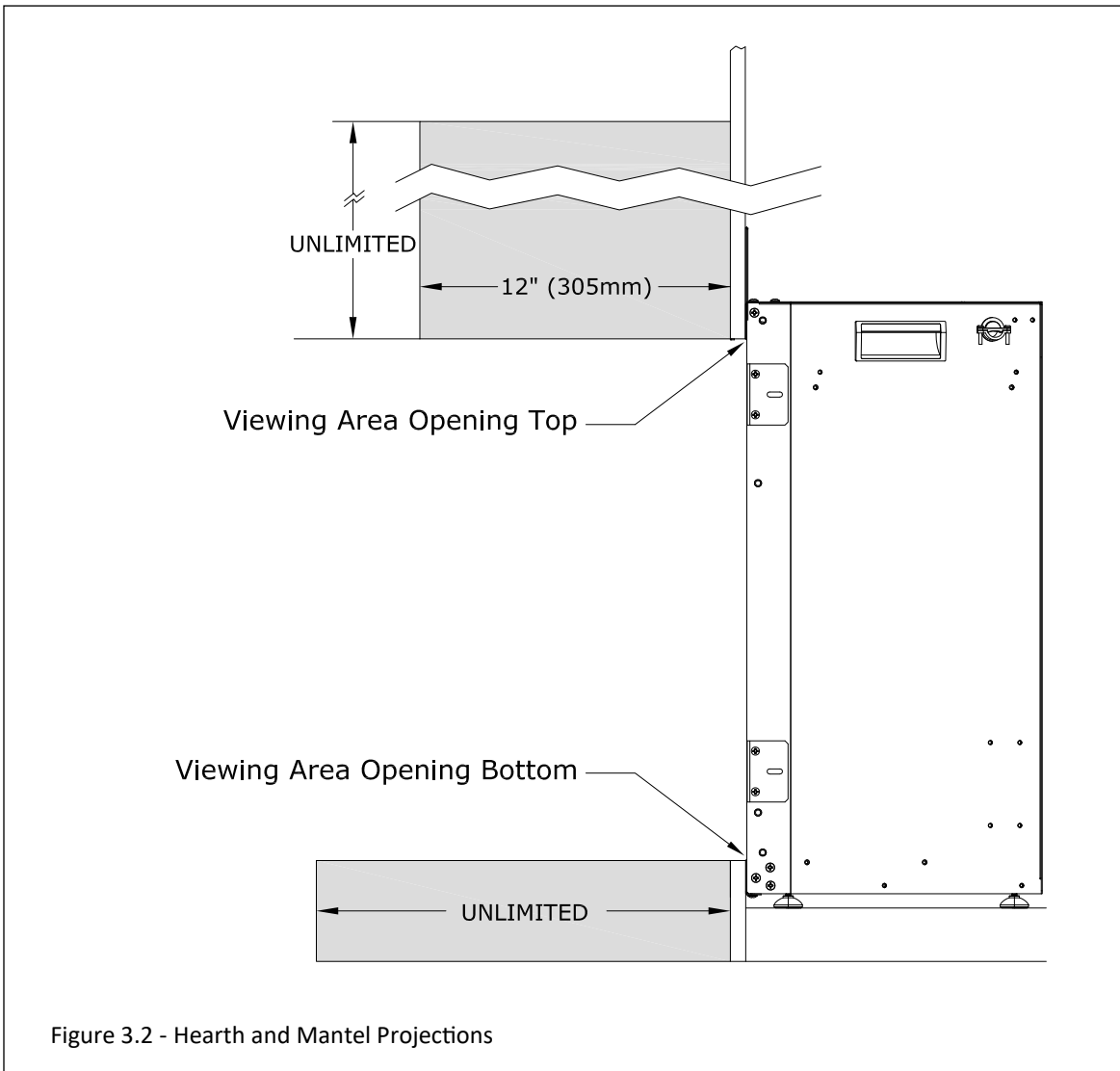


Figure 3.1 - Installation Options with Mantels



3.3 Finishing Material Information

- When selecting a finishing material consider how the finishing material will butt up against or overlap the edge of the appliance. There are different options on how to cover the edge of finishing material. Hussong Mfg. offers an exterior trim (Section 2.7) or a Chaska Hanging Bracket (Section 2.8) to cover the edge of finishing material.
- Ensure the finishing material does not cover the front of the appliance where the glass front is located. You must be able to remove the glass front to service the fireplace.

4.0 Appliance Setup

4.1 Glass Front Removal and Installation

Note: If the Exterior Trim or Chaska Screen Brackets are installed you must remove those before removing the glass.

Note: The Osseo e29 has an air channel in front of the glass valance channel. Ensure the glass is reinstalled in the glass valance channel that it was initially removed from.

1. With one hand on the glass front to prevent it from falling, remove the screws and brackets from the top right and left of the glass. Save these components. See Figure 4.1.
2. Carefully lift glass away from the appliance. Place it face down on a soft, non-abrasive surface.
3. To reinstall glass front, hold the glass in place and reinstall the two top clips and screws.
4. Reinstall any other previously installed components.

