
Contact Us!

Do NOT return this item.

Contact our friendly customer service department for help first.



Before You Start

- ⚠ Please read all instructions carefully.
- ⚠ Retain instructions for future reference.
- ⚠ Separate and count all parts and hardware.
- ⚠ Read through each step carefully and follow the proper order.
- ⚠ We recommend that, where possible, all items are assembled near to the area in which they will be placed in use, to avoid moving the product unnecessarily once assembled.
- ⚠ Always place the product on a flat, steady and stable surface.
- ⚠ Keep all small parts and packaging materials for this product away from babies and children as they potentially pose a serious choking hazard.



CONSUMER SAFETY INFORMATION

- Read this manual before installing and operating this appliance
- Failure to follow these instructions may result in electric shock, fire, property damage or personal injury.
- Do not store or use gasoline or other flammable liquids in vicinity of this appliance.

IMPORTANT SAFETY INFORMATION!



WARNING



- **ALWAYS** keep **electric cords, home furnishings, drapes, clothing, papers, or other combustibles** at least **3 feet (0.9m)** away from the front of this heater, and away from the bottom, sides, and rear of this heater.
- **DO NOT** place the heater near a bed because objects such as pillows or blankets can fall off the bed and be ignited by the heater.
- **DO NOT COVER** this heater or **block** the air vents at all. Doing so could cause a **fire**.
- **AVOID fire or electric shock! NEVER** insert or allow any foreign objects to enter the ventilation or exhaust openings of this heater.
- **Prevent Fire!** Keep all **flammable liquids**, like gasoline or paint, away from this heater. This heater produces **arcing sparks** that **could ignite** flammable liquids.
- **DO NOT cover** this heater in any manner. Doing so could block the air flow and cause the unit to **overheat**, or could **ignite** the material covering the heater.
- **NEVER** run the **power cord** under carpet, rugs, runners, or any other covering. Doing so could cause the cord or materials covering the cord to overheat.
- **AVOID FIRE!** Regularly inspect all air vents to make sure they are free from dust, lint, or other blockage. **Unplug the unit** and clean with a **vacuum ONLY**. **DO NOT** rinse or get wet.



WARNING



- **For residential use only! NOT for commercial use! NEVER** use this fireplace for other than its intended purpose.
- **Only** use this insert with **the mantel that came with the insert. NEVER** use a mantel from another manufacturer.
- **NEVER** use this electric fireplace insert **unless** it is **properly installed** in the correct mantel.
- Use **extreme caution** if using this heater **near children**, or where children may be present.
- **NEVER** leave this heater unattended. **ALWAYS** unplug this heater when not in use.
- This heater is **hot** when in use. **AVOID INJURY! DO NOT TOUCH hot surfaces, or attempt to move this heater while it is hot.**
- **ALWAYS** turn this heater off before unplugging it from the outlet.
- **AVOID INJURY!** Keep the cord from crossing traffic areas to avoid tripping.
- **NEVER modify this fireplace.** Doing so could result in personal injury or property damage. Modification of this fireplace **completely voids all warranties**.
- **Discontinue use** if this fireplace **malfunctions** or is **dropped or damaged in any manner**.

