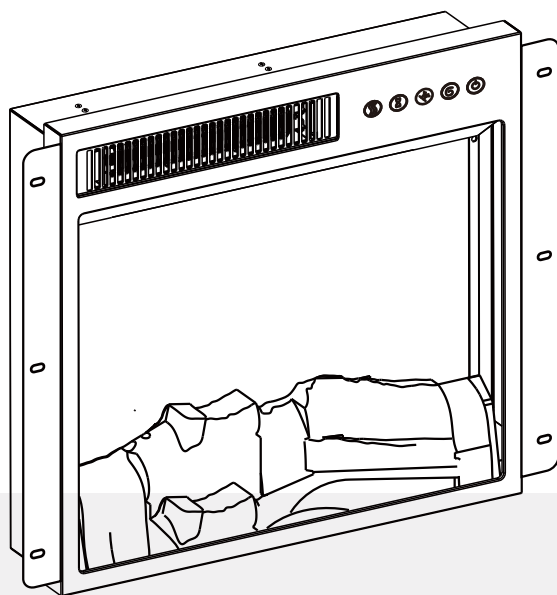


# MANUAL INSTRUCTION

## 18 inch Electric fireplace H20015



We offer a diverse range of products to  
meet the needs of customers.

## Indoor Furniture

---

We are a professional furniture provider with top-notch factories and outstanding designs, Our mission is to provide consumers with new lifestyles. By collecting consumer feedback, we constantly improve our products and create more choices for consumers. If you want to create your space, We are an ideal choice.

---

Always.

---

### IMPORTANT SAFETY INFORMATION

**PLEASE READ ALL OF THE INFORMATION IN THIS OPERATING MANUAL, INCLUDING ALL SAFETY, OPERATING, AND MAINTENANCE INFORMATION. TO AVOID THE POTENTIAL RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS, USERS SHOULD FOLLOW THE DIRECTIONS AND WARNINGS IN THIS MANUAL**

1. Read all instructions before using this heater.
2. Do not use this heater outdoors.
3. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate the heater where it may fall into a bathtub or other water container.
4. Do not run the power cord under carpeting. Do not cover the power cord with throw rugs, runners, or the like. Arrange the power cord away from traffic areas and where it will not be tripped over.
5. To disconnect the heater, turn controls to off, then remove the plug from the outlet.
6. Connect to properly grounded outlets only. Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).
7. To prevent a possible fire, do not block firebox air intakes or the exhaust in any manner. Do not operate the firebox on soft surfaces, like a bed, where openings may become blocked.
8. There is a thermostat limiter inside the heater. When the inner temperature over heats or abnormal heating occurs, the thermostat protective device cuts off the power supply to avoid fireplace damaged or risk of fire.
9. Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electrical shock, or injury to persons.

# SAVE THESE INSTRUCTIONS

 <b>WARNING</b>	There are no user serviceable parts inside the fireplace/heater, If the unit appears to malfunction, turn the unit off and unplug the unit from the wall immediately, and contact Customer.
 <b>WARNING</b>	This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. If provided, use handles when moving this heater. Keep combustible material, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 ft.(0.9 meters) from the front of the heater and keep them away from the sides and rear.
 <b>WARNING</b>	Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
 <b>WARNING</b>	Always unplug the heater when not in use.
 <b>WARNING</b>	Do not operate any heater with a damaged cord or plug or after the heater malfunctions, has been dropped or damaged in any manner. Return the heater to an authorized service facility for examination, electrical or mechanical adjustment, or repair.
 <b>WARNING</b>	Do not insert or allow foreign objects to enter any ventilation or exhaust openings as this may cause an electric shock or fire, or damage the heater.
 <b>WARNING</b>	A heater has hot and arching or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored.
 <b>CAUTION</b>	While the heater is in use, the top center of the fireplace can get hot to the touch, and may cause serious injury or burns. Always supervise small children around the fireplace/heater. Do not place any cloth or decorations over the heater outlet of the fireplace, or otherwise obstruct the heater outlet of the fireplace, as this may cause a fire and serious injury may result,

## Safety Information (continued)

### GROUNDING INSTRUCTIONS

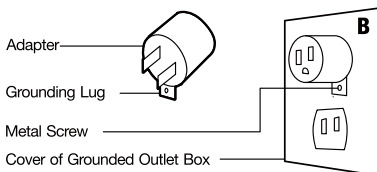
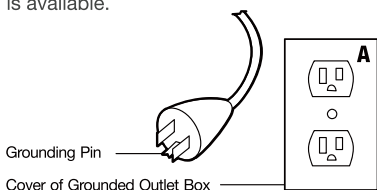


#### **DANGER**

Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product. If it will not fit the outlet, have a proper outlet installed by a qualified electrician.