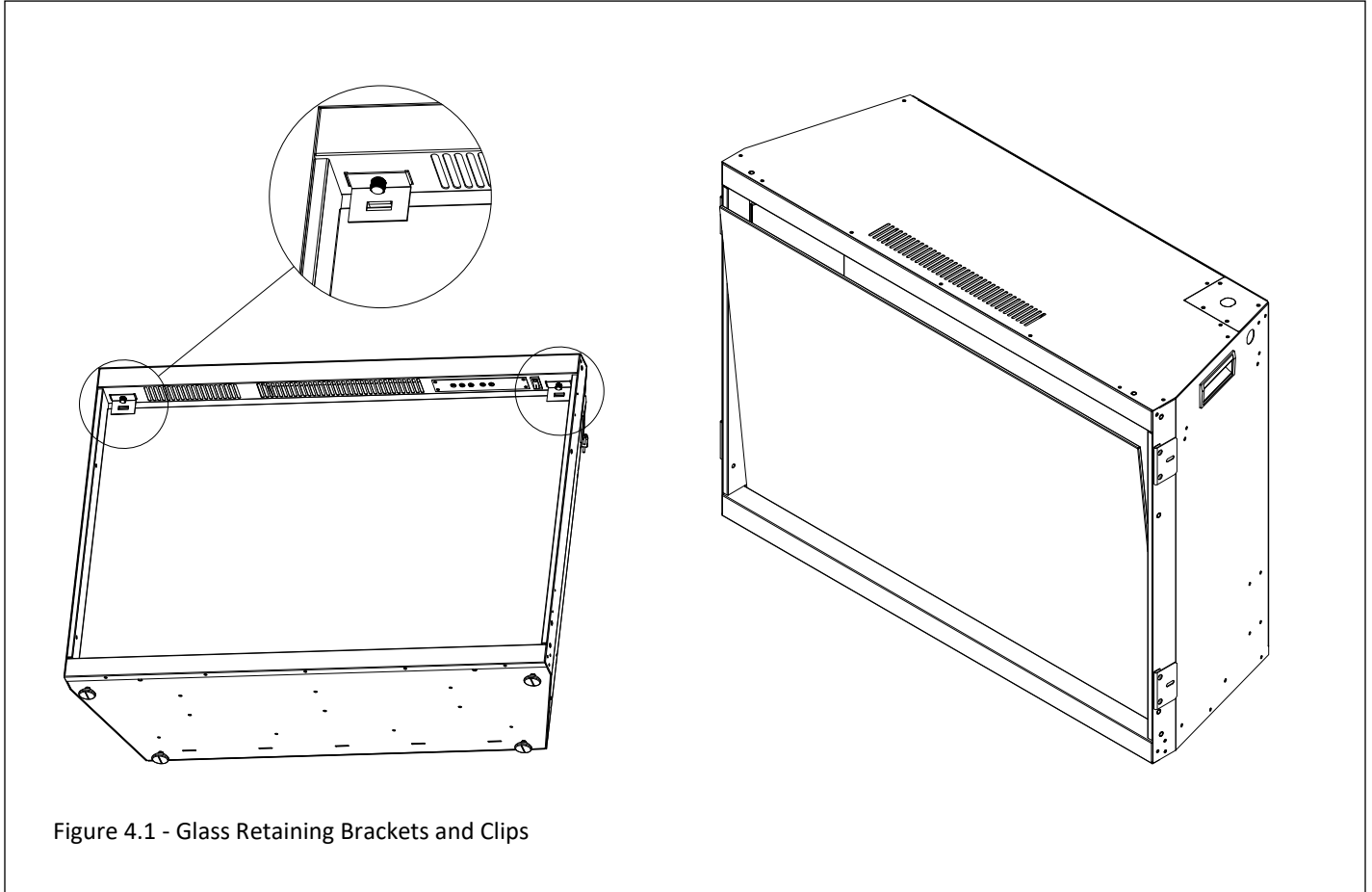


Figure 4.1 - Glass Retaining Brackets and Clips

4.2 Media Installation

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

1. Remove the glass front. See Section 4.1 Glass Front Removal and Installation.
2. Carefully place the crushed media (supplied with the fireplace) onto the floor of the fireplace. Apply an even layer the full width and depth of the floor.
3. If you purchased the optional log set then refer to Section 4.3 for log set installation.
4. Reinstall glass front and any other previously removed components.

4.3 Log Set Installation

The Osseo E-Series has an optional traditional log or birch log set.

4.3.1 Osseo e29 & e34 Birch Log Set

- The images below show the suggested log configuration for optional birch log set
- Figure 4.2 shows the (4) charred logs installed. These are positioned in front of the pulsating ember bed LEDs. The two bark and char logs are on both sides of the fireplace.
- Figure 4.3 shows the remaining logs installed. The two larger logs go on the side and two smaller birch logs in the center.