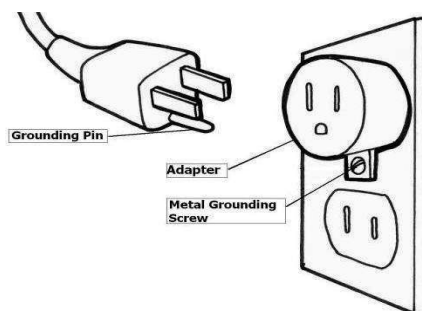


WARNING



- **Risk of electric shock! DO NOT OPEN!** No user-serviceable parts inside!
- **ALWAYS disconnect** this unit from the **power supply before** performing any assembly or cleaning, or before relocating the electric fireplace.
- **ALWAYS** store this heater in a dry location. **NEVER** use the fireplace if it has become wet.
- **NEVER** use this heater in **bathrooms, laundry rooms**, or any other location where the heater could fall into a **bathtub or pool, become damp or come in contact with water.**
- **NEVER** hang this unit on a wall **directly below an electrical outlet.**
- **NEVER** operate this heater if the **power cord or plug** has become **damaged**, or if the **grounding pin** is **damaged or missing.**
- Place the heater near a wall outlet so an extension cord is not needed. If an extension cord is needed, the **gauge** of the cord **must be at least 14AWG**, and the **rating must be at least 1875 Watts.** **NEVER** use a **smaller gauge** cord with a **lower rating.** Doing so may result in **fire or electric shock.**
- **ONLY** use this heater on a **110~120 Volt 15 Amp grounded circuit.** **NEVER overload the circuit.** If this heater trips the circuit breaker, unplug all other appliances on the same circuit before the next use. Avoid plugging other appliances into the same circuit as this heater.
- **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.**
- **ALWAYS** check your heater cord and plug connections with **each use!**
 - i) **MAKE SURE** the plug fits tight in the outlet! Faulty wall outlet connections or loose plugs can cause the outlet to overheat.
 - ii) **Heaters draw more current** than small appliances. **Overheating** may occur even if it has not occurred with the use of other appliances.
 - iii) During use **check frequently** to see if the **plug outlet or faceplate is HOT!**
 - iv) If the outlet or faceplate is **HOT, discontinue use immediately** and have a qualified electrician inspect and/or replace the faulty outlets.

- The cord supplied with the heater has a plug with two blades (live and neutral) and one round pin (ground). If a 3-slot receptacle is not available, an adapter **MUST** be used. The adapter **MUST** be **properly grounded** to the outlet box (see figure at right).



PREPARATION



This insert has front panel made of **GLASS! 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 make sure nothing is missing. Dispose of packaging materials properly. Please recycle whenever possible.

OPERATION



Read and understand this entire owner's manual, including **all safety information**, before **plugging in** or **using** this product. Failure to do so could result in **electric shock**, **fire**, **serious injury**, or **death**.

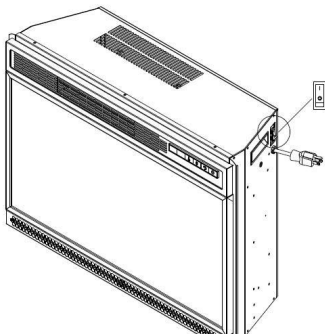
Power

Make sure the ON/OFF switch, located on the control panel, is in the OFF position. Plug the power cord into a 110~120 Volt 15 Amp grounded outlet (see **IMPORTANT SAFETY INFORMATION** section). Make sure the outlet is in good condition and that the plug is not loose. **NEVER** exceed the maximum amperage for the circuit. **DO NOT** plug other appliances into the same circuit.

Thermostat

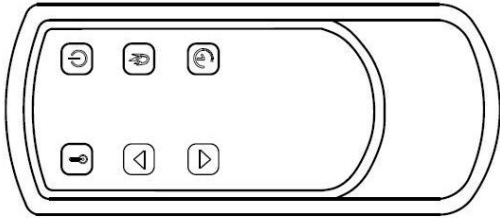
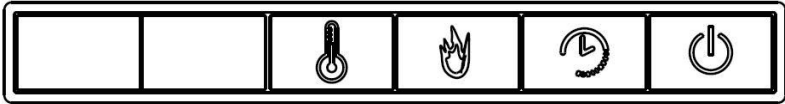
This heater is equipped with a Thermostat. Should the ambient temperature exceeds or falls below the set temperature, the heater will automatically turn OFF/ON.

DEMO MODE SWITCH



On the right side of the fireplace, there is a demo mode switch. When this switch is turned on, there is only flame in the fireplace, no heat.