This product must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

This heater is for use on 120-volt circuits and has a grounded plug. An adapter is available from your local electronics store or online supplier for connecting three-blade grounding-type plugs to two-slot receptacles. 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.



## Warranty

We are confident that you will be delighted with this purchase. Should this product be defective in workmanship or materials, or fail under normal use, we will repair or replace it for a period of up to one (1) year from the date of purchase.

This warranty gives you specific rights and you may also have other rights which vary from state to state.

## Pre-installation

### ELECTRICAL SPECIFICATIONS

Voltage:120VAC,60HZ

Watts:750W,1500W

### TOOLS REQUIRED



Phillips Screwdriver



2 Persons Assembly

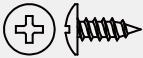


Up to 30 Minutes For Assembly

### HARDWARE

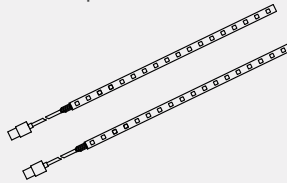
12

Screw



15+2 PCS

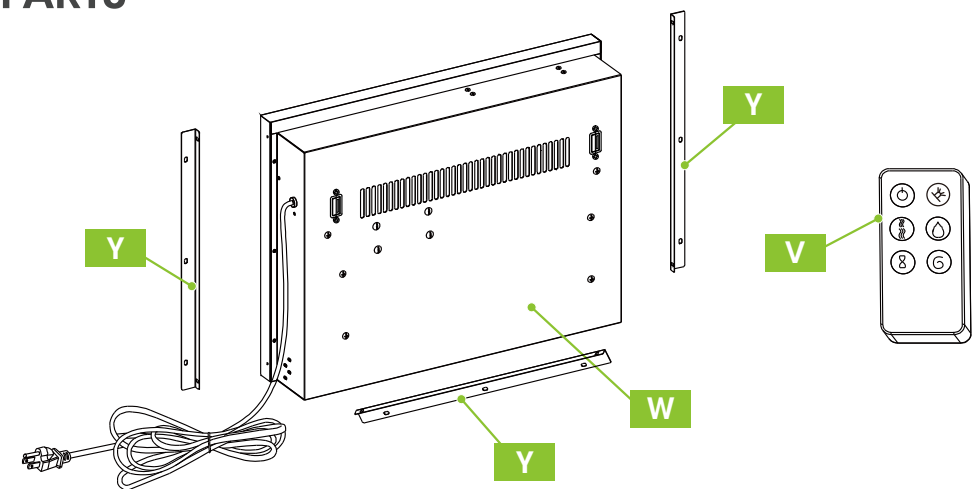
LED lamp band




**NOTE**

Hardware not shown to actual size.

# PARTS

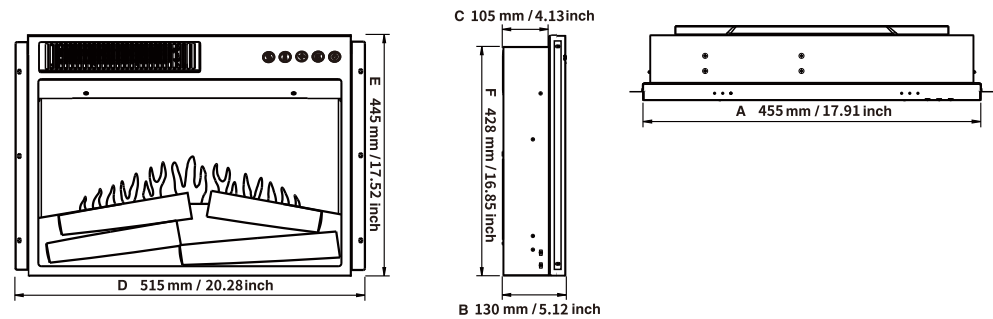


Part	Description	Quantity
V	Remote Control with Battery	1
W	Fireplace Insert	1
Y	Side Trim	3

**CAUTION**

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.