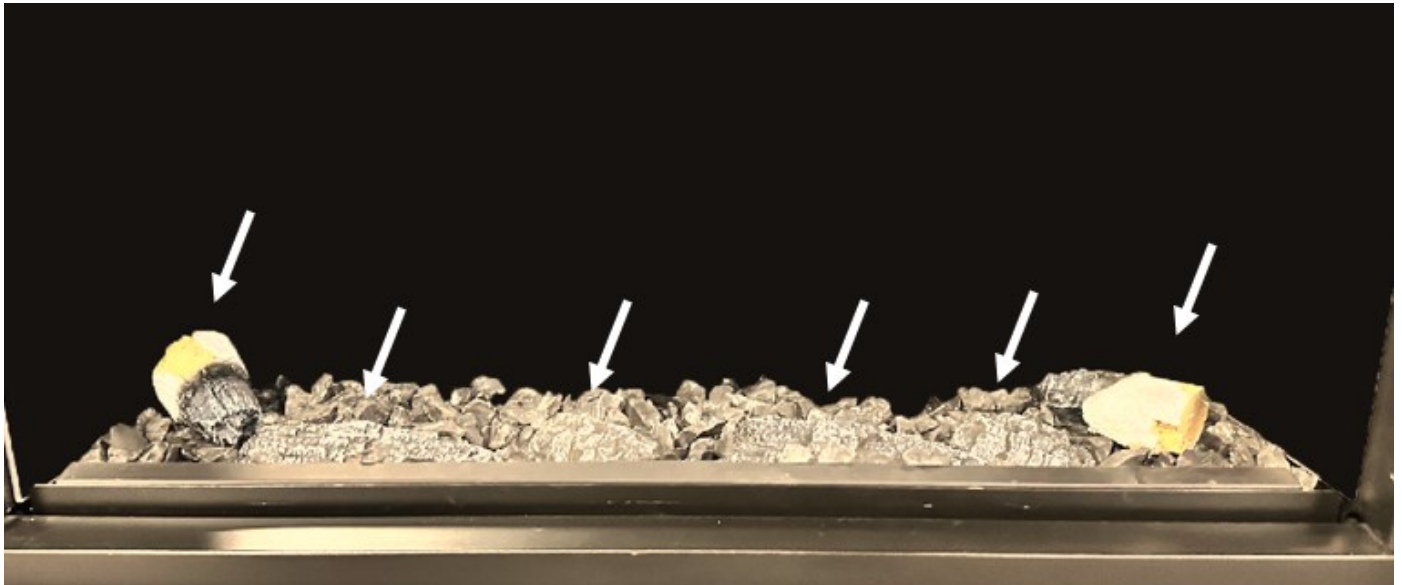


Figure 4.2 - Base logs.

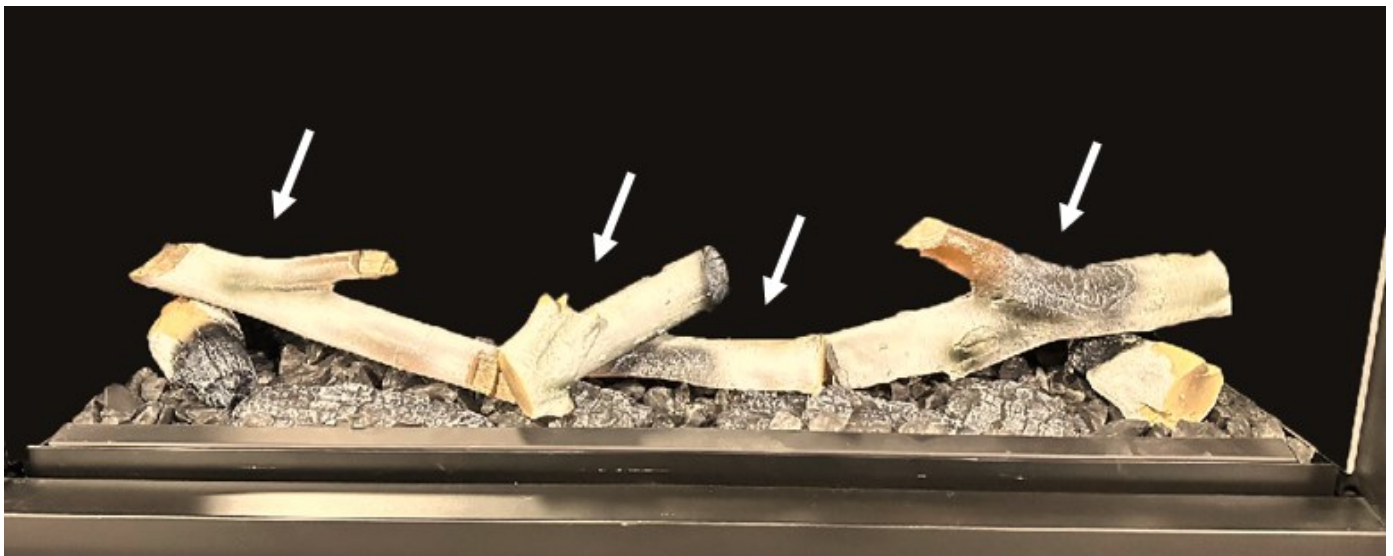


Figure 4.3 - Completed log set.

4.3.2 Osseo e29 & e34 Traditional Log Set

- The images below show the suggested log configuration for optional traditional log set.
- Figure 4.4 shows the (4) charred logs installed. These are positioned in front of the pulsating ember bed LEDs. The two bark and char logs are on both sides of the fireplace.
- Figure 4.5 shows the remaining logs installed. The two large side logs are semi-transparent so the flames glow through.

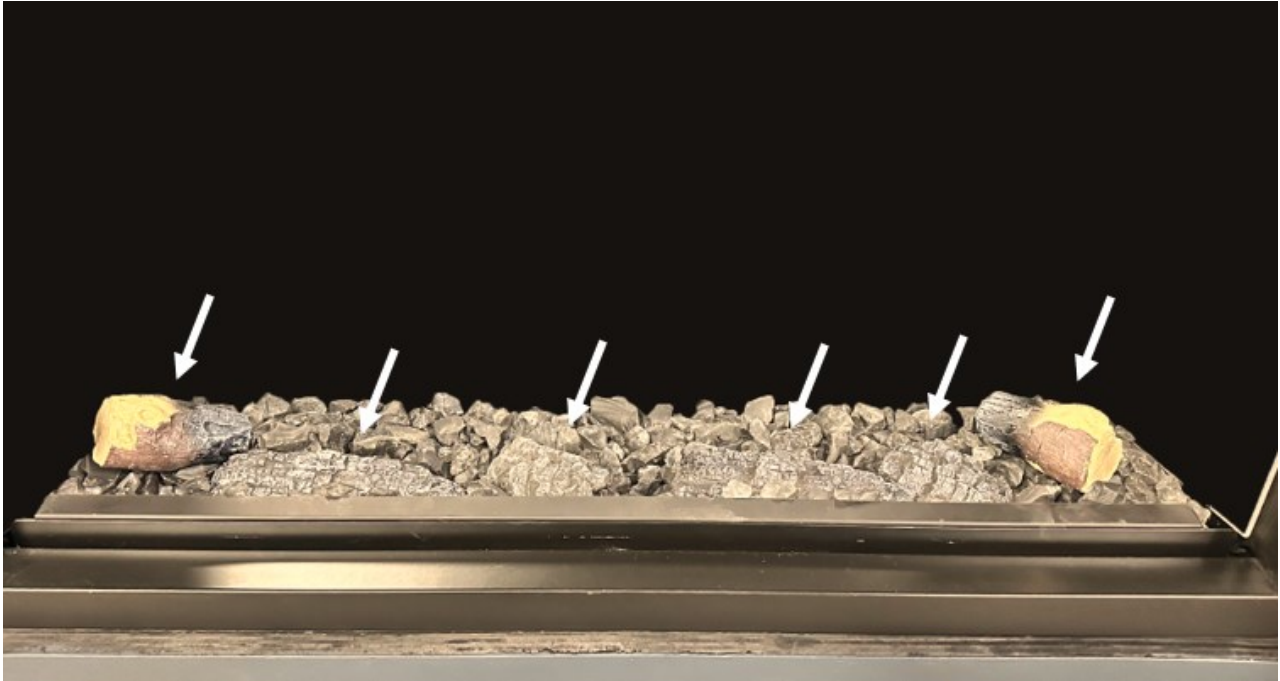


Figure 4.4 - Base logs.