Control Panel and Remote



Control panel/Remote control Operation

| BUTTON | FUNCTION | ACTION&INDICATION |
|--------|---|--|
| | ON: Enables control panel functions and remote control.Turns on flame effect. OFF: Disables control panel functions and remote control.Turns off flame effect. | 1. Press once. Indicator light turns on. Power turns on. All functions enabled. 1500W heater turns on and blows warm air. |
| | FLAME button: Control the flame color and brightness level. | 1. Press once. Flame color gets changing. 2. Keep pressing for 5 seconds the flame brightness gets changing. |
| | HEATER button:Control the temperature output mode. When fireplace is turned on, keep pressing for 5 seconds to select the desired temperature setting. | 1. Press once. Indicator lights up. 750W heater turns on and blows warm air. 2. Press again. Heater turns off. |
| | TIMER button: Control timer settings to turn off fireplace at selected time. | 1. Press once. Indicator light turns on. Temperature is set to hours. Press again until desired setting is reached. LED display shows the setting. |
| | TEMPERATURE button: Increase the heat output. | 1. Increase the heat output. |
| | TEMPERATURE button: Decrease the heat output. | 1. Decrease the heat output. |

NOTICE

To improve operation, **DO NOT press the buttons too quickly.** Give the unit time to respond to each command.

! WARNING!

NEVER leave heater unattended during operation! Failure to do so could result in **personal injury or property damage.**

NOTICE

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

Remote Control Battery Information

Remote control requires two AAA batteries



NEVER dispose of batteries in fire. Failure to observe this precaution may result in an explosion. Dispose of batteries at your local hazardous material processing center.

CARE AND MAINTENANCE



ALWAYS turn the heater **OFF** and **unplug the power cord from the outlet** before cleaning, performing maintenance, or moving this fireplace. Failure to do so could result in **electric shock, fire, or personal injury.**

Cleaning



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

Metal:

- Buff using a soft cloth, slightly dampened with a citrus oil-based product.
- **DO NOT** use brass polish or household cleaners as these products will damage the metal trim.

Glass:

- Use a good quality glass cleaner and dry thoroughly with a paper towel or lint-free cloth.
- **NEVER** use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface.

Vents:

- Use a vacuum or duster to remove dust and dirt from the heater and vent areas.
- Clean the exterior of the fireplace with a slightly damp cloth or duster.

Maintenance



Risk of electric shock! DO NOT OPEN! No user-serviceable parts inside!



ALWAYS turn the heater **OFF** and **unplug the power cord from the outlet** before cleaning, performing maintenance, or moving this fireplace. Failure to do so could result in **electric shock, fire, or personal injury**.

Electrical and Moving Parts:

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

Storage:

- Store heater in a clean dry place when not in use.



WARNING! No other servicing should be performed by the consumer. Do not attempt to service the unit yourself.

TROUBLESHOOTING



WARNING: Turn off the appliance, unplug and let cool for at least 10 minutes before attempting to service. Only a qualified professional should attempt to service or repair the appliance.

| Problem | Possible Cause | Corrective Action |
|--|--|--|
| | <ol style="list-style-type: none">1. Dimmer control button set too Low.2. LED bulb are burned out.3. "Flame wand" has come loose from bracket.4. "Flame wand" motor is not functioning. | <ol style="list-style-type: none">1. Push Dimmer button to increase light2. Contact with the technical3. Remove the back panel. Secure end of " flame wand" back into the support bracket.4. Call our customer service. |
| The appliance turns off and will not turn back on | <ol style="list-style-type: none">1. The overheat protection device in the appliance has been triggered.2. House circuit breaker has been tripped | <ol style="list-style-type: none">1. Turn all controls off, unplug the appliance, allow to cool for at least 10 minutes, then plug back in and restart.2. Reset house circuit breaker. |
| The appliance does not turn on when the button is pushed to "ON" | <ol style="list-style-type: none">1. The overheat protection device in the appliance has been triggered. | <ol style="list-style-type: none">1. Turn all controls off, unplug the appliance. Allow to cool for at least 10 minutes, then plug back in and restart. |
| Remote control does not work | <ol style="list-style-type: none">1. Low batteries.2. Manual control on the appliance must be "ON" before operating the remote control. | <ol style="list-style-type: none">1. Replace all batteries in the remote control2. Push the appliance "ON" using the manual control panel, then use remote control to operate. If using the remote to control the appliance, you must also press the "Power On" button on the remote control. |