## Dimension

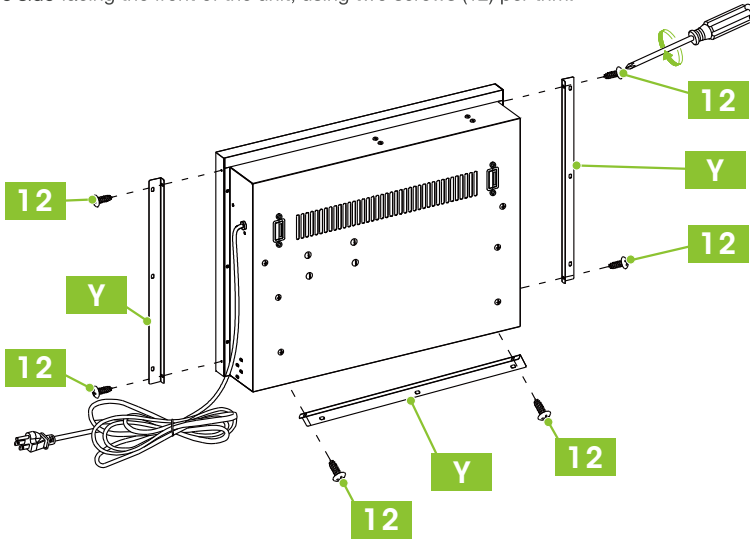


# PRODUCT ASSEMBLY

1

## Attaching the metal trims

Align and attach two side trims (Y) to both sides of the fireplace insert (w) respectively with the right angle side facing the front of the unit, using two screws (12) per trim.



2

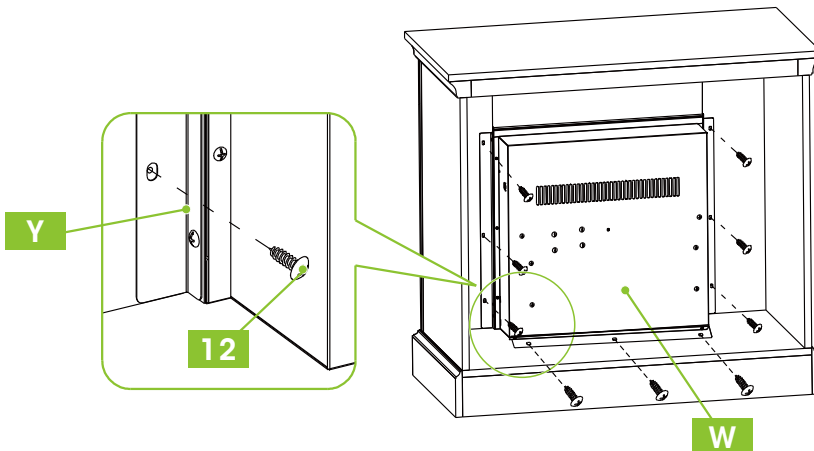
## Installing the fireplace insert

Carefully set the fireplace insert (W) into the back of the mantel and center it in the opening. Use care not to scratch the wood. Check the alignment, and then attach the fireplace insert (w) to the mantel by inserting the screws (12) through the drilled holes on the trims (Y) and securely screw into place using a Phillips screwdriver.



## NOTE

**DO NOT** attempt to install the insert from the front of the mantel - it will not fit.





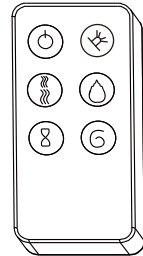
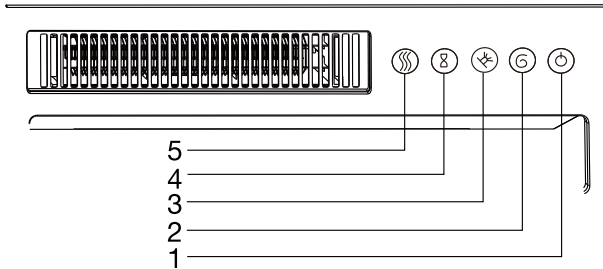
# PRODUCT ASSEMBLY







## Operation

### Identifying the control panel

The control panel is located on the top right corner of the fireplace/heater unit.