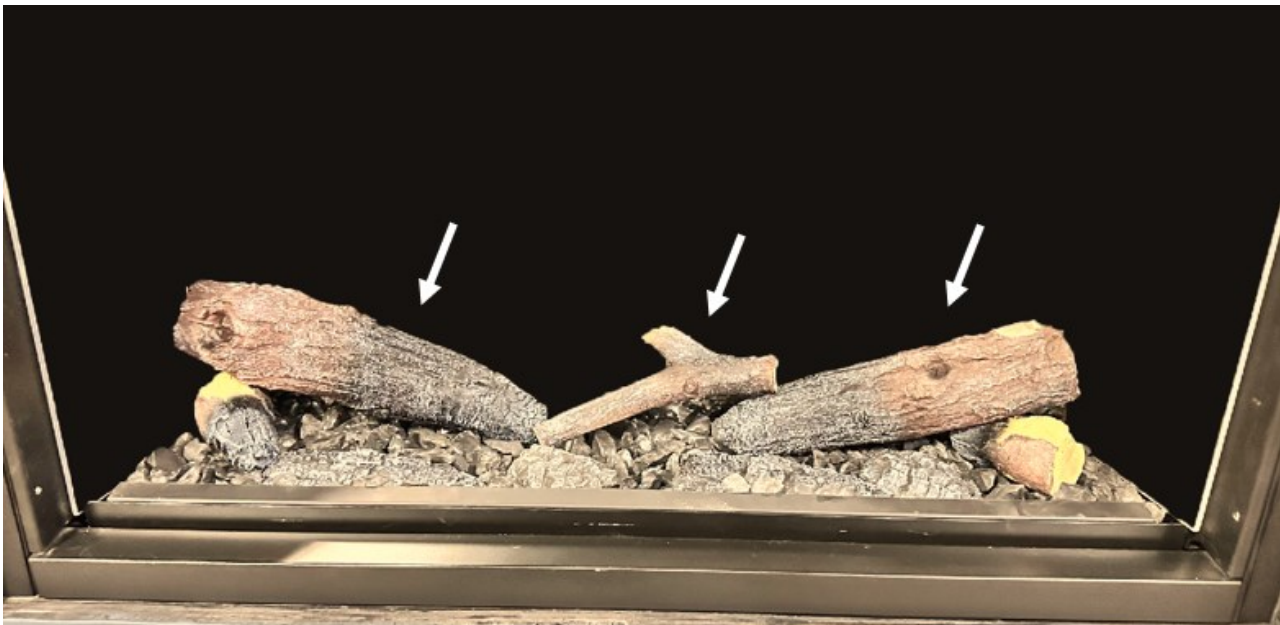


Figure 4.5 - Completed log set.

5.0 Operating Instructions

5.1 Methods of Operation

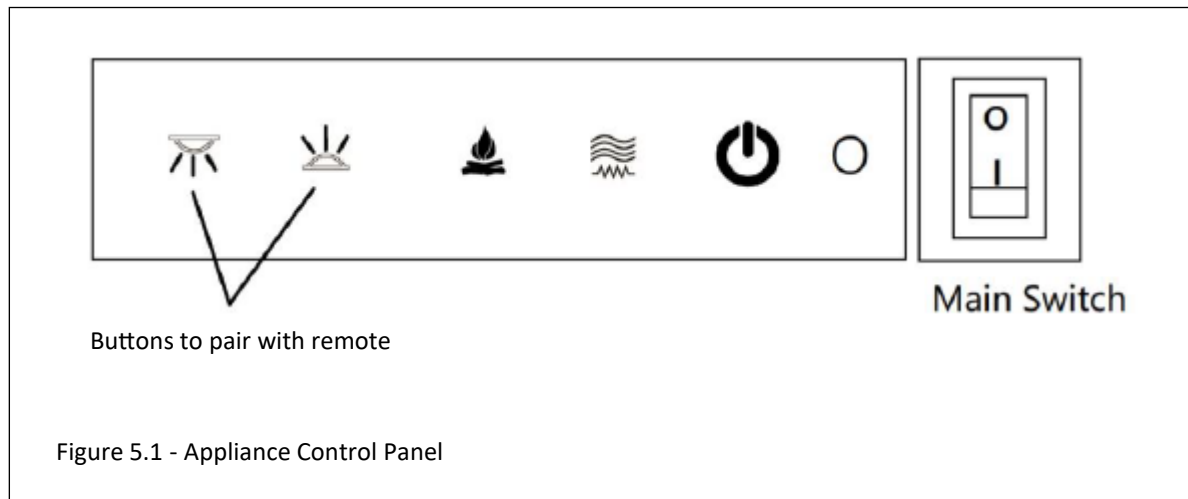
WARNING: Read and understand this entire installation and operation manual, including all safety information, before plugging in or using this product. This appliance must be properly installed before use. Failure to do so could result in electric shock, fire, serious injury, or loss of life. Do not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

Note: 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.