The control panel contains the main power (1) power (2) flame speed (3) dimmer (4) timer (5) heater



<b>POWER</b>		Turn the appliance ON/OFF. <b>NOTE:</b> Make sure the main switch on the top of fireplace is turned on before operating.
<b>FLAME SPEED</b>		Control Flame speed. 5 Settings: (V1-V2-V3-V4-V5) Flame speed from V1 to V5. V5 is the fastest setting.
<b>DIMMER</b>		Control Flame brightness. 5 Settings: (L1-L2-L3-L4-L5) Flame dims from L1 to L5. L5 is the brightest setting.
<b>TIMER</b>		Control the Timer. 8 Settings: (1h, 2h, 3h, 4h, 5h, 6h, 7h, 8h) Press button until reach desired setting.
<b>HEATER</b>		Control the Heater. Press button to initiate the heater. (OFF) no heater or blower. (LL),heater blows warm air(750W) (HH), heater blows hot air(1500W) <b>NOTE:</b> Heater functions cycle from (OFF) (LL) (HH)
<b>LED</b>		COLOR button : Makes the color fameeffect changing. 1.Press once . The Flame color effect gets changing. 2.Press again . Untl the desired setting is reached.

## PRODUCT ASSEMBLY

**WARNING:** Do not move or remove the mesh trim panel, when the appliance is plugged in and operating. This will cause the remote control and touch panel to no longer function.

**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.

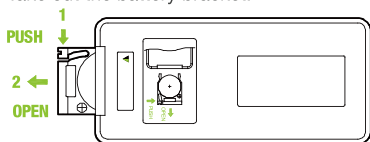
**NOTICE:** To improve operation, aim the remote control at the front of the fireplace. **DO NOT** press the buttons too quickly. Give the unit time to respond to each command.

## Using the Remote Control

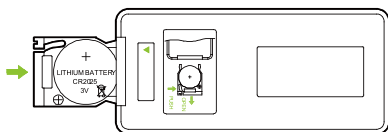
### Installing the battery

The battery is supplied with the remote control. The first thing to do with the remote control is to remove the plastic sheet insulated the battery. For replacement battery, use lithium-based CR2025 battery. Please follow the sequence below to replace the battery.

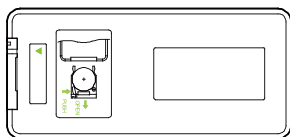
Take out the battery bracket.



Insert the battery with the button side into the battery bracket, making sure the battery is firmly seated.



Press the battery bracket into the remote control, making sure it snaps into position.



Turn the remote over and aim it towards the fireplace/heater unit.

Press the power button on the upper portion, and see if the flames on the fireplace/heater turn on or off. If nothing appears to happen, check to make sure the battery is installed correctly, and try again.



### WARNING

Do not ingest batteries.

1. Non-rechargeable batteries are not to be recharged.
2. Batteries are to be inserted with the correct polarity.
3. Exhausted batteries are to be removed from the product.
4. Always purchase the correct size and grade of battery most suitable for the intended use.
5. Replace all batteries of a set at the same time. .
6. Clean the battery contacts and also those of the device prior to battery installation.
7. Remove batteries from equipment when not used for an extended period of time.



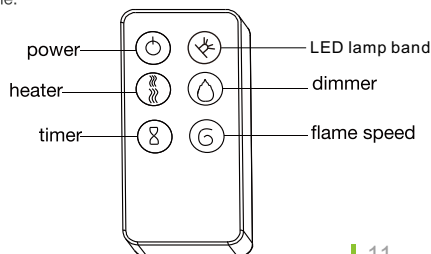
### NOTE:

Battery disposal  
Please always dispose  
of batteries at a suitable  
recycling point.



### ● Using the remote control

The operation of the remote control buttons work the same as the buttons on the front panel of the fireplace/heater. Review the Operation section for more information on the functionality of these buttons..



## Using the Remote Control

### WARNING

Always disconnect from the power supply before cleaning the heater.  
First turn off the main power.  
Then remove the electrical plug from the wall outlet.

### WARNING

Do not use this fireplace insert if any part of it has been under water.  
Immediately call a qualified service technician to inspect the firebox and  
replace any part of the electrical system which has been underwater.