- This appliance has two locations to perform fireplace operations. The first interface location is the control panel located on the appliance and the second interface location is the remote control.
- The control panel located on the appliance performs a set of features that are specific this control panel.
- The remote control performs a set of features that are specific to the remote control.

5.2 Pairing the Remote to the Appliance

To pair the remote to the appliance, first turn on the main switch to put the fire in standby mode. Press and hold the 2 buttons indicated for 5 seconds, then release and press the power button on the remote to complete the pairing process. To ensure the pairing process has been successful simply press the power button on the remote to turn the appliance on and off. If the appliance does not turn on / off repeat the process.



5.3 Appliance Control Panel Operation

Note: Each time you press a button on the control panel you will hear an audible beep sound indicating an action has happened.

Main Power Switch

- Push the main power switch to I, the main power indicator will illuminate.

Manual Switch

- Pressing the manual switch button turns the fire on and off.

Heater Button

- Press the heater button once and the heater will turn on to half heat (750w).
- Press the heater button a second time and the heater increases to full heat (1500w).
- Press the heater button a third time and the heater will turn itself off.

Flame Button

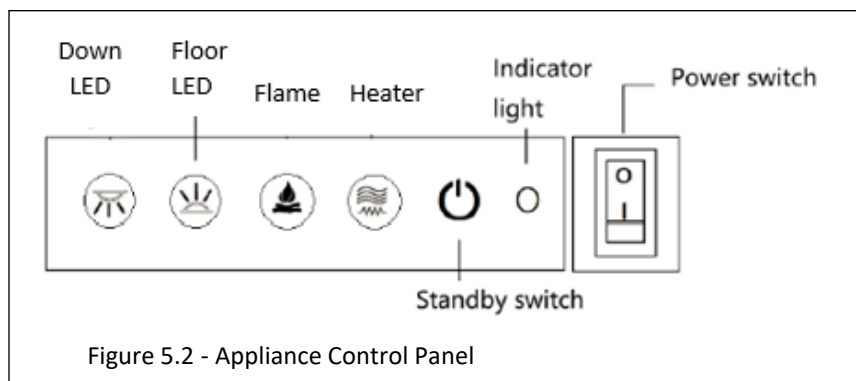
- Pressing the flame button will change the flame color.
- There are four settings. Each time the button is pressed the flame color and pattern will change color.

Down Light Button

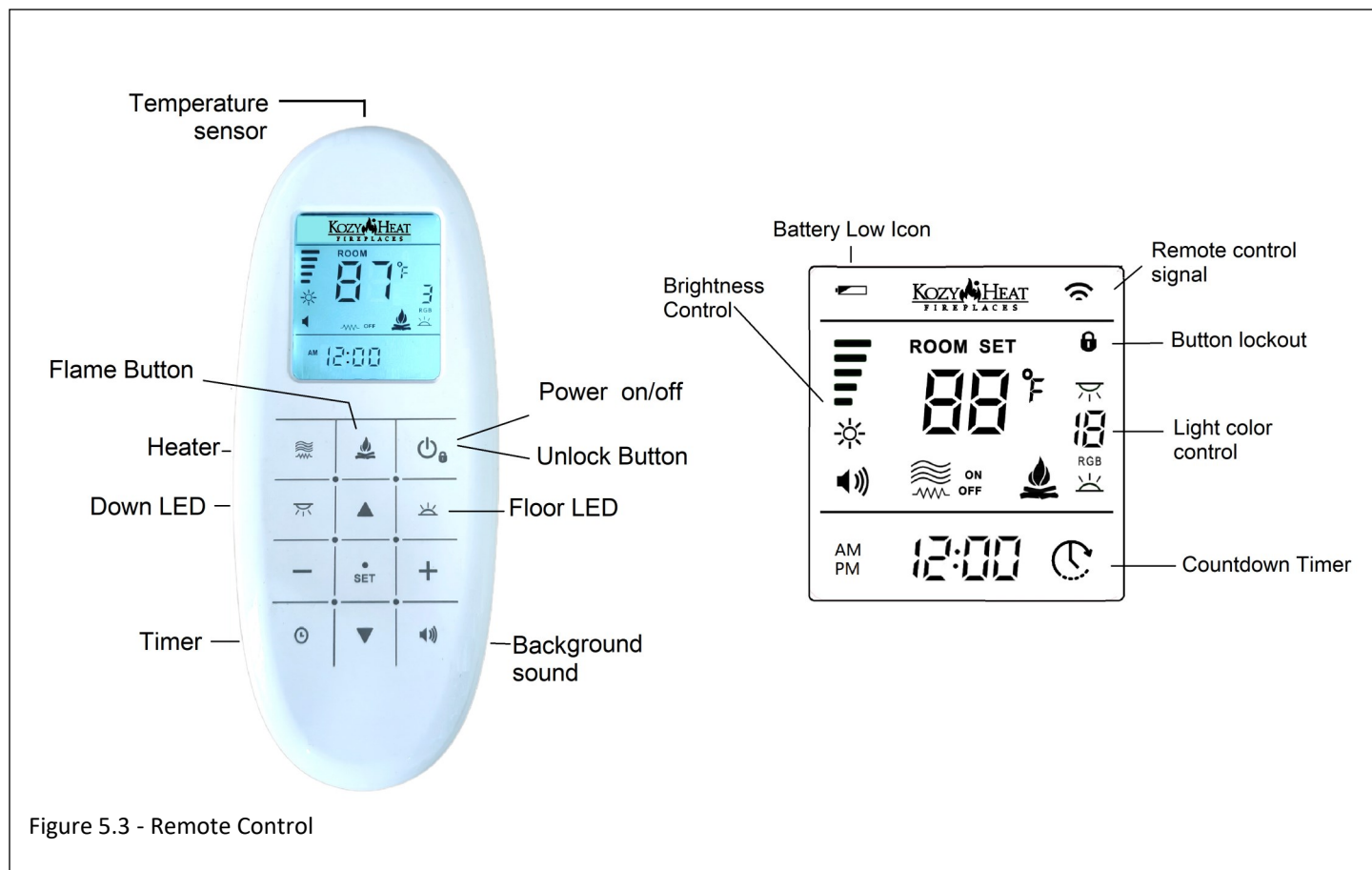
- Pressing the down light button quickly changes the colors. There are seven different color settings.
- There are four different modes in the down light setting. To activate each mode turn the appliance on then press the down light button and hold the button for 3 seconds. Once you hear the audible beep a mode has been activated. Hold the button for another 3 seconds to switch to the next mode. You must select your desired color in advance of activating either “Single Color” mode.
- The four different modes are:
 - Pulse Mode (Single Color)
 - Pulse Mode (Color Changing)
 - Solid State (Color Changing)
 - Solid State (Single Color)

Floor LED Button

- Pressing the fuel bed button quickly changes the colors. There are thirteen different color settings.
- There are four different modes in the fuel bed setting. To activate each mode turn the appliance on then press the floor LED button and hold the button for 3 seconds. Once you hear the audible beep a mode has been activated. Hold the button for another 3 seconds to switch to the next mode. You must select your desired color in advance of activating either “Single Color” mode.
- The four different modes are:
 - Pulse Mode (Single Color)
 - Pulse Mode (Color Changing)
 - Solid State (Color Changing)
 - Solid State (Single Color)



5.4 Remote Control Operation



Note: The remote will go into safe mode after 60 seconds of not being used. Press the “unlock” button on the remote to unlock the remote before use. When you press the “unlock” button the remote screen backlight will turn on.

- This is a thermostatic remote control. The remote control should always be in the same room as the electric fireplace with the screen on the remote facing up.
- Do not cover the temperature sensor.
- Do not leave the remote control next to the front of the fireplace or a warm area such as a window. This will relate false temperature information to the fireplace and prevent the fireplace from turning on and off accurately in relation to room temperature.
- If you need to control the fireplace manually, first increase the thermostat temperature above the room temperature then turn off the remote. This will stop the remote control overriding the manual control operation off of the appliance control panel. All the functions of the fireplace will operate using the appliance control panel button. Please note if the main power switch is turned off and the fireplace is turned on manually again the heat function will not work.
- If you stop operating the remote for 3 seconds, it will automatically save the recent setting selected.

Turning on / off the appliance.

Note: The rocker switch on the appliance control panel must be turned on.

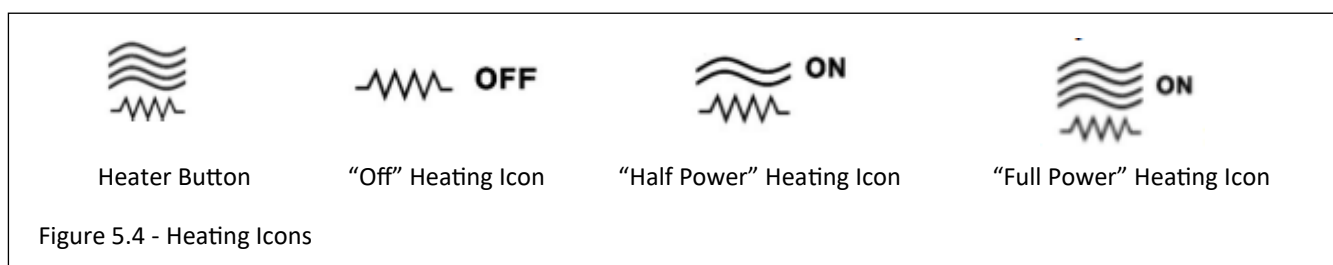
- Press the “power” button on the remote control to turn the fireplace on or off. Remember that if the remote has not been used within the last 60 seconds then you will have to push the power button once to unlock the remote then press the power button a second time to turn the fireplace on or off.

Temperature Setting

- Press the “up” or “down” arrow button to change the temperature setting. Either press the “SET” button or stop using the remote for 3 seconds to have the desired temperature saved.
- Example: By Setting the temperature 70°F, when the room temperature is 66°F the heater will automatically start. The program has been designed with a +/- 3°F tolerance.

Electric Heating Control

- Press the “Heater” button to turn on or turn off the electric heater. When “Heater” button says “Off” symbol appears on the screen the electric heater is off.
- Press the “Heater” button once to turn the electric heater on. This setting provides half power which is 750W.
- Press the “Heater” button a second time to turn the electric heater to full power which is 1500W.



SET Button

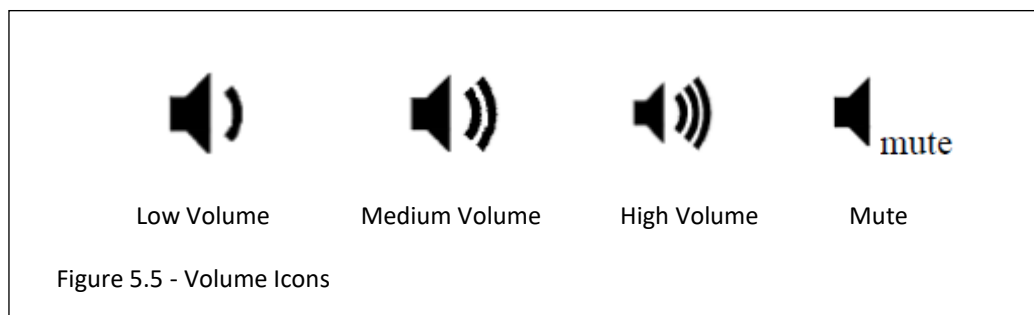
- Press the “SET” button to save any adjustment or stop operating the remote for 3 seconds and it will automatically save the desired setting selected.