The blower motor and flame motor are pre-lubricated for a durable using time and need no further lubrication or maintenance. To remove any accumulation of dust or debris, the soft brush attachment of a vacuum cleaner should occasionally be used to clean the outlet grille of the fan heater.

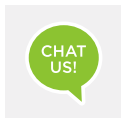
- Use a soft, clean cloth that will not scratch the surface when dusting.
- Use a clean soft cloth dampened with warm water to clean the fireplace surface.  
Do not use household or abrasive cleaners, as these products may damage the surface.
- When cleaning the glass viewing screen use a non-abrasive damp cloth with liquid cleaner or soft soap if necessary; Do not use cleaning powders or any other substance with abrasives since these substances will scratch glass.
- Under no circumstances should this product be operated with a broken or chipped glass panel.
- Do not strike or slam the glass.
- In the event that your appliance is stained or otherwise damaged during use, we recommend that you call a professional to it.
- When not in use please unplug the cord from the outlet to prevent any damage or accidents.

## Troubleshooting

Problem	Solution
The unit does not turn on.	Check that the unit is fully plugged into a standard 120 V outlet. Press the power button on the control panel.
The unit is on, but there is no flame effect.	Open the back panels to check if the flame spindle has fallen off from the spindle motor.
There is a visible flame effect, but the heater does not continue to blow warm air after repeatedly turning on the heater.	Turn on/off the heater button several times to make sure it is in the "ON" position.
The heater does not work, but the power and heater switches are in the "ON" position.	Turn all switches to the "OFF" position and unplug the unit from the wall outlet for 5 minutes. After 5 minutes plug the unit back into the wall outlet, and operate as normal. Make sure that no objects are blocking the air vents on the top and on the front of your fireplace.
Remote control is not working.	Change the remote battery. Operate remote transmitter at a slow measured pace. Press the remote control buttons with an even motion and gentle pressure. Repeatedly pressing buttons in rapid succession may cause the transmitter to malfunction. Stand closer to your fireplace. Remove objects that may block your remote control's ability to communicate with your fireplace.

# HELP CENTER

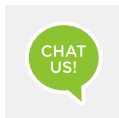
Question about your product? We're here to help. Visit us at:



Chat Support



Product Inquiry



Orders FAQ



Product Assembly



Returns & Refunds

## We Stand Behind the Quality of Their Furniture

If you have any issues with your item please let us know! We will always do our best to come up with a solution that you will be happy with.

Please get in touch with our customer service team before returning the product.

And pls do not throw the original box(es) if you have not finished assembling or confirmed no quality issues.

Length of return period:

Items can be returned within 30 days of purchase.

In the meanwhile, everything you purchased from us comes with a one-year warranty.

Who is responsible for the return shipping fee:

We will cover the return shipping fees if:

1. Your item has a manufacturing defect in its materials or workmanship. For example, torn wicker or misaligned screw holes. We will send you a prepaid shipping label after photos are sent.
2. Your item has been damaged in transit. For example, glass is broken or wicker is damaged. We will send you a prepaid shipping label after photos are sent.
3. You receive the wrong box(es) due to a warehouse error. We will send you a prepaid shipping label after photos are sent of the wrong SKU numbers on the outer box(es).
4. One or more boxes are lost in transit. We will send you a prepaid shipping label if you no longer want the item.

\* However, we still hope to work with you for a better solution instead of a return. Please don't hesitate to contact our customer service team.

Customer will cover the return shipping fees if:

1. You don't like the product(s) after receiving the box(es).
2. You no longer need the product(s) but you have received the box(es).
3. You buy the product(s) by mistake but you have received the box(es).
4. Order/Shipment cancellation failed and you have received the box(es).

---

## Return Request

In order to get a full refund as described in this return policy, all items must be: (1) In a brand new/unused condition, please provide photos before and after packaging. (2) When returning, all accessories and parts are firmly packed in all original packaging. If your return does not meet the requirements, you may not get a full refund.

When will I be refunded?

The refund is released once the goods have been returned to our warehouse.

What if the product is damaged/defective outside of the valid return period?

We want you to be a happy customer. Please reach out to us by email and we will come up with a solution to make sure you are satisfied.