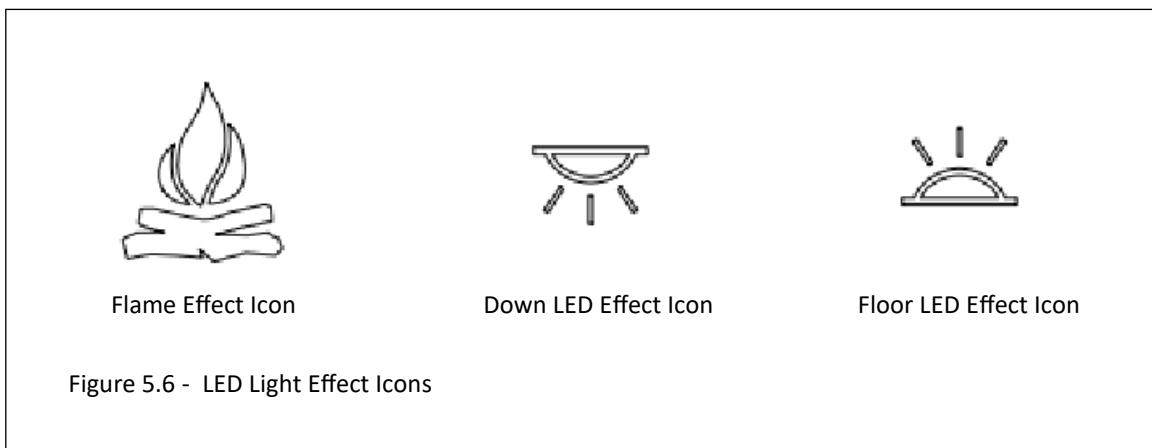
Changing Temperature from F° to C°

- Press the “SET” button for 6 seconds to switch the temperature readout from Fahrenheit to Celsius.

Background Sound “Wood Crackling”

- Press the “background sound” button to adjust the background volume.
- There are four volume settings.





Flame Effect

- Press the “flame” button and the icon will flash on the remote. The flame adjustment is now active.
- Press the “up” or “down” button to adjust the flame brightness. There are 5 settings which modulate the flame appearance from full flame to no flame.
- Press the “-” or “+” button to adjust the colors from number 1 to 4.
- If you press the “flame” button and then press it again you will start to cycle the LED color options. Continue to press the button until you have your desired color selection.

Down LED Effect

- Press the “down LED” button and the icon will flash on the remote. Press the “up” or “down” arrow to adjust the light brightness.
- There are 5 settings which range from maximum brightness or no light. Use the “-” and “+” button to adjust the colors from number 1 to 7.
- If you press the “down LED” button and then press it again you will start to cycle the LED color options. Continue to press the button until you have your desired color selection.

Floor LED Effect

- Press the “floor LED” button and the icon will flash on the remote. Press the “up” or “down” arrow to adjust the light brightness.
- There are 5 settings which range from maximum brightness or no light. Use the “-” and “+” button to adjust the colors from number 1 to 13.
- If you press the “floor LED” button and then press it again you will start to cycle the LED color options. Continue to press the button until you have your desired color selection.

Timer Settings and Use

- The appliance has a timer feature. Press the “timer” button to cycle through the timer durations ranging from 30 minutes to 8 hours
- The timer feature controls the entire appliance. Once the timer has reached 0 minutes the appliance will shut off.

Resetting the Remote Control

- If the remote control does not operate correctly, please take out the batteries to reset the remote to factory settings. Open the back cover and remove the batteries. When reinstalling the batteries ensure the batteries are placed in correctly for battery polarity.

6.0 Maintenance

6.1 Cleaning the Appliance

The appliance should always have power turned off when performing maintenance. Go to the appliance control panel and ensure the toggle switch is in the off position.

- Carefully clean the air inlet and heater area with a cloth or vacuum on a regular basis. It is important that these areas are kept free from dust / pet hairs, etc.
- Do not use abrasive cleaners on this appliance.
- Do not spray liquids directly onto the appliance.
- When cleaning the glass spray glass cleaner onto a cloth and then clean the glass. Dry with a lint free cloth.

IMPORTANT: The glass in the appliance is temperature for safety. If the glass receives a hard impact it will shatter. Take extra care to ensure the corner of the glass to not hit a hard surface.

- If removing the glass from the appliance to clean it then the following precautions need to be followed:
 - Wear safety gloves and glasses.
 - Ensure the glass is placed on a soft surface.
 - Do not rely on the glass suction cups supplied to carry the weight of the glass. These are only provided to tilt the glass back so it can be removed.

6.2 Battery Replacement

Replace the battery when the battery indicator is empty on the remote. Ensure to replace with the correct type of battery (1.5V AAA), Ensure the batteries are installed in the correct orientation.

7.0 Replacement Parts List

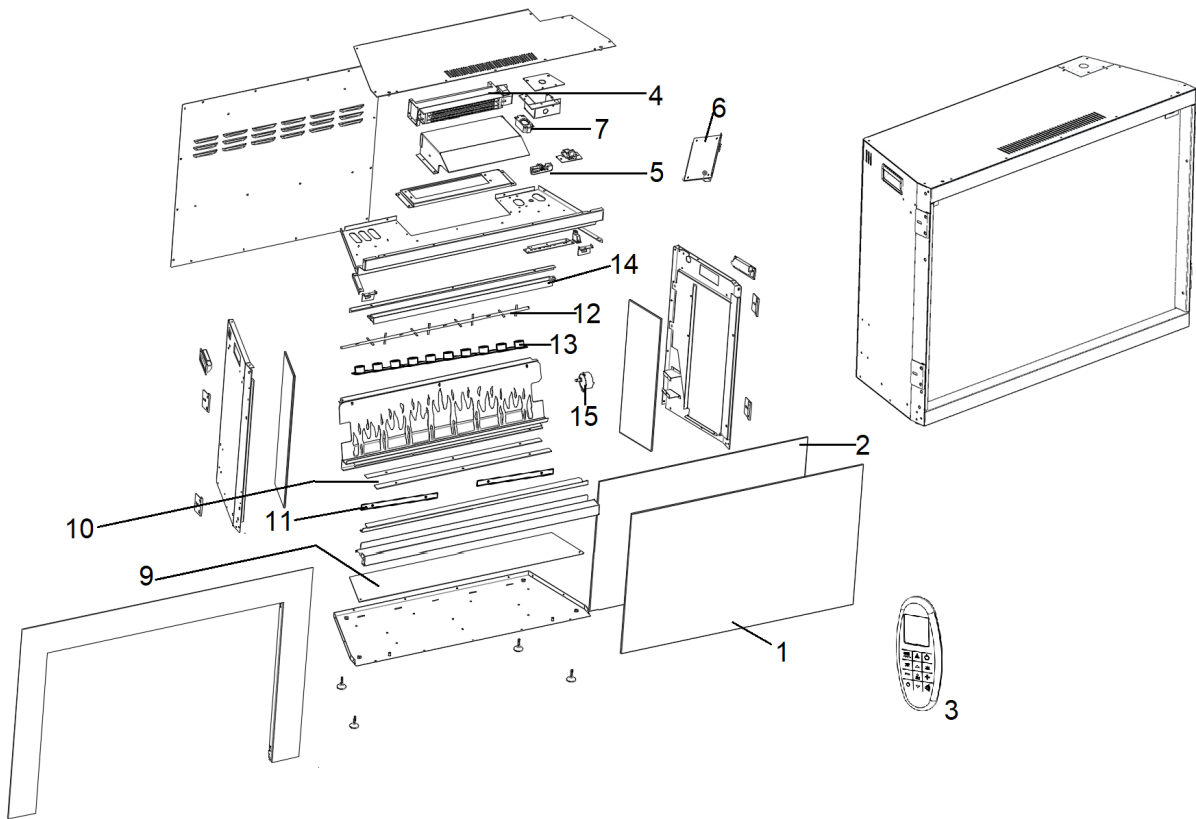


HUSSONG MANUFACTURING CO., INC.

P.O. BOX 557 204 INDUSTRIAL PARK DRIVE
LAKEFIELD, MINNESOTA USA 56150-0577

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.



Osseo e29 Electric Fireplace - Replacement Parts					
1	Front Viewing Glass	OSE29-FVG	9	Ember Bed Floor Panel	OSE29-EFP
2	Flame Effect Screen	OSE29-FES	10	Ember Bed LED Strip	OSE29-EBS
3	Remote Control	OSE-REM	11	Floor LED Strip	OSE29-FLS
4	Fan Heating Assembly	OSE-FHA	12	Flame Flicker Spindle	OSE29-FFS
5	Wireless Remote Receiver	OSE-WRR	13	Flame LED Strip	OSE29-FLA
6	Main Control Board	OSE-MCB	14	LED Accent Down Light	OSE29-DLS
7	Speaker	OSE-SPE	15	Flame Effect Motor	OSE-FEM
8	Power Cord	OSE-POW	16		

Osseo e34 Electric Fireplace - Replacement Parts

1	Front Viewing Glass	OSE34-FVG	9	Ember Bed Floor Panel	OSE34-EFP
2	Flame Effect Screen	OSE34-FES	10	Ember Bed LED Strip	OSE34-EBS
3	Remote Control	OSE-REM	11	Floor LED Strip	OSE34-FLS
4	Fan Heating Assembly	OSE-FHA	12	Flame Flicker Spindle	OSE34-FFS
5	Wireless Remote Receiver	OSE-WRR	13	Flame LED Strip	OSE34-FLA
6	Main Control Board	OSE-MCB	14	LED Accent Down Light	OSE34-DLS
7	Speaker	OSE-SPE	15	Flame Effect Motor	OSE-FEM
8	Power Cord	OSE-POW	16		

Osseo E-Series Optional Accessories

Osseo E Series Traditional Log Set	OSE-TLS		Osseo e29 Chaska Hanging Bracket	OSE29-CHB
Osseo E Series Birch Log Set	OSE-BLS		Osseo e34 Chaska Hanging Bracket	OSE34-CHB
Osseo e29 Exterior Trim	OSE29-081			
Osseo e34 Exterior Trim	OSE34-081			

Optional Chaska Screen Barriers*

Osseo 29 Compatible Screen Barriers			Osseo 34 Compatible Screen Barriers	
Rectangular Screen Front (Black)	CK29-RSF		Rectangular Screen Front (Black)	CK34-RSF
Rectangular Screen Front (Antique Copper)	CK29-RSF-AC		Rectangular Screen Front (Antique Copper)	CK34-RSF-AC
Rectangular Screen Front (Brushed Stainless)	CK29-RSF-BS		Rectangular Screen Front (Brushed Stainless)	CK34-RSF-BS
Prairie Screen Front (Black)	CK29-PSF		Prairie Screen Front (Black)	CK34-PSF
Arched Mission Screen Front (Vintage Bronze)	CK29A-MSF-VB		Arched Mission Screen Front (Vintage Bronze)	CK34A-MSF-VB
*Requires the Chaska Hanging Bracket to hang the Chaska screen barrier on the Osseo				

Limited Lifetime 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).

2 Year Limited Warranty

- 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 24 months of the occupancy date.
- Hussong Mfg. will warranty all parts for 2 years and labor reimbursement for 1 year, unless any exclusions apply.
- Hussong Mfg. will issue labor reimbursement to an authorized dealer only. Hussong Mfg. will not be liable for charges occurred as a result of any service work performed by a non-authorized service provider, without pre-authorization.**

EXCLUSIONS AND LIMITATIONS

- 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.
- This warranty is nontransferable and is made to the original purchaser only.
- 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.
- 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.
- Repair or replacement of parts that are subject to normal wear and tear during the 24 month warranty period. These parts include: paint, batteries, and discoloration of glass.